

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

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

Covering the Quarter Ended September 30, 2010



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

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of Transportation

**Federal Railroad
Administration**

Administrator

1200 New Jersey Avenue, SE
Washington, DC 20590

FEB 22 2011

To the Reader:

Section 207(b) of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA—Division B of Public Law 110-432) stipulates that “the Administrator of the Federal Railroad Administration [FRA] shall collect the necessary data and publish a quarterly report on the performance and service quality of intercity passenger train operations, including Amtrak’s cost recovery, ridership, on-time performance and minutes of delay, causes of delay, on-board services, stations, facilities, equipment, and other services.” Section 207(a) of the PRIIA states that Amtrak “shall provide reasonable access to the Federal Railroad Administration in order to enable the Administration to carry out its duty under this section.”

What follows is the first quarterly report under PRIIA Section 207(b). In publishing this report, I wish to acknowledge that Amtrak has not only provided the “reasonable access” called for in the PRIIA, but has also provided the data necessary to populate this report, in formats jointly developed with FRA staff. Amtrak’s wholehearted cooperation with FRA in meeting the Section 207 requirements—from our joint development of the Metrics and Standards to the preparation of this report—is both praiseworthy and sincerely appreciated.

I hope that the information contained in this report will assist stakeholders in intercity passenger rail, as well as the public at large, in gauging the current quality of service of this increasingly important mode of transportation.

Sincerely,

A handwritten signature in black ink, appearing to read "Joseph C. Szabo".

Joseph C. Szabo

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Notes

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

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

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

Service	Current Period	Prior Period	Prior Report
	Oct. 08 - Sep. 10	Oct. 07 - Sep. 09	Jul. 08 - Jun. 10

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges

**Includes state revenue.*

TABLES 1(B) Through 3(B):

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

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

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

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

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

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

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

Current Period	Prior Period	Prior Report
Oct. 08 - Sep. 10	Oct. 07 - Sep. 09	Jul. 08 - Jun. 10

(\$0.08)	(\$0.07)	(\$0.08)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's), and Project costs covered by capital funding. For further details, see Appendix E.

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

Current Period	Prior Period	Prior Report
Oct. 08 - Sep. 10	Oct. 07 - Sep. 09	Jul. 08 - Jun. 10

(\$0.10)	(\$0.10)	(\$0.11)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's), and Project costs covered by capital funding. For further details, see Appendix E.

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

Service	Current Period	Prior Period	Prior Report
	Oct. 08 - Sep. 10	Oct. 07 - Sep. 09	Jul. 08 - Jun. 10

Acela Express

Acela Express	178	181	179
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Other NEC Corridor Routes

Keystone Service	133	126	132
Northeast Regional (Boston - Washington)	192	196	193
Richmond / Newport News	232	234	238
Lynchburg	Not Available	Not Available	Not Available
New Haven - Springfield	108	107	108

Non-NEC Corridor Routes

Capitol Corridor	86	89	88
Carolinian	270	265	271
Cascades	135	130	134
Downeaster	90	88	90
Empire Corridor			
Adirondack	193	188	191
Empire Service	121	122	122
Ethan Allen Express	146	146	146
Maple Leaf	98	100	99
Heartland Flyer	90	90	91
Hiawatha	143	139	143
Hoosier State	61	61	62
Illinois			
Carl Sandburg / Illinois Zephyr	93	92	93
Illini / Saluki	111	112	111
Lincoln Service	123	109	119
Michigan			
Blue Water	126	116	121
Pere Marquette	124	130	125
Wolverine	148	148	146
Kansas City - St. Louis	76	70	74
Pacific Surfliner	134	141	136
Pennsylvanian	188	188	191
Piedmont	67	63	69
San Joaquins	103	102	104
Vermontier	127	118	125

Long-Distance Routes

Auto Train	334	325	334
California Zephyr	163	156	161
Capitol Limited	191	189	193
Cardinal	122	122	123
City of New Orleans	149	140	147
Coast Starlight	221	215	223
Crescent	157	146	155
Empire Builder	206	211	209
Lake Shore Ltd	210	191	205
Palmetto	139	130	138
Silver Meteor	205	194	204
Silver Star	183	176	182
Southwest Chief	185	182	183
Sunset Limited	117	107	115
Texas Eagle	173	169	180

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

Service	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP	All-Stations OTP*
	Last Four Quarters	4th Quarter FY 2010	4th Quarter FY 2010

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-1.1	78.8%	89.4%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-0.6	88.7%	94.6%
Total Northeast Regional		74.5%	79.1%
Richmond / Newport News‡	-0.1	66.3%	69.8%
Lynchburg†	Not Available	65.2%	70.8%
All Other Northeast Regional	-0.5	76.7%	83.9%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	1.5	96.7%	97.2%
Carolinian	-0.2	53.3%	58.2%
Cascades	0.5	77.6%	72.4%
Downeaster	-0.1	67.2%	88.5%
Empire Corridor	1.2	78.0%	75.4%
Adirondack	0.6	61.4%	55.3%
Ethan Allen Express	0.7	70.1%	82.4%
Maple Leaf	0.9	56.0%	57.8%
New York - Albany**	1.3	83.8%	91.3%
New York - Niagara Falls	1.1	82.6%	74.7%
Heartland Flyer	3.3	66.8%	75.2%
Hiawatha	-0.4	88.4%	95.1%
Hoosier State	1.9	71.2%	78.4%
Illinois	2.6	74.7%	72.2%
Carl Sandburg / Illinois Zephyr	1.7	93.2%	
Illini / Saluki	2.3	72.0%	57.9%
Lincoln Service	3.0	66.7%	70.6%
Michigan	2.7	47.0%	62.5%
Blue Water	2.4	65.2%	78.0%
Pere Marquette	2.8	41.3%	72.4%
Wolverine	2.7	42.9%	57.0%
Kansas City - St. Louis	8.2	88.3%	85.3%
Pacific Surfliner	0.1	69.9%	82.5%
Pennsylvanian	0.0	87.5%	80.6%
Piedmont	0.6	86.3%	92.7%
San Joaquin	1.3	92.9%	90.5%
Vermont	2.2	88.6%	86.2%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	0.6	91.2%	91.5%
California Zephyr	2.6	33.2%	34.4%
Capitol Limited	1.8	59.8%	46.4%
Cardinal	0.9	31.6%	28.5%
City of New Orleans	1.2	85.9%	61.4%
Coast Starlight	1.3	87.5%	74.7%
Crescent	0.0	73.4%	68.0%
Empire Builder	0.2	74.2%	49.3%
Lake Shore Ltd	1.5	65.8%	50.2%
Palmetto	0.2	69.0%	66.6%
Silver Meteor	0.2	71.2%	68.4%
Silver Star	1.0	75.4%	70.5%
Southwest Chief	0.6	67.9%	52.2%
Sunset Limited	2.8	84.8%	54.1%
Texas Eagle	2.9	69.6%	52.8%

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

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

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

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

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

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

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

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

Service	Host		4th Quarter FY 2010					MM&C Allowance*	Route Miles
			Total Delay	Largest 2 Delay Categories ^u					
				#1	Minutes	#2	Minutes		
Standard			900						
Acela Express									
Acela Express	MNRR		761	DSR	255	CTI	252	0	56
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News‡	CSX		1848	DSR	573	RTE	293	181	189
	MNRR		723	DSR	321	CTI	237	0	56
Lynchburg†	MNRR		854	CTI	287	RTE	232	0	56
	NS		422	DCS	123	DSR	101	0	166
All Other Northeast Regional	MNRR		1029	CTI	458	DSR	327	0	56
Non-NEC Corridor Routes									
Capitol Corridor	UP		502	PTI	174	RTE	105	0	168
Carolinian	CSX		1448	DCS	327	PTI	293	81	295
	NS		420	DCS	153	DSR	111	0	202
Cascades	BNSF		956	DSR	238	RTE	198	0	343
	UP		803	FTI	292	DSR	281	0	125
Downeaster	MBTA		1467	DSR	1003	CTI	231	0	38
	PanAm		568	DSR	255	PTI	166	0	77
Empire Corridor									
Adirondack	CN		3869	DSR	1779	RTE	1038	0	49
	CP		1761	DSR	579	PTI	497	0	178
	CSX		1134	DSR	402	PTI	305	0	89
	MNRR		1125	CTI	408	DSR	395	0	64
Ethan Allen Express	CP		1839	DSR	1170	DCS	247	0	60
	CSX		1063	PTI	399	DSR	332	0	89
	MNRR		1154	CTI	425	DSR	378	0	64
Maple Leaf	VTR		9983	DSR	9269	FTI	314	0	24
	CSX		1542	RTE	335	FTI	333	0	396
New York - Albany**	MNRR		973	CTI	531	DSR	320	0	64
	CSX		401	DSR	165	DCS	84	0	71
New York - Niagara Falls	MNRR		882	CTI	340	DSR	288	0	64
	CSX		1294	FTI	318	RTE	294	0	394
Heartland Flyer	MNRR		1177	CTI	455	DSR	399	0	64
	BNSF		1418	DSR	969	FTI	262	0	238
Hiawatha	CP		498	FTI	158	DCS	135	0	53
	Metra		1503	CTI	940	DCS	203	0	29
Hoosier State	CSX		1077	DCS	398	FTI	372	0	169
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF		642	DSR	173	FTI	154	0	257
Illini / Saluki	CN		1081	FTI	397	DSR	229	0	306
Lincoln Service	CN		2399	FTI	1010	DSR	515	0	37
	UP		1109	PTI	485	DSR	317	0	231
Michigan									
Blue Water	Amtrak		547	PTI	302	DSR	103	0	99
	CN		1463	FTI	900	PTI	289	0	159
	NS		3542	RTE	1228	FTI	671	0	61
Pere Marquette	CSX		919	DCS	421	DSR	187	0	135
	NS		4087	DCS	1378	FTI	1231	0	39
Wolverine	Amtrak		688	PTI	332	DCS	111	0	99
	CN		2370	DSR	895	FTI	490	0	27
	NS		1975	DCS	776	FTI	438	0	173
Kansas City - St. Louis	UP		787	FTI	335	PTI	131	0	271
Pacific Surfliner	BNSF		1112	RTE	291	DCS	216	0	22
	SCRRA		1242	PTI	518	CTI	347	0	95
	SDNRR		1254	CTI	597	PTI	394	0	60
	UP		1021	PTI	650	DCS	130	0	174

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

Service	Host		4th Quarter FY 2010					MM&C Allowance*	Route Miles
			Total Delay	Largest 2 Delay Categories [†]					
				#1	Minutes	#2	Minutes		
Standard			900						
Pennsylvanian	NS		697	FTI	308	RTE	155	0	249
Piedmont	NS		425	DCS	158	DSR	116	0	173
San Joaquin	BNSF		682	PTI	303	FTI	152	0	284
	UP		819	PTI	241	DCS	171	0	88
Vermont	MNRR		1101	CTI	383	DSR	350	0	56
	NECR		702	DSR	583	FTI	57	0	238
Long-Distance Routes									
Auto Train	CSX		1126	FTI	366	DSR	246	26	914
California Zephyr	BNSF		1531	DSR	770	FTI	261	0	1,027
	UP		840	FTI	239	DCS	207	0	1,431
Capitol Limited	CSX		1338	DSR	387	FTI	343	53	307
	NS		1086	FTI	394	RTE	281	0	481
Cardinal	BBrRR		3328	DSR	1321	FTI	729	0	132
	CSX		922	FTI	354	DSR	257	51	698
	NS		1508	PTI	533	DCS	423	0	79
City of New Orleans	CN		1170	FTI	593	DSR	198	0	930
Coast Starlight	BNSF		372	PTI	87	DSR	85	0	186
	SCRRA		2458	CTI	1482	PTI	596	0	48
	UP		821	PTI	219	DSR	206	0	1,159
Crescent	NS		748	FTI	255	DSR	163	0	1,141
Empire Builder	BNSF		776	DSR	335	FTI	275	0	2,147
	CP		766	FTI	355	DSR	137	0	384
	Metra		1152	CTI	802	DCS	172	0	29
Lake Shore Ltd	CSX		1459	FTI	357	DCS	281	63	741
	MNRR		1531	CTI	673	DSR	429	0	64
	NS		1177	FTI	477	RTE	223	0	339
Palmetto	CSX		916	PTI	229	FTI	228	55	659
Silver Meteor	CSX		709	FTI	167	PTI	158	31	1,152
	Fla DOT		1001	DSR	421	CTI	329	0	68
Silver Star	CSX		874	DCS	273	PTI	184	20	1,209
	Fla DOT		1345	CTI	551	DSR	483	0	68
	NS		342	PTI	164	DCS	107	0	28
Southwest Chief	BNSF		491	DSR	141	DCS	109	0	2,198
	NMDOT		1513	CTI	628	DCS	469	0	80
Sunset Limited	BNSF		971	DSR	555	PTI	162	0	190
	UP		1210	FTI	558	DSR	219	0	1,784
Texas Eagle	BNSF		2376	DSR	1386	FTI	561	0	126
	CN		2230	FTI	1093	DCS	398	0	37
	UP		1435	FTI	462	DCS	286	0	1,104

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

[†] For explanation of delay codes, see Table 20.

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

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

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

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

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

Service	4th Quarter FY 2010					
	Total Delay	Largest 2 Delay Categories ^β				MM&C Allowance*
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	102	OTH	8	HLD	1	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News‡	317	HLD	83	OTH	23	0
Lynchburg†	349	HLD	78	OTH	76	0
All Other Northeast Regional	266	OTH	14	HLD	5	0
Non-NEC Corridor Routes						
Capitol Corridor	157	ENG	36	ADA	34	0
Carolinian	428	HLD	132	ADA	74	0
Cascades	319	ENG	64	HLD	53	0
Downeaster	137	ITI	73	HLD	34	0
Empire Corridor						
Adirondack	284	HLD	139	OTH	39	0
Ethan Allen Express	307	HLD	122	ENG	71	0
Maple Leaf	337	HLD	115	SYS	86	0
New York - Albany**	147	ENG	43	HLD	34	0
New York - Niagara Falls	326	HLD	102	SYS	97	0
Heartland Flyer	173	HLD	74	SYS	56	0
Hiawatha	423	OTH	128	HLD	120	0
Hoosier State	410	ENG	704	HLD	637	0
Illinois						
Carl Sandburg / Illinois Zephyr	123	HLD	39	SYS	29	0
Illini / Saluki	120	HLD	41	ADA	22	0
Lincoln Service	159	HLD	155	OTH	121	0
Michigan						
Blue Water	472	HLD	214	OTH	111	0
Pere Marquette	425	SYS	152	HLD	94	0
Wolverine	377	OTH	87	SYS	79	0
Kansas City - St. Louis	111	HLD	56	ADA	22	0
Pacific Surfliner	427	HLD	128	ITI	81	0
Pennsylvanian	248	HLD	58	ADA	52	0
Piedmont	304	OTH	57	HLD	37	0
San Joaquin	165	HLD	39	SYS	33	0
Vermont	197	OTH	42	HLD	21	0
Long-Distance Routes						
Auto Train	148	CAR	32	OTH	24	0
California Zephyr	363	SYS	132	HLD	60	0
Capitol Limited	385	HLD	143	SYS	67	0
Cardinal	608	HLD	184	SVS	65	0
City of New Orleans	238	SYS	59	HLD	57	0
Coast Starlight	462	HLD	94	SYS	78	0
Crescent	194	HLD	40	ADA	29	0
Empire Builder	275	HLD	82	CON	46	0
Lake Shore Ltd	664	HLD	226	CON	223	0
Palmetto	303	ADA	46	HLD	41	0
Silver Meteor	325	ADA	92	HLD	71	0
Silver Star	267	HLD	82	ADA	57	0
Southwest Chief	342	HLD	139	ENG	62	0
Sunset Limited	416	SVS	86	HLD	82	0
Texas Eagle	419	HLD	136	SYS	54	0

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

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

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

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

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

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

Excludes third party delays.

