

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

April 2014



COMMUTER RAIL ON-TIME PERFORMANCE

April 2014

This report presents an analysis of the April 2014 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 April 2014, Metra operated 17,312 scheduled trains, including scheduled "extras", if any. 549 of these trains were delayed (late or annulled), representing an on-time performance rate of 96.8%. Table 2 lists on-time percentages by line for each month and year since 2009.

Table 3 lists each train that was on time for less than 85% of its weekday runs in April 2014, 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, and January 1, 2014, 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 April 2014. Of the 549 delays systemwide in April 2014, all but 275 (50%) were beyond Metra's control. Table 6.b shows the average frequencies over the previous two Aprils, and Table 6.c shows the differences between Table 6.a and Table 6.b., illustrating that in April 2014, 42 more delays than the average over the previous two Aprils were controllable. Table 6.d shows the delay-cause control frequencies since the beginning of the year. Of the 5,640 delays in 2014, all but 1,766 (31%) were beyond Metra's control.

Table 7 provides a daily listing of the number of delays by line and branch for April 2014.

Table 8.a shows the frequency of train delays by delay-cause category and by line during April 2014. Table 8.b shows the average frequencies over the previous five Aprils, and Table 8.c shows the differences between Table 8.a and Table 8.b. There were 549 delays systemwide in April 2014, 16 less than the average over the previous five Aprils. Table 9.a shows delays from the beginning of the year through April 2014. Table 9.b shows the average frequencies from the beginning of the year through April 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 2014 and 2013 respectively, and Table 10.c shows the difference between the two. From January through April of 2014, a total of 5,640 trains were delayed, compared to 2,483 trains delayed in the same four months of 2013.

Table 11 shows, by line and month, all train delays caused by freight operations over the past 24 months. In April 2014 freight operations delayed 140 trains systemwide, compared to 74 a year earlier. Tables 12.a and 12.b display the frequency of lift-deployment train delays by line and month, for 2014 and 2013 respectively. A total of 10 trains were delayed by lift deployment in April 2014.

A review of April 2014 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 50.6% of all late trains. Table 14 shows that the average length of delay was 15.4 minutes in April 2014. 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.

Temporary Schedules and Notices, for Construction and Special Events

Planned construction projects or special events can adversely affect on-time performance. Metra occasionally publishes full temporary schedules, which supersede the standard published schedules, to inform riders of possible delays or modifications to regular service. Metra also may publish informational notices to accompany temporary schedules. On-time performance is calculated using the temporary schedules and any accompanying notices.

(Prior to May 2011, some trains affected by planned 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.)

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TABLE 1: SCHEDULED AND DELAYED TRAINS, AND ON-TIME PERFORMANCE BY SERVICE PERIOD AND LINE
April 2014

| | Weekdays | | | | | | | | | Weekends | | | | | | Total | | |
|-----------------|------------------|-------------|-----------------|------------------|-------------|-----------------|------------------|-------------|-----------------|------------------|-------------|-----------------|--------------------|-------------|-----------------|------------------|-------------|-----------------|
| | Peak* | | | Off-Peak** | | | Total | | | Saturdays | | | Sundays & Holidays | | | Trains Scheduled | Trains Late | Percent On-Time |
| | Trains Scheduled | Trains Late | Percent On-Time | Trains Scheduled | Trains Late | Percent On-Time | Trains Scheduled | Trains Late | Percent On-Time | Trains Scheduled | Trains Late | Percent On-Time | Trains Scheduled | Trains Late | Percent On-Time | | | |
| BNSF | 1,188 | 90 | 92.4% | 883 | 75 | 91.5% | 2,071 | 165 | 92.0% | 112 | 11 | 90.2% | 72 | 4 | 94.4% | 2,255 | 180 | 92.0% |
| Elec -ML | 987 | 2 | 99.8% | 751 | 9 | 98.8% | 1,738 | 11 | 99.4% | 184 | 1 | 99.5% | 80 | 10 | 87.5% | 2,002 | 22 | 98.9% |
| -BI | 308 | 4 | 98.7% | 506 | 6 | 98.8% | 814 | 10 | 98.8% | 120 | 1 | 99.2% | -- | -- | -- | 934 | 11 | 98.8% |
| -SC | <u>374</u> | <u>4</u> | 98.9% | <u>814</u> | <u>11</u> | 98.6% | <u>1,188</u> | <u>15</u> | 98.7% | <u>192</u> | <u>2</u> | 99.0% | <u>80</u> | <u>3</u> | 96.3% | <u>1,460</u> | <u>20</u> | 98.6% |
| Subtotal | 1,669 | 10 | 99.4% | 2,071 | 26 | 98.7% | 3,740 | 36 | 99.0% | 496 | 4 | 99.2% | 160 | 13 | 91.9% | 4,396 | 53 | 98.8% |
| Heritage | 132 | 9 | 93.2% | -- | -- | -- | 132 | 9 | 93.2% | -- | -- | -- | -- | -- | -- | 132 | 9 | 93.2% |
| Milw -N | 549 | 12 | 97.8% | 771 | 13 | 98.3% | 1,320 | 25 | 98.1% | 96 | 6 | 93.8% | 80 | 1 | 98.8% | 1,496 | 32 | 97.9% |
| -W | <u>593</u> | <u>10</u> | 98.3% | <u>683</u> | <u>20</u> | 97.1% | <u>1,276</u> | <u>30</u> | 97.6% | <u>96</u> | <u>4</u> | 95.8% | <u>72</u> | <u>1</u> | 98.6% | <u>1,444</u> | <u>35</u> | 97.6% |
| Subtotal | 1,142 | 22 | 98.1% | 1,454 | 33 | 97.7% | 2,596 | 55 | 97.9% | 192 | 10 | 94.8% | 152 | 2 | 98.7% | 2,940 | 67 | 97.7% |
| NCS | 242 | 8 | 96.7% | 242 | 10 | 95.9% | 484 | 18 | 96.3% | -- | -- | -- | -- | -- | -- | 484 | 18 | 96.3% |
| RI | 792 | 21 | 97.3% | 727 | 38 | 94.8% | 1,519 | 59 | 96.1% | 81 | 15 | 81.5% | 66 | 5 | 92.4% | 1,666 | 79 | 95.3% |
| SWS | 242 | 11 | 95.5% | 418 | 24 | 94.3% | 660 | 35 | 94.7% | 24 | 0 | 100.0% | -- | -- | -- | 684 | 35 | 94.9% |
| UP -N | 660 | 19 | 97.1% | 881 | 18 | 98.0% | 1,541 | 37 | 97.6% | 104 | 1 | 99.0% | 72 | 0 | 100.0% | 1,717 | 38 | 97.8% |
| -NW | 726 | 11 | 98.5% | 705 | 10 | 98.6% | 1,431 | 21 | 98.5% | 96 | 0 | 100.0% | 60 | 1 | 98.3% | 1,587 | 22 | 98.6% |
| -W | <u>594</u> | <u>18</u> | 97.0% | <u>705</u> | <u>26</u> | 96.3% | <u>1,299</u> | <u>44</u> | 96.6% | <u>80</u> | <u>4</u> | 95.0% | <u>72</u> | <u>0</u> | 100.0% | <u>1,451</u> | <u>48</u> | 96.7% |
| Subtotal | 1,980 | 48 | 97.6% | 2,291 | 54 | 97.6% | 4,271 | 102 | 97.6% | 280 | 5 | 98.2% | 204 | 1 | 99.5% | 4,755 | 108 | 97.7% |
| SYSTEM | 7,387 | 219 | 97.0% | 8,086 | 260 | 96.8% | 15,473 | 479 | 96.9% | 1,185 | 45 | 96.2% | 654 | 25 | 96.2% | 17,312 | 549 | 96.8% |

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

Delays data for most recent month is final (05/13/14) 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- APR | AVG |
|--------------------------|-------------|------|------|------|------|------|------|------|------|------|------|------|------|-------------|-------|
| BNSF | 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 | 93.4% | 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 | 96.8% | 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 | 95.2% | 92.9% |
| | 2012 | 94.4 | 97.3 | 95.2 | 98.4 | 97.2 | 91.8 | 95.0 | 94.2 | 98.0 | 96.9 | 95.0 | 98.5 | 96.3% | 96.0% |
| | 2013 | 95.8 | 93.9 | 94.6 | 93.3 | 96.0 | 88.5 | 95.2 | 97.1 | 97.2 | 94.0 | 95.8 | 92.2 | 94.4% | 94.5% |
| | 2014 | 78.6 | 84.6 | 95.6 | 92.0 | | | | | | | | | 87.7% | 87.7% |
| 2009-2013 average | | 93.9 | 94.5 | 96.2 | 96.2 | 95.2 | 90.7 | 92.8 | 93.9 | 95.7 | 93.7 | 95.3 | 95.5 | 95.2% | 94.5% |
| Electric | 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 | 98.0% | 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 | 97.0 | 97.3 | 97.7 | 97.5 | 96.6 | 97.1 | 98.2 | 97.2% | 97.3% |
| | 2013 | 98.1 | 99.0 | 98.5 | 98.0 | 98.0 | 98.3 | 92.4 | 96.4 | 97.2 | 97.3 | 96.9 | 97.0 | 98.4% | 97.2% |
| | 2014 | 93.7 | 95.3 | 97.7 | 98.8 | | | | | | | | | 96.4% | 96.4% |
| 2009-2013 average | | 97.0 | 97.8 | 98.3 | 98.3 | 98.1 | 96.3 | 95.8 | 97.2 | 97.4 | 96.8 | 97.5 | 97.2 | 97.9% | 97.3% |
| Heritage | 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 | 90.4% | 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 | 91.6% | 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 | 90.3% | 86.2% |
| | 2012 | 95.2 | 99.2 | 94.7 | 98.4 | 97.7 | 92.1 | 91.3 | 95.7 | 98.2 | 94.9 | 92.9 | 96.7 | 96.9% | 95.6% |
| | 2013 | 97.0 | 99.2 | 94.4 | 97.7 | 94.7 | 92.5 | 97.7 | 99.2 | 97.5 | 96.4 | 98.3 | 92.1 | 97.1% | 96.4% |
| | 2014 | 79.5 | 75.8 | 88.1 | 93.2 | | | | | | | | | 84.3% | 84.3% |
| 2009-2013 average | | 91.3 | 92.3 | 92.8 | 96.5 | 94.6 | 89.9 | 89.3 | 93.8 | 90.7 | 89.1 | 90.6 | 87.2 | 93.2% | 91.5% |
| Milw - N | 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 | 93.9% | 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 | 95.3% | 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 | 92.6% | 89.6% |
| | 2012 | 95.1 | 96.4 | 94.0 | 95.3 | 93.5 | 93.2 | 84.8 | 92.9 | 94.3 | 94.9 | 95.4 | 95.5 | 95.2% | 93.8% |
| | 2013 | 95.5 | 92.4 | 94.1 | 95.7 | 95.3 | 89.6 | 92.8 | 93.6 | 94.4 | 93.3 | 95.7 | 87.5 | 94.5% | 93.3% |
| | 2014 | 73.1 | 81.9 | 89.5 | 97.9 | | | | | | | | | 85.6% | 85.6% |
| 2009-2013 average | | 93.1 | 93.6 | 95.0 | 95.3 | 92.4 | 90.7 | 89.3 | 92.5 | 95.1 | 93.2 | 94.6 | 93.4 | 94.3% | 93.2% |
| Milw - W | 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 | 96.4% | 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 | 96.8% | 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 | 94.2% | 93.0% |
| | 2012 | 94.4 | 95.1 | 95.3 | 97.5 | 97.1 | 95.6 | 93.7 | 94.1 | 89.3 | 93.9 | 94.6 | 95.5 | 95.6% | 94.7% |
| | 2013 | 96.6 | 91.3 | 96.3 | 95.8 | 96.2 | 90.9 | 93.2 | 93.2 | 92.6 | 96.5 | 93.9 | 93.7 | 95.1% | 94.2% |
| | 2014 | 84.8 | 88.4 | 91.4 | 97.6 | | | | | | | | | 90.6% | 90.6% |
| 2009-2013 average | | 95.1 | 93.2 | 96.8 | 97.1 | 96.5 | 92.9 | 93.1 | 94.3 | 94.9 | 96.5 | 94.3 | 95.2 | 95.6% | 95.0% |
| NCS | 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 | 93.9% | 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 | 93.5% | 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 | 92.2% | 91.1% |
| | 2012 | 94.8 | 94.4 | 94.4 | 85.1 | 95.2 | 94.8 | 82.5 | 91.9 | 95.7 | 93.9 | 92.0 | 94.8 | 92.2% | 92.4% |
| | 2013 | 95.0 | 87.5 | 93.7 | 90.9 | 94.0 | 92.7 | 93.6 | 95.0 | 92.5 | 93.1 | 90.0 | 87.4 | 91.9% | 92.2% |
| | 2014 | 76.0 | 81.1 | 88.5 | 96.3 | | | | | | | | | 85.7% | 85.7% |
| 2009-2013 average | | 94.1 | 91.7 | 94.2 | 90.7 | 94.8 | 91.9 | 90.6 | 93.1 | 95.0 | 93.6 | 91.4 | 91.5 | 92.7% | 92.7% |

