

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

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

**Covering the Quarter Ended September, 2015
(Fourth Quarter of Fiscal Year 2015)**



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

**Published December 2015
Updated August 2016 [See Notes]**

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Notes

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

Note 5: Report revised August 2016. Only change was an updated Connectivity figure on Table 17.

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

Service	Current Period	Prior Period	Prior Report
	Oct. 13 - Sep. 15	Oct. 12 - Sep. 14	Jul. 13 - Jun. 14
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<i>Non-NEC Corridor Routes</i>			
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
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Oct. 13 - Sep. 15	Oct. 12 - Sep. 14	Jul. 13 - Jun. 14
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<i>Non-NEC Corridor Routes</i>			
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
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Oct. 13 - Sep. 15	Oct. 12 - Sep. 14	Jul. 13 - Jun. 14
<i>Acela Express</i>			
Acela Express	195%	184%	185%
<i>Other NEC Corridor Routes</i>			
Keystone Service	84%	87%	84%
Northeast Regional (Boston - Washington)	137%	134%	136%
Newport News	130%	115%	122%
Lynchburg	137%	144%	139%
Norfolk	105%	n/a	108%
Richmond	93%	n/a	87%
New Haven - Springfield	74%	65%	71%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	80%	80%	78%
Carolinian	105%	101%	98%
Cascades	86%	87%	85%
Downeaster	80%	86%	81%
Empire Corridor			
Adirondack	96%	101%	93%
Empire Service	84%	75%	73%
Ethan Allen Express	90%	87%	93%
Maple Leaf	79%	80%	89%
Heartland Flyer	81%	69%	77%
Hiawatha	85%	90%	87%
Hoosier State	52%	22%	36%
Illinois			
Carl Sandburg / Illinois Zephyr	83%	83%	83%
Illini / Saluki	79%	79%	77%
Lincoln Service	89%	84%	86%
Michigan			
Blue Water	82%	86%	82%
Pere Marquette	74%	75%	72%
Wolverine	60%	60%	66%
Kansas City - St. Louis	82%	89%	83%
Pacific Surfliner	81%	80%	77%
Pennsylvanian	77%	72%	75%
Piedmont	78%	72%	71%
San Joaquins	90%	87%	86%
Vermont	112%	90%	109%
<i>Long-Distance Routes</i>			
Auto Train	98%	78%	104%
California Zephyr	46%	44%	44%
Capitol Limited	44%	47%	44%
Cardinal	34%	33%	33%
City of New Orleans	46%	47%	44%
Coast Starlight	47%	45%	45%
Crescent	43%	42%	41%
Empire Builder	50%	53%	49%
Lake Shore Ltd	47%	50%	48%
Palmetto	60%	59%	59%
Silver Meteor	54%	52%	52%
Silver Star	46%	44%	44%
Southwest Chief	45%	42%	43%
Sunset Limited	27%	26%	26%
Texas Eagle	44%	46%	44%

Excludes Capital Charges.

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

FY13 and FY14 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Oct. 13 - Sep. 15	Oct. 12 - Sep. 14	Jul. 13 - Jun. 14
<i>Acela Express</i>			
Acela Express	195%	184%	185%
<i>Other NEC Corridor Routes</i>			
Keystone Service	70%	72%	70%
Northeast Regional (Boston - Washington)	137%	134%	136%
Newport News	121%	118%	123%
Lynchburg	150%	149%	151%
Norfolk	95%	n/a	97%
Richmond	92%	n/a	88%
New Haven - Springfield	47%	50%	48%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	40%	40%	39%
Carolinian	94%	94%	90%
Cascades	52%	53%	51%
Downeaster	50%	53%	51%
Empire Corridor			
Adirondack	62%	60%	60%
Empire Service	47%	49%	45%
Ethan Allen Express	78%	83%	81%
Maple Leaf	79%	78%	87%
Heartland Flyer	24%	25%	24%
Hiawatha	71%	68%	70%
Hoosier State	13%	10%	10%
Illinois			
Carl Sandburg / Illinois Zephyr	33%	35%	34%
Illini / Saluki	46%	47%	45%
Lincoln Service	44%	46%	45%
Michigan			
Blue Water	49%	48%	48%
Pere Marquette	42%	46%	42%
Wolverine	40%	48%	45%
Kansas City - St. Louis	36%	38%	36%
Pacific Surfliner	58%	56%	54%
Pennsylvanian	71%	69%	69%
Piedmont	40%	41%	39%
San Joaquins	45%	46%	45%
Vermont	61%	52%	58%
<i>Long-Distance Routes</i>			
Auto Train	98%	78%	104%
California Zephyr	46%	44%	44%
Capitol Limited	44%	47%	44%
Cardinal	34%	33%	33%
City of New Orleans	46%	47%	44%
Coast Starlight	47%	44%	45%
Crescent	43%	42%	41%
Empire Builder	50%	53%	49%
Lake Shore Ltd	47%	50%	48%
Palmetto	60%	59%	59%
Silver Meteor	54%	52%	52%
Silver Star	46%	44%	44%
Southwest Chief	45%	42%	43%
Sunset Limited	27%	26%	26%
Texas Eagle	44%	46%	44%

Excludes Capital Charges.

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

FY13 and FY14 results are preliminary and unaudited and are subject to change.

**TABLE 3 (A):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Including State Revenue. Year 2015 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Oct. 13 - Sep. 15	Oct. 12 - Sep. 14	Jul. 13 - Jun. 14
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<i>Non-NEC Corridor Routes</i>			
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
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

**TABLE 3 (B):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Excluding State Revenue. Year 2015 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Oct. 13 - Sep. 15	Oct. 12 - Sep. 14	Jul. 13 - Jun. 14
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<i>Non-NEC Corridor Routes</i>			
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
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2015 Constant Dollars

Current Period	Prior Period	Prior Report
Oct. 13 - Sep. 15	Oct. 12 - Sep. 14	Jul. 13 - Jun. 14
(\$0.034)	(\$0.046)	(\$0.038)

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

FY13 and FY14 results are preliminary and unaudited and are subject to change.

TABLE 4 (B):
ADJUSTED (LOSS) PER PASSENGER-MILE
Excluding State Revenue. Year 2015 Constant Dollars

Current Period	Prior Period	Prior Report
Oct. 13 - Sep. 15	Oct. 12 - Sep. 14	Jul. 13 - Jun. 14
(\$0.070)	(\$0.078)	(\$0.073)

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

FY13 and FY14 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Oct. 13 - Sep. 15	Oct. 12 - Sep. 14	Jul. 13 - Jun. 14
<i>Acela Express</i>			
Acela Express	197	195	197
<i>Other NEC Corridor Routes</i>			
Keystone Service	143	147	144
Northeast Regional (Boston - Washington)	225	221	224
Newport News	275	269	272
Lynchburg	339	339	340
Norfolk	173	174	173
Richmond	162	133	157
New Haven - Springfield	111	115	110
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	84	90	85
Carolinian	259	266	261
Cascades	128	133	130
Downeaster	86	94	90
Empire Corridor			
Adirondack	230	236	233
Empire Service	134	135	133
Ethan Allen Express	162	163	163
Maple Leaf	115	113	115
Heartland Flyer	87	93	89
Hiawatha	151	152	152
Hoosier State	61	68	63
Illinois			
Carl Sandburg / Illinois Zephyr	94	98	95
Illini / Saluki	122	132	125
Lincoln Service	132	138	134
Michigan			
Blue Water	163	169	166
Pere Marquette	120	124	122
Wolverine	147	123	133
Kansas City - St. Louis	85	91	87
Pacific Surfliner	151	147	150
Pennsylvanian	209	203	210
Piedmont	72	72	72
San Joaquins	124	127	125
Vermont	139	136	139
<i>Long-Distance Routes</i>			
Auto Train	379	386	383
California Zephyr	166	171	166
Capitol Limited	192	200	196
Cardinal	123	128	124
City of New Orleans	162	168	163
Coast Starlight	222	231	224
Crescent	158	162	159
Empire Builder	168	188	172
Lake Shore Ltd	215	234	222
Palmetto	140	144	141
Silver Meteor	217	223	217
Silver Star	185	192	186
Southwest Chief	191	188	189
Sunset Limited	134	139	136
Texas Eagle	179	190	182

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

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

Service ^a	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP ^b	All-Stations OTP ^c
	Last Four Quarters	4th Quarter FY 2015	4th Quarter FY 2015

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-2.5	74.8%	80.0%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-1.2	82.7%	92.4%
Total Northeast Regional		76.9%	81.0%
Richmond / Newport News/Norfolk ^d	-0.4	67.4%	70.9%
Lynchburg ^e	Not Available	83.7%	86.4%
All Other Northeast Regional	-0.5	79.2%	85.8%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.0	93.6%	95.3%
Carolinian	0.2	44.0%	49.1%
Cascades	-1.1	76.4%	73.4%
Downeaster	-6.1	52.8%	79.0%
Empire Corridor	0.1	55.5%	59.1%
Adirondack	1.1	27.2%	40.8%
Ethan Allen Express	2.2	54.3%	67.6%
Maple Leaf	-0.5	43.5%	42.6%
New York - Albany ^f	-0.4	68.6%	85.1%
New York - Niagara Falls	-0.7	34.0%	42.7%
Heartland Flyer	2.5	55.7%	70.7%
Hiawatha	-1.1	92.2%	96.7%
Hoosier State	2.2	67.7%	73.7%
Illinois	0.8	53.3%	59.3%
Carl Sandburg / Illinois Zephyr	1.6	90.2%	91.4%
Illini / Saluki	-1.2	30.2%	35.4%
Lincoln Service	1.3	46.0%	56.2%
Michigan	2.7	48.0%	59.0%
Blue Water	5.8	49.5%	67.2%
Pere Marquette	1.6	61.4%	81.7%
Wolverine	1.9	43.3%	54.1%
Kansas City - St. Louis	7.5	86.4%	86.3%
Pacific Surfliner	-0.2	78.2%	88.4%
Pennsylvanian	0.6	82.6%	81.8%
Piedmont	0.7	55.8%	83.7%
San Joaquin	-0.7	79.7%	81.5%
Vermont	2.9	85.3%	84.1%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	-0.6	66.3%	73.4%
California Zephyr	2.5	42.3%	37.2%
Capitol Limited	-0.3	35.0%	31.3%
Cardinal	1.1	48.1%	43.5%
City of New Orleans	0.8	88.6%	64.2%
Coast Starlight	1.0	68.6%	48.2%
Crescent	-0.4	49.5%	48.5%
Empire Builder	-1.7	45.4%	32.0%
Lake Shore Ltd	-1.0	32.8%	33.9%
Palmetto	0.7	58.2%	63.5%
Silver Meteor	-0.2	49.5%	43.3%
Silver Star	0.1	38.6%	46.5%
Southwest Chief	-1.1	46.7%	37.1%
Sunset Limited	2.6	67.1%	51.3%
Texas Eagle	1.2	27.7%	20.3%

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

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

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

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

Service	Host	4th Quarter FY 2015							MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b							
			#1	Minutes	#2	Minutes				
Standard		900								
Acela Express										
Acela Express	MNRR		2218	DSR	1116	CTI	778	0	56	
Other NEC Corridor Routes										
Northeast Regional										
Richmond / Newport News/Norfolk ^d	CSX		2111	DSR	601	FTI	504	0	189	
	MNRR		1386	CTI	542	DSR	523	0	56	
	NS		205	DSR	101	RTE	83	0	81	
Lynchburg ^e	MNRR		1372	DSR	835	CTI	362	0	56	
	NS		283	FTI	113	DCS	49	0	166	
All Other Northeast Regional	MNRR		1606	DSR	680	CTI	644	0	56	
Non-NEC Corridor Routes										
Capitol Corridor	UP		512	PTI	175	DCS	86	0	168	
Carolinian	CSX		2122	FTI	728	PTI	463	0	295	
	NS		731	PTI	181	DSR	174	0	202	
Cascades	BNSF		1209	DSR	345	FTI	281	0	343	
	UP		1054	FTI	468	PTI	298	0	125	
Downeaster	MBTA		1810	CTI	964	DSR	370	0	38	
	PanAm		1439	DSR	914	PTI	257	0	77	
Empire Corridor										
Adirondack	CN		5059	DSR	2584	FTI	1635	0	49	
	CP		1666	DSR	647	PTI	482	0	178	
	Amtrak		1018	PTI	281	DCS	256	0	104	
	MNRR		1610	CTI	742	DSR	334	0	64	
Ethan Allen Express	CP		2173	DSR	1148	PTI	314	0	60	
	Amtrak		1508	PTI	831	DCS	279	0	104	
	MNRR		1997	CTI	677	DSR	321	0	64	
	VTR		0	FTI	0	FTI	0	0	24	
Maple Leaf	CSX		2242	FTI	874	RTE	442	0	298	
	Amtrak		1066	PTI	466	DCS	191	0	109	
	MNRR		1128	CTI	433	DSR	396	0	64	
New York - Albany ^f	Amtrak		863	RTE	221	DCS	212	0	81	
	MNRR		1475	CTI	626	DSR	354	0	64	
New York - Niagara Falls	CSX		1779	FTI	651	RTE	409	0	296	
	Amtrak		1125	PTI	365	DCS	259	0	109	
	MNRR		2324	CTI	738	DMW	577	0	64	
Heartland Flyer	BNSF		1490	DSR	1079	FTI	313	0	238	
Hiawatha	CP		323	FTI	105	DCS	71	0	53	
	Metra		1504	CTI	883	DMW	225	0	29	
Hoosier State	CSX		1130	FTI	546	DCS	287	0	169	
Illinois										
Carl Sandburg / Illinois Zephyr	BNSF		638	DSR	258	FTI	112	0	257	
Illini / Saluki	CN		1661	DCS	710	FTI	413	0	306	
Lincoln Service	CN		2220	FTI	867	DSR	537	0	37	
	UP		1844	PTI	695	FTI	454	0	231	
Michigan										
Blue Water	Amtrak		992	DSR	429	PTI	370	0	99	
	CN		716	FTI	482	DSR	91	0	159	
	MIDOT		356	PTI	193	DCS	99	0	22	
	NS		4665	FTI	1876	DSR	965	1671	39	
Pere Marquette	CSX		294	DCS	103	FTI	96	0	135	
	NS		4543	FTI	1664	PTI	907	1671	39	
Wolverine	Amtrak		1141	DSR	453	PTI	425	0	99	
	CN		2408	DSR	1034	FTI	694	0	27	
	MIDOT		1957	DSR	1317	DCS	371	0	134	
	NS		4590	FTI	2063	DCS	809	1671	39	
Kansas City - St. Louis	UP		710	FTI	379	DSR	106	0	271	
Pacific Surfliner										
Pacific Surfliner	BNSF		1365	DCS	364	FTI	257	0	22	
	SCRRA		1164	PTI	493	CTI	384	0	95	
	SDNRR		1169	PTI	483	CTI	454	0	60	

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

Service	Host	4th Quarter FY 2015							
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	Route Miles	
			#1	Minutes	#2	Minutes			
Standard		900							
	UP	822	PTI	582	DSR	61	0	174	
Pennsylvanian	NS	775	FTI	369	RTE	203	0	249	
Piedmont	NS	935	FTI	325	DSR	181	0	173	
San Joaquin	BNSF	895	PTI	353	FTI	297	0	284	
	UP	1356	PTI	374	DSR	294	0	88	
Vermont	MNRR	1821	CTI	883	DSR	484	0	56	
	NECR	589	DSR	415	DBS	99	0	238	
Long-Distance Routes									
Auto Train	CSX	1391	FTI	480	DSR	336	0	898	
	CFRC	2430	DSR	1132	DCS	948	0	16	
California Zephyr	BNSF	1317	DSR	795	FTI	212	0	1,027	
	UP	862	FTI	291	PTI	145	0	1,431	
Capitol Limited	CSX	1104	FTI	458	DSR	253	0	296	
	NS	2183	FTI	1125	DSR	384	0	481	
Cardinal	BBrRR	1207	PTI	506	FTI	290	0	132	
	CSX	1083	FTI	450	DSR	269	0	698	
	NS	685	PTI	215	CTI	157	0	79	
City of New Orleans	CN	915	FTI	328	DSR	298	0	930	
Coast Starlight	BNSF	861	DSR	304	PTI	184	0	186	
	SCRRA	2228	PTI	1074	CTI	841	0	48	
	UP	1143	PTI	399	FTI	304	0	1,159	
Crescent	NS	1158	FTI	635	DSR	192	0	1,141	
Empire Builder	BNSF	1081	DSR	512	FTI	404	0	2,147	
	CP	728	DSR	306	FTI	202	0	384	
	Metra	1891	CTI	1560	DCS	122	0	29	
Lake Shore Ltd	CSX	1495	FTI	660	DSR	282	0	741	
	MNRR	2425	CTI	1008	DMW	450	0	64	
	NS	2042	FTI	1254	DSR	297	0	339	
Palmetto	CSX	1168	FTI	422	PTI	245	0	659	
Silver Meteor	CSX	953	FTI	352	DSR	182	0	1,152	
	CFRC	1753	PTI	574	DCS	442	0	61	
	Fla DOT	1323	CTI	568	DCS	207	0	68	
Silver Star	CSX	1249	FTI	430	PTI	255	0	1,209	
	CFRC	1029	DCS	366	DSR	201	0	61	
	Fla DOT	1035	CTI	574	DCS	213	0	68	
	NS	1166	PTI	603	DCS	204	0	28	
Southwest Chief	BNSF	744	DSR	241	FTI	177	0	2,198	
	NMDOT	2807	DSR	1526	CTI	879	0	80	
Sunset Limited	BNSF	879	DSR	581	DCS	149	0	190	
	UP	1317	FTI	578	DSR	232	0	1,784	
Texas Eagle	BNSF	1252	DSR	816	FTI	266	0	126	
	CN	2719	FTI	1023	DSR	523	0	37	
	UP	2465	FTI	847	DSR	646	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.