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

Service	Host	4th Quarter FY 2010						MM&C Allowance*	Route-Miles
		Total Delay**	Largest 2 Delay Categories						
			#1	Minutes	#2	Minutes			

Acela Express

Standard		265						
Acela Express	Amtrak	244	SMW	60	WTR	57	0	401

Other Services

Standard		475						
Keystone	Amtrak	226	PET	50	WTR	36	0	195
Cardinal	Amtrak	440	ENG	215	ITI	214	0	226
Carolinian	Amtrak	390	PTI	119	HLD	92	0	226
Crescent	Amtrak	240	PTI	97	WTR	96	0	226
Northeast Regional	Amtrak	339	ENG	73	SMW	66	0	
Richmond / Newport News	Amtrak	341	SMW	78	ENG	73	0	463
Lynchburg	Amtrak	481	PBB	97	WTR	86	0	463
All Other Northeast Regional	Amtrak	327	ENG	72	PTI	64	0	463
Palmetto	Amtrak	206	SVS	70	HLD	60	0	226
Pennsylvanian	Amtrak	229	PET	103	ENG	41	0	195
Silver Meteor	Amtrak	395	PTI	185	CAR	116	0	226
Silver Star	Amtrak	311	WTR	152	PTI	112	0	226
Vermont	Amtrak	265	PTI	93	SMW	51	0	304

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

Excludes third party delays.

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

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

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

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

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

Service	4th Quarter FY 2010					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Standard	82	80	80	80	80	80
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Acela Express

Acela Express	81	77	76	80	65	55
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Other NEC Corridor Routes

Keystone Service	79	79	65	74	55	Not Applicable
Northeast Regional (Boston - Washington)	81	80	72	79	61	59
Richmond / Newport News	75	74	64	75	57	58
Lynchburg	89	78	72	85	61	56
New Haven - Springfield	77	79	65	77	53	65

Non-NEC Corridor Routes

Capitol Corridor	90	87	79	89	70	69
Carolinian	71	74	67	71	54	60
Cascades	90	86	84	87	75	69
Downeaster	92	92	81	88	75	75
Empire Corridor						
Adirondack	72	78	66	78	59	51
Ethan Allen Express	85	85	72	81	68	55
Maple Leaf	79	81	65	78	52	56
New York - Albany**	77	82	64	72	50	Not Applicable
Heartland Flyer	94	93	89	88	84	83
Hiawatha	89	85	82	85	66	Not Applicable
Hoosier State	86	87	75	82	72	Not Applicable
Illinois						
Carl Sandburg / Illinois Zephyr	87	85	77	80	64	71
Illini / Saluki	83	81	72	76	60	55
Lincoln Service	82	82	69	74	58	65
Michigan						
Blue Water	86	80	74	82	68	60
Pere Marquette	81	80	71	85	69	Not Available
Wolverine	81	82	71	82	63	65
Kansas City - St. Louis	90	91	82	87	67	67
Pacific Surfliner	88	87	79	87	68	71
Pennsylvanian	83	84	70	82	58	62
Piedmont	92	87	81	88	83	Not Applicable
San Joaquins	91	86	81	83	66	71
Vermont	79	78	71	75	56	54

Long-Distance Routes

Auto Train	78	88	79	69	75	80
California Zephyr	80	84	72	76	58	73
Capitol Limited	81	79	69	78	62	67
Cardinal	71	73	67	72	57	55
City of New Orleans	80	83	78	77	68	74
Coast Starlight	81	81	73	77	58	70
Crescent	80	77	66	75	58	71
Empire Builder	82	83	73	78	59	72
Lake Shore Ltd	76	81	63	73	54	66
Palmetto	77	75	62	74	50	60
Silver Meteor	77	80	66	71	57	70
Silver Star	77	77	64	71	53	73
Southwest Chief	78	82	74	73	57	72
Sunset Limited	81	87	74	80	64	78
Texas Eagle	77	74	70	76	57	67

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

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

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

Service	4th Quarter FY 2010		
	Service Interruptions	Train Miles	Ratio

Acela Express

Acela Express	43	847,083	0.51
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Other NEC Corridor Routes

Keystone Service	12	351,221	0.34
Total Northeast Regional	139	1,499,954	0.00
Richmond / Newport News	31	411,668	0.75
Lynchburg	12	181,696	0.66
All Other Northeast Regional	96	906,590	1.06

Non-NEC Corridor Routes

Capitol Corridor	14	304,244	0.46
Carolinian	12	116,261	1.03
Cascades	14	240,362	0.58
Downeaster	0	106,720	0.00
Empire Corridor	22	533,847	0.00
Adirondack	2	70,104	0.29
Ethan Allen Express	3	44,344	0.68
Maple Leaf	4	84,867	0.47
New York - Albany**	6	165,252	0.36
New York - Niagara Falls	7	169,280	0.41
Heartland Flyer	0	39,950	0.00
Hiawatha	9	108,274	0.83
Hoosier State	2	20,384	0.98
Illinois	10	418,048	0.00
Carl Sandburg / Illinois Zephyr	2	94,944	0.21
Illini / Saluki	1	114,080	0.09
Lincoln Service	7	209,024	0.33
Michigan	10	259,964	0.00
Blue Water	3	58,696	0.51
Pere Marquette	1	32,384	0.31
Wolverine	6	168,884	0.36
Kansas City - St. Louis	0	104,144	0.00
Pacific Surfliner	34	408,388	0.83
Pennsylvanian	5	81,252	0.62
Piedmont	3	63,318	0.47
San Joaquins	3	335,616	0.09
Vermont	3	112,492	0.27

Long-Distance Routes

Auto Train	10	156,702	0.64
California Zephyr	32	448,592	0.71
Capitol Limited	7	140,576	0.50
Cardinal	10	90,534	1.10
City of New Orleans	8	170,384	0.47
Coast Starlight	19	253,368	0.75
Crescent	12	253,368	0.47
Empire Builder	25	482,252	0.52
Lake Shore Ltd	13	363,584	0.36
Palmetto	13	152,536	0.85
Silver Meteor	20	254,004	0.79
Silver Star	9	278,526	0.32
Southwest Chief	27	415,104	0.65
Sunset Limited	15	158,452	0.95
Texas Eagle	18	238,092	0.76

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

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

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

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

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

Service	4th Quarter FY 2010	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.05	3.58
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Amtrak Corridor

Keystone	0.00	0.42
Northeast Regional	0.03	4.09

Short Distance

Capitols	0.00	0.16
Carolinian	0.32	21.85
Cascades	0.00	2.88
Downeaster	0.00	0.56
Empire Corridor		
Adirondack	0.00	2.10
Empire Service	0.11	3.87
Ethan Allen Express	0.00	1.37
Maple Leaf	0.25	6.13
Heartland Flyer	0.00	1.67
Hiawatha	0.00	0.38
Hoosier State	0.00	3.78
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.81
Illini / Saluki	0.00	2.33
Lincoln Service	0.01	4.87
Michigan		
Blue Water	0.04	5.89
Pere Marquette	0.00	6.84
Wolverine	0.20	9.32
Kansas City - St. Louis	0.08	8.57
Pacific Surfliner	0.03	1.82
Pennsylvanian	0.08	3.08
Piedmont	0.00	1.77
San Joaquins	0.01	1.40
Vermont	0.04	1.99

Long Distance

Auto Train	0.49	8.93
California Zephyr	1.89	32.92
Capitol Limited	0.84	10.92
Cardinal	1.65	37.61
City of New Orleans	3.29	21.13
Coast Starlight	0.88	11.28
Crescent	1.11	21.53
Empire Builder	0.76	15.99
Lake Shore Ltd	0.56	13.68
Palmetto	0.51	35.21
Silver Meteor	0.67	17.96
Silver Star	0.45	15.84
Southwest Chief	1.46	28.52
Sunset Limited	1.19	32.52
Texas Eagle	1.35	26.03

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2010						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	658	0	24	78	824		1,584
Amtrak Premium	28	0	0	3	9		40
Acela Express	28	0	0	3	9		40
Amtrak Corridor	29	0	0	14	18		61
Keystone	0	0	0	0	0		0
Northeast Regional	29	0	0	14	18		61
Short Distance	66	0	2	14	59		141
Capitols	0	0	0	0	0		0
Carolinian	21	0	0	1	7		29
Cascades	0	0	0	0	1		1
Downeaster	0	0	0	0	0		0
Empire Corridor	30	0	1	1	12		44
Adirondack	0	0	0	0	0		0
Empire Service	25	0	1	0	5		31
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	5	0	0	1	7		13
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	0	0	0	1	1		2
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	0	0	0	1	1		2
Michigan	7	0	1	7	16		31
Blue Water	0	0	0	0	2		2
Pere Marquette	0	0	0	0	0		0
Wolverine	7	0	1	7	14		29
Kansas City - St. Louis	0	0	0	0	4		4
Pacific Surfliner	0	0	0	1	18		19
Pennsylvanian	5	0	0	0	0		5
Piedmont	0	0	0	0	0		0
San Joaquins	0	0	0	3	0		3
Vermont	3	0	0	0	0		3
Long Distance	535	0	22	47	738		1,342
Auto Train	11	0	0	4	15		30
California Zephyr	113	0	0	2	96		211
Capitol Limited	16	0	0	0	36		52
Cardinal	26	0	0	2	23		51
City of New Orleans	59	0	0	6	142		207
Coast Starlight	33	0	3	4	73		113
Crescent	36	0	1	1	51		89
Empire Builder	44	0	0	7	64		115
Lake Shore Ltd	36	0	0	0	22		58
Palmetto	12	0	0	1	14		27
Silver Meteor	9	0	8	3	41		61
Silver Star	16	0	8	7	14		45
Southwest Chief	73	0	0	5	70		148
Sunset Limited	8	0	0	2	19		29
Texas Eagle	43	0	2	3	58		106

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

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2010						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	1,323	258	2,776	2,563	2,578		9,498
Amtrak Premium	57	30	43	34	34		198
Acela Express	57	30	43	34	34		198
Amtrak Corridor	298	49	157	267	294		1,065
Keystone	11	7	2	20	27		67
Northeast Regional	287	42	155	247	267		998
Short Distance	351	71	401	678	472		1,973
Capitols	4	8	4	15	10		41
Carolinian	54	6	68	57	76		261
Cascades	14	1	52	13	15		95
Downeaster	5	1	9	29	5		49
Empire Corridor	56	1	29	25	68		179
Adirondack	7	0	7	3	10		27
Empire Service	38	0	19	15	46		118
Ethan Allen Express	6	0	1	0	6		13
Maple Leaf	5	1	2	7	6		21
Heartland Flyer	0	1	0	9	0		10
Hiawatha	1	1	3	5	8		18
Hoosier State	0	1	0	0	2		3
Illinois	39	15	49	107	77		287
Carl Sandburg / Illinois Zephyr	3	2	1	9	11		26
Illini / Saluki	6	3	3	18	18		48
Lincoln Service	30	10	45	80	48		213
Michigan	67	5	62	92	57		283
Blue Water	5	0	0	16	6		27
Pere Marquette	12	0	17	17	2		48
Wolverine	50	5	45	59	49		208
Kansas City - St. Louis	2	0	36	144	14		196
Pacific Surfliner	73	16	38	119	73		319
Pennsylvanian	11	6	7	6	19		49
Piedmont	1	1	22	2	2		28
San Joaquins	19	8	13	40	37		117
Vermont	5	0	9	15	9		38
Long Distance	617	108	2,175	1,584	1,778		6,262
Auto Train	20	1	41	32	29		123
California Zephyr	93	13	304	162	219		791
Capitol Limited	23	5	55	38	84		205
Cardinal	22	0	93	36	44		195
City of New Orleans	22	3	107	97	72		301
Coast Starlight	43	11	205	150	168		577
Crescent	27	9	122	140	108		406
Empire Builder	33	11	288	195	215		742
Lake Shore Ltd	70	4	143	110	88		415
Palmetto	40	2	29	41	80		192
Silver Meteor	47	1	215	94	123		480
Silver Star	49	5	128	118	86		386
Southwest Chief	50	18	214	178	195		655
Sunset Limited	27	16	37	52	65		197
Texas Eagle	51	9	194	141	202		597

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2010					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	1,230	2,682	404	2,675	2,589	9,580
Amtrak Premium	24	33	6	55	7	125
Acela Express	24	33	6	55	7	125
Amtrak Corridor	30	208	16	300	127	681
Keystone	0	6	0	8	10	24
Northeast Regional	30	202	16	292	117	657
Short Distance	54	523	35	289	221	1,122
Capitols	0	0	1	1	0	2
Carolinian	10	212	4	44	110	380
Cascades	8	0	0	16	1	25
Downeaster	1	2	0	4	0	7
Empire Corridor						
Adirondack	0	3	3	6	6	18
Empire Service	5	16	0	13	8	42
Ethan Allen Express	1	4	0	4	0	9
Maple Leaf	4	11	0	18	15	48
Heartland Flyer	0	0	0	4	0	4
Hiawatha	0	3	0	1	0	4
Hoosier State	0	0	0	2	4	6
Illinois						
Carl Sandburg / Illinois Zephyr	1	4	8	1	3	17
Illini / Saluki	0	1	1	1	1	4
Lincoln Service	3	36	8	24	20	91
Michigan						
Blue Water	7	1	0	71	1	80
Pere Marquette	0	2	0	6	0	8
Wolverine	2	61	6	26	24	119
Kansas City - St. Louis	0	21	2	3	8	34
Pacific Surfliner	6	6	1	26	5	44
Pennsylvanian	0	4	0	3	5	12
Piedmont	0	3	0	0	0	3
San Joaquins	5	118	1	8	7	139
Vermont	1	15	0	7	3	26
Long Distance	1,122	1,918	347	2,031	2,234	7,652
Auto Train	80	146	18	173	225	642
California Zephyr	148	134	48	163	280	773
Capitol Limited	54	41	10	66	30	201
Cardinal	19	46	4	25	44	138
City of New Orleans	61	135	25	126	124	471
Coast Starlight	75	63	29	205	135	507
Crescent	52	173	15	149	106	495
Empire Builder	148	112	28	188	147	623
Lake Shore Ltd	47	107	11	117	112	394
Palmetto	23	195	19	115	86	438
Silver Meteor	112	209	20	121	97	559
Silver Star	54	221	23	118	129	545
Southwest Chief	122	161	33	244	416	976
Sunset Limited	35	35	9	61	64	204
Texas Eagle	92	140	55	160	239	686

