

**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 December 31, 2010
(First Quarter of Fiscal Year 2011)**



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

Published April 2011

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 (Note 1)	2
Table 3 (A/B): Long-Term Avoidable Operating Loss (Note 1)	2
Table 4 (A/B): Adjusted Loss per Passenger Mile	3 - 4
Table 5: Passenger-Miles per Train-Mile	5
On-Time Performance (Table 6)	
Test No. 1 Change in Effective Speed	6
Test No. 2 Endpoint OTP	6
Test No. 3 All-Stations OTP	6
Train Delays	
Train Delays - Off NEC	
Table 7: Off-NEC Host Responsible Delays per 10,000 Train-Miles	7 - 8
Table 8: Off-NEC Amtrak Responsible Delays per 10,000 Train-Miles	9
Train Delays - On NEC	
Table 9: On-NEC Total Host and Amtrak Responsible Delays per 10,000 Train Miles	10
Other Service Quality	
Table 10: Customer Satisfaction Indicator (CSI) Scores	11
Table 11: Service Interruptions per 10,000 Train Miles due to Equipment-related Problems	12
Table 12: Complaints Received	13
Table 13: Food-related Complaints	14
Table 14: Personnel-related Complaints	15
Table 15: Equipment-related Complaints	16
Table 16: Station-related Complaints	17
Public Benefits (Table 17)	
Connectivity Measure	18
Availability of Other Modes	18
Reference Materials	
Table 18: Route Descriptions	19
Terminology & Definitions	
Table 19: Amtrak Delay Code Definitions	20
Table 20: Host Railroad Code Definitions	21
Appendixes	
A. On-Time Performance (OTP) by Train	22 - 29
B. Off-NEC Host Responsible Delays by Train	30 - 39
C. Off-NEC Amtrak Responsible Delays by Train	40 - 45
D. On-NEC Total Host and Amtrak Responsible Delays by Train	46 - 48
E. Methodologies for PRIIA 207	49 - 52
F. Final Metrics and Standards under PRIIA Section 207 (May 12, 2010)	53 - 59

Notes

Note No.	Applies to Tables—	Note
1	1, 2, 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. Data for table 2 is not available as the fully allocated cost components of the APT system were implemented in October 2009 and eight quarters of data have not yet been accumulated.
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 February 2011, covering the quarter ended September 30, 2010.
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):
PERCENTAGE 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
	Jan. 09 - Dec. 10	Jan. 08 - Dec. 09	Oct. 08 - Sep. 10

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

**Includes state revenue.*

TABLES 1(B) Through 3(B):

Data are currently unavailable for the following tables. When the requisite data become available, these tables will appear in exactly the same format in which Table 1(A), above, is presented:

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

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

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

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

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

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

Current Period	Prior Period	Prior Report
Jan. 09 - Dec. 10	Jan. 08 - Dec. 09	Oct. 08 - Sep. 10

(\$0.076)	(\$0.076)	(\$0.075)
-----------	-----------	-----------

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.

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

Current Period	Prior Period	Prior Report
Jan. 09 - Dec. 10	Jan. 08 - Dec. 09	Oct. 08 - Sep. 10

(\$0.101)	(\$0.105)	(\$0.103)
-----------	-----------	-----------

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.

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

Service	Current Period	Prior Period	Prior Report
	Jan. 09 - Dec. 10	Jan. 08 - Dec. 09	Oct. 08 - Sep. 10

Acela Express

Acela Express	181	179	178
---------------	-----	-----	-----

Other NEC Corridor Routes

Keystone Service	134	129	133
Northeast Regional (Boston - Washington)	192	195	192
Richmond / Newport News	230	236	232
Lynchburg	251	Not Available	Not Available
New Haven - Springfield	109	107	108

Non-NEC Corridor Routes

Capitol Corridor	86	89	86
Carolinian	271	268	270
Cascades	137	132	135
Downeaster	91	89	90
Empire Corridor			
Adirondack	197	189	193
Empire Service	119	122	121
Ethan Allen Express	147	146	146
Maple Leaf	100	100	98
Heartland Flyer	91	90	90
Hiawatha	144	141	143
Hoosier State	62	61	61
Illinois			
Carl Sandburg / Illinois Zephyr	94	93	93
Illini / Saluki	112	112	111
Lincoln Service	127	111	123
Michigan			
Blue Water	130	117	126
Pere Marquette	123	128	124
Wolverine	150	146	148
Kansas City - St. Louis	78	71	76
Pacific Surfliner	134	140	134
Pennsylvanian	190	191	188
Piedmont	67	64	67
San Joaquins	103	103	103
Vermont	130	121	127

Long-Distance Routes

Auto Train	337	330	334
California Zephyr	164	156	163
Capitol Limited	191	189	191
Cardinal	123	122	122
City of New Orleans	152	142	149
Coast Starlight	219	216	221
Crescent	159	147	157
Empire Builder	203	210	206
Lake Shore Ltd	215	194	210
Palmetto	142	132	139
Silver Meteor	208	197	205
Silver Star	185	178	183
Southwest Chief	185	181	185
Sunset Limited	119	109	117
Texas Eagle	172	171	173

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

Service	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP	All-Stations OTP*
	Last Four Quarters	1st Quarter FY 2011	1st Quarter FY 2011

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-1.0	84.1%	87.7%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-0.6	86.2%	93.6%
Total Northeast Regional		76.6%	81.0%
Richmond / Newport News‡	-0.6	72.2%	73.3%
Lynchburg†	Not Available	79.2%	74.3%
All Other Northeast Regional	-0.2	77.7%	86.0%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	1.7	95.5%	97.0%
Carolinian	0.0	59.2%	57.5%
Cascades	0.5	77.0%	78.9%
Downeaster	-0.3	84.8%	93.6%
Empire Corridor	1.1	80.1%	78.3%
Adirondack	0.7	78.3%	65.3%
Ethan Allen Express	0.4	62.0%	78.4%
Maple Leaf	0.8	67.4%	64.6%
New York - Albany**	1.4	85.4%	92.1%
New York - Niagara Falls	0.9	79.3%	75.7%
Heartland Flyer	3.1	84.2%	88.6%
Hiawatha	-0.4	86.2%	92.7%
Hoosier State	2.2	59.4%	76.5%
Illinois	2.3	65.7%	66.5%
Carl Sandburg / Illinois Zephyr	1.3	88.6%	86.6%
Illini / Saluki	2.4	44.6%	43.1%
Lincoln Service	2.1	64.8%	69.7%
Michigan	2.4	49.0%	61.4%
Blue Water	2.5	66.8%	81.0%
Pere Marquette	2.8	54.4%	77.3%
Wolverine	2.2	41.3%	54.0%
Kansas City - St. Louis	8.2	91.6%	90.4%
Pacific Surfliner	0.1	77.8%	86.2%
Pennsylvanian	0.0	89.7%	81.3%
Piedmont	1.2	78.8%	89.0%
San Joaquin	1.2	91.4%	89.8%
Vermont	2.2	83.2%	83.8%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	0.7	90.2%	92.4%
California Zephyr	2.8	51.1%	51.2%
Capitol Limited	1.6	57.6%	51.7%
Cardinal	0.9	41.8%	37.9%
City of New Orleans	1.1	69.6%	50.7%
Coast Starlight	1.3	78.1%	68.1%
Crescent	0.0	76.6%	67.9%
Empire Builder	-0.1	51.8%	35.4%
Lake Shore Ltd	1.1	69.8%	50.4%
Palmetto	0.2	75.5%	66.4%
Silver Meteor	0.3	79.9%	66.2%
Silver Star	1.0	73.9%	67.4%
Southwest Chief	0.4	83.2%	65.2%
Sunset Limited	3.0	89.9%	62.3%
Texas Eagle	2.9	70.1%	59.2%

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

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

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

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

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

‡ Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.

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

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

Service	Host	1st Quarter FY 2011						MM&C Allowance*	Route Miles
		Total Delay	Largest 2 Delay Categories ^a						
			#1	Minutes	#2	Minutes			
Standard		900							
Acela Express									
Acela Express	MNRR	693	CTI	269	DSR	245	0	56	
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News ‡	CSX	1513	DSR	318	RTE	286	0	189	
	MNRR	914	DSR	359	CTI	328	0	56	
Lynchburg †	MNRR	933	DSR	367	CTI	212	0	56	
	NS	267	DCS	72	FTI	63	0	166	
All Other Northeast Regional	MNRR	833	CTI	357	DSR	337	0	56	
Non-NEC Corridor Routes									
Capitol Corridor	UP	548	PTI	179	DCS	113	0	168	
Carolinian	CSX	1353	PTI	308	FTI	285	0	295	
	NS	407	PTI	145	DCS	89	0	202	
Cascades	BNSF	953	PTI	211	RTE	199	0	343	
	UP	703	FTI	320	DCS	178	0	125	
Downeaster	MBTA	1384	DSR	1013	CTI	219	0	38	
	PanAm	478	DSR	180	PTI	136	0	77	
Empire Corridor									
Adirondack	CN	2798	RTE	1072	DSR	812	0	49	
	CP	2084	DSR	852	PTI	536	0	178	
	CSX	581	PTI	194	DSR	153	0	89	
	MNRR	1102	DSR	643	CTI	233	0	64	
Ethan Allen Express	CP	2909	DSR	1948	PTI	321	0	60	
	CSX	849	PTI	315	RTE	143	0	89	
	MNRR	1083	DSR	471	CTI	324	0	64	
	VTR	11720	DSR	10377	FTI	638	0	24	
Maple Leaf	CSX	1322	FTI	351	RTE	311	0	396	
	MNRR	860	DSR	412	CTI	355	0	64	
New York - Albany**	CSX	366	DCS	119	DSR	93	0	71	
	MNRR	940	DSR	413	CTI	266	0	64	
New York - Niagara Falls	CSX	1001	FTI	277	RTE	263	0	394	
	MNRR	1211	DSR	528	CTI	308	0	64	
Heartland Flyer	BNSF	1052	DSR	568	FTI	283	0	238	
Hiawatha	CP	506	FTI	190	DMW	90	0	53	
	Metra	1392	CTI	883	DCS	154	0	29	
Hoosier State	CSX	726	DCS	314	FTI	210	0	169	
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF	646	DCS	142	DSR	138	0	257	
Illini / Saluki	CN	1454	FTI	682	DSR	218	0	306	
Lincoln Service	CN	2685	FTI	1120	RTE	518	0	37	
	UP	993	PTI	549	DCS	199	0	231	
Michigan									
Blue Water	Amtrak	574	PTI	384	DSR	93	0	99	
	CN	1363	FTI	711	PTI	305	0	159	
	NS	3074	RTE	1381	FTI	504	0	61	
Pere Marquette	CSX	663	DCS	367	RTE	92	0	135	
	NS	4047	DCS	1278	FTI	1226	0	39	
Wolverine	Amtrak	767	PTI	432	DCS	117	0	99	
	CN	2029	DSR	760	FTI	484	0	27	
	NS	1959	DCS	516	FTI	455	0	173	
Kansas City - St. Louis	UP	540	FTI	285	PTI	100	0	271	
Pacific Surfliner	BNSF	923	RTE	334	DCS	238	0	22	
	SCRRA	940	PTI	435	CTI	251	0	95	
	SDNRR	1201	CTI	509	PTI	373	0	60	
	UP	1334	PTI	726	DCS	195	0	174	

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

Service	Host		1st Quarter FY 2011					MM&C Allowance*	Route Miles
			Total Delay	Largest 2 Delay Categories ^a					
				#1	Minutes	#2	Minutes		
Standard			900						
Pennsylvanian	NS		682	FTI	320	RTE	144	0	249
Piedmont	NS		464	DCS	147	DSR	109	0	173
San Joaquin	BNSF		679	PTI	306	DSR	141	0	284
	UP		689	PTI	277	DCS	150	0	88
Vermont	MNRR		750	CTI	314	DSR	291	0	56
	NECR		810	DSR	586	FTI	78	0	238
Long-Distance Routes									
Auto Train	CSX		1013	FTI	344	PTI	226	0	914
California Zephyr	BNSF		1038	DSR	410	FTI	252	0	1,027
	UP		777	FTI	233	DCS	213	0	1,431
Capitol Limited	CSX		1162	FTI	330	DSR	316	0	307
	NS		1284	FTI	507	RTE	289	0	481
Cardinal	BBrRR		1989	PTI	552	FTI	535	0	132
	CSX		965	FTI	369	DCS	295	19	698
	NS		1269	DCS	405	PTI	314	0	79
City of New Orleans	CN		1453	FTI	842	DSR	173	0	930
Coast Starlight	BNSF		759	FTI	198	DCS	148	0	186
	SCRRA		1637	CTI	804	PTI	544	0	48
	UP		943	PTI	257	DCS	244	0	1,159
Crescent	NS		682	FTI	256	DSR	134	0	1,141
Empire Builder	BNSF		978	FTI	486	DSR	242	0	2,147
	CP		1139	FTI	697	DCS	169	0	384
	Metra		1565	CTI	1260	DCS	151	0	29
Lake Shore Ltd	CSX		1174	FTI	287	DCS	212	0	741
	MNRR		1490	CTI	563	DSR	407	0	64
	NS		1346	FTI	570	RTE	232	0	339
Palmetto	CSX		954	FTI	230	PTI	220	0	659
Silver Meteor	CSX		709	FTI	176	PTI	176	0	1,152
	Fla DOT		1151	DSR	477	CTI	399	0	68
Silver Star	CSX		825	PTI	199	DCS	185	11	1,209
	Fla DOT		1174	CTI	574	DSR	369	0	68
	NS		453	PTI	325	FTI	71	0	28
Southwest Chief	BNSF		409	DCS	95	FTI	87	0	2,198
	NMDOT		942	CTI	316	DCS	280	0	80
Sunset Limited	BNSF		1274	DSR	913	PTI	217	0	190
	UP		1012	FTI	523	DCS	159	0	1,784
Texas Eagle	BNSF		2375	DSR	1541	FTI	459	0	126
	CN		1387	FTI	563	OTH	435	0	37
	UP		1556	FTI	535	OTH	390	0	1,104

Note: 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.

^a For explanation of delay codes, see Table 20.

** Includes only trains that operate solely between New York and Albany

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

‡ Richmond / Newport News includes all trains between Richmond or Newport news and points on the NEC.

