

**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 March, 2013
(Second Quarter of Fiscal Year 2013)**



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

Published June 2013

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

	<u>Page</u>
Financial	
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
On-Time Performance (Table 6)	
Test No. 1 Change in Effective Speed	10
Test No. 2 Endpoint OTP	10
Test No. 3 All-Stations OTP	10
Train Delays	
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
Other Service Quality	
Table 10: Customer Satisfaction Indicator (CSI) 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
Public Benefits (Table 17)	
Connectivity Measure	22
Availability of Other Modes	22
Reference Materials	
Table 18: Route Descriptions	23
Terminology & Definitions	
Table 19: Delay Code Definitions	24
Table 20: Host Railroad Code Definitions	25
Appendixes	
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

Note No.	Applies to Tables—	Note
1	1 & 3	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.
2	All route-specific tables	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.
3	All tables referring to "Prior Report"	The prior report was published in September 2011, covering the quarter ended June 30, 2011.
4	On-Time Performance, Train Delays, and Other Service Quality Tables	For the non-financial metrics for which standards exist, numbers shown in red indicate that the established standard was not met.

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

Service	Current Period	Prior Period	Prior Report
	Apr. 11 - Mar. 13	Apr. 10 - Mar. 12	Jan. 11 - Dec. 12

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
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	Not Available	Not Available	Not Available
Norfolk*	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

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

** Includes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Apr. 11 - Mar. 13	Apr. 10 - Mar. 12	Jan. 11 - Dec. 12

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
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	Not Available	Not Available	Not Available
Norfolk*	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

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

** Excludes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Apr. 11 - Mar. 13	Apr. 10 - Mar. 12	Jan. 11 - Dec. 12

Acela Express

Acela Express	165%	147%	160%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service*	91%	83%	88%
Northeast Regional (Boston - Washington)	116%	103%	111%
Richmond / Newport News*	106%	99%	105%
Lynchburg*	141%	145%	143%
Norfolk*	99%	n/a	n/a
New Haven - Springfield	50%	46%	48%

Non-NEC Corridor Routes

Capitol Corridor*	87%	78%	83%
Carolinian*	100%	96%	99%
Cascades*	80%	70%	81%
Downeaster*	85%	87%	86%
Empire Corridor			
Adirondack*	75%	90%	80%
Empire Service	78%	69%	80%
Ethan Allen Express*	85%	81%	85%
Maple Leaf	62%	57%	62%
Heartland Flyer*	58%	64%	60%
Hiawatha*	87%	82%	87%
Hoosier State	15%	18%	16%
Illinois			
Carl Sandburg / Illinois Zephyr*	85%	75%	90%
Illini / Saluki*	75%	72%	78%
Lincoln Service*	70%	69%	78%
Michigan			
Blue Water*	81%	79%	80%
Pere Marquette*	88%	90%	91%
Wolverine	51%	52%	51%
Kansas City - St. Louis*	91%	95%	92%
Pacific Surfliner*	76%	68%	79%
Pennsylvanian	62%	57%	60%
Piedmont*	82%	76%	86%
San Joaquins*	84%	79%	90%
Vermont*	73%	74%	73%

Long-Distance Routes

Auto Train	60%	69%	64%
California Zephyr	42%	44%	43%
Capitol Limited	47%	47%	47%
Cardinal	31%	30%	31%
City of New Orleans	48%	46%	48%
Coast Starlight	45%	44%	44%
Crescent	43%	43%	41%
Empire Builder	54%	52%	53%
Lake Shore Ltd	48%	45%	48%
Palmetto	58%	52%	56%
Silver Meteor	51%	49%	50%
Silver Star	44%	42%	44%
Southwest Chief	41%	42%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	46%	46%	46%

Excludes Capital Charges.

** Includes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Apr. 11 - Mar. 13	Apr. 10 - Mar. 12	Jan. 11 - Dec. 12
<i>Acela Express</i>			
Acela Express	165%	147%	160%
<i>Other NEC Corridor Routes</i>			
Keystone Service*	69%	60%	67%
Northeast Regional (Boston - Washington)	116%	103%	111%
Richmond / Newport News*	106%	99%	105%
Lynchburg*	141%	145%	143%
Norfolk*	99%	n/a	n/a
New Haven - Springfield	50%	46%	48%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor*	39%	38%	39%
Carolinian*	91%	87%	90%
Cascades*	54%	56%	54%
Downeaster*	51%	51%	52%
Empire Corridor			
Adirondack*	55%	52%	55%
Empire Service	46%	44%	48%
Ethan Allen Express*	85%	81%	85%
Maple Leaf	61%	57%	62%
Heartland Flyer*	24%	24%	24%
Hiawatha*	62%	58%	61%
Hoosier State	15%	18%	16%
Illinois			
Carl Sandburg / Illinois Zephyr*	34%	34%	34%
Illini / Saluki*	46%	44%	45%
Lincoln Service*	40%	40%	39%
Michigan			
Blue Water*	44%	43%	43%
Pere Marquette*	52%	49%	53%
Wolverine	51%	52%	51%
Kansas City - St. Louis*	37%	36%	36%
Pacific Surfliner*	53%	49%	52%
Pennsylvanian	62%	57%	60%
Piedmont*	40%	35%	40%
San Joaquins*	47%	47%	48%
Vermont*	46%	46%	45%
<i>Long-Distance Routes</i>			
Auto Train	60%	69%	64%
California Zephyr	42%	44%	43%
Capitol Limited	47%	47%	47%
Cardinal	31%	30%	31%
City of New Orleans	48%	46%	48%
Coast Starlight	45%	44%	44%
Crescent	43%	43%	41%
Empire Builder	54%	52%	53%
Lake Shore Ltd	48%	45%	48%
Palmetto	58%	52%	56%
Silver Meteor	51%	49%	50%
Silver Star	44%	42%	44%
Southwest Chief	41%	42%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	46%	46%	46%

Excludes Capital Charges.

** Excludes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Apr. 11 - Mar. 13	Apr. 10 - Mar. 12	Jan. 11 - Dec. 12

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
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	Not Available	Not Available	Not Available
Norfolk*	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

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

** Includes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Apr. 11 - Mar. 13	Apr. 10 - Mar. 12	Jan. 11 - Dec. 12

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
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

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

** Excludes state revenue.*

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

Current Period	Prior Period	Prior Report
Apr. 11 - Mar. 13	Apr. 10 - Mar. 12	Jan. 11 - Dec. 12

(\$0.066)	(\$0.071)	(\$0.065)
-----------	-----------	-----------

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

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

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

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

Current Period	Prior Period	Prior Report
Apr. 11 - Mar. 13	Apr. 10 - Mar. 12	Jan. 11 - Dec. 12

(\$0.095)	(\$0.098)	(\$0.097)
-----------	-----------	-----------

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

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

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

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

Service	Current Period	Prior Period	Prior Report
	Apr. 11 - Mar. 13	Apr. 10 - Mar. 12	Jan. 11 - Dec. 12

Acela Express

Acela Express	194	193	194
---------------	-----	-----	-----

Other NEC Corridor Routes

Keystone Service	146	141	144
Northeast Regional (Boston - Washington)	216	203	213
Richmond / Newport News	262	239	256
Lynchburg	340	305	333
Norfolk	262	239	256
New Haven - Springfield	124	120	123

Non-NEC Corridor Routes

Capitol Corridor	94	91	93
Carolinian	275	278	275
Cascades	143	145	146
Downeaster	104	101	104
Empire Corridor			
Adirondack	235	224	232
Empire Service	137	128	136
Ethan Allen Express	167	166	167
Maple Leaf	109	106	109
Heartland Flyer	102	101	102
Hiawatha	157	156	157
Hoosier State	71	69	71
Illinois			
Carl Sandburg / Illinois Zephyr	104	101	104
Illini / Saluki	137	128	135
Lincoln Service	146	143	146
Michigan			
Blue Water	168	162	167
Pere Marquette	132	131	132
Wolverine	158	162	158
Kansas City - St. Louis	94	91	94
Pacific Surfliner	151	147	151
Pennsylvanian	195	190	194
Piedmont	69	68	69
San Joaquins	126	116	124
Vermont	140	145	142

Long-Distance Routes

Auto Train	370	354	367
California Zephyr	174	175	175
Capitol Limited	202	200	202
Cardinal	135	131	134
City of New Orleans	175	168	174
Coast Starlight	225	219	223
Crescent	168	174	169
Empire Builder	206	203	206
Lake Shore Ltd	246	243	248
Palmetto	154	151	153
Silver Meteor	233	228	232
Silver Star	199	198	200
Southwest Chief	195	199	196
Sunset Limited	139	135	138
Texas Eagle	195	186	192

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

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

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-0.1	89.1%	92.0%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	0.6	93.7%	97.1%
Total Northeast Regional		87.5%	90.1%
Richmond / Newport News/Norfolk ^d	0.2	89.0%	86.7%
Lynchburg ^e	Not Available	94.4%	89.8%
All Other Northeast Regional	0.4	86.8%	91.9%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.1	94.6%	95.8%
Carolinian	1.2	72.2%	70.2%
Cascades	0.7	72.5%	77.6%
Downeaster	0.3	85.1%	93.8%
Empire Corridor	1.4	89.0%	82.6%
Adirondack	1.0	75.0%	64.0%
Ethan Allen Express	3.2	87.8%	89.4%
Maple Leaf	0.5	68.9%	68.7%
New York - Albany ^f	2.5	94.8%	96.5%
New York - Niagara Falls	0.2	88.1%	81.8%
Heartland Flyer	0.7	82.2%	90.2%
Hiawatha	-1.3	94.0%	94.5%
Hoosier State	3.2	83.3%	88.6%
Illinois	3.1	88.2%	82.1%
Carl Sandburg / Illinois Zephyr	1.1	91.1%	90.8%
Illini / Saluki	2.5	80.5%	61.4%
Lincoln Service	3.5	90.6%	88.8%
Michigan	3.2	55.2%	65.0%
Blue Water	4.9	66.7%	83.4%
Pere Marquette	2.8	65.9%	85.2%
Wolverine	2.7	47.9%	57.5%
Kansas City - St. Louis	8.2	96.4%	94.2%
Pacific Surfliner	0.2	89.2%	92.4%
Pennsylvanian	0.9	95.0%	91.3%
Piedmont	1.4	79.3%	92.3%
San Joaquin	0.8	81.2%	83.4%
Vermont	2.5	91.6%	88.9%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	-0.3	75.9%	79.9%
California Zephyr	3.4	85.6%	68.8%
Capitol Limited	2.4	84.4%	66.8%
Cardinal	1.3	70.5%	62.4%
City of New Orleans	1.7	90.6%	76.2%
Coast Starlight	1.1	91.7%	69.3%
Crescent	0.4	78.9%	71.3%
Empire Builder	-0.7	72.8%	50.4%
Lake Shore Ltd	1.2	77.5%	54.6%
Palmetto	1.0	77.9%	72.9%
Silver Meteor	-0.3	48.3%	47.7%
Silver Star	0.6	58.9%	52.5%
Southwest Chief	0.2	92.8%	71.3%
Sunset Limited	0.4	78.2%	54.3%
Texas Eagle	2.5	75.0%	54.4%

^a For train-by-train detail, please refer to Appendix A.

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

^c All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.

Note: All Stations OTP data provided as information. Standard is effective starting in FY 2012.

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

^e Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^f 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 2013							MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b							
			#1	Minutes	#2	Minutes				
Standard			900							
Acela Express										
Acela Express	MNRR		344	CTI	166	DSR	119	0	56	
Other NEC Corridor Routes										
Northeast Regional										
Richmond / Newport News/Norfolk ^d	CSX		1303	DSR	267	FTI	265	0	189	
	MNRR		427	CTI	186	DSR	115	0	56	
	NS		693	DSR	289	DCS	222	0	81	
Lynchburg ^e	MNRR		623	CTI	409	DSR	82	0	56	
	NS		240	FTI	93	DCS	62	0	166	
All Other Northeast Regional	MNRR		631	CTI	312	DSR	214	0	56	
Non-NEC Corridor Routes										
Capitol Corridor	UP		481	PTI	163	RTE	107	0	168	
Carolinian	CSX		1694	FTI	595	PTI	362	0	295	
	NS		500	PTI	173	DSR	170	0	202	
Cascades	BNSF		1265	DSR	407	FTI	270	0	343	
	UP		575	FTI	322	DCS	140	0	125	
Downeaster	MBTA		1173	CTI	460	DSR	453	0	38	
	PanAm		416	PTI	155	FTI	104	0	77	
Empire Corridor										
Adirondack	CN		2462	FTI	1286	RTE	506	0	49	
	CP		2085	DSR	1085	PTI	432	0	178	
	Amtrak		163	DCS	88	PTI	43	0	104	
	MNRR		636	CTI	246	RTE	161	0	64	
Ethan Allen Express	CP		2954	DSR	1939	FTI	365	0	60	
	Amtrak		136	DMW	47	PTI	45	0	104	
	MNRR		687	CTI	368	RTE	204	0	64	
	VTR		65	DCS	33	FTI	16	0	24	
Maple Leaf	CSX		1857	FTI	654	RTE	394	0	396	
	Amtrak		227	DMW	104	DCS	73	0	109	
	MNRR		637	CTI	399	RTE	72	0	64	
New York - Albany ^f	Amtrak		115	DCS	44	DMW	27	0	81	
	MNRR		526	CTI	300	RTE	105	0	64	
New York - Niagara Falls	CSX		1608	FTI	620	RTE	328	0	394	
	Amtrak		117	DCS	44	PTI	30	0	109	
	MNRR		551	CTI	220	RTE	102	0	64	
Heartland Flyer	BNSF		1353	DSR	970	FTI	239	0	238	
Hiawatha	CP		453	FTI	152	DCS	94	161	53	
	Metra		1488	CTI	866	DCS	226	0	29	
Hoosier State	CSX		700	DCS	273	DSR	133	0	169	
Illinois										
Carl Sandburg / Illinois Zephyr	BNSF		587	FTI	182	DSR	157	0	257	
Illini / Saluki	CN		923	FTI	503	PTI	180	0	306	
Lincoln Service	CN		777	FTI	372	DCS	147	0	37	
	UP		795	PTI	438	DCS	113	0	231	
Michigan										
Blue Water	Amtrak		367	PTI	173	DCS	115	0	99	
	CN		776	FTI	612	DCS	65	0	159	
	MIDOT		1937	DSR	1772	DCS	114	0	22	
	NS		2301	DCS	763	FTI	696	634	39	
Pere Marquette	CSX		578	DCS	198	RTE	145	0	135	
	NS		2809	FTI	908	DCS	596	1671	39	
Wolverine	Amtrak		558	PTI	374	DCS	92	0	99	
	CN		959	FTI	320	DCS	299	0	27	
	MIDOT		1567	PTI	748	DSR	537	0	134	
	NS		1573	PTI	427	DCS	416	298	39	
Kansas City - St. Louis	UP		363	FTI	112	PTI	102	0	271	
Pacific Surfliner	BNSF		974	DSR	338	RTE	210	0	22	
	SCRRA		892	PTI	389	CTI	287	0	95	
	SDNRR		1225	PTI	439	CTI	391	0	60	
	UP		740	PTI	540	DCS	71	0	174	
Pennsylvanian	NS		458	FTI	198	RTE	101	0	249	
Piedmont	NS		506	DSR	223	FTI	96	0	173	
San Joaquin	BNSF		892	PTI	346	FTI	251	0	284	
	UP		967	PTI	267	DCS	259	0	88	