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

| LINE | YEAR | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN- APR | AVG |
|---|-------------|------|------|------|------|------|------|------|------|------|------|------|------|-------------|-------|
| RI | 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 | 95.9% | 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 | 96.7% | 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 | 95.4% | 94.0% |
| | 2012 | 94.3 | 96.8 | 94.8 | 96.1 | 95.8 | 94.1 | 92.9 | 93.7 | 96.8 | 95.6 | 97.1 | 96.4 | 95.5% | 95.3% |
| | 2013 | 96.5 | 98.1 | 97.9 | 94.0 | 95.5 | 91.5 | 93.6 | 95.5 | 98.3 | 96.5 | 91.7 | 94.0 | 96.6% | 95.3% |
| | 2014 | 82.5 | 83.4 | 93.4 | 95.3 | | | | | | | | | 88.7% | 88.7% |
| 2009-2013 average | | 95.5 | 95.8 | 96.8 | 96.0 | 96.3 | 93.0 | 92.6 | 95.4 | 96.5 | 96.4 | 95.7 | 95.2 | 96.0% | 95.4% |
| SWS | 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 | 94.0% | 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 | 95.6% | 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 | 93.2 | 95.3 | 94.5 | 93.8 | 94.3 | 93.7 | 96.3 | 95.2% | 94.8% |
| | 2013 | 94.7 | 97.1 | 97.3 | 97.7 | 95.0 | 91.0 | 98.0 | 96.8 | 97.1 | 98.2 | 93.2 | 91.1 | 96.7% | 95.6% |
| | 2014 | 83.0 | 92.0 | 93.5 | 94.9 | | | | | | | | | 90.8% | 90.8% |
| 2009-2013 average | | 93.2 | 94.7 | 96.3 | 96.3 | 94.9 | 91.2 | 94.1 | 94.6 | 95.4 | 93.8 | 94.2 | 93.8 | 95.2% | 94.4% |
| UP - N | 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 | 96.0% | 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 | 96.1% | 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 | 93.6% | 92.6% |
| | 2012 | 94.6 | 98.4 | 97.9 | 98.1 | 95.1 | 95.1 | 95.9 | 95.1 | 96.3 | 97.3 | 96.6 | 95.8 | 97.3% | 96.4% |
| | 2013 | 98.3 | 97.3 | 97.9 | 96.6 | 96.7 | 93.0 | 96.0 | 94.9 | 97.0 | 96.5 | 96.9 | 98.0 | 97.5% | 96.6% |
| | 2014 | 91.2 | 92.1 | 97.4 | 97.8 | | | | | | | | | 94.7% | 94.7% |
| 2009-2013 average | | 94.9 | 95.5 | 96.8 | 97.0 | 95.4 | 92.3 | 92.4 | 92.6 | 94.7 | 95.6 | 95.9 | 96.3 | 96.1% | 95.0% |
| UP - NW | 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 | 96.2% | 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 | 97.2% | 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 | 95.6% | 94.9% |
| | 2012 | 95.9 | 98.6 | 96.4 | 98.9 | 95.9 | 96.0 | 94.8 | 96.7 | 97.8 | 94.2 | 94.6 | 96.6 | 97.4% | 96.3% |
| | 2013 | 96.3 | 97.7 | 96.0 | 95.1 | 93.3 | 89.2 | 93.9 | 93.7 | 96.3 | 94.6 | 94.6 | 94.2 | 96.2% | 94.6% |
| | 2014 | 86.6 | 91.1 | 96.3 | 98.6 | | | | | | | | | 93.2% | 93.2% |
| 2009-2013 average | | 95.5 | 96.1 | 97.0 | 97.4 | 95.0 | 94.0 | 94.3 | 94.8 | 96.4 | 95.5 | 95.4 | 95.5 | 96.5% | 95.6% |
| UP - W | 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 | 95.6% | 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 | 96.8% | 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 | 92.4% | 90.9% |
| | 2012 | 93.1 | 97.1 | 95.2 | 95.5 | 95.6 | 92.4 | 93.8 | 94.3 | 97.2 | 97.2 | 96.0 | 96.4 | 95.2% | 95.3% |
| | 2013 | 96.5 | 96.2 | 96.9 | 94.4 | 93.7 | 89.2 | 95.0 | 93.0 | 96.6 | 96.6 | 94.0 | 91.5 | 96.0% | 94.5% |
| | 2014 | 85.9 | 90.9 | 94.4 | 96.7 | | | | | | | | | 92.0% | 92.0% |
| 2009-2013 average | | 94.4 | 95.0 | 95.8 | 95.5 | 94.9 | 91.2 | 92.2 | 92.6 | 95.0 | 95.2 | 94.9 | 92.9 | 95.2% | 94.1% |
| SYSTEM excluding South Shore | 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 | 95.9% | 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 | 96.8% | 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 | 95.0% | 93.6% |
| | 2012 | 94.3 | 97.4 | 96.1 | 97.2 | 96.3 | 94.7 | 94.0 | 95.2 | 96.2 | 95.9 | 95.8 | 96.9 | 96.2% | 95.8% |
| | 2013 | 96.8 | 96.1 | 96.7 | 95.7 | 95.9 | 92.4 | 94.0 | 95.2 | 96.4 | 95.9 | 95.1 | 93.8 | 96.3% | 95.4% |
| | 2014 | 85.6 | 89.3 | 94.9 | 96.8 | | | | | | | | | 91.7% | 91.7% |
| 2009-2013 average | | 95.1 | 95.5 | 96.8 | 96.7 | 95.9 | 93.1 | 93.3 | 94.6 | 95.9 | 95.4 | 95.6 | 95.3 | 96.0% | 95.3% |

Delays data for most recent month is final (05/13/14) version from TOPS.

P:\ONTIME\report\Delays&TrainsByServPeriod.xls\OTPhyLine&Month 5/13/2014

'2009-2013 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
April 2014**

| Line | Train | Date | Minutes | Delay | Delay Explanation |
|-------------|-----------------------|-------------|---|-------|---|
| | | | Late | Code | |
| BNSF | 1268 77% OT | Fri, Apr 04 | 27 | GT | TELECOM FAILURE BETWEEN RT 59 AND CONGRESS PARK |
| | | Tue, Apr 08 | 8 | D | SINGLE TRACKING AT CICERO, UTNDXP017 MT2 HPASBRC131 MT3 |
| | | Wed, Apr 09 | 10 | C1 | DELAYED WAITING ON 1233 AT LISLE DUE TO WORKING AROUND MOW ON MT1 LISLE-FVW |
| | | Thu, Apr 10 | 14 | F | ONLY ABLE TO OPERATE @ 40 MPH MAX SPEED - FOUND CABLE ON NORTHSIDE |
| | | Wed, Apr 23 | 33 | K | BRIDGE STRIKE KEDZIE AVE MP 4.87 |
| BNSF | 1274 68% OT | Tue, Apr 01 | 10 | D | MADE TO FOLLOW THE ZSSECHC831 TO CICERO |
| | | Wed, Apr 02 | 9 | RA1 | DELAYED DUE TO MISROUTE OF 1265 BY AMTRAK CUS SOUTH AT CP HARRISON |
| | | Fri, Apr 04 | 8 | GT1 | ACCOMODATING PASSENGERS FROM 1270 DUE TO TELECOM FAILURE |
| | | Thu, Apr 10 | 9 | JA | A6 @ NAPERVILLE FOR EMS, 1274 STOPPED BEHIND AMTRAK FOR MEDICAL EMERGENCY |
| | | Thu, Apr 17 | 10 | D | DELAYED DUE TO SINGLE TRACKING AT CICERO |
| | | Fri, Apr 18 | 7 | F1 | LATE FLIP FROM 1241 WITH CAR 7106 DOOR FAILURE AT EACH STOP |
| Fri, Apr 25 | 21 | UF1 | LATE FLIP FROM 1237 DUE TO ADA LIFT FAILURE | | |
| BNSF | 1275 82% OT | Wed, Apr 02 | 8 | B1 | SINGLE TRACKING CICERO TO UNION DUE TO CROSS TIE ON 2 MT |
| | | Wed, Apr 16 | 10 | DE1 | LATE FLIP FROM 1276 DUE TO HPASBRC110 YARDING AT CICERO |
| | | Wed, Apr 23 | 23 | K1 | LATE FLIP FROM 1239/1276 |
| | | Wed, Apr 30 | 14 | DD1 | LATE FLIP FROM 1276 DUE TO SINGLE TRACKING AT CICERO DUE TO FREIGHT TRAFFIC OUT OF SLOT |
| BNSF | 1276 64% OT | Tue, Apr 01 | 9 | D1 | FOLLOWING 1274 WHO WAS DELAYED BY THE ZSSECHC831 |
| | | Thu, Apr 10 | 7 | JA1 | FOLLOWING 1274 |
| | | Wed, Apr 16 | 17 | DE | DELAYED BY THE HPASBRC110 YARDING AT CICERO |
| | | Thu, Apr 17 | 8 | D | DELAYED DUE TO SINGLE TRACKING AT CICERO |
| | | Fri, Apr 18 | 7 | F1 | FOLLOWING 1274 |
| | | Wed, Apr 23 | 27 | K1 | LATE FLIP FROM 1239 |
| | | Fri, Apr 25 | 7 | UF1 | FOLLOWING 1274 |
| | | Wed, Apr 30 | 15 | DD | UBERCXP018 ON MT3 LARAMIE & XWTRNSI428 RAN IN UNAPPROVED SLOT THRU PARADE |
| BNSF | 1277 68% OT | Wed, Apr 02 | 46 | B1 | SINGLE TRACKING CICERO TO UNION DUE TO CROSSTIE 2MT |
| | | Fri, Apr 04 | 7 | C | SLOW ORDER FORM A MP 10.4 TO 10.6 10 MPH |
| | | Thu, Apr 10 | 9 | D | HELD FOR FREIGHT TRAFFIC AND ROUTING AROUND PARKED TRAINS @ LAVERGNE |
| | | Tue, Apr 15 | 0 | J1 | ANNULLED TO PROTECT 1279 DUE TO 1278 ISSUE |
| | | Wed, Apr 16 | 11 | DE1 | WORKING THRU TRAFFIC DUE TO 1276 FREIGHT DELAY |
| | | Thu, Apr 17 | 12 | D1 | FOLLOWING TRAFFIC OUT OF CUS FROM 1276 DELAY |
| Wed, Apr 23 | 8 | C1 | BROKEN RAIL MP17.02 | | |
| BNSF | 1279 82% OT | Wed, Apr 02 | 37 | B1 | SINGLE TRACKING CICERO TO UNION DUE TO CROSSTIE ON 2MT SON & NSBC17 DEBRIS STRIKE AT MP4.5 |
| | | Thu, Apr 10 | 13 | D1 | FOLLOWING 1277 FOR FREIGHT TRAFFIC DELAY @ LAVERGNE |
| | | Tue, Apr 15 | 13 | J1 | COMBINED 1277 & 1279 DUE TO 1278 ISSUES |
| | | Wed, Apr 16 | 13 | DE1 | LATE FLIP FROM 1278 DUE TO HPASBRC110 YARDING AT CICERO |
| BNSF | 1280 77% OT | Wed, Apr 02 | 13 | B1 | SINGLE TRACKING CICERO TO UNION DUE TO CROSSTIE ON MT2 |
| | | Tue, Apr 15 | 10 | J1 | WORKING THRU TRAFFIC FROM 1278 AT FVW, 25 MPH FORM A FROM TIE REPLACEMENT PROJECT MP 0.8 TO 3.0 |
| | | Wed, Apr 16 | 9 | D | DELAYED BY THE HPASBRC110 YARDING AT CICERO |
| | | Wed, Apr 23 | 38 | K1 | LATE FLIP FROM 1241 DUE TO KEDZIE BRIDGE STRIKE, METX194 NOT MAKING TRACK SPEED |
| | | Wed, Apr 30 | 8 | DD1 | UBERCXP018 ON MT3 LARAMIE & XWTRNSI428 RAN IN UNAPPROVED SLOT THRU PARADE |
| BNSF | 1281 77% OT | Wed, Apr 02 | 48 | B1 | SINGLE TRACKING CICERO TO UNION DUE TO CROSSTIE ON MT2 |
| | | Thu, Apr 10 | 8 | D1 | FOLLOWING TRAFFIC AND ROUTED AROUND FREIGHT TRAFFIC PARKED ON THE CHICAGO SUB |
| | | Wed, Apr 16 | 8 | DE1 | LATE FLIP |
| | | Wed, Apr 23 | 0 | K1 | ANNULLED DUE TO LATE FLIP FROM 1241 AND MECHANICAL ISSUES |
| | | Tue, Apr 29 | 9 | CC1 | DELAYED FOLLOWING 1373 & DOWNERS GROVE PLATFORM WORK |
| BNSF | 1291 82% OT | Fri, Apr 04 | 7 | I | ADA LIFT, SLOW PASSENGER HANDLING FROM CUBS GAME |
| | | Mon, Apr 07 | 7 | D | WORKED THE MIDDLE AT RT 59 DUE TO MULTIPLE FREIGHT TRAINS PARKED AT EOLA |
| | | Thu, Apr 10 | 11 | D | MULTIPLE FREIGHT TRAINS PARKED ALONG THE ROUTE |
| | | Wed, Apr 16 | 10 | D | DELAYED DUE TO A CECO JOB PULLED INFRONT OF US |
| BNSF | 1293 82% OT | Thu, Apr 10 | 11 | D | MULTIPLE FREIGHT TRAINS PARKED ALONG THE ROUTE |
| | | Fri, Apr 11 | 9 | I | HEAVY PASSENGER UNLOADING |
| | | Wed, Apr 16 | 8 | CC | LATE DUE TO SLOW ORDER AND TRACK WORK |
| | | Thu, Apr 17 | 10 | CC | LATE DUE TO TRACK CONSTRUCTION |

