

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

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

**Covering the Quarter Ended March 31, 2011  
(Second Quarter of Fiscal Year 2011)**



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

**Published July 2011**

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**(Notes follow on the next page.)**

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## Notes

<b>Note No.</b>	<b>Applies to Tables—</b>	<b>Note</b>
<b>1</b>	<b>1, 2, 3</b>	Data for tables 1 and 3 will not be available until the avoidable costing methodology for the Amtrak Performance Tracking (APT) System has been completed. 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.
<b>2</b>	<b>All route-specific tables</b>	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
<b>3</b>	<b>All tables referring to “Prior Report”</b>	The prior report was published in April 2011, covering the quarter ended December 31, 2010.
<b>4</b>	<b>On-Time Performance, Train Delays, and Other Service Quality Tables</b>	For the non-financial metrics for which standards exist, numbers shown in <b>red</b> indicate that the established standard was not met.

**TABLE 1 (A):  
PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED  
REVENUE**

*Including State Revenue (See Note 1 at the beginning of this document)*

Service	Current Period	Prior Period	Prior Report
	Apr. 09 - Mar. 11	Apr. 08 - Mar. 10	Jan. 09 - Dec. 10

***Acela Express***

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

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

***Non-NEC Corridor Routes***

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

***Long-Distance Routes***

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

*Excludes Capital Charges*

*\*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*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Apr. 09 - Mar. 11</b>	<b>Apr. 08 - Mar. 10</b>	<b>Jan. 09 - Dec. 10</b>

(\$0.073)	(\$0.080)	(\$0.077)
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*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*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Apr. 09 - Mar. 11</b>	<b>Apr. 08 - Mar. 10</b>	<b>Jan. 09 - Dec. 10</b>

(\$0.099)	(\$0.108)	(\$0.102)
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*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
	Apr. 09 - Mar. 11	Apr. 08 - Mar. 10	Jan. 09 - Dec. 10

***Acela Express***

Acela Express	183	179	181
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***Other NEC Corridor Routes***

Keystone Service	136	131	134
Northeast Regional (Boston - Washington)	192	194	192
Richmond / Newport News	230	239	230
Lynchburg	249	Not Available	Not Available
New Haven - Springfield	110	107	109

***Non-NEC Corridor Routes***

Capitol Corridor	86	89	86
Carolinian	273	271	271
Cascades	140	134	137
Downeaster	93	90	91
Empire Corridor			
Adirondack	201	189	197
Empire Service	120	121	119
Ethan Allen Express	151	146	147
Maple Leaf	101	99	100
Heartland Flyer	92	91	91
Hiawatha	147	142	144
Hoosier State	63	61	62
Illinois			
Carl Sandburg / Illinois Zephyr	95	93	94
Illini / Saluki	114	112	112
Lincoln Service	131	116	127
Michigan			
Blue Water	135	119	130
Pere Marquette	124	126	123
Wolverine	152	144	150
Kansas City - St. Louis	80	73	78
Pacific Surfliner	135	139	134
Pennsylvanian	191	193	190
Piedmont	68	66	67
San Joaquins	105	104	103
Vermont	133	124	130

***Long-Distance Routes***

Auto Train	343	335	337
California Zephyr	167	157	164
Capitol Limited	193	192	191
Cardinal	124	123	123
City of New Orleans	155	145	152
Coast Starlight	220	219	219
Crescent	163	152	159
Empire Builder	206	211	203
Lake Shore Ltd	222	200	215
Palmetto	144	136	142
Silver Meteor	213	202	208
Silver Star	189	182	185
Southwest Chief	188	182	185
Sunset Limited	122	113	119
Texas Eagle	176	179	172

**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	2nd Quarter FY 2011	2nd Quarter FY 2011

**Acela Express**

Standard	>=0	90.0%	90.0%
Acela Express	-1.1	79.4%	84.1%

**Other NEC Corridor Routes**

Standard	>=0	85.0%	85.0%
Keystone	-0.5	86.6%	95.2%
Total Northeast Regional		77.3%	82.5%
Richmond / Newport News‡	-0.7	77.2%	77.4%
Lynchburg†	Not Available	80.0%	78.0%
All Other Northeast Regional	-0.3	77.2%	85.8%

**Non-NEC Corridor Routes**

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.0	95.4%	96.6%
Carolinian	0.3	75.6%	69.9%
Cascades	0.3	55.1%	68.2%
Downeaster	-0.3	76.5%	88.2%
Empire Corridor	0.9	78.7%	75.1%
Adirondack	0.5	68.9%	61.0%
Ethan Allen Express	0.0	62.0%	74.1%
Maple Leaf	0.7	72.2%	58.6%
New York - Albany**	1.3	85.5%	92.8%
New York - Niagara Falls	0.6	73.6%	70.7%
Heartland Flyer	3.3	91.5%	88.2%
Hiawatha	-0.6	87.3%	92.9%
Hoosier State	1.8	65.7%	74.4%
Illinois	2.0	74.7%	71.0%
Carl Sandburg / Illinois Zephyr	1.2	94.0%	91.7%
Illini / Saluki	1.8	59.8%	52.1%
Lincoln Service	1.8	72.6%	71.3%
Michigan	1.8	39.8%	52.9%
Blue Water	2.6	60.2%	75.5%
Pere Marquette	2.5	64.4%	81.6%
Wolverine	1.3	24.9%	43.2%
Kansas City - St. Louis	8.0	87.4%	88.2%
Pacific Surfliner	0.0	81.8%	88.6%
Pennsylvanian	0.2	92.8%	84.2%
Piedmont	0.7	79.6%	87.9%
San Joaquin	1.3	90.2%	90.4%
Vermont	2.0	71.1%	74.9%

**Long-Distance Routes**

Standard	>=0	80.0%	80.0%
Auto Train	1.2	93.9%	94.7%
California Zephyr	2.6	52.5%	48.4%
Capitol Limited	1.5	57.8%	52.1%
Cardinal	0.9	52.6%	42.2%
City of New Orleans	1.1	86.1%	62.2%
Coast Starlight	1.1	65.0%	55.0%
Crescent	0.0	75.6%	68.4%
Empire Builder	-0.7	33.8%	24.1%
Lake Shore Ltd	0.8	55.2%	39.3%
Palmetto	0.5	91.7%	79.3%
Silver Meteor	0.5	85.4%	73.4%
Silver Star	1.0	66.1%	58.8%
Southwest Chief	0.2	77.8%	61.2%
Sunset Limited	2.9	83.1%	58.1%
Texas Eagle	3.0	77.2%	62.1%

\* 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	2nd Quarter FY 2011						MM&C Allowance*	Route Miles
		Total Delay	Largest 2 Delay Categories °						
			#1	Minutes	#2	Minutes			
<b>Standard</b>		<b>900</b>							
<b>Acela Express</b>									
Acela Express	MNRR	395	CTI	180	DSR	103	0	56	
<b>Other NEC Corridor Routes</b>									
<b>Northeast Regional</b>									
Richmond / Newport News ‡	CSX	1878	DSR	699	RTE	304	137	189	
	MNRR	393	CTI	206	DCS	48	0	56	
Lynchburg †	MNRR	570	CTI	237	RTE	177	0	56	
	NS	286	DCS	75	FTI	67	0	166	
All Other Northeast Regional	MNRR	586	CTI	387	DSR	69	0	56	
<b>Non-NEC Corridor Routes</b>									
Capitol Corridor	UP	504	PTI	177	RTE	109	0	168	
Carolinian	CSX	1229	DSR	331	PTI	269	57	295	
	NS	725	DSR	458	DCS	75	0	202	
Cascades	BNSF	1455	FTI	328	DSR	311	0	343	
	UP	2111	DSR	941	FTI	636	0	125	
Downeaster	MBTA	1860	DSR	1144	CTI	405	0	38	
	PanAm	549	DSR	227	PTI	168	0	77	
<b>Empire Corridor</b>									
Adirondack	CN	3813	DSR	1428	RTE	1025	0	49	
	CP	2186	DSR	860	PTI	565	0	178	
	CSX	924	PTI	365	DCS	314	0	89	
	MNRR	1043	DSR	430	CTI	304	0	64	
Ethan Allen Express	CP	3255	DSR	1870	DCS	518	0	60	
	CSX	934	PTI	499	DCS	209	0	89	
	MNRR	673	DSR	248	CTI	217	0	64	
	VTR	10413	DSR	8134	FTI	1464	0	24	
Maple Leaf	CSX	1372	FTI	408	RTE	354	0	396	
	MNRR	722	CTI	267	DSR	260	0	64	
New York - Albany**	CSX	371	DCS	157	PTI	82	0	71	
	MNRR	606	CTI	236	DSR	184	0	64	
New York - Niagara Falls	CSX	1014	RTE	305	FTI	293	0	394	
	MNRR	918	CTI	271	DSR	239	0	64	
Heartland Flyer	BNSF	1132	DSR	667	FTI	214	0	238	
Hiawatha	CP	490	FTI	188	DCS	132	0	53	
	Metra	1363	CTI	861	DCS	218	0	29	
Hoosier State	CSX	876	FTI	356	DCS	349	0	169	
<b>Illinois</b>									
Carl Sandburg / Illinois Zephyr	BNSF	449	RTE	137	FTI	114	0	257	
Illini / Saluki	CN	1267	FTI	551	PTI	206	0	306	
Lincoln Service	CN	2324	FTI	1114	DCS	529	0	37	
	UP	924	PTI	504	DCS	236	0	231	
<b>Michigan</b>									
Blue Water	Amtrak	584	PTI	446	RTE	47	0	99	
	CN	1505	FTI	636	PTI	484	0	159	
	NS	2686	RTE	1194	FTI	531	0	61	
Pere Marquette	CSX	805	DCS	505	RTE	120	0	135	
	NS	3158	FTI	1035	DCS	788	0	39	
Wolverine	Amtrak	640	PTI	383	DCS	115	0	99	
	CN	2596	DSR	1404	FTI	503	0	27	
	NS	2208	DSR	700	DCS	525	0	173	
Kansas City - St. Louis	UP	720	FTI	374	PTI	138	0	271	
<b>Pacific Surfliner</b>									
	BNSF	801	RTE	283	DCS	198	0	22	
	SCRRA	926	PTI	425	CTI	212	0	95	
	SDNRR	1081	CTI	500	PTI	365	0	60	
	UP	1634	PTI	787	DCS	221	0	174	

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

Service	Host		2nd Quarter FY 2011					MM&C Allowance*	Route Miles
			Total Delay	Largest 2 Delay Categories <sup>a</sup>					
				#1	Minutes	#2	Minutes		

<b>Standard</b>			<b>900</b>						
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Pennsylvanian	NS		521	FTI	227	RTE	117	0	249
Piedmont	NS		755	DSR	480	DCS	114	0	173
San Joaquin	BNSF		661	PTI	289	FTI	142	0	284
	UP		827	PTI	330	FTI	161	0	88
Vermont	MNRR		711	CTI	443	DCS	97	0	56
	NECR		781	DSR	551	FTI	113	0	238

**Long-Distance Routes**

Auto Train	CSX		<b>1037</b>	FTI	323	DSR	268	18	914
California Zephyr	BNSF		868	DSR	279	FTI	224	0	1,027
	UP		897	FTI	279	DCS	203	0	1,431
Capitol Limited	CSX		<b>938</b>	FTI	274	DSR	191	0	307
	NS		<b>1359</b>	FTI	689	RTE	285	0	481
Cardinal	BBrRR		<b>2488</b>	FTI	692	PTI	686	0	132
	CSX		781	FTI	281	DCS	278	14	698
	NS		<b>1086</b>	FTI	466	DCS	311	0	79
City of New Orleans	CN		<b>1183</b>	FTI	650	PTI	160	0	930
Coast Starlight	BNSF		<b>1295</b>	FTI	337	DSR	287	0	186
	SCRRA		319	PTI	128	DCS	98	0	48
	UP		<b>1316</b>	DSR	344	PTI	338	0	1,159
Crescent	NS		784	FTI	310	DSR	166	0	1,141
Empire Builder	BNSF		<b>1153</b>	FTI	496	DSR	328	0	2,147
	CP		<b>1072</b>	FTI	588	DCS	145	0	384
	Metra		<b>1341</b>	CTI	1058	DCS	143	0	29
Lake Shore Ltd	CSX		<b>1404</b>	FTI	387	DCS	336	0	741
	MNRR		<b>1237</b>	CTI	487	RTE	305	0	64
	NS		<b>1401</b>	FTI	676	RTE	274	0	339
Palmetto	CSX		734	FTI	231	DSR	174	25	659
Silver Meteor	CSX		689	FTI	181	PTI	162	15	1,152
	Fla DOT		797	CTI	426	DSR	185	0	68
Silver Star	CSX		<b>1058</b>	DSR	257	FTI	255	12	1,209
	Fla DOT		<b>994</b>	CTI	525	DSR	251	0	68
	NS		548	PTI	369	CTI	92	0	28
Southwest Chief	BNSF		454	FTI	105	PTI	83	0	2,198
	NMDOT		<b>1527</b>	CTI	631	DCS	580	0	80
Sunset Limited	BNSF		<b>1751</b>	DSR	931	DCS	283	0	190
	UP		<b>1210</b>	FTI	576	DSR	212	0	1,784
Texas Eagle	BNSF		<b>2361</b>	DSR	1568	FTI	423	0	126
	CN		<b>2003</b>	FTI	1050	DCS	315	0	37
	UP		<b>1360</b>	FTI	603	DCS	281	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.

<sup>a</sup> 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	2nd Quarter FY 2011					
	Total Delay	Largest 2 Delay Categories <sup>β</sup>				MM&C Allowance*
		#1	Minutes	#2	Minutes	
<b>Standard</b>	<b>325</b>					
<b>Acela Express</b>						
Acela Express	84	OTH	49	ENG	27	0
<b>Other NEC Corridor Routes</b>						
Northeast Regional						
Richmond / Newport News‡	<b>368</b>	HLD	161	OTH	86	0
Lynchburg†	<b>326</b>	OTH	145	HLD	101	0
All Other Northeast Regional	<b>428</b>	OTH	275	ENG	75	0
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	170	ENG	40	HLD	31	0
Carolinian	<b>377</b>	HLD	175	ADA	64	0
Cascades	303	ENG	78	SYS	40	0
Downeaster	205	ITI	139	ENG	27	0
Empire Corridor						
Adirondack	257	HLD	85	CAR	79	0
Ethan Allen Express	314	HLD	107	ENG	105	0
Maple Leaf	302	HLD	93	SYS	79	0
New York - Albany**	142	ENG	138	CAR	49	0
New York - Niagara Falls	<b>376</b>	SYS	109	ENG	107	0
Heartland Flyer	310	OTH	191	HLD	34	0
Hiawatha	<b>493</b>	OTH	171	ITI	163	0
Hoosier State	<b>461</b>	CAR	2320	ENG	1445	0
Illinois						
Carl Sandburg / Illinois Zephyr	152	CAR	83	HLD	80	0
Illini / Saluki	185	CAR	159	ENG	73	0
Lincoln Service	145	ENG	287	OTH	236	0
Michigan						
Blue Water	<b>701</b>	ENG	437	HLD	249	0
Pere Marquette	<b>484</b>	SYS	249	ITI	125	0
Wolverine	<b>740</b>	OTH	331	ENG	194	0
Kansas City - St. Louis	97	HLD	35	CON	35	0
Pacific Surfliner	283	HLD	77	ENG	58	0
Pennsylvanian	254	HLD	110	ENG	33	0
Piedmont	288	HLD	46	OTH	43	0
San Joaquin	172	HLD	41	ENG	30	0
Vermonter	<b>478</b>	ENG	192	OTH	133	0
<b>Long-Distance Routes</b>						
Auto Train	77	OTH	21	SYS	14	0
California Zephyr	<b>378</b>	SYS	144	ENG	109	0
Capitol Limited	306	HLD	124	ENG	78	0
Cardinal	<b>504</b>	HLD	226	SYS	102	0
City of New Orleans	195	HLD	69	SYS	43	0
Coast Starlight	<b>562</b>	ENG	116	SYS	109	0
Crescent	216	HLD	67	SYS	48	0
Empire Builder	<b>754</b>	ENG	195	CON	151	0
Lake Shore Ltd	<b>815</b>	CON	298	HLD	272	0
Palmetto	149	HLD	44	SYS	30	0
Silver Meteor	285	HLD	94	ADA	77	0
Silver Star	<b>355</b>	HLD	119	SYS	72	0
Southwest Chief	250	HLD	88	ENG	42	0
Sunset Limited	<b>333</b>	SVS	93	HLD	73	0
Texas Eagle	<b>337</b>	HLD	135	ENG	64	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.

