

COMMUTER RAIL SYSTEM
ON-TIME PERFORMANCE REPORT

November 2009



COMMUTER RAIL ON-TIME PERFORMANCE

November 2009

This report presents an analysis of the November 2009 train delays as reported for Metra's eleven commuter rail lines. On-time is defined, for this analysis, as those trains arriving at their last station stop within five minutes of schedule. Trains that are six minutes or more behind schedule are regarded as late.

Table 1 presents the number of train delays by rail line and service period. During November 2009, Metra operated 16,215 scheduled trains, including 'extras'. 423 of these trains were delayed (late or annulled), representing an on-time performance rate of 97.4%. Table 2 lists on-time percentages by line for each month and year since 2004. Table 3 lists each train that was on time for less than 85% of its weekday runs in November 2009, in order of line, train, and dates delayed. The codes in the 'Delay Code' column of Table 3 are defined in Table 4 and shown sorted by delay-cause category in Table 5.

Table 6 provides a daily listing of the number of delays by line and branch for November 2009.

Table 7.a shows the frequency of train delays by delay-cause category and by line during November 2009. Table 7.b shows the average frequencies over the previous five Novembers, and Table 7.c shows the differences between Table 7.a and Table 7.b. There were 423 delays systemwide in November 2009, 268 less than the average over the previous five Novembers. Table 8.a shows delays from the beginning of the year through November 2009. Table 8.b shows the average frequencies through November of each of the previous five years, and Table 8.c shows the differences between Table 8.a and Table 8.b. Tables 9.a and 9.b display the systemwide frequency of train delays by cause and by month, for 2009 and 2008 respectively. From January through November of 2009, a total of 7,847 trains were delayed, compared to 7,908 trains delayed in the same eleven months of 2008.

Table 10 shows, by line and month, all train delays caused by freight operations over the past 24 months. In November 2009 freight operations delayed 47 trains systemwide, compared to 76 a year earlier. Tables 11.a and 11.b display the frequency of lift-deployment train delays by line and month, for 2009 and 2008 respectively. A total of 22 trains were delayed by lift deployment in November 2009.

A review of November 2009 late trains by duration of delay is shown in Table 12. The range with the greatest number of delays was, as usual, six-to-ten minutes, accounting for 54.4% of all late trains. Table 13 shows that the average length of delay was 12.5 minutes in November 2009. It should be noted that these averages relate only to reportable delays (i.e., trains late by six minutes or more).

**TABLE 1: SCHEDULED AND DELAYED TRAINS, AND ON-TIME PERFORMANCE BY SERVICE PERIOD AND LINE
November 2009**

| | Weekdays | | | | | | | | | Weekends | | | | | | Total | | |
|-----------------|------------------|-------------|-----------------|------------------|-------------|-----------------|------------------|-------------|-----------------|------------------|-------------|-----------------|--------------------|-------------|-----------------|------------------|-------------|-----------------|
| | Peak* | | | Off-Peak** | | | Total | | | Saturdays | | | Sundays & Holidays | | | Trains Scheduled | Trains Late | Percent On-Time |
| | Trains Scheduled | Trains Late | Percent On-Time | Trains Scheduled | Trains Late | Percent On-Time | Trains Scheduled | Trains Late | Percent On-Time | Trains Scheduled | Trains Late | Percent On-Time | Trains Scheduled | Trains Late | Percent On-Time | | | |
| BNSF | 1,077 | 31 | 97.1% | 808 | 18 | 97.8% | 1,885 | 49 | 97.4% | 116 | 5 | 95.7% | 108 | 2 | 98.1% | 2,109 | 56 | 97.3% |
| Elec -ML | 897 | 11 | 98.8% | 683 | 13 | 98.1% | 1,580 | 24 | 98.5% | 186 | 6 | 96.8% | 120 | 4 | 96.7% | 1,886 | 34 | 98.2% |
| -BI | 280 | 5 | 98.2% | 460 | 5 | 98.9% | 740 | 10 | 98.6% | 120 | 1 | 99.2% | -- | -- | -- | 860 | 11 | 98.7% |
| -SC | 340 | 5 | 98.5% | 740 | 11 | 98.5% | 1,080 | 16 | 98.5% | 192 | 2 | 99.0% | 120 | 0 | 100.0% | 1,392 | 18 | 98.7% |
| Subtotal | 1,517 | 21 | 98.6% | 1,883 | 29 | 98.5% | 3,400 | 50 | 98.5% | 498 | 9 | 98.2% | 240 | 4 | 98.3% | 4,138 | 63 | 98.5% |
| Heritage | 119 | 14 | 88.2% | 1 | 0 | 100.0% | 120 | 14 | 88.3% | -- | -- | -- | -- | -- | -- | 120 | 14 | 88.3% |
| Milw -N | 499 | 14 | 97.2% | 701 | 23 | 96.7% | 1,200 | 37 | 96.9% | 96 | 25 | 74.0% | 120 | 4 | 96.7% | 1,416 | 66 | 95.3% |
| -W | 538 | 8 | 98.5% | 622 | 5 | 99.2% | 1,160 | 13 | 98.9% | 96 | 4 | 95.8% | 108 | 0 | 100.0% | 1,364 | 17 | 98.8% |
| Subtotal | 1,037 | 22 | 97.9% | 1,323 | 28 | 97.9% | 2,360 | 50 | 97.9% | 192 | 29 | 84.9% | 228 | 4 | 98.2% | 2,780 | 83 | 97.0% |
| NCS | 220 | 6 | 97.3% | 220 | 4 | 98.2% | 440 | 10 | 97.7% | -- | -- | -- | -- | -- | -- | 440 | 10 | 97.7% |
| RI | 720 | 14 | 98.1% | 642 | 25 | 96.1% | 1,362 | 39 | 97.1% | 80 | 7 | 91.3% | 96 | 5 | 94.8% | 1,538 | 51 | 96.7% |
| SWS | 220 | 8 | 96.4% | 380 | 12 | 96.8% | 600 | 20 | 96.7% | 24 | 0 | 100.0% | -- | -- | -- | 624 | 20 | 96.8% |
| UP -N | 599 | 11 | 98.2% | 801 | 19 | 97.6% | 1,400 | 30 | 97.9% | 104 | 9 | 91.3% | 108 | 5 | 95.4% | 1,612 | 44 | 97.3% |
| -NW | 656 | 25 | 96.2% | 642 | 11 | 98.3% | 1,298 | 36 | 97.2% | 98 | 9 | 90.8% | 90 | 7 | 92.2% | 1,486 | 52 | 96.5% |
| -W | 539 | 3 | 99.4% | 641 | 11 | 98.3% | 1,180 | 14 | 98.8% | 80 | 10 | 87.5% | 108 | 6 | 94.4% | 1,368 | 30 | 97.8% |
| Subtotal | 1,794 | 39 | 97.8% | 2,084 | 41 | 98.0% | 3,878 | 80 | 97.9% | 282 | 28 | 90.1% | 306 | 18 | 94.1% | 4,466 | 126 | 97.2% |
| SYSTEM | 6,704 | 155 | 97.7% | 7,341 | 157 | 97.9% | 14,045 | 312 | 97.8% | 1,192 | 78 | 93.5% | 978 | 33 | 96.6% | 16,215 | 423 | 97.4% |

*Includes peak direction trains operating during weekday peak periods. **Includes all other weekday trains.

Delays data for most recent month is final (12/17/09) version from TOPS.

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TABLE 2: ON-TIME PERFORMANCE BY LINE/BRANCH

