

COMMUTER RAIL SYSTEM
ON-TIME PERFORMANCE REPORT

December 2014



COMMUTER RAIL ON-TIME PERFORMANCE

December 2014

This report presents an analysis of the December 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 December 2014, Metra operated 17,436 scheduled trains, including scheduled "extras", if any. 603 of these trains were delayed (late or annulled), representing an on-time performance rate of 96.5%. 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 December 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 December 2014. Of the 603 delays systemwide in December 2014, all but 278 (46%) were beyond Metra's control. Table 6.b shows the average frequencies over the previous two Decembers, and Table 6.c shows the differences between Table 6.a and Table 6.b., illustrating that in December 2014, 20 fewer delays than the average over the previous two Decembers were controllable. Table 6.d shows the delay-cause control frequencies since the beginning of the year. Of the 11,615 delays in 2014, all but 4,518 (39%) were beyond Metra's control.

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

Table 8.a shows the frequency of train delays by delay-cause category and by line during December 2014. Table 8.b shows the average frequencies over the previous five Decembers, and Table 8.c shows the differences between Table 8.a and Table 8.b. There were 603 delays systemwide in December 2014, 199 less than the average over the previous five Decembers. Table 9.a shows delays from the beginning of the year through December 2014. Table 9.b shows the average frequencies from the beginning of the year through December 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 December of 2014, a total of 11,615 trains were delayed, compared to 9,488 trains delayed in the same twelve months of 2013.

Table 11 shows, by line and month, all train delays caused by freight operations over the past 24 months. In December 2014 freight operations delayed 75 trains systemwide, compared to 197 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 16 trains were delayed by lift deployment in December 2014.

A review of December 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 44.6% of all late trains. Table 14 shows that the average length of delay was 19.2 minutes in December 2014. It should be noted that these averages relate only to reportable delays (i.e., trains late by six minutes or more).

Tables 15 to 19 report year-end statistics. Table 15 presents annual train delays and on-time performance by line. Table 16 displays the frequency of 2014 annual train delays by cause and by line. The top two causes for each line are highlighted. Annual system causes of delay for 2009 to 2014 are shown in Table 17. The annual frequencies of train delays by duration for the Metra system are shown in Table 18, and for each line in Table 19.

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.)

**TABLE 1: SCHEDULED AND DELAYED TRAINS, AND ON-TIME PERFORMANCE BY SERVICE PERIOD AND LINE
December 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 | 1,169 | 61 | 94.8% | 893 | 53 | 94.1% | 2,062 | 114 | 94.5% | 112 | 11 | 90.2% | 90 | 8 | 91.1% | 2,264 | 133 | 94.1% |
| Elec -ML | 981 | 16 | 98.4% | 757 | 11 | 98.5% | 1,738 | 27 | 98.4% | 184 | 0 | 100.0% | 101 | 4 | 96.0% | 2,023 | 31 | 98.5% |
| -BI | 308 | 7 | 97.7% | 506 | 4 | 99.2% | 814 | 11 | 98.6% | 120 | 1 | 99.2% | -- | -- | -- | 934 | 12 | 98.7% |
| -SC | <u>374</u> | <u>5</u> | 98.7% | <u>814</u> | <u>6</u> | 99.3% | <u>1,188</u> | <u>11</u> | 99.1% | <u>192</u> | <u>2</u> | 99.0% | <u>100</u> | <u>1</u> | 99.0% | <u>1,480</u> | <u>14</u> | 99.1% |
| Subtotal | 1,663 | 28 | 98.3% | 2,077 | 21 | 99.0% | 3,740 | 49 | 98.7% | 496 | 3 | 99.4% | 201 | 5 | 97.5% | 4,437 | 57 | 98.7% |
| Heritage | 130 | 2 | 98.5% | 2 | 0 | 100.0% | 132 | 2 | 98.5% | -- | -- | -- | -- | -- | -- | 132 | 2 | 98.5% |
| Milw -N | 545 | 31 | 94.3% | 775 | 56 | 92.8% | 1,320 | 87 | 93.4% | 96 | 8 | 91.7% | 100 | 4 | 96.0% | 1,516 | 99 | 93.5% |
| -W | <u>588</u> | <u>34</u> | 94.2% | <u>687</u> | <u>33</u> | 95.2% | <u>1,275</u> | <u>67</u> | 94.7% | <u>96</u> | <u>6</u> | 93.8% | <u>90</u> | <u>6</u> | 93.3% | <u>1,461</u> | <u>79</u> | 94.6% |
| Subtotal | 1,133 | 65 | 94.3% | 1,462 | 89 | 93.9% | 2,595 | 154 | 94.1% | 192 | 14 | 92.7% | 190 | 10 | 94.7% | 2,977 | 178 | 94.0% |
| NCS | 240 | 18 | 92.5% | 244 | 21 | 91.4% | 484 | 39 | 91.9% | -- | -- | -- | -- | -- | -- | 484 | 39 | 91.9% |
| RI | 783 | 10 | 98.7% | 731 | 12 | 98.4% | 1,514 | 22 | 98.5% | 80 | 1 | 98.8% | 80 | 0 | 100.0% | 1,674 | 23 | 98.6% |
| SWS | 242 | 6 | 97.5% | 418 | 17 | 95.9% | 660 | 23 | 96.5% | 24 | 3 | 87.5% | -- | -- | -- | 684 | 26 | 96.2% |
| UP -N | 646 | 7 | 98.9% | 886 | 7 | 99.2% | 1,532 | 14 | 99.1% | 104 | 5 | 95.2% | 90 | 10 | 88.9% | 1,726 | 29 | 98.3% |
| -NW | 710 | 26 | 96.3% | 710 | 15 | 97.9% | 1,420 | 41 | 97.1% | 96 | 10 | 89.6% | 75 | 9 | 88.0% | 1,591 | 60 | 96.2% |
| -W | <u>587</u> | <u>7</u> | 98.8% | <u>710</u> | <u>38</u> | 94.6% | <u>1,297</u> | <u>45</u> | 96.5% | <u>80</u> | <u>7</u> | 91.3% | <u>90</u> | <u>4</u> | 95.6% | <u>1,467</u> | <u>56</u> | 96.2% |
| Subtotal | 1,943 | 40 | 97.9% | 2,306 | 60 | 97.4% | 4,249 | 100 | 97.6% | 280 | 22 | 92.1% | 255 | 23 | 91.0% | 4,784 | 145 | 97.0% |
| SYSTEM | 7,303 | 230 | 96.9% | 8,133 | 273 | 96.6% | 15,436 | 503 | 96.7% | 1,184 | 54 | 95.4% | 816 | 46 | 94.4% | 17,436 | 603 | 96.5% |

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

Delays data for most recent month is final (01/20/15) version from TOPS.

P:\ONTIME\report\Delays&TrainsByServPeriod.xls\OTPhyServPeriod&Line 01/20/15

TABLE 2: ON-TIME PERFORMANCE BY LINE/BRANCH

| LINE | YEAR | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN-DEC | 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 | 93.6% | 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 | 95.2% | 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 | 92.9% | 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 | 96.0% | 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 | 94.5% | 94.5% |
| | 2014 | 78.6 | 84.6 | 95.6 | 92.0 | 82.2 | 82.0 | 94.1 | 91.4 | 94.1 | 92.2 | 95.2 | 94.1 | 89.7% | 89.7% |
| 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 | 94.5% | 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 | 97.5% | 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 | 97.8% | 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 | 96.8% | 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 | 97.3% | 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 | 97.2% | 97.2% |
| | 2014 | 93.7 | 95.3 | 97.7 | 98.8 | 98.3 | 97.4 | 96.7 | 98.1 | 98.7 | 98.4 | 98.6 | 98.7 | 97.5% | 97.5% |
| 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 | 97.3% | 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 | 90.8% | 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 | 88.5% | 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 | 86.2% | 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 | 95.6% | 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 | 96.4% | 96.4% |
| | 2014 | 79.5 | 75.8 | 88.1 | 93.2 | 92.1 | 94.4 | 94.7 | 93.7 | 92.1 | 97.8 | 96.5 | 98.5 | 91.4% | 91.4% |
| 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 | 91.5% | 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 | 94.9% | 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 | 94.3% | 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 | 89.6% | 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 | 93.8% | 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 | 93.3% | 93.3% |
| | 2014 | 73.1 | 81.9 | 89.5 | 97.9 | 95.1 | 91.1 | 96.0 | 95.2 | 95.5 | 96.2 | 95.4 | 93.5 | 91.7% | 91.7% |
| 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 | 93.2% | 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 | 97.1% | 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 | 96.0% | 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 | 93.0% | 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 | 94.7% | 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 | 94.2% | 94.2% |
| | 2014 | 84.8 | 88.4 | 91.4 | 97.6 | 95.9 | 92.2 | 94.0 | 93.5 | 96.7 | 95.5 | 97.7 | 94.6 | 93.5% | 93.5% |
| 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 | 95.0% | 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 | 94.8% | 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 | 93.2% | 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 | 91.1% | 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 | 92.4% | 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 | 92.2% | 92.2% |
| | 2014 | 76.0 | 81.1 | 88.5 | 96.3 | 88.5 | 89.2 | 94.0 | 88.5 | 95.2 | 90.9 | 97.8 | 91.9 | 89.9% | 89.9% |
| 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-DEC | 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 | 96.2% | 96.2% |
| | 2010 | 95.4 | 96.7 | 97.6 | 97.1 | 97.4 | 94.3 | 96.8 | 96.6 | 95.7 | 96.6 | 96.4 | 95.5 | 96.3% | 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 | 94.0% | 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 | 95.3% | 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 | 95.3% | 95.3% |
| | 2014 | 82.5 | 83.4 | 93.4 | 95.3 | 95.7 | 92.5 | 95.1 | 97.2 | 96.6 | 97.3 | 97.9 | 98.6 | 93.8% | 93.8% |
| 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 | 95.4% | 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 | 95.1% | 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 | 94.2% | 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 | 92.1% | 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 | 94.8% | 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 | 95.6% | 95.6% |
| | 2014 | 83.0 | 92.0 | 93.5 | 94.9 | 93.2 | 92.8 | 93.9 | 95.2 | 94.2 | 92.0 | 90.2 | 96.2 | 92.6% | 92.6% |
| 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 | 94.4% | 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 | 94.2% | 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 | 95.0% | 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 | 92.6% | 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 | 96.4% | 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 | 96.6% | 96.6% |
| | 2014 | 91.2 | 92.1 | 97.4 | 97.8 | 97.4 | 97.2 | 97.6 | 98.1 | 97.6 | 97.4 | 97.8 | 98.3 | 96.7% | 96.7% |
| 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 | 95.0% | 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 | 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 | 96.6% | 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 | 94.9% | 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 | 96.3% | 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 | 94.6% | 94.6% |
| | 2014 | 86.6 | 91.1 | 96.3 | 98.6 | 95.6 | 95.2 | 94.7 | 97.4 | 98.3 | 95.0 | 97.1 | 96.2 | 95.2% | 95.2% |
| 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 | 95.6% | 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 | 95.4% | 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 | 94.5% | 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 | 90.9% | 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 | 95.3% | 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 | 94.5% | 94.5% |
| | 2014 | 85.9 | 90.9 | 94.4 | 96.7 | 96.4 | 94.8 | 96.4 | 94.3 | 96.7 | 94.6 | 95.9 | 96.2 | 94.4% | 94.4% |
| 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 | 94.1% | 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 | 95.7% | 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 | 95.9% | 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 | 93.6% | 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 | 95.8% | 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 | 95.4% | 95.4% |
| | 2014 | 85.6 | 89.3 | 94.9 | 96.8 | 94.5 | 93.1 | 95.6 | 95.7 | 96.8 | 95.9 | 96.9 | 96.5 | 94.3% | 94.3% |
| 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 | 95.3% | 95.3% |

Delays data for most recent month is final (01/20/15) version from TOPS.

