

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

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

**Covering the Quarter Ended June, 2016
(Third Quarter of Fiscal Year 2016)**



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

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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
	JUL 14 - JUN 16	JUL 13 - JUN 15	APR 14 - MAR 16
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	JUL 14 - JUN 16	JUL 13 - JUN 15	APR 14 - MAR 16
<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
	JUL 14 - JUN 16	JUL 13 - JUN 15	APR 14 - MAR 16
<i>Acela Express</i>			
Acela Express	191%	185%	192%
<i>Other NEC Corridor Routes</i>			
Keystone Service	86%	83%	83%
Northeast Regional (Boston - Washington)	137%	137%	137%
Newport News	132%	121%	134%
Lynchburg	133%	139%	131%
Norfolk	100%	106%	98%
Richmond	111%	92%	97%
New Haven - Springfield	62%	71%	65%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	79%	78%	79%
Carolinian	105%	99%	105%
Cascades	86%	85%	86%
Downeaster	77%	81%	80%
Empire Corridor			
Adirondack	91%	91%	94%
Empire Service	88%	72%	89%
Ethan Allen Express	68%	89%	74%
Maple Leaf	64%	84%	68%
Heartland Flyer	85%	77%	83%
Hiawatha	82%	87%	83%
Hoosier State	67%	36%	57%
Illinois			
Carl Sandburg / Illinois Zephyr	84%	82%	82%
Illini / Saluki	77%	77%	77%
Lincoln Service	83%	86%	84%
Michigan			
Blue Water	73%	82%	76%
Pere Marquette	75%	72%	74%
Wolverine	42%	61%	49%
Kansas City - St. Louis	84%	83%	83%
Pacific Surfliner	83%	77%	82%
Pennsylvanian	77%	75%	77%
Piedmont	81%	71%	81%
San Joaquins	86%	86%	88%
Vermont	112%	110%	115%
<i>Long-Distance Routes</i>			
Auto Train	101%	104%	101%
California Zephyr	47%	44%	47%
Capitol Limited	43%	44%	44%
Cardinal	34%	33%	35%
City of New Orleans	45%	44%	45%
Coast Starlight	49%	45%	49%
Crescent	43%	41%	43%
Empire Builder	47%	49%	49%
Lake Shore Ltd	42%	48%	44%
Palmetto	69%	59%	66%
Silver Meteor	54%	52%	55%
Silver Star	48%	44%	48%
Southwest Chief	46%	43%	46%
Sunset Limited	27%	26%	27%
Texas Eagle	42%	44%	43%

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
	JUL 14 - JUN 16	JUL 13 - JUN 15	APR 14 - MAR 16
<i>Acela Express</i>			
Acela Express	191%	185%	192%
<i>Other NEC Corridor Routes</i>			
Keystone Service	72%	71%	71%
Northeast Regional (Boston - Washington)	137%	137%	137%
Newport News	122%	123%	122%
Lynchburg	144%	151%	145%
Norfolk	93%	97%	93%
Richmond	105%	88%	105%
New Haven - Springfield	36%	48%	41%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	41%	39%	41%
Carolinian	95%	90%	95%
Cascades	52%	51%	52%
Downeaster	49%	51%	49%
Empire Corridor			
Adirondack	59%	60%	61%
Empire Service	45%	45%	46%
Ethan Allen Express	58%	80%	63%
Maple Leaf	70%	85%	73%
Heartland Flyer	25%	24%	25%
Hiawatha	71%	70%	71%
Hoosier State	16%	10%	14%
Illinois			
Carl Sandburg / Illinois Zephyr	32%	34%	32%
Illini / Saluki	42%	45%	43%
Lincoln Service	42%	44%	43%
Michigan			
Blue Water	46%	48%	47%
Pere Marquette	39%	42%	40%
Wolverine	29%	42%	33%
Kansas City - St. Louis	37%	36%	36%
Pacific Surfliner	61%	54%	60%
Pennsylvanian	71%	69%	71%
Piedmont	41%	39%	41%
San Joaquins	43%	45%	44%
Vermont	60%	58%	61%
<i>Long-Distance Routes</i>			
Auto Train	101%	104%	101%
California Zephyr	47%	44%	47%
Capitol Limited	43%	44%	44%
Cardinal	34%	33%	35%
City of New Orleans	45%	44%	45%
Coast Starlight	49%	45%	49%
Crescent	43%	41%	43%
Empire Builder	47%	49%	49%
Lake Shore Ltd	42%	48%	44%
Palmetto	69%	59%	66%
Silver Meteor	54%	52%	55%
Silver Star	48%	44%	48%
Southwest Chief	46%	43%	46%
Sunset Limited	27%	26%	27%
Texas Eagle	42%	44%	43%

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
	JUL 14 - JUN 16	JUL 13 - JUN 15	APR 14 - MAR 16
<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
	JUL 14 - JUN 16	JUL 13 - JUN 15	APR 14 - MAR 16
<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
JUL 14 - JUN 16	JUL 13 - JUN 15	APR 14 - MAR 16

(\$0.039)	(\$0.035)	(\$0.036)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

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
JUL 14 - JUN 16	JUL 13 - JUN 15	APR 14 - MAR 16

(\$0.074)	(\$0.070)	(\$0.071)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

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
	JUL 14 - JUN 16	JUL 13 - JUN 15	APR 14 - MAR 16
<i>Acela Express</i>			
Acela Express	193	197	194
<i>Other NEC Corridor Routes</i>			
Keystone Service	147	144	146
Northeast Regional (Boston - Washington)	229	224	227
Newport News	273	272	274
Lynchburg	339	340	340
Norfolk	179	173	179
Richmond	204	157	204
New Haven - Springfield	115	110	113
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	86	85	85
Carolinian	250	261	254
Cascades	127	130	127
Downeaster	83	90	84
Empire Corridor			
Adirondack	221	233	226
Empire Service	132	133	132
Ethan Allen Express	156	163	157
Maple Leaf	116	115	116
Heartland Flyer	81	89	83
Hiawatha	151	152	151
Hoosier State	58	63	59
Illinois			
Carl Sandburg / Illinois Zephyr	91	95	92
Illini / Saluki	113	125	116
Lincoln Service	129	134	130
Michigan			
Blue Water	157	166	159
Pere Marquette	114	122	116
Wolverine	144	133	146
Kansas City - St. Louis	82	87	83
Pacific Surfliner	156	150	154
Pennsylvanian	212	210	213
Piedmont	71	72	72
San Joaquins	121	125	124
Vermont	137	139	137
<i>Long-Distance Routes</i>			
Auto Train	367	383	374
California Zephyr	170	166	169
Capitol Limited	185	196	186
Cardinal	120	124	121
City of New Orleans	160	163	161
Coast Starlight	216	224	219
Crescent	150	159	154
Empire Builder	165	172	164
Lake Shore Ltd	202	222	206
Palmetto	154	141	149
Silver Meteor	214	217	214
Silver Star	176	186	179
Southwest Chief	191	189	191
Sunset Limited	132	136	133
Texas Eagle	167	182	170

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	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	Test #2 End Point OTP for FY 2016 Q3	Test #3 All Stations OTP for FY 2016 Q3
Acela Express			
Standard	>=0	90.0%	90.0%
Acela Express	-2.3	82.5%	85.3%
Other NEC Corridor Routes			
Standard	>=0	85.0%	85.0%
Keystone	-1.6	90.7%	95.9%
Total Northeast Regional	-0.5	81.5%	83.9%
All Other Northeast Regional	0.7	83.8%	87.6%
Lynchburg	-5.9	79.7%	81.5%
Richmond / Newport News / Norfolk	-0.5	74.9%	78.0%
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Capitol Corridor	2	94.7%	96.2%
Carolinian	0	48.9%	50.0%
Cascades	-0.3	79.6%	76.4%
Downeaster	-1.9	83.4%	93.5%
Empire	1	77.4%	73.6%
Adirondack	1.4	60.4%	61.9%
Ethan Allen Express	3.1	81.9%	85.0%
Maple Leaf	0.6	65.9%	47.6%
New York - Albany	1.7	83.5%	93.0%
New York - Niagara Falls	0.5	69.5%	62.8%
Heartland Flyer	4.9	76.9%	85.7%
Hiawatha	0.7	95.6%	97.4%
Hoosier	3.4	79.4%	78.5%
Illinois	1.2	66.9%	68.6%
Carl Sandburg / Illinois Zephyr	2	94.8%	93.1%
Illini / Saluki	-1.5	28.3%	37.1%
Lincoln Service	2	72.6%	73.8%
Michigan	4.3	72.5%	75.0%
Blue Water	8	77.5%	83.7%

Table 6
On Time Performance (OTP)

Service	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Pere Marquette	3.6	80.8%	87.8%
Wolverine	3.2	68.1%	70.7%
Missouri	7.4	78.8%	80.6%
Pacific Surfliner	-1.2	78.5%	88.5%
Pennsylvanian	0.5	90.7%	86.8%
Piedmont	-2.6	57.8%	80.9%
Vermont	3.6	75.3%	66.7%
San Joaquins	-0.1	82.7%	83.1%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	0.3	56.1%	66.1%
California Zephyr	3	64.8%	50.8%
Capitol Ltd	1.1	52.2%	48.5%
Cardinal	1.4	50.0%	49.4%
Coast Starlight	0.9	83.0%	63.4%
Crescent	-0.5	56.0%	55.4%
Empire Builder	0	86.0%	76.3%
Lake Shore Ltd	-0.7	42.7%	41.7%
Palmetto	0.3	45.1%	61.4%
Silver Meteor	0.5	48.4%	48.6%
Silver Star	0	46.7%	44.6%
Southwest Chief	-0.2	62.6%	52.5%
Sunset Ltd	3	64.1%	48.6%
Texas Eagle	1.5	44.0%	40.2%
City Of New Orleans	0.9	87.9%	67.4%

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

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

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

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

Table 7
Off-NEC Host Responsible Delays by Service
Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Acela Express							
Acela Express	MN	2294	DSR	1119	CTI	783	56
Other NEC Corridor Routes							
Northeast Regional	Richmond / Newport News / Norfolk	1616	DSR	315	DCS	287	189
		1541	DSR	648	CTI	454	56
		372	DCS	218	RTE	94	81
	Lynchburg	1928	CTI	814	DSR	581	56
		445	FTI	156	DCS	114	166
	All Other Northeast Regional	1681	CTI	781	DSR	615	56
Non-NEC Corridor Routes							
Capitol Corridor	Capitol Corridor	455	PTI	161	DSR	81	168
Carolinian	Carolinian	1614	PTI	383	FTI	330	295
		975	DSR	371	FTI	173	202
Cascades	Cascades	1203	DSR	435	PTI	211	343
		821	PTI	356	FTI	317	125
Downeaster	Downeaster	590	DSR	212	PTI	192	77
		1279	CTI	692	PTI	277	38
Empire	Adirondack	14	PTI	13	RTE	1	104
		2931	DSR	1929	FTI	433	49
		746	PTI	373	DCS	159	178
		964	CTI	568	DSR	135	64
	Ethan Allen Express	62	PTI	59	DCS	2	104
		687	PTI	288	DSR	199	60
		924	CTI	490	DSR	132	64
		966	DSR	890	FTI	48	24
	Maple Leaf	7	PTI	7			109
		1927	FTI	698	DMW	336	298
		959	CTI	534	DSR	203	64
	New York - Albany	1137	CTI	612	DSR	214	64
	New York - Niagara Falls	8	PTI	8	DCS	1	109
		1333	FTI	374	RTE	304	296
		1271	CTI	545	RTE	278	64
Heartland Flyer	Heartland Flyer	1022	DSR	807	FTI	95	238
Hiawatha	Hiawatha	484	DSR	168	DMW	119	53
		1515	CTI	931	DMW	244	29
Hoosier	Hoosier	1234	FTI	503	DSR	352	169
Illinois	Carl Sandburg / Illinois Zephyr	512	DSR	251	RTE	100	257
	Illini / Saluki	1784	DCS	719	FTI	485	306
	Lincoln Service	1025	FTI	412	DCS	209	37
		1346	PTI	490	FTI	405	231
Michigan	Blue Water	414	DCS	180	PTI	116	99
		690	FTI	481	DMW	80	159
		207	DCS	70	DSR	55	22
		3411	FTI	1387	DCS	1,038	39

Table 7
Off-NEC Host Responsible Delays by Service
Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes				Route Miles	
			#1	#2				
Pere Marquette	CS	335	DSR	133	FTI	94	135	
	NS	2355	FTI	1315	DMW	322	39	
	Wolverine	AM	550	PTI	194	DCS	173	99
		CN	2031	DSR	903	FTI	567	27
		MI	1952	DSR	1014	PTI	533	134
	NS	2954	FTI	1250	DCS	843	39	
Missouri	Missouri	UP	863	FTI	303	DSR	188	271
Pacific Surfliner	Pacific Surfliner	BN	809	DCS	193	FTI	162	22
		SC	960	PTI	435	CTI	314	95
		SN	1422	CTI	481	PTI	402	60
		UP	1146	PTI	670	DCS	151	174
Pennsylvanian	Pennsylvanian	NS	639	FTI	335	RTE	120	249
Piedmont	Piedmont	NS	1359	DSR	458	FTI	368	173
San Joaquins	San Joaquins	BN	830	PTI	348	FTI	224	284
		UP	1217	DSR	336	PTI	289	88
Vermont	Vermont	MA	1950	DSR	1671	DCS	175	56
		MN	2036	CTI	827	DSR	783	60
		NE	1052	DSR	952	DCS	44	238

Long-Distance Routes

Auto Train	CS	1457	DSR	516	FTI	443	898
	FR	2789	DCS	1711	DSR	493	16
California Zephyr	BN	965	DSR	552	FTI	109	1027
	UP	907	FTI	286	DSR	215	1431
Capitol Ltd	CS	842	FTI	261	DSR	247	307
	NS	1895	FTI	911	RTE	350	481
Cardinal	BB	1305	PTI	489	FTI	288	132
	CS	1088	FTI	436	DSR	328	698
	NS	970	DCS	238	FTI	205	79
City Of New Orleans	CN	913	FTI	365	DSR	268	930
Coast Starlight	BN	701	DSR	273	RTE	164	186
	SC	2230	PTI	1305	CTI	677	48
	UP	1030	PTI	317	FTI	279	1159
Crescent	NS	974	FTI	421	DSR	251	1141
Empire Builder	BN	599	DSR	279	FTI	227	2147
	CP	250	DSR	72	DCS	68	384
	ME	1121	CTI	466	DCS	260	29
Lake Shore Ltd	AM	433	DSR	171	PTI	169	109
	CS	1129	FTI	409	DSR	197	741
	MN	1468	CTI	939	DSR	198	64
	MT	4633	CTI	3412	DMW	351	64
	NS	2081	FTI	1250	DSR	211	339
Palmetto	CS	1224	FTI	417	PTI	243	659
Silver Meteor	CS	942	DSR	305	FTI	291	1152
	FL	1200	CTI	360	DSR	340	68
	FR	1668	DCS	501	DSR	451	61
Silver Star	CS	1154	DSR	315	FTI	274	1209
	FL	1472	CTI	491	DSR	429	68

Table 7
Off-NEC Host Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes				Route Miles
			#1		#2		
	FR	1093	DCS	442	DSR	330	61
	NS	765	PTI	404	DCS	179	28
Southwest Chief	BN	573	DSR	202	FTI	122	2198
	NM	2105	DSR	1314	CTI	572	80
Sunset Ltd	BN	1555	DSR	789	DTR	341	190
	UP	1413	FTI	603	DSR	271	1784
Texas Eagle	BN	1070	DSR	869	FTI	123	126
	CN	1545	FTI	604	DCS	363	37
	TE	1252	CTI	886	PTI	174	33
	UP	1927	FTI	743	DSR	379	1073

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

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

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

Table 8
Off-NEC Amtrak Responsible Delays by Service
Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2016 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	411	OTH	265	HLD	49
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	570	OTH	242	HLD	120
Richmond / Newport News / Norfolk	442	OTH	140	HLD	119
Lynchburg	462	HLD	174	OTH	142
All Other Northeast Regional	1027	OTH	614	CON	196
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	286	HLD	110	ADA	57
Carolinian	497	ADA	164	HLD	162
Cascades	333	ENG	82	HLD	57
Downeaster	98	HLD	30	ITI	29
Empire	301	SYS	107	HLD	63
Adirondack	161	HLD	55	ADA	38
Ethan Allen Express	198	HLD	68	ADA	51
Maple Leaf	513	SYS	177	OTH	120
New York - Albany	94	HLD	28	OTH	22
New York - Niagara Falls	382	SYS	183	HLD	75
Heartland Flyer	407	OTH	175	HLD	127
Hiawatha	309	OTH	220	HLD	27
Hoosier	336	SYS	230	ENG	53
Illinois	190	HLD	61	ADA	42
Carl Sandburg / Illinois Zephyr	145	HLD	59	ADA	42
Illini / Saluki	307	OTH	100	HLD	75
Lincoln Service	145	HLD	53	ADA	41
Michigan	283	OTH	76	ADA	59
Blue Water	321	OTH	98	HLD	72
Pere Marquette	278	OTH	71	HLD	57
Wolverine	270	OTH	68	ADA	63
Missouri	215	HLD	85	ADA	39
Pacific Surfliner	512	HLD	176	SYS	77
Pennsylvanian	306	HLD	78	OTH, ADA	59.5
Piedmont	351	ADA	99	HLD	78
San Joaquins	354	ADA	81	HLD	77
Vermont	689	OTH	299	ENG	187

Table 8
Off-NEC Amtrak Responsible Delays by Service
Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2016 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Long Distance Routes - Amtrak Responsible					
Auto Train	296	ITI	111	SYS	52
California Zephyr	307	HLD	63	ENG	60
Capitol Ltd	241	HLD	105	SYS	37
Cardinal	484	ADA	95	OTH	91
City Of New Orleans	286	HLD	104	OTH	78
Coast Starlight	534	HLD	126	OTH	93
Crescent	307	HLD	116	ADA	56
Empire Builder	243	HLD	58	SYS	33
Lake Shore Ltd	357	HLD	170	SYS	61
Palmetto	235	ADA	75	HLD	56
Silver Meteor	332	ADA	120	HLD	88
Silver Star	339	ADA	108	HLD	83
Southwest Chief	328	HLD	107	ENG	86
Sunset Ltd	414	HLD	123	OTH	70
Texas Eagle	564	HLD	176	SYS	92

This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards.