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

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

4th Quarter FY 2010

Amtrak System		196
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Division

Central		48
Mid-Atlantic		49
Northeast		41
Pacific		19
Southern		20
Southwest		19

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

**TABLE 17:
PUBLIC BENEFITS**

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

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

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

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	4th Quarter FY 2010	4th Quarter FY 2010

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-0.6	87.5%	97.2%
	2103	-1.4	81.3%	91.5%
	2104	-0.2	93.8%	99.0%
	2107	-2.1	89.1%	97.3%
	2109	-0.7	90.6%	97.4%
	2110	0.1	90.5%	97.0%
	2117	0.0	93.5%	98.1%
	2119	-0.2	87.5%	89.3%
	2121	-2.7	89.1%	93.8%
	2122	-2.6	82.8%	88.9%
	2124	-1.9	85.9%	91.4%
	2126	-3.1	81.3%	87.8%
	2150	-0.1	70.3%	91.3%
	2151	-0.6	87.5%	93.4%
	2153	-1.2	92.2%	97.0%
	2154	-0.8	67.2%	89.2%
	2155	0.1	98.4%	96.5%
	2158	-0.4	57.8%	85.6%
	2159	-1.3	68.8%	87.3%
	2160	0.2	60.9%	89.1%
	2163	-0.9	71.9%	87.2%
	2164	-0.4	71.9%	94.1%
	2165	-0.4	68.8%	85.1%
	2166	-1.4	75.0%	86.3%
	2167	-0.2	78.1%	89.3%
	2168	-0.3	79.7%	92.3%
	2170	-1.0	64.1%	87.0%
	2171	-1.9	73.4%	83.6%
	2172	-1.5	65.6%	85.9%
	2173	-1.2	53.1%	64.9%
	2190	-1.3	78.1%	89.4%
	2193	-0.6	74.6%	81.5%
	2203	-1.1	80.0%	92.4%
	2205	-1.1	100.0%	100.0%
	2207	-0.4	86.7%	92.9%
	2208	0.1	100.0%	100.0%
	2211	0.3	100.0%	100.0%
	2212	0.1	96.4%	98.6%
	2213	-0.8	92.3%	99.0%
	2216	-3.5	100.0%	100.0%
	2220	-4.6	93.3%	99.1%
	2221	-2.3	92.3%	98.1%
	2222	-2.2	84.6%	93.1%
	2225	0.5	92.3%	99.0%
	2228	-2.2	84.6%	93.4%
	2250	-0.4	53.6%	83.3%
	2251	-1.6	66.7%	82.3%
	2252	0.2	69.2%	87.1%
	2253	-0.6	85.7%	91.2%
	2254	0.4	76.9%	91.4%
	2255	-0.6	53.8%	69.0%
	2256	-0.7	84.6%	88.3%
	2257	-0.7	38.5%	65.9%
	2258	-1.2	69.2%	81.8%
	2259	-0.5	76.9%	88.2%
	2290	-4.3	66.7%	87.4%
	2297	-0.2	84.6%	94.9%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	4th Quarter FY 2010	4th Quarter FY 2010

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News	66	0.1	86.8%	71.6%
	67	-0.8	87.0%	87.9%
	82	-1.2	73.3%	66.8%
	83	1.2	46.2%	62.8%
	84	-3.0	82.8%	84.1%
	85	-0.3	62.5%	87.7%
	86	-0.1	59.4%	56.8%
	87	1.4	66.7%	77.0%
	88	-0.5	67.9%	63.6%
	93	-0.3	51.0%	71.3%
	94	-0.1	50.0%	53.9%
	95	0.8	53.1%	65.7%
	99	-0.9	46.4%	54.2%
	194	-0.1	28.6%	37.3%
195	0.5	78.6%	86.8%	
1094	Not Available	0.0%	31.3%	
Lynchburg				
Lynchburg	145	-1.3	76.9%	90.0%
	147	-0.4	80.0%	83.6%
	156	-14.8	71.4%	81.3%
	171	-7.1	70.3%	61.8%
	176	-6.8	51.6%	71.8%
All Other Northeast Regional				
All Other Northeast Regional	110	0.1	91.5%	98.8%
	111	-0.4	82.0%	91.6%
	121	-1.4	93.3%	97.0%
	123	Not Available	92.3%	92.8%
	125	-6.3	64.1%	86.7%
	126	Not Available	69.2%	80.2%
	127	-2.3	84.7%	96.1%
	129	-2.0	67.2%	83.1%
	130	-1.7	81.0%	95.2%
	131	0.5	92.9%	94.4%
	132	Not Available	76.9%	78.6%
	133	-0.4	84.6%	90.6%
	134	0.5	57.7%	84.6%
	135	-0.9	75.0%	69.9%
	136	1.7	76.9%	75.0%
	137	-1.9	42.2%	58.4%
	138	-0.6	34.9%	66.3%
	139	Not Available	92.3%	89.0%
	140	0.9	75.0%	88.0%
	141	1.5	81.3%	89.1%
	143	0.5	82.1%	87.6%
	146	0.1	80.0%	83.1%
	148	1.1	50.0%	79.2%
	150	-0.9	89.3%	91.8%
	151	0.3	90.6%	94.2%
	152	0.5	64.3%	89.2%
	153	-2.7	92.9%	96.4%
	154	1.4	76.9%	96.3%
	155	-0.5	96.4%	97.5%
	157	-6.1	76.9%	87.3%
	158	-0.1	82.1%	90.0%
	159	0.9	85.7%	92.9%
	160	-1.3	78.6%	89.9%
	161	-0.2	85.7%	84.2%
	162	-0.4	82.1%	89.9%
	163	-1.2	78.6%	75.2%
	164	-2.2	75.0%	73.6%
	165	-0.6	82.1%	73.8%
	166	-3.2	76.9%	75.6%
	167	-1.2	73.3%	79.4%
	168	-3.3	86.7%	79.8%
169	-0.7	78.6%	83.2%	
170	-1.0	85.9%	82.5%	
172	-1.5	64.1%	74.6%	
173	-0.1	54.7%	69.6%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	4th Quarter FY 2010	4th Quarter FY 2010
	174	-4.3	68.8%	73.1%
	175	-1.3	84.4%	84.6%
	177	-0.7	70.3%	72.0%
	178	-0.7	84.4%	85.7%
	179	-0.3	61.9%	83.8%
	180	-0.9	73.4%	94.4%
	181	-2.0	73.4%	90.7%
	182	0.8	85.7%	93.1%
	183	-2.3	81.7%	94.2%
	184	-4.0	61.3%	80.3%
	185	-0.5	85.9%	91.5%
	186	-0.4	83.9%	93.1%
	187	-4.0	76.6%	92.1%
	188	2.0	87.5%	95.1%
	190	-1.0	82.8%	85.7%
	192	-1.7	86.7%	93.7%
	193	1.2	73.0%	78.6%
	196	1.6	82.4%	90.1%
	198	-4.5	80.4%	92.9%
	199	0.0	100.0%	100.0%
	401	7.5	89.3%	100.0%
	405	6.6	100.0%	100.0%
	432	Not Available	84.6%	88.5%
	450	3.7	75.0%	87.7%
	460	4.6	89.3%	90.5%
	463	4.6	96.4%	100.0%
	464	3.9	75.0%	76.2%
	465	Not Available	92.3%	100.0%
	467	5.8	93.3%	97.8%
	470	3.7	62.5%	79.1%
	475	6.8	95.3%	98.4%
	476	2.3	51.6%	63.7%
	479	7.9	85.7%	87.8%
	488	7.5	57.1%	59.5%
	490	5.2	92.2%	92.2%
	493	5.7	73.4%	95.6%
	494	6.9	60.9%	64.6%
	495	6.1	98.4%	99.7%
	497	8.2	84.6%	97.4%
Keystone	600	-0.7	90.6%	95.4%
	601	0.2	96.9%	97.4%
	605	-0.9	90.6%	95.7%
	607	-1.2	93.8%	97.0%
	609	-1.8	82.8%	93.9%
	610	2.5	100.0%	100.0%
	611	-4.8	100.0%	100.0%
	612	1.9	100.0%	100.0%
	615	-4.2	86.7%	96.6%
	618	-3.6	92.0%	93.1%
	619	-1.8	95.3%	96.2%
	620	0.3	90.6%	97.7%
	622	-0.1	96.9%	98.5%
	637	-4.1	100.0%	100.0%
	639	-0.9	85.9%	95.3%
	640	-0.3	82.8%	93.2%
	641	-0.6	90.6%	94.6%
	642	1.0	82.8%	92.2%
	643	-0.2	93.8%	97.2%
	644	-0.8	93.8%	98.0%
	645	0.1	87.5%	95.7%
	646	0.6	95.3%	97.7%
	647	0.0	76.6%	92.8%
	648	-0.9	89.1%	93.0%
	649	-1.2	71.9%	91.0%
	650	0.1	95.3%	98.0%
	651	-0.6	89.1%	96.6%
	652	0.4	62.5%	83.1%
	653	0.3	84.4%	91.2%
	654	0.3	95.3%	98.8%
	655	-0.6	81.3%	86.0%

**APPENDIX A:
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Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	4th Quarter FY 2010	4th Quarter FY 2010
	656	-0.5	87.5%	96.2%
	658	-0.6	84.6%	94.5%
	660	1.1	100.0%	100.0%
	661	-2.3	96.4%	98.9%
	662	-1.3	84.6%	94.3%
	663	-4.1	89.3%	95.7%
	664	-3.1	100.0%	100.0%
	665	-1.1	82.1%	94.9%
	666	0.4	89.3%	91.4%
	667	-1.5	85.7%	96.4%
	668	0.0	73.3%	88.5%
	669	-2.4	92.9%	95.6%
	670	-1.5	96.4%	99.0%
	671	-4.3	96.4%	98.7%
	672	-0.5	89.3%	98.5%

Non-NEC Corridor Routes

Standard		≥ 0	80.0%	80.0%
Capitol Corridor	518	2.3	98.5%	99.4%
	520	1.3	95.4%	97.1%
	521	0.5	96.9%	98.1%
	522	2.8	98.5%	97.3%
	523	0.7	93.8%	95.0%
	524	2.0	93.8%	94.1%
	525	1.8	95.4%	97.7%
	526	2.2	98.5%	98.1%
	527	1.6	96.9%	97.6%
	528	2.1	96.9%	98.8%
	529	0.9	93.8%	97.0%
	530	3.3	95.4%	96.5%
	531	2.7	96.9%	99.7%
	532	3.1	96.9%	95.1%
	533	1.0	95.4%	97.1%
	534	1.1	95.4%	97.5%
	535	1.9	92.3%	93.0%
	536	0.0	95.4%	97.7%
	537	2.3	95.4%	96.2%
	538	1.1	95.4%	97.7%
	540	2.0	96.9%	96.3%
	541	2.2	95.4%	97.1%
	542	1.3	95.4%	96.7%
	543	2.2	95.4%	97.2%
	544	2.8	98.5%	96.7%
	545	1.7	95.4%	95.6%
	546	3.3	98.5%	98.5%
	547	1.5	98.5%	98.9%
	548	-2.1	98.4%	96.6%
	549	1.4	100.0%	100.0%
	551	1.3	98.5%	98.8%
	553	1.4	95.4%	96.4%
	720	1.7	100.0%	100.0%
	723	0.0	96.3%	96.5%
	724	1.0	100.0%	95.0%
	727	1.0	100.0%	99.7%
	728	1.1	96.3%	91.7%
	729	0.7	100.0%	99.4%
	732	2.7	100.0%	100.0%
	733	1.7	100.0%	99.7%
	734	0.2	92.6%	94.8%
	736	1.0	96.3%	99.4%
	737	2.0	100.0%	98.3%
	738	1.6	100.0%	100.0%
	741	0.5	96.3%	94.3%
	742	1.3	100.0%	98.6%
	743	0.8	100.0%	98.3%
	744	-0.2	100.0%	99.7%
	745	1.8	100.0%	100.0%
	746	1.0	96.3%	98.1%
	747	1.1	96.3%	98.8%
	748	1.0	96.3%	96.5%
	749	0.6	92.6%	95.7%

**APPENDIX A:
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Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	4th Quarter FY 2010	4th Quarter FY 2010
Carolinian	751	0.6	100.0%	98.1%
	79	0.2	52.2%	54.7%
	80	-0.5	54.3%	61.6%
Cascades	500	1.8	87.0%	75.5%
	501	1.0	84.8%	91.0%
	504	3.3	94.4%	93.7%
	506	1.3	66.3%	56.4%
	507	2.8	85.9%	81.6%
	508	3.0	82.4%	69.6%
	509	2.5	87.0%	85.7%
	510	0.7	78.3%	89.1%
	513	-3.2	41.3%	45.1%
	516	-2.3	70.7%	65.4%
	517	-0.9	76.1%	66.9%
Downeaster	680	0.0	81.3%	93.4%
	681	-0.9	45.3%	80.3%
	682	0.0	67.2%	98.7%
	683	-0.1	79.7%	93.9%
	684	0.6	48.4%	86.4%
	685	-0.2	59.4%	83.2%
	686	-0.4	73.4%	89.6%
	687	-0.9	50.0%	80.7%
	688	0.3	67.2%	82.3%
	689	-1.1	84.4%	89.5%
	690	0.2	89.3%	99.2%
	691	1.6	53.6%	83.2%
	692	-0.4	71.4%	89.8%
	693	0.0	64.3%	93.3%
	694	0.5	42.9%	77.4%
	695	0.6	75.0%	89.6%
	696	1.3	67.9%	88.1%
697	1.4	78.6%	98.5%	
698	-0.8	71.4%	86.1%	
699	-1.9	92.9%	97.0%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*
		Last Four Quarters	4th Quarter FY 2010	4th Quarter FY 2010
Empire Corridor				
Adirondack	68	0.2	60.9%	45.1%
	69	0.9	62.0%	65.5%
Maple Leaf	63	1.2	65.2%	71.2%
	64	0.7	46.7%	44.5%
New York - Albany**	230	2.2	92.2%	98.1%
	232	0.1	89.1%	97.5%
	233	0.8	76.1%	89.5%
	234	1.5	87.5%	95.7%
	235	0.4	75.0%	87.0%
	236	1.4	89.1%	95.0%
	237	0.6	82.8%	88.6%
	238	3.2	79.3%	90.7%
	239	-1.2	72.5%	81.0%
	241	1.1	73.9%	84.9%
	242	1.9	85.9%	87.4%
	243	2.2	91.3%	94.0%
	244	0.5	78.3%	91.3%
	245	1.8	92.2%	94.4%
	250	3.1	92.9%	95.4%
	252	0.1	86.7%	92.4%
	253	2.4	92.9%	98.4%
	254	2.3	84.6%	92.3%
	255	1.1	76.9%	96.7%
	261	1.6	95.1%	92.2%
New York - Niagara Falls	280	0.8	82.3%	82.7%
	281	1.1	73.9%	62.4%
	283	2.6	90.2%	73.4%
	284	0.6	83.7%	79.6%
	288	1.4	84.6%	86.0%
Ethan Allen Express	290	0.5	64.1%	84.4%
	291	1.1	77.2%	83.4%
	293	1.4	76.9%	82.5%
	296	-1.4	60.7%	75.2%
Heartland Flyer	821	3.1	63.0%	87.7%
	822	3.6	70.7%	62.6%
Hiawatha	329	-1.6	93.7%	95.9%
	330	-0.5	91.1%	97.5%
	331	-0.2	94.6%	96.9%
	332	-1.7	84.8%	94.3%
	333	-1.7	89.1%	93.4%
	334	0.2	89.1%	97.4%
	335	-0.2	84.8%	93.2%
	336	0.3	82.6%	96.3%
	337	0.0	85.9%	94.1%
	338	-0.7	81.5%	93.8%
	339	-0.6	90.2%	92.0%
	340	0.0	94.6%	98.5%
	341	0.6	90.2%	94.8%
	342	-0.3	87.0%	94.3%
	Hoosier State	850	0.6	65.4%
851		4.6	76.9%	80.8%
Illinois				
Carl Sandburg / Illinois Zephyr	380	2.2	95.7%	89.0%
	381	0.4	92.4%	93.9%
	382	1.8	92.4%	88.4%
	383	2.2	92.4%	92.7%