| LINE | YEAR | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN-NOV | AVG |
|----------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|---------|-------|
| BNSF | 2004 | 90.7 | 92.8 | 97.1 | 97.2 | 98.5 | 98.2 | 94.3 | 98.5 | 96.2 | 97.1 | 95.7 | 92.8 | 96.1% | 95.8% |
| | 2005 | 94.3 | 95.7 | 96.2 | 98.1 | 95.9 | 95.7 | 96.8 | 94.2 | 94.4 | 95.0 | 96.1 | 93.8 | 95.7% | 95.5% |
| | 2006 | 96.9 | 96.4 | 96.4 | 97.7 | 96.2 | 93.4 | 97.4 | 95.0 | 96.2 | 93.7 | 90.2 | 91.4 | 95.4% | 95.0% |
| | 2007 | 96.4 | 86.8 | 96.3 | 96.8 | 98.2 | 96.0 | 97.4 | 94.5 | 97.8 | 95.9 | 96.1 | 96.6 | 95.7% | 95.8% |
| | 2008 | 92.9 | 94.3 | 97.0 | 98.2 | 97.0 | 94.3 | 94.8 | 94.6 | 92.8 | 92.8 | 94.2 | 89.9 | 94.8% | 94.4% |
| | 2009 | 85.4 | 94.1 | 97.5 | 96.5 | 94.6 | 90.9 | 95.1 | 91.2 | 96.0 | 89.7 | 97.3 | | 93.5% | 93.5% |
| | 2004-2008 average | 94.2 | 93.2 | 96.6 | 97.6 | 97.2 | 95.5 | 96.1 | 95.3 | 95.4 | 94.9 | 94.5 | 92.9 | 95.5% | 95.3% |
| Electric | 2004 | 97.8 | 98.8 | 98.8 | 99.5 | 98.9 | 98.0 | 99.0 | 98.7 | 98.2 | 98.6 | 98.9 | 98.8 | 98.7% | 98.7% |
| | 2005 | 98.5 | 99.3 | 99.6 | 99.3 | 98.8 | 96.5 | 98.6 | 99.5 | 99.2 | 98.7 | 97.2 | 98.7 | 98.7% | 98.7% |
| | 2006 | 99.3 | 98.6 | 98.1 | 99.1 | 98.9 | 98.1 | 95.4 | 97.9 | 98.0 | 97.4 | 98.7 | 99.0 | 98.1% | 98.2% |
| | 2007 | 99.2 | 96.4 | 97.7 | 98.0 | 97.1 | 97.8 | 96.6 | 97.0 | 95.6 | 97.4 | 98.6 | 98.3 | 97.4% | 97.5% |
| | 2008 | 96.4 | 98.5 | 98.8 | 98.3 | 99.3 | 98.5 | 99.2 | 98.1 | 97.9 | 98.2 | 96.7 | 95.0 | 98.2% | 97.9% |
| | 2009 | 96.7 | 98.5 | 98.7 | 99.1 | 98.6 | 95.7 | 97.2 | 97.2 | 97.2 | 97.7 | 98.5 | | 97.7% | 97.7% |
| | 2004-2008 average | 98.2 | 98.3 | 98.6 | 98.8 | 98.6 | 97.8 | 97.8 | 98.2 | 97.8 | 98.1 | 98.0 | 97.9 | 98.2% | 98.2% |
| Heritage | 2004 | 95.2 | 96.7 | 94.9 | 95.5 | 90.0 | 84.8 | 91.3 | 91.7 | 93.7 | 92.1 | 97.6 | 98.6 | 93.0% | 93.5% |
| | 2005 | 95.2 | 95.0 | 96.4 | 95.2 | 95.2 | 95.5 | 93.3 | 92.8 | 90.5 | 88.9 | 92.1 | 87.5 | 93.7% | 93.1% |
| | 2006 | 94.4 | 94.2 | 92.8 | 92.5 | 95.5 | 92.4 | 91.7 | 90.6 | 90.0 | 92.4 | 92.9 | 95.0 | 92.7% | 92.9% |
| | 2007 | 98.5 | 80.0 | 90.2 | 89.1 | 87.1 | 92.1 | 90.1 | 89.1 | 97.4 | 92.8 | 96.8 | 90.8 | 91.2% | 91.1% |
| | 2008 | 93.9 | 89.7 | 83.3 | 87.2 | 89.7 | 92.9 | 91.7 | 86.5 | 88.2 | 89.1 | 93.0 | 78.6 | 89.5% | 88.6% |
| | 2009 | 79.4 | 91.7 | 91.7 | 98.5 | 96.7 | 92.4 | 94.9 | 92.9 | 90.5 | 84.1 | 88.3 | | 91.0% | 91.0% |
| | 2004-2008 average | 95.5 | 91.1 | 91.7 | 91.9 | 91.5 | 91.5 | 91.6 | 90.2 | 91.8 | 91.1 | 94.5 | 90.1 | 92.0% | 91.9% |
| Milw - N | 2004 | 95.0 | 94.8 | 98.1 | 97.3 | 91.5 | 94.2 | 96.5 | 96.9 | 95.7 | 95.3 | 94.8 | 94.6 | 95.5% | 95.4% |
| | 2005 | 90.4 | 98.4 | 97.5 | 95.4 | 95.7 | 94.3 | 92.4 | 95.8 | 95.6 | 97.7 | 91.3 | 88.3 | 95.0% | 94.4% |
| | 2006 | 92.7 | 97.3 | 95.6 | 97.1 | 93.9 | 93.5 | 90.6 | 95.4 | 94.2 | 92.8 | 89.3 | 92.6 | 93.8% | 93.7% |
| | 2007 | 96.0 | 89.5 | 95.6 | 94.0 | 96.0 | 93.0 | 92.0 | 95.0 | 94.1 | 95.2 | 93.7 | 88.1 | 94.0% | 93.6% |
| | 2008 | 96.1 | 92.6 | 96.4 | 95.8 | 95.6 | 95.0 | 93.3 | 93.1 | 95.8 | 96.9 | 92.9 | 84.4 | 94.9% | 94.0% |
| | 2009 | 85.9 | 97.3 | 97.1 | 95.5 | 95.4 | 94.7 | 96.0 | 95.1 | 96.2 | 96.3 | 95.3 | | 95.0% | 95.0% |
| | 2004-2008 average | 94.0 | 94.5 | 96.6 | 95.9 | 94.5 | 94.0 | 92.9 | 95.2 | 95.1 | 95.6 | 92.4 | 89.6 | 94.6% | 94.2% |
| Milw - W | 2004 | 97.3 | 93.5 | 96.7 | 92.0 | 93.2 | 93.8 | 94.7 | 97.3 | 96.6 | 95.8 | 94.6 | 96.2 | 95.1% | 95.2% |
| | 2005 | 91.1 | 97.0 | 96.1 | 96.6 | 97.7 | 95.5 | 96.2 | 93.8 | 96.0 | 96.2 | 93.0 | 89.1 | 95.4% | 94.8% |
| | 2006 | 91.9 | 97.7 | 96.0 | 97.3 | 97.4 | 97.2 | 93.4 | 95.2 | 97.4 | 96.9 | 98.2 | 94.1 | 96.2% | 96.0% |
| | 2007 | 98.8 | 90.1 | 97.8 | 95.5 | 96.7 | 95.7 | 93.8 | 93.7 | 96.8 | 98.3 | 98.0 | 93.5 | 96.0% | 95.8% |
| | 2008 | 94.5 | 96.6 | 97.1 | 97.4 | 97.8 | 97.8 | 96.1 | 94.1 | 98.3 | 97.9 | 96.6 | 92.3 | 96.7% | 96.4% |
| | 2009 | 92.6 | 96.3 | 97.4 | 99.2 | 98.6 | 96.3 | 97.9 | 95.4 | 99.2 | 99.2 | 98.8 | | 97.4% | 97.4% |
| | 2004-2008 average | 94.8 | 95.0 | 96.7 | 95.8 | 96.6 | 96.0 | 94.8 | 94.8 | 97.0 | 97.0 | 96.1 | 93.1 | 95.9% | 95.6% |
| NCS | 2004 | 96.2 | 89.0 | 94.8 | 85.0 | 91.5 | 83.6 | 85.7 | 91.8 | 93.8 | 92.4 | 90.5 | 92.6 | 90.4% | 90.6% |
| | 2005 | 88.6 | 97.0 | 89.6 | 90.0 | 98.1 | 85.5 | 89.5 | 90.0 | 89.0 | 93.3 | 88.2 | 84.9 | 90.7% | 90.2% |
| | 2006 | 92.6 | 98.0 | 93.5 | 93.8 | 96.1 | 96.8 | 95.3 | 96.3 | 95.6 | 91.7 | 91.1 | 93.4 | 94.6% | 94.5% |
| | 2007 | 95.9 | 91.2 | 94.0 | 92.9 | 93.8 | 94.4 | 95.9 | 94.3 | 94.7 | 96.2 | 97.2 | 94.4 | 94.6% | 94.6% |
| | 2008 | 93.4 | 94.4 | 97.4 | 95.1 | 95.0 | 91.3 | 96.5 | 97.4 | 94.4 | 98.0 | 95.9 | 86.5 | 95.4% | 94.6% |
| | 2009 | 88.9 | 93.4 | 97.3 | 95.5 | 95.2 | 93.2 | 97.8 | 92.4 | 97.6 | 94.6 | 97.7 | | 94.9% | 94.9% |
| | 2004-2008 average | 93.8 | 94.1 | 94.3 | 92.3 | 94.9 | 91.8 | 94.0 | 94.7 | 94.0 | 94.8 | 93.4 | 90.7 | 93.8% | 93.6% |

TABLE 2 (continued): ON-TIME PERFORMANCE BY LINE/Branch

| LINE | YEAR | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN-NOV | AVG |
|--------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|---------|-------|
| RI | 2004 | 96.0 | 98.5 | 97.6 | 98.4 | 99.0 | 97.9 | 97.7 | 98.6 | 97.3 | 98.0 | 96.8 | 95.8 | 97.8% | 97.6% |
| | 2005 | 96.6 | 98.6 | 97.9 | 98.0 | 96.3 | 93.7 | 94.2 | 97.4 | 93.8 | 86.5 | 91.8 | 91.6 | 95.0% | 94.7% |
| | 2006 | 95.9 | 97.1 | 96.8 | 97.5 | 96.3 | 96.7 | 94.4 | 97.1 | 96.8 | 95.7 | 97.4 | 94.2 | 96.5% | 96.3% |
| | 2007 | 96.0 | 84.0 | 96.4 | 98.4 | 96.1 | 93.9 | 92.0 | 94.3 | 95.8 | 97.1 | 95.2 | 90.9 | 94.5% | 94.2% |
| | 2008 | 95.5 | 95.6 | 94.5 | 98.8 | 97.6 | 96.4 | 96.5 | 96.9 | 95.8 | 92.3 | 96.3 | 89.3 | 96.0% | 95.4% |
| | 2009 | 93.4 | 97.5 | 96.2 | 96.8 | 97.5 | 96.2 | 95.9 | 97.1 | 97.2 | 96.4 | 96.7 | | 96.4% | 96.4% |
| 2004-2008 average | | 96.0 | 94.8 | 96.7 | 98.2 | 97.0 | 95.7 | 95.0 | 96.8 | 95.9 | 93.9 | 95.5 | 92.4 | 96.0% | 95.7% |
| SWS | 2004 | 95.8 | 97.8 | 95.7 | 98.0 | 93.4 | 92.9 | 96.1 | 95.2 | 94.9 | 95.2 | 96.1 | 96.7 | 95.6% | 95.7% |
| | 2005 | 94.0 | 92.5 | 97.0 | 96.7 | 94.7 | 96.0 | 94.4 | 96.7 | 96.1 | 95.5 | 93.2 | 90.5 | 95.2% | 94.8% |
| | 2006 | 92.3 | 93.3 | 97.0 | 96.2 | 94.1 | 96.4 | 93.0 | 89.7 | 85.2 | 90.8 | 95.7 | 93.0 | 93.1% | 93.1% |
| | 2007 | 98.6 | 95.3 | 97.0 | 97.8 | 97.0 | 96.2 | 96.9 | 95.8 | 97.4 | 95.1 | 95.7 | 95.2 | 96.6% | 96.5% |
| | 2008 | 93.5 | 96.3 | 95.1 | 94.4 | 95.4 | 95.7 | 98.3 | 93.5 | 95.3 | 92.2 | 93.7 | 89.2 | 94.9% | 94.4% |
| | 2009 | 87.1 | 96.5 | 96.1 | 95.9 | 95.1 | 97.1 | 97.5 | 97.1 | 98.0 | 87.8 | 96.8 | | 95.0% | 95.0% |
| 2004-2008 average | | 95.2 | 95.1 | 96.4 | 96.4 | 95.1 | 95.7 | 95.9 | 93.8 | 93.4 | 93.4 | 95.0 | 92.7 | 95.0% | 94.8% |
| UP - N | 2004 | 98.6 | 99.1 | 99.4 | 99.5 | 98.5 | 98.2 | 98.6 | 96.7 | 98.4 | 95.9 | 96.8 | 96.6 | 98.2% | 98.0% |
| | 2005 | 94.0 | 99.6 | 99.0 | 99.5 | 98.8 | 96.6 | 96.3 | 93.7 | 97.6 | 96.7 | 98.4 | 99.0 | 97.3% | 97.4% |
| | 2006 | 98.5 | 98.1 | 98.8 | 97.0 | 99.5 | 98.3 | 95.6 | 95.8 | 97.8 | 98.7 | 96.7 | 96.6 | 97.7% | 97.6% |
| | 2007 | 98.0 | 92.8 | 97.9 | 98.5 | 97.4 | 93.9 | 93.5 | 89.8 | 96.8 | 97.6 | 96.8 | 92.6 | 95.7% | 95.4% |
| | 2008 | 91.9 | 89.4 | 95.1 | 95.5 | 97.1 | 90.9 | 92.2 | 89.9 | 93.5 | 95.6 | 95.2 | 94.2 | 93.3% | 93.4% |
| | 2009 | 91.4 | 98.0 | 96.9 | 97.8 | 95.3 | 90.7 | 90.4 | 89.9 | 94.0 | 94.8 | 97.3 | | 94.2% | 94.2% |
| 2004-2008 average | | 96.1 | 95.6 | 98.0 | 97.9 | 98.2 | 95.4 | 95.1 | 93.0 | 96.7 | 96.9 | 96.8 | 95.7 | 96.3% | 96.3% |
| UP - NW | 2004 | 97.6 | 98.8 | 98.9 | 98.6 | 97.9 | 98.2 | 98.3 | 98.5 | 97.3 | 95.5 | 97.1 | 96.2 | 97.9% | 97.7% |
| | 2005 | 93.6 | 98.0 | 97.1 | 98.4 | 98.8 | 96.2 | 98.6 | 94.8 | 98.6 | 98.4 | 94.9 | 96.0 | 97.0% | 96.9% |
| | 2006 | 97.9 | 98.6 | 98.5 | 98.0 | 99.1 | 98.4 | 98.0 | 96.3 | 97.3 | 96.5 | 96.6 | 96.9 | 97.7% | 97.7% |
| | 2007 | 95.8 | 91.8 | 97.1 | 97.7 | 98.0 | 97.2 | 96.5 | 93.2 | 95.7 | 98.0 | 95.2 | 95.2 | 96.0% | 96.0% |
| | 2008 | 91.9 | 91.8 | 97.1 | 96.5 | 96.8 | 95.5 | 95.1 | 97.1 | 96.9 | 96.9 | 94.5 | 91.7 | 95.5% | 95.2% |
| | 2009 | 91.9 | 97.6 | 97.4 | 97.9 | 95.4 | 94.7 | 95.4 | 95.3 | 95.3 | 94.8 | 96.5 | | 95.6% | 95.6% |
| 2004-2008 average | | 95.3 | 95.7 | 97.8 | 97.8 | 98.1 | 97.1 | 97.3 | 96.0 | 97.2 | 97.1 | 95.7 | 95.2 | 96.8% | 96.7% |
| UP - W | 2004 | 95.5 | 97.4 | 96.2 | 97.7 | 98.5 | 96.0 | 95.7 | 95.8 | 94.2 | 93.0 | 91.9 | 91.1 | 95.6% | 95.2% |
| | 2005 | 91.7 | 97.0 | 96.8 | 98.1 | 94.1 | 92.7 | 95.3 | 92.2 | 96.4 | 94.9 | 95.0 | 92.7 | 94.9% | 94.7% |
| | 2006 | 91.7 | 93.7 | 96.0 | 94.2 | 94.2 | 95.6 | 96.1 | 94.8 | 95.1 | 96.0 | 94.9 | 93.8 | 94.8% | 94.7% |
| | 2007 | 95.9 | 91.5 | 93.6 | 96.5 | 94.7 | 93.7 | 95.6 | 90.7 | 93.2 | 96.6 | 95.5 | 91.0 | 94.3% | 94.1% |
| | 2008 | 95.2 | 90.4 | 93.7 | 94.5 | 96.9 | 95.4 | 95.3 | 94.5 | 93.0 | 91.0 | 93.0 | 91.6 | 93.9% | 93.7% |
| | 2009 | 92.3 | 97.3 | 95.5 | 97.2 | 97.2 | 94.3 | 95.7 | 92.5 | 95.2 | 94.7 | 97.8 | | 95.4% | 95.4% |
| 2004-2008 average | | 94.0 | 94.0 | 95.3 | 96.2 | 95.6 | 94.7 | 95.6 | 93.6 | 94.4 | 94.3 | 94.1 | 92.0 | 94.7% | 94.5% |
| SYSTEM (excluding South Shore) | 2004 | 96.1 | 96.9 | 97.9 | 97.7 | 97.3 | 96.8 | 96.9 | 97.7 | 96.9 | 96.6 | 96.4 | 95.8 | 97.0% | 96.9% |
| | 2005 | 94.6 | 97.9 | 97.7 | 98.0 | 97.3 | 95.3 | 96.4 | 95.9 | 96.7 | 95.9 | 95.1 | 94.4 | 96.4% | 96.3% |
| | 2006 | 96.2 | 97.2 | 97.1 | 97.4 | 97.1 | 96.5 | 95.2 | 96.0 | 96.3 | 95.7 | 95.5 | 95.3 | 96.4% | 96.3% |
| | 2007 | 97.4 | 91.4 | 96.6 | 97.0 | 96.7 | 95.6 | 95.2 | 94.2 | 95.8 | 96.9 | 96.5 | 94.4 | 95.8% | 95.7% |
| | 2008 | 94.5 | 94.5 | 96.6 | 97.0 | 97.4 | 95.7 | 96.0 | 95.3 | 95.7 | 95.5 | 95.2 | 91.4 | 95.8% | 95.4% |
| | 2009 | 91.6 | 97.1 | 97.3 | 97.6 | 96.7 | 94.3 | 95.8 | 94.6 | 96.4 | 95.2 | 97.4 | | 95.8% | 95.8% |
| 2004-2008 average | | 95.8 | 95.6 | 97.2 | 97.4 | 97.2 | 96.0 | 95.9 | 95.8 | 96.3 | 96.1 | 95.7 | 94.2 | 96.3% | 96.1% |