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

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

Table 9
On-NEC Total Host and Amtrak Responsible Delays
Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Host Railroad	Total Delay	FY 2016 Q3				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
Acela Express							
Standard		265					
Acela Express	Amtrak	298	SMW	44	CTI	34	401
Other Services							
Standard		475					
Keystone	Amtrak	313	SMW	54	CTI	43	195
Cardinal	Amtrak	928	SYS	228	CAR	155	226
Carolinian	Amtrak	526	SYS	103	ENG	64	226
Crescent	Amtrak	769	SYS	133	DCS	72	226
Northeast Regional	Amtrak	451	SYS	57	HLD	45	-
Richmond / Newport News / Norfolk	Amtrak	454	PTI	51	HLD	49	463
Lynchburg	Amtrak	466	HLD	69	PTI	51	463
All Other Northeast Regional	Amtrak	448	SYS	79	CTI	42	463
Palmetto	Amtrak	505	HLD	96	SMW	86	226
Pennsylvanian	Amtrak	511	SMW	84	ENG	63	195
Silver Meteor	Amtrak	950	PTI	123	SVS	108	226
Silver Star	Amtrak	674	CAR	127	MTI	93	226
Vermonter	Amtrak	716	SYS	247	PTI	78	304

This table excludes third-party delays.

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

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

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

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

Service	3rd 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	75	82	75	67	79	57
Other NEC Corridor Routes						
Keystone Service	80	83	70	63	83	61
Northeast Regional (Boston - Washington)	78	84	71	61	82	67
Newport News ^b	88	89	75	67	88	67
Norfolk ^c	84	86	71	63	85	66
Richmond ^d	88	83	76	61	84	64
Lynchburg ^e	87	90	76	68	85	N/A
New Haven - Springfield	75	86	67	65	82	64
Non-NEC Corridor Routes						
Capitol Corridor	89	90	83	77	89	68
Carolinian	77	89	77	61	81	68
Cascades	85	88	81	78	86	62
Downeaster	93	93	81	82	90	74
Empire Corridor						
Adirondack	73	76	64	55	76	48
Ethan Allen Express	85	89	75	62	81	62
Maple Leaf	73	83	69	55	76	56
New York - Albany ^f	84	91	77	69	85	N/A
Heartland Flyer	94	94	91	86	94	74
Hiawatha	90	93	84	79	89	N/A
Hoosier State	86	95	84	84	89	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	93	89	80	82	85	72
Illini / Saluki	77	84	73	74	79	62
Lincoln Service	86	88	81	71	84	69
Michigan						
Blue Water	86	87	78	74	82	65
Pere Marquette	91	93	87	79	84	76
Wolverine	80	88	74	71	80	64
Kansas City - St. Louis	89	90	84	74	86	68
Pacific Surfliner	85	84	80	76	89	64
Pennsylvanian	87	88	78	68	85	67
Piedmont	89	94	84	88	89	N/A
San Joaquins	86	88	81	77	84	70
Vermont	78	85	71	58	79	61
Long-Distance Routes						
Auto Train	75	88	81	77	69	70
California Zephyr	79	82	74	61	77	64
Capitol Limited	80	84	72	71	78	69
Cardinal	74	80	69	56	73	57
City of New Orleans	84	82	83	78	79	56
Coast Starlight	79	82	72	66	80	64
Crescent	75	80	67	59	75	66
Empire Builder	85	83	74	63	80	65
Lake Shore Ltd	68	82	61	56	72	62
Palmetto	75	79	67	59	80	62
Silver Meteor	72	78	67	57	71	65
Silver Star	72	80	68	58	75	56
Southwest Chief	77	81	72	63	75	66
Sunset Limited	79	85	71	65	78	73
Texas Eagle	71	80	68	63	80	67

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

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

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

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

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

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

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

Service	3rd Quarter FY 2016		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	28	88	0.32
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Other NEC Corridor Routes

Keystone Service	16	36	0.45
Total Northeast Regional	59	136	0.44
Richmond / Newport News ^b	19	39	0.49
Lynchburg ^c	2	10	0.19
All Other Northeast Regional	38	86	0.44

Non-NEC Corridor Routes

Capitol Corridor	14	29	0.49
Carolinian	3	13	0.23
Cascades	8	24	0.34
Downeaster	4	12	0.35
Empire Corridor	26	52	0.50
Adirondack	4	7	0.56
Ethan Allen Express	2	4	0.44
Maple Leaf	4	9	0.47
New York - Albany ^d	9	17	0.53
New York - Niagara Falls	7	15	0.48
Heartland Flyer	0	4	0.00
Hiawatha	5	11	0.47
Hoosier State	2	2	1.05
Illinois	15	40	0.37
Carl Sandburg / Illinois Zephyr	3	9	0.32
Illini / Saluki	4	11	0.36
Lincoln Service	8	20	0.41
Michigan	23	24	0.96
Blue Water	6	6	1.03
Pere Marquette	2	3	0.62
Wolverine	15	15	1.00
Kansas City - St. Louis	1	10	0.10
Pacific Surfliner	14	39	0.36
Pennsylvanian	7	8	0.87
Piedmont	2	6	0.33
San Joaquins	9	34	0.26
Vermont	4	11	0.37

Long-Distance Routes

Auto Train	8	16	0.49
California Zephyr	19	44	0.43
Capitol Limited	3	14	0.21
Cardinal	4	9	0.46
City of New Orleans	2	17	0.12
Coast Starlight	12	25	0.47
Crescent	10	25	0.40
Empire Builder	19	47	0.41
Lake Shore Ltd	24	20	1.17
Palmetto	13	16	0.82
Silver Meteor	13	26	0.49
Silver Star	6	28	0.22
Southwest Chief	7	42	0.17
Sunset Limited	5	16	0.32
Texas Eagle	12	23	0.52

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

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

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

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

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

Service	3rd Quarter FY 2016	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.01	2.98
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Amtrak Corridor

Keystone	0.05	2.33
Northeast Regional	0.03	2.74

Short Distance

Capitols	0.11	9.50
Carolinian	0.03	3.22
Cascades	0.04	0.91
Downeaster	0.02	1.53
Empire Corridor		
Adirondack	0.13	2.50
Empire Service	0.00	1.16
Ethan Allen Express	0.00	0.76
Maple Leaf	0.00	4.88
Heartland Flyer	0.00	0.60
Hiawatha	0.00	19.49
Hoosier State	0.06	3.42
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.63
Illini / Saluki	0.00	1.68
Lincoln Service	1.17	11.30
Michigan		
Blue Water	0.00	0.00
Pere Marquette	0.00	1.45
Wolverine	0.04	2.25
Kansas City - St. Louis	0.02	2.21
Pacific Surfliner	0.07	1.79
Pennsylvanian	0.00	1.66
Piedmont	0.05	2.89
San Joaquins	0.04	5.54
Vermont	0.04	7.24

Long Distance

Auto Train	2.08	27.73
California Zephyr	0.76	11.46
Capitol Limited	1.76	24.85
Cardinal	1.79	10.49
City of New Orleans	0.76	13.55
Coast Starlight	7.85	37.99
Crescent	0.86	12.19
Empire Builder	0.40	12.57
Lake Shore Ltd	0.08	10.76
Palmetto	1.06	25.51
Silver Meteor	1.45	27.86
Silver Star	1.61	23.45
Southwest Chief	1.32	32.67
Sunset Limited	1.13	35.05
Texas Eagle	1.59	21.74

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2016						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	1,040	107	16	68	889	2,120	
Amtrak Premium	0	0	0	0	0	0	
Acela Express	0	0	0	0	0	0	
Amtrak Corridor	15	1	0	3	13	32	
Keystone	0	0	0	0	0	0	
Northeast Regional	15	1	0	3	13	32	
Short Distance	29	5	0	6	24	64	
Capitols	0	0	0	0	0	0	
Carolinian	6	0	0	0	4	10	
Cascades	4	0	0	0	3	7	
Downeaster	4	0	0	1	0	5	
Empire Corridor	0	0	0	0	0	6	
Adirondack	0	0	0	0	0	0	
Empire Service	0	0	0	0	0	0	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	0	0	0	0	0	0	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	0	0	0	0	0	
Hoosier State	0	0	0	0	0	0	
Illinois	0	0	0	0	0	28	
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0	
Illini / Saluki	0	0	0	0	0	0	
Lincoln Service	0	0	0	0	0	0	
Michigan	0	0	0	0	0	152	
Blue Water	0	0	0	0	0	0	
Pere Marquette	0	0	0	0	0	0	
Wolverine	0	0	0	0	0	0	
Kansas City - St. Louis	0	0	0	0	0	0	
Pacific Surfliner	6	0	0	0	8	14	
Pennsylvanian	0	0	0	2	3	5	
Piedmont	0	0	0	0	0	0	
San Joaquins	7	5	0	3	4	19	
Vermont	2	0	0	0	2	4	
Long Distance	996	101	16	59	852	2,024	
Auto Train	70	8	0	5	153	236	
California Zephyr	137	13	2	1	71	224	
Capitol Limited	15	0	0	0	32	47	
Cardinal	15	0	0	2	30	47	
City of New Orleans	46	6	2	9	60	123	
Coast Starlight	34	2	1	2	51	90	
Crescent	390	29	0	2	142	563	
Empire Builder	28	15	6	5	56	110	
Lake Shore Ltd	8	6	0	0	33	47	
Palmetto	5	0	1	0	3	9	
Silver Meteor	44	7	0	8	42	101	
Silver Star	52	10	2	10	73	147	
Southwest Chief	101	3	0	3	48	155	
Sunset Limited	13	2	0	4	16	35	
Texas Eagle	38	0	2	8	42	90	

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

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2016					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	986	108	4,728	1,398	2,278	9,498
Amtrak Premium	0	0	0	0	0	0
Acela Express	0	0	0	0	0	0
Amtrak Corridor	347	31	204	175	261	1,018
Keystone	8	0	6	18	24	56
Northeast Regional	339	31	198	157	237	962
Short Distance	112	14	449	204	267	1,046
Capitols	2	0	14	7	9	32
Carolinian	18	1	143	45	38	245
Cascades	15	0	25	23	32	95
Downeaster	4	0	1	8	2	15
Empire Corridor	0	0	0	0	0	6
Adirondack	0	0	0	0	0	0
Empire Service	0	0	0	0	0	0
Ethan Allen Express	0	0	0	0	0	0
Maple Leaf	0	0	0	0	0	0
Heartland Flyer	0	0	29	1	3	33
Hiawatha	2	0	9	0	1	12
Hoosier State	0	0	4	0	0	4
Illinois	0	0	0	0	0	28
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0
Illini / Saluki	0	0	0	0	0	0
Lincoln Service	0	0	0	0	0	0
Michigan	0	0	0	0	0	152
Blue Water	0	0	0	0	0	0
Pere Marquette	0	0	0	0	0	0
Wolverine	0	0	0	0	0	0
Kansas City - St. Louis	0	0	0	0	0	0
Pacific Surfliner	39	9	106	85	102	341
Pennsylvanian	3	0	12	4	9	28
Piedmont	1	1	12	3	2	19
San Joaquins	20	3	73	21	56	173
Vermont	8	0	21	7	13	49
Long Distance	527	63	4,075	1,019	1,750	7,434
Auto Train	54	3	438	36	98	629
California Zephyr	36	15	621	100	210	982
Capitol Limited	7	1	254	28	59	349
Cardinal	14	0	50	20	36	120
City of New Orleans	22	2	74	39	64	201
Coast Starlight	39	5	309	100	174	627
Crescent	46	7	288	76	170	587
Empire Builder	45	4	433	122	115	719
Lake Shore Ltd	27	4	248	57	88	424
Palmetto	15	0	17	31	59	122
Silver Meteor	38	3	495	80	132	748
Silver Star	54	7	225	56	131	473
Southwest Chief	62	6	317	133	183	701
Sunset Limited	13	2	90	34	67	206
Texas Eagle	55	4	216	107	164	546

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2016					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	1,277	1,942	390	2,040	2,213	7,862
Amtrak Premium	0	0	0	0	0	0
Acela Express	0	0	0	0	0	0
Amtrak Corridor	43	118	47	326	223	757
Keystone	0	8	4	11	6	29
Northeast Regional	43	110	43	315	217	728
Short Distance	71	275	23	176	130	675
Capitols	0	0	0	6	2	8
Carolinian	9	18	2	40	58	127
Cascades	10	11	2	21	15	59
Downeaster	1	0	1	0	9	11
Empire Corridor	0	0	0	0	0	6
Adirondack	0	0	0	0	0	0
Empire Service	0	0	0	0	0	0
Ethan Allen Express	0	0	0	0	0	0
Maple Leaf	0	0	0	0	0	0
Heartland Flyer	0	0	0	0	0	0
Hiawatha	0	8	0	6	1	15
Hoosier State	2	3	0	12	0	17
Illinois	0	0	0	0	0	28
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0
Illini / Saluki	0	0	0	0	0	0
Lincoln Service	0	0	0	0	0	0
Michigan	0	0	0	0	0	152
Blue Water	0	0	0	0	0	0
Pere Marquette	0	0	0	0	0	0
Wolverine	0	0	0	0	0	0
Kansas City - St. Louis	0	0	0	0	0	0
Pacific Surfliner	39	185	6	51	13	294
Pennsylvanian	3	9	0	11	12	35
Piedmont	0	2	0	1	0	3
San Joaquins	2	6	6	16	8	38
Vermont	5	33	6	12	12	68
Long Distance	1,163	1,549	320	1,538	1,860	6,430
Auto Train	144	95	10	169	127	545
California Zephyr	175	102	49	127	331	784
Capitol Limited	30	30	10	70	26	166
Cardinal	18	29	2	43	30	122
City of New Orleans	55	45	13	52	33	198
Coast Starlight	118	81	13	125	89	426
Crescent	100	527	26	115	160	928
Empire Builder	85	67	46	91	113	402
Lake Shore Ltd	70	58	26	106	102	362
Palmetto	8	34	5	77	79	203
Silver Meteor	65	211	18	141	183	618
Silver Star	70	119	29	134	217	569
Southwest Chief	99	69	29	159	178	534
Sunset Limited	31	26	18	38	42	155
Texas Eagle	95	56	26	91	150	418