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

Service	Train Number	Test #1	Test #2	Test #3	
		Change in Effective Speed	Endpoint OTP	All-Stations OTP*	
		Last Four Quarters	4th Quarter FY 2010	4th Quarter FY 2010	
Illini / Saluki	390	3.3	83.7%	72.2%	
	391	3.2	80.4%	44.1%	
	392	1.7	45.7%	59.1%	
	393	0.7	78.3%	56.4%	
	Lincoln Service	300	1.8	50.0%	74.2%
		301	4.8	81.5%	82.8%
		302	2.6	39.1%	73.8%
		303	3.1	60.9%	53.9%
		304	4.2	82.6%	73.4%
		305	2.6	67.4%	65.5%
		306	3.6	79.3%	79.8%
	307	1.2	72.8%	66.5%	
Michigan					
Blue Water	364	1.4	85.9%	78.1%	
	365	4.1	44.6%	77.8%	
Pere Marquette	370	2.6	57.6%	71.5%	
	371	2.9	25.0%	73.2%	
Wolverine	350	1.4	50.5%	49.7%	
	351	3.6	40.7%	81.6%	
	352	2.4	16.3%	31.6%	
	353	4.5	39.1%	69.6%	
	354	0.9	54.3%	52.1%	
	355	5.6	57.6%	63.5%	
Kansas City - St. Louis	311	5.5	87.0%	84.7%	
	313	8.0	90.2%	86.2%	
	314	9.2	84.8%	84.2%	
	316	9.9	91.3%	86.0%	
	Pacific Surfliner	562	-0.3	87.7%	94.4%
564		-0.5	82.2%	95.6%	
565		0.5	65.6%	88.0%	
566		0.8	80.4%	90.1%	
567		-0.4	44.6%	77.7%	
571		0.2	60.0%	75.4%	
572		-0.5	80.9%	91.5%	
573		-1.9	42.2%	79.0%	
577		1.0	33.3%	38.6%	
578		-0.2	88.9%	92.2%	
579		1.1	79.7%	95.0%	
580		-0.2	85.2%	96.1%	
582		0.8	60.0%	76.8%	
583		0.4	80.0%	88.1%	
587		-0.9	12.0%	45.5%	
589		-0.7	64.6%	67.1%	
590		1.0	86.8%	98.2%	
591		1.6	59.3%	75.0%	
592		-1.0	62.0%	80.4%	
595		-0.2	80.4%	86.3%	
597		-1.5	66.7%	81.2%	
763		0.0	66.3%	79.2%	
768		0.7	56.5%	87.5%	
769		-0.3	83.7%	88.6%	
774		0.3	90.2%	89.4%	
775		0.3	82.6%	75.3%	
784		-0.1	45.7%	86.7%	
785		-0.5	70.7%	64.3%	
792		5.0	51.9%	52.2%	
796		0.8	83.7%	90.9%	
798		-0.4	69.8%	56.4%	
799		0.2	47.8%	87.5%	
Pennsylvanian		42	-0.1	92.2%	83.1%
	43	0.1	81.5%	76.6%	
	44	0.5	100.0%	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	All-Stations OTP*
		Last Four Quarters	4th Quarter FY 2010	4th Quarter FY 2010
Piedmont	73	0.5	95.7%	97.2%
	76	Not Available	76.7%	86.9%
San Joaquin	701	1.7	93.5%	94.6%
	702	0.4	97.8%	94.2%
	703	2.7	89.1%	84.6%
	704	1.9	89.1%	88.6%
	711	0.7	97.8%	95.9%
	712	0.7	96.7%	88.4%
	713	0.9	91.3%	89.7%
	714	0.5	89.1%	93.4%
	715	1.8	93.5%	88.0%
	716	1.6	95.7%	93.0%
	717	1.4	84.8%	81.2%
Vermont	54	2.6	96.4%	87.5%
	55	1.6	89.1%	90.2%
	56	2.8	85.9%	78.5%
	57	1.9	85.7%	92.9%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	0.6	93.4%	90.1%
	53	0.7	89.0%	92.9%
California Zephyr	5	2.7	55.4%	26.0%
	6	2.6	10.9%	42.9%
CardiNot Availablel	50	0.8	22.5%	19.4%
	51	1.0	41.0%	37.6%
Capitol Limited	29	1.9	62.0%	53.2%
	30	1.8	57.6%	39.5%
City of New Orleans	58	1.0	83.7%	66.4%
	59	1.3	88.0%	56.5%
Coast Starlight	11	0.9	92.4%	82.6%
	14	1.7	82.6%	66.7%
Crescent	19	0.0	67.4%	63.9%
	20	0.0	79.3%	72.0%
Empire Builder	27	0.4	82.6%	49.4%
	28	0.3	88.0%	50.4%
	7	0.1	82.6%	48.6%
	8	0.2	43.5%	48.9%
Lake Shore Ltd	448	9.2	73.6%	50.8%
	449	7.4	78.0%	49.8%
	48	1.9	65.2%	56.6%
	49	1.0	46.7%	43.5%
Palmetto	89	0.4	62.0%	61.1%
	90	0.1	76.1%	72.3%
Silver Meteor	97	0.0	70.7%	66.7%
	98	0.5	71.7%	70.1%
Silver Star	91	0.9	68.5%	64.0%
	92	1.1	82.4%	77.0%
Southwest Chief	3	0.7	79.3%	54.7%
	4	0.5	56.5%	49.7%
Sunset Limited	1	3.6	82.5%	61.6%
	2	2.8	87.2%	46.6%
Texas Eagle	21	2.6	83.7%	44.9%
	22	3.3	55.4%	60.6%

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

All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for All Other Northeast RegionNot Availablel Services.

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

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

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

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

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

Standard	900				
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Acela Express

Acela Express	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance*
	2150	MNRR	1035	DSR	686	CTI	173	0
	2151	MNRR	843	CTI	586	DCS	195	0
	2153	MNRR	363	DSR	167	CTI	159	0
	2154	MNRR	1540	DMW	592	DSR	550	0
	2155	MNRR	396	CTI	209	DSR	89	0
	2158	MNRR	480	CTI	195	DMW	145	0
	2159	MNRR	1012	DMW	694	CTI	167	0
	2160	MNRR	394	CTI	210	DSR	82	0
	2163	MNRR	870	DMW	283	CTI	258	0
	2164	MNRR	306	CTI	142	DMW	111	0
	2165	MNRR	867	DSR	380	DMW	337	0
	2166	MNRR	340	CTI	201	PTI	60	0
	2167	MNRR	643	CTI	312	DSR	153	0
	2168	MNRR	539	CTI	385	DSR	65	0
	2170	MNRR	882	CTI	405	RTE	283	0
	2171	MNRR	1048	CTI	504	DSR	325	0
	2172	MNRR	598	DSR	400	CTI	142	0
	2173	MNRR	1388	DSR	524	CTI	513	0
	2190	MNRR	1120	DSR	565	CTI	441	0
	2193	MNRR	742	CTI	311	DSR	286	0
	2250	MNRR	689	DSR	485	DMW	147	0
	2251	MNRR	459	DSR	421	DMW	38	0
	2252	MNRR	1223	RTE	742	DSR	343	0
	2253	MNRR	938	DSR	727	RTE	108	0
	2254	MNRR	549	DSR	536	DCS	14	0
	2255	MNRR	865	DCS	563	DSR	302	0
	2256	MNRR	536	DSR	288	DCS	220	0
	2257	MNRR	1387	DMW	769	DSR	234	0
	2258	MNRR	371	DSR	275	CTI	96	0
	2259	MNRR	522	CTI	275	DSR	247	0
	2290	MNRR	524	DSR	333	CTI	155	0
	2297	MNRR	165	DSR	165	FTI	0	0

Other NEC Corridor Routes

Northeast Regional	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance*
Richmond / Newport News	194	CSX	1654	DSR	690	RTE	360	0
		MNRR	741	CTI	463	DSR	132	0
	195	CSX	1158	DCS	320	DSR	223	0
		MNRR	644	DSR	268	DMW	191	0
	66	CSX	1536	DSR	598	DCS	243	427
		MNRR	349	DSR	262	DCS	60	0
	67	CSX	1564	DSR	595	DCS	253	274
		MNRR	359	CTI	235	DSR	53	0
	82	CSX	1230	DSR	385	RTE	294	0
		MNRR	500	DSR	310	DMW	143	0
	83	CSX	2974	PTI	840	DSR	651	176
		MNRR	2060	DSR	1525	DCS	288	0
	84	CSX	1192	DSR	316	RTE	308	321
	85	CSX	1712	CTI	581	DSR	313	643
	86	CSX	2206	FTI	501	RTE	476	321
		MNRR	622	DMW	290	CTI	162	0
	87	CSX	1159	DSR	468	RTE	245	0
	88	CSX	1692	FTI	550	DSR	414	0
		MNRR	497	RTE	153	CTI	147	0
	93	CSX	1886	CTI	710	DSR	370	326
		MNRR	1092	DSR	907	CTI	123	0
	94	CSX	2261	DSR	824	DCS	496	386
		MNRR	1351	CTI	1063	DSR	164	0

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

Standard	900						
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Lynchburg	95	CSX	2968	DSR	853	PTI	736	371
		MNRR	483	RTE	248	DSR	142	0
	99	CSX	1567	DSR	622	FTI	369	0
		MNRR	1601	DSR	1422	DMW	121	0
	1094	CSX	1044	DSR	633	DCS	285	0
	145	MNRR	1085	DSR	852	CTI	137	0
		NS	423	DSR	164	PTI	113	0
	147	MNRR	1131	RTE	429	DMW	333	0
		NS	114	DSR	69	FTI	16	0
	156	NS	471	DCS	216	FTI	111	0
All Other Northeast Regional	171	MNRR	737	CTI	393	DMW	187	0
		NS	559	CTI	169	DCS	140	0
	176	MNRR	859	RTE	452	CTI	248	0
		NS	336	DSR	99	DCS	94	0
	132	MNRR	357	CTI	288	RTE	41	0
	135	MNRR	1186	CTI	612	DSR	287	0
	136	MNRR	96	DCS	69	DSR	27	0
	137	MNRR	1499	CTI	1307	RTE	74	0
	139	MNRR	247	CTI	234	DSR	14	0
	140	MNRR	668	CTI	205	RTE	198	0
141	MNRR	1434	CTI	806	DCS	349	0	
143	MNRR	1397	DSR	510	CTI	415	0	
146	MNRR	83	DSR	71	DCS	12	0	
148	MNRR	1498	CTI	672	DSR	650	0	
150	MNRR	772	DSR	714	CTI	57	0	
160	MNRR	408	CTI	230	DSR	159	0	
161	MNRR	670	DSR	236	DMW	198	0	
162	MNRR	198	CTI	108	DSR	45	0	
163	MNRR	631	CTI	357	DCS	159	0	
164	MNRR	1467	DSR	1282	RTE	134	0	
165	MNRR	1594	DSR	982	DMW	344	0	
166	MNRR	0	FTI	0	FTI	0	0	
167	MNRR	204	DMW	77	CTI	51	0	
168	MNRR	2631	DMW	1607	DCS	488	0	
169	MNRR	759	CTI	402	PTI	261	0	
170	MNRR	502	CTI	419	DSR	61	0	
172	MNRR	1498	DSR	1035	DMW	184	0	
173	MNRR	1186	DSR	586	CTI	354	0	
174	MNRR	1468	CTI	666	DCS	454	0	
175	MNRR	1338	CTI	952	DSR	292	0	
177	MNRR	845	CTI	459	DMW	159	0	
178	MNRR	516	CTI	346	DCS	105	0	
179	MNRR	1066	CTI	677	DCS	210	0	
190	MNRR	915	DSR	625	CTI	246	0	

Non-NEC Corridor Routes

Capitol Corridor	518	UP	400	PTI	137	RTE	120	0
	520	UP	521	RTE	134	PTI	113	0
	521	UP	423	RTE	108	PTI	107	0
	522	UP	290	PTI	132	DCS	62	0
	523	UP	612	RTE	154	PTI	141	0
	524	UP	734	PTI	300	DCS	218	0
	525	UP	224	DCS	124	PTI	50	0
	526	UP	568	DCS	315	PTI	115	0
	527	UP	743	PTI	402	RTE	122	0
	528	UP	888	PTI	408	DCS	155	0
	529	UP	424	RTE	169	PTI	97	0
	530	UP	695	DCS	296	RTE	190	0
	531	UP	680	PTI	394	DCS	89	0
	532	UP	677	DCS	175	RTE	129	0
	533	UP	428	PTI	120	FTI	100	0
	534	UP	1019	PTI	690	FTI	107	0
	535	UP	458	PTI	104	DCS	91	0
	536	UP	453	DCS	155	FTI	100	0
	537	UP	592	PTI	138	RTE	124	0
	538	UP	522	FTI	146	PTI	141	0
	540	UP	354	PTI	115	DCS	107	0
	541	UP	472	FTI	146	PTI	130	0
	542	UP	438	OTH	98	RTE	95	0
	543	UP	348	FTI	113	DCS	92	0
	544	UP	314	DCS	108	FTI	86	0

