

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

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

**Covering the Quarter Ended September, 2016
(Fourth 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
	OCT 14 - SEP 16	OCT 13 - SEP 15	JUL 14 - JUN 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
	OCT 14 - SEP 16	OCT 13 - SEP 15	JUL 14 - JUN 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
	OCT 14 - SEP 16	OCT 13 - SEP 15	JUL 14 - JUN 16
<i>Acela Express</i>			
Acela Express	188%	195%	190%
<i>Other NEC Corridor Routes</i>			
Keystone Service	89%	84%	86%
Northeast Regional (Boston - Washington)	135%	135%	135%
Newport News	131%	129%	131%
Lynchburg	133%	137%	133%
Norfolk	101%	104%	100%
Richmond	106%	96%	111%
New Haven - Springfield	58%	73%	62%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	78%	79%	79%
Carolinian	107%	105%	105%
Cascades	86%	86%	86%
Downeaster	76%	80%	77%
Empire Corridor			
Adirondack	94%	93%	91%
Empire Service	91%	83%	88%
Ethan Allen Express	63%	80%	65%
Maple Leaf	64%	73%	63%
Heartland Flyer	90%	82%	85%
Hiawatha	84%	85%	82%
Hoosier State	72%	52%	67%
Illinois			
Carl Sandburg / Illinois Zephyr	86%	82%	84%
Illini / Saluki	77%	78%	77%
Lincoln Service	83%	89%	83%
Michigan			
Blue Water	75%	79%	71%
Pere Marquette	80%	73%	75%
Wolverine	34%	45%	35%
Kansas City - St. Louis	87%	82%	84%
Pacific Surfliner	82%	81%	83%
Pennsylvanian	79%	77%	77%
Piedmont	83%	78%	81%
San Joaquins	84%	89%	85%
Vermont	113%	112%	112%
<i>Long-Distance Routes</i>			
Auto Train	99%	98%	100%
California Zephyr	47%	45%	47%
Capitol Limited	43%	44%	43%
Cardinal	33%	35%	34%
City of New Orleans	45%	46%	45%
Coast Starlight	48%	47%	49%
Crescent	43%	43%	43%
Empire Builder	48%	49%	47%
Lake Shore Ltd	40%	46%	42%
Palmetto	72%	60%	69%
Silver Meteor	54%	54%	54%
Silver Star	48%	46%	48%
Southwest Chief	46%	45%	46%
Sunset Limited	26%	27%	27%
Texas Eagle	42%	44%	42%

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
	OCT 14 - SEP 16	OCT 13 - SEP 15	JUL 14 - JUN 16
<i>Acela Express</i>			
Acela Express	188%	195%	190%
<i>Other NEC Corridor Routes</i>			
Keystone Service	73%	70%	72%
Northeast Regional (Boston - Washington)	135%	135%	135%
Newport News	121%	120%	122%
Lynchburg	143%	149%	144%
Norfolk	93%	94%	93%
Richmond	105%	92%	105%
New Haven - Springfield	34%	47%	36%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	42%	40%	41%
Carolinian	95%	94%	95%
Cascades	52%	52%	52%
Downeaster	49%	50%	49%
Empire Corridor			
Adirondack	57%	62%	59%
Empire Service	46%	48%	45%
Ethan Allen Express	52%	71%	56%
Maple Leaf	68%	74%	69%
Heartland Flyer	26%	24%	25%
Hiawatha	73%	71%	71%
Hoosier State	18%	13%	16%
Illinois			
Carl Sandburg / Illinois Zephyr	32%	33%	32%
Illini / Saluki	42%	46%	42%
Lincoln Service	43%	44%	42%
Michigan			
Blue Water	44%	47%	44%
Pere Marquette	39%	41%	39%
Wolverine	22%	30%	24%
Kansas City - St. Louis	37%	36%	37%
Pacific Surfliner	63%	57%	61%
Pennsylvanian	71%	70%	71%
Piedmont	41%	40%	41%
San Joaquins	42%	45%	43%
Vermont	62%	61%	60%
<i>Long-Distance Routes</i>			
Auto Train	99%	98%	100%
California Zephyr	47%	45%	47%
Capitol Limited	43%	44%	43%
Cardinal	33%	35%	34%
City of New Orleans	45%	46%	45%
Coast Starlight	48%	47%	49%
Crescent	43%	43%	43%
Empire Builder	48%	49%	47%
Lake Shore Ltd	40%	46%	42%
Palmetto	72%	60%	69%
Silver Meteor	54%	54%	54%
Silver Star	48%	46%	48%
Southwest Chief	46%	45%	46%
Sunset Limited	26%	27%	27%
Texas Eagle	42%	44%	42%

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
	OCT 14 - SEP 16	OCT 13 - SEP 15	JUL 14 - JUN 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
	OCT 14 - SEP 16	OCT 13 - SEP 15	JUL 14 - JUN 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
OCT 14 - SEP 16	OCT 13 - SEP 15	JUL 14 - JUN 16
(\$0.035)	(\$0.036)	(\$0.039)

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

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

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

Current Period	Prior Period	Prior Report
OCT 14 - SEP 16	OCT 13 - SEP 15	JUL 14 - JUN 16

(\$0.070)	(\$0.071)	(\$0.073)
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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
	OCT 14 - SEP 16	OCT 13 - SEP 15	JUL 14 - JUN 16
<i>Acela Express</i>			
Acela Express	192	197	193
<i>Other NEC Corridor Routes</i>			
Keystone Service	149	143	147
Northeast Regional (Boston - Washington)	230	225	229
Newport News	270	275	273
Lynchburg	334	339	339
Norfolk	177	173	179
Richmond	200	162	204
New Haven - Springfield	118	111	115
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	87	84	86
Carolinian	248	259	250
Cascades	129	128	127
Downeaster	83	86	83
Empire Corridor			
Adirondack	217	230	221
Empire Service	132	134	132
Ethan Allen Express	153	162	156
Maple Leaf	116	115	116
Heartland Flyer	80	87	81
Hiawatha	151	151	151
Hoosier State	58	61	58
Illinois			
Carl Sandburg / Illinois Zephyr	90	94	91
Illini / Saluki	110	122	113
Lincoln Service	127	132	129
Michigan			
Blue Water	155	163	157
Pere Marquette	112	120	114
Wolverine	143	147	144
Kansas City - St. Louis	80	85	82
Pacific Surfliner	157	151	156
Pennsylvanian	211	209	212
Piedmont	70	72	71
San Joaquins	118	124	121
Vermont	138	139	137
<i>Long-Distance Routes</i>			
Auto Train	358	379	367
California Zephyr	171	166	170
Capitol Limited	184	192	185
Cardinal	119	123	120
City of New Orleans	160	162	160
Coast Starlight	213	222	216
Crescent	148	158	150
Empire Builder	171	168	165
Lake Shore Ltd	199	215	202
Palmetto	158	140	154
Silver Meteor	215	217	214
Silver Star	174	185	176
Southwest Chief	193	191	191
Sunset Limited	127	134	132
Texas Eagle	171	179	167

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 2016 Q1 to FY 2016 Q4)	Test #2 End Point OTP for FY 2016 Q4	Test #3 All Stations OTP for FY 2016 Q4
Acela Express			
Standard	>=0	90.0%	90.0%
Acela Express	-2.5	75.7%	80.5%
Other NEC Corridor Routes			
Standard	>=0	85.0%	85.0%
Keystone	-1.6	88.4%	94.4%
Total Northeast Regional	-0.6	76.1%	80.6%
All Other Northeast Regional	0.7	79.1%	84.6%
Lynchburg	-6	71.7%	77.0%
Richmond / Newport News / Norfolk	-0.4	67.7%	74.6%
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Capitol Corridor	2	93.6%	95.5%
Carolinian	0.1	38.0%	47.0%
Cascades	-0.3	81.5%	76.7%
Downeaster	-1.6	60.4%	84.9%
Empire	1.2	72.1%	67.0%
Adirondack	1.3	24.5%	41.4%
Ethan Allen Express	3.3	75.0%	81.9%
Maple Leaf	0.8	59.8%	43.9%
New York - Albany	2.1	83.0%	92.0%
New York - Niagara Falls	0.7	65.2%	55.8%
Heartland Flyer	4.9	56.6%	72.8%
Hiawatha	0.9	94.5%	98.0%
Hoosier	3.6	79.2%	82.6%
Illinois	1.6	68.9%	69.0%
Carl Sandburg / Illinois Zephyr	2.2	93.5%	92.2%
Illini / Saluki	-1.6	31.8%	35.6%
Lincoln Service	2.8	75.3%	75.6%
Michigan	4.7	75.0%	75.8%
Blue Water	8.4	83.2%	85.2%

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 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Pere Marquette	4	81.5%	92.7%
Wolverine	3.6	68.2%	69.6%
Missouri	7.4	86.1%	85.7%
Pacific Surfliner	-1.5	77.7%	86.9%
Pennsylvanian	0.6	92.4%	85.9%
Piedmont	-3.3	54.5%	78.3%
Vermont	3.6	63.0%	56.6%
San Joaquins	-0.1	83.0%	84.2%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	0.3	63.5%	71.9%
California Zephyr	3.3	63.0%	50.2%
Capitol Ltd	1.3	57.6%	45.0%
Cardinal	1.2	39.2%	36.9%
Coast Starlight	0.8	65.2%	52.3%
Crescent	-0.4	48.9%	47.2%
Empire Builder	0.4	79.3%	61.2%
Lake Shore Ltd	-0.4	45.7%	41.9%
Palmetto	-0.3	45.1%	64.0%
Silver Meteor	0.4	48.3%	42.5%
Silver Star	0	37.2%	42.9%
Southwest Chief	-0.2	51.1%	41.0%
Sunset Ltd	3	75.0%	52.4%
Texas Eagle	2	59.8%	44.7%
City Of New Orleans	0.5	74.5%	49.6%

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 Q4 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Acela Express							
Acela Express	MN	2526	DSR	1160	CTI	876	56
Other NEC Corridor Routes							
Northeast Regional	Richmond / Newport News / Norfolk	1766	DSR	427	FTI	354	189
		2048	DSR	861	CTI	597	56
		160	RTE	83	FTI	33	81
	Lynchburg	2620	CTI	1284	DSR	541	56
		889	DSR	328	FTI	283	166
	All Other Northeast Regional	2032	CTI	991	DSR	696	56
Non-NEC Corridor Routes							
Capitol Corridor	Capitol Corridor	493	PTI	175	DCS	79	168
Carolinian	Carolinian	1903	FTI	430	DSR	407	295
		898	DSR	346	FTI	200	202
Cascades	Cascades	1047	DSR	303	PTI	205	343
		1138	PTI	475	FTI	350	125
Downeaster	Downeaster	844	DSR	395	PTI	236	77
		1727	CTI	852	PTI	321	38
Empire	Adirondack	4001	FTI	1697	DSR	1,482	49
		1065	PTI	480	DSR	396	178
		1258	CTI	608	RTE	255	64
	Ethan Allen Express	42	PTI	36	DCS	7	104
		917	DSR	371	PTI	264	60
		1012	CTI	581	RTE	170	64
		94	DSR	62	DCS	25	24
	Maple Leaf	10	PTI	10			109
		2045	FTI	657	DMW	376	298
		1061	CTI	607	RTE	228	64
	New York - Albany	1112	CTI	699	RTE	160	64
	New York - Niagara Falls	10	PTI	8	DCS	1	109
		1461	FTI	396	RTE	313	296
		1480	CTI	648	RTE	395	64
Heartland Flyer	Heartland Flyer	1309	DSR	989	FTI	145	238
Hiawatha	Hiawatha	138	DCS	51	FTI	33	53
		1526	CTI	1002	DCS	205	29
Hoosier	Hoosier	919	FTI	355	DSR	264	169
Illinois	Carl Sandburg / Illinois Zephyr	585	DSR	244	RTE	117	257
	Illini / Saluki	1762	DCS	677	FTI	528	306
	Lincoln Service	1287	FTI	553	DCS	300	37
		1172	PTI	473	FTI	335	231
Michigan	Blue Water	361	DCS	148	DSR	132	99
		929	FTI	577	DSR	220	159
		106	DCS	49	DSR	30	22
		2520	FTI	968	DCS	732	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 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
Pere Marquette	CS	269	DSR	99	FTI	72	135	
	NS	1745	FTI	844	PTI	339	39	
	Wolverine	AM	556	DSR	215	DCS	142	99
		CN	2759	DSR	1315	FTI	917	27
		MI	1640	DSR	1014	PTI	388	134
	NS	2144	FTI	876	DCS	681	39	
Missouri	Missouri	UP	693	FTI	310	DSR	144	271
Pacific Surfliner	Pacific Surfliner	BN	1033	DSR	270	DCS	229	22
		SC	986	PTI	438	CTI	328	95
		SN	1516	CTI	470	DSR	455	60
		UP	973	PTI	584	DCS	133	174
Pennsylvanian	Pennsylvanian	NS	666	FTI	296	DSR	154	249
Piedmont	Piedmont	NS	1334	FTI	494	DSR	344	173
San Joaquins	San Joaquins	BN	860	PTI	360	FTI	222	284
		UP	1170	PTI	457	DSR	206	88
Vermont	Vermont	MA	2047	DSR	1755	DCS	204	56
		MN	2889	CTI	1259	DSR	742	60
		NE	1013	DSR	956	DCS	34	238

Long-Distance Routes

Auto Train	CS	1170	FTI	369	DSR	301	898
	FR	3004	DCS	1779	FTI	468	16
California Zephyr	BN	943	DSR	497	FTI	173	1027
	UP	824	FTI	265	DSR	175	1431
Capitol Ltd	CS	948	FTI	357	DSR	235	307
	NS	1695	FTI	914	RTE	355	481
Cardinal	BB	1636	PTI	709	DSR	414	132
	CS	1041	DSR	328	FTI	313	698
	NS	1432	DSR	513	FTI	342	79
City Of New Orleans	CN	1260	FTI	526	DSR	335	930
Coast Starlight	BN	627	RTE	155	DSR	139	186
	SC	2070	PTI	1001	CTI	826	48
	UP	1250	PTI	400	FTI	386	1159
Crescent	NS	1065	FTI	538	DSR	248	1141
Empire Builder	BN	721	FTI	314	DSR	286	2147
	CP	431	DSR	195	FTI	90	384
	ME	890	CTI	687	DCS	89	29
Lake Shore Ltd	AM	322	DCS	143	DSR	110	109
	CS	1150	FTI	393	DSR	187	741
	MN	1535	CTI	904	RTE	187	64
	MT	3125	CTI	2459	DSR	188	64
	NS	1749	FTI	1144	PTI	193	339
Palmetto	CS	1202	FTI	300	DSR	257	659
Silver Meteor	CS	902	FTI	286	DSR	238	1152
	FL	1325	DSR	415	CTI	408	68
	FR	2108	DSR	655	PTI	545	61
Silver Star	CS	1077	DSR	279	FTI	261	1209
	FL	1667	CTI	633	DSR	481	68
	FR	1184	DSR	596	DCS	345	61
	NS	719	PTI	381	DCS	143	28

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

Service	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes				Route Miles
			#1		#2		
Southwest Chief	BN	679	DSR	258	FTI	129	2198
	NM	2783	DSR	1706	CTI	726	80
Sunset Ltd	BN	915	DSR	613	DCS	173	190
	UP	1403	FTI	592	DSR	243	1784
Texas Eagle	BN	835	DSR	563	FTI	145	126
	CN	1665	FTI	685	DCS	250	37
	TE	1194	CTI	852	DCS	91	33
	UP	1604	FTI	653	DSR	346	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.

