

**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 December, 2016
(First Quarter of Fiscal Year 2017)**



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

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Notes

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

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

Service	Current Period	Prior Period	Prior Report
	JAN 15 - Dec 16	JAN 14 - DEC 15	OCT 14 - SEP 16

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	JAN 15 - Dec 16	JAN 14 - DEC 15	OCT 14 - SEP 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
	JAN 15 - Dec 16	JAN 14 - DEC 15	OCT 14 - SEP 16
<i>Acela Express</i>			
Acela Express	187%	193%	187%
<i>Other NEC Corridor Routes</i>			
Keystone Service	89%	83%	88%
Northeast Regional (Boston - Washington)	134%	136%	134%
Newport News	129%	128%	130%
Lynchburg	135%	131%	132%
Norfolk	103%	100%	100%
Richmond	107%	110%	105%
New Haven - Springfield	55%	69%	59%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	78%	79%	77%
Carolinian	108%	104%	106%
Cascades	86%	86%	86%
Downeaster	77%	80%	76%
Empire Corridor			
Adirondack	93%	95%	93%
Empire Service	95%	86%	91%
Ethan Allen Express	62%	77%	63%
Maple Leaf	62%	70%	63%
Heartland Flyer	92%	82%	90%
Hiawatha	84%	84%	84%
Hoosier State	77%	53%	72%
Illinois			
Carl Sandburg / Illinois Zephyr	81%	74%	86%
Illini / Saluki	71%	73%	77%
Lincoln Service	79%	83%	83%
Michigan			
Blue Water	74%	77%	75%
Pere Marquette	81%	72%	79%
Wolverine	34%	43%	34%
Kansas City - St. Louis	89%	82%	86%
Pacific Surfliner	83%	81%	82%
Pennsylvanian	78%	78%	79%
Piedmont	86%	81%	82%
San Joaquins	83%	88%	84%
Vermont	114%	111%	113%
<i>Long-Distance Routes</i>			
Auto Train	98%	101%	99%
California Zephyr	47%	46%	47%
Capitol Limited	43%	44%	43%
Cardinal	33%	35%	33%
City of New Orleans	46%	45%	45%
Coast Starlight	48%	48%	48%
Crescent	43%	43%	43%
Empire Builder	48%	49%	48%
Lake Shore Ltd	41%	44%	40%
Palmetto	75%	62%	71%
Silver Meteor	53%	54%	53%
Silver Star	47%	47%	47%
Southwest Chief	46%	45%	45%
Sunset Limited	26%	27%	26%
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.

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

Service	Current Period	Prior Period	Prior Report
	JAN 15 - Dec 16	JAN 14 - DEC 15	OCT 14 - SEP 16
<i>Acela Express</i>			
Acela Express	187%	193%	187%
<i>Other NEC Corridor Routes</i>			
Keystone Service	74%	71%	73%
Northeast Regional (Boston - Washington)	134%	136%	134%
Newport News	120%	121%	121%
Lynchburg	142%	145%	143%
Norfolk	95%	93%	93%
Richmond	103%	106%	104%
New Haven - Springfield	32%	44%	34%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	42%	40%	41%
Carolinian	95%	95%	94%
Cascades	52%	52%	52%
Downeaster	48%	50%	49%
Empire Corridor			
Adirondack	56%	62%	57%
Empire Service	47%	47%	45%
Ethan Allen Express	52%	67%	52%
Maple Leaf	67%	74%	67%
Heartland Flyer	26%	24%	26%
Hiawatha	73%	71%	72%
Hoosier State	20%	13%	18%
Illinois			
Carl Sandburg / Illinois Zephyr	32%	33%	31%
Illini / Saluki	40%	45%	41%
Lincoln Service	44%	43%	43%
Michigan			
Blue Water	44%	47%	44%
Pere Marquette	38%	40%	39%
Wolverine	22%	28%	22%
Kansas City - St. Louis	38%	36%	37%
Pacific Surfliner	64%	58%	62%
Pennsylvanian	71%	71%	71%
Piedmont	42%	40%	41%
San Joaquins	41%	45%	42%
Vermont	63%	61%	61%
<i>Long-Distance Routes</i>			
Auto Train	98%	101%	99%
California Zephyr	47%	46%	47%
Capitol Limited	43%	44%	43%
Cardinal	33%	35%	33%
City of New Orleans	46%	45%	45%
Coast Starlight	48%	48%	48%
Crescent	43%	43%	43%
Empire Builder	48%	49%	48%
Lake Shore Ltd	41%	44%	40%
Palmetto	75%	62%	71%
Silver Meteor	53%	54%	53%
Silver Star	47%	47%	47%
Southwest Chief	46%	45%	45%
Sunset Limited	26%	27%	26%
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.

**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
	JAN 15 - Dec 16	JAN 14 - DEC 15	OCT 14 - SEP 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
	JAN 15 - Dec 16	JAN 14 - DEC 15	OCT 14 - SEP 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
JAN 15 - Dec 16	JAN 14 - DEC 15	OCT 14 - SEP 16
(\$0.038)	(\$0.040)	(\$0.038)

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

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

Current Period	Prior Period	Prior Report
JAN 15 - Dec 16	JAN 14 - DEC 15	OCT 14 - SEP 16
(\$0.072)	(\$0.074)	(\$0.073)

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

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

Service	Current Period	Prior Period	Prior Report
	JAN 15 - Dec 16	JAN 14 - DEC 15	OCT 14 - SEP 16
<i>Acela Express</i>			
Acela Express	191	196	192
<i>Other NEC Corridor Routes</i>			
Keystone Service	151	145	149
Northeast Regional (Boston - Washington)	231	225	230
Newport News	266	272	270
Lynchburg	329	336	334
Norfolk	176	176	177
Richmond	198	202	200
New Haven - Springfield	119	112	118
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	87	84	87
Carolinian	245	258	248
Cascades	130	128	129
Downeaster	84	85	83
Empire Corridor			
Adirondack	214	228	217
Empire Service	131	133	132
Ethan Allen Express	150	160	153
Maple Leaf	117	115	116
Heartland Flyer	79	85	80
Hiawatha	151	151	151
Hoosier State	58	60	58
Illinois			
Carl Sandburg / Illinois Zephyr	89	93	90
Illini / Saluki	107	119	110
Lincoln Service	128	132	127
Michigan			
Blue Water	155	160	155
Pere Marquette	109	117	112
Wolverine	143	146	143
Kansas City - St. Louis	79	85	80
Pacific Surfliner	158	153	157
Pennsylvanian	207	214	211
Piedmont	69	72	70
San Joaquins	114	124	118
Vermont	137	137	138
<i>Long-Distance Routes</i>			
Auto Train	352	377	358
California Zephyr	171	168	171
Capitol Limited	183	189	184
Cardinal	119	123	119
City of New Orleans	159	161	160
Coast Starlight	212	222	213
Crescent	146	157	148
Empire Builder	171	166	171
Lake Shore Ltd	198	210	199
Palmetto	163	144	158
Silver Meteor	214	216	215
Silver Star	172	182	174
Southwest Chief	191	191	193
Sunset Limited	126	134	127
Texas Eagle	170	176	171

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 Q2 to FY 2017 Q1)	Test #2 End Point OTP for FY 2017 Q1	Test #3 All Stations OTP for FY 2017 Q1
Acela Express			
Standard	>=0	90.0%	90.0%
Acela Express	-2.7	83.0%	86.4%
Other NEC Corridor Routes			
Standard	>=0	85.0%	85.0%
Keystone	-1.4	87.0%	94.0%
Total Northeast Regional	-0.6	81.2%	83.5%
All Other Northeast Regional	0.5	82.6%	86.7%
Lynchburg	-6.1	87.5%	85.0%
Richmond / Newport News / Norfolk	-0.4	75.6%	77.5%
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Capitol Corridor	1.8	90.0%	93.2%
Carolinian	0.1	51.6%	54.9%
Cascades	-0.6	65.4%	66.3%
Downeaster	-1.9	66.4%	85.7%
Empire	1.3	82.0%	75.6%
Adirondack	1.3	61.4%	63.6%
Ethan Allen Express	3.3	77.2%	84.6%
Maple Leaf	0.8	76.1%	51.9%
New York - Albany	2.4	89.7%	96.0%
New York - Niagara Falls	0.9	72.8%	64.9%
Heartland Flyer	5.3	90.2%	92.6%
Hiawatha	0.9	94.5%	98.1%
Hoosier	3.6	81.6%	87.4%
Illinois	1.0	68.0%	69.8%
Carl Sandburg / Illinois Zephyr	2.6	96.2%	95.6%
Illini / Saluki	-2.0	21.2%	32.6%
Lincoln Service	1.8	77.3%	77.1%
Michigan	4.7	61.1%	68.8%
Blue Water	8.2	66.3%	78.5%

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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Pere Marquette	3.9	80.9%	89.6%
Wolverine	3.6	52.0%	63.1%
Missouri	7.6	95.1%	91.9%
Pacific Surfliner	-1.6	76.2%	85.9%
Pennsylvanian	0.5	85.3%	79.6%
Piedmont	-3.2	65.4%	84.6%
Vermont	3.7	68.5%	50.9%
San Joaquins	-0.3	82.5%	83.9%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	0.0	36.6%	50.0%
California Zephyr	3.3	74.5%	63.9%
Capitol Ltd	1.0	57.6%	52.7%
Cardinal	1.3	46.8%	53.6%
City Of New Orleans	0.2	69.0%	46.1%
Coast Starlight	0.8	64.7%	51.9%
Crescent	-0.3	66.8%	59.7%
Empire Builder	0.2	57.8%	50.8%
Lake Shore Ltd	-0.7	52.0%	48.8%
Palmetto	-0.3	52.7%	62.3%
Silver Meteor	0.4	41.7%	46.9%
Silver Star	0.2	48.6%	51.2%
Southwest Chief	-0.1	78.8%	60.4%
Sunset Ltd	3.0	76.9%	61.2%
Texas Eagle	2.1	70.1%	54.3%

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 2017 Q1 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Acela Express							
Acela Express	MNRR	1,982	DSR	897	CTI	797	56
Other NEC Corridor Routes							
Northeast Regional	Richmond / Newport News / Norfolk	1,766	FTI	445	PTI	325	189
		1,811	DSR	888	CTI	564	56
		243	DCS	127	RTE	63	81
	Lynchburg	2,631	DSR	1,075	CTI	783	56
		385	FTI	196	DCS	83	166
	All Other Northeast Regional	1,265	DCS	496	DMW	471	UND
		1,494	CTI	701	DSR	565	56
Non-NEC Corridor Routes							
Capitol Corridor	Capitol Corridor	611	PTI	202	DSR	142	168
Carolinian	Carolinian	1,824	FTI	586	PTI	382	295
		877	FTI	230	DSR	219	202
Cascades	Cascades	1,622	DSR	545	FTI	372	343
		1,204	FTI	472	PTI	448	125
Downeaster	Downeaster	1,833	CTI	937	PTI	286	38
		1,005	PTI	352	FTI	231	77
Empire	Adirondack	24	PTI	19	DCS	4	104
		4,058	DSR	1,635	FTI	1,349	49
		834	PTI	412	DSR	151	178
		1,014	CTI	649	RTE	149	64
	Ethan Allen Express	45	PTI	33	DSR	4	104
		1,059	PTI	444	DCS	224	60
		1,171	CTI	696	DSR	140	64
		9	FTI	9	DCS		24
	Maple Leaf	9	PTI	6	DCS	2	109
		1,626	FTI	640	RTE	354	298
		958	CTI	620	RTE	141	64

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

Service	Host Railroad	Total Delay	FY 2017 Q1 Largest Two Delay Codes				Route Miles	
			#1	#2				
<i>Standard</i>		<i>900</i>						
Non-NEC Corridor Routes								
	New York - Albany	MNRR	1,087	CTI	659	RTE	159	64
	New York - Niagara Falls	Amtrak	9	FTI	5	PTI	3	109
		CSX	997	FTI	341	RTE	290	296
		MNRR	1,444	CTI	712	RTE	334	64
Heartland Flyer	Heartland Flyer	BNSF	699	DSR	464	FTI	111	238
Hiawatha	Hiawatha	CP	145	FTI	53	DCS	40	53
		Metra	1,332	CTI	876	DMW	143	29
Hoosier	Hoosier	CSX	776	FTI	407	DCS	200	175
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	381	DSR	98	RTE	95	257
	Illini / Saluki	CN	1,907	DCS	756	FTI	661	306
	Lincoln Service	CN	1,193	FTI	568	DCS	246	37
		UP	1,154	PTI	456	FTI	332	231
Michigan	Blue Water	Amtrak	405	DCS	199	PTI	142	99
		CN	838	FTI	653	DMW	64	159
		MIDOT	292	DCS	146	PTI	52	22
		NS	2,979	FTI	1,214	DCS	777	39
	Pere Marquette	CSX	347	DCS	142	FTI	105	135
		NS	2,158	FTI	1,257	PTI	353	39
	Wolverine	Amtrak	693	PTI	362	DCS	211	99
		CN	2,143	DSR	602	FTI	586	27
		MIDOT	1,580	DSR	911	PTI	379	134
		NS	2,507	FTI	1,040	DCS	785	39
Missouri	Missouri	UP	451	FTI	232	PTI	59	271
Pacific Surfliner	Pacific Surfliner	BNSF	913	DCS	221	DSR	173	22
		SCRRA	816	PTI	343	CTI	304	95
		SDNRR	1,610	CTI	508	DSR	471	60
		UP	992	PTI	589	DCS	140	174
Pennsylvanian	Pennsylvanian	NS	1,004	FTI	470	DSR	239	249
Piedmont	Piedmont	NS	1,150	FTI	437	DSR	220	173
San Joaquins	San Joaquins	BNSF	790	PTI	383	FTI	234	284

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

Service	Host Railroad	Total Delay	FY 2017 Q1 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Non-NEC Corridor Routes								
		UP	1,037	PTI	456	FTI	183	88
Vermonter	Vermonter	MADOT	2,471	DSR	2,265	DCS	167	50
		MNRR	2,373	CTI	1,319	DSR	622	56
		NECR	1,046	DSR	939	DCS	47	238
Long-Distance Routes								
Auto Train		CSX	1,732	FTI	667	DSR	528	898
		FR	2,163	DCS	947	CTI	764	16
California Zephyr		BNSF	707	DSR	294	FTI	138	1027
		UP	954	FTI	339	DSR	222	1431
Capitol Ltd		CSX	1,136	FTI	410	DSR	255	307
		NS	1,770	FTI	1,119	RTE	304	481
Cardinal		BBrRR	1,559	PTI	522	DSR	492	132
		CSX	766	FTI	262	DCS	217	698
		NS	759	PTI	220	DCS	212	79
City Of New Orleans		CN	1,372	FTI	727	DSR	252	930
Coast Starlight		BNSF	1,105	DSR	358	RTE	214	186
		SCRRA	1,843	PTI	935	CTI	626	48
		UP	1,092	PTI	425	FTI	286	1159
Crescent		NS	887	FTI	479	DSR	156	1141
Empire Builder		BNSF	1,095	FTI	688	DSR	205	2147
		CP	315	FTI	123	DCS	68	384
		Metra	891	CTI	596	DCS	141	29
Lake Shore Ltd		CSX	933	FTI	338	RTE	156	741
		MBTA	3,140	CTI	2,139	RTE	451	64
		MNRR	1,106	CTI	571	DSR	154	64
		NS	1,887	FTI	1,372	RTE	182	339
Palmetto		CSX	1,305	FTI	458	DSR	303	659
Silver Meteor		CSX	1,146	FTI	496	DSR	242	1152
		Fla DOT	1,213	DSR	515	CTI	293	68
		FR	1,824	DSR	764	PTI	573	61
Silver Star		CSX	1,118	FTI	364	PTI	233	1209
		Fla DOT	1,315	CTI	599	DSR	372	68
		FR	1,156	DSR	643	CTI	252	61
		NS	1,388	FTI	545	DSR	336	28
Southwest Chief		BNSF	467	DSR	150	FTI	113	2198
		NMDOT	3,775	DSR	2,777	CTI	462	80
Sunset Ltd		BNSF	734	DSR	472	DCS	139	190
		UP	1,151	FTI	501	DSR	210	1784

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

Service	Host Railroad	Total Delay	FY 2017 Q1 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Long-Distance Routes							
Texas Eagle	BNSF	773	DSR	449	FTI	234	126
	CN	1,705	FTI	713	DCS	278	37
	TRE	1,571	CTI	1,127	FTI	193	33
	UP	1,444	FTI	613	DSR	297	1073

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

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

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

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

Service	Total Delay	FY 2017 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	340	OTH	228	HLD	45
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	603	OTH	216	HLD	138
Richmond / Newport News / Norfolk	518	OTH	142	HLD	137
Lynchburg	489	HLD	177	OTH	118
All Other Northeast Regional	926	OTH	494	HLD	118
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	373	HLD	112	ADA	80
Carolinian	669	ADA	192	HLD	150
Cascades	317	ADA	71	HLD	59
Downeaster	168	HLD	36	CON	28
Empire	266	SYS	96	HLD	72
Adirondack	214	HLD	80	SYS	43
Ethan Allen Express	279	HLD	112	OTH	63
Maple Leaf	343	SYS	150	HLD	81
New York - Albany	64	HLD	26	OTH	15
New York - Niagara Falls	360	SYS	163	HLD	83
Heartland Flyer	327	HLD	141	OTH	60
Hiawatha	300	OTH	210	HLD	26
Hoosier	320	SYS	156	ADA	48
Illinois	269	HLD	73	OTH	56
Carl Sandburg / Illinois Zephyr	184	HLD	79	ADA	57
Illini / Saluki	433	OTH	166	HLD	88
Lincoln Service	217	HLD	61	ADA	39
Michigan	366	OTH	91	HLD	83
Blue Water	432	OTH	116	ADA	103
Pere Marquette	386	OTH	124	HLD	103
Wolverine	334	SYS	75	OTH	72
Missouri	250	HLD	85	ADA	59

