

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

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

**Covering the Quarter Ended March, 2012
(Second Quarter of Fiscal Year 2012)**



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

Published June 2012

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Notes

Note No.	Applies to Tables—	Note
1	1, 2, 3	Data for tables 1 and 3 will not be available until the avoidable costing methodology for the Amtrak Performance Tracking (APT) System has been completed. Data for table 2 are not yet available as the fully allocated cost components of the APT system are continuing to undergo verification and testing in conjunction with Amtrak's upgraded accounting system, and eight full quarters of comparable data have not yet been accumulated..
2	All route-specific tables	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
3	All tables referring to "Prior Report"	The prior report was published in April 2012, covering the quarter ended December 30, 2011.
4	On-Time Performance, Train Delays, and Other Service Quality Tables	For the non-financial metrics for which standards exist, numbers shown in red indicate that the established standard was not met.

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

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

Service	Current Period	Prior Period	Prior Report
	Apr. 10 - Mar. 12	Apr. 09 - Mar. 11	Jan. 10 - Dec. 11

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
Vermont*	Not Available	Not Available	Not Available

Long-Distance Routes

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

Excludes Capital Charges.

** Includes state revenue.*

TABLES 1(B) Through 3(B):

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

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

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

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

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

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

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

Current Period	Prior Period	Prior Report
Apr. 10 - Mar. 12	Apr. 09 - Mar. 11	Jan. 10 - Dec. 11

(\$0.068)	(\$0.074)	(\$0.069)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

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

Current Period	Prior Period	Prior Report
Apr. 10 - Mar. 12	Apr. 09 - Mar. 11	Jan. 10 - Dec. 11

(\$0.094)	(\$0.100)	(\$0.096)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

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

Service	Current Period	Prior Period	Prior Report
	Apr. 10 - Mar. 12	Apr. 09 - Mar. 11	Jan. 10 - Dec. 11

Acela Express

Acela Express	191	183	191
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Other NEC Corridor Routes

Keystone Service	140	136	140
Northeast Regional (Boston - Washington)	202	192	199
Richmond / Newport News	235	230	236
Lynchburg	191	Not Available	225
New Haven - Springfield	118	110	117

Non-NEC Corridor Routes

Capitol Corridor	91	86	90
Carolinian	276	273	279
Cascades	143	140	144
Downeaster	100	93	98
Empire Corridor			
Adirondack	222	201	218
Empire Service	128	120	127
Ethan Allen Express	168	151	165
Maple Leaf	106	101	105
Heartland Flyer	100	92	98
Hiawatha	154	147	152
Hoosier State	67	63	67
Illinois			
Carl Sandburg / Illinois Zephyr	100	95	99
Illini / Saluki	127	114	124
Lincoln Service	142	131	143
Michigan			
Blue Water	160	135	155
Pere Marquette	129	124	127
Wolverine	160	152	159
Kansas City - St. Louis	90	80	88
Pacific Surfliner	139	135	139
Pennsylvanian	188	191	190
Piedmont	69	68	69
San Joaquins	115	105	113
Vermont	144	133	147

Long-Distance Routes

Auto Train	361	343	364
California Zephyr	174	167	174
Capitol Limited	199	193	199
Cardinal	129	124	128
City of New Orleans	167	155	164
Coast Starlight	218	220	220
Crescent	171	163	173
Empire Builder	202	206	201
Lake Shore Ltd	203	222	218
Palmetto	150	144	150
Silver Meteor	227	213	226
Silver Star	197	189	196
Southwest Chief	198	188	197
Sunset Limited	134	122	132
Texas Eagle	183	176	185

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

Service ^a	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP ^b	All-Stations OTP ^c
	Last Four Quarters	2nd Quarter FY 2012	2nd Quarter FY 2012

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-0.1	94.1%	90.2%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	0.2	93.3%	97.4%
Total Northeast Regional		91.2%	92.7%
Richmond / Newport News ^d	-0.3	91.7%	89.2%
Lynchburg ^e	Not Available	93.4%	94.2%
All Other Northeast Regional	0.2	90.9%	94.4%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.3	93.8%	95.7%
Carolinian	1.1	83.0%	77.8%
Cascades	0.5	69.3%	75.8%
Downeaster	0.1	91.0%	95.6%
Empire Corridor	1.3	92.9%	89.4%
Adirondack	0.7	86.8%	73.3%
Ethan Allen Express	1.3	82.4%	95.3%
Maple Leaf	0.2	82.4%	80.5%
New York - Albany ^f	2.5	96.4%	98.0%
New York - Niagara Falls	0.7	95.1%	90.5%
Heartland Flyer	2.0	68.7%	84.9%
Hiawatha	0.2	92.6%	96.2%
Hoosier State	1.6	70.2%	75.6%
Illinois	2.5	86.9%	80.9%
Carl Sandburg / Illinois Zephyr	0.5	93.7%	92.4%
Illini / Saluki	2.0	76.4%	58.6%
Lincoln Service	2.9	88.7%	87.3%
Michigan	0.3	56.9%	65.6%
Blue Water	2.5	76.9%	84.7%
Pere Marquette	2.5	60.2%	78.9%
Wolverine	-0.9	49.2%	58.5%
Kansas City - St. Louis	7.9	96.4%	94.5%
Pacific Surfliner	0.1	75.1%	83.0%
Pennsylvanian	0.0	95.6%	93.3%
Piedmont	1.6	76.1%	90.5%
San Joaquin	1.0	89.1%	89.2%
Vermont	2.2	95.6%	92.0%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	0.8	83.0%	85.7%
California Zephyr	1.7	57.7%	51.9%
Capitol Limited	1.3	85.2%	65.8%
Cardinal	0.9	47.4%	43.3%
City of New Orleans	0.9	86.8%	65.5%
Coast Starlight	1.0	78.0%	61.0%
Crescent	0.3	82.4%	78.3%
Empire Builder	-0.9	73.8%	62.6%
Lake Shore Ltd	0.8	89.0%	67.3%
Palmetto	0.6	79.6%	77.3%
Silver Meteor	0.4	64.8%	55.7%
Silver Star	0.9	65.4%	59.6%
Southwest Chief	-0.2	89.0%	66.7%
Sunset Limited	0.1	53.8%	39.7%
Texas Eagle	2.2	84.1%	63.4%

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

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

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

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

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

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

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

Service	Host		2nd Quarter FY 2012						
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	Route Miles
				#1	Minutes	#2	Minutes		

Standard			900						
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Acela Express

Acela Express	MNRR		322	CTI	133	DSR	110	0	56
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Other NEC Corridor Routes

Northeast Regional									
Richmond / Newport News ^d	CSX		1436	DSR	531	RTE	252	0	189
	MNRR		327	DSR	143	CTI	127	0	56
Lynchburg ^e	MNRR		330	CTI	127	DSR	96	0	56
	NS		161	DCS	64	FTI	44	0	166
All Other Northeast Regional	MNRR		438	CTI	270	DSR	129	0	56

Non-NEC Corridor Routes

Capitol Corridor	UP		620	PTI	171	RTE	143	0	168
Carolinian	CSX		1529	FTI	483	DSR	280	0	295
	NS		353	PTI	124	DSR	119	0	202
Cascades	BNSF		1270	DSR	419	FTI	258	0	343
	UP		993	FTI	424	DCS	229	0	125
Downeaster	MBTA		928	DSR	621	CTI	144	0	38
	PanAm		289	DCS	90	PTI	80	0	77
Empire Corridor									
Adirondack	CN		2655	RTE	920	DSR	877	0	49
	CP		2158	DSR	1243	PTI	533	0	178
	CSX		377	PTI	118	DCS	115	0	89
	MNRR		467	RTE	185	CTI	170	0	64
Ethan Allen Express	CP		3324	DSR	2652	DCS	257	0	60
	CSX		416	PTI	222	DCS	109	0	89
	MNRR		511	CTI	273	RTE	163	0	64
	VTR		25	DCS	23	DMW	2	0	24
Maple Leaf	CSX		1191	FTI	314	RTE	266	0	396
	MNRR		376	CTI	242	RTE	94	0	64
New York - Albany ^f	CSX		146	DCS	69	PTI	27	0	71
	MNRR		408	CTI	237	RTE	98	0	64
New York - Niagara Falls	CSX		948	FTI	276	RTE	237	0	394
	MNRR		415	CTI	240	RTE	69	0	64
Heartland Flyer	BNSF		1669	DSR	1291	FTI	199	0	238
Hiawatha	CP		300	FTI	117	DCS	75	0	53
	Metra		1199	CTI	693	DCS	243	0	29
Hoosier State	CSX		1608	FTI	704	DCS	548	0	169
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF		716	DSR	310	FTI	128	0	257
Illini / Saluki	CN		1123	FTI	502	PTI	173	0	306
Lincoln Service	CN		1508	FTI	658	DCS	248	0	37
	UP		620	PTI	399	DCS	85	0	231
Michigan									
Blue Water	Amtrak		334	PTI	154	RTE	69	0	99
	CN		1364	FTI	985	PTI	259	0	159
	NS		3062	RTE	1022	DSR	699	0	61
Pere Marquette	CSX		739	DCS	393	FTI	115	0	135
	NS		2816	FTI	845	DCS	671	0	39
Wolverine	Amtrak		443	PTI	281	DCS	77	0	99
	CN		2003	DSR	764	FTI	575	0	27
	NS		2665	DSR	1221	PTI	441	0	173
Kansas City - St. Louis	UP		425	FTI	157	PTI	97	0	271
Pacific Surfliner	BNSF		793	RTE	206	DCS	203	0	22
	SCRRA		1109	PTI	496	CTI	336	0	95
	SDNRR		1266	CTI	438	PTI	417	0	60
	UP		1501	PTI	847	DCS	171	0	174

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

Service	Host		2nd Quarter FY 2012						Route Miles
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	
				#1	Minutes	#2	Minutes		
Standard			900						
Pennsylvanian	NS		365	FTI	172	RTE	84	0	249
Piedmont	NS		479	DSR	169	DCS	114	0	173
San Joaquin	BNSF		623	PTI	311	FTI	152	0	284
	UP		911	PTI	332	DCS	201	0	88
Vermont	MNRR		464	CTI	286	DSR	109	0	56
	NECR		550	DSR	438	DCS	46	0	238
Long-Distance Routes									
Auto Train	CSX		1378	FTI	538	DSR	371	0	914
California Zephyr	BNSF		1002	DSR	461	FTI	225	0	1,027
	UP		896	FTI	344	DCS	179	0	1,431
Capitol Limited	CSX		847	FTI	248	DSR	182	0	307
	NS		1061	FTI	464	RTE	225	0	481
Cardinal	BBrRR		3895	DSR	1770	FTI	827	0	132
	CSX		1011	FTI	348	DCS	320	17	698
	NS		880	PTI	256	CTI	240	0	79
City of New Orleans	CN		1151	FTI	590	PTI	161	0	930
Coast Starlight	BNSF		1058	DSR	457	RTE	234	0	186
	SCRRA		1303	CTI	575	PTI	498	0	48
	UP		1027	PTI	333	DCS	211	0	1,159
Crescent	NS		579	FTI	199	DSR	137	0	1,141
Empire Builder	BNSF		657	FTI	280	DSR	197	0	2,147
	CP		702	FTI	392	DCS	107	0	384
	Metra		892	CTI	783	DCS	58	0	29
Lake Shore Ltd	CSX		914	FTI	228	RTE	194	0	741
	MNRR		1029	CTI	524	RTE	357	0	64
	NS		1432	FTI	665	RTE	245	0	339
Palmetto	CSX		967	FTI	372	DSR	200	0	659
Silver Meteor	CSX		918	FTI	361	DSR	206	0	1,152
	Fla DOT		1038	CTI	382	DCS	203	0	68
Silver Star	CSX		1074	FTI	299	DSR	288	0	1,209
	Fla DOT		1210	CTI	520	DSR	386	0	68
	NS		553	PTI	260	DCS	237	0	28
Southwest Chief	BNSF		457	DSR	126	FTI	94	0	2,198
	NMDOT		852	DSR	324	CTI	260	0	80
Sunset Limited	BNSF		2081	DSR	1148	PTI	315	0	190
	UP		1696	FTI	990	DSR	281	0	1,784
Texas Eagle	BNSF		957	DSR	310	FTI	271	0	126
	CN		2202	FTI	1293	DCS	341	0	37
	UP		1436	FTI	666	DCS	213	0	1,104

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

^bFor explanation of delay codes, see Table 19.