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

**TABLE 16:
STATION-RELATED COMPLAINTS**

Number of Complaints Received

3rd Quarter FY 2016

Amtrak System		2393
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Division

Boston		135
California		400
Central		160
Empire		313
New York		54
Southeast		296
Southwest		471
Northwest		67
Washington		497

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
BB	Buckingham Branch Railroad
BN	Burlington Northern Santa Fe
FR	Central Florida Rail Corridor
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CS	CSX Corporation
FL	Florida Department of Transportation
MT	Massachusetts Bay Transportation Authority
ME	Metra
MI	Michigan Department of Transportation
MN	Metro-North Railroad
NE	New England Central Railroad
NM	New Mexico Department of Transportation
NS	Norfolk Southern
GT	Pan Am Railways
SC	Southern California Regional Rail Authority
SN	San Diego Northern Railway Inc.
UP	Union Pacific
VR	Vermont Railway System

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-3.9	92.2%	97.1%
	2103	-1.1	96.9%	97.8%
	2104	-2.6	90.6%	98.0%
	2107	-4	92.2%	92.6%
	2109	-4.1	92.2%	90.2%
	2110	-3.6	88.9%	93.6%
	2117	-2	95.3%	95.9%
	2119	-3	78.1%	84.6%
	2121	-2.8	92.2%	96.8%
	2122	-3.4	90.6%	85.3%
	2124	-4.3	82.8%	84.6%
	2126	-4.6	81.3%	82.8%
	2128	NA	87.1%	88.9%
	2150	-0.9	75.0%	82.0%
	2151	-0.5	92.2%	91.4%
	2153	-2.2	90.6%	93.5%
	2154	-1.3	81.3%	83.9%
	2155	-0.8	89.1%	92.3%
	2158	-0.5	84.4%	81.3%
	2159	-0.9	68.8%	80.6%
	2160	-1.4	70.3%	83.3%
	2163	-2.8	71.9%	81.4%
	2164	-1.8	85.9%	91.7%
	2165	-1.8	71.9%	81.1%
	2166	-0.9	89.1%	88.3%
	2167	-2.3	82.8%	83.9%
	2168	-1.8	85.9%	84.7%
	2170	-2.6	70.3%	77.0%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2171	-2.5	64.1%	74.3%
	2172	-2.4	65.6%	67.7%
	2173	-1.5	79.7%	82.6%
	2175	NA	73.4%	78.8%
	2190	0.2	89.1%	87.8%
	2203	-1.9	100.0%	95.5%
	2205	-4.2	84.6%	88.5%
	2207	-2.6	92.9%	90.2%
	2208	-1.7	84.6%	94.8%
	2211	-3.7	69.2%	86.5%
	2212	-2.7	81.5%	91.8%
	2213	-3.2	69.2%	85.4%
	2220	-4	71.4%	76.8%
	2221	-0.5	84.6%	90.6%
	2222	-5.3	76.9%	76.0%
	2225	-3.8	92.3%	96.9%
	2228	-3.1	92.3%	96.2%
	2250	-0.7	66.7%	74.5%
	2251	-0.8	78.6%	93.3%
	2252	-1.1	69.2%	78.3%
	2253	-1.7	77.8%	81.6%
	2254	0	84.6%	87.7%
	2255	0.5	76.9%	85.5%
	2256	-2.1	30.8%	57.3%
	2257	-1.4	84.6%	81.4%
	2258	-2	69.2%	79.5%
	2259	-0.2	84.6%	89.5%
	2260	NA	78.6%	75.4%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2290	-1.6	100.0%	96.2%
	2295	NA	92.9%	96.4%
	2297	0.1	84.6%	94.7%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	81.5%	84.7%
	66	2.6	91.2%	79.2%
	67	-1.8	60.9%	83.6%
	71	NA	85.7%	76.2%
	82	0.2	64.3%	67.3%
	83	2.2	61.5%	59.9%
	84	-2.7	79.7%	82.4%
	85	-0.4	78.1%	87.0%
	86	1.2	79.7%	83.2%
	87	2.1	53.8%	72.5%
	88	-0.2	85.2%	68.5%
	93	0	60.8%	76.4%
	94	-0.3	68.8%	62.7%
	95	0.6	62.5%	76.4%
	96	NA	78.6%	76.4%
	99	0	48.1%	70.5%
	125	-15.2	92.2%	85.2%
	157	-20	76.9%	80.3%
	164	-3.5	74.1%	82.8%
	174	-8.4	90.6%	92.7%
	194	-0.2	53.8%	41.9%
	195	-0.3	48.1%	68.8%
Northeast Regional - Lynchburg	145	4.5	76.9%	79.6%
	147	0	78.6%	89.8%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Lynchburg	156	-14.1	85.2%	88.1%
	171	-7	73.4%	78.0%
	176	-6.7	84.4%	81.8%
Northeast Regional - All Other Northeast Regional	110	-1.2	96.9%	99.3%
	111	-0.3	87.5%	94.5%
	123	NA	69.2%	84.3%
	126	NA	84.6%	87.7%
	127	-3.6	76.6%	86.4%
	129	-2.4	71.9%	85.6%
	130	-2.2	92.2%	96.5%
	131	-1.9	92.9%	96.1%
	132	NA	100.0%	88.8%
	133	-1.2	53.8%	76.0%
	134	-1.1	92.3%	94.2%
	135	0.3	92.6%	86.3%
	136	3.2	76.9%	77.1%
	137	-1	85.9%	88.3%
	138	0	79.7%	91.1%
	139	NA	92.3%	99.0%
	140	2.7	88.9%	93.3%
	141	1	73.4%	74.8%
	143	2.2	85.2%	76.5%
	146	3.4	78.6%	88.4%
	148	0.2	76.6%	81.7%
	150	-0.3	96.3%	97.9%
	151	-0.7	96.8%	99.1%
	152	-0.1	81.5%	96.5%
	153	-1.5	96.3%	99.3%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	154	0.7	69.2%	96.5%
	155	-2	96.3%	96.6%
	158	0.2	85.2%	92.3%
	159	2.2	92.6%	97.6%
	160	-0.2	92.6%	92.8%
	161	0.1	63.0%	60.6%
	162	0.7	88.9%	93.2%
	163	-1.5	74.1%	64.3%
	165	-0.3	92.6%	88.4%
	166	-1.3	92.3%	90.9%
	167	-0.5	85.7%	85.5%
	168	-0.3	92.9%	66.4%
	169	-1	96.3%	93.2%
	170	-1.8	92.2%	84.3%
	172	0	82.8%	79.5%
	173	2.2	87.5%	85.5%
	175	0.7	89.1%	89.2%
	177	0.1	84.4%	88.5%
	178	-1.8	93.8%	89.0%
	179	-0.6	93.8%	96.8%
	180	-1.9	93.8%	99.0%
	182	-2	88.9%	89.2%
	183	0.8	96.9%	96.6%
	184	-2.1	89.1%	96.9%
	185	-2.6	95.3%	95.9%
	186	0.1	98.4%	100.0%
	187	-0.3	93.8%	95.4%
	188	1.1	89.1%	94.2%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	190	-0.4	92.2%	91.6%
	192	0.9	78.6%	93.4%
	193	-4	79.7%	83.4%
	196	0.6	90.2%	94.4%
	401	5.8	20.0%	73.1%
	405	4.7	86.7%	87.6%
	432	NA	75.0%	79.5%
	450	5.8	40.0%	69.7%
	460	5.2	33.3%	51.8%
	463	3.1	25.0%	85.7%
	464	4.1	0.0%	44.1%
	465	NA	66.7%	91.4%
	467	6	75.0%	56.7%
	475	6.2	87.5%	90.5%
	476	4.4	50.0%	85.4%
	479	4.9	66.7%	95.7%
	488	6.7	12.5%	24.4%
	494	5.2	39.1%	52.1%
	497	7.5	66.7%	95.1%
Keystone - Keystone	600	-0.9	90.6%	96.1%
	601	-2.4	95.3%	98.3%
	605	-0.7	98.4%	99.5%
	607	-2.7	100.0%	100.0%
	609	-8.2	93.8%	94.2%
	610	-2.6	92.9%	100.0%
	611	0.2	100.0%	100.0%
	612	-2.2	84.6%	95.5%
	615	-3.2	92.3%	96.5%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	618	-4.5	94.0%	95.7%
	619	-4.3	90.6%	94.0%
	620	0.2	100.0%	100.0%
	622	-1.4	100.0%	100.0%
	637	-1.1	84.6%	92.3%
	639	-1	92.2%	96.4%
	640	-0.6	82.8%	98.3%
	641	-2.1	93.8%	94.9%
	642	-5.2	98.4%	99.8%
	643	-1.4	93.8%	96.7%
	644	1.3	85.9%	96.9%
	645	-1.8	84.4%	90.5%
	646	-3.3	82.8%	94.2%
	647	-0.4	92.2%	96.0%
	648	3.7	85.9%	96.3%
	649	-1.8	90.6%	94.7%
	650	-0.1	87.5%	95.8%
	651	-1.5	93.8%	94.5%
	652	0.1	96.9%	99.6%
	653	-1.2	84.4%	86.5%
	654	-0.8	89.1%	98.3%
	655	-1.4	81.3%	90.6%
	656	-1.3	81.3%	95.3%
	658	-0.4	100.0%	100.0%
	660	1.1	77.8%	90.7%
	661	-2.5	92.6%	95.3%
	662	-0.2	100.0%	99.5%
	663	-5.2	96.3%	98.8%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	664	-2.2	66.7%	97.1%
	665	-0.1	92.6%	97.0%
	666	-0.4	85.2%	95.6%
	667	-4.1	85.2%	90.4%
	669	-4	92.6%	95.5%
	670	-1.4	85.2%	97.8%
	671	-7.7	92.6%	98.7%
	672	-0.7	92.6%	98.0%
	674	NA	92.3%	98.5%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	1.8	95.3%	98.2%
	521	1.1	93.8%	95.9%
	522	2.3	93.8%	97.1%
	523	1.3	98.4%	97.8%
	524	3.2	95.3%	95.3%
	525	2.3	95.3%	97.0%
	526	2.4	96.9%	97.0%
	527	2.1	98.4%	97.7%
	528	4.3	96.9%	94.4%
	529	0.6	93.8%	97.6%
	530	4.6	96.9%	98.8%
	531	3.3	95.3%	99.5%
	532	4.4	95.3%	97.1%
	533	1.7	95.3%	98.1%
	534	3.2	100.0%	100.0%
	535	2.5	93.8%	95.5%
	536	1.7	100.0%	98.4%
	537	2.4	95.3%	95.6%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	538	2.3	89.1%	95.7%
	540	3	95.3%	96.9%
	541	3.1	98.4%	98.4%
	542	1.9	96.9%	97.3%
	543	2	93.8%	96.2%
	544	3.4	95.3%	95.2%
	545	2.4	93.8%	96.6%
	546	2.5	93.8%	91.3%
	547	1.1	89.1%	94.4%
	548	0.4	96.9%	96.9%
	549	0.2	93.8%	95.3%
	551	2	96.9%	98.0%
	720	2.5	96.3%	99.5%
	723	0.8	100.0%	99.7%
	724	2	88.9%	92.1%
	727	1.4	96.3%	93.1%
	728	2	100.0%	96.8%
	729	0.2	85.2%	92.6%
	732	1.6	81.5%	92.3%
	733	4.4	81.5%	91.7%
	734	2.2	100.0%	94.4%
	736	3.6	96.3%	99.1%
	737	3.3	96.3%	95.2%
	738	-0.5	96.3%	97.9%
	741	1	92.6%	98.9%
	742	2	81.5%	93.4%
	743	0.2	96.3%	95.2%
	744	1.9	96.3%	98.4%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	745	1.9	100.0%	100.0%
	746	-0.1	88.9%	96.3%
	747	2.5	88.9%	89.9%
	748	1.7	88.9%	91.8%
	749	1.2	85.2%	91.9%
	751	1.3	96.3%	97.7%
Carolinian - Carolinian	79	-0.4	36.3%	51.1%
	80	0.4	61.5%	48.8%
Cascades - Cascades	500	1.9	68.8%	62.2%
	501	-0.8	79.1%	76.8%
	502	6.8	92.6%	89.3%
	503	NA	93.8%	98.4%
	504	3.5	79.7%	57.1%
	505	2.5	96.3%	88.9%
	506	-0.9	85.2%	78.3%
	507	2.1	76.9%	70.5%
	508	-2	86.8%	79.8%
	509	4.2	83.5%	80.4%
	510	-0.1	60.5%	93.7%
	513	-3	84.6%	70.8%
	516	-3.2	70.3%	76.3%
	517	-1.1	81.2%	84.2%
Downeaster - Downeaster	680	-0.3	96.9%	99.5%
	681	-4.4	78.1%	88.1%
	682	-3.2	90.6%	97.9%
	683	-1.6	81.3%	95.7%
	684	0.8	85.9%	93.9%
	685	-2.9	87.5%	93.3%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Downeaster - Downeaster	686	-1.1	76.6%	91.7%
	687	-0.2	70.3%	89.7%
	688	-3.9	90.6%	96.0%
	689	-1.6	89.1%	97.5%
	690	-0.8	88.9%	96.9%
	691	-1.7	66.7%	87.3%
	692	-3.9	88.9%	97.1%
	693	0.5	77.8%	88.6%
	694	0.3	77.8%	92.9%
	695	-4.2	77.8%	87.7%
	696	1.2	70.4%	84.6%
	697	-0.4	85.2%	96.9%
	698	-3.8	74.1%	85.7%
	699	0	96.3%	100.0%
Empire - Adirondack	68	2	65.9%	61.3%
	69	0.9	54.9%	62.5%
Empire - Ethan Allen Express	290	2.2	82.8%	89.1%
	291	4.4	85.9%	86.3%
	292	1.7	85.7%	71.9%
	293	4.5	76.9%	76.9%
	296	0.7	53.8%	78.8%
Empire - Maple Leaf	63	1.3	65.9%	48.3%
	64	0	65.9%	46.9%
Empire - New York - Albany	230	2	92.2%	97.5%
	232	22.9	78.1%	91.6%
	233	0.4	68.1%	89.0%
	234	-0.3	90.6%	98.4%
	235	0.1	73.4%	92.9%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	236	0.7	89.1%	95.8%
	237	0.8	62.5%	91.8%
	238	1.2	93.5%	94.0%
	239	-0.6	76.5%	92.5%
	240	1.3	79.3%	84.5%
	241	1.4	86.8%	94.1%
	242	1.5	78.1%	92.4%
	243	3	92.2%	94.6%
	244	-2.5	82.4%	87.0%
	245	3.4	85.9%	90.6%
	250	2.1	92.6%	96.3%
	252	-0.1	100.0%	98.0%
	253	8.7	85.2%	95.6%
	254	0.9	100.0%	94.9%
	255	0.6	84.6%	95.6%
	256	3.3	100.0%	97.8%
	259	-0.4	92.6%	95.2%
	260	NA	96.3%	98.4%
	261	1.8	88.9%	91.3%
Empire - New York - Niagara Falls	280	0	95.9%	92.1%
	281	0.8	63.7%	55.1%
	282	-1.7	58.6%	48.7%
	283	1.3	53.8%	54.4%
	284	0.6	85.7%	71.4%
	288	2	30.8%	36.4%
Heartland Flyer - Heartland Flyer	821	5.4	82.4%	96.5%
	822	4.5	71.4%	74.9%
Hiawatha - Hiawatha	329	0.4	95.8%	97.2%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Hiawatha - Hiawatha	330	0.6	98.6%	100.0%
	331	1.1	98.9%	98.7%
	332	0.9	98.9%	98.2%
	333	1.1	98.9%	97.4%
	334	0.4	94.5%	97.4%
	335	0.4	89.0%	94.9%
	336	0.6	97.8%	97.8%
	337	1.4	96.7%	96.7%
	338	0.4	90.1%	97.8%
	339	0.8	95.6%	95.4%
	340	-0.1	96.7%	98.9%
	341	1.6	94.5%	96.5%
	342	1.3	95.6%	99.3%
	343	NA	66.7%	70.0%
	344	NA	83.3%	100.0%
Hoosier - Hoosier	850	1.6	75.0%	84.0%
	851	7.2	83.7%	73.2%
Illinois - Carl Sandburg / Illinois Zephyr	380	1.9	95.6%	95.0%
	381	2	100.0%	98.3%
	382	2	93.4%	92.1%
	383	2.2	90.1%	87.0%
Illinois - Illini / Saluki	390	0.2	38.5%	44.9%
	391	-0.2	39.6%	34.6%
	392	-3	8.8%	37.4%
	393	-3.4	26.4%	31.7%
Illinois - Lincoln Service	300	2.3	79.3%	79.6%
	301	1.9	57.5%	77.2%
	302	2.9	74.7%	81.5%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Illinois - Lincoln Service	303	1.7	63.2%	71.6%
	304	1.2	74.7%	59.6%
	305	1.4	74.7%	78.0%
	306	2.6	75.9%	66.2%
	307	2.4	80.5%	77.8%
Michigan - Blue Water	364	6.4	90.1%	84.0%
	365	10.4	64.8%	83.3%
Michigan - Pere Marquette	370	2.7	79.1%	81.5%
	371	5	82.4%	94.1%
Michigan - Wolverine	350	1	82.4%	86.8%
	351	5.3	63.7%	80.7%
	352	2.9	54.5%	60.2%
	353	7.1	84.8%	83.5%
	354	0.8	51.6%	52.2%
	355	6.3	64.8%	65.5%
	357	NA	87.9%	90.5%
	358	NA	62.1%	68.0%
Missouri - Missouri	311	4.5	75.8%	77.0%
	313	6.7	87.9%	86.3%
	314	8.7	79.1%	83.6%
	316	9.2	72.5%	75.5%
Pacific Surfliner - Pacific Surfliner	562	2.1	94.4%	97.9%
	564	-1.2	77.5%	96.1%
	565	0.8	82.0%	94.3%
	566	-1.7	78.3%	93.7%
	567	-3.4	88.0%	96.9%
	572	-2.5	85.4%	97.6%
	573	-1.9	79.1%	92.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	579	-0.9	70.8%	87.9%
	580	0.3	85.7%	93.5%
	582	-0.3	84.3%	89.7%
	583	-4.4	77.5%	92.8%
	591	-0.1	79.1%	90.0%
	595	-3.7	69.2%	88.6%
	761	NA	56.3%	87.2%
	763	-1.1	80.2%	94.4%
	768	-1	67.0%	95.5%
	769	-0.8	83.5%	89.6%
	774	-0.1	83.5%	77.7%
	777	NA	78.0%	80.8%
	784	-1.2	79.1%	89.2%
	785	-1.2	72.5%	80.5%
	790	NA	79.7%	76.3%
	796	-1.1	69.2%	86.9%
	1566	NA	100.0%	100.0%
	1567	NA	100.0%	100.0%
	1761	NA	63.0%	89.1%
	1790	NA	85.2%	85.9%
Pennsylvanian - Pennsylvanian	42	0.4	89.0%	91.8%
	43	0.4	92.3%	81.5%
Piedmont - Piedmont	73	-1	70.1%	89.0%
	74	-1.9	55.8%	78.9%
	75	NA	47.7%	78.2%
	76	NA	57.5%	77.4%
San Joaquins - San Joaquins	701	-2.1	89.9%	92.9%
	702	-1	87.6%	87.6%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
San Joaquins - San Joaquins	703	-1.8	76.9%	81.0%
	704	0.8	90.1%	86.0%
	708	NA	90.9%	90.3%
	709	NA	100.0%	94.5%
	711	-0.6	85.7%	88.6%
	712	-1	78.0%	73.7%
	713	0.7	80.2%	84.4%
	714	0.1	86.8%	84.0%
	715	0.8	76.9%	79.5%
	716	0.6	85.7%	78.2%
	717	0.7	70.3%	78.1%
	718	0.6	81.3%	84.7%
Vermont - Vermont	54	3.4	70.4%	80.6%
	55	3.7	76.6%	56.2%
	56	3.7	71.9%	68.9%
	57	3.7	85.2%	72.1%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	1.2	53.3%	61.7%
	53	-0.5	58.9%	70.6%
California Zephyr - California Zephyr	5	2.7	76.9%	56.1%
	6	3.3	52.7%	45.4%
Capitol Ltd - Capitol Ltd	29	1	51.6%	57.6%
	30	1	52.7%	39.5%
Cardinal - Cardinal	50	1.1	35.9%	43.1%
	51	1.9	64.1%	55.6%
City Of New Orleans - City Of New Orleans	58	0.8	81.3%	60.5%
	59	1	94.5%	74.2%
Coast Starlight - Coast Starlight	11	0.2	87.9%	77.2%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2015 Q4 to FY 2016 Q3)	End Point OTP for FY 2016 Q3	All Stations OTP for FY 2016 Q3
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Coast Starlight - Coast Starlight	14	1.2	78.0%	49.5%
Crescent - Crescent	19	-0.3	47.3%	56.5%
	20	-0.6	64.8%	54.3%
Empire Builder - Empire Builder	7	0	87.9%	81.8%
	8	0	79.1%	69.0%
	27	0.9	90.1%	81.3%
	28	0.2	86.8%	83.3%
Lake Shore Ltd - Lake Shore Ltd	48	1.7	56.0%	43.9%
	49	-0.2	31.9%	35.9%
	448	-4.9	30.7%	20.3%
	449	-8.7	52.3%	74.2%
Palmetto - Palmetto	89	-0.2	28.6%	62.8%
	90	0.9	61.5%	59.9%
Silver Meteor - Silver Meteor	97	0.1	49.5%	49.1%
	98	0.8	47.3%	48.2%
Silver Star - Silver Star	91	-0.4	38.5%	41.1%
	92	0.4	54.9%	48.2%
Southwest Chief - Southwest Chief	3	-0.4	64.8%	54.3%
	4	0	60.4%	50.6%
Sunset Ltd - Sunset Ltd	1	3.4	79.5%	44.1%
	2	2.6	48.7%	53.0%
Texas Eagle - Texas Eagle	21	1.6	61.5%	37.1%
	22	1.3	26.4%	43.2%

