

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

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

**Covering the Quarter Ended March, 2017  
(Second Quarter of Fiscal Year 2017)**



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

**Published May 2017**

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## Notes

<b>Note No.</b>	<b>Applies to Tables—</b>	<b>Note</b>
<b>1</b>	<b>1 &amp; 3</b>	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.
<b>2</b>	<b>All Route-Specific Tables</b>	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.
<b>3</b>	<b>On-Time Performance, Train Delays, and Other Service Quality Tables</b>	For the non-financial metrics for which standards exist, numbers shown in <b>red</b> indicate that the established standard was not met.
<b>4</b>	<b>Entire Report</b>	The data in this report is provided by Amtrak and reviewed by FRA.

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

Service	Current Period	Prior Period	Prior Report
	Apr 15 - Mar 17	Apr 14 - Mar 16	JAN 15 - Dec 16
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
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
<b><i>Non-NEC Corridor Routes</i></b>			
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
<b><i>Long-Distance Routes</i></b>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

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

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

Service	Current Period	Prior Period	Prior Report
	Apr 15 - Mar 17	Apr 14 - Mar 16	JAN 15 - Dec 16
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
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
<b><i>Non-NEC Corridor Routes</i></b>			
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
<b><i>Long-Distance Routes</i></b>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

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

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

Service	Current Period	Prior Period	Prior Report
	Apr 15 - Mar 17	Apr 14 - Mar 16	JAN 15 - Dec 16
<b><i>Acela Express</i></b>			
Acela Express	187%	192%	187%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	92%	83%	89%
Northeast Regional (Boston - Washington)	135%	135%	134%
Newport News	131%	134%	129%
Lynchburg	136%	131%	135%
Norfolk	106%	98%	103%
Richmond	112%	97%	107%
New Haven - Springfield	55%	65%	55%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	79%	79%	78%
Carolinian	112%	105%	108%
Cascades	88%	86%	86%
Downeaster	77%	80%	77%
Empire Corridor			
Adirondack	92%	94%	93%
Empire Service	105%	89%	95%
Ethan Allen Express	62%	71%	62%
Maple Leaf	61%	67%	62%
Heartland Flyer	92%	83%	92%
Hiawatha	87%	83%	84%
Hoosier State	83%	57%	77%
Illinois			
Carl Sandburg / Illinois Zephyr	96%	82%	81%
Illini / Saluki	86%	77%	71%
Lincoln Service	95%	84%	79%
Michigan			
Blue Water	74%	74%	74%
Pere Marquette	84%	74%	81%
Wolverine	34%	40%	34%
Kansas City - St. Louis	92%	83%	89%
Pacific Surfliner	84%	82%	83%
Pennsylvanian	80%	77%	78%
Piedmont	90%	81%	86%
San Joaquins	83%	88%	83%
Vermont	109%	115%	114%
<b><i>Long-Distance Routes</i></b>			
Auto Train	97%	101%	98%
California Zephyr	47%	47%	47%
Capitol Limited	42%	44%	43%
Cardinal	33%	35%	33%
City of New Orleans	46%	45%	46%
Coast Starlight	48%	49%	48%
Crescent	44%	43%	43%
Empire Builder	48%	49%	48%
Lake Shore Ltd	41%	43%	41%
Palmetto	79%	66%	75%
Silver Meteor	53%	55%	53%
Silver Star	48%	48%	47%
Southwest Chief	45%	46%	46%
Sunset Limited	26%	27%	26%
Texas Eagle	43%	43%	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
	Apr 15 - Mar 17	Apr 14 - Mar 16	JAN 15 - Dec 16
<b><i>Acela Express</i></b>			
Acela Express	187%	192%	187%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	76%	71%	74%
Northeast Regional (Boston - Washington)	135%	135%	134%
Newport News	120%	122%	120%
Lynchburg	143%	145%	142%
Norfolk	96%	93%	95%
Richmond	102%	105%	103%
New Haven - Springfield	32%	41%	32%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	44%	41%	42%
Carolinian	97%	95%	95%
Cascades	53%	52%	52%
Downeaster	49%	49%	48%
Empire Corridor			
Adirondack	54%	61%	56%
Empire Service	50%	46%	47%
Ethan Allen Express	51%	61%	52%
Maple Leaf	67%	72%	67%
Heartland Flyer	26%	25%	26%
Hiawatha	73%	71%	73%
Hoosier State	22%	14%	20%
Illinois			
Carl Sandburg / Illinois Zephyr	32%	32%	32%
Illini / Saluki	40%	43%	40%
Lincoln Service	44%	43%	44%
Michigan			
Blue Water	44%	46%	44%
Pere Marquette	39%	40%	38%
Wolverine	23%	27%	22%
Kansas City - St. Louis	38%	36%	38%
Pacific Surfliner	65%	60%	64%
Pennsylvanian	72%	71%	71%
Piedmont	44%	41%	42%
San Joaquins	41%	44%	41%
Vermont	62%	61%	63%
<b><i>Long-Distance Routes</i></b>			
Auto Train	97%	101%	98%
California Zephyr	47%	47%	47%
Capitol Limited	42%	44%	43%
Cardinal	33%	35%	33%
City of New Orleans	46%	45%	46%
Coast Starlight	48%	49%	48%
Crescent	44%	43%	43%
Empire Builder	48%	49%	48%
Lake Shore Ltd	41%	43%	41%
Palmetto	79%	66%	75%
Silver Meteor	53%	55%	53%
Silver Star	48%	48%	47%
Southwest Chief	45%	46%	46%
Sunset Limited	26%	27%	26%
Texas Eagle	43%	43%	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 2016 Constant Dollars*

Service	Current Period	Prior Period	Prior Report
	Apr 15 - Mar 17	Apr 14 - Mar 16	JAN 15 - Dec 16
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
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
<b><i>Non-NEC Corridor Routes</i></b>			
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
<b><i>Long-Distance Routes</i></b>			
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 2016 Constant Dollars*

