

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

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

**Covering the Quarter Ended June, 2014
(Third Quarter of Fiscal Year 2014)**



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

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Notes

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

TABLE 1 (A):
PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE
Including State Revenue (See Note 1 at the beginning of this document)

Service	Current Period	Prior Period	Prior Report
	Jul. 12 - Jun. 14	Jul. 11 - Jun. 13	Apr. 12 - Mar. 14

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
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	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
Vermont	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.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

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

Service	Current Period	Prior Period	Prior Report
	Jul. 12 - Jun. 14	Jul. 11 - Jun. 13	Apr. 12 - Mar. 14

Acela Express

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	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
Vermont	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.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

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

Service	Current Period	Prior Period	Prior Report
	Jul. 12 - Jun. 14	Jul. 11 - Jun. 13	Apr. 12 - Mar. 14

Acela Express

Acela Express	182%	171%	178%
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Other NEC Corridor Routes

Keystone Service	89%	89%	89%
Northeast Regional (Boston - Washington)	132%	120%	129%
Newport News	114%	109%	111%
Lynchburg	144%	143%	148%
Norfolk	118%	n/a	124%
Richmond	73%	n/a	95%
New Haven - Springfield	63%	51%	59%

Non-NEC Corridor Routes

Capitol Corridor	80%	79%	80%
Carolinian	102%	100%	102%
Cascades	85%	75%	88%
Downeaster	84%	84%	82%
Empire Corridor			
Adirondack	98%	101%	92%
Empire Service	79%	81%	78%
Ethan Allen Express	88%	86%	86%
Maple Leaf	78%	64%	76%
Heartland Flyer	70%	59%	65%
Hiawatha	91%	88%	89%
Hoosier State	19%	13%	18%
Illinois			
Carl Sandburg / Illinois Zephyr	86%	87%	84%
Illini / Saluki	79%	76%	77%
Lincoln Service	81%	70%	77%
Michigan			
Blue Water	88%	82%	83%
Pere Marquette	77%	90%	82%
Wolverine	59%	50%	53%
Kansas City - St. Louis	89%	92%	90%
Pacific Surfliner	80%	79%	84%
Pennsylvanian	72%	65%	69%
Piedmont	72%	79%	74%
San Joaquins	84%	85%	88%
Vermonteer	87%	72%	81%

Long-Distance Routes

Auto Train	75%	58%	71%
California Zephyr	43%	42%	42%
Capitol Limited	47%	48%	48%
Cardinal	32%	32%	32%
City of New Orleans	48%	50%	48%
Coast Starlight	44%	45%	43%
Crescent	42%	43%	42%
Empire Builder	54%	56%	54%
Lake Shore Ltd	50%	49%	51%
Palmetto	58%	59%	58%
Silver Meteor	51%	51%	50%
Silver Star	43%	44%	43%
Southwest Chief	41%	41%	41%
Sunset Limited	25%	24%	24%
Texas Eagle	48%	47%	47%

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

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

Service	Current Period	Prior Period	Prior Report
	Jul. 12 - Jun. 14	Jul. 11 - Jun. 13	Apr. 12 - Mar. 14

Acela Express

Acela Express	182%	171%	178%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service	73%	71%	73%
Northeast Regional (Boston - Washington)	132%	120%	129%
Newport News	117%	109%	117%
Lynchburg	148%	143%	148%
Norfolk	109%	n/a	111%
Richmond	71%	n/a	61%
New Haven - Springfield	51%	51%	51%

Non-NEC Corridor Routes

Capitol Corridor	40%	40%	40%
Carolinian	94%	93%	94%
Cascades	53%	54%	54%
Downeaster	54%	51%	53%
Empire Corridor			
Adirondack	58%	56%	58%
Empire Service	51%	48%	52%
Ethan Allen Express	83%	86%	85%
Maple Leaf	75%	64%	74%
Heartland Flyer	26%	25%	26%
Hiawatha	68%	64%	66%
Hoosier State	10%	13%	11%
Illinois			
Carl Sandburg / Illinois Zephyr	35%	35%	34%
Illini / Saluki	48%	47%	47%
Lincoln Service	45%	41%	42%
Michigan			
Blue Water	48%	44%	46%
Pere Marquette	47%	55%	50%
Wolverine	49%	50%	47%
Kansas City - St. Louis	37%	37%	38%
Pacific Surfliner	56%	54%	56%
Pennsylvanian	68%	65%	67%
Piedmont	41%	41%	42%
San Joaquins	46%	48%	46%
Vermont	51%	47%	50%

Long-Distance Routes

Auto Train	75%	58%	71%
California Zephyr	43%	42%	42%
Capitol Limited	47%	48%	48%
Cardinal	32%	32%	32%
City of New Orleans	48%	50%	48%
Coast Starlight	44%	45%	43%
Crescent	42%	43%	42%
Empire Builder	54%	56%	54%
Lake Shore Ltd	50%	49%	51%
Palmetto	58%	59%	58%
Silver Meteor	51%	51%	50%
Silver Star	43%	44%	43%
Southwest Chief	41%	41%	41%
Sunset Limited	25%	24%	24%
Texas Eagle	48%	47%	47%

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 3 (A):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Including State Revenue. Year 2014 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Jul. 12 - Jun. 14	Jul. 11 - Jun. 13	Apr. 12 - Mar. 14

Acela Express

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	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
Vermont	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.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 3 (B):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Excluding State Revenue. Year 2014 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Jul. 12 - Jun. 14	Jul. 11 - Jun. 13	Apr. 12 - Mar. 14

Acela Express

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	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
Vermont	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.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2014 Constant Dollars

Current Period	Prior Period	Prior Report
Jul. 12 - Jun. 14	Jul. 11 - Jun. 13	Apr. 12 - Mar. 14
(\$0.043)	(\$0.064)	(\$0.048)

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.

FY13 results are preliminary and unaudited and are subject to change.

TABLE 4 (B):
ADJUSTED (LOSS) PER PASSENGER-MILE
Excluding State Revenue. Year 2014 Constant Dollars

Current Period	Prior Period	Prior Report
Jul. 12 - Jun. 14	Jul. 11 - Jun. 13	Apr. 12 - Mar. 14
(\$0.074)	(\$0.092)	(\$0.081)

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.

FY13 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Jul. 12 - Jun. 14	Jul. 11 - Jun. 13	Apr. 12 - Mar. 14
<i>Acela Express</i>			
Acela Express	194	193	194
<i>Other NEC Corridor Routes</i>			
Keystone Service	147	147	148
Northeast Regional (Boston - Washington)	220	219	221
Newport News	269	267	272
Lynchburg	335	341	337
Norfolk	172	178	171
Richmond	115	n/a	95
New Haven - Springfield	116	124	118
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	91	95	94
Carolinian	266	272	267
Cascades	133	141	135
Downeaster	96	102	98
Empire Corridor			
Adirondack	234	233	235
Empire Service	137	137	138
Ethan Allen Express	163	165	165
Maple Leaf	112	110	111
Heartland Flyer	94	100	96
Hiawatha	152	157	153
Hoosier State	69	70	69
Illinois			
Carl Sandburg / Illinois Zephyr	100	104	101
Illini / Saluki	133	136	135
Lincoln Service	138	143	140
Michigan			
Blue Water	168	167	169
Pere Marquette	124	131	127
Wolverine	123	138	124
Kansas City - St. Louis	91	94	92
Pacific Surfliner	146	150	146
Pennsylvanian	199	196	197
Piedmont	71	69	71
San Joaquins	127	126	127
Vermont	136	136	136
<i>Long-Distance Routes</i>			
Auto Train	385	372	383
California Zephyr	172	173	173
Capitol Limited	199	201	201
Cardinal	129	134	132
City of New Orleans	169	177	172
Coast Starlight	231	227	231
Crescent	161	166	161
Empire Builder	199	208	206
Lake Shore Ltd	236	243	240
Palmetto	145	152	147
Silver Meteor	226	231	228
Silver Star	192	197	193
Southwest Chief	187	193	188
Sunset Limited	135	138	136
Texas Eagle	193	194	194

Note: This report reflects the information as it existed in SAM_APT at the time it was produced. Future changes to SAM_APT data may affect the placement of data within this report.

**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	3rd Quarter FY 2014	3rd Quarter FY 2014

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-1.4	77.9%	82.6%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-0.9	92.2%	96.5%
Total Northeast Regional		78.3%	81.5%
Richmond / Newport News/Norfolk ^d	-0.3	69.8%	70.6%
Lynchburg ^e	Not Available	82.4%	81.5%
All Other Northeast Regional	-0.4	80.4%	87.3%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.3	95.5%	96.8%
Carolinian	0.8	58.8%	58.9%
Cascades	-0.9	74.6%	71.7%
Downeaster	-2.6	20.9%	63.9%
Empire Corridor	0.1	66.4%	67.2%
Adirondack	0.6	35.7%	47.2%
Ethan Allen Express	2.3	70.9%	81.1%
Maple Leaf	-0.3	51.6%	48.5%
New York - Albany ^f	0.5	76.2%	92.3%
New York - Niagara Falls	-1.1	55.2%	51.8%
Heartland Flyer	0.3	28.6%	60.0%
Hiawatha	-0.8	91.3%	96.5%
Hoosier State	0.8	63.5%	69.2%
Illinois	0.9	64.3%	63.1%
Carl Sandburg / Illinois Zephyr	-1.8	77.1%	77.2%
Illini / Saluki	1.1	57.7%	49.2%
Lincoln Service	1.7	61.3%	63.7%
Michigan	1.4	40.1%	58.8%
Blue Water	4.4	42.3%	60.8%
Pere Marquette	1.2	35.7%	71.2%
Wolverine	0.4	40.9%	56.8%
Kansas City - St. Louis	7.8	67.0%	70.2%
Pacific Surfliner	-0.2	79.7%	87.5%
Pennsylvanian	0.9	92.3%	83.0%
Piedmont	1.6	70.8%	88.5%
San Joaquin	-0.1	69.4%	73.5%
Vermont	3.6	85.7%	79.0%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	-1.5	65.6%	66.4%
California Zephyr	2.4	19.8%	26.5%
Capitol Limited	0.6	16.5%	27.8%
Cardinal	0.6	43.6%	42.8%
City of New Orleans	0.8	76.9%	53.4%
Coast Starlight	1.0	79.7%	54.8%
Crescent	-0.3	51.1%	52.1%
Empire Builder	-3.7	21.3%	20.5%
Lake Shore Ltd	-1.6	38.5%	28.0%
Palmetto	0.5	69.8%	66.5%
Silver Meteor	-0.8	58.2%	48.0%
Silver Star	0.6	47.8%	46.2%
Southwest Chief	-0.4	64.3%	44.3%
Sunset Limited	0.5	56.4%	42.9%
Texas Eagle	2.0	44.5%	30.8%

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

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

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

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

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

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

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

Service	Host	3rd Quarter FY 2014							MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b							
			#1	Minutes	#2	Minutes				
Standard		900								
Acela Express										
Acela Express	MNRR	747	DSR	300	CTI	214	0	56		
Other NEC Corridor Routes										
Northeast Regional										
Richmond / Newport News/Norfolk ^d	CSX	2237	DSR	743	FTI	487	0	189		
	MNRR	853	DSR	440	CTI	175	0	56		
	NS	165	DSR	72	RTE	55	0	81		
Lynchburg ^e	MNRR	842	RTE	297	DSR	218	0	56		
	NS	456	DSR	185	FTI	99	0	166		
All Other Northeast Regional	MNRR	927	CTI	397	DSR	376	0	56		
Non-NEC Corridor Routes										
Capitol Corridor	UP	453	PTI	153	DCS	98	0	168		
Carolinian	CSX	1831	FTI	724	PTI	365	0	295		
	NS	510	PTI	149	DCS	133	0	202		
Cascades	BNSF	1469	FTI	433	DSR	319	0	343		
	UP	1406	FTI	595	PTI	470	0	125		
Downeaster	MBTA	1694	CTI	726	DSR	579	0	38		
	PanAm	2099	DSR	1469	PTI	436	0	77		
Empire Corridor										
Adirondack	CN	2530	DSR	896	FTI	719	0	49		
	CP	2818	PTI	816	FTI	784	0	178		
	Amtrak	1149	PTI	482	DCS	218	0	104		
	MNRR	1922	CTI	753	DSR	690	0	64		
Ethan Allen Express	CP	1835	FTI	524	DSR	423	0	60		
	Amtrak	1085	PTI	655	DSR	147	0	104		
	MNRR	1592	CTI	601	DSR	474	0	64		
	VTR	549	DSR	405	DCS	87	828	24		
Maple Leaf	CSX	2362	FTI	929	DSR	494	0	298		
	Amtrak	1035	PTI	519	DCS	183	0	109		
	MNRR	1457	CTI	590	DSR	570	0	64		
New York - Albany ^f	Amtrak	621	DCS	158	PTI	151	0	81		
	MNRR	1435	CTI	571	DSR	479	0	64		
New York - Niagara Falls	CSX	1925	FTI	776	DSR	455	0	296		
	Amtrak	945	PTI	375	RTE	154	0	109		
	MNRR	2076	CTI	827	DSR	504	0	64		
Heartland Flyer	BNSF	2227	DSR	1105	FTI	772	0	238		
Hiawatha	CP	296	FTI	153	DCS	59	0	53		
	Metra	1563	CTI	791	DCS	300	0	29		
Hoosier State	CSX	1379	DCS	561	FTI	496	0	169		
Illinois										
Carl Sandburg / Illinois Zephyr	BNSF	1255	DSR	513	FTI	266	0	257		
Illini / Saluki	CN	1239	FTI	681	PTI	206	0	306		
Lincoln Service	CN	1217	FTI	597	DCS	309	0	37		
	UP	1188	PTI	501	FTI	323	0	231		
Michigan										
Blue Water	Amtrak	633	PTI	318	DSR	131	0	99		
	CN	1067	FTI	869	DCS	65	0	159		
	MIDOT	2348	DSR	1149	PTI	607	0	22		
	NS	7455	FTI	2076	DSR	1821	1671	39		
Pere Marquette	CSX	745	FTI	248	DSR	198	0	135		
	NS	6701	FTI	2055	DSR	1995	1671	39		
Wolverine	Amtrak	731	PTI	383	DCS	113	0	99		
	CN	1633	DSR	527	FTI	511	0	27		
	MIDOT	1115	PTI	401	DSR	284	0	134		
	NS	6373	FTI	2558	DSR	1573	1671	39		
Kansas City - St. Louis	UP	1147	FTI	612	DSR	203	0	271		
Pacific Surfliner	BNSF	1221	DCS	309	RTE	269	0	22		
	SCRRA	1132	PTI	430	CTI	311	0	95		
	SDNRR	1005	CTI	413	PTI	395	0	60		
	UP	1157	PTI	675	DCS	165	0	174		

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

Service	Host	3rd Quarter FY 2014							MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b							
			#1	Minutes	#2	Minutes				
Standard		900								
Pennsylvanian	NS	759	FTI	332	DSR	245	0	249		
Piedmont	NS	571	DSR	147	FTI	133	0	173		
San Joaquin	BNSF	966	PTI	421	FTI	331	0	284		
	UP	899	PTI	335	DCS	198	0	88		
Vermont	MNRR	1057	DSR	355	CTI	318	0	56		
	NECR	725	DSR	613	FTI	61	0	238		
Long-Distance Routes										
Auto Train	CSX	1507	FTI	559	DSR	375	0	898		
	CFRC	2767	DCS	1042	CTI	1018	0	16		
California Zephyr	BNSF	1755	DSR	932	FTI	434	0	1,027		
	UP	1030	FTI	382	DSR	179	0	1,431		
Capitol Limited	CSX	1571	FTI	901	DSR	213	0	307		
	NS	2550	FTI	1406	DSR	420	0	481		
Cardinal	BBrRR	1762	PTI	535	FTI	527	0	132		
	CSX	1250	FTI	515	DCS	294	0	698		
	NS	1391	DCS	444	FTI	442	0	79		
City of New Orleans	CN	1209	FTI	647	PTI	169	0	930		
Coast Starlight	BNSF	955	FTI	310	PTI	235	0	186		
	SCRRA	2061	PTI	1124	CTI	533	0	48		
	UP	1118	PTI	361	FTI	328	0	1,159		
Crescent	NS	1024	FTI	475	DSR	241	0	1,141		
Empire Builder	BNSF	2269	FTI	1008	DSR	795	0	2,147		
	CP	2373	FTI	1577	DSR	423	0	384		
	Metra	1426	CTI	1035	DCS	165	0	29		
Lake Shore Ltd	CSX	1650	FTI	605	DSR	302	0	741		
	MNRR	2550	CTI	1184	DSR	686	0	64		
	NS	2839	FTI	1585	DSR	502	0	339		
Palmetto	CSX	1094	FTI	475	PTI	203	0	659		
Silver Meteor	CSX	962	FTI	347	DSR	199	0	1,152		
	CFRC	3722	DCS	1457	PTI	886	0	61		
	Fla DOT	767	CTI	230	PTI	158	0	68		
Silver Star	CSX	1139	FTI	341	DSR	275	0	1,209		
	CFRC	2347	DCS	1308	CTI	359	0	61		
	Fla DOT	1041	CTI	580	DSR	247	0	68		
	NS	245	PTI	188	DCS	27	0	28		
Southwest Chief	BNSF	673	DSR	224	FTI	171	0	2,198		
	NMDOT	1489	DSR	955	CTI	271	0	80		
Sunset Limited	BNSF	1457	DSR	941	DCS	236	0	190		
	UP	1391	FTI	704	DCS	189	0	1,784		
Texas Eagle	BNSF	2261	DSR	1078	FTI	596	0	126		
	CN	2300	FTI	1322	DCS	396	0	37		
	UP	1819	FTI	833	DCS	246	0	1,104		

^aThis 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.