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

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

Service	1st Quarter FY 2011					
	Total Delay	Largest 2 Delay Categories ^β				MM&C Allowance*
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	117	OTH	72	HLD	14	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News‡	463	HLD	233	OTH	72	0
Lynchburg†	560	HLD	191	OTH	148	0
All Other Northeast Regional	380	OTH	125	HLD	19	0
Non-NEC Corridor Routes						
Capitol Corridor	194	HLD	45	ADA	43	0
Carolinian	553	HLD	274	ADA	98	0
Cascades	324	ENG	86	ADA	58	0
Downeaster	98	ITI	40	HLD	26	0
Empire Corridor						
Adirondack	236	HLD	101	OTH	61	0
Ethan Allen Express	285	HLD	136	SYS	48	0
Maple Leaf	303	HLD	101	SYS	84	0
New York - Albany**	135	ENG	50	HLD	44	0
New York - Niagara Falls	353	HLD	133	SYS	104	0
Heartland Flyer	200	OTH	87	HLD	57	0
Hiawatha	417	ITI	148	OTH	116	0
Hoosier State	360	HLD	1341	ENG	985	0
Illinois						
Carl Sandburg / Illinois Zephyr	215	HLD	101	CAR	38	0
Illini / Saluki	206	HLD	84	CAR	56	0
Lincoln Service	227	ENG	217	HLD	213	0
Michigan						
Blue Water	452	HLD	232	OTH	160	0
Pere Marquette	381	SYS	155	HLD	115	0
Wolverine	400	OTH	156	ENG	139	0
Kansas City - St. Louis	142	HLD	69	ADA	43	0
Pacific Surfliner	325	HLD	98	SYS	49	0
Pennsylvanian	362	HLD	202	ADA	55	0
Piedmont	360	OTH	69	HLD	50	0
San Joaquin	195	HLD	48	ENG	38	0
Vermonteer	352	OTH	112	ENG	80	0
Long-Distance Routes						
Auto Train	145	ENG	37	SVS	35	0
California Zephyr	260	SYS	110	HLD	55	0
Capitol Limited	296	HLD	144	SYS	83	0
Cardinal	565	HLD	274	SVS	100	0
City of New Orleans	190	HLD	65	SYS	47	0
Coast Starlight	555	HLD	115	SYS	110	0
Crescent	216	HLD	67	SYS	39	0
Empire Builder	538	CON	127	ENG	103	0
Lake Shore Ltd	703	CON	247	HLD	245	0
Palmetto	217	HLD	68	ADA	54	0
Silver Meteor	302	ADA	125	HLD	99	0
Silver Star	366	HLD	131	ADA	69	0
Southwest Chief	231	HLD	102	ENG	31	0
Sunset Limited	388	SVS	87	HLD	74	0
Texas Eagle	283	HLD	109	ENG	51	0

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.

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

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

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

‡ Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.

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

Excludes third party delays.

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

Service	Host**	1st Quarter FY 2011						
		Total Delay	Largest 2 Delay Categories				MM&C Allowance*	Route Miles
			#1	Minutes	#2	Minutes		
Acela Express								
Standard		265						
Acela Express	Amtrak	302	SMW	35	CTI	34	0	401
Other Services								
Standard		475						
Keystone	Amtrak	354	HLD	54	ENG	53	0	195
Cardinal	Amtrak	1545	SYS	237	CAR	223	0	226
Carolinian	Amtrak	558	PTI	100	SMW	77	0	226
Crescent	Amtrak	654	PTI	123	SVS	89	0	226
Northeast Regional	Amtrak	569	ENG	32	PTI	26	0	
Richmond / Newport News†	Amtrak	625	ENG	91	PTI	79	0	463
Lynchburg†	Amtrak	643	CTI	77	PTI	73	0	463
All Other Northeast Regional	Amtrak	540	ENG	4	SMW	2	0	463
Palmetto	Amtrak	568	SYS	77	SVS	71	0	226
Pennsylvanian	Amtrak	436	ENG	79	HLD	63	0	195
Silver Meteor	Amtrak	804	PTI	209	ENG	102	0	226
Silver Star	Amtrak	649	PTI	149	SVS	90	0	226
Vermont	Amtrak	559	PTI	122	SVS	82	0	304

**Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.
Excludes third party delays.

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

‡Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.

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

For train-by-train detail, please refer to Appendix D.

**TABLE 10:
CUSTOMER SATISFACTION INDEX (CSI) SCORES***

Service	1st Quarter FY 2011					
	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	76	75	78	63	54
---------------	-----------	-----------	-----------	-----------	-----------	-----------

Other NEC Corridor Routes

Keystone Service	84	84	74	76	58	Not Applicable
Northeast Regional (Boston - Washington)	77	76	70	74	54	54
Richmond / Newport News	78	79	67	78	55	61
Lynchburg	89	83	72	84	63	61
New Haven - Springfield	78	73	65	72	49	54

Non-NEC Corridor Routes

Capitol Corridor	90	93	83	86	70	78
Carolinian	82	84	72	81	59	62
Cascades	92	87	81	87	73	72
Downeaster	94	93	85	91	78	79
Empire Corridor						
Adirondack	79	77	70	81	62	55
Ethan Allen Express	80	75	72	80	64	55
Maple Leaf	79	80	65	75	51	59
New York - Albany**	76	83	66	73	50	Not Applicable
Heartland Flyer	94	93	87	90	84	75
Hiawatha	90	87	78	85	85	Not Applicable
Hoosier State	85	80	82	75	78	Not Applicable
Illinois						
Carl Sandburg / Illinois Zephyr	91	89	78	79	69	66
Illini / Saluki	73	78	72	77	62	68
Lincoln Service	82	84	70	74	56	64
Michigan						
Blue Water	88	82	76	82	65	63
Pere Marquette	83	88	79	86	76	Not Applicable
Wolverine	84	86	74	77	57	65
Kansas City - St. Louis	89	86	80	83	68	69
Pacific Surfliner	85	86	77	82	65	65
Pennsylvanian	86	87	74	82	64	70
Piedmont	90	90	83	87	86	Not Applicable
San Joaquins	92	90	83	86	69	81
Vermont	86	82	73	76	56	58

Long-Distance Routes

Auto Train	88	93	83	74	78	86
California Zephyr	85	83	76	77	61	71
Capitol Limited	80	81	70	75	67	75
Cardinal	78	78	65	77	58	65
City of New Orleans	84	87	78	76	69	81
Coast Starlight	84	81	75	79	61	69
Crescent	81	76	68	75	63	72
Empire Builder	83	82	72	76	58	74
Lake Shore Ltd	79	79	63	74	58	70
Palmetto	79	79	66	79	59	63
Silver Meteor	76	79	68	74	59	71
Silver Star	82	78	65	71	55	70
Southwest Chief	82	83	72	76	59	73
Sunset Limited	83	81	70	72	62	71
Texas Eagle	82	77	72	81	61	68

** Includes only trains that operate solely between New York and Albany

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

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

Service	1st Quarter FY 2011		
	Service Interruptions	Train-Miles	Ratio

Acela Express

Acela Express	32	834,974	0.38
---------------	----	---------	------

Other NEC Corridor Routes

Keystone Service	29	351,702	0.82
Total Northeast Regional	133	1,507,134	0.88
Richmond / Newport News†	24	402,084	0.60
Lynchburg‡	11	181,453	0.61
All Other Northeast Regional	98	923,597	1.06

Non-NEC Corridor Routes

Capitol Corridor	18	301,484	0.60
Carolinian	7	116,036	0.60
Cascades	26	243,306	1.07
Downeaster	0	105,328	0.00
Empire Corridor	23	534,129	0.43
Adirondack	2	69,822	0.29
Ethan Allen Express	1	44,344	0.23
Maple Leaf	2	84,726	0.24
New York - Albany**	9	165,957	0.54
New York - Niagara Falls	9	169,280	0.53
Heartland Flyer	1	38,028	0.26
Hiawatha	28	108,274	2.59
Hoosier State	3	20,776	1.44
Illinois	36	418,048	0.86
Carl Sandburg / Illinois Zephyr	8	94,944	0.84
Illini / Saluki	12	114,080	1.05
Lincoln Service	16	209,024	0.77
Michigan	40	258,712	1.55
Blue Water	8	58,696	1.36
Pere Marquette	5	32,208	1.55
Wolverine	27	167,808	1.61
Kansas City - St. Louis	0	104,144	0.00
Pacific Surfliner	25	410,247	0.61
Pennsylvanian	5	81,696	0.61
Piedmont	1	63,664	0.16
San Joaquins	17	335,616	0.51
Vermont	6	112,792	0.53

Long-Distance Routes

Auto Train	9	158,424	0.57
California Zephyr	28	448,592	0.62
Capitol Limited	5	140,576	0.36
Cardinal	11	90,534	1.22
City of New Orleans	11	170,384	0.65
Coast Starlight	17	253,368	0.67
Crescent	17	253,368	0.67
Empire Builder	56	482,252	1.16
Lake Shore Ltd	27	363,584	0.74
Palmetto	6	152,536	0.39
Silver Meteor	12	255,392	0.47
Silver Star	18	280,048	0.64
Southwest Chief	25	415,104	0.60
Sunset Limited	15	158,452	0.95
Texas Eagle	15	238,404	0.63

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

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

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

‡Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.

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

Service	1st Quarter FY 2011	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.04	2.38
---------------	------	------

Amtrak Corridor

Keystone	0.00	0.56
Northeast Regional	0.02	2.29

Short Distance

Capitols	0.00	0.07
Carolinian	0.13	6.68
Cascades	0.03	2.97
Downeaster	0.00	0.32
Empire Corridor		
Adirondack	0.03	9.62
Empire Service	0.02	3.05
Ethan Allen Express	0.00	2.57
Maple Leaf	0.19	12.81
Heartland Flyer	0.00	1.39
Hiawatha	0.00	0.77
Hoosier State	0.00	12.92
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	1.95
Illini / Saluki	0.00	3.21
Lincoln Service	0.06	5.65
Michigan		
Blue Water	0.00	2.18
Pere Marquette	0.00	2.55
Wolverine	0.09	7.81
Kansas City - St. Louis	0.00	1.61
Pacific Surfliner	0.02	1.38
Pennsylvanian	0.06	5.77
Piedmont	0.00	2.07
San Joaquins	0.04	1.53
Vermont	0.03	2.44

Long Distance

Auto Train	0.74	9.98
California Zephyr	0.62	16.37
Capitol Limited	0.39	9.95
Cardinal	0.44	18.81
City of New Orleans	0.92	10.21
Coast Starlight	0.77	13.33
Crescent	0.29	9.58
Empire Builder	0.67	41.31
Lake Shore Ltd	0.58	19.69
Palmetto	0.17	14.96
Silver Meteor	0.86	21.14
Silver Star	0.41	15.86
Southwest Chief	0.59	17.20
Sunset Limited	0.79	12.79
Texas Eagle	1.91	18.71

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	1st Quarter FY 2011						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	381	0	10	54	487		932
Amtrak Premium	19	0	0	4	16		39
Acela Express	19	0	0	4	16		39
Amtrak Corridor	23	0	2	1	5		31
Keystone	0	0	0	0	0		0
Northeast Regional	23	0	2	1	5		31
Short Distance	39	0	0	3	44		86
Capitols	0	0	0	0	0		0
Carolinian	2	0	0	1	9		12
Cascades	1	0	0	0	5		6
Downeaster	0	0	0	0	0		0
Empire Corridor	12	0	0	0	2		14
Adirondack	0	0	0	0	0		0
Empire Service	4	0	0	0	2		6
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	8	0	0	0	0		8
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	4	0	0	0	5		9
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	4	0	0	0	5		9
Michigan	6	0	0	2	6		14
Blue Water	0	0	0	0	2		2
Pere Marquette	0	0	0	0	0		0
Wolverine	6	0	0	2	4		12
Kansas City - St. Louis	0	0	0	0	4		4
Pacific Surfliner	4	0	0	0	7		11
Pennsylvanian	2	0	0	0	2		4
Piedmont	0	0	0	0	0		0
San Joaquins	6	0	0	0	4		10
Vermont	2	0	0	0	0		2
Long Distance	300	0	8	46	422		776
Auto Train	8	0	0	2	36		46
California Zephyr	26	0	0	2	29		57
Capitol Limited	9	0	1	0	12		22
Cardinal	3	0	0	0	10		13
City of New Orleans	24	0	0	5	26		55
Coast Starlight	23	0	0	3	57		83
Crescent	4	0	0	1	17		22
Empire Builder	33	0	0	7	46		86
Lake Shore Ltd	22	0	0	1	33		56
Palmetto	5	0	0	0	4		9
Silver Meteor	29	0	2	5	45		81
Silver Star	19	0	2	6	17		44
Southwest Chief	14	0	3	6	28		51
Sunset Limited	3	0	0	0	16		19
Texas Eagle	78	0	0	8	46		132

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	1st Quarter FY 2011						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	860	179	1,917	1,835	1,977		6,768
Amtrak Premium	32	1	30	70	63		196
Acela Express	32	1	30	70	63		196
Amtrak Corridor	174	39	89	190	259		751
Keystone	24	12	4	22	19		81
Northeast Regional	150	27	85	168	240		670
Short Distance	243	68	398	555	407		1,671
Capitols	1	2	0	7	1		11
Carolinian	22	2	34	47	38		143
Cascades	8	3	30	20	22		83
Downeaster	3	1	1	10	4		19
Empire Corridor	49	4	39	35	37		164
Adirondack	12	0	9	7	4		32
Empire Service	25	4	22	24	22		97
Ethan Allen Express	4	0	1	1	2		8
Maple Leaf	8	0	7	3	9		27
Heartland Flyer	0	0	1	1	1		3
Hiawatha	6	2	9	5	3		25
Hoosier State	1	0	8	7	0		16
Illinois	36	16	22	142	63		279
Carl Sandburg / Illinois Zephyr	4	6	7	18	14		49
Illini / Saluki	13	6	0	85	19		123
Lincoln Service	19	4	15	39	30		107
Michigan	45	10	42	35	51		183
Blue Water	2	4	13	0	6		25
Pere Marquette	8	2	4	4	13		31
Wolverine	35	4	25	31	32		127
Kansas City - St. Louis	13	2	0	4	6		25
Pacific Surfliner	37	16	188	169	106		516
Pennsylvanian	8	2	7	11	27		55
Piedmont	1	1	0	6	1		9
San Joaquins	12	6	13	46	37		114
Vermont	1	1	4	10	10		26
Long Distance	411	71	1,400	1,020	1,248		4,150
Auto Train	10	0	43	13	40		106
California Zephyr	14	10	145	92	79		340
Capitol Limited	19	1	64	28	68		180
Cardinal	17	1	6	25	15		64
City of New Orleans	21	4	31	27	56		139
Coast Starlight	32	9	150	97	149		437
Crescent	11	3	51	52	56		173
Empire Builder	79	5	238	196	139		657
Lake Shore Ltd	37	1	78	49	106		271
Palmetto	25	4	21	16	34		100
Silver Meteor	37	5	142	110	107		401
Silver Star	37	6	84	71	78		276
Southwest Chief	32	4	106	63	86		291
Sunset Limited	9	4	24	35	52		124
Texas Eagle	31	14	217	146	183		591