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

Service	Total Delay	FY 2016 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	378	OTH	254	HLD	53
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	532	OTH	186	HLD	123
Richmond / Newport News / Norfolk	443	OTH	122	HLD	119
Lynchburg	488	HLD	175	ADA	94
All Other Northeast Regional	829	OTH	436	CON	188
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	303	HLD	105	ADA	66
Carolinian	501	ADA	187	HLD	145
Cascades	341	HLD	81	ADA	66
Downeaster	151	ITI	58	HLD	39
Empire	357	SYS	134	HLD	92
Adirondack	322	HLD	138	ENG	64
Ethan Allen Express	270	HLD	132	OTH	73
Maple Leaf	519	SYS	224	HLD	125
New York - Albany	81	HLD	23	ENG	23
New York - Niagara Falls	449	SYS	222	HLD	85
Heartland Flyer	529	HLD	164	OTH	133
Hiawatha	288	OTH	203	HLD	35
Hoosier	411	SYS	195	ENG	81
Illinois	200	HLD	58	ADA	43
Carl Sandburg / Illinois Zephyr	128	HLD	56	ADA	39
Illini / Saluki	320	OTH	96	HLD	74
Lincoln Service	168	HLD	51	SYS	42
Michigan	336	OTH	91	ADA	81
Blue Water	412	OTH	117	ADA	107
Pere Marquette	294	HLD	115	OTH	100
Wolverine	315	ADA	80	OTH	74
Missouri	184	HLD	75	ADA	57
Pacific Surfliner	587	HLD	200	SYS	118
Pennsylvanian	270	HLD	100	ADA	77
Piedmont	396	ADA	108	ENG	78
San Joaquins	294	ADA	75	HLD	64
Vermontter	598	OTH	375	HLD	82

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

Service	Total Delay	FY 2016 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Long Distance Routes - Amtrak Responsible					
Auto Train	346	ITI	119	SYS	63
California Zephyr	302	HLD	81	SVS	52
Capitol Ltd	274	HLD	127	SYS	46
Cardinal	561	SYS	133	HLD	121
City Of New Orleans	385	HLD	133	OTH	79
Coast Starlight	691	HLD	156	SVS	147
Crescent	348	HLD	134	ADA	73
Empire Builder	309	HLD	91	SVS	51
Lake Shore Ltd	440	HLD	223	SYS	89
Palmetto	267	ADA	95	HLD	56
Silver Meteor	460	ADA	131	HLD	97
Silver Star	367	ADA	116	HLD	82
Southwest Chief	357	HLD	143	SYS	57
Sunset Ltd	421	HLD	113	OTH	76
Texas Eagle	549	HLD	226	ADA	78

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 Q4				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
Acela Express							
Standard		265					
Acela Express	Amtrak	364	SMW	114	CTI	42	401
Other Services							
Standard		475					
Keystone	Amtrak	412	SMW	119	DET	55	195
Cardinal	Amtrak	1,055	SMW	232	ENG	126	226
Carolinian	Amtrak	489	SMW	184	PTI	42	226
Crescent	Amtrak	804	SMW	159	CAR	124	226
Northeast Regional	Amtrak	430	SMW	98	PTI	43	-
Richmond / Newport News / Norfolk	Amtrak	441	SMW	120	PTI	47	463
Lynchburg	Amtrak	460	SMW	84	HLD	64	463
All Other Northeast Regional	Amtrak	422	SMW	89	PTI	41	463
Palmetto	Amtrak	582	SMW	133	HLD	111	226
Pennsylvanian	Amtrak	388	SMW	74	PTI	42	195
Silver Meteor	Amtrak	1,120	SMW	223	PTI	164	226
Silver Star	Amtrak	486	SMW	133	PTI	73	226
Vermont	Amtrak	473	SMW	110	SYS	64	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	4th 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	77	82	75	68	79	58
Other NEC Corridor Routes						
Keystone Service	88	89	75	67	85	N/A
Northeast Regional (Boston - Washington)	80	83	70	62	82	62
Newport News ^b	81	86	71	56	83	70
Norfolk ^c	88	86	75	61	85	68
Richmond ^d	81	80	67	55	80	61
Lynchburg ^e	83	82	74	58	82	60
New Haven - Springfield	75	82	67	59	80	68
Non-NEC Corridor Routes						
Capitol Corridor	90	91	83	76	88	68
Carolinian	74	85	72	59	79	66
Cascades	87	86	83	77	86	64
Downeaster	89	91	81	80	88	69
Empire Corridor						
Adirondack	58	69	57	50	70	39
Ethan Allen Express	78	92	74	63	85	71
Maple Leaf	76	85	71	55	81	61
New York - Albany ^f	80	89	74	65	81	N/A
Heartland Flyer	88	92	83	80	88	75
Hiawatha	89	91	82	78	86	N/A
Hoosier State	89	94	84	84	86	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	93	91	83	84	86	77
Illini / Saluki	76	87	73	73	81	68
Lincoln Service	84	87	81	70	85	68
Michigan						
Blue Water	89	85	78	76	82	62
Pere Marquette	88	91	85	75	84	73
Wolverine	84	88	75	71	79	67
Kansas City - St. Louis	89	90	82	75	87	66
Pacific Surfliner	86	85	77	74	86	61
Pennsylvanian	87	85	77	60	83	65
Piedmont	92	95	87	89	91	N/A
San Joaquins	88	89	83	75	86	71
Vermont	74	83	66	54	79	61
Long-Distance Routes						
Auto Train	75	89	82	74	68	71
California Zephyr	78	80	73	58	75	62
Capitol Limited	79	87	72	70	76	73
Cardinal	66	74	62	53	71	46
City of New Orleans	76	81	77	70	75	50
Coast Starlight	74	81	68	65	78	62
Crescent	73	79	64	54	74	65
Empire Builder	80	81	70	59	73	64
Lake Shore Ltd	68	79	61	53	69	56
Palmetto	73	81	66	54	76	61
Silver Meteor	69	78	65	53	70	63
Silver Star	75	82	68	54	75	58
Southwest Chief	75	82	70	60	71	66
Sunset Limited	80	84	74	66	77	73
Texas Eagle	77	85	73	66	81	70

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

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

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

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

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

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

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

Service	4th Quarter FY 2016		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	49	88	0.56
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Other NEC Corridor Routes

Keystone Service	20	36	0.56
Total Northeast Regional	59	137	0.43
Richmond / Newport News ^b	17	39	0.44
Lynchburg ^c	7	10	0.67
All Other Northeast Regional	35	88	0.40

Non-NEC Corridor Routes

Capitol Corridor	10	29	0.35
Carolinian	2	13	0.16
Cascades	15	24	0.62
Downeaster	0	12	0.00
Empire Corridor	26	54	0.48
Adirondack	13	7	1.81
Ethan Allen Express	3	5	0.66
Maple Leaf	4	9	0.46
New York - Albany ^d	5	17	0.29
New York - Niagara Falls	1	17	0.06
Heartland Flyer	6	4	1.61
Hiawatha	10	11	0.93
Hoosier State	1	2	0.48
Illinois	13	41	0.31
Carl Sandburg / Illinois Zephyr	4	10	0.42
Illini / Saluki	3	11	0.27
Lincoln Service	6	21	0.29
Michigan	5	21	0.23
Blue Water	2	6	0.34
Pere Marquette	0	3	0.00
Wolverine	3	12	0.25
Kansas City - St. Louis	0	10	0.00
Pacific Surfliner	28	40	0.70
Pennsylvanian	1	8	0.12
Piedmont	3	6	0.49
San Joaquins	19	40	0.48
Vermont	1	11	0.09

Long-Distance Routes

Auto Train	16	16	0.99
California Zephyr	20	45	0.45
Capitol Limited	4	14	0.28
Cardinal	7	9	0.77
City of New Orleans	5	17	0.29
Coast Starlight	12	26	0.47
Crescent	11	25	0.43
Empire Builder	18	47	0.38
Lake Shore Ltd	12	20	0.60
Palmetto	11	14	0.79
Silver Meteor	22	26	0.85
Silver Star	12	27	0.44
Southwest Chief	21	42	0.50
Sunset Limited	1	16	0.06
Texas Eagle	14	24	0.59

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

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

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

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

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

Service	4th Quarter FY 2016	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.02	2.36
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Amtrak Corridor

Keystone	0.02	2.29
Northeast Regional	0.03	2.36

Short Distance

Capitol	0.03	15.02
Carolinian	0.06	3.09
Cascades	0.00	0.00
Downeaster	0.04	2.44
Empire Corridor		
Adirondack	0.04	1.29
Empire Service	0.00	1.73
Ethan Allen Express	0.11	5.40
Maple Leaf	0.00	2.67
Heartland Flyer	0.00	0.53
Hiawatha	0.00	1.74
Hoosier State	0.00	3.03
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.78
Illini / Saluki	0.00	1.07
Lincoln Service	0.54	9.01
Michigan		
Blue Water	0.01	0.00
Pere Marquette	0.00	2.80
Wolverine	0.04	2.67
Kansas City - St. Louis	0.00	0.83
Pacific Surfliner	0.04	2.00
Pennsylvanian	0.00	1.63
Piedmont	0.02	2.77
San Joaquins	0.00	5.91
Vermonter	0.10	4.14

Long Distance

Auto Train	1.31	16.48
California Zephyr	0.28	9.10
Capitol Limited	2.76	26.48
Cardinal	2.37	25.06
City of New Orleans	0.80	14.27
Coast Starlight	1.02	27.12
Crescent	1.01	10.08
Empire Builder	0.57	12.98
Lake Shore Ltd	0.12	19.19
Palmetto	0.83	38.32
Silver Meteor	0.87	27.40
Silver Star	1.07	23.56
Southwest Chief	1.21	23.67
Sunset Limited	0.73	21.96
Texas Eagle	1.01	20.01

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2016						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	541	102	16	103	796		1,558
Amtrak Premium	10	0	0	1	21		32
Acela Express	10	0	0	1	21		32
Amtrak Corridor	28	3	1	3	20		55
Keystone	0	0	0	0	1		1
Northeast Regional	28	3	1	3	19		54
Short Distance	25	4	2	5	28		64
Capitols	0	0	0	0	2		2
Carolinian	1	0	0	1	1		3
Cascades	4	0	1	4	5		14
Downeaster	0	0	0	0	0		0
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	2	1	0	0	0		3
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	1	0	0	0		1
Pacific Surfliner	15	2	0	0	14		31
Pennsylvanian	0	0	0	0	3		3
Piedmont	0	0	0	0	0		0
San Joaquins	3	0	1	0	3		7
Vermont	0	0	0	0	0		0
Long Distance	478	95	13	94	727		1,407
Auto Train	59	5	0	2	77		143
California Zephyr	80	7	0	3	70		160
Capitol Limited	2	8	0	1	16		27
Cardinal	43	0	0	2	36		81
City of New Orleans	48	0	0	7	102		157
Coast Starlight	22	10	0	6	76		114
Crescent	38	7	0	3	31		79
Empire Builder	16	28	0	45	80		169
Lake Shore Ltd	20	9	0	4	42		75
Palmetto	6	0	0	4	2		12
Silver Meteor	43	6	0	6	27		82
Silver Star	32	1	0	2	48		83
Southwest Chief	46	11	7	6	55		125
Sunset Limited	11	0	3	1	17		32
Texas Eagle	12	3	3	2	48		68

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

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2016					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	781	135	3,379	1,789	2,561	8,645
Amtrak Premium	27	5	81	37	61	211
Acela Express	27	5	81	37	61	211
Amtrak Corridor	167	21	204	189	263	844
Keystone	16	2	14	15	21	68
Northeast Regional	151	19	190	174	242	776
Short Distance	142	25	376	536	672	1,751
Capitols	10	1	13	18	17	59
Carolinian	20	2	109	14	47	192
Cascades	11	2	28	31	67	139
Downeaster	9	7	10	18	113	157
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	3	0	22	18	0	43
Hiawatha	1	0	1	0	4	6
Hoosier State	1	0	0	2	2	5
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	1	1	25	33	11	71
Pacific Surfliner	51	10	111	271	298	741
Pennsylvanian	2	0	4	8	13	27
Piedmont	6	0	3	3	26	38
San Joaquins	14	1	29	105	39	188
Vermont	13	1	21	15	35	85
Long Distance	445	84	2,718	1,027	1,565	5,839
Auto Train	20	6	226	53	58	363
California Zephyr	15	0	404	103	177	699
Capitol Limited	9	4	169	29	46	257
Cardinal	6	1	59	24	41	131
City of New Orleans	24	28	64	38	75	229
Coast Starlight	36	7	187	111	133	474
Crescent	27	4	160	84	147	422
Empire Builder	26	8	379	81	133	627
Lake Shore Ltd	44	0	139	38	95	316
Palmetto	48	1	29	34	74	186
Silver Meteor	42	5	349	111	144	651
Silver Star	37	2	145	57	104	345
Southwest Chief	52	6	190	140	183	571
Sunset Limited	26	2	49	29	46	152
Texas Eagle	33	10	169	95	109	416

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2016					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	1,304	2,496	477	2,040	2,648	8,965
Amtrak Premium	19	27	2	42	14	104
Acela Express	19	27	2	42	14	104
Amtrak Corridor	50	280	30	156	165	681
Keystone	0	16	2	10	0	28
Northeast Regional	50	264	28	146	165	653
Short Distance	89	414	54	233	251	1,041
Capitols	1	2	0	9	5	17
Carolinian	2	117	19	35	115	288
Cascades	19	53	15	40	42	169
Downeaster	0	7	0	4	2	13
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	8	0	6	6	20
Hiawatha	0	3	0	5	1	9
Hoosier State	0	2	0	0	0	2
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	1	9	9	2	7	28
Pacific Surfliner	59	12	3	85	27	186
Pennsylvanian	2	26	1	21	16	66
Piedmont	0	13	0	1	0	14
San Joaquins	1	24	2	12	7	46
Vermonteer	4	138	5	13	23	183
Long Distance	1,146	1,775	391	1,609	2,218	7,139
Auto Train	96	70	7	104	71	348
California Zephyr	151	104	38	126	313	732
Capitol Limited	31	42	9	54	44	180
Cardinal	23	33	10	35	48	149
City of New Orleans	42	54	15	79	22	212
Coast Starlight	132	81	22	167	115	517
Crescent	46	152	47	196	189	630
Empire Builder	174	36	51	193	145	599
Lake Shore Ltd	44	53	21	103	132	353
Palmetto	15	236	15	92	208	566
Silver Meteor	78	351	41	127	280	877
Silver Star	68	265	31	107	218	689
Southwest Chief	94	116	29	123	229	591
Sunset Limited	25	58	10	29	52	174
Texas Eagle	127	124	45	74	152	522

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

**TABLE 16:
STATION-RELATED COMPLAINTS**

Number of Complaints Received

4th Quarter FY 2016

Amtrak System		1541
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Division

Boston		117
California		286
Central		125
Empire		54
New York		53
Southeast		231
Southwest		378
Northwest		55
Washington		242

