

**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 June 30, 2011  
(Third Quarter of Fiscal Year 2011)**



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

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

	<b><u>Page</u></b>
<b>Financial</b>	
Table 1 (A/B): Short-Term Avoidable Operating Costs (Note 1)	1 - 2
Table 2 (A/B): Fully Allocated Operating Cost covered by Passenger-Related Revenue (Note 1)	2
Table 3 (A/B): Long-Term Avoidable Operating Loss (Note 1)	2
Table 4 (A/B): Adjusted Loss per Passenger- Mile	3 - 4
Table 5: Passenger-Miles per Train-Mile	5
<b>On-Time Performance (Table 6)</b>	
Test No. 1 Change in Effective Speed	6
Test No. 2 Endpoint OTP	6
Test No. 3 All-Stations OTP	6
<b>Train Delays</b>	
Train Delays - Off NEC	
Table 7: Off-NEC Host Responsible Delays per 10,000 Train-Miles	7 - 8
Table 8: Off-NEC Amtrak Responsible Delays per 10,000 Train-Miles	9
Train Delays - On NEC	
Table 9: On-NEC Total Host and Amtrak Responsible Delays per 10,000 Train-Miles	10
<b>Other Service Quality</b>	
Table 10: Customer Satisfaction Indicator (CSI) Scores	11
Table 11: Service Interruptions per 10,000 Train-Miles due to Equipment-related Problems	12
Table 12: Complaints Received	13
Table 13: Food-related Complaints	14
Table 14: Personnel-related Complaints	15
Table 15: Equipment-related Complaints	16
Table 16: Station-related Complaints	17
<b>Public Benefits (Table 17)</b>	
Connectivity Measure	18
Availability of Other Modes	18
<b>Reference Materials</b>	
Table 18: Route Descriptions	19
Terminology & Definitions	
Table 19: Amtrak Delay Code Definitions	20-21
Table 20: Host Railroad Code Definitions	22
<b>Appendixes</b>	
A. On-Time Performance (OTP) by Train	23 - 30
B. Off-NEC Host Responsible Delays by Train	31 - 40
C. Off-NEC Amtrak Responsible Delays by Train	41 - 46
D. On-NEC Total Host and Amtrak Responsible Delays by Train	47 - 49
E. Methodologies for PRIIA 207	50 - 53
F. Final Metrics and Standards under PRIIA Section 207 (May 12, 2010)	54 - 60

## 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
	Jul. 09 - Jun. 11	Jul. 08 - Jun. 10	Apr. 09 - Mar. 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>Jul. 09 - Jun. 11</b>	<b>Jul. 08 - Jun. 10</b>	<b>Apr. 09 - Mar. 10</b>

(\$0.072)	(\$0.078)	(\$0.073)
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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>Jul. 09 - Jun. 11</b>	<b>Jul. 08 - Jun. 10</b>	<b>Apr. 09 - Mar. 10</b>

(\$0.100)	(\$0.106)	(\$0.099)
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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
	Jul. 09 - Jun. 11	Jul. 08 - Jun. 10	Apr. 09 - Mar. 11

***Acela Express***

Acela Express	187	179	183
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***Other NEC Corridor Routes***

Keystone Service	137	132	136
Northeast Regional (Boston - Washington)	195	193	192
Richmond / Newport News	234	238	230
Lynchburg	Not Available	Not Available	Not Available
New Haven - Springfield	112	108	110

***Non-NEC Corridor Routes***

Capitol Corridor	87	88	86
Carolinian	278	271	273
Cascades	143	134	140
Downeaster	95	90	93
Empire Corridor			
Adirondack	208	191	201
Empire Service	123	122	120
Ethan Allen Express	157	146	151
Maple Leaf	103	99	101
Heartland Flyer	94	91	92
Hiawatha	150	143	147
Hoosier State	65	62	63
Illinois			
Carl Sandburg / Illinois Zephyr	96	93	95
Illini / Saluki	118	111	114
Lincoln Service	136	119	131
Michigan			
Blue Water	143	121	135
Pere Marquette	125	125	124
Wolverine	156	146	152
Kansas City - St. Louis	83	74	80
Pacific Surfliner	138	136	135
Pennsylvanian	191	191	191
Piedmont	68	69	68
San Joaquins	108	104	105
Vermont	139	125	133

***Long-Distance Routes***

Auto Train	349	334	343
California Zephyr	171	161	167
Capitol Limited	196	193	193
Cardinal	127	123	124
City of New Orleans	158	147	155
Coast Starlight	222	223	220
Crescent	167	155	163
Empire Builder	207	209	206
Lake Shore Ltd	230	205	222
Palmetto	148	138	144
Silver Meteor	219	204	213
Silver Star	192	182	189
Southwest Chief	193	183	188
Sunset Limited	127	115	122
Texas Eagle	181	180	176

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

Service <sup>a</sup>	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP <sup>b</sup>	All-Stations OTP <sup>c</sup>
	Last Four Quarters	3rd Quarter FY 2011	3rd Quarter FY 2011

**Acela Express**

Standard	>=0	90.0%	90.0%
Acela Express	-1.1	88.8%	90.2%

**Other NEC Corridor Routes**

Standard	>=0	85.0%	85.0%
Keystone	-0.4	91.5%	95.5%
Total Northeast Regional		81.9%	84.4%
Richmond / Newport News <sup>d</sup>	-0.8	76.1%	78.5%
Lynchburg <sup>e</sup>	Not Available	76.9%	72.2%
All Other Northeast Regional	-0.4	83.7%	89.2%

**Non-NEC Corridor Routes**

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.0	94.4%	95.9%
Carolinian	0.7	61.0%	59.5%
Cascades	0.3	71.3%	76.0%
Downeaster	0.0	81.8%	92.0%
Empire Corridor	1.0	79.4%	75.6%
Adirondack	0.6	51.1%	50.2%
Ethan Allen Express	0.2	70.3%	81.0%
Maple Leaf	0.5	52.7%	57.4%
New York - Albany <sup>f</sup>	1.6	88.5%	94.0%
New York - Niagara Falls	0.7	81.9%	74.6%
Heartland Flyer	3.3	83.0%	85.7%
Hiawatha	-0.3	91.8%	95.2%
Hoosier State	1.6	52.4%	63.9%
Illinois	2.0	67.9%	67.0%
Carl Sandburg / Illinois Zephyr	1.3	90.4%	89.2%
Illini / Saluki	1.0	49.6%	45.7%
Lincoln Service	1.7	65.1%	67.8%
Michigan	0.9	24.5%	45.7%
Blue Water	2.1	50.5%	65.4%
Pere Marquette	2.4	42.5%	70.5%
Wolverine	0.2	9.9%	37.1%
Kansas City - St. Louis	8.1	89.8%	89.4%
Pacific Surfliner	0.1	81.0%	88.2%
Pennsylvanian	-0.1	76.9%	69.6%
Piedmont	1.2	81.2%	91.1%
San Joaquin	1.2	88.5%	87.3%
Vermont	2.0	81.3%	77.7%

**Long-Distance Routes**

Standard	>=0	80.0%	80.0%
Auto Train	1.4	87.9%	88.7%
California Zephyr	2.4	49.5%	40.7%
Capitol Limited	1.1	34.1%	35.0%
Cardinal	0.9	25.6%	29.9%
City of New Orleans	0.7	64.3%	46.3%
Coast Starlight	0.9	77.3%	57.9%
Crescent	0.0	65.4%	60.8%
Empire Builder	-1.4	46.7%	36.5%
Lake Shore Ltd	0.5	57.1%	45.6%
Palmetto	1.0	75.8%	72.3%
Silver Meteor	0.6	79.1%	66.8%
Silver Star	1.0	70.3%	64.1%
Southwest Chief	0.1	81.9%	55.8%
Sunset Limited	0.8	82.1%	58.1%
Texas Eagle	2.6	45.6%	41.6%

<sup>a</sup>For train-by-train detail, please refer to Appendix A.

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

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

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

<sup>e</sup>Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup>Includes only trains that operate solely between New York and Albany.

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

Service	Host	3rd Quarter FY 2011						MM&C Allowance <sup>c</sup>	Route Miles
		Total Delay	Largest 2 Delay Categories <sup>b</sup>						
			#1	Minutes	#2	Minutes			
<b>Standard</b>		<b>900</b>							
<b>Acela Express</b>									
Acela Express	MNRR	711	CTI	303	DSR	202	0	56	
<b>Other NEC Corridor Routes</b>									
Northeast Regional									
Richmond / Newport News <sup>d</sup>	CSX	1762	DSR	451	RTE	319	0	189	
	MNRR	842	CTI	316	DSR	280	0	56	
Lynchburg <sup>e</sup>	MNRR	984	RTE	272	CTI	257	0	56	
	NS	568	DSR	163	FTI	127	0	166	
All Other Northeast Regional	MNRR	974	CTI	520	DSR	217	0	56	
<b>Non-NEC Corridor Routes</b>									
Capitol Corridor	UP	544	PTI	190	RTE	135	0	168	
Carolinian	CSX	1394	FTI	299	PTI	276	0	295	
	NS	469	DSR	216	PTI	129	0	202	
Cascades	BNSF	1217	DSR	353	FTI	269	0	343	
	UP	953	FTI	375	DSR	207	0	125	
Downeaster	MBTA	1394	DSR	1127	CTI	180	0	38	
	PanAm	507	DSR	270	PTI	144	0	77	
Empire Corridor									
Adirondack	CN	3746	DSR	2317	RTE	714	0	49	
	CP	3188	DSR	1681	PTI	725	0	178	
	CSX	819	PTI	299	DCS	187	0	89	
	MNRR	1130	DSR	552	CTI	280	0	64	
Ethan Allen Express	CP	3921	DSR	2904	PTI	308	0	60	
	CSX	1185	PTI	475	DCS	239	0	89	
	MNRR	1003	CTI	341	DSR	276	0	64	
	VTR	7329	DSR	7191	DCS	92	0	24	
Maple Leaf	CSX	1840	FTI	437	RTE	404	134	396	
	MNRR	741	DSR	356	CTI	255	0	64	
New York - Albany <sup>f</sup>	CSX	393	DCS	134	DSR	86	0	71	
	MNRR	762	CTI	287	DSR	237	0	64	
New York - Niagara Falls	CSX	1431	RTE	348	FTI	334	124	394	
	MNRR	972	CTI	306	DSR	294	0	64	
Heartland Flyer	BNSF	1215	DSR	743	FTI	188	0	238	
Hiawatha	CP	461	FTI	228	DCS	78	0	53	
	Metra	1601	CTI	898	DCS	266	0	29	
Hoosier State	CSX	1365	DCS	657	FTI	576	0	169	
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF	620	RTE	142	FTI	132	0	257	
Illini / Saluki	CN	1461	FTI	575	DSR	269	0	306	
Lincoln Service	CN	2104	FTI	942	DCS	433	0	37	
	UP	1196	PTI	639	DSR	227	0	231	
Michigan									
Blue Water	Amtrak	768	PTI	381	DCS	166	0	99	
	CN	1584	FTI	902	PTI	374	0	159	
	NS	4520	RTE	1290	DSR	1094	0	61	
Pere Marquette	CSX	870	DCS	401	DSR	242	0	135	
	NS	5157	FTI	1481	DCS	1221	0	39	
Wolverine	Amtrak	814	PTI	432	DCS	189	0	99	
	CN	2780	FTI	935	DSR	895	0	27	
	NS	2703	DCS	690	DSR	673	0	173	
Kansas City - St. Louis	UP	590	FTI	201	PTI	147	0	271	
Pacific Surfliner									
Pacific Surfliner	BNSF	986	RTE	265	DCS	236	0	22	
	SCRRA	948	PTI	448	CTI	230	0	95	
	SDNRR	1103	CTI	528	PTI	349	0	60	
	UP	1076	PTI	670	DCS	120	0	174	

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

Service	Host		3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>	Route Miles
			Total Delay	Largest 2 Delay Categories <sup>b</sup>					
				#1	Minutes	#2	Minutes		
<b>Standard</b>			<b>900</b>						
Pennsylvanian	NS		1309	FTI	562	RTE	280	0	249
Piedmont	NS		626	DSR	266	DCS	124	0	173
San Joaquin	BNSF		696	PTI	319	DSR	149	0	284
	UP		747	PTI	302	FTI	178	0	88
Vermont	MNRR		1155	CTI	539	DSR	283	0	56
	NECR		1269	DSR	1066	DCS	73	0	238
<b>Long-Distance Routes</b>									
Auto Train	CSX		1127	FTI	390	PTI	221	0	914
California Zephyr	BNSF		1372	DSR	579	FTI	372	0	1,027
	UP		982	FTI	315	DCS	215	0	1,431
Capitol Limited	CSX		1391	FTI	441	DSR	372	87	307
	NS		1705	FTI	841	RTE	299	0	481
Cardinal	BBrRR		3548	DSR	1125	FTI	1123	0	132
	CSX		940	FTI	283	DCS	277	0	698
	NS		1142	PTI	328	FTI	284	0	79
City of New Orleans	CN		1586	FTI	713	DSR	315	0	930
Coast Starlight	BNSF		1102	DSR	334	FTI	226	0	186
	SCRRA		1488	CTI	623	PTI	597	0	48
	UP		980	PTI	292	DCS	178	0	1,159
Crescent	NS		865	FTI	284	DSR	219	0	1,141
Empire Builder	BNSF		1414	DSR	554	FTI	443	0	2,147
	CP		838	FTI	408	DCS	144	0	384
	Metra		1161	CTI	744	FTI	194	0	29
Lake Shore Ltd	CSX		1439	FTI	340	DCS	253	90	741
	MNRR		1409	CTI	568	DSR	355	0	64
	NS		1622	FTI	761	RTE	286	0	339
Palmetto	CSX		784	FTI	248	PTI	192	0	659
Silver Meteor	CSX		741	FTI	215	PTI	188	0	1,152
	Fla DOT		750	CTI	409	DCS	127	0	68
Silver Star	CSX		927	FTI	269	DCS	211	7	1,209
	Fla DOT		1231	CTI	899	DSR	127	0	68
	NS		369	PTI	134	DSR	132	0	28
Southwest Chief	BNSF		470	FTI	105	DSR	95	0	2,198
	NMDOT		1748	DCS	825	CTI	585	0	80
Sunset Limited	BNSF		1113	DSR	601	PTI	256	0	190
	UP		1235	FTI	563	DSR	213	0	1,784
Texas Eagle	BNSF		2175	DSR	1054	FTI	512	0	126
	CN		1283	FTI	571	RTE	228	0	37
	UP		2519	FTI	815	OTH	757	0	1,104

<sup>a</sup> This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad. For train-by-train detail, please refer to Appendix B.

<sup>b</sup> For explanation of delay codes, see Table 19.