**TABLE 3 (continued): LIST OF WEEKDAY TRAINS LESS THAN 85% ON-TIME
April 2014**

| Line | Train | Date | Minutes | Delay | Delay Explanation | |
|-------------|-------|---------------|---|-------|---|--|
| | | | Late | Code | | |
| HC | 921 | Wed, Apr 02 | 17 | D | 21" WAITING FOR NS 35E AND CSX Q383 TO CLEAR, CP BRIGHTON. | |
| | | 82% OT | Wed, Apr 09 | 10 | KP1 | 5" X-TRAFFIC, BRIGHTON; 10" WAITING ON #91 TO CLEAR. |
| | | Wed, Apr 16 | 33 | R1 | 30" LATE DEPARTURE DUE TO 919/921 COMBO, CUS. | |
| | | Mon, Apr 28 | 0 | XK | ANNULLED STOPPED @ CORWITH & THEN RETURNED TO CUS, WAREHOUSE FIRE. DEPARTED @ 2215PM AS EXTRA 124 | |
| RI | 507 | Tue, Apr 08 | 17 | EA1 | 15" SINGLE TRACKING WAITING ON #510 TO CLEAR, CP MOKENA; 2" AWDMM ITEM 1, NEW LENOX; 3" 35MPH THROUGH B205. | |
| | | 82% OT | Fri, Apr 11 | 10 | CC | 9" WAITING FOR #596 TO CLEAR SINGLE TRACKING AROUND B1201 LINE 201, CP46TH; 2" ENGR RESSETTING FAULT LITE ON ENG 410 HEP ISSUE, BRAINARD; 2" |
| | | Wed, Apr 23 | 13 | CC | 3" RULE 6.30, BI; 12" WAITING FOR #510 TO CLEAR & TRAFFIC TO TURN SINGLE TRACKING AROUND TRACK GANG A1101 LINE 105, MOKENA. | |
| | | Fri, Apr 25 | 8 | GM | 3" RULE 6.30, BI; 2" MOKENA; 3" OBSERVING AWDMM, 80TH AVE; 2" OBSERVING A1101 LINES 104 & 105. | |
| RI | 508 | Mon, Apr 07 | 6 | CC | 4" SLOW ORDERS, EJE & ENGLEWOOD; 1" FOR #509, CP54TH; 2" TRYING TO CONTACT EIC B201. | |
| | | 73% OT | Wed, Apr 09 | 12 | CC | 7" WAIT FOR #505 TO CLEAR & TRAFFIC TO TURN, SINGLE TRACKING AROUND B1201 LINE 203 & 5, CP MOKENA; 5" ENTRAINING, ENROUTE. |
| | | Thu, Apr 10 | 7 | CC | 2" PASSENGER HANDLING, ENROUTE; 1" ATTEMPT TO CONTACT EIC B1201 LINE 201, RADIO TRAFFIC; 3" MEET #509 SINGLE TK AROUND B1201 LINE 201, CP54TH | |
| | | Mon, Apr 21 | 13 | I | 2" LATE DEPARTING BNSF6941, UD; 4" FORM A SLOW ORDERS, ENROUTE. 2" NEW LENOX; 4" HEAVY ENTRAINING, BI; 1" ELDERLY PSGR W/LUGGAGE, 111TH ST. | |
| | | Tue, Apr 22 | 7 | CC | 4" OBSERVING A1102 LINES 107 & 108; X/O 2-1 SINGLE TRACKING AROUND D1402 LINE 401, CP35.5; 1" ADA, MOKENA; 1" ENTRAINING, 80TH; 3" 6.30, | |
| Thu, Apr 24 | 8 | I | 2" LATE TURN FROM #503, JUD; 1" OBSERVING A1101 LINE 105; 2" ELDERLY PSGR ENTRAINING, NEW LENOX; 4" HEAVY PASSENGER HANDLING. | | | |
| SWS | 822 | Tue, Apr 01 | 26 | E | 37" LOST HEP & ENGINE 114 DIED OUT, 153RD ST. | |
| | | 73% OT | Mon, Apr 07 | 12 | D | 22" UP YG2NS, ASHBURN. |
| | | Tue, Apr 08 | 29 | RF | 7" IHB AP11 ENG2160 SHORT ON TIME, CP RIDGE; 14" CDSX NO SIGNAL, NO TRAIN, NO ANSWER; 7" M398 168 WEST, 21ST. | |
| | | Mon, Apr 14 | 14 | EI | 17" LATE TURN FROM SWS807. | |
| | | Tue, Apr 15 | 7 | RF | 7" NO SIGNAL, NO TRAIN, CALLED DTO, FOREST HILL. | |

Data is final (05/13/14) version from TOPS.

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TABLE 4: DELAY INCIDENT CODES AND DEFINITIONS

| Primary | Codes | | Definition | Delay Class | Responsibility |
|---------|-----------|------------------|--|----------------|-------------------|
| | 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 |
| DE | DE1 | XDE | Freight Mechanical Malfunction | Transportation | Semi-controllable |
| DM | DM1 | XDM | Freight-Accident/Incident | Incidental | Uncontrollable |
| DR | DR1 | XDR | Freight-Human Error | Transportation | Semi-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 |

Effective January 1, 2014 Revised February 3 & March 12, 2014

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TABLE 5: DELAY INCIDENT CODES SORTED BY CAUSE CATEGORY

| CATEGORY | | | | CATEGORY | | | |
|---|------|------|--|--|------|------|--|
| Codes | | | | Codes | | | |
| Pri. | Sec. | Ann. | Definition | Pri. | Sec. | Ann. | Definition |
| 1 PASSENGER TRAIN INTERFERENCE | | | | 11 NON-LOCOMOTIVE EQUIPMENT FAILURE | | | |
| A | A1 | XA | Passenger Train Interference | F | F1 | XF | Cab Car/Trailer/MU Malfunction |
| AA | AA1 | XAA | Rule 9.9 Delayed in Block/Rule 6.30 | FS | FS1 | XFS | NICTD MU Malfunction |
| AD | AD1 | XAD | Non-Revenue Passenger Train Interference | FZ | FZ1 | XFZ | ETMS Malfunction on Cab Car |
| AM | AM1 | XAM | Amtrak Caused Delay | 12 LOCOMOTIVE FAILURE | | | |
| AS | AS1 | XAS | NICTD Train Interference | E | E1 | XE | Locomotive Malfunction |
| 2 & 3 FREIGHT INTERFERENCE, Peak & Offpeak | | | | EA | EA1 | XEA | Amtrak Locomotive/Car Malfunction |
| D | D1 | XD | Freight Train Interference | EZ | EZ1 | XEZ | ETMS Malfunction on Locomotive |
| DD | DD1 | XDD | Freight Dispatcher/Opr/Freight Train Error | 13 HUMAN ERROR | | | |
| DE | DE1 | XDE | Freight Mechanical Malfunction | B | B1 | XB | Human Error, Eng. Dept. |
| DR | DR1 | XDR | Freight-Human Error | BA | BA1 | XBA | Amtrak Engineering Human Error |
| 4 ACCIDENT | | | | H | H1 | XH | Human Error, Mechanical Department |
| DM | DM1 | XDM | Freight-Accident/Incident | HS | HS1 | XHS | Human Error, NICTD Mechanical Dept. |
| M | M1 | XM | Right of Way Accident/Misc. | R | R1 | XR | Human Error, Transportation |
| 5 PASSENGER LOADING | | | | RA | RA1 | XRA | Human Error, Amtrak Transportation |
| I | I1 | XI | Passenger Handling, Running Time | RD | RD1 | XRD | Human Error, Metra Dispatcher |
| IB | IB1 | XIB | Passenger Handling, Bicycle | RF | RF1 | XRF | Freight Dispatcher/Opr/Non-Freight Train Error |
| 6 LIFT DEPLOYMENT | | | | RL | RL1 | XRL | Human Error, Job Action/Employee No Show (CMS Error) |
| U | U1 | XU | Accessibility Related (ADA) | RN | RN1 | XRN | Human Error, Job Action/Employee No Show (Non-CMS) |
| UF | UF1 | XUF | ADA Lift Failure | RO | RO1 | XRO | Human Error, Tower Operator |
| 7 OBSTRUCTION/DEBRIS | | | | RS | RS1 | XRS | Human Error, NICTD Transportation |
| K | K1 | XK | Obstruction On Tracks | RZ | RZ1 | XRZ | ETMS Train Crew Error |
| KD | KD1 | XKD | Train Struck Debris | 14 SICK, INJURED, UNRULY PASSENGER | | | |
| KP | KP1 | XKP | Suspicious Package(s)/Person(s)/Activity | J | J1 | XJ | Passenger Problems/Removal |
| 8 SIGNAL/SWITCH FAILURE | | | | JA | JA1 | XJA | Amtrak Passenger Problems/Removal |
| CM | CM1 | XCM | Switch Malfunction (Track Dept.) | JM | JM1 | XJM | Passenger Medical Emergency |
| G | G1 | XG | Signal/Switch Malfunction (Signal Dept.) | 15 WEATHER | | | |
| 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 |
| 9 TRACK WORK | | | | 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 | 16 OTHER | | | |
| 10 CATENARY FAILURE | | | | L | L1 | XL | Unauthorized People On Tracks/Near Miss |
| CO | CO1 | XCO | Scheduled Wire Work | N | N1 | XN | Electricity Utility Failure |
| O | O1 | XO | AC/DC System Failure | Q | Q1 | XQ | Late Issuance of Track Warrant |
| HS | HS1 | XHS | Human Error, NICTD Mechanical Dept. | S | S1 | XS | Operational (Efficiency) Testing |
| | | | | T | T1 | XT | Property Vandalism |
| | | | | VE | VE1 | XVE | Locomotive Problem Reported, Nothing Found |
| | | | | VF | VF1 | XVF | Cab Car Problem Reported, Nothing Found |
| | | | | W | W1 | XW | Gas Leak |

