

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

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

**Covering the Quarter Ended March, 2016
(Second Quarter of Fiscal Year 2016)**



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

Published August 2016

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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.

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

Service	Current Period	Prior Period	Prior Report
	Apr. 14 - Mar. 16	Apr. 13 - Mar. 15	Jan. 14 - Dec. 15

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Apr. 14 - Mar. 16	Apr. 13 - Mar. 15	Jan. 14 - Dec. 15
<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
	Apr. 14 - Mar. 16	Apr. 13 - Mar. 15	Jan. 14 - Dec. 15
<i>Acela Express</i>			
Acela Express	192%	186%	194%
<i>Other NEC Corridor Routes</i>			
Keystone Service	83%	85%	83%
Northeast Regional (Boston - Washington)	137%	136%	137%
Newport News	134%	121%	128%
Lynchburg	131%	141%	131%
Norfolk	98%	110%	100%
Richmond	97%	90%	110%
New Haven - Springfield	65%	71%	69%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	79%	79%	79%
Carolinian	105%	101%	104%
Cascades	86%	85%	86%
Downeaster	80%	83%	80%
Empire Corridor			
Adirondack	94%	109%	95%
Empire Service	89%	70%	86%
Ethan Allen Express	74%	88%	80%
Maple Leaf	68%	82%	71%
Heartland Flyer	83%	75%	81%
Hiawatha	83%	87%	84%
Hoosier State	57%	32%	53%
Illinois			
Carl Sandburg / Illinois Zephyr	82%	75%	74%
Illini / Saluki	77%	73%	73%
Lincoln Service	84%	78%	83%
Michigan			
Blue Water	76%	85%	79%
Pere Marquette	74%	72%	72%
Wolverine	49%	60%	53%
Kansas City - St. Louis	83%	84%	82%
Pacific Surfliner	82%	78%	81%
Pennsylvanian	77%	73%	78%
Piedmont	81%	69%	81%
San Joaquins	88%	88%	88%
Vermont	115%	103%	111%
<i>Long-Distance Routes</i>			
Auto Train	101%	95%	101%
California Zephyr	47%	44%	46%
Capitol Limited	44%	46%	44%
Cardinal	35%	33%	35%
City of New Orleans	45%	45%	45%
Coast Starlight	49%	44%	48%
Crescent	43%	42%	43%
Empire Builder	49%	50%	49%
Lake Shore Ltd	44%	49%	45%
Palmetto	66%	59%	62%
Silver Meteor	55%	53%	54%
Silver Star	48%	45%	47%
Southwest Chief	46%	42%	45%
Sunset Limited	27%	26%	27%
Texas Eagle	43%	45%	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.

FY15 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
	Apr. 14 - Mar. 16	Apr. 13 - Mar. 15	Jan. 14 - Dec. 15
<i>Acela Express</i>			
Acela Express	192%	186%	194%
<i>Other NEC Corridor Routes</i>			
Keystone Service	71%	72%	71%
Northeast Regional (Boston - Washington)	137%	136%	137%
Newport News	122%	123%	121%
Lynchburg	145%	151%	145%
Norfolk	93%	101%	93%
Richmond	105%	86%	106%
New Haven - Springfield	41%	49%	44%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	41%	39%	40%
Carolinian	95%	93%	95%
Cascades	52%	52%	52%
Downeaster	49%	53%	50%
Empire Corridor			
Adirondack	61%	61%	62%
Empire Service	46%	47%	47%
Ethan Allen Express	63%	81%	70%
Maple Leaf	73%	82%	75%
Heartland Flyer	25%	24%	24%
Hiawatha	71%	69%	71%
Hoosier State	14%	10%	13%
Illinois			
Carl Sandburg / Illinois Zephyr	32%	34%	33%
Illini / Saluki	43%	45%	45%
Lincoln Service	43%	45%	43%
Michigan			
Blue Water	47%	48%	48%
Pere Marquette	40%	44%	40%
Wolverine	33%	43%	35%
Kansas City - St. Louis	36%	37%	36%
Pacific Surfliner	60%	55%	58%
Pennsylvanian	71%	69%	71%
Piedmont	41%	40%	40%
San Joaquins	44%	45%	45%
Vermont	61%	56%	61%
<i>Long-Distance Routes</i>			
Auto Train	101%	95%	101%
California Zephyr	47%	44%	46%
Capitol Limited	44%	46%	44%
Cardinal	35%	33%	35%
City of New Orleans	45%	45%	45%
Coast Starlight	49%	44%	48%
Crescent	43%	42%	43%
Empire Builder	49%	50%	49%
Lake Shore Ltd	44%	49%	45%
Palmetto	66%	59%	62%
Silver Meteor	55%	53%	54%
Silver Star	48%	45%	47%
Southwest Chief	46%	42%	45%
Sunset Limited	27%	26%	27%
Texas Eagle	43%	45%	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.

FY15 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
	Apr. 14 - Mar. 16	Apr. 13 - Mar. 15	Jan. 14 - Dec. 15
<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
	Apr. 14 - Mar. 16	Apr. 13 - Mar. 15	Jan. 14 - Dec. 15
<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 2016 Constant Dollars

Current Period	Prior Period	Prior Report
Apr. 14 - Mar. 16	Apr. 13 - Mar. 15	Jan. 14 - Dec. 15
(\$0.036)	(\$0.034)	(\$0.039)

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.

FY15 results are preliminary and unaudited and are subject to change.

TABLE 4 (B):
ADJUSTED (LOSS) PER PASSENGER-MILE
Excluding State Revenue. Year 2016 Constant Dollars

Current Period	Prior Period	Prior Report
Apr. 14 - Mar. 16	Apr. 13 - Mar. 15	Jan. 14 - Dec. 15
(\$0.071)	(\$0.068)	(\$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.

FY15 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Apr. 14 - Mar. 16	Apr. 13 - Mar. 15	Jan. 14 - Dec. 15
<i>Acela Express</i>			
Acela Express	194	196	196
<i>Other NEC Corridor Routes</i>			
Keystone Service	146	146	145
Northeast Regional (Boston - Washington)	227	225	225
Newport News	274	276	272
Lynchburg	340	345	336
Norfolk	179	174	176
Richmond	204	150	202
New Haven - Springfield	113	112	112
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	85	87	84
Carolinian	254	264	258
Cascades	127	130	128
Downeaster	84	92	85
Empire Corridor			
Adirondack	226	233	228
Empire Service	132	134	133
Ethan Allen Express	157	163	160
Maple Leaf	116	114	115
Heartland Flyer	83	91	85
Hiawatha	151	152	151
Hoosier State	59	65	60
Illinois			
Carl Sandburg / Illinois Zephyr	92	97	93
Illini / Saluki	116	128	119
Lincoln Service	130	135	132
Michigan			
Blue Water	159	168	160
Pere Marquette	116	124	117
Wolverine	146	122	146
Kansas City - St. Louis	83	89	85
Pacific Surfliner	154	149	153
Pennsylvanian	213	209	214
Piedmont	72	72	72
San Joaquins	124	126	124
Vermont	137	139	137
<i>Long-Distance Routes</i>			
Auto Train	374	385	377
California Zephyr	169	170	168
Capitol Limited	186	197	189
Cardinal	121	126	123
City of New Orleans	161	165	161
Coast Starlight	219	225	222
Crescent	154	160	157
Empire Builder	164	177	166
Lake Shore Ltd	206	226	210
Palmetto	149	142	144
Silver Meteor	214	218	216
Silver Star	179	188	182
Southwest Chief	191	188	191
Sunset Limited	133	138	134
Texas Eagle	170	185	176

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	2nd Quarter FY 2016	2nd Quarter FY 2016

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-2.0	78.5%	81.4%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-1.6	86.7%	94.0%
Total Northeast Regional		82.9%	86.0%
Richmond / Newport News/Norfolk ^d	-0.2	78.4%	81.4%
Lynchburg ^e	Not Available	90.6%	87.6%
All Other Northeast Regional	0.3	83.8%	88.4%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.1	94.1%	95.8%
Carolinian	-0.2	58.3%	56.4%
Cascades	-0.5	78.3%	77.1%
Downeaster	-3.5	83.5%	91.6%
Empire Corridor	0.6	87.9%	81.9%
Adirondack	1.1	83.0%	76.4%
Ethan Allen Express	2.8	90.1%	92.0%
Maple Leaf	0.3	88.5%	69.4%
New York - Albany ^f	-0.1	90.8%	95.5%
New York - Niagara Falls	0.2	79.7%	71.4%
Heartland Flyer	3.3	79.1%	88.5%
Hiawatha	0.1	93.4%	96.5%
Hoosier State	3.2	90.3%	89.3%
Illinois	1.2	71.9%	70.4%
Carl Sandburg / Illinois Zephyr	2.2	94.8%	94.3%
Illini / Saluki	-0.5	46.4%	41.7%
Lincoln Service	1.3	73.3%	74.3%
Michigan	4.2	77.4%	80.0%
Blue Water	7.1	79.7%	87.4%
Pere Marquette	3.2	85.7%	93.8%
Wolverine	3.4	73.8%	76.3%
Kansas City - St. Louis	7.9	91.2%	91.7%
Pacific Surfliner	-0.4	77.0%	87.3%
Pennsylvanian	0.7	88.5%	86.6%
Piedmont	-0.5	62.1%	84.3%
San Joaquin	-0.2	86.3%	87.0%
Vermont	3.5	86.3%	77.9%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	-1.2	51.1%	62.9%
California Zephyr	2.5	73.6%	63.8%
Capitol Limited	1.1	82.3%	70.3%
Cardinal	1.4	69.2%	61.0%
City of New Orleans	1.1	83.4%	64.3%
Coast Starlight	1.0	86.3%	72.4%
Crescent	-0.5	51.4%	55.2%
Empire Builder	-0.3	88.2%	83.4%
Lake Shore Ltd	0.8	78.3%	70.8%
Palmetto	-0.5	54.7%	64.6%
Silver Meteor	-0.5	49.4%	45.2%
Silver Star	0.1	43.4%	43.4%
Southwest Chief	-0.6	87.9%	69.8%
Sunset Limited	2.8	73.1%	52.5%
Texas Eagle	1.4	52.7%	45.5%

^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	2nd Quarter FY 2016							MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b							
			#1	Minutes	#2	Minutes				
Standard		900								
Acela Express										
Acela Express	MNRR		2082	DSR	1150	CTI	631	0	56	
Other NEC Corridor Routes										
Northeast Regional										
Richmond / Newport News/Norfolk ^d	CSX		1864	FTI	482	DSR	422	0	189	
	MNRR		1412	DSR	635	CTI	447	0	56	
	NS		326	DSR	127	DCS	78	0	81	
Lynchburg ^e	MNRR		1614	CTI	620	DSR	502	0	56	
	NS		392	FTI	183	DCS	83	0	166	
All Other Northeast Regional	MNRR		1314	CTI	545	DSR	528	0	56	
Non-NEC Corridor Routes										
Capitol Corridor	UP		510	PTI	150	DSR	106	0	168	
Carolinian	CSX		2065	FTI	571	PTI	466	0	295	
	NS		858	FTI	300	DCS	150	0	202	
Cascades	BNSF		1322	DSR	435	FTI	271	0	343	
	UP		752	PTI	343	FTI	230	0	125	
Downeaster	MBTA		1599	CTI	926	PTI	325	0	38	
	PanAm		574	PTI	196	FTI	114	0	77	
Empire Corridor										
Adirondack	CN		4316	DSR	2399	FTI	1185	0	49	
	CP		533	PTI	364	DSR	41	0	178	
	Amtrak		656	PTI	243	DCS	183	0	104	
	MNRR		714	CTI	335	DCS	151	0	64	
Ethan Allen Express	CP		857	PTI	298	FTI	141	0	60	
	Amtrak		840	PTI	515	DSR	103	0	104	
	MNRR		832	CTI	497	RTE	108	0	64	
	VTR		21	FTI	16	DCS	5	0	24	
Maple Leaf	CSX		1325	FTI	471	RTE	373	0	298	
	Amtrak		652	PTI	263	DCS	168	0	109	
	MNRR		675	CTI	354	RTE	153	0	64	
New York - Albany ^f	Amtrak		345	DCS	100	PTI	83	0	81	
	MNRR		849	CTI	538	RTE	124	0	64	
New York - Niagara Falls	CSX		1011	FTI	334	RTE	303	0	296	
	Amtrak		639	PTI	258	DCS	138	0	109	
	MNRR		1042	CTI	527	RTE	252	0	64	
Heartland Flyer	BNSF		1011	DSR	843	FTI	106	0	238	
Hiawatha	CP		236	FTI	62	DMW	50	0	53	
	Metra		1140	CTI	772	DCS	171	0	29	
Hoosier State	CSX		701	FTI	307	DCS	261	0	169	
Illinois										
Carl Sandburg / Illinois Zephyr	BNSF		530	DSR	244	RTE	84	0	257	
Illini / Saluki	CN		1564	DCS	670	FTI	502	0	306	
Lincoln Service	CN		1293	FTI	422	DSR	368	0	37	
	UP		1307	PTI	480	FTI	398	0	231	
Michigan										
Blue Water	Amtrak		270	PTI	128	DCS	90	0	99	
	CN		652	FTI	496	DCS	103	0	159	
	MIDOT		70	DCS	42	RTE	20	0	22	
	NS		2585	FTI	1109	DCS	691	1671	39	
Pere Marquette	CSX		219	FTI	72	DCS	62	0	135	
	NS		2047	FTI	960	PTI	447	1671	39	
Wolverine	Amtrak		601	PTI	359	DCS	127	0	99	
	CN		1220	DSR	448	FTI	423	0	27	
	MIDOT		1000	DSR	334	PTI	308	0	134	
	NS		2622	FTI	974	DCS	807	1671	39	
Kansas City - St. Louis	UP		470	FTI	262	PTI	51	0	271	

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

Service	Host	2nd Quarter FY 2016						MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b						
			#1	Minutes	#2	Minutes			
Standard		900							
Pacific Surfliner	BNSF	978	DCS	259	DSR	178	0	22	
	SCRRA	1010	PTI	447	CTI	297	0	95	
	SDNRR	1411	CTI	539	PTI	466	0	60	
	UP	1099	PTI	567	DCS	168	0	174	
Pennsylvanian	NS	592	FTI	258	RTE	139	0	249	
Piedmont	NS	1172	FTI	626	DCS	147	0	173	
San Joaquin	BNSF	782	PTI	323	FTI	247	0	284	
	UP	1458	DSR	381	PTI	284	0	88	
Vermont	MassDOT	2331	DSR	2176	PTI	59	0	56	
	MNRR	1720	DSR	832	CTI	499	0	60	
	NECR	970	DSR	877	DBS	39	0	238	

