

**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 September, 2013
(Fourth Quarter of Fiscal Year 2013)**



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

Published December 2013

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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	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
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

** Includes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

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
Vermonteer*	Not Available	Not Available	Not Available

Long-Distance Routes

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

Excludes Capital Charges.

** Excludes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

Acela Express

Acela Express	170%	156%	171%
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Other NEC Corridor Routes

Keystone Service*	89%	83%	89%
Northeast Regional (Boston - Washington)	121%	108%	120%
Richmond / Newport News*	105%	104%	109%
Lynchburg*	142%	145%	143%
Norfolk*	106%	n/a	107%
New Haven - Springfield	50%	47%	51%

Non-NEC Corridor Routes

Capitol Corridor*	79%	79%	79%
Carolinian*	99%	98%	100%
Cascades*	82%	76%	76%
Downeaster*	82%	84%	84%
Empire Corridor			
Adirondack*	90%	92%	101%
Empire Service	77%	77%	81%
Ethan Allen Express*	83%	84%	86%
Maple Leaf	65%	61%	64%
Heartland Flyer*	59%	63%	59%
Hiawatha*	90%	88%	88%
Hoosier State	13%	18%	13%
Illinois			
Carl Sandburg / Illinois Zephyr*	84%	84%	87%
Illini / Saluki*	75%	75%	76%
Lincoln Service*	70%	72%	70%
Michigan			
Blue Water*	81%	80%	82%
Pere Marquette*	87%	90%	90%
Wolverine	46%	51%	50%
Kansas City - St. Louis*	91%	92%	92%
Pacific Surfliner*	79%	74%	79%
Pennsylvanian	65%	58%	65%
Piedmont*	77%	82%	79%
San Joaquins*	81%	85%	85%
Vermonteer*	73%	75%	72%

Long-Distance Routes

Auto Train	68%	67%	58%
California Zephyr	42%	43%	42%
Capitol Limited	48%	47%	48%
Cardinal	32%	30%	32%
City of New Orleans	49%	47%	50%
Coast Starlight	44%	44%	45%
Crescent	44%	43%	43%
Empire Builder	54%	52%	56%
Lake Shore Ltd	49%	48%	49%
Palmetto	58%	55%	59%
Silver Meteor	51%	50%	51%
Silver Star	44%	43%	44%
Southwest Chief	41%	41%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	46%	45%	47%

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
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13
<i>Acela Express</i>			
Acela Express	170%	156%	171%
<i>Other NEC Corridor Routes</i>			
Keystone Service*	72%	65%	71%
Northeast Regional (Boston - Washington)	121%	108%	120%
Richmond / Newport News*	110%	104%	109%
Lynchburg*	142%	145%	143%
Norfolk*	106%	n/a	107%
New Haven - Springfield	50%	47%	51%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor*	40%	39%	40%
Carolinian*	93%	89%	93%
Cascades*	54%	56%	54%
Downeaster*	51%	52%	51%
Empire Corridor			
Adirondack*	56%	54%	56%
Empire Service	50%	46%	48%
Ethan Allen Express*	83%	84%	86%
Maple Leaf	65%	61%	64%
Heartland Flyer*	25%	24%	25%
Hiawatha*	65%	61%	64%
Hoosier State	13%	18%	13%
Illinois			
Carl Sandburg / Illinois Zephyr*	35%	34%	35%
Illini / Saluki*	45%	45%	47%
Lincoln Service*	41%	38%	41%
Michigan			
Blue Water*	44%	43%	44%
Pere Marquette*	53%	53%	55%
Wolverine	46%	51%	50%
Kansas City - St. Louis*	38%	36%	37%
Pacific Surfliner*	55%	50%	54%
Pennsylvanian	65%	58%	65%
Piedmont*	41%	39%	41%
San Joaquins*	47%	48%	48%
Vermonteer*	46%	46%	47%
<i>Long-Distance Routes</i>			
Auto Train	68%	67%	58%
California Zephyr	42%	43%	42%
Capitol Limited	48%	47%	48%
Cardinal	32%	30%	32%
City of New Orleans	49%	47%	50%
Coast Starlight	44%	44%	45%
Crescent	44%	43%	43%
Empire Builder	54%	52%	56%
Lake Shore Ltd	49%	48%	49%
Palmetto	58%	55%	59%
Silver Meteor	51%	50%	51%
Silver Star	44%	43%	44%
Southwest Chief	41%	41%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	46%	45%	47%

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
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

** Includes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

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
Vermonteer*	Not Available	Not Available	Not Available

Long-Distance Routes

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

Excludes Capital Charges.

** Excludes state revenue.*

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

Current Period	Prior Period	Prior Report
Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13
(\$0.055)	(\$0.066)	(\$0.062)

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.

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

Current Period	Prior Period	Prior Report
Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13
(\$0.082)	(\$0.094)	(\$0.090)

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.

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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

Acela Express

Acela Express	192	195	193
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Other NEC Corridor Routes

Keystone Service	148	143	147
Northeast Regional (Boston - Washington)	217	210	219
Richmond / Newport News	262	250	267
Lynchburg	337	325	341
Norfolk	180	n/a	178
New Haven - Springfield	120	122	124

Non-NEC Corridor Routes

Capitol Corridor	94	91	93
Carolinian	271	277	272
Cascades	138	146	141
Downeaster	101	104	102
Empire Corridor			
Adirondack	234	230	233
Empire Service	136	133	137
Ethan Allen Express	163	167	165
Maple Leaf	110	108	110
Heartland Flyer	99	101	100
Hiawatha	156	158	157
Hoosier State	70	71	70
Illinois			
Carl Sandburg / Illinois Zephyr	103	103	104
Illini / Saluki	135	134	136
Lincoln Service	142	147	143
Michigan			
Blue Water	168	168	167
Pere Marquette	130	132	131
Wolverine	124	160	138
Kansas City - St. Louis	93	93	94
Pacific Surfliner	145	150	150
Pennsylvanian	196	194	196
Piedmont	69	68	69
San Joaquins	126	122	126
Vermont	132	143	136