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

Service	Total Delay	FY 2017 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pacific Surfliner	592	HLD	165	SYS	92
Pennsylvanian	313	HLD	99	ADA	88
Piedmont	301	ADA	93	HLD	78
San Joaquins	330	HLD	75	ADA	73
Vermonteer	685	OTH	419	HLD	99
Long Distance Routes - Amtrak Responsible					
Auto Train	718	ITI	479	SYS	94
California Zephyr	251	HLD	70	SVS	41
Capitol Ltd	242	HLD	101	SYS	39
Cardinal	612	HLD	131	OTH	114
City Of New Orleans	336	HLD	138	OTH	78
Coast Starlight	732	HLD	174	SYS	121
Crescent	366	HLD	144	ADA	86
Empire Builder	474	CON	134	HLD	82
Lake Shore Ltd	473	HLD	230	SYS	74
Palmetto	291	ADA	91	HLD	76
Silver Meteor	388	ADA	138	HLD	104
Silver Star	413	ADA	131	HLD	92
Southwest Chief	240	HLD	104	SYS	42
Sunset Ltd	418	HLD	141	OTH	75
Texas Eagle	542	HLD	187	SVS	81

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 2017 Q1				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<i>Acela Express</i>							
<i>Standard</i>		265					
Acela Express	Amtrak	261	SMW	53	CTI	46	401
<i>Other Services</i>							
<i>Standard</i>		475					
Keystone	Amtrak	311	SMW	60	CTI	54	195
Cardinal	Amtrak	727	ENG	133	SVS	114	226
Carolinian	Amtrak	301	SMW	72	ENG	36	226
Crescent	Amtrak	527	PTI	112	SVS	96	226
Northeast Regional	Amtrak	386	SMW	59	CTI	50	463
Richmond / Newport News / Norfolk	Amtrak	383	SMW	71	CTI	55	463
Lynchburg	Amtrak	403	HLD	71	PTI	60	463
All Other Northeast Regional	Amtrak	385	SMW	53	CTI	49	463
Palmetto	Amtrak	582	SMW	117	HLD	94	226
Pennsylvanian	Amtrak	267	ENG	62	PTI	44	195
Silver Meteor	Amtrak	818	PTI	168	CAR	127	226
Silver Star	Amtrak	483	CAR	118	PTI	97	226
Vermonter	Amtrak	494	PTI	80	SVS	77	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	1st Quarter FY 2017					
	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	78	82	78	68	81	58
Other NEC Corridor Routes						
Keystone Service	87	91	75	66	84	N/A
Northeast Regional (Boston - Washington)	81	83	71	62	83	60
Newport News ^b	81	83	71	57	82	64
Norfolk ^c	87	83	78	63	87	66
Richmond ^d	80	86	74	61	84	71
Lynchburg ^e	88	87	78	63	85	63
New Haven - Springfield	74	85	65	63	81	63
Non-NEC Corridor Routes						
Capitol Corridor	87	87	80	76	87	65
Carolinian	77	89	75	63	81	67
Cascades	84	85	79	75	82	61
Downeaster	85	90	77	77	87	74
Empire Corridor						
Adirondack	76	80	70	61	80	48
Ethan Allen Express	86	92	78	71	90	76
Maple Leaf	83	87	75	61	83	67
New York - Albany ^f	86	91	76	68	83	N/A
Heartland Flyer	93	93	89	82	92	79
Hiawatha	87	91	84	80	85	N/A
Hoosier State	89	92	84	85	87	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	93	91	84	81	85	75
Illini / Saluki	74	80	72	73	79	62
Lincoln Service	88	89	80	72	84	69
Michigan						
Blue Water	86	81	77	72	81	62
Pere Marquette	91	91	86	81	91	70
Wolverine	80	86	73	68	80	63
Kansas City - St. Louis	91	91	83	74	88	69
Pacific Surfliner	82	88	77	73	85	68
Pennsylvanian	88	87	78	63	87	66
Piedmont	94	93	85	89	89	N/A
San Joaquins	90	90	83	74	84	69
Vermonteer	77	84	68	54	81	60
Long-Distance Routes						
Auto Train	68	89	75	73	69	71
California Zephyr	83	84	77	62	81	67
Capitol Limited	83	86	73	72	80	74
Cardinal	75	78	66	59	76	56
City of New Orleans	79	83	78	76	76	55
Coast Starlight	75	80	67	63	77	59
Crescent	77	80	65	56	76	66
Empire Builder	73	80	68	62	77	62
Lake Shore Ltd	72	82	63	58	74	59
Palmetto	75	80	68	59	78	61
Silver Meteor	75	85	68	60	74	73
Silver Star	73	84	68	52	76	60
Southwest Chief	81	84	75	63	75	70
Sunset Limited	82	85	78	67	80	71
Texas Eagle	81	85	75	67	83	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	1st Quarter FY 2017		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	25	86	0.29
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Other NEC Corridor Routes

Keystone Service	17	36	0.47
Total Northeast Regional	43	139	0.31
Richmond / Newport News ^b	12	39	0.31
Lynchburg ^c	3	10	0.29
All Other Northeast Regional	28	89	0.31

Non-NEC Corridor Routes

Capitol Corridor	10	29	0.35
Carolinian	8	13	0.63
Cascades	24	24	1.01
Downeaster	2	9	0.22
Empire Corridor	21	55	0.38
Adirondack	5	7	0.70
Ethan Allen Express	4	5	0.89
Maple Leaf	3	9	0.35
New York - Albany ^d	3	17	0.17
New York - Niagara Falls	6	17	0.35
Heartland Flyer	3	4	0.79
Hiawatha	8	11	0.74
Hoosier State	1	2	0.50
Illinois	18	41	0.44
Carl Sandburg / Illinois Zephyr	1	10	0.10
Illini / Saluki	4	11	0.35
Lincoln Service	13	20	0.64
Michigan	11	25	0.45
Blue Water	6	6	1.02
Pere Marquette	1	3	0.30
Wolverine	4	15	0.26
Kansas City - St. Louis	3	10	0.29
Pacific Surfliner	21	40	0.53
Pennsylvanian	5	8	0.61
Piedmont	3	6	0.50
San Joaquins	29	40	0.73
Vermont	1	11	0.09

Long-Distance Routes

Auto Train	9	15	0.60
California Zephyr	16	45	0.36
Capitol Limited	6	14	0.42
Cardinal	7	9	0.77
City of New Orleans	2	17	0.12
Coast Starlight	17	26	0.66
Crescent	5	25	0.20
Empire Builder	22	46	0.48
Lake Shore Ltd	12	21	0.58
Palmetto	8	13	0.60
Silver Meteor	15	24	0.62
Silver Star	16	26	0.62
Southwest Chief	10	42	0.24
Sunset Limited	0	16	0.00
Texas Eagle	16	24	0.67

^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	1st Quarter FY 2017	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.01	1.85
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Amtrak Corridor

Keystone	0.02	3.98
Northeast Regional	0.02	1.72

Short Distance

Capitols	0.10	10.83
Carolinian	0.02	2.95
Cascades	0.02	0.62
Downeaster	0.01	1.87
Empire Corridor		
Adirondack	0.00	2.09
Empire Service	0.00	1.63
Ethan Allen Express	0.00	1.29
Maple Leaf	0.00	4.58
Heartland Flyer	0.00	0.68
Hiawatha	0.24	6.73
Hoosier State	0.03	2.30
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.91
Illini / Saluki	0.02	1.40
Lincoln Service	0.25	3.64
Michigan		
Blue Water	0.00	0.00
Pere Marquette	0.00	2.54
Wolverine	0.02	2.35
Kansas City - St. Louis	0.00	0.70
Pacific Surfliner	0.03	5.11
Pennsylvanian	0.17	2.56
Piedmont	0.01	2.02
San Joaquins	0.00	0.00
Vermont	0.03	3.35

Long Distance

Auto Train	0.45	18.32
California Zephyr	0.26	6.95
Capitol Limited	0.77	16.20
Cardinal	0.65	15.06
City of New Orleans	0.35	14.31
Coast Starlight	5.46	18.18
Crescent	0.68	12.67
Empire Builder	0.57	8.74
Lake Shore Ltd	0.10	13.67
Palmetto	0.33	24.37
Silver Meteor	0.39	27.44
Silver Star	0.53	19.84
Southwest Chief	0.67	14.15
Sunset Limited	0.40	28.37
Texas Eagle	0.83	17.34

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	1st Quarter FY 2017						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	269	63	9	53	760	1,154	
Amtrak Premium	12	1	0	7	20	40	
Acela Express	12	1	0	7	20	40	
Amtrak Corridor	8	1	0	1	20	30	
Keystone	0	0	0	0	0	0	
Northeast Regional	8	1	0	1	20	30	
Short Distance	30	5	2	2	26	65	
Capitols	0	1	0	0	0	1	
Carolinian	7	0	0	0	2	9	
Cascades	4	0	0	0	1	5	
Downeaster	2	0	0	0	0	2	
Empire Corridor	7	0	0	2	6	15	
Adirondack	0	0	0	2	0	2	
Empire Service	1	0	0	0	1	2	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	6	0	0	0	5	11	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	0	0	0	0	0	
Hoosier State	0	0	0	0	2	2	
Illinois	1	1	1	0	3	6	
Carl Sandburg / Illinois Zephyr	0	0	0	0	1	1	
Illini / Saluki	0	0	1	0	1	2	
Lincoln Service	1	1	0	0	1	3	
Michigan	3	2	1	0	2	8	
Blue Water	0	0	0	0	0	0	
Pere Marquette	0	1	1	0	2	4	
Wolverine	3	1	0	0	0	4	
Kansas City - St. Louis	0	0	0	0	0	0	
Pacific Surfliner	4	0	0	0	8	12	
Pennsylvanian	2	0	0	0	0	2	
Piedmont	0	0	0	0	0	0	
San Joaquins	0	1	0	0	2	3	
Vermont	0	0	0	0	0	0	
Long Distance	219	56	7	43	694	1,019	
Auto Train	23	7	0	10	67	107	
California Zephyr	12	13	1	0	33	59	
Capitol Limited	6	6	2	0	7	21	
Cardinal	5	0	1	3	14	23	
City of New Orleans	12	0	0	2	27	41	
Coast Starlight	10	7	1	7	23	48	
Crescent	13	2	1	3	378	397	
Empire Builder	50	4	0	1	24	79	
Lake Shore Ltd	15	2	0	5	35	57	
Palmetto	6	1	0	0	3	10	
Silver Meteor	9	2	0	3	15	29	
Silver Star	25	0	0	1	10	36	
Southwest Chief	14	3	0	4	30	51	
Sunset Limited	5	3	0	1	11	20	
Texas Eagle	14	6	1	3	17	41	

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	1st Quarter FY 2017					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	551	110	2,723	1,267	1,214	5,865
Amtrak Premium	17	7	50	33	49	156
Acela Express	17	7	50	33	49	156
Amtrak Corridor	86	16	118	140	179	539
Keystone	6	2	7	18	15	48
Northeast Regional	80	14	111	122	164	491
Short Distance	187	31	411	254	299	1,182
Capitols	7	2	12	12	14	47
Carolinian	12	1	88	24	27	152
Cascades	12	4	29	18	13	76
Downeaster	8	0	6	8	46	68
Empire Corridor	14	1	34	15	33	97
Adirondack	0	1	4	2	1	8
Empire Service	9	0	13	10	20	52
Ethan Allen Express	1	0	10	0	3	14
Maple Leaf	4	0	7	3	9	23
Heartland Flyer	1	1	11	3	0	16
Hiawatha	4	1	2	4	4	15
Hoosier State	0	0	1	3	0	4
Illinois	2	2	30	29	16	79
Carl Sandburg / Illinois Zephyr	1	1	6	4	3	15
Illini / Saluki	0	0	5	7	5	17
Lincoln Service	1	1	19	18	8	47
Michigan	10	4	26	20	19	79
Blue Water	1	0	5	7	5	18
Pere Marquette	0	0	5	2	0	7
Wolverine	9	4	16	11	14	54
Kansas City - St. Louis	1	1	58	4	3	67
Pacific Surfliner	66	10	70	75	68	289
Pennsylvanian	0	0	11	7	11	29
Piedmont	2	0	0	4	2	8
San Joaquins	42	2	17	26	30	117
Vermont	6	2	16	2	13	39
Long Distance	261	56	2,144	840	687	3,988
Auto Train	22	1	132	16	16	187
California Zephyr	16	1	475	99	59	650
Capitol Limited	6	1	133	21	22	183
Cardinal	7	0	40	4	15	66
City of New Orleans	9	1	35	98	33	176
Coast Starlight	22	3	122	65	66	278
Crescent	15	4	129	232	55	435
Empire Builder	24	30	267	34	62	417
Lake Shore Ltd	14	2	159	21	51	247
Palmetto	24	0	18	17	21	80
Silver Meteor	27	1	248	46	83	405
Silver Star	27	3	121	68	45	264
Southwest Chief	21	2	101	45	76	245
Sunset Limited	9	2	43	18	25	97
Texas Eagle	18	5	121	56	58	258

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	1st Quarter FY 2017					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	617	814	274	1,288	1,247	4,240
Amtrak Premium	11	7	7	41	3	69
Acela Express	11	7	7	41	3	69
Amtrak Corridor	25	86	16	204	81	412
Keystone	0	5	1	13	1	20
Northeast Regional	25	81	15	191	80	392
Short Distance	66	144	41	237	147	635
Capitols	0	3	0	13	3	19
Carolinian	2	22	11	26	41	102
Cascades	9	6	12	11	11	49
Downeaster	2	2	0	3	3	10
Empire Corridor	4	14	8	27	25	78
Adirondack	0	0	4	3	3	10
Empire Service	2	6	1	18	11	38
Ethan Allen Express	0	0	0	1	0	1
Maple Leaf	2	8	3	5	11	29
Heartland Flyer	0	0	0	0	0	0
Hiawatha	1	1	0	2	0	4
Hoosier State	1	1	0	2	0	4
Illinois	13	37	3	29	5	87
Carl Sandburg / Illinois Zephyr	1	10	1	9	0	21
Illini / Saluki	11	5	1	11	1	29
Lincoln Service	1	22	1	9	4	37
Michigan	19	24	2	49	14	108
Blue Water	0	7	0	6	0	13
Pere Marquette	16	0	1	27	0	44
Wolverine	3	17	1	16	14	51
Kansas City - St. Louis	1	5	0	2	2	10
Pacific Surfliner	13	8	3	38	13	75
Pennsylvanian	0	3	2	12	13	30
Piedmont	0	2	0	1	0	3
San Joaquins	1	5	0	11	8	25
Vermont	0	11	0	11	9	31
Long Distance	515	577	210	806	1,016	3,124
Auto Train	41	31	7	62	29	170
California Zephyr	72	104	16	59	294	545
Capitol Limited	26	71	4	25	12	138
Cardinal	12	9	4	20	16	61
City of New Orleans	10	16	6	29	20	81
Coast Starlight	60	30	18	67	36	211
Crescent	42	65	22	73	80	282
Empire Builder	66	17	26	61	42	212
Lake Shore Ltd	34	28	14	86	61	223
Palmetto	3	22	6	33	35	99
Silver Meteor	22	50	15	71	83	241
Silver Star	22	40	16	55	94	227
Southwest Chief	61	52	34	101	159	407
Sunset Limited	17	6	7	19	9	58
Texas Eagle	27	36	15	45	46	169

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

1st Quarter FY 2017

Amtrak System		2134
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Division

Boston		114
California		360
Central		131
Empire		273
New York		58
Southeast		278
Southwest		432
Northwest		100
Washington		388

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	FY 2015 (previously unavailable)
Connectivity	18.9%	19.8%
- Percent of passengers traveling on long distance routes connecting to or from other train routes		
Availability of Other Modes	5.3%	5.5%
- 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
AM	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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-4.5	94.8%	97.7%
	2103	-1.0	98.3%	99.1%
	2104	-2.8	93.1%	95.7%
	2107	-5.0	88.9%	93.4%
	2108	-1.2	100.0%	100.0%
	2109	-3.6	91.4%	95.0%
	2110	-3.5	100.0%	99.2%
	2117	-2.3	96.6%	97.5%
	2119	-4.2	74.1%	82.0%
	2121	-4.3	82.5%	92.7%
	2122	-3.6	92.7%	94.0%
	2124	-3.7	90.5%	91.8%
	2126	-5.0	94.8%	93.8%
	2128	NA	87.9%	88.2%
	2150	-1.0	65.5%	79.8%
	2151	-0.9	82.5%	84.7%
	2153	-2.2	86.2%	88.1%
	2154	-1.7	77.8%	81.7%
	2155	-0.6	90.5%	86.4%
	2158	-1.3	82.5%	85.0%
	2159	-2.0	65.1%	83.0%
	2160	-2.0	74.1%	83.4%
	2161	NA	0.0%	72.7%
	2162	-4.3	0.0%	80.0%
	2163	-3.4	82.5%	84.9%
	2164	-1.9	88.9%	92.2%
	2165	-1.4	75.9%	82.5%
	2166	-1.0	89.7%	93.3%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2167	-3.0	76.2%	82.9%
	2168	-2.1	92.1%	90.5%
	2170	-2.3	87.9%	87.9%
	2171	-3.2	58.7%	75.2%
	2172	-2.0	79.4%	76.7%
	2173	-2.5	77.6%	85.7%
	2174	-7.2	33.3%	43.8%
	2175	NA	65.5%	67.7%
	2190	-0.4	76.2%	74.0%
	2192	-2.9	100.0%	90.9%
	2193	2.2	100.0%	100.0%
	2195	6.3	100.0%	100.0%
	2203	-3.5	86.7%	89.2%
	2205	-4.5	100.0%	95.2%
	2207	-2.5	78.6%	88.4%
	2208	-2.5	91.7%	96.9%
	2211	-4.1	100.0%	100.0%
	2212	-2.4	96.0%	96.0%
	2213	-4.9	54.5%	78.4%
	2215	1.4	100.0%	100.0%
	2217	-4.9	100.0%	100.0%
	2220	-2.8	92.9%	99.1%
	2221	-0.7	100.0%	100.0%
	2222	-5.2	91.7%	91.7%
	2224	-6.7	50.0%	81.3%
	2225	-5.6	81.8%	75.0%
	2228	-3.2	100.0%	100.0%
	2240	-1.0	100.0%	100.0%