Long-Distance Routes

Auto Train	CSX	1571	FTI	626	DSR	436	0	898
	CFRC	1594	DSR	563	CTI	425	0	16
California Zephyr	BNSF	777	DSR	380	RTE	98	0	1,027
	UP	779	FTI	279	DCS	174	0	1,431
Capitol Limited	CSX	803	FTI	297	DSR	194	0	296
	NS	1379	FTI	627	RTE	308	0	481
Cardinal	BBrRR	1071	PTI	546	FTI	251	0	132
	CSX	882	FTI	423	DSR	215	0	698
	NS	816	PTI	221	CTI	184	0	79
City of New Orleans	CN	1024	FTI	505	DSR	203	0	930
Coast Starlight	BNSF	962	DSR	319	PTI	184	0	186
	SCRRA	2386	PTI	1394	CTI	735	0	48
	UP	1007	FTI	336	PTI	311	0	1,159
Crescent	NS	1169	FTI	571	DSR	261	0	1,141
Empire Builder	BNSF	474	FTI	256	DSR	105	0	2,147
	CP	382	FTI	165	DSR	76	0	384
	Metra	452	CTI	250	DCS	133	0	29
Lake Shore Ltd	CSX	822	FTI	352	DSR	117	0	741
	MBTA	3091	CTI	2325	DSR	308	0	64
	MNRR	983	CTI	511	RTE	221	0	64
	NS	1177	FTI	702	PTI	155	0	339
Palmetto	CSX	1277	FTI	497	PTI	261	0	659
Silver Meteor	CSX	1233	FTI	499	DSR	321	0	1,152
	CFRC	1326	PTI	440	DSR	328	0	61
	Fla DOT	1650	CTI	648	DCS	281	0	68
Silver Star	CSX	1346	DSR	384	FTI	379	0	1,209
	CFRC	642	DSR	226	CTI	222	0	61
	Fla DOT	2364	CTI	1369	DCS	371	0	68
	NS	1344	PTI	912	DCS	253	0	28
Southwest Chief	BNSF	482	DSR	199	FTI	91	0	2,198
	NMDOT	1651	DSR	1167	DCS	180	0	80
Sunset Limited	BNSF	1327	DSR	1051	DCS	157	0	190
	UP	1193	FTI	542	DSR	295	0	1,784
Texas Eagle	BNSF	892	DSR	657	FTI	101	0	126
	CN	1529	FTI	535	DSR	314	0	37
	UP	1908	FTI	753	DSR	522	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	2nd Quarter FY 2016					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	307	OTH	197	HLD	46	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News/Norfolk ^d	377	OTH	116	HLD	102	0
Lynchburg ^e	308	HLD	110	OTH	98	0
All Other Northeast Regional	859	OTH	483	CON	115	0
Non-NEC Corridor Routes						
Capitol Corridor	249	HLD	92	ADA	42	0
Carolinian	358	HLD	127	ADA	77	0
Cascades	228	ADA	45	HLD	36	0
Downeaster	125	ITI	36	ENG	27	0
Empire Corridor						
Adirondack	293	SVS	91	ENG	65	0
Ethan Allen Express	269	HLD	85	OTH	74	0
Maple Leaf	381	SYS	154	SVS	153	0
New York - Albany ^f	181	HLD	57	OTH	46	0
New York - Niagara Falls	349	SYS	116	HLD	66	0
Heartland Flyer	455	OTH	308	HLD	90	0
Hiawatha	417	OTH	233	ITI	57	0
Hoosier State	366	SYS	175	ENG	111	0
Illinois						
Carl Sandburg / Illinois Zephyr	140	HLD	54	ADA	33	0
Illini / Saluki	421	OTH	199	HLD	62	0
Lincoln Service	188	HLD	64	SYS	34	0
Michigan						
Blue Water	337	ENG	98	OTH	75	0
Pere Marquette	258	OTH	68	ENG	63	0
Wolverine	372	ENG	85	OTH	76	0
Kansas City - St. Louis	119	ITI	32	HLD	29	0
Pacific Surfliner	461	HLD	145	SYS	72	0
Pennsylvanian	277	HLD	78	OTH	59	0
Piedmont	397	HLD	82	OTH	82	0
San Joaquin	264	ADA	60	HLD	58	0
Vermont	508	OTH	286	HLD	62	0
Long-Distance Routes						
Auto Train	460	ITI	272	ENG	77	0
California Zephyr	284	HLD	70	SYS	57	0
Capitol Limited	204	ENG	56	HLD	47	0
Cardinal	294	SYS	68	OTH	66	0
City of New Orleans	342	HLD	96	OTH	76	0
Coast Starlight	392	HLD	87	OTH	81	0
Crescent	254	HLD	64	SYS	54	0
Empire Builder	199	HLD	44	ENG	41	0
Lake Shore Ltd	574	CON	139	HLD	125	0
Palmetto	215	ENG	57	SYS	44	0
Silver Meteor	350	HLD	96	ADA	94	0
Silver Star	325	ADA	77	SYS	72	0
Southwest Chief	165	HLD	55	SYS	33	0
Sunset Limited	410	HLD	111	OTH	89	0
Texas Eagle	467	HLD	133	SYS	97	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	2nd Quarter FY 2016						MM&C Allowance ^c	Route Miles
		Total Delay**	Largest 2 Delay Categories						
			#1	Minutes	#2	Minutes			
Acela Express									
Standard		265							
Acela Express	Amtrak	304	SMW	58	DCS	37	0	401	
Other Services									
Standard		475							
Keystone	Amtrak	311	ENG	42	CTI	38	0	195	
Cardinal	Amtrak	738	CAR	177	SVS	123	0	226	
Carolinian	Amtrak	275	DBS	56	CTI	44	0	226	
Crescent	Amtrak	505	CAR	136	ENG	65	0	226	
Northeast Regional	Amtrak	363	PTI	39	CTI	39	0		
Richmond / Newport News/Norfolk ^d	Amtrak	353	CTI	41	SMW	37	0	463	
Lynchburg ^e	Amtrak	330	SMW	54	DCS	43	0	463	
All Other Northeast Regional	Amtrak	370	PTI	42	ENG	41	0	463	
Palmetto	Amtrak	585	HLD	119	SMW	80	0	226	
Pennsylvanian	Amtrak	523	ENG	172	SVS	75	0	195	
Silver Meteor	Amtrak	1020	CAR	294	ENG	111	0	226	
Silver Star	Amtrak	334	PTI	74	DCS	39	0	226	
Vermont	Amtrak	314	PTI	56	SYS	46	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	2nd Quarter FY 2016					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard	82	80	80	80	80	80
Acela Express						
Acela Express	76	81	75	67	80	57
Other NEC Corridor Routes						
Keystone Service	89	88	74	69	85	N/A
Northeast Regional (Boston - Washington)	80	84	72	63	81	61
Newport News ^b	81	84	74	64	83	71
Norfolk ^c	85	89	75	67	85	69
Richmond ^d	84	83	72	64	85	61
Lynchburg ^e	88	85	77	60	84	62
New Haven - Springfield	82	85	78	69	87	66
Non-NEC Corridor Routes						
Capitol Corridor	90	88	84	79	90	66
Carolinian	76	88	74	62	80	65
Cascades	86	88	83	78	86	62
Downeaster	89	93	83	82	87	80
Empire Corridor						
Adirondack	79	79	71	61	81	50
Ethan Allen Express	85	94	75	65	81	69
Maple Leaf	84	86	79	64	80	64
New York - Albany ^f	84	91	76	68	80	N/A
Heartland Flyer	95	96	90	85	93	77
Hiawatha	90	92	85	80	87	N/A
Hoosier State	91	97	87	83	89	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	91	86	83	78	86	72
Illini / Saluki	78	82	74	73	81	65
Lincoln Service	86	89	80	74	82	70
Michigan						
Blue Water	86	85	78	70	80	68
Pere Marquette	92	94	85	82	90	74
Wolverine	84	90	77	72	80	68
Kansas City - St. Louis	91	91	88	73	86	72
Pacific Surfliner	84	85	80	76	87	65
Pennsylvanian	85	85	73	66	86	66
Piedmont	91	92	86	91	90	N/A
San Joaquins	87	88	79	70	84	68
Vermont	82	81	77	60	81	54
Long-Distance Routes						
Auto Train	73	88	77	77	70	70
California Zephyr	83	81	77	62	81	63
Capitol Limited	83	88	77	75	82	71
Cardinal	80	81	72	60	78	63
City of New Orleans	78	80	75	73	77	50
Coast Starlight	81	84	74	69	81	65
Crescent	72	80	65	57	74	67
Empire Builder	86	84	78	63	81	67
Lake Shore Ltd	77	86	70	63	74	69
Palmetto	74	81	69	60	79	59
Silver Meteor	70	80	63	56	71	65
Silver Star	73	81	68	57	73	56
Southwest Chief	81	83	76	62	76	70
Sunset Limited	79	82	68	66	77	70
Texas Eagle	76	82	71	64	82	68

^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	2nd Quarter FY 2016		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	28	85	0.33
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Other NEC Corridor Routes

Keystone Service	28	35	0.80
Total Northeast Regional	66	134	0.49
Richmond / Newport News ^b	21	38	0.56
Lynchburg ^c	2	10	0.20
All Other Northeast Regional	43	86	0.50

Non-NEC Corridor Routes

Capitol Corridor	11	29	0.38
Carolinian	3	13	0.24
Cascades	11	24	0.46
Downeaster	5	11	0.44
Empire Corridor	25	54	0.46
Adirondack	5	7	0.71
Ethan Allen Express	3	4	0.67
Maple Leaf	3	9	0.35
New York - Albany ^d	7	17	0.41
New York - Niagara Falls	7	17	0.41
Heartland Flyer	0	4	0.00
Hiawatha	11	11	1.03
Hoosier State	3	2	1.50
Illinois	17	41	0.41
Carl Sandburg / Illinois Zephyr	4	9	0.43
Illini / Saluki	4	11	0.36
Lincoln Service	9	21	0.43
Michigan	24	26	0.94
Blue Water	6	6	1.03
Pere Marquette	3	3	0.93
Wolverine	15	17	0.90
Kansas City - St. Louis	1	10	0.10
Pacific Surfliner	23	38	0.60
Pennsylvanian	8	8	1.00
Piedmont	2	6	0.33
San Joaquins	13	34	0.39
Vermont	3	11	0.28

Long-Distance Routes

Auto Train	8	16	0.50
California Zephyr	23	44	0.52
Capitol Limited	3	14	0.22
Cardinal	4	9	0.46
City of New Orleans	4	16	0.26
Coast Starlight	12	25	0.47
Crescent	13	22	0.58
Empire Builder	24	47	0.51
Lake Shore Ltd	26	21	1.27
Palmetto	12	15	0.81
Silver Meteor	16	25	0.63
Silver Star	7	27	0.26
Southwest Chief	9	41	0.22
Sunset Limited	5	15	0.33
Texas Eagle	12	23	0.51

^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	2nd Quarter FY 2016	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.19	1.93
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Amtrak Corridor

Keystone	0.00	0.65
Northeast Regional	0.02	1.96

Short Distance

Capitol	0.00	0.23
Carolinian	0.05	10.50
Cascades	0.08	2.49
Downeaster	0.00	1.15
Empire Corridor		
Adirondack	0.07	3.51
Empire Service	0.01	1.36
Ethan Allen Express	0.03	0.92
Maple Leaf	0.66	5.22
Heartland Flyer	0.00	1.59
Hiawatha	0.00	0.60
Hoosier State	0.00	4.19
Illinois		
Carl Sandburg / Illinois Zephyr	0.04	4.14
Illini / Saluki	0.00	2.92
Lincoln Service	0.01	2.77
Michigan		
Blue Water	0.20	6.07
Pere Marquette	0.00	2.05
Wolverine	0.10	7.07
Kansas City - St. Louis	0.00	2.12
Pacific Surfliner	0.03	1.93
Pennsylvanian	0.09	3.89
Piedmont	0.00	2.66
San Joaquins	0.01	2.30
Vermont	0.01	2.72

Long Distance

Auto Train	4.02	46.74
California Zephyr	0.81	11.54
Capitol Limited	0.36	8.52
Cardinal	0.10	7.93
City of New Orleans	4.46	41.16
Coast Starlight	0.75	13.30
Crescent	0.59	21.59
Empire Builder	0.46	16.59
Lake Shore Ltd	0.55	14.87
Palmetto	0.24	11.70
Silver Meteor	1.60	39.37
Silver Star	2.65	26.48
Southwest Chief	0.42	12.97
Sunset Limited	0.95	20.76
Texas Eagle	1.22	23.46

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2016					
	Menu / Selection / Availability	Other	Pricing	Quality	Service	Total
Amtrak System	511	58	18	113	911	1,611
Amtrak Premium	21	1	0	7	131	160
Acela Express	21	1	0	7	131	160
Amtrak Corridor	7	1	0	11	12	31
Keystone	0	0	0	0	0	0
Northeast Regional	7	1	0	11	12	31
Short Distance	55	2	10	18	21	106
Capitols	0	0	0	0	0	0
Carolinian	0	0	1	3	0	4
Cascades	5	0	5	3	0	13
Downeaster	0	0	0	0	0	0
Empire Corridor	23	0	0	6	4	33
Adirondack	0	0	0	2	1	3
Empire Service	2	0	0	0	2	4
Ethan Allen Express	0	0	0	0	1	1
Maple Leaf	21	0	0	4	0	25
Heartland Flyer	0	0	0	0	0	0
Hiawatha	0	0	0	0	0	0
Hoosier State	0	2	0	0	0	2
Illinois	0	0	0	2	2	4
Carl Sandburg / Illinois Zephyr	0	0	0	2	0	2
Illini / Saluki	0	0	0	0	0	0
Lincoln Service	0	0	0	0	2	2
Michigan	12	0	4	1	2	19
Blue Water	6	0	0	1	1	8
Pere Marquette	0	0	0	0	0	0
Wolverine	6	0	4	0	1	11
Kansas City - St. Louis	0	0	0	0	0	0
Pacific Surfliner	11	0	0	0	11	22
Pennsylvanian	2	0	0	3	1	6
Piedmont	0	0	0	0	0	0
San Joaquins	2	0	0	0	0	2
Vermont	0	0	0	0	1	1
Long Distance	428	54	8	77	747	1,314
Auto Train	60	0	0	19	167	246
California Zephyr	25	12	0	6	48	91
Capitol Limited	3	4	0	1	12	20
Cardinal	1	0	0	0	1	2
City of New Orleans	61	0	0	12	163	236
Coast Starlight	15	2	0	8	45	70
Crescent	14	5	0	1	18	38
Empire Builder	15	0	0	2	26	43
Lake Shore Ltd	13	2	3	1	25	44
Palmetto	7	0	1	3	10	21
Silver Meteor	63	16	0	4	55	138
Silver Star	109	0	0	15	99	223
Southwest Chief	14	2	2	3	12	33
Sunset Limited	2	4	2	1	15	24
Texas Eagle	26	7	0	1	51	85

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

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2016					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	872	120	3,403	1,093	1,822	7,310
Amtrak Premium	34	9	86	39	62	230
Acela Express	34	9	86	39	62	230
Amtrak Corridor	161	23	180	123	207	694
Keystone	11	1	12	13	17	54
Northeast Regional	150	22	168	110	190	640
Short Distance	228	28	491	239	377	1,363
Capitols	5	3	6	5	7	26
Carolinian	17	1	118	31	36	203
Cascades	19	4	46	6	14	89
Downeaster	5	1	6	7	8	27
Empire Corridor	14	0	49	14	62	139
Adirondack	3	0	2	2	20	27
Empire Service	9	0	33	10	34	86
Ethan Allen Express	0	0	0	0	3	3
Maple Leaf	2	0	14	2	5	23
Heartland Flyer	4	0	25	2	12	43
Hiawatha	2	0	2	1	4	9
Hoosier State	1	0	1	1	1	4
Illinois	15	2	42	20	28	107
Carl Sandburg / Illinois Zephyr	4	1	0	3	6	14
Illini / Saluki	4	1	3	3	6	17
Lincoln Service	7	0	39	14	16	76
Michigan	59	1	45	30	44	179
Blue Water	18	0	6	6	3	33
Pere Marquette	1	0	5	1	1	8
Wolverine	40	1	34	23	40	138
Kansas City - St. Louis	2	1	33	2	5	43
Pacific Surfliner	43	10	52	71	78	254
Pennsylvanian	10	0	9	10	6	35
Piedmont	1	0	5	1	2	9
San Joaquins	29	5	35	34	57	160
Vermont	2	0	17	4	13	36
Long Distance	449	60	2,646	692	1,175	5,022
Auto Train	44	2	312	45	72	475
California Zephyr	19	2	363	65	106	555
Capitol Limited	17	3	117	16	44	197
Cardinal	7	1	27	14	21	70
City of New Orleans	36	11	76	34	73	230
Coast Starlight	31	7	196	66	118	418
Crescent	18	6	151	65	88	328
Empire Builder	26	3	222	55	102	408
Lake Shore Ltd	22	2	127	39	63	253
Palmetto	27	4	40	29	60	160
Silver Meteor	68	4	452	93	92	709
Silver Star	39	5	228	54	124	450
Southwest Chief	32	5	149	49	93	328
Sunset Limited	20	0	74	16	34	144
Texas Eagle	43	5	112	52	85	297

