





## Notes

<b>Note No.</b>	<b>Applies to Tables—</b>	<b>Note</b>
<b>1</b>	<b>1 &amp; 3</b>	Data for tables 1 and 3 will not be available until the avoidable costing methodology for the Amtrak Performance Tracking (APT) System has been completed.
<b>2</b>	<b>All route-specific tables</b>	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
<b>3</b>	<b>All tables referring to "Prior Report"</b>	The prior report was published in June 2013, covering the quarter ended March 31, 2013.
<b>4</b>	<b>On-Time Performance, Train Delays, and Other Service Quality Tables</b>	For the non-financial metrics for which standards exist, numbers shown in <b>red</b> indicate that the established standard was not met.

**TABLE 1 (A):**  
**PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE**  
*Including State Revenue (See Note 1 at the beginning of this document)*

Service	Current Period	Prior Period	Prior Report
	Jul. 11 - Jun. 13	Jul. 10 - Jun. 12	Apr. 11 - Mar. 13

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
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***Other NEC Corridor Routes***

Keystone Service*	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	Not Available	Not Available	Not Available
Norfolk*	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

***Non-NEC Corridor Routes***

Capitol Corridor*	Not Available	Not Available	Not Available
Carolinian*	Not Available	Not Available	Not Available
Cascades*	Not Available	Not Available	Not Available
Downeaster*	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack*	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express*	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer*	Not Available	Not Available	Not Available
Hiawatha*	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr*	Not Available	Not Available	Not Available
Illini / Saluki*	Not Available	Not Available	Not Available
Lincoln Service*	Not Available	Not Available	Not Available
Michigan			
Blue Water*	Not Available	Not Available	Not Available
Pere Marquette*	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis*	Not Available	Not Available	Not Available
Pacific Surfliner*	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont*	Not Available	Not Available	Not Available
San Joaquins*	Not Available	Not Available	Not Available
Vermonteer*	Not Available	Not Available	Not Available

***Long-Distance Routes***

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

*\* Includes state revenue.*

**TABLE 1 (B):**  
**PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE**  
*Excluding State Revenue*

Service	Current Period	Prior Period	Prior Report
	Jul. 11 - Jun. 13	Jul. 10 - Jun. 12	Apr. 11 - Mar. 13

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
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***Other NEC Corridor Routes***

Keystone Service*	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	Not Available	Not Available	Not Available
Norfolk*	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

***Non-NEC Corridor Routes***

Capitol Corridor*	Not Available	Not Available	Not Available
Carolinian*	Not Available	Not Available	Not Available
Cascades*	Not Available	Not Available	Not Available
Downeaster*	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack*	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express*	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer*	Not Available	Not Available	Not Available
Hiawatha*	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr*	Not Available	Not Available	Not Available
Illini / Saluki*	Not Available	Not Available	Not Available
Lincoln Service*	Not Available	Not Available	Not Available
Michigan			
Blue Water*	Not Available	Not Available	Not Available
Pere Marquette*	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis*	Not Available	Not Available	Not Available
Pacific Surfliner*	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont*	Not Available	Not Available	Not Available
San Joaquins*	Not Available	Not Available	Not Available
Vermonteer*	Not Available	Not Available	Not Available

***Long-Distance Routes***

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

*\* Excludes state revenue.*

**TABLE 2 (A):**  
**PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE**  
*Including State Revenue*

Service	Current Period	Prior Period	Prior Report
	Jul. 11 - Jun. 13	Jul. 10 - Jun. 12	Apr. 11 - Mar. 13

***Acela Express***

Acela Express	171%	150%	165%
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***Other NEC Corridor Routes***

Keystone Service*	89%	81%	91%
Northeast Regional (Boston - Washington)	120%	105%	116%
Richmond / Newport News*	109%	102%	106%
Lynchburg*	143%	145%	141%
Norfolk*	107%	n/a	99%
New Haven - Springfield	51%	46%	50%

***Non-NEC Corridor Routes***

Capitol Corridor*	79%	78%	87%
Carolinian*	100%	96%	100%
Cascades*	76%	74%	80%
Downeaster*	84%	86%	85%
Empire Corridor			
Adirondack*	101%	92%	75%
Empire Service	82%	71%	78%
Ethan Allen Express*	86%	83%	85%
Maple Leaf	64%	60%	62%
Heartland Flyer*	59%	61%	58%
Hiawatha*	88%	86%	87%
Hoosier State	13%	18%	15%
Illinois			
Carl Sandburg / Illinois Zephyr*	87%	76%	85%
Illini / Saluki*	76%	72%	75%
Lincoln Service*	70%	68%	70%
Michigan			
Blue Water*	82%	78%	81%
Pere Marquette*	90%	96%	88%
Wolverine	50%	51%	51%
Kansas City - St. Louis*	92%	93%	91%
Pacific Surfliner*	80%	73%	76%
Pennsylvanian	65%	57%	62%
Piedmont*	79%	81%	82%
San Joaquins*	85%	87%	84%
Vermonteer*	72%	72%	73%

***Long-Distance Routes***

Auto Train	58%	67%	60%
California Zephyr	42%	43%	42%
Capitol Limited	48%	47%	47%
Cardinal	32%	30%	31%
City of New Orleans	50%	47%	48%
Coast Starlight	45%	44%	45%
Crescent	43%	43%	43%
Empire Builder	56%	52%	54%
Lake Shore Ltd	49%	48%	48%
Palmetto	59%	54%	58%
Silver Meteor	51%	49%	51%
Silver Star	44%	42%	44%
Southwest Chief	41%	41%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	47%	46%	46%

*Excludes Capital Charges.*

*\* Includes state revenue.*

**TABLE 2 (B):**  
**PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE**  
*Excluding State Revenue*

Service	Current Period	Prior Period	Prior Report
	Jul. 11 - Jun. 13	Jul. 10 - Jun. 12	Apr. 11 - Mar. 13

***Acela Express***

Acela Express	171%	150%	165%
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***Other NEC Corridor Routes***

Keystone Service*	71%	63%	69%
Northeast Regional (Boston - Washington)	120%	105%	116%
Richmond / Newport News*	109%	102%	106%
Lynchburg*	143%	145%	141%
Norfolk*	107%	n/a	99%
New Haven - Springfield	51%	46%	50%

***Non-NEC Corridor Routes***

Capitol Corridor*	40%	39%	39%
Carolinian*	93%	87%	91%
Cascades*	54%	56%	54%
Downeaster*	51%	50%	51%
Empire Corridor			
Adirondack*	56%	54%	55%
Empire Service	48%	45%	46%
Ethan Allen Express*	86%	83%	85%
Maple Leaf	64%	60%	61%
Heartland Flyer*	25%	24%	24%
Hiawatha*	64%	60%	62%
Hoosier State	13%	18%	15%
Illinois			
Carl Sandburg / Illinois Zephyr*	35%	34%	34%
Illini / Saluki*	47%	44%	46%
Lincoln Service*	41%	39%	40%
Michigan			
Blue Water*	44%	42%	44%
Pere Marquette*	55%	53%	52%
Wolverine	50%	51%	51%
Kansas City - St. Louis*	37%	36%	37%
Pacific Surfliner*	55%	49%	53%
Pennsylvanian	65%	57%	62%
Piedmont*	41%	38%	40%
San Joaquins*	48%	47%	47%
Vermonteer*	47%	45%	46%

***Long-Distance Routes***

Auto Train	58%	67%	60%
California Zephyr	42%	43%	42%
Capitol Limited	48%	47%	47%
Cardinal	32%	30%	31%
City of New Orleans	50%	47%	48%
Coast Starlight	45%	44%	45%
Crescent	43%	43%	43%
Empire Builder	56%	52%	54%
Lake Shore Ltd	49%	48%	48%
Palmetto	59%	54%	58%
Silver Meteor	51%	49%	51%
Silver Star	44%	42%	44%
Southwest Chief	41%	41%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	47%	46%	46%

*Excludes Capital Charges.*

*\* Excludes state revenue.*

**TABLE 3 (A):  
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**  
*Including State Revenue. Year 2010 Constant Dollars*

Service	Current Period	Prior Period	Prior Report
	Jul. 11 - Jun. 13	Jul. 10 - Jun. 12	Apr. 11 - Mar. 13

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
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***Other NEC Corridor Routes***

Keystone Service*	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	Not Available	Not Available	Not Available
Norfolk*	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

***Non-NEC Corridor Routes***

Capitol Corridor*	Not Available	Not Available	Not Available
Carolinian*	Not Available	Not Available	Not Available
Cascades*	Not Available	Not Available	Not Available
Downeaster*	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack*	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express*	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer*	Not Available	Not Available	Not Available
Hiawatha*	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr*	Not Available	Not Available	Not Available
Illini / Saluki*	Not Available	Not Available	Not Available
Lincoln Service*	Not Available	Not Available	Not Available
Michigan			
Blue Water*	Not Available	Not Available	Not Available
Pere Marquette*	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis*	Not Available	Not Available	Not Available
Pacific Surfliner*	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont*	Not Available	Not Available	Not Available
San Joaquins*	Not Available	Not Available	Not Available
Vermonteer*	Not Available	Not Available	Not Available

***Long-Distance Routes***

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

*\* Includes state revenue.*



**TABLE 3 (B):  
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**  
*Excluding State Revenue. Year 2010 Constant Dollars*

Service	Current Period	Prior Period	Prior Report
	Jul. 11 - Jun. 13	Jul. 10 - Jun. 12	Apr. 11 - Mar. 13

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
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***Other NEC Corridor Routes***

Keystone Service*	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

***Non-NEC Corridor Routes***

Capitol Corridor*	Not Available	Not Available	Not Available
Carolinian*	Not Available	Not Available	Not Available
Cascades*	Not Available	Not Available	Not Available
Downeaster*	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack*	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express*	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer*	Not Available	Not Available	Not Available
Hiawatha*	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr*	Not Available	Not Available	Not Available
Illini / Saluki*	Not Available	Not Available	Not Available
Lincoln Service*	Not Available	Not Available	Not Available
Michigan			
Blue Water*	Not Available	Not Available	Not Available
Pere Marquette*	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis*	Not Available	Not Available	Not Available
Pacific Surfliner*	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont*	Not Available	Not Available	Not Available
San Joaquins*	Not Available	Not Available	Not Available
Vermonteer*	Not Available	Not Available	Not Available

***Long-Distance Routes***

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

*\* Excludes state revenue.*

**TABLE 4 (A):**  
**ADJUSTED (LOSS) PER PASSENGER-MILE**  
*Including State Revenue. Year 2010 Constant Dollars*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Jul. 11 - Jun. 13</b>	<b>Jul. 10 - Jun. 12</b>	<b>Apr. 11 - Mar. 13</b>
(\$0.062)	(\$0.068)	(\$0.065)

*Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.*

The Prior Report column above may not match previously reported figures for that period due to the chain deflator now being used for 2013 which reflects the current period.

Note: The Passenger Miles for June 2011 through September 2011 previously reported have been revised with updated SAM\_APT Statistics.

**TABLE 4 (B):**  
**ADJUSTED (LOSS) PER PASSENGER-MILE**  
*Excluding State Revenue. Year 2010 Constant Dollars*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Jul. 11 - Jun. 13</b>	<b>Jul. 10 - Jun. 12</b>	<b>Apr. 11 - Mar. 13</b>
(\$0.090)	(\$0.097)	(\$0.094)

*Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.*

The Prior Report column above may not match previously reported figures for that period due to the chain deflator now being used for 2013 which reflects the current period.

Note: The Passenger Miles for June 2011 through September 2011 previously reported have been revised with updated SAM\_APT Statistics.

**TABLE 5:  
PASSENGER-MILES PER TRAIN-MILE**

Service	Current Period	Prior Period	Prior Report
	Jul. 11 - Jun. 13	Jul. 10 - Jun. 12	Apr. 11 - Mar. 13

***Acela Express***

Acela Express	193	193	194
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***Other NEC Corridor Routes***

Keystone Service	147	142	146
Northeast Regional (Boston - Washington)	219	207	216
Richmond / Newport News	267	245	262
Lynchburg	341	319	340
Norfolk	178	n/a	170
New Haven - Springfield	124	122	124

***Non-NEC Corridor Routes***

Capitol Corridor	94	91	93
Carolinian	272	278	275
Cascades	141	147	143
Downeaster	102	102	104
Empire Corridor			
Adirondack	233	228	235
Empire Service	137	130	137
Ethan Allen Express	165	168	167
Maple Leaf	110	107	109
Heartland Flyer	100	102	102
Hiawatha	157	157	157
Hoosier State	70	70	71
Illinois			
Carl Sandburg / Illinois Zephyr	104	102	104
Illini / Saluki	136	131	137
Lincoln Service	143	147	146
Michigan			
Blue Water	167	166	168
Pere Marquette	131	132	132
Wolverine	138	162	158
Kansas City - St. Louis	94	93	94
Pacific Surfliner	150	148	151
Pennsylvanian	196	192	195
Piedmont	69	67	69
San Joaquins	126	119	126
Vermonter	136	145	140

***Long-Distance Routes***

Auto Train	372	359	370
California Zephyr	173	175	174
Capitol Limited	201	202	202
Cardinal	134	133	135
City of New Orleans	177	170	175
Coast Starlight	227	220	225
Crescent	166	172	168
Empire Builder	208	205	206
Lake Shore Ltd	243	245	246
Palmetto	152	153	154
Silver Meteor	231	230	233
Silver Star	197	200	199
Southwest Chief	193	199	195
Sunset Limited	138	136	139
Texas Eagle	194	188	195

**TABLE 6:  
ON-TIME PERFORMANCE (OTP)**

Service <sup>a</sup>	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP <sup>b</sup>	All-Stations OTP <sup>c</sup>
	Last Four Quarters	3rd Quarter FY 2013	3rd Quarter FY 2013

**Acela Express**

Standard	>=0	90.0%	90.0%
Acela Express	0.0	<b>86.2%</b>	<b>89.1%</b>

**Other NEC Corridor Routes**

Standard	>=0	85.0%	85.0%
Keystone	0.5	93.1%	96.4%
Total Northeast Regional		83.9%	87.0%
Richmond / Newport News/Norfolk <sup>d</sup>	0.3	80.3%	80.0%
Lynchburg <sup>e</sup>	Not Available	89.6%	88.0%
All Other Northeast Regional	0.4	84.5%	90.4%

**Non-NEC Corridor Routes**

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.2	96.4%	97.0%
Carolinian	1.2	<b>62.1%</b>	<b>60.7%</b>
Cascades	0.6	84.4%	84.8%
Downeaster	<b>-0.5</b>	<b>77.7%</b>	90.1%
Empire Corridor	1.2	83.3%	<b>79.0%</b>
Adirondack	1.0	<b>59.9%</b>	<b>57.9%</b>
Ethan Allen Express	3.0	<b>79.1%</b>	87.2%
Maple Leaf	0.4	<b>57.7%</b>	<b>59.9%</b>
New York - Albany <sup>f</sup>	2.6	93.0%	96.1%
New York - Niagara Falls	0.0	<b>78.3%</b>	<b>76.8%</b>
Heartland Flyer	<b>-0.1</b>	<b>28.7%</b>	<b>59.6%</b>
Hiawatha	<b>-1.6</b>	87.3%	94.2%
Hoosier State	2.9	<b>72.8%</b>	<b>79.2%</b>
Illinois	3.1	84.3%	<b>78.4%</b>
Carl Sandburg / Illinois Zephyr	0.9	87.9%	88.0%
Illini / Saluki	2.5	<b>78.6%</b>	<b>60.5%</b>
Lincoln Service	3.9	85.3%	83.3%
Michigan	3.2	<b>28.7%</b>	<b>50.8%</b>
Blue Water	5.8	<b>57.1%</b>	<b>74.0%</b>
Pere Marquette	2.8	<b>42.2%</b>	<b>71.8%</b>
Wolverine	2.4	<b>14.8%</b>	<b>42.0%</b>
Kansas City - St. Louis	8.2	90.7%	91.0%
Pacific Surfliner	0.2	85.0%	90.1%
Pennsylvanian	1.1	95.1%	90.4%
Piedmont	1.7	<b>70.1%</b>	88.8%
San Joaquin	0.3	<b>61.3%</b>	<b>65.6%</b>
Vermonter	3.2	82.4%	<b>77.0%</b>

**Long-Distance Routes**

Standard	>=0	80.0%	80.0%
Auto Train	<b>-0.3</b>	82.4%	84.6%
California Zephyr	3.4	<b>58.8%</b>	<b>49.9%</b>
Capitol Limited	2.4	<b>72.0%</b>	<b>53.2%</b>
Cardinal	1.3	<b>44.9%</b>	<b>44.6%</b>
City of New Orleans	1.6	89.0%	<b>76.7%</b>
Coast Starlight	1.0	82.4%	<b>67.4%</b>
Crescent	0.4	<b>76.4%</b>	<b>66.0%</b>
Empire Builder	<b>-0.7</b>	<b>67.1%</b>	<b>43.3%</b>
Lake Shore Ltd	0.4	<b>65.3%</b>	<b>46.4%</b>
Palmetto	1.0	<b>66.1%</b>	<b>68.4%</b>
Silver Meteor	<b>-0.3</b>	<b>61.5%</b>	<b>51.0%</b>
Silver Star	0.6	<b>61.5%</b>	<b>57.8%</b>
Southwest Chief	0.3	82.4%	<b>53.3%</b>
Sunset Limited	0.9	<b>70.5%</b>	<b>55.1%</b>
Texas Eagle	2.7	<b>71.4%</b>	<b>47.1%</b>

<sup>a</sup> For train-by-train detail, please refer to Appendix A.

<sup>b</sup> Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.

<sup>c</sup> All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services. Note: All Stations OTP data provided as information. Standard is effective starting in FY 2012.