<sup>β</sup> 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**	2nd Quarter FY 2011						MM&C Allowance*	Route Miles
		Total Delay	Largest 2 Delay Categories						
			#1	Minutes	#2	Minutes			
<b>Acela Express</b>									
<b>Standard</b>		<b>265</b>							
Acela Express	Amtrak	316	ENG	39	CTI	39	0	401	
<b>Other Services</b>									
<b>Standard</b>		<b>475</b>							
Keystone	Amtrak	392	HLD	67	ENG	59	0	195	
Cardinal	Amtrak	1209	CAR	271	ENG	235	0	226	
Carolinian	Amtrak	522	PTI	96	CTI	61	0	226	
Crescent	Amtrak	581	ENG	109	PTI	93	0	226	
Northeast Regional	Amtrak	552	ENG	89	PTI	62	0		
Richmond / Newport News‡	Amtrak	537	ENG	107	PTI	52	0	463	
Lynchburg†	Amtrak	615	ENG	109	PTI	70	0	463	
All Other Northeast Regional	Amtrak	552	ENG	80	PTI	65	0	463	
Palmetto	Amtrak	388	DET	80	SMW	53	0	226	
Pennsylvanian	Amtrak	344	ENG	47	CTI	47	0	195	
Silver Meteor	Amtrak	851	PTI	200	ENG	138	0	226	
Silver Star	Amtrak	791	PTI	192	SVS	123	0	226	
Vermont	Amtrak	839	PTI	161	SVS	108	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 SERVICE INDICATOR (CSI) SCORES\***

Service	2nd Quarter FY 2011					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

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

Acela Express	83	80	77	78	63	52
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**Other NEC Corridor Routes**

Keystone Service	81	79	69	76	57	Not Applicable
Northeast Regional (Boston - Washington)	79	75	68	74	53	52
Richmond / Newport News	82	77	65	79	57	60
Lynchburg	83	82	68	80	56	56
New Haven - Springfield	76	78	66	71	49	57

**Non-NEC Corridor Routes**

Capitol Corridor	91	90	83	86	74	75
Carolinian	80	77	67	77	54	67
Cascades	86	88	81	84	70	67
Downeaster	89	89	81	81	70	73
Empire Corridor						
Adirondack	78	76	67	79	57	53
Ethan Allen Express	78	81	63	74	58	56
Maple Leaf	71	76	63	75	48	59
New York - Albany**	82	79	68	74	54	Not Applicable
Heartland Flyer	95	96	90	92	85	75
Hiawatha	85	85	77	82	62	Not Applicable
Hoosier State	86	93	79	85	68	Not Applicable
Illinois						
Carl Sandburg / Illinois Zephyr	86	84	76	78	68	69
Illini / Saluki	73	70	65	73	53	53
Lincoln Service	77	78	69	72	56	65
Michigan						
Blue Water	82	81	77	80	64	68
Pere Marquette	88	90	80	88	72	Not Applicable
Wolverine	72	77	68	72	56	56
Kansas City - St. Louis	91	91	81	80	62	68
Pacific Surfliner	87	87	79	86	70	67
Pennsylvanian	83	79	68	80	61	57
Piedmont	95	92	83	91	88	Not Applicable
San Joaquins	92	91	82	87	70	76
Vermont	78	79	74	75	57	60

**Long-Distance Routes**

Auto Train	88	91	80	73	77	82
California Zephyr	77	79	68	75	50	68
Capitol Limited	78	78	69	79	65	69
Cardinal	71	75	60	64	48	56
City of New Orleans	82	81	76	75	66	67
Coast Starlight	82	79	70	81	61	70
Crescent	77	77	58	71	49	69
Empire Builder	69	78	59	73	51	67
Lake Shore Ltd	67	74	53	68	52	64
Palmetto	83	79	69	78	54	61
Silver Meteor	81	78	68	75	58	69
Silver Star	75	77	66	74	54	67
Southwest Chief	82	79	72	76	61	70
Sunset Limited	88	86	77	84	69	78
Texas Eagle	81	77	71	78	56	71

\*\* 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	2nd Quarter FY 2011		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	54	825,675	0.65
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***Other NEC Corridor Routes***

Keystone Service	43	341,848	1.26
Total Northeast Regional	170	1,461,332	1.16
Richmond / Newport News‡	47	394,066	1.19
Lynchburg†	9	177,048	0.51
All Other Northeast Regional	114	890,218	1.28

***Non-NEC Corridor Routes***

Capitol Corridor	14	297,735	0.47
Carolinian	4	112,545	0.36
Cascades	21	229,736	0.91
Downeaster	6	103,820	0.58
Empire Corridor	54	518,084	1.04
Adirondack	8	68,439	1.17
Ethan Allen Express	6	42,757	1.40
Maple Leaf	2	83,019	0.24
New York - Albany**	19	159,612	1.19
New York - Niagara Falls	19	164,257	1.16
Heartland Flyer	1	37,080	0.27
Hiawatha	25	104,920	2.38
Hoosier State	7	19,796	3.54
Illinois	53	403,642	1.31
Carl Sandburg / Illinois Zephyr	9	91,074	0.99
Illini / Saluki	20	110,360	1.81
Lincoln Service	24	202,208	1.19
Michigan	56	252,318	2.22
Blue Water	13	56,782	2.29
Pere Marquette	7	31,680	2.21
Wolverine	36	163,856	2.20
Kansas City - St. Louis	1	101,880	0.10
Pacific Surfliner	15	401,588	0.37
Pennsylvanian	4	79,920	0.50
Piedmont	3	52,592	0.57
San Joaquins	11	328,320	0.34
Vermont	16	110,340	1.45

***Long-Distance Routes***

Auto Train	0	154,980	0.00
California Zephyr	53	438,840	1.21
Capitol Limited	9	137,520	0.65
Cardinal	10	88,242	1.13
City of New Orleans	6	166,680	0.36
Coast Starlight	34	247,860	1.37
Crescent	15	247,860	0.61
Empire Builder	70	464,400	1.51
Lake Shore Ltd	27	355,680	0.76
Palmetto	3	149,220	0.20
Silver Meteor	25	249,840	1.00
Silver Star	9	273,960	0.33
Southwest Chief	23	406,080	0.57
Sunset Limited	7	152,924	0.46
Texas Eagle	23	229,348	1.00

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	2nd Quarter FY 2011	
	Food-Related	Train-Related

***Amtrak Premium***

Acela Express	0.04	2.15
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***Amtrak Corridor***

Keystone	0.00	0.68
Northeast Regional	0.01	2.35

***Short Distance***

Capitols	0.00	0.15
Carolinian	0.01	7.16
Cascades	0.05	6.40
Downeaster	0.00	1.14
Empire Corridor		
Adirondack	0.00	4.39
Empire Service	0.02	2.50
Ethan Allen Express	0.00	3.43
Maple Leaf	0.10	3.84
Heartland Flyer	0.00	0.81
Hiawatha	0.00	1.64
Hoosier State	0.00	2.28
Illinois		
Carl Sandburg / Illinois Zephyr	0.06	5.72
Illini / Saluki	0.00	5.89
Lincoln Service	0.04	5.27
Michigan		
Blue Water	0.23	10.80
Pere Marquette	0.00	5.33
Wolverine	0.08	11.03
Kansas City - St. Louis	0.07	5.92
Pacific Surfliner	0.01	1.31
Pennsylvanian	0.02	1.78
Piedmont	0.00	0.98
San Joaquins	0.01	1.94
Vermont	0.05	4.33

***Long Distance***

Auto Train	0.50	7.35
California Zephyr	0.75	40.53
Capitol Limited	0.44	16.79
Cardinal	0.58	25.17
City of New Orleans	4.15	20.77
Coast Starlight	1.61	23.51
Crescent	1.27	15.59
Empire Builder	1.32	66.00
Lake Shore Ltd	0.58	24.30
Palmetto	0.11	7.91
Silver Meteor	1.93	25.42
Silver Star	0.63	18.01
Southwest Chief	0.69	24.47
Sunset Limited	1.13	11.94
Texas Eagle	1.39	16.01

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

**TABLE 13:  
FOOD-RELATED COMPLAINTS**  
Number of Complaints Received

Service	2nd Quarter FY 2011						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
<b>Amtrak System</b>	<b>664</b>	<b>1</b>	<b>8</b>	<b>62</b>	<b>594</b>	<b>1,329</b>	
<b>Amtrak Premium</b>	<b>18</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>13</b>	<b>36</b>	
Acela Express	18	0	1	4	13	36	
<b>Amtrak Corridor</b>	<b>10</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>8</b>	<b>20</b>	
Keystone	0	0	0	0	0	0	
Northeast Regional	10	0	2	0	8	20	
<b>Short Distance</b>	<b>30</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>22</b>	<b>59</b>	
Capitols	0	0	0	0	0	0	
Carolinian	1	0	0	0	0	1	
Cascades	6	0	0	2	0	8	
Downeaster	0	0	0	0	0	0	
Empire Corridor	2	0	0	0	8	10	
Adirondack	0	0	0	0	0	0	
Empire Service	2	0	0	0	4	6	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	0	0	0	0	4	4	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	0	0	0	0	0	
Hoosier State	0	0	0	0	0	0	
Illinois	3	0	0	1	4	8	
Carl Sandburg / Illinois Zephyr	0	0	0	0	3	3	
Illini / Saluki	0	0	0	0	0	0	
Lincoln Service	3	0	0	1	1	5	
Michigan	14	0	1	1	2	18	
Blue Water	7	0	0	0	2	9	
Pere Marquette	0	0	0	0	0	0	
Wolverine	7	0	1	1	0	9	
Kansas City - St. Louis	1	0	0	2	0	3	
Pacific Surfliner	1	0	0	0	4	5	
Pennsylvanian	0	0	0	0	1	1	
Piedmont	0	0	0	0	0	0	
San Joaquins	0	0	0	0	2	2	
Vermonter	2	0	0	0	1	3	
<b>Long Distance</b>	<b>606</b>	<b>1</b>	<b>4</b>	<b>52</b>	<b>551</b>	<b>1,214</b>	
Auto Train	6	0	0	2	25	33	
California Zephyr	35	0	0	3	29	67	
Capitol Limited	4	0	1	0	16	21	
Cardinal	4	0	0	0	10	14	
City of New Orleans	95	0	0	2	144	241	
Coast Starlight	111	0	0	5	21	137	
Crescent	67	0	0	2	17	86	
Empire Builder	63	0	0	10	76	149	
Lake Shore Ltd	18	0	0	4	28	50	
Palmetto	3	0	0	1	1	5	
Silver Meteor	95	0	0	7	67	169	
Silver Star	27	0	0	6	31	64	
Southwest Chief	8	0	1	7	36	52	
Sunset Limited	12	0	0	2	12	26	
Texas Eagle	58	1	2	1	38	100	

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

**TABLE 14:  
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2011						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
<b>Amtrak System</b>	<b>1,010</b>	<b>233</b>	<b>1,576</b>	<b>1,788</b>	<b>2,255</b>		<b>6,862</b>
<b>Amtrak Premium</b>	<b>49</b>	<b>7</b>	<b>26</b>	<b>55</b>	<b>48</b>		<b>185</b>
Acela Express	49	7	26	55	48		185
<b>Amtrak Corridor</b>	<b>128</b>	<b>49</b>	<b>74</b>	<b>161</b>	<b>224</b>		<b>636</b>
Keystone	8	12	2	19	14		55
Northeast Regional	120	37	72	142	210		581
<b>Short Distance</b>	<b>217</b>	<b>75</b>	<b>250</b>	<b>365</b>	<b>411</b>		<b>1,318</b>
Capitols	6	6	2	12	5		31
Carolinian	14	4	11	30	36		95
Cascades	9	6	9	16	29		69
Downeaster	6	1	0	4	4		15
Empire Corridor	28	3	18	31	56		136
Adirondack	4	2	4	2	9		21
Empire Service	15	1	14	25	36		91
Ethan Allen Express	2	0	0	1	5		8
Maple Leaf	7	0	0	3	6		16
Heartland Flyer	0	0	4	2	0		6
Hiawatha	4	2	0	1	9		16
Hoosier State	1	0	2	2	1		6
Illinois	44	21	17	70	66		218
Carl Sandburg / Illinois Zephyr	7	7	0	5	18		37
Illini / Saluki	10	5	4	13	10		42
Lincoln Service	27	9	13	52	38		139
Michigan	54	12	60	27	44		197
Blue Water	15	3	14	6	12		50
Pere Marquette	2	0	23	2	5		32
Wolverine	37	9	23	19	27		115
Kansas City - St. Louis	4	1	5	22	7		39
Pacific Surfliner	23	7	13	72	82		197
Pennsylvanian	5	3	4	10	13		35
Piedmont	1	0	1	5	0		7
San Joaquins	10	9	101	51	52		223
Vermont	8	0	3	10	7		28
<b>Long Distance</b>	<b>616</b>	<b>102</b>	<b>1,226</b>	<b>1,207</b>	<b>1,572</b>		<b>4,723</b>
Auto Train	2	11	32	23	51		119
California Zephyr	55	9	108	161	138		471
Capitol Limited	15	9	38	34	78		174
Cardinal	3	5	15	4	9		36
City of New Orleans	33	10	19	57	268		387
Coast Starlight	106	7	125	180	130		548
Crescent	40	1	40	63	82		226
Empire Builder	94	19	315	137	174		739
Lake Shore Ltd	75	8	57	104	83		327
Palmetto	3	0	13	27	31		74
Silver Meteor	52	5	155	129	137		478
Silver Star	83	7	59	68	86		303
Southwest Chief	27	5	127	78	162		399
Sunset Limited	3	1	30	34	43		111
Texas Eagle	25	5	93	108	100		331