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

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

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

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

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

Service	2nd Quarter FY 2012					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	73	OTH	54	ENG	6	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News ^d	279	HLD	132	ADA	44	0
Lynchburg ^e	230	OTH	105	HLD	69	0
All Other Northeast Regional	237	OTH	155	HLD	32	0
Non-NEC Corridor Routes						
Capitol Corridor	220	HLD	45	ADA	39	0
Carolinian	327	HLD	151	ADA	97	0
Cascades	224	SYS	39	ENG	29	0
Downeaster	63	OTH	23	ITI	19	0
Empire Corridor						
Adirondack	164	HLD	61	OTH	40	0
Ethan Allen Express	156	HLD	87	CAR	20	0
Maple Leaf	253	HLD	73	SYS	72	0
New York - Albany ^f	73	ENG	45	HLD	27	0
New York - Niagara Falls	218	SYS	78	HLD	73	0
Heartland Flyer	140	HLD	64	ENG	30	0
Hiawatha	432	OTH	249	HLD	108	0
Hoosier State	329	SYS	180	OTH	113	0
Illinois						
Carl Sandburg / Illinois Zephyr	155	HLD	90	SYS	27	0
Illini / Saluki	260	OTH	120	HLD	58	0
Lincoln Service	62	ENG	20	HLD	17	0
Michigan						
Blue Water	516	HLD	269	OTH	149	0
Pere Marquette	534	SYS	248	ENG	186	0
Wolverine	318	OTH	120	SYS	97	0
Kansas City - St. Louis	64	HLD	25	ADA	16	0
Pacific Surfliner	463	HLD	98	ENG	86	0
Pennsylvanian	174	HLD	69	ADA	27	0
Piedmont	412	HLD	88	ADA	50	0
San Joaquin	184	HLD	42	ADA	31	0
Vermont	150	HLD	48	OTH	27	0
Long-Distance Routes						
Auto Train	140	ENG	35	ITI	24	0
California Zephyr	292	SYS	116	HLD	47	0
Capitol Limited	191	HLD	94	SYS	41	0
Cardinal	309	HLD	90	SYS	76	0
City of New Orleans	194	HLD	69	SYS	40	0
Coast Starlight	496	SYS	101	ENG	94	0
Crescent	208	HLD	59	SYS	43	0
Empire Builder	272	HLD	88	CON	45	0
Lake Shore Ltd	451	HLD	206	CON	107	0
Palmetto	165	ADA	43	ENG	37	0
Silver Meteor	322	HLD	113	ADA	98	0
Silver Star	374	HLD	161	ADA	84	0
Southwest Chief	208	HLD	78	ENG	49	0
Sunset Limited	360	HLD	83	SVS	71	0
Texas Eagle	351	HLD	185	SVS	89	0

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

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

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

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

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

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

**TABLE 9:
ON-NEC TOTAL HOST AND AMTRAK RESPONSIBLE DELAYS^a**

Minutes of Delay per 10,000 Train-Miles
(Excludes Third Party Delays)

Service	Host ^b	2nd Quarter FY 2012						
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance ^c	Route Miles
			#1	Minutes	#2	Minutes		
Acela Express								
Standard		265						
Acela Express	Amtrak	166	CTI	24	PTI	22	0	401
Other Services								
Standard		475						
Keystone	Amtrak	286	ENG	50	CTI	43	0	195
Cardinal	Amtrak	464	ENG	85	DBB	65	0	226
Carolinian	Amtrak	239	CTI	51	MTI	30	0	226
Crescent	Amtrak	355	PTI	92	ENG	48	0	226
Northeast Regional	Amtrak	276	ENG	39	PTI	33	0	
Richmond / Newport News ^d	Amtrak	264	ENG	33	PTI	32	0	463
Lynchburg ^e	Amtrak	235	ENG	49	PTI	28	0	463
All Other Northeast Regional	Amtrak	284	ENG	41	PTI	33	0	463
Palmetto	Amtrak	185	CAR	35	CTI	32	0	226
Pennsylvanian	Amtrak	244	ENG	35	MTI	31	0	195
Silver Meteor	Amtrak	620	PTI	180	ENG	128	0	226
Silver Star	Amtrak	425	PTI	105	ENG	90	0	226
Vermontler	Amtrak	335	ENG	51	PTI	48	0	304

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

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

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

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

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

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

Service	2nd Quarter FY 2012					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Standard	82	80	80	80	80	80
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Acela Express

Acela Express	79	76	75	79	66	54
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Other NEC Corridor Routes

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

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

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

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

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

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

Service	2nd Quarter FY 2012		
	Service Interruptions ^a	Train - Miles	Ratio

Acela Express

Acela Express	13	829,541	0.16
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Other NEC Corridor Routes

Keystone Service	29	340,922	0.85
Total Northeast Regional	65	1,405,204	0.46
Richmond / Newport News ^b	15	399,877	0.38
Lynchburg ^c	4	105,154	0.38
All Other Northeast Regional	46	900,172	0.51

Non-NEC Corridor Routes

Capitol Corridor	20	289,843	0.69
Carolinian	2	109,499	0.18
Cascades	11	230,858	0.48
Downeaster	0	104,286	0.00
Empire Corridor	30	541,528	0.55
Adirondack	3	70,907	0.42
Ethan Allen Express	1	44,906	0.22
Maple Leaf	5	85,610	0.58
New York - Albany ^d	15	169,534	0.88
New York - Niagara Falls	6	170,570	0.35
Heartland Flyer	2	37,565	0.53
Hiawatha	8	106,408	0.75
Hoosier State	0	20,405	0.00
Illinois	14	413,977	0.34
Carl Sandburg / Illinois Zephyr	4	94,094	0.43
Illini / Saluki	5	111,602	0.45
Lincoln Service	5	208,281	0.24
Michigan	23	253,816	0.91
Blue Water	6	57,892	1.04
Pere Marquette	6	31,713	1.89
Wolverine	11	164,211	0.67
Kansas City - St. Louis	0	101,340	0.00
Pacific Surfliner	37	369,538	1.00
Pennsylvanian	2	80,444	0.25
Piedmont	2	63,081	0.32
San Joaquins	14	337,960	0.41
Vermont	8	111,675	0.72

Long-Distance Routes

Auto Train	10	166,275	0.60
California Zephyr	23	443,343	0.52
Capitol Limited	2	141,261	0.14
Cardinal	4	90,386	0.44
City of New Orleans	4	169,850	0.24
Coast Starlight	19	251,177	0.76
Crescent	7	227,108	0.31
Empire Builder	20	459,829	0.43
Lake Shore Ltd	6	209,799	0.29
Palmetto	4	123,183	0.32
Silver Meteor	20	263,245	0.76
Silver Star	14	278,824	0.50
Southwest Chief	23	414,924	0.55
Sunset Limited	6	154,870	0.39
Texas Eagle	11	207,200	0.53

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

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

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

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

TABLE 12:
COMPLAINTS RECEIVED
 Complaints per 1,000 Passengers

Service		2nd Quarter FY 2012	
		Food-Related	Train-Related

Amtrak Premium

Acela Express		0.04	0.00
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Amtrak Corridor

Keystone		0.00	0.56
Northeast Regional		0.01	1.23

Short Distance

Capitol		0.00	0.35
Carolinian		0.06	5.88
Cascades		0.03	2.71
Downeaster		0.00	0.59
Empire Corridor			
Adirondack		0.07	1.30
Empire Service		0.01	1.15
Ethan Allen Express		0.00	0.61
Maple Leaf		0.13	2.86
Heartland Flyer		0.00	3.92
Hiawatha		0.00	0.31
Hoosier State		0.48	3.88
Illinois			
Carl Sandburg / Illinois Zephyr		0.00	1.77
Illini / Saluki		0.01	1.37
Lincoln Service		0.03	1.56
Michigan			
Blue Water		0.00	14.38
Pere Marquette		0.00	3.15
Wolverine		0.13	14.96
Kansas City - St. Louis		0.13	2.99
Pacific Surfliner		0.01	1.71
Pennsylvanian		0.02	1.60
Piedmont		0.00	0.88
San Joaquins		0.02	2.46
Vermont		0.03	2.12

Long Distance

Auto Train		0.95	21.41
California Zephyr		0.61	23.26
Capitol Limited		0.44	16.29
Cardinal		0.96	17.49
City of New Orleans		1.92	19.02
Coast Starlight		0.61	22.30
Crescent		0.81	12.94
Empire Builder		0.71	12.94
Lake Shore Ltd		0.58	8.51
Palmetto		0.11	20.11
Silver Meteor		2.05	26.24
Silver Star		1.10	20.64
Southwest Chief		0.95	21.40
Sunset Limited		8.74	64.18
Texas Eagle		1.01	16.81

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

TABLE 13:
FOOD-RELATED COMPLAINTS

Number of Complaints Received

Service	2nd Quarter FY 2012						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	560	127	22	75	681		1,465
Amtrak Premium	6	2	0	6	20		34
Acela Express	6	2	0	6	20		34
Amtrak Corridor	5	0	1	3	16		25
Keystone	0	0	0	0	0		0
Northeast Regional	5	0	1	3	16		25
Short Distance	28	1	1	17	20		67
Capitol	0	0	0	0	0		0
Carolynian	4	0	0	0	0		4
Cascades	1	0	0	3	1		5
Downeaster	0	0	0	0	0		0
Empire Corridor	0	0	1	3	6		10
Adirondack	0	0	0	0	3		3
Empire Service	0	0	0	2	0		2
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	0	0	1	1	3		5
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	4		4
Illinois	4	0	0	0	2		6
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	1		1
Lincoln Service	4	0	0	0	1		5
Michigan	12	1	0	1	1		15
Blue Water	0	0	0	0	0		0
Pere Marquette	0	0	0	0	0		0
Wolverine	12	1	0	1	1		15
Kansas City - St. Louis	0	0	0	6	0		6
Pacific Surfliner	4	0	0	2	3		9
Pennsylvanian	0	0	0	0	1		1
Piedmont	0	0	0	0	0		0
San Joaquins	2	0	0	1	2		5
Vermont	1	0	0	1	0		2
Long Distance	521	124	20	49	625		1,339
Auto Train	14	14	0	3	44		75
California Zephyr	13	9	1	9	30		62
Capitol Limited	9	6	0	0	12		27
Cardinal	12	2	0	4	9		27
City of New Orleans	67	38	0	1	49		155
Coast Starlight	15	9	1	5	37		67
Crescent	24	4	0	4	27		59
Empire Builder	16	4	0	7	69		96
Lake Shore Ltd	20	11	6	3	23		63
Palmetto	0	0	0	0	4		4
Silver Meteor	92	8	0	2	90		192
Silver Star	62	7	4	1	48		122
Southwest Chief	30	8	6	6	31		81
Sunset Limited	114	2	0	2	103		221
Texas Eagle	33	2	2	2	49		88

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

TABLE 14:
PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

Service	2nd Quarter FY 2012						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	829	258	1,907	1,768	2,126		6,888
Amtrak Premium	20	8	27	200	62		317
Acela Express	20	8	27	200	62		317
Amtrak Corridor	93	35	143	176	199		646
Keystone	16	8	6	32	23		85
Northeast Regional	77	27	137	144	176		561
Short Distance	226	111	184	357	425		1,303
Capitol	2	8	1	6	19		36
Carolinian	11	7	13	52	47		130
Cascades	27	1	10	17	13		68
Downeaster	10	5	0	10	2		27
Empire Corridor	26	13	34	25	23		121
Adirondack	0	2	7	0	4		13
Empire Service	14	4	11	21	16		66
Ethan Allen Express	3	3	1	1	0		8
Maple Leaf	9	4	15	3	3		34
Heartland Flyer	0	1	3	11	4		19
Hiawatha	2	6	5	11	2		26
Hoosier State	3	0	6	0	0		9
Illinois	18	11	14	44	42		129
Carl Sandburg / Illinois Zephyr	3	4	1	0	6		14
Illini / Saluki	2	3	9	10	7		31
Lincoln Service	13	4	4	34	29		84
Michigan	53	7	48	30	117		255
Blue Water	9	0	11	6	9		35
Pere Marquette	2	2	3	1	6		14
Wolverine	42	5	34	23	102		206
Kansas City - St. Louis	7	7	2	10	13		39
Pacific Surfliner	27	28	18	59	74		206
Pennsylvanian	7	1	5	7	22		42
Piedmont	3	0	0	0	2		5
San Joaquins	22	10	12	57	34		135
Vermont	8	6	13	18	11		56
Long Distance	490	104	1,553	1,035	1,440		4,622
Auto Train	18	9	78	28	26		159
California Zephyr	58	6	171	52	120		407
Capitol Limited	19	2	67	25	46		159
Cardinal	13	0	21	30	30		94
City of New Orleans	25	7	101	87	152		372
Coast Starlight	44	11	165	89	108		417
Crescent	26	6	79	125	135		371
Empire Builder	25	6	184	93	110		418
Lake Shore Ltd	31	7	76	31	84		229
Palmetto	14	1	4	31	37		87
Silver Meteor	66	20	126	91	154		457
Silver Star	69	7	119	131	125		451
Southwest Chief	22	7	143	62	115		349
Sunset Limited	26	1	81	35	41		184
Texas Eagle	34	14	138	125	157		468

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

TABLE 15:
EQUIPMENT-RELATED COMPLAINTS

Number of Complaints Received

Service	2nd Quarter FY 2012						Total
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		
Amtrak System	765	1,162	382	2,262	1,838		6,409
Amtrak Premium	6	3	3	47	9		68
Acela Express	6	3	3	47	9		68
Amtrak Corridor	40	158	20	190	84		492
Keystone	2	5	0	10	0		17
Northeast Regional	38	153	20	180	84		475
Short Distance	53	238	24	320	291		926
Capitol	0	0	0	0	0		0
Carolinian	1	20	2	62	41		126
Cascades	3	1	1	13	1		19
Downeaster	2	2	2	3	0		9
Empire Corridor	4	73	5	43	16		141
Adirondack	0	14	1	11	8		34
Empire Service	3	48	4	20	6		81
Ethan Allen Express	0	3	0	2	0		5
Maple Leaf	1	8	0	10	2		21
Heartland Flyer	0	28	3	0	0		31
Hiawatha	0	0	1	0	0		1
Hoosier State	0	1	0	1	0		2
Illinois	13	30	5	57	13		118
Carl Sandburg / Illinois Zephyr	11	4	0	35	2		52
Illini / Saluki	2	4	3	7	4		20
Lincoln Service	0	22	2	15	7		46
Michigan	11	41	1	60	35		148
Blue Water	3	13	0	14	2		32
Pere Marquette	0	1	0	3	0		4
Wolverine	8	27	1	43	33		112
Kansas City - St. Louis	0	9	0	3	4		16
Pacific Surfliner	15	9	3	37	153		217
Pennsylvanian	3	3	0	9	2		17
Piedmont	0	0	0	1	0		1
San Joaquins	0	18	0	17	24		59
Vermont	1	3	1	14	2		21
Long Distance	666	763	335	1,705	1,454		4,923
Auto Train	80	37	9	176	260		562
California Zephyr	64	10	31	106	89		300
Capitol Limited	18	27	8	56	42		151
Cardinal	11	12	8	30	22		83
City of New Orleans	54	57	6	196	112		425
Coast Starlight	77	27	11	242	91		448
Crescent	18	91	15	47	49		220
Empire Builder	49	56	54	213	78		450
Lake Shore Ltd	37	47	15	56	49		204
Palmetto	6	42	1	40	26		115
Silver Meteor	39	139	27	186	140		531
Silver Star	40	103	39	119	168		469
Southwest Chief	82	18	63	89	127		379
Sunset Limited	36	30	11	63	115		255
Texas Eagle	55	67	37	86	86		331

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

TABLE 16:
STATION-RELATED COMPLAINTS
 Number of Complaints Received

2nd Quarter FY 2012		
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Amtrak System		2134
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Division

Central		460
Mid-Atlantic		341
Northeast		455
Pacific		234
Pacific Northwest		102
Southern		263
Southwest		279