Delays data for most recent month is final (12/17/09) version from TOPS.

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'2004-2008 average' calculated by summing the delays over the five years, summing the trains run over the five years, and calculating their ratio.

**TABLE 3: LIST OF WEEKDAY TRAINS LESS THAN 85% ON-TIME
November 2009**

| Line | Train | Date | Minutes Late | Delay Code | Delay Explanation |
|-------------|-----------------------|-------------|---|------------|--|
| BNSF | 1243 75% OT | Tue, Nov 03 | 30 | R | BRAKES STICKING ON CAR 769 |
| | | Thu, Nov 05 | 9 | U | ADA LIFT @ NAPERVILLE |
| | | Fri, Nov 20 | 7 | I | 3" LAVERGNE, Z-STPCHC9-20 CLEARING CECO, 4" PSGR HANDLING ISSUES |
| | | Tue, Nov 24 | 8 | IW | UNLDG IN THE RAIN |
| | | Wed, Nov 25 | 12 | I | HVY LDG |
| BNSF | 1281 75% OT | Wed, Nov 04 | 8 | AM | 4 MIN CUS, HELD FOR 1282/4 MIN PASS LOAD |
| | | Thu, Nov 05 | 8 | I | PASS LOAD 4" AND 4" CUS HOLD FOR 1282 |
| | | Thu, Nov 19 | 7 | U | 2 ADA LIFTS AT STONE AVE, LAGRANGE |
| | | Tue, Nov 24 | 7 | IW | UNLDG WITH RAIN |
| | | Fri, Nov 27 | 8 | II | AURORA, 9683 CLEARING INTO YARD (5") 3" PSGR LDG |
| HC | 0917 80% OT | Thu, Nov 12 | 20 | D | 4" S/O'S ENROUTE; 4" WAITING FOR CN PERMISSION, LEMOYNE; 12" FRT X-TRAFFIC, 47 X/O; 3" FLAG SIGNAL, CORWITH. |
| | | Mon, Nov 16 | 0 | XK | TERMINATED LEMONT-PSGRS BUSSED BEYOND (SCRAP YARD FIRE AT MP 26.0). |
| | | Wed, Nov 18 | 34 | D | 5" TRAFFIC, CUS; 25" FREIGHT INTERFERENCE IC1038 & IC1031, 47X-OVER; 3" SLOW ORDERS; 3" RED SIGNAL, CP CANAL. |
| | | Fri, Nov 27 | 7 | D | 7" CN #M336 MAKING YARD MOVES, 47XOVER. |
| HC | 0919 80% OT | Wed, Nov 04 | 7 | G | 3" S/O, CP CANAL/ARGO; 3" RESTRICTED SPEED, LOCKPORT-STATEVILLE AND 3" RESTRICTING SIG, STATEVILLE. |
| | | Mon, Nov 16 | 0 | XK | 6" DOOR PROBS, CUS; 17" FRT TRN, CORWITH/CP CANAL; 13" REVERSE MOVE, MP 16-JUSTICE & X/O. TERMINATED LEMONT-PSGRS BUSSED (FIRE AT 26.0). |
| | | Tue, Nov 17 | 6 | G | 6" RESTRICTING SIG THRU STATEVILLE XOVER. |
| Wed, Nov 18 | 14 | D1 | 6" RESTRICTING SIGNALS FOLLOWING #917 & AMTRAK #305; 8" STOP SIGNAL, STATESVILLE; CONGESTION WAITING TO GET INTO DEPOT. | | |
| MN | 2149 80% OT | Mon, Nov 02 | 7 | A | 5" MEETING #2156 OFF THE J LINE, RONDOUT; 5" #119 CLEARING CP/WC XING. |
| | | Mon, Nov 16 | 13 | E1 | 15" MEETING EXTRA #427 EAST (2158'S EQUIP), GRAYSLAKE. |
| | | Tue, Nov 24 | 32 | G1 | 36" MEETING DELAYED #2156 AND #2158 OFF THE J LINE, RONDOUT. |
| | | Wed, Nov 25 | 12 | G1 | 16" MEETING DELAYED #2156 OFF THE J LINE, RONDOUT AND TWO ADAS ENROUTE. |
| RI | 0520 80% OT | Wed, Nov 04 | 8 | CC | 4" ADA ON, ROBBINS/OFF, 95TH; 2" F STOPS, PRAIRIE & 123RD; 6" MEETING #609, GRESHAM JCT; 3" MEETING #413, BRIDGE B. |
| | | Mon, Nov 09 | 6 | CC | 4" ENTRAINING, JUD; 16" RESTRICTING SPEED, THROOP-81ST. |
| | | Fri, Nov 13 | 10 | R | 14" AIR PROBLEMS, NEW ENGR RESET UP TRAIN |
| | | Wed, Nov 25 | 9 | I | 2" DH #4 AHEAD, JUD; 8" OPERATING WITH A NINE-CAR CONSIST; 4" MEETING #609, GRESHAM JCT. |
| RI | 0525 80% OT | Tue, Nov 03 | 7 | U | 2" ADA, 95TH; 2" ADA, ROBBINS; 2" ADA, OAK FOREST; 1" RED SIG, JUD. |
| | | Fri, Nov 20 | 8 | G | 2" ADA, 95TH TO ROBBINS; 1" WAIT FOR NSBC27, ENGLEWOOD; 4" SIGNAL MALFUNCTION, BI; 1" NO REASON GIVEN. |
| | | Mon, Nov 23 | 7 | U | 8" ADAS, 95TH, BLUE ISLAND, ROBBINS AND TINLEY/80. |
| | | Mon, Nov 30 | 20 | G1 | 13" #6062 YARDING AHEAD (DELAYED ACCT SW PROBS), BLUE ISLAND; 4" MEETING #530, RICHARDS ST. |
| UPN | 0352 80% OT | Mon, Nov 02 | 7 | I | 7" SLOW ENTRAINING/DETRAINING, BRAESIDE-CLYBOURN AND RULE 6.30 ENROUTE. |
| | | Wed, Nov 04 | 7 | I | 7" SLOW ENTRAINING/DETRAINING, HIGHLAND PK-CLYBOURN AND RULE 6.30 |
| | | Tue, Nov 10 | 7 | I | 7" SLOW ENTRAINING/DETRAINING, HIGHLAND PK-CLYBOURN AND RULE 6.30 |
| | | Wed, Nov 25 | 7 | KW | 7" SLIPPERY RAIL AND 6.30 ENROUTE. |
| UPN | 0359 80% OT | Mon, Nov 02 | 9 | II | 7" LATE TURN OF DELAYED #352; 2" SLOW DETRAINING (RAVENSWOOD & EVANSTON/CENTRAL). |
| | | Tue, Nov 03 | 8 | II | 5" LATE TURN OF DELAYED #352; 8" HEAVY DETRAINING, RAVENSWOOD-EVANSTON/CENTRAL. |
| | | Wed, Nov 04 | 9 | II | 7" LATE TURN OF DELAYED #352; 2" HEAVY DETRAINING, ROGERS PK & EVANSTON/CENTRAL. |
| | | Wed, Nov 25 | 19 | I | 7" LATE TURN OF DELAYED #352; 12" HEAVY DETRAINING ENROUTE. |

Data is final (12/17/09) version from TOPS.

