COMMUTER RAIL SYSTEM

ON-TIME PERFORMANCE REPORT

March 2011

Division of Capital & Strategic Planning **April 2011**

COMMUTER RAIL ON-TIME PERFORMANCE
March 2011

This report presents an analysis of the March 2011 train delays as reported for Metra's eleven commuter rail lines. On-time is defined, for this analysis, as those trains arriving at their last station stop within five minutes of schedule. Trains that are six minutes or more behind schedule are regarded as late.

Table 1 presents the number of train delays by rail line and service period. During March 2011, Metra operated 17,985 scheduled trains, including 'extras'. 579 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 2006. Table 3 lists each train that was on time for less than 85% of its weekday runs in March 2011, in order of line, train, and dates delayed. The codes in the 'Delay Code' column of Table 3 are defined in Table 4 and shown sorted by delay-cause category in Table 5.

Table 6 provides a daily listing of the number of delays by line and branch for March 2011.

Table 7.a shows the frequency of train delays by delay-cause category and by line during March 2011. Table 7.b shows the average frequencies over the previous five Marchs, and Table 7.c shows the differences between Table 7.a and Table 7.b. There were 579 delays systemwide in March 2011, 40 more than the average over the previous five Marchs. Table 8.a shows delays from the beginning of the year through March 2011. Table 8.b shows the average frequencies through March of each of the previous five years, and Table 8.c shows the differences between Table 8.a and Table 8.b. Tables 9.a and 9.b display the systemwide frequency of train delays by cause and by month, for 2011 and 2010 respectively, and Table 9.c shows the difference between the two. From January through March of 2011, a total of 2,742 trains were delayed, compared to 1,619 trains delayed in the same three months of 2010.

Table 10 shows, by line and month, all train delays caused by freight operations over the past 24 months. In March 2011 freight operations delayed 125 trains systemwide, compared to 81 a year earlier. Tables 11.a and 11.b display the frequency of lift-deployment train delays by line and month, for 2011 and 2010 respectively. A total of 17 trains were delayed by lift deployment in March 2011.

A review of March 2011 late trains by duration of delay is shown in Table 12. The range with the greatest number of delays was, as usual, six-to-ten minutes, accounting for 55.1% of all late trains. Table 13 shows that the average length of delay was 15.8 minutes in March 2011. It should be noted that these averages relate only to reportable delays (i.e., trains late by six minutes or more).

TABLE 1: SCHEDULED AND DELAYED TRAINS, AND ON-TIME PERFORMANCE BY SERVICE PERIOD AND LINE
March 2011

	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	1,242	39	96.9%	920	18	98.0%	2,162	57	97.4%	114	2	98.2%	72	2	97.2%	2,348	61	97.4%
Elec -ML	1,035	19	98.2%	782	32	95.9%	1,817	51	97.2%	184	3	98.4%	80	6	92.5%	2,081	60	97.1%
-BI	322	3	99.1%	529	5	99.1%	851	8	99.1%	120	0	100.0%		--		971	8	99.2%
-SC	391	6	98.5%	851	10	98.8%	1,242	16	98.7%	192	2	99.0%	80	0	100.0%	1,514	18	98.8%
Subtotal	1,748	28	98.4%	2,162	47	97.8%	3,910	75	98.1%	496	5	99.0%	160	6	96.3%	4,566	86	98.1%
Heritage	138	8	94.2%		--		138	8	94.2%		--			--		138	8	94.2%
Milw -N	575	20	96.5%	805	35	95.7%	1,380	55	96.0%	96	10	89.6%	80	2	97.5%	1,556	67	95.7%
-W	621	10	98.4%	713	20	97.2%	1,334	30	97.8%	96	8	91.7%	72	1	98.6%	1,502	39	97.4%
Subtotal	1,196	30	97.5%	1,518	55	96.4%	2,714	85	96.9%	192	18	90.6%	152	3	98.0%	3,058	106	96.5%
NCS	253	16	93.7%	253	17	93.3%	506	33	93.5%		--			--		506	33	93.5%
RI	828	13	98.4%	737	22	97.0%	1,565	35	97.8%	80	3	96.3%	64	1	98.4%	1,709	39	97.7%
SWS	253	9	96.4%	437	17	96.1%	690	26	96.2%	24	1	95.8%		--		714	27	96.2%
UP -N	690	37	94.6%	920	40	95.7%	1,610	77	95.2%	104	8	92.3%	72	6	91.7%	1,786	91	94.9%
-NW	759	21	97.2%	736	6	99.2%	1,495	27	98.2%	96	4	95.8%	60	3	95.0%	1,651	34	97.9%
-W	621	23	96.3%	736	60	91.8%	1,357	83	93.9%	80	9	88.8%	72	2	97.2%	1,509	94	93.8%
Subtotal	2,070	81	96.1%	2,392	106	95.6%	4,462	187	95.8%	280	21	92.5%	204	11	94.6%	4,946	219	95.6%
SYSTEM	7,728	224	97.1%	8,419	282	96.7%	16,147	506	96.9%	1,186	50	95.8%	652	23	96.5%	17,985	579	96.8%

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

Delays data for most recent month is final (04/19/11) version from TOPS.

P:\ONTIME\report\[Delays&TrainsByServPeriod.xls]OTPbyServPeriod&Line 04/19/11

TABLE 2: ON-TIME PERFORMANCE BY LINE/BRANCH

LINE	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN-MAR	AVG
BNSF	**2006**	96.9	96.4	96.4	97.7	96.2	93.4	97.4	95.0	96.2	93.7	90.2	91.4	96.5%	95.0%
	2007	96.4	86.8	96.3	96.8	98.2	96.0	97.4	94.5	97.8	95.9	96.1	96.6	93.4%	95.8%
	2008	92.9	94.3	97.0	98.2	97.0	94.3	94.8	94.6	92.8	92.8	94.2	89.9	94.7%	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	92.4%	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	97.2%	95.2%
	2011	96.2	89.6	97.4										94.6%	94.6%
2006-2010 average		93.9	93.8	96.7	97.0	96.3	92.7	95.8	94.0	95.9	93.4	94.5	93.9	94.8%	94.8%
Electric	**2006**	99.3	98.6	98.1	99.1	98.9	98.1	95.4	97.9	98.0	97.4	98.7	99.0	98.6%	98.2%
	2007	99.2	96.4	97.7	98.0	97.1	97.8	96.6	97.0	95.6	97.4	98.6	98.3	97.8%	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	97.9%	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	98.0%	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										97.4%	97.4%
2006-2010 average		97.8	98.0	98.4	98.5	98.4	97.1	97.2	97.6	97.4	97.8	98.1	96.9	98.1%	97.8%
Heritage	**2006**	94.4	94.2	92.8	92.5	95.5	92.4	91.7	90.6	90.0	92.4	92.9	95.0	93.8%	92.9%
	2007	98.5	80.0	90.2	89.1	87.1	92.1	90.1	89.1	97.4	92.8	96.8	90.8	89.8%	91.1%
	2008	93.9	89.7	83.3	87.2	89.7	92.9	91.7	86.5	88.2	89.1	93.0	78.6	89.1%	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	87.6%	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	91.5%	88.5%
	2011	92.1	77.2	94.2										88.4%	88.4%
2006-2010 average		91.8	89.8	89.5	91.8	90.8	90.6	91.2	89.7	89.9	89.8	92.8	87.2	90.4%	90.4%
Milw - N	**2006**	92.7	97.3	95.6	97.1	93.9	93.5	90.6	95.4	94.2	92.8	89.3	92.6	95.2%	93.7%
	2007	96.0	89.5	95.6	94.0	96.0	93.0	92.0	95.0	94.1	95.2	93.7	88.1	93.8%	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	95.1%	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	93.4%	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	95.5%	94.3%
	2011	92.9	85.3	95.7										91.6%	91.6%
2006-2010 average		93.4	94.6	95.8	95.4	93.9	93.5	93.1	94.5	95.8	94.9	93.2	91.1	94.6%	94.1%
Milw - W	**2006**	91.9	97.7	96.0	97.3	97.4	97.2	93.4	95.2	97.4	96.9	98.2	94.1	95.2%	96.0%
	2007	98.8	90.1	97.8	95.5	96.7	95.7	93.8	93.7	96.8	98.3	98.0	93.5	95.7%	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	96.1%	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	95.4%	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	96.5%	96.0%
	2011	96.0	87.2	97.4										93.8%	93.8%
2006-2010 average		94.8	95.3	97.1	97.5	97.2	96.2	95.4	94.9	97.8	97.4	97.3	94.1	95.8%	96.3%
NCS	**2006**	92.6	98.0	93.5	93.8	96.1	96.8	95.3	96.3	95.6	91.7	91.1	93.4	95.0%	94.5%
	2007	95.9	91.2	94.0	92.9	93.8	94.4	95.9	94.3	94.7	96.2	97.2	94.4	93.8%	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	93.3%	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	94.3%	93.2%
	2011	95.5	88.3	93.5										92.6%	92.6%
2006-2010 average		93.6	94.2	94.9	93.7	95.4	93.1	95.3	94.9	95.7	94.7	95.1	91.4	94.3%	94.3%