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

**TABLE 17:
PUBLIC BENEFITS**

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

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

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

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2012	2nd Quarter FY 2012

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	0.0	87.1%	90.8%
	2103	0.3	98.4%	95.4%
	2104	1.6	96.8%	90.4%
	2107	-1.0	95.2%	91.9%
	2109	-0.2	93.5%	95.3%
	2110	0.4	96.7%	95.6%
	2117	-1.0	98.4%	94.4%
	2119	0.9	95.2%	94.0%
	2121	-1.4	96.8%	96.7%
	2122	0.5	96.8%	92.6%
	2124	-1.0	95.2%	82.9%
	2126	-1.3	95.2%	85.7%
	2150	1.1	90.3%	85.0%
	2151	-0.5	96.8%	91.3%
	2153	-1.6	96.8%	95.2%
	2154	0.8	90.3%	89.0%
	2155	0.5	93.5%	91.3%
	2158	1.6	98.4%	95.1%
	2159	0.2	96.8%	90.1%
	2160	1.4	96.8%	85.4%
	2163	-0.6	90.3%	87.0%
	2164	-0.8	91.9%	89.9%
	2165	1.2	90.3%	88.1%
	2166	-0.7	91.9%	90.1%
	2167	0.6	85.5%	87.4%
	2168	0.3	93.5%	93.7%
	2170	-0.8	87.1%	87.8%
	2171	-1.6	90.3%	86.0%
	2172	-0.2	93.5%	85.5%
	2173	-1.0	93.5%	92.5%
	2190	0.9	93.5%	92.5%
	2193	1.2	96.8%	86.8%
	2203	0.3	100.0%	100.0%
	2205	-0.6	92.3%	89.9%
	2207	0.3	93.8%	95.8%
	2208	1.2	92.3%	91.5%
	2211	0.1	100.0%	96.0%
	2212	1.3	93.1%	93.4%
	2213	-0.3	100.0%	85.6%
	2216	0.5	100.0%	100.0%
	2220	2.1	100.0%	95.5%
	2221	1.2	92.3%	90.1%
	2222	0.2	92.3%	83.3%
	2225	1.3	100.0%	94.1%
	2228	0.5	100.0%	93.0%
	2250	1.7	89.7%	80.4%
	2251	0.2	87.5%	85.4%
	2252	1.8	100.0%	88.5%
	2253	0.3	89.7%	85.9%
	2254	0.9	100.0%	90.7%
	2255	0.7	100.0%	95.5%
	2256	-0.2	100.0%	96.3%
	2257	0.7	100.0%	94.9%
	2258	0.5	100.0%	98.7%
	2259	0.6	100.0%	94.4%
	2290	-1.4	87.5%	89.6%
	2297	-2.7	92.3%	75.9%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2012	2nd Quarter FY 2012

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News ^c	66	1.5	97.8%	83.5%
	67	-0.4	97.8%	96.5%
	82	0.4	93.8%	82.4%
	83	2.4	69.2%	78.5%
	84	-1.9	93.5%	94.2%
	85	0.4	87.1%	91.5%
	86	1.6	95.2%	93.0%
	87	3.8	100.0%	94.8%
	88	0.4	89.7%	86.2%
	93	1.1	93.9%	94.7%
	94	0.9	93.5%	80.6%
	95	1.6	75.8%	89.1%
	99	0.2	82.8%	84.7%
	125	Not Available	90.3%	93.0%
	157	Not Available	92.3%	92.5%
	164	Not Available	86.2%	83.8%
	174	Not Available	95.2%	91.1%
	194	-0.5	93.1%	81.9%
	195	1.7	89.7%	90.7%
Lynchburg ^d	145	-1.8	92.3%	88.4%
	147	-0.1	100.0%	94.3%
	156	-13.9	89.7%	90.4%
	171	-6.8	93.5%	96.6%
	176	-6.0	93.5%	93.8%
All Other Northeast Regional	110	-0.4	87.1%	96.2%
	111	0.8	100.0%	100.0%
	123	Not Available	84.6%	95.9%
	126	Not Available	76.9%	85.4%
	127	-1.7	91.8%	96.6%
	129	-1.2	83.9%	95.8%
	130	-0.5	88.7%	93.5%
	131	0.2	96.6%	98.6%
	132	Not Available	100.0%	91.8%
	133	-1.9	69.2%	93.0%
	134	0.6	69.2%	83.9%
	135	1.2	96.6%	94.3%
	136	2.3	100.0%	97.8%
	137	-0.4	85.5%	91.5%
	138	-0.2	82.3%	96.1%
	139	Not Available	84.6%	93.9%
	140	2.1	93.1%	97.1%
	141	2.5	93.5%	91.9%
	143	1.8	93.1%	94.3%
	146	3.3	81.3%	84.3%
	148	1.5	93.5%	92.2%
	150	0.1	100.0%	97.0%
	151	0.7	98.4%	99.6%
	152	1.8	69.0%	95.5%
	153	-0.9	100.0%	99.2%
	154	1.0	84.6%	90.8%
	155	0.3	96.6%	98.5%
	158	0.6	93.1%	95.5%
	159	2.7	82.8%	95.2%
	160	-0.4	93.1%	93.6%
	161	1.5	100.0%	91.7%
	162	1.0	93.1%	93.4%
	163	-0.1	89.7%	94.3%
	165	-1.5	89.7%	92.4%
	166	-2.9	69.2%	80.5%
	167	0.5	93.8%	92.2%
	168	0.5	87.5%	79.0%
	169	0.4	96.6%	94.9%
	170	-0.9	91.9%	93.0%
	172	0.2	91.9%	90.8%
	173	1.8	96.8%	93.3%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2012	2nd Quarter FY 2012
	175	-0.4	96.8%	96.2%
	177	0.2	85.5%	92.8%
	178	-7.4	88.7%	94.3%
	179	0.3	83.9%	94.8%
	180	-0.3	85.5%	95.4%
	181	-0.1	83.9%	96.4%
	182	-0.9	100.0%	98.9%
	183	-0.6	93.5%	97.2%
	184	-2.5	91.9%	94.5%
	185	-1.0	91.9%	95.4%
	186	-0.3	95.2%	96.8%
	187	-1.0	87.1%	96.0%
	188	2.8	95.2%	96.1%
	190	0.0	95.2%	95.4%
	192	1.9	93.8%	99.3%
	193	1.0	91.9%	93.3%
	196	0.9	93.9%	98.7%
	198	-14.9	90.1%	97.5%
	401	7.6	93.1%	98.2%
	405	7.2	100.0%	100.0%
	432	Not Available	100.0%	100.0%
	450	5.2	93.1%	95.8%
	460	4.3	82.8%	88.5%
	463	5.3	100.0%	100.0%
	464	4.0	69.0%	82.4%
	465	Not Available	92.3%	97.8%
	467	6.0	87.5%	96.3%
	470	4.5	85.5%	90.9%
	475	6.5	100.0%	99.6%
	476	3.3	93.5%	93.4%
	479	8.3	96.8%	99.1%
	488	7.2	82.8%	87.2%
	490	6.7	96.8%	96.4%
	493	8.5	90.3%	98.1%
	494	7.8	77.4%	80.4%
	495	5.8	100.0%	100.0%
	497	10.0	92.3%	97.8%
Keystone	600	0.5	93.5%	97.5%
	601	0.6	96.8%	98.7%
	605	0.9	96.8%	99.4%
	607	-0.2	95.2%	98.1%
	609	1.6	93.5%	97.0%
	610	0.9	100.0%	100.0%
	611	-1.5	93.8%	99.5%
	612	2.1	100.0%	100.0%
	615	-0.3	100.0%	98.5%
	618	-3.6	98.0%	98.0%
	619	0.0	98.4%	98.4%
	620	0.6	96.8%	98.3%
	622	0.3	98.4%	100.0%
	637	-1.8	100.0%	100.0%
	639	-0.1	90.3%	96.7%
	640	0.8	82.3%	97.6%
	641	0.5	93.5%	96.3%
	642	1.7	82.3%	93.9%
	643	1.1	87.1%	91.4%
	644	0.6	91.9%	99.0%
	645	0.2	90.3%	93.1%
	646	1.7	95.2%	98.1%
	647	0.3	91.9%	95.5%
	648	0.1	98.4%	99.5%
	649	-0.7	95.2%	99.4%
	650	0.4	90.3%	98.0%
	651	0.3	88.7%	93.8%
	652	0.3	90.3%	98.6%
	653	1.7	91.9%	95.6%
	654	0.4	96.8%	98.4%
	655	1.4	85.5%	92.2%
	656	0.0	95.2%	99.4%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2012	2nd Quarter FY 2012
	658	1.2	92.3%	98.1%
	660	1.4	93.1%	99.6%
	661	-0.4	100.0%	100.0%
	662	0.8	100.0%	100.0%
	663	-2.7	96.6%	97.5%
	664	0.0	96.6%	96.6%
	665	1.0	93.1%	97.2%
	666	-0.3	93.1%	99.5%
	667	-2.0	75.9%	90.8%
	668	-2.2	Not Available	Not Available
	669	-3.3	96.6%	99.7%
	670	-0.8	100.0%	100.0%
	671	-4.6	100.0%	100.0%
	672	-0.2	93.1%	99.0%
Non-NEC Corridor Routes				
Standard		≥ 0	80.0%	80.0%
Capitol Corridor	518	3.7	98.4%	98.0%
	520	1.8	95.3%	98.2%
	521	1.6	100.0%	99.6%
	522	2.8	98.4%	98.4%
	523	2.1	100.0%	99.4%
	524	3.7	100.0%	98.1%
	525	2.7	96.9%	99.3%
	526	2.5	96.9%	96.8%
	527	2.1	96.9%	96.7%
	528	4.2	100.0%	98.1%
	529	1.6	95.3%	97.1%
	530	4.4	95.3%	96.8%
	531	3.1	90.6%	96.4%
	532	3.7	92.2%	95.5%
	533	2.2	92.2%	99.1%
	534	1.4	90.6%	94.1%
	535	2.7	93.8%	97.1%
	536	0.5	85.9%	94.2%
	537	3.2	93.8%	93.2%
	538	1.8	90.6%	95.5%
	540	2.7	93.8%	95.2%
	541	2.6	95.3%	95.8%
	542	2.4	93.8%	96.1%
	543	2.6	87.5%	93.6%
	544	3.3	98.4%	97.6%
	545	1.6	92.2%	94.6%
	546	3.7	90.6%	90.7%
	547	2.3	95.3%	94.5%
	548	-1.8	95.2%	95.8%
	549	1.3	96.8%	97.0%
	551	1.2	95.3%	96.2%
	553	1.2	96.9%	97.4%
	720	2.0	96.3%	98.6%
	723	0.7	92.6%	98.5%
	724	2.6	92.6%	95.0%
	727	1.6	100.0%	98.3%
	728	2.5	88.9%	93.6%
	729	0.9	96.3%	96.0%
	732	2.3	88.0%	97.5%
	733	2.4	92.6%	95.9%
	734	2.0	92.6%	96.5%
	736	2.6	85.2%	95.6%
	737	3.2	92.6%	93.8%
	738	3.1	96.0%	98.5%
	741	1.9	92.6%	92.0%
	742	2.0	85.2%	90.3%
	743	1.3	85.2%	90.9%
	744	1.8	74.1%	85.6%
	745	1.9	100.0%	100.0%
	746	1.9	77.8%	80.7%
	747	2.8	85.2%	81.0%
	748	2.6	81.5%	88.7%
	749	1.2	92.6%	97.9%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2012	2nd Quarter FY 2012
Carolinian	751	1.9	96.0%	98.4%
	79	1.1	73.6%	69.8%
	80	1.1	92.3%	85.9%
Cascades	500	1.8	63.7%	74.3%
	501	1.0	64.4%	77.6%
	504	3.4	86.5%	89.4%
	506	1.5	53.3%	67.9%
	507	2.7	80.2%	75.9%
	508	3.3	82.8%	82.6%
	509	2.3	73.6%	74.5%
	510	0.8	72.9%	87.6%
	513	-3.1	53.8%	68.3%
	516	-2.4	65.9%	73.5%
	517	0.0	77.1%	86.1%
Downeaster	680	0.7	96.8%	98.9%
	681	-0.5	95.2%	96.4%
	682	0.1	95.2%	98.0%
	683	0.1	93.7%	95.4%
	684	-0.1	88.9%	95.4%
	685	0.6	93.7%	95.4%
	686	-0.5	84.1%	91.9%
	687	-0.4	69.8%	87.7%
	688	0.2	93.7%	97.7%
	689	-0.4	98.4%	98.2%
	690	0.2	100.0%	100.0%
	691	3.1	96.4%	98.0%
	692	0.4	89.3%	95.2%
	693	0.3	82.1%	90.1%
	694	-0.6	67.9%	85.6%
	695	-0.3	92.9%	97.6%
	696	0.2	92.9%	95.6%
	697	1.0	96.4%	99.6%
	698	-0.1	92.9%	97.2%
	699	-1.0	100.0%	100.0%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2012	2nd Quarter FY 2012
Empire Corridor				
Adirondack	68	0.4	94.5%	68.8%
	69	0.9	79.1%	77.8%
Maple Leaf	63	1.2	85.7%	82.2%
	64	-0.6	79.1%	78.7%
New York - Albany ^e	230	2.7	96.8%	99.7%
	232	0.2	100.0%	100.0%
	233	3.0	95.6%	96.4%
	234	2.3	100.0%	100.0%
	235	2.8	96.8%	96.8%
	236	1.9	100.0%	100.0%
	237	3.7	93.5%	98.0%
	238	3.8	94.5%	95.9%
	239	1.1	95.9%	96.6%
	241	2.0	95.6%	98.0%
	242	4.5	96.8%	99.5%
	243	1.9	93.4%	98.2%
	244	2.3	94.5%	97.6%
	245	2.4	98.0%	98.0%
	250	2.7	100.0%	100.0%
	252	0.4	93.8%	98.2%
	253	3.1	100.0%	100.0%
	254	3.7	100.0%	100.0%
New York - Niagara Falls	255	2.0	92.3%	96.7%
	261	1.7	95.2%	95.6%
	280	0.6	92.3%	90.9%
	281	1.3	93.4%	87.8%
	283	2.0	96.7%	90.3%
	284	-0.5	96.0%	91.5%
	288	1.2	100.0%	99.0%
Ethan Allen Express	290	1.0	98.4%	97.7%
	291	1.4	70.5%	95.0%
	293	1.9	53.8%	91.6%
Heartland Flyer	296	0.3	92.3%	96.2%
	821	2.0	60.4%	88.5%
Hiawatha	822	2.0	76.9%	81.2%
	329	-0.4	94.9%	97.2%
	330	-0.3	92.3%	97.4%
	331	0.7	92.3%	94.5%
	332	-0.6	96.7%	99.3%
	333	0.0	93.4%	96.7%
	334	1.1	94.5%	97.1%
	335	0.5	90.1%	94.1%
	336	1.7	93.4%	98.0%
	337	1.5	95.6%	97.6%
	338	-0.4	91.2%	96.5%
	339	-0.1	92.3%	94.7%
	340	-0.8	96.7%	99.3%
	341	0.4	85.7%	90.1%
	342	-1.0	87.9%	94.2%
Hoosier State	850	0.9	61.5%	71.5%
	851	3.2	78.8%	79.7%
Illinois				
Carl Sandburg / Illinois Zephyr	380	0.6	94.5%	91.5%
	381	-0.6	96.7%	96.4%
	382	0.8	94.5%	90.7%
	383	1.2	89.0%	91.0%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2012	2nd Quarter FY 2012
Illini / Saluki	390	2.7	76.9%	64.7%
	391	2.3	74.7%	45.0%
	392	2.0	73.6%	67.5%
	393	0.9	80.2%	57.3%
	300	2.3	93.4%	91.6%
	301	3.8	78.0%	87.5%
	302	2.8	78.0%	86.6%
	303	1.6	76.9%	73.1%
	304	2.8	94.5%	84.5%
	305	3.0	94.5%	88.6%
	306	3.7	95.6%	93.5%
	307	3.2	98.9%	92.7%
Michigan				
Blue Water	364	2.1	85.7%	87.4%
	365	2.9	68.1%	82.0%
Pere Marquette	370	1.8	62.6%	71.9%
	371	3.9	57.8%	86.0%
Wolverine	350	-1.0	51.6%	59.9%
	351	-0.9	54.4%	80.7%
	352	-0.6	36.3%	45.4%
	353	0.1	54.9%	65.1%
	354	-2.0	41.8%	49.4%
	355	-0.4	56.0%	56.7%
Kansas City - St. Louis	311	5.7	94.5%	93.4%
	313	7.1	96.7%	96.7%
	314	8.5	95.6%	91.4%
	316	10.2	98.9%	96.6%
Pacific Surfliner	562	0.7	90.9%	95.6%
	564	-0.4	90.1%	93.9%
	563	Not Available	80.0%	100.0%
	565	1.9	83.3%	98.0%
	566	0.7	95.6%	96.4%
	567	0.2	60.2%	89.4%
	571	0.6	100.0%	100.0%
	572	-0.8	72.5%	93.5%
	573	0.7	79.5%	89.3%
	577	0.9	100.0%	87.0%
	578	-0.7	83.3%	87.9%
	579	1.1	89.7%	96.9%
	580	0.8	87.2%	94.8%
	582	0.9	76.9%	89.7%
	583	-0.7	83.1%	94.8%
	587	-0.6	33.3%	54.2%
	589	-1.2	80.0%	73.3%
	590	1.8	50.0%	94.4%
	591	0.7	80.2%	84.1%
	592	-1.1	50.0%	71.6%
	595	-1.6	67.9%	70.8%
	597	-1.0	83.8%	89.9%
	763	-0.3	65.9%	82.1%
	768	0.2	58.2%	76.0%
	769	-0.1	68.1%	87.6%
	774	0.4	90.1%	87.9%
	775	0.4	75.0%	88.4%
	784	-0.7	65.9%	75.5%
	785	-0.4	53.8%	73.1%
	792	3.9	66.7%	37.5%
	796	0.2	74.7%	80.1%
	798	-0.9	20.0%	41.3%
	799	0.7	87.5%	95.5%
Pennsylvanian	42	0.2	95.6%	95.5%
	43	-0.2	95.6%	90.9%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2012	2nd Quarter FY 2012
Piedmont	73	1.5	81.3%	94.7%
	76	Not Available	69.2%	88.0%
San Joaquin	701	1.6	91.2%	94.3%
	702	0.1	96.7%	93.2%
	703	2.1	87.9%	86.5%
	704	1.2	91.2%	90.5%
	711	0.7	89.0%	90.7%
	712	0.4	89.0%	87.2%
	713	0.6	81.3%	87.5%
	714	0.6	85.7%	86.0%
	715	1.3	90.1%	89.4%
	716	1.3	94.5%	90.7%
	717	0.9	84.6%	87.9%
	718	1.2	87.9%	88.4%
Vermont	54	2.2	93.1%	85.9%
	55	1.9	98.4%	97.7%
	56	2.3	96.8%	89.3%
	57	2.3	89.7%	91.9%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	1.3	85.7%	85.6%
	53	0.4	80.2%	85.7%
California Zephyr	5	1.8	71.4%	53.8%
	6	1.7	44.0%	50.0%
Cardinal	50	0.5	25.6%	36.9%
	51	1.3	69.2%	49.7%
Capitol Limited	29	1.1	82.4%	80.0%
	30	1.5	87.9%	51.5%
City of New Orleans	58	1.1	86.8%	68.8%
	59	0.8	86.8%	62.2%
Coast Starlight	11	0.6	81.3%	74.7%
	14	1.6	75.6%	47.1%
Crescent	19	0.3	83.5%	80.2%
	20	0.4	81.3%	76.4%
Empire Builder	27	-0.8	75.6%	65.1%
	28	-1.1	84.6%	60.0%
	7	-0.6	80.2%	65.7%
	8	-1.0	54.9%	59.4%
Lake Shore Ltd	448	9.3	93.4%	66.9%
	449	6.3	95.6%	68.2%
	48	1.3	90.1%	69.3%
	49	-0.5	76.9%	64.7%
Palmetto	89	1.4	66.2%	65.9%
	90	-0.1	93.0%	89.2%
Silver Meteor	97	-0.1	59.3%	57.5%
	98	1.1	70.3%	54.0%
Silver Star	91	0.6	54.9%	60.2%
	92	1.1	75.6%	59.2%
Southwest Chief	3	-0.1	91.1%	75.0%
	4	-0.4	86.8%	58.8%
Sunset Limited	1	3.2	61.5%	37.2%
	2	2.4	46.2%	42.0%
Texas Eagle	21	2.1	86.8%	64.2%
	22	2.2	81.3%	62.6%

