

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

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

**Covering the Quarter Ended September 30, 2011
(Fourth Quarter of Fiscal Year 2011)**



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

Published January 2012

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Notes

Note No.	Applies to Tables—	Note
1	1, 2, 3	Data for tables 1 and 3 will not be available until the avoidable costing methodology for the Amtrak Performance Tracking (APT) System has been completed. Data for table 2 is not available as the fully allocated cost components of the APT system were implemented in October 2009 and eight quarters of data have not yet been accumulated.
2	All route-specific tables	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
3	All tables referring to “Prior Report”	The prior report was published in September 2011, covering the quarter ended June 30, 2011.
4	On-Time Performance, Train Delays, and Other Service Quality Tables	For the non-financial metrics for which standards exist, numbers shown in red indicate that the established standard was not met.

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

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

Service	Current Period	Prior Period	Prior Report
	Oct. 09 - Sep. 11	Oct. 08 - Sep. 10	Jul. 09 - Jun. 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

Current Period	Prior Period	Prior Report
Oct. 09 - Sep. 11	Oct. 08 - Sep. 10	Jul. 09 - Jun. 10

(\$0.072)	(\$0.076)	(\$0.072)
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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

Current Period	Prior Period	Prior Report
Oct. 09 - Sep. 11	Oct. 08 - Sep. 10	Jul. 09 - Jun. 10

(\$0.101)	(\$0.104)	(\$0.100)
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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
	Oct. 09 - Sep. 11	Oct. 08 - Sep. 10	Jul. 09 - Jun. 10

Acela Express

Acela Express	190	178	187
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Other NEC Corridor Routes

Keystone Service	139	133	137
Northeast Regional (Boston - Washington)	197	192	195
Richmond / Newport News	236	232	234
Lynchburg	275	n/a	n/a
New Haven - Springfield	116	108	112

Non-NEC Corridor Routes

Capitol Corridor	89	86	87
Carolinian	277	270	278
Cascades	145	135	143
Downeaster	97	90	95
Empire Corridor			
Adirondack	215	193	208
Empire Service	125	121	123
Ethan Allen Express	161	146	157
Maple Leaf	104	98	103
Heartland Flyer	96	90	94
Hiawatha	151	143	150
Hoosier State	66	61	65
Illinois			
Carl Sandburg / Illinois Zephyr	97	93	96
Illini / Saluki	122	111	118
Lincoln Service	139	123	136
Michigan			
Blue Water	151	126	143
Pere Marquette	127	124	125
Wolverine	158	148	156
Kansas City - St. Louis	86	76	83
Pacific Surfliner	139	134	138
Pennsylvanian	192	188	191
Piedmont	68	67	68
San Joaquins	111	103	108
Vermont	148	127	139

Long-Distance Routes

Auto Train	353	334	349
California Zephyr	173	163	171
Capitol Limited	197	191	196
Cardinal	126	122	127
City of New Orleans	160	149	158
Coast Starlight	221	221	222
Crescent	170	157	167
Empire Builder	202	206	207
Lake Shore Ltd	235	210	230
Palmetto	149	139	148
Silver Meteor	224	205	219
Silver Star	194	183	192
Southwest Chief	195	185	193
Sunset Limited	130	117	127
Texas Eagle	183	173	181

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

Service ^a	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP ^b	All-Stations OTP ^c
	Last Four Quarters	4th Quarter FY 2011	4th Quarter FY 2011

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-0.8	83.8%	87.5%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-0.1	89.4%	94.0%
Total Northeast Regional		80.5%	84.1%
Richmond / Newport News ^d	-0.6	77.3%	79.6%
Lynchburg ^e	Not Available	74.2%	73.1%
All Other Northeast Regional	0.0	81.7%	87.6%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	1.8	94.2%	96.1%
Carolinian	0.0	57.8%	62.9%
Cascades	0.5	74.8%	77.5%
Downeaster	-1.4	58.4%	83.1%
Empire Corridor	-0.3	69.0%	69.9%
Adirondack	-0.5	46.4%	43.5%
Ethan Allen Express	-0.8	47.7%	68.5%
Maple Leaf	-1.1	38.3%	50.6%
New York - Albany ^f	0.6	78.6%	89.4%
New York - Niagara Falls	-0.4	75.8%	71.7%
Heartland Flyer	0.1	42.4%	65.8%
Hiawatha	-0.6	88.0%	94.1%
Hoosier State	1.8	61.8%	71.9%
Illinois	1.3	64.6%	63.9%
Carl Sandburg / Illinois Zephyr	-0.8	81.4%	80.7%
Illini / Saluki	2.1	66.0%	54.3%
Lincoln Service	1.0	53.3%	60.2%
Michigan	-1.8	18.9%	42.9%
Blue Water	1.9	40.8%	63.1%
Pere Marquette	2.0	44.8%	72.4%
Wolverine	-3.9	2.8%	33.4%
Kansas City - St. Louis	5.9	72.2%	73.2%
Pacific Surfliner	-0.3	69.7%	83.0%
Pennsylvanian	-0.6	81.0%	73.2%
Piedmont	2.3	81.4%	90.9%
San Joaquin	0.8	88.0%	86.4%
Vermont	-1.7	77.7%	67.5%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	0.9	87.4%	88.8%
California Zephyr	-1.3	10.2%	20.7%
Capitol Limited	0.8	47.8%	33.5%
Cardinal	0.6	35.4%	30.2%
City of New Orleans	1.1	86.4%	59.2%
Coast Starlight	1.1	84.2%	61.5%
Crescent	0.3	70.5%	63.6%
Empire Builder	-1.8	42.5%	24.3%
Lake Shore Ltd	-0.6	36.5%	27.6%
Palmetto	-2.0	56.2%	60.7%
Silver Meteor	0.2	61.8%	54.3%
Silver Star	0.9	70.7%	63.0%
Southwest Chief	-1.0	50.5%	38.3%
Sunset Limited	-0.6	64.6%	43.1%
Texas Eagle	0.8	30.4%	27.6%

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

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

^cAll 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.

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

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

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

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

Service	Host	4th Quarter FY 2011						MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b						
			#1	Minutes	#2	Minutes			
Standard		900							
Acela Express									
Acela Express	MNRR	648	CTI	245	DSR	222	0	56	
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News ^d	CSX	1374	DSR	405	RTE	232	0	189	
	MNRR	648	CTI	234	DSR	232	0	56	
Lynchburg ^e	MNRR	875	CTI	307	RTE	244	0	56	
	NS	485	DCS	126	FTI	98	0	166	
All Other Northeast Regional	MNRR	849	CTI	468	DSR	217	0	56	
Non-NEC Corridor Routes									
Capitol Corridor	UP	608	PTI	177	RTE	165	0	168	
Carolinian	CSX	1430	DCS	359	DSR	285	0	295	
	NS	446	PTI	154	DSR	109	0	202	
Cascades	BNSF	1028	FTI	261	PTI	232	0	343	
	UP	833	FTI	409	DSR	157	0	125	
Downeaster	MBTA	1567	DSR	1232	CTI	229	0	38	
	PanAm	1028	DSR	659	PTI	194	0	77	
Empire Corridor									
Adirondack	CN	3428	DSR	1451	RTE	1065	0	49	
	CP	2815	DSR	1332	PTI	637	0	178	
	CSX	1474	PTI	487	DCS	427	0	89	
	MNRR	1068	DSR	435	CTI	377	0	64	
Ethan Allen Express	CP	4116	DSR	2623	DCS	531	0	60	
	CSX	1434	PTI	534	DSR	336	0	89	
	MNRR	1193	CTI	448	DSR	196	0	64	
	VTR	7573	DSR	7213	FTI	210	0	24	
Maple Leaf	CSX	2002	FTI	472	RTE	442	0	396	
	MNRR	804	CTI	361	DSR	233	0	64	
New York - Albany ^f	CSX	696	DSR	267	DCS	221	0	71	
	MNRR	797	CTI	342	DSR	199	0	64	
New York - Niagara Falls	CSX	1499	FTI	374	RTE	339	0	394	
	MNRR	1076	CTI	446	DSR	197	0	64	
Heartland Flyer	BNSF	2149	DSR	1658	FTI	225	0	238	
Hiawatha	CP	457	FTI	183	DCS	141	0	53	
	Metra	1744	CTI	969	DCS	360	0	29	
Hoosier State	CSX	1172	DCS	607	FTI	298	0	169	
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF	1080	DSR	318	FTI	315	0	257	
Illini / Saluki	CN	1118	FTI	424	PTI	193	0	306	
Lincoln Service	CN	3070	FTI	1151	DCS	650	0	37	
	UP	1110	PTI	509	DSR	180	0	231	
Michigan									
Blue Water	Amtrak	1165	DCS	435	PTI	352	0	99	
	CN	1382	FTI	857	PTI	187	0	159	
	NS	4142	RTE	1040	DSR	953	0	61	
Pere Marquette	CSX	1082	DCS	437	DSR	305	16	135	
	NS	3871	DCS	1278	FTI	934	0	39	
Wolverine	Amtrak	1183	PTI	503	DCS	384	0	99	
	CN	2947	FTI	1030	RTE	485	0	27	
	NS	3607	DSR	1323	PTI	764	0	173	
Kansas City - St. Louis	UP	1225	FTI	595	DSR	278	0	271	
Pacific Surfliner									
Pacific Surfliner	BNSF	1248	RTE	319	DSR	278	0	22	
	SCRRA	1099	PTI	493	CTI	325	0	95	
	SDNRR	1453	CTI	601	PTI	479	0	60	
	UP	977	PTI	679	RTE	69	0	174	

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

Service	Host	4th Quarter FY 2011						MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b						
			#1	Minutes	#2	Minutes			
Standard		900							
Pennsylvanian	NS	896	FTI	376	RTE	208	0	249	
Piedmont	NS	460	DSR	140	DCS	109	0	173	
San Joaquin	BNSF	736	PTI	334	FTI	169	0	284	
	UP	748	PTI	325	FTI	164	0	88	
Vermonter	MNRR	1172	CTI	673	DSR	223	0	56	
	NECR	3437	DSR	3114	FTI	158	0	238	
Long-Distance Routes									
Auto Train	CSX	1171	FTI	351	DCS	253	0	914	
California Zephyr	BNSF	2883	FTI	1524	DSR	749	0	1,027	
	UP	1175	FTI	353	DCS	232	0	1,431	
Capitol Limited	CSX	1144	FTI	347	DSR	336	0	307	
	NS	1607	FTI	810	RTE	290	0	481	
Cardinal	BBrRR	2375	DCS	728	DSR	580	0	132	
	CSX	1085	DCS	352	FTI	312	0	698	
	NS	1397	PTI	466	CTI	282	0	79	
City of New Orleans	CN	1148	FTI	471	DSR	251	0	930	
Coast Starlight	BNSF	835	RTE	235	FTI	199	0	186	
	SCRRA	1640	CTI	769	PTI	593	0	48	
	UP	986	PTI	325	DCS	201	0	1,159	
Crescent	NS	767	FTI	226	DSR	205	0	1,141	
Empire Builder	BNSF	1156	DSR	486	FTI	434	0	2,147	
	CP	963	FTI	531	DCS	107	0	384	
	Metra	1665	CTI	1221	DCS	222	0	29	
Lake Shore Ltd	CSX	1682	FTI	464	DSR	332	0	741	
	MNRR	1536	CTI	723	RTE	305	0	64	
	NS	1596	FTI	738	RTE	281	0	339	
Palmetto	CSX	845	FTI	270	PTI	214	0	659	
Silver Meteor	CSX	783	FTI	243	DCS	157	0	1,152	
	Fla DOT	932	CTI	274	DCS	188	0	68	
Silver Star	CSX	896	DCS	245	FTI	200	15	1,209	
	Fla DOT	1010	CTI	619	DSR	210	0	68	
	NS	248	PTI	124	DSR	106	0	28	
Southwest Chief	BNSF	756	FTI	209	DSR	199	0	2,198	
	NMDOT	1896	CTI	744	DSR	378	0	80	
Sunset Limited	BNSF	1374	DSR	581	FTI	407	0	190	
	UP	1617	FTI	783	DSR	414	0	1,784	
Texas Eagle	BNSF	2109	DSR	1102	FTI	536	0	126	
	CN	2947	FTI	1238	DCS	610	0	37	
	UP	2789	FTI	1124	DSR	500	0	1,104	

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

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

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

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

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

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

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

Service	4th Quarter FY 2011					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	

Standard	325					
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Acela Express

Acela Express	84	OTH	55	ENG	8	0
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Other NEC Corridor Routes

Northeast Regional						
Richmond / Newport News ^d	398	HLD	201	OTH	59	0
Lynchburg ^e	387	HLD	150	OTH	112	0
All Other Northeast Regional	263	OTH	178	HLD	28	0

Non-NEC Corridor Routes

Capitol Corridor	186	ADA	41	HLD	31	0
Carolinian	478	HLD	198	ADA	126	0
Cascades	275	HLD	50	ADA	40	0
Downeaster	174	ITI	95	HLD	25	0
Empire Corridor						
Adirondack	314	HLD	105	SYS	70	0
Ethan Allen Express	302	HLD	132	ENG	66	0
Maple Leaf	344	SYS	103	HLD	102	0
New York - Albany ^f	139	HLD	67	ENG	42	0
New York - Niagara Falls	313	SYS	103	HLD	99	0
Heartland Flyer	177	HLD	83	SYS	48	0
Hiawatha	512	OTH	253	HLD	121	0
Hoosier State	463	HLD	936	ENG	669	0
Illinois						
Carl Sandburg / Illinois Zephyr	172	HLD	72	OTH	37	0
Illini / Saluki	287	HLD	81	ENG	62	0
Lincoln Service	116	OTH	824	HLD	177	0
Michigan						
Blue Water	836	OTH	463	HLD	295	0
Pere Marquette	392	SYS	184	HLD	107	0
Wolverine	1526	OTH	1093	SYS	134	0
Kansas City - St. Louis	165	HLD	68	CON	46	0
Pacific Surfliner	440	HLD	133	ITI	78	0
Pennsylvanian	283	HLD	122	ADA	51	0
Piedmont	317	HLD	38	ADA	36	0
San Joaquin	210	ENG	42	HLD	40	0
Vermont	205	OTH	140	ENG	24	0

Long-Distance Routes

Auto Train	125	SYS	31	ENG	22	0
California Zephyr	566	SYS	231	ENG	89	0
Capitol Limited	304	HLD	133	CON	101	0
Cardinal	465	HLD	117	CON	76	0
City of New Orleans	213	HLD	73	ITI	64	0
Coast Starlight	531	HLD	132	SVS	93	0
Crescent	250	HLD	74	ADA	59	0
Empire Builder	611	CON	155	HLD	103	0
Lake Shore Ltd	827	CON	349	HLD	259	0
Palmetto	311	ADA	57	HLD	54	0
Silver Meteor	323	ADA	108	HLD	105	0
Silver Star	352	HLD	101	ADA	77	0
Southwest Chief	336	HLD	123	ENG	49	0
Sunset Limited	443	HLD	86	ENG	69	0
Texas Eagle	431	HLD	157	SYS	107	0