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 2016
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Connectivity	18.9%
- 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 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-4	92.2%	94.6%
	2103	-0.9	92.1%	97.3%
	2104	-2.9	90.6%	97.0%
	2107	-4.7	82.8%	86.8%
	2109	-4.1	84.4%	90.0%
	2110	-3.8	93.4%	93.9%
	2117	-2	93.8%	96.2%
	2119	-3.3	68.8%	74.1%
	2121	-3.6	76.2%	87.8%
	2122	-3.7	78.1%	78.5%
	2124	-3.8	93.8%	86.5%
	2126	-4.9	81.3%	79.3%
	2128	NA	82.8%	82.5%
	2150	-0.8	59.4%	75.0%
	2151	-0.7	79.7%	87.8%
	2153	-2.1	92.2%	92.7%
	2154	-1.5	70.3%	80.6%
	2155	-0.9	92.2%	92.4%
	2158	-1.2	50.0%	61.0%
	2159	-1.4	62.5%	79.3%
	2160	-1.9	60.9%	76.0%
	2163	-3	76.6%	81.5%
	2164	-2.1	79.4%	87.6%
	2165	-1.3	55.6%	74.3%
	2166	-1.1	79.7%	85.4%
	2167	-2.7	50.0%	65.9%
	2168	-2.2	71.9%	74.7%
	2170	-2.6	78.1%	79.8%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2171	-3	37.5%	65.6%
	2172	-2.1	75.0%	66.6%
	2173	-2.1	64.1%	72.0%
	2175	NA	60.9%	66.2%
	2190	0.1	81.3%	81.9%
	2203	-3	86.7%	89.1%
	2205	-4.1	100.0%	96.1%
	2207	-2.2	100.0%	99.2%
	2208	-2	100.0%	99.0%
	2211	-4.5	92.3%	95.2%
	2212	-2.9	89.3%	90.6%
	2213	-3.9	76.9%	81.7%
	2220	-2.8	100.0%	100.0%
	2221	-0.9	69.2%	76.9%
	2222	-5.7	76.9%	79.8%
	2225	-5.8	84.6%	88.5%
	2228	-3.4	84.6%	92.2%
	2250	-0.7	50.0%	75.3%
	2251	-0.3	86.7%	87.8%
	2252	-1.2	69.2%	83.3%
	2253	-2	71.4%	75.5%
	2254	-0.3	61.5%	83.5%
	2255	-0.1	53.8%	64.2%
	2256	-3.1	46.2%	69.1%
	2257	-1.6	61.5%	80.7%
	2258	-2.4	46.2%	61.1%
	2259	-0.5	92.3%	73.5%
	2260	NA	73.3%	87.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2290	-2	93.3%	98.7%
	2295	NA	86.7%	95.0%
	2297	-0.2	69.2%	86.5%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	72.4%	74.5%
	66	2.7	92.4%	76.0%
	67	-1.7	60.3%	79.0%
	71	NA	86.7%	70.2%
	82	0.4	80.0%	58.3%
	83	2.4	78.6%	68.7%
	84	-2.7	67.2%	75.0%
	85	-0.4	62.5%	84.3%
	86	1	60.9%	70.4%
	87	2	30.8%	59.9%
	88	-0.2	78.6%	79.3%
	93	0.2	52.0%	74.8%
	94	-0.1	48.4%	49.3%
	95	0.6	40.6%	73.7%
	96	NA	86.7%	70.9%
	99	0	46.4%	73.1%
	125	-15.4	68.8%	79.9%
	157	-19.7	92.3%	80.0%
	164	-3.4	85.7%	80.8%
	174	-8.4	93.8%	90.3%
	194	0.2	92.3%	68.4%
	195	-0.1	53.6%	75.4%
Northeast Regional - Lynchburg	145	4.1	61.5%	82.6%
	147	0.3	60.0%	86.4%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Lynchburg	156	-14	89.3%	88.3%
	171	-7.5	57.8%	74.5%
	176	-6.6	82.8%	73.7%
Northeast Regional - All Other Northeast Regional	110	-1	92.1%	95.9%
	111	-0.3	100.0%	99.9%
	123	NA	76.9%	85.9%
	126	NA	84.6%	90.8%
	127	-3.3	71.9%	87.6%
	129	-2.1	68.8%	82.9%
	130	-1.9	92.2%	97.3%
	131	-1.7	80.0%	87.0%
	132	NA	84.6%	94.9%
	133	-1.5	64.3%	80.0%
	134	-0.6	92.6%	99.1%
	135	0.6	85.7%	83.5%
	136	3.7	92.9%	96.1%
	137	-1	81.3%	87.8%
	138	0.2	92.2%	94.5%
	139	NA	76.9%	80.1%
	140	2.8	92.9%	94.0%
	141	1.1	71.9%	82.8%
	143	2.3	89.3%	76.4%
	146	3.6	86.7%	87.2%
	148	0.3	78.1%	81.9%
	150	-0.6	89.3%	89.2%
	151	-0.6	96.9%	97.7%
	152	-0.2	85.7%	97.3%
	153	-1.3	96.4%	98.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	154	0.8	69.2%	92.9%
	155	-2.4	100.0%	100.0%
	158	-1.1	89.3%	93.4%
	159	1.8	85.7%	91.8%
	160	-0.2	89.3%	91.5%
	161	0.1	67.9%	63.9%
	162	0.9	96.4%	95.0%
	163	-1.7	64.3%	55.5%
	165	-0.2	92.9%	82.2%
	166	-1.6	84.6%	86.0%
	167	-0.5	86.7%	81.1%
	168	0.3	93.3%	82.3%
	169	-0.9	78.6%	83.1%
	170	-1.8	81.3%	77.0%
	172	-0.1	76.6%	77.0%
	173	2.3	67.2%	76.6%
	175	0.4	71.9%	71.1%
	177	-0.5	68.8%	77.7%
	178	-1.5	89.1%	87.3%
	179	-0.7	79.7%	88.8%
	180	-2.1	79.7%	93.5%
	182	-2.3	85.7%	89.5%
	183	1.1	89.1%	90.6%
	184	-2.4	84.4%	92.3%
	185	-2.4	95.3%	96.2%
	186	0.5	95.3%	96.0%
	187	0.2	93.8%	98.3%
	188	0.9	90.6%	94.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	190	0.3	82.8%	91.4%
	192	0.9	86.7%	99.4%
	193	-4.1	60.9%	70.5%
	196	1.1	90.0%	94.4%
	401	4.6	25.0%	59.7%
	405	2.6	72.2%	81.9%
	432	NA	76.9%	98.8%
	450	3.9	26.3%	47.2%
	460	3.1	10.0%	34.1%
	463	1.4	31.8%	60.3%
	464	2.3	22.7%	47.5%
	465	NA	46.2%	58.7%
	467	5.6	77.8%	86.4%
	475	5.4	85.7%	89.6%
	476	4.1	0.0%	
	479	4.3	0.0%	
	488	6.3	40.9%	55.9%
	494	4.4	23.8%	31.0%
	497	6.6	61.5%	77.9%
Keystone - Keystone	600	-0.6	90.6%	95.6%
	601	-2.3	96.9%	96.6%
	605	0	98.4%	98.8%
	607	-2.4	100.0%	99.8%
	609	-8.7	98.4%	98.1%
	610	-2.6	86.7%	96.1%
	611	0.6	93.3%	97.2%
	612	-1.1	100.0%	100.0%
	615	-2.6	92.3%	98.6%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	618	-5.8	80.0%	91.0%
	619	-2.3	96.9%	97.4%
	620	0	93.8%	97.4%
	622	-1.3	90.6%	95.7%
	637	-1.2	92.3%	100.0%
	639	-0.6	87.5%	96.1%
	640	-0.6	71.9%	96.6%
	641	-2.2	84.4%	90.1%
	642	-6.8	90.6%	98.6%
	643	-1.9	84.4%	92.1%
	644	2.1	85.9%	94.4%
	645	-1	95.3%	96.7%
	646	-4.3	76.6%	95.3%
	647	-0.5	95.3%	96.6%
	648	5.1	96.9%	97.6%
	649	-1.9	92.2%	96.6%
	650	0	90.6%	87.4%
	651	-2.3	56.3%	81.6%
	652	0.4	87.5%	92.3%
	653	-1.4	78.1%	83.6%
	654	-1	92.2%	96.3%
	655	-1.4	67.2%	81.8%
	656	-1.3	100.0%	99.0%
	658	-0.4	100.0%	94.5%
	660	1.3	75.0%	98.3%
	661	-2	100.0%	100.0%
	662	0.8	93.3%	100.0%
	663	-4.8	96.4%	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 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	664	-1.4	57.1%	82.1%
	665	0	92.9%	99.0%
	666	-0.1	96.4%	100.0%
	667	-3.1	96.4%	98.1%
	669	-3.9	89.3%	93.8%
	670	-1.3	85.7%	97.9%
	671	-7.1	92.9%	97.0%
	672	-0.3	82.1%	96.9%
	674	NA	92.3%	100.0%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	1.8	98.4%	99.4%
	521	1	93.8%	99.1%
	522	2.3	98.4%	99.2%
	523	1.2	95.3%	96.5%
	524	3.3	92.2%	95.0%
	525	1.7	92.2%	97.6%
	526	2.3	97.1%	94.9%
	527	2.2	96.9%	95.5%
	528	4.1	96.9%	98.8%
	529	0.8	93.8%	97.6%
	530	4.4	90.6%	95.1%
	531	3.7	96.8%	99.3%
	532	4.1	90.6%	95.2%
	533	1.6	97.1%	97.8%
	534	3.4	96.9%	98.0%
	535	2.6	87.5%	91.7%
	536	1.9	98.4%	96.9%
	537	2.3	90.6%	91.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	538	2.4	96.9%	96.8%
	540	3.1	95.3%	97.8%
	541	3.1	96.9%	97.2%
	542	2	96.9%	96.7%
	543	1.8	89.1%	94.2%
	544	3.4	90.6%	90.4%
	545	2.2	93.8%	96.1%
	546	2.3	92.2%	91.3%
	547	1.1	87.5%	91.8%
	548	0.4	89.1%	91.0%
	549	0.1	95.3%	96.5%
	550	NA	79.3%	90.4%
	551	2.1	92.2%	93.0%
	552	NA	100.0%	28.6%
	553	1.6	93.1%	97.0%
	720	2.4	100.0%	100.0%
	723	0.8	96.4%	99.2%
	724	2	89.3%	93.2%
	727	1.2	96.4%	97.4%
	728	1.8	96.4%	96.2%
	729	-0.1	78.6%	88.4%
	732	1.7	96.4%	97.6%
	733	4.1	88.9%	94.2%
	734	1.9	85.7%	86.8%
	736	3	89.3%	95.0%
	737	3.2	85.7%	93.9%
	738	-0.8	96.4%	95.9%
	741	1.3	100.0%	99.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	742	2.1	92.9%	94.3%
	743	0.5	100.0%	100.0%
	744	2.2	100.0%	98.5%
	745	1.9	92.9%	95.1%
	746	0.5	100.0%	98.2%
	747	2.7	96.4%	99.2%
	748	1.8	89.3%	91.1%
	749	0.9	89.3%	93.3%
	751	0.5	92.9%	100.0%
Carolinian - Carolinian	79	-0.3	22.8%	45.9%
	80	0.5	53.3%	48.0%
Cascades - Cascades	500	1.7	79.7%	64.8%
	501	-1	87.0%	88.0%
	502	6.9	96.4%	85.7%
	503	NA	93.3%	92.4%
	504	3.6	93.8%	64.8%
	505	2.1	92.9%	96.4%
	506	-1.8	89.3%	80.7%
	507	2.1	71.7%	69.7%
	508	-1.9	81.5%	72.5%
	509	4.2	81.5%	74.7%
	510	0	70.7%	95.0%
	513	-2.9	81.5%	70.8%
	516	-3.1	71.7%	76.2%
	517	-0.8	81.5%	85.2%
Downeaster - Downeaster	680	0.4	90.6%	99.2%
	681	-3.9	70.3%	84.5%
	682	-2.8	68.8%	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 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Downeaster - Downeaster	683	-1.8	54.7%	84.8%
	684	0.7	62.5%	83.3%
	685	-2.1	57.8%	80.7%
	686	-0.9	57.8%	78.4%
	687	0	32.8%	69.0%
	688	-4.3	53.1%	78.2%
	689	-1.2	70.3%	97.1%
	690	0.3	82.1%	95.6%
	691	-1.7	28.6%	63.1%
	692	-3.3	67.9%	93.0%
	693	0.6	60.7%	89.0%
	694	0.1	64.3%	90.1%
	695	-3.6	57.1%	80.3%
	696	0.9	42.9%	78.7%
	697	-0.2	50.0%	86.4%
	698	-4.3	25.0%	79.6%
	699	0.5	92.9%	95.6%
Empire - Adirondack	68	2.1	33.7%	33.4%
	69	0.5	15.2%	49.4%
Empire - Ethan Allen Express	290	2.4	73.4%	85.9%
	291	4.7	76.9%	79.9%
	292	2	57.1%	60.7%
	293	4.6	78.6%	78.6%
	296	0.6	76.2%	86.5%
Empire - Maple Leaf	63	1.4	53.3%	46.9%
	64	0.3	66.3%	40.8%
Empire - New York - Albany	230	2.3	95.3%	98.8%
	232	22.6	73.4%	91.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	233	1.1	56.5%	85.4%
	234	-0.3	93.8%	98.4%
	235	0.8	76.6%	93.5%
	236	0.3	85.9%	94.2%
	237	1.5	65.6%	87.9%
	238	1.9	85.1%	86.5%
	239	-0.3	82.0%	94.3%
	240	1	40.0%	54.3%
	241	1.7	93.5%	97.2%
	242	2.6	82.8%	91.2%
	243	3	93.8%	98.6%
	244	-2.1	84.8%	91.1%
	245	3.9	76.6%	81.1%
	250	2.3	96.4%	97.4%
	252	0.6	100.0%	99.0%
	253	9.3	75.0%	84.2%
	254	1.5	92.3%	93.6%
	255	1.7	78.6%	87.8%
	256	3.8	90.5%	98.0%
	259	-0.7	92.9%	96.4%
	260	NA	92.9%	95.9%
	261	2.3	96.4%	94.6%
Empire - New York - Niagara Falls	280	0.1	81.1%	70.5%
	281	1	44.6%	41.5%
	282	-1.9	20.0%	38.7%
	283	1.7	75.0%	61.7%
	284	0.9	68.5%	53.4%
	288	1.6	46.2%	49.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Heartland Flyer - Heartland Flyer	821	5.2	54.9%	84.3%
	822	4.5	58.2%	61.5%
Hiawatha - Hiawatha	329	0.5	98.5%	98.8%
	330	0.4	100.0%	100.0%
	331	1.3	97.8%	99.1%
	332	1.4	100.0%	100.0%
	333	1.5	93.5%	96.1%
	334	0.6	92.4%	99.8%
	335	0.3	91.3%	95.4%
	336	1.2	95.7%	98.7%
	337	1.3	94.6%	97.0%
	338	0.4	89.1%	96.5%
	339	0.8	95.7%	96.3%
	340	0.1	91.3%	98.9%
	341	1.6	93.5%	98.9%
	342	1.4	95.7%	99.8%
	343	NA	84.6%	86.2%
	344	NA	84.6%	96.9%
Hoosier - Hoosier	850	1.9	73.6%	88.0%
	851	7.1	84.9%	77.4%
Illinois - Carl Sandburg / Illinois Zephyr	380	2.2	96.7%	93.4%
	381	2	95.7%	94.7%
	382	2.2	90.2%	91.9%
	383	2.5	91.3%	88.9%
Illinois - Illini / Saluki	390	0.3	43.5%	43.3%
	391	-0.3	37.0%	30.3%
	392	-3.2	6.5%	38.0%
	393	-3.3	40.2%	30.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Illinois - Lincoln Service	300	2.7	72.2%	77.8%
	301	2.2	54.4%	71.0%
	302	3.6	67.8%	72.9%
	303	2.6	70.0%	65.4%
	304	2.2	80.4%	67.5%
	305	2.3	80.4%	80.1%
	306	3.6	90.2%	83.2%
	307	3.3	85.9%	84.5%
Michigan - Blue Water	364	6.6	92.4%	87.1%
	365	10.9	73.9%	83.5%
Michigan - Pere Marquette	370	3.1	90.2%	91.1%
	371	5.5	72.8%	94.3%
Michigan - Wolverine	350	1.3	64.7%	67.2%
	351	5.2	53.3%	72.1%
	352	2.8	35.3%	47.8%
	353	7.3	70.6%	67.2%
	354	1.3	72.8%	64.4%
	355	6.4	78.3%	67.6%
	357	NA	100.0%	100.0%
	358	NA	76.0%	81.3%
Missouri - Missouri	311	4.5	83.7%	86.4%
	313	6.6	91.3%	92.9%
	314	8.8	80.4%	82.0%
	316	9.3	89.1%	81.6%
Pacific Surfliner - Pacific Surfliner	562	1.4	87.8%	93.4%
	564	-1.5	91.2%	97.2%
	565	-0.2	76.7%	94.8%
	566	-1.4	93.7%	97.1%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	567	-3.7	85.9%	96.3%
	568	NA	100.0%	100.0%
	572	-2.8	84.6%	93.6%
	573	-2	73.3%	91.8%
	579	-1	65.2%	88.2%
	580	-0.6	76.1%	93.7%
	582	-0.7	80.4%	92.2%
	583	-4.4	80.4%	86.4%
	591	-0.5	79.3%	88.3%
	593	NA	75.0%	100.0%
	595	-4.3	66.3%	88.6%
	761	NA	45.3%	86.5%
	763	-1.3	77.2%	89.6%
	768	-1	81.5%	94.6%
	769	-0.8	76.1%	77.4%
	774	-0.3	89.1%	89.1%
	777	NA	81.5%	78.2%
	784	-1.3	77.2%	88.9%
	785	-1.5	77.2%	78.3%
	790	NA	68.8%	68.7%
	796	-1.6	69.6%	84.0%
	1566	NA	75.0%	81.4%
	1567	NA	85.7%	94.3%
	1568	NA	50.0%	63.6%
	1761	NA	60.7%	87.8%
	1790	NA	85.7%	84.6%
Pennsylvanian - Pennsylvanian	42	0.6	91.3%	90.3%
	43	0.5	93.5%	81.4%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Piedmont - Piedmont	73	-1.8	74.2%	90.4%
	74	-2.9	47.2%	66.7%
	75	NA	40.4%	76.9%
	76	NA	56.2%	79.2%
San Joaquins - San Joaquins	701	-2	92.4%	95.5%
	702	-0.8	94.6%	94.9%
	703	-1.6	79.3%	87.2%
	704	1	91.3%	89.9%
	708	NA	90.2%	85.0%
	709	NA	89.1%	88.8%
	711	-0.8	73.9%	82.9%
	712	-1.1	69.6%	74.9%
	713	0.4	73.6%	82.5%
	714	0.1	80.4%	80.9%
	715	0.7	77.2%	80.0%
	716	0.9	88.0%	83.2%
	717	0.8	81.5%	82.0%
	718	0.7	80.4%	77.6%
Vermont - Vermont	54	3.3	67.9%	75.7%
	55	3.8	56.3%	38.8%
	56	3.5	53.1%	61.7%
	57	4.2	96.4%	65.7%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	1.2	69.7%	71.9%
	53	-0.4	57.3%	71.9%
California Zephyr - California Zephyr	5	2.8	72.8%	55.1%
	6	3.7	53.3%	45.2%
Capitol Ltd - Capitol Ltd	29	1.3	54.3%	48.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Capitol Ltd - Capitol Ltd	30	1.1	60.9%	41.9%
Cardinal - Cardinal	50	0.8	15.4%	34.6%
	51	1.7	62.5%	39.1%
City Of New Orleans - City Of New Orleans	58	0.4	66.3%	43.8%
	59	0.6	82.6%	55.5%
Coast Starlight - Coast Starlight	11	0.1	75.0%	63.6%
	14	1.2	55.4%	40.9%
Crescent - Crescent	19	-0.3	46.7%	50.4%
	20	-0.6	51.1%	43.9%
Empire Builder - Empire Builder	7	0.2	85.9%	71.6%
	8	0.6	62.0%	47.4%
	27	0.9	87.0%	72.8%
	28	0.6	82.6%	73.0%
Lake Shore Ltd - Lake Shore Ltd	48	1.7	50.0%	41.9%
	49	0.2	37.0%	34.4%
	448	-4.7	36.6%	25.2%
	449	-8.3	60.6%	85.9%
Palmetto - Palmetto	89	-0.5	41.3%	64.5%
	90	-0.1	48.9%	63.5%
Silver Meteor - Silver Meteor	97	0.1	52.2%	41.2%
	98	0.7	44.4%	43.8%
Silver Star - Silver Star	91	-0.5	27.8%	38.2%
	92	0.6	46.0%	46.9%
	1092	8.3	66.7%	67.3%
Southwest Chief - Southwest Chief	3	-0.4	57.6%	47.1%
	4	0.1	44.6%	34.8%
Sunset Ltd - Sunset Ltd	1	3.6	90.0%	55.9%
	2	2.6	60.0%	48.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q1 to FY 2016 Q4)	End Point OTP for FY 2016 Q4	All Stations OTP for FY 2016 Q4
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Texas Eagle - Texas Eagle	21	2.1	79.3%	40.4%
	22	1.8	40.2%	49.0%