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

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

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

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

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

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

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

Service	Train	Host		2nd Quarter FY 2012					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	

Standard	900
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Acela Express

Acela Express	2150	MNRR		438	DSR	245	CTI	124	0
	2151	MNRR		752	CTI	446	DCS	167	0
	2153	MNRR		282	CTI	179	DSR	52	0
	2154	MNRR		291	DSR	204	DMW	43	0
	2155	MNRR		325	DSR	109	CTI	95	0
	2158	MNRR		144	DCS	63	CTI	55	0
	2159	MNRR		444	CTI	193	DMW	138	0
	2160	MNRR		228	DSR	104	CTI	89	0
	2163	MNRR		524	CTI	213	DSR	164	0
	2164	MNRR		52	CTI	40	DSR	12	0
	2165	MNRR		541	CTI	426	DMW	46	0
	2166	MNRR		124	CTI	124	-	-	0
	2167	MNRR		233	CTI	153	DSR	66	0
	2168	MNRR		147	CTI	78	DSR	37	0
	2170	MNRR		590	CTI	305	RTE	138	0
	2171	MNRR		680	DSR	513	CTI	95	0
	2172	MNRR		348	CTI	299	DSR	23	0
	2173	MNRR		262	DSR	89	DCS	75	0
	2190	MNRR		310	DSR	278	RTE	20	0
	2193	MNRR		228	DSR	127	CTI	58	0
	2250	MNRR		86	DSR	55	DCS	31	0
	2251	MNRR		301	DSR	246	DMW	56	0
	2252	MNRR		247	DSR	247	-	-	0
	2253	MNRR		203	DSR	105	DMW	99	0
	2254	MNRR		0	-	-	-	-	0
	2255	MNRR		55	CTI	55	-	-	0
	2256	MNRR		0	-	-	-	-	0
	2257	MNRR		275	RTE	206	DSR	27	0
	2258	MNRR		0	-	-	-	-	0
	2259	MNRR		220	DSR	165	CTI	55	0
	2290	MNRR		156	DSR	156	-	-	0
	2297	MNRR		440	DSR	440	-	-	0

Other NEC Corridor Routes

Northeast Regional									
Richmond / Newport News ^d	194	CSX		1697	DSR	779	FTI	240	0
		MNRR		70	DSR	38	CTI	19	0
	195	CSX		856	FTI	428	RTE	159	0
		MNRR		406	DSR	265	CTI	123	0
	66	CSX		1350	DSR	639	PTI	255	0
		MNRR		35	DSR	35	-	-	0
	67	CSX		1432	DSR	720	FTI	225	0
		MNRR		194	CTI	90	DSR	43	0
	82	CSX		1414	FTI	557	PTI	404	0
		MNRR		257	DSR	234	RTE	22	0
	83	CSX		1621	DSR	792	CTI	313	0
		MNRR		398	CTI	330	DCS	55	0
	84	CSX		1176	RTE	396	DCS	254	0
	85	CSX		1153	CTI	501	DSR	241	0
	86	CSX		1123	RTE	465	DSR	302	0
		MNRR		435	DCS	207	DSR	130	0
	87	CSX		272	DCS	116	RTE	94	0
	88	CSX		1509	DCS	481	DSR	384	0
		MNRR		62	DSR	49	RTE	12	0
	93	CSX		863	DSR	307	CTI	285	0
		MNRR		875	DSR	674	CTI	200	0
	94	CSX		1717	DSR	791	RTE	382	0
		MNRR		441	CTI	230	DSR	179	0

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

Service	Train	Host		2nd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard

900

Lynchburg ^o	95	CSX		2213	DSR	945	PTI	390	0
		MNRR		305	DSR	144	RTE	112	0
	99	CSX		1407	DSR	679	DCS	269	0
		MNRR		499	CTI	320	DSR	179	0
	125	CSX		2032	CTI	993	DSR	354	0
	157	CSX		648	FTI	230	PTI	146	0
	164	CSX		1128	FTI	331	DSR	265	0
		MNRR		406	CTI	191	DSR	135	0
	174	CSX		1398	RTE	491	DSR	259	0
		MNRR		403	CTI	340	DSR	29	0
	145	MNRR		920	DSR	440	CTI	412	0
		NS		155	FTI	99	PTI	42	0
	147	MNRR		313	DMW	167	CTI	145	0
		NS		69	FTI	50	DCS	15	0
	156	NS		93	FTI	34	DCS	32	0
	171	MNRR		423	CTI	156	DSR	144	0
		NS		274	DCS	136	FTI	56	0
	176	MNRR		118	RTE	84	CTI	35	0
		NS		106	DCS	32	DSR	27	0
All Other Northeast Regional	132	MNRR		0	-	-	-	-	0
	135	MNRR		499	CTI	425	DSR	43	0
	136	MNRR		41	RTE	41	-	-	0
	137	MNRR		596	CTI	547	DSR	32	0
	139	MNRR		288	DSR	206	CTI	55	0
	140	MNRR		222	CTI	135	DSR	55	0
	141	MNRR		605	CTI	487	DSR	104	0
	143	MNRR		567	CTI	259	DSR	246	0
	146	MNRR		335	CTI	268	DCS	67	0
	148	MNRR		112	CTI	81	DSR	32	0
	150	MNRR		80	CTI	37	RTE	31	0
	160	MNRR		154	DCS	74	DMW	68	0
	161	MNRR		517	DSR	320	CTI	105	0
	162	MNRR		499	CTI	499	-	-	0
	163	MNRR		899	CTI	862	PTI	18	0
	165	MNRR		400	CTI	197	DSR	154	0
	166	MNRR		124	RTE	96	DSR	27	0
	167	MNRR		435	DSR	379	CTI	56	0
	168	MNRR		0	-	-	-	-	0
	169	MNRR		283	DSR	203	CTI	43	0
	170	MNRR		498	CTI	317	DSR	181	0
	172	MNRR		366	DSR	141	CTI	138	0
	173	MNRR		337	DSR	207	CTI	109	0
	175	MNRR		945	CTI	864	DSR	81	0
	177	MNRR		550	DSR	294	CTI	153	0
	178	MNRR		78	CTI	29	DSR	26	0
	179	MNRR		331	CTI	170	DSR	127	0
	190	MNRR		930	CTI	481	DSR	363	0

Non-NEC Corridor Routes

Capitol Corridor	518	UP		560	RTE	229	DSR	102	0
	520	UP		448	PTI	127	DCS	116	0
	521	UP		336	DCS	97	PTI	93	0
	522	UP		440	PTI	204	RTE	107	0
	523	UP		258	PTI	99	RTE	86	0
	524	UP		541	PTI	239	RTE	159	0
	525	UP		214	PTI	65	RTE	60	0
	526	UP		1006	DCS	449	PTI	243	0
	527	UP		878	RTE	272	PTI	250	0
	528	UP		731	PTI	299	DCS	154	0
	529	UP		473	DCS	151	RTE	96	0
	530	UP		606	RTE	185	PTI	141	0
	531	UP		796	PTI	428	RTE	187	0
	532	UP		829	RTE	317	DCS	124	0
	533	UP		353	PTI	133	RTE	93	0
	534	UP		754	DCS	229	PTI	198	0
	535	UP		707	RTE	174	DMW	151	0
	536	UP		935	FTI	225	DCS	178	0
	537	UP		608	PTI	143	RTE	123	0
	538	UP		938	PTI	229	RTE	209	0
	540	UP		561	DCS	299	DSR	97	0

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

Service	Train	Host		2nd Quarter FY 2012					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	

