

**Pursuant to Section 207  
of the Passenger Rail Investment and Improvement Act  
of 2008 (Public Law 110-432, Division B):**

**Quarterly Report  
on the Performance and Service Quality  
of Intercity Passenger Train Operations**

**Covering the Quarter Ended 3/31/15, 2015  
(3rd Quarter of Fiscal Year 2015)**



**Federal Railroad Administration  
United States Department of Transportation**

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**Table of Contents**  
(Notes follow on the next page.)

	<u>Page</u>
<b>Financial</b>	
Table 1 (A/B): Short-Term Avoidable Operating Costs (Note 1)	1 – 2
Table 2 (A/B): Fully Allocated Operating Cost covered by Passenger-Related Revenue	3 – 4
Table 3 (A/B): Long-Term Avoidable Operating Loss (Note 1)	5 – 6
Table 4 (A/B): Adjusted Loss per Passenger- Mile	7 – 8
Table 5: Passenger-Miles per Train-Mile	9
<b>On-Time Performance (Table 6)</b>	
Test No. 1 Change in Effective Speed	10
Test No. 2 Endpoint OTP	10
Test No. 3 All-Stations OTP	10
<b>Train Delays</b>	
Train Delays - Off NEC	
Table 7: Off-NEC Host Responsible Delays per 10,000 Train-Miles	11 – 12
Table 8: Off-NEC Amtrak Responsible Delays per 10,000 Train-Miles	13
Train Delays - On NEC	
Table 9: On-NEC Total Host and Amtrak Responsible Delays per 10,000 Train-Miles	14
<b>Other Service Quality</b>	
Table 10: Customer Satisfaction Indicator (eCSI) Scores	15
Table 11: Service Interruptions per 10,000 Train-Miles due to Equipment-related Problems	16
Table 12: Complaints Received	17
Table 13: Food-related Complaints	18
Table 14: Personnel-related Complaints	19
Table 15: Equipment-related Complaints	20
Table 16: Station-related Complaints	21
<b>Public Benefits (Table 17)</b>	
Connectivity Measure	22
Availability of Other Modes	22
<b>Reference Materials</b>	
Table 18: Route Descriptions	23
Terminology & Definitions	
Table 19: Delay Code Definitions	24
Table 20: Host Railroad Code Definitions	25
<b>Appendixes</b>	
A. On-Time Performance (OTP) by Train	26 – 33
B. Off-NEC Host Responsible Delays by Train	34 – 43
C. Off-NEC Amtrak Responsible Delays by Train	44 – 49
D. On-NEC Total Host and Amtrak Responsible Delays by Train	50 – 52
E. Methodologies for PRIIA 207	53 – 56
F. Final Metrics and Standards under PRIIA Section 207 (May 12, 2010)	57 – 63

## 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>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.
<b>4</b>	<b>Entire report</b>	The data in this report is provided by Amtrak and reviewed by FRA.

**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
	Apr. 13 - Mar. 15	Apr. 12 - Mar. 14	Jan. 13 - Dec. 14

***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
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	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
Vermont	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.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**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
	Apr. 13 - Mar. 15	Apr. 12 - Mar. 14	Jan. 13 - Dec. 14

***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
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	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
Vermont	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.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

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

Service	Current Period	Prior Period	Prior Report
	Apr. 13 - Mar. 15	Apr. 12 - Mar. 14	Jan. 13 - Dec. 14
<b><i>Acela Express</i></b>			
Acela Express	186%	178%	186%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	85%	89%	87%
Northeast Regional (Boston - Washington)	136%	129%	136%
Newport News	121%	111%	117%
Lynchburg	141%	148%	140%
Norfolk	111%	n/a	111%
Richmond	85%	n/a	86%
New Haven - Springfield	71%	59%	69%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	79%	80%	79%
Carolinian	101%	102%	102%
Cascades	85%	88%	84%
Downeaster	83%	82%	82%
Empire Corridor			
Adirondack	112%	92%	105%
Empire Service	71%	78%	72%
Ethan Allen Express	92%	86%	90%
Maple Leaf	87%	76%	84%
Heartland Flyer	75%	65%	70%
Hiawatha	87%	89%	90%
Hoosier State	32%	18%	28%
Illinois			
Carl Sandburg / Illinois Zephyr	75%	84%	83%
Illini / Saluki	73%	77%	80%
Lincoln Service	78%	77%	83%
Michigan			
Blue Water	86%	83%	91%
Pere Marquette	72%	82%	77%
Wolverine	66%	53%	64%
Kansas City - St. Louis	84%	90%	87%
Pacific Surfliner	78%	84%	80%
Pennsylvanian	73%	69%	74%
Piedmont	69%	74%	71%
San Joaquins	88%	88%	87%
Vermont	102%	81%	96%
<b><i>Long-Distance Routes</i></b>			
Auto Train	94%	71%	86%
California Zephyr	44%	42%	44%
Capitol Limited	46%	48%	46%
Cardinal	33%	32%	34%
City of New Orleans	45%	48%	46%
Coast Starlight	44%	44%	45%
Crescent	42%	42%	44%
Empire Builder	50%	54%	51%
Lake Shore Ltd	49%	51%	50%
Palmetto	59%	58%	59%
Silver Meteor	52%	50%	52%
Silver Star	44%	43%	44%
Southwest Chief	42%	41%	42%
Sunset Limited	26%	24%	26%
Texas Eagle	45%	47%	46%

*Excludes Capital Charges.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

FY13 and FY14 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Apr. 13 - Mar. 15	Apr. 12 - Mar. 14	Jan. 13 - Dec. 14
<b><i>Acela Express</i></b>			
Acela Express	186%	178%	186%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	72%	73%	73%
Northeast Regional (Boston - Washington)	136%	129%	136%
Newport News	123%	117%	121%
Lynchburg	151%	148%	151%
Norfolk	101%	n/a	104%
Richmond	86%	n/a	84%
New Haven - Springfield	49%	51%	50%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	39%	40%	40%
Carolinian	92%	94%	94%
Cascades	52%	54%	53%
Downeaster	53%	53%	53%
Empire Corridor			
Adirondack	61%	58%	60%
Empire Service	46%	52%	47%
Ethan Allen Express	83%	85%	83%
Maple Leaf	85%	74%	81%
Heartland Flyer	24%	26%	24%
Hiawatha	69%	66%	70%
Hoosier State	10%	11%	10%
Illinois			
Carl Sandburg / Illinois Zephyr	34%	34%	35%
Illini / Saluki	46%	47%	47%
Lincoln Service	45%	42%	46%
Michigan			
Blue Water	48%	46%	48%
Pere Marquette	44%	50%	45%
Wolverine	47%	47%	48%
Kansas City - St. Louis	37%	38%	38%
Pacific Surfliner	55%	56%	56%
Pennsylvanian	69%	67%	70%
Piedmont	40%	42%	40%
San Joaquins	45%	46%	46%
Vermont	55%	50%	53%
<b><i>Long-Distance Routes</i></b>			
Auto Train	94%	71%	86%
California Zephyr	44%	42%	44%
Capitol Limited	46%	48%	46%
Cardinal	33%	32%	34%
City of New Orleans	45%	48%	46%
Coast Starlight	44%	43%	44%
Crescent	42%	42%	44%
Empire Builder	50%	54%	51%
Lake Shore Ltd	49%	51%	50%
Palmetto	59%	58%	59%
Silver Meteor	52%	50%	52%
Silver Star	44%	43%	44%
Southwest Chief	42%	41%	42%
Sunset Limited	26%	24%	26%
Texas Eagle	45%	47%	46%

*Excludes Capital Charges.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

FY13 and FY14 results are preliminary and unaudited and are subject to change.

**TABLE 3 (A):  
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**  
*Including State Revenue. Year 2015 Constant Dollars*

Service	Current Period	Prior Period	Prior Report
	Apr. 13 - Mar. 15	Apr. 12 - Mar. 14	Jan. 13 - Dec. 14
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<b><i>Non-NEC Corridor Routes</i></b>			
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
Vermont	Not Available	Not Available	Not Available
<b><i>Long-Distance Routes</i></b>			
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.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 3 (B):  
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**  
*Excluding State Revenue. Year 2015 Constant Dollars*

Service	Current Period	Prior Period	Prior Report
	Apr. 13 - Mar. 15	Apr. 12 - Mar. 14	Jan. 13 - Dec. 14

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

***Other NEC Corridor Routes***

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	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
Vermont	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.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 4 (A):**  
**ADJUSTED (LOSS) PER PASSENGER-MILE**  
*Including State Revenue. Year 2015 Constant Dollars*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Apr. 13 - Mar. 15</b>	<b>Apr. 12 - Mar. 14</b>	<b>Jan. 13 - Dec. 14</b>
(\$0.037)	(\$0.049)	(\$0.038)

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.

FY13 and FY14 results are preliminary and unaudited and are subject to change.

**TABLE 4 (B):**  
**ADJUSTED (LOSS) PER PASSENGER-MILE**  
*Excluding State Revenue. Year 2015 Constant Dollars*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Apr. 13 - Mar. 15</b>	<b>Apr. 12 - Mar. 14</b>	<b>Jan. 13 - Dec. 14</b>
(\$0.071)	(\$0.082)	(\$0.072)

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.

FY13 and FY14 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Apr. 13 - Mar. 15	Apr. 12 - Mar. 14	Jan. 13 - Dec. 14
<b><i>Acela Express</i></b>			
Acela Express	196	194	195
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	146	148	147
Northeast Regional (Boston - Washington)	225	221	223
Newport News	276	272	273
Lynchburg	345	337	343
Norfolk	174	171	172
Richmond	150	95	145
New Haven - Springfield	112	118	113
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	87	92	88
Carolinian	264	267	266
Cascades	130	135	131
Downeaster	92	98	93
Empire Corridor			
Adirondack	233	235	236
Empire Service	134	138	135
Ethan Allen Express	163	165	163
Maple Leaf	114	111	114
Heartland Flyer	91	96	92
Hiawatha	152	153	153
Hoosier State	65	69	66
Illinois			
Carl Sandburg / Illinois Zephyr	97	101	98
Illini / Saluki	128	135	131
Lincoln Service	135	140	137
Michigan			
Blue Water	168	169	169
Pere Marquette	124	127	125
Wolverine	122	124	123
Kansas City - St. Louis	89	92	91
Pacific Surfliner	149	146	148
Pennsylvanian	209	197	207
Piedmont	72	71	72
San Joaquins	126	127	127
Vermont	139	136	138
<b><i>Long-Distance Routes</i></b>			
Auto Train	385	383	387
California Zephyr	170	173	171
Capitol Limited	197	201	199
Cardinal	126	132	127
City of New Orleans	165	172	167
Coast Starlight	225	231	230
Crescent	160	161	163
Empire Builder	176	206	182
Lake Shore Ltd	226	240	231
Palmetto	142	147	143
Silver Meteor	218	228	222
Silver Star	188	193	190
Southwest Chief	188	188	188
Sunset Limited	138	136	139
Texas Eagle	185	194	188

Note: This report reflects the information as it existed in SAM\_APT at the time it was produced. Future changes to SAM\_APT data may affect the placement of data within this report.

**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	2nd Quarter FY 2015	2nd Quarter FY 2015

**Acela Express**

<b>Standard</b>	<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	<b>-2.3</b>	<b>55.8%</b>	<b>67.2%</b>

**Other NEC Corridor Routes**

<b>Standard</b>	<b>&gt;=0</b>	<b>85.0%</b>	<b>85.0%</b>
Keystone	<b>-0.5</b>	<b>81.7%</b>	92.1%
Total Northeast Regional		<b>68.6%</b>	<b>75.0%</b>
Richmond / Newport News/Norfolk <sup>d</sup>	<b>-0.5</b>	<b>70.7%</b>	<b>70.7%</b>
Lynchburg <sup>e</sup>	Not Available	<b>71.1%</b>	<b>71.9%</b>
All Other Northeast Regional	<b>-0.7</b>	<b>67.9%</b>	<b>77.4%</b>

**Non-NEC Corridor Routes**

<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor	2.1	93.5%	95.2%
Carolinian	0.4	<b>66.7%</b>	<b>65.8%</b>
Cascades	<b>-1.6</b>	<b>70.1%</b>	<b>70.3%</b>
Downeaster	<b>-4.9</b>	<b>23.1%</b>	<b>58.8%</b>
Empire Corridor	0.1	<b>69.8%</b>	<b>67.5%</b>
Adirondack	1.2	<b>66.3%</b>	<b>66.0%</b>
Ethan Allen Express	2.2	<b>73.7%</b>	<b>75.5%</b>
Maple Leaf	<b>-0.8</b>	<b>52.2%</b>	<b>45.4%</b>
New York - Albany <sup>f</sup>	0.1	<b>79.0%</b>	88.6%
New York - Niagara Falls	<b>-0.9</b>	<b>48.9%</b>	<b>50.4%</b>
Heartland Flyer	1.8	<b>43.9%</b>	<b>65.1%</b>
Hiawatha	<b>-0.1</b>	85.3%	92.3%
Hoosier State	1.5	<b>75.5%</b>	<b>73.9%</b>
Illinois	1.0	<b>68.9%</b>	<b>67.4%</b>
Carl Sandburg / Illinois Zephyr	0.0	91.3%	89.4%
Illini / Saluki	<b>-0.3</b>	<b>39.7%</b>	<b>37.1%</b>
Lincoln Service	1.7	<b>72.4%</b>	<b>73.1%</b>
Michigan	2.0	<b>39.7%</b>	<b>58.5%</b>
Blue Water	4.6	<b>55.0%</b>	<b>70.9%</b>
Pere Marquette	1.1	<b>31.7%</b>	<b>72.8%</b>
Wolverine	1.4	<b>37.3%</b>	<b>53.4%</b>
Kansas City - St. Louis	6.9	91.6%	89.6%
Pacific Surfliner	<b>-0.2</b>	80.5%	90.4%
Pennsylvanian	0.9	91.7%	83.1%
Piedmont	1.2	<b>69.2%</b>	87.3%
San Joaquin	<b>-0.9</b>	<b>74.6%</b>	<b>77.9%</b>
Vermont	2.9	<b>78.1%</b>	<b>75.6%</b>

**Long-Distance Routes**

<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	<b>-1.1</b>	<b>76.7%</b>	<b>78.9%</b>
California Zephyr	2.1	<b>73.3%</b>	<b>58.2%</b>
Capitol Limited	<b>-2.0</b>	<b>38.9%</b>	<b>38.2%</b>
Cardinal	0.8	<b>57.1%</b>	<b>49.1%</b>
City of New Orleans	0.6	<b>65.6%</b>	<b>41.7%</b>
Coast Starlight	0.8	92.8%	<b>72.2%</b>
Crescent	<b>-0.3</b>	<b>62.8%</b>	<b>55.5%</b>
Empire Builder	<b>-3.6</b>	<b>70.0%</b>	<b>46.9%</b>
Lake Shore Ltd	<b>-2.7</b>	<b>43.3%</b>	<b>32.7%</b>
Palmetto	0.6	<b>75.3%</b>	<b>66.4%</b>
Silver Meteor	<b>-0.4</b>	<b>61.5%</b>	<b>50.6%</b>
Silver Star	0.3	<b>52.2%</b>	<b>46.8%</b>
Southwest Chief	<b>-0.9</b>	<b>53.3%</b>	<b>36.5%</b>
Sunset Limited	2.7	<b>62.3%</b>	<b>47.4%</b>
Texas Eagle	1.7	<b>44.4%</b>	<b>30.4%</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.

<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	2nd Quarter FY 2015							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	<b>2349</b>	DSR	1269	CTI	733	0	56		
<b>Other NEC Corridor Routes</b>										
<b>Northeast Regional</b>										
Richmond / Newport News/Norfolk <sup>d</sup>	CSX	<b>1632</b>	FTI	377	DSR	354	0	189		
	MNRR	<b>1084</b>	CTI	532	DSR	414	0	56		
	NS	173	RTE	74	DCS	63	0	81		
Lynchburg <sup>e</sup>	MNRR	<b>1790</b>	DSR	829	CTI	649	0	56		
	NS	291	FTI	119	DSR	61	0	166		
All Other Northeast Regional	MNRR	<b>1544</b>	CTI	792	DSR	520	0	56		
<b>Non-NEC Corridor Routes</b>										
Capitol Corridor	UP	585	PTI	167	RTE	100	0	168		
Carolinian	CSX	<b>1465</b>	FTI	498	PTI	338	0	295		
	NS	681	FTI	237	DSR	156	0	202		
Cascades	BNSF	<b>1558</b>	FTI	501	DSR	408	0	343		
	UP	<b>1690</b>	FTI	555	PTI	447	0	125		
Downeaster	MBTA	<b>2548</b>	CTI	1136	PTI	475	0	38		
	PanAm	<b>2022</b>	DSR	986	PTI	519	0	77		
<b>Empire Corridor</b>										
Adirondack	CN	<b>2582</b>	FTI	807	DSR	730	0	49		
	CP	<b>1289</b>	PTI	552	DCS	225	0	178		
	Amtrak	763	PTI	320	DCS	243	0	104		
	MNRR	<b>1120</b>	CTI	431	DCS	238	0	64		
Ethan Allen Express	CP	<b>1790</b>	PTI	709	DCS	465	0	60		
	Amtrak	<b>1088</b>	PTI	553	DCS	286	0	104		
	MNRR	<b>1174</b>	CTI	630	DSR	197	0	64		
	VTR	245	DCS	91	RTE	77	0	24		
Maple Leaf	CSX	<b>2403</b>	FTI	978	DSR	569	0	298		
	Amtrak	<b>1150</b>	PTI	619	DCS	245	0	109		
	MNRR	<b>1023</b>	CTI	560	DSR	167	0	64		
New York - Albany <sup>f</sup>	Amtrak	521	DCS	155	PTI	148	0	81		
	MNRR	<b>1033</b>	CTI	494	DSR	229	0	64		
New York - Niagara Falls	CSX	<b>1987</b>	FTI	715	DSR	608	0	296		
	Amtrak	893	PTI	369	DCS	183	0	109		
	MNRR	<b>1440</b>	CTI	632	RTE	261	0	64		
Heartland Flyer	BNSF	<b>2007</b>	DSR	1104	FTI	780	0	238		
Hiawatha	CP	369	FTI	138	DCS	114	0	53		
	Metra	<b>1671</b>	CTI	1060	DCS	215	0	29		
Hoosier State	CSX	<b>1327</b>	FTI	583	DCS	480	0	169		
<b>Illinois</b>										
Carl Sandburg / Illinois Zephyr	BNSF	573	DSR	153	FTI	130	0	257		
Illini / Saluki	CN	<b>1541</b>	DCS	626	FTI	578	0	306		
Lincoln Service	CN	<b>1596</b>	FTI	753	DCS	336	0	37		
	UP	<b>1187</b>	PTI	508	FTI	244	0	231		
<b>Michigan</b>										
Blue Water	Amtrak	448	PTI	294	DCS	73	0	99		
	CN	786	FTI	575	DCS	123	0	159		
	MIDOT	396	DCS	129	RTE	116	0	22		
	NS	<b>4390</b>	FTI	2064	DSR	634	1671	39		
Pere Marquette	CSX	699	DSR	200	FTI	173	0	135		
	NS	<b>4267</b>	FTI	1647	PTI	811	1671	39		
Wolverine	Amtrak	733	PTI	464	DCS	111	0	99		
	CN	<b>2004</b>	DSR	889	FTI	490	0	27		
	MIDOT	<b>1588</b>	DSR	837	PTI	482	0	134		
	NS	<b>4498</b>	FTI	2344	DSR	636	1671	39		
Kansas City - St. Louis	UP	610	FTI	340	PTI	104	0	271		
Pacific Surfliner	BNSF	<b>918</b>	DSR	253	DCS	192	0	22		
	SCRRA	<b>986</b>	PTI	503	CTI	300	0	95		
	SDNRR	<b>1392</b>	PTI	490	DSR	433	0	60		
	UP	<b>1042</b>	PTI	544	FTI	123	0	174		