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	1st Quarter FY 2011					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	1,346	2,206	453	2,669	2,605	9,279
Amtrak Premium	16	5	4	37	13	75
Acela Express	16	5	4	37	13	75
Amtrak Corridor	63	96	19	250	83	511
Keystone	0	5	0	7	0	12
Northeast Regional	63	91	19	243	83	499
Short Distance	145	187	83	351	275	1,041
Capitol	2	0	0	2	0	4
Carolinian	8	29	4	13	33	87
Cascades	9	2	3	51	3	68
Downeaster	2	0	0	2	0	4
Empire Corridor						
Adirondack	5	1	0	19	2	27
Empire Service	4	17	7	29	20	77
Ethan Allen Express	2	0	1	7	2	12
Maple Leaf	6	2	0	3	0	11
Heartland Flyer	0	0	0	3	0	3
Hiawatha	1	6	1	1	2	11
Hoosier State	0	0	0	1	0	1
Illinois						
Carl Sandburg / Illinois Zephyr	11	4	0	16	2	33
Illini / Saluki	7	11	1	3	4	26
Lincoln Service	6	37	4	37	92	176
Michigan						
Blue Water	0	11	2	9	2	24
Pere Marquette	0	0	0	0	0	0
Wolverine	10	46	4	47	9	116
Kansas City - St. Louis	1	2	2	1	4	10
Pacific Surfliner	17	7	3	53	31	111
Pennsylvanian	53	6	51	36	43	189
Piedmont	0	0	0	1	0	1
San Joaquins	1	3	0	11	14	29
Vermont	0	3	0	6	12	21
Long Distance	1,122	1,918	347	2,031	2,234	7,652
Auto Train	80	146	18	173	225	642
California Zephyr	148	134	48	163	280	773
Capitol Limited	54	41	10	66	30	201
Cardinal	19	46	4	25	44	138
City of New Orleans	61	135	25	126	124	471
Coast Starlight	75	63	29	205	135	507
Crescent	52	173	15	149	106	495
Empire Builder	148	112	28	188	147	623
Lake Shore Ltd	47	107	11	117	112	394
Palmetto	23	195	19	115	86	438
Silver Meteor	112	209	20	121	97	559
Silver Star	54	221	23	118	129	545
Southwest Chief	122	161	33	244	416	976
Sunset Limited	35	35	9	61	64	204
Texas Eagle	92	140	55	160	239	686

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**

1st Quarter FY 2011

Amtrak System		146
----------------------	--	------------

Division

Central		46
Mid-Atlantic		19
Northeast		35
Pacific		7
Southern		21
Southwest		18

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 2009
Connectivity	23.1%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	6.2%
- 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	Between 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:
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
BBrRR	Buckingham Branch Railroad
BNSF	Burlington Northern Santa Fe
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
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	All-Stations OTP*
		Last Four Quarters	1st Quarter FY 2011	1st Quarter FY 2011

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-0.2	86.2%	94.4%
	2103	-1.2	87.9%	95.0%
	2104	0.7	94.8%	93.7%
	2107	-2.3	81.0%	91.4%
	2109	-0.8	89.7%	93.1%
	2110	-0.4	87.5%	91.8%
	2117	-0.1	80.7%	85.4%
	2119	-0.5	82.8%	89.8%
	2121	-2.4	89.5%	91.5%
	2122	-2.6	94.6%	93.4%
	2124	-1.7	87.5%	91.2%
	2126	-3.5	91.4%	89.4%
	2150	-0.2	80.7%	87.0%
	2151	-0.5	78.1%	84.1%
	2153	-1.5	82.8%	89.2%
	2154	-0.9	78.5%	85.0%
	2155	0.3	80.0%	85.0%
	2158	-0.3	69.2%	81.6%
	2159	-1.2	80.0%	84.9%
	2160	0.2	77.6%	87.1%
	2163	-0.9	89.2%	90.1%
	2164	-0.7	80.0%	88.3%
	2165	-0.2	79.3%	84.1%
	2166	-1.4	82.8%	83.5%
	2167	-0.2	81.5%	88.5%
	2168	-0.6	86.2%	90.2%
	2170	-1.0	81.0%	87.1%
	2171	-2.4	81.5%	83.7%
	2172	-1.7	70.8%	78.6%
	2173	-1.6	69.0%	73.7%
	2190	-0.9	77.8%	79.2%
	2193	-0.3	93.8%	90.5%
	2203	-0.8	100.0%	98.2%
	2205	-0.2	100.0%	100.0%
	2207	0.3	100.0%	97.1%
	2208	0.7	100.0%	100.0%
	2211	0.6	100.0%	99.0%
	2212	0.9	100.0%	100.0%
	2213	-0.4	100.0%	95.7%
	2216	-2.8	100.0%	100.0%
	2220	-3.4	100.0%	100.0%
	2221	-0.6	91.7%	94.8%
	2222	-0.7	100.0%	99.1%
	2225	1.0	100.0%	98.9%
	2228	0.2	92.3%	92.1%
	2250	-0.2	77.8%	84.5%
	2251	-1.1	100.0%	95.6%
	2252	0.4	78.6%	92.7%
	2253	-0.1	88.5%	92.1%
	2254	0.5	92.9%	96.6%
	2255	0.3	85.7%	92.1%
	2256	-0.2	100.0%	93.8%
	2257	0.0	78.6%	85.9%
	2258	-1.5	53.8%	78.3%
	2259	0.3	71.4%	80.0%
	2290	-3.8	85.7%	88.5%
	2297	-0.5	92.3%	95.3%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	1st Quarter FY 2011	1st Quarter FY 2011

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News	66	0.5	89.1%	71.5%
	67	-1.0	80.4%	84.0%
	82	-0.5	92.3%	71.0%
	83	1.0	57.1%	59.9%
	84	-2.9	84.6%	87.3%
	85	-0.4	58.5%	81.3%
	86	-0.2	70.8%	67.6%
	87	2.4	85.2%	80.2%
	88	-0.2	81.5%	73.2%
	93	-0.5	49.0%	62.8%
	94	-0.2	53.8%	57.1%
	95	0.9	63.1%	64.7%
	99	-0.3	85.2%	73.3%
	125	Not Available	73.8%	80.6%
	157	Not Available	69.2%	90.3%
	164	Not Available	92.3%	90.4%
174	Not Available	76.9%	84.9%	
194	0.2	48.1%	51.5%	
195	0.6	55.6%	72.6%	
Lynchburg	145	-1.0	100.0%	96.5%
	147	-0.3	92.3%	99.2%
	156	-14.0	88.9%	91.8%
	171	-7.1	72.3%	64.6%
	176	-6.8	75.4%	72.4%
All Other Northeast Regional				
	110	0.0	87.1%	96.1%
	111	-0.8	70.8%	90.9%
	121	-3.0	78.6%	83.9%
	123	Not Available	84.6%	87.8%
	126	Not Available	76.9%	86.9%
	127	-2.2	83.6%	89.5%
	129	-2.8	61.5%	77.6%
	130	-1.6	78.1%	91.3%
	131	0.4	81.5%	92.8%
	132	Not Available	61.5%	79.8%
	133	-1.2	66.7%	83.6%
	134	-0.4	75.0%	83.5%
	135	-0.4	92.6%	88.8%
	136	2.0	92.9%	87.9%
	137	-1.7	55.4%	72.5%
	138	-0.8	58.5%	76.4%
	139	Not Available	84.6%	92.9%
	140	1.1	88.5%	96.6%
	141	2.0	80.0%	77.5%
	143	1.1	74.1%	81.8%
	146	1.3	78.6%	87.6%
	148	1.0	64.1%	80.6%
	150	-0.6	85.2%	90.8%
	151	0.0	79.7%	93.9%
	152	1.0	70.4%	90.8%
	153	-1.8	96.3%	97.8%
	154	1.8	69.2%	97.9%
	155	0.1	96.3%	97.4%
	158	1.2	85.2%	97.2%
	159	1.5	92.6%	97.3%
	160	-0.9	85.2%	84.8%
	161	0.3	88.9%	82.6%
	162	0.2	85.2%	88.2%
	163	-0.8	92.6%	81.8%
	165	0.0	81.5%	84.0%
	166	-3.0	61.5%	88.3%
	167	-0.9	78.6%	86.1%
	168	-2.3	71.4%	81.9%
	169	0.0	81.5%	84.5%
	170	-1.6	87.7%	88.0%
	172	-1.2	78.5%	76.9%
	173	0.1	69.2%	78.7%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	1st Quarter FY 2011	1st Quarter FY 2011
	175	-1.2	83.1%	85.5%
	177	-0.6	81.5%	84.3%
	178	-2.6	83.6%	86.6%
	179	-0.4	67.7%	88.9%
	180	-0.6	70.3%	90.9%
	181	-2.2	65.6%	87.9%
	182	-0.1	92.6%	97.3%
	183	-2.7	76.9%	87.5%
	184	-2.9	69.2%	84.2%
	185	-1.1	72.3%	84.3%
	186	-0.2	89.2%	95.1%
	187	-4.1	69.2%	90.8%
	188	1.6	84.6%	91.8%
	190	-1.2	89.2%	86.4%
	192	0.3	92.9%	99.3%
	193	0.3	66.2%	78.2%
	196	1.7	89.8%	93.6%
	198	-5.7	70.7%	91.0%
	199	0.9	Not Available	Not Available
	401	7.4	88.9%	91.4%
	405	6.1	96.3%	98.8%
	432	Not Available	91.7%	95.8%
	450	4.1	66.7%	91.6%
	460	4.5	77.8%	78.5%
	463	4.4	88.9%	95.1%
	464	3.9	81.5%	91.4%
	465	Not Available	100.0%	100.0%
	467	5.9	100.0%	100.0%
	470	3.3	50.8%	74.5%
	475	6.7	98.5%	98.5%
	476	2.4	73.8%	76.4%
	479	7.8	81.5%	85.9%
	488	6.7	55.6%	63.0%
	490	5.1	86.2%	90.1%
	493	5.4	80.0%	94.4%
	494	6.1	50.8%	56.0%
	495	5.5	93.8%	97.0%
	497	8.3	69.2%	94.7%
Keystone	600	-0.8	84.6%	93.6%
	601	0.5	93.8%	97.5%
	605	-0.7	78.5%	92.9%
	607	-0.5	90.8%	94.4%
	609	-1.9	87.7%	94.7%
	610	2.1	100.0%	100.0%
	611	-5.1	76.9%	92.2%
	612	1.1	100.0%	100.0%
	615	-4.3	100.0%	100.0%
	618	-3.6	90.0%	93.6%
	619	-1.2	90.8%	93.4%
	620	-0.1	96.9%	100.0%
	622	-0.4	92.3%	98.5%
	637	-4.6	92.9%	92.9%
	639	-0.5	90.8%	95.3%
	640	-0.3	64.6%	85.1%
	641	-0.9	83.1%	91.0%
	642	1.2	89.2%	94.8%
	643	-0.3	84.6%	95.8%
	644	-0.4	90.8%	95.4%
	645	0.1	80.0%	89.2%
	646	0.7	90.8%	95.2%
	647	-0.3	83.1%	93.5%
	648	-1.1	89.2%	95.4%
	649	-1.2	78.5%	96.3%
	650	0.1	92.3%	96.2%
	651	-0.3	81.5%	93.9%
	652	0.2	67.7%	87.2%
	653	0.4	76.9%	90.3%
	654	0.4	96.9%	98.6%
	655	-0.4	76.9%	83.9%
	656	-0.5	89.2%	92.8%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	1st Quarter FY 2011	1st Quarter FY 2011
	658	-0.6	100.0%	100.0%
	660	1.1	81.5%	89.8%
	661	-2.2	88.9%	96.7%
	662	-1.3	92.9%	96.7%
	663	-3.9	92.6%	97.8%
	664	-2.9	96.3%	96.4%
	665	-0.8	88.9%	97.3%
	666	0.8	92.6%	95.7%
	667	-1.5	81.5%	96.2%
	668	-1.1	76.9%	94.3%
	669	-2.3	85.2%	96.0%
	670	-0.5	96.3%	98.9%
	671	-4.1	81.5%	93.1%
	672	-0.2	81.5%	93.5%

Non-NEC Corridor Routes

Standard		≥ 0	80.0%	80.0%
Capitol Corridor	518	3.0	100.0%	100.0%
	520	1.4	98.4%	99.6%
	521	0.6	96.8%	99.1%
	522	2.9	96.8%	98.3%
	523	0.7	96.8%	97.1%
	524	2.1	95.2%	95.0%
	525	1.8	95.2%	97.1%
	526	2.5	95.2%	97.3%
	527	1.6	91.9%	96.3%
	528	2.2	91.9%	92.4%
	529	1.1	95.2%	97.2%
	530	3.6	90.3%	95.5%
	531	2.8	91.9%	97.4%
	532	3.3	93.5%	95.3%
	533	0.9	88.5%	96.7%
	534	1.1	98.4%	98.5%
	535	2.0	95.2%	96.0%
	536	0.1	93.5%	96.5%
	537	2.1	90.3%	92.8%
	538	1.2	96.8%	97.5%
	540	2.5	96.8%	98.1%
	541	2.7	100.0%	99.6%
	542	1.7	98.4%	98.9%
	543	2.5	96.8%	97.2%
	544	2.7	93.5%	97.7%
	545	2.0	100.0%	99.4%
	546	3.6	96.8%	94.9%
	547	1.4	93.5%	96.2%
	548	-1.8	96.8%	96.7%
	549	1.9	100.0%	100.0%
	551	1.7	98.4%	98.0%
	553	2.0	98.4%	98.8%
	720	2.6	96.7%	97.9%
	723	0.1	100.0%	100.0%
	724	1.4	93.3%	96.6%
	727	1.0	93.3%	99.2%
	728	1.1	93.3%	96.9%
	729	0.8	93.3%	98.6%
	732	3.0	96.7%	98.3%
	733	1.7	90.0%	94.8%
	734	0.5	100.0%	99.2%
	736	1.1	90.0%	93.4%
	737	2.2	93.3%	96.4%
	738	2.2	100.0%	100.0%
	741	0.7	96.7%	95.6%
	742	1.4	90.0%	93.6%
	743	1.0	96.7%	97.9%
	744	0.3	96.7%	97.9%
	745	1.7	93.3%	97.0%
	746	1.3	93.3%	96.2%
	747	2.1	96.7%	95.6%
	748	1.5	93.3%	96.1%
	749	0.7	96.7%	98.3%
	751	0.7	93.3%	99.2%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	1st Quarter FY 2011	1st Quarter FY 2011
Carolinian	79	0.2	50.0%	53.6%
	80	-0.3	68.5%	61.4%
Cascades	500	1.9	85.9%	83.0%
	501	0.5	73.3%	81.9%
	504	3.1	86.2%	89.1%
	506	1.3	71.1%	65.7%
	507	2.8	85.9%	82.1%
	508	3.1	80.0%	81.0%
	509	2.1	82.6%	87.4%
	510	0.8	65.5%	85.7%
	513	-3.0	60.4%	65.3%
	516	-2.1	78.9%	76.3%
	517	-0.8	73.2%	76.5%
Downeaster	680	0.0	90.8%	96.2%
	681	-1.2	84.6%	83.5%
	682	-0.2	86.2%	95.4%
	683	-0.3	87.7%	95.3%
	684	0.4	76.9%	92.2%
	685	0.1	87.7%	93.0%
	686	-0.5	81.5%	96.0%
	687	-1.0	63.1%	86.9%
	688	0.3	92.3%	94.8%
	689	-2.4	90.8%	95.9%
	690	-0.3	72.0%	95.9%
	691	1.2	84.0%	88.9%
	692	-0.5	81.5%	95.3%
	693	0.1	92.6%	97.0%
	694	-0.3	52.0%	83.3%
	695	0.5	96.0%	97.3%
	696	1.2	92.6%	97.5%
	697	1.7	96.3%	98.7%
	698	-0.6	96.0%	99.1%
699	-1.8	100.0%	100.0%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	1st Quarter FY 2011	1st Quarter FY 2011
Empire Corridor				
Adirondack	68	0.3	83.7%	59.1%
	69	1.0	72.8%	71.5%
Maple Leaf	63	1.2	70.7%	76.5%
	64	0.5	64.1%	52.9%
New York - Albany**	230	2.3	93.7%	97.8%
	232	-0.5	75.8%	95.1%
	233	1.1	79.3%	89.0%
	234	1.9	86.7%	95.8%
	235	0.7	81.5%	91.4%
	236	1.2	87.0%	92.9%
	237	0.5	89.1%	94.4%
	238	3.0	77.2%	89.3%
	239	-1.0	78.4%	90.7%
	241	1.3	88.0%	93.3%
	242	2.6	89.2%	91.5%
	243	2.2	91.3%	96.0%
	244	0.8	87.0%	88.6%
	245	1.7	86.3%	88.1%
	250	2.9	93.3%	97.1%
	252	-0.2	88.2%	91.6%
	253	2.7	92.6%	92.9%
254	2.1	76.9%	90.3%	
255	0.8	71.4%	88.8%	
261	1.4	92.5%	94.8%	
New York - Niagara Falls	280	0.7	84.8%	83.4%
	281	0.9	76.1%	68.9%
	283	2.3	82.6%	78.2%
	284	0.3	75.0%	72.7%
	288	0.8	76.9%	79.9%
Ethan Allen Express	290	0.3	56.9%	71.5%
	291	0.7	64.1%	83.4%
	293	1.1	64.3%	83.7%
	296	-1.8	57.9%	75.3%
Heartland Flyer	821	2.7	79.3%	92.7%
	822	3.5	89.1%	84.5%
Hiawatha	329	-1.8	82.3%	88.4%
	330	-0.3	100.0%	100.0%
	331	-0.1	85.9%	92.0%
	332	-2.5	80.4%	89.3%
	333	-1.7	81.3%	90.6%
	334	0.4	85.9%	94.3%
	335	-0.3	79.3%	89.8%
	336	0.8	90.1%	97.3%
	337	0.7	91.3%	95.2%
	338	-0.8	83.7%	91.7%
	339	-0.4	89.1%	91.7%
	340	0.2	91.3%	96.9%
	341	1.0	83.7%	90.5%
	342	-0.7	83.7%	91.1%
Hoosier State	850	0.8	66.0%	73.3%
	851	5.2	52.8%	79.8%
Illinois				
Carl Sandburg / Illinois Zephyr	380	1.9	90.2%	88.5%
	381	0.3	90.2%	91.0%
	382	1.4	91.3%	87.2%
	383	1.6	82.6%	79.8%