Standard

900

	541	UP		563	DCS	179	PTI	123	0
	542	UP		485	PTI	143	FTI	106	0
	543	UP		818	DCS	280	PTI	189	0
	544	UP		509	RTE	183	PTI	108	0
	545	UP		737	DCS	383	PTI	140	0
	546	UP		674	RTE	222	DCS	149	0
	547	UP		594	PTI	286	RTE	145	0
	548	UP		710	PTI	182	RTE	154	0
	549	UP		236	FTI	69	PTI	51	0
	551	UP		762	DBS	274	PTI	209	0
	553	UP		456	FTI	134	DSR	109	0
	720	UP		518	RTE	240	PTI	166	0
	723	UP		421	PTI	194	DBS	81	0
	724	UP		725	PTI	457	DCS	86	0
	727	UP		444	RTE	240	PTI	92	0
	728	UP		383	PTI	231	DMW	51	0
	729	UP		589	PTI	241	RTE	104	0
	732	UP		755	PTI	256	RTE	188	0
	733	UP		731	RTE	281	PTI	234	0
	734	UP		398	RTE	107	PTI	92	0
	736	UP		584	DCS	127	RTE	116	0
	737	UP		737	PTI	337	RTE	198	0
	738	UP		732	RTE	238	DCS	201	0
	741	UP		379	DCS	160	PTI	101	0
	742	UP		1093	PTI	269	OTH	182	0
	743	UP		811	PTI	547	RTE	154	0
	744	UP		845	OTH	253	DCS	165	0
	745	UP		197	RTE	82	DCS	59	0
	746	UP		502	DCS	264	RTE	184	0
	747	UP		1169	OTH	349	PTI	315	0
	748	UP		508	PTI	192	RTE	176	0
	749	UP		605	PTI	273	DCS	193	0
	751	UP		489	PTI	261	DMW	88	0
Carolinian	79	CSX		1562	FTI	476	DSR	281	0
		NS		427	PTI	201	DSR	102	0
	80	CSX		1495	FTI	489	DSR	280	0
Cascades		NS		280	DSR	135	PTI	46	0
	500	BNSF		1177	DSR	434	PTI	272	0
		UP		1355	FTI	632	DCS	294	0
	501	BNSF		992	DSR	452	RTE	233	0
	504	UP		1188	DCS	396	FTI	266	0
	506	BNSF		1428	DSR	506	RTE	283	0
	507	BNSF		1245	DSR	384	RTE	372	0
		UP		524	FTI	210	DCS	109	0
	508	BNSF		805	DSR	294	RTE	178	0
	509	BNSF		1114	DSR	473	RTE	221	0
		UP		928	FTI	551	DCS	144	0
	510	BNSF		1612	PTI	563	DSR	340	0
	513	BNSF		1447	DSR	421	FTI	340	0
	516	BNSF		1324	DSR	448	FTI	435	0
Downeaster	517	BNSF		1324	DSR	363	PTI	357	0
	680	MBTA		894	DSR	831	CTI	63	0
		PanAm		60	DCS	35	DSR	25	0
	681	MBTA		1411	DSR	1025	CTI	265	0
		PanAm		37	DSR	27	FTI	10	0
	682	MBTA		630	DSR	605	DCS	21	0
		PanAm		198	DCS	143	DSR	52	0
	683	MBTA		1428	DSR	542	FTI	533	0
		PanAm		81	DSR	29	DMW	25	0
	684	MBTA		827	DSR	672	CTI	67	0
		PanAm		868	PTI	506	DCS	213	0
	685	MBTA		1235	DSR	789	FTI	197	0
		PanAm		151	DCS	58	FTI	52	0
	686	MBTA		1398	DSR	962	CTI	315	0
		PanAm		477	FTI	300	DCS	112	0

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

Service	Train	Host		2nd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard **900**

	687	MBTA		2007	DSR	1037	CTI	626	0
		PanAm		810	PTI	355	FTI	302	0
	688	MBTA		336	DSR	155	FTI	113	0
		PanAm		79	PTI	45	DCS	21	0
	689	MBTA		185	DSR	185	-	-	0
		PanAm		19	DCS	10	CTI	6	0
	690	MBTA		482	DSR	425	DCS	57	0
		PanAm		102	DCS	74	DSR	28	0
	691	MBTA		567	DSR	520	DCS	28	0
		PanAm		140	DSR	116	FTI	23	0
	692	MBTA		775	DSR	661	DCS	57	0
		PanAm		191	CTI	84	FTI	79	0
	693	MBTA		1285	FTI	501	DSR	368	0
		PanAm		693	DCS	460	PTI	209	0
	694	MBTA		1030	DSR	746	CTI	161	0
		PanAm		1353	DCS	698	FTI	409	0
	695	MBTA		822	DSR	614	DCS	170	0
		PanAm		209	DCS	158	DSR	51	0
	696	MBTA		898	DSR	775	CTI	123	0
		PanAm		93	DCS	84	DSR	9	0
	697	MBTA		841	DSR	718	FTI	76	0
		PanAm		167	PTI	126	DCS	37	0
	698	MBTA		132	DCS	76	CTI	57	0
		PanAm		158	FTI	74	PTI	51	0
	699	MBTA		47	DSR	47	-	-	0
		PanAm		19	DSR	19	-	-	0
Empire Corridor									
Adirondack	68	CN		2288	DSR	914	RTE	889	0
		CP		2513	DSR	1250	PTI	845	0
		CSX		346	PTI	175	FTI	100	0
		MNRR		440	CTI	181	RTE	129	0
	69	CN		3022	RTE	950	FTI	926	0
		CP		1803	DSR	1236	PTI	221	0
		CSX		408	DCS	200	RTE	62	0
		MNRR		493	RTE	240	CTI	159	0
Maple Leaf	63	CSX		1081	RTE	288	FTI	268	0
		MNRR		352	CTI	264	RTE	60	0
	64	CSX		1301	FTI	360	PTI	340	0
		MNRR		400	CTI	221	RTE	129	0
New York - Albany ^f	230	CSX		23	DCS	23	-	-	0
		MNRR		208	CTI	122	DCS	51	0
	232	CSX		78	DCS	66	DSR	7	0
		MNRR		1226	CTI	856	RTE	296	0
	233	CSX		100	DCS	50	RTE	39	0
		MNRR		538	CTI	231	RTE	216	0
	234	CSX		7	DCS	5	DSR	2	0
		MNRR		137	RTE	73	DCS	30	0
	235	CSX		101	RTE	43	PTI	37	0
		MNRR		509	CTI	304	RTE	124	0
	236	CSX		59	DCS	31	RTE	20	0
		MNRR		366	CTI	295	RTE	29	0
	237	CSX		276	DCS	133	PTI	128	0
		MNRR		91	CTI	78	RTE	10	0
	238	CSX		455	DCS	146	PTI	114	0
		MNRR		269	RTE	99	CTI	92	0
	239	CSX		64	PTI	32	DCS	26	0
		MNRR		1692	CTI	1461	RTE	135	0
	241	CSX		205	DCS	115	RTE	62	0
		MNRR		416	CTI	169	RTE	162	0
	242	CSX		238	DMW	78	DCS	64	0
		MNRR		164	DSR	77	RTE	64	0
	243	CSX		161	DCS	115	RTE	33	0
		MNRR		339	RTE	186	CTI	69	0
	244	CSX		104	DCS	47	PTI	20	0
		MNRR		493	CTI	361	PTI	71	0

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

Service	Train	Host		2nd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard **900**

New York - Niagara Falls	245	CSX		179	DCS	147	RTE	23	0
		MNRR		77	RTE	54	DSR	13	0
	250	CSX		83	DCS	59	DSR	24	0
		MNRR		38	DCS	22	DSR	16	0
	252	CSX		133	DCS	80	DMW	44	0
		MNRR		373	CTI	186	DCS	59	0
	253	CSX		93	DCS	49	DSR	44	0
		MNRR		363	RTE	168	CTI	141	0
	254	CSX		229	DCS	120	PTI	98	0
		MNRR		97	PTI	60	CTI	24	0
	255	CSX		283	PTI	261	RTE	22	0
		MNRR		205	PTI	109	CTI	72	0
	261	CSX		30	RTE	17	DCS	13	0
		MNRR		86	FTI	49	DSR	26	0
	280	CSX		776	RTE	233	DCS	190	0
		MNRR		493	CTI	258	DMW	95	0
Ethan Allen Express	281	CSX		1040	FTI	388	RTE	263	0
		MNRR		612	CTI	486	RTE	67	0
	283	CSX		846	FTI	231	DCS	206	0
		MNRR		326	CTI	140	RTE	88	0
	284	CSX		1272	FTI	386	RTE	269	0
		MNRR		251	CTI	123	DSR	50	0
	288	CSX		601	DCS	170	RTE	127	0
		MNRR		519	RTE	254	PTI	157	0
	290	CP		3031	DSR	2569	DCS	299	0
		CSX		763	PTI	393	DCS	236	0
		MNRR		443	CTI	208	RTE	147	0
		VTR		34	DCS	27	DMW	7	0
	291	CP		3253	DSR	2696	DCS	310	0
		CSX		145	PTI	65	RTE	33	0
		MNRR		392	RTE	179	CTI	171	0
		VTR		27	DCS	27	-	-	0
Heartland Flyer	293	CP		3330	DSR	3036	DCS	140	0
		CSX		174	PTI	104	RTE	52	0
		MNRR		2101	CTI	1558	RTE	362	0
		VTR		0	-	-	-	-	0
	296	CP		3189	DSR	2334	RTE	383	0
		CSX		851	PTI	521	DCS	243	0
		MNRR		24	CTI	24	-	-	0
		VTR		32	DCS	32	-	-	0
	821	BNSF		1764	DSR	1357	FTI	206	0
	822	BNSF		1573	DSR	1226	FTI	193	0
Hiawatha	329	CP		186	FTI	138	DCS	27	0
		Metra		546	DCS	283	CTI	117	0
	330	CP		261	FTI	128	DCS	87	0
		Metra		2782	CTI	2617	DCS	129	0
	331	CP		300	FTI	182	DCS	60	0
		Metra		908	CTI	423	DCS	253	0
	332	CP		375	FTI	190	DCS	75	0
		Metra		815	CTI	236	FTI	205	0
	333	CP		257	FTI	103	DMW	75	0
		Metra		820	DCS	214	FTI	186	0
	334	CP		349	FTI	157	DMW	80	0
		Metra		785	DCS	340	FTI	245	0
	335	CP		224	FTI	112	DCS	39	0
		Metra		1192	CTI	721	FTI	246	0
	336	CP		428	DCS	168	RTE	116	0
		Metra		461	CTI	298	DCS	83	0
	337	CP		159	DCS	81	FTI	60	0
		Metra		756	DCS	309	FTI	191	0

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

Service	Train	Host		2nd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	
Standard				900					
	338	CP		306	FTI	95	DCS	68	0
		Metra		1439	CTI	815	DCS	367	0
	339	CP		205	RTE	58	FTI	50	0
		Metra		2264	CTI	2024	DCS	118	0
	340	CP		522	FTI	180	DCS	135	0
		Metra		1023	CTI	544	DCS	357	0
	341	CP		246	FTI	116	DCS	112	0
		Metra		1369	CTI	770	FTI	333	0
	342	CP		366	RTE	130	DCS	75	0
		Metra		1754	CTI	995	DCS	322	0
Hoosier State	850	CSX		1830	FTI	1012	DCS	600	0
	851	CSX		1387	DCS	496	FTI	397	0
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF		739	DSR	370	RTE	151	0
	381	BNSF		671	DSR	280	FTI	178	0
	382	BNSF		666	DSR	226	FTI	183	0
	383	BNSF		789	DSR	364	RTE	136	0
Illini / Saluki	390	CN		1103	FTI	486	DCS	131	0
	391	CN		1287	FTI	574	PTI	193	0
	392	CN		1202	FTI	631	PTI	164	0
	393	CN		898	FTI	316	DCS	227	0
Lincoln Service	300	CN		1977	FTI	921	DSR	352	0
		UP		504	PTI	339	FTI	62	0
	301	CN		915	FTI	539	CTI	184	0
		UP		674	PTI	279	FTI	117	0
	302	CN		2238	FTI	1152	DSR	318	0
		UP		1204	PTI	967	DCS	82	0
	303	CN		2285	FTI	551	DSR	470	0
		UP		656	PTI	336	DCS	140	0
	304	CN		1641	FTI	781	DCS	352	0
		UP		493	PTI	290	DCS	90	0
	305	CN		641	DCS	227	DSR	190	0
		UP		629	PTI	457	DCS	83	0
	306	CN		1155	FTI	532	DCS	293	0
		UP		598	PTI	400	DCS	99	0
	307	CN		1214	FTI	613	PTI	218	0
		UP		203	PTI	127	DCS	54	0
Michigan									
Blue Water	364	Amtrak		93	RTE	40	DCS	20	0
		CN		855	FTI	763	DCS	44	0
		NS		2887	RTE	1122	DSR	624	0
	365	Amtrak		574	PTI	294	RTE	98	0
		CN		1870	FTI	1206	PTI	496	0
		NS		3237	RTE	922	DSR	774	0
Pere Marquette	370	CSX		628	DCS	311	RTE	106	0
		NS		2958	DCS	737	FTI	734	0
	371	CSX		853	DCS	477	FTI	162	0
		NS		2672	FTI	959	DCS	604	0

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

Service	Train	Host	2nd Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard **900**