^bFor 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.

^dRichmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk 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 8:
OFF-NEC AMTRAK RESPONSIBLE DELAYS BY SERVICE**
Minutes of Delay Per 10,000 Train-Miles

Service	3rd Quarter FY 2014					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	56	OTH	29	HLD	8	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News/Norfolk ^d	410	HLD	217	ADA	73	0
Lynchburg ^e	375	HLD	154	OTH	91	0
All Other Northeast Regional	265	OTH	90	HLD	61	0
Non-NEC Corridor Routes						
Capitol Corridor	176	HLD	43	ADA	36	0
Carolinian	419	HLD	196	ADA	140	0
Cascades	278	HLD	61	ADA	56	0
Downeaster	229	OTH	98	ITI	83	0
Empire Corridor						
Adirondack	191	SVS	115	HLD	115	0
Ethan Allen Express	134	HLD	130	ITI	91	0
Maple Leaf	326	SYS	148	SVS	126	0
New York - Albany ^f	53	HLD	135	ENG	40	0
New York - Niagara Falls	320	SYS	134	HLD	117	0
Heartland Flyer	337	HLD	131	SYS	87	0
Hiawatha	422	OTH	285	HLD	67	0
Hoosier State	545	SYS	274	OTH	170	0
Illinois						
Carl Sandburg / Illinois Zephyr	167	HLD	76	ENG	29	0
Illini / Saluki	425	OTH	177	HLD	74	0
Lincoln Service	184	SYS	61	HLD	50	0
Michigan						
Blue Water	390	OTH	158	HLD	157	0
Pere Marquette	424	SYS	165	HLD	148	0
Wolverine	364	OTH	163	SYS	107	0
Kansas City - St. Louis	311	HLD	98	SYS	68	0
Pacific Surfliner	385	HLD	136	ENG	58	0
Pennsylvanian	301	HLD	110	OTH	72	0
Piedmont	510	ADA	149	HLD	145	0
San Joaquin	399	HLD	134	ADA	99	0
Vermont	192	OTH	45	HLD	44	0
Long-Distance Routes						
Auto Train	520	ITI	292	SYS	90	0
California Zephyr	465	SYS	171	SVS	77	0
Capitol Limited	293	HLD	138	ENG	80	0
Cardinal	454	SYS	122	OTH	82	0
City of New Orleans	262	HLD	84	OTH	67	0
Coast Starlight	553	HLD	148	SYS	106	0
Crescent	297	HLD	78	ADA	65	0
Empire Builder	713	CON	328	SYS	159	0
Lake Shore Ltd	460	HLD	302	CON	117	0
Palmetto	172	ADA	59	HLD	54	0
Silver Meteor	373	ADA	149	HLD	96	0
Silver Star	451	HLD	174	ADA	126	0
Southwest Chief	286	HLD	123	ENG	53	0
Sunset Limited	466	HLD	146	SVS	97	0
Texas Eagle	570	HLD	171	SYS	105	0

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

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

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

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

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

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

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

Service	Host ^b	3rd Quarter FY 2014						Route Miles
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance ^c	
			#1	Minutes	#2	Minutes		
Acela Express								
Standard		265						
Acela Express	Amtrak	321	CTI	36	DSR	34	0	401
Other Services								
Standard		475						
Keystone	Amtrak	246	ENG	36	HLD	30	0	195
Cardinal	Amtrak	838	ENG	156	ITI	107	0	226
Carolinian	Amtrak	556	MTI	84	HLD	73	0	226
Crescent	Amtrak	620	ENG	120	PTI	86	0	226
Northeast Regional	Amtrak	490	ENG	60	HLD	55	0	
Richmond / Newport News/Norfolk ^d	Amtrak	498	HLD	71	ENG	60	0	463
Lynchburg ^e	Amtrak	480	HLD	71	ENG	70	0	463
All Other Northeast Regional	Amtrak	488	CON	66	ENG	59	0	463
Palmetto	Amtrak	419	ENG	62	CTI	50	0	226
Pennsylvanian	Amtrak	317	ENG	75	PTI	45	0	195
Silver Meteor	Amtrak	901	ENG	180	PTI	153	0	226
Silver Star	Amtrak	765	MTI	106	ENG	95	0	226
Vermont	Amtrak	451	ENG	54	SVS	52	0	304

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

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

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

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

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

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

Service	3rd Quarter FY 2014					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard	82	80	80	80	80	80
Acela Express						
Acela Express	76	82	76	81	66	58
Other NEC Corridor Routes						
Keystone Service	80	86	71	79	54	N/A
Northeast Regional (Boston - Washington)	79	85	74	79	57	65
Newport News ^b	76	83	67	83	53	63
Norfolk ^c	84	84	73	85	62	66
Richmond ^d	82	86	73	86	61	64
Lynchburg ^e	84	75	73	83	56	57
New Haven - Springfield	76	81	68	80	52	55
Non-NEC Corridor Routes						
Capitol Corridor	90	92	83	90	77	68
Carolinian	83	84	78	84	60	69
Cascades	89	87	80	86	76	67
Downeaster	89	90	82	91	75	73
Empire Corridor						
Adirondack	73	72	68	73	55	59
Ethan Allen Express	87	87	75	87	68	60
Maple Leaf	79	84	71	84	60	64
New York - Albany ^f	81	86	71	81	62	N/A
Heartland Flyer	86	91	85	90	85	73
Hiawatha	92	90	80	89	77	N/A
Hoosier State	76	83	76	78	71	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	87	86	80	84	75	62
Illini / Saluki	79	79	75	83	68	63
Lincoln Service	82	85	72	85	66	68
Michigan						
Blue Water	76	84	73	78	69	65
Pere Marquette	84	82	78	89	78	60
Wolverine	78	83	75	81	65	66
Kansas City - St. Louis	89	83	83	85	70	60
Pacific Surfliner	86	86	79	87	71	65
Pennsylvanian	89	87	78	89	64	64
Piedmont	94	93	86	93	86	N/A
San Joaquins	91	91	85	88	73	77
Vermont	80	82	73	83	57	58
Long-Distance Routes						
Auto Train	68	81	71	65	69	64
California Zephyr	77	82	70	76	60	66
Capitol Limited	78	81	69	75	66	66
Cardinal	76	78	69	78	61	62
City of New Orleans	83	87	80	80	73	76
Coast Starlight	83	84	75	84	66	67
Crescent	78	82	63	78	59	70
Empire Builder	58	78	60	75	58	65
Lake Shore Ltd	74	77	59	72	55	67
Palmetto	82	85	75	83	61	70
Silver Meteor	76	80	63	72	52	64
Silver Star	77	79	66	76	53	71
Southwest Chief	82	85	73	76	63	73
Sunset Limited	81	80	73	78	65	68
Texas Eagle	77	81	72	78	65	69

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

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

^c Norfolk includes all trains between Norfolk and points on the NEC.

^d Richmond includes all trains between Richmond and points on the NEC.

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

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

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

Service	3rd Quarter FY 2014		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	22	87	0.25
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Other NEC Corridor Routes

Keystone Service	20	35	0.58
Total Northeast Regional	113	143	0.79
Richmond / Newport News ^b	32	40	0.80
Lynchburg ^c	8	11	0.76
All Other Northeast Regional	73	92	0.79

Non-NEC Corridor Routes

Capitol Corridor	6	29	0.21
Carolinian	5	13	0.38
Cascades	11	24	0.47
Downeaster	0	11	0.00
Empire Corridor	11	54	0.20
Adirondack	4	7	0.56
Ethan Allen Express	0	5	0.00
Maple Leaf	4	9	0.47
New York - Albany ^d	1	17	0.06
New York - Niagara Falls	2	17	0.12
Heartland Flyer	0	4	0.00
Hiawatha	7	11	0.66
Hoosier State	4	2	1.96
Illinois	17	41	0.41
Carl Sandburg / Illinois Zephyr	4	9	0.43
Illini / Saluki	9	11	0.81
Lincoln Service	4	21	0.19
Michigan	11	26	0.42
Blue Water	4	6	0.69
Pere Marquette	0	3	0.00
Wolverine	7	17	0.41
Kansas City - St. Louis	0	9	0.00
Pacific Surfliner	27	40	0.68
Pennsylvanian	3	8	0.37
Piedmont	2	6	0.32
San Joaquins	20	34	0.59
Vermont	5	11	0.47

Long-Distance Routes

Auto Train	10	16	0.61
California Zephyr	33	44	0.75
Capitol Limited	13	14	0.90
Cardinal	9	9	1.02
City of New Orleans	6	17	0.35
Coast Starlight	17	25	0.67
Crescent	17	25	0.68
Empire Builder	22	47	0.47
Lake Shore Ltd	17	20	0.84
Palmetto	6	16	0.37
Silver Meteor	24	26	0.91
Silver Star	20	28	0.72
Southwest Chief	15	42	0.36
Sunset Limited	9	16	0.57
Texas Eagle	23	23	0.99

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

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

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

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

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

Service	3rd Quarter FY 2014	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.12	2.72
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Amtrak Corridor

Keystone	0.00	0.59
Northeast Regional	0.02	3.02

Short Distance

Capitols	0.00	0.21
Carolinian	0.11	10.62
Cascades	0.00	2.07
Downeaster	0.06	1.59
Empire Corridor		
Adirondack	0.10	4.75
Empire Service	0.01	1.87
Ethan Allen Express	0.00	1.51
Maple Leaf	0.00	11.93
Heartland Flyer	0.38	7.24
Hiawatha	0.00	0.60
Hoosier State	0.00	9.06
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	1.47
Illini / Saluki	0.01	7.31
Lincoln Service	0.06	3.26
Michigan		
Blue Water	0.00	5.84
Pere Marquette	0.00	6.38
Wolverine	0.20	7.27
Kansas City - St. Louis	0.09	14.67
Pacific Surfliner	0.04	1.91
Pennsylvanian	0.01	1.94
Piedmont	0.00	5.56
San Joaquins	0.04	2.76
Vermont	0.04	3.19

Long Distance

Auto Train	5.52	41.08
California Zephyr	5.93	61.84
Capitol Limited	1.31	27.82
Cardinal	1.05	25.40
City of New Orleans	1.20	12.28
Coast Starlight	1.38	13.23
Crescent	0.79	18.19
Empire Builder	2.39	44.16
Lake Shore Ltd	0.94	27.12
Palmetto	0.35	14.21
Silver Meteor	1.23	27.46
Silver Star	0.67	17.94
Southwest Chief	1.96	20.99
Sunset Limited	3.15	31.76
Texas Eagle	2.28	38.36

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2014						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	1,347	61	23	109	1,155		2,695
Amtrak Premium	38	0	0	4	76		118
Acela Express	38	0	0	4	76		118
Amtrak Corridor	26	1	3	8	6		44
Keystone	0	0	0	0	0		0
Northeast Regional	26	1	3	8	6		44
Short Distance	60	2	0	13	41		116
Capitols	0	0	0	0	0		0
Carolinian	1	0	0	2	8		11
Cascades	0	0	0	0	0		0
Downeaster	2	0	0	5	0		7
Empire Corridor	5	0	0	0	2		7
Adirondack	5	0	0	0	0		5
Empire Service	0	0	0	0	2		2
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	0	0	0	0	0		0
Heartland Flyer	8	0	0	0	0		8
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	10	0	0	1	0		11
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	1	0	0	0	0		1
Lincoln Service	9	0	0	1	0		10
Michigan	15	0	0	2	7		24
Blue Water	0	0	0	0	0		0
Pere Marquette	0	0	0	0	0		0
Wolverine	15	0	0	2	7		24
Kansas City - St. Louis	1	0	0	1	2		4
Pacific Surfliner	9	0	0	0	16		25
Pennsylvanian	0	0	0	0	1		1
Piedmont	0	0	0	0	0		0
San Joaquins	9	2	0	0	4		15
Vermont	0	0	0	2	1		3
Long Distance	1,223	58	20	84	1,032		2,417
Auto Train	78	6	0	4	307		395
California Zephyr	433	13	4	11	101		562
Capitol Limited	47	2	0	13	23		85
Cardinal	14	0	2	2	11		29
City of New Orleans	57	1	0	0	24		82
Coast Starlight	65	3	0	10	89		167
Crescent	25	0	0	3	34		62
Empire Builder	152	4	6	6	92		260
Lake Shore Ltd	50	12	0	3	39		104
Palmetto	2	0	1	0	17		20
Silver Meteor	41	3	0	8	62		114
Silver Star	34	0	0	1	36		71
Southwest Chief	114	7	1	8	58		188
Sunset Limited	48	2	3	9	24		86
Texas Eagle	63	5	3	6	115		192

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

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2014					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	1,260	191	3,857	1,913	2,802	10,023
Amtrak Premium	39	4	38	55	70	206
Acela Express	39	4	38	55	70	206
Amtrak Corridor	189	40	146	190	329	894
Keystone	9	8	9	24	34	84
Northeast Regional	180	32	137	166	295	810
Short Distance	248	59	625	382	586	1,900
Capitols	8	1	9	6	12	36
Carolinian	17	12	123	39	59	250
Cascades	17	2	108	16	38	181
Downeaster	17	0	7	5	16	45
Empire Corridor	42	8	41	48	66	205
Adirondack	7	2	4	17	13	43
Empire Service	19	2	17	26	25	89
Ethan Allen Express	0	1	3	0	6	10
Maple Leaf	16	3	17	5	22	63
Heartland Flyer	3	4	7	2	6	22
Hiawatha	0	0	8	2	6	16
Hoosier State	0	0	0	0	2	2
Illinois	29	11	47	36	67	190
Carl Sandburg / Illinois Zephyr	2	0	1	5	3	11
Illini / Saluki	9	4	24	3	23	63
Lincoln Service	18	7	22	28	41	116
Michigan	21	6	92	20	55	194
Blue Water	2	0	62	5	27	96
Pere Marquette	2	2	4	1	0	9
Wolverine	17	4	26	14	28	89
Kansas City - St. Louis	13	1	8	2	12	36
Pacific Surfliner	35	5	110	52	67	269
Pennsylvanian	5	4	13	10	6	38
Piedmont	1	0	3	74	73	151
San Joaquins	29	5	35	59	88	216
Vermont	11	0	14	11	13	49
Long Distance	784	88	3,048	1,286	1,817	7,023
Auto Train	49	12	134	42	81	318
California Zephyr	117	16	364	278	187	962
Capitol Limited	33	10	101	35	99	278
Cardinal	20	0	49	16	18	103
City of New Orleans	16	0	97	50	82	245
Coast Starlight	46	10	462	147	185	850
Crescent	47	1	200	85	102	435
Empire Builder	75	5	326	88	158	652
Lake Shore Ltd	66	2	119	78	119	384
Palmetto	14	1	41	16	42	114
Silver Meteor	73	10	385	88	148	704
Silver Star	53	3	281	61	127	525
Southwest Chief	58	12	185	121	180	556
Sunset Limited	26	5	111	23	67	232
Texas Eagle	91	1	193	158	222	665