Long-Distance Routes

Auto Train	377	365	372
California Zephyr	175	176	173
Capitol Limited	200	201	201
Cardinal	134	134	134
City of New Orleans	175	172	177
Coast Starlight	229	221	227
Crescent	164	170	166
Empire Builder	211	206	208
Lake Shore Ltd	242	247	243
Palmetto	150	152	152
Silver Meteor	229	232	231
Silver Star	196	200	197
Southwest Chief	191	196	193
Sunset Limited	137	136	138
Texas Eagle	194	188	194

**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	4th Quarter FY 2013	4th Quarter FY 2013

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-0.2	76.9%	81.6%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	0.4	90.0%	96.1%
Total Northeast Regional		79.4%	83.7%
Richmond / Newport News/Norfolk ^d	0.2	80.5%	80.4%
Lynchburg ^e	Not Available	77.2%	79.8%
All Other Northeast Regional	0.2	79.2%	85.9%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.2	95.3%	96.5%
Carolinian	1.1	60.9%	59.4%
Cascades	0.5	79.5%	80.9%
Downeaster	-1.3	60.4%	83.5%
Empire Corridor	1.0	74.2%	71.3%
Adirondack	0.9	35.3%	40.8%
Ethan Allen Express	2.8	64.1%	80.3%
Maple Leaf	0.3	47.3%	56.0%
New York - Albany ^f	2.7	87.2%	93.0%
New York - Niagara Falls	-0.3	70.1%	66.4%
Heartland Flyer	0.0	36.5%	63.2%
Hiawatha	-1.3	88.5%	95.7%
Hoosier State	2.9	72.1%	76.9%
Illinois	3.3	81.5%	73.9%
Carl Sandburg / Illinois Zephyr	1.1	89.9%	87.1%
Illini / Saluki	2.9	75.0%	55.7%
Lincoln Service	4.2	80.4%	77.7%
Michigan	3.0	26.5%	49.4%
Blue Water	6.2	52.7%	70.0%
Pere Marquette	3.1	34.2%	68.7%
Wolverine	1.8	15.2%	41.3%
Kansas City - St. Louis	8.8	95.9%	95.2%
Pacific Surfliner	0.3	79.1%	87.9%
Pennsylvanian	1.2	90.8%	86.9%
Piedmont	1.9	75.2%	89.9%
San Joaquin	0.0	80.8%	78.5%
Vermont	3.4	62.0%	60.6%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	-0.2	88.6%	91.3%
California Zephyr	3.4	62.0%	48.7%
Capitol Limited	2.4	62.5%	44.1%
Cardinal	1.2	43.6%	37.0%
City of New Orleans	1.6	86.4%	67.1%
Coast Starlight	1.1	80.4%	61.7%
Crescent	0.2	59.2%	56.6%
Empire Builder	-0.6	41.4%	24.1%
Lake Shore Ltd	0.2	54.1%	35.4%
Palmetto	1.1	69.6%	67.0%
Silver Meteor	-0.4	53.3%	47.1%
Silver Star	0.6	58.7%	55.2%
Southwest Chief	0.3	73.4%	47.1%
Sunset Limited	0.9	74.4%	54.7%
Texas Eagle	2.9	76.1%	44.8%

^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	4th Quarter FY 2013							
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	Route Miles	
			#1	Minutes	#2	Minutes			
Standard		900							
Acela Express									
Acela Express	MNRR	1235	DSR	666	CTI	381	0	56	
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News/Norfolk ^d	CSX	1208	DSR	319	FTI	232	0	189	
	MNRR	1352	DSR	821	CTI	271	0	56	
	NS	590	DSR	272	DCS	150	0	81	
Lynchburg ^e	MNRR	1339	DSR	599	CTI	425	0	56	
	NS	556	DSR	275	FTI	148	0	166	
All Other Northeast Regional	MNRR	1378	DSR	750	CTI	516	0	56	
Non-NEC Corridor Routes									
Capitol Corridor	UP	481	PTI	177	DCS	105	0	168	
Carolinian	CSX	1701	FTI	534	PTI	324	0	295	
	NS	477	PTI	173	DSR	152	0	202	
Cascades	BNSF	1105	DSR	289	FTI	241	0	343	
	UP	743	FTI	393	DCS	187	0	125	
Downeaster	MBTA	1917	DSR	993	CTI	613	0	38	
	PanAm	607	PTI	231	FTI	177	0	77	
Empire Corridor									
Adirondack	CN	2156	FTI	906	DSR	584	0	49	
	CP	2488	DSR	1249	PTI	460	0	178	
	Amtrak	582	PTI	204	DCS	116	0	104	
	MNRR	1391	CTI	602	DSR	462	0	64	
Ethan Allen Express	CP	3228	DSR	1775	FTI	482	0	60	
	Amtrak	507	PTI	285	DCS	67	0	104	
	MNRR	1540	CTI	917	DSR	268	0	64	
	VTR	232	DSR	146	DCS	52	0	24	
Maple Leaf	CSX	2142	FTI	663	DSR	419	0	298	
	Amtrak	461	PTI	147	DCS	97	0	109	
	MNRR	1124	CTI	527	DSR	269	0	64	
New York - Albany ^f	Amtrak	334	DCS	88	PTI	82	0	81	
	MNRR	1079	CTI	494	DSR	293	0	64	
New York - Niagara Falls	CSX	2021	FTI	660	DSR	433	0	296	
	Amtrak	609	PTI	200	DCS	120	0	109	
	MNRR	1311	CTI	571	DSR	229	0	64	
Heartland Flyer	BNSF	2409	DSR	1249	FTI	889	0	238	
Hiawatha	CP	774	DMW	420	FTI	159	0	53	
	Metra	1598	CTI	757	DCS	323	0	29	
Hoosier State	CSX	1210	DSR	404	DCS	346	0	169	
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF	935	DSR	453	FTI	160	0	257	
Illini / Saluki	CN	1057	FTI	521	PTI	208	0	306	
Lincoln Service	CN	736	FTI	378	DCS	203	0	37	
	UP	1035	PTI	467	DCS	166	0	231	
Michigan									
Blue Water	Amtrak	483	PTI	184	DCS	149	0	99	
	CN	927	FTI	495	DSR	211	0	159	
	MIDOT	1877	DSR	1480	DCS	193	0	22	
	NS	3938	FTI	1389	DSR	784	1671	39	
Pere Marquette	CSX	715	DSR	372	RTE	121	0	135	
	NS	4221	DSR	1059	DCS	858	1671	39	
Wolverine	Amtrak	685	PTI	365	DCS	170	0	99	
	CN	1862	FTI	733	DSR	377	0	27	
	MIDOT	2492	DSR	828	PTI	742	0	134	
	NS	3799	FTI	1520	DSR	766	1671	39	
Kansas City - St. Louis	UP	364	FTI	105	PTI	73	0	271	
Pacific Surfliner	BNSF	1429	DSR	495	RTE	273	0	22	
	SCRRA	1005	PTI	431	CTI	333	0	95	
	SDNRR	1562	CTI	532	PTI	530	0	60	
	UP	782	PTI	593	DCS	58	0	174	