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

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

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

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

Appendix B
Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Acela Express							
Acela Express	2109 AM		6	RTE	3	PTI	2
	2124 AM		18	DBB	10	DET	4
	2126 AM		13	PTI	10	CTI	3
	2128 AM		20	DET	20		
	2150 AM		1	PTI	1	PSR	0
	2150 MN		2974	DSR	2765	CTI	142
	2151 MN		2743	CTI	2068	DSR	575
	2153 MN		2307	DSR	2020	CTI	223
	2154 AM		2	PTI	2	PSR	
	2154 MN		2821	DSR	1928	DMW	466
	2155 MN		1498	CTI	1099	DMW	173
	2158 AM		6	PTI	5	PSR	1
	2158 MN		2500	CTI	1459	DSR	664
	2159 MN		2469	DSR	882	CTI	670
	2160 MN		1593	DSR	633	DCS	483
	2163 MN		2893	DSR	949	CTI	862
	2164 MN		2172	CTI	1577	DSR	305
	2165 MN		2360	DSR	1253	RTE	505
	2166 MN		2193	CTI	873	DSR	734
	2167 MN		2213	DSR	1554	CTI	539
	2168 MN		1847	CTI	1560	DSR	181
	2170 AM		4	PSR	2	PTI	2
	2170 MN		2659	CTI	1945	DSR	313
	2171 MN		3131	DSR	2681	CTI	246
	2172 MN		2838	DSR	1030	CTI	829
	2173 MN		3066	DSR	1769	CTI	1,094
	2175 MN		1984	DSR	1156	CTI	388
	2190 MN		2140	DSR	1945	CTI	156
	2211 AM		7	PTI	7		
	2250 MN		2500	CTI	1290	DSR	1,071
	2251 MN		1314	DSR	1110	DCS	204
	2252 MN		1456	CTI	1181	DCS	247
	2253 MN		1640	CTI	721	DSR	529
	2254 MN		852	DSR	563	RTE, DCS	275
	2255 MN		1484	DSR	591	CTI	549
	2256 MN		1140	DSR	714	CTI	330
	2257 MN		824	DSR	577	CTI	206
	2258 MN		1635	CTI	962	DSR	481
	2259 MN		1841	DSR	1223	CTI	618
	2260 MN		1378	DSR	702	DCS	332
	2290 MN		2270	DSR	1901	CTI	268
	2295 MN		957	DSR	625	RTE, DCS	255
	2297 MN		1099	DSR	632	CTI	302
Other NEC Corridor Routes							
Northeast Regional	All Other Northeast Regional	110 AM	7			SMW	7

Appendix B
Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes			
				#1	#2		
	132	MN	1346	CTI	288	DSR	1,058
	135	MN	2050	CTI	714	DSR	860
	136	MN	2431	CTI	467	DSR	810
	137	MN	1878	CTI	804	DSR	823
	138	AM	10	DET	7		
	139	MN	1030	CTI	55	DSR	920
	140	MN	1343	CTI	417	DSR	642
	141	MN	1258	CTI	851	DSR	103
	143	MN	966	CTI	595	DSR	284
	146	MN	765			DSR	765
	148	MN	1097	CTI	1002	DSR	50
	150	MN	1415	CTI	152	DSR	1,118
	160	MN	1878	CTI	370	DSR	1,204
	161	MN	1184	CTI	278	DSR	655
	162	MN	1872	CTI	979	DSR	403
	163	MN	3062	CTI	582	DSR	1,144
	165	MN	1323	CTI	721	DSR	284
	166	MN	536	CTI	206	DSR	206
	167	MN	842	CTI	26	DSR	497
	168	MN	1824	CTI	612	DSR	1,097
	169	MN	410			DSR	291
	170	MN	2533	CTI	1599	DSR	480
	172	AM	3			SMW	2
	172	MN	1130	CTI	541	DSR	170
	173	MN	1864	CTI	1046	DSR	64
	175	MN	3259	CTI	2785	DSR	371
	177	MN	1755	CTI	714	DSR	823
	178	MN	1197	CTI	469	DSR	617
	179	MN	907	CTI	86	DSR	717
	188	AM	15	DET	15		
	190	AM	1			SMW	1
	190	MN	2796	CTI	765	DSR	2,020
Lynchburg	145	NS	617	FTI	348	DCS	42
	147	MN	497	CTI	383		
	147	NS	289	FTI	118	DCS	105
	156	AM	70	DCS	70		
	156	NS	102	FTI	25	DCS	5
	171	AM	7			DBB	7
	171	MN	2271	CTI	1066	DSR	268
	171	NS	732	FTI	304	DCS	170
	176	AM	2	DCS	0		
	176	MN	1897	CTI	656	DSR	1,021
	176	NS	300	FTI	32	DCS	121
Richmond / Newport News / Nc	65	CS	1553	DSR	325	DCS	381
	65	MN	1614	DSR	946	CTI	73
	66	AM	6	DCS	4	RTE	1
	66	CS	1383	DSR	305	DCS	204
	66	MN	624	DSR	522		
	67	AM	5	DCS	5		

Appendix B
Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes			
				#1		#2	
	67	CS	2589	DSR	414	DCS	361
	67	MN	2121	DSR	912	CTI	137
	71	CS	995	DSR	81	DCS	101
	71	NS	115	DCS	18	RTE	53
	82	AM	27	DCS	27		
	82	CS	1463	DSR	272	DCS	683
	82	MN	3622	DSR	523	CTI	485
	83	CS	1698	DSR	471	DCS	158
	83	MN	2734	DSR	1648	CTI	522
	84	AM	167	DCS	86	RTE	55
	84	CS	1395	DSR	211	DCS	285
	84	NS	122	DCS	29	RTE	69
	85	CS	1279	DSR	316	DCS	191
	86	AM	16	DCS	5	RTE	2
	86	CS	845	DSR	174	DCS	163
	86	MN	2327	DSR	1844	CTI	128
	87	CS	1191	DSR	84	DCS	56
	88	AM	78	DCS	56	RTE	3
	88	CS	1171	DSR	175	DCS	424
	88	MN	747	DSR	364	CTI	212
	88	NS	224	DCS	114	RTE	59
	93	CS	1751	DSR	254	DCS	151
	93	MN	1999	DSR	795	CTI	609
	94	AM	32	DCS	0	RTE	18
	94	CS	2094	DSR	500	DCS	443
	94	MN	2104	DSR	257	CTI	1,616
	95	CS	2273	DSR	525	DCS	398
	95	MN	815	DSR	293	CTI	153
	96	CS	1708	DSR	351	DCS	381
	96	MN	1390	DSR	268	CTI	599
	99	CS	1416	DSR	291	DCS	481
	99	MN	1177	DSR	642	CTI	198
	125	AM	13	DCS	11		
	125	CS	1317	DSR	223	DCS	117
	125	NS	683	DCS	446	RTE	149
	157	CS	892	DSR	65	DCS	201
	157	MN	2033	DSR	110	CTI	1,882
	157	NS	655	DCS	465	RTE	66
	164	AM	4	DCS	4		
	164	CS	543	DSR	208	DCS	127
	164	MN	1164	DSR	139	CTI	873
	174	AM	9	DCS	2		
	174	CS	1302	DSR	214	DCS	171
	174	MN	1699	DSR	474	CTI	834
	194	AM	31	DCS	12	RTE	2
	194	CS	2400	DSR	463	DCS	479
	194	MN	179	DSR	41	CTI	110
	195	CS	1506	DSR	94	DCS	389
	195	MN	853	DSR	344	CTI	93

Appendix B
Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes				
				#1	#2			
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	520 UP	672	PTI	149	DSR	56	
		521 UP	470	PTI	102	DSR	118	
		522 UP	596	PTI	124	DSR	99	
		523 UP	632	PTI	208	DSR	112	
		524 UP	663	PTI	326	DSR	101	
		525 UP	306	PTI	64	DSR	57	
		526 UP	1136	PTI	693	DSR	87	
		527 UP	669	PTI	212	DSR	109	
		528 UP	623	PTI	255	DSR	67	
		529 UP	300	PTI	70	DSR	45	
		530 UP	474	PTI	84	DSR	70	
		531 UP	640	PTI	341	DSR	57	
		532 UP	529	PTI	75	DSR	150	
		533 UP	604	PTI	150	DSR	111	
		534 UP	248	PTI	32	DSR	46	
		535 UP	498	PTI	76	DSR	104	
		536 UP	269	PTI	65	DSR	21	
		537 UP	490	PTI	291	DSR	71	
		538 UP	193	PTI	63	DSR	48	
		540 UP	184	PTI	70	DSR	16	
		541 UP	248	PTI	61	DSR	72	
		542 UP	301	PTI	134	DSR	78	
		543 UP	359	PTI	138	DSR	112	
		544 UP	323	PTI	74	DSR	78	
		545 UP	401	PTI	118	DSR	136	
		546 UP	304	PTI	102	DSR	76	
		547 UP	730	PTI	451	DSR	161	
		548 UP	491	PTI	240	DSR	70	
		549 UP	339	PTI	177	DSR	50	
		551 UP	327	PTI	59	DSR	84	
		720 UP	351	PTI	149	DSR	44	
		723 UP	421	PTI	64	DSR	53	
		724 UP	568	PTI	263	DSR	114	
		727 UP	302	PTI	50	DSR	91	
		728 UP	394	PTI	169	DSR	53	
		729 UP	276	PTI	50	DSR	43	
		732 UP	502	PTI	207	DSR	48	
		733 UP	805	PTI	374	DSR	87	
		734 UP	363	PTI	78	DSR	44	
		736 UP	343	PTI	42	DSR	59	
		737 UP	369	PTI	216	DSR	53	
		738 UP	222	PTI	61	DSR	67	
		741 UP	404	PTI	160	DSR	73	
		742 UP	572	PTI	77	DSR	77	
		743 UP	632	PTI	247	DSR	69	
		744 UP	326	PTI	126	DSR	42	
		745 UP	127	PTI	30	DSR	42	