Effective January 1, 2014

Revised February 3 & March 12, 2014

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TABLES 6.a, 6.b, 6.c, & 6.d: FREQUENCY OF TRAIN DELAYS BY CONTROL AND LINE
April 2014

| DELAY CONTROL | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM | |
|-----------------------------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|---------------|-----------|-----------|------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | | |
| Controllable | 114 | 13 | 5 | 12 | 4 | 25 | 9 | 4 | 43 | 21 | 7 | 8 | 10 | 275 | 50% |
| Semi-controllable | 43 | 0 | 0 | 0 | 1 | 4 | 19 | 14 | 16 | 13 | 2 | 3 | 20 | 135 | 25% |
| Uncontrollable | 23 | 9 | 6 | 8 | 4 | 3 | 7 | 0 | 20 | 1 | 29 | 11 | 18 | 139 | 25% |
| TOTAL TRAINS DELAYED | 180 | 22 | 11 | 20 | 9 | 32 | 35 | 18 | 79 | 35 | 38 | 22 | 48 | 549 | 100% |

April - Average Over Previous Two Years: 2012-2013

| DELAY CONTROL | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM | |
|-----------------------------|-------------|-------------|------------|-------------|------------|-------------|-------------|-------------|-------------|-------------|---------------|-------------|-------------|--------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | | |
| Controllable | 30.5 | 20.5 | 5.5 | 12.5 | 0.0 | 39.0 | 19.0 | 26.5 | 23.0 | 7.0 | 18.0 | 12.0 | 19.5 | 233.0 | 38% |
| Semi-controllable | 7.5 | 0.0 | 0.0 | 0.0 | 2.0 | 14.0 | 9.5 | 26.0 | 2.5 | 13.0 | 2.0 | 6.0 | 18.5 | 101.0 | 17% |
| Uncontrollable | 54.0 | 23.0 | 3.5 | 7.0 | 0.5 | 13.5 | 19.0 | 4.0 | 56.0 | 3.5 | 25.0 | 29.5 | 34.0 | 272.5 | 45% |
| TOTAL TRAINS DELAYED | 92.0 | 43.5 | 9.0 | 19.5 | 2.5 | 66.5 | 47.5 | 56.5 | 81.5 | 23.5 | 45.0 | 47.5 | 72.0 | 606.5 | 100% |

April 2014 Divergence From April Average Over Previous Two Years

| DELAY CONTROL | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM | |
|-----------------------------|-------------|--------------|------------|------------|------------|--------------|--------------|--------------|-------------|-------------|---------------|--------------|--------------|--------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | | |
| Controllable | 83.5 | -7.5 | -0.5 | -0.5 | 4.0 | -14.0 | -10.0 | -22.5 | 20.0 | 14.0 | -11.0 | -4.0 | -9.5 | 42.0 | -73% |
| Semi-controllable | 35.5 | 0.0 | 0.0 | 0.0 | -1.0 | -10.0 | 9.5 | -12.0 | 13.5 | 0.0 | 0.0 | -3.0 | 1.5 | 34.0 | -59% |
| Uncontrollable | -31.0 | -14.0 | 2.5 | 1.0 | 3.5 | -10.5 | -12.0 | -4.0 | -36.0 | -2.5 | 4.0 | -18.5 | -16.0 | -133.5 | 232% |
| TOTAL TRAINS DELAYED | 88.0 | -21.5 | 2.0 | 0.5 | 6.5 | -34.5 | -12.5 | -38.5 | -2.5 | 11.5 | -7.0 | -25.5 | -24.0 | -57.5 | 100% |

January-April 2014

| DELAY CONTROL | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM | |
|-----------------------------|--------------|------------|------------|------------|-----------|------------|------------|------------|------------|------------|---------------|------------|------------|--------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | | |
| Controllable | 387 | 68 | 30 | 51 | 24 | 364 | 137 | 81 | 241 | 71 | 87 | 82 | 143 | 1,766 | 31% |
| Semi-controllable | 224 | 0 | 0 | 0 | 33 | 111 | 96 | 101 | 43 | 100 | 12 | 22 | 73 | 815 | 14% |
| Uncontrollable | 464 | 265 | 85 | 127 | 23 | 369 | 301 | 83 | 450 | 73 | 259 | 320 | 240 | 3,059 | 54% |
| TOTAL TRAINS DELAYED | 1,075 | 333 | 115 | 178 | 80 | 844 | 534 | 265 | 734 | 244 | 358 | 424 | 456 | 5,640 | 100% |

Data for current month is final (05/13/14) version from TOPS.

P:\ONTIME\report\DelaysByControl.xls>LastMonthRespByLine

05/13/2014

TABLE 7: NUMBER OF DELAYS BY DATE
April 2014

| WEEKDAY | 1 | 2 | 3 | 4 | 7 | 8 | 9 | 10 | 11 | 14 | 15 | 16 | 17 | 18 | 21 | 22 | 23 | 24 | 25 | 28 | 29 | 30 | TOTAL |
|-----------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|
| | Tu | We | Th | Fr | Mo | Tu | We | Th | Fr | Mo | Tu | We | Th | Fr | Mo | Tu | We | Th | Fr | Mo | Tu | We | |
| BNSF | 5 | 24 | 1 | 10 | 1 | 2 | 2 | 9 | 4 | 1 | 31 | 13 | 17 | 5 | 2 | 12 | 10 | 2 | 3 | 3 | 5 | 3 | 165 |
| Elec -ML | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 4 | 0 | 11 |
| -BI | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 10 |
| -SC | 0 | 1 | 0 | 3 | 1 | 0 | 0 | 0 | 3 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 2 | 0 | 15 |
| Heritage | 0 | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 9 |
| Milw -N | 2 | 0 | 6 | 1 | 5 | 0 | 0 | 0 | 2 | 0 | 3 | 1 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 25 |
| -W | 0 | 4 | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 4 | 4 | 1 | 4 | 0 | 2 | 0 | 0 | 4 | 2 | 0 | 0 | 0 | 30 |
| NCS | 1 | 0 | 1 | 0 | 3 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 3 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 18 |
| RI | 1 | 0 | 2 | 2 | 6 | 7 | 1 | 4 | 4 | 0 | 2 | 1 | 2 | 2 | 6 | 8 | 2 | 3 | 2 | 4 | 0 | 0 | 59 |
| SWS | 1 | 2 | 0 | 0 | 4 | 1 | 3 | 0 | 0 | 3 | 3 | 6 | 2 | 1 | 1 | 0 | 3 | 0 | 0 | 5 | 0 | 0 | 35 |
| UP -N | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 2 | 2 | 0 | 9 | 0 | 2 | 15 | 1 | 0 | 1 | 1 | 37 |
| -NW | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 5 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 5 | 1 | 2 | 1 | 0 | 0 | 0 | 21 |
| -W | 4 | 1 | 0 | 0 | 1 | 2 | 13 | 1 | 1 | 0 | 0 | 0 | 1 | 4 | 2 | 4 | 0 | 0 | 4 | 0 | 5 | 1 | 44 |
| SYSTEM | 15 | 34 | 13 | 16 | 24 | 16 | 25 | 25 | 17 | 9 | 44 | 27 | 34 | 18 | 25 | 30 | 19 | 30 | 15 | 16 | 20 | 7 | 479 |

| SATURDAY | 5 | 12 | 19 | 26 | TOTAL | SUNDAY/HOLIDAY | 6 | 13 | 20 | 27 | TOTAL |
|-----------------|----|----|----|----|-------|-----------------|----|----|----|----|-------|
| BNSF | 6 | 4 | 0 | 1 | 11 | BNSF | 4 | 0 | 0 | 0 | 4 |
| Elec -ML | 0 | 1 | 0 | 0 | 1 | Elec -ML | 3 | 1 | 1 | 5 | 10 |
| -BI | 0 | 1 | 0 | 0 | 1 | -BI | - | - | - | - | 0 |
| -SC | 0 | 1 | 0 | 1 | 2 | -SC | 2 | 1 | 0 | 0 | 3 |
| Heritage | - | - | - | - | - | Heritage | - | - | - | - | 0 |
| Milw -N | 4 | 2 | 0 | 0 | 6 | Milw -N | 0 | 0 | 1 | 0 | 1 |
| -W | 1 | 3 | 0 | 0 | 4 | -W | 1 | 0 | 0 | 0 | 1 |
| NCS | - | - | - | - | - | NCS | - | - | - | - | 0 |
| RI | 5 | 7 | 3 | 0 | 15 | RI | 0 | 3 | 1 | 1 | 5 |
| SWS | 0 | 0 | 0 | 0 | 0 | SWS | - | - | - | - | 0 |
| UP -N | 0 | 0 | 0 | 1 | 1 | UP -N | 0 | 0 | 0 | 0 | 0 |
| -NW | 0 | 0 | 0 | 0 | 0 | -NW | 0 | 0 | 1 | 0 | 1 |
| -W | 0 | 1 | 2 | 1 | 4 | -W | 0 | 0 | 0 | 0 | 0 |
| SYSTEM | 16 | 20 | 5 | 4 | 45 | SYSTEM | 10 | 5 | 4 | 6 | 25 |

Data is final (05/13/14) version from TOPS.