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

Service	Host	2nd Quarter FY 2013							MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b							
			#1	Minutes	#2	Minutes				
Standard		900								
Vermont	MNRR	661	CTI	295	DSR	222	0	56		
	NECR	455	DSR	323	FTI	60	0	238		
Long-Distance Routes										
Auto Train	CSX	1415	FTI	543	DSR	353	0	914		
	CFRC	7703	DSR	5940	DCS	803	0	61		
California Zephyr	BNSF	628	DSR	253	FTI	128	0	1,027		
	UP	766	FTI	293	DCS	168	0	1,431		
Capitol Limited	CSX	654	FTI	212	DSR	190	0	307		
	NS	1093	FTI	489	RTE	276	0	481		
Cardinal	BBrRR	2400	DCS	683	PTI	638	0	132		
	CSX	603	FTI	234	DCS	157	0	698		
	NS	857	PTI	254	DCS	222	0	79		
City of New Orleans	CN	834	FTI	304	DSR	183	15	930		
Coast Starlight	BNSF	788	DSR	239	FTI	172	0	186		
	SCRRA	2305	PTI	1064	CTI	938	0	48		
	UP	956	PTI	271	DSR	187	0	1,159		
Crescent	NS	775	FTI	249	DSR	212	0	1,141		
Empire Builder	BNSF	798	FTI	302	DSR	300	0	2,147		
	CP	948	FTI	576	DCS	106	65	384		
	Metra	1022	CTI	703	RTE	93	0	29		
Lake Shore Ltd	CSX	1219	FTI	378	RTE	240	0	741		
	Amtrak	458	RTE	149	PTI	149	0	81		
	MNRR	960	CTI	623	RTE	215	0	64		
	NS	1135	FTI	468	RTE	217	0	339		
Palmetto	CSX	965	FTI	415	PTI	224	0	659		
Silver Meteor	CSX	919	FTI	322	DSR	194	0	1,152		
	CFRC	6380	PTI	2086	DSR	2077	0	61		
	Fla DOT	881	CTI	354	PTI	178	0	68		
Silver Star	CSX	1117	FTI	347	DSR	261	0	1,209		
	CFRC	3861	DSR	1992	FTI	805	0	61		
	Fla DOT	1225	CTI	619	DCS	310	0	68		
	NS	711	PTI	633	DBS	64	0	28		
Southwest Chief	BNSF	377	DSR	92	FTI	89	0	2,198		
	NMDOT	1025	DSR	388	RTE	240	0	80		
Sunset Limited	BNSF	800	DSR	335	FTI	251	0	190		
	UP	1307	FTI	672	DSR	213	0	1,784		
Texas Eagle	BNSF	1788	DSR	1119	FTI	342	0	126		
	CN	1390	FTI	654	DCS	510	0	37		
	UP	1510	FTI	617	DSR	294	0	1,104		

^aThis 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.

^bFor explanation of delay codes, see Table 19.

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

^dRichmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

^eNortheast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^fIncludes 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 2013					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	

Standard	325					
-----------------	------------	--	--	--	--	--

Acela Express

Acela Express	182	OTH	134	ENG	24	0
---------------	-----	-----	-----	-----	----	---

Other NEC Corridor Routes

Northeast Regional						
Richmond / Newport News/Norfolk ^d	383	HLD	160	OTH	97	0
Lynchburg ^e	252	OTH	99	HLD	78	0
All Other Northeast Regional	362	OTH	167	ENG	98	0

Non-NEC Corridor Routes

Capitol Corridor	202	HLD	50	ENG	44	0
Carolinian	317	HLD	130	ADA	95	0
Cascades	227	ENG	41	OTH	38	0
Downeaster	54	OTH	16	HLD	11	0
Empire Corridor						
Adirondack	174	HLD	83	ENG	75	0
Ethan Allen Express	167	HLD	80	CAR	69	0
Maple Leaf	310	HLD	119	SYS	108	0
New York - Albany ^f	45	ENG	34	OTH	32	0
New York - Niagara Falls	306	SYS	139	HLD	85	0
Heartland Flyer	169	HLD	77	OTH	49	0
Hiawatha	528	OTH	285	HLD	119	0
Hoosier State	431	OTH	131	ENG	128	0
Illinois						
Carl Sandburg / Illinois Zephyr	169	HLD	80	ENG	25	0
Illini / Saluki	290	OTH	135	HLD	84	0
Lincoln Service	86	HLD	27	ENG	24	0
Michigan						
Blue Water	509	OTH	229	ENG	221	0
Pere Marquette	456	SYS	168	HLD	95	0
Wolverine	572	OTH	374	ENG	228	0
Kansas City - St. Louis	94	HLD	55	ADA	24	0
Pacific Surfliner	228	HLD	58	ENG	37	0
Pennsylvanian	207	OTH	68	HLD	60	0
Piedmont	331	HLD	61	ADA	48	0
San Joaquin	163	HLD	34	ADA	34	0
Vermont	199	OTH	49	ENG	44	0

Long-Distance Routes

Auto Train	178	SYS	48	ITI	40	0
California Zephyr	232	SYS	60	ENG	56	0
Capitol Limited	166	HLD	79	SYS	38	0
Cardinal	295	HLD	61	SYS	61	0
City of New Orleans	149	HLD	52	CAR	36	0
Coast Starlight	402	HLD	113	OTH	66	0
Crescent	202	HLD	55	SYS	39	0
Empire Builder	305	HLD	88	ENG	75	0
Lake Shore Ltd	414	HLD	239	SYS	49	0
Palmetto	123	HLD	38	SYS	32	0
Silver Meteor	333	HLD	135	ADA	93	0
Silver Star	392	HLD	168	ADA	88	0
Southwest Chief	195	ENG	66	HLD	63	0
Sunset Limited	349	HLD	118	SVS	56	0
Texas Eagle	402	HLD	197	SVS	57	0

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

^b For explanation of delay codes, see Table 19.

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

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

^e Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^f 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 ^b	2nd Quarter FY 2013						
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance ^c	Route Miles
			#1	Minutes	#2	Minutes		
Acela Express								
Standard		265						
Acela Express	Amtrak	227	CTI	33	ENG	27	0	401
Other Services								
Standard		475						
Keystone	Amtrak	241	CTI	30	ENG	28	0	195
Cardinal	Amtrak	594	CTP	94	CAR	87	0	226
Carolinian	Amtrak	324	PTI	55	CTP	44	0	226
Crescent	Amtrak	568	PTI	122	ITI	119	0	226
Northeast Regional	Amtrak	353	ENG	50	PTI	42	0	
Richmond / Newport News/Norfolk ^d	Amtrak	326	ENG	46	PTI	40	0	463
Lynchburg ^e	Amtrak	377	ENG	87	HLD	52	0	463
All Other Northeast Regional	Amtrak	362	ENG	49	PTI	42	0	463
Palmetto	Amtrak	423	DET	77	HLD	47	0	226
Pennsylvanian	Amtrak	287	CTC	45	HLD	34	0	195
Silver Meteor	Amtrak	791	PTI	229	ENG	84	0	226
Silver Star	Amtrak	511	ENG	93	PTI	91	0	226
Vermonter	Amtrak	449	PTI	97	CAR	68	0	304

^a This table excludes third-party delays. For train-by-train detail, please refer to Appendix D.

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

^c Major Maintenance & Construction Allowance: minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

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

^e Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

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

Service	2nd Quarter FY 2013					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard	82	80	80	80	80	80
Acela Express						
Acela Express	77	80	79	79	64	58
Other NEC Corridor Routes						
Keystone Service	79	83	73	78	56	57
Northeast Regional (Boston - Washington)	83	81	68	79	55	64
Richmond / Newport News/Norfolk ^b	88	84	75	84	59	65
Lynchburg ^c	83	87	76	81	58	NA
New Haven - Springfield	80	80	73	79	56	62
Non-NEC Corridor Routes						
Capitol Corridor	85	90	80	89	75	74
Carolinian	83	86	76	83	62	66
Cascades	87	89	85	89	72	71
Downeaster	91	92	82	87	72	75
Empire Corridor						
Adirondack	65	82	66	74	47	52
Ethan Allen Express	77	86	67	77	58	59
Maple Leaf	82	81	71	75	55	62
New York - Albany ^d	81	84	71	76	53	NA
Heartland Flyer	90	92	82	87	74	75
Hiawatha	89	90	86	87	68	NA
Hoosier State	81	92	78	85	75	NA
Illinois						
Carl Sandburg / Illinois Zephyr	87	81	75	79	72	63
Illini / Saluki	85	82	74	76	61	65
Lincoln Service	88	84	77	80	66	64
Michigan						
Blue Water	88	86	78	80	64	71
Pere Marquette	86	87	80	89	74	68
Wolverine	78	85	76	78	66	66
Kansas City - St. Louis	89	81	82	80	65	61
Pacific Surfliner	92	89	83	88	72	67
Pennsylvanian	84	84	73	83	61	69
Piedmont	90	89	86	91	82	NA
San Joaquins	92	90	85	85	67	72
Vermont	85	80	78	78	54	53
Long-Distance Routes						
Auto Train	83	89	77	71	75	78
California Zephyr	87	86	78	82	63	73
Capitol Limited	88	86	75	79	67	78
Cardinal	74	76	64	76	53	59
City of New Orleans	78	78	75	69	64	72
Coast Starlight	84	83	73	80	64	70
Crescent	82	85	70	79	59	77
Empire Builder	82	79	71	79	61	70
Lake Shore Ltd	79	84	60	70	53	68
Palmetto	83	86	74	82	59	71
Silver Meteor	73	81	59	69	50	72
Silver Star	79	83	66	77	57	75
Southwest Chief	83	84	75	78	62	74
Sunset Limited	83	82	75	76	63	76
Texas Eagle	82	81	74	82	62	71

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

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

^c Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^d 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 2013		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	27	83	0.33
---------------	----	----	------

Other NEC Corridor Routes

Keystone Service	17	34	0.50
Total Northeast Regional	73	139	0.52
Richmond / Newport News ^b	23	39	0.59
Lynchburg ^c	3	10	0.29
All Other Northeast Regional	47	90	0.52

Non-NEC Corridor Routes

Capitol Corridor	19	28	0.67
Carolinian	6	13	0.47
Cascades	14	24	0.59
Downeaster	0	11	0.00
Empire Corridor	18	53	0.34
Adirondack	4	7	0.57
Ethan Allen Express	3	4	0.68
Maple Leaf	0	8	0.00
New York - Albany ^d	6	17	0.36
New York - Niagara Falls	5	17	0.30
Heartland Flyer	0	4	0.00
Hiawatha	10	10	0.95
Hoosier State	5	2	2.57
Illinois	14	41	0.34
Carl Sandburg / Illinois Zephyr	4	9	0.43
Illini / Saluki	8	11	0.73
Lincoln Service	2	21	0.10
Michigan	49	25	1.95
Blue Water	8	6	1.39
Pere Marquette	2	3	0.64
Wolverine	39	16	2.39
Kansas City - St. Louis	0	10	0.00
Pacific Surfliner	14	39	0.36
Pennsylvanian	2	8	0.25
Piedmont	1	6	0.16
San Joaquins	7	33	0.21
Vermont	10	11	0.93

Long-Distance Routes

Auto Train	5	16	0.31
California Zephyr	25	44	0.57
Capitol Limited	7	14	0.49
Cardinal	6	9	0.68
City of New Orleans	4	17	0.24
Coast Starlight	20	25	0.80
Crescent	10	23	0.44
Empire Builder	40	46	0.87
Lake Shore Ltd	12	21	0.58
Palmetto	3	15	0.20
Silver Meteor	16	24	0.65
Silver Star	9	26	0.35
Southwest Chief	26	41	0.63
Sunset Limited	5	16	0.32
Texas Eagle	11	23	0.48

^aService Interruptions are defined as delays 30 min. or greater and any cancelled/terminated train due to equipment problems.

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

^c Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^d Includes only trains that operate solely between New York and Albany.

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

Service	2nd Quarter FY 2013	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.09	1.48
---------------	------	------

Amtrak Corridor

Keystone	0.00	0.51
Northeast Regional	0.03	1.76

Short Distance

Capitol	0.00	0.12
Carolinian	0.13	8.37
Cascades	0.02	1.43
Downeaster	0.00	0.46
Empire Corridor		
Adirondack	0.16	8.94
Empire Service	0.02	1.66
Ethan Allen Express	0.00	0.48
Maple Leaf	0.00	2.92
Heartland Flyer	0.00	0.50
Hiawatha	0.00	0.58
Hoosier State	25.29	29.34
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	1.55
Illini / Saluki	0.01	2.19
Lincoln Service	0.08	2.76
Michigan		
Blue Water	0.00	6.26
Pere Marquette	0.09	7.62
Wolverine	0.13	12.69
Kansas City - St. Louis	0.00	2.27
Pacific Surfliner	0.01	0.79
Pennsylvanian	0.05	1.96
Piedmont	0.00	1.88
San Joaquins	0.04	1.64
Vermont	0.10	2.81

Long Distance

Auto Train	0.39	10.74
California Zephyr	0.61	21.32
Capitol Limited	0.35	5.96
Cardinal	0.57	23.18
City of New Orleans	2.03	11.01
Coast Starlight	0.31	10.32
Crescent	1.59	31.00
Empire Builder	0.20	28.41
Lake Shore Ltd	0.36	10.53
Palmetto	0.16	10.39
Silver Meteor	0.97	23.28
Silver Star	0.51	13.34
Southwest Chief	1.21	19.25
Sunset Limited	2.58	24.72
Texas Eagle	0.75	24.53

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 2013						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	627	55	10	64	512	1,268	
Amtrak Premium	48	2	1	4	21	76	
Acela Express	48	2	1	4	21	76	
Amtrak Corridor	17	2	1	9	33	62	
Keystone	0	0	0	0	0	0	
Northeast Regional	17	2	1	9	33	62	
Short Distance	261	5	4	5	22	297	
Capitols	0	0	0	0	0	0	
Carolinian	9	0	0	1	1	11	
Cascades	2	0	0	1	0	3	
Downeaster	0	0	0	0	0	0	
Empire Corridor	7	0	0	0	5	12	
Adirondack	5	0	0	0	2	7	
Empire Service	2	0	0	0	3	5	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	0	0	0	0	0	0	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	0	0	0	0	0	
Hoosier State	206	2	0	0	0	208	
Illinois	10	0	0	0	4	14	
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0	
Illini / Saluki	0	0	0	0	1	1	
Lincoln Service	10	0	0	0	3	13	
Michigan	11	1	4	0	2	18	
Blue Water	0	1	0	0	0	1	
Pere Marquette	0	0	0	0	2	2	
Wolverine	11	0	4	0	0	15	
Kansas City - St. Louis	0	0	0	0	0	0	
Pacific Surfliner	6	2	0	2	0	10	
Pennsylvanian	0	0	0	0	3	3	
Piedmont	0	0	0	0	0	0	
San Joaquins	9	0	0	0	2	11	
Vermont	1	0	0	1	5	7	
Long Distance	301	46	4	46	436	833	
Auto Train	4	7	0	4	18	33	
California Zephyr	20	1	0	4	30	55	
Capitol Limited	8	2	0	3	6	19	
Cardinal	1	0	0	0	13	14	
City of New Orleans	2	0	0	0	120	122	
Coast Starlight	7	2	0	7	19	35	
Crescent	76	0	0	4	27	107	
Empire Builder	3	3	0	9	13	28	
Lake Shore Ltd	9	2	0	1	21	33	
Palmetto	3	0	0	1	3	7	
Silver Meteor	32	2	1	5	48	88	
Silver Star	30	6	0	1	18	55	
Southwest Chief	66	11	0	2	26	105	
Sunset Limited	25	2	0	2	36	65	
Texas Eagle	15	8	3	3	38	67	