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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2241	-0.1	100.0%	63.6%
	2243	-2.4	100.0%	100.0%
	2245	-1.0	100.0%	100.0%
	2246	-2.7	100.0%	100.0%
	2248	-0.1	100.0%	95.0%
	2249	-2.3	0.0%	48.0%
	2250	-0.7	67.9%	83.6%
	2251	-0.6	70.6%	82.9%
	2252	-1.2	80.0%	90.6%
	2253	-1.6	82.1%	88.0%
	2254	-0.5	92.9%	91.4%
	2255	-0.6	71.4%	83.7%
	2256	-3.4	42.9%	72.8%
	2257	-2.1	64.3%	78.5%
	2258	-2.6	84.6%	89.6%
	2259	-1.1	71.4%	85.5%
	2260	NA	80.0%	84.4%
	2261	NA	100.0%	72.0%
	2262	NA	0.0%	45.5%
	2289	NA	100.0%	100.0%
	2290	-2.0	73.3%	84.1%
	2291	NA	0.0%	33.3%
	2293	-2.5	100.0%	100.0%
	2295	NA	84.6%	92.6%
	2297	-0.6	75.0%	90.8%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	82.8%	76.9%
	66	2.9	97.8%	80.1%

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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	67	-1.7	50.8%	80.1%
	71	NA	81.3%	78.4%
	82	0.0	80.0%	72.3%
	83	2.1	83.3%	61.6%
	84	-2.7	82.5%	76.9%
	85	-0.3	65.1%	87.4%
	86	1.1	79.4%	72.4%
	87	2.2	76.9%	80.0%
	88	-0.6	86.2%	71.1%
	93	-0.1	37.3%	69.4%
	94	0.1	58.7%	58.1%
	95	0.8	65.1%	81.2%
	96	NA	88.2%	72.2%
	99	0.2	75.9%	79.5%
	125	-15.2	88.9%	91.4%
	157	-19.9	84.6%	86.7%
	164	-3.7	75.9%	71.6%
	174	-8.2	95.2%	91.9%
	194	0.0	83.3%	62.1%
	195	0.2	75.9%	81.4%
	1194	NA	0.0%	22.7%
Northeast Regional - Lynchburg	145	4.1	84.6%	86.7%
	147	0.2	86.7%	88.0%
	156	-14.0	82.8%	85.6%
	171	-7.6	84.1%	79.1%
	176	-6.7	93.7%	89.4%
	1171	4.8	100.0%	100.0%
Northeast Regional - All Other Northeast Regional	110	-0.8	93.7%	97.5%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	111	-0.1	92.1%	97.8%
	123	NA	84.6%	90.0%
	126	NA	100.0%	100.0%
	127	-3.5	82.5%	92.3%
	129	-2.4	72.6%	86.8%
	130	-1.5	93.7%	95.3%
	131	-1.8	94.1%	94.1%
	132	NA	100.0%	97.7%
	133	-2.6	42.9%	76.4%
	134	-0.8	76.9%	95.2%
	135	0.1	75.9%	70.7%
	136	3.1	92.3%	93.2%
	137	-1.1	81.0%	89.6%
	138	0.2	88.9%	94.8%
	139	NA	100.0%	93.3%
	140	2.3	64.3%	79.2%
	141	1.0	79.4%	80.4%
	143	1.4	67.9%	72.3%
	146	2.8	75.0%	91.3%
	148	0.2	73.0%	76.8%
	150	-0.9	82.8%	84.5%
	151	-0.7	95.2%	99.0%
	152	-0.4	93.1%	97.4%
	153	-1.6	96.6%	99.7%
	154	0.8	92.3%	98.1%
	155	-3.4	86.2%	92.8%
	158	-1.0	89.7%	96.6%
	159	1.6	82.8%	91.8%

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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	160	-0.4	86.2%	86.4%
	161	0.2	89.7%	73.6%
	162	0.8	93.1%	87.0%
	163	-1.8	79.3%	76.0%
	165	0.1	96.6%	85.5%
	166	-1.7	84.6%	86.6%
	167	-0.7	93.8%	86.4%
	168	0.4	93.8%	82.8%
	169	-0.9	93.3%	80.3%
	170	-1.7	95.2%	87.3%
	172	0.0	81.0%	82.4%
	173	2.2	84.1%	82.2%
	175	0.1	90.5%	82.5%
	177	-0.3	88.9%	90.2%
	178	-1.5	93.7%	90.2%
	179	-0.6	93.5%	97.1%
	180	-2.0	85.7%	97.0%
	182	-2.2	93.1%	97.1%
	183	0.6	84.1%	93.2%
	184	-2.3	88.9%	96.8%
	185	-2.3	98.4%	98.0%
	186	0.9	95.1%	96.3%
	187	-0.4	87.1%	92.4%
	188	1.0	93.7%	97.0%
	190	0.4	88.9%	91.2%
	192	1.5	93.8%	95.3%
	193	-4.3	57.1%	76.0%
	196	1.3	95.8%	94.0%

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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	401	3.4	37.5%	75.6%
	405	2.7	100.0%	100.0%
	432	NA	100.0%	100.0%
	450	3.2	33.3%	55.5%
	460	3.0	29.2%	56.1%
	463	1.7	78.3%	84.1%
	464	1.4	17.4%	47.9%
	465	NA	66.7%	84.4%
	467	4.1	76.9%	82.6%
	475	5.1	95.3%	97.9%
	476	3.6	50.0%	55.5%
	479	3.1	41.7%	77.7%
	488	4.7	48.0%	49.2%
	494	4.3	40.6%	43.8%
	497	5.6	50.0%	71.1%
	1054	NA	100.0%	100.0%
	1056	NA	100.0%	100.0%
	1057	NA	0.0%	50.0%
	1058	NA	0.0%	62.5%
	1063	NA	100.0%	100.0%
	1065	NA	0.0%	25.0%
	1082	4.7	100.0%	100.0%
	1099	-8.2	100.0%	90.0%
	1121	NA	100.0%	100.0%
	1129	NA	100.0%	100.0%
	1134	NA	100.0%	100.0%
	1135	3.0	100.0%	100.0%
	1136	-0.7	50.0%	57.1%

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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	1140	1.1	100.0%	100.0%
	1141	NA	100.0%	100.0%
	1143	NA	100.0%	95.2%
	1164	8.2	100.0%	100.0%
	1167	9.8	0.0%	58.8%
	1168	0.0	100.0%	71.4%
	1173	-6.3	0.0%	7.1%
	1174	13.9	100.0%	93.3%
	1179	NA	100.0%	100.0%
	1182	NA	0.0%	0.0%
	1184	NA	100.0%	100.0%
	1186	NA	100.0%	100.0%
	1195	NA	100.0%	100.0%
	1196	NA	50.0%	70.0%
	1198	NA	100.0%	100.0%
Keystone - Keystone	600	-0.7	90.5%	95.4%
	601	-2.1	93.7%	96.2%
	605	0.4	92.1%	94.7%
	607	-1.8	95.2%	98.4%
	609	-8.5	95.2%	95.0%
	610	-2.5	93.8%	99.4%
	611	0.4	87.5%	88.9%
	612	-0.2	92.3%	100.0%
	615	-2.1	100.0%	100.0%
	618	-6.1	91.8%	95.9%
	619	-2.3	82.5%	90.8%
	620	-0.7	93.7%	97.3%
	622	-0.8	95.2%	97.2%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	637	-1.4	92.9%	94.3%
	639	-0.3	88.9%	95.5%
	640	-0.7	76.2%	93.8%
	641	-2.2	90.5%	96.3%
	642	-7.1	88.9%	97.4%
	643	-1.6	84.1%	89.7%
	644	2.8	92.1%	95.8%
	645	0.0	95.2%	96.5%
	646	-4.4	69.8%	91.3%
	647	-0.3	95.2%	97.1%
	648	5.3	95.2%	99.0%
	649	-1.8	88.9%	93.9%
	650	-0.1	85.7%	96.2%
	651	-2.2	85.7%	90.1%
	652	0.7	85.7%	97.4%
	653	-1.6	73.0%	81.8%
	654	-1.3	90.5%	96.2%
	655	-1.3	58.7%	77.3%
	656	-1.6	87.3%	96.7%
	658	-0.3	92.9%	98.9%
	660	1.3	62.1%	94.5%
	661	-1.5	79.3%	91.0%
	662	1.0	93.8%	99.2%
	663	-4.8	89.7%	95.0%
	664	-1.6	62.1%	90.7%
	665	0.2	93.1%	94.3%
	666	0.2	96.6%	100.0%
	667	-2.6	75.9%	94.7%

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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	669	-3.6	96.6%	95.6%
	670	-1.2	93.1%	98.8%
	671	-6.9	69.0%	92.8%
	672	0.1	93.1%	96.5%
	674	NA	84.6%	97.4%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	1.8	96.8%	97.0%
	521	0.7	88.9%	94.8%
	522	2.0	88.9%	94.2%
	523	1.0	82.5%	95.8%
	524	3.1	88.9%	89.8%
	525	0.1	81.0%	91.3%
	527	1.8	92.1%	91.8%
	528	4.1	95.2%	92.3%
	529	0.7	88.9%	93.2%
	530	4.4	95.2%	99.2%
	531	4.0	95.2%	99.5%
	532	3.7	85.7%	91.7%
	534	3.0	95.2%	97.4%
	535	3.1	93.7%	96.3%
	536	1.4	93.7%	92.9%
	537	1.9	82.5%	90.7%
	538	1.9	90.5%	94.1%
	540	3.0	95.2%	96.8%
	541	2.8	95.2%	97.2%
	542	2.2	93.7%	97.9%
	543	1.7	82.5%	92.9%
	544	3.4	88.9%	90.3%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	545	1.8	95.2%	96.8%
	546	2.2	88.9%	92.1%
	547	1.0	82.5%	92.1%
	548	-0.6	74.6%	83.6%
	549	0.1	90.5%	95.2%
	550	NA	90.5%	94.9%
	551	1.8	90.5%	93.9%
	553	0.4	92.1%	91.5%
	554	NA	100.0%	100.0%
	720	2.4	100.0%	99.6%
	723	0.7	93.1%	95.3%
	724	1.8	93.1%	93.1%
	727	1.2	100.0%	100.0%
	728	1.8	96.6%	94.8%
	729	0.0	93.1%	99.0%
	732	0.7	89.7%	91.4%
	733	4.2	89.7%	92.5%
	734	1.9	89.7%	96.0%
	736	4.2	93.1%	97.0%
	737	3.1	82.8%	90.4%
	738	-1.2	89.7%	92.6%
	741	1.1	86.2%	90.1%
	742	1.9	79.3%	79.3%
	743	0.3	75.9%	89.6%
	744	1.7	86.2%	79.6%
	745	1.6	89.7%	91.4%
	746	0.0	93.1%	90.1%
	747	2.3	89.7%	93.3%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	748	1.3	89.7%	93.1%
	749	0.9	93.1%	95.2%
	751	0.8	96.6%	100.0%
Carolinian - Carolinian	79	-0.2	39.1%	57.9%
	80	0.5	64.1%	51.9%
Cascades - Cascades	500	1.4	38.7%	53.5%
	501	-1.0	58.7%	63.6%
	502	6.1	80.0%	75.0%
	503	NA	87.1%	91.5%
	504	2.8	50.0%	48.2%
	505	1.7	90.0%	90.0%
	506	-2.4	86.7%	76.1%
	507	1.7	64.1%	58.5%
	508	-2.5	69.6%	65.8%
	509	3.9	73.9%	68.3%
	510	-0.1	72.9%	90.1%
	511	3.4	100.0%	100.0%
	513	-3.3	54.3%	59.6%
	514	0.9	100.0%	100.0%
	516	-3.3	54.3%	65.2%
	517	-0.8	68.6%	75.9%
Downeaster - Downeaster	680	0.2	77.8%	90.0%
	681	-3.4	77.0%	89.5%
	682	-2.8	79.4%	89.8%
	683	-2.2	67.6%	80.1%
	684	0.2	68.6%	89.8%
	685	-2.3	74.6%	87.6%
	686	-1.2	64.5%	86.5%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Downeaster - Downeaster	687	-0.9	68.3%	85.0%
	688	-4.5	41.0%	74.7%
	689	-1.9	60.7%	86.6%
	690	0.2	78.3%	95.2%
	691	-1.5	47.8%	66.5%
	692	-3.4	64.0%	87.2%
	693	0.0	42.1%	85.7%
	694	-1.0	31.6%	77.0%
	695	-3.3	68.0%	86.8%
	696	0.4	73.9%	91.5%
	697	-0.6	60.9%	80.0%
	698	-4.7	58.3%	88.1%
	699	0.2	87.5%	94.9%
Empire - Adirondack	68	2.3	72.8%	60.2%
	69	0.4	50.0%	67.1%
Empire - Ethan Allen Express	290	2.3	73.0%	88.1%
	291	4.8	82.3%	85.0%
	292	2.0	75.0%	73.4%
	293	4.9	76.9%	81.8%
	296	0.3	69.2%	81.4%
Empire - Maple Leaf	63	1.4	76.1%	53.3%
	64	0.4	76.1%	50.4%
Empire - New York - Albany	230	2.5	96.8%	99.4%
	232	23.3	80.6%	96.1%
	233	1.6	70.7%	89.9%
	234	-0.1	93.5%	98.4%
	235	1.5	93.7%	96.5%
	236	0.5	87.1%	96.5%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	237	1.9	88.7%	96.8%
	238	2.1	89.1%	93.8%
	239	-0.5	70.0%	95.0%
	241	2.0	94.6%	97.7%
	242	2.9	92.1%	97.1%
	243	3.2	98.4%	99.5%
	244	-1.8	91.3%	95.8%
	245	4.3	87.3%	88.9%
	250	2.7	100.0%	99.0%
	252	0.6	88.2%	95.8%
	253	10.0	100.0%	99.0%
	254	1.5	100.0%	100.0%
	255	2.3	92.3%	92.3%
	256	3.8	100.0%	95.6%
	259	-0.1	96.7%	99.0%
	260	NA	93.3%	98.1%
	261	2.7	100.0%	100.0%
Empire - New York - Niagara Falls	280	0.2	91.1%	83.2%
	281	1.3	62.0%	54.9%
	283	1.7	70.7%	66.9%
	284	1.1	75.0%	60.7%
	288	1.0	38.5%	42.6%
Heartland Flyer - Heartland Flyer	821	5.5	87.0%	95.4%
	822	5.0	93.5%	89.8%
Hiawatha - Hiawatha	329	0.3	96.9%	99.7%
	330	-0.1	87.7%	98.2%
	331	1.2	93.4%	95.4%
	332	1.3	94.6%	99.1%