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

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

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

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

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

Service	4th Quarter FY 2015					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	446	OTH	169	HLD	49	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News/Norfolk ^d	552	HLD	98	OTH	98	0
Lynchburg ^e	495	OTH	110	HLD	86	0
All Other Northeast Regional	871	OTH	287	HLD	79	0
Non-NEC Corridor Routes						
Capitol Corridor	453	OTH	114	HLD	55	0
Carolinian	597	HLD	139	ADA	102	0
Cascades	346	HLD	41	ADA	39	0
Downeaster	174	OTH	20	HLD	17	0
Empire Corridor						
Adirondack	394	HLD	87	SVS	42	0
Ethan Allen Express	433	ITI	79	HLD	68	0
Maple Leaf	541	OTH	154	SYS	126	0
New York - Albany ^f	350	ITI	60	HLD	59	0
New York - Niagara Falls	455	HLD	79	SYS	77	0
Heartland Flyer	458	OTH	155	HLD	80	0
Hiawatha	433	OTH	176	HLD	28	0
Hoosier State	573	ENG	213	SYS	181	0
Illinois						
Carl Sandburg / Illinois Zephyr	203	HLD	48	ADA	30	0
Illini / Saluki	433	OTH	121	SYS	43	0
Lincoln Service	275	HLD	56	ADA	27	0
Michigan						
Blue Water	481	HLD	62	OTH	54	0
Pere Marquette	352	HLD	87	ADA	44	0
Wolverine	312	OTH	40	SYS	38	0
Kansas City - St. Louis	217	HLD	39	ENG	38	0
Pacific Surfliner	581	HLD	136	ADA	64	0
Pennsylvanian	344	HLD	82	ADA	60	0
Piedmont	473	HLD	104	ADA	98	0
San Joaquin	389	ADA	60	HLD	54	0
Vermont	358	OTH	114	HLD	36	0
Long-Distance Routes						
Auto Train	208	SVS	33	ENG	30	0
California Zephyr	478	SYS	69	HLD	56	0
Capitol Limited	414	HLD	66	SYS	48	0
Cardinal	561	SYS	67	OTH	64	0
City of New Orleans	370	HLD	69	OTH	58	0
Coast Starlight	708	HLD	125	SVS	72	0
Crescent	303	HLD	60	ADA	55	0
Empire Builder	564	CON	70	HLD	69	0
Lake Shore Ltd	843	CON	204	HLD	107	0
Palmetto	283	ENG	55	ADA	50	0
Silver Meteor	375	ADA	79	HLD	57	0
Silver Star	384	ADA	60	HLD	56	0
Southwest Chief	363	HLD	86	ENG	49	0
Sunset Limited	522	HLD	81	ENG	66	0
Texas Eagle	638	HLD	130	SVS	53	0

^aThis 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. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage. For train-by-train detail, please refer to Appendix C.

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

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

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

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

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

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

Service	Host ^b	4th Quarter FY 2015						MM&C Allowance ^c	Route Miles
		Total Delay**	Largest 2 Delay Categories						
			#1	Minutes	#2	Minutes			
Acela Express									
Standard		265							
Acela Express	Amtrak	383	SMW	60	CTI	29	0	401	
Other Services									
Standard		475							
Keystone	Amtrak	434	SMW	58	ENG	46	0	195	
Cardinal	Amtrak	1258	ITI	205	ENG	157	0	226	
Carolinian	Amtrak	566	SMW	105	ENG	46	0	226	
Crescent	Amtrak	783	PTI	81	SMW	78	0	226	
Northeast Regional	Amtrak	494	SMW	54	HLD	34	0		
Richmond / Newport News/Norfolk ^d	Amtrak	523	SMW	52	HLD	42	0	463	
Lynchburg ^e	Amtrak	457	SMW	51	ENG	48	0	463	
All Other Northeast Regional	Amtrak	486	SMW	55	HLD	31	0	463	
Palmetto	Amtrak	437	SMW	60	ENG	48	0	226	
Pennsylvanian	Amtrak	407	ENG	46	SMW	38	0	195	
Silver Meteor	Amtrak	1091	CAR	126	SMW	95	0	226	
Silver Star	Amtrak	626	PTI	48	SMW	43	0	226	
Vermont	Amtrak	526	SMW	72	PTI	67	0	304	

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

^bDelays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

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

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

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

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

Service	4th Quarter FY 2015					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard	82	80	80	80	80	80
Acela Express						
Acela Express	74	82	75	70	79	58
Other NEC Corridor Routes						
Keystone Service	85	87	75	71	86	N/A
Northeast Regional (Boston - Washington)	78	84	69	63	82	60
Newport News ^b	72	83	68	57	79	63
Norfolk ^c	85	88	76	67	84	69
Richmond ^d	77	83	68	59	83	64
Lynchburg ^e	89	87	78	64	87	69
New Haven - Springfield	80	87	73	64	84	61
Non-NEC Corridor Routes						
Capitol Corridor	87	90	81	79	89	67
Carolinian	71	85	71	56	75	64
Cascades	83	87	81	79	85	62
Downeaster	86	92	78	74	89	75
Empire Corridor						
Adirondack	62	73	59	51	71	41
Ethan Allen Express	69	84	64	57	79	59
Maple Leaf	68	83	67	57	78	60
New York - Albany ^f	76	87	67	66	82	N/A
Heartland Flyer	93	92	85	83	92	80
Hiawatha	87	90	79	83	87	N/A
Hoosier State	82	90	80	83	80	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	90	86	81	83	85	74
Illini / Saluki	77	87	74	74	82	68
Lincoln Service	74	84	73	69	80	66
Michigan						
Blue Water	85	84	77	76	84	62
Pere Marquette	85	88	82	80	88	64
Wolverine	75	86	72	72	80	58
Kansas City - St. Louis	86	91	81	77	84	71
Pacific Surfliner	84	84	78	76	87	63
Pennsylvanian	85	85	77	63	84	65
Piedmont	87	88	81	90	88	N/A
San Joaquins	86	89	81	75	85	72
Vermont	81	82	75	55	82	52
Long-Distance Routes						
Auto Train	79	89	82	76	70	70
California Zephyr	70	79	66	60	73	62
Capitol Limited	75	85	68	72	74	69
Cardinal	67	71	65	55	73	52
City of New Orleans	83	87	82	78	79	59
Coast Starlight	73	79	68	62	78	58
Crescent	69	74	61	58	71	59
Empire Builder	66	77	62	56	70	58
Lake Shore Ltd	59	80	56	51	65	59
Palmetto	72	81	68	52	75	61
Silver Meteor	71	82	65	57	71	65
Silver Star	69	81	64	56	71	49
Southwest Chief	72	81	68	61	73	65
Sunset Limited	76	81	71	64	78	70
Texas Eagle	60	75	61	63	76	61

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

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

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

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

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

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

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

Service	4th Quarter FY 2015		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	41	88	0.47
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Other NEC Corridor Routes

Keystone Service	44	35	1.27
Total Northeast Regional	106	143	0.74
Richmond / Newport News ^b	24	39	0.62
Lynchburg ^c	7	10	0.67
All Other Northeast Regional	75	94	0.80

Non-NEC Corridor Routes

Capitol Corridor	13	29	0.45
Carolinian	7	13	0.53
Cascades	18	24	0.75
Downeaster	0	11	0.00
Empire Corridor	20	55	0.36
Adirondack	3	7	0.42
Ethan Allen Express	1	5	0.22
Maple Leaf	3	9	0.35
New York - Albany ^d	7	17	0.40
New York - Niagara Falls	6	17	0.35
Heartland Flyer	0	4	0.00
Hiawatha	4	11	0.37
Hoosier State	4	2	2.09
Illinois	13	40	0.33
Carl Sandburg / Illinois Zephyr	5	9	0.53
Illini / Saluki	1	11	0.09
Lincoln Service	7	19	0.37
Michigan	10	27	0.38
Blue Water	3	6	0.51
Pere Marquette	1	3	0.31
Wolverine	6	18	0.34
Kansas City - St. Louis	4	10	0.39
Pacific Surfliner	15	40	0.37
Pennsylvanian	6	8	0.74
Piedmont	3	6	0.48
San Joaquins	9	34	0.26
Vermont	6	11	0.54

Long-Distance Routes

Auto Train	14	17	0.83
California Zephyr	25	45	0.56
Capitol Limited	16	14	1.12
Cardinal	9	9	0.98
City of New Orleans	5	17	0.29
Coast Starlight	21	26	0.82
Crescent	10	25	0.39
Empire Builder	29	47	0.62
Lake Shore Ltd	14	21	0.68
Palmetto	9	16	0.55
Silver Meteor	22	27	0.83
Silver Star	12	28	0.43
Southwest Chief	28	42	0.66
Sunset Limited	14	16	0.89
Texas Eagle	19	23	0.81

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

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

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

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

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

Service	4th Quarter FY 2015	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.06	1.95
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Amtrak Corridor

Keystone	0.00	1.69
Northeast Regional	0.02	3.06

Short Distance

Capitols	0.00	0.31
Carolinian	0.14	21.06
Cascades	0.07	3.12
Downeaster	0.02	1.42
Empire Corridor		
Adirondack	0.07	7.26
Empire Service	0.05	4.21
Ethan Allen Express	0.00	2.99
Maple Leaf	0.18	10.43
Heartland Flyer	0.06	4.01
Hiawatha	0.00	0.48
Hoosier State	0.00	10.33
Illinois		
Carl Sandburg / Illinois Zephyr	0.19	2.63
Illini / Saluki	0.03	2.67
Lincoln Service	0.14	10.28
Michigan		
Blue Water	0.11	3.17
Pere Marquette	0.00	3.89
Wolverine	0.04	5.84
Kansas City - St. Louis	0.04	8.01
Pacific Surfliner	0.02	1.85
Pennsylvanian	0.00	2.72
Piedmont	0.05	4.20
San Joaquins	0.02	2.94
Vermont	0.01	4.07

Long Distance

Auto Train	2.06	16.97
California Zephyr	3.18	52.95
Capitol Limited	0.55	15.47
Cardinal	1.22	24.93
City of New Orleans	2.71	15.40
Coast Starlight	1.30	19.82
Crescent	2.44	36.58
Empire Builder	2.99	39.59
Lake Shore Ltd	1.13	29.91
Palmetto	0.24	27.16
Silver Meteor	1.31	33.41
Silver Star	6.21	40.79
Southwest Chief	1.70	32.25
Sunset Limited	1.31	29.25
Texas Eagle	2.92	63.33

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2015					
	Menu / Selection / Availability	Other	Pricing	Quality	Service	Total
Amtrak System	1,226	57	66	178	1,551	3,078
Amtrak Premium	21	0	1	5	26	53
Acela Express	21	0	1	5	26	53
Amtrak Corridor	14	0	0	5	14	33
Keystone	0	0	0	0	0	0
Northeast Regional	14	0	0	5	14	33
Short Distance	73	2	4	20	39	138
Capitols	0	0	0	0	0	0
Carolinian	10	0	0	0	3	13
Cascades	3	0	0	7	5	15
Downeaster	2	0	0	1	0	3
Empire Corridor	14	2	2	3	11	32
Adirondack	1	0	0	0	3	4
Empire Service	11	2	0	0	6	19
Ethan Allen Express	0	0	0	0	0	0
Maple Leaf	2	0	2	3	2	9
Heartland Flyer	0	0	0	0	1	1
Hiawatha	0	0	0	0	0	0
Hoosier State	0	0	0	0	0	0
Illinois	22	0	1	5	5	33
Carl Sandburg / Illinois Zephyr	4	0	0	4	2	10
Illini / Saluki	2	0	0	0	0	2
Lincoln Service	16	0	1	1	3	21
Michigan	9	0	0	0	2	11
Blue Water	4	0	0	0	2	6
Pere Marquette	0	0	0	0	0	0
Wolverine	5	0	0	0	0	5
Kansas City - St. Louis	1	0	0	0	1	2
Pacific Surfliner	8	0	0	0	10	18
Pennsylvanian	0	0	0	0	0	0
Piedmont	0	0	0	2	0	2
San Joaquins	4	0	1	1	1	7
Vermont	0	0	0	1	0	1
Long Distance	1,118	55	61	148	1,472	2,854
Auto Train	52	4	0	2	88	146
California Zephyr	174	12	0	19	153	358
Capitol Limited	13	2	2	0	18	35
Cardinal	5	0	0	0	30	35
City of New Orleans	44	0	0	7	127	178
Coast Starlight	84	8	2	8	85	187
Crescent	115	1	2	2	70	190
Empire Builder	198	9	10	8	184	409
Lake Shore Ltd	79	3	2	7	34	125
Palmetto	5	1	3	3	3	15
Silver Meteor	45	6	6	9	63	129
Silver Star	113	2	18	61	410	604
Southwest Chief	69	0	6	9	93	177
Sunset Limited	22	0	0	0	11	33
Texas Eagle	100	7	10	13	103	233