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

Service	Train Number	Test #1	Test #2	Test #3	
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*	
		Last Four Quarters	1st Quarter FY 2011	1st Quarter FY 2011	
Illini / Saluki	390	3.4	44.6%	55.9%	
	391	3.2	44.6%	29.1%	
	392	1.8	26.1%	51.4%	
	393	1.2	63.0%	35.9%	
	Lincoln Service	300	1.0	47.8%	68.2%
		301	3.6	67.4%	77.6%
		302	1.9	47.8%	68.9%
		303	2.5	60.9%	58.3%
		304	3.3	75.0%	69.7%
		305	1.9	68.1%	70.3%
		306	3.3	85.7%	85.3%
307	-0.5	65.9%	62.6%		
Michigan					
Blue Water	364	1.3	88.0%	82.0%	
	365	4.3	45.7%	79.9%	
Pere Marquette	370	2.5	67.0%	71.8%	
	371	3.1	41.8%	82.9%	
Wolverine	350	1.4	51.1%	46.3%	
	351	3.3	33.7%	81.5%	
	352	1.9	26.1%	35.4%	
	353	4.1	45.7%	71.2%	
	354	0.2	35.9%	33.1%	
	355	4.7	55.4%	62.4%	
Kansas City - St. Louis	311	5.3	90.2%	90.4%	
	313	7.9	93.5%	92.2%	
	314	9.0	89.1%	89.0%	
	316	10.0	93.5%	89.9%	
	562	-0.3	84.6%	96.5%	
Pacific Surfliner	564	-0.6	82.6%	94.9%	
	565	0.3	69.2%	88.9%	
	566	0.7	92.3%	98.7%	
	567	-0.2	78.1%	89.7%	
	571	0.0	80.8%	88.9%	
	572	-0.7	83.5%	96.1%	
	573	-1.2	71.4%	88.7%	
	577	2.7	88.5%	91.0%	
	578	-0.2	91.1%	95.5%	
	579	1.0	88.9%	96.0%	
	580	-0.4	88.5%	97.4%	
	582	0.9	88.8%	92.5%	
	583	0.3	85.9%	92.2%	
	587	-0.6	29.6%	65.6%	
	589	-1.2	81.3%	79.1%	
	590	1.4	95.1%	98.1%	
	591	1.8	80.8%	88.0%	
	592	-1.3	82.6%	90.6%	
	595	-0.1	82.6%	86.2%	
	597	-0.9	85.7%	90.4%	
	763	-0.2	69.6%	83.6%	
	768	0.6	75.0%	92.8%	
	769	-0.2	83.7%	91.6%	
	774	0.4	94.6%	85.3%	
	775	0.2	75.0%	79.7%	
	784	-0.1	70.7%	87.2%	
	785	-0.3	71.7%	83.7%	
	792	4.3	59.3%	55.3%	
	796	0.6	77.2%	85.3%	
	798	-0.7	46.2%	40.3%	
799	0.1	39.1%	81.3%		
Pennsylvanian	42	-0.1	91.3%	78.2%	
	43	0.1	88.0%	83.4%	
	44	0.5	91.7%	86.9%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	1st Quarter FY 2011	1st Quarter FY 2011
Piedmont	73	1.2	83.7%	91.6%
	76	Not Available	75.0%	87.8%
San Joaquin	701	1.6	93.5%	94.1%
	702	0.3	93.5%	90.9%
	703	1.7	89.1%	85.1%
	704	1.8	97.8%	95.2%
	711	0.7	93.5%	92.2%
	712	0.5	90.2%	86.2%
	713	1.0	91.3%	89.4%
	714	0.3	84.8%	89.7%
	715	1.9	88.0%	87.4%
	716	1.5	95.7%	92.9%
	717	1.3	81.5%	83.8%
Vermont	54	2.9	88.9%	81.8%
	55	1.4	83.1%	86.3%
	56	2.6	78.5%	79.4%
	57	2.3	88.9%	90.5%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	0.8	88.0%	91.8%
	53	0.7	92.4%	92.9%
California Zephyr	5	2.9	68.5%	43.4%
	6	2.6	33.7%	58.9%
Cardinal	50	0.8	30.8%	35.5%
	51	1.0	52.5%	40.3%
Capitol Limited	29	1.5	47.8%	59.4%
	30	1.6	67.4%	44.1%
City of New Orleans	58	0.9	68.5%	54.3%
	59	1.3	70.7%	47.1%
Coast Starlight	11	0.9	78.0%	75.6%
	14	1.6	78.3%	60.6%
Crescent	19	0.0	72.8%	64.3%
	20	0.1	80.4%	71.5%
Empire Builder	27	0.0	56.2%	38.1%
	28	-0.1	69.3%	32.7%
	7	-0.1	54.9%	38.6%
	8	-0.2	27.5%	32.1%
Lake Shore Ltd	448	9.2	72.8%	47.9%
	449	7.0	87.0%	54.3%
	48	1.7	72.8%	51.3%
	49	0.5	46.7%	48.0%
Palmetto	89	0.5	71.7%	57.8%
	90	-0.1	79.3%	75.3%
Silver Meteor	97	0.0	79.3%	65.7%
	98	0.7	80.4%	66.6%
Silver Star	91	0.8	66.3%	60.5%
	92	1.1	81.5%	74.2%
Southwest Chief	3	0.5	83.7%	69.8%
	4	0.3	82.6%	60.5%
Sunset Limited	1	3.6	89.7%	68.4%
	2	3.0	90.0%	56.5%
Texas Eagle	21	2.6	83.7%	53.5%
	22	3.2	56.5%	64.8%

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

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

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

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

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

Richmond / Newport News includes all trains between Richmond or Newport news and points on the NEC.

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

Service	Train	Host	Total Delay	1st Quarter FY 2011				MM&C Allowance*
				Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

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

Acela Express

Acela Express	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance*
	2150	MNRR	965	DSR	523	CTI	285	0
	2151	MNRR	768	CTI	590	DCS	111	0
	2153	MNRR	696	DSR	311	CTI	197	0
	2154	MNRR	1121	DSR	615	CTI	192	0
	2155	MNRR	497	CTI	223	DSR	137	0
	2158	MNRR	538	CTI	245	DMW	110	0
	2159	MNRR	574	DMW	321	CTI	192	0
	2160	MNRR	597	DMW	268	DSR	166	0
	2163	MNRR	544	DMW	242	CTI	176	0
	2164	MNRR	255	DSR	126	PTI	52	0
	2165	MNRR	702	DSR	440	CTI	120	0
	2166	MNRR	526	CTI	490	PTI	25	0
	2167	MNRR	255	CTI	104	PTI	69	0
	2168	MNRR	511	CTI	343	DSR	165	0
	2170	MNRR	1404	CTI	1038	RTE	234	0
	2171	MNRR	725	DSR	341	CTI	297	0
	2172	MNRR	1082	DSR	497	CTI	354	0
	2173	MNRR	1062	DSR	496	CTI	326	0
	2190	MNRR	1644	DSR	805	CTI	581	0
	2193	MNRR	388	DSR	170	CTI	126	0
	2250	MNRR	813	DSR	357	DMW	317	0
	2251	MNRR	83	DSR	60	DMW	24	0
	2252	MNRR	638	DSR	472	DMW	166	0
	2253	MNRR	330	CTI	151	DSR	130	0
	2254	MNRR	191	DSR	191	FTI	0	0
	2255	MNRR	383	DSR	217	CTI	140	0
	2256	MNRR	124	DCS	69	CTI	55	0
	2257	MNRR	370	DSR	306	RTE	38	0
	2258	MNRR	938	DSR	580	CTI	327	0
	2259	MNRR	459	RTE	242	DSR	217	0
	2290	MNRR	459	DSR	395	DMW	64	0
	2297	MNRR	453	DSR	302	CTI	151	0

Other NEC Corridor Routes

Northeast Regional	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance*
Richmond / Newport News	194	CSX	1654	DSR	432	DCS	377	0
		MNRR	2249	DSR	979	DMW	661	0
	195	CSX	1198	PTI	389	DCS	332	0
		MNRR	893	CTI	463	DSR	291	0
	66	CSX	1536	PTI	374	DSR	342	0
		MNRR	624	DSR	265	DCS	192	0
	67	CSX	1509	DSR	472	DCS	301	0
		MNRR	710	CTI	400	DSR	108	0
	82	CSX	1233	FTI	460	PTI	369	0
		MNRR	838	CTI	453	DSR	302	0
	83	CSX	1520	FTI	509	DSR	449	0
		MNRR	982	DSR	918	CTI	64	0
	84	CSX	1091	RTE	369	DCS	222	0
	85	CSX	1257	CTI	489	PTI	321	0
	86	CSX	1297	RTE	446	DSR	286	0
		MNRR	943	DSR	416	CTI	332	0
	87	CSX	658	DCS	295	DSR	134	0
	88	CSX	1473	DCS	617	FTI	339	0
		MNRR	866	CTI	370	DSR	311	0
	93	CSX	1721	CTI	703	RTE	272	0
		MNRR	921	DSR	690	CTI	154	0
	94	CSX	2092	RTE	524	FTI	457	0
		MNRR	1214	CTI	857	DSR	220	0

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

Service	Train	Host	1st Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

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

Lynchburg	95	CSX		1881	PTI	482	DSR	478	0
		MNRR		676	DSR	206	RTE	181	0
	99	CSX		971	DSR	421	PTI	209	0
		MNRR		794	DSR	569	RTE	139	0
	125	CSX		1897	CTI	669	RTE	353	0
	157	CSX		1132	PTI	370	RTE	264	0
	164	CSX		874	RTE	265	DSR	216	0
		MNRR		1099	DSR	783	CTI	240	0
	174	CSX		1355	RTE	584	CTI	227	0
		MNRR		956	CTI	412	DSR	245	0
	145	MNRR		1085	DSR	838	DMW	165	0
		NS		113	PTI	42	CTI	23	0
	147	MNRR		989	RTE	412	CTI	247	0
		NS		324	FTI	291	DSR	19	0
156	NS		145	RTE	72	PTI	38	0	
171	MNRR		852	DMW	297	DSR	255	0	
	NS		240	CTI	125	DCS	48	0	
176	MNRR		973	DSR	429	RTE	291	0	
	NS		366	DCS	143	FTI	75	0	
132	MNRR		491	DSR	238	CTI	134	0	
135	MNRR		655	DSR	344	CTI	185	0	
136	MNRR		217	DSR	179	DCS	38	0	
137	MNRR		1085	CTI	723	DSR	220	0	
139	MNRR		506	CTI	372	DSR	134	0	
140	MNRR		728	DSR	440	CTI	130	0	
141	MNRR		1284	CTI	845	DCS	320	0	
143	MNRR		741	CTI	377	DSR	126	0	
146	MNRR		242	DMW	166	DSR	77	0	
148	MNRR		1183	DSR	723	CTI	382	0	
150	MNRR		880	DSR	688	CTI	159	0	
160	MNRR		893	DSR	351	DMW	331	0	
161	MNRR		575	DSR	225	CTI	146	0	
162	MNRR		642	CTI	278	DSR	238	0	
163	MNRR		397	CTI	185	DSR	159	0	
165	MNRR		628	CTI	384	DSR	119	0	
166	MNRR		15	CTI	15	FTI	0	0	
167	MNRR		778	DCS	255	CTI	217	0	
168	MNRR		472	CTI	281	DMW	102	0	
169	MNRR		666	CTI	378	DSR	220	0	
170	MNRR		366	CTI	215	DSR	123	0	
172	MNRR		1264	DSR	651	CTI	272	0	
173	MNRR		907	DSR	580	DMW	173	0	
175	MNRR		1121	CTI	673	DSR	365	0	
177	MNRR		574	CTI	288	DSR	203	0	
178	MNRR		662	CTI	463	DSR	126	0	
179	MNRR		604	CTI	390	DSR	99	0	
190	MNRR		1423	DSR	1038	CTI	365	0	