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

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

**TABLE 8:  
OFF-NEC AMTRAK RESPONSIBLE DELAYS BY SERVICE**

Minutes of Delay Per 10,000 Train-Miles

Service	3rd Quarter FY 2011					
	Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>
		#1	Minutes	#2	Minutes	
<b>Standard</b>	<b>325</b>					
<b>Acela Express</b>						
Acela Express	95	OTH	58	ENG	21	0
<b>Other NEC Corridor Routes</b>						
Northeast Regional						
Richmond / Newport News <sup>d</sup>	<b>404</b>	HLD	217	OTH	59	0
Lynchburg <sup>e</sup>	<b>559</b>	HLD	235	OTH	125	0
All Other Northeast Regional	280	OTH	198	HLD	25	0
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	183	HLD	43	ADA	39	0
Carolinian	<b>553</b>	HLD	268	ADA	149	0
Cascades	242	HLD	56	ENG	48	0
Downeaster	133	ITI	42	ENG	32	0
Empire Corridor						
Adirondack	244	HLD	86	OTH	48	0
Ethan Allen Express	172	HLD	89	ENG	41	0
Maple Leaf	289	SYS	107	HLD	88	0
New York - Albany <sup>f</sup>	83	HLD	36	ENG	25	0
New York - Niagara Falls	226	SYS	81	HLD	80	0
Heartland Flyer	306	OTH	124	HLD	79	0
Hiawatha	<b>378</b>	OTH	191	HLD	105	0
Hoosier State	<b>642</b>	SYS	1014	HLD	886	0
Illinois						
Carl Sandburg / Illinois Zephyr	155	HLD	74	SYS	43	0
Illini / Saluki	238	SYS	58	HLD	55	0
Lincoln Service	145	OTH	1112	HLD	275	0
Michigan						
Blue Water	<b>616</b>	HLD	297	OTH	247	0
Pere Marquette	<b>393</b>	SYS	169	ENG	97	0
Wolverine	<b>1352</b>	OTH	1040	SYS	147	0
Kansas City - St. Louis	145	HLD	75	ADA	38	0
Pacific Surfliner	312	HLD	113	ENG	48	0
Pennsylvanian	<b>413</b>	HLD	137	ENG	136	0
Piedmont	318	HLD	52	ADA	42	0
San Joaquin	235	HLD	58	ENG	56	0
Vermonteer	180	OTH	66	ITI	41	0
<b>Long-Distance Routes</b>						
Auto Train	150	ENG	47	OTH	41	0
California Zephyr	<b>397</b>	SYS	118	ENG	108	0
Capitol Limited	284	HLD	150	SYS	104	0
Cardinal	<b>548</b>	HLD	226	SVS	99	0
City of New Orleans	198	HLD	55	SYS	54	0
Coast Starlight	<b>592</b>	HLD	140	SVS	94	0
Crescent	<b>329</b>	HLD	82	ADA	65	0
Empire Builder	<b>532</b>	CON	232	SYS	87	0
Lake Shore Ltd	<b>731</b>	CON	278	HLD	245	0
Palmetto	157	HLD	51	SYS	38	0
Silver Meteor	292	ADA	111	HLD	92	0
Silver Star	<b>352</b>	HLD	123	ADA	87	0
Southwest Chief	257	HLD	123	ENG	33	0
Sunset Limited	<b>450</b>	HLD	101	SVS	100	0
Texas Eagle	<b>379</b>	HLD	180	SYS	85	0

<sup>a</sup> 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>b</sup> For explanation of delay codes, see Table 19.

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

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

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

Service	Host <sup>b</sup>	3rd Quarter FY 2011						MM&C Allowance <sup>c</sup>	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	276	SMW	48	CTI	31	0	401	
<b>Other Services</b>									
<b>Standard</b>		<b>475</b>							
Keystone	Amtrak	371	SMW	81	HLD	59	0	195	
Cardinal	Amtrak	884	CAR	172	ENG	129	0	226	
Carolinian	Amtrak	491	PTI	72	ENG	50	0	226	
Crescent	Amtrak	883	ITI	187	PTI	144	0	226	
Northeast Regional	Amtrak	497	ENG	76	PTI	54	0		
Richmond / Newport News <sup>d</sup>	Amtrak	515	ENG	81	PTI	52	0	463	
Lynchburg <sup>e</sup>	Amtrak	725	ENG	106	PTI	72	0	463	
All Other Northeast Regional	Amtrak	470	ENG	71	PTI	54	0	463	
Palmetto	Amtrak	440	SMW	67	SVS	67	0	226	
Pennsylvanian	Amtrak	442	SMW	83	HLD	57	0	195	
Silver Meteor	Amtrak	814	PTI	213	CAR	160	0	226	
Silver Star	Amtrak	648	PTI	163	ENG	96	0	226	
Vermont	Amtrak	608	SVS	102	PTI	97	0	304	

<sup>a</sup> This table excludes third-party delays. For train-by-train detail, please refer to Appendix D.

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

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

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

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

Service	3rd 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	79	76	75	79	66	54
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**Other NEC Corridor Routes**

Keystone Service	80	82	73	79	59	Not Applicable
Northeast Regional (Boston - Washington)	77	78	68	76	54	53
Richmond / Newport News <sup>b</sup>	80	77	68	78	56	57
Lynchburg <sup>c</sup>	89	83	72	84	55	63
New Haven - Springfield	76	79	69	77	58	62

**Non-NEC Corridor Routes**

Capitol Corridor	87	88	80	84	69	66
Carolinian	78	81	71	80	59	60
Cascades	89	86	82	87	73	71
Downeaster	91	92	85	87	75	74
Empire Corridor						
Adirondack	77	81	71	82	54	48
Ethan Allen Express	78	77	64	74	58	48
Maple Leaf	79	80	66	80	52	59
New York - Albany <sup>d</sup>	82	89	71	76	55	Not Applicable
Heartland Flyer	92	94	89	91	85	82
Hiawatha	86	87	74	81	57	Not Applicable
Hoosier State	75	87	73	79	67	Not Applicable
Illinois						
Carl Sandburg / Illinois Zephyr	88	84	77	81	67	66
Illini / Saluki	79	79	71	80	62	66
Lincoln Service	78	78	67	75	57	54
Michigan						
Blue Water	86	82	73	85	62	68
Pere Marquette	84	87	79	87	72	Not Applicable
Wolverine	71	77	65	74	57	60
Kansas City - St. Louis	89	87	77	78	63	68
Pacific Surfliner	87	84	81	87	72	68
Pennsylvanian	85	84	71	82	63	67
Piedmont	91	88	81	91	84	Not Applicable
San Joaquins	89	89	82	85	70	76
Vermonter	82	81	74	78	60	59

**Long-Distance Routes**

Auto Train	86	88	78	70	72	78
California Zephyr	82	79	70	78	55	67
Capitol Limited	79	82	68	76	62	71
Cardinal	74	77	59	73	56	58
City of New Orleans	81	78	72	73	68	67
Coast Starlight	77	80	67	76	61	68
Crescent	81	78	65	76	57	71
Empire Builder	73	76	61	76	52	66
Lake Shore Ltd	74	77	57	69	54	64
Palmetto	82	81	71	78	58	61
Silver Meteor	77	79	67	73	54	65
Silver Star	75	78	64	74	55	69
Southwest Chief	83	84	71	76	58	72
Sunset Limited	87	85	73	79	65	74
Texas Eagle	76	79	69	78	56	70

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

<sup>b</sup> Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.

<sup>c</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup> Includes only trains that operate solely between New York and Albany.

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

Service	3rd Quarter FY 2011		
	Service Interruptions	Train - Miles	Ratio

**Acela Express**

Acela Express	20	839,107	0.24
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**Other NEC Corridor Routes**

Keystone Service	24	346,983	0.69
Total Northeast Regional	119	1,482,738	0.80
Richmond / Newport News <sup>b</sup>	27	398,600	0.68
Lynchburg <sup>c</sup>	17	179,522	0.95
All Other Northeast Regional	75	904,616	0.83

**Non-NEC Corridor Routes**

Capitol Corridor	17	299,557	0.57
Carolinian	8	117,103	0.68
Cascades	16	237,064	0.67
Downeaster	4	105,560	0.38
Empire Corridor	17	529,839	0.32
Adirondack	7	69,060	1.01
Ethan Allen Express	2	43,862	0.46
Maple Leaf	3	84,084	0.36
New York - Albany <sup>d</sup>	5	165,393	0.30
New York - Niagara Falls	0	167,440	0.00
Heartland Flyer	0	37,492	0.00
Hiawatha	3	107,328	0.28
Hoosier State	3	20,384	1.47
Illinois	19	402,712	0.47
Carl Sandburg / Illinois Zephyr	2	93,912	0.21
Illini / Saluki	6	112,840	0.53
Lincoln Service	11	195,960	0.56
Michigan	19	256,074	0.74
Blue Water	4	58,058	0.69
Pere Marquette	4	32,032	1.25
Wolverine	11	165,984	0.66
Kansas City - St. Louis	1	103,012	0.10
Pacific Surfliner	36	406,866	0.88
Pennsylvanian	3	80,808	0.37
Piedmont	2	54,668	0.37
San Joaquins	19	331,968	0.57
Vermont	7	111,566	0.63

**Long-Distance Routes**

Auto Train	9	156,702	0.57
California Zephyr	42	443,716	0.95
Capitol Limited	6	139,048	0.43
Cardinal	6	89,388	0.67
City of New Orleans	12	168,532	0.71
Coast Starlight	27	250,614	1.08
Crescent	19	250,614	0.76
Empire Builder	12	473,326	0.25
Lake Shore Ltd	11	359,632	0.31
Palmetto	2	150,878	0.13
Silver Meteor	23	252,616	0.91
Silver Star	18	277,004	0.65
Southwest Chief	17	410,592	0.41
Sunset Limited	14	152,924	0.92
Texas Eagle	5	234,672	0.21

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

<sup>b</sup>Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.

<sup>c</sup>Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup>Includes only trains that operate solely between New York and Albany.

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

Service	3rd Quarter FY 2011	
	Food-Related	Train-Related

***Amtrak Premium***

Acela Express	0.02	1.51
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***Amtrak Corridor***

Keystone	0.00	0.46
Northeast Regional	0.02	2.52

***Short Distance***

Capitols	0.00	0.16
Carolinian	0.03	12.30
Cascades	0.02	1.59
Downeaster	0.00	0.41
Empire Corridor		
Adirondack	0.04	3.76
Empire Service	0.01	1.38
Ethan Allen Express	0.00	1.79
Maple Leaf	0.39	10.62
Heartland Flyer	0.04	1.01
Hiawatha	0.00	0.36
Hoosier State	0.00	5.28
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	1.39
Illini / Saluki	0.01	4.53
Lincoln Service	0.08	7.44
Michigan		
Blue Water	0.16	7.92
Pere Marquette	0.00	6.18
Wolverine	0.27	15.88
Kansas City - St. Louis	0.12	2.66
Pacific Surfliner	0.01	1.20
Pennsylvanian	0.06	3.59
Piedmont	0.00	0.68
San Joaquins	0.01	2.01
Vermont	0.00	4.45

***Long Distance***

Auto Train	0.42	6.96
California Zephyr	4.99	47.82
Capitol Limited	0.43	14.17
Cardinal	0.77	23.03
City of New Orleans	1.33	33.23
Coast Starlight	1.10	15.17
Crescent	1.51	34.67
Empire Builder	1.20	48.85
Lake Shore Ltd	0.61	19.02
Palmetto	0.92	14.24
Silver Meteor	0.73	13.98
Silver Star	0.73	17.78
Southwest Chief	1.53	16.41
Sunset Limited	1.74	32.83
Texas Eagle	2.78	63.14

*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	3rd Quarter FY 2011						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
<b>Amtrak System</b>	<b>1,078</b>	<b>77</b>	<b>13</b>	<b>86</b>	<b>679</b>	<b>1,933</b>	
<b>Amtrak Premium</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>21</b>	
Acela Express	9	2	0	3	7	21	
<b>Amtrak Corridor</b>	<b>26</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>20</b>	<b>55</b>	
Keystone	0	0	0	0	0	0	
Northeast Regional	26	4	0	5	20	55	
<b>Short Distance</b>	<b>61</b>	<b>1</b>	<b>1</b>	<b>19</b>	<b>26</b>	<b>108</b>	
Capitols	0	0	0	0	0	0	
Carolinian	2	0	0	0	1	3	
Cascades	3	0	0	0	2	5	
Downeaster	0	0	0	0	0	0	
Empire Corridor	18	0	1	1	5	25	
Adirondack	2	0	0	0	0	2	
Empire Service	0	0	0	0	4	4	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	16	0	1	1	1	19	
Heartland Flyer	1	0	0	0	0	1	
Hiawatha	0	0	0	0	0	0	
Hoosier State	0	0	0	0	0	0	
Illinois	2	1	0	7	2	12	
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0	
Illini / Saluki	1	1	0	0	0	2	
Lincoln Service	1	0	0	7	2	10	
Michigan	28	0	0	6	10	44	
Blue Water	4	0	0	4	0	8	
Pere Marquette	0	0	0	0	0	0	
Wolverine	24	0	0	2	10	36	
Kansas City - St. Louis	2	0	0	4	0	6	
Pacific Surfliner	0	0	0	0	5	5	
Pennsylvanian	3	0	0	0	1	4	
Piedmont	0	0	0	0	0	0	
San Joaquins	2	0	0	1	0	3	
Vermonter	0	0	0	0	0	0	
<b>Long Distance</b>	<b>982</b>	<b>70</b>	<b>12</b>	<b>59</b>	<b>626</b>	<b>1,749</b>	
Auto Train	17	4	0	2	10	33	
California Zephyr	311	4	6	11	147	479	
Capitol Limited	9	3	0	0	18	30	
Cardinal	17	0	0	3	3	23	
City of New Orleans	28	0	0	3	39	70	
Coast Starlight	51	10	0	9	62	132	
Crescent	75	6	0	5	47	133	
Empire Builder	74	8	0	2	48	132	
Lake Shore Ltd	27	15	0	3	34	79	
Palmetto	41	0	0	1	9	51	
Silver Meteor	26	3	0	5	40	74	
Silver Star	38	5	2	5	37	87	
Southwest Chief	89	5	0	3	56	153	
Sunset Limited	39	0	0	3	6	48	
Texas Eagle	140	7	4	4	70	225	

*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	3rd Quarter FY 2011						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
<b>Amtrak System</b>	<b>1,068</b>	<b>234</b>	<b>1,977</b>	<b>1,896</b>	<b>2,788</b>		<b>7,963</b>
<b>Amtrak Premium</b>	<b>22</b>	<b>4</b>	<b>25</b>	<b>57</b>	<b>89</b>		<b>197</b>
Acela Express	22	4	25	57	89		197
<b>Amtrak Corridor</b>	<b>184</b>	<b>36</b>	<b>87</b>	<b>217</b>	<b>259</b>		<b>783</b>
Keystone	17	4	3	17	18		59
Northeast Regional	167	32	84	200	241		724
<b>Short Distance</b>	<b>293</b>	<b>87</b>	<b>244</b>	<b>438</b>	<b>471</b>		<b>1,533</b>
Capitols	4	6	3	11	10		34
Carolinian	26	9	30	45	53		163
Cascades	15	4	8	22	38		87
Downeaster	1	0	3	5	2		11
Empire Corridor	46	4	12	36	37		135
Adirondack	5	1	0	5	2		13
Empire Service	16	2	3	22	16		59
Ethan Allen Express	0	1	0	4	5		10
Maple Leaf	25	0	9	5	14		53
Heartland Flyer	1	1	5	0	6		13
Hiawatha	4	1	3	0	10		18
Hoosier State	0	1	0	1	1		3
Illinois	45	18	25	75	49		212
Carl Sandburg / Illinois Zephyr	0	2	7	5	1		15
Illini / Saluki	15	8	4	12	11		50
Lincoln Service	30	8	14	58	37		147
Michigan	72	11	60	104	80		327
Blue Water	2	0	34	27	17		80
Pere Marquette	5	0	7	5	7		24
Wolverine	65	11	19	72	56		223
Kansas City - St. Louis	8	1	3	5	13		30
Pacific Surfliner	42	14	29	83	83		251
Pennsylvanian	13	1	8	10	12		44
Piedmont	1	4	3	2	4		14
San Joaquins	8	8	38	32	48		134
Vermont	7	4	14	7	25		57
<b>Long Distance</b>	<b>569</b>	<b>107</b>	<b>1,621</b>	<b>1,184</b>	<b>1,969</b>		<b>5,450</b>
Auto Train	1	1	28	12	41		83
California Zephyr	71	10	240	107	298		726
Capitol Limited	6	24	64	38	88		220
Cardinal	13	10	24	38	43		128
City of New Orleans	27	7	32	46	88		200
Coast Starlight	60	4	116	101	157		438
Crescent	77	5	118	83	136		419
Empire Builder	51	9	181	140	231		612
Lake Shore Ltd	57	6	86	76	118		343
Palmetto	27	5	10	41	42		125
Silver Meteor	33	2	95	100	114		344
Silver Star	41	5	107	106	124		383
Southwest Chief	26	9	300	95	147		577
Sunset Limited	13	0	27	54	90		184
Texas Eagle	66	10	193	147	252		668