Wolverine	350	Amtrak		685	PTI	560	DCS	89	0
		CN		1229	DSR	736	DCS	224	0
		NS		2945	DSR	1137	DCS	605	0
	351	Amtrak		536	PTI	291	DCS	146	0
		CN		2124	FTI	797	DSR	789	0
		NS		2435	DSR	1253	DCS	525	0
	352	Amtrak		562	PTI	296	RTE	80	0
		CN		2237	DSR	648	FTI	496	0
		NS		2834	DSR	1245	FTI	678	0
	353	Amtrak		405	PTI	232	DCS	71	0
		CN		1849	DSR	755	FTI	477	0
		NS		2639	DSR	1219	PTI	628	0
	354	Amtrak		164	PTI	88	DCS	69	0
		CN		2053	DSR	901	FTI	478	0
		NS		2675	DSR	1372	PTI	539	0
	355	Amtrak		305	PTI	218	RTE	34	0
		CN		2510	FTI	1120	DSR	750	0
		NS		2455	DSR	1097	PTI	588	0
Kansas City - St. Louis	311	UP		470	FTI	191	PTI	89	0
	313	UP		324	FTI	91	PTI	81	0
	314	UP		541	FTI	247	DMW	115	0
	316	UP		363	PTI	147	FTI	97	0
Pacific Surfliner	562	BNSF		381	FTI	116	CTI	90	0
		SCRRA		845	PTI	448	CTI	289	0
		SDNRR		1270	PTI	643	CTI	505	0
	564	BNSF		889	DCS	238	RTE	217	0
		SCRRA		1598	PTI	1276	CTI	122	0
		SDNRR		1181	CTI	423	PTI	318	0
	565	BNSF		1092	DCS	324	CTI	303	0
		SCRRA		424	PTI	276	DCS	55	0
		SDNRR		404	DSR	238	PTI	123	0
	566	BNSF		562	FTI	296	DSR	97	0
		SCRRA		931	PTI	445	DSR	179	0
		SDNRR		1454	CTI	642	PTI	566	0
	567	BNSF		1316	RTE	655	DCS	317	0
		SCRRA		282	CTI	96	DMW	51	0
		SDNRR		1628	PTI	741	CTI	330	0
	571	BNSF		0	-	-	-	-	0
		SCRRA		141	DCS	141	-	-	0
		SDNRR		916	DSR	407	CTI	305	0
	572	BNSF		894	DCS	277	FTI	251	0
		SCRRA		1422	PTI	826	DCS	262	0
		SDNRR		1511	PTI	689	CTI	249	0
	573	BNSF		609	DCS	246	RTE	160	0
		SCRRA		377	CTI	166	PTI	93	0
		SDNRR		795	PTI	358	CTI	151	0
	577	BNSF		310	FTI	310	-	-	0
		SCRRA		0	-	-	-	-	0
		SDNRR		1017	PTI	814	DSR	203	0
	578	BNSF		0	-	-	-	-	0
		SCRRA		177	PTI	141	DSR	35	0
		SDNRR		2101	CTI	1327	PTI	663	0
	579	BNSF		687	FTI	270	CTI	114	0
		SCRRA		325	CTI	91	DSR	89	0
		SDNRR		947	PTI	561	DSR	233	0
	580	BNSF		384	DSR	157	RTE	146	0
		SCRRA		1367	PTI	732	CTI	439	0
		SDNRR		1519	CTI	1162	DSR	157	0
	582	BNSF		572	DCS	215	DSR	153	0
		SCRRA		2887	PTI	2070	CTI	407	0
		SDNRR		1793	CTI	984	PTI	372	0
	583	BNSF		797	RTE	219	DSR	187	0
		SCRRA		921	PTI	493	CTI	204	0
		SDNRR		1024	CTI	496	DSR	256	0

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

Service	Train	Host		2nd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard **900**

587	BNSF		310	RTE	310	-	-	0
	SCRRA		0	-	-	-	-	0
	SDNRR		6104	CTI	3561	PTI	1933	0
589	BNSF		372	DCS	372	-	-	0
	SCRRA		169	PTI	85	DCS	42	0
	SDNRR		4643	CTI	3516	PTI	796	0
590	BNSF		0	-	-	-	-	0
	SCRRA		0	-	-	-	-	0
	SDNRR		3814	PTI	1824	FTI	995	0
591	BNSF		432	DCS	175	FTI	104	0
	SCRRA		446	DSR	113	DCS	101	0
	SDNRR		1726	PTI	684	CTI	664	0
592	BNSF		465	CTI	349	RTE	116	0
	SCRRA		927	PTI	927	-	-	0
	SDNRR		975	FTI	600	DCS	175	0
595	BNSF		913	DCS	634	DSR	101	0
	SCRRA		284	DCS	114	CTI	64	0
	SDNRR		1299	PTI	422	DSR	355	0
597	BNSF		779	FTI	239	DCS	226	0
	SCRRA		521	CTI	326	RTE	74	0
	SDNRR		1260	PTI	452	FTI	333	0
763	BNSF		599	RTE	207	DCS	124	0
	SCRRA		758	CTI	351	PTI	236	0
	SDNRR		829	CTI	507	DSR	150	0
	UP		3767	PTI	2527	DCS	446	0
768	BNSF		1003	RTE	331	DCS	284	0
	SCRRA		1664	PTI	911	CTI	354	0
	SDNRR		629	PTI	348	DCS	135	0
	UP		1043	DSR	521	DCS	259	0
769	BNSF		736	RTE	327	DCS	158	0
	SCRRA		508	PTI	144	CTI	142	0
	SDNRR		1210	PTI	594	CTI	292	0
	UP		2123	PTI	1294	DSR	256	0
774	BNSF		598	RTE	179	CTI	128	0
	SCRRA		621	PTI	365	CTI	80	0
	SDNRR		810	PTI	326	CTI	318	0
	UP		844	PTI	491	DCS	125	0
775	BNSF		1221	RTE	698	FTI	233	0
	SCRRA		700	PTI	396	CTI	211	0
	SDNRR		1051	DSR	425	PTI	350	0
	UP		1259	PTI	512	DCS	452	0
784	BNSF		1283	CTI	557	DCS	445	0
	SCRRA		2372	CTI	1444	PTI	674	0
	SDNRR		1660	CTI	1169	DSR	213	0
	UP		1879	PTI	1110	DCS	262	0
785	BNSF		1641	RTE	409	FTI	399	0
	SCRRA		1453	PTI	787	DCS	320	0
	SDNRR		1982	CTI	651	PTI	644	0
	UP		940	DSR	343	PTI	276	0
792	SCRRA		632	PTI	491	DSR	70	0
	UP		1178	PTI	1178	-	-	0
796	BNSF		654	DCS	148	DSR	128	0
	SCRRA		947	PTI	485	FTI	225	0
	SDNRR		880	FTI	464	DSR	157	0
	UP		1565	CTI	717	PTI	455	0
798	SCRRA		4042	CTI	3116	PTI	505	0
	UP		1677	CTI	888	PTI	789	0
799	SCRRA		2842	PTI	1974	CTI	421	0
	UP		22	PTI	22	-	-	0

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

Service	Train	Host		2nd Quarter FY 2012					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	

Standard **900**

Pennsylvanian	42	NS		342	FTI	111	RTE	108	0
	43	NS		388	FTI	233	DCS	73	0
Piedmont	73	NS		412	DSR	164	DMW	81	0
	76	NS		561	DCS	261	DSR	138	0
San Joaquin	701	BNSF		690	PTI	350	FTI	176	0
		UP		820	FTI	363	DCS	128	0
	702	BNSF		980	PTI	649	FTI	203	0
		UP		394	FTI	347	DCS	38	0
	703	BNSF		625	PTI	394	FTI	100	0
		UP		549	FTI	338	DMW	90	0
	704	BNSF		526	FTI	217	PTI	161	0
		UP		624	FTI	261	DCS	245	0
	711	BNSF		494	FTI	205	DSR	111	0
		UP		1499	PTI	927	DCS	289	0
	712	BNSF		831	PTI	472	FTI	156	0
		UP		527	DCS	227	PTI	109	0
	713	BNSF		824	PTI	413	FTI	163	0
		UP		1519	PTI	841	DCS	368	0
	714	BNSF		473	PTI	163	FTI	125	0
		UP		1269	PTI	511	RTE	268	0
	715	BNSF		447	PTI	261	FTI	78	0
		UP		1227	PTI	681	DCS	360	0
	716	BNSF		467	PTI	197	FTI	124	0
		UP		237	DCS	104	DBS	55	0
	717	BNSF		687	PTI	405	FTI	145	0
		UP		1635	PTI	674	RTE	623	0
	718	BNSF		482	PTI	231	FTI	139	0
		UP		1018	PTI	467	DCS	274	0
Vermont	54	MNRR		320	CTI	209	DSR	55	0
		NECR		341	DSR	276	FTI	29	0
	55	MNRR		631	CTI	349	DSR	184	0
		NECR		711	DSR	559	FTI	49	0
	56	MNRR		507	CTI	343	DSR	109	0
		NECR		476	DSR	361	DCS	50	0
	57	MNRR		160	CTI	105	PTI	31	0
		NECR		576	DSR	507	DCS	54	0

Long Distance Routes

Auto Train	52	CSX		1172	FTI	437	DSR	318	0
	53	CSX		1584	FTI	639	DSR	424	0
California Zephyr	5	BNSF		878	DSR	408	FTI	209	0
		UP		962	FTI	384	DCS	193	0
	6	BNSF		1124	DSR	513	FTI	240	0
		UP		832	FTI	306	DCS	165	0
Cardinal	50	BBrRR		4494	DSR	1740	FTI	1364	0
		CSX		1101	DCS	378	FTI	352	22
		NS		1128	CTI	451	PTI	405	0
	51	BBrRR		3295	DSR	1800	PTI	609	0
		CSX		921	FTI	345	DCS	262	11
		NS		632	FTI	279	DCS	130	0
Capitol Limited	29	CSX		822	FTI	314	DSR	151	0
		NS		1080	FTI	477	RTE	203	0
	30	CSX		873	RTE	240	DSR	214	0
		NS		1041	FTI	451	RTE	248	0
City of New Orleans	58	CN		1096	FTI	485	PTI	219	0
	59	CN		1206	FTI	695	DCS	136	0
Coast Starlight	11	BNSF		1110	DSR	499	RTE	198	0
		SCRRA		1443	CTI	664	PTI	601	0
		UP		986	PTI	428	DCS	181	0
	14	BNSF		1008	DSR	417	RTE	272	0
		SCRRA		1163	CTI	491	PTI	386	0
		UP		1061	DCS	241	PTI	240	0
Crescent	19	NS		608	FTI	175	PTI	156	0
	20	NS		549	FTI	223	DSR	134	0

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

Service	Train	Host		2nd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	
Standard				900					
Empire Builder	27	BNSF		810	FTI	532	DCS	104	0
	28	BNSF		511	FTI	238	DSR	104	0
	7	BNSF		666	DSR	232	FTI	225	0
		CP		740	FTI	452	DCS	95	0
		Metra		284	CTI	177	FTI	52	0
	8	BNSF		648	FTI	292	DSR	205	0
		CP		664	FTI	330	DCS	120	0
		Metra		1513	CTI	1404	DCS	67	0
	Lake Shore Ltd	448	CSX		1068	CTI	301	PTI	205
449		CSX		838	PTI	226	DCS	194	0
48		CSX		1070	FTI	317	RTE	294	0
		MNRR		1629	RTE	704	CTI	659	0
		NS		1412	FTI	602	RTE	266	0
49		CSX		730	FTI	205	RTE	182	0
		MNRR		430	CTI	390	PTI	14	0
		NS		1452	FTI	727	RTE	224	0
Palmetto		89	CSX		1212	FTI	529	PTI	223
	90	CSX		710	FTI	207	DSR	179	0
Silver Meteor	97	CSX		922	FTI	385	DSR	197	0
		Fla DOT		1170	CTI	585	PTI	230	0
	98	CSX		913	FTI	337	DSR	214	0
Fla DOT			907	DCS	238	RTE	218	0	
Silver Star	91	CSX		1067	DSR	294	FTI	283	0
		Fla DOT		1645	CTI	831	DSR	459	0
		NS		1068	PTI	520	DCS	458	0
	92	CSX		1085	FTI	316	DSR	283	0
		Fla DOT		784	DSR	316	CTI	210	0
		NS		39	DCS	16	DSR	12	0
Southwest Chief	3	BNSF		410	DSR	122	FTI	81	0
		NMDOT		998	CTI	363	DSR	334	0
	4	BNSF		504	DSR	130	FTI	108	0
		NMDOT		709	DSR	311	CTI	161	0
Sunset Limited	1	BNSF		2388	DSR	1346	PTI	524	0
		UP		1816	FTI	1080	DSR	347	0
	2	BNSF		1766	DSR	944	DCS	221	0
		UP		1576	FTI	901	DSR	215	0
Texas Eagle	21	BNSF		809	DSR	236	DCS	208	0
		CN		2612	FTI	1435	DCS	436	0
		UP		1575	FTI	792	DCS	253	0
	22	BNSF		1118	DSR	391	FTI	368	0
		CN		1793	FTI	1152	DCS	246	0
		UP		1296	FTI	540	DSR	194	0

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

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

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

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

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

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

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

Service	Train	2nd Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	

Standard		325					
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Acela Express

Acela Express	2150	39	OTH	39	-	-	0
	2151	17	OTH	14	HLD	3	0
	2153	111	OTH	111	-	-	0
	2154	20	OTH	8	ENG	6	0
	2155	37	OTH	25	HLD	11	0
	2158	0	-	-	-	-	0
	2159	60	OTH	60	-	-	0
	2160	68	OTH	62	ADA	6	0
	2163	109	OTH	66	ENG	34	0
	2164	0	-	-	-	-	0
	2165	300	OTH	260	HLD	37	0
	2166	39	OTH	39	-	-	0
	2167	80	OTH	77	ADA	3	0
	2168	84	ENG	54	OTH	25	0
	2170	127	INJ	81	OTH	46	0
	2171	151	OTH	49	ENG	46	0
	2172	69	OTH	46	HLD	23	0
	2173	57	OTH	54	HLD	3	0
	2190	114	OTH	114	-	-	0
	2193	43	OTH	43	-	-	0
	2250	0	-	-	-	-	0
	2251	100	OTH	55	ADA	22	0
	2252	27	ADA	27	-	-	0
	2253	110	OTH	73	ADA	12	0
	2254	0	-	-	-	-	0
	2255	0	-	-	-	-	0
	2256	0	-	-	-	-	0
	2257	95	ADA	54	OTH	41	0
	2258	0	-	-	-	-	0
	2259	82	OTH	68	ADA	14	0
	2290	11	OTH	11	-	-	0
	2297	177	OTH	177	-	-	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News ^d	66	239	HLD	117	ITI	31	0
	67	240	HLD	62	ENG	55	0
	82	111	HLD	55	OTH	47	0
	83	513	HLD	235	OTH	135	0
	84	215	HLD	134	ADA	38	0
	85	129	HLD	76	ADA	22	0
	86	292	HLD	189	OTH	70	0
	87	237	ADA	97	HLD	87	0
	88	119	ADA	49	HLD	49	0
	93	243	HLD	88	OTH	88	0
	94	456	HLD	193	OTH	86	0
	95	260	HLD	139	ADA	59	0
	99	397	HLD	227	OTH	102	0
	125	175	HLD	124	SYS	22	0
	157	28	ADA	28	-	-	0
	164	148	HLD	88	OTH	33	0
	174	264	HLD	184	ADA	37	0
	194	730	HLD	278	ENG	268	0
	195	138	HLD	48	ADA	33	0
Lynchburg ^e	145	335	OTH	201	HLD	134	0
	147	188	OTH	95	HLD	71	0
	156	527	OTH	170	CAR	122	0
	171	150	OTH	58	HLD	53	0
	176	194	OTH	112	HLD	61	0
All Other Northeast Regional	132	0	-	-	-	-	0
	135	177	OTH	104	HLD	61	0
	136	39	HLD	26	OTH	13	0