P:\ONTIME\report\Delays&TrainsByServPeriod.xls|OTPhyLine&Month 1/20/2015

'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
December 2014**

| Line | Train | Date | Minutes | Delay | Delay Explanation | |
|-------------|-------|---------------|------------------------------|-------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| | | | Late | Code | | |
| BNSF | 1269 | Thu, Dec 04 | 9 | GM1 | MULTIPLE ADA LIFTS, BOX 2 CROSSING MALFUNCTIONS WOLF RD AND MONROE ST | |
| | | 77% OT | Thu, Dec 11 | 14 | AM | LATE DEPARTURE DUE TO MISROUTE BY CUS |
| | | Mon, Dec 15 | 8 | C | 10MPH FORM A MP35.4 TO 35.5 | |
| | | Mon, Dec 22 | 68 | M1 | 1257 VEHICLE STRIKE MP15.29 | |
| | | Tue, Dec 23 | 8 | C | WAITING ON TRAFFIC AT CICERO B DUE TO 10MPH FORM A CICERO A 5", 2 ADA LIFTS 3" | |
| BNSF | 1270 | Mon, Dec 01 | 11 | D1 | DELAYED @ EOLA DUE QCHCSSE1 01A MT AT RT 59/SINGLE TRKING@EOLA/FREIGHT TRAFFIC | |
| | | 82% OT | Wed, Dec 03 | 10 | C | ROUTING AROUND MOW AND FORM A 8336 MP 6.4-6.6 10 MPH |
| | | Tue, Dec 16 | 11 | G | SWITCH FAILURE AT CICERO B | |
| | | Wed, Dec 31 | 8 | G1 | TRACK INDICATION MT1 EOLA | |
| BNSF | 1279 | Mon, Dec 01 | 10 | GM1 | FOLLOWING 1265 | |
| | | 77% OT | Tue, Dec 02 | 7 | AM | FOLLOWING AMTRAK 383 |
| | | Thu, Dec 11 | 11 | AM | DELAYED DUE TO MISROUTES @ CUS | |
| | | Tue, Dec 16 | 12 | UF | 1269 ADA LIFT FAILURE AT THE ATC | |
| | | Mon, Dec 22 | 76 | M1 | 1257 VEHICLE STRIKE MP15.29 | |
| BNSF | 1281 | Mon, Dec 01 | 10 | T1 | METX 112... NO POWER ABOVE NOTCH 6 / CAR 8409 AND 6192 EMERGENCY LIGHTS ON | |
| | | 82% OT | Wed, Dec 03 | 6 | E1 | FOLLOWING 1373 |
| | | Mon, Dec 22 | 0 | M1 | 1257 VEHICLE STRIKE MP15.29 | |
| | | Tue, Dec 23 | 7 | C | 10 MPH SLOW ORDER AT CICERO A | |
| BNSF | 1285 | Mon, Dec 01 | 10 | GM1 | DELAYED FOLLOWING 1373 / 2 BOX 2S ... MP 17.8 STOUGH ST / MP 30.18 RIVER RD | |
| | | 77% OT | Thu, Dec 04 | 8 | GM | BOX 2 CROSSING MALFUNCTIONS WOLF RD AND MONROE ST |
| | | Thu, Dec 11 | 10 | GM | DROPPED FLAGMAN @ FAIRVIEW BOX 2 - 1859 | |
| | | Mon, Dec 22 | 0 | M1 | 1257 VEHICLE STRIKE MP15.29 | |
| | | Tue, Dec 23 | 15 | C1 | LATE FLIP FROM 1255/1284 | |
| BNSF | 1287 | Mon, Dec 01 | 10 | GM1 | FOLLOWING 1285 | |
| | | 77% OT | Thu, Dec 04 | 9 | GM1 | WAITING ONLATE TRAINS AT ATC, BOX 2 CROSSING MALFUNCTIONS WOLF RD AND MONROE ST |
| | | Thu, Dec 11 | 6 | GM1 | BOX 2 FAIRVIEW AVE / FOLLOWING 1285 | |
| | | Mon, Dec 22 | 38 | M1 | 1257 VEHICLE STRIKE MP15.29 | |
| | | Tue, Dec 23 | 12 | C | WAITING ON 1285 TO SHOVE INTO HILLYARD | |
| BNSF | 1288 | Mon, Dec 15 | 16 | C1 | LATE TURN FROM 1243 DUE TO SPEED RESTRICTION. THEN HAD TO COPY FORM A. | |
| | | 77% OT | Fri, Dec 19 | 9 | VF | NO DOOR INDICATOR LIGHT IN HILLYAR, WAITING FOR 1247 AT WEST EOLA, NO PROBLEM FOUND ON DOWNLOAD |
| | | Mon, Dec 22 | 64 | M1 | 1257 VEHICLE STRIKE MP15.29 | |
| | | Tue, Dec 23 | 8 | C | WAITING ON 1284 TO CHANGE ENDS AT FVW DUE TO LATE ARRIVAL OF 1255 | |
| | | Wed, Dec 31 | 10 | I | HEAVY PASSENGER LOADING FOR NEW YEARS EVE | |
| BNSF | 1373 | Mon, Dec 01 | 8 | T | DELAYED DEPARTURE DUE TO LATE ARRIVAL OF EQUIPMENT.. PULLED CHERRY ON THE TRAIN | |
| | | 82% OT | Wed, Dec 03 | 7 | E | METX 187 EXPERIENCED MECHANICAL FAILURE @ HIGHLANDS |
| | | Thu, Dec 04 | 13 | GM1 | LATE FLIP FROM 1255/1284 AND RUNNING OUT OF SLOT | |
| | | Mon, Dec 22 | 0 | M1 | 1257 VEHICLE STRIKE MP15.29 | |
| MN | 2125 | Mon, Dec 01 | 11 | U | 3"ADA;2"STOP SIGNAL,MAYFAIR;1".MAYFAIR. | |
| | | 82% OT | Tue, Dec 02 | 10 | RF1 | 2" TRACK WORK; 2" ADA; 3" GLENVIEW; 4" LIFT STACK, 8" WAIT ON #2146 & MOVEMENT AUTHORITY, RONDOUT. |
| | | Fri, Dec 19 | 11 | A | 12" WAITING ON #2146 TO CLEAR, RONDOUT. | |
| Wed, Dec 31 | 12 | A1 | 12" WAIT FOR #2146, RONDOUT. | | | |
| MN | 2135 | Mon, Dec 01 | 8 | U | 5"2 ADA,LIBERTYVILLE;3"STOP SIGNAL,A-20. | |
| | | 73% OT | Tue, Dec 02 | 7 | JM | 5" MEDICAL PERSONAL TO REMOVE SICK, MEDICAL INCIDENT, GLENVIEW;5" 2 ADA'S. LIBERTYVILLE. |
| | | Tue, Dec 09 | 11 | U | 5" UNLOADING 2 ADA'S, LIBERTYVILLE;4"STOP SIGNAL,MORTON GROVE; 3"STOP SIGNAL,MAYFAIR. | |
| | | Wed, Dec 10 | 7 | AM | 4" FOLLOWING AMTK 339, GRAYLAND. 2" STOP SIGNAL, MAYFAIR. 3" ADA, LIBERTYVILLE. | |
| | | Thu, Dec 11 | 7 | U | 5" ADA'S, LIBERTYVILLE; 3" CROSS TRAFFIC, MAYFAIR. | |
| | | Mon, Dec 22 | 12 | G1 | 8" FOLLOWING #2133; 3" ADA, LIBERTYVILLE; 3" SN STOP SIGNAL. | |
| MN | 2151 | Mon, Dec 01 | 15 | J1 | 15"WAITING ON 2158,RONDOUT. | |
| | | 77% OT | Thu, Dec 04 | 6 | RF | 8" WAITING FOR SIGNAL NO RESPONSE, RONDOUT. |
| | | Fri, Dec 05 | 11 | RF1 | 8"WAITING ON #2158,RONDOUT;6"WAITING ON FREIGHT TRAIN TO CLEAR,CN. | |
| | | Tue, Dec 16 | 30 | RF1 | 30" WAITING ON #21598, RONDOUT. | |
| | | Mon, Dec 22 | 9 | G | 9" STOP SIGNAL, RESTRICTED SPEED, MAYFAIR. | |

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

| Line | Train | Date | Minutes | Delay | Delay Explanation | |
|------|-------|---------------|-------------|-------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| | | | Late | Code | | |
| MN | 2155 | Mon, Dec 01 | 26 | G | SIGNAL PROBLEMS MORTON GROVE | |
| | | 64% OT | Tue, Dec 02 | 25 | RF1 | 5" WAITING ON #2155, RONDOUT; 7" WAITING ON MOVEMENT AUTHORITY PER CREW, RONDOUT; 16" SWITCHES/SIGNAL SHUT DOWN PER CREW, CN XING. |
| | | | Wed, Dec 03 | 7 | RF | 11" WAITING ON SIGNAL, RONDOUT. |
| | | | Thu, Dec 11 | 6 | A1 | 8" WAITING ON #2160, RONDOUT. |
| | | | Mon, Dec 15 | 14 | RF1 | 18" MEETING #2160 AT RONDOUT ACCT LATE ORDERS FROM CP DISPATCH, FOX LAKE. |
| | | | Tue, Dec 16 | 14 | RF1 | 21" LATE TURN FROM #2158, CUS. |
| | | | Fri, Dec 19 | 8 | D | 9" FREIGHT, CN XING. |
| | | | Tue, Dec 23 | 11 | G1 | 13" WAITING ON #2160 TO CLEAR, RONDOUT. |
| MN | 2156 | Mon, Dec 01 | 25 | RF | 12"MOVEMENT AUTHORITY,FOX LAKE;10" STOP SIGNAL,E-LAKE FOREST. | |
| | | 77% OT | Thu, Dec 04 | 12 | RF | 9" WAITING ON MOVEMENT AUTHORITY, FOX LAKE; 2" PASSENGER LOADING. |
| | | | Fri, Dec 05 | 11 | RF | 10"WAITING ON MOVING AUTHORITY,FOX LAKE. |
| | | | Tue, Dec 16 | 12 | RF1 | 12" WAITING ON #120 WHO WAS WAITING FOR DISPATCHER MOVEMENT AUTHORITY. |
| | | | Mon, Dec 29 | 9 | A | 5" WAITING ON #2143 CREW,FOX LAKE;4"STOP CN FREIGHT-CROSS TRAFFIC,MAYFAIR. |
| MN | 2158 | Mon, Dec 01 | 10 | J1 | 13"WAITING ON A LATE 2149,GRAYSLAKE. | |
| | | 77% OT | Thu, Dec 04 | 8 | D | 10" FOLLOWING CP FREIGHT USED, MORTON GROVE-MAYFAIR; USED 1MT , MAYFAIR-A-6. |
| | | | Fri, Dec 05 | 7 | RF1 | 10" WAITING OF #2149,GREYSLAKE. |
| | | | Tue, Dec 16 | 30 | RF1 | 28" WAITING FOR OTHER TRAINS, GRAYSLAKE. |
| | | | Mon, Dec 29 | 6 | A | 10" WAITING FOR 2149, GRAYSLAKE. |
| MW | 2247 | Tue, Dec 02 | 27 | E | 27" AIR PROBLEMS WITH LOCO 199, USED CREW & EQUIPMENT FROM #2245 FOR #2252 @ BIG TIMBER. | |
| | | 82% OT | Wed, Dec 03 | 22 | D1 | 20" LATE TURN FROM #2246, CUS; 5" FOLLOWING #119. |
| | | | Tue, Dec 16 | 11 | I | 11" DETRAINING 2245/2247, ENROUTE. |
| | | | Fri, Dec 26 | 16 | R | 10" LATE DEPARTING FORGOT TO GET HIS TRAIN ORDERS, HE DIDN'T INFORM ME UNTIL HIS LEAVING TIME THEN TOOK THEIR TIME GETTING ON TRAIN, CUS. |
| NCS | 109 | Mon, Dec 01 | 10 | C | 2"STOP SIGNAL,CUS;1"15MPH,2.9-3.0;2"30MPH,17.82;2" DELAY STOP SIGNAL,DEVAL ;1" 30 MPH, 36.9-37.0; 1" XO 1-2-1 RAM | |
| | | 77% OT | Mon, Dec 08 | 11 | D1 | 14" FOLLOWING TRAINS #2225 & #2227 AHEAD. |
| | | | Thu, Dec 11 | 13 | CC | 13" STOP SIGNAL METRA CROSSING RESTRICTED SPEED;5" 2 ADA'S. |
| | | | Fri, Dec 12 | 85 | M | 85" STRUCK CAR, RT 83 IVANHOE RD. |
| | | | Mon, Dec 15 | 7 | A | 4" FOLLOWING #2227. ELMWOOD PK-B-12; 7" STOP SIGNAL, DEVAL; 2" ADA, VERNON HILLS. |
| NCS | 120 | Mon, Dec 01 | 26 | RF | 26" CP DISPATCHER ,ENROUTE. | |
| | | 73% OT | Tue, Dec 02 | 12 | RF | 15" WAITING FOR MOVEMENT AUTHORITY, GRAYSLAKE. |
| | | | Fri, Dec 12 | 57 | M1 | 57" LATE TURN FROM #113 CAME TO CUS BY THE WAY OF CN TO B-12. |
| | | | Tue, Dec 16 | 16 | RF1 | 16" LATE TURN FROM #113, ANTIOCH. |
| | | | Wed, Dec 24 | 6 | G | 6" STOP SIGNAL, RONDOUT. |
| | | | Tue, Dec 30 | 7 | A | 7"WAITING ON 2147,ENROUTE. |
| NCS | 121 | Mon, Dec 01 | 18 | RF1 | 22" LATE TURN FROM #120, CUS. | |
| | | 82% OT | Thu, Dec 11 | 9 | GM | 12" GATE MALFUNCTION, B-12; 4" DEVAL. |
| | | | Fri, Dec 12 | 63 | M1 | 63" LATE TURN FROM #120, CUS. |
| | | | Tue, Dec 16 | 29 | RF1 | 10"LATE TURN FROM #120, CUS; 20" FREIGHT, SCHILLER PARK. |
| UPW | 44 | Tue, Dec 02 | 8 | I | 8" SLOW ENTRAINING GROUP TRAVEL, GENVEVA & DETRAINING @ GLEN ELLYN. | |
| | | 77% OT | Fri, Dec 12 | 10 | D | 10" STOPPED FOR M34191-12, CN WEST CHICAGO. |
| | | | Wed, Dec 17 | 8 | U | 8" 2 ADA LIFTS @ WHEATON & COLLEGE AVE; SLOW PASSANGER LOADING @ GENEVA. |
| | | | Tue, Dec 23 | 7 | I | 7" HEAVY ENTRAINING, ALL STATIONS. |
| | | | Tue, Dec 30 | 10 | I | 10"SLOW/HEAVY LOADING PASSENGERS,ENROUTE. |
| UPW | 71 | Mon, Dec 01 | 15 | KP1 | 15"OPERATED RESTRICTED SPEED DUE TO POSSIBLE SUICIDE ATTEMPT,MP17.07 TO MP23.79. | |
| | | 82% OT | Thu, Dec 11 | 20 | C | 20" RESTRICTED SPEED DUE TO TK CIRCUIT ON MAIN TK #2,MP35.72- CPY038.BROKEN RAIL |
| | | | Tue, Dec 16 | 9 | U | 9" SLOW LOADING ADA, WHEATON & HELD FOR AGBMI-16, KRESS. |
| | | | Tue, Dec 30 | 24 | D | 30"WAITED FOR SIGNAL/FREIGHT TRAIN ITAAH2-16 CROSSED AHEAD ONTO ROCKWELL SUB,KEDZIE;WAITED FOR SIGNAL/CN DISPATCH CALLED N/A,CN W CHI. |

Data is final (01/20/15) version from TOPS.