*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	3rd Quarter FY 2011					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
<b>Amtrak System</b>	<b>967</b>	<b>2,126</b>	<b>592</b>	<b>2,757</b>	<b>2,736</b>	<b>9,178</b>
<b>Amtrak Premium</b>	<b>17</b>	<b>32</b>	<b>2</b>	<b>82</b>	<b>2</b>	<b>135</b>
Acela Express	17	32	2	82	2	135
<b>Amtrak Corridor</b>	<b>39</b>	<b>260</b>	<b>21</b>	<b>313</b>	<b>157</b>	<b>790</b>
Keystone	1	4	0	8	0	13
Northeast Regional	38	256	21	305	157	777
<b>Short Distance</b>	<b>61</b>	<b>500</b>	<b>43</b>	<b>370</b>	<b>449</b>	<b>1,423</b>
Capitol	0	1	0	1	1	3
Carolinian	4	157	5	44	105	315
Cascades	2	5	2	32	18	59
Downeaster	0	1	0	0	0	1
Empire Corridor						
Adirondack	0	4	0	3	2	9
Empire Service	1	18	0	26	4	49
Ethan Allen Express	2	5	0	10	5	22
Maple Leaf	2	16	0	17	11	46
Heartland Flyer	0	0	1	2	3	6
Hiawatha	0	0	0	0	0	0
Hoosier State	0	1	0	10	0	11
Illinois						
Carl Sandburg / Illinois Zephyr	5	0	2	10	4	21
Illini / Saluki	0	2	0	5	1	8
Lincoln Service	4	49	6	38	33	130
Michigan						
Blue Water	1	11	8	25	68	113
Pere Marquette	0	2	0	2	1	5
Wolverine	6	138	5	56	49	254
Kansas City - St. Louis	6	0	5	6	14	31
Pacific Surfliner	20	29	8	38	105	200
Pennsylvanian	3	7	0	17	11	38
Piedmont	0	1	0	2	0	3
San Joaquins	0	21	0	11	11	43
Vermont	5	32	1	15	3	56
<b>Long Distance</b>	<b>850</b>	<b>1,334</b>	<b>526</b>	<b>1,992</b>	<b>2,128</b>	<b>6,830</b>
Auto Train	36	26	14	73	64	213
California Zephyr	120	94	79	284	415	992
Capitol Limited	29	31	2	48	15	125
Cardinal	6	16	14	42	39	117
City of New Orleans	26	133	15	42	89	305
Coast Starlight	88	52	54	214	130	538
Crescent	78	165	42	167	214	666
Empire Builder	65	56	62	206	146	535
Lake Shore Ltd	41	57	15	105	93	311
Palmetto	20	79	4	103	62	268
Silver Meteor	66	162	39	98	125	490
Silver Star	44	146	34	141	168	533
Southwest Chief	84	83	94	151	213	625
Sunset Limited	38	53	11	62	43	207
Texas Eagle	109	181	47	256	312	905

*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

<b>3rd Quarter FY 2011</b>
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<b>Amtrak System</b>		<b>35</b>
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**Division**

Central		5
Mid-Atlantic		11
Northeast		9
Pacific		2
Pacific Northwest		1
Southern		3
Southwest		4

*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
Vermonteer	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 OFF- NEC DELAY CODE DEFINITIONS**

<b>Host Railroad - Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
CTI	Commuter Train Interference	Delays for meeting or following commuter trains
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
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
PTI	Passenger Train Interfere	Delays for meeting or following other passenger trains
RTE	Routing	Routing-dispatching delays including diversions, late track bulletins, etc.

<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
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.
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>
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
WTR	Weather-Related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders

**TABLE 20:  
AMTRAK ON- NEC DELAY CODE DEFINITIONS**

<b>Host Railroad - Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
CTI	Commuter Train Interference	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 21:  
HOST RAILROAD CODE DEFINITIONS**

Host Railroad Codes	
Code	Company
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 <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2011	3rd Quarter FY 2011

**Acela Express**

<b>Standard</b>		<b>≥ 0</b>	<b>90%</b>	<b>90%</b>
Acela Express	2100	-0.4	82.8%	95.2%
	2103	-1.3	96.9%	97.0%
	2104	1.0	92.2%	96.3%
	2107	-2.4	92.2%	93.9%
	2109	-0.9	89.1%	88.8%
	2110	-0.8	92.2%	96.0%
	2117	-1.4	85.7%	94.3%
	2119	-0.1	89.1%	89.1%
	2121	-2.4	90.6%	94.0%
	2122	-0.9	93.8%	93.8%
	2124	-1.4	85.9%	87.0%
	2126	-3.6	90.6%	91.2%
	2150	-0.2	92.2%	89.7%
	2151	-1.2	89.1%	88.2%
	2153	-2.1	90.6%	92.6%
	2154	-1.2	87.5%	91.2%
	2155	-0.1	89.1%	88.6%
	2158	0.3	89.1%	89.8%
	2159	-0.8	85.9%	85.9%
	2160	0.7	93.8%	94.6%
	2163	-1.2	75.0%	82.5%
	2164	-0.7	95.3%	94.9%
	2165	0.2	89.1%	88.8%
	2166	-1.6	82.8%	90.1%
	2167	-0.6	85.9%	89.2%
	2168	-0.7	87.5%	89.8%
	2170	-1.5	82.8%	89.4%
	2171	-3.2	84.4%	89.1%
	2172	-1.6	78.1%	80.3%
	2173	-2.1	87.5%	86.0%
	2190	-0.9	84.4%	86.7%
	2193	-0.2	89.1%	88.0%
	2203	-1.1	100.0%	93.7%
	2205	-0.5	100.0%	100.0%
	2207	-1.6	85.7%	100.0%
	2208	1.3	100.0%	100.0%
	2211	0.1	100.0%	100.0%
	2212	2.0	100.0%	98.1%
	2213	0.9	100.0%	100.0%
	2216	-0.1	100.0%	100.0%
	2220	1.3	100.0%	98.1%
	2221	-1.5	92.3%	95.1%
	2222	-1.1	92.3%	94.1%
	2225	1.2	100.0%	100.0%
	2228	0.2	100.0%	100.0%
	2250	0.1	100.0%	92.4%
	2251	-0.8	85.7%	92.8%
	2252	0.9	69.2%	88.5%
	2253	-0.2	85.2%	83.4%
	2254	0.7	92.3%	92.1%
	2255	0.6	100.0%	92.7%
	2256	-0.7	61.5%	74.7%
	2257	0.6	84.6%	89.0%
	2258	-1.0	100.0%	93.8%
	2259	0.1	92.3%	86.5%
	2290	-2.3	78.6%	82.2%
	2297	-1.4	84.6%	87.6%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2011	3rd Quarter FY 2011

**Other NEC Corridor Routes**

Standard		≥ 0	85.0%	85.0%
<b>Northeast Regional</b>				
Richmond / Newport News <sup>c</sup>	66	1.2	91.2%	71.1%
	67	-0.8	90.1%	90.9%
	82	0.0	85.7%	63.6%
	83	1.2	76.9%	73.4%
	84	-3.4	85.9%	87.6%
	85	-0.1	64.1%	86.4%
	86	0.5	96.9%	90.5%
	87	2.6	77.8%	80.3%
	88	-0.1	85.2%	79.0%
	93	-0.5	58.8%	75.2%
	94	-0.3	57.8%	55.4%
	95	0.7	37.5%	71.9%
	99	0.1	77.8%	69.1%
	125	Not Available	67.2%	83.3%
	157	Not Available	61.5%	88.6%
164	Not Available	85.2%	81.8%	
174	Not Available	82.8%	86.5%	
194	0.0	88.9%	72.9%	
195	1.2	74.1%	80.9%	
Lynchburg <sup>d</sup>	145	-1.4	76.9%	76.5%
	147	-0.3	78.6%	83.2%
	156	-14.1	74.1%	82.0%
	171	-7.2	70.3%	65.3%
	176	-6.5	84.4%	74.2%
<b>All Other Northeast Regional</b>				
	110	-0.5	77.4%	94.9%
	111	-1.2	90.6%	94.4%
	121	-3.2	92.9%	94.8%
	123	Not Available	84.6%	96.7%
	126	Not Available	76.9%	88.4%
	127	-2.1	87.3%	90.7%
	129	-2.0	68.8%	82.6%
	130	-1.5	84.4%	95.1%
	131	-0.4	88.9%	95.5%
	132	Not Available	100.0%	89.4%
	133	-2.1	38.5%	82.8%
	134	-0.3	84.0%	90.5%
	135	0.9	81.5%	86.2%
	136	2.1	69.2%	73.7%
	137	-1.4	81.3%	88.4%
	138	-0.7	68.8%	82.6%
	139	Not Available	84.6%	88.6%
	140	1.4	92.6%	89.7%
	141	2.0	87.5%	84.4%
	143	0.1	85.2%	84.7%
	146	2.7	92.9%	90.1%
	148	0.9	62.5%	85.6%
	150	-0.7	77.8%	89.4%
	151	-0.3	93.4%	97.5%
	152	1.0	77.8%	96.6%
	153	-3.0	100.0%	99.3%
	154	2.5	100.0%	100.0%
	155	-0.9	92.6%	96.3%
	158	2.0	88.9%	96.6%
	159	2.8	85.2%	91.9%
	160	-0.9	88.9%	88.8%
	161	1.2	92.6%	90.4%
	162	0.4	92.6%	88.7%
	163	-0.7	92.6%	86.8%
	165	-0.6	81.5%	78.7%
	166	-3.1	53.8%	76.1%
	167	0.4	78.6%	83.1%
	168	-0.3	100.0%	92.2%
	169	-0.3	81.5%	77.4%
	170	-2.7	92.2%	92.9%
	172	-0.9	79.7%	82.4%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2011	3rd Quarter FY 2011
	173	0.8	84.4%	87.9%
	175	-1.1	90.6%	90.4%
	177	-0.6	89.1%	90.9%
	178	-7.7	84.4%	87.3%
	179	-0.6	75.0%	83.9%
	180	-1.5	75.0%	93.7%
	181	-2.1	93.8%	95.3%
	182	0.0	92.6%	95.5%
	183	-1.9	89.1%	93.0%
	184	-1.9	71.9%	82.1%
	185	-1.6	73.4%	86.2%
	186	0.6	87.5%	94.3%
	187	-1.6	85.9%	95.6%
	188	2.0	90.6%	93.1%
	190	-1.1	93.8%	92.9%
	192	2.5	85.7%	98.1%
	193	-0.2	78.1%	81.9%
	196	1.1	62.7%	83.5%
	198	-7.8	83.5%	95.3%
	199	3.0	Not Available	Not Available
	401	6.9	100.0%	100.0%
	405	5.6	92.6%	98.7%
	432	Not Available	100.0%	100.0%
	450	3.8	70.4%	79.7%
	460	3.4	70.4%	72.7%
	463	3.9	92.6%	100.0%
	464	4.7	74.1%	79.5%
	465	Not Available	76.9%	82.1%
	467	7.4	100.0%	100.0%
	470	1.9	87.5%	91.8%
	475	6.0	96.9%	97.4%
	476	2.1	59.4%	69.6%
	479	7.0	89.1%	91.1%
	488	6.2	63.0%	66.7%
	490	5.1	96.9%	95.0%
	493	5.8	98.4%	98.7%
	494	5.9	60.9%	67.9%
	495	5.0	100.0%	100.0%
	497	8.8	100.0%	100.0%
Keystone	600	-0.9	98.4%	99.9%
	601	0.6	96.9%	98.4%
	605	-0.8	87.5%	93.3%
	607	-1.6	98.4%	99.5%
	609	-1.0	98.4%	98.7%
	610	-0.3	100.0%	96.5%
	611	-2.9	100.0%	90.3%
	612	1.0	100.0%	100.0%
	615	-3.0	92.9%	93.1%
	618	-3.9	96.1%	98.3%
	619	-0.1	90.6%	96.5%
	620	-0.5	92.2%	98.3%
	622	0.1	95.3%	97.8%
	637	-2.3	100.0%	100.0%
	639	-0.4	93.8%	98.7%
	640	-0.3	85.9%	98.7%
	641	-0.7	84.4%	91.4%
	642	1.6	95.3%	99.6%
	643	0.6	93.7%	97.2%
	644	0.4	95.3%	98.6%
	645	-0.1	82.8%	93.4%
	646	1.0	96.9%	98.6%
	647	-0.4	89.1%	95.1%
	648	-1.0	96.9%	99.4%
	649	-1.0	85.9%	95.9%
	650	0.0	95.3%	97.0%
	651	-0.1	84.4%	90.9%
	652	0.0	76.6%	94.0%
	653	0.5	87.5%	90.2%
	654	0.2	88.9%	95.7%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2011	3rd Quarter FY 2011
	655	0.2	84.4%	91.0%
	656	-0.4	89.1%	98.3%
	658	-0.3	100.0%	100.0%
	660	1.2	96.3%	97.7%
	661	-2.0	85.2%	85.6%
	662	-1.0	100.0%	93.8%
	663	-3.2	100.0%	93.6%
	664	0.5	92.6%	93.9%
	665	-0.4	92.6%	92.8%
	666	0.0	88.9%	85.9%
	667	-2.1	81.5%	91.6%
	668	-2.4	100.0%	94.3%
	669	-2.5	85.2%	95.6%
	670	0.0	92.6%	89.9%
	671	-4.1	88.9%	92.2%
	672	0.3	100.0%	98.5%