Service	Current Period	Prior Period	Prior Report
	Apr 15 - Mar 17	Apr 14 - Mar 16	JAN 15 - Dec 16
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
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
<b><i>Non-NEC Corridor Routes</i></b>			
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
<b><i>Long-Distance Routes</i></b>			
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*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Apr 15 - Mar 17</b>	<b>Apr 14 - Mar 16</b>	<b>JAN 15 - Dec 16</b>
(\$0.035)	(\$0.037)	(\$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*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Apr 15 - Mar 17</b>	<b>Apr 14 - Mar 16</b>	<b>JAN 15 - Dec 16</b>

(\$0.071)	(\$0.072)	(\$0.073)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

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

Service	Current Period	Prior Period	Prior Report
	Apr 15 - Mar 17	Apr 14 - Mar 16	JAN 15 - Dec 16
<b><i>Acela Express</i></b>			
Acela Express	189	194	191
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	153	146	151
Northeast Regional (Boston - Washington)	231	227	231
Newport News	262	274	266
Lynchburg	327	340	329
Norfolk	177	179	176
Richmond	196	204	198
New Haven - Springfield	120	113	119
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	88	85	87
Carolinian	241	254	245
Cascades	131	127	130
Downeaster	84	84	84
Empire Corridor			
Adirondack	209	226	214
Empire Service	130	132	131
Ethan Allen Express	148	157	150
Maple Leaf	117	116	117
Heartland Flyer	78	83	79
Hiawatha	151	151	151
Hoosier State	58	59	58
Illinois			
Carl Sandburg / Illinois Zephyr	88	92	89
Illini / Saluki	105	116	107
Lincoln Service	128	130	128
Michigan			
Blue Water	156	159	155
Pere Marquette	107	116	109
Wolverine	143	146	143
Kansas City - St. Louis	78	83	79
Pacific Surfliner	158	154	158
Pennsylvanian	205	213	207
Piedmont	69	72	69
San Joaquins	111	124	114
Vermont	136	137	137
<b><i>Long-Distance Routes</i></b>			
Auto Train	344	374	352
California Zephyr	172	169	171
Capitol Limited	181	186	183
Cardinal	118	121	119
City of New Orleans	157	161	159
Coast Starlight	212	219	212
Crescent	144	154	146
Empire Builder	172	164	171
Lake Shore Ltd	197	206	198
Palmetto	166	149	163
Silver Meteor	213	214	214
Silver Star	170	179	172
Southwest Chief	189	191	191
Sunset Limited	125	133	126
Texas Eagle	168	170	170

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

**Table 6**  
**On Time Performance (OTP)**

Service	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q3 to FY 2017 Q2)	Test #2 End Point OTP for FY 2017 Q2	Test #3 All Stations OTP for FY 2017 Q2
<b>Acela Express</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	-2.6	83.0%	86.3%
<b>Other NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>85.0%</b>	<b>85.0%</b>
Keystone	-1.3	90.7%	95.4%
Total Northeast Regional	-0.6	82.1%	86.6%
All Other Northeast Regional	0.6	83.5%	89.9%
Lynchburg	-6.2	83.3%	85.4%
Richmond / Newport News / Norfolk	-0.4	77.6%	81.2%
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor	1.5	88.9%	92.3%
Carolinian	0.0	63.2%	59.1%
Cascades	-1.3	44.7%	57.3%
Downeaster	-2.1	79.0%	91.6%
Empire	1.1	86.5%	82.7%
Adirondack	1.3	76.7%	74.3%
Ethan Allen Express	3.3	84.9%	90.4%
Maple Leaf	0.7	83.3%	65.0%
New York - Albany	1.6	90.2%	95.7%
New York - Niagara Falls	1.0	82.0%	77.5%
Heartland Flyer	5.4	87.2%	89.0%
Hiawatha	1.1	96.9%	98.9%
Hoosier	3.7	84.6%	86.3%
Illinois	1.9	74.0%	74.0%
Carl Sandburg / Illinois Zephyr	2.8	96.1%	95.1%
Illini / Saluki	-2.3	26.0%	35.0%
Lincoln Service	3.5	85.4%	84.0%
Michigan	4.6	72.2%	76.2%
Blue Water	8.2	79.4%	85.0%

**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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pere Marquette	4.0	84.4%	92.7%
Wolverine	3.4	65.7%	71.8%
Missouri	7.5	90.3%	87.7%
Pacific Surfliner	-1.9	70.5%	82.7%
Pennsylvanian	0.6	90.0%	85.2%
Piedmont	-3.4	55.0%	77.1%
Vermont	3.6	76.7%	68.1%
San Joaquins	-0.8	66.4%	72.7%
<b>Long Distance Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	-0.2	47.8%	60.7%
California Zephyr	2.9	40.6%	44.8%
Capitol Ltd	0.7	50.0%	58.2%
Cardinal	1.2	71.4%	66.7%
City Of New Orleans	0.3	69.8%	47.4%
Coast Starlight	0.4	46.7%	41.4%
Crescent	-0.2	56.1%	57.2%
Empire Builder	-0.5	30.1%	41.5%
Lake Shore Ltd	-0.9	58.7%	56.3%
Palmetto	-0.3	51.1%	66.3%
Silver Meteor	0.3	54.4%	50.4%
Silver Star	0.2	48.3%	48.5%
Southwest Chief	-0.3	66.7%	56.6%
Sunset Ltd	2.7	65.4%	46.4%
Texas Eagle	2.7	72.8%	58.9%