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 2013						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	733	503	1,820	1,155	2,045	6,256	
Amtrak Premium	45	38	55	27	63	228	
Acela Express	45	38	55	27	63	228	
Amtrak Corridor	151	124	120	147	239	781	
Keystone	6	19	8	25	25	83	
Northeast Regional	145	105	112	122	214	698	
Short Distance	154	190	301	236	424	1,305	
Capitol	2	1	1	4	7	15	
Carolinian	20	15	56	37	25	153	
Cascades	6	8	25	5	14	58	
Downeaster	1	4	6	5	3	19	
Empire Corridor	20	16	58	35	44	173	
Adirondack	2	0	6	7	8	23	
Empire Service	16	8	32	23	28	107	
Ethan Allen Express	0	7	1	1	0	9	
Maple Leaf	2	1	19	4	8	34	
Heartland Flyer	0	1	1	0	1	3	
Hiawatha	4	0	10	9	14	37	
Hoosier State	0	2	0	0	3	5	
Illinois	13	25	26	41	55	160	
Carl Sandburg / Illinois Zephyr	2	4	14	6	8	34	
Illini / Saluki	1	12	4	13	23	53	
Lincoln Service	10	9	8	22	24	73	
Michigan	28	18	46	11	136	239	
Blue Water	6	1	8	1	9	25	
Pere Marquette	2	7	13	5	10	37	
Wolverine	20	10	25	5	117	177	
Kansas City - St. Louis	5	7	1	1	6	20	
Pacific Surfliner	22	34	45	43	38	182	
Pennsylvanian	3	4	12	0	27	46	
Piedmont	5	1	0	4	9	19	
San Joaquins	16	46	10	37	36	145	
Vermont	9	8	4	4	6	31	
Long Distance	383	151	1,344	745	1,319	3,942	
Auto Train	8	7	47	26	34	122	
California Zephyr	24	17	121	38	77	277	
Capitol Limited	10	7	66	17	30	130	
Cardinal	4	2	33	8	19	66	
City of New Orleans	24	9	32	52	79	196	
Coast Starlight	41	23	115	72	108	359	
Crescent	53	5	102	53	130	343	
Empire Builder	45	12	230	159	117	563	
Lake Shore Ltd	22	13	86	18	59	198	
Palmetto	9	2	13	13	37	74	
Silver Meteor	40	9	124	63	151	387	
Silver Star	22	14	111	33	97	277	
Southwest Chief	29	18	141	77	146	411	
Sunset Limited	11	1	37	26	60	135	
Texas Eagle	41	12	86	90	175	404	

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 2013						Total
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		
Amtrak System	638	1,124	275	1,686	1,498		5,221
Amtrak Premium	8	4	3	43	8		66
Acela Express	8	4	3	43	8		66
Amtrak Corridor	30	183	10	168	102		493
Keystone	0	5	1	8	3		17
Northeast Regional	30	178	9	160	99		476
Short Distance	50	297	55	218	179		799
Capitol	2	0	0	1	0		3
Carolinian	2	51	6	30	37		126
Cascades	4	0	1	13	0		18
Downeaster	0	1	0	6	0		7
Empire Corridor	4	89	1	55	18		167
Adirondack	1	17	0	8	10		36
Empire Service	0	67	1	29	8		105
Ethan Allen Express	0	1	0	2	0		3
Maple Leaf	3	4	0	16	0		23
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	2	1		3
Hoosier State	0	3	0	3	0		6
Illinois	9	32	8	30	13		92
Carl Sandburg / Illinois Zephyr	6	5	0	6	0		17
Illini / Saluki	1	7	2	11	3		24
Lincoln Service	2	20	6	13	10		51
Michigan	7	97	33	38	61		236
Blue Water	0	7	0	10	0		17
Pere Marquette	0	0	2	2	0		4
Wolverine	7	90	31	26	61		215
Kansas City - St. Louis	1	6	1	7	4		19
Pacific Surfliner	12	6	0	14	21		53
Pennsylvanian	3	7	2	1	6		19
Piedmont	0	2	0	2	0		4
San Joaquins	0	0	3	6	13		22
Vermont	6	3	0	10	5		24
Long Distance	550	640	207	1,257	1,209		3,863
Auto Train	64	22	9	91	58		244
California Zephyr	54	39	22	67	199		381
Capitol Limited	22	16	2	22	15		77
Cardinal	12	5	2	28	17		64
City of New Orleans	11	28	8	158	11		216
Coast Starlight	50	39	24	94	64		271
Crescent	23	72	40	126	176		437
Empire Builder	65	48	13	130	63		319
Lake Shore Ltd	39	53	9	66	81		248
Palmetto	5	37	2	27	52		123
Silver Meteor	46	121	11	109	124		411
Silver Star	36	74	11	86	80		287
Southwest Chief	42	48	13	117	69		289
Sunset Limited	16	9	6	30	95		156
Texas Eagle	65	29	35	106	105		340

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 2013

Amtrak System		1873
----------------------	--	-------------

Division

Central		393
Mid-Atlantic		309
Northeast		386
Pacific		164
Pacific Northwest		100
Southern		319
Southwest		202

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**

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

**TABLE 18:
ROUTE DESCRIPTIONS**

Service	Routing
Acela Express	
Acela Express	Between Boston, New York (Penn Station) and Washington
Other NEC Corridor Routes	
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 ¹	Between New Haven and Springfield
Non-NEC Corridor Routes	
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) and Portland
Empire Corridor	
Adirondack	Between New York (Penn Station) and Montreal
Empire Service ¹	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 ²	Between New York (Penn Station) and Albany
New York - Niagara Falls ²	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
Long-Distance Routes	
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

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

² Not-applicable to financial tables; data included in "Empire Service" in financial tables

**TABLE 19:
DELAY CODE DEFINITIONS**

Host Railroad - Responsible Delays		
Code	Code Description	Explanation
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
DBS	Debris	Debris strikes
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

Amtrak - Responsible Delays		
Code	Code Description	Explanation
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

Third-Party Delays		
Code	Code Description	Explanation
BSP	Bridge Strike	Delay due to train striking an overhead bridge
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 ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2013	2nd Quarter FY 2013

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	0.2	83.6%	92.5%
	2103	-0.1	91.8%	96.3%
	2104	0.1	91.8%	96.2%
	2107	-0.7	93.4%	97.2%
	2109	0.1	90.2%	97.4%
	2110	1.7	95.0%	96.6%
	2117	-0.1	88.3%	95.5%
	2119	1.7	95.1%	93.2%
	2121	-1.2	91.8%	95.8%
	2122	0.5	93.4%	94.8%
	2124	-1.9	90.2%	91.8%
	2126	-1.8	93.4%	93.6%
	2150	0.3	68.9%	80.5%
	2151	0.1	90.2%	89.3%
	2153	-1.3	88.5%	92.6%
	2154	0.3	83.6%	91.8%
	2155	0.7	88.5%	86.4%
	2158	1.4	91.8%	94.9%
	2159	0.7	86.9%	91.4%
	2160	0.8	93.4%	89.6%
	2163	-0.1	86.9%	89.5%
	2164	-0.4	83.6%	88.8%
	2165	0.7	85.2%	90.9%
	2166	-0.6	86.9%	91.1%
	2167	1.1	85.2%	90.7%
	2168	-0.5	96.7%	96.9%
	2170	-1.0	78.7%	89.0%
	2171	-0.6	78.7%	85.7%
	2172	-0.8	75.4%	82.7%
	2173	-0.5	95.1%	93.4%
	2190	-1.2	98.4%	96.8%
	2193	Not Available	76.5%	80.4%
	2203	0.7	93.3%	95.0%
	2205	0.0	91.7%	91.6%
	2207	-2.4	93.3%	95.8%
	2208	1.2	100.0%	96.8%
	2211	0.0	100.0%	98.9%
	2212	-1.2	100.0%	100.0%
	2213	-0.6	92.9%	97.3%
	2216	-2.6	93.3%	95.0%
	2220	-3.1	93.3%	95.8%
	2221	1.3	100.0%	93.7%
	2222	1.1	100.0%	100.0%
	2225	1.4	100.0%	100.0%
	2228	-1.6	92.9%	95.5%
	2250	1.9	93.1%	94.4%
	2251	-1.2	86.7%	95.5%
	2252	0.9	100.0%	98.8%
	2253	0.4	89.7%	94.9%
	2254	1.2	100.0%	98.8%
	2255	1.0	100.0%	98.3%
	2256	0.6	100.0%	97.6%
	2257	0.5	92.9%	90.4%
	2258	0.4	85.7%	93.1%
	2259	0.9	85.7%	93.8%
	2290	0.0	100.0%	100.0%
	2297	-1.8	84.6%	89.5%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2013	2nd Quarter FY 2013

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	66	1.9	88.9%	87.6%
	67	-0.6	92.2%	91.5%
	82	0.6	87.5%	87.9%
	83	1.7	84.6%	79.6%
	84	-2.4	91.8%	88.3%
	85	0.2	88.5%	96.8%
	86	2.5	93.4%	90.8%
	87	2.3	71.4%	79.8%
	88	0.7	93.1%	85.3%
	93	0.8	85.4%	86.3%
	94	1.1	85.2%	63.5%
	95	1.5	72.1%	79.1%
	99	0.7	82.8%	83.5%
	125	Not Available	95.1%	93.2%
	157	Not Available	100.0%	94.1%
	164	Not Available	89.7%	89.0%
	174	Not Available	90.2%	90.0%
194	-0.8	96.6%	89.1%	
195	2.1	93.1%	95.9%	
Lynchburg ^d	145	-1.3	92.9%	95.5%
	147	-2.0	93.3%	90.8%
	156	-13.9	96.6%	98.2%
	171	-6.7	91.8%	89.2%
	176	-5.9	96.7%	86.3%
All Other Northeast Regional	110	-0.7	90.2%	94.9%
	111	0.6	90.2%	95.6%
	123	Not Available	85.7%	91.9%
	126	Not Available	92.3%	99.2%
	127	-1.2	93.3%	97.6%
	129	-0.3	85.2%	92.2%
	130	-0.6	82.0%	94.9%
	131	-2.5	86.2%	85.2%
	132	Not Available	100.0%	93.3%
	133	-4.0	69.2%	91.5%
	134	1.6	84.6%	94.7%
	135	-0.4	89.7%	86.6%
	136	2.6	69.2%	85.4%
	137	-0.1	90.2%	93.1%
	138	-0.4	77.0%	87.0%
	139	Not Available	64.3%	85.9%
	140	1.7	100.0%	95.8%
	141	2.5	93.4%	94.6%
	143	1.7	92.9%	94.7%
	146	2.6	93.3%	99.2%
	148	1.3	86.9%	92.0%
	150	0.7	93.1%	96.5%
	151	0.0	93.4%	97.8%
	152	-0.6	96.6%	96.5%
	153	-1.3	96.4%	96.4%
	154	0.4	100.0%	100.0%
	155	-0.8	85.7%	92.6%
	158	0.6	89.3%	97.0%
	159	3.1	96.6%	94.9%
	160	-0.8	85.7%	89.6%
	161	1.6	92.6%	89.3%
	162	1.3	89.7%	88.8%
	163	-0.5	96.4%	94.7%
165	-1.0	96.6%	92.9%	
166	-1.8	71.4%	88.6%	
167	-0.3	92.9%	96.3%	
168	0.1	100.0%	95.3%	
169	-0.1	86.2%	85.9%	
170	-1.3	85.2%	81.2%	
172	1.2	85.2%	86.0%	
173	2.2	93.3%	92.6%	
175	1.4	90.2%	90.8%	
177	0.5	86.9%	90.3%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2013	2nd Quarter FY 2013
	178	-9.0	80.3%	94.3%
	179	0.8	79.7%	89.9%
	180	0.3	80.3%	97.3%
	181	0.4	91.8%	95.7%
	182	-2.6	89.7%	96.5%
	183	-1.2	83.6%	93.1%
	184	-1.6	86.9%	96.2%
	185	-1.6	70.5%	84.8%
	186	0.1	95.1%	97.8%
	187	-1.5	72.1%	90.8%
	188	2.1	90.2%	96.9%
	190	0.0	90.2%	90.8%
	192	0.7	93.3%	99.4%
	193	0.8	85.2%	88.7%
	196	0.8	85.4%	94.5%
	198	-8.1	80.9%	90.3%
	401	7.3	77.8%	95.3%
	405	6.5	100.0%	100.0%
	432	Not Available	92.3%	96.4%
	450	5.8	85.2%	93.7%
	460	5.6	74.1%	81.5%
	463	5.2	96.3%	100.0%
	464	4.5	81.5%	93.0%
	465	Not Available	92.3%	98.9%
	467	7.2	100.0%	100.0%
	470	5.5	82.0%	86.6%
	475	6.4	93.2%	98.6%
	476	4.2	80.0%	84.8%
	479	7.9	86.4%	94.7%
	488	9.2	77.8%	82.6%
	490	6.2	91.7%	91.8%
	493	7.5	86.9%	92.6%
	494	7.8	60.0%	64.6%
	495	5.7	100.0%	100.0%
	497	10.0	100.0%	100.0%
Keystone	600	0.8	90.2%	98.6%
	601	1.0	98.4%	99.7%
	605	1.8	96.7%	98.2%
	607	0.7	98.4%	99.5%
	609	1.5	96.7%	96.5%
	610	-0.1	93.3%	94.4%
	611	1.6	93.3%	92.5%
	612	1.4	100.0%	97.5%
	615	0.1	100.0%	99.3%
	618	-2.9	97.9%	98.1%
	619	1.1	100.0%	100.0%
	620	0.5	100.0%	99.8%
	622	2.1	98.4%	99.3%
	637	-1.2	92.9%	100.0%
	639	1.1	96.7%	98.6%
	640	0.7	83.6%	93.1%
	641	1.2	96.7%	98.7%
	642	1.7	93.4%	97.5%
	643	1.6	91.8%	94.3%
	644	0.5	86.9%	96.9%
	645	1.6	96.7%	97.0%
	646	1.4	96.7%	99.8%
	647	0.8	95.1%	96.7%
	648	0.0	93.4%	97.0%
	649	-0.9	93.4%	98.5%
	650	0.7	95.1%	99.0%
	651	1.3	91.8%	95.2%
	652	0.9	86.9%	99.8%
	653	2.7	90.2%	93.4%
	654	0.9	96.7%	98.7%
	655	1.6	82.0%	90.4%
	656	0.5	96.7%	99.7%
	658	0.5	92.3%	94.7%
	660	2.3	93.1%	100.0%
	661	0.1	75.9%	91.2%
	662	1.0	93.3%	99.1%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2013	2nd Quarter FY 2013
	663	-3.3	89.7%	90.2%
	664	0.9	93.1%	99.7%
	665	1.8	93.1%	97.9%
	666	0.6	100.0%	100.0%
	667	-1.8	89.7%	91.0%
	668	Not Available	Not Available	Not Available
	669	-2.0	96.6%	98.8%
	670	-1.2	82.8%	97.8%
	671	-5.3	96.6%	97.0%
	672	0.1	96.6%	97.7%
Non-NEC Corridor Routes				
Standard		≥ 0	80.0%	80.0%
Capitol Corridor	518	3.8	Not Available	Not Available
	520	2.0	95.2%	97.0%
	521	1.1	95.2%	95.7%
	522	2.8	96.8%	98.4%
	523	1.3	92.1%	94.8%
	524	3.5	95.2%	96.7%
	525	2.7	96.8%	98.0%
	526	2.4	93.7%	96.1%
	527	2.2	96.8%	94.2%
	528	3.7	93.7%	95.6%
	529	1.7	92.1%	95.9%
	530	4.0	93.7%	94.6%
	531	3.0	95.2%	97.6%
	532	4.0	93.7%	95.9%
	533	1.5	92.1%	96.1%
	534	2.7	96.8%	99.2%
	535	2.6	88.9%	91.6%
	536	1.5	96.8%	95.5%
	537	2.6	95.2%	94.7%
	538	2.3	98.4%	98.3%
	540	3.5	98.4%	98.8%
	541	3.1	93.7%	95.0%
	542	2.5	98.4%	97.4%
	543	2.0	77.8%	91.1%
	544	2.7	93.7%	93.4%
	545	2.7	98.4%	97.6%
	546	2.6	88.9%	88.4%
	547	1.2	96.8%	97.8%
	548	-2.5	92.1%	93.6%
	549	1.1	90.5%	92.2%
	551	1.9	96.8%	97.4%
	553	1.4	Not Available	Not Available
	720	2.7	96.3%	97.7%
	723	1.1	96.3%	95.8%
	724	2.7	100.0%	98.9%
	727	1.7	100.0%	100.0%
	728	2.3	100.0%	100.0%
	729	1.1	100.0%	100.0%
	732	1.7	96.3%	97.7%
	733	2.2	96.3%	97.4%
	734	2.1	92.6%	97.1%
	736	2.3	88.9%	95.5%
	737	2.7	92.6%	95.5%
	738	2.8	100.0%	97.7%
	741	1.1	100.0%	100.0%
	742	2.6	92.6%	95.0%
	743	0.1	85.2%	86.0%
	744	1.3	100.0%	99.5%
	745	1.7	96.3%	96.7%
	746	0.8	96.3%	99.0%
	747	1.8	96.3%	96.0%
	748	0.6	88.9%	93.5%
	749	0.6	100.0%	100.0%
	751	2.5	100.0%	100.0%
Carolinian	79	0.7	52.2%	58.9%
	80	1.7	92.2%	81.5%
Cascades	500	1.9	68.9%	74.3%
	501	0.8	73.3%	83.5%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2013	2nd Quarter FY 2013
	504	4.0	90.0%	92.7%
	506	2.0	63.3%	67.2%
	507	2.7	88.9%	82.6%
	508	3.1	86.7%	77.6%
	509	2.8	88.9%	89.7%
	510	0.3	68.6%	83.7%
	513	-3.0	44.4%	67.8%
	516	-2.5	67.8%	71.0%
	517	-0.4	55.8%	75.7%
Downeaster	680	1.4	72.6%	95.0%
	681	-1.2	91.9%	94.4%
	682	-0.7	98.4%	98.7%
	683	0.7	89.5%	93.2%
	684	1.3	84.2%	94.0%
	685	-0.6	93.4%	93.2%
	686	-0.2	86.9%	96.7%
	687	0.1	52.5%	77.8%
	688	-1.2	77.0%	95.3%
	689	1.2	95.1%	98.7%
	690	0.7	91.7%	94.6%
	691	1.4	96.2%	95.3%
	692	-0.4	81.5%	93.3%
	693	2.0	84.0%	88.1%
	694	0.4	63.0%	79.2%
	695	-0.7	100.0%	95.9%
	696	2.0	84.0%	96.3%
	697	2.6	92.0%	99.1%
	698	-0.9	88.9%	96.2%
	699	0.6	92.6%	97.9%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2013	2nd Quarter FY 2013
Empire Corridor				
Adirondack	68	0.4	84.4%	56.9%
	69	1.4	65.6%	71.1%
Maple Leaf	63	1.5	82.2%	73.0%
	64	-0.3	55.6%	64.4%
New York - Albany ^e	230	2.9	98.4%	100.0%
	232	0.5	91.8%	98.1%
	233	3.0	95.5%	96.4%
	234	2.2	91.8%	96.6%
	235	2.0	98.4%	99.3%
	236	2.5	93.3%	95.2%
	237	3.3	91.7%	95.0%
	238	4.0	96.6%	95.1%
	239	-0.1	91.7%	94.4%
	241	2.5	92.2%	96.6%
	242	3.8	93.4%	96.6%
	243	2.8	96.7%	98.0%
	244	2.0	96.7%	97.1%
	245	3.1	96.7%	91.2%
	250	1.7	92.9%	98.3%
	252	0.3	85.7%	94.4%
	253	2.4	89.3%	93.8%
254	3.2	100.0%	97.4%	
255	1.6	100.0%	100.0%	
261	2.8	96.6%	96.2%	
New York - Niagara Falls	280	0.1	82.9%	80.0%
	281	0.5	86.7%	75.2%
	283	1.4	86.7%	85.4%
	284	-0.8	97.3%	88.1%
	288	0.6	85.7%	75.2%
Ethan Allen Express	290	3.4	82.0%	90.8%
	291	3.1	92.2%	94.4%
	293	3.5	76.9%	66.9%
	296	2.3	100.0%	89.9%
Heartland Flyer	821	0.4	73.3%	96.2%
	822	1.1	91.1%	84.3%
Hiawatha	329	-2.9	94.8%	90.4%
	330	-1.1	97.4%	98.4%
	331	-1.0	91.1%	92.1%
	332	-1.3	95.6%	96.0%
	333	-1.2	95.6%	93.3%
	334	-0.2	95.6%	95.1%
	335	-1.2	95.6%	94.8%
	336	-0.5	96.7%	96.7%
	337	-1.0	93.3%	94.8%
	338	-1.4	93.3%	96.4%
	339	-0.6	96.6%	96.6%
	340	-2.5	92.2%	94.2%
	341	-2.4	86.7%	86.2%
Hoosier State	850	1.9	88.0%	92.3%
	851	5.8	78.8%	84.9%
Illinois				
Carl Sandburg / Illinois Zephyr	380	1.2	90.0%	88.0%
	381	-0.4	93.3%	97.8%
	382	2.2	95.6%	91.0%
	383	1.6	85.6%	86.3%