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

Service	Train	Host	4th Quarter FY 2010						MM&C Allowance*
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
Standard			900						
	545	UP	358	RTE	109	PTI	106	0	
	546	UP	328	PTI	127	DCS	74	0	
	547	UP	553	PTI	306	RTE	86	0	
	548	UP	890	RTE	576	PTI	195	0	
	549	UP	397	RTE	248	PTI	63	0	
	551	UP	525	PTI	432	DCS	35	0	
	553	UP	202	PTI	79	RTE	52	0	
	720	UP	445	PTI	225	RTE	170	0	
	723	UP	345	PTI	159	RTE	91	0	
	724	UP	597	PTI	283	RTE	119	0	
	727	UP	456	RTE	187	PTI	153	0	
	728	UP	498	PTI	212	DCS	113	0	
	729	UP	556	PTI	360	RTE	114	0	
	732	UP	318	RTE	119	DCS	93	0	
	733	UP	716	PTI	388	RTE	184	0	
	734	UP	527	DCS	164	PTI	150	0	
	736	UP	555	FTI	156	FTI	156	0	
	737	UP	513	PTI	170	RTE	119	0	
	738	UP	420	PTI	148	DCS	131	0	
	741	UP	462	PTI	246	DCS	113	0	
	742	UP	415	PTI	146	RTE	119	0	
	743	UP	357	PTI	122	RTE	96	0	
	744	UP	263	FTI	88	RTE	74	0	
	745	UP	148	PTI	68	FTI	47	0	
	746	UP	318	PTI	174	DCS	76	0	
	747	UP	592	PTI	252	DCS	125	0	
	748	UP	334	RTE	178	DCS	108	0	
	749	UP	492	DCS	157	PTI	153	0	
	751	UP	195	DCS	93	PTI	76	0	
Carolinian	79	CSX	1240	PTI	281	RTE	249	81	
		NS	560	DCS	236	PTI	161	0	
	80	CSX	1657	DCS	448	DSR	304	82	
		NS	279	DSR	101	DCS	71	0	
Cascades	500	BNSF	801	RTE	238	DSR	202	0	
		UP	951	FTI	523	DSR	297	0	
	501	BNSF	604	RTE	227	DSR	124	0	
	504	UP	950	DSR	447	DCS	191	0	
	506	BNSF	956	DSR	280	PTI	228	0	
	507	BNSF	946	RTE	213	DSR	209	0	
		UP	739	FTI	299	DCS	206	0	
	508	BNSF	687	RTE	222	DCS	146	0	
	509	BNSF	673	DSR	211	RTE	149	0	
		UP	569	FTI	203	DSR	182	0	
	510	BNSF	1341	PTI	353	DSR	339	0	
	513	BNSF	1174	DSR	292	PTI	249	0	
	516	BNSF	1009	DSR	271	PTI	199	0	
	517	BNSF	1246	PTI	418	DSR	284	0	
Downeaster	680	MBTA	1509	DSR	1042	CTI	335	0	
		PanAm	539	DSR	332	DCS	104	0	
	681	MBTA	2629	CTI	1517	DSR	1095	0	
		PanAm	340	DSR	285	FTI	41	0	
	682	MBTA	1728	DSR	1240	PTI	165	0	
		PanAm	450	DSR	348	DCS	55	0	
	683	MBTA	1451	DSR	1277	DCS	107	0	
		PanAm	432	DSR	246	PTI	107	0	
	684	MBTA	1397	DSR	942	CTI	203	0	
		PanAm	1209	PTI	701	DSR	338	0	
685	MBTA	1625	DSR	1170	DCS	186	0		
	PanAm	456	DSR	321	FTI	75	0		
686	MBTA	2092	DSR	1038	PTI	438	0		
	PanAm	342	DSR	254	FTI	66	0		

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
Standard			900					
	687	MBTA	2100	DSR	1236	CTI	595	0
		PanAm	1021	PTI	500	DSR	332	0
	688	MBTA	1000	DSR	897	CTI	54	0
		PanAm	810	PTI	403	DSR	230	0
	689	MBTA	839	DSR	653	RTE	124	0
		PanAm	450	FTI	218	DCS	100	0
	690	MBTA	1238	DSR	879	DCS	236	0
		PanAm	233	DSR	186	FTI	47	0
	691	MBTA	1975	DSR	1209	FTI	416	0
		PanAm	307	DSR	237	FTI	70	0
	692	MBTA	1153	DSR	1134	CTI	19	0
		PanAm	437	DSR	363	FTI	56	0
	693	MBTA	1124	DSR	1077	DCS	47	0
		PanAm	479	DSR	209	DCS	167	0
	694	MBTA	869	DSR	869	FTI	0	0
		PanAm	1195	PTI	809	DSR	246	0
	695	MBTA	1039	DSR	784	DCS	161	0
		PanAm	502	DSR	256	DCS	140	0
	696	MBTA	1257	DSR	1011	PTI	170	0
		PanAm	419	DSR	251	FTI	102	0
697	MBTA	1172	DSR	1011	PTI	132	0	
	PanAm	344	DSR	181	PTI	74	0	
698	MBTA	624	DSR	444	FTI	94	0	
	PanAm	660	PTI	549	DSR	47	0	
699	MBTA	331	DSR	331	FTI	0	0	
	PanAm	279	FTI	135	DSR	79	0	
Empire Corridor								
Adirondack	68	CN	3544	DSR	1809	RTE	1042	0
		CP	1700	DSR	614	PTI	398	0
		CSX	1491	PTI	505	DSR	464	0
		MNRR	1270	CTI	514	DSR	490	0
	69	CN	4194	DSR	1748	RTE	1033	0
		CP	1822	PTI	595	DSR	545	0
		CSX	777	DSR	340	RTE	117	0
		MNRR	981	RTE	309	CTI	302	0
Maple Leaf	63	CSX	1521	RTE	372	FTI	278	0
		MNRR	1114	CTI	730	DSR	292	0
	64	CSX	1563	FTI	388	RTE	298	0
		MNRR	831	DSR	348	CTI	331	0
New York - Albany**	230	CSX	212	DCS	115	DSR	51	0
		MNRR	250	DSR	101	CTI	83	0
	232	CSX	113	DSR	58	RTE	20	0
		MNRR	697	CTI	253	RTE	164	0
	233	CSX	620	PTI	268	RTE	146	0
		MNRR	1268	CTI	403	DSR	251	0
	234	CSX	246	DCS	122	DSR	55	0
		MNRR	584	CTI	208	DSR	177	0
	235	CSX	558	DCS	230	DSR	150	0
		MNRR	939	DSR	346	CTI	343	0
	236	CSX	460	DSR	203	RTE	72	0
		MNRR	1005	DSR	464	CTI	334	0
	237	CSX	429	PTI	243	DSR	133	0
		MNRR	400	CTI	243	DSR	105	0
	238	CSX	579	DSR	225	DCS	137	0
		MNRR	1205	DSR	461	CTI	340	0
	239	CSX	583	DSR	278	DBS	194	0
		MNRR	2001	CTI	1656	RTE	157	0
	241	CSX	276	DSR	129	DCS	76	0
		MNRR	990	CTI	571	DSR	279	0
242	CSX	567	DSR	288	DCS	162	0	
	MNRR	917	DSR	419	CTI	169	0	
243	CSX	235	DSR	126	RTE	36	0	
	MNRR	688	DSR	374	RTE	229	0	
244	CSX	532	DSR	288	DCS	101	0	
	MNRR	1025	CTI	640	DSR	231	0	

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
Standard			900					
New York - Niagara Falls	245	CSX	142	DCS	53	DCS	53	0
		MNRR	557	DSR	336	RTE	105	0
	250	CSX	298	DSR	223	DCS	40	0
		MNRR	325	DSR	151	CTI	101	0
	252	CSX	548	DSR	283	DCS	198	0
		MNRR	1005	DSR	324	RTE	230	0
	253	CSX	309	DSR	197	DCS	101	0
		MNRR	791	DSR	437	CTI	112	0
	254	CSX	752	PTI	458	DSR	261	0
		MNRR	1425	DCS	580	DSR	338	0
	255	CSX	556	DSR	447	PTI	76	0
		MNRR	1002	DSR	399	RTE	314	0
	261	CSX	193	DSR	124	RTE	52	0
		MNRR	429	DSR	375	RTE	54	0
	280	CSX	871	RTE	228	DCS	216	0
		MNRR	1123	DSR	411	CTI	401	0
	281	CSX	1731	FTI	508	RTE	378	0
		MNRR	1324	CTI	659	DSR	326	0
283	CSX	1060	RTE	266	FTI	250	0	
	MNRR	1095	DSR	454	CTI	350	0	
284	CSX	1476	FTI	364	RTE	304	0	
	MNRR	1212	CTI	456	DSR	377	0	
288	CSX	1124	PTI	242	RTE	223	0	
	MNRR	809	DSR	604	CTI	85	0	
Ethan Allen Express	290	CP	2055	DSR	1350	FTI	264	0
	CSX	1180	PTI	476	DSR	369	0	
	MNRR	1374	CTI	478	DSR	321	0	
	VTR	11356	DSR	9976	FTI	693	0	
291	CP	1744	DSR	1155	DCS	288	0	
	CSX	813	DSR	260	PTI	250	0	
	MNRR	1041	DSR	491	CTI	282	0	
	VTR	9576	DSR	9184	DCS	270	0	
293	CP	1314	DSR	804	FTI	408	0	
	CSX	590	DSR	521	RTE	52	0	
	MNRR	1618	CTI	1220	DSR	229	0	
	VTR	8722	DSR	8207	FTI	515	0	
296	CP	1854	DSR	971	PTI	580	0	
	CSX	1721	PTI	818	DSR	363	0	
	MNRR	757	CTI	336	DSR	258	0	
	VTR	8577	DSR	8383	DCS	194	0	
Heartland Flyer	821	BNSF	1346	DSR	1032	FTI	176	0
	822	BNSF	1490	DSR	906	FTI	348	0
Hiawatha	329	CP	192	DCS	85	FTI	62	0
		Metra	1007	DCS	452	CTI	422	0
330	CP	325	FTI	140	RTE	73	0	
		Metra	3122	CTI	2928	DSR	103	0
331	CP	261	FTI	96	DCS	59	0	
		Metra	1375	CTI	736	DMW	237	0
332	CP	617	FTI	183	RTE	140	0	
		Metra	1246	CTI	499	DCS	348	0
333	CP	457	DCS	175	DMW	103	0	
		Metra	1230	DMW	471	DCS	295	0
334	CP	835	DCS	271	FTI	208	0	
		Metra	1301	CTI	695	DCS	237	0
335	CP	321	DCS	152	FTI	76	0	
		Metra	2071	CTI	1215	DMW	419	0
336	CP	751	FTI	255	RTE	235	0	
		Metra	1103	CTI	744	DCS	116	0
337	CP	375	DCS	155	FTI	118	0	
		Metra	898	FTI	473	CTI	170	0

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
Standard			900					
	338	CP	702	FTI	218	RTE	214	0
		Metra	1615	CTI	1106	DCS	336	0
	339	CP	220	DCS	85	FTI	61	0
		Metra	2880	CTI	2503	DCS	222	0
	340	CP	737	RTE	242	FTI	224	0
		Metra	832	CTI	470	FTI	177	0
	341	CP	509	DCS	220	FTI	216	0
		Metra	1094	CTI	636	FTI	329	0
	342	CP	611	FTI	242	DCS	157	0
		Metra	1423	CTI	980	FTI	207	0
Hoosier State	850	CSX	1175	FTI	473	DCS	416	0
	851	CSX	980	DCS	381	DSR	308	0
Illinois								
Carl Sandburg / Illinois Zephyr	380	BNSF	569	DSR	155	DCS	144	0
	381	BNSF	580	DSR	170	FTI	154	0
	382	BNSF	665	FTI	212	DSR	156	0
	383	BNSF	753	DSR	211	FTI	159	0
Illini / Saluki	390	CN	986	FTI	400	DSR	218	0
	391	CN	1031	FTI	332	DSR	212	0
	392	CN	1361	FTI	547	PTI	277	0
	393	CN	943	FTI	309	DSR	256	0
Lincoln Service	300	CN	3267	FTI	1246	DSR	1015	0
		UP	1125	DSR	482	PTI	354	0
	301	CN	1129	FTI	405	RTE	335	0
		UP	961	PTI	376	DSR	228	0
	302	CN	2956	FTI	1066	DSR	659	0
		UP	1837	PTI	1058	DSR	419	0
	303	CN	3691	FTI	1258	DCS	753	0
		UP	1030	DSR	334	PTI	315	0
	304	CN	2285	FTI	1442	DSR	352	0
		UP	1014	PTI	398	DSR	255	0
	305	CN	1216	FTI	539	DCS	190	0
		UP	941	PTI	489	DSR	233	0
	306	CN	2616	FTI	1364	DSR	635	0
		UP	1198	PTI	587	DSR	332	0
	307	CN	2020	FTI	756	DSR	569	0
		UP	759	PTI	293	DSR	253	0
Michigan								
Blue Water	364	Amtrak	329	PTI	122	DSR	71	0
		CN	915	FTI	628	DCS	195	0
		NS	3504	RTE	1324	DCS	635	0
	365	Amtrak	764	PTI	482	DSR	134	0
		CN	2012	FTI	1171	PTI	578	0
		NS	3580	RTE	1132	FTI	885	0
Pere Marquette	370	CSX	558	DCS	197	DSR	177	0
		NS	2836	DCS	970	FTI	626	0
	371	CSX	1281	DCS	646	FTI	216	0
		NS	5337	FTI	1836	DCS	1786	0