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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Hiawatha - Hiawatha	333	1.4	97.8%	98.7%
	334	0.8	95.6%	99.3%
	335	0.5	91.3%	96.1%
	336	1.5	92.4%	98.5%
	337	1.6	96.7%	98.3%
	338	0.0	91.3%	98.5%
	339	1.1	93.5%	95.4%
	340	0.8	98.9%	99.8%
	341	1.7	96.7%	99.3%
	342	1.5	93.5%	96.5%
	343	NA	100.0%	100.0%
	344	NA	93.3%	100.0%
Hoosier - Hoosier	850	1.8	76.9%	86.9%
	851	7.0	86.3%	87.9%
Illinois - Carl Sandburg / Illinois Zephyr	380	2.6	94.6%	94.5%
	381	2.5	95.7%	96.7%
	382	2.6	98.9%	98.3%
	383	3.0	95.7%	93.7%
	384	NA	100.0%	70.0%
	385	NA	100.0%	90.0%
Illinois - Illini / Saluki	390	-0.1	34.8%	37.7%
	391	-0.7	19.6%	29.8%
	392	-3.7	4.3%	33.2%
	393	-3.7	26.1%	29.6%
Illinois - Lincoln Service	300	1.7	81.8%	87.9%
	301	1.3	56.8%	70.3%
	302	2.5	71.6%	73.6%
	303	1.3	67.0%	63.7%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Illinois - Lincoln Service	304	1.5	88.0%	77.0%
	305	1.4	79.3%	79.8%
	306	2.6	85.7%	78.0%
	307	2.1	87.0%	82.7%
	308	NA	50.0%	83.3%
	309	NA	100.0%	75.0%
Michigan - Blue Water	364	6.5	83.7%	79.6%
	365	10.5	48.9%	77.6%
Michigan - Pere Marquette	370	3.0	83.7%	87.6%
	371	5.5	79.3%	91.7%
	372	NA	100.0%	100.0%
	373	NA	0.0%	75.0%
Michigan - Wolverine	350	1.6	67.2%	71.4%
	351	4.9	42.4%	80.1%
	352	2.2	14.9%	43.0%
	353	6.7	43.3%	55.7%
	354	1.6	60.9%	56.6%
	355	6.4	68.5%	67.3%
	356	NA	66.7%	33.3%
	358	NA	72.0%	78.5%
	359	NA	66.7%	76.2%
Missouri - Missouri	311	4.5	90.2%	87.6%
	313	7.0	95.7%	97.4%
	314	8.9	96.7%	90.1%
	316	9.7	97.8%	92.4%
Pacific Surfliner - Pacific Surfliner	562	0.9	80.2%	93.6%
	564	-1.8	84.5%	95.0%
	565	-0.8	72.1%	90.0%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	566	-1.2	76.2%	94.2%
	567	-4.1	69.8%	91.7%
	572	-3.1	69.8%	93.5%
	573	-2.4	76.8%	88.1%
	579	-1.4	70.6%	87.0%
	580	-1.2	83.7%	96.5%
	582	-1.3	76.7%	90.2%
	583	-4.5	75.6%	84.0%
	591	-0.4	74.4%	87.6%
	592	-3.5	89.1%	92.7%
	595	-4.3	73.3%	82.1%
	761	NA	55.6%	84.9%
	763	-1.5	77.2%	88.9%
	768	-1.2	85.9%	98.1%
	769	-1.1	72.8%	77.1%
	774	-0.4	83.7%	84.6%
	777	NA	81.5%	75.1%
	784	-1.5	68.5%	84.8%
	785	-1.4	70.7%	76.9%
	790	NA	82.5%	74.0%
	796	-1.9	71.7%	87.6%
	1566	NA	73.9%	81.8%
	1567	NA	87.0%	94.7%
	1761	NA	75.9%	85.6%
	1790	NA	86.2%	87.9%
Pennsylvanian - Pennsylvanian	42	0.6	83.7%	84.1%
	43	0.3	87.0%	74.7%
Piedmont - Piedmont	73	-1.5	78.2%	92.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Piedmont - Piedmont	74	-2.9	71.1%	84.5%
	75	NA	55.6%	77.3%
	76	NA	57.0%	84.6%
San Joaquins - San Joaquins	701	-2.3	84.8%	89.3%
	702	-1.0	85.9%	82.3%
	703	-1.8	82.6%	85.2%
	704	1.0	90.2%	89.3%
	708	NA	100.0%	100.0%
	709	NA	100.0%	100.0%
	710	NA	77.8%	77.4%
	711	-0.7	85.9%	89.4%
	712	-0.9	84.8%	78.9%
	713	0.5	78.3%	85.9%
	714	-0.2	87.0%	87.0%
	715	0.2	78.3%	84.4%
	716	0.9	90.2%	87.1%
	717	0.5	78.3%	81.2%
	718	0.4	73.9%	75.7%
	719	NA	76.7%	82.6%
Vermonter - Vermonter	54	3.3	75.9%	75.3%
	55	3.9	68.3%	34.8%
	56	3.5	58.7%	56.6%
	57	4.3	82.8%	48.0%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	0.7	40.2%	50.0%
	53	-0.5	32.9%	50.0%
California Zephyr - California Zephyr	5	2.8	75.0%	68.5%
	6	3.7	73.9%	59.3%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Capitol Ltd - Capitol Ltd	29	1.0	54.3%	61.3%
	30	0.9	60.9%	44.1%
Cardinal - Cardinal	50	0.9	32.5%	49.5%
	51	1.7	61.5%	57.9%
City Of New Orleans - City Of New Orleans	58	0.2	66.3%	45.9%
	59	0.4	71.7%	46.3%
Coast Starlight - Coast Starlight	11	0.2	72.8%	61.1%
	14	1.1	56.5%	42.7%
Crescent - Crescent	19	-0.1	64.1%	61.1%
	20	-0.5	69.6%	58.2%
Empire Builder - Empire Builder	7	0.0	62.0%	68.3%
	8	0.4	44.6%	31.6%
	27	0.5	55.1%	39.0%
	28	0.4	70.6%	73.7%
Lake Shore Ltd - Lake Shore Ltd	48	1.6	75.0%	52.5%
	49	-0.1	40.2%	44.6%
	448	-5.1	32.6%	16.0%
	449	-8.3	60.4%	83.2%
Palmetto - Palmetto	89	-0.6	37.0%	60.5%
	90	-0.1	68.5%	64.3%
Silver Meteor - Silver Meteor	97	0.1	45.2%	45.1%
	98	0.6	38.1%	48.8%
Silver Star - Silver Star	91	-0.5	37.5%	45.6%
	92	0.9	60.0%	57.7%
	1092	7.8	50.0%	33.3%
Southwest Chief - Southwest Chief	3	-0.4	75.0%	64.5%
	4	0.2	82.6%	56.2%
Sunset Ltd - Sunset Ltd	1	3.6	87.2%	65.0%

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 Q2 to FY 2017 Q1)	End Point OTP for FY 2017 Q1	All Stations OTP for FY 2017 Q1
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Sunset Ltd - Sunset Ltd	2	2.6	66.7%	57.3%
Texas Eagle - Texas Eagle	21	2.2	87.0%	47.5%
	22	1.9	53.3%	61.1%

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 2017 Q1 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
Acela Express							
Acela Express	2150	MNRR	3,113	DSR	2,454	CTI	296
	2151	MNRR	2,440	CTI	1,944	DSR	349
	2153	MNRR	2,078	DSR	1,869	CTI	175
	2154	MNRR	2,894	DSR	1,698	CTI	771
	2155	MNRR	1,723	DSR	901	CTI	547
	2158	MNRR	2,438	CTI	1,545	DSR	442
	2159	MNRR	2,228	CTI	969	DMW	499
	2160	MNRR	1,875	CTI	1,071	DSR	366
	2161	MNRR	2,500	CTI	2,500		
	2162	MNRR	3,393	CTI	3,036	DMW	357
	2163	MNRR	2,296	DSR	768	CTI	592
	2164	MNRR	1,760	DSR	927	CTI	638
	2165	MNRR	1,967	CTI	1,050	DMW	459
	2166	MNRR	1,893	CTI	1,441	DSR	366
	2167	MNRR	2,021	DSR	1,397	CTI	561
	2168	MNRR	1,783	CTI	1,043	DSR	717
	2170	MNRR	2,340	CTI	1,980	DSR	188
	2171	MNRR	2,489	DSR	1,247	DTR	845
	2172	MNRR	1,301	CTI	1,121	DSR	86
	2173	MNRR	2,115	DSR	1,475	CTI	520
	2174	MNRR	1,071	CTI	1,071		
	2175	MNRR	1,555	DSR	1,148	CTI	379
	2190	MNRR	2,982	DSR	2,460	CTI	417
	2192	MNRR	1,464	DSR	1,464		
	2193	MNRR	464	DSR	464		
	2240	MNRR	2,857	DSR	2,857		
	2241	MNRR	1,429	DSR	1,429		
	2243	MNRR	1,071	CTI	1,071		
	2245	MNRR	1,071	DSR	1,071		
	2246	MNRR	1,696	PTI	893	DSR	804
	2248	MNRR	1,726	CTI	833	DSR	714
	2249	MNRR	1,339	CTI	1,339		
	2250	MNRR	1,132	DSR	942	CTI	170
	2251	MNRR	998	DSR	452	DCS	263
	2252	MNRR	488	DSR	274	CTI	202
	2253	MNRR	1,269	CTI	957	DSR	198
	2254	MNRR	115	DSR	64	CTI	51
	2255	MNRR	1,263	CTI	1,110	DSR	77
	2256	MNRR	778	DSR	485	CTI	293

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
Standard			900				
	2257	MNRR	1,467	CTI	740	DCS	319
	2258	MNRR	1,566	CTI	1,484	DSR	82
	2259	MNRR	1,301	CTI	791	DSR	510
	2260	MNRR	393	DSR	238	DCS	119
	2261	MNRR	2,232	DSR	982	PTI	893
	2290	MNRR	1,798	DSR	1,702	DCS, CTI	95
	2291	MNRR	3,036	CTI	3,036		
	2295	MNRR	632	DSR	467	DCS, CTI	137
	2297	MNRR	1,905	DSR	1,280	CTI	521

Other NEC Corridor Routes

Northeast Regional	All Other Northeast Regional	132	MNRR	165	CTI	124	DSR	41
		135	MNRR	474	CTI	216	DSR	216
		136	MNRR	1,168	CTI	151	DSR	659
		137	MNRR	958	CTI	649	DSR	170
		139	MNRR	1,016	CTI	398	DSR	508
		140	MNRR	1,116	CTI	708	DSR	274
		141	MNRR	1,120	CTI	683	DSR	232
		143	MNRR	810	CTI	198	DSR	230
		146	MNRR	1,417	CTI	156	DSR	1,172
		148	MNRR	1,173	CTI	740	DSR	184
		150	MNRR	1,447	CTI	351	DSR	677
		160	MNRR	2,272	CTI	720	DSR	985
		161	MNRR	961	CTI	511	DSR	277
		162	MNRR	1,558	CTI	363	DSR	899
		163	MNRR	1,182	CTI	209	DSR	844

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	165	MNRR	1,550	CTI	816	DSR	536
	166	MNRR	769	CTI	481	DSR	96
	167	MNRR	1,462	CTI	346	DSR	1,071
	168	MNRR	770	CTI	603	DSR	167
	169	MNRR	1,452	CTI	95	DSR	1,214
	170	MNRR	2,183	CTI	1,247	DSR	660
	172	MNRR	1,312	CTI	595	DSR	317
	173	MNRR	1,953	CTI	813	DSR	303
	175	MNRR	3,475	CTI	3,200	DSR	210
	177	MNRR	1,531	CTI	865	DSR	471
	178	MNRR	490	CTI	303	DSR	125
	179	MNRR	1,077	CTI	121	DSR	884
	190	MNRR	2,891	CTI	388	DSR	2,381
	1135	MNRR	1,786	CTI	1,786		
	1136	MNRR	2,054	CTI	714	DSR	1,339
	1167	MNRR	1,607	CTI	1,607		
	1168	MNRR	3,393			DSR	2,500
	1173	MNRR	3,929	CTI	1,964	DSR	1,964
	1174	MNRR	714			DSR	714
	1182	CSX	4,620	DCS	1,812	DMW	1,721
	1182	MNRR	3,036	CTI	893	DSR	2,143

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
Standard			900				
	Lynchburg	145 NS	617	FTI	443	DCS	5
		147 MNRR	1,429	DSR	179	CTI	786
		147 NS	514	FTI	461	DCS	37
		156 NS	181	FTI	38	DCS	80
		171 MNRR	3,452	DSR	1,414	CTI	660
		171 NS	483	FTI	306	DCS	34
		176 MNRR	2,123	DSR	952	CTI	918
		176 NS	306	FTI	44	DCS	163
		1171 MNRR	893	DSR	893		
		1171 NS	184	FTI	184		
	Richmond / Newport News / Norfolk	65 CSX	1,167	FTI	384	PTI	215
		65 MNRR	2,500	DSR	825	CTI	369
		66 CSX	1,572	FTI	362	PTI	510
		66 MNRR	1,213	DSR	1,079	CTI	54
		67 CSX	2,862	FTI	680	PTI	545
		67 MNRR	2,423	DSR	967	CTI	238
		71 CSX	1,362	FTI	560	PTI	341
		71 NS	123	DCS	58	RTE	49
		82 CSX	1,462	FTI	485	PTI	110
		82 MNRR	1,810	DSR	1,143	CTI	440
		83 CSX	1,258	FTI	62	PTI	251
		83 MNRR	2,932	DSR	2,113	CTI	699
		84 CSX	1,808	FTI	680	PTI	149
		84 NS	133	DCS	48	RTE	44

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	85	CSX	1,433	FTI	215	PTI	270
	86	CSX	1,265	FTI	45	PTI	328
	86	MNRR	2,628	DSR	2,302	CTI	142
	87	CSX	885	FTI	279	PTI	202
	88	CSX	1,359	FTI	501	PTI	214
	88	MNRR	911	DSR	388	CTI	419
	88	NS	375	DCS	331	RTE	26
	93	CSX	2,183	FTI	568	PTI	171
	93	MNRR	2,416	DSR	1,681	CTI	588
	94	CSX	2,459	FTI	461	PTI	389
	94	MNRR	3,019	DSR	618	CTI	2,219
	95	CSX	2,324	FTI	841	PTI	303
	95	MNRR	958	DSR	164	CTI	448
	96	CSX	1,432	FTI	270	PTI	491
	96	MNRR	1,733	DSR	95	CTI	1,576
	99	CSX	1,032	FTI	188	PTI	277
	99	MNRR	1,539	DSR	850	CTI	326
	125	CSX	1,709	FTI	561	PTI	384
	125	NS	321	DCS	129	RTE	106
	157	CSX	1,129	FTI	360	PTI	205
	157	MNRR	522	DSR	357		

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
Standard				900			
	157	NS	247	DCS	134	RTE	41
	164	CSX	915	FTI	337	PTI	53
	164	MNRR	1,096	DSR	333	CTI	579
	174	CSX	1,697	FTI	229	PTI	149
	174	MNRR	1,899	DSR	556	CTI	859
	194	CSX	1,531	FTI	475	PTI	418
	194	MNRR	74	DSR	74		
	195	CSX	1,218	FTI	178	PTI	169
	195	MNRR	671	DSR	68	CTI	271
	1194	MNRR	1,607	DSR	1,607		

Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	483	PTI	71	DSR	127
		521	UP	738	PTI	110	DSR	94
		522	UP	616	PTI	71	DSR	100
		523	UP	840	PTI	252	DSR	125
		524	UP	543	PTI	244	DSR	146
		525	UP	716	PTI	339	DSR	120
		527	UP	826	PTI	246	DSR	158
		528	UP	885	PTI	480	DSR	110
		529	UP	482	PTI	137	DSR	87
		530	UP	352	PTI	65	DSR	124
		531	UP	445	PTI	220	DSR	71
		532	UP	644	PTI	59	DSR	189
		534	UP	385	PTI	42	DSR	151
		535	UP	269	PTI	36	DSR	53
		536	UP	566	PTI	94	DSR	134

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	537	UP	762	PTI	299	DSR	95
	538	UP	537	PTI	207	DSR	203
	540	UP	500	PTI	137	DSR	118
	541	UP	392	PTI	44	DSR	75
	542	UP	462	PTI	158	DSR	152
	543	UP	762	PTI	254	DSR	151
	544	UP	855	PTI	456	DSR	89
	545	UP	565	PTI	264	DSR	94
	546	UP	587	PTI	162	DSR	139
	547	UP	910	PTI	461	DSR	184
	548	UP	939	PTI	326	DSR	289
	549	UP	302	PTI	142	DSR	71
	550	UP	897	PTI	275	DSR	239
	551	UP	691	PTI	144	DSR	166
	553	UP	663	PTI	102	DSR	202
	720	UP	485	PTI	138	DSR	174
	723	UP	392	PTI	70	DSR	72
	724	UP	772	PTI	248	DSR	170
	727	UP	475	PTI	271	DSR	85
	728	UP	447	PTI	134	DSR	163
	729	UP	265	PTI	87	DSR	103
	732	UP	364	PTI	98	DSR	126
	733	UP	893	PTI	146	DSR	105
	734	UP	218			DSR	99
	736	UP	347	PTI	51	DSR	189
	737	UP	477	PTI	95	DSR	178
	738	UP	444	PTI	106	DSR	196
	741	UP	348	PTI	152	DSR	80
	742	UP	601	PTI	156	DSR	131
	743	UP	1,089	PTI	658	DSR	176
	744	UP	945	PTI	563	DSR	188

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 2017 Q1 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		745	UP	355	PTI	154	DSR	59
		746	UP	651	PTI	87	DSR	292
		747	UP	617	PTI	367	DSR	119
		748	UP	661	PTI	181	DSR	289
		749	UP	415	PTI	134	DSR	111
		751	UP	463	PTI	79	DSR	309
Carolinian	Carolinian	79	CSX	1,797	FTI	485	PTI	509
		79	NS	758	FTI	158	DSR	204
		80	CSX	1,851	FTI	687	PTI	254
		80	NS	994	FTI	300	DSR	234
Cascades	Cascades	500	BNSF	1,953	DSR	565	FTI	246
		500	UP	1,520	FTI	439	PTI	779
		501	BNSF	1,550	DSR	558	FTI	339
		502	BNSF	1,023	DSR	528	FTI	216
		503	UP	793	FTI	396	PTI	174
		504	BNSF	2,002	DSR	665	FTI	503
		505	UP	995	FTI	254	PTI	439
		506	BNSF	1,086	DSR	512	FTI	183
		506	UP	693	FTI	284	PTI	222
		507	BNSF	1,522	DSR	551	FTI	302
		507	UP	1,122	FTI	475	PTI	317
		508	BNSF	1,108	DSR	428	FTI	314
		508	UP	1,582	FTI	674	PTI	617
		509	BNSF	1,581	DSR	554	FTI	450
		510	BNSF	2,100	DSR	533	FTI	430
		511	BNSF	1,583	DSR	617	FTI	322
		513	BNSF	1,675	DSR	574	FTI	387
		514	BNSF	1,691	DSR	456	FTI	376
		516	BNSF	1,523	DSR	525	FTI	350
		517	BNSF	2,028	DSR	551	FTI	575
Downeaster	Downeaster	680	MBTA	1,685	CTI	1,139	PTI	21