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2014					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	952	1,647	452	2,842	2,498	8,391
Amtrak Premium	27	17	7	70	20	141
Acela Express	27	17	7	70	20	141
Amtrak Corridor	40	131	20	249	176	616
Keystone	1	17	2	5	1	26
Northeast Regional	39	114	18	244	175	590
Short Distance	53	362	45	373	310	1,143
Capitols	0	3	0	1	0	4
Carolinian	6	92	8	48	92	246
Cascades	12	4	0	23	5	44
Downeaster	4	20	1	3	1	29
Empire Corridor	2	65	12	54	69	202
Adirondack	0	16	0	6	19	41
Empire Service	0	16	0	21	30	67
Ethan Allen Express	2	7	0	2	2	13
Maple Leaf	0	26	12	25	18	81
Heartland Flyer	0	4	0	0	7	11
Hiawatha	0	1	0	0	0	1
Hoosier State	0	1	0	0	0	1
Illinois	6	46	10	60	24	146
Carl Sandburg / Illinois Zephyr	0	1	1	6	4	12
Illini / Saluki	1	30	0	26	12	69
Lincoln Service	5	15	9	28	8	65
Michigan	4	46	2	44	27	123
Blue Water	0	10	0	9	7	26
Pere Marquette	0	2	0	3	0	5
Wolverine	4	34	2	32	20	92
Kansas City - St. Louis	5	12	1	10	0	28
Pacific Surfliner	8	6	1	38	25	78
Pennsylvanian	3	4	2	18	19	46
Piedmont	1	12	0	2	4	19
San Joaquins	0	34	7	49	28	118
Vermont	2	12	1	23	9	47
Long Distance	832	1,137	380	2,150	1,992	6,491
Auto Train	83	56	18	164	67	388
California Zephyr	156	139	42	546	432	1,315
Capitol Limited	40	47	16	125	109	337
Cardinal	17	25	4	39	53	138
City of New Orleans	36	28	6	76	49	195
Coast Starlight	61	45	69	106	86	367
Crescent	22	70	21	100	108	321
Empire Builder	120	67	58	139	169	553
Lake Shore Ltd	65	97	10	143	118	433
Palmetto	8	72	6	53	58	197
Silver Meteor	37	136	21	157	221	572
Silver Star	24	105	41	124	153	447
Southwest Chief	68	69	21	150	145	453
Sunset Limited	11	23	10	27	70	141
Texas Eagle	84	158	37	201	154	634

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

3rd Quarter FY 2014

Amtrak System		2555
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Division

Boston		148
California		378
Central		225
Empire		336
New York		63
Southeast		394
Southwest		472
Northwest		84
Washington		455

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 2013
Connectivity	20.9%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	4.7%
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:
ROUTE DESCRIPTIONS**

Service	Routing
Acela Express	
Acela Express	Between Boston, New York (Penn Station) and Washington
Other NEC Corridor Routes	
Keystone	Between Harrisburg, Philadelphia and New York (Penn Station)
Northeast Regional	
Richmond / Newport News/Norfolk	Between Norfolk, Newport News, Richmond , New York (Penn Station) and Boston
Lynchburg	Between Lynchburg and Boston
All Other Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station) and Washington
New Haven - Springfield ¹	Between New Haven and Springfield
Non-NEC Corridor Routes	
Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station) and San Jose
Carolinian	Between Charlotte and New York (Penn Station)
Cascades	Between Eugene, Portland, Seattle and Vancouver
Downeaster	Between Boston (North Station), Portland and Brunswick
Empire Corridor	
Adirondack	Between New York (Penn Station) and Montreal
Empire Service ¹	Between New York (Penn Station) to Albany and Niagara Falls
Ethan Allen Express	Between New York (Penn Station) and Rutland
Maple Leaf	Between New York (Penn Station) and Toronto
New York - Albany ²	Between New York (Penn Station) and Albany
New York - Niagara Falls ²	Between New York (Penn Station) and Niagara Falls
Heartland Flyer	Between Fort Worth and Oklahoma City
Hiawatha	Between Chicago and Milwaukee
Hoosier State	Between Chicago and Indianapolis
Illinois	
Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy
Illini / Saluki	Between Chicago and Carbondale
Lincoln Service	Between Chicago and St. Louis
Michigan	
Blue Water	Between Chicago and Port Huron
Pere Marquette	Between Chicago and Grand Rapids
Wolverine	Between Chicago and Pontiac
Kansas City - St. Louis	Between Kansas City and St. Louis
Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles and San Diego
Pennsylvanian	Between New York (Penn Station) and Pittsburgh
Piedmont	Between Charlotte and Raleigh
San Joaquin	Between Bakersfield, Oakland (Jack London Square Station) and Sacramento
Vermonter	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
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
DBS	Debris	Debris strikes
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	Movable bridge openings for marine traffic where no bridge failure is involved
NOD	Unused Recovery Time	Waiting for scheduled departure time at a station
POL	Police-Related	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	Trespasser incidents including road crossing accidents, trespasser / animal strikes, vehicle stuck on track ahead, bridge strikes
UTL	Utility company failure	Failure due to utility company issue
WTR	Weather-Related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

Host Railroad Codes	
Code	Company
Amtrak	Amtrak
BBRR	Buckingham Branch Railroad
BNSF	Burlington Northern Santa Fe
CFRC	Central Florida Rail Corridor
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CSX	CSX Corporation
Fla DOT	Florida Department of Transportation
MBTA	Massachusetts Bay Transportation Authority
Metra	Metra
MIDOT	Michigan Department of Transportation
MNRR	Metro-North Railroad
NECR	New England Central Railroad
NMDOT	New Mexico Department of Transportation
NS	Norfolk Southern
PanAm	Pan Am Railways
SCRRA	Southern California Regional Rail Authority
SDNRR	San Diego Northern Railway Inc.
UP	Union Pacific
VTR	Vermont Railway System

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2014	3rd Quarter FY 2014

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-2.1	78.1%	91.3%
	2103	-2.3	90.6%	95.5%
	2104	-1.2	87.5%	93.8%
	2107	-3.1	92.2%	95.7%
	2109	-3.2	76.6%	87.7%
	2110	-1.2	93.8%	95.9%
	2117	-1.8	79.4%	92.2%
	2119	-0.8	81.3%	86.8%
	2121	-2.3	81.3%	90.2%
	2122	-1.1	81.3%	83.5%
	2124	-3.6	68.8%	76.5%
	2126	-3.0	84.4%	84.3%
	2128	Not Available	85.9%	91.5%
	2150	-1.1	64.1%	76.1%
	2151	-1.2	79.7%	86.0%
	2153	-3.2	81.3%	89.7%
	2154	-0.9	75.0%	77.1%
	2155	-0.7	81.3%	88.9%
	2158	0.0	71.9%	76.4%
	2159	-0.8	57.8%	69.9%
	2160	-0.6	73.4%	76.4%
	2163	-2.2	64.1%	80.0%
	2164	-1.1	75.0%	79.3%
	2165	-1.1	62.5%	83.0%
	2166	-1.0	87.5%	84.9%
	2167	-1.5	59.4%	77.0%
	2168	-1.6	85.9%	76.1%
	2170	-3.0	73.4%	74.0%
	2171	-1.9	75.0%	85.1%
	2172	-2.3	64.1%	68.0%
	2173	-2.2	54.7%	67.4%
	2175	Not Available	67.2%	77.4%
	2190	-0.6	81.3%	80.8%
	2203	0.1	100.0%	100.0%
	2205	-0.3	100.0%	100.0%
	2207	1.0	100.0%	100.0%
	2208	-2.4	92.3%	94.2%
	2211	-0.4	84.6%	86.5%
	2212	0.5	100.0%	100.0%
	2213	-1.0	92.3%	97.1%
	2216	1.0	100.0%	100.0%
	2220	-1.0	92.9%	92.8%
	2221	-0.4	100.0%	100.0%
	2222	-0.3	92.3%	92.3%
	2225	-0.4	100.0%	100.0%
	2228	-1.1	92.3%	93.2%
	2250	0.1	66.7%	78.8%
	2251	-0.9	71.4%	77.3%
	2252	-0.2	61.5%	73.4%
	2253	-0.9	74.1%	82.2%
	2254	0.1	69.2%	71.8%
	2255	0.7	84.6%	91.4%
	2256	0.6	84.6%	85.1%
	2257	0.5	92.3%	93.9%
	2258	-0.1	92.3%	88.6%
	2259	-1.1	92.3%	91.5%
	2290	-1.3	85.7%	77.4%
	2297	0.8	92.3%	96.4%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2014	3rd Quarter FY 2014

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	66	2.6	84.6%	63.4%
	67	-1.0	82.4%	87.7%
	71	Not Available	100.0%	82.7%
	82	0.8	100.0%	88.6%
	83	1.1	23.1%	48.2%
	84	-2.6	85.9%	81.0%
	85	-1.0	54.7%	80.7%
	86	1.6	75.0%	67.5%
	87	2.5	76.9%	81.0%
	88	-0.7	81.5%	71.3%
	93	-0.5	47.1%	65.9%
	94	-0.6	53.1%	32.8%
	95	0.9	25.0%	65.7%
	99	0.7	66.7%	79.9%
	125	Not Available	65.6%	76.8%
	157	Not Available	92.3%	95.4%
	164	Not Available	77.8%	78.2%
174	Not Available	89.1%	78.4%	
194	-0.8	92.6%	69.5%	
195	0.9	51.9%	61.9%	
Lynchburg ^d	145	-1.5	76.9%	71.3%
	147	-0.7	85.7%	84.8%
	156	-14.1	92.6%	94.6%
	171	-7.6	75.0%	84.2%
	176	-6.6	85.9%	76.4%
All Other Northeast Regional				
	110	-2.1	63.5%	85.9%
	111	0.1	85.7%	93.4%
	121	-1.5	92.9%	100.0%
	123	Not Available	100.0%	100.0%
	126	Not Available	84.6%	90.5%
	127	-3.4	80.6%	93.4%
	129	-3.3	75.0%	88.5%
	130	-1.5	89.1%	93.1%
	131	-1.4	96.3%	98.8%
	132	Not Available	92.3%	88.6%
	133	-3.5	38.5%	67.7%
	134	-0.5	57.7%	81.4%
	135	-0.3	92.6%	86.9%
	136	0.9	76.9%	79.5%
	137	-1.1	89.1%	89.3%
	138	-1.7	73.4%	85.2%
	139	Not Available	100.0%	94.2%
	140	2.0	92.6%	95.5%
	141	0.8	85.9%	91.8%
	143	0.6	85.2%	79.4%
	146	1.7	85.7%	95.5%
	148	0.3	73.4%	77.1%
	150	-0.3	96.3%	99.5%
	151	-0.7	89.1%	98.1%
	152	-0.9	81.5%	87.5%
	153	-1.1	92.6%	97.1%
	154	2.0	100.0%	100.0%
	155	0.4	100.0%	100.0%
	158	1.4	96.3%	98.2%
	159	2.6	96.3%	99.3%
	160	-0.8	85.2%	87.6%
	161	0.8	77.8%	83.2%
	162	0.9	88.9%	90.1%
	163	-1.1	74.1%	75.7%
	165	-0.9	100.0%	93.1%
166	-3.0	92.3%	99.3%	
167	-0.5	78.6%	86.2%	
168	0.0	92.9%	93.8%	
169	-0.7	85.2%	91.9%	
170	-2.1	82.8%	80.6%	
172	0.0	79.7%	76.6%	
173	0.0	76.6%	82.5%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2014	3rd Quarter FY 2014
	175	-1.0	89.1%	91.3%
	177	-0.6	81.3%	81.9%
	178	-2.4	79.7%	79.8%
	179	-0.6	76.6%	90.4%
	180	-1.6	73.4%	93.9%
	181	0.2	87.5%	94.6%
	182	-0.5	92.6%	96.3%
	183	-1.1	73.4%	87.6%
	184	-2.6	73.4%	87.0%
	185	-5.1	76.6%	90.0%
	186	-1.4	68.8%	85.6%
	187	-1.2	75.0%	91.1%
	188	0.0	81.3%	90.3%
	190	-0.8	82.8%	88.1%
	192	1.9	100.0%	100.0%
	193	-2.1	78.1%	88.3%
	196	0.1	84.3%	89.5%
	198	-5.9	72.5%	83.3%
	401	6.8	85.2%	97.6%
	405	6.8	100.0%	100.0%
	432	Not Available	69.2%	86.8%
	450	2.8	63.0%	81.1%
	460	1.7	51.9%	76.3%
	463	3.5	92.6%	97.9%
	464	0.9	40.7%	57.5%
	465	Not Available	92.3%	92.8%
	467	4.9	100.0%	92.2%
	470	1.7	75.0%	83.7%
	475	6.7	96.9%	98.6%
	476	2.1	57.8%	64.3%
	479	6.7	89.1%	90.8%
	488	5.9	44.4%	48.1%
	490	4.0	85.9%	87.7%
	493	5.8	92.2%	96.1%
	494	1.2	34.4%	39.4%
	495	5.4	100.0%	100.0%
	497	7.9	92.3%	92.8%
Keystone	600	0.5	98.4%	99.9%
	601	-1.0	96.9%	98.1%
	605	-0.1	93.8%	97.4%
	607	-2.5	98.4%	99.1%
	609	-2.3	90.6%	93.7%
	610	-0.5	92.9%	94.0%
	611	-2.6	100.0%	100.0%
	612	0.9	100.0%	100.0%
	615	-1.5	92.3%	99.3%
	618	-4.2	98.0%	99.0%
	619	-2.3	89.1%	95.3%
	620	-0.2	98.4%	99.1%
	622	0.4	98.4%	98.2%
	637	-4.3	92.3%	100.0%
	639	-2.1	92.2%	97.1%
	640	-1.0	75.0%	96.0%
	641	-1.1	90.6%	96.6%
	642	0.0	92.2%	98.2%
	643	0.2	84.4%	92.1%
	644	-1.8	84.4%	96.1%
	645	-0.8	90.6%	95.3%
	646	-0.8	96.9%	99.0%
	647	-1.0	90.6%	97.7%
	648	-1.6	85.9%	96.6%
	649	-1.8	93.8%	97.5%
	650	0.3	95.3%	98.1%
	651	-0.2	93.8%	98.2%
	652	0.2	85.9%	97.5%
	653	0.2	93.8%	91.0%
	654	0.1	89.1%	96.6%
	655	-0.3	73.4%	83.1%
	656	-1.3	96.9%	97.9%
	658	-0.6	100.0%	100.0%
	660	1.5	96.3%	97.5%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2014	3rd Quarter FY 2014
	661	-0.7	92.6%	98.3%
	662	0.2	100.0%	100.0%
	663	-3.6	100.0%	99.8%
	664	-0.8	88.9%	98.8%
	665	0.1	85.2%	92.8%
	666	-0.1	100.0%	99.8%
	667	-2.3	96.3%	98.3%
	669	-3.9	92.6%	97.0%
	670	0.2	100.0%	99.0%
	671	-7.0	96.3%	97.3%
	672	0.3	100.0%	100.0%
	674	Not Available	100.0%	100.0%
Non-NEC Corridor Routes				
Standard		≥ 0	80.0%	80.0%
Capitol Corridor	520	2.0	95.3%	96.3%
	521	1.5	100.0%	100.0%
	522	3.3	95.3%	98.2%
	523	1.5	98.4%	98.7%
	524	3.9	98.4%	98.5%
	525	2.8	100.0%	100.0%
	526	2.9	95.3%	97.7%
	527	2.1	98.4%	98.5%
	528	3.4	92.2%	92.1%
	529	0.8	96.9%	97.4%
	530	5.0	98.4%	98.4%
	531	3.0	92.2%	98.2%
	532	4.5	98.4%	95.6%
	533	1.9	93.8%	97.1%
	534	3.8	98.4%	98.2%
	535	2.7	92.2%	94.2%
	536	1.4	90.6%	92.3%
	537	2.9	98.4%	96.4%
	538	3.1	96.9%	100.0%
	540	3.4	95.3%	96.9%
	541	3.4	95.3%	99.0%
	542	2.6	96.9%	98.2%
	543	2.6	87.5%	93.1%
	544	3.1	93.8%	94.5%
	545	3.3	96.9%	97.0%
	546	3.2	92.2%	91.2%
	547	1.9	95.3%	95.8%
	548	-0.7	92.2%	93.3%
	549	0.2	92.2%	96.6%
	551	2.3	93.7%	97.0%
	720	2.4	96.3%	98.6%
	723	0.6	100.0%	100.0%
	724	2.7	96.3%	96.0%
	727	1.0	96.3%	97.1%
	728	2.0	100.0%	100.0%
	729	1.1	100.0%	100.0%
	732	3.3	100.0%	99.1%
	733	2.3	100.0%	98.4%
	734	1.3	96.3%	96.8%
	736	3.0	96.3%	97.1%
	737	2.5	92.6%	95.4%
	738	2.8	96.3%	97.2%
	741	1.4	96.3%	97.3%
	742	2.6	100.0%	99.8%
	743	0.4	96.3%	97.6%
	744	1.8	92.6%	96.3%
	745	1.5	96.3%	95.8%
	746	1.2	96.3%	97.2%
	747	2.2	88.9%	95.0%
	748	0.0	92.6%	96.6%
	749	1.8	96.3%	99.5%
	751	0.1	88.9%	96.2%
Carolinian	79	0.5	41.8%	48.0%
	80	1.1	75.8%	69.8%

