

**COMMUTER RAIL SYSTEM**  
**ON-TIME PERFORMANCE REPORT**

**May 2012**



# COMMUTER RAIL ON-TIME PERFORMANCE

## May 2012

This report presents an analysis of the May 2012 train delays as reported for Metra's eleven commuter rail lines. On-time is defined, for this analysis, as those regularly scheduled trains arriving at their last station stop less than six minutes behind schedule. Trains that are six minutes or more behind schedule, including annulled trains (trains that do not complete their scheduled runs), are regarded as late. "Extra" trains (trains added to handle special events but not shown in the regularly published timetables) are excluded from on-time performance calculations unless shown in special-event schedules that include all intermediate station stop times and are distributed publicly via Metra's website or on paper flyers. Cancelled (not annulled) trains and non-revenue trains are also excluded from on-time performance calculations.

### On-Time Performance Tables

Table 1 presents the number of train delays by rail line and service period. During May 2012, Metra operated 17,395 scheduled trains, including scheduled "extras", if any. 635 of these trains were delayed (late or annulled), representing an on-time performance rate of 96.3%. Table 2 lists on-time percentages by line for each month and year since 2007.

Table 3 lists each train that was on time for less than 85% of its weekday runs in May 2012, 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. Effective January 1, 2012, Metra is using an expanded set of delay codes, to provide more detail about the cause of and responsibility for each train delay. Table 6.a shows the frequency of train delays by delay-cause control and by line during May 2012. Of the 635 delays systemwide in May 2012, all but 282 (44%) were beyond Metra's control. Table 6.b shows the delay-cause control frequencies since the beginning of the year.

Table 7 provides a daily listing of the number of delays by line and branch for May 2012.

Table 8.a shows the frequency of train delays by delay-cause category and by line during May 2012. Table 8.b shows the average frequencies over the previous five Mays, and Table 8.c shows the differences between Table 8.a and Table 8.b. There were 635 delays systemwide in May 2012, 2 more than the average over the previous five Mays. Table 9.a shows delays from the beginning of the year through May 2012. Table 9.b shows the average frequencies from the beginning of the year through May of each of the previous five years, and Table 9.c shows the differences between Table 9.a and Table 9.b. Tables 10.a and 10.b display the systemwide frequency of train delays by cause and by month, for 2012 and 2011 respectively, and Table 10.c shows the difference between the two. From January through May of 2012, a total of 3,183 trains were delayed, compared to 4,255 trains delayed in the same five months of 2011.

Table 11 shows, by line and month, all train delays caused by freight operations over the past 24 months. In May 2012 freight operations delayed 65 trains systemwide, compared to 101 a year earlier. Tables 12.a and 12.b display the frequency of lift-deployment train delays by line and month, for 2012 and 2011 respectively. A total of 22 trains were delayed by lift deployment in May 2012.

A review of May 2012 late trains by duration of delay is shown in Table 13. The range with the greatest number of delays was, as usual, six-to-ten minutes, accounting for 52.1% of all late trains. Table 14 shows that the average length of delay was 17.1 minutes in May 2012. It should be noted that these averages relate only to reportable delays (i.e., trains late by six minutes or more).

## **Changes in On-Time Performance Reporting Calculations (effective with the May 2011 On-Time Performance Report)**

### **“Extra” Trains**

“Extra” trains (trains added to handle special events but not shown in the regularly published schedules) are excluded from on-time performance calculations, except for those “extra” trains whose special-event schedules include all intermediate station stop times and are distributed publicly via Metra's website or on paper flyers. Prior to May 2011, all “extra” trains were included in the count of all trains for the purpose of calculating on-time performance and were always reported as on-time.

Intermediate station departure times and final station arrival times for some “extra” trains are either unknown (departures of some “extra” trains are held until after the completion of the respective special event) or not published. On-time performance for these two types of “extra” trains cannot be calculated, as arrival times are not known ahead of time; these trains are therefore excluded from on-time performance calculations. However, on-time performance can be calculated for “extra” trains that have full published schedules.

### **Construction Notices and Temporary Schedules**

Planned track, signal, or right-of-way construction projects can adversely affect the on-time performance of any train. Metra periodically publishes a construction notice to inform riders and Metra staff of possible delays to specified upcoming off-peak, reverse-peak, and weekend trains due to planned construction work during a limited time. The construction notice is provided only for information, which is not included in on-time performance calculations.

When a planned construction project is projected to consistently cause delays for certain trains on certain rail lines during a specified period, Metra publishes a full temporary schedule, which supersedes the standard schedule. On-time performance for affected trains during that specified period is based on that temporary published schedule.

(Prior to May 2011, some trains affected by planned right-of-way construction work arrived at their last station stops six minutes or more late, but were counted as on-time because a construction time allowance was deducted from the actual delay time. This allowance, typically five or ten minutes (but occasionally more) depending on the nature of the scheduled work, was assigned in advance to all off-peak and reverse-peak trains that might be affected by a particular project, but never to peak period/peak direction trains. For such trains, the assigned construction allowance was added onto the scheduled arrival time at the destination station for the purpose of calculating the total minutes of delay.)

**TABLE 1: SCHEDULED AND DELAYED TRAINS, AND ON-TIME PERFORMANCE BY SERVICE PERIOD AND LINE  
May 2012**

|                 | 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 |                  |             |                 |
| <b>BNSF</b>     | 1,187            | 31          | 97.4%           | 879              | 21          | 97.6%           | 2,066            | 52          | 97.5%           | 112              | 6           | 94.6%           | 90                 | 6           | 93.3%           | 2,268            | 64          | 97.2%           |
| <b>Elec -ML</b> | 987              | 25          | 97.5%           | 741              | 8           | 98.9%           | 1,728            | 33          | 98.1%           | 184              | 9           | 95.1%           | 100                | 19          | 81.0%           | 2,012            | 61          | 97.0%           |
| <b>-BI</b>      | 294              | 5           | 98.3%           | 483              | 5           | 99.0%           | 777              | 10          | 98.7%           | 119              | 2           | 98.3%           | --                 | --          | --              | 896              | 12          | 98.7%           |
| <b>-SC</b>      | <u>374</u>       | <u>1</u>    | 99.7%           | <u>805</u>       | <u>6</u>    | 99.3%           | <u>1,179</u>     | <u>7</u>    | 99.4%           | <u>192</u>       | <u>5</u>    | 97.4%           | <u>100</u>         | <u>3</u>    | 97.0%           | <u>1,471</u>     | <u>15</u>   | 99.0%           |
| <b>Subtotal</b> | 1,655            | 31          | 98.1%           | 2,029            | 19          | 99.1%           | 3,684            | 50          | 98.6%           | 495              | 16          | 96.8%           | 200                | 22          | 89.0%           | 4,379            | 88          | 98.0%           |
| <b>Heritage</b> | 132              | 3           | 97.7%           | --               | --          | --              | 132              | 3           | 97.7%           | --               | --          | --              | --                 | --          | --              | 132              | 3           | 97.7%           |
| <b>Milw -N</b>  | 549              | 26          | 95.3%           | 770              | 51          | 93.4%           | 1,319            | 77          | 94.2%           | 96               | 19          | 80.2%           | 100                | 3           | 97.0%           | 1,515            | 99          | 93.5%           |
| <b>-W</b>       | <u>593</u>       | <u>9</u>    | 98.5%           | <u>682</u>       | <u>23</u>   | 96.6%           | <u>1,275</u>     | <u>32</u>   | 97.5%           | <u>96</u>        | <u>7</u>    | 92.7%           | <u>90</u>          | <u>4</u>    | 95.6%           | <u>1,461</u>     | <u>43</u>   | 97.1%           |
| <b>Subtotal</b> | 1,142            | 35          | 96.9%           | 1,452            | 74          | 94.9%           | 2,594            | 109         | 95.8%           | 192              | 26          | 86.5%           | 190                | 7           | 96.3%           | 2,976            | 142         | 95.2%           |
| <b>NCS</b>      | 242              | 13          | 94.6%           | 242              | 10          | 95.9%           | 484              | 23          | 95.2%           | --               | --          | --              | --                 | --          | --              | 484              | 23          | 95.2%           |
| <b>RI</b>       | 791              | 13          | 98.4%           | 726              | 45          | 93.8%           | 1,517            | 58          | 96.2%           | 81               | 6           | 92.6%           | 82                 | 6           | 92.7%           | 1,680            | 70          | 95.8%           |
| <b>SWS</b>      | 241              | 10          | 95.9%           | 418              | 18          | 95.7%           | 659              | 28          | 95.8%           | 24               | 1           | 95.8%           | --                 | --          | --              | 683              | 29          | 95.8%           |
| <b>UP -N</b>    | 657              | 21          | 96.8%           | 880              | 50          | 94.3%           | 1,537            | 71          | 95.4%           | 104              | 11          | 89.4%           | 90                 | 3           | 96.7%           | 1,731            | 85          | 95.1%           |
| <b>-NW</b>      | 722              | 24          | 96.7%           | 703              | 23          | 96.7%           | 1,425            | 47          | 96.7%           | 96               | 5           | 94.8%           | 75                 | 14          | 81.3%           | 1,596            | 66          | 95.9%           |
| <b>-W</b>       | <u>592</u>       | <u>17</u>   | 97.1%           | <u>704</u>       | <u>37</u>   | 94.7%           | <u>1,296</u>     | <u>54</u>   | 95.8%           | <u>80</u>        | <u>5</u>    | 93.8%           | <u>90</u>          | <u>6</u>    | 93.3%           | <u>1,466</u>     | <u>65</u>   | 95.6%           |
| <b>Subtotal</b> | 1,971            | 62          | 96.9%           | 2,287            | 110         | 95.2%           | 4,258            | 172         | 96.0%           | 280              | 21          | 92.5%           | 255                | 23          | 91.0%           | 4,793            | 216         | 95.5%           |
| <b>SYSTEM</b>   | 7,361            | 198         | 97.3%           | 8,033            | 297         | 96.3%           | 15,394           | 495         | 96.8%           | 1,184            | 76          | 93.6%           | 817                | 64          | 92.2%           | 17,395           | 635         | 96.3%           |