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

April 2014

| 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 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 8 |
| <i>Freight Interference - Peak</i> | 23 | 0 | 0 | 0 | 1 | 2 | 4 | 5 | 7 | 3 | 0 | 0 | 7 | 52 |
| <i>Freight Interference - Off-Peak</i> | 25 | 0 | 0 | 0 | 0 | 2 | 15 | 8 | 7 | 13 | 2 | 3 | 13 | 88 |
| Freight Interference - Total | 48 | 0 | 0 | 0 | 1 | 4 | 19 | 13 | 14 | 16 | 2 | 3 | 20 | 140 |
| Accident | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 9 | 11 |
| Passenger Loading | 2 | 4 | 3 | 5 | 0 | 1 | 0 | 0 | 10 | 0 | 1 | 1 | 2 | 29 |
| Lift Deployment | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 0 | 1 | 1 | 1 | 10 |
| Obstruction/Debris | 12 | 0 | 0 | 1 | 4 | 1 | 1 | 0 | 2 | 1 | 11 | 8 | 3 | 44 |
| Signal/Switch Failure | 14 | 2 | 2 | 1 | 0 | 6 | 3 | 4 | 8 | 0 | 2 | 1 | 4 | 47 |
| Track Work | 32 | 7 | 0 | 7 | 0 | 2 | 5 | 1 | 22 | 0 | 2 | 0 | 0 | 78 |
| Catenary Failure | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Non-Locomotive Equipment Failure | 6 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 5 | 0 | 15 |
| Locomotive Failure | 6 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 6 | 11 | 0 | 0 | 3 | 33 |
| Human Error | 47 | 0 | 2 | 3 | 3 | 5 | 1 | 0 | 9 | 7 | 2 | 2 | 0 | 81 |
| Sick, Injured, Unruly Passenger | 6 | 4 | 1 | 2 | 0 | 0 | 2 | 0 | 3 | 0 | 1 | 1 | 3 | 23 |
| Weather | 3 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Other | 1 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | 14 | 0 | 1 | 21 |
| TOTAL TRAINS DELAYED | 180 | 22 | 11 | 20 | 9 | 32 | 35 | 18 | 79 | 35 | 38 | 22 | 48 | 549 |

April - Average Over Previous Five Years: 2009-2013

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|-------------|-------------|-------------|-------------|------------|-------------|-------------|-------------|-------------|-------------|---------------|-------------|-------------|--------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 2.2 | 0.4 | 0.2 | 0.2 | 0.0 | 3.0 | 1.0 | 1.4 | 4.2 | 0.8 | 0.6 | 1.2 | 0.2 | 15.4 |
| <i>Freight Interference - Peak</i> | 3.8 | 0.0 | 0.0 | 0.0 | 2.6 | 2.4 | 0.8 | 9.0 | 0.8 | 1.6 | 0.0 | 2.4 | 2.8 | 26.2 |
| <i>Freight Interference - Off-Peak</i> | 5.8 | 0.0 | 0.0 | 0.0 | 0.0 | 8.8 | 5.2 | 11.8 | 3.2 | 9.2 | 1.2 | 2.2 | 13.4 | 60.8 |
| Freight Interference - Total | 9.6 | 0.0 | 0.0 | 0.0 | 2.6 | 11.2 | 6.0 | 20.8 | 4.0 | 10.8 | 1.2 | 4.6 | 16.2 | 87.0 |
| Accident | 4.4 | 0.8 | 1.8 | 0.0 | 0.0 | 0.0 | 2.6 | 0.6 | 5.4 | 0.0 | 3.6 | 4.4 | 4.4 | 28.0 |
| Passenger Loading | 2.6 | 6.8 | 1.4 | 3.6 | 0.0 | 0.6 | 1.6 | 0.4 | 8.8 | 0.0 | 9.2 | 1.6 | 5.0 | 41.6 |
| Lift Deployment | 1.6 | 0.2 | 0.0 | 0.0 | 0.0 | 0.8 | 1.0 | 0.0 | 3.2 | 0.6 | 1.4 | 0.6 | 3.4 | 12.8 |
| Obstruction/Debris | 8.4 | 2.2 | 0.6 | 2.6 | 0.0 | 5.2 | 2.4 | 0.6 | 6.4 | 0.2 | 1.2 | 2.8 | 2.4 | 35.0 |
| Signal/Switch Failure | 12.6 | 5.0 | 2.4 | 2.6 | 1.4 | 19.0 | 8.6 | 9.2 | 5.6 | 4.2 | 2.6 | 2.8 | 9.2 | 85.2 |
| Track Work | 7.2 | 3.2 | 1.2 | 2.6 | 0.0 | 6.8 | 2.2 | 4.0 | 6.0 | 0.2 | 8.8 | 2.6 | 6.8 | 51.6 |
| Catenary Failure | 0.0 | 1.4 | 0.2 | 2.4 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 4.0 |
| Non-Locomotive Equipment Failure | 1.8 | 6.6 | 3.8 | 3.4 | 0.0 | 0.2 | 0.6 | 0.0 | 2.0 | 0.2 | 0.4 | 0.4 | 0.6 | 20.0 |
| Locomotive Failure | 7.8 | 0.0 | 0.0 | 0.0 | 0.0 | 9.0 | 4.8 | 4.2 | 6.6 | 1.4 | 2.8 | 5.6 | 1.2 | 43.4 |
| Human Error | 4.4 | 2.8 | 0.6 | 3.0 | 0.4 | 4.4 | 2.4 | 1.0 | 4.0 | 3.8 | 7.0 | 4.2 | 2.6 | 40.6 |
| Sick, Injured, Unruly Passenger | 1.4 | 4.4 | 1.2 | 2.6 | 0.0 | 2.4 | 4.6 | 1.0 | 2.0 | 0.6 | 4.0 | 2.6 | 2.8 | 29.6 |
| Weather | 19.4 | 0.6 | 0.2 | 0.2 | 0.2 | 3.6 | 1.0 | 0.8 | 6.2 | 0.6 | 6.4 | 6.4 | 4.8 | 50.4 |
| Other | 2.0 | 1.6 | 0.6 | 1.2 | 0.0 | 3.2 | 2.0 | 0.0 | 0.8 | 1.6 | 1.2 | 1.2 | 4.6 | 20.0 |
| TOTAL TRAINS DELAYED | 85.4 | 36.0 | 14.2 | 24.4 | 4.6 | 69.4 | 40.8 | 44.0 | 65.2 | 25.0 | 50.4 | 41.0 | 64.2 | 564.6 |

April 2014 Divergence From April Average Over Previous Five Years

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|-------------|--------------|-------------|-------------|------------|--------------|-------------|--------------|-------------|-------------|---------------|--------------|--------------|--------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | -2.2 | -0.4 | -0.2 | -0.2 | 1.0 | 2.0 | -1.0 | -1.4 | -4.2 | -0.8 | -0.6 | -1.2 | 1.8 | -7.4 |
| <i>Freight Interference - Peak</i> | 19.2 | 0.0 | 0.0 | 0.0 | -1.6 | -0.4 | 3.2 | -4.0 | 6.2 | 1.4 | 0.0 | -2.4 | 4.2 | 25.8 |
| <i>Freight Interference - Off-Peak</i> | 19.2 | 0.0 | 0.0 | 0.0 | 0.0 | -6.8 | 9.8 | -3.8 | 3.8 | 3.8 | 0.8 | 0.8 | -0.4 | 27.2 |
| Freight Interference - Total | 38.4 | 0.0 | 0.0 | 0.0 | -1.6 | -7.2 | 13.0 | -7.8 | 10.0 | 5.2 | 0.8 | -1.6 | 3.8 | 53.0 |
| Accident | -4.4 | -0.8 | -1.8 | 0.0 | 0.0 | 0.0 | -1.6 | -0.6 | -5.4 | 0.0 | -2.6 | -4.4 | 4.6 | -17.0 |
| Passenger Loading | -0.6 | -2.8 | 1.6 | 1.4 | 0.0 | 0.4 | -1.6 | -0.4 | 1.2 | 0.0 | -8.2 | -0.6 | -3.0 | -12.6 |
| Lift Deployment | 1.4 | -0.2 | 0.0 | 0.0 | 0.0 | -0.8 | 0.0 | 0.0 | -0.2 | -0.6 | -0.4 | 0.4 | -2.4 | -2.8 |
| Obstruction/Debris | 3.6 | -2.2 | -0.6 | -1.6 | 4.0 | -4.2 | -1.4 | -0.6 | -4.4 | 0.8 | 9.8 | 5.2 | 0.6 | 9.0 |
| Signal/Switch Failure | 1.4 | -3.0 | -0.4 | -1.6 | -1.4 | -13.0 | -5.6 | -5.2 | 2.4 | -4.2 | -0.6 | -1.8 | -5.2 | -38.2 |
| Track Work | 24.8 | 3.8 | -1.2 | 4.4 | 0.0 | -4.8 | 2.8 | -3.0 | 16.0 | -0.2 | -6.8 | -2.6 | -6.8 | 26.4 |
| Catenary Failure | 0.0 | 0.6 | -0.2 | -1.4 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | -1.0 |
| Non-Locomotive Equipment Failure | 4.2 | -5.6 | -2.8 | -3.4 | 0.0 | -0.2 | -0.6 | 0.0 | -1.0 | -0.2 | 0.6 | 4.6 | -0.6 | -5.0 |
| Locomotive Failure | -1.8 | 0.0 | 0.0 | 0.0 | 0.0 | -2.0 | -4.8 | -4.2 | -0.6 | 9.6 | -2.8 | -5.6 | 1.8 | -10.4 |
| Human Error | 42.6 | -2.8 | 1.4 | 0.0 | 2.6 | 0.6 | -1.4 | -1.0 | 5.0 | 3.2 | -5.0 | -2.2 | -2.6 | 40.4 |
| Sick, Injured, Unruly Passenger | 4.6 | -0.4 | -0.2 | -0.6 | 0.0 | -2.4 | -2.6 | -1.0 | 1.0 | -0.6 | -3.0 | -1.6 | 0.2 | -6.6 |
| Weather | -16.4 | 0.4 | 1.8 | -0.2 | -0.2 | -3.6 | -1.0 | -0.8 | -6.2 | -0.6 | -6.4 | -6.4 | -4.8 | -44.4 |
| Other | -1.0 | -0.6 | -0.6 | -1.2 | 0.0 | -2.2 | 0.0 | 0.0 | 0.2 | -1.6 | 12.8 | -1.2 | -3.6 | 1.0 |
| TOTAL TRAINS DELAYED | 94.6 | -14.0 | -3.2 | -4.4 | 4.4 | -37.4 | -5.8 | -26.0 | 13.8 | 10.0 | -12.4 | -19.0 | -16.2 | -15.6 |

Data for current month is final (05/13/14) version from TOPS.