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

Service	Train Number	Test #1	Test #2	Test #3	
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b	
		Last Four Quarters	3rd Quarter FY 2014	3rd Quarter FY 2014	
Cascades	500	1.3	75.8%	66.6%	
	501	-1.0	80.2%	76.5%	
	503	Not Available	83.3%	87.2%	
	505	Not Available	77.8%	81.1%	
	506	0.6	81.3%	68.0%	
	507	0.9	72.5%	68.5%	
	508	-0.1	76.9%	63.2%	
	509	-0.1	85.7%	77.7%	
	510	-0.1	58.9%	83.6%	
	513	-2.8	75.8%	68.6%	
	516	-3.9	53.8%	67.0%	
	517	-0.9	77.8%	86.4%	
	Downeaster	680	-0.5	48.4%	84.9%
681		-3.5	19.0%	48.1%	
682		-3.6	28.1%	80.8%	
683		-1.3	30.2%	77.5%	
684		-1.3	8.1%	51.3%	
685		-3.4	34.4%	66.7%	
686		-2.5	24.1%	65.6%	
687		-2.9	6.3%	49.6%	
688		-6.2	1.6%	40.3%	
689		-1.4	17.2%	78.9%	
690		-0.6	8.7%	84.7%	
691		-1.1	25.9%	56.1%	
692		-4.0	11.5%	74.4%	
693		0.2	21.7%	72.4%	
694		-1.4	14.8%	56.3%	
695		-3.7	40.7%	74.5%	
696		0.0	30.4%	63.6%	
697		0.5	4.3%	46.9%	
698		-5.4	0.0%	46.2%	
699	-1.5	33.3%	75.7%		
Empire Corridor	Adirondack	68	0.3	27.5%	38.4%
		69	0.8	44.0%	56.1%
	Maple Leaf	63	0.7	56.0%	55.2%
		64	-1.1	47.3%	41.9%
	New York - Albany ^c	230	-0.2	84.4%	95.9%
		232	-1.4	78.1%	93.4%
		233	1.3	59.3%	86.8%
		234	-0.3	90.6%	96.1%
		235	2.1	70.3%	88.2%
		236	0.0	92.3%	97.1%
		237	0.8	67.2%	86.7%
		238	1.7	87.9%	91.4%
		239	-1.8	17.6%	78.8%
		241	0.2	65.9%	91.5%
		242	3.0	70.3%	95.0%
		243	0.8	82.8%	95.9%
		244	0.3	83.5%	94.9%
		245	1.4	78.7%	87.6%
		250	-0.2	100.0%	100.0%
		252	-0.1	100.0%	99.0%
		253	0.5	74.1%	98.4%
		254	-0.2	100.0%	93.6%
		255	-3.9	46.2%	79.1%
	256	2.3	84.6%	94.5%	
	259	Not Available	77.8%	97.8%	
	New York - Niagara Falls	261	0.6	92.6%	95.3%
		280	-1.9	70.5%	61.5%
		281	-0.4	48.4%	47.7%
		283	0.4	58.2%	60.9%
		284	-1.8	48.4%	41.0%
		286	-1.6	Not Available	Not Available
	Ethan Allen Express	288	-0.4	38.5%	34.2%
		290	1.4	56.3%	85.3%
291		3.4	78.2%	79.9%	
292		1.5	92.9%	79.8%	
293		3.0	61.5%	58.7%	
296	0.8	84.6%	90.4%		

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2014	3rd Quarter FY 2014
Heartland Flyer	821	-0.1	24.2%	80.3%
	822	0.7	33.0%	39.6%
Hiawatha	329	-2.1	94.8%	97.4%
	330	-0.4	91.0%	96.9%
	331	-0.1	94.5%	96.9%
	332	-1.3	94.4%	98.4%
	333	-0.9	90.1%	94.9%
	334	0.3	95.6%	99.6%
	335	-0.6	86.8%	94.3%
	336	-0.3	87.9%	98.2%
	337	1.0	91.2%	96.5%
	338	-0.8	89.0%	96.0%
	339	-0.9	93.4%	96.0%
	340	-1.5	96.7%	99.1%
	341	-1.9	83.5%	92.3%
	342	-1.8	90.1%	95.4%
Hoosier State	850	0.1	53.8%	62.5%
	851	2.4	73.1%	76.0%
Illinois				
Carl Sandburg / Illinois Zephyr	380	-1.3	77.8%	75.8%
	381	-2.6	84.6%	86.7%
	382	-1.7	72.5%	73.4%
	383	-1.8	73.6%	73.0%
Illini / Saluki	390	2.3	63.7%	56.8%
	391	2.5	70.3%	44.4%
	392	0.6	33.0%	51.3%
	393	-1.4	63.7%	44.4%
Lincoln Service	300	2.6	76.9%	77.8%
	301	1.9	50.5%	77.1%
	302	2.2	56.0%	55.5%
	303	0.3	33.0%	57.8%
	304	2.0	75.8%	52.0%
	305	0.8	59.3%	66.0%
306	2.2	64.8%	55.4%	
307	2.1	73.6%	73.9%	
Michigan				
Blue Water	364	3.4	68.1%	52.4%
	365	5.9	16.5%	69.2%
Pere Marquette	370	0.7	47.3%	60.0%
	371	2.0	24.2%	82.4%
Wolverine	349	Not Available	16.7%	56.6%
	350	-0.1	67.0%	66.5%
	351	2.9	33.0%	86.6%
	352	-0.3	20.4%	29.4%
	353	2.7	31.5%	69.1%
	354	-2.0	34.1%	29.5%
	355	2.1	50.5%	66.1%
	358	Not Available	23.3%	35.7%
	359	Not Available	56.8%	67.7%
Kansas City - St. Louis	311	5.0	71.6%	72.6%
	313	7.6	73.8%	75.1%
	314	8.3	60.7%	65.1%
	316	10.0	61.9%	67.9%
	562	3.0	95.6%	98.0%
Pacific Surfliner	564	-0.8	95.6%	98.8%
	565	1.5	92.3%	96.9%
	566	-1.1	80.2%	91.6%
	567	-1.7	81.3%	96.7%
	572	-2.3	83.5%	96.1%
	573	-1.7	86.8%	94.1%
	579	0.0	91.2%	97.2%
	580	1.0	73.6%	88.6%
	582	0.7	80.2%	90.0%
	583	-4.7	75.3%	94.4%
	591	0.1	79.1%	85.2%
	595	-2.2	58.2%	84.5%
	761	Not Available	48.4%	84.5%
	763	-0.1	81.3%	89.4%
	768	-0.2	73.6%	94.4%
	769	-0.3	81.3%	89.2%
774	0.3	87.9%	88.5%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2014	3rd Quarter FY 2014
	777	Not Available	85.7%	84.1%
	784	-0.4	82.4%	89.9%
	785	-0.6	76.9%	82.7%
	790	Not Available	79.7%	61.0%
	796	-1.0	60.4%	76.7%
	1761	Not Available	55.6%	83.6%
	1790	Not Available	81.5%	78.3%
Pennsylvanian	42	1.2	92.3%	85.7%
	43	0.6	92.3%	80.1%
Piedmont	73	1.6	93.4%	98.3%
	74	Not Available	70.8%	85.6%
	75	Not Available	57.3%	84.9%
	76	Not Available	61.5%	85.2%
San Joaquin	701	0.9	90.1%	86.4%
	702	-1.1	71.4%	77.9%
	703	0.6	64.8%	68.2%
	704	1.1	79.1%	80.5%
	711	-0.5	84.6%	86.8%
	712	-1.5	59.3%	65.0%
	713	-0.8	62.2%	61.3%
	714	-0.2	52.7%	65.8%
	715	0.0	48.4%	58.8%
	716	0.2	80.2%	79.4%
	717	-0.3	56.0%	70.2%
	718	0.6	83.5%	85.2%
Vermont	54	4.0	88.9%	81.1%
	55	3.2	84.4%	83.2%
	56	3.8	82.8%	68.9%
	57	3.4	92.6%	90.5%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2014	3rd Quarter FY 2014

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	-1.1	64.4%	63.3%
	53	-1.8	66.7%	69.4%
California Zephyr	5	2.6	30.8%	18.6%
	6	2.3	8.8%	34.4%
Cardinal	50	-0.1	25.6%	31.0%
	51	1.4	61.5%	54.4%
Capitol Limited	29	0.5	14.3%	42.8%
	30	0.8	18.7%	12.7%
City of New Orleans	58	0.9	74.7%	54.6%
	59	0.7	79.1%	52.3%
Coast Starlight	11	0.5	79.1%	64.9%
	14	1.5	80.2%	44.9%
Crescent	19	-0.3	44.0%	61.5%
	20	-0.2	58.2%	42.7%
Empire Builder	27	-3.5	12.8%	15.8%
	28	-3.9	57.8%	25.3%
	7	-3.3	15.4%	15.5%
	8	-3.9	0.0%	24.3%
Lake Shore Ltd	448	7.0	38.6%	22.1%
	449	3.1	77.1%	33.8%
	48	0.0	29.7%	24.1%
	49	-2.8	12.1%	32.1%
Palmetto	89	0.7	57.1%	54.1%
	90	0.3	82.4%	79.1%
Silver Meteor	97	-1.3	62.6%	54.5%
	98	-0.2	53.8%	41.5%
Silver Star	91	-0.1	31.9%	40.7%
	92	1.1	63.7%	51.7%
Southwest Chief	3	-0.3	79.1%	44.6%
	4	-0.5	49.5%	44.0%
Sunset Limited	1	3.2	82.1%	54.3%
	2	2.7	30.8%	32.0%
Texas Eagle	21	2.2	65.9%	25.1%
	22	1.9	23.1%	36.6%

^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.

^cRichmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk 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	3rd Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	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	879	DSR	550	DMW	162	0
	2151	MNRR	1111	DCS	405	DSR	298	0
	2153	MNRR	417	DSR	164	DMW	125	0
	2154	MNRR	633	DSR	558	CTI	50	0
	2155	MNRR	162	DSR	73	CTI	56	0
	2158	MNRR	1309	DCS	544	DSR	410	0
	2159	MNRR	1336	DMW	695	DSR	318	0
	2160	MNRR	246	DSR	123	CTI	98	0
	2163	MNRR	1507	DMW	826	DSR	427	0
	2164	MNRR	555	CTI	195	DSR	184	0
	2165	MNRR	368	DSR	273	CTI	53	0
	2166	MNRR	776	CTI	706	DSR	36	0
	2167	MNRR	159	DSR	113	CTI	45	0
	2168	MNRR	555	CTI	293	DSR	126	0
	2170	MNRR	1652	CTI	1409	PTI	112	0
	2171	MNRR	871	DSR	463	CTI	310	0
	2172	MNRR	343	CTI	148	DSR	100	0
	2173	MNRR	879	DSR	578	CTI	162	0
	2175	MNRR	581	DSR	476	CTI	68	0
	2190	MNRR	560	DSR	324	DMW	130	0
	2250	MNRR	536	DSR	430	DCS	73	0
	2251	MNRR	536	DSR	383	DMW	115	0
	2252	MNRR	165	CTI	124	DSR	41	0
	2253	MNRR	1283	DSR	608	DCS	522	0
	2254	MNRR	357	DSR	357	-	-	0
	2255	MNRR	701	DSR	275	DCS	261	0
	2256	MNRR	838	DSR	591	CTI	220	0
	2257	MNRR	165	DSR	165	-	-	0
	2258	MNRR	87	DCS	87	-	-	0
	2259	MNRR	440	DSR	247	DCS	82	0
	2290	MNRR	2551	RTE	1314	DSR	931	0
	2297	MNRR	838	DSR	838	-	-	0

Other NEC Corridor Routes

Service	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
Northeast Regional								
Richmond / Newport News/Norfolk ^a	194	CSX	2190	DSR	915	RTE	356	0
		MNRR	1157	DSR	840	CTI	205	0
	195	CSX	1993	FTI	617	PTI	517	0
		MNRR	1131	CTI	456	DSR	437	0
	66	CSX	2095	DSR	952	FTI	365	0
		MNRR	964	DCS	677	DSR	245	0
	67	CSX	2175	DSR	975	FTI	353	0
		MNRR	198	DSR	106	CTI	57	0
	71	CSX	1233	FTI	556	DSR	480	0
		NS	132	DSR	132	-	-	0
	82	CSX	1282	FTI	411	DSR	279	0
		MNRR	1122	DSR	740	DCS	140	0
	83	CSX	2920	DSR	1036	CTI	581	0
		MNRR	137	DSR	137	-	-	0
	84	CSX	2164	RTE	559	FTI	501	0
	85	CSX	2324	FTI	744	DSR	512	0
	86	CSX	1697	DSR	532	RTE	306	0
		MNRR	377	DSR	257	DCS	86	0
	87	CSX	1512	DSR	530	DCS	404	0
	88	CSX	1820	FTI	807	DSR	409	0
		MNRR	562	DSR	522	RTE	20	0
		NS	55	DSR	55	-	-	0
	93	CSX	2241	CTI	828	DSR	487	0
		MNRR	1320	DSR	830	CTI	266	0
	94	CSX	3423	DSR	1109	FTI	691	0
		MNRR	1844	CTI	762	DSR	723	0
	95	CSX	2892	DSR	1153	FTI	580	0
		MNRR	421	RTE	259	DMW	73	0
	99	CSX	1609	DSR	821	FTI	430	0
		MNRR	701	DSR	377	CTI	205	0