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 Q2 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Acela Express</b>								
Acela Express	MNRR	1,429	DSR	683	CTI	530	56	
<b>Other NEC Corridor Routes</b>								
Northeast Regional	Richmond / Newport News / Norfolk	CSX	1,833	FTI	492	PTI	406	189
		MNRR	1,750	DSR	833	CTI	539	56
		NS	348	DSR	226	RTE	56	81
	Lynchburg	MNRR	2,241	DSR	1,276	CTI	515	56
		NS	468	FTI	261	DCS	112	166
	All Other Northeast Regional	MNRR	1,340	DSR	619	CTI	501	56
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	UP	722	PTI	216	DSR	175	168
Carolinian	Carolinian	CSX	2,060	FTI	694	PTI	474	295
		NS	1,188	DSR	404	FTI	257	202
Cascades	Cascades	BNSF	2,345	DSR	777	FTI	740	343
		UP	1,487	FTI	625	PTI	514	125
Downeaster	Downeaster	MBTA	1,449	CTI	727	PTI	277	38
		PanAm	758	PTI	307	DCS	216	77
Empire	Adirondack	Amtrak	3	DCS	3			104
		CN	3,971	FTI	1,701	DSR	1,311	49
		CP	598	PTI	403	DCS	60	178
		MNRR	810	CTI	568	PTI	107	64
	Ethan Allen Express	Amtrak	38	PTI	25	DMW	8	104
		CP	755	PTI	321	DCS	227	60
		MNRR	653	CTI	385	DCS	93	64
		VTR	78	FTI	45	DCS	33	24
	Maple Leaf	CSX	1,550	FTI	755	RTE	333	298
		MNRR	971	CTI	717	RTE	131	64
	New York - Albany	MNRR	874	CTI	599	RTE	133	64
	New York - Niagara Falls	Amtrak	3	PTI	2	RTE	1	109

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

Service	Host Railroad	Total Delay	FY 2017 Q2 Largest Two Delay Codes				Route Miles	
			#1	#2				
<i>Standard</i>		<i>900</i>						
<b>Non-NEC Corridor Routes</b>								
		CSX	1,063	FTI	429	RTE	284	296
		MNRR	1,073	CTI	466	RTE	369	64
Heartland Flyer	Heartland Flyer	BNSF	936	DSR	619	FTI	227	238
Hiawatha	Hiawatha	CP	166	FTI	57	DMW	33	53
		Metra	1,077	CTI	778	DCS	109	29
Hoosier	Hoosier	CSX	722	FTI	519	DCS	99	175
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	333	RTE	98	FTI	82	257
	Illini / Saluki	CN	1,940	DCS	857	FTI	667	306
	Lincoln Service	CN	926	FTI	459	DCS	240	37
		UP	995	PTI	452	FTI	258	231
Michigan	Blue Water	Amtrak	357	PTI	169	DCS	121	99
		CN	785	FTI	672	DCS	33	159
		MIDOT	81	DCS	78	DSR	3	22
		NS	2,478	FTI	1,117	DCS	581	39
	Pere Marquette	CSX	333	DCS	231	DSR	40	135
		NS	1,802	FTI	931	PTI	411	39
	Wolverine	Amtrak	628	PTI	404	DCS	143	99
		CN	1,623	FTI	652	DSR	458	27
		MIDOT	1,034	DSR	336	PTI	299	134
		NS	2,840	FTI	1,454	DCS	717	39
Missouri	Missouri	UP	632	FTI	307	PTI	98	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,043	DSR	317	DCS	250	22
		SCRRA	883	PTI	323	CTI	315	95
		SDNRR	1,729	CTI	575	DSR	464	60
		UP	1,421	PTI	711	DCS	218	174
Pennsylvanian	Pennsylvanian	NS	741	FTI	448	RTE	135	249
Piedmont	Piedmont	NS	1,623	DSR	615	FTI	458	173
San Joaquins	San Joaquins	BNSF	1,182	PTI	441	FTI	422	284
		UP	1,389	PTI	539	DSR	210	88
Vermont	Vermont	MADOT	2,099	DSR	1,933	DCS	127	50



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

Service	Host Railroad	Total Delay	FY 2017 Q2 Largest Two Delay Codes				Route Miles
			#1	#2			
<b>Standard</b>		<b>900</b>					
<b>Non-NEC Corridor Routes</b>							
	MNRR	1,624	CTI	639	DSR	587	56
	NECR	975	DSR	838	DCS	54	238
<b>Long-Distance Routes</b>							
Auto Train	CSX	1,698	FTI	708	DSR	421	898
	FR	1,670	DSR	509	FTI	419	16
California Zephyr	BNSF	747	DSR	328	FTI	169	1027
	UP	1,314	FTI	576	DCS	235	1431
Capitol Ltd	CSX	975	FTI	410	DSR	228	307
	NS	2,061	FTI	1,342	RTE	305	481
Cardinal	BBrRR	1,120	PTI	515	FTI	316	132
	CSX	785	FTI	372	DCS	195	698
	NS	1,282	FTI	458	DCS	349	79
City Of New Orleans	CN	1,375	FTI	724	DSR	208	930
Coast Starlight	BNSF	1,717	FTI	611	DSR	394	186
	SCRRA	1,796	PTI	952	CTI	501	48
	UP	1,520	FTI	518	PTI	461	1159
Crescent	NS	1,188	FTI	645	DSR	234	1141
Empire Builder	BNSF	1,368	FTI	854	DSR	270	2147
	CP	279	FTI	118	DCS	56	384
	Metra	898	CTI	697	DCS	122	29
Lake Shore Ltd	CSX	955	FTI	450	DCS	138	741
	MBTA	2,360	CTI	1,575	RTE	398	64
	MNRR	774	CTI	437	PTI	144	64
	NS	2,336	FTI	1,773	PTI	257	339
Palmetto	CSX	1,490	FTI	592	PTI	311	659
Silver Meteor	CSX	1,261	FTI	601	DSR	270	1152
	Fla DOT	1,373	DSR	512	CTI	471	68
	FR	2,395	DSR	1,128	PTI	557	61
Silver Star	CSX	1,301	FTI	452	DSR	276	1209
	Fla DOT	1,137	CTI	447	DSR	380	68
	FR	1,710	DSR	1,048	DCS	370	61
	NS	2,432	FTI	618	PTI	607	28
Southwest Chief	BNSF	552	FTI	195	DSR	152	2198
	NMDOT	3,797	DSR	2,584	CTI	588	80
Sunset Ltd	BNSF	783	DSR	570	FTI	88	190
	UP	1,643	FTI	782	DSR	321	1784
Texas Eagle	BNSF	902	DSR	576	FTI	210	126
	CN	1,463	FTI	663	DCS	375	37
	TRE	1,542	CTI	1,136	RTE	223	33