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Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes			
				#1	#2		
	746	UP	428	PTI	250	DSR	59
	747	UP	493	PTI	302	DSR	144
	748	UP	391	PTI	125	DSR	78
	749	UP	528	PTI	4	DSR	117
	751	UP	352	PTI	8	DSR	110
Carolinian	79	CS	1651	PTI	478	FTI	321
	79	NS	1151	DSR	393	FTI	176
	80	AM	103	DCS	51	DET	25
	80	CS	1577	PTI	288	FTI	338
	80	NS	798	DSR	349	FTI	169
Cascades	500	BN	1415	DSR	511	PTI	136
	500	UP	1188	PTI	739	FTI	319
	501	BN	1272	DSR	408	PTI	64
	502	BN	657	DSR	327	PTI	193
	503	UP	487	PTI	136	FTI	227
	504	BN	1565	DSR	434	PTI	245
	505	UP	859	PTI	612	FTI	178
	506	BN	773	DSR	260	PTI	82
	506	UP	586	PTI	339	FTI	175
	507	BN	1197	DSR	406	PTI	232
	507	UP	619	PTI	149	FTI	249
	508	BN	666	DSR	274	PTI	42
	508	UP	1056	PTI	375	FTI	532
	509	BN	1046	DSR	361	PTI	205
	510	BN	1892	DSR	737	PTI	507
	513	BN	1266	DSR	490	PTI	216
	516	BN	1178	DSR	461	PTI	230
	517	BN	1071	DSR	355	PTI	333
Downeaster	680	GT	258	DSR	197		
	680	MT	1728	CTI	1687		
	681	GT	556	DSR	274	PTI	20
	681	MT	2956	CTI	467	PTI	2,315
	682	GT	388	DSR	230	PTI	18
	682	MT	579	CTI	165	PTI	62
	683	GT	1241	DSR	319	PTI	557
	683	MT	1108	CTI	542		
	684	GT	804	DSR	214	PTI	275
	684	MT	736	CTI	521	PTI	4
	685	GT	438	DSR	184	PTI	108
	685	MT	740	CTI	405	PTI	33
	686	GT	568	DSR	262		
	686	MT	1831	CTI	1269		
	687	GT	983	DSR	163	PTI	612
	687	MT	1786	CTI	1658		
	688	GT	812	DSR	228	PTI	458
	688	MT	798	CTI	728		
	689	GT	321	DSR	197		
	689	MT	1385	CTI	1335		
	690	GT	371	DSR	231		

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Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes				
				#1	#2			
	690	MT	607	CTI	78			
	691	GT	223	DSR	177			
	691	MT	3782	CTI	176	PTI	2,979	
	692	GT	118	DSR	80			
	692	MT	1009	CTI	372			
	693	GT	448	DSR	178	PTI	125	
	693	MT	1979	CTI	1048			
	694	GT	993	DSR	164	PTI	762	
	694	MT	519	CTI	147	PTI	39	
	695	GT	617	DSR	156	PTI	205	
	695	MT	754			PTI	353	
	696	GT	342	DSR	169			
	696	MT	921	CTI	167	PTI	216	
	697	GT	815	DSR	183	PTI	362	
	698	GT	888	DSR	281	PTI	378	
	698	MT	676	CTI	529	PTI	29	
	699	GT	304	DSR	164			
Empire	Adirondack	68	AM	28	PTI	27	RTE	1
		68	CN	2198	DSR	1646	FTI	410
		68	CP	651	PTI	300	DCS	155
		68	MN	1251	CTI	742	DSR	176
		69	CN	3664	DSR	2211	FTI	457
		69	CP	840	PTI	446	DCS	163
		69	MN	678	CTI	393	DSR	93
	Ethan Allen Express	290	AM	5			DCS	5
		290	CP	524			DSR	262
		290	MN	1074	CTI	314	DSR	177
		290	VR	987	DSR	954		
		291	CP	481	PTI	130	DSR	170
		291	MN	501	CTI	390	DSR	46
		291	VR	864	DSR	848		
		292	CP	2539	PTI	2243	DSR	214
		292	MN	630	CTI	124	DSR	236
		292	VR	1046	DSR	986		
		293	CP	179			DSR	89
		293	MN	2633	CTI	2355	DSR	72
		293	VR	1609	DSR	869	FTI	676
		296	AM	827	PTI	827		
		296	CP	1239	PTI	843	DSR	153
		296	MN	1328	CTI	483	DSR	374
		296	VR	740	DSR	740		
	Maple Leaf	63	CS	1827	FTI	624	DMW	238
		63	MN	1047	CTI	652	DSR	212
		63	XC	1	DCS	1		
		64	AM	13	PTI	13		
		64	CS	2024	FTI	772	DMW	433
		64	MN	871	CTI	416	DSR	193
	New York - Albany	230	MN	1012	CTI	536	DSR	112
		232	MN	1133	CTI	559	DSR	243

Appendix B
Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes				
				#1		#2		
	233	MN	1589	CTI	628	DSR	190	
	234	MN	1702	CTI	1087	DSR	442	
	235	MN	648	CTI	275	DSR	120	
	236	MN	1013	CTI	429	DSR	370	
	237	MN	1310	CTI	1030	DSR	93	
	238	MN	1215	CTI	653	DSR	281	
	239	MN	2392	CTI	2053	DSR	271	
	240	MN	1635	CTI	974	DSR	157	
	241	MN	490	CTI	173	DSR	138	
	242	MN	1233	CTI	589	DSR	291	
	243	MN	510	CTI	196	DSR	162	
	244	MN	2038	CTI	1006	DSR	223	
	245	MN	657	CTI	451	DSR	125	
	250	MN	890	CTI	308	DSR	349	
	252	MN	1032	CTI	314	DSR	258	
	253	MN	580	CTI	380	DSR	115	
	254	MN	1002	CTI	531	DSR	133	
	255	MN	700	CTI	555	DSR	60	
	256	MN	568	CTI	181	DSR	254	
	259	MN	285	CTI	41	DSR	204	
	260	MN	988	CTI	360	DSR	360	
	261	MN	459	CTI	116	DSR	140	
	New York - Niagara Falls	280	AM	4		DCS	4	
		280	CS	638	FTI	140	RTE	220
		280	MN	1253	CTI	772	RTE	87
		281	CS	1157	FTI	492	RTE	319
		281	MN	1751	CTI	649	RTE	630
		282	CS	2209	FTI	306	RTE	387
		282	MN	1499	CTI	715	RTE	146
		283	CS	1526	FTI	451	RTE	299
		283	MN	928	CTI	326	RTE	207
		284	AM	3	PTI	3		
		284	CS	1326	FTI	368	RTE	322
		284	MN	1166	CTI	524	RTE	174
		288	AM	183	PTI	183		
		288	CS	1387	FTI	414	RTE	336
		288	MN	604	CTI	266	RTE	48
Heartland Flyer	Heartland Flyer	821	BN	910	DSR	741	FTI	68
		822	BN	1134	DSR	874	FTI	122
Hiawatha	Hiawatha	329	CP	692	DSR	149	DMW	469
		329	ME	213	CTI	18	DMW	80
		330	CP	377	DSR	110	DMW	140
		330	ME	3447	CTI	3423	DMW	20
		331	CP	552	DSR	103	DMW	255
		331	ME	995	CTI	445	DMW	172
		332	CP	426	DSR	101	DMW	176
		332	ME	1158	CTI	343	DMW	399
		333	CP	550	DSR	112	DMW	201
		333	ME	835	CTI	104	DMW	409

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Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes			
				#1	#2		
		334 CP	650	DSR	178	DMW	180
		334 ME	1823	CTI	981	DMW	381
		335 CP	813	DSR	286	DMW	116
		335 ME	1491	CTI	832	DMW	319
		336 CP	778	DSR	323	DMW	207
		336 ME	1758	CTI	742	DMW	593
		337 CP	294	DSR	114	DMW	17
		337 ME	971	CTI	205	DMW	250
		338 CP	495	DSR	248		
		338 ME	2520	CTI	1567	DMW	510
		339 CP	244	DSR	207		
		339 ME	2191	CTI	2028	DMW	59
		340 CP	428	DSR	101	DMW	2
		340 ME	1574	CTI	1106	DMW	55
		341 CP	217	DSR	153		
		341 ME	908	CTI	555	DMW	14
		342 CP	218	DSR	107	DMW	4
		342 ME	1486	CTI	1202	DMW	11
		343 CP	1255	DSR	847		
		343 ME	2892	CTI	1682	DMW	999
		344 CP	587	DSR	73		
		344 ME	1830	CTI	0	DMW	126
Hoosier	Hoosier	850 CS	1115	FTI	517	DSR	294
		851 CS	1349	FTI	489	DSR	408
Illinois	Carl Sandburg / Illinois Zephyr	380 BN	503	DSR	253	RTE	133
		381 BN	399	DSR	212	RTE	56
		382 BN	585	DSR	270	RTE	117
		383 BN	561	DSR	269	RTE	92
	Illini / Saluki	390 CN	1424	DCS	652	FTI	324
		391 CN	1792	DCS	720	FTI	411
		392 CN	2177	DCS	771	FTI	695
		393 CN	1743	DCS	734	FTI	510
	Lincoln Service	300 CN	1281	FTI	338	DCS	299
		300 UP	1091	PTI	215	FTI	487
		301 CN	627	FTI	213	DCS	36
		301 UP	1612	PTI	562	FTI	352
		302 CN	1724	FTI	489	DCS	499
		302 UP	1441	PTI	703	FTI	259
		303 CN	877	FTI	282	DCS	200
		303 UP	1451	PTI	399	FTI	416
		304 CN	1586	FTI	1169	DCS	151
		304 UP	1353	PTI	530	FTI	406
		305 CN	440	FTI	79	DCS	253
		305 UP	1033	PTI	368	FTI	353
		306 CN	1028	FTI	535	DCS	115
		306 UP	1485	PTI	682	FTI	432
		307 CN	640	FTI	190	DCS	118
		307 UP	1317	PTI	472	FTI	530
Michigan	Blue Water	364 AM	175	DCS	72	PTI	16

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Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes				
				#1	#2			
	364	CN	402	FTI	310	DMW	16	
	364	MI	150	DCS	105	DSR	10	
	364	NS	3252	FTI	1331	DCS	1,311	
	365	AM	652	DCS	288	PTI	217	
	365	CN	977	FTI	652	DMW	144	
	365	MI	265	DCS	35	DSR	100	
	365	NS	3571	FTI	1444	DCS	766	
	Pere Marquette	370	CS	430	DSR	179	FTI	83
		370	NS	2288	FTI	1562	DMW	124
		371	CS	241	DSR	86	FTI	104
		371	NS	2421	FTI	1068	DMW	520
	Wolverine	350	AM	783	PTI	529	DCS	128
		350	CN	2799	DSR	1001	FTI	421
		350	MI	1470	DSR	579	PTI	583
		350	NS	2610	FTI	873	DCS	1,006
		351	AM	511	PTI	218	DCS	152
		351	CN	2041	DSR	1041	FTI	556
		351	MI	1570	DSR	1191	PTI	25
		351	NS	3110	FTI	1096	DCS	565
		352	AM	1113	PTI	557	DCS	153
		352	CN	2054	DSR	851	FTI	681
		352	MI	1476	DSR	764	PTI	285
		352	NS	3404	FTI	1246	DCS	771
		353	AM	526	PTI	303	DCS	119
		353	CN	1237	DSR	386	FTI	318
		353	MI	1089	DSR	625	PTI	237
		353	NS	3256	FTI	1332	DCS	1,558
		354	AM	482	PTI	58	DCS	169
		354	CN	1794	DSR	807	FTI	663
		354	MI	2544	DSR	1096	PTI	972
		354	NS	2983	FTI	1458	DCS	870
		355	AM	347	PTI	23	DCS	174
		355	CN	1672	DSR	616	FTI	591
		355	MI	2241	DSR	931	PTI	901
		355	NS	2031	FTI	929	DCS	644
		357	AM	430	PTI	23	DCS	257
		357	MI	392	DSR	16		
		357	NS	4344	FTI	2181	DCS	1,268
		358	AM	487	PTI	12	DCS	242
		358	CN	2725	DSR	1550	FTI	568
		358	MI	2542	DSR	1583	PTI	429
		358	NS	2837	FTI	1281	DCS	501
Missouri	Missouri	311	UP	971	FTI	304	DSR	173
		313	UP	642	FTI	196	DSR	192
		314	UP	842	FTI	449	DSR	163
		316	UP	996	FTI	264	DSR	224
Pacific Surfliner	Pacific Surfliner	562	BN	306	DCS	227		
		562	SC	963	PTI	386	CTI	355
		562	SN	1541	CTI	710	PTI	350

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Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes			
				#1		#2	
	564	BN	497	DCS	95	FTI	42
	564	SC	1375	PTI	988	CTI	302
	564	SN	1219	CTI	253	PTI	528
	565	BN	1305	DCS	85	FTI	333
	565	SC	562	PTI	57	CTI	215
	565	SN	1260	CTI	609	PTI	97
	566	BN	689	DCS	126	FTI	167
	566	SC	2456	PTI	2155	CTI	115
	566	SN	1667	CTI	442	PTI	952
	567	BN	913	DCS	235	FTI	146
	567	SC	391	PTI	194	CTI	20
	567	SN	1906	CTI	992	PTI	499
	572	BN	391	DCS	143	FTI	111
	572	SC	1139	PTI	894	CTI	24
	572	SN	1095	CTI	303	PTI	403
	573	BN	532	DCS	244		
	573	SC	340	PTI	71	CTI	83
	573	SN	1149	CTI	172	PTI	376
	579	BN	745	DCS	243	FTI	285
	579	SC	382	PTI	5	CTI	214
	579	SN	1561	CTI	389	PTI	684
	580	BN	512	DCS	243	FTI	67
	580	SC	926	PTI	334	CTI	391
	580	SN	1346	CTI	924	PTI	105
	582	BN	576	DCS	79	FTI	42
	582	SC	2031	PTI	1297	CTI	558
	582	SN	1434	CTI	875	PTI	230
	583	BN	1353	DCS	164	FTI	269
	583	SC	1790	PTI	1123	CTI	305
	583	SN	1148	CTI	439	PTI	125
	591	BN	1338	DCS	114	FTI	677
	591	SC	443	PTI	151	CTI	80
	591	SN	1570	CTI	587	PTI	372
	595	BN	940	DCS	62	FTI	357
	595	SC	360			CTI	90
	595	SN	1385	CTI	93	PTI	428
	761	SC	2013	PTI	658	CTI	1,105
	761	UP	870	PTI	328	DCS	157
	763	BN	1160	DCS	465	FTI	169
	763	SC	755	PTI	392	CTI	42
	763	SN	1281	CTI	638		
	763	UP	1642	PTI	1062	DCS	134
	768	BN	552	DCS	235	FTI	46
	768	SC	902	PTI	357	CTI	328
	768	SN	1128	CTI	214	PTI	515
	768	UP	132			DCS	29
	769	BN	869	DCS	332	FTI	51
	769	SC	264	PTI	24	CTI	86
	769	SN	1843	CTI	466	PTI	709