TABLE 4: DELAY CODES AND DEFINITIONS

| Code | Definition | Code | Definition |
|-------------|--|-------------|--|
| A | Passenger Train Interference | M | Right of Way Accident/Misc. |
| AA | Rule 9.9 Delayed in Block/Rule 6.30 | MW | Right of Way Accident/Misc., Weather |
| AD | Non-Revenue Passenger Train Interference | M1 | Right of Way Accident/Misc., Train Ahead |
| AM | Amtrak Caused Delay | N | ComEd Failure |
| AS | NICTD Train Interference | NW | ComEd Failure, Weather |
| AW | Pass. Train Interference, Weather | N1 | ComEd Failure, Train Ahead |
| A1 | Pass. Train Interference, Train Ahead | O | AC/DC System Failure |
| B | Human Error, Eng. Dept. | OW | AC/DC System Failure, Weather |
| BA | Amtrak Engineering Human Error | O1 | AC/DC System Failure, Train Ahead |
| BW | Human Error, Eng. Dept. Weather | P | Late Equipment From Coach Yard |
| B1 | Human Error, Eng. Dept. Train Ahead | PW | Late Equipment From Coach Yard, Weather |
| C | M of W Work | P1 | Late Equipment From Coach Yard, Train Ahead |
| CA | Amtrak Engineering | Q | Late Issuance of Track Warrant |
| CC | Scheduled Track Work | Q1 | Late Issuance of Track Warrant, Train Ahead |
| CF | M of W Caused Mechanical Malfunction | R | Human Error, Transportation |
| CG | Scheduled Signal Work | RA | Human Error, Amtrak Transportation |
| CH | Contractor Failure | RD | Human Error, Metra Dispatcher |
| CO | Scheduled Wire Work | RF | Freight Dispatcher/Opr/Non-Freight Train Error |
| CW | M of W Work, Weather | RL | Human Error, Job Action/Employee No Show |
| C1 | M of W Work, Train Ahead | RO | Human Error, Metra Operator |
| D | Freight Train Interference | RS | Human Error, NICTD Transportation |
| DD | Freight Dispatcher/Opr/Freight Train Error | RW | Human Error, Transportation, Weather |
| DW | Freight Train Interference, Weather | R1 | Human Error, Transportation, Train Ahead |
| D1 | Freight Train Interference, Train Ahead | S | Operational (Efficiency) Testing |
| E | Locomotive Malfunction | S1 | Operational (Efficiency) Testing, Train Ahead |
| EA | Amtrak Locomotive Malfunction | T | Property Vandalism |
| EW | Locomotive Malfunction, Weather | TG | Vandalism of Gates |
| E1 | Locomotive Malfunction, Train Ahead | T1 | Property Vandalism, Train Ahead |
| F | Cab Car/Trailer/MU Malfunction | U | Accessibility Related (ADA) |
| FA | Amtrak Car Malfunction | UF | ADA Lift Failure |
| FW | Cab Car/TRL/MU Malfunction, Weather | UW | Accessibility, Weather |
| F1 | Cab Car/TRL/MU Malfunction, Train Ahead | U1 | Accessibility, Train Ahead |
| G | Signal/Switch Malfunction | V | Mechanical Problem Reported, Nothing Found |
| GA | Signal/Switch Failure Amtrak | V1 | Mech. Prob., Nothing Found, Train Ahead |
| GW | Signal/Switch Malfunction Weather | W | Gas Leak |
| GX | Broken Gate Crossing | WW | Gas Leak, Weather |
| G1 | Signal/Switch Malfunction, Train Ahead | W1 | Gas Leak, Train Ahead |
| H | Human Error, Mechanical Department | XA | Train Annulled - Amtrak |
| HS | Human Error, NICTD Mechanical Dept. | XB | Train Annulled - Engineering Dept. |
| HW | Human Error, Mech. Dept., Weather | XD | Train Annulled - Freight Interference |
| H1 | Human Error, Mech. Dept., Train Ahead | XE | Train Annulled - Engine Failure |
| I | Passenger Handling, Running Time | XF | Train Annulled - B/O Car |
| IB | Passenger Handling, Bicycle | XG | Train Annulled - Signal Dept. |
| IW | Passenger Handling, Weather | XH | Train Annulled - Mechanical Dept. |
| I1 | Passenger Handling, Train Ahead | XJ | Train Annulled - Passenger Problem/Removal |
| J | Passenger Problems/Removal | XK | Train Annulled - Obstruction |
| JA | Amtrak Passenger Problems/Removal | XL | Train Annulled - Unauthorized People On Trk |
| J1 | Passenger Problems/Removal Train Ahead | XM | Train Annulled - Right of Way Accident/Misc. |
| K | Obstruction On Tracks | XN | Train Annulled - ComEd Problem |
| KD | Obstruction On Tracks, Debris | XO | Train Annulled - AC/DC Failure |
| KP | Suspicious Package(s)/Person(s)/Activity | XQ | Train Annulled - No Track Warrant |
| KW | Obstruction On Tracks, Weather | XR | Train Annulled - Transportation Dept. |
| K1 | Obstruction On Tracks, Train Ahead | XT | Train Annulled - Vandalism |
| L | Unauthorized People On Tracks/Near Miss | XV | Train Annulled - Mech. Problem, Nothing Found |
| L1 | Unauthorized People On Tracks, Train Ahead | XW | Train Annulled - Gas Leak |

11/07/07 version

P:\ONTIME\DownloadFromTOPS\[#Delay_ImportInstructions_& Codes_07.xls]Incident Code Table 08/15/2008

TABLE 5: DELAY CODES SORTED BY CAUSE CATEGORY

| CATEGORY | | CATEGORY | |
|--|--|---|--|
| Code | Definition | Code | Definition |
| 1 PASSENGER TRAIN INTERFERENCE | | 13 HUMAN ERROR | |
| A1 | Pass. Train Interference, Train Ahead | B1 | Human Error, Eng. Dept. Train Ahead |
| A | Passenger Train Interference | B | Human Error, Eng. Dept. |
| AA | Rule 9.9 Delayed in Block/Rule 6.30 | BA | Amtrak Engineering Human Error |
| AD | Non-Revenue Passenger Train Interference | H1 | Human Error, Mech. Dept., Train Ahead |
| AM | Amtrak Caused Delay | H | Human Error, Mechanical Department |
| AS | NICTD Train Interference | HS | Human Error, NICTD Mechanical Dept. |
| P1 | Late Equipment From Coach Yard, Train Ahead | R1 | Human Error, Transportation, Train Ahead |
| P | Late Equipment From Coach Yard | R | Human Error, Transportation |
| XA | Train Annulled - Amtrak | RA | Human Error, Amtrak Transportation |
| 2 & 3 FREIGHT INTERFERENCE | | RD | Human Error, Metra Dispatcher |
| D1 | Freight Train Interference, Train Ahead | RF | Freight Dispatcher/Opr/Non-Freight Train Error |
| D | Freight Train Interference | RL | Human Error, Job Action/Employee No Show |
| DD | Freight Dispatcher/Opr/Freight Train Error | RO | Human Error, Metra Operator |
| XD | Train Annulled - Freight Interference | RS | Human Error, NICTD Transportation |
| 4 ACCIDENT | | XB | Train Annulled - Engineering Dept. |
| M1 | Right of Way Accident/Misc., Train Ahead | XH | Train Annulled - Mechanical Dept. |
| M | Right of Way Accident/Misc. | XR | Train Annulled - Transportation Dept. |
| XM | Train Annulled - Right of Way Accident/Misc. | 14 SICK, INJURED, UNRULY PASSENGER | |
| 5 PASSENGER LOADING | | J1 | Passenger Problems/Removal Train Ahead |
| I1 | Passenger Handling, Train Ahead | J | Passenger Problems/Removal |
| I | Passenger Handling, Running Time | JA | Amtrak Passenger Problems/Removal |
| IB | Passenger Handling, Bicycle | XJ | Train Annulled - Passenger Problem/Removal |
| 6 LIFT DEPLOYMENT | | 15 WEATHER | |
| U1 | Accessibility, Train Ahead | AW | Pass. Train Interference, Weather |
| U | Accessibility Related (ADA) | BW | Human Error, Eng. Dept. Weather |
| UF | ADA Lift Failure | CW | M of W Work, Weather |
| 7 OBSTRUCTION/DEBRIS | | DW | Freight Train Interference, Weather |
| K1 | Obstruction On Tracks, Train Ahead | EW | Locomotive Malfunction, Weather |
| K | Obstruction On Tracks | FW | Cab Car/TRL/MU Malfunction, Weather |
| KD | Obstruction On Tracks, Debris | GW | Signal/Switch Malfunction Weather |
| KP | Suspicious Package(s)/Person(s)/Activity | HW | Human Error, Mech. Dept., Weather |
| XK | Train Annulled - Obstruction | IW | Passenger Handling, Weather |
| 8 SIGNAL/SWITCH FAILURE | | KW | Obstruction On Tracks, Weather |
| G1 | Signal/Switch Malfunction, Train Ahead | MW | Right of Way Accident/Misc., Weather |
| G | Signal/Switch Malfunction | NW | ComEd Failure, Weather |
| GA | Signal/Switch Failure Amtrak | OW | AC/DC System Failure, Weather |
| GX | Broken Gate Crossing | PW | Late Equipment From Coach Yard, Weather |
| XG | Train Annulled - Signal Dept. | RW | Human Error, Transportation, Weather |
| 9 TRACK WORK | | UW | Accessibility, Weather |
| C1 | M of W Work, Train Ahead | WW | Gas Leak, Weather |
| C | M of W Work | 16 OTHER | |
| CA | Amtrak Engineering | L1 | Unauthorized People On Tracks, Train Ahead |
| CC | Scheduled Track Work | L | Unauthorized People On Tracks/Near Miss |
| CF | M of W Caused Mechanical Malfunction | N1 | ComEd Failure, Train Ahead |
| CG | Scheduled Signal Work | N | ComEd Failure |
| CH | Contractor Failure | Q1 | Late Issuance of Track Warrant, Train Ahead |
| 10 CATENARY FAILURE | | Q | Late Issuance of Track Warrant |
| CO | Scheduled Wire Work | S1 | Operational (Efficiency) Testing, Train Ahead |
| O1 | AC/DC System Failure, Train Ahead | S | Operational (Efficiency) Testing |
| O | AC/DC System Failure | T1 | Property Vandalism, Train Ahead |
| XO | Train Annulled - AC/DC Failure | T | Property Vandalism |
| 11 NON-LOCOMOTIVE EQUIPMENT FAILURE | | TG | Vandalism of Gates |
| F1 | Cab Car/TRL/MU Malfunction, Train Ahead | V1 | Mech. Prob., Nothing Found, Train Ahead |
| F | Cab Car/Trailer/MU Malfunction | V | Mechanical Problem Reported, Nothing Found |
| FA | Amtrak Car Malfunction | W1 | Gas Leak, Train Ahead |
| XF | Train Annulled - B/O Car | W | Gas Leak |
| 12 LOCOMOTIVE FAILURE | | XL | Train Annulled - Unauthorized People On Trk |
| E1 | Locomotive Malfunction, Train Ahead | XN | Train Annulled - ComEd Problem |
| E | Locomotive Malfunction | XQ | Train Annulled - No Track Warrant |
| EA | Amtrak Locomotive Malfunction | XT | Train Annulled - Vandalism |
| XE | Train Annulled - Engine Failure | XV | Train Annulled - Mech. Problem, Nothing Found |
| | | XW | Train Annulled - Gas Leak |