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

Service	Host Railroad	Total Delay	FY 2017 Q2 Largest Two Delay Codes				Route Miles
			#1	#2			
<i>Standard</i>		900					
<b>Long-Distance Routes</b>							
	UP	1,322	FTI	592	DSR	315	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 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>					
Acela Express	283	OTH	195	HLD	26
<b>Other NEC Corridor Routes - Amtrak Responsible</b>					
Northeast Regional	457	OTH	180	HLD	95
Richmond / Newport News / Norfolk	361	OTH	110	HLD	85
Lynchburg	344	HLD	128	OTH	117
All Other Northeast Regional	818	OTH	431	CON	119
<b>Non NEC Corridor Routes - Amtrak Responsible</b>					
Capitol Corridor	356	HLD	95	ADA	64
Carolinian	312	ADA	83	SYS	77
Cascades	305	SYS	59	CON	44
Downeaster	111	OTH	34	HLD	30
Empire	295	SYS	117	HLD	58
Adirondack	193	HLD	52	CAR	37
Ethan Allen Express	218	HLD	63	OTH	46
Maple Leaf	439	SYS	162	HLD	89
New York - Albany	169	SYS	113	HLD	26
New York - Niagara Falls	350	SYS	153	HLD	62
Heartland Flyer	221	HLD	129	ADA	44
Hiawatha	258	OTH	185	ENG	26
Hoosier	311	ENG	118	SYS	89
Illinois	173	HLD	43	OTH	37
Carl Sandburg / Illinois Zephyr	128	HLD	53	ENG	27
Illini / Saluki	316	OTH	107	HLD	60
Lincoln Service	121	ENG	31	HLD	30
Michigan	328	OTH	110	SYS	72
Blue Water	259	OTH	119	HLD	65
Pere Marquette	271	OTH	102	HLD	92
Wolverine	369	OTH	109	SYS	97
Missouri	181	OTH	56	HLD	46

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

Service	Total Delay	FY 2017 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
Pacific Surfliner	569	HLD	125	SYS	116
Pennsylvanian	230	OTH	71	HLD	63
Piedmont	202	ADA	69	HLD	39
San Joaquins	292	SYS	69	HLD	52
Vermonter	761	OTH	441	SVS	73
<b>Long Distance Routes - Amtrak Responsible</b>					
Auto Train	542	ITI	341	SYS	63
California Zephyr	388	SYS	92	HLD	82
Capitol Ltd	158	HLD	54	SYS	29
Cardinal	346	SYS	79	OTH	59
City Of New Orleans	292	HLD	99	OTH	67
Coast Starlight	724	SYS	193	SVS	131
Crescent	269	HLD	98	SYS	48
Empire Builder	657	CON	230	ITI	117
Lake Shore Ltd	318	HLD	149	SYS	80
Palmetto	202	SYS	48	ADA	41
Silver Meteor	286	ADA	81	HLD	64
Silver Star	270	ADA	94	SYS	65
Southwest Chief	231	HLD	81	SYS	47
Sunset Ltd	374	HLD	114	OTH	74
Texas Eagle	474	HLD	153	SYS	82

