CONNECTICUT COMMUTER RAIL COUNCIL

MONTHLY OPERATIONS REPORT

**December 2019**

|  |  |  |  |  |  |  |  |
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| **MONTHLY REPORT - New Haven Line Mainline** | | | | | | | |
| **Category** | | | **Month**  **(December - unless otherwise indicated)** | | | **YTD** | |
| **Ridership**  % change from same period 2018 | | | 3,229,718  (November)  -1.9% | | | 36,825,029  (2019)  0.0% | |
| **On-Time Performance** (OTP)Overall | | | 95.4% | | | 93.4% | |
| Goal: 93.0% AM Peak | | | 92.1% | | | 91.7% | |
| PM Peak | | | 96.0% | | | 92.1% | |
| Weekend | | | 98.5% | | | 97.0% | |
| **Average Train Delay** (min) | | | 13.4 | | | 13.2 | |
| **Cancellations and Terminations** | | | 16 (0.2%) | | | 244 (0.2%) | |
| **Car Availability** (vs Requirement) M8 | | | 100% | | | 100% Goal | |
| **Consist Compliance** AM Peak | | | 97.0% | | | 97.4% | |
| Goal: 95.0% PM Peak | | | 97.9% | | | 98.1% | |
| **MDBF** - Mean Distance Between Failure  - M8 Goal: 280,000 12 mo. avg. 333,815  - Coach Goal: 200,000 12 mo. avg. 262,241  - P32 Loco Goal: 21,000 12 mo. avg. 36,141  - BL20 Loco Goal: 13,000 12 mo. avg. 25,541 | | | November  364,091  196,970  60,365  18,814 | | | YTD  339,896  278,108  38,039  38,946 | |
|  | | |  | | |  | |
| Incidents of Note  **12/02:** Tr# 1711 customer required medical at 125th ST  **12/17:**  Lost Signal Power due to storm & trees  **12/19:**  Track circuit down at Port Chester station | | | | | | | |
| **MONTHLY REPORT – Branch Lines, Shore Line East and Hartford Line** | | | | | | | |
| Category | **New Canaan** | **Danbury** | | **Waterbury** | **Shore Line East (SLE)** | | **Hartford Line (HL)** |
| On-Time Performance (OTP) | 96.2% | 86.1% | | 94.9% | 95.5% | | 87.1% |
| Year to Date OTP | 94.4% | 91.0% | | 90.2% | 93.3% | | 90.7% |
| Bus Substitutions | 9 | 2 | | 1 | 2 | | 2 |
| Incidents of Note: 12/18 Danbury busing due to tree down  12/1 Waterbury busing due to Tr# 1991 failure  12/30 New Canaan bussing due to tree in wires | | | | | | | |

**Branch Ridership Totals (November 2019):**

* New Canaan: 120,981 (-3.3%) Danbury: 54,307 (-11.8%) Waterbury: 27,272 (-6.4%)

**Branch Ridership Totals (YTD November 2019):**

* New Canaan: 1,393,200 (-0.8%) Danbury: 667,395 (-2.2%) Waterbury: 308,718 (-1.1%)
* On-Time Performance (YTD December): SLE 93.3% (+13.9%), HL 90.7% (+9.7%)
* Average Weekday Ridership (Nov.): SLE 1,473 (+33.8%), HL 2,767 (+19.5%)
* Average Weekday Ridership (YTD Nov.): SLE 1,367 (+1.7%), HL 2,427 (+55.1%)
* Annulments & Terminations (December): SLE 2 Ann.; 2 Term., HL 4 Ann.; 2 Term.
* Average Weekend Ridership (day) (Nov.): SLE 807 (+3.6%), HL 1,383 (+19.5%)
* Average Weekend Ridership (YTD Nov.): SLE 760 (-3.9%), HL 1,214 (+55.1%)

*Note: Hartford Line OTP and Ridership is combined CTrail and Amtrak services.*