**Non-NEC Corridor Routes**

Standard		≥ 0	80.0%	80.0%
Capitol Corridor	518	4.0	100.0%	99.2%
	520	1.8	98.4%	99.6%
	521	0.6	95.3%	97.3%
	522	3.1	96.9%	97.8%
	523	0.9	100.0%	99.4%
	524	2.4	93.8%	95.5%
	525	2.4	96.9%	97.6%
	526	2.8	98.4%	96.3%
	527	1.7	95.3%	96.5%
	528	2.9	92.2%	95.5%
	529	1.4	90.6%	95.7%
	530	4.2	96.9%	98.4%
	531	3.7	93.8%	97.3%
	532	3.3	89.1%	94.7%
	533	2.0	92.1%	97.1%
	534	1.1	93.8%	96.4%
	535	2.4	87.5%	92.8%
	536	0.4	93.8%	95.6%
	537	2.6	90.6%	93.9%
	538	1.4	90.6%	95.5%
	540	3.4	96.9%	97.8%
	541	3.2	92.2%	96.6%
	542	1.8	98.4%	99.0%
	543	2.3	89.1%	87.8%
	544	2.7	98.4%	99.0%
	545	2.6	92.2%	90.8%
	546	3.4	89.1%	89.6%
	547	1.4	95.3%	95.1%
	548	-1.7	93.8%	97.0%
	549	2.3	95.3%	96.1%
	551	1.6	98.4%	97.4%
	553	1.6	85.9%	90.7%
	720	2.8	96.3%	98.6%
	723	0.2	96.3%	96.5%
	724	2.1	88.9%	95.1%
	727	0.9	88.9%	91.4%
	728	1.5	96.3%	98.5%
	729	0.9	88.9%	94.4%
	732	3.4	96.3%	96.3%
	733	1.9	92.6%	94.0%
	734	1.4	96.3%	96.6%
	736	2.0	96.3%	98.6%
	737	2.7	96.3%	93.1%
	738	3.1	100.0%	100.0%
	741	1.4	100.0%	98.8%
	742	1.9	92.6%	98.4%
	743	1.1	92.6%	91.3%
	744	1.9	100.0%	98.8%
	745	2.2	96.3%	95.2%
	746	1.3	96.3%	98.6%
	747	2.5	96.3%	96.6%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2011	3rd Quarter FY 2011
	748	2.5	100.0%	97.4%
	749	1.0	96.3%	98.1%
	751	1.8	92.6%	91.0%
Carolinian	79	0.8	<b>58.2%</b>	<b>55.5%</b>
	80	0.6	<b>63.7%</b>	<b>63.6%</b>
Cascades	500	1.8	<b>74.7%</b>	<b>78.7%</b>
	501	0.6	<b>73.6%</b>	88.9%
	504	2.9	91.4%	92.0%
	506	1.6	<b>48.4%</b>	<b>64.9%</b>
	507	2.3	<b>79.1%</b>	<b>79.5%</b>
	508	2.6	<b>70.0%</b>	<b>75.1%</b>
	509	1.7	<b>78.0%</b>	81.6%
	510	0.6	<b>72.4%</b>	90.6%
	513	<b>-3.3</b>	<b>45.1%</b>	<b>53.9%</b>
	516	<b>-2.0</b>	<b>74.7%</b>	<b>71.6%</b>
	517	<b>-0.7</b>	<b>79.8%</b>	82.8%
Downeaster	680	0.9	95.3%	98.5%
	681	<b>-1.2</b>	84.4%	80.6%
	682	<b>-0.3</b>	92.2%	97.6%
	683	<b>-0.4</b>	85.9%	94.5%
	684	0.6	<b>62.5%</b>	90.4%
	685	0.2	<b>64.1%</b>	86.4%
	686	<b>-0.5</b>	85.9%	95.5%
	687	<b>-0.7</b>	<b>79.7%</b>	92.9%
	688	0.3	85.9%	92.7%
	689	<b>-2.3</b>	93.8%	94.4%
	690	0.0	96.3%	99.2%
	691	2.1	81.5%	92.9%
	692	0.4	<b>77.8%</b>	93.0%
	693	0.7	85.2%	86.5%
	694	0.0	<b>70.4%</b>	88.6%
	695	0.7	<b>77.8%</b>	92.0%
	696	1.4	<b>63.0%</b>	87.8%
	697	2.1	<b>77.8%</b>	88.6%
	698	0.5	<b>70.4%</b>	87.1%
	699	<b>-0.5</b>	88.9%	94.6%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2011	3rd Quarter FY 2011
<b>Empire Corridor</b>				
Adirondack	68	0.3	<b>63.7%</b>	<b>46.9%</b>
	69	0.8	<b>38.5%</b>	<b>53.6%</b>
Maple Leaf	63	1.1	<b>65.9%</b>	<b>67.0%</b>
	64	0.1	<b>39.6%</b>	<b>47.7%</b>
New York - Albany <sup>c</sup>	230	2.4	92.2%	95.3%
	232	<b>-0.7</b>	90.6%	96.6%
	233	1.8	81.3%	89.0%
	234	1.0	90.6%	97.7%
	235	1.3	<b>79.7%</b>	92.2%
	236	0.3	92.3%	96.2%
	237	1.5	87.5%	96.9%
	238	2.6	89.0%	91.1%
	239	0.4	90.2%	93.4%
	241	1.8	84.4%	95.2%
	242	4.5	87.5%	91.9%
	243	1.7	87.9%	93.9%
	244	1.8	92.3%	95.8%
	245	1.9	84.3%	90.8%
	250	2.2	96.3%	97.8%
	252	<b>-1.3</b>	92.9%	92.9%
	253	3.0	92.6%	96.8%
	New York - Niagara Falls	254	1.6	84.6%
255		0.3	92.3%	97.8%
261		0.6	95.0%	97.8%
280		0.4	85.9%	<b>79.1%</b>
281		0.8	<b>71.4%</b>	<b>70.5%</b>
283		1.9	84.6%	<b>74.5%</b>
284		0.2	83.8%	<b>75.7%</b>
288		1.3	84.6%	<b>70.8%</b>
Ethan Allen Express	290	<b>-0.1</b>	<b>57.8%</b>	<b>78.8%</b>
	291	0.5	<b>74.4%</b>	84.2%
	293	0.8	<b>76.9%</b>	<b>71.7%</b>
	296	<b>-1.2</b>	<b>76.9%</b>	84.0%
Heartland Flyer	821	2.9	84.6%	93.9%
	822	3.8	81.3%	<b>77.4%</b>
Hiawatha	329	<b>-2.2</b>	94.9%	95.6%
	330	0.0	94.9%	99.2%
	331	<b>-0.1</b>	96.7%	97.4%
	332	<b>-1.8</b>	96.7%	96.7%
	333	<b>-1.0</b>	95.6%	96.5%
	334	1.2	96.7%	97.8%
	335	<b>-0.1</b>	89.0%	90.8%
	336	1.8	94.5%	98.7%
	337	1.6	93.4%	97.4%
	338	<b>-1.1</b>	81.3%	91.0%
	339	<b>-0.9</b>	86.8%	88.3%
	340	<b>-0.1</b>	94.5%	98.2%
	341	0.3	90.1%	95.2%
	342	<b>-1.6</b>	81.3%	90.8%
Hoosier State	850	0.9	<b>50.0%</b>	<b>65.2%</b>
	851	3.3	<b>54.9%</b>	<b>62.6%</b>
<b>Illinois</b>				
Carl Sandburg / Illinois Zephyr	380	1.8	90.1%	88.8%
	381	0.4	93.4%	94.5%
	382	1.5	89.0%	84.5%
	383	1.5	89.0%	89.1%

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

Service	Train Number	Test #1	Test #2	Test #3	
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>	
		Last Four Quarters	3rd Quarter FY 2011	3rd Quarter FY 2011	
Illini / Saluki	390	2.5	57.1%	54.6%	
	391	1.2	36.3%	27.6%	
	392	0.7	36.7%	46.9%	
	393	-0.6	68.1%	53.6%	
	Lincoln Service	300	0.5	69.6%	74.7%
		301	3.3	70.6%	75.4%
		302	1.6	41.5%	66.4%
		303	2.0	58.8%	54.7%
		304	1.8	76.5%	63.8%
		305	1.3	72.1%	72.9%
		306	3.2	73.5%	74.1%
		307	-0.1	57.4%	63.9%
<b>Michigan</b>					
Blue Water	364	1.2	72.5%	60.7%	
	365	3.4	28.6%	70.1%	
Pere Marquette	370	2.1	45.1%	58.1%	
	371	2.6	40.0%	82.9%	
Wolverine	350	-0.1	15.4%	29.4%	
	351	0.4	11.0%	61.1%	
	352	0.3	4.4%	20.9%	
	353	1.6	11.0%	52.7%	
	354	-1.6	6.6%	28.5%	
	355	1.5	11.0%	36.4%	
<b>Kansas City - St. Louis</b>					
	311	5.5	93.4%	91.8%	
	313	7.8	91.2%	89.3%	
	314	8.8	89.0%	90.1%	
	316	10.0	85.7%	86.3%	
<b>Pacific Surfliner</b>					
	562	-0.1	90.6%	97.4%	
	564	-0.7	95.6%	98.8%	
	563	Not Available	85.9%	97.6%	
	565	0.6	88.5%	96.7%	
	566	0.7	88.9%	95.9%	
	567	0.0	67.2%	95.7%	
	571	1.3	96.2%	96.2%	
	572	-0.3	91.1%	97.1%	
	573	0.2	87.5%	97.6%	
	577	3.3	70.4%	74.4%	
	578	-0.3	94.4%	97.5%	
	579	1.2	92.2%	98.1%	
	580	0.8	80.8%	99.6%	
	582	1.7	86.7%	90.8%	
	583	1.0	87.8%	95.2%	
	587	-0.9	15.4%	50.0%	
	589	-1.2	82.8%	81.8%	
	590	1.9	90.0%	98.6%	
	591	2.5	85.2%	91.7%	
	592	-1.6	71.4%	89.2%	
	595	0.3	82.4%	83.8%	
	597	-1.1	70.4%	77.8%	
	763	-0.3	72.5%	86.7%	
	768	0.6	78.0%	95.3%	
	769	-0.2	80.2%	91.9%	
	774	0.5	94.5%	88.9%	
	775	0.2	89.0%	83.7%	
	784	-0.4	68.1%	78.7%	
	785	0.1	87.9%	90.8%	
	792	3.5	57.7%	52.4%	
	796	0.5	72.5%	87.2%	
	798	-1.2	57.8%	50.9%	
	799	0.1	59.3%	88.7%	
<b>Pennsylvanian</b>					
	42	0.0	83.1%	67.3%	
	43	-0.3	68.1%	69.2%	
	44	0.8	100.0%	83.7%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	3rd Quarter FY 2011	3rd Quarter FY 2011
Piedmont	73	1.2	87.9%	94.4%
	76	Not Available	<b>78.0%</b>	87.1%
San Joaquin	701	1.7	89.0%	88.5%
	702	0.4	92.3%	89.8%
	703	1.1	87.9%	82.3%
	704	1.5	91.2%	92.5%
	711	1.0	94.5%	94.0%
	712	0.6	90.1%	83.6%
	713	1.3	81.3%	85.6%
	714	0.6	87.9%	87.6%
	715	1.7	84.6%	80.6%
	716	1.6	91.2%	90.4%
	717	1.2	80.2%	85.2%
	718	1.6	91.2%	87.9%
Vermont	54	2.4	81.5%	88.7%
	55	1.3	85.9%	<b>78.1%</b>
	56	2.4	<b>71.9%</b>	<b>71.6%</b>
	57	2.4	92.6%	80.1%

**Long Distance Routes**

<b>Standard</b>		<b>≥ 0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	52	1.6	86.8%	88.5%
	53	1.2	89.0%	89.0%
California Zephyr	5	2.5	<b>62.6%</b>	<b>40.3%</b>
	6	2.4	<b>36.3%</b>	<b>41.1%</b>
Cardinal	50	0.7	<b>17.9%</b>	<b>21.5%</b>
	51	1.1	<b>33.3%</b>	<b>37.9%</b>
Capitol Limited	29	0.9	<b>38.5%</b>	<b>45.1%</b>
	30	1.4	<b>29.7%</b>	<b>24.9%</b>
City of New Orleans	58	0.7	<b>63.7%</b>	<b>50.7%</b>
	59	0.7	<b>64.8%</b>	<b>41.7%</b>
Coast Starlight	11	0.5	<b>75.8%</b>	<b>67.8%</b>
	14	1.4	<b>78.9%</b>	<b>48.2%</b>
Crescent	19	0.0	<b>60.4%</b>	<b>61.6%</b>
	20	0.0	<b>70.3%</b>	<b>60.0%</b>
Empire Builder	27	<b>-1.2</b>	<b>35.6%</b>	<b>33.5%</b>
	28	<b>-1.5</b>	<b>69.0%</b>	<b>36.7%</b>
	7	<b>-1.2</b>	<b>51.6%</b>	<b>33.7%</b>
	8	<b>-1.5</b>	<b>27.5%</b>	<b>38.7%</b>
Lake Shore Ltd	448	8.8	<b>59.2%</b>	<b>44.4%</b>
	449	6.2	<b>78.1%</b>	<b>43.5%</b>
	48	1.3	<b>62.6%</b>	<b>50.8%</b>
	49	<b>-0.6</b>	<b>33.0%</b>	<b>43.8%</b>
Palmetto	89	1.6	<b>70.3%</b>	<b>63.2%</b>
	90	0.5	81.3%	81.5%
Silver Meteor	97	0.2	80.2%	<b>67.5%</b>
	98	1.0	<b>78.0%</b>	<b>66.1%</b>
Silver Star	91	0.6	<b>70.3%</b>	<b>59.3%</b>
	92	1.2	<b>70.3%</b>	<b>68.8%</b>
Southwest Chief	3	0.1	81.3%	<b>60.4%</b>
	4	0.1	82.4%	<b>51.3%</b>
Sunset Limited	1	3.5	<b>76.9%</b>	<b>61.0%</b>
	2	3.1	87.2%	<b>55.3%</b>
Texas Eagle	21	2.8	<b>66.7%</b>	<b>33.4%</b>
	22	2.5	<b>24.4%</b>	<b>49.9%</b>

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

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

<sup>c</sup>Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.

<sup>d</sup>Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>e</sup>Includes only trains that operate solely between New York and Albany.

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

Service	Train	Host	3rd Quarter FY 2011				MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>			
				#1	Minutes		

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

Service	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance <sup>c</sup>
Acela Express	2150	MNRR	971	DSR	533	CTI	340	0
	2151	MNRR	921	CTI	739	DCS	140	0
	2153	MNRR	723	DSR	399	CTI	209	0
	2154	MNRR	1309	DSR	639	CTI	421	0
	2155	MNRR	413	CTI	268	PTI	64	0
	2158	MNRR	709	CTI	262	DMW	170	0
	2159	MNRR	809	DMW	257	CTI	232	0
	2160	MNRR	368	DSR	140	CTI	131	0
	2163	MNRR	887	CTI	567	DMW	135	0
	2164	MNRR	388	DSR	218	CTI	120	0
	2165	MNRR	678	DMW	290	DSR	176	0
	2166	MNRR	522	CTI	438	DCS	36	0
	2167	MNRR	480	CTI	190	DSR	123	0
	2168	MNRR	483	CTI	254	DSR	148	0
	2170	MNRR	985	CTI	739	RTE	117	0
	2171	MNRR	974	CTI	405	PTI	179	0
	2172	MNRR	647	CTI	340	PTI	112	0
	2173	MNRR	656	CTI	352	DSR	187	0
	2190	MNRR	1470	DSR	678	CTI	656	0
	2193	MNRR	206	DSR	92	CTI	61	0
	2250	MNRR	661	DMW	437	DSR	159	0
	2251	MNRR	357	DMW	242	DSR	89	0
	2252	MNRR	412	DCS	192	DSR	124	0
	2253	MNRR	933	DMW	489	DSR	284	0
	2254	MNRR	0	-	-	-	-	0
	2255	MNRR	481	PTI	220	DMW	165	0
	2256	MNRR	467	DSR	316	CTI	124	0
	2257	MNRR	755	RTE	179	CTI	165	0
	2258	MNRR	27	DSR	27	-	-	0
	2259	MNRR	604	DSR	275	CTI	179	0
	2290	MNRR	1454	DSR	612	RTE	587	0
	2297	MNRR	275	DSR	275	-	-	0

**Other NEC Corridor Routes**

Service	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance <sup>c</sup>
Northeast Regional								
Richmond / Newport News <sup>d</sup>	194	CSX	1676	DSR	596	DCS	387	0
		MNRR	443	DSR	198	CTI	152	0
	195	CSX	1429	DCS	728	DSR	225	0
		MNRR	999	CTI	437	DCS	251	0
	66	CSX	1861	DSR	569	FTI	375	0
		MNRR	585	DCS	220	DSR	175	0
	67	CSX	1626	DSR	554	DCS	245	0
		MNRR	930	CTI	512	DSR	265	0
	82	CSX	2118	FTI	1198	PTI	286	0
		MNRR	536	DSR	332	CTI	166	0
	83	CSX	1551	DSR	508	FTI	276	0
		MNRR	742	DSR	343	CTI	330	0
	84	CSX	1141	RTE	385	DCS	314	0
	85	CSX	1766	CTI	505	DSR	322	0
	86	CSX	967	RTE	463	DSR	198	0
		MNRR	711	DSR	466	CTI	156	0
	87	CSX	926	DCS	258	RTE	188	0
	88	CSX	1557	DCS	480	FTI	446	0
		MNRR	1184	CTI	483	DMW	476	0
	93	CSX	1556	CTI	655	RTE	286	0
		MNRR	1047	DSR	466	PTI	277	0
	94	CSX	2079	DSR	775	RTE	387	0
		MNRR	1077	CTI	586	DSR	343	0

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

Service	Train	Host	3rd Quarter FY 2011				MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>			
				#1	Minutes		