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

Delays data for most recent month is final (06/12/12) 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-MAY | AVG   |
|----------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|---------|-------|
| BNSF     | 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 | 95.1%   | 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 | 95.9%   | 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 | 95.3 | 93.7%   | 93.6% |
|          | 2010              | 97.8 | 97.4 | 96.4 | 95.7 | 95.2 | 89.0 | 94.7 | 94.6 | 96.7 | 94.8 | 94.7 | 96.2 | 96.5%   | 95.2% |
|          | 2011              | 96.2 | 89.6 | 97.4 | 96.9 | 93.0 | 93.0 | 83.3 | 92.3 | 90.4 | 92.8 | 94.0 | 95.4 | 94.8%   | 92.9% |
|          | 2012              | 94.4 | 97.3 | 95.2 | 98.4 | 97.2 |      |      |      |      |      |      |      | 96.5%   | 96.5% |
|          | 2007-2011 average | 93.7 | 92.5 | 96.9 | 96.8 | 95.6 | 92.6 | 93.2 | 93.4 | 94.7 | 93.2 | 95.2 | 94.7 | 95.2%   | 94.4% |
| Electric | 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 | 97.7%   | 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 | 98.3%   | 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 | 94.7 | 98.3%   | 97.5% |
|          | 2010              | 97.7 | 98.1 | 98.4 | 97.9 | 98.3 | 95.5 | 97.6 | 98.0 | 98.0 | 98.2 | 97.8 | 97.5 | 98.1%   | 97.8% |
|          | 2011              | 98.6 | 95.1 | 98.1 | 97.7 | 97.7 | 95.1 | 94.6 | 96.6 | 97.0 | 94.4 | 97.2 | 98.7 | 97.5%   | 96.8% |
|          | 2012              | 93.7 | 98.4 | 97.9 | 98.7 | 98.0 |      |      |      |      |      |      |      | 97.3%   | 97.3% |
|          | 2007-2011 average | 97.7 | 97.3 | 98.4 | 98.2 | 98.2 | 96.5 | 97.1 | 97.4 | 97.2 | 97.2 | 97.8 | 96.8 | 98.0%   | 97.5% |
| Heritage | 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 | 89.1%   | 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 | 88.8%   | 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 | 88.6 | 91.6%   | 90.8% |
|          | 2010              | 92.5 | 93.3 | 89.1 | 91.7 | 85.0 | 83.3 | 87.3 | 89.4 | 84.1 | 90.5 | 92.9 | 84.1 | 90.3%   | 88.5% |
|          | 2011              | 92.1 | 77.2 | 94.2 | 96.0 | 98.4 | 89.4 | 73.3 | 92.0 | 84.1 | 78.6 | 80.8 | 75.4 | 91.9%   | 86.2% |
|          | 2012              | 95.2 | 99.2 | 94.7 | 98.4 | 97.7 |      |      |      |      |      |      |      | 97.0%   | 97.0% |
|          | 2007-2011 average | 91.4 | 86.5 | 89.8 | 92.5 | 91.3 | 90.0 | 87.8 | 90.0 | 88.7 | 87.1 | 90.3 | 83.4 | 90.3%   | 89.1% |
| Milw - N | 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 | 94.3%   | 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 | 95.3%   | 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 | 93.5 | 94.2%   | 94.9% |
|          | 2010              | 96.1 | 96.4 | 94.2 | 94.5 | 88.4 | 91.6 | 93.5 | 93.7 | 98.4 | 93.1 | 94.8 | 96.6 | 93.9%   | 94.3% |
|          | 2011              | 92.9 | 85.3 | 95.7 | 95.5 | 89.2 | 84.4 | 78.3 | 87.6 | 92.3 | 88.1 | 91.9 | 93.9 | 91.9%   | 89.6% |
|          | 2012              | 95.1 | 96.4 | 94.0 | 95.3 | 93.5 |      |      |      |      |      |      |      | 94.8%   | 94.8% |
|          | 2007-2011 average | 93.4 | 92.3 | 95.8 | 95.1 | 92.9 | 91.7 | 90.8 | 92.9 | 95.4 | 94.0 | 93.7 | 91.4 | 93.9%   | 93.3% |
| Milw - W | 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 | 95.9%   | 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 | 94.4 | 96.9%   | 97.1% |
|          | 2010              | 96.0 | 95.9 | 97.3 | 97.9 | 95.7 | 93.9 | 95.6 | 96.3 | 97.4 | 94.8 | 95.1 | 95.9 | 96.6%   | 96.0% |
|          | 2011              | 96.0 | 87.2 | 97.4 | 95.2 | 95.1 | 88.0 | 84.4 | 92.5 | 95.6 | 98.0 | 89.1 | 96.5 | 94.3%   | 93.0% |
|          | 2012              | 94.4 | 95.1 | 95.3 | 97.5 | 97.1 |      |      |      |      |      |      |      | 95.9%   | 95.9% |
|          | 2007-2011 average | 95.6 | 93.3 | 97.4 | 97.1 | 96.8 | 94.3 | 93.7 | 94.4 | 97.5 | 97.6 | 95.5 | 94.5 | 96.1%   | 95.6% |
| NCS      | 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 | 93.6%   | 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 | 95.0%   | 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 | 93.0 | 94.1%   | 94.8% |
|          | 2010              | 96.4 | 94.5 | 92.3 | 91.1 | 96.8 | 90.1 | 90.9 | 94.0 | 95.9 | 92.6 | 93.9 | 90.3 | 94.1%   | 93.2% |
|          | 2011              | 95.5 | 88.3 | 93.5 | 90.9 | 92.9 | 88.8 | 87.3 | 92.1 | 93.1 | 93.5 | 83.7 | 92.4 | 92.3%   | 91.1% |
|          | 2012              | 94.8 | 94.4 | 94.4 | 85.1 | 95.2 |      |      |      |      |      |      |      | 92.8%   | 92.8% |
|          | 2007-2011 average | 94.0 | 92.4 | 94.8 | 93.1 | 94.7 | 91.5 | 93.8 | 94.0 | 95.1 | 95.1 | 93.6 | 91.3 | 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-MAY | AVG   |
|------------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|---------|-------|
| RI                                 | 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 | 94.3%   | 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 | 96.4%   | 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 | 93.6 | 96.2%   | 96.2% |
|                                    | 2010 | 95.4 | 96.7 | 97.6 | 97.1 | 97.4 | 94.3 | 96.8 | 96.6 | 95.7 | 96.6 | 96.4 | 95.5 | 96.9%   | 96.3% |
|                                    | 2011 | 97.8 | 89.5 | 97.7 | 96.0 | 95.6 | 88.8 | 83.4 | 94.0 | 94.8 | 96.9 | 96.6 | 96.5 | 95.5%   | 94.0% |
|                                    | 2012 | 94.3 | 96.8 | 94.8 | 96.1 | 95.8 |      |      |      |      |      |      |      | 95.6%   | 95.6% |
| <b>2007-2011 average</b>           |      | 95.6 | 92.7 | 96.5 | 97.5 | 96.8 | 93.9 | 93.1 | 95.7 | 95.9 | 95.9 | 96.2 | 93.2 | 95.9%   | 95.2% |
| SWS                                | 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 | 97.2%   | 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 | 96.2 | 94.2%   | 95.1% |
|                                    | 2010 | 94.6 | 93.4 | 96.9 | 97.2 | 94.6 | 89.6 | 90.5 | 94.4 | 96.6 | 96.2 | 94.3 | 91.4 | 95.4%   | 94.2% |
|                                    | 2011 | 95.1 | 89.7 | 96.2 | 95.3 | 94.0 | 85.1 | 88.9 | 90.3 | 91.3 | 92.4 | 92.8 | 94.1 | 94.2%   | 92.1% |
|                                    | 2012 | 94.2 | 96.6 | 94.8 | 95.3 | 95.8 |      |      |      |      |      |      |      | 95.3%   | 95.3% |
| <b>2007-2011 average</b>           |      | 93.8 | 94.3 | 96.3 | 96.1 | 95.2 | 92.6 | 94.5 | 94.2 | 95.7 | 92.7 | 94.7 | 93.2 | 95.2%   | 94.4% |
| UP - N                             | 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 | 97.0%   | 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 | 93.8%   | 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 | 95.1 | 95.9%   | 94.2% |
|                                    | 2010 | 93.9 | 96.8 | 96.5 | 97.2 | 94.3 | 91.6 | 94.6 | 92.5 | 94.5 | 97.5 | 94.7 | 96.2 | 95.8%   | 95.0% |
|                                    | 2011 | 96.4 | 86.7 | 94.9 | 95.5 | 95.8 | 91.5 | 85.1 | 90.6 | 91.8 | 91.6 | 94.2 | 96.5 | 94.0%   | 92.6% |
|                                    | 2012 | 94.6 | 98.4 | 97.9 | 98.1 | 95.1 |      |      |      |      |      |      |      | 96.8%   | 96.8% |
| <b>2007-2011 average</b>           |      | 94.2 | 92.8 | 96.2 | 96.9 | 96.0 | 91.7 | 91.2 | 90.6 | 94.0 | 95.4 | 95.6 | 94.9 | 95.3%   | 94.1% |
| UP - NW                            | 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 | 96.2%   | 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 | 94.8%   | 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 | 94.9 | 96.0%   | 95.6% |
|                                    | 2010 | 96.7 | 97.2 | 97.3 | 97.7 | 96.1 | 96.7 | 96.1 | 94.9 | 97.6 | 96.4 | 95.4 | 96.8 | 97.0%   | 96.6% |
|                                    | 2011 | 97.0 | 89.4 | 97.9 | 97.3 | 94.6 | 93.4 | 91.2 | 93.3 | 95.1 | 97.6 | 95.8 | 95.0 | 95.4%   | 94.9% |
|                                    | 2012 | 95.9 | 98.6 | 96.4 | 98.9 | 95.9 |      |      |      |      |      |      |      | 97.1%   | 97.1% |
| <b>2007-2011 average</b>           |      | 94.6 | 93.6 | 97.4 | 97.4 | 96.2 | 95.5 | 94.9 | 94.7 | 96.1 | 96.7 | 95.5 | 94.7 | 95.9%   | 95.6% |
| UP - W                             | 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 | 94.5%   | 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 | 94.1%   | 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 | 95.2 | 95.9%   | 95.4% |
|                                    | 2010 | 96.6 | 96.7 | 97.9 | 95.9 | 94.6 | 91.0 | 90.1 | 94.1 | 95.2 | 95.9 | 94.8 | 91.9 | 96.4%   | 94.5% |
|                                    | 2011 | 93.5 | 87.3 | 93.8 | 94.5 | 93.3 | 89.0 | 85.9 | 89.3 | 90.8 | 91.6 | 92.0 | 89.4 | 92.6%   | 90.9% |
|                                    | 2012 | 93.1 | 97.1 | 95.2 | 95.5 | 95.6 |      |      |      |      |      |      |      | 95.3%   | 95.3% |
| <b>2007-2011 average</b>           |      | 94.7 | 92.6 | 94.9 | 95.7 | 95.3 | 92.7 | 92.6 | 92.2 | 93.5 | 94.0 | 94.6 | 91.9 | 94.7%   | 93.7% |
| SYSTEM<br>excluding<br>South Shore | 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 | 95.9%   | 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 | 96.0%   | 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 | 94.6 | 96.1%   | 95.7% |
|                                    | 2010 | 96.5 | 96.9 | 97.0 | 96.7 | 95.5 | 92.9 | 95.0 | 95.4 | 96.8 | 96.2 | 95.7 | 95.7 | 96.5%   | 95.9% |
|                                    | 2011 | 96.4 | 89.8 | 96.8 | 96.2 | 94.8 | 91.1 | 87.3 | 92.7 | 93.8 | 93.7 | 94.0 | 95.6 | 94.9%   | 93.6% |
|                                    | 2012 | 94.3 | 97.4 | 96.1 | 97.2 | 96.3 |      |      |      |      |      |      |      | 96.3%   | 96.3% |
| <b>2007-2011 average</b>           |      | 95.3 | 94.0 | 96.9 | 96.9 | 96.2 | 93.9 | 93.9 | 94.4 | 95.7 | 95.5 | 95.8 | 94.3 | 95.9%   | 95.2% |

Delays data for most recent month is final (06/12/12) version from TOPS.

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'2007-2011 average' calculated by summing the delays over the five years, summing the trains run over the five years, and calculating their ratio.

Due to changes in calculation methodology, on-time performance figures from May 2011 onward are not exactly comparable to prior months' figures.

**TABLE 3: LIST OF WEEKDAY TRAINS LESS THAN 85% ON-TIME  
May 2012**

| Line | Train                 | Date        | Minutes Delay |      | Delay Explanation   |
|------|-----------------------|-------------|---------------|------|---|
|      |                       |             | Late          | Code |   |
| BNSF | 1291<br><b>82% OT</b> | Tue, May 01 | 9             | CC   | WORKED MIDDLE FROM LAGRANGE ROAD ACCT MOW ON MT1 OOS  |
|      |                       | Thu, May 24 | 8             | I    | PASSENGER HANDLING AND ADA LIFTS  |
|      |                       | Fri, May 25 | 12            | CC   | WORKED MT2 CPK-HIGHLANDS. MOW AT CONGRESS PARK  |
|      |                       | Tue, May 29 | 11            | I    | HEAVY PASSENGER LOADING   |
| BNSF | 1293<br><b>82% OT</b> | Mon, May 07 | 9             | U    | ADA LIFT/SLOW PASSENGER HANDLING  |
|      |                       | Thu, May 10 | 10            | J    | WAS HELD UP AT LAVERGNE DUE TO AN UNRULY PASSENGER, POLICE WERE CALLED TO ASSIST IN THE SITUATION   |
|      |                       | Fri, May 18 | 9             | I    | HEAVY PASSENGER LOADING   |
|      |                       | Tue, May 29 | 11            | I    | HEAVY PASSENGER LOADING   |
| MN   | 2121<br><b>73% OT</b> | Tue, May 01 | 7             | I    | 5" SLOW ENTRAINING, EDGEBROOK; 2" NO REASON GIVEN.  |
|      |                       | Thu, May 03 | 7             | G    | 7" SIGNAL 1069 DARK RESTRICTED SPEED, ENROUTE.  |
|      |                       | Fri, May 04 | 27            | G    | 27" SIGNAL FAILURE CTC CODE FAILURE RESTRICTED SPEED, DEERFIELD TO RONDOUT; 4" ADA, LAKE COOK RD TO LIBERTYVILLE.                               |
|      |                       | Fri, May 11 | 6             | U    | 5" ADA, DEERFIELD; 1" NO REASON GIVEN.  |
|      |                       | Thu, May 17 | 7             | D    | 3" ENTRAINING, ENROUTE; 4" STOP SIGNAL CN FREIGHT, CN XING.   |
| MN   | 2128<br><b>82% OT</b> | Thu, May 24 | 10            | I    | 5" ENTRAINING, ENROUTE; 4" STOP SIGNAL, CN XING; 1" NO REASON GIVEN.  |
|      |                       | Tue, May 01 | 38            | G    | 38" LOST CTC, DEERFIELD-A20.  |
|      |                       | Fri, May 11 | 7             | I    | 5" HEAVY ENTRAINING, LIBERTYVILLE TO DEERFIELD; 3" ADA, DEERFIELD; 4" RED SIGNAL, TRACK CIRCUIT, MAYFAIR.                                       |
|      |                       | Tue, May 29 | 25            | D    | 4" HOLD FOR 2107, GRAYSLAKE; 20" HOLD FOR CN FREIGHT, CN XING.  |
| MN   | 2140<br><b>82% OT</b> | Wed, May 30 | 9             | M    | 14" INSPECTING TRAIN FOR EVIDENCE OF STRIKING A TRESPASSER, FOX LAKE SUB.   |
|      |                       | Fri, May 04 | 31            | G    | 35" SIGNAL FAILURE CREW HAD TO HAND LINE ROUTE @ DEERFIELD, LAKE FOREST TO DEERFIELD.   |
|      |                       | Wed, May 16 | 9             | G    | 10" SWITCH FAILURE SWITCH #65, A2.  |
|      |                       | Fri, May 18 | 10            | G    | 4" SPEED RESTRICTION 2119, GRAYSLAKE; 30MPH, MP 24.7 TO 25.7; 3" WAITING ON SIGNAL/LINEUP, A3.  |
|      |                       | Wed, May 23 | 9             | D    | 10" DELAY WAITING ON SOUTHBOUND CN FREIGHT TRAIN, CN X-ING.   |
| NCS  | 100<br><b>82% OT</b>  | Fri, May 04 | 7             | D    | 10" MEETING N/B FRT, GRAYSLAKE; 4" UP PSGR TRN INT, DEVAL.  |
|      |                       | Tue, May 15 | 8             | G    | 8" SWITCH PROBLEMS, ANTIOCH; 1" X/O TO MAIN 1, LAKE VILLA; 3" X-TRAFFIC, DEVAL.   |
|      |                       | Thu, May 17 | 7             | D    | 7" FREIGHT TRAFFIC, LK VILLA; 5" X-TRAFFIC, DEVAL; 2" X-TRAFFIC AT WESTERN AVE.   |
|      |                       | Thu, May 31 | 15            | E    | 15" ENG 122 DIED DUE TO WATER LEAK, RESTARTED BUT NO HEP, ROSEMONT; DIED AGAIN, RIVER GROVE; STARTED AGAIN THEN RAN TO CUS.                     |
| RI   | 507<br><b>77% OT</b>  | Wed, May 02 | 7             | S    | 8" EFFICIENCY TEST, YELLOW FLAG UNSPECIFIED, MP22.0.  |
|      |                       | Thu, May 03 | 6             | S    | 2" LATE DEPARTURE LATE ENTRAINING, LSS; 4" EFFICIENCY TEST, MP14.0 YELLOW FLAG/RED FLAG & RED FLAG, MP15.25.                                    |
|      |                       | Fri, May 04 | 10            | R    | 7" UNABLE TO CONTACT FLAGMAN B1201 L 203, ROBBINS; 2" "FLAG STOPS."   |
|      |                       | Wed, May 23 | 10            | D    | 4" WAITING FOR IAIS507 E. TO CLEAR, CP RICHARDS; 3" CN X-TRAFFIC CN226 E. W/50 CARS & CN8563 W. W/79 CARS, EJ&E; 3" PASSENGER HANDLING, ENROUTE |
| RI   | 509<br><b>82% OT</b>  | Thu, May 24 | 11            | S    | 2" ENTRAINING; 5" EFFICIENCY TEST, MP14.0; 3" COPYING MANDATORY DIRECTIVE, BLUE ISLAND; 2" AWDM, 80TH AVE; 1" SLOW ORDER.                       |
|      |                       | Fri, May 04 | 9             | E1   | 7" GX PROCEDURES AND P/U ANNULLED #508'S PSGRS, 123RD; 1" FRT TRN INT, JUD; 1" NO REASON GIVEN.   |
|      |                       | Tue, May 15 | 8             | U1   | 5" WAITING ON #510, BI YORK ST; 2" ADA, BI.   |
| RI   | 510<br><b>73% OT</b>  | Wed, May 23 | 8             | U    | 4" WAITING FOR RI510, BLUE ISLAND (YORK ST); 3" ADA, BLUE ISLAND, 3" ADA, MIDLOTHIAN, 1" SLOW ORDER, UD.  |
|      |                       | Thu, May 24 | 12            | S    | 5" EFFICIENCY TEST, MP 14.0; 4" COPYING MANDATORY DIRECTIVE; 2" AWDM, 80TH AVE; 1" SLOW ORDER.  |
|      |                       | Wed, May 02 | 13            | S    | 8" EFFICIENCY TEST, YELLOW FLAG UNSPECIFIED, MP23.0; RED FLAG, MP21.9; 3" WAIT FOR #509, BI; 5" TRACK CIRCUIT FAILURE, ENGLEWOOD-CP54TH.        |
|      |                       | Fri, May 04 | 20            | E1   | 3" MET DELAYED #509, CP 15.6 (SINGLE TRACKING AROUND ANNULLED #508); 16" P/U ANNULLED #508'S PSGRS, 123RD & RUNNING WRONG MAIN ON BV SUB.       |
| RI   | 510<br><b>73% OT</b>  | Fri, May 11 | 9             | I    | 10" HEAVY ENTRAINING/DETRAINING, ENROUTE.   |
|      |                       | Tue, May 15 | 7             | U    | 9" ADA'S, ROBBINS, 107TH & 35TH ST.   |
|      |                       | Fri, May 18 | 52            | M    | 45" STRUCK TRESPASSER, 105TH; 6" ADAS, 99TH & 35TH; 1" NO REASON GIVEN.   |
|      |                       | Tue, May 29 | 7             | I    | 7" HEAVY ENTRAINING (CUBS GAME), ENROUTE.   |