P:\ONTIME\report\DelaysByCause16Cats.xls>LastMonthByLine 05/13/2014

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-April 2014

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|--------------|------------|------------|------------|-----------|------------|------------|------------|------------|------------|---------------|------------|------------|--------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 3 | 1 | 0 | 1 | 5 | 65 | 11 | 6 | 10 | 2 | 1 | 5 | 16 | 126 |
| <i>Freight Interference - Peak</i> | <i>115</i> | <i>0</i> | <i>0</i> | <i>0</i> | <i>28</i> | <i>22</i> | <i>29</i> | <i>35</i> | <i>17</i> | <i>25</i> | <i>1</i> | <i>13</i> | <i>22</i> | <i>307</i> |
| <i>Freight Interference - Off-Peak</i> | <i>115</i> | <i>0</i> | <i>0</i> | <i>0</i> | <i>0</i> | <i>76</i> | <i>64</i> | <i>54</i> | <i>22</i> | <i>47</i> | <i>11</i> | <i>9</i> | <i>50</i> | <i>448</i> |
| Freight Interference - Total | 230 | 0 | 0 | 0 | 28 | 98 | 93 | 89 | 39 | 72 | 12 | 22 | 72 | 755 |
| Accident | 101 | 0 | 0 | 0 | 0 | 64 | 19 | 8 | 13 | 1 | 13 | 51 | 13 | 283 |
| Passenger Loading | 10 | 16 | 10 | 17 | 0 | 26 | 31 | 0 | 65 | 0 | 16 | 11 | 21 | 223 |
| Lift Deployment | 11 | 0 | 0 | 0 | 0 | 17 | 19 | 3 | 14 | 0 | 3 | 10 | 15 | 92 |
| Obstruction/Debris | 23 | 18 | 5 | 9 | 9 | 27 | 18 | 5 | 25 | 17 | 37 | 39 | 17 | 249 |
| Signal/Switch Failure | 96 | 14 | 11 | 11 | 7 | 123 | 43 | 36 | 80 | 40 | 12 | 13 | 44 | 530 |
| Track Work | 66 | 8 | 0 | 8 | 1 | 32 | 10 | 19 | 32 | 0 | 8 | 3 | 3 | 190 |
| Catenary Failure | 0 | 29 | 5 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 44 |
| Non-Locomotive Equipment Failure | 40 | 3 | 6 | 6 | 2 | 30 | 13 | 3 | 22 | 24 | 20 | 14 | 11 | 194 |
| Locomotive Failure | 30 | 0 | 0 | 0 | 0 | 83 | 44 | 16 | 71 | 15 | 36 | 24 | 26 | 345 |
| Human Error | 135 | 8 | 8 | 13 | 14 | 32 | 10 | 6 | 30 | 15 | 5 | 12 | 26 | 314 |
| Sick, Injured, Unruly Passenger | 15 | 15 | 3 | 9 | 1 | 9 | 15 | 1 | 13 | 1 | 6 | 20 | 11 | 119 |
| Weather | 304 | 215 | 67 | 92 | 13 | 219 | 198 | 69 | 310 | 50 | 165 | 192 | 153 | 2,047 |
| Other | 11 | 6 | 0 | 2 | 0 | 19 | 10 | 4 | 10 | 7 | 24 | 8 | 28 | 129 |
| TOTAL TRAINS DELAYED | 1,075 | 333 | 115 | 178 | 80 | 844 | 534 | 265 | 734 | 244 | 358 | 424 | 456 | 5,640 |

January-April - Average Over Previous Five Years: 2009-2013

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|--|--------------|--------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|---------------|--------------|--------------|----------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 11.4 | 9.2 | 2.6 | 2.6 | 2.0 | 25.4 | 7.2 | 6.0 | 8.4 | 5.0 | 8.6 | 4.8 | 4.8 | 98.0 |
| <i>Freight Interference - Peak</i> | <i>17.2</i> | <i>0.0</i> | <i>0.0</i> | <i>0.0</i> | <i>13.0</i> | <i>6.8</i> | <i>6.8</i> | <i>20.4</i> | <i>4.0</i> | <i>12.0</i> | <i>2.2</i> | <i>4.8</i> | <i>14.8</i> | <i>102.0</i> |
| <i>Freight Interference - Off-Peak</i> | <i>26.6</i> | <i>0.2</i> | <i>0.2</i> | <i>0.0</i> | <i>0.0</i> | <i>34.0</i> | <i>27.2</i> | <i>31.4</i> | <i>17.2</i> | <i>33.6</i> | <i>5.4</i> | <i>7.0</i> | <i>50.6</i> | <i>233.4</i> |
| Freight Interference - Total | 43.8 | 0.2 | 0.2 | 0.0 | 13.0 | 40.8 | 34.0 | 51.8 | 21.2 | 45.6 | 7.6 | 11.8 | 65.4 | 335.4 |
| Accident | 35.6 | 4.0 | 2.0 | 2.4 | 0.8 | 2.8 | 17.8 | 5.6 | 18.8 | 2.0 | 18.4 | 25.2 | 13.2 | 148.6 |
| Passenger Loading | 12.8 | 34.0 | 8.8 | 10.4 | 0.0 | 11.2 | 7.0 | 0.6 | 22.4 | 0.8 | 43.2 | 13.0 | 16.6 | 180.8 |
| Lift Deployment | 6.6 | 0.2 | 0.0 | 0.2 | 0.0 | 7.2 | 6.4 | 0.6 | 15.4 | 0.6 | 8.4 | 3.6 | 11.4 | 60.6 |
| Obstruction/Debris | 26.4 | 6.0 | 1.6 | 9.2 | 0.0 | 11.2 | 12.6 | 1.8 | 13.8 | 3.8 | 3.6 | 14.8 | 14.0 | 118.8 |
| Signal/Switch Failure | 86.4 | 30.2 | 11.4 | 8.8 | 10.8 | 75.2 | 48.0 | 27.4 | 27.8 | 30.2 | 20.8 | 24.2 | 31.0 | 432.2 |
| Track Work | 17.2 | 20.4 | 9.8 | 6.2 | 0.4 | 15.4 | 7.6 | 5.8 | 11.2 | 2.4 | 15.6 | 6.4 | 15.8 | 134.2 |
| Catenary Failure | 0.0 | 8.8 | 2.6 | 3.6 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 0.0 | 15.2 |
| Non-Locomotive Equipment Failure | 8.0 | 14.2 | 6.8 | 7.0 | 0.2 | 2.0 | 5.0 | 2.2 | 5.0 | 1.0 | 4.2 | 4.0 | 2.8 | 62.4 |
| Locomotive Failure | 37.2 | 0.6 | 0.2 | 0.0 | 0.8 | 46.2 | 24.4 | 11.8 | 25.4 | 4.6 | 14.8 | 24.4 | 12.4 | 202.8 |
| Human Error | 30.2 | 15.4 | 3.4 | 7.4 | 2.6 | 23.6 | 15.6 | 7.0 | 16.2 | 10.6 | 27.2 | 18.8 | 10.2 | 188.2 |
| Sick, Injured, Unruly Passenger | 8.6 | 23.6 | 3.6 | 9.0 | 0.0 | 10.4 | 12.4 | 1.4 | 9.2 | 1.0 | 16.6 | 10.6 | 11.4 | 117.8 |
| Weather | 83.4 | 38.2 | 7.8 | 14.8 | 3.8 | 58.2 | 41.6 | 12.4 | 49.6 | 15.0 | 59.4 | 46.8 | 48.4 | 479.4 |
| Other | 10.4 | 14.6 | 2.8 | 4.6 | 0.0 | 5.4 | 8.6 | 1.2 | 10.8 | 5.0 | 13.6 | 6.2 | 15.4 | 98.6 |
| TOTAL TRAINS DELAYED | 418.0 | 219.6 | 63.6 | 86.2 | 34.4 | 335.0 | 248.2 | 135.6 | 255.2 | 127.6 | 262.0 | 214.8 | 272.8 | 2,673.0 |

January-April 2014 Divergence From January-April 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 | -8.4 | -8.2 | -2.6 | -1.6 | 3.0 | 39.6 | 3.8 | 0.0 | 1.6 | -3.0 | -7.6 | 0.2 | 11.2 | 28.0 |
| <i>Freight Interference - Peak</i> | <i>97.8</i> | <i>0.0</i> | <i>0.0</i> | <i>0.0</i> | <i>15.0</i> | <i>15.2</i> | <i>22.2</i> | <i>14.6</i> | <i>13.0</i> | <i>13.0</i> | <i>-1.2</i> | <i>8.2</i> | <i>7.2</i> | <i>205.0</i> |
| <i>Freight Interference - Off-Peak</i> | <i>88.4</i> | <i>-0.2</i> | <i>-0.2</i> | <i>0.0</i> | <i>0.0</i> | <i>42.0</i> | <i>36.8</i> | <i>22.6</i> | <i>4.8</i> | <i>13.4</i> | <i>5.6</i> | <i>2.0</i> | <i>-0.6</i> | <i>214.6</i> |
| Freight Interference - Total | 186.2 | -0.2 | -0.2 | 0.0 | 15.0 | 57.2 | 59.0 | 37.2 | 17.8 | 26.4 | 4.4 | 10.2 | 6.6 | 419.6 |
| Accident | 65.4 | -4.0 | -2.0 | -2.4 | -0.8 | 61.2 | 1.2 | 2.4 | -5.8 | -1.0 | -5.4 | 25.8 | -0.2 | 134.4 |
| Passenger Loading | -2.8 | -18.0 | 1.2 | 6.6 | 0.0 | 14.8 | 24.0 | -0.6 | 42.6 | -0.8 | -27.2 | -2.0 | 4.4 | 42.2 |
| Lift Deployment | 4.4 | -0.2 | 0.0 | -0.2 | 0.0 | 9.8 | 12.6 | 2.4 | -1.4 | -0.6 | -5.4 | 6.4 | 3.6 | 31.4 |
| Obstruction/Debris | -3.4 | 12.0 | 3.4 | -0.2 | 9.0 | 15.8 | 5.4 | 3.2 | 11.2 | 13.2 | 33.4 | 24.2 | 3.0 | 130.2 |
| Signal/Switch Failure | 9.6 | -16.2 | -0.4 | 2.2 | -3.8 | 47.8 | -5.0 | 8.6 | 52.2 | 9.8 | -8.8 | -11.2 | 13.0 | 97.8 |
| Track Work | 48.8 | -12.4 | -9.8 | 1.8 | 0.6 | 16.6 | 2.4 | 13.2 | 20.8 | -2.4 | -7.6 | -3.4 | -12.8 | 55.8 |
| Catenary Failure | 0.0 | 20.2 | 2.4 | 6.4 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | -0.2 | 0.0 | 28.8 |
| Non-Locomotive Equipment Failure | 32.0 | -11.2 | -0.8 | -1.0 | 1.8 | 28.0 | 8.0 | 0.8 | 17.0 | 23.0 | 15.8 | 10.0 | 8.2 | 131.6 |
| Locomotive Failure | -7.2 | -0.6 | -0.2 | 0.0 | -0.8 | 36.8 | 19.6 | 4.2 | 45.6 | 10.4 | 21.2 | -0.4 | 13.6 | 142.2 |
| Human Error | 104.8 | -7.4 | 4.6 | 5.6 | 11.4 | 8.4 | -5.6 | -1.0 | 13.8 | 4.4 | -22.2 | -6.8 | 15.8 | 125.8 |
| Sick, Injured, Unruly Passenger | 6.4 | -8.6 | -0.6 | 0.0 | 1.0 | -1.4 | 2.6 | -0.4 | 3.8 | 0.0 | -10.6 | 9.4 | -0.4 | 1.2 |
| Weather | 220.6 | 176.8 | 59.2 | 77.2 | 9.2 | 160.8 | 156.4 | 56.6 | 260.4 | 35.0 | 105.6 | 145.2 | 104.6 | 1,567.6 |
| Other | 0.6 | -8.6 | -2.8 | -2.6 | 0.0 | 13.6 | 1.4 | 2.8 | -0.8 | 2.0 | 10.4 | 1.8 | 12.6 | 30.4 |
| TOTAL TRAINS DELAYED | 657.0 | 113.4 | 51.4 | 91.8 | 45.6 | 509.0 | 285.8 | 129.4 | 478.8 | 116.4 | 96.0 | 209.2 | 183.2 | 2,967.0 |