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*	
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
Standard			900						
Wolverine	350	Amtrak	944	PTI	645	DCS	110	0	
		CN	2074	DSR	781	RTE	482	0	
		NS	1852	DCS	629	FTI	405	0	
	351	Amtrak	770	PTI	369	DCS	138	0	
		CN	1684	FTI	469	DCS	386	0	
		NS	1864	DCS	772	FTI	414	0	
	352	Amtrak	827	PTI	286	DMW	237	0	
		CN	2973	DSR	1145	DCS	912	0	
		NS	2382	FTI	884	DCS	872	0	
	353	Amtrak	921	PTI	477	DCS	115	0	
		CN	3064	DSR	1630	RTE	552	0	
		NS	1891	DCS	677	PTI	383	0	
	354	Amtrak	293	PTI	125	DCS	66	0	
		CN	2588	DSR	1087	DCS	435	0	
		NS	1723	DCS	870	DSR	254	0	
	355	Amtrak	377	PTI	132	DSR	73	0	
		CN	1815	FTI	637	DSR	363	0	
		NS	2069	DCS	765	PTI	668	0	
	Kansas City - St. Louis	311	UP	732	FTI	234	DSR	155	0
		313	UP	571	FTI	214	PTI	153	0
		314	UP	1083	FTI	595	DMW	176	0
316		UP	764	FTI	299	PTI	143	0	
Pacific Surfliner	562	BNSF	1209	DSR	379	CTI	308	0	
		SCRRA	1918	CTI	1604	PTI	208	0	
		SDNRR	1837	CTI	1032	PTI	719	0	
	564	BNSF	1113	CTI	272	DSR	230	0	
		SCRRA	1995	PTI	1647	DCS	174	0	
		SDNRR	1022	CTI	438	PTI	292	0	
	565	BNSF	2122	RTE	1108	DMW	470	0	
		SCRRA	886	PTI	269	RTE	183	0	
		SDNRR	1189	CTI	914	PTI	142	0	
	566	BNSF	688	FTI	152	FTI	152	0	
		SCRRA	888	PTI	402	DMW	219	0	
		SDNRR	1254	CTI	706	PTI	334	0	
	567	BNSF	2404	RTE	1295	DCS	444	0	
		SCRRA	713	DMW	220	PTI	184	0	
		SDNRR	1936	CTI	964	PTI	609	0	
	571	BNSF	595	RTE	186	DCS	167	0	
		SCRRA	915	PTI	508	CTI	169	0	
		SDNRR	2109	PTI	1333	CTI	531	0	
	572	BNSF	1469	DMW	370	DCS	270	0	
		SCRRA	1538	PTI	1122	DCS	161	0	
		SDNRR	780	CTI	333	PTI	316	0	
	573	BNSF	1215	RTE	608	DSR	225	0	
		SCRRA	742	CTI	376	RTE	106	0	
		SDNRR	1442	CTI	591	PTI	583	0	
	577	BNSF	286	DCS	89	DCS	89	0	
		SCRRA	1748	PTI	679	CTI	514	0	
		SDNRR	1106	PTI	546	CTI	373	0	
578	BNSF	827	DCS	264	DSR	243	0		
	SCRRA	845	CTI	395	DCS	172	0		
	SDNRR	1927	CTI	1205	PTI	584	0		
579	BNSF	821	CTI	247	DSR	203	0		
	SCRRA	626	PTI	278	RTE	149	0		
	SDNRR	663	PTI	495	DSR	65	0		
580	BNSF	197	DSR	161	DCS	36	0		
	SCRRA	1666	PTI	978	CTI	389	0		
	SDNRR	1389	CTI	767	PTI	394	0		
582	BNSF	930	CTI	449	DCS	287	0		
	SCRRA	2209	CTI	1162	PTI	595	0		
	SDNRR	1343	CTI	840	PTI	369	0		
583	BNSF	1084	CTI	349	DSR	217	0		
	SCRRA	1293	CTI	624	DCS	296	0		
	SDNRR	663	PTI	280	CTI	244	0		

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

Standard	900
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587	BNSF		967	DCS	353	RTE	223	0
	SCRRA		1212	PTI	415	DCS	288	0
	SDNRR		2574	PTI	1619	CTI	697	0
589	BNSF		1145	DCS	429	RTE	250	0
	SCRRA		1917	CTI	1226	DCS	218	0
	SDNRR		4205	CTI	2990	PTI	1031	0
590	BNSF		465	FTI	226	PTI	101	0
	SCRRA		693	PTI	298	RTE	172	0
	SDNRR		811	PTI	498	RTE	161	0
591	BNSF		744	RTE	242	DCS	205	0
	SCRRA		592	DCS	245	PTI	102	0
	SDNRR		1154	DCS	373	PTI	311	0
592	BNSF		675	DSR	296	DCS	256	0
	SCRRA		1211	PTI	785	FTI	149	0
	SDNRR		412	CTI	141	FTI	93	0
595	BNSF		992	RTE	440	DCS	312	0
	SCRRA		658	PTI	322	DCS	151	0
	SDNRR		703	FTI	228	PTI	179	0
597	BNSF		500	RTE	310	DCS	189	0
	SCRRA		1114	PTI	342	RTE	325	0
	SDNRR		1658	PTI	1035	RTE	199	0
763	BNSF		1365	RTE	688	DMW	268	0
	SCRRA		875	PTI	316	CTI	207	0
	SDNRR		1361	CTI	580	DCS	491	0
	UP		1941	PTI	1535	DCS	263	0
768	BNSF		986	DMW	240	DSR	235	0
	SCRRA		1135	PTI	745	RTE	111	0
	SDNRR		541	PTI	253	DMW	143	0
	UP		216	DCS	159	FTI	27	0
769	BNSF		1380	RTE	450	DMW	288	0
	SCRRA		649	CTI	217	PTI	138	0
	SDNRR		1013	PTI	348	CTI	322	0
	UP		977	PTI	843	DCS	77	0
774	BNSF		935	RTE	273	DSR	177	0
	SCRRA		1009	PTI	514	CTI	228	0
	SDNRR		982	CTI	443	PTI	330	0
	UP		532	PTI	323	DCS	73	0
775	BNSF		1709	DCS	354	RTE	344	0
	SCRRA		1188	PTI	612	CTI	262	0
	SDNRR		1016	PTI	628	RTE	199	0
	UP		1412	PTI	1100	DCS	189	0
784	BNSF		1089	DCS	440	CTI	271	0
	SCRRA		1666	CTI	740	PTI	472	0
	SDNRR		1580	CTI	1019	PTI	216	0
	UP		1060	PTI	813	DCS	147	0
785	BNSF		981	DCS	233	FTI	222	0
	SCRRA		1864	PTI	993	CTI	540	0
	SDNRR		1889	CTI	1229	PTI	437	0
	UP		366	PTI	129	DCS	124	0
792	SCRRA		62	PTI	39	RTE	16	0
	UP		1129	PTI	856	RTE	222	0
796	BNSF		925	RTE	322	FTI	184	0
	SCRRA		789	PTI	428	DCS	121	0
	SDNRR		302	CTI	98	DCS	81	0
	UP		1222	CTI	891	PTI	201	0
798	SCRRA		2703	CTI	1634	RTE	421	0
	UP		1956	PTI	1220	CTI	315	0
799	SCRRA		2234	PTI	1131	DBS	414	0
	UP		565	PTI	206	DCS	174	0

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

Service	Train	Host	4th Quarter FY 2010					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance*
				#1	Minutes	#2	Minutes	

Standard	900								
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Pennsylvanian	42	NS		663	RTE	193	FTI	174	0
	43	NS		747	FTI	443	RTE	127	0
	44	NS		571	FTI	182	RTE	123	0
Piedmont	73	NS		213	DSR	100	DCS	50	0
	76	NS		606	PTI	195	DCS	167	0
San Joaquin	701	BNSF		839	PTI	396	FTI	198	0
		UP		784	FTI	180	DCS	160	0
	702	BNSF		954	PTI	506	FTI	238	0
		UP		439	FTI	176	RTE	131	0
	703	BNSF		729	PTI	359	FTI	164	0
		UP		499	FTI	272	OTH	156	0
	704	BNSF		510	PTI	201	FTI	115	0
		UP		1160	RTE	613	FTI	276	0
	711	BNSF		400	DSR	182	FTI	129	0
		UP		840	PTI	417	RTE	205	0
	712	BNSF		880	PTI	468	DSR	200	0
		UP		600	DCS	364	PTI	129	0
	713	BNSF		825	PTI	407	DSR	172	0
		UP		1153	PTI	511	DCS	247	0
	714	BNSF		595	FTI	225	PTI	134	0
		UP		922	DCS	297	PTI	261	0
	715	BNSF		652	PTI	295	DSR	131	0
		UP		746	PTI	328	DCS	163	0
716	BNSF		591	PTI	235	FTI	164	0	
	UP		501	DCS	174	FTI	120	0	
717	BNSF		697	PTI	321	DSR	137	0	
	UP		1498	PTI	777	FTI	362	0	
718	BNSF		563	PTI	320	FTI	94	0	
	UP		783	PTI	494	FTI	163	0	
Vermont	54	MNRR		963	DMW	332	DSR	287	0
		NECR		428	DSR	389	FTI	39	0
	55	MNRR		1479	CTI	773	DSR	502	0
		NECR		951	DSR	713	FTI	112	0
	56	MNRR		1169	DMW	603	DSR	374	0
		NECR		581	DSR	514	DCS	24	0
	57	MNRR		185	CTI	99	DMW	66	0
		NECR		685	DSR	637	FTI	41	0

Long Distance Routes

Auto Train	52	CSX		925	DSR	245	FTI	212	26
	53	CSX		1328	FTI	520	PTI	263	26
California Zephyr	5	BNSF		1425	DSR	691	FTI	248	0
		UP		847	FTI	233	DCS	207	0
	6	BNSF		1637	DSR	847	FTI	273	0
		UP		834	FTI	244	DCS	207	0
Cardinal	50	BBrRR		3434	DSR	1246	FTI	1233	0
		CSX		882	FTI	297	DSR	259	50
		NS		1760	PTI	831	CTI	294	0
	51	BBrRR		3220	DSR	1398	PTI	933	0
		CSX		963	FTI	414	DSR	255	53
		NS		1249	DCS	574	DSR	256	0
Capitol Limited	29	CSX		1273	FTI	396	DSR	305	53
		NS		1201	FTI	419	RTE	291	0
	30	CSX		1402	DSR	468	DCS	294	53
City of New Orleans	58	CN		1144	FTI	558	DSR	195	0
	59	CN		1197	FTI	629	DSR	202	0
Coast Starlight	11	BNSF		410	DSR	116	PTI	73	0
		SCRRA		2632	CTI	1881	PTI	446	0
		UP		804	PTI	274	DSR	206	0
	14	BNSF		335	PTI	101	FTI	63	0
SCRRA			2284	CTI	1082	PTI	746	0	
Crescent	19	NS		816	FTI	237	PTI	202	0
	20	NS		680	FTI	274	DSR	164	0

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

Service	Train	Host	Total Delay	4th Quarter FY 2010				MM&C Allowance*
				Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
Standard			900					
Empire Builder	27	BNSF	348	FTI	140	DMW	69	0
	28	BNSF	457	FTI	324	DCS	49	0
	7	BNSF	818	DSR	349	FTI	263	0
		CP	833	FTI	454	DSR	137	0
		Metra	787	CTI	303	DCS	244	0
	8	BNSF	895	DSR	447	FTI	305	0
CP		699	FTI	257	DSR	137	0	
Metra		1516	CTI	1301	DCS	100	0	
Lake Shore Ltd	448	CSX	1631	DCS	399	FTI	365	0
	449	CSX	1911	PTI	476	FTI	433	0
	48	CSX	1636	FTI	406	RTE	317	63
		MNRR	2058	CTI	986	DSR	461	0
		NS	1187	FTI	482	RTE	230	0
	49	CSX	1057	FTI	277	DCS	218	63
		MNRR	1003	DSR	398	CTI	360	0
NS		1167	FTI	471	RTE	216	0	
Palmetto	89	CSX	940	FTI	257	PTI	227	37
	90	CSX	892	PTI	230	DSR	206	73
Silver Meteor	97	CSX	774	PTI	220	FTI	164	42
		Fla DOT	941	CTI	454	DSR	200	0
	98	CSX	645	FTI	169	DSR	149	21
Fla DOT		1060	DSR	639	CTI	204	0	
Silver Star	91	CSX	920	DCS	305	PTI	197	20
		Fla DOT	1722	CTI	920	DSR	406	0
		NS	641	PTI	326	DCS	214	0
	92	CSX	828	DCS	241	DSR	178	20
		Fla DOT	967	DSR	559	CTI	182	0
		NS	39	FTI	24	DSR	16	0
Southwest Chief	3	BNSF	466	DSR	128	FTI	97	0
		NMDOT	1821	CTI	794	DCS	493	0
	4	BNSF	515	DSR	153	DCS	124	0
NMDOT		1204	CTI	462	DCS	444	0	
Sunset Limited	1	BNSF	1098	DSR	652	PTI	208	0
		UP	1125	FTI	501	DCS	226	0
	2	BNSF	835	DSR	451	DCS	134	0
Texas Eagle	21	UP	1298	FTI	617	DSR	218	0
		BNSF	2392	DSR	1332	FTI	553	0
		CN	2299	DCS	709	DSR	551	0
	22	UP	1546	FTI	547	DCS	298	0
		BNSF	2359	DSR	1441	FTI	569	0
		CN	2162	FTI	1733	DSR	149	0
	UP	1325	FTI	376	DCS	274	0	

Excludes hosts with fewer than 15 route miles.

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

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

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

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

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

Service	Train	4th Quarter FY 2010					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	

Standard		325					
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Acela Express

Acela Express	2150	88	OTH	8	ADA	1	0
	2151	49	OTH	3	SYS	1	0
	2153	82	OTH	4	HLD	1	0
	2154	65	OTH	3	ADA	0	0
	2155	50	OTH	2	ADA	1	0
	2158	87	OTH	5	INJ	2	0
	2159	127	OTH	8	ADA	3	0
	2160	89	OTH	5	HLD	2	0
	2163	108	OTH	6	ADA	2	0
	2164	50	OTH	6	ENG	6	0
	2165	148	OTH	16	HLD	2	0
	2166	125	OTH	9	HLD	0	0
	2167	109	OTH	20	ENG	7	0
	2168	65	OTH	3	HLD	1	0
	2170	123	ENG	1	OTH	1	0
	2171	214	OTH	49	ADA	3	0
	2172	122	OTH	6	CAR	1	0
	2173	205	OTH	4	ENG	3	0
	2190	56	OTH	23	HLD	3	0
	2193	187	OTH	13	ADA	0	0
	2250	145	OTH	16	ADA	3	0
	2251	108	INJ	37	ADA	3	0
	2252	96	HLD	2	ADA	0	0
	2253	127	OTH	10	ADA	7	0
	2254	74	ADA	8	OTH	7	0
	2255	157	OTH	47	ADA	0	0
	2256	98	HLD	5	OTH	2	0
	2257	96	HLD	5	OTH	5	0
	2258	89	OTH	51	ADA	0	0
	2259	93	OTH	32	ADA	0	0
	2290	112	OTH	14	CAR	3	0
	2297	73	OTH	23	SYS	10	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News	66	385	HLD	57	OTH	48	0
	67	229	HLD	60	OTH	26	0
	82	282	OTH	48	HLD	33	0
	83	386	HLD	155	OTH	61	0
	84	258	CON	69	HLD	66	0
	85	186	HLD	43	OTH	12	0
	86	226	HLD	105	OTH	10	0
	87	369	HLD	32	ADA	7	0
	88	204	HLD	49	ADA	13	0
	93	329	HLD	67	SYS	16	0
	94	470	HLD	128	SYS	32	0
	95	316	HLD	99	SYS	34	0
	99	372	HLD	133	OTH	34	0
	194	494	HLD	150	SYS	43	0
	195	270	HLD	80	OTH	16	0
Lynchburg	145	250	HLD	66	OTH	58	0
	147	456	ENG	93	HLD	83	0
	156	424	OTH	99	HLD	98	0
	171	290	HLD	62	OTH	56	0
	176	383	OTH	97	HLD	89	0
All Other Northeast Regional	132	249	OTH	54	HLD	13	0
	135	199	OTH	20	HLD	4	0
	136	408	OTH	40	HLD	2	0
	137	411	OTH	114	HLD	8	0
	139	149	HLD	9	OTH	7	0
	140	285	OTH	7	HLD	2	0
	141	295	ADA	4	OTH	4	0
	143	234	OTH	24	HLD	11	0