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 Q2				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<b><i>Acela Express</i></b>							
<b><i>Standard</i></b>		<b>265</b>					
Acela Express	Amtrak	311	SMW	62	CTI	44	401
<b><i>Other Services</i></b>							
<b><i>Standard</i></b>		<b>475</b>					
Keystone	Amtrak	231	CTI	45	SMW	30	195
Cardinal	Amtrak	624	ENG	149	SMW	106	226
Carolinian	Amtrak	231	SMW	59	PTI	23	226
Crescent	Amtrak	530	SVS	74	PTI	68	226
Northeast Regional	Amtrak	374	SMW	54	CTI	48	463
Richmond / Newport News / Norfolk	Amtrak	354	SMW	68	CTI	41	463
Lynchburg	Amtrak	397	PTI	68	SMW	56	463
All Other Northeast Regional	Amtrak	381	CTI	51	SMW	47	463
Palmetto	Amtrak	501	SMW	76	CAR	74	226
Pennsylvanian	Amtrak	310	ENG	105	PTI	40	195
Silver Meteor	Amtrak	730	PTI	112	CAR	100	226
Silver Star	Amtrak	279	PTI	48	SMW	28	226
Vermonter	Amtrak	488	SVS	72	PTI	68	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	2nd Quarter FY 2017					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
<b>2010 Standard</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>
<b>Acela Express</b>						
Acela Express	<b>77</b>	82	<b>77</b>	<b>66</b>	80	<b>56</b>
<b>Other NEC Corridor Routes</b>						
Keystone Service	85	88	<b>75</b>	<b>65</b>	86	
Northeast Regional (Boston - Washington)	<b>81</b>	84	<b>73</b>	<b>64</b>	82	<b>60</b>
Newport News <sup>b</sup>	<b>81</b>	88	<b>74</b>	<b>66</b>	84	<b>67</b>
Norfolk <sup>c</sup>	86	88	<b>77</b>	<b>72</b>	86	<b>71</b>
Richmond <sup>d</sup>	87	87	<b>75</b>	<b>68</b>	86	<b>70</b>
Lynchburg <sup>e</sup>	88	84	<b>80</b>	<b>69</b>	86	<b>65</b>
New Haven - Springfield	<b>81</b>	88	<b>71</b>	<b>67</b>	86	<b>67</b>
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	89	90	83	<b>78</b>	91	<b>69</b>
Carolinian	<b>78</b>	89	<b>75</b>	<b>63</b>	81	<b>66</b>
Cascades	<b>76</b>	86	<b>77</b>	<b>74</b>	81	<b>64</b>
Downeaster	90	92	81	<b>78</b>	87	<b>78</b>
Empire Corridor						
Adirondack	<b>77</b>	<b>79</b>	<b>68</b>	<b>56</b>	<b>73</b>	<b>51</b>
Ethan Allen Express	91	93	81	<b>71</b>	86	<b>67</b>
Maple Leaf	83	87	<b>77</b>	<b>64</b>	81	<b>68</b>
New York - Albany <sup>f</sup>	84	90	<b>76</b>	<b>69</b>	<b>80</b>	
Heartland Flyer	93	91	90	82	91	<b>75</b>
Hiawatha	92	93	85	82	89	
Hoosier State	89	95	86	85	89	
Illinois						
Carl Sandburg / Illinois Zephyr	92	91	82	84	86	<b>75</b>
Illini / Saluki	<b>73</b>	82	<b>70</b>	<b>65</b>	<b>75</b>	<b>66</b>
Lincoln Service	86	88	80	<b>73</b>	82	<b>68</b>
Michigan						
Blue Water	90	83	82	<b>73</b>	85	<b>66</b>
Pere Marquette	91	89	85	<b>78</b>	89	<b>73</b>
Wolverine	83	84	<b>76</b>	<b>67</b>	80	<b>63</b>
Kansas City - St. Louis	92	91	83	<b>72</b>	85	<b>68</b>
Pacific Surfliner	<b>80</b>	85	<b>77</b>	<b>74</b>	86	<b>67</b>
Pennsylvanian	88	86	<b>80</b>	<b>63</b>	86	<b>61</b>
Piedmont	90	95	84	85	89	
San Joaquins	82	87	<b>77</b>	<b>70</b>	81	<b>66</b>
Vermont	<b>82</b>	89	<b>74</b>	<b>61</b>	80	<b>62</b>
<b>Long-Distance Routes</b>						
Auto Train	<b>73</b>	90	81	<b>76</b>	<b>71</b>	<b>74</b>
California Zephyr	<b>76</b>	82	68	<b>59</b>	<b>79</b>	<b>64</b>
Capitol Limited	<b>78</b>	89	<b>73</b>	<b>73</b>	<b>79</b>	<b>75</b>
Cardinal	<b>76</b>	81	<b>70</b>	<b>59</b>	<b>76</b>	<b>60</b>
City of New Orleans	<b>82</b>	84	<b>76</b>	<b>74</b>	<b>77</b>	<b>56</b>
Coast Starlight	<b>73</b>	82	<b>67</b>	<b>66</b>	<b>80</b>	<b>63</b>
Crescent	<b>77</b>	84	<b>67</b>	<b>62</b>	<b>77</b>	<b>71</b>
Empire Builder	<b>69</b>	81	<b>64</b>	<b>59</b>	<b>75</b>	<b>61</b>
Lake Shore Ltd	<b>73</b>	82	<b>62</b>	<b>55</b>	<b>72</b>	<b>64</b>
Palmetto	<b>77</b>	80	<b>70</b>	<b>63</b>	81	<b>64</b>
Silver Meteor	<b>73</b>	83	<b>68</b>	<b>56</b>	<b>72</b>	<b>70</b>
Silver Star	<b>73</b>	81	<b>68</b>	<b>58</b>	<b>75</b>	<b>56</b>
Southwest Chief	<b>77</b>	83	<b>71</b>	<b>61</b>	<b>77</b>	<b>68</b>
Sunset Limited	82	85	<b>76</b>	<b>69</b>	81	<b>71</b>
Texas Eagle	85	84	<b>76</b>	<b>68</b>	83	<b>68</b>

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

<sup>b</sup> Newport News includes all trains between Newport News and points on the NEC.

<sup>c</sup> Norfolk includes all trains between Norfolk and points on the NEC.

<sup>d</sup> Richmond includes all trains between Richmond and points on the NEC.

<sup>e</sup> Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

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

Service	2nd Quarter FY 2017		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	36	84	0.43
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***Other NEC Corridor Routes***

Keystone Service	17	35	0.49
Total Northeast Regional	59	134	0.44
Richmond / Newport News <sup>b</sup>	17	38	0.45
Lynchburg <sup>c</sup>	1	10	0.10
All Other Northeast Regional	41	86	0.48

***Non-NEC Corridor Routes***

Capitol Corridor	16	28	0.56
Carolinian	1	13	0.08
Cascades	12	21	0.56
Downeaster	3	12	0.26
Empire Corridor	33	53	0.63
Adirondack	8	7	1.14
Ethan Allen Express	4	4	0.91
Maple Leaf	7	8	0.83
New York - Albany <sup>d</sup>	8	16	0.49
New York - Niagara Falls	6	16	0.36
Heartland Flyer	0	4	0.00
Hiawatha	2	11	0.19
Hoosier State	1	2	0.49
Illinois	12	40	0.30
Carl Sandburg / Illinois Zephyr	2	9	0.22
Illini / Saluki	4	10	0.39
Lincoln Service	6	21	0.29
Michigan	10	25	0.39
Blue Water	0	6	0.00
Pere Marquette	0	3	0.00
Wolverine	10	16	0.61
Kansas City - St. Louis	2	10	0.20
Pacific Surfliner	30	40	0.76
Pennsylvanian	5	8	0.63
Piedmont	0	6	0.00
San Joaquins	21	39	0.54
Vermont	9	11	0.84

***Long-Distance Routes***

Auto Train	12	16	0.74
California Zephyr	27	42	0.65
Capitol Limited	6	14	0.43
Cardinal	6	9	0.67
City of New Orleans	4	18	0.23
Coast Starlight	20	24	0.82
Crescent	9	22	0.41
Empire Builder	31	44	0.71
Lake Shore Ltd	14	20	0.70
Palmetto	5	15	0.34
Silver Meteor	15	26	0.58
Silver Star	4	28	0.15
Southwest Chief	19	41	0.46
Sunset Limited	5	16	0.32
Texas Eagle	10	23	0.43

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

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

<sup>c</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup> Includes only trains that operate solely between New York and Albany.