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

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

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

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

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

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

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

Service	Host ^b	4th Quarter FY 2011						MM&C Allowance ^c	Route Miles
		Total Delay**	Largest 2 Delay Categories						
			#1	Minutes	#2	Minutes			
Acela Express									
Standard		265							
Acela Express	Amtrak	290	SMW	45	CTI	35	0	401	
Other Services									
Standard		475							
Keystone	Amtrak	381	ENG	62	SMW	56	0	195	
Cardinal	Amtrak	1064	ENG	249	PTI	138	0	226	
Carolinian	Amtrak	538	ENG	79	SVS	70	0	226	
Crescent	Amtrak	470	ENG	76	PTI	74	0	226	
Northeast Regional	Amtrak	502	ENG	68	PTI	54	0		
Richmond / Newport News ^d	Amtrak	513	ENG	71	PTI	58	0	463	
Lynchburg ^e	Amtrak	666	SMW	145	ENG	89	0	463	
All Other Northeast Regional	Amtrak	483	ENG	65	PTI	52	0	463	
Palmetto	Amtrak	576	SVS	92	ENG	84	0	226	
Pennsylvanian	Amtrak	535	SMW	74	ENG	58	0	195	
Silver Meteor	Amtrak	866	PTI	158	CAR	123	0	226	
Silver Star	Amtrak	623	PTI	155	ENG	127	0	226	
Vermonter	Amtrak	687	ITI	91	PTI	78	0	304	

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

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

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

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

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

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

Service	4th Quarter FY 2011					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Standard	82	80	80	80	80	80
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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 ^b	80	77	68	78	56	57
Lynchburg ^c	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 ^d	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

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

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

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

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

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

Service	4th Quarter FY 2011		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	30	821,422	0.37
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Other NEC Corridor Routes

Keystone Service	24	332,388	0.72
Total Northeast Regional	126	1,376,147	0.92
Richmond / Newport News ^b	33	383,329	0.86
Lynchburg ^c	11	104,215	1.06
All Other Northeast Regional	82	888,603	0.92

Non-NEC Corridor Routes

Capitol Corridor	8	302,740	0.26
Carolinian	10	112,890	0.89
Cascades	22	238,032	0.92
Downeaster	1	102,425	0.10
Empire Corridor	24	519,650	0.46
Adirondack	6	68,387	0.88
Ethan Allen Express	1	42,201	0.24
Maple Leaf	2	93,220	0.21
New York - Albany ^d	10	162,732	0.61
New York - Niagara Falls	5	153,109	0.33
Heartland Flyer	0	37,720	0.00
Hiawatha	8	107,604	0.74
Hoosier State	4	21,505	1.86
Illinois	18	376,372	0.48
Carl Sandburg / Illinois Zephyr	3	94,337	0.32
Illini / Saluki	5	113,878	0.44
Lincoln Service	10	168,158	0.59
Michigan	13	253,709	0.51
Blue Water	5	58,567	0.85
Pere Marquette	1	32,165	0.31
Wolverine	7	162,977	0.43
Kansas City - St. Louis	0	88,722	0.00
Pacific Surfliner	39	405,912	0.96
Pennsylvanian	1	76,051	0.13
Piedmont	3	62,113	0.48
San Joaquins	16	335,598	0.48
Vermont	2	67,616	0.30

Long-Distance Routes

Auto Train	4	149,066	0.27
California Zephyr	41	366,619	1.12
Capitol Limited	7	140,022	0.50
Cardinal	9	83,175	1.08
City of New Orleans	7	169,767	0.41
Coast Starlight	16	253,958	0.63
Crescent	10	240,576	0.42
Empire Builder	29	427,446	0.68
Lake Shore Ltd	21	187,807	1.12
Palmetto	8	113,826	0.70
Silver Meteor	17	244,919	0.69
Silver Star	15	267,690	0.56
Southwest Chief	23	411,498	0.56
Sunset Limited	14	155,659	0.90
Texas Eagle	23	244,995	0.94

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

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

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

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

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

Service	4th Quarter FY 2011	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.04	1.89
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Amtrak Corridor

Keystone	0.00	0.66
Northeast Regional	0.03	2.97

Short Distance

Capitols	0.00	0.12
Carolinian	0.03	16.40
Cascades	0.02	2.21
Downeaster	0.00	0.98
Empire Corridor		
Adirondack	0.41	6.94
Empire Service	0.00	1.92
Ethan Allen Express	0.00	1.80
Maple Leaf	0.37	15.42
Heartland Flyer	0.00	1.73
Hiawatha	0.00	0.89
Hoosier State	0.00	5.70
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	2.12
Illini / Saluki	0.06	5.26
Lincoln Service	0.02	4.41
Michigan		
Blue Water	0.17	7.13
Pere Marquette	0.03	4.71
Wolverine	0.44	20.71
Kansas City - St. Louis	0.15	8.87
Pacific Surfliner	0.02	1.78
Pennsylvanian	0.12	3.59
Piedmont	0.00	1.92
San Joaquins	0.04	2.25
Vermonteer	0.01	3.18

Long Distance

Auto Train	0.49	11.10
California Zephyr	6.98	125.18
Capitol Limited	0.90	19.95
Cardinal	1.63	37.36
City of New Orleans	1.39	19.75
Coast Starlight	2.63	20.51
Crescent	0.66	12.30
Empire Builder	2.21	47.71
Lake Shore Ltd	1.34	35.37
Palmetto	0.02	31.52
Silver Meteor	1.09	26.88
Silver Star	0.52	18.63
Southwest Chief	2.54	37.13
Sunset Limited	1.56	36.16
Texas Eagle	3.04	54.92

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2011						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	1,185	137	33	74	1,199	2,628	
Amtrak Premium	16	0	0	4	11	31	
Acela Express	16	0	0	4	11	31	
Amtrak Corridor	35	0	0	4	22	61	
Keystone	0	0	0	0	0	0	
Northeast Regional	35	0	0	4	22	61	
Short Distance	99	2	12	18	38	169	
Capitols	0	0	0	0	0	0	
Carolinian	0	0	0	1	1	2	
Cascades	1	0	0	4	1	6	
Downeaster	0	0	0	0	0	0	
Empire Corridor	35	0	0	2	4	41	
Adirondack	20	0	0	0	2	22	
Empire Service	1	0	0	0	0	1	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	14	0	0	2	2	18	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	0	0	0	0	0	
Hoosier State	0	0	0	0	0	0	
Illinois	2	0	5	0	1	8	
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0	
Illini / Saluki	0	0	5	0	0	5	
Lincoln Service	2	0	0	0	1	3	
Michigan	39	0	7	6	13	65	
Blue Water	0	0	0	0	9	9	
Pere Marquette	1	0	0	0	0	1	
Wolverine	38	0	7	6	4	55	
Kansas City - St. Louis	7	0	0	0	0	7	
Pacific Surfliner	11	2	0	0	7	20	
Pennsylvanian	2	0	0	0	6	8	
Piedmont	0	0	0	0	0	0	
San Joaquins	2	0	0	5	4	11	
Vermonter	0	0	0	0	1	1	
Long Distance	1,035	135	21	48	1,128	2,367	
Auto Train	10	0	0	8	13	31	
California Zephyr	298	29	3	6	244	580	
Capitol Limited	22	7	0	0	32	61	
Cardinal	18	0	1	0	25	44	
City of New Orleans	33	4	0	5	50	92	
Coast Starlight	110	73	0	7	206	396	
Crescent	14	6	0	0	36	56	
Empire Builder	132	8	3	5	135	283	
Lake Shore Ltd	69	1	4	0	59	133	
Palmetto	1	0	0	0	0	1	
Silver Meteor	27	1	1	3	71	103	
Silver Star	24	1	1	2	27	55	
Southwest Chief	155	2	2	3	85	247	
Sunset Limited	22	1	0	1	16	40	
Texas Eagle	100	2	6	8	129	245	

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

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2011						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	1,189	233	2,160	2,377	3,208		9,167
Amtrak Premium	50	8	23	51	62		194
Acela Express	50	8	23	51	62		194
Amtrak Corridor	201	33	67	233	252		786
Keystone	14	7	6	27	16		70
Northeast Regional	187	26	61	206	236		716
Short Distance	275	80	239	424	494		1,512
Capitols	1	8	4	11	9		33
Carolinian	25	3	34	51	42		155
Cascades	13	3	12	40	27		95
Downeaster	3	2	2	1	2		10
Empire Corridor	32	8	49	34	65		188
Adirondack	2	0	4	9	25		40
Empire Service	10	4	10	14	9		47
Ethan Allen Express	2	1	1	4	0		8
Maple Leaf	18	3	34	7	31		93
Heartland Flyer	1	0	5	0	2		8
Hiawatha	1	5	13	22	2		43
Hoosier State	0	0	0	5	2		7
Illinois	48	12	20	42	67		189
Carl Sandburg / Illinois Zephyr	5	4	6	16	11		42
Illini / Saluki	10	6	3	7	20		46
Lincoln Service	33	2	11	19	36		101
Michigan	63	6	52	30	65		216
Blue Water	3	0	12	10	6		31
Pere Marquette	0	1	14	2	9		26
Wolverine	60	5	26	18	50		159
Kansas City - St. Louis	6	5	2	11	30		54
Pacific Surfliner	46	20	27	107	112		312
Pennsylvanian	6	1	3	19	17		46
Piedmont	4	0	0	3	5		12
San Joaquins	18	6	12	45	36		117
Vermonter	8	1	4	3	11		27
Long Distance	663	112	1,831	1,669	2,400		6,675
Auto Train	22	2	28	16	24		92
California Zephyr	134	31	384	199	324		1,072
Capitol Limited	10	5	81	64	76		236
Cardinal	11	1	25	17	21		75
City of New Orleans	22	7	29	64	110		232
Coast Starlight	53	9	275	225	263		825
Crescent	8	5	50	61	76		200
Empire Builder	63	16	303	155	262		799
Lake Shore Ltd	64	5	105	100	166		440
Palmetto	15	4	21	50	49		139
Silver Meteor	64	3	102	184	244		597
Silver Star	45	1	78	112	111		347
Southwest Chief	48	8	160	161	335		712
Sunset Limited	25	4	34	49	45		157
Texas Eagle	79	11	156	212	294		752

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2011						Total
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		
Amtrak System	1,468	2,936	681	3,667	3,707		12,459
Amtrak Premium	7	32	3	44	10		96
Acela Express	7	32	3	44	10		96
Amtrak Corridor	48	532	16	312	176		1,084
Keystone	0	17	1	8	0		26
Northeast Regional	48	515	15	304	176		1,058
Short Distance	109	548	49	587	376		1,669
Capitols	0	0	0	1	2		3
Carolinian	7	188	1	62	79		337
Cascades	10	5	3	28	5		51
Downeaster	0	2	0	6	0		8
Empire Corridor							
Adirondack	0	22	4	15	41		82
Empire Service	3	23	0	13	4		43
Ethan Allen Express	0	2	0	4	1		7
Maple Leaf	1	31	6	91	44		173
Heartland Flyer	1	3	0	2	0		6
Hiawatha	0	14	0	1	2		17
Hoosier State	0	0	0	13	0		13
Illinois							
Carl Sandburg / Illinois Zephyr	1	0	0	3	0		4
Illini / Saluki	4	47	4	31	13		99
Lincoln Service	0	27	0	35	15		77
Michigan							
Blue Water	4	15	0	34	33		86
Pere Marquette	0	1	4	1	5		11
Wolverine	19	83	18	67	36		223
Kansas City - St. Louis	2	10	5	16	26		59
Pacific Surfliner	36	21	3	112	46		218
Pennsylvanian	17	7	0	17	6		47
Piedmont	0	12	0	0	0		12
San Joaquins	0	28	1	22	17		68
Vermont	4	7	0	13	1		25
Long Distance	1,304	1,824	613	2,724	3,145		9,610
Auto Train	64	84	14	110	90		362
California Zephyr	207	203	124	366	666		1,566
Capitol Limited	36	14	15	123	67		255
Cardinal	7	42	12	63	23		147
City of New Orleans	85	72	26	131	70		384
Coast Starlight	152	131	14	289	214		800
Crescent	27	105	18	89	107		346
Empire Builder	176	121	87	323	260		967
Lake Shore Ltd	96	173	46	253	250		818
Palmetto	16	102	1	57	142		318
Silver Meteor	76	125	66	142	252		661
Silver Star	36	126	82	105	154		503
Southwest Chief	151	289	35	350	504		1,329
Sunset Limited	34	54	14	62	96		260
Texas Eagle	141	183	59	261	250		894

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

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

4th Quarter FY 2011

Amtrak System		2
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Division

Central		0
Mid-Atlantic		0
Northeast		2
Pacific		0
Pacific Northwest		0
Southern		0
Southwest		0

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

**TABLE 17:
PUBLIC BENEFITS**

	FY 2010
Connectivity	19.8%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	4.8%
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

Host Railroad - Responsible Delays		
Code	Code Description	Explanation
CTI	Commuter Train Interfere	Delays for meeting or following commuter trains
CTP	Commuter Train Problems	Delays directly caused by abnormal occurrences to commuter trains
DBB	B&B work due to defect	Delays caused by bridge or building maintenance
DBS	Debris	Debris strikes
DCS	Signal Delays	Signal failure or other signal delays, wayside defect-detector false-alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
DCT	Defective Concrete Ties	Delays caused by the replacement of concrete ties
DDA	Defect Detector Actuation	Delays caused by train inspection following a defect detector actuation
DET	ET work due to defect	Catenary or other electrical maintenance
DMW	Maintenance of Way	Maintenance of Way delays including holds for track repairs or MW foreman to clear
DSR	Slow Order Delays	Temporary slow orders, except heat or cold orders
DTR	Detour	Delays from detours
FTI	Freight Train Interference	Delays from freight trains
PBB	Planned B&B work	Scheduled bridge and building maintenance
PET	Planned ET work	Scheduled catenary or other electrical work
PSC	Planned C&S work	Scheduled communications and signal work
PSR	Planned speed restrictions	Scheduled speed restrictions
PTI	Passenger Train Interfere	Delays for meeting or following other passenger trains
RTE	Routing	Routing-dispatching delays including diversions, late track bulletins, etc.
SMW	Scheduled M/W work	Scheduled maintenance way work

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

Third-Party Delays		
Code	Code Description	Explanation
BSP	Bridge Strike	Delay due to train striking an overhead bridge
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	Movable bridge openings for marine traffic where no bridge failure is involved
NOD	Unused Recovery Time	Waiting for scheduled departure time at a station
POL	Police-Related	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	Trespasser incidents including road crossing accidents, trespasser / animal strikes, vehicle stuck on track ahead, bridge strikes
UTL	Utility company failure	Failure due to utility company issue
WTR	Weather-Related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

Host Railroad Codes	
Code	Company
Amtrak	Amtrak
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 ^a	Endpoint OTP ^b
		Last Four Quarters	4th Quarter FY 2011	4th Quarter FY 2011