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

**TABLE 15:  
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2011						Total
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		
<b>Amtrak System</b>	<b>974</b>	<b>1,479</b>	<b>348</b>	<b>2,178</b>	<b>2,440</b>		<b>7,419</b>
<b>Amtrak Premium</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>46</b>	<b>7</b>		<b>62</b>
Acela Express	5	4	0	46	7		62
<b>Amtrak Corridor</b>	<b>57</b>	<b>187</b>	<b>28</b>	<b>250</b>	<b>89</b>		<b>611</b>
Keystone	0	0	1	8	11		20
Northeast Regional	57	187	27	242	78		591
<b>Short Distance</b>	<b>102</b>	<b>377</b>	<b>61</b>	<b>398</b>	<b>203</b>		<b>1,141</b>
Capitols	0	0	0	2	0		2
Carolinian	5	112	0	28	73		218
Cascades	9	3	8	44	14		78
Downeaster	0	4	0	7	2		13
Empire Corridor							
Adirondack	0	11	2	4	12		29
Empire Service	9	19	9	19	6		62
Ethan Allen Express	1	11	1	7	2		22
Maple Leaf	7	15	2	8	5		37
Heartland Flyer	0	0	0	4	4		8
Hiawatha	0	2	15	3	2		22
Hoosier State	0	0	0	0	0		0
Illinois							
Carl Sandburg / Illinois Zephyr	5	21	0	30	0		56
Illini / Saluki	11	10	3	33	3		60
Lincoln Service	11	45	7	51	18		132
Michigan							
Blue Water	2	34	1	20	18		75
Pere Marquette	0	0	0	0	1		1
Wolverine	13	52	2	63	28		158
Kansas City - St. Louis	1	23	6	13	0		43
Pacific Surfliner	10	1	3	27	4		45
Pennsylvanian	16	6	0	10	1		33
Piedmont	0	0	0	0	0		0
San Joaquins	0	2	2	8	10		22
Vermont	2	6	0	17	0		25
<b>Long Distance</b>	<b>810</b>	<b>911</b>	<b>259</b>	<b>1,484</b>	<b>2,141</b>		<b>5,605</b>
Auto Train	54	28	6	109	47		244
California Zephyr	72	58	38	178	248		594
Capitol Limited	17	21	8	44	10		100
Cardinal	12	20	1	22	14		69
City of New Orleans	41	42	12	45	36		176
Coast Starlight	51	42	16	115	51		275
Crescent	16	53	8	67	68		212
Empire Builder	137	80	38	334	140		729
Lake Shore Ltd	73	91	19	99	175		457
Palmetto	18	46	1	42	22		129
Silver Meteor	98	164	16	106	946		1,330
Silver Star	28	106	30	85	106		355
Southwest Chief	99	65	49	119	165		497
Sunset Limited	24	4	3	16	24		71
Texas Eagle	70	91	14	103	89		367

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

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

2nd Quarter FY 2011
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<b>Amtrak System</b>		<b>113</b>
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**Division**

Central		15
Mid-Atlantic		9
Northeast		34
Pacific		30
Southern		10
Southwest		15

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

**TABLE 17:  
PUBLIC BENEFITS**

	<b>FY 2009</b>
<b>Connectivity</b>	<b>23.1%</b>
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
<b>Availability of Other Modes</b>	<b>6.2%</b>
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:  
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:  
AMTRAK DELAY CODE DEFINITIONS**

<b>Host - Railroad Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
CTI	Commuter Train Interfere	Delays for meeting or following commuter trains
CTP	Commuter Train Problems	Delays directly caused by abnormal occurrences to commuter trains
DBB	B&B work due to defect	Delays caused by bridge or building maintenance
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

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

<b>Third-Party Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
BSP	Bridge Strike	Delay due to train striking an overhead bridge
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**

<b>Host-Railroad Codes</b>	
<b>Code</b>	<b>Company</b>
Amtrak	Amtrak
BBRR	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	2nd Quarter FY 2011	2nd Quarter FY 2011

**Acela Express**

<b>Standard</b>		<b>≥ 0</b>	<b>90%</b>	<b>90%</b>
Acela Express	2100	-0.2	66.1%	86.4%
	2103	-1.2	79.0%	91.4%
	2104	0.8	93.5%	93.6%
	2107	-2.2	79.0%	88.3%
	2109	-0.7	87.1%	91.7%
	2110	-0.6	88.3%	92.6%
	2117	-0.3	83.6%	91.4%
	2119	0.1	82.3%	82.2%
	2121	-2.5	83.6%	88.2%
	2122	-2.4	91.9%	87.7%
	2124	-1.4	88.7%	88.7%
	2126	-4.2	75.4%	76.2%
	2150	-0.3	74.2%	81.2%
	2151	-0.7	69.4%	77.9%
	2153	-1.8	71.0%	82.6%
	2154	-1.1	80.6%	82.0%
	2155	0.0	72.6%	78.7%
	2158	0.0	74.2%	81.1%
	2159	-0.9	74.2%	83.9%
	2160	0.4	82.3%	88.1%
	2163	-1.0	67.7%	81.0%
	2164	-0.7	72.6%	79.8%
	2165	-0.4	77.4%	79.8%
	2166	-1.3	73.8%	81.8%
	2167	-0.6	79.0%	79.6%
	2168	-0.7	79.0%	85.7%
	2170	-1.3	74.2%	83.9%
	2171	-3.1	82.0%	79.8%
	2172	-1.6	71.0%	79.6%
	2173	-2.3	72.6%	74.8%
	2190	-1.1	75.4%	81.9%
	2193	-0.6	83.6%	82.1%
	2203	-1.1	86.7%	92.0%
	2205	-0.5	92.3%	89.4%
	2207	-1.6	80.0%	90.3%
	2208	0.9	92.3%	89.8%
	2211	0.0	92.3%	98.1%
	2212	2.0	92.9%	92.4%
	2213	-0.3	100.0%	99.0%
	2216	0.0	80.0%	86.2%
	2220	1.1	93.3%	94.6%
	2221	-1.7	76.9%	86.5%
	2222	-1.9	84.6%	86.1%
	2225	1.3	92.3%	98.0%
	2228	0.2	100.0%	96.0%
	2250	-0.4	71.4%	83.3%
	2251	-1.2	66.7%	85.4%
	2252	0.5	69.2%	82.9%
	2253	-0.2	78.6%	81.0%
	2254	0.6	100.0%	96.0%
	2255	0.3	100.0%	100.0%
	2256	-0.3	84.6%	94.7%
	2257	0.0	92.3%	92.1%
	2258	-1.3	84.6%	95.7%
	2259	-0.3	69.2%	85.9%
	2290	-3.4	86.7%	93.1%
	2297	-1.0	76.9%	77.5%

**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	2nd Quarter FY 2011	2nd Quarter FY 2011

**Other NEC Corridor Routes**

<b>Standard</b>		<b>≥ 0</b>	<b>85.0%</b>	<b>85.0%</b>
<b>Northeast Regional</b>				
Richmond / Newport News‡	66	0.9	92.2%	77.3%
	67	-0.9	86.7%	89.4%
	82	-0.1	86.7%	66.7%
	83	0.9	33.3%	58.9%
	84	-3.4	82.3%	70.9%
	85	-0.4	66.1%	86.2%
	86	0.1	90.3%	84.0%
	87	2.4	71.4%	68.9%
	88	0.0	85.7%	77.2%
	93	-0.7	66.0%	74.7%
	94	-0.3	75.8%	68.6%
	95	0.5	37.1%	62.3%
	99	0.4	85.7%	80.4%
	125	Not Available	80.6%	83.8%
	157	Not Available	92.3%	98.0%
	164	Not Available	85.7%	86.6%
	174	Not Available	87.1%	87.7%
194	0.2	50.0%	55.0%	
195	0.9	78.6%	78.1%	
Lynchburg†	145	-1.2	84.6%	74.2%
	147	-0.2	86.7%	88.8%
	156	-14.1	78.6%	84.8%
	171	-7.0	77.4%	72.8%
	176	-6.5	80.6%	80.0%
<b>All Other Northeast Regional</b>				
	110	0.1	82.0%	94.3%
	111	-0.9	65.6%	85.1%
	121	-3.4	66.7%	96.1%
	123	Not Available	84.6%	95.0%
	126	Not Available	84.6%	89.2%
	127	-2.3	91.5%	94.0%
	129	-2.1	72.6%	86.6%
	130	-1.7	79.0%	86.9%
	131	-0.3	89.3%	94.7%
	132	Not Available	84.6%	95.7%
	133	-1.6	58.3%	81.5%
	134	-0.7	72.0%	80.5%
	135	0.6	89.3%	91.4%
	136	2.1	75.0%	80.3%
	137	-1.7	71.0%	74.5%
	138	-0.8	72.6%	82.2%
	139	Not Available	84.6%	88.2%
	140	1.1	89.3%	93.2%
	141	1.9	74.2%	75.6%
	143	0.2	64.3%	77.5%
	146	2.7	93.3%	88.8%
	148	0.9	64.5%	86.8%
	150	-0.8	85.7%	92.6%
	151	-0.3	85.5%	93.9%
	152	0.7	75.0%	91.3%
	153	-3.0	89.3%	95.0%
	154	1.9	84.6%	94.2%
	155	-0.4	89.3%	91.0%
	158	1.5	82.1%	90.1%
	159	3.3	85.7%	86.6%
	160	-1.1	82.1%	89.8%
	161	0.7	85.7%	85.2%
	162	0.2	85.7%	86.6%
	163	-0.9	85.7%	85.2%
	165	0.0	96.4%	87.1%
	166	-2.9	76.9%	87.4%
	167	0.7	93.3%	93.1%
	168	-0.2	86.7%	83.3%
	169	-0.3	78.6%	80.9%
	170	-2.3	83.9%	82.3%
	172	-1.1	77.4%	75.7%

**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	2nd Quarter FY 2011	2nd Quarter FY 2011
	173	0.2	75.8%	83.5%
	175	-1.2	83.9%	83.7%
	177	-0.8	79.0%	81.2%
	178	-4.6	83.9%	85.4%
	179	-0.8	68.3%	83.5%
	180	-1.3	59.7%	91.3%
	181	-2.0	61.3%	86.6%
	182	-0.3	92.9%	92.8%
	183	-2.2	88.3%	93.9%
	184	-1.6	72.1%	82.4%
	185	-1.2	77.4%	88.7%
	186	0.8	91.9%	98.0%
	187	-2.6	74.2%	90.0%
	188	1.7	82.3%	90.3%
	190	-1.3	75.8%	87.9%
	192	1.7	100.0%	97.5%
	193	0.1	71.0%	80.5%
	196	1.8	92.0%	95.0%
	198	-6.5	71.1%	89.4%
	199	2.5	Not Available	Not Available
	401	6.5	71.4%	86.0%
	405	5.7	89.3%	90.7%
	432	Not Available	92.3%	88.9%
	450	3.3	57.1%	73.5%
	460	3.9	60.7%	71.8%
	463	3.2	75.0%	85.5%
	464	4.2	78.6%	83.3%
	465	Not Available	61.5%	78.9%
	467	5.6	93.3%	93.3%
	470	1.7	58.1%	62.1%
	475	5.9	90.2%	94.5%
	476	1.8	57.4%	62.2%
	479	6.9	77.0%	84.1%
	488	5.8	64.3%	68.6%
	490	4.8	80.6%	85.3%
	493	4.8	71.0%	81.0%
	494	5.5	55.7%	67.1%
	495	5.0	83.9%	94.6%
	497	7.8	76.9%	97.2%
Keystone	600	-0.9	88.7%	97.8%
	601	0.5	91.8%	98.3%
	605	-0.8	77.4%	95.9%
	607	-1.2	85.5%	94.0%
	609	-2.0	90.3%	96.1%
	610	0.4	92.3%	87.2%
	611	-5.2	100.0%	96.7%
	612	0.9	100.0%	100.0%
	615	-3.8	93.3%	94.6%
	618	-3.9	94.0%	99.3%
	619	-0.6	88.7%	96.0%
	620	-0.5	98.4%	99.1%
	622	-0.3	95.2%	98.0%
	637	-3.0	100.0%	100.0%
	639	-0.7	88.7%	95.3%
	640	-0.4	59.7%	89.0%
	641	-0.7	83.9%	93.1%
	642	1.4	86.9%	97.1%
	643	0.1	87.1%	94.2%
	644	0.3	96.8%	97.8%
	645	0.1	85.5%	96.4%
	646	1.0	88.7%	96.5%
	647	-0.4	88.7%	96.7%
	648	-1.0	90.3%	95.3%
	649	-1.1	77.0%	95.1%
	650	-0.1	85.5%	96.3%
	651	-0.4	71.0%	92.3%
	652	0.1	80.6%	94.0%
	653	0.3	71.0%	88.6%
	654	0.1	90.3%	96.9%

**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	2nd Quarter FY 2011	2nd Quarter FY 2011
	655	0.0	79.0%	92.7%
	656	-0.3	91.9%	98.0%
	658	-0.9	83.3%	93.5%
	660	1.2	89.3%	96.1%
	661	-2.4	89.3%	97.2%
	662	-1.8	76.9%	91.1%
	663	-3.7	96.4%	93.8%
	664	-2.3	92.9%	98.2%
	665	-0.7	82.1%	94.3%
	666	0.6	89.3%	91.1%
	667	-1.8	85.7%	94.7%
	668	-1.7	86.7%	96.1%
	669	-2.2	96.4%	98.4%
	670	0.3	96.4%	96.7%
	671	-4.2	78.6%	92.6%
	672	-0.1	96.4%	97.8%

**Non-NEC Corridor Routes**

Standard		≥ 0	80.0%	80.0%
Capitol Corridor	518	3.7	96.9%	99.0%
	520	1.9	98.4%	98.8%
	521	0.6	96.9%	98.3%
	522	3.2	100.0%	97.5%
	523	0.8	93.8%	96.8%
	524	2.4	93.8%	94.2%
	525	2.3	98.4%	100.0%
	526	2.8	95.3%	96.2%
	527	1.9	100.0%	99.2%
	528	2.9	95.3%	97.5%
	529	1.5	98.4%	99.3%
	530	4.1	85.9%	92.0%
	531	3.5	100.0%	98.3%
	532	3.5	85.9%	91.3%
	533	1.8	96.8%	99.6%
	534	1.4	98.4%	99.8%
	535	2.2	87.5%	94.2%
	536	0.4	93.8%	96.1%
	537	2.5	96.9%	94.6%
	538	1.6	96.9%	95.3%
	540	3.0	96.9%	98.2%
	541	3.3	93.8%	94.8%
	542	1.9	98.4%	98.2%
	543	2.5	93.8%	94.7%
	544	2.9	96.9%	97.5%
	545	2.7	92.2%	97.7%
	546	3.7	98.4%	94.0%
	547	1.4	92.2%	93.8%
	548	-1.7	96.9%	96.0%
	549	2.2	100.0%	99.8%
	551	1.5	93.8%	98.2%
	553	2.2	95.3%	96.2%
	720	2.7	96.2%	98.1%
	723	0.3	96.2%	96.4%
	724	1.9	96.2%	97.6%
	727	1.1	96.2%	97.3%
	728	1.3	88.5%	95.0%
	729	0.9	96.2%	96.4%
	732	3.1	92.3%	95.2%
	733	1.8	92.3%	94.7%
	734	0.8	92.3%	97.6%
	736	1.6	96.2%	99.1%
	737	2.2	92.3%	91.1%
	738	2.9	100.0%	100.0%
	741	1.0	92.3%	95.8%
	742	1.5	88.5%	94.9%
	743	1.2	100.0%	100.0%
	744	1.4	92.3%	95.8%
	745	1.9	100.0%	98.6%
	746	1.2	92.3%	96.4%
	747	2.2	92.3%	95.2%