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

Service	Train	Host	3rd Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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Lynchburg ^e	125	CSX		2538	FTI	757	CTI	619	0
		NS		262	RTE	104	DSR	102	0
	157	CSX		849	DSR	386	FTI	212	0
		NS		123	DCS	85	DSR	19	0
	164	CSX		1483	DSR	473	FTI	423	0
		MNRR		1131	DSR	787	CTI	258	0
	174	CSX		1725	FTI	451	DSR	413	0
		MNRR		1077	DSR	882	CTI	103	0
		NS		129	RTE	48	DSR	46	0
	145	MNRR		165	DMW	165	-	-	0
		NS		471	PTI	169	DSR	160	0
	147	MNRR		408	CTI	293	DSR	115	0
		NS		450	FTI	319	DSR	79	0
	156	NS		381	FTI	120	DSR	120	0
171	MNRR		1043	DSR	385	CTI	300	0	
	NS		597	DSR	207	FTI	144	0	
176	MNRR		876	RTE	684	DSR	120	0	
	NS		346	DSR	219	RTE	62	0	
All Other Northeast Regional	132	MNRR		1525	CTI	1374	DSR	151	0
	135	MNRR		2315	CTI	2044	DSR	198	0
	136	MNRR		481	CTI	234	DSR	179	0
	137	MNRR		1735	CTI	1412	DSR	209	0
	139	MNRR		824	DSR	522	PTI	179	0
	140	MNRR		311	DSR	152	CTI	73	0
	141	MNRR		1381	DSR	907	DMW	276	0
	143	MNRR		470	DSR	278	CTI	192	0
	146	MNRR		434	CTI	408	DSR	26	0
	148	MNRR		656	CTI	393	DSR	195	0
	150	MNRR		245	DSR	192	DMW	26	0
	160	MNRR		1806	DSR	787	DCS	635	0
	161	MNRR		741	DSR	628	RTE	60	0
	162	MNRR		675	DMW	218	DCS	192	0
	163	MNRR		853	DCS	622	DSR	99	0
	165	MNRR		655	DSR	430	DCS	159	0
	166	MNRR		508	DSR	385	RTE	82	0
	167	MNRR		357	DSR	357	-	-	0
	168	MNRR		1849	CTI	1798	DSR	51	0
	169	MNRR		853	DSR	708	RTE	93	0
	170	MNRR		126	DMW	109	CTI	14	0
	172	MNRR		592	DSR	427	DMW	64	0
	173	MNRR		802	DSR	524	CTI	116	0
175	MNRR		918	CTI	605	DSR	243	0	
177	MNRR		773	DSR	388	CTI	279	0	
178	MNRR		1016	CTI	884	DSR	78	0	
179	MNRR		1180	DSR	924	RTE	123	0	
190	MNRR		1270	CTI	547	DSR	499	0	

Non-NEC Corridor Routes

Capitol Corridor	520	UP		383	FTI	136	DCS	105	0
	521	UP		291	RTE	87	PTI	81	0
	522	UP		324	DCS	77	PTI	72	0
	523	UP		488	PTI	164	DCS	108	0
	524	UP		389	PTI	145	RTE	101	0
	525	UP		105	FTI	38	DCS	22	0
	526	UP		666	PTI	250	DCS	195	0
	527	UP		698	PTI	261	DCS	184	0
	528	UP		857	PTI	330	DCS	270	0
	529	UP		409	RTE	106	FTI	104	0
	530	UP		604	DCS	163	RTE	136	0
	531	UP		937	PTI	590	DCS	142	0
	532	UP		540	RTE	194	DCS	140	0
	533	UP		469	FTI	144	PTI	112	0
	534	UP		288	DCS	118	DMW	52	0
	535	UP		844	DCS	290	CTI	214	0
	536	UP		840	FTI	273	DCS	263	0
	537	UP		641	PTI	323	RTE	94	0
	538	UP		296	RTE	132	PTI	53	0
	540	UP		198	PTI	122	DCS	43	0
	541	UP		179	DCS	97	FTI	57	0

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

Service	Train	Host	3rd Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900				
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	542	UP		337	PTI	123	RTE	91	0
	543	UP		502	PTI	230	CTI	74	0
	544	UP		407	PTI	138	DCS	84	0
	545	UP		274	PTI	102	FTI	55	0
	546	UP		624	RTE	246	PTI	168	0
	547	UP		301	PTI	189	RTE	57	0
	548	UP		442	PTI	116	FTI	111	0
	549	UP		446	PTI	155	DCS	104	0
	551	UP		361	PTI	189	FTI	80	0
	720	UP		318	RTE	136	PTI	93	0
	723	UP		383	PTI	158	RTE	83	0
	724	UP		615	PTI	327	RTE	189	0
	727	UP		394	RTE	197	DCS	80	0
	728	UP		310	DCS	133	PTI	100	0
	729	UP		583	PTI	301	FTI	119	0
	732	UP		174	PTI	81	RTE	55	0
	733	UP		485	PTI	213	RTE	180	0
	734	UP		294	DCS	105	PTI	105	0
	736	UP		191	DCS	89	PTI	47	0
	737	UP		444	PTI	250	RTE	180	0
	738	UP		326	PTI	140	RTE	85	0
	741	UP		327	PTI	136	FTI	69	0
	742	UP		358	RTE	116	PTI	108	0
	743	UP		560	PTI	241	DCS	194	0
	744	UP		89	DCS	53	RTE	17	0
	745	UP		305	DCS	170	PTI	89	0
	746	UP		394	DCS	191	PTI	102	0
	747	UP		344	PTI	233	DCS	58	0
	748	UP		516	RTE	261	PTI	191	0
	749	UP		195	DCS	76	RTE	68	0
	751	UP		183	RTE	60	DCS	55	0
Carolinian	79	CSX		1777	FTI	624	PTI	379	0
		NS		686	PTI	247	DCS	184	0
	80	CSX		1885	FTI	824	PTI	351	0
		NS		335	FTI	102	DSR	95	0
Cascades	500	BNSF		1427	FTI	393	DSR	261	0
		UP		1389	FTI	610	PTI	440	0
	501	BNSF		1630	FTI	459	DSR	320	0
	503	UP		1041	FTI	623	PTI	266	0
	505	UP		1278	FTI	942	PTI	149	0
	506	BNSF		1409	FTI	335	DSR	273	0
	507	BNSF		1364	FTI	466	DSR	258	0
		UP		1385	PTI	523	FTI	420	0
	508	BNSF		962	FTI	415	DSR	275	0
	509	BNSF		1170	FTI	304	DSR	234	0
	510	BNSF		2095	FTI	728	PTI	471	0
	513	BNSF		1434	FTI	476	DSR	335	0
	516	BNSF		1607	FTI	465	DSR	391	0
	517	BNSF		1637	PTI	452	DSR	426	0
Downeaster	680	MBTA		1327	CTI	876	DSR	422	0
		PanAm		1420	DSR	1333	FTI	75	0
	681	MBTA		2666	DSR	941	CTI	890	0
		PanAm		1598	DSR	1467	FTI	76	0
	682	MBTA		1492	CTI	649	DSR	492	0
		PanAm		1248	DSR	1124	DCS	60	0
	683	MBTA		1797	DMW	913	DSR	794	0
		PanAm		2022	DSR	1693	DMW	184	0
	684	MBTA		1758	CTI	1088	DSR	499	0
		PanAm		2904	DSR	1731	PTI	1008	0
	685	MBTA		1554	DSR	761	CTI	335	0
		PanAm		1938	DSR	1489	PTI	170	0
	686	MBTA		2185	CTI	1411	FTI	318	0
		PanAm		1792	DSR	1512	FTI	181	0
	687	MBTA		2050	CTI	1368	DCS	302	0
		PanAm		2840	DSR	1710	PTI	770	0
	688	MBTA		2174	CTI	1339	DSR	732	0
		PanAm		3435	PTI	1987	DSR	1312	0
	689	MBTA		1000	DSR	558	DCS	198	0
		PanAm		2399	DSR	2110	DCS	236	0

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

Service	Train	Host	3rd Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900				
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Standard	690	MBTA		1921	CTI	1035	DSR	644	0
		PanAm		1319	DSR	1217	FTI	102	0
	691	MBTA		2486	CTI	1406	DSR	427	0
		PanAm		1450	DSR	1131	FTI	312	0
	692	MBTA		1369	DSR	645	DMW	430	0
		PanAm		1282	DSR	1095	DCS	130	0
	693	MBTA		1783	DSR	863	CTI	690	0
		PanAm		2129	DSR	1829	PTI	153	0
	694	MBTA		911	DSR	529	CTI	360	0
		PanAm		2681	DSR	1432	PTI	1066	0
	695	MBTA		1204	DSR	562	DCS	315	0
		PanAm		1443	DSR	1096	DCS	149	0
	696	MBTA		1093	DSR	334	CTI	322	0
		PanAm		1772	DSR	1727	FTI	28	0
	697	MBTA		702	DSR	552	DCS	127	0
		PanAm		3651	DSR	1913	PTI	1432	0
	698	MBTA		1586	CTI	720	DSR	675	0
		PanAm		2778	PTI	1644	DSR	1030	0
699	MBTA		1260	DCS	675	DSR	551	0	
	PanAm		1683	DSR	1625	DCS	34	0	
Empire Corridor									
Adirondack	68	CN		2637	DSR	867	FTI	653	0
		CP		3140	PTI	1203	FTI	757	0
		Amtrak		1186	PTI	717	DCS	179	0
		MNRR		2479	CTI	1213	DSR	719	0
	69	CN		2423	DSR	924	FTI	786	0
		CP		2496	FTI	811	DSR	567	0
	Amtrak		1112	DCS	256	PTI	246	0	
	MNRR		1365	DSR	661	RTE	333	0	
Maple Leaf	63	CSX		2290	FTI	838	DSR	521	0
		Amtrak		807	PTI	272	DCS	161	0
		MNRR		1273	DSR	637	CTI	383	0
	64	CSX		2435	FTI	1021	DSR	466	0
		Amtrak		1247	PTI	749	DCS	203	0
		MNRR		1641	CTI	797	DSR	504	0
New York - Albany ^f	230	Amtrak		513	DCS	232	RTE	94	0
		MNRR		1141	CTI	522	DSR	316	0
	232	Amtrak		380	DCS	150	PTI	86	0
		MNRR		908	DSR	331	CTI	312	0
	233	Amtrak		705	RTE	223	DSR	186	0
		MNRR		2063	RTE	800	CTI	573	0
	234	Amtrak		259	DCS	177	RTE	33	0
		MNRR		1447	CTI	667	DSR	579	0
	235	Amtrak		622	PTI	207	DSR	140	0
		MNRR		1646	CTI	510	DSR	500	0
	236	Amtrak		412	DCS	135	PTI	116	0
		MNRR		1054	DSR	488	CTI	409	0
	237	Amtrak		582	PTI	209	DCS	115	0
		MNRR		1096	CTI	733	DSR	128	0
	238	Amtrak		855	PTI	374	DMW	113	0
		MNRR		1501	DSR	580	CTI	483	0
	239	Amtrak		923	PTI	405	DSR	181	0
		MNRR		2863	CTI	2195	DSR	308	0
	241	Amtrak		676	DSR	311	RTE	161	0
		MNRR		1347	CTI	511	DSR	381	0
242	Amtrak		731	PTI	347	RTE	113	0	
	MNRR		1597	DSR	687	CTI	410	0	
243	Amtrak		752	DCS	403	DSR	227	0	
	MNRR		1136	DSR	589	CTI	243	0	
244	Amtrak		678	PTI	262	DCS	107	0	
	MNRR		1882	CTI	852	DSR	635	0	
245	Amtrak		858	DCS	463	DSR	139	0	
	MNRR		1176	DSR	530	CTI	453	0	
250	Amtrak		86	DCS	77	RTE	9	0	
	MNRR		692	CTI	366	DSR	297	0	

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

Service	Train	Host	3rd Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900				
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	252	Amtrak	70	RTE	44	DSR	26	0
		MNRR	1166	CTI	639	DSR	314	0
	253	Amtrak	774	DSR	601	PTI	86	0
		MNRR	1308	DSR	704	CTI	308	0
	254	Amtrak	567	DCS	406	DSR	95	0
		MNRR	1292	CTI	761	DSR	302	0
	255	Amtrak	624	DSR	321	DCS	198	0
		MNRR	1836	CTI	1026	DSR	350	0
	256	Amtrak	454	DCS	217	DSR	161	0
		MNRR	1208	DSR	543	RTE	374	0
	259	Amtrak	869	DSR	501	PTI	173	0
		MNRR	1262	DSR	692	RTE	448	0
261	Amtrak	519	DSR	419	DMW	59	0	
	MNRR	779	DSR	483	RTE	157	0	
New York - Niagara Falls	280	CSX	1676	FTI	616	DSR	461	0
		Amtrak	888	PTI	317	DCS	202	0
		MNRR	2172	CTI	956	DSR	531	0
	281	CSX	2005	FTI	872	RTE	408	0
		Amtrak	1054	PTI	337	RTE	217	0
		MNRR	1953	CTI	585	DSR	547	0
	283	CSX	1733	FTI	789	DSR	398	0
		Amtrak	943	RTE	256	DSR	254	0
		MNRR	1905	CTI	719	RTE	533	0
	284	CSX	2193	FTI	773	DSR	556	0
		Amtrak	982	PTI	632	DSR	127	0
		MNRR	2427	CTI	1106	DSR	511	0
286	CSX	Not Available	Not Available	Not Available	Not Available	Not Available	0	
	Amtrak	Not Available	Not Available	Not Available	Not Available	Not Available	0	
	MNRR	Not Available	Not Available	Not Available	Not Available	Not Available	0	
288	CSX	2374	FTI	965	DSR	652	0	
	Amtrak	298	DCS	166	PTI	62	0	
	MNRR	1020	CTI	523	DSR	458	0	
Ethan Allen Express	290	CP	2040	DSR	558	FTI	509	0
		Amtrak	1475	PTI	1016	DCS	187	0
		MNRR	1656	CTI	461	DSR	442	0
		VTR	549	DSR	425	DMW	118	981
	291	CP	1455	FTI	594	DSR	413	0
		Amtrak	903	PTI	451	DSR	209	0
		MNRR	1393	CTI	525	DSR	493	0
		VTR	563	DSR	461	DCS	75	805
	292	CP	3560	PTI	2598	RTE	356	0
		Amtrak	1055	PTI	890	DSR	136	0
		MNRR	1693	DSR	606	CTI	392	0
		VTR	120	DSR	120	-	-	448
293	CP	601	DSR	307	FTI	204	0	
	Amtrak	804	DSR	387	PTI	139	0	
	MNRR	2898	CTI	2512	DSR	193	0	
	VTR	1287	DCS	740	DSR	483	966	
296	CP	2492	PTI	1354	FTI	741	0	
	Amtrak	564	PTI	363	DCS	116	0	
	MNRR	1063	DSR	664	RTE	338	0	
	VTR	193	DSR	193	-	-	483	
Heartland Flyer	821	BNSF	2296	DSR	1144	FTI	724	0
	822	BNSF	2157	DSR	1066	FTI	820	0
Hiawatha	329	CP	223	FTI	176	PTI	20	0
		Metra	500	FTI	135	DCS	135	0
	330	CP	205	FTI	108	DCS	71	0
		Metra	3466	CTI	3058	DCS	191	0
	331	CP	136	FTI	65	DMW	23	0
		Metra	1118	CTI	522	FTI	245	0
	332	CP	303	FTI	180	RTE	63	0
		Metra	1290	CTI	365	DMW	358	0
	333	CP	268	DCS	88	FTI	86	0
		Metra	1150	DMW	638	FTI	203	0
	334	CP	335	FTI	136	DMW	50	0
		Metra	1283	CTI	449	DCS	424	0
335	CP	236	FTI	83	DCS	68	0	
	Metra	1914	CTI	815	FTI	437	0	