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-0.6	79.0%	91.1%
	2103	0.1	95.2%	98.2%
	2104	2.3	95.2%	99.0%
	2107	-0.3	95.2%	97.2%
	2109	-1.2	91.9%	96.4%
	2110	-1.1	91.8%	96.3%
	2117	-0.8	88.5%	95.0%
	2119	-0.3	87.1%	83.0%
	2121	-3.3	82.3%	93.9%
	2122	-1.5	90.3%	85.9%
	2124	-3.2	82.3%	82.0%
	2126	-2.3	87.1%	88.8%
	2150	0.7	81.0%	89.7%
	2151	-1.2	69.8%	79.9%
	2153	-1.4	92.1%	92.8%
	2154	0.5	87.3%	94.7%
	2155	0.2	84.1%	82.7%
	2158	0.5	74.6%	87.7%
	2159	-0.5	73.0%	76.9%
	2160	0.2	74.6%	85.1%
	2163	-1.6	66.1%	80.6%
	2164	-2.3	76.2%	89.7%
	2165	0.6	84.1%	87.2%
	2166	-1.2	74.6%	87.0%
	2167	-0.2	71.4%	81.3%
	2168	-0.8	81.0%	86.0%
	2170	-2.1	79.4%	85.4%
	2171	-2.2	87.1%	85.6%
	2172	-0.4	77.8%	81.5%
	2173	-1.1	82.5%	84.8%
	2190	0.6	90.5%	91.3%
	2193	-1.0	81.0%	80.6%
	2203	0.5	100.0%	100.0%
	2205	-1.2	91.7%	95.8%
	2207	0.9	100.0%	99.1%
	2208	0.0	91.7%	85.7%
	2211	-0.1	100.0%	97.9%
	2212	0.6	92.6%	95.5%
	2213	-1.5	91.7%	86.3%
	2216	-0.8	86.7%	92.8%
	2220	1.9	100.0%	100.0%
	2221	-1.5	91.7%	89.6%
	2222	-1.0	83.3%	82.8%
	2225	2.4	100.0%	100.0%
	2228	0.1	91.7%	95.7%
	2250	0.7	81.5%	89.7%
	2251	-0.8	80.0%	86.6%
	2252	0.7	91.7%	87.3%
	2253	0.5	92.3%	81.1%
	2254	0.8	75.0%	87.2%
	2255	0.8	83.3%	79.8%
	2256	0.0	83.3%	94.4%
	2257	1.1	100.0%	91.0%
	2258	-1.2	83.3%	80.8%
	2259	0.1	83.3%	77.5%
	2290	-2.9	86.7%	89.6%
	2297	-6.7	58.3%	80.3%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	Endpoint OTP ^b
		Last Four Quarters	4th Quarter FY 2011	4th Quarter FY 2011

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News ^c	66	1.3	85.4%	68.8%
	67	-0.5	92.1%	90.5%
	82	0.3	86.7%	62.1%
	83	1.4	57.1%	74.7%
	84	-2.4	87.1%	91.6%
	85	-0.2	71.9%	86.6%
	86	1.0	85.9%	82.0%
	87	3.5	81.5%	83.4%
	88	0.0	85.2%	75.9%
	93	0.4	56.0%	75.4%
	94	0.2	71.9%	69.7%
	95	0.9	46.9%	70.9%
	99	0.4	63.0%	71.0%
	125	Not Available	73.4%	87.3%
	157	Not Available	58.3%	89.0%
164	Not Available	88.9%	87.4%	
174	Not Available	89.1%	88.6%	
194	-0.5	88.9%	79.4%	
195	1.2	70.4%	79.3%	
Lynchburg ^d	145	-3.8	66.7%	73.2%
	147	-0.5	80.0%	86.9%
	156	-14.5	70.4%	85.5%
	171	-7.4	76.6%	72.6%
	176	-7.1	73.4%	67.5%
All Other Northeast Regional				
	110	-0.3	76.6%	95.0%
	111	0.6	93.8%	98.1%
	121	Not Available	92.9%	92.7%
	123	Not Available	83.3%	89.6%
	126	Not Available	83.3%	81.7%
	127	-3.6	85.9%	92.8%
	129	-2.9	55.6%	79.2%
	130	-0.7	82.8%	91.5%
	131	1.0	100.0%	100.0%
	132	Not Available	91.7%	87.7%
	133	-2.0	71.4%	88.8%
	134	0.2	70.4%	89.3%
	135	1.2	88.5%	87.3%
	136	0.4	71.4%	66.0%
	137	-0.7	75.0%	86.7%
	138	-0.3	76.6%	87.2%
	139	Not Available	83.3%	80.1%
	140	1.9	92.6%	95.8%
	141	2.3	82.8%	76.3%
	143	1.7	88.9%	92.6%
	146	3.4	93.3%	93.2%
	148	0.6	67.2%	81.9%
	150	-0.9	85.2%	90.0%
	151	0.2	93.8%	99.1%
	152	2.1	88.9%	97.2%
	153	-1.2	92.6%	97.8%
	154	1.4	83.3%	94.6%
	155	0.6	92.6%	97.0%
	158	0.2	84.6%	94.5%
	159	1.8	84.6%	87.0%
	160	-1.0	88.9%	90.9%
	161	0.4	81.5%	82.1%
	162	0.8	81.5%	93.3%
	163	0.3	96.3%	77.6%
	165	-1.3	84.6%	83.7%
	166	-4.5	58.3%	69.5%
	167	1.7	100.0%	94.5%
	168	0.4	86.7%	88.5%
	169	1.0	92.3%	92.6%
	170	-1.0	81.3%	85.7%
	172	-0.6	79.4%	85.0%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	Endpoint OTP ^b
		Last Four Quarters	4th Quarter FY 2011	4th Quarter FY 2011
	173	1.0	73.0%	82.5%
	175	-1.2	87.5%	84.9%
	177	-0.1	82.8%	82.7%
	178	-7.5	79.7%	87.1%
	179	0.4	68.3%	84.8%
	180	-0.4	81.3%	93.2%
	181	0.1	82.8%	94.8%
	182	-1.9	84.6%	91.8%
	183	-0.7	89.1%	95.5%
	184	-2.3	76.6%	81.3%
	185	-0.9	87.5%	94.9%
	186	-2.1	85.9%	93.3%
	187	-2.6	79.7%	92.8%
	188	2.8	89.1%	88.8%
	190	-0.5	82.5%	88.9%
	192	-0.2	71.4%	85.3%
	193	-0.6	71.9%	77.3%
	196	0.1	70.0%	89.8%
	198	-3.3	90.0%	95.2%
	199	Not Available	Not Available	Not Available
	401	7.3	92.3%	97.4%
	405	7.0	100.0%	97.0%
	432	Not Available	83.3%	96.1%
	450	3.4	70.4%	76.3%
	460	3.1	85.2%	94.5%
	463	4.4	88.5%	97.4%
	464	3.1	65.4%	74.4%
	465	Not Available	91.7%	98.8%
	467	8.5	100.0%	100.0%
	470	4.8	87.1%	90.3%
	475	5.2	88.9%	95.1%
	476	-1.0	36.5%	41.5%
	479	6.8	84.1%	88.9%
	488	6.3	53.8%	64.3%
	490	5.9	91.9%	90.3%
	493	8.2	90.3%	95.9%
	494	5.8	66.7%	70.6%
	495	5.7	98.4%	99.8%
	497	8.7	75.0%	83.3%
Keystone	600	0.7	93.5%	97.0%
	601	1.0	95.2%	97.9%
	605	0.6	93.5%	99.8%
	607	0.8	92.1%	96.0%
	609	0.9	95.2%	95.6%
	610	-0.7	100.0%	91.1%
	611	-4.2	69.2%	79.0%
	612	2.2	100.0%	100.0%
	615	-2.4	92.3%	80.8%
	618	-5.4	95.9%	97.4%
	619	-1.1	86.9%	92.0%
	620	-1.0	96.7%	98.9%
	622	-0.9	87.1%	92.5%
	637	-1.0	100.0%	100.0%
	639	-2.4	88.7%	95.8%
	640	0.6	76.2%	94.8%
	641	0.6	90.5%	96.5%
	642	2.0	90.5%	95.5%
	643	0.6	95.2%	95.9%
	644	-0.1	87.3%	95.5%
	645	-0.2	85.7%	94.0%
	646	1.8	90.5%	95.9%
	647	0.3	87.5%	94.4%
	648	-0.2	96.8%	99.0%
	649	-0.5	87.5%	95.9%
	650	0.3	90.5%	97.8%
	651	-0.3	85.9%	93.3%
	652	0.6	82.8%	97.0%
	653	0.5	78.1%	84.4%
	654	0.6	95.3%	98.4%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	Endpoint OTP ^b
		Last Four Quarters	4th Quarter FY 2011	4th Quarter FY 2011
	655	0.8	81.3%	87.0%
	656	-0.3	92.2%	98.0%
	658	1.2	100.0%	98.8%
	660	0.9	81.5%	94.8%
	661	-1.5	88.9%	91.8%
	662	0.3	100.0%	94.0%
	663	-2.9	100.0%	92.6%
	664	-0.7	92.6%	93.4%
	665	0.3	92.6%	90.7%
	666	-0.6	100.0%	88.1%
	667	-2.4	85.2%	89.8%
	668	-2.6	92.9%	92.6%
	669	-5.3	74.1%	88.0%
	670	-2.2	74.1%	76.6%
	671	-4.6	76.9%	79.1%
	672	-1.2	92.3%	92.3%

Non-NEC Corridor Routes

Standard		≥ 0	80.0%	80.0%
Capitol Corridor	518	3.8	96.8%	96.8%
	520	1.6	93.8%	96.3%
	521	0.7	100.0%	99.9%
	522	2.3	96.9%	96.5%
	523	1.1	96.9%	98.7%
	524	2.8	95.3%	95.7%
	525	2.5	98.4%	99.7%
	526	2.3	95.3%	98.3%
	527	1.2	96.8%	97.4%
	528	3.0	90.6%	96.8%
	529	1.7	96.9%	97.3%
	530	4.5	92.2%	95.1%
	531	2.2	93.8%	95.2%
	532	2.8	92.2%	95.2%
	533	1.9	90.6%	93.6%
	534	1.4	95.3%	97.6%
	535	1.0	78.1%	88.2%
	536	0.4	89.1%	91.9%
	537	3.0	95.3%	95.9%
	538	1.0	92.2%	97.1%
	540	2.1	92.2%	95.7%
	541	2.5	93.8%	95.3%
	542	1.6	98.4%	99.1%
	543	2.3	93.8%	93.6%
	544	2.2	90.6%	95.2%
	545	1.0	87.5%	92.0%
	546	3.2	98.4%	95.1%
	547	1.5	96.9%	94.6%
	548	-2.1	95.3%	96.0%
	549	0.4	90.6%	94.2%
	551	1.1	95.3%	96.4%
	553	2.2	96.8%	98.6%
	720	2.5	96.4%	96.8%
	723	0.0	96.4%	96.6%
	724	1.9	96.4%	96.1%
	727	1.0	92.9%	97.8%
	728	1.7	96.4%	93.6%
	729	1.1	92.9%	97.0%
	732	3.4	96.4%	99.1%
	733	1.7	92.9%	97.0%
	734	1.0	92.9%	94.8%
	736	2.0	96.4%	94.7%
	737	2.2	96.4%	98.9%
	738	3.2	100.0%	98.2%
	741	1.3	100.0%	100.0%
	742	1.6	85.7%	94.1%
	743	1.3	100.0%	98.6%
	744	1.3	96.4%	99.2%
	745	2.9	100.0%	100.0%
	746	1.1	92.9%	98.1%
	747	3.0	100.0%	100.0%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	Endpoint OTP ^b
		Last Four Quarters	4th Quarter FY 2011	4th Quarter FY 2011
	748	1.6	92.9%	94.1%
	749	0.7	85.7%	89.0%
	751	2.2	96.4%	97.7%
Carolinian	79	0.6	50.0%	58.5%
	80	-0.6	65.6%	67.3%
Cascades	500	2.4	83.7%	84.7%
	501	1.2	77.2%	85.9%
	504	4.1	93.3%	92.0%
	506	1.6	64.1%	69.9%
	507	2.7	84.8%	83.0%
	508	3.8	83.7%	83.7%
	509	2.2	78.3%	82.1%
	510	0.8	71.1%	90.2%
	513	-3.5	42.4%	49.5%
	516	-2.5	60.9%	73.6%
	517	0.1	83.7%	80.6%
Downeaster	680	-0.2	84.1%	97.6%
	681	-2.2	55.7%	74.2%
	682	-0.9	76.2%	95.2%
	683	-1.5	60.7%	83.9%
	684	-2.9	23.0%	60.4%
	685	-1.9	40.0%	76.6%
	686	-2.5	48.3%	83.2%
	687	-2.3	55.6%	77.5%
	688	-2.1	54.8%	75.5%
	689	-0.9	79.4%	91.0%
	690	-0.3	85.2%	95.7%
	691	0.8	63.0%	86.6%
	692	-0.3	51.9%	92.2%
	693	-0.6	51.9%	88.5%
	694	-1.6	25.9%	77.4%
	695	-2.2	70.4%	84.0%
	696	-1.9	25.9%	75.6%
	697	-0.1	66.7%	90.3%
	698	-1.0	51.9%	77.5%
	699	0.1	100.0%	100.0%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	Endpoint OTP ^b
		Last Four Quarters	4th Quarter FY 2011	4th Quarter FY 2011
Empire Corridor				
Adirondack	68	-0.6	59.6%	37.1%
	69	-0.5	33.3%	49.9%
Maple Leaf	63	0.1	56.0%	61.9%
	64	-2.2	20.7%	39.2%
New York - Albany [®]	230	1.3	90.3%	95.5%
	232	-2.0	73.3%	93.0%
	233	1.3	76.1%	90.1%
	234	-0.6	71.0%	88.3%
	235	0.7	62.9%	89.4%
	236	0.5	89.8%	92.9%
	237	1.0	66.1%	88.7%
	238	1.5	79.5%	81.6%
	239	0.2	75.0%	91.3%
	241	-0.4	77.5%	86.2%
	242	1.6	74.2%	82.0%
	243	1.7	86.0%	96.0%
	244	0.1	79.8%	87.2%
	245	-0.4	77.6%	84.0%
	250	2.3	92.3%	96.7%
	252	-2.6	66.7%	84.2%
	253	1.9	84.6%	94.0%
254	0.8	75.0%	90.3%	
255	0.3	71.4%	95.9%	
261	-0.4	90.0%	91.7%	
New York - Niagara Falls	280	-0.3	77.3%	72.4%
	281	0.0	72.4%	68.4%
	283	0.5	79.1%	72.9%
	284	-1.2	79.5%	76.0%
Ethan Allen Express	288	-1.5	41.7%	63.7%
	290	-1.2	39.3%	65.5%
	291	-0.5	56.2%	73.9%
	293	-0.2	42.9%	62.3%
296	296	-2.0	36.8%	61.8%
	Heartland Flyer			
	821	0.2	39.1%	85.7%
	822	0.1	45.7%	45.8%
Hiawatha	329	-1.9	89.9%	91.4%
	330	-0.8	91.1%	98.0%
	331	-0.5	91.3%	96.2%
	332	-3.0	87.0%	93.7%
	333	-1.1	84.8%	90.1%
	334	0.8	88.0%	96.6%
	335	0.5	84.8%	91.4%
	336	0.5	90.2%	97.6%
	337	0.6	89.1%	95.0%
	338	-0.4	82.6%	94.6%
	339	-0.1	92.4%	93.7%
	340	-1.6	87.0%	94.8%
	341	-0.7	84.8%	90.0%
	342	-0.8	89.1%	94.8%
Hoosier State	850	1.0	52.7%	65.2%
	851	3.3	70.9%	78.7%
Illinois				
Carl Sandburg / Illinois Zephyr	380	-1.0	86.8%	82.0%
	381	-1.8	83.7%	89.9%
	382	-0.5	81.3%	76.1%
	383	0.1	73.9%	75.1%