Appendix B
Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes			
				#1		#2	
	769	UP	1277	PTI	826	DCS	124
	774	BN	572	DCS	138	FTI	102
	774	SC	745	PTI	307	CTI	240
	774	SN	1273	CTI	284	PTI	619
	774	UP	1374	PTI	909	DCS	185
	777	BN	511	DCS	169	FTI	87
	777	SC	537	PTI	219	CTI	120
	777	SN	1830	CTI	310	PTI	617
	777	UP	1544	PTI	933	DCS	209
	784	BN	1012	DCS	470	FTI	72
	784	SC	1628	PTI	421	CTI	1,005
	784	SN	1402	CTI	697	PTI	136
	784	UP	1084	PTI	533	DCS	264
	785	BN	1528	DCS	220	FTI	225
	785	SC	845	PTI	454	CTI	156
	785	SN	2346	CTI	886	PTI	768
	785	UP	534	PTI	314	DCS	52
	790	BN	828	DCS	22	FTI	160
	790	SC	1881	PTI	203	CTI	1,586
	790	SN	1074	CTI	36	PTI	382
	790	UP	1644	PTI	976	DCS	199
	796	BN	794	DCS	99	FTI	214
	796	SC	986	PTI	617	CTI	117
	796	SN	881	CTI	196	PTI	34
	796	UP	761	PTI	347	DCS	73
	1566	BN	930	DCS	837		
	1566	SC	1737	PTI	1483		
	1566	SN	2163	CTI	1065	PTI	699
	1567	SN	1137	CTI	998		
	1761	SC	499	PTI	187	CTI	125
	1761	UP	665	PTI	382	DCS	104
	1790	SC	179	PTI	32	CTI	12
	1790	SN	899	CTI	40	PTI	359
	1790	UP	803	PTI	533	DCS	59
Pennsylvanian	Pennsylvanian	42 AM	14	DCS	14		
		42 NS	603	FTI	324	RTE	95
		43 NS	674	FTI	345	RTE	145
Piedmont	Piedmont	73 NS	1084	DSR	423	FTI	326
		74 NS	1425	DSR	516	FTI	236
		75 NS	1684	DSR	554	FTI	510
		76 NS	1249	DSR	341	FTI	399
San Joaquins	San Joaquins	701 BN	814	PTI	325	FTI	278
		701 UP	1757	DSR	484	PTI	5
		702 BN	1037	PTI	431	FTI	362
		702 UP	1305	DSR	290	PTI	5
		703 BN	814	PTI	536	FTI	121
		703 UP	1937	DSR	394	PTI	86
		704 BN	682	PTI	285	FTI	201
		704 UP	1099	DSR	446	PTI	27

Appendix B
Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes				
				#1	#2			
	708	BN	846	PTI	413	FTI	195	
	708	UP	398			PTI	305	
	709	BN	429	PTI	29	FTI	211	
	709	UP	1289	DSR	351	PTI	515	
	711	BN	683	PTI	228	FTI	179	
	711	UP	1350	DSR	408	PTI	553	
	712	BN	961	PTI	419	FTI	259	
	712	UP	991	DSR	348	PTI	232	
	713	BN	1071	PTI	561	FTI	267	
	713	UP	1184	DSR	364	PTI	614	
	714	BN	810	PTI	252	FTI	303	
	714	UP	902	DSR	201	PTI	349	
	715	BN	789	PTI	317	FTI	185	
	715	UP	1311	DSR	364	PTI	700	
	716	BN	933	PTI	331	FTI	251	
	716	UP	617	DSR	190	PTI	142	
	717	BN	803	PTI	355	FTI	134	
	717	UP	1142	DSR	312	PTI	592	
	718	BN	618	PTI	202	FTI	167	
	718	UP	793	DSR	207	PTI	391	
Vermont	Vermont	54	MA	1707	DSR	1692	DCS	15
		54	MN	1217	CTI	126	DSR	681
		54	NE	969	DSR	911		
		55	AM	36	DCS	12	RTE	4
		55	MA	2257	DSR	1742	DCS	357
		55	MN	2469	CTI	1531	DSR	813
		55	NE	1182	DSR	1005	DCS	58
		56	MA	1745	DSR	1534	DCS	138
		56	MN	2028	CTI	190	DSR	1,018
		56	NE	1015	DSR	929	DCS	67
		57	AM	113	DCS	65	RTE	47
		57	MA	1968	DSR	1811		
		57	MN	1854	CTI	1422	DSR	234
		57	NE	921	DSR	921		

Long-Distance Routes

Auto Train	52	CS	1290	DSR	500	FTI	317
	53	CS	1624	DSR	532	FTI	569
	53	FR	2595	DCS	1339	DSR	594
California Zephyr	5	BN	953	DSR	510	FTI	120
	5	UP	844	FTI	265	DSR	199
	6	BN	978	DSR	594	FTI	99
	6	UP	968	FTI	306	DSR	230
Capitol Ltd	29	CS	581	FTI	212	DSR	144
	29	NS	2096	FTI	1109	RTE	319
	30	CS	1101	FTI	311	DSR	350
	30	NS	1695	FTI	713	RTE	380
Cardinal	50	AM	102	PTI	73	DCS	12
	50	BB	1398	PTI	474	FTI	376

Appendix B
Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes			
				#1		#2	
	50	CS	1161	FTI	494	DSR	350
	50	NS	1121	DCS	307	FTI	190
	51	AM	1			DCS	1
	51	BB	1212	PTI	503	FTI	200
	51	CS	1015	FTI	377	DSR	306
	51	NS	819	DCS	169	FTI	221
City Of New Orleans	58	CN	953	FTI	332	DSR	264
	59	CN	872	FTI	397	DSR	273
Coast Starlight	11	BN	605	DSR	228	RTE	107
	11	SC	2117	PTI	962	CTI	912
	11	UP	1053	PTI	351	FTI	272
	14	BN	796	DSR	318	RTE	221
	14	SC	2344	PTI	1647	CTI	442
	14	UP	1007	PTI	283	FTI	285
Crescent	19	AM	55	DCS	2	DBB	53
	19	NS	1078	FTI	473	DSR	254
	20	AM	112	DCS	53		
	20	NS	870	FTI	368	DSR	247
Empire Builder	7	BN	565	DSR	257	FTI	214
	7	CP	246	DSR	55	DCS	68
	7	ME	572	CTI	69	DCS	97
	8	BN	664	DSR	323	FTI	244
	8	CP	254	DSR	90	DCS	68
	8	ME	1671	CTI	863	DCS	423
	27	BN	524	DSR	258	FTI	173
	28	BN	525	DSR	204	FTI	263
Lake Shore Ltd	48	AM	72	PTI	36	RTE	25
	48	CS	1643	FTI	586	DSR	323
	48	MN	1820	CTI	1287	DSR	193
	48	NS	2202	FTI	1268	DSR	220
	49	AM	10	PTI	8		
	49	CS	609	FTI	266	DSR	112
	49	MN	1116	CTI	592	DSR	204
	49	NS	1960	FTI	1232	DSR	203
	448	CS	825	FTI	245	DSR	97
	448	MT	4556	CTI	3859		
	449	CS	1492	FTI	441	DSR	132
	449	MT	4746	CTI	2758	DMW	865
Palmetto	89	CS	1294	FTI	411	PTI	265
	90	AM	42	PTI	17	DET	13
	90	CS	1149	FTI	424	PTI	219
Silver Meteor	97	CS	959	DSR	291	FTI	334
	97	FL	1693	CTI	674	DSR	322
	97	FR	1509	DCS	404	DSR	424
	98	AM	88	CTI	42	PTI	17
	98	CS	926	DSR	319	FTI	249
	98	FL	706	CTI	47	DSR	358
	98	FR	1828	DCS	597	DSR	478
Silver Star	91	CS	1185	DSR	329	FTI	272

Appendix B
Off-NEC Host Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q3 Largest Two Delay Codes			
				#1		#2	
	91	FL	1734	CTI	732	DSR	332
	91	FR	978	DCS	325	DSR	327
	91	NS	1219	PTI	808	DCS	291
	92	AM	25	DCS	11	PTI	7
	92	CS	1123	DSR	301	FTI	275
	92	FL	1210	CTI	250	DSR	527
	92	FR	1213	DCS	563	DSR	333
	92	NS	311			DCS	66
Southwest Chief	3	BN	567	DSR	192	FTI	130
	3	NM	2572	DSR	1367	CTI	994
	4	BN	579	DSR	212	FTI	114
	4	NM	1637	DSR	1260	CTI	150
Sunset Ltd	1	BN	2115	DSR	866	DTR	682
	1	UP	1311	FTI	550	DSR	301
	2	BN	994	DSR	712		
	2	UP	1515	FTI	657	DSR	242
Texas Eagle	21	BN	1009	DSR	735	FTI	172
	21	CN	1322	FTI	383	DCS	364
	21	TE	1322	CTI	935	PTI	157
	21	UP	2178	FTI	923	DSR	367
	22	BN	1129	DSR	1003	FTI	75
	22	CN	1768	FTI	826	DCS	361
	22	TE	1184	CTI	839	PTI	191
	22	UP	1678	FTI	565	DSR	390

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, 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.

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

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

Appendix C
Off-NEC Amtrak Responsible Delays by Train
Minutes of Delay Per 10,000 Train-Miles

Service	Train Number	Total Delay	FY 2016 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2150	60	ENG	26	HLD	13
Acela Express	2151	349	OTH	204	HLD	137
Acela Express	2153	181	OTH	137	HLD	33
Acela Express	2154	131	HLD	58	OTH, CAR	32
Acela Express	2155	393	OTH	318	SYS	36
Acela Express	2158	564	ENG	451	OTH	71
Acela Express	2159	458	OTH	276	HLD	95
Acela Express	2160	999	OTH	946	ADA	52
Acela Express	2163	215	OTH	92	HLD	53
Acela Express	2164	487	ENG	241	OTH	225
Acela Express	2165	357	OTH	176	CAR	109
Acela Express	2166	189	OTH	176	SYS	13
Acela Express	2167	472	OTH	374	HLD	75
Acela Express	2168	239	OTH	228	SYS	8
Acela Express	2170	26	OTH	21	HLD, ENG	3
Acela Express	2171	672	OTH	377	ADA	179
Acela Express	2172	24	OTH	18	HLD, CAR	3
Acela Express	2173	608	OTH	466	HLD	75
Acela Express	2175	765	OTH	346	HLD	207
Acela Express	2190	176	OTH	142	ADA	18
Acela Express	2250	478	ENG	211	OTH	193
Acela Express	2251	1,314	OTH	957	HLD	230
Acela Express	2252	1,058	OTH	503	ENG	400
Acela Express	2253	688	OTH	417	ADA	185
Acela Express	2254	1,033	OTH	955	ADA	77
Acela Express	2255	247	OTH	137	ADA	110
Acela Express	2256	413	OTH	336	ADA	65
Acela Express	2257	1,635	OTH	1387	ITI	179
Acela Express	2258	168	ENG	116	ADA	52
Acela Express	2259	206	HLD	179	OTH	27
Acela Express	2260	863	OTH	767	ADA	96
Acela Express	2290	204	OTH	180	CCR	60
Acela Express	2295	880	OTH	778	ADA	102
Acela Express	2297	563	OTH	495	HLD	41
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - All Other Northeast Regional	132	594	OTH	478	HLD	65
Northeast Regional - All Other Northeast Regional	135	1462	OTH	893	CON	430
Northeast Regional - All Other Northeast Regional	136	490	OTH	465	HLD	26
Northeast Regional - All Other Northeast Regional	137	1225	OTH	965	HLD	98
Northeast Regional - All Other Northeast Regional	139	522	OTH	371	HLD	151
Northeast Regional - All Other Northeast Regional	140	640	OTH	578	ADA	50
Northeast Regional - All Other Northeast Regional	141	2095	OTH	1133	SVS	667

Northeast Regional - All Other Northeast Regional	143	1574	OTH	655	HLD	384
Northeast Regional - All Other Northeast Regional	146	683	OTH	527	ADA	120
Northeast Regional - All Other Northeast Regional	148	910	OTH	724	HLD	168
Northeast Regional - All Other Northeast Regional	150	106	HLD	68	OTH	37
Northeast Regional - All Other Northeast Regional	160	261	OTH	124	HLD	75
Northeast Regional - All Other Northeast Regional	161	3056	CON	2063	OTH	668
Northeast Regional - All Other Northeast Regional	162	311	OTH	199	HLD	99
Northeast Regional - All Other Northeast Regional	163	2844	CON	2374	HLD	304
Northeast Regional - All Other Northeast Regional	165	754	CON	390	OTH	231
Northeast Regional - All Other Northeast Regional	166	1045	OTH	620	ENG	258
Northeast Regional - All Other Northeast Regional	167	2092	CON	1148	OTH	651
Northeast Regional - All Other Northeast Regional	168	779	OTH	719	HLD	48
Northeast Regional - All Other Northeast Regional	169	2116	OTH	1184	CON	880
Northeast Regional - All Other Northeast Regional	170	600	OTH	577	ADA	18
Northeast Regional - All Other Northeast Regional	172	849	OTH	805	ADA	26
Northeast Regional - All Other Northeast Regional	173	1437	OTH	907	HLD	326
Northeast Regional - All Other Northeast Regional	175	709	OTH	405	CON	159
Northeast Regional - All Other Northeast Regional	177	513	OTH	276	CTC	103
Northeast Regional - All Other Northeast Regional	178	776	OTH	737	HLD	31
Northeast Regional - All Other Northeast Regional	179	1225	OTH	879	CON	268
Northeast Regional - All Other Northeast Regional	190	155	OTH	115	ENG	39
Northeast Regional - Lynchburg	145	524	HLD	300	CAR	103
Northeast Regional - Lynchburg	147	448	OTH	201	HLD	110
Northeast Regional - Lynchburg	156	190	HLD	84	ADA	41
Northeast Regional - Lynchburg	171	522	HLD	197	OTH	193
Northeast Regional - Lynchburg	176	481	HLD	175	OTH	130
Northeast Regional - Richmond / Newport News / Norfolk	65	664	SVS	183	HLD	169
Northeast Regional - Richmond / Newport News / Norfolk	66	466	OTH	165	HLD	115
Northeast Regional - Richmond / Newport News / Norfolk	67	521	OTH	222	SVS	78
Northeast Regional - Richmond / Newport News / Norfolk	71	177	HLD	67	OTH	51
Northeast Regional - Richmond / Newport News / Norfolk	82	375	OTH	194	HLD	93
Northeast Regional - Richmond / Newport News / Norfolk	83	614	OTH	332	ADA	166
Northeast Regional - Richmond / Newport News / Norfolk	84	229	HLD	87	OTH	65
Northeast Regional - Richmond / Newport News / Norfolk	85	183	OTH	65	HLD	62
Northeast Regional - Richmond / Newport News / Norfolk	86	317	HLD	186	OTH	65
Northeast Regional - Richmond / Newport News / Norfolk	87	223	HLD	118	OTH	91
Northeast Regional - Richmond / Newport News / Norfolk	88	397	OTH	189	HLD	74
Northeast Regional - Richmond / Newport News / Norfolk	93	396	OTH	187	HLD	86
Northeast Regional - Richmond / Newport News / Norfolk	94	383	ADA	163	HLD	100
Northeast Regional - Richmond / Newport News / Norfolk	95	726	ADA	234	OTH	207
Northeast Regional - Richmond / Newport News / Norfolk	96	410	HLD	241	ADA	86