Data for current month is final (05/13/14) 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
2014**

| CAUSE CATEGORY | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan - Apr |
|--|--------------|--------------|------------|------------|-----|-----|-----|-----|-----|-----|-----|-----|-------------------|
| Passenger Train Interference | 38 | 58 | 22 | 8 | | | | | | | | | 126 2.2% |
| <i>Freight Interference - Peak</i> | 103 | 92 | 60 | 52 | | | | | | | | | 307 5.4% |
| <i>Freight Interference - Off-Peak</i> | 104 | 157 | 99 | 88 | | | | | | | | | 448 7.9% |
| Freight Interference - Total | 207 | 249 | 159 | 140 | | | | | | | | | 755 13.4% |
| Accident | 116 | 117 | 39 | 11 | | | | | | | | | 283 5.0% |
| Passenger Loading | 30 | 75 | 89 | 29 | | | | | | | | | 223 4.0% |
| Lift Deployment | 28 | 41 | 13 | 10 | | | | | | | | | 92 1.6% |
| Obstruction/Debris | 85 | 88 | 32 | 44 | | | | | | | | | 249 4.4% |
| Signal/Switch Failure | 190 | 181 | 112 | 47 | | | | | | | | | 530 9.4% |
| Track Work | 42 | 33 | 37 | 78 | | | | | | | | | 190 3.4% |
| Catenary Failure | 0 | 32 | 9 | 3 | | | | | | | | | 44 0.8% |
| Non-Locomotive Equipment Failure | 92 | 49 | 38 | 15 | | | | | | | | | 194 3.4% |
| Locomotive Failure | 97 | 125 | 90 | 33 | | | | | | | | | 345 6.1% |
| Human Error | 96 | 84 | 53 | 81 | | | | | | | | | 314 5.6% |
| Sick, Injured, Unruly Passenger | 27 | 38 | 31 | 23 | | | | | | | | | 119 2.1% |
| Weather | 1,431 | 487 | 123 | 6 | | | | | | | | | 2,047 36.3% |
| Other | 31 | 45 | 32 | 21 | | | | | | | | | 129 2.3% |
| TOTAL TRAINS DELAYED | 2,510 | 1,702 | 879 | 549 | | | | | | | | | 5,640 100% |

2013

| CAUSE CATEGORY | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan - Apr |
|--|------------|------------|------------|------------|------------|--------------|--------------|------------|------------|------------|------------|--------------|-------------------|
| Passenger Train Interference | 7 | 21 | 22 | 11 | 17 | 18 | 34 | 23 | 14 | 5 | 16 | 14 | 61 2.5% |
| <i>Freight Interference - Peak</i> | 13 | 11 | 11 | 16 | 28 | 23 | 19 | 14 | 13 | 31 | 42 | 100 | 51 2.1% |
| <i>Freight Interference - Off-Peak</i> | 42 | 73 | 56 | 58 | 70 | 92 | 60 | 66 | 58 | 77 | 104 | 97 | 229 9.2% |
| Freight Interference - Total | 55 | 84 | 67 | 74 | 98 | 115 | 79 | 80 | 71 | 108 | 146 | 197 | 280 11.3% |
| Accident | 23 | 1 | 78 | 56 | 31 | 29 | 93 | 23 | 25 | 55 | 71 | 90 | 158 6.4% |
| Passenger Loading | 24 | 27 | 54 | 39 | 67 | 232 | 291 | 165 | 65 | 44 | 42 | 88 | 144 5.8% |
| Lift Deployment | 12 | 6 | 19 | 8 | 9 | 25 | 19 | 19 | 22 | 23 | 11 | 32 | 45 1.8% |
| Obstruction/Debris | 22 | 20 | 23 | 30 | 24 | 39 | 33 | 14 | 28 | 76 | 32 | 50 | 95 3.8% |
| Signal/Switch Failure | 152 | 149 | 90 | 126 | 182 | 229 | 104 | 134 | 74 | 137 | 109 | 151 | 517 20.8% |
| Track Work | 22 | 6 | 14 | 45 | 63 | 82 | 100 | 66 | 75 | 112 | 58 | 21 | 87 3.5% |
| Catenary Failure | 0 | 0 | 2 | 7 | 1 | 0 | 79 | 37 | 4 | 33 | 0 | 6 | 9 0.4% |
| Non-Locomotive Equipment Failure | 19 | 12 | 16 | 11 | 13 | 15 | 18 | 23 | 7 | 13 | 72 | 15 | 58 2.3% |
| Locomotive Failure | 41 | 64 | 28 | 28 | 49 | 93 | 57 | 63 | 24 | 31 | 45 | 78 | 161 6.5% |
| Human Error | 52 | 92 | 56 | 51 | 80 | 57 | 82 | 44 | 61 | 29 | 38 | 112 | 251 10.1% |
| Sick, Injured, Unruly Passenger | 33 | 19 | 34 | 32 | 35 | 36 | 21 | 46 | 33 | 42 | 33 | 20 | 118 4.8% |
| Weather | 90 | 86 | 35 | 218 | 19 | 234 | 17 | 81 | 63 | 16 | 96 | 142 | 429 17.3% |
| Other | 11 | 32 | 19 | 8 | 22 | 36 | 24 | 22 | 19 | 11 | 30 | 29 | 70 2.8% |
| TOTAL TRAINS DELAYED | 563 | 619 | 557 | 744 | 710 | 1,240 | 1,051 | 840 | 585 | 735 | 799 | 1,045 | 2,483 100% |

2014 Divergence From 2013

| CAUSE CATEGORY | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan - Apr |
|--|--------------|--------------|------------|-------------|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| Passenger Train Interference | 31 | 37 | 0 | -3 | | | | | | | | | 65 -0.2% |
| <i>Freight Interference - Peak</i> | 90 | 81 | 49 | 36 | | | | | | | | | 256 3.4% |
| <i>Freight Interference - Off-Peak</i> | 62 | 84 | 43 | 30 | | | | | | | | | 219 -1.3% |
| Freight Interference - Total | 152 | 165 | 92 | 66 | | | | | | | | | 475 2.1% |
| Accident | 93 | 116 | -39 | -45 | | | | | | | | | 125 -1.3% |
| Passenger Loading | 6 | 48 | 35 | -10 | | | | | | | | | 79 -1.8% |
| Lift Deployment | 16 | 35 | -6 | 2 | | | | | | | | | 47 -0.2% |
| Obstruction/Debris | 63 | 68 | 9 | 14 | | | | | | | | | 154 0.6% |
| Signal/Switch Failure | 38 | 32 | 22 | -79 | | | | | | | | | 13 -11.4% |
| Track Work | 20 | 27 | 23 | 33 | | | | | | | | | 103 -0.1% |
| Catenary Failure | 0 | 32 | 7 | -4 | | | | | | | | | 35 0.4% |
| Non-Locomotive Equipment Failure | 73 | 37 | 22 | 4 | | | | | | | | | 136 1.1% |
| Locomotive Failure | 56 | 61 | 62 | 5 | | | | | | | | | 184 -0.4% |
| Human Error | 44 | -8 | -3 | 30 | | | | | | | | | 63 -4.5% |
| Sick, Injured, Unruly Passenger | -6 | 19 | -3 | -9 | | | | | | | | | 1 -2.6% |
| Weather | 1341 | 401 | 88 | -212 | | | | | | | | | 1618 19.0% |
| Other | 20 | 13 | 13 | 13 | | | | | | | | | 59 -0.5% |
| TOTAL TRAINS DELAYED | 1,947 | 1,083 | 322 | -195 | | | | | | | | | 3,157 |

Data for current month is final (05/13/14) version from TOPS.

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**TABLE 11: FREIGHT DELAYS
between May 2012 and April 2014**

| | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|---------------|------------|----------|----------|----------|-----------|------------|------------|------------|-----------|------------|---------------|-----------|------------|--------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| May-12 | 8 | 0 | 0 | 0 | 2 | 13 | 7 | 8 | 5 | 10 | 1 | 4 | 7 | 65 |
| Jun-12 | 13 | 0 | 0 | 0 | 1 | 6 | 14 | 6 | 8 | 9 | 0 | 6 | 18 | 81 |
| Jul-12 | 7 | 0 | 0 | 0 | 3 | 42 | 17 | 20 | 9 | 5 | 1 | 14 | 7 | 125 |
| Aug-12 | 16 | 0 | 0 | 0 | 1 | 16 | 9 | 4 | 7 | 6 | 1 | 1 | 7 | 68 |
| Sep-12 | 2 | 0 | 0 | 0 | 0 | 13 | 20 | 6 | 3 | 10 | 0 | 5 | 11 | 70 |
| Oct-12 | 10 | 0 | 0 | 0 | 2 | 10 | 13 | 12 | 8 | 9 | 0 | 16 | 11 | 91 |
| Nov-12 | 12 | 0 | 0 | 0 | 3 | 7 | 18 | 11 | 3 | 8 | 1 | 4 | 2 | 69 |
| Dec-12 | 5 | 0 | 0 | 0 | 2 | 15 | 10 | 12 | 2 | 8 | 0 | 4 | 8 | 66 |
| Jan-13 | 2 | 0 | 0 | 0 | 2 | 3 | 6 | 7 | 6 | 6 | 1 | 6 | 16 | 55 |
| Feb-13 | 7 | 0 | 0 | 0 | 0 | 9 | 18 | 18 | 5 | 6 | 3 | 7 | 11 | 84 |
| Mar-13 | 10 | 0 | 0 | 0 | 3 | 18 | 4 | 9 | 6 | 7 | 0 | 1 | 9 | 67 |
| Apr-13 | 8 | 0 | 0 | 0 | 1 | 9 | 7 | 18 | 3 | 4 | 2 | 7 | 15 | 74 |
| Total | 100 | 0 | 0 | 0 | 20 | 161 | 143 | 131 | 65 | 88 | 10 | 75 | 122 | 915 |
| May-13 | 15 | 0 | 0 | 0 | 2 | 9 | 9 | 6 | 3 | 8 | 4 | 8 | 34 | 98 |
| Jun-13 | 22 | 0 | 0 | 0 | 2 | 14 | 11 | 8 | 9 | 10 | 1 | 7 | 31 | 115 |
| Jul-13 | 8 | 0 | 0 | 0 | 2 | 14 | 14 | 11 | 5 | 4 | 1 | 13 | 7 | 79 |
| Aug-13 | 14 | 0 | 1 | 0 | 1 | 8 | 13 | 12 | 2 | 11 | 1 | 6 | 11 | 80 |
| Sep-13 | 9 | 0 | 0 | 0 | 2 | 11 | 19 | 8 | 2 | 4 | 0 | 6 | 10 | 71 |
| Oct-13 | 22 | 0 | 0 | 0 | 4 | 13 | 18 | 14 | 5 | 11 | 0 | 10 | 11 | 108 |
| Nov-13 | 28 | 0 | 0 | 0 | 1 | 8 | 22 | 15 | 22 | 21 | 0 | 4 | 25 | 146 |
| Dec-13 | 59 | 0 | 0 | 0 | 6 | 15 | 25 | 15 | 7 | 12 | 4 | 23 | 31 | 197 |
| Jan-14 | 86 | 0 | 0 | 0 | 9 | 28 | 16 | 16 | 8 | 30 | 0 | 3 | 11 | 207 |
| Feb-14 | 69 | 0 | 0 | 0 | 9 | 40 | 35 | 32 | 15 | 15 | 6 | 11 | 17 | 249 |
| Mar-14 | 27 | 0 | 0 | 0 | 9 | 26 | 23 | 28 | 2 | 11 | 4 | 5 | 24 | 159 |
| Apr-14 | 48 | 0 | 0 | 0 | 1 | 4 | 19 | 13 | 14 | 16 | 2 | 3 | 20 | 140 |
| Total | 407 | 0 | 1 | 0 | 48 | 190 | 224 | 178 | 94 | 153 | 23 | 99 | 232 | 1,649 |

Data for current month is final (05/13/14) version from TOPS.