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

Service	Host	4th Quarter FY 2013						MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b						
			#1	Minutes	#2	Minutes			
Standard		900							
Pennsylvanian	NS	509	FTI	289	DSR	84	0	249	
Piedmont	NS	582	DSR	237	FTI	109	0	173	
San Joaquin	BNSF	878	PTI	356	FTI	224	0	284	
	UP	658	PTI	284	DCS	121	0	88	
Vermont	MNRR	1917	DSR	881	CTI	734	0	56	
	NECR	1361	DSR	978	FTI	222	0	238	
Long-Distance Routes									
Auto Train	CSX	1154	FTI	427	PTI	255	0	898	
	CFRC	3659	DSR	1462	DCS	1100	0	16	
California Zephyr	BNSF	976	DSR	491	FTI	231	0	1,027	
	UP	751	FTI	255	DCS	158	0	1,431	
Capitol Limited	CSX	1303	FTI	370	DSR	309	0	307	
	NS	1409	FTI	563	RTE	302	0	481	
Cardinal	BBrRR	2411	PTI	793	FTI	632	0	132	
	CSX	1273	FTI	559	DCS	281	0	698	
	NS	1228	DSR	472	PTI	348	0	79	
City of New Orleans	CN	895	FTI	453	PTI	137	0	930	
Coast Starlight	BNSF	442	FTI	128	DSR	81	0	186	
	SCRRA	2501	CTI	1018	PTI	976	0	48	
	UP	952	PTI	334	FTI	265	0	1,159	
Crescent	NS	971	FTI	420	DSR	208	0	1,141	
Empire Builder	BNSF	1222	DSR	621	FTI	359	0	2,147	
	CP	1199	FTI	577	DSR	315	0	384	
	Metra	1325	CTI	996	DCS	165	0	29	
Lake Shore Ltd	CSX	1546	FTI	522	DSR	328	0	741	
	MNRR	1391	CTI	540	DSR	333	0	64	
	NS	1431	FTI	541	DSR	315	0	339	
Palmetto	CSX	998	FTI	395	PTI	223	0	659	
Silver Meteor	CSX	814	FTI	258	DCS	176	0	1,152	
	CFRC	5901	PTI	1548	DSR	1438	0	61	
	Fla DOT	896	CTI	251	DSR	233	0	68	
Silver Star	CSX	1041	FTI	265	DCS	250	0	1,209	
	CFRC	3266	DSR	1300	DCS	1069	0	61	
	Fla DOT	1399	CTI	700	DSR	431	0	68	
	NS	878	PTI	615	DCS	215	0	28	
Southwest Chief	BNSF	640	DSR	212	FTI	140	0	2,198	
	NMDOT	1392	DSR	614	DCS	318	0	80	
Sunset Limited	BNSF	567	DSR	331	FTI	117	0	190	
	UP	1137	FTI	480	DCS	222	0	1,784	
Texas Eagle	BNSF	1964	DSR	977	FTI	628	0	126	
	CN	902	FTI	479	DCS	256	0	37	
	UP	1601	FTI	554	DSR	319	0	1,104	

^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 (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.