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2016					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Amtrak Premium	20	4	4	65	6	99
Acela Express	20	4	4	65	6	99
Amtrak Corridor	27	172	14	188	75	476
Keystone	4	10	0	6	0	20
Northeast Regional	23	162	14	182	75	456
Short Distance	74	273	37	317	183	884
Capitols	0	0	0	3	0	3
Carolinian	6	65	5	37	41	154
Cascades	3	1	5	16	4	29
Downeaster	0	4	2	1	0	7
Empire Corridor	5	40	4	28	45	122
Adirondack	0	3	0	10	16	29
Empire Service	2	23	3	9	18	55
Ethan Allen Express	2	5	0	2	3	12
Maple Leaf	1	9	1	7	8	26
Heartland Flyer	0	0	1	1	0	2
Hiawatha	0	2	0	2	0	4
Hoosier State	0	0	0	1	0	1
Illinois	19	48	0	46	6	119
Carl Sandburg / Illinois Zephyr	9	22	0	9	1	41
Illini / Saluki	3	10	0	11	3	27
Lincoln Service	7	16	0	26	2	51
Michigan	9	85	7	73	29	203
Blue Water	0	42	0	35	9	86
Pere Marquette	2	0	0	4	0	6
Wolverine	7	43	7	34	20	111
Kansas City - St. Louis	1	9	0	6	0	16
Pacific Surfliner	18	6	6	46	17	93
Pennsylvanian	7	9	0	26	13	55
Piedmont	0	0	0	2	1	3
San Joaquins	2	1	6	16	19	44
Vermont	4	3	1	13	8	29
Long Distance	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Auto Train	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
California Zephyr	86	32	22	188	96	424
Capitol Limited	36	6	3	31	16	92
Cardinal	13	7	2	11	15	48
City of New Orleans	117	38	10	107	42	314
Coast Starlight	77	46	21	221	101	466
Crescent	40	81	11	91	112	335
Empire Builder	86	101	17	81	87	372
Lake Shore Ltd	67	74	12	78	161	392
Palmetto	5	56	5	48	77	191
Silver Meteor	77	152	23	140	221	613
Silver Star	67	142	25	164	196	594
Southwest Chief	56	51	14	79	53	253
Sunset Limited	16	4	6	24	29	79
Texas Eagle	56	34	15	81	57	243

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

**TABLE 16:
STATION-RELATED COMPLAINTS**

Number of Complaints Received

2nd Quarter FY 2016

Amtrak System		1913
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Division

Boston		95
California		346
Central		132
Empire		250
New York		35
Southeast		379
Southwest		319
Northwest		70
Washington		287

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 2015
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Connectivity	19.8%
- 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
Vermonter	Between St. Albans and Washington
Long-Distance Routes	
Auto Train	Between Lorton and Sanford
California Zephyr	Between Chicago and Emeryville
Capitol Limited	Between Chicago and Washington
Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
City of New Orleans	Between New York (Penn Station) and New Orleans
Coast Starlight	Between Los Angeles and Seattle
Crescent	Between New York (Penn Station) and New Orleans
Empire Builder	Between Chicago, Portland and Seattle
Lake Shore Ltd	Between Chicago, New York (Penn Station) and Boston via Cleveland and Buffalo
Palmetto	Between New York (Penn Station) and Savannah
Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC
Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
Southwest Chief	Between Chicago and Los Angeles
Sunset Limited	Between Los Angeles and New Orleans
Texas Eagle	Between Chicago and San Antonio

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

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

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2016	2nd Quarter FY 2016

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-3.0	75.0%	90.2%
	2103	-1.1	86.7%	90.6%
	2104	-2.2	86.7%	92.6%
	2107	-3.8	85.5%	85.2%
	2109	-4.2	77.4%	77.8%
	2110	-2.3	91.4%	95.1%
	2117	-1.2	93.3%	91.9%
	2119	-3.2	75.0%	76.6%
	2121	-2.6	91.7%	91.1%
	2122	-3.9	85.0%	86.2%
	2124	-4.9	87.1%	86.7%
	2126	-5.0	81.7%	84.8%
	2128	Not Available	87.1%	91.8%
	2150	-0.9	71.0%	82.8%
	2151	-1.6	74.2%	79.2%
	2153	-2.8	74.2%	80.3%
	2154	-0.9	67.7%	80.3%
	2155	-0.4	85.5%	83.0%
	2158	0.0	82.0%	81.8%
	2159	-0.4	75.8%	79.7%
	2160	-1.1	67.7%	77.4%
	2163	-2.6	72.6%	78.2%
	2164	-1.6	80.6%	88.1%
	2165	-1.7	80.6%	88.8%
	2166	-1.1	85.5%	90.4%
	2167	-2.5	66.1%	74.3%
	2168	-1.8	80.6%	78.9%
	2170	-3.0	53.2%	68.6%
	2171	-2.8	57.4%	69.6%
	2172	-2.5	64.5%	60.5%
	2173	-1.1	62.9%	64.3%
	2175	Not Available	64.5%	73.2%
	2190	0.2	95.2%	91.0%
	2203	-1.7	100.0%	91.1%
	2205	-3.2	100.0%	96.9%
	2207	-2.5	92.9%	95.5%
	2208	-1.7	92.3%	94.2%
	2211	-1.7	84.6%	88.5%
	2212	-2.5	84.6%	91.8%
	2213	-2.6	92.3%	87.5%
	2220	-3.8	100.0%	100.0%
	2221	-0.1	92.3%	95.2%
	2222	-4.0	83.3%	87.5%
	2225	-3.1	58.3%	69.5%
	2228	-3.7	92.3%	91.3%
	2250	-0.9	75.9%	84.3%
	2251	-2.0	66.7%	80.1%
	2252	-1.3	71.4%	66.7%
	2253	-1.3	71.4%	74.5%
	2254	-0.6	92.9%	80.1%
	2255	0.3	100.0%	89.9%
	2256	-1.6	57.1%	64.0%
	2257	-1.3	71.4%	80.1%
	2258	-2.8	92.9%	86.5%
	2259	-0.5	85.7%	85.8%
	2290	-2.5	85.7%	88.6%
	2297	-0.5	78.6%	81.6%

**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	2nd Quarter FY 2016	2nd Quarter FY 2016

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	65	Not Available	88.9%	84.8%
	66	2.9	92.2%	81.7%
	67	-1.6	46.8%	79.1%
	71	Not Available	92.9%	77.1%
	82	0.5	93.3%	86.7%
	83	2.1	83.3%	77.4%
	84	-3.0	78.7%	80.6%
	85	-0.7	76.7%	88.9%
	86	1.2	80.6%	81.3%
	87	3.1	69.2%	80.9%
	88	-0.5	82.1%	74.7%
	93	-0.2	76.0%	86.9%
	94	-0.5	75.4%	73.5%
	95	0.5	59.7%	76.8%
	96	Not Available	93.3%	82.4%
	99	0.1	63.0%	70.2%
	125	Not Available	86.9%	89.4%
	157	Not Available	85.7%	88.4%
164	Not Available	89.7%	88.4%	
174	Not Available	95.1%	89.6%	
194	-0.3	92.9%	73.2%	
195	0.1	57.1%	74.8%	
Lynchburg ^d	145	4.1	78.6%	83.2%
	147	-0.6	100.0%	89.8%
	156	-14.3	92.6%	91.6%
	171	-6.8	93.5%	86.9%
	176	-6.5	87.1%	87.3%
All Other Northeast Regional	110	-1.4	89.7%	96.5%
	111	-0.2	85.5%	92.1%
	123	Not Available	84.6%	90.8%
	126	Not Available	83.3%	95.8%
	127	-3.7	90.0%	94.2%
	129	-2.6	77.4%	83.6%
	130	-2.2	83.3%	95.3%
	131	-2.0	92.3%	97.0%
	132	Not Available	92.3%	97.3%
	133	-0.5	83.3%	85.8%
	134	-1.1	80.0%	98.0%
	135	-0.4	89.7%	92.2%
	136	2.4	91.7%	92.0%
	137	-1.1	85.5%	90.6%
	138	-0.5	82.3%	92.0%
	139	Not Available	92.9%	90.5%
	140	2.2	86.2%	93.6%
	141	1.2	85.5%	90.2%
	143	0.9	82.1%	81.2%
	146	2.0	80.0%	91.1%
	148	-0.1	67.7%	69.7%
	150	-0.6	86.2%	87.3%
	151	-1.0	86.2%	95.0%
	152	-0.3	96.3%	99.7%
	153	-1.8	100.0%	99.3%
	154	0.9	83.3%	90.3%
	155	-1.4	89.7%	90.0%
	158	0.8	85.7%	92.8%
	159	2.5	96.3%	95.9%
	160	-0.5	96.3%	92.7%
	161	0.3	78.6%	83.7%
	162	0.7	86.2%	88.4%
	163	-1.3	86.2%	77.8%
	165	-0.6	96.6%	91.1%
166	-1.7	71.4%	80.4%	
167	-0.8	92.9%	87.1%	
168	-0.2	86.7%	87.7%	
169	-0.7	79.3%	88.7%	
170	-1.6	90.3%	87.0%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2016	2nd Quarter FY 2016
	172	0.3	91.9%	86.6%
	173	1.8	83.9%	86.5%
	175	0.8	82.0%	79.9%
	177	0.0	87.1%	87.2%
	178	-1.9	95.2%	93.8%
	179	-1.2	75.8%	87.9%
	180	-1.5	56.5%	92.0%
	182	-2.3	85.2%	93.2%
	183	0.4	98.3%	97.2%
	184	-1.8	91.7%	96.1%
	185	-2.6	83.9%	87.1%
	186	-0.2	91.7%	96.0%
	187	-0.5	76.7%	87.1%
	188	1.2	83.3%	92.8%
	190	-0.4	87.1%	89.7%
	192	-0.5	85.7%	85.7%
	193	-3.3	70.5%	72.5%
	196	0.4	89.6%	92.6%
	401	6.3	87.5%	95.3%
	405	6.1	95.7%	99.4%
	432	Not Available	100.0%	100.0%
	450	4.6	56.5%	58.3%
	460	2.7	78.3%	83.4%
	463	3.3	55.6%	86.3%
	464	2.1	59.3%	70.4%
	465	Not Available	84.6%	88.8%
	467	6.5	92.9%	96.1%
	470	3.1	0.0%	Not Available
	475	6.8	98.4%	97.6%
	476	4.3	82.3%	83.8%
	479	7.4	79.0%	86.5%
	488	6.6	71.4%	72.6%
	490	5.9	0.0%	Not Available
	493	7.2	0.0%	Not Available
	494	2.6	61.3%	66.5%
	495	5.7	0.0%	Not Available
	497	9.5	100.0%	100.0%
Keystone	600	-0.6	82.3%	89.6%
	601	-2.7	93.5%	95.3%
	605	-1.4	95.2%	96.2%
	607	-2.9	93.4%	97.2%
	609	-6.9	95.2%	96.2%
	610	-2.5	86.7%	94.5%
	611	0.1	100.0%	100.0%
	612	-3.5	92.9%	99.4%
	615	-2.2	84.6%	95.1%
	618	-4.4	90.0%	95.7%
	619	-5.4	87.1%	91.7%
	620	0.5	91.8%	96.2%
	622	-2.0	90.3%	94.5%
	637	-2.4	100.0%	98.4%
	639	-1.3	88.7%	97.3%
	640	-0.6	51.6%	89.8%
	641	-1.7	91.9%	95.3%
	642	-3.0	77.0%	95.4%
	643	-1.8	88.7%	91.3%
	644	0.5	83.9%	92.5%
	645	-1.7	88.5%	91.7%
	646	-2.3	86.9%	92.9%
	647	-0.6	93.5%	96.1%
	648	2.6	95.2%	99.2%
	649	-2.0	88.7%	96.2%
	650	-0.2	96.8%	97.6%
	651	-1.4	88.7%	94.5%
	652	-0.2	82.3%	96.8%
	653	-1.1	77.0%	83.1%
	654	-0.7	87.1%	98.0%
	655	-1.2	69.4%	78.7%
	656	-1.4	87.1%	95.3%
	658	-0.5	91.7%	97.4%
	660	1.4	85.7%	99.6%

**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	2nd Quarter FY 2016	2nd Quarter FY 2016
	661	-2.1	92.9%	95.6%
	662	0.0	100.0%	100.0%
	663	-5.1	89.3%	92.0%
	664	-2.1	79.3%	97.7%
	665	-0.2	85.7%	94.0%
	666	-0.1	96.3%	99.0%
	667	-4.0	71.4%	92.2%
	669	-4.5	85.7%	96.1%
	670	-1.7	78.6%	96.7%
	671	-8.4	75.9%	93.1%
	672	-0.8	92.9%	99.0%
	674	Not Available	84.6%	97.4%