**TABLES 12.a & 12.b: FREQUENCY OF LIFT-DEPLOYMENT TRAIN DELAYS BY LINE & MONTH
2014**

| LINE | 2014 | | | 2014 | | | 2014 | | | 2014 | | | Lift Delays YTD | % of All Delays YTD |
|--------------------------|-----------|-----------|-----------|-----------|-----|-----|------|-----|-----|------|-----|-----|-----------------|---------------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | |
| BNSF | 4 | 2 | 2 | 3 | | | | | | | | | 11 | 1.02% |
| Electric ML | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0.00% |
| Electric BI | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0.00% |
| Electric SC | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0.00% |
| HER | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0.00% |
| Milw N | 5 | 10 | 2 | 0 | | | | | | | | | 17 | 2.01% |
| Milw W | 8 | 5 | 5 | 1 | | | | | | | | | 19 | 3.56% |
| NCS | 0 | 3 | 0 | 0 | | | | | | | | | 3 | 1.13% |
| RI | 3 | 6 | 2 | 3 | | | | | | | | | 14 | 1.91% |
| SWS | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0.00% |
| UP N | 0 | 1 | 1 | 1 | | | | | | | | | 3 | 0.84% |
| UP NW | 3 | 6 | 0 | 1 | | | | | | | | | 10 | 2.36% |
| UP W | 5 | 8 | 1 | 1 | | | | | | | | | 15 | 3.29% |
| Total Lift Delays | 28 | 41 | 13 | 10 | | | | | | | | | 92 | 1.63% |
| ALL DELAYS | | | | | | | | | | | | | 5,640 | |

Data for current month is final (05/13/14) version from TOPS.

2013

| LINE | 2013 | | | 2013 | | | 2013 | | | 2013 | | | Lift Delays All Year | % of All Delays All Year |
|--------------------------|-----------|----------|-----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------|--------------------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | |
| BNSF | 2 | 1 | 3 | 2 | 0 | 2 | 2 | 5 | 0 | 7 | 2 | 3 | 29 | 1.99% |
| Electric ML | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0.13% |
| Electric BI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| Electric SC | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0.44% |
| HER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| Milw N | 1 | 0 | 5 | 1 | 1 | 2 | 1 | 0 | 5 | 3 | 0 | 9 | 28 | 2.37% |
| Milw W | 0 | 2 | 1 | 0 | 4 | 1 | 8 | 3 | 6 | 3 | 2 | 3 | 33 | 3.34% |
| NCS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 1 | 0 | 1 | 7 | 1.60% |
| RI | 4 | 1 | 2 | 3 | 2 | 7 | 3 | 6 | 3 | 3 | 5 | 1 | 40 | 4.31% |
| SWS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| UP N | 2 | 2 | 3 | 1 | 1 | 5 | 0 | 2 | 2 | 0 | 0 | 1 | 19 | 2.75% |
| UP NW | 0 | 0 | 3 | 0 | 1 | 3 | 4 | 1 | 0 | 2 | 0 | 7 | 21 | 2.06% |
| UP W | 3 | 0 | 1 | 1 | 0 | 5 | 1 | 1 | 1 | 4 | 1 | 7 | 25 | 2.64% |
| Total Lift Delays | 12 | 6 | 19 | 8 | 9 | 25 | 19 | 19 | 22 | 23 | 11 | 32 | 205 | 2.16% |
| ALL DELAYS | | | | | | | | | | | | | 9,488 | |

TABLE 13: FREQUENCY OF TRAIN DELAYS BY DURATION

April 2014

| Minutes | BNSF | Electric | | | Her | Milwaukee | | NCS | RI | SWS | UP | | | System |
|---|-------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Peak * | | | | | | | | | | | | | | |
| 6-10 | 45 | 1 | 4 | 3 | 2 | 6 | 6 | 5 | 12 | 4 | 6 | 4 | 12 | 110 |
| 11-15 | 22 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 3 | 2 | 4 | 2 | 2 | 39 |
| 16-20 | 8 | 1 | 0 | 0 | 1 | 2 | 1 | 1 | 3 | 4 | 1 | 1 | 1 | 24 |
| 21+ | 12 | 0 | 0 | 1 | 3 | 1 | 3 | 1 | 1 | 0 | 6 | 4 | 2 | 34 |
| Annulled | <u>3</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>2</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>2</u> | <u>1</u> | <u>2</u> | <u>0</u> | <u>1</u> | <u>12</u> |
| Sub-Total | 90 | 2 | 4 | 4 | 9 | 12 | 10 | 8 | 21 | 11 | 19 | 11 | 18 | 219 |
| Off-Peak ** | | | | | | | | | | | | | | |
| 6-10 | 46 | 16 | 6 | 13 | 0 | 8 | 16 | 4 | 36 | 9 | 4 | 2 | 8 | 168 |
| 11-15 | 13 | 4 | 1 | 0 | 0 | 6 | 3 | 1 | 14 | 4 | 6 | 4 | 2 | 58 |
| 16-20 | 10 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 6 | 4 | 1 | 3 | 11 | 41 |
| 21+ | 18 | 0 | 0 | 1 | 0 | 3 | 4 | 5 | 1 | 7 | 5 | 2 | 7 | 53 |
| Annulled | <u>3</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>1</u> | <u>0</u> | <u>3</u> | <u>0</u> | <u>2</u> | <u>10</u> |
| Sub-Total | 90 | 20 | 7 | 16 | 0 | 20 | 25 | 10 | 58 | 24 | 19 | 11 | 30 | 330 |
| April 2014 Total | | | | | | | | | | | | | | |
| 6-10 | 91 | 17 | 10 | 16 | 2 | 14 | 22 | 9 | 48 | 13 | 10 | 6 | 20 | 278 |
| 11-15 | 35 | 4 | 1 | 0 | 1 | 8 | 3 | 2 | 17 | 6 | 10 | 6 | 4 | 97 |
| 16-20 | 18 | 1 | 0 | 2 | 1 | 4 | 3 | 1 | 9 | 8 | 2 | 4 | 12 | 65 |
| 21+ | 30 | 0 | 0 | 2 | 3 | 4 | 7 | 6 | 2 | 7 | 11 | 6 | 9 | 87 |
| Annulled | <u>6</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>2</u> | <u>2</u> | <u>0</u> | <u>0</u> | <u>3</u> | <u>1</u> | <u>5</u> | <u>0</u> | <u>3</u> | <u>22</u> |
| TOTAL | 180 | 22 | 11 | 20 | 9 | 32 | 35 | 18 | 79 | 35 | 38 | 22 | 48 | 549 |
| 2014 Year-to-Date | | | | | | | | | | | | | | |
| 6-10 | 457 | 159 | 55 | 115 | 26 | 346 | 237 | 96 | 425 | 89 | 101 | 126 | 173 | 2,405 |
| 11-15 | 230 | 65 | 22 | 30 | 18 | 203 | 105 | 58 | 129 | 54 | 76 | 65 | 97 | 1,152 |
| 16-20 | 113 | 33 | 13 | 11 | 9 | 91 | 46 | 34 | 60 | 29 | 35 | 50 | 63 | 587 |
| 21+ | 210 | 64 | 22 | 17 | 24 | 168 | 115 | 71 | 98 | 58 | 121 | 164 | 103 | 1,235 |
| Annulled | <u>65</u> | <u>12</u> | <u>3</u> | <u>5</u> | <u>3</u> | <u>36</u> | <u>31</u> | <u>6</u> | <u>22</u> | <u>14</u> | <u>25</u> | <u>19</u> | <u>20</u> | <u>261</u> |
| TOTAL | 1,075 | 333 | 115 | 178 | 80 | 844 | 534 | 265 | 734 | 244 | 358 | 424 | 456 | 5,640 |
| PERCENT COMPOSITION OF DELAYS BY RANGE OF DURATION | | | | | | | | | | | | | | |
| Minutes | BNSF | Electric | | | Her | Milwaukee | | NCS | RI | SWS | UP | | | System |
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| April 2014 Total | | | | | | | | | | | | | | |
| 6-10 | 50.6% | 77.3% | 90.9% | 80.0% | 22.2% | 43.8% | 62.9% | 50.0% | 60.8% | 37.1% | 26.3% | 27.3% | 41.7% | 50.6% |
| 11-15 | 19.4% | 18.2% | 9.1% | 0.0% | 11.1% | 25.0% | 8.6% | 11.1% | 21.5% | 17.1% | 26.3% | 27.3% | 8.3% | 17.7% |
| 16-20 | 10.0% | 4.5% | 0.0% | 10.0% | 11.1% | 12.5% | 8.6% | 5.6% | 11.4% | 22.9% | 5.3% | 18.2% | 25.0% | 11.8% |
| 21+ | 16.7% | 0.0% | 0.0% | 10.0% | 33.3% | 12.5% | 20.0% | 33.3% | 2.5% | 20.0% | 28.9% | 27.3% | 18.8% | 15.8% |
| Annulled | <u>3.3%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>22.2%</u> | <u>6.3%</u> | <u>0.0%</u> | <u>0.0%</u> | <u>3.8%</u> | <u>2.9%</u> | <u>13.2%</u> | <u>0.0%</u> | <u>6.3%</u> | <u>4.0%</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% |
| 2014 Year-to-Date Delays By Duration | | | | | | | | | | | | | | |
| 6-10 | 42.5% | 47.7% | 47.8% | 64.6% | 32.5% | 41.0% | 44.4% | 36.2% | 57.9% | 36.5% | 28.2% | 29.7% | 37.9% | 42.6% |
| 11-15 | 21.4% | 19.5% | 19.1% | 16.9% | 22.5% | 24.1% | 19.7% | 21.9% | 17.6% | 22.1% | 21.2% | 15.3% | 21.3% | 20.4% |
| 16-20 | 10.5% | 9.9% | 11.3% | 6.2% | 11.3% | 10.8% | 8.6% | 12.8% | 8.2% | 11.9% | 9.8% | 11.8% | 13.8% | 10.4% |
| 21+ | 19.5% | 19.2% | 19.1% | 9.6% | 30.0% | 19.9% | 21.5% | 26.8% | 13.4% | 23.8% | 33.8% | 38.7% | 22.6% | 21.9% |
| Annulled | <u>6.0%</u> | <u>3.6%</u> | <u>2.6%</u> | <u>2.8%</u> | <u>3.8%</u> | <u>4.3%</u> | <u>5.8%</u> | <u>2.3%</u> | <u>3.0%</u> | <u>5.7%</u> | <u>7.0%</u> | <u>4.5%</u> | <u>4.4%</u> | <u>4.6%</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 (05/13/14) 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 | |
| April 2014 | | | | | | | | | | | | | | |
| Peak * | 13.9 | 12.0 | 7.3 | 10.8 | 27.0 | 11.6 | 14.8 | 12.3 | 11.6 | 12.8 | 24.3 | 32.6 | 14.8 | 15.7 |
| Off-Peak ** | 15.0 | 8.9 | 8.4 | 9.5 | -- | 15.2 | 14.8 | 26.8 | 10.3 | 20.5 | 22.7 | 19.5 | 21.2 | 15.2 |
| All | 14.5 | 9.1 | 8.0 | 9.8 | 27.0 | 13.9 | 14.8 | 20.3 | 10.6 | 18.2 | 23.5 | 26.1 | 18.8 | 15.4 |
| 2014 Year-to-Date | | | | | | | | | | | | | | |
| Peak * | 15.2 | 13.3 | 14.7 | 10.0 | 21.3 | 22.1 | 18.1 | 18.4 | 14.2 | 17.0 | 27.3 | 28.8 | 18.7 | 18.5 |
| Off-Peak ** | 16.9 | 16.0 | 16.1 | 11.7 | -- | 16.0 | 15.2 | 21.7 | 13.0 | 20.3 | 23.4 | 28.8 | 20.6 | 17.7 |
| All | 15.9 | 14.4 | 15.3 | 11.2 | 21.3 | 18.3 | 16.4 | 20.3 | 13.6 | 19.0 | 25.3 | 28.8 | 19.6 | 18.1 |

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 (05/13/14) version from TOPS.