**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	2nd Quarter FY 2011	2nd Quarter FY 2011
	748	2.2	100.0%	98.8%
	749	1.0	96.2%	96.6%
	751	2.1	100.0%	100.0%
Carolinian	79	0.4	71.1%	65.3%
	80	0.2	80.0%	74.5%
Cascades	500	1.9	62.2%	61.4%
	501	0.7	55.6%	78.4%
	504	2.5	68.0%	71.5%
	506	1.6	36.7%	58.7%
	507	2.3	52.2%	73.0%
	508	3.4	100.0%	100.0%
	509	1.7	56.2%	79.0%
	510	0.7	62.5%	83.2%
	513	-3.2	29.9%	50.0%
	516	-2.0	61.4%	67.0%
	517	-0.6	63.5%	78.0%
Downeaster	680	0.2	85.7%	94.2%
	681	-1.5	74.6%	77.1%
	682	-0.7	82.5%	94.4%
	683	-1.0	79.4%	87.9%
	684	0.4	71.4%	83.3%
	685	0.0	64.5%	79.3%
	686	-1.0	85.7%	94.3%
	687	-1.4	50.8%	76.8%
	688	-0.1	77.4%	87.1%
	689	-2.4	69.8%	81.2%
	690	-0.3	88.9%	97.4%
	691	1.6	81.5%	93.6%
	692	0.2	77.8%	96.6%
	693	0.3	81.5%	93.8%
	694	0.0	59.3%	89.5%
	695	0.9	96.3%	97.4%
	696	1.6	77.8%	93.0%
	697	2.1	85.2%	95.0%
	698	0.2	77.8%	92.2%
	699	-0.8	92.6%	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	2nd Quarter FY 2011	2nd Quarter FY 2011
<b>Empire Corridor</b>				
Adirondack	68	0.1	81.1%	<b>57.8%</b>
	69	0.8	<b>56.7%</b>	<b>64.2%</b>
Maple Leaf	63	1.1	82.2%	<b>67.9%</b>
	64	0.2	<b>62.2%</b>	<b>49.3%</b>
New York - Albany**	230	2.2	86.9%	95.9%
	232	<b>-0.5</b>	<b>77.0%</b>	91.9%
	233	1.1	85.1%	92.6%
	234	0.9	<b>68.9%</b>	89.0%
	235	0.7	89.5%	94.0%
	236	0.6	80.9%	89.4%
	237	0.6	<b>75.9%</b>	90.9%
	238	2.3	80.5%	84.5%
	239	0.0	89.8%	97.3%
	241	1.6	88.5%	94.9%
	242	3.6	93.1%	98.0%
	243	1.7	90.7%	95.3%
	244	0.7	95.5%	97.6%
	245	2.0	91.8%	93.5%
	250	2.4	89.3%	91.8%
	252	<b>-1.1</b>	86.7%	91.4%
	253	2.4	82.1%	94.4%
	254	1.0	<b>76.9%</b>	80.0%
255	0.4	83.3%	82.1%	
261	0.5	90.0%	94.1%	
New York - Niagara Falls	280	0.5	<b>74.0%</b>	<b>74.1%</b>
	281	0.6	<b>64.4%</b>	<b>58.2%</b>
	283	1.9	<b>77.8%</b>	<b>74.2%</b>
	284	0.2	<b>77.8%</b>	<b>75.1%</b>
	288	0.6	<b>76.9%</b>	<b>79.9%</b>
Ethan Allen Express	290	0.0	<b>51.6%</b>	<b>66.6%</b>
	291	0.2	<b>66.2%</b>	80.8%
	293	0.8	<b>50.0%</b>	<b>69.3%</b>
	296	<b>-1.9</b>	<b>76.9%</b>	82.2%
Heartland Flyer	821	2.8	88.6%	93.0%
	822	3.9	94.3%	83.3%
Hiawatha	329	<b>-2.1</b>	82.9%	91.4%
	330	<b>-0.1</b>	90.8%	94.5%
	331	<b>-0.5</b>	83.1%	87.4%
	332	<b>-2.7</b>	85.4%	92.8%
	333	<b>-1.8</b>	88.8%	92.9%
	334	0.7	97.8%	100.0%
	335	<b>-0.5</b>	91.0%	94.2%
	336	0.9	94.4%	97.7%
	337	0.6	91.0%	95.7%
	338	<b>-1.3</b>	87.6%	93.2%
	339	<b>-1.1</b>	86.5%	89.5%
	340	<b>-0.2</b>	82.0%	94.8%
	341	0.3	82.0%	88.1%
	342	<b>-1.4</b>	<b>78.7%</b>	87.7%
Hoosier State	850	0.7	<b>63.3%</b>	<b>69.7%</b>
	851	4.5	<b>68.0%</b>	<b>79.2%</b>
<b>Illinois</b>				
Carl Sandburg / Illinois Zephyr	380	1.8	96.5%	92.9%
	381	0.2	95.3%	94.6%
	382	1.5	96.6%	94.9%
	383	1.2	87.5%	84.6%

**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	2nd Quarter FY 2011	2nd Quarter FY 2011	
Illini / Saluki	390	3.2	70.5%	62.0%	
	391	2.5	48.9%	28.7%	
	392	1.3	43.3%	56.3%	
	393	0.2	76.7%	61.3%	
	Lincoln Service	300	0.7	57.5%	68.3%
		301	3.6	75.9%	78.9%
		302	1.9	54.4%	70.8%
		303	2.2	75.3%	61.0%
		304	2.6	84.1%	76.0%
		305	1.3	72.7%	65.5%
		306	3.3	85.6%	86.2%
	307	-0.9	75.6%	67.2%	
Michigan					
Blue Water	364	1.8	85.2%	80.1%	
	365	3.8	35.2%	70.8%	
Pere Marquette	370	2.4	77.8%	82.2%	
	371	2.2	51.1%	81.1%	
Wolverine	350	0.8	32.2%	37.3%	
	351	2.1	16.9%	63.7%	
	352	1.1	5.6%	28.8%	
	353	3.3	36.7%	56.0%	
	354	-0.6	17.8%	36.1%	
	355	3.3	40.0%	42.4%	
Kansas City - St. Louis	311	5.2	92.1%	91.3%	
	313	7.7	85.4%	88.2%	
	314	8.8	83.1%	83.8%	
	316	9.9	88.8%	89.3%	
Pacific Surfliner	562	-0.3	89.1%	96.3%	
	564	-0.7	92.9%	96.2%	
	563	Not Available	90.9%	98.0%	
	565	0.5	89.3%	95.6%	
	566	0.7	88.8%	91.5%	
	567	-0.4	62.5%	84.5%	
	571	0.7	92.0%	93.8%	
	572	-0.6	91.0%	97.7%	
	573	-0.7	85.0%	93.5%	
	577	3.2	88.0%	89.3%	
	578	-0.2	94.4%	97.4%	
	579	1.0	93.8%	96.2%	
	580	0.5	91.7%	95.8%	
	582	1.4	92.1%	95.6%	
	583	0.8	92.2%	96.1%	
	587	-0.9	20.0%	51.6%	
	589	-1.4	79.7%	79.3%	
	590	1.4	94.6%	96.1%	
	591	2.1	87.5%	87.7%	
	592	-1.7	76.4%	87.6%	
	595	0.2	86.5%	91.3%	
	597	-1.3	83.3%	87.9%	
	763	-0.3	70.0%	86.7%	
	768	0.6	85.6%	92.1%	
	769	-0.1	76.7%	90.5%	
	774	0.4	93.3%	84.6%	
	775	0.0	74.4%	82.8%	
784	-0.4	77.8%	86.1%		
785	-0.1	86.7%	95.0%		
792	3.5	61.5%	57.8%		
796	0.7	87.8%	94.0%		
798	-1.1	57.1%	55.7%		
799	-0.1	43.3%	82.4%		
Pennsylvanian	42	0.1	94.7%	86.5%	
	43	0.2	91.1%	80.4%	
	44	0.8	93.3%	93.5%	

**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	2nd Quarter FY 2011	2nd Quarter FY 2011
Piedmont	73	0.6	77.8%	88.5%
	76	Not Available	71.1%	83.4%
San Joaquin	701	1.7	94.4%	95.4%
	702	0.3	96.7%	92.2%
	703	1.1	88.9%	86.7%
	704	1.6	87.8%	89.6%
	711	1.0	93.3%	93.1%
	712	0.6	92.2%	92.2%
	713	1.2	85.6%	90.0%
	714	0.5	86.7%	91.5%
	715	1.9	85.6%	85.4%
	716	1.7	93.3%	92.7%
	717	1.5	86.7%	87.8%
Vermont	54	2.6	75.0%	82.3%
	55	1.2	71.0%	73.0%
	56	2.5	64.5%	69.0%
	57	2.4	82.1%	84.0%

**Long Distance Routes**

<b>Standard</b>		<b>≥ 0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	52	1.3	93.3%	93.9%
	53	1.0	94.4%	95.5%
California Zephyr	5	2.8	59.6%	51.2%
	6	2.5	45.5%	45.7%
Cardinal	50	0.8	42.1%	35.4%
	51	1.1	63.2%	49.1%
Capitol Limited	29	1.4	47.8%	61.0%
	30	1.7	67.8%	43.2%
City of New Orleans	58	0.9	84.4%	66.1%
	59	1.2	87.8%	58.3%
Coast Starlight	11	0.6	58.9%	60.4%
	14	1.5	71.1%	49.3%
Crescent	19	0.0	68.9%	68.2%
	20	0.0	82.2%	68.6%
Empire Builder	27	-0.6	35.5%	28.6%
	28	-0.8	55.1%	20.4%
	7	-0.7	29.2%	29.6%
	8	-0.9	18.2%	17.9%
Lake Shore Ltd	448	9.0	52.7%	37.7%
	449	6.5	70.3%	37.6%
	48	1.5	68.9%	44.5%
	49	-0.1	31.1%	37.6%
Palmetto	89	1.0	86.7%	68.6%
	90	0.1	96.7%	90.1%
Silver Meteor	97	0.2	86.4%	70.0%
	98	0.9	84.4%	76.8%
Silver Star	91	0.7	54.4%	55.6%
	92	1.3	77.8%	62.0%
Southwest Chief	3	0.3	80.9%	68.9%
	4	0.2	75.6%	54.1%
Sunset Limited	1	3.6	84.6%	63.2%
	2	2.9	81.6%	53.0%
Texas Eagle	21	2.8	82.2%	61.3%
	22	3.2	72.2%	62.9%

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

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

Service	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance*
Acela Express	2150	MNRR	506	DSR	262	CTI	116	0
	2151	MNRR	1071	CTI	798	DCS	226	0
	2153	MNRR	214	CTI	101	DCS	39	0
	2154	MNRR	486	DSR	237	RTE	129	0
	2155	MNRR	405	CTI	199	PTI	83	0
	2158	MNRR	191	CTI	103	DCS	48	0
	2159	MNRR	300	CTI	163	DMW	115	0
	2160	MNRR	170	DSR	105	CTI	47	0
	2163	MNRR	345	RTE	185	CTI	131	0
	2164	MNRR	102	CTI	41	DMW	38	0
	2165	MNRR	163	CTI	67	DSR	33	0
	2166	MNRR	101	CTI	101	-	-	0
	2167	MNRR	191	CTI	179	RTE	9	0
	2168	MNRR	296	CTI	211	DSR	59	0
	2170	MNRR	1150	CTI	805	DCS	132	0
	2171	MNRR	518	DSR	363	CTI	149	0
	2172	MNRR	319	CTI	141	RTE	114	0
	2173	MNRR	902	RTE	296	DSR	284	0
	2190	MNRR	905	DSR	699	CTI	134	0
	2193	MNRR	284	RTE	126	CTI	79	0
	2250	MNRR	370	CTI	293	DSR	38	0
	2251	MNRR	60	DCS	60	-	-	0
	2252	MNRR	412	CTI	412	-	-	0
	2253	MNRR	57	CTI	51	DSR	6	0
	2254	MNRR	0	-	-	-	-	0
	2255	MNRR	27	DMW	27	-	-	0
	2256	MNRR	27	DSR	14	CTI	14	0
	2257	MNRR	137	RTE	69	CTI	69	0
	2258	MNRR	0	-	-	-	-	0
	2259	MNRR	110	PTI	96	DSR	14	0
	2290	MNRR	214	DSR	214	-	-	0
	2297	MNRR	357	DSR	302	DCS	27	0

**Other NEC Corridor Routes**

Service	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance*
Northeast Regional	194	CSX	1774	DSR	830	DCS	351	57
Richmond / Newport News‡		MNRR	421	CTI	383	DSR	19	0
	195	CSX	945	RTE	349	DSR	252	97
		MNRR	230	CTI	83	PTI	57	0
	66	CSX	1824	DSR	759	FTI	345	101
		MNRR	475	DCS	286	CTI	99	0
	67	CSX	1586	DSR	734	DCS	292	100
		MNRR	492	CTI	266	DMW	143	0
	82	CSX	1414	FTI	369	PTI	362	0
		MNRR	95	CTI	95	-	-	0
	83	CSX	2389	DSR	1210	DCS	396	0
		MNRR	833	CTI	670	DSR	164	0
	84	CSX	2394	DSR	1147	FTI	527	134
	85	CSX	1530	CTI	463	DSR	354	175
	86	CSX	1641	RTE	539	DSR	394	175
		MNRR	67	CTI	41	PTI	15	0
	87	CSX	744	DSR	323	FTI	120	97
	88	CSX	1634	FTI	556	RTE	398	97
		MNRR	134	PTI	57	CTI	38	0
	93	CSX	1642	DSR	582	RTE	308	223
		MNRR	491	DSR	249	CTI	190	0
	94	CSX	2013	DSR	742	DCS	411	125
		MNRR	752	CTI	641	PTI	56	0

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

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

<b>Standard</b>	<b>900</b>						
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Lynchburg†	95	CSX		3251	DSR	1534	DCS	574	409
		MNRR		411	RTE	321	DSR	48	0
	99	CSX		1209	DSR	615	FTI	285	57
		MNRR		313	DSR	128	CTI	128	0
	125	CSX		2276	CTI	974	RTE	397	0
	157	CSX		1045	RTE	404	DSR	314	0
	164	CSX		1168	DSR	366	RTE	343	97
		MNRR		134	CTI	89	DSR	45	0
	174	CSX		1848	RTE	662	CTI	302	0
		MNRR		325	CTI	287	RTE	23	0
	145	MNRR		982	CTI	893	DSR	89	0
		NS		108	FTI	52	PTI	38	0
	147	MNRR		753	RTE	421	DCS	179	0
		NS		41	FTI	24	DSR	8	0
	156	NS		428	FTI	151	DCS	137	0
	171	MNRR		473	CTI	307	DMW	98	0
	NS		344	CTI	175	FTI	66	0	
176	MNRR		542	RTE	310	DCS	70	0	
	NS		262	RTE	105	DCS	96	0	
All Other Northeast Regional	132	MNRR		124	DMW	69	CTI	55	0
	135	MNRR		106	CTI	93	RTE	13	0
	136	MNRR		89	DSR	45	RTE	45	0
	137	MNRR		940	CTI	817	RTE	88	0
	139	MNRR		577	CTI	577	-	-	0
	140	MNRR		147	RTE	128	DSR	19	0
	141	MNRR		1238	CTI	642	DCS	412	0
	143	MNRR		158	CTI	158	-	-	0
	146	MNRR		119	CTI	95	DSR	24	0
	148	MNRR		1022	CTI	893	DCS	76	0
	150	MNRR		337	DSR	198	PTI	60	0
	160	MNRR		529	CTI	421	PTI	96	0
	161	MNRR		325	CTI	255	DMW	51	0
	162	MNRR		204	DSR	134	CTI	45	0
	163	MNRR		140	CTI	77	RTE	45	0
	165	MNRR		223	CTI	134	DMW	45	0
	166	MNRR		27	DSR	27	-	-	0
	167	MNRR		167	CTI	95	DCS	71	0
	168	MNRR		71	CTI	60	RTE	12	0
	169	MNRR		230	CTI	108	DSR	57	0
	170	MNRR		685	CTI	449	DSR	101	0
	172	MNRR		451	DSR	255	CTI	167	0
	173	MNRR		585	CTI	539	DCS	20	0
	175	MNRR		1159	CTI	940	RTE	179	0
	177	MNRR		867	CTI	392	DCS	205	0
	178	MNRR		354	CTI	205	DCS	70	0
	179	MNRR		196	CTI	143	RTE	42	0
	190	MNRR		1196	CTI	625	DSR	399	0