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

LINE	YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN-MAR	AVG
RI	**2006**	95.9	97.1	96.8	97.5	96.3	96.7	94.4	97.1	96.8	95.7	97.4	94.2	96.6%	96.3%
	2007	96.0	84.0	96.4	98.4	96.1	93.9	92.0	94.3	95.8	97.1	95.2	90.9	92.4%	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	95.2%	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	95.6%	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	96.6%	96.3%
	2011	97.8	89.5	97.7										95.2%	95.2%
2006-2010 average		95.2	94.2	96.3	97.8	97.0	95.5	95.1	96.4	96.3	95.6	96.4	92.7	95.3%	95.7%
SWS	**2006**	92.3	93.3	97.0	96.2	94.1	96.4	93.0	89.7	85.2	90.8	95.7	93.0	94.6%	93.1%
	2007	98.6	95.3	97.0	97.8	97.0	96.2	96.9	95.8	97.4	95.1	95.7	95.2	97.0%	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	95.0%	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	93.3%	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	95.1%	94.2%
	2011	95.1	89.7	96.2										93.9%	93.9%
2006-2010 average		93.4	95.0	96.4	96.3	95.2	95.0	95.3	94.1	94.6	92.4	95.3	93.0	95.0%	94.7%
UP - N	**2006**	98.5	98.1	98.8	97.0	99.5	98.3	95.6	95.8	97.8	98.7	96.7	96.6	98.5%	97.6%
	2007	98.0	92.8	97.9	98.5	97.4	93.9	93.5	89.8	96.8	97.6	96.8	92.6	96.3%	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	92.2%	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	95.4%	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	95.7%	95.0%
	2011	96.4	86.7	94.9										92.9%	92.9%
2006-2010 average		94.6	95.0	97.0	97.2	96.7	92.9	93.2	91.5	95.2	96.8	96.1	94.9	95.5%	95.1%
UP - NW	**2006**	97.9	98.6	98.5	98.0	99.1	98.4	98.0	96.3	97.3	96.5	96.6	96.9	98.3%	97.7%
	2007	95.8	91.8	97.1	97.7	98.0	97.2	96.5	93.2	95.7	98.0	95.2	95.2	95.0%	96.0%
	2008	91.9	91.8	97.1	96.5	96.8	95.5	95.1	97.1	96.9	96.9	94.5	91.7	93.6%	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	95.6%	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	97.1%	96.6%
	2011	97.0	89.4	97.9										95.0%	95.0%
2006-2010 average		94.8	95.4	97.5	97.6	97.1	96.5	96.2	95.3	96.6	96.5	95.6	95.1	95.9%	96.2%
UP - W	**2006**	91.7	93.7	96.0	94.2	94.2	95.6	96.1	94.8	95.1	96.0	94.9	93.8	93.9%	94.7%
	2007	95.9	91.5	93.6	96.5	94.7	93.7	95.6	90.7	93.2	96.6	95.5	91.0	93.8%	94.1%
	2008	95.2	90.4	93.7	94.5	96.9	95.4	95.3	94.5	93.0	91.0	93.0	91.6	93.1%	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	95.0%	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	97.1%	94.5%
	2011	93.5	87.3	93.8										91.7%	91.7%
2006-2010 average		94.3	93.9	95.4	95.7	95.5	94.0	94.6	93.3	94.4	94.8	95.2	92.7	94.6%	94.5%
SYSTEM (excluding South Shore)	**2006**	96.2	97.2	97.1	97.4	97.1	96.5	95.2	96.0	96.3	95.7	95.5	95.3	96.8%	96.3%
	2007	97.4	91.4	96.6	97.0	96.7	95.6	95.2	94.2	95.8	96.9	96.5	94.4	95.2%	95.7%
	2008	94.5	94.5	96.6	97.0	97.4	95.7	96.0	95.3	95.7	95.5	95.2	91.4	95.2%	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	95.3%	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										94.5%	94.5%
2006-2010 average		95.2	95.4	96.9	97.2	96.7	95.0	95.4	95.1	96.2	95.9	96.1	94.3	95.9%	95.8%

Delays data for most recent month is final (04/19/11) version from TOPS. P:\ONTIME\report\[Delays&TrainsByServPeriod.xls]OTPbyLine&Month 4/19/2011

'2006-2010 average' calculated by summing the delays over the five years, summing the trains run over the five years, and calculating their ratio.