Non-NEC Corridor Routes

Capitol Corridor	518	UP		403	RTE	161	PTI	87	0
	520	UP		456	PTI	137	RTE	118	0
	521	UP		498	RTE	127	PTI	104	0
	522	UP		302	PTI	142	DCS	51	0
	523	UP		575	RTE	144	RTE	144	0
	524	UP		642	PTI	266	DCS	103	0
	525	UP		395	DCS	224	PTI	64	0
	526	UP		714	DCS	312	PTI	269	0
	527	UP		911	PTI	310	DCS	196	0
	528	UP		929	PTI	462	DCS	153	0
	529	UP		532	RTE	168	FTI	106	0
	530	UP		674	RTE	219	DCS	193	0
	531	UP		750	PTI	286	DCS	190	0
	532	UP		588	DCS	136	RTE	122	0
	533	UP		550	PTI	180	FTI	118	0
	534	UP		1014	PTI	681	FTI	112	0
	535	UP		574	PTI	132	DCS	111	0
	536	UP		634	DCS	164	FTI	154	0
	537	UP		725	DMW	174	DCS	152	0
	538	UP		580	PTI	221	DCS	125	0
	540	UP		312	PTI	110	DCS	94	0
	541	UP		253	PTI	91	DCS	52	0

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

Service	Train	Host	1st Quarter FY 2011						MM&C Allowance*
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
Standard			900						
	542	UP	476	DCS	115	PTI	92	0	
	543	UP	465	DCS	150	PTI	149	0	
	544	UP	314	PTI	98	DCS	68	0	
	545	UP	283	PTI	95	RTE	87	0	
	546	UP	341	DCS	110	PTI	99	0	
	547	UP	639	PTI	302	RTE	128	0	
	548	UP	805	RTE	517	PTI	140	0	
	549	UP	482	RTE	321	PTI	74	0	
	551	UP	541	PTI	369	DCS	61	0	
	553	UP	229	FTI	123	RTE	42	0	
	720	UP	534	PTI	198	RTE	195	0	
	723	UP	449	PTI	153	RTE	115	0	
	724	UP	568	PTI	347	DCS	84	0	
	727	UP	553	DCS	183	PTI	168	0	
	728	UP	428	PTI	145	DCS	143	0	
	729	UP	633	PTI	379	RTE	87	0	
	732	UP	461	DCS	221	RTE	168	0	
	733	UP	861	RTE	324	PTI	270	0	
	734	UP	494	DCS	143	PTI	117	0	
	736	UP	666	PTI	213	RTE	185	0	
	737	UP	665	PTI	275	RTE	104	0	
	738	UP	530	DCS	202	PTI	149	0	
	741	UP	573	PTI	199	FTI	145	0	
	742	UP	664	FTI	185	PTI	159	0	
	743	UP	296	PTI	92	DCS	69	0	
	744	UP	334	RTE	89	PTI	79	0	
	745	UP	370	DCS	343	RTE	15	0	
	746	UP	538	PTI	267	DCS	111	0	
	747	UP	466	PTI	260	RTE	59	0	
	748	UP	234	RTE	89	DMW	54	0	
	749	UP	736	PTI	454	DCS	111	0	
751	UP	286	PTI	122	DMW	72	0		
Carolinian	79	CSX	1237	PTI	321	FTI	268	0	
		NS	341	PTI	151	DSR	81	0	
	80	CSX	1468	FTI	303	PTI	296	0	
		NS	472	PTI	139	DCS	127	0	
Cascades	500	BNSF	853	RTE	214	DSR	168	0	
		UP	784	FTI	444	DCS	217	0	
	501	BNSF	724	RTE	215	FTI	132	0	
	504	UP	928	DCS	322	DSR	193	0	
	506	BNSF	911	DCS	199	PTI	190	0	
	507	BNSF	882	PTI	221	FTI	201	0	
		UP	385	FTI	160	DCS	113	0	
	508	BNSF	664	RTE	202	FTI	164	0	
	509	BNSF	822	RTE	200	FTI	178	0	
		UP	715	FTI	502	RTE	86	0	
	510	BNSF	1389	PTI	336	DSR	321	0	
513	BNSF	1011	PTI	282	DSR	237	0		
516	BNSF	997	FTI	237	PTI	228	0		
517	BNSF	1353	PTI	350	FTI	349	0		
Downeaster	680	MBTA	1502	DSR	1042	CTI	204	0	
		PanAm	423	DSR	272	FTI	150	0	
	681	MBTA	2405	CTI	1119	DSR	1083	0	
		PanAm	419	DSR	284	DMW	96	0	
	682	MBTA	1693	DSR	1042	PTI	232	0	
		PanAm	407	DSR	232	FTI	86	0	
	683	MBTA	1380	DSR	1136	DCS	142	0	
		PanAm	397	DSR	162	FTI	100	0	
	684	MBTA	851	DSR	765	CTI	85	0	
		PanAm	1336	PTI	753	FTI	321	0	
685	MBTA	1579	DSR	1229	CTI	248	0		
	PanAm	158	DSR	126	FTI	18	0		
686	MBTA	1665	DSR	1270	CTI	228	0		
	PanAm	240	DSR	176	DCS	64	0		

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

Service	Train	Host	1st Quarter FY 2011					MM&C Allowance*	
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
Standard			900						
	687	MBTA		2076	DSR	1412	CTI	423	0
		PanAm		639	PTI	300	DSR	296	0
	688	MBTA		590	DSR	566	DCS	16	0
		PanAm		325	PTI	230	DSR	88	0
	689	MBTA		830	DSR	594	CTI	195	0
		PanAm		633	FTI	531	DSR	78	0
	690	MBTA		2180	DSR	1164	FTI	370	0
		PanAm		625	DCS	365	DSR	198	0
	691	MBTA		1481	DSR	1270	CTI	180	0
		PanAm		422	DSR	203	DCS	167	0
	692	MBTA		1646	DSR	1372	FTI	157	0
		PanAm		429	DSR	352	FTI	77	0
	693	MBTA		1333	DSR	1186	CTI	147	0
		PanAm		323	DSR	198	DMW	111	0
	694	MBTA		899	DSR	868	CTI	32	0
		PanAm		1380	PTI	922	DCS	224	0
	695	MBTA		1037	DSR	942	CTI	63	0
		PanAm		120	DSR	120	FTI	0	0
	696	MBTA		882	DSR	803	DCS	78	0
		PanAm		477	DMW	270	DSR	145	0
	697	MBTA		970	DSR	970	FTI	0	0
		PanAm		106	DSR	48	DCS	29	0
	698	MBTA		995	DSR	963	CTI	32	0
		PanAm		370	PTI	359	DSR	10	0
699	MBTA		561	DSR	561	FTI	0	0	
	PanAm		57	DSR	36	FTI	21	0	
Empire Corridor									
Adirondack	68	CN		2261	RTE	962	DSR	778	0
		CP		2309	DSR	909	PTI	714	0
		CSX		627	PTI	231	DSR	159	0
		MNRR		1268	DSR	863	CTI	247	0
	69	CN		3335	RTE	1183	DSR	845	0
		CP		1860	DSR	796	PTI	358	0
		CSX		534	PTI	156	DSR	147	0
		MNRR		937	DSR	424	RTE	242	0
Maple Leaf	63	CSX		1191	RTE	336	FTI	285	0
		MNRR		733	CTI	362	DSR	305	0
	64	CSX		1453	FTI	416	RTE	287	0
		MNRR		987	DSR	519	CTI	347	0
New York - Albany**	230	CSX		133	DCS	65	RTE	45	0
		MNRR		561	DSR	249	CTI	194	0
	232	CSX		101	DSR	55	DCS	34	0
		MNRR		1160	CTI	486	DSR	291	0
	233	CSX		310	DSR	90	PTI	68	0
		MNRR		1404	CTI	366	DSR	290	0
	234	CSX		127	DCS	50	RTE	40	0
		MNRR		795	CTI	390	DSR	366	0
	235	CSX		347	DCS	91	RTE	77	0
		MNRR		1020	DSR	461	CTI	235	0
	236	CSX		451	DCS	194	PTI	86	0
		MNRR		1016	DSR	586	CTI	243	0
	237	CSX		557	PTI	258	DSR	139	0
		MNRR		162	DSR	85	CTI	52	0
	238	CSX		672	DCS	241	PTI	221	0
		MNRR		1091	DSR	544	CTI	192	0
	239	CSX		533	DCS	377	DSR	122	0
		MNRR		1969	CTI	1407	PTI	283	0
	241	CSX		297	DSR	132	DCS	89	0
		MNRR		702	DSR	339	RTE	110	0
242	CSX		401	DSR	153	PTI	81	0	
	MNRR		1158	DSR	733	CTI	160	0	
243	CSX		176	DCS	78	RTE	54	0	
	MNRR		786	DSR	464	RTE	201	0	
244	CSX		597	PTI	239	DSR	191	0	
	MNRR		952	DSR	466	CTI	367	0	

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

Service	Train	Host	1st Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
Standard			900					
New York - Niagara Falls	245	CSX	281	DCS	197	RTE	50	0
		MNRR	720	DSR	533	RTE	99	0
	250	CSX	118	DCS	42	DSR	38	0
		MNRR	630	DSR	265	CTI	185	0
	252	CSX	592	DCS	367	DSR	142	0
		MNRR	951	DSR	563	CTI	203	0
	253	CSX	147	DSR	136	RTE	10	0
		MNRR	1007	DSR	383	DCS	371	0
	254	CSX	632	PTI	294	DCS	207	0
		MNRR	657	DSR	459	DMW	112	0
	255	CSX	637	PTI	334	DSR	212	0
		MNRR	953	DSR	426	RTE	280	0
	261	CSX	127	DSR	50	DMW	35	0
		MNRR	750	DSR	557	CTI	192	0
	280	CSX	754	RTE	242	DSR	148	0
		MNRR	1347	DSR	671	CTI	283	0
	281	CSX	1143	FTI	398	RTE	306	0
		MNRR	1190	DSR	437	CTI	389	0
	283	CSX	902	FTI	245	RTE	221	0
		MNRR	870	DSR	361	CTI	244	0
	284	CSX	1172	FTI	305	RTE	293	0
		MNRR	1298	DSR	662	CTI	278	0
	288	CSX	982	PTI	293	FTI	271	0
		MNRR	2356	DCS	1128	CTI	558	0
Ethan Allen Express	290	CP	2915	DSR	2140	DCS	334	0
	CSX	1146	PTI	568	RTE	204	0	
	MNRR	1580	DSR	602	CTI	459	0	
	VTR	12984	DSR	10977	FTI	1281	0	
	291	CP	2796	DSR	1934	DCS	271	0
	CSX	585	DSR	184	PTI	158	0	
	MNRR	776	DSR	467	CTI	185	0	
	VTR	11341	DSR	10292	DCS	560	0	
	293	CP	2902	DSR	2109	RTE	261	0
	CSX	1000	RTE	500	DBS	169	0	
	MNRR	1873	CTI	1065	RTE	392	0	
	VTR	9564	DSR	9564	FTI	0	0	
	296	CP	2515	DSR	1317	PTI	820	0
	CSX	588	PTI	252	DMW	216	0	
	MNRR	278	DSR	168	DCS	59	0	
	VTR	11483	DSR	9600	RTE	1000	0	
Heartland Flyer	821	BNSF	1128	DSR	603	FTI	252	0
	822	BNSF	976	DSR	532	FTI	315	0
Hiawatha	329	CP	302	FTI	99	DMW	92	0
		Metra	1430	CTI	820	DCS	484	0
	330	CP	178	FTI	147	DSR	9	0
		Metra	2557	CTI	2489	FTI	43	0
	331	CP	519	FTI	236	DMW	114	0
		Metra	1261	CTI	636	FTI	200	0
	332	CP	607	DCS	165	FTI	163	0
		Metra	1261	CTI	600	DMW	260	0
	333	CP	772	DMW	393	FTI	218	0
		Metra	1126	DMW	355	DCS	257	0
	334	CP	656	DCS	214	FTI	154	0
		Metra	893	CTI	475	DCS	235	0
	335	CP	307	DMW	107	FTI	54	0
		Metra	1712	CTI	890	DMW	396	0
	336	CP	499	RTE	198	FTI	119	0
		Metra	949	CTI	514	DMW	151	0
	337	CP	179	FTI	56	DMW	54	0
		Metra	852	FTI	407	CTI	176	0

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

Service	Train	Host	1st Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
Standard			900					
	338	CP	543	FTI	161	FTI	161	0
		Metra	1471	CTI	1220	DCS	92	0
	339	CP	393	FTI	112	DCS	83	0
		Metra	2632	CTI	2270	DCS	111	0
	340	CP	814	FTI	297	RTE	210	0
		Metra	1009	CTI	524	PTI	214	0
	341	CP	562	FTI	473	PTI	33	0
		Metra	972	CTI	591	FTI	295	0
	342	CP	688	FTI	352	RTE	155	0
		Metra	1490	CTI	1109	FTI	174	0
Hoosier State	850	CSX	744	DCS	314	FTI	239	0
	851	CSX	708	DCS	313	FTI	180	0
Illinois								
Carl Sandburg / Illinois Zephyr	380	BNSF	620	DCS	169	DSR	143	0
	381	BNSF	541	DCS	123	DSR	105	0
	382	BNSF	623	DCS	154	RTE	153	0
	383	BNSF	802	DSR	183	RTE	155	0
Illini / Saluki	390	CN	1575	FTI	780	DSR	234	0
	391	CN	1535	FTI	646	DSR	250	0
	392	CN	1705	FTI	935	PTI	244	0
	393	CN	1004	FTI	366	DSR	228	0
Lincoln Service	300	CN	3042	FTI	1294	DCS	913	0
		UP	954	PTI	440	DCS	207	0
	301	CN	3816	RTE	2339	FTI	691	0
		UP	931	PTI	487	DCS	231	0
	302	CN	2886	FTI	1793	RTE	525	0
		UP	1698	PTI	1276	DCS	163	0
	303	CN	3351	FTI	1201	DCS	751	0
		UP	733	PTI	320	DCS	181	0
	304	CN	2737	FTI	1232	DCS	659	0
		UP	886	PTI	402	DCS	189	0
	305	CN	1593	FTI	492	DCS	340	0
		UP	924	PTI	571	DCS	185	0
	306	CN	2228	FTI	1420	DCS	270	0
		UP	792	PTI	529	DSR	114	0
	307	CN	1803	FTI	832	DCS	343	0
		UP	1025	PTI	367	DCS	337	0
Michigan								
Blue Water	364	Amtrak	208	DSR	94	PTI	65	0
		CN	884	FTI	560	DCS	166	0
		NS	2597	RTE	1289	DSR	421	0
	365	Amtrak	939	PTI	703	DSR	91	0
		CN	1843	FTI	862	PTI	610	0
		NS	3552	RTE	1474	FTI	751	0
Pere Marquette	370	CSX	542	DCS	336	DSR	64	0
		NS	2613	FTI	740	DCS	636	0
	371	CSX	785	DCS	397	RTE	121	0
		NS	5480	DCS	1921	FTI	1712	0