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

Service	Host	2nd Quarter FY 2015							MM&C Allowance <sup>c</sup>	Route Miles
		Total Delay	Largest 2 Delay Categories <sup>b</sup>							
			#1	Minutes	#2	Minutes				
<b>Standard</b>		900								
Pennsylvanian	NS	642	FTI	283	RTE	141	0	249		
Piedmont	NS	789	FTI	256	DSR	179	0	173		
San Joaquin	BNSF	1101	PTI	387	FTI	377	0	284		
	UP	1069	PTI	340	FTI	236	0	88		
Vermont	MNRR	1871	DSR	778	CTI	656	0	56		
	NECR	559	DSR	300	DCS	102	0	238		
<b>Long-Distance Routes</b>										
Auto Train	CSX	1328	FTI	485	DSR	370	0	898		
	CFRC	1190	DCS	518	CTI	462	0	16		
California Zephyr	BNSF	959	DSR	342	FTI	282	0	1,027		
	UP	668	FTI	241	DCS	139	0	1,431		
Capitol Limited	CSX	1497	FTI	682	DSR	263	0	296		
	NS	2217	FTI	1310	RTE	326	0	481		
Cardinal	BBrRR	1252	FTI	542	PTI	528	0	132		
	CSX	1233	FTI	540	DCS	299	0	698		
	NS	741	PTI	268	DSR	160	0	79		
City of New Orleans	CN	1405	FTI	620	DSR	378	0	930		
Coast Starlight	BNSF	1118	FTI	424	DSR	287	0	186		
	SCRRA	2361	PTI	1371	CTI	703	0	48		
	UP	937	PTI	307	FTI	255	0	1,159		
Crescent	NS	1108	FTI	538	DSR	253	0	1,141		
Empire Builder	BNSF	947	FTI	390	DSR	368	0	2,147		
	CP	740	FTI	281	DSR	166	0	384		
	Metra	2052	CTI	1390	DMW	345	0	29		
Lake Shore Ltd	CSX	1937	FTI	812	DSR	385	0	741		
	MNRR	1474	CTI	706	DSR	275	0	64		
	NS	2187	FTI	1344	PTI	225	0	339		
Palmetto	CSX	926	FTI	349	PTI	195	0	659		
Silver Meteor	CSX	982	FTI	337	DSR	245	0	1,152		
	CFRC	1345	PTI	418	CTI	327	0	61		
	Fla DOT	928	CTI	354	DCS	240	0	68		
Silver Star	CSX	1290	FTI	400	DSR	327	0	1,209		
	CFRF	791	CTI	264	DSR	178	0	61		
	Fla DOT	986	CTI	463	DCS	248	0	68		
	NS	999	PTI	592	DSR	134	0	28		
Southwest Chief	BNSF	788	DSR	344	FTI	151	0	2,198		
	NMDOT	2176	DSR	867	CTI	795	0	80		
Sunset Limited	BNSF	935	DSR	629	DCS	132	0	190		
	UP	1586	FTI	783	DSR	365	0	1,784		
Texas Eagle	BNSF	1981	DSR	1133	OTH	320	0	126		
	CN	2225	FTI	1294	DCS	494	0	37		
	UP	2176	FTI	884	DSR	486	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	2nd Quarter FY 2015					
	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	<b>353</b>	OTH	188	HLD	68	0
<b>Other NEC Corridor Routes</b>						
Northeast Regional						
Richmond / Newport News/Norfolk <sup>d</sup>	<b>462</b>	HLD	157	OTH	129	0
Lynchburg <sup>e</sup>	<b>450</b>	HLD	157	OTH	91	0
All Other Northeast Regional	<b>1085</b>	OTH	474	ENG	204	0
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	<b>436</b>	OTH	170	HLD	92	0
Carolinian	<b>513</b>	HLD	161	ADA	94	0
Cascades	<b>232</b>	HLD	42	ADA	41	0
Downeaster	<b>494</b>	ITI	259	ENG	103	0
Empire Corridor						
Adirondack	<b>513</b>	ENG	132	HLD	109	0
Ethan Allen Express	<b>432</b>	ITI	115	ENG	86	0
Maple Leaf	<b>554</b>	SVS	189	OTH	182	0
New York - Albany <sup>f</sup>	<b>409</b>	ITI	115	HLD	81	0
New York - Niagara Falls	<b>456</b>	SYS	140	HLD	97	0
Heartland Flyer	<b>496</b>	OTH	267	HLD	91	0
Hiawatha	<b>690</b>	OTH	209	ITI	203	0
Hoosier State	<b>504</b>	SYS	207	OTH	128	0
Illinois						
Carl Sandburg / Illinois Zephyr	<b>359</b>	HLD	141	ITI	42	0
Illini / Saluki	<b>508</b>	OTH	213	HLD	89	0
Lincoln Service	<b>245</b>	HLD	68	ENG	52	0
Michigan						
Blue Water	<b>618</b>	ENG	140	CAR	124	0
Pere Marquette	<b>767</b>	SYS	238	ITI	162	0
Wolverine	<b>606</b>	OTH	188	ENG	94	0
Kansas City - St. Louis	<b>117</b>	HLD	52	ADA	34	0
Pacific Surfliner	<b>418</b>	HLD	168	ADA	71	0
Pennsylvanian	<b>285</b>	HLD	123	OTH	67	0
Piedmont	<b>407</b>	HLD	118	ADA	100	0
San Joaquin	<b>322</b>	ADA	70	OTH	70	0
Vermont	<b>542</b>	OTH	117	HLD	93	0
<b>Long-Distance Routes</b>						
Auto Train	<b>435</b>	ITI	205	SYS	73	0
California Zephyr	<b>311</b>	SYS	71	HLD	54	0
Capitol Limited	<b>306</b>	HLD	69	SYS	67	0
Cardinal	<b>343</b>	SVS	69	HLD	61	0
City of New Orleans	<b>442</b>	HLD	107	OTH	107	0
Coast Starlight	<b>384</b>	HLD	97	OTH	82	0
Crescent	<b>197</b>	HLD	61	ADA	39	0
Empire Builder	<b>337</b>	CON	72	ENG	63	0
Lake Shore Ltd	<b>1387</b>	ITI	499	HLD	214	0
Palmetto	<b>180</b>	ADA	44	ENG	43	0
Silver Meteor	<b>402</b>	ADA	98	HLD	92	0
Silver Star	<b>405</b>	HLD	139	ADA	103	0
Southwest Chief	<b>294</b>	HLD	101	ENG	56	0
Sunset Limited	<b>515</b>	HLD	117	SVS	103	0
Texas Eagle	<b>582</b>	HLD	149	SVS	89	0

<sup>a</sup> Amtrak-responsible delays incurred on off-NEC portions hosted by Amtrak are included effective FY15. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage. 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>	2nd Quarter FY 2015						Route Miles
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance <sup>c</sup>	
			#1	Minutes	#2	Minutes		
<b>Acela Express</b>								
<b>Standard</b>		265						
Acela Express	Amtrak	437	PSR	55	CTI	49	0	401
<b>Other Services</b>								
<b>Standard</b>		475						
Keystone	Amtrak	361	ENG	78	PTI	40	0	195
Cardinal	Amtrak	926	SVS	212	MTI	119	0	226
Carolinian	Amtrak	426	SMW	100	CAR	35	0	226
Crescent	Amtrak	699	CAR	91	SVS	81	0	226
Northeast Regional	Amtrak	651	ENG	79	HLD	71	0	
Richmond / Newport News/Norfolk <sup>d</sup>	Amtrak	618	ENG	93	HLD	84	0	463
Lynchburg <sup>e</sup>	Amtrak	645	HLD	101	ENG	78	0	463
All Other Northeast Regional	Amtrak	664	CON	73	ENG	73	0	463
Palmetto	Amtrak	587	CAR	145	SMW	76	0	226
Pennsylvanian	Amtrak	415	ENG	83	PTI	61	0	195
Silver Meteor	Amtrak	1179	CAR	343	SVS	191	0	226
Silver Star	Amtrak	856	CAR	225	ENG	81	0	226
Vermont	Amtrak	744	PTI	148	SVS	68	0	304

<sup>a</sup>Amtrak-responsible delays incurred on off-NEC portions hosted by Amtrak are included effective FY15. 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. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

<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 (eCSI) SCORES**

Service	2nd Quarter FY 2015					
	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>
<b>Acela Express</b>						
Acela Express	<b>68</b>	84	<b>75</b>	<b>64</b>	81	<b>55</b>
<b>Other NEC Corridor Routes</b>						
Keystone Service	84	86	<b>73</b>	<b>70</b>	85	N/A
Northeast Regional (Boston - Washington)	<b>70</b>	<b>77</b>	<b>69</b>	<b>62</b>	81	<b>55</b>
Newport News <sup>b</sup>	<b>77</b>	80	<b>68</b>	<b>54</b>	<b>79</b>	<b>59</b>
Norfolk <sup>c</sup>	<b>81</b>	86	<b>74</b>	<b>65</b>	84	<b>63</b>
Richmond <sup>d</sup>	<b>79</b>	83	<b>72</b>	<b>64</b>	84	<b>64</b>
Lynchburg <sup>e</sup>	<b>80</b>	83	<b>72</b>	<b>62</b>	84	<b>59</b>
New Haven - Springfield	<b>74</b>	86	<b>72</b>	<b>63</b>	84	<b>60</b>
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	87	93	<b>79</b>	80	88	<b>72</b>
Carolinian	<b>79</b>	87	<b>75</b>	<b>64</b>	80	<b>71</b>
Cascades	85	86	<b>77</b>	81	84	<b>63</b>
Downeaster	<b>79</b>	90	<b>71</b>	<b>76</b>	86	<b>69</b>
Empire Corridor						
Adirondack	<b>63</b>	<b>78</b>	<b>70</b>	<b>60</b>	81	<b>50</b>
Ethan Allen Express	<b>71</b>	87	<b>76</b>	<b>70</b>	85	<b>65</b>
Maple Leaf	<b>65</b>	86	<b>66</b>	<b>57</b>	80	<b>63</b>
New York - Albany <sup>f</sup>	<b>74</b>	87	<b>73</b>	<b>69</b>	81	N/A
Heartland Flyer	83	91	81	80	87	<b>73</b>
Hiawatha	84	90	82	<b>77</b>	89	N/A
Hoosier State	83	88	<b>76</b>	<b>75</b>	<b>78</b>	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	87	84	<b>79</b>	<b>77</b>	83	<b>65</b>
Illini / Saluki	<b>73</b>	<b>76</b>	<b>64</b>	<b>75</b>	<b>76</b>	<b>60</b>
Lincoln Service	<b>80</b>	86	<b>75</b>	<b>72</b>	81	<b>65</b>
Michigan						
Blue Water	<b>80</b>	<b>75</b>	<b>70</b>	<b>71</b>	<b>77</b>	<b>53</b>
Pere Marquette	84	90	81	<b>77</b>	89	<b>69</b>
Wolverine	<b>72</b>	82	<b>68</b>	<b>69</b>	<b>77</b>	<b>52</b>
Kansas City - St. Louis	87	85	<b>79</b>	<b>72</b>	81	<b>62</b>
Pacific Surfliner	87	80	<b>76</b>	<b>76</b>	84	<b>56</b>
Pennsylvanian	85	84	<b>73</b>	<b>62</b>	81	<b>64</b>
Piedmont	91	89	85	83	93	N/A
San Joaquins	84	81	<b>77</b>	<b>72</b>	82	<b>62</b>
Vermont	<b>75</b>	80	<b>73</b>	<b>56</b>	80	<b>55</b>
<b>Long-Distance Routes</b>						
Auto Train	<b>74</b>	86	80	<b>75</b>	<b>69</b>	<b>69</b>
California Zephyr	<b>80</b>	<b>79</b>	<b>71</b>	<b>60</b>	<b>78</b>	<b>61</b>
Capitol Limited	<b>75</b>	81	<b>64</b>	<b>66</b>	<b>72</b>	<b>63</b>
Cardinal	<b>67</b>	81	<b>63</b>	<b>57</b>	<b>73</b>	<b>55</b>
City of New Orleans	<b>76</b>	85	<b>77</b>	<b>72</b>	<b>74</b>	<b>69</b>
Coast Starlight	<b>80</b>	81	<b>67</b>	<b>62</b>	<b>76</b>	<b>62</b>
Crescent	<b>71</b>	81	<b>62</b>	<b>57</b>	<b>74</b>	<b>63</b>
Empire Builder	<b>76</b>	<b>78</b>	<b>63</b>	<b>57</b>	<b>72</b>	<b>56</b>
Lake Shore Ltd	<b>57</b>	<b>79</b>	<b>52</b>	<b>58</b>	<b>70</b>	<b>59</b>
Palmetto	<b>77</b>	86	<b>74</b>	<b>62</b>	81	<b>66</b>
Silver Meteor	<b>70</b>	82	<b>67</b>	<b>56</b>	<b>74</b>	<b>66</b>
Silver Star	<b>68</b>	81	<b>67</b>	<b>55</b>	<b>74</b>	<b>63</b>
Southwest Chief	<b>73</b>	81	<b>71</b>	<b>61</b>	<b>72</b>	<b>66</b>
Sunset Limited	<b>72</b>	87	<b>72</b>	<b>67</b>	<b>77</b>	<b>71</b>
Texas Eagle	<b>65</b>	80	<b>70</b>	<b>66</b>	<b>79</b>	<b>65</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> Newport News includes all trains between Newport News and points on the NEC.

<sup>c</sup> Norfolk includes all trains between Norfolk and points on the NEC.

<sup>d</sup> Richmond includes all trains between Richmond and points on the NEC.

<sup>e</sup> 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 11:  
SERVICE INTERRUPTIONS PER 10,000 TRAIN MILES DUE TO EQUIPMENT-RELATED  
PROBLEMS**

Service	2nd Quarter FY 2015		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	79	78	1.02
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***Other NEC Corridor Routes***

Keystone Service	37	33	1.11
Total Northeast Regional	176	137	1.11
Richmond / Newport News <sup>b</sup>	47	39	1.22
Lynchburg <sup>c</sup>	11	10	1.10
All Other Northeast Regional	118	88	1.33

***Non-NEC Corridor Routes***

Capitol Corridor	15	28	0.53
Carolinian	8	13	0.62
Cascades	15	22	0.67
Downeaster	16	11	1.49
Empire Corridor	50	53	1.49
Adirondack	14	7	2.03
Ethan Allen Express	5	4	1.14
Maple Leaf	5	8	0.59
New York - Albany <sup>d</sup>	15	17	0.91
New York - Niagara Falls	11	16	0.68
Heartland Flyer	0	4	0.00
Hiawatha	27	10	2.60
Hoosier State	2	2	1.00
Illinois	23	40	1.00
Carl Sandburg / Illinois Zephyr	6	9	0.65
Illini / Saluki	8	11	0.73
Lincoln Service	9	20	0.45
Michigan	26	25	0.45
Blue Water	12	6	2.09
Pere Marquette	1	3	0.31
Wolverine	13	17	0.79
Kansas City - St. Louis	1	10	0.10
Pacific Surfliner	12	39	0.31
Pennsylvanian	1	8	0.13
Piedmont	4	6	0.65
San Joaquins	10	33	0.30
Vermont	7	11	0.66

***Long-Distance Routes***

Auto Train	13	16	0.79
California Zephyr	30	44	0.69
Capitol Limited	8	14	0.56
Cardinal	9	8	1.14
City of New Orleans	9	17	0.54
Coast Starlight	6	24	0.25
Crescent	10	22	0.45
Empire Builder	27	46	0.59
Lake Shore Ltd	32	20	1.59
Palmetto	9	15	0.60
Silver Meteor	23	26	0.89
Silver Star	19	27	0.69
Southwest Chief	19	41	0.46
Sunset Limited	9	15	0.59
Texas Eagle	11	23	0.48

<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	2nd Quarter FY 2015	
	Food-Related	Train-Related

***Amtrak Premium***

Acela Express	0.04	3.29
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***Amtrak Corridor***

Keystone	0.00	0.87
Northeast Regional	0.05	3.89

***Short Distance***

Capitol	0.01	0.42
Carolinian	0.17	12.13
Cascades	0.07	2.32
Downeaster	0.00	2.91
Empire Corridor		
Adirondack	0.12	6.30
Empire Service	0.04	4.28
Ethan Allen Express	0.00	2.27
Maple Leaf	0.63	14.18
Heartland Flyer	0.06	3.68
Hiawatha	0.01	3.15
Hoosier State	0.29	4.71
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	4.23
Illini / Saluki	0.00	3.27
Lincoln Service	0.01	3.31
Michigan		
Blue Water	0.10	6.98
Pere Marquette	0.10	2.96
Wolverine	0.12	6.86
Kansas City - St. Louis	0.00	3.24
Pacific Surfliner	0.01	1.09
Pennsylvanian	0.10	3.30
Piedmont	0.00	1.64
San Joaquins	0.02	1.97
Vermont	0.07	4.46