TABLE 3: LIST OF WEEKDAY TRAINS LESS THAN 85% ON-TIME
March 2011

Line	Train	Date	Minutes Late	Delay Code	Delay Explanation
ELML	0124	Thu, Mar 10	7	CC	9" WAIT FOR #121 TO CLEAR, HW; 3" NO REASON GIVEN.
83% OT		Mon, Mar 21	17	CC	20 MIN. WAIT.
		Tue, Mar 22	10	CG	9" HW SINGLE TRACKING AROUND SIG DEPT; 3" MAKING LOCAL STOPS, PULLMAN-GRAND XING; 3" NO REASON GIVEN.
		Mon, Mar 28	10	CC	7" MEETING #121, HW (D2401-404); 4" MAKING OWN LOCAL STOPS; 4" NO REASON GIVEN.
ELML	0142	Fri, Mar 04	6	I	6" HEAVY ENTRAINING ENROUTE.
83% OT		Fri, Mar 11	6	I	6" PASSENGER LOADING PARADE
		Wed, Mar 16	6	I1	5" MEETING DELAYED #141, UNIVERSITY PK; 4" NO REASON GIVEN.
		Fri, Mar 18	6	I	5" HEAVY LOADING ENROUTE.
NCS	0116	Tue, Mar 01	15	RF	12" MEETING #107, SOUTH WHEELING; 3" UP FRT TRN INT, DEVAL; 3" UP PSGR TRN INT, TOWER A2.
83% OT		Mon, Mar 07	13	D	20" FRT TRN INT, JCT 19.
		Mon, Mar 14	20	D	2" RED SIG, ANTIOCH CY; 2" MET CN #335 (NO LOCATION); 12" MET CN #341, GRAYSLAKE; 2" UP PSGR TRN INT, DEVAL; 6" #2242 AHEAD FROM GALEWOOD.
		Thu, Mar 17	10	D1	15" WAITING FOR #107, WHEELING; 2" UP PSGR TRN INT, TWR A2.
NCS	0117	Mon, Mar 07	11	E1	12" MEETING DELAYED #118, JCT 16; 4" GX PROCEDURES, MAPLE ST.
83% OT		Thu, Mar 17	8	A	2" DOOR STUCK OPEN, ROSEMONT; 5" X-TRAFFIC, DEVAL; 2" MEETING DELAYED #120, RAM.
		Wed, Mar 23	8	D	8" SOUTHBOUND CN FREIGHT, LOMOND; 3" CROSS TRAFFIC, DEVAL.
		Wed, Mar 30	7	D1	2" UP PSGR TRN INT, DEVAL; 7" MEETING #120, RAM DELAYED BY FREIGHT
UPN	0335	Mon, Mar 14	6	E	6" ATS WAS CUT OUT DUE TO ATS PENALTY APPLICATION. OPERATED ON BLOCKS FROM HIGHLAND PK.
83% OT		Tue, Mar 15	8	S	8" RULE 6.30, GLENCOE AND EFFICIENCY TEST, WAUKEGAN.
		Wed, Mar 16	41	V	41" SWAPPED EQUIP W/623 (WHICH HAD B/O SPEEDOMETER IN CAB CAR),OTC/WAITIED FOR FOR #YCM07 TO TIE ON CAB CAR ONTO #623'S ORIG EQUIP
		Fri, Mar 18	172	M	1'52" STRUCK TRESPASSER, WILMETTE.
UPN	0347	Tue, Mar 08	6	A	6" #345 AHEAD.
83% OT		Wed, Mar 09	6	A	6" #345 AHEAD.
		Mon, Mar 21	10	G	10" CAD SYSTEM FAILURE, CY TOWER AND DELAYED #345 AHEAD.
		Tue, Mar 29	9	F1	9" DELAYED #345 AHEAD.
UPN	0352	Tue, Mar 01	12	J	12" MEDICAL EMERGENCY/PD ACTIVITY (DUE TO CHILDREN BEING LEFT ON TRN), EVANSTON/DAVIS.
83% OT		Fri, Mar 11	6	I	6" HEAVY ENTRAINING, GT LAKES & LK BLUFF & LK FOREST.
		Wed, Mar 16	7	G1	7" LATE TURN OF DELAYED #333.
		Fri, Mar 18	56	M1	56" HELD AT WK ACCT. M335 STRUCK TRESPASSER AHEAD AT WILMETTE.
UPN	0355	Fri, Mar 18	77	M1	1'17" M335 STRUCK TRESPASSER AHEAD AT WILMETTE. OPERATED ON MAIN TRACK #2 FROM RP TO WK.
83% OT		Mon, Mar 21	8	I	8" SLOW DETRAINING (RAVENSWOOD, ROGERS PK, EVANSTON/DAVIS & CENTRAL).
		Wed, Mar 23	8	AD	8" M351 & M353 YARDING, WAUKEGAN.
		Thu, Mar 24	6	AD	6" #351 & 353 AHEAD YARDING, WAUKEGAN.
UPN	0356	Mon, Mar 14	6	E1	6" LATE TURN OF DELAYED #335.
83% OT		Tue, Mar 15	12	S1	12" LATE TURN OF DELAYED #335.
		Wed, Mar 16	59	V1	41" LATE TURN OF DELAYED #335; 18" OPERATED AT REDUCED SPEED ACCT INACCURATE SPEEDOMETER REDADINGS OVER 40 MPH.
		Fri, Mar 18	120	M1	2'00" LATE ARRIVAL OF M335.
UPN	0360	Mon, Mar 07	15	J	15" SICK PSGR, INDIAN HILL.
83% OT		Fri, Mar 18	20	M1	20" LATE CREW ARRIVAL OF M351. HELD AT WK ACCT NORTHBOUND FLEETOPERATED ON MAIN TRACK #2 FROM RP TO WK ACCT M335'S TRESPASSER INCIDENT
		Fri, Mar 25	9	L	9" HELD WAITING FOR PD TO REMOVE TRESPASSER OFF INTERLOCKING, LAKE ST.
		Thu, Mar 31	10	U	10" HAD TO RESPOT TRAIN ACCT UNEVEN PLATFORM FOR ADA, KENILWORTH.

TABLE 3 (continued): LIST OF WEEKDAY TRAINS LESS THAN 85% ON-TIME
March 2011

Line	Train	Date	Minutes Late	Delay Code	Delay Explanation
UPN	0361	Tue, Mar 15	10	S1	10" "LATE DEPARTURE OUT OF (OTC) ACCT WAITING FOR #356 TO ARRIVE."
78% OT		Wed, Mar 16	8	J	8" HEAVY ENTRAINING, RAVENSWOOD-EVANSTON/CENTRAL AND "MISUNDER-STANDING (W/LK FOREST PD) OVER ALLEDGED REMOVAL OF UNRULY PSGR,"
		Thu, Mar 17	15	J	15" WAIT FOR POLICE TO REMOVE UNRULY PSGRS, LAKE FOREST.
		Fri, Mar 18	55	M1	55" M335 STRUCK TRESPASSER AHEAD AT WILMETTE. OPERATED ON MAIN TRACK #2 FROM RP TO WK.
		Mon, Mar 21	20	G	20" OEPRATED RESTRICTED SPEED, WK-HIGHLAND PK (POSSIBLE FALSE CLEAR, MP 22.1)
UPW	0030	Tue, Mar 15	7	U	7" FIVE ADAS ENROUTE.
83% OT		Mon, Mar 21	50	E	50" LOCO STOPPED LOADING, RIVER FOREST AND AGAIN AT TOWER A2. TRN #34 ULTIMATELY TIED ONTO TRN AND SHOVED TRN INTO OTC.
		Fri, Mar 25	0	RL	ANNULLED ACCT ENGR NO SHOW, LAFOX, NON CMS ERROR
		Wed, Mar 30	0	RL	ANNULLED. NO ENGINEER (OVERSLEPT). NON CMS ERROR
UPW	0034	Wed, Mar 16	8	I1	8" TWO ADAS ENROUTE AND DELAYED #32 AHEAD.
83% OT		Mon, Mar 21	34	E1	34" DISABLED #30 AHEAD, RIVER FOREST. FOLOWED SAME TO TWR A2, WHERE #30'S LOCO DIED AGAIN. TIED ONTO DISABLED #30 AND SHOVED TO OTC.
		Fri, Mar 25	16	RL	16" HELD FOR #32 ACCT #32 WAS FULL & MADE ALL STOPS INTO THE CITY ENROUTE.
		Wed, Mar 30	11	RL	6" WAITED FOR DELAYED #32 TO CLEAR, ELMHURST; 5" HEAVY ENTRAIN-ING (RIVER FOREST & OAK PK) AND PSGR TRN INT, TOWER A2.
UPW	0042	Thu, Mar 03	11	CC	16" FORM B, MP 33; FOLLOWING MSTPR-3, PARK.
83% OT		Tue, Mar 22	8	CC	13" FORM B/TWO ADAS ENROUTE.
		Fri, Mar 25	8	D	13" FRT AHEAD CBTWK23, ELMHURST.
		Tue, Mar 29	7	D	12" OPERATED ON THE "CENTER" (?) TRACK, GENEVA-ELMHURST (ACCT #MCBPR-27 & LPJ02-29 ON MT1).
UPW	0044	Thu, Mar 10	6	CC	11" FORM B ENROUTE; PSGRS ON WRONG SIDE, GENEVA; FTX TEST, TURNER.
83% OT		Fri, Mar 25	10	I	15" PSGRS ON WRONG SIDE, WINFIELD TO RIVER FOREST.
		Tue, Mar 29	7	D	12" OPERATED MT2, TURNER-PARK (#LPJ03-29 ON MT1) AND SLOW EN- TRAINING ENROUTE.
		Wed, Mar 30	11	I	5" ANNULLED #30'S EQUIP AHEAD, ELBURN; 6" MOW ENROUTE/HEAVY ENTRAINING, WHEATON-ELMHURST.
UPW	0052	Tue, Mar 01	6	S	6" EFFIECENCY TEST, TURNER; 5" NO REASON GIVEN.
78% OT		Thu, Mar 03	9	I1	7" LATE TURN OF #33, ELBURN; 7" RAN MT2, WINFIELD TO ELMHURST.
		Tue, Mar 15	21	D	26" OPERATED MT2, TURNER-PARK ACCT #MNPPR-12 (ON MT1) CLEARING INTO PROVISO.
		Fri, Mar 18	6	RF	11" WAITING FOR SIGNAL
		Wed, Mar 30	6	D	11" #IOJPRJ-30 AHEAD, VALE AND PSGR TRN INT, TOWER A2.
UPW	0056	Thu, Mar 03	31	D	31" RAN MT2, WINFIELD TO ELMHURST, MPRBC
74% OT		Fri, Mar 04	18	D	8" TRAIN CONTROL, KRESS TO WASHINGTON; FLAGGED, WASHINGTON. 10" CN XTRAFFIC
		Thu, Mar 10	9	I	9" SLOW ENTRAINING, WHEATON; RULE 6.30 ENROUTE; STUDENT ENGR ENROUTE.
		Fri, Mar 11	6	A	6" X-TRAFFIC, A2.
		Thu, Mar 17	8	G	8" SIGNAL FLASHING, TURNER; PSGRS ON WRONG SIDE, GENEVA.
		Tue, Mar 29	6	D	6" #MPRCB-29 AHEAD, PARK.
UPW	0071	Fri, Mar 04	28	D	28" MPRNP-4 AHEAD, VILLA PK TO W. CHICAGO.
70% OT		Fri, Mar 11	74	M1	74" HELD @ KEDZIE ACCT ZG1SC-10 STRUCK PED, MAYWOOD.
		Tue, Mar 15	25	D	25" DISABLED #AGBMI-15 (LOCO PROBS) AHEAD, KRESS.
		Fri, Mar 18	11	D	16" FREIGHT TRAIN MELNP-18 AHEAD, ELMHURST TO WINFIELD.
		Wed, Mar 23	10	D	10" MKDPRJ-23 AHEAD, KEDZIE.
		Thu, Mar 24	8	D	8"' WAIT FOR SIGNAL, 25TH. FREIGHT TRAIN INTERFERENCE
		Thu, Mar 31	8	D	8" MPRNP-31 AHEAD, KRESS TO ELBURN.