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

Service	4th Quarter FY 2013					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	137	OTH	95	ENG	29	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News/Norfolk ^d	426	HLD	202	ADA	74	0
Lynchburg ^e	434	HLD	125	OTH	117	0
All Other Northeast Regional	395	OTH	224	HLD	52	0
Non-NEC Corridor Routes						
Capitol Corridor	218	HLD	56	ADA	41	0
Carolinian	528	HLD	216	ADA	182	0
Cascades	317	ENG	78	HLD	62	0
Downeaster	257	ITI	129	OTH	69	0
Empire Corridor						
Adirondack	210	HLD	141	OTH	62	0
Ethan Allen Express	241	HLD	185	ITI	60	0
Maple Leaf	406	HLD	146	SYS	142	0
New York - Albany ^f	76	HLD	113	OTH	52	0
New York - Niagara Falls	482	SYS	190	HLD	159	0
Heartland Flyer	325	OTH	100	SYS	91	0
Hiawatha	401	OTH	240	HLD	67	0
Hoosier State	447	SYS	393	OTH	116	0
Illinois						
Carl Sandburg / Illinois Zephyr	149	HLD	79	ADA	32	0
Illini / Saluki	288	OTH	133	HLD	86	0
Lincoln Service	139	ADA	37	HLD	35	0
Michigan						
Blue Water	488	OTH	209	HLD	194	0
Pere Marquette	584	HLD	192	SYS	167	0
Wolverine	528	OTH	207	SYS	203	0
Kansas City - St. Louis	161	HLD	79	ADA	32	0
Pacific Surfliner	376	HLD	136	ENG	57	0
Pennsylvanian	270	HLD	83	OTH	81	0
Piedmont	437	ADA	157	HLD	126	0
San Joaquin	343	ENG	81	ADA	62	0
Vermonteer	345	SYS	121	HLD	49	0
Long-Distance Routes						
Auto Train	136	SYS	34	ITI	28	0
California Zephyr	332	SYS	92	HLD	65	0
Capitol Limited	253	HLD	155	CON	82	0
Cardinal	462	SYS	103	HLD	91	0
City of New Orleans	247	HLD	86	OTH	63	0
Coast Starlight	624	HLD	170	SYS	105	0
Crescent	261	HLD	82	ADA	69	0
Empire Builder	564	CON	167	HLD	108	0
Lake Shore Ltd	527	HLD	359	CON	89	0
Palmetto	200	HLD	64	ADA	63	0
Silver Meteor	372	ADA	151	HLD	92	0
Silver Star	438	HLD	148	ADA	100	0
Southwest Chief	261	HLD	108	ENG	48	0
Sunset Limited	434	HLD	115	SVS	90	0
Texas Eagle	500	HLD	195	SVS	88	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	4th 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	343	SMW	57	DET	41	0	401
Other Services								
Standard		475						
Keystone	Amtrak	339	ENG	58	PSR	40	0	195
Cardinal	Amtrak	1132	ITI	393	CON	142	0	226
Carolinian	Amtrak	518	CTI	65	DET	65	0	226
Crescent	Amtrak	681	PTI	126	ENG	82	0	226
Northeast Regional	Amtrak	490	ENG	60	SMW	56	0	
Richmond / Newport News/Norfolk	Amtrak	473	PTI	56	HLD	54	0	463
Lynchburg ^e	Amtrak	576	ENG	89	HLD	78	0	463
All Other Northeast Regional	Amtrak	490	ENG	61	SMW	58	0	463
Palmetto	Amtrak	562	ENG	99	HLD	72	0	226
Pennsylvanian	Amtrak	443	ENG	140	HLD	52	0	195
Silver Meteor	Amtrak	720	PTI	202	CAR	98	0	226
Silver Star	Amtrak	598	PTI	94	ENG	80	0	226
Vermont	Amtrak	471	PTI	88	ENG	58	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	4th 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
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Acela Express

Acela Express	79	83	77	82	67	61
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Other NEC Corridor Routes

Keystone Service	86	85	74	82	61	N/A
Northeast Regional (Boston - Washington)	83	83	73	82	61	62
Richmond / Newport News/Norfolk ^b	80	79	66	78	52	60
Lynchburg ^c	87	81	70	84	53	58
New Haven - Springfield	76	75	68	79	58	56

Non-NEC Corridor Routes

Capitol Corridor	89	90	83	91	75	73
Carolinian	79	81	71	78	55	61
Cascades	88	84	82	85	69	70
Downeaster	94	89	86	90	73	72
Empire Corridor						
Adirondack	62	71	61	74	50	48
Ethan Allen Express	76	77	70	78	57	54
Maple Leaf	76	83	69	81	56	60
New York - Albany ^d	79	84	69	78	60	N/A
Heartland Flyer	91	94	86	92	81	78
Hiawatha	92	89	80	87	79	N/A
Hoosier State	83	86	76	81	76	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	93	91	84	85	80	74
Illini / Saluki	86	80	81	82	66	60
Lincoln Service	89	86	80	85	70	68
Michigan						
Blue Water	88	84	76	86	73	73
Pere Marquette	81	85	75	83	68	61
Wolverine	72	80	70	79	68	60
Kansas City - St. Louis	94	90	84	86	72	76
Pacific Surfliner	88	86	81	88	73	66
Pennsylvanian	84	79	71	80	57	64
Piedmont	91	91	86	92	81	N/A
San Joaquins	87	88	82	84	67	74
Vermont	72	80	66	73	51	54

Long-Distance Routes

Auto Train	87	89	81	70	75	78
California Zephyr	82	81	72	78	61	69
Capitol Limited	82	84	72	76	65	73
Cardinal	71	73	59	72	53	58
City of New Orleans	83	82	77	78	72	75
Coast Starlight	82	78	72	81	63	67
Crescent	77	81	65	74	52	71
Empire Builder	70	80	64	72	55	70
Lake Shore Ltd	68	74	57	67	50	65
Palmetto	80	86	76	80	58	75
Silver Meteor	76	81	67	71	57	71
Silver Star	79	80	68	73	53	69
Southwest Chief	82	83	74	74	62	73
Sunset Limited	82	84	75	79	67	79
Texas Eagle	82	81	73	79	61	74

^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	4th Quarter FY 2013		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	30	86	0.27
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Other NEC Corridor Routes

Keystone Service	27	35	0.35
Total Northeast Regional	98	144	0.68
Richmond / Newport News ^b	21	40	0.94
Lynchburg ^c	9	11	0.29
All Other Northeast Regional	68	93	0.46