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

Service	Train Number	Test #1	Test #2	Test #3	
		Change in Effective Speed	Endpoint OTP ^a	Endpoint OTP ^b	
		Last Four Quarters	4th Quarter FY 2011	4th Quarter FY 2011	
Illini / Saluki	390	2.7	72.8%	60.9%	
	391	2.9	65.2%	41.5%	
	392	1.7	46.7%	55.8%	
	393	1.0	79.3%	59.1%	
	Lincoln Service	300	0.4	45.3%	63.5%
		301	1.9	52.0%	66.9%
		302	1.2	35.6%	60.0%
		303	-1.1	33.3%	40.5%
		304	1.2	61.3%	53.4%
		305	1.3	62.7%	63.7%
306		1.9	69.3%	67.9%	
307	1.5	66.7%	68.5%		
Michigan					
Blue Water	364	2.5	73.9%	62.4%	
	365	1.0	7.6%	63.8%	
Pere Marquette	370	1.7	57.6%	66.1%	
	371	2.2	31.9%	78.7%	
Wolverine	350	-2.9	1.1%	26.2%	
	351	-4.8	1.1%	57.4%	
	352	-3.4	2.3%	16.9%	
	353	-3.9	2.3%	42.0%	
	354	-4.2	4.3%	29.7%	
	355	-4.4	5.4%	34.5%	
Kansas City - St. Louis	311	4.6	83.6%	84.3%	
	313	4.1	62.0%	69.5%	
	314	6.4	70.3%	68.6%	
	316	9.0	77.6%	73.0%	
Pacific Surfliner	562	0.2	92.2%	99.5%	
	564	-0.7	88.0%	97.1%	
	563	Not Available	62.5%	95.3%	
	565	2.1	89.3%	96.7%	
	566	0.2	82.6%	93.7%	
	567	-0.1	55.6%	91.6%	
	571	-1.7	53.6%	73.0%	
	572	-1.4	73.6%	91.3%	
	573	-0.6	65.6%	88.7%	
	577	-3.2	21.4%	28.8%	
	578	-1.0	81.5%	93.4%	
	579	0.1	82.8%	92.2%	
	580	-0.6	59.3%	84.8%	
	582	-0.7	66.7%	75.2%	
	583	-1.2	78.0%	87.1%	
	587	-0.9	25.0%	50.5%	
	589	-2.0	75.0%	77.1%	
	590	1.6	85.7%	97.6%	
	591	-0.3	51.9%	59.0%	
	592	-1.2	72.2%	86.2%	
	595	-3.2	60.0%	63.8%	
	597	-3.5	41.4%	54.4%	
	763	-0.3	69.6%	80.6%	
	768	-0.1	47.8%	86.5%	
	769	0.1	76.1%	91.9%	
	774	0.4	91.3%	90.0%	
	775	0.0	84.8%	76.9%	
	784	-0.6	53.3%	76.7%	
	785	-0.2	80.4%	82.7%	
	792	3.3	57.1%	42.9%	
796	0.7	68.5%	90.4%		
798	-1.4	59.0%	54.4%		
799	0.5	47.3%	82.4%		
Pennsylvanian	42	0.0	86.5%	75.8%	
	43	-1.2	74.7%	68.9%	
	44	0.3	92.3%	84.2%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	Endpoint OTP ^b
		Last Four Quarters	4th Quarter FY 2011	4th Quarter FY 2011
Piedmont	73	2.3	87.8%	93.8%
	76	Not Available	78.9%	89.0%
San Joaquin	701	1.8	93.5%	93.5%
	702	-0.2	84.8%	88.2%
	703	2.4	90.2%	79.7%
	704	1.1	90.2%	87.4%
	711	0.2	90.2%	90.5%
	712	-0.1	89.1%	83.2%
	713	0.3	82.6%	83.6%
	714	0.5	87.0%	88.5%
	715	1.1	87.0%	82.9%
	716	0.9	89.1%	89.6%
	717	0.9	81.5%	83.4%
Vermont	54	-1.7	88.9%	90.2%
	55	-2.1	71.4%	50.9%
	56	-3.5	79.4%	76.1%
	57	1.6	76.9%	60.3%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	1.3	86.2%	90.8%
	53	0.5	88.5%	86.8%
California Zephyr	5	-1.5	14.5%	12.7%
	6	-1.2	6.0%	28.7%
Cardinal	50	0.0	17.9%	17.2%
	51	1.1	52.5%	42.3%
Capitol Limited	29	0.8	47.8%	49.8%
	30	0.9	47.8%	17.2%
City of New Orleans	58	1.5	91.3%	64.4%
	59	0.8	81.5%	53.9%
Coast Starlight	11	0.6	84.8%	72.1%
	14	1.6	83.7%	51.0%
Crescent	19	0.2	59.1%	62.1%
	20	0.5	81.8%	65.0%
Empire Builder	27	-1.5	35.1%	23.5%
	28	-2.4	65.8%	18.2%
	7	-1.1	50.0%	26.3%
	8	-2.2	13.0%	22.7%
Lake Shore Ltd	448	7.7	33.9%	25.4%
	449	5.0	68.8%	28.9%
	48	-0.3	33.3%	28.5%
	49	-2.1	18.2%	27.8%
Palmetto	89	0.2	54.5%	58.4%
	90	-4.2	57.1%	63.3%
Silver Meteor	97	-0.2	64.4%	56.1%
	98	0.7	59.3%	52.6%
Silver Star	91	0.8	69.6%	56.7%
	92	0.9	71.1%	69.1%
Southwest Chief	3	-1.0	52.2%	41.2%
	4	-1.1	48.9%	35.4%
Sunset Limited	1	3.9	87.2%	56.7%
	2	1.7	42.5%	29.9%
Texas Eagle	21	0.6	35.9%	26.7%
	22	0.9	25.0%	28.5%

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

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

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

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

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

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

Service	Train	Host	4th Quarter FY 2011				MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b			
				#1	Minutes		

Standard	900
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Acela Express

Service	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
Acela Express	2150	MNRR	649	DSR	439	CTI	139	0
	2151	MNRR	944	CTI	686	DSR	139	0
	2153	MNRR	833	DSR	598	CTI	125	0
	2154	MNRR	624	DSR	493	CTI	74	0
	2155	MNRR	490	CTI	295	DSR	139	0
	2158	MNRR	400	CTI	187	DMW	82	0
	2159	MNRR	649	CTI	397	DSR	113	0
	2160	MNRR	377	DSR	247	DMW	62	0
	2163	MNRR	691	CTI	274	RTE	173	0
	2164	MNRR	303	DSR	153	CTI	74	0
	2165	MNRR	697	CTI	275	DSR	184	0
	2166	MNRR	732	CTI	469	DMW	141	0
	2167	MNRR	629	DSR	173	CTI	147	0
	2168	MNRR	424	CTI	275	DSR	82	0
	2170	MNRR	1083	CTI	530	DSR	228	0
	2171	MNRR	1377	CTI	717	DSR	423	0
	2172	MNRR	683	CTI	314	PTI	153	0
	2173	MNRR	703	DSR	452	CTI	135	0
	2190	MNRR	618	DSR	363	CTI	133	0
	2193	MNRR	649	DMW	337	DSR	139	0
	2250	MNRR	495	DCS	172	DSR	137	0
	2251	MNRR	286	DSR	107	DMW	83	0
	2252	MNRR	655	DCS	313	DSR	208	0
	2253	MNRR	199	DMW	124	DCS	48	0
	2254	MNRR	313	DMW	238	DCS	74	0
	2255	MNRR	298	DSR	283	DMW	15	0
	2256	MNRR	104	CTI	104	-	-	0
	2257	MNRR	655	DSR	268	DMW	208	0
	2258	MNRR	223	DSR	119	CTI	104	0
	2259	MNRR	313	DSR	179	DCS	74	0
	2290	MNRR	1083	DMW	952	DSR	131	0
	2297	MNRR	744	DSR	402	CTI	238	0

Other NEC Corridor Routes

Service	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
Northeast Regional								
Richmond / Newport News ^d	194	CSX	1442	DSR	545	FTI	363	0
		MNRR	1023	DSR	632	RTE	234	0
	195	CSX	899	DCS	236	DSR	217	0
		MNRR	840	CTI	384	DSR	179	0
	66	CSX	1556	DSR	541	PTI	305	50
		MNRR	279	DSR	189	CTI	37	0
	67	CSX	1115	DSR	478	PTI	191	0
		MNRR	731	CTI	400	DSR	286	0
	82	CSX	1698	PTI	574	FTI	513	0
		MNRR	702	CTI	459	DCS	102	0
	83	CSX	1852	DSR	700	DCS	431	0
		MNRR	995	DMW	510	DSR	217	0
	84	CSX	869	RTE	306	DCS	206	0
	85	CSX	1120	CTI	285	RTE	239	0
	86	CSX	791	RTE	298	DSR	257	0
		MNRR	519	DSR	442	CTI	60	0
	87	CSX	692	RTE	196	DSR	174	0
	88	CSX	1453	FTI	456	DCS	404	0
		MNRR	570	CTI	227	DSR	179	0
	93	CSX	1329	CTI	580	DSR	197	0
		MNRR	969	CTI	412	DSR	343	0
	94	CSX	1629	DSR	609	RTE	368	0
		MNRR	647	RTE	228	DSR	211	0

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

Service	Train	Host	4th Quarter FY 2011				MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b			
				#1	Minutes		

Standard	900						
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Lynchburg ^o	95	CSX		2199	DSR	731	PTI	611	142
		MNRR		556	RTE	420	CTI	65	0
	99	CSX		1166	DSR	437	FTI	270	0
		MNRR		872	CTI	467	PTI	247	0
	125	CSX		1987	CTI	742	PTI	425	0
	157	CSX		928	PTI	393	RTE	219	0
	164	CSX		944	DSR	261	FTI	254	0
		MNRR		295	DSR	130	CTI	124	0
	174	CSX		1136	RTE	542	DSR	230	0
		MNRR		781	CTI	446	DSR	130	0
	145	MNRR		595	CTI	223	DSR	208	0
		NS		1456	DBS	1130	PTI	127	0
	147	MNRR		1286	CTI	548	DSR	500	0
		NS		253	DCS	135	FTI	61	0
All Other Northeast Regional	156	NS		179	DCS	120	DSR	25	0
	171	MNRR		553	DSR	309	CTI	179	0
		NS		667	FTI	237	CTI	125	0
	176	MNRR		1154	RTE	544	CTI	394	0
		NS		294	DCS	153	DSR	80	0
	132	MNRR		699	CTI	432	DSR	208	0
	135	MNRR		1010	CTI	467	DMW	295	0
	136	MNRR		995	DSR	574	CTI	421	0
	137	MNRR		1120	CTI	662	DSR	397	0
	139	MNRR		804	DSR	595	CTI	208	0
	140	MNRR		247	CTI	89	RTE	69	0
	141	MNRR		1276	CTI	1057	DSR	121	0
	143	MNRR		873	CTI	575	DSR	192	0
	146	MNRR		663	CTI	421	DSR	102	0
148	MNRR		1472	CTI	760	DSR	314	0	
150	MNRR		509	CTI	231	DSR	225	0	
160	MNRR		1343	DSR	681	CTI	476	0	
161	MNRR		920	CTI	343	PTI	261	0	
162	MNRR		589	CTI	364	DSR	112	0	
163	MNRR		570	CTI	398	DMW	144	0	
165	MNRR		577	CTI	412	PTI	103	0	
166	MNRR		595	DSR	387	CTI	208	0	
167	MNRR		485	DSR	204	DCS	153	0	
168	MNRR		714	CTI	536	RTE	115	0	
169	MNRR		474	DSR	371	RTE	103	0	
170	MNRR		782	CTI	388	DSR	150	0	
172	MNRR		657	DSR	337	CTI	276	0	
173	MNRR		683	CTI	261	DSR	187	0	
175	MNRR		1705	CTI	1310	DMW	147	0	
177	MNRR		272	CTI	138	DSR	105	0	
178	MNRR		827	CTI	380	DSR	291	0	
179	MNRR		156	DSR	75	CTI	37	0	
190	MNRR		1173	CTI	629	DSR	224	0	

Non-NEC Corridor Routes									
Capitol Corridor	518	UP		545	RTE	234	PTI	180	0
	520	UP		656	FTI	213	PTI	172	0
	521	UP		516	RTE	196	PTI	141	0
	522	UP		465	DCS	191	RTE	122	0
	523	UP		481	RTE	199	PTI	75	0
	524	UP		650	PTI	339	DCS	130	0
	525	UP		307	DCS	160	PTI	82	0
	526	UP		699	DCS	546	PTI	104	0
	527	UP		1104	PTI	346	RTE	339	0
	528	UP		848	PTI	340	RTE	201	0
	529	UP		364	RTE	96	PTI	90	0
	530	UP		684	DCS	261	RTE	183	0
	531	UP		717	PTI	354	RTE	170	0
	532	UP		1023	RTE	369	FTI	232	0
	533	UP		515	PTI	138	RTE	123	0
	534	UP		889	PTI	501	DCS	148	0
	535	UP		957	DCS	289	RTE	223	0
	536	UP		587	FTI	215	RTE	158	0
	537	UP		575	RTE	207	PTI	136	0
	538	UP		683	RTE	245	PTI	186	0
	540	UP		368	DCS	118	RTE	116	0

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

Service	Train	Host	4th Quarter FY 2011				MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b			
				#1	Minutes		