<sup>d</sup> Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

**TABLE 7:  
OFF-NEC HOST RESPONSIBLE DELAYS BY SERVICE**  
Minutes of Delay Per 10,000 Train-Miles

Service	Host	3rd Quarter FY 2013							MM&C Allowance <sup>c</sup>	Route Miles
		Total Delay	Largest 2 Delay Categories <sup>b</sup>							
			#1	Minutes	#2	Minutes				
<b>Standard</b>		<b>900</b>								
<b>Acela Express</b>										
Acela Express	MNRR	722	CTI	285	DSR	210	0	56		
<b>Other NEC Corridor Routes</b>										
Northeast Regional										
Richmond / Newport News/Norfolk <sup>d</sup>	CSX	1414	DSR	367	FTI	261	0	189		
	MNRR	705	CTI	328	DSR	217	0	56		
	NS	646	DCS	239	DSR	235	0	81		
Lynchburg <sup>e</sup>	MNRR	893	CTI	379	DSR	139	0	56		
	NS	290	DCS	104	FTI	76	0	166		
All Other Northeast Regional	MNRR	886	CTI	488	DSR	240	0	56		
<b>Non-NEC Corridor Routes</b>										
Capitol Corridor	UP	486	PTI	165	DCS	120	0	168		
Carolinian	CSX	1669	FTI	567	PTI	339	0	295		
	NS	586	DSR	212	FTI	146	0	202		
Cascades	BNSF	1066	DSR	314	FTI	222	0	343		
	UP	530	FTI	264	DCS	95	0	125		
Downeaster	MBTA	1599	DSR	676	CTI	571	0	38		
	PanAm	440	PTI	180	DCS	88	0	77		
Empire Corridor										
Adirondack	CN	1457	FTI	491	RTE	349	0	49		
	CP	2300	DSR	1301	PTI	469	0	178		
	Amtrak	178	DCS	98	CTI	26	0	104		
	MNRR	1050	CTI	483	RTE	211	0	64		
Ethan Allen Express	CP	2859	DSR	1885	PTI	348	0	60		
	Amtrak	350	DMW	187	PTI	79	0	104		
	MNRR	947	CTI	498	RTE	191	0	64		
	VTR	74	DSR	46	DCS	23	0	24		
Maple Leaf	CSX	2183	FTI	779	RTE	414	0	396		
	Amtrak	247	DMW	117	DCS	69	0	109		
	MNRR	943	CTI	644	DSR	117	0	64		
New York - Albany <sup>f</sup>	Amtrak	186	CTI	49	DCS	45	0	81		
	MNRR	641	CTI	291	RTE	118	0	64		
New York - Niagara Falls	CSX	1792	FTI	633	RTE	394	0	394		
	Amtrak	171	DMW	36	DCS	35	0	109		
	MNRR	814	CTI	335	RTE	131	0	64		
Heartland Flyer	BNSF	2596	DSR	1690	FTI	656	0	238		
Hiawatha	CP	514	DMW	191	FTI	158	0	53		
	Metra	1668	CTI	795	DSR	260	0	29		
Hoosier State	CSX	1112	DCS	448	FTI	247	0	169		
Illinois										
Carl Sandburg / Illinois Zephyr	BNSF	819	DSR	267	FTI	207	0	257		
Illini / Saluki	CN	971	FTI	493	PTI	164	0	306		
Lincoln Service	CN	744	FTI	293	DCS	194	0	37		
	UP	973	PTI	454	DCS	137	0	231		
Michigan										
Blue Water	Amtrak	466	PTI	240	DCS	93	0	99		
	CN	596	FTI	369	DCS	89	0	159		
	MIDOT	2203	DSR	1598	DCS	245	0	22		
	NS	4506	FTI	1507	DSR	684	1671	39		
Pere Marquette	CSX	799	RTE	341	DSR	203	0	135		
	NS	4504	FTI	1116	DCS	800	1671	39		
Wolverine	Amtrak	648	PTI	370	DCS	116	0	99		
	CN	1489	FTI	527	DCS	364	0	27		
	MIDOT	2606	DSR	1260	PTI	910	0	134		
	NS	4167	FTI	1735	DSR	638	1671	39		
Kansas City - St. Louis	UP	399	FTI	150	PTI	92	0	271		
Pacific Surfliner	BNSF	1121	DSR	301	RTE	242	0	22		
	SCRRA	905	PTI	418	CTI	272	0	95		
	SDNRR	1373	CTI	502	PTI	452	0	60		
	UP	875	PTI	553	DCS	140	0	174		

**TABLE 7:  
OFF-NEC HOST RESPONSIBLE DELAYS BY SERVICE**  
Minutes of Delay Per 10,000 Train-Miles

Service	Host	3rd Quarter FY 2013						MM&C Allowance <sup>c</sup>	Route Miles
		Total Delay	Largest 2 Delay Categories <sup>b</sup>						
			#1	Minutes	#2	Minutes			

<b>Standard</b>			<b>900</b>						
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Pennsylvanian	NS		500	FTI	182	DSR	119	0	249
Piedmont	NS		657	DSR	271	FTI	129	0	173
San Joaquin	BNSF		<b>1315</b>	DSR	418	PTI	405	0	284
	UP		736	PTI	337	DCS	174	0	88
Vermont	MNRR		<b>1308</b>	CTI	640	DSR	391	0	56
	NECR		789	DSR	613	DCS	60	0	238

**Long-Distance Routes**

Auto Train	CSX		<b>1259</b>	FTI	401	DSR	297	0	914
	CFRC		<b>3416</b>	DSR	2072	DCS	952	0	61
California Zephyr	BNSF		<b>1035</b>	DSR	641	FTI	145	0	1,027
	UP		742	FTI	250	DCS	136	0	1,431
Capitol Limited	CSX		<b>1019</b>	FTI	289	DSR	245	0	307
	NS		<b>1288</b>	FTI	523	RTE	285	0	481
Cardinal	BBrRR		<b>2359</b>	FTI	731	DSR	534	0	132
	CSX		<b>1261</b>	FTI	427	DCS	348	0	698
	NS		<b>1012</b>	FTI	330	PTI	254	0	79
City of New Orleans	CN		753	FTI	311	DSR	152	0	930
Coast Starlight	BNSF		537	DSR	145	FTI	121	0	186
	SCRRA		<b>2549</b>	CTI	1057	PTI	1053	0	48
	UP		<b>950</b>	PTI	300	FTI	282	0	1,159
Crescent	NS		756	FTI	277	DSR	213	0	1,141
Empire Builder	BNSF		867	DSR	480	FTI	224	0	2,147
	CP		<b>1004</b>	FTI	481	DSR	221	0	384
	Metra		<b>1704</b>	CTI	993	DCS	371	0	29
Lake Shore Ltd	CSX		<b>1528</b>	FTI	395	DSR	354	0	741
	MNRR		<b>962</b>	CTI	477	RTE	306	0	64
	NS		<b>1444</b>	FTI	565	DSR	331	0	339
Palmetto	CSX		<b>990</b>	FTI	320	PTI	233	0	659
Silver Meteor	CSX		816	DSR	207	FTI	201	0	1,152
	CFRC		<b>3333</b>	PTI	1102	DCS	900	0	61
	Fla DOT		<b>928</b>	CTI	306	DSR	222	0	68
Silver Star	CSX		<b>1022</b>	FTI	268	DSR	247	0	1,209
	CFRC		<b>1546</b>	DSR	609	DCS	604	0	61
	Fla DOT		<b>1403</b>	CTI	662	DSR	441	0	68
	NS		761	PTI	553	DCS	184	0	28
Southwest Chief	BNSF		558	DSR	180	FTI	134	0	2,198
	NMDOT		<b>1110</b>	DSR	493	CTI	275	0	80
Sunset Limited	BNSF		718	DSR	315	FTI	196	0	190
	UP		<b>1261</b>	FTI	620	DCS	234	0	1,784
Texas Eagle	BNSF		<b>2082</b>	DSR	1191	FTI	508	0	126
	CN		<b>1081</b>	FTI	595	DCS	264	0	37
	UP		<b>1666</b>	FTI	725	DSR	294	0	1,104

<sup>a</sup>This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad. For train-by-train detail, please refer to Appendix B.

<sup>b</sup>For explanation of delay codes, see Table 19.

<sup>c</sup>"Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

<sup>d</sup>Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>e</sup>Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup>Includes only trains that operate solely between New York and Albany.

**TABLE 8:  
OFF-NEC AMTRAK RESPONSIBLE DELAYS BY SERVICE**  
Minutes of Delay Per 10,000 Train-Miles

Service	3rd Quarter FY 2013					
	Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>
		#1	Minutes	#2	Minutes	
<b>Standard</b>	<b>325</b>					
<b>Acela Express</b>						
Acela Express	107	OTH	67	HLD	11	0
<b>Other NEC Corridor Routes</b>						
Northeast Regional						
Richmond / Newport News/Norfolk <sup>d</sup>	431	HLD	197	ADA	75	0
Lynchburg <sup>e</sup>	284	HLD	108	OTH	99	0
All Other Northeast Regional	289	OTH	126	HLD	56	0
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	194	HLD	51	ADA	35	0
Carolinian	507	HLD	195	ADA	160	0
Cascades	234	ENG	46	HLD	43	0
Downeaster	149	ITI	64	OTH	42	0
Empire Corridor						
Adirondack	126	HLD	61	ENG	34	0
Ethan Allen Express	161	HLD	78	OTH	50	0
Maple Leaf	334	SYS	118	HLD	109	0
New York - Albany <sup>f</sup>	43	OTH	42	HLD	28	0
New York - Niagara Falls	386	SYS	167	HLD	82	0
Heartland Flyer	265	HLD	103	OTH	70	0
Hiawatha	496	OTH	260	ITI	129	0
Hoosier State	550	SYS	227	OTH	171	0
Illinois						
Carl Sandburg / Illinois Zephyr	157	HLD	91	ADA	30	0
Illini / Saluki	323	OTH	127	HLD	85	0
Lincoln Service	97	ADA	31	HLD	25	0
Michigan						
Blue Water	367	OTH	156	HLD	142	0
Pere Marquette	536	SYS	208	HLD	156	0
Wolverine	466	OTH	220	SYS	118	0
Kansas City - St. Louis	208	HLD	68	ENG	65	0
Pacific Surfliner	314	HLD	85	ENG	33	0
Pennsylvanian	224	HLD	88	OTH	81	0
Piedmont	491	ADA	72	HLD	69	0
San Joaquin	267	HLD	56	CON	51	0
Vermonteer	246	SYS	64	OTH	58	0
<b>Long-Distance Routes</b>						
Auto Train	323	ITI	156	SYS	51	0
California Zephyr	296	SYS	83	SYS	53	0
Capitol Limited	183	HLD	122	SYS	33	0
Cardinal	377	HLD	84	SYS	73	0
City of New Orleans	279	HLD	81	OTH	49	0
Coast Starlight	532	HLD	157	SYS	86	0
Crescent	220	HLD	78	ADA	59	0
Empire Builder	275	HLD	84	CON	44	0
Lake Shore Ltd	424	HLD	258	SYS	50	0
Palmetto	200	ADA	60	HLD	52	0
Silver Meteor	355	ADA	138	HLD	115	0
Silver Star	408	HLD	160	ADA	118	0
Southwest Chief	257	HLD	112	ENG	50	0
Sunset Limited	424	HLD	123	SYS	81	0
Texas Eagle	435	HLD	183	ENG	69	0

<sup>a</sup> This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards. For train-by-train detail, please refer to Appendix C.

<sup>b</sup> For explanation of delay codes, see Table 19.

<sup>c</sup> "Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

<sup>d</sup> Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.



**TABLE 9:  
ON-NEC TOTAL HOST AND AMTRAK RESPONSIBLE DELAYS**  
Minutes of Delay per 10,000 Train-Miles  
(Excludes Third Party Delays)

Service	Host <sup>b</sup>	3rd Quarter FY 2013						
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance <sup>c</sup>	Route Miles
			#1	Minutes	#2	Minutes		
<b>Acela Express</b>								
<b>Standard</b>		<b>265</b>						
Acela Express	Amtrak	276	SMW	53	CTI	32	0	401
<b>Other Services</b>								
<b>Standard</b>		<b>475</b>						
Keystone	Amtrak	295	SMW	44	ENG	34	0	195
Cardinal	Amtrak	586	ITI	233	PTI	82	0	226
Carolinian	Amtrak	371	ENG	56	SMW	54	0	226
Crescent	Amtrak	453	PTI	95	ENG	43	0	226
Northeast Regional	Amtrak	414	ENG	51	SMW	50	0	
Richmond / Newport News/Norfolk	Amtrak	440	ENG	77	HLD	53	0	463
Lynchburg <sup>e</sup>	Amtrak	418	HLD	73	PTI	70	0	463
All Other Northeast Regional	Amtrak	403	SMW	50	PTI	47	0	463
Palmetto	Amtrak	379	SMW	54	HLD	46	0	226
Pennsylvanian	Amtrak	356	ENG	63	SYS	51	0	195
Silver Meteor	Amtrak	698	PTI	213	SVS	104	0	226
Silver Star	Amtrak	495	PTI	90	CAR	67	0	226
Vermont	Amtrak	538	ENG	149	PTI	78	0	304

<sup>a</sup> This table excludes third-party delays. For train-by-train detail, please refer to Appendix D.

<sup>b</sup> Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.

<sup>c</sup> "Major Maintenance & Construction Allowance": minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

<sup>d</sup> Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**TABLE 10:  
CUSTOMER SERVICE INDICATOR (CSI) SCORES**

Service	3rd Quarter FY 2013					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

<b>2010 Standard</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>
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**Acela Express**

Acela Express	<b>79</b>	86	<b>79</b>	82	<b>65</b>	<b>61</b>
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**Other NEC Corridor Routes**

Keystone Service	<b>81</b>	81	<b>75</b>	<b>79</b>	<b>57</b>	<b>55</b>
Northeast Regional (Boston - Washington)	83	83	<b>72</b>	80	<b>56</b>	<b>62</b>
Richmond / Newport News/Norfolk <sup>b</sup>	87	81	<b>72</b>	84	<b>53</b>	<b>60</b>
Lynchburg <sup>c</sup>	<b>80</b>	84	<b>70</b>	83	<b>61</b>	N/A
New Haven - Springfield	89	89	<b>75</b>	84	<b>55</b>	<b>66</b>

**Non-NEC Corridor Routes**

Capitol Corridor	91	87	81	86	<b>70</b>	<b>71</b>
Carolinian	<b>80</b>	84	<b>71</b>	<b>78</b>	<b>57</b>	<b>68</b>
Cascades	90	85	84	86	<b>75</b>	<b>68</b>
Downeaster	95	93	85	92	<b>75</b>	<b>73</b>
Empire Corridor						
Adirondack	<b>79</b>	<b>71</b>	<b>68</b>	80	<b>53</b>	<b>50</b>
Ethan Allen Express	85	80	<b>66</b>	<b>77</b>	<b>63</b>	<b>56</b>
Maple Leaf	84	87	<b>74</b>	85	<b>63</b>	<b>65</b>
New York - Albany <sup>d</sup>	<b>76</b>	80	<b>68</b>	<b>76</b>	<b>52</b>	N/A
Heartland Flyer	89	91	87	90	84	<b>77</b>
Hiawatha	91	91	83	87	<b>72</b>	N/A
Hoosier State	<b>73</b>	84	<b>68</b>	80	<b>76</b>	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	91	88	<b>78</b>	<b>79</b>	<b>70</b>	<b>69</b>
Illini / Saluki	88	87	81	82	<b>67</b>	<b>72</b>
Lincoln Service	88	86	<b>79</b>	83	<b>70</b>	<b>71</b>
Michigan						
Blue Water	86	82	<b>75</b>	80	<b>66</b>	<b>66</b>
Pere Marquette	89	90	81	90	<b>77</b>	<b>75</b>
Wolverine	<b>79</b>	85	<b>73</b>	82	<b>66</b>	<b>69</b>
Kansas City - St. Louis	92	84	<b>78</b>	85	<b>66</b>	<b>65</b>
Pacific Surfliner	88	84	81	86	<b>69</b>	<b>64</b>
Pennsylvanian	89	85	<b>75</b>	84	<b>58</b>	<b>65</b>
Piedmont	92	92	81	90	84	N/A
San Joaquins	86	84	<b>77</b>	82	<b>64</b>	<b>68</b>
Vermont	82	82	<b>75</b>	<b>79</b>	<b>55</b>	<b>55</b>

**Long-Distance Routes**

Auto Train	83	89	<b>79</b>	<b>69</b>	<b>74</b>	<b>77</b>
California Zephyr	86	84	<b>75</b>	80	<b>61</b>	<b>72</b>
Capitol Limited	86	86	<b>75</b>	81	<b>69</b>	<b>75</b>
Cardinal	<b>70</b>	<b>74</b>	<b>60</b>	<b>74</b>	<b>51</b>	<b>57</b>
City of New Orleans	83	83	<b>76</b>	<b>76</b>	<b>70</b>	<b>75</b>
Coast Starlight	83	<b>79</b>	<b>72</b>	80	<b>65</b>	<b>67</b>
Crescent	<b>78</b>	80	<b>68</b>	<b>76</b>	<b>58</b>	<b>71</b>
Empire Builder	83	80	<b>73</b>	<b>79</b>	<b>64</b>	<b>71</b>
Lake Shore Ltd	<b>80</b>	<b>79</b>	<b>61</b>	<b>73</b>	<b>57</b>	<b>65</b>
Palmetto	<b>80</b>	80	<b>70</b>	82	<b>59</b>	<b>64</b>
Silver Meteor	<b>79</b>	84	<b>69</b>	<b>75</b>	<b>58</b>	<b>69</b>
Silver Star	<b>81</b>	85	<b>69</b>	<b>74</b>	<b>57</b>	<b>76</b>
Southwest Chief	87	86	<b>78</b>	<b>77</b>	<b>64</b>	<b>76</b>
Sunset Limited	<b>81</b>	86	<b>72</b>	<b>78</b>	<b>65</b>	<b>79</b>
Texas Eagle	84	80	<b>75</b>	83	<b>63</b>	<b>70</b>

<sup>a</sup> Percentages indicate, as an example, 80 percent of respondents rated Amtrak in the top three of the eleven steps of the scale.

<sup>b</sup> Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>c</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup> Includes only trains that operate solely between New York and Albany.

**TABLE 11:  
SERVICE INTERRUPTIONS PER 10,000 TRAIN MILES DUE TO EQUIPMENT-RELATED  
PROBLEMS**

Service	3rd Quarter FY 2013		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	23	86	0.27
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***Other NEC Corridor Routes***

Keystone Service	12	35	0.35
Total Northeast Regional	82	141	0.58
Richmond / Newport News <sup>b</sup>	37	39	0.94
Lynchburg <sup>c</sup>	3	10	0.29
All Other Northeast Regional	42	92	0.46

***Non-NEC Corridor Routes***

Capitol Corridor	13	29	0.45
Carolinian	6	13	0.46
Cascades	11	24	0.45
Downeaster	2	12	0.17
Empire Corridor	20	54	0.37
Adirondack	3	7	0.43
Ethan Allen Express	1	4	0.22
Maple Leaf	2	9	0.23
New York - Albany <sup>d</sup>	7	17	0.41
New York - Niagara Falls	7	17	0.42
Heartland Flyer	-	4	0.00
Hiawatha	4	11	0.38
Hoosier State	1	2	0.50
Illinois	6	41	0.15
Carl Sandburg / Illinois Zephyr	1	9	0.11
Illini / Saluki	3	11	0.27
Lincoln Service	2	21	0.10
Michigan	14	26	0.55
Blue Water	-	6	0.00
Pere Marquette	3	3	0.96
Wolverine	11	17	0.66
Kansas City - St. Louis	3	10	0.30
Pacific Surfliner	21	40	0.53
Pennsylvanian	2	8	0.25
Piedmont	2	6	0.33
San Joaquins	17	34	0.50
Vermont	6	11	0.54

***Long-Distance Routes***

Auto Train	11	17	0.66
California Zephyr	19	44	0.43
Capitol Limited	2	14	0.14
Cardinal	1	9	0.11
City of New Orleans	13	17	0.76
Coast Starlight	16	25	0.63
Crescent	4	25	0.16
Empire Builder	13	46	0.28
Lake Shore Ltd	14	21	0.67
Palmetto	7	15	0.46
Silver Meteor	11	26	0.43
Silver Star	11	27	0.40
Southwest Chief	18	42	0.43
Sunset Limited	9	16	0.58
Texas Eagle	12	23	0.52

<sup>a</sup>Service Interruptions are defined as delays 30 min. or greater and any cancelled/terminated train due to equipment problems.