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

Service	2nd Quarter FY 2017	
	Food-Related	Train-Related

***Amtrak Premium***

Acela Express	0.00	1.44
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***Amtrak Corridor***

Keystone	0.02	1.48
Northeast Regional	0.01	1.51

***Short Distance***

Capitols	0.08	6.42
Carolinian	0.04	6.51
Cascades	0.01	0.51
Downeaster	0.01	2.05
Empire Corridor		
Adirondack	0.00	3.21
Empire Service	0.00	1.45
Ethan Allen Express	0.06	1.02
Maple Leaf	0.00	1.35
Heartland Flyer	0.00	0.26
Hiawatha	0.00	3.25
Hoosier State	0.02	2.91
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.82
Illini / Saluki	0.05	1.19
Lincoln Service	0.13	5.81
Michigan		
Blue Water	0.00	0.36
Pere Marquette	0.00	1.33
Wolverine	0.02	1.91
Kansas City - St. Louis	0.00	0.24
Pacific Surfliner	0.11	1.60
Pennsylvanian	0.00	1.37
Piedmont	0.02	2.91
San Joaquins	0.02	3.12
Vermont	0.00	3.55

***Long Distance***

Auto Train	0.39	19.60
California Zephyr	0.22	5.93
Capitol Limited	0.37	10.11
Cardinal	1.27	9.17
City of New Orleans	0.58	16.83
Coast Starlight	0.56	13.09
Crescent	0.54	25.89
Empire Builder	0.29	8.30
Lake Shore Ltd	0.07	7.89
Palmetto	0.59	21.79
Silver Meteor	0.42	14.60
Silver Star	0.32	11.14
Southwest Chief	0.18	9.77
Sunset Limited	0.33	8.72
Texas Eagle	0.47	14.24

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



**TABLE 13:  
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2017						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
<b>Amtrak System</b>	<b>278</b>	<b>36</b>	<b>6</b>	<b>43</b>	<b>228</b>		<b>591</b>
<b>Amtrak Premium</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>9</b>		<b>22</b>
Acela Express	9	1	1	2	9		22
<b>Amtrak Corridor</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>		<b>10</b>
Keystone	0	0	0	0	0		0
Northeast Regional	1	3	1	1	4		10
<b>Short Distance</b>	<b>29</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>23</b>		<b>65</b>
Capitols	0	0	0	0	0		0
Carolinian	2	2	1	1	1		7
Cascades	7	0	0	0	0		7
Downeaster	0	0	0	1	0		1
Empire Corridor	9	0	0	1	1		11
Adirondack	2	0	0	1	0		3
Empire Service	3	0	0	0	0		3
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	4	0	0	0	1		5
Heartland Flyer	1	0	0	0	0		1
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	3	0	0	0	2		5
Carl Sandburg / Illinois Zephyr	2	0	0	0	0		2
Illini / Saluki	1	0	0	0	0		1
Lincoln Service	0	0	0	0	2		2
Michigan	0	0	0	0	0		0
Blue Water	0	0	0	0	0		0
Pere Marquette	0	0	0	0	0		0
Wolverine	0	0	0	0	0		0
Kansas City - St. Louis	0	0	0	0	0		0
Pacific Surfliner	3	0	0	1	13		17
Pennsylvanian	1	0	1	1	4		7
Piedmont	0	0	0	0	0		0
San Joaquins	3	2	0	1	1		7
Vermont	0	0	0	1	1		2
<b>Long Distance</b>	<b>239</b>	<b>28</b>	<b>2</b>	<b>33</b>	<b>192</b>		<b>494</b>
Auto Train	25	3	0	2	26		56
California Zephyr	19	1	0	3	14		37
Capitol Limited	1	3	1	1	7		13
Cardinal	2	1	0	1	5		9
City of New Orleans	53	0	0	4	18		75
Coast Starlight	21	2	0	4	23		50
Crescent	11	2	0	4	13		30
Empire Builder	30	8	0	1	16		55
Lake Shore Ltd	10	3	0	1	10		24
Palmetto	2	0	0	0	4		6
Silver Meteor	19	0	0	4	22		45
Silver Star	24	1	0	3	8		36
Southwest Chief	9	3	1	5	9		27
Sunset Limited	3	0	0	0	1		4
Texas Eagle	10	1	0	0	16		27