Data is final (04/19/11) version from TOPS.

P:\ONTIME\report\[WeekdayTrainsBelow85%_table.xls]PrintOriginal 04/19/2011

TABLE 4: DELAY CODES AND DEFINITIONS

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

11/07/07 version

P:\ONTIME\DownloadFromTOPS\[#Delay_ImportInstructions_&_Codes_07.xls]Incident Code Table 08/15/2008

TABLE 5: DELAY CODES SORTED BY CAUSE CATEGORY

CATEGORY Code	Definition
1	**PASSENGER TRAIN INTERFERENCE**
A1	Pass. Train Interference, Train Ahead
A	Passenger Train Interference
AA	Rule 9.9 Delayed in Block/Rule 6.30
AD	Non-Revenue Passenger Train Interference
AM	Amtrak Caused Delay
AS	NICTD Train Interference
P1	Late Equipment From Coach Yard, Train Ahead
P	Late Equipment From Coach Yard
XA	Train Annulled - Amtrak
2 & 3	**FREIGHT INTERFERENCE**
D1	Freight Train Interference, Train Ahead
D	Freight Train Interference
DD	Freight Dispatcher/Opr/Freight Train Error
XD	Train Annulled - Freight Interference
4	**ACCIDENT**
M1	Right of Way Accident/Misc., Train Ahead
M	Right of Way Accident/Misc.
XM	Train Annulled - Right of Way Accident/Misc.
5	**PASSENGER LOADING**
I1	Passenger Handling, Train Ahead
I	Passenger Handling, Running Time
IB	Passenger Handling, Bicycle
6	**LIFT DEPLOYMENT**
U1	Accessibility, Train Ahead
U	Accessibility Related (ADA)
UF	ADA Lift Failure
7	**OBSTRUCTION/DEBRIS**
K1	Obstruction On Tracks, Train Ahead
K	Obstruction On Tracks
KD	Obstruction On Tracks, Debris
KP	Suspicious Package(s)/Person(s)/Activity
XK	Train Annulled - Obstruction
8	**SIGNAL/SWITCH FAILURE**
G1	Signal/Switch Malfunction, Train Ahead
G	Signal/Switch Malfunction
GA	Signal/Switch Failure Amtrak
GX	Broken Gate Crossing
XG	Train Annulled - Signal Dept.
9	**TRACK WORK**
C1	M of W Work, Train Ahead
C	M of W Work
CA	Amtrak Engineering
CC	Scheduled Track Work
CF	M of W Caused Mechanical Malfunction
CG	Scheduled Signal Work
CH	Contractor Failure
10	**CATENARY FAILURE**
CO	Scheduled Wire Work
O1	AC/DC System Failure, Train Ahead
O	AC/DC System Failure
XO	Train Annulled - AC/DC Failure
11	**NON-LOCOMOTIVE EQUIPMENT FAILURE**
F1	Cab Car/TRL/MU Malfunction, Train Ahead
F	Cab Car/Trailer/MU Malfunction
FA	Amtrak Car Malfunction
XF	Train Annulled - B/O Car
12	**LOCOMOTIVE FAILURE**
E1	Locomotive Malfunction, Train Ahead
E	Locomotive Malfunction
EA	Amtrak Locomotive Malfunction
XE	Train Annulled - Engine Failure

CATEGORY Code	Definition
13	**HUMAN ERROR**
B1	Human Error, Eng. Dept. Train Ahead
B	Human Error, Eng. Dept.
BA	Amtrak Engineering Human Error
H1	Human Error, Mech. Dept., Train Ahead
H	Human Error, Mechanical Department
HS	Human Error, NICTD Mechanical Dept.
R1	Human Error, Transportation, Train Ahead
R	Human Error, Transportation
RA	Human Error, Amtrak Transportation
RD	Human Error, Metra Dispatcher
RF	Freight Dispatcher/Opr/Non-Freight Train Error
RL	Human Error, Job Action/Employee No Show
RO	Human Error, Metra Operator
RS	Human Error, NICTD Transportation
XB	Train Annulled - Engineering Dept.
XH	Train Annulled - Mechanical Dept.
XR	Train Annulled - Transportation Dept.
14	**SICK, INJURED, UNRULY PASSENGER**
J1	Passenger Problems/Removal Train Ahead
J	Passenger Problems/Removal
JA	Amtrak Passenger Problems/Removal
XJ	Train Annulled - Passenger Problem/Removal
15	**WEATHER**
AW	Pass. Train Interference, Weather
BW	Human Error, Eng. Dept. Weather
CW	M of W Work, Weather
DW	Freight Train Interference, Weather
EW	Locomotive Malfunction, Weather
FW	Cab Car/TRL/MU Malfunction, Weather
GW	Signal/Switch Malfunction Weather
HW	Human Error, Mech. Dept., Weather
IW	Passenger Handling, Weather
KW	Obstruction On Tracks, Weather
MW	Right of Way Accident/Misc., Weather
NW	ComEd Failure, Weather
OW	AC/DC System Failure, Weather
PW	Late Equipment From Coach Yard, Weather
RW	Human Error, Transportation, Weather
UW	Accessibility, Weather
WW	Gas Leak, Weather
16	**OTHER**
L1	Unauthorized People On Tracks, Train Ahead
L	Unauthorized People On Tracks/Near Miss
N1	ComEd Failure, Train Ahead
N	ComEd Failure
Q1	Late Issuance of Track Warrant, Train Ahead
Q	Late Issuance of Track Warrant
S1	Operational (Efficiency) Testing, Train Ahead
S	Operational (Efficiency) Testing
T1	Property Vandalism, Train Ahead
T	Property Vandalism
TG	Vandalism of Gates
V1	Mech. Prob., Nothing Found, Train Ahead
V	Mechanical Problem Reported, Nothing Found
W1	Gas Leak, Train Ahead
W	Gas Leak
XL	Train Annulled - Unauthorized People On Trk
XN	Train Annulled - ComEd Problem
XQ	Train Annulled - No Track Warrant
XT	Train Annulled - Vandalism
XV	Train Annulled - Mech. Problem, Nothing Found
XW	Train Annulled - Gas Leak