Standard	900						
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	541	UP		628	DCS	222	RTE	152	0
	542	UP		580	RTE	162	PTI	162	0
	543	UP		588	PTI	211	FTI	154	0
	544	UP		473	RTE	170	PTI	162	0
	545	UP		588	DCS	150	FTI	136	0
	546	UP		408	PTI	116	RTE	92	0
	547	UP		701	PTI	360	RTE	155	0
	548	UP		1040	RTE	406	PTI	290	0
	549	UP		701	RTE	327	PTI	143	0
	551	UP		499	PTI	347	RTE	55	0
	553	UP		223	RTE	105	DCS	41	0
	720	UP		575	RTE	271	PTI	207	0
	723	UP		638	DCS	222	PTI	180	0
	724	UP		552	PTI	172	RTE	161	0
	727	UP		623	RTE	213	PTI	139	0
	728	UP		586	PTI	243	RTE	130	0
	729	UP		623	PTI	448	DCS	96	0
	732	UP		429	RTE	155	PTI	110	0
	733	UP		743	RTE	248	PTI	246	0
	734	UP		420	DCS	109	FTI	85	0
	736	UP		699	RTE	191	PTI	188	0
	737	UP		778	RTE	388	PTI	145	0
	738	UP		298	RTE	102	DCS	69	0
	741	UP		579	PTI	273	RTE	109	0
	742	UP		571	FTI	130	DBS	113	0
	743	UP		339	PTI	104	RTE	85	0
	744	UP		412	RTE	205	FTI	98	0
	745	UP		241	RTE	78	DCS	69	0
	746	UP		593	DCS	245	RTE	192	0
	747	UP		434	PTI	210	RTE	87	0
	748	UP		418	RTE	240	PTI	90	0
	749	UP		543	PTI	249	RTE	159	0
	751	UP		396	DCS	204	PTI	114	0
Carolinian	79	CSX		1251	DSR	300	DCS	299	0
		NS		577	PTI	280	DSR	125	0
	80	CSX		1610	DCS	419	FTI	316	0
		NS		316	DSR	94	FTI	87	0
Cascades	500	BNSF		738	FTI	195	RTE	185	0
		UP		1055	FTI	639	DCS	175	0
	501	BNSF		760	RTE	221	FTI	209	0
	504	UP		890	FTI	247	DSR	247	0
	506	BNSF		1081	RTE	272	PTI	188	0
	507	BNSF		1086	FTI	327	PTI	320	0
		UP		618	FTI	247	DCS	147	0
	508	BNSF		623	RTE	217	FTI	141	0
	509	BNSF		809	RTE	227	FTI	170	0
		UP		766	FTI	495	DSR	109	0
	510	BNSF		1420	PTI	552	FTI	382	0
	513	BNSF		1299	FTI	379	RTE	289	0
	516	BNSF		1144	FTI	285	PTI	259	0
	517	BNSF		1071	PTI	330	DSR	306	0
Downeaster	680	MBTA		1671	DSR	1201	CTI	470	0
		PanAm		548	DSR	479	FTI	68	0
	681	MBTA		2025	DSR	1236	CTI	685	0
		PanAm		714	DSR	543	CTI	80	0
	682	MBTA		1432	DSR	1100	CTI	172	0
		PanAm		604	DSR	477	DCS	126	0
	683	MBTA		1292	DSR	1188	DCS	52	0
		PanAm		916	DSR	504	DCS	160	0
	684	MBTA		1795	DSR	1327	CTI	351	0
		PanAm		2258	DSR	1033	PTI	1005	0
	685	MBTA		1909	DSR	1640	CTI	185	0
		PanAm		1293	DSR	864	DBS	269	0
	686	MBTA		2685	DSR	1565	CTI	705	0
		PanAm		1274	DSR	1031	DCS	135	0

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

Service	Train	Host	4th Quarter FY 2011					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	
Standard			900					
	687	MBTA	2125	DSR	1734	CTI	311	0
		PanAm	1662	DSR	902	PTI	384	0
	688	MBTA	998	DSR	798	CTI	196	0
		PanAm	1134	PTI	582	DSR	502	0
	689	MBTA	806	DSR	710	FTI	59	0
		PanAm	451	DSR	407	FTI	29	0
	690	MBTA	1029	DSR	931	CTI	98	0
		PanAm	487	DSR	415	DCS	72	0
	691	MBTA	1362	DSR	1362	-	-	0
		PanAm	694	DSR	545	FTI	140	0
	692	MBTA	1333	DSR	1264	FTI	49	0
		PanAm	743	DSR	738	DCS	5	0
	693	MBTA	1391	DSR	1225	FTI	167	0
		PanAm	1071	DSR	656	DCS	188	0
	694	MBTA	1205	DSR	1137	DCS	69	0
		PanAm	1432	DSR	690	PTI	632	0
	695	MBTA	2116	DSR	1362	RTE	323	0
		PanAm	598	DSR	506	FTI	63	0
	696	MBTA	2009	DSR	1891	CTI	118	0
		PanAm	1746	DSR	1321	FTI	270	0
697	MBTA	1783	DSR	1685	DCS	98	0	
	PanAm	1292	DSR	921	PTI	241	0	
698	MBTA	666	DSR	666	-	-	0	
	PanAm	854	PTI	444	DSR	362	0	
699	MBTA	441	DSR	441	-	-	0	
	PanAm	178	DSR	159	FTI	19	0	
Empire Corridor								
Adirondack	68	CN	2584	DSR	966	RTE	897	0
		CP	3052	DSR	1369	PTI	804	0
		CSX	1735	PTI	613	DSR	524	0
		MNRR	1134	CTI	448	DSR	441	0
	69	CN	4273	DSR	1936	RTE	1232	0
		CP	2578	DSR	1296	PTI	471	0
		CSX	1213	DCS	418	PTI	362	0
		MNRR	1002	DSR	429	CTI	307	0
Maple Leaf	63	CSX	1862	RTE	446	FTI	420	0
		MNRR	678	CTI	320	DSR	203	0
	64	CSX	2145	FTI	524	RTE	438	0
		MNRR	931	CTI	404	DSR	264	0
New York - Albany ^f	230	CSX	651	DCS	270	DSR	251	0
		MNRR	372	CTI	273	DSR	51	0
	232	CSX	274	DSR	158	DCS	85	0
		MNRR	1245	CTI	874	DCS	107	0
	233	CSX	530	DCS	259	DSR	134	0
		MNRR	1233	DMW	453	CTI	243	0
	234	CSX	667	DCS	414	DSR	206	0
		MNRR	696	CTI	509	DSR	89	0
	235	CSX	477	DSR	151	RTE	139	0
		MNRR	1018	CTI	322	DSR	258	0
	236	CSX	692	DSR	336	DCS	264	0
		MNRR	664	CTI	227	DSR	212	0
	237	CSX	594	PTI	304	DSR	164	0
		MNRR	334	RTE	139	CTI	111	0
	238	CSX	1471	PTI	391	DCS	361	0
		MNRR	735	CTI	284	DSR	134	0
	239	CSX	401	DSR	251	PTI	71	0
		MNRR	1544	CTI	1387	RTE	82	0
	241	CSX	734	DSR	240	PTI	185	0
		MNRR	751	RTE	286	CTI	212	0
242	CSX	1202	DSR	519	DCS	265	0	
	MNRR	1005	CTI	425	DSR	284	0	
243	CSX	492	DSR	293	DCS	132	0	
	MNRR	471	DSR	274	RTE	108	0	
244	CSX	753	DSR	329	DCS	255	0	
	MNRR	900	CTI	503	DSR	206	0	

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

Service	Train	Host	4th Quarter FY 2011					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	
Standard			900					
New York - Niagara Falls	245	CSX	873	DCS	431	DSR	304	0
		MNRR	801	DSR	541	DCS	112	0
	250	CSX	349	DSR	229	DCS	65	0
		MNRR	235	RTE	97	DSR	91	0
	252	CSX	378	DSR	349	DCS	19	0
		MNRR	576	CTI	324	DSR	115	0
	253	CSX	741	DCS	479	DSR	131	0
		MNRR	658	DSR	260	CTI	229	0
	254	CSX	744	PTI	449	DSR	271	0
		MNRR	1060	CTI	850	DSR	118	0
	255	CSX	921	DCS	546	PTI	182	0
		MNRR	875	DSR	404	CTI	258	0
	261	CSX	450	DSR	411	RTE	28	0
		MNRR	687	DSR	530	CTI	94	0
	280	CSX	1182	DSR	321	RTE	295	0
		MNRR	974	CTI	378	DSR	174	0
	281	CSX	1604	FTI	437	RTE	332	0
		MNRR	1543	CTI	736	RTE	348	0
283	CSX	1318	FTI	367	RTE	287	0	
	MNRR	878	CTI	250	DSR	245	0	
284	CSX	1885	RTE	437	FTI	411	0	
	MNRR	785	CTI	359	DSR	159	0	
288	CSX	1704	DCS	529	RTE	368	0	
	MNRR	1661	CTI	798	PTI	314	0	
Ethan Allen Express	290	CP	4135	DSR	2451	DCS	905	0
	CSX	1825	PTI	628	DCS	428	0	
	MNRR	1637	DMW	489	CTI	479	0	
	VTR	8141	DSR	7460	FTI	539	0	
291	CP	3768	DSR	2697	DCS	445	0	
	CSX	1296	PTI	530	DSR	357	0	
	MNRR	869	DSR	273	CTI	254	0	
	VTR	7717	DSR	7578	FTI	58	0	
293	CP	4241	DSR	3068	FTI	865	0	
	CSX	427	DSR	282	PTI	129	0	
	MNRR	1962	CTI	1760	RTE	135	0	
	VTR	6186	DSR	5828	DCS	359	0	
296	CP	4626	DSR	2470	PTI	1484	0	
	CSX	1634	PTI	713	DCS	647	0	
	MNRR	686	PTI	207	CTI	157	0	
	VTR	6871	DSR	6540	DCS	330	0	
Heartland Flyer	821	BNSF	2279	DSR	1661	FTI	261	0
	822	BNSF	2020	DSR	1655	FTI	190	0
Hiawatha	329	CP	434	DCS	273	FTI	90	0
		Metra	1309	CTI	676	DCS	332	0
330	CP	486	DCS	235	FTI	111	0	
		Metra	3128	CTI	2885	DCS	108	0
331	CP	165	DCS	81	FTI	37	0	
		Metra	1379	CTI	534	DCS	441	0
332	CP	517	DCS	191	FTI	161	0	
		Metra	1420	CTI	592	FTI	303	0
333	CP	315	FTI	154	DCS	84	0	
		Metra	1589	DCS	531	CTI	400	0
334	CP	667	FTI	301	DCS	142	0	
		Metra	1032	DCS	363	CTI	344	0
335	CP	171	DCS	76	DMW	58	0	
		Metra	2003	CTI	1106	DCS	456	0
336	CP	656	FTI	216	DCS	130	0	
		Metra	1147	CTI	520	DCS	277	0
337	CP	275	FTI	128	DCS	90	0	
		Metra	1616	FTI	529	DCS	355	0

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

Service	Train	Host	4th Quarter FY 2011						MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
	338	CP	611	FTI	313	DCS	100	0	
		Metra	1849	CTI	1142	DCS	484	0	
	339	CP	336	DCS	142	FTI	118	0	
		Metra	3113	CTI	2643	DCS	274	0	
	340	CP	757	FTI	383	RTE	156	0	
		Metra	1529	CTI	919	DCS	351	0	
	341	CP	470	DCS	218	FTI	208	0	
		Metra	1405	CTI	625	FTI	466	0	
	342	CP	535	FTI	309	DCS	122	0	
		Metra	2008	CTI	1142	DCS	429	0	
Hoosier State	850	CSX	1259	DCS	751	FTI	306	0	
	851	CSX	1085	DCS	462	FTI	290	0	
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF	975	DSR	298	DCS	173	0	
	381	BNSF	1065	FTI	437	DSR	321	0	
Illini / Saluki	382	BNSF	1075	FTI	331	DSR	304	0	
	383	BNSF	1205	DSR	350	FTI	331	0	
	390	CN	1200	FTI	534	DSR	185	0	
	391	CN	1241	FTI	441	PTI	229	0	
	392	CN	1312	FTI	546	PTI	269	0	
Lincoln Service	393	CN	719	DSR	190	FTI	177	0	
	300	CN	3248	FTI	1231	DSR	755	0	
		UP	1020	PTI	292	DCS	262	0	
	301	CN	2059	FTI	752	DSR	461	0	
		UP	1229	PTI	462	FTI	283	0	
	302	CN	3240	FTI	1195	DCS	695	0	
		UP	1706	PTI	1044	DCS	241	0	
	303	CN	5447	FTI	2081	DCS	1182	0	
		UP	1206	PTI	489	DCS	263	0	
	304	CN	3154	FTI	1341	DSR	752	0	
	UP	930	PTI	443	DSR	168	0		
	305	CN	2119	DCS	612	FTI	529	0	
		UP	909	PTI	502	DSR	136	0	
	306	CN	3097	FTI	1398	DCS	823	0	
		UP	975	PTI	483	DSR	207	0	
	307	CN	2202	FTI	684	DCS	650	0	
	UP	922	PTI	369	FTI	268	0		
Michigan									
Blue Water	364	Amtrak	550	DCS	322	DSR	182	0	
		CN	949	FTI	535	DMW	173	0	
		NS	3700	RTE	933	DSR	800	0	
	365	Amtrak	1780	PTI	677	DCS	547	0	
		CN	1810	FTI	1176	PTI	373	0	
		NS	4583	RTE	1146	DSR	1107	0	
Pere Marquette	370	CSX	816	DCS	300	DSR	273	16	
		NS	3694	DCS	1084	FTI	961	0	
	371	CSX	1350	DCS	575	DSR	337	16	
	NS	4051	DCS	1475	FTI	907	0		