Non-NEC Corridor Routes

Capitol Corridor	11	29	0.45
Carolinian	8	13	0.46
Cascades	17	24	0.45
Downeaster	2	12	0.17
Empire Corridor	11	55	0.20
Adirondack	2	7	0.43
Ethan Allen Express	1	5	0.22
Maple Leaf	0	9	0.23
New York - Albany ^d	4	17	0.41
New York - Niagara Falls	4	17	0.42
Heartland Flyer	0	4	0.00
Hiawatha	4	11	0.38
Hoosier State	0	2	0.50
Illinois	9	39	0.23
Carl Sandburg / Illinois Zephyr	1	10	0.11
Illini / Saluki	2	11	0.27
Lincoln Service	6	18	0.10
Michigan	12	26	0.47
Blue Water	2	6	0.00
Pere Marquette	1	3	0.96
Wolverine	9	17	0.66
Kansas City - St. Louis	1	10	0.30
Pacific Surfliner	33	40	0.53
Pennsylvanian	4	8	0.25
Piedmont	3	6	0.33
San Joaquins	25	34	0.50
Vermont	8	11	0.54

Long-Distance Routes

Auto Train	4	17	0.66
California Zephyr	26	45	0.43
Capitol Limited	10	15	0.14
Cardinal	4	9	0.11
City of New Orleans	6	17	0.76
Coast Starlight	17	26	0.63
Crescent	14	25	0.16
Empire Builder	24	47	0.28
Lake Shore Ltd	15	21	0.67
Palmetto	8	16	0.46
Silver Meteor	10	26	0.43
Silver Star	13	28	0.40
Southwest Chief	19	42	0.43
Sunset Limited	8	16	0.58
Texas Eagle	20	23	0.52

^a Service 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	4th Quarter FY 2013	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.04	3.75
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Amtrak Corridor

Keystone	0.00	0.77
Northeast Regional	0.05	3.13

Short Distance

Capitols	0.00	0.18
Carolinian	0.15	10.74
Cascades	0.03	2.51
Downeaster	0.02	0.86
Empire Corridor		
Adirondack	0.23	9.62
Empire Service	0.04	1.90
Ethan Allen Express	0.02	1.44
Maple Leaf	0.35	5.08
Hearland Flyer	0.14	4.89
Hiawatha	0.00	0.71
Hoosier State	0.00	6.24
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.89
Illini / Saluki	0.00	1.52
Lincoln Service	0.02	3.61
Michigan		
Blue Water	0.11	4.00
Pere Marquette	0.00	2.92
Wolverine	0.14	10.32
Kansas City - St. Louis	0.02	1.59
Pacific Surfliner	0.02	1.68
Pennsylvanian	0.16	6.35
Piedmont	0.00	0.99
San Joaquins	0.03	3.11
Vermont	0.09	5.36

Long Distance

Auto Train	0.67	8.18
California Zephyr	1.62	28.63
Capitol Limited	0.72	13.05
Cardinal	1.00	31.77
City of New Orleans	0.95	12.85
Coast Starlight	0.81	14.60
Crescent	0.68	24.05
Empire Builder	2.22	47.84
Lake Shore Ltd	1.00	21.14
Palmetto	0.10	16.20
Silver Meteor	1.04	24.65
Silver Star	1.26	29.17
Southwest Chief	1.22	26.49
Sunset Limited	2.43	28.82
Texas Eagle	1.83	32.87

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	4th Quarter FY 2013						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	777	111	39	91	906		1,924
Amtrak Premium	18	0	1	1	11		31
Acela Express	18	0	1	1	11		31
Amtrak Corridor	46	0	7	5	35		93
Keystone	0	0	0	0	0		0
Northeast Regional	46	0	7	5	35		93
Short Distance	63	7	7	15	58		150
Capitol	0	0	0	0	0		0
Carolinian	5	0	2	2	5		14
Cascades	7	0	0	0	0		7
Downeaster	1	0	0	0	2		3
Empire Corridor	20	4	2	6	18		50
Adirondack	8	4	0	0	5		17
Empire Service	2	0	0	3	9		14
Ethan Allen Express	1	0	0	0	0		1
Maple Leaf	9	0	2	3	4		18
Heartland Flyer	0	0	0	0	3		3
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	2	0	0	1	0		3
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	2	0	0	1	0		3
Michigan	14	0	0	2	9		25
Blue Water	4	0	0	0	2		6
Pere Marquette	0	0	0	0	0		0
Wolverine	10	0	0	2	7		19
Kansas City - St. Louis	0	0	0	0	1		1
Pacific Surfliner	3	1	0	1	10		15
Pennsylvanian	5	1	3	0	3		12
Piedmont	0	0	0	0	0		0
San Joaquins	5	0	0	2	2		9
Vermont	1	1	0	1	5		8
Long Distance	650	104	24	70	802		1,650
Auto Train	5	19	0	6	35		65
California Zephyr	66	2	0	4	97		169
Capitol Limited	20	7	2	0	25		54
Cardinal	12	1	2	4	13		32
City of New Orleans	8	3	0	0	54		65
Coast Starlight	50	9	0	3	57		119
Crescent	18	2	0	1	38		59
Empire Builder	182	23	2	11	134		352
Lake Shore Ltd	46	2	2	2	62		114
Palmetto	2	0	0	1	3		6
Silver Meteor	27	14	3	1	71		116
Silver Star	46	3	10	6	73		138
Southwest Chief	59	8	2	4	49		122
Sunset Limited	37	4	0	2	24		67
Texas Eagle	72	7	1	25	67		172