Non-NEC Corridor Routes

Standard		≥ 0	80.0%	80.0%
Capitol Corridor	520	1.9	96.9%	99.0%
	521	1.2	93.8%	97.4%
	522	2.3	93.8%	96.3%
	523	1.3	95.3%	97.3%
	524	3.1	98.4%	97.2%
	525	2.4	96.9%	96.4%
	526	2.5	96.9%	98.3%
	527	2.3	100.0%	98.4%
	528	4.1	98.4%	96.4%
	529	0.6	100.0%	98.0%
	530	4.9	93.8%	98.0%
	531	3.2	93.8%	96.6%
	532	4.4	87.5%	90.3%
	533	1.6	95.3%	96.6%
	534	3.4	96.9%	96.7%
	535	2.7	98.4%	98.1%
	536	1.7	93.8%	97.2%
	537	2.4	89.1%	93.1%
	538	2.3	93.8%	96.2%
	540	3.2	96.9%	96.9%
	541	3.5	93.8%	95.5%
	542	1.6	95.3%	98.0%
	543	1.9	81.3%	92.0%
	544	3.4	93.8%	95.0%
	545	2.9	93.8%	94.5%
	546	2.6	89.1%	85.8%
	547	1.2	85.9%	89.5%
	548	0.3	92.2%	95.5%
	549	0.5	92.2%	97.2%
	551	2.0	96.9%	99.2%
	720	2.8	96.3%	94.4%
	723	0.7	96.3%	99.2%
	724	2.0	96.3%	95.8%
	727	1.8	100.0%	99.7%
	728	2.1	96.3%	95.5%
	729	0.6	88.9%	95.0%
	732	1.9	96.3%	98.6%
	733	4.6	96.3%	98.4%
	734	1.5	96.3%	97.1%
	736	3.9	96.3%	99.1%
	737	2.6	88.9%	91.1%
	738	-0.7	96.3%	96.8%
	741	0.7	96.3%	96.8%
	742	2.1	92.6%	97.1%
	743	0.0	96.3%	96.8%
	744	1.8	96.3%	97.1%
	745	1.1	88.9%	91.2%
	746	1.6	92.6%	97.2%
	747	2.6	92.6%	93.9%
	748	2.0	92.6%	97.4%
	749	1.5	81.5%	93.5%
	751	1.4	92.6%	94.4%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2016	2nd Quarter FY 2016
Carolinian	79	-0.7	37.4%	47.9%
	80	0.3	79.8%	65.0%
Cascades	500	1.9	62.5%	67.7%
	501	-1.2	64.8%	73.1%
	503	Not Available	100.0%	99.7%
	505	Not Available	92.6%	94.7%
	506	-0.1	88.9%	81.8%
	507	1.8	84.6%	78.2%
	508	-1.2	91.2%	84.4%
	509	3.4	81.3%	81.2%
	510	-0.1	67.8%	88.4%
	513	-3.0	79.1%	72.0%
	516	-3.5	63.7%	72.0%
	517	-0.9	77.8%	82.3%
	Downeaster	680	-3.5	77.8%
681		-4.7	81.0%	87.9%
682		-5.0	96.8%	99.4%
683		-2.0	88.9%	95.9%
684		-0.1	87.3%	93.3%
685		-5.9	79.4%	89.0%
686		-1.4	84.1%	92.9%
687		-3.3	77.8%	82.9%
688		-4.3	79.4%	88.2%
689		-2.0	88.9%	95.8%
690		-3.4	85.2%	97.9%
691		-3.7	78.6%	80.3%
692		-6.2	82.1%	93.8%
693		0.3	81.5%	89.3%
694		-0.7	88.9%	92.9%
695		-6.7	85.2%	88.6%
696		-0.4	85.2%	90.1%
697		-2.9	75.0%	90.4%
698	-4.7	67.9%	89.8%	
699	-2.2	92.6%	94.2%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2016	2nd Quarter FY 2016
Empire Corridor				
Adirondack	68	1.5	83.5%	68.9%
	69	0.6	82.4%	83.9%
Maple Leaf	63	1.0	90.1%	68.4%
	64	-0.4	86.8%	70.3%
New York - Albany ^c	230	1.5	88.7%	95.2%
	232	1.1	79.0%	93.2%
	233	-0.8	82.4%	92.9%
	234	-0.9	91.9%	96.0%
	235	0.5	91.9%	95.6%
	236	0.2	98.4%	97.7%
	237	-0.5	85.5%	95.2%
	238	0.3	94.5%	94.1%
	239	-2.3	78.0%	95.6%
	241	0.6	90.1%	94.2%
	242	0.9	95.2%	99.3%
	243	2.2	96.8%	98.4%
	244	-2.9	94.5%	97.1%
	245	0.9	96.8%	96.2%
	250	1.2	100.0%	100.0%
	252	-1.2	100.0%	100.0%
	253	0.3	86.2%	92.4%
	254	-0.2	100.0%	97.6%
	255	-2.3	83.3%	90.5%
	256	1.8	85.7%	90.8%
259	Not Available	96.6%	96.5%	
New York - Niagara Falls	261	-0.1	88.9%	90.4%
	280	-0.3	80.5%	78.0%
	281	0.4	74.7%	67.7%
	283	1.3	85.7%	75.1%
	284	0.0	76.9%	64.6%
	288	2.6	85.7%	79.5%
	Ethan Allen Express	290	2.0	87.1%
	291	3.6	93.7%	93.1%
	292	2.4	73.3%	78.9%
	293	4.0	91.7%	86.4%
	296	1.0	100.0%	98.2%
Heartland Flyer				
	821	4.0	75.8%	95.9%
	822	2.6	82.4%	81.0%
Hiawatha				
	329	0.4	93.5%	95.3%
	330	0.5	100.0%	99.2%
	331	0.3	95.6%	96.9%
	332	-0.2	93.4%	94.5%
	333	-0.3	94.5%	94.5%
	334	-0.3	95.6%	97.8%
	335	-0.7	86.8%	95.1%
	336	-0.2	93.4%	97.8%
	337	1.3	96.7%	98.9%
	338	-0.7	93.4%	96.7%
	339	0.3	92.3%	94.3%
	340	-1.1	89.0%	97.6%
	341	1.2	90.1%	94.3%
	342	1.1	94.5%	98.5%
Hoosier State				
	850	1.6	84.6%	89.3%
	851	6.6	96.1%	89.2%
Illinois				
Carl Sandburg / Illinois Zephyr	380	2.2	96.7%	95.1%
	381	1.8	96.7%	95.6%
	382	2.0	95.6%	94.6%
	383	2.6	90.1%	91.9%

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

Service	Train Number	Test #1	Test #2	Test #3	
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b	
		Last Four Quarters	2nd Quarter FY 2016	2nd Quarter FY 2016	
Illini / Saluki	390	1.1	64.8%	50.9%	
	391	0.8	59.3%	37.9%	
	392	-1.4	12.1%	44.9%	
	393	-2.6	49.5%	33.1%	
	Lincoln Service	300	1.9	79.1%	83.3%
		301	1.5	54.9%	71.9%
		302	1.8	74.7%	81.0%
		303	0.9	72.5%	72.4%
		304	0.5	74.7%	59.9%
		305	0.7	71.4%	72.9%
306		1.7	78.9%	72.5%	
	307	1.7	80.2%	79.2%	
Michigan					
Blue Water	364	5.8	91.2%	88.5%	
	365	8.9	68.1%	86.3%	
Pere Marquette	370	2.5	91.2%	93.0%	
	371	4.1	80.2%	94.7%	
Wolverine	350	1.0	86.8%	85.4%	
	351	5.3	65.9%	91.0%	
	352	3.3	53.8%	54.1%	
	353	7.4	76.9%	79.7%	
	354	0.6	76.9%	65.7%	
	355	6.6	82.4%	86.2%	
		311	4.9	89.0%	91.5%
Kansas City - St. Louis	313	7.9	92.3%	94.2%	
	314	8.7	91.2%	91.6%	
	316	9.6	92.3%	89.5%	
	Pacific Surfliner	562	2.8	90.1%	97.8%
564		-0.7	69.7%	96.4%	
565		1.8	78.8%	93.4%	
566		-1.3	78.7%	91.4%	
567		-2.9	77.5%	88.4%	
572		-1.9	75.3%	94.4%	
573		-1.8	79.1%	90.0%	
579		-0.1	84.1%	93.3%	
580		1.4	89.0%	93.7%	
582		1.2	87.6%	93.8%	
583		-4.0	78.7%	91.9%	
591		1.4	80.2%	88.5%	
595		-2.4	61.5%	83.4%	
761		Not Available	53.1%	82.7%	
763		-0.8	84.6%	91.6%	
768		-0.8	63.7%	95.0%	
769		-0.9	84.6%	86.4%	
774		0.0	81.3%	75.1%	
777		Not Available	74.7%	82.5%	
784		-0.7	71.4%	89.1%	
785		-0.7	82.4%	87.2%	
790		Not Available	82.8%	76.0%	
796		-1.4	59.3%	81.2%	
1761		Not Available	66.7%	88.9%	
1790		Not Available	88.9%	87.2%	
Pennsylvanian		42	1.0	85.7%	93.6%
		43	0.3	91.2%	79.2%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	2nd Quarter FY 2016	2nd Quarter FY 2016
Piedmont	73	-0.5	77.5%	93.7%
	74	Not Available	72.4%	83.6%
	75	Not Available	52.9%	84.3%
	76	Not Available	46.2%	76.0%
San Joaquin	701	-1.8	80.2%	89.5%
	702	-0.8	87.9%	79.9%
	703	-1.4	87.9%	90.1%
	704	0.9	95.6%	93.2%
	711	-0.3	82.4%	89.4%
	712	-1.1	78.0%	78.0%
	713	0.3	80.2%	84.1%
	714	-0.2	90.1%	85.0%
	715	0.7	79.1%	86.4%
	716	0.4	95.6%	91.3%
	717	0.3	88.9%	88.8%
	718	0.5	89.0%	89.1%
Vermont	54	3.6	89.7%	85.4%
	55	3.5	85.5%	72.1%
	56	3.7	83.9%	83.1%
	57	2.9	89.7%	71.6%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	-0.6	57.5%	61.5%
	53	-1.7	44.8%	64.4%
California Zephyr	5	2.7	74.7%	66.9%
	6	2.4	72.5%	60.7%
Cardinal	50	1.0	48.7%	53.9%
	51	1.8	89.7%	68.1%
Capitol Limited	29	0.7	83.3%	76.0%
	30	1.4	81.3%	64.7%
City of New Orleans	58	1.2	84.4%	63.5%
	59	1.1	82.4%	65.1%
Coast Starlight	11	0.5	87.9%	78.4%
	14	1.5	84.6%	66.4%
Crescent	19	-0.4	42.0%	62.0%
	20	-0.6	60.7%	48.5%
Empire Builder	27	0.0	91.2%	87.8%
	28	-0.5	86.8%	79.7%
	7	0.0	90.1%	87.3%
	8	-0.5	84.6%	78.7%
Lake Shore Ltd	448	9.0	63.7%	53.4%
	449	6.4	83.5%	89.6%
	48	1.8	85.7%	72.9%
	49	-0.5	80.2%	67.1%
Palmetto	89	-0.8	37.1%	56.6%
	90	0.0	72.2%	73.0%
Silver Meteor	97	-0.8	44.3%	48.6%
	98	-0.2	54.5%	41.8%
Silver Star	91	-0.4	31.9%	46.8%
	92	0.4	56.8%	41.2%
Southwest Chief	3	-0.5	88.9%	68.8%
	4	-0.7	86.8%	71.2%
Sunset Limited	1	3.3	71.8%	47.6%
	2	2.3	74.4%	57.2%
Texas Eagle	21	1.4	60.4%	48.1%
	22	1.3	45.1%	42.9%

^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	2nd Quarter FY 2016				MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b			
				#1	Minutes		

Standard	900
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Acela Express

Acela Express	Train	Host	Total Delay	Category 1	Category 1 Minutes	Category 2	Category 2 Minutes	MM&C Allowance
	2150	MNRR	2494	DSR	2373	DCS	75	0
	2151	MNRR	2512	CTI	1454	DSR	844	0
	2153	MNRR	2183	DSR	1904	CTI	181	0
	2154	MNRR	2454	DSR	1244	DMW	752	0
	2155	MNRR	1959	CTI	1495	DMW	363	0
	2158	MNRR	2049	CTI	919	DSR	741	0
	2159	MNRR	2258	DSR	858	DMW	662	0
	2160	MNRR	1747	DSR	1012	DMW	348	0
	2163	MNRR	2618	DSR	1495	DMW	518	0
	2164	MNRR	2071	CTI	1849	DSR	164	0
	2165	MNRR	1659	DSR	1126	RTE	259	0
	2166	MNRR	2088	DSR	1005	CTI	864	0
	2167	MNRR	1907	DSR	1616	CTI	207	0
	2168	MNRR	2247	CTI	1961	DSR	89	0
	2170	MNRR	2488	CTI	2022	DSR	204	0
	2171	MNRR	2795	DSR	2631	CTI	122	0
	2172	MNRR	2154	DSR	956	CTI	645	0
	2173	MNRR	2630	DSR	2059	CTI	507	0
	2175	MNRR	1642	DSR	1071	RTE	255	0
	2190	MNRR	1996	DSR	1927	CTI	63	0
	2250	MNRR	2100	DSR	1576	CTI	289	0
	2251	MNRR	1643	DSR	786	PTI	476	0
	2252	MNRR	1722	DSR	765	CTI	663	0
	2253	MNRR	1429	DSR	1173	CTI	121	0
	2254	MNRR	944	DSR	791	CTI	128	0
	2255	MNRR	370	DSR	242	CTI	102	0
	2256	MNRR	1352	DSR	944	CTI	408	0
	2257	MNRR	1467	DSR	918	CTI	434	0
	2258	MNRR	574	DSR	255	RTE	204	0
	2259	MNRR	1429	DSR	1327	CTI	102	0
	2290	MNRR	1811	DSR	1480	DCS	319	0
	2297	MNRR	1148	DSR	957	CTI	191	0

Other NEC Corridor Routes

Northeast Regional	Train	Host	Total Delay	Category 1	Category 1 Minutes	Category 2	Category 2 Minutes	MM&C Allowance
Richmond / Newport News/Norfolk ^d	194	CSX	1560	DSR	483	FTI	268	0
		MNRR	472	CTI	306	DCS	166	0
	195	CSX	1922	PTI	681	FTI	429	0
		MNRR	1282	DSR	548	DCS	453	0
	65	CSX	1724	PTI	611	DSR	439	0
		MNRR	708	CTI	344	DSR	198	0
	66	CSX	1413	FTI	454	DSR	395	0
		MNRR	1091	DSR	885	RTE	60	0
	67	CSX	2765	PTI	864	DSR	591	0
		MNRR	1590	DSR	824	DCS	233	0
	71	CSX	2213	FTI	1692	DSR	318	0
		NS	88	DSR	53	DCS	18	0
	82	CSX	1164	DCS	265	DSR	223	0
		MNRR	1671	DSR	982	CTI	344	0
	83	CSX	1992	DSR	593	RTE	342	0
		MNRR	1875	DMW	967	CTI	759	0
	84	CSX	1624	FTI	421	DMW	336	0
	85	CSX	1515	FTI	411	DSR	401	0
	86	CSX	1331	DSR	356	CTI	323	0
		MNRR	2457	DSR	2051	RTE	135	0
	87	CSX	822	DSR	251	FTI	237	0
	88	CSX	1553	FTI	672	DSR	285	0
		MNRR	599	DSR	491	DCS	96	0
		NS	243	DCS	154	DSR	88	0
	93	CSX	1566	FTI	438	CTI	370	0
		MNRR	1538	CTI	773	DMW	685	0
	94	CSX	2151	DSR	627	RTE	521	0
		MNRR	2515	CTI	2427	DSR	41	0

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

Service	Train	Host	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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	95	CSX		3084	FTI	1063	PTI	633	0
		MNRR		884	DSR	691	CTI	84	0
	96	CSX		1874	FTI	626	PTI	483	0
		MNRR		917	DSR	643	CTI	202	0
	99	CSX		1498	FTI	506	DSR	366	0
		MNRR		1376	DSR	430	DCS	390	0
	125	CSX		1828	FTI	771	PTI	360	0
		NS		523	DSR	193	RTE	123	0
	157	CSX		1469	FTI	424	PTI	375	0
		NS		389	DCS	218	FTI	57	0
	164	CSX		691	DSR	235	RTE	161	0
		MNRR		862	DSR	283	CTI	277	0
	174	CSX		1819	RTE	562	DSR	356	0
		MNRR		1309	CTI	445	DSR	404	0
Lynchburg ^g	145	NS		311	FTI	118	DCS	108	0
	147	MNRR		1024	CTI	488	DMW	274	0
		NS		341	FTI	332	DSR	4	0
	156	NS		168	FTI	102	DCS	39	0
	171	MNRR		2087	CTI	960	DMW	741	0
	176	MNRR		1290	DSR	916	CTI	317	0
		NS		455	DCS	138	PTI	114	0
All Other Northeast Regional	132	MNRR		1058	CTI	962	DSR	96	0
	135	MNRR		1490	CTI	1349	DSR	80	0
	136	MNRR		595	DSR	253	CTI	164	0
	137	MNRR		1264	CTI	1074	DSR	150	0
	139	MNRR		587	DSR	446	CTI	140	0
	140	MNRR		296	DSR	191	CTI	55	0
	141	MNRR		1550	DCS	855	CTI	487	0
	143	MNRR		982	DSR	536	RTE	249	0
	146	MNRR		298	DSR	226	CTI	48	0
	148	MNRR		597	CTI	319	RTE	161	0
	150	MNRR		1552	DSR	1219	DMW	252	0
	160	MNRR		1587	DSR	575	RTE	476	0
	161	MNRR		944	DSR	587	CTI	147	0
	162	MNRR		1034	CTI	382	DSR	376	0
	163	MNRR		1373	DSR	554	RTE	394	0
	165	MNRR		1121	DSR	683	CTI	406	0
	166	MNRR		880	DSR	548	CTI	268	0
	167	MNRR		1008	DSR	663	CTI	344	0
	168	MNRR		1357	CTI	1167	DSR	190	0
	169	MNRR		1102	DSR	954	RTE	123	0
	170	MNRR		2290	CTI	1285	RTE	464	0
	172	MNRR		579	DCS	248	DSR	216	0
	173	MNRR		1187	DMW	383	DSR	343	0
	175	MNRR		2869	CTI	2304	DSR	460	0
	177	MNRR		1287	DSR	899	CTI	325	0
	178	MNRR		945	CTI	746	DSR	199	0
	179	MNRR		1020	DSR	821	CTI	132	0
190	MNRR		2433	DSR	2175	CTI	222	0	