<sup>b</sup>Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>c</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup> Includes only trains that operate solely between New York and Albany.

**TABLE 12:**  
**COMPLAINTS RECEIVED**  
Complaints per 1,000 Passengers

Service	3rd Quarter FY 2013	
	Food-Related	Train-Related

**Amtrak Premium**

Acela Express	0.05	1.90
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**Amtrak Corridor**

Keystone	0.00	0.73
Northeast Regional	0.04	2.52

**Short Distance**

Capitols	0.00	0.13
Carolinian	0.15	9.12
Cascades	0.02	1.74
Downeaster	0.00	1.28
Empire Corridor		
Adirondack	0.00	2.13
Empire Service	0.03	2.36
Ethan Allen Express	0.03	1.98
Maple Leaf	0.02	8.54
Heartland Flyer	0.00	7.24
Hiawatha	0.00	1.06
Hoosier State	0.11	15.15
Illinois		
Carl Sandburg / Illinois Zephyr	0.04	1.51
Illini / Saluki	0.00	2.70
Lincoln Service	0.04	3.85
Michigan		
Blue Water	0.00	5.68
Pere Marquette	0.19	9.33
Wolverine	0.47	11.61
Kansas City - St. Louis	0.00	3.77
Pacific Surfliner	0.01	1.26
Pennsylvanian	0.11	2.05
Piedmont	0.00	2.79
San Joaquins	0.01	5.41
Vermont	0.08	7.82

**Long Distance**

Auto Train	1.26	18.92
California Zephyr	2.36	28.82
Capitol Limited	0.63	7.20
Cardinal	0.68	30.76
City of New Orleans	0.89	17.09
Coast Starlight	1.41	18.29
Crescent	0.81	19.07
Empire Builder	0.90	26.49
Lake Shore Ltd	0.44	18.18
Palmetto	0.28	21.48
Silver Meteor	0.59	18.05
Silver Star	0.45	20.01
Southwest Chief	2.43	28.31
Sunset Limited	1.05	32.77
Texas Eagle	1.30	36.77

*These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.*

**TABLE 13:  
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2013						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
<b>Amtrak System</b>	<b>794</b>	<b>79</b>	<b>13</b>	<b>93</b>	<b>661</b>		<b>1,640</b>
<b>Amtrak Premium</b>	<b>22</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>14</b>		<b>46</b>
Acela Express	22	1	0	9	14		46
<b>Amtrak Corridor</b>	<b>48</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>24</b>		<b>83</b>
Keystone	0	0	0	0	0		0
Northeast Regional	48	2	2	7	24		83
<b>Short Distance</b>	<b>84</b>	<b>0</b>	<b>4</b>	<b>10</b>	<b>31</b>		<b>129</b>
Capitol	0	0	0	0	0		0
Carolinian	13	0	0	1	0		14
Cascades	2	0	0	0	2		4
Downeaster	0	0	0	0	0		0
Empire Corridor	8	0	0	1	1		10
Adirondack	0	0	0	0	0		0
Empire Service	7	0	0	0	1		8
Ethan Allen Express	0	0	0	1	0		1
Maple Leaf	1	0	0	0	0		1
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	1	0	0	0	0		1
Illinois	5	0	0	0	3		8
Carl Sandburg / Illinois Zephyr	0	0	0	0	2		2
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	5	0	0	0	1		6
Michigan	49	0	4	4	7		64
Blue Water	0	0	0	0	0		0
Pere Marquette	5	0	0	0	0		5
Wolverine	44	0	4	4	7		59
Kansas City - St. Louis	0	0	0	0	0		0
Pacific Surfliner	0	0	0	0	10		10
Pennsylvanian	2	0	0	2	4		8
Piedmont	0	0	0	0	0		0
San Joaquins	4	0	0	0	0		4
Vermont	0	0	0	2	4		6
<b>Long Distance</b>	<b>640</b>	<b>76</b>	<b>7</b>	<b>67</b>	<b>592</b>		<b>1,382</b>
Auto Train	25	3	0	7	53		88
California Zephyr	96	11	0	4	123		234
Capitol Limited	19	2	1	6	12		40
Cardinal	9	2	0	2	9		22
City of New Orleans	27	0	0	1	33		61
Coast Starlight	88	7	0	3	78		176
Crescent	24	2	2	5	35		68
Empire Builder	65	20	1	8	45		139
Lake Shore Ltd	22	3	0	0	22		47
Palmetto	6	0	0	2	7		15
Silver Meteor	19	2	2	1	33		57
Silver Star	12	4	0	4	30		50
Southwest Chief	183	10	0	8	39		240
Sunset Limited	13	0	1	3	11		28
Texas Eagle	32	10	0	13	62		117

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 14:**  
**PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2013						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
<b>Amtrak System</b>	<b>1,283</b>	<b>759</b>	<b>2,590</b>	<b>1,418</b>	<b>3,137</b>	<b>9,187</b>	
<b>Amtrak Premium</b>	<b>45</b>	<b>55</b>	<b>42</b>	<b>31</b>	<b>73</b>	<b>246</b>	
Acela Express	45	55	42	31	73	246	
<b>Amtrak Corridor</b>	<b>190</b>	<b>188</b>	<b>154</b>	<b>217</b>	<b>339</b>	<b>1,088</b>	
Keystone	14	38	11	29	41	133	
Northeast Regional	176	150	143	188	298	955	
<b>Short Distance</b>	<b>348</b>	<b>234</b>	<b>404</b>	<b>300</b>	<b>550</b>	<b>1,836</b>	
Capitol	3	5	5	2	8	23	
Carolinian	40	27	91	27	42	227	
Cascades	12	14	22	10	40	98	
Downeaster	4	8	14	7	12	45	
Empire Corridor	26	28	53	19	34	160	
Adirondack	7	4	4	4	2	21	
Empire Service	8	20	33	14	21	96	
Ethan Allen Express	2	1	9	0	3	15	
Maple Leaf	9	3	7	1	8	28	
Heartland Flyer	2	5	2	0	13	22	
Hiawatha	2	1	15	1	11	30	
Hoosier State	2	4	15	3	7	31	
Illinois	55	25	40	46	88	254	
Carl Sandburg / Illinois Zephyr	4	5	2	2	11	24	
Illini / Saluki	14	5	20	5	15	59	
Lincoln Service	37	15	18	39	62	171	
Michigan	86	12	32	45	75	250	
Blue Water	22	3	10	3	16	54	
Pere Marquette	7	3	2	7	10	29	
Wolverine	57	6	20	35	49	167	
Kansas City - St. Louis	20	18	35	9	14	96	
Pacific Surfliner	47	11	48	42	83	231	
Pennsylvanian	9	3	4	16	27	59	
Piedmont	1	2	1	3	13	20	
San Joaquins	27	51	12	55	57	202	
Vermont	12	20	15	15	26	88	
<b>Long Distance</b>	<b>700</b>	<b>282</b>	<b>1,990</b>	<b>870</b>	<b>2,175</b>	<b>6,017</b>	
Auto Train	14	6	101	16	72	209	
California Zephyr	26	21	182	74	263	566	
Capitol Limited	12	9	70	20	43	154	
Cardinal	45	1	48	18	46	158	
City of New Orleans	36	30	56	40	80	242	
Coast Starlight	72	23	261	123	206	685	
Crescent	63	29	60	60	327	539	
Empire Builder	82	14	232	79	156	563	
Lake Shore Ltd	54	21	149	74	117	415	
Palmetto	27	9	33	28	51	148	
Silver Meteor	61	14	162	47	132	416	
Silver Star	89	14	172	46	99	420	
Southwest Chief	36	25	211	76	253	601	
Sunset Limited	27	7	79	42	77	232	
Texas Eagle	56	59	174	127	253	669	

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 15:  
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2013					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
<b>Amtrak System</b>	<b>1,100</b>	<b>2,266</b>	<b>477</b>	<b>2,738</b>	<b>2,753</b>	<b>9,334</b>
<b>Amtrak Premium</b>	<b>8</b>	<b>34</b>	<b>4</b>	<b>42</b>	<b>11</b>	<b>99</b>
Acela Express	8	34	4	42	11	99
<b>Amtrak Corridor</b>	<b>58</b>	<b>184</b>	<b>47</b>	<b>269</b>	<b>262</b>	<b>820</b>
Keystone	0	10	3	19	10	42
Northeast Regional	58	174	44	250	252	778
<b>Short Distance</b>	<b>43</b>	<b>494</b>	<b>39</b>	<b>561</b>	<b>488</b>	<b>1,625</b>
Capitol	0	0	2	2	2	6
Carolinian	7	35	3	51	92	188
Cascades	1	7	3	24	4	39
Downeaster	1	5	0	1	0	7
Empire Corridor	2	51	2	41	19	115
Adirondack	0	12	0	5	5	22
Empire Service	2	30	2	22	8	64
Ethan Allen Express	0	3	0	5	1	9
Maple Leaf	0	6	0	9	5	20
Heartland Flyer	0	2	0	4	0	6
Hiawatha	0	1	0	3	1	5
Hoosier State	0	3	0	4	1	8
Illinois	2	25	4	85	35	151
Carl Sandburg / Illinois Zephyr	1	1	0	9	1	12
Illini / Saluki	0	1	1	5	0	7
Lincoln Service	1	23	3	71	34	132
Michigan	4	46	11	74	48	183
Blue Water	1	15	3	8	0	27
Pere Marquette	0	0	0	7	10	17
Wolverine	3	31	8	59	38	139
Kansas City - St. Louis	2	16	0	10	6	34
Pacific Surfliner	13	10	6	50	23	102
Pennsylvanian	4	13	1	15	11	44
Piedmont	0	2	0	21	0	23
San Joaquins	0	223	4	142	234	603
Vermont	7	55	3	34	12	111
<b>Long Distance</b>	<b>991</b>	<b>1,554</b>	<b>387</b>	<b>1,866</b>	<b>1,992</b>	<b>6,790</b>
Auto Train	74	70	12	140	77	373
California Zephyr	112	114	26	144	152	548
Capitol Limited	48	37	6	33	20	144
Cardinal	6	17	7	32	39	101
City of New Orleans	42	350	11	78	63	544
Coast Starlight	97	67	30	134	186	514
Crescent	45	51	43	156	125	420
Empire Builder	87	104	34	129	204	558
Lake Shore Ltd	39	80	12	153	86	370
Palmetto	7	72	7	68	119	273
Silver Meteor	98	112	44	116	128	498
Silver Star	47	94	33	110	339	623
Southwest Chief	140	122	73	152	194	681
Sunset Limited	45	33	6	58	41	183
Texas Eagle	104	231	43	363	219	960

*These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.*

**TABLE 16:  
STATION-RELATED COMPLAINTS**  
Number of Complaints Received

<b>3rd Quarter FY 2013</b>
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<b>Amtrak System</b>		<b>2182</b>
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**Division**

Central		523
Mid-Atlantic		376
Northeast		465
Pacific		185
Pacific Northwest		92
Southern		292
Southwest		249

*These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.*



**TABLE 17:  
PUBLIC BENEFITS**

	<b>FY 2012</b>
<b>Connectivity</b>	<b>19.6%</b>
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
<b>Availability of Other Modes</b>	<b>4.8%</b>
- Percent of passengers, system-wide, traveling to or from underserved communities	









**APPENDIX A:  
ON-TIME PERFORMANCE (OTP) BY TRAIN**

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2013	3rd Quarter FY 2013

**Other NEC Corridor Routes**

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk <sup>c</sup>	66	2.2	91.2%	71.9%
	67	-0.7	87.9%	90.3%
	82	0.5	85.7%	62.4%
	83	2.0	61.5%	62.4%
	84	-2.4	95.3%	95.7%
	85	0.3	85.9%	94.8%
	86	2.4	84.4%	85.6%
	87	2.1	76.9%	73.5%
	88	0.4	85.2%	75.1%
	93	0.5	66.7%	72.5%
	94	0.9	46.9%	43.0%
	95	1.6	48.4%	81.0%
	99	0.9	77.8%	82.3%
	125	Not Available	82.8%	89.6%
	157	Not Available	100.0%	88.0%
	164	Not Available	77.8%	77.6%
174	Not Available	90.6%	92.0%	
194	-0.7	88.9%	76.8%	
195	2.3	88.9%	92.0%	
Lynchburg <sup>d</sup>	145	-1.2	100.0%	88.2%
	147	-0.5	100.0%	89.3%
	156	-13.5	92.6%	95.6%
	171	-6.5	84.4%	89.0%
	176	-6.1	89.1%	84.4%
All Other Northeast Regional	110	-0.3	92.2%	96.1%
	111	0.8	98.4%	99.8%
	123	Not Available	84.6%	92.1%
	126	Not Available	76.9%	84.6%
	127	-0.8	82.3%	92.1%
	129	-0.3	81.3%	90.0%
	130	-0.8	84.4%	92.3%
	131	-1.8	92.6%	97.2%
	132	Not Available	92.3%	86.3%
	133	-3.0	84.6%	95.8%
	134	1.3	76.9%	96.2%
	135	-0.2	81.5%	86.0%
	136	2.6	61.5%	82.4%
	137	-0.3	79.7%	85.2%
	138	-0.2	79.7%	93.2%
	139	Not Available	92.3%	89.7%
	140	2.3	96.3%	95.5%
	141	2.2	90.6%	91.2%
	143	2.1	85.2%	87.5%
	146	2.7	92.9%	94.5%
	148	1.4	79.7%	86.4%
	150	0.4	88.9%	90.6%
	151	-0.1	93.8%	96.7%
	152	-0.6	59.3%	82.8%
	153	-0.9	88.9%	95.5%
	154	1.6	76.9%	85.3%
	155	-0.6	92.6%	95.1%
	158	1.2	92.6%	93.6%
	159	3.1	81.5%	92.6%
	160	-1.0	81.5%	89.4%
	161	1.7	85.2%	83.4%
	162	1.2	100.0%	97.8%
	163	-0.2	85.2%	82.2%
165	-0.9	100.0%	92.0%	
166	-1.6	84.6%	84.6%	
167	0.1	100.0%	96.7%	
168	1.0	100.0%	97.0%	
169	0.2	77.8%	83.6%	
170	-1.2	89.1%	90.8%	
172	1.2	82.8%	88.5%	
173	1.6	79.7%	86.0%	
175	1.5	68.8%	75.8%	
177	0.9	96.9%	93.3%	

**APPENDIX A:  
ON-TIME PERFORMANCE (OTP) BY TRAIN**

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2013	3rd Quarter FY 2013
	178	-7.7	92.2%	92.7%
	179	1.4	82.3%	92.3%
	180	0.1	79.7%	93.6%
	181	0.6	87.5%	94.3%
	182	-2.0	88.9%	93.2%
	183	-0.6	92.2%	95.8%
	184	-1.7	78.1%	93.1%
	185	-2.3	85.9%	95.6%
	186	0.3	96.9%	98.3%
	187	-0.4	82.8%	93.4%
	188	2.0	87.5%	95.1%
	190	0.2	85.9%	93.8%
	192	1.8	78.6%	83.1%
	193	0.4	81.3%	89.5%
	196	0.7	82.4%	90.8%
	198	-9.7	61.5%	88.9%
	401	6.7	85.2%	96.6%
	405	6.4	100.0%	100.0%
	432	Not Available	100.0%	100.0%
	450	5.9	88.9%	88.1%
	460	4.8	81.5%	81.8%
	463	4.7	92.6%	99.5%
	464	4.2	59.3%	66.0%
	465	Not Available	100.0%	100.0%
	467	7.2	100.0%	100.0%
	470	5.0	87.3%	90.2%
	475	5.9	93.7%	95.1%
	476	4.2	71.4%	76.7%
	479	8.0	87.1%	92.5%
	488	9.2	59.3%	64.4%
	490	6.1	96.8%	95.8%
	493	7.0	79.4%	92.5%
	494	6.7	53.2%	59.3%
	495	5.6	96.8%	98.7%
	497	9.1	76.9%	90.9%
Keystone	600	0.6	95.3%	98.3%
	601	1.1	98.4%	98.2%
	605	2.5	100.0%	99.9%
	607	0.6	93.8%	96.7%
	609	1.2	98.4%	99.1%
	610	-0.5	100.0%	99.3%
	611	1.6	100.0%	100.0%
	612	1.5	100.0%	100.0%
	615	0.4	100.0%	100.0%
	618	-3.1	96.1%	96.9%
	619	1.3	96.9%	97.6%
	620	0.2	96.9%	97.3%
	622	1.9	100.0%	100.0%
	637	-1.6	92.3%	92.3%
	639	1.1	87.5%	96.3%
	640	0.6	82.8%	96.0%
	641	1.0	92.2%	95.5%
	642	1.6	89.1%	96.2%
	643	1.4	93.8%	95.3%
	644	0.2	89.1%	96.9%
	645	1.5	92.2%	95.1%
	646	1.3	95.3%	98.4%
	647	0.7	87.5%	95.2%
	648	-0.1	96.9%	98.6%
	649	-0.9	98.4%	99.3%
	650	0.7	96.9%	98.3%
	651	1.1	89.1%	94.6%
	652	0.7	84.4%	95.6%
	653	2.8	87.5%	92.6%
	654	0.7	92.2%	95.6%
	655	1.2	81.3%	84.3%
	656	0.1	90.6%	96.2%
	658	0.6	92.3%	88.2%
	660	2.6	96.3%	100.0%
	661	0.0	96.3%	97.5%
	662	0.9	85.7%	98.1%
	663	-3.1	92.6%	96.0%