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

Service	Train	Host	1st Quarter FY 2011					MM&C Allowance*	
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
Standard			900						
Wolverine	350	Amtrak	802	PTI	570	DSR	83	0	
		CN	1236	FTI	373	DSR	352	0	
		NS	2152	DCS	535	FTI	506	0	
	351	Amtrak	815	PTI	420	DCS	154	0	
		CN	2326	FTI	1358	RTE	267	0	
		NS	2073	DCS	612	FTI	544	0	
	352	Amtrak	896	PTI	559	RTE	117	0	
		CN	2953	DCS	1235	DSR	1218	0	
		NS	2142	FTI	573	DCS	456	0	
	353	Amtrak	813	PTI	529	DCS	109	0	
		CN	2018	DSR	1011	FTI	323	0	
		NS	1861	DCS	481	FTI	384	0	
	354	Amtrak	696	RTE	219	DCS	208	0	
		CN	2043	DSR	1247	RTE	295	0	
		NS	1776	DCS	670	DSR	536	0	
	355	Amtrak	581	PTI	339	DCS	116	0	
		CN	1579	DSR	510	FTI	485	0	
		NS	1753	FTI	439	PTI	413	0	
	Kansas City - St. Louis	311	UP	570	FTI	257	PTI	93	0
		313	UP	413	FTI	228	PTI	92	0
		314	UP	698	FTI	413	PTI	77	0
316		UP	478	FTI	241	PTI	140	0	
Pacific Surfliner	562	BNSF	551	CTI	258	FTI	114	0	
		SCRRA	1831	CTI	1063	PTI	640	0	
		SDNRR	2164	CTI	1224	PTI	705	0	
	564	BNSF	1249	DCS	501	RTE	288	0	
		SCRRA	1779	PTI	1305	DCS	292	0	
		SDNRR	1113	CTI	472	PTI	330	0	
	565	BNSF	1818	RTE	1073	DMW	349	0	
		SCRRA	594	RTE	209	DCS	207	0	
		SDNRR	1165	CTI	850	PTI	109	0	
	566	BNSF	769	DCS	199	PTI	173	0	
		SCRRA	300	PTI	158	DCS	51	0	
		SDNRR	1217	CTI	822	PTI	256	0	
	567	BNSF	1144	RTE	783	DCS	221	0	
		SCRRA	553	PTI	155	DCS	108	0	
		SDNRR	1340	PTI	492	CTI	436	0	
	571	BNSF	930	PTI	279	RTE	242	0	
		SCRRA	339	PTI	212	DCS	68	0	
		SDNRR	1466	PTI	683	CTI	352	0	
	572	BNSF	815	DCS	439	FTI	152	0	
		SCRRA	979	PTI	718	DCS	173	0	
		SDNRR	1265	PTI	615	CTI	489	0	
	573	BNSF	837	RTE	465	DMW	109	0	
		SCRRA	597	CTI	304	RTE	173	0	
		SDNRR	744	CTI	279	PTI	243	0	
	577	BNSF	340	DCS	250	DSR	36	0	
		SCRRA	399	PTI	155	PTI	155	0	
		SDNRR	944	PTI	587	DSR	147	0	
578	BNSF	444	DCS	196	DSR	88	0		
	SCRRA	409	CTI	298	DCS	57	0		
	SDNRR	2113	CTI	1253	PTI	612	0		
579	BNSF	503	FTI	128	CTI	105	0		
	SCRRA	448	CTI	167	PTI	144	0		
	SDNRR	628	PTI	374	DCS	121	0		
580	BNSF	161	DCS	125	FTI	36	0		
	SCRRA	1605	PTI	978	CTI	424	0		
	SDNRR	1059	PTI	695	CTI	179	0		
582	BNSF	841	DCS	674	DSR	78	0		
	SCRRA	1064	CTI	467	PTI	405	0		
	SDNRR	1617	CTI	742	PTI	620	0		
583	BNSF	516	CTI	210	DCS	133	0		
	SCRRA	559	CTI	299	DCS	101	0		
	SDNRR	622	PTI	270	CTI	191	0		

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

Service	Train	Host	1st Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

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

587	BNSF		1878	RTE	1413	PTI	327	0
	SCRRA		706	RTE	267	DCS	204	0
	SDNRR		2469	PTI	1075	CTI	522	0
589	BNSF		1403	RTE	741	FTI	247	0
	SCRRA		473	CTI	310	RTE	107	0
	SDNRR		4218	CTI	3031	PTI	901	0
590	BNSF		1032	RTE	386	PTI	329	0
	SCRRA		424	RTE	181	PTI	78	0
	SDNRR		1140	PTI	531	FTI	364	0
591	BNSF		447	DCS	358	RTE	89	0
	SCRRA		220	DCS	155	FTI	65	0
	SDNRR		1040	PTI	606	DSR	223	0
592	BNSF		622	DCS	177	DMW	157	0
	SCRRA		1083	PTI	819	DBS	83	0
	SDNRR		542	PTI	181	FTI	118	0
595	BNSF		864	RTE	358	PTI	215	0
	SCRRA		280	PTI	104	DCS	69	0
	SDNRR		944	FTI	361	DSR	193	0
597	BNSF		565	DCS	365	RTE	83	0
	SCRRA		272	DCS	174	FTI	53	0
	SDNRR		1789	PTI	675	DSR	391	0
763	BNSF		1795	RTE	1168	PTI	258	0
	SCRRA		602	PTI	198	DCS	138	0
	SDNRR		863	CTI	380	DCS	144	0
	UP		2418	PTI	1885	DCS	309	0
768	BNSF		884	RTE	271	DCS	204	0
	SCRRA		1253	PTI	735	CTI	207	0
	SDNRR		468	PTI	222	DSR	122	0
	UP		405	DCS	166	DMW	80	0
769	BNSF		971	RTE	470	DCS	172	0
	SCRRA		345	DCS	136	CTI	63	0
	SDNRR		872	PTI	305	CTI	250	0
	UP		893	PTI	358	DCS	281	0
774	BNSF		435	RTE	248	DSR	56	0
	SCRRA		714	PTI	364	CTI	130	0
	SDNRR		952	CTI	441	PTI	346	0
	UP		802	PTI	416	DCS	147	0
775	BNSF		1542	RTE	758	DCS	339	0
	SCRRA		892	PTI	464	DCS	167	0
	SDNRR		839	PTI	324	DSR	168	0
	UP		1800	PTI	1249	RTE	171	0
784	BNSF		667	DCS	384	CTI	111	0
	SCRRA		1432	CTI	841	PTI	279	0
	SDNRR		1550	CTI	933	DCS	200	0
	UP		1591	PTI	884	DCS	335	0
785	BNSF		971	DCS	526	CTI	172	0
	SCRRA		1844	PTI	1470	DCS	174	0
	SDNRR		1290	CTI	650	PTI	455	0
	UP		799	PTI	380	RTE	201	0
792	SCRRA		663	PTI	476	CTI	101	0
	UP		1761	PTI	1126	RTE	251	0
796	BNSF		914	RTE	412	DCS	233	0
	SCRRA		587	PTI	208	FTI	106	0
	SDNRR		377	DSR	166	RTE	79	0
	UP		1619	CTI	662	DCS	393	0
798	SCRRA		2760	CTI	1950	PTI	398	0
	UP		2180	PTI	1168	CTI	458	0
799	SCRRA		2114	PTI	1387	CTI	540	0
	UP		782	PTI	275	DCS	187	0

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

Service	Train	Host	1st Quarter FY 2011					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance*
				#1	Minutes	#2	Minutes	

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

Pennsylvanian	42	NS		746	FTI	235	RTE	163	0
	43	NS		628	FTI	389	RTE	130	0
	44	NS		674	FTI	349	DCS	117	0
Piedmont	73	NS		419	DCS	249	PTI	86	0
	76	NS		501	PTI	193	DSR	125	0
San Joaquin	701	BNSF		814	PTI	435	FTI	166	0
		UP		367	FTI	257	DCS	50	0
	702	BNSF		976	PTI	604	FTI	217	0
		UP		321	FTI	265	DSR	56	0
	703	BNSF		621	PTI	343	DSR	145	0
		UP		470	OTH	205	FTI	194	0
	704	BNSF		521	PTI	202	DSR	134	0
		UP		374	FTI	187	RTE	53	0
	711	BNSF		447	DSR	170	FTI	111	0
		UP		797	PTI	494	DCS	162	0
	712	BNSF		966	PTI	499	FTI	187	0
		UP		569	DCS	342	PTI	126	0
	713	BNSF		901	PTI	408	FTI	180	0
		UP		1317	PTI	877	DCS	207	0
	714	BNSF		624	DSR	163	FTI	163	0
		UP		727	PTI	215	RTE	166	0
	715	BNSF		599	PTI	263	DSR	149	0
		UP		644	PTI	378	DCS	175	0
	716	BNSF		523	PTI	228	DSR	118	0
		UP		596	PTI	162	DCS	128	0
717	BNSF		690	PTI	328	DSR	139	0	
	UP		1446	PTI	832	DCS	361	0	
718	BNSF		499	PTI	212	FTI	103	0	
	UP		962	PTI	502	DCS	236	0	
Vermont	54	MNRR		1296	CTI	536	DMW	403	0
		NECR		530	DSR	452	FTI	39	0
	55	MNRR		701	CTI	376	DSR	212	0
		NECR		941	DSR	659	FTI	146	0
	56	MNRR		808	DSR	445	CTI	255	0
		NECR		801	DSR	533	DMW	90	0
	57	MNRR		185	CTI	86	DSR	66	0
		NECR		792	DSR	672	DMW	90	0

Long Distance Routes

Auto Train	52	CSX		990	FTI	332	DSR	214	0
	53	CSX		1035	FTI	356	PTI	241	0
California Zephyr	5	BNSF		944	DSR	375	FTI	226	0
		UP		800	FTI	235	DCS	219	0
	6	BNSF		1131	DSR	444	FTI	277	0
		UP		754	FTI	231	DCS	208	0
Cardinal	50	BBrRR		2250	FTI	1026	DCS	487	0
		CSX		924	DCS	325	FTI	275	48
		NS		1430	PTI	441	FTI	428	0
	51	BBrRR		1734	PTI	910	DSR	484	0
		CSX		1004	FTI	461	DCS	265	29
		NS		1113	DCS	632	PTI	190	0
Capitol Limited	29	CSX		922	FTI	298	DSR	239	0
		NS		1462	FTI	577	RTE	317	0
	30	CSX		1403	DSR	392	FTI	362	0
NS			1106	FTI	437	RTE	262	0	
City of New Orleans	58	CN		1378	FTI	759	DSR	178	0
	59	CN		1528	FTI	925	DSR	168	0
Coast Starlight	11	BNSF		645	FTI	171	DCS	133	0
		SCRRA		1566	CTI	909	PTI	444	0
		UP		931	PTI	312	DCS	215	0
	14	BNSF		873	FTI	225	PTI	190	0
SCRRA			1707	CTI	700	PTI	643	0	
Crescent	19	NS		698	FTI	243	PTI	167	0
	20	NS		666	FTI	270	DSR	139	0

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

Service	Train	Host	1st Quarter FY 2011						MM&C Allowance*
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
Standard			900						
Empire Builder	27	BNSF	724	FTI	362	DSR	154	0	
	28	BNSF	725	FTI	462	DSR	118	0	
	7	BNSF	1042	FTI	485	DSR	268	0	
		CP	1221	FTI	891	DCS	129	0	
		Metra	1271	CTI	905	FTI	146	0	
	8	BNSF	1023	FTI	518	DSR	260	0	
CP		1056	FTI	498	DCS	209	0		
Metra		1865	CTI	1624	DCS	176	0		
Lake Shore Ltd	448	CSX	1392	FTI	303	CTI	282	0	
	449	CSX	1548	FTI	409	PTI	328	0	
	48	CSX	1205	FTI	302	RTE	293	0	
		MNRR	1818	CTI	715	DSR	504	0	
		NS	1290	FTI	538	RTE	240	0	
	49	CSX	925	FTI	220	RTE	206	0	
MNRR		1163	CTI	410	DSR	310	0		
NS		1402	FTI	602	RTE	224	0		
Palmetto	89	CSX	844	PTI	230	FTI	215	0	
	90	CSX	1064	FTI	245	PTI	210	0	
Silver Meteor	97	CSX	733	PTI	244	FTI	173	0	
		Fla DOT	1159	CTI	593	DSR	268	0	
	98	CSX	685	FTI	180	DCS	176	0	
Silver Star	91	Fla DOT	1144	DSR	688	CTI	203	0	
		CSX	877	PTI	236	FTI	183	11	
		NS	833	PTI	649	FTI	104	0	
	92	CSX	772	DCS	188	FTI	178	11	
		Fla DOT	913	DSR	559	CTI	156	0	
		NS	73	FTI	38	DCS	19	0	
Southwest Chief	3	BNSF	418	DCS	98	PTI	74	0	
		NMDOT	853	CTI	247	DCS	229	0	
	4	BNSF	400	FTI	101	DCS	93	0	
Sunset Limited	1	BNSF	1634	DSR	1102	PTI	371	0	
		UP	895	FTI	404	DCS	193	0	
	2	BNSF	922	DSR	729	DCS	89	0	
		UP	1126	FTI	639	DSR	141	0	
		BNSF	2520	DSR	1425	FTI	688	0	
		CN	1408	FTI	519	OTH	474	0	
Texas Eagle	21	UP	1645	FTI	647	OTH	402	0	
		BNSF	2230	DSR	1658	FTI	230	0	
	22	CN	1366	FTI	607	OTH	396	0	
		UP	1466	FTI	423	OTH	377	0	

Excludes hosts with fewer than 15 route miles.

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

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

Richmond / Newport News includes all trains between Richmond or Newport news and points on the NEC.