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	680	PanAm	783	PTI	56	FTI	283
	681	MBTA	2,129	CTI	1,093	PTI	533
	681	PanAm	1,002	PTI	521		
	682	MBTA	1,544	CTI	499	PTI	542
	682	PanAm	476	PTI	36	FTI	70
	683	MBTA	2,358	CTI	446	PTI	1,708
	683	PanAm	849	PTI	472	FTI	84
	684	MBTA	544	CTI	257		
	684	PanAm	1,010	PTI	177	FTI	172
	685	MBTA	1,953	CTI	1,214	PTI	29
	685	PanAm	1,058	PTI	195	FTI	682
	686	MBTA	2,257	CTI	1,613	PTI	21
	686	PanAm	845	PTI	285	FTI	142
	687	MBTA	2,952	CTI	1,646		
	687	PanAm	1,682	PTI	805	FTI	402
	688	MBTA	1,843	CTI	1,465		
	688	PanAm	2,099	PTI	973	FTI	482
	689	MBTA	1,980	CTI	1,425	PTI	40
	689	PanAm	930			FTI	281
	690	MBTA	1,324	CTI	149		
	690	PanAm	278			FTI	13
	691	MBTA	3,601	CTI	342	PTI	2,455
	691	PanAm	789	PTI	229	FTI	234
	692	MBTA	2,167	CTI	575	PTI	615
	692	PanAm	434			FTI	65
	693	MBTA	883	CTI	77		
	693	PanAm	1,494	PTI	632	FTI	230
	694	MBTA	1,138	CTI	632		
	694	PanAm	1,563	PTI	1,006	FTI	195
	695	MBTA	1,179	CTI	282	PTI	602
	695	PanAm	774	PTI	461	FTI	70

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Non-NEC Corridor Routes							
		696	MBTA	1,135	CTI	57	
		696	PanAm	525			FTI 51
		697	MBTA	880	CTI	57	
		697	PanAm	941	PTI	479	FTI 139
		698	MBTA	1,239	CTI	485	PTI 606
		698	PanAm	851	PTI	505	FTI 141
		699	MBTA	404	CTI	108	
		699	PanAm	525			FTI 193
Empire	Adirondack	68	Amtrak	48	PTI	38	DCS 8
		68	CN	3,437	DSR	1,256	FTI 1,662
		68	CP	589	PTI	232	DSR 156
		68	MNRR	1,036	CTI	616	RTE 166
		69	CN	4,680	DSR	2,014	FTI 1,036
		69	CP	1,078	PTI	592	DSR 146
		69	MNRR	993	CTI	683	RTE 133
	Ethan Allen Express	290	Amtrak	40	PTI	13	DSR 6
		290	CP	852			DCS 313
		290	MNRR	1,523	CTI	792	DSR 110
		290	VTR	27	FTI	27	DCS
		291	CP	560	PTI	62	DCS 130
		291	MNRR	805	CTI	504	DSR 157
		292	Amtrak	151	PTI	119	DSR 25
		292	CP	3,530	PTI	3,198	DCS 176
		292	MNRR	932	CTI	618	DSR 108
		293	CP	358			DCS 38
		293	MNRR	2,162	CTI	2,029	
		296	Amtrak	255	PTI	255	
		296	CP	2,696	PTI	1,904	DCS 601
		296	MNRR	966	CTI	145	DSR 362
	Maple Leaf	63	CSX	1,591	FTI	514	RTE 381
		63	MNRR	1,239	CTI	913	RTE 152

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 2017 Q1 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		64	Amtrak	18	PTI	13	DCS	5
		64	CSX	1,661	FTI	766	RTE	328
		64	MNRR	677	CTI	328	RTE	130
	New York - Albany	230	MNRR	872	CTI	471	RTE	336
		232	MNRR	775	CTI	425	RTE	195
		233	MNRR	1,624	CTI	764	RTE	502
		234	MNRR	1,780	CTI	1,329	RTE	119
		235	MNRR	704	CTI	387	RTE	195
		236	MNRR	813	CTI	398	RTE	109
		237	MNRR	1,028	CTI	749		
		238	MNRR	1,162	CTI	654	RTE	145
		239	MNRR	2,553	CTI	2,433	RTE	91
		241	MNRR	602	CTI	312	RTE	80
		242	MNRR	919	CTI	623	RTE	92
		243	MNRR	420	CTI	139	RTE	119
		244	MNRR	2,215	CTI	1,433	RTE	84
		245	MNRR	892	CTI	513	RTE	52
		250	MNRR	398	CTI	105	RTE	162
		252	MNRR	1,007	CTI	240	RTE	240
		253	MNRR	712	CTI	241	RTE	183
		254	MNRR	906	CTI	688	RTE	133
		255	MNRR	749	CTI	495	RTE	121
		256	MNRR	676	CTI	459	RTE	12
		259	MNRR	440	CTI	147	RTE	42
		260	MNRR	863	CTI	340	RTE	283
		261	MNRR	398	CTI	101	RTE	179
	New York - Niagara Falls	280	CSX	572	FTI	124	RTE	212
		280	MNRR	1,586	CTI	926	RTE	143
		281	CSX	1,189	FTI	461	RTE	299
		281	MNRR	1,858	CTI	816	RTE	809
		283	CSX	905	FTI	275	RTE	326

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 2017 Q1 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		283	MNRR	1,130	CTI	520	RTE	198
		284	CSX	1,175	FTI	428	RTE	317
		284	MNRR	1,247	CTI	619	RTE	191
		288	Amtrak	240	FTI	141	PTI	99
		288	CSX	1,598	FTI	660	RTE	252
		288	MNRR	1,280	CTI	688	RTE	97
Heartland Flyer	Heartland Flyer	821	BNSF	821	DSR	539	FTI	101
		822	BNSF	577	DSR	389	FTI	122
Hiawatha	Hiawatha	329	CP	62	FTI	12		
		329	Metra	237	CTI	49	DMW	10
		330	CP	142	FTI	14	DCS	78
		330	Metra	4,027	CTI	3,949		
		331	CP	50	FTI	8	DCS	14
		331	Metra	1,217	CTI	711	DMW	298
		332	CP	176	FTI	68	DCS	60
		332	Metra	1,224	CTI	572	DMW	340
		333	CP	184	FTI	72	DCS	61
		333	Metra	531	CTI	62	DMW	199
		334	CP	281	FTI	159	DCS	64
		334	Metra	1,199	CTI	506	DMW	232
		335	CP	158	FTI	61	DCS	23
		335	Metra	1,214	CTI	888	DMW	55
		336	CP	260	FTI	115	DCS	49
		336	Metra	1,344	CTI	542	DMW	336
		337	CP	61	FTI	18	DCS	12
		337	Metra	583	CTI	151	DMW	41
		338	CP	143	FTI	51	DCS	27
		338	Metra	2,068	CTI	1,437	DMW	319
		339	CP	59	FTI	14	DCS	25
		339	Metra	2,205	CTI	1,982		
		340	CP	197	FTI	33	DCS	61

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 2017 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		340	Metra	1,437	CTI	874	DMW	14
		341	CP	144	FTI	62	DCS	70
		341	Metra	775	CTI	538	DMW	14
		342	CP	61	FTI	33	DCS	16
		342	Metra	1,361	CTI	1,063	DMW	82
		343	CP	13			DCS	13
		343	Metra	904	CTI	189	DMW	105
		344	CP	439	FTI	88	DCS	88
		344	Metra	652	CTI	42		
Hoosier	Hoosier	850	CSX	874	FTI	496	DCS	227
		851	CSX	679	FTI	317	DCS	173
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	414	DSR	121	RTE	106
		381	BNSF	401	DSR	109	RTE	91
		382	BNSF	328	DSR	80	RTE	110
		383	BNSF	363	DSR	86	RTE	63
		384	BNSF	818			RTE	331
		385	BNSF	681	DSR	97	RTE	292
	Illini / Saluki	390	CN	1,669	DCS	900	FTI	472
		391	CN	1,985	DCS	616	FTI	697
		392	CN	2,176	DCS	583	FTI	903
		393	CN	1,799	DCS	923	FTI	574
	Lincoln Service	300	CN	1,416	FTI	458	DCS	263
		300	UP	705	PTI	90	FTI	248
		301	CN	912	FTI	432	DCS	218
		301	UP	1,553	PTI	763	FTI	272
		302	CN	1,584	FTI	653	DCS	338
		302	UP	1,488	PTI	628	FTI	394
		303	CN	870	FTI	205	DCS	201

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 2017 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		303	UP	1,419	PTI	549	FTI	313
		304	CN	1,683	FTI	885	DCS	503
		304	UP	1,050	PTI	418	FTI	336
		305	CN	689	FTI	410	DCS	106
		305	UP	969	PTI	373	FTI	335
		306	CN	1,469	FTI	1,027	DCS	179
		306	UP	1,264	PTI	571	FTI	425
		307	CN	817	FTI	432	DCS	130
		307	UP	813	PTI	263	FTI	328
		308	CN	5,143	FTI	2,000	DCS	429
		308	UP	1,303			FTI	770
		309	CN	2,286	FTI	429	DCS	1,571
		309	UP	1,718	PTI	1,718		
Michigan	Blue Water	364	Amtrak	191	DCS	94	PTI	34
		364	CN	508	FTI	389	DMW	45
		364	MIDOT	163	DCS	138		
		364	NS	2,336	FTI	953	DCS	595
		365	Amtrak	620	DCS	304	PTI	250
		365	CN	1,169	FTI	917	DMW	84
		365	MIDOT	420	DCS	153	PTI	104
		365	NS	3,621	FTI	1,475	DCS	958
	Pere Marquette	370	CSX	288	DCS	60	FTI	127
		370	NS	1,506	FTI	1,006	PTI	106
		371	CSX	403	DCS	228	FTI	73
		371	NS	2,702	FTI	1,411	PTI	601
		372	NS	2,571	FTI	514	PTI	643
		373	CSX	815			FTI	815
		373	NS	6,684	FTI	6,427		
	Wolverine	350	Amtrak	1,262	PTI	1,045	DCS	146
		350	CN	1,869	DSR	294	FTI	357
		350	MIDOT	1,575	DSR	939	PTI	329

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	350	NS	3,054	FTI	1,282	DCS	1,189
	351	Amtrak	786	PTI	235	DCS	369
	351	CN	2,194	DSR	1,058	FTI	375
	351	MIDOT	1,254	DSR	1,003		
	351	NS	3,152	FTI	970	DCS	671
	352	Amtrak	697	PTI	410	DCS	136
	352	CN	1,962	DSR	475	FTI	576
	352	MIDOT	2,037	DSR	963	PTI	545
	352	NS	2,617	FTI	1,189	DCS	668
	353	Amtrak	1,074	PTI	577	DCS	416
	353	CN	2,734	DSR	743	FTI	620
	353	MIDOT	1,630	DSR	840	PTI	486
	353	NS	2,479	FTI	1,074	DCS	925
	354	Amtrak	358	PTI	97	DCS	117
	354	CN	1,360	DSR	199	FTI	594
	354	MIDOT	1,504	DSR	868	PTI	453
	354	NS	2,149	FTI	1,045	DCS	662
	355	Amtrak	296	PTI	100	DCS	114
	355	CN	2,601	DSR	785	FTI	945
	355	MIDOT	1,651	DSR	796	PTI	595
	355	NS	1,881	FTI	866	DCS	740
	356	Amtrak	975	PTI	841	DCS	135
	356	MIDOT	993	DSR	801	PTI	192
	356	NS	5,741			DCS	3,513
	358	Amtrak	279			DCS	145
	358	CN	2,742	DSR	479	FTI	569
	358	MIDOT	1,468	DSR	1,086	PTI	92
	358	NS	1,584	FTI	751	DCS	339
	359	Amtrak	2,186	PTI	1,850	DCS	336
	359	MIDOT	2,113	DSR	1,441	PTI	672
	359	NS	3,342	FTI	2,399	DCS	943

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 2017 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
Missouri	Missouri	311	UP	549	FTI	258	PTI	46
		313	UP	253	FTI	102	PTI	63
		314	UP	547	FTI	361	PTI	8
		316	UP	452	FTI	205	PTI	119
Pacific Surfliner	Pacific Surfliner	562	BNSF	432	DCS	104	DSR	98
		562	SCRRA	1,115	PTI	702	CTI	258
		562	SDNRR	1,888	CTI	701	DSR	483
		564	BNSF	773	DCS	336	DSR	230
		564	SCRRA	1,225	PTI	830	CTI	311
		564	SDNRR	1,742	CTI	293	DSR	631
		565	BNSF	1,193	DCS	137	DSR	131
		565	SCRRA	608	PTI	232	CTI	117
		565	SDNRR	1,920	CTI	1,233	DSR	497
		566	BNSF	908	DCS	185	DSR	244
		566	SCRRA	1,577	PTI	1,406	CTI	67
		566	SDNRR	1,602	CTI	288	DSR	483
		567	BNSF	1,691	DCS	288	DSR	303
		567	SCRRA	272	PTI	168	CTI	3
		567	SDNRR	1,865	CTI	724	DSR	489
		572	BNSF	1,018	DCS	164	DSR	219
		572	SCRRA	945	PTI	730	CTI	7
		572	SDNRR	1,690	CTI	514	DSR	442
		573	BNSF	674	DCS	203	DSR	128
		573	SCRRA	281	PTI	66	CTI	124
		573	SDNRR	1,034	CTI	364	DSR	325
		579	BNSF	936	DCS	275	DSR	269
		579	SCRRA	523	PTI	20	CTI	227
		579	SDNRR	1,531	CTI	343	DSR	522
		580	BNSF	487	DCS	162	DSR	124
		580	SCRRA	884	PTI	249	CTI	478
		580	SDNRR	1,904	CTI	1,136	DSR	205

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	582	BNSF	757	DCS	92	DSR	168
	582	SCRRA	1,301	PTI	929	CTI	273
	582	SDNRR	1,884	CTI	898	DSR	602
	583	BNSF	1,109	DCS	124	DSR	238
	583	SCRRA	1,049	PTI	599	CTI	340
	583	SDNRR	1,735	CTI	911	DSR	449
	591	BNSF	957	DCS	173	DSR	108
	591	SCRRA	246	PTI	37	CTI	71
	591	SDNRR	1,292	CTI	306	DSR	464
	592	BNSF	567	DCS	330	DSR	68
	592	SCRRA	620	PTI	100	CTI	50
	592	SDNRR	2,617	CTI	79	DSR	487
	595	BNSF	1,118	DCS	28	DSR	155
	595	SCRRA	279	PTI	77	CTI	67
	595	SDNRR	1,621	CTI	139	DSR	482
	761	BNSF	2,044	DCS	600	DSR	147
	761	SCRRA	1,437	PTI	458	CTI	712
	761	SDNRR	1,011	CTI	123	DSR	644
	761	UP	958	PTI	517	DCS	133
	763	BNSF	1,182	DCS	317	DSR	131
	763	SCRRA	421	PTI	123	CTI	105
	763	SDNRR	1,312	CTI	650	DSR	421
	763	UP	1,900	PTI	1,189	DCS	360
	768	BNSF	865	DCS	389	DSR	162
	768	SCRRA	847	PTI	514	CTI	146
	768	SDNRR	1,324	CTI	240	DSR	415
	768	UP	60			DCS	18
	769	BNSF	1,260	DCS	600	DSR	270
	769	SCRRA	400	PTI	51	CTI	239
	769	SDNRR	1,614	CTI	453	DSR	480
	769	UP	1,251	PTI	1,170	DCS	47

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	774	BNSF	833	DCS	27	DSR	308
	774	SCRRA	652	PTI	343	CTI	168
	774	SDNRR	1,799	CTI	609	DSR	346
	774	UP	839	PTI	416	DCS	208
	777	BNSF	844	DCS	254	DSR	195
	777	SCRRA	630	PTI	190	CTI	244
	777	SDNRR	1,569	CTI	149	DSR	617
	777	UP	1,347	PTI	869	DCS	232
	784	BNSF	654	DCS	141	DSR	141
	784	SCRRA	1,527	PTI	274	CTI	1,063
	784	SDNRR	1,681	CTI	600	DSR	470
	784	UP	870	PTI	579	DCS	115
	785	BNSF	1,428	DCS	265	DSR	243
	785	SCRRA	743	PTI	362	CTI	246
	785	SDNRR	1,964	CTI	944	DSR	631
	785	UP	565	PTI	403	DCS	18
	790	BNSF	613	DCS	236	DSR	74
	790	SCRRA	1,782	PTI	132	CTI	1,493
	790	SDNRR	1,429	CTI	5	DSR	528
	790	UP	1,168	PTI	673	DCS	66
	796	BNSF	741	DCS	216	DSR	124
	796	SCRRA	712	PTI	440	CTI	73
	796	SDNRR	952	CTI	74	DSR	400
	796	UP	1,050	PTI	171	DCS	56
	1566	BNSF	359	DCS	63		
	1566	SCRRA	1,743	PTI	1,223	CTI	318
	1566	SDNRR	2,042	CTI	862	DSR	355
	1567	BNSF	526	DCS	142	DSR	81
	1567	SCRRA	313	PTI	101	CTI	83
	1567	SDNRR	1,100	CTI	600	DSR	246
	1761	BNSF	174	DCS	145		