11/07/07 version

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TABLE 6: NUMBER OF DELAYS BY DATE
November 2009

| WEEKDAY | 2 | 3 | 4 | 5 | 6 | 9 | 10 | 11 | 12 | 13 | 16 | 17 | 18 | 19 | 20 | 23 | 24 | 25 | 27 | 30 | TOTAL |
|-----------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| | Mo | Tu | We | Th | Fr | Mo | Tu | We | Th | Fr | Mo | Tu | We | Th | Fr | Mo | Tu | We | Fr | Mo | |
| BNSF | 2 | 6 | 2 | 3 | 2 | 2 | 1 | 0 | 5 | 0 | 2 | 2 | 0 | 2 | 5 | 2 | 3 | 5 | 4 | 1 | 49 |
| Elec -ML | 2 | 1 | 2 | 3 | 0 | 0 | 7 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 5 | 0 | 0 | 0 | 24 |
| -BI | 1 | 1 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 10 |
| -SC | 0 | 2 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 5 | 0 | 3 | 0 | 16 |
| Heritage | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 4 | 1 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 14 |
| Milw -N | 1 | 0 | 1 | 2 | 1 | 3 | 1 | 4 | 0 | 0 | 7 | 0 | 2 | 0 | 0 | 0 | 8 | 7 | 0 | 0 | 37 |
| -W | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 3 | 2 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 13 |
| NCS | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 2 | 0 | 1 | 10 |
| RI | 3 | 2 | 1 | 1 | 0 | 2 | 2 | 0 | 2 | 7 | 2 | 2 | 0 | 0 | 2 | 1 | 0 | 4 | 0 | 8 | 39 |
| SWS | 1 | 1 | 1 | 1 | 3 | 0 | 0 | 2 | 0 | 1 | 3 | 1 | 2 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 20 |
| UP -N | 11 | 1 | 4 | 0 | 1 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 2 | 0 | 3 | 30 |
| -NW | 0 | 2 | 6 | 7 | 0 | 0 | 0 | 2 | 0 | 1 | 3 | 0 | 2 | 0 | 1 | 6 | 0 | 3 | 0 | 3 | 36 |
| -W | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 2 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 14 |
| SYSTEM | 22 | 17 | 18 | 18 | 8 | 8 | 20 | 14 | 17 | 12 | 27 | 10 | 14 | 5 | 11 | 13 | 26 | 27 | 9 | 16 | 312 |

| SATURDAY | 7 | 14 | 21 | 28 | TOTAL | SUNDAY/HOLIDAY | 1 | 8 | 15 | 22 | 26 | 29 | TOTAL |
|-----------------|----|----|----|----|-------|-----------------|---|----|----|----|----|----|-------|
| BNSF | 1 | 1 | 3 | 0 | 5 | BNSF | 0 | 1 | 1 | 0 | 0 | 0 | 2 |
| Elec -ML | 1 | 0 | 5 | 0 | 6 | Elec -ML | 2 | 1 | 0 | 1 | 0 | 0 | 4 |
| -BI | 0 | 0 | 1 | 0 | 1 | -BI | - | - | - | - | - | - | - |
| -SC | 0 | 0 | 2 | 0 | 2 | -SC | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Heritage | - | - | - | - | - | Heritage | - | - | - | - | - | - | - |
| Milw -N | 10 | 4 | 7 | 4 | 25 | Milw -N | 0 | 2 | 0 | 2 | 0 | 0 | 4 |
| -W | 2 | 0 | 2 | 0 | 4 | -W | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| NCS | - | - | - | - | - | NCS | - | - | - | - | - | - | - |
| RI | 1 | 1 | 2 | 3 | 7 | RI | 0 | 1 | 1 | 0 | 2 | 1 | 5 |
| SWS | 0 | 0 | 0 | 0 | 0 | SWS | - | - | - | - | - | - | - |
| UP -N | 2 | 0 | 7 | 0 | 9 | UP -N | 1 | 3 | 0 | 1 | 0 | 0 | 5 |
| -NW | 1 | 1 | 6 | 1 | 9 | -NW | 3 | 3 | 0 | 1 | 0 | 0 | 7 |
| -W | 3 | 0 | 7 | 0 | 10 | -W | 0 | 3 | 1 | 2 | 0 | 0 | 6 |
| SYSTEM | 21 | 7 | 42 | 8 | 78 | SYSTEM | 6 | 14 | 3 | 7 | 2 | 1 | 33 |

Data is final (12/17/09) version from TOPS.

TABLES 7.a, 7.b & 7.c: FREQUENCY OF TRAIN DELAYS BY CAUSE AND LINE
November 2009

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------------|-----------|-----------|------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 2 | 1 | 1 | 0 | 1 | 1 | 1 | 2 | 3 | 1 | 0 | 2 | 0 | 15 |
| <i>Freight Interference - Peak</i> | 3 | 0 | 0 | 0 | 8 | 1 | 0 | 3 | 0 | 3 | 0 | 0 | 0 | 18 |
| <i>Freight Interference - Off-Peak</i> | 3 | 0 | 0 | 0 | 0 | 4 | 1 | 1 | 1 | 8 | 0 | 0 | 11 | 29 |
| Freight Interference - Total | 6 | 0 | 0 | 0 | 8 | 5 | 1 | 4 | 1 | 11 | 0 | 0 | 11 | 47 |
| Accident | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 5 |
| Passenger Loading | 10 | 8 | 2 | 4 | 0 | 8 | 1 | 0 | 4 | 0 | 18 | 10 | 3 | 68 |
| Lift Deployment | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 10 | 0 | 2 | 3 | 3 | 22 |
| Obstruction/Debris | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 5 | 0 | 14 |
| Signal/Switch Failure | 12 | 5 | 0 | 1 | 2 | 19 | 4 | 0 | 5 | 3 | 4 | 3 | 0 | 58 |
| Track Work | 2 | 4 | 0 | 0 | 0 | 15 | 4 | 0 | 9 | 0 | 7 | 14 | 9 | 64 |
| Catenary Failure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Locomotive Equipment Failure | 0 | 3 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Locomotive Failure | 4 | 0 | 0 | 0 | 0 | 11 | 0 | 4 | 5 | 0 | 0 | 1 | 1 | 26 |
| Human Error | 7 | 3 | 0 | 2 | 0 | 1 | 0 | 0 | 4 | 3 | 0 | 4 | 0 | 24 |
| Sick, Injured, Unruly Passenger | 2 | 10 | 5 | 7 | 0 | 3 | 5 | 0 | 7 | 0 | 4 | 3 | 3 | 49 |
| Weather | 4 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 8 | 0 | 0 | 14 |
| Other | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 7 | 0 | 11 |
| TOTAL TRAINS DELAYED | 56 | 34 | 11 | 18 | 14 | 66 | 17 | 10 | 51 | 20 | 44 | 52 | 30 | 423 |

November - Average Over Previous Five Years: 2004-2008

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|------------|-----------|-----------|-----------|----------|------------|-----------|-----------|-----------|-----------|---------------|-----------|-----------|------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 4 | 3 | 1 | 1 | 0 | 8 | 4 | 3 | 4 | 1 | 1 | 1 | 1 | 32 |
| <i>Freight Interference - Peak</i> | 13 | 0 | 0 | 0 | 4 | 2 | 2 | 1 | 2 | 3 | 1 | 5 | 11 | 44 |
| <i>Freight Interference - Off-Peak</i> | 12 | 0 | 0 | 0 | 0 | 11 | 5 | 1 | 3 | 9 | 1 | 3 | 24 | 70 |
| Freight Interference - Total | 26 | 0 | 0 | 0 | 4 | 13 | 6 | 2 | 4 | 12 | 2 | 9 | 35 | 114 |
| Accident | 5 | 1 | 0 | 1 | 0 | 5 | 8 | 2 | 0 | 0 | 1 | 10 | 8 | 42 |
| Passenger Loading | 8 | 5 | 3 | 2 | 0 | 12 | 4 | 1 | 9 | 0 | 15 | 4 | 2 | 65 |
| Lift Deployment | 2 | 0 | 0 | 0 | 0 | 5 | 1 | 1 | 5 | 0 | 1 | 0 | 2 | 18 |
| Obstruction/Debris | 7 | 1 | 1 | 2 | 0 | 6 | 2 | 2 | 3 | 0 | 3 | 6 | 2 | 36 |
| Signal/Switch Failure | 14 | 9 | 1 | 1 | 1 | 26 | 9 | 7 | 9 | 7 | 5 | 13 | 15 | 117 |
| Track Work | 9 | 9 | 1 | 7 | 0 | 8 | 3 | 0 | 7 | 1 | 2 | 2 | 8 | 58 |
| Catenary Failure | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Non-Locomotive Equipment Failure | 2 | 2 | 1 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 10 |
| Locomotive Failure | 7 | 0 | 0 | 0 | 1 | 5 | 2 | 1 | 8 | 1 | 3 | 1 | 2 | 31 |
| Human Error | 10 | 4 | 1 | 0 | 0 | 5 | 5 | 2 | 9 | 1 | 4 | 5 | 3 | 49 |
| Sick, Injured, Unruly Passenger | 5 | 4 | 1 | 1 | 0 | 2 | 3 | 0 | 2 | 0 | 2 | 4 | 1 | 25 |
| Weather | 13 | 5 | 6 | 2 | 0 | 3 | 4 | 1 | 3 | 1 | 7 | 8 | 2 | 55 |
| Other | 10 | 1 | 1 | 1 | 0 | 9 | 2 | 1 | 6 | 1 | 3 | 3 | 2 | 40 |
| TOTAL TRAINS DELAYED | 120 | 47 | 16 | 21 | 7 | 108 | 55 | 23 | 71 | 25 | 49 | 66 | 83 | 691 |