**Non-NEC Corridor Routes**

Capitol Corridor	518	UP		459	PTI	197	RTE	193	0
	520	UP		409	PTI	131	RTE	93	0
	521	UP		453	PTI	179	RTE	116	0
	522	UP		213	RTE	111	PTI	45	0
	523	UP		533	PTI	210	RTE	124	0
	524	UP		678	PTI	240	DCS	174	0
	525	UP		283	PTI	104	RTE	84	0
	526	UP		666	PTI	263	DCS	233	0
	527	UP		650	PTI	201	FTI	115	0
	528	UP		773	PTI	419	RTE	103	0
	529	UP		316	DCS	134	RTE	82	0
	530	UP		618	PTI	147	DCS	143	0
	531	UP		667	PTI	381	RTE	107	0
	532	UP		854	PTI	192	RTE	186	0
	533	UP		487	PTI	254	DCS	89	0
	534	UP		967	PTI	552	RTE	209	0
	535	UP		650	RTE	173	PTI	141	0
	536	UP		564	FTI	162	DCS	138	0
	537	UP		423	PTI	105	RTE	93	0
	538	UP		680	PTI	281	DCS	178	0
	540	UP		480	PTI	191	DCS	133	0

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

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

<b>Standard</b>	<b>900</b>							
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	541	UP		495	PTI	134	DCS	112	0
	542	UP		417	FTI	117	RTE	104	0
	543	UP		355	PTI	100	RTE	92	0
	544	UP		308	RTE	133	PTI	73	0
	545	UP		240	RTE	79	PTI	66	0
	546	UP		515	RTE	188	PTI	118	0
	547	UP		468	PTI	232	FTI	99	0
	548	UP		628	RTE	356	PTI	127	0
	549	UP		352	RTE	177	PTI	93	0
	551	UP		535	PTI	381	RTE	82	0
	553	UP		191	RTE	79	FTI	43	0
	720	UP		748	PTI	422	DCS	154	0
	723	UP		362	DCS	153	PTI	112	0
	724	UP		459	PTI	297	DCS	91	0
	727	UP		453	DCS	159	RTE	153	0
	728	UP		650	PTI	318	RTE	88	0
	729	UP		710	PTI	430	DCS	162	0
	732	UP		554	DCS	277	RTE	123	0
	733	UP		662	RTE	256	PTI	229	0
	734	UP		585	DCS	188	DMW	103	0
	736	UP		385	RTE	138	DCS	85	0
	737	UP		753	PTI	250	RTE	191	0
	738	UP		273	PTI	110	RTE	53	0
	741	UP		444	PTI	182	RTE	94	0
	742	UP		599	PTI	200	DBS	172	0
	743	UP		141	PTI	85	DCS	56	0
	744	UP		582	DBS	209	FTI	135	0
	745	UP		202	PTI	101	RTE	44	0
	746	UP		462	DCS	137	FTI	119	0
	747	UP		285	PTI	85	DCS	76	0
	748	UP		129	FTI	47	DSR	32	0
	749	UP		515	PTI	295	DCS	84	0
	751	UP		75	DCS	44	RTE	13	0
Carolinian	79	CSX		1103	DSR	286	PTI	265	57
		NS		769	DSR	465	PTI	81	0
	80	CSX		1356	DSR	375	PTI	273	0
		NS		682	DSR	451	DCS	80	0
Cascades	500	BNSF		1194	DSR	433	PTI	204	0
		UP		2437	DSR	1077	FTI	1003	0
	501	BNSF		1184	DSR	356	RTE	269	0
	504	UP		1991	DSR	988	DCS	345	0
	506	BNSF		1517	DSR	339	PTI	322	0
	507	BNSF		1833	FTI	497	RTE	475	0
		UP		2005	DSR	835	FTI	501	0
	508	BNSF		349	DSR	215	RTE	81	0
	509	BNSF		1202	FTI	344	RTE	274	0
		UP		1954	DSR	881	FTI	630	0
	510	BNSF		1654	PTI	368	DSR	330	0
	513	BNSF		1826	PTI	478	RTE	423	0
516	BNSF		1330	FTI	406	DSR	306	0	
517	BNSF		1491	PTI	394	FTI	393	0	
Downeaster	680	MBTA		1839	DSR	1041	CTI	533	0
		PanAm		188	DSR	156	FTI	31	0
	681	MBTA		2893	CTI	1523	DSR	1203	0
		PanAm		284	DSR	164	FTI	103	0
	682	MBTA		2452	DSR	1075	DCS	739	0
		PanAm		366	DSR	231	FTI	76	0
	683	MBTA		1822	DSR	1146	CTI	328	0
		PanAm		366	DSR	246	PTI	50	0
	684	MBTA		1138	DSR	857	DCS	181	0
		PanAm		1414	PTI	1048	DSR	271	0
685	MBTA		2754	DSR	1479	CTI	997	0	
	PanAm		380	DSR	188	FTI	128	0	
686	MBTA		2616	DSR	1587	DCS	634	0	
	PanAm		434	DSR	198	DCS	182	0	

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

Service	Train	Host	2nd Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
<b>Standard</b>			<b>900</b>					
	687	MBTA		DSR	1675	CTI	903	0
		PanAm	980	PTI	364	DSR	333	0
	688	MBTA	917	DSR	533	FTI	188	0
		PanAm	899	DSR	437	PTI	269	0
	689	MBTA	1516	DSR	987	CTI	437	0
		PanAm	453	DSR	172	FTI	143	0
	690	MBTA	1078	DSR	1078	-	-	0
		PanAm	256	DSR	164	FTI	63	0
	691	MBTA	1568	DSR	1411	FTI	108	0
		PanAm	275	DSR	212	PTI	63	0
	692	MBTA	1626	DSR	1568	DCS	39	0
		PanAm	193	DSR	106	DCS	48	0
	693	MBTA	1460	DSR	1352	FTI	88	0
		PanAm	849	PTI	299	DSR	294	0
	694	MBTA	834	DSR	641	FTI	122	0
		PanAm	1337	PTI	764	DSR	316	0
	695	MBTA	1272	DSR	1038	PTI	153	0
		PanAm	210	DSR	145	DCS	65	0
	696	MBTA	1832	DSR	1362	FTI	225	0
		PanAm	579	FTI	304	DSR	270	0
697	MBTA	1675	DSR	1460	DCS	108	0	
	PanAm	415	DSR	198	FTI	169	0	
698	MBTA	892	DSR	568	DCS	206	0	
	PanAm	641	PTI	381	DSR	222	0	
699	MBTA	754	DSR	607	DCS	147	0	
	PanAm	101	DSR	53	FTI	48	0	
<b>Empire Corridor</b>								
Adirondack	68	CN	3207	DSR	1230	RTE	1096	0
		CP	2551	DSR	911	PTI	714	0
		CSX	1027	PTI	580	DCS	270	0
		MNRR	991	DSR	564	CTI	261	0
	69	CN	4413	DSR	1623	FTI	1296	0
		CP	1825	DSR	810	PTI	418	0
		CSX	821	DCS	357	PTI	153	0
		MNRR	1094	CTI	347	DSR	297	0
Maple Leaf	63	CSX	1327	RTE	414	FTI	376	0
		MNRR	827	CTI	331	DSR	222	0
	64	CSX	1417	FTI	441	PTI	345	0
		MNRR	617	DSR	298	CTI	202	0
New York - Albany**	230	CSX	127	DCS	93	RTE	29	0
		MNRR	255	CTI	98	DSR	67	0
	232	CSX	151	DCS	108	RTE	34	0
		MNRR	882	CTI	406	RTE	187	0
	233	CSX	345	DCS	178	RTE	118	0
		MNRR	663	DSR	214	CTI	201	0
	234	CSX	694	DBS	322	DCS	319	0
		MNRR	854	CTI	655	DSR	77	0
	235	CSX	237	RTE	108	DCS	67	0
		MNRR	514	DSR	206	RTE	191	0
	236	CSX	418	DCS	195	RTE	79	0
		MNRR	755	CTI	273	DSR	227	0
	237	CSX	701	PTI	405	DCS	249	0
		MNRR	306	CTI	160	DSR	70	0
	238	CSX	745	DCS	328	PTI	268	0
		MNRR	619	CTI	185	DSR	166	0
	239	CSX	162	PTI	107	DSR	40	0
		MNRR	1531	CTI	1230	RTE	125	0
	241	CSX	223	DCS	134	PTI	65	0
		MNRR	552	RTE	186	DSR	180	0
242	CSX	268	DSR	87	RTE	57	0	
	MNRR	465	DSR	223	PTI	85	0	
243	CSX	348	DCS	163	RTE	94	0	
	MNRR	540	DSR	254	RTE	148	0	
244	CSX	201	DCS	67	PTI	62	0	
	MNRR	444	DSR	180	CTI	153	0	

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

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

<b>Standard</b>	<b>900</b>						
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	245	CSX		454	DCS	240	RTE	168	0
		MNRR		481	DSR	340	RTE	99	0
	250	CSX		314	DBS	182	DCS	111	0
		MNRR		202	DSR	95	CTI	95	0
	252	CSX		349	DBS	293	DSR	28	0
		MNRR		1151	DCS	440	CTI	419	0
	253	CSX		486	PTI	334	DCS	132	0
		MNRR		342	DSR	235	RTE	78	0
	254	CSX		970	DCS	447	PTI	436	0
		MNRR		918	CTI	543	RTE	133	0
	255	CSX		224	PTI	118	DSR	106	0
		MNRR		733	DSR	314	RTE	314	0
	261	CSX		368	DCS	181	RTE	96	0
		MNRR		471	DSR	389	DCS	55	0
New York - Niagara Falls	280	CSX		976	RTE	291	DCS	265	0
		MNRR		749	CTI	223	DSR	214	0
	281	CSX		1137	FTI	390	RTE	331	0
		MNRR		1180	CTI	376	DSR	337	0
	283	CSX		836	RTE	281	FTI	210	0
		MNRR		786	CTI	233	DSR	189	0
	284	CSX		1127	FTI	334	RTE	327	0
		MNRR		957	CTI	247	RTE	194	0
	288	CSX		818	FTI	265	PTI	230	0
		MNRR		725	DSR	399	CTI	242	0
Ethan Allen Express	290	CP		3047	DSR	1928	DCS	542	0
		CSX		1383	PTI	689	DCS	327	0
		MNRR		825	DSR	322	RTE	221	0
		VTR		13155	DSR	8496	FTI	3595	0
	291	CP		2969	DSR	1949	DCS	455	0
		CSX		672	PTI	340	DCS	136	0
		MNRR		527	DSR	285	CTI	159	0
		VTR		9555	DSR	8454	DCS	900	0
	293	CP		3261	DSR	1755	FTI	1009	0
		CSX		508	PTI	254	DCS	160	0
		MNRR		1897	CTI	1230	RTE	366	0
		VTR		7810	DSR	7671	DCS	139	0
	296	CP		3137	DSR	1714	DCS	967	0
		CSX		1446	PTI	1191	DCS	212	0
		MNRR		109	PTI	60	DSR	24	0
		VTR		7497	DSR	6904	DCS	593	0
Heartland Flyer	821	BNSF		1337	DSR	674	FTI	282	0
	822	BNSF		926	DSR	660	FTI	145	0
Hiawatha	329	CP		598	FTI	291	DCS	221	0
		Metra		1388	CTI	871	DCS	435	0
	330	CP		303	DCS	160	FTI	103	0
		Metra		2873	CTI	2802	DCS	67	0
	331	CP		358	DCS	189	RTE	47	0
		Metra		1233	CTI	889	FTI	124	0
	332	CP		575	FTI	172	DCS	159	0
		Metra		1028	CTI	340	DCS	324	0
	333	CP		418	FTI	161	DCS	103	0
		Metra		985	CTI	309	DCS	246	0
	334	CP		362	FTI	147	DCS	106	0
		Metra		383	CTI	97	DCS	89	0
	335	CP		309	DCS	147	FTI	65	0
		Metra		1319	CTI	745	DCS	214	0
	336	CP		481	FTI	181	RTE	149	0
		Metra		537	CTI	255	DCS	97	0
	337	CP		238	FTI	111	DCS	106	0
		Metra		850	FTI	294	CTI	220	0

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

Service	Train	Host	2nd Quarter FY 2011						MM&C Allowance*
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
<b>Standard</b>			<b>900</b>						
	338	CP	932	DMW	334	RTE	200	0	
		Metra	1241	CTI	769	DCS	286	0	
	339	CP	377	FTI	140	DMW	100	0	
		Metra	3181	CTI	2628	DCS	448	0	
	340	CP	757	FTI	349	RTE	179	0	
		Metra	1429	CTI	741	FTI	390	0	
	341	CP	494	FTI	377	DCS	59	0	
		Metra	1246	CTI	543	FTI	440	0	
	342	CP	651	FTI	300	DCS	162	0	
		Metra	1592	CTI	1102	DCS	255	0	
Hoosier State	850	CSX	809	FTI	416	DCS	343	0	
	851	CSX	942	DCS	356	FTI	296	0	
<b>Illinois</b>									
Carl Sandburg / Illinois Zephyr	380	BNSF	435	RTE	148	DCS	88	0	
	381	BNSF	456	FTI	176	RTE	95	0	
	382	BNSF	405	RTE	157	FTI	103	0	
	383	BNSF	500	RTE	148	DCS	108	0	
Illini / Saluki	390	CN	1203	FTI	585	DSR	174	0	
	391	CN	1455	FTI	642	DSR	195	0	
	392	CN	1433	FTI	603	PTI	359	0	
	393	CN	980	FTI	376	DSR	198	0	
Lincoln Service	300	CN	3149	FTI	1628	DCS	544	0	
		UP	889	DCS	369	PTI	366	0	
	301	CN	1058	FTI	397	DCS	368	0	
		UP	941	PTI	446	DCS	227	0	
	302	CN	2590	FTI	1168	DCS	652	0	
		UP	1606	PTI	1124	DCS	286	0	
	303	CN	2906	FTI	1136	DCS	516	0	
		UP	830	PTI	322	DCS	251	0	
	304	CN	2427	FTI	1262	DCS	682	0	
		UP	887	PTI	429	DCS	179	0	
	305	CN	1749	FTI	804	DCS	423	0	
		UP	735	PTI	444	DCS	181	0	
	306	CN	2027	FTI	1196	DCS	466	0	
	UP	907	PTI	589	DCS	219	0		
307	CN	2660	FTI	1309	DCS	579	0		
	UP	581	PTI	293	DCS	174	0		
<b>Michigan</b>									
Blue Water	364	Amtrak	218	PTI	143	DSR	24	0	
		CN	811	FTI	416	RTE	206	0	
		NS	2334	RTE	1192	DCS	396	0	
	365	Amtrak	955	PTI	753	DCS	70	0	
		CN	2207	PTI	973	FTI	859	0	
		NS	3042	RTE	1197	FTI	783	0	
Pere Marquette	370	CSX	253	DCS	144	RTE	53	0	
		NS	2668	FTI	751	DCS	740	0	
	371	CSX	1359	DCS	867	FTI	212	0	
		NS	3654	FTI	1323	DCS	838	0	