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

Service	Train Number	Test #1	Test #2	Test #3	
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b	
		Last Four Quarters	2nd Quarter FY 2013	2nd Quarter FY 2013	
Illini / Saluki	390	3.8	88.8%	69.2%	
	391	3.5	86.7%	54.7%	
	392	1.7	65.6%	67.1%	
	393	0.6	81.1%	54.7%	
	Lincoln Service	300	3.5	92.2%	91.9%
		301	4.8	93.3%	94.1%
		302	4.0	88.9%	92.8%
		303	3.5	85.6%	87.6%
		304	3.6	96.7%	88.3%
		305	1.8	86.7%	76.0%
306		3.3	87.8%	87.6%	
	307	3.8	93.3%	94.8%	
Michigan					
Blue Water	364	4.1	91.1%	87.7%	
	365	5.9	42.2%	79.0%	
Pere Marquette	370	2.1	74.2%	84.7%	
	371	3.8	57.8%	85.6%	
Wolverine	350	1.0	60.0%	60.1%	
	351	5.0	54.4%	86.7%	
	352	2.1	34.4%	51.2%	
	353	4.5	38.2%	54.5%	
	354	0.9	44.4%	45.5%	
	355	5.5	55.6%	54.7%	
Kansas City - St. Louis	311	5.4	93.3%	93.2%	
	313	7.6	98.9%	97.4%	
	314	9.0	96.7%	93.2%	
	316	10.3	96.7%	92.9%	
Pacific Surfliner	562	2.3	90.9%	94.7%	
	564	-1.1	91.1%	96.4%	
	565	3.3	92.0%	98.7%	
	566	0.2	93.3%	97.6%	
	567	-0.7	86.7%	95.9%	
	572	-1.0	83.3%	96.2%	
	573	0.5	90.9%	93.1%	
	579	0.6	95.4%	98.3%	
	580	1.9	97.8%	96.5%	
	582	0.2	93.3%	97.0%	
	583	-4.0	94.4%	97.7%	
	591	1.3	93.3%	93.3%	
	595	-1.6	96.0%	96.2%	
	597	Not Available	87.5%	89.7%	
	763	0.4	92.2%	93.6%	
	768	0.2	72.2%	93.2%	
	769	-0.3	75.6%	86.5%	
	774	0.5	94.4%	94.1%	
	784	0.0	91.1%	93.1%	
	785	-0.3	90.0%	92.3%	
796	0.3	81.1%	90.8%		
Pennsylvanian	42	0.8	96.7%	91.1%	
	43	1.1	93.3%	91.6%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2013	2nd Quarter FY 2013
Piedmont	73	1.4	88.9%	94.2%
	76	Not Available	67.8%	87.9%
San Joaquin	701	1.2	94.4%	88.8%
	702	-0.2	91.1%	89.8%
	703	1.6	83.3%	82.1%
	704	1.6	88.9%	95.0%
	711	0.1	75.6%	81.9%
	712	-0.2	71.1%	79.1%
	713	0.5	63.3%	73.9%
	714	0.0	70.0%	79.3%
	715	1.3	88.9%	81.5%
	716	1.2	77.8%	82.7%
	717	1.8	86.7%	84.5%
Vermont	54	2.8	96.4%	97.2%
	55	2.2	88.5%	87.8%
	56	2.9	91.8%	84.5%
	57	2.4	92.9%	92.2%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	0.0	77.0%	78.7%
	53	-0.5	74.7%	81.0%
California Zephyr	5	3.4	90.0%	70.7%
	6	3.4	81.1%	66.8%
Cardinal	50	0.8	51.3%	61.2%
	51	1.9	89.7%	63.7%
Capitol Limited	29	2.3	78.9%	81.0%
	30	2.5	90.0%	52.6%
City of New Orleans	58	1.6	92.2%	78.5%
	59	1.7	88.9%	74.0%
Coast Starlight	11	0.8	93.3%	78.8%
	14	1.5	90.0%	60.2%
Crescent	19	0.5	78.9%	75.8%
	20	0.4	78.9%	66.7%
Empire Builder	27	-0.3	79.8%	51.2%
	28	-1.0	93.2%	50.6%
	7	-0.3	80.0%	50.9%
	8	-1.2	38.9%	48.9%
Lake Shore Ltd	448	9.6	85.2%	58.5%
	449	6.9	96.6%	52.2%
	48	1.8	81.1%	62.8%
	49	0.2	47.8%	44.5%
Palmetto	89	1.0	72.1%	62.9%
	90	1.1	83.7%	82.9%
Silver Meteor	97	-0.6	51.1%	57.7%
	98	0.1	45.6%	37.7%
Silver Star	91	0.2	44.4%	55.2%
	92	1.0	73.3%	49.8%
Southwest Chief	3	0.2	92.1%	73.6%
	4	0.1	93.3%	69.4%
Sunset Limited	1	-43.1	74.4%	57.4%
	2	2.8	82.1%	51.4%
Texas Eagle	21	2.4	75.6%	58.9%
	22	2.6	74.4%	49.9%

^aEndpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.

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

^cRichmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

^dNortheast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^eIncludes 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 2013					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900
-----------------	------------

Acela Express

Acela Express	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
	2150	MNRR	554	DSR	327	CTI	226	0
	2151	MNRR	878	CTI	792	DSR	65	0
	2153	MNRR	417	DCS	315	CTI	60	0
	2154	MNRR	246	DSR	135	CTI	97	0
	2155	MNRR	149	CTI	97	DMW	41	0
	2158	MNRR	173	CTI	98	RTE	33	0
	2159	MNRR	423	CTI	342	DSR	42	0
	2160	MNRR	247	CTI	170	DSR	63	0
	2163	MNRR	574	CTI	336	DSR	143	0
	2164	MNRR	122	CTI	60	DSR	42	0
	2165	MNRR	176	RTE	86	DSR	60	0
	2166	MNRR	200	CTI	182	DSR	15	0
	2167	MNRR	184	CTI	64	DMW	59	0
	2168	MNRR	166	CTI	112	DMW	18	0
	2170	MNRR	742	CTI	554	RTE	115	0
	2171	MNRR	530	DSR	506	CTI	24	0
	2172	MNRR	259	CTI	104	DSR	65	0
	2173	MNRR	286	DSR	219	CTI	40	0
	2190	MNRR	755	DSR	539	CTI	120	0
	2193	MNRR	89	CTI	89	-	-	0
	2250	MNRR	206	CTI	82	DSR	62	0
	2251	MNRR	727	DSR	523	CTI	153	0
	2252	MNRR	179	CTI	179	-	-	0
	2253	MNRR	199	DSR	124	DMW	41	0
	2254	MNRR	15	DSR	15	-	-	0
	2255	MNRR	253	DSR	134	CTI	119	0
	2256	MNRR	193	DSR	134	CTI	60	0
	2257	MNRR	283	DSR	283	-	-	0
	2258	MNRR	179	DSR	179	-	-	0
	2259	MNRR	342	CTI	283	DSR	45	0
	2290	MNRR	38	RTE	26	DSR	13	0
	2297	MNRR	275	CTI	234	DSR	41	0

Other NEC Corridor Routes

Northeast Regional	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
Richmond / Newport News/Norfolk ^d	194	CSX	1293	DSR	408	FTI	333	0
		MNRR	306	DSR	179	CTI	102	0
	195	CSX	1012	FTI	481	DCS	287	0
		MNRR	708	CTI	476	DSR	112	0
66	CSX	876	DSR	318	PTI	164	0	
	MNRR	147	DSR	85	RTE	31	0	
67	CSX	1467	DSR	421	FTI	315	0	
	MNRR	281	DMW	220	CTI	27	0	
71	CSX	377	FTI	212	RTE	141	0	
	NS	584	DCS	288	RTE	165	0	
82	CSX	1016	RTE	356	PTI	265	0	
	MNRR	829	DSR	625	DCS	204	0	
83	CSX	1889	DCS	654	DSR	504	0	
	MNRR	563	CTI	385	DSR	165	0	
84	CSX	1650	RTE	499	FTI	352	0	
85	CSX	778	RTE	229	CTI	221	0	
86	CSX	891	RTE	273	PTI	209	0	
	MNRR	366	DCS	170	CTI	100	0	
87	CSX	505	FTI	239	DCS	129	0	
	CSX	1122	FTI	346	RTE	329	0	
	MNRR	569	DSR	192	CTI	152	0	
88	NS	145	DSR	85	RTE	34	0	
	CSX	1038	CTI	332	DCS	215	0	
93	MNRR	740	CTI	439	DSR	141	0	
	CSX	2188	DCS	602	DSR	507	0	
94	MNRR	726	CTI	435	DSR	205	0	

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

Service	Train	Host	2nd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900							
-----------------	------------	--	--	--	--	--	--	--

	95	CSX	1620	FTI	471	DSR	356	0
		MNRR	275	CTI	231	DSR	26	0
	99	CSX	919	DSR	359	PTI	255	0
		MNRR	804	DSR	316	CTI	309	0
	125	CSX	1710	CTI	508	PTI	372	0
		NS	806	DCS	318	DSR	210	0
	157	CSX	389	PTI	187	RTE	106	0
		NS	564	FTI	317	RTE	123	0
	164	CSX	856	PTI	265	RTE	253	0
		MNRR	476	CTI	284	DSR	185	0
	174	CSX	1499	FTI	320	RTE	293	0
		MNRR	476	CTI	284	DSR	185	0
		NS	899	DSR	544	DCS	251	0
Lynchburg ^g	145	MNRR	673	CTI	398	DSR	275	0
		NS	506	FTI	371	DCS	74	0
	147	MNRR	1071	CTI	931	DSR	51	0
		NS	330	FTI	200	DCS	57	0
	156	NS	107	DCS	48	FTI	29	0
	171	MNRR	621	CTI	281	DSR	123	0
		NS	215	DCS	95	CTI	59	0
	176	MNRR	509	CTI	420	DCS	77	0
All Other Northeast Regional		NS	243	PTI	95	FTI	80	0
	132	MNRR	234	RTE	124	DSR	110	0
	135	MNRR	555	DSR	300	RTE	108	0
	136	MNRR	313	CTI	164	DSR	119	0
	137	MNRR	923	CTI	524	DSR	313	0
	139	MNRR	124	DSR	124	-	-	0
	140	MNRR	198	CTI	152	DSR	33	0
	141	MNRR	1375	CTI	443	DSR	408	0
	143	MNRR	968	DSR	426	CTI	295	0
	146	MNRR	0	-	-	-	-	0
	148	MNRR	598	CTI	262	DSR	235	0
	150	MNRR	151	CTI	82	DSR	69	0
	160	MNRR	130	DBS	110	RTE	21	0
	161	MNRR	508	DSR	343	CTI	117	0
	162	MNRR	516	CTI	258	RTE	132	0
	163	MNRR	866	CTI	708	DSR	132	0
	165	MNRR	470	DSR	304	DCS	73	0
	166	MNRR	55	DSR	55	-	-	0
	167	MNRR	574	CTI	395	DSR	102	0
	168	MNRR	115	CTI	89	DSR	26	0
	169	MNRR	561	DSR	300	CTI	147	0
	170	MNRR	1083	CTI	925	RTE	97	0
	172	MNRR	500	DSR	354	CTI	74	0
	173	MNRR	1015	DSR	485	CTI	473	0
	175	MNRR	854	CTI	630	DSR	112	0
	177	MNRR	268	DSR	143	CTI	89	0
	178	MNRR	327	DSR	169	CTI	121	0
	179	MNRR	502	DSR	272	CTI	191	0
	190	MNRR	771	CTI	568	DSR	140	0