Non-NEC Corridor Routes

Capitol Corridor	520	UP		456	FTI	156	DSR	73	0
	521	UP		371	FTI	85	RTE	84	0
	522	UP		438	DSR	93	RTE	91	0
	523	UP		484	PTI	163	DSR	96	0
	524	UP		654	PTI	241	DSR	193	0
	525	UP		246	DSR	67	PTI	60	0
	526	UP		906	PTI	471	DCS	165	0
	527	UP		547	RTE	158	PTI	132	0
	528	UP		628	PTI	223	DSR	92	0
	529	UP		319	FTI	82	DCS	72	0
	530	UP		425	DSR	133	RTE	114	0
	531	UP		660	PTI	344	DCS	91	0
	532	UP		626	RTE	219	DSR	147	0
	533	UP		593	PTI	154	DSR	137	0
	534	UP		467	DSR	127	DCS	111	0
	535	UP		392	DSR	94	FTI	74	0
	536	UP		607	FTI	199	DMW	103	0
	537	UP		689	PTI	287	DCS	152	0
	538	UP		327	PTI	139	DSR	69	0

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

Service	Train	Host	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	
Standard			900					
	540	UP	247	DSR	79	DCS	66	0
	541	UP	392	DSR	136	PTI	111	0
	542	UP	394	DSR	146	PTI	96	0
	543	UP	606	DSR	198	PTI	146	0
	544	UP	391	PTI	147	DCS	83	0
	545	UP	549	DSR	136	DMW	131	0
	546	UP	580	PTI	207	DSR	187	0
	547	UP	915	PTI	455	DSR	174	0
	548	UP	594	PTI	279	DSR	85	0
	549	UP	524	PTI	225	DSR	157	0
	551	UP	307	RTE	105	DSR	97	0
	720	UP	504	DSR	127	PTI	127	0
	723	UP	277	DCS	103	DSR	69	0
	724	UP	529	DSR	183	PTI	150	0
	727	UP	416	DSR	97	RTE	89	0
	728	UP	693	PTI	302	DCS	175	0
	729	UP	374	DCS	128	DSR	61	0
	732	UP	788	DCS	174	DSR	153	0
	733	UP	622	PTI	200	DSR	106	0
	734	UP	408	PTI	161	DSR	78	0
	736	UP	682	DCS	331	DSR	114	0
	737	UP	511	PTI	208	DCS	129	0
	738	UP	466	DCS	155	PTI	150	0
	741	UP	310	PTI	144	DCS	53	0
	742	UP	453	DCS	158	FTI	77	0
	743	UP	749	PTI	222	RTE	139	0
	744	UP	412	DCS	217	PTI	104	0
	745	UP	288	DCS	144	DMW	51	0
	746	UP	521	DCS	233	PTI	161	0
	747	UP	613	PTI	302	DCS	164	0
	748	UP	410	DSR	133	RTE	125	0
	749	UP	521	DCS	195	RTE	131	0
	751	UP	373	DCS	136	DSR	102	0
Carolinian	79	CSX	2224	PTI	637	FTI	619	0
		NS	1084	FTI	369	DCS	191	0
	80	CSX	1904	FTI	522	DSR	325	0
		NS	628	FTI	230	DSR	125	0
Cascades	500	BNSF	1584	DSR	499	FTI	358	0
		UP	1221	PTI	889	FTI	124	0
	501	BNSF	1630	DSR	533	DMW	309	0
	503	UP	198	FTI	110	DSR	31	0
	505	UP	667	PTI	475	FTI	90	0
	506	BNSF	847	DSR	302	DCS	155	0
	507	BNSF	1217	DSR	345	RTE	252	0
		UP	764	FTI	365	PTI	205	0
	508	BNSF	794	DSR	356	FTI	160	0
	509	BNSF	1076	DSR	363	PTI	212	0
	510	BNSF	1653	FTI	429	DSR	427	0
	513	BNSF	1460	DSR	469	FTI	354	0
	516	BNSF	1306	DSR	446	FTI	337	0
	517	BNSF	1433	DSR	537	FTI	359	0
Downeaster	680	MBTA	2516	CTI	2129	DSR	366	0
		PanAm	165	FTI	101	DSR	52	0
	681	MBTA	3487	PTI	2751	CTI	562	0
		PanAm	417	DSR	316	DCS	37	0
	682	MBTA	443	DCS	136	PTI	94	0
		PanAm	190	DCS	86	DSR	46	0
	683	MBTA	1499	DSR	1099	CTI	204	0
		PanAm	573	DCS	151	PTI	128	0
	684	MBTA	802	CTI	332	DMW	172	0
		PanAm	998	PTI	608	DCS	196	0
	685	MBTA	1067	CTI	655	DCS	155	0
		PanAm	700	FTI	290	PTI	221	0
	686	MBTA	2562	CTI	2448	DCS	55	0
		PanAm	523	DMW	174	FTI	132	0

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

Service	Train	Host	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	
Standard			900					
Standard	687	MBTA	2889	CTI	2641	DCS	248	0
		PanAm	1004	DCS	335	FTI	324	0
	688	MBTA	1675	CTI	1319	FTI	315	0
		PanAm	978	PTI	580	FTI	244	0
	689	MBTA	1348	CTI	1167	FTI	139	0
		PanAm	411	DMW	244	DSR	58	0
	690	MBTA	461	CTI	363	DCS	59	0
		PanAm	169	DCS	96	FTI	63	0
	691	MBTA	4164	PTI	3302	CTI	558	0
		PanAm	316	DSR	114	DCS	94	0
	692	MBTA	901	DCS	333	CTI	294	0
		PanAm	242	DCS	118	FTI	74	0
	693	MBTA	2136	CTI	1499	DCS	412	0
		PanAm	318	DSR	130	FTI	82	0
	694	MBTA	366	CTI	193	DSR	122	0
		PanAm	1065	PTI	912	DSR	153	0
	695	MBTA	862	FTI	402	PTI	265	0
		PanAm	808	PTI	427	DCS	166	0
	696	MBTA	519	CTI	167	PTI	157	0
		PanAm	477	DSR	275	DCS	116	0
	697	MBTA	392	FTI	186	DSR	127	0
	PanAm	789	PTI	337	DCS	138	0	
698	MBTA	705	CTI	588	PTI	78	0	
	PanAm	980	PTI	359	FTI	235	0	
699	MBTA	118	FTI	98	CTI	20	0	
	PanAm	77	FTI	43	DCS	34	0	
Empire Corridor								
Adirondack	68	CN	3811	DSR	2215	FTI	1218	0
		CP	380	PTI	252	DSR	44	0
		Amtrak	537	PTI	194	DCS	188	0
		MNRR	844	CTI	328	DCS	267	0
	69	CN	4827	DSR	2585	FTI	1151	0
		CP	685	PTI	476	FTI	49	0
		Amtrak	774	PTI	292	DCS	178	0
		MNRR	585	CTI	342	RTE	124	0
Maple Leaf	63	CSX	1244	RTE	444	FTI	393	0
		Amtrak	674	PTI	205	DCS	203	0
		MNRR	718	CTI	416	RTE	109	0
	64	CSX	1407	FTI	548	RTE	301	0
	Amtrak	629	PTI	321	DCS	133	0	
	MNRR	631	CTI	292	RTE	197	0	
New York - Albany ^f	230	Amtrak	181	DCS	90	PTI	46	0
		MNRR	911	CTI	574	RTE	286	0
	232	Amtrak	317	DCS	121	DSR	63	0
		MNRR	831	CTI	552	RTE	124	0
	233	Amtrak	571	RTE	192	DCS	161	0
		MNRR	1108	CTI	471	DMW	259	0
	234	Amtrak	104	DSR	60	DCS	20	0
		MNRR	1616	CTI	1343	RTE	147	0
	235	Amtrak	507	PTI	155	RTE	87	0
		MNRR	448	CTI	241	RTE	101	0
	236	Amtrak	180	DCS	65	DSR	42	0
		MNRR	712	CTI	441	DSR	111	0
	237	Amtrak	511	PTI	232	DCS	135	0
		MNRR	1048	CTI	922	PTI	51	0
	238	Amtrak	556	PTI	223	DSR	159	0
		MNRR	763	CTI	400	RTE	190	0
239	Amtrak	329	CTI	125	DCS	81	0	
	MNRR	2232	CTI	1878	RTE	267	0	
241	Amtrak	333	RTE	130	DCS	86	0	
	MNRR	386	CTI	171	RTE	107	0	
242	Amtrak	363	DCS	196	PTI	95	0	
	MNRR	803	CTI	392	DSR	195	0	
243	Amtrak	273	DCS	157	RTE	44	0	
	MNRR	392	CTI	134	DSR	81	0	
244	Amtrak	369	DSR	146	PTI	132	0	
	MNRR	1494	CTI	1016	PTI	262	0	

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

Service	Train	Host	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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	245	Amtrak	220	DMW	93	DCS	57	0
		MNRR	334	CTI	241	RTE	51	0
	250	Amtrak	154	DSR	83	DCS	31	0
		MNRR	185	RTE	67	CTI	62	0
	252	Amtrak	221	DCS	188	DSR	33	0
		MNRR	440	CTI	230	DMW	105	0
	253	Amtrak	225	PTI	97	RTE	47	0
		MNRR	363	CTI	119	RTE	114	0
	254	Amtrak	439	PTI	272	DCS	88	0
		MNRR	718	CTI	471	DSR	157	0
	255	Amtrak	246	DCS	102	DSR	51	0
		MNRR	916	CTI	523	DCS	262	0
	256	Amtrak	684	DCS	562	DSR	123	0
		MNRR	740	CTI	258	OTH	179	0
	259	Amtrak	267	DCS	85	DSR	72	0
		MNRR	287	RTE	162	DCS	49	0
	261	Amtrak	177	DCS	77	RTE	77	0
		MNRR	506	CTI	238	FTI	99	0
New York - Niagara Falls	280	CSX	826	RTE	289	FTI	246	0
		Amtrak	580	PTI	230	DCS	177	0
		MNRR	1415	CTI	1050	DCS	163	0
	281	CSX	1154	FTI	406	RTE	295	0
		Amtrak	799	PTI	321	RTE	233	0
		MNRR	1057	RTE	559	CTI	298	0
	283	CSX	824	RTE	276	FTI	255	0
		Amtrak	555	PTI	180	DCS	142	0
		MNRR	750	CTI	354	RTE	202	0
	284	CSX	1255	FTI	444	RTE	370	0
		Amtrak	600	PTI	281	DSR	146	0
		MNRR	1044	CTI	550	DMW	164	0
288	CSX	720	RTE	176	FTI	157	0	
	Amtrak	726	PTI	353	DSR	209	0	
	MNRR	763	DSR	235	RTE	213	0	
Ethan Allen Express	290	CP	831	DMW	406	DSR	147	0
		Amtrak	1188	PTI	914	RTE	107	0
		MNRR	1063	CTI	540	DMW	172	0
		VTR	21	DCS	14	FTI	7	981
	291	CP	447	FTI	219	DCS	100	0
		Amtrak	607	PTI	305	DSR	111	0
		MNRR	413	CTI	236	RTE	87	0
		VTR	32	FTI	32	-	-	805
	292	CP	3488	PTI	2591	DCS	543	0
		Amtrak	543	PTI	322	DSR	127	0
		MNRR	1423	CTI	973	DMW	147	0
		VTR	0	-	-	-	-	448
293	CP	443	FTI	388	DSR	28	0	
	Amtrak	804	DMW	503	DSR	193	0	
	MNRR	2093	CTI	1923	DCS	92	0	
	VTR	0	-	-	-	-	966	
296	CP	795	PTI	759	DSR	36	0	
	Amtrak	991	PTI	531	DSR	179	0	
	MNRR	471	DSR	213	RTE	191	0	
	VTR	0	-	-	-	-	483	
Heartland Flyer	821	BNSF	956	DSR	745	FTI	127	0
	822	BNSF	1065	DSR	940	FTI	86	0
Hiawatha	329	CP	130	DMW	68	DCS	34	0
		Metra	270	CTI	172	DCS	57	0
	330	CP	130	DMW	39	PTI	32	0
		Metra	3214	CTI	3107	RTE	66	0
	331	CP	199	DMW	108	DCS	48	0
		Metra	863	CTI	652	DMW	73	0
	332	CP	226	DMW	99	FTI	54	0
		Metra	1040	FTI	364	CTI	329	0
	333	CP	203	FTI	112	DMW	43	0
		Metra	607	DMW	222	CTI	211	0
	334	CP	377	DMW	132	FTI	103	0
		Metra	589	CTI	173	RTE	149	0
	335	CP	352	PTI	117	FTI	82	0
		Metra	708	CTI	403	FTI	133	0
336	CP	548	RTE	182	FTI	159	0	
	Metra	839	DCS	447	FTI	125	0	

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

Service	Train	Host	2nd Quarter FY 2016					MM&C Allowance ^c	
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
	337	CP	72	DCS	41	FTI	19	0	
		Metra	634	DCS	329	FTI	163	0	
	338	CP	178	FTI	50	DCS	46	0	
		Metra	1490	CTI	1122	DCS	172	0	
	339	CP	60	DCS	33	PTI	14	0	
		Metra	2056	CTI	1851	DCS	205	0	
	340	CP	553	RTE	190	FTI	132	0	
		Metra	1459	CTI	998	DCS	361	0	
	341	CP	135	DCS	50	FTI	37	0	
		Metra	887	CTI	627	DCS	163	0	
	342	CP	106	FTI	52	RTE	25	0	
		Metra	1626	CTI	1411	DCS	159	0	
	Hoosier State	850	CSX	905	FTI	393	DCS	381	0
		851	CSX	497	FTI	221	DCS	140	0
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF	617	DSR	242	FTI	159	0	
	381	BNSF	418	DSR	219	RTE	64	0	
	382	BNSF	497	DSR	223	RTE	107	0	
	383	BNSF	588	DSR	291	CTI	118	0	
Illini / Saluki	390	CN	1257	DCS	719	FTI	282	0	
	391	CN	1444	DCS	578	FTI	493	0	
	392	CN	2058	FTI	764	DCS	621	0	
	393	CN	1498	DCS	763	FTI	467	0	
Lincoln Service	300	CN	1673	FTI	505	DSR	427	0	
		UP	1070	FTI	528	DCS	203	0	
	301	CN	1278	CTI	361	DSR	295	0	
		UP	1615	PTI	584	FTI	476	0	
	302	CN	2006	FTI	772	DSR	521	0	
		UP	1493	PTI	635	FTI	337	0	
	303	CN	816	DSR	289	DCS	204	0	
		UP	1434	PTI	513	FTI	312	0	
	304	CN	1614	FTI	628	DSR	480	0	
		UP	1355	PTI	534	FTI	415	0	
	305	CN	741	DCS	257	DSR	239	0	
		UP	1201	PTI	390	FTI	374	0	
	306	CN	1206	FTI	489	DSR	419	0	
		UP	1425	PTI	756	FTI	373	0	
	307	CN	1008	FTI	477	DSR	276	0	
		UP	868	FTI	370	PTI	263	0	
Michigan									
Blue Water	364	Amtrak	159	DCS	89	FTI	35	0	
		CN	453	FTI	341	DCS	87	0	
		MIDOT	110	DCS	55	RTE	40	0	
		NS	2492	FTI	1285	DCS	797	1671	
	365	Amtrak	381	PTI	244	DCS	91	0	
		CN	852	FTI	651	DCS	119	0	
		MIDOT	30	DCS	30	-	-	0	
		NS	2678	FTI	932	DCS	585	1671	
Pere Marquette	370	CSX	163	DCS	83	DSR	52	0	
		NS	1554	FTI	867	PTI	280	1671	
	371	CSX	276	FTI	134	DCS	41	0	
		NS	2545	FTI	1054	PTI	617	1671	