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

Service	Train	Host	4th Quarter FY 2011					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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Wolverine	350	Amtrak	1525	PTI	913	DCS	370	0
		CN	1213	RTE	387	DSR	358	0
		NS	3620	DSR	1287	FTI	731	0
	351	Amtrak	1366	PTI	759	DCS	339	0
		CN	2711	FTI	1366	DCS	377	0
		NS	2978	DSR	1318	DCS	694	0
	352	Amtrak	1453	DCS	484	PTI	463	0
		CN	3195	DBS	973	FTI	952	0
		NS	4777	DSR	1396	FTI	1236	0
	353	Amtrak	1465	PTI	724	DCS	450	0
		CN	4300	FTI	1495	DCS	794	0
		NS	2930	DSR	1169	DCS	639	0
	354	Amtrak	611	DCS	259	DSR	172	0
		CN	2088	RTE	726	FTI	628	0
		NS	3182	DSR	1369	DCS	724	0
	355	Amtrak	701	DCS	410	DSR	181	0
		CN	4180	PTI	1560	FTI	1496	0
		NS	4148	PTI	1565	DSR	1384	0
Kansas City - St. Louis	311	UP	820	DSR	275	FTI	229	0
	313	UP	1533	FTI	875	DSR	245	0
	314	UP	1393	FTI	725	DSR	287	0
	316	UP	978	FTI	403	DSR	314	0
	562	BNSF	400	DCS	189	CTI	109	0
Pacific Surfliner	564	SCRRA	2321	PTI	1112	CTI	1112	0
		SDNRR	2081	CTI	1340	PTI	549	0
		BNSF	863	FTI	212	RTE	160	0
565	SCRRA	1396	PTI	1050	DCS	158	0	
	SDNRR	1028	CTI	420	DSR	216	0	
	BNSF	1711	RTE	648	DMW	349	0	
566	SCRRA	356	PTI	182	DSR	98	0	
	SDNRR	349	DSR	237	PTI	113	0	
	BNSF	945	PTI	258	FTI	197	0	
567	SCRRA	447	PTI	218	CTI	72	0	
	SDNRR	1467	CTI	667	PTI	656	0	
	BNSF	2259	RTE	1196	DSR	458	0	
571	SCRRA	434	CTI	124	DSR	84	0	
	SDNRR	1506	PTI	632	DSR	250	0	
	BNSF	1063	DSR	498	DCS	216	0	
572	SCRRA	1317	CTI	469	PTI	401	0	
	SDNRR	1937	PTI	989	CTI	634	0	
	BNSF	1099	DCS	639	DSR	220	0	
573	SCRRA	1269	PTI	817	DCS	275	0	
	SDNRR	1437	PTI	483	CTI	458	0	
	BNSF	1639	RTE	541	DSR	442	0	
577	SCRRA	695	CTI	490	PTI	94	0	
	SDNRR	1234	CTI	449	PTI	421	0	
	BNSF	1465	FTI	607	CTI	286	0	
578	SCRRA	1182	CTI	610	DCS	267	0	
	SDNRR	2493	PTI	1333	CTI	1031	0	
	BNSF	657	DCS	394	FTI	81	0	
579	SCRRA	1059	CTI	689	PTI	177	0	
	SDNRR	2257	CTI	1446	PTI	586	0	
	BNSF	1817	CTI	516	RTE	363	0	
580	SCRRA	460	DSR	119	PTI	119	0	
	SDNRR	858	PTI	399	DSR	202	0	
	BNSF	500	DCS	207	DSR	172	0	
582	SCRRA	2448	PTI	1813	CTI	361	0	
	SDNRR	1284	CTI	897	PTI	258	0	
	BNSF	1090	DCS	620	FTI	198	0	
583	SCRRA	945	PTI	441	CTI	267	0	
	SDNRR	2478	PTI	1232	CTI	512	0	
	BNSF	1018	DSR	300	CTI	274	0	
583	SCRRA	577	CTI	252	RTE	141	0	
	SDNRR	1133	PTI	603	CTI	394	0	

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

Service	Train	Host	4th Quarter FY 2011				MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b			
				#1	Minutes		

Standard	900						
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587	BNSF		880	RTE	565	DSR	266	0
	SCRRA		318	RTE	113	DCS	98	0
	SDNRR		2653	PTI	1931	CTI	426	0
589	BNSF		1292	RTE	502	DSR	369	0
	SCRRA		985	CTI	707	FTI	154	0
	SDNRR		4283	CTI	3293	PTI	534	0
590	BNSF		554	RTE	233	PTI	144	0
	SCRRA		414	DSR	146	PTI	96	0
	SDNRR		1141	PTI	612	DSR	249	0
591	BNSF		1206	DCS	586	DSR	241	0
	SCRRA		628	DCS	267	FTI	110	0
	SDNRR		1529	PTI	712	CTI	553	0
592	BNSF		532	FTI	150	RTE	119	0
	SCRRA		1196	PTI	711	RTE	268	0
	SDNRR		729	FTI	217	PTI	191	0
595	BNSF		1009	DCS	324	DSR	303	0
	SCRRA		845	PTI	455	DSR	132	0
	SDNRR		1209	PTI	410	FTI	323	0
597	BNSF		1203	DCS	770	DSR	176	0
	SCRRA		2038	CTI	1015	PTI	716	0
	SDNRR		2179	PTI	1064	CTI	635	0
763	BNSF		2123	RTE	854	DSR	440	0
	SCRRA		468	CTI	156	DCS	108	0
	SDNRR		1026	CTI	517	DSR	299	0
	UP		2195	PTI	1459	RTE	372	0
768	BNSF		1223	RTE	334	FTI	278	0
	SCRRA		1420	PTI	945	RTE	180	0
	SDNRR		667	PTI	400	CTI	115	0
	UP		262	RTE	76	DCS	71	0
769	BNSF		1931	DSR	1239	RTE	384	0
	SCRRA		385	DSR	96	DCS	94	0
	SDNRR		1080	CTI	346	DSR	315	0
	UP		792	PTI	607	DCS	89	0
774	BNSF		607	RTE	187	DSR	162	0
	SCRRA		954	PTI	553	CTI	194	0
	SDNRR		964	CTI	604	PTI	162	0
	UP		592	PTI	420	DCS	74	0
775	BNSF		2048	RTE	743	DSR	440	0
	SCRRA		1391	PTI	652	CTI	373	0
	SDNRR		1366	PTI	519	CTI	337	0
	UP		1230	PTI	1033	FTI	75	0
784	BNSF		1486	DCS	571	CTI	430	0
	SCRRA		2024	CTI	1196	PTI	483	0
	SDNRR		1575	CTI	716	PTI	510	0
	UP		1370	PTI	956	RTE	211	0
785	BNSF		1734	DCS	728	DSR	435	0
	SCRRA		1442	PTI	887	CTI	161	0
	SDNRR		1401	CTI	602	PTI	339	0
	UP		318	PTI	131	DSR	69	0
792	SCRRA		180	PTI	113	CTI	60	0
	UP		1227	PTI	1075	DCS	80	0
796	BNSF		810	RTE	329	DCS	141	0
	SCRRA		841	PTI	462	CTI	112	0
	SDNRR		746	CTI	247	DSR	222	0
	UP		641	PTI	298	CTI	163	0
798	SCRRA		2793	CTI	1775	PTI	691	0
	UP		1909	PTI	1327	CTI	333	0
799	SCRRA		2021	PTI	1345	CTI	449	0
	UP		532	PTI	270	DMW	113	0

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

Service	Train	Host	4th Quarter FY 2011					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900							
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Pennsylvanian	42	NS		947	FTI	292	RTE	246	0
	43	NS		870	FTI	447	RTE	186	0
	44	NS		783	FTI	384	DCS	142	0
Piedmont	73	NS		363	DSR	135	FTI	97	0
	76	NS		527	PTI	146	DSR	126	0
San Joaquin	701	BNSF		816	PTI	423	FTI	171	0
		UP		558	FTI	340	DCS	110	0
	702	BNSF		991	PTI	476	FTI	254	0
		UP		1013	RTE	439	FTI	229	0
	703	BNSF		744	PTI	384	FTI	163	0
		UP		281	FTI	140	DCS	62	0
	704	BNSF		601	PTI	245	FTI	172	0
		UP		711	FTI	457	DCS	169	0
	711	BNSF		529	DSR	187	FTI	152	0
		UP		667	PTI	459	DCS	132	0
	712	BNSF		983	PTI	496	FTI	233	0
		UP		513	PTI	224	DCS	162	0
	713	BNSF		901	PTI	531	DSR	205	0
		UP		1311	PTI	926	RTE	159	0
	714	BNSF		581	DSR	187	FTI	175	0
		UP		768	PTI	403	RTE	174	0
	715	BNSF		763	PTI	361	DSR	145	0
		UP		842	PTI	539	DCS	163	0
716	BNSF		643	PTI	243	FTI	174	0	
	UP		454	PTI	160	FTI	120	0	
717	BNSF		766	PTI	371	FTI	167	0	
	UP		1127	PTI	680	DCS	204	0	
718	BNSF		544	PTI	249	FTI	129	0	
	UP		854	PTI	588	DCS	109	0	
Vermont	54	MNRR		254	DSR	158	CTI	82	0
		NECR		2946	DSR	2680	FTI	267	0
	55	MNRR		1835	CTI	1382	RTE	190	0
		NECR		2666	DSR	2076	FTI	365	0
	56	MNRR		932	DMW	309	DSR	278	0
		NECR		4686	DSR	4419	DCS	267	0
	57	MNRR		1078	CTI	584	DSR	302	0
		NECR		3451	DSR	3283	DCS	168	0

Long Distance Routes

Auto Train	52	CSX		1062	FTI	293	DCS	270	0
	53	CSX		1279	FTI	409	PTI	279	0
California Zephyr	5	BNSF		2757	FTI	1644	DSR	711	0
		UP		1238	FTI	410	DCS	248	0
	6	BNSF		3010	FTI	1405	DSR	788	0
	UP		1114	FTI	297	DCS	217	0	
Cardinal	50	BBrRR		2910	DCS	1011	FTI	946	0
		CSX		1005	DSR	318	DCS	286	0
		NS		1803	PTI	835	CTI	540	0
	51	BBrRR		1867	DSR	623	PTI	535	0
		CSX		1162	DCS	416	FTI	338	0
		NS		1012	FTI	310	DMW	293	0
Capitol Limited	29	CSX		908	FTI	261	DSR	256	0
		NS		1733	FTI	908	RTE	273	0
	30	CSX		1383	FTI	434	DSR	417	0
	NS		1480	FTI	712	RTE	307	0	
City of New Orleans	58	CN		1115	FTI	392	DSR	262	0
	59	CN		1181	FTI	550	DSR	240	0
Coast Starlight	11	BNSF		840	RTE	242	FTI	191	0
		SCRRA		1590	CTI	822	PTI	535	0
		UP		1034	PTI	431	DCS	162	0
	14	BNSF		830	RTE	228	FTI	207	0
		SCRRA		1689	CTI	716	PTI	650	0
		UP		937	DCS	240	PTI	218	0
Crescent	19	NS		845	FTI	218	PTI	214	0
	20	NS		690	FTI	233	DSR	203	0

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

Service	Train	Host	4th Quarter FY 2011						MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
Empire Builder	27	BNSF	890	FTI	464	DCS	154	0	
	28	BNSF	598	FTI	416	DSR	83	0	
	7	BNSF	1175	DSR	533	FTI	408	0	
		CP	982	FTI	670	DSR	94	0	
	8	Metra	1383	CTI	806	DCS	331	0	
		BNSF	1314	DSR	593	FTI	463	0	
CP		972	FTI	490	DSR	110	0		
Lake Shore Ltd	448	CSX	1668	FTI	383	DSR	345	0	
		449	CSX	2262	FTI	618	PTI	431	0
		48	CSX	1883	FTI	535	DSR	383	0
	49	MNRR	1830	CTI	904	RTE	549	0	
		NS	1598	FTI	747	RTE	314	0	
		CSX	1326	FTI	372	DSR	266	0	
Palmetto	89	CSX	921	FTI	276	PTI	243	0	
	90	CSX	788	FTI	264	PTI	199	0	
Silver Meteor	97	CSX	809	FTI	266	PTI	183	0	
		Fla DOT	723	CTI	377	DCS	128	0	
	98	CSX	757	FTI	220	DSR	160	0	
Silver Star	91	Fla DOT	1141	FTI	332	DCS	247	0	
		CSX	939	DCS	240	FTI	230	15	
		NS	1052	CTI	784	DSR	124	0	
	92	NS	410	PTI	248	DSR	126	0	
		CSX	851	DCS	252	DSR	182	15	
		Fla DOT	973	CTI	464	DSR	285	0	
Southwest Chief	3	NS	87	DSR	87	-	-	0	
		BNSF	730	FTI	214	DSR	199	0	
	4	NMDOT	2183	CTI	1019	DCS	342	0	
Sunset Limited	1	BNSF	783	FTI	204	DSR	200	0	
		NMDOT	1609	DSR	478	CTI	469	0	
	2	BNSF	1145	DSR	501	FTI	385	0	
Texas Eagle	21	UP	1756	FTI	868	DSR	385	0	
		BNSF	1610	DSR	662	FTI	429	0	
		UP	1474	FTI	695	DSR	444	0	
	22	BNSF	1145	DSR	501	FTI	385	0	
		UP	1756	FTI	868	DSR	385	0	
		BNSF	1994	DSR	967	FTI	495	0	
Texas Eagle	21	CN	3994	FTI	1595	DCS	902	0	
		UP	2997	FTI	1346	DSR	516	0	
	22	BNSF	2235	DSR	1250	FTI	581	0	
Texas Eagle	22	CN	1900	FTI	881	DCS	317	0	
		UP	2582	FTI	903	DSR	484	0	

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

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

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

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

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

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

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

Service	Train	4th Quarter FY 2011					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					

Acela Express

Acela Express	2150	8	OTH	7	ADA	1	0
	2151	183	SYS	102	OTH	58	0
	2153	116	OTH	53	ENG	47	0
	2154	29	OTH	24	ADA	3	0
	2155	64	OTH	36	ADA	17	0
	2158	45	OTH	21	CAR	16	0
	2159	202	OTH	160	ADA	11	0
	2160	59	OTH	43	ADA	16	0
	2163	59	OTH	37	ENG	20	0
	2164	3	OTH	3	-	-	0
	2165	72	OTH	36	HLD	22	0
	2166	35	OTH	35	-	-	0
	2167	160	OTH	124	ENG	28	0
	2168	25	OTH	14	CAR	11	0
	2170	141	ENG	81	OTH	32	0
	2171	104	OTH	93	HLD	6	0
	2172	143	OTH	76	HLD	41	0
	2173	76	OTH	73	ADA	3	0
	2190	61	OTH	56	CAR	5	0
	2193	75	OTH	72	CCR	3	0
	2250	26	ADA	19	OTH	6	0
	2251	35	OTH	35	-	-	0
	2252	0	-	-	-	-	0
	2253	47	ADA	27	CAR	20	0
	2254	84	OTH	84	-	-	0
	2255	479	OTH	377	ENG	44	0
	2256	0	-	-	-	-	0
	2257	44	OTH	44	-	-	0
	2258	140	OTH	140	-	-	0
	2259	189	OTH	174	HLD	15	0
	2290	0	-	-	-	-	0
	2297	0	-	-	-	-	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News ^d	66	407	HLD	156	ENG	58	0
	67	304	HLD	117	ENG	73	0
	82	213	OTH	107	HLD	74	0
	83	579	SYS	198	HLD	192	0
	84	365	HLD	290	ADA	39	0
	85	178	HLD	94	ADA	34	0
	86	361	HLD	296	ADA	21	0
	87	181	HLD	105	SYS	36	0
	88	278	HLD	143	ADA	75	0
	93	294	HLD	175	OTH	77	0
	94	807	HLD	311	OTH	269	0
	95	507	HLD	263	ADA	87	0
	99	435	HLD	199	OTH	80	0
	125	198	HLD	134	SYS	35	0
	157	287	HLD	91	SYS	60	0
	164	317	HLD	181	OTH	72	0
	174	320	HLD	196	OTH	73	0
	194	555	HLD	390	ADA	65	0
	195	316	HLD	195	ADA	63	0
Lynchburg ^e	145	345	HLD	160	OTH	76	0
	147	483	HLD	315	OTH	150	0
	156	411	HLD	168	OTH	123	0
	171	271	HLD	128	OTH	66	0
	176	485	OTH	155	HLD	129	0
All Other Northeast Regional	132	28	HLD	28	-	-	0
	135	141	OTH	121	SYS	13	0
	136	228	OTH	216	HLD	12	0