Non-NEC Corridor Routes								
Capitol Corridor	518	UP	Not Available	Not Available	Not Available	Not Available	Not Available	0
	520	UP	443	PTI	105	FTI	85	0
	521	UP	366	PTI	175	DCS	55	0
	522	UP	443	RTE	151	PTI	123	0
	523	UP	438	PTI	165	RTE	88	0
	524	UP	525	PTI	213	DCS	108	0
	525	UP	239	RTE	66	DCS	64	0
	526	UP	1098	PTI	497	RTE	307	0
	527	UP	726	PTI	263	RTE	221	0
	528	UP	581	DCS	170	PTI	159	0
	529	UP	408	RTE	156	FTI	91	0
	530	UP	607	DCS	178	RTE	129	0
	531	UP	857	PTI	503	RTE	143	0
	532	UP	624	RTE	181	PTI	158	0
	533	UP	541	DCS	206	DMW	119	0
	534	UP	434	RTE	174	DMW	105	0
	535	UP	446	DCS	140	PTI	70	0
	536	UP	365	RTE	125	DCS	102	0

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

Service	Train	Host	2nd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900							
-----------------	------------	--	--	--	--	--	--	--

	537	UP		700	PTI	340	DMW	95	0
	538	UP		326	DCS	138	PTI	93	0
	540	UP		212	RTE	133	PTI	60	0
	541	UP		414	DCS	104	RTE	102	0
	542	UP		457	PTI	151	DCS	115	0
	543	UP		807	CTI	236	DCS	185	0
	544	UP		440	PTI	168	RTE	106	0
	545	UP		338	PTI	125	DCS	96	0
	546	UP		595	RTE	241	DCS	144	0
	547	UP		383	PTI	246	RTE	70	0
	548	UP		883	PTI	325	FTI	274	0
	549	UP		392	RTE	158	PTI	96	0
	551	UP		207	DCS	82	RTE	80	0
	553	UP		Not Available	Not Available	Not Available	Not Available	Not Available	0
	720	UP		453	RTE	170	PTI	114	0
	723	UP		219	RTE	67	PTI	50	0
	724	UP		524	PTI	446	DCS	42	0
	727	UP		319	RTE	166	PTI	83	0
	728	UP		313	DCS	116	PTI	89	0
	729	UP		550	PTI	324	RTE	80	0
	732	UP		725	PTI	487	DCS	89	0
	733	UP		704	PTI	383	DCS	150	0
	734	UP		334	RTE	134	DCS	78	0
	736	UP		402	PTI	152	DCS	103	0
	737	UP		491	PTI	202	DCS	108	0
	738	UP		318	RTE	153	DCS	110	0
	741	UP		230	PTI	147	DBS	36	0
	742	UP		408	RTE	167	DCS	109	0
	743	UP		474	PTI	222	DMW	125	0
	744	UP		183	PTI	50	FTI	47	0
	745	UP		52	FTI	17	DCS	17	0
	746	UP		224	PTI	106	RTE	101	0
	747	UP		274	PTI	125	RTE	61	0
	748	UP		516	RTE	238	PTI	147	0
	749	UP		538	PTI	377	DMW	51	0
	751	UP		220	RTE	127	DSR	47	0
Carolinian	79	CSX		1717	FTI	636	PTI	383	0
		NS		549	PTI	233	DSR	177	0
	80	CSX		1672	FTI	554	PTI	341	0
		NS		451	DSR	163	PTI	114	0
Cascades	500	BNSF		1214	DSR	422	PTI	179	0
		UP		758	FTI	517	DCS	189	0
	501	BNSF		1260	DSR	404	FTI	311	0
	504	UP		688	FTI	232	DCS	232	0
	506	BNSF		1198	DSR	409	PTI	201	0
	507	BNSF		1151	DSR	318	PTI	302	0
		UP		482	FTI	301	DCS	91	0
	508	BNSF		938	DSR	362	FTI	218	0
	509	BNSF		966	DSR	326	FTI	251	0
		UP		370	FTI	236	DCS	46	0
	510	BNSF		1646	DSR	461	PTI	442	0
	513	BNSF		1378	DSR	406	FTI	364	0
	516	BNSF		1260	DSR	429	FTI	253	0
	517	BNSF		1733	DSR	558	PTI	516	0
Downeaster	680	MBTA		1621	DSR	768	CTI	670	0
		PanAm		206	FTI	116	DSR	48	0
	681	MBTA		2033	CTI	1019	DSR	707	0
		PanAm		216	FTI	150	DSR	59	0
	682	MBTA		367	DCS	170	PTI	147	0
		PanAm		100	DCS	54	FTI	41	0
	683	MBTA		1086	CTI	455	DCS	357	0
		PanAm		231	DCS	107	PTI	75	0
	684	MBTA		418	DSR	213	DMW	93	0
		PanAm		363	PTI	256	DSR	107	0
	685	MBTA		746	CTI	447	DSR	217	0
		PanAm		416	DSR	187	DCS	130	0
	686	MBTA		2134	CTI	759	DSR	625	0
		PanAm		145	FTI	60	DCS	38	0

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

Service	Train	Host	2nd Quarter FY 2013					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	
Standard			900					
Standard	687	MBTA	2151	CTI	1210	DSR	499	0
		PanAm	1629	FTI	525	DSR	514	0
	688	MBTA	1467	DSR	699	CTI	607	0
		PanAm	970	PTI	654	FTI	166	0
	689	MBTA	796	DSR	488	CTI	143	0
		PanAm	203	DCS	173	DSR	19	0
	690	MBTA	694	DSR	386	DCS	165	0
		PanAm	195	DSR	168	DCS	27	0
	691	MBTA	1734	CTI	1167	DSR	567	0
		PanAm	227	PTI	101	DSR	76	0
	692	MBTA	1204	DSR	859	DCS	262	0
		PanAm	315	DCS	179	FTI	74	0
	693	MBTA	1228	DSR	1026	DCS	138	0
		PanAm	396	DCS	203	FTI	120	0
	694	MBTA	1194	CTI	1047	DSR	147	0
		PanAm	965	PTI	622	FTI	304	0
	695	MBTA	587	PTI	262	DSR	189	0
		PanAm	160	DSR	104	FTI	55	0
	696	MBTA	550	DSR	339	DCS	138	0
		PanAm	208	FTI	188	DCS	16	0
	697	MBTA	508	DSR	370	DCS	74	0
		PanAm	94	FTI	94	-	-	0
	698	MBTA	456	DSR	380	CTI	43	0
		PanAm	708	PTI	613	DCS	67	0
699	MBTA	748	DSR	586	DCS	163	0	
	PanAm	154	DSR	68	FTI	63	0	
Empire Corridor								
Adirondack	68	Amtrak	98	DCS	61	PTI	37	0
		CN	1529	FTI	479	DSR	389	0
		CP	2234	DSR	1081	PTI	616	0
		MNRR	644	CTI	256	RTE	169	0
	69	Amtrak	230	DCS	116	PTI	48	0
		CN	3406	FTI	2102	RTE	645	0
		CP	1941	DSR	1090	FTI	340	0
		MNRR	628	CTI	235	DSR	192	0
	Maple Leaf	63	Amtrak	340	DMW	182	DCS	90
	CSX	1608	FTI	472	RTE	406	0	
	MNRR	576	CTI	384	DSR	98	0	
	64	Amtrak	121	DCS	57	DMW	32	0
	CSX	2111	FTI	840	RTE	382	0	
	MNRR	698	CTI	415	DCS	95	0	
New York - Albany^f								
	230	Amtrak	6	CTI	6	-	-	0
		MNRR	216	CTI	142	DSR	33	0
	232	Amtrak	115	CTI	48	DCS	26	0
		MNRR	1343	CTI	1065	RTE	188	0
	233	Amtrak	120	DSR	40	DCS	35	0
		MNRR	766	RTE	296	CTI	240	0
	234	Amtrak	163	DCS	64	RTE	54	0
		MNRR	309	CTI	257	RTE	23	0
	235	Amtrak	117	DMW	83	CTI	16	0
		MNRR	494	RTE	206	DSR	147	0
	236	Amtrak	163	DMW	112	DCS	51	0
		MNRR	288	CTI	189	RTE	34	0
	237	Amtrak	168	PTI	90	DCS	37	0
		MNRR	398	CTI	254	DMW	118	0
	238	Amtrak	79	DCS	36	DMW	28	0
		MNRR	358	CTI	267	RTE	34	0
	239	Amtrak	161	DCS	97	PTI	49	0
		MNRR	2168	CTI	1802	RTE	239	0
	241	Amtrak	83	DCS	62	CTI	6	0
		MNRR	529	CTI	238	RTE	166	0
	242	Amtrak	290	DMW	175	DCS	54	0
		MNRR	219	RTE	80	CTI	75	0
	243	Amtrak	143	DCS	111	PTI	12	0
		MNRR	458	CTI	144	RTE	126	0
	244	Amtrak	76	PTI	27	DCS	22	0
		MNRR	251	CTI	153	PTI	45	0

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

Service	Train	Host	2nd Quarter FY 2013					MM&C Allowance ^c	
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
New York - Niagara Falls	245	Amtrak	133	DCS	63	DSR	31	0	
		MNRR	251	DSR	107	CTI	73	0	
	250	Amtrak	0	-	-	-	-	0	
		MNRR	29	CTI	17	DSR	12	0	
	252	Amtrak	0	-	-	-	-	0	
		MNRR	763	CTI	292	PTI	191	0	
	253	Amtrak	184	DCS	132	CTI	35	0	
		MNRR	903	CTI	695	RTE	151	0	
	254	Amtrak	97	DCS	97	-	-	0	
		MNRR	90	CTI	45	RTE	34	0	
	255	Amtrak	0	-	-	-	-	0	
		MNRR	725	RTE	290	CTI	229	0	
	261	Amtrak	0	-	-	-	-	0	
		MNRR	493	DCS	271	DSR	162	0	
	Ethan Allen Express	280	Amtrak	52	DCS	26	DMW	26	0
			CSX	1349	FTI	504	RTE	286	0
			MNRR	537	CTI	310	PTI	87	0
		281	Amtrak	148	DCS	126	DBS	13	0
			CSX	1771	FTI	837	RTE	350	0
			MNRR	859	CTI	369	DCS	162	0
		283	Amtrak	79	PTI	33	DSR	15	0
			CSX	1582	FTI	620	DCS	342	0
			MNRR	581	RTE	223	DSR	159	0
		284	Amtrak	210	PTI	85	DMW	80	0
		CSX	1697	FTI	485	RTE	424	0	
		MNRR	289	CTI	140	RTE	40	0	
286	Amtrak	137	PTI	97	DCS	40	0		
	CSX	1166	RTE	371	DSR	320	0		
	MNRR	387	CTI	241	RTE	126	0		
288	Amtrak	0	-	-	-	-	0		
	CSX	2115	FTI	1035	DCS	561	0		
	MNRR	67	RTE	34	DSR	22	0		
Hiawatha	290	Amtrak	187	DMW	135	DCS	31	0	
		CP	3173	DSR	1914	FTI	531	0	
		MNRR	592	CTI	224	RTE	214	0	
		VTR	117	DCS	69	DSR	48	0	
	291	Amtrak	60	PTI	33	DCS	21	0	
		CP	2378	DSR	1781	DCS	241	0	
		MNRR	595	CTI	263	RTE	208	0	
		VTR	60	FTI	38	DCS	22	0	
	293	Amtrak	294	PTI	271	CTI	23	0	
		CP	2322	DSR	2220	FTI	51	0	
		MNRR	2476	CTI	2113	RTE	326	0	
		VTR	0	-	-	-	-	0	
296	Amtrak	254	DCS	158	PTI	96	0		
	CP	3636	DSR	2158	PTI	668	0		
	MNRR	146	RTE	146	-	-	0		
	VTR	0	-	-	-	-	0		
Heartland Flyer	821	BNSF	1539	DSR	931	FTI	368	0	
	822	BNSF	1167	DSR	1009	FTI	110	0	
Hiawatha	329	CP	729	DMW	247	DCS	139	183	
		Metra	897	CTI	459	DCS	213	0	
	330	CP	284	DMW	71	FTI	64	183	
		Metra	3311	CTI	3169	DCS	93	0	
	331	CP	282	DCS	82	DSR	63	157	
		Metra	1237	CTI	715	DCS	224	0	
	332	CP	356	FTI	100	DCS	98	157	
		Metra	1023	DCS	326	CTI	270	0	
	333	CP	749	DCS	220	FTI	218	157	
		Metra	855	DCS	305	DSR	200	0	
	334	CP	540	FTI	245	DCS	140	157	
		Metra	820	DCS	245	CTI	200	0	
	335	CP	474	FTI	233	DSR	91	159	
		Metra	1326	CTI	464	FTI	347	0	
	336	CP	839	FTI	295	DCS	163	157	
		Metra	887	DSR	365	CTI	193	0	
	337	CP	402	FTI	243	DSR	61	157	
		Metra	1346	CTI	494	FTI	428	0	

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

Service	Train	Host	2nd Quarter FY 2013					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	
Standard			900					
	338	CP	456	FTI	216	DCS	92	161
		Metra	1757	CTI	1032	DCS	455	0
	339	CP	184	DSR	102	DCS	40	159
		Metra	2747	CTI	2229	DCS	308	0
	340	CP	504	FTI	126	DSR	111	157
		Metra	1612	CTI	778	DSR	386	0
	341	CP	318	DCS	111	FTI	96	157
		Metra	1682	CTI	1227	DSR	214	0
	342	CP	235	FTI	110	DSR	70	159
		Metra	1641	CTI	1230	DCS	223	0
Hoosier State	850	CSX	575	DCS	192	RTE	129	0
	851	CSX	826	DCS	355	DSR	140	0
Illinois								
Carl Sandburg / Illinois Zephyr	380	BNSF	559	FTI	160	DSR	149	0
	381	BNSF	612	FTI	253	DSR	171	0
	382	BNSF	462	FTI	165	DSR	102	0
	383	BNSF	714	DSR	205	FTI	148	0
Illini / Saluki	390	CN	825	FTI	464	PTI	168	0
	391	CN	869	FTI	458	DCS	146	0
	392	CN	1248	FTI	679	PTI	253	0
	393	CN	748	FTI	410	PTI	189	0
Lincoln Service	300	CN	1032	FTI	311	DSR	305	0
		UP	745	PTI	322	DCS	164	0
	301	CN	505	FTI	279	RTE	73	0
		UP	715	PTI	256	FTI	160	0
	302	CN	838	FTI	508	DCS	171	0
		UP	1339	PTI	956	DCS	119	0
	303	CN	1292	FTI	410	DCS	400	0
		UP	695	PTI	275	DCS	158	0
	304	CN	902	FTI	651	DCS	111	0
		UP	497	PTI	276	FTI	79	0
	305	CN	556	FTI	308	CTI	102	0
		UP	1041	PTI	551	FTI	159	0
	306	CN	657	FTI	365	RTE	171	0
	UP	904	PTI	686	DCS	94	0	
307	CN	438	RTE	149	FTI	146	0	
	UP	428	PTI	179	FTI	121	0	
Michigan								
Blue Water	364	Amtrak	194	DCS	62	PTI	37	0
		CN	512	FTI	433	RTE	56	0
		MIDOT	1126	DSR	1126	-	-	0
		NS	1744	FTI	835	DCS	346	634
	365	Amtrak	540	PTI	308	DCS	168	0
		CN	1039	FTI	790	DCS	108	0
	MIDOT	2748	DSR	2417	DCS	227	0	
	NS	2858	DCS	1181	FTI	556	634	
Pere Marquette	370	CSX	567	DCS	193	RTE	142	0
		NS	2510	FTI	849	DCS	647	1671
	371	CSX	589	DCS	202	RTE	148	0
	NS	3108	FTI	968	PTI	734	1671	