<b>Standard</b>	<b>900</b>						
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Lynchburg <sup>o</sup>	95	CSX		2473	DSR	775	PTI	552	0
		MNRR		575	RTE	391	DSR	134	0
	99	CSX		2218	DCS	713	DSR	519	0
		MNRR		1071	DSR	562	CTI	423	0
	125	CSX		2569	CTI	805	FTI	578	0
	157	CSX		1435	FTI	739	RTE	188	0
	164	CSX		1386	DCS	426	RTE	335	0
		MNRR		913	CTI	364	DSR	317	0
	174	CSX		1411	RTE	699	DSR	246	0
		MNRR		999	CTI	527	DSR	218	0
	145	MNRR		728	CTI	412	DSR	165	0
		NS		324	FTI	103	DCS	94	0
	147	MNRR		1059	DMW	561	DSR	217	0
		NS		903	DMW	319	DCS	223	0
156	NS		328	DSR	84	FTI	81	0	
171	MNRR		957	CTI	304	DSR	301	0	
	NS		745	DSR	236	FTI	192	0	
176	MNRR		1046	RTE	597	CTI	212	0	
	NS		470	DSR	176	PTI	111	0	
All Other Northeast Regional	132	MNRR		604	CTI	371	DSR	220	0
	135	MNRR		1290	CTI	569	DMW	298	0
	136	MNRR		319	DSR	174	CTI	102	0
	137	MNRR		1292	CTI	569	RTE	324	0
	139	MNRR		865	CTI	618	DSR	247	0
	140	MNRR		569	DSR	291	RTE	179	0
	141	MNRR		859	CTI	566	DMW	100	0
	143	MNRR		989	CTI	488	DMW	151	0
	146	MNRR		293	DSR	179	DCS	64	0
	148	MNRR		1454	CTI	851	DCS	449	0
	150	MNRR		1157	CTI	761	DSR	278	0
	160	MNRR		1607	CTI	622	DMW	615	0
	161	MNRR		1012	CTI	278	DMW	238	0
	162	MNRR		787	CTI	430	DSR	139	0
	163	MNRR		734	RTE	317	CTI	172	0
	165	MNRR		1065	DSR	450	CTI	417	0
	166	MNRR		577	CTI	398	DSR	96	0
	167	MNRR		255	DCS	128	CTI	128	0
	168	MNRR		804	CTI	651	DSR	153	0
	169	MNRR		503	DSR	212	CTI	179	0
	170	MNRR		1208	CTI	728	DSR	427	0
	172	MNRR		1038	DSR	633	CTI	301	0
	173	MNRR		709	CTI	304	DCS	201	0
	175	MNRR		1839	CTI	1590	DSR	112	0
	177	MNRR		617	CTI	396	DCS	106	0
	178	MNRR		541	CTI	265	DSR	179	0
	179	MNRR		254	CTI	131	RTE	33	0
	190	MNRR		1571	CTI	843	DSR	522	0

**Non-NEC Corridor Routes**

Capitol Corridor	518	UP		565	RTE	211	PTI	159	0
	520	UP		563	PTI	172	RTE	136	0
	521	UP		651	RTE	235	PTI	188	0
	522	UP		257	DCS	93	RTE	73	0
	523	UP		552	RTE	217	PTI	154	0
	524	UP		751	PTI	342	DCS	161	0
	525	UP		254	DCS	139	PTI	85	0
	526	UP		397	DCS	220	PTI	149	0
	527	UP		1283	PTI	515	RTE	320	0
	528	UP		863	PTI	397	RTE	202	0
	529	UP		350	DCS	161	PTI	96	0
	530	UP		529	RTE	207	DCS	154	0
	531	UP		659	PTI	303	RTE	167	0
	532	UP		1037	RTE	320	PTI	280	0
	533	UP		409	PTI	136	RTE	133	0
	534	UP		1024	PTI	485	RTE	194	0
	535	UP		794	DCS	214	RTE	175	0
	536	UP		603	FTI	214	DCS	158	0
	537	UP		403	PTI	116	RTE	96	0
	538	UP		588	PTI	177	RTE	171	0
	540	UP		372	PTI	116	FTI	96	0

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

Service	Train	Host	3rd Quarter FY 2011				MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>			
				#1	Minutes		

<b>Standard</b>	<b>900</b>						
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	541	UP		574	RTE	171	DCS	160	0
	542	UP		472	PTI	164	RTE	130	0
	543	UP		773	DCS	276	PTI	220	0
	544	UP		380	RTE	178	PTI	87	0
	545	UP		667	DCS	254	PTI	188	0
	546	UP		537	RTE	206	PTI	106	0
	547	UP		636	PTI	429	FTI	73	0
	548	UP		300	PTI	123	FTI	84	0
	549	UP		227	DCS	82	FTI	79	0
	551	UP		443	PTI	193	RTE	123	0
	553	UP		309	PTI	105	RTE	104	0
	720	UP		542	PTI	267	RTE	191	0
	723	UP		255	PTI	149	RTE	43	0
	724	UP		348	PTI	218	DCS	45	0
	727	UP		504	PTI	309	RTE	108	0
	728	UP		394	PTI	165	DCS	79	0
	729	UP		480	PTI	383	RTE	49	0
	732	UP		356	PTI	157	RTE	110	0
	733	UP		677	PTI	275	RTE	198	0
	734	UP		490	FTI	190	PTI	133	0
	736	UP		382	RTE	164	FTI	82	0
	737	UP		637	PTI	309	RTE	212	0
	738	UP		386	PTI	148	RTE	97	0
	741	UP		252	RTE	130	PTI	74	0
	742	UP		510	RTE	155	PTI	121	0
	743	UP		331	PTI	164	FTI	71	0
	744	UP		275	FTI	96	PTI	76	0
	745	UP		445	RTE	157	FTI	102	0
	746	UP		428	PTI	174	RTE	148	0
	747	UP		411	PTI	224	DCS	102	0
	748	UP		133	RTE	51	FTI	48	0
	749	UP		364	RTE	157	PTI	127	0
	751	UP		314	PTI	106	RTE	102	0
Carolinian	79	CSX		1199	PTI	276	FTI	240	0
		NS		490	DSR	205	PTI	154	0
	80	CSX		1590	FTI	358	PTI	277	0
		NS		448	DSR	227	PTI	104	0
Cascades	500	BNSF		1039	DSR	333	RTE	191	0
		UP		1158	FTI	572	DCS	265	0
	501	BNSF		943	RTE	312	DSR	273	0
	504	UP		1190	DSR	361	DCS	292	0
	506	BNSF		1318	DSR	417	FTI	310	0
	507	BNSF		1426	DSR	355	FTI	354	0
		UP		686	FTI	385	DSR	125	0
	508	BNSF		881	FTI	241	DSR	225	0
	509	BNSF		1104	DSR	420	FTI	210	0
		UP		803	FTI	363	DSR	139	0
	510	BNSF		1358	PTI	535	FTI	286	0
	513	BNSF		1307	FTI	391	DSR	332	0
	516	BNSF		1300	DSR	413	FTI	318	0
517	BNSF		1411	DSR	447	PTI	340	0	
Downeaster	680	MBTA		914	DSR	893	FTI	21	0
		PanAm		350	DSR	283	FTI	59	0
	681	MBTA		2240	DSR	1170	CTI	1000	0
		PanAm		346	DSR	285	FTI	61	0
	682	MBTA		1451	DSR	1075	CTI	178	0
		PanAm		252	DSR	193	DCS	43	0
	683	MBTA		1215	DSR	1079	CTI	91	0
		PanAm		507	PTI	236	DSR	169	0
	684	MBTA		1100	DSR	996	CTI	91	0
		PanAm		1272	PTI	802	DSR	435	0
	685	MBTA		2030	DSR	1625	CTI	256	0
		PanAm		435	DSR	380	FTI	37	0
686	MBTA		1695	DSR	1467	CTI	194	0	
	PanAm		450	DSR	336	CTI	28	0	

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

Service	Train	Host	3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	
<b>Standard</b>			<b>900</b>					
	687	MBTA	<b>1811</b>	DSR	1443	CTI	351	0
		PanAm	789	DSR	401	PTI	201	0
	688	MBTA	773	DSR	637	FTI	66	0
		PanAm	419	PTI	287	DSR	94	0
	689	MBTA	<b>1029</b>	DSR	818	FTI	91	0
		PanAm	151	FTI	57	DSR	49	0
	690	MBTA	<b>921</b>	DSR	833	PTI	49	0
		PanAm	159	DSR	135	FTI	24	0
	691	MBTA	872	DSR	872	-	-	0
		PanAm	395	DSR	347	FTI	48	0
	692	MBTA	<b>2018</b>	DSR	1548	FTI	323	0
		PanAm	429	FTI	212	DCS	121	0
	693	MBTA	<b>1215</b>	DSR	1215	-	-	0
		PanAm	376	DMW	227	DSR	121	0
	694	MBTA	<b>1019</b>	DSR	980	DCS	39	0
		PanAm	<b>969</b>	PTI	448	DSR	415	0
	695	MBTA	<b>1509</b>	DSR	1215	PTI	176	0
		PanAm	299	DSR	246	DCS	53	0
	696	MBTA	<b>1519</b>	DSR	1293	CTI	88	0
		PanAm	<b>1066</b>	DSR	757	FTI	241	0
697	MBTA	<b>1744</b>	DSR	1646	DCS	59	0	
	PanAm	579	DSR	492	PTI	63	0	
698	MBTA	<b>1284</b>	DSR	892	CTI	284	0	
	PanAm	854	PTI	680	DSR	96	0	
699	MBTA	<b>1078</b>	DSR	921	FTI	98	0	
	PanAm	183	DSR	183	-	-	0	
<b>Empire Corridor</b>								
Adirondack	68	CN	<b>3174</b>	DSR	2240	RTE	717	0
		CP	<b>3709</b>	DSR	1669	PTI	1187	0
		CSX	724	PTI	396	DCS	160	0
		MNRR	<b>1130</b>	DSR	605	CTI	335	0
	69	CN	<b>4317</b>	DSR	2394	FTI	834	0
		CP	<b>2669</b>	DSR	1692	DCS	267	0
		CSX	<b>912</b>	DCS	214	RTE	203	0
		MNRR	<b>1130</b>	DSR	499	RTE	242	0
Maple Leaf	63	CSX	<b>1755</b>	RTE	469	FTI	375	133
		MNRR	483	DSR	219	CTI	197	0
	64	CSX	<b>1925</b>	FTI	499	RTE	338	134
		MNRR	<b>1001</b>	DSR	494	CTI	314	0
New York - Albany <sup>f</sup>	230	CSX	434	DCS	250	RTE	97	0
		MNRR	226	CTI	103	DSR	83	0
	232	CSX	270	DCS	212	DSR	38	0
		MNRR	<b>959</b>	CTI	589	DSR	196	0
	233	CSX	386	DMW	112	RTE	87	0
		MNRR	<b>1327</b>	CTI	290	RTE	259	0
	234	CSX	201	DCS	164	DSR	27	0
		MNRR	363	CTI	196	DSR	115	0
	235	CSX	376	PTI	166	DCS	84	0
		MNRR	871	RTE	275	DSR	240	0
	236	CSX	260	DCS	132	DSR	75	0
		MNRR	<b>1125</b>	CTI	621	DSR	291	0
	237	CSX	513	PTI	246	DCS	89	0
		MNRR	140	RTE	81	DSR	44	0
	238	CSX	554	PTI	193	DSR	128	0
		MNRR	840	DSR	243	CTI	219	0
	239	CSX	175	DSR	100	PTI	31	0
		MNRR	<b>1650</b>	CTI	1450	RTE	95	0
	241	CSX	516	DBS	148	DCS	123	0
		MNRR	640	RTE	267	CTI	174	0
242	CSX	445	DSR	137	DCS	106	0	
	MNRR	665	DSR	410	RTE	103	0	
243	CSX	380	DBS	111	DCS	106	0	
	MNRR	535	DSR	279	RTE	122	0	
244	CSX	304	DCS	115	DSR	101	0	
	MNRR	869	CTI	361	DSR	340	0	

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

Service	Train	Host	3rd Quarter FY 2011				MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>			
				#1	Minutes	#2	

<b>Standard</b>	<b>900</b>					
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245	CSX		811	DCS	369	DSR	167	0
	MNRR		585	DSR	391	CTI	105	0
250	CSX		273	DCS	136	DBS	84	0
	MNRR		477	DSR	262	CTI	99	0
252	CSX		526	DCS	374	PTI	101	0
	MNRR		1009	DSR	426	CTI	348	0
253	CSX		315	DBS	89	DCS	79	0
	MNRR		657	CTI	331	RTE	145	0
254	CSX		795	PTI	523	DCS	163	0
	MNRR		471	DSR	229	CTI	157	0
255	CSX		349	PTI	218	DSR	109	0
	MNRR		628	DSR	411	RTE	157	0
261	CSX		319	DCS	195	DSR	96	0
	MNRR		597	DSR	498	DCS	51	0
New York - Niagara Falls	280	CSX	1078	RTE	280	DCS	251	120
		MNRR	992	DSR	340	CTI	292	0
	281	CSX	1663	FTI	446	RTE	347	135
	MNRR	1213	CTI	426	DSR	264	0	
283	CSX		1299	FTI	374	RTE	365	89
	MNRR		800	CTI	298	DSR	191	0
284	CSX		1672	RTE	414	FTI	360	152
	MNRR		916	DSR	365	CTI	212	0
288	CSX		1327	DCS	390	FTI	258	156
	MNRR		712	DSR	507	CTI	193	0
Ethan Allen Express	290	CP	4054	DSR	2764	FTI	434	0
		CSX	1638	PTI	573	DCS	446	0
		MNRR	1440	RTE	444	CTI	363	0
	VTR	7511	DSR	7325	DCS	153	0	
291	CP		3624	DSR	3037	PTI	183	0
	CSX		863	PTI	436	DSR	236	0
	MNRR		682	DSR	294	CTI	207	0
	VTR		7460	DSR	7350	FTI	39	0
293	CP		3483	DSR	2921	FTI	459	0
	CSX		1111	RTE	651	DCS	217	0
	MNRR		2113	CTI	1691	RTE	266	0
	VTR		6598	DSR	6598	-	-	0
296	CP		3566	DSR	2640	PTI	732	0
	CSX		1517	PTI	794	DBS	326	0
	MNRR		145	DSR	60	DCS	60	0
	VTR		6695	DSR	6695	-	-	0
Heartland Flyer	821	BNSF	1266	DSR	766	FTI	194	0
	822	BNSF	1164	DSR	720	DCS	223	0
Hiawatha	329	CP	146	FTI	50	DMW	50	0
		Metra	977	CTI	427	DCS	366	0
	330	CP	293	FTI	182	DCS	58	0
		Metra	2869	CTI	2769	DCS	52	0
	331	CP	327	FTI	158	DCS	91	0
		Metra	1106	CTI	572	DCS	243	0
	332	CP	527	FTI	265	DCS	119	0
		Metra	1413	CTI	445	DMW	310	0
	333	CP	377	FTI	228	DCS	66	0
		Metra	1215	DMW	546	DCS	340	0
	334	CP	584	FTI	189	DMW	146	0
		Metra	1133	CTI	355	DSR	292	0
	335	CP	358	FTI	202	RTE	43	0
		Metra	2086	CTI	983	DCS	490	0
	336	CP	634	FTI	344	RTE	117	0
		Metra	1181	CTI	434	DCS	258	0
337	CP	257	FTI	154	DMW	33	0	
	Metra	890	FTI	445	DCS	217	0	