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

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2015					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	1,588	201	4,880	1,965	3,429	12,063
Amtrak Premium	46	8	56	38	87	235
Acela Express	46	8	56	38	87	235
Amtrak Corridor	221	43	295	179	314	1,052
Keystone	25	1	44	27	28	125
Northeast Regional	196	42	251	152	286	927
Short Distance	328	43	737	418	581	2,107
Capitols	5	1	26	20	31	83
Carolinian	32	2	211	55	63	363
Cascades	30	11	48	15	34	138
Downeaster	4	0	0	10	21	35
Empire Corridor	67	0	147	32	74	320
Adirondack	10	0	3	11	11	35
Empire Service	41	0	95	15	44	195
Ethan Allen Express	5	0	8	1	9	23
Maple Leaf	11	0	41	5	10	67
Heartland Flyer	2	0	4	10	5	21
Hiawatha	4	0	3	0	6	13
Hoosier State	0	0	4	0	0	4
Illinois	45	6	93	75	59	278
Carl Sandburg / Illinois Zephyr	4	4	3	6	10	27
Illini / Saluki	3	2	11	28	10	54
Lincoln Service	38	0	79	41	39	197
Michigan	29	3	54	16	41	143
Blue Water	5	0	6	3	11	25
Pere Marquette	1	0	8	4	9	22
Wolverine	23	3	40	9	21	96
Kansas City - St. Louis	2	1	8	4	12	27
Pacific Surfliner	49	15	65	103	148	380
Pennsylvanian	12	1	17	8	15	53
Piedmont	3	0	2	6	9	20
San Joaquins	33	2	36	47	39	157
Vermont	11	1	19	17	24	72
Long Distance	993	107	3,792	1,330	2,447	8,669
Auto Train	12	6	179	36	62	295
California Zephyr	108	10	502	174	240	1,034
Capitol Limited	20	5	188	26	61	300
Cardinal	11	4	53	28	39	135
City of New Orleans	19	2	102	68	70	261
Coast Starlight	91	5	353	164	264	877
Crescent	45	2	199	88	237	571
Empire Builder	157	4	471	125	366	1,123
Lake Shore Ltd	90	35	268	70	247	710
Palmetto	31	0	35	27	74	167
Silver Meteor	83	10	525	92	150	860
Silver Star	78	7	319	90	125	619
Southwest Chief	74	7	291	134	230	736
Sunset Limited	28	1	84	48	53	214
Texas Eagle	146	9	223	160	229	767

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2015					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	1,441	2,861	722	3,379	4,072	12,475
Amtrak Premium	13	54	6	77	17	167
Acela Express	13	54	6	77	17	167
Amtrak Corridor	23	314	38	325	264	964
Keystone	0	39	1	26	9	75
Northeast Regional	23	275	37	299	255	889
Short Distance	49	553	84	552	444	1,682
Capitols	0	1	0	1	1	3
Carolinian	4	97	18	120	166	405
Cascades	1	66	7	36	19	129
Downeaster	0	11	0	8	7	26
Empire Corridor	12	58	20	67	101	258
Adirondack	2	25	2	20	31	80
Empire Service	9	21	11	23	33	97
Ethan Allen Express	0	1	0	4	3	8
Maple Leaf	1	11	7	20	34	73
Heartland Flyer	0	0	0	3	0	3
Hiawatha	0	6	0	3	0	9
Hoosier State	0	0	0	0	1	1
Illinois	7	123	10	90	29	259
Carl Sandburg / Illinois Zephyr	2	5	3	11	0	21
Illini / Saluki	0	2	0	1	3	6
Lincoln Service	5	116	7	78	26	232
Michigan	5	32	5	52	14	108
Blue Water	0	0	2	5	2	9
Pere Marquette	4	2	1	22	3	32
Wolverine	1	30	2	25	9	67
Kansas City - St. Louis	1	12	6	4	0	23
Pacific Surfliner	14	64	5	70	21	174
Pennsylvanian	2	22	0	32	23	79
Piedmont	0	0	0	0	0	0
San Joaquins	3	26	8	26	40	103
Vermont	0	35	5	40	22	102
Long Distance	1,356	1,940	594	2,425	3,347	9,662
Auto Train	107	117	8	183	107	522
California Zephyr	188	172	86	253	752	1,451
Capitol Limited	63	46	13	40	60	222
Cardinal	16	35	4	43	53	151
City of New Orleans	30	54	40	65	37	226
Coast Starlight	124	165	38	241	191	759
Crescent	48	128	29	279	238	722
Empire Builder	259	196	96	320	333	1,204
Lake Shore Ltd	64	294	41	154	351	904
Palmetto	7	68	26	124	137	362
Silver Meteor	81	204	50	159	314	808
Silver Star	122	164	33	186	323	828
Southwest Chief	123	108	34	189	187	641
Sunset Limited	31	37	29	64	68	229
Texas Eagle	93	152	67	125	196	633

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

**TABLE 16:
STATION-RELATED COMPLAINTS**

Number of Complaints Received

4th Quarter FY 2015

Amtrak System		2967
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Division

Boston		164
California		472
Central		211
Empire		425
New York		63
Southeast		342
Southwest		669
Northwest		127
Washington		494

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 2014
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Connectivity	19.4%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	

Availability of Other Modes	Not Available
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

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

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	4th Quarter FY 2015	4th Quarter FY 2015

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-3.2	76.6%	91.1%
	2103	-2.2	89.1%	88.7%
	2104	-3.1	81.3%	94.2%
	2107	-3.0	92.2%	91.7%
	2109	-3.0	82.5%	79.6%
	2110	-2.0	96.9%	98.2%
	2117	-1.4	82.8%	90.0%
	2119	-2.5	71.9%	70.8%
	2121	-3.3	90.6%	89.1%
	2122	-4.8	81.3%	87.5%
	2124	-6.0	82.8%	83.2%
	2126	-5.4	76.6%	80.9%
	2128	Not Available	73.4%	74.7%
	2150	-1.7	67.2%	78.0%
	2151	-2.1	84.4%	83.6%
	2153	-3.1	76.6%	84.0%
	2154	-1.6	68.8%	81.9%
	2155	-1.4	87.5%	88.5%
	2158	-1.2	79.7%	80.4%
	2159	-1.2	68.8%	77.9%
	2160	-1.2	81.3%	84.1%
	2163	-2.9	70.3%	75.7%
	2164	-2.1	78.1%	85.4%
	2165	-3.0	51.6%	67.9%
	2166	-1.9	85.9%	83.8%
	2167	-2.7	64.1%	77.3%
	2168	-2.5	78.1%	83.5%
	2170	-3.5	54.7%	69.5%
	2171	-3.6	48.4%	71.0%
	2172	-3.1	50.0%	58.5%
	2173	-2.1	51.6%	65.9%
	2175	Not Available	59.4%	72.5%
	2190	-0.8	87.5%	87.2%
	2203	-3.1	93.3%	93.2%
	2205	-3.6	76.9%	84.7%
	2207	-3.9	93.3%	94.8%
	2208	-2.0	84.6%	96.1%
	2211	-1.1	100.0%	100.0%
	2212	-3.1	75.0%	86.0%
	2213	-3.6	92.3%	89.8%
	2216	-3.6	70.0%	92.1%
	2220	-4.6	60.0%	73.3%
	2221	-1.0	84.6%	79.4%
	2222	-5.2	69.2%	78.6%
	2225	-1.3	100.0%	87.9%
	2228	-4.9	92.3%	97.1%
	2250	-1.4	46.4%	68.7%
	2251	-3.0	33.3%	73.0%
	2252	-0.8	46.2%	59.5%
	2253	-1.5	82.1%	83.9%
	2254	-0.9	69.2%	76.3%
	2255	0.1	76.9%	82.6%
	2256	-2.3	76.9%	84.4%
	2257	-1.9	46.2%	63.7%
	2258	-3.1	53.8%	74.7%
	2259	-0.8	69.2%	66.3%
	2290	-3.3	93.3%	96.1%
	2297	-0.8	84.6%	91.6%

**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	4th Quarter FY 2015	4th Quarter FY 2015

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	65	Not Available	60.7%	79.1%
	66	2.8	93.5%	74.2%
	67	-1.2	53.1%	81.9%
	71	Not Available	100.0%	70.0%
	82	0.0	53.3%	56.4%
	83	1.0	61.5%	65.8%
	84	-3.2	71.9%	73.0%
	85	-0.6	56.3%	81.5%
	86	1.7	73.4%	68.6%
	87	2.6	38.5%	65.4%
	88	-1.3	75.0%	56.4%
	93	-1.4	37.3%	61.9%
	94	-0.8	51.6%	36.2%
	95	0.6	53.1%	70.2%
	96	Not Available	60.0%	68.8%
	99	0.0	50.0%	75.7%
	125	Not Available	78.1%	80.1%
	157	Not Available	69.2%	82.9%
	164	Not Available	78.6%	74.0%
174	Not Available	93.8%	90.3%	
194	-0.8	78.3%	55.8%	
195	0.2	57.1%	71.8%	
Lynchburg ^d	145	2.5	92.3%	91.0%
	147	-0.8	60.0%	73.9%
	156	-14.4	78.6%	89.4%
	171	-7.5	82.8%	83.9%
	176	-7.0	90.6%	89.9%
All Other Northeast Regional	110	-1.8	82.8%	94.0%
	111	-0.5	89.1%	94.0%
	121	-2.3	80.0%	95.7%
	123	Not Available	92.3%	97.0%
	126	Not Available	53.8%	79.5%
	127	-4.7	64.1%	80.5%
	129	-2.8	57.8%	78.7%
	130	-2.6	84.4%	96.3%
	131	-2.1	89.3%	95.0%
	132	Not Available	92.3%	90.4%
	133	-2.0	66.7%	85.0%
	134	-0.8	72.0%	86.0%
	135	-1.8	64.3%	73.8%
	136	2.2	76.9%	90.3%
	137	-1.7	79.7%	85.4%
	138	-1.4	71.9%	88.3%
	139	Not Available	84.6%	90.2%
	140	1.7	92.9%	95.2%
	141	0.6	70.3%	80.9%
	143	0.8	92.9%	86.4%
	146	2.2	80.0%	90.3%
	148	-0.2	78.1%	82.6%
	150	-1.0	92.9%	94.5%
	151	-1.2	87.5%	90.9%
	152	-1.1	89.3%	94.9%
	153	-2.5	92.9%	95.3%
	154	0.1	76.9%	94.2%
	155	-0.9	96.4%	97.4%
	158	1.4	89.3%	96.4%
	159	2.3	85.7%	89.6%
	160	-1.2	85.7%	87.2%
	161	0.1	67.9%	75.0%
	162	0.5	92.9%	82.7%
163	-2.0	78.6%	82.1%	
165	-1.1	100.0%	94.6%	
166	-2.8	84.6%	77.5%	
167	-1.0	86.7%	96.7%	
168	-1.2	73.3%	72.2%	
169	-0.7	75.0%	83.3%	

**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	4th Quarter FY 2015	4th Quarter FY 2015
	170	-2.5	73.4%	78.0%
	172	-0.8	79.7%	78.3%
	173	0.3	57.8%	73.1%
	175	-0.6	90.6%	82.1%
	177	-0.8	90.6%	86.0%
	178	-2.6	89.1%	86.1%
	179	-3.3	68.8%	83.8%
	180	-1.9	68.8%	94.4%
	181	0.2	87.5%	92.3%
	182	-2.0	89.3%	92.3%
	183	-1.0	78.1%	85.6%
	184	-2.4	82.8%	95.2%
	185	-3.9	84.4%	88.9%
	186	-1.3	85.9%	97.8%
	187	-1.0	64.1%	83.1%
	188	0.6	81.3%	92.5%
	190	-0.8	82.8%	90.8%
	192	0.4	71.4%	95.2%
	193	-2.7	67.2%	73.4%
	196	-0.2	88.2%	90.9%
	198	-2.7	69.6%	84.8%
	401	6.4	92.0%	96.9%
	405	6.1	96.0%	97.9%
	432	Not Available	76.9%	76.9%
	450	3.9	80.0%	83.7%
	460	1.2	64.0%	68.9%
	463	3.8	100.0%	100.0%
	464	0.3	68.0%	68.8%
	465	Not Available	92.3%	92.2%
	467	6.1	100.0%	100.0%
	470	2.5	63.6%	68.8%
	475	6.9	96.9%	97.3%
	476	1.4	77.3%	80.1%
	479	7.0	100.0%	100.0%
	488	4.4	40.0%	42.0%
	490	4.4	95.5%	94.4%
	493	6.6	86.4%	95.2%
	494	2.0	39.1%	44.6%
	495	5.5	100.0%	100.0%
	497	7.9	84.6%	90.8%
Keystone	600	0.0	89.1%	97.3%
	601	-1.3	93.8%	97.5%
	605	-0.8	92.2%	93.4%
	607	-1.1	95.3%	97.5%
	609	-2.6	89.1%	94.4%
	610	-0.4	93.3%	96.4%
	611	-0.7	86.7%	93.1%
	612	-3.5	69.2%	73.1%
	615	-1.1	76.9%	92.1%
	618	-4.3	84.3%	92.7%
	619	-4.1	82.8%	94.9%
	620	0.5	92.2%	94.3%
	622	-2.3	98.4%	99.1%
	637	-3.8	84.6%	92.3%
	639	-2.7	81.3%	92.1%
	640	-0.5	71.9%	92.1%
	641	-0.8	79.7%	90.5%
	642	-0.1	85.9%	95.1%
	643	-0.6	95.3%	96.7%
	644	-0.2	76.6%	94.3%
	645	-1.2	71.9%	85.3%
	646	0.0	95.3%	96.1%
	647	-0.7	71.9%	89.2%
	648	-0.5	96.9%	95.9%
	649	-1.9	82.8%	96.1%
	650	-0.4	87.5%	95.0%
	651	-1.1	89.1%	90.6%
	652	-0.1	79.7%	92.3%
	653	-0.2	76.6%	88.6%
	654	-0.4	78.1%	95.7%
	655	-0.8	73.4%	79.6%

**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	4th Quarter FY 2015	4th Quarter FY 2015
	656	-1.8	84.4%	91.6%
	658	-0.4	84.6%	100.0%
	660	1.0	71.4%	95.6%
	661	-1.1	71.4%	94.0%
	662	0.1	73.3%	93.2%
	663	-4.5	67.9%	83.9%
	664	-1.8	57.1%	92.3%
	665	0.0	82.1%	94.6%
	666	0.3	67.9%	94.9%
	667	-3.2	71.4%	90.1%
	669	-4.1	67.9%	85.6%
	670	-1.3	75.0%	95.2%
	671	-7.9	67.9%	85.4%
	672	-0.8	75.0%	91.1%
	674	Not Available	84.6%	87.8%

Non-NEC Corridor Routes

Standard		≥ 0	80.0%	80.0%
Capitol Corridor	520	1.9	95.4%	98.1%
	521	1.1	96.9%	97.1%
	522	2.4	96.9%	98.3%
	523	1.3	96.9%	98.6%
	524	3.2	92.3%	94.7%
	525	2.5	93.8%	96.7%
	526	2.6	89.2%	95.4%
	527	2.0	89.2%	89.6%
	528	4.1	96.9%	95.3%
	529	0.4	89.2%	94.5%
	530	4.3	96.9%	97.9%
	531	3.1	90.8%	96.0%
	532	4.5	96.9%	96.0%
	533	1.4	98.5%	98.6%
	534	3.5	95.4%	97.7%
	535	2.5	92.3%	93.0%
	536	1.4	93.8%	94.1%
	537	2.0	87.7%	91.6%
	538	2.3	92.3%	96.3%
	540	3.0	95.4%	95.4%
	541	3.8	96.9%	97.7%
	542	1.9	95.4%	96.7%
	543	2.2	90.8%	96.6%
	544	3.5	95.4%	94.9%
	545	3.1	96.9%	96.7%
	546	2.8	92.3%	90.7%
	547	1.3	92.3%	94.0%
	548	-1.8	89.2%	91.9%
	549	0.6	95.4%	96.4%
	551	2.1	96.9%	99.6%
	720	3.0	100.0%	100.0%
	723	0.8	96.3%	96.6%
	724	1.8	92.6%	93.4%
	727	1.7	100.0%	100.0%
	728	1.6	96.3%	96.6%
	729	-0.1	88.9%	93.7%
	732	1.6	88.9%	93.5%
	733	4.5	88.9%	97.4%
	734	1.7	100.0%	97.6%
	736	5.1	100.0%	96.8%
	737	2.8	88.9%	91.0%
	738	-0.6	96.3%	95.2%
	741	0.1	88.9%	94.4%
	742	1.2	81.5%	88.5%
	743	-0.6	81.5%	94.1%
	744	1.4	85.2%	89.1%
	745	1.7	96.3%	99.5%
	746	0.8	92.6%	98.1%
	747	2.3	92.6%	97.6%
	748	1.3	85.2%	90.6%
	749	2.2	100.0%	99.1%
	751	1.1	92.6%	96.8%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	4th Quarter FY 2015	4th Quarter FY 2015
Carolinian	79	-0.2	22.8%	40.5%
	80	0.5	65.2%	57.7%
Cascades	500	1.4	81.5%	73.3%
	501	-2.3	79.3%	77.6%
	503	Not Available	96.7%	96.1%
	505	Not Available	96.4%	97.9%
	506	0.8	80.4%	65.8%
	507	0.2	71.7%	72.2%
	508	-2.3	81.5%	72.9%
	509	2.9	79.3%	73.1%
	510	-0.6	60.0%	86.2%
	513	-3.7	77.2%	66.6%
	516	-3.8	56.5%	68.2%
	517	-0.6	76.7%	80.8%
	Downeaster	680	-5.4	63.1%
681		-6.4	32.3%	72.6%
682		-6.7	63.1%	76.9%
683		-4.1	46.2%	82.1%
684		-3.5	52.3%	71.5%
685		-7.4	36.9%	75.9%
686		-4.8	61.5%	83.6%
687		-7.1	47.7%	75.7%
688		-7.2	67.7%	85.0%
689		-6.4	63.1%	90.4%
690		-5.1	51.9%	71.9%
691		-4.8	14.8%	76.8%
692		-8.3	37.0%	66.0%
693		-2.8	51.9%	83.5%
694		-4.0	59.3%	74.9%
695		-7.8	51.9%	79.3%
696		-3.9	70.4%	87.3%
697	-5.7	51.9%	81.1%	
698	-8.1	55.6%	86.0%	
699	-4.9	70.4%	89.3%	