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

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

<b>Standard</b>	<b>900</b>						
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Wolverine	350	Amtrak	963	PTI	743	DCS	114	0
		CN	1532	DSR	869	FTI	312	0
		NS	2418	DSR	711	DCS	542	0
	351	Amtrak	745	PTI	443	DCS	188	0
		CN	2130	DSR	977	PTI	437	0
		NS	1881	DSR	679	DCS	634	0
	352	Amtrak	743	PTI	522	DSR	63	0
		CN	3570	DSR	1943	DCS	724	0
		NS	2514	DSR	731	FTI	671	0
	353	Amtrak	729	PTI	441	DCS	200	0
		CN	2797	DSR	1933	FTI	524	0
		NS	1976	DSR	647	DCS	541	0
	354	Amtrak	313	RTE	86	PTI	82	0
		CN	3463	DSR	1778	FTI	683	0
		NS	2230	DSR	784	DCS	569	0
	355	Amtrak	352	DCS	89	FTI	71	0
		CN	2075	DSR	911	FTI	441	0
		NS	2237	PTI	670	DSR	649	0
Kansas City - St. Louis	311	UP	606	FTI	248	PTI	136	0
	313	UP	640	FTI	375	PTI	108	0
	314	UP	878	FTI	521	PTI	104	0
	316	UP	756	FTI	353	PTI	205	0
Pacific Surfliner	562	BNSF	269	DCS	196	DMW	29	0
		SCRRA	1768	PTI	934	CTI	751	0
		SDNRR	2293	CTI	1889	PTI	249	0
	564	BNSF	635	RTE	241	DCS	142	0
		SCRRA	1752	PTI	1294	DCS	259	0
		SDNRR	987	CTI	492	PTI	275	0
	565	BNSF	1495	RTE	1013	DMW	249	0
		SCRRA	424	DMW	148	RTE	117	0
		SDNRR	927	CTI	640	DCS	142	0
	566	BNSF	601	RTE	162	FTI	115	0
		SCRRA	350	PTI	164	RTE	76	0
		SDNRR	1260	CTI	660	PTI	496	0
	567	BNSF	1860	RTE	1112	DSR	298	0
		SCRRA	636	DCS	265	CTI	146	0
		SDNRR	1498	CTI	547	PTI	487	0
	571	BNSF	353	RTE	112	FTI	93	0
		SCRRA	424	DSR	161	PTI	153	0
		SDNRR	896	PTI	604	CTI	119	0
	572	BNSF	747	DCS	340	DMW	115	0
		SCRRA	864	PTI	371	DCS	328	0
		SDNRR	1193	PTI	607	CTI	279	0
	573	BNSF	581	DCS	248	RTE	209	0
		SCRRA	759	CTI	512	DCS	102	0
		SDNRR	683	CTI	296	PTI	227	0
	577	BNSF	484	DCS	205	RTE	93	0
		SCRRA	619	PTI	220	DSR	212	0
		SDNRR	597	PTI	438	DSR	93	0
	578	BNSF	617	DCS	303	DSR	146	0
		SCRRA	271	CTI	155	DCS	40	0
		SDNRR	2258	CTI	1405	PTI	637	0
579	BNSF	501	CTI	283	DSR	87	0	
	SCRRA	202	RTE	86	CTI	50	0	
	SDNRR	443	PTI	288	DSR	62	0	
580	BNSF	39	FTI	39	-	-	0	
	SCRRA	644	PTI	397	CTI	106	0	
	SDNRR	836	PTI	560	CTI	249	0	
582	BNSF	638	DCS	444	DSR	73	0	
	SCRRA	581	PTI	309	DCS	179	0	
	SDNRR	1899	PTI	1017	CTI	620	0	
583	BNSF	603	DSR	227	RTE	111	0	
	SCRRA	494	CTI	210	DCS	208	0	
	SDNRR	449	PTI	255	CTI	84	0	

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

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

<b>Standard</b>	<b>900</b>
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587	BNSF		<b>1358</b>	RTE	1005	FTI	223	0
	SCRRA		559	RTE	203	CTI	102	0
	SDNRR		<b>2514</b>	PTI	1068	CTI	929	0
589	BNSF		<b>938</b>	RTE	567	FTI	240	0
	SCRRA		<b>1384</b>	CTI	669	RTE	477	0
	SDNRR		<b>3985</b>	CTI	3122	PTI	570	0
590	BNSF		201	RTE	113	DSR	88	0
	SCRRA		744	PTI	223	DBS	149	0
	SDNRR		677	PTI	462	FTI	103	0
591	BNSF		872	DCS	368	PTI	213	0
	SCRRA		371	DCS	150	DMW	141	0
	SDNRR		808	PTI	525	FTI	90	0
592	BNSF		418	RTE	146	PTI	120	0
	SCRRA		<b>1457</b>	PTI	1245	RTE	95	0
	SDNRR		345	PTI	163	FTI	116	0
595	BNSF		671	DCS	222	FTI	137	0
	SCRRA		711	PTI	283	DCS	237	0
	SDNRR		484	PTI	190	DSR	117	0
597	BNSF		<b>969</b>	DCS	717	FTI	252	0
	SCRRA		<b>1077</b>	DCS	706	PTI	194	0
	SDNRR		<b>1078</b>	PTI	643	FTI	187	0
763	BNSF		<b>1698</b>	RTE	700	FTI	282	0
	SCRRA		527	DCS	161	CTI	100	0
	SDNRR		781	CTI	556	DSR	122	0
	UP		<b>2595</b>	PTI	1350	RTE	788	0
768	BNSF		664	RTE	293	DCS	120	0
	SCRRA		<b>1367</b>	PTI	788	CTI	238	0
	SDNRR		414	PTI	250	CTI	75	0
	UP		623	DCS	218	CTI	157	0
769	BNSF		<b>1401</b>	RTE	444	DSR	423	0
	SCRRA		521	PTI	209	DCS	110	0
	SDNRR		855	PTI	350	DSR	216	0
	UP		<b>1236</b>	PTI	589	DCS	304	0
774	BNSF		301	RTE	254	DSR	21	0
	SCRRA		488	PTI	239	CTI	93	0
	SDNRR		857	CTI	445	PTI	311	0
	UP		<b>1083</b>	PTI	307	DSR	237	0
775	BNSF		<b>1547</b>	RTE	784	DCS	282	0
	SCRRA		<b>944</b>	PTI	593	DCS	167	0
	SDNRR		689	PTI	311	DCS	140	0
	UP		<b>1851</b>	PTI	1064	DSR	259	0
784	BNSF		648	DCS	209	CTI	172	0
	SCRRA		<b>1523</b>	CTI	818	PTI	345	0
	SDNRR		<b>1563</b>	CTI	893	PTI	384	0
	UP		<b>4066</b>	PTI	2392	RTE	999	0
785	BNSF		<b>935</b>	DCS	449	FTI	246	0
	SCRRA		<b>1468</b>	PTI	1125	DCS	171	0
	SDNRR		649	PTI	284	CTI	212	0
	UP		<b>994</b>	PTI	714	DCS	180	0
792	SCRRA		591	PTI	413	DCS	154	0
	UP		<b>2020</b>	PTI	1381	DCS	285	0
796	BNSF		636	RTE	331	FTI	139	0
	SCRRA		631	PTI	217	DCS	175	0
	SDNRR		196	DSR	74	RTE	50	0
	UP		506	CTI	203	PTI	128	0
798	SCRRA		<b>2061</b>	CTI	1694	PTI	326	0
	UP		<b>2333</b>	PTI	1067	CTI	600	0
799	SCRRA		<b>1991</b>	PTI	1296	CTI	419	0
	UP		<b>1276</b>	PTI	423	DSR	241	0

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

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

<b>Standard</b>	<b>900</b>							
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Pennsylvanian	42	NS		604	FTI	216	RTE	139	0
	43	NS		487	FTI	258	RTE	105	0
	44	NS		309	FTI	94	DCS	89	0
Piedmont	73	NS		796	DSR	575	DCS	121	0
	76	NS		1036	DSR	652	PTI	169	0
San Joaquin	701	BNSF		651	PTI	313	FTI	193	0
		UP		1002	FTI	371	DSR	248	0
	702	BNSF		972	PTI	603	FTI	240	0
		UP		531	FTI	403	DSR	55	0
	703	BNSF		774	PTI	363	DSR	174	0
		UP		667	FTI	269	DMW	139	0
	704	BNSF		565	PTI	178	DSR	136	0
		UP		938	FTI	385	DSR	153	0
	711	BNSF		429	DSR	150	FTI	116	0
		UP		1289	PTI	914	DCS	117	0
	712	BNSF		872	PTI	478	FTI	152	0
		UP		418	DCS	192	PTI	120	0
	713	BNSF		769	PTI	416	DSR	138	0
		UP		1501	PTI	1151	DCS	180	0
	714	BNSF		532	DSR	169	FTI	153	0
		UP		819	PTI	367	DCS	215	0
	715	BNSF		654	PTI	252	DSR	145	0
		UP		545	PTI	333	DCS	100	0
716	BNSF		596	PTI	181	FTI	166	0	
	UP		556	DCS	246	DMW	77	0	
717	BNSF		658	PTI	324	FTI	159	0	
	UP		790	PTI	544	DCS	117	0	
718	BNSF		504	PTI	227	FTI	115	0	
	UP		908	PTI	593	DCS	180	0	
Vermont	54	MNRR		446	DCS	261	CTI	128	0
		NECR		508	DSR	393	FTI	89	0
	55	MNRR		1241	CTI	930	RTE	141	0
		NECR		1103	DSR	697	FTI	229	0
	56	MNRR		412	DCS	156	CTI	141	0
		NECR		572	DSR	431	PTI	56	0
	57	MNRR		466	CTI	351	DSR	51	0
		NECR		803	DSR	656	DCS	87	0

**Long Distance Routes**

Auto Train	52	CSX		904	DSR	264	FTI	238	18
	53	CSX		1171	FTI	407	DSR	272	18
California Zephyr	5	BNSF		777	DSR	259	FTI	179	0
		UP		829	FTI	265	DCS	195	0
	6	BNSF		960	DSR	300	FTI	269	0
		UP		964	FTI	292	DCS	212	0
Cardinal	50	BBrRR		2870	FTI	1302	DSR	469	0
		CSX		766	DCS	319	FTI	205	17
		NS		1526	FTI	543	DCS	495	0
	51	BBrRR		2098	PTI	981	DCS	521	0
		CSX		796	FTI	358	DCS	236	12
		NS		646	FTI	390	DCS	126	0
Capitol Limited	29	CSX		687	FTI	189	DSR	139	0
		NS		1606	FTI	839	RTE	312	0
	30	CSX		1189	FTI	360	DSR	243	0
	NS		1111	FTI	538	RTE	258	0	
City of New Orleans	58	CN		1134	FTI	600	PTI	198	0
	59	CN		1233	FTI	699	DSR	150	0
Coast Starlight	11	BNSF		1398	PTI	330	DSR	314	0
		SCRRA		149	DCS	71	DMW	35	0
		UP		1371	PTI	461	DSR	326	0
	14	BNSF		1195	FTI	369	RTE	308	0
		SCRRA		487	PTI	255	DCS	124	0
		UP		1262	DSR	362	DCS	311	0
Crescent	19	NS		809	FTI	290	PTI	193	0
	20	NS		758	FTI	329	DSR	159	0

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

Service	Train	Host	2nd Quarter FY 2011						MM&C Allowance*
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
<b>Standard</b>			<b>900</b>						
Empire Builder	27	BNSF	1062	FTI	410	DSR	284	0	
	28	BNSF	999	FTI	608	DSR	191	0	
	7	BNSF	1127	FTI	429	DSR	355	0	
		CP	1247	FTI	747	DCS	153	0	
	8	Metra	1032	CTI	700	FTI	174	0	
		BNSF	1229	FTI	556	DSR	339	0	
CP		893	FTI	426	DCS	137	0		
Lake Shore Ltd	448	CSX	2007	FTI	588	DCS	400	0	
		449	CSX	2513	FTI	774	DCS	537	0
	48	CSX	1307	FTI	382	DCS	319	0	
		MNRR	1795	CTI	623	RTE	567	0	
	49	NS	1324	FTI	592	RTE	254	0	
		CSX	988	DCS	275	RTE	242	0	
Palmetto	89	CSX	676	FTI	206	DSR	157	25	
	90	CSX	792	FTI	256	DSR	192	26	
Silver Meteor	97	CSX	736	PTI	214	FTI	194	15	
		Fla DOT	880	CTI	563	DCS	117	0	
	98	CSX	643	FTI	169	DSR	139	14	
Silver Star	91	Fla DOT	715	CTI	292	DSR	261	0	
		CSX	1155	FTI	316	DSR	244	11	
		NS	1245	CTI	793	DCS	169	0	
	92	NS	1068	PTI	738	CTI	185	0	
		CSX	962	DSR	269	DCS	231	25	
		Fla DOT	743	DSR	357	CTI	257	0	
Southwest Chief	3	NS	27	DCS	24	DSR	4	0	
		BNSF	454	FTI	116	PTI	91	0	
	4	NMDOT	1497	CTI	645	DCS	525	0	
Sunset Limited	1	BNSF	455	FTI	94	DCS	87	0	
		UP	1575	DCS	643	CTI	623	0	
	2	BNSF	1969	DSR	1124	PTI	373	0	
Texas Eagle	21	UP	1110	FTI	446	DSR	225	0	
		BNSF	1528	DSR	733	DCS	355	0	
	22	UP	1313	FTI	709	DSR	198	0	
Texas Eagle	21	BNSF	2332	DSR	1459	FTI	453	0	
		CN	2738	FTI	1297	DCS	450	0	
		UP	1527	FTI	758	DCS	276	0	
	22	BNSF	2389	DSR	1677	FTI	393	0	
		CN	1268	FTI	803	DCS	179	0	
		UP	1192	FTI	448	DCS	285	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	2nd Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					

**Acela Express**

Acela Express	2150	22	OTH	22	-	-	0
	2151	15	OTH	9	ADA	6	0
	2153	81	ENG	81	-	-	0
	2154	91	OTH	88	HLD	3	0
	2155	26	OTH	23	ADA	3	0
	2158	14	OTH	14	-	-	0
	2159	41	ADA	24	OTH	12	0
	2160	8	OTH	8	-	-	0
	2163	431	ENG	381	OTH	29	0
	2164	0	-	-	-	-	0
	2165	56	CAR	41	OTH	15	0
	2166	3	OTH	3	-	-	0
	2167	27	ENG	12	OTH	12	0
	2168	14	OTH	8	CAR	6	0
	2170	75	ENG	41	HLD	19	0
	2171	289	OTH	189	ENG	89	0
	2172	30	OTH	22	CAR	8	0
	2173	149	OTH	132	HLD	14	0
	2190	124	OTH	124	-	-	0
	2193	17	HLD	9	OTH	9	0
	2250	48	OTH	48	-	-	0
	2251	81	OTH	81	-	-	0
	2252	91	OTH	78	HLD	13	0
	2253	81	OTH	56	ADA	19	0
	2254	0	-	-	-	-	0
	2255	0	-	-	-	-	0
	2256	0	-	-	-	-	0
	2257	416	OTH	363	ENG	54	0
	2258	117	OTH	117	-	-	0
	2259	94	OTH	94	-	-	0
	2290	45	OTH	34	HLD	11	0
	2297	228	OTH	134	ENG	94	0