***Long Distance***

Auto Train	4.20	28.15
California Zephyr	1.28	21.27
Capitol Limited	0.68	13.54
Cardinal	0.65	19.79
City of New Orleans	1.12	19.64
Coast Starlight	0.64	8.93
Crescent	0.61	19.49
Empire Builder	0.32	8.95
Lake Shore Ltd	1.15	36.55
Palmetto	0.49	24.20
Silver Meteor	1.30	34.01
Silver Star	1.63	27.17
Southwest Chief	1.22	26.53
Sunset Limited	1.64	29.86
Texas Eagle	0.96	41.37

*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	2nd Quarter FY 2015						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
<b>Amtrak System</b>	<b>570</b>	<b>65</b>	<b>20</b>	<b>69</b>	<b>742</b>		<b>1,466</b>
<b>Amtrak Premium</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>11</b>		<b>29</b>
Acela Express	12	0	0	6	11		29
<b>Amtrak Corridor</b>	<b>68</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>22</b>		<b>100</b>
Keystone	0	0	0	0	0		0
Northeast Regional	68	2	2	6	22		100
<b>Short Distance</b>	<b>54</b>	<b>3</b>	<b>3</b>	<b>16</b>	<b>39</b>		<b>115</b>
Capitols	0	0	0	1	1		2
Carolinian	2	2	1	0	10		15
Cascades	6	0	0	4	0		10
Downeaster	0	0	0	0	0		0
Empire Corridor	22	1	2	2	15		42
Adirondack	1	0	1	1	2		5
Empire Service	6	1	0	1	4		12
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	15	0	1	0	9		25
Heartland Flyer	1	0	0	0	0		1
Hiawatha	0	0	0	0	1		1
Hoosier State	2	0	0	0	0		2
Illinois	0	0	0	2	0		2
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	0	0	0	2	0		2
Michigan	11	0	0	4	4		19
Blue Water	4	0	0	0	0		4
Pere Marquette	2	0	0	0	0		2
Wolverine	5	0	0	4	4		13
Kansas City - St. Louis	0	0	0	0	0		0
Pacific Surfliner	0	0	0	0	4		4
Pennsylvanian	5	0	0	2	0		7
Piedmont	0	0	0	0	0		0
San Joaquins	2	0	0	1	1		4
Vermont	3	0	0	0	3		6
<b>Long Distance</b>	<b>436</b>	<b>60</b>	<b>15</b>	<b>41</b>	<b>670</b>		<b>1,222</b>
Auto Train	75	21	0	0	207		303
California Zephyr	38	7	3	2	61		111
Capitol Limited	14	1	0	3	16		34
Cardinal	8	0	0	1	4		13
City of New Orleans	27	0	2	6	31		66
Coast Starlight	20	11	1	4	32		68
Crescent	18	0	0	1	14		33
Empire Builder	4	1	1	2	22		30
Lake Shore Ltd	38	3	1	7	34		83
Palmetto	12	1	0	0	9		22
Silver Meteor	35	2	3	2	57		99
Silver Star	72	0	1	7	62		142
Southwest Chief	26	6	3	1	61		97
Sunset Limited	14	1	0	4	20		39
Texas Eagle	35	6	0	1	40		82

*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	2nd Quarter FY 2015						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
<b>Amtrak System</b>	<b>1,012</b>	<b>105</b>	<b>3,738</b>	<b>1,338</b>	<b>2,114</b>	<b>8,307</b>	
<b>Amtrak Premium</b>	<b>45</b>	<b>4</b>	<b>88</b>	<b>35</b>	<b>69</b>	<b>241</b>	
Acela Express	45	4	88	35	69	241	
<b>Amtrak Corridor</b>	<b>230</b>	<b>22</b>	<b>188</b>	<b>193</b>	<b>259</b>	<b>892</b>	
Keystone	10	2	10	18	26	66	
Northeast Regional	220	20	178	175	233	826	
<b>Short Distance</b>	<b>213</b>	<b>23</b>	<b>605</b>	<b>285</b>	<b>377</b>	<b>1,503</b>	
Capitols	14	1	7	19	16	57	
Carolinian	19	2	222	37	31	311	
Cascades	5	0	27	10	16	58	
Downeaster	11	0	16	7	7	41	
Empire Corridor	49	3	57	37	54	200	
Adirondack	13	0	5	3	10	31	
Empire Service	21	3	42	25	24	115	
Ethan Allen Express	1	0	3	0	3	7	
Maple Leaf	14	0	7	9	17	47	
Heartland Flyer	2	0	0	1	3	6	
Hiawatha	10	0	3	7	6	26	
Hoosier State	0	0	3	0	7	10	
Illinois	17	2	58	28	49	154	
Carl Sandburg / Illinois Zephyr	6	1	17	6	9	39	
Illini / Saluki	1	1	15	12	9	38	
Lincoln Service	10	0	26	10	31	77	
Michigan	28	3	26	17	55	129	
Blue Water	7	0	2	5	20	34	
Pere Marquette	4	1	6	4	4	19	
Wolverine	17	2	18	8	31	76	
Kansas City - St. Louis	3	0	27	4	5	39	
Pacific Surfliner	21	7	81	61	63	233	
Pennsylvanian	6	1	8	10	16	41	
Piedmont	6	0	11	6	1	24	
San Joaquins	15	4	38	21	27	105	
Vermont	7	0	21	20	21	69	
<b>Long Distance</b>	<b>524</b>	<b>56</b>	<b>2,857</b>	<b>825</b>	<b>1,409</b>	<b>5,671</b>	
Auto Train	48	2	269	44	76	439	
California Zephyr	42	3	388	74	131	638	
Capitol Limited	9	1	250	51	44	355	
Cardinal	9	0	50	16	22	97	
City of New Orleans	33	5	70	37	78	223	
Coast Starlight	30	2	223	50	77	382	
Crescent	24	5	101	47	112	289	
Empire Builder	15	1	163	49	86	314	
Lake Shore Ltd	54	3	116	54	97	324	
Palmetto	30	6	38	22	36	132	
Silver Meteor	70	7	358	103	115	653	
Silver Star	46	6	318	49	75	494	
Southwest Chief	38	7	214	83	163	505	
Sunset Limited	16	0	92	45	38	191	
Texas Eagle	60	8	207	101	259	635	

*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	2nd Quarter FY 2015					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
<b>Amtrak System</b>	<b>897</b>	<b>1,781</b>	<b>336</b>	<b>2,350</b>	<b>2,057</b>	<b>7,421</b>
<b>Amtrak Premium</b>	<b>11</b>	<b>17</b>	<b>3</b>	<b>88</b>	<b>21</b>	<b>140</b>
Acela Express	11	17	3	88	21	140
<b>Amtrak Corridor</b>	<b>38</b>	<b>382</b>	<b>28</b>	<b>340</b>	<b>133</b>	<b>921</b>
Keystone	1	15	0	17	1	34
Northeast Regional	37	367	28	323	132	887
<b>Short Distance</b>	<b>103</b>	<b>347</b>	<b>36</b>	<b>436</b>	<b>237</b>	<b>1,159</b>
Capitols	0	0	0	3	1	4
Carolinian	4	35	4	29	40	112
Cascades	12	3	3	27	8	53
Downeaster	0	5	1	2	0	8
Empire Corridor	20	110	5	88	38	261
Adirondack	0	19	2	6	12	39
Empire Service	10	59	2	55	13	139
Ethan Allen Express	2	3	1	3	0	9
Maple Leaf	8	29	0	24	13	74
Heartland Flyer	0	0	0	0	0	0
Hiawatha	0	5	1	4	3	13
Hoosier State	0	1	0	11	7	19
Illinois	9	33	1	60	21	124
Carl Sandburg / Illinois Zephyr	2	4	0	14	4	24
Illini / Saluki	5	7	1	16	4	33
Lincoln Service	2	22	0	30	13	67
Michigan	20	111	8	103	52	294
Blue Water	3	38	4	24	19	88
Pere Marquette	0	1	0	2	2	5
Wolverine	17	72	4	77	31	201
Kansas City - St. Louis	0	7	1	1	11	20
Pacific Surfliner	28	2	8	51	8	97
Pennsylvanian	9	11	0	19	12	51
Piedmont	0	2	0	2	6	10
San Joaquins	0	7	3	16	15	41
Vermont	1	15	1	20	15	52
<b>Long Distance</b>	<b>745</b>	<b>1,035</b>	<b>269</b>	<b>1,486</b>	<b>1,666</b>	<b>5,201</b>
Auto Train	102	59	16	145	106	428
California Zephyr	86	37	40	161	124	448
Capitol Limited	52	47	6	56	23	184
Cardinal	7	15	5	32	38	97
City of New Orleans	41	43	13	70	37	204
Coast Starlight	49	21	21	73	46	210
Crescent	28	64	22	58	117	289
Empire Builder	48	40	17	41	54	200
Lake Shore Ltd	70	150	13	160	216	609
Palmetto	3	60	6	60	49	178
Silver Meteor	83	173	28	129	259	672
Silver Star	32	81	15	131	150	409
Southwest Chief	75	57	24	108	159	423
Sunset Limited	17	14	4	38	34	107
Texas Eagle	52	174	39	224	254	743

*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

2nd Quarter FY 2015
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<b>Amtrak System</b>	<b>2413</b>
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**Division**

Boston	250
California	304
Central	162
Empire	349
New York	67
Southeast	343
Southwest	460
Northwest	73
Washington	405

*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 2013</b>
<b>Connectivity</b>	<b>20.9%</b>
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
<b>Availability of Other Modes</b>	<b>4.7%</b>
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:  
ROUTE DESCRIPTIONS**

Service	Routing
<b>Acela Express</b>	
Acela Express	Between Boston, New York (Penn Station) and Washington
<b>Other NEC Corridor Routes</b>	
Keystone	Between Harrisburg, Philadelphia and New York (Penn Station)
Northeast Regional	
Richmond / Newport News/Norfolk	Between Norfolk, Newport News, Richmond , New York (Penn Station) and Boston
Lynchburg	Between Lynchburg and Boston
All Other Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station) and Washington
New Haven - Springfield <sup>1</sup>	Between New Haven and Springfield
<b>Non-NEC Corridor Routes</b>	
Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station) and San Jose
Carolinian	Between Charlotte and New York (Penn Station)
Cascades	Between Eugene, Portland, Seattle and Vancouver
Downeaster	Between Boston (North Station), Portland and Brunswick
Empire Corridor	
Adirondack	Between New York (Penn Station) and Montreal
Empire Service <sup>1</sup>	Between New York (Penn Station) to Albany and Niagara Falls
Ethan Allen Express	Between New York (Penn Station) and Rutland
Maple Leaf	Between New York (Penn Station) and Toronto
New York - Albany <sup>2</sup>	Between New York (Penn Station) and Albany
New York - Niagara Falls <sup>2</sup>	Between New York (Penn Station) and Niagara Falls
Heartland Flyer	Between Fort Worth and Oklahoma City
Hiawatha	Between Chicago and Milwaukee
Hoosier State	Between Chicago and Indianapolis
Illinois	
Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy
Illini / Saluki	Between Chicago and Carbondale
Lincoln Service	Between Chicago and St. Louis
Michigan	
Blue Water	Between Chicago and Port Huron
Pere Marquette	Between Chicago and Grand Rapids
Wolverine	Between Chicago and Pontiac
Kansas City - St. Louis	Between Kansas City and St. Louis
Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles and San Diego
Pennsylvanian	Between New York (Penn Station) and Pittsburgh
Piedmont	Between Charlotte and Raleigh
San Joaquin	Between Bakersfield, Oakland (Jack London Square Station) and Sacramento
Vermont	Between St. Albans and Washington
<b>Long-Distance Routes</b>	
Auto Train	Between Lorton and Sanford
California Zephyr	Between Chicago and Emeryville
Capitol Limited	Between Chicago and Washington
Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
City of New Orleans	Between New York (Penn Station) and New Orleans
Coast Starlight	Between Los Angeles and Seattle
Crescent	Between New York (Penn Station) and New Orleans
Empire Builder	Between Chicago, Portland and Seattle
Lake Shore Ltd	Between Chicago, New York (Penn Station) and Boston via Cleveland and Buffalo
Palmetto	Between New York (Penn Station) and Savannah
Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC
Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
Southwest Chief	Between Chicago and Los Angeles
Sunset Limited	Between Los Angeles and New Orleans
Texas Eagle	Between Chicago and San Antonio

<sup>1</sup> Applicable only to financial tables; data is included in "All Other Northeast Regional" in All Other Northeast Regional tables.

<sup>2</sup> Not-applicable to financial tables; data included in "Empire Service" in financial tables.

**TABLE 19:  
AMTRAK DELAY CODE DEFINITIONS**

<b>Host Railroad - Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
CTI	Commuter Train Interfere	Delays for meeting or following commuter trains
CTP	Commuter Train Problems	Delays directly caused by abnormal occurrences to commuter trains
DBB	B&B work due to defect	Delays caused by bridge or building maintenance
DCS	Signal Delays	Signal failure or other signal delays, wayside defect-detector false-alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
DCT	Defective Concrete Ties	Delays caused by the replacement of concrete ties
DDA	Defect Detector Actuation	Delays caused by train inspection following a defect detector actuation
DET	ET work due to defect	Catenary or other electrical maintenance
DMW	Maintenance of Way	Maintenance of Way delays including holds for track repairs or MW foreman to clear
DSR	Slow Order Delays	Temporary slow orders, except heat or cold orders
DTR	Detour	Delays from detours
FTI	Freight Train Interference	Delays from freight trains
PBB	Planned B&B work	Scheduled bridge and building maintenance
PET	Planned ET work	Scheduled catenary or other electrical work
PSC	Planned C&S work	Scheduled communications and signal work
PSR	Planned speed restrictions	Scheduled speed restrictions
PTI	Passenger Train Interfere	Delays for meeting or following other passenger trains
RTE	Routing	Routing-dispatching delays including diversions, late track bulletins, etc.
SMW	Scheduled M/W work	Scheduled maintenance way work

<b>Amtrak - Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
ADA	Passenger Related	All delays related to disabled passengers, wheel chair lifts, guide dogs, etc.
CAR	Car Failure	Mechanical failure on all types of cars
CCR	Cab Car Failure	Mechanical failure on Cab Cars
CON	Hold for Connection	Holding for connections from other trains or buses
CTC	CETC System failure	Failure of the CETC train control system
ENG	Locomotive Failure	Mechanical failure on engines.
HLD	Passenger Related	All delays related to passengers, checked-baggage, large groups, etc.
INJ	Injury Delay	Delay due to injured passengers or employees.
ITI	Initial Terminal Delay	Delay at initial terminal due to late arriving inbound trains causing late release of equipment.
MTI	Disabled train ahead	Disabled train ahead due to mechanical failure
OTH	Miscellaneous Delays	Lost-on-run, heavy trains, unable to make normal speed, etc.
SVS	Servicing (SVS)	All switching and servicing delays
SYS	Crew & System	Delays related to crews including lateness, lone-engineer delays

<b>Third-Party Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
BSP	Bridge Strike	Delay due to train striking an overhead bridge
DBS	Debris	Debris strikes
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	Movable bridge openings for marine traffic where no bridge failure is involved
NOD	Unused Recovery Time	Waiting for scheduled departure time at a station
POL	Police-Related	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	Trespasser incidents including road crossing accidents, trespasser / animal strikes, vehicle stuck on track ahead, bridge strikes
UTL	Utility company failure	Failure due to utility company issue
WTR	Weather-Related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders

**TABLE 20:  
HOST RAILROAD CODE DEFINITIONS**

Host Railroad Codes	
Code	Company
Amtrak	Amtrak
BBRR	Buckingham Branch Railroad
BNSF	Burlington Northern Santa Fe
CFRC	Central Florida Rail Corridor
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CSX	CSX Corporation
Fla DOT	Florida Department of Transportation
MBTA	Massachusetts Bay Transportation Authority
Metra	Metra
MIDOT	Michigan Department of Transportation
MNRR	Metro-North Railroad
NECR	New England Central Railroad
NMDOT	New Mexico Department of Transportation
NS	Norfolk Southern
PanAm	Pan Am Railways
SCRRA	Southern California Regional Rail Authority
SDNRR	San Diego Northern Railway Inc.
UP	Union Pacific
VTR	Vermont Railway System

**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	2nd Quarter FY 2015	2nd Quarter FY 2015

**Acela Express**

<b>Standard</b>		<b>≥ 0</b>	<b>90%</b>	<b>90%</b>
Acela Express	2100	-3.1	70.6%	87.2%
	2103	-3.0	76.4%	88.6%
	2104	-3.7	62.7%	83.9%
	2107	-3.9	91.4%	93.2%
	2108	Not Available	100.0%	100.0%
	2109	-2.7	75.0%	83.6%
	2110	-2.4	75.0%	84.1%
	2117	-2.2	81.4%	91.8%
	2119	-1.3	77.8%	76.7%
	2121	-3.0	75.0%	85.7%
	2122	-4.1	58.5%	69.3%
	2124	-6.4	40.0%	56.8%
	2126	-5.2	57.1%	60.6%
	2128	Not Available	61.2%	65.8%
	2150	-1.7	37.9%	61.4%
	2151	-2.2	60.0%	68.6%
	2153	-3.3	64.9%	75.3%
	2154	-1.7	48.3%	67.4%
	2155	-1.4	45.0%	61.6%
	2158	-1.7	46.7%	64.1%
	2159	-1.7	44.8%	56.0%
	2160	-1.1	40.0%	60.7%
	2163	-2.6	56.1%	64.7%
	2164	-2.0	47.5%	64.7%
	2165	-2.1	35.8%	53.6%
	2166	-1.6	59.6%	72.5%
	2167	-2.2	42.6%	59.7%
	2168	-2.2	51.7%	68.8%
	2170	-3.1	33.3%	64.4%
	2171	-2.9	30.0%	53.3%
	2172	-2.4	30.5%	42.1%
	2173	-2.3	15.8%	39.9%
	2175	Not Available	47.3%	52.6%
	2190	-0.7	58.9%	71.1%
	2192	Not Available	100.0%	100.0%
	2193	Not Available	100.0%	100.0%
	2203	-3.0	66.7%	84.0%
	2205	-2.7	64.3%	84.8%
	2207	-2.2	73.3%	85.6%
	2208	-2.4	84.6%	92.3%
	2211	-1.8	71.4%	81.3%
	2212	-2.0	63.0%	77.9%
	2213	-3.6	50.0%	72.3%
	2216	-2.8	86.7%	89.2%
	2220	-2.4	73.3%	74.8%
	2221	-0.9	84.6%	92.3%
	2222	-4.6	71.4%	73.2%
	2225	-1.3	66.7%	79.3%
	2228	-3.8	57.1%	73.0%
	2250	-1.0	58.6%	75.1%
	2251	-2.4	13.3%	41.7%
	2252	-0.7	78.6%	81.0%
	2253	-1.5	58.6%	65.8%
	2254	-1.0	85.7%	87.9%
	2255	0.3	71.4%	75.8%
	2256	-2.0	42.9%	74.0%
	2257	-1.4	50.0%	60.4%
	2258	-0.7	64.3%	74.1%
	2259	-0.5	64.3%	67.4%
	2290	-3.6	73.3%	71.1%
	2297	-0.3	50.0%	74.1%