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 Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
Acela Express							
Acela Express	2100	AM	12	CTP	12		
	2122	AM	18	SMW	13	CTI	4
	2124	AM	6	PTI	3	SMW	2
	2126	AM	3	SMW	2	PSR	1
	2128	AM	55	CTP	51	SMW	4
	2150	MN	3465	DSR	2790	CTI	382
	2151	MN	2453	CTI	2068	DSR	304
	2153	MN	2302	DSR	1911	CTI	215
	2154	MN	3200	DSR	1621	DMW	653
	2155	MN	1465	CTI	871	DSR	393
	2158	MN	3443	CTI	2151	DSR	572
	2159	MN	2773	CTI	1069	DMW	725
	2160	MN	2034	DCS	843	DSR	681
	2163	MN	2824	DSR	1585	CTI	513
	2164	MN	2594	CTI	1565	DSR	524
	2165	MN	2140	DSR	1092	CTI	542
	2166	MN	2591	CTI	1276	DSR	680
	2167	MN	2545	DSR	2185	CTI	271
	2168	AM	2	SMW	2		
	2168	MN	2051	CTI	1656	DSR	225
	2170	AM	2	SMW	1	PSR	0
	2170	MN	2604	CTI	2206	DCS	150
	2171	MN	3658	DSR	1895	DTR	686
	2172	AM	7	SMW	4	DMW	2
	2172	MN	2405	CTI	929	DSR	871
	2173	MN	3278	DSR	2294	CTI	787
	2175	MN	2670	DSR	1295	CTI	791
	2190	MN	2988	DSR	2817	CTI	105
	2250	AM	3	SMW	3		
	2250	MN	2583	DSR	1244	CTI	1,001
	2251	MN	1238	DSR	690	DCS	321
	2252	MN	2005	CTI	1676	DSR	288
	2253	MN	1818	CTI	670	DSR	529
	2254	MN	1593	DSR	962	DMW	398
	2255	MN	2198	CTI	1126	DMW	549
	2256	MN	536	CTI	330	DSR	137
	2257	MN	1387	DSR	934	PTI, CTI	357
	2258	MN	2294	CTI	1401	DSR	453
	2259	MN	2253	DSR	1566	CTI	453

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes				
				#1		#2		
Standard				900				
	2260	MN	191	DSR	140	CTI	51	
	2290	MN	2500	DSR	1747	CTI	510	
	2295	MN	500	DMW	167	DSR	143	
	2297	MN	1016	DSR	852	CTI	137	
Other NEC Corridor Routes								
Northeast Regional	All Other Northeast Regional	110	AM	4		SMW	4	
		132	MN	934	CTI	604	DSR	316
		135	MN	2360	CTI	1569	DSR	791
		136	MN	867	CTI	217	DSR	434
		137	MN	2405	CTI	1646	DSR	678
		139	MN	962			DSR	797
		140	MN	1027	CTI	306	DSR	599
		141	MN	818	CTI	594	DSR	156
		143	MN	1327	CTI	306	DSR	536
		146	MN	1083			DSR	1,060
		148	MN	1593	CTI	1311	DSR	89
		150	MN	1990	CTI	19	DSR	1,365
		158	AM	73	DET	73		
		160	MN	2117	CTI	427	DSR	1,320
		161	MN	1575	CTI	210	DSR	778
		162	MN	1460	CTI	625	DSR	472
		163	MN	2003	CTI	976	DSR	746
		165	MN	1556	CTI	1020	DSR	427
		166	MN	879	CTI	385	DSR	206
		167	MN	2238	CTI	1226	DSR	940
		168	MN	1583	CTI	810	DSR	774
		169	MN	2066	CTI	26	DSR	1,467
		170	MN	2941	CTI	1744	DSR	485
		172	AM	6			SMW	4
		172	MN	1459	CTI	960	DSR	153
		173	MN	2483	CTI	1373	DSR	165
		175	MN	4668	CTI	3976	DSR	246
		177	MN	2201	CTI	670	DSR	840
		178	AM	5			SMW	3
		178	MN	1412	CTI	873	DSR	421
		179	MN	1761	CTI	120	DSR	1,164
		182	AM	104	DET	104		
		190	AM	6			SMW	2
		190	MN	3066	CTI	368	DSR	2,642
	Lynchburg	145	NS	819	DSR	301	FTI	165

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
	147	MN	1333	CTI	619	DSR	238
	147	NS	714	DSR	200	FTI	400
	156	AM	16	DCS	16		
	156	NS	341	DSR	192	FTI	44
	171	MN	3429	CTI	1713	DSR	544
	171	NS	1388	DSR	399	FTI	525
	176	AM	12	DCS	6	SMW	5
	176	MN	2112	CTI	1010	DSR	608
	176	NS	686	DSR	352	FTI	142
	Richmond / Newport News / N	65	1653	DSR	434	FTI	340
		65	2913	DSR	991	CTI	967
		66	18	DCS	1	PTI	14
		66	1688	DSR	462	FTI	466
		66	1750	DSR	1283	CTI	24
		67	2383	DSR	627	FTI	300
		67	2486	DSR	785	CTI	244
		71	1029	DSR	139	FTI	593
		71	97	RTE	53	FTI	44
		82	35	DCS	35		
		82	2264	DSR	566	FTI	506
		82	1393	DSR	595	CTI	357
		83	1723	DSR	573	FTI	543
		83	2156	DSR	1033	CTI	753
		84	152	DCS	39	PTI	72
		84	1582	DSR	277	FTI	423
		84	122	RTE	60		
		85	1693	DSR	392	FTI	295
		86	16	DCS	5		
		86	903	DSR	241	FTI	76
		86	3544	DSR	2494	CTI	552
		87	1212	DSR	334	FTI	467
		88	28	DCS	23		
		88	1387	DSR	260	FTI	359
		88	950	DSR	517	CTI	293
		88	46	RTE	46		
		93	1861	DSR	333	FTI	422
		93	2339	DSR	1193	CTI	768
		94	31	DCS	3	PTI	0
		94	2063	DSR	629	FTI	205
		94	2712	DSR	692	CTI	1,574
		95	2531	DSR	596	FTI	588

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes				
				#1	#2			
Standard				900				
	95	MN	753	DSR	190	CTI	92	
	96	AM	3	DCS	3			
	96	CS	1980	DSR	387	FTI	380	
	96	MN	1810	DSR	417	CTI	643	
	99	CS	1485	DSR	454	FTI	270	
	99	MN	1543	DSR	657	CTI	459	
	125	CS	1829	DSR	265	FTI	411	
	125	NS	245	RTE	141	FTI	46	
	157	CS	1327	DSR	354	FTI	462	
	157	MN	1992	DSR	192	CTI	1,484	
	157	NS	237	RTE	28	FTI	190	
	164	AM	12	DCS	9			
	164	CS	1123	DSR	311	FTI	220	
	164	MN	1511	DSR	236	CTI	1,071	
	174	AM	10	DCS	9			
	174	CS	1489	DSR	277	FTI	212	
	174	MN	2280	DSR	472	CTI	876	
	194	AM	25	DCS	19			
	194	CS	1454	DSR	431	FTI	179	
	194	MN	604	DSR	27	CTI	563	
	195	CS	1297	DSR	323	FTI	91	
	195	MN	1371	DSR	172	CTI	542	
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	520	UP	600	PTI	178	DCS	94
		521	UP	480	PTI	119	DCS	16
		522	UP	638	PTI	181	DCS	102
		523	UP	585	PTI	205	DCS	36
		524	UP	557	PTI	264	DCS	35
		525	UP	413	PTI	122	DCS	85
		526	UP	1227	PTI	781	DCS	128
		527	UP	509	PTI	123	DCS	101
		528	UP	632	PTI	347	DCS	75
		529	UP	250	PTI	65	DCS	113
		530	UP	472	PTI	125	DCS	52
		531	UP	473	PTI	273	DCS	48
		532	UP	503	PTI	81	DCS	125
		533	UP	614	PTI	163	DCS	95
		534	UP	417	PTI	100	DCS	43
		535	UP	540	PTI	102	DCS	65
		536	UP	539	PTI	91	DCS	53

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		537	UP	585	PTI	351	DCS	47
		538	UP	415	PTI	119	DCS	95
		540	UP	303	PTI	82	DCS	120
		541	UP	385	PTI	117	DCS	23
		542	UP	418	PTI	137	DCS	110
		543	UP	607	PTI	140	DCS	180
		544	UP	533	PTI	139	DCS	123
		545	UP	443	PTI	104	DCS	125
		546	UP	359	PTI	143	DCS	49
		547	UP	786	PTI	322	DCS	187
		548	UP	579	PTI	213	DCS	56
		549	UP	404	PTI	165	DCS	107
		550	UP	759	PTI	512		
		551	UP	508	PTI	183	DCS	45
		552	UP	2919	PTI	225	DCS	2,395
		553	UP	466	PTI	79	DCS	28
		720	UP	308	PTI	80	DCS	46
		723	UP	374	PTI	166	DCS	48
		724	UP	448	PTI	261	DCS	5
		727	UP	329	PTI	118	DCS	56
		728	UP	457	PTI	206	DCS	40
		729	UP	268	PTI	69	DCS	71
		732	UP	389	PTI	166	DCS	91
		733	UP	615	PTI	274	DCS	24
		734	UP	501	PTI	195	DCS	170
		736	UP	514	PTI	88	DCS	55
		737	UP	569	PTI	283	DCS	123
		738	UP	270	PTI	45	DCS	123
		741	UP	235	PTI	110	DCS	8
		742	UP	390	PTI	71	DCS	15
		743	UP	545	PTI	206	DCS	27
		744	UP	374	PTI	265	DCS	37
		745	UP	290	PTI	135	DCS	33
		746	UP	270	PTI	74	DCS	82
		747	UP	535	PTI	294	DCS	48
		748	UP	639	PTI	259	DCS	168
		749	UP	462	PTI	49	DCS	139
		751	UP	348	PTI	64	DCS	39
Carolinian	Carolinian	79	CS	1863	FTI	333	DSR	366
		79	NS	922	DSR	344	FTI	159

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		80	AM	128	CTP	55	SMW	27
		80	CS	1942	FTI	528	DSR	447
		80	NS	874	DSR	348	FTI	241
Cascades	Cascades	500	BN	1056	DSR	325	PTI	158
		500	UP	1362	PTI	790	FTI	339
		501	BN	978	DSR	198	PTI	61
		502	BN	665	DSR	184	PTI	134
		503	UP	697	PTI	174	FTI	337
		504	BN	1131	DSR	247	PTI	124
		505	UP	886	PTI	390	FTI	158
		506	BN	690	DSR	151	PTI	19
		506	UP	957	PTI	407	FTI	189
		507	BN	1004	DSR	265	PTI	268
		507	UP	1200	PTI	476	FTI	330
		508	BN	668	DSR	134	PTI	125
		508	UP	1355	PTI	506	FTI	501
		509	BN	1108	DSR	277	PTI	167
		510	BN	1557	DSR	577	PTI	549
		513	BN	1208	DSR	387	PTI	206
		516	BN	989	DSR	321	PTI	206
		517	BN	1001	DSR	330	PTI	289
Downeaster	Downeaster	680	GT	423	DSR	354		
		680	MT	785	CTI	542		
		681	GT	569	DSR	401		
		681	MT	3121	CTI	818	PTI	1,988
		682	GT	527	DSR	385		
		682	MT	1178	CTI	289	PTI	128
		683	GT	991	DSR	517	PTI	378
		683	MT	1765	CTI	1182		
		684	GT	798	DSR	283	PTI	429
		684	MT	1687	CTI	1071	PTI	8
		685	GT	868	DSR	291	PTI	202
		685	MT	1749	CTI	992	PTI	136
		686	GT	779	DSR	586		
		686	MT	2054	CTI	1054	PTI	252
		687	GT	1481	DSR	378	PTI	667
		687	MT	2273	CTI	2158		
		688	GT	1469	DSR	402	PTI	787
		688	MT	1585	CTI	939	PTI	13
		689	GT	466	DSR	382		