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

**TABLE 14:  
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2017					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
<b>Amtrak System</b>	<b>474</b>	<b>68</b>	<b>2,545</b>	<b>801</b>	<b>1,045</b>	<b>4,933</b>
<b>Amtrak Premium</b>	<b>19</b>	<b>3</b>	<b>48</b>	<b>30</b>	<b>41</b>	<b>141</b>
Acela Express	19	3	48	30	41	141
<b>Amtrak Corridor</b>	<b>86</b>	<b>14</b>	<b>103</b>	<b>99</b>	<b>134</b>	<b>436</b>
Keystone	7	3	6	13	16	45
Northeast Regional	79	11	97	86	118	391
<b>Short Distance</b>	<b>119</b>	<b>19</b>	<b>338</b>	<b>178</b>	<b>239</b>	<b>893</b>
Capitols	10	0	20	10	15	55
Carolinian	12	1	68	17	10	108
Cascades	11	2	20	10	19	62
Downeaster	5	0	6	5	6	22
Empire Corridor	12	4	43	22	28	109
Adirondack	2	0	6	3	4	15
Empire Service	8	4	24	5	18	59
Ethan Allen Express	0	0	5	4	0	9
Maple Leaf	2	0	8	10	6	26
Heartland Flyer	2	0	4	1	2	9
Hiawatha	2	1	3	1	1	8
Hoosier State	0	0	2	0	1	3
Illinois	6	3	38	20	22	89
Carl Sandburg / Illinois Zephyr	1	0	8	2	2	13
Illini / Saluki	2	0	6	6	3	17
Lincoln Service	3	3	24	12	17	59
Michigan	10	2	29	9	28	78
Blue Water	1	0	7	5	9	22
Pere Marquette	0	0	4	0	1	5
Wolverine	9	2	18	4	18	51
Kansas City - St. Louis	1	0	10	3	3	17
Pacific Surfliner	27	3	49	51	60	190
Pennsylvanian	1	1	11	5	8	26
Piedmont	1	0	3	3	2	9
San Joaquins	14	2	14	17	21	68
Vermont	5	0	18	4	13	40
<b>Long Distance</b>	<b>250</b>	<b>32</b>	<b>2,056</b>	<b>494</b>	<b>631</b>	<b>3,463</b>
Auto Train	12	0	161	10	22	205
California Zephyr	31	3	237	39	47	357
Capitol Limited	9	0	202	11	22	244
Cardinal	2	2	26	5	8	43
City of New Orleans	8	3	27	31	43	112
Coast Starlight	31	6	99	67	68	271
Crescent	15	3	103	37	38	196
Empire Builder	23	1	231	39	66	360
Lake Shore Ltd	21	1	193	30	38	283
Palmetto	13	1	11	13	16	54
Silver Meteor	27	2	282	65	66	442
Silver Star	13	3	176	44	51	287
Southwest Chief	22	3	91	38	46	200
Sunset Limited	6	2	111	14	24	157
Texas Eagle	17	2	106	51	76	252

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

**TABLE 15:  
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2017					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
<b>Amtrak System</b>	<b>552</b>	<b>900</b>	<b>165</b>	<b>1,032</b>	<b>874</b>	<b>3,523</b>
<b>Amtrak Premium</b>	<b>14</b>	<b>9</b>	<b>6</b>	<b>50</b>	<b>13</b>	<b>92</b>
Acela Express	14	9	6	50	13	92
<b>Amtrak Corridor</b>	<b>24</b>	<b>203</b>	<b>9</b>	<b>168</b>	<b>64</b>	<b>468</b>
Keystone	1	7	1	12	4	25
Northeast Regional	23	196	8	156	60	443
<b>Short Distance</b>	<b>64</b>	<b>205</b>	<b>23</b>	<b>184</b>	<b>109</b>	<b>585</b>
Capitols	0	0	0	4	1	5
Carolinian	1	23	2	10	20	56
Cascades	10	4	1	15	7	37
Downeaster	0	1	0	3	1	5
Empire Corridor	7	58	5	30	21	121
Adirondack	0	9	0	4	6	19
Empire Service	3	41	3	15	10	72
Ethan Allen Express	1	1	0	3	0	5
Maple Leaf	3	7	2	8	5	25
Heartland Flyer	0	1	1	0	0	2
Hiawatha	0	2	0	1	0	3
Hoosier State	1	5	0	3	0	9
Illinois	8	38	4	18	5	73
Carl Sandburg / Illinois Zephyr	0	6	0	3	2	11
Illini / Saluki	7	7	0	5	0	19
Lincoln Service	1	25	4	10	3	43
Michigan	10	28	1	26	26	91
Blue Water	0	3	0	2	1	6
Pere Marquette	4	2	0	3	0	9
Wolverine	6	23	1	21	25	76
Kansas City - St. Louis	2	0	3	2	0	7
Pacific Surfliner	25	13	3	41	8	90
Pennsylvanian	0	8	0	8	7	23
Piedmont	0	0	0	0	0	0
San Joaquins	0	8	2	9	5	24
Vermont	0	16	1	14	8	39
<b>Long Distance</b>	<b>450</b>	<b>483</b>	<b>127</b>	<b>630</b>	<b>688</b>	<b>2,378</b>
Auto Train	70	20	7	51	43	191
California Zephyr	40	27	3	44	56	170
Capitol Limited	15	18	6	22	5	66
Cardinal	2	11	8	14	18	53
City of New Orleans	17	61	15	39	16	148
Coast Starlight	30	22	7	61	33	153
Crescent	27	34	7	47	79	194
Empire Builder	49	50	10	74	45	228
Lake Shore Ltd	25	28	5	32	43	133
Palmetto	5	25	3	26	44	103
Silver Meteor	48	61	15	67	98	289
Silver Star	26	62	16	55	64	223
Southwest Chief	51	29	13	50	67	210
Sunset Limited	10	2	0	14	20	46
Texas Eagle	35	33	12	34	57	171

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

**TABLE 16:  
STATION-RELATED COMPLAINTS**

Number of Complaints Received

2nd Quarter FY 2017
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<b>Amtrak System</b>	<b>2056</b>
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**Division**

Boston	93
California	356
Central	115
Empire	317
New York	49
Southeast	274
Southwest	372
Northwest	104
Washington	376

*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**

	<b>FY 2016</b>	<b>FY 2015</b> (previously unavailable)
<b>Connectivity</b>	<b>18.9%</b>	<b>19.8%</b>
- Percent of passengers traveling on long distance routes connecting to or from other train routes		
<b>Availability of Other Modes</b>	<b>5.3%</b>	<b>5.5%</b>
- Percent of passengers, system-wide, traveling to or from underserved communities		

**TABLE 18:  
ROUTE DESCRIPTIONS**

Service	Routing
<b>Acela Express</b>	
Acela Express	Between Boston, New York (Penn Station) and Washington
<b>Other NEC Corridor Routes</b>	
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 <sup>1</sup>	Between New Haven and Springfield
<b>Non-NEC Corridor Routes</b>	
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 <sup>1</sup>	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 <sup>2</sup>	Between New York (Penn Station) and Albany
New York - Niagara Falls <sup>2</sup>	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
<b>Long-Distance Routes</b>	
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

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

<sup>2</sup> Not-applicable to financial tables; data included in "Empire Service" in financial tables.