**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	2nd Quarter FY 2015	2nd Quarter FY 2015

**Other NEC Corridor Routes**

<b>Standard</b>		<b>≥ 0</b>	<b>85.0%</b>	<b>85.0%</b>
<b>Northeast Regional</b>				
Richmond / Newport News/Norfolk <sup>c</sup>	66	2.6	92.2%	80.4%
	67	-1.1	74.2%	74.9%
	71	Not Available	80.0%	72.3%
	82	0.3	87.5%	79.6%
	83	0.2	38.5%	53.7%
	84	-3.1	78.3%	79.7%
	85	-1.2	66.7%	74.1%
	86	1.6	78.3%	76.7%
	87	2.2	64.3%	71.7%
	88	-1.4	72.4%	69.4%
	93	-1.4	44.7%	54.8%
	94	-0.7	52.5%	54.0%
	95	0.3	49.2%	56.1%
	99	-0.2	58.6%	70.5%
	125	Not Available	82.0%	71.4%
	157	Not Available	78.6%	85.5%
	164	Not Available	75.9%	83.2%
174	Not Available	75.4%	77.2%	
194	-0.9	79.3%	70.9%	
195	0.6	62.1%	67.3%	
Lynchburg <sup>d</sup>	145	-0.2	78.6%	90.0%
	147	-0.6	80.0%	74.2%
	156	-14.2	69.0%	82.0%
	171	-7.6	59.0%	57.7%
	176	-7.1	80.3%	79.7%
All Other Northeast Regional	110	-3.3	86.8%	93.5%
	111	-0.5	81.1%	85.2%
	121	-2.1	69.2%	87.4%
	123	Not Available	83.3%	92.1%
	126	Not Available	85.7%	95.7%
	127	-3.5	71.7%	86.2%
	129	-2.7	68.3%	83.3%
	130	-1.9	57.4%	88.9%
	131	-1.7	89.7%	97.8%
	132	Not Available	85.7%	82.5%
	133	-3.1	50.0%	85.0%
	134	-0.9	72.7%	85.2%
	135	-0.9	62.1%	66.8%
	136	0.8	76.9%	78.4%
	137	-1.4	58.3%	70.3%
	138	-1.2	56.7%	80.0%
	139	Not Available	85.7%	76.3%
	140	1.7	79.3%	84.5%
	141	0.7	61.7%	74.2%
	143	0.5	69.0%	73.1%
	146	1.9	73.3%	94.9%
	148	-0.4	71.7%	79.5%
	150	-0.9	72.4%	80.9%
	151	-0.7	76.3%	86.7%
	152	-1.2	85.7%	92.8%
	153	-2.2	89.7%	93.7%
	154	0.2	69.2%	83.1%
	155	-1.2	79.3%	90.0%
	158	2.1	72.4%	81.4%
	159	3.9	82.1%	93.4%
	160	-1.4	79.3%	75.4%
	161	0.4	79.3%	78.0%
	162	0.3	89.7%	81.6%
163	-2.0	82.8%	66.8%	
165	-0.9	64.3%	72.3%	
166	-3.7	50.0%	55.6%	
167	-0.4	80.0%	78.2%	
168	-0.9	73.3%	67.1%	
169	-0.4	75.9%	80.0%	
170	-2.4	59.3%	72.4%	
172	-1.6	53.3%	62.0%	
173	0.1	48.3%	55.7%	

**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	2nd Quarter FY 2015	2nd Quarter FY 2015
	175	-0.8	50.0%	57.6%
	177	-1.0	59.0%	61.3%
	178	-2.9	82.0%	82.6%
	179	-2.1	37.9%	51.1%
	180	-2.2	57.6%	84.4%
	181	-0.2	61.7%	79.7%
	182	-1.3	79.3%	94.2%
	183	-1.9	77.8%	87.8%
	184	-2.7	58.5%	85.0%
	185	-5.1	60.7%	78.0%
	186	-2.1	64.8%	88.1%
	187	-0.7	70.9%	84.7%
	188	-0.4	65.6%	82.9%
	190	-0.8	76.3%	84.3%
	192	1.8	66.7%	94.1%
	193	-1.9	76.7%	83.0%
	196	-0.1	80.4%	90.5%
	198	-2.7	62.5%	79.2%
	401	6.5	65.5%	89.1%
	405	6.3	93.1%	93.5%
	432	Not Available	85.7%	84.9%
	450	2.4	24.1%	40.0%
	460	0.3	37.9%	50.2%
	463	3.7	65.5%	87.1%
	464	-1.0	58.6%	72.1%
	465	Not Available	78.6%	85.0%
	467	5.8	93.3%	95.7%
	470	2.4	64.4%	68.1%
	475	6.9	86.7%	91.6%
	476	0.0	51.7%	58.6%
	479	6.8	74.6%	82.7%
	488	4.0	51.7%	63.7%
	490	4.4	81.4%	82.6%
	493	6.6	63.3%	90.0%
	494	1.4	33.3%	38.1%
	495	5.8	93.3%	97.1%
	497	7.2	64.3%	75.5%
Keystone	600	1.1	87.9%	97.8%
	601	0.0	91.7%	96.2%
	605	0.3	86.4%	96.9%
	607	-0.5	88.5%	95.8%
	609	-0.5	94.9%	96.2%
	610	0.9	86.7%	96.1%
	611	-0.1	93.3%	98.9%
	612	-0.1	100.0%	100.0%
	615	-0.1	85.7%	89.3%
	618	-3.8	91.3%	96.2%
	619	-0.8	90.2%	96.7%
	620	0.1	96.7%	99.4%
	622	-0.7	83.6%	89.6%
	637	-4.0	92.9%	92.9%
	639	-1.7	70.0%	85.0%
	640	-0.1	73.8%	96.7%
	641	0.2	78.7%	90.3%
	642	-0.2	59.0%	89.6%
	643	0.6	75.4%	87.5%
	644	-0.7	69.5%	94.2%
	645	-0.2	68.9%	79.8%
	646	0.3	78.7%	93.1%
	647	-0.3	77.6%	88.9%
	648	-1.1	82.8%	94.4%
	649	-1.5	85.0%	91.2%
	650	0.1	85.0%	94.2%
	651	-0.3	70.0%	87.4%
	652	0.5	82.0%	92.8%
	653	0.9	77.0%	84.0%
	654	-0.2	90.2%	96.4%
	655	0.1	58.3%	72.6%
	656	-1.7	82.0%	93.4%
	658	-0.4	76.9%	93.5%
	660	1.5	75.9%	95.5%

**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	2nd Quarter FY 2015	2nd Quarter FY 2015
	661	-0.1	79.3%	92.7%
	662	0.7	93.3%	98.2%
	663	-3.3	86.2%	95.2%
	664	-0.2	86.2%	95.5%
	665	0.2	86.2%	92.6%
	666	0.9	96.6%	100.0%
	667	-2.0	82.8%	94.4%
	669	-3.3	79.3%	88.6%
	670	-0.2	93.1%	97.0%
	671	-6.5	82.8%	88.5%
	672	0.1	86.2%	97.7%
	674	Not Available	100.0%	99.5%
<b>Non-NEC Corridor Routes</b>				
<b>Standard</b>		<b>≥ 0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor	520	2.1	96.8%	98.0%
	521	1.1	95.2%	97.9%
	522	2.6	93.5%	97.4%
	523	1.3	93.5%	94.7%
	524	3.7	98.4%	96.4%
	525	2.7	91.9%	97.8%
	526	2.7	95.2%	97.3%
	527	2.2	93.5%	93.5%
	528	4.1	93.5%	94.2%
	529	0.5	93.5%	94.4%
	530	4.2	91.9%	94.6%
	531	3.1	93.5%	95.5%
	532	4.6	93.5%	95.5%
	533	1.5	95.1%	95.3%
	534	3.8	93.5%	97.1%
	535	2.7	95.2%	93.9%
	536	1.0	91.9%	89.6%
	537	2.3	91.9%	93.3%
	538	2.8	96.8%	97.6%
	540	3.2	93.5%	96.3%
	541	4.0	96.8%	98.8%
	542	2.1	98.4%	98.4%
	543	2.2	91.9%	95.5%
	544	3.2	93.5%	95.3%
	545	3.2	96.8%	98.6%
	546	3.0	87.1%	91.8%
	547	1.4	90.3%	93.5%
	548	-1.4	88.7%	91.6%
	549	0.3	93.5%	95.8%
	551	2.1	95.2%	95.3%
	720	2.9	89.3%	95.1%
	723	1.0	96.4%	98.2%
	724	2.4	92.9%	95.7%
	727	1.6	92.9%	93.9%
	728	1.9	89.3%	91.6%
	729	0.0	78.6%	86.8%
	732	1.9	92.9%	96.9%
	733	3.9	82.1%	93.1%
	734	1.8	100.0%	98.5%
	736	4.2	96.4%	97.3%
	737	3.0	96.4%	96.4%
	738	0.0	96.4%	89.3%
	741	0.5	82.1%	89.5%
	742	1.5	85.7%	93.2%
	743	-0.5	92.9%	98.7%
	744	1.8	96.4%	93.4%
	745	1.8	100.0%	100.0%
	746	0.9	96.4%	97.3%
	747	2.8	100.0%	99.2%
	748	1.0	100.0%	99.0%
	749	2.4	82.1%	90.2%
	751	1.0	96.4%	95.1%
Carolinian	79	0.1	48.9%	55.8%
	80	0.7	84.4%	75.9%
Cascades	500	1.0	64.4%	59.3%
	501	-2.4	60.0%	70.6%
	503	Not Available	85.7%	85.7%

**APPENDIX A:  
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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	2nd Quarter FY 2015	2nd Quarter FY 2015
	505	Not Available	77.8%	83.7%
	506	0.7	83.1%	64.5%
	507	-0.4	67.8%	76.2%
	508	-2.5	71.1%	65.9%
	509	3.3	86.7%	82.8%
	510	-1.5	60.5%	83.4%
	513	-4.2	55.6%	59.6%
	516	-4.4	67.8%	69.1%
	517	-1.2	74.1%	79.6%
Downeaster	680	-2.9	46.6%	78.3%
	681	-6.0	10.3%	31.5%
	682	-5.4	39.7%	70.2%
	683	-3.4	25.9%	72.9%
	684	-3.5	11.9%	44.0%
	685	-4.5	32.8%	63.3%
	686	-4.6	24.6%	50.9%
	687	-5.7	15.5%	35.6%
	688	-8.0	8.8%	46.8%
	689	-5.6	10.5%	68.0%
	690	-2.8	14.3%	74.6%
	691	-3.3	35.7%	61.7%
	692	-7.1	3.6%	61.4%
	693	-2.4	35.7%	76.1%
	694	-3.5	25.0%	52.8%
	695	-5.4	28.6%	74.4%
	696	-2.4	28.6%	63.0%
	697	-3.9	10.7%	55.2%
	698	-8.0	22.2%	51.9%
	699	-3.6	37.0%	81.1%

**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	2nd Quarter FY 2015	2nd Quarter FY 2015	
<b>Empire Corridor</b>					
Adirondack	68	0.9	<b>70.8%</b>	<b>64.8%</b>	
	69	1.4	<b>61.8%</b>	<b>67.3%</b>	
Maple Leaf	63	0.2	<b>51.1%</b>	<b>46.9%</b>	
	64	<b>-1.6</b>	<b>53.3%</b>	<b>43.9%</b>	
New York - Albany <sup>c</sup>	230	1.0	88.1%	95.6%	
	232	1.5	81.4%	95.9%	
	233	<b>-0.2</b>	<b>69.7%</b>	85.9%	
	234	<b>-0.6</b>	86.2%	90.9%	
	235	1.4	82.8%	91.2%	
	236	0.2	<b>79.8%</b>	88.9%	
	237	0.7	<b>67.8%</b>	88.7%	
	238	0.7	86.7%	83.6%	
	239	<b>-2.6</b>	<b>50.0%</b>	90.6%	
	241	<b>-0.3</b>	<b>66.3%</b>	80.7%	
	242	2.2	<b>75.0%</b>	89.2%	
	243	1.2	83.1%	92.0%	
	244	<b>-1.7</b>	81.1%	89.7%	
	245	<b>-0.4</b>	80.3%	83.9%	
	250	0.9	93.3%	93.3%	
	252	<b>-0.6</b>	81.3%	91.1%	
	253	1.1	96.7%	98.1%	
	254	<b>-0.4</b>	92.9%	85.7%	
	255	<b>-3.7</b>	<b>69.2%</b>	<b>75.8%</b>	
	New York - Niagara Falls	256	2.5	92.9%	94.9%
259		Not Available	86.7%	88.6%	
261		<b>-0.2</b>	86.2%	88.5%	
280		<b>-1.0</b>	<b>64.5%</b>	<b>51.2%</b>	
281		<b>-0.7</b>	<b>29.5%</b>	<b>48.6%</b>	
283		<b>-0.2</b>	<b>54.4%</b>	<b>59.0%</b>	
284		<b>-0.9</b>	<b>47.8%</b>	<b>42.4%</b>	
288		<b>-0.2</b>	<b>57.1%</b>	<b>52.9%</b>	
Ethan Allen Express		290	1.4	<b>76.7%</b>	88.9%
		291	3.3	<b>74.0%</b>	<b>69.9%</b>
	292	0.9	<b>66.7%</b>	<b>63.3%</b>	
	293	3.3	<b>69.2%</b>	<b>67.1%</b>	
	296	0.8	<b>71.4%</b>	<b>70.1%</b>	
<b>Heartland Flyer</b>					
	821	2.0	<b>33.3%</b>	87.1%	
	822	1.5	<b>54.4%</b>	<b>43.0%</b>	
<b>Hiawatha</b>					
	329	0.4	85.7%	89.4%	
	330	<b>-0.1</b>	92.2%	97.9%	
	331	<b>-0.5</b>	82.2%	87.8%	
	332	<b>-0.1</b>	82.2%	90.7%	
	333	<b>-0.2</b>	83.3%	88.4%	
	334	0.9	89.9%	96.4%	
	335	<b>-0.2</b>	84.3%	93.4%	
	336	0.5	84.4%	97.3%	
	337	0.2	86.7%	92.4%	
	338	<b>-0.9</b>	85.6%	95.1%	
	339	<b>-0.3</b>	87.8%	89.8%	
	340	<b>-1.2</b>	84.4%	96.1%	
	341	<b>-0.2</b>	82.2%	90.1%	
	342	<b>-0.1</b>	84.4%	88.1%	
<b>Hoosier State</b>					
	850	0.8	<b>72.5%</b>	80.7%	
	851	3.1	<b>78.4%</b>	<b>67.0%</b>	
<b>Illinois</b>					
Carl Sandburg / Illinois Zephyr	380	<b>-0.1</b>	94.4%	86.4%	
	381	0.1	96.6%	97.4%	
	382	0.0	94.4%	93.0%	
	383	0.1	80.0%	80.9%	

**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	2nd Quarter FY 2015	2nd Quarter FY 2015	
Illini / Saluki	390	0.8	51.1%	45.5%	
	391	1.0	46.7%	32.4%	
	392	-0.6	17.8%	39.4%	
	393	-2.4	43.3%	31.2%	
	Lincoln Service	300	2.8	72.1%	80.5%
		301	1.4	65.1%	76.4%
		302	2.0	61.6%	70.1%
		303	0.5	67.4%	69.3%
		304	1.9	84.4%	71.0%
		305	0.8	68.9%	64.2%
306		2.4	81.1%	80.0%	
	307	2.1	77.8%	74.8%	
<b>Michigan</b>					
Blue Water	364	4.0	73.3%	62.8%	
	365	5.4	36.7%	79.0%	
Pere Marquette	370	0.8	40.0%	65.8%	
	371	1.2	23.3%	79.8%	
Wolverine	350	0.0	65.6%	66.7%	
	351	3.1	32.2%	79.9%	
	352	0.9	24.4%	37.7%	
	353	3.9	45.6%	69.2%	
	354	-0.7	27.8%	32.1%	
	355	3.1	27.8%	42.7%	
	359	Not Available	50.0%	71.4%	
Kansas City - St. Louis	311	4.3	93.3%	92.1%	
	313	7.0	94.3%	91.7%	
	314	7.3	88.9%	88.7%	
	316	8.6	89.9%	85.7%	
	Pacific Surfliner	562	2.8	93.3%	96.8%
564		-0.2	84.4%	95.2%	
565		1.5	85.6%	95.4%	
566		-0.6	63.3%	93.3%	
567		-1.9	80.0%	92.2%	
572		-2.7	67.4%	93.9%	
573		-2.0	80.0%	91.1%	
579		0.3	89.9%	97.7%	
580		1.2	85.6%	95.5%	
582		0.9	84.4%	92.8%	
583		-4.3	93.3%	96.5%	
591		1.5	91.1%	94.9%	
595		-2.1	90.0%	96.3%	
761		Not Available	56.5%	86.2%	
763		-0.1	86.7%	93.5%	
768		-0.3	50.0%	93.7%	
769		-0.6	64.4%	77.6%	
774		0.4	95.6%	92.8%	
777		Not Available	88.9%	89.4%	
784		-0.4	78.9%	90.7%	
785		-0.7	82.2%	86.9%	
790		Not Available	82.5%	79.2%	
796		-0.9	80.0%	92.0%	
1761	Not Available	63.0%	82.8%		
1790	Not Available	66.7%	75.4%		
Pennsylvanian	42	1.2	91.1%	89.0%	
	43	0.5	92.2%	76.9%	