Northeast Regional - Richmond / Newport News / Norfolk	99	569	OTH	246	HLD	124
Northeast Regional - Richmond / Newport News / Norfolk	125	298	HLD	177	OTH	49
Northeast Regional - Richmond / Newport News / Norfolk	157	586	HLD	254	OTH	122
Northeast Regional - Richmond / Newport News / Norfolk	164	429	OTH	222	HLD	109
Northeast Regional - Richmond / Newport News / Norfolk	174	194	HLD	82	OTH	55
Northeast Regional - Richmond / Newport News / Norfolk	194	1001	OTH	309	CAR	259
Northeast Regional - Richmond / Newport News / Norfolk	195	1013	OTH	443	SYS	171
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	179	ENG	67	SYS	45
Capitol Corridor - Capitol Corridor	521	175	HLD	71	SVS	34
Capitol Corridor - Capitol Corridor	522	297	CAR	130	HLD	108
Capitol Corridor - Capitol Corridor	523	149	HLD	122	SVS	8
Capitol Corridor - Capitol Corridor	524	455	HLD	188	ADA	83
Capitol Corridor - Capitol Corridor	525	311	HLD	112	ENG	97
Capitol Corridor - Capitol Corridor	526	389	OTH	119	HLD	85
Capitol Corridor - Capitol Corridor	527	168	HLD	96	SVS	22
Capitol Corridor - Capitol Corridor	528	261	HLD	96	ADA	58
Capitol Corridor - Capitol Corridor	529	151	HLD	75	ADA	49
Capitol Corridor - Capitol Corridor	530	375	HLD	111	ENG	109
Capitol Corridor - Capitol Corridor	531	147	HLD	66	ADA	45
Capitol Corridor - Capitol Corridor	532	314	ADA	114	HLD	102
Capitol Corridor - Capitol Corridor	533	169	HLD	73	ADA	64
Capitol Corridor - Capitol Corridor	534	218	ADA	70	HLD	66
Capitol Corridor - Capitol Corridor	535	283	ITI	88	ENG	47
Capitol Corridor - Capitol Corridor	536	234	HLD	89	ADA	65
Capitol Corridor - Capitol Corridor	537	585	HLD	234	SYS	138
Capitol Corridor - Capitol Corridor	538	156	HLD	58	ADA	39
Capitol Corridor - Capitol Corridor	540	152	CON	45	HLD	39
Capitol Corridor - Capitol Corridor	541	436	HLD	240	ADA	77
Capitol Corridor - Capitol Corridor	542	228	HLD	123	OTH	34
Capitol Corridor - Capitol Corridor	543	378	HLD	209	SYS	75
Capitol Corridor - Capitol Corridor	544	380	HLD	194	ADA	74
Capitol Corridor - Capitol Corridor	545	207	HLD	123	ADA	33
Capitol Corridor - Capitol Corridor	546	426	HLD	91	ITI	83
Capitol Corridor - Capitol Corridor	547	353	HLD	129	ADA	63
Capitol Corridor - Capitol Corridor	548	187	ITI	80	OTH	38
Capitol Corridor - Capitol Corridor	549	466	ITI	194	HLD	160
Capitol Corridor - Capitol Corridor	551	198	HLD	84	ADA	73
Capitol Corridor - Capitol Corridor	720	246	ADA	101	HLD	79
Capitol Corridor - Capitol Corridor	723	78	HLD	44	OTH, ADA	14
Capitol Corridor - Capitol Corridor	724	258	CAR	80	HLD	58
Capitol Corridor - Capitol Corridor	727	211	HLD	119	ADA	55

Capitol Corridor - Capitol Corridor	728	394	ADA	227	HLD	147
Capitol Corridor - Capitol Corridor	729	332	HLD	148	ADA	91
Capitol Corridor - Capitol Corridor	732	370	HLD	92	CAR	79
Capitol Corridor - Capitol Corridor	733	332	ADA	116	HLD	108
Capitol Corridor - Capitol Corridor	734	330	HLD	166	ADA	114
Capitol Corridor - Capitol Corridor	736	309	HLD	161	ADA	68
Capitol Corridor - Capitol Corridor	737	272	ADA	108	ITI	83
Capitol Corridor - Capitol Corridor	738	416	HLD	183	ADA	89
Capitol Corridor - Capitol Corridor	741	365	HLD	197	ADA	112
Capitol Corridor - Capitol Corridor	742	138	ADA	46	HLD	33
Capitol Corridor - Capitol Corridor	743	496	HLD	197	ADA	119
Capitol Corridor - Capitol Corridor	744	242	HLD	118	SVS	42
Capitol Corridor - Capitol Corridor	745	97	HLD	51	SYS, ADA	21
Capitol Corridor - Capitol Corridor	746	76	CON	34	HLD	25
Capitol Corridor - Capitol Corridor	747	474	ENG	294	SYS	58
Capitol Corridor - Capitol Corridor	748	349	ENG	175	HLD	67
Capitol Corridor - Capitol Corridor	749	303	HLD	169	ENG	91
Capitol Corridor - Capitol Corridor	751	258	HLD	131	ADA	59
Carolinian - Carolinian	79	469	HLD	168	ADA	153
Carolinian - Carolinian	80	526	ADA	174	HLD	156
Cascades - Cascades	500	457	ENG	146	HLD	69
Cascades - Cascades	501	534	CAR	132	ENG	103
Cascades - Cascades	502	223	CAR	72	ADA	60
Cascades - Cascades	503	103	INJ	40	ENG	23
Cascades - Cascades	504	214	ADA	59	HLD	46
Cascades - Cascades	505	190	SYS	77	ENG	56
Cascades - Cascades	506	334	ADA	115	HLD	79
Cascades - Cascades	507	502	ENG	219	ADA	73
Cascades - Cascades	508	377	ENG	125	SYS	71
Cascades - Cascades	509	244	HLD	74	CON	67
Cascades - Cascades	510	244	ENG	118	HLD	49
Cascades - Cascades	513	306	HLD	170	ADA	85
Cascades - Cascades	516	243	HLD	70	ADA	57
Cascades - Cascades	517	243	ENG	111	OTH	65
Downeaster - Downeaster	680	23	HLD	20	OTH	3
Downeaster - Downeaster	681	164	ITI	86	OTH	37
Downeaster - Downeaster	682	50	HLD	17	ADA	15
Downeaster - Downeaster	683	53	ITI	29	ADA	8
Downeaster - Downeaster	684	112	OTH	55	HLD	33
Downeaster - Downeaster	685	236	HLD	135	OTH	70
Downeaster - Downeaster	686	135	ITI	101	ADA	15

Downeaster - Downeaster	687	113	ITI	83	HLD	22
Downeaster - Downeaster	688	33	OTH	21	ADA	8
Downeaster - Downeaster	689	23	ADA	14	OTH	5
Downeaster - Downeaster	690					
Downeaster - Downeaster	691	151	HLD	105	ADA	33
Downeaster - Downeaster	692	123	ENG	56	HLD	44
Downeaster - Downeaster	693	16	HLD	10	ADA	6
Downeaster - Downeaster	694	191	ENG	100	OTH	55
Downeaster - Downeaster	695	182	ITI	87	HLD	46
Downeaster - Downeaster	696	236	ITI	187	HLD	39
Downeaster - Downeaster	697	23	ADA	13	HLD	10
Downeaster - Downeaster	698	56	OTH	23	ADA	20
Downeaster - Downeaster	699	10	OTH	10	ADA	3.333333
Empire - Adirondack	68	152	HLD	45	ADA	39
Empire - Adirondack	69	169	HLD	65	ADA	38
Empire - Ethan Allen Express	290	277	HLD	73	ADA	66
Empire - Ethan Allen Express	291	163	HLD	77	ADA	47
Empire - Ethan Allen Express	292	174	OTH	92	ADA	44
Empire - Ethan Allen Express	293	177	HLD	73	OTH	62
Empire - Ethan Allen Express	296	62	OTH	31	ADA	21
Empire - Maple Leaf	63	377	SYS	139	HLD	75
Empire - Maple Leaf	64	648	SYS	216	OTH	202
Empire - New York - Albany	230	274	ENG	264	OTH, HLD	5
Empire - New York - Albany	232	34	HLD	29	ADA	5
Empire - New York - Albany	233	53	SYS	26	HLD	21
Empire - New York - Albany	234	5	OTH	5		
Empire - New York - Albany	235	66	SYS	27	HLD	17
Empire - New York - Albany	236	135	HLD	96	OTH	22
Empire - New York - Albany	237	37	HLD	22	ENG	15
Empire - New York - Albany	238	111	HLD	43	OTH	35
Empire - New York - Albany	239	68	OTH	28	HLD	22
Empire - New York - Albany	240	254	SYS	173	ADA	86.5
Empire - New York - Albany	241	42	HLD	30	ADA	9
Empire - New York - Albany	242	182	OTH	121	HLD	49
Empire - New York - Albany	243	56	SYS	27	HLD	15
Empire - New York - Albany	244	61	OTH	24	HLD	21
Empire - New York - Albany	245	93	OTH	56	SYS	15
Empire - New York - Albany	250	81	SYS	35	ENG	29
Empire - New York - Albany	252	101	HLD	67	ADA	34
Empire - New York - Albany	253	229	SYS	139	HLD	48
Empire - New York - Albany	254	242	ADA	109	SYS	72

Empire - New York - Albany	255	109	HLD	72	OTH	36
Empire - New York - Albany	256	302	OTH	181	HLD	109
Empire - New York - Albany	259	81	ADA	41	OTH	23
Empire - New York - Albany	260	12	HLD	12		
Empire - New York - Albany	261	87	SYS	58	ADA	29
Empire - New York - Niagara Falls	280	256	SYS	103	HLD	59
Empire - New York - Niagara Falls	281	317	SYS	199	HLD	46
Empire - New York - Niagara Falls	282	432	SYS	193	HLD	73
Empire - New York - Niagara Falls	283	436	SYS	229	HLD	81
Empire - New York - Niagara Falls	284	343	SYS	120	HLD	100
Empire - New York - Niagara Falls	288	837	SYS	355	OTH	214
Heartland Flyer - Heartland Flyer	821	425	OTH	173	HLD	144
Heartland Flyer - Heartland Flyer	822	389	OTH	177	HLD	109
Hiawatha - Hiawatha	329	224	OTH	211	SYS	8
Hiawatha - Hiawatha	330	36	HLD	21	OTH	12
Hiawatha - Hiawatha	331	345	OTH	322	SYS	12
Hiawatha - Hiawatha	332	387	OTH	214	ENG	101
Hiawatha - Hiawatha	333	267	OTH	213	ADA	21
Hiawatha - Hiawatha	334	329	OTH	238	SYS	40
Hiawatha - Hiawatha	335	399	OTH	305	SYS	41
Hiawatha - Hiawatha	336	419	OTH	241	ENG	76
Hiawatha - Hiawatha	337	393	OTH	275	HLD	82
Hiawatha - Hiawatha	338	340	OTH	219	ITI	75
Hiawatha - Hiawatha	339	111	OTH	66	HLD	32
Hiawatha - Hiawatha	340	403	OTH	215	SYS	104
Hiawatha - Hiawatha	341	373	OTH	307	HLD	41
Hiawatha - Hiawatha	342	199	OTH	194	SYS	5
Hiawatha - Hiawatha	343	649	OTH	314	SYS	275
Hiawatha - Hiawatha	344	70	OTH	46	SYS	23
Hoosier - Hoosier	850	224	SYS	155	ENG, ADA	20.5
Hoosier - Hoosier	851	445	SYS	303	ENG	84
Illinois - Carl Sandburg / Illinois Zephyr	380	177	HLD	103	ADA	54
Illinois - Carl Sandburg / Illinois Zephyr	381	79	ADA	35	SYS	30
Illinois - Carl Sandburg / Illinois Zephyr	382	205	HLD	64	ADA	41
Illinois - Carl Sandburg / Illinois Zephyr	383	119	HLD	55	ADA	36
Illinois - Illini / Saluki	390	430	OTH	159	HLD	122
Illinois - Illini / Saluki	391	201	OTH	62	SYS, ADA	43
Illinois - Illini / Saluki	392	310	OTH	70	SYS	67
Illinois - Illini / Saluki	393	285	OTH	108	HLD	82
Illinois - Lincoln Service	300	90	HLD	44	OTH	15
Illinois - Lincoln Service	301	61	ADA	33	HLD	12

Illinois - Lincoln Service	302	278	HLD	101	ADA	61
Illinois - Lincoln Service	303	136	HLD	45	ADA	33
Illinois - Lincoln Service	304	124	ADA	63	HLD	38
Illinois - Lincoln Service	305	219	HLD	91	ADA	83
Illinois - Lincoln Service	306	148	HLD	41	SYS	28
Illinois - Lincoln Service	307	101	HLD	53	ADA	25
Michigan - Blue Water	364	207	HLD	90	ADA	57
Michigan - Blue Water	365	434	OTH	191	ENG	86
Michigan - Pere Marquette	370	286	OTH	109	HLD	76
Michigan - Pere Marquette	371	270	SYS	67	ENG	52
Michigan - Wolverine	350	206	SYS	70	ENG	51
Michigan - Wolverine	351	315	ADA	96	OTH	76
Michigan - Wolverine	352	306	OTH	105	ADA	87
Michigan - Wolverine	353	124	OTH	80	ADA	40
Michigan - Wolverine	354	284	OTH	100	HLD	67
Michigan - Wolverine	355	229	SYS	73	SVS	58
Michigan - Wolverine	357	113	ENG	42	OTH	34
Michigan - Wolverine	358	402	ADA	119	OTH	115
Missouri - Missouri	311	213	HLD	132	ADA	43
Missouri - Missouri	313	251	ENG	150	HLD	44
Missouri - Missouri	314	173	HLD	81	ADA	52
Missouri - Missouri	316	222	HLD	82	ITI	73
Pacific Surfliner - Pacific Surfliner	562	265	SYS	104	ENG	52
Pacific Surfliner - Pacific Surfliner	564	161	OTH	34	ENG	33
Pacific Surfliner - Pacific Surfliner	565	346	HLD	105	ENG	99
Pacific Surfliner - Pacific Surfliner	566	380	HLD	170	ADA	62
Pacific Surfliner - Pacific Surfliner	567	626	HLD	246	OTH	147
Pacific Surfliner - Pacific Surfliner	572	254	HLD	111	ADA	47
Pacific Surfliner - Pacific Surfliner	573	583	ENG	176	ITI	112
Pacific Surfliner - Pacific Surfliner	579	651	HLD	225	ADA	167
Pacific Surfliner - Pacific Surfliner	580	552	HLD	245	ENG	114
Pacific Surfliner - Pacific Surfliner	582	376	HLD	143	ITI	64
Pacific Surfliner - Pacific Surfliner	583	699	HLD	306	ITI	117
Pacific Surfliner - Pacific Surfliner	591	457	ITI	212	HLD	97
Pacific Surfliner - Pacific Surfliner	595	592	HLD	210	SYS	115
Pacific Surfliner - Pacific Surfliner	761	652	SYS	224	ADA	120
Pacific Surfliner - Pacific Surfliner	763	503	HLD	245	ADA	115
Pacific Surfliner - Pacific Surfliner	768	515	HLD	212	SYS	122
Pacific Surfliner - Pacific Surfliner	769	567	HLD	250	ENG	84
Pacific Surfliner - Pacific Surfliner	774	409	ENG	111	OTH	98
Pacific Surfliner - Pacific Surfliner	777	383	ENG	89	SYS	84

Pacific Surfliner - Pacific Surfliner	784	602	HLD	290	ADA	143
Pacific Surfliner - Pacific Surfliner	785	660	HLD	299	ITI	130
Pacific Surfliner - Pacific Surfliner	790	834	HLD	245	OTH	153
Pacific Surfliner - Pacific Surfliner	796	381	HLD	96	SYS	95
Pacific Surfliner - Pacific Surfliner	1566	248	HLD	124	OTH	109
Pacific Surfliner - Pacific Surfliner	1567	630	HLD	402	ADA	161
Pacific Surfliner - Pacific Surfliner	1761	664	HLD	279	ADA	124
Pacific Surfliner - Pacific Surfliner	1790	749	HLD	370	ADA	190
Pennsylvanian - Pennsylvanian	42	303	ENG	77	HLD	76
Pennsylvanian - Pennsylvanian	43	310	HLD	80	ADA	57
Piedmont - Piedmont	73	237	OTH	72	SYS	63
Piedmont - Piedmont	74	270	OTH	75	ADA	69
Piedmont - Piedmont	75	484	ADA	183	HLD	117
Piedmont - Piedmont	76	415	HLD	129	ADA	123
San Joaquins - San Joaquins	701	183	HLD	45	OTH	45
San Joaquins - San Joaquins	702	255	HLD	90	OTH	53
San Joaquins - San Joaquins	703	386	CON	207	HLD	84
San Joaquins - San Joaquins	704	138	HLD	41	SYS	27
San Joaquins - San Joaquins	708	107	OTH	34	HLD	31
San Joaquins - San Joaquins	709	251	SYS	70	OTH	59
San Joaquins - San Joaquins	711	271	ADA	95	SYS	81
San Joaquins - San Joaquins	712	651	ADA	279	ENG	150
San Joaquins - San Joaquins	713	313	SYS	92	ADA	71
San Joaquins - San Joaquins	714	333	SYS	102	ADA	56
San Joaquins - San Joaquins	715	366	SYS	107	HLD	91
San Joaquins - San Joaquins	716	395	HLD	87	ADA	75
San Joaquins - San Joaquins	717	636	ADA	145	HLD	129
San Joaquins - San Joaquins	718	303	HLD	78	CON	62
Vermont - Vermont	54	363	OTH	295	HLD	32
Vermont - Vermont	55	1036	ENG	508	OTH	323
Vermont - Vermont	56	409	OTH	301	HLD	45
Vermont - Vermont	57	875	SVS	371	OTH	240
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	291	ITI	96	SYS	57
Auto Train - Auto Train	53	301	ITI	126	SYS	46
California Zephyr - California Zephyr	5	302	ENG	74	HLD	55
California Zephyr - California Zephyr	6	313	HLD	71	SYS	53
Capitol Ltd - Capitol Ltd	29	235	HLD	109	ADA	27
Capitol Ltd - Capitol Ltd	30	246	HLD	100	SYS	52
Cardinal - Cardinal	50	499	SVS	97	HLD	96
Cardinal - Cardinal	51	469	ADA	110	OTH	100
City Of New Orleans - City Of New Orleans	58	283	HLD	88	OTH	70