**TABLE 3 (continued): LIST OF WEEKDAY TRAINS LESS THAN 85% ON-TIME  
May 2012**

| Line | Train                | Date        | Minutes Delay |      | Delay Explanation  |
|------|----------------------|-------------|---------------|------|--|
|      |                      |             | Late          | Code |  |
| RI   | 529<br><b>73% OT</b> | Thu, May 03 | 6             | I    | 6" SLOW ENTRAINING, 335TH ST.  |
|      |                      | Mon, May 07 | 7             | D    | 8" TALKED BY SIGNAL TRAFFIC WOULD NOT CHANGE & TALKED BY WYE SIGNAL TO PULL UP TO TOWER TO DETRAIN & SWAP WITH #532, CP RICHARDS.          |
|      |                      | Fri, May 11 | 7             | I    | 6" HEAVY ENTRAINING, 35TH ST; 3" DETRAINING, 80TH AVE.   |
|      |                      | Tue, May 22 | 8             | I    | 6" HEAVY ENTRAINING, 35TH ST; 2" DETRAINING, TINLEY PK; 2" DETRAINING, 80 TH AVE.  |
|      |                      | Thu, May 24 | 13            | I    | 13" PASSENGER LOADING SOX GAME   |
|      |                      | Fri, May 25 | 7             | GX   | 1" LATE DEPART DRUG TEST ENGINEER, LSS; 3" HEAVY SLOW ENTRAINING, 35TH; 3" AWDM ITEM #1, 90TH AND PAULINA.                                 |
| UPN  | 340<br><b>82% OT</b> | Tue, May 01 | 8             | GX   | 8" XH TRK 1 & 2, MP14.63; FTX, CPE023.   |
|      |                      | Thu, May 17 | 6             | U1   | 5" LATE TURN FROM #323, WAUKEGAN; 1" NO REASON GIVEN.  |
|      |                      | Fri, May 25 | 14            | CC   | 14" RAN TRK #1 NORTH CHICAGO TO LAKE FOREST ACCT FORM C SINGLE TRACK AND WAIT FOR NORTHBOUND TO CLEAR SINGLE TRACK TO RUN TRK #2.          |
|      |                      | Thu, May 31 | 25            | CC1  | 10" LATE ARRIVAL OF #323, WAUKEGAN; CP EC030 WAIT FOR DISPATCHER TO GIVE PERMISSION THRU PLANT ON TRK 1.                                   |
| UPN  | 344<br><b>68% OT</b> | Tue, May 01 | 12            | CC   | 12" FORM C ON TRK 1 SINGLE TRACKING, MP42.1.   |
|      |                      | Tue, May 08 | 7             | CC1  | 5" LATE TURN FROM #325, KENOSHA; 2" FORM B SINGLE TRACK, ENROUTE.  |
|      |                      | Mon, May 14 | 91            | E    | 91" AUXILIARY CIRCUIT BREAKER TRIPPED CAUSING ENGINE TO SHUT #348 TIED ONTO 344 TO SHOVE IN, DOUBLE STOPS WINNETKA, EXPRESSED IN , HIGHLAN |
|      |                      | Wed, May 16 | 14            | J    | 14" 20MPH, MP38.5-39.8; EJECT UNRULY PASSENGER WHO REFUSED TO PAY FARE, HIGHLAND PARK.   |
|      |                      | Tue, May 22 | 20            | I    | 9" TRAIN DEPARTED & MADE REVRS MOVE TO P/U PSGR POSSIBLE B/O ON ENGINE COULD ONLY RUN 5TH NOTCH, KENOSHA; 11" NO REASON GVN, ENROUTE       |
|      |                      | Wed, May 23 | 14            | CC   | 14" "FORM C SINGLE TRACK" AND EFFICIENCY TEST, LK BLUFF INT.   |
| UPN  | 347<br><b>82% OT</b> | Fri, May 25 | 12            | I    | 12" HEAVY ENTRAINING, ENROUTE.   |
|      |                      | Tue, May 01 | 8             | I    | 8" HEAVY & SLOW DETRAINING, MAIN ST, DAVIS ST & CENTRAL ST.  |
|      |                      | Mon, May 14 | 0             | E1   | ANNULLED ACCT #344 & #348 TYING UP AT HIGHLAND PARK.   |
|      |                      | Thu, May 24 | 7             | RF1  | 6" #345 CY TO WK.  |
| UPNW | 625<br><b>82% OT</b> | Tue, May 29 | 0             | M1   | ANNULLED.  |
|      |                      | Tue, May 01 | 56            | K1   | 56" HELD ACCT CAR STUCK ON TRACKS, WAIT FOR PARK RIDGE POLICE TO REMOVE VEHICLE & INSPECT TRACKS, MP13.3.                                  |
|      |                      | Tue, May 08 | 7             | A    | 7" WAIT FOR SIGNAL METRA LOCAL CLEARING, MAYFAIR.  |
|      |                      | Wed, May 09 | 10            | G    | 10" 20MPH, MP12.22-13.74; SIGNAL RED DUE TO DISPATCHER HAD BLOCKING DEVICE ON SCREEN THAT WOULD NOT CLEAR, FLAG BY SIGNAL, 053.            |
| UPNW | 643<br><b>82% OT</b> | Tue, May 22 | 6             | A    | 6" 2 METRA TRAINS CLEARING, MAYFAIR; LITE ENGINES CLEARING, LAKE ST; 6-50 MPH SLOW ORDERS, ENROUTE.  |
|      |                      | Tue, May 01 | 14            | K1   | 11" CAR ON TRACKS, WAIT FOR POLICE TO REMOVE & WAIT FOR TRACKS TO BE INSPECTED, MP13.3.  |
|      |                      | Tue, May 22 | 6             | D    | 6" X-TRAFFIC CN, BARRINGTON.   |
|      |                      | Thu, May 24 | 10            | RF1  | 10" SLOW ORDERS, MP16.77 TO CRYSTAL LAKE.  |
| UPW  | 54<br><b>82% OT</b>  | Wed, May 30 | 8             | E    | 8" ENGINE NOT LOADING PROPERLY, EDISON PARK; PULLED 27 PONIT JUMPER & PROBLEM CORRECTED @ ARLINGTON HEIGHTS.                               |
|      |                      | Thu, May 17 | 25            | GF   | 25" SWITCH OUT OF CORRESPONDENCE, WHEATON; TRAIN CONTROL, PECK TO WHEATON; RED SIGNAL, KRESS & TURNER.                                     |
|      |                      | Mon, May 21 | 57            | H    | 57" LATE DEPARTURE A/C COULD NOT GET AIR TO CAB CAR ON TURN OFF #35 (ANGLE COCK TURNED ON LEAD COACH), ELBURN.                             |
|      |                      | Tue, May 22 | 11            | D    | 11" "FOLLOWING YPRELX-22 FROM 25TH AVE TO KEDZIE, CLEARING ON ROCKWELL."   |
| UPW  | 54<br><b>82% OT</b>  | Fri, May 25 | 36            | CC   | 35" HELD AT WEST CHICAGO DUE TO TRACK LIGHT OUT ON MT#1 TURNER TO LOMBARD MOW TORE OUT ALL WIRES FOR CROSSING PROTECTION.                  |

Data is final (06/12/12) version from TOPS.

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**TABLE 4: DELAY INCIDENT CODES AND DEFINITIONS**

| Codes   |           |                  | Definition   | Delay Class    | Responsibility    |
|---------|-----------|------------------|--|----------------|-------------------|
| Primary | Secondary | Primary Annulled |  |                |                   |
| A       | A1        | XA               | Passenger Train Interference                         | Transportation | Controllable      |
| AA      | AA1       | XAA              | Rule 9.9 Delayed in Block/Rule 6.30                  | Transportation | Controllable      |
| AD      | AD1       | XAD              | Non-Revenue Passenger Train Interference             | Transportation | Controllable      |
| AM      | AM1       | XAM              | Amtrak Caused Delay                                  | Transportation | Controllable      |
| AS      | AS1       | XAS              | NICTD Train Interference                             | Transportation | Controllable      |
| AW      | AW1       | XAW              | Pass. Train Interference, Weather                    | Transportation | Uncontrollable    |
| B       | B1        | XB               | Human Error, Eng. Dept.                              | Engineering    | Controllable      |
| BA      | BA1       | XBA              | Amtrak Engineering Human Error                       | Engineering    | Controllable      |
| C       | C1        | XC               | Unscheduled Track Work                               | Engineering    | Controllable      |
| CA      | CA1       | XCA              | Amtrak Engineering                                   | Engineering    | Semi-controllable |
| CC      | CC1       | XCC              | Scheduled Track Work                                 | Engineering    | Controllable      |
| CF      | CF1       | XCF              | Engineering Equipment Malfunction                    | Engineering    | Controllable      |
| CG      | CG1       | XCG              | Scheduled Signal Work                                | Engineering    | Controllable      |
| CH      | CH1       | XCH              | Contractor Failure                                   | Engineering    | Controllable      |
| CO      | CO1       | XCO              | Scheduled Wire Work                                  | Engineering    | Controllable      |
| CM      | CM1       | XCM              | Switch Malfunction (Track Dept.)                     | Engineering    | Controllable      |
| CW      | CW1       | XCW              | M of W Work, Weather                                 | Engineering    | Uncontrollable    |
| D       | D1        | XD               | Freight Train Interference                           | Transportation | Semi-controllable |
| DD      | DD1       | XDD              | Freight Dispatcher/Opr/Freight Train Error           | Transportation | Controllable      |
| DW      | DW1       | XDW              | Freight Train Interference, Weather                  | Transportation | Uncontrollable    |
| E       | E1        | XE               | Locomotive Malfunction                               | Mechanical     | Controllable      |
| EA      | EA1       | XEA              | Amtrak Locomotive/Car Malfunction                    | Mechanical     | Uncontrollable    |
| EW      | EW1       | XEW              | Locomotive Malfunction, Weather                      | Mechanical     | Uncontrollable    |
| EZ      | EZ1       | XEZ              | ETMS Malfunction on Locomotive                       | Mechanical     | Controllable      |
| F       | F1        | XF               | Cab Car/Trailer/MU Malfunction                       | Mechanical     | Controllable      |
| FS      | FS1       | XFS              | NICTD MU Malfunction                                 | Mechanical     | Uncontrollable    |
| FW      | FW1       | XFW              | Cab Car/TRL/MU Malfunction, Weather                  | Mechanical     | Uncontrollable    |
| FZ      | FZ1       | XFZ              | ETMS Malfunction on Cab Car                          | Mechanical     | Controllable      |
| G       | G1        | XG               | Signal/Switch Malfunction (Signal Dept.)             | Engineering    | Controllable      |
| GA      | GA1       | XGA              | Signal/Switch Failure Amtrak (Signal Dept.)          | Engineering    | Semi-controllable |
| GF      | GF1       | XGF              | Signal/Switch Foreign Line                           | Engineering    | Semi-controllable |
| GM      | GM1       | XGM              | Gate Crossing Malfunction                            | Engineering    | Controllable      |
| GT      | GT1       | XGT              | Telecom Failure                                      | Engineering    | Controllable      |
| GW      | GW1       | XGW              | Signal/Switch Malfunction Weather (Signal Dept.)     | Engineering    | Uncontrollable    |
| GX      | GX1       | XGX              | Broken Gate Crossing                                 | Engineering    | Uncontrollable    |
| GZ      | GZ1       | XGZ              | ETMS Signal Malfunction                              | Engineering    | Controllable      |
| H       | H1        | XH               | Human Error, Mechanical Department                   | Mechanical     | Controllable      |
| HS      | HS1       | XHS              | Human Error, NICTD Mechanical Dept.                  | Mechanical     | Controllable      |
| I       | I1        | XI               | Passenger Handling, Running Time                     | Ridership      | Uncontrollable    |
| IB      | IB1       | XIB              | Passenger Handling, Bicycle                          | Ridership      | Uncontrollable    |
| IW      | IW1       | XIW              | Passenger Handling, Weather                          | Ridership      | Uncontrollable    |
| J       | J1        | XJ               | Passenger Problems/Removal                           | Incidental     | Uncontrollable    |
| JA      | JA1       | XJA              | Amtrak Passenger Problems/Removal                    | Incidental     | Uncontrollable    |
| JM      | JM1       | XJM              | Passenger Medical Emergency                          | Incidental     | Uncontrollable    |
| K       | K1        | XK               | Obstruction On Tracks                                | Incidental     | Uncontrollable    |
| KD      | KD1       | XKD              | Train Struck Debris                                  | Incidental     | Uncontrollable    |
| KP      | KP1       | XKP              | Suspicious Package(s)/Person(s)/Activity             | Incidental     | Uncontrollable    |
| KW      | KW1       | XKW              | Obstruction On Tracks, Weather                       | Incidental     | Uncontrollable    |
| L       | L1        | XL               | Unauthorized People On Tracks/Near Miss              | Incidental     | Uncontrollable    |
| M       | M1        | XM               | Right of Way Accident/Misc.                          | Incidental     | Uncontrollable    |
| MW      | MW1       | XMW              | Right of Way Accident/Misc., Weather                 | Incidental     | Uncontrollable    |
| N       | N1        | XN               | Electricity Utility Failure                          | Incidental     | Uncontrollable    |
| NW      | NW1       | XNW              | Electricity Utility Failure, Weather                 | Incidental     | Uncontrollable    |
| O       | O1        | XO               | AC/DC System Failure                                 | Engineering    | Controllable      |
| OW      | OW1       | XOW              | AC/DC System Failure, Weather                        | Engineering    | Uncontrollable    |
| Q       | Q1        | XQ               | Late Issuance of Track Warrant                       | Transportation | Controllable      |
| R       | R1        | XR               | Human Error, Transportation                          | Transportation | Controllable      |
| RA      | RA1       | XRA              | Human Error, Amtrak Transportation                   | Transportation | Controllable      |
| RD      | RD1       | XRD              | Human Error, Metra Dispatcher                        | Transportation | Controllable      |
| RF      | RF1       | XRF              | Freight Dispatcher/Opr/Non-Freight Train Error       | Transportation | Controllable      |
| RL      | RL1       | XRL              | Human Error, Job Action/Employee No Show (CMS Error) | Transportation | Controllable      |
| RN      | RN1       | XRN              | Human Error, Job Action/Employee No Show (Non-CMS)   | Transportation | Controllable      |
| RO      | RO1       | XRO              | Human Error, Tower Operator                          | Transportation | Controllable      |
| RS      | RS1       | XRS              | Human Error, NICTD Transportation                    | Transportation | Controllable      |
| RW      | RW1       | XRW              | Train Crew Issues, Weather                           | Transportation | Uncontrollable    |
| RZ      | RZ1       | XRZ              | ETMS Train Crew Error                                | Transportation | Controllable      |
| S       | S1        | XS               | Operational (Efficiency) Testing                     | Transportation | Uncontrollable    |
| T       | T1        | XT               | Property Vandalism                                   | Incidental     | Uncontrollable    |
| U       | U1        | XU               | Accessibility Related (ADA)                          | Ridership      | Uncontrollable    |
| UF      | UF1       | XUF              | ADA Lift Failure                                     | Mechanical     | Controllable      |
| UW      | UW1       | XUW              | Accessibility, Weather                               | Ridership      | Uncontrollable    |
| VE      | VE1       | XVE              | Locomotive Problem Reported, Nothing Found           | Incidental     | Controllable      |
| VF      | VF1       | XVF              | Cab Car Problem Reported, Nothing Found              | Incidental     | Controllable      |
| VG      | VG1       | XVG              | Broken Gate Crossing Reported, Nothing Found         | Incidental     | Uncontrollable    |
| W       | W1        | XW               | Gas Leak   | Incidental     | Uncontrollable    |