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 2017 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		1761	SCRRA	361	PTI	159	CTI	42
		1761	SDNRR	749	CTI	10	DSR	614
		1761	UP	688	PTI	478	DCS	119
		1790	BNSF	243	DCS	182		
		1790	SCRRA	260	PTI	77	CTI	93
		1790	SDNRR	1,078	CTI	22	DSR	383
		1790	UP	649	PTI	370	DCS	103
Pennsylvanian	Pennsylvanian	42	NS	980	FTI	347	DSR	316
		43	NS	1,027	FTI	592	DSR	163
Piedmont	Piedmont	73	NS	939	FTI	312	DSR	173
		74	NS	1,088	FTI	502	DSR	180
		75	NS	1,483	FTI	587	DSR	317
		76	NS	1,090	FTI	344	DSR	211
San Joaquins	San Joaquins	701	BNSF	982	PTI	353	FTI	468
		701	UP	1,159	PTI	2	FTI	424
		702	BNSF	1,093	PTI	467	FTI	428
		702	UP	951			FTI	530
		703	BNSF	634	PTI	405	FTI	138
		703	UP	907	PTI	58	FTI	499
		704	BNSF	423	PTI	209	FTI	130
		704	UP	842	PTI	29	FTI	223
		708	BNSF	652	PTI	370	FTI	247
		708	UP	129	PTI	129		
		709	BNSF	335	PTI	211		
		709	UP	1,418	PTI	1,418		
		710	BNSF	965	PTI	438	FTI	276
		710	UP	633	PTI	281	FTI	40
		711	BNSF	586	PTI	193	FTI	166
		711	UP	1,381	PTI	953	FTI	45
		712	BNSF	954	PTI	456	FTI	250
		712	UP	724	PTI	474	FTI	65

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 2017 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		713	BNSF	838	PTI	376	FTI	264
		713	UP	1,474	PTI	981	FTI	62
		714	BNSF	733	PTI	392	FTI	205
		714	UP	1,198	PTI	674	FTI	6
		715	BNSF	1,074	PTI	586	FTI	247
		715	UP	1,062	PTI	650	FTI	81
		716	BNSF	832	PTI	501	FTI	229
		716	UP	628	PTI	407	FTI	36
		717	BNSF	647	PTI	295	FTI	185
		717	UP	1,494	PTI	1,006	FTI	122
		718	BNSF	575	PTI	264	FTI	181
		718	UP	1,190	PTI	645	FTI	126
		719	BNSF	736	PTI	409	FTI	158
		719	UP	961	PTI	677	FTI	54
Vermonter	Vermonter	54	MADOT	2,183	DSR	2,154		
		54	MNRR	1,133	CTI	160	DSR	425
		54	NECR	1,036	DSR	917	DCS	114
		55	MADOT	2,742	DSR	2,319	DCS	385
		55	MNRR	3,160	CTI	2,599	DSR	371
		55	NECR	1,134	DSR	1,013	DCS	34
		56	MADOT	2,374	DSR	2,280	DCS	60
		56	MNRR	2,457	CTI	522	DSR	1,154
		56	NECR	931	DSR	884	DCS	5
		57	MADOT	2,374	DSR	2,224	DCS	90
		57	MNRR	1,718	CTI	1,429	DSR	209
		57	NECR	1,116	DSR	919	DCS	100
Long-Distance Routes								
Auto Train		52	CSX	1,674	FTI	663	DSR	504
		53	CSX	1,790	FTI	671	DSR	551
		53	FR	2,053	CTI	1,220	DSR	644
California Zephyr		5	BNSF	687	DSR	258	FTI	127
		5	UP	1,056	FTI	354	DSR	258

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	6	BNSF	728	DSR	330	FTI	149
	6	UP	855	FTI	324	DSR	187
Capitol Ltd	29	CSX	959	FTI	355	DSR	166
	29	NS	1,994	FTI	1,284	RTE	279
	30	CSX	1,313	FTI	465	DSR	344
	30	NS	1,547	FTI	953	RTE	329
Cardinal	50	BBrRR	2,057	PTI	630	DSR	471
	50	CSX	669	FTI	235	DCS	134
	50	NS	882	PTI	265	DCS	125
	51	BBrRR	1,047	PTI	411	DSR	514
	51	CSX	866	FTI	289	DCS	302
	51	NS	633	PTI	174	DCS	302
City Of New Orleans	58	CN	1,341	FTI	645	DSR	245
	59	CN	1,403	FTI	808	DSR	258
Coast Starlight	11	BNSF	1,152	DSR	360	RTE	216
	11	SCRRA	1,760	PTI	801	CTI	776
	11	UP	1,064	PTI	447	FTI	266
	14	BNSF	1,057	DSR	356	RTE	213
	14	SCRRA	1,927	PTI	1,069	CTI	476
	14	UP	1,119	PTI	404	FTI	307
Crescent	19	NS	889	FTI	480	DSR	157
	20	NS	885	FTI	477	DSR	154
Empire Builder	7	BNSF	1,011	FTI	644	DSR	184
	7	CP	289	FTI	165	DCS	58
	7	Metra	453	CTI	206	DCS	141
	8	BNSF	1,235	FTI	793	DSR	235
	8	CP	340	FTI	80	DCS	78
	8	Metra	1,335	CTI	991	DCS	142
	27	BNSF	1,037	FTI	569	DSR	243
	28	BNSF	868	FTI	510	DSR	121
Lake Shore Ltd	48	CSX	1,130	FTI	412	RTE	215
	48	MNRR	1,399	CTI	837	DSR	86
	48	NS	1,755	FTI	1,219	RTE	224
	49	CSX	502	FTI	225	RTE	130
	49	MNRR	816	CTI	309	DSR	220
	49	NS	2,018	FTI	1,524	RTE	139
	448	CSX	1,206	FTI	488	RTE	47
	448	MBTA	3,734	CTI	2,618	RTE	665
	449	CSX	1,647	FTI	343	RTE	131
	449	MBTA	2,272	CTI	1,438	RTE	138

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 2017 Q1 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
Palmetto	89	CSX	1,391	FTI	501	DSR	318
	90	CSX	1,217	FTI	414	DSR	287
Silver Meteor	97	CSX	1,142	FTI	501	DSR	235
	97	Fla DOT	1,357	DSR	325	CTI	473
	97	FR	2,065	DSR	783	PTI	859
	98	CSX	1,150	FTI	490	DSR	248
Silver Star	98	Fla DOT	1,070	DSR	703	CTI	115
	98	FR	1,585	DSR	745	PTI	291
	91	CSX	1,128	FTI	382	PTI	207
	91	Fla DOT	1,595	CTI	849	DSR	334
	91	FR	1,294	DSR	713	CTI	271
	91	NS	2,210	FTI	1,090	DSR	324
Southwest Chief	92	CSX	1,095	FTI	356	PTI	251
	92	Fla DOT	935	CTI	255	DSR	393
	92	FR	984	DSR	573	CTI	214
	92	NS	587			DSR	362
	1092	CSX	1,480	FTI	70	PTI	482
	1092	Fla DOT	4,057	CTI	3,177	DSR	880
Sunset Ltd	1092	FR	1,874	DSR	511	CTI	738
	3	BNSF	487	DSR	152	FTI	119
	3	NMDOT	4,130	DSR	2,825	CTI	780
	4	BNSF	448	DSR	149	FTI	107
Texas Eagle	4	NMDOT	3,420	DSR	2,728	CTI	144
	1	BNSF	800	DSR	582	DCS	81
	1	UP	1,068	FTI	473	DSR	239
Texas Eagle	2	BNSF	667	DSR	362	DCS	198
	2	UP	1,233	FTI	529	DSR	182
	21	BNSF	612	DSR	341	FTI	183
	21	CN	1,469	FTI	593	DCS	189
	21	TRE	1,196	CTI	631	FTI	324
	21	UP	1,715	FTI	829	DSR	321
	22	BNSF	933	DSR	557	FTI	285
	22	CN	1,941	FTI	832	DCS	366
Texas Eagle	22	TRE	1,946	CTI	1,622	FTI	63
	22	UP	1,173	FTI	396	DSR	274

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 2017 Q1 Largest Two Delay Codes	
				#1	#2

Standard			900		
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This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table, with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

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

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

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

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2150	58	OTH	29	ADA	20
Acela Express	2151	221	OTH	122	HLD	48
Acela Express	2153	523	ENG	326	OTH	145
Acela Express	2154	69	HLD	56	ADA	11
Acela Express	2155	130	OTH	48	ENG	45
Acela Express	2158	93	OTH	64	HLD	21
Acela Express	2159	275	OTH	150	ADA	79
Acela Express	2160	703	OTH	610	ENG	49
Acela Express	2161					
Acela Express	2162					
Acela Express	2163	241	OTH	122	HLD	65
Acela Express	2164	184	OTH	152	HLD, ADA	14
Acela Express	2165	191	HLD	117	OTH	49
Acela Express	2166	231	OTH	159	HLD	58
Acela Express	2167	394	OTH	312	HLD	60
Acela Express	2168	157	OTH	81	ENG	51
Acela Express	2170	133	OTH	110	ENG	12
Acela Express	2171	264	OTH	116	ADA	88
Acela Express	2172	92	OTH	54	HLD	38
Acela Express	2173	453	OTH	397	HLD, CAR	25
Acela Express	2174	1,174	OTH	1,174		
Acela Express	2175	545	HLD	240	ENG	123
Acela Express	2190	344	OTH	237	ENG	61
Acela Express	2192	336	OTH	336		
Acela Express	2193	143	OTH	143		
Acela Express	2195	893	OTH	804	HLD	89
Acela Express	2240					
Acela Express	2241					
Acela Express	2243	714	OTH	714		
Acela Express	2245					
Acela Express	2246					
Acela Express	2248	56	HLD	56		
Acela Express	2249	893	OTH	804	HLD	89
Acela Express	2250	1,074	OTH	902	ADA	61
Acela Express	2251	756	OTH	567	ADA	95
Acela Express	2252	1,421	OTH	1,286	ADA	112
Acela Express	2253	848	OTH	682	ADA	153

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express	2254	851	OTH	767	ADA	72
Acela Express	2255	140	ADA	102	OTH	38
Acela Express	2256	1,198	OTH	1,043	ADA	156
Acela Express	2257	561	OTH	383	HLD	166
Acela Express	2258	65	OTH	39	ADA	26
Acela Express	2259	217	OTH	153	HLD	38
Acela Express	2260	1,197	OTH	861	ENG	190
Acela Express	2261	268	OTH	268		
Acela Express	2262	839	OTH	503	HLD	336
Acela Express	2289					
Acela Express	2290	168	HLD	112	OTH	45
Acela Express	2291	714	OTH	714		
Acela Express	2293	2,500	OTH	2,500		
Acela Express	2295	1,250	OTH	1,236	ADA	14
Acela Express	2297	193	OTH	119	HLD	74
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - All Other Northeast Regional	132	194	HLD	142	OTH	52
Northeast Regional - All Other Northeast Regional	135	1,004	HLD	517	ENG	277
Northeast Regional - All Other Northeast Regional	136	400	OTH	374	HLD, ADA	13
Northeast Regional - All Other Northeast Regional	137	950	OTH	420	HLD	417
Northeast Regional - All Other Northeast Regional	139	385	OTH	206	HLD	137
Northeast Regional - All Other Northeast Regional	140	503	OTH	360	HLD	72
Northeast Regional - All Other Northeast Regional	141	2,528	OTH	1,233	SVS	782
Northeast Regional - All Other Northeast Regional	143	3,278	SVS	1,460	OTH	1,358
Northeast Regional - All Other Northeast Regional	146	210	OTH	136	ADA	52
Northeast Regional - All Other Northeast Regional	148	961	OTH	866	HLD	77
Northeast Regional - All Other Northeast Regional	150	318	OTH	139	ENG	116
Northeast Regional - All Other Northeast Regional	160	260	OTH	156	HLD	104
Northeast Regional - All Other Northeast Regional	161	2,851	CON	1,780	OTH	610
Northeast Regional - All Other Northeast Regional	162	376	OTH	208	HLD	87
Northeast Regional - All Other Northeast Regional	163	1,681	CON	591	HLD	443
Northeast Regional - All Other Northeast Regional	165	682	OTH	376	CON	140

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

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	166	645	INJ	271	OTH	245
Northeast Regional - All Other Northeast Regional	167	971	OTH	670	ADA	145
Northeast Regional - All Other Northeast Regional	168	199	HLD	168	ADA	21
Northeast Regional - All Other Northeast Regional	169	1,185	CON	690	ENG	214
Northeast Regional - All Other Northeast Regional	170	487	OTH	434	ENG	27
Northeast Regional - All Other Northeast Regional	172	858	OTH	735	ADA	59
Northeast Regional - All Other Northeast Regional	173	1,332	OTH	1,020	HLD	207
Northeast Regional - All Other Northeast Regional	175	414	OTH	125	HLD	105
Northeast Regional - All Other Northeast Regional	177	536	OTH	462	HLD	43
Northeast Regional - All Other Northeast Regional	178	684	OTH	546	HLD	125
Northeast Regional - All Other Northeast Regional	179	815	OTH	421	CON	248
Northeast Regional - All Other Northeast Regional	190	333	OTH	245	ENG	88
Northeast Regional - All Other Northeast Regional	1135	714	OTH	536	ADA	179
Northeast Regional - All Other Northeast Regional	1136	286	OTH	159	HLD, ADA	64
Northeast Regional - All Other Northeast Regional	1139		OTH		SVS	
Northeast Regional - All Other Northeast Regional	1143	195	SYS	130	OTH	65
Northeast Regional - All Other Northeast Regional	1164	1,342	OTH	1,342		
Northeast Regional - All Other Northeast Regional	1167	179	SYS	179		
Northeast Regional - All Other Northeast Regional	1168					
Northeast Regional - All Other Northeast Regional	1173	1,250	HLD	714	OTH	536
Northeast Regional - All Other Northeast Regional	1174	839	OTH	671	ADA	168
Northeast Regional - All Other Northeast Regional	1179	1,250	OTH	1,250		
Northeast Regional - All Other Northeast Regional	1182	1,588	ADA	1,412	OTH	176
Northeast Regional - All Other Northeast Regional	1186	168	HLD	168		
Northeast Regional - Lynchburg	145	367	HLD	242	ADA	72
Northeast Regional - Lynchburg	147	559	OTH	231	HLD	164
Northeast Regional - Lynchburg	156	353	HLD	193	CAR	84
Northeast Regional - Lynchburg	171	582	HLD	212	ADA	158
Northeast Regional - Lynchburg	176	450	HLD	132	OTH, ADA	118

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Lynchburg	1171	219	OTH	219		
Northeast Regional - Richmond / Newport News / Norfolk	65	583	HLD	212	OTH	149
Northeast Regional - Richmond / Newport News / Norfolk	66	603	HLD	155	ENG	154
Northeast Regional - Richmond / Newport News / Norfolk	67	387	OTH	158	HLD	92
Northeast Regional - Richmond / Newport News / Norfolk	71	279	OTH	102	HLD	70
Northeast Regional - Richmond / Newport News / Norfolk	82	402	SYS	246	OTH	123
Northeast Regional - Richmond / Newport News / Norfolk	83	608	OTH	211	HLD	149
Northeast Regional - Richmond / Newport News / Norfolk	84	304	HLD	119	ADA	84
Northeast Regional - Richmond / Newport News / Norfolk	85	373	SYS	164	ADA	98
Northeast Regional - Richmond / Newport News / Norfolk	86	275	HLD	113	SYS	75
Northeast Regional - Richmond / Newport News / Norfolk	87	300	ENG	84	OTH, HLD	70
Northeast Regional - Richmond / Newport News / Norfolk	88	482	OTH	238	ADA	110
Northeast Regional - Richmond / Newport News / Norfolk	93	529	OTH	189	ADA	144
Northeast Regional - Richmond / Newport News / Norfolk	94	439	HLD	189	ADA	158
Northeast Regional - Richmond / Newport News / Norfolk	95	1,004	OTH	226	ENG	225
Northeast Regional - Richmond / Newport News / Norfolk	96	515	HLD	203	ADA	139
Northeast Regional - Richmond / Newport News / Norfolk	99	607	HLD	167	SYS	164
Northeast Regional - Richmond / Newport News / Norfolk	125	420	HLD	201	OTH	98
Northeast Regional - Richmond / Newport News / Norfolk	157	1,075	OTH	428	HLD	248
Northeast Regional - Richmond / Newport News / Norfolk	164	556	OTH	268	HLD	146
Northeast Regional - Richmond / Newport News / Norfolk	174	361	OTH	123	HLD	92
Northeast Regional - Richmond / Newport News / Norfolk	194	673	OTH	191	HLD	167
Northeast Regional - Richmond / Newport News / Norfolk	195	715	OTH	365	HLD	133
Northeast Regional - Richmond / Newport News / Norfolk	1194					
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	283	ENG	89	SVS	76
Capitol Corridor - Capitol Corridor	521	126	HLD	55	SYS	21
Capitol Corridor - Capitol Corridor	522	249	ADA	87	HLD	47
Capitol Corridor - Capitol Corridor	523	299	HLD	179	OTH	64

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	524	288	HLD	113	ENG	62
Capitol Corridor - Capitol Corridor	525	427	HLD	211	ADA	93
Capitol Corridor - Capitol Corridor	527	444	HLD	160	SYS	144
Capitol Corridor - Capitol Corridor	528	284	HLD	93	ADA	83
Capitol Corridor - Capitol Corridor	529	220	HLD	72	ADA	60
Capitol Corridor - Capitol Corridor	530	351	ADA	162	HLD	79
Capitol Corridor - Capitol Corridor	531	202	HLD	128	ADA	55
Capitol Corridor - Capitol Corridor	532	424	HLD	163	ADA	128
Capitol Corridor - Capitol Corridor	534	211	HLD	91	ADA	65
Capitol Corridor - Capitol Corridor	535	525	ADA	223	SYS	196
Capitol Corridor - Capitol Corridor	536	706	ENG	291	HLD	192
Capitol Corridor - Capitol Corridor	537	600	ADA	197	HLD	188
Capitol Corridor - Capitol Corridor	538	617	HLD	144	ADA	133
Capitol Corridor - Capitol Corridor	540	428	ITI	269	ADA	65
Capitol Corridor - Capitol Corridor	541	234	ADA	94	HLD	77
Capitol Corridor - Capitol Corridor	542	349	HLD	188	OTH	81
Capitol Corridor - Capitol Corridor	543	328	HLD	154	OTH	58
Capitol Corridor - Capitol Corridor	544	487	ITI	123	HLD	120
Capitol Corridor - Capitol Corridor	545	485	HLD	234	ADA	185
Capitol Corridor - Capitol Corridor	546	467	ADA	133	HLD	123
Capitol Corridor - Capitol Corridor	547	316	ITI	147	HLD	91
Capitol Corridor - Capitol Corridor	548	519	ITI	321	OTH	59
Capitol Corridor - Capitol Corridor	549	273	ITI	110	HLD	64
Capitol Corridor - Capitol Corridor	550	119	HLD	53	ADA	19
Capitol Corridor - Capitol Corridor	551	179	HLD	76	OTH	48
Capitol Corridor - Capitol Corridor	553	363	ENG	145	SYS	118
Capitol Corridor - Capitol Corridor	554					
Capitol Corridor - Capitol Corridor	720	241	HLD	126	ADA	43
Capitol Corridor - Capitol Corridor	723	186	HLD	101	OTH	28

Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	724	343	HLD	85	CCR, ADA	73
Capitol Corridor - Capitol Corridor	727	157	HLD	70	ADA	52
Capitol Corridor - Capitol Corridor	728	359	HLD	163	ADA	80
Capitol Corridor - Capitol Corridor	729	617	ADA	261	HLD	176
Capitol Corridor - Capitol Corridor	732	266	ADA	147	HLD	90
Capitol Corridor - Capitol Corridor	733	273	ADA	134	HLD	97
Capitol Corridor - Capitol Corridor	734	262	ADA	107	ENG	71
Capitol Corridor - Capitol Corridor	736	213	HLD	107	ADA	67
Capitol Corridor - Capitol Corridor	737	511	HLD	139	ADA	121
Capitol Corridor - Capitol Corridor	738	483	ADA	222	OTH	114
Capitol Corridor - Capitol Corridor	741	648	CAR	237	OTH	152
Capitol Corridor - Capitol Corridor	742	435	HLD	152	OTH	99
Capitol Corridor - Capitol Corridor	743	496	HLD	206	SYS	108
Capitol Corridor - Capitol Corridor	744	361	ITI	157	OTH	85
Capitol Corridor - Capitol Corridor	745	264	ITI	154	HLD	87
Capitol Corridor - Capitol Corridor	746	272	ITI	154	OTH	36
Capitol Corridor - Capitol Corridor	747	341	ITI	212	HLD	49
Capitol Corridor - Capitol Corridor	748	764	OTH	421	ITI	176
Capitol Corridor - Capitol Corridor	749	391	HLD	245	ADA	63
Capitol Corridor - Capitol Corridor	751	206	ADA	119	ENG	32
Carolinian - Carolinian	79	584	ADA	191	HLD	141
Carolinian - Carolinian	80	753	ADA	193	HLD	159
Cascades - Cascades	500	317	ADA	107	OTH	57
Cascades - Cascades	501	558	CAR	273	CCR	76
Cascades - Cascades	502	322	ADA	97	CAR	68
Cascades - Cascades	503	183	OTH	88	ENG	53
Cascades - Cascades	504	313	ADA	80	SYS	78
Cascades - Cascades	505	262	OTH	136	CAR	43
Cascades - Cascades	506	238	HLD	93	ADA	92

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Cascades - Cascades	507	466	ADA	103	CAR	77
Cascades - Cascades	508	302	HLD	72	OTH	62
Cascades - Cascades	509	209	HLD	71	ADA	68
Cascades - Cascades	510	148	CAR	33	HLD	32
Cascades - Cascades	511	134	HLD	107	OTH	27
Cascades - Cascades	513	320	ADA	99	HLD	76
Cascades - Cascades	514	483	HLD	429	ADA	54
Cascades - Cascades	516	344	ADA	86	HLD	77
Cascades - Cascades	517	110	ENG	61	SYS	14
Downeaster - Downeaster	680	143	HLD	95	OTH	36
Downeaster - Downeaster	681	158	ITI	46	ADA	43
Downeaster - Downeaster	682	251	CCR	103	ENG	69
Downeaster - Downeaster	683	84	ITI	35	HLD, ADA	21
Downeaster - Downeaster	684	349	CAR	231	OTH	74
Downeaster - Downeaster	685	143	HLD	89	ADA	30
Downeaster - Downeaster	686	83	ADA	37	HLD	24
Downeaster - Downeaster	687	66	ITI	41	ADA	10
Downeaster - Downeaster	688	54	OTH	26	CON	21
Downeaster - Downeaster	689	24	OTH	19	CON	5
Downeaster - Downeaster	690	213	INJ	111	HLD	53
Downeaster - Downeaster	691	369	CON	192	ADA	76
Downeaster - Downeaster	692	426	INJ	144	HLD	108
Downeaster - Downeaster	693	250	CON	78	HLD	74
Downeaster - Downeaster	694	79	OTH	67	HLD	34
Downeaster - Downeaster	695	275	CON	209	OTH	52
Downeaster - Downeaster	696	227	ITI	157	HLD	31
Downeaster - Downeaster	697	398	CON	316	ENG	41
Downeaster - Downeaster	698	119	OTH	112	HLD	7
Downeaster - Downeaster	699	180	CON	80	OTH	77

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - Adirondack	68	220	HLD	66	ENG	40
Empire - Adirondack	69	209	HLD	94	SYS	64
Empire - Ethan Allen Express	290	316	HLD	124	OTH	60
Empire - Ethan Allen Express	291	304	HLD	113	ENG	84
Empire - Ethan Allen Express	292	203	HLD	106	OTH	68
Empire - Ethan Allen Express	293	208	HLD	120	ADA	52
Empire - Ethan Allen Express	296	109	HLD	52	OTH	31
Empire - Maple Leaf	63	357	SYS	170	HLD	58
Empire - Maple Leaf	64	329	SYS	130	HLD	103
Empire - New York - Albany	230	5	HLD	5	ADA	3
Empire - New York - Albany	232	33	HLD	18	ADA	15
Empire - New York - Albany	233	51	HLD	27	SYS	14
Empire - New York - Albany	234					
Empire - New York - Albany	235	13	SYS	10	ADA	5
Empire - New York - Albany	236	139	HLD	48	ADA	33
Empire - New York - Albany	237	46	CAR	25	HLD	18
Empire - New York - Albany	238	123	HLD	82	ADA	29
Empire - New York - Albany	239	78	HLD	28	ADA	22
Empire - New York - Albany	241	75	INJ	53	HLD	17
Empire - New York - Albany	242	92	OTH	55	ADA	25
Empire - New York - Albany	243	35	OTH	33	SYS	3
Empire - New York - Albany	244	97	OTH	56	HLD	29
Empire - New York - Albany	245	37	OTH	25	ADA	10
Empire - New York - Albany	250	68	HLD	37	ADA	26
Empire - New York - Albany	252	157	ADA	83	HLD	55
Empire - New York - Albany	253	37	HLD	26	ADA	10
Empire - New York - Albany	254	242	HLD	193	OTH	48
Empire - New York - Albany	255					
Empire - New York - Albany	256	229	HLD	97	ADA	72

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

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Albany	259	31	HLD	21	OTH	10
Empire - New York - Albany	260	73	HLD	47	ADA	16
Empire - New York - Albany	261	0	OTH	0		
Empire - New York - Niagara Falls	280	280	SYS	108	HLD	61
Empire - New York - Niagara Falls	281	337	SYS	197	ADA	67
Empire - New York - Niagara Falls	283	417	SYS	208	HLD	92
Empire - New York - Niagara Falls	284	405	SYS	131	HLD	130
Empire - New York - Niagara Falls	288	295	SYS	156	HLD	83
Heartland Flyer - Heartland Flyer	821	341	HLD	157	ADA	63
Heartland Flyer - Heartland Flyer	822	313	HLD	125	OTH	80
Hiawatha - Hiawatha	329	302	OTH	291	SYS, HLD	6
Hiawatha - Hiawatha	330	286	ENG	204	CAR	26
Hiawatha - Hiawatha	331	233	OTH	200	SYS	22
Hiawatha - Hiawatha	332	328	OTH	263	HLD	34
Hiawatha - Hiawatha	333	341	OTH	232	ADA	40
Hiawatha - Hiawatha	334	367	OTH	290	SYS	30
Hiawatha - Hiawatha	335	331	OTH	213	HLD	74
Hiawatha - Hiawatha	336	297	OTH	209	SYS	31
Hiawatha - Hiawatha	337	246	OTH	174	HLD	35
Hiawatha - Hiawatha	338	345	OTH	268	ITI	27
Hiawatha - Hiawatha	339	229	OTH	109	HLD	51
Hiawatha - Hiawatha	340	250	OTH	208	HLD	19
Hiawatha - Hiawatha	341	180	OTH	163	HLD	17
Hiawatha - Hiawatha	342	476	OTH	267	ITI	126
Hiawatha - Hiawatha	343	338	OTH	330	HLD	8
Hiawatha - Hiawatha	344	212	OTH	157	ENG	55
Hoosier - Hoosier	850	272	SYS	145	ADA	42
Hoosier - Hoosier	851	368	SYS	167	ADA	53
Illinois - Carl Sandburg / Illinois Zephyr	380	287	HLD	132	ADA	101

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Illinois - Carl Sandburg / Illinois Zephyr	381	98	ADA	35	SYS, CCR	21
Illinois - Carl Sandburg / Illinois Zephyr	382	146	HLD	67	ADA	45
Illinois - Carl Sandburg / Illinois Zephyr	383	205	HLD	99	ADA	44
Illinois - Carl Sandburg / Illinois Zephyr	384	312	ADA	214	HLD	58
Illinois - Carl Sandburg / Illinois Zephyr	385	136	HLD	117	ADA	19
Illinois - Illini / Saluki	390	461	OTH	180	SYS	81
Illinois - Illini / Saluki	391	399	OTH	155	HLD	78
Illinois - Illini / Saluki	392	535	OTH	164	HLD	125
Illinois - Illini / Saluki	393	335	OTH	164	HLD	68
Illinois - Lincoln Service	300	223	ENG	82	HLD	54
Illinois - Lincoln Service	301	58	HLD	39	ADA	20
Illinois - Lincoln Service	302	306	HLD	95	CAR	63
Illinois - Lincoln Service	303	419	ENG	176	SYS	81
Illinois - Lincoln Service	304	188	ADA	64	SYS	58
Illinois - Lincoln Service	305	267	HLD	88	ADA	82
Illinois - Lincoln Service	306	175	HLD	61	ADA	31
Illinois - Lincoln Service	307	105	HLD	46	ADA	19
Illinois - Lincoln Service	308	377	ITI	377		
Illinois - Lincoln Service	309					
Michigan - Blue Water	364	349	HLD	120	ADA	113
Michigan - Blue Water	365	515	OTH	225	ADA	93
Michigan - Pere Marquette	370	418	OTH	183	HLD	101
Michigan - Pere Marquette	371	363	HLD	104	SYS	71
Michigan - Pere Marquette	372	234	HLD	234		
Michigan - Pere Marquette	373	33	HLD	33		
Michigan - Wolverine	350	241	SYS	78	ADA	59
Michigan - Wolverine	351	247	OTH	68	ADA	65
Michigan - Wolverine	352	689	ADA	203	HLD	161
Michigan - Wolverine	353	190	ADA	69	HLD	61

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Michigan - Wolverine	354	465	SYS	138	OTH	130
Michigan - Wolverine	355	224	SYS	50	HLD	48
Michigan - Wolverine	356	208	HLD	208		
Michigan - Wolverine	358	281	OTH	109	ADA	84
Michigan - Wolverine	359	162	OTH	162		
Missouri - Missouri	311	352	HLD	115	ADA	75
Missouri - Missouri	313	176	HLD	61	ADA	44
Missouri - Missouri	314	254	HLD	83	ADA	75
Missouri - Missouri	316	219	HLD	80	ITI	58
Pacific Surfliner - Pacific Surfliner	562	304	ENG	74	SYS	73
Pacific Surfliner - Pacific Surfliner	564	283	HLD	87	ADA	49
Pacific Surfliner - Pacific Surfliner	565	347	HLD	142	SYS	96
Pacific Surfliner - Pacific Surfliner	566	440	SVS	141	HLD	128
Pacific Surfliner - Pacific Surfliner	567	767	HLD	297	OTH	203
Pacific Surfliner - Pacific Surfliner	572	433	ADA	134	HLD	92
Pacific Surfliner - Pacific Surfliner	573	723	HLD	277	ADA	158
Pacific Surfliner - Pacific Surfliner	579	530	HLD	176	ITI	128
Pacific Surfliner - Pacific Surfliner	580	418	HLD	209	OTH	82
Pacific Surfliner - Pacific Surfliner	582	488	HLD	225	ADA	84
Pacific Surfliner - Pacific Surfliner	583	480	ITI	159	HLD	129
Pacific Surfliner - Pacific Surfliner	591	570	HLD	200	ITI	157
Pacific Surfliner - Pacific Surfliner	592	306	SYS	107	HLD	59
Pacific Surfliner - Pacific Surfliner	595	1,085	ITI	432	HLD	286
Pacific Surfliner - Pacific Surfliner	761	560	SYS	260	OTH	125
Pacific Surfliner - Pacific Surfliner	763	608	HLD	221	SYS	136
Pacific Surfliner - Pacific Surfliner	768	534	HLD	233	SYS	108
Pacific Surfliner - Pacific Surfliner	769	854	ITI	263	HLD	246
Pacific Surfliner - Pacific Surfliner	774	417	HLD	90	OTH	74
Pacific Surfliner - Pacific Surfliner	777	447	ITI	91	SYS	88

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	784	773	HLD	262	SYS	106
Pacific Surfliner - Pacific Surfliner	785	787	ITI	227	HLD	209
Pacific Surfliner - Pacific Surfliner	790	790	ENG	226	HLD	149
Pacific Surfliner - Pacific Surfliner	796	848	ENG	293	CON	162
Pacific Surfliner - Pacific Surfliner	1566	759	SVS	409	HLD	124
Pacific Surfliner - Pacific Surfliner	1567	324	ENG	78	HLD	74
Pacific Surfliner - Pacific Surfliner	1761	576	HLD	169	OTH	114
Pacific Surfliner - Pacific Surfliner	1790	572	HLD	187	OTH	119
Pennsylvanian - Pennsylvanian	42	318	HLD	101	OTH	91
Pennsylvanian - Pennsylvanian	43	307	HLD	97	ADA	86
Piedmont - Piedmont	73	119	SYS	42	ENG	27
Piedmont - Piedmont	74	241	ADA	67	HLD	50
Piedmont - Piedmont	75	374	ADA	150	HLD	115
Piedmont - Piedmont	76	470	ADA	138	HLD	137
San Joaquins - San Joaquins	701	224	ENG	86	OTH	49
San Joaquins - San Joaquins	702	260	HLD	90	ENG	83
San Joaquins - San Joaquins	703	361	CON	120	ENG	93
San Joaquins - San Joaquins	704	129	HLD	43	ADA	34
San Joaquins - San Joaquins	708	62	ADA	46	OTH	15
San Joaquins - San Joaquins	709	124	ADA	93	HLD	31
San Joaquins - San Joaquins	710	455	ADA	189	HLD	151
San Joaquins - San Joaquins	711	207	HLD	54	ADA	52
San Joaquins - San Joaquins	712	320	ADA	83	SYS	77
San Joaquins - San Joaquins	713	295	ADA	130	SYS	51
San Joaquins - San Joaquins	714	343	SYS	78	ADA	75
San Joaquins - San Joaquins	715	283	ADA	88	HLD	76
San Joaquins - San Joaquins	716	193	HLD	54	ADA	32
San Joaquins - San Joaquins	717	549	HLD	122	ITI	96
San Joaquins - San Joaquins	718	456	HLD	94	SYS	91

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
San Joaquins - San Joaquins	719	519	HLD	117	ADA	100
Vermonter - Vermonter	54	582	OTH	433	HLD	70
Vermonter - Vermonter	55	756	OTH	425	SVS	134
Vermonter - Vermonter	56	567	OTH	421	HLD	68
Vermonter - Vermonter	57	900	OTH	387	SVS	251
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	757	ITI	515	SYS	90
Auto Train - Auto Train	53	678	ITI	443	SYS	97
California Zephyr - California Zephyr	5	221	HLD	65	OTH	42
California Zephyr - California Zephyr	6	280	HLD	75	SVS	48
Capitol Ltd - Capitol Ltd	29	225	HLD	112	SYS	31
Capitol Ltd - Capitol Ltd	30	259	HLD	91	SYS	47
Cardinal - Cardinal	50	586	HLD	132	OTH	116
Cardinal - Cardinal	51	639	HLD	130	SYS	115
City Of New Orleans - City Of New Orleans	58	314	HLD	113	OTH	74
City Of New Orleans - City Of New Orleans	59	358	HLD	163	OTH	83
Coast Starlight - Coast Starlight	11	762	SYS	164	HLD	156
Coast Starlight - Coast Starlight	14	703	HLD	191	OTH	120
Crescent - Crescent	19	345	HLD	133	ADA	74
Crescent - Crescent	20	387	HLD	154	ADA	99
Empire Builder - Empire Builder	7	267	HLD	80	SYS	76
Empire Builder - Empire Builder	8	535	HLD	105	SYS	81
Empire Builder - Empire Builder	27	1,369	CON	1,240	SYS	58
Empire Builder - Empire Builder	28	483	CON	187	ITI	145
Lake Shore Ltd - Lake Shore Ltd	48	510	HLD	224	SYS	97
Lake Shore Ltd - Lake Shore Ltd	49	482	HLD	300	SYS	76
Lake Shore Ltd - Lake Shore Ltd	448	418	ENG	217	OTH	110
Lake Shore Ltd - Lake Shore Ltd	449	274	OTH	125	HLD	73
Palmetto - Palmetto	89	304	ADA	107	HLD	83