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	4th Quarter FY 2013						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	1,196	450	2,591	1,585	3,139		8,961
Amtrak Premium	25	26	45	34	89		219
Acela Express	25	26	45	34	89		219
Amtrak Corridor	205	89	101	180	301		876
Keystone	15	5	10	17	16		63
Northeast Regional	190	84	91	163	285		813
Short Distance	243	168	311	345	599		1,666
Capitol	3	2	3	15	8		31
Carolinian	21	17	44	28	49		159
Cascades	18	6	15	19	61		119
Downeaster	9	3	11	1	11		35
Empire Corridor	38	13	45	48	68		212
Adirondack	11	3	15	7	13		49
Empire Service	21	6	14	29	42		112
Ethan Allen Express	2	0	0	1	2		5
Maple Leaf	4	4	16	11	11		46
Heartland Flyer	0	7	2	1	1		11
Hiawatha	1	1	2	8	7		19
Hoosier State	4	4	0	2	6		16
Illinois	9	21	32	38	70		170
Carl Sandburg / Illinois Zephyr	2	1	2	4	9		18
Illini / Saluki	0	13	1	8	16		38
Lincoln Service	7	7	29	26	45		114
Michigan	39	16	44	54	67		220
Blue Water	2	1	8	25	12		48
Pere Marquette	4	1	3	3	3		14
Wolverine	33	14	33	26	52		158
Kansas City - St. Louis	7	0	28	2	10		47
Pacific Surfliner	49	21	28	69	93		260
Pennsylvanian	11	2	9	18	25		65
Piedmont	0	10	4	0	5		19
San Joaquins	28	39	28	34	97		226
Vermont	6	6	16	8	21		57
Long Distance	723	167	2,134	1,026	2,150		6,200
Auto Train	6	6	71	15	46		144
California Zephyr	45	17	190	60	165		477
Capitol Limited	9	6	106	24	91		236
Cardinal	33	7	62	40	40		182
City of New Orleans	18	4	52	39	92		205
Coast Starlight	40	11	200	81	178		510
Crescent	57	2	73	63	155		350
Empire Builder	163	14	342	124	231		874
Lake Shore Ltd	64	9	152	81	163		469
Palmetto	29	4	24	10	39		106
Silver Meteor	60	18	181	81	190		530
Silver Star	59	20	198	98	158		533
Southwest Chief	40	14	211	123	217		605
Sunset Limited	10	7	89	24	67		197
Texas Eagle	90	28	183	163	318		782

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	4th Quarter FY 2013					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	1,205	2,576	453	3,028	3,261	10,523
Amtrak Premium	14	37	1	109	7	168
Acela Express	14	37	1	109	7	168
Amtrak Corridor	19	254	43	273	206	795
Keystone	0	9	4	17	12	42
Northeast Regional	19	245	39	256	194	753
Short Distance	63	452	68	407	456	1,446
Capitol	0	0	0	4	0	4
Carolinian	4	45	14	46	102	211
Cascades	13	43	6	23	33	118
Downeaster	0	2	0	4	1	7
Empire Corridor	3	89	14	71	111	288
Adirondack	0	29	1	21	51	102
Empire Service	3	49	7	29	19	107
Ethan Allen Express	0	5	0	2	9	16
Maple Leaf	0	6	6	19	32	63
Heartland Flyer	0	1	0	1	0	2
Hiawatha	0	13	0	5	0	18
Hoosier State	0	0	0	0	2	2
Illinois	11	74	6	36	22	149
Carl Sandburg / Illinois Zephyr	1	1	0	4	0	6
Illini / Saluki	3	10	0	10	2	25
Lincoln Service	7	63	6	22	20	118
Michigan	3	45	15	43	29	135
Blue Water	0	14	4	8	8	34
Pere Marquette	0	0	4	1	0	5
Wolverine	3	31	7	34	21	96
Kansas City - St. Louis	4	9	1	1	1	16
Pacific Surfliner	12	26	0	113	23	174
Pennsylvanian	5	43	7	28	59	142
Piedmont	0	1	0	1	0	2
San Joaquins	3	37	1	13	46	100
Vermont	5	24	4	18	27	78
Long Distance	1,109	1,833	341	2,239	2,592	8,114
Auto Train	55	84	12	71	69	291
California Zephyr	147	178	42	221	236	824
Capitol Limited	55	84	14	50	70	273
Cardinal	8	4	7	54	91	164
City of New Orleans	35	40	20	107	42	244
Coast Starlight	117	96	15	206	138	572
Crescent	23	97	25	155	207	507
Empire Builder	183	433	44	435	419	1,514
Lake Shore Ltd	54	133	21	174	203	585
Palmetto	1	94	8	81	75	259
Silver Meteor	77	96	41	135	235	584
Silver Star	39	163	33	172	337	744
Southwest Chief	167	81	17	153	181	599
Sunset Limited	36	72	11	59	100	278
Texas Eagle	112	178	31	166	189	676

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

4th Quarter FY 2013

Amtrak System		2301
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Division

Central		582
Mid-Atlantic		370
Northeast		472
Pacific		199
Pacific Northwest		119
Southern		303
Southwest		256

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), Portland and Brunswick
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:
AMTRAK 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	4th Quarter FY 2013	4th Quarter FY 2013