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

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

Service	Train	1st Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	

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

Acela Express

Acela Express	2150	30	CCR	17	OTH	12	0
	2151	162	HLD	136	ENG	20	0
	2153	9	OTH	9	ADA	0	0
	2154	52	OTH	25	ENG	16	0
	2155	58	HLD	49	OTH	8	0
	2158	93	HLD	49	INJ	33	0
	2159	431	OTH	368	ADA	63	0
	2160	25	OTH	18	HLD	6	0
	2163	69	OTH	52	ADA	16	0
	2164	71	ENG	58	HLD	8	0
	2165	68	OTH	37	HLD	28	0
	2166	65	OTH	55	ADA	9	0
	2167	176	OTH	170	HLD	5	0
	2168	33	OTH	27	ADA	5	0
	2170	102	OTH	46	ADA	37	0
	2171	173	OTH	159	HLD	8	0
	2172	255	OTH	140	ENG	88	0
	2173	65	OTH	49	CAR	9	0
	2190	187	OTH	147	ENG	28	0
	2193	47	OTH	47	ADA	0	0
	2250	119	OTH	106	HLD	13	0
	2251	0				0	0
	2252	51	ADA	51	CAR	0	0
	2253	82	OTH	48	ENG	27	0
	2254	204	OTH	153	ADA	38	0
	2255	77	ADA	51	OTH	26	0
	2256	0				0	0
	2257	64	ADA	64	CAR	0	0
	2258	253	OTH	223	ADA	30	0
	2259	26	OTH	26	ADA	0	0
	2290	51	OTH	51	ADA	0	0
	2297	110	OTH	110	ADA	0	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News	66	537	OTH	167	HLD	157	0
	67	380	HLD	145	ENG	101	0
	82	236	HLD	102	ADA	69	0
	83	416	HLD	294	ADA	49	0
	84	562	SYS	259	HLD	216	0
	85	230	HLD	180	SYS	32	0
	86	421	HLD	337	ENG	22	0
	87	315	ADA	168	HLD	114	0
	88	307	HLD	169	ADA	98	0
	93	511	HLD	321	OTH	80	0
	94	676	HLD	350	OTH	139	0
	95	475	HLD	277	ADA	88	0
	99	431	HLD	251	ADA	108	0
	125	194	HLD	84	ADA	36	0
	157	211	ADA	128	HLD	83	0
	164	423	ENG	178	HLD	146	0
	174	594	HLD	289	CAR	128	0
	194	524	HLD	334	ADA	86	0
	195	505	HLD	378	ADA	87	0
Lynchburg	145	256	HLD	125	ENG	67	0
	147	452	HLD	206	OTH	148	0
	156	531	OTH	260	HLD	245	0
	171	497	ENG	164	HLD	160	0
	176	716	HLD	216	OTH	188	0
All Other Northeast Regional	132	461	OTH	313	ADA	89	0
	135	470	OTH	351	HLD	106	0
	136	357	OTH	293	HLD	64	0
	137	824	OTH	541	ENG	190	0

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

Service	Train	1st Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	

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

	139	45	OTH	45	ADA	0	0
	140	426	OTH	316	HLD	55	0
	141	567	OTH	428	HLD	60	0
	143	271	OTH	146	ADA	86	0
	146	485	OTH	408	HLD	77	0
	148	259	OTH	117	INJ	70	0
	150	159	OTH	119	ENG	40	0
	160	271	OTH	179	HLD	53	0
	161	509	OTH	225	CON	172	0
	162	410	OTH	370	HLD	33	0
	163	337	OTH	212	HLD	73	0
	165	225	OTH	205	ADA	20	0
	166	625	OTH	580	HLD	45	0
	167	230	HLD	140	ADA	38	0
	168	3099	ENG	2500	OTH	599	0
	169	419	OTH	275	SYS	89	0
	170	45	OTH	22	ADA	17	0
	172	217	OTH	110	HLD	47	0
	173	223	OTH	82	ENG	71	0
	175	420	OTH	404	HLD	14	0
	177	409	ITI	184	OTH	96	0
	178	492	OTH	430	ENG	50	0
	179	198	OTH	91	ENG	55	0
	190	148	OTH	129	HLD	11	0

Non-NEC Corridor Routes

Capitol Corridor	518	61	CAR	26	OTH	18	0
	520	66	CAR	18	SYS	17	0
	521	56	ADA	45	CAR	6	0
	522	214	HLD	84	ADA	73	0
	523	159	OTH	63	ENG	53	0
	524	253	ENG	78	HLD	56	0
	525	24	CAR	12	ADA	7	0
	526	221	ENG	91	ADA	50	0
	527	84	ADA	27	CAR	16	0
	528	293	ENG	97	CCR	75	0
	529	186	HLD	79	ADA	38	0
	530	448	CON	136	ENG	121	0
	531	46	ADA	18	CAR	11	0
	532	285	CCR	88	ADA	70	0
	533	111	ADA	42	CAR	18	0
	534	233	CON	115	ADA	50	0
	535	149	CAR	35	ADA	32	0
	536	389	CON	112	HLD	104	0
	537	318	ENG	107	HLD	92	0
	538	99	HLD	38	ADA	28	0
	540	262	CON	202	SYS	21	0
	541	67	ADA	35	HLD	17	0
	542	192	OTH	59	SYS	51	0
	543	111	ADA	40	HLD	30	0
	544	346	CAR	180	HLD	78	0
	545	387	ADA	181	HLD	102	0
	546	281	ENG	174	HLD	35	0
	547	359	HLD	123	OTH	104	0
	548	173	ENG	157	ADA	17	0
	549	90	ADA	55	ITI	28	0
	551	70	CAR	20	ADA	18	0
	553	156	ENG	101	SYS	18	0
	720	153	HLD	65	ADA	31	0
723	13	HLD	13	ADA	0	0	
724	176	HLD	54	OTH	54	0	
727	97	HLD	48	ADA	31	0	
728	357	ENG	194	ADA	71	0	
729	172	ADA	79	HLD	33	0	

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

Service	Train	1st Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
Standard		325					
	732	214	HLD	84	ADA	61	0
	733	212	ADA	87	HLD	71	0
	734	296	ADA	150	HLD	82	0
	736	489	ADA	135	HLD	125	0
	737	107	ADA	41	HLD	38	0
	738	95	HLD	38	ENG	23	0
	741	252	HLD	135	ADA	43	0
	742	320	HLD	175	ADA	46	0
	743	33	ADA	25	HLD	8	0
	744	125	HLD	59	ADA	20	0
	745	103	CON	34	HLD	34	0
	746	50	ADA	42	SYS	8	0
	747	135	OTH	38	HLD	36	0
	748	173	ENG	87	HLD	61	0
	749	141	ADA	65	HLD	50	0
	751	137	CON	42	ADA	38	0
Carolinian	79	573	HLD	276	ADA	103	0
	80	533	HLD	272	ADA	93	0
Cascades	500	251	ENG	107	OTH	49	0
	501	679	CAR	249	SVS	115	0
	504	528	ENG	151	ADA	101	0
	506	335	ADA	112	HLD	66	0
	507	285	ENG	113	CAR	59	0
	508	159	HLD	68	ENG	34	0
	509	264	CON	72	ADA	44	0
	510	168	SYS	36	OTH	30	0
	513	356	ADA	109	HLD	83	0
	516	330	ENG	154	ADA	80	0
	517	275	ENG	208	OTH	25	0
Downeaster	680	30	OTH	27	HLD	3	0
	681	115	OTH	44	HLD	40	0
	682	70	HLD	50	ADA	16	0
	683	85	ITI	40	HLD	26	0
	684	38	HLD	35	ADA	3	0
	685	129	ITI	50	HLD	43	0
	686	52	MTI	20	HLD	15	0
	687	81	ITI	44	HLD	30	0
	688	66	ITI	50	OTH	16	0
	689	254	SYS	215	ITI	15	0
	690	42	SYS	28	OTH	14	0
	691	461	ITI	401	OTH	28	0
	692	48	HLD	16	OTH	16	0
	693	197	ITI	113	HLD	52	0
	694	115	ITI	290	ADA	66	0
	695	122	HLD	77	ADA	45	0
	696	68	HLD	48	ITI	19	0
	697	68	ENG	36	HLD	19	0
	698	7	HLD	7	ADA	0	0
	699	0					0
Empire Corridor							0
Adirondack	68	181	HLD	92	SYS	26	0
	69	291	HLD	110	OTH	97	0
Maple Leaf	63	316	SYS	104	HLD	88	0
	64	291	HLD	113	SYS	63	0
New York - Albany**	230	21	HLD	9	OTH	9	0
	232	149	ENG	104	OTH	11	0
	233	86	HLD	64	ENG	21	0
	234	56	HLD	25	CAR	20	0
	235	59	ENG	108	HLD	28	0
	236	88	HLD	42	ADA	12	0
	236	88	HLD	42	ADA	12	0

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

Service	Train	1st Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
Standard		325					
	236	88	HLD	42	ADA	12	0
	236	88	HLD	42	ADA	12	0
	236	88	HLD	42	ADA	12	0
	236	88	HLD	42	ADA	12	0
	243	165	INJ	81	HLD	57	0
	244	299	ENG	103	HLD	57	0
	245	45	ENG	422	SYS	19	0
	250	42	HLD	25	ENG	17	0
	252	162	ENG	74	HLD	48	0
	253	130	ENG	67	HLD	58	0
	254	139	HLD	75	ITI	35	0
	255	202	HLD	160	ENG	96	0
	261	45	ENG	30	HLD	15	0
New York - Niagara Falls	280	276	HLD	113	SYS	77	0
	281	379	HLD	132	SYS	115	0
	283	327	HLD	120	SYS	112	0
	284	420	HLD	158	SYS	107	0
	288	336	HLD	192	SYS	103	0
Ethan Allen Express	290	414	HLD	169	SVS	81	0
	291	255	HLD	125	ADA	46	0
	292	169	HLD	143	ADA	16	0
	293	142	HLD	127	ADA	15	0
	296	119	HLD	73	ENG	41	0
Heartland Flyer	821	232	OTH	98	HLD	77	0
	822	169	OTH	77	HLD	36	0
Hiawatha	329	636	ENG	504	CAR	247	0
	330	61	CCR	28	HLD	17	0
	331	322	CCR	158	CAR	125	0
	332	775	ENG	476	ITI	289	0
	333	251	ITI	158	OTH	130	0
	334	483	HLD	198	ENG	104	0
	335	369	HLD	196	OTH	145	0
	336	276	HLD	130	OTH	46	0
	337	304	HLD	182	OTH	105	0
	338	856	ITI	379	OTH	206	0
	339	280	ITI	333	HLD	134	0
	340	290	HLD	163	ITI	62	0
	341	188	ITI	267	CAR	151	0
	342	731	ITI	295	OTH	224	0
Hoosier State	850	298	SYS	195	SVS	137	0
	851	422	SYS	255	OTH	200	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	270	HLD	91	ADA	62	0
	381	141	HLD	66	ENG	40	0
	382	262	HLD	153	ENG	63	0
	383	188	HLD	94	CAR	69	0
Illini / Saluki	390	205	HLD	68	SYS	46	0
	391	225	HLD	83	OTH	45	0
	392	230	HLD	120	OTH	52	0
	393	165	CAR	172	ENG	74	0
Lincoln Service	300	340	ENG	125	OTH	63	0
	301	38	ENG	18	HLD	17	0
	302	371	HLD	167	ENG	96	0
	303	126	ENG	67	SYS	36	0
	304	218	ADA	74	HLD	52	0
	305	275	ENG	156	ADA	64	0
	306	225	ENG	87	ITI	69	0
	307	218	SYS	187	CAR	88	0
Michigan							
Blue Water	364	267	HLD	236	CAR	115	0
	365	637	OTH	283	HLD	229	0
Pere Marquette	370	258	ITI	147	ENG	115	0
	371	503	SYS	257	HLD	120	0

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

Service	Train	1st Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
Standard		325					
Wolverine	350	302	OTH	167	ENG	141	0
	351	467	OTH	267	HLD	110	0
	352	573	ITI	355	HLD	185	0
	353	379	HLD	146	OTH	136	0
	354	376	CAR	658	ENG	172	0
	355	302	ENG	221	HLD	96	0
Kansas City - St. Louis	311	143	HLD	92	ADA	41	0
	313	121	CON	49	ADA	46	0
	314	125	HLD	62	ADA	48	0
	316	179	HLD	81	ITI	48	0
Pacific Surfliner	562	258	SYS	82	HLD	49	0
	564	99	OTH	37	CCR	17	0
	565	209	SYS	49	ITI	46	0
	566	153	HLD	99	ENG	40	0
	567	143	HLD	55	ITI	37	0
	571	366	SYS	220	HLD	50	0
	572	216	ENG	115	HLD	57	0
	573	646	SYS	205	HLD	182	0
	577	382	ITI	331	CAR	27	0
	578	122	ENG	42	HLD	31	0
	579	321	HLD	151	ITI	98	0
	580	98	CAR	69	HLD	24	0
	582	133	ITI	55	ADA	31	0
	583	207	HLD	57	ITI	56	0
	587	221	HLD	115	ADA	29	0
	589	336	ITI	102	ENG	100	0
	590	125	CON	46	ENG	34	0
	591	382	SVS	119	ITI	101	0
	592	110	CON	30	SVS	26	0
	595	556	ENG	187	ITI	165	0
	597	150	ITI	127	ADA	14	0
	763	277	HLD	79	SYS	66	0
	768	376	HLD	206	SYS	61	0
	769	445	ENG	129	HLD	112	0
	774	288	HLD	94	OTH	47	0
	775	258	HLD	79	SYS	47	0
	784	498	HLD	198	ADA	80	0
	785	262	HLD	139	ENG	58	0
	792	506	HLD	232	OTH	78	0
	796	561	SYS	176	HLD	112	0
	798	637	HLD	163	OTH	120	0
	799	441	HLD	142	SYS	128	0
Pennsylvanian	42	461	HLD	241	ADA	61	0
	43	294	HLD	166	ADA	55	0
	44	231	HLD	215	ADA	17	0
Piedmont	73	201	HLD	61	OTH	56	0
	76	438	OTH	219	HLD	137	0
San Joaquin	701	97	HLD	36	SYS	20	0
	702	138	HLD	48	ENG	32	0
	703	274	CON	95	ENG	60	0
	704	100	HLD	43	ADA	15	0
	711	183	ENG	86	HLD	37	0
	712	242	ENG	70	HLD	63	0
	713	186	ADA	70	SYS	55	0
	714	267	ENG	72	ADA	50	0
	715	246	ENG	59	HLD	48	0
	716	168	HLD	63	ADA	42	0
	717	274	HLD	71	CON	55	0
	718	145	HLD	52	CON	32	0
Vermont	54	150	HLD	52	OTH	47	0
	55	585	ENG	158	OTH	152	0
	56	150	OTH	67	HLD	57	0
	57	479	OTH	189	ENG	115	0

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

Service	Train	1st Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
Standard		325					

Long Distance Routes

Auto Train	52	139	ENG	44	SVS	39	0
	53	151	SYS	36	SVS	31	0
California Zephyr	5	287	SYS	128	HLD	57	0
	6	234	SYS	91	HLD	54	0
Cardinal	50	526	HLD	280	SVS	78	0
	51	602	HLD	268	SVS	122	0
Capitol Limited	29	295	HLD	130	SYS	80	0
	30	297	HLD	157	SYS	87	0
City of New Orleans	58	179	HLD	52	SYS	50	0
	59	202	HLD	79	CAR	57	0
Coast Starlight	11	498	SYS	125	HLD	87	0
	14	611	HLD	143	OTH	100	0
Crescent	19	227	HLD	81	SYS	37	0
	20	206	HLD	52	SYS	41	0
Empire Builder	27	1997	CON	1613	ITI	201	0
	28	547	ITI	187	CON	107	0
	7	329	ENG	112	HLD	105	0
	8	497	HLD	108	ENG	106	0
Lake Shore Ltd	448	2947	CON	2653	ENG	164	0
	449	304	HLD	214	ENG	117	0
	48	485	HLD	200	ENG	121	0
	49	535	HLD	335	OTH	92	0
Palmetto	89	217	HLD	68	ADA	55	0
	90	218	HLD	68	ADA	52	0
Silver Meteor	97	295	ADA	121	HLD	87	0
	98	308	ADA	129	HLD	111	0
Silver Star	91	346	HLD	125	ADA	67	0
	92	386	HLD	136	ADA	72	0
Southwest Chief	3	197	HLD	92	ENG	32	0
	4	266	HLD	113	ENG	31	0
Sunset Limited	1	304	ENG	73	OTH	55	0
	2	470	SVS	135	HLD	94	0
Texas Eagle	21	250	HLD	113	ENG	45	0
	22	315	HLD	106	SVS	64	0

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

Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate report, with tighter delay standards.