**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	4th Quarter FY 2015	4th Quarter FY 2015
Empire Corridor				
Adirondack	68	1.2	29.3%	29.6%
	69	0.8	25.0%	52.0%
Maple Leaf	63	0.3	46.7%	48.3%
	64	-1.1	40.2%	36.8%
New York - Albany ^c	230	1.2	92.2%	97.8%
	232	1.4	84.4%	96.9%
	233	-1.0	48.9%	78.3%
	234	-0.5	90.6%	98.0%
	235	0.7	51.6%	86.6%
	236	0.3	82.6%	92.1%
	237	-0.7	42.2%	69.4%
	238	-0.3	69.6%	79.9%
	239	-2.6	49.0%	80.7%
	241	-0.3	64.1%	85.9%
	242	0.8	42.2%	73.4%
	243	1.9	84.1%	92.7%
	244	-2.9	71.7%	81.9%
	245	-1.2	68.8%	75.3%
	250	0.5	89.3%	92.9%
	252	-1.6	80.0%	89.5%
	253	0.7	64.3%	92.3%
	254	-0.7	76.9%	80.8%
	255	-4.8	7.7%	57.1%
	256	1.9	85.7%	87.1%
259	Not Available	82.1%	93.4%	
New York - Niagara Falls	261	0.5	82.1%	91.7%
	280	-0.9	57.0%	53.6%
	281	-0.7	18.5%	38.3%
	283	0.0	31.5%	45.1%
	284	-0.7	32.6%	35.1%
	288	1.3	30.8%	46.2%
Ethan Allen Express	290	1.4	45.3%	77.5%
	291	3.1	55.7%	57.6%
	292	0.9	28.6%	38.1%
	293	3.6	69.2%	73.9%
	296	0.8	76.2%	81.3%
Heartland Flyer	821	3.2	59.3%	92.6%
	822	1.8	52.2%	48.7%
Hiawatha	329	-0.4	96.2%	97.2%
	330	-0.1	97.5%	98.2%
	331	-1.5	94.6%	97.6%
	332	-1.4	94.6%	96.7%
	333	-1.8	93.5%	94.6%
	334	-0.9	89.1%	97.6%
	335	-1.8	89.1%	93.7%
	336	-1.1	85.9%	97.2%
	337	-0.4	91.3%	98.5%
	338	-2.7	88.0%	94.6%
	339	-1.1	92.4%	95.7%
	340	-1.5	92.4%	99.3%
	341	0.0	96.7%	98.5%
	342	-0.6	91.3%	95.0%
Hoosier State	850	1.2	54.0%	73.1%
	851	4.2	81.6%	74.2%
Illinois				
Carl Sandburg / Illinois Zephyr	380	1.7	84.8%	86.8%
	381	1.7	96.7%	97.0%
	382	1.4	90.2%	91.4%
	383	1.6	89.1%	90.5%

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

Service	Train Number	Test #1	Test #2	Test #3	
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b	
		Last Four Quarters	4th Quarter FY 2015	4th Quarter FY 2015	
Illini / Saluki	390	-0.1	35.9%	39.9%	
	391	0.2	34.8%	31.5%	
	392	-1.6	17.4%	43.2%	
	393	-3.4	32.6%	26.8%	
	Lincoln Service	300	2.0	51.8%	69.3%
		301	1.8	45.9%	65.8%
		302	1.6	36.5%	50.2%
		303	0.8	30.6%	44.2%
		304	0.8	56.0%	51.6%
		305	0.5	45.1%	56.9%
306		1.9	51.6%	57.5%	
	307	1.4	49.5%	59.0%	
Michigan					
Blue Water	364	4.9	78.3%	59.7%	
	365	7.0	20.7%	74.7%	
Pere Marquette	370	1.2	64.1%	71.7%	
	371	1.9	58.7%	91.7%	
Wolverine	350	0.3	65.2%	76.1%	
	351	3.7	34.8%	66.8%	
	352	1.4	15.4%	27.4%	
	353	4.8	53.8%	59.3%	
	354	-0.4	25.0%	27.9%	
	355	3.9	56.5%	56.1%	
	359	Not Available	32.9%	48.6%	
Kansas City - St. Louis	311	4.8	83.7%	87.8%	
	313	7.6	89.1%	89.7%	
	314	7.9	87.0%	83.0%	
	316	9.3	85.7%	84.5%	
	Pacific Surfliner	562	2.7	94.6%	97.0%
564		-0.5	84.8%	97.8%	
565		1.6	85.9%	94.9%	
566		-1.0	52.2%	87.9%	
567		-2.6	80.4%	94.3%	
572		-2.5	78.3%	92.7%	
573		-2.1	78.3%	91.4%	
579		0.0	83.3%	88.5%	
580		1.9	84.8%	93.4%	
582		1.2	87.0%	93.1%	
583		-4.3	79.3%	88.9%	
591		2.0	91.3%	95.3%	
595		-1.4	81.5%	95.3%	
761		Not Available	75.0%	89.9%	
763		-0.3	76.1%	87.0%	
768		-0.6	48.9%	92.3%	
769		-1.0	60.9%	76.4%	
774		0.2	87.0%	86.1%	
777		Not Available	81.5%	84.4%	
784		-0.5	80.4%	89.7%	
785		-0.4	77.2%	84.3%	
790		Not Available	85.9%	83.1%	
796		-0.8	64.1%	81.3%	
1761	Not Available	75.0%	88.7%		
1790	Not Available	85.7%	89.0%		
Pennsylvanian	42	1.0	82.6%	85.8%	
	43	0.2	82.6%	77.6%	

**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	4th Quarter FY 2015	4th Quarter FY 2015
Piedmont	73	0.7	80.2%	96.2%
	74	Not Available	60.7%	82.6%
	75	Not Available	39.3%	77.2%
	76	Not Available	42.9%	78.7%
San Joaquin	701	-2.0	88.0%	89.5%
	702	-1.4	81.5%	81.2%
	703	-1.6	67.4%	75.4%
	704	0.2	85.9%	87.3%
	711	-0.3	87.0%	88.5%
	712	-2.1	72.8%	73.5%
	713	0.1	79.3%	80.1%
	714	-0.7	81.5%	82.0%
	715	0.1	83.7%	81.9%
	716	-0.1	82.6%	82.7%
	717	-0.4	64.1%	78.8%
	718	0.1	82.6%	78.1%
Vermont	54	3.5	96.4%	87.1%
	55	2.7	78.1%	83.3%
	56	3.1	84.4%	79.6%
	57	2.5	92.9%	93.1%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	-0.2	71.7%	76.1%
	53	-1.0	60.9%	70.7%
California Zephyr	5	2.7	62.2%	35.6%
	6	2.2	22.8%	38.7%
Cardinal	50	0.6	23.1%	28.5%
	51	1.7	72.5%	58.0%
Capitol Limited	29	-0.9	30.4%	39.3%
	30	0.2	39.6%	23.2%
City of New Orleans	58	0.7	87.0%	66.2%
	59	0.8	90.2%	62.2%
Coast Starlight	11	0.5	75.0%	58.4%
	14	1.4	62.0%	37.9%
Crescent	19	-0.3	39.1%	55.7%
	20	-0.4	59.8%	41.3%
Empire Builder	27	-1.6	52.7%	39.5%
	28	-1.8	64.8%	24.2%
	7	-1.5	56.5%	39.6%
	8	-1.8	7.6%	24.4%
Lake Shore Ltd	448	7.6	18.2%	21.6%
	449	4.0	45.5%	65.0%
	48	0.5	52.2%	36.5%
	49	-2.7	15.2%	23.9%
Palmetto	89	0.1	33.7%	54.0%
	90	1.4	82.6%	73.2%
Silver Meteor	97	-0.6	54.3%	39.6%
	98	0.3	44.6%	46.9%
Silver Star	91	-0.4	37.0%	42.3%
	92	0.5	40.2%	50.8%
Southwest Chief	3	-1.0	50.0%	47.1%
	4	-1.2	43.5%	27.2%
Sunset Limited	1	3.1	74.4%	53.1%
	2	2.1	60.0%	49.5%
Texas Eagle	21	1.5	40.2%	18.4%
	22	0.9	15.2%	22.2%

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

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

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

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

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

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

Service	Train	Host	4th Quarter FY 2015					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900					
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Acela Express

Acela Express	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
	2150	MNRR	2472	DSR	2109	CTI	276	0
	2151	MNRR	2757	CTI	2341	DSR	396	0
	2153	MNRR	1936	DSR	1758	CTI	126	0
	2154	MNRR	2732	DSR	1953	DMW	564	0
	2155	MNRR	1819	DSR	1498	DCS	112	0
	2158	MNRR	2285	CTI	1895	DSR	296	0
	2159	MNRR	2263	CTI	1046	DMW	857	0
	2160	MNRR	2218	DCS	1303	DSR	491	0
	2163	MNRR	2656	DSR	1708	DMW	483	0
	2164	MNRR	1844	DSR	954	CTI	837	0
	2165	MNRR	2118	DSR	1487	DMW	243	0
	2166	MNRR	1922	CTI	1775	DSR	95	0
	2167	MNRR	2188	DSR	1158	CTI	804	0
	2168	MNRR	2285	CTI	1222	DSR	935	0
	2170	MNRR	2480	CTI	2023	DSR	167	0
	2171	MNRR	2489	DSR	1306	CTI	1057	0
	2172	MNRR	1964	DSR	1116	CTI	547	0
	2173	MNRR	2545	DSR	1839	CTI	600	0
	2175	MNRR	1987	DSR	1671	CTI	229	0
	2190	MNRR	2388	DSR	1364	CTI	784	0
	2250	MNRR	2149	CTI	1110	DSR	536	0
	2251	MNRR	1750	DSR	1083	CTI	369	0
	2252	MNRR	2445	CTI	1552	DSR	728	0
	2253	MNRR	1945	DSR	1416	DCS	255	0
	2254	MNRR	1538	DSR	1264	DCS	275	0
	2255	MNRR	1511	DSR	1113	DMW	220	0
	2256	MNRR	1758	DSR	934	CTI	769	0
	2257	MNRR	1854	DSR	948	CTI	522	0
	2258	MNRR	1168	DSR	824	CTI	192	0
	2259	MNRR	2569	CTI	1978	DSR	591	0
	2290	MNRR	2107	DSR	1345	DMW	714	0
	2297	MNRR	2088	DSR	1552	RTE	371	0

Other NEC Corridor Routes

Northeast Regional	Train	Host	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
Richmond / Newport News/Norfolk ^d	194	CSX	2103	DSR	624	FTI	560	0
		MNRR	1638	CTI	916	DSR	637	0
	195	CSX	1818	DSR	476	PTI	408	0
		MNRR	2054	CTI	1071	DSR	599	0
65	CSX	2042	DSR	690	DCS	390	0	
	MNRR	1180	DSR	912	DMW	115	0	
66	CSX	1644	DSR	675	FTI	423	0	
	MNRR	1141	DSR	701	DMW	153	0	
67	CSX	3143	FTI	903	DSR	726	0	
	MNRR	1244	CTI	522	DSR	379	0	
71	CSX	1146	DSR	410	DCS	236	0	
	NS	0	-	-	-	-	0	
82	CSX	2132	FTI	766	DCS	481	0	
	MNRR	1607	CTI	1000	DSR	262	0	
83	CSX	1828	DSR	772	CTI	447	0	
	MNRR	893	CTI	536	DMW	357	0	
84	CSX	2270	FTI	883	DSR	418	0	
85	CSX	1829	DSR	538	FTI	439	0	
	MNRR	1462	DSR	473	CTI	337	0	
86	CSX	1710	DSR	1521	DMW	81	0	
	MNRR	1401	FTI	648	DSR	383	0	
88	CSX	2182	FTI	917	DSR	409	0	
	MNRR	804	DSR	446	PTI	159	0	
	NS	35	DSR	22	RTE	13	0	
93	CSX	2064	CTI	687	DSR	535	0	
	MNRR	1719	CTI	1022	DMW	413	0	
94	CSX	3046	FTI	942	DSR	718	0	
	MNRR	2042	CTI	1906	DSR	128	0	

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

Service	Train	Host	4th Quarter FY 2015				MM&C Allowance ^c	
			Total Delay	Largest 2 Delay Categories ^b		#2		Minutes
				#1	Minutes			

Standard	900						
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	95	CSX		2485	DSR	924	FTI	545	0
		MNRR		1164	DCS	778	DSR	176	0
	96	CSX		2059	DSR	644	FTI	507	0
		MNRR		1143	DSR	821	CTI	214	0
	99	CSX		1371	DSR	547	FTI	287	0
		MNRR		1773	DSR	835	CTI	568	0
	125	CSX		2088	CTI	701	DSR	349	0
		NS		363	DSR	181	RTE	135	0
	157	CSX		1393	PTI	522	DSR	370	0
		NS		9	DSR	9	-	-	0
	164	CSX		1504	DSR	495	DCS	378	0
		MNRR		1384	DSR	446	CTI	383	0
174	CSX		1820	DSR	538	RTE	349	0	
	MNRR		851	CTI	466	DSR	340	0	
	NS		194	RTE	94	DSR	88	0	
Lynchburg ^e	145	NS		165	FTI	127	RTE	24	0
	147	MNRR		2536	DSR	1881	CTI	429	0
		NS		367	FTI	310	DCS	41	0
	156	NS		254	DMW	144	PTI	42	0
171	MNRR		1939	DSR	1105	CTI	583	0	
	NS		452	FTI	187	DCS	82	0	
176	MNRR		519	DSR	312	CTI	122	0	
	NS		131	DSR	38	DCS	36	0	
All Other Northeast Regional	132	MNRR		2198	DSR	1168	CTI	549	0
	135	MNRR		1926	DSR	1614	CTI	261	0
	136	MNRR		852	DSR	495	CTI	275	0
	137	MNRR		2168	DSR	1136	CTI	868	0
	139	MNRR		1319	CTI	646	DSR	467	0
	140	MNRR		848	DSR	638	CTI	159	0
	141	MNRR		1191	CTI	647	DSR	485	0
	143	MNRR		638	DSR	242	CTI	223	0
	146	MNRR		1131	DSR	560	CTI	357	0
	148	MNRR		1431	CTI	734	PTI	326	0
	150	MNRR		1499	DSR	874	DMW	351	0
	160	MNRR		1307	DMW	702	DSR	325	0
	161	MNRR		1365	DSR	510	CTI	389	0
	162	MNRR		1811	DSR	804	DMW	721	0
	163	MNRR		2328	DSR	963	DCS	631	0
	165	MNRR		1671	CTI	1008	DSR	319	0
	166	MNRR		632	CTI	343	DSR	192	0
	167	MNRR		1476	DSR	1476	-	-	0
	168	MNRR		2095	DSR	988	CTI	917	0
	169	MNRR		1001	DSR	599	CTI	313	0
170	MNRR		1018	CTI	533	DSR	419	0	
172	MNRR		2380	DSR	1041	CTI	734	0	
173	MNRR		2107	CTI	1077	PTI	338	0	
175	MNRR		2907	CTI	2171	DSR	670	0	
177	MNRR		1378	DSR	873	CTI	363	0	
178	MNRR		1027	DSR	645	CTI	313	0	
179	MNRR		491	DSR	332	CTI	73	0	
190	MNRR		2584	CTI	1320	DSR	1077	0	