11/07/07 version

TABLE 6: NUMBER OF DELAYS BY DATE
March 2011

WEEKDAY	1	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	31	TOTAL
	Tu	We	Th	Fr	Mo	Tu	We	Th	Fr	Mo	Tu	We	Th	Fr	Mo	Tu	We	Th	Fr	Mo	Tu	We	Th	
BNSF	1	3	0	6	2	0	0	6	1	1	0	24	4	0	1	0	0	0	1	0	1	2	4	57
Elec -ML	2	0	0	3	0	1	0	1	1	3	0	4	3	1	3	2	1	1	4	2	5	14	0	51
-BI	0	0	0	0	0	0	0	0	0	0	1	0	3	1	0	0	0	0	0	0	0	3	0	8
-SC	1	0	0	0	0	1	0	1	0	1	0	2	3	0	0	2	0	1	0	0	2	2	0	16
Heritage	0	0	0	1	0	0	0	0	0	0	0	0	0	3	0	0	0	0	2	0	0	1	1	8
Milw -N	1	2	1	10	0	0	6	3	5	3	0	1	1	2	1	2	4	0	1	4	4	2	2	55
-W	2	1	0	1	3	1	0	1	3	3	0	3	0	1	0	0	2	3	1	0	3	2	0	30
NCS	1	1	0	0	5	1	2	0	3	4	1	1	4	0	0	2	3	0	1	1	2	1	0	33
RI	0	0	1	0	1	3	4	0	6	1	2	5	5	0	0	0	0	3	1	1	0	0	2	35
SWS	1	2	1	0	1	2	0	1	0	1	0	1	1	1	1	3	4	0	1	2	1	2	0	26
UP -N	7	0	0	3	3	1	1	0	1	3	4	7	2	24	6	7	1	3	1	0	1	1	1	77
-NW	0	0	0	0	3	0	0	0	0	6	0	7	0	1	0	0	0	3	0	1	1	0	5	27
-W	1	0	12	8	1	1	0	5	6	5	5	1	1	2	3	2	1	2	6	4	8	5	4	83
SYSTEM	17	9	15	32	19	11	13	18	26	31	13	56	27	36	15	20	16	16	19	15	28	35	19	506

SATURDAY	5	12	19	26	TOTAL
BNSF	1	0	1	0	2
Elec -ML	1	1	1	0	3
-BI	0	0	0	0	0
-SC	1	0	1	0	2
Heritage	-	-	-	-	-
Milw -N	3	4	2	1	10
-W	0	1	6	1	8
NCS	-	-	-	-	-
RI	1	2	0	0	3
SWS	1	0	0	0	1
UP -N	1	4	2	1	8
-NW	0	4	0	0	4
-W	1	2	2	4	9
SYSTEM	10	18	15	7	50

SUNDAY/HOLIDAY	6	13	20	27	TOTAL
BNSF	0	0	2	0	2
Elec -ML	1	5	0	0	6
-BI	-	-	-	-	-
-SC	0	0	0	0	0
Heritage	-	-	-	-	-
Milw -N	1	0	0	1	2
-W	0	0	1	0	1
NCS	-	-	-	-	-
RI	0	0	1	0	1
SWS	-	-	-	-	-
UP -N	1	2	3	0	6
-NW	0	1	2	0	3
-W	1	1	0	0	2
SYSTEM	4	9	9	1	23

Data is final (04/19/11) version from TOPS.

P:\ONTIME\report\[DelaysByDate.xls]DelaysByDate-Month 4/19/2011

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

March 2011

		Electric				Milw					Union Pacific			
CAUSE CATEGORY	**BNSF**	**ML**	**BI**	**SC**	**HER**	**N**	**W**	**NCS**	**RI**	**SWS**	**N**	**NW**	**W**	**SYSTEM**
Passenger Train Interference	0	3	1	0	1	10	0	2	2	2	4	0	5	30
Freight Interference - Peak	*16*	*0*	*0*	*0*	*4*	*2*	*2*	*8*	*0*	*3*	*0*	*0*	*3*	*38*
Freight Interference - Off-Peak	*7*	*0*	*0*	*0*	*0*	*10*	*9*	*8*	*3*	*10*	*2*	*2*	*36*	*87*
Freight Interference - Total	23	0	0	0	4	12	11	16	3	13	2	2	39	125
Accident	0	0	0	0	0	0	0	0	0	0	24	1	3	28
Passenger Loading	2	20	2	7	0	2	1	0	1	0	10	2	9	56
Lift Deployment	2	0	0	0	0	0	2	0	8	0	2	0	3	17
Obstruction/Debris	9	2	0	4	0	4	0	1	2	1	0	1	4	28
Signal/Switch Failure	1	11	3	0	2	16	13	5	3	6	12	7	2	81
Track Work	3	9	1	0	0	4	2	0	3	1	0	0	4	27
Catenary Failure	0	4	0	0	0	0	0	0	0	0	0	0	0	4
Non-Locomotive Equipment Failure	0	1	1	1	0	3	3	1	0	0	3	3	1	17
Locomotive Failure	4	0	0	0	1	5	0	5	11	0	2	0	4	32
Human Error	8	6	0	4	0	4	4	3	1	4	13	8	9	64
Sick, Injured, Unruly Passenger	5	4	0	2	0	5	3	0	0	0	13	3	3	38
Weather	1	0	0	0	0	0	0	0	1	0	0	0	0	2
Other	3	0	0	0	0	2	0	0	4	0	6	7	8	30
TOTAL TRAINS DELAYED	**61**	**60**	**8**	**18**	**8**	**67**	**39**	**33**	**39**	**27**	**91**	**34**	**94**	**579**

March - Average Over Previous Five Years: 2006-2010

		Electric				Milw					Union Pacific			
CAUSE CATEGORY	**BNSF**	**ML**	**BI**	**SC**	**HER**	**N**	**W**	**NCS**	**RI**	**SWS**	**N**	**NW**	**W**	**SYSTEM**
Passenger Train Interference	3	2	1	0	1	3	1	1	3	1	1	0	0	18
Freight Interference - Peak	*7*	*0*	*0*	*0*	*8*	*1*	*0*	*3*	*1*	*2*	*0*	*1*	*5*	*30*
Freight Interference - Off-Peak	*11*	*0*	*0*	*0*	*0*	*9*	*5*	*7*	*3*	*9*	*2*	*1*	*20*	*68*
Freight Interference - Total	18	0	0	0	8	10	5	10	4	11	2	2	26	97
Accident	4	2	0	1	0	0	5	0	7	1	1	2	0	23
Passenger Loading	2	3	1	3	0	5	4	1	13	0	15	6	6	59
Lift Deployment	1	0	0	0	0	2	2	0	4	0	2	1	1	14
Obstruction/Debris	3	2	1	4	0	1	2	0	2	1	1	5	4	25
Signal/Switch Failure	22	9	1	3	3	18	8	4	8	6	5	5	8	100
Track Work	3	3	1	2	0	5	1	1	1	2	2	0	2	24
Catenary Failure	0	1	0	2	0	0	0	0	0	0	0	0	0	4
Non-Locomotive Equipment Failure	1	3	1	2	0	1	1	0	2	0	1	0	1	13
Locomotive Failure	6	0	0	0	1	7	4	2	4	0	5	5	6	40
Human Error	6	6	2	4	0	2	3	1	6	2	4	8	2	48
Sick, Injured, Unruly Passenger	2	7	1	2	0	4	2	0	4	0	2	2	3	28
Weather	1	1	1	0	0	4	1	1	0	0	4	2	3	17
Other	2	1	1	1	0	1	2	2	5	0	5	3	5	28
TOTAL TRAINS DELAYED	**76**	**40**	**11**	**24**	**14**	**64**	**42**	**25**	**62**	**24**	**50**	**40**	**68**	**539**