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

Service	Train	4th Quarter FY 2010					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
Standard		325					
	146	359	OTH	13	ADA	0	0
	148	428	OTH	24	ADA	2	0
	150	155	OTH	25	CAR	16	0
	160	241	OTH	12	HLD	8	0
	161	304	ENG	124	OTH	5	0
	162	265	OTH	7	ADA	3	0
	163	200	ADA	6	ITI	6	0
	164	194	HLD	50	ADA	9	0
	165	452	HLD	15	ENG	11	0
	166	359	OTH	29	SYS	8	0
	167	296	ENG	36	OTH	14	0
	168	240	OTH	45	HLD	9	0
	169	207	ENG	24	OTH	14	0
	170	130	OTH	9	HLD	1	0
	172	216	OTH	8	HLD	7	0
	173	224	OTH	21	ADA	8	0
	174	338	HLD	61	SVS	16	0
	175	206	OTH	17	ADA	0	0
	177	260	OTH	16	ITI	10	0
	178	298	OTH	80	ENG	23	0
	179	382	CON	45	SVS	5	0
	190	131	OTH	29	CCR	12	0

Non-NEC Corridor Routes

Capitol Corridor	518	16	CCR	14	CAR	2	0
	520	261	SVS	97	ENG	76	0
	521	56	CAR	19	ENG	9	0
	522	195	ADA	67	CAR	46	0
	523	201	OTH	94	ENG	54	0
	524	264	ENG	81	ADA	65	0
	525	59	ADA	26	CAR	17	0
	526	163	ENG	89	ADA	30	0
	527	71	ADA	36	ENG	13	0
	528	132	ADA	53	CAR	25	0
	529	197	OTH	59	HLD	43	0
	530	185	HLD	49	ADA	48	0
	531	72	ENG	40	CAR	20	0
	532	165	ADA	49	CON	49	0
	533	155	CAR	46	ENG	44	0
	534	125	ADA	44	ENG	40	0
	535	285	ENG	154	CCR	52	0
	536	271	HLD	84	ENG	74	0
	537	116	ADA	45	HLD	31	0
	538	109	ENG	30	HLD	26	0
	540	99	ITI	60	ADA	25	0
	541	245	ITI	169	ADA	35	0
	542	180	OTH	40	ENG	34	0
	543	205	ENG	148	HLD	26	0
	544	160	ENG	67	ADA	34	0
	545	403	ADA	210	HLD	88	0
	546	51	ADA	15	CAR	9	0
	547	115	OTH	38	HLD	26	0
	548	95	CAR	46	ENG	34	0
	549	43	ADA	20	ITI	16	0
	551	127	ENG	46	CAR	44	0
	553	25	ADA	20	HLD	4	0
	720	76	HLD	34	ADA	17	0
	723	93	SVS	76	ADA	8	0
	724	161	CAR	48	HLD	40	0
	727	85	ADA	54	HLD	20	0
	728	238	ENG	184	OTH	25	0
729	244	ADA	94	HLD	57	0	
732	237	HLD	85	ENG	68	0	
733	176	ADA	88	CAR	40	0	

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

Service	Train	4th Quarter FY 2010						MM&C Allowance*
		Total Delay	Largest 2 Delay Categories					
			#1	Minutes	#2	Minutes		
Standard		325						
	734	334	ENG	105	ADA	82	0	
	736	294	ADA	85	CAR	59	0	
	737	88	ADA	31	CAR	23	0	
	738	97	ADA	42	ENG	30	0	
	741	113	CAR	34	HLD	34	0	
	742	331	HLD	133	ADA	71	0	
	743	91	ADA	23	CAR	20	0	
	744	133	CAR	42	CON	37	0	
	745	4	HLD	4	ADA	0	0	
	746	47	CAR	34	HLD	13	0	
	747	215	HLD	54	INJ	45	0	
	748	300	ENG	79	CON	76	0	
	749	102	ADA	47	HLD	21	0	
	751	59	ADA	21	HLD	13	0	
Carolinian	79	456	HLD	141	ADA	75	0	
	80	401	HLD	123	ADA	74	0	
Cascades	500	251	ENG	101	HLD	49	0	
	501	209	CAR	153	HLD	63	0	
	504	336	ENG	85	HLD	65	0	
	506	216	ADA	63	HLD	38	0	
	507	166	ITI	44	ADA	32	0	
	508	448	ITI	203	HLD	75	0	
	509	121	HLD	30	OTH	26	0	
	510	459	ITI	295	OTH	44	0	
	513	668	ENG	160	HLD	113	0	
	516	336	ADA	76	OTH	73	0	
	517	289	ENG	94	CON	74	0	
Downeaster	680	23	OTH	11	HLD	10	0	
	681	121	OTH	51	ADA	36	0	
	682	101	HLD	67	ADA	22	0	
	683	51	HLD	36	ADA	10	0	
	684	92	HLD	45	ADA	38	0	
	685	82	HLD	45	OTH	22	0	
	686	34	ADA	15	HLD	11	0	
	687	549	ITI	491	HLD	31	0	
	688	330	ITI	327	ADA	1	0	
	689	115	ITI	49	SVS	41	0	
	690	19	OTH	19	ADA	0	0	
	691	118	OTH	53	HLD	37	0	
	692	231	HLD	103	ITI	56	0	
	693	196	HLD	125	ADA	50	0	
	694	106	HLD	72	ADA	34	0	
	695	28	HLD	16	ADA	12	0	
	696	125	HLD	72	ITI	25	0	
	697	12	HLD	12	ADA	0	0	
	698	190	ITI	175	ADA	9	0	
	699	50	ITI	37	HLD	9	0	
Empire Corridor							0	
Adirondack	68	253	HLD	106	ENG	59	0	
	69	315	HLD	172	OTH	56	0	
Maple Leaf	63	346	HLD	114	SYS	90	0	
	64	329	HLD	115	SYS	82	0	
New York - Albany**	230	26	ENG	9	OTH	8	0	
	232	30	HLD	12	OTH	8	0	
	233	202	HLD	89	ENG	55	0	
	234	22	HLD	14	ADA	4	0	
	235	130	ENG	51	HLD	46	0	
	236	49	HLD	19	ENG	9	0	
	236	49	HLD	19	ENG	9	0	

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

Service	Train	4th Quarter FY 2010					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
Standard		325					
	236	49	HLD	19	ENG	9	0
	236	49	HLD	19	ENG	9	0
	236	49	HLD	19	ENG	9	0
	236	49	HLD	19	ENG	9	0
	243	331	ENG	253	HLD	37	0
	244	158	HLD	42	ADA	36	0
	245	170	ENG	103	ITI	32	0
	250	57	ADA	47	OTH	5	0
	252	74	CAR	37	OTH	28	0
	253	81	HLD	44	CAR	22	0
	254	101	HLD	42	ADA	32	0
	255	382	HLD	302	ADA	48	0
	261	230	ENG	156	HLD	55	0
New York - Niagara Falls	280	212	HLD	74	SYS	61	0
	281	459	SYS	134	HLD	124	0
	283	319	SYS	113	HLD	93	0
	284	318	HLD	118	SYS	84	0
	288	172	HLD	80	OTH	36	0
Ethan Allen Express	290	281	HLD	110	SYS	63	0
	291	297	HLD	130	ADA	38	0
	293	566	ENG	305	HLD	208	0
	296	272	ENG	140	HLD	87	0
Heartland Flyer	821	198	HLD	88	SYS	78	0
	822	149	HLD	59	ITI	40	0
Hiawatha	329	478	OTH	145	ENG	143	0
	330	152	HLD	97	ENG	25	0
	331	255	HLD	100	OTH	75	0
	332	673	OTH	209	ITI	198	0
	333	516	OTH	134	ITI	106	0
	334	338	HLD	209	OTH	80	0
	335	438	HLD	254	OTH	83	0
	336	357	OTH	152	HLD	124	0
	337	466	OTH	160	HLD	142	0
	338	526	OTH	206	ITI	122	0
	339	489	ITI	156	HLD	143	0
	340	416	OTH	133	HLD	129	0
	341	355	ITI	120	OTH	105	0
	342	428	OTH	220	ITI	153	0
Hoosier State	850	417	SYS	148	CAR	145	0
	851	404	OTH	137	SYS	122	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	105	SYS	35	HLD	31	0
	381	166	ENG	80	SYS	37	0
	382	108	HLD	59	SYS	16	0
	383	115	HLD	36	SYS	27	0
Illini / Saluki	390	93	HLD	41	ADA	21	0
	391	119	HLD	40	SYS	25	0
	392	135	HLD	48	SYS	23	0
	393	131	HLD	34	ADA	29	0
Lincoln Service	300	89	ENG	36	ITI	14	0
	301	60	SYS	15	HLD	13	0
	302	280	ENG	130	HLD	46	0
	303	99	CAR	33	ITI	21	0
	304	107	SYS	30	HLD	26	0
	305	202	ENG	101	ADA	54	0
	306	144	ENG	75	ITI	26	0
	307	292	ITI	86	CON	66	0
Michigan							
Blue Water	364	342	HLD	209	ADA	35	0
	365	603	HLD	219	OTH	201	0
Pere Marquette	370	360	SYS	92	HLD	72	0
	371	490	SYS	213	HLD	116	0

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

Service	Train	4th Quarter FY 2010					MM&C Allowance*
		Total Delay	Largest 2 Delay Categories				
			#1	Minutes	#2	Minutes	
Standard		325					
Wolverine	350	371	SYS	134	OTH	78	0
	351	345	OTH	144	HLD	80	0
	352	441	HLD	104	ADA	86	0
	353	359	ADA	113	OTH	93	0
	354	504	CAR	96	OTH	93	0
	355	232	SYS	71	ENG	40	0
Kansas City - St. Louis	311	106	HLD	76	ADA	16	0
	313	118	CON	28	HLD	27	0
	314	80	HLD	40	ADA	28	0
	316	139	HLD	80	ADA	25	0
Pacific Surfliner	562	296	SYS	91	HLD	71	0
	564	161	SYS	93	ENG	24	0
	565	306	OTH	109	HLD	76	0
	566	433	HLD	231	ENG	78	0
	567	183	ENG	86	ADA	36	0
	571	394	ITI	195	OTH	65	0
	572	269	HLD	105	CAR	60	0
	573	1020	SYS	313	HLD	236	0
	577	1404	ITI	1267	HLD	84	0
	578	183	OTH	54	SYS	40	0
	579	420	HLD	253	ITI	51	0
	580	367	OTH	199	HLD	75	0
	582	503	ITI	278	HLD	78	0
	583	300	HLD	148	ADA	58	0
	587	912	ITI	313	OTH	217	0
	589	142	HLD	67	OTH	27	0
	590	115	HLD	63	ADA	25	0
	591	1225	HLD	515	ENG	256	0
	592	578	ITI	290	ENG	180	0
	595	733	ITI	407	HLD	121	0
	597	524	ITI	253	OTH	202	0
	763	380	HLD	117	CCR	55	0
	768	510	HLD	196	SVS	74	0
	769	549	HLD	184	ENG	134	0
	774	350	HLD	126	OTH	55	0
	775	330	ITI	98	ENG	65	0
	784	647	HLD	249	ENG	151	0
	785	523	ENG	180	HLD	127	0
	792	649	HLD	245	OTH	173	0
	796	294	HLD	105	ITI	72	0
	798	293	HLD	128	OTH	57	0
	799	325	HLD	156	SYS	57	0
Pennsylvanian	42	313	ENG	70	HLD	70	0
	43	203	HLD	52	ADA	44	0
	44	186	CAR	51	HLD	35	0
Piedmont	73	198	OTH	92	HLD	48	0
	76	285	OTH	133	HLD	100	0
San Joaquin	701	76	HLD	44	SYS	14	0
	702	80	HLD	32	CAR	15	0
	703	266	CON	80	ITI	55	0
	704	91	HLD	29	CAR	21	0
	711	84	ADA	34	HLD	19	0
	712	178	ADA	41	HLD	41	0
	713	150	SYS	49	ADA	41	0
	714	264	SYS	140	ENG	64	0
	715	209	HLD	60	CAR	39	0
	716	154	HLD	58	ADA	34	0
	717	295	HLD	75	CON	65	0
	718	114	HLD	39	ADA	23	0
Vermont	54	150	OTH	19	HLD	17	0
	55	252	OTH	83	HLD	26	0
	56	169	HLD	13	ADA	12	0
	57	185	OTH	52	HLD	30	0

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

Service	Train	4th Quarter FY 2010					
		Total Delay	Largest 2 Delay Categories				MM&C Allowance*
			#1	Minutes	#2	Minutes	
Standard		325					

Long Distance Routes

Auto Train	52	179	CAR	36	ITI	32	0
	53	117	CAR	29	OTH	25	0
California Zephyr	5	406	SYS	162	SVS	67	0
	6	322	SYS	103	HLD	62	0
Cardinal	50	695	HLD	190	SVS	65	0
	51	517	HLD	178	SVS	64	0
Capitol Limited	29	327	HLD	145	SYS	43	0
	30	444	HLD	141	CON	91	0
City of New Orleans	58	172	HLD	48	ENG	37	0
	59	303	SYS	83	HLD	67	0
Coast Starlight	11	390	SYS	96	HLD	69	0
	14	533	HLD	119	SVS	92	0
Crescent	19	232	HLD	46	SYS	35	0
	20	156	ADA	35	HLD	34	0
Empire Builder	27	610	CON	500	ITI	37	0
	28	189	ENG	87	CON	60	0
	7	237	HLD	101	CAR	28	0
	8	269	HLD	90	CAR	38	0
Lake Shore Ltd	448	2780	CON	2446	ENG	168	0
	449	499	HLD	236	ITI	64	0
	48	352	HLD	142	OTH	52	0
	49	580	HLD	334	OTH	83	0
Palmetto	89	308	ADA	43	HLD	42	0
	90	298	ADA	50	HLD	40	0
Silver Meteor	97	324	ADA	84	HLD	66	0
	98	327	ADA	101	HLD	76	0
Silver Star	91	281	HLD	76	ADA	53	0
	92	253	HLD	88	ADA	62	0
Southwest Chief	3	321	HLD	128	ENG	62	0
	4	362	HLD	150	ENG	63	0
Sunset Limited	1	304	SYS	86	SVS	60	0
	2	532	ENG	113	SVS	112	0
Texas Eagle	21	421	HLD	139	SYS	63	0
	22	417	HLD	132	SVS	86	0