Non-NEC Corridor Routes

Capitol Corridor	520	UP		494	DCS	170	PTI	119	0
	521	UP		319	RTE	73	DSR	66	0
	522	UP		569	FTI	153	PTI	144	0
	523	UP		349	PTI	128	FTI	84	0
	524	UP		637	PTI	260	FTI	116	0
	525	UP		384	DCS	96	FTI	91	0
	526	UP		1178	PTI	720	DCS	265	0
	527	UP		740	PTI	289	FTI	203	0
	528	UP		673	PTI	273	DCS	183	0
	529	UP		709	DCS	208	PTI	208	0
	530	UP		537	PTI	146	FTI	116	0
	531	UP		932	PTI	521	DCS	113	0
	532	UP		371	DCS	128	PTI	122	0
	533	UP		687	PTI	212	DCS	124	0
	534	UP		414	FTI	252	DSR	62	0
	535	UP		580	FTI	160	RTE	102	0
	536	UP		573	FTI	173	RTE	171	0
	537	UP		763	PTI	333	DMW	112	0

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

Service	Train	Host	4th Quarter FY 2015					MM&C Allowance ^c	
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
	538	UP	435	DMW	193	DCS	88	0	
	540	UP	324	FTI	123	PTI	86	0	
	541	UP	528	DMW	195	PTI	109	0	
	542	UP	365	DMW	111	PTI	100	0	
	543	UP	592	PTI	186	DCS	89	0	
	544	UP	355	DCS	101	RTE	84	0	
	545	UP	412	RTE	134	DSR	104	0	
	546	UP	421	PTI	126	DCS	123	0	
	547	UP	699	PTI	479	DCS	85	0	
	548	UP	560	PTI	235	RTE	95	0	
	549	UP	388	PTI	143	DCS	99	0	
	551	UP	278	PTI	63	FTI	55	0	
	720	UP	318	RTE	119	PTI	93	0	
	723	UP	493	RTE	147	DCS	108	0	
	724	UP	532	PTI	233	FTI	89	0	
	727	UP	377	PTI	119	RTE	91	0	
	728	UP	485	PTI	144	RTE	119	0	
	729	UP	634	PTI	241	FTI	150	0	
	732	UP	487	PTI	174	DCS	127	0	
	733	UP	659	PTI	287	RTE	115	0	
	734	UP	194	PTI	83	RTE	55	0	
	736	UP	203	PTI	72	RTE	51	0	
	737	UP	341	PTI	208	DCS	36	0	
	738	UP	213	PTI	55	RTE	47	0	
	741	UP	579	PTI	363	RTE	83	0	
	742	UP	487	FTI	191	RTE	102	0	
	743	UP	625	PTI	315	CTI	90	0	
	744	UP	327	PTI	116	DCS	83	0	
	745	UP	170	DMW	72	PTI	64	0	
	746	UP	277	PTI	128	DMW	57	0	
	747	UP	355	PTI	183	RTE	86	0	
	748	UP	418	RTE	132	DCS	118	0	
	749	UP	394	PTI	123	DCS	119	0	
	751	UP	453	DMW	203	DCS	85	0	
Carolinian	79	CSX	2195	FTI	744	PTI	546	0	
		NS	938	PTI	330	DSR	178	0	
	80	CSX	2049	FTI	712	PTI	381	0	
		NS	523	DSR	170	DCS	117	0	
Cascades	500	BNSF	1047	DSR	282	FTI	246	0	
		UP	1111	PTI	469	FTI	320	0	
	501	BNSF	1125	DSR	305	RTE	263	0	
	503	UP	492	FTI	254	PTI	111	0	
	505	UP	493	FTI	312	DCS	80	0	
	506	BNSF	1153	DSR	396	FTI	217	0	
	507	BNSF	1076	DSR	283	PTI	249	0	
		UP	1164	FTI	484	PTI	371	0	
	508	BNSF	676	DSR	276	FTI	149	0	
	509	BNSF	1037	DSR	339	PTI	235	0	
	510	BNSF	1746	PTI	503	DSR	389	0	
	513	BNSF	1257	DSR	382	FTI	349	0	
	516	BNSF	1303	FTI	368	DSR	343	0	
	517	BNSF	1687	FTI	452	DSR	389	0	
	Downeaster	680	MBTA	1746	CTI	1343	DSR	313	0
			PanAm	1400	DSR	1222	DCS	94	0
		681	MBTA	3797	PTI	1538	CTI	1193	0
		PanAm	1223	DSR	814	PTI	189	0	
682		MBTA	1164	CTI	444	DSR	431	0	
		PanAm	1595	DSR	1317	PTI	161	0	
683		MBTA	2076	DSR	1188	CTI	598	0	
		PanAm	826	DSR	266	DMW	211	0	
684		MBTA	1079	CTI	492	DSR	298	0	
		PanAm	1234	PTI	585	DSR	373	0	
685		MBTA	1091	CTI	362	DSR	313	0	
		PanAm	2027	DSR	1332	PTI	288	0	
686	MBTA	3436	CTI	2710	PTI	301	0		
	PanAm	1034	DSR	709	DMW	150	0		

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

Service	Train	Host	4th Quarter FY 2015					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	
Standard			900					
MBTA	687	PanAm	2186	CTI	1705	DSR	293	0
		PanAm	1969	DSR	1266	PTI	579	0
	688	MBTA	2283	CTI	1738	DSR	277	0
		PanAm	1315	DSR	551	PTI	440	0
	689	MBTA	1009	CTI	659	DSR	216	0
		PanAm	1571	DSR	1202	FTI	315	0
	690	MBTA	1097	CTI	490	DSR	353	0
		PanAm	2242	DSR	1196	DMW	559	0
	691	MBTA	2577	CTI	1587	DCS	392	0
		PanAm	980	DSR	602	DCS	183	0
	692	MBTA	2773	CTI	980	DSR	568	0
		PanAm	1678	DSR	1460	DCS	104	0
	693	MBTA	1685	CTI	794	DSR	519	0
		PanAm	1033	PTI	554	DSR	285	0
	694	MBTA	803	DSR	363	CTI	225	0
		PanAm	990	PTI	587	DSR	285	0
	695	MBTA	852	FTI	314	DSR	274	0
		PanAm	1411	DSR	1189	DCS	184	0
	696	MBTA	1078	PTI	323	CTI	284	0
		PanAm	720	DSR	556	DCS	138	0
697	MBTA	931	DSR	539	CTI	225	0	
	PanAm	2257	DSR	1220	PTI	776	0	
698	MBTA	1538	CTI	1244	FTI	274	0	
	PanAm	1446	PTI	914	DSR	334	0	
699	MBTA	549	FTI	333	DSR	176	0	
	PanAm	1003	DSR	863	FTI	111	0	
Empire Corridor								
Adirondack	68	CN	4593	DSR	2288	FTI	1746	0
		CP	1674	DSR	613	PTI	526	0
		Amtrak	895	DCS	300	PTI	295	0
		MNRR	2009	CTI	1112	DCS	324	0
	69	CN	5526	DSR	2880	FTI	1524	0
		CP	1659	DSR	681	PTI	438	0
		Amtrak	1140	RTE	272	PTI	267	0
		MNRR	1215	DSR	396	CTI	375	0
Maple Leaf	63	CSX	2236	FTI	752	RTE	499	0
		Amtrak	1004	RTE	303	PTI	292	0
		MNRR	1041	DSR	427	CTI	370	0
	64	CSX	2249	FTI	995	RTE	386	0
	Amtrak	1127	PTI	641	DCS	205	0	
	MNRR	1215	CTI	497	DSR	365	0	
New York - Albany ^f	230	Amtrak	370	DSR	142	RTE	90	0
		MNRR	1337	RTE	537	CTI	478	0
	232	Amtrak	386	DSR	169	CTI	75	0
		MNRR	1055	CTI	461	DSR	451	0
	233	Amtrak	1212	RTE	405	PTI	314	0
		MNRR	2409	DMW	845	CTI	619	0
	234	Amtrak	313	DCS	136	DSR	132	0
		MNRR	1587	CTI	856	DSR	603	0
	235	Amtrak	1812	RTE	919	DCS	338	0
		MNRR	1229	DSR	383	RTE	336	0
	236	Amtrak	455	DCS	170	DSR	154	0
		MNRR	959	CTI	406	DSR	350	0
	237	Amtrak	936	PTI	345	RTE	222	0
		MNRR	1824	CTI	1179	DSR	311	0
	238	Amtrak	1101	PTI	382	DSR	218	0
		MNRR	1656	DSR	592	DMW	483	0
239	Amtrak	805	RTE	325	DSR	149	0	
	MNRR	2678	CTI	2149	DSR	274	0	
241	Amtrak	773	RTE	350	DSR	142	0	
	MNRR	497	CTI	254	RTE	150	0	
242	Amtrak	1305	DCS	495	PTI	468	0	
	MNRR	2306	CTI	711	DSR	422	0	
243	Amtrak	560	RTE	250	DSR	119	0	
	MNRR	987	CTI	414	DSR	326	0	
244	Amtrak	1226	PTI	523	DCS	338	0	
	MNRR	2254	CTI	1039	PTI	360	0	

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

Service	Train	Host	4th Quarter FY 2015				MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b			
				#1	Minutes		

Standard	900						
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	245	Amtrak	816	DCS	311	RTE	274	0	
		MNRR	1180	CTI	709	DCS	182	0	
	250	Amtrak	434	DCS	303	DSR	118	0	
		MNRR	628	DSR	336	CTI	151	0	
	252	Amtrak	229	DCS	197	DSR	33	0	
		MNRR	1675	DMW	638	CTI	607	0	
	253	Amtrak	1255	PTI	417	DSR	281	0	
		MNRR	1020	CTI	527	DSR	320	0	
	254	Amtrak	822	PTI	482	DSR	151	0	
		MNRR	1751	CTI	1099	DSR	278	0	
	255	Amtrak	841	DCS	359	RTE	312	0	
		MNRR	1799	CTI	1304	DMW	205	0	
	256	Amtrak	503	DCS	257	DSR	211	0	
		MNRR	1039	DMW	434	DSR	306	0	
	259	Amtrak	1176	DCS	483	RTE	373	0	
		MNRR	583	DSR	292	RTE	157	0	
	New York - Niagara Falls	261	Amtrak	750	DCS	263	DSR	228	0
			MNRR	791	DSR	376	RTE	213	0
280		CSX	1414	FTI	424	DSR	405	0	
		Amtrak	985	PTI	402	DCS	204	0	
		MNRR	2599	CTI	958	DMW	803	0	
281		CSX	2031	FTI	782	RTE	424	0	
		Amtrak	1294	RTE	540	DCS	346	0	
		MNRR	2095	RTE	594	CTI	573	0	
283		CSX	1552	FTI	683	RTE	421	0	
		Amtrak	1230	PTI	499	RTE	269	0	
		MNRR	2107	CTI	611	DMW	584	0	
284		CSX	2122	FTI	736	DSR	452	0	
	Amtrak	1028	PTI	327	DCS	265	0		
	MNRR	2667	CTI	850	DMW	575	0		
288	CSX	1370	RTE	412	DSR	321	0		
	Amtrak	718	DSR	331	DCS	266	0		
	MNRR	1377	CTI	688	DSR	531	0		
Ethan Allen Express	290	CP	2478	DSR	1283	DMW	488	0	
		Amtrak	1485	PTI	1057	DCS	188	0	
		MNRR	2441	DMW	1084	DSR	412	0	
		VTR	0	-	-	-	-	981	
	291	CP	1751	DSR	1046	PTI	224	0	
		Amtrak	1454	PTI	576	RTE	369	0	
		MNRR	1711	CTI	819	DMW	393	0	
		VTR	0	-	-	-	-	805	
	292	CP	5648	PTI	3536	DSR	1092	0	
		Amtrak	1393	DCS	1177	DSR	215	0	
		MNRR	2534	CTI	1032	DMW	606	0	
		VTR	0	-	-	-	-	448	
293	CP	1176	DSR	984	RTE	141	0		
	Amtrak	1152	PTI	564	RTE	363	0		
	MNRR	2246	CTI	1811	DSR	338	0		
	VTR	0	-	-	-	-	966		
296	CP	2302	DSR	1250	PTI	696	0		
	Amtrak	2044	PTI	1546	DCS	306	0		
	MNRR	1390	RTE	606	DSR	396	0		
	VTR	0	-	-	-	-	483		
Heartland Flyer	821	BNSF	1466	DSR	1097	FTI	251	0	
	822	BNSF	1513	DSR	1061	FTI	375	0	
Hiawatha	329	CP	181	DMW	55	FTI	43	0	
		Metra	499	DCS	236	CTI	180	0	
	330	CP	169	DCS	98	FTI	29	0	
		Metra	2977	CTI	2808	DCS	60	0	
	331	CP	260	DMW	106	FTI	70	0	
		Metra	1180	CTI	771	DMW	247	0	
	332	CP	360	FTI	141	DMW	125	0	
		Metra	1673	DMW	703	CTI	408	0	
	333	CP	399	DCS	149	FTI	125	0	
		Metra	1012	DMW	555	CTI	189	0	
	334	CP	545	FTI	219	DMW	186	0	
		Metra	1694	CTI	665	DMW	490	0	
	335	CP	438	FTI	192	DCS	92	0	
		Metra	1454	CTI	785	DMW	329	0	
336	CP	448	RTE	141	FTI	106	0		
	Metra	1704	CTI	627	DMW	411	0		

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

Service	Train	Host	4th Quarter FY 2015					MM&C Allowance ^c	
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
	337	CP	244	RTE	79	DCS	52	0	
		Metra	808	CTI	215	DCS	184	0	
	338	CP	303	FTI	129	RTE	49	0	
		Metra	2088	CTI	1529	DCS	322	0	
	339	CP	282	DCS	119	PTI	55	0	
		Metra	2294	CTI	2023	DCS	216	0	
	340	CP	408	FTI	201	RTE	75	0	
		Metra	1307	CTI	582	DCS	357	0	
	341	CP	254	RTE	186	DMW	39	0	
		Metra	734	CTI	466	RTE	120	0	
	342	CP	190	FTI	90	DCS	59	0	
		Metra	1780	CTI	1402	DCS	264	0	
	Hoosier State	850	CSX	1302	FTI	582	DCS	448	0
		851	CSX	960	FTI	511	DSR	204	0
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF	701	DSR	261	FTI	157	0	
	381	BNSF	513	DSR	234	RTE	105	0	
	382	BNSF	721	DSR	264	RTE	163	0	
	383	BNSF	619	DSR	275	CTI	127	0	
Illini / Saluki	390	CN	1542	DCS	749	FTI	343	0	
	391	CN	1648	DCS	625	FTI	521	0	
	392	CN	1896	DCS	677	PTI	459	0	
	393	CN	1557	DCS	790	FTI	348	0	
Lincoln Service	300	CN	2313	DSR	676	DMW	622	0	
		UP	1569	FTI	563	PTI	322	0	
	301	CN	1109	DSR	373	FTI	319	0	
		UP	1926	PTI	859	FTI	286	0	
	302	CN	2918	FTI	1210	DSR	723	0	
		UP	2124	PTI	789	FTI	525	0	
	303	CN	2255	DSR	723	FTI	719	0	
		UP	2241	PTI	812	FTI	464	0	
	304	CN	3369	FTI	1821	DSR	603	0	
		UP	1878	PTI	771	FTI	491	0	
	305	CN	1953	FTI	578	DSR	383	0	
		UP	1716	FTI	451	PTI	436	0	
	306	CN	2419	FTI	1286	DSR	578	0	
		UP	1774	PTI	898	FTI	403	0	
307	CN	1407	FTI	449	PTI	330	0		
	UP	1547	PTI	666	FTI	454	0		
Michigan									
Blue Water	364	Amtrak	842	DSR	400	PTI	275	0	
		CN	453	FTI	316	DSR	62	0	
		MIDOT	361	PTI	188	DCS	138	0	
		NS	5326	FTI	2660	DSR	1051	1671	
	365	Amtrak	1142	PTI	464	DSR	458	0	
		CN	980	FTI	648	DSR	121	0	
		MIDOT	351	PTI	198	DCS	59	0	
	NS	4004	FTI	1093	DSR	880	1671		
Pere Marquette	370	CSX	247	DCS	105	FTI	77	0	
		NS	5032	FTI	1780	PTI	1188	1671	
	371	CSX	340	FTI	114	DCS	101	0	
		NS	4054	FTI	1548	DSR	869	1671	