**TABLE 5: DELAY INCIDENT CODES SORTED BY CAUSE CATEGORY**

| CATEGORY  |      |      |  | CATEGORY                                  |      |      |  |
|---|------|------|--|---|------|------|--|
| Codes   |      |      |  | Codes                                     |      |      |  |
| Pri.  | Sec. | Ann. | Definition                                   | Pri.                                      | Sec. | Ann. | Definition   |
| <b>1 PASSENGER TRAIN INTERFERENCE</b>                     |      |      |  | <b>12 LOCOMOTIVE FAILURE</b>              |      |      |  |
| A   | A1   | XA   | Passenger Train Interference                 | E   | E1   | XE   | Locomotive Malfunction                               |
| AA  | AA1  | XAA  | Rule 9.9 Delayed in Block/Rule 6.30          | EA  | EA1  | XEA  | Amtrak Locomotive/Car Malfunction                    |
| AD  | AD1  | XAD  | Non-Revenue Passenger Train Interference     | EZ  | EZ1  | XEZ  | ETMS Malfunction on Locomotive                       |
| AM  | AM1  | XAM  | Amtrak Caused Delay                          | <b>13 HUMAN ERROR</b>                     |      |      |  |
| AS  | AS1  | XAS  | NICTD Train Interference                     | B   | B1   | XB   | Human Error, Eng. Dept.                              |
| <b>2 &amp; 3 FREIGHT INTERFERENCE, Peak &amp; Offpeak</b> |      |      |  | BA  | BA1  | XBA  | Amtrak Engineering Human Error                       |
| D   | D1   | XD   | Freight Train Interference                   | H   | H1   | XH   | Human Error, Mechanical Department                   |
| DD  | DD1  | XDD  | Freight Dispatcher/Opr/Freight Train Error   | HS  | HS1  | XHS  | Human Error, NICTD Mechanical Dept.                  |
| <b>4 ACCIDENT</b>   |      |      |  | R   | R1   | XR   | Human Error, Transportation                          |
| M   | M1   | XM   | Right of Way Accident/Misc.                  | RA  | RA1  | XRA  | Human Error, Amtrak Transportation                   |
| <b>5 PASSENGER LOADING</b>                                |      |      |  | RD  | RD1  | XRD  | Human Error, Metra Dispatcher                        |
| I   | I1   | XI   | Passenger Handling, Running Time             | RF  | RF1  | XRF  | Freight Dispatcher/Opr/Non-Freight Train Error       |
| IB  | IB1  | XIB  | Passenger Handling, Bicycle                  | RL  | RL1  | XRL  | Human Error, Job Action/Employee No Show (CMS Error) |
| <b>6 LIFT DEPLOYMENT</b>                                  |      |      |  | RN  | RN1  | XRN  | Human Error, Job Action/Employee No Show (Non-CMS)   |
| U   | U1   | XU   | Accessibility Related (ADA)                  | RO  | RO1  | XRO  | Human Error, Tower Operator                          |
| UF  | UF1  | XUF  | ADA Lift Failure                             | RS  | RS1  | XRS  | Human Error, NICTD Transportation                    |
| <b>7 OBSTRUCTION/DEBRIS</b>                               |      |      |  | RZ  | RZ1  | XRZ  | ETMS Train Crew Error                                |
| K   | K1   | XK   | Obstruction On Tracks                        | <b>14 SICK, INJURED, UNRULY PASSENGER</b> |      |      |  |
| KD  | KD1  | XKD  | Train Struck Debris                          | J   | J1   | XJ   | Passenger Problems/Removal                           |
| KP  | KP1  | XKP  | Suspicious Package(s)/Person(s)/Activity     | JA  | JA1  | XJA  | Amtrak Passenger Problems/Removal                    |
| <b>8 SIGNAL/SWITCH FAILURE</b>                            |      |      |  | JM  | JM1  | XJM  | Passenger Medical Emergency                          |
| G   | G1   | XG   | Signal/Switch Malfunction (Signal Dept.)     | <b>15 WEATHER</b>                         |      |      |  |
| GA  | GA1  | XGA  | Signal/Switch Failure Amtrak (Signal Dept.)  | AW  | AW1  | XAW  | Pass. Train Interference, Weather                    |
| GF  | GF1  | XGF  | Signal/Switch Foreign Line                   | CW  | CW1  | XCW  | M of W Work, Weather                                 |
| GM  | GM1  | XGM  | Gate Crossing Malfunction                    | DW  | DW1  | XDW  | Freight Train Interference, Weather                  |
| GT  | GT1  | XGT  | Telecom Failure                              | EW  | EW1  | XEW  | Locomotive Malfunction, Weather                      |
| GX  | GX1  | XGX  | Broken Gate Crossing                         | FW  | FW1  | XFW  | Cab Car/TRL/MU Malfunction, Weather                  |
| GZ  | GZ1  | XGZ  | ETMS Signal Malfunction                      | GW  | GW1  | XGW  | Signal/Switch Malfunction Weather (Signal Dept.)     |
| VG  | VG1  | XVG  | Broken Gate Crossing Reported, Nothing Found | IW  | IW1  | XIW  | Passenger Handling, Weather                          |
| <b>9 TRACK WORK</b>                                       |      |      |  | KW  | KW1  | XKW  | Obstruction On Tracks, Weather                       |
| C   | C1   | XC   | Unscheduled Track Work                       | MW  | MW1  | XMW  | Right of Way Accident/Misc., Weather                 |
| CA  | CA1  | XCA  | Amtrak Engineering                           | NW  | NW1  | XNW  | Electricity Utility Failure, Weather                 |
| CC  | CC1  | XCC  | Scheduled Track Work                         | OW  | OW1  | XOW  | AC/DC System Failure, Weather                        |
| CF  | CF1  | XCF  | Engineering Equipment Malfunction            | RW  | RW1  | XRW  | Train Crew Issues, Weather                           |
| CG  | CG1  | XCG  | Scheduled Signal Work                        | UW  | UW1  | XUW  | Accessibility, Weather                               |
| CH  | CH1  | XCH  | Contractor Failure                           | <b>16 OTHER</b>                           |      |      |  |
| CM  | CM1  | XCM  | Switch Malfunction (Track Dept.)             | L   | L1   | XL   | Unauthorized People On Tracks/Near Miss              |
| <b>10 CATENARY FAILURE</b>                                |      |      |  | N   | N1   | XN   | Electricity Utility Failure                          |
| CO  | CO1  | XCO  | Scheduled Wire Work                          | Q   | Q1   | XQ   | Late Issuance of Track Warrant                       |
| O   | O1   | XO   | AC/DC System Failure                         | S   | S1   | XS   | Operational (Efficiency) Testing                     |
| <b>11 NON-LOCOMOTIVE EQUIPMENT FAILURE</b>                |      |      |  | T   | T1   | XT   | Property Vandalism                                   |
| F   | F1   | XF   | Cab Car/Trailer/MU Malfunction               | VE  | VE1  | XVE  | Locomotive Problem Reported, Nothing Found           |
| FS  | FS1  | XFS  | NICTD MU Malfunction                         | VF  | VF1  | XVF  | Cab Car Problem Reported, Nothing Found              |
| FZ  | FZ1  | XFZ  | ETMS Malfunction on Cab Car                  | W   | W1   | XW   | Gas Leak   |

Effective January 1, 2012

Revised Dec. 6, 2011

P:\ONTIME\[#DelayClassificationTbl2012.xls]DelayCodes&CategoriesReportTbl 02/22/2012

**TABLES 6.a & 6.b: FREQUENCY OF TRAIN DELAYS BY CONTROL AND LINE**  
**May 2012**

| DELAY CONTROL               | BNSF      | Electric  |           |           | HER      | Milw      |           | NCS       | RI        | SWS       | Union Pacific |           |           | SYSTEM     |
|-----------------------------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|---------------|-----------|-----------|------------|
|                             |           | ML        | BI        | SC        |          | N         | W         |           |           |           | N             | NW        | W         |            |
| Controllable                | 37        | 29        | 9         | 5         | 1        | 63        | 18        | 14        | 18        | 11        | 31            | 25        | 21        | 282        |
| Semi-controllable           | 6         | 0         | 0         | 0         | 2        | 13        | 7         | 8         | 4         | 17        | 0             | 4         | 8         | 69         |
| Uncontrollable              | 21        | 32        | 3         | 10        | 0        | 23        | 18        | 1         | 48        | 1         | 54            | 37        | 36        | 284        |
| <b>TOTAL TRAINS DELAYED</b> | <b>64</b> | <b>61</b> | <b>12</b> | <b>15</b> | <b>3</b> | <b>99</b> | <b>43</b> | <b>23</b> | <b>70</b> | <b>29</b> | <b>85</b>     | <b>66</b> | <b>65</b> | <b>635</b> |

**January-May 2012**

| DELAY CONTROL               | BNSF       | Electric   |            |            | HER       | Milw       |            | NCS        | RI         | SWS        | Union Pacific |            |            | SYSTEM       |
|-----------------------------|------------|------------|------------|------------|-----------|------------|------------|------------|------------|------------|---------------|------------|------------|--------------|
|                             |            | ML         | BI         | SC         |           | N          | W          |            |            |            | N             | NW         | W          |              |
| Controllable                | 198        | 186        | 79         | 43         | 6         | 215        | 94         | 74         | 134        | 41         | 103           | 100        | 91         | 1,364        |
| Semi-controllable           | 61         | 0          | 0          | 0          | 11        | 66         | 65         | 66         | 19         | 94         | 4             | 18         | 86         | 490          |
| Uncontrollable              | 129        | 176        | 32         | 61         | 2         | 101        | 135        | 29         | 210        | 21         | 163           | 109        | 161        | 1,329        |
| <b>TOTAL TRAINS DELAYED</b> | <b>388</b> | <b>362</b> | <b>111</b> | <b>104</b> | <b>19</b> | <b>382</b> | <b>294</b> | <b>169</b> | <b>363</b> | <b>156</b> | <b>270</b>    | <b>227</b> | <b>338</b> | <b>3,183</b> |

Data for current month is final (06/12/12) version from TOPS.