**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	2nd Quarter FY 2015	2nd Quarter FY 2015
Piedmont	73	1.2	78.7%	93.6%
	74	Not Available	70.8%	86.1%
	75	Not Available	61.1%	84.5%
	76	Not Available	66.3%	85.0%
San Joaquin	701	-2.1	81.1%	81.4%
	702	-1.8	78.9%	81.4%
	703	-1.8	75.6%	84.7%
	704	-0.2	78.9%	81.7%
	711	-0.1	81.1%	82.2%
	712	-2.6	45.6%	61.2%
	713	-0.3	68.9%	72.0%
	714	-0.8	80.0%	82.4%
	715	-0.9	65.6%	73.5%
	716	-0.1	91.1%	81.6%
	717	-0.6	63.3%	71.5%
	718	0.2	85.6%	86.4%
Vermont	54	3.1	89.7%	88.3%
	55	2.7	73.3%	78.9%
	56	3.0	71.7%	62.2%
	57	2.8	89.7%	83.1%

**Long Distance Routes**

<b>Standard</b>		<b>≥ 0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	52	-0.7	80.0%	78.9%
	53	-1.5	73.3%	78.9%
California Zephyr	5	2.2	77.8%	56.7%
	6	2.1	68.9%	59.8%
Cardinal	50	0.1	43.6%	43.6%
	51	1.6	71.1%	54.7%
Capitol Limited	29	-2.4	27.8%	48.5%
	30	-1.5	50.0%	27.9%
City of New Orleans	58	0.6	63.3%	43.3%
	59	0.7	67.8%	40.1%
Coast Starlight	11	0.3	95.6%	75.5%
	14	1.3	90.0%	69.0%
Crescent	19	-0.3	53.3%	55.6%
	20	-0.2	72.2%	55.5%
Empire Builder	27	-3.5	74.4%	51.6%
	28	-3.8	91.1%	41.4%
	7	-3.2	78.9%	52.4%
	8	-3.8	35.6%	41.7%
Lake Shore Ltd	448	6.3	48.9%	30.8%
	449	2.0	63.5%	34.2%
	48	-1.2	37.8%	32.5%
	49	-4.5	24.4%	33.2%
Palmetto	89	0.3	65.5%	51.0%
	90	1.0	85.1%	82.8%
Silver Meteor	97	-0.8	63.3%	50.9%
	98	0.1	59.6%	50.2%
Silver Star	91	-0.3	31.1%	39.5%
	92	0.7	73.3%	54.1%
Southwest Chief	3	-0.8	56.2%	42.1%
	4	-1.1	51.1%	30.9%
Sunset Limited	1	3.3	66.7%	52.3%
	2	2.2	57.9%	42.7%
Texas Eagle	21	2.0	52.2%	26.1%
	22	1.4	36.7%	34.8%

<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.

<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	2nd Quarter FY 2015				MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>			
				#1	Minutes		

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

Acela Express	Train	Host	Total Delay	Category 1	Minutes	Category 2	Minutes	MM&C Allowance
	2150	MNRR	3271	DSR	3070	CTI	163	0
	2151	MNRR	2617	CTI	1776	DSR	782	0
	2153	MNRR	2523	DSR	2175	CTI	308	0
	2154	MNRR	2720	DSR	2063	CTI	375	0
	2155	MNRR	1747	DSR	1092	CTI	307	0
	2158	MNRR	2456	CTI	1594	DSR	586	0
	2159	MNRR	2184	CTI	999	DMW	827	0
	2160	MNRR	2296	DSR	988	CTI	813	0
	2163	MNRR	2671	DSR	1804	DMW	454	0
	2164	MNRR	1823	DSR	1156	CTI	614	0
	2165	MNRR	2479	DSR	1600	RTE	354	0
	2166	MNRR	2430	CTI	2101	PTI	200	0
	2167	MNRR	2325	DSR	1493	DMW	520	0
	2168	MNRR	2258	CTI	1123	DSR	1020	0
	2170	MNRR	2860	CTI	2224	PTI	244	0
	2171	MNRR	3354	CTI	1528	DSR	1459	0
	2172	MNRR	2374	DSR	1262	CTI	443	0
	2173	MNRR	2665	DSR	1546	CTI	522	0
	2175	MNRR	2150	DSR	1890	CTI	150	0
	2190	MNRR	2714	DSR	2045	CTI	432	0
	2250	MNRR	1677	CTI	810	DSR	644	0
	2251	MNRR	1810	DSR	1036	CTI	310	0
	2252	MNRR	1875	CTI	1416	DSR	459	0
	2253	MNRR	1626	DSR	819	DMW	591	0
	2254	MNRR	829	DSR	587	CTI	140	0
	2255	MNRR	1658	DSR	1224	CTI	166	0
	2256	MNRR	1378	DSR	931	CTI	344	0
	2257	MNRR	638	DSR	395	CTI	166	0
	2258	MNRR	1314	DSR	1122	CTI	102	0
	2259	MNRR	1620	DSR	1288	CTI	332	0
	2290	MNRR	1881	DSR	1274	DMW	440	0
	2297	MNRR	1799	DSR	1703	DMW	69	0

**Other NEC Corridor Routes**

Northeast Regional	Train	Host	Total Delay	Category 1	Minutes	Category 2	Minutes	MM&C Allowance
Richmond / Newport News/Norfolk <sup>d</sup>	194	CSX	1711	DSR	459	FTI	457	0
		MNRR	413	CTI	203	DSR	123	0
	195	CSX	1512	FTI	412	PTI	369	0
		MNRR	1324	CTI	671	DSR	530	0
	66	CSX	1211	DSR	430	FTI	305	0
		MNRR	177	DSR	89	RTE	34	0
	67	CSX	2061	PTI	519	FTI	465	0
		MNRR	349	DSR	173	CTI	137	0
	71	CSX	627	FTI	240	RTE	137	0
		NS	173	DCS	156	RTE	16	0
	82	CSX	1262	FTI	556	RTE	330	0
		MNRR	1202	DSR	690	CTI	321	0
	83	CSX	2213	CTI	642	DSR	569	0
		MNRR	1964	CTI	1538	DSR	330	0
	84	CSX	1809	FTI	543	PTI	370	0
	85	CSX	1030	RTE	233	DSR	206	0
	86	CSX	1079	DSR	302	DCS	230	0
		MNRR	1833	DSR	1563	CTI	144	0
	87	CSX	556	DCS	168	FTI	136	0
	88	CSX	1867	DBS	495	FTI	447	0
		MNRR	659	DSR	400	CTI	111	0
		NS	9	RTE	9	-	-	0
	93	CSX	1170	CTI	405	DSR	216	0
		MNRR	1759	CTI	1448	DSR	156	0
	94	CSX	2281	DSR	558	RTE	427	0
		MNRR	1926	CTI	1773	DCS	92	0

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

Service	Train	Host	2nd Quarter FY 2015					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		<b>2355</b>	DSR	673	FTI	563	0
		MNRR		<b>1634</b>	DSR	766	CTI	551	0
	99	CSX		<b>1122</b>	DSR	496	DCS	168	0
		MNRR		<b>1071</b>	DSR	757	DMW	166	0
	125	CSX		<b>2057</b>	FTI	560	CTI	544	0
		NS		287	RTE	121	DCS	81	0
	157	CSX		657	RTE	232	FTI	162	0
		NS		88	DCS	88	-	-	0
	164	CSX		<b>987</b>	FTI	300	RTE	253	0
		MNRR		<b>998</b>	CTI	456	DSR	450	0
	174	CSX		<b>1620</b>	FTI	524	RTE	334	0
		MNRR		<b>952</b>	CTI	605	DSR	122	0
		NS		154	RTE	88	DCS	45	0
Lynchburg <sup>e</sup>	145	NS		293	FTI	136	DSR	70	0
	147	MNRR		<b>1726</b>	CTI	702	DMW	679	0
		NS		302	FTI	245	DSR	49	0
	156	NS		243	DCS	82	FTI	65	0
	171	MNRR		<b>2340</b>	DSR	1604	CTI	376	0
		NS		368	FTI	167	DSR	84	0
	176	MNRR		<b>1265</b>	CTI	905	DSR	215	0
		NS		235	FTI	61	DCS	57	0
All Other Northeast Regional	132	MNRR		<b>1339</b>	CTI	944	DCS	217	0
	135	MNRR		<b>1669</b>	CTI	1367	DCS	179	0
	136	MNRR		<b>1703</b>	DSR	948	CTI	481	0
	137	MNRR		<b>2198</b>	CTI	1626	DSR	385	0
	139	MNRR		867	CTI	561	DSR	204	0
	140	MNRR		708	CTI	523	DSR	86	0
	141	MNRR		<b>1199</b>	CTI	914	DSR	205	0
	143	MNRR		659	DSR	289	CTI	265	0
	146	MNRR		833	DSR	786	DCS	48	0
	148	MNRR		<b>2354</b>	CTI	1839	DSR	262	0
	150	MNRR		<b>1478</b>	DSR	1071	DMW	160	0
	160	MNRR		<b>1275</b>	CTI	696	DMW	326	0
	161	MNRR		<b>1385</b>	DSR	782	CTI	308	0
	162	MNRR		<b>1884</b>	DSR	1047	DMW	425	0
	163	MNRR		<b>1262</b>	DSR	530	DMW	357	0
	165	MNRR		<b>1020</b>	CTI	364	DSR	325	0
	166	MNRR		893	DSR	702	PTI	102	0
	167	MNRR		310	CTI	214	DSR	95	0
	168	MNRR		<b>1560</b>	CTI	1369	DCS	190	0
	169	MNRR		536	CTI	302	DSR	135	0
	170	MNRR		850	DSR	342	CTI	320	0
	172	MNRR		<b>2023</b>	DSR	1241	CTI	206	0
	173	MNRR		<b>2025</b>	CTI	982	DSR	842	0
	175	MNRR		<b>3327</b>	CTI	2393	DSR	461	0
	177	MNRR		610	CTI	313	DSR	235	0
	178	MNRR		<b>1466</b>	CTI	841	DSR	354	0
	179	MNRR		754	CTI	446	DSR	179	0
	190	MNRR		<b>2839</b>	DSR	1764	CTI	936	0

**Non-NEC Corridor Routes**

Capitol Corridor	520	UP		426	PTI	125	RTE	105	0
	521	UP		522	RTE	109	CTI	98	0
	522	UP		530	DSR	185	PTI	87	0
	523	UP		401	PTI	89	CTI	89	0
	524	UP		553	DSR	144	PTI	112	0
	525	UP		226	DCS	87	DSR	45	0
	526	UP		763	PTI	252	DCS	219	0
	527	UP		868	PTI	401	RTE	187	0
	528	UP		758	DCS	197	PTI	150	0
	529	UP		612	FTI	162	RTE	118	0
	530	UP		784	PTI	146	DSR	137	0
	531	UP		860	PTI	394	DMW	140	0
	532	UP		560	RTE	173	DMW	110	0
	533	UP		790	DCS	249	PTI	191	0
	534	UP		493	DSR	129	DCS	122	0
	535	UP		742	RTE	153	DMW	128	0
	536	UP		576	RTE	149	FTI	104	0
	537	UP		854	PTI	307	DMW	112	0
	538	UP		409	PTI	116	DSR	88	0
	540	UP		461	PTI	158	DSR	124	0

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

Service	Train	Host	2nd Quarter FY 2015					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>						
	541	UP	434	PTI	170	DSR	100	0	
	542	UP	433	PTI	113	DSR	89	0	
	543	UP	602	PTI	229	DCS	128	0	
	544	UP	375	RTE	113	DSR	68	0	
	545	UP	338	DSR	153	PTI	59	0	
	546	UP	581	DSR	152	RTE	151	0	
	547	UP	575	PTI	337	DSR	78	0	
	548	UP	925	DSR	284	PTI	217	0	
	549	UP	496	RTE	121	PTI	121	0	
	551	UP	621	DSR	163	RTE	143	0	
	720	UP	780	DMW	221	DCS	172	0	
	723	UP	299	RTE	112	FTI	70	0	
	724	UP	1010	PTI	457	DMW	313	0	
	727	UP	508	PTI	158	FTI	112	0	
	728	UP	596	DCS	163	DMW	120	0	
	729	UP	733	DCS	251	RTE	163	0	
	732	UP	531	PTI	155	RTE	106	0	
	733	UP	774	PTI	348	DMW	221	0	
	734	UP	438	RTE	131	DCS	115	0	
	736	UP	449	DMW	159	RTE	135	0	
	737	UP	350	PTI	158	DMW	70	0	
	738	UP	454	PTI	150	DCS	118	0	
	741	UP	901	PTI	553	DMW	163	0	
	742	UP	419	PTI	119	FTI	94	0	
	743	UP	1029	PTI	799	DSR	59	0	
	744	UP	487	PTI	160	DBS	112	0	
	745	UP	180	PTI	82	DCS	41	0	
	746	UP	515	DMW	159	DSR	139	0	
	747	UP	420	PTI	209	RTE	86	0	
	748	UP	588	DSR	257	RTE	200	0	
	749	UP	315	RTE	102	DSR	69	0	
	751	UP	879	DMW	311	DSR	192	0	
	Carolinian	79	CSX	1540	PTI	473	FTI	461	0
			NS	690	FTI	239	DSR	163	0
		80	CSX	1390	FTI	535	DSR	233	0
			NS	672	FTI	235	DCS	155	0
	Cascades	500	BNSF	1910	DSR	539	FTI	511	0
			UP	1618	PTI	663	FTI	490	0
		501	BNSF	2327	FTI	812	DSR	479	0
		503	UP	1049	FTI	326	PTI	309	0
		505	UP	1040	FTI	470	PTI	211	0
		506	BNSF	1322	FTI	367	PTI	335	0
		507	BNSF	1021	FTI	319	PTI	276	0
			UP	1848	FTI	693	PTI	509	0
		508	BNSF	895	DSR	339	FTI	271	0
		509	BNSF	1123	DSR	374	FTI	352	0
		510	BNSF	2107	FTI	844	PTI	515	0
		513	BNSF	1775	FTI	582	DSR	455	0
		516	BNSF	1392	FTI	458	DSR	401	0
517		BNSF	1604	DSR	469	FTI	454	0	
Downeaster	680	MBTA	3193	CTI	2882	DSR	162	0	
		PanAm	1432	DSR	1136	FTI	282	0	
	681	MBTA	5226	PTI	3852	CTI	599	0	
		PanAm	1364	DSR	1122	PTI	94	0	
	682	MBTA	1706	CTI	616	DCS	611	0	
		PanAm	1567	DSR	848	FTI	369	0	
	683	MBTA	2488	CTI	1453	DSR	696	0	
		PanAm	2215	DSR	1336	DCS	352	0	
	684	MBTA	2554	CTI	1692	DSR	465	0	
		PanAm	3049	PTI	1818	DSR	721	0	
	685	MBTA	2404	CTI	817	DSR	552	0	
		PanAm	2067	DSR	1093	FTI	371	0	
686	MBTA	3244	CTI	1578	DCS	664	0		
	PanAm	1355	DSR	996	DCS	231	0		

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

Service	Train	Host	2nd Quarter FY 2015					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>					
	687	MBTA	3102	CTI	2404	DCS	379	0
		PanAm	2746	PTI	1082	DSR	911	0
	688	MBTA	1940	CTI	828	DSR	409	0
		PanAm	2781	PTI	1621	DSR	854	0
	689	MBTA	2386	DSR	919	CTI	817	0
		PanAm	2568	DSR	1256	FTI	763	0
	690	MBTA	2050	CTI	1540	DSR	255	0
		PanAm	1223	DSR	916	FTI	130	0
	691	MBTA	2797	CTI	1342	DSR	718	0
		PanAm	1756	DSR	980	PTI	288	0
	692	MBTA	5338	PTI	2466	CTI	1738	0
		PanAm	1458	DCS	699	DSR	615	0
	693	MBTA	1205	DCS	451	CTI	392	0
		PanAm	1953	DSR	1027	DCS	598	0
	694	MBTA	813	DSR	255	RTE	255	0
		PanAm	2567	PTI	1144	DSR	921	0
	695	MBTA	1616	PTI	633	DSR	501	0
		PanAm	1515	DSR	1050	PTI	278	0
	696	MBTA	1264	DCS	353	DSR	294	0
		PanAm	1553	DSR	1037	FTI	386	0
697	MBTA	1049	FTI	350	DCS	350	0	
	PanAm	2716	PTI	1390	DSR	963	0	
698	MBTA	2459	DSR	764	CTI	725	0	
	PanAm	2448	PTI	1533	DSR	676	0	
699	MBTA	1127	DSR	813	DCS	314	0	
	PanAm	1736	DSR	1109	FTI	338	0	
<b>Empire Corridor</b>								
Adirondack	68	CN	1766	DSR	546	DMW	447	0
		CP	1150	PTI	333	DSR	246	0
		Amtrak	630	PTI	331	DCS	157	0
		MNRR	1349	CTI	514	DCS	390	0
	69	CN	3398	FTI	1278	DSR	914	0
		CP	1429	PTI	771	DCS	236	0
		Amtrak	895	DCS	327	PTI	308	0
		MNRR	896	CTI	349	DSR	182	0
Maple Leaf	63	CSX	2239	FTI	836	DSR	546	0
		Amtrak	1193	PTI	429	DCS	341	0
		MNRR	1056	CTI	442	DSR	255	0
	64	CSX	2570	FTI	1122	DSR	592	0
	Amtrak	1110	PTI	793	DCS	156	0	
	MNRR	991	CTI	675	PTI	119	0	
New York - Albany <sup>f</sup>	230	Amtrak	164	DCS	56	RTE	40	0
		MNRR	1275	DSR	484	RTE	327	0
	232	Amtrak	306	DSR	81	CTI	77	0
		MNRR	998	CTI	569	DSR	306	0
	233	Amtrak	791	RTE	250	PTI	182	0
		MNRR	1344	CTI	409	DMW	307	0
	234	Amtrak	299	DCS	114	DSR	100	0
		MNRR	1613	CTI	1310	DSR	187	0
	235	Amtrak	603	PTI	233	DCS	127	0
		MNRR	504	DSR	196	CTI	162	0
	236	Amtrak	602	DCS	295	DSR	104	0
		MNRR	610	CTI	258	DSR	109	0
	237	Amtrak	457	PTI	177	DCS	157	0
		MNRR	1215	CTI	928	DSR	168	0
	238	Amtrak	865	PTI	402	RTE	173	0
		MNRR	1032	CTI	372	DSR	219	0
239	Amtrak	589	RTE	184	PTI	148	0	
	MNRR	2136	CTI	1688	DSR	222	0	
241	Amtrak	400	DCS	169	RTE	92	0	
	MNRR	801	CTI	296	DSR	284	0	
242	Amtrak	758	PTI	282	DMW	157	0	
	MNRR	921	CTI	380	DSR	364	0	
243	Amtrak	472	DCS	233	DSR	85	0	
	MNRR	625	CTI	284	DSR	181	0	
244	Amtrak	920	PTI	411	DCS	284	0	
	MNRR	1690	CTI	794	PTI	317	0	