March 2011 Divergence From March Average Over Previous Five Years

		Electric				Milw					Union Pacific			
CAUSE CATEGORY	**BNSF**	**ML**	**BI**	**SC**	**HER**	**N**	**W**	**NCS**	**RI**	**SWS**	**N**	**NW**	**W**	**SYSTEM**
Passenger Train Interference	-3	1	0	0	0	7	-1	1	-1	1	3	0	5	12
Freight Interference - Peak	*9*	*0*	*0*	*0*	*-4*	*1*	*2*	*5*	*-1*	*1*	*0*	*-1*	*-2*	*8*
Freight Interference - Off-Peak	*-4*	*0*	*0*	*0*	*0*	*1*	*4*	*1*	*0*	*1*	*0*	*1*	*16*	*19*
Freight Interference - Total	5	0	0	0	-4	2	6	6	-1	2	0	0	13	28
Accident	-4	-2	0	-1	0	0	-5	0	-7	-1	23	-1	3	5
Passenger Loading	0	17	1	4	0	-3	-3	-1	-12	0	-5	-4	3	-3
Lift Deployment	1	0	0	0	0	-2	0	0	4	0	0	-1	2	3
Obstruction/Debris	6	0	-1	0	0	3	-2	1	0	0	-1	-4	0	3
Signal/Switch Failure	-21	2	2	-3	-1	-2	5	1	-5	0	7	2	-6	-19
Track Work	0	6	0	-2	0	-1	1	-1	2	-1	-2	0	2	3
Catenary Failure	0	3	0	-2	0	0	0	0	0	0	0	0	0	0
Non-Locomotive Equipment Failure	-1	-2	0	-1	0	2	2	1	-2	0	2	3	0	4
Locomotive Failure	-2	0	0	0	0	-2	-4	3	7	0	-3	-5	-2	-8
Human Error	2	0	-2	0	0	2	1	2	-5	2	9	0	7	16
Sick, Injured, Unruly Passenger	3	-3	-1	0	0	1	1	0	-4	0	11	1	0	10
Weather	0	-1	-1	0	0	-4	-1	-1	1	0	-4	-2	-3	-15
Other	1	-1	-1	-1	0	1	-2	-2	-1	0	1	4	3	2
TOTAL TRAINS DELAYED	**-15**	**20**	**-3**	**-6**	**-6**	**3**	**-3**	**8**	**-23**	**3**	**41**	**-6**	**26**	**40**

Data for current month is final (04/19/11) version from TOPS.

P:\ONTIME\report\[DelaysByCause16Cats.xls]LastMonthByLine 04/19/2011

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

January-March 2011

		Electric				Milw					Union Pacific			
CAUSE CATEGORY	**BNSF**	**ML**	**BI**	**SC**	**HER**	**N**	**W**	**NCS**	**RI**	**SWS**	**N**	**NW**	**W**	**SYSTEM**
Passenger Train Interference	4	8	2	3	5	25	3	3	7	8	17	5	8	98
Freight Interference - Peak	*31*	*0*	*0*	*0*	*12*	*3*	*9*	*12*	*5*	*10*	*0*	*0*	*30*	*112*
Freight Interference - Off-Peak	*16*	*0*	*0*	*0*	*0*	*42*	*21*	*18*	*13*	*24*	*5*	*4*	*76*	*219*
Freight Interference - Total	47	0	0	0	12	45	30	30	18	34	5	4	106	331
Accident	7	0	0	5	0	1	46	6	0	0	52	3	19	139
Passenger Loading	8	40	5	10	0	15	2	0	5	1	38	5	10	139
Lift Deployment	10	0	0	0	0	3	8	0	15	0	12	0	11	59
Obstruction/Debris	13	2	1	6	0	5	6	1	8	4	3	13	29	91
Signal/Switch Failure	25	22	10	2	13	59	32	12	30	27	27	38	25	322
Track Work	9	10	1	0	0	8	7	5	3	2	7	3	13	68
Catenary Failure	0	14	3	0	0	0	0	0	0	0	0	0	0	17
Non-Locomotive Equipment Failure	0	8	5	5	0	6	10	1	3	0	9	3	3	53
Locomotive Failure	22	0	0	0	2	42	7	9	26	1	19	16	4	148
Human Error	26	22	0	5	5	27	5	7	5	11	27	13	16	169
Sick, Injured, Unruly Passenger	10	12	0	6	0	9	6	0	1	0	23	5	6	78
Weather	164	79	13	36	7	120	92	29	94	26	97	103	90	950
Other	3	2	1	0	0	2	7	0	12	6	17	19	11	80
TOTAL TRAINS DELAYED	**348**	**219**	**41**	**78**	**44**	**367**	**261**	**103**	**227**	**120**	**353**	**230**	**351**	**2,742**

January-March - Average Over Previous Five Years: 2006-2010

		Electric				Milw					Union Pacific			
CAUSE CATEGORY	**BNSF**	**ML**	**BI**	**SC**	**HER**	**N**	**W**	**NCS**	**RI**	**SWS**	**N**	**NW**	**W**	**SYSTEM**
Passenger Train Interference	11	11	4	2	1	17	10	5	6	3	9	4	6	89
Freight Interference - Peak	*24*	*0*	*0*	*0*	*16*	*4*	*5*	*10*	*5*	*9*	*3*	*3*	*17*	*96*
Freight Interference - Off-Peak	*32*	*0*	*0*	*0*	*0*	*23*	*17*	*15*	*15*	*25*	*5*	*8*	*58*	*199*
Freight Interference - Total	57	0	0	0	16	27	22	25	20	34	8	11	75	294
Accident	33	5	1	3	0	6	11	5	9	5	3	18	9	107
Passenger Loading	6	9	6	5	0	9	7	1	20	1	51	12	13	140
Lift Deployment	5	0	0	0	0	7	7	2	13	0	6	4	5	49
Obstruction/Debris	15	2	2	6	0	10	12	2	8	3	9	17	9	95
Signal/Switch Failure	94	26	5	7	9	44	34	17	29	22	17	25	29	359
Track Work	9	7	1	7	0	11	3	2	7	4	5	3	5	64
Catenary Failure	0	4	2	4	0	0	0	0	0	0	0	0	0	10
Non-Locomotive Equipment Failure	10	11	6	3	0	2	1	1	5	1	5	5	3	52
Locomotive Failure	22	1	0	0	1	25	19	4	14	3	6	15	12	123
Human Error	24	12	4	6	2	12	11	2	17	6	20	23	10	150
Sick, Injured, Unruly Passenger	10	14	2	4	0	8	6	0	13	0	8	5	7	78
Weather	40	33	10	10	5	48	30	9	54	11	55	40	38	382
Other	6	9	2	3	0	9	7	2	11	2	11	7	11	81
TOTAL TRAINS DELAYED	**340**	**144**	**45**	**60**	**37**	**236**	**179**	**77**	**227**	**94**	**213**	**190**	**232**	**2,073**

January-March 2011 Divergence From January-March Average Over Previous Five Years