November 2009 Divergence From November Average Over Previous Five Years

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|------------|------------|-----------|-----------|----------|------------|------------|------------|------------|-----------|---------------|------------|------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | -2 | -2 | 0 | -1 | 1 | -7 | -3 | -1 | -1 | 0 | -1 | 1 | -1 | -17 |
| <i>Freight Interference - Peak</i> | -10 | 0 | 0 | 0 | 4 | -1 | -2 | 2 | -2 | 0 | -1 | -5 | -11 | -26 |
| <i>Freight Interference - Off-Peak</i> | -9 | 0 | 0 | 0 | 0 | -7 | -4 | 0 | -2 | -1 | -1 | -3 | -13 | -41 |
| Freight Interference - Total | -20 | 0 | 0 | 0 | 4 | -8 | -5 | 2 | -3 | -1 | -2 | -9 | -24 | -67 |
| Accident | -5 | -1 | 0 | -1 | 0 | -2 | -8 | -2 | 2 | 0 | -1 | -10 | -8 | -37 |
| Passenger Loading | 2 | 3 | -1 | 2 | 0 | -4 | -3 | -1 | -5 | 0 | 3 | 6 | 1 | 3 |
| Lift Deployment | 1 | 0 | 0 | 0 | 0 | -5 | 0 | -1 | 5 | 0 | 1 | 3 | 1 | 4 |
| Obstruction/Debris | -5 | -1 | -1 | 1 | 3 | -6 | -2 | -2 | -3 | 1 | -3 | -1 | -2 | -22 |
| Signal/Switch Failure | -2 | -4 | -1 | 0 | 1 | -7 | -5 | -7 | -4 | -4 | -1 | -10 | -15 | -59 |
| Track Work | -7 | -5 | -1 | -7 | 0 | 7 | 1 | 0 | 2 | -1 | 5 | 12 | 1 | 6 |
| Catenary Failure | 0 | -1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -2 |
| Non-Locomotive Equipment Failure | -2 | 1 | 1 | -1 | 0 | -1 | -1 | 0 | 0 | 0 | -1 | 0 | 0 | -4 |
| Locomotive Failure | -3 | 0 | 0 | 0 | -1 | 6 | -2 | 3 | -3 | -1 | -3 | 0 | -1 | -5 |
| Human Error | -3 | -1 | -1 | 2 | 0 | -4 | -5 | -2 | -5 | 2 | -4 | -1 | -3 | -25 |
| Sick, Injured, Unruly Passenger | -3 | 6 | 4 | 6 | 0 | 1 | 2 | 0 | 5 | 0 | 2 | -1 | 2 | 24 |
| Weather | -9 | -5 | -5 | -2 | 0 | -3 | -4 | -1 | -2 | -1 | 1 | -8 | -2 | -41 |
| Other | -8 | -1 | -1 | -1 | 0 | -9 | -2 | -1 | -6 | 0 | -2 | 4 | -2 | -29 |
| TOTAL TRAINS DELAYED | -64 | -13 | -5 | -3 | 7 | -42 | -38 | -13 | -20 | -5 | -5 | -14 | -53 | -268 |

Data for current month is final (12/17/09) version from TOPS.

P:\(ONTIME)report\DelaysByCause16Cats.xls>LastMonthByLine 12/17/2009

TABLES 8.a, 8.b & 8.c: FREQUENCY OF TRAIN DELAYS BY CAUSE AND LINE
January-November 2009

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|------------|------------|--------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 63 | 32 | 12 | 5 | 8 | 29 | 17 | 19 | 27 | 16 | 16 | 13 | 16 | 273 |
| <i>Freight Interference - Peak</i> | 87 | 0 | 0 | 0 | 48 | 9 | 15 | 31 | 16 | 36 | 5 | 31 | 37 | 315 |
| <i>Freight Interference - Off-Peak</i> | 81 | 0 | 0 | 0 | 0 | 47 | 39 | 41 | 37 | 128 | 5 | 15 | 69 | 462 |
| Freight Interference - Total | 168 | 0 | 0 | 0 | 48 | 56 | 54 | 72 | 53 | 164 | 10 | 46 | 106 | 777 |
| Accident | 53 | 19 | 2 | 20 | 2 | 6 | 21 | 4 | 11 | 8 | 29 | 44 | 4 | 223 |
| Passenger Loading | 76 | 183 | 87 | 54 | 0 | 57 | 13 | 3 | 88 | 1 | 466 | 151 | 76 | 1,255 |
| Lift Deployment | 35 | 3 | 1 | 0 | 0 | 17 | 2 | 7 | 70 | 3 | 38 | 22 | 36 | 234 |
| Obstruction/Debris | 125 | 15 | 3 | 13 | 5 | 49 | 31 | 11 | 12 | 6 | 16 | 44 | 34 | 364 |
| Signal/Switch Failure | 334 | 86 | 30 | 24 | 29 | 238 | 75 | 74 | 89 | 59 | 61 | 86 | 107 | 1,292 |
| Track Work | 258 | 53 | 20 | 15 | 7 | 67 | 41 | 10 | 46 | 15 | 73 | 66 | 91 | 762 |
| Catenary Failure | 0 | 18 | 12 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 47 |
| Non-Locomotive Equipment Failure | 11 | 46 | 23 | 11 | 0 | 14 | 3 | 2 | 4 | 6 | 17 | 10 | 19 | 166 |
| Locomotive Failure | 144 | 6 | 1 | 0 | 2 | 101 | 65 | 18 | 67 | 19 | 26 | 43 | 48 | 540 |
| Human Error | 119 | 29 | 12 | 14 | 8 | 45 | 10 | 8 | 34 | 23 | 75 | 51 | 42 | 470 |
| Sick, Injured, Unruly Passenger | 45 | 54 | 11 | 32 | 1 | 30 | 28 | 6 | 27 | 0 | 47 | 52 | 41 | 374 |
| Weather | 133 | 54 | 8 | 17 | 15 | 96 | 47 | 22 | 77 | 27 | 162 | 89 | 71 | 818 |
| Other | 26 | 29 | 10 | 4 | 1 | 12 | 6 | 4 | 32 | 14 | 53 | 30 | 31 | 252 |
| TOTAL TRAINS DELAYED | 1,590 | 627 | 232 | 226 | 126 | 817 | 413 | 260 | 637 | 361 | 1,089 | 747 | 722 | 7,847 |

January-November - Average Over Previous Five Years: 2004-2008

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|------------|------------|--------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 24 | 25 | 11 | 7 | 4 | 54 | 41 | 15 | 21 | 11 | 11 | 9 | 14 | 248 |
| <i>Freight Interference - Peak</i> | 91 | 0 | 0 | 0 | 56 | 15 | 25 | 24 | 22 | 39 | 7 | 24 | 74 | 377 |
| <i>Freight Interference - Off-Peak</i> | 108 | 0 | 1 | 0 | 0 | 90 | 46 | 28 | 38 | 78 | 10 | 25 | 252 | 675 |
| Freight Interference - Total | 199 | 1 | 1 | 0 | 56 | 104 | 71 | 52 | 60 | 117 | 17 | 49 | 327 | 1,052 |
| Accident | 90 | 7 | 3 | 13 | 1 | 40 | 46 | 14 | 34 | 9 | 23 | 54 | 40 | 373 |
| Passenger Loading | 56 | 58 | 31 | 25 | 0 | 91 | 45 | 4 | 122 | 0 | 232 | 46 | 37 | 746 |
| Lift Deployment | 12 | 1 | 0 | 0 | 1 | 36 | 19 | 7 | 34 | 1 | 8 | 9 | 20 | 147 |
| Obstruction/Debris | 74 | 13 | 8 | 28 | 3 | 37 | 36 | 10 | 25 | 10 | 22 | 42 | 39 | 347 |
| Signal/Switch Failure | 192 | 88 | 18 | 22 | 25 | 157 | 129 | 61 | 76 | 62 | 35 | 67 | 117 | 1,050 |
| Track Work | 70 | 59 | 9 | 56 | 5 | 55 | 42 | 18 | 46 | 14 | 61 | 30 | 44 | 510 |
| Catenary Failure | 0 | 35 | 9 | 15 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 61 |
| Non-Locomotive Equipment Failure | 27 | 28 | 15 | 10 | 0 | 9 | 7 | 2 | 13 | 2 | 14 | 7 | 12 | 147 |
| Locomotive Failure | 74 | 1 | 0 | 0 | 3 | 58 | 44 | 13 | 60 | 8 | 22 | 28 | 29 | 338 |
| Human Error | 116 | 42 | 13 | 16 | 4 | 61 | 64 | 16 | 69 | 18 | 63 | 62 | 42 | 584 |
| Sick, Injured, Unruly Passenger | 32 | 40 | 7 | 9 | 1 | 34 | 25 | 3 | 33 | 2 | 25 | 28 | 19 | 258 |
| Weather | 87 | 60 | 24 | 17 | 7 | 88 | 62 | 17 | 76 | 22 | 63 | 71 | 54 | 649 |
| Other | 40 | 21 | 7 | 6 | 2 | 34 | 20 | 9 | 47 | 7 | 31 | 39 | 37 | 299 |
| TOTAL TRAINS DELAYED | 1,092 | 478 | 155 | 225 | 112 | 859 | 650 | 241 | 717 | 282 | 626 | 541 | 829 | 6,809 |

January-November 2009 Divergence From January-November Average Over Previous Five Years

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|------------|------------|-----------|----------|-----------|------------|-------------|-----------|------------|-----------|---------------|------------|-------------|--------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 39 | 7 | 1 | -2 | 4 | -25 | -24 | 4 | 6 | 5 | 5 | 4 | 2 | 25 |
| <i>Freight Interference - Peak</i> | -4 | 0 | 0 | 0 | -8 | -6 | -10 | 7 | -6 | -3 | -2 | 7 | -37 | -62 |
| <i>Freight Interference - Off-Peak</i> | -27 | 0 | -1 | 0 | 0 | -43 | -7 | 13 | -1 | 50 | -5 | -10 | -183 | -213 |
| Freight Interference - Total | -31 | -1 | -1 | 0 | -8 | -48 | -17 | 20 | -7 | 47 | -7 | -3 | -221 | -275 |
| Accident | -37 | 12 | -1 | 7 | 1 | -34 | -25 | -10 | -23 | -1 | 6 | -10 | -36 | -150 |
| Passenger Loading | 20 | 125 | 56 | 29 | 0 | -34 | -32 | -1 | -34 | 1 | 234 | 105 | 39 | 509 |
| Lift Deployment | 23 | 2 | 1 | 0 | -1 | -19 | -17 | 0 | 36 | 2 | 30 | 13 | 16 | 87 |
| Obstruction/Debris | 51 | 2 | -5 | -15 | 2 | 12 | -5 | 1 | -13 | -4 | -6 | 2 | -5 | 17 |
| Signal/Switch Failure | 142 | -2 | 12 | 2 | 4 | 81 | -54 | 13 | 13 | -3 | 26 | 19 | -10 | 242 |
| Track Work | 188 | -6 | 11 | -41 | 2 | 12 | -1 | -8 | 0 | 1 | 12 | 36 | 47 | 252 |
| Catenary Failure | 0 | -17 | 3 | 2 | 0 | 0 | 0 | 0 | -1 | 0 | 0 | 0 | 0 | -14 |
| Non-Locomotive Equipment Failure | -16 | 18 | 8 | 1 | 0 | 5 | -4 | 0 | -9 | 4 | 3 | 3 | 7 | 19 |
| Locomotive Failure | 70 | 5 | 1 | 0 | -1 | 43 | 21 | 5 | 7 | 11 | 4 | 15 | 19 | 202 |
| Human Error | 3 | -13 | -1 | -2 | 4 | -16 | -54 | -8 | -35 | 5 | 12 | -11 | 0 | -114 |
| Sick, Injured, Unruly Passenger | 13 | 14 | 4 | 23 | 0 | -4 | 3 | 3 | -6 | -2 | 22 | 24 | 22 | 116 |
| Weather | 46 | -6 | -16 | 0 | 8 | 8 | -15 | 5 | 1 | 5 | 99 | 18 | 17 | 169 |
| Other | -14 | 8 | 3 | -2 | -1 | -22 | -14 | -5 | -15 | 7 | 22 | -9 | -6 | -47 |
| TOTAL TRAINS DELAYED | 498 | 149 | 77 | 1 | 14 | -42 | -237 | 19 | -80 | 79 | 463 | 206 | -107 | 1,038 |

Data for current month is final (12/17/09) version from TOPS.