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

Service	Train	Host	2nd Quarter FY 2015					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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New York - Niagara Falls	245	Amtrak	300	DCS	189	RTE	48	0
		MNRR	847	CTI	404	DCS	342	0
	250	Amtrak	283	DCS	106	DSR	102	0
		MNRR	351	DSR	188	CTI	115	0
	252	Amtrak	131	DSR	69	DCS	31	0
		MNRR	785	CTI	285	DSR	216	0
	253	Amtrak	250	DCS	131	RTE	49	0
		MNRR	769	DSR	309	DMW	225	0
	254	Amtrak	597	DCS	316	PTI	149	0
		MNRR	774	CTI	437	DSR	168	0
	255	Amtrak	529	PTI	435	DSR	57	0
		MNRR	1244	CTI	725	DSR	242	0
	256	Amtrak	412	DCS	237	RTE	88	0
		MNRR	527	RTE	247	CTI	123	0
	259	Amtrak	188	RTE	66	CTI	45	0
		MNRR	696	DSR	304	RTE	173	0
	261	Amtrak	140	DSR	68	DCS	47	0
		MNRR	487	DSR	222	CTI	141	0
	280	CSX	1821	DSR	756	FTI	453	0
		Amtrak	725	DCS	257	PTI	181	0
		MNRR	1646	CTI	982	RTE	227	0
	281	CSX	2197	FTI	845	DSR	503	0
		Amtrak	1092	PTI	437	DCS	237	0
		MNRR	1612	CTI	555	RTE	361	0
283	CSX	1810	FTI	791	DSR	505	0	
	Amtrak	893	PTI	372	RTE	246	0	
	MNRR	1295	CTI	497	DSR	254	0	
284	CSX	2135	FTI	727	DSR	703	0	
	Amtrak	881	PTI	449	DCS	136	0	
	MNRR	1299	CTI	605	RTE	225	0	
288	CSX	1763	FTI	626	DSR	606	0	
	Amtrak	725	PTI	414	DSR	146	0	
	MNRR	1133	RTE	269	CTI	269	0	
Ethan Allen Express	290	CP	1185	DCS	634	DSR	313	0
	Amtrak	1529	PTI	874	DCS	331	0	
	MNRR	977	CTI	322	RTE	217	0	
	VTR	279	FTI	223	DCS	49	981	
291	CP	1076	DCS	334	FTI	235	0	
	Amtrak	834	PTI	415	DCS	219	0	
	MNRR	1174	CTI	677	DSR	287	0	
	VTR	141	DCS	141	-	-	805	
292	CP	5570	PTI	4884	DCS	520	0	
	Amtrak	1045	DCS	436	RTE	268	0	
	MNRR	1643	CTI	1120	DSR	199	0	
	VTR	0	-	-	-	-	448	
293	CP	1610	FTI	1469	DSR	141	0	
	Amtrak	781	DCS	572	PTI	116	0	
	MNRR	2017	CTI	1570	RTE	290	0	
	VTR	0	-	-	-	-	966	
296	CP	4426	PTI	2551	DCS	831	0	
	Amtrak	969	PTI	711	DSR	115	0	
	MNRR	706	CTI	247	DMW	157	0	
	VTR	1166	RTE	986	DCS	179	483	
Heartland Flyer	821	BNSF	1916	DSR	1116	FTI	677	0
	822	BNSF	2098	DSR	1092	FTI	882	0
Hiawatha	329	CP	331	FTI	133	DCS	70	0
	Metra	898	CTI	543	DCS	138	0	
330	CP	303	DCS	169	FTI	49	0	
	Metra	3151	CTI	3045	DCS	71	0	
331	CP	184	FTI	84	DCS	36	0	
	Metra	1416	CTI	971	DCS	231	0	
332	CP	426	FTI	156	DMW	152	0	
	Metra	1714	CTI	731	FTI	470	0	
333	CP	315	FTI	143	DCS	68	0	
	Metra	1201	CTI	452	DCS	337	0	
334	CP	422	FTI	165	DMW	118	0	
	Metra	989	DCS	326	CTI	283	0	
335	CP	225	FTI	90	DCS	56	0	
	Metra	1190	CTI	602	PTI	194	0	
336	CP	688	FTI	294	DCS	188	0	
	Metra	1187	CTI	461	DCS	362	0	

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

Service	Train	Host	2nd Quarter FY 2015					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>						
	337	CP	278	PTI	105	FTI	83	0	
		Metra	1318	FTI	513	CTI	477	0	
	338	CP	423	FTI	240	DCS	84	0	
		Metra	2019	CTI	1157	OTH	361	0	
	339	CP	234	DCS	111	FTI	71	0	
		Metra	2944	CTI	2492	OTH	214	0	
	340	CP	535	FTI	195	DCS	195	0	
		Metra	2079	CTI	1273	DCS	462	0	
	341	CP	485	DCS	309	FTI	83	0	
		Metra	1460	CTI	1155	DCS	149	0	
	342	CP	306	FTI	132	DCS	123	0	
		Metra	1970	CTI	1469	OTH	175	0	
	Hoosier State	850	CSX	1355	FTI	706	DCS	412	0
		851	CSX	1299	DCS	548	FTI	459	0
<b>Illinois</b>									
Carl Sandburg / Illinois Zephyr	380	BNSF	548	DSR	160	FTI	119	0	
	381	BNSF	469	DSR	135	RTE	107	0	
	382	BNSF	595	RTE	178	DSR	166	0	
	383	BNSF	678	FTI	213	DSR	149	0	
Illini / Saluki	390	CN	1224	FTI	516	DCS	452	0	
	391	CN	1697	DCS	816	FTI	496	0	
	392	CN	1958	DCS	827	FTI	655	0	
	393	CN	1280	FTI	644	DCS	408	0	
Lincoln Service	300	CN	1904	FTI	877	DCS	365	0	
		UP	1001	PTI	321	FTI	287	0	
	301	CN	1488	FTI	495	DCS	465	0	
		UP	1314	PTI	610	FTI	241	0	
	302	CN	2226	FTI	1027	DSR	455	0	
		UP	1606	PTI	759	FTI	352	0	
	303	CN	1694	FTI	774	DCS	332	0	
		UP	1256	PTI	465	FTI	262	0	
	304	CN	1865	FTI	989	DCS	388	0	
		UP	1016	PTI	553	DCS	150	0	
	305	CN	1156	FTI	571	DSR	260	0	
		UP	1202	PTI	409	DCS	232	0	
	306	CN	1692	FTI	832	DCS	371	0	
		UP	1201	PTI	757	FTI	163	0	
307	CN	784	FTI	470	DCS	171	0		
	UP	916	FTI	320	PTI	195	0		
<b>Michigan</b>									
Blue Water	364	Amtrak	203	PTI	108	DCS	46	0	
		CN	743	FTI	557	DCS	145	0	
		MIDOT	136	RTE	91	DCS	35	0	
		NS	4496	FTI	2608	PTI	760	1671	
	365	Amtrak	693	PTI	481	DCS	101	0	
		CN	830	FTI	592	DCS	101	0	
		MIDOT	657	DCS	222	PTI	167	0	
		NS	4284	FTI	1520	DSR	931	1671	
Pere Marquette	370	CSX	729	DSR	220	RTE	189	0	
		NS	3379	FTI	1757	DSR	708	1671	
	371	CSX	669	FTI	187	DSR	181	0	
		NS	5156	FTI	1537	PTI	1402	1671	

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

Service	Train	Host	2nd Quarter FY 2015					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>					
Wolverine	350	Amtrak	903	PTI	692	DCS	91	0
		CN	1765	DSR	834	FTI	591	0
		MIDOT	1572	DSR	836	PTI	492	0
		NS	4039	FTI	3045	DSR	431	1671
	351	Amtrak	1040	PTI	573	DBS	259	0
		CN	1945	DSR	746	FTI	658	0
		MIDOT	1052	DSR	793	DCS	253	0
		NS	4844	PTI	1433	FTI	1291	1671
	352	Amtrak	553	PTI	385	DCS	72	0
		CN	2138	DSR	1036	FTI	621	0
		MIDOT	1651	DSR	823	PTI	587	0
		NS	5456	FTI	2748	DSR	883	1671
	353	Amtrak	1064	PTI	724	DCS	127	0
		CN	1811	FTI	625	DSR	432	0
		MIDOT	1366	DSR	787	PTI	272	0
		NS	4933	FTI	3242	DCS	594	1671
	354	Amtrak	518	PTI	272	RTE	121	0
		CN	1954	DSR	1459	DCS	214	0
		MIDOT	1453	DSR	936	PTI	312	0
		NS	4207	FTI	2019	DSR	828	1671
	355	Amtrak	324	PTI	149	DCS	137	0
		CN	2411	DSR	826	PTI	528	0
		MIDOT	2432	PTI	1201	DSR	873	0
		NS	3459	FTI	1771	DCS	628	1671
	359	Amtrak	1211	DCS	757	PTI	454	0
		CN	0	-	-	-	-	0
		MIDOT	1681	PTI	768	DCS	720	0
		NS	3599	PTI	1414	FTI	1285	0
Kansas City - St. Louis	311	UP	431	FTI	176	DMW	68	0
	313	UP	439	FTI	171	PTI	147	0
	314	UP	874	FTI	697	DCS	72	0
	316	UP	693	FTI	316	PTI	205	0
Pacific Surfliner	562	BNSF	434	CTI	140	DSR	134	0
		SCRRA	1238	PTI	749	CTI	379	0
		SDNRR	1780	CTI	880	DSR	404	0
	564	BNSF	848	DSR	331	DCS	202	0
		SCRRA	1434	PTI	953	CTI	391	0
		SDNRR	1098	DSR	336	PTI	320	0
	565	BNSF	1049	DSR	326	FTI	212	0
		SCRRA	372	CTI	141	RTE	97	0
		SDNRR	1015	CTI	423	DSR	392	0
	566	BNSF	910	FTI	320	DSR	253	0
		SCRRA	2615	PTI	2203	CTI	148	0
		SDNRR	1353	DSR	475	PTI	453	0
	567	BNSF	813	DSR	315	RTE	219	0
		SCRRA	395	PTI	251	DCS	46	0
		SDNRR	1775	PTI	849	DSR	536	0
	572	BNSF	856	DSR	296	DCS	270	0
		SCRRA	1544	PTI	1216	DCS	148	0
		SDNRR	1354	PTI	482	CTI	423	0
	573	BNSF	1077	DSR	434	DCS	303	0
		SCRRA	302	DCS	145	CTI	86	0
		SDNRR	2004	PTI	1000	DSR	494	0
	579	BNSF	963	DCS	362	DSR	222	0
		SCRRA	342	CTI	244	DCS	64	0
		SDNRR	1525	PTI	842	DSR	522	0
	580	BNSF	591	DSR	272	RTE	167	0
		SCRRA	774	PTI	509	CTI	190	0
		SDNRR	1166	CTI	656	DSR	413	0
	582	BNSF	667	DSR	196	RTE	196	0
		SCRRA	2855	PTI	2083	CTI	511	0
		SDNRR	1372	CTI	547	DSR	366	0
	583	BNSF	1085	FTI	501	CTI	150	0
		SCRRA	1530	PTI	1111	CTI	219	0
SDNRR		1009	CTI	447	DSR	433	0	

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

Service	Train	Host	2nd Quarter FY 2015					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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591	BNSF		868	RTE	258	FTI	248	0
	SCRRA		146	CTI	52	RTE	38	0
	SDNRR		1192	PTI	471	DSR	468	0
595	BNSF		1023	FTI	336	DMW	227	0
	SCRRA		226	FTI	82	DCS	80	0
	SDNRR		1124	DSR	451	PTI	442	0
761	SCRRA		1545	PTI	964	CTI	475	0
	UP		1381	PTI	441	DMW	407	0
763	BNSF		1344	DCS	594	DSR	305	0
	SCRRA		510	PTI	208	CTI	114	0
	SDNRR		1019	CTI	425	DSR	390	0
	UP		1460	PTI	1054	DSR	130	0
768	BNSF		811	DCS	372	DSR	160	0
	SCRRA		1246	PTI	694	DCS	316	0
	SDNRR		1285	PTI	520	DSR	390	0
	UP		227	DCS	120	DSR	100	0
769	BNSF		1783	RTE	527	DMW	419	0
	SCRRA		354	CTI	109	DCS	84	0
	SDNRR		2185	PTI	1002	DSR	637	0
	UP		1632	PTI	963	FTI	325	0
774	BNSF		630	DSR	269	RTE	171	0
	SCRRA		866	PTI	477	CTI	172	0
	SDNRR		1057	PTI	503	DSR	331	0
	UP		1101	PTI	588	DMW	219	0
777	BNSF		941	DSR	289	RTE	248	0
	SCRRA		527	PTI	247	CTI	170	0
	SDNRR		2248	PTI	1483	DSR	438	0
	UP		1080	PTI	729	FTI	148	0
784	BNSF		724	CTI	233	DSR	191	0
	SCRRA		1477	CTI	1163	PTI	198	0
	SDNRR		1046	DSR	396	CTI	396	0
	UP		937	PTI	472	FTI	217	0
785	BNSF		941	FTI	310	DSR	243	0
	SCRRA		903	PTI	535	CTI	190	0
	SDNRR		2346	CTI	891	PTI	852	0
	UP		401	PTI	127	DSR	115	0
790	BNSF		775	DSR	266	DBS	214	0
	SCRRA		2060	CTI	1761	FTI	108	0
	SDNRR		895	DSR	436	PTI	320	0
	UP		1094	PTI	539	DSR	118	0
796	BNSF		884	RTE	238	DCS	212	0
	SCRRA		875	PTI	561	CTI	78	0
	SDNRR		788	DSR	366	FTI	342	0
	UP		596	CTI	175	PTI	113	0
1761	SCRRA		554	PTI	398	CTI	62	0
	UP		875	PTI	482	DCS	204	0
1790	BNSF		1395	CTI	448	DCS	413	0
	SCRRA		156	DCS	63	CTI	31	0
	SDNRR		980	DSR	567	PTI	302	0
	UP		1177	PTI	716	DCS	178	0

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

Service	Train	Host	2nd Quarter FY 2015					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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Pennsylvanian	42	NS		740	FTI	269	RTE	168	0
	43	NS		543	FTI	296	RTE	115	0
Piedmont	73	NS		632	FTI	169	DSR	162	0
	74	NS		727	FTI	233	DSR	197	0
	75	NS		1029	FTI	412	DSR	192	0
	76	NS		765	PTI	244	FTI	207	0
San Joaquin	701	BNSF		1325	FTI	511	PTI	416	0
		UP		1323	FTI	569	DMW	239	0
	702	BNSF		1525	FTI	579	PTI	512	0
		UP		895	FTI	667	DCS	162	0
	703	BNSF		1029	PTI	529	FTI	305	0
		UP		1282	RTE	609	FTI	419	0
	704	BNSF		868	PTI	281	FTI	253	0
		UP		1004	FTI	439	DCS	291	0
	711	BNSF		862	FTI	336	DSR	259	0
		UP		979	PTI	541	DMW	215	0
	712	BNSF		1409	FTI	511	PTI	478	0
		UP		790	DCS	246	PTI	243	0
	713	BNSF		1335	PTI	576	FTI	359	0
		UP		1398	PTI	790	DMW	408	0
	714	BNSF		1005	FTI	393	DSR	249	0
		UP		776	PTI	335	FTI	106	0
	715	BNSF		1000	PTI	416	FTI	272	0
		UP		1308	PTI	837	DMW	163	0
716	BNSF		989	FTI	348	PTI	333	0	
	UP		779	DMW	278	PTI	219	0	
717	BNSF		1043	PTI	397	FTI	312	0	
	UP		1131	PTI	530	DCS	324	0	
718	BNSF		843	FTI	352	PTI	283	0	
	UP		1163	PTI	776	DMW	106	0	
Vermont	54	MNRR		690	CTI	240	DMW	216	0
		NECR		558	DSR	288	FTI	143	0
	55	MNRR		2735	CTI	1342	DSR	982	0
		NECR		652	DSR	332	DCS	122	0
	56	MNRR		1979	DSR	884	CTI	417	0
		NECR		526	DSR	277	DCS	84	0
	57	MNRR		1041	DSR	776	CTI	148	0
		NECR		437	DSR	290	DCS	82	0