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Palmetto - Palmetto	90	277	ADA	74	HLD	69
Silver Meteor - Silver Meteor	97	403	ADA	139	HLD	104
Silver Meteor - Silver Meteor	98	373	ADA	137	HLD	104
Silver Star - Silver Star	91	444	ADA	134	HLD	92
Silver Star - Silver Star	92	384	ADA	131	HLD	94
Silver Star - Silver Star	1092	322	SYS	161	ADA	69
Southwest Chief - Southwest Chief	3	218	HLD	100	SYS	56
Southwest Chief - Southwest Chief	4	261	HLD	109	ENG	35
Sunset Ltd - Sunset Ltd	1	370	HLD	129	OTH	73
Sunset Ltd - Sunset Ltd	2	467	HLD	152	SVS	86
Texas Eagle - Texas Eagle	21	433	HLD	191	ADA	74
Texas Eagle - Texas Eagle	22	651	HLD	182	SVS	142

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 2017 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	336	ENG	93	CTI	51
	2103	Amtrak	153	SMW	58	DMW	14
	2104	Amtrak	224	SMW	68	ENG	43
	2107	Amtrak	288	SMW	95	PSC	43
	2108	Amtrak	133	CAR	53	PTI	44
	2109	Amtrak	240	SMW	87	ENG	57
	2110	Amtrak	83	CTI	28	DSR	12
	2117	Amtrak	160	SMW	64	DMW	29
	2119	Amtrak	530	SMW	148	CTI	128
	2121	Amtrak	324	SMW	118	CTI	45
	2122	Amtrak	137	SMW	40	CTP	23
	2124	Amtrak	161	SMW	39	DMW	24
	2126	Amtrak	126	ITI	42	DET	20
	2128	Amtrak	271	ENG	59	DMW	50
	2150	Amtrak	199	CTI	66	OTH	21
	2151	Amtrak	304	CTI	80	SMW	54
	2153	Amtrak	208	SMW	59	ENG	22
	2154	Amtrak	192	CTI	44	DMW	22
	2155	Amtrak	208	HLD	45	CTI	36
	2158	Amtrak	294	CTI	48	DCS	44
	2159	Amtrak	357	CTI	71	SMW	65
	2160	Amtrak	259	DCS	53	CTI	49
	2161	Amtrak	325	SMW	125	PTI, HLD	50
	2162	Amtrak	227	CTI	126	PTI	101
	2163	Amtrak	257	SMW	70	HLD	42
	2164	Amtrak	198	CTI	50	OTH	37
	2165	Amtrak	363	SMW	78	CTI	66
	2166	Amtrak	279	SMW	92	CTI	65
	2167	Amtrak	269	SMW	70	HLD	46
	2168	Amtrak	219	CTI	84	OTH	24
	2170	Amtrak	196	OTH	39	CTI	36
	2171	Amtrak	356	CTI	98	SMW	77
	2172	Amtrak	397	CTI	141	SMW	74
	2173	Amtrak	272	SMW	87	HLD	60
	2174	Amtrak	361	PTI	151	CAR	67
	2175	Amtrak	380	CTI	111	DCS	86
	2190	Amtrak	303	ENG	86	CTI	49
	2192	Amtrak	175	OTH	140	HLD	35
	2193	Amtrak	160	HLD	160		

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 2017 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2195	Amtrak	228	HLD	228		
	2203	Amtrak	370	SMW	175	DMW	113
	2205	Amtrak	331	SMW	178	CTI	55
	2207	Amtrak	327	ENG	136	SMW	130
	2208	Amtrak	93	SMW	52	PTI, ENG	15
	2211	Amtrak	314	SMW	171	PSC	48
	2212	Amtrak	82	SMW	27	ENG	21
	2213	Amtrak	477	SMW	271	PSC	85
	2215	Amtrak	155	HLD	111	PTI	44
	2217	Amtrak	578	CTI	578		
	2220	Amtrak	19	SMW	10	ADA	10
	2221	Amtrak	186	SMW	113	PTI	44
	2222	Amtrak	304	ENG	211	SMW	52
	2224	Amtrak	89	HLD	89		
	2225	Amtrak	529	ITI	311	SMW	77
	2228	Amtrak	26	SMW	15	CAR	11
	2240	Amtrak					
	2241	Amtrak	375	SMW	225	PSC	100
	2243	Amtrak	275	CTI	125	HLD	100
	2245	Amtrak	114	HLD	114		
	2246	Amtrak	176	PTI	76	ADA	38
	2248	Amtrak	118	HLD	76	OTH	42
	2249	Amtrak	649	ENG	412	HLD	87
	2250	Amtrak	241	HLD	58	SMW	49
	2251	Amtrak	288	SMW	95	HLD	63
	2252	Amtrak	200	HLD	39	PTI	37
	2253	Amtrak	269	SMW	89	HLD	73
	2254	Amtrak	194	SMW	50	OTH	40
	2255	Amtrak	457	DCS	116	SMW	86
	2256	Amtrak	279	HLD	70	SMW	49
	2257	Amtrak	212	SMW	82	PSC, HLD	36
	2258	Amtrak	252	ADA	78	OTH	58
	2259	Amtrak	227	HLD	71	SMW, PSC	37
	2260	Amtrak	198	OTH	47	SMW	39
	2261	Amtrak	150	PTI	62	HLD	50
	2262	Amtrak					
	2289	Amtrak	114	HLD	114		
	2290	Amtrak	225	SMW	105	PTI	70
	2291	Amtrak	913	CTI	570	HLD, ADA	114

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 2017 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2293	Amtrak	228	HLD	228		
	2295	Amtrak	219	HLD	110	ENG	57
	2297	Amtrak	147	HLD	71	SMW	48
Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	793	SVS	226	CAR	100
	51	Amtrak	660	ENG	208	SMW	163
Carolinian - Carolinian	79	Amtrak	376	SMW	100	SVS	52
	80	Amtrak	226	SMW	44	PTI	41
Crescent - Crescent	19	Amtrak	600	SVS	158	PTI	105
	20	Amtrak	454	PTI	118	ENG	66
Keystone - Keystone	600	Amtrak	188	DET	88	ENG	43
	601	Amtrak	173	DET	65	SMW	49
	605	Amtrak	234	DET	89	SMW, CTP	47
	607	Amtrak	114	DET	62	DMW	26
	609	Amtrak	289	CTI	85	ENG	48
	610	Amtrak	30	DSR	30		
	611	Amtrak	559	SVS	182	SMW	134
	612	Amtrak	23	DSR	23		
	615	Amtrak	45	DCS	30	CON	15
	618	Amtrak	357	SMW	186	DSR	40
	619	Amtrak	489	SMW	199	CON	167
	620	Amtrak	355	DCS	128	SMW	89
	622	Amtrak	242	SMW	125	DSR	49
	637	Amtrak	473	CAR	213	SMW	118
	639	Amtrak	384	ENG	91	SMW	74
	640	Amtrak	512	CTI	277	DCS	80
	641	Amtrak	201	CCR	39	CTI	34
	642	Amtrak	205	CTI	71	DCS	43
	643	Amtrak	294	SMW	44	CAR	42
	644	Amtrak	178	DCS	59	ENG	30

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 2017 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	645	Amtrak	123	CTI	28	SMW	24
	646	Amtrak	374	PTI	74	SMW	65
	647	Amtrak	336	CTI	105	SMW	90
	648	Amtrak	143	DCS	61	SMW	25
	649	Amtrak	444	CTI	110	HLD	87
	650	Amtrak	288	SMW	122	CCR	33
	651	Amtrak	451	CTI	164	HLD	79
	652	Amtrak	148	CTI	40	SMW	38
	653	Amtrak	663	CTI	166	DCS	98
	654	Amtrak	340	SMW	75	ADA	43
	655	Amtrak	712	SMW	206	CTI	143
	656	Amtrak	202	CTP	63	SMW	30
	658	Amtrak	240	DET	85	SMW	66
	660	Amtrak	536	SMW	230	PTI	102
	661	Amtrak	458	SMW	155	CCR	71
	662	Amtrak	410	MTI	168	SMW	145
	663	Amtrak	517	HLD	118	CTI	102
	664	Amtrak	638	SMW	182	CTI	105
	665	Amtrak	118	HLD	30	SMW	29
	666	Amtrak	289	SMW	61	PTI	53
	667	Amtrak	135	SMW	36	DCS	34
	669	Amtrak	135	DCS	41	PTI	34
	670	Amtrak	98	PTI	23	HLD	23
	671	Amtrak	372	CCR	160	DET	57
	672	Amtrak	93	SMW	36	CCR	21
	674	Amtrak	60	SYS	20	SMW	16
Northeast Regional - All Other Northeast Regional	110	Amtrak	112	ENG	35	CTP	19
	111	Amtrak	235	SMW	77	CTI	51
	123	Amtrak	171	CAR	126	ITI	34

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 2017 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	126	Amtrak	75	SMW	38	HLD	21
	127	Amtrak	424	SMW	139	PTI	90
	129	Amtrak	575	CTI	193	SMW	148
	130	Amtrak	187	MTI	49	SMW	32
	131	Amtrak	332	SMW	91	PTI	47
	132	Amtrak	194	PTI	29	OTH	29
	133	Amtrak	692	CTI	292	DCS	130
	134	Amtrak	272	CTI	62	PTI	53
	135	Amtrak	323	HLD	86	SMW	83
	136	Amtrak	419	DCS	233	CTP	70
	137	Amtrak	375	CTI	93	SMW	85
	138	Amtrak	206	CTI	54	SMW	36
	139	Amtrak	209	HLD	102	CAR	42
	140	Amtrak	630	PTI	138	DCS	115
	141	Amtrak	705	SMW	135	HLD	95
	143	Amtrak	616	HLD	108	SMW	96
	146	Amtrak	261	SYS	87	SMW	32
	148	Amtrak	441	HLD	93	PTI	61
	150	Amtrak	354	OTH	75	ENG	67
	151	Amtrak	147	SMW	49	CTP	39
	152	Amtrak	110	SMW	67	HLD	25
	153	Amtrak	399	ENG	210	SMW	116
	154	Amtrak	150	SMW	89	MTI	34
	155	Amtrak	469	CAR	149	MTI	113
	158	Amtrak	72	SMW	38	HLD	9
	159	Amtrak	221	DCS	92	SMW	43
	160	Amtrak	263	HLD	60	SMW	56
	161	Amtrak	348	SMW	133	HLD	74
	162	Amtrak	255	SMW	54	DET	54

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 2017 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	163	Amtrak	458	HLD	133	DCS	96
	165	Amtrak	192	HLD	67	SMW	34
	166	Amtrak	213	SMW	118	OTH	31
	167	Amtrak	151	ITI	45	PTI	31
	168	Amtrak	99	SMW	41	HLD	22
	169	Amtrak	267	SMW	80	HLD	74
	170	Amtrak	270	CTI	128	DCS	30
	172	Amtrak	519	CTI	138	HLD	48
	173	Amtrak	323	SMW	54	HLD	48
	175	Amtrak	300	HLD	74	SMW	73
	177	Amtrak	207	DCS	51	HLD	36
	178	Amtrak	252	DCS	62	SMW	40
	179	Amtrak	151	ITI	44	HLD	39
	180	Amtrak	291	CTI	117	DCS	32
	182	Amtrak	64	DCS	40	SMW, PTI	11
	183	Amtrak	574	CTI	259	SMW	128
	184	Amtrak	209	CTI	78	PTI	30
	185	Amtrak	222	SMW	85	CTI	68
	186	Amtrak	183	CTI	54	SMW	39
	187	Amtrak	196	DCS	79	PTI	42
	188	Amtrak	394	ENG	200	DMW	71
	190	Amtrak	186	ENG	38	DCS	30
	192	Amtrak	103	ADA	42	CAR	31
	193	Amtrak	727	SMW	179	PTI	154
	196	Amtrak	189	SMW	52	ENG	39
	401	Amtrak	3,088	PTI	1,139	ENG	897
	405	Amtrak	364	PSR	135	DCS	115
	432	Amtrak	782	CON	472	ITI, HLD	108
	450	Amtrak	3,364	PTI	1,200	CON	802

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 2017 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	460	Amtrak	3,553	CON	1,490	PTI	506
	463	Amtrak	1,541	ITI	415	PSR	317
	464	Amtrak	4,819	CON	2,413	PTI	1,928
	465	Amtrak	1,753	PTI	769	ITI	445
	467	Amtrak	2,651	ENG	1,307	SYS	697
	475	Amtrak	450	DCS	283	DSR	56
	476	Amtrak	2,151	CON	1,294	DSR	222
	479	Amtrak	2,110	PTI	1,146	DSR	229
	488	Amtrak	4,096	CON	1,520	PTI	1,239
	494	Amtrak	3,593	CON	2,905	PTI	154
	497	Amtrak	2,050	PTI	1,416	HLD	458
	1054	Amtrak					
	1056	Amtrak	267	PTI	178	HLD	89
	1057	Amtrak	1,199	CAR	888	HLD	222
	1058	Amtrak					
	1063	Amtrak	89	HLD	89		
	1065	Amtrak	578	OTH	578		
	1082	Amtrak					
	1099	Amtrak	622	PTI	222	HLD	222
	1121	Amtrak	133	HLD	133		
	1129	Amtrak	355	SMW	134	HLD	134
	1134	Amtrak					
	1135	Amtrak	200	HLD	200		
	1136	Amtrak	561	CTP	231	HLD	181
	1140	Amtrak	44	PTI	44		
	1141	Amtrak					
	1143	Amtrak	554	PTI	196	HLD	196
	1164	Amtrak	50	DCS	50		
	1167	Amtrak	150	CTI	150		

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 2017 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	1168	Amtrak					
	1173	Amtrak	699	CAR	400	HLD	225
	1174	Amtrak	504	SVS	428	HLD	76
	1179	Amtrak	970	OTH	799	HLD	171
	1182	Amtrak	377	ADA	126	HLD, DCS	76
	1184	Amtrak					
	1186	Amtrak	378	CTI	176	PTI, HLD	101
	1195	Amtrak	578	CTI	400	ADA	178
	1196	Amtrak	689	SYS	289	CTI	267
	1198	Amtrak	133	SYS	133		
Northeast Regional - Lynchburg	145	Amtrak	333	SMW	136	CTI	85
	147	Amtrak	696	PTI	194	HLD	100
	156	Amtrak	393	SMW	79	DCS	69
	171	Amtrak	476	HLD	97	SMW	60
	176	Amtrak	287	PTI	55	HLD	55
	1171	Amtrak	399	CTI	224	ADA	100
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	380	SMW	114	DMW	80
	66	Amtrak	231	SMW	84	DCS	45
	67	Amtrak	390	CTI	148	SMW	76
	71	Amtrak	630	SMW	171	PTI	127
	82	Amtrak	243	SMW	62	ADA	37
	83	Amtrak	548	CTI	114	PTI	100
	84	Amtrak	347	PTI	91	DCS	48
	85	Amtrak	428	SMW	95	CTI	80
	86	Amtrak	482	PTI	132	CTI	88
	87	Amtrak	551	SVS	153	SMW	150
	88	Amtrak	331	SMW	84	HLD	73
	93	Amtrak	604	CTI	132	SMW	105
	94	Amtrak	482	CTI	132	PTI	95

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 2017 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Richmond / Newport News / Norfolk	95	Amtrak	369	PTI	70	HLD	54
	96	Amtrak	374	SMW	96	OTH	53
	99	Amtrak	391	SMW	113	HLD	82
	125	Amtrak	283	PTI	77	SMW	72
	157	Amtrak	360	HLD	72	SMW	62
	164	Amtrak	447	HLD	101	OTH	76
	174	Amtrak	243	CTI	39	OTH	34
	194	Amtrak	230	SMW	67	SVS	46
	195	Amtrak	437	HLD	111	SMW	88
	1194	Amtrak	151	CTI	101	HLD	50
Palmetto - Palmetto	89	Amtrak	853	SMW	154	HLD	118
	90	Amtrak	310	SMW	80	HLD	70
Pennsylvanian - Pennsylvanian	42	Amtrak	332	ENG	98	PTI	70
	43	Amtrak	203	CAR	33	ENG	26
Silver Meteor - Silver Meteor	97	Amtrak	1,014	CAR	237	SMW	196
	98	Amtrak	621	PTI	208	HLD	97
Silver Star - Silver Star	91	Amtrak	684	CAR	235	PTI	101
	92	Amtrak	292	PTI	97	SMW	51
	1092	Amtrak					
Vermont - Vermonter	54	Amtrak	615	SYS	201	PTI	160
	55	Amtrak	400	SMW	125	PTI	72
	56	Amtrak	668	SVS	176	SYS	85
	57	Amtrak	203	SMW	71	HLD	51

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.

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

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

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

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

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

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

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

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

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

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	<p><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u>—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train’s stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.¹⁹</p>				<p>Effective FY 2012, All-Stations OTP must be at least 80% for all routes except Acela (90%) and other NEC corridor routes (85%). By FY 2014, All-Stations OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, and 85% for long-distance routes. Results for this metric will be published beginning with the first report under Section 207, even though the test is not in effect until FY 2012. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), All-Stations OTP will be calculated against the adjusted schedule.</p>
Train Delays	<p>Train Delays.²⁰ This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)²¹: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.</p>		✓		<p>Annex 3 describes the rationale for the standards adopted in the Train Delay category.</p>
	Train Delays—Off NEC				
	Amtrak-Responsible ²² Delays per 10,000 Train-Miles	Route ¹⁵			

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.

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.]