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**TABLES 9.a & 9.b: FREQUENCY OF TRAIN DELAYS BY CAUSE & MONTH
2009**

| CAUSE CATEGORY | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan - Nov | |
|--|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|--------------|-------------|
| Passenger Train Interference | 52 | 43 | 12 | 28 | 18 | 24 | 17 | 19 | 14 | 31 | 15 | | 273 | 3.5% |
| <i>Freight Interference - Peak</i> | 40 | 15 | 21 | 16 | 13 | 24 | 18 | 57 | 20 | 73 | 18 | | 315 | 4.0% |
| <i>Freight Interference - Off-Peak</i> | 56 | 22 | 42 | 28 | 38 | 36 | 35 | 48 | 38 | 90 | 29 | | 462 | 5.9% |
| Freight Interference - Total | 96 | 37 | 63 | 44 | 51 | 60 | 53 | 105 | 58 | 163 | 47 | | 777 | 9.9% |
| Accident | 98 | 12 | 9 | 27 | 8 | 20 | 20 | 9 | 9 | 6 | 5 | | 223 | 2.8% |
| Passenger Loading | 45 | 33 | 51 | 21 | 84 | 249 | 278 | 216 | 154 | 56 | 68 | | 1,255 | 16.0% |
| Lift Deployment | 23 | 15 | 13 | 8 | 12 | 16 | 41 | 21 | 30 | 33 | 22 | | 234 | 3.0% |
| Obstruction/Debris | 29 | 48 | 31 | 36 | 34 | 47 | 45 | 23 | 31 | 26 | 14 | | 364 | 4.6% |
| Signal/Switch Failure | 265 | 97 | 107 | 67 | 103 | 189 | 71 | 154 | 62 | 119 | 58 | | 1,292 | 16.5% |
| Track Work | 15 | 15 | 25 | 58 | 47 | 117 | 34 | 170 | 85 | 132 | 64 | | 762 | 9.7% |
| Catenary Failure | 0 | 8 | 0 | 11 | 1 | 19 | 8 | 0 | 0 | 0 | 0 | | 47 | 0.6% |
| Non-Locomotive Equipment Failure | 9 | 9 | 7 | 6 | 26 | 41 | 16 | 19 | 16 | 11 | 6 | | 166 | 2.1% |
| Locomotive Failure | 107 | 80 | 49 | 44 | 48 | 17 | 40 | 48 | 22 | 59 | 26 | | 540 | 6.9% |
| Human Error | 38 | 19 | 28 | 30 | 71 | 57 | 52 | 45 | 51 | 55 | 24 | | 470 | 6.0% |
| Sick, Injured, Unruly Passenger | 23 | 32 | 27 | 10 | 22 | 46 | 56 | 44 | 30 | 35 | 49 | | 374 | 4.8% |
| Weather | 599 | 9 | 11 | 4 | 1 | 62 | 11 | 20 | 3 | 84 | 14 | | 818 | 10.4% |
| Other | 27 | 10 | 37 | 18 | 14 | 16 | 17 | 31 | 31 | 40 | 11 | | 252 | 3.2% |
| TOTAL TRAINS DELAYED | 1,426 | 467 | 470 | 412 | 540 | 980 | 759 | 924 | 596 | 850 | 423 | | 7,847 | 100% |

Data for current month is final (12/17/09) version from TOPS.

2008

| CAUSE CATEGORY | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan - Nov | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|-------------|
| Passenger Train Interference | 30 | 30 | 17 | 7 | 3 | 6 | 8 | 4 | 47 | 25 | 16 | 65 | 193 | 2.4% |
| <i>Freight Interference - Peak</i> | 29 | 38 | 27 | 30 | 17 | 35 | 28 | 23 | 48 | 43 | 26 | 25 | 344 | 4.4% |
| <i>Freight Interference - Off-Peak</i> | 71 | 81 | 78 | 51 | 46 | 39 | 47 | 59 | 87 | 91 | 50 | 39 | 700 | 8.9% |
| Freight Interference - Total | 100 | 119 | 105 | 81 | 63 | 74 | 75 | 82 | 135 | 134 | 76 | 64 | 1,044 | 13.2% |
| Accident | 81 | 33 | 36 | 34 | 57 | 44 | 11 | 16 | 39 | 2 | 15 | 83 | 368 | 4.7% |
| Passenger Loading | 72 | 76 | 80 | 22 | 62 | 193 | 203 | 188 | 78 | 92 | 117 | 87 | 1,183 | 15.0% |
| Lift Deployment | 24 | 14 | 18 | 20 | 15 | 15 | 16 | 26 | 16 | 12 | 17 | 23 | 193 | 2.4% |
| Obstruction/Debris | 46 | 55 | 18 | 21 | 10 | 40 | 30 | 7 | 15 | 24 | 29 | 23 | 295 | 3.7% |
| Signal/Switch Failure | 174 | 99 | 124 | 128 | 83 | 94 | 90 | 108 | 149 | 106 | 169 | 171 | 1,324 | 16.7% |
| Track Work | 19 | 11 | 24 | 54 | 35 | 73 | 61 | 67 | 52 | 122 | 119 | 56 | 637 | 8.1% |
| Catenary Failure | 16 | 2 | 5 | 0 | 2 | 0 | 0 | 1 | 9 | 2 | 8 | 11 | 45 | 0.6% |
| Non-Locomotive Equipment Failure | 55 | 15 | 10 | 9 | 6 | 14 | 14 | 15 | 12 | 21 | 10 | 17 | 181 | 2.3% |
| Locomotive Failure | 39 | 44 | 34 | 45 | 9 | 24 | 43 | 41 | 32 | 31 | 55 | 40 | 397 | 5.0% |
| Human Error | 57 | 58 | 39 | 30 | 46 | 52 | 65 | 77 | 39 | 78 | 39 | 70 | 580 | 7.3% |
| Sick, Injured, Unruly Passenger | 43 | 25 | 18 | 21 | 20 | 29 | 38 | 20 | 21 | 43 | 33 | 29 | 311 | 3.9% |
| Weather | 173 | 277 | 32 | 10 | 10 | 23 | 29 | 131 | 25 | 11 | 41 | 683 | 762 | 9.6% |
| Other | 25 | 43 | 22 | 39 | 19 | 33 | 15 | 22 | 54 | 107 | 16 | 73 | 395 | 5.0% |
| TOTAL TRAINS DELAYED | 954 | 901 | 582 | 521 | 440 | 714 | 698 | 805 | 723 | 810 | 760 | 1,495 | 7,908 | 100% |

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**TABLE 10: FREIGHT DELAYS ON METRA DIESEL LINES
between December 2007 and November 2009**

| | BNSF | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|---------------|------------|-----------|------------|-----------|-----------|-----------|------------|---------------|-----------|------------|--------------|
| | | | N | W | | | | N | NW | W | |
| Dec-07 | 2 | 3 | 14 | 5 | 8 | 9 | 12 | 1 | 1 | 34 | 89 |
| Jan-08 | 24 | 4 | 11 | 2 | 3 | 11 | 10 | 3 | 11 | 21 | 100 |
| Feb-08 | 17 | 9 | 4 | 8 | 9 | 7 | 8 | 8 | 12 | 36 | 118 |
| Mar-08 | 10 | 14 | 8 | 3 | 2 | 2 | 16 | 3 | 6 | 41 | 105 |
| Apr-08 | 4 | 5 | 8 | 15 | 6 | 4 | 18 | 0 | 2 | 19 | 81 |
| May-08 | 10 | 5 | 10 | 2 | 2 | 6 | 11 | 3 | 0 | 14 | 63 |
| Jun-08 | 8 | 4 | 9 | 7 | 17 | 8 | 10 | 0 | 4 | 7 | 74 |
| Jul-08 | 12 | 4 | 10 | 5 | 4 | 9 | 6 | 2 | 3 | 20 | 75 |
| Aug-08 | 15 | 6 | 10 | 3 | 3 | 5 | 12 | 2 | 1 | 25 | 82 |
| Sep-08 | 35 | 4 | 8 | 2 | 7 | 9 | 17 | 3 | 8 | 42 | 135 |
| Oct-08 | 28 | 7 | 7 | 5 | 1 | 10 | 26 | 8 | 0 | 42 | 134 |
| Nov-08 | 9 | 5 | 5 | 4 | 1 | 6 | 15 | 1 | 9 | 21 | 76 |
| Total | 174 | 70 | 104 | 61 | 63 | 86 | 161 | 34 | 57 | 322 | 1,132 |
| Dec-08 | 5 | 4 | 8 | 9 | 10 | 5 | 13 | 2 | 4 | 4 | 64 |
| Jan-09 | 20 | 7 | 6 | 9 | 18 | 5 | 21 | 0 | 4 | 6 | 96 |
| Feb-09 | 6 | 2 | 1 | 6 | 9 | 5 | 6 | 0 | 0 | 2 | 37 |
| Mar-09 | 13 | 3 | 3 | 5 | 8 | 8 | 10 | 4 | 1 | 8 | 63 |
| Apr-09 | 18 | 1 | 3 | 2 | 0 | 5 | 5 | 0 | 4 | 6 | 44 |
| May-09 | 11 | 1 | 4 | 3 | 7 | 6 | 10 | 1 | 4 | 4 | 51 |
| Jun-09 | 6 | 3 | 6 | 7 | 6 | 5 | 11 | 0 | 5 | 11 | 60 |
| Jul-09 | 13 | 3 | 7 | 5 | 2 | 10 | 4 | 0 | 4 | 5 | 53 |
| Aug-09 | 37 | 3 | 5 | 8 | 9 | 1 | 11 | 3 | 4 | 24 | 105 |
| Sep-09 | 16 | 3 | 3 | 5 | 5 | 2 | 7 | 0 | 6 | 11 | 58 |
| Oct-09 | 22 | 14 | 13 | 3 | 4 | 5 | 68 | 2 | 14 | 18 | 163 |
| Nov-09 | 6 | 8 | 5 | 1 | 4 | 1 | 11 | 0 | 0 | 11 | 47 |
| Total | 173 | 52 | 64 | 63 | 82 | 58 | 177 | 12 | 50 | 110 | 841 |

Data for current month is final (12/17/09) version from TOPS.

P:\ONTIME\report\DelaysByCause16Cats.xls\Freight- YTD, 2 yrs 12/17/2009

**TABLES 11.a & 11.b: FREQUENCY OF LIFT-DEPLOYMENT TRAIN DELAYS BY LINE & MONTH
2009**

| LINE | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Lift | % of All |
|--------------------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|--------------|--------------|
| | | | | | | | | | | | | | Delays | Delays |
| | | | | | | | | | | | | | YTD | YTD |
| BNSF | 0 | 2 | 1 | 1 | 2 | 3 | 4 | 5 | 6 | 8 | 3 | | 35 | 2.20% |
| Electric ML | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | | 3 | 0.48% |
| Electric BI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | 1 | 0.43% |
| Electric SC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 | 0.00% |
| HER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 | 0.00% |
| Milw N | 13 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 0 | | 17 | 2.08% |
| Milw W | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | | 2 | 0.48% |
| NCS | 1 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 2 | 0 | | 7 | 2.69% |
| RI | 3 | 5 | 6 | 1 | 3 | 3 | 15 | 9 | 4 | 11 | 10 | | 70 | 10.99% |
| SWS | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 3 | 0.83% |
| UP N | 1 | 0 | 2 | 1 | 3 | 1 | 11 | 1 | 11 | 5 | 2 | | 38 | 3.49% |
| UP NW | 1 | 4 | 1 | 1 | 2 | 0 | 6 | 1 | 1 | 2 | 3 | | 22 | 2.95% |
| UP W | 4 | 4 | 2 | 1 | 1 | 5 | 3 | 4 | 6 | 3 | 3 | | 36 | 4.99% |
| Total Lift Delays | 23 | 15 | 13 | 8 | 12 | 16 | 41 | 21 | 30 | 33 | 22 | | 234 | 2.98% |
| ALL DELAYS | | | | | | | | | | | | | 7,847 | |

Data for current month is final (12/17/09) version from TOPS.