**Long Distance Routes**

Auto Train	52	CSX		1190	FTI	398	DSR	338	0
		CFRC		1097	DCS	594	CTI	179	0
	53	CSX		1466	FTI	571	DSR	401	0
		CFRC		1284	CTI	745	DCS	442	0
California Zephyr	5	BNSF		971	DSR	328	FTI	266	0
		UP		674	FTI	245	DCS	143	0
	6	BNSF		947	DSR	356	FTI	298	0
		UP		662	FTI	237	DCS	135	0
Cardinal	50	BBrRR		1704	FTI	1010	PTI	472	0
		CSX		1255	FTI	604	DSR	279	0
		NS		651	PTI	262	CTI	153	0
	51	BBrRR		786	PTI	587	DSR	64	0
CSX			1210	FTI	475	DCS	322	0	
NS			833	PTI	274	DSR	258	0	
Capitol Limited	29	CSX		1402	FTI	833	DCS	241	0
		NS		2487	FTI	1527	RTE	283	0
	30	CSX		1592	FTI	531	DSR	349	0
		NS		1948	FTI	1093	RTE	369	0
City of New Orleans	58	CN		1362	FTI	552	DSR	352	0
	59	CN		1448	FTI	689	DSR	403	0
Coast Starlight	11	BNSF		1506	FTI	596	DSR	330	0
		SCRRA		2318	CTI	1067	PTI	1010	0
		UP		957	PTI	364	FTI	262	0
	14	BNSF		731	FTI	252	DSR	244	0
		SCRRA		2403	PTI	1732	CTI	338	0
		UP		917	PTI	250	FTI	247	0
Crescent	19	NS		1136	FTI	558	DSR	255	0
	20	NS		1081	FTI	517	DSR	250	0

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

Service	Train	Host	2nd Quarter FY 2015						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>						
Empire Builder	27	BNSF	833	FTI	420	DSR	262	0	
	28	BNSF	595	FTI	283	DSR	200	0	
	7	BNSF	953	DSR	400	FTI	353	0	
		CP	663	FTI	277	DSR	149	0	
		Metra	1230	CTI	953	DMW	67	0	
	8	BNSF	1042	FTI	445	DSR	395	0	
CP		817	FTI	285	DSR	182	0		
Metra		2874	CTI	1826	DMW	624	0		
Lake Shore Ltd	448	CSX	2024	FTI	556	PTI	553	0	
	449	CSX	2827	FTI	967	DCS	700	0	
	48	CSX	1910	FTI	889	DSR	491	0	
		MNRR	1615	CTI	891	RTE	279	0	
		NS	2176	FTI	1278	DSR	261	0	
	49	CSX	1744	FTI	765	DSR	333	0	
MNRR		1333	CTI	520	DSR	359	0		
NS		2198	FTI	1411	PTI	267	0		
Palmetto	89	CSX	1090	FTI	366	PTI	235	0	
	90	CSX	752	FTI	330	PTI	153	0	
Silver Meteor	97	CSX	952	FTI	341	DSR	232	0	
		CFRC	1087	PTI	375	DCS	282	0	
		Fla DOT	1186	CTI	606	PTI	259	0	
	98	CSX	1011	FTI	334	DSR	259	0	
		CFRC	1603	CTI	546	PTI	461	0	
		Fla DOT	669	DCS	280	DSR	129	0	
Silver Star	91	CSX	1431	FTI	487	DSR	335	0	
		CFRC	1603	CTI	546	PTI	461	0	
		Fla DOT	1122	CTI	746	DCS	180	0	
		NS	1636	PTI	1183	DSR	147	0	
	92	CSX	1152	DSR	319	FTI	315	0	
		CFRC	878	PTI	286	DSR	210	0	
Southwest Chief	3	BNSF	672	DSR	340	FTI	123	0	
		NMDOT	2633	CTI	1290	DSR	874	0	
	4	BNSF	899	DSR	347	FTI	174	0	
		NMDOT	1720	DSR	849	CTI	308	0	
	Sunset Limited	1	BNSF	986	DSR	686	DMW	167	0
			UP	1439	FTI	731	DSR	370	0
2	BNSF	883	DSR	571	DCS	153	0		
	UP	1737	FTI	836	DSR	361	0		
Texas Eagle	21	BNSF	1959	DSR	854	OTH	613	0	
		CN	2219	FTI	1321	DCS	498	0	
		UP	2391	FTI	1164	DSR	458	0	
	22	BNSF	2004	DSR	1437	FTI	236	0	
		CN	2232	FTI	1267	DCS	489	0	
		UP	1960	FTI	605	DSR	514	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 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 standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, 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	2nd Quarter FY 2015					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	197	ENG	144	ADA	24	0
	2151	456	OTH	392	ENG	124	0
	2153	265	OTH	216	ADA	54	0
	2154	309	OTH	216	ENG	79	0
	2155	653	ENG	287	HLD	254	0
	2158	262	OTH	388	CAR	121	0
	2159	173	OTH	138	HLD	128	0
	2160	369	OTH	408	ADA	45	0
	2163	490	ENG	570	OTH	409	0
	2164	321	OTH	336	HLD	86	0
	2165	610	OTH	413	ENG	166	0
	2166	135	OTH	200	HLD	16	0
	2167	412	HLD	536	OTH	169	0
	2168	68	OTH	36	HLD	23	0
	2170	107	OTH	132	SYS	25	0
	2171	777	ENG	372	OTH	227	0
	2172	354	OTH	322	ENG	37	0
	2173	709	OTH	524	HLD	248	0
	2175	541	OTH	445	HLD	154	0
	2190	597	OTH	331	HLD	227	0
	2192	0	-	-	-	-	0
	2193	0	-	-	-	-	0
	2250	1099	OTH	839	CAR	419	0
	2251	536	OTH	471	ADA	162	0
	2252	168	ENG	101	OTH	101	0
	2253	340	OTH	196	ADA	162	0
	2254	520	OTH	436	CAR	67	0
	2255	357	OTH	446	HLD	143	0
	2256	235	OTH	235	-	-	0
	2257	1393	OTH	1000	HLD	446	0
	2258	520	OTH	570	ADA	117	0
	2259	625	OTH	446	HLD	268	0
	2290	747	SVS	671	HLD	107	0
	2297	417	OTH	258	HLD	238	0

**Other NEC Corridor Routes**

<b>Northeast Regional</b>							
Richmond / Newport News/Norfolk <sup>d</sup>	66	447	HLD	248	OTH	244	0
	67	581	OTH	320	ENG	198	0
	71	315	HLD	155	OTH	151	0
	82	193	OTH	176	HLD	131	0
	83	973	ENG	552	HLD	340	0
	84	479	HLD	246	ENG	179	0
	85	76	HLD	55	SYS	29	0
	86	472	HLD	416	OTH	87	0
	87	154	HLD	100	SYS	72	0
	88	507	ENG	422	OTH	323	0
	93	1206	ENG	758	HLD	549	0
	94	318	HLD	161	ADA	144	0
	95	591	HLD	301	ADA	230	0
	99	614	HLD	423	OTH	254	0
	125	284	HLD	316	OTH	97	0
	157	808	OTH	672	ENG	205	0
	164	317	OTH	311	HLD	154	0
	174	344	OTH	206	HLD	114	0
	194	446	HLD	386	OTH	166	0
	195	804	OTH	349	HLD	266	0
Lynchburg <sup>e</sup>	145	710	ENG	390	HLD	343	0
	147	782	SVS	535	HLD	263	0
	156	263	HLD	230	CAR	172	0
	171	372	HLD	255	OTH	117	0
	176	380	HLD	199	OTH	148	0

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

Service	Train	2nd Quarter FY 2015					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>					
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Service	Train	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance <sup>c</sup>
All Other Northeast Regional	132	889	OTH	805	HLD	252	0
	135	1293	OTH	884	HLD	289	0
	136	466	OTH	615	ADA	75	0
	137	580	OTH	387	HLD	164	0
	139	768	HLD	250	OTH	250	0
	140	535	OTH	344	HLD	216	0
	141	1278	OTH	949	SVS	945	0
	143	2823	OTH	1794	SVS	1310	0
	146	549	HLD	336	OTH	290	0
	148	424	OTH	640	HLD	71	0
	150	312	OTH	312	HLD	64	0
	160	1294	ENG	495	CAR	384	0
	161	2253	CON	1156	OTH	1054	0
	162	615	OTH	583	HLD	224	0
	163	1395	CON	867	OTH	595	0
	165	2920	ENG	1920	OTH	491	0
	166	134	OTH	201	HLD	67	0
	167	1834	OTH	990	SYS	844	0
	168	2761	ENG	1754	OTH	885	0
	169	578	OTH	485	HLD	340	0
170	1179	OTH	820	ENG	718	0	
172	867	ENG	494	OTH	331	0	
173	1035	OTH	830	ADA	446	0	
175	878	ENG	765	OTH	490	0	
177	2336	OTH	1852	ENG	644	0	
178	983	OTH	522	ENG	294	0	
179	1225	OTH	645	SYS	238	0	
190	727	OTH	941	ENG	112	0	

**Non-NEC Corridor Routes**

Service	Train	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance <sup>c</sup>
Capitol Corridor	520	177	HLD	66	ENG	54	0
	521	558	OTH	664	HLD	82	0
	522	355	HLD	100	OTH	92	0
	523	427	OTH	526	HLD	155	0
	524	447	ADA	230	OTH	204	0
	525	371	HLD	264	OTH	176	0
	526	369	OTH	206	HLD	134	0
	527	679	OTH	589	HLD	271	0
	528	207	ITI	318	OTH	103	0
	529	302	OTH	161	HLD	137	0
	530	352	HLD	186	CAR	134	0
	531	284	OTH	290	ITI	111	0
	532	298	HLD	138	OTH	122	0
	533	544	OTH	413	HLD	123	0
	534	358	ENG	155	HLD	129	0
	535	501	OTH	537	ADA	124	0
	536	628	ENG	177	ADA	175	0
	537	550	OTH	494	SYS	185	0
	538	178	OTH	94	HLD	82	0
	540	280	CON	206	SYS	183	0
	541	275	HLD	152	SYS	149	0
	542	372	OTH	185	HLD	183	0
	543	719	OTH	692	HLD	240	0
	544	376	HLD	256	OTH	124	0
	545	177	HLD	106	ADA	51	0
	546	399	OTH	314	ITI	187	0
	547	642	OTH	655	ENG	146	0
	548	35	CAR	238	ITI	96	0
	549	446	HLD	270	OTH	256	0
	551	117	HLD	137	OTH	51	0
	720	257	ADA	103	HLD	92	0
	723	359	OTH	385	ENG	90	0
	724	292	ADA	168	HLD	101	0
727	457	OTH	419	SVS	75	0	

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

Service	Train	2nd Quarter FY 2015						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>						
	728	385	ENG	217	HLD	135	0	
	729	944	OTH	399	ENG	396	0	
	732	338	ENG	126	HLD	120	0	
	733	658	OTH	275	HLD	156	0	
	734	277	OTH	120	ADA	105	0	
	736	543	ENG	195	ADA	160	0	
	737	629	OTH	367	HLD	247	0	
	738	636	SYS	311	HLD	258	0	
	741	550	OTH	318	HLD	195	0	
	742	683	ENG	393	HLD	150	0	
	743	850	OTH	576	SYS	254	0	
	744	487	HLD	153	OTH	112	0	
	745	189	ADA	114	HLD	92	0	
	746	223	ENG	80	HLD	57	0	
	747	524	OTH	505	ADA	101	0	
	748	191	OTH	101	HLD	97	0	
	749	641	ENG	309	OTH	172	0	
	751	143	HLD	126	OTH	69	0	
Carolinian	79	521	HLD	301	ENG	174	0	
	80	511	HLD	180	SYS	159	0	
Cascades	500	248	OTH	99	ADA	71	0	
	501	376	CAR	181	ENG	94	0	
	503	155	SYS	161	OTH	39	0	
	505	161	ENG	93	CCR	34	0	
	506	199	ADA	68	ENG	45	0	
	507	179	SYS	74	ADA	51	0	
	508	179	OTH	83	HLD	58	0	
	509	222	HLD	136	ADA	79	0	
	510	47	CON	57	OTH	13	0	
	513	265	HLD	95	CCR	80	0	
	516	276	ADA	110	HLD	64	0	
	517	118	CAR	71	SYS	39	0	
Downeaster	680	405	ENG	273	HLD	84	0	
	681	968	ENG	512	ITI	288	0	
	682	311	ENG	153	ITI	128	0	
	683	506	ITI	396	ENG	102	0	
	684	28	HLD	40	CAR	26	0	
	685	52	HLD	61	-	-	0	
	686	2201	ITI	1513	ENG	768	0	
	687	2848	ITI	3369	ENG	446	0	
	688	507	OTH	292	ENG	171	0	
	689	1149	OTH	1027	ITI	414	0	
	690	100	ADA	61	HLD	39	0	
	691	152	HLD	86	ITI	59	0	
	692	107	HLD	142	ITI	76	0	
	693	175	ITI	119	HLD	106	0	
	694	52	CAR	70	HLD	52	0	
	695	124	HLD	111	ENG	24	0	
	696	390	ITI	450	OTH	60	0	
	697	105	OTH	127	HLD	17	0	
	698	142	ENG	73	OTH	40	0	
	699	335	ITI	234	OTH	37	0	
Empire Corridor								
Adirondack	68	411	ENG	150	CAR	115	0	
	69	777	ENG	248	HLD	244	0	
Maple Leaf	63	800	SVS	396	SYS	213	0	
	64	409	OTH	372	SYS	285	0	

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

Service	Train	2nd Quarter FY 2015					
		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>					
New York - Albany <sup>f</sup>	230	177	HLD	101	ENG	69	0
	232	263	CAR	138	HLD	112	0
	233	368	HLD	151	CAR	106	0
	234	377	CAR	253	ENG	142	0
	235	362	ENG	144	OTH	136	0
	236	300	CAR	137	HLD	114	0
	237	325	ITI	305	HLD	126	0
	238	432	OTH	176	ITI	140	0
	239	675	ITI	354	OTH	221	0
	241	932	ITI	604	HLD	249	0
	242	988	ENG	755	HLD	146	0
	243	350	HLD	191	ITI	153	0
	244	199	HLD	92	ITI	78	0
	245	839	ITI	454	OTH	375	0
	250	351	CAR	185	HLD	78	0
	252	362	ITI	253	ENG	63	0
	253	367	HLD	257	OTH	103	0
	254	414	HLD	227	CAR	152	0
	255	1279	SVS	605	ITI	482	0
	256	248	HLD	90	ITI	69	0
	259	138	ENG	141	OTH	60	0
	261	1004	ITI	706	OTH	187	0
New York - Niagara Falls	280	512	ENG	268	OTH	139	0
	281	497	SYS	221	HLD	146	0
	283	589	SYS	250	HLD	200	0
	284	400	SYS	196	HLD	141	0
	288	713	SYS	440	OTH	107	0
Ethan Allen Express	290	170	ENG	272	HLD	101	0
	291	574	ITI	316	HLD	143	0
	292	228	HLD	107	ITI	70	0
	293	795	ITI	400	HLD	301	0
	296	178	ENG	166	OTH	73	0
Heartland Flyer	821	500	OTH	369	SYS	194	0
	822	422	OTH	432	HLD	132	0
Hiawatha	329	1514	ENG	1023	CCR	305	0
	330	282	ENG	131	CAR	83	0
	331	1054	OTH	490	ENG	279	0
	332	856	ITI	515	OTH	301	0
	333	775	ITI	420	OTH	277	0
	334	573	OTH	489	ITI	107	0
	335	529	OTH	442	ITI	121	0
	336	357	OTH	306	HLD	97	0
	337	579	OTH	459	ITI	129	0
	338	1243	ENG	661	OTH	245	0
	339	941	ITI	683	CAR	222	0
	340	781	OTH	359	SYS	343	0
	341	1062	ITI	681	OTH	411	0
	342	1019	ITI	902	OTH	217	0
Hoosier State	850	579	OTH	322	SYS	218	0
	851	543	SYS	403	ENG	92	0

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

Service	Train	2nd Quarter FY 2015					
		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>Illinois</b>							
Carl Sandburg / Illinois Zephyr	380	471	HLD	273	ITI	142	0
	381	207	ENG	133	ITI	89	0
	382	268	HLD	188	SVS	72	0
	383	721	HLD	314	SVS	137	0
Illini / Saluki	390	743	OTH	444	SYS	185	0
	391	366	OTH	186	ADA	95	0
	392	399	OTH	268	HLD	109	0
	393	687	OTH	386	HLD	180	0
Lincoln Service	300	117	HLD	68	ENG	53	0
	301	179	ENG	83	HLD	47	0
	302	385	HLD	134	OTH	111	0
	303	188	HLD	95	ENG	60	0
	304	458	ENG	217	HLD	140	0
	305	435	HLD	148	ADA	129	1
	306	104	HLD	52	ENG	27	2
307	343	ENG	116	HLD	112	0	
<b>Michigan</b>							
Blue Water	364	650	ENG	269	CAR	204	0
	365	597	OTH	289	CAR	167	0
Pere Marquette	370	834	ITI	485	OTH	217	0
	371	840	SYS	590	HLD	205	0
Wolverine	350	567	OTH	203	ITI	163	0
	351	420	OTH	273	ENG	210	0
	352	906	OTH	411	CAR	199	0
	353	444	ENG	181	OTH	107	0
	354	1068	OTH	478	SYS	237	0
	355	605	OTH	230	SYS	162	0
	359	226	ENG	123	OTH	103	0
Kansas City - St. Louis	311	110	HLD	112	ADA	61	0
	313	60	ITI	78	HLD	50	0
	314	49	HLD	52	ADA	48	0
	316	149	HLD	101	ADA	53	0
Pacific Surfliner	562	185	ENG	106	SYS	82	0
	564	153	OTH	80	SYS	78	0
	565	467	HLD	212	ENG	159	0
	566	212	HLD	192	OTH	96	0
	567	621	HLD	427	ADA	145	0
	572	330	HLD	155	ADA	121	0
	573	542	SYS	323	ADA	157	0
	579	317	HLD	377	ENG	46	0
	580	490	OTH	245	HLD	243	0
	582	355	HLD	256	ITI	104	0
	583	424	HLD	232	ADA	148	0
	591	418	HLD	208	ITI	104	0
	595	462	HLD	397	SYS	144	0
	761	483	SYS	288	HLD	179	0
	763	324	HLD	328	ADA	78	0
	768	298	HLD	250	ADA	97	0
	769	591	HLD	418	ADA	287	0
	774	291	HLD	156	OTH	150	0
	777	221	HLD	110	ADA	104	0
784	452	HLD	414	ADA	93	0	
785	436	HLD	326	ADA	106	0	
790	486	HLD	254	ADA	199	0	
796	320	HLD	259	SYS	95	0	
1761	467	HLD	213	ADA	185	0	
1790	566	HLD	507	ADA	144	0	
Pennsylvanian	42	309	HLD	179	OTH	133	0
	43	265	HLD	191	ADA	68	0