**APPENDIX A:  
ON-TIME PERFORMANCE (OTP) BY TRAIN**

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2013	3rd Quarter FY 2013
	664	0.8	92.6%	100.0%
	665	1.5	96.3%	97.3%
	666	0.4	85.2%	99.0%
	667	-1.7	96.3%	98.4%
	668	Not Available	Not Available	Not Available
	669	-2.0	96.3%	95.9%
	670	-0.7	96.3%	96.7%
	671	-5.1	96.3%	97.0%
	672	0.2	92.6%	96.8%
<b>Non-NEC Corridor Routes</b>				
<b>Standard</b>		<b>≥ 0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor	518	3.2	Not Available	Not Available
	520	2.3	100.0%	98.8%
	521	1.0	95.3%	98.5%
	522	2.8	98.4%	98.4%
	523	1.3	98.4%	99.3%
	524	3.5	98.4%	97.9%
	525	2.8	96.9%	99.6%
	526	2.8	93.8%	95.1%
	527	2.3	98.4%	96.9%
	528	3.8	93.8%	96.0%
	529	1.7	100.0%	99.7%
	530	4.2	93.8%	94.9%
	531	3.0	96.8%	98.9%
	532	4.2	96.9%	95.5%
	533	1.8	98.4%	97.7%
	534	3.0	95.3%	97.4%
	535	3.1	96.9%	98.4%
	536	1.4	95.3%	97.4%
	537	2.5	92.2%	94.2%
	538	2.7	98.4%	99.0%
	540	3.8	98.4%	99.8%
	541	3.0	92.2%	94.7%
	542	2.5	96.9%	97.3%
	543	1.9	89.1%	95.2%
	544	2.7	93.8%	94.1%
	545	3.1	100.0%	99.8%
	546	2.5	95.3%	92.7%
	547	1.1	93.8%	94.3%
	548	-2.7	92.2%	94.6%
	549	0.8	96.9%	98.4%
	551	2.2	95.3%	96.5%
	553	1.2	Not Available	Not Available
	720	2.5	100.0%	95.3%
	723	1.0	100.0%	100.0%
	724	2.8	100.0%	97.9%
	727	1.6	96.3%	98.7%
	728	2.4	96.3%	99.2%
	729	1.1	96.3%	96.0%
	732	2.0	100.0%	99.1%
	733	2.3	92.6%	94.4%
	734	2.1	100.0%	96.8%
	736	2.6	96.3%	99.7%
	737	2.8	92.6%	91.8%
	738	3.2	100.0%	100.0%
	741	1.7	100.0%	99.2%
	742	2.5	92.6%	95.8%
	743	0.4	100.0%	100.0%
	744	1.9	100.0%	96.8%
	745	1.8	92.6%	92.3%
	746	1.6	96.3%	98.6%
	747	2.2	96.3%	97.9%
	748	0.8	100.0%	98.4%
	749	0.9	100.0%	97.7%
	751	2.6	96.3%	97.7%
Carolinian	79	0.7	44.0%	52.5%
	80	1.7	80.2%	68.9%
Cascades	500	1.7	92.3%	85.8%
	501	0.8	95.6%	90.8%
	504	4.5	95.6%	96.3%
	506	2.0	89.0%	81.0%



**APPENDIX A:  
ON-TIME PERFORMANCE (OTP) BY TRAIN**

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2013	3rd Quarter FY 2013
	507	2.7	85.7%	83.8%
	508	3.1	86.7%	85.8%
	509	2.6	94.5%	93.7%
	510	0.5	54.9%	85.5%
	513	-2.7	81.3%	73.7%
	516	-2.8	71.4%	79.4%
	517	-0.4	76.9%	87.4%
Downeaster	680	1.1	76.6%	97.1%
	681	-2.1	71.9%	86.0%
	682	-1.8	85.9%	96.7%
	683	0.1	87.5%	91.7%
	684	0.7	70.3%	86.0%
	685	-1.4	78.1%	90.7%
	686	-0.5	59.4%	85.0%
	687	-0.5	67.2%	80.7%
	688	-2.2	76.2%	92.4%
	689	0.9	84.1%	91.3%
	690	0.5	100.0%	99.5%
	691	0.2	88.9%	84.2%
	692	-1.5	88.9%	98.3%
	693	1.8	91.3%	95.2%
	694	-0.3	74.1%	88.8%
	695	-1.9	74.1%	84.8%
	696	0.9	65.2%	87.6%
	697	2.5	87.0%	94.3%
	698	-2.4	66.7%	87.1%
	699	0.7	92.6%	93.2%

**APPENDIX A:  
ON-TIME PERFORMANCE (OTP) BY TRAIN**

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2013	3rd Quarter FY 2013
<b>Empire Corridor</b>				
Adirondack	68	0.5	52.7%	42.1%
	69	1.3	67.0%	73.8%
Maple Leaf	63	1.4	72.5%	67.2%
	64	-0.6	42.9%	52.6%
New York - Albany <sup>e</sup>	230	2.5	96.9%	99.1%
	232	0.1	96.9%	96.2%
	233	3.5	95.6%	98.0%
	234	2.2	93.8%	97.7%
	235	2.6	95.3%	98.0%
	236	2.3	94.5%	97.8%
	237	3.4	89.1%	95.3%
	238	4.2	92.3%	94.5%
	239	0.1	80.4%	87.3%
	241	2.9	89.0%	94.6%
	242	3.5	85.9%	94.0%
	243	2.7	95.3%	95.7%
	244	2.0	93.4%	96.0%
	245	3.7	90.2%	93.9%
	250	1.6	100.0%	100.0%
	252	0.2	100.0%	99.0%
	253	2.7	96.3%	97.9%
254	3.5	100.0%	100.0%	
255	1.7	84.6%	91.2%	
261	2.6	96.3%	96.3%	
New York - Niagara Falls	280	-0.2	91.0%	83.4%
	281	0.3	64.8%	70.6%
	283	1.2	69.2%	74.5%
	284	-1.0	90.9%	82.9%
Ethan Allen Express	288	0.4	69.2%	61.1%
	290	2.8	78.1%	91.6%
	291	3.2	82.1%	88.3%
	293	3.6	46.2%	67.8%
Heartland Flyer	296	1.5	84.6%	86.1%
	821	-0.4	22.2%	60.3%
Hiawatha	822	0.3	35.2%	58.9%
	329	-4.0	92.3%	94.6%
	330	-1.2	97.4%	99.5%
	331	-1.3	91.2%	94.7%
	332	-1.7	86.8%	93.4%
	333	-1.5	90.1%	93.8%
	334	-0.6	91.2%	97.1%
	335	-1.8	80.2%	90.6%
	336	-0.9	90.1%	98.7%
	337	-1.3	81.3%	94.9%
	338	-2.1	71.4%	89.6%
	339	-1.0	87.9%	90.1%
	340	-2.3	90.1%	96.9%
	341	-2.1	85.7%	94.0%
	342	-1.1	87.9%	92.1%
Hoosier State	850	1.8	67.3%	81.4%
	851	5.0	78.4%	77.0%
<b>Illinois</b>				
Carl Sandburg / Illinois Zephyr	380	1.1	84.6%	84.8%
	381	-0.5	87.9%	94.6%
	382	1.8	91.1%	84.5%
	383	1.4	87.9%	88.0%

**APPENDIX A:  
ON-TIME PERFORMANCE (OTP) BY TRAIN**

Service	Train Number	Test #1	Test #2	Test #3	
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>	
		Last Four Quarters	3rd Quarter FY 2013	3rd Quarter FY 2013	
Illini / Saluki	390	4.1	87.9%	72.0%	
	391	3.7	86.8%	57.5%	
	392	1.6	58.2%	61.6%	
	393	0.4	81.3%	50.8%	
	Lincoln Service	300	4.0	93.4%	90.1%
		301	5.4	87.9%	91.6%
		302	4.1	84.6%	83.0%
		303	4.1	76.9%	85.9%
		304	4.1	85.7%	71.8%
		305	2.1	86.8%	83.0%
		306	3.9	82.4%	77.5%
	307	4.0	84.6%	87.5%	
<b>Michigan</b>					
Blue Water	364	5.3	85.7%	68.0%	
	365	6.4	28.6%	80.0%	
Pere Marquette	370	2.0	46.7%	64.0%	
	371	4.1	37.8%	79.7%	
Wolverine	350	0.4	27.5%	49.1%	
	351	5.3	16.5%	70.4%	
	352	2.0	12.1%	34.9%	
	353	4.1	15.4%	42.9%	
	354	0.7	11.0%	30.4%	
	355	4.8	6.6%	32.7%	
Kansas City - St. Louis	311	5.4	90.1%	92.4%	
	313	7.9	91.2%	90.0%	
	314	9.3	94.5%	92.1%	
	316	10.0	86.8%	89.3%	
Pacific Surfliner	562	2.5	94.4%	97.2%	
	564	-1.1	86.8%	96.7%	
	565	3.1	91.0%	97.1%	
	566	0.1	83.5%	95.2%	
	567	-0.6	91.2%	98.0%	
	572	-1.2	90.1%	97.0%	
	573	0.0	87.9%	93.4%	
	579	0.4	94.4%	97.2%	
	580	1.9	92.3%	95.1%	
	582	0.2	82.2%	92.8%	
	583	-3.8	91.2%	97.7%	
	591	1.1	78.0%	84.4%	
	595	-1.1	84.6%	93.1%	
	597	Not Available	Not Available	Not Available	
	763	0.3	79.1%	86.9%	
	768	0.2	71.4%	95.1%	
	769	-0.3	81.3%	87.8%	
	774	0.4	83.5%	88.2%	
	784	-0.1	85.7%	91.9%	
	785	-0.3	82.4%	86.2%	
796	0.0	80.2%	90.7%		
Pennsylvanian	42	1.0	96.7%	92.5%	
	43	1.2	93.4%	88.1%	

**APPENDIX A:  
ON-TIME PERFORMANCE (OTP) BY TRAIN**

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2013	3rd Quarter FY 2013
Piedmont	73	1.7	86.8%	95.1%
	76	Not Available	64.8%	84.3%
San Joaquin	701	0.5	61.5%	67.8%
	702	-0.6	74.7%	74.3%
	703	0.6	51.6%	53.9%
	704	0.5	72.5%	70.0%
	711	-0.1	72.5%	78.0%
	712	-0.6	56.0%	64.8%
	713	-0.1	31.9%	47.8%
	714	-0.4	59.3%	68.5%
	715	0.6	46.2%	52.7%
	716	0.6	76.9%	76.2%
	717	1.2	62.6%	62.8%
Vermont	718	0.7	69.2%	71.3%
	54	3.4	77.8%	84.7%
	55	2.8	79.7%	72.0%
	56	3.6	81.3%	77.8%
	57	3.0	96.3%	79.4%

**Long Distance Routes**

<b>Standard</b>		<b>≥ 0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	52	-0.1	84.6%	82.4%
	53	-0.5	80.2%	86.8%
California Zephyr	5	3.4	72.5%	51.6%
	6	3.4	45.1%	48.1%
Cardinal	50	0.8	23.1%	33.1%
	51	1.9	66.7%	55.9%
Capitol Limited	29	2.3	70.3%	71.6%
	30	2.6	73.6%	34.7%
City of New Orleans	58	1.6	87.9%	80.0%
	59	1.6	90.1%	73.4%
Coast Starlight	11	0.7	87.9%	80.9%
	14	1.5	76.9%	54.0%
Crescent	19	0.4	73.6%	65.3%
	20	0.4	79.1%	66.6%
Empire Builder	27	-0.2	79.8%	43.1%
	28	-1.0	93.2%	44.9%
	7	-0.3	72.5%	41.9%
	8	-1.2	24.2%	43.2%
Lake Shore Ltd	448	8.8	75.3%	46.8%
	449	5.0	84.7%	44.1%
	48	1.8	70.3%	54.6%
	49	-0.1	33.0%	40.4%
Palmetto	89	1.2	59.8%	57.1%
	90	1.0	72.4%	80.0%
Silver Meteor	97	-0.7	58.2%	60.5%
	98	0.2	64.8%	41.6%
Silver Star	91	0.2	51.6%	55.7%
	92	1.0	71.4%	59.9%
Southwest Chief	3	0.4	86.8%	57.9%
	4	0.1	78.0%	48.7%
Sunset Limited	1	3.5	71.8%	62.2%
	2	3.2	69.2%	48.5%
Texas Eagle	21	2.5	74.7%	47.4%
	22	2.8	68.1%	46.8%

<sup>a</sup>Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.

<sup>b</sup>All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.  
Note: All Stations OTP data provided as information. Standard is effective starting in FY 2012.

<sup>c</sup>Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>d</sup>Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>e</sup>Includes only trains that operate solely between New York and Albany.

**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>
				#1	Minutes	#2	Minutes	

<b>Standard</b>	<b>900</b>				
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**Acela Express**

Acela Express	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance <sup>c</sup>
	2150	MNRR	720	DSR	464	CTI	199	0
	2151	MNRR	1359	CTI	933	DCS	297	0
	2153	MNRR	325	CTI	173	DSR	149	0
	2154	MNRR	847	DSR	421	DMW	153	0
	2155	MNRR	319	DSR	143	DMW	123	0
	2158	MNRR	688	CTI	325	DMW	190	0
	2159	MNRR	1077	DMW	495	CTI	343	0
	2160	MNRR	490	DSR	190	CTI	158	0
	2163	MNRR	685	CTI	230	RTE	222	0
	2164	MNRR	480	DCS	281	CTI	164	0
	2165	MNRR	815	DMW	349	DSR	320	0
	2166	MNRR	510	CTI	317	DCS	121	0
	2167	MNRR	884	CTI	521	DCS	256	0
	2168	MNRR	722	CTI	551	DSR	119	0
	2170	MNRR	1204	CTI	752	RTE	314	0
	2171	MNRR	1397	DSR	596	CTI	464	0
	2172	MNRR	694	DSR	217	CTI	143	0
	2173	MNRR	729	DSR	337	CTI	228	0
	2190	MNRR	774	DSR	449	CTI	199	0
	2250	MNRR	686	DSR	400	CTI	221	0
	2251	MNRR	275	DSR	234	DMW	41	0
	2252	MNRR	238	DSR	149	CTI	89	0
	2253	MNRR	414	DMW	143	CTI	136	0
	2254	MNRR	313	CTI	223	DSR	89	0
	2255	MNRR	149	CTI	104	DSR	45	0
	2256	MNRR	179	CTI	179	-	-	0
	2257	MNRR	1146	RTE	804	DSR	342	0
	2258	MNRR	208	CTI	104	DCS	74	0
	2259	MNRR	506	CTI	313	RTE	149	0
	2290	MNRR	742	DSR	536	DMW	124	0
	2297	MNRR	357	DSR	268	CTI	89	0

**Other NEC Corridor Routes**

Other NEC Corridor Routes	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance <sup>c</sup>
Northeast Regional								
Richmond / Newport News/Norfolk <sup>d</sup>	194	CSX	1607	DSR	581	FTI	452	0
		MNRR	379	DSR	229	RTE	86	0
195	CSX	721	DCS	302	PTI	141	0	
	MNRR	926	DSR	430	CTI	384	0	
66	CSX	1276	DSR	448	PTI	256	0	
	MNRR	183	DSR	62	CTI	52	0	
67	CSX	1725	DSR	637	DCS	282	0	
	MNRR	596	CTI	389	DSR	86	0	
71	CSX	500	DCS	242	RTE	126	0	
	NS	459	DCS	212	DSR	203	0	
82	CSX	1519	PTI	648	FTI	293	0	
	MNRR	957	DSR	459	CTI	370	0	
83	CSX	2778	DBS	1162	DSR	792	0	
	MNRR	446	CTI	357	DSR	89	0	
84	CSX	883	RTE	379	DCS	180	0	
85	CSX	909	RTE	218	DSR	185	0	
86	CSX	909	RTE	293	DCS	170	0	
	MNRR	722	DSR	416	CTI	211	0	
87	CSX	599	RTE	362	DSR	77	0	
88	CSX	974	FTI	398	RTE	233	0	
	MNRR	749	CTI	330	DSR	240	0	
	NS	270	DSR	105	DCS	82	0	
93	CSX	1087	CTI	362	FTI	174	0	
	MNRR	1137	CTI	346	DSR	335	0	
94	CSX	2443	DSR	700	DCS	468	0	
	MNRR	1692	CTI	1054	RTE	281	0	

**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	

<b>Standard</b>	<b>900</b>							
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	95	CSX		2057	DSR	691	FTI	447	0
		MNRR		240	DSR	120	CTI	75	0
	99	CSX		993	DSR	440	PTI	239	0
		MNRR		686	CTI	443	DSR	171	0
	125	CSX		1564	CTI	387	FTI	314	0
		NS		972	DSR	386	DCS	316	0
	157	CSX		500	FTI	158	RTE	109	0
		NS		446	DSR	161	DCS	142	0
	164	CSX		701	RTE	282	FTI	191	0
		MNRR		1079	CTI	671	DSR	329	0
	174	CSX		1043	FTI	338	RTE	294	0
		MNRR		1079	CTI	671	DSR	329	0
		NS		561	DCS	253	DSR	160	0
Lynchburg <sup>g</sup>	145	MNRR		610	DCS	357	CTI	238	0
		NS		428	PTI	165	FTI	99	0
	147	MNRR		1126	CTI	742	DMW	234	0
		NS		188	DSR	79	FTI	48	0
	156	NS		252	DCS	109	FTI	75	0
	171	MNRR		962	CTI	400	DMW	222	0
		NS		338	FTI	137	DCS	74	0
	176	MNRR		828	CTI	307	RTE	222	0
		NS		251	DCS	157	DSR	46	0
All Other Northeast Regional	132	MNRR		165	DSR	151	RTE	14	0
	135	MNRR		621	DSR	350	RTE	143	0
	136	MNRR		795	CTI	698	DSR	97	0
	137	MNRR		1587	CTI	1043	DSR	328	0
	139	MNRR		89	DSR	89	-	-	0
	140	MNRR		236	CTI	100	RTE	71	0
	141	MNRR		974	CTI	380	RTE	233	0
	143	MNRR		971	CTI	429	DSR	193	0
	146	MNRR		124	RTE	82	DSR	41	0
	148	MNRR		858	CTI	665	DSR	161	0
	150	MNRR		421	CTI	314	DSR	107	0
	160	MNRR		99	DSR	73	DCS	26	0
	161	MNRR		521	DSR	321	RTE	100	0
	162	MNRR		900	CTI	379	DSR	271	0
	163	MNRR		780	CTI	384	DSR	265	0
	165	MNRR		921	CTI	614	DSR	143	0
	166	MNRR		15	DSR	15	-	-	0
	167	MNRR		192	RTE	69	CTI	55	0
	168	MNRR		395	DSR	268	RTE	115	0
	169	MNRR		955	DSR	577	CTI	309	0
	170	MNRR		1023	CTI	802	DMW	128	0
	172	MNRR		1122	DSR	753	DMW	250	0
	173	MNRR		1005	DSR	495	CTI	421	0
	175	MNRR		1881	CTI	1377	DCS	225	0
	177	MNRR		289	CTI	167	RTE	82	0
	178	MNRR		465	DSR	224	RTE	102	0
	179	MNRR		735	CTI	375	DSR	220	0
	190	MNRR		1713	CTI	1406	DSR	240	0