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

Service	Train	Host	3rd Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	
Standard			900					
	336	CP	582	FTI	324	RTE	90	0
		Metra	1451	CTI	428	DCS	372	0
	337	CP	288	FTI	174	DCS	106	0
		Metra	953	DCS	232	FTI	225	0
	338	CP	298	FTI	103	DCS	85	0
		Metra	1917	CTI	998	DCS	603	0
	339	CP	197	FTI	68	DCS	56	0
		Metra	2742	CTI	2278	DCS	288	0
	340	CP	490	FTI	304	RTE	81	0
		Metra	1449	CTI	787	DCS	329	0
	341	CP	209	FTI	114	DCS	50	0
		Metra	1192	CTI	499	DCS	322	0
	342	CP	354	FTI	213	DCS	93	0
		Metra	1685	CTI	877	DCS	440	0
Hoosier State	850	CSX	1219	DCS	613	FTI	392	0
	851	CSX	1540	FTI	600	DCS	509	0
Illinois								
Carl Sandburg / Illinois Zephyr	380	BNSF	1195	DSR	535	RTE	225	0
	381	BNSF	1116	DSR	495	FTI	278	0
	382	BNSF	1407	DSR	546	FTI	349	0
	383	BNSF	1299	DSR	476	CTI	237	0
Illini / Saluki	390	CN	1120	FTI	606	DCS	200	0
	391	CN	1110	FTI	617	PTI	162	0
	392	CN	1589	FTI	806	PTI	386	0
	393	CN	1142	FTI	695	PTI	168	0
Lincoln Service	300	CN	1061	FTI	399	DCS	283	0
		UP	811	FTI	354	PTI	246	0
	301	CN	581	FTI	323	RTE	195	0
		UP	1382	PTI	594	FTI	374	0
	302	CN	2242	FTI	1501	DCS	301	0
		UP	1444	PTI	650	FTI	396	0
	303	CN	1683	DCS	653	FTI	537	0
		UP	1585	PTI	524	FTI	320	0
	304	CN	1181	FTI	620	DCS	331	0
		UP	823	PTI	431	FTI	149	0
	305	CN	782	FTI	270	DCS	251	0
		UP	1295	FTI	407	PTI	395	0
	306	CN	1366	FTI	741	DCS	327	0
	UP	1423	PTI	840	FTI	355	0	
307	CN	841	FTI	386	DCS	327	0	
	UP	744	PTI	330	FTI	229	0	
Michigan								
Blue Water	364	Amtrak	399	PTI	173	DSR	113	0
		CN	884	FTI	704	RTE	66	0
		MIDOT	2233	PTI	1154	DSR	704	0
		NS	6630	FTI	2141	DSR	1709	1671
	365	Amtrak	867	PTI	464	DSR	149	0
		CN	1251	FTI	1035	DCS	73	0
		MIDOT	2463	DSR	1593	DMW	405	0
		NS	8280	PTI	2127	FTI	2011	1671
Pere Marquette	370	CSX	543	DCS	179	DSR	170	0
		NS	5797	FTI	1969	DSR	1946	1671
	371	CSX	951	FTI	431	DSR	226	0
	NS	7625	FTI	2143	DSR	2045	1671	
Wolverine	349	Amtrak	219	PTI	101	DSR	67	0
		CN	13889	RTE	13889	-	-	0
		MIDOT	399	DCS	212	DSR	149	0
		NS	11868	FTI	7412	DCS	1671	0
	350	Amtrak	1089	PTI	752	RTE	98	0
		CN	2778	DSR	1078	FTI	693	0
		MIDOT	806	DSR	294	PTI	205	0
		NS	4901	FTI	2703	DSR	1237	1671
	351	Amtrak	806	PTI	425	DCS	119	0
		CN	1111	FTI	440	RTE	261	0
		MIDOT	736	DCS	268	DSR	261	0
		NS	7161	PTI	1946	DSR	1791	1671

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

Service	Train	Host	3rd Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900				
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	352	Amtrak	648	PTI	301	RTE	138	0		
		CN	1419	FTI	741	DCS	252	0		
		MIDOT	1583	PTI	631	DCS	433	0		
		NS	8193	FTI	3713	DSR	2109	1671		
	353	Amtrak	815	PTI	523	DCS	121	0		
		CN	706	FTI	419	RTE	147	0		
		MIDOT	1117	PTI	439	DSR	287	0		
	354	Amtrak	712	DCS	263	PTI	214	0		
		CN	1059	DSR	558	FTI	334	0		
		MIDOT	1202	DSR	425	DCS	337	0		
	355	Amtrak	406	PTI	165	DSR	95	0		
		CN	1667	FTI	489	DSR	477	0		
		MIDOT	1320	PTI	760	DCS	247	0		
	358	Amtrak	519	PTI	178	DSR	164	0		
		CN	1132	DSR	632	FTI	281	0		
		MIDOT	1761	PTI	1048	DCS	252	0		
	359	Amtrak	848	PTI	529	FTI	120	0		
		CN	3498	DSR	1061	RTE	989	0		
		MIDOT	774	DCS	333	DSR	202	0		
	Kansas City - St. Louis	311	UP	1048	FTI	496	PTI	159	0	
			313	UP	1001	FTI	476	PTI	269	0
			314	UP	1426	FTI	1000	DSR	132	0
			316	UP	1124	FTI	494	DSR	321	0
	Pacific Surfliner	562	BNSF	859	DCS	664	DSR	112	0	
SCRRA			410	PTI	149	CTI	130	0		
SDNRR			1514	CTI	1061	PTI	337	0		
564			BNSF	910	FTI	240	DSR	194	0	
565		SCRRA	1064	PTI	421	CTI	356	0		
		SDNRR	677	PTI	325	DMW	99	0		
		566	BNSF	1666	RTE	639	DCS	373	0	
567		SCRRA	754	CTI	333	DSR	247	0		
		SDNRR	576	CTI	417	PTI	59	0		
		568	BNSF	1135	FTI	460	DSR	291	0	
569		SCRRA	2467	PTI	1687	RTE	289	0		
		SDNRR	934	PTI	477	CTI	303	0		
		570	BNSF	1017	RTE	424	DCS	215	0	
571		SCRRA	1001	PTI	389	DSR	345	0		
		SDNRR	1007	CTI	397	PTI	386	0		
		572	BNSF	889	DSR	264	FTI	196	0	
573		SCRRA	1756	PTI	1088	DSR	314	0		
		SDNRR	1039	PTI	566	CTI	225	0		
		574	BNSF	820	DCS	423	FTI	131	0	
575		SCRRA	281	CTI	126	DCS	71	0		
		SDNRR	1325	PTI	831	CTI	404	0		
		576	BNSF	1066	FTI	496	DSR	240	0	
577		SCRRA	496	DSR	274	CTI	146	0		
		SDNRR	944	PTI	546	CTI	238	0		
		578	BNSF	1034	DSR	429	RTE	253	0	
579		SCRRA	1052	PTI	257	RTE	219	0		
		SDNRR	1434	CTI	1202	PTI	143	0		
		580	BNSF	828	RTE	225	DSR	199	0	
581		SCRRA	2049	PTI	1278	DSR	289	0		
		SDNRR	1306	CTI	892	PTI	208	0		
		582	BNSF	2045	RTE	925	FTI	322	0	
583		SCRRA	1878	PTI	1286	DSR	212	0		
		SDNRR	846	CTI	612	PTI	114	0		
		584	BNSF	827	FTI	434	DCS	165	0	
585		SCRRA	590	DSR	231	CTI	193	0		
		SDNRR	1103	PTI	439	CTI	415	0		
	586	BNSF	1917	DBS	951	RTE	303	0		
587	SCRRA	1274	CTI	593	DSR	345	0			
	SDNRR	693	PTI	304	FTI	137	0			

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

Service	Train	Host	3rd Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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Standard	761	SCRRA		1902	PTI	1037	CTI	667	0
		UP		957	PTI	390	DSR	183	0
	763	BNSF		1799	DCS	1170	RTE	250	0
		SCRRA		1008	PTI	440	DSR	174	0
		SDNRR		530	CTI	410	DCS	53	0
		UP		1549	PTI	1119	DCS	189	0
	768	BNSF		1504	DCS	703	DSR	248	0
		SCRRA		1182	CTI	382	PTI	379	0
		SDNRR		752	PTI	394	CTI	244	0
		UP		286	DCS	164	FTI	49	0
	769	BNSF		1993	RTE	930	DSR	337	0
		SCRRA		410	DSR	154	DCS	97	0
		SDNRR		1205	PTI	763	CTI	258	0
		UP		1469	PTI	952	DCS	306	0
	774	BNSF		879	DSR	310	RTE	207	0
		SCRRA		756	PTI	303	CTI	196	0
		SDNRR		921	PTI	647	CTI	203	0
		UP		1100	PTI	689	DSR	175	0
	777	BNSF		1293	RTE	480	DCS	399	0
		SCRRA		893	PTI	505	DSR	139	0
		SDNRR		1494	PTI	1000	CTI	135	0
		UP		1420	PTI	907	DCS	173	0
	784	BNSF		1119	DSR	291	DCS	281	0
		SCRRA		1683	CTI	1193	PTI	200	0
		SDNRR		715	CTI	349	DCS	112	0
		UP		1229	PTI	719	DCS	342	0
	785	BNSF		1191	DCS	302	DSR	286	0
		SCRRA		1076	PTI	565	DSR	195	0
		SDNRR		1934	CTI	950	PTI	825	0
		UP		648	FTI	262	PTI	221	0
	790	BNSF		749	RTE	531	DSR	109	0
		SCRRA		1829	CTI	1416	DCS	94	0
		SDNRR		871	FTI	247	PTI	231	0
		UP		1769	PTI	1079	CTI	175	0
	796	BNSF		1344	FTI	419	DSR	320	0
		SCRRA		1392	PTI	629	CTI	246	0
		SDNRR		305	FTI	148	CTI	107	0
		UP		861	PTI	299	CTI	247	0
	1761	SCRRA		881	PTI	374	FTI	195	0
		UP		707	PTI	461	DSR	110	0
	1790	BNSF		751	DCS	304	RTE	268	0
		SCRRA		311	DSR	100	RTE	80	0
		SDNRR		864	RTE	275	PTI	179	0
		UP		1102	PTI	701	DCS	176	0
Pennsylvanian	42	NS		696	DSR	304	FTI	197	0
	43	NS		822	FTI	467	DSR	186	0
Piedmont	73	NS		376	DSR	131	DCS	93	0
	74	NS		568	DSR	161	DCS	115	0
	75	NS		680	FTI	217	DSR	164	0
	76	NS		663	PTI	166	FTI	146	0
San Joaquin	701	BNSF		946	PTI	415	FTI	359	0
	UP		840	FTI	453	DCS	194	0	
	702	BNSF		1235	PTI	486	FTI	446	0
	UP		752	FTI	459	DCS	155	0	
	703	BNSF		906	PTI	469	FTI	282	0
	UP		862	RTE	493	DCS	167	0	
	704	BNSF		810	FTI	313	PTI	313	0
	UP		930	FTI	540	DCS	198	0	
	711	BNSF		585	FTI	300	PTI	130	0
	UP		1130	PTI	646	DCS	309	0	
	712	BNSF		1249	PTI	548	FTI	408	0
	UP		626	PTI	374	DCS	178	0	
	713	BNSF		1281	PTI	730	FTI	317	0
	UP		1019	PTI	564	DMW	218	0	
	714	BNSF		879	FTI	376	PTI	226	0
	UP		1156	PTI	382	DCS	312	0	
	715	BNSF		972	PTI	495	FTI	257	0
	UP		986	PTI	657	DCS	184	0	

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

Service	Train	Host	3rd Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900					
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	716	BNSF		1038	PTI	449	FTI	335	0
		UP		634	PTI	283	DCS	204	0
	717	BNSF		953	PTI	466	FTI	316	0
		UP		860	PTI	558	DCS	245	0
	718	BNSF		750	PTI	324	FTI	276	0
		UP		1054	PTI	790	DCS	161	0
Vermont	54	MNRR		1138	RTE	754	DSR	231	0
		NECR		508	DSR	479	DCS	25	0
	55	MNRR		1013	CTI	527	DSR	226	0
		NECR		990	DSR	776	FTI	169	0
	56	MNRR		1069	DSR	569	DCS	243	0
		NECR		551	DSR	475	DCS	39	0
	57	MNRR		1052	CTI	463	DSR	278	0
		NECR		746	DSR	701	DCS	39	0

Long Distance Routes

Auto Train	52	CSX		1404	FTI	488	DSR	360	0
		CFRC		3016	FTI	1084	CTI	918	0
	53	CSX		1610	FTI	630	DSR	389	0
California Zephyr		CFRC		2519	DCS	1332	CTI	1118	0
	5	BNSF		1710	DSR	903	FTI	380	0
		UP		1038	FTI	361	DSR	200	0
6	BNSF		1800	DSR	961	FTI	488	0	
		UP		1021	FTI	403	DSR	158	0
	50	BBrRR		2028	FTI	1039	DSR	348	0
Cardinal		CSX		1389	FTI	572	DCS	357	0
		NS		1518	DCS	610	FTI	350	0
	51	BBrRR		1495	PTI	748	DSR	432	0
		CSX		1110	FTI	457	DSR	255	0
		NS		1264	FTI	534	DCS	277	0
	29	CSX		1444	FTI	954	DSR	156	0
Capitol Limited		NS		2957	FTI	1803	DSR	394	0
	30	CSX		1698	FTI	848	DSR	269	0
		NS		2143	FTI	1010	DSR	447	0
City of New Orleans	58	CN		1139	FTI	566	PTI	196	0
	59	CN		1280	FTI	729	DSR	167	0
Coast Starlight	11	BNSF		1297	FTI	432	PTI	303	0
		SCRRA		1628	PTI	865	CTI	573	0
		UP		1198	PTI	457	FTI	348	0
	14	BNSF		614	FTI	188	PTI	167	0
		SCRRA		2489	PTI	1379	CTI	493	0
Crescent		UP		1039	FTI	308	PTI	265	0
	19	NS		1042	FTI	458	DSR	242	0
	20	NS		1006	FTI	493	DSR	240	0
Empire Builder	27	BNSF		1835	FTI	1113	DSR	356	0
	28	BNSF		1418	FTI	844	DSR	301	0
	7	BNSF		2186	FTI	943	DSR	746	0
		CP		2288	FTI	1536	DSR	416	0
		Metra		979	CTI	417	DCS	236	0
	8	BNSF		2681	FTI	1111	DSR	1061	0
		CP		2660	FTI	1764	DSR	459	0
	Metra		2021	CTI	1750	DCS	117	0	
Lake Shore Ltd	448	CSX		1858	CTI	663	FTI	401	0
	449	CSX		1149	FTI	288	PTI	272	0
	48	CSX		2126	FTI	850	DSR	418	0
		MNRR		3314	CTI	1657	DSR	738	0
		NS		2456	FTI	1207	DSR	559	0
	49	CSX		1244	FTI	479	RTE	300	0
Palmetto		MNRR		1794	CTI	716	DSR	635	0
		NS		3222	FTI	1963	DSR	444	0
	89	CSX		1196	FTI	487	PTI	220	0
Silver Meteor	90	CSX		992	FTI	463	PTI	185	0
	97	CSX		998	FTI	375	PTI	218	0
		CFRC		3955	DCS	1373	PTI	1121	0
		Fla DOT		944	CTI	398	PTI	293	0
	98	CSX		927	FTI	320	DSR	198	0
	CFRC		3488	DCS	1541	PTI	651	0	
	Fla DOT		590	DSR	197	DCS	147	0	

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

Service	Train	Host	3rd Quarter FY 2014						MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
Silver Star	91	CSX	1190	FTI	358	PTI	292	0	
		CFRC	3488	DCS	1541	PTI	651	0	
		Fla DOT	1368	CTI	1025	DSR	150	0	
		NS	466	PTI	377	DCS	54	0	
	92	CSX	1088	FTI	323	DSR	285	0	
		CFRC	2081	DCS	929	CTI	406	0	
		Fla DOT	714	DSR	343	DCS	182	0	
		NS	23	DSR	23	-	-	0	
Southwest Chief	3	BNSF	591	DSR	206	FTI	160	0	
		NMDOT	1804	DSR	985	CTI	459	0	
	4	BNSF	756	DSR	242	FTI	182	0	
		NMDOT	1175	DSR	925	CTI	84	0	
Sunset Limited	1	BNSF	1434	DSR	1070	FTI	171	0	
		UP	1203	FTI	619	DSR	179	0	
	2	BNSF	1481	DSR	812	DCS	346	0	
		UP	1579	FTI	788	RTE	252	0	
Texas Eagle	21	BNSF	2001	DSR	936	FTI	577	0	
		CN	2735	FTI	1441	PTI	477	0	
		UP	2005	FTI	1010	DCS	258	0	
	22	BNSF	2544	DSR	1233	FTI	616	0	
		CN	1865	FTI	1203	DCS	380	0	
		UP	1634	FTI	657	PTI	234	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/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