City Of New Orleans - City Of New Orleans	59	289	HLD	120	OTH	87
Coast Starlight - Coast Starlight	11	479	SYS	118	HLD	102
Coast Starlight - Coast Starlight	14	589	HLD	149	OTH	115
Crescent - Crescent	19	310	HLD	110	SYS	52
Crescent - Crescent	20	303	HLD	122	ADA	66
Empire Builder - Empire Builder	7	182	HLD	53	SYS	45
Empire Builder - Empire Builder	8	273	HLD	77	OTH	38
Empire Builder - Empire Builder	27	421	CON	352	HLD	31
Empire Builder - Empire Builder	28	244	ITI	135	CON	62
Lake Shore Ltd - Lake Shore Ltd	48	413	HLD	173	SYS	95
Lake Shore Ltd - Lake Shore Ltd	49	378	HLD	210	ADA	51
Lake Shore Ltd - Lake Shore Ltd	448	121	ADA	38	HLD	34
Lake Shore Ltd - Lake Shore Ltd	449	184	HLD	74	ADA	58
Palmetto - Palmetto	89	239	ADA	82	HLD	62
Palmetto - Palmetto	90	231	ADA	68	SYS	54
Silver Meteor - Silver Meteor	97	311	ADA	109	HLD	82
Silver Meteor - Silver Meteor	98	352	ADA	131	HLD	94
Silver Star - Silver Star	91	313	ADA	106	HLD	72
Silver Star - Silver Star	92	364	ADA	110	HLD	94
Southwest Chief - Southwest Chief	3	312	HLD	101	ENG	98
Southwest Chief - Southwest Chief	4	343	HLD	112	ENG	74
Sunset Ltd - Sunset Ltd	1	430	HLD	123	SYS	79
Sunset Ltd - Sunset Ltd	2	397	HLD	124	OTH	72
Texas Eagle - Texas Eagle	21	445	HLD	162	ADA	65
Texas Eagle - Texas Eagle	22	682	HLD	189	SVS	148

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

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

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

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 Number	Host Railroad	Total Delay	FY 2016 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	252	SMW	45	PTI	39
	2103	Amtrak	168	SMW	90	PSR	24
	2104	Amtrak	181	SMW	65	DCS	25
	2107	Amtrak	298	SMW	65	PSR	51
	2109	Amtrak	321	CTI	44	MTI	40
	2110	Amtrak	272	PSR	46	ENG	42
	2117	Amtrak	201	DET	73	SMW	25
	2119	Amtrak	401	CTI	126	SMW	56
	2121	Amtrak	243	DET	60	DBB	51
	2122	Amtrak	289	SMW	62	DCS	31
	2124	Amtrak	382	DCS	77	CTI	58
	2126	Amtrak	321	SMW	60	CTC	46
	2128	Amtrak	329	SMW	59	ITI	54
	2150	Amtrak	195	CTI	50	DCS	34
	2151	Amtrak	235	CTI	80	SMW	23
	2153	Amtrak	180	HLD	28	DCS	21
	2154	Amtrak	250	ENG	39	SMW	23
	2155	Amtrak	255	DET	51	HLD	44
	2158	Amtrak	400	ENG	77	CTI	60
	2159	Amtrak	309	DET	42	HLD	41
	2160	Amtrak	319	SMW	45	PTI	43
	2163	Amtrak	294	HLD	40	CTI	39
	2164	Amtrak	319	DET	58	OTH	43
	2165	Amtrak	325	HLD	39	PTI	35
	2166	Amtrak	307	SMW	67	CTI	29
	2167	Amtrak	274	CTI	43	DET	39
	2168	Amtrak	373	SMW	73	ENG	65
	2170	Amtrak	353	ENG	69	OTH	53
	2171	Amtrak	287	CTI	68	HLD	63
	2172	Amtrak	416	SMW	95	CTI	46
	2173	Amtrak	267	HLD	46	SMW	38
	2175	Amtrak	299	CTI	82	ITI	69
	2190	Amtrak	151	ENG	45	OTH	23
	2203	Amtrak	175	SMW	105	HLD	16
	2205	Amtrak	433	SMW	159	PSC	89
	2207	Amtrak	422	CAR	241	SMW	57
	2208	Amtrak	193	SMW	107	ENG	19
	2211	Amtrak	566	SMW	222	ENG	89
	2212	Amtrak	350	SMW	147	CAR	87
	2213	Amtrak	378	SMW	141	PSC	63
	2220	Amtrak	273	ENG	86	SMW, CAR	64
	2221	Amtrak	193	CTI	48	SMW	44
	2222	Amtrak	854	ITI	434	SYS	205
	2225	Amtrak	104	PSC	41	CTI	33
	2228	Amtrak	147	SYS	75	CAR	27

	2250	Amtrak	432	ENG	154	SMW	73
	2251	Amtrak	282	SMW	73	HLD	62
	2252	Amtrak	371	HLD	93	ENG	75
	2253	Amtrak	503	DBB	92	HLD	70
	2254	Amtrak	168	DET	30	CTI	24
	2255	Amtrak	234	HLD	69	SYS	56
	2256	Amtrak	487	HLD	58	SMW, CAR	56
	2257	Amtrak	280	SYS	104	HLD	52
	2258	Amtrak	444	SYS	143	ENG	85
	2259	Amtrak	267	SYS	73	HLD	46
	2260	Amtrak	304	ENG	104	SMW	77
	2290	Amtrak	92	SMW	92		
	2295	Amtrak	155	HLD	81	SMW	45
	2297	Amtrak	255	HLD	83	ENG	44

Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	993	CAR	303	PTI	132
	51	Amtrak	863	SYS	413	SMW	116
Carolinian - Carolinian	79	Amtrak	604	SYS	179	ENG	86
	80	Amtrak	447	DCS	101	PTI	51
Crescent - Crescent	19	Amtrak	858	SYS	137	ENG	76
	20	Amtrak	680	SYS	130	PTI	86
Keystone - Keystone	600	Amtrak	239	DET	49	MTI	47
	601	Amtrak	337	DET	180	ENG	61
	605	Amtrak	100	DET	80	ENG	20
	607	Amtrak	23	DET	23		
	609	Amtrak	290	CTI	51	ENG	44
	610	Amtrak	264	SMW	139	ITI	56
	611	Amtrak	243	ENG	56	SMW	49
	612	Amtrak	508	SMW	366	CCR	75
	615	Amtrak	127	DMW	127		
	618	Amtrak	243	SMW	126	OTH	97
	619	Amtrak	284	CON	213	CAR	29
	620	Amtrak	156	SMW	146	HLD	6
	622	Amtrak	97	SMW	93	HLD	3
	637	Amtrak	586	ITI	331	DBB	127
	639	Amtrak	240	SMW	95	ENG	43
	640	Amtrak	493	CTI	304	SMW	64
	641	Amtrak	304	OTH	101	CTI	40
	642	Amtrak	159	SMW	50	ENG	49
	643	Amtrak	165	ITI	40	ENG	19
	644	Amtrak	288	DET	80	DCS	38
	645	Amtrak	461	DET	112	CTI	74
	646	Amtrak	353	ENG	98	PTI	75
	647	Amtrak	257	CTI	50	PTI	37

	648	Amtrak	160	DCS	42	DET	41
	649	Amtrak	342	CTI	93	MTI	57
	650	Amtrak	862	PSC	542	SMW	68
	651	Amtrak	260	CTI	110	PTI	28
	652	Amtrak	221	SMW	95	HLD	33
	653	Amtrak	447	CTI	91	ENG	85
	654	Amtrak	268	SMW	113	ADA	27
	655	Amtrak	489	PTI	141	CTI	125
	656	Amtrak	338	SMW	107	DET	65
	658	Amtrak	135	SMW	68	DCS	36
	660	Amtrak	649	SMW	209	DET	178
	661	Amtrak	469	DET	124	HLD	75
	662	Amtrak	295	SMW	148	CTI	66
	663	Amtrak	517	PSR	132	HLD	75
	664	Amtrak	611	SMW	218	CTI	126
	665	Amtrak	153	ENG	59	HLD	25
	666	Amtrak	406	SMW	161	DET	82
	667	Amtrak	212	PTI	63	CTP	40
	669	Amtrak	256	OTH	111	PTI	42
	670	Amtrak	230	SMW	96	HLD	56
	671	Amtrak	105	ENG	75	ITI	15
	672	Amtrak	191	SMW	80	DCS	67
	674	Amtrak	56	SMW	56		
Northeast Regional - All Other Northeast Regional	110	Amtrak	71	CTI	14	DDA	10
	111	Amtrak	401	ENG	119	SMW	39
	123	Amtrak	480	CAR	247	SYS	61
	126	Amtrak	410	SYS	280	SVS, INJ	34
	127	Amtrak	457	PTI	123	DCS	52
	129	Amtrak	575	CTI	138	PTI	130
	130	Amtrak	204	SMW	30	PTI, OTH	22
	131	Amtrak	206	HLD	51	SMW	41
	132	Amtrak	308	SYS	91	HLD	66
	133	Amtrak	960	DCS	325	DET	174
	134	Amtrak	149	SMW	34	DBB	29
	135	Amtrak	167	HLD	53	SYS	36
	136	Amtrak	677	DBB	230	DET	121
	137	Amtrak	378	CTI	85	HLD	61
	138	Amtrak	407	CTI	67	DCS	58
	139	Amtrak	63	HLD	29	SYS	21
	140	Amtrak	338	DCS	72	SMW	70
	141	Amtrak	735	DSR	136	CTI	132

	143	Amtrak	451	SMW	120	HLD	101
	146	Amtrak	374	DSR	100	HLD	66
	148	Amtrak	476	HLD	102	ENG	49
	150	Amtrak	272	CTC	174	SMW	25
	151	Amtrak	99	CTP	24	SMW	19
	152	Amtrak	1,904	SYS	1695	SMW	102
	153	Amtrak	444	SYS	224	SMW	113
	154	Amtrak	255	CTP	81	ADA	56
	155	Amtrak	305	SMW	134	HLD	66
	158	Amtrak	423	SYS	171	DBB	151
	159	Amtrak	174	CTI	31	SYS, HLD	23
	160	Amtrak	283	CTC	75	ENG	62
	161	Amtrak	682	HLD	131	CTC	96
	162	Amtrak	428	SYS	162	ENG	104
	163	Amtrak	413	HLD	126	CCR	47
	165	Amtrak	352	ITI	102	ENG	79
	166	Amtrak	415	SYS	333	DCS	23
	167	Amtrak	287	ENG	159	SMW	57
	168	Amtrak	283	SMW	85	DMW	32
	169	Amtrak	124	HLD	28	SMW	27
	170	Amtrak	320	CTI	137	ENG	56
	172	Amtrak	430	CTI	104	HLD	63
	173	Amtrak	262	PTI	57	DET	44
	175	Amtrak	261	HLD	62	DET	36
	177	Amtrak	776	SYS	565	SMW	44
	178	Amtrak	348	ENG	106	DBB	48
	179	Amtrak	100	OTH	29	HLD	23
	180	Amtrak	332	CTI	140	SMW	65
	182	Amtrak	434	SYS	196	DMW	128
	183	Amtrak	328	SMW	65	CTI	61
	184	Amtrak	275	CTI	107	PTI	42
	185	Amtrak	336	CTI	65	HLD	58
	186	Amtrak	162	CTI	54	DCS	24
	187	Amtrak	1,200	SYS	1007	ENG	52
	188	Amtrak	194	DET	41	CTC	35
	190	Amtrak	172	OTH	34	HLD	26
	192	Amtrak	133	SMW	73	CTI	25
	193	Amtrak	730	PTI	178	CTI	150
	196	Amtrak	274	DCS	99	CTI	30
	401	Amtrak	2,832	PTI	1075	HLD, ENG	382
	405	Amtrak	1,704	CTC	885	ENG	431

	432	Amtrak	1,308	CON	769	ITI, ADA	203
	450	Amtrak	2,288	PTI	636	SVS	405
	460	Amtrak	4,207	CON	928	PTI	777
	463	Amtrak	2,953	ITI	870	PTI	566
	464	Amtrak	5,866	CON	2963	PTI	1,911
	465	Amtrak	1,187	HLD	324	PTI	270
	467	Amtrak	3,317	ITI	1861	DCS	1,416
	470	Amtrak					
	475	Amtrak	958	ENG	212	FTI	174
	476	Amtrak	1,456	PTI	1017	DCS	347
	479	Amtrak	1,017	DCS	624	PTI	231
	488	Amtrak	4,824	CON	3115	PTI	1,335
	490	Amtrak					
	493	Amtrak					
	494	Amtrak	4,298	CON	3383	PTI	245
	495	Amtrak					
	497	Amtrak	1,011	PTI	890	ITI	121
Northeast Regional - Lynchburg	145	Amtrak	513	ENG	163	ITI	142
	147	Amtrak	484	SVS	212	HLD	109
	156	Amtrak	337	DCS	90	SYS	70
	171	Amtrak	564	HLD	70	PTI	65
	176	Amtrak	391	HLD	70	ENG	57
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	347	SMW	93	DMW	65
	66	Amtrak	243	SMW	71	OTH	37
	67	Amtrak	268	CTI	126	SMW	28
	71	Amtrak	1,083	DBB	594	HLD	95
	82	Amtrak	358	DET	83	HLD	80
	83	Amtrak	820	CAR	174	DET	161
	84	Amtrak	477	DCS	120	RTE	66
	85	Amtrak	493	DET	91	CTI	64
	86	Amtrak	559	PTI	170	OTH	53
	87	Amtrak	986	SVS	204	SYS	190
	88	Amtrak	632	SYS	105	DCS	86
	93	Amtrak	392	PTI	92	CTI	50
	94	Amtrak	566	CTI	98	OTH	68
	95	Amtrak	531	DET	95	PTI	89
	96	Amtrak	205	SMW	66	HLD	39
	99	Amtrak	613	CTC	151	HLD	115
	125	Amtrak	417	DET	98	SMW	61
	157	Amtrak	819	SYS	199	SVS	148
	164	Amtrak	412	HLD	102	MTI	73

	174	Amtrak	334	CTI	54	DET	43
	194	Amtrak	381	HLD	91	CAR	75
	195	Amtrak	669	CTC	139	HLD	124
Palmetto - Palmetto	89	Amtrak	504	HLD	119	SMW	60
	90	Amtrak	507	SMW	111	ENG	107
Pennsylvanian - Pennsylvanian	42	Amtrak	426	SMW	123	DCS	72
	43	Amtrak	595	DET	111	ENG	76
Silver Meteor - Silver Meteor	97	Amtrak	1,206	SVS	199	ITI	154
	98	Amtrak	695	PTI	133	SMW	81
Silver Star - Silver Star	91	Amtrak	1,001	CAR	245	MTI	137
	92	Amtrak	346	PTI	53	SYS	51
Vermont - Vermonter	54	Amtrak	2,008	SYS	1249	DCS	136
	55	Amtrak	455	PTI	117	SMW	70
	56	Amtrak	614	SYS	151	OTH	54
	57	Amtrak	278	DCS	145	RTE	47

This table excludes third-party delays.

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

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

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.