**Non-NEC Corridor Routes**

Capitol Corridor	518	UP		Not Available	Not Available	Not Available	Not Available	Not Available	0
	520	UP		395	FTI	242	DCS	57	0
	521	UP		423	PTI	181	RTE	74	0
	522	UP		377	PTI	91	RTE	89	0
	523	UP		349	PTI	138	DCS	109	0
	524	UP		481	PTI	274	DCS	110	0
	525	UP		223	RTE	90	PTI	82	0
	526	UP		1127	PTI	718	RTE	316	0
	527	UP		647	PTI	315	DCS	127	0
	528	UP		647	DCS	209	PTI	208	0
	529	UP		369	RTE	156	PTI	89	0
	530	UP		531	DCS	218	PTI	136	0
	531	UP		779	PTI	483	RTE	137	0
	532	UP		467	DCS	167	RTE	157	0
	533	UP		335	PTI	125	RTE	67	0
	534	UP		337	DCS	118	RTE	78	0
	535	UP		421	DCS	143	RTE	111	0
	536	UP		569	RTE	191	FTI	136	0

**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>
				#1	Minutes	#2	Minutes	
<b>Standard</b>			<b>900</b>					
	537	UP	775	PTI	363	DCS	196	0
	538	UP	433	DCS	167	PTI	91	0
	540	UP	220	RTE	64	PTI	63	0
	541	UP	327	PTI	148	DCS	111	0
	542	UP	432	DCS	124	PTI	113	0
	543	UP	657	PTI	248	CTI	133	0
	544	UP	359	DCS	157	PTI	87	0
	545	UP	191	DCS	55	FTI	50	0
	546	UP	702	RTE	271	DCS	219	0
	547	UP	482	DCS	212	PTI	182	0
	548	UP	800	DCS	361	PTI	197	0
	549	UP	692	DCS	345	PTI	181	0
	551	UP	218	DCS	100	RTE	64	0
	720	UP	670	DCS	254	RTE	199	0
	723	UP	385	DCS	100	PTI	86	0
	724	UP	610	PTI	516	DMW	44	0
	727	UP	560	RTE	385	PTI	64	0
	728	UP	369	DCS	130	PTI	111	0
	729	UP	727	PTI	406	DCS	96	0
	732	UP	644	RTE	250	PTI	208	0
	733	UP	552	PTI	250	RTE	233	0
	734	UP	358	RTE	128	PTI	94	0
	736	UP	308	DMW	86	RTE	80	0
	737	UP	283	PTI	94	DCS	80	0
	738	UP	301	RTE	127	DCS	85	0
	741	UP	374	PTI	200	RTE	67	0
	742	UP	630	RTE	230	PTI	122	0
	743	UP	529	PTI	272	DCS	100	0
	744	UP	125	PTI	53	RTE	30	0
	745	UP	331	DCS	263	RTE	51	0
	746	UP	483	RTE	229	PTI	153	0
	747	UP	460	PTI	213	RTE	80	0
	748	UP	449	RTE	186	DCS	108	0
	749	UP	492	PTI	352	RTE	68	0
	751	UP	250	RTE	140	DCS	51	0
Carolinian	79	CSX	1668	FTI	520	PTI	394	0
		NS	761	DSR	232	PTI	196	0
	80	CSX	1670	FTI	613	DSR	288	0
		NS	410	DSR	192	FTI	104	0
Cascades	500	BNSF	979	RTE	241	DSR	211	0
		UP	529	FTI	326	DCS	79	0
	501	BNSF	913	DSR	247	RTE	212	0
	504	UP	676	DMW	205	FTI	163	0
	506	BNSF	920	DSR	221	FTI	156	0
	507	BNSF	967	RTE	239	PTI	205	0
		UP	519	FTI	276	DCS	87	0
	508	BNSF	567	DSR	187	FTI	103	0
	509	BNSF	707	FTI	215	DSR	204	0
		UP	396	FTI	291	DCS	56	0
	510	BNSF	1719	PTI	570	DSR	552	0
	513	BNSF	1148	DSR	417	FTI	271	0
	516	BNSF	1188	DSR	349	FTI	280	0
	517	BNSF	1459	DSR	476	PTI	370	0
Downeaster	680	MBTA	1457	DSR	869	CTI	588	0
		PanAm	308	FTI	222	DSR	55	0
	681	MBTA	2524	CTI	1529	DSR	995	0
		PanAm	204	DSR	94	DCS	45	0
	682	MBTA	1251	DCS	412	DSR	332	0
		PanAm	160	DCS	88	DSR	50	0
	683	MBTA	1058	DCS	508	DSR	332	0
		PanAm	369	DCS	261	DSR	61	0
	684	MBTA	1407	DSR	668	CTI	512	0
		PanAm	1036	PTI	581	DSR	198	0
	685	MBTA	964	DSR	768	DCS	111	0
		PanAm	402	PTI	179	DSR	165	0
	686	MBTA	2749	CTI	1248	DSR	761	0
		PanAm	498	FTI	267	DSR	94	0

**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	
<b>Standard</b>			<b>900</b>					
Standard	687	MBTA	3023	CTI	2196	DSR	445	0
		PanAm	1028	PTI	540	FTI	273	0
	688	MBTA	1466	DSR	756	CTI	399	0
		PanAm	721	PTI	449	DCS	171	0
	689	MBTA	1071	DSR	684	DCS	197	0
		PanAm	285	DCS	182	DSR	58	0
	690	MBTA	552	DSR	518	CTI	35	0
		PanAm	102	DSR	51	DCS	51	0
	691	MBTA	2366	CTI	967	DSR	796	0
		PanAm	52	DSR	52	-	-	0
	692	MBTA	2104	DSR	1331	DMW	387	0
		PanAm	38	DSR	21	DCS	17	0
	693	MBTA	1254	DSR	1093	CTI	161	0
		PanAm	119	FTI	62	DSR	34	0
	694	MBTA	1103	CTI	728	DSR	375	0
		PanAm	873	PTI	737	DCS	63	0
	695	MBTA	762	DSR	353	DCS	262	0
		PanAm	477	PTI	262	DCS	92	0
	696	MBTA	1909	PTI	736	DSR	541	0
		PanAm	323	FTI	272	DSR	45	0
697	MBTA	1081	DSR	656	DMW	265	0	
	PanAm	34	DSR	34	-	-	0	
698	MBTA	1274	DSR	967	DMW	205	0	
	PanAm	843	PTI	671	FTI	80	0	
699	MBTA	842	DSR	557	DMW	284	0	
	PanAm	298	DCS	176	FTI	93	0	
<b>Empire Corridor</b>								
Adirondack	68	CN	799	DSR	241	FTI	239	0
		CP	2381	DSR	1320	PTI	562	0
		Amtrak	215	DCS	133	DSR	27	0
		MNRR	1497	CTI	769	RTE	350	0
	69	CN	2115	FTI	742	RTE	528	0
		CP	2220	DSR	1282	PTI	376	0
		Amtrak	141	DCS	63	CTI	24	0
		MNRR	602	DSR	224	CTI	197	0
Maple Leaf	63	CSX	1880	FTI	495	DSR	451	0
		Amtrak	220	DCS	125	DMW	62	0
		MNRR	645	CTI	488	DSR	82	0
	64	CSX	2494	FTI	1071	RTE	399	0
		Amtrak	272	DMW	169	DBS	67	0
		MNRR	1237	CTI	797	DSR	152	0
New York - Albany <sup>f</sup>	230	Amtrak	98	CTI	50	DCS	35	0
		MNRR	427	CTI	196	DCS	177	0
	232	Amtrak	380	DBS	190	CTI	100	0
		MNRR	466	CTI	191	RTE	130	0
	233	Amtrak	150	DCS	61	RTE	35	0
		MNRR	721	CTI	254	RTE	186	0
	234	Amtrak	167	DBS	88	CTI	46	0
		MNRR	373	CTI	179	RTE	69	0
	235	Amtrak	173	PTI	90	DSR	33	0
		MNRR	535	DSR	262	CTI	108	0
	236	Amtrak	128	DBS	50	DCS	43	0
		MNRR	417	CTI	178	DSR	88	0
	237	Amtrak	161	DCS	58	DBS	42	0
		MNRR	437	CTI	294	PTI	76	0
	238	Amtrak	370	PTI	131	DCS	90	0
		MNRR	928	CTI	378	DMW	352	0
	239	Amtrak	246	DSR	82	DCS	75	0
		MNRR	1721	CTI	1567	DSR	126	0
241	Amtrak	81	DCS	65	CTI	14	0	
	MNRR	561	CTI	228	RTE	127	0	
242	Amtrak	324	CTI	83	DBS	61	0	
	MNRR	589	CTI	277	DCS	123	0	
243	Amtrak	344	CTI	255	DBS	50	0	
	MNRR	584	CTI	292	DCS	128	0	
244	Amtrak	147	DCS	82	DMW	28	0	
	MNRR	595	CTI	369	DSR	109	0	



**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>	
			Total Delay	Largest 2 Delay Categories <sup>b</sup>					
				#1	Minutes	#2	Minutes		
<b>Standard</b>			<b>900</b>						
New York - Niagara Falls	245	Amtrak	234	CTI	171	DBS	52	0	
		MNRR	613	CTI	229	DSR	216	0	
	250	Amtrak	23	DCS	23	-	-	0	
		MNRR	192	RTE	110	DMW	58	0	
	252	Amtrak	0	-	-	-	-	0	
		MNRR	740	DMW	426	CTI	157	0	
	253	Amtrak	36	CTI	36	-	-	0	
		MNRR	535	CTI	326	DCS	76	0	
	254	Amtrak	142	DCS	142	-	-	0	
		MNRR	543	DMW	362	RTE	97	0	
	255	Amtrak	76	RTE	57	CTI	19	0	
		MNRR	4021	RTE	3405	CTI	338	0	
	261	Amtrak	23	CTI	23	-	-	0	
		MNRR	500	DSR	326	RTE	87	0	
	Ethan Allen Express	280	CSX	1258	DSR	425	RTE	332	0
			Amtrak	80	DBS	50	DMW	14	0
			MNRR	1439	CTI	781	DMW	370	0
		281	CSX	2179	FTI	835	RTE	457	0
			Amtrak	220	DCS	82	DMW	52	0
			MNRR	630	CTI	188	DCS	179	0
		283	CSX	1759	FTI	633	RTE	363	0
			Amtrak	246	PTI	86	DMW	49	0
			MNRR	541	DSR	185	CTI	143	0
		284	CSX	1894	FTI	695	RTE	425	0
		Amtrak	144	DCS	40	DMW	37	0	
		MNRR	799	CTI	298	RTE	263	0	
288	CSX	2206	FTI	1005	DSR	406	0		
	Amtrak	13	DSR	13	-	-	0		
	MNRR	869	CTI	459	DSR	193	0		
Heartland Flyer	290	CP	2873	DSR	1822	DCS	442	0	
		Amtrak	227	DCS	93	DMW	90	0	
		MNRR	1204	CTI	583	DMW	269	0	
		VTR	139	DCS	66	DSR	60	0	
	291	CP	2400	DSR	1900	DCS	168	0	
		Amtrak	537	DMW	342	PTI	133	0	
		MNRR	721	CTI	310	RTE	258	0	
		VTR	43	DSR	43	-	-	0	
	293	CP	2005	DSR	1814	DCS	192	0	
		Amtrak	224	PTI	193	DMW	31	0	
		MNRR	1787	CTI	1534	RTE	205	0	
		VTR	97	DSR	97	-	-	0	
296	CP	3798	DSR	1678	PTI	963	0		
	Amtrak	252	DBS	191	PTI	61	0		
	MNRR	882	CTI	447	DSR	193	0		
	VTR	0	-	-	-	-	0		
Hiawatha	821	BNSF	2611	DSR	1666	FTI	692	0	
	822	BNSF	2581	DSR	1713	FTI	620	0	
Hiawatha	329	CP	898	DMW	802	FTI	53	0	
		Metra	704	DCS	259	DSR	226	0	
	330	CP	171	FTI	77	DMW	53	0	
		Metra	3067	CTI	2879	DMW	61	0	
	331	CP	240	FTI	106	DMW	77	0	
		Metra	1179	CTI	430	DMW	270	0	
	332	CP	422	DMW	195	FTI	81	0	
		Metra	1595	DSR	669	CTI	340	0	
	333	CP	337	FTI	145	DCS	70	0	
		Metra	1532	DCS	378	DMW	367	0	
	334	CP	1018	DMW	480	FTI	248	0	
		Metra	1175	DSR	371	FTI	305	0	
	335	CP	337	DCS	122	FTI	120	0	
		Metra	1941	CTI	790	FTI	575	0	
	336	CP	755	DMW	269	FTI	178	0	
	Metra	1244	DSR	333	CTI	312	0		
337	CP	460	FTI	116	DMW	106	0		
	Metra	1508	FTI	679	DCS	281	0		

**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	
<b>Standard</b>			<b>900</b>					
	338	CP	703	FTI	239	DMW	198	0
		Metra	<b>2007</b>	CTI	1134	DCS	388	0
	339	CP	267	FTI	139	DMW	56	0
		Metra	<b>3012</b>	CTI	2333	DCS	371	0
	340	CP	603	DMW	186	DCS	119	0
		Metra	<b>1392</b>	CTI	750	DSR	393	0
	341	CP	391	FTI	316	DCS	36	0
		Metra	<b>1640</b>	CTI	834	FTI	301	0
	342	CP	594	FTI	284	DMW	163	0
		Metra	<b>1508</b>	CTI	891	DCS	298	0
Hoosier State	850	CSX	<b>954</b>	DCS	517	FTI	233	0
	851	CSX	<b>1271</b>	DCS	379	FTI	261	0
<b>Illinois</b>								
Carl Sandburg / Illinois Zephyr	380	BNSF	798	DSR	239	FTI	160	0
	381	BNSF	836	FTI	344	DSR	226	0
	382	BNSF	724	DSR	240	FTI	167	0
	383	BNSF	<b>916</b>	DSR	363	FTI	157	0
Illini / Saluki	390	CN	750	FTI	358	PTI	115	0
	391	CN	887	FTI	449	DSR	145	0
	392	CN	<b>1312</b>	FTI	684	PTI	215	0
	393	CN	<b>938</b>	FTI	482	PTI	187	0
Lincoln Service	300	CN	778	DCS	260	FTI	140	0
		UP	578	PTI	261	FTI	119	0
	301	CN	615	FTI	301	DCS	110	0
		UP	<b>1000</b>	PTI	325	RTE	249	0
	302	CN	<b>1381</b>	FTI	631	RTE	279	0
		UP	<b>1450</b>	PTI	952	DCS	155	0
	303	CN	813	DCS	336	FTI	173	0
		UP	<b>1182</b>	PTI	368	RTE	278	0
	304	CN	672	FTI	336	DCS	179	0
		UP	880	PTI	328	DSR	174	0
	305	CN	484	FTI	173	CTI	154	0
		UP	898	PTI	462	DCS	151	0
	306	CN	870	FTI	490	DCS	188	0
		UP	<b>1035</b>	PTI	650	DCS	134	0
307	CN	342	DCS	122	FTI	97	0	
	UP	753	PTI	279	DCS	178	0	
<b>Michigan</b>								
Blue Water	364	Amtrak	212	DCS	71	FTI	53	0
		CN	445	FTI	259	DCS	90	0
		MIDOT	<b>1663</b>	DSR	1339	DCS	325	0
		NS	<b>4229</b>	FTI	1557	PTI	997	1671
	365	Amtrak	720	PTI	436	DCS	115	0
		CN	746	FTI	480	PTI	111	0
	MIDOT	<b>2742</b>	DSR	1858	PTI	310	0	
	NS	<b>4783</b>	FTI	1458	DSR	850	1671	
Pere Marquette	370	CSX	483	DSR	180	DCS	142	0
		NS	<b>4319</b>	FTI	1311	DCS	720	1671
	371	CSX	<b>1117</b>	RTE	557	DSR	227	0
		NS	<b>4691</b>	DSR	950	FTI	919	1671

**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>
				#1	Minutes	#2	Minutes	

<b>Standard</b>	<b>900</b>							
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Wolverine	350	Amtrak	1333	PTI	1048	DCS	141	0
		CN	1484	FTI	592	DCS	376	0
		MIDOT	2717	DSR	1230	PTI	1075	0
		NS	3879	FTI	2144	DCS	441	1671
	351	Amtrak	539	PTI	318	DCS	72	0
		CN	1323	FTI	651	DCS	315	0
		MIDOT	1461	DSR	1212	DCS	157	0
		NS	4534	PTI	1161	FTI	754	1671
	352	Amtrak	651	PTI	292	RTE	159	0
		CN	1161	DSR	527	DCS	336	0
		MIDOT	2541	DSR	1405	PTI	572	0
		NS	5528	FTI	2689	DMW	1062	1671
	353	Amtrak	814	PTI	517	DCS	157	0
		CN	1667	FTI	618	DCS	427	0
		MIDOT	2494	DSR	1225	PTI	684	0
		NS	5136	FTI	2551	DSR	743	1671
	354	Amtrak	375	DCS	170	DSR	62	0
		CN	970	DSR	340	FTI	282	0
		MIDOT	3056	DSR	1281	PTI	1265	0
		NS	3297	FTI	867	DCS	788	1671
	355	Amtrak	177	DCS	60	DSR	55	0
		CN	2346	FTI	833	DCS	524	0
		MIDOT	3368	PTI	1862	DSR	1204	0
		NS	2630	FTI	1407	DSR	715	1671
Kansas City - St. Louis	311	UP	375	FTI	169	PTI	75	0
	313	UP	321	PTI	96	FTI	75	0
	314	UP	428	FTI	172	PTI	62	0
	316	UP	471	FTI	183	PTI	135	0
Pacific Surfliner	562	BNSF	444	DCS	264	DSR	122	0
		SCRRA	474	PTI	279	DCS	99	0
		SDNRR	1632	CTI	875	PTI	690	0
	564	BNSF	813	DCS	225	FTI	169	0
		SCRRA	1162	PTI	764	CTI	286	0
		SDNRR	1269	CTI	585	PTI	315	0
	565	BNSF	1307	RTE	544	DCS	256	0
		SCRRA	271	RTE	76	CTI	71	0
		SDNRR	733	CTI	315	DSR	246	0
	566	BNSF	762	FTI	153	DSR	138	0
		SCRRA	1560	PTI	1269	RTE	88	0
		SDNRR	1313	PTI	539	CTI	500	0
	567	BNSF	1452	RTE	770	DSR	326	0
		SCRRA	579	PTI	228	DCS	184	0
		SDNRR	1712	CTI	935	DSR	373	0
	572	BNSF	848	DCS	368	DSR	210	0
		SCRRA	1045	PTI	717	DCS	193	0
		SDNRR	1404	PTI	706	CTI	320	0
	573	BNSF	1155	DCS	424	DSR	307	0
		SCRRA	643	CTI	466	DCS	147	0
		SDNRR	1437	PTI	689	CTI	389	0
	579	BNSF	1212	DSR	596	DCS	256	0
		SCRRA	250	CTI	100	DCS	69	0
		SDNRR	1442	PTI	770	DSR	351	0
580	BNSF	552	DCS	245	DSR	184	0	
	SCRRA	806	PTI	389	CTI	317	0	
	SDNRR	1239	CTI	890	DSR	203	0	
582	BNSF	780	DCS	475	DSR	134	0	
	SCRRA	2050	PTI	1857	CTI	137	0	
	SDNRR	1502	CTI	689	PTI	545	0	
583	BNSF	2205	DSR	831	RTE	496	0	
	SCRRA	1443	PTI	1200	CTI	99	0	
	SDNRR	982	CTI	459	DSR	259	0	