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
		689 MT	2044	CTI	1793		
		690 GT	512	DSR	233		
		690 MT	691	CTI	54		
		691 GT	839	DSR	388	PTI	64
		691 MT	3366	CTI	140	PTI	2,719
		692 GT	585	DSR	331		
		692 MT	1554	CTI	140	PTI	334
		693 GT	986	DSR	456	PTI	191
		693 MT	1003	CTI	173		
		694 GT	1046	DSR	349	PTI	549
		694 MT	809	CTI	54		
		695 GT	819	DSR	401	PTI	257
		695 MT	2158			PTI	1,295
		696 GT	865	DSR	577		
		696 MT	1543	CTI	281	PTI	194
		697 GT	1669	DSR	688	PTI	814
		697 MT	1122	CTI	43	PTI	281
		698 GT	986	DSR	358	PTI	311
		698 MT	2093	CTI	1554	PTI	119
		699 GT	302	DSR	219		
		699 MT	399	CTI	108		
Empire	Adirondack	68 CN	3893	FTI	2145	DSR	1,330
		68 CP	861	PTI	379	DSR	373
		68 MN	1403	CTI	773	RTE	188
		69 CN	4109	FTI	1250	DSR	1,635
		69 CP	1269	PTI	581	DSR	419
		69 MN	1114	CTI	444	RTE	323
	Ethan Allen Express	290 AM	19			DCS	19
		290 CP	807	DSR	522		
		290 MN	1141	CTI	444	RTE	314
		290 VR	66	DSR	46		
		291 CP	772	DSR	343	PTI	201
		291 MN	680	CTI	485	RTE	50
		291 VR	109	DSR	109		
		292 CP	3441	DSR	166	PTI	2,753
		292 MN	2355	CTI	875	RTE	449
		293 CP	392	DSR	225		
		293 MN	2198	CTI	1985	RTE	112
		296 AM	311	PTI	311		
		296 CP	1289	DSR	182	PTI	633

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Non-NEC Corridor Routes							
		296 MN	613	CTI	321	RTE	120
		296 VR	219			DCS	219
	Maple Leaf	63 CS	2116	FTI	722	DMW	346
		63 MN	1263	CTI	812	RTE	155
		63 XC	32	RTE	23		
		64 AM	20	PTI	20		
		64 CS	1974	FTI	592	DMW	406
		64 MN	858	CTI	401	RTE	300
		64 XC	50	RTE	25	DSR	25
	New York - Albany	230 MN	1172	CTI	773	RTE	304
		232 MN	1197	CTI	726	RTE	162
		233 MN	1812	CTI	880	RTE	350
		234 MN	1729	CTI	1464	RTE	42
		235 MN	939	CTI	530	RTE	206
		236 MN	878	CTI	616	RTE	184
		237 MN	1195	CTI	971	RTE	20
		238 MN	1137	CTI	687	RTE	173
		239 MN	2132	CTI	1925	RTE	53
		240 MN	1884	CTI	1821	RTE	63
		241 MN	392	CTI	213	RTE	99
		242 MN	1038	CTI	584	RTE	294
		243 MN	621	CTI	182	RTE	157
		244 MN	1952	CTI	1126	RTE	198
		245 MN	677	CTI	518	RTE	61
		250 MN	308	CTI	146	RTE	34
		252 MN	680	CTI	178	RTE	157
		253 MN	819	CTI	219	RTE	174
		254 MN	1159	CTI	882	RTE	24
		255 MN	942	CTI	807		
		256 MN	964	CTI	493	RTE	209
		259 MN	460	CTI	129	RTE	174
		260 MN	751	CTI	320	RTE	62
		261 MN	196	CTI	62	RTE	101
	New York - Niagara Falls	280 AM	6			DCS	6
		280 CS	1032	FTI	217	RTE	221
		280 MN	1457	CTI	842	RTE	295
		281 CS	1709	FTI	583	RTE	317
		281 MN	1957	CTI	698	RTE	875
		282 CS	1962			RTE	785
		282 MN	2669	CTI	1884	RTE	94

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Non-NEC Corridor Routes							
		283 CS	1160	FTI	288	RTE	288
		283 MN	1350	CTI	551	RTE	239
		284 AM	27	PTI	26		
		284 CS	1771	FTI	463	RTE	378
		284 MN	1273	CTI	558	RTE	220
		288 AM	49	PTI	49		
		288 CS	2160	FTI	656	RTE	388
		288 MN	157	CTI	24	RTE	36
Heartland Flyer	Heartland Flyer	821 BN	1372	DSR	949	FTI	159
		822 BN	1247	DSR	1029	FTI	130
Hiawatha	Hiawatha	329 CP	54	DCS	37		
		329 ME	143	CTI	14	DCS	76
		330 CP	51	DCS	17		
		330 ME	3966	CTI	3956	DCS	10
		331 CP	87	DCS	29	FTI	12
		331 ME	1016	CTI	517	DCS	156
		332 CP	127	DCS	14	FTI	14
		332 ME	1296	CTI	545	DCS	161
		333 CP	18			FTI	8
		333 ME	943	CTI	120	DCS	271
		334 CP	147	DCS	29	FTI	48
		334 ME	1810	CTI	1078	DCS	257
		335 CP	201	DCS	53	FTI	68
		335 ME	1622	CTI	1060	DCS	96
		336 CP	227	DCS	76	FTI	63
		336 ME	1622	CTI	905	DCS	209
		337 CP	203	DCS	113	FTI	27
		337 ME	672	CTI	182	DCS	206
		338 CP	217	DCS	51	FTI	72
		338 ME	2359	CTI	1615	DCS	415
		339 CP	108	DCS	96		
		339 ME	2400	CTI	2044	DCS	120
		340 CP	274	DCS	132	FTI	54
		340 ME	1395	CTI	852	DCS	329
		341 CP	104	DCS	49	FTI	47
		341 ME	798	CTI	592	DCS	138
		342 CP	49	DCS	18	FTI	29
		342 ME	1413	CTI	1111	DCS	206
		343 CP	101			FTI	101
		343 ME	2572	CTI	1602	DCS	340

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		344	ME	2694	CTI	1310	DCS	946
Hoosier	Hoosier	850	CS	928	FTI	366	DSR	234
		851	CS	909	FTI	344	DSR	294
Illinois	Carl Sandburg / Illinois Zephyr	380	BN	562	DSR	246	RTE	164
		381	BN	525	DSR	275	RTE	79
		382	BN	670	DSR	245	RTE	148
		383	BN	585	DSR	210	RTE	76
	Illini / Saluki	390	CN	1598	DCS	625	FTI	500
		391	CN	1766	DCS	678	FTI	484
		392	CN	2130	DCS	735	FTI	680
		393	CN	1555	DCS	670	FTI	448
	Lincoln Service	300	CN	1819	FTI	759	DCS	403
		300	UP	975	PTI	145	FTI	412
		301	CN	952	FTI	444	DCS	171
		301	UP	1415	PTI	674	FTI	342
		302	CN	2114	FTI	1022	DCS	495
		302	UP	1403	PTI	590	FTI	342
		303	CN	1152	FTI	359	DCS	337
		303	UP	1460	PTI	566	FTI	270
		304	CN	1348	FTI	609	DCS	339
		304	UP	1285	PTI	644	FTI	329
		305	CN	814	FTI	193	DCS	121
		305	UP	872	PTI	370	FTI	329
		306	CN	1106	FTI	634	DCS	214
		306	UP	1144	PTI	528	FTI	390
		307	CN	1009	FTI	413	DCS	326
		307	UP	842	PTI	276	FTI	268
Michigan	Blue Water	364	AM	122	DCS	24	DSR	60
		364	CN	608	FTI	362	DSR	157
		364	MI	74	DCS	40	DSR	10
		364	NS	2020	FTI	1204	DCS	570
		365	AM	600	DCS	272	DSR	203
		365	CN	1251	FTI	791	DSR	283
		365	MI	138	DCS	59	DSR	49
		365	NS	3021	FTI	732	DCS	894
	Pere Marquette	370	CS	254	DSR	124	FTI	41
		370	NS	967	FTI	525	PTI	143
		371	CS	284	DSR	73	FTI	104
		371	NS	2523	FTI	1162	PTI	536
	Wolverine	350	AM	938	DSR	65	DCS	77

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
		350	CN	1941	DSR	1637	
		350	MI	1656	DSR	1181	PTI 226
		350	NS	2767	FTI	1285	DCS 1,013
		351	AM	802	DSR	318	DCS 256
		351	CN	3420	DSR	1970	FTI 944
		351	MI	1355	DSR	1193	
		351	NS	2867	FTI	1151	DCS 668
		352	AM	1169	DSR	154	DCS 243
		352	CN	5155	DSR	2203	FTI 2,203
		352	MI	1720	DSR	1250	PTI 202
		352	NS	1013	FTI	272	DCS 454
		353	AM	878	DSR	178	DCS 226
		353	CN	3569	DSR	1102	FTI 793
		353	MI	1309	DSR	862	PTI 337
		353	NS	1527	FTI	877	DCS 484
		354	AM	492	DSR	225	DCS 94
		354	CN	1764	DSR	704	FTI 720
		354	MI	2037	DSR	854	PTI 899
		354	NS	1858	FTI	562	DCS 819
		355	AM	231	DSR	128	DCS 82
		355	CN	3065	DSR	1193	FTI 1,388
		355	MI	1677	DSR	844	PTI 543
		355	NS	2110	FTI	1319	DCS 612
		357	AM	303			DCS 303
		357	NS	2314	FTI	1285	DCS 1,028
		358	AM	436	DSR	244	DCS 103
		358	CN	2226	DSR	1184	FTI 473
		358	MI	1513	DSR	1146	PTI 138
		358	NS	1894	FTI	404	DCS 628
Missouri	Missouri	311	UP	675	FTI	267	DSR 141
		313	UP	552	FTI	165	DSR 147
		314	UP	815	FTI	489	DSR 138
		316	UP	729	FTI	317	DSR 149
Pacific Surfliner	Pacific Surfliner	562	BN	357	DSR	124	DCS 160
		562	SC	1222	PTI	777	CTI 306
		562	SN	1572	CTI	436	DSR 414
		564	BN	935	DSR	243	DCS 103
		564	SC	1410	PTI	885	CTI 414
		564	SN	1432	CTI	175	DSR 418
		565	BN	1499	DSR	450	DCS 41

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	565	SC	384	PTI	148	CTI	28
	565	SN	1788	CTI	1019	DSR	429
	566	BN	1107	DSR	458	DCS	30
	566	SC	1665	PTI	1530	CTI	50
	566	SN	1257	CTI	58	DSR	259
	567	BN	1226	DSR	480	DCS	310
	567	SC	457	PTI	262	CTI	47
	567	SN	1685	CTI	742	DSR	457
	568	BN	2093	DSR	465		
	568	SC	2542	PTI	2225		
	568	SN	4493	CTI	666	DSR	333
	572	BN	992	DSR	281	DCS	440
	572	SC	989	PTI	796	CTI	21
	572	SN	1396	CTI	317	DSR	579
	573	BN	983	DSR	196	DCS	270
	573	SC	450	PTI	53	CTI	229
	573	SN	1162	CTI	344	DSR	294
	579	BN	1207	DSR	392	DCS	89
	579	SC	348	PTI	57	CTI	162
	579	SN	1718	CTI	393	DSR	608
	580	BN	617	DSR	111	DCS	288
	580	SC	1898	PTI	1055	CTI	548
	580	SN	1718	CTI	1026	DSR	294
	582	BN	768	DSR	152	DCS	71
	582	SC	2192	PTI	1396	CTI	555
	582	SN	1589	CTI	845	DSR	283
	583	BN	738	DSR	46	DCS	46
	583	SC	1700	PTI	799	CTI	640
	583	SN	1395	CTI	597	DSR	567
	591	BN	1400	DSR	389	DCS	177
	591	SC	258	PTI	39	CTI	83
	591	SN	1423	CTI	551	DSR	512
	593	BN	1047	DSR	581	DCS	233
	593	SC	1218	PTI	1218		
	593	SN	1622			DSR	291
	595	BN	1229	DSR	313	DCS	167
	595	SC	299	PTI	37	CTI	9
	595	SN	1445	CTI	84	DSR	564
	761	SC	2175	PTI	488	CTI	1,404
	761	UP	904	PTI	530	DCS	100

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	763	BN	2108	DSR	440	DCS	814
	763	SC	633	PTI	161	CTI	117
	763	SN	1127	CTI	352	DSR	479
	763	UP	2012	PTI	1520	DCS	201
	768	BN	1067	DSR	278	DCS	460
	768	SC	1050	PTI	617	CTI	196
	768	SN	1392	CTI	149	DSR	404
	768	UP	112			DCS	25
	769	BN	1213	DSR	430	DCS	384
	769	SC	397	PTI	30	CTI	124
	769	SN	1935	CTI	672	DSR	553
	769	UP	827	PTI	689	DCS	32
	774	BN	607	DSR	152	DCS	56
	774	SC	733	PTI	308	CTI	229
	774	SN	1363	CTI	295	DSR	304
	774	UP	700	PTI	296	DCS	182
	777	BN	622	DSR	263	DCS	131
	777	SC	588	PTI	256	CTI	145
	777	SN	1715	CTI	308	DSR	565
	777	UP	1525	PTI	944	DCS	198
	784	BN	683	DSR	96	DCS	228
	784	SC	1596	PTI	349	CTI	973
	784	SN	1516	CTI	690	DSR	380
	784	UP	1031	PTI	683	DCS	172
	785	BN	1523	DSR	404	DCS	603
	785	SC	908	PTI	451	CTI	148
	785	SN	2449	CTI	903	DSR	897
	785	UP	262	PTI	107	DCS	47
	790	BN	741	DSR	211	DCS	218
	790	SC	1886	PTI	183	CTI	1,595
	790	SN	1399	CTI	86	DSR	406
	790	UP	1338	PTI	775	DCS	138
	796	BN	1239	DSR	197	DCS	86
	796	SC	892	PTI	542	CTI	86
	796	SN	869	CTI	179	DSR	333
	796	UP	645	PTI	239	DCS	116
	1566	BN	810	DSR	69	DCS	86
	1566	SC	2221	PTI	1530		
	1566	SN	1551	CTI	558	DSR	305
	1567	BN	797	DSR	349		