		Electric				Milw					Union Pacific			
CAUSE CATEGORY	**BNSF**	**ML**	**BI**	**SC**	**HER**	**N**	**W**	**NCS**	**RI**	**SWS**	**N**	**NW**	**W**	**SYSTEM**
Passenger Train Interference	-7	-3	-2	1	4	8	-7	-2	1	5	8	1	2	9
Freight Interference - Peak	*7*	*0*	*0*	*0*	*-4*	*-1*	*4*	*2*	*0*	*1*	*-3*	*-3*	*13*	*16*
Freight Interference - Off-Peak	*-16*	*0*	*0*	*0*	*0*	*19*	*4*	*3*	*-2*	*-1*	*0*	*-4*	*18*	*20*
Freight Interference - Total	-10	0	0	0	-4	18	8	5	-2	0	-3	-7	31	37
Accident	-26	-5	-1	2	0	-5	35	1	-9	-5	49	-15	10	32
Passenger Loading	2	31	-1	5	0	6	-5	-1	-15	0	-13	-7	-3	-1
Lift Deployment	5	0	0	0	0	-4	1	-2	2	0	6	-4	6	10
Obstruction/Debris	-2	0	-1	0	0	-5	-6	-1	0	1	-6	-4	20	-4
Signal/Switch Failure	-69	-4	5	-5	4	15	-2	-5	1	5	10	13	-4	-37
Track Work	0	3	0	-7	0	-3	4	3	-4	-2	2	0	8	4
Catenary Failure	0	10	1	-4	0	0	0	0	0	0	0	0	0	7
Non-Locomotive Equipment Failure	-10	-3	-1	2	0	4	9	0	-2	-1	4	-2	0	1
Locomotive Failure	0	-1	0	0	1	17	-12	5	12	-2	13	1	-8	25
Human Error	2	10	-4	-1	3	15	-6	5	-12	5	7	-10	6	19
Sick, Injured, Unruly Passenger	0	-2	-2	2	0	1	0	0	-12	0	15	0	-1	0
Weather	124	46	3	26	2	72	62	20	40	15	42	63	52	568
Other	-3	-7	-1	-3	0	-7	0	-2	1	4	6	12	0	-1
TOTAL TRAINS DELAYED	**8**	**75**	**-4**	**18**	**7**	**131**	**82**	**26**	**0**	**26**	**140**	**40**	**119**	**669**

Data for current month is final (04/19/11) version from TOPS.

P:\ONTIME\report\[DelaysByCause16Cats.xls]YTDByLine 04/19/2011

TABLES 9.a, 9.b & 9.c: FREQUENCY OF TRAIN DELAYS BY CAUSE & MONTH

2011

CAUSE CATEGORY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan - Mar	
Passenger Train Interference	18	50	30										98	3.6%
Freight Interference - Peak	*35*	*39*	*38*										*112*	*4.1%*
Freight Interference - Off-Peak	*51*	*81*	*87*										*219*	*8.0%*
Freight Interference - Total	86	120	125										331	12.1%
Accident	52	59	28										139	5.1%
Passenger Loading	36	47	56										139	5.1%
Lift Deployment	18	24	17										59	2.2%
Obstruction/Debris	33	30	28										91	3.3%
Signal/Switch Failure	112	129	81										322	11.7%
Track Work	28	13	27										68	2.5%
Catenary Failure	9	4	4										17	0.6%
Non-Locomotive Equipment Failure	9	27	17										53	1.9%
Locomotive Failure	69	47	32										148	5.4%
Human Error	57	48	64										169	6.2%
Sick, Injured, Unruly Passenger	25	15	38										78	2.8%
Weather	33	915	2										950	34.6%
Other	18	32	30										80	2.9%
TOTAL TRAINS DELAYED	**603**	**1,560**	**579**										**2,742**	**100%**

2010

CAUSE CATEGORY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan - Mar	
Passenger Train Interference	43	43	18	18	29	40	13	34	21	27	31	36	104	6.4%
Freight Interference - Peak	*39*	*30*	*26*	*37*	*24*	*48*	*48*	*45*	*20*	*41*	*17*	*49*	*95*	*5.9%*
Freight Interference - Off-Peak	*49*	*61*	*55*	*59*	*43*	*76*	*77*	*81*	*58*	*66*	*45*	*89*	*165*	*10.2%*
Freight Interference - Total	88	91	81	96	67	124	125	126	78	107	62	138	260	16.1%
Accident	18	49	15	9	44	51	35	55	20	31	47	15	82	5.1%
Passenger Loading	47	34	62	55	85	159	160	148	96	44	57	85	143	8.8%
Lift Deployment	18	14	18	18	32	30	22	31	20	14	14	27	50	3.1%
Obstruction/Debris	29	13	28	42	25	36	34	15	20	42	50	41	70	4.3%
Signal/Switch Failure	85	63	118	87	123	150	126	90	105	115	111	154	266	16.4%
Track Work	14	9	31	45	120	84	92	70	54	64	48	58	54	3.3%
Catenary Failure	7	0	4	0	1	0	16	0	7	0	5	18	11	0.7%
Non-Locomotive Equipment Failure	18	10	16	50	14	33	19	34	33	11	14	18	44	2.7%
Locomotive Failure	12	50	46	37	62	72	80	58	22	72	71	32	108	6.7%
Human Error	54	33	32	29	45	71	37	67	27	43	54	53	119	7.4%
Sick, Injured, Unruly Passenger	14	32	57	22	28	38	50	42	24	34	36	22	103	6.4%
Weather	94	41	3	26	35	312	25	14	2	31	98	43	138	8.5%
Other	44	11	12	29	29	27	20	16	13	17	21	27	67	4.1%
TOTAL TRAINS DELAYED	**585**	**493**	**541**	**563**	**739**	**1,227**	**854**	**800**	**542**	**652**	**719**	**767**	**1,619**	**100%**

2011 Divergence From 2010

CAUSE CATEGORY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan - Mar	
Passenger Train Interference	-25	7	12										-6	-2.8%
Freight Interference - Peak	*-4*	*9*	*12*										*17*	*-1.8%*
Freight Interference - Off-Peak	*2*	*20*	*32*										*54*	*-2.2%*
Freight Interference - Total	-2	29	44										71	-4.0%
Accident	34	10	13										57	0.0%
Passenger Loading	-11	13	-6										-4	-3.8%
Lift Deployment	0	10	-1										9	-0.9%
Obstruction/Debris	4	17	0										21	-1.0%
Signal/Switch Failure	27	66	-37										56	-4.7%
Track Work	14	4	-4										14	-0.9%
Catenary Failure	2	4	0										6	-0.1%
Non-Locomotive Equipment Failure	-9	17	1										9	-0.8%
Locomotive Failure	57	-3	-14										40	-1.3%
Human Error	3	15	32										50	-1.2%
Sick, Injured, Unruly Passenger	11	-17	-19										-25	-3.5%
Weather	-61	874	-1										812	26.1%
Other	-26	21	18										13	-1.2%
TOTAL TRAINS DELAYED	18	1,067	38										1,123	

Data for current month is final (04/19/11) version from TOPS. P:\ONTIME\report\[DelaysByCause16Cats.xls]AllMonths 04/19/2011

TABLE 10: FREIGHT DELAYS
between April 2009 and March 2011

		Electric				Milw					Union Pacific			
	BNSF	ML	BI	SC	HER	N	W	NCS	RI	SWS	N	NW	W	SYSTEM
Apr-09	18	0	0	0	1	3	2	0	5	5	0	4	6	44
May-09	11	0	0	0	1	4	3	7	6	10	1	4	4	51
Jun-09	6	0	0	0	3	6	7	6	5	11	0	5	11	60
Jul-09	13	0	0	0	3	7	5	2	10	4	0	4	5	53
Aug-09	37	0	0	0	3	5	8	9	1	11	3	4	24	105
Sep-09	16	0	0	0	3	3	5	5	2	7	0	6	11	58
Oct-09	22	0	0	0	14	13	3	4	5	68	2	14	18	163
Nov-09	6	0	0	0	8	5	1	4	1	11	0	0	11	47
Dec-09	13	0	0	0	5	10	7	9	4	10	5	1	23	87
Jan-10	9	0	0	0	7	8	8	10	8	11	15	1	11	88
Feb-10	17	1	1	0	3	9	13	9	5	17	0	2	14	91
Mar-10	14	0	0	0	7	12	4	12	6	14	2	1	9	81
Total	182	1	1	0	58	85	66	77	58	179	28	46	147	928
Apr-10	13	0	0	0	7	17	4	26	5	8	2	4	10	96
May-10	21	0	0	0	3	8	3	8	3	9	0	2	10	67
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**
Total	176	0	0	0	60	156	96	148	72	198	18	33	297	1,254

Data for current month is final (04/19/11) version from TOPS.