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

Service	Train	Host	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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Wolverine	350	Amtrak	1099	PTI	739	DCS	206	0
		CN	1626	DSR	761	FTI	370	0
		MIDOT	1243	PTI	529	DSR	384	0
		NS	2396	DCS	1037	FTI	686	1671
	351	Amtrak	470	PTI	295	DCS	121	0
		CN	1313	FTI	671	DSR	358	0
		MIDOT	661	DSR	391	DCS	235	0
		NS	2619	FTI	805	DCS	517	1671
	352	Amtrak	710	PTI	448	DCS	132	0
		CN	1436	DSR	823	FTI	424	0
		MIDOT	1559	PTI	679	DCS	437	0
		NS	3153	DCS	952	FTI	881	1671
	353	Amtrak	705	PTI	410	DCS	160	0
		CN	1202	DCS	490	FTI	263	0
		MIDOT	872	DSR	330	PTI	235	0
		NS	3192	FTI	1749	DCS	963	1671
	354	Amtrak	452	PTI	176	RTE	134	0
		CN	943	DSR	477	FTI	313	0
		MIDOT	624	DSR	287	DCS	175	0
		NS	2822	DCS	1076	FTI	955	1671
	355	Amtrak	169	PTI	84	DCS	69	0
CN		803	FTI	499	DCS	129	0	
MIDOT		1042	PTI	312	DSR	292	0	
NS		1554	FTI	766	DCS	294	1671	
Kansas City - St. Louis	311	UP	553	FTI	319	DMW	74	0
	313	UP	263	FTI	105	PTI	70	0
	314	UP	615	FTI	407	DMW	78	0
	316	UP	450	FTI	218	PTI	81	0
Pacific Surfliner	562	BNSF	741	CTI	276	DCS	224	0
		SCRRA	789	CTI	332	PTI	295	0
		SDNRR	1898	CTI	872	PTI	611	0
	564	BNSF	554	DSR	183	DCS	146	0
		SCRRA	1435	PTI	926	CTI	239	0
		SDNRR	1412	PTI	640	CTI	398	0
	565	BNSF	1548	RTE	654	FTI	324	0
		SCRRA	401	CTI	181	RTE	125	0
		SDNRR	1034	CTI	591	DSR	123	0
	566	BNSF	1121	DSR	301	DCS	201	0
		SCRRA	2627	PTI	2067	DCS	239	0
		SDNRR	1390	PTI	675	CTI	474	0
	567	BNSF	1163	DCS	359	RTE	322	0
		SCRRA	337	PTI	197	DCS	101	0
		SDNRR	2431	CTI	1393	PTI	567	0
	572	BNSF	855	FTI	227	DSR	200	0
		SCRRA	1219	PTI	929	DCS	171	0
		SDNRR	955	CTI	334	PTI	311	0
	573	BNSF	642	DSR	216	DCS	205	0
		SCRRA	325	CTI	151	DCS	113	0
		SDNRR	1536	PTI	769	CTI	360	0
	579	BNSF	1283	DSR	595	DCS	271	0
		SCRRA	277	CTI	168	DCS	60	0
		SDNRR	1446	PTI	886	CTI	296	0
580	BNSF	378	DCS	148	RTE	61	0	
	SCRRA	863	PTI	445	CTI	289	0	
	SDNRR	1518	CTI	1203	PTI	110	0	
582	BNSF	894	CTI	564	FTI	167	0	
	SCRRA	1847	PTI	1285	CTI	340	0	
	SDNRR	1691	CTI	1271	PTI	233	0	
583	BNSF	1667	RTE	591	DCS	496	0	
	SCRRA	1900	PTI	1193	RTE	288	0	
	SDNRR	1009	CTI	427	DSR	249	0	

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

Service	Train	Host	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900
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591	BNSF		842	DSR	253	FTI	222	0
	SCRRA		319	FTI	57	DCS	57	0
	SDNRR		1420	CTI	560	PTI	450	0
595	BNSF		900	FTI	337	DSR	235	0
	SCRRA		1736	DMW	395	PTI	393	0
	SDNRR		1010	FTI	359	PTI	351	0
761	SCRRA		1984	CTI	1000	PTI	819	0
	UP		798	PTI	375	DCS	152	0
763	BNSF		1554	DCS	981	FTI	312	0
	SCRRA		889	PTI	455	DCS	201	0
	SDNRR		1454	CTI	801	DCS	281	0
	UP		1219	PTI	803	DCS	183	0
768	BNSF		843	DCS	378	DSR	143	0
	SCRRA		892	DCS	301	PTI	294	0
	SDNRR		1151	PTI	673	CTI	205	0
	UP		196	DMW	54	DCS	51	0
769	BNSF		1232	DCS	603	RTE	174	0
	SCRRA		289	DCS	127	PTI	62	0
	SDNRR		1853	PTI	900	CTI	444	0
	UP		1049	PTI	512	DBS	277	0
774	BNSF		874	RTE	358	FTI	148	0
	SCRRA		696	PTI	317	CTI	201	0
	SDNRR		1038	PTI	538	CTI	309	0
	UP		1522	PTI	905	DCS	285	0
777	BNSF		1176	DCS	281	RTE	281	0
	SCRRA		453	PTI	248	DCS	104	0
	SDNRR		1612	PTI	799	DSR	263	0
	UP		1623	PTI	829	FTI	342	0
784	BNSF		905	CTI	302	DCS	210	0
	SCRRA		1490	CTI	1015	PTI	293	0
	SDNRR		1705	CTI	942	PTI	289	0
	UP		1349	PTI	835	DCS	309	0
785	BNSF		1160	DSR	337	DCS	332	0
	SCRRA		680	PTI	311	CTI	141	0
	SDNRR		1841	PTI	809	CTI	622	0
	UP		499	PTI	235	FTI	188	0
790	BNSF		494	FTI	203	DSR	116	0
	SCRRA		1826	CTI	1546	PTI	97	0
	SDNRR		829	PTI	421	DSR	229	0
	UP		984	PTI	547	DSR	146	0
796	BNSF		779	RTE	272	FTI	152	0
	SCRRA		1527	PTI	780	DMW	221	0
	SDNRR		828	FTI	519	DSR	146	0
	UP		692	CTI	301	DCS	123	0
1761	SCRRA		530	CTI	179	PTI	164	0
	UP		788	PTI	342	FTI	202	0
1790	BNSF		431	RTE	396	DSR	17	0
	SCRRA		200	PTI	152	CTI	28	0
	SDNRR		691	PTI	368	DSR	314	0
	UP		1198	PTI	457	DBS	259	0

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

Service	Train	Host	2nd Quarter FY 2016					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900							
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Pennsylvanian	42	NS		575	FTI	245	RTE	137	0
	43	NS		609	FTI	272	RTE	142	0
Piedmont	73	NS		955	FTI	475	DCS	171	0
	74	NS		850	FTI	347	DSR	183	0
	75	NS		1445	FTI	927	DSR	174	0
	76	NS		1425	FTI	746	PTI	311	0
San Joaquin	701	BNSF		859	PTI	331	FTI	242	0
		UP		2599	OTH	1243	DSR	466	0
	702	BNSF		1052	PTI	440	FTI	351	0
		UP		1630	OTH	833	FTI	466	0
	703	BNSF		769	PTI	445	FTI	182	0
		UP		1876	FTI	932	DSR	745	0
	704	BNSF		541	PTI	207	FTI	194	0
		UP		1296	DSR	706	FTI	209	0
	711	BNSF		720	FTI	287	PTI	184	0
		UP		1708	PTI	731	DSR	278	0
	712	BNSF		1115	PTI	423	FTI	396	0
		UP		821	DSR	360	DCS	150	0
	713	BNSF		951	PTI	482	FTI	259	0
		UP		1498	PTI	598	DCS	275	0
	714	BNSF		703	FTI	277	PTI	189	0
		UP		1209	PTI	513	FTI	193	0
	715	BNSF		716	FTI	260	PTI	250	0
		UP		1464	PTI	539	DCS	406	0
	716	BNSF		728	PTI	357	FTI	191	0
		UP		708	DSR	258	DMW	159	0
717	BNSF		748	PTI	355	FTI	193	0	
	UP		1037	PTI	447	DSR	278	0	
718	BNSF		497	PTI	236	FTI	127	0	
	UP		1234	PTI	522	DSR	295	0	
Vermont	54	MassDOT		2206	DSR	2137	PTI	49	0
		MNRR		1761	DSR	1379	DMW	277	0
		NECR		868	DSR	819	DCS	32	0
	55	MassDOT		2445	DSR	2291	DCS	63	0
		MNRR		1961	CTI	997	DSR	711	0
		NECR		1037	DSR	926	DBS	41	0
	56	MassDOT		2106	DSR	1995	RTE	62	0
		MNRR		1748	DSR	896	DMW	639	0
		NECR		1001	DSR	887	DBS	66	0
	57	MassDOT		2686	DSR	2350	PTI	266	0
		MNRR		1102	CTI	573	DSR	406	0
		NECR		875	DSR	814	DMW	45	0

Long Distance Routes

Auto Train	52	CSX		1353	FTI	501	DSR	407	0
		CFRC		1174	DCS	504	FTI	372	0
	53	CSX		1788	FTI	751	DSR	465	0
		CFRC		1956	DSR	814	CTI	771	0
California Zephyr	5	BNSF		796	DSR	340	PTI	131	0
		UP		829	FTI	294	DCS	185	0
	6	BNSF		759	DSR	420	RTE	106	0
		UP		731	FTI	265	DCS	164	0
Cardinal	50	BBrRR		1149	FTI	480	PTI	354	0
		CSX		942	FTI	474	DSR	216	0
		NS		938	CTI	363	PTI	212	0
	51	BBrRR		992	PTI	742	DCS	110	0
		CSX		821	FTI	372	DSR	215	0
		NS		690	PTI	231	DCS	214	0
Capitol Limited	29	CSX		611	FTI	272	DSR	116	0
		NS		1507	FTI	694	RTE	285	0
	30	CSX		996	FTI	321	DSR	271	0
		NS		1253	FTI	560	RTE	330	0
City of New Orleans	58	CN		909	FTI	343	DSR	187	0
	59	CN		1141	FTI	667	DSR	219	0
Coast Starlight	11	BNSF		1048	DSR	362	FTI	185	0
		SCRRA		2244	CTI	1027	PTI	969	0
		UP		996	PTI	354	FTI	316	0
	14	BNSF		877	DSR	276	PTI	232	0
		SCRRA		2529	PTI	1818	CTI	442	0
		UP		1018	FTI	355	PTI	268	0

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

Service	Train	Host	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	
Standard			900					
Crescent	19	NS	1209	FTI	566	DSR	274	0
	20	NS	1130	FTI	576	DSR	247	0
Empire Builder	27	BNSF	684	DSR	295	FTI	203	0
	28	BNSF	689	FTI	343	DSR	231	0
	7	BNSF	422	FTI	239	DSR	69	0
		CP	315	FTI	203	DCS	44	0
		Metra	260	DCS	90	CTI	80	0
	8	BNSF	435	FTI	266	DSR	74	0
CP		449	FTI	126	DSR	126	0	
Metra		645	CTI	419	DCS	177	0	
Lake Shore Ltd	448	CSX	1200	FTI	590	DSR	313	0
		MBTA	3100	CTI	2698	PTI	125	0
	449	CSX	982	PTI	380	FTI	284	0
		MBTA	3077	CTI	1780	DSR	614	0
	48	CSX	1154	FTI	524	RTE	175	0
		MNRR	1306	CTI	704	RTE	333	0
		NS	1117	FTI	566	PTI	196	0
	49	CSX	355	FTI	135	DCS	63	0
		MNRR	661	CTI	317	RTE	109	0
		NS	1238	FTI	838	RTE	116	0
Palmetto	89	CSX	1452	FTI	553	PTI	296	0
	90	CSX	1102	FTI	441	PTI	226	0
Silver Meteor	97	CSX	1254	FTI	558	DSR	313	0
		CFRC	1161	PTI	342	DSR	281	0
		Fla DOT	1981	CTI	938	PTI	377	0
	98	CSX	1212	FTI	441	DSR	329	0
		CFRC	1491	PTI	538	DSR	376	0
		Fla DOT	1320	CTI	358	DSR	327	0
Silver Star	91	CSX	1370	DSR	384	FTI	370	0
		CFRC	1491	PTI	538	DSR	376	0
		Fla DOT	2284	CTI	1272	DCS	396	0
		NS	2469	PTI	1816	DCS	386	0
	92	CSX	1317	FTI	390	DSR	385	0
		CFRC	531	CTI	235	DSR	213	0
		Fla DOT	2427	CTI	1517	DSR	475	0
		NS	179	DCS	77	DSR	38	0
Southwest Chief	3	BNSF	497	DSR	205	FTI	89	0
		NMDOT	1725	DSR	1218	CTI	272	0
	4	BNSF	466	DSR	192	FTI	93	0
		NMDOT	1552	DSR	1111	DCS	198	0
Sunset Limited	1	BNSF	1359	DSR	1076	DCS	131	0
		UP	1129	FTI	496	DSR	328	0
	2	BNSF	1294	DSR	1025	DCS	185	0
		UP	1257	FTI	588	DSR	263	0
Texas Eagle	21	BNSF	852	DSR	586	FTI	103	0
		CN	1608	FTI	452	DSR	389	0
		UP	2227	FTI	985	DSR	529	0
	22	BNSF	933	DSR	729	FTI	99	0
		CN	1451	FTI	619	DSR	239	0
		UP	1590	FTI	521	DSR	515	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	2nd Quarter FY 2016					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					