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

Service	Train	Host	2nd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900				
-----------------	------------	--	--	--	--

Wolverine	350	Amtrak		1190	PTI	938	DCS	126	0
		CN		800	FTI	316	RTE	199	0
		MIDOT		1540	PTI	913	DSR	421	0
		NS		1693	FTI	507	PTI	463	297
	351	Amtrak		424	PTI	321	DCS	45	0
		CN		1006	FTI	382	RTE	298	0
		MIDOT		829	DSR	534	DCS	290	0
		NS		1555	DCS	559	FTI	404	296
	352	Amtrak		404	PTI	248	DCS	95	0
		CN		985	DCS	457	FTI	319	0
		MIDOT		1437	DSR	620	PTI	552	0
		NS		1414	DCS	427	FTI	355	296
	353	Amtrak		918	PTI	609	DCS	166	0
		CN		992	DCS	326	FTI	310	0
		MIDOT		1395	DSR	583	PTI	568	0
		NS		1851	PTI	534	FTI	524	302
	354	Amtrak		200	DCS	54	FTI	43	0
		CN		653	DCS	216	FTI	212	0
		MIDOT		2242	PTI	1186	DSR	605	0
		NS		1386	PTI	479	DCS	369	302
	355	Amtrak		222	PTI	104	DCS	65	0
		CN		1318	FTI	380	DCS	380	0
		MIDOT		1958	PTI	1275	DSR	456	0
		NS		1542	PTI	649	FTI	370	297
Kansas City - St. Louis	311	UP		349	FTI	117	DCS	89	0
	313	UP		271	FTI	97	PTI	70	0
	314	UP		430	FTI	118	PTI	94	0
	316	UP		402	PTI	193	FTI	116	0
Pacific Surfliner	562	BNSF		587	DCS	338	DSR	116	0
		SCRRA		419	PTI	221	CTI	144	0
		SDNRR		1835	PTI	1017	CTI	714	0
	564	BNSF		1035	CTI	402	DSR	178	0
		SCRRA		1576	PTI	890	CTI	576	0
		SDNRR		1226	PTI	536	DSR	259	0
	565	BNSF		577	DSR	335	RTE	242	0
		SCRRA		407	RTE	186	DCS	119	0
		SDNRR		743	PTI	332	DSR	305	0
	566	BNSF		899	CTI	264	DSR	176	0
		SCRRA		650	PTI	381	DCS	134	0
		SDNRR		1392	CTI	602	PTI	552	0
	567	BNSF		1519	RTE	997	DSR	279	0
		SCRRA		643	CTI	318	RTE	169	0
		SDNRR		1362	PTI	417	DSR	399	0
	572	BNSF		856	DCS	285	DSR	254	0
		SCRRA		1709	PTI	1336	DCS	197	0
		SDNRR		1051	PTI	337	DSR	287	0
	573	BNSF		1142	DCS	507	DSR	344	0
		SCRRA		551	CTI	371	DCS	72	0
		SDNRR		1403	PTI	440	CTI	421	0
	579	BNSF		1211	DSR	660	FTI	330	0
		SCRRA		244	CTI	148	DCS	52	0
		SDNRR		1171	PTI	673	DSR	293	0
580	BNSF		651	DSR	207	DCS	134	0	
	SCRRA		541	CTI	257	PTI	115	0	
	SDNRR		1241	CTI	949	DSR	193	0	
582	BNSF		295	DSR	129	CTI	67	0	
	SCRRA		1690	PTI	1549	CTI	73	0	
	SDNRR		1100	CTI	705	PTI	210	0	
583	BNSF		1602	DSR	796	RTE	284	0	
	SCRRA		1587	PTI	1226	CTI	177	0	
	SDNRR		790	CTI	466	DSR	161	0	

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

Service	Train	Host	2nd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900				
-----------------	------------	--	--	--	--

591	BNSF		1054	RTE	620	DSR	315	0
	SCRRA		217	DCS	73	CTI	68	0
	SDNRR		1622	PTI	543	CTI	427	0
595	BNSF		847	DSR	456	FTI	140	0
	SCRRA		131	FTI	51	PTI	51	0
	SDNRR		594	DSR	299	PTI	133	0
597	BNSF		663	DSR	547	FTI	58	0
	SCRRA		572	FTI	233	CTI	212	0
	SDNRR		1082	PTI	494	DSR	292	0
763	BNSF		1163	DCS	300	DSR	274	0
	SCRRA		500	CTI	229	PTI	84	0
	SDNRR		977	CTI	574	PTI	238	0
	UP		1256	PTI	1065	DCS	58	0
768	BNSF		677	DSR	336	DCS	171	0
	SCRRA		1070	PTI	577	CTI	172	0
	SDNRR		442	PTI	253	CTI	103	0
	UP		246	DCS	125	FTI	65	0
769	BNSF		1090	DSR	429	RTE	346	0
	SCRRA		381	DCS	151	CTI	69	0
	SDNRR		1557	PTI	805	DSR	333	0
	UP		1839	PTI	1385	DCS	193	0
774	BNSF		501	DSR	227	RTE	114	0
	SCRRA		803	PTI	350	DCS	202	0
	SDNRR		1009	CTI	445	DSR	256	0
	UP		743	PTI	619	DCS	89	0
784	BNSF		899	DCS	258	CTI	207	0
	SCRRA		1720	CTI	1112	PTI	337	0
	SDNRR		2021	CTI	1111	PTI	537	0
	UP		482	PTI	309	DCS	103	0
785	BNSF		1871	DSR	1003	DCS	475	0
	SCRRA		625	PTI	332	DCS	141	0
	SDNRR		2088	PTI	960	CTI	694	0
	UP		217	DBS	116	PTI	50	0
796	BNSF		729	RTE	341	DSR	176	0
	SCRRA		1244	PTI	808	DBS	130	0
	SDNRR		519	DSR	221	FTI	136	0
	UP		227	PTI	87	CTI	41	0

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

Service	Train	Host	2nd Quarter FY 2013					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900							
-----------------	------------	--	--	--	--	--	--	--

Pennsylvanian	42	NS		587	FTI	277	RTE	134	0
	43	NS		329	FTI	118	DCS	81	0
Piedmont	73	NS		460	DSR	155	FTI	153	0
	76	NS		576	DSR	244	PTI	140	0
San Joaquin	701	BNSF		920	PTI	387	FTI	235	0
		UP		521	FTI	250	DCS	109	0
	702	BNSF		1292	PTI	628	FTI	383	0
		UP		469	FTI	326	OTH	107	0
	703	BNSF		742	PTI	284	DSR	238	0
		UP		1619	DCS	772	RTE	428	0
	704	BNSF		620	PTI	270	FTI	166	0
		UP		278	FTI	112	DCS	96	0
	711	BNSF		738	DSR	206	FTI	164	0
		UP		922	PTI	527	DCS	203	0
	712	BNSF		1123	PTI	440	FTI	327	0
		UP		587	PTI	178	FTI	146	0
	713	BNSF		1226	PTI	493	FTI	250	0
		UP		1201	PTI	454	DCS	253	0
	714	BNSF		885	FTI	433	DSR	218	0
		UP		2002	PTI	616	DCS	467	0
	715	BNSF		825	PTI	417	FTI	176	0
		UP		766	PTI	396	DCS	318	0
	716	BNSF		856	PTI	354	FTI	276	0
		UP		1312	OTH	882	PTI	166	0
717	BNSF		828	PTI	355	FTI	221	0	
	UP		997	DCS	421	PTI	378	0	
718	BNSF		623	PTI	281	FTI	178	0	
	UP		1182	PTI	674	DCS	238	0	
Vermont	54	MNRR		298	DSR	119	RTE	86	0
		NECR		167	DSR	149	DMW	12	0
	55	MNRR		1013	CTI	492	DSR	363	0
		NECR		650	DSR	496	FTI	91	0
	56	MNRR		574	CTI	284	DSR	114	0
		NECR		283	DSR	178	DBS	70	0
	57	MNRR		419	DSR	254	CTI	96	0
		NECR		702	DSR	440	FTI	178	0

Long Distance Routes

Auto Train	52	CSX		1275	FTI	410	DSR	350	0
		FR		8517	DSR	5897	FTI	1349	0
	53	CSX		1555	FTI	677	DSR	356	0
		FR		6889	DSR	5983	DCS	821	0
California Zephyr	5	BNSF		622	DSR	241	FTI	127	0
		UP		776	FTI	300	DCS	176	0
	6	BNSF		635	DSR	265	FTI	128	0
		UP		756	FTI	286	DCS	160	0
Cardinal	50	BBrRR		3009	FTI	1000	DCS	834	0
		CSX		670	FTI	245	DCS	199	0
		NS		1302	PTI	388	DCS	378	0
	51	BBrRR		1839	PTI	634	DCS	543	0
		CSX		538	FTI	224	DSR	134	0
		NS		444	FTI	182	PTI	130	0
Capitol Limited	29	CSX		591	FTI	272	DSR	122	0
		NS		1288	FTI	647	RTE	235	0
	30	CSX		717	DSR	259	RTE	154	0
		NS		898	FTI	330	RTE	317	0
City of New Orleans	58	CN		812	FTI	277	DSR	183	24
	59	CN		855	FTI	332	DSR	184	7
Coast Starlight	11	BNSF		840	DSR	233	FTI	190	0
		SCRRA		2250	CTI	1081	PTI	1027	0
		UP		976	PTI	291	FTI	190	0
	14	BNSF		737	DSR	246	FTI	154	0
		SCRRA		2360	PTI	1102	CTI	795	0
		UP		936	PTI	250	DSR	191	0
Crescent	19	NS		713	FTI	211	DSR	203	0
	20	NS		838	FTI	286	DSR	221	0

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

Service	Train	Host	2nd Quarter FY 2013					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	
Standard			900					
Empire Builder	27	BNSF	710	FTI	378	DSR	171	0
	28	BNSF	493	FTI	223	DSR	162	0
	7	BNSF	808	DSR	334	FTI	262	0
		CP	981	FTI	729	DCS	121	65
		Metra	459	RTE	186	CTI	161	0
	8	BNSF	871	FTI	341	DSR	321	0
CP		915	FTI	423	OTH	137	65	
Metra		1584	CTI	1244	FTI	140	0	
Lake Shore Ltd	448	Amtrak	8996	PTI	6723	CTI	1705	0
		CSX	1246	CTI	543	FTI	149	0
	449	Amtrak	1167	PTI	933	CTI	112	0
		CSX	687	FTI	160	PTI	140	0
	48	Amtrak	514	RTE	288	DMW	93	0
		CSX	1520	FTI	473	RTE	331	0
		MNRR	1181	CTI	679	RTE	406	0
		NS	1102	FTI	393	RTE	239	0
	49	Amtrak	239	PTI	91	DCS	83	0
		CSX	1131	FTI	476	RTE	269	0
		MNRR	740	CTI	567	DSR	94	0
		NS	1169	FTI	543	RTE	195	0
Palmetto	89	CSX	1066	FTI	470	PTI	246	0
	90	CSX	864	FTI	361	PTI	201	0
Silver Meteor	97	CSX	856	FTI	315	DSR	181	0
		FR	5215	DSR	2084	PTI	1173	0
		Fla DOT	1249	CTI	624	PTI	330	0
	98	CSX	982	FTI	329	DSR	206	0
		FR	7544	PTI	3000	DSR	2070	0
		Fla DOT	512	RTE	151	DCS	122	0
Silver Star	91	CSX	1021	FTI	301	DSR	261	0
		FR	3515	DSR	1975	DCS	978	0
		Fla DOT	1704	CTI	1018	DCS	384	0
		NS	1421	PTI	1267	DBS	127	0
	92	CSX	1212	FTI	393	DSR	261	0
		FR	4207	DSR	2010	FTI	1524	0
		Fla DOT	746	DCS	235	CTI	219	0
		NS	0	-	-	-	-	0
Southwest Chief	3	BNSF	340	DSR	89	FTI	73	0
		NMDOT	964	DSR	398	DCS	186	0
	4	BNSF	412	FTI	106	DSR	95	0
		NMDOT	1092	DSR	379	RTE	334	0
Sunset Limited	1	BNSF	1130	DSR	490	DCS	348	0
		UP	1226	FTI	657	DSR	210	0
	2	BNSF	470	FTI	222	DSR	179	0
		UP	1388	FTI	687	DSR	216	0
Texas Eagle	21	BNSF	1500	DSR	889	FTI	331	0
		CN	1752	FTI	797	DCS	784	0
		UP	1579	FTI	718	DSR	306	0
	22	BNSF	2103	DSR	1370	FTI	353	0
		CN	1029	FTI	511	DCS	235	0
		UP	1441	FTI	516	DSR	282	0

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

^b For explanation of delay codes, see Table 19.