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

Richmond / Newport News includes all trains between Richmond or Newport news and points on the NEC.

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

**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	1st Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	399	CTP	99	MTI	69	0
	2103	Amtrak	334	SMW	92	CTP	61	0
	2104	Amtrak	226	CTP	72	CTI	41	0
	2107	Amtrak	441	DET	80	SMW	77	0
	2109	Amtrak	421	SMW	87	CTP	61	0
	2110	Amtrak	206	DET	83	HLD	25	0
	2117	Amtrak	402	ENG	67	SMW	65	0
	2119	Amtrak	340	SYS	76	DET	63	0
	2121	Amtrak	318	SMW	63	CAR	46	0
	2122	Amtrak	204	CTI	77	SMW	32	0
	2124	Amtrak	277	CTI	86	ENG	58	0
	2126	Amtrak	252	CTI	87	SMW	28	0
	2150	Amtrak	223	ENG	36	DET	34	0
	2151	Amtrak	375	ENG	93	SMW	51	0
	2153	Amtrak	346	ENG	68	SMW	65	0
	2154	Amtrak	309	CTI	74	CTP	41	0
	2155	Amtrak	341	PTI	45	HLD	44	0
	2158	Amtrak	266	PTI	31	SMW	31	0
	2159	Amtrak	397	CTI	76	SMW	54	0
	2160	Amtrak	256	SMW	36	CTI	30	0
	2163	Amtrak	282	PTI	63	SMW	32	0
	2164	Amtrak	392	PBB	81	PTI	51	0
	2165	Amtrak	409	PTI	86	DET	63	0
	2166	Amtrak	261	ENG	36	CTI	28	0
	2167	Amtrak	289	PTI	63	SMW	46	0
	2168	Amtrak	252	PBB	103	ENG	27	0
	2170	Amtrak	256	PBB	53	CTI	40	0
	2171	Amtrak	354	SMW	67	PBB	56	0
	2172	Amtrak	385	ENG	83	DCS	46	0
	2173	Amtrak	402	PBB	119	ENG	44	0
	2190	Amtrak	225	PBB	45	SMW	42	0
	2193	Amtrak	643	CTI	240	ITI	111	0
	2203	Amtrak	124	SMW	79	DET	19	0
	2205	Amtrak	117	SMW	25	OTH	19	0
	2207	Amtrak	219	SMW	106	DET	51	0
	2208	Amtrak	92	HLD	27	SVS	24	0
	2211	Amtrak	106	SMW	51	CTI	17	0
	2212	Amtrak	59	HLD	21	CAR	11	0
	2213	Amtrak	137	SMW	44	CTI	37	0
	2216	Amtrak	89	CAR	33	SMW	26	0
	2220	Amtrak	55	SMW	31	CAR	17	0
	2221	Amtrak	185	PTI	78	HLD	26	0
	2222	Amtrak	3	HLD	3	ADA	0	0
	2225	Amtrak	141	DCS	33	CTI	26	0
	2228	Amtrak	92	CAR	58	SMW	14	0
	2250	Amtrak	253	CAR	38	HLD	37	0
	2251	Amtrak	171	SMW	32	HLD	28	0
	2252	Amtrak	244	SMW	61	DCS	37	0
	2253	Amtrak	223	ENG	66	HLD	61	0
	2254	Amtrak	86	HLD	21	SMW	20	0
	2255	Amtrak	218	PTI	103	HLD	52	0
	2256	Amtrak	107	HLD	24	PBB	20	0
	2257	Amtrak	266	ENG	71	SMW	50	0
	2258	Amtrak	256	ENG	153	CAR	44	0
	2259	Amtrak	280	PET	78	SMW	70	0
	2290	Amtrak	122	SMW	41	HLD	29	0
	2297	Amtrak	290	CTI	92	SMW	83	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	1381	ITI	359	ENG	179	0
	51	Amtrak	1704	SYS	378	CAR	286	0
Carolinian	79	Amtrak	722	SMW	119	HLD	101	0
	80	Amtrak	393	PTI	133	CTI	71	0
Crescent	19	Amtrak	865	ENG	156	PTI	151	0
	20	Amtrak	442	SVS	138	PTI	95	0
Keystone	600	Amtrak	392	CTP	116	ENG	74	0
	601	Amtrak	107	DCS	38	DET	20	0
	605	Amtrak	349	HLD	111	ADA	53	0
	607	Amtrak	311	CTI	78	ENG	65	0
	609	Amtrak	467	SYS	113	HLD	107	0
	610	Amtrak	64	HLD	36	ENG	28	0
	611	Amtrak	321	ENG	112	PSC	97	0
	612	Amtrak	123	HLD	61	DCS	38	0
	615	Amtrak	49	HLD	24	CTI	24	0
	618	Amtrak	318	ENG	135	CTP	62	0
	619	Amtrak	156	CON	75	ENG	41	0
	620	Amtrak	118	PSR	31	ENG	23	0
	622	Amtrak	187	ENG	98	CCR	54	0
	637	Amtrak	315	SMW	158	ENG	47	0
	639	Amtrak	615	ENG	229	CCR	148	0
	640	Amtrak	569	CTI	146	HLD	101	0
	641	Amtrak	445	HLD	145	PTI	79	0
	642	Amtrak	250	SYS	38	CTP	33	0
	643	Amtrak	273	ENG	74	HLD	65	0
	644	Amtrak	292	PBB	48	ENG	34	0
	645	Amtrak	397	HLD	100	CTI	50	0
	646	Amtrak	273	MTI	50	SYS	49	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	1st Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	647	Amtrak	440	CTI	124	DET	84	0
	648	Amtrak	365	HLD	79	PBB	62	0
	649	Amtrak	443	CTI	119	HLD	113	0
	650	Amtrak	272	HLD	61	PBB	49	0
	651	Amtrak	384	ENG	86	HLD	77	0
	652	Amtrak	610	PTI	150	HLD	83	0
	653	Amtrak	495	CTI	180	ENG	110	0
	654	Amtrak	120	HLD	19	OTH	15	0
	655	Amtrak	541	SYS	99	CTP	75	0
	656	Amtrak	281	ENG	57	CTP	50	0
	658	Amtrak	90	PTI	28	DSR	21	0
	660	Amtrak	351	CCR	62	PTI	62	0
	661	Amtrak	386	PTI	85	OTH	56	0
	662	Amtrak	391	PET	130	ENG	54	0
	663	Amtrak	347	PTI	126	HLD	46	0
	664	Amtrak	493	ENG	375	PTI	50	0
	665	Amtrak	311	HLD	89	CTI	76	0
	666	Amtrak	261	ENG	102	MTI	66	0
	667	Amtrak	338	PTI	85	HLD	72	0
	668	Amtrak	344	DCS	91	ENG	83	0
	669	Amtrak	475	ENG	223	DCS	76	0
	670	Amtrak	128	HLD	47	PTI	41	0
	671	Amtrak	413	ENG	109	CCR	107	0
	672	Amtrak	380	ENG	113	MTI	103	0
Northeast Regional								
Richmond / Newport News	66	Amtrak	653	ENG	219	PET	90	0
	67	Amtrak	572	ENG	156	DCS	95	0
	82	Amtrak	400	ENG	92	PET	57	0
	83	Amtrak	1507	ITI	372	PTI	249	0
	84	Amtrak	337	OTH	58	DET	57	0
	85	Amtrak	571	ENG	158	PTI	114	0
	86	Amtrak	549	PTI	144	SYS	71	0
	87	Amtrak	753	HLD	174	SMW	97	0
	88	Amtrak	399	SMW	85	PET	50	0
	93	Amtrak	866	PTI	171	HLD	102	0
	94	Amtrak	802	CTI	137	ENG	118	0
	95	Amtrak	707	PTI	149	HLD	89	0
	99	Amtrak	422	HLD	67	SMW	43	0
	125	Amtrak	833	PTI	159	ITI	155	0
	157	Amtrak	463	CAR	112	SVS	99	0
	164	Amtrak	324	SMW	74	PTI	60	0
	174	Amtrak	525	CTI	80	ENG	78	0
	194	Amtrak	604	HLD	121	SVS	77	0
	195	Amtrak	608	PTI	107	ENG	97	0
Lynchburg	145	Amtrak	446	PTI	130	PET	115	0
	147	Amtrak	296	HLD	53	PTI	50	0
	156	Amtrak	277	SMW	57	HLD	44	0
	171	Amtrak	932	CTI	167	PBB	113	0
	176	Amtrak	523	ENG	62	PTI	51	0
All Other Northeast Region	110	Amtrak	202	CTI	43	ENG	37	0
	111	Amtrak	526	ENG	159	SMW	62	0
	121	Amtrak	470	ENG	222	SMW	113	0
	123	Amtrak	328	HLD	144	DCS	103	0
	126	Amtrak	229	SMW	113	HLD	55	0
	127	Amtrak	530	PTI	109	SMW	54	0
	129	Amtrak	835	PTI	247	ENG	169	0
	130	Amtrak	558	CTP	103	ENG	82	0
	131	Amtrak	436	ENG	120	SMW	100	0
	132	Amtrak	682	HLD	161	PET	143	0
	133	Amtrak	1016	PTI	299	ITI	296	0
	134	Amtrak	610	PTI	203	CTI	94	0
	135	Amtrak	228	SMW	68	HLD	47	0
	136	Amtrak	916	SVS	392	SYS	229	0
	137	Amtrak	716	CTI	117	HLD	110	0
	138	Amtrak	642	HLD	98	CTI	98	0
	139	Amtrak	354	ENG	157	HLD	103	0
	140	Amtrak	419	ENG	96	PTI	80	0
	141	Amtrak	779	ENG	193	HLD	119	0
	143	Amtrak	602	HLD	167	ENG	138	0
	146	Amtrak	535	MTI	161	SMW	84	0
	148	Amtrak	645	PTI	115	HLD	86	0
	150	Amtrak	412	ENG	187	HLD	43	0
	151	Amtrak	561	CTP	174	SMW	91	0
	152	Amtrak	439	DCS	82	ITI	79	0
	153	Amtrak	260	HLD	81	SMW	64	0
	154	Amtrak	349	SMW	133	PTI	85	0
	155	Amtrak	219	CAR	49	SMW	46	0
	158	Amtrak	174	HLD	68	ADA	33	0
	159	Amtrak	291	PTI	56	HLD	48	0
	160	Amtrak	512	ENG	191	OTH	97	0
	161	Amtrak	425	SMW	48	ADA	46	0
	162	Amtrak	333	SMW	68	DBB	55	0
	163	Amtrak	456	HLD	83	SMW	56	0
	165	Amtrak	411	ENG	105	HLD	84	0
	166	Amtrak	624	DBS	274	HLD	103	0
	167	Amtrak	219	ENG	84	HLD	41	0
	168	Amtrak	737	DBS	173	DCS	168	0
	169	Amtrak	363	ENG	194	HLD	63	0
	170	Amtrak	419	ENG	96	PET	77	0
	172	Amtrak	465	DET	69	CTI	52	0
	173	Amtrak	545	PET	103	PTI	86	0
	175	Amtrak	524	HLD	71	PTI	66	0
	177	Amtrak	440	HLD	85	SMW	76	0
	178	Amtrak	462	SVS	57	SYS	50	0
	179	Amtrak	617	ITI	176	PBB	85	0

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

Service	Train	Host	1st Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	180	Amtrak	479	CTP	132	CTI	90	0
	181	Amtrak	730	CTP	119	PTI	114	0
	182	Amtrak	59	ENG	16	HLD	12	0
	183	Amtrak	681	CTP	119	SMW	112	0
	184	Amtrak	539	CAR	88	ITI	87	0
	185	Amtrak	519	CTI	92	ENG	75	0
	186	Amtrak	325	MTI	70	ENG	69	0
	187	Amtrak	470	ENG	195	SMW	81	0
	188	Amtrak	264	CAR	68	SMW	37	0
	190	Amtrak	290	ENG	93	MTI	41	0
	192	Amtrak	146	SMW	60	HLD	44	0
	193	Amtrak	641	SYS	135	PTI	119	0
	196	Amtrak	248	CTI	83	PTI	30	0
	198	Amtrak	452	ENG	132	SMW	60	0
	401	Amtrak	1043	ENG	414	PTI	204	0
	405	Amtrak	246	DCS	114	PTI	54	0
	432	Amtrak	755	CON	566	PTI	81	0
	450	Amtrak	1474	PTI	797	CON	455	0
	460	Amtrak	1888	HLD	725	CON	719	0
	463	Amtrak	605	ENG	276	PTI	180	0
	464	Amtrak	1013	CON	581	PTI	300	0
	465	Amtrak	734	PTI	535	HLD	199	0
	467	Amtrak	0					0
	470	Amtrak	2832	CON	1181	PTI	627	0
	475	Amtrak	164	OTH	82	PTI	57	0
	476	Amtrak	2313	CON	2064	ITI	72	0
	479	Amtrak	1143	ITI	615	PTI	304	0
	488	Amtrak	2583	CON	2020	PTI	336	0
	490	Amtrak	695	CON	460	ENG	104	0
	493	Amtrak	1168	PTI	528	ADA	227	0
	494	Amtrak	3247	CON	2580	PTI	453	0
	495	Amtrak	200	HLD	49	MTI	44	0
	497	Amtrak	1058	PTI	610	HLD	174	0
Palmetto	89	Amtrak	753	SYS	136	ENG	89	0
	90	Amtrak	383	SVS	91	SMW	60	0
Pennsylvanian	42	Amtrak	280	HLD	61	OTH	43	0
	43	Amtrak	571	ENG	137	SYS	104	0
	44	Amtrak	435	ENG	138	HLD	121	0
Silver Meteor	97	Amtrak	1036	PTI	258	SVS	150	0
	98	Amtrak	573	PTI	160	ENG	72	0
Silver Star	91	Amtrak	892	PTI	159	SVS	129	0
	92	Amtrak	403	PTI	140	SVS	51	0
Vermont	54	Amtrak	606	PTI	216	SVS	73	0
	55	Amtrak	556	PTI	116	ENG	54	0
	56	Amtrak	680	PTI	124	SVS	123	0
	57	Amtrak	231	SVS	85	SMW	47	0

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

Richmond / Newport News includes all trains between Richmond or Newport news and points on the NEC.

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

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. July 2008 to June 2010 vs. July 2007 to June 2009). These two periods of time are also compared to the previous quarters' report (i.e. April 2008 to March 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 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 Short-Term Avoidable Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center, 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 revenues that are provided from State-supported routes. The routes that have State revenue are identified in the financial metrics.

The system that generates 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, 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, 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. Additional information on the OMB's GDP Chain Deflator is available at 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. Additional information on the OMB's GDP Chain Deflator is available at 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.

¹³The “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>		✓		<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			✓

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.