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

Service	Train	Host	3rd Quarter FY 2011						MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>					
				#1	Minutes	#2	Minutes		
<b>Standard</b>			<b>900</b>						
	338	CP	868	FTI	315	RTE	163	0	
		Metra	1914	CTI	1219	DCS	318	0	
	339	CP	296	FTI	121	DCS	95	0	
		Metra	2998	CTI	2530	DCS	419	0	
	340	CP	656	FTI	379	RTE	130	0	
		Metra	1215	CTI	796	DSR	235	0	
	341	CP	292	FTI	263	DCS	8	0	
		Metra	1162	FTI	534	CTI	419	0	
	342	CP	763	FTI	313	DCS	263	0	
		Metra	2355	CTI	1574	DCS	329	0	
Hoosier State	850	CSX	1527	DCS	784	FTI	641	0	
	851	CSX	1202	DCS	528	FTI	511	0	
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF	655	DCS	269	DSR	121	0	
	381	BNSF	517	FTI	139	DSR	111	0	
	382	BNSF	659	RTE	226	FTI	162	0	
	383	BNSF	650	FTI	166	CTI	138	0	
Illini / Saluki	390	CN	1380	FTI	603	DSR	283	0	
	391	CN	1748	FTI	671	DSR	284	0	
	392	CN	1577	FTI	683	DCS	323	0	
	393	CN	1143	FTI	343	DCS	251	0	
Lincoln Service	300	CN	2036	DCS	616	FTI	604	0	
		UP	1308	PTI	670	DSR	232	0	
	301	CN	1554	DCS	567	FTI	529	0	
		UP	1170	PTI	463	DCS	257	0	
	302	CN	2537	FTI	1251	DCS	523	0	
		UP	2011	PTI	1457	DSR	225	0	
	303	CN	3249	FTI	1029	DCS	817	0	
		UP	961	PTI	378	DSR	221	0	
	304	CN	2475	FTI	1487	DCS	296	0	
		UP	1020	PTI	354	FTI	276	0	
	305	CN	867	FTI	346	DSR	204	0	
		UP	1089	PTI	771	DSR	206	0	
	306	CN	2600	FTI	1675	DSR	350	0	
	UP	1274	PTI	769	DSR	262	0		
307	CN	1537	FTI	633	RTE	300	0		
	UP	815	PTI	326	DSR	209	0		
Michigan									
Blue Water	364	Amtrak	406	DCS	176	PTI	82	0	
		CN	1051	FTI	746	DSR	180	0	
		NS	4666	RTE	1216	DSR	1171	0	
	365	Amtrak	1131	PTI	681	DCS	156	0	
		CN	2117	FTI	1057	PTI	741	0	
		NS	4374	RTE	1364	DSR	1018	0	
Pere Marquette	370	CSX	845	DCS	405	DSR	234	0	
		NS	4619	FTI	1076	DCS	896	0	
	371	CSX	896	DCS	398	DSR	251	0	
		NS	5701	FTI	1891	DCS	1551	0	

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

Service	Train	Host	3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	

<b>Standard</b>	<b>900</b>						
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Wolverine	350	Amtrak		1230	PTI	874	DCS	160	0	
		CN		3080	FTI	1041	DCS	1003	0	
		NS		2839	DSR	706	DCS	702	0	
		351	Amtrak		982	PTI	655	DCS	140	0
			CN		2804	FTI	1178	DSR	658	0
			NS		2470	DCS	884	DSR	685	0
		352	Amtrak		780	PTI	427	RTE	115	0
			CN		2334	DSR	1144	FTI	529	0
			NS		3037	FTI	746	PTI	729	0
		353	Amtrak		852	PTI	437	DCS	234	0
			CN		3089	DSR	1199	FTI	1044	0
			NS		2739	DCS	751	DSR	697	0
		354	Amtrak		537	DCS	313	PTI	102	0
			CN		2414	DSR	1031	FTI	708	0
			NS		2512	DCS	809	DSR	743	0
		355	Amtrak		506	DCS	204	PTI	99	0
			CN		2962	FTI	1109	PTI	736	0
			NS		2625	PTI	932	DSR	636	0
	Kansas City - St. Louis	311	UP		429	DSR	129	FTI	101	0
		313	UP		631	FTI	304	PTI	105	0
		314	UP		648	PTI	188	FTI	183	0
316		UP		652	PTI	235	FTI	217	0	
562		BNSF		392	DSR	174	CTI	109	0	
Pacific Surfliner		SCRRA		1947	CTI	937	PTI	861	0	
		SDNRR		1954	CTI	1565	PTI	262	0	
	564	BNSF		825	RTE	206	DCS	196	0	
		SCRRA		1375	PTI	1014	DCS	190	0	
		SDNRR		878	CTI	418	PTI	222	0	
	565	BNSF		1953	RTE	1153	FTI	242	0	
		SCRRA		390	DMW	254	DCS	59	0	
		SDNRR		212	DSR	166	DMW	46	0	
	566	BNSF		1134	DBS	298	FTI	261	0	
		SCRRA		393	DCS	107	PTI	102	0	
		SDNRR		1457	CTI	755	PTI	581	0	
	567	BNSF		2057	RTE	981	DCS	458	0	
		SCRRA		540	CTI	212	DCS	175	0	
		SDNRR		821	PTI	332	DSR	194	0	
	571	BNSF		805	DCS	465	RTE	161	0	
		SCRRA		212	PTI	81	DSR	49	0	
		SDNRR		963	CTI	313	PTI	293	0	
	572	BNSF		1364	DCS	558	DSR	289	0	
		SCRRA		737	PTI	354	DCS	278	0	
		SDNRR		1274	PTI	496	CTI	467	0	
	573	BNSF		770	DCS	305	DSR	221	0	
		SCRRA		524	CTI	403	DCS	69	0	
		SDNRR		666	PTI	343	CTI	226	0	
	577	BNSF		1037	FTI	483	DSR	232	0	
		SCRRA		488	DCS	236	PTI	213	0	
		SDNRR		983	PTI	657	CTI	252	0	
	578	BNSF		579	DCS	300	DSR	140	0	
		SCRRA		334	CTI	127	DCS	108	0	
		SDNRR		2246	CTI	1382	PTI	623	0	
	579	BNSF		894	CTI	276	FTI	247	0	
		SCRRA		417	RTE	182	PTI	73	0	
		SDNRR		492	PTI	244	DSR	117	0	
	580	BNSF		72	DSR	36	RTE	36	0	
		SCRRA		782	PTI	473	DCS	196	0	
		SDNRR		1390	PTI	631	CTI	612	0	
	582	BNSF		506	DCS	160	FTI	129	0	
		SCRRA		812	PTI	410	CTI	245	0	
		SDNRR		1780	PTI	980	CTI	665	0	
	583	BNSF		1189	DCS	396	RTE	270	0	
		SCRRA		869	RTE	456	CTI	118	0	
		SDNRR		573	PTI	236	CTI	140	0	

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

Service	Train	Host	3rd Quarter FY 2011				MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>			
				#1	Minutes		

<b>Standard</b>	<b>900</b>						
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587	BNSF		751	RTE	447	DSR	250	0
	SCRRA		359	DCS	171	PTI	65	0
	SDNRR		3055	PTI	1958	CTI	899	0
589	BNSF		1097	RTE	334	DSR	283	0
	SCRRA		1043	CTI	924	PTI	60	0
	SDNRR		3918	CTI	3387	PTI	425	0
590	BNSF		547	DCS	140	PTI	128	0
	SCRRA		254	RTE	117	DCS	58	0
	SDNRR		796	PTI	381	DSR	153	0
591	BNSF		608	DCS	322	DSR	215	0
	SCRRA		236	FTI	130	DCS	81	0
	SDNRR		702	PTI	379	DSR	124	0
592	BNSF		276	DCS	112	DSR	77	0
	SCRRA		1059	PTI	957	FTI	37	0
	SDNRR		581	FTI	364	CTI	113	0
595	BNSF		981	PTI	225	CTI	210	0
	SCRRA		270	DCS	86	PTI	75	0
	SDNRR		811	PTI	394	RTE	118	0
597	BNSF		827	DCS	603	DSR	189	0
	SCRRA		322	DCS	126	FTI	78	0
	SDNRR		1953	PTI	1216	CTI	375	0
763	BNSF		1452	RTE	946	DSR	217	0
	SCRRA		558	DCS	147	RTE	117	0
	SDNRR		729	CTI	561	DSR	93	0
	UP		2174	PTI	1274	RTE	398	0
768	BNSF		791	RTE	506	DSR	114	0
	SCRRA		1528	PTI	1077	CTI	184	0
	SDNRR		394	PTI	210	CTI	98	0
	UP		186	DSR	61	RTE	51	0
769	BNSF		1483	DSR	460	DCS	429	0
	SCRRA		537	CTI	156	DCS	152	0
	SDNRR		822	CTI	241	DSR	230	0
	UP		1072	PTI	665	DCS	156	0
774	BNSF		656	RTE	326	DSR	83	0
	SCRRA		704	PTI	480	DCS	107	0
	SDNRR		857	CTI	520	PTI	214	0
	UP		638	PTI	354	DCS	178	0
775	BNSF		1395	RTE	548	DSR	331	0
	SCRRA		1058	PTI	641	DCS	152	0
	SDNRR		563	PTI	162	DSR	137	0
	UP		1289	PTI	1017	RTE	150	0
784	BNSF		1400	DCS	511	CTI	480	0
	SCRRA		2020	CTI	1140	PTI	516	0
	SDNRR		1168	CTI	694	PTI	374	0
	UP		1907	PTI	1129	DCS	272	0
785	BNSF		1237	DCS	491	DSR	383	0
	SCRRA		1473	PTI	1143	DCS	135	0
	SDNRR		1057	CTI	364	DCS	246	0
	UP		511	PTI	304	DCS	96	0
792	SCRRA		291	PTI	259	RTE	32	0
	UP		1268	PTI	1114	DCS	108	0
796	BNSF		741	FTI	245	RTE	204	0
	SCRRA		776	PTI	407	DCS	116	0
	SDNRR		308	CTI	104	DSR	71	0
	UP		795	PTI	260	DCS	198	0
798	SCRRA		1840	CTI	1498	PTI	262	0
	UP		2139	PTI	1301	CTI	413	0
799	SCRRA		2124	PTI	1434	CTI	421	0
	UP		463	PTI	231	DMW	79	0

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

Service	Train	Host	3rd Quarter FY 2011				MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>			
				#1	Minutes		

<b>Standard</b>	<b>900</b>							
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Pennsylvanian	42	NS		1342	FTI	483	RTE	360	0
	43	NS		1330	FTI	653	RTE	230	0
	44	NS		986	FTI	400	DCS	368	0
Piedmont	73	NS		491	DSR	233	DCS	101	0
	76	NS		730	DSR	295	PTI	217	0
San Joaquin	701	BNSF		770	PTI	368	FTI	162	0
		UP		583	DCS	239	FTI	196	0
	702	BNSF		1018	PTI	608	FTI	181	0
		UP		459	FTI	403	DCS	47	0
	703	BNSF		793	PTI	400	DSR	182	0
		UP		396	FTI	248	RTE	52	0
	704	BNSF		572	PTI	227	FTI	153	0
		UP		646	FTI	358	RTE	117	0
	711	BNSF		293	DSR	130	FTI	80	0
		UP		823	PTI	400	DCS	235	0
	712	BNSF		827	PTI	470	FTI	150	0
		UP		647	PTI	275	DCS	247	0
	713	BNSF		828	PTI	452	DSR	181	0
		UP		1440	PTI	1021	DCS	178	0
	714	BNSF		575	DSR	172	FTI	168	0
		UP		1209	RTE	408	PTI	343	0
	715	BNSF		739	PTI	326	FTI	167	0
		UP		722	PTI	447	DCS	144	0
716	BNSF		686	PTI	220	FTI	163	0	
	UP		357	FTI	122	DCS	79	0	
717	BNSF		758	PTI	388	DSR	148	0	
	UP		909	PTI	748	RTE	74	0	
718	BNSF		553	PTI	252	FTI	119	0	
	UP		1017	PTI	578	FTI	204	0	
Vermont	54	MNRR		754	DMW	390	CTI	225	0
		NECR		1439	DSR	867	DMW	259	0
	55	MNRR		1286	CTI	963	DSR	148	0
		NECR		1424	DSR	1254	DCS	93	0
	56	MNRR		1110	DSR	513	DMW	326	0
		NECR		1082	DSR	948	DCS	38	0
	57	MNRR		1349	CTI	628	DMW	251	0
		NECR		1186	DSR	1086	DCS	66	0

**Long Distance Routes**

Auto Train	52	CSX		1049	FTI	349	DSR	195	0
	53	CSX		1206	FTI	431	PTI	252	0
California Zephyr	5	BNSF		1297	DSR	527	FTI	361	0
		UP		983	FTI	339	DCS	227	0
	6	BNSF		1447	DSR	631	FTI	383	0
	UP		981	FTI	292	DCS	203	0	
Cardinal	50	BBrRR		3720	FTI	1485	DSR	1093	0
		CSX		1004	DSR	313	DCS	284	0
		NS		1476	PTI	518	FTI	339	0
	51	BBrRR		3381	DSR	1156	PTI	1047	0
		CSX		877	FTI	299	DCS	271	0
		NS		817	DSR	240	FTI	230	0
Capitol Limited	29	CSX		1188	FTI	413	DSR	287	86
		NS		1915	FTI	1081	RTE	275	0
	30	CSX		1598	FTI	469	DSR	459	88
	NS		1496	FTI	600	RTE	323	0	
City of New Orleans	58	CN		1465	FTI	599	DSR	317	0
	59	CN		1707	FTI	827	DSR	312	0
Coast Starlight	11	BNSF		1201	DSR	389	FTI	247	0
		SCRRA		1580	CTI	849	PTI	553	0
		UP		1048	PTI	373	FTI	156	0
	14	BNSF		1002	DSR	277	FTI	206	0
		SCRRA		1394	PTI	641	CTI	395	0
		UP		912	PTI	211	DCS	206	0
Crescent	19	NS		875	FTI	296	DSR	213	0
	20	NS		855	FTI	273	DSR	225	0

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

Service	Train	Host	3rd Quarter FY 2011						MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>					
				#1	Minutes	#2	Minutes		
<b>Standard</b>			<b>900</b>						
Empire Builder	27	BNSF	885	FTI	543	DSR	155	0	
	28	BNSF	687	FTI	444	DCS	107	0	
	7	BNSF	1518	DSR	647	FTI	405	0	
		CP	881	FTI	485	DCS	121	0	
	8	Metra	964	FTI	377	CTI	271	0	
		BNSF	1578	DSR	638	FTI	467	0	
CP		941	FTI	401	DCS	193	0		
Lake Shore Ltd	448	CSX	1824	DCS	392	FTI	302	142	
		449	CSX	1846	DCS	351	PTI	330	97
		48	CSX	1616	FTI	503	RTE	320	97
	49	MNRR	2120	CTI	825	RTE	597	0	
		NS	1358	FTI	630	RTE	286	0	
		CSX	1032	DCS	274	RTE	256	65	
Palmetto	89	CSX	874	FTI	310	PTI	203	0	
	90	CSX	694	FTI	185	PTI	181	0	
	Silver Meteor	97	CSX	818	PTI	261	FTI	230	0
98		Fla DOT	868	CTI	527	DCS	119	0	
		CSX	665	FTI	200	DCS	155	0	
Silver Star	91	Fla DOT	632	CTI	292	DCS	135	0	
		CSX	867	FTI	237	DCS	204	7	
		NS	1415	CTI	1084	DCS	140	0	
	92	NS	551	PTI	249	DSR	175	0	
		CSX	986	FTI	301	DCS	218	7	
		Fla DOT	1047	CTI	714	DSR	150	0	
Southwest Chief	3	NS	186	DSR	89	DBS	78	0	
		BNSF	467	FTI	107	DSR	98	0	
	4	NMDOT	1482	DCS	815	CTI	376	0	
		BNSF	474	FTI	103	DSR	91	0	
Sunset Limited	1	NMDOT	2013	DCS	835	CTI	793	0	
		BNSF	1379	DSR	690	PTI	397	0	
	2	UP	1259	FTI	507	DSR	234	0	
		BNSF	848	DSR	512	PTI	115	0	
Texas Eagle	21	UP	1212	FTI	619	DSR	192	0	
		BNSF	2260	DSR	896	FTI	695	0	
		CN	913	FTI	469	RTE	239	0	
	22	UP	2668	FTI	957	OTH	731	0	
		BNSF	2088	DSR	1217	FTI	323	0	
		CN	1658	FTI	675	OTH	363	0	
	UP	2368	OTH	783	FTI	671	0		

<sup>a</sup> This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Appendix D), with tighter delay 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.

<sup>b</sup> For explanation of delay codes, see Table 19.