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

Service	Train	2nd Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	

Standard		325					
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137	363	OTH	143	HLD	86	0
139	571	OTH	354	HLD	163	0
140	127	OTH	81	HLD	35	0
141	115	OTH	62	HLD	45	0
143	871	ENG	601	OTH	204	0
146	42	OTH	42	-	-	0
148	111	ENG	68	OTH	41	0
150	174	OTH	168	HLD	6	0
160	84	HLD	60	OTH	24	0
161	67	ADA	37	CON	18	0
162	240	ENG	102	OTH	78	0
163	67	OTH	43	HLD	18	0
165	293	OTH	220	HLD	43	0
166	121	OTH	121	-	-	0
167	232	HLD	111	OTH	66	0
168	87	OTH	54	HLD	33	0
169	464	OTH	317	HLD	146	0
170	583	OTH	546	ADA	20	0
172	163	OTH	115	HLD	25	0
173	86	OTH	37	ADA	29	0
175	128	OTH	86	HLD	17	0
177	194	OTH	160	ADA	20	0
178	163	OTH	70	HLD	65	0
179	365	OTH	357	HLD	9	0
190	397	OTH	344	ENG	48	0

Non-NEC Corridor Routes

Capitol Corridor	518	129	OTH	61	SVS	32	0
	520	66	SYS	22	CAR	20	0
	521	66	ADA	25	ENG	11	0
	522	132	ADA	50	HLD	30	0
	523	59	HLD	45	ADA	4	0
	524	173	HLD	91	OTH	37	0
	525	172	ENG	94	HLD	60	0
	526	236	ENG	104	ADA	49	0
	527	143	ADA	59	HLD	32	0
	528	96	ADA	31	ENG	31	0
	529	64	CAR	23	HLD	13	0
	530	264	CAR	139	ADA	48	0
	531	239	ENG	208	SYS	9	0
	532	405	ADA	146	ENG	122	0
	533	41	ADA	22	HLD	10	0
	534	213	ADA	75	ENG	66	0
	535	274	SYS	161	HLD	38	0
	536	229	HLD	76	ADA	57	0
	537	194	ADA	87	HLD	48	0
	538	315	OTH	92	CCR	51	0
	540	261	ITI	131	ENG	64	0
	541	41	ADA	21	HLD	9	0
	542	171	HLD	72	OTH	37	0
	543	241	HLD	100	ITI	72	0
	544	290	OTH	94	HLD	66	0
	545	345	HLD	142	ENG	76	0
	546	343	ITI	257	HLD	45	0
	547	229	ITI	128	HLD	61	0
	548	60	ITI	38	SYS	9	0
	549	65	ITI	45	ENG	16	0
	551	114	ITI	66	ENG	27	0
	553	23	SYS	11	ENG	5	0
	720	305	CON	87	HLD	70	0
	723	104	CON	51	ADA	27	0
	724	50	CAR	15	OTH	12	0
	727	163	ADA	89	ITI	30	0

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

Service	Train	2nd Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
	728	321	CON	174	HLD	75	0
	729	110	ADA	51	HLD	39	0
	732	334	ADA	124	ENG	110	0
	733	124	ADA	59	HLD	47	0
	734	181	ADA	89	ENG	42	0
	736	593	ADA	187	CON	175	0
	737	275	HLD	121	ADA	95	0
	738	55	ADA	37	HLD	9	0
	741	346	HLD	251	CON	56	0
	742	652	ENG	222	HLD	144	0
	743	444	CON	248	ENG	59	0
	744	455	CON	153	CCR	94	0
	745	64	CAR	32	HLD	32	0
	746	766	CON	717	SYS	31	0
	747	627	CON	532	HLD	40	0
	748	1065	CON	843	ITI	79	0
	749	130	HLD	67	ADA	49	0
	751	70	ADA	33	HLD	19	0
Carolinian	79	357	HLD	185	ADA	104	0
	80	297	HLD	118	ADA	89	0
Cascades	500	238	OTH	134	SYS	31	0
	501	385	SVS	99	ENG	96	0
	504	273	OTH	107	SYS	86	0
	506	249	SYS	59	ADA	38	0
	507	312	CCR	109	ENG	86	0
	508	185	HLD	52	ENG	41	0
	509	164	CON	45	SYS	28	0
	510	132	CAR	77	SYS	28	0
	513	210	ADA	53	SYS	49	0
Downeaster	516	171	SYS	53	CAR	29	0
	517	41	ENG	11	SYS	9	0
	680	35	OTH	30	HLD	4	0
	681	90	OTH	90	-	-	0
	682	37	HLD	18	OTH	15	0
	683	42	OTH	18	ITI	15	0
	684	26	ADA	11	HLD	11	0
	685	55	OTH	32	HLD	17	0
	686	90	ITI	57	HLD	19	0
	687	137	ITI	102	OTH	21	0
	688	29	OTH	28	ADA	1	0
	689	42	INJ	18	HLD	12	0
	690	31	OTH	31	-	-	0
	691	0	-	-	-	-	0
	692	140	MTI	78	OTH	47	0
	693	112	ITI	93	ADA	16	0
	694	47	HLD	37	ADA	3	0
	695	59	HLD	25	OTH	19	0
	696	168	ITI	100	HLD	53	0
	697	53	OTH	31	HLD	22	0
	698	115	CTC	69	OTH	47	0
	699	6	OTH	6	-	-	0
Empire Corridor							0
Adirondack	68	162	HLD	51	OTH	46	0
	69	167	HLD	70	OTH	34	0
Maple Leaf	63	334	HLD	89	ENG	87	0
	64	171	SYS	60	HLD	58	0
New York - Albany	230	4	CAR	4	-	-	0
	232	12	ITI	8	ADA	2	0
	233	57	ENG	98	HLD	34	0
	234	19	ADA	11	HLD	8	0
	235	17	MTI	58	HLD	12	0
	236	44	HLD	16	ADA	11	0
	237	71	HLD	30	ADA	29	0

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

Service	Train	2nd Quarter FY 2012							
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c		
			#1	Minutes	#2	Minutes			
Standard			325						
New York - Niagara Falls	238		98	MTI	58	ENG	47	0	
	239		85	ITI	99	ENG	50	0	
	241		111	HLD	90	ENG	33	0	
	242		368	ENG	344	ADA	10	0	
	243		53	HLD	38	ENG	32	0	
	244		69	ENG	34	ADA	16	0	
	245		58	ENG	35	CAR	15	0	
	250		21	MTI	26	HLD	15	0	
	252		42	HLD	33	ADA	9	0	
	253		90	HLD	82	SYS	8	0	
	254		40	ADA	23	OTH	11	0	
	255		155	HLD	126	ITI	46	0	
	261		23	OTH	122	ENG	89	0	
	Ethan Allen Express	280		167	HLD	78	SYS	38	0
		281		267	SYS	122	HLD	87	0
		283		262	SYS	95	HLD	93	0
		284		172	SYS	65	HLD	41	0
		288		239	HLD	96	ADA	59	0
	Heartland Flyer	290		212	HLD	114	CAR	52	0
		291		135	HLD	68	OTH	20	0
		292		161	HLD	111	OTH	29	0
		293		91	HLD	88	ENG	3	0
		296		78	HLD	49	SVS	20	0
	Hiawatha	821		175	HLD	74	SYS	48	0
		822		105	HLD	54	ENG	30	0
	Hoosier State	329		384	OTH	289	ENG	44	0
330			32	HLD	20	OTH	12	0	
331			509	OTH	437	ITI	88	0	
332			457	OTH	280	HLD	106	0	
333			407	OTH	257	HLD	84	0	
334			556	HLD	269	OTH	190	0	
335			618	OTH	442	HLD	132	0	
336			495	OTH	240	HLD	130	0	
337			432	OTH	294	HLD	113	0	
338			592	OTH	266	ITI	156	0	
339			224	HLD	139	ITI	124	0	
340			420	OTH	218	HLD	174	0	
341			337	CAR	246	OTH	216	0	
342			520	OTH	248	ENG	75	0	
Illinois	850		359	SYS	231	OTH	112	0	
	851		300	SYS	129	OTH	115	0	
Michigan	380		140	HLD	101	SYS	14	0	
	381		99	HLD	42	SYS	24	0	
	382		147	HLD	110	ENG	16	0	
	383		235	HLD	107	CAR	86	0	
	390		331	OTH	186	HLD	61	0	
	391		222	CAR	106	OTH	83	0	
	392		182	HLD	48	ENG	40	0	
	393		307	OTH	172	HLD	86	0	
	300		52	ENG	23	HLD	17	0	
	301		71	ENG	40	CAR	31	0	
	302		78	HLD	26	ADA	20	0	
	303		72	SYS	48	ENG	34	0	
	304		55	HLD	22	ADA	16	0	
	305		72	ADA	43	HLD	16	0	
Pere Marquette	306		65	ENG	31	ADA	15	0	
	307		30	CAR	19	HLD	15	0	
Blue Water	364		322	HLD	220	ENG	156	0	
	365		710	HLD	318	OTH	260	0	
	370		554	SYS	310	ENG	244	0	
	371		513	SYS	186	ENG	127	0	

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

Service	Train	2nd Quarter FY 2012						
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	
			#1	Minutes	#2	Minutes		
Standard			325					
Wolverine	350		255	OTH	137	ENG	135	0
	351		247	OTH	78	HLD	72	0
	352		429	OTH	144	SYS	121	0
	353		260	OTH	133	HLD	76	0
	354		457	OTH	152	SYS	132	0
	355		255	SYS	110	OTH	74	0
Kansas City - St. Louis	311		51	HLD	21	ADA	19	0
	313		60	ADA	26	HLD	22	0
	314		100	OTH	39	HLD	32	0
	316		43	HLD	24	SYS	10	0
Pacific Surfliner	562		130	ENG	63	HLD	26	0
	564		173	ENG	49	ITI	32	0
	563		0	-	-	-	-	0
	565		418	ENG	219	HLD	111	0
	566		395	HLD	191	OTH	133	0
	567		398	HLD	159	ENG	135	0
	571		0	-	-	-	-	0
	572		255	HLD	74	ENG	63	0
	573		414	HLD	130	ENG	127	0
	577		690	ITI	526	SYS	131	0
	578		969	OTH	879	ENG	65	0
	579		452	HLD	220	ENG	119	0
	580		349	OTH	140	HLD	121	0
	582		202	ENG	119	HLD	40	0
	583		558	HLD	211	ENG	166	0
	587		197	CAR	99	SYS	66	0
	589		326	ITI	310	ADA	16	0
	590		39	OTH	39	-	-	0
	591		978	ENG	423	ITI	297	0
	592		779	SYS	369	CON	232	0
	595		1272	ITI	883	ENG	245	0
	597		245	ITI	137	ADA	44	0
	763		452	ENG	228	HLD	119	0
	768		576	HLD	235	CON	187	0
	769		413	HLD	135	ADA	72	0
	774		344	HLD	99	ITI	44	0
	775		539	SVS	375	HLD	87	0
	784		535	CON	140	HLD	124	0
	785		488	HLD	172	OTH	107	0
	792		1494	CON	1184	SYS	226	0
	796		787	ITI	220	CON	131	0
	798		5023	ENG	2442	CON	1773	0
	799		131	HLD	131	-	-	0
Pennsylvanian	42		201	HLD	64	ITI	45	0
	43		148	HLD	75	ADA	35	0
Piedmont	73		237	ADA	93	HLD	79	0
	76		511	HLD	271	ADA	108	0
San Joaquin	701		86	HLD	44	ADA	17	0
	702		132	ENG	52	HLD	33	0
	703		201	CON	77	HLD	41	0
	704		177	ENG	79	HLD	43	0
	711		171	HLD	40	ENG	40	0
	712		334	CCR	107	SYS	91	0
	713		220	ADA	65	HLD	61	0
	714		182	ENG	67	ADA	29	0
	715		159	HLD	52	CON	31	0
	716		105	HLD	33	ADA	30	0
	717		267	ITI	79	HLD	65	0
Vermont	718		154	CON	55	ADA	35	0
	54		161	CON	55	HLD	52	0
	55		114	HLD	64	OTH	37	0
	56		110	ENG	30	HLD	28	0
	57		302	SYS	145	ENG	62	0

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

Service	Train		2nd Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	
Standard			325					

Long Distance Routes

Auto Train	52	149	ITI	49	ENG	34	0
	53	131	ENG	36	SVS	32	0
California Zephyr	5	309	SYS	132	HLD	55	0
	6	276	SYS	102	ENG	55	0
Cardinal	50	346	HLD	96	SYS	63	0
	51	272	SYS	89	HLD	83	0
Capitol Limited	29	209	HLD	95	SYS	44	0
	30	172	HLD	93	SYS	38	0
City of New Orleans	58	146	HLD	52	SYS	38	0
	59	242	HLD	86	OTH	44	0
Coast Starlight	11	483	SYS	144	ENG	104	0
	14	505	HLD	111	SVS	94	0
Crescent	19	229	HLD	75	SYS	57	0
	20	186	HLD	43	ADA	43	0
Empire Builder	27	506	CON	474	SVS	31	0
	28	209	CON	74	ITI	43	0
	7	197	HLD	90	ENG	40	0
	8	317	HLD	111	ENG	57	0
Lake Shore Ltd	448	1322	CON	1182	HLD	44	0
	449	328	HLD	256	ADA	71	0
	48	293	HLD	133	SYS	71	0
	49	452	HLD	301	OTH	52	0
Palmetto	89	193	ENG	60	ADA	53	0
	90	136	ADA	33	HLD	32	0
Silver Meteor	97	285	HLD	115	ADA	87	0
	98	359	ADA	110	HLD	110	0
Silver Star	91	343	HLD	164	ADA	72	0
	92	405	HLD	161	ADA	97	0
Southwest Chief	3	192	HLD	70	ENG	54	0
	4	220	HLD	87	ENG	44	0
Sunset Limited	1	285	HLD	84	OTH	59	0
	2	436	SVS	110	HLD	83	0
Texas Eagle	21	260	HLD	146	SVS	70	0
	22	443	HLD	224	SVS	109	0