Acela Express

Acela Express	2150	41	ADA	19	OTH	8	0
	2151	665	OTH	504	HLD	104	0
	2153	253	OTH	213	HLD	29	0
	2154	73	HLD	27	OTH	27	0
	2155	216	OTH	144	HLD	55	0
	2158	347	OTH	327	CAR	17	0
	2159	544	OTH	265	HLD	124	0
	2160	515	OTH	484	ADA	31	0
	2163	204	OTH	98	HLD	78	0
	2164	130	OTH	70	ENG	41	0
	2165	369	OTH	279	ADA	29	0
	2166	203	OTH	203	-	-	0
	2167	351	OTH	230	HLD	55	0
	2168	92	OTH	41	ENG	38	0
	2170	111	OTH	73	ADA	24	0
	2171	295	ADA	185	HLD	104	0
	2172	198	OTH	122	ITI	41	0
	2173	383	OTH	253	HLD	101	0
	2175	471	OTH	240	HLD	167	0
	2190	70	OTH	46	HLD	24	0
	2250	208	OTH	179	HLD	17	0
	2251	964	OTH	869	ADA	48	0
	2252	767	OTH	635	ADA	132	0
	2253	383	ENG	223	OTH	172	0
	2254	791	OTH	731	ADA	60	0
	2255	446	OTH	306	ADA	89	0
	2256	36	CAR	36	-	-	0
	2257	434	OTH	344	HLD	64	0
	2258	575	OTH	348	HLD	228	0
	2259	383	OTH	268	HLD	115	0
	2290	132	HLD	108	ADA	24	0
	2297	651	OTH	485	HLD	140	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News/Norfolk ^d	65	555	OTH	218	HLD	106	0
	66	424	OTH	147	HLD	107	0
	67	420	OTH	210	HLD	62	0
	71	251	OTH	100	ENG	45	0
	82	216	OTH	110	HLD	106	0
	83	345	OTH	122	HLD	94	0
	84	294	HLD	81	SYS	70	0
	85	160	SYS	68	HLD	45	0
	86	253	HLD	144	OTH	81	0
	87	84	HLD	49	OTH	35	0
	88	833	ENG	246	OTH	179	0
	93	459	OTH	223	HLD	70	0
	94	310	HLD	79	ENG	77	0
	95	407	OTH	122	HLD	108	0
	96	276	HLD	121	ADA	59	0
	99	447	HLD	214	SYS	89	0
	125	346	HLD	172	OTH	85	0
	157	812	OTH	268	SVS	240	0
	164	197	OTH	100	HLD	68	0
	174	153	HLD	54	OTH	45	0
	194	461	HLD	209	ADA	109	0
	195	398	ENG	435	OTH	112	0
Lynchburg ^e	145	336	HLD	179	INJ	72	0
	147	866	OTH	234	SVS	234	0
	156	101	CON	39	ADA	24	0
	171	274	HLD	117	OTH	90	0
	176	276	OTH	111	HLD	104	0

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

Service	Train	2nd Quarter FY 2016					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#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	323	OTH	219	HLD	103	0
	135	450	HLD	413	OTH	37	0
	136	811	OTH	783	ADA	28	0
	137	755	OTH	507	HLD	202	0
	139	804	OTH	714	HLD	51	0
	140	816	OTH	764	HLD	40	0
	141	1339	OTH	544	SVS	498	0
	143	2679	SVS	1378	OTH	874	0
	146	660	OTH	324	SYS	213	0
	148	1774	OTH	1692	HLD	74	0
	150	255	ENG	121	HLD	81	0
	160	267	OTH	174	ADA	50	0
	161	2073	CON	950	OTH	925	0
	162	457	OTH	162	ENG	133	0
	163	2346	CON	1835	OTH	197	0
	165	819	OTH	382	CON	142	0
	166	527	OTH	240	ADA	204	0
	167	625	CON	293	HLD	179	0
	168	123	HLD	123	-	-	0
	169	683	OTH	333	SYS	160	0
170	614	OTH	549	ENG	60	0	
172	338	OTH	230	ENG	76	0	
173	1334	OTH	1043	HLD	170	0	
175	454	SYS	152	HLD	105	0	
177	386	OTH	279	HLD	104	0	
178	528	OTH	479	HLD	43	0	
179	1215	CON	593	OTH	527	0	
190	300	ENG	226	OTH	44	0	

Non-NEC Corridor Routes

Service	Train	Total Delay	#1	Minutes	#2	Minutes	MM&C Allowance ^c
Capitol Corridor	520	123	HLD	29	ITI	25	0
	521	125	HLD	68	OTH	18	0
	522	320	CAR	77	HLD	63	0
	523	133	HLD	97	SYS	18	0
	524	298	HLD	122	ADA	85	0
	525	312	HLD	127	ENG	100	0
	526	255	ADA	73	OTH	70	0
	527	132	HLD	74	SYS	30	0
	528	136	ADA	61	HLD	40	0
	529	126	HLD	88	ADA	21	0
	530	325	HLD	91	SYS	65	0
	531	189	ENG	91	HLD	34	0
	532	324	SYS	90	ADA	70	0
	533	235	HLD	86	ENG	68	0
	534	236	HLD	132	SYS	46	0
	535	120	HLD	42	SYS	27	0
	536	244	HLD	111	ADA	31	0
	537	455	HLD	185	SYS	109	0
	538	158	HLD	56	ADA	40	0
	540	282	ENG	66	CON	64	0
	541	193	HLD	79	SYS	61	0
	542	239	HLD	118	SYS	37	0
	543	527	HLD	198	SYS	109	0
	544	301	HLD	177	SYS	44	0
	545	157	HLD	59	ADA	32	0
	546	653	ITI	294	HLD	102	0
	547	258	HLD	105	CON	41	0
	548	32	HLD	17	OTH	7	0
	549	352	HLD	169	SYS	48	0
	551	184	HLD	84	ADA	70	0
	720	186	ADA	89	HLD	55	0
	723	100	HLD	42	ADA	30	0
	724	493	ENG	360	ADA	64	0
727	139	HLD	78	SYS	36	0	

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

Service	Train	2nd Quarter FY 2016					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
	728	230	HLD	105	ADA	75	0
	729	167	HLD	85	ADA	30	0
	732	301	HLD	106	ADA	102	0
	733	235	ADA	121	HLD	51	0
	734	319	HLD	183	ADA	44	0
	736	352	HLD	174	ADA	81	0
	737	329	ITI	183	SVS	56	0
	738	383	HLD	147	SYS	103	0
	741	280	HLD	177	ADA	55	0
	742	90	ADA	33	HLD	33	0
	743	308	HLD	108	SYS	103	0
	744	294	HLD	129	ADA	41	0
	745	182	ITI	148	HLD	25	0
	746	47	CON	30	ADA	8	0
	747	211	HLD	83	ADA	58	0
	748	169	HLD	80	SYS	61	0
	749	258	HLD	161	ADA	59	0
	751	250	HLD	144	ADA	89	0
Carolinian	79	363	HLD	138	ADA	70	0
	80	353	HLD	117	ADA	83	0
Cascades	500	232	HLD	51	SYS	41	0
	501	266	CAR	74	SYS	65	0
	503	71	OTH	45	CAR	11	0
	505	154	OTH	71	ENG	49	0
	506	270	ADA	96	HLD	61	0
	507	259	HLD	60	ADA	53	0
	508	161	OTH	54	ADA	33	0
	509	224	ADA	80	CON	38	0
	510	199	CON	83	SYS	41	0
	513	208	ADA	53	HLD	45	0
	516	280	ITI	60	HLD	59	0
	517	249	ENG	104	SYS	58	0
Downeaster	680	39	HLD	28	ENG	8	0
	681	46	HLD	29	OTH	11	0
	682	36	OTH	13	INJ	9	0
	683	56	ENG	40	OTH	10	0
	684	96	HLD	51	OTH	37	0
	685	260	OTH	136	HLD	72	0
	686	121	ENG	55	ITI	43	0
	687	44	ITI	36	OTH	6	0
	688	116	ENG	80	ITI	20	0
	689	130	ITI	98	OTH	21	0
	690	26	HLD	19	ADA	6	0
	691	370	ITI	335	OTH	20	0
	692	68	HLD	50	ADA	18	0
	693	55	ITI	32	HLD	23	0
	694	482	ENG	369	OTH	66	0
	695	295	SYS	172	OTH	64	0
	696	184	ITI	168	HLD	16	0
	697	50	HLD	38	ADA	6	0
	698	165	ENG	115	OTH	30	0
	699	207	ITI	113	ADA	29	0
Empire Corridor							
Adirondack	68	244	SVS	87	HLD	36	0
	69	341	ENG	99	SVS	96	0
Maple Leaf	63	532	SVS	245	ENG	116	0
	64	230	OTH	239	SYS	213	0

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

Service	Train	2nd Quarter FY 2016						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
New York - Albany ^f	230	45	ENG	32	HLD	14	0	
	232	137	HLD	51	CAR	28	0	
	233	83	ENG	39	HLD	17	0	
	234	173	CAR	116	ENG	29	0	
	235	173	HLD	66	OTH	38	0	
	236	136	CAR	60	ADA	23	0	
	237	200	HLD	104	SYS	49	0	
	238	186	OTH	43	CAR	42	0	
	239	331	HLD	182	OTH	92	0	
	241	288	HLD	147	OTH	61	0	
	242	118	OTH	60	HLD	18	0	
	243	179	OTH	106	HLD	59	0	
	244	149	OTH	57	HLD	53	0	
	245	232	OTH	158	ENG	44	0	
	250	44	ADA	15	CAR	15	0	
	252	41	HLD	23	SVS	14	0	
	253	216	HLD	128	ADA	45	0	
	254	138	ADA	59	HLD	54	0	
	255	368	HLD	172	ENG	155	0	
	256	202	HLD	89	OTH	64	0	
	259	364	SYS	231	HLD	81	0	
	261	414	ITI	227	CON	94	0	
New York - Niagara Falls	280	315	SYS	111	OTH	70	0	
	281	315	SYS	124	HLD	58	0	
	283	412	SYS	112	HLD	78	0	
	284	343	SYS	122	HLD	76	0	
	288	375	SVS	186	SYS	81	0	
Ethan Allen Express	290	253	HLD	57	OTH	53	0	
	291	296	HLD	99	OTH	78	0	
	292	286	OTH	119	HLD	105	0	
	293	364	HLD	189	OTH	131	0	
	296	87	OTH	49	HLD	20	0	
Heartland Flyer	821	459	OTH	298	HLD	98	0	
	822	450	OTH	318	HLD	82	0	
Hiawatha	329	409	OTH	189	ENG	79	0	
	330	99	HLD	33	OTH	23	0	
	331	511	OTH	261	CCR	196	0	
	332	656	OTH	299	ITI	165	0	
	333	529	ITI	225	OTH	219	0	
	334	552	OTH	349	SYS	72	0	
	335	513	OTH	297	CAR	95	0	
	336	376	OTH	242	ITI	42	0	
	337	392	OTH	282	HLD	59	0	
	338	457	OTH	268	ITI	105	0	
	339	214	ITI	50	HLD	48	0	
	340	265	OTH	229	HLD	22	0	
	341	547	OTH	284	ITI	115	0	
	342	264	OTH	238	CAR	21	0	
Hoosier State	850	425	SYS	241	ENG	115	0	
	851	307	SYS	110	ENG	106	0	

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

Service	Train	2nd Quarter FY 2016					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
Illinois							
Carl Sandburg / Illinois Zephyr	380	144	HLD	68	ADA	52	0
	381	128	CAR	54	SYS	29	0
	382	112	HLD	61	ADA	33	0
	383	174	HLD	64	SVS	39	0
Illini / Saluki	390	378	OTH	224	HLD	63	0
	391	387	OTH	156	ENG	63	0
	392	550	OTH	213	SYS	82	0
	393	369	OTH	203	HLD	71	0
Lincoln Service	300	93	HLD	39	ENG	21	0
	301	74	ENG	30	ADA	17	0
	302	327	SYS	106	HLD	98	0
	303	148	HLD	52	ADA	35	0
	304	142	HLD	55	ADA	30	0
	305	315	HLD	121	ENG	64	1
	306	118	HLD	46	OTH	24	2
307	289	HLD	86	ENG	69	0	
Michigan							
Blue Water	364	230	ENG	71	HLD	56	0
	365	444	OTH	138	ENG	126	0
Pere Marquette	370	278	OTH	116	HLD	64	0
	371	237	ENG	113	HLD	29	0
Wolverine	350	168	OTH	69	ADA	30	0
	351	351	ENG	105	OTH	105	0
	352	658	SVS	119	ENG	117	0
	353	280	ENG	85	ADA	58	0
	354	606	ENG	153	OTH	123	0
	355	168	ENG	43	SYS	35	0
Kansas City - St. Louis	311	136	HLD	40	CON	38	0
	313	96	ITI	48	ADA	22	0
	314	98	CAR	39	HLD	32	0
	316	145	ITI	81	HLD	23	0
Pacific Surfliner							
562	170	HLD	55	SYS	47	0	
564	182	OTH	55	SYS	39	0	
565	224	HLD	55	ADA	38	0	
566	403	HLD	135	ENG	73	0	
567	760	HLD	257	SYS	184	0	
572	374	CAR	80	SYS	75	0	
573	443	ITI	92	ADA	83	0	
579	394	HLD	146	ADA	105	0	
580	494	HLD	231	OTH	62	0	
582	386	HLD	137	ENG	114	0	
583	397	HLD	139	OTH	84	0	
591	483	ITI	157	HLD	92	0	
595	499	HLD	147	ITI	142	0	
761	604	SYS	225	OTH	127	0	
763	460	HLD	222	ADA	81	0	
768	468	HLD	182	SYS	132	0	
769	561	HLD	249	ITI	90	0	
774	365	OTH	108	HLD	77	0	
777	311	OTH	70	SYS	67	0	
784	590	HLD	240	ADA	136	0	
785	507	HLD	196	ITI	149	0	
790	785	OTH	200	HLD	188	0	
796	422	SYS	194	HLD	85	0	
1761	504	HLD	215	ADA	129	0	
1790	563	HLD	253	OTH	131	0	
Pennsylvanian							
42	271	SYS	81	OTH	68	0	
43	282	HLD	91	ENG	78	0	

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

Service	Train	2nd Quarter FY 2016						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
Piedmont	73	271	ENG	106	OTH	64	0	
	74	239	OTH	71	ITI	63	0	
	75	409	ADA	132	HLD	114	0	
	76	656	ITI	225	HLD	152	0	
San Joaquin	701	198	OTH	61	SYS	40	0	
	702	186	HLD	76	OTH	40	0	
	703	244	CON	74	HLD	52	0	
	704	156	HLD	47	CON	35	0	
	711	198	ADA	66	SYS	53	0	
	712	579	ADA	209	ENG	107	0	
	713	238	ADA	58	SYS	58	0	
	714	183	SYS	61	ADA	46	0	
	715	309	HLD	91	SYS	70	0	
	716	254	HLD	93	ADA	61	0	
	717	361	ADA	89	HLD	84	0	
	718	228	CON	66	ENG	46	0	
Vermont	54	349	OTH	226	HLD	58	0	
	55	561	OTH	360	HLD	84	0	
	56	348	OTH	256	ENG	53	0	
	57	890	OTH	259	SVS	193	0	