P:\ONTIME\report\DelaysByControl.xls>LastMonthRespByLine 06/15/2012

**TABLE 7: NUMBER OF DELAYS BY DATE**  
**May 2012**

| WEEKDAY         | 1        | 2        | 3        | 4        | 7        | 8        | 9        | 10       | 11       | 14       | 15       | 16       | 17       | 18       | 21       | 22       | 23       | 24       | 25       | 29        | 30       | 31       | TOTAL     |
|-----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|-----------|
|                 | Tu       | We       | Th       | Fr       | Mo       | Tu       | We       | Th       | Fr       | Mo       | Tu       | We       | Th       | Fr       | Mo       | Tu       | We       | Th       | Fr       | Tu        | We       | Th       |           |
| <b>BNSF</b>     | 5        | 0        | 0        | 1        | 7        | 2        | 0        | 1        | 0        | 0        | 3        | 13       | 0        | 1        | 1        | 1        | 5        | 3        | 1        | 4         | 2        | 2        | 52        |
| <b>Elec -ML</b> | 0        | 0        | 1        | 5        | 17       | 0        | 0        | 2        | 1        | 0        | 1        | 1        | 2        | 0        | 0        | 1        | 0        | 1        | 0        | 1         | 0        | 0        | 33        |
| <b>-BI</b>      | 0        | 0        | 0        | 0        | 5        | 0        | 0        | 2        | 0        | 1        | 0        | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0         | 0        | 1        | 10        |
| <b>-SC</b>      | 0        | 0        | 1        | 1        | 0        | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 1        | 0        | 1        | 2        | 0         | 0        | 0        | 7         |
| <b>Heritage</b> | 0        | 0        | 0        | 0        | 0        | 0        | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 1         | 1        | 0        | 3         |
| <b>Milw -N</b>  | 3        | 6        | 2        | 20       | 0        | 0        | 0        | 0        | 3        | 2        | 0        | 8        | 1        | 3        | 1        | 10       | 1        | 6        | 2        | 4         | 5        | 0        | 77        |
| <b>-W</b>       | 2        | 3        | 0        | 1        | 1        | 2        | 1        | 0        | 8        | 1        | 0        | 0        | 0        | 4        | 1        | 2        | 0        | 2        | 1        | 0         | 3        | 0        | 32        |
| <b>NCS</b>      | 0        | 1        | 1        | 3        | 0        | 0        | 0        | 0        | 2        | 0        | 2        | 2        | 1        | 2        | 2        | 1        | 0        | 2        | 0        | 1         | 1        | 2        | 23        |
| <b>RI</b>       | 2        | 3        | 2        | 5        | 7        | 0        | 2        | 0        | 3        | 0        | 3        | 2        | 0        | 5        | 0        | 4        | 2        | 5        | 7        | 4         | 1        | 1        | 58        |
| <b>SWS</b>      | 0        | 4        | 6        | 1        | 1        | 0        | 3        | 0        | 1        | 1        | 1        | 2        | 0        | 1        | 1        | 0        | 0        | 2        | 1        | 1         | 2        | 0        | 28        |
| <b>UP -N</b>    | 6        | 0        | 1        | 1        | 0        | 1        | 0        | 1        | 0        | 4        | 0        | 3        | 2        | 0        | 0        | 5        | 3        | 5        | 4        | 25        | 1        | 9        | 71        |
| <b>-NW</b>      | 12       | 1        | 1        | 0        | 0        | 2        | 1        | 0        | 5        | 0        | 1        | 4        | 0        | 3        | 0        | 4        | 0        | 7        | 2        | 2         | 1        | 1        | 47        |
| <b>-W</b>       | <u>1</u> | <u>3</u> | <u>3</u> | <u>2</u> | <u>6</u> | <u>0</u> | <u>3</u> | <u>0</u> | <u>2</u> | <u>1</u> | <u>0</u> | <u>1</u> | <u>1</u> | <u>0</u> | <u>2</u> | <u>2</u> | <u>3</u> | <u>3</u> | <u>7</u> | <u>11</u> | <u>0</u> | <u>3</u> | <u>54</u> |
| <b>SYSTEM</b>   | 31       | 21       | 18       | 40       | 44       | 8        | 11       | 6        | 25       | 10       | 11       | 37       | 7        | 19       | 8        | 31       | 14       | 37       | 27       | 54        | 17       | 19       | 495       |

  

| SATURDAY        | 5        | 12       | 19       | 26       | TOTAL    | SUNDAY/HOLIDAY  | 6        | 13       | 20       | 27       | 28       | TOTAL    |
|-----------------|----------|----------|----------|----------|----------|-----------------|----------|----------|----------|----------|----------|----------|
| <b>BNSF</b>     | 1        | 1        | 1        | 3        | 6        | <b>BNSF</b>     | 3        | 0        | 0        | 0        | 3        | 6        |
| <b>Elec -ML</b> | 3        | 0        | 6        | 0        | 9        | <b>Elec -ML</b> | 9        | 2        | 0        | 6        | 2        | 19       |
| <b>-BI</b>      | 0        | 0        | 2        | 0        | 2        | <b>-BI</b>      | -        | -        | -        | -        | -        | 0        |
| <b>-SC</b>      | 0        | 0        | 5        | 0        | 5        | <b>-SC</b>      | 0        | 2        | 0        | 0        | 1        | 3        |
| <b>Heritage</b> | -        | -        | -        | -        | -        | <b>Heritage</b> | -        | -        | -        | -        | -        | 0        |
| <b>Milw -N</b>  | 5        | 4        | 10       | 0        | 19       | <b>Milw -N</b>  | 0        | 1        | 0        | 1        | 1        | 3        |
| <b>-W</b>       | 3        | 2        | 2        | 0        | 7        | <b>-W</b>       | 0        | 1        | 1        | 1        | 1        | 4        |
| <b>NCS</b>      | -        | -        | -        | -        | -        | <b>NCS</b>      | -        | -        | -        | -        | -        | 0        |
| <b>RI</b>       | 0        | 0        | 4        | 2        | 6        | <b>RI</b>       | 0        | 1        | 2        | 2        | 1        | 6        |
| <b>SWS</b>      | 0        | 0        | 1        | 0        | 1        | <b>SWS</b>      | -        | -        | -        | -        | -        | 0        |
| <b>UP -N</b>    | 4        | 2        | 3        | 2        | 11       | <b>UP -N</b>    | 0        | 0        | 1        | 0        | 2        | 3        |
| <b>-NW</b>      | 1        | 0        | 2        | 2        | 5        | <b>-NW</b>      | 6        | 2        | 2        | 2        | 2        | 14       |
| <b>-W</b>       | <u>3</u> | <u>0</u> | <u>2</u> | <u>0</u> | <u>5</u> | <b>-W</b>       | <u>0</u> | <u>0</u> | <u>0</u> | <u>5</u> | <u>1</u> | <u>6</u> |
| <b>SYSTEM</b>   | 20       | 9        | 38       | 9        | 76       | <b>SYSTEM</b>   | 18       | 9        | 6        | 17       | 14       | 64       |

Data is draft (06/05/12) version from TOPS.

**TABLES 8.a, 8.b & 8.c: FREQUENCY OF TRAIN DELAYS BY CAUSE AND LINE**

**May 2012**

| CAUSE CATEGORY                         | BNSF      | Electric  |           |           | HER      | Milw      |           | NCS       | RI        | SWS       | Union Pacific |           |           | SYSTEM     |
|--|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|---------------|-----------|-----------|------------|
|  |           | ML        | BI        | SC        |          | N         | W         |           |           |           | N             | NW        | W         |            |
| Passenger Train Interference           | 0         | 0         | 0         | 0         | 0        | 1         | 1         | 1         | 0         | 0         | 0             | 2         | 2         | 7          |
| <i>Freight Interference - Peak</i>     | 6         | 0         | 0         | 0         | 2        | 2         | 0         | 7         | 0         | 4         | 0             | 2         | 1         | 24         |
| <i>Freight Interference - Off-Peak</i> | 2         | 0         | 0         | 0         | 0        | 11        | 7         | 1         | 5         | 6         | 1             | 2         | 6         | 41         |
| Freight Interference - Total           | 8         | 0         | 0         | 0         | 2        | 13        | 7         | 8         | 5         | 10        | 1             | 4         | 7         | 65         |
| Accident                               | 0         | 0         | 0         | 0         | 0        | 10        | 2         | 1         | 3         | 0         | 25            | 1         | 18        | 60         |
| Passenger Loading                      | 15        | 17        | 0         | 4         | 0        | 7         | 4         | 0         | 21        | 0         | 14            | 14        | 9         | 105        |
| Lift Deployment                        | 1         | 0         | 0         | 0         | 0        | 5         | 1         | 1         | 6         | 0         | 4             | 1         | 3         | 22         |
| Obstruction/Debris                     | 2         | 5         | 2         | 3         | 0        | 0         | 4         | 0         | 3         | 0         | 6             | 16        | 2         | 43         |
| Signal/Switch Failure                  | 7         | 21        | 5         | 0         | 0        | 26        | 7         | 5         | 9         | 8         | 3             | 4         | 3         | 98         |
| Track Work                             | 6         | 1         | 3         | 2         | 0        | 13        | 5         | 1         | 2         | 0         | 15            | 8         | 5         | 61         |
| Catenary Failure                       | 0         | 0         | 0         | 0         | 0        | 0         | 0         | 0         | 0         | 0         | 0             | 0         | 0         | 0          |
| Non-Locomotive Equipment Failure       | 0         | 2         | 0         | 1         | 0        | 0         | 3         | 0         | 0         | 0         | 0             | 0         | 0         | 6          |
| Locomotive Failure                     | 3         | 0         | 0         | 0         | 0        | 18        | 4         | 4         | 5         | 1         | 10            | 2         | 4         | 51         |
| Human Error                            | 19        | 5         | 0         | 2         | 1        | 5         | 1         | 2         | 6         | 7         | 2             | 8         | 6         | 64         |
| Sick, Injured, Unruly Passenger        | 1         | 5         | 1         | 1         | 0        | 1         | 2         | 0         | 3         | 0         | 3             | 1         | 3         | 21         |
| Weather                                | 0         | 0         | 0         | 1         | 0        | 0         | 0         | 0         | 1         | 1         | 0             | 4         | 0         | 7          |
| Other                                  | 2         | 5         | 1         | 1         | 0        | 0         | 2         | 0         | 6         | 2         | 2             | 1         | 3         | 25         |
| <b>TOTAL TRAINS DELAYED</b>            | <b>64</b> | <b>61</b> | <b>12</b> | <b>15</b> | <b>3</b> | <b>99</b> | <b>43</b> | <b>23</b> | <b>70</b> | <b>29</b> | <b>85</b>     | <b>66</b> | <b>65</b> | <b>635</b> |

**May - Average Over Previous Five Years: 2007-2011**

| CAUSE CATEGORY                         | BNSF      | Electric  |           |           | HER       | Milw       |           | NCS       | RI        | SWS       | Union Pacific |           |           | SYSTEM     |
|--|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|---------------|-----------|-----------|------------|
|  |           | ML        | BI        | SC        |           | N          | W         |           |           |           | N             | NW        | W         |            |
| Passenger Train Interference           | 3         | 3         | 1         | 1         | 0         | 6          | 2         | 0         | 2         | 1         | 1             | 0         | 1         | 22         |
| <i>Freight Interference - Peak</i>     | 4         | 0         | 0         | 0         | 3         | 1          | 2         | 3         | 1         | 3         | 0             | 2         | 1         | 19         |
| <i>Freight Interference - Off-Peak</i> | 9         | 0         | 0         | 0         | 0         | 7          | 4         | 5         | 3         | 9         | 1             | 2         | 17        | 56         |
| Freight Interference - Total           | 12        | 0         | 0         | 0         | 3         | 7          | 5         | 8         | 4         | 12        | 1             | 4         | 18        | 75         |
| Accident                               | 4         | 0         | 0         | 1         | 0         | 12         | 3         | 3         | 0         | 0         | 1             | 7         | 1         | 32         |
| Passenger Loading                      | 9         | 10        | 3         | 3         | 0         | 8          | 6         | 0         | 10        | 0         | 17            | 13        | 6         | 84         |
| Lift Deployment                        | 3         | 0         | 0         | 0         | 0         | 3          | 1         | 0         | 6         | 0         | 1             | 2         | 3         | 20         |
| Obstruction/Debris                     | 6         | 0         | 0         | 1         | 1         | 5          | 1         | 0         | 1         | 1         | 3             | 2         | 5         | 27         |
| Signal/Switch Failure                  | 12        | 8         | 3         | 2         | 3         | 17         | 9         | 5         | 8         | 9         | 10            | 7         | 8         | 100        |
| Track Work                             | 16        | 6         | 1         | 3         | 1         | 23         | 4         | 2         | 3         | 1         | 8             | 6         | 4         | 78         |
| Catenary Failure                       | 0         | 3         | 1         | 2         | 0         | 0          | 0         | 0         | 0         | 0         | 0             | 0         | 0         | 7          |
| Non-Locomotive Equipment Failure       | 1         | 3         | 1         | 1         | 0         | 2          | 1         | 0         | 1         | 1         | 1             | 1         | 2         | 14         |
| Locomotive Failure                     | 10        | 0         | 0         | 0         | 0         | 9          | 7         | 3         | 5         | 2         | 3             | 3         | 4         | 46         |
| Human Error                            | 12        | 6         | 1         | 2         | 1         | 6          | 4         | 2         | 8         | 3         | 9             | 4         | 4         | 61         |
| Sick, Injured, Unruly Passenger        | 3         | 5         | 0         | 1         | 0         | 1          | 2         | 1         | 2         | 0         | 3             | 3         | 4         | 26         |
| Weather                                | 2         | 1         | 0         | 1         | 0         | 3          | 1         | 0         | 1         | 0         | 4             | 3         | 1         | 16         |
| Other                                  | 2         | 3         | 1         | 1         | 1         | 1          | 1         | 0         | 0         | 1         | 5             | 4         | 5         | 24         |
| <b>TOTAL TRAINS DELAYED</b>            | <b>96</b> | <b>48</b> | <b>12</b> | <b>19</b> | <b>11</b> | <b>104</b> | <b>46</b> | <b>24</b> | <b>51</b> | <b>31</b> | <b>67</b>     | <b>59</b> | <b>66</b> | <b>633</b> |

**May 2012 Divergence From May 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           | -3         | -3        | -1       | -1        | 0         | -5        | -1        | 1         | -2        | -1        | -1            | 2        | 1         | -15      |
| <i>Freight Interference - Peak</i>     | 2          | 0         | 0        | 0         | -1        | 1         | -2        | 4         | -1        | 1         | 0             | 0        | 0         | 5        |
| <i>Freight Interference - Off-Peak</i> | -7         | 0         | 0        | 0         | 0         | 4         | 3         | -4        | 2         | -3        | 0             | 0        | -11       | -15      |
| Freight Interference - Total           | -4         | 0         | 0        | 0         | -1        | 6         | 2         | 0         | 1         | -2        | 0             | 0        | -11       | -10      |
| Accident                               | -4         | 0         | 0        | -1        | 0         | -2        | -1        | -2        | 3         | 0         | 24            | -6       | 17        | 28       |
| Passenger Loading                      | 6          | 7         | -3       | 1         | 0         | -1        | -2        | 0         | 11        | 0         | -3            | 1        | 3         | 21       |
| Lift Deployment                        | -2         | 0         | 0        | 0         | 0         | 2         | 0         | 1         | 0         | 0         | 3             | -1       | 0         | 2        |
| Obstruction/Debris                     | -4         | 5         | 2        | 2         | -1        | -5        | 3         | 0         | 2         | -1        | 3             | 14       | -3        | 16       |
| Signal/Switch Failure                  | -5         | 13        | 2        | -2        | -3        | 9         | -2        | 0         | 1         | -1        | -7            | -3       | -5        | -2       |
| Track Work                             | -10        | -5        | 2        | -1        | -1        | -10       | 1         | -1        | -1        | -1        | 7             | 2        | 1         | -17      |
| Catenary Failure                       | 0          | -3        | -1       | -2        | 0         | 0         | 0         | 0         | 0         | 0         | 0             | 0        | 0         | -7       |
| Non-Locomotive Equipment Failure       | -1         | -1        | -1       | 0         | 0         | -2        | 2         | 0         | -1        | -1        | -1            | -1       | -2        | -8       |
| Locomotive Failure                     | -7         | 0         | 0        | 0         | 0         | 9         | -3        | 1         | 0         | -1        | 7             | -1       | 0         | 5        |
| Human Error                            | 7          | -1        | -1       | 0         | 0         | -1        | -3        | 0         | -2        | 4         | -7            | 4        | 2         | 3        |
| Sick, Injured, Unruly Passenger        | -2         | 0         | 1        | 0         | 0         | 0         | 0         | -1        | 1         | 0         | 0             | -2       | -1        | -5       |
| Weather                                | -2         | -1        | 0        | 0         | 0         | -3        | -1        | 0         | 0         | 1         | -4            | 1        | -1        | -9       |
| Other                                  | 0          | 2         | 0        | 0         | -1        | -1        | 1         | 0         | 6         | 1         | -3            | -3       | -2        | 1        |
| <b>TOTAL TRAINS DELAYED</b>            | <b>-32</b> | <b>13</b> | <b>0</b> | <b>-4</b> | <b>-8</b> | <b>-5</b> | <b>-3</b> | <b>-1</b> | <b>19</b> | <b>-2</b> | <b>18</b>     | <b>7</b> | <b>-1</b> | <b>2</b> |

Data for current month is final (06/12/12) version from TOPS.