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TABLE 4: DELAY INCIDENT CODES AND DEFINITIONS

| Codes | | | Definition | Delay Class | Responsibility |
|---------|-----------|------------------|------------------------------------------------------|----------------|-------------------|
| Primary | Secondary | Primary Annulled | | | |
| A | A1 | XA | Passenger Train Interference | Transportation | Controllable |
| AA | AA1 | XAA | Rule 9.9 Delayed in Block/Rule 6.30 | Transportation | Controllable |
| AD | AD1 | XAD | Non-Revenue Passenger Train Interference | Transportation | Controllable |
| AM | AM1 | XAM | Amtrak Caused Delay | Transportation | Controllable |
| AS | AS1 | XAS | NICTD Train Interference | Transportation | Controllable |
| AW | AW1 | XAW | Pass. Train Interference, Weather | Transportation | Uncontrollable |
| B | B1 | XB | Human Error, Eng. Dept. | Engineering | Controllable |
| BA | BA1 | XBA | Amtrak Engineering Human Error | Engineering | Controllable |
| C | C1 | XC | Unscheduled Track Work | Engineering | Controllable |
| CA | CA1 | XCA | Amtrak Engineering | Engineering | Semi-controllable |
| CC | CC1 | XCC | Scheduled Track Work | Engineering | Controllable |
| CF | CF1 | XCF | Engineering Equipment Malfunction | Engineering | Controllable |
| CG | CG1 | XCG | Scheduled Signal Work | Engineering | Controllable |
| CH | CH1 | XCH | Contractor Failure | Engineering | Controllable |
| CO | CO1 | XCO | Scheduled Wire Work | Engineering | Controllable |
| CM | CM1 | XCM | Switch Malfunction (Track Dept.) | Engineering | Controllable |
| CW | CW1 | XCW | M of W Work, Weather | Engineering | Uncontrollable |
| D | D1 | XD | Freight Train Interference | Transportation | Semi-controllable |
| DD | DD1 | XDD | Freight Dispatcher/Opr/Freight Train Error | Transportation | Controllable |
| 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 | | | | 12 LOCOMOTIVE FAILURE | | | |
| A | A1 | XA | Passenger Train Interference | E | E1 | XE | Locomotive Malfunction |
| AA | AA1 | XAA | Rule 9.9 Delayed in Block/Rule 6.30 | EA | EA1 | XEA | Amtrak Locomotive/Car Malfunction |
| AD | AD1 | XAD | Non-Revenue Passenger Train Interference | EZ | EZ1 | XEZ | ETMS Malfunction on Locomotive |
| AM | AM1 | XAM | Amtrak Caused Delay | 13 HUMAN ERROR | | | |
| AS | AS1 | XAS | NICTD Train Interference | B | B1 | XB | Human Error, Eng. Dept. |
| 2 & 3 FREIGHT INTERFERENCE, Peak & Offpeak | | | | BA | BA1 | XBA | Amtrak Engineering Human Error |
| D | D1 | XD | Freight Train Interference | H | H1 | XH | Human Error, Mechanical Department |
| DD | DD1 | XDD | Freight Dispatcher/Opr/Freight Train Error | HS | HS1 | XHS | Human Error, NICTD Mechanical Dept. |
| DE | DE1 | XDE | Freight Mechanical Malfunction | R | R1 | XR | Human Error, Transportation |
| DR | DR1 | XDR | Freight-Human Error | RA | RA1 | XRA | Human Error, Amtrak Transportation |
| 4 ACCIDENT | | | | RD | RD1 | XRD | Human Error, Metra Dispatcher |
| DM | DM1 | XDM | Freight-Accident/Incident | RF | RF1 | XRF | Freight Dispatcher/Opr/Non-Freight Train Error |
| M | M1 | XM | Right of Way Accident/Misc. | RL | RL1 | XRL | Human Error, Job Action/Employee No Show (CMS Error) |
| 5 PASSENGER LOADING | | | | RN | RN1 | XRN | Human Error, Job Action/Employee No Show (Non-CMS) |
| I | I1 | XI | Passenger Handling, Running Time | RO | RO1 | XRO | Human Error, Tower Operator |
| IB | IB1 | XIB | Passenger Handling, Bicycle | RS | RS1 | XRS | Human Error, NICTD Transportation |
| 6 LIFT DEPLOYMENT | | | | RZ | RZ1 | XRZ | ETMS Train Crew Error |
| U | U1 | XU | Accessibility Related (ADA) | 14 SICK, INJURED, UNRULY PASSENGER | | | |
| UF | UF1 | XUF | ADA Lift Failure | J | J1 | XJ | Passenger Problems/Removal |
| 7 OBSTRUCTION/DEBRIS | | | | JA | JA1 | XJA | Amtrak Passenger Problems/Removal |
| K | K1 | XK | Obstruction On Tracks | JM | JM1 | XJM | Passenger Medical Emergency |
| KD | KD1 | XKD | Train Struck Debris | 15 WEATHER | | | |
| KP | KP1 | XKP | Suspicious Package(s)/Person(s)/Activity | AW | AW1 | XAW | Pass. Train Interference, Weather |
| 8 SIGNAL/SWITCH FAILURE | | | | CW | CW1 | XCW | M of W Work, Weather |
| CM | CM1 | XCM | Switch Malfunction (Track Dept.) | DW | DW1 | XDW | Freight Train Interference, Weather |
| G | G1 | XG | Signal/Switch Malfunction (Signal Dept.) | EW | EW1 | XEW | Locomotive Malfunction, Weather |
| GA | GA1 | XGA | Signal/Switch Failure Amtrak (Signal Dept.) | FW | FW1 | XFW | Cab Car/TRL/MU Malfunction, Weather |
| GF | GF1 | XGF | Signal/Switch Foreign Line | GW | GW1 | XGW | Signal/Switch Malfunction Weather (Signal Dept.) |
| GM | GM1 | XGM | Gate Crossing Malfunction | IW | IW1 | XIW | Passenger Handling, Weather |
| GT | GT1 | XGT | Telecom Failure | KW | KW1 | XKW | Obstruction On Tracks, Weather |
| GX | GX1 | XGX | Broken Gate Crossing | MW | MW1 | XMW | Right of Way Accident/Misc., Weather |
| GZ | GZ1 | XGZ | ETMS Signal Malfunction | NW | NW1 | XNW | Electricity Utility Failure, Weather |
| VG | VG1 | XVG | Broken Gate Crossing Reported, Nothing Found | OW | OW1 | XOW | AC/DC System Failure, Weather |
| 9 TRACK WORK | | | | RW | RW1 | XRW | Train Crew Issues, Weather |
| C | C1 | XC | Unscheduled Track Work | UW | UW1 | XUW | Accessibility, Weather |
| CA | CA1 | XCA | Amtrak Engineering | 16 OTHER | | | |
| CC | CC1 | XCC | Scheduled Track Work | L | L1 | XL | Unauthorized People On Tracks/Near Miss |
| CF | CF1 | XCF | Engineering Equipment Malfunction | N | N1 | XN | Electricity Utility Failure |
| CG | CG1 | XCG | Scheduled Signal Work | Q | Q1 | XQ | Late Issuance of Track Warrant |
| CH | CH1 | XCH | Contractor Failure | S | S1 | XS | Operational (Efficiency) Testing |
| 10 CATENARY FAILURE | | | | T | T1 | XT | Property Vandalism |
| CO | CO1 | XCO | Scheduled Wire Work | VE | VE1 | XVE | Locomotive Problem Reported, Nothing Found |
| O | O1 | XO | AC/DC System Failure | VF | VF1 | XVF | Cab Car Problem Reported, Nothing Found |
| 11 NON-LOCOMOTIVE EQUIPMENT FAILURE | | | | W | W1 | XW | Gas Leak |
| F | F1 | XF | Cab Car/Trailer/MU Malfunction | | | | |
| FS | FS1 | XFS | NICTD MU Malfunction | | | | |
| FZ | FZ1 | XFZ | ETMS Malfunction on Cab Car | | | | |

Effective January 1, 2014

Revised January 15, 2015

P:\ONTIME\[#DelayClassificationTbl2012_v2014.xls]DelayCodes&CategoriesReportTbl 01/15/2015

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

| DELAY CONTROL | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM | |
|-----------------------------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|---------------|-----------|-----------|------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | | |
| Controllable | 70 | 14 | 1 | 9 | 0 | 62 | 23 | 18 | 14 | 12 | 26 | 8 | 21 | 278 | 46% |
| Semi-controllable | 11 | 0 | 0 | 0 | 2 | 18 | 20 | 6 | 2 | 11 | 0 | 3 | 14 | 87 | 14% |
| Uncontrollable | 52 | 17 | 11 | 5 | 0 | 19 | 36 | 15 | 7 | 3 | 3 | 49 | 21 | 238 | 39% |
| TOTAL TRAINS DELAYED | 133 | 31 | 12 | 14 | 2 | 99 | 79 | 39 | 23 | 26 | 29 | 60 | 56 | 603 | 100% |

December - 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 | 42.5 | 17.0 | 4.5 | 11.0 | 1.5 | 66.0 | 25.5 | 11.5 | 26.0 | 15.0 | 17.0 | 21.0 | 39.0 | 297.5 | 38% |
| Semi-controllable | 32.5 | 0.0 | 0.0 | 0.0 | 5.0 | 18.5 | 19.0 | 14.5 | 4.5 | 14.0 | 2.0 | 14.0 | 20.5 | 144.5 | 19% |
| Uncontrollable | 26.0 | 30.5 | 19.5 | 21.0 | 0.5 | 40.5 | 31.5 | 14.5 | 46.5 | 11.5 | 32.0 | 35.0 | 26.5 | 335.5 | 43% |
| TOTAL TRAINS DELAYED | 101.0 | 47.5 | 24.0 | 32.0 | 7.0 | 125.0 | 76.0 | 40.5 | 77.0 | 40.5 | 51.0 | 70.0 | 86.0 | 777.5 | 100% |

December 2014 Divergence From December 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 | 27.5 | -3.0 | -3.5 | -2.0 | -1.5 | -4.0 | -2.5 | 6.5 | -12.0 | -3.0 | 9.0 | -13.0 | -18.0 | -19.5 | 11% |
| Semi-controllable | -21.5 | 0.0 | 0.0 | 0.0 | -3.0 | -0.5 | 1.0 | -8.5 | -2.5 | -3.0 | -2.0 | -11.0 | -6.5 | -57.5 | 33% |
| Uncontrollable | 26.0 | -13.5 | -8.5 | -16.0 | -0.5 | -21.5 | 4.5 | 0.5 | -39.5 | -8.5 | -29.0 | 14.0 | -5.5 | -97.5 | 56% |
| TOTAL TRAINS DELAYED | 32.0 | -16.5 | -12.0 | -18.0 | -5.0 | -26.0 | 3.0 | -1.5 | -54.0 | -14.5 | -22.0 | -10.0 | -30.0 | -174.5 | 100% |

January-December 2014

| DELAY CONTROL | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM | |
|-----------------------------|--------------|------------|------------|------------|------------|--------------|--------------|------------|--------------|------------|---------------|------------|------------|---------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | | |
| Controllable | 1,323 | 203 | 65 | 137 | 42 | 711 | 352 | 214 | 501 | 151 | 250 | 241 | 328 | 4,518 | 39% |
| Semi-controllable | 513 | 0 | 1 | 0 | 62 | 235 | 286 | 229 | 78 | 319 | 23 | 64 | 206 | 2,016 | 17% |
| Uncontrollable | 894 | 507 | 161 | 212 | 27 | 520 | 469 | 123 | 632 | 120 | 399 | 597 | 420 | 5,081 | 44% |
| TOTAL TRAINS DELAYED | 2,730 | 710 | 227 | 349 | 131 | 1,466 | 1,107 | 566 | 1,211 | 590 | 672 | 902 | 954 | 11,615 | 100% |

Data for current month is final (01/20/15) version from TOPS.