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

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

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

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

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

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	345	DET	142	SMW	65	0
	2103	Amtrak	300	DET	165	ENG	82	0
	2104	Amtrak	183	SMW	80	DET	37	0
	2107	Amtrak	189	DET	72	MTI	47	0
	2109	Amtrak	155	DET	44	CTI	28	0
	2110	Amtrak	145	SMW	111	POL	39	0
	2117	Amtrak	57	POL	47	WTR	26	0
	2119	Amtrak	249	DET	99	TRS	78	0
	2121	Amtrak	129	ENG	75	WTR	33	0
	2122	Amtrak	264	CTI	116	SMW	98	0
	2124	Amtrak	298	CTI	124	SMW	123	0
	2126	Amtrak	308	SMW	112	CTI	108	0
	2150	Amtrak	183	SMW	59	WTR	52	0
	2151	Amtrak	158	WTR	51	DET	51	0
	2153	Amtrak	144	DET	57	CON	31	0
	2154	Amtrak	297	WTR	135	DET	74	0
	2155	Amtrak	170	DET	33	PET	26	0
	2158	Amtrak	344	SMW	85	WTR	67	0
	2159	Amtrak	233	CTI	59	POL	54	0
	2160	Amtrak	336	SMW	101	WTR	76	0
	2163	Amtrak	197	WTR	115	PTI	49	0
	2164	Amtrak	304	SMW	120	WTR	51	0
	2165	Amtrak	248	WTR	123	TRS	88	0
	2166	Amtrak	255	SMW	99	WTR	57	0
	2167	Amtrak	216	WTR	68	TRS	58	0
	2168	Amtrak	287	SMW	111	PBB	104	0
	2170	Amtrak	352	SMW	104	MTI	80	0
	2171	Amtrak	210	WTR	81	ENG	70	0
	2172	Amtrak	309	SMW	118	MTI	86	0
	2173	Amtrak	345	PBB	105	ENG	62	0
	2190	Amtrak	390	SMW	145	WTR	78	0
	2193	Amtrak	685	CTI	297	ITI	146	0
	2203	Amtrak	116	ENG	101	DET	50	0
	2205	Amtrak	103	DDA	51	SMW	24	0
	2207	Amtrak	117	DET	63	CAR	51	0
	2208	Amtrak	79	SMW	68	HLD	41	0
	2211	Amtrak	123	PSR	51	DMW	24	0
	2212	Amtrak	70	SMW	44	TRS	24	0
	2213	Amtrak	87	PSR	33	BSP	29	0
	2216	Amtrak	92	SMW	62	ENG	33	0
	2220	Amtrak	142	SMW	101	ENG	41	0
	2221	Amtrak	24	WTR	111	CAR	42	0
	2222	Amtrak	48	WTR	422	SYS	41	0
	2225	Amtrak	34	WTR	161	PSR	21	0
	2228	Amtrak	22	MTI	93	POL	26	0
	2250	Amtrak	298	SMW	128	ENG	41	0
	2251	Amtrak	201	DBB	73	SMW	50	0
	2252	Amtrak	315	SMW	100	DCS	77	0
	2253	Amtrak	138	WTR	189	TRS	52	0
	2254	Amtrak	236	WTR	305	DCS	98	0
	2255	Amtrak	238	WTR	183	DCS	79	0
	2256	Amtrak	154	WTR	142	DCS	73	0
	2257	Amtrak	361	SMW	120	PET	74	0
	2258	Amtrak	207	WTR	307	PET	86	0
	2259	Amtrak	227	PET	58	SMW	40	0
	2290	Amtrak	418	SMW	289	MBO	95	0
	2297	Amtrak	377	CTI	149	CTP	70	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	394	ITI	422	CAR	389	0
	51	Amtrak	487	ENG	303	DET	124	0
Carolinian	79	Amtrak	262	HLD	135	DET	73	0
	80	Amtrak	520	PTI	191	SMW	134	0
Crescent	19	Amtrak	286	WTR	160	PTI	114	0
	20	Amtrak	193	PTI	80	SMW	56	0
Keystone	600	Amtrak	219	WTR	188	DET	150	0
	601	Amtrak	89	WTR	144	DET	58	0
	605	Amtrak	222	DET	121	PET	91	0
	607	Amtrak	248	DET	115	PET	100	0
	609	Amtrak	292	PET	219	CCR	78	0
	610	Amtrak	0	HLD	37	OTH	30	0
	611	Amtrak	67	DMW	45	DCS	22	0
	612	Amtrak	123	DET	123	ADA	0	0
	615	Amtrak	285	PET	175	DMW	65	0
	618	Amtrak	157	WTR	187	ITI	91	0
	619	Amtrak	187	DET	125	CON	77	0
	620	Amtrak	196	CTP	69	PET	68	0
	622	Amtrak	46	PET	46	ENG	35	0
	637	Amtrak	238	PSR	102	CTI	51	0
	639	Amtrak	297	DBS	114	HLD	85	0
	640	Amtrak	309	WTR	144	CTI	119	0
	641	Amtrak	321	PET	68	PSR	46	0
	642	Amtrak	231	DET	58	WTR	58	0
	643	Amtrak	133	PET	68	ENG	31	0
	644	Amtrak	118	DET	50	ENG	36	0
	645	Amtrak	215	PET	109	POL	37	0
	646	Amtrak	85	DET	37	PET	25	0

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	647	Amtrak	491	CTI	152	SYS	115	0
	648	Amtrak	150	ENG	78	PET	44	0
	649	Amtrak	451	CTI	99	DCS	91	0
	650	Amtrak	149	DET	51	ENG	39	0
	651	Amtrak	211	TRS	90	PET	81	0
	652	Amtrak	513	PTI	117	CTI	80	0
	653	Amtrak	338	CTI	195	TRS	131	0
	654	Amtrak	104	DCS	37	WTR	31	0
	655	Amtrak	189	TRS	104	WTR	90	0
	656	Amtrak	147	TRS	76	PTI	36	0
	658	Amtrak	310	SYS	175	PSC	171	0
	660	Amtrak	140	PTI	59	CTI	33	0
	661	Amtrak	116	PET	42	MTI	33	0
	662	Amtrak	322	PTI	87	ENG	83	0
	663	Amtrak	389	DET	142	PTI	118	0
	664	Amtrak	68	PTI	50	WTR	33	0
	665	Amtrak	325	PET	225	TRS	105	0
	666	Amtrak	118	ENG	116	SYS	50	0
	667	Amtrak	382	PET	162	PTI	78	0
	668	Amtrak	224	ENG	134	PTI	103	0
	669	Amtrak	268	PET	70	DDA	59	0
	670	Amtrak	69	POL	34	DMW	32	0
	671	Amtrak	159	CON	85	CTI	35	0
	672	Amtrak	107	SMW	61	ENG	42	0
Northeast Regional								
Richmond / Newport News	66	Amtrak	218	SMW	120	HLD	95	0
	67	Amtrak	129	ENG	112	WTR	76	0
	82	Amtrak	282	SMW	90	PET	88	0
	83	Amtrak	456	DCS	148	PTI	144	0
	84	Amtrak	249	PTI	79	SMW	59	0
	85	Amtrak	156	MTI	65	PTI	61	0
	86	Amtrak	617	WTR	127	PTI	125	0
	87	Amtrak	326	WTR	245	SVS	216	0
	88	Amtrak	387	WTR	194	SMW	147	0
	93	Amtrak	379	PTI	123	WTR	81	0
	94	Amtrak	586	ENG	220	PTI	129	0
	95	Amtrak	387	PTI	98	SMW	70	0
	99	Amtrak	312	WTR	212	HLD	112	0
	194	Amtrak	480	SMW	164	HLD	120	0
	195	Amtrak	254	HLD	94	DCS	68	0
Lynchburg	145	Amtrak	243	WTR	576	TRS	158	0
	147	Amtrak	189	ENG	215	HLD	113	0
	156	Amtrak	379	ENG	156	SMW	114	0
	171	Amtrak	553	PBB	139	CTI	93	0
	176	Amtrak	524	PET	115	PBB	111	0
All Other Northeast Region	110	Amtrak	157	ENG	79	SMW	64	0
	111	Amtrak	453	DET	179	PSR	75	0
	121	Amtrak	69	TRS	417	SMW	39	0
	123	Amtrak	85	SYS	212	HLD	68	0
	125	Amtrak	282	PTI	120	ENG	99	0
	126	Amtrak	226	SMW	170	MBO	93	0
	127	Amtrak	276	TRS	85	PTI	80	0
	129	Amtrak	332	PTI	187	TRS	94	0
	130	Amtrak	349	DET	150	SMW	83	0
	131	Amtrak	75	ENG	98	MTI	89	0
	132	Amtrak	471	WTR	300	PET	192	0
	133	Amtrak	147	PTI	79	CTI	68	0
	134	Amtrak	581	PTI	232	SMW	154	0
	135	Amtrak	318	HLD	114	PBB	62	0
	136	Amtrak	272	HLD	189	ENG	171	0
	137	Amtrak	643	PBB	183	PTI	102	0
	138	Amtrak	543	SMW	140	CTI	132	0
	139	Amtrak	173	HLD	108	PBB	44	0
	140	Amtrak	360	WTR	165	ENG	131	0
	141	Amtrak	311	ENG	116	HLD	111	0
	143	Amtrak	238	HLD	109	ENG	69	0
	146	Amtrak	192	SVS	214	ENG	92	0
	148	Amtrak	457	HLD	156	MTI	144	0
	150	Amtrak	125	ENG	54	DET	53	0
	151	Amtrak	284	DET	146	DBB	92	0
	152	Amtrak	292	SMW	149	ENG	75	0
	153	Amtrak	162	PSR	88	HLD	49	0
	154	Amtrak	82	SMW	51	HLD	44	0
	155	Amtrak	130	DET	65	PTI	25	0
	157	Amtrak	92	TRS	347	ADA	41	0
	158	Amtrak	116	WTR	388	ENG	196	0
	159	Amtrak	192	WTR	94	PTI	49	0
	160	Amtrak	219	ENG	134	SMW	95	0
	161	Amtrak	233	WTR	176	ENG	75	0
	162	Amtrak	215	ENG	253	SMW	68	0
	163	Amtrak	286	WTR	96	HLD	92	0
	164	Amtrak	252	SMW	105	HLD	86	0
	165	Amtrak	318	OTH	199	ENG	133	0
	166	Amtrak	277	WTR	546	ENG	200	0
	167	Amtrak	166	SMW	80	CON	73	0
	168	Amtrak	266	SMW	125	DCS	53	0
	169	Amtrak	300	SMW	96	HLD	87	0
	170	Amtrak	373	WTR	130	DET	88	0
	172	Amtrak	486	WTR	222	SMW	117	0
	173	Amtrak	517	PET	163	PTI	140	0
	174	Amtrak	454	ENG	103	PTI	90	0
	175	Amtrak	421	SMW	74	PBB	70	0
	177	Amtrak	497	SMW	137	PBB	109	0
	178	Amtrak	277	SMW	85	MTI	82	0
	179	Amtrak	388	ITI	210	SMW	150	0

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

Service	Train	Host	4th Quarter FY 2010					MM&C Allowance*
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	180	Amtrak	395	DET	153	ENG	73	0
	181	Amtrak	466	DET	148	PTI	113	0
	182	Amtrak	43	ENG	162	MTI	85	0
	183	Amtrak	253	PTI	83	DET	59	0
	184	Amtrak	291	ENG	152	PTI	99	0
	185	Amtrak	338	DET	142	ENG	91	0
	186	Amtrak	202	ENG	90	DCS	51	0
	187	Amtrak	210	ENG	87	WTR	77	0
	188	Amtrak	136	SVS	56	SMW	55	0
	190	Amtrak	314	SMW	103	DET	60	0
	192	Amtrak	145	ENG	207	SMW	71	0
	193	Amtrak	265	ENG	108	TRS	100	0
	196	Amtrak	191	ENG	71	CTI	64	0
	198	Amtrak	122	SMW	76	ENG	67	0
	199	Amtrak	267	PTI	133	PSR	67	0
	401	Amtrak	364	PTI	318	HLD	225	0
	405	Amtrak	58	PSC	58	ADA	12	0
	432	Amtrak	498	CON	2066	PTI	349	0
	450	Amtrak	688	CON	763	PTI	607	0
	460	Amtrak	254	CON	509	PTI	168	0
	463	Amtrak	306	PTI	283	HLD	98	0
	464	Amtrak	445	CON	1306	PTI	295	0
	465	Amtrak	573	PTI	361	HLD	249	0
	467	Amtrak	108	POL	345	PTI	108	0
	470	Amtrak	698	CON	1393	PTI	518	0
	475	Amtrak	200	PTI	62	SMW	44	0
	476	Amtrak	215	CON	2646	OTH	225	0
	479	Amtrak	247	ITI	665	PTI	172	0
	488	Amtrak	526	CON	1844	PTI	468	0
	490	Amtrak	215	CON	478	DCS	114	0
	493	Amtrak	787	PTI	658	CAR	183	0
	494	Amtrak	375	CON	1862	PTI	177	0
	495	Amtrak	61	DCS	56	ADA	38	0
	497	Amtrak	822	PTI	722	HLD	187	0
Palmetto	89	Amtrak	255	HLD	90	DET	81	0
	90	Amtrak	157	SVS	128	ENG	66	0
Pennsylvanian	42	Amtrak	181	PET	87	ENG	55	0
	43	Amtrak	307	PET	133	WTR	68	0
	44	Amtrak	7	HLD	34	SVS	31	0
Silver Meteor	97	Amtrak	302	CAR	214	PTI	148	0
	98	Amtrak	488	PTI	223	SMW	90	0
Silver Star	91	Amtrak	326	WTR	123	CAR	102	0
	92	Amtrak	295	WTR	181	PTI	130	0
Vermont	54	Amtrak	239	SMW	137	ENG	56	0
	55	Amtrak	233	PTI	109	TRS	106	0
	56	Amtrak	385	PTI	133	DET	88	0
	57	Amtrak	81	SVS	88	ENG	57	0

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

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

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

Appendix E Methodologies for PRIIA 207

Financial Metrics

The PRIIA 207 Financial Metrics are compared on a continuous year-over-year improvement on a moving eight-quarter average basis. This compares the most recent eight quarters versus the eight quarters ending one year previously (i.e. July 2008 to June 2010 vs. July 2007 to June 2009). These two periods of time are also compared to the previous quarter's report (i.e. April 2008 to March 2010).

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

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

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Additional information on APT and Short-Term Avoidable Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center, at the following link:

<http://www.fra.dot.gov/Pages/1996.shtml>.

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

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

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

Fully-Allocated Operating Costs include Direct, Shared and Overhead costs that were allocated to an Amtrak route. Direct costs include costs directly associated with operating a route such as labor, fuel, commissary, and equipment maintenance costs. Shared costs are cost categories that benefit more than one route. Examples of Shared

costs are shared stations and marketing costs. Overhead costs are the general and administrative, maintenance and crew overhead. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue is shown with and without the subsidy revenues that are provided from State-supported routes. The routes that have State revenue are identified in the financial metrics.

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

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

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

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

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

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

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

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

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

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

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

This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

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

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

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

All-Stations On-Time Performance

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

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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