P:\(ONTIME)report\DelaysByCause16Cats.xls>LastMonthByLine 06/14/2012

Due to changes in calculation methodology, on-time performance figures from May 2011 onward are not exactly comparable to prior months' figures.

**TABLES 9.a, 9.b & 9.c: FREQUENCY OF TRAIN DELAYS BY CAUSE AND LINE**

**January-May 2012**

| CAUSE CATEGORY                         | BNSF       | Electric   |            |            | HER       | Milw       |            | NCS        | RI         | SWS        | Union Pacific |            |            | SYSTEM       |
|--|------------|------------|------------|------------|-----------|------------|------------|------------|------------|------------|---------------|------------|------------|--------------|
|  |            | ML         | BI         | SC         |           | N          | W          |            |            |            | N             | NW         | W          |              |
| Passenger Train Interference           | 7          | 4          | 4          | 5          | 0         | 18         | 7          | 2          | 8          | 3          | 1             | 4          | 4          | 67           |
| <i>Freight Interference - Peak</i>     | 6          | 0          | 0          | 0          | 10        | 15         | 6          | 27         | 0          | 22         | 0             | 10         | 17         | 113          |
| <i>Freight Interference - Off-Peak</i> | 32         | 0          | 0          | 0          | 0         | 42         | 43         | 36         | 21         | 49         | 5             | 8          | 66         | 302          |
| Freight Interference - Total           | 38         | 0          | 0          | 0          | 10        | 57         | 49         | 63         | 21         | 71         | 5             | 18         | 83         | 415          |
| Accident                               | 20         | 3          | 0          | 0          | 1         | 17         | 22         | 15         | 46         | 1          | 44            | 26         | 46         | 241          |
| Passenger Loading                      | 43         | 64         | 7          | 11         | 0         | 27         | 12         | 0          | 55         | 0          | 44            | 27         | 26         | 316          |
| Lift Deployment                        | 5          | 0          | 0          | 0          | 0         | 14         | 2          | 1          | 22         | 0          | 11            | 5          | 16         | 76           |
| Obstruction/Debris                     | 16         | 12         | 3          | 12         | 0         | 16         | 33         | 1          | 33         | 4          | 11            | 19         | 12         | 172          |
| Signal/Switch Failure                  | 68         | 55         | 21         | 6          | 5         | 98         | 50         | 42         | 31         | 39         | 4             | 10         | 16         | 445          |
| Track Work                             | 34         | 73         | 42         | 16         | 0         | 23         | 13         | 14         | 13         | 1          | 32            | 24         | 24         | 309          |
| Catenary Failure                       | 0          | 12         | 4          | 1          | 0         | 0          | 0          | 0          | 0          | 0          | 0             | 1          | 0          | 18           |
| Non-Locomotive Equipment Failure       | 24         | 10         | 4          | 8          | 0         | 0          | 5          | 0          | 5          | 1          | 2             | 0          | 2          | 61           |
| Locomotive Failure                     | 41         | 0          | 0          | 0          | 0         | 58         | 24         | 13         | 45         | 1          | 14            | 31         | 30         | 257          |
| Human Error                            | 42         | 24         | 2          | 4          | 3         | 28         | 16         | 5          | 37         | 16         | 45            | 27         | 15         | 264          |
| Sick, Injured, Unruly Passenger        | 10         | 34         | 6          | 11         | 0         | 9          | 20         | 3          | 15         | 4          | 20            | 7          | 14         | 153          |
| Weather                                | 31         | 34         | 10         | 15         | 0         | 17         | 23         | 6          | 15         | 7          | 26            | 24         | 27         | 235          |
| Other                                  | 9          | 37         | 8          | 15         | 0         | 0          | 18         | 4          | 17         | 8          | 11            | 4          | 23         | 154          |
| <b>TOTAL TRAINS DELAYED</b>            | <b>388</b> | <b>362</b> | <b>111</b> | <b>104</b> | <b>19</b> | <b>382</b> | <b>294</b> | <b>169</b> | <b>363</b> | <b>156</b> | <b>270</b>    | <b>227</b> | <b>338</b> | <b>3,183</b> |

**January-May - Average Over Previous Five Years: 2007-2011**

| CAUSE CATEGORY                         | BNSF       | Electric   |           |            | HER       | Milw       |            | NCS        | RI         | SWS        | Union Pacific |            |            | SYSTEM       |
|--|------------|------------|-----------|------------|-----------|------------|------------|------------|------------|------------|---------------|------------|------------|--------------|
|  |            | ML         | BI        | SC         |           | N          | W          |            |            |            | N             | NW         | W          |              |
| Passenger Train Interference           | 16         | 16         | 4         | 4          | 3         | 26         | 8          | 6          | 11         | 6          | 15            | 7          | 8          | 128          |
| <i>Freight Interference - Peak</i>     | 31         | 0          | 0         | 0          | 24        | 6          | 11         | 21         | 7          | 15         | 3             | 5          | 19         | 143          |
| <i>Freight Interference - Off-Peak</i> | 43         | 0          | 0         | 0          | 0         | 42         | 27         | 29         | 20         | 41         | 7             | 13         | 88         | 311          |
| Freight Interference - Total           | 74         | 0          | 0         | 0          | 24        | 49         | 38         | 50         | 27         | 56         | 10            | 18         | 107        | 454          |
| Accident                               | 37         | 5          | 2         | 4          | 0         | 18         | 20         | 9          | 10         | 3          | 22            | 23         | 11         | 163          |
| Passenger Loading                      | 17         | 29         | 11        | 11         | 0         | 19         | 10         | 1          | 32         | 1          | 85            | 28         | 25         | 269          |
| Lift Deployment                        | 9          | 0          | 0         | 0          | 0         | 11         | 9          | 3          | 22         | 1          | 10            | 8          | 13         | 87           |
| Obstruction/Debris                     | 30         | 4          | 2         | 13         | 1         | 19         | 13         | 3          | 10         | 4          | 13            | 25         | 19         | 156          |
| Signal/Switch Failure                  | 113        | 44         | 13        | 12         | 17        | 76         | 48         | 26         | 45         | 39         | 35            | 43         | 45         | 556          |
| Track Work                             | 30         | 17         | 3         | 9          | 2         | 45         | 13         | 5          | 12         | 5          | 21            | 12         | 19         | 194          |
| Catenary Failure                       | 0          | 11         | 4         | 8          | 0         | 0          | 0          | 0          | 0          | 0          | 0             | 0          | 0          | 23           |
| Non-Locomotive Equipment Failure       | 9          | 19         | 10        | 6          | 0         | 6          | 5          | 1          | 7          | 2          | 7             | 7          | 6          | 86           |
| Locomotive Failure                     | 43         | 1          | 0         | 0          | 1         | 48         | 29         | 14         | 29         | 6          | 15            | 25         | 17         | 229          |
| Human Error                            | 45         | 24         | 5         | 10         | 5         | 25         | 17         | 6          | 23         | 13         | 38            | 29         | 17         | 258          |
| Sick, Injured, Unruly Passenger        | 15         | 24         | 3         | 9          | 0         | 13         | 10         | 1          | 16         | 0          | 18            | 12         | 12         | 134          |
| Weather                                | 79         | 48         | 12        | 18         | 7         | 74         | 50         | 16         | 74         | 14         | 80            | 65         | 54         | 592          |
| Other                                  | 13         | 13         | 3         | 3          | 1         | 14         | 10         | 2          | 13         | 5          | 20            | 16         | 24         | 139          |
| <b>TOTAL TRAINS DELAYED</b>            | <b>530</b> | <b>257</b> | <b>74</b> | <b>106</b> | <b>61</b> | <b>443</b> | <b>278</b> | <b>143</b> | <b>332</b> | <b>156</b> | <b>390</b>    | <b>319</b> | <b>377</b> | <b>3,468</b> |

**January-May 2012 Divergence From January-May 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           | -9          | -12        | 0         | 1         | -3         | -8         | -1        | -4        | -3        | -3       | -14           | -3         | -4         | -61         |
| <i>Freight Interference - Peak</i>     | -25         | 0          | 0         | 0         | -14        | 9          | -5        | 6         | -7        | 7        | -3            | 5          | -2         | -30         |
| <i>Freight Interference - Off-Peak</i> | -11         | 0          | 0         | 0         | 0          | 0          | 16        | 7         | 1         | 8        | -2            | -5         | -22        | -9          |
| Freight Interference - Total           | -36         | 0          | 0         | 0         | -14        | 8          | 11        | 13        | -6        | 15       | -5            | 0          | -24        | -39         |
| Accident                               | -17         | -2         | -2        | -4        | 1          | -1         | 2         | 6         | 36        | -2       | 22            | 3          | 35         | 78          |
| Passenger Loading                      | 26          | 35         | -4        | 0         | 0          | 8          | 2         | -1        | 23        | -1       | -41           | -1         | 1          | 47          |
| Lift Deployment                        | -4          | 0          | 0         | 0         | 0          | 3          | -7        | -2        | 0         | -1       | 1             | -3         | 3          | -11         |
| Obstruction/Debris                     | -14         | 8          | 1         | -1        | -1         | -3         | 20        | -2        | 23        | 0        | -2            | -6         | -7         | 16          |
| Signal/Switch Failure                  | -45         | 11         | 8         | -6        | -12        | 22         | 2         | 16        | -14       | 0        | -31           | -33        | -29        | -111        |
| Track Work                             | 4           | 56         | 39        | 7         | -2         | -22        | 0         | 9         | 1         | -4       | 11            | 12         | 5          | 115         |
| Catenary Failure                       | 0           | 1          | 0         | -7        | 0          | 0          | 0         | 0         | 0         | 0        | 0             | 1          | 0          | -5          |
| Non-Locomotive Equipment Failure       | 15          | -9         | -6        | 2         | 0          | -6         | 0         | -1        | -2        | -1       | -5            | -7         | -4         | -25         |
| Locomotive Failure                     | -2          | -1         | 0         | 0         | -1         | 10         | -5        | -1        | 16        | -5       | -1            | 6          | 13         | 28          |
| Human Error                            | -3          | 0          | -3        | -6        | -2         | 3          | -1        | -1        | 14        | 3        | 7             | -2         | -2         | 6           |
| Sick, Injured, Unruly Passenger        | -5          | 10         | 3         | 2         | 0          | -4         | 10        | 2         | -1        | 4        | 2             | -5         | 2          | 19          |
| Weather                                | -48         | -14        | -2        | -3        | -7         | -57        | -27       | -10       | -59       | -7       | -54           | -41        | -27        | -357        |
| Other                                  | -4          | 24         | 5         | 12        | -1         | -14        | 8         | 2         | 4         | 3        | -9            | -12        | -1         | 15          |
| <b>TOTAL TRAINS DELAYED</b>            | <b>-142</b> | <b>105</b> | <b>37</b> | <b>-2</b> | <b>-42</b> | <b>-61</b> | <b>16</b> | <b>26</b> | <b>31</b> | <b>0</b> | <b>-120</b>   | <b>-92</b> | <b>-39</b> | <b>-285</b> |

Data for current month is final (06/12/12) version from TOPS.

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Due to changes in calculation methodology, on-time performance figures from May 2011 onward are not exactly comparable to prior months' figures.