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

01/20/2015

TABLE 7: NUMBER OF DELAYS BY DATE
December 2014

| WEEKDAY | 1 | 2 | 3 | 4 | 5 | 8 | 9 | 10 | 11 | 12 | 15 | 16 | 17 | 18 | 19 | 22 | 23 | 24 | 26 | 29 | 30 | 31 | TOTAL |
|-----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| | Mo | Tu | We | Th | Fr | Mo | Tu | We | Th | Fr | Mo | Tu | We | Th | Fr | Mo | Tu | We | Fr | Mo | Tu | We | |
| BNSF | 15 | 4 | 3 | 6 | 2 | 0 | 1 | 0 | 13 | 0 | 5 | 7 | 2 | 3 | 1 | 27 | 14 | 2 | 2 | 0 | 0 | 7 | 114 |
| Elec -ML | 1 | 2 | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 5 | 3 | 1 | 1 | 0 | 2 | 3 | 0 | 0 | 0 | 3 | 1 | 0 | 27 |
| -BI | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 11 |
| -SC | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 6 | 1 | 11 |
| Heritage | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Milw -N | 17 | 6 | 8 | 3 | 4 | 2 | 5 | 2 | 4 | 2 | 2 | 5 | 2 | 1 | 5 | 8 | 4 | 0 | 0 | 2 | 2 | 3 | 87 |
| -W | 3 | 9 | 8 | 2 | 1 | 3 | 12 | 0 | 1 | 7 | 0 | 8 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 0 | 2 | 1 | 67 |
| NCS | 4 | 3 | 0 | 0 | 1 | 1 | 2 | 0 | 2 | 8 | 2 | 9 | 1 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 2 | 0 | 39 |
| RI | 2 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 11 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 22 |
| SWS | 2 | 0 | 1 | 1 | 0 | 2 | 1 | 0 | 2 | 0 | 0 | 1 | 2 | 0 | 3 | 3 | 0 | 0 | 3 | 0 | 2 | 0 | 23 |
| UP -N | 1 | 0 | 1 | 0 | 3 | 5 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 14 |
| -NW | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 8 | 1 | 3 | 0 | 0 | 1 | 1 | 0 | 1 | 5 | 1 | 14 | 2 | 1 | 2 | 41 |
| -W | <u>2</u> | <u>4</u> | <u>0</u> | <u>3</u> | <u>2</u> | <u>0</u> | <u>1</u> | <u>3</u> | <u>3</u> | <u>1</u> | <u>0</u> | <u>8</u> | <u>2</u> | <u>4</u> | <u>0</u> | <u>2</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>1</u> | <u>7</u> | <u>1</u> | <u>45</u> |
| SYSTEM | 47 | 34 | 22 | 20 | 14 | 15 | 23 | 15 | 26 | 29 | 15 | 39 | 12 | 15 | 26 | 46 | 27 | 8 | 21 | 8 | 24 | 17 | 503 |

| SATURDAY | 6 | 13 | 20 | 27 | TOTAL | SUNDAY/HOLIDAY | 7 | 14 | 21 | 25 | 28 | TOTAL |
|-----------------|----------|----------|----------|----------|----------|-----------------|----------|----------|----------|----------|----------|----------|
| BNSF | 3 | 4 | 3 | 1 | 11 | BNSF | 1 | 1 | 2 | 0 | 4 | 8 |
| Elec -ML | 0 | 0 | 0 | 0 | 0 | Elec -ML | 0 | 2 | 2 | 0 | 0 | 4 |
| -BI | 0 | 0 | 1 | 0 | 1 | -BI | - | - | - | - | - | 0 |
| -SC | 0 | 1 | 1 | 0 | 2 | -SC | 0 | 1 | 0 | 0 | 0 | 1 |
| Heritage | - | - | - | - | - | Heritage | - | - | - | - | - | 0 |
| Milw -N | 1 | 5 | 2 | 0 | 8 | Milw -N | 1 | 1 | 1 | 1 | 0 | 4 |
| -W | 6 | 0 | 0 | 0 | 6 | -W | 1 | 1 | 1 | 0 | 3 | 6 |
| NCS | - | - | - | - | - | NCS | - | - | - | - | - | 0 |
| RI | 0 | 0 | 0 | 1 | 1 | RI | 0 | 0 | 0 | 0 | 0 | 0 |
| SWS | 1 | 1 | 1 | 0 | 3 | SWS | - | - | - | - | - | 0 |
| UP -N | 1 | 3 | 0 | 1 | 5 | UP -N | 0 | 6 | 4 | 0 | 0 | 10 |
| -NW | 5 | 4 | 1 | 0 | 10 | -NW | 2 | 1 | 3 | 2 | 1 | 9 |
| -W | <u>2</u> | <u>4</u> | <u>0</u> | <u>1</u> | <u>7</u> | -W | <u>2</u> | <u>0</u> | <u>2</u> | <u>0</u> | <u>0</u> | <u>4</u> |
| SYSTEM | 19 | 22 | 9 | 4 | 54 | SYSTEM | 7 | 13 | 15 | 3 | 8 | 46 |

Data is final (01/20/15) version from TOPS.

TABLES 8.a, 8.b & 8.c: FREQUENCY OF TRAIN DELAYS BY CAUSE AND LINE
December 2014

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|----------------------------------------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|---------------|-----------|-----------|------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 12 | 0 | 0 | 1 | 0 | 17 | 5 | 4 | 0 | 4 | 0 | 0 | 3 | 46 |
| <i>Freight Interference - Peak</i> | 0 | 0 | 0 | 0 | 2 | 4 | 9 | 2 | 0 | 2 | 0 | 1 | 2 | 22 |
| <i>Freight Interference - Off-Peak</i> | 11 | 0 | 0 | 0 | 0 | 7 | 11 | 4 | 2 | 4 | 0 | 2 | 12 | 53 |
| Freight Interference - Total | 11 | 0 | 0 | 0 | 2 | 11 | 20 | 6 | 2 | 6 | 0 | 3 | 14 | 75 |
| Accident | 33 | 0 | 4 | 1 | 0 | 1 | 14 | 14 | 2 | 0 | 0 | 13 | 2 | 84 |
| Passenger Loading | 8 | 5 | 3 | 1 | 0 | 8 | 8 | 1 | 0 | 0 | 2 | 16 | 12 | 64 |
| Lift Deployment | 2 | 0 | 0 | 0 | 0 | 4 | 5 | 0 | 1 | 0 | 0 | 2 | 2 | 16 |
| Obstruction/Debris | 2 | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 3 | 0 | 13 | 2 | 25 |
| Signal/Switch Failure | 20 | 4 | 0 | 0 | 0 | 22 | 8 | 2 | 0 | 7 | 3 | 0 | 3 | 69 |
| Track Work | 12 | 3 | 0 | 6 | 0 | 3 | 5 | 4 | 0 | 0 | 7 | 0 | 14 | 54 |
| Catenary Failure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Locomotive Equipment Failure | 0 | 6 | 1 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 7 | 0 | 0 | 18 |
| Locomotive Failure | 25 | 0 | 0 | 0 | 0 | 3 | 3 | 1 | 11 | 4 | 5 | 4 | 0 | 56 |
| Human Error | 3 | 0 | 0 | 0 | 0 | 24 | 2 | 7 | 1 | 2 | 1 | 3 | 1 | 44 |
| Sick, Injured, Unruly Passenger | 1 | 9 | 2 | 2 | 0 | 6 | 5 | 0 | 1 | 0 | 0 | 5 | 3 | 34 |
| Weather | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 4 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 4 | 1 | 0 | 16 |
| TOTAL TRAINS DELAYED | 133 | 31 | 12 | 14 | 2 | 99 | 79 | 39 | 23 | 26 | 29 | 60 | 56 | 603 |

December - 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 | 3.0 | 3.0 | 0.8 | 1.4 | 1.0 | 6.0 | 2.0 | 1.6 | 1.4 | 1.4 | 0.4 | 0.2 | 2.8 | 25.0 |
| <i>Freight Interference - Peak</i> | 8.6 | 0.0 | 0.0 | 0.0 | 5.0 | 2.4 | 3.2 | 6.4 | 1.2 | 6.4 | 0.4 | 4.4 | 7.0 | 45.0 |
| <i>Freight Interference - Off-Peak</i> | 10.4 | 0.0 | 0.0 | 0.0 | 0.2 | 12.8 | 9.4 | 6.6 | 4.0 | 8.8 | 2.0 | 1.4 | 20.6 | 76.2 |
| Freight Interference - Total | 19.0 | 0.0 | 0.0 | 0.0 | 5.2 | 15.2 | 12.6 | 13.0 | 5.2 | 15.2 | 2.4 | 5.8 | 27.6 | 121.2 |
| Accident | 0.4 | 1.4 | 6.2 | 4.4 | 0.4 | 4.0 | 4.8 | 3.4 | 1.4 | 4.4 | 5.8 | 4.6 | 5.6 | 46.8 |
| Passenger Loading | 9.8 | 9.4 | 2.0 | 3.2 | 0.4 | 6.4 | 5.0 | 2.0 | 18.6 | 0.6 | 12.8 | 17.6 | 15.6 | 103.4 |
| Lift Deployment | 3.8 | 0.2 | 0.0 | 0.0 | 0.0 | 2.2 | 2.4 | 0.4 | 5.0 | 0.0 | 3.4 | 3.8 | 2.8 | 24.0 |
| Obstruction/Debris | 3.2 | 0.2 | 2.8 | 1.8 | 0.0 | 9.0 | 5.0 | 1.0 | 1.4 | 1.2 | 2.2 | 6.2 | 3.0 | 37.0 |
| Signal/Switch Failure | 16.8 | 10.0 | 3.6 | 4.0 | 4.2 | 28.2 | 15.0 | 12.4 | 6.4 | 6.6 | 5.6 | 2.6 | 9.8 | 125.2 |
| Track Work | 8.0 | 2.2 | 0.2 | 0.2 | 1.6 | 1.4 | 0.6 | 2.0 | 5.0 | 1.8 | 4.6 | 1.4 | 7.6 | 36.6 |
| Catenary Failure | 0.0 | 5.2 | 0.8 | 1.2 | 0.0 | 0.0 | 0.2 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 7.4 |
| Non-Locomotive Equipment Failure | 0.6 | 3.8 | 2.2 | 2.0 | 0.0 | 1.4 | 0.4 | 0.0 | 1.4 | 0.0 | 2.6 | 0.8 | 3.2 | 18.4 |
| Locomotive Failure | 4.4 | 0.0 | 0.0 | 0.0 | 0.4 | 8.4 | 8.2 | 1.4 | 5.6 | 2.6 | 4.2 | 3.6 | 10.0 | 48.8 |
| Human Error | 17.2 | 4.6 | 1.6 | 2.0 | 1.6 | 6.0 | 4.0 | 0.4 | 6.8 | 4.0 | 7.2 | 7.0 | 3.2 | 65.6 |
| Sick, Injured, Unruly Passenger | 3.0 | 4.4 | 0.6 | 1.6 | 0.0 | 1.6 | 2.0 | 0.4 | 4.4 | 0.0 | 2.8 | 4.4 | 2.8 | 28.0 |
| Weather | 9.0 | 20.2 | 6.8 | 5.6 | 0.8 | 7.6 | 4.2 | 1.4 | 12.2 | 2.6 | 7.0 | 9.2 | 7.2 | 93.8 |
| Other | 1.2 | 1.2 | 0.8 | 0.8 | 0.8 | 0.8 | 2.8 | 0.4 | 4.0 | 1.0 | 1.8 | 3.2 | 1.8 | 20.6 |
| TOTAL TRAINS DELAYED | 99.4 | 65.8 | 28.4 | 28.2 | 16.4 | 98.2 | 69.2 | 39.8 | 78.8 | 41.4 | 62.8 | 70.4 | 103.0 | 801.8 |

December 2014 Divergence From December Average Over Previous Five Years

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|----------------------------------------|-------------|--------------|--------------|--------------|--------------|------------|------------|-------------|--------------|--------------|---------------|--------------|--------------|---------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 9.0 | -3.0 | -0.8 | -0.4 | -1.0 | 11.0 | 3.0 | 2.4 | -1.4 | 2.6 | -0.4 | -0.2 | 0.2 | 21.0 |
| <i>Freight Interference - Peak</i> | -8.6 | 0.0 | 0.0 | 0.0 | -3.0 | 1.6 | 5.8 | -4.4 | -1.2 | -4.4 | -0.4 | -3.4 | -5.0 | -23.0 |
| <i>Freight Interference - Off-Peak</i> | 0.6 | 0.0 | 0.0 | 0.0 | -0.2 | -5.8 | 1.6 | -2.6 | -2.0 | -4.8 | -2.0 | 0.6 | -8.6 | -23.2 |
| Freight Interference - Total | -8.0 | 0.0 | 0.0 | 0.0 | -3.2 | -4.2 | 7.4 | -7.0 | -3.2 | -9.2 | -2.4 | -2.8 | -13.6 | -46.2 |
| Accident | 32.6 | -1.4 | -2.2 | -3.4 | -0.4 | -3.0 | 9.2 | 10.6 | 0.6 | -4.4 | -5.8 | 8.4 | -3.6 | 37.2 |
| Passenger Loading | -1.8 | -4.4 | 1.0 | -2.2 | -0.4 | 1.6 | 3.0 | -1.0 | -18.6 | -0.6 | -10.8 | -1.6 | -3.6 | -39.4 |
| Lift Deployment | -1.8 | -0.2 | 0.0 | 0.0 | 0.0 | 1.8 | 2.6 | -0.4 | -4.0 | 0.0 | -3.4 | -1.8 | -0.8 | -8.0 |
| Obstruction/Debris | -1.2 | 0.8 | -2.8 | -1.8 | 0.0 | -9.0 | -2.0 | -1.0 | -0.4 | 1.8 | -2.2 | 6.8 | -1.0 | -12.0 |
| Signal/Switch Failure | 3.2 | -6.0 | -3.6 | -4.0 | -4.2 | -6.2 | -7.0 | -10.4 | -6.4 | 0.4 | -2.6 | -2.6 | -6.8 | -56.2 |
| Track Work | 4.0 | 0.8 | -0.2 | 5.8 | -1.6 | 1.6 | 4.4 | 2.0 | -5.0 | -1.8 | 2.4 | -1.4 | 6.4 | 17.4 |
| Catenary Failure | 0.0 | -5.2 | -0.8 | -1.2 | 0.0 | 0.0 | -0.2 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | -7.4 |
| Non-Locomotive Equipment Failure | -0.6 | 2.2 | -1.2 | 0.0 | 0.0 | -1.4 | -0.4 | 0.0 | 0.6 | 0.0 | 4.4 | -0.8 | -3.2 | -0.4 |
| Locomotive Failure | 20.6 | 0.0 | 0.0 | 0.0 | -0.4 | -5.4 | -5.2 | -0.4 | 5.4 | 1.4 | 0.8 | 0.4 | -10.0 | 7.2 |
| Human Error | -14.2 | -4.6 | -1.6 | -2.0 | -1.6 | 18.0 | -2.0 | 6.6 | -5.8 | -2.0 | -6.2 | -4.0 | -2.2 | -21.6 |
| Sick, Injured, Unruly Passenger | -2.0 | 4.6 | 1.4 | 0.4 | 0.0 | 4.4 | 3.0 | -0.4 | -3.4 | 0.0 | -2.8 | 0.6 | 0.2 | 6.0 |
| Weather | -9.0 | -19.2 | -6.8 | -5.6 | -0.8 | -7.6 | -3.2 | -1.4 | -12.2 | -2.6 | -7.0 | -9.2 | -7.2 | -91.8 |
| Other | 2.8 | 0.8 | 1.2 | 0.2 | -0.8 | -0.8 | -2.8 | -0.4 | -2.0 | -1.0 | 2.2 | -2.2 | -1.8 | -4.6 |
| TOTAL TRAINS DELAYED | 33.6 | -34.8 | -16.4 | -14.2 | -14.4 | 0.8 | 9.8 | -0.8 | -55.8 | -15.4 | -33.8 | -10.4 | -47.0 | -198.8 |