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

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

^e Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^f 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 2013					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	

Standard		325					
-----------------	--	------------	--	--	--	--	--

Acela Express

Acela Express	2150	431	OTH	363	ENG	65	0
	2151	65	ENG	63	ADA	3	0
	2153	408	OTH	396	HLD	12	0
	2154	157	OTH	148	CAR	9	0
	2155	66	ENG	34	OTH	32	0
	2158	24	OTH	24	-	-	0
	2159	155	OTH	128	ADA	12	0
	2160	44	OTH	44	-	-	0
	2163	131	OTH	57	CAR	39	0
	2164	34	OTH	22	HLD	11	0
	2165	631	OTH	589	ITI	18	0
	2166	69	OTH	69	-	-	0
	2167	120	OTH	61	CAR	50	0
	2168	39	OTH	39	-	-	0
	2170	60	CAR	54	OTH	6	0
	2171	193	OTH	185	HLD	6	0
	2172	544	OTH	473	ENG	30	0
	2173	145	OTH	71	ENG	68	0
	2190	157	OTH	125	ENG	26	0
	2193	100	OTH	100	-	-	0
	2250	190	ENG	122	OTH	68	0
	2251	0	-	-	-	-	0
	2252	15	HLD	15	-	-	0
	2253	89	OTH	69	CAR	21	0
	2254	133	OTH	133	-	-	0
	2255	119	OTH	89	HLD	30	0
	2256	0	-	-	-	-	0
	2257	0	-	-	-	-	0
	2258	41	OTH	41	-	-	0
	2259	89	OTH	89	-	-	0
	2290	354	OTH	354	-	-	0
	2297	907	ENG	769	OTH	96	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News/Norfolk ^d	66	399	HLD	121	CON	91	0
	67	560	SVS	166	OTH	130	0
	82	210	HLD	133	OTH	68	0
	83	549	HLD	342	OTH	81	0
	84	261	HLD	232	ADA	13	0
	85	98	HLD	68	OTH	10	0
	86	609	HLD	359	OTH	234	0
	87	214	HLD	116	CAR	65	0
	88	277	OTH	130	HLD	83	0
	93	473	HLD	198	OTH	168	0
	94	414	HLD	173	ADA	104	0
	95	403	HLD	246	OTH	59	0
	99	515	HLD	273	OTH	135	0
	125	305	HLD	172	OTH	112	0
	157	350	OTH	215	HLD	112	0
	164	224	HLD	123	OTH	55	0
	174	216	OTH	123	HLD	51	0
	194	490	HLD	249	ADA	98	0
	195	235	HLD	132	OTH	64	0
Lynchburg ^e	145	349	OTH	162	HLD	108	0
	147	387	OTH	201	HLD	130	0
	156	160	OTH	92	HLD	60	0
	171	263	ENG	103	HLD	89	0
	176	219	OTH	116	HLD	55	0
All Other Northeast Regional	132	354	OTH	299	HLD	54	0
	135	172	OTH	108	HLD	64	0

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

Service	Train	2nd Quarter FY 2013					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	

Standard		325					
-----------------	--	------------	--	--	--	--	--

	136	154	OTH	112	-	42	0
	137	241	OTH	116	HLD	71	0
	139	343	MTI	247	HLD	55	0
	140	193	OTH	124	HLD	56	0
	141	830	ENG	437	OTH	236	0
	143	356	CAR	161	OTH	121	0
	146	12	ADA	12	-	-	0
	148	635	ENG	554	OTH	45	0
	150	204	OTH	204	-	-	0
	160	333	ENG	150	CAR	136	0
	161	453	OTH	165	HLD	144	0
	162	151	OTH	98	HLD	52	0
	163	648	OTH	152	CAR	139	0
	165	403	OTH	225	HLD	132	0
	166	190	ENG	95	ITI	95	0
	167	0	-	-	-	-	0
	168	76	HLD	38	HLD	38	0
	169	446	OTH	281	ENG	108	0
	170	439	OTH	352	ENG	73	0
	172	349	OTH	233	ENG	62	0
	173	259	HLD	211	OTH	30	0
	175	233	OTH	97	HLD	73	0
	177	92	ENG	30	HLD	30	0
	178	174	OTH	138	HLD	36	0
	179	569	OTH	339	ENG	145	0
	190	582	OTH	428	INJ	86	0

Non-NEC Corridor Routes

Capitol Corridor	518	0	-	-	-	-	0
	520	143	ENG	64	OTH	22	0
	521	103	ENG	37	SVS	30	0
	522	331	OTH	85	ENG	82	0
	523	206	ENG	69	CAR	65	0
	524	227	HLD	103	ADA	45	0
	525	100	HLD	54	CAR	20	0
	526	311	ADA	78	ITI	73	0
	527	238	HLD	80	ENG	53	0
	528	251	ADA	84	HLD	58	0
	529	80	HLD	30	ADA	16	0
	530	303	CCR	76	ADA	54	0
	531	78	ADA	27	HLD	19	0
	532	265	HLD	134	ADA	74	0
	533	304	ENG	159	ADA	64	0
	534	118	ADA	73	ENG	22	0
	535	287	ENG	113	ITI	64	0
	536	254	ADA	91	SYS	57	0
	537	198	ENG	80	HLD	55	0
	538	70	HLD	27	ENG	15	0
	540	107	CON	58	HLD	29	0
	541	62	ADA	25	HLD	16	0
	542	128	OTH	40	HLD	39	0
	543	329	ENG	107	HLD	102	0
	544	308	HLD	92	ENG	76	0
	545	74	HLD	58	ADA	5	0
	546	423	ENG	94	HLD	82	0
	547	43	HLD	24	CON	8	0
	548	272	ITI	160	HLD	64	0
	549	300	ENG	120	CAR	78	0
	551	313	ENG	284	OTH	16	0
	553	0	-	-	-	-	0
	720	153	HLD	59	ADA	30	0
	723	103	INJ	64	ADA	19	0
	724	30	ADA	17	ENG	8	0

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

Service	Train	2nd Quarter FY 2013					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
	727	155	HLD	78	ADA	28	0
	728	266	ADA	125	ENG	61	0
	729	86	HLD	52	ADA	17	0
	732	322	ENG	225	OTH	34	0
	733	194	ADA	86	ENG	42	0
	734	289	HLD	173	ADA	75	0
	736	283	ADA	94	HLD	83	0
	737	97	HLD	47	CAR	33	0
	738	76	ADA	42	OTH	21	0
	741	166	HLD	94	ADA	47	0
	742	317	SYS	163	HLD	72	0
	743	344	OTH	180	SYS	64	0
	744	186	HLD	130	ADA	28	0
	745	31	HLD	22	ADA	9	0
	746	0	-	-	-	-	0
	747	233	ITI	150	INJ	55	0
	748	297	OTH	122	SYS	83	0
	749	81	ENG	42	OTH	21	0
	751	34	ADA	30	OTH	4	0
Carolinian	79	399	HLD	161	ADA	133	0
	80	235	HLD	99	ADA	58	0
Cascades	500	268	OTH	112	ADA	49	0
	501	333	CAR	178	SYS	51	0
	504	276	OTH	100	SYS	86	0
	506	186	ADA	47	ENG	40	0
	507	299	CAR	121	ADA	37	0
	508	151	CAR	54	HLD	48	0
	509	137	ENG	58	HLD	24	0
	510	225	CON	85	OTH	70	0
	513	255	ENG	104	SYS	58	0
	516	185	ENG	48	SYS	46	0
	517	193	OTH	117	SYS	45	0
Downeaster	680	62	OTH	44	HLD	11	0
	681	75	OTH	44	HLD	15	0
	682	44	HLD	22	ENG	9	0
	683	32	ADA	28	HLD	5	0
	684	21	HLD	12	OTH	9	0
	685	87	OTH	50	MTI	28	0
	686	116	ITI	62	HLD	24	0
	687	44	ENG	29	HLD	11	0
	688	14	ENG	5	ADA	3	0
	689	15	OTH	10	ITI	3	0
	690	29	OTH	29	-	-	0
	691	70	ADA	41	HLD	14	0
	692	186	ITI	92	OTH	47	0
	693	126	HLD	70	ITI	28	0
	694	13	ADA	13	-	-	0
	695	18	ADA	13	HLD	5	0
	696	52	CCR	38	HLD	7	0
	697	45	HLD	28	SVS	10	0
	698	24	MTI	13	CAR	8	0
	699	0	-	-	-	-	0
Empire Corridor							0
Adirondack	68	150	ENG	85	HLD	52	0
	69	199	HLD	113	OTH	84	0
Maple Leaf	63	322	HLD	138	SYS	118	0
	64	296	HLD	99	SYS	98	0
New York - Albany ^f	230	54	HLD	39	OTH	15	0
	232	3	HLD	5	ADA	3	0
	233	39	OTH	41	HLD	26	0
	234	0	CAR	57	HLD	23	0
	235	10	OTH	49	HLD	15	0
	236	16	SYS	41	ENG	39	0
	237	0	MTI	94	OTH	47	0

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

Service	Train	2nd Quarter FY 2013						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
	238	253	ENG	212	ITI	37	0	
	239	29	OTH	101	HLD	26	0	
	241	41	CAR	92	ENG	81	0	
	242	15	SYS	31	HLD	18	0	
	243	28	HLD	67	OTH	28	0	
	244	23	HLD	14	OTH	9	0	
	245	78	SYS	256	OTH	115	0	
	250	0	-	-	-	-	0	
	252	22	HLD	22	-	-	0	
	253	140	CAR	376	ADA	78	0	
	254	11	HLD	11	-	-	0	
	255	0	-	-	-	-	0	
	261	43	ENG	206	OTH	114	0	
New York - Niagara Falls	280	266	SYS	96	HLD	86	0	
	281	344	SYS	199	HLD	84	0	
	283	326	SYS	182	HLD	99	0	
	284	263	SYS	94	HLD	86	0	
	288	217	SYS	85	HLD	77	0	
Ethan Allen Express	290	237	CAR	163	HLD	57	0	
	291	141	HLD	91	CAR	34	0	
	292	174	SYS	121	HLD	92	0	
	293	130	HLD	146	OTH	99	0	
	296	40	HLD	35	ADA	5	0	
Heartland Flyer	821	203	OTH	75	HLD	73	0	
	822	135	HLD	82	OTH	23	0	
Hiawatha	329	398	OTH	320	CAR	64	0	
	330	199	ITI	43	HLD	41	0	
	331	495	OTH	421	CAR	143	0	
	332	717	OTH	355	ITI	168	0	
	333	423	OTH	322	ITI	83	0	
	334	774	HLD	227	CCR	215	0	
	335	655	OTH	447	HLD	129	0	
	336	529	OTH	229	HLD	191	0	
	337	518	OTH	320	HLD	172	0	
	338	590	OTH	326	HLD	119	0	
	339	343	OTH	200	HLD	93	0	
	340	777	HLD	333	OTH	224	0	
	341	473	CAR	367	OTH	256	0	
	342	423	OTH	327	HLD	33	0	
Hoosier State	850	246	OTH	129	CAR	101	0	
	851	617	ENG	256	SYS	174	0	
Illinois								
Carl Sandburg / Illinois Zephyr	380	223	HLD	76	ENG	72	0	
	381	116	HLD	41	OTH	26	0	
	382	145	HLD	102	ADA	18	0	
	383	193	HLD	103	SVS	29	0	
Illini / Saluki	390	311	OTH	179	HLD	83	0	
	391	237	OTH	115	HLD	60	0	
	392	298	OTH	99	HLD	85	0	
	393	312	OTH	146	HLD	110	0	
Lincoln Service	300	45	HLD	16	ADA	13	0	
	301	31	ADA	11	HLD	11	0	
	302	60	SYS	16	ENG	16	0	
	303	59	HLD	21	ADA	20	0	
	304	99	HLD	51	ADA	22	0	
	305	190	HLD	64	ADA	61	0	
	306	138	ENG	92	ADA	23	0	
	307	67	HLD	22	SYS	18	0	
Michigan								
Blue Water	364	310	HLD	181	ENG	163	0	
	365	708	OTH	449	ENG	279	0	
Pere Marquette	370	304	HLD	101	ENG	84	0	
	371	607	SYS	271	ENG	104	0	

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

Service	Train	2nd Quarter FY 2013					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					
Wolverine	350	602	OTH	413	ENG	374	0
	351	606	OTH	484	ENG	84	0
	352	665	OTH	444	ENG	287	0
	353	403	OTH	257	ENG	108	0
	354	619	ENG	393	OTH	392	0
	355	536	OTH	252	ITI	154	0
Kansas City - St. Louis	311	65	HLD	53	ADA	7	0
	313	100	HLD	52	ADA	36	0
	314	148	HLD	83	ADA	37	0
	316	64	HLD	31	ADA	14	0
Pacific Surfliner	562	93	ENG	71	CCR	7	0
	564	124	SYS	66	ENG	39	0
	563	0	-	-	-	-	0
	565	96	HLD	43	ADA	40	0
	566	134	HLD	81	OTH	19	0
	567	134	HLD	62	ENG	31	0
	571	0	-	-	-	-	0
	572	125	HLD	28	ADA	24	0
	573	178	ITI	50	HLD	43	0
	577	0	-	-	-	-	0
	578	0	-	-	-	-	0
	579	147	HLD	56	SYS	30	0
	580	88	HLD	56	SYS	11	0
	582	75	SYS	23	HLD	21	0
	583	194	HLD	54	ADA	41	0
	587	0	-	-	-	-	0
	589	0	-	-	-	-	0
	590	0	-	-	-	-	0
	591	222	ENG	102	ITI	29	0
	592	0	-	-	-	-	0
	595	374	ENG	296	SYS	43	0
	597	181	OTH	120	ADA	30	0
	763	151	HLD	76	ADA	28	0
	768	248	HLD	119	ENG	51	0
	769	461	HLD	170	ADA	80	0
	774	261	ENG	89	HLD	56	0
	775	0	-	-	-	-	0
	784	280	HLD	177	ITI	25	0
	785	231	HLD	121	ITI	47	0
	792	0	-	-	-	-	0
	796	361	ENG	124	HLD	67	0
	798	0	-	-	-	-	0
	799	0	-	-	-	-	0
Pennsylvanian	42	220	OTH	81	HLD	80	0
	43	194	ENG	67	OTH	55	0
Piedmont	73	151	ADA	45	SYS	32	0
	76	494	HLD	217	ADA	146	0
San Joaquin	701	107	HLD	41	SYS	32	0
	702	67	HLD	20	ADA	20	0
	703	325	CON	154	ITI	92	0
	704	104	HLD	34	ADA	24	0
	711	123	ADA	35	HLD	30	0
	712	219	ADA	71	HLD	37	0
	713	213	ADA	79	SYS	46	0
	714	177	OTH	38	SYS	37	0
	715	80	HLD	24	SYS	15	0
	716	141	ADA	28	CON	25	0
	717	145	HLD	58	ADA	28	0
	718	257	OTH	92	HLD	53	0
Vermont	54	261	ENG	124	HLD	61	0
	55	258	OTH	93	ENG	53	0
	56	124	SYS	47	OTH	27	0
	57	174	HLD	58	SVS	32	0

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

Service	Train	2nd Quarter FY 2013					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					

Long Distance Routes

Auto Train	52	159	ITI	66	CAR	30	0
	53	197	SYS	79	OTH	38	0
California Zephyr	5	250	SYS	69	ENG	59	0
	6	214	ENG	53	SYS	51	0
Cardinal	50	362	ENG	89	SYS	73	0
	51	230	HLD	57	SYS	49	0
Capitol Limited	29	126	HLD	57	CAR	42	0
	30	205	HLD	101	ENG	65	0
City of New Orleans	58	117	HLD	39	SYS	27	0
	59	182	CAR	70	HLD	65	0
Coast Starlight	11	348	HLD	95	SYS	73	0
	14	455	HLD	131	OTH	74	0
Crescent	19	221	HLD	53	SYS	42	0
	20	184	HLD	56	SYS	35	0
Empire Builder	27	409	CON	318	ENG	48	0
	28	89	CON	36	SVS	13	0
	7	254	HLD	97	ENG	77	0
	8	375	HLD	107	ENG	89	0
Lake Shore Ltd	448	117	HLD	67	ITI	48	0
	449	334	HLD	273	ENG	22	0
	48	349	HLD	168	CAR	74	0
	49	563	HLD	341	SVS	75	0
Palmetto	89	133	HLD	40	SYS	40	0
	90	112	HLD	37	ADA	29	0
Silver Meteor	97	285	HLD	132	ADA	76	0
	98	381	HLD	139	ADA	110	0
Silver Star	91	376	HLD	171	ADA	75	0
	92	407	HLD	164	ADA	101	0
Southwest Chief	3	183	ENG	74	HLD	61	0
	4	209	HLD	65	ENG	59	0
Sunset Limited	1	322	HLD	111	SYS	41	0
	2	375	HLD	126	SVS	77	0
Texas Eagle	21	293	HLD	169	ENG	52	0
	22	510	HLD	225	SVS	80	0

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

^b For explanation of delay codes, see Table 19.