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

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

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

Service	Train	3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					

**Acela Express**

Acela Express	2150	20	OTH	18	CAR	2	0
	2151	103	OTH	73	ENG	27	0
	2153	46	OTH	27	ENG	19	0
	2154	239	OTH	134	ENG	76	0
	2155	16	OTH	16	-	-	0
	2158	139	ENG	63	OTH	55	0
	2159	136	OTH	63	ADA	44	0
	2160	87	OTH	52	ADA	16	0
	2163	98	ENG	84	ADA	8	0
	2164	21	CAR	10	OTH	10	0
	2165	14	HLD	11	OTH	3	0
	2166	45	OTH	39	CAR	5	0
	2167	63	ENG	41	OTH	16	0
	2168	94	ENG	31	ADA	24	0
	2170	16	OTH	16	-	-	0
	2171	114	OTH	87	HLD	27	0
	2172	142	OTH	110	CAR	31	0
	2173	95	OTH	90	CAR	3	0
	2190	131	OTH	118	ENG	10	0
	2193	73	OTH	68	ADA	3	0
	2250	12	HLD	6	OTH	6	0
	2251	37	OTH	37	-	-	0
	2252	297	ENG	245	OTH	52	0
	2253	77	HLD	52	OTH	19	0
	2254	168	OTH	168	-	-	0
	2255	107	ENG	80	OTH	27	0
	2256	168	OTH	116	CAR	26	0
	2257	0	-	-	-	-	0
	2258	52	ADA	26	HLD	26	0
	2259	255	ENG	214	OTH	40	0
	2290	240	OTH	240	-	-	0
	2297	161	OTH	161	-	-	0

**Other NEC Corridor Routes**

Northeast Regional							
Richmond / Newport News <sup>d</sup>	66	<b>385</b>	HLD	152	SYS	58	0
	67	255	HLD	144	ADA	44	0
	82	256	OTH	106	HLD	88	0
	83	<b>471</b>	HLD	281	OTH	75	0
	84	<b>331</b>	HLD	265	SYS	34	0
	85	129	HLD	85	SYS	29	0
	86	<b>386</b>	HLD	344	ADA	17	0
	87	111	HLD	74	ADA	27	0
	88	<b>338</b>	HLD	161	ADA	111	0
	93	<b>363</b>	HLD	228	OTH	95	0
	94	<b>689</b>	HLD	355	OTH	222	0
	95	<b>615</b>	HLD	283	SYS	115	0
	99	<b>408</b>	HLD	259	ADA	83	0
	125	223	HLD	150	SYS	47	0
	157	160	SYS	84	HLD	42	0
	164	227	HLD	129	OTH	46	0
	174	<b>327</b>	HLD	178	OTH	99	0
	194	<b>973</b>	HLD	387	ITI	256	0
	195	305	HLD	190	ADA	49	0
Lynchburg <sup>e</sup>	145	302	HLD	228	OTH	54	0
	147	<b>613</b>	HLD	386	ITI	106	0
	156	<b>585</b>	HLD	237	OTH	172	0
	171	<b>365</b>	HLD	204	OTH	89	0
	176	<b>783</b>	HLD	233	OTH	166	0
All Other Northeast Regional	132	77	HLD	52	OTH	26	0
	135	<b>413</b>	OTH	142	ENG	116	0
	136	245	OTH	245	-	-	0

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

Service	Train	3rd Quarter FY 2011				MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>			
			#1	Minutes		

<b>Standard</b>		<b>325</b>				
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	137	446	OTH	204	ITI	150	0
	139	40	HLD	40	-	-	0
	140	597	OTH	429	ENG	124	0
	141	210	OTH	131	ADA	35	0
	143	67	OTH	40	HLD	27	0
	146	36	OTH	36	-	-	0
	148	123	OTH	81	ENG	26	0
	150	261	OTH	255	HLD	6	0
	160	118	OTH	56	HLD	37	0
	161	116	HLD	52	OTH	45	0
	162	851	OTH	708	HLD	106	0
	163	774	OTH	684	HLD	52	0
	165	355	SYS	181	OTH	155	0
	166	142	OTH	142	-	-	0
	167	286	HLD	100	ADA	62	0
	168	180	OTH	156	HLD	24	0
	169	310	OTH	290	CAR	19	0
	170	31	OTH	24	ADA	8	0
	172	328	OTH	199	ENG	58	0
	173	155	OTH	71	HLD	57	0
	175	561	OTH	506	CON	27	0
	177	297	OTH	147	ENG	68	0
	178	207	OTH	184	HLD	21	0
	179	237	OTH	229	CAR	5	0
	190	246	OTH	207	SYS	37	0

**Non-NEC Corridor Routes**

Capitol Corridor	518	73	OTH	34	ENG	29	0
	520	143	ENG	46	CAR	43	0
	521	155	ENG	72	CAR	27	0
	522	122	ENG	70	ADA	18	0
	523	41	CAR	10	HLD	8	0
	524	263	HLD	140	ADA	76	0
	525	47	ADA	22	CAR	12	0
	526	179	ADA	72	HLD	55	0
	527	113	HLD	33	OTH	31	0
	528	144	HLD	70	ADA	51	0
	529	108	HLD	45	SYS	21	0
	530	172	ADA	73	HLD	32	0
	531	181	ENG	54	ADA	52	0
	532	240	ADA	66	HLD	47	0
	533	66	ADA	38	HLD	12	0
	534	231	ADA	58	OTH	45	0
	535	256	HLD	54	SYS	54	0
	536	170	HLD	83	ENG	26	0
	537	171	CAR	80	ADA	59	0
	538	160	HLD	72	CAR	37	0
	540	142	ITI	80	CON	15	0
	541	324	ENG	254	HLD	44	0
	542	165	OTH	40	HLD	39	0
	543	473	HLD	166	ENG	112	0
	544	129	ADA	32	HLD	23	0
	545	377	ADA	139	HLD	64	0
	546	420	ITI	260	HLD	58	0
	547	90	CAR	25	HLD	17	0
	548	14	HLD	9	ADA	5	0
	549	75	ITI	38	ADA	25	0
	551	64	ADA	38	CAR	13	0
	553	372	ENG	229	CON	79	0
	720	102	HLD	55	ADA	30	0
	723	95	SYS	75	OTH	20	0
	724	249	CON	102	ADA	51	0
	727	314	ENG	130	HLD	93	0

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

Service	Train	3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
	728	65	ADA	24	SVS	15	0
	729	126	INJ	63	ADA	26	0
	732	356	CAR	165	ADA	97	0
	733	300	ADA	139	ITI	82	0
	734	297	HLD	269	ADA	23	0
	736	297	ADA	130	CAR	57	0
	737	57	OTH	20	HLD	17	0
	738	182	OTH	59	ADA	38	0
	741	173	ADA	99	HLD	37	0
	742	280	HLD	93	ADA	75	0
	743	127	ADA	79	INJ	28	0
	744	110	ADA	57	CON	31	0
	745	64	ENG	30	CAR	17	0
	746	110	INJ	81	CAR	17	0
	747	218	HLD	105	ADA	71	0
	748	99	ITI	42	ADA	37	0
	749	157	ENG	38	HLD	38	0
	751	458	ENG	407	OTH	25	0
Carolinian	79	560	HLD	232	ADA	160	0
	80	546	HLD	303	ADA	139	0
Cascades	500	188	ENG	66	OTH	40	0
	501	430	ENG	133	HLD	111	0
	504	263	OTH	101	ADA	79	0
	506	379	SYS	165	ADA	77	0
	507	154	ADA	41	SYS	34	0
	508	409	SYS	101	HLD	98	0
	509	207	ITI	54	HLD	36	0
	510	200	ENG	86	HLD	72	0
	513	343	HLD	104	ADA	78	0
	516	130	ADA	50	HLD	34	0
	517	64	OTH	24	HLD	14	0
Downeaster	680	61	OTH	56	ADA	3	0
	681	56	OTH	30	ADA	12	0
	682	76	HLD	37	ADA	16	0
	683	57	OTH	27	ITI	23	0
	684	90	ENG	40	OTH	29	0
	685	155	HLD	56	ADA	46	0
	686	60	OTH	56	ITI	4	0
	687	76	HLD	41	ITI	25	0
	688	314	ITI	162	ENG	143	0
	689	323	ITI	153	ENG	150	0
	690	39	HLD	19	OTH	19	0
	691	97	ITI	45	ADA	42	0
	692	207	ENG	162	HLD	39	0
	693	317	ITI	297	HLD	16	0
	694	213	OTH	142	HLD	48	0
	695	45	HLD	29	ADA	13	0
	696	181	ITI	129	HLD	32	0
	697	149	HLD	68	ITI	55	0
	698	74	HLD	74	-	-	0
	699	139	OTH	120	ADA	10	0
Empire Corridor							0
Adirondack	68	204	HLD	68	CAR	55	0
	69	283	HLD	105	SYS	50	0
Maple Leaf	63	303	SYS	129	HLD	76	0
	64	274	HLD	99	SYS	84	0
New York - Albany <sup>f</sup>	230	10	HLD	9	OTH	1	0
	232	19	SYS	8	ITI	7	0
	233	127	SYS	61	HLD	51	0
	234	16	SYS	8	HLD	6	0
	235	74	MTI	35	HLD	29	0
	236	188	ENG	145	HLD	18	0
	237	95	HLD	55	ENG	30	0

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

Service	Train	3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
	238	67	HLD	39	ADA	11	0
	239	15	SYS	79	ENG	15	0
	241	183	HLD	100	ENG	70	0
	242	64	SYS	24	CAR	10	0
	243	70	HLD	43	SYS	29	0
	244	86	SVS	41	HLD	34	0
	245	31	SYS	51	HLD	42	0
	250	50	ENG	19	HLD	17	0
	252	112	HLD	90	ENG	85	0
	253	63	HLD	39	ADA	25	0
	254	218	HLD	109	ENG	86	0
	255	223	HLD	143	ADA	63	0
	261	22	OTH	20	ADA	11	0
New York - Niagara Falls	280	213	HLD	93	SYS	46	0
	281	222	SYS	110	HLD	70	0
	283	235	SYS	102	HLD	63	0
	284	234	HLD	93	SYS	64	0
Ethan Allen Express	288	213	HLD	109	SYS	45	0
	290	258	HLD	130	ENG	72	0
	291	133	HLD	72	SYS	53	0
	292	97	HLD	63	ADA	33	0
	293	130	ITI	153	HLD	68	0
	296	108	SVS	61	HLD	37	0
Heartland Flyer	821	363	OTH	131	HLD	104	0
	822	250	OTH	117	HLD	54	0
Hiawatha	329	316	OTH	293	ENG	101	0
	330	82	HLD	37	ENG	15	0
	331	309	OTH	223	HLD	56	0
	332	474	OTH	239	ITI	106	0
	333	325	OTH	228	ITI	40	0
	334	385	HLD	222	OTH	119	0
	335	453	OTH	199	HLD	184	0
	336	350	OTH	167	HLD	139	0
	337	441	OTH	248	HLD	188	0
	338	620	OTH	235	ITI	182	0
	339	224	ITI	174	SYS	157	0
	340	392	HLD	190	OTH	169	0
	341	345	OTH	202	HLD	126	0
	342	523	OTH	231	ITI	224	0
Hoosier State	850	508	SYS	358	CAR	119	0
	851	777	SYS	380	OTH	130	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	148	HLD	67	ADA	32	0
	381	125	HLD	48	SYS	48	0
	382	203	HLD	115	SYS	29	0
	383	144	HLD	67	SYS	63	0
Illini / Saluki	390	228	ENG	86	SYS	47	0
	391	367	ENG	112	SYS	112	0
	392	276	HLD	82	ITI	53	0
	393	82	CAR	63	SYS	44	0
Lincoln Service	300	132	ITI	45	ENG	35	0
	301	65	ADA	37	ENG	19	0
	302	243	HLD	67	CAR	53	0
	303	117	CAR	58	ADA	32	0
	304	228	HLD	66	CON	58	0
	305	73	ADA	38	HLD	18	0
	306	115	SYS	29	ENG	28	0
	307	195	ENG	240	ITI	142	0
Michigan							
Blue Water	364	469	HLD	286	ENG	151	0
	365	763	OTH	369	HLD	308	0
Pere Marquette	370	358	ENG	193	HLD	83	0
	371	428	SYS	269	HLD	111	0

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

Service	Train	3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
Wolverine	350	1207	OTH	1098	SYS	99	0
	351	1228	OTH	1064	HLD	96	0
	352	1456	OTH	1067	ENG	228	0
	353	1321	OTH	1059	HLD	136	0
	354	1587	OTH	1043	CON	201	0
	355	1313	OTH	909	SYS	241	0
Kansas City - St. Louis	311	161	HLD	94	ADA	42	0
	313	139	HLD	68	CON	49	0
	314	167	HLD	80	ADA	46	0
	316	113	HLD	58	ADA	28	0
Pacific Surfliner	562	121	CAR	85	ITI	11	0
	564	38	HLD	20	ADA	8	0
	563	27	SYS	20	ADA	4	0
	565	313	OTH	112	CAR	90	0
	566	232	HLD	138	ITI	57	0
	567	149	HLD	68	OTH	28	0
	571	161	ENG	86	CCR	24	0
	572	431	ENG	254	OTH	127	0
	573	180	HLD	116	ADA	27	0
	577	648	ITI	529	SYS	41	0
	578	138	HLD	40	OTH	40	0
	579	338	HLD	227	CCR	39	0
	580	69	HLD	42	CCR	24	0
	582	185	ITI	90	HLD	23	0
	583	167	HLD	88	ENG	26	0
	587	313	SYS	89	HLD	86	0
	589	150	ENG	74	HLD	31	0
	590	120	HLD	43	INJ	27	0
	591	348	HLD	133	ITI	71	0
	592	178	ITI	67	CON	31	0
	595	630	ITI	452	ENG	60	0
	597	399	ITI	267	OTH	86	0
	763	325	HLD	197	ADA	42	0
	768	269	HLD	179	ENG	33	0
	769	516	HLD	179	SYS	134	0
	774	375	HLD	117	OTH	70	0
	775	326	ENG	84	HLD	83	0
	784	467	HLD	264	ENG	80	0
	785	300	HLD	166	ITI	44	0
	792	440	HLD	196	ENG	113	0
	796	386	HLD	117	CON	68	0
	798	343	HLD	86	ITI	86	0
	799	397	HLD	153	ENG	108	0
Pennsylvanian	42	696	ENG	321	HLD	172	0
	43	221	HLD	116	ADA	51	0
	44	103	HLD	83	ADA	14	0
Piedmont	73	249	ADA	75	OTH	74	0
	76	410	HLD	142	MTI	98	0
San Joaquin	701	206	HLD	106	ENG	38	0
	702	144	HLD	97	ADA	18	0
	703	161	CON	60	HLD	37	0
	704	185	ENG	85	HLD	49	0
	711	161	ENG	62	HLD	27	0
	712	295	SVS	73	ADA	67	0
	713	229	ADA	75	SYS	48	0
	714	178	ENG	57	ADA	34	0
	715	356	ENG	76	HLD	68	0
	716	232	ENG	69	HLD	67	0
	717	466	ENG	182	HLD	84	0
	718	184	HLD	39	SYS	39	0
Vermonter	54	54	OTH	40	SVS	15	0
	55	220	ITI	115	OTH	50	0
	56	167	OTH	111	HLD	32	0
	57	235	ENG	99	ADA	48	0

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

Service	Train	3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					

**Long Distance Routes**

Auto Train	52	147	ENG	58	OTH	31	0
	53	152	OTH	51	ENG	36	0
California Zephyr	5	409	SYS	147	ENG	114	0
	6	386	ENG	102	SYS	89	0
Cardinal	50	579	HLD	236	SVS	80	0
	51	518	HLD	216	SVS	119	0
Capitol Limited	29	251	HLD	153	SYS	66	0
	30	317	HLD	148	SYS	141	0
City of New Orleans	58	192	SYS	48	HLD	43	0
	59	204	CAR	87	HLD	67	0
Coast Starlight	11	509	HLD	107	SYS	104	0
	14	677	HLD	173	ENG	113	0
Crescent	19	275	HLD	80	SYS	66	0
	20	383	HLD	84	ADA	75	0
Empire Builder	27	3577	CON	3332	ITI	202	0
	28	610	ITI	334	CON	148	0
	7	303	SYS	108	HLD	80	0
	8	319	SYS	88	HLD	86	0
Lake Shore Ltd	448	4049	CON	3579	ENG	304	0
	449	302	HLD	259	ITI	98	0
	48	394	HLD	181	ITI	105	0
	49	599	HLD	336	OTH	106	0
Palmetto	89	147	HLD	46	ADA	32	0
	90	167	HLD	55	SYS	45	0
Silver Meteor	97	249	ADA	90	HLD	84	0
	98	334	ADA	132	HLD	100	0
Silver Star	91	328	HLD	128	ADA	80	0
	92	375	HLD	118	ADA	95	0
Southwest Chief	3	252	HLD	111	ENG	44	0
	4	261	HLD	135	SVS	33	0
Sunset Limited	1	427	HLD	104	ENG	68	0
	2	473	SVS	141	HLD	97	0
Texas Eagle	21	306	HLD	171	SVS	82	0
	22	452	HLD	190	SYS	104	0

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

<sup>b</sup> For explanation of delay codes, see Table 19.