Data for current month is final (01/20/15) 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 9.a, 9.b & 9.c: FREQUENCY OF TRAIN DELAYS BY CAUSE AND LINE
January-December 2014

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|----------------------------------------|--------------|------------|------------|------------|------------|--------------|--------------|------------|--------------|------------|---------------|------------|------------|---------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 34 | 2 | 1 | 3 | 9 | 100 | 18 | 21 | 16 | 9 | 3 | 7 | 22 | 245 |
| <i>Freight Interference - Peak</i> | 220 | 0 | 0 | 0 | 48 | 57 | 69 | 81 | 29 | 74 | 6 | 33 | 51 | 668 |
| <i>Freight Interference - Off-Peak</i> | 279 | 0 | 0 | 0 | 0 | 152 | 211 | 125 | 44 | 158 | 17 | 28 | 153 | 1,167 |
| Freight Interference - Total | 499 | 0 | 0 | 0 | 48 | 209 | 280 | 206 | 73 | 232 | 23 | 61 | 204 | 1,835 |
| Accident | 244 | 7 | 4 | 4 | 2 | 95 | 47 | 28 | 42 | 2 | 31 | 115 | 64 | 685 |
| Passenger Loading | 84 | 135 | 30 | 50 | 0 | 65 | 81 | 2 | 115 | 0 | 63 | 83 | 52 | 760 |
| Lift Deployment | 41 | 3 | 0 | 1 | 0 | 33 | 47 | 5 | 30 | 3 | 4 | 18 | 29 | 214 |
| Obstruction/Debris | 103 | 42 | 20 | 32 | 10 | 43 | 29 | 9 | 44 | 41 | 47 | 94 | 36 | 550 |
| Signal/Switch Failure | 270 | 34 | 18 | 29 | 19 | 275 | 126 | 87 | 150 | 116 | 18 | 35 | 91 | 1,268 |
| Track Work | 494 | 33 | 9 | 38 | 2 | 96 | 51 | 43 | 102 | 4 | 43 | 34 | 33 | 982 |
| Catenary Failure | 0 | 44 | 10 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| Non-Locomotive Equipment Failure | 73 | 59 | 17 | 18 | 2 | 31 | 16 | 4 | 37 | 29 | 47 | 37 | 44 | 414 |
| Locomotive Failure | 142 | 0 | 0 | 0 | 1 | 139 | 92 | 54 | 114 | 27 | 113 | 79 | 68 | 829 |
| Human Error | 281 | 26 | 11 | 24 | 23 | 84 | 47 | 19 | 79 | 48 | 15 | 37 | 41 | 735 |
| Sick, Injured, Unruly Passenger | 49 | 59 | 11 | 24 | 1 | 25 | 31 | 4 | 29 | 10 | 35 | 56 | 32 | 366 |
| Weather | 372 | 245 | 78 | 94 | 13 | 251 | 226 | 75 | 350 | 59 | 199 | 234 | 180 | 2,376 |
| Other | 44 | 21 | 18 | 14 | 1 | 20 | 16 | 9 | 30 | 10 | 31 | 12 | 58 | 284 |
| TOTAL TRAINS DELAYED | 2,730 | 710 | 227 | 349 | 131 | 1,466 | 1,107 | 566 | 1,211 | 590 | 672 | 902 | 954 | 11,615 |

January-December - 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 | 35.2 | 24.8 | 8.0 | 9.4 | 6.8 | 92.4 | 26.2 | 21.0 | 24.6 | 15.0 | 17.6 | 13.0 | 20.6 | 314.6 |
| <i>Freight Interference - Peak</i> | 69.0 | 0.0 | 0.2 | 0.0 | 46.8 | 19.6 | 23.6 | 55.6 | 20.0 | 49.6 | 5.6 | 29.4 | 47.0 | 366.4 |
| <i>Freight Interference - Off-Peak</i> | 98.0 | 0.2 | 0.2 | 0.0 | 0.4 | 126.2 | 100.0 | 81.0 | 52.2 | 125.8 | 12.2 | 28.6 | 176.2 | 801.0 |
| Freight Interference - Total | 167.0 | 0.2 | 0.4 | 0.0 | 47.2 | 145.8 | 123.6 | 136.6 | 72.2 | 175.4 | 17.8 | 58.0 | 223.2 | 1,167.4 |
| Accident | 82.0 | 17.2 | 12.4 | 16.6 | 1.6 | 40.6 | 64.4 | 21.8 | 47.8 | 15.4 | 43.8 | 69.4 | 39.0 | 472.0 |
| Passenger Loading | 113.8 | 192.2 | 45.4 | 77.2 | 0.6 | 120.4 | 74.6 | 5.8 | 174.6 | 3.2 | 307.0 | 139.2 | 119.0 | 1,373.0 |
| Lift Deployment | 34.0 | 1.8 | 0.2 | 1.6 | 0.0 | 27.2 | 29.4 | 4.4 | 78.0 | 1.8 | 41.0 | 24.6 | 39.8 | 283.8 |
| Obstruction/Debris | 74.6 | 26.8 | 11.8 | 29.0 | 2.0 | 31.6 | 36.4 | 8.6 | 30.6 | 11.4 | 32.6 | 50.4 | 52.2 | 398.0 |
| Signal/Switch Failure | 233.8 | 111.8 | 36.2 | 32.6 | 31.2 | 282.8 | 156.2 | 94.8 | 89.6 | 102.6 | 71.8 | 82.4 | 127.4 | 1,453.2 |
| Track Work | 189.0 | 67.2 | 21.6 | 53.4 | 12.4 | 98.8 | 72.6 | 20.4 | 69.4 | 18.0 | 110.2 | 64.6 | 91.0 | 888.6 |
| Catenary Failure | 0.0 | 48.0 | 12.0 | 20.4 | 0.0 | 0.0 | 0.2 | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 0.0 | 80.8 |
| Non-Locomotive Equipment Failure | 20.2 | 59.0 | 27.0 | 21.0 | 0.2 | 13.2 | 13.0 | 3.4 | 12.2 | 3.8 | 16.2 | 14.0 | 19.0 | 222.2 |
| Locomotive Failure | 140.4 | 1.2 | 0.4 | 0.0 | 2.8 | 109.6 | 64.4 | 23.6 | 81.0 | 19.6 | 54.6 | 61.4 | 44.8 | 603.8 |
| Human Error | 140.4 | 51.2 | 16.8 | 20.4 | 11.6 | 81.8 | 47.4 | 22.2 | 52.8 | 39.2 | 72.6 | 55.2 | 57.4 | 669.0 |
| Sick, Injured, Unruly Passenger | 37.4 | 77.0 | 13.6 | 27.4 | 1.0 | 32.0 | 36.6 | 5.4 | 37.4 | 3.4 | 62.8 | 46.4 | 42.4 | 422.8 |
| Weather | 170.4 | 95.0 | 23.2 | 34.4 | 10.8 | 109.0 | 84.4 | 34.2 | 85.8 | 24.2 | 131.4 | 119.4 | 92.6 | 1,014.8 |
| Other | 33.6 | 34.0 | 7.6 | 12.8 | 1.8 | 23.6 | 24.6 | 6.0 | 34.4 | 14.6 | 42.6 | 27.8 | 39.2 | 302.6 |
| TOTAL TRAINS DELAYED | 1,471.8 | 807.4 | 236.6 | 356.2 | 130.0 | 1,208.8 | 854.0 | 408.2 | 890.4 | 447.6 | 1,022.0 | 826.0 | 1,007.6 | 9,666.6 |

January-December 2014 Divergence From January-December 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 | -1.2 | -22.8 | -7.0 | -6.4 | 2.2 | 7.6 | -8.2 | 0.0 | -8.6 | -6.0 | -14.6 | -6.0 | 1.4 | -69.6 |
| <i>Freight Interference - Peak</i> | 151.0 | 0.0 | -0.2 | 0.0 | 1.2 | 37.4 | 45.4 | 25.4 | 9.0 | 24.4 | 0.4 | 3.6 | 4.0 | 301.6 |
| <i>Freight Interference - Off-Peak</i> | 181.0 | -0.2 | -0.2 | 0.0 | -0.4 | 25.8 | 111.0 | 44.0 | -8.2 | 32.2 | 4.8 | -0.6 | -23.2 | 366.0 |
| Freight Interference - Total | 332.0 | -0.2 | -0.4 | 0.0 | 0.8 | 63.2 | 156.4 | 69.4 | 0.8 | 56.6 | 5.2 | 3.0 | -19.2 | 667.6 |
| Accident | 162.0 | -10.2 | -8.4 | -12.6 | 0.4 | 54.4 | -17.4 | 6.2 | -5.8 | -13.4 | -12.8 | 45.6 | 25.0 | 213.0 |
| Passenger Loading | -29.8 | -57.2 | -15.4 | -27.2 | -0.6 | -55.4 | 6.4 | -3.8 | -59.6 | -3.2 | -244.0 | -56.2 | -67.0 | -613.0 |
| Lift Deployment | 7.0 | 1.2 | -0.2 | -0.6 | 0.0 | 5.8 | 17.6 | 0.6 | -48.0 | 1.2 | -37.0 | -6.6 | -10.8 | -69.8 |
| Obstruction/Debris | 28.4 | 15.2 | 8.2 | 3.0 | 8.0 | 11.4 | -7.4 | 0.4 | 13.4 | 29.6 | 14.4 | 43.6 | -16.2 | 152.0 |
| Signal/Switch Failure | 36.2 | -77.8 | -18.2 | -3.6 | -12.2 | -7.8 | -30.2 | -7.8 | 60.4 | 13.4 | -53.8 | -47.4 | -36.4 | -185.2 |
| Track Work | 305.0 | -34.2 | -12.6 | -15.4 | -10.4 | -2.8 | -21.6 | 22.6 | 32.6 | -14.0 | -67.2 | -30.6 | -58.0 | 93.4 |
| Catenary Failure | 0.0 | -4.0 | -2.0 | -2.4 | 0.0 | 0.0 | -0.2 | 0.0 | 0.0 | 0.0 | 0.0 | -0.2 | 0.0 | -8.8 |
| Non-Locomotive Equipment Failure | 52.8 | 0.0 | -10.0 | -3.0 | 1.8 | 17.8 | 3.0 | 0.6 | 24.8 | 25.2 | 30.8 | 23.0 | 25.0 | 191.8 |
| Locomotive Failure | 1.6 | -1.2 | -0.4 | 0.0 | -1.8 | 29.4 | 27.6 | 30.4 | 33.0 | 7.4 | 58.4 | 17.6 | 23.2 | 225.2 |
| Human Error | 140.6 | -25.2 | -5.8 | 3.6 | 11.4 | 2.2 | -0.4 | -3.2 | 26.2 | 8.8 | -57.6 | -18.2 | -16.4 | 66.0 |
| Sick, Injured, Unruly Passenger | 11.6 | -18.0 | -2.6 | -3.4 | 0.0 | -7.0 | -5.6 | -1.4 | -8.4 | 6.6 | -27.8 | 9.6 | -10.4 | -56.8 |
| Weather | 201.6 | 150.0 | 54.8 | 59.6 | 2.2 | 142.0 | 141.6 | 40.8 | 264.2 | 34.8 | 67.6 | 114.6 | 87.4 | 1,361.2 |
| Other | 10.4 | -13.0 | 10.4 | 1.2 | -0.8 | -3.6 | -8.6 | 3.0 | -4.4 | -4.6 | -11.6 | -15.8 | 18.8 | -18.6 |
| TOTAL TRAINS DELAYED | 1,258.2 | -97.4 | -9.6 | -7.2 | 1.0 | 257.2 | 253.0 | 157.8 | 320.6 | 142.4 | -350.0 | 76.0 | -53.6 | 1,948.4 |