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		1567	SC	522	PTI	288	CTI	113
		1567	SN	1731	CTI	693	DSR	487
		1568	BN	1395	DSR	465		
		1568	SC	6674	PTI	2013	CTI	4,661
		1568	SN	2080	CTI	1165	DSR	416
		1761	SC	188	PTI	98	CTI	60
		1761	UP	702	PTI	393	DCS	127
		1790	BN	914	DSR	133	DCS	17
		1790	SC	192	PTI	38	CTI	79
		1790	SN	762			DSR	381
		1790	UP	827	PTI	547	DCS	72
Pennsylvanian	Pennsylvanian	42	AM	8	DCS	8		
		42	NS	660	FTI	281	DSR	182
		43	NS	672	FTI	312	DSR	126
Piedmont	Piedmont	73	NS	1020	FTI	443	DSR	271
		74	NS	1483	FTI	590	DSR	379
		75	NS	1583	FTI	612	DSR	397
		76	NS	1251	FTI	329	DSR	329
San Joaquins	San Joaquins	701	BN	793	PTI	335	FTI	292
		701	UP	1584			DSR	421
		702	BN	908	PTI	417	FTI	306
		702	UP	976	PTI	2	DSR	421
		703	BN	741	PTI	385	FTI	151
		703	UP	1577	PTI	38	DSR	352
		704	BN	604	PTI	261	FTI	182
		704	UP	951	PTI	22	DSR	452
		708	BN	1018	PTI	491	FTI	213
		708	UP	470	PTI	238	DSR	80
		709	BN	561	PTI	125	FTI	154
		709	UP	1632	PTI	1137	DSR	109
		711	BN	1011	PTI	486	FTI	210
		711	UP	1130	PTI	771	DSR	89
		712	BN	1016	PTI	384	FTI	297
		712	UP	799	PTI	292	DSR	115
		713	BN	1148	PTI	504	FTI	271
		713	UP	1215	PTI	711	DSR	177
		714	BN	996	PTI	394	FTI	284
		714	UP	1205	PTI	700	DSR	98
		715	BN	869	PTI	354	FTI	151
		715	UP	1614	PTI	1005	DSR	115

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Non-NEC Corridor Routes							
		716 BN	827	PTI	329	FTI	254
		716 UP	1128	PTI	727	DSR	92
		717 BN	885	PTI	335	FTI	198
		717 UP	900	PTI	544	DSR	37
		718 BN	603	PTI	236	FTI	154
		718 UP	1087	PTI	717	DSR	86
Vermonter	Vermonter	54 MA	1588	DSR	1559		
		54 MN	1690	CTI	638	DSR	746
		54 NE	969	DSR	940	DCS	8
		55 AM	7	PTI	7		
		55 MA	2301	DSR	1981	DCS	314
		55 MN	3848	CTI	2333	DSR	619
		55 NE	1106	DSR	1023	DCS	59
		56 MA	2044	DSR	1629	DCS	230
		56 MN	2849	CTI	477	DSR	1,038
		56 NE	985	DSR	937	DCS	22
		57 AM	12			DCS	12
		57 MA	1931	DSR	1728	DCS	98
		57 MN	1990	CTI	1212	DSR	344
		57 NE	901	DSR	861	DCS	33
Long-Distance Routes							
Auto Train		52 CS	1043	FTI	287	DSR	283
		53 CS	1298	FTI	451	DSR	320
		53 FR	2561	DCS	1696	CTI	495
California Zephyr		5 BN	893	DSR	487	FTI	148
		5 UP	872	FTI	300	DSR	190
		6 BN	992	DSR	507	FTI	198
		6 UP	778	FTI	231	DSR	161
Capitol Ltd		29 CS	650	FTI	252	DSR	154
		29 NS	1856	FTI	1070	RTE	313
		30 CS	1247	FTI	462	DSR	316
		30 NS	1534	FTI	758	RTE	396
Cardinal		50 AM	142	DET	62	RTE	10
		50 BB	1792	PTI	675	DSR	378
		50 CS	972	DSR	326	FTI	305
		50 NS	1541	DSR	443	FTI	554
		51 AM	29			RTE	19
		51 BB	1484	PTI	741	DSR	448
		51 CS	1110	DSR	331	FTI	321

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	51	NS	1325	DSR	582	FTI	134
City Of New Orleans	58	CN	1252	FTI	427	DSR	333
	59	CN	1268	FTI	624	DSR	338
Coast Starlight	11	BN	567	RTE	131	DSR	128
	11	SC	2125	PTI	870	CTI	1,038
	11	UP	1180	PTI	456	FTI	360
	14	BN	688	RTE	179	DSR	151
	14	SC	2016	PTI	1130	CTI	616
	14	UP	1320	PTI	345	FTI	412
Crescent	19	AM	20	DCS	15	PTI	6
	19	NS	1065	FTI	524	DSR	249
	20	AM	86	DCS	34	PTI	32
	20	NS	1064	FTI	553	DSR	247
Empire Builder	7	BN	703	FTI	286	DSR	289
	7	CP	439	DSR	165	FTI	139
	7	ME	370	CTI	151	DCS	75
	8	BN	796	FTI	360	DSR	313
	8	CP	423	DSR	226	FTI	42
	8	ME	1409	CTI	1224	DCS	103
	27	BN	589	FTI	224	DSR	253
	28	BN	591	FTI	324	DSR	183
Lake Shore Ltd	48	AM	39	DCS	19	RTE	18
	48	CS	1651	FTI	540	DSR	238
	48	MN	1937	CTI	1273	RTE	200
	48	NS	1807	FTI	1182	PTI	132
	49	CS	636	FTI	232	DSR	147
	49	MN	1133	CTI	536	RTE	174
	49	NS	1691	FTI	1106	PTI	254
	448	CS	1205	FTI	386	DSR	224
	448	MT	4033	CTI	3527	DSR	89
	449	CS	1157	FTI	471	DSR	89
	449	MT	1794	CTI	895	DSR	333
Palmetto	89	CS	1306	FTI	273	DSR	278
	90	AM	43	DCS	18	DET	17
	90	CS	1097	FTI	327	DSR	236
Silver Meteor	97	CS	881	FTI	270	DSR	230
	97	FL	1712	DSR	358	CTI	647
	97	FR	2089	DSR	684	PTI	498
	98	AM	73	DCS	27	SMW	15
	98	CS	923	FTI	301	DSR	246

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	98	FL	938	DSR	472	CTI	169
	98	FR	2127	DSR	626	PTI	591
Silver Star	91	CS	1044	DSR	252	FTI	275
	91	FL	2206	CTI	1108	DSR	469
	91	FR	1124	DSR	619	DCS	254
	91	NS	1020	PTI	639	DCS	171
	92	AM	73	PTI	29	DCS	25
	92	CS	1114	DSR	309	FTI	248
	92	FL	1139	CTI	169	DSR	496
	92	FR	1263	DSR	576	DCS	454
	92	NS	431	PTI	127	DCS	119
	1092	CS	1013	DSR	232	FTI	247
	1092	FL	978			DSR	391
	1092	FR	738	DSR	511		
Southwest Chief	3	BN	651	DSR	250	FTI	130
	3	NM	3145	DSR	1730	CTI	1,147
	4	BN	708	DSR	266	FTI	128
	4	NM	2420	DSR	1682	CTI	305
Sunset Ltd	1	BN	926	DSR	691	DCS	180
	1	UP	1246	FTI	561	DSR	248
	2	BN	904	DSR	535	DCS	167
	2	UP	1560	FTI	622	DSR	238
Texas Eagle	21	BN	770	DSR	481	FTI	123
	21	CN	1351	FTI	475	DCS	236
	21	TE	529	CTI	264	DCS	99
	21	UP	1834	FTI	829	DSR	349
	22	BN	899	DSR	645	FTI	166
	22	CN	1978	FTI	894	DCS	264
	22	TE	1860	CTI	1440	DCS	83
	22	UP	1375	FTI	477	DSR	342

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 B
Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2016 Q4 Largest Two Delay Codes	
				#1	#2
<i>Standard</i>			900		

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2150	81	ENG	31	ADA	29
Acela Express	2151	393	OTH	243	HLD	123
Acela Express	2153	206	OTH	173	CAR	31
Acela Express	2154	202	OTH	139	HLD	42
Acela Express	2155	338	OTH	251	HLD	42
Acela Express	2158	207	OTH	134	CCR	39
Acela Express	2159	276	HLD	95	OTH	67
Acela Express	2160	1,025	OTH	855	ADA	113
Acela Express	2163	259	HLD	114	OTH	84
Acela Express	2164	208	OTH	168	HLD	21
Acela Express	2165	392	OTH	231	HLD	79
Acela Express	2166	16	INJ	16		
Acela Express	2167	460	OTH	335	HLD	67
Acela Express	2168	95	OTH	38	INJ	30
Acela Express	2170	89	OTH	62	CAR	22
Acela Express	2171	407	ADA	120	HLD	112
Acela Express	2172	309	OTH	215	HLD	39
Acela Express	2173	313	OTH	240	HLD	67
Acela Express	2175	638	OTH	332	HLD	201
Acela Express	2190	154	OTH	120	ENG	13
Acela Express	2250	342	OTH	294	HLD	36
Acela Express	2251	821	OTH	702	ADA	119
Acela Express	2252	1,200	CAR	581	OTH	516
Acela Express	2253	1,059	OTH	810	ADA	172
Acela Express	2254	684	OTH	671	HLD	13
Acela Express	2255	288	OTH	247	HLD	27
Acela Express	2256	1,833	OTH	1,588	ENG	168
Acela Express	2257	865	OTH	591	HLD	179
Acela Express	2258	52	OTH	52	ADA	26
Acela Express	2259	220	OTH	124	HLD	69
Acela Express	2260	1,930	OTH	1,714	ADA	156
Acela Express	2290	312	HLD	180	OTH	120
Acela Express	2295	1,560	OTH	1,476	HLD	48
Acela Express	2297	412	OTH	247	HLD, CAR	69
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - All Other Northeast Regional	132	581	OTH	413	HLD	168

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	135	504	HLD	370	OTH	108
Northeast Regional - All Other Northeast Regional	136	395	OTH	384	HLD	12
Northeast Regional - All Other Northeast Regional	137	896	OTH	494	HLD	329
Northeast Regional - All Other Northeast Regional	139	852	OTH	371	HLD	275
Northeast Regional - All Other Northeast Regional	140	419	OTH	401	ADA	18
Northeast Regional - All Other Northeast Regional	141	1579	OTH	1,044	SVS	285
Northeast Regional - All Other Northeast Regional	143	2372	OTH	1,173	SVS	517
Northeast Regional - All Other Northeast Regional	146	302	OTH	201	ADA	56
Northeast Regional - All Other Northeast Regional	148	564	OTH	482	HLD	66
Northeast Regional - All Other Northeast Regional	150	210	HLD	138	OTH	72
Northeast Regional - All Other Northeast Regional	160	372	OTH	258	HLD	96
Northeast Regional - All Other Northeast Regional	161	2698	CON	1,875	OTH	478
Northeast Regional - All Other Northeast Regional	162	306	OTH	108	ENG	96
Northeast Regional - All Other Northeast Regional	163	2755	CON	1,869	OTH	364
Northeast Regional - All Other Northeast Regional	165	1327	CON	625	OTH	555
Northeast Regional - All Other Northeast Regional	166	478	OTH	439	HLD	39
Northeast Regional - All Other Northeast Regional	167	2500	CON	2,107	OTH	107
Northeast Regional - All Other Northeast Regional	168	313	OTH	201	HLD	112
Northeast Regional - All Other Northeast Regional	169	1320	CON	989	OTH	223
Northeast Regional - All Other Northeast Regional	170	608	OTH	530	ENG	42
Northeast Regional - All Other Northeast Regional	172	873	OTH	831	ADA	24
Northeast Regional - All Other Northeast Regional	173	1046	OTH	720	HLD	162
Northeast Regional - All Other Northeast Regional	175	324	CON	167	HLD	61
Northeast Regional - All Other Northeast Regional	177	318	OTH	167	HLD	86
Northeast Regional - All Other Northeast Regional	178	823	OTH	716	HLD	92
Northeast Regional - All Other Northeast Regional	179	472	OTH	262	CON	123
Northeast Regional - All Other Northeast Regional	190	94	INJ	47	OTH	34
Northeast Regional - Lynchburg	145	618	ENG	242	HLD	179
Northeast Regional - Lynchburg	147	483	OTH	290	HLD	137

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Lynchburg	156	389	HLD	199	ADA	52
Northeast Regional - Lynchburg	171	524	HLD	207	ADA	114
Northeast Regional - Lynchburg	176	466	HLD	143	ADA	90
Northeast Regional - Richmond / Newport News / Norfolk	65	672	HLD	166	ADA	146
Northeast Regional - Richmond / Newport News / Norfolk	66	403	HLD	121	ADA	93
Northeast Regional - Richmond / Newport News / Norfolk	67	408	OTH	176	HLD	95
Northeast Regional - Richmond / Newport News / Norfolk	71	357	OTH	124	HLD	90
Northeast Regional - Richmond / Newport News / Norfolk	82	491	SYS	153	OTH	117
Northeast Regional - Richmond / Newport News / Norfolk	83	536	OTH	227	HLD	143
Northeast Regional - Richmond / Newport News / Norfolk	84	281	HLD	92	OTH	89
Northeast Regional - Richmond / Newport News / Norfolk	85	478	ENG	237	HLD	93
Northeast Regional - Richmond / Newport News / Norfolk	86	266	HLD	145	OTH	44
Northeast Regional - Richmond / Newport News / Norfolk	87	272	ENG	111	HLD	84
Northeast Regional - Richmond / Newport News / Norfolk	88	442	OTH	253	ADA	89
Northeast Regional - Richmond / Newport News / Norfolk	93	381	OTH	203	ADA	77
Northeast Regional - Richmond / Newport News / Norfolk	94	491	ADA	158	HLD	136
Northeast Regional - Richmond / Newport News / Norfolk	95	632	ADA	222	OTH	166
Northeast Regional - Richmond / Newport News / Norfolk	96	604	HLD	197	ADA	181
Northeast Regional - Richmond / Newport News / Norfolk	99	511	HLD	155	OTH	141
Northeast Regional - Richmond / Newport News / Norfolk	125	382	HLD	145	ADA	96
Northeast Regional - Richmond / Newport News / Norfolk	157	1028	ENG	249	OTH	185
Northeast Regional - Richmond / Newport News / Norfolk	164	378	OTH	195	HLD	155
Northeast Regional - Richmond / Newport News / Norfolk	174	153	HLD	71	OTH	40
Northeast Regional - Richmond / Newport News / Norfolk	194	673	OTH	278	HLD	222
Northeast Regional - Richmond / Newport News / Norfolk	195	665	OTH	313	HLD	118
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	132	HLD	63	SYS	25
Capitol Corridor - Capitol Corridor	521	116	HLD	42	OTH	23
Capitol Corridor - Capitol Corridor	522	270	HLD	111	ADA	55

Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	523	260	HLD	166	CAR	47
Capitol Corridor - Capitol Corridor	524	322	HLD	91	ADA	77
Capitol Corridor - Capitol Corridor	525	265	HLD	106	OTH	67
Capitol Corridor - Capitol Corridor	526	507	OTH	125	ITI	110
Capitol Corridor - Capitol Corridor	527	230	HLD	94	ENG	74
Capitol Corridor - Capitol Corridor	528	264	ADA	80	HLD	77
Capitol Corridor - Capitol Corridor	529	156	HLD	87	ADA	37
Capitol Corridor - Capitol Corridor	530	238	HLD	95	ADA	45
Capitol Corridor - Capitol Corridor	531	185	HLD	93	ADA	46
Capitol Corridor - Capitol Corridor	532	372	HLD	127	ADA	95
Capitol Corridor - Capitol Corridor	533	276	HLD	123	SYS	77
Capitol Corridor - Capitol Corridor	534	148	HLD	86	OTH	25
Capitol Corridor - Capitol Corridor	535	423	ENG	157	ADA	94
Capitol Corridor - Capitol Corridor	536	303	HLD	106	SYS, ADA	56.5
Capitol Corridor - Capitol Corridor	537	527	ADA	158	HLD	153
Capitol Corridor - Capitol Corridor	538	263	HLD	81	ENG	54
Capitol Corridor - Capitol Corridor	540	147	ENG	54	CON	31
Capitol Corridor - Capitol Corridor	541	174	HLD	76	ADA	59
Capitol Corridor - Capitol Corridor	542	250	HLD	119	OTH	42
Capitol Corridor - Capitol Corridor	543	327	HLD	168	ADA	83
Capitol Corridor - Capitol Corridor	544	499	HLD	137	ADA	116
Capitol Corridor - Capitol Corridor	545	299	HLD	198	ADA	66
Capitol Corridor - Capitol Corridor	546	608	ITI	248	HLD	146
Capitol Corridor - Capitol Corridor	547	310	HLD	152	OTH	67
Capitol Corridor - Capitol Corridor	548	341	ITI	141	HLD	78
Capitol Corridor - Capitol Corridor	549	244	HLD	112	ADA	47
Capitol Corridor - Capitol Corridor	550	140	SYS	85	HLD	29
Capitol Corridor - Capitol Corridor	551	188	HLD	115	ADA	57.5
Capitol Corridor - Capitol Corridor	552	225	HLD	225		