**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>
				#1	Minutes	#2	Minutes	

<b>Standard</b>	<b>900</b>							
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591	BNSF		<b>1099</b>	RTE	388	DSR	250	0
	SCRRA		456	CTI	226	FTI	79	0
	SDNRR		<b>1652</b>	CTI	558	PTI	538	0
595	BNSF		749	DSR	233	FTI	191	0
	SCRRA		368	FTI	86	PTI	63	0
	SDNRR		863	FTI	278	DSR	263	0
763	BNSF		<b>1303</b>	DCS	450	FTI	230	0
	SCRRA		558	PTI	186	CTI	133	0
	SDNRR		<b>1122</b>	CTI	643	PTI	282	0
	UP		<b>1292</b>	PTI	1058	DCS	88	0
768	BNSF		<b>1273</b>	FTI	608	DCS	317	0
	SCRRA		710	PTI	393	CTI	144	0
	SDNRR		615	PTI	276	CTI	220	0
	UP		123	DCS	59	RTE	29	0
769	BNSF		<b>941</b>	RTE	382	DSR	315	0
	SCRRA		360	DCS	93	CTI	66	0
	SDNRR		<b>1695</b>	PTI	903	DSR	377	0
	UP		<b>1456</b>	PTI	1161	DCS	133	0
774	BNSF		700	RTE	235	CTI	179	0
	SCRRA		899	PTI	419	CTI	217	0
	SDNRR		<b>1247</b>	CTI	554	PTI	433	0
	UP		890	PTI	610	DCS	176	0
784	BNSF		<b>961</b>	DCS	399	FTI	179	0
	SCRRA		<b>1457</b>	CTI	1045	PTI	202	0
	SDNRR		<b>2110</b>	CTI	1211	PTI	369	0
	UP		639	PTI	448	DSR	68	0
785	BNSF		<b>2101</b>	DSR	1068	DCS	312	0
	SCRRA		805	PTI	462	CTI	151	0
	SDNRR		<b>2304</b>	PTI	1091	CTI	822	0
	UP		316	PTI	140	FTI	91	0
796	BNSF		<b>2090</b>	FTI	971	RTE	440	0
	SCRRA		<b>1137</b>	PTI	623	FTI	194	0
	SDNRR		<b>1267</b>	FTI	594	CTI	289	0
	UP		293	PTI	69	FTI	66	0

**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>
				#1	Minutes	#2	Minutes	

<b>Standard</b>	<b>900</b>								
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Pennsylvanian	42	NS		553	FTI	176	DSR	160	0
	43	NS		447	FTI	188	RTE	88	0
Piedmont	73	NS		613	DSR	248	FTI	181	0
	76	NS		746	DSR	232	PTI	164	0
San Joaquin	701	BNSF		1527	PTI	520	FTI	463	0
		UP		387	FTI	278	DCS	64	0
	702	BNSF		1441	PTI	524	FTI	479	0
		UP		185	FTI	63	DCS	61	0
	703	BNSF		1469	PTI	588	DSR	435	0
		UP		655	RTE	241	DCS	230	0
	704	BNSF		1145	DSR	366	PTI	318	0
		UP		802	FTI	218	DCS	209	0
	711	BNSF		852	DSR	340	FTI	267	0
		UP		881	PTI	530	DCS	184	0
	712	BNSF		1399	PTI	426	FTI	423	0
		UP		719	PTI	337	FTI	139	0
	713	BNSF		1603	PTI	559	DSR	501	0
		UP		790	PTI	498	RTE	195	0
	714	BNSF		1200	FTI	427	DSR	398	0
		UP		891	PTI	335	RTE	255	0
	715	BNSF		1550	DSR	557	PTI	528	0
		UP		875	PTI	459	DCS	370	0
	716	BNSF		1319	DSR	482	FTI	368	0
		UP		252	DCS	153	RTE	31	0
717	BNSF		1276	DSR	445	PTI	429	0	
	UP		702	DCS	309	PTI	218	0	
718	BNSF		1050	DSR	348	PTI	309	0	
	UP		1923	PTI	1668	DCS	232	0	
Vermont	54	MNRR		503	CTI	231	DSR	218	0
		NECR		783	DSR	605	DMW	110	0
	55	MNRR		1836	CTI	1267	DSR	329	0
		NECR		875	DSR	661	FTI	91	0
	56	MNRR		1350	DSR	653	CTI	282	0
		NECR		629	DSR	497	DCS	65	0
	57	MNRR		761	CTI	410	RTE	258	0
		NECR		985	DSR	795	DCS	68	0

**Long Distance Routes**

Auto Train	52	CSX		1093	FTI	319	DSR	280	0
		CFRC		4573	DSR	2423	DCS	1386	0
	53	CSX		1425	FTI	482	DSR	314	0
		CFRC		2259	DSR	1720	DCS	519	0
California Zephyr	5	BNSF		1017	DSR	615	FTI	132	0
		UP		703	FTI	259	DCS	143	0
	6	BNSF		1053	DSR	666	FTI	157	0
		UP		779	FTI	242	DCS	130	0
Cardinal	50	BBrRR		2946	FTI	1389	DCS	648	0
		CSX		1485	FTI	566	DCS	381	0
		NS		872	PTI	348	CTI	234	0
	51	BBrRR		1773	PTI	642	DSR	562	0
		CSX		1037	DCS	315	DSR	290	0
		NS		1152	FTI	592	DSR	195	0
Capitol Limited	29	CSX		894	FTI	366	DCS	160	0
		NS		1422	FTI	647	RTE	246	0
	30	CSX		1144	DSR	330	RTE	310	0
		NS		1154	FTI	399	RTE	324	0
City of New Orleans	58	CN		735	FTI	269	PTI	160	0
	59	CN		771	FTI	352	DSR	159	0
Coast Starlight	11	BNSF		724	DSR	187	FTI	168	0
		SCRRA		2475	PTI	1231	CTI	1057	0
		UP		952	PTI	352	FTI	274	0
	14	BNSF		349	DSR	102	FTI	74	0
		SCRRA		2623	CTI	1057	PTI	874	0
		UP		948	FTI	290	PTI	249	0
Crescent	19	NS		840	FTI	264	DSR	225	0
	20	NS		673	FTI	291	DSR	201	0

**APPENDIX B:  
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host	3rd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>
				#1	Minutes	#2	Minutes	
<b>Standard</b>			<b>900</b>					
Empire Builder	27	BNSF	435	FTI	221	DSR	138	0
	28	BNSF	435	FTI	216	DSR	112	0
	7	BNSF	932	DSR	535	FTI	214	0
		CP	975	FTI	476	DSR	226	0
		Metra	891	CTI	354	DMW	159	0
	8	BNSF	985	DSR	576	FTI	235	0
		CP	1033	FTI	487	DSR	216	0
		Metra	2517	CTI	1633	DCS	621	0
	Lake Shore Ltd	448	CSX	2154	CTI	706	DSR	487
449		CSX	1532	DSR	604	DCS	273	0
48		CSX	1618	FTI	609	DSR	340	0
		MNRR	1343	CTI	529	RTE	509	0
		NS	1428	FTI	458	DSR	351	0
49		CSX	1182	FTI	383	RTE	290	0
		MNRR	585	CTI	426	RTE	105	0
		NS	1459	FTI	673	DSR	312	0
Palmetto		89	CSX	1104	FTI	366	PTI	281
	90	CSX	875	FTI	274	PTI	183	0
Silver Meteor	97	CSX	844	FTI	217	DSR	210	0
		CFRC	3201	DCS	906	PTI	883	0
		Fla DOT	1202	CTI	530	PTI	279	0
	98	CSX	787	DSR	205	FTI	186	0
		CFRC	3201	DCS	906	PTI	883	0
		Fla DOT	654	DSR	228	RTE	174	0
Silver Star	91	CSX	1051	FTI	269	DSR	256	0
		CFRC	3466	PTI	1321	DCS	894	0
		Fla DOT	1689	CTI	995	DSR	390	0
		NS	1421	PTI	1107	DCS	268	0
	92	CSX	994	FTI	267	DSR	238	0
		CFRC	1700	DCS	626	DSR	556	0
		Fla DOT	1118	DSR	492	CTI	329	0
		NS	101	DCS	101	-	-	0
Southwest Chief	3	BNSF	503	DSR	174	FTI	127	0
		NMDOT	1098	DSR	479	CTI	315	0
	4	BNSF	613	DSR	186	FTI	141	0
		NMDOT	1122	DSR	507	CTI	234	0
Sunset Limited	1	BNSF	839	DSR	386	DCS	241	0
		UP	1142	FTI	599	DCS	232	0
	2	BNSF	597	DSR	243	FTI	210	0
		UP	1381	FTI	641	DCS	235	0
Texas Eagle	21	BNSF	1838	DSR	960	FTI	456	0
		CN	1224	FTI	509	DCS	411	0
		UP	1784	FTI	769	DSR	310	0
	22	BNSF	2348	DSR	1443	FTI	564	0
		CN	937	FTI	683	DCS	114	0
		UP	1548	FTI	680	DSR	279	0

<sup>a</sup> This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Appendix D), with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

<sup>b</sup> For explanation of delay codes, see Table 19.

<sup>c</sup> "Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

<sup>d</sup> Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

**APPENDIX C:  
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					

**Acela Express**

Acela Express	2150	100	OTH	100	-	-	0
	2151	66	HLD	49	OTH	14	0
	2153	<b>357</b>	OTH	348	CAR	6	0
	2154	87	OTH	76	SYS	11	0
	2155	9	SYS	6	CAR	3	0
	2158	70	HLD	60	OTH	11	0
	2159	109	OTH	101	ADA	9	0
	2160	30	OTH	27	ADA	3	0
	2163	184	ENG	95	OTH	75	0
	2164	14	CAR	11	OTH	3	0
	2165	92	OTH	86	HLD	6	0
	2166	27	OTH	27	-	-	0
	2167	75	OTH	72	HLD	3	0
	2168	129	OTH	66	CAR	63	0
	2170	38	OTH	22	CAR	16	0
	2171	66	OTH	60	HLD	6	0
	2172	143	OTH	129	HLD	14	0
	2173	184	SYS	135	HLD	26	0
	2190	157	OTH	115	CAR	17	0
	2250	60	HLD	54	OTH	7	0
	2251	55	HLD	55	-	-	0
	2252	56	HLD	56	-	-	0
	2253	193	OTH	193	-	-	0
	2254	322	OTH	280	ADA	42	0
	2255	30	HLD	30	-	-	0
	2256	70	HLD	56	ADA	14	0
	2257	0	-	-	-	-	0
	2258	14	OTH	14	-	-	0
	2259	15	OTH	15	-	-	0
	2290	219	OTH	116	CAR	52	0
	2297	119	OTH	60	HLD	45	0

**Other NEC Corridor Routes**

<b>Northeast Regional</b>							
Richmond / Newport News/Norfolk <sup>d</sup>	66	<b>454</b>	HLD	170	ENG	80	0
	67	<b>601</b>	ENG	180	HLD	127	0
	82	163	HLD	115	OTH	40	0
	83	<b>804</b>	HLD	303	OTH	182	0
	84	301	HLD	205	ADA	45	0
	85	154	HLD	96	ADA	47	0
	86	<b>552</b>	HLD	325	OTH	146	0
	87	111	HLD	111	-	-	0
	88	188	OTH	98	HLD	78	0
	93	<b>523</b>	HLD	225	ENG	144	0
	94	<b>675</b>	HLD	332	ADA	224	0
	95	<b>541</b>	HLD	308	ADA	107	0
	99	<b>493</b>	HLD	246	OTH	124	0
	125	308	HLD	167	OTH	56	0
	157	131	HLD	83	OTH	35	0
	164	315	HLD	192	ADA	54	0
	174	176	OTH	71	HLD	67	0
	194	<b>663</b>	HLD	397	ADA	177	0
	195	309	HLD	267	OTH	29	0
Lynchburg <sup>e</sup>	145	<b>537</b>	OTH	310	HLD	162	0
	147	<b>450</b>	OTH	185	HLD	118	0
	156	205	OTH	88	HLD	60	0
	171	220	HLD	111	OTH	53	0
	176	286	HLD	107	OTH	87	0
All Other Northeast Regional	132	52	ADA	26	OTH	26	0
	135	136	OTH	71	HLD	64	0
	136	0	-	-	-	-	0
	137	167	OTH	89	ENG	32	0

**APPENDIX C:  
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2013				MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>		Minutes	
			#1	Minutes		

<b>Standard</b>		<b>325</b>					
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139		491	HLD	253	ENG	119	0
140		168	OTH	128	HLD	40	0
141		346	SVS	141	OTH	84	0
143		507	ENG	221	HLD	100	0
146		155	HLD	116	OTH	39	0
148		160	HLD	51	ENG	41	0
150		275	OTH	268	HLD	7	0
160		597	CAR	565	OTH	31	0
161		607	CON	171	OTH	164	0
162		141	ADA	67	HLD	47	0
163		351	HLD	179	OTH	119	0
165		321	HLD	171	OTH	143	0
166		112	ENG	112	-	-	0
167		330	OTH	302	ADA	27	0
168		72	HLD	48	ADA	24	0
169		859	CON	433	OTH	261	0
170		346	OTH	312	ENG	27	0
172		531	SYS	268	OTH	170	0
173		210	HLD	138	ADA	32	0
175		285	OTH	153	HLD	66	0
177		278	OTH	162	HLD	85	0
178		99	OTH	85	ADA	11	0
179		304	OTH	190	CON	85	0
190		194	OTH	173	HLD	21	0

**Non-NEC Corridor Routes**

Capitol Corridor	518	0	-	-	-	-	0
	520	115	CAR	50	CON	32	0
	521	29	HLD	11	CAR	7	0
	522	202	ENG	127	HLD	30	0
	523	144	HLD	92	SYS	20	0
	524	180	HLD	83	ADA	57	0
	525	121	HLD	88	OTH	25	0
	526	335	OTH	89	HLD	74	0
	527	186	HLD	82	SVS	48	0
	528	292	HLD	91	ADA	82	0
	529	192	ENG	71	OTH	52	0
	530	386	CCR	123	ENG	95	0
	531	97	CAR	28	HLD	26	0
	532	292	HLD	103	ADA	65	0
	533	142	ITI	54	ADA	24	0
	534	62	ADA	29	HLD	13	0
	535	110	ADA	33	CAR	33	0
	536	362	OTH	94	ADA	70	0
	537	130	HLD	67	ADA	37	0
	538	118	ADA	36	HLD	35	0
	540	93	HLD	41	CON	25	0
	541	186	ENG	82	HLD	54	0
	542	200	ENG	69	CON	44	0
	543	218	HLD	112	ADA	55	0
	544	311	HLD	99	ITI	76	0
	545	72	HLD	39	ADA	30	0
	546	324	SVS	84	OTH	57	0
	547	187	ITI	105	ENG	44	0
	548	217	ITI	156	OTH	25	0
	549	95	CAR	30	HLD	23	0
	551	109	ENG	50	CAR	45	0
	720	280	ITI	89	CAR	64	0
	723	72	SYS	33	ADA	14	0
	724	44	HLD	25	ADA	19	0
	727	133	HLD	80	ADA	42	0
	728	255	HLD	75	ADA	69	0
	729	204	ENG	125	OTH	31	0



**APPENDIX C:  
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
	732	220	ADA	55	ITI	47	0
	733	211	ADA	130	HLD	42	0
	734	244	HLD	139	ADA	69	0
	736	227	HLD	89	ADA	83	0
	737	175	SVS	61	ADA	36	0
	738	119	ADA	42	ENG	30	0
	741	164	ADA	75	HLD	67	0
	742	467	SYS	130	HLD	122	0
	743	438	OTH	164	ADA	75	0
	744	261	CON	94	HLD	78	0
	745	89	OTH	51	ENG	17	0
	746	127	CON	38	SVS	34	0
	747	105	CON	28	CAR	19	0
	748	388	HLD	97	OTH	67	0
	749	42	CAR	21	ADA	8	0
	751	195	ENG	93	ADA	76	0
Carolinian	79	489	HLD	214	ADA	179	0
	80	524	HLD	177	ADA	142	0
Cascades	500	352	ENG	124	OTH	95	0
	501	296	CAR	88	SVS	58	0
	504	317	OTH	123	SYS	71	0
	506	224	ADA	69	HLD	44	0
	507	240	ADA	47	ITI	35	0
	508	189	CAR	62	HLD	57	0
	509	94	HLD	34	CAR	18	0
	510	204	HLD	64	SYS	42	0
	513	320	ENG	115	HLD	67	0
	516	210	ADA	44	HLD	39	0
	517	115	OTH	70	SYS	23	0
Downeaster	680	73	OTH	66	HLD	5	0
	681	240	OTH	122	ITI	60	0
	682	122	ITI	47	HLD	45	0
	683	69	ITI	49	ADA	10	0
	684	43	HLD	16	OTH	16	0
	685	78	OTH	29	HLD	24	0
	686	211	ITI	185	HLD	18	0
	687	622	ITI	454	ENG	63	0
	688	53	OTH	35	HLD	14	0
	689	195	ITI	132	OTH	39	0
	690	19	HLD	19	-	-	0
	691	348	OTH	160	HLD	83	0
	692	53	OTH	24	HLD	21	0
	693	61	ADA	30	HLD	30	0
	694	89	ADA	31	HLD	31	0
	695	135	OTH	127	HLD	8	0
	696	133	OTH	99	HLD	23	0
	697	68	OTH	42	ADA	19	0
	698	59	HLD	40	ADA	13	0
	699	10	HLD	10	-	-	0
Empire Corridor							0
Adirondack	68	96	HLD	41	ENG	37	0
	69	156	HLD	81	OTH	49	0
Maple Leaf	63	318	HLD	118	SYS	107	0
	64	351	SYS	128	HLD	101	0
New York - Albany <sup>f</sup>	230	59	CAR	69	OTH	27	0
	232	0	HLD	5	OTH	5	0
	233	64	SYS	31	HLD	28	0
	234	0	HLD	5	-	-	0
	235	29	MTI	159	HLD	47	0
	236	74	HLD	55	ADA	26	0
	237	15	SYS	88	OTH	64	0