P:\ONTIME\report\[DelaysByCause16Cats.xls]Freight- YTD, 2 yrs 04/19/2011

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

2011

LINE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Lift Delays YTD	% of All Delays YTD
BNSF	5	3	2										10	2.87%
Electric ML	0	0	0										0	0.00%
Electric BI	0	0	0										0	0.00%
Electric SC	0	0	0										0	0.00%
HER	0	0	0										0	0.00%
Milw N	1	2	0										3	0.82%
Milw W	0	6	2										8	3.07%
NCS	0	0	0										0	0.00%
RI	2	5	8										15	6.61%
SWS	0	0	0										0	0.00%
UP N	8	2	2										12	3.40%
UP NW	0	0	0										0	0.00%
UP W	2	6	3										11	3.13%
Total Lift Delays	**18**	**24**	**17**										**59**	**2.15%**
ALL DELAYS														**2,742**

Data for current month is final (04/19/11) version from TOPS.

2010

LINE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Lift Delays All Year	% of All Delays All Year
BNSF	1	2	2	2	5	7	2	5	3	1	1	8	39	3.08%
Electric ML	0	0	0	1	0	2	0	0	0	0	0	0	3	0.43%
Electric BI	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Electric SC	0	0	0	0	0	1	0	0	0	0	1	0	2	0.83%
HER	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Milw N	1	0	0	1	2	4	2	2	0	1	0	1	14	1.38%
Milw W	4	4	7	1	2	1	2	2	1	4	3	0	31	4.51%
NCS	1	0	0	0	0	0	0	0	0	0	0	0	1	0.26%
RI	6	4	4	3	8	5	9	5	9	4	5	12	74	10.39%
SWS	0	0	0	0	0	0	0	0	1	0	1	0	2	0.43%
UP N	4	1	4	1	1	4	5	9	1	1	0	2	33	3.25%
UP NW	0	3	0	1	7	3	1	4	3	2	1	4	29	4.51%
UP W	1	0	1	8	7	3	1	4	2	1	2	0	30	3.19%
Total Lift Delays	**18**	**14**	**18**	**18**	**32**	**30**	**22**	**31**	**20**	**14**	**14**	**27**	**258**	**3.04%**
ALL DELAYS														**8,482**

P:\ONTIME\report\[DelaysByCause16Cats.xls]LiftUseByLine&Month 04/19/2011

TABLE 12: FREQUENCY OF TRAIN DELAYS BY DURATION
March 2011

Minutes	BNSF	Electric			Her	Milwaukee		NCS	RI	SWS	UP			System
		ML	BI	SC		N	W				N	NW	W	
Peak *														
6-10	17	11	1	3	3	15	5	14	5	3	14	13	10	114
11-15	12	3	1	1	4	2	2	2	1	4	2	4	6	44
16-20	8	4	1	1	1	1	0	0	2	2	4	1	3	28
21+	1	1	0	1	0	2	3	0	2	0	17	1	2	30
Annulled	1	0	0	0	0	0	0	0	3	0	0	2	2	8
Sub-Total	39	19	3	6	8	20	10	16	13	9	37	21	23	224
Off-Peak **														
6-10	9	35	4	10	0	28	16	7	20	11	27	5	33	205
11-15	5	2	0	2	0	12	9	4	3	5	8	2	14	66
16-20	2	3	0	0	0	3	2	3	0	2	6	0	10	31
21+	5	1	1	0	0	4	2	3	3	0	13	6	14	52
Annulled	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Sub-Total	22	41	5	12	0	47	29	17	26	18	54	13	71	355
March 2011 Total														
6-10	26	46	5	13	3	43	21	21	25	14	41	18	43	319
11-15	17	5	1	3	4	14	11	6	4	9	10	6	20	110
16-20	10	7	1	1	1	4	2	3	2	4	10	1	13	59
21+	6	2	1	1	0	6	5	3	5	0	30	7	16	82
Annulled	2	0	0	0	0	0	0	0	3	0	0	2	2	9
TOTAL	61	60	8	18	8	67	39	33	39	27	91	34	94	579
2011 Year-to-Date														
6-10	136	142	24	49	20	148	95	45	126	52	140	68	127	1,172
11-15	71	31	8	7	11	85	61	21	40	28	58	39	59	519
16-20	42	18	5	6	6	37	38	14	19	12	31	26	42	296
21+	81	24	3	12	7	75	57	19	32	22	84	68	79	563
Annulled	18	4	1	4	0	22	10	4	10	6	40	29	44	192
TOTAL	348	219	41	78	44	367	261	103	227	120	353	230	351	2,742

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	
March 2011 Total														
6-10	42.6%	76.7%	62.5%	72.2%	37.5%	64.2%	53.8%	63.6%	64.1%	51.9%	45.1%	52.9%	45.7%	55.1%
11-15	27.9%	8.3%	12.5%	16.7%	50.0%	20.9%	28.2%	18.2%	10.3%	33.3%	11.0%	17.6%	21.3%	19.0%
16-20	16.4%	11.7%	12.5%	5.6%	12.5%	6.0%	5.1%	9.1%	5.1%	14.8%	11.0%	2.9%	13.8%	10.2%
21+	9.8%	3.3%	12.5%	5.6%	0.0%	9.0%	12.8%	9.1%	12.8%	0.0%	33.0%	20.6%	17.0%	14.2%
Annulled	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	5.9%	2.1%	1.6%
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%
2011 Year-to-Date Delays By Duration														
6-10	39.1%	64.8%	58.5%	62.8%	45.5%	40.3%	36.4%	43.7%	55.5%	43.3%	39.7%	29.6%	36.2%	42.7%
11-15	20.4%	14.2%	19.5%	9.0%	25.0%	23.2%	23.4%	20.4%	17.6%	23.3%	16.4%	17.0%	16.8%	18.9%
16-20	12.1%	8.2%	12.2%	7.7%	13.6%	10.1%	14.6%	13.6%	8.4%	10.0%	8.8%	11.3%	12.0%	10.8%
21+	23.3%	11.0%	7.3%	15.4%	15.9%	20.4%	21.8%	18.4%	14.1%	18.3%	23.8%	29.6%	22.5%	20.5%
Annulled	5.2%	1.8%	2.4%	5.1%	0.0%	6.0%	3.8%	3.9%	4.4%	5.0%	11.3%	12.6%	12.5%	7.0%
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 (04/19/11) version from TOPS.

P:\ONTIME\report\[DelaysByDuration.xls]FreqByDuration 4/19/2011

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

	BNSF	Electric			Her	Milwaukee		NCS	RI	SWS	UP			System
		ML	BI	SC		N	W				N	NW	W	
March 2011														
Peak *	12.5	11.3	12.7	14.8	12.0	11.8	17.8	8.2	16.2	11.8	41.8	10.5	13.6	17.4
Off-Peak **	17.1	8.6	10.4	7.8	--	12.2	12.0	15.8	15.5	10.2	23.1	19.5	15.4	14.8
All	14.2	9.4	11.3	10.1	12.0	12.1	13.5	12.1	15.7	10.7	30.7	14.2	15.0	15.8
2011 Year-to-Date														
Peak *	16.2	16.3	11.6	13.5	20.2	18.4	19.3	19.0	12.6	14.4	34.2	22.6	20.1	19.9
Off-Peak **	20.5	11.9	13.2	15.6	--	17.6	21.6	19.1	15.8	20.6	24.1	24.8	18.3	18.9
All	17.9	13.7	12.6	15.1	20.2	17.9	20.7	19.1	14.7	18.4	28.7	23.3	19.0	19.4

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 (04/19/11) version from TOPS.

P:\ONTIME\report\[DelaysByDuration.xls]MinutesByServPeriod 4/19/2011