**TABLES 10.a, 10.b & 10.c: FREQUENCY OF TRAIN DELAYS BY CAUSE & MONTH**

**2012**

| CAUSE CATEGORY                         | Jan        | Feb        | Mar        | Apr        | May        | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan - May         |
|--|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|-----|-----|-------------------|
| Passenger Train Interference           | 32         | 12         | 10         | 6          | 7          |     |     |     |     |     |     |     | 67 2.1%           |
| <i>Freight Interference - Peak</i>     | 22         | 15         | 24         | 28         | 24         |     |     |     |     |     |     |     | 113 3.6%          |
| <i>Freight Interference - Off-Peak</i> | 62         | 48         | 78         | 73         | 41         |     |     |     |     |     |     |     | 302 9.5%          |
| Freight Interference - Total           | 84         | 63         | 102        | 101        | 65         |     |     |     |     |     |     |     | 415 13.0%         |
| Accident                               | 31         | 79         | 51         | 20         | 60         |     |     |     |     |     |     |     | 241 7.6%          |
| Passenger Loading                      | 54         | 33         | 93         | 31         | 105        |     |     |     |     |     |     |     | 316 9.9%          |
| Lift Deployment                        | 20         | 11         | 11         | 12         | 22         |     |     |     |     |     |     |     | 76 2.4%           |
| Obstruction/Debris                     | 27         | 21         | 37         | 44         | 43         |     |     |     |     |     |     |     | 172 5.4%          |
| Signal/Switch Failure                  | 144        | 49         | 94         | 60         | 98         |     |     |     |     |     |     |     | 445 14.0%         |
| Track Work                             | 140        | 15         | 39         | 54         | 61         |     |     |     |     |     |     |     | 309 9.7%          |
| Catenary Failure                       | 4          | 10         | 4          | 0          | 0          |     |     |     |     |     |     |     | 18 0.6%           |
| Non-Locomotive Equipment Failure       | 16         | 6          | 21         | 12         | 6          |     |     |     |     |     |     |     | 61 1.9%           |
| Locomotive Failure                     | 53         | 29         | 90         | 34         | 51         |     |     |     |     |     |     |     | 257 8.1%          |
| Human Error                            | 80         | 41         | 44         | 35         | 64         |     |     |     |     |     |     |     | 264 8.3%          |
| Sick, Injured, Unruly Passenger        | 26         | 33         | 33         | 40         | 21         |     |     |     |     |     |     |     | 153 4.8%          |
| Weather                                | 212        | 15         | 0          | 1          | 7          |     |     |     |     |     |     |     | 235 7.4%          |
| Other                                  | 35         | 17         | 58         | 19         | 25         |     |     |     |     |     |     |     | 154 4.8%          |
| <b>TOTAL TRAINS DELAYED</b>            | <b>958</b> | <b>434</b> | <b>687</b> | <b>469</b> | <b>635</b> |     |     |     |     |     |     |     | <b>3,183 100%</b> |

**2011**

| CAUSE CATEGORY                         | Jan        | Feb          | Mar        | Apr        | May        | Jun          | Jul          | Aug          | Sep          | Oct          | Nov        | Dec        | Jan - May         |
|--|------------|--------------|------------|------------|------------|--------------|--------------|--------------|--------------|--------------|------------|------------|-------------------|
| Passenger Train Interference           | 18         | 50           | 30         | 14         | 31         | 51           | 53           | 34           | 49           | 60           | 76         | 28         | 143 3.4%          |
| <i>Freight Interference - Peak</i>     | 35         | 39           | 38         | 34         | 23         | 40           | 71           | 54           | 47           | 37           | 42         | 35         | 169 4.0%          |
| <i>Freight Interference - Off-Peak</i> | 51         | 81           | 87         | 86         | 78         | 143          | 138          | 134          | 99           | 81           | 75         | 83         | 383 9.0%          |
| Freight Interference - Total           | 86         | 120          | 125        | 120        | 101        | 183          | 209          | 188          | 146          | 118          | 117        | 118        | 552 13.0%         |
| Accident                               | 52         | 59           | 28         | 28         | 50         | 75           | 87           | 14           | 66           | 54           | 116        | 40         | 217 5.1%          |
| Passenger Loading                      | 36         | 47           | 56         | 62         | 134        | 343          | 526          | 335          | 194          | 132          | 142        | 138        | 335 7.9%          |
| Lift Deployment                        | 18         | 24           | 17         | 18         | 32         | 55           | 80           | 66           | 39           | 46           | 33         | 23         | 109 2.6%          |
| Obstruction/Debris                     | 33         | 30           | 28         | 23         | 34         | 45           | 9            | 36           | 46           | 65           | 27         | 25         | 148 3.5%          |
| Signal/Switch Failure                  | 112        | 129          | 81         | 86         | 108        | 232          | 300          | 113          | 102          | 127          | 122        | 136        | 516 12.1%         |
| Track Work                             | 28         | 13           | 27         | 56         | 140        | 117          | 257          | 212          | 185          | 186          | 120        | 38         | 264 6.2%          |
| Catenary Failure                       | 9          | 4            | 4          | 2          | 4          | 7            | 1            | 1            | 4            | 4            | 0          | 0          | 23 0.5%           |
| Non-Locomotive Equipment Failure       | 9          | 27           | 17         | 21         | 15         | 30           | 14           | 19           | 18           | 45           | 9          | 19         | 89 2.1%           |
| Locomotive Failure                     | 69         | 47           | 32         | 74         | 65         | 54           | 76           | 46           | 49           | 53           | 45         | 50         | 287 6.7%          |
| Human Error                            | 57         | 48           | 64         | 58         | 60         | 98           | 88           | 99           | 66           | 92           | 92         | 48         | 287 6.7%          |
| Sick, Injured, Unruly Passenger        | 25         | 15           | 38         | 44         | 39         | 50           | 74           | 44           | 42           | 34           | 44         | 51         | 161 3.8%          |
| Weather                                | 33         | 915          | 2          | 3          | 32         | 152          | 281          | 61           | 5            | 13           | 34         | 16         | 985 23.1%         |
| Other                                  | 18         | 32           | 30         | 26         | 33         | 57           | 51           | 38           | 32           | 40           | 20         | 19         | 139 3.3%          |
| <b>TOTAL TRAINS DELAYED</b>            | <b>603</b> | <b>1,560</b> | <b>579</b> | <b>635</b> | <b>878</b> | <b>1,549</b> | <b>2,106</b> | <b>1,306</b> | <b>1,043</b> | <b>1,069</b> | <b>997</b> | <b>749</b> | <b>4,255 100%</b> |

**2012 Divergence From 2011**

| CAUSE CATEGORY                         | Jan        | Feb           | Mar        | Apr         | May         | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan - May     |
|--|------------|---------------|------------|-------------|-------------|-----|-----|-----|-----|-----|-----|-----|---------------|
| Passenger Train Interference           | 14         | -38           | -20        | -8          | -24         |     |     |     |     |     |     |     | -76 -1.3%     |
| <i>Freight Interference - Peak</i>     | -13        | -24           | -14        | -6          | 1           |     |     |     |     |     |     |     | -56 -0.4%     |
| <i>Freight Interference - Off-Peak</i> | 11         | -33           | -9         | -13         | -37         |     |     |     |     |     |     |     | -81 0.5%      |
| Freight Interference - Total           | -2         | -57           | -23        | -19         | -36         |     |     |     |     |     |     |     | -137 0.1%     |
| Accident                               | -21        | 20            | 23         | -8          | 10          |     |     |     |     |     |     |     | 24 2.5%       |
| Passenger Loading                      | 18         | -14           | 37         | -31         | -29         |     |     |     |     |     |     |     | -19 2.1%      |
| Lift Deployment                        | 2          | -13           | -6         | -6          | -10         |     |     |     |     |     |     |     | -33 -0.2%     |
| Obstruction/Debris                     | -6         | -9            | 9          | 21          | 9           |     |     |     |     |     |     |     | 24 1.9%       |
| Signal/Switch Failure                  | 32         | -80           | 13         | -26         | -10         |     |     |     |     |     |     |     | -71 1.9%      |
| Track Work                             | 112        | 2             | 12         | -2          | -79         |     |     |     |     |     |     |     | 45 3.5%       |
| Catenary Failure                       | -5         | 6             | 0          | -2          | -4          |     |     |     |     |     |     |     | -5 0.0%       |
| Non-Locomotive Equipment Failure       | 7          | -21           | 4          | -9          | -9          |     |     |     |     |     |     |     | -28 -0.2%     |
| Locomotive Failure                     | -16        | -18           | 58         | -40         | -14         |     |     |     |     |     |     |     | -30 1.3%      |
| Human Error                            | 23         | -7            | -20        | -23         | 4           |     |     |     |     |     |     |     | -23 1.5%      |
| Sick, Injured, Unruly Passenger        | 1          | 18            | -5         | -4          | -18         |     |     |     |     |     |     |     | -8 1.0%       |
| Weather                                | 179        | -900          | -2         | -2          | -25         |     |     |     |     |     |     |     | -750 -15.8%   |
| Other                                  | 17         | -15           | 28         | -7          | -8          |     |     |     |     |     |     |     | 15 1.6%       |
| <b>TOTAL TRAINS DELAYED</b>            | <b>355</b> | <b>-1,126</b> | <b>108</b> | <b>-166</b> | <b>-243</b> |     |     |     |     |     |     |     | <b>-1,072</b> |

Data for current month is final (06/12/12) version from TOPS.

P:\(ONTIME)report\DelaysByCause16Cats.xls\AllMonths 06/15/2012

Due to changes in calculation methodology, on-time performance figures from May 2011 onward are not exactly comparable to prior months' figures.

**TABLE 11: FREIGHT DELAYS  
between June 2010 and May 2012**

|               | BNSF       | Electric |          |          | HER       | Milw       |            | NCS        | RI        | SWS        | Union Pacific |           |            | SYSTEM       |
|---------------|------------|----------|----------|----------|-----------|------------|------------|------------|-----------|------------|---------------|-----------|------------|--------------|
|               |            | ML       | BI       | SC       |           | N          | W          |            |           |            | N             | NW        | W          |              |
| Jun-10        | 26         | 0        | 0        | 0        | 6         | 7          | 5          | 12         | 4         | 25         | 2             | 1         | 36         | 124          |
| Jul-10        | 17         | 0        | 0        | 0        | 4         | 8          | 3          | 22         | 4         | 25         | 3             | 6         | 33         | 125          |
| Aug-10        | 25         | 0        | 0        | 0        | 7         | 17         | 8          | 9          | 12        | 25         | 0             | 1         | 22         | 126          |
| Sep-10        | 6          | 0        | 0        | 0        | 8         | 8          | 9          | 8          | 9         | 12         | 1             | 1         | 16         | 78           |
| Oct-10        | 9          | 0        | 0        | 0        | 3         | 15         | 15         | 10         | 7         | 18         | 1             | 13        | 16         | 107          |
| Nov-10        | 5          | 0        | 0        | 0        | 4         | 10         | 7          | 6          | 3         | 15         | 3             | 0         | 9          | 62           |
| Dec-10        | 7          | 0        | 0        | 0        | 6         | 21         | 12         | 17         | 7         | 27         | 1             | 1         | 39         | 138          |
| Jan-11        | 17         | 0        | 0        | 0        | 3         | 12         | 5          | 9          | 6         | 10         | 2             | 1         | 21         | 86           |
| Feb-11        | 7          | 0        | 0        | 0        | 5         | 21         | 14         | 5          | 9         | 11         | 1             | 1         | 46         | 120          |
| Mar-11        | 23         | 0        | 0        | 0        | 4         | 12         | 11         | 16         | 3         | 13         | 2             | 2         | 39         | 125          |
| Apr-11        | 5          | 0        | 0        | 0        | 2         | 17         | 12         | 30         | 5         | 18         | 0             | 3         | 28         | 120          |
| May-11        | 8          | 0        | 0        | 0        | 2         | 12         | 15         | 13         | 1         | 17         | 2             | 12        | 19         | 101          |
| <b>Total</b>  | <b>155</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>54</b> | <b>160</b> | <b>116</b> | <b>157</b> | <b>70</b> | <b>216</b> | <b>18</b>     | <b>42</b> | <b>324</b> | <b>1,312</b> |
| Jun-11        | 11         | 0        | 0        | 0        | 7         | 30         | 24         | 13         | 16        | 45         | 0             | 1         | 36         | 183          |
| Jul-11        | 13         | 0        | 0        | 0        | 15        | 23         | 13         | 25         | 20        | 26         | 7             | 16        | 51         | 209          |
| Aug-11        | 18         | 0        | 0        | 0        | 8         | 31         | 24         | 20         | 10        | 45         | 0             | 1         | 31         | 188          |
| Sep-11        | 42         | 0        | 0        | 0        | 2         | 18         | 9          | 5          | 10        | 33         | 0             | 4         | 23         | 146          |
| Oct-11        | 6          | 0        | 0        | 0        | 8         | 17         | 8          | 14         | 6         | 16         | 1             | 1         | 41         | 118          |
| Nov-11        | 17         | 0        | 0        | 0        | 7         | 18         | 6          | 16         | 3         | 14         | 2             | 2         | 32         | 117          |
| Dec-11        | 11         | 0        | 0        | 0        | 7         | 15         | 9          | 12         | 6         | 19         | 2             | 0         | 37         | 118          |
| Jan-12        | 9          | 0        | 0        | 0        | 2         | 9          | 10         | 7          | 4         | 14         | 1             | 3         | 25         | 84           |
| Feb-12        | 10         | 0        | 0        | 0        | 1         | 6          | 9          | 4          | 4         | 13         | 1             | 2         | 13         | 63           |
| Mar-12        | 7          | 0        | 0        | 0        | 3         | 19         | 18         | 14         | 6         | 15         | 0             | 4         | 16         | 102          |
| Apr-12        | 4          | 0        | 0        | 0        | 2         | 10         | 5          | 30         | 2         | 19         | 2             | 5         | 22         | 101          |
| <b>May-12</b> | <b>8</b>   | <b>0</b> | <b>0</b> | <b>0</b> | <b>2</b>  | <b>13</b>  | <b>7</b>   | <b>8</b>   | <b>5</b>  | <b>10</b>  | <b>1</b>      | <b>4</b>  | <b>7</b>   | <b>65</b>    |
| <b>Total</b>  | <b>156</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>64</b> | <b>209</b> | <b>142</b> | <b>168</b> | <b>92</b> | <b>269</b> | <b>17</b>     | <b>43</b> | <b>334</b> | <b>1,494</b> |

Data for current month is final (06/12/12) version from TOPS.

Due to changes in calculation methodology, on-time performance figures from May 2011 onward are not exactly comparable to prior months' figures.