**APPENDIX C:  
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
	238	29	MTI	138	HLD	28	0
	239	9	ITI	182	OTH	34	0
	241	122	OTH	136	ENG	108	0
	242	47	OTH	37	SYS	37	0
	243	32	ENG	125	MTI	110	0
	244	38	HLD	24	OTH	17	0
	245	18	OTH	221	ENG	149	0
	250	23	HLD	23	-	-	0
	252	78	ADA	78	-	-	0
	253	93	ADA	47	HLD	47	0
	254	48	ADA	36	HLD	12	0
	255	24	ENG	181	OTH	133	0
	261	41	OTH	128	HLD	41	0
New York - Niagara Falls	280	230	SYS	73	HLD	64	0
	281	468	SYS	219	ENG	115	0
	283	487	SYS	231	HLD	111	0
	284	347	SYS	162	HLD	97	0
	288	296	HLD	129	SYS	114	0
Ethan Allen Express	290	250	ENG	133	OTH	74	0
	291	134	HLD	109	ADA	38	0
	292	49	HLD	34	OTH	15	0
	293	99	OTH	125	HLD	109	0
	296	73	HLD	63	CAR	42	0
Heartland Flyer	821	329	HLD	130	OTH	115	0
	822	201	HLD	75	SYS	44	0
Hiawatha	329	513	OTH	443	ENG	153	0
	330	86	HLD	36	OTH	36	0
	331	494	OTH	435	CCR	39	0
	332	643	OTH	280	ITI	159	0
	333	385	OTH	251	ITI	176	0
	334	496	HLD	284	OTH	156	0
	335	656	OTH	456	HLD	171	0
	336	377	HLD	171	OTH	166	0
	337	472	OTH	198	HLD	172	0
	338	861	ITI	343	OTH	320	0
	339	359	ITI	455	OTH	209	0
	340	417	HLD	200	OTH	174	0
	341	381	OTH	208	CCR	168	0
	342	736	ITI	402	OTH	295	0
Hoosier State	850	528	SYS	242	ITI	238	0
	851	573	SYS	212	OTH	151	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	196	HLD	119	ADA	47	0
	381	153	HLD	75	SYS	28	0
	382	133	HLD	86	ADA	23	0
	383	144	HLD	82	ENG	50	0
Illini / Saluki	390	322	OTH	167	HLD	111	0
	391	317	OTH	132	SYS	76	0
	392	376	ENG	116	HLD	85	0
	393	279	OTH	125	HLD	91	0
Lincoln Service	300	68	HLD	24	ENG	19	0
	301	55	ADA	22	ENG	19	0
	302	112	ADA	50	HLD	22	0
	303	52	HLD	19	ADA	15	0
	304	167	SYS	69	ADA	46	0
	305	161	ADA	71	HLD	33	0
	306	98	HLD	29	ENG	27	0
	307	64	HLD	28	SYS	17	0
Michigan							
Blue Water	364	294	HLD	154	ADA	125	0
	365	439	OTH	291	HLD	130	0
Pere Marquette	370	343	HLD	132	CON	88	0
	371	730	SYS	352	HLD	180	0

**APPENDIX C:  
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
Wolverine	350	479	OTH	308	SYS	100	0
	351	401	OTH	293	ENG	88	0
	352	576	OTH	221	ITI	137	0
	353	314	ENG	135	ADA	103	0
	354	462	OTH	225	SYS	172	0
	355	567	OTH	201	SYS	198	0
Kansas City - St. Louis	311	215	ENG	87	HLD	75	0
	313	116	HLD	60	ADA	46	0
	314	225	HLD	96	ADA	76	0
	316	278	ENG	170	ADA	46	0
Pacific Surfliner	562	86	ITI	33	HLD	21	0
	564	83	ENG	33	HLD	28	0
	563	0	-	-	-	-	0
	565	223	OTH	91	HLD	66	0
	566	186	HLD	122	OTH	25	0
	567	116	HLD	62	SYS	13	0
	571	0	-	-	-	-	0
	572	230	HLD	65	ADA	57	0
	573	569	CCR	188	ITI	147	0
	577	0	-	-	-	-	0
	578	0	-	-	-	-	0
	579	262	HLD	113	SYS	44	0
	580	162	HLD	72	ENG	33	0
	582	45	HLD	18	OTH	16	0
	583	293	HLD	122	ITI	71	0
	587	0	-	-	-	-	0
	589	0	-	-	-	-	0
	590	0	-	-	-	-	0
	591	372	ITI	152	HLD	70	0
	592	0	-	-	-	-	0
	595	174	ENG	75	HLD	23	0
	763	378	HLD	144	ENG	102	0
	768	257	HLD	157	ADA	24	0
	769	440	HLD	169	ADA	71	0
	774	271	HLD	75	ENG	66	0
	775	0	-	-	-	-	0
	784	431	HLD	248	ENG	66	0
	785	343	HLD	128	ITI	89	0
	792	0	-	-	-	-	0
	796	463	SYS	135	ENG	116	0
	798	0	-	-	-	-	0
	799	0	-	-	-	-	0
Pennsylvanian	42	303	HLD	135	OTH	115	0
	43	144	OTH	47	HLD	40	0
Piedmont	73	137	HLD	51	ADA	47	0
	76	699	ADA	243	HLD	226	0
San Joaquin	701	219	ENG	57	ADA	37	0
	702	153	HLD	56	ADA	28	0
	703	420	CON	164	ITI	74	0
	704	234	HLD	60	ENG	59	0
	711	146	ADA	62	HLD	30	0
	712	259	ADA	98	HLD	77	0
	713	343	ADA	100	HLD	80	0
	714	300	ADA	68	ENG	50	0
	715	297	SYS	104	HLD	53	0
	716	183	ENG	55	CON	32	0
	717	386	CON	122	HLD	95	0
	718	262	CON	69	OTH	53	0
Vermont	54	150	OTH	66	SYS	46	0
	55	264	OTH	67	ITI	45	0
	56	274	SYS	126	OTH	48	0
	57	232	HLD	75	OTH	51	0

**APPENDIX C:  
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					

**Long Distance Routes**

Auto Train	52	<b>382</b>	ITI	183	CAR	78	0
	53	265	ITI	129	SYS	74	0
California Zephyr	5	296	SYS	100	SVS	53	0
	6	297	SYS	67	HLD	56	0
Cardinal	50	<b>436</b>	SYS	105	HLD	85	0
	51	319	ADA	84	HLD	83	0
Capitol Limited	29	148	HLD	107	SYS	25	0
	30	219	HLD	136	ITI	53	0
City of New Orleans	58	262	HLD	73	SYS	61	0
	59	296	HLD	89	CAR	84	0
Coast Starlight	11	<b>422</b>	HLD	114	SYS	76	0
	14	<b>642</b>	HLD	201	OTH	99	0
Crescent	19	193	HLD	70	ADA	50	0
	20	247	HLD	87	ADA	69	0
Empire Builder	27	<b>541</b>	CON	511	SYS	9	0
	28	274	ENG	125	SYS	95	0
	7	203	HLD	88	ENG	36	0
	8	301	HLD	106	OTH	46	0
Lake Shore Ltd	448	101	ITI	57	HLD	49	0
	449	<b>386</b>	HLD	276	ADA	60	0
	48	277	HLD	153	ENG	63	0
	49	<b>647</b>	HLD	404	SVS	62	0
Palmetto	89	170	ADA	66	HLD	50	0
	90	229	ENG	58	ADA	54	0
Silver Meteor	97	290	ADA	109	HLD	104	0
	98	<b>421</b>	ADA	166	HLD	126	0
Silver Star	91	<b>402</b>	HLD	155	ADA	106	0
	92	<b>414</b>	HLD	165	ADA	130	0
Southwest Chief	3	225	HLD	101	ENG	41	0
	4	289	HLD	123	ENG	59	0
Sunset Limited	1	<b>359</b>	HLD	97	OTH	60	0
	2	<b>489</b>	HLD	149	SVS	110	0
Texas Eagle	21	<b>338</b>	HLD	160	ENG	79	0
	22	<b>534</b>	HLD	207	SVS	97	0

<sup>a</sup> This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Appendix D), with tighter delay standards.

<sup>b</sup> For explanation of delay codes, see Table 19.

<sup>c</sup> "Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

<sup>d</sup> Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

**APPENDIX D:**  
**ON-NEC TOTAL HOST - AND AMTRAK - RESPONSIBLE DELAYS BY TRAIN**  
 Minutes of Delay Per 10,000 Train-Miles  
 (Excludes Third Party Delays)

Service	Train	Host <sup>b</sup>	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

**Acela Express**

Standard			265					
Acela Express	2100	Amtrak	335	CTI	96	PTI	47	0
	2103	Amtrak	184	PSR	37	CTI	28	0
	2104	Amtrak	127	PSR	23	ENG	21	0
	2107	Amtrak	158	ENG	30	PTI	25	0
	2109	Amtrak	181	PSR	39	SMW	34	0
	2110	Amtrak	87	PSR	20	DCS	19	0
	2117	Amtrak	347	PSR	67	CTI	61	0
	2119	Amtrak	303	CTI	94	SMW	42	0
	2121	Amtrak	358	ENG	121	CTI	46	0
	2122	Amtrak	155	SMW	33	CTI	29	0
	2124	Amtrak	394	ENG	72	CTI	65	0
	2126	Amtrak	141	DCS	29	DMW	18	0
	2150	Amtrak	287	CTI	71	DCS	44	0
	2151	Amtrak	178	PSR	38	ENG	24	0
	2153	Amtrak	127	SMW	29	PSR	16	0
	2154	Amtrak	265	SMW	86	OTH	28	0
	2155	Amtrak	225	ENG	46	PSR	35	0
	2158	Amtrak	261	SMW	64	ENG	30	0
	2159	Amtrak	296	HLD	62	DCS	39	0
	2160	Amtrak	351	SMW	90	DCS	41	0
	2163	Amtrak	399	SMW	98	ENG	38	0
	2164	Amtrak	278	SMW	107	CTI	41	0
	2165	Amtrak	302	SMW	85	PTI	55	0
	2166	Amtrak	240	SMW	69	DCS	40	0
	2167	Amtrak	394	SMW	107	CTI	34	0
	2168	Amtrak	278	CTI	101	SMW	49	0
	2170	Amtrak	377	ENG	80	SMW	56	0
	2171	Amtrak	350	CTI	63	SMW	48	0
	2172	Amtrak	342	SMW	82	CTI	38	0
	2173	Amtrak	300	SMW	59	HLD	37	0
	2190	Amtrak	279	SMW	87	SVS	62	0
	2203	Amtrak	136	SMW	70	PSR	25	0
	2205	Amtrak	280	PSR	75	SMW	58	0
	2207	Amtrak	41	SMW	19	MTI	16	0
	2208	Amtrak	137	SMW	82	PTI	38	0
	2211	Amtrak	116	SMW	51	DCS	21	0
	2212	Amtrak	143	SMW	72	CAR	31	0
	2213	Amtrak	417	ENG	185	SMW	85	0
	2216	Amtrak	587	ENG	365	CAR	79	0
	2220	Amtrak	89	SMW	70	HLD	10	0
	2221	Amtrak	591	DCS	260	SMW	215	0
	2222	Amtrak	243	ENG	99	SMW	96	0
	2225	Amtrak	379	DCS	133	SMW	123	0
	2228	Amtrak	85	SMW	65	DMW	10	0
	2250	Amtrak	175	SMW	39	ADA	21	0
	2251	Amtrak	232	OTH	64	SMW	59	0
	2252	Amtrak	303	SMW	150	PTI	64	0
	2253	Amtrak	357	SMW	90	HLD	57	0
	2254	Amtrak	201	SMW	78	CAR	32	0
	2255	Amtrak	320	DCS	113	SMW	107	0
	2256	Amtrak	182	SMW	96	CAR	36	0
	2257	Amtrak	429	SMW	149	SYS	58	0
	2258	Amtrak	211	SMW	114	ENG	26	0
	2259	Amtrak	191	HLD	54	SMW	54	0
	2290	Amtrak	641	PTI	269	ENG	134	0
	2297	Amtrak	280	SMW	147	SYS	52	0

**Other NEC Routes**

Standard			475					
Cardinal	50	Amtrak	974	ITI	466	CON	117	0
	51	Amtrak	198	PTI	57	CTI	34	0
Carolinian	79	Amtrak	430	CAR	68	SMW	63	0
	80	Amtrak	312	ENG	75	CTI	66	0
Crescent	19	Amtrak	506	PTI	101	HLD	53	0
	20	Amtrak	400	PTI	89	DCS	50	0
Keystone	600	Amtrak	237	CTP	59	PSR	55	0
	601	Amtrak	263	SMW	121	ENG	56	0
	605	Amtrak	111	DCS	30	CTI	24	0
	607	Amtrak	203	CTP	111	DCS	50	0
	609	Amtrak	477	SMW	134	HLD	103	0
	610	Amtrak	201	ADA	118	DBS	49	0
	611	Amtrak	83	OTH	49	HLD	35	0
	612	Amtrak	0	-	0	-	0	0
	615	Amtrak	37	PSR	22	DMW	15	0
	618	Amtrak	192	SMW	99	PSR	57	0
	619	Amtrak	176	CON	126	DET	30	0
	620	Amtrak	227	SMW	110	PSR	60	0
	622	Amtrak	109	SMW	64	PSR	27	0
	637	Amtrak	603	ENG	153	PSR	127	0
	639	Amtrak	379	ENG	97	SMW	62	0
	640	Amtrak	603	CTI	191	HLD	111	0
	641	Amtrak	525	CTI	77	HLD	73	0
	642	Amtrak	242	DCS	36	PTI	31	0
	643	Amtrak	307	SMW	65	HLD	55	0
	644	Amtrak	319	ENG	66	HLD	66	0
	645	Amtrak	219	DET	40	PSR	31	0
	646	Amtrak	195	ENG	53	PTI	40	0
	647	Amtrak	369	DBS	67	SMW	55	0
	648	Amtrak	180	SMW	36	PSR	35	0
	649	Amtrak	149	HLD	50	PTI	28	0

**APPENDIX D:**  
**ON-NEC TOTAL HOST - AND AMTRAK - RESPONSIBLE DELAYS BY TRAIN**  
 Minutes of Delay Per 10,000 Train-Miles  
 (Excludes Third Party Delays)

Service	Train	Host <sup>b</sup>	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	650	Amtrak	266	PTI	96	ENG	42	0
	651	Amtrak	301	HLD	83	ENG	49	0
	652	Amtrak	474	PSR	94	CTP	86	0
	653	Amtrak	403	CTI	176	SMW	55	0
	654	Amtrak	337	SMW	69	PSR	68	0
	655	Amtrak	659	PTI	132	DET	112	0
	656	Amtrak	203	SMW	61	PTI	27	0
	658	Amtrak	227	DBS	115	ENG	111	0
	660	Amtrak	155	PTI	57	DCS	33	0
	661	Amtrak	153	PTI	94	OTH	19	0
	662	Amtrak	461	SMW	89	ADA	81	0
	663	Amtrak	350	MTI	119	DBS	96	0
	664	Amtrak	161	PTI	100	SMW	27	0
	665	Amtrak	239	ENG	161	HLD	23	0
	666	Amtrak	335	ENG	139	PTI	58	0
	667	Amtrak	234	DBS	67	CTI	40	0
	669	Amtrak	308	SMW	63	ENG	50	0
	670	Amtrak	149	DBS	73	CTI	29	0
	671	Amtrak	157	ENG	82	DET	19	0
	672	Amtrak	161	ENG	84	DET	38	0
Northeast Regional								
Richmond / Newport News/Norfolk <sup>2</sup>	66	Amtrak	377	ENG	129	SVS	56	0
	67	Amtrak	356	ENG	140	SMW	46	0
	82	Amtrak	329	HLD	95	CAR	48	0
	83	Amtrak	716	SMW	153	HLD	119	0
	84	Amtrak	267	ENG	110	DCS	77	0
	85	Amtrak	322	CTI	80	PTI	73	0
	86	Amtrak	315	PTI	51	ENG	42	0
	87	Amtrak	956	SVS	258	SMW	228	0
	88	Amtrak	395	HLD	86	PTI	81	0
	93	Amtrak	559	SMW	132	PTI	71	0
	94	Amtrak	913	CTI	188	ENG	173	0
	95	Amtrak	395	PTI	94	HLD	81	0
	99	Amtrak	524	HLD	135	MTI	119	0
	125	Amtrak	499	PTI	124	MTI	61	0
	157	Amtrak	514	SMW	231	DCS	68	0
	164	Amtrak	427	HLD	131	SMW	111	0
	174	Amtrak	312	CTI	57	HLD	36	0
	194	Amtrak	238	SMW	76	DCS	45	0
	195	Amtrak	507	ENG	219	SMW	82	0
Lynchburg <sup>3</sup>	145	Amtrak	453	PTI	130	SMW	110	0
	147	Amtrak	425	SMW	74	HLD	62	0
	156	Amtrak	326	MTI	61	HLD	56	0
	171	Amtrak	405	PTI	83	CTI	79	0
	176	Amtrak	448	HLD	85	PTI	67	0
All Other Northeast Regional	110	Amtrak	273	ENG	107	HLD	33	0
	111	Amtrak	219	CTI	63	PSR	22	0
	123	Amtrak	431	HLD	85	CAR	79	0
	126	Amtrak	249	SVS	62	HLD	48	0
	127	Amtrak	482	CTI	111	PTI	58	0
	129	Amtrak	493	CTI	115	PTI	76	0
	130	Amtrak	331	ENG	63	CTI	54	0
	131	Amtrak	176	SMW	46	HLD	43	0
	132	Amtrak	278	SMW	106	PTI	65	0
	133	Amtrak	424	PTI	161	CTI	140	0
	134	Amtrak	333	PTI	89	DCS	70	0
	135	Amtrak	365	SMW	84	HLD	69	0
	136	Amtrak	819	ENG	282	HLD	142	0
	137	Amtrak	378	CTI	63	SMW	63	0
	138	Amtrak	529	CTI	173	ENG	58	0
	139	Amtrak	399	SMW	131	ENG	115	0
	140	Amtrak	335	SMW	77	PTI	76	0
	141	Amtrak	465	ENG	150	PTI	83	0
	143	Amtrak	410	SMW	106	HLD	89	0
	146	Amtrak	337	DET	142	ENG	60	0
	148	Amtrak	633	OTH	66	CTI	64	0
	150	Amtrak	223	SMW	98	HLD	41	0
	151	Amtrak	176	CTI	42	CAR	35	0
	152	Amtrak	567	SMW	126	MTI	91	0
	153	Amtrak	290	SMW	125	CAR	46	0
	154	Amtrak	468	ENG	232	CAR	103	0
	155	Amtrak	161	SMW	112	OTH	26	0
	158	Amtrak	255	DCS	82	ENG	67	0
	159	Amtrak	574	ENG	163	SMW	114	0
	160	Amtrak	311	ENG	90	SMW	83	0
	161	Amtrak	525	ENG	210	SMW	92	0
	162	Amtrak	135	SMW	58	HLD	22	0
	163	Amtrak	481	HLD	121	SMW	91	0
	165	Amtrak	218	SMW	109	HLD	52	0
	166	Amtrak	439	DCS	162	SMW	78	0
	167	Amtrak	188	DBS	42	CTI	28	0
	168	Amtrak	247	ITI	81	HLD	54	0
	169	Amtrak	444	SMW	100	OTH	98	0
	170	Amtrak	369	CTI	85	SMW	63	0
	172	Amtrak	233	PTI	40	CTI	27	0
	173	Amtrak	461	SMW	94	PTI	71	0
	175	Amtrak	378	HLD	64	ENG	50	0
	177	Amtrak	253	SMW	84	DCS	35	0
	178	Amtrak	229	SMW	41	MTI	36	0
	179	Amtrak	200	SMW	67	OTH	28	0
	180	Amtrak	443	CTI	149	PTI	39	0
	181	Amtrak	431	PTI	73	CTI	71	0
	182	Amtrak	168	SMW	72	DET	46	0
	183	Amtrak	292	PTI	83	CTI	52	0
	184	Amtrak	441	PTI	87	SVS	50	0
	185	Amtrak	443	CTI	141	HLD	117	0