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

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

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

Service	Train	Host <sup>b</sup>	3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

**Acela Express**

Standard			265					
Acela Express	2100	Amtrak	348	PTI	60	CTI	56	0
	2103	Amtrak	223	SMW	62	DET	43	0
	2104	Amtrak	140	SMW	32	PTI	17	0
	2107	Amtrak	266	SMW	60	DET	51	0
	2109	Amtrak	342	SMW	68	CTI	52	0
	2110	Amtrak	202	ENG	56	SMW	30	0
	2117	Amtrak	283	SMW	93	CTI	42	0
	2119	Amtrak	460	SMW	71	ITI	69	0
	2121	Amtrak	404	SMW	110	DET	99	0
	2122	Amtrak	184	CTI	35	SMW	30	0
	2124	Amtrak	405	CTI	107	ENG	53	0
	2126	Amtrak	319	SYS	66	CAR	55	0
	2150	Amtrak	219	SMW	43	CTP	35	0
	2151	Amtrak	229	SMW	68	DCS	36	0
	2153	Amtrak	181	SMW	48	CTI	25	0
	2154	Amtrak	157	SMW	30	CTI	27	0
	2155	Amtrak	337	SMW	89	PET	33	0
	2158	Amtrak	201	ENG	30	SMW	27	0
	2159	Amtrak	271	SMW	50	HLD	39	0
	2160	Amtrak	208	CTI	33	SMW	26	0
	2163	Amtrak	401	SMW	50	CTI	45	0
	2164	Amtrak	300	PTI	83	CTI	50	0
	2165	Amtrak	292	DET	48	SMW	43	0
	2166	Amtrak	265	DET	87	DCS	36	0
	2167	Amtrak	255	SMW	47	CTI	41	0
	2168	Amtrak	326	DET	113	PBB	57	0
	2170	Amtrak	327	SYS	60	DET	54	0
	2171	Amtrak	283	SMW	58	CTI	34	0
	2172	Amtrak	320	CTI	43	SYS	39	0
	2173	Amtrak	350	PBB	79	SMW	51	0
	2190	Amtrak	207	CAR	45	ENG	45	0
	2193	Amtrak	551	CTI	322	DCT	51	0
	2203	Amtrak	194	SMW	117	ENG	38	0
	2205	Amtrak	195	SMW	113	INJ	21	0
	2207	Amtrak	195	SMW	107	ENG	21	0
	2208	Amtrak	51	SMW	21	ADA	10	0
	2211	Amtrak	215	SMW	109	MTI	44	0
	2212	Amtrak	138	CAR	46	SMW	26	0
	2213	Amtrak	243	SMW	113	DCS	55	0
	2216	Amtrak	44	SMW	22	HLD	13	0
	2220	Amtrak	57	HLD	32	SMW	19	0
	2221	Amtrak	229	SMW	75	DCS	58	0
	2222	Amtrak	48	SMW	41	PTI	7	0
	2225	Amtrak	130	SMW	62	MTI	31	0
	2228	Amtrak	126	SMW	62	SVS	27	0
	2250	Amtrak	162	PTI	35	SMW	35	0
	2251	Amtrak	185	ENG	67	SMW	39	0
	2252	Amtrak	349	PBB	81	OTH	74	0
	2253	Amtrak	355	SMW	91	HLD	57	0
	2254	Amtrak	316	CAR	118	DCS	43	0
	2255	Amtrak	197	CAR	62	SMW	62	0
	2256	Amtrak	527	DBS	184	MTI	68	0
	2257	Amtrak	231	OTH	83	SMW	64	0
	2258	Amtrak	157	SMW	41	HLD	21	0
	2259	Amtrak	264	SMW	73	HLD	40	0
	2290	Amtrak	341	PBB	125	FTI	100	0
	2297	Amtrak	717	PBB	252	CTI	146	0

**Other NEC Routes**

Standard			475					
Cardinal	50	Amtrak	1408	CAR	332	CON	193	0
	51	Amtrak	373	ENG	67	PTI	64	0
Carolinian	79	Amtrak	446	HLD	75	DET	53	0
	80	Amtrak	537	PTI	108	ENG	69	0
Crescent	19	Amtrak	956	CAR	153	ENG	144	0
	20	Amtrak	809	ITI	316	PTI	147	0
Keystone	600	Amtrak	147	HLD	62	SYS	44	0
	601	Amtrak	333	OTH	141	DBS	102	0
	605	Amtrak	656	HLD	179	OTH	138	0
	607	Amtrak	370	HLD	184	CTI	114	0
	609	Amtrak	276	HLD	152	ENG	43	0
	610	Amtrak	620	SMW	546	HLD	30	0
	611	Amtrak	583	SMW	561	HLD	22	0
	612	Amtrak	49	HLD	49	-	0	0
	615	Amtrak	548	SMW	354	DCS	174	0
	618	Amtrak	91	ENG	23	HLD	17	0
	619	Amtrak	173	SMW	93	ENG	35	0
	620	Amtrak	378	ENG	194	CTP	110	0
	622	Amtrak	325	DBS	170	MTI	88	0
	637	Amtrak	306	SMW	170	HLD	42	0
	639	Amtrak	204	SMW	79	HLD	41	0
	640	Amtrak	535	CTI	173	HLD	102	0
	641	Amtrak	560	HLD	177	SMW	81	0
	642	Amtrak	126	SMW	38	ENG	20	0
	643	Amtrak	317	HLD	116	MTI	46	0
	644	Amtrak	276	ENG	145	SMW	65	0
	645	Amtrak	477	HLD	112	MTI	65	0
	646	Amtrak	122	MTI	54	SMW	37	0
	647	Amtrak	359	SMW	98	PTI	67	0
	648	Amtrak	269	HLD	90	ENG	79	0

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

Service	Train	Host <sup>b</sup>	3rd Quarter FY 2011					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	649	Amtrak	408	CTI	88	ENG	80	0
	650	Amtrak	317	HLD	129	SMW	53	0
	651	Amtrak	360	DET	76	CTI	52	0
	652	Amtrak	527	PTI	123	CTI	71	0
	653	Amtrak	560	CTI	155	SMW	94	0
	654	Amtrak	235	ENG	46	DCS	33	0
	655	Amtrak	580	ITI	124	ENG	74	0
	656	Amtrak	221	ENG	50	DET	37	0
	658	Amtrak	64	MTI	44	HLD	12	0
	660	Amtrak	410	SMW	249	PTI	90	0
	661	Amtrak	532	SMW	279	ENG	117	0
	662	Amtrak	370	SMW	258	PTI	44	0
	663	Amtrak	511	SMW	266	PTI	54	0
	664	Amtrak	542	SMW	304	CTP	109	0
	665	Amtrak	394	SMW	228	HLD	80	0
	666	Amtrak	534	SMW	350	ENG	70	0
	667	Amtrak	649	SMW	216	ENG	107	0
	668	Amtrak	354	SMW	185	DBS	89	0
	669	Amtrak	482	SMW	281	CCR	54	0
	670	Amtrak	599	SMW	333	DCS	73	0
	671	Amtrak	226	CTI	82	DBS	46	0
	672	Amtrak	297	SMW	186	HLD	42	0
<b>Northeast Regional</b>								
Richmond / Newport News <sup>d</sup>								
	66	Amtrak	409	ENG	100	DET	76	0
	67	Amtrak	413	DET	120	ENG	66	0
	82	Amtrak	433	SVS	99	PET	68	0
	83	Amtrak	767	MTI	171	PTI	142	0
	84	Amtrak	408	ENG	130	SMW	38	0
	85	Amtrak	546	SVS	153	CTI	58	0
	86	Amtrak	340	SMW	59	PET	53	0
	87	Amtrak	576	ENG	103	SMW	77	0
	88	Amtrak	489	ENG	214	HLD	58	0
	93	Amtrak	677	HLD	103	PTI	94	0
	94	Amtrak	931	CTI	190	ENG	117	0
	95	Amtrak	555	PTI	104	HLD	71	0
	99	Amtrak	586	HLD	89	SMW	73	0
	125	Amtrak	683	PTI	138	DET	111	0
	157	Amtrak	738	ENG	337	DBS	65	0
	164	Amtrak	693	ENG	317	HLD	74	0
	174	Amtrak	351	HLD	54	SMW	46	0
	194	Amtrak	165	SMW	44	ENG	21	0
	195	Amtrak	454	ENG	128	HLD	79	0
Lynchburg <sup>e</sup>								
	145	Amtrak	1098	MTI	269	ENG	254	0
	147	Amtrak	505	SMW	117	DCS	65	0
	156	Amtrak	788	ENG	165	CAR	120	0
	171	Amtrak	948	PET	132	CTI	124	0
	176	Amtrak	464	HLD	77	ENG	65	0
All Other Northeast Regional								
	110	Amtrak	373	CAR	105	SMW	85	0
	111	Amtrak	398	CTI	109	DET	67	0
	121	Amtrak	127	SMW	67	ENG	16	0
	123	Amtrak	267	SMW	106	CTI	55	0
	126	Amtrak	509	CAR	99	ENG	92	0
	127	Amtrak	488	PTI	123	DET	66	0
	129	Amtrak	648	CTI	184	PTI	147	0
	130	Amtrak	412	ENG	83	CTI	69	0
	131	Amtrak	258	SMW	64	CAR	54	0
	132	Amtrak	351	PTI	91	SMW	70	0
	133	Amtrak	912	CTI	465	PTI	178	0
	134	Amtrak	471	PTI	116	HLD	60	0
	135	Amtrak	355	HLD	74	MTI	63	0
	136	Amtrak	1104	CTI	204	PTI	194	0
	137	Amtrak	485	CTI	124	ENG	72	0
	138	Amtrak	691	CTI	179	PTI	99	0
	139	Amtrak	361	ENG	81	HLD	73	0
	140	Amtrak	509	ENG	147	PTI	131	0
	141	Amtrak	612	ADA	114	HLD	102	0
	143	Amtrak	504	MTI	90	ENG	69	0
	146	Amtrak	336	SVS	111	ENG	69	0
	148	Amtrak	696	SYS	98	HLD	90	0
	150	Amtrak	331	FTI	91	PBB	46	0
	151	Amtrak	153	SMW	34	DET	26	0
	152	Amtrak	227	SMW	53	HLD	46	0
	153	Amtrak	211	SMW	117	ENG	38	0
	154	Amtrak	137	SMW	38	CTC	24	0
	155	Amtrak	468	ENG	281	CAR	81	0
	158	Amtrak	260	MTI	48	SMW	36	0
	159	Amtrak	388	CTP	94	SMW	69	0
	160	Amtrak	229	ENG	78	SMW	45	0
	161	Amtrak	537	ENG	160	SMW	89	0
	162	Amtrak	272	SMW	53	ENG	49	0
	163	Amtrak	353	HLD	69	SMW	49	0
	165	Amtrak	681	ENG	358	HLD	59	0
	166	Amtrak	965	ENG	616	HLD	114	0
	167	Amtrak	573	ENG	247	MTI	111	0
	168	Amtrak	175	ENG	76	PTI	25	0
	169	Amtrak	629	ENG	224	HLD	98	0
	170	Amtrak	287	SMW	79	ENG	40	0
	172	Amtrak	369	CTI	69	ENG	62	0
	173	Amtrak	486	PTI	104	DET	73	0
	175	Amtrak	390	PTI	66	ENG	62	0
	177	Amtrak	432	ENG	101	SMW	70	0
	178	Amtrak	409	ENG	58	SYS	55	0
	179	Amtrak	695	ENG	283	ITI	191	0
	180	Amtrak	478	CTI	93	SMW	44	0
	181	Amtrak	360	DET	96	PTI	77	0
	182	Amtrak	337	MTI	115	ENG	109	0

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

Service	Train	Host <sup>b</sup>	3rd Quarter FY 2011					MM&C Allowance <sup>e</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	183	Amtrak	388	PTI	106	DET	89	0
	184	Amtrak	565	SVS	205	ENG	81	0
	185	Amtrak	529	CTI	139	HLD	66	0
	186	Amtrak	522	DET	238	HLD	62	0
	187	Amtrak	307	ENG	66	SMW	65	0
	188	Amtrak	348	SYS	94	ENG	90	0
	190	Amtrak	131	ENG	43	DCS	15	0
	192	Amtrak	105	ENG	67	SMW	32	0
	193	Amtrak	655	PTI	199	ENG	97	0
	196	Amtrak	618	CTI	141	ENG	96	0
	198	Amtrak	274	SVS	68	SMW	47	0
	401	Amtrak	587	PTI	270	HLD	138	0
	405	Amtrak	147	DCS	80	ITI	49	0
	432	Amtrak	498	CON	299	CTC	112	0
	450	Amtrak	1642	CON	977	PTI	390	0
	460	Amtrak	1705	CON	1344	PTI	317	0
	463	Amtrak	515	PTI	276	HLD	84	0
	464	Amtrak	1654	CON	1073	PTI	527	0
	465	Amtrak	1668	PTI	747	ITI	373	0
	467	Amtrak	0	-	0	-	0	0
	470	Amtrak	1077	PTI	382	CON	364	0
	475	Amtrak	258	ENG	83	PTI	51	0
	476	Amtrak	2373	CON	1527	MTI	253	0
	479	Amtrak	734	ITI	315	ENG	235	0
	488	Amtrak	2769	CON	1780	CTC	342	0
	490	Amtrak	410	CON	372	ENG	25	0
	493	Amtrak	612	HLD	220	ADA	172	0
	494	Amtrak	2092	CON	1473	PTI	257	0
	495	Amtrak	96	ADA	40	HLD	33	0
	497	Amtrak	361	PTI	311	HLD	50	0
Palmetto	89	Amtrak	472	SMW	92	CTI	90	0
	90	Amtrak	408	SVS	125	ENG	70	0
Pennsylvanian	42	Amtrak	358	DET	88	SMW	82	0
	43	Amtrak	545	FTI	94	SMW	89	0
	44	Amtrak	240	HLD	126	SMW	48	0
Silver Meteor	97	Amtrak	1225	CAR	303	PTI	252	0
	98	Amtrak	404	PTI	175	CTI	54	0
Silver Star	91	Amtrak	570	PTI	114	ENG	86	0
	92	Amtrak	726	PTI	213	ENG	107	0
Vermont	54	Amtrak	369	SMW	77	PTI	74	0
	55	Amtrak	577	PTI	130	SMW	88	0
	56	Amtrak	865	SVS	171	ENG	110	0
	57	Amtrak	318	SVS	103	ENG	67	0

<sup>a</sup> This table excludes third-party delays.  
<sup>b</sup> Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.  
<sup>c</sup> "Major Maintenance & Construction Allowance": minutes are included in Total Delay minutes, but are excluded for determining performance to standard.  
<sup>d</sup> Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.  
<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

## Appendix E Methodologies for PRIIA 207

### **Financial Metrics**

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

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

Short-Term Avoidable Costs are defined as costs that cease to exist within twelve months of a route no longer operating. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes. The 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>		✓		<p>Annex 3 describes the rationale for the standards adopted in the Train Delay category.</p>
	<p><b>Train Delays—Off NEC</b></p>				
	<p>Amtrak-Responsible<sup>22</sup> Delays per 10,000 Train-Miles</p>	<p><b>Route</b><sup>15</sup></p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

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

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

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

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

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

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

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

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

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

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

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<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.