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

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

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

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

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

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

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

Service	Train	Host ^b	2nd Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	218	PTI	59	CTI	42	0
	2103	Amtrak	133	CTI	43	ENG	33	0
	2104	Amtrak	176	DET	58	CAR	21	0
	2107	Amtrak	188	DET	51	CTI	33	0
	2109	Amtrak	184	CTI	49	ENG	36	0
	2110	Amtrak	64	CTC	11	MTI	11	0
	2117	Amtrak	149	CTI	29	PSR	20	0
	2119	Amtrak	92	CTI	22	DBB	17	0
	2121	Amtrak	121	CAR	32	CTI	24	0
	2122	Amtrak	90	CTI	12	PSR	12	0
	2124	Amtrak	191	CTI	124	PSR	13	0
	2126	Amtrak	239	DBB	92	ENG	49	0
	2150	Amtrak	182	CTI	38	CTP	23	0
	2151	Amtrak	161	DET	41	HLD	20	0
	2153	Amtrak	153	DBB	39	DET	21	0
	2154	Amtrak	166	DET	52	CAR	27	0
	2155	Amtrak	192	DCS	26	HLD	24	0
	2158	Amtrak	93	PTI	18	DCS	13	0
	2159	Amtrak	149	HLD	45	CTI	26	0
	2160	Amtrak	145	PTI	76	DCS	12	0
	2163	Amtrak	194	PTI	37	ENG	18	0
	2164	Amtrak	323	PTI	169	OTH	27	0
	2165	Amtrak	202	PTI	41	MTI	24	0
	2166	Amtrak	137	DCS	43	PTI	29	0
	2167	Amtrak	150	CTI	26	ENG	21	0
	2168	Amtrak	72	DCS	15	CTI	10	0
	2170	Amtrak	208	CTI	72	PTI	35	0
	2171	Amtrak	207	HLD	52	DET	32	0
	2172	Amtrak	151	CTI	34	ENG	26	0
	2173	Amtrak	188	HLD	37	CAR	31	0
	2190	Amtrak	100	SMW	30	CAR	17	0
	2193	Amtrak	507	CTI	253	DCS	72	0
	2203	Amtrak	56	SMW	50	PBB	6	0
	2205	Amtrak	174	CAR	72	SMW	51	0
	2207	Amtrak	155	RTE	58	SMW	19	0
	2208	Amtrak	96	CAR	27	ENG	24	0
	2211	Amtrak	99	MTI	38	SMW	21	0
	2212	Amtrak	115	CAR	25	SMW	20	0
	2213	Amtrak	167	SMW	55	PTI	38	0
	2216	Amtrak	31	SMW	31	-	0	0
	2220	Amtrak	36	SMW	28	HLD	6	0
	2221	Amtrak	212	MTI	99	SMW	41	0
	2222	Amtrak	229	MTI	137	SVS	72	0
	2225	Amtrak	44	DCS	27	HLD	10	0
	2228	Amtrak	62	DMW	62	-	0	0
	2250	Amtrak	200	ENG	107	PTI	32	0
	2251	Amtrak	186	HLD	44	DCS	31	0
	2252	Amtrak	98	MTI	31	DCS	13	0
	2253	Amtrak	240	HLD	85	SMW	24	0
	2254	Amtrak	93	CTP	29	SMW	19	0
	2255	Amtrak	90	HLD	29	DDA	17	0
	2256	Amtrak	48	DMW	12	DBS	10	0
	2257	Amtrak	65	CTI	21	HLD	19	0
	2258	Amtrak	40	CAR	19	DCS	12	0
	2259	Amtrak	87	HLD	44	DBS	17	0
	2290	Amtrak	363	CAR	172	ENG	169	0
	2297	Amtrak	357	CTI	141	HLD	141	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	549	DBB	130	ENG	103	0
	51	Amtrak	380	CAR	69	ENG	67	0
Carolinian	79	Amtrak	268	CTI	55	HLD	53	0
	80	Amtrak	210	MTI	54	CTI	46	0
Crescent	19	Amtrak	412	PTI	95	CTI	55	0
	20	Amtrak	298	PTI	88	SYS	52	0
Keystone	600	Amtrak	263	ENG	157	DCS	55	0
	601	Amtrak	299	ENG	131	DCS	92	0
	605	Amtrak	477	ENG	143	CTI	127	0
	607	Amtrak	287	ENG	89	PSR	64	0
	609	Amtrak	643	ENG	245	CTI	92	0
	610	Amtrak	36	DSR	18	SVS	18	0
	611	Amtrak	249	ENG	200	DCS	36	0
	612	Amtrak	22	DBB	22	-	0	0
	615	Amtrak	351	HLD	90	DET	82	0
	618	Amtrak	52	ENG	20	PSR	20	0
	619	Amtrak	66	CON	55	PSR	8	0
	620	Amtrak	160	MTI	47	DCS	41	0
	622	Amtrak	67	ENG	19	MTI	14	0
	637	Amtrak	246	PSR	119	OTH	59	0
	639	Amtrak	417	DBB	134	HLD	96	0
	640	Amtrak	590	HLD	146	CTI	140	0
	641	Amtrak	506	PSR	122	CTI	107	0
	642	Amtrak	353	PTI	52	DMW	46	0
	643	Amtrak	397	DET	94	CTI	58	0
	644	Amtrak	305	DET	88	PTI	84	0
	645	Amtrak	305	MTI	101	CTI	43	0
	646	Amtrak	136	DET	62	DMW	23	0
	647	Amtrak	192	CTI	43	PTI	28	0
	648	Amtrak	164	HLD	34	PSR	23	0

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

Service	Train	Host ^b	2nd Quarter FY 2012					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	649	Amtrak	291	CTI	116	HLD	61	0
	650	Amtrak	344	ENG	238	DET	20	0
	651	Amtrak	379	CTI	97	ENG	95	0
	652	Amtrak	287	PTI	97	CTI	49	0
	653	Amtrak	288	CTI	172	PSR	24	0
	654	Amtrak	217	HLD	43	PSR	38	0
	655	Amtrak	450	DCS	90	CCR	68	0
	656	Amtrak	144	RTE	31	PTI	25	0
	658	Amtrak	466	ENG	441	DCS	25	0
	660	Amtrak	307	PTI	128	SMW	118	0
	661	Amtrak	75	PTI	41	CCR	7	0
	662	Amtrak	213	PTI	87	ENG	65	0
	663	Amtrak	290	PTI	137	PSR	41	0
	664	Amtrak	264	CAR	107	PTI	46	0
	665	Amtrak	171	CTI	25	DCS	25	0
	666	Amtrak	143	SMW	71	CAR	36	0
	667	Amtrak	638	ENG	173	HLD	132	0
	669	Amtrak	178	ENG	30	CTI	27	0
	670	Amtrak	166	CTI	57	SMW	37	0
	671	Amtrak	43	CON	29	CTI	5	0
	672	Amtrak	182	CCR	45	PTI	34	0
Northeast Regional								
Richmond / Newport News ^d	66	Amtrak	182	ENG	68	SVS	27	0
	67	Amtrak	224	SVS	62	ENG	27	0
	82	Amtrak	270	SMW	84	CAR	45	0
	83	Amtrak	359	HLD	75	CON	56	0
	84	Amtrak	103	ENG	29	SVS	19	0
	85	Amtrak	476	ENG	117	SVS	100	0
	86	Amtrak	163	PTI	66	DCS	16	0
	87	Amtrak	354	SMW	53	ENG	44	0
	88	Amtrak	195	SMW	47	PTI	37	0
	93	Amtrak	218	DCS	40	HLD	30	0
	94	Amtrak	382	CTI	116	ENG	56	0
	95	Amtrak	358	PTI	67	DBB	36	0
	99	Amtrak	450	CAR	132	HLD	72	0
	125	Amtrak	332	PTI	119	MTI	36	0
	157	Amtrak	194	SMW	48	CAR	41	0
	164	Amtrak	317	SMW	65	CAR	44	0
	174	Amtrak	207	DCS	38	PTI	31	0
	194	Amtrak	164	ENG	87	CAR	26	0
	195	Amtrak	308	PTI	54	HLD	46	0
Lynchburg ^e	145	Amtrak	541	ENG	196	PTI	131	0
	147	Amtrak	286	SYS	96	SMW	33	0
	156	Amtrak	175	SMW	44	CAR	38	0
	171	Amtrak	224	CTI	37	ENG	34	0
	176	Amtrak	201	ENG	60	DCS	38	0
	110	Amtrak	221	CAR	34	CTI	32	0
All Other Northeast Regional	111	Amtrak	59	PSR	16	CTI	14	0
	123	Amtrak	144	ENG	68	CTI	31	0
	126	Amtrak	431	MTI	191	OTH	68	0
	127	Amtrak	316	CTI	81	HLD	40	0
	129	Amtrak	368	PTI	85	CTI	75	0
	130	Amtrak	379	DET	117	ENG	81	0
	131	Amtrak	256	SMW	66	PBB	54	0
	132	Amtrak	328	ENG	104	PTI	71	0
	133	Amtrak	362	CTI	226	HLD	38	0
	134	Amtrak	402	ENG	188	PTI	85	0
	135	Amtrak	197	RTE	35	HLD	28	0
	136	Amtrak	104	MTI	53	CTI	23	0
	137	Amtrak	414	CTI	121	PTI	60	0
	138	Amtrak	286	CTI	98	HLD	47	0
	139	Amtrak	394	DBS	156	HLD	110	0
	140	Amtrak	299	PTI	138	HLD	30	0
	141	Amtrak	567	ENG	132	HLD	65	0
	143	Amtrak	206	CAR	57	HLD	44	0
	146	Amtrak	383	ENG	79	CAR	72	0
	148	Amtrak	341	PTI	70	ENG	69	0
	150	Amtrak	82	SMW	20	DDA	13	0
	151	Amtrak	90	OTH	18	ENG	14	0
	152	Amtrak	437	SMW	195	PTI	63	0
	153	Amtrak	77	ENG	20	CAR	15	0
	154	Amtrak	203	ITI	142	PTI	21	0
	155	Amtrak	112	SMW	23	CTP	17	0
	158	Amtrak	119	SVS	35	ITI	25	0
	159	Amtrak	184	SMW	47	CTI	44	0
	160	Amtrak	177	CTI	34	SMW	32	0
	161	Amtrak	224	HLD	48	SMW	35	0
	162	Amtrak	124	ENG	34	SYS	34	0
	163	Amtrak	340	ENG	138	HLD	59	0
	165	Amtrak	365	CAR	88	PTI	64	0
	166	Amtrak	351	HLD	67	ENG	58	0
	167	Amtrak	227	DCS	38	CTI	36	0
	168	Amtrak	702	ITI	175	CAR	132	0
	169	Amtrak	116	ENG	36	HLD	25	0
	170	Amtrak	265	ENG	75	CTI	52	0
	172	Amtrak	259	DET	65	CTI	42	0
	173	Amtrak	252	ENG	55	PTI	38	0
	175	Amtrak	215	DCS	54	HLD	40	0
	177	Amtrak	266	SMW	89	DCS	53	0
	178	Amtrak	253	ENG	130	CTI	25	0
	179	Amtrak	143	DCS	67	SMW	22	0
	180	Amtrak	392	CTI	80	ENG	59	0
	181	Amtrak	354	CTI	103	CTC	56	0
	182	Amtrak	43	OTH	15	ENG	9	0
	183	Amtrak	329	CTI	129	PTI	71	0
	184	Amtrak	236	SVS	75	PTI	61	0

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

Service	Train	Host ^b	2nd Quarter FY 2012					MM&C Allowance ^c	
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
	185	Amtrak	308	DET	92	CTI	70	0	
	186	Amtrak	200	ENG	62	CTI	58	0	
	187	Amtrak	349	DBB	109	SMW	68	0	
	188	Amtrak	197	ENG	49	DBB	49	0	
	190	Amtrak	153	ENG	76	HLD	15	0	
	192	Amtrak	81	SMW	28	MTI	25	0	
	193	Amtrak	242	MTI	54	ENG	50	0	
	196	Amtrak	138	CTI	59	ENG	28	0	
	198	Amtrak	173	SMW	52	MTI	27	0	
	401	Amtrak	664	ADA	212	PTI	201	0	
	405	Amtrak	0	-	-	-	-	0	
	432	Amtrak	0	-	-	-	-	0	
	450	Amtrak	491	PTI	128	ADA	78	0	
	460	Amtrak	1071	CON	670	ENG	173	0	
	463	Amtrak	234	ADA	112	PTI	73	0	
	464	Amtrak	1908	CON	971	PTI	725	0	
	465	Amtrak	934	PTI	809	HLD	124	0	
	467	Amtrak	485	ENG	202	PTI	121	0	
	470	Amtrak	1587	CON	736	PTI	570	0	
	475	Amtrak	57	ENG	37	HLD	18	0	
	476	Amtrak	491	CON	475	ENG	10	0	
	479	Amtrak	389	PTI	232	DCS	84	0	
	488	Amtrak	1283	CON	541	ENG	352	0	
	490	Amtrak	386	CON	384	SVS	3	0	
	493	Amtrak	802	ADA	307	HLD	249	0	
	494	Amtrak	1005	CON	833	PTI	81	0	
	495	Amtrak	73	ADA	37	DCS	26	0	
	497	Amtrak	411	PTI	324	HLD	87	0	
	Palmetto	89	Amtrak	260	CTI	64	ENG	44	0
		90	Amtrak	108	CAR	43	DBB	13	0
	Pennsylvanian	42	Amtrak	145	MTI	61	HLD	23	0
		43	Amtrak	344	ENG	70	CTI	53	0
	Silver Meteor	97	Amtrak	686	ENG	176	PTI	166	0
		98	Amtrak	555	PTI	193	ENG	80	0
	Silver Star	91	Amtrak	390	PTI	84	ENG	51	0
		92	Amtrak	461	ENG	131	PTI	127	0
	Vermont	54	Amtrak	365	CAR	114	ENG	112	0
		55	Amtrak	332	PTI	107	CTI	44	0
		56	Amtrak	392	CTI	76	CAR	60	0
		57	Amtrak	190	ENG	97	SVS	52	0

^a This table excludes third-party delays.

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

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

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

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

Appendix E

Methodologies for PRIIA 207

Financial Metrics

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

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

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

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

All-Stations On-Time Performance

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

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

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

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

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

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

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

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

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

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

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

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	<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				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.
Train Delays	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.		✓		Annex 3 describes the rationale for the standards adopted in the Train Delay category.
	Train Delays—Off NEC				
	Amtrak-Responsible ²² Delays per 10,000 Train-Miles	Route ¹⁵			Delays must be not more than 325 minutes per 10,000 Train-Miles.

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.