Data for current month is final (01/20/15) 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 - Dec | |
|----------------------------------------|--------------|--------------|------------|------------|------------|--------------|------------|------------|------------|------------|------------|------------|---------------|-------------|
| Passenger Train Interference | 38 | 58 | 22 | 8 | 6 | 14 | 9 | 9 | 7 | 18 | 10 | 46 | 245 | 2.1% |
| <i>Freight Interference - Peak</i> | 103 | 92 | 60 | 52 | 87 | 66 | 34 | 43 | 25 | 54 | 30 | 22 | 668 | 5.8% |
| <i>Freight Interference - Off-Peak</i> | 104 | 157 | 99 | 88 | 90 | 125 | 103 | 110 | 75 | 113 | 50 | 53 | 1,167 | 10.0% |
| Freight Interference - Total | 207 | 249 | 159 | 140 | 177 | 191 | 137 | 153 | 100 | 167 | 80 | 75 | 1,835 | 15.8% |
| Accident | 116 | 117 | 39 | 11 | 81 | 42 | 39 | 87 | 10 | 24 | 35 | 84 | 685 | 5.9% |
| Passenger Loading | 30 | 75 | 89 | 29 | 47 | 145 | 134 | 101 | 16 | 14 | 16 | 64 | 760 | 6.5% |
| Lift Deployment | 28 | 41 | 13 | 10 | 11 | 19 | 11 | 38 | 13 | 6 | 8 | 16 | 214 | 1.8% |
| Obstruction/Debris | 85 | 88 | 32 | 44 | 23 | 49 | 36 | 10 | 35 | 66 | 57 | 25 | 550 | 4.7% |
| Signal/Switch Failure | 190 | 181 | 112 | 47 | 121 | 155 | 87 | 66 | 89 | 82 | 69 | 69 | 1,268 | 10.9% |
| Track Work | 42 | 33 | 37 | 78 | 208 | 237 | 58 | 46 | 61 | 72 | 56 | 54 | 982 | 8.5% |
| Catenary Failure | 0 | 32 | 9 | 3 | 5 | 5 | 14 | 2 | 0 | 0 | 2 | 0 | 72 | 0.6% |
| Non-Locomotive Equipment Failure | 92 | 49 | 38 | 15 | 21 | 33 | 43 | 19 | 32 | 25 | 29 | 18 | 414 | 3.6% |
| Locomotive Failure | 97 | 125 | 90 | 33 | 92 | 76 | 55 | 32 | 30 | 116 | 27 | 56 | 829 | 7.1% |
| Human Error | 96 | 84 | 53 | 81 | 46 | 72 | 75 | 39 | 59 | 63 | 23 | 44 | 735 | 6.3% |
| Sick, Injured, Unruly Passenger | 27 | 38 | 31 | 23 | 36 | 38 | 39 | 25 | 24 | 31 | 20 | 34 | 366 | 3.2% |
| Weather | 1,431 | 487 | 123 | 6 | 36 | 67 | 25 | 88 | 32 | 57 | 22 | 2 | 2,376 | 20.5% |
| Other | 31 | 45 | 32 | 21 | 27 | 19 | 11 | 19 | 25 | 6 | 32 | 16 | 284 | 2.4% |
| TOTAL TRAINS DELAYED | 2,510 | 1,702 | 879 | 549 | 937 | 1,162 | 773 | 734 | 533 | 747 | 486 | 603 | 11,615 | 100% |

2013

| CAUSE CATEGORY | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan - Dec | |
|----------------------------------------|------------|------------|------------|------------|------------|--------------|--------------|------------|------------|------------|------------|--------------|--------------|-------------|
| Passenger Train Interference | 7 | 21 | 22 | 11 | 17 | 18 | 34 | 23 | 14 | 5 | 16 | 14 | 202 | 2.1% |
| <i>Freight Interference - Peak</i> | 13 | 11 | 11 | 16 | 28 | 23 | 19 | 14 | 13 | 31 | 42 | 100 | 321 | 3.4% |
| <i>Freight Interference - Off-Peak</i> | 42 | 73 | 56 | 58 | 70 | 92 | 60 | 66 | 58 | 77 | 104 | 97 | 853 | 9.0% |
| Freight Interference - Total | 55 | 84 | 67 | 74 | 98 | 115 | 79 | 80 | 71 | 108 | 146 | 197 | 1,174 | 12.4% |
| Accident | 23 | 1 | 78 | 56 | 31 | 29 | 93 | 23 | 25 | 55 | 71 | 90 | 575 | 6.1% |
| Passenger Loading | 24 | 27 | 54 | 39 | 67 | 232 | 291 | 165 | 65 | 44 | 42 | 88 | 1,138 | 12.0% |
| Lift Deployment | 12 | 6 | 19 | 8 | 9 | 25 | 19 | 19 | 22 | 23 | 11 | 32 | 205 | 2.2% |
| Obstruction/Debris | 22 | 20 | 23 | 30 | 24 | 39 | 33 | 14 | 28 | 76 | 32 | 50 | 391 | 4.1% |
| Signal/Switch Failure | 152 | 149 | 90 | 126 | 182 | 229 | 104 | 134 | 74 | 137 | 109 | 151 | 1,637 | 17.3% |
| Track Work | 22 | 6 | 14 | 45 | 63 | 82 | 100 | 66 | 75 | 112 | 58 | 21 | 664 | 7.0% |
| Catenary Failure | 0 | 0 | 2 | 7 | 1 | 0 | 79 | 37 | 4 | 33 | 0 | 6 | 169 | 1.8% |
| Non-Locomotive Equipment Failure | 19 | 12 | 16 | 11 | 13 | 15 | 18 | 23 | 7 | 13 | 72 | 15 | 234 | 2.5% |
| Locomotive Failure | 41 | 64 | 28 | 28 | 49 | 93 | 57 | 63 | 24 | 31 | 45 | 78 | 601 | 6.3% |
| Human Error | 52 | 92 | 56 | 51 | 80 | 57 | 82 | 44 | 61 | 29 | 38 | 112 | 754 | 7.9% |
| Sick, Injured, Unruly Passenger | 33 | 19 | 34 | 32 | 35 | 36 | 21 | 46 | 33 | 42 | 33 | 20 | 384 | 4.0% |
| Weather | 90 | 86 | 35 | 218 | 19 | 234 | 17 | 81 | 63 | 16 | 96 | 142 | 1,097 | 11.6% |
| Other | 11 | 32 | 19 | 8 | 22 | 36 | 24 | 22 | 19 | 11 | 30 | 29 | 263 | 2.8% |
| TOTAL TRAINS DELAYED | 563 | 619 | 557 | 744 | 710 | 1,240 | 1,051 | 840 | 585 | 735 | 799 | 1,045 | 9,488 | 100% |

2014 Divergence From 2013

| CAUSE CATEGORY | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan - Dec | |
|----------------------------------------|--------------|--------------|------------|-------------|------------|------------|-------------|-------------|------------|-----------|-------------|-------------|--------------|-------|
| Passenger Train Interference | 31 | 37 | 0 | -3 | -11 | -4 | -25 | -14 | -7 | 13 | -6 | 32 | 43 | 0.0% |
| <i>Freight Interference - Peak</i> | 90 | 81 | 49 | 36 | 59 | 43 | 15 | 29 | 12 | 23 | -12 | -78 | 347 | 2.4% |
| <i>Freight Interference - Off-Peak</i> | 62 | 84 | 43 | 30 | 20 | 33 | 43 | 44 | 17 | 36 | -54 | -44 | 314 | 1.1% |
| Freight Interference - Total | 152 | 165 | 92 | 66 | 79 | 76 | 58 | 73 | 29 | 59 | -66 | -122 | 661 | 3.4% |
| Accident | 93 | 116 | -39 | -45 | 50 | 13 | -54 | 64 | -15 | -31 | -36 | -6 | 110 | -0.2% |
| Passenger Loading | 6 | 48 | 35 | -10 | -20 | -87 | -157 | -64 | -49 | -30 | -26 | -24 | -378 | -5.5% |
| Lift Deployment | 16 | 35 | -6 | 2 | 2 | -6 | -8 | 19 | -9 | -17 | -3 | -16 | 9 | -0.3% |
| Obstruction/Debris | 63 | 68 | 9 | 14 | -1 | 10 | 3 | -4 | 7 | -10 | 25 | -25 | 159 | 0.6% |
| Signal/Switch Failure | 38 | 32 | 22 | -79 | -61 | -74 | -17 | -68 | 15 | -55 | -40 | -82 | -369 | -6.3% |
| Track Work | 20 | 27 | 23 | 33 | 145 | 155 | -42 | -20 | -14 | -40 | -2 | 33 | 318 | 1.5% |
| Catenary Failure | 0 | 32 | 7 | -4 | 4 | 5 | -65 | -35 | -4 | -33 | 2 | -6 | -97 | -1.2% |
| Non-Locomotive Equipment Failure | 73 | 37 | 22 | 4 | 8 | 18 | 25 | -4 | 25 | 12 | -43 | 3 | 180 | 1.1% |
| Locomotive Failure | 56 | 61 | 62 | 5 | 43 | -17 | -2 | -31 | 6 | 85 | -18 | -22 | 228 | 0.8% |
| Human Error | 44 | -8 | -3 | 30 | -34 | 15 | -7 | -5 | -2 | 34 | -15 | -68 | -19 | -1.6% |
| Sick, Injured, Unruly Passenger | -6 | 19 | -3 | -9 | 1 | 2 | 18 | -21 | -9 | -11 | -13 | 14 | -18 | -0.9% |
| Weather | 1341 | 401 | 88 | -212 | 17 | -167 | 8 | 7 | -31 | 41 | -74 | -140 | 1279 | 8.9% |
| Other | 20 | 13 | 13 | 13 | 5 | -17 | -13 | -3 | 6 | -5 | 2 | -13 | 21 | -0.3% |
| TOTAL TRAINS DELAYED | 1,947 | 1,083 | 322 | -195 | 227 | -78 | -278 | -106 | -52 | 12 | -313 | -442 | 2,127 | |

Data for current month is final (01/20/15) version from TOPS.

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TABLE 11: FREIGHT DELAYS
between January 2013 and December 2014

| | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|---------------|------------|----------|----------|----------|-----------|------------|------------|------------|-----------|------------|---------------|-----------|------------|--------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| 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 |
| 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 |
| Total | 204 | 0 | 1 | 0 | 26 | 131 | 166 | 141 | 75 | 104 | 17 | 98 | 211 | 1,174 |
| 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 |
| May-14 | 61 | 0 | 0 | 0 | 5 | 25 | 31 | 20 | 3 | 19 | 1 | 2 | 10 | 177 |
| Jun-14 | 48 | 0 | 0 | 0 | 2 | 12 | 38 | 17 | 9 | 30 | 1 | 13 | 21 | 191 |
| Jul-14 | 18 | 0 | 0 | 0 | 1 | 24 | 19 | 16 | 12 | 23 | 0 | 5 | 19 | 137 |
| Aug-14 | 26 | 0 | 0 | 0 | 3 | 12 | 24 | 25 | 4 | 17 | 0 | 4 | 38 | 153 |
| Sep-14 | 24 | 0 | 0 | 0 | 5 | 5 | 22 | 8 | 0 | 24 | 5 | 0 | 7 | 100 |
| Oct-14 | 68 | 0 | 0 | 0 | 0 | 10 | 19 | 20 | 3 | 16 | 4 | 11 | 16 | 167 |
| Nov-14 | 13 | 0 | 0 | 0 | 2 | 12 | 14 | 5 | 1 | 25 | 0 | 1 | 7 | 80 |
| Dec-14 | 11 | 0 | 0 | 0 | 2 | 11 | 20 | 6 | 2 | 6 | 0 | 3 | 14 | 75 |
| Total | 499 | 0 | 0 | 0 | 48 | 209 | 280 | 206 | 73 | 232 | 23 | 61 | 204 | 1,835 |

Data for current month is final (01/20/15) version from TOPS.

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

| LINE | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | | Jul | | | Aug | | | Sep | | | Oct | | | Nov | | | Dec | | | Lift Delays YTD | % of All Delays YTD |
|--------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|---------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------|---------------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | |
| BNSF | 4 | 2 | 2 | 3 | 2 | 1 | 0 | 22 | 2 | 1 | 0 | 2 | 41 | 1.50% | | | | | | | | | | | | | | | | | | | | | | | | |
| Electric ML | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 3 | 0.42% | | | | | | | | | | | | | | | | | | | | | | | | |
| Electric BI | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | | | | | | | | | | | | | | | | | | | | | | | | |
| Electric SC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0.29% | | | | | | | | | | | | | | | | | | | | | | | | |
| HER | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | | | | | | | | | | | | | | | | | | | | | | | | |
| Milw N | 5 | 10 | 2 | 0 | 4 | 2 | 0 | 1 | 2 | 1 | 2 | 4 | 33 | 2.25% | | | | | | | | | | | | | | | | | | | | | | | | |
| Milw W | 8 | 5 | 5 | 1 | 1 | 9 | 5 | 2 | 4 | 1 | 1 | 5 | 47 | 4.25% | | | | | | | | | | | | | | | | | | | | | | | | |
| NCS | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 5 | 0.88% | | | | | | | | | | | | | | | | | | | | | | | | |
| RI | 3 | 6 | 2 | 3 | 3 | 4 | 3 | 2 | 0 | 0 | 3 | 1 | 30 | 2.48% | | | | | | | | | | | | | | | | | | | | | | | | |
| SWS | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 3 | 0.51% | | | | | | | | | | | | | | | | | | | | | | | | |
| UP N | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 4 | 0.60% | | | | | | | | | | | | | | | | | | | | | | | | |
| UP NW | 3 | 6 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | 1 | 0 | 2 | 18 | 2.00% | | | | | | | | | | | | | | | | | | | | | | | | |
| UP W | 5 | 8 | 1 | 1 | 0 | 2 | 2 | 3 | 3 | 2 | 0 | 2 | 29 | 3.04% | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Lift Delays | 28 | 41 | 13 | 10 | 11 | 19 | 11 | 38 | 13 | 6 | 8 | 16 | 214 | 1.84% | | | | | | | | | | | | | | | | | | | | | | | | |
| ALL DELAYS | | | | | | | | | | | | | 11,615 | | | | | | | | | | | | | | | | | | | | | | | | | |

Data for current month is final (01/20/15) version from TOPS.