Long Distance Routes

Auto Train	52	451	ITI	348	OTH	33	0
	53	470	ITI	195	ENG	133	0
California Zephyr	5	276	HLD	64	SYS	55	0
	6	291	HLD	77	SYS	58	0
Cardinal	50	252	OTH	62	HLD	57	0
	51	337	SYS	101	OTH	71	0
Capitol Limited	29	194	ENG	52	HLD	44	0
	30	213	ENG	60	HLD	49	0
City of New Orleans	58	342	HLD	88	OTH	65	0
	59	341	HLD	105	OTH	88	0
Coast Starlight	11	378	SYS	90	HLD	80	0
	14	406	OTH	100	HLD	93	0
Crescent	19	245	HLD	66	SYS	54	0
	20	263	HLD	63	ADA	59	0
Empire Builder	27	104	CON	46	SYS	23	0
	28	153	CON	67	ENG	46	0
	7	131	HLD	40	ENG	29	0
	8	292	ENG	58	HLD	58	0
Lake Shore Ltd	448	1707	CON	1447	ENG	75	0
	449	170	HLD	55	ENG	47	0
	48	412	HLD	104	ENG	100	0
	49	590	HLD	174	CAR	114	0
Palmetto	89	257	ENG	68	SYS	61	0
	90	173	ENG	45	ADA	37	0
Silver Meteor	97	304	ADA	91	HLD	74	0
	98	395	HLD	119	ADA	97	0
Silver Star	91	306	ADA	79	HLD	75	0
	92	339	SYS	92	ADA	78	0
Southwest Chief	3	173	HLD	53	SYS	40	0
	4	156	HLD	58	SYS	26	0
Sunset Limited	1	453	HLD	110	OTH	86	0
	2	368	HLD	113	OTH	93	0
Texas Eagle	21	386	HLD	130	SYS	77	0
	22	549	HLD	137	SYS	117	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	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	388	PTI	67	CTI	66	0
	2103	Amtrak	377	SMW	142	ENG	43	0
	2104	Amtrak	202	SMW	62	DCS	27	0
	2107	Amtrak	343	SMW	135	HLD	63	0
	2109	Amtrak	476	SMW	152	CTI	89	0
	2110	Amtrak	195	ENG	47	DCS	38	0
	2117	Amtrak	235	SMW	89	DCS	38	0
	2119	Amtrak	572	ENG	114	CTI	107	0
	2121	Amtrak	268	ITI	104	SMW	69	0
	2122	Amtrak	268	CAR	35	DCS	35	0
	2124	Amtrak	244	CTI	57	SYS	47	0
	2126	Amtrak	319	ITI	75	DBS	70	0
	2128	Amtrak	159	DBS	51	SMW	44	0
	2150	Amtrak	270	CTI	63	DCS	58	0
	2151	Amtrak	358	DCS	73	SMW	67	0
	2153	Amtrak	266	SMW	73	DCS	42	0
	2154	Amtrak	231	DCS	54	CTI	27	0
	2155	Amtrak	269	DCS	58	HLD	57	0
	2158	Amtrak	233	SMW	46	DCS	38	0
	2159	Amtrak	326	DCS	63	CTI	44	0
	2160	Amtrak	280	ENG	42	SMW	34	0
	2163	Amtrak	280	DCS	54	SMW	37	0
	2164	Amtrak	264	PTI	72	DCS	37	0
	2165	Amtrak	227	DCS	39	SMW	32	0
	2166	Amtrak	217	SMW	76	DBS	41	0
	2167	Amtrak	426	SMW	49	ITI	46	0
	2168	Amtrak	379	CTI	96	SMW	84	0
	2170	Amtrak	468	ENG	75	SMW	73	0
	2171	Amtrak	325	CTI	57	ENG	53	0
	2172	Amtrak	378	SMW	79	DCS	58	0
	2173	Amtrak	272	SMW	45	HLD	42	0
	2175	Amtrak	316	CTI	97	ENG	58	0
	2190	Amtrak	191	DCS	79	OTH	36	0
	2203	Amtrak	352	SMW	159	DCS	48	0
	2205	Amtrak	270	SMW	185	DCS	22	0
	2207	Amtrak	200	SMW	114	DDA	35	0
	2208	Amtrak	243	SMW	103	DCS	31	0
	2211	Amtrak	345	SMW	174	DBB	62	0
	2212	Amtrak	287	SMW	116	HLD	41	0
	2213	Amtrak	666	ENG	304	SMW	198	0
	2220	Amtrak	146	SMW	48	PSR	44	0
	2221	Amtrak	246	SMW	92	ENG	75	0
	2222	Amtrak	200	SMW	48	ITI	44	0
	2225	Amtrak	933	ENG	515	SMW	100	0
	2228	Amtrak	126	SMW	44	DET	31	0
	2250	Amtrak	188	SMW	87	HLD	28	0
	2251	Amtrak	330	SMW	137	ENG	57	0
	2252	Amtrak	495	ENG	152	HLD	101	0
	2253	Amtrak	399	SMW	80	HLD	71	0
	2254	Amtrak	295	SMW	73	CTI	66	0
	2255	Amtrak	240	HLD	63	SMW	45	0
	2256	Amtrak	313	SMW	99	HLD	79	0
	2257	Amtrak	437	CAR	134	OTH	74	0
	2258	Amtrak	128	SMW	58	CTI	21	0
	2259	Amtrak	245	HLD	56	SYS	45	0
	2290	Amtrak	133	ENG	116	CAR	8	0
	2297	Amtrak	346	HLD	118	ENG	110	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	982	CAR	328	SVS	209	0
	51	Amtrak	493	PTI	104	SMW	91	0
Carolinian	79	Amtrak	342	DBS	74	SMW	66	0
	80	Amtrak	208	CTI	54	DBS	38	0
Crescent	19	Amtrak	528	CAR	175	ENG	91	0
	20	Amtrak	482	PTI	106	CAR	98	0
Keystone	600	Amtrak	325	CAR	92	CCR	50	0
	601	Amtrak	230	DCS	88	ENG	52	0
	605	Amtrak	133	DMW	82	CTI	19	0
	607	Amtrak	228	DMW	54	ENG	54	0
	609	Amtrak	279	ENG	110	PTI	35	0
	610	Amtrak	311	ENG	272	DCS	39	0
	611	Amtrak	69	CTC	28	DCS	28	0
	612	Amtrak	42	ENG	42	-	0	0
	615	Amtrak	37	PSR	37	-	0	0
	618	Amtrak	232	MTI	91	DCS	63	0
	619	Amtrak	398	CON	253	DET	64	0
	620	Amtrak	160	DCS	65	ENG	38	0
	622	Amtrak	270	DET	151	MTI	59	0
	637	Amtrak	399	SMW	263	CTI	42	0
	639	Amtrak	324	SMW	137	ENG	101	0
	640	Amtrak	747	CTI	261	ENG	167	0
	641	Amtrak	200	PTI	42	CTI	31	0
	642	Amtrak	361	ENG	67	SMW	58	0
	643	Amtrak	251	SMW	67	ENG	42	0
	644	Amtrak	276	ENG	60	PTI	49	0
	645	Amtrak	332	SMW	72	CTI	70	0
	646	Amtrak	230	DMW	50	PTI	28	0
	647	Amtrak	395	ENG	137	SMW	90	0
	648	Amtrak	101	DCS	43	DBS	23	0

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

Service	Train	Host ^b	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	649	Amtrak	339	DET	155	CTI	37	0
	650	Amtrak	128	DCS	32	SMW	29	0
	651	Amtrak	308	CTI	97	DET	76	0
	652	Amtrak	371	DCS	79	MTI	64	0
	653	Amtrak	547	DET	151	CTI	110	0
	654	Amtrak	340	DET	118	SMW	49	0
	655	Amtrak	750	PTI	101	DET	99	0
	656	Amtrak	200	DET	53	MTI	26	0
	658	Amtrak	17	DBS	90	SYS	17	0
	660	Amtrak	323	SMW	133	PTI	71	0
	661	Amtrak	330	ENG	175	HLD	36	0
	662	Amtrak	181	SMW	74	DCS	44	0
	663	Amtrak	402	DCS	74	PTI	66	0
	664	Amtrak	354	PTI	91	SMW	82	0
	665	Amtrak	210	ENG	54	CTI	38	0
	666	Amtrak	199	DET	109	HLD	31	0
	667	Amtrak	360	HLD	100	SMW	81	0
	669	Amtrak	356	SMW	120	HLD	100	0
	670	Amtrak	146	SMW	37	HLD	35	0
	671	Amtrak	380	SYS	172	ENG	96	0
	672	Amtrak	155	ENG	39	SMW	30	0
	674	Amtrak	139	SYS	60	ITI	24	0
Northeast Regional								
Richmond / Newport News/Norfolk ^d								
	65	Amtrak	313	OTH	101	ENG	99	0
	66	Amtrak	321	ENG	77	SMW	72	0
	67	Amtrak	360	CTI	119	ENG	106	0
	71	Amtrak	553	SMW	148	HLD	126	0
	82	Amtrak	267	ENG	98	SMW	57	0
	83	Amtrak	264	PTI	50	HLD	37	0
	84	Amtrak	355	PTI	115	DCS	53	0
	85	Amtrak	477	SYS	122	PTI	55	0
	86	Amtrak	266	PTI	88	CTI	37	0
	87	Amtrak	724	SYS	286	SMW	116	0
	88	Amtrak	351	DET	62	SMW	58	0
	93	Amtrak	312	ENG	65	HLD	44	0
	94	Amtrak	549	CTI	148	MTI	70	0
	95	Amtrak	339	HLD	65	PTI	47	0
	96	Amtrak	161	ENG	69	HLD	39	0
	99	Amtrak	479	HLD	88	CAR	83	0
	125	Amtrak	330	SMW	75	PTI	51	0
	157	Amtrak	349	SMW	94	HLD	56	0
	164	Amtrak	234	HLD	61	SMW	39	0
	174	Amtrak	272	CTI	98	OTH	24	0
	194	Amtrak	165	HLD	74	SMW	65	0
	195	Amtrak	528	HLD	103	SMW	100	0
Lynchburg ^e								
	145	Amtrak	556	ENG	136	SMW	85	0
	147	Amtrak	520	SMW	92	SYS	92	0
	156	Amtrak	331	SMW	98	CAR	87	0
	171	Amtrak	416	DCS	81	SMW	63	0
	176	Amtrak	183	DBS	47	CTI	28	0
All Other Northeast Regional								
	110	Amtrak	237	DMW	80	CAR	52	0
	111	Amtrak	387	CTI	89	DCS	58	0
	123	Amtrak	140	DDA	51	HLD	38	0
	126	Amtrak	96	SMW	48	CTI	15	0
	127	Amtrak	294	DBS	51	SMW	40	0
	129	Amtrak	590	PTI	158	CTI	101	0
	130	Amtrak	247	PTI	58	CTI	31	0
	131	Amtrak	331	SMW	85	ENG	72	0
	132	Amtrak	395	PSC	256	SMW	47	0
	133	Amtrak	352	ENG	78	SMW	67	0
	134	Amtrak	313	PTI	75	CTI	36	0
	135	Amtrak	305	CAR	103	HLD	56	0
	136	Amtrak	211	MTI	71	CTI	60	0
	137	Amtrak	327	CTI	60	HLD	49	0
	138	Amtrak	241	CTI	59	DBS	42	0
	139	Amtrak	82	ENG	53	OTH	16	0
	140	Amtrak	402	SYS	120	PTI	82	0
	141	Amtrak	531	PTI	90	SMW	87	0
	143	Amtrak	431	SMW	99	HLD	73	0
	146	Amtrak	599	ENG	289	MTI	130	0
	148	Amtrak	597	DCS	67	HLD	64	0
	150	Amtrak	224	ENG	125	HLD	21	0
	151	Amtrak	223	CTI	52	SMW	49	0
	152	Amtrak	169	SMW	95	DCS	31	0
	153	Amtrak	229	SMW	81	DCS	53	0
	154	Amtrak	270	SMW	104	CAR	100	0
	155	Amtrak	561	SMW	132	ENG	115	0
	158	Amtrak	262	SYS	149	ENG	60	0
	159	Amtrak	306	SMW	90	HLD	77	0
	160	Amtrak	171	CAR	39	SMW	38	0
	161	Amtrak	285	HLD	71	ENG	60	0
	162	Amtrak	197	ENG	82	CAR	33	0
	163	Amtrak	322	HLD	84	CAR	37	0
	165	Amtrak	192	DCS	49	HLD	35	0
	166	Amtrak	434	ENG	184	DET	99	0
	167	Amtrak	54	SMW	23	PSC	9	0
	168	Amtrak	321	CAR	176	HLD	54	0
	169	Amtrak	444	SYS	141	OTH	90	0
	170	Amtrak	296	CTI	145	HLD	29	0
	172	Amtrak	371	CTI	87	HLD	64	0
	173	Amtrak	340	ENG	73	DCS	59	0
	175	Amtrak	412	HLD	96	PTI	77	0
	177	Amtrak	188	ENG	28	DCS	27	0
	178	Amtrak	218	HLD	35	DET	30	0
	179	Amtrak	248	DCS	84	ENG	80	0
	180	Amtrak	566	CTI	190	ENG	68	0

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

Service	Train	Host ^b	2nd Quarter FY 2016					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	182	Amtrak	267	SVS	99	SMW	39	0
	183	Amtrak	219	SMW	75	PTI	33	0
	184	Amtrak	207	CTI	70	SMW	33	0
	185	Amtrak	421	CTI	118	SMW	98	0
	186	Amtrak	186	CTP	41	CTI	39	0
	187	Amtrak	382	ENG	160	DBS	53	0
	188	Amtrak	195	DBS	88	ENG	32	0
	190	Amtrak	236	DCS	67	ENG	58	0
	192	Amtrak	546	SVS	213	HLD	152	0
	193	Amtrak	849	PTI	194	CTI	119	0
	196	Amtrak	216	ENG	55	CTI	31	0
	401	Amtrak	1059	PTI	566	HLD	135	0
	405	Amtrak	253	DCS	113	CTC	91	0
	432	Amtrak	261	ENG	149	CON	112	0
	450	Amtrak	1801	CON	471	PTI	457	0
	460	Amtrak	1358	ENG	310	PTI	225	0
	463	Amtrak	1336	ITI	318	PTI	270	0
	464	Amtrak	2439	PTI	1241	CON	1085	0
	465	Amtrak	635	HLD	261	PTI	261	0
	467	Amtrak	0	-	0	-	0	0
	470	Amtrak	0	-	0	-	0	0
	475	Amtrak	277	ENG	185	PTI	44	0
	476	Amtrak	1015	CON	686	DCS	144	0
	479	Amtrak	1535	ITI	402	PTI	347	0
	488	Amtrak	1526	CON	884	PTI	503	0
	490	Amtrak	0	-	0	-	0	0
	493	Amtrak	0	-	0	-	0	0
	494	Amtrak	3255	CON	2023	PTI	655	0
	495	Amtrak	0	-	0	-	0	0
	497	Amtrak	277	PTI	185	HLD	92	0
Palmetto	89	Amtrak	789	HLD	176	CAR	116	0
	90	Amtrak	383	SMW	84	HLD	61	0
Pennsylvanian	42	Amtrak	505	ENG	207	SVS	71	0
	43	Amtrak	542	ENG	137	SVS	78	0
Silver Meteor	97	Amtrak	1534	CAR	554	ENG	204	0
	98	Amtrak	511	PTI	109	HLD	83	0
Silver Star	91	Amtrak	381	PTI	87	CAR	48	0
	92	Amtrak	297	DCS	72	PTI	63	0
Vermont	54	Amtrak	491	SYS	111	ENG	73	0
	55	Amtrak	338	PTI	103	CTI	53	0
	56	Amtrak	300	SYS	66	SVS	53	0
	57	Amtrak	116	HLD	38	DCS	22	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 APT, the Amtrak Performance Tracking system. 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 APT, the Amtrak Performance Tracking system. Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

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

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

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

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

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

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

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

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

Passenger-Miles per Train-Mile:

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

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

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

All-Stations On-Time Performance

All Stations OTP measures how a train actually performs compared to the published schedule at each station from the origin station to the final destination station. The metric uses the actual departure time at the origin point of a train and the actual arrival time at each passenger station along the train route, for all operations of a train for the measurement period. Each measured departure or arrival at each station may be considered an “instance”; if a route offers one round

trip per day, serving ten stations each way, then it would generate 20 “instances” per day (2 times 10), and 600 instances in a 30-day month (30 times 2 times 10). Each instance that occurs with 15 minutes’ or less deviation from schedule is considered "on time." If there is no time recorded at a station for a train and date, that instance is excluded from the calculations.

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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