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	553	123	HLD	43	OTH	40
Capitol Corridor - Capitol Corridor	720	304	HLD	110	ENG	93
Capitol Corridor - Capitol Corridor	723	147	HLD	53	ADA	48
Capitol Corridor - Capitol Corridor	724	300	HLD	107	ADA	80
Capitol Corridor - Capitol Corridor	727	257	ADA	110	HLD	99
Capitol Corridor - Capitol Corridor	728	436	ADA	195	HLD	187
Capitol Corridor - Capitol Corridor	729	515	SYS	151	HLD	145
Capitol Corridor - Capitol Corridor	732	311	HLD	162	ADA	81
Capitol Corridor - Capitol Corridor	733	333	ADA	131	HLD	99
Capitol Corridor - Capitol Corridor	734	449	ENG	164	HLD	133
Capitol Corridor - Capitol Corridor	736	568	ENG	299	HLD	122
Capitol Corridor - Capitol Corridor	737	238	SVS	144	HLD	72
Capitol Corridor - Capitol Corridor	738	366	HLD	160	ADA	136
Capitol Corridor - Capitol Corridor	741	270	HLD	166	ADA	88
Capitol Corridor - Capitol Corridor	742	312	ADA	115	HLD	96
Capitol Corridor - Capitol Corridor	743	454	HLD	142	ADA	139
Capitol Corridor - Capitol Corridor	744	307	ADA	110	HLD	86
Capitol Corridor - Capitol Corridor	745	229	ITI	102	HLD	61
Capitol Corridor - Capitol Corridor	746	163	OTH	65	HLD	45
Capitol Corridor - Capitol Corridor	747	313	HLD	104	ADA	83
Capitol Corridor - Capitol Corridor	748	307	OTH	219	HLD	109.5
Capitol Corridor - Capitol Corridor	749	752	ITI	274	HLD	151
Capitol Corridor - Capitol Corridor	751	236	HLD	120	ADA	56
Carolinian - Carolinian	79	493	ADA	175	HLD	159
Carolinian - Carolinian	80	509	ADA	198	HLD	132
Cascades - Cascades	500	338	ADA	100	HLD	77
Cascades - Cascades	501	593	ENG	333	HLD	93
Cascades - Cascades	502	224	HLD	138	ADA	65
Cascades - Cascades	503	144	ENG	79	OTH, HLD	17.5

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Cascades - Cascades	504	273	HLD	91	ADA	77
Cascades - Cascades	505	192	ENG	106	OTH	34
Cascades - Cascades	506	293	HLD	113	ADA	77
Cascades - Cascades	507	340	ADA	93	HLD	75
Cascades - Cascades	508	259	HLD	80	ADA	50
Cascades - Cascades	509	351	HLD	96	CON	75
Cascades - Cascades	510	193	SYS	63	HLD	48
Cascades - Cascades	513	438	HLD	119	ADA	110
Cascades - Cascades	516	445	ENG	101	HLD	82
Cascades - Cascades	517	169	ENG	69	ITI	47
Downeaster - Downeaster	680	52	HLD	37	OTH	12
Downeaster - Downeaster	681	100	HLD	48	ADA	36
Downeaster - Downeaster	682	77	ADA	36	HLD	26
Downeaster - Downeaster	683	53	HLD	26	ADA	20
Downeaster - Downeaster	684	78	HLD	37	OTH	16
Downeaster - Downeaster	685	147	HLD	69	OTH	48
Downeaster - Downeaster	686	292	ITI	200	ADA	30
Downeaster - Downeaster	687	472	ITI	434	OTH	19
Downeaster - Downeaster	688	41	OTH	21	ADA	14
Downeaster - Downeaster	689	22	ADA	10	OTH	8
Downeaster - Downeaster	690	13	ADA	13		
Downeaster - Downeaster	691	319	HLD	156	ADA	107
Downeaster - Downeaster	692	161	ENG	61	HLD	49
Downeaster - Downeaster	693	71	HLD	52	ADA	19
Downeaster - Downeaster	694	101	HLD	55	ADA	29
Downeaster - Downeaster	695	370	SYS	258	HLD	38
Downeaster - Downeaster	696	322	ITI	175	HLD	88
Downeaster - Downeaster	697	94	HLD	49	ITI	45
Downeaster - Downeaster	698	130	HLD	97	ADA	18

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Downeaster - Downeaster	699	403	ITI	367	HLD	19
Empire - Adirondack	68	340	HLD	116	ENG	100
Empire - Adirondack	69	305	HLD	160	INJ	31
Empire - Ethan Allen Express	290	329	HLD	153	OTH	78
Empire - Ethan Allen Express	291	225	HLD	119	OTH	59
Empire - Ethan Allen Express	292	271	HLD	155	OTH	87
Empire - Ethan Allen Express	293	304	HLD	227	OTH	53
Empire - Ethan Allen Express	296	238	OTH	119	SYS, HLD	48.5
Empire - Maple Leaf	63	388	SYS	179	HLD	106
Empire - Maple Leaf	64	650	SYS	269	HLD	144
Empire - New York - Albany	230	5	HLD	5		
Empire - New York - Albany	232	5	OTH	5	ADA	2.5
Empire - New York - Albany	233	31	HLD	12	SYS	10
Empire - New York - Albany	234	5	OTH	5		
Empire - New York - Albany	235	15	SYS	10	HLD	5
Empire - New York - Albany	236	110	ENG	47	HLD	32
Empire - New York - Albany	237	12	HLD	12		
Empire - New York - Albany	238	97	HLD	60	ADA	18
Empire - New York - Albany	239	100	SYS	44	HLD, ADA	28.5
Empire - New York - Albany	240	63	HLD	63		
Empire - New York - Albany	241	222	ENG	183	HLD, ADA	12
Empire - New York - Albany	242	159	OTH	88	HLD	52
Empire - New York - Albany	243	42	OTH	22	SYS	12
Empire - New York - Albany	244	128	ENG	78	OTH	19
Empire - New York - Albany	245	110	OTH	96	SYS	12
Empire - New York - Albany	250	50	HLD	45	OTH	6
Empire - New York - Albany	252	73	HLD	52	ADA	21
Empire - New York - Albany	253	78	HLD	45	OTH	34
Empire - New York - Albany	254	217	HLD	109	OTH	60

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

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Albany	255	22	OTH	22	ADA	11
Empire - New York - Albany	256	254	HLD	142	OTH	45
Empire - New York - Albany	259	95	ADA	56	HLD	22
Empire - New York - Albany	260	84	HLD	73	OTH, ADA	5.5
Empire - New York - Albany	261	22	ADA	11	OTH, HLD	5.5
Empire - New York - Niagara Falls	280	322	SYS	155	ADA	61
Empire - New York - Niagara Falls	281	527	SYS	248	ENG	111
Empire - New York - Niagara Falls	282	390	SYS	139	ADA	106
Empire - New York - Niagara Falls	283	480	SYS	273	HLD	78
Empire - New York - Niagara Falls	284	454	SYS	200	HLD	134
Empire - New York - Niagara Falls	288	424	SYS	242	HLD	107
Heartland Flyer - Heartland Flyer	821	563	ENG	187	HLD	180
Heartland Flyer - Heartland Flyer	822	495	OTH	163	HLD	147
Hiawatha - Hiawatha	329	145	OTH	132	SYS	13
Hiawatha - Hiawatha	330	105	OTH	35	CAR	26
Hiawatha - Hiawatha	331	404	OTH	376	SYS	14
Hiawatha - Hiawatha	332	242	OTH	183	HLD	37
Hiawatha - Hiawatha	333	237	OTH	187	HLD	22
Hiawatha - Hiawatha	334	369	OTH	258	HLD	79
Hiawatha - Hiawatha	335	500	OTH	374	HLD	86
Hiawatha - Hiawatha	336	296	OTH	172	SYS	49
Hiawatha - Hiawatha	337	291	OTH	210	HLD	51
Hiawatha - Hiawatha	338	349	OTH	200	ITI	73
Hiawatha - Hiawatha	339	147	OTH	64	HLD	59
Hiawatha - Hiawatha	340	387	OTH	173	ENG	161
Hiawatha - Hiawatha	341	238	OTH	208	HLD	26
Hiawatha - Hiawatha	342	244	OTH	214	ENG	12
Hiawatha - Hiawatha	343	336	OTH	281	HLD, ADA	18
Hiawatha - Hiawatha	344	136	OTH	63	ADA	36

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Off-NEC Amtrak Responsible Delay by Train
 Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Hoosier - Hoosier	850	270	SYS	125	ENG	89
Hoosier - Hoosier	851	551	SYS	266	ENG	72
Illinois - Carl Sandburg / Illinois Zephyr	380	179	HLD	93	ADA	52
Illinois - Carl Sandburg / Illinois Zephyr	381	85	ADA	27	SYS	26
Illinois - Carl Sandburg / Illinois Zephyr	382	124	SYS	43	HLD	39
Illinois - Carl Sandburg / Illinois Zephyr	383	124	HLD	68	ADA	39
Illinois - Illini / Saluki	390	344	OTH	134	HLD	95
Illinois - Illini / Saluki	391	256	OTH	80	ADA	72
Illinois - Illini / Saluki	392	331	OTH	80	ADA	68
Illinois - Illini / Saluki	393	348	OTH	92	HLD	80
Illinois - Lincoln Service	300	103	HLD	47	OTH	23
Illinois - Lincoln Service	301	97	SYS	57	HLD	19
Illinois - Lincoln Service	302	342	SYS	103	HLD	87
Illinois - Lincoln Service	303	149	SYS	46	ADA	43
Illinois - Lincoln Service	304	190	ADA	61	SYS	56
Illinois - Lincoln Service	305	239	HLD	100	ADA	59
Illinois - Lincoln Service	306	105	SYS	28	HLD	24
Illinois - Lincoln Service	307	118	HLD	51	OTH	21
Michigan - Blue Water	364	300	ADA	104	ENG	89
Michigan - Blue Water	365	523	OTH	219	ADA	110
Michigan - Pere Marquette	370	321	OTH	154	HLD	115
Michigan - Pere Marquette	371	266	HLD	114	ADA	70
Michigan - Wolverine	350	179	OTH	126	ADA	63
Michigan - Wolverine	351	320	ADA	102	SYS	95
Michigan - Wolverine	352	462	ADA	209	OTH	115
Michigan - Wolverine	353	275	ENG	74	ADA	54
Michigan - Wolverine	354	399	OTH	102	HLD	83
Michigan - Wolverine	355	232	SYS	78	ENG	70
Michigan - Wolverine	357					

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Michigan - Wolverine	358	315	OTH	130	ADA	98
Missouri - Missouri	311	238	HLD	116	ADA	60
Missouri - Missouri	313	105	ADA	54	HLD	41
Missouri - Missouri	314	177	HLD	77	ADA	74
Missouri - Missouri	316	218	HLD	64	CON	54
Pacific Surfliner - Pacific Surfliner	562	365	SYS	159	ITI	87
Pacific Surfliner - Pacific Surfliner	564	155	HLD	47	SYS	25
Pacific Surfliner - Pacific Surfliner	565	531	HLD	187	ADA	130
Pacific Surfliner - Pacific Surfliner	566	478	HLD	250	SYS	78
Pacific Surfliner - Pacific Surfliner	567	717	HLD	270	OTH	182
Pacific Surfliner - Pacific Surfliner	568	78	SYS	78	OTH	39
Pacific Surfliner - Pacific Surfliner	572	331	HLD	121	ADA	90
Pacific Surfliner - Pacific Surfliner	573	619	HLD	180	ITI	164
Pacific Surfliner - Pacific Surfliner	579	819	HLD	279	ADA	185
Pacific Surfliner - Pacific Surfliner	580	381	HLD	204	OTH	65
Pacific Surfliner - Pacific Surfliner	582	308	HLD	125	ITI	67
Pacific Surfliner - Pacific Surfliner	583	630	HLD	303	ITI	165
Pacific Surfliner - Pacific Surfliner	591	620	SYS	251	HLD	223
Pacific Surfliner - Pacific Surfliner	593	78	HLD	78		
Pacific Surfliner - Pacific Surfliner	595	1016	HLD	362	ITI	244
Pacific Surfliner - Pacific Surfliner	761	526	SYS	205	ADA	126
Pacific Surfliner - Pacific Surfliner	763	557	HLD	259	SYS	108
Pacific Surfliner - Pacific Surfliner	768	763	HLD	311	SYS	224
Pacific Surfliner - Pacific Surfliner	769	731	HLD	289	ADA	112
Pacific Surfliner - Pacific Surfliner	774	450	SYS	104	HLD	99
Pacific Surfliner - Pacific Surfliner	777	423	SYS	109	OTH	74
Pacific Surfliner - Pacific Surfliner	784	635	HLD	229	SYS	155
Pacific Surfliner - Pacific Surfliner	785	903	HLD	269	SYS	150
Pacific Surfliner - Pacific Surfliner	790	609	HLD	249	OTH	115

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

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	796	634	SYS	282	HLD	102
Pacific Surfliner - Pacific Surfliner	1566	895	ITI	286	HLD	265
Pacific Surfliner - Pacific Surfliner	1567	531	SYS	230	HLD	103
Pacific Surfliner - Pacific Surfliner	1568	505	HLD	349	SYS	155
Pacific Surfliner - Pacific Surfliner	1761	661	HLD	309	ADA	156
Pacific Surfliner - Pacific Surfliner	1790	712	HLD	412	OTH	109
Pennsylvanian - Pennsylvanian	42	274	HLD	105	ADA	77
Pennsylvanian - Pennsylvanian	43	266	HLD	95	ADA	78
Piedmont - Piedmont	73	135	ENG	62	ADA	21
Piedmont - Piedmont	74	488	ENG	187	OTH	91
Piedmont - Piedmont	75	575	ADA	196	SYS	141
Piedmont - Piedmont	76	386	ADA	150	HLD	110
San Joaquins - San Joaquins	701	120	OTH	36	SYS	33
San Joaquins - San Joaquins	702	160	OTH	48	HLD	39
San Joaquins - San Joaquins	703	239	HLD	75	CON	53
San Joaquins - San Joaquins	704	121	HLD	34	SYS	31
San Joaquins - San Joaquins	708	199	HLD	51	CAR	38
San Joaquins - San Joaquins	709	234	SYS	66	ADA	52
San Joaquins - San Joaquins	711	277	ADA	129	HLD	48
San Joaquins - San Joaquins	712	500	ADA	232	HLD	140
San Joaquins - San Joaquins	713	254	SYS	78	ADA	64
San Joaquins - San Joaquins	714	260	ADA	64	SYS	49
San Joaquins - San Joaquins	715	430	HLD	108	ENG	73
San Joaquins - San Joaquins	716	347	CCR	68	ADA	64
San Joaquins - San Joaquins	717	494	ADA	137	HLD	128
San Joaquins - San Joaquins	718	420	ADA	92	CCR	84
Vermont - Vermonter	54	552	OTH	430	HLD	54
Vermont - Vermonter	55	642	OTH	373	HLD	125
Vermont - Vermonter	56	464	OTH	364	HLD	43