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

Service	Train	Host	4th Quarter FY 2015					MM&C Allowance ^c	
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
Wolverine	350	Amtrak	1131	PTI	661	DSR	350	0	
		CN	4545	DSR	3261	FTI	591	0	
		MIDOT	2098	DSR	1499	DCS	286	0	
		NS	3021	FTI	1514	DSR	587	1671	
	351	Amtrak	1212	DSR	536	PTI	374	0	
		CN	2092	FTI	841	DSR	537	0	
		MIDOT	1665	DSR	1356	DCS	236	0	
		NS	3887	FTI	1344	DSR	1104	1671	
	352	Amtrak	947	DSR	458	PTI	241	0	
		CN	1916	FTI	900	DSR	726	0	
		MIDOT	1635	DSR	1164	PTI	321	0	
		NS	4350	FTI	2373	DSR	1364	1671	
	353	Amtrak	1545	PTI	862	DSR	442	0	
		CN	377	FTI	203	DCS	116	0	
		MIDOT	2066	DSR	1219	DCS	675	0	
		NS	6189	FTI	3856	PTI	1147	1671	
	354	Amtrak	1042	DSR	489	PTI	280	0	
		CN	1625	DSR	826	FTI	546	0	
		MIDOT	2043	DSR	1394	DCS	469	0	
		NS	6407	FTI	2157	PTI	1380	1671	
	355	Amtrak	994	DSR	442	DCS	247	0	
		CN	2514	FTI	669	DCS	664	0	
		MIDOT	1907	DSR	1184	PTI	359	0	
		NS	3716	DCS	1503	FTI	1224	1671	
	359	Amtrak	1824	PTI	1068	DSR	430	0	
		CN	2312	FTI	1051	PTI	454	0	
		MIDOT	1891	DSR	1280	DCS	423	0	
		NS	6316	FTI	4302	DCS	700	0	
	Kansas City - St. Louis	311	UP	866	FTI	439	DMW	150	0
		313	UP	466	FTI	225	PTI	85	0
		314	UP	870	FTI	502	DMW	143	0
		316	UP	638	FTI	349	PTI	124	0
Pacific Surfliner	562	BNSF	672	CTI	293	DSR	142	0	
		SCRRRA	903	CTI	571	PTI	274	0	
		SDNRR	1742	CTI	834	PTI	794	0	
	564	BNSF	971	DSR	250	DCS	179	0	
		SCRRRA	1106	PTI	605	CTI	405	0	
		SDNRR	984	PTI	389	CTI	382	0	
	565	BNSF	1523	RTE	455	DCS	358	0	
		SCRRRA	461	CTI	172	RTE	121	0	
		SDNRR	592	CTI	325	PTI	146	0	
	566	BNSF	1780	DCS	688	DSR	425	0	
		SCRRRA	2625	PTI	2183	CTI	168	0	
		SDNRR	1132	PTI	561	CTI	367	0	
	567	BNSF	1191	RTE	475	DCS	291	0	
		SCRRRA	563	PTI	270	DCS	95	0	
		SDNRR	1803	CTI	920	PTI	581	0	
	572	BNSF	1196	DCS	419	DSR	225	0	
		SCRRRA	1820	PTI	1153	FTI	257	0	
		SDNRR	956	PTI	442	CTI	324	0	
	573	BNSF	1646	DCS	618	FTI	455	0	
		SCRRRA	459	CTI	198	DCS	170	0	
		SDNRR	1664	PTI	751	CTI	395	0	
	579	BNSF	1876	FTI	967	DCS	413	0	
		SCRRRA	559	CTI	300	DCS	136	0	
		SDNRR	1477	PTI	843	CTI	370	0	
	580	BNSF	772	DSR	353	DCS	148	0	
		SCRRRA	1171	CTI	605	PTI	356	0	
		SDNRR	1329	CTI	1104	PTI	99	0	
	582	BNSF	1206	FTI	383	CTI	342	0	
		SCRRRA	2368	PTI	1544	CTI	698	0	
		SDNRR	1269	CTI	993	PTI	183	0	
	583	BNSF	1494	RTE	610	CTI	264	0	
		SCRRRA	2196	PTI	1438	CTI	323	0	
SDNRR		706	CTI	405	PTI	177	0		

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

Service	Train	Host	4th Quarter FY 2015					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900
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591	BNSF		1486	RTE	465	DCS	369	0
	SCRRA		357	CTI	164	DCS	76	0
	SDNRR		908	PTI	490	CTI	204	0
595	BNSF		1709	DMW	597	DSR	425	0
	SCRRA		318	DCS	111	FTI	78	0
	SDNRR		716	PTI	336	FTI	141	0
761	SCRRA		1819	CTI	905	PTI	595	0
	UP		681	PTI	470	DSR	71	0
763	BNSF		1972	DCS	1193	PTI	308	0
	SCRRA		1152	PTI	535	DCS	272	0
	SDNRR		1071	CTI	895	DCS	119	0
	UP		1241	PTI	1038	DCS	82	0
768	BNSF		1380	DCS	548	FTI	382	0
	SCRRA		1266	PTI	511	CTI	391	0
	SDNRR		988	PTI	424	CTI	366	0
	UP		149	PTI	45	DSR	30	0
769	BNSF		1795	DCS	435	DSR	384	0
	SCRRA		640	DCS	242	CTI	153	0
	SDNRR		1552	PTI	713	CTI	564	0
	UP		1262	PTI	1181	DCS	32	0
774	BNSF		1041	RTE	369	DSR	233	0
	SCRRA		941	PTI	395	DCS	187	0
	SDNRR		946	PTI	546	CTI	259	0
	UP		750	PTI	565	DSR	75	0
777	BNSF		1102	RTE	394	DSR	212	0
	SCRRA		789	PTI	433	DCS	164	0
	SDNRR		2009	PTI	1337	RTE	233	0
	UP		1214	PTI	760	FTI	192	0
784	BNSF		976	DCS	369	DSR	217	0
	SCRRA		1854	CTI	1206	PTI	277	0
	SDNRR		684	CTI	322	PTI	157	0
	UP		739	PTI	629	DCS	55	0
785	BNSF		1294	DCS	475	FTI	253	0
	SCRRA		1022	PTI	667	CTI	149	0
	SDNRR		1939	PTI	1139	CTI	465	0
	UP		619	PTI	483	FTI	87	0
790	BNSF		967	RTE	276	FTI	262	0
	SCRRA		2249	CTI	1873	PTI	148	0
	SDNRR		723	PTI	499	DSR	99	0
	UP		1006	PTI	538	DMW	213	0
796	BNSF		2022	DMW	753	FTI	379	0
	SCRRA		1108	PTI	615	CTI	131	0
	SDNRR		557	FTI	203	CTI	165	0
	UP		507	PTI	283	CTI	129	0
1761	SCRRA		812	DMW	436	PTI	226	0
	UP		582	PTI	489	DSR	57	0
1790	BNSF		897	RTE	299	PTI	282	0
	SCRRA		272	DMW	121	CTI	75	0
	SDNRR		600	PTI	416	CTI	107	0
	UP		420	PTI	303	DSR	63	0

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

Service	Train	Host	4th Quarter FY 2015					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900							
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Pennsylvanian	42	NS		664	FTI	252	RTE	199	0
	43	NS		885	FTI	487	RTE	206	0
Piedmont	73	NS		579	FTI	169	DSR	166	0
	74	NS		927	FTI	297	DSR	199	0
	75	NS		1133	FTI	463	DSR	191	0
	76	NS		1103	FTI	371	PTI	342	0
San Joaquin	701	BNSF		960	PTI	412	FTI	329	0
		UP		2067	DSR	775	OTH	653	0
	702	BNSF		1166	PTI	584	FTI	358	0
		UP		1624	DSR	501	FTI	497	0
	703	BNSF		954	PTI	421	FTI	285	0
		UP		2100	DSR	751	FTI	528	0
	704	BNSF		731	PTI	285	FTI	247	0
		UP		1457	DSR	555	FTI	410	0
	711	BNSF		704	FTI	266	PTI	210	0
		UP		1283	PTI	765	DCS	168	0
	712	BNSF		1033	PTI	469	FTI	361	0
		UP		794	PTI	283	DCS	233	0
	713	BNSF		1090	PTI	458	FTI	298	0
		UP		1149	PTI	614	DCS	202	0
	714	BNSF		836	FTI	308	PTI	224	0
		UP		871	PTI	283	FTI	221	0
	715	BNSF		723	FTI	236	PTI	236	0
		UP		1065	PTI	832	DCS	90	0
716	BNSF		973	PTI	367	FTI	351	0	
	UP		598	DCS	278	PTI	196	0	
717	BNSF		820	PTI	323	FTI	245	0	
	UP		1274	PTI	575	DCS	239	0	
718	BNSF		790	PTI	299	FTI	281	0	
	UP		1521	PTI	1165	DCS	244	0	
Vermont	54	MNRR		867	CTI	408	DMW	210	0
		NECR		406	DSR	363	RTE	26	0
	55	MNRR		2093	CTI	1565	DSR	349	0
		NECR		550	DSR	441	DBS	48	0
	56	MNRR		2121	DSR	851	DMW	619	0
		NECR		762	DSR	392	DBS	229	0
	57	MNRR		1467	CTI	778	DSR	338	0
		NECR		463	DSR	458	DBS	6	0

Long Distance Routes

Auto Train	52	CSX		1231	FTI	349	DSR	305	0
		CFRC		1556	DSR	778	DCS	516	0
	53	CSX		1550	FTI	612	DSR	366	0
		CFRC		3288	DSR	1479	DCS	1371	0
California Zephyr	5	BNSF		1275	DSR	776	FTI	159	0
		UP		771	FTI	266	DCS	121	0
	6	BNSF		1358	DSR	813	FTI	263	0
		UP		949	FTI	315	PTI	170	0
Cardinal	50	BBrRR		1433	FTI	574	PTI	431	0
		CSX		1190	FTI	523	DSR	279	0
		NS		853	CTI	318	PTI	305	0
	51	BBrRR		987	PTI	579	DCS	216	0
		CSX		979	FTI	380	DSR	260	0
		NS		521	DSR	182	PTI	128	0
Capitol Limited	29	CSX		916	FTI	395	DSR	186	0
		NS		2413	FTI	1318	DSR	398	0
	30	CSX		1295	FTI	522	DSR	322	0
		NS		1952	FTI	930	DSR	370	0
City of New Orleans	58	CN		894	DSR	279	FTI	261	0
	59	CN		936	FTI	396	DSR	316	0
Coast Starlight	11	BNSF		810	DSR	276	FTI	151	0
		SCRRA		1844	CTI	794	PTI	769	0
		UP		1177	PTI	488	FTI	266	0
	14	BNSF		908	DSR	330	PTI	222	0
		SCRRA		2611	PTI	1380	CTI	888	0
		UP		1110	FTI	341	PTI	310	0
Crescent	19	NS		1125	FTI	618	DSR	186	0
	20	NS		1191	FTI	652	DSR	199	0

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

Service	Train	Host	4th Quarter FY 2015						MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
Empire Builder	27	BNSF	658	DSR	334	FTI	169	0	
	28	BNSF	583	FTI	269	DSR	252	0	
	7	BNSF	1076	DSR	565	FTI	374	0	
		CP	645	DSR	291	FTI	211	0	
		Metra	734	CTI	429	DMW	161	0	
	8	BNSF	1282	DSR	553	FTI	514	0	
CP		811	DSR	321	FTI	194	0		
Metra		3048	CTI	2692	DCS	151	0		
Lake Shore Ltd	448	CSX	1527	FTI	500	DSR	368	0	
	449	CSX	1823	PTI	629	FTI	500	0	
	48	CSX	1796	FTI	847	DSR	340	0	
		MNRR	2621	CTI	1208	RTE	483	0	
		NS	1973	FTI	1177	DSR	332	0	
	49	CSX	1113	FTI	548	DSR	228	0	
MNRR		2229	CTI	809	DMW	585	0		
NS		2112	FTI	1330	DSR	262	0		
Palmetto	89	CSX	1392	FTI	493	PTI	309	0	
	90	CSX	944	FTI	350	PTI	179	0	
Silver Meteor	97	CSX	956	FTI	383	DSR	186	0	
		CFRC	1683	PTI	700	DCS	394	0	
		Fla DOT	1927	CTI	859	DBS	354	0	
	98	CSX	950	FTI	321	DSR	178	0	
		CFRC	1822	DCS	489	CTI	477	0	
		Fla DOT	719	CTI	277	DCS	175	0	
Silver Star	91	CSX	1280	FTI	472	PTI	248	0	
		CFRC	1822	DCS	489	CTI	477	0	
		Fla DOT	1607	CTI	950	DCS	295	0	
		NS	1613	PTI	1206	FTI	181	0	
	92	CSX	1218	FTI	388	PTI	262	0	
		CFRC	1071	PTI	330	DCS	296	0	
Southwest Chief	3	BNSF	662	DSR	224	FTI	178	0	
		NMDOT	3231	DSR	1502	CTI	1445	0	
	4	BNSF	827	DSR	257	FTI	175	0	
		NMDOT	2382	DSR	1549	CTI	313	0	
	Sunset Limited	1	BNSF	896	DSR	671	RTE	90	0
			UP	1168	FTI	532	DSR	263	0
2		BNSF	863	DSR	494	DCS	214	0	
UP	1462	FTI	624	RTE	334	0			
Texas Eagle	21	BNSF	1086	DSR	679	FTI	215	0	
		CN	2997	FTI	820	DCS	643	0	
		UP	2605	FTI	1003	DSR	685	0	
	22	BNSF	1432	DSR	965	FTI	322	0	
		CN	2441	FTI	1227	DSR	407	0	
		UP	2325	FTI	692	DSR	606	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 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 standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

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

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

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

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

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

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

Service	Train	4th Quarter FY 2015					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					