**Other NEC Corridor Routes**

Northeast Regional							
Richmond / Newport News‡	66	399	HLD	115	OTH	73	0
	67	284	OTH	120	HLD	78	0
	82	258	OTH	129	HLD	99	0
	83	443	HLD	314	OTH	78	0
	84	430	HLD	143	OTH	80	0
	85	178	HLD	134	SYS	22	0
	86	307	HLD	278	SYS	18	0
	87	165	HLD	107	ADA	19	0
	88	236	HLD	65	SYS	53	0
	93	574	ENG	214	HLD	204	0
	94	443	OTH	178	HLD	137	0
	95	377	HLD	169	SYS	75	0
	99	347	HLD	193	OTH	65	0
	125	169	HLD	129	SYS	23	0
	157	132	HLD	84	ENG	28	0
	164	248	OTH	118	HLD	99	0
	174	561	OTH	270	HLD	262	0
	194	415	HLD	293	ADA	66	0
	195	592	ENG	266	HLD	224	0
Lynchburg‡	145	273	HLD	123	OTH	106	0
	147	461	OTH	225	HLD	174	0
	156	423	OTH	236	HLD	120	0
	171	269	ENG	81	HLD	77	0
	176	328	OTH	178	HLD	97	0
All Other Northeast Regional	132	143	OTH	117	CAR	26	0
	135	317	OTH	162	HLD	116	0
	136	1321	ENG	970	OTH	267	0

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

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

<b>Standard</b>		<b>325</b>					
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137	627	OTH	389	ENG	120	0
139	67	HLD	40	ADA	13	0
140	524	OTH	313	ENG	156	0
141	864	OTH	553	CAR	186	0
143	1175	ENG	933	OTH	175	0
146	584	ENG	438	OTH	112	0
148	182	HLD	64	OTH	61	0
150	69	OTH	69	-	-	0
160	54	OTH	30	ADA	12	0
161	106	CON	50	HLD	44	0
162	1065	OTH	885	INJ	162	0
163	754	OTH	517	CON	156	0
165	305	OTH	256	ADA	25	0
166	169	OTH	169	-	-	0
167	407	CAR	314	ADA	58	0
168	191	OTH	101	ADA	79	0
169	455	OTH	243	ENG	150	0
170	62	OTH	45	ADA	17	0
172	196	OTH	147	ADA	33	0
173	106	HLD	52	OTH	46	0
175	1222	OTH	1193	ENG	11	0
177	197	OTH	74	HLD	52	0
178	182	OTH	160	HLD	17	0
179	669	OTH	442	ENG	209	0
190	253	OTH	250	ENG	3	0

**Non-NEC Corridor Routes**

Capitol Corridor	518	64	CAR	34	OTH	20	0
	520	59	CAR	21	ITI	18	0
	521	127	ADA	74	CAR	26	0
	522	211	CAR	55	CCR	50	0
	523	197	ENG	81	OTH	49	0
	524	310	ENG	130	OTH	47	0
	525	95	CAR	28	HLD	25	0
	526	278	CAR	129	HLD	37	0
	527	115	CAR	26	ENG	16	0
	528	129	ENG	62	HLD	25	0
	529	140	HLD	44	ENG	32	0
	530	341	ENG	156	CAR	108	0
	531	77	ADA	25	CAR	22	0
	532	275	HLD	63	ENG	58	0
	533	43	CAR	9	RNG	9	0
	534	105	ADA	52	OTH	27	0
	535	253	ITI	57	SYS	53	0
	536	353	ENG	143	HLD	74	0
	537	102	HLD	39	ADA	29	0
	538	180	ENG	49	SYS	39	0
	540	153	ENG	47	CON	40	0
	541	155	HLD	33	ADA	31	0
	542	167	OTH	65	HLD	38	0
	543	237	HLD	106	ITI	39	0
	544	111	HLD	38	ENG	32	0
	545	225	ADA	118	HLD	45	0
	546	112	HLD	39	ITI	36	0
	547	166	ENG	87	CON	27	0
	548	50	ADA	23	CAR	11	0
	549	200	ADA	86	HLD	41	0
	551	41	ADA	34	HLD	7	0
	553	392	ENG	213	CON	138	0
	720	66	HLD	26	OTH	22	0
	723	76	ENG	56	CAR	21	0
	724	35	CAR	26	SYS	9	0
	727	59	CAR	29	ADA	18	0

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

Service	Train	2nd Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
	728	253	ENG	79	HLD	71	0
	729	130	ENG	53	OTH	38	0
	732	114	HLD	62	CAR	22	0
	733	179	ADA	79	OTH	53	0
	734	344	ENG	194	HLD	53	0
	736	394	ADA	100	HLD	71	0
	737	200	ENG	68	ADA	59	0
	738	75	ADA	26	CAR	22	0
	741	209	ENG	94	HLD	82	0
	742	429	CCR	179	HLD	99	0
	743	0	-	-	-	-	0
	744	112	HLD	62	CAR	21	0
	745	220	ADA	88	ENG	66	0
	746	32	ADA	32	-	-	0
	747	209	CAR	112	ENG	35	0
	748	56	OTH	50	ADA	6	0
	749	79	ENG	22	HLD	22	0
	751	35	SYS	22	CAR	9	0
Carolinian	79	412	HLD	199	SYS	71	0
	80	343	HLD	150	ADA	69	0
Cascades	500	84	OTH	25	ADA	22	0
	501	590	CAR	189	OTH	117	0
	504	192	OTH	76	ADA	47	0
	506	232	ADA	56	HLD	49	0
	507	234	SYS	74	ENG	41	0
	508	107	HLD	107	-	-	0
	509	179	ITI	43	HLD	37	0
	510	132	ENG	36	HLD	20	0
	513	717	ENG	399	SYS	102	0
	516	233	CON	69	ADA	47	0
	517	299	ENG	152	OTH	98	0
Downeaster	680	158	ENG	85	CAR	42	0
	681	305	ITI	172	OTH	87	0
	682	53	HLD	28	ADA	15	0
	683	247	ITI	188	ADA	19	0
	684	136	ITI	161	HLD	17	0
	685	183	ENG	255	HLD	30	0
	686	39	ADA	18	ITI	17	0
	687	278	ITI	230	HLD	19	0
	688	657	ITI	609	OTH	38	0
	689	582	ITI	553	HLD	19	0
	690	16	OTH	10	ADA	6	0
	691	36	ITI	23	HLD	13	0
	692	139	CAR	65	ADA	26	0
	693	94	HLD	74	OTH	16	0
	694	110	HLD	93	CAR	17	0
	695	17	HLD	17	-	-	0
	696	68	CAR	42	ADA	13	0
	697	48	HLD	32	ITI	16	0
	698	32	HLD	23	OTH	10	0
	699	142	OTH	84	ITI	58	0
Empire Corridor							0
Adirondack	68	246	ENG	75	HLD	71	0
	69	268	CAR	130	HLD	99	0
Maple Leaf	63	304	HLD	90	SYS	80	0
	64	299	HLD	96	SYS	77	0
New York - Albany**	230	107	ENG	122	SYS	6	0
	232	202	ENG	155	CAR	29	0
	233	50	ENG	145	ITI	48	0
	234	358	ENG	192	CAR	105	0
	235	42	MTI	106	CAR	72	0
	236	292	ENG	162	CAR	54	0
	236	292	ENG	162	CAR	54	0

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

Service	Train	2nd Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
	236	292	ENG	162	CAR	54	0
	236	292	ENG	162	CAR	54	0
	236	292	ENG	162	CAR	54	0
	236	292	ENG	162	CAR	54	0
	243	204	ENG	129	CAR	56	0
	244	89	ENG	28	ITI	17	0
	245	35	ENG	146	SYS	41	0
	250	215	CAR	114	ENG	64	0
	252	104	OTH	35	ADA	25	0
	253	66	HLD	101	OTH	21	0
	254	263	CAR	172	HLD	40	0
	255	62	ITI	664	HLD	37	0
	261	48	ENG	76	CAR	26	0
New York - Niagara Falls	280	411	ENG	156	HLD	76	0
	281	377	SYS	183	HLD	119	0
	283	429	ENG	150	SYS	143	0
	284	278	HLD	100	SYS	57	0
	288	474	ENG	178	HLD	175	0
Ethan Allen Express	290	494	ENG	193	HLD	125	0
	291	214	HLD	92	ENG	81	0
	292	154	HLD	75	OTH	38	0
	293	539	SVS	261	HLD	229	0
	296	30	HLD	30	-	-	0
Heartland Flyer	821	326	OTH	169	ENG	51	0
	822	293	OTH	213	HLD	25	0
Hiawatha	329	863	CCR	474	OTH	215	0
	330	299	CAR	127	ENG	70	0
	331	299	CAR	266	ITI	246	0
	332	538	OTH	244	ITI	101	0
	333	315	ITI	208	OTH	201	0
	334	394	HLD	236	OTH	107	0
	335	491	HLD	193	OTH	186	0
	336	436	OTH	133	HLD	100	0
	337	361	HLD	161	OTH	134	0
	338	653	OTH	258	ITI	170	0
	339	292	ITI	417	HLD	139	0
	340	484	HLD	152	OTH	134	0
	341	331	ITI	189	OTH	186	0
	342	1169	ITI	645	OTH	268	0
Hoosier State	850	416	CAR	435	SYS	210	0
	851	507	SYS	209	OTH	161	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	184	HLD	77	ADA	35	0
	381	90	CAR	61	HLD	55	0
	382	167	HLD	106	ENG	31	0
	383	165	CAR	245	HLD	82	0
Illini / Saluki	390	163	ENG	47	HLD	47	0
	391	216	CAR	163	ENG	84	0
	392	257	ENG	90	HLD	70	0
	393	104	CAR	456	ITI	179	0
Lincoln Service	300	247	ENG	132	ITI	39	0
	301	56	ENG	43	HLD	21	0
	302	138	HLD	36	OTH	33	0
	303	64	CAR	101	HLD	28	0
	304	271	ENG	131	HLD	57	0
	305	266	CAR	171	ENG	124	0
	306	61	ITI	26	ENG	23	0
	307	63	CAR	303	ENG	132	0
Michigan							
Blue Water	364	452	ENG	260	HLD	238	0
	365	952	ENG	617	OTH	332	0
Pere Marquette	370	132	ITI	249	SVS	73	0
	371	838	SYS	463	ENG	211	0

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

Service	Train	2nd Quarter FY 2011					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
Wolverine	350	650	OTH	374	ENG	273	0
	351	886	OTH	431	CAR	187	0
	352	818	OTH	397	ENG	378	0
	353	660	OTH	241	HLD	136	0
	354	714	CAR	492	OTH	318	0
	355	717	SYS	328	OTH	230	0
Kansas City - St. Louis	311	81	HLD	43	ADA	25	0
	313	95	CON	78	HLD	30	0
	314	128	CON	61	HLD	31	0
	316	86	HLD	36	ENG	18	0
Pacific Surfliner	562	151	ENG	56	ITI	50	0
	564	93	ITI	47	SYS	16	0
	563	15	CAR	29	SYS	24	0
	565	152	HLD	58	ENG	46	0
	566	311	HLD	137	ITI	119	0
	567	281	CAR	153	HLD	88	0
	571	229	ITI	74	ENG	68	0
	572	190	ENG	78	HLD	38	0
	573	342	HLD	103	OTH	92	0
	577	288	ITI	214	HLD	47	0
	578	136	HLD	36	ENG	30	0
	579	411	HLD	200	ITI	116	0
	580	113	ITI	107	CAR	6	0
	582	115	ENG	24	ITI	24	0
	583	93	HLD	34	ENG	24	0
	587	558	SYS	282	ITI	105	0
	589	124	HLD	59	SYS	31	0
	590	75	HLD	25	ENG	19	0
	591	245	HLD	61	CCR	55	0
	592	228	ITI	132	CON	47	0
	595	549	ENG	301	ITI	150	0
	597	1111	ENG	933	ITI	71	0
	763	235	HLD	90	SYS	46	0
	768	200	HLD	97	ENG	50	0
	769	329	HLD	120	ENG	73	0
	774	527	ENG	203	OTH	101	0
	775	253	ENG	69	SYS	44	0
	784	344	HLD	156	SYS	67	0
	785	162	HLD	83	ADA	22	0
792	505	CON	203	HLD	175	0	
796	258	HLD	118	SYS	55	0	
798	653	ITI	235	CON	113	0	
799	255	OTH	75	HLD	74	0	
Pennsylvanian	42	331	HLD	126	OTH	55	0
	43	197	HLD	104	ADA	34	0
	44	209	HLD	75	SVS	72	0
Piedmont	73	212	ENG	54	OTH	44	0
	76	311	HLD	120	OTH	101	0
San Joaquin	701	126	HLD	48	SYS	42	0
	702	65	HLD	20	ENG	14	0
	703	374	CON	181	ENG	99	0
	704	128	HLD	63	SVS	17	0
	711	136	HLD	42	ADA	21	0
	712	156	ENG	56	HLD	33	0
	713	143	ADA	39	SYS	37	0
	714	155	SYS	61	HLD	35	0
	715	196	ENG	53	HLD	44	0
	716	146	HLD	34	SYS	33	0
	717	242	CON	58	HLD	54	0
	718	194	OTH	47	HLD	34	0
	Vermont	54	314	OTH	173	ENG	67
55		706	ENG	408	OTH	99	0
56		411	OTH	156	SYS	122	0
57		290	OTH	119	HLD	88	0

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

Service	Train	2nd Quarter FY 2011				MM&C Allowance*
		Total Delay	Largest 2 Delay Categories			
			#1	Minutes		
<b>Standard</b>		<b>325</b>				

**Long Distance Routes**

Auto Train	52	75	ITI	18	OTH	18	0
	53	80	OTH	24	SYS	21	0
California Zephyr	5	394	SYS	160	ENG	112	0
	6	363	SYS	128	ENG	106	0
Cardinal	50	531	HLD	218	SYS	105	0
	51	477	HLD	234	SYS	99	0
Capitol Limited	29	279	HLD	112	SYS	58	0
	30	333	HLD	136	ENG	111	0
City of New Orleans	58	142	HLD	56	ENG	44	0
	59	249	HLD	83	SYS	72	0
Coast Starlight	11	527	ENG	117	SYS	113	0
	14	597	OTH	149	ENG	114	0
Crescent	19	225	HLD	73	SYS	68	0
	20	208	HLD	60	ENG	34	0
Empire Builder	27	2318	CON	2001	ITI	210	0
	28	934	ITI	493	ENG	224	0
	7	467	ENG	210	HLD	138	0
	8	759	ENG	186	HLD	153	0
Lake Shore Ltd	448	4220	CON	3921	ENG	105	0
	449	426	HLD	300	ENG	255	0
	48	440	HLD	186	ITI	140	0
	49	670	HLD	386	OTH	108	0
Palmetto	89	179	HLD	45	SYS	42	0
	90	119	HLD	43	OTH	26	0
Silver Meteor	97	235	HLD	95	ADA	69	0
	98	333	HLD	93	ADA	85	0
Silver Star	91	325	HLD	125	SYS	56	0
	92	386	HLD	114	SYS	87	0
Southwest Chief	3	214	HLD	74	ENG	56	0
	4	275	HLD	102	ITI	49	0
Sunset Limited	1	242	OTH	58	SYS	58	0
	2	426	SVS	142	HLD	101	0
Texas Eagle	21	291	HLD	133	ENG	53	0
	22	383	HLD	137	SVS	80	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	2nd Quarter FY 2011				MM&C Allowance*
			Total Delay	Largest 2 Delay Categories			
				#1	Minutes		