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-0.4	76.2%	89.5%
	2103	-0.6	93.7%	97.2%
	2104	-0.1	85.7%	92.3%
	2107	-0.9	90.6%	95.1%
	2108	Not Available	100.0%	100.0%
	2109	-0.1	90.5%	95.0%
	2110	1.1	93.7%	96.8%
	2117	-0.9	84.1%	93.2%
	2119	1.3	90.5%	90.2%
	2121	-1.2	87.3%	90.9%
	2122	0.3	87.3%	85.4%
	2124	-2.8	82.8%	84.6%
	2126	-0.8	87.3%	90.1%
	2128	Not Available	83.9%	87.6%
	2150	-0.2	66.7%	75.0%
	2151	0.0	89.1%	83.8%
	2153	-1.8	87.3%	92.6%
	2154	-0.2	65.6%	80.6%
	2155	0.5	79.7%	86.0%
	2158	1.2	84.4%	86.7%
	2159	0.6	71.9%	77.0%
	2160	0.4	77.8%	82.8%
	2163	-0.8	45.3%	59.2%
	2164	-0.7	87.5%	87.2%
	2165	0.4	52.4%	66.3%
	2166	-0.4	81.0%	83.8%
	2167	0.4	60.9%	71.5%
	2168	-0.8	76.6%	81.0%
	2170	-1.4	38.1%	68.3%
	2171	-0.8	39.1%	60.2%
	2172	-1.2	46.9%	61.7%
	2173	-0.6	34.9%	51.7%
	2175	Not Available	68.3%	78.2%
	2190	0.1	89.1%	84.0%
	2192	Not Available	100.0%	83.3%
	2193	Not Available	0.0%	80.0%
	2203	0.1	100.0%	100.0%
	2205	-0.8	84.6%	92.3%
	2207	1.1	100.0%	100.0%
	2208	-0.8	92.3%	94.1%
	2211	0.7	84.6%	88.5%
	2212	1.6	96.4%	96.9%
	2213	-0.6	92.3%	89.4%
	2216	-1.8	100.0%	100.0%
	2220	1.5	100.0%	97.5%
	2221	0.2	84.6%	94.2%
	2222	0.7	100.0%	100.0%
	2225	1.7	92.3%	95.2%
	2228	0.4	100.0%	97.1%
	2250	1.7	67.9%	80.8%
	2251	-0.2	93.3%	91.8%
	2252	1.6	61.5%	75.5%
	2253	0.2	78.6%	85.0%
	2254	1.2	69.2%	86.4%
	2255	1.5	84.6%	91.7%
	2256	0.9	92.3%	89.2%
	2257	0.3	76.9%	79.9%
	2258	0.6	92.3%	88.8%
	2259	1.0	84.6%	77.2%
	2290	-1.4	92.9%	82.9%
	2297	-0.9	83.3%	85.9%

**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	4th Quarter FY 2013	4th Quarter FY 2013

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	66	2.5	88.0%	81.2%
	67	-0.6	90.2%	91.6%
	71	Not Available	100.0%	77.4%
	82	0.4	85.7%	72.7%
	83	2.2	58.3%	60.5%
	84	-2.1	92.3%	95.0%
	85	0.1	76.9%	86.5%
	86	2.2	84.6%	82.5%
	87	2.6	76.9%	80.4%
	88	-0.3	77.8%	77.3%
	93	0.4	62.3%	70.9%
	94	0.7	63.1%	56.5%
	95	1.8	69.2%	78.8%
	99	1.0	74.1%	73.8%
	125	Not Available	84.6%	88.2%
	157	Not Available	92.3%	91.2%
	164	Not Available	77.8%	88.9%
	174	Not Available	81.5%	83.2%
	194	-0.7	92.6%	81.1%
195	2.3	77.8%	78.1%	
Lynchburg ^d	145	-0.9	76.9%	78.5%
	147	-0.6	71.4%	86.1%
	156	-13.5	81.5%	88.2%
	171	-6.7	70.8%	74.8%
	176	-6.1	83.1%	81.6%
All Other Northeast Regional				
	110	-0.3	85.5%	94.8%
	111	0.8	90.8%	95.8%
	121	-1.9	100.0%	94.2%
	123	Not Available	69.2%	96.8%
	126	Not Available	76.9%	83.8%
	127	-1.4	70.8%	88.4%
	129	-1.1	66.2%	82.9%
	130	-0.8	86.2%	92.6%
	131	-2.1	81.5%	87.7%
	132	Not Available	92.3%	83.7%
	133	-2.6	66.7%	84.1%
	134	0.6	68.0%	86.5%
	135	0.6	88.9%	85.6%
	136	2.3	53.8%	68.7%
	137	-0.6	72.3%	81.7%
	138	-0.2	78.5%	88.5%
	139	Not Available	76.9%	85.6%
	140	2.2	85.2%	92.7%
	141	1.9	87.7%	89.8%
	143	1.7	85.2%	87.7%
	146	2.6	85.7%	87.3%
	148	1.3	67.7%	80.2%
	150	0.6	85.2%	90.3%
	151	0.0	96.8%	98.4%
	152	-1.2	70.4%	83.9%
	153	-0.7	96.3%	96.3%
	154	2.1	84.6%	92.3%
	155	0.0	92.6%	96.3%
	158	1.7	96.3%	97.0%
	159	2.4	92.6%	98.6%
	160	-1.2	81.5%	88.3%
	161	1.7	88.9%	77.9%
	162	1.2	92.6%	92.6%
	163	-0.2	81.5%	64.9%
	165	-0.8	85.2%	84.4%
	166	-1.5	84.6%	88.2%
	167	0.1	85.7%	80.6%
	168	1.1	78.6%	83.3%
	169	-0.2	70.4%	82.8%
	170	-1.4	78.5%	77.9%
	172	0.9	81.5%	85.1%
	173	1.0	55.4%	65.9%