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Vermonter - Vermonter	57	860	OTH	347	SVS	182
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	350	ITI	126	ENG	57
Auto Train - Auto Train	53	341	ITI	112	SYS	77
California Zephyr - California Zephyr	5	287	HLD	67	SVS	57
California Zephyr - California Zephyr	6	317	HLD	95	SVS	48
Capitol Ltd - Capitol Ltd	29	300	HLD	137	ENG	54
Capitol Ltd - Capitol Ltd	30	247	HLD	116	SYS	61
Cardinal - Cardinal	50	543	HLD	113	SYS	85
Cardinal - Cardinal	51	578	SYS	181	HLD	129
City Of New Orleans - City Of New Orleans	58	367	HLD	116	OTH	73
City Of New Orleans - City Of New Orleans	59	403	HLD	149	OTH	84
Coast Starlight - Coast Starlight	11	702	SYS	146	SVS	146
Coast Starlight - Coast Starlight	14	679	HLD	173	SVS	148
Crescent - Crescent	19	323	HLD	117	SYS	62
Crescent - Crescent	20	372	HLD	151	ADA	87
Empire Builder - Empire Builder	7	213	HLD	84	ENG	41
Empire Builder - Empire Builder	8	381	HLD	122	SVS	83
Empire Builder - Empire Builder	27	486	CON	281	SVS	75
Empire Builder - Empire Builder	28	266	CON	155	SYS	32
Lake Shore Ltd - Lake Shore Ltd	48	499	HLD	219	SYS	126
Lake Shore Ltd - Lake Shore Ltd	49	466	HLD	275	SYS	72
Lake Shore Ltd - Lake Shore Ltd	448	127	ENG	38	HLD	37
Lake Shore Ltd - Lake Shore Ltd	449	177	HLD	92	ADA	47
Palmetto - Palmetto	89	232	ADA	96	HLD	58
Palmetto - Palmetto	90	301	ADA	95	SYS	53
Silver Meteor - Silver Meteor	97	423	ADA	121	SYS	100
Silver Meteor - Silver Meteor	98	498	ADA	140	HLD	120
Silver Star - Silver Star	91	372	ADA	109	HLD	80

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2016 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Silver Star - Silver Star	92	368	ADA	123	SYS	86
Silver Star - Silver Star	1092	217	ADA	97	HLD	61
Southwest Chief - Southwest Chief	3	349	HLD	134	ENG	68
Southwest Chief - Southwest Chief	4	364	HLD	152	SVS	64
Sunset Ltd - Sunset Ltd	1	350	HLD	108	OTH	75
Sunset Ltd - Sunset Ltd	2	492	HLD	119	SVS	77
Texas Eagle - Texas Eagle	21	492	HLD	236	ADA	75
Texas Eagle - Texas Eagle	22	606	HLD	217	SVS	96

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	336	SMW	119	ENG	65
	2103	Amtrak	258	SMW	130	ENG	60
	2104	Amtrak	248	SMW	108	DET, CTP	27
	2107	Amtrak	458	SMW	211	DCS	37
	2109	Amtrak	429	SMW	145	ENG	82
	2110	Amtrak	250	SMW	146	ENG	22
	2117	Amtrak	202	SMW	116	INJ, ENG	11
	2119	Amtrak	527	SMW	202	CTI	114
	2121	Amtrak	367	SMW	171	CTI	72
	2122	Amtrak	453	SMW	211	ENG	88
	2124	Amtrak	322	SMW	178	CTI	22
	2126	Amtrak	398	SMW	199	ENG	44
	2128	Amtrak	479	SMW	150	ENG	121
	2150	Amtrak	319	CTI	82	ENG	56
	2151	Amtrak	318	CTI	87	SMW	75
	2153	Amtrak	189	SMW	75	CAR	27
	2154	Amtrak	297	SMW	99	CTI	33
	2155	Amtrak	217	SMW	55	HLD	42
	2158	Amtrak	538	SMW	129	CTI	79
	2159	Amtrak	326	SMW	69	CTI	58
	2160	Amtrak	403	SMW	100	CTI	48
	2163	Amtrak	300	SMW	96	HLD	36
	2164	Amtrak	278	SMW	89	DET	43
	2165	Amtrak	424	SMW	123	CTI	45
	2166	Amtrak	374	SMW	126	CTI	54
	2167	Amtrak	439	SMW	115	ITI	65
	2168	Amtrak	476	SMW	121	ENG	121
	2170	Amtrak	376	SMW	121	CTI	44
	2171	Amtrak	518	SMW	156	CTI	99
	2172	Amtrak	385	SMW	182	CTI	51
	2173	Amtrak	362	SMW	108	CTI	62
	2175	Amtrak	367	CTI	149	HLD	37
	2190	Amtrak	251	ENG	92	OTH	48
	2203	Amtrak	595	CAR	290	SMW	121
	2205	Amtrak	249	SMW	157	ENG	41
	2207	Amtrak	184	SMW	113	HLD	24
	2208	Amtrak	243	SMW	161	CAR	41
	2211	Amtrak	372	ENG	123	SMW	120
	2212	Amtrak	346	SMW	167	MTI	81

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2213	Amtrak	376	SMW	116	HLD	75
	2220	Amtrak	163	SMW	107	OTH, ADA	21
	2221	Amtrak	721	MTI	256	SMW	106
	2222	Amtrak	632	SVS	294	SMW	164
	2225	Amtrak	851	SYS	403	OTH	154
	2228	Amtrak	338	DET	203	SMW	127
	2250	Amtrak	347	SMW	112	HLD	56
	2251	Amtrak	243	SMW	90	HLD	53
	2252	Amtrak	510	ENG	213	SMW	149
	2253	Amtrak	280	HLD	71	SMW	70
	2254	Amtrak	341	SMW	105	DBB	83
	2255	Amtrak	471	SMW	92	HLD	86
	2256	Amtrak	407	SMW	132	CAR	78
	2257	Amtrak	375	ENG	111	DET	88
	2258	Amtrak	473	DCS	184	SMW	83
	2259	Amtrak	400	SMW	158	HLD	65
	2260	Amtrak	402	ENG	142	SMW	82
	2290	Amtrak	54	DCS	33	OTH, ADA	9
	2295	Amtrak	232	ENG	125	HLD	80
	2297	Amtrak	509	DBB	246	HLD	97
Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	1,377	SMW	308	SVS	208
	51	Amtrak	741	SMW	159	ENG	135
Carolinian - Carolinian	79	Amtrak	510	SMW	157	HLD	52
	80	Amtrak	468	SMW	211	CTP	60
Crescent - Crescent	19	Amtrak	797	CAR	218	SVS	137
	20	Amtrak	810	SMW	204	ENG	118
Keystone - Keystone	600	Amtrak	265	SMW	85	ENG	47
	601	Amtrak	369	DET	175	SMW	76
	605	Amtrak	79	DET	79		
	607	Amtrak	70	DCS	36	SMW	29
	609	Amtrak	220	DCS	40	PTI	40
	610	Amtrak	311	SMW	194	PSR	45
	611	Amtrak	641	CTI	240	SMW	214

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	612	Amtrak	321	SMW	105	DDA	90
	615	Amtrak	299	ADA	90	SMW	75
	618	Amtrak	964	SMW	476	DET	214
	619	Amtrak	143	CON	108	DET	24
	620	Amtrak	500	DET	245	SMW	118
	622	Amtrak	803	SMW	349	DET	345
	637	Amtrak	460	SMW	432	HLD	28
	639	Amtrak	383	ENG	157	SMW	88
	640	Amtrak	588	CTI	333	SMW	69
	641	Amtrak	335	ENG	85	DCS	69
	642	Amtrak	254	CTP	69	CTI	54
	643	Amtrak	455	DET	132	SMW	85
	644	Amtrak	258	DET	78	SMW	40
	645	Amtrak	141	CTI	32	DDA	17
	646	Amtrak	388	PTI	103	SMW	99
	647	Amtrak	383	SMW	133	CTP	79
	648	Amtrak	220	SMW	147	PSR	15
	649	Amtrak	430	DET	151	CTI	56
	650	Amtrak	586	SMW	343	PTI	44
	651	Amtrak	1,062	DET	228	CTI	200
	652	Amtrak	325	SMW	111	DSR	48
	653	Amtrak	778	CTI	170	SMW	118
	654	Amtrak	413	SMW	171	DSR	52
	655	Amtrak	875	SMW	229	CTI	161
	656	Amtrak	229	SMW	86	DSR	56
	658	Amtrak	325	SMW	251	SYS	33
	660	Amtrak	450	SMW	242	DSR	90
	661	Amtrak	273	HLD	124	SMW	83
	662	Amtrak	424	SMW	320	DSR	83

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	663	Amtrak	312	CTI	83	SMW	61
	664	Amtrak	1,015	SMW	391	DMW	120
	665	Amtrak	72	CON	22	HLD	17
	666	Amtrak	389	SMW	175	DSR	90
	667	Amtrak	98	PTI	24	HLD	20
	669	Amtrak	271	SMW	50	CCR	39
	670	Amtrak	367	SMW	177	CTP	81
	671	Amtrak	491	ENG	421	CCR	33
	672	Amtrak	251	SMW	159	CTP	31
	674	Amtrak	140	SMW	56	DSR	52
Northeast Regional - All Other Northeast Regional	110	Amtrak	92	SMW	27	CTI	21
	111	Amtrak	153	SMW	85	PSC	29
	123	Amtrak	226	DET	82	ITI	68
	126	Amtrak	308	SMW	140	DCS	75
	127	Amtrak	570	SMW	180	PTI	117
	129	Amtrak	755	SMW	212	CTI	128
	130	Amtrak	173	SMW	43	DCS	33
	131	Amtrak	441	CAR	157	SMW	92
	132	Amtrak	204	SMW	72	DCS	33
	133	Amtrak	606	SMW	162	CTI	133
	134	Amtrak	204	SMW	109	PTI	28
	135	Amtrak	357	SYS	62	DCS	53
	136	Amtrak	271	SMW	113	HLD	39
	137	Amtrak	356	SMW	123	CTI	66
	138	Amtrak	329	SMW	164	CTI	60
	139	Amtrak	325	HLD	104	DET	60
	140	Amtrak	354	SVS	87	SMW	76
	141	Amtrak	722	SMW	208	HLD	86
	143	Amtrak	378	SMW	118	HLD	95

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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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	146	Amtrak	226	SMW	132	ENG	55
	148	Amtrak	428	SMW	107	HLD	75
	150	Amtrak	196	ENG	66	DCS	31
	151	Amtrak	94	SMW	47	CTI	19
	152	Amtrak	116	SMW	79	CAR	16
	153	Amtrak	143	SMW	102	PSR, DCS	10
	154	Amtrak	359	SMW	167	ENG	99
	155	Amtrak	182	SMW	87	HLD	27
	158	Amtrak	237	DET	83	SMW	70
	159	Amtrak	427	DET	179	SMW	60
	160	Amtrak	231	HLD	58	ENG	47
	161	Amtrak	443	HLD	111	SMW, ITI	72
	162	Amtrak	158	SMW	60	HLD	25
	163	Amtrak	627	HLD	111	DCS	103
	165	Amtrak	318	HLD	71	DCS	65
	166	Amtrak	246	SMW	103	HLD	50
	167	Amtrak	118	CAR	32	DCS	28
	168	Amtrak	255	SMW	97	ENG	76
	169	Amtrak	186	HLD	59	DCS	31
	170	Amtrak	319	CTI	139	ENG	31
	172	Amtrak	517	SMW	135	CTI	80
	173	Amtrak	384	SMW	75	CTP	67
	175	Amtrak	325	SMW	62	HLD	59
	177	Amtrak	356	SMW	95	ENG	52
	178	Amtrak	343	SMW	105	ENG	56
	179	Amtrak	264	DET	79	ITI	66
	180	Amtrak	364	SMW	120	CTI	84
	182	Amtrak	389	DET	161	ENG	96
	183	Amtrak	410	SMW	139	ENG	62

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	184	Amtrak	353	SMW	117	PTI	39
	185	Amtrak	328	SMW	122	CTI	53
	186	Amtrak	253	SMW	124	CTI	41
	187	Amtrak	128	SMW	34	ENG	17
	188	Amtrak	373	ENG	94	CTP	67
	190	Amtrak	226	ENG	52	CTI	30
	192	Amtrak	53	SMW	41	SYS	12
	193	Amtrak	833	SMW	265	CTI	184
	196	Amtrak	310	SMW	146	CTI	57
	401	Amtrak	3,291	PTI	1,056	ITI	753
	405	Amtrak	1,228	ENG	476	DCS	209
	432	Amtrak	697	CON	398	OTH	187
	450	Amtrak	3,883	CON	988	PTI	962
	460	Amtrak	6,122	CON	1,384	PTI	1,205
	463	Amtrak	3,096	ITI	772	PTI	500
	464	Amtrak	4,523	PTI	2,229	CON	1,853
	465	Amtrak	3,224	ITI	1,307	PTI	772
	467	Amtrak	1,438	SYS	1,151	PTI	234
	470	Amtrak					
	475	Amtrak	729	PTI	175	ENG	146
	476	Amtrak					
	479	Amtrak					
	488	Amtrak	3,773	CON	1,537	PTI	1,037
	490	Amtrak					
	493	Amtrak					
	494	Amtrak	5,489	CON	4,726	OTH	213
	495	Amtrak					
	497	Amtrak	2,377	PTI	1,220	DSR	548
Northeast Regional - Lynchburg	145	Amtrak	381	SMW	132.5	CAR	133

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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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Lynchburg	147	Amtrak	599	PTI	105	SMW	101
	156	Amtrak	406	SMW	141	CAR	117
	171	Amtrak	519	ENG	103	SMW	79
	176	Amtrak	399	HLD	73	SMW	67
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	408	SMW	212	ENG	94
	66	Amtrak	399	ENG	150	SMW	118
	67	Amtrak	364	SMW	193	CTI	96
	71	Amtrak	619	SMW	112	CAR	71
	82	Amtrak	265	SMW	101	DCS	96
	83	Amtrak	470	SMW	117	PTI	93
	84	Amtrak	585	SMW	233	PTI	122
	85	Amtrak	606	SMW	192	CTI	102
	86	Amtrak	624	PTI	114	SMW	90
	87	Amtrak	867	CAR	221	PTI	187
	88	Amtrak	441	OTH	104	SMW	72
	93	Amtrak	486	SMW	114	CTP	74
	94	Amtrak	642	SMW	176	CTI	137
	95	Amtrak	379	SMW	80	HLD	70
	96	Amtrak	194	SMW	52	OTH	44
	99	Amtrak	395	HLD	157	SMW	94
	125	Amtrak	267	SMW	100	PTI	51
	157	Amtrak	555	DCS	337	SMW	44
	164	Amtrak	406	HLD	110	SMW	77
	174	Amtrak	286	SMW	55	DET	41
	194	Amtrak	188	SMW	79	DCS	39
	195	Amtrak	360	SMW	83	HLD	82
Palmetto - Palmetto	89	Amtrak	563	SMW	112	HLD	111
	90	Amtrak	601	SMW	153	HLD	110
Pennsylvanian - Pennsylvanian	42	Amtrak	378	SMW	94	PTI	60

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Pennsylvanian - Pennsylvanian	43	Amtrak	397	CAR	65	SMW	54
Silver Meteor - Silver Meteor	97	Amtrak	1,443	CAR	266	SMW	208
	98	Amtrak	798	SMW	238	PTI	155
Silver Star - Silver Star	91	Amtrak	536	SMW	109	CAR	79
	92	Amtrak	447	SMW	159	PTI	89
	1092	Amtrak	118	SMW	74	PTI	44
Vermonter - Vermonter	54	Amtrak	555	SMW	125	CON	87
	55	Amtrak	415	SMW	164	PTI	68
	56	Amtrak	632	SYS	157	SMW	80
	57	Amtrak	163	DET	63	SMW	40

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.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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