**Acela Express**

Standard			265					
Acela Express	2100	Amtrak	396	CTI	79	PTI	70	0
	2103	Amtrak	274	DCS	47	CTI	42	0
	2104	Amtrak	163	CAR	34	CTI	23	0
	2107	Amtrak	310	PTI	55	CTI	47	0
	2109	Amtrak	196	CTI	52	SMW	42	0
	2110	Amtrak	126	CAR	19	MTI	16	0
	2117	Amtrak	301	PTI	50	SMW	49	0
	2119	Amtrak	263	CTI	70	PTI	49	0
	2121	Amtrak	216	SMW	58	MTI	42	0
	2122	Amtrak	287	CTI	91	PTI	44	0
	2124	Amtrak	252	CTI	74	PTI	33	0
	2126	Amtrak	338	SVS	88	CTI	82	0
	2150	Amtrak	336	ENG	109	CTI	60	0
	2151	Amtrak	261	HLD	35	ENG	34	0
	2153	Amtrak	201	SMW	40	ENG	24	0
	2154	Amtrak	257	CTI	52	ENG	39	0
	2155	Amtrak	337	ENG	71	CTI	46	0
	2158	Amtrak	245	DCS	33	PBB	29	0
	2159	Amtrak	349	CTI	64	ENG	60	0
	2160	Amtrak	235	PBB	38	PTI	34	0
	2163	Amtrak	335	MTI	54	CTI	43	0
	2164	Amtrak	426	PBB	113	ENG	46	0
	2165	Amtrak	366	ENG	91	PTI	51	0
	2166	Amtrak	227	MTI	44	DCS	31	0
	2167	Amtrak	382	OTH	63	ITI	56	0
	2168	Amtrak	258	PBB	119	CTI	20	0
	2170	Amtrak	325	ENG	70	CTI	51	0
	2171	Amtrak	378	ENG	63	HLD	35	0
	2172	Amtrak	306	ENG	86	MTI	35	0
	2173	Amtrak	518	ENG	114	PBB	83	0
	2190	Amtrak	379	PBB	83	ENG	68	0
	2193	Amtrak	701	CTI	253	ITI	105	0
	2203	Amtrak	1064	DET	759	SMW	145	0
	2205	Amtrak	308	SMW	140	DCS	65	0
	2207	Amtrak	793	DET	400	FTI	260	0
	2208	Amtrak	126	ENG	48	SMW	31	0
	2211	Amtrak	219	SMW	106	CAR	27	0
	2212	Amtrak	157	FTI	49	SYS	36	0
	2213	Amtrak	267	SMW	106	PSC	62	0
	2216	Amtrak	355	CAR	159	ENG	54	0
	2220	Amtrak	71	DCS	24	DSR	18	0
	2221	Amtrak	560	MTI	195	SMW	140	0
	2222	Amtrak	516	CAR	287	MTI	154	0
	2225	Amtrak	178	SMW	89	HLD	27	0
	2228	Amtrak	144	CAR	51	SMW	31	0
	2250	Amtrak	500	DET	185	ENG	132	0
	2251	Amtrak	356	SMW	68	DET	65	0
	2252	Amtrak	345	CAR	120	HLD	39	0
	2253	Amtrak	496	ENG	125	SMW	65	0
	2254	Amtrak	107	SVS	29	DMW	15	0
	2255	Amtrak	164	HLD	54	SMW	42	0
	2256	Amtrak	89	SMW	31	PBB	27	0
	2257	Amtrak	289	SMW	83	HLD	39	0
	2258	Amtrak	72	PET	25	HLD	14	0
	2259	Amtrak	545	MTI	173	CAR	89	0
	2290	Amtrak	205	PTI	89	DCS	58	0
	2297	Amtrak	544	CTI	199	HLD	106	0

**Other NEC Routes**

Standard			475					
Cardinal	50	Amtrak	1628	CAR	449	ENG	312	0
	51	Amtrak	801	ENG	160	PTI	143	0
Carolinian	79	Amtrak	644	DET	89	HLD	80	0
	80	Amtrak	399	PTI	128	CTI	57	0
Crescent	19	Amtrak	682	CAR	160	ENG	93	0
	20	Amtrak	479	ENG	125	PTI	109	0
Keystone	600	Amtrak	238	HLD	63	DCS	44	0
	601	Amtrak	196	HLD	65	DCS	47	0
	605	Amtrak	541	HLD	274	CTI	66	0
	607	Amtrak	940	ENG	425	DMW	170	0
	609	Amtrak	528	HLD	207	CCR	152	0
	610	Amtrak	553	SMW	217	HLD	157	0
	611	Amtrak	194	SMW	105	DCS	52	0
	612	Amtrak	110	ENG	52	HLD	32	0
	615	Amtrak	635	CCR	311	HLD	104	0
	618	Amtrak	111	HLD	32	ITI	28	0
	619	Amtrak	282	CON	118	CCR	52	0
	620	Amtrak	108	ITI	56	HLD	33	0
	622	Amtrak	179	ITI	163	ENG	6	0
	637	Amtrak	76	CTI	25	OTH	25	0
	639	Amtrak	370	ENG	190	HLD	66	0
	640	Amtrak	702	CTI	208	HLD	157	0
	641	Amtrak	525	HLD	158	ENG	59	0
	642	Amtrak	201	PTI	41	DCS	37	0
	643	Amtrak	383	ENG	95	HLD	73	0
	644	Amtrak	178	ENG	48	HLD	48	0
	645	Amtrak	348	ENG	73	HLD	73	0
	646	Amtrak	225	CCR	46	DMW	41	0
	647	Amtrak	283	CTI	80	SMW	61	0
	648	Amtrak	346	HLD	114	ENG	47	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	2nd Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	649	Amtrak	566	CTI	120	ENG	103	0
	650	Amtrak	300	HLD	59	CCR	54	0
	651	Amtrak	627	CCR	152	ENG	112	0
	652	Amtrak	434	PTI	107	CTI	90	0
	653	Amtrak	638	CTI	221	CCR	107	0
	654	Amtrak	149	ENG	87	HLD	22	0
	655	Amtrak	444	ITI	109	CTI	63	0
	656	Amtrak	130	DET	28	HLD	21	0
	658	Amtrak	408	CON	202	ITI	139	0
	660	Amtrak	410	DET	205	SMW	50	0
	661	Amtrak	651	DET	395	ENG	72	0
	662	Amtrak	716	DET	460	CCR	57	0
	663	Amtrak	519	DET	192	PTI	85	0
	664	Amtrak	170	HLD	38	MTI	34	0
	665	Amtrak	578	ENG	144	HLD	109	0
	666	Amtrak	537	ENG	137	DET	124	0
	667	Amtrak	672	DDA	170	HLD	148	0
	668	Amtrak	424	ENG	141	MTI	45	0
	669	Amtrak	408	ENG	137	CON	79	0
	670	Amtrak	273	SMW	114	HLD	37	0
	671	Amtrak	648	ENG	334	CTI	83	0
	672	Amtrak	168	ENG	37	SMW	30	0
Northeast Regional								
Richmond / Newport News†	66	Amtrak	537	ENG	133	HLD	63	0
	67	Amtrak	446	ENG	287	CTI	34	0
	82	Amtrak	868	SYS	323	PET	131	0
	83	Amtrak	1008	MTI	206	ENG	158	0
	84	Amtrak	314	CTI	56	PTI	49	0
	85	Amtrak	394	MTI	83	CTI	64	0
	86	Amtrak	319	PET	66	PTI	47	0
	87	Amtrak	1025	ENG	219	CAR	117	0
	88	Amtrak	532	SYS	135	ENG	63	0
	93	Amtrak	619	PTI	110	CAR	107	0
	94	Amtrak	591	CTI	148	PET	58	0
	95	Amtrak	779	ENG	158	PTI	126	0
	99	Amtrak	588	ENG	130	SMW	110	0
	125	Amtrak	518	PTI	128	CTI	65	0
	157	Amtrak	313	CAR	95	HLD	48	0
	164	Amtrak	452	ENG	84	SYS	82	0
	174	Amtrak	335	CTI	55	PET	50	0
	194	Amtrak	662	ENG	196	SYS	91	0
	195	Amtrak	762	PTI	103	ENG	97	0
Lynchburg†	145	Amtrak	817	PTI	252	ENG	139	0
	147	Amtrak	696	HLD	194	DET	187	0
	156	Amtrak	504	SMW	114	HLD	66	0
	171	Amtrak	718	ENG	117	PBB	107	0
	176	Amtrak	495	ENG	135	HLD	53	0
All Other Northeast Regional	110	Amtrak	333	CTI	98	CAR	55	0
	111	Amtrak	438	ENG	129	CTI	93	0
	121	Amtrak	336	SMW	178	FTI	105	0
	123	Amtrak	270	MTI	103	HLD	44	0
	126	Amtrak	434	ENG	208	CAR	154	0
	127	Amtrak	421	ENG	93	CTI	89	0
	129	Amtrak	626	PTI	184	ENG	134	0
	130	Amtrak	525	ENG	254	PTI	60	0
	131	Amtrak	471	DET	263	SMW	51	0
	132	Amtrak	448	PET	108	MTI	81	0
	133	Amtrak	659	CTI	207	ITI	207	0
	134	Amtrak	695	PTI	133	SVS	126	0
	135	Amtrak	341	DBS	106	HLD	72	0
	136	Amtrak	813	SVS	162	MTI	128	0
	137	Amtrak	642	CTI	138	ENG	116	0
	138	Amtrak	553	CTI	83	PTI	81	0
	139	Amtrak	414	ENG	112	CAR	110	0
	140	Amtrak	640	PTI	170	ENG	102	0
	141	Amtrak	651	ENG	190	PTI	87	0
	143	Amtrak	941	CAR	213	ENG	212	0
	146	Amtrak	428	DET	157	SMW	57	0
	148	Amtrak	717	PTI	121	ENG	81	0
	150	Amtrak	460	ENG	209	DET	95	0
	151	Amtrak	316	ENG	98	CTI	67	0
	152	Amtrak	789	DET	367	ENG	171	0
	153	Amtrak	723	DET	393	SMW	119	0
	154	Amtrak	260	SMW	72	HLD	38	0
	155	Amtrak	514	DET	260	CAR	79	0
	158	Amtrak	338	ENG	163	DET	81	0
	159	Amtrak	406	DET	89	ENG	83	0
	160	Amtrak	280	DET	96	HLD	51	0
	161	Amtrak	358	ENG	63	CON	56	0
	162	Amtrak	452	CAR	121	DET	112	0
	163	Amtrak	509	CON	110	CTI	81	0
	165	Amtrak	458	MTI	79	OTH	69	0
	166	Amtrak	415	ENG	72	SMW	66	0
	167	Amtrak	291	CAR	79	HLD	55	0
	168	Amtrak	428	DET	106	HLD	72	0
	169	Amtrak	591	HLD	165	ENG	148	0
	170	Amtrak	428	PET	86	ENG	79	0
	172	Amtrak	429	PTI	76	CTI	60	0
	173	Amtrak	403	ENG	90	PTI	79	0
	175	Amtrak	516	MTI	82	PTI	70	0
	177	Amtrak	673	HLD	81	DET	75	0
	178	Amtrak	465	ENG	98	SVS	61	0
	179	Amtrak	685	ITI	228	ENG	151	0
	180	Amtrak	630	ENG	120	CTI	107	0
	181	Amtrak	497	CTI	145	PTI	101	0
	182	Amtrak	189	SMW	65	ENG	46	0
	183	Amtrak	369	CTI	105	ENG	58	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	2nd Quarter FY 2011					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	184	Amtrak	494	SVS	113	PTI	79	0
	185	Amtrak	473	CTI	148	CAR	111	0
	186	Amtrak	148	CTI	40	PTI	25	0
	187	Amtrak	416	CAR	70	SMW	59	0
	188	Amtrak	215	SVS	50	DBS	27	0
	190	Amtrak	268	ENG	92	CTP	34	0
	192	Amtrak	145	MTI	44	DET	39	0
	193	Amtrak	670	PTI	213	CTI	105	0
	196	Amtrak	221	ENG	80	CTI	53	0
	198	Amtrak	507	ENG	125	CAR	86	0
	401	Amtrak	1612	ITI	589	PTI	445	0
	405	Amtrak	445	OTH	196	SYS	133	0
	432	Amtrak	1655	ITI	1357	PTI	249	0
	450	Amtrak	1930	PTI	1055	CON	276	0
	460	Amtrak	2705	CON	1127	ENG	526	0
	463	Amtrak	1479	ITI	815	OTH	220	0
	464	Amtrak	1699	CON	913	PTI	364	0
	465	Amtrak	3061	ITI	1659	PTI	620	0
	467	Amtrak	464	SYS	464	-	0	0
	470	Amtrak	3976	CON	2374	PTI	684	0
	475	Amtrak	286	PTI	138	ENG	85	0
	476	Amtrak	2279	CON	1379	ITI	292	0
	479	Amtrak	1343	ITI	752	PTI	399	0
	488	Amtrak	2560	CON	1248	PTI	405	0
	490	Amtrak	943	CON	527	ENG	137	0
	493	Amtrak	1692	PTI	470	ITI	426	0
	494	Amtrak	2828	CON	1885	PTI	422	0
	495	Amtrak	503	ENG	166	DCS	144	0
	497	Amtrak	1335	PTI	1038	HLD	297	0
Palmetto	89	Amtrak	609	DET	160	ENG	84	0
	90	Amtrak	168	SVS	45	SMW	31	0
Pennsylvanian	42	Amtrak	151	HLD	25	MTI	23	0
	43	Amtrak	551	CTI	82	ENG	75	0
	44	Amtrak	72	HLD	24	DSR	21	0
Silver Meteor	97	Amtrak	1181	PTI	281	ENG	242	0
	98	Amtrak	529	PTI	121	DET	109	0
Silver Star	91	Amtrak	880	PTI	204	ENG	164	0
	92	Amtrak	702	PTI	180	SVS	174	0
Vermont	54	Amtrak	903	PTI	289	DET	149	0
	55	Amtrak	816	PTI	139	ENG	130	0
	56	Amtrak	1013	SYS	246	PTI	192	0
	57	Amtrak	449	SVS	124	PET	56	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. April 2009 to March 2011 vs. April 2008 to March 2009). These two periods of time are also compared to the previous quarter's report (i.e. January 2009 to December 2010).

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

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

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

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

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

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

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

Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes. The routes that have state revenue are identified in the financial metrics.

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

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

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

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

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

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

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

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

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

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

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

This Metric is reported at the Amtrak Corporate level.

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

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

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

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

**Effective Speed**

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

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

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

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

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

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

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

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

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

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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