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

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

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

Service	Train	3rd Quarter FY 2014				MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b			
			#1	Minutes		

Standard		325					
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Acela Express

Acela Express	2150	71	ENG	52	OTH	16	0
	2151	74	ENG	85	OTH	17	0
	2153	96	OTH	91	HLD	6	0
	2154	16	HLD	10	ADA	5	0
	2155	3	ADA	3	-	-	0
	2158	47	OTH	42	ADA	3	0
	2159	61	ADA	45	ENG	11	0
	2160	10	ADA	5	CAR	5	0
	2163	140	OTH	84	HLD	45	0
	2164	47	SYS	31	OTH	16	0
	2165	78	CAR	53	OTH	17	0
	2166	63	OTH	52	HLD	10	0
	2167	9	OTH	11	HLD	9	0
	2168	52	ENG	29	OTH	18	0
	2170	60	OTH	45	HLD	16	0
	2171	84	OTH	61	HLD	17	0
	2172	18	OTH	18	-	-	0
	2173	47	HLD	22	OTH	22	0
	2175	17	OTH	17	-	-	0
	2190	31	OTH	28	HLD	3	0
	2250	0	-	-	-	-	0
	2251	51	HLD	26	SYS	26	0
	2252	0	-	-	-	-	0
	2253	218	OTH	132	ADA	33	0
	2254	52	OTH	52	-	-	0
	2255	357	OTH	165	ADA	124	0
	2256	0	-	-	-	-	0
	2257	55	ADA	55	-	-	0
	2258	68	ADA	54	OTH	14	0
	2259	69	HLD	55	OTH	14	0
	2290	132	CAR	96	OTH	36	0
	2297	69	ADA	41	OTH	27	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News/Norfolk ^d	66	367	HLD	195	ADA	77	0
	67	376	HLD	160	ADA	86	0
	71	189	ENG	84	HLD	67	0
	82	167	HLD	145	OTH	22	0
	83	511	HLD	342	ADA	78	0
	84	470	HLD	374	SYS	47	0
	85	535	ENG	378	HLD	102	0
	86	402	HLD	335	OTH	37	0
	87	341	HLD	202	ADA	70	0
	88	273	HLD	97	ADA	66	0
	93	368	HLD	256	OTH	44	0
	94	613	HLD	319	ADA	157	0
	95	620	HLD	277	ADA	149	0
	99	456	HLD	254	ADA	107	0
	125	346	HLD	256	ADA	32	0
	157	135	HLD	107	ADA	14	0
	164	220	HLD	111	INJ	50	0
	174	183	HLD	62	ITI	59	0
	194	762	HLD	409	ADA	226	0
	195	496	HLD	214	OTH	183	0
Lynchburg ^e	145	500	HLD	230	OTH	145	0
	147	420	SVS	150	OTH	110	0
	156	261	HLD	123	OTH	90	0
	171	380	HLD	164	ADA	93	0
	176	371	HLD	148	OTH	93	0
All Other Northeast Regional	132	413	HLD	323	OTH	90	0
	135	298	HLD	298	OTH	20	0
	136	65	ADA	52	OTH	13	0
	137	237	HLD	184	ADA	31	0
	139	426	OTH	288	ADA	124	0

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

Service	Train	3rd Quarter FY 2014					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					
	140	317	OTH	317	-	-	0
	141	511	SVS	438	OTH	50	0
	143	754	SVS	423	OTH	317	0
	146	360	OTH	336	ADA	24	0
	148	47	HLD	21	OTH	21	0
	160	385	OTH	249	ADA	99	0
	161	575	ADA	278	HLD	152	0
	162	236	OTH	186	ENG	25	0
	163	661	CON	271	ENG	172	0
	165	165	HLD	86	OTH	46	0
	166	155	OTH	77	ADA	52	0
	167	38	HLD	38	-	-	0
	168	348	HLD	336	OTH	12	0
	169	450	CON	265	ENG	66	0
	170	34	OTH	29	HLD	5	0
	172	275	ENG	118	OTH	118	0
	173	128	HLD	111	ADA	9	0
	175	379	OTH	282	HLD	78	0
	177	137	OTH	78	ENG	39	0
	178	427	ENG	333	HLD	71	0
	179	195	CON	95	OTH	73	0
	190	80	OTH	75	HLD	5	0

Non-NEC Corridor Routes

Capitol Corridor	520	209	ITI	150	HLD	21	0
	521	36	ENG	14	HLD	11	0
	522	223	ENG	75	HLD	57	0
	523	91	HLD	37	SYS	34	0
	524	161	ADA	61	HLD	58	0
	525	74	HLD	37	SYS	15	0
	526	200	ADA	77	HLD	75	0
	527	227	HLD	88	SYS	87	0
	528	336	ENG	140	ADA	44	0
	529	101	HLD	59	ADA	14	0
	530	177	ADA	39	SYS	34	0
	531	87	HLD	36	SYS	27	0
	532	261	ADA	84	HLD	74	0
	533	123	ADA	45	SYS	38	0
	534	82	ADA	20	CAR	18	0
	535	125	ADA	39	HLD	37	0
	536	127	HLD	39	ADA	35	0
	537	201	ADA	78	HLD	50	0
	538	175	HLD	75	ADA	32	0
	540	238	OTH	173	ENG	29	0
	541	47	HLD	20	CAR	18	0
	542	279	ENG	104	CON	69	0
	543	147	HLD	61	ADA	50	0
	544	215	HLD	83	ADA	48	0
	545	43	HLD	30	ADA	13	0
	546	407	ITI	255	HLD	51	0
	547	48	ADA	15	OTH	14	0
	548	244	ITI	127	CON	40	0
	549	234	CON	90	ADA	60	0
	551	49	OTH	31	ADA	11	0
	720	318	CAR	72	CON	72	0
	723	78	OTH	67	ADA	6	0
	724	69	HLD	39	ENG	28	0
	727	230	ADA	86	HLD	61	0
	728	161	ADA	47	OTH	39	0
	729	131	ADA	71	HLD	28	0
732	127	ITI	51	ADA	47	0	
733	194	ADA	83	HLD	61	0	
734	297	ADA	89	HLD	86	0	
736	247	ADA	67	HLD	61	0	
737	191	CAR	121	HLD	45	0	
738	140	CAR	64	OTH	34	0	
741	166	HLD	58	CAR	55	0	

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

Service	Train	3rd Quarter FY 2014					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
	742	327	HLD	136	ADA	97	0
	743	394	SYS	150	ADA	94	0
	744	247	ITI	89	HLD	53	0
	745	246	CAR	195	ADA	42	0
	746	114	CON	85	ADA	8	0
	747	91	ITI	61	SYS	11	0
	748	197	HLD	58	ADA	55	0
	749	110	ENG	59	SYS	25	0
	751	72	ENG	47	ADA	17	0
Carolinian	79	414	HLD	198	ADA	153	0
	80	424	HLD	193	ADA	127	0
Cascades	500	271	ADA	73	HLD	69	0
	501	327	HLD	85	ADA	70	0
	503	217	OTH	86	CAR	76	0
	505	98	OTH	98	-	-	0
	506	232	ADA	100	SYS	42	0
	507	477	CAR	139	SYS	125	0
	508	294	OTH	115	HLD	61	0
	509	264	ADA	78	HLD	60	0
	510	223	ENG	55	HLD	36	0
	513	273	HLD	97	ADA	67	0
	516	247	ADA	62	HLD	62	0
	517	86	ENG	37	OTH	19	0
Downeaster	680	82	OTH	68	HLD	11	0
	681	487	OTH	448	ADA	21	0
	682	57	HLD	39	ADA	10	0
	683	58	OTH	44	HLD	10	0
	684	48	ENG	35	HLD	8	0
	685	53	HLD	41	ADA	7	0
	686	540	ITI	320	OTH	207	0
	687	882	ITI	683	OTH	130	0
	688	201	OTH	110	INJ	73	0
	689	46	HLD	26	ITI	14	0
	690	228	OTH	228	-	-	0
	691	292	OTH	156	HLD	64	0
	692	82	HLD	55	ADA	33	0
	693	209	ITI	129	HLD	42	0
	694	30	HLD	17	ADA	14	0
	695	87	HLD	58	ADA	21	0
	696	516	ITI	398	OTH	87	0
	697	144	OTH	106	HLD	38	0
	698	127	OTH	64	HLD	48	0
	699	385	ITI	206	OTH	159	0
Empire Corridor							
Adirondack	68	147	HLD	80	ENG	67	0
	69	236	SVS	207	HLD	150	0
Maple Leaf	63	269	SVS	145	SYS	132	0
	64	384	SYS	164	HLD	116	0
New York - Albany ^f	230	17	ENG	37	HLD	12	0
	232	39	ENG	52	HLD	47	0
	233	29	HLD	274	ENG	40	0
	234	25	HLD	39	ENG	34	0
	235	64	HLD	108	CAR	91	0
	236	43	HLD	135	ADA	31	0
	237	2	ITI	238	HLD	145	0
	238	53	HLD	105	ADA	57	0
	239	6	ITI	172	HLD	114	0
	241	74	HLD	293	ITI	97	0
	242	74	HLD	169	ADA	44	0
	243	233	ENG	238	HLD	211	0
	244	52	HLD	74	ADA	71	0
	245	28	SYS	33	ADA	31	0
	250	41	HLD	76	ADA	35	0

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

Service	Train	3rd Quarter FY 2014						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
	252	67	ENG	157	ADA	45	0	
	253	64	HLD	227	ADA	12	0	
	254	145	HLD	181	OTH	60	0	
	255	72	ITI	894	HLD	435	0	
	256	12	HLD	374	ITI	12	0	
	259	70	HLD	87	OTH	29	0	
	261	6	ENG	122	HLD	35	0	
New York - Niagara Falls	280	219	HLD	100	SYS	61	0	
	281	304	SYS	170	HLD	96	0	
	283	372	SYS	156	HLD	113	0	
	284	327	HLD	144	SYS	138	0	
	286	0	-	-	-	-	0	
	288	615	ENG	278	HLD	200	0	
Ethan Allen Express	290	153	HLD	118	ADA	58	0	
	291	136	ITI	202	HLD	137	0	
	292	121	HLD	77	ADA	68	0	
	293	167	HLD	297	INJ	83	0	
	296	5	SVS	78	OTH	47	0	
Heartland Flyer	821	400	HLD	160	SYS	123	0	
	822	274	HLD	102	SYS	52	0	
Hiawatha	329	260	OTH	237	CAR	18	0	
	330	172	OTH	77	SYS	47	0	
	331	483	OTH	401	ADA	81	0	
	332	437	OTH	321	HLD	62	0	
	333	328	OTH	271	ITI	60	0	
	334	498	OTH	279	HLD	157	0	
	335	569	OTH	422	HLD	143	0	
	336	410	OTH	250	HLD	72	0	
	337	494	OTH	360	HLD	98	0	
	338	516	OTH	258	ITI	104	0	
	339	236	CCR	175	HLD	104	0	
	340	457	OTH	280	ADA	82	0	
	341	513	OTH	432	CON	87	0	
	342	464	OTH	267	ITI	161	0	
Hoosier State	850	759	SYS	401	ENG	312	0	
	851	330	SYS	147	OTH	108	0	
Illinois								
Carl Sandburg / Illinois Zephyr	380	225	HLD	136	ADA	46	0	
	381	126	OTH	45	HLD	31	0	
	382	170	ENG	68	HLD	60	0	
	383	150	HLD	79	SVS	53	0	
Illini / Saluki	390	506	OTH	204	HLD	106	0	
	391	438	OTH	211	ENG	91	0	
	392	383	OTH	132	ITI	65	0	
	393	372	OTH	159	ENG	84	0	
Lincoln Service	300	131	HLD	50	ITI	26	0	
	301	117	ENG	66	ADA	24	0	
	302	453	SYS	258	ITI	57	0	
	303	175	SYS	83	HLD	76	0	
	304	177	ADA	76	HLD	74	0	
	305	189	ADA	73	HLD	57	0	
	306	130	HLD	45	ADA	30	0	
	307	104	ENG	51	SVS	47	0	
Michigan								
Blue Water	364	327	HLD	171	ENG	95	0	
	365	452	OTH	292	HLD	143	0	
Pere Marquette	370	345	HLD	156	ITI	97	0	
	371	505	SYS	247	HLD	139	0	
Wolverine	349	1610	SVS	1006	ITI	546	0	
	350	332	OTH	172	SYS	75	0	
	351	305	OTH	135	HLD	89	0	
	352	425	OTH	197	SYS	174	0	
	353	232	ADA	80	SYS	74	0	
	354	494	OTH	289	CAR	180	0	
	355	303	OTH	110	SYS	99	0	
	358	400	OTH	194	SYS	109	0	
	359	307	ENG	126	OTH	68	0	

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

Service	Train	3rd Quarter FY 2014						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
Kansas City - St. Louis	311	397	HLD	147	SYS	146	0	
	313	200	CON	112	ITI	96	0	
	314	435	SYS	102	HLD	94	0	
	316	226	HLD	95	ITI	67	0	
Pacific Surfliner	562	159	SYS	79	HLD	57	0	
	564	91	SYS	30	HLD	18	0	
	565	111	HLD	61	ADA	27	0	
	566	514	HLD	273	ENG	57	0	
	567	367	HLD	134	OTH	83	0	
	572	463	HLD	212	ENG	108	0	
	573	396	ENG	97	ADA	94	0	
	579	303	HLD	157	OTH	61	0	
	580	391	HLD	87	SYS	84	0	
	582	248	HLD	90	ENG	67	0	
	583	455	HLD	148	ENG	144	0	
	591	325	ITI	106	HLD	63	0	
	595	261	SYS	99	HLD	72	0	
	761	364	SYS	181	HLD	69	0	
	763	319	HLD	146	ENG	34	0	
	768	335	HLD	127	ENG	53	0	
	769	475	HLD	206	ADA	114	0	
	774	299	HLD	112	ADA	54	0	
	777	405	ENG	191	HLD	68	0	
784	444	HLD	243	OTH	84	0		
785	541	HLD	231	ENG	104	0		
790	516	HLD	140	ITI	104	0		
796	581	SYS	171	HLD	138	0		
1761	359	HLD	184	ADA	67	0		
1790	593	HLD	246	ADA	171	0		
Pennsylvanian	42	376	HLD	124	CON	100	0	
	43	225	HLD	96	OTH	48	0	
Piedmont	73	313	ENG	132	OTH	70	0	
	74	552	ADA	174	OTH	114	0	
	75	631	ADA	204	HLD	201	0	
	76	548	HLD	232	ADA	176	0	
San Joaquin	701	157	HLD	60	CAR	28	0	
	702	370	HLD	164	ADA	120	0	
	703	491	HLD	225	ENG	82	0	
	704	213	HLD	69	SYS	55	0	
	711	197	HLD	70	ADA	59	0	
	712	527	HLD	168	ADA	166	0	
	713	287	ADA	102	HLD	64	0	
	714	609	ADA	214	HLD	176	0	
	715	751	HLD	276	ADA	182	0	
	716	261	HLD	77	ADA	57	0	
717	638	HLD	164	ENG	127	0		
718	243	HLD	90	ADA	43	0		
Vermont	54	110	OTH	44	HLD	40	0	
	55	208	OTH	59	HLD	46	0	
	56	192	SYS	87	HLD	43	0	
	57	236	SVS	94	OTH	55	0	