2008

| LINE | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Lift | % of All |
|--------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--------------|
| | | | | | | | | | | | | | Delays | Delays |
| | | | | | | | | | | | | | All Year | All Year |
| BNSF | 1 | 1 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 2 | 0 | 10 | 0.67% |
| Electric ML | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0.32% |
| Electric BI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| Electric SC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| HER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0.57% |
| Milw N | 2 | 0 | 3 | 4 | 6 | 1 | 8 | 12 | 2 | 3 | 3 | 5 | 49 | 4.60% |
| Milw W | 1 | 2 | 2 | 1 | 1 | 3 | 8 | 3 | 1 | 0 | 0 | 5 | 27 | 4.33% |
| NCS | 2 | 1 | 0 | 2 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 9 | 2.96% |
| RI | 9 | 4 | 5 | 0 | 5 | 6 | 0 | 4 | 3 | 2 | 11 | 10 | 59 | 6.66% |
| SWS | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.23% |
| UP N | 3 | 2 | 2 | 0 | 0 | 1 | 0 | 1 | 3 | 1 | 1 | 0 | 14 | 1.05% |
| UP NW | 3 | 3 | 2 | 9 | 0 | 3 | 0 | 2 | 2 | 3 | 0 | 2 | 29 | 3.19% |
| UP W | 3 | 1 | 1 | 3 | 2 | 0 | 0 | 2 | 2 | 1 | 0 | 0 | 15 | 1.39% |
| Total Lift Delays | 24 | 14 | 18 | 20 | 15 | 15 | 16 | 26 | 16 | 12 | 17 | 23 | 216 | 2.30% |
| ALL DELAYS | | | | | | | | | | | | | 9,403 | |

TABLE 12: FREQUENCY OF TRAIN DELAYS BY DURATION

November 2009

| Minutes | BNSF | Electric | | | Her | Milwaukee | | NCS | RI | SWS | UP | | | System |
|---|-------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Peak * | | | | | | | | | | | | | | |
| 6-10 | 23 | 9 | 2 | 3 | 7 | 4 | 3 | 6 | 9 | 7 | 7 | 18 | 1 | 99 |
| 11-15 | 5 | 0 | 3 | 0 | 1 | 8 | 1 | 0 | 2 | 0 | 2 | 5 | 2 | 29 |
| 16-20 | 1 | 0 | 0 | 1 | 1 | 1 | 2 | 0 | 1 | 0 | 2 | 2 | 0 | 11 |
| 21+ | 1 | 1 | 0 | 1 | 2 | 0 | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 10 |
| Annulled | <u>1</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>3</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>6</u> |
| Sub-Total | 31 | 11 | 5 | 5 | 14 | 14 | 8 | 6 | 14 | 8 | 11 | 25 | 3 | 155 |
| Off-Peak ** | | | | | | | | | | | | | | |
| 6-10 | 14 | 14 | 4 | 4 | 0 | 13 | 5 | 1 | 25 | 11 | 19 | 15 | 6 | 131 |
| 11-15 | 2 | 5 | 1 | 4 | 0 | 17 | 2 | 2 | 7 | 0 | 11 | 6 | 14 | 71 |
| 16-20 | 5 | 2 | 1 | 4 | 0 | 10 | 1 | 1 | 1 | 0 | 1 | 4 | 4 | 34 |
| 21+ | 4 | 2 | 0 | 1 | 0 | 12 | 1 | 0 | 2 | 1 | 2 | 2 | 3 | 30 |
| Annulled | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>2</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>2</u> |
| Sub-Total | 25 | 23 | 6 | 13 | 0 | 52 | 9 | 4 | 37 | 12 | 33 | 27 | 27 | 268 |
| November 2009 Total | | | | | | | | | | | | | | |
| 6-10 | 37 | 23 | 6 | 7 | 7 | 17 | 8 | 7 | 34 | 18 | 26 | 33 | 7 | 230 |
| 11-15 | 7 | 5 | 4 | 4 | 1 | 25 | 3 | 2 | 9 | 0 | 13 | 11 | 16 | 100 |
| 16-20 | 6 | 2 | 1 | 5 | 1 | 11 | 3 | 1 | 2 | 0 | 3 | 6 | 4 | 45 |
| 21+ | 5 | 3 | 0 | 2 | 2 | 12 | 3 | 0 | 4 | 2 | 2 | 2 | 3 | 40 |
| Annulled | <u>1</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>3</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>2</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>8</u> |
| TOTAL | 56 | 34 | 11 | 18 | 14 | 66 | 17 | 10 | 51 | 20 | 44 | 52 | 30 | 423 |
| 2009 Year-to-Date | | | | | | | | | | | | | | |
| 6-10 | 743 | 420 | 174 | 131 | 45 | 289 | 143 | 119 | 393 | 142 | 647 | 387 | 352 | 3,985 |
| 11-15 | 342 | 97 | 31 | 40 | 25 | 227 | 117 | 51 | 110 | 60 | 212 | 164 | 163 | 1,639 |
| 16-20 | 169 | 55 | 9 | 16 | 15 | 126 | 59 | 35 | 46 | 42 | 84 | 78 | 70 | 804 |
| 21+ | 279 | 50 | 15 | 29 | 38 | 163 | 80 | 51 | 67 | 95 | 132 | 102 | 122 | 1,223 |
| Annulled | <u>57</u> | <u>5</u> | <u>3</u> | <u>10</u> | <u>3</u> | <u>12</u> | <u>14</u> | <u>4</u> | <u>21</u> | <u>22</u> | <u>14</u> | <u>16</u> | <u>15</u> | <u>196</u> |
| TOTAL | 1,590 | 627 | 232 | 226 | 126 | 817 | 413 | 260 | 637 | 361 | 1,089 | 747 | 722 | 7,847 |
| PERCENT COMPOSITION OF DELAYS BY RANGE OF DURATION | | | | | | | | | | | | | | |
| Minutes | BNSF | Electric | | | Her | Milwaukee | | NCS | RI | SWS | UP | | | System |
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| November 2009 Total | | | | | | | | | | | | | | |
| 6-10 | 66.1% | 67.6% | 54.5% | 38.9% | 50.0% | 25.8% | 47.1% | 70.0% | 66.7% | 90.0% | 59.1% | 63.5% | 23.3% | 54.4% |
| 11-15 | 12.5% | 14.7% | 36.4% | 22.2% | 7.1% | 37.9% | 17.6% | 20.0% | 17.6% | 0.0% | 29.5% | 21.2% | 53.3% | 23.6% |
| 16-20 | 10.7% | 5.9% | 9.1% | 27.8% | 7.1% | 16.7% | 17.6% | 10.0% | 3.9% | 0.0% | 6.8% | 11.5% | 13.3% | 10.6% |
| 21+ | 8.9% | 8.8% | 0.0% | 11.1% | 14.3% | 18.2% | 17.6% | 0.0% | 7.8% | 10.0% | 4.5% | 3.8% | 10.0% | 9.5% |
| Annulled | <u>1.8%</u> | <u>2.9%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>21.4%</u> | <u>1.5%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>3.9%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>1.9%</u> |
| TOTAL | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 2009 Year-to-Date Delays By Duration | | | | | | | | | | | | | | |
| 6-10 | 46.7% | 67.0% | 75.0% | 58.0% | 35.7% | 35.4% | 34.6% | 45.8% | 61.7% | 39.3% | 59.4% | 51.8% | 48.8% | 50.8% |
| 11-15 | 21.5% | 15.5% | 13.4% | 17.7% | 19.8% | 27.8% | 28.3% | 19.6% | 17.3% | 16.6% | 19.5% | 22.0% | 22.6% | 20.9% |
| 16-20 | 10.6% | 8.8% | 3.9% | 7.1% | 11.9% | 15.4% | 14.3% | 13.5% | 7.2% | 11.6% | 7.7% | 10.4% | 9.7% | 10.2% |
| 21+ | 17.5% | 8.0% | 6.5% | 12.8% | 30.2% | 20.0% | 19.4% | 19.6% | 10.5% | 26.3% | 12.1% | 13.7% | 16.9% | 15.6% |
| Annulled | <u>3.6%</u> | <u>0.8%</u> | <u>1.3%</u> | <u>4.4%</u> | <u>2.4%</u> | <u>1.5%</u> | <u>3.4%</u> | <u>1.5%</u> | <u>3.3%</u> | <u>6.1%</u> | <u>1.3%</u> | <u>2.1%</u> | <u>2.1%</u> | <u>2.5%</u> |
| TOTAL | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

*Includes peak direction trains operating during weekday peak periods. **Includes all other weekday and weekend trains.

Data for most recent month is final (12/17/09) version from TOPS.

TABLE 13: AVERAGE LENGTH OF DELAY BY SERVICE PERIOD, IN MINUTES

| | BNSF | Electric | | | Her | Milwaukee | | NCS | RI | SWS | UP | | | System |
|--------------------------|------|----------|------|------|------|-----------|------|------|------|------|------|------|------|--------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| November 2009 | | | | | | | | | | | | | | |
| Peak * | 10.3 | 8.6 | 9.8 | 13.0 | 12.8 | 12.2 | 15.5 | 8.0 | 11.3 | 9.4 | 11.5 | 10.0 | 11.7 | 10.9 |
| Off-Peak ** | 14.2 | 11.0 | 10.3 | 13.5 | -- | 17.5 | 13.4 | 12.5 | 9.5 | 10.4 | 11.2 | 12.7 | 16.7 | 13.4 |
| All | 12.1 | 10.3 | 10.1 | 13.3 | 12.8 | 16.5 | 14.4 | 9.8 | 10.0 | 10.0 | 11.3 | 11.4 | 16.2 | 12.5 |
| 2009 Year-to-Date | | | | | | | | | | | | | | |
| Peak * | 15.3 | 11.2 | 10.1 | 12.3 | 20.0 | 16.0 | 16.0 | 13.7 | 13.6 | 23.4 | 15.3 | 15.2 | 13.8 | 15.0 |
| Off-Peak ** | 16.1 | 11.9 | 10.0 | 12.4 | -- | 16.1 | 17.6 | 20.0 | 11.4 | 20.4 | 13.9 | 14.5 | 15.1 | 14.8 |
| All | 15.6 | 11.6 | 10.0 | 12.4 | 20.0 | 16.0 | 17.0 | 16.6 | 12.1 | 21.2 | 14.3 | 14.8 | 14.5 | 14.9 |

Excludes annulled trains, which do not have delay times.

*Includes peak direction trains operating during weekday peak periods. **Includes all other weekday and weekend trains.

Data for most recent month is final (12/17/09) version from TOPS.