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

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

^e Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^f 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 ^b	2nd Quarter FY 2013					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	411	CTI	103	ENG	79	0
	2103	Amtrak	292	CTP	103	CAR	39	0
	2104	Amtrak	255	SVS	63	DBB	54	0
	2107	Amtrak	141	PTI	26	SMW	19	0
	2109	Amtrak	196	CTI	41	PTI	30	0
	2110	Amtrak	143	CTP	70	ENG	17	0
	2117	Amtrak	248	CTI	50	PTI	40	0
	2119	Amtrak	264	CTI	55	DCS	51	0
	2121	Amtrak	234	CTI	42	PTI	30	0
	2122	Amtrak	155	CAR	27	PTI	23	0
	2124	Amtrak	349	CTI	119	ENG	69	0
	2126	Amtrak	180	CTI	41	ENG	39	0
	2150	Amtrak	297	CTI	77	ENG	67	0
	2151	Amtrak	227	ENG	43	CTI	28	0
	2153	Amtrak	167	DBB	26	DBS	18	0
	2154	Amtrak	259	CAR	48	ENG	38	0
	2155	Amtrak	287	ENG	46	HLD	38	0
	2158	Amtrak	152	SVS	26	PTI	22	0
	2159	Amtrak	296	HLD	89	CTI	36	0
	2160	Amtrak	212	ENG	45	DBB	33	0
	2163	Amtrak	262	PTI	52	CAR	33	0
	2164	Amtrak	352	CTI	108	CAR	53	0
	2165	Amtrak	264	PTI	60	DCS	29	0
	2166	Amtrak	208	ENG	46	DBS	25	0
	2167	Amtrak	183	CTI	38	CAR	24	0
	2168	Amtrak	232	CTI	124	ENG	45	0
	2170	Amtrak	253	CTI	63	PTI	40	0
	2171	Amtrak	291	ENG	49	HLD	47	0
	2172	Amtrak	217	CTI	28	ENG	27	0
	2173	Amtrak	197	HLD	37	ENG	36	0
	2190	Amtrak	70	DBS	15	DDA	12	0
	2193	Amtrak	460	DBS	146	CAR	111	0
	2203	Amtrak	154	MTI	47	CAR	39	0
	2205	Amtrak	222	ENG	56	SMW	44	0
	2207	Amtrak	98	DBS	41	CAR	12	0
	2208	Amtrak	70	ENG	19	RTE	19	0
	2211	Amtrak	56	SMW	26	OTH	22	0
	2212	Amtrak	38	OTH	19	PTI	8	0
	2213	Amtrak	181	DCS	35	CTI	25	0
	2216	Amtrak	104	ENG	47	CTC	39	0
	2220	Amtrak	116	CTC	59	DCS	21	0
	2221	Amtrak	114	CAR	73	SMW	19	0
	2222	Amtrak	29	CTC	16	DET	6	0
	2225	Amtrak	57	DBS	29	ADA	10	0
	2228	Amtrak	124	ENG	38	PTI	22	0
	2250	Amtrak	215	ENG	120	ADA	14	0
	2251	Amtrak	92	HLD	17	DDA	12	0
	2252	Amtrak	98	CTI	30	HLD	14	0
	2253	Amtrak	218	HLD	60	CAR	29	0
	2254	Amtrak	105	ENG	29	PTI	23	0
	2255	Amtrak	105	ENG	38	HLD	34	0
	2256	Amtrak	91	CTI	15	OTH	15	0
	2257	Amtrak	190	CAR	38	SVS	34	0
	2258	Amtrak	267	FTI	111	ENG	83	0
	2259	Amtrak	202	HLD	49	ENG	38	0
	2290	Amtrak	20	SMW	12	HLD	8	0
	2297	Amtrak	693	FTI	391	ENG	105	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	403	PTI	101	CAR	84	0
	51	Amtrak	771	CTP	167	DET	132	0
Carolinian	79	Amtrak	456	CTP	79	HLD	54	0
	80	Amtrak	190	PTI	70	ENG	29	0
Crescent	19	Amtrak	489	PTI	110	HLD	64	0
	20	Amtrak	647	ITI	238	PTI	134	0
Keystone	600	Amtrak	530	ENG	353	DMW	56	0
	601	Amtrak	105	PSR	24	CTC	18	0
	605	Amtrak	290	CTI	105	DMW	48	0
	607	Amtrak	75	DCS	29	MTI	22	0
	609	Amtrak	382	CTI	104	HLD	50	0
	610	Amtrak	168	CAR	91	HLD	32	0
	611	Amtrak	188	SYS	155	DMW	32	0
	612	Amtrak	153	DCS	125	PSR	28	0
	615	Amtrak	132	ADA	111	HLD	21	0
	618	Amtrak	71	PSR	55	DSR	6	0
	619	Amtrak	8	CON	6	SMW	2	0
	620	Amtrak	96	PSR	69	SYS	11	0
	622	Amtrak	61	PSR	35	DCS	22	0
	637	Amtrak	442	SMW	173	PSR	71	0
	639	Amtrak	201	PSR	100	DDA	31	0
	640	Amtrak	633	CTI	206	DMW	97	0
	641	Amtrak	225	PTI	42	CTI	41	0
	642	Amtrak	222	DBB	58	MTI	31	0
	643	Amtrak	347	DBB	87	ENG	87	0
	644	Amtrak	219	HLD	47	PSR	32	0
	645	Amtrak	135	DCS	28	PTI	26	0
	646	Amtrak	113	DMW	42	DCS	14	0
	647	Amtrak	185	DCS	40	HLD	40	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 ^b	2nd Quarter FY 2013					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	648	Amtrak	202	PTI	47	DMW	34	0
	649	Amtrak	282	HLD	70	DBS	61	0
	650	Amtrak	152	PTI	50	MTI	19	0
	651	Amtrak	246	ENG	59	CTI	40	0
	652	Amtrak	352	PTI	106	CTI	87	0
	653	Amtrak	300	CTI	150	HLD	42	0
	654	Amtrak	202	PSR	59	HLD	43	0
	655	Amtrak	435	PTI	124	CTI	79	0
	656	Amtrak	140	PSR	40	DCS	37	0
	658	Amtrak	159	ENG	115	PSR	40	0
	660	Amtrak	153	PTI	62	CTI	16	0
	661	Amtrak	520	DET	185	CCR	80	0
	662	Amtrak	345	ENG	127	MTI	55	0
	663	Amtrak	490	DET	196	ENG	64	0
	664	Amtrak	98	PTI	39	ENG	25	0
	665	Amtrak	251	SYS	137	HLD	37	0
	666	Amtrak	125	PTI	34	CTI	34	0
	667	Amtrak	397	HLD	112	ENG	98	0
	669	Amtrak	139	ENG	36	HLD	34	0
	670	Amtrak	238	CTC	104	PTI	29	0
	671	Amtrak	134	ITI	36	CAR	29	0
	672	Amtrak	151	DCS	52	PSR	23	0
Northeast Regional								
Richmond / Newport News/Norfolk ²								
	66	Amtrak	299	DET	72	ENG	46	0
	67	Amtrak	277	ENG	96	CTI	35	0
	82	Amtrak	218	HLD	71	RTE	28	0
	83	Amtrak	466	ENG	119	HLD	67	0
	84	Amtrak	324	ENG	86	DCS	50	0
	85	Amtrak	354	ENG	86	CTI	71	0
	86	Amtrak	228	PTI	62	DBB	31	0
	87	Amtrak	549	CAR	145	SVS	133	0
	88	Amtrak	259	HLD	59	ENG	38	0
	93	Amtrak	296	PTI	52	HLD	44	0
	94	Amtrak	532	CTI	138	PTI	107	0
	95	Amtrak	443	PTI	77	HLD	64	0
	99	Amtrak	376	ENG	121	HLD	94	0
	125	Amtrak	338	PTI	89	CTI	41	0
	157	Amtrak	294	DET	73	SYS	73	0
	164	Amtrak	236	HLD	87	ENG	40	0
	174	Amtrak	330	CTI	60	ENG	55	0
	194	Amtrak	204	FTI	148	ENG	29	0
	195	Amtrak	243	HLD	64	PTI	39	0
Lynchburg ⁶								
	145	Amtrak	382	PTI	123	ENG	82	0
	147	Amtrak	439	ENG	109	HLD	87	0
	156	Amtrak	177	ENG	43	ADA	34	0
	171	Amtrak	528	ENG	169	CTI	68	0
	176	Amtrak	266	HLD	56	PTI	40	0
All Other Northeast Regional								
	110	Amtrak	348	ENG	68	DBS	52	0
	111	Amtrak	380	CTP	102	SMW	52	0
	123	Amtrak	365	DCS	155	HLD	73	0
	126	Amtrak	89	ADA	24	PSR	24	0
	127	Amtrak	297	PTI	92	CTP	55	0
	129	Amtrak	326	PTI	71	CTI	64	0
	130	Amtrak	372	CTI	63	DBB	57	0
	131	Amtrak	676	DET	447	SMW	70	0
	132	Amtrak	301	HLD	74	ENG	53	0
	133	Amtrak	513	CTI	198	CTP	130	0
	134	Amtrak	350	PTI	75	ENG	70	0
	135	Amtrak	230	HLD	75	DCS	35	0
	136	Amtrak	657	CTP	332	CTI	104	0
	137	Amtrak	345	ENG	98	CTI	93	0
	138	Amtrak	536	CTI	168	CAR	78	0
	139	Amtrak	400	FTI	122	HLD	88	0
	140	Amtrak	230	PTI	85	HLD	47	0
	141	Amtrak	301	PTI	63	DCS	27	0
	143	Amtrak	202	HLD	38	ENG	34	0
	146	Amtrak	119	HLD	34	DBS	29	0
	148	Amtrak	462	CTI	68	PTI	68	0
	150	Amtrak	173	ENG	27	PSC	26	0
	151	Amtrak	302	CTP	141	CTI	31	0
	152	Amtrak	106	CAR	25	ENG	15	0
	153	Amtrak	151	DET	63	SMW	25	0
	154	Amtrak	82	HLD	24	CTI	21	0
	155	Amtrak	308	DBS	111	HLD	62	0
	158	Amtrak	201	DCS	83	DDA	32	0
	159	Amtrak	320	CAR	104	CTI	95	0
	160	Amtrak	197	HLD	44	SMW	43	0
	161	Amtrak	272	HLD	58	ENG	51	0
	162	Amtrak	373	FTI	82	ENG	79	0
	163	Amtrak	323	FTI	136	HLD	79	0
	165	Amtrak	250	DCS	62	HLD	62	0
	166	Amtrak	557	ENG	232	DBS	151	0
	167	Amtrak	82	HLD	37	ENG	16	0
	168	Amtrak	134	HLD	27	CTI	20	0
	169	Amtrak	468	SMW	109	HLD	108	0
	170	Amtrak	404	CTI	113	ENG	84	0
	172	Amtrak	364	ENG	56	CTP	54	0
	173	Amtrak	246	PTI	38	MTI	29	0
	175	Amtrak	279	ENG	61	HLD	47	0
	177	Amtrak	258	DCS	60	SMW	51	0
	178	Amtrak	232	ENG	119	PTI	25	0
	179	Amtrak	311	DBS	60	CTI	53	0
	180	Amtrak	378	CTI	179	DMW	43	0
	181	Amtrak	374	CTP	103	PTI	55	0
	182	Amtrak	155	ENG	41	CAR	25	0
	183	Amtrak	494	CTP	94	PTI	92	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 ^b	2nd Quarter FY 2013					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	184	Amtrak	193	SVS	53	PTI	37	0
	185	Amtrak	697	SYS	201	CTI	107	0
	186	Amtrak	264	CTI	56	CAR	30	0
	187	Amtrak	415	SMW	103	HLD	68	0
	188	Amtrak	236	ENG	74	CTP	37	0
	190	Amtrak	320	ENG	149	HLD	43	0
	192	Amtrak	59	SVS	24	ADA	15	0
	193	Amtrak	409	PTI	122	CTI	60	0
	196	Amtrak	397	CTI	108	ENG	89	0
	198	Amtrak	249	ENG	63	SVS	41	0
	401	Amtrak	1175	PTI	354	HLD	318	0
	405	Amtrak	0	-	0	-	0	0
	432	Amtrak	361	CON	324	HLD	37	0
	450	Amtrak	887	PTI	443	CON	234	0
	460	Amtrak	1289	CON	839	PTI	282	0
	463	Amtrak	605	PTI	366	ADA	150	0
	464	Amtrak	1163	PTI	563	DCS	270	0
	465	Amtrak	921	PTI	535	HLD	199	0
	467	Amtrak	0	-	0	-	0	0
	470	Amtrak	1348	PTI	546	CON	422	0
	475	Amtrak	200	PTI	91	SMW	55	0
	476	Amtrak	1567	CON	1046	ENG	216	0
	479	Amtrak	732	PTI	335	DCS	123	0
	488	Amtrak	977	CON	749	HLD	126	0
	490	Amtrak	553	CON	510	PTI	43	0
	493	Amtrak	1385	HLD	398	ADA	340	0
	494	Amtrak	2168	CON	1607	PTI	394	0
	495	Amtrak	50	DCS	37	ADA	5	0
	497	Amtrak	485	HLD	249	PTI	236	0
Palmetto	89	Amtrak	573	DET	154	CTP	87	0
	90	Amtrak	274	ENG	59	HLD	35	0
Pennsylvanian	42	Amtrak	308	CTC	83	PTI	43	0
	43	Amtrak	266	CTI	41	HLD	35	0
Silver Meteor	97	Amtrak	975	PTI	205	CAR	167	0
	98	Amtrak	607	PTI	252	SYS	85	0
Silver Star	91	Amtrak	522	PTI	81	CAR	80	0
	92	Amtrak	500	ENG	120	PTI	100	0
Vermont	54	Amtrak	142	ENG	37	SMW	23	0
	55	Amtrak	565	PTI	209	ENG	125	0
	56	Amtrak	594	CAR	174	SVS	117	0
	57	Amtrak	177	PTI	72	HLD	20	0

^a This table excludes third-party delays.

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

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

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

^e Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Appendix E **Methodologies for PRIIA 207**

Financial Metrics

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

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

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

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

All-Stations On-Time Performance

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

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
Financial	Percent of Short-Term Avoidable Operating Cost ¹¹ 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 ¹² Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss ¹³ per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) ¹⁴ per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

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

¹² “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.

¹³ 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.

¹⁴ 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>
On-Time Performance	On-Time Performance (OTP). 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.	Route ¹⁵	✓		
	Test No. 1: Change in “Effective Speed” —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.
	Test No. 2: Endpoint OTP ¹⁶				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). ¹⁷ By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, ¹⁸ 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.

¹⁵ 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.

¹⁶ 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.

¹⁷ 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.

¹⁸ “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><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u>—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.¹⁹</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>
Train Delays	<p>Train Delays.²⁰ This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)²¹: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.</p>		✓		Annex 3 describes the rationale for the standards adopted in the Train Delay category.
	Train Delays—Off NEC				
	Amtrak-Responsible ²² Delays per 10,000 Train-Miles	Route ¹⁵			Delays must be not more than 325 minutes per 10,000 Train-Miles.

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

²⁰ As calculated by Amtrak according to its existing procedures and definitions.

²¹ 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.

²² “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 ²³ Delays per 10,000 Train-Miles	Route¹⁵ and host			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.
	Train Delays— On NEC: Total Delays ²⁴ per 10,000 Train-Miles	Route¹⁵ and host			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.

²³ “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).

²⁴ “Total delays” for purposes of the NEC delay standard is all delays except 3rd 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>
Other Service Quality	The following metrics and standards are based on Amtrak's Customer Satisfaction Index:				
	Percent of Passengers "Very Satisfied" ²⁵ 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
	The following measures are for information only and are based on sources other than the Customer Satisfaction Index.				
	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.

²⁵ "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>
Public Benefits	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	long-distance route	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. ²⁶ To be updated annually.	route, system	✓		Metric only. No standard possible; improvement could require network changes
	Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.” 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.				

²⁶ “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.