Long Distance Routes

Auto Train	52	413	ITI	269	CAR	34	0
	53	627	ITI	314	SYS	150	0
California Zephyr	5	452	SYS	186	SVS	77	0
	6	478	SYS	157	HLD	80	0
Cardinal	50	558	SYS	174	OTH	104	0
	51	350	ADA	78	SYS	71	0
Capitol Limited	29	224	HLD	130	SYS	43	0
	30	362	HLD	146	ENG	119	0
City of New Orleans	58	220	HLD	69	OTH	60	0
	59	305	HLD	99	OTH	73	0
Coast Starlight	11	526	SYS	136	HLD	128	0
	14	580	HLD	168	OTH	78	0

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

Service	Train	3rd Quarter FY 2014						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
Crescent	19	285	HLD	68	ADA	57	0	
	20	310	HLD	87	ADA	72	0	
Empire Builder	27	4576	CON	4483	SYS	62	0	
	28	116	ITI	37	SYS	28	0	
	7	319	SYS	111	HLD	98	0	
	8	590	SYS	254	HLD	99	0	
Lake Shore Ltd	448	177	CON	748	ITI	510	0	
	449	590	HLD	392	ADA	145	0	
	48	374	HLD	198	SYS	135	0	
	49	578	HLD	425	ADA	55	0	
Palmetto	89	193	ADA	70	HLD	65	0	
	90	152	ADA	47	HLD	43	0	
Silver Meteor	97	314	ADA	128	HLD	88	0	
	98	431	ADA	170	HLD	105	0	
Silver Star	91	418	HLD	181	ADA	107	0	
	92	484	HLD	168	ADA	145	0	
Southwest Chief	3	286	HLD	120	ENG	70	0	
	4	287	HLD	126	ENG	37	0	
Sunset Limited	1	464	HLD	142	SVS	86	0	
	2	467	HLD	150	SVS	109	0	
Texas Eagle	21	432	HLD	161	SYS	119	0	
	22	709	HLD	181	SVS	159	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/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

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

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

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	3rd Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	468	DSR	127	CTI	60	0
	2103	Amtrak	267	PSR	56	DSR	48	0
	2104	Amtrak	356	DSR	92	PSR	53	0
	2107	Amtrak	205	SMW	54	CTC	26	0
	2109	Amtrak	439	SMW	123	DSR	45	0
	2110	Amtrak	241	DSR	92	PSR	35	0
	2117	Amtrak	346	SMW	92	CTI	48	0
	2119	Amtrak	335	CTI	76	DCS	49	0
	2121	Amtrak	255	CTI	33	SMW	33	0
	2122	Amtrak	502	MTI	88	DCS	82	0
	2124	Amtrak	486	DCS	90	DSR	80	0
	2126	Amtrak	563	DCS	111	SVS	78	0
	2128	Amtrak	294	ITI	112	MTI	39	0
	2150	Amtrak	329	CTI	92	PSR	53	0
	2151	Amtrak	270	SMW	43	HLD	36	0
	2153	Amtrak	346	MTI	88	HLD	53	0
	2154	Amtrak	312	ENG	60	DSR	59	0
	2155	Amtrak	288	HLD	68	CTI	41	0
	2158	Amtrak	322	DSR	50	SVS	48	0
	2159	Amtrak	390	HLD	97	SMW	57	0
	2160	Amtrak	390	DSR	54	SMW	53	0
	2163	Amtrak	350	HLD	89	PTI	49	0
	2164	Amtrak	403	DSR	83	PTI	64	0
	2165	Amtrak	311	HLD	51	DCS	50	0
	2166	Amtrak	227	DSR	57	CTI	28	0
	2167	Amtrak	348	DCS	69	HLD	53	0
	2168	Amtrak	393	CTI	88	SMW	51	0
	2170	Amtrak	359	PTI	48	MTI	41	0
	2171	Amtrak	256	HLD	64	DCS	52	0
	2172	Amtrak	444	MTI	71	DCS	70	0
	2173	Amtrak	338	CTI	116	ITI	43	0
	2175	Amtrak	320	CTI	71	HLD	44	0
	2190	Amtrak	98	CTP	21	ENG	20	0
	2203	Amtrak	35	SMW	35	-	0	0
	2205	Amtrak	72	DSR	21	HLD	14	0
	2207	Amtrak	51	SMW	16	SVS	16	0
	2208	Amtrak	212	DSR	89	SMW	27	0
	2211	Amtrak	270	CAR	103	DET	48	0
	2212	Amtrak	150	DSR	63	ADA	30	0
	2213	Amtrak	243	MTI	130	DMW	34	0
	2216	Amtrak	25	DSR	19	HLD	6	0
	2220	Amtrak	13	DSR	6	SMW	6	0
	2221	Amtrak	96	CTI	27	SMW	21	0
	2222	Amtrak	246	ENG	229	MTI	10	0
	2225	Amtrak	96	CTI	48	MTI	21	0
	2228	Amtrak	154	MTI	72	PSR	24	0
	2250	Amtrak	346	HLD	63	ENG	44	0
	2251	Amtrak	264	HLD	84	CTI	70	0
	2252	Amtrak	291	HLD	97	DSR	43	0
	2253	Amtrak	228	HLD	76	DCS	54	0
	2254	Amtrak	277	INJ	43	DSR	41	0
	2255	Amtrak	307	MTI	111	HLD	60	0
	2256	Amtrak	190	DCS	56	PSR	27	0
	2257	Amtrak	108	HLD	42	DCS	27	0
	2258	Amtrak	170	ENG	42	HLD	30	0
	2259	Amtrak	223	ENG	106	HLD	71	0
	2290	Amtrak	183	SMW	75	DBS	42	0
	2297	Amtrak	228	HLD	88	DCS	61	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	1289	ENG	297	ITI	217	0
	51	Amtrak	398	CAR	112	SMW	85	0
Carolinian	79	Amtrak	695	SMW	125	HLD	118	0
	80	Amtrak	417	CTP	77	MTI	56	0
Crescent	19	Amtrak	580	ENG	180	PTI	63	0
	20	Amtrak	660	PTI	109	ITI	107	0
Keystone	600	Amtrak	99	ENG	26	HLD	26	0
	601	Amtrak	94	DMW	39	DSR	22	0
	605	Amtrak	213	ENG	53	DSR	36	0
	607	Amtrak	126	DET	27	DCS	23	0
	609	Amtrak	428	ENG	175	CCR	109	0
	610	Amtrak	444	CCR	368	CAR	76	0
	611	Amtrak	160	SMW	56	DCS	49	0
	612	Amtrak	142	HLD	142	DBS	15	0
	615	Amtrak	187	HLD	105	DMW	52	0
	618	Amtrak	93	DBS	47	ENG	43	0
	619	Amtrak	241	CON	80	SMW	41	0
	620	Amtrak	62	DBS	36	ENG	33	0
	622	Amtrak	109	CCR	58	DBS	33	0
	637	Amtrak	170	SMW	76	OTH	34	0
	639	Amtrak	335	SMW	122	HLD	76	0
	640	Amtrak	742	CTI	251	HLD	108	0
	641	Amtrak	275	HLD	59	PTI	47	0
	642	Amtrak	212	DCS	78	PTI	41	0
	643	Amtrak	237	ENG	73	HLD	45	0
	644	Amtrak	380	CAR	68	HLD	63	0
	645	Amtrak	219	PTI	57	HLD	30	0
	646	Amtrak	109	MTI	58	PTI	19	0
	647	Amtrak	217	PTI	53	CTI	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	3rd Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	648	Amtrak	246	ENG	79	MTI	48	0
	649	Amtrak	213	CCR	33	DCS	28	0
	650	Amtrak	153	ENG	66	PTI	49	0
	651	Amtrak	283	HLD	73	PTI	58	0
	652	Amtrak	183	DCS	41	PTI	35	0
	653	Amtrak	330	CTI	135	PTI	56	0
	654	Amtrak	368	ENG	153	HLD	53	0
	655	Amtrak	531	ENG	94	PTI	88	0
	656	Amtrak	128	ITI	31	ENG	27	0
	658	Amtrak	211	ENG	95	HLD	40	0
	660	Amtrak	195	PTI	75	SMW	65	0
	661	Amtrak	247	PTI	57	CCR	50	0
	662	Amtrak	425	SMW	118	PET	111	0
	663	Amtrak	235	HLD	94	CTI	67	0
	664	Amtrak	381	PET	117	SMW	50	0
	665	Amtrak	279	PTI	69	CTP	29	0
	666	Amtrak	88	SMW	27	HLD	25	0
	667	Amtrak	182	PTI	63	HLD	40	0
	669	Amtrak	107	DBS	172	SYS	54	0
	670	Amtrak	88	DET	48	HLD	15	0
	671	Amtrak	100	DBS	299	ENG	63	0
	672	Amtrak	63	SMW	27	HLD	21	0
	674	Amtrak	123	HLD	64	CAR	44	0
Northeast Regional								
Richmond / Newport News/Norfolk ^d								
	66	Amtrak	313	OTH	49	SMW	46	0
	67	Amtrak	273	DET	48	ENG	40	0
	71	Amtrak	385	ENG	95	HLD	69	0
	82	Amtrak	244	HLD	119	DCS	32	0
	83	Amtrak	761	HLD	211	CTI	121	0
	84	Amtrak	466	MTI	115	DCS	111	0
	85	Amtrak	638	ENG	151	MTI	104	0
	86	Amtrak	548	SMW	120	ENG	90	0
	87	Amtrak	585	ENG	354	DCS	65	0
	88	Amtrak	341	HLD	92	PTI	40	0
	93	Amtrak	659	HLD	117	CTI	87	0
	94	Amtrak	764	PTI	125	CTI	106	0
	95	Amtrak	652	ENG	86	HLD	85	0
	99	Amtrak	403	HLD	154	ENG	92	0
	125	Amtrak	840	SMW	166	DET	124	0
	157	Amtrak	201	HLD	75	DMW	44	0
	164	Amtrak	415	HLD	122	PTI	49	0
	174	Amtrak	515	MTI	109	HLD	65	0
	194	Amtrak	184	HLD	54	SYS	26	0
	195	Amtrak	559	HLD	157	ADA	61	0
Lynchburg ^e								
	145	Amtrak	494	PTI	168	ENG	83	0
	147	Amtrak	573	PTI	128	ITI	126	0
	156	Amtrak	526	ENG	363	SYS	28	0
	171	Amtrak	459	HLD	74	MTI	61	0
	176	Amtrak	471	HLD	77	OTH	51	0
All Other Northeast Regional								
	110	Amtrak	531	ENG	116	CTI	70	0
	111	Amtrak	350	ENG	83	CTI	50	0
	121	Amtrak	143	ENG	70	OTH	25	0
	123	Amtrak	89	SYS	51	CAR	14	0
	126	Amtrak	273	ENG	195	PSR	21	0
	127	Amtrak	453	MTI	154	DCS	101	0
	129	Amtrak	528	DCS	119	CTI	81	0
	130	Amtrak	336	ENG	85	DSR	84	0
	131	Amtrak	109	CTP	30	CTI	20	0
	132	Amtrak	376	HLD	72	CAR	66	0
	133	Amtrak	779	CTI	297	HLD	106	0
	134	Amtrak	801	DCS	242	ENG	236	0
	135	Amtrak	268	DCS	58	SMW	57	0
	136	Amtrak	1003	CTP	489	ENG	120	0
	137	Amtrak	304	DCS	76	HLD	51	0
	138	Amtrak	702	DCS	117	ENG	94	0
	139	Amtrak	167	SMW	79	HLD	42	0
	140	Amtrak	362	PTI	80	DCS	69	0
	141	Amtrak	380	ENG	61	DMW	56	0
	143	Amtrak	432	HLD	110	ADA	60	0
	146	Amtrak	242	ENG	53	HLD	46	0
	148	Amtrak	724	DCS	94	DET	84	0
	150	Amtrak	115	DCS	42	SMW	21	0
	151	Amtrak	159	CTP	25	OTH	19	0
	152	Amtrak	462	DET	130	MTI	115	0
	153	Amtrak	161	ENG	43	HLD	25	0
	154	Amtrak	144	CTI	58	DMW	34	0
	155	Amtrak	58	DET	16	HLD	13	0
	158	Amtrak	90	DSR	28	PSR	23	0
	159	Amtrak	89	MTI	49	ENG	16	0
	160	Amtrak	431	DET	180	ENG	66	0
	161	Amtrak	398	HLD	114	ENG	69	0
	162	Amtrak	328	DET	156	HLD	49	0
	163	Amtrak	540	ENG	133	HLD	104	0
	165	Amtrak	177	SMW	50	HLD	43	0
	166	Amtrak	142	HLD	43	ENG	23	0
	167	Amtrak	524	ENG	209	DCS	150	0
	168	Amtrak	320	OTH	59	HLD	50	0
	169	Amtrak	273	ENG	119	SMW	54	0
	170	Amtrak	468	CTI	141	ENG	81	0
	172	Amtrak	459	CTI	96	HLD	78	0
	173	Amtrak	347	ENG	100	HLD	76	0
	175	Amtrak	255	ENG	74	HLD	54	0
	177	Amtrak	356	SMW	108	HLD	48	0
	178	Amtrak	421	DCS	86	ENG	61	0
	179	Amtrak	267	ITI	60	MTI	60	0
	180	Amtrak	574	CTI	109	DSR	106	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	3rd Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	181	Amtrak	446	ENG	155	PTI	74	0
	182	Amtrak	169	MTI	82	PSR	39	0
	183	Amtrak	591	SMW	252	PTI	148	0
	184	Amtrak	677	ENG	173	SMW	111	0
	185	Amtrak	786	MTI	255	SMW	174	0
	186	Amtrak	582	SMW	260	CTI	56	0
	187	Amtrak	413	SMW	99	ENG	72	0
	188	Amtrak	508	ENG	97	DCS	86	0
	190	Amtrak	218	HLD	50	ENG	32	0
	192	Amtrak	79	ENG	32	ADA	19	0
	193	Amtrak	544	CTI	106	PTI	90	0
	196	Amtrak	442	DCS	78	CTI	60	0
	198	Amtrak	507	ENG	110	SMW	86	0
	401	Amtrak	1187	PTI	731	HLD	132	0
	405	Amtrak	66	OTH	60	ADA	6	0
	432	Amtrak	1232	CON	1083	ENG	100	0
	450	Amtrak	1930	PTI	857	CON	665	0
	460	Amtrak	2901	CON	1720	PTI	467	0
	463	Amtrak	623	PTI	282	ITI	216	0
	464	Amtrak	3504	CON	2440	PTI	716	0
	465	Amtrak	946	PTI	398	DCS	349	0
	467	Amtrak	139	DCS	139	-	0	0
	470	Amtrak	2468	CON	1328	PTI	642	0
	475	Amtrak	154	OTH	61	PTI	40	0
	476	Amtrak	2976	CON	2652	SVS	68	0
	479	Amtrak	963	ITI	478	PTI	167	0
	488	Amtrak	3266	CON	2247	PTI	653	0
	490	Amtrak	1138	CON	1038	ENG	46	0
	493	Amtrak	1187	ADA	380	PTI	275	0
	494	Amtrak	5437	CON	4392	PTI	311	0
	495	Amtrak	63	ENG	30	DCS	13	0
	497	Amtrak	1033	HLD	361	DCS	324	0
Palmetto	89	Amtrak	490	CTI	88	HLD	66	0
	90	Amtrak	348	ENG	96	DCS	35	0
Pennsylvanian	42	Amtrak	290	ENG	95	PTI	61	0
	43	Amtrak	343	ENG	55	HLD	44	0
Silver Meteor	97	Amtrak	918	SVS	155	ENG	148	0
	98	Amtrak	884	ENG	213	MTI	202	0
Silver Star	91	Amtrak	871	CAR	138	ENG	135	0
	92	Amtrak	660	MTI	114	PTI	91	0
Vermont	54	Amtrak	794	ENG	199	DET	140	0
	55	Amtrak	298	DCS	66	PTI	57	0
	56	Amtrak	613	SMW	126	SVS	112	0
	57	Amtrak	91	DBS	62	OTH	19	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/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

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

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 system that will generate this metric is the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting. 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.

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 system that generated this metric is the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting.

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 the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting. 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.

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.

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. 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.