**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	4th Quarter FY 2013	4th Quarter FY 2013
	175	0.9	63.1%	68.5%
	177	0.6	70.8%	78.3%
	178	-7.4	81.5%	86.3%
	179	0.9	59.4%	90.0%
	180	-0.1	81.3%	96.0%
	181	0.7	90.5%	96.4%
	182	-0.9	88.9%	97.3%
	183	-0.5	84.6%	93.2%
	184	-1.8	83.1%	93.1%
	185	-2.8	80.0%	91.4%
	186	0.5	86.2%	95.6%
	187	-0.2	70.8%	91.3%
	188	1.9	92.3%	94.9%
	190	0.0	84.6%	89.1%
	192	2.5	100.0%	100.0%
	193	-0.3	76.9%	83.6%
	196	0.6	82.7%	92.4%
	198	-12.7	69.6%	87.6%
	401	6.7	88.9%	97.2%
	405	7.1	100.0%	100.0%
	432	Not Available	84.6%	83.2%
	450	5.8	63.0%	77.5%
	460	3.3	63.0%	65.0%
	463	4.5	92.6%	99.4%
	464	3.4	59.3%	69.9%
	465	Not Available	84.6%	91.3%
	467	6.7	85.7%	93.7%
	470	4.4	80.0%	84.5%
	475	5.9	95.4%	97.0%
	476	4.0	67.7%	71.0%
	479	7.4	76.9%	82.7%
	488	7.6	55.6%	58.9%
	490	6.1	87.7%	87.6%
	493	6.4	70.8%	91.7%
	494	5.3	44.6%	47.8%
	495	5.5	100.0%	100.0%
	497	8.7	76.9%	86.5%

**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	4th Quarter FY 2013	4th Quarter FY 2013
Keystone	600	0.9	96.9%	99.9%
	601	0.7	93.8%	96.0%
	605	2.5	95.3%	97.4%
	607	0.8	95.3%	98.2%
	609	1.3	93.8%	97.0%
	610	-0.5	93.3%	93.8%
	611	1.9	93.3%	94.9%
	612	2.5	100.0%	100.0%
	615	0.4	100.0%	100.0%
	618	-3.2	94.1%	96.9%
	619	0.6	95.3%	97.6%
	620	0.6	95.3%	97.8%
	622	1.6	96.9%	98.3%
	637	-1.8	92.3%	100.0%
	639	0.4	82.8%	94.2%
	640	0.4	79.7%	97.2%
	641	0.6	84.4%	94.4%
	642	1.3	87.5%	95.9%
	643	1.0	89.1%	92.9%
	644	0.1	85.9%	97.2%
	645	1.3	90.6%	96.4%
	646	1.0	89.1%	95.7%
	647	0.3	81.3%	94.5%
	648	-0.2	92.2%	97.9%
	649	-1.1	87.5%	94.9%
	650	0.6	89.1%	96.0%
	651	1.0	82.8%	94.6%
	652	0.5	84.4%	95.7%
	653	2.4	78.1%	91.9%
	654	0.6	98.4%	96.0%
	655	1.3	81.3%	90.8%
	656	-0.4	92.2%	96.3%
	658	1.1	100.0%	98.8%
	660	2.3	82.1%	97.4%
	661	-0.1	96.4%	96.7%
	662	0.8	93.3%	99.1%
	663	-3.0	89.3%	97.7%
	664	0.7	96.4%	99.7%
	665	1.0	96.4%	99.3%
	666	0.3	92.9%	99.3%
667	-1.6	92.9%	99.5%	
669	-2.2	85.7%	89.6%	
670	-0.3	92.9%	97.1%	
671	-5.3	92.9%	94.2%	
672	0.3	89.3%	97.5%	
674	Not Available	100.0%	97.3%	

**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	4th Quarter FY 2013	4th Quarter FY 2013
Non-NEC Corridor Routes				
Standard		≥ 0	80.0%	80.0%
Capitol Corridor	520	2.3	100.0%	99.2%
	521	1.1	98.4%	99.6%
	522	2.9	98.4%	98.6%
	523	1.3	98.4%	99.4%
	524	3.6	100.0%	97.3%
	525	2.7	100.0%	100.0%
	526	2.9	96.9%	98.6%
	527	2.4	95.3%	95.8%
	528	3.9	93.8%	93.1%
	529	1.5	98.4%	98.7%
	530	4.5	96.9%	96.8%
	531	3.0	95.3%	99.4%
	532	4.1	87.5%	92.4%
	533	1.8	90.6%	98.7%
	534	3.4	96.9%	97.7%
	535	3.0	92.2%	96.8%
	536	1.5	95.3%	96.0%
	537	2.3	90.6%	93.3%
	538	3.0	100.0%	99.7%
	540	3.9	98.4%	97.5%
	541	3.0	95.3%	97.1%
	542	2.6	100.0%	98.8%
	543	1.9	85.9%	93.0%
	544	3.1	96.9%	98.7%
	545	3.5	96.9%	96.4%
	546	2.8	98.4%	92.2%
	547	1.2	96.9%	97.3%
	548	-2.2	93.8%	96.3%
	549	0.7	93.8%	95.5%
	551	2.5	96.8%	98.2%
	720	2.4	96.4%	93.3%
	723	1.1	100.0%	100.0%
	724	2.8	96.4%	98.4%
	727	1.6	100.0%	99.0%
	728	2.1	96.4%	98.7%
	729	0.9	89.3%	94.3%
	732	2.1	92.3%	99.0%
	733	2.3	92.9%	94.8%
	734	1.5	89.3%	91.4%
	736	2.8	96.4%	96.1%
	737	2.6	89.3%	95.3%
	738	3.6	96.2%	98.1%
	741	1.6	92.9%	94.6%
	742	2.4	71.4%	84.8%
	743	0.4	92.9%	96.3%
	744	2.2	96.4%	95.1%
	745	2.0	96.2%	97.1%
746	1.8	96.4%	99.5%	
747	2.3	85.7%	94.0%	
748	0.9	92.9%	90.9%	
749	1.5	96.4%	100.0%	
751	2.5	96.2%	95.7%	
Carolinian	79	0.6	38.0%	52.2%
	80	1.6	83.7%	66.6%

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>
	<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>		✓		<p>Annex 3 describes the rationale for the standards adopted in the Train Delay category.</p>
	<p>Train Delays—Off NEC</p>				
	<p>Amtrak-Responsible²² Delays per 10,000 Train-Miles</p>	<p>Route¹⁵</p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

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.