Acela Express

Acela Express	2150	102	ENG	73	HLD	10	0
	2151	723	OTH	343	HLD	106	0
	2153	458	OTH	338	CAR	22	0
	2154	186	OTH	21	HLD	18	0
	2155	324	OTH	151	HLD	67	0
	2158	440	SYS	202	OTH	155	0
	2159	681	OTH	184	HLD	95	0
	2160	535	OTH	257	HLD	37	0
	2163	402	OTH	67	HLD	28	0
	2164	359	OTH	186	HLD	29	0
	2165	633	OTH	438	SYS	45	0
	2166	540	OTH	184	-	-	0
	2167	405	HLD	153	OTH	95	0
	2168	282	OTH	125	CAR	69	0
	2170	168	OTH	31	ADA	3	0
	2171	617	OTH	123	ADA	67	0
	2172	642	OTH	380	ENG	94	0
	2173	342	HLD	107	OTH	62	0
	2175	296	HLD	109	ENG	47	0
	2190	281	HLD	97	OTH	66	0
	2250	390	OTH	120	HLD	48	0
	2251	1048	OTH	536	HLD	143	0
	2252	297	HLD	142	OTH	90	0
	2253	721	OTH	313	ADA	89	0
	2254	813	OTH	478	HLD	39	0
	2255	1058	OTH	357	CAR	165	0
	2256	607	SYS	439	OTH	13	0
	2257	687	OTH	453	HLD	96	0
	2258	710	OTH	155	-	-	0
	2259	124	HLD	69	-	-	0
	2290	179	HLD	134	OTH	11	0
	2297	797	OTH	426	HLD	220	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News/Norfolk ^d	65	937	OTH	269	HLD	148	0
	66	689	HLD	154	OTH	86	0
	67	610	OTH	160	ENG	71	0
	71	309	OTH	99	HLD	33	0
	82	189	OTH	52	HLD	43	0
	83	624	HLD	132	OTH	116	0
	84	229	HLD	81	OTH	20	0
	85	175	HLD	35	OTH	20	0
	86	325	HLD	118	OTH	62	0
	87	265	SYS	125	HLD	63	0
	88	329	OTH	122	ADA	53	0
	93	773	CON	210	OTH	130	0
	94	641	ADA	109	SYS	78	0
	95	830	CON	198	ADA	140	0
	96	313	OTH	112	ADA	104	0
	99	591	HLD	144	ADA	119	0
	125	317	HLD	154	OTH	35	0
	157	754	OTH	329	HLD	69	0
	164	372	OTH	130	HLD	113	0
	174	377	OTH	160	ADA	35	0
	194	1098	HLD	131	ADA	119	0
	195	661	HLD	170	OTH	114	0
Lynchburg ^e	145	439	HLD	148	ADA	72	0
	147	799	OTH	132	ENG	126	0
	156	218	HLD	50	ADA	39	0
	171	444	HLD	110	OTH	82	0
	176	575	OTH	179	HLD	72	0

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

Service	Train	4th Quarter FY 2015					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	

Standard		325					
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Service	Train	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
All Other Northeast Regional	132	374	OTH	207	HLD	52	0
	135	759	OTH	395	HLD	172	0
	136	1304	OTH	736	HLD	26	0
	137	820	OTH	254	HLD	126	0
	139	604	OTH	330	HLD	14	0
	140	881	OTH	551	ADA	18	0
	141	2129	OTH	684	SVS	307	0
	143	2793	OTH	989	SVS	446	0
	146	626	OTH	380	HLD	89	0
	148	349	HLD	63	OTH	21	0
	150	186	ENG	36	HLD	24	0
	160	527	OTH	114	HLD	54	0
	161	1684	CON	529	OTH	351	0
	162	485	HLD	138	OTH	138	0
	163	1110	CON	383	HLD	287	0
	165	612	HLD	172	OTH	166	0
	166	800	OTH	465	HLD	26	0
	167	393	OTH	190	ENG	95	0
	168	291	OTH	235	HLD	11	0
	169	2423	OTH	938	CON	198	0
170	1104	OTH	378	ENG	144	0	
172	186	OTH	47	ENG	45	0	
173	628	HLD	268	ADA	81	0	
175	550	OTH	103	HLD	89	0	
177	611	OTH	285	ENG	198	0	
178	663	OTH	322	ENG	87	0	
179	1443	OTH	550	CON	287	0	
190	459	ENG	207	OTH	42	0	

Non-NEC Corridor Routes

Service	Train	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
Capitol Corridor	520	124	ADA	37	ENG	25	0
	521	561	OTH	264	HLD	40	0
	522	215	HLD	97	ADA	32	0
	523	550	OTH	226	HLD	97	0
	524	526	ENG	140	OTH	90	0
	525	487	ENG	166	OTH	103	0
	526	316	OTH	88	ADA	44	0
	527	724	OTH	245	ADA	76	0
	528	254	OTH	64	ITI	36	0
	529	274	HLD	73	OTH	66	0
	530	405	OTH	90	HLD	63	0
	531	348	OTH	104	ADA	32	0
	532	333	ADA	83	OTH	56	0
	533	314	OTH	75	HLD	53	0
	534	248	OTH	60	ADA	33	0
	535	701	OTH	229	ITI	100	0
	536	408	ADA	75	HLD	69	0
	537	798	OTH	231	HLD	70	0
	538	371	HLD	73	ENG	55	0
	540	518	CON	92	CAR	62	0
	541	292	SYS	84	ADA	58	0
	542	386	OTH	94	HLD	61	0
	543	735	OTH	230	HLD	86	0
	544	526	HLD	96	SYS	61	0
	545	382	OTH	127	HLD	40	0
	546	621	ITI	112	OTH	83	0
	547	787	OTH	273	ITI	102	0
	548	171	OTH	81	ENG	30	0
	549	525	HLD	100	OTH	82	0
	551	159	OTH	102	ADA	9	0
	720	165	HLD	47	OTH	42	0
	723	388	OTH	189	SVS	39	0
	724	413	ENG	78	ADA	72	0
727	466	OTH	258	ADA	28	0	

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

Service	Train	4th Quarter FY 2015					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
	728	344	ADA	97	HLD	86	0
	729	537	OTH	150	HLD	113	0
	732	377	CCR	157	OTH	59	0
	733	389	OTH	123	ADA	111	0
	734	441	OTH	128	ADA	103	0
	736	322	ADA	97	ITI	85	0
	737	768	OTH	213	ITI	136	0
	738	560	ADA	164	HLD	103	0
	741	513	OTH	175	ADA	97	0
	742	430	ADA	113	HLD	96	0
	743	839	OTH	256	SYS	115	0
	744	510	ITI	150	ENG	119	0
	745	51	HLD	25	OTH	21	0
	746	189	CON	53	HLD	31	0
	747	538	OTH	216	ADA	47	0
	748	446	HLD	78	OTH	73	0
	749	322	OTH	131	ADA	85	0
	751	174	HLD	76	ADA	55	0
Carolinian	79	537	HLD	149	ADA	94	0
	80	658	HLD	129	ADA	110	0
Cascades	500	488	HLD	55	OTH	53	0
	501	473	ADA	50	HLD	49	0
	503	63	ADA	16	OTH	14	0
	505	115	ADA	40	OTH	14	0
	506	264	CAR	74	ADA	35	0
	507	348	ADA	50	HLD	44	0
	508	241	OTH	54	HLD	31	0
	509	424	ADA	40	ENG	32	0
	510	261	HLD	41	CAR	36	0
	513	293	HLD	81	ADA	49	0
	516	385	ADA	56	SYS	48	0
	517	411	CAR	162	SYS	128	0
Downeaster	680	9	OTH	7	HLD	3	0
	681	157	OTH	52	HLD	33	0
	682	106	HLD	23	SYS	12	0
	683	502	HLD	12	ADA	10	0
	684	433	HLD	19	OTH	13	0
	685	65	HLD	23	ENG	22	0
	686	244	ITI	43	HLD	18	0
	687	235	ITI	82	ADA	21	0
	688	46	OTH	33	ADA	2	0
	689	19	OTH	7	ADA	5	0
	690	36	OTH	16	HLD	13	0
	691	566	OTH	86	HLD	52	0
	692	102	HLD	46	ADA	20	0
	693	101	HLD	7	-	-	0
	694	584	HLD	38	ADA	14	0
	695	31	HLD	18	ADA	13	0
	696	55	ADA	14	HLD	14	0
	697	81	HLD	39	ADA	3	0
	698	148	OTH	139	-	-	0
	699	175	OTH	113	ITI	48	0
Empire Corridor							
Adirondack	68	342	HLD	67	ENG	63	0
	69	445	HLD	107	SVS	79	0
Maple Leaf	63	676	SVS	193	OTH	113	0
	64	407	OTH	195	SYS	171	0

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

Service	Train	4th Quarter FY 2015					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					
New York - Albany ^f	230	116	MTI	25	SYS	18	0
	232	138	HLD	31	OTH	28	0
	233	272	HLD	79	SYS	49	0
	234	108	HLD	18	OTH	16	0
	235	215	HLD	57	OTH	38	0
	236	128	HLD	33	OTH	19	0
	237	626	ITI	158	HLD	81	0
	238	388	ENG	118	HLD	55	0
	239	604	ITI	215	HLD	145	0
	241	582	ITI	187	HLD	131	0
	242	224	OTH	31	ITI	26	0
	243	315	OTH	54	HLD	50	0
	244	267	ENG	40	HLD	38	0
	245	1098	ITI	300	SYS	297	0
	250	126	OTH	54	HLD	27	0
	252	152	ENG	74	SYS	28	0
	253	283	HLD	79	OTH	49	0
	254	403	HLD	186	OTH	69	0
	255	1468	ITI	345	HLD	249	0
	256	496	SYS	243	HLD	138	0
	259	94	HLD	27	ADA	25	0
	261	187	OTH	52	SYS	49	0
New York - Niagara Falls	280	339	SYS	58	HLD	50	0
	281	416	HLD	77	SYS	76	0
	283	536	SYS	86	HLD	79	0
	284	485	HLD	106	SYS	88	0
	288	654	CON	179	SVS	90	0
Ethan Allen Express	290	312	HLD	66	SYS	44	0
	291	649	ITI	170	HLD	77	0
	292	116	HLD	35	OTH	17	0
	293	485	HLD	121	ITI	84	0
	296	62	HLD	19	OTH	15	0
Heartland Flyer	821	443	OTH	153	HLD	87	0
	822	473	OTH	157	HLD	73	0
Hiawatha	329	296	OTH	102	ENG	6	0
	330	77	HLD	15	OTH	3	0
	331	377	OTH	158	ITI	32	0
	332	473	OTH	171	HLD	24	0
	333	382	OTH	135	ITI	28	0
	334	383	OTH	154	HLD	39	0
	335	466	OTH	164	HLD	37	0
	336	519	OTH	299	HLD	38	0
	337	513	OTH	229	HLD	53	0
	338	498	OTH	165	ITI	81	0
	339	401	ITI	122	OTH	52	0
	340	558	OTH	313	HLD	48	0
	341	568	OTH	304	CAR	43	0
	342	482	OTH	187	ITI	78	0
Hoosier State	850	790	ENG	365	SYS	253	0
	851	357	SYS	111	ITI	77	0

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

Service	Train	4th Quarter FY 2015						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
Illinois								
Carl Sandburg / Illinois Zephyr	380	301	HLD	79	ADA	50	0	
	381	111	ADA	25	HLD	16	0	
	382	153	HLD	32	ADA	26	0	
	383	244	HLD	66	CAR	18	0	
Illini / Saluki	390	531	OTH	119	SYS	80	0	
	391	342	OTH	95	ADA	39	0	
	392	396	OTH	111	SYS	57	0	
	393	463	OTH	157	ADA	47	0	
Lincoln Service	300	126	HLD	32	ADA	25	0	
	301	182	SYS	49	HLD	36	0	
	302	462	HLD	97	ITI	65	0	
	303	166	ADA	46	HLD	44	0	
	304	280	HLD	67	ENG	59	0	
	305	520	HLD	85	ENG	54	1	
	306	211	HLD	35	ENG	26	2	
307	242	SYS	54	HLD	53	0		
Michigan								
Blue Water	364	391	HLD	67	ADA	43	0	
	365	571	OTH	104	ENG	66	0	
Pere Marquette	370	345	HLD	92	ADA	35	0	
	371	358	HLD	82	ADA	53	0	
Wolverine	350	244	ENG	50	SYS	48	0	
	351	344	OTH	50	ADA	44	0	
	352	399	OTH	61	ENG	43	0	
	353	187	OTH	61	HLD	30	0	
	354	510	ENG	59	OTH	57	0	
	355	216	OTH	37	SYS	20	0	
	359	202	SYS	47	ADA	25	0	
Kansas City - St. Louis	311	189	HLD	60	ADA	26	0	
	313	236	ITI	53	ENG	29	0	
	314	272	ENG	81	ADA	49	0	
	316	172	ENG	41	HLD	35	0	
Pacific Surfliner	562	212	HLD	46	SYS	42	0	
	564	186	OTH	35	SYS	26	0	
	565	166	HLD	33	CAR	22	0	
	566	549	HLD	127	ENG	79	0	
	567	672	HLD	227	ENG	75	0	
	572	408	SYS	62	HLD	54	0	
	573	666	ITI	129	HLD	126	0	
	579	492	ITI	113	HLD	61	0	
	580	520	HLD	85	ADA	84	0	
	582	277	SYS	67	HLD	63	0	
	583	612	HLD	114	ADA	79	0	
	591	538	HLD	187	ADA	45	0	
	595	532	HLD	123	SYS	105	0	
	761	651	SYS	138	ADA	86	0	
	763	560	HLD	181	ADA	72	0	
	768	668	HLD	230	SYS	70	0	
	769	764	HLD	194	ADA	170	0	
	774	594	HLD	135	OTH	90	0	
	777	485	ENG	99	SYS	65	0	
	784	754	HLD	241	ADA	94	0	
785	648	HLD	148	ITI	89	0		
790	740	HLD	149	ADA	121	0		
796	826	HLD	191	CON	100	0		
1761	687	HLD	241	ADA	175	0		
1790	739	HLD	199	ADA	148	0		
Pennsylvanian	42	344	HLD	87	ADA	59	0	
	43	344	HLD	77	ADA	61	0	

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

Service	Train	4th Quarter FY 2015						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
Piedmont	73	223	OTH	51	ADA	36	0	
	74	430	ADA	105	OTH	56	0	
	75	605	HLD	172	ADA	126	0	
	76	633	HLD	173	ADA	123	0	
San Joaquin	701	222	OTH	72	ADA	24	0	
	702	262	OTH	78	HLD	32	0	
	703	355	CON	76	SYS	60	0	
	704	199	HLD	32	OTH	25	0	
	711	395	SYS	56	ADA	56	0	
	712	693	ADA	167	HLD	99	0	
	713	337	ADA	95	SYS	42	0	
	714	268	ADA	68	SYS	38	0	
	715	429	HLD	110	SYS	41	0	
	716	415	HLD	75	ENG	59	0	
	717	537	ADA	109	OTH	95	0	
	718	490	OTH	66	CON	59	0	
Vermont	54	411	OTH	190	ADA	28	0	
	55	447	OTH	89	HLD	52	0	
	56	223	OTH	95	ADA	21	0	
	57	412	OTH	135	HLD	62	0	

Long Distance Routes

Auto Train	52	179	SVS	25	ITI	20	0
	53	237	SVS	41	ENG	41	0
California Zephyr	5	458	SYS	66	HLD	50	0
	6	497	SYS	71	HLD	62	0
Cardinal	50	535	SVS	72	OTH	51	0
	51	586	SYS	93	OTH	76	0
Capitol Limited	29	363	HLD	74	SYS	40	0
	30	465	ENG	61	HLD	58	0
City of New Orleans	58	326	HLD	56	ENG	54	0
	59	414	HLD	82	OTH	71	0
Coast Starlight	11	702	HLD	111	OTH	60	0
	14	715	HLD	138	SVS	91	0
Crescent	19	266	HLD	56	ADA	37	0
	20	341	ADA	74	HLD	64	0
Empire Builder	27	1703	CON	781	SYS	44	0
	28	608	CON	123	ITI	60	0
	7	334	HLD	69	SVS	40	0
	8	591	HLD	88	SVS	57	0
Lake Shore Ltd	448	4303	CON	2520	ENG	251	0
	449	357	HLD	93	ADA	53	0
	48	477	HLD	96	SYS	78	0
	49	670	HLD	130	ENG	86	0
Palmetto	89	254	ADA	51	HLD	35	0
	90	313	ENG	101	ADA	48	0
Silver Meteor	97	335	ADA	73	HLD	42	0
	98	415	ADA	86	HLD	72	0
Silver Star	91	328	ADA	59	HLD	47	0
	92	439	HLD	65	SYS	64	0
Southwest Chief	3	363	HLD	75	ENG	68	0
	4	362	HLD	96	SVS	30	0
Sunset Limited	1	476	HLD	76	ENG	62	0
	2	567	HLD	85	ENG	69	0
Texas Eagle	21	571	HLD	141	SYS	46	0
	22	704	HLD	119	SVS	90	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. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