2013

| LINE | Jan | | | Feb | | | Mar | | | Apr | | | May | | | Jun | | | Jul | | | Aug | | | Sep | | | Oct | | | Nov | | | Dec | | | Lift Delays All Year | % of All Delays All Year |
|--------------------------|-----------|----------|-----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------------------|--------------------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | 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
December 2014

| Minutes | BNSF | Electric | | | Her | Milwaukee | | NCS | RI | SWS | UP | | | System |
|-----------------------------------------------------------|-------------|-------------|--------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Peak * | | | | | | | | | | | | | | |
| 6-10 | 28 | 10 | 2 | 1 | 1 | 12 | 15 | 6 | 6 | 3 | 0 | 6 | 5 | 95 |
| 11-15 | 13 | 5 | 2 | 2 | 0 | 13 | 8 | 4 | 1 | 3 | 2 | 7 | 0 | 60 |
| 16-20 | 1 | 0 | 0 | 1 | 1 | 3 | 7 | 2 | 0 | 0 | 0 | 3 | 2 | 20 |
| 21+ | 13 | 1 | 0 | 1 | 0 | 3 | 3 | 5 | 3 | 0 | 5 | 8 | 0 | 42 |
| Annulled | <u>6</u> | <u>0</u> | <u>3</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>1</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>2</u> | <u>0</u> | <u>13</u> |
| Sub-Total | 61 | 16 | 7 | 5 | 2 | 31 | 34 | 18 | 10 | 6 | 7 | 26 | 7 | 230 |
| Off-Peak ** | | | | | | | | | | | | | | |
| 6-10 | 37 | 10 | 2 | 2 | 0 | 42 | 18 | 7 | 7 | 10 | 4 | 14 | 21 | 174 |
| 11-15 | 13 | 3 | 3 | 3 | 0 | 14 | 19 | 4 | 0 | 3 | 7 | 6 | 17 | 92 |
| 16-20 | 2 | 0 | 0 | 1 | 0 | 1 | 4 | 6 | 1 | 2 | 7 | 4 | 6 | 34 |
| 21+ | 17 | 2 | 0 | 1 | 0 | 10 | 4 | 4 | 4 | 5 | 2 | 10 | 5 | 64 |
| Annulled | <u>3</u> | <u>0</u> | <u>0</u> | <u>2</u> | <u>0</u> | <u>1</u> | <u>0</u> | <u>0</u> | <u>1</u> | <u>0</u> | <u>2</u> | <u>0</u> | <u>0</u> | <u>9</u> |
| Sub-Total | 72 | 15 | 5 | 9 | 0 | 68 | 45 | 21 | 13 | 20 | 22 | 34 | 49 | 373 |
| December 2014 Total | | | | | | | | | | | | | | |
| 6-10 | 65 | 20 | 4 | 3 | 1 | 54 | 33 | 13 | 13 | 13 | 4 | 20 | 26 | 269 |
| 11-15 | 26 | 8 | 5 | 5 | 0 | 27 | 27 | 8 | 1 | 6 | 9 | 13 | 17 | 152 |
| 16-20 | 3 | 0 | 0 | 2 | 1 | 4 | 11 | 8 | 1 | 2 | 7 | 7 | 8 | 54 |
| 21+ | 30 | 3 | 0 | 2 | 0 | 13 | 7 | 9 | 7 | 5 | 7 | 18 | 5 | 106 |
| Annulled | <u>9</u> | <u>0</u> | <u>3</u> | <u>2</u> | <u>0</u> | <u>1</u> | <u>1</u> | <u>1</u> | <u>1</u> | <u>0</u> | <u>2</u> | <u>2</u> | <u>0</u> | <u>22</u> |
| TOTAL | 133 | 31 | 12 | 14 | 2 | 99 | 79 | 39 | 23 | 26 | 29 | 60 | 56 | 603 |
| 2014 Year-to-Date | | | | | | | | | | | | | | |
| 6-10 | 1,154 | 408 | 135 | 222 | 51 | 654 | 492 | 239 | 715 | 264 | 209 | 270 | 339 | 5,152 |
| 11-15 | 618 | 123 | 36 | 57 | 30 | 336 | 246 | 126 | 215 | 115 | 144 | 165 | 208 | 2,419 |
| 16-20 | 314 | 52 | 19 | 21 | 15 | 147 | 115 | 78 | 94 | 68 | 64 | 104 | 139 | 1,230 |
| 21+ | 523 | 108 | 30 | 36 | 32 | 276 | 206 | 113 | 152 | 120 | 203 | 319 | 233 | 2,351 |
| Annulled | <u>121</u> | <u>19</u> | <u>7</u> | <u>13</u> | <u>3</u> | <u>53</u> | <u>48</u> | <u>10</u> | <u>35</u> | <u>23</u> | <u>52</u> | <u>44</u> | <u>35</u> | <u>463</u> |
| TOTAL | 2,730 | 710 | 227 | 349 | 131 | 1,466 | 1,107 | 566 | 1,211 | 590 | 672 | 902 | 954 | 11,615 |
| 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 | |
| December 2014 Total | | | | | | | | | | | | | | |
| 6-10 | 48.9% | 64.5% | 33.3% | 21.4% | 50.0% | 54.5% | 41.8% | 33.3% | 56.5% | 50.0% | 13.8% | 33.3% | 46.4% | 44.6% |
| 11-15 | 19.5% | 25.8% | 41.7% | 35.7% | 0.0% | 27.3% | 34.2% | 20.5% | 4.3% | 23.1% | 31.0% | 21.7% | 30.4% | 25.2% |
| 16-20 | 2.3% | 0.0% | 0.0% | 14.3% | 50.0% | 4.0% | 13.9% | 20.5% | 4.3% | 7.7% | 24.1% | 11.7% | 14.3% | 9.0% |
| 21+ | 22.6% | 9.7% | 0.0% | 14.3% | 0.0% | 13.1% | 8.9% | 23.1% | 30.4% | 19.2% | 24.1% | 30.0% | 8.9% | 17.6% |
| Annulled | <u>6.8%</u> | <u>0.0%</u> | <u>25.0%</u> | <u>14.3%</u> | <u>0.0%</u> | <u>1.0%</u> | <u>1.3%</u> | <u>2.6%</u> | <u>4.3%</u> | <u>0.0%</u> | <u>6.9%</u> | <u>3.3%</u> | <u>0.0%</u> | <u>3.6%</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% |
| 2014 Year-to-Date Delays By Duration | | | | | | | | | | | | | | |
| 6-10 | 42.3% | 57.5% | 59.5% | 63.6% | 38.9% | 44.6% | 44.4% | 42.2% | 59.0% | 44.7% | 31.1% | 29.9% | 35.5% | 44.4% |
| 11-15 | 22.6% | 17.3% | 15.9% | 16.3% | 22.9% | 22.9% | 22.2% | 22.3% | 17.8% | 19.5% | 21.4% | 18.3% | 21.8% | 20.8% |
| 16-20 | 11.5% | 7.3% | 8.4% | 6.0% | 11.5% | 10.0% | 10.4% | 13.8% | 7.8% | 11.5% | 9.5% | 11.5% | 14.6% | 10.6% |
| 21+ | 19.2% | 15.2% | 13.2% | 10.3% | 24.4% | 18.8% | 18.6% | 20.0% | 12.6% | 20.3% | 30.2% | 35.4% | 24.4% | 20.2% |
| Annulled | <u>4.4%</u> | <u>2.7%</u> | <u>3.1%</u> | <u>3.7%</u> | <u>2.3%</u> | <u>3.6%</u> | <u>4.3%</u> | <u>1.8%</u> | <u>2.9%</u> | <u>3.9%</u> | <u>7.7%</u> | <u>4.9%</u> | <u>3.7%</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% |

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

Data for most recent month is final (01/20/15) version from TOPS.

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1/20/2015

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 | |
| <i>December 2014</i> | | | | | | | | | | | | | | |
| Peak * | 24.0 | 11.3 | 9.5 | 14.4 | 12.5 | 12.5 | 13.9 | 26.0 | 27.8 | 10.2 | 36.9 | 72.4 | 10.7 | 24.6 |
| Off-Peak ** | 19.4 | 10.3 | 10.2 | 13.0 | -- | 11.8 | 13.1 | 18.5 | 16.9 | 14.5 | 18.2 | 24.0 | 14.9 | 15.9 |
| All | 21.4 | 10.8 | 9.9 | 13.6 | 12.5 | 12.0 | 13.5 | 21.9 | 21.9 | 13.5 | 23.0 | 44.0 | 14.3 | 19.2 |
| <i>2014 Year-to-Date</i> | | | | | | | | | | | | | | |
| Peak * | 16.4 | 12.9 | 13.1 | 10.2 | 19.0 | 18.9 | 16.0 | 16.2 | 14.0 | 15.5 | 26.2 | 32.8 | 18.8 | 18.3 |
| Off-Peak ** | 17.6 | 13.2 | 12.9 | 11.9 | -- | 15.8 | 15.4 | 18.6 | 12.8 | 16.6 | 22.1 | 25.6 | 21.9 | 17.2 |
| All | 17.0 | 13.0 | 13.0 | 11.5 | 19.0 | 16.9 | 15.6 | 17.6 | 13.3 | 16.2 | 23.8 | 29.5 | 20.6 | 17.7 |

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 (01/20/15) version from TOPS.

**TABLE 15: ANNUAL TRAIN DELAYS AND ON-TIME PERFORMANCE
2009 - 2014**

| | DELAYS | | | | | | | | ON-TIME PERFORMANCE | | | | | | | |
|-----------------|--------|-------|--------|-------|-------|--------------------|--------|-------------------------|---------------------|-------|-------|-------|-------|-------|--------------------|-------|
| | 2009 | 2010 | 2011 | 2012 | 2013 | 2009 - 2013 Avg | 2014 | 2013 vs. 2014 change | | 2009 | 2010 | 2011 | 2012 | 2013 | 2009 - 2013 Avg | 2014 |
| BNSF | 1,697 | 1,267 | 1,868 | 1,067 | 1,460 | 1,471.8 | 2,730 | 1,270 | 87.0% | 93.6% | 95.2% | 92.9% | 96.0% | 94.5% | 94.5% | 89.7% |
| Elec-ML | 762 | 699 | 997 | 834 | 745 | 807.4 | 710 | -35 | -4.7% | 96.8% | 97.1% | 95.8% | 96.5% | 96.9% | 96.6% | 97.0% |
| Elec-BI | 285 | 235 | 235 | 191 | 237 | 236.6 | 227 | -10 | -4.2% | 97.4% | 97.9% | 97.9% | 98.3% | 97.8% | 97.8% | 97.9% |
| Elec-SC | 271 | 240 | 456 | 358 | 456 | 356.2 | 349 | -107 | -23.5% | 98.4% | 98.6% | 97.4% | 97.9% | 97.4% | 98.0% | 98.0% |
| Heritage | 141 | 176 | 210 | 68 | 55 | 130.0 | 131 | 76 | 138.2% | 90.8% | 88.5% | 86.2% | 95.6% | 96.4% | 91.5% | 91.4% |
| M-N | 915 | 1,017 | 1,828 | 1,105 | 1,179 | 1,208.8 | 1,466 | 287 | 24.3% | 94.9% | 94.3% | 89.6% | 93.8% | 93.3% | 93.2% | 91.7% |
| M-W | 495 | 688 | 1,194 | 906 | 987 | 854.0 | 1,107 | 120 | 12.2% | 97.1% | 96.0% | 93.0% | 94.7% | 94.2% | 95.0% | 93.5% |
| NCS | 294 | 385 | 500 | 424 | 438 | 408.2 | 566 | 128 | 29.2% | 94.8% | 93.2% | 91.1% | 92.4% | 92.2% | 92.7% | 89.9% |
| RI | 743 | 712 | 1,158 | 911 | 928 | 890.4 | 1,211 | 283 | 30.5% | 96.2% | 96.3% | 94.0% | 95.3% | 95.3% | 95.4% | 93.8% |
| SWS | 387 | 467 | 624 | 413 | 347 | 447.6 | 590 | 243 | 70.0% | 95.1% | 94.2% | 92.1% | 94.8% | 95.6% | 94.4% | 92.6% |
| UP-N | 1,174 | 1,014 | 1,494 | 737 | 691 | 1,022.0 | 672 | -19 | -2.7% | 94.2% | 95.0% | 92.6% | 96.4% | 96.6% | 95.0% | 96.7% |
| UP-NW | 829 | 643 | 957 | 684 | 1,017 | 826.0 | 902 | -115 | -11.3% | 95.6% | 96.6% | 94.9% | 96.3% | 94.6% | 95.6% | 95.2% |
| UP-W | 792 | 939 | 1,553 | 806 | 948 | 1,007.6 | 954 | 6 | 0.6% | 95.4% | 94.5% | 90.9% | 95.3% | 94.5% | 94.1% | 94.4% |
| SYSTEM | 8,785 | 8,482 | 13,074 | 8,504 | 9,488 | 9,666.6 | 11,615 | 2,127 | 22.4% | 95.7% | 95.9% | 93.6% | 95.8% | 95.4% | 95.3% | 94.3% |

Delays data for 2014 is final (01/20/15) version from TOPS.