P:\ONTIME\report\DelaysByCause16Cats.xls\Freight- YTD, 2 yrs 06/15/2012



**TABLES 12.a & 12.b: FREQUENCY OF LIFT-DEPLOYMENT TRAIN DELAYS BY LINE & MONTH  
2012**

| LINE                     | 2012      |           |           | 2012      |           |     | 2012 |     |     | 2012 |     |     | Lift Delays YTD | % of All Delays YTD |
|--------------------------|-----------|-----------|-----------|-----------|-----------|-----|------|-----|-----|------|-----|-----|-----------------|---------------------|
|                          | Jan       | Feb       | Mar       | Apr       | May       | Jun | Jul  | Aug | Sep | Oct  | Nov | Dec |                 |                     |
| BNSF                     | 1         | 0         | 0         | 3         | 1         |     |      |     |     |      |     |     | 5               | 1.29%               |
| Electric ML              | 0         | 0         | 0         | 0         | 0         |     |      |     |     |      |     |     | 0               | 0.00%               |
| Electric BI              | 0         | 0         | 0         | 0         | 0         |     |      |     |     |      |     |     | 0               | 0.00%               |
| Electric SC              | 0         | 0         | 0         | 0         | 0         |     |      |     |     |      |     |     | 0               | 0.00%               |
| HER                      | 0         | 0         | 0         | 0         | 0         |     |      |     |     |      |     |     | 0               | 0.00%               |
| Milw N                   | 7         | 1         | 1         | 0         | 5         |     |      |     |     |      |     |     | 14              | 3.66%               |
| Milw W                   | 0         | 1         | 0         | 0         | 1         |     |      |     |     |      |     |     | 2               | 0.68%               |
| NCS                      | 0         | 0         | 0         | 0         | 1         |     |      |     |     |      |     |     | 1               | 0.59%               |
| RI                       | 4         | 2         | 5         | 5         | 6         |     |      |     |     |      |     |     | 22              | 6.06%               |
| SWS                      | 0         | 0         | 0         | 0         | 0         |     |      |     |     |      |     |     | 0               | 0.00%               |
| UP N                     | 1         | 2         | 1         | 3         | 4         |     |      |     |     |      |     |     | 11              | 4.07%               |
| UP NW                    | 0         | 1         | 2         | 1         | 1         |     |      |     |     |      |     |     | 5               | 2.20%               |
| UP W                     | 7         | 4         | 2         | 0         | 3         |     |      |     |     |      |     |     | 16              | 4.73%               |
| <b>Total Lift Delays</b> | <b>20</b> | <b>11</b> | <b>11</b> | <b>12</b> | <b>22</b> |     |      |     |     |      |     |     | <b>76</b>       | <b>2.39%</b>        |
| <b>ALL DELAYS</b>        |           |           |           |           |           |     |      |     |     |      |     |     | <b>3,183</b>    |                     |

Data for current month is final (06/12/12) version from TOPS.

**2011**

| LINE                     | 2011      |           |           | 2011      |           |           | 2011      |           |           | 2011      |           |           | Lift Delays All Year | % of All Delays All Year |
|--------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------|--------------------------|
|                          | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       |                      |                          |
| BNSF                     | 5         | 3         | 2         | 0         | 7         | 3         | 13        | 2         | 1         | 3         | 3         | 5         | 47                   | 2.52%                    |
| Electric ML              | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 1         | 2                    | 0.20%                    |
| 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         | 2         | 0         | 1         | 0         | 0         | 3                    | 0.66%                    |
| HER                      | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0                    | 0.00%                    |
| Milw N                   | 1         | 2         | 0         | 2         | 5         | 9         | 7         | 10        | 2         | 5         | 4         | 0         | 47                   | 2.57%                    |
| Milw W                   | 0         | 6         | 2         | 4         | 2         | 14        | 12        | 8         | 3         | 3         | 1         | 0         | 55                   | 4.61%                    |
| NCS                      | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 1         | 0         | 0         | 2                    | 0.40%                    |
| RI                       | 2         | 5         | 8         | 4         | 12        | 11        | 29        | 17        | 10        | 9         | 5         | 2         | 114                  | 9.84%                    |
| SWS                      | 0         | 0         | 0         | 0         | 2         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 3                    | 0.48%                    |
| UP N                     | 8         | 2         | 2         | 1         | 2         | 11        | 8         | 13        | 8         | 12        | 12        | 8         | 87                   | 5.82%                    |
| UP NW                    | 0         | 0         | 0         | 0         | 0         | 5         | 1         | 3         | 1         | 4         | 0         | 2         | 16                   | 1.67%                    |
| UP W                     | 2         | 6         | 3         | 7         | 2         | 2         | 10        | 9         | 14        | 7         | 8         | 5         | 75                   | 4.83%                    |
| <b>Total Lift Delays</b> | <b>18</b> | <b>24</b> | <b>17</b> | <b>18</b> | <b>32</b> | <b>55</b> | <b>80</b> | <b>66</b> | <b>39</b> | <b>46</b> | <b>33</b> | <b>23</b> | <b>451</b>           | <b>3.45%</b>             |
| <b>ALL DELAYS</b>        |           |           |           |           |           |           |           |           |           |           |           |           | <b>13,074</b>        |                          |

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Due to changes in calculation methodology, on-time performance figures from May 2011 onward are not exactly comparable to prior months' figures.

**TABLE 13: FREQUENCY OF TRAIN DELAYS BY DURATION**  
**May 2012**

| Minutes   | BNSF        | Electric    |             |             | Her         | Milwaukee   |             | NCS         | RI          | SWS         | UP          |             |             | System      |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|   |             | ML          | BI          | SC          |             | N           | W           |             |             |             | N           | NW          | W           |             |
| <b>Peak *</b>   |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| 6-10  | 19          | 12          | 4           | 0           | 1           | 9           | 5           | 11          | 7           | 4           | 3           | 11          | 14          | 100         |
| 11-15   | 8           | 11          | 1           | 1           | 0           | 5           | 2           | 1           | 3           | 2           | 1           | 7           | 2           | 44          |
| 16-20   | 1           | 1           | 0           | 0           | 1           | 2           | 0           | 0           | 2           | 3           | 2           | 2           | 0           | 14          |
| 21+   | 2           | 1           | 0           | 0           | 1           | 7           | 1           | 0           | 0           | 1           | 13          | 4           | 1           | 31          |
| Annulled  | <u>1</u>    | <u>0</u>    | <u>0</u>    | <u>0</u>    | <u>0</u>    | <u>3</u>    | <u>1</u>    | <u>1</u>    | <u>1</u>    | <u>0</u>    | <u>2</u>    | <u>0</u>    | <u>0</u>    | <u>9</u>    |
| Sub-Total   | 31          | 25          | 5           | 1           | 3           | 26          | 9           | 13          | 13          | 10          | 21          | 24          | 17          | 198         |
| <b>Off-Peak **</b>  |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| 6-10  | 20          | 21          | 4           | 10          | 0           | 37          | 16          | 3           | 42          | 9           | 29          | 21          | 19          | 231         |
| 11-15   | 11          | 10          | 0           | 2           | 0           | 14          | 8           | 2           | 8           | 8           | 11          | 12          | 9           | 95          |
| 16-20   | 0           | 2           | 0           | 1           | 0           | 8           | 4           | 2           | 4           | 0           | 4           | 2           | 6           | 33          |
| 21+   | 2           | 2           | 3           | 1           | 0           | 12          | 5           | 3           | 2           | 2           | 18          | 6           | 10          | 66          |
| Annulled  | <u>0</u>    | <u>1</u>    | <u>0</u>    | <u>0</u>    | <u>0</u>    | <u>2</u>    | <u>1</u>    | <u>0</u>    | <u>1</u>    | <u>0</u>    | <u>2</u>    | <u>1</u>    | <u>4</u>    | <u>12</u>   |
| Sub-Total   | 33          | 36          | 7           | 14          | 0           | 73          | 34          | 10          | 57          | 19          | 64          | 42          | 48          | 437         |
| <b>May 2012 Total</b>                                     |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| 6-10  | 39          | 33          | 8           | 10          | 1           | 46          | 21          | 14          | 49          | 13          | 32          | 32          | 33          | 331         |
| 11-15   | 19          | 21          | 1           | 3           | 0           | 19          | 10          | 3           | 11          | 10          | 12          | 19          | 11          | 139         |
| 16-20   | 1           | 3           | 0           | 1           | 1           | 10          | 4           | 2           | 6           | 3           | 6           | 4           | 6           | 47          |
| 21+   | 4           | 3           | 3           | 1           | 1           | 19          | 6           | 3           | 2           | 3           | 31          | 10          | 11          | 97          |
| Annulled  | <u>1</u>    | <u>1</u>    | <u>0</u>    | <u>0</u>    | <u>0</u>    | <u>5</u>    | <u>2</u>    | <u>1</u>    | <u>2</u>    | <u>0</u>    | <u>4</u>    | <u>1</u>    | <u>4</u>    | <u>21</u>   |
| TOTAL   | 64          | 61          | 12          | 15          | 3           | 99          | 43          | 23          | 70          | 29          | 85          | 66          | 65          | 635         |
| <b>2012 Year-to-Date</b>                                  |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| 6-10  | 175         | 209         | 61          | 67          | 8           | 180         | 119         | 75          | 204         | 75          | 115         | 100         | 163         | 1,551       |
| 11-15   | 88          | 80          | 19          | 16          | 6           | 86          | 73          | 45          | 59          | 41          | 43          | 40          | 53          | 649         |
| 16-20   | 35          | 23          | 6           | 6           | 2           | 34          | 33          | 20          | 31          | 14          | 17          | 19          | 37          | 277         |
| 21+   | 76          | 44          | 25          | 8           | 3           | 67          | 58          | 25          | 45          | 24          | 85          | 63          | 76          | 599         |
| Annulled  | <u>14</u>   | <u>6</u>    | <u>0</u>    | <u>7</u>    | <u>0</u>    | <u>15</u>   | <u>11</u>   | <u>4</u>    | <u>24</u>   | <u>2</u>    | <u>10</u>   | <u>5</u>    | <u>9</u>    | <u>107</u>  |
| TOTAL   | 388         | 362         | 111         | 104         | 19          | 382         | 294         | 169         | 363         | 156         | 270         | 227         | 338         | 3,183       |
| <b>PERCENT COMPOSITION OF DELAYS BY RANGE OF DURATION</b> |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| Minutes   | BNSF        | Electric    |             |             | Her         | Milwaukee   |             | NCS         | RI          | SWS         | UP          |             |             | System      |
|   |             | ML          | BI          | SC          |             | N           | W           |             |             |             | N           | NW          | W           |             |
| <b>May 2012 Total</b>                                     |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| 6-10  | 60.9%       | 54.1%       | 66.7%       | 66.7%       | 33.3%       | 46.5%       | 48.8%       | 60.9%       | 70.0%       | 44.8%       | 37.6%       | 48.5%       | 50.8%       | 52.1%       |
| 11-15   | 29.7%       | 34.4%       | 8.3%        | 20.0%       | 0.0%        | 19.2%       | 23.3%       | 13.0%       | 15.7%       | 34.5%       | 14.1%       | 28.8%       | 16.9%       | 21.9%       |
| 16-20   | 1.6%        | 4.9%        | 0.0%        | 6.7%        | 33.3%       | 10.1%       | 9.3%        | 8.7%        | 8.6%        | 10.3%       | 7.1%        | 6.1%        | 9.2%        | 7.4%        |
| 21+   | 6.3%        | 4.9%        | 25.0%       | 6.7%        | 33.3%       | 19.2%       | 14.0%       | 13.0%       | 2.9%        | 10.3%       | 36.5%       | 15.2%       | 16.9%       | 15.3%       |
| Annulled  | <u>1.6%</u> | <u>1.6%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>5.1%</u> | <u>4.7%</u> | <u>4.3%</u> | <u>2.9%</u> | <u>0.0%</u> | <u>4.7%</u> | <u>1.5%</u> | <u>6.2%</u> | <u>3.3%</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%      |
| <b>2012 Year-to-Date Delays By Duration</b>               |             |             |             |             |             |             |             |             |             |             |             |             |             |             |
| 6-10  | 45.1%       | 57.7%       | 55.0%       | 64.4%       | 42.1%       | 47.1%       | 40.5%       | 44.4%       | 56.2%       | 48.1%       | 42.6%       | 44.1%       | 48.2%       | 48.7%       |
| 11-15   | 22.7%       | 22.1%       | 17.1%       | 15.4%       | 31.6%       | 22.5%       | 24.8%       | 26.6%       | 16.3%       | 26.3%       | 15.9%       | 17.6%       | 15.7%       | 20.4%       |
| 16-20   | 9.0%        | 6.4%        | 5.4%        | 5.8%        | 10.5%       | 8.9%        | 11.2%       | 11.8%       | 8.5%        | 9.0%        | 6.3%        | 8.4%        | 10.9%       | 8.7%        |
| 21+   | 19.6%       | 12.2%       | 22.5%       | 7.7%        | 15.8%       | 17.5%       | 19.7%       | 14.8%       | 12.4%       | 15.4%       | 31.5%       | 27.8%       | 22.5%       | 18.8%       |
| Annulled  | <u>3.6%</u> | <u>1.7%</u> | <u>0.0%</u> | <u>6.7%</u> | <u>0.0%</u> | <u>3.9%</u> | <u>3.7%</u> | <u>2.4%</u> | <u>6.6%</u> | <u>1.3%</u> | <u>3.7%</u> | <u>2.2%</u> | <u>2.7%</u> | <u>3.4%</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 (06/12/12) version from TOPS.

**TABLE 14: 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    |        |
| <b>May 2012</b>          |      |          |      |      |      |           |      |      |      |      |      |      |      |        |
| Peak *                   | 11.2 | 10.8     | 8.6  | 12.0 | 29.7 | 18.6      | 11.4 | 8.3  | 10.2 | 16.0 | 67.7 | 17.2 | 9.2  | 18.5   |
| Off-Peak **              | 10.6 | 11.3     | 17.6 | 10.7 | --   | 15.6      | 17.0 | 15.6 | 10.6 | 13.2 | 23.7 | 16.1 | 26.1 | 16.4   |
| All                      | 10.9 | 11.1     | 13.8 | 10.8 | 29.7 | 16.4      | 15.9 | 11.6 | 10.5 | 14.1 | 34.0 | 16.5 | 21.4 | 17.1   |
| <b>2012 Year-to-Date</b> |      |          |      |      |      |           |      |      |      |      |      |      |      |        |
| Peak *                   | 20.3 | 12.8     | 11.4 | 11.1 | 15.6 | 13.5      | 14.8 | 12.5 | 15.5 | 16.5 | 43.5 | 28.1 | 19.4 | 19.0   |
| Off-Peak **              | 14.1 | 12.7     | 17.0 | 11.8 | --   | 17.6      | 17.4 | 18.9 | 12.8 | 13.9 | 22.8 | 19.2 | 19.7 | 16.5   |
| All                      | 16.8 | 12.8     | 16.0 | 11.7 | 15.6 | 16.5      | 16.5 | 15.5 | 13.7 | 14.7 | 29.1 | 23.4 | 19.6 | 17.4   |

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 (06/12/12) version from TOPS.

P:\ONTIME\report\[DelaysByDuration.xls]MinutesByServPeriod 6/15/2012