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

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

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

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

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

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

Service	Train	Host ^b	4th Quarter FY 2015					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	410	CTI	42	CTP	35	0
	2103	Amtrak	373	SMW	134	PSC	22	0
	2104	Amtrak	242	ENG	39	PTI	22	0
	2107	Amtrak	332	SMW	115	HLD	33	0
	2109	Amtrak	517	SMW	146	CTI	61	0
	2110	Amtrak	119	CTI	11	DDA	8	0
	2117	Amtrak	379	SMW	89	CTI	40	0
	2119	Amtrak	677	SMW	157	CTI	78	0
	2121	Amtrak	407	SMW	121	DET	47	0
	2122	Amtrak	305	SMW	52	DET	46	0
	2124	Amtrak	332	CAR	31	PTI	26	0
	2126	Amtrak	372	MTI	44	SVS	40	0
	2128	Amtrak	462	SVS	98	SMW	46	0
	2150	Amtrak	331	ENG	63	CTI	38	0
	2151	Amtrak	425	SMW	79	CTI	78	0
	2153	Amtrak	331	SMW	124	PSC	21	0
	2154	Amtrak	185	ENG	15	SMW	15	0
	2155	Amtrak	307	SMW	71	HLD	26	0
	2158	Amtrak	461	CTI	43	SVS	39	0
	2159	Amtrak	302	SMW	54	HLD	29	0
	2160	Amtrak	311	PTI	23	SVS	21	0
	2163	Amtrak	443	SMW	90	HLD	31	0
	2164	Amtrak	282	PTI	43	CTI	23	0
	2165	Amtrak	695	SMW	101	ENG	66	0
	2166	Amtrak	317	SMW	42	CTI	37	0
	2167	Amtrak	462	SMW	86	CTI	31	0
	2168	Amtrak	365	CTI	92	ENG	58	0
	2170	Amtrak	413	CTI	45	SMW	43	0
	2171	Amtrak	452	SMW	96	CTI	42	0
	2172	Amtrak	488	SMW	59	ENG	58	0
	2173	Amtrak	364	SMW	88	HLD	37	0
	2175	Amtrak	393	CTI	78	SMW	41	0
	2190	Amtrak	193	ENG	49	DCS	41	0
	2203	Amtrak	296	SMW	65	DBS	39	0
	2205	Amtrak	496	SMW	99	CTI	65	0
	2207	Amtrak	293	SMW	101	PSC	44	0
	2208	Amtrak	249	DET	34	PSC	27	0
	2211	Amtrak	280	SMW	58	PSR	34	0
	2212	Amtrak	403	ENG	86	MTI	41	0
	2213	Amtrak	359	SMW	116	CTI	48	0
	2216	Amtrak	594	SMW	44	HLD	39	0
	2220	Amtrak	496	ENG	104	SMW	59	0
	2221	Amtrak	465	SMW	120	ENG	103	0
	2222	Amtrak	465	SVS	92	SMW	72	0
	2225	Amtrak	352	SMW	85	HLD	65	0
	2228	Amtrak	167	SMW	92	HLD	34	0
	2250	Amtrak	396	ENG	70	SMW	54	0
	2251	Amtrak	506	SMW	67	CTI	48	0
	2252	Amtrak	636	ENG	161	HLD	110	0
	2253	Amtrak	463	SMW	67	HLD	49	0
	2254	Amtrak	349	ENG	64	SMW	58	0
	2255	Amtrak	400	CAR	73	ENG	48	0
	2256	Amtrak	178	SMW	47	HLD	19	0
	2257	Amtrak	544	HLD	73	SMW	63	0
	2258	Amtrak	428	ENG	136	SMW	58	0
	2259	Amtrak	321	SMW	52	HLD	46	0
	2290	Amtrak	124	ENG	78	HLD	12	0
	2297	Amtrak	307	CTI	66	HLD	57	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	1765	ITI	416	ENG	267	0
	51	Amtrak	764	SMW	135	PTI	78	0
Carolinian	79	Amtrak	740	SMW	186	HLD	59	0
	80	Amtrak	390	ENG	47	PTI	35	0
Crescent	19	Amtrak	1017	SMW	118	CAR	106	0
	20	Amtrak	550	PTI	88	HLD	47	0
Keystone	600	Amtrak	299	ENG	67	DCS	54	0
	601	Amtrak	210	SVS	45	PBB	42	0
	605	Amtrak	284	DET	69	DCS	43	0
	607	Amtrak	164	DSR	62	DET	34	0
	609	Amtrak	489	SMW	123	CCR	76	0
	610	Amtrak	680	ENG	538	SMW	143	0
	611	Amtrak	512	ENG	130	PSC	32	0
	612	Amtrak	957	SMW	493	ENG	239	0
	615	Amtrak	638	ADA	23	HLD	23	0
	618	Amtrak	669	CCR	186	ENG	89	0
	619	Amtrak	302	SMW	53	ENG	39	0
	620	Amtrak	157	PBB	43	SMW	40	0
	622	Amtrak	156	SMW	29	ADA	27	0
	637	Amtrak	1036	ITI	662	SMW	204	0
	639	Amtrak	673	ENG	260	SMW	117	0
	640	Amtrak	742	CTI	143	SMW	100	0
	641	Amtrak	464	DCS	78	SMW	66	0
	642	Amtrak	261	PTI	49	DCS	39	0
	643	Amtrak	314	ENG	75	SMW	42	0
	644	Amtrak	319	PTI	46	SMW	44	0
	645	Amtrak	712	ENG	172	PSC	60	0
	646	Amtrak	160	ENG	40	MTI	36	0
	647	Amtrak	530	SMW	120	PSC	54	0

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

Service	Train	Host ^b	4th Quarter FY 2015					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	648	Amtrak	229	SMW	30	PTI	20	0
	649	Amtrak	365	SMW	76	CTI	42	0
	650	Amtrak	253	MTI	41	SMW	31	0
	651	Amtrak	279	SMW	36	CTI	33	0
	652	Amtrak	603	ENG	86	SMW	73	0
	653	Amtrak	419	SMW	102	CTI	60	0
	654	Amtrak	522	CTP	111	SMW	90	0
	655	Amtrak	749	SMW	128	CTI	65	0
	656	Amtrak	401	CTP	69	PBB	41	0
	658	Amtrak	127	PTI	103	DCS	24	0
	660	Amtrak	509	PTI	92	PBB	83	0
	661	Amtrak	508	PTI	111	CCR	28	0
	662	Amtrak	345	PBB	134	MTI	52	0
	663	Amtrak	777	SYS	85	HLD	31	0
	664	Amtrak	1006	ENG	353	MTI	185	0
	665	Amtrak	229	MTI	32	OTH	9	0
	666	Amtrak	463	PBB	161	ENG	41	0
	667	Amtrak	485	ENG	100	HLD	85	0
	669	Amtrak	720	SMW	161	HLD	144	0
	670	Amtrak	393	SMW	116	DET	28	0
	671	Amtrak	500	HLD	105	ADA	55	0
	672	Amtrak	380	ENG	141	SMW	63	0
	674	Amtrak	375	SMW	165	HLD	85	0
Northeast Regional								
Richmond / Newport News/Norfolk ^d								
	65	Amtrak	543	ENG	52	SMW	44	0
	66	Amtrak	309	ENG	39	SMW	29	0
	67	Amtrak	271	ENG	69	OTH	25	0
	71	Amtrak	843	HLD	186	SMW	162	0
	82	Amtrak	669	HLD	134	DCS	112	0
	83	Amtrak	615	ENG	100	HLD	75	0
	84	Amtrak	553	PTI	104	HLD	55	0
	85	Amtrak	667	SMW	102	DET	77	0
	86	Amtrak	476	PTI	84	DBS	33	0
	87	Amtrak	837	SMW	136	SVS	196	0
	88	Amtrak	675	HLD	164	PTI	91	0
	93	Amtrak	800	ENG	101	PTI	91	0
	94	Amtrak	752	CTI	128	HLD	53	0
	95	Amtrak	462	SMW	90	PTI	46	0
	96	Amtrak	880	ENG	211	DCS	196	0
	99	Amtrak	608	SMW	101	HLD	78	0
	125	Amtrak	495	SMW	137	HLD	32	0
	157	Amtrak	620	SMW	81	HLD	71	0
	164	Amtrak	304	CTP	50	HLD	49	0
	174	Amtrak	423	ENG	84	CTI	56	0
	194	Amtrak	502	SMW	57	HLD	31	0
	195	Amtrak	647	HLD	88	SMW	59	0
Lynchburg ^e								
	145	Amtrak	605	SMW	170	HLD	58	0
	147	Amtrak	969	ENG	192	DCS	118	0
	156	Amtrak	485	SMW	65	DCS	46	0
	171	Amtrak	414	SMW	62	PTI	25	0
	176	Amtrak	385	ENG	70	PTI	32	0
All Other Northeast Regional								
	110	Amtrak	310	DCS	31	CTI	27	0
	111	Amtrak	384	SMW	81	ENG	41	0
	121	Amtrak	314	SMW	166	DBS	133	0
	123	Amtrak	499	ENG	369	HLD	33	0
	126	Amtrak	135	CAR	55	ENG	35	0
	127	Amtrak	804	SMW	139	DET	67	0
	129	Amtrak	896	SMW	183	CTI	76	0
	130	Amtrak	361	PTI	42	CTI	33	0
	131	Amtrak	281	SMW	106	ENG	40	0
	132	Amtrak	353	OTH	184	SMW	39	0
	133	Amtrak	474	CTI	89	SMW	81	0
	134	Amtrak	522	PTI	73	SMW	52	0
	135	Amtrak	639	HLD	128	SMW	83	0
	136	Amtrak	465	HLD	96	CTP	61	0
	137	Amtrak	475	SMW	86	ENG	39	0
	138	Amtrak	450	CTI	35	DET	19	0
	139	Amtrak	298	MTI	94	HLD	77	0
	140	Amtrak	257	SMW	39	DCS	37	0
	141	Amtrak	693	SMW	148	PTI	83	0
	143	Amtrak	291	SMW	66	HLD	55	0
	146	Amtrak	439	ENG	198	ADA	67	0
	148	Amtrak	518	HLD	39	CTI	34	0
	150	Amtrak	218	DCS	122	SYS	32	0
	151	Amtrak	362	SMW	98	CTI	23	0
	152	Amtrak	205	SMW	65	HLD	27	0
	153	Amtrak	392	SMW	76	HLD	63	0
	154	Amtrak	396	SMW	99	ENG	82	0
	155	Amtrak	292	SMW	59	HLD	33	0
	158	Amtrak	255	SMW	41	SVS	21	0
	159	Amtrak	631	ITI	121	SMW	98	0
	160	Amtrak	338	ENG	76	DBS	43	0
	161	Amtrak	583	HLD	139	SMW	102	0
	162	Amtrak	349	CAR	44	SMW	43	0
	163	Amtrak	484	HLD	75	SMW	66	0
	165	Amtrak	263	HLD	67	PTI	26	0
	166	Amtrak	349	MTI	62	SMW	43	0
	167	Amtrak	255	ENG	93	DCS	23	0
	168	Amtrak	465	SMW	66	HLD	60	0
	169	Amtrak	310	SMW	65	ENG	54	0
	170	Amtrak	499	CTI	85	ENG	57	0
	172	Amtrak	424	CTI	43	ENG	41	0
	173	Amtrak	537	SMW	57	PTI	44	0
	175	Amtrak	454	SMW	99	HLD	51	0
	177	Amtrak	271	SMW	28	CON	27	0
	178	Amtrak	343	MTI	36	DET	35	0

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

Service	Train	Host ^b	4th Quarter FY 2015					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	179	Amtrak	575	ENG	149	CTI	45	0
	180	Amtrak	426	CTI	59	CTP	50	0
	181	Amtrak	430	SMW	83	CTI	38	0
	182	Amtrak	284	ENG	84	SMW	49	0
	183	Amtrak	619	SMW	100	PTI	75	0
	184	Amtrak	366	CTI	49	PTI	33	0
	185	Amtrak	470	SMW	99	ITI	51	0
	186	Amtrak	205	SMW	30	DMW	15	0
	187	Amtrak	438	ITI	67	SMW	63	0
	188	Amtrak	280	ENG	21	MTI	17	0
	190	Amtrak	210	DCS	30	ENG	20	0
	192	Amtrak	219	HLD	79	SMW	70	0
	193	Amtrak	837	SMW	136	CTI	86	0
	196	Amtrak	434	DET	55	CTI	25	0
	198	Amtrak	554	SMW	108	SYS	64	0
	401	Amtrak	1010	PTI	388	ENG	168	0
	405	Amtrak	498	DMW	421	PSR	32	0
	432	Amtrak	1357	CON	759	PTI	50	0
	450	Amtrak	1450	DCS	220	CON	168	0
	460	Amtrak	2291	CON	557	PTI	343	0
	463	Amtrak	252	ITI	123	PTI	32	0
	464	Amtrak	2006	CON	835	PTI	330	0
	465	Amtrak	635	ITI	423	HLD	37	0
	467	Amtrak	0	-	0	-	0	0
	470	Amtrak	4060	-	0	-	0	0
	475	Amtrak	422	DCS	78	CON	40	0
	476	Amtrak	1589	-	0	-	0	0
	479	Amtrak	257	-	0	-	0	0
	488	Amtrak	2893	CON	1133	PTI	408	0
	490	Amtrak	868	-	0	-	0	0
	493	Amtrak	1199	-	0	-	0	0
	494	Amtrak	5408	CON	3219	HLD	38	0
	495	Amtrak	74	-	0	-	0	0
	497	Amtrak	647	PTI	249	DCS	224	0
Palmetto	89	Amtrak	631	SMW	100	ENG	74	0
	90	Amtrak	241	SYS	29	ENG	22	0
Pennsylvanian	42	Amtrak	493	PTI	62	ENG	54	0
	43	Amtrak	321	ENG	36	HLD	31	0
Silver Meteor	97	Amtrak	1513	CAR	236	SMW	156	0
	98	Amtrak	668	PTI	89	HLD	74	0
Silver Star	91	Amtrak	666	SMW	59	PTI	49	0
	92	Amtrak	586	DET	48	PTI	48	0
Vermont	54	Amtrak	386	PTI	67	SMW	48	0
	55	Amtrak	618	SMW	121	PTI	93	0
	56	Amtrak	545	SYS	83	PTI	50	0
	57	Amtrak	412	SMW	54	PTI	46	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. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

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

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

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

Appendix E Methodologies for PRIIA 207

Financial Metrics

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

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

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

The system that will generate this metric is the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

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

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

Fully-Allocated Operating Costs include Direct, Shared and Overhead costs that were allocated to an Amtrak route. Direct costs include costs directly associated with operating a route such as labor, fuel, commissary, and equipment maintenance costs. Shared costs are cost categories that benefit more than one route. Examples of Shared costs are shared stations and marketing costs. Overhead costs are the general and administrative, maintenance and crew overhead. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

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

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

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

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

The system that will generate this metric is the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

In order to make the revenue and cost figures for this metric comparable to earlier years, the OMB's GDP Chain Deflator is being applied.

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

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

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

In order to make the revenue and cost figures for this metric comparable to earlier years the OMB's GDP Chain Deflator is being applied. This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). Similarly, a Train-Mile is one train moving one mile. For each route, therefore, the Passenger-Miles per

Train-Mile is the total passenger-miles divided by the total train- miles. This metric depicts the average passenger loading on a route's trains over the course of the period. This Metric is reported for each route in Amtrak's System.

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

All Stations OTP measures how a train actually performs compared to the published schedule at

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

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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