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

Service	Train	2nd Quarter FY 2015						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>						
Piedmont	73	471	ENG	322	OTH	132	0	
	74	371	HLD	175	ADA	171	0	
	75	385	HLD	212	ADA	186	0	
	76	525	HLD	285	ADA	199	0	
San Joaquin	701	191	OTH	139	HLD	58	0	
	702	153	OTH	119	HLD	57	0	
	703	177	HLD	87	SYS	63	0	
	704	172	HLD	66	CON	60	0	
	711	214	OTH	127	ADA	81	0	
	712	648	ADA	364	HLD	236	0	
	713	463	ENG	154	SYS	109	0	
	714	255	OTH	81	SYS	81	0	
	715	397	ITI	143	HLD	139	0	
	716	238	HLD	110	ADA	81	0	
	717	436	ADA	242	HLD	208	0	
	718	264	OTH	105	HLD	81	0	
Vermont	54	357	OTH	220	HLD	161	0	
	55	956	ITI	300	SVS	243	0	
	56	388	OTH	153	SYS	120	0	
	57	583	HLD	215	SVS	206	0	

**Long Distance Routes**

Auto Train	52	164	ITI	346	SYS	77	0
	53	352	ITI	267	SYS	143	0
California Zephyr	5	342	SYS	113	CAR	85	0
	6	290	SYS	101	HLD	80	0
Cardinal	50	262	SVS	129	SYS	110	0
	51	266	HLD	107	SVS	87	0
Capitol Limited	29	279	HLD	102	ENG	92	0
	30	393	SYS	140	ITI	112	0
City of New Orleans	58	302	OTH	150	HLD	133	0
	59	574	HLD	186	OTH	168	0
Coast Starlight	11	319	OTH	118	HLD	118	0
	14	401	HLD	180	OTH	136	0
Crescent	19	176	HLD	97	SYS	59	0
	20	178	HLD	99	ADA	75	0
Empire Builder	27	1480	CON	1354	ENG	273	0
	28	179	ENG	123	SVS	39	0
	7	326	ENG	91	SVS	84	0
	8	260	HLD	108	OTH	76	0
Lake Shore Ltd	448	7104	ITI	5188	SVS	1818	0
	449	2076	ITI	795	SVS	764	0
	48	1144	ITI	564	HLD	180	0
	49	1125	HLD	395	CAR	223	0
Palmetto	89	142	ENG	122	ADA	75	0
	90	110	ADA	56	SYS	48	0
Silver Meteor	97	332	ADA	132	HLD	123	0
	98	353	ADA	158	HLD	151	0
Silver Star	91	410	HLD	226	ADA	142	0
	92	373	HLD	188	ADA	166	0
Southwest Chief	3	339	HLD	145	ENG	103	0
	4	241	HLD	159	ENG	65	0
Sunset Limited	1	381	SVS	193	HLD	156	0
	2	436	HLD	188	ENG	169	0
Texas Eagle	21	582	HLD	236	ITI	140	0
	22	471	HLD	211	SVS	188	0

<sup>a</sup> Amtrak-responsible delays incurred on off-NEC portions hosted by Amtrak are included effective FY15. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Appendix D), with tighter delay standards. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

<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>	2nd Quarter FY 2015					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

**Acela Express**

<b>Standard</b>			<b>265</b>					
Acela Express	2100	Amtrak	303	CTP	53	SMW	48	0
	2103	Amtrak	370	PSR	65	ENG	58	0
	2104	Amtrak	391	SVS	86	SMW	60	0
	2107	Amtrak	276	SMW	45	PSR	34	0
	2109	Amtrak	380	CTI	89	PSR	53	0
	2110	Amtrak	324	DET	104	SVS	90	0
	2117	Amtrak	309	PSR	69	CTI	43	0
	2119	Amtrak	506	CTI	137	ENG	95	0
	2121	Amtrak	364	SMW	74	CTP	53	0
	2122	Amtrak	628	PSR	138	ITI	86	0
	2124	Amtrak	776	ENG	126	CAR	118	0
	2126	Amtrak	554	ITI	195	PSR	100	0
	2128	Amtrak	736	ENG	231	ITI	181	0
	2150	Amtrak	298	CTI	58	PSR	49	0
	2151	Amtrak	388	PSR	71	ENG	53	0
	2153	Amtrak	262	PSR	48	SMW	40	0
	2154	Amtrak	403	CAR	80	SMW	61	0
	2155	Amtrak	574	ENG	103	HLD	93	0
	2158	Amtrak	512	SVS	151	CTI	66	0
	2159	Amtrak	466	HLD	98	PSR	67	0
	2160	Amtrak	450	SVS	143	PSR	50	0
	2163	Amtrak	388	SMW	76	HLD	64	0
	2164	Amtrak	431	CTI	75	PSR	51	0
	2165	Amtrak	631	ENG	116	PTI	86	0
	2166	Amtrak	372	CTI	80	PSR	43	0
	2167	Amtrak	439	SMW	81	PSR	65	0
	2168	Amtrak	399	CTI	94	PSR	68	0
	2170	Amtrak	460	CTI	87	PSR	76	0
	2171	Amtrak	454	CTI	82	ENG	57	0
	2172	Amtrak	448	PSR	101	PTI	68	0
	2173	Amtrak	592	ENG	98	CTI	90	0
	2175	Amtrak	500	CTI	133	ITI	62	0
	2190	Amtrak	399	CTI	82	DCS	79	0
	2203	Amtrak	335	SMW	133	PSR	89	0
	2205	Amtrak	536	SMW	187	DDA	83	0
	2207	Amtrak	474	ENG	142	SMW	89	0
	2208	Amtrak	270	DET	96	SMW	51	0
	2211	Amtrak	393	SMW	102	PTI	79	0
	2212	Amtrak	314	SMW	94	PTI	53	0
	2213	Amtrak	990	ENG	489	SMW	95	0
	2216	Amtrak	219	HLD	50	SYS	47	0
	2220	Amtrak	509	SYS	169	ENG	163	0
	2221	Amtrak	130	HLD	34	SMW	27	0
	2222	Amtrak	241	SYS	105	SMW	44	0
	2225	Amtrak	744	ENG	495	CAR	70	0
	2228	Amtrak	327	PSR	86	SMW	86	0
	2250	Amtrak	401	ENG	89	SMW	75	0
	2251	Amtrak	726	SMW	153	ENG	137	0
	2252	Amtrak	306	HLD	52	PSR	40	0
	2253	Amtrak	456	HLD	96	PTI	61	0
	2254	Amtrak	360	ENG	173	SMW	38	0
	2255	Amtrak	264	HLD	77	ENG	46	0
	2256	Amtrak	329	CAR	106	DCS	43	0
	2257	Amtrak	205	HLD	54	PTI	50	0
	2258	Amtrak	198	DCS	45	HLD	45	0
	2259	Amtrak	355	MTI	75	HLD	70	0
	2290	Amtrak	334	ADA	70	DCS	62	0
	2297	Amtrak	325	HLD	105	PSR	101	0

**Other NEC Routes**

<b>Standard</b>			<b>475</b>					
Cardinal	50	Amtrak	1162	SVS	382	ITI	195	0
	51	Amtrak	690	CAR	211	ENG	85	0
Carolinian	79	Amtrak	546	SMW	130	CAR	70	0
	80	Amtrak	304	SMW	70	ENG	39	0
Crescent	19	Amtrak	740	CAR	171	SVS	108	0
	20	Amtrak	658	ITI	146	DET	109	0
Keystone	600	Amtrak	240	HLD	62	CTP	54	0
	601	Amtrak	193	PBB	70	DET	65	0
	605	Amtrak	367	ENG	104	CTI	72	0
	607	Amtrak	300	CCR	61	PBB	46	0
	609	Amtrak	402	CCR	89	PBB	74	0
	610	Amtrak	201	OTH	136	ENG	65	0
	611	Amtrak	285	SYS	97	SMW	78	0
	612	Amtrak	0	-	0	-	0	0
	615	Amtrak	333	SYS	167	ENG	132	0
	618	Amtrak	260	ENG	85	INJ	85	0
	619	Amtrak	376	ENG	188	CCR	92	0
	620	Amtrak	71	DBS	23	DCS	18	0
	622	Amtrak	507	ITI	225	ENG	135	0
	637	Amtrak	1395	ENG	899	MTI	87	0
	639	Amtrak	826	CAR	184	ENG	177	0
	640	Amtrak	490	CTI	179	HLD	113	0
	641	Amtrak	426	ENG	61	CAR	59	0
	642	Amtrak	353	SYS	103	ENG	79	0
	643	Amtrak	522	ENG	67	PBB	66	0
	644	Amtrak	264	OTH	57	PTI	47	0
	645	Amtrak	604	ENG	161	PTI	102	0
	646	Amtrak	287	ENG	117	DCS	44	0
	647	Amtrak	391	ENG	97	PTI	85	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>	2nd Quarter FY 2015					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	648	Amtrak	259	ENG	80	PTI	38	0
	649	Amtrak	335	HLD	57	ITI	53	0
	650	Amtrak	315	PTI	61	MTI	56	0
	651	Amtrak	372	HLD	78	CAR	56	0
	652	Amtrak	321	ENG	43	PTI	42	0
	653	Amtrak	399	CTI	134	ENG	69	0
	654	Amtrak	272	SYS	92	HLD	53	0
	655	Amtrak	699	PTI	170	CTI	143	0
	656	Amtrak	353	ENG	94	ITI	75	0
	658	Amtrak	366	MTI	139	PTI	64	0
	660	Amtrak	431	ENG	87	PTI	86	0
	661	Amtrak	437	PTI	110	ITI	86	0
	662	Amtrak	196	ENG	107	HLD	38	0
	663	Amtrak	290	SMW	53	SYS	43	0
	664	Amtrak	340	PTI	123	ENG	107	0
	665	Amtrak	210	CCR	53	HLD	50	0
	666	Amtrak	132	HLD	30	PSR	25	0
	667	Amtrak	241	PTI	91	HLD	66	0
	669	Amtrak	335	ENG	135	PTI	73	0
	670	Amtrak	342	ENG	235	HLD	27	0
	671	Amtrak	356	ENG	303	PTI	20	0
	672	Amtrak	27	ENG	23	HLD	4	0
	674	Amtrak	85	ITI	78	HLD	7	0
<b>Northeast Regional</b>								
Richmond / Newport News/Norfolk <sup>d</sup>								
	66	Amtrak	431	ENG	64	HLD	49	0
	67	Amtrak	515	ENG	146	SMW	123	0
	71	Amtrak	754	SVS	109	CON	106	0
	82	Amtrak	367	HLD	92	SYS	60	0
	83	Amtrak	1163	HLD	299	MTI	194	0
	84	Amtrak	471	PTI	159	DET	84	0
	85	Amtrak	1046	SMW	178	ENG	168	0
	86	Amtrak	343	PTI	68	HLD	55	0
	87	Amtrak	1026	SVS	414	ENG	189	0
	88	Amtrak	697	CAR	175	ENG	135	0
	93	Amtrak	966	CAR	173	ENG	169	0
	94	Amtrak	758	CTI	211	HLD	95	0
	95	Amtrak	671	HLD	138	ENG	112	0
	99	Amtrak	642	HLD	143	ENG	122	0
	125	Amtrak	1118	ENG	288	HLD	101	0
	157	Amtrak	673	PTI	156	HLD	107	0
	164	Amtrak	421	HLD	107	SYS	70	0
	174	Amtrak	490	HLD	63	CTP	49	0
	194	Amtrak	215	HLD	50	SYS	34	0
	195	Amtrak	566	HLD	139	ENG	105	0
Lynchburg <sup>e</sup>								
	145	Amtrak	461	SVS	107	CAR	104	0
	147	Amtrak	906	ENG	224	PTI	200	0
	156	Amtrak	296	HLD	47	SYS	46	0
	171	Amtrak	981	HLD	176	ENG	143	0
	176	Amtrak	378	CTI	52	OTH	51	0
All Other Northeast Regional								
	110	Amtrak	271	ENG	89	SMW	32	0
	111	Amtrak	334	SMW	91	HLD	53	0
	121	Amtrak	253	SMW	113	DBS	92	0
	123	Amtrak	466	ENG	218	SMW	63	0
	126	Amtrak	232	CAR	83	ENG	73	0
	127	Amtrak	678	SMW	144	PTI	137	0
	129	Amtrak	782	CTI	157	ENG	144	0
	130	Amtrak	586	ENG	86	CAR	83	0
	131	Amtrak	368	SMW	123	SYS	69	0
	132	Amtrak	212	HLD	56	ENG	43	0
	133	Amtrak	603	PTI	137	CTP	118	0
	134	Amtrak	464	SMW	109	CTP	91	0
	135	Amtrak	405	HLD	78	SMW	62	0
	136	Amtrak	473	SMW	115	HLD	81	0
	137	Amtrak	687	HLD	109	PTI	82	0
	138	Amtrak	963	CAR	213	CTI	153	0
	139	Amtrak	211	HLD	84	DDA	41	0
	140	Amtrak	812	HLD	199	MTI	149	0
	141	Amtrak	695	SMW	118	HLD	117	0
	143	Amtrak	539	SMW	114	HLD	90	0
	146	Amtrak	453	ENG	115	HLD	73	0
	148	Amtrak	624	PTI	105	HLD	79	0
	150	Amtrak	494	HLD	90	DCS	75	0
	151	Amtrak	508	ENG	145	SMW	123	0
	152	Amtrak	295	CAR	94	SMW	56	0
	153	Amtrak	343	SMW	78	CTI	60	0
	154	Amtrak	800	CAR	540	SMW	68	0
	155	Amtrak	668	CAR	309	SMW	98	0
	158	Amtrak	437	CAR	156	ENG	69	0
	159	Amtrak	352	SMW	70	CAR	59	0
	160	Amtrak	380	ENG	127	DCS	76	0
	161	Amtrak	438	HLD	92	SMW	70	0
	162	Amtrak	282	ENG	81	CAR	37	0
	163	Amtrak	399	HLD	116	ITI	46	0
	165	Amtrak	451	HLD	110	ITI	70	0
	166	Amtrak	392	HLD	126	DCS	76	0
	167	Amtrak	298	HLD	62	CAR	57	0
	168	Amtrak	470	HLD	79	SVS	77	0
	169	Amtrak	331	SMW	65	HLD	43	0
	170	Amtrak	663	CTI	172	ENG	155	0
	172	Amtrak	620	SMW	109	HLD	90	0
	173	Amtrak	760	ENG	124	PTI	98	0
	175	Amtrak	758	HLD	112	ENG	106	0
	177	Amtrak	697	ENG	118	SMW	101	0
	178	Amtrak	334	ENG	54	HLD	51	0
	179	Amtrak	1475	ITI	742	ENG	258	0
	180	Amtrak	492	CTI	91	SMW	64	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>	2nd Quarter FY 2015					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	181	Amtrak	689	ENG	105	CTI	87	0
	182	Amtrak	250	DET	138	MTI	38	0
	183	Amtrak	572	CTI	109	ENG	96	0
	184	Amtrak	490	SVS	79	PTI	74	0
	185	Amtrak	920	CAR	141	ENG	131	0
	186	Amtrak	412	CTI	70	CAR	62	0
	187	Amtrak	606	MTI	128	SMW	84	0
	188	Amtrak	529	CAR	100	SYS	65	0
	190	Amtrak	346	ENG	78	HLD	57	0
	192	Amtrak	212	HLD	76	MTI	47	0
	193	Amtrak	696	CTI	131	PTI	106	0
	196	Amtrak	400	ENG	82	CTI	53	0
	198	Amtrak	640	MTI	102	ENG	84	0
	401	Amtrak	1228	PTI	485	ADA	195	0
	405	Amtrak	352	DMW	206	SMW	145	0
	432	Amtrak	2716	CON	2681	HLD	35	0
	450	Amtrak	2929	CON	1328	PTI	714	0
	460	Amtrak	3409	CON	2740	PTI	385	0
	463	Amtrak	1261	DCS	407	ITI	352	0
	464	Amtrak	4631	CON	2572	ENG	982	0
	465	Amtrak	3098	MTI	1560	PTI	717	0
	467	Amtrak	1187	MTI	1100	HLD	86	0
	470	Amtrak	2828	CON	1802	PTI	636	0
	475	Amtrak	510	PTI	119	CON	89	0
	476	Amtrak	2837	CON	2120	OTH	216	0
	479	Amtrak	1862	ITI	867	PTI	524	0
	488	Amtrak	3934	CON	1802	ENG	921	0
	490	Amtrak	2346	CON	1878	ITI	237	0
	493	Amtrak	1591	PTI	619	ITI	272	0
	494	Amtrak	5092	CON	3684	PTI	858	0
	495	Amtrak	71	ADA	25	PTI	19	0
	497	Amtrak	1861	PTI	1098	HLD	485	0
Palmetto	89	Amtrak	848	CAR	261	SMW	111	0
	90	Amtrak	325	MTI	79	SVS	49	0
Pennsylvanian	42	Amtrak	229	PTI	68	ENG	32	0
	43	Amtrak	600	ENG	134	CON	75	0
Silver Meteor	97	Amtrak	1723	CAR	655	SVS	312	0
	98	Amtrak	636	SMW	111	PTI	92	0
Silver Star	91	Amtrak	1097	CAR	353	SMW	110	0
	92	Amtrak	614	ENG	108	CAR	96	0
Vermont	54	Amtrak	682	SVS	119	DCS	102	0
	55	Amtrak	714	PTI	197	SYS	98	0
	56	Amtrak	974	PTI	159	ENG	154	0
	57	Amtrak	398	PTI	78	CON	67	0

<sup>a</sup> Amtrak-responsible delays incurred on off-NEC portions hosted by Amtrak are included effective FY15.

<sup>b</sup> Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

<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 system that will generate this metric is the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting. 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.

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 system that generated this metric is the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting.

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 the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting. 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.

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.

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. 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.