'ON-TIME PERFORMANCE' '2009 - 2013 Avg' 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 16: FREQUENCY OF TRAIN DELAYS BY CAUSE BY LINE
2014**

Top 2 causes for each line are shaded*

| CAUSE CATEGORY | BNSF | Electric | | | HER | Milw | | NCS | RI | SWS | Union Pacific | | | SYSTEM |
|----------------------------------------|--------------|------------|------------|------------|------------|--------------|--------------|------------|--------------|------------|---------------|------------|------------|---------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| Passenger Train Interference | 34 | 2 | 1 | 3 | 9 | 100 | 18 | 21 | 16 | 9 | 3 | 7 | 22 | 245 |
| <i>Freight Interference - Peak</i> | 220 | 0 | 0 | 0 | 48 | 57 | 69 | 81 | 29 | 74 | 6 | 33 | 51 | 668 |
| <i>Freight Interference - Off-Peak</i> | 279 | 0 | 0 | 0 | 0 | 152 | 211 | 125 | 44 | 158 | 17 | 28 | 153 | 1,167 |
| Freight Interference - Total | 499 | 0 | 0 | 0 | 48 | 209 | 280 | 206 | 73 | 232 | 23 | 61 | 204 | 1,835 |
| Accident | 244 | 7 | 4 | 4 | 2 | 95 | 47 | 28 | 42 | 2 | 31 | 115 | 64 | 685 |
| Passenger Loading | 84 | 135 | 30 | 50 | 0 | 65 | 81 | 2 | 115 | 0 | 63 | 83 | 52 | 760 |
| Lift Deployment | 41 | 3 | 0 | 1 | 0 | 33 | 47 | 5 | 30 | 3 | 4 | 18 | 29 | 214 |
| Obstruction/Debris | 103 | 42 | 20 | 32 | 10 | 43 | 29 | 9 | 44 | 41 | 47 | 94 | 36 | 550 |
| Signal/Switch Failure | 270 | 34 | 18 | 29 | 19 | 275 | 126 | 87 | 150 | 116 | 18 | 35 | 91 | 1,268 |
| Track Work | 494 | 33 | 9 | 38 | 2 | 96 | 51 | 43 | 102 | 4 | 43 | 34 | 33 | 982 |
| Catenary Failure | 0 | 44 | 10 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 72 |
| Non-Locomotive Equipment Failure | 73 | 59 | 17 | 18 | 2 | 31 | 16 | 4 | 37 | 29 | 47 | 37 | 44 | 414 |
| Locomotive Failure | 142 | 0 | 0 | 0 | 1 | 139 | 92 | 54 | 114 | 27 | 113 | 79 | 68 | 829 |
| Human Error | 281 | 26 | 11 | 24 | 23 | 84 | 47 | 19 | 79 | 48 | 15 | 37 | 41 | 735 |
| Sick, Injured, Unruly Passenger | 49 | 59 | 11 | 24 | 1 | 25 | 31 | 4 | 29 | 10 | 35 | 56 | 32 | 366 |
| Weather | 372 | 245 | 78 | 94 | 13 | 251 | 226 | 75 | 350 | 59 | 199 | 234 | 180 | 2,376 |
| Other | 44 | 21 | 18 | 14 | 1 | 20 | 16 | 9 | 30 | 10 | 31 | 12 | 58 | 284 |
| TOTAL TRAINS DELAYED | 2,730 | 710 | 227 | 349 | 131 | 1,466 | 1,107 | 566 | 1,211 | 590 | 672 | 902 | 954 | 11,615 |

Delays data for most recent month is final (01/20/15) version from TOPS.

01/20/2015

* For calculating top 2 causes, "Freight Interference - Total" is used instead of "... Peak" and "... Off-Peak".

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**TABLE 17: ANNUAL SYSTEM CAUSES OF DELAY
2009 to 2014**

| Cause | 2009 | | 2010 | | 2011 | | 2012 | | 2013 | | 2009-2013 Avg | | 2014 | |
|----------------------------------------|--------------|---------------|--------------|---------------|---------------|---------------|--------------|---------------|--------------|---------------|----------------|---------------|---------------|---------------|
| | Delays | % | Delays | % | Delays | % | Delays | % | Delays | % | Delays | % | Delays | % |
| Passenger Train Interference | 304 | 3.5% | 353 | 4.2% | 494 | 3.8% | 220 | 2.6% | 202 | 2.1% | 314.6 | 3.3% | 245 | 2.1% |
| <i>Freight Interference - Peak</i> | 344 | 3.9% | 424 | 5.0% | 495 | 3.8% | 248 | 2.9% | 321 | 3.4% | 366.4 | 3.8% | 668 | 5.8% |
| <i>Freight Interference - Off-Peak</i> | 520 | 5.9% | 759 | 8.9% | 1,136 | 8.7% | 737 | 8.7% | 853 | 9.0% | 801.0 | 8.3% | 1,167 | 10.0% |
| Freight Interference - Total | 864 | 9.8% | 1,183 | 13.9% | 1,631 | 12.5% | 985 | 11.6% | 1,174 | 12.4% | 1,167.4 | 12.1% | 1,835 | 15.8% |
| Accident | 261 | 3.0% | 389 | 4.6% | 669 | 5.1% | 466 | 5.5% | 575 | 6.1% | 472.0 | 4.9% | 685 | 5.9% |
| Passenger Loading | 1,368 | 15.6% | 1,032 | 12.2% | 2,145 | 16.4% | 1,182 | 13.9% | 1,138 | 12.0% | 1,373.0 | 14.2% | 760 | 6.5% |
| Lift Deployment | 255 | 2.9% | 258 | 3.0% | 451 | 3.4% | 250 | 2.9% | 205 | 2.2% | 283.8 | 2.9% | 214 | 1.8% |
| Obstruction/Debris | 399 | 4.5% | 375 | 4.4% | 401 | 3.1% | 424 | 5.0% | 391 | 4.1% | 398.0 | 4.1% | 550 | 4.7% |
| Signal/Switch Failure | 1,401 | 15.9% | 1,327 | 15.6% | 1,648 | 12.6% | 1,253 | 14.7% | 1,637 | 17.3% | 1,453.2 | 15.0% | 1,268 | 10.9% |
| Track Work | 808 | 9.2% | 689 | 8.1% | 1,379 | 10.5% | 903 | 10.6% | 664 | 7.0% | 888.6 | 9.2% | 982 | 8.5% |
| Catenary Failure | 56 | 0.6% | 58 | 0.7% | 40 | 0.3% | 81 | 1.0% | 169 | 1.8% | 80.8 | 0.8% | 72 | 0.6% |
| Non-Locomotive Equipment Failure | 201 | 2.3% | 270 | 3.2% | 243 | 1.9% | 163 | 1.9% | 234 | 2.5% | 222.2 | 2.3% | 414 | 3.6% |
| Locomotive Failure | 601 | 6.8% | 614 | 7.2% | 660 | 5.0% | 543 | 6.4% | 601 | 6.3% | 603.8 | 6.2% | 829 | 7.1% |
| Human Error | 529 | 6.0% | 545 | 6.4% | 870 | 6.7% | 647 | 7.6% | 754 | 7.9% | 669.0 | 6.9% | 735 | 6.3% |
| Sick, Injured, Unruly Passenger | 394 | 4.5% | 399 | 4.7% | 500 | 3.8% | 437 | 5.1% | 384 | 4.0% | 422.8 | 4.4% | 366 | 3.2% |
| Weather | 1,075 | 12.2% | 724 | 8.5% | 1,547 | 11.8% | 631 | 7.4% | 1,097 | 11.6% | 1,014.8 | 10.5% | 2,376 | 20.5% |
| Other | 269 | 3.1% | 266 | 3.1% | 396 | 3.0% | 319 | 3.8% | 263 | 2.8% | 302.6 | 3.1% | 284 | 2.4% |
| TOTAL TRAINS DELAYED | 8,785 | 100.0% | 8,482 | 100.0% | 13,074 | 100.0% | 8,504 | 100.0% | 9,488 | 100.0% | 9,666.6 | 100.0% | 11,615 | 100.0% |

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

01/20/2015

Delays data for most recent month is final (01/20/15) version from TOPS.

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**TABLE 18: FREQUENCY OF TRAIN DELAYS BY DURATION
Year End 2009 to 2014**

| Minutes | 2009 | | 2010 | | 2011 | | 2012 | | 2013 | | 2009 - 2013 Avg | | 2014 | |
|--------------|--------------|---------------|--------------|---------------|---------------|---------------|--------------|---------------|--------------|---------------|-----------------|---------------|---------------|---------------|
| | Delays | % | Delays | % | Delays | % | Delays | % | Delays | % | Delays | % | Delays | % |
| 6-10 | 4,466 | 50.8% | 4,103 | 48.4% | 6,730 | 51.5% | 4,480 | 52.7% | 4,375 | 46.1% | 4,830.8 | 50.0% | 5,152 | 44.4% |
| 11-15 | 1,821 | 20.7% | 1,738 | 20.5% | 2,701 | 20.7% | 1,723 | 20.3% | 1,893 | 20.0% | 1,975.2 | 20.4% | 2,419 | 20.8% |
| 16-20 | 891 | 10.1% | 838 | 9.9% | 1,251 | 9.6% | 716 | 8.4% | 925 | 9.7% | 924.2 | 9.6% | 1,230 | 10.6% |
| 21+ | 1,387 | 15.8% | 1,574 | 18.6% | 2,005 | 15.3% | 1,347 | 15.8% | 2,003 | 21.1% | 1,663.2 | 17.2% | 2,351 | 20.2% |
| Annulled | 220 | 2.5% | 229 | 2.7% | 387 | 3.0% | 238 | 2.8% | 292 | 3.1% | 273.2 | 2.8% | 463 | 4.0% |
| TOTAL | 8,785 | 100.0% | 8,482 | 100.0% | 13,074 | 100.0% | 8,504 | 100.0% | 9,488 | 100.0% | 9,666.6 | 100.0% | 11,615 | 100.0% |

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

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**TABLE 19: FREQUENCY OF TRAIN DELAYS BY DURATION AND LINE
Year End 2014**

| Minutes | BNSF | Electric | | | Her | Milwaukee | | NCS | RI | SWS | UP | | | System |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | | ML | BI | SC | | N | W | | | | N | NW | W | |
| 6-10 | 1,154 | 408 | 135 | 222 | 51 | 654 | 492 | 239 | 715 | 264 | 209 | 270 | 339 | 5,152 |
| 11-15 | 618 | 123 | 36 | 57 | 30 | 336 | 246 | 126 | 215 | 115 | 144 | 165 | 208 | 2,419 |
| 16-20 | 314 | 52 | 19 | 21 | 15 | 147 | 115 | 78 | 94 | 68 | 64 | 104 | 139 | 1,230 |
| 21+ | 523 | 108 | 30 | 36 | 32 | 276 | 206 | 113 | 152 | 120 | 203 | 319 | 233 | 2,351 |
| Annulled | <u>121</u> | <u>19</u> | <u>7</u> | <u>13</u> | <u>3</u> | <u>53</u> | <u>48</u> | <u>10</u> | <u>35</u> | <u>23</u> | <u>52</u> | <u>44</u> | <u>35</u> | <u>463</u> |
| TOTAL | 2,730 | 710 | 227 | 349 | 131 | 1,466 | 1,107 | 566 | 1,211 | 590 | 672 | 902 | 954 | 11,615 |
| 6-10 | 42.3% | 57.5% | 59.5% | 63.6% | 38.9% | 44.6% | 44.4% | 42.2% | 59.0% | 44.7% | 31.1% | 29.9% | 35.5% | 44.4% |
| 11-15 | 22.6% | 17.3% | 15.9% | 16.3% | 22.9% | 22.9% | 22.2% | 22.3% | 17.8% | 19.5% | 21.4% | 18.3% | 21.8% | 20.8% |
| 16-20 | 11.5% | 7.3% | 8.4% | 6.0% | 11.5% | 10.0% | 10.4% | 13.8% | 7.8% | 11.5% | 9.5% | 11.5% | 14.6% | 10.6% |
| 21+ | 19.2% | 15.2% | 13.2% | 10.3% | 24.4% | 18.8% | 18.6% | 20.0% | 12.6% | 20.3% | 30.2% | 35.4% | 24.4% | 20.2% |
| Annulled | <u>4.4%</u> | <u>2.7%</u> | <u>3.1%</u> | <u>3.7%</u> | <u>2.3%</u> | <u>3.6%</u> | <u>4.3%</u> | <u>1.8%</u> | <u>2.9%</u> | <u>3.9%</u> | <u>7.7%</u> | <u>4.9%</u> | <u>3.7%</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% |

Data for most recent month is final (01/20/15) version from TOPS.

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