**APPENDIX D:  
ON-NEC TOTAL HOST - AND AMTRAK - RESPONSIBLE DELAYS BY TRAIN**  
Minutes of Delay Per 10,000 Train-Miles  
(Excludes Third Party Delays)

Service	Train	Host <sup>b</sup>	3rd Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	186	Amtrak	211	CTI	53	SMW	33	0
	187	Amtrak	351	SMW	72	ENG	65	0
	188	Amtrak	209	OTH	33	MTI	28	0
	190	Amtrak	251	ENG	97	SMW	32	0
	192	Amtrak	432	ENG	216	DET	98	0
	193	Amtrak	505	PTI	164	CTI	79	0
	196	Amtrak	396	CTI	78	PSR	67	0
	198	Amtrak	320	ENG	69	SMW	63	0
	401	Amtrak	1031	PTI	264	HLD	192	0
	405	Amtrak	48	ADA	36	HLD	12	0
	432	Amtrak	261	PTI	174	CON	87	0
	450	Amtrak	1031	PTI	431	CON	396	0
	460	Amtrak	1708	CON	1085	PTI	461	0
	463	Amtrak	653	PTI	294	ENG	120	0
	464	Amtrak	2493	CON	1354	PTI	917	0
	465	Amtrak	672	PTI	473	HLD	149	0
	467	Amtrak	150	PTI	116	ENG	35	0
	470	Amtrak	1503	PTI	573	CON	516	0
	475	Amtrak	604	MTI	439	DCS	136	0
	476	Amtrak	1574	CON	1390	PTI	77	0
	479	Amtrak	736	PTI	305	ITI	235	0
	488	Amtrak	2110	CON	1391	PTI	629	0
	490	Amtrak	439	CON	414	ENG	21	0
	493	Amtrak	1425	HLD	352	ADA	342	0
	494	Amtrak	3260	CON	2260	PTI	457	0
	495	Amtrak	211	ENG	64	SVS	44	0
	497	Amtrak	1635	HLD	494	DCS	317	0
Palmetto	89	Amtrak	434	SMW	60	CTI	53	0
	90	Amtrak	323	DCS	54	SMW	49	0
Pennsylvanian	42	Amtrak	288	PTI	64	HLD	47	0
	43	Amtrak	424	ENG	102	SYS	87	0
Silver Meteor	97	Amtrak	865	PTI	212	ENG	113	0
	98	Amtrak	531	PTI	213	SVS	120	0
Silver Star	91	Amtrak	632	CAR	132	ENG	89	0
	92	Amtrak	358	PTI	91	SMW	54	0
Vermont	54	Amtrak	452	SVS	183	ENG	98	0
	55	Amtrak	642	ENG	142	PTI	122	0
	56	Amtrak	600	ENG	241	CTI	82	0
	57	Amtrak	234	SMW	159	PTI	18	0

<sup>a</sup> This table excludes third-party delays.  
<sup>b</sup> Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.  
<sup>c</sup> "Major Maintenance & Construction Allowance": minutes are included in Total Delay minutes, but are excluded for determining performance to standard.  
<sup>d</sup> Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.  
<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

## Appendix E Methodologies for PRIIA 207

### **Financial Metrics**

The PRIIA 207 Financial Metrics are compared on a continuous year-over-year improvement on a moving eight-quarter average basis. This compares the most recent eight quarters versus the eight quarters ending one year previously (i.e. April 2009 to March 2011 vs. April 2008 to March 2009). These two periods of time are also compared to the previous quarter's report (i.e. January 2009 to December 2010).

#### **Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:**

Short-Term Avoidable Costs are defined as costs that cease to exist within twelve months of a route no longer operating. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes. The routes that have state revenue are identified in the financial metrics.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. For additional information on APT and Short-Term Avoidable Operating Costs you can refer to the Intercity Passenger Rail Cost Analysis section of reports from the Volpe National Transportation Systems Center (VOLPE) which can be found at the following link, <http://www.fra.dot.gov/Pages/1996.shtml>.

Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time. Once eight quarters of the avoidable cost APT outputs are available, reporting will begin.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

#### **Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:**

Fully-Allocated Operating Costs include Direct, Shared and Overhead costs that were allocated to an Amtrak route. Direct costs include costs directly associated with operating a route such as labor, fuel, commissary, and equipment maintenance costs. Shared costs are cost categories that benefit more than one route. Examples of Shared costs are shared stations and marketing costs. Overhead costs are the general and administrative, maintenance and crew overhead. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For



comparison, the Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes. The routes that have state revenue are identified in the financial metrics.

The system that generated this metric is APT, the Amtrak Performance Tracking system. Additional information on APT and Fully-Allocated Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center (VOLPE) which can be found at the following link, <http://www.fra.dot.gov/Pages/1996.shtml>.

As the fully-allocated cost components of the APT system were implemented as of October 2009, eight quarters of data have not yet been accumulated. These metrics therefore cannot be reported at this time. Once eight quarters of the fully-allocated cost APT outputs are available, reporting will begin.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

**Long-Term Avoidable Operating Loss per Passenger-Mile (excluding Capital Charges), both with and without state subsidy included in revenue:**

Long-Term Avoidable Costs are defined as costs that would cease to be incurred five years after a route is no longer operated. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Long-Term Avoidable Operating Loss per Passenger-Mile is shown with and without the subsidy revenues that are provided from State-Supported routes. The routes that have State revenue are identified in the financial metrics.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Additional information on APT and Long-Term Avoidable Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center (VOLPE), at the following link, <http://www.fra.dot.gov/Pages/1996.shtml>.

In order to make the revenue and cost figures for this metric comparable to earlier years, the OMB's GDP Chain Deflator is being applied. For additional information on the OMB's GDP Chain Deflator refer to the following link, <http://www.whitehouse.gov/sites/default/files/omb/budget/fy2011/assets/hist10z1.xls>.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

**Adjusted (Loss) per Passenger-Mile, both with and without state subsidy included in revenue:**

Adjusted (Loss) is defined as Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Adjusted (Loss) per Passenger Mile is shown with and without the subsidy revenues that are provided from State-Supported routes.

In order to make the revenue and cost figures for this metric comparable to earlier years the OMB's GDP Chain Deflator is being applied. For additional information on the OMB's GDP Chain Deflator refer to the following link,

<http://www.whitehouse.gov/sites/default/files/omb/budget/fy2011/assets/hist10z1.xls>.

This Metric is reported at the Amtrak Corporate level.

**Passenger-Miles per Train-Mile:**

A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). Similarly, a Train-Mile is one train moving one mile. For each route, therefore, the Passenger-Miles per Train-Mile is the total passenger-miles divided by the total train- miles. This metric depicts the average passenger loading on a route's trains over the course of the period.

This Metric is reported for each route in Amtrak's System.

## **On-Time Performance (OTP) Metrics**

**Effective Speed**

Effective Speed is a metric that uses the scheduled departure time from the origination point of a train, the actual arrival time of that train at the scheduled endpoint, and the normal mileage that the train operates between the normal scheduled origination point and the normal scheduled arrival point.

Calculations are performed using the above parameters on each train which operated in FY 2008 to establish a baseline Effective Speed for the train.

Calculations are then performed using the above parameters on each train which operated during the last 12 months to determine the current Effective Speed.

A comparison is then completed by train number to determine the plus or minus actual deviation between the current Effective Speed and the baseline Effective Speed.

The following data rules apply to the current Effective Speed calculation:

- a new train operation (train number) that was not in operation in FY 2008 is not counted
- a train operation that does not begin passenger operation at the normal scheduled origin is not counted
- a train operation that does not end passenger operation at the normal scheduled endpoint is not counted
- a train that does not operate over the normal scheduled route is not counted
- a train operation where the normal published operation mileage is more than what the normal published operation miles were in FY 2008 is not counted
- a train operation where the normal published operation mileage is less than what the normal published operation miles were in FY 2008 is not counted
- a train operation that has had a normal station stop added after FY 2008 is not counted
- a train operation that has had a normal station stop removed after FY 2008 is not counted

The Amtrak and the FRA are currently reviewing the options for dealing with all the above situations in forthcoming reports of this series.

### **All-Stations On-Time Performance**

All Stations OTP measures how a train actually performs compared to the published schedule at each station from the origin station to the final destination station. The metric uses the actual departure time at the origin point of a train and the actual arrival time at each passenger station along the train route, for all operations of a train for the measurement period. Each measured departure or arrival at each station may be considered an "instance"; if a route offers one round trip per day, serving ten stations each way, then it would generate 20 "instances" per day (2 times 10), and 600 instances in a 30-day month (30 times 2 times 10). Each instance that occurs with 15 minutes' or less deviation from schedule is considered "on time." If there is no time recorded at a station for a train and date, that instance is excluded from the calculations.

For each route, the total number of "on time" instances is divided by the total number of instances for the measurement period and expressed as a percent, to derive All-Stations OTP.

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

**METRICS AND STANDARDS FOR INTERCITY PASSENGER RAIL SERVICE.** In accordance with Section 207 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), the Federal Railroad Administration (FRA) and Amtrak are jointly issuing the following Metrics and Standards for intercity passenger rail service. All Metrics and Standards will be measured and applied on a quarterly basis, except where otherwise noted.

[The metrics and standards, exactly as published in May 2010, follow on the next page.]

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>Financial</b>	Percent of Short-Term Avoidable Operating Cost <sup>11</sup> Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		Continuous year-over-year improvement on a moving eight-quarter average basis. Dollar-denominated metrics (surpluses/losses per passenger-mile) will be reported in constant dollars of the reporting year (based on the OMB GDP Chain Deflator).
	Percent of Fully Allocated Operating Cost <sup>12</sup> Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss <sup>13</sup> per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) <sup>14</sup> per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

<sup>11</sup> “Short-Term Avoidable Operating Costs” are those costs that would cease to exist one year after a specific route ceases to operate.

<sup>12</sup> “Fully-Allocated Costs” of a route are the total costs of operating the route, including all types of production costs (direct materials, direct labor, and fixed and variable overhead) and also a share of marketing, administrative, financing, and other central corporate expenses.

<sup>13</sup> The “long-term avoidable operating loss” of a route is the improvement in Amtrak’s bottom line that would accrue five years after, and solely due to, the elimination of a given route.

<sup>14</sup> The definition of Adjusted (Loss) is: Net Loss of Amtrak’s Operating Business Lines, adjusted to eliminate the effects of Depreciation, Other Post-Employment Benefits (OPEB’s), project costs covered by capital funding, and net interest expense.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>On-Time Performance</b>	<b>On-Time Performance (OTP).</b> This congressionally-mandated metric/standard will consist of two tests (Nos. 1 and 2) starting in FY 2010, and three tests (Nos. 1, 2, and 3) beginning in FY 2012. All tests applicable in a given quarter must be met.	<b>Route</b> <sup>15</sup>	✓		
	<b>Test No. 1: Change in “Effective Speed”</b> —which is defined as a train’s mileage, divided by the sum of (a) the scheduled end-to-end running time plus (b) the average endpoint terminal lateness.				Effective speed for each rolling four-quarter period must be equal to or better than the average effective speed during FY 2008.
	<b>Test No. 2: Endpoint OTP</b> <sup>16</sup>				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). <sup>17</sup> By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, <sup>18</sup> and 85% for long-distance routes. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), Endpoint OTP will be calculated against the adjusted schedule.

<sup>15</sup> Each route comprises two or more trains (at least one in each direction). The Internet version of the quarterly Metrics and Standards report will contain a link to train-by-train information that will allow all stakeholders to characterize performance at the train level and facilitate compliance with all relevant sections of PRIIA.

<sup>16</sup> A train is considered “late” if it arrives at its endpoint terminal more than 10 minutes after its scheduled arrival time for trips up to 250 miles; 15 minutes for trips 251-350 miles; 20 minutes for trips 351-450 miles; 25 minutes for trips 451-550 miles; and 30 minutes for trips of 551 or more miles. These tolerances are based on former ICC rules. The exception is that all Acela trips, regardless of run length, are considered late if they arrive at their endpoint terminal more than 10 minutes after their scheduled arrival time.

<sup>17</sup> For purposes of the Change in Effective Speed, Endpoint OTP, and All-Stations OTP metrics and standards, “other NEC corridor trains” are all Northeast Regional and Keystone service trains, including the Northeast Regional trains operating between Washington and points in Virginia.

<sup>18</sup> “Non-NEC corridor trains” refers to trains in all Amtrak services other than the Northeast Corridor trains (Acela, Northeast Regional, and Keystone), and other than the long-distance trains (Auto Train, California Zephyr, Capitol Limited, Cardinal, City of New Orleans, Coast Starlight, Crescent, Empire Builder, Lake Shore Limited, Palmetto, Silver Meteor, Silver Star, Southwest Chief, Sunset Limited, and Texas Eagle.)

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	<p><b><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u></b>—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train’s stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.<sup>19</sup></p>				<p>Effective FY 2012, All-Stations OTP must be at least 80% for all routes except Acela (90%) and other NEC corridor routes (85%). By FY 2014, All-Stations OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, and 85% for long-distance routes. Results for this metric will be published beginning with the first report under Section 207, even though the test is not in effect until FY 2012. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), All-Stations OTP will be calculated against the adjusted schedule.</p>
<b>Train Delays</b>	<p><b>Train Delays.</b><sup>20</sup> This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)<sup>21</sup>: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.</p>		✓		<p>Annex 3 describes the rationale for the standards adopted in the Train Delay category.</p>
	<p><b>Train Delays—Off NEC</b></p>				
	<p>Amtrak-Responsible<sup>22</sup> Delays per 10,000 Train-Miles</p>	<p><b>Route</b><sup>15</sup></p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

<sup>19</sup> The 15-minute tolerance for All-Stations OTP is based on 49 U.S.C. Section 24101(c)(4).

<sup>20</sup> As calculated by Amtrak according to its existing procedures and definitions.

<sup>21</sup> For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

<sup>22</sup> “Amtrak-responsible” refers to delays coded on Amtrak Conductor Delay Reports as Passenger-Related (ADA, HLD), Car Failure (CAR), Cab Car Failure (CCR), Connections (CON), Engine Failure (ENG), Injuries (INJ), Late Inbound Train (ITI), Service (SVS), System (SYS), or Other Amtrak-Responsible (OTH).

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	Host-Responsible <sup>23</sup> Delays per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			Delays must be not more than 900 minutes per 10,000 Train-Miles. Major reported causes of delay will also be shown for information (with no standard attached to them). The 900-minute standard is intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.
	<b>Train Delays— On NEC:</b> Total Delays <sup>24</sup> per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			Delays must be not more than 265 minutes per 10,000 Train-Miles for Acela, and 475 minutes per 10,000 Train-Miles for all other services on the NEC. Reported causes of delay will also be shown for information (with no standard attached to them). The 265- and 475-minute standards are intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.

<sup>23</sup> “Host-responsible” refers to delays coded on Amtrak Conductor Delay Reports as Freight Train Interference (FTI), Slow Orders (DSR), Signals (DCS), Routing (RTE), Maintenance of Way (DMW), Commuter Train Interference (CTI), Passenger Train Interference (PTI), Debris Strikes (DBS), Catenary or Wayside Power System Failure (DET, used in electrified territory only), or Detours (DTR).

<sup>24</sup> “Total delays” for purposes of the NEC delay standard is all delays except 3<sup>rd</sup> Party delays.



<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>Other Service Quality</b>	<b>The following metrics and standards are based on Amtrak's Customer Satisfaction Index:</b>				
	Percent of Passengers "Very Satisfied" <sup>25</sup> with Overall Service	route	✓		82 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Amtrak personnel	route	✓		80 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Information Given	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Comfort	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Cleanliness	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Food Service	route	✓		
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall station experience	route	✓		Future metric and standard; standard to be determined
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall sleeping car experience	route	✓		Future metric and standard; standard to be determined
	<b>The following measures are for information only and are based on sources other than the Customer Satisfaction Index.</b>				
	Equipment-caused service interruptions per 10,000 train-miles	route	✓		Metric only. This is an initial metric, intended to reflect objectively the quality of mechanical maintenance as perceived by the passenger. No standard is proposed.
	Presentation of Amtrak passenger comment data by subject matter and major route grouping (NEC, other corridors, long-distance)	type of route			✓ Information only. No standard proposed; presented as supplementary information.

<sup>25</sup> "Very Satisfied" with the service quality is defined as a score in the top three steps on a scale of eleven evaluation ratings that respondents can ascribe to each facet of the service. For a given service factor, "80 percent" means that 80 percent of respondents rated Amtrak in the top three of the eleven steps of the scale.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>Public Benefits</b>	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	<b>long-distance route</b>	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. <sup>26</sup> To be updated annually.	<b>route, system</b>	✓		Metric only. No standard possible; improvement could require network changes
	<b>Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.”</b> A forthcoming analysis will identify various methodologies for incorporating environmental benefits and energy savings into these Metrics and Standards at a later date. Any proposals in this regard will be made available for public comment.				

<sup>26</sup> “Underserved communities” would be defined for this purpose as those more than 25 miles from a place with 50,000 or more inhabitants. This definition, which assumes that places with a population of 50,000 or more (and their environs within a radius of 25 miles) are not “underserved,” is preliminary and subject to change as research progresses.