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

Service	Train	4th Quarter FY 2011				MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b			
			#1	Minutes		

Standard		325				
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137	461	OTH	264	HLD	87	0
139	392	ITI	232	HLD	58	0
140	465	OTH	432	-	-	0
141	98	OTH	59	ADA	31	0
143	200	ENG	84	OTH	58	0
146	156	OTH	120	ADA	24	0
148	114	OTH	46	HLD	27	0
150	230	OTH	193	HLD	19	0
160	75	HLD	37	ADA	25	0
161	181	OTH	67	ADA	47	0
162	528	OTH	348	HLD	62	0
163	543	OTH	342	ADA	87	0
165	355	OTH	308	ADA	13	0
166	419	OTH	84	HLD	28	0
167	236	ENG	199	OTH	37	0
168	132	OTH	120	ADA	12	0
169	583	OTH	476	SYS	20	0
170	194	OTH	173	HLD	19	0
172	336	OTH	211	ADA	54	0
173	373	OTH	147	ENG	105	0
175	155	OTH	129	CON	22	0
177	180	OTH	89	HLD	66	0
178	141	OTH	114	ADA	16	0
179	421	OTH	410	ADA	6	0
190	213	OTH	197	HLD	11	0

Non-NEC Corridor Routes

Capitol Corridor	518	156	SYS	51	CAR	38	0
	520	198	ENG	82	SYS	41	0
	521	76	CAR	27	ADA	18	0
	522	247	ADA	159	ENG	45	0
	523	33	ENG	14	CAR	12	0
	524	280	ENG	119	ADA	51	0
	525	35	ADA	18	ENG	8	0
	526	126	ADA	55	ENG	44	0
	527	147	OTH	45	ADA	33	0
	528	158	ADA	75	HLD	41	0
	529	127	HLD	40	ENG	29	0
	530	310	ENG	97	ADA	70	0
	531	149	SYS	61	ADA	25	0
	532	282	ADA	75	HLD	69	0
	533	149	ITI	60	ADA	40	0
	534	166	ADA	88	CAR	23	0
	535	501	CAR	129	ENG	129	0
	536	250	HLD	82	ENG	65	0
	537	184	HLD	75	ENG	37	0
	538	194	HLD	60	ADA	35	0
	540	145	ITI	79	HLD	20	0
	541	59	ADA	25	ENG	14	0
	542	165	OTH	46	HLD	37	0
	543	259	ENG	88	INJ	63	0
	544	242	ENG	56	HLD	54	0
	545	400	ADA	218	HLD	73	0
	546	125	CAR	28	CON	24	0
	547	59	ADA	32	CAR	7	0
	548	307	ITI	222	OTH	32	0
	549	129	ITI	55	HLD	34	0
	551	120	CAR	50	ADA	29	0
	553	31	ADA	11	HLD	9	0
	720	275	HLD	59	SYS	42	0
	723	86	SYS	22	ADA	17	0
	724	355	OTH	254	ADA	49	0
	727	134	ADA	52	HLD	38	0

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

Service	Train	4th Quarter FY 2011					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					
	728	185	ENG	91	HLD	36	0
	729	121	HLD	36	OTH	33	0
	732	217	HLD	74	ENG	33	0
	733	210	ADA	82	SYS	55	0
	734	511	CCR	197	ADA	76	0
	736	257	ADA	117	HLD	52	0
	737	117	HLD	33	CAR	27	0
	738	102	ADA	37	OTH	33	0
	741	134	HLD	68	ADA	33	0
	742	441	ADA	128	HLD	92	0
	743	66	OTH	33	CON	11	0
	744	150	HLD	101	ADA	33	0
	745	86	ADA	41	ENG	25	0
	746	33	CAR	12	HLD	12	0
	747	68	CAR	22	ENG	22	0
	748	363	CCR	123	CON	87	0
	749	53	ADA	16	HLD	16	0
	751	61	ADA	29	OTH	20	0
Carolinian	79	459	HLD	193	ADA	106	0
	80	497	HLD	202	ADA	147	0
Cascades	500	243	OTH	72	ADA	52	0
	501	478	OTH	164	CAR	109	0
	504	340	OTH	126	HLD	66	0
	506	333	CAR	122	ADA	69	0
	507	206	ADA	52	HLD	43	0
	508	239	ENG	76	HLD	48	0
	509	343	ITI	129	CAR	49	0
	510	168	HLD	48	SVS	36	0
	513	433	HLD	104	CAR	77	0
	516	162	ADA	40	HLD	32	0
	517	49	HLD	14	SYS	14	0
Downeaster	680	37	HLD	24	OTH	14	0
	681	143	ITI	58	OTH	24	0
	682	84	HLD	54	ADA	19	0
	683	112	ITI	43	ADA	33	0
	684	49	HLD	26	ADA	12	0
	685	77	ADA	32	HLD	28	0
	686	74	OTH	54	HLD	16	0
	687	506	ITI	460	OTH	29	0
	688	514	ITI	317	ENG	149	0
	689	267	ITI	248	OTH	15	0
	690	26	OTH	26	-	-	0
	691	294	HLD	74	ITI	52	0
	692	162	OTH	107	ADA	19	0
	693	123	OTH	55	HLD	29	0
	694	116	ADA	48	HLD	48	0
	695	81	HLD	42	ADA	23	0
	696	103	HLD	55	ADA	26	0
	697	178	ITI	145	HLD	32	0
	698	346	ITI	275	ADA	19	0
	699	0	-	-	-	-	0
Empire Corridor							0
Adirondack	68	309	HLD	86	ENG	67	0
	69	320	HLD	125	SYS	104	0
Maple Leaf	63	333	HLD	106	SYS	89	0
	64	354	SYS	116	HLD	99	0
New York - Albany ^f	230	47	SYS	19	HLD	14	0
	232	98	ENG	52	HLD	34	0
	233	159	HLD	113	ENG	49	0
	234	101	ENG	113	ITI	20	0
	235	150	HLD	76	OTH	40	0
	236	96	HLD	36	ENG	24	0
	237	184	HLD	82	SYS	54	0

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

Service	Train	4th Quarter FY 2011					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					
	238	144	HLD	86	ADA	32	0
	239	60	ITI	53	HLD	50	0
	241	187	ITI	134	HLD	125	0
	242	187	ENG	82	OTH	49	0
	243	190	ENG	105	HLD	72	0
	244	175	ITI	70	HLD	38	0
	245	27	HLD	204	CAR	52	0
	250	77	OTH	32	HLD	29	0
	252	616	ENG	616	HLD	20	0
	253	80	OTH	57	HLD	54	0
	254	124	HLD	43	ADA	12	0
	255	207	HLD	176	ITI	53	0
	261	82	OTH	155	HLD	52	0
New York - Niagara Falls	280	248	HLD	108	SYS	69	0
	281	318	SYS	116	HLD	105	0
	283	321	SYS	132	HLD	91	0
	284	365	HLD	122	SYS	111	0
Ethan Allen Express	288	260	SYS	69	OTH	47	0
	290	444	HLD	155	SYS	98	0
	291	224	ENG	117	HLD	116	0
	292	187	HLD	139	OTH	24	0
	293	269	HLD	193	ADA	45	0
	296	220	HLD	78	ENG	62	0
Heartland Flyer	821	203	HLD	86	SYS	60	0
	822	151	HLD	81	SYS	36	0
Hiawatha	329	399	OTH	355	ENG	124	0
	330	245	ENG	190	HLD	29	0
	331	429	OTH	358	ITI	129	0
	332	725	OTH	287	ITI	269	0
	333	462	OTH	313	ITI	215	0
	334	538	HLD	261	OTH	160	0
	335	592	OTH	304	HLD	175	0
	336	519	OTH	204	HLD	187	0
	337	597	OTH	360	HLD	186	0
	338	617	OTH	299	ITI	129	0
	339	368	ITI	160	HLD	122	0
	340	593	HLD	240	OTH	179	0
	341	490	OTH	306	ITI	159	0
	342	547	OTH	272	ITI	221	0
Hoosier State	850	443	SYS	311	CAR	164	0
	851	484	SYS	169	ENG	118	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	164	HLD	65	ENG	33	0
	381	242	OTH	128	HLD	58	0
	382	163	HLD	95	SYS	21	0
	383	121	HLD	70	ADA	20	0
Illini / Saluki	390	281	HLD	83	OTH	44	0
	391	251	HLD	85	OTH	84	0
	392	336	HLD	88	OTH	73	0
	393	281	SVS	119	ITI	88	0
Lincoln Service	300	232	HLD	30	ADA	24	0
	301	84	SYS	35	ENG	32	0
	302	160	HLD	30	ADA	22	0
	303	56	SYS	39	ADA	21	0
	304	83	HLD	32	ADA	26	0
	305	69	ADA	45	HLD	16	0
	306	180	ITI	109	ENG	79	0
	307	60	SYS	45	ENG	12	0
Michigan							
Blue Water	364	671	OTH	344	HLD	292	0
	365	998	OTH	581	HLD	298	0
Pere Marquette	370	255	SYS	131	HLD	72	0
	371	529	SYS	236	HLD	142	0

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

Service	Train	4th Quarter FY 2011					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					
Wolverine	350	1345	OTH	1100	ENG	142	0
	351	1347	OTH	1090	HLD	108	0
	352	1719	OTH	1137	SYS	261	0
	353	1781	OTH	1208	CON	146	0
	354	1781	OTH	1127	CON	364	0
	355	1206	OTH	908	SYS	114	0
Kansas City - St. Louis	311	121	HLD	72	ADA	22	0
	313	229	CON	145	HLD	71	0
	314	175	HLD	78	ADA	56	0
	316	109	HLD	45	ADA	20	0
Pacific Surfliner	562	40	ENG	18	ITI	11	0
	564	152	ENG	42	HLD	34	0
	563	111	HLD	46	ENG	31	0
	565	138	ENG	42	HLD	30	0
	566	407	ENG	180	HLD	94	0
	567	84	ENG	26	CAR	15	0
	571	233	ITI	150	ENG	36	0
	572	362	HLD	84	ENG	57	0
	573	483	ADA	112	HLD	103	0
	577	2234	ITI	1509	SVS	110	0
	578	88	OTH	39	HLD	22	0
	579	434	HLD	144	OTH	130	0
	580	235	ENG	86	ITI	86	0
	582	610	ITI	220	HLD	147	0
	583	283	HLD	141	ADA	71	0
	587	656	ITI	343	SYS	69	0
	589	475	OTH	233	HLD	112	0
	590	153	HLD	39	ENG	30	0
	591	979	ITI	287	SVS	184	0
	592	228	ITI	83	ENG	47	0
	595	1221	ITI	864	HLD	109	0
	597	446	ITI	155	HLD	86	0
	763	426	HLD	209	ADA	74	0
	768	498	HLD	238	ENG	50	0
	769	600	HLD	312	ENG	87	0
	774	356	HLD	118	ENG	72	0
	775	312	ITI	68	HLD	56	0
	784	711	HLD	291	CCR	76	0
785	602	ENG	206	HLD	163	0	
792	652	HLD	269	OTH	135	0	
796	435	HLD	153	OTH	78	0	
798	359	HLD	118	OTH	59	0	
799	342	HLD	123	ADA	68	0	
Pennsylvanian	42	347	HLD	136	OTH	80	0
	43	247	HLD	120	ADA	46	0
	44	152	HLD	50	ADA	40	0
Piedmont	73	224	OTH	71	ADA	61	0
	76	283	HLD	103	ADA	81	0
San Joaquin	701	199	ENG	112	HLD	40	0
	702	169	HLD	58	ADA	26	0
	703	188	CON	76	HLD	48	0
	704	155	ENG	86	HLD	25	0
	711	146	CAR	68	ADA	24	0
	712	216	ADA	61	HLD	45	0
	713	201	ADA	74	SYS	39	0
	714	199	CCR	41	ADA	34	0
	715	282	SYS	68	HLD	58	0
	716	202	ENG	60	HLD	51	0
	717	341	CON	94	ENG	74	0
718	208	HLD	43	CON	32	0	
Vermont	54	9	HLD	4	OTH	4	0
	55	242	OTH	146	HLD	45	0
	56	269	OTH	239	HLD	14	0
	57	213	ENG	89	OTH	80	0

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

Service	Train	4th Quarter FY 2011					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					

Long Distance Routes

Auto Train	52	83	OTH	20	CAR	14	0
	53	167	SYS	53	ENG	36	0
California Zephyr	5	581	SYS	279	ENG	117	0
	6	551	SYS	184	ITI	93	0
Cardinal	50	574	CON	156	HLD	120	0
	51	361	HLD	114	SYS	72	0
Capitol Limited	29	250	HLD	138	SYS	43	0
	30	358	CON	203	HLD	128	0
City of New Orleans	58	137	HLD	49	ADA	26	0
	59	290	ITI	128	HLD	98	0
Coast Starlight	11	496	HLD	105	SVS	89	0
	14	565	HLD	159	SVS	97	0
Crescent	19	233	HLD	89	ADA	40	0
	20	267	ADA	77	HLD	58	0
Empire Builder	27	2460	CON	2223	SYS	24	0
	28	700	ITI	364	ENG	110	0
	7	382	SYS	117	HLD	110	0
	8	565	HLD	134	ITI	111	0
Lake Shore Ltd	448	5232	CON	4641	ENG	96	0
	449	348	HLD	330	ADA	47	0
	48	461	HLD	181	ENG	128	0
	49	613	HLD	353	OTH	76	0
Palmetto	89	210	ADA	63	HLD	49	0
	90	318	HLD	69	INJ	62	0
Silver Meteor	97	276	ADA	96	HLD	87	0
	98	371	HLD	123	ADA	121	0
Silver Star	91	295	HLD	87	ADA	65	0
	92	409	HLD	118	ADA	91	0
Southwest Chief	3	311	HLD	120	ENG	48	0
	4	360	HLD	126	ENG	51	0
Sunset Limited	1	322	HLD	77	OTH	65	0
	2	561	SVS	105	ENG	99	0
Texas Eagle	21	408	HLD	146	SYS	139	0
	22	455	HLD	167	SYS	75	0

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

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

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

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

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

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

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

Service	Train	Host ^b	4th Quarter FY 2011				MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories			
				#1	Minutes		

Acela Express

Standard			265					
Acela Express	2100	Amtrak	419	CTP	102	CTI	75	0
	2103	Amtrak	152	CTI	69	PTI	21	0
	2104	Amtrak	135	CTP	51	CAR	17	0
	2107	Amtrak	127	CTI	24	PTI	24	0
	2109	Amtrak	241	DBS	84	CTI	39	0
	2110	Amtrak	101	DBS	23	ENG	16	0
	2117	Amtrak	152	MTI	27	PTI	26	0
	2119	Amtrak	406	CTI	94	MTI	60	0
	2121	Amtrak	305	PTI	73	ENG	70	0
	2122	Amtrak	239	CTI	55	MTI	53	0
	2124	Amtrak	362	CTI	121	ENG	70	0
	2126	Amtrak	196	MTI	50	CTI	28	0
	2150	Amtrak	195	CTI	42	DCS	30	0
	2151	Amtrak	425	SMW	99	CTI	53	0
	2153	Amtrak	142	DCS	26	DCT	26	0
	2154	Amtrak	185	CTI	46	SMW	36	0
	2155	Amtrak	336	SMW	131	DCT	30	0
	2158	Amtrak	287	SMW	86	ENG	68	0
	2159	Amtrak	368	SMW	73	ENG	53	0
	2160	Amtrak	318	SMW	68	PTI	36	0
	2163	Amtrak	479	SMW	74	CTI	58	0
	2164	Amtrak	395	PTI	100	SMW	55	0
	2165	Amtrak	374	SMW	72	DET	53	0
	2166	Amtrak	234	SMW	34	DET	30	0
	2167	Amtrak	338	SMW	68	CTI	48	0
	2168	Amtrak	259	DET	59	MTI	41	0
	2170	Amtrak	299	CTI	43	PTI	43	0
	2171	Amtrak	358	CTI	54	MTI	51	0
	2172	Amtrak	216	MTI	40	CTI	34	0
	2173	Amtrak	294	SMW	72	DCT	34	0
	2190	Amtrak	233	ENG	56	SMW	32	0
	2193	Amtrak	703	SMW	204	CTI	187	0
	2203	Amtrak	80	PET	36	SMW	18	0
	2205	Amtrak	163	PET	44	SMW	30	0
	2207	Amtrak	68	SMW	27	PET	21	0
	2208	Amtrak	170	SVS	93	PTI	15	0
	2211	Amtrak	218	CTI	22	PET	22	0
	2212	Amtrak	199	ENG	89	DCS	43	0
	2213	Amtrak	315	ENG	155	PET	52	0
	2216	Amtrak	63	RTE	38	CAR	10	0
	2220	Amtrak	44	ENG	18	PTI	12	0
	2221	Amtrak	381	CAR	193	ENG	78	0
	2222	Amtrak	355	MTI	163	SVS	89	0
	2225	Amtrak	100	DCS	26	MTI	19	0
	2228	Amtrak	26	DCS	19	OTH	4	0
	2250	Amtrak	213	DBB	42	ENG	39	0
	2251	Amtrak	259	SMW	60	ENG	33	0
	2252	Amtrak	342	PBB	99	DCS	46	0
	2253	Amtrak	375	SMW	100	HLD	52	0
	2254	Amtrak	174	PBB	76	SMW	55	0
	2255	Amtrak	437	SMW	226	OTH	38	0
	2256	Amtrak	200	PBB	36	SMW	27	0
	2257	Amtrak	261	SMW	150	HLD	19	0
	2258	Amtrak	273	ENG	139	SMW	48	0
	2259	Amtrak	390	SMW	174	DCS	24	0
	2290	Amtrak	268	DET	101	PBB	50	0
	2297	Amtrak	1816	SYS	676	DCS	230	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	1655	ENG	507	CAR	217	0
	51	Amtrak	503	PTI	122	CTI	69	0
Carolinian	79	Amtrak	497	ENG	91	HLD	90	0
	80	Amtrak	581	SVS	101	PTI	84	0
Crescent	19	Amtrak	575	HLD	84	CTI	78	0
	20	Amtrak	366	ENG	86	PTI	86	0
Keystone	600	Amtrak	89	SYS	40	DCS	17	0
	601	Amtrak	88	PSC	36	DCS	30	0
	605	Amtrak	358	CTI	150	HLD	41	0
	607	Amtrak	249	CTI	132	ENG	44	0
	609	Amtrak	309	DCS	69	DET	43	0
	610	Amtrak	442	SMW	425	HLD	17	0
	611	Amtrak	1252	SMW	891	ENG	38	0
	612	Amtrak	1103	ENG	933	HLD	71	0
	615	Amtrak	912	SMW	546	CTI	120	0
	618	Amtrak	135	ENG	72	PSC	26	0
	619	Amtrak	440	ITI	124	CON	107	0
	620	Amtrak	194	ENG	81	MTI	46	0
	622	Amtrak	367	ENG	131	DET	112	0
	637	Amtrak	120	SMW	74	OTH	28	0
	639	Amtrak	682	ENG	319	HLD	135	0
	640	Amtrak	438	CTI	169	CTP	107	0
	641	Amtrak	396	OTH	77	PTI	75	0
	642	Amtrak	223	CCR	58	CTP	58	0
	643	Amtrak	416	ENG	164	CTP	84	0
	644	Amtrak	256	ENG	96	PSC	44	0
	645	Amtrak	304	CTI	57	HLD	56	0
	646	Amtrak	108	ENG	28	DCS	26	0
	647	Amtrak	346	CTI	82	PTI	50	0
	648	Amtrak	165	HLD	56	ENG	25	0

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

Service	Train	Host ^b	4th Quarter FY 2011					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	649	Amtrak	436	DET	113	CTI	110	0
	650	Amtrak	250	DET	60	HLD	39	0
	651	Amtrak	461	DET	120	CTI	94	0
	652	Amtrak	433	PTI	149	CTI	65	0
	653	Amtrak	612	CTI	157	DET	91	0
	654	Amtrak	213	ENG	77	DET	49	0
	655	Amtrak	630	ENG	123	CTI	107	0
	656	Amtrak	210	ENG	59	PTI	42	0
	658	Amtrak	11	HLD	11	-	0	0
	660	Amtrak	466	SMW	169	PTI	76	0
	661	Amtrak	536	SMW	264	DCS	31	0
	662	Amtrak	398	SMW	174	DCS	70	0
	663	Amtrak	522	SMW	245	PTI	41	0
	664	Amtrak	477	ENG	130	SMW	118	0
	665	Amtrak	431	SMW	243	HLD	39	0
	666	Amtrak	491	SMW	276	DCS	58	0
	667	Amtrak	668	SMW	274	CTI	74	0
	668	Amtrak	468	SMW	232	DCS	79	0
	669	Amtrak	1048	ENG	408	SMW	329	0
	670	Amtrak	740	SMW	473	ENG	105	0
	671	Amtrak	458	SMW	110	MTI	106	0
	672	Amtrak	397	SMW	246	OTH	24	0
Northeast Regional								
Richmond / Newport News ^d								
	66	Amtrak	526	SMW	71	CTI	67	0
	67	Amtrak	467	SVS	142	ENG	110	0
	82	Amtrak	582	SVS	152	ENG	88	0
	83	Amtrak	479	PTI	86	ADA	70	0
	84	Amtrak	287	ENG	80	SYS	61	0
	85	Amtrak	721	ENG	139	PTI	109	0
	86	Amtrak	583	SMW	142	PTI	118	0
	87	Amtrak	605	PTI	121	HLD	65	0
	88	Amtrak	681	CAR	143	ENG	121	0
	93	Amtrak	589	CTI	95	PTI	92	0
	94	Amtrak	632	CTI	90	DET	85	0
	95	Amtrak	552	PTI	94	SMW	77	0
	99	Amtrak	646	SMW	98	HLD	85	0
	125	Amtrak	605	ENG	140	HLD	130	0
	157	Amtrak	236	ENG	55	SMW	44	0
	164	Amtrak	248	HLD	55	PTI	39	0
	174	Amtrak	384	SMW	67	PTI	46	0
	194	Amtrak	276	ENG	60	SYS	38	0
	195	Amtrak	356	HLD	74	PTI	42	0
Lynchburg ^e								
	145	Amtrak	1020	ENG	387	SMW	262	0
	147	Amtrak	753	ENG	234	ADA	115	0
	156	Amtrak	585	ENG	180	PTI	67	0
	171	Amtrak	710	SMW	212	CTI	112	0
	176	Amtrak	575	SMW	107	HLD	65	0
All Other Northeast Regional								
	110	Amtrak	247	CTI	52	CTP	34	0
	111	Amtrak	254	CTI	122	ENG	27	0
	121	Amtrak	121	CAR	32	SMW	25	0
	123	Amtrak	222	DBS	96	HLD	41	0
	126	Amtrak	481	MTI	230	PTI	59	0
	127	Amtrak	586	ENG	127	PTI	124	0
	129	Amtrak	828	ENG	199	PTI	180	0
	130	Amtrak	419	CTI	105	ENG	94	0
	131	Amtrak	146	SMW	51	PET	36	0
	132	Amtrak	636	ENG	313	SMW	162	0
	133	Amtrak	460	MTI	102	CTI	92	0
	134	Amtrak	359	PTI	110	MTI	64	0
	135	Amtrak	390	HLD	76	ENG	69	0
	136	Amtrak	789	CTI	151	SVS	85	0
	137	Amtrak	516	CTI	121	HLD	78	0
	138	Amtrak	486	CTI	130	ENG	113	0
	139	Amtrak	493	HLD	138	SMW	79	0
	140	Amtrak	483	PTI	147	SMW	100	0
	141	Amtrak	699	ENG	116	HLD	108	0
	143	Amtrak	352	SMW	74	HLD	60	0
	146	Amtrak	132	SMW	29	OTH	27	0
	148	Amtrak	699	ENG	134	SMW	108	0
	150	Amtrak	292	DBS	51	ENG	49	0
	151	Amtrak	118	CTI	25	ENG	19	0
	152	Amtrak	173	DBS	99	SMW	30	0
	153	Amtrak	163	HLD	35	ENG	30	0
	154	Amtrak	367	DCS	74	ADA	67	0
	155	Amtrak	122	SMW	28	HLD	26	0
	158	Amtrak	158	CAR	73	SVS	34	0
	159	Amtrak	525	ENG	203	PTI	70	0
	160	Amtrak	209	ENG	73	HLD	33	0
	161	Amtrak	532	SMW	176	HLD	65	0
	162	Amtrak	231	DBB	47	PTI	34	0
	163	Amtrak	463	HLD	97	SMW	52	0
	165	Amtrak	535	ENG	94	SMW	84	0
	166	Amtrak	716	ENG	145	SVS	124	0
	167	Amtrak	166	ENG	43	SVS	39	0
	168	Amtrak	325	SMW	102	OTH	88	0
	169	Amtrak	254	HLD	51	ENG	41	0
	170	Amtrak	446	ENG	128	SMW	97	0
	172	Amtrak	334	CTI	65	PTI	53	0
	173	Amtrak	541	SMW	114	PTI	90	0
	175	Amtrak	465	PTI	76	HLD	62	0
	177	Amtrak	501	ENG	109	SMW	108	0
	178	Amtrak	407	SMW	110	PTI	48	0
	179	Amtrak	572	ENG	149	ITI	76	0
	180	Amtrak	360	CTI	101	CTP	87	0
	181	Amtrak	393	PTI	121	ENG	60	0
	182	Amtrak	166	MTI	79	HLD	38	0

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

Service	Train	Host ^b	4th Quarter FY 2011					MM&C Allowance ^e
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	183	Amtrak	377	CTI	123	PTI	91	0
	184	Amtrak	593	SVS	212	ENG	77	0
	185	Amtrak	395	CTI	95	ENG	81	0
	186	Amtrak	485	ENG	164	DET	101	0
	187	Amtrak	510	ENG	144	ITI	92	0
	188	Amtrak	322	ENG	85	PTI	52	0
	190	Amtrak	247	ENG	77	CAR	29	0
	192	Amtrak	425	MTI	219	ENG	162	0
	193	Amtrak	780	DET	159	CTI	133	0
	196	Amtrak	421	CTI	88	PSR	66	0
	198	Amtrak	279	SVS	67	SMW	52	0
	401	Amtrak	765	PTI	249	HLD	118	0
	405	Amtrak	168	OTH	96	ENG	36	0
	432	Amtrak	1308	CON	971	ITI	270	0
	450	Amtrak	2026	CON	899	PTI	402	0
	460	Amtrak	1125	CON	732	PTI	121	0
	463	Amtrak	647	ENG	453	PTI	123	0
	464	Amtrak	2178	CON	610	DBS	591	0
	465	Amtrak	1187	PTI	526	HLD	270	0
	467	Amtrak	35	PTI	35	-	0	0
	470	Amtrak	1154	PTI	525	CON	415	0
	475	Amtrak	365	PTI	126	ENG	72	0
	476	Amtrak	4479	CON	3480	OTH	205	0
	479	Amtrak	1184	ITI	704	PTI	177	0
	488	Amtrak	2621	CON	1275	PTI	375	0
	490	Amtrak	825	CON	759	ENG	52	0
	493	Amtrak	817	HLD	282	ADA	196	0
	494	Amtrak	2566	CON	1967	PTI	265	0
	495	Amtrak	164	ADA	76	DCS	42	0
	497	Amtrak	890	PTI	472	HLD	121	0
Palmetto	89	Amtrak	545	CTI	102	ENG	95	0
	90	Amtrak	607	SVS	162	PTI	82	0
Pennsylvanian	42	Amtrak	400	PSC	52	DCS	42	0
	43	Amtrak	702	SMW	125	ENG	92	0
	44	Amtrak	179	HLD	64	DCS	60	0
Silver Meteor	97	Amtrak	1166	CAR	224	PTI	152	0
	98	Amtrak	560	PTI	164	SVS	78	0
Silver Star	91	Amtrak	623	ENG	136	PTI	135	0
	92	Amtrak	638	PTI	179	ENG	121	0
Vermont	54	Amtrak	344	SYS	99	ITI	56	0
	55	Amtrak	912	ITI	213	PTI	123	0
	56	Amtrak	621	SVS	117	SMW	80	0
	57	Amtrak	658	OTH	128	DBS	95	0

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

Appendix E Methodologies for PRIIA 207

Financial Metrics

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

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

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

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

All-Stations On-Time Performance

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

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

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

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

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

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

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

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

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

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

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

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	<p><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u>—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train’s stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.¹⁹</p>				<p>Effective FY 2012, All-Stations OTP must be at least 80% for all routes except Acela (90%) and other NEC corridor routes (85%). By FY 2014, All-Stations OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, and 85% for long-distance routes. Results for this metric will be published beginning with the first report under Section 207, even though the test is not in effect until FY 2012. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), All-Stations OTP will be calculated against the adjusted schedule.</p>
Train Delays	<p>Train Delays.²⁰ This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)²¹: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.</p>		✓		<p>Annex 3 describes the rationale for the standards adopted in the Train Delay category.</p>
	<p>Train Delays—Off NEC</p>				
	<p>Amtrak-Responsible²² Delays per 10,000 Train-Miles</p>	<p>Route¹⁵</p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

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

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

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

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	Host-Responsible ²³ Delays per 10,000 Train-Miles	Route¹⁵ and host			Delays must be not more than 900 minutes per 10,000 Train-Miles. Major reported causes of delay will also be shown for information (with no standard attached to them). The 900-minute standard is intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.
	Train Delays— On NEC: Total Delays ²⁴ per 10,000 Train-Miles	Route¹⁵ and host			Delays must be not more than 265 minutes per 10,000 Train-Miles for Acela, and 475 minutes per 10,000 Train-Miles for all other services on the NEC. Reported causes of delay will also be shown for information (with no standard attached to them). The 265- and 475-minute standards are intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.

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

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

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

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

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

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