**TABLE 19:  
AMTRAK DELAY CODE DEFINITIONS**

<b>Host Railroad - Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
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

<b>Amtrak - Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
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

<b>Third-Party Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2100	-4.5	82.0%	95.5%
	2103	-0.9	96.7%	97.3%
	2104	-2.6	90.0%	96.2%
	2107	-4.8	91.8%	94.6%
	2109	-2.6	95.0%	95.4%
	2110	-2.9	98.3%	98.1%
	2117	-2.2	96.7%	94.0%
	2119	-4.3	80.3%	75.1%
	2121	-4.8	78.7%	81.9%
	2122	-3.4	88.3%	89.5%
	2124	-3.7	87.1%	86.7%
	2126	-5.0	90.0%	90.7%
	2128	NA	86.7%	91.4%
	2150	-0.8	82.0%	85.6%
	2151	-1.4	82.0%	88.4%
	2153	-2.1	85.2%	89.3%
	2154	-0.7	83.6%	89.4%
	2155	-0.6	86.9%	82.8%
	2158	-1.3	75.4%	83.6%
	2159	-2.6	65.6%	79.3%
	2160	-1.9	83.9%	88.2%
	2163	-3.4	85.2%	88.8%
	2164	-1.4	93.4%	95.9%
	2165	-1.6	73.3%	82.5%
	2166	-1.1	81.7%	89.4%
	2167	-3.2	72.1%	83.3%
	2168	-2.2	87.1%	85.6%
	2170	-2.0	85.0%	88.7%

## 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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2171	-3.0	70.5%	75.1%
	2172	-2.1	72.1%	75.8%
	2173	-2.5	88.3%	89.8%
	2175	NA	60.7%	72.1%
	2190	-0.6	77.0%	84.2%
	2201	-2.4	100.0%	100.0%
	2203	-3.7	93.3%	89.2%
	2205	-4.7	84.6%	87.4%
	2207	-2.7	93.3%	96.6%
	2208	-2.2	100.0%	99.0%
	2211	-4.2	92.3%	93.2%
	2212	-2.4	82.1%	90.5%
	2213	-5.5	69.2%	73.8%
	2214	NA	100.0%	100.0%
	2220	-2.5	93.3%	98.3%
	2221	-0.8	100.0%	92.3%
	2222	-4.7	100.0%	96.1%
	2224	-6.0	100.0%	100.0%
	2225	-3.9	61.5%	77.9%
	2228	-2.7	100.0%	98.1%
	2250	-0.9	75.0%	83.0%
	2251	-0.5	80.0%	80.5%
	2252	-1.1	61.5%	69.2%
	2253	-1.8	57.1%	66.0%
	2254	-0.5	69.2%	83.4%
	2255	-0.9	69.2%	77.5%
	2256	-3.2	76.9%	88.9%
	2257	-2.4	69.2%	80.7%

## 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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2258	-2.2	84.6%	82.9%
	2259	-1.2	69.2%	78.0%
	2260	NA	86.7%	93.1%
	2290	-2.0	92.9%	92.4%
	2295	NA	71.4%	91.2%
	2297	-0.4	92.3%	93.3%
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	78.6%	80.6%
	66	2.9	94.4%	78.1%
	67	-1.7	58.1%	79.3%
	71	NA	66.7%	77.4%
	82	-0.1	86.7%	80.2%
	83	1.8	61.5%	64.4%
	84	-2.8	77.4%	76.3%
	85	-0.3	67.7%	86.7%
	86	1.2	80.6%	85.5%
	87	2.3	69.2%	79.8%
	88	-0.7	78.6%	68.5%
	93	-0.3	59.2%	74.8%
	94	0.0	85.5%	85.1%
	95	1.0	72.6%	82.6%
	96	NA	93.3%	79.9%
	99	0.3	78.6%	80.2%
	125	-15.3	79.0%	89.2%
	157	-20.0	84.6%	87.5%
	164	-3.9	89.3%	85.9%
	174	-8.0	91.9%	94.4%
	194	-0.1	84.6%	65.5%

## 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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Richmond / Newport News / Norfolk	195	0.6	57.1%	70.5%
Northeast Regional - Lynchburg	145	3.8	69.2%	88.2%
	147	0.1	80.0%	79.9%
	156	-14.1	82.1%	87.1%
	171	-7.7	82.3%	83.6%
	176	-6.7	88.7%	87.5%
Northeast Regional - All Other Northeast Regional	110	-0.7	93.1%	98.7%
	111	0.4	94.9%	97.5%
	123	NA	100.0%	100.0%
	126	NA	84.6%	93.0%
	127	-3.8	78.3%	88.8%
	129	-2.8	74.2%	85.1%
	130	-1.4	86.9%	96.4%
	131	-2.0	93.3%	96.9%
	132	NA	100.0%	93.7%
	133	-3.2	53.8%	76.2%
	134	-0.7	88.5%	97.1%
	135	0.2	85.7%	90.0%
	136	3.1	92.3%	94.6%
	137	-1.0	79.0%	87.3%
	138	0.4	85.5%	94.3%
	139	NA	92.3%	91.9%
	140	2.1	60.7%	82.3%
	141	0.9	82.3%	84.0%
	143	1.4	89.3%	84.4%
	146	2.7	53.3%	81.8%
	148	0.4	77.4%	83.3%
	150	-1.0	96.4%	95.9%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	151	-0.2	88.5%	95.5%
	152	-1.2	92.9%	99.1%
	153	-1.7	96.4%	99.0%
	154	0.7	84.6%	89.0%
	155	-2.6	96.4%	98.9%
	158	-0.2	96.4%	97.1%
	159	1.6	85.7%	86.4%
	160	-0.5	89.3%	91.2%
	161	0.4	82.1%	82.5%
	162	1.0	92.9%	90.7%
	163	-1.9	92.9%	87.0%
	165	0.3	92.9%	91.5%
	166	-1.4	92.3%	89.1%
	167	-0.5	93.3%	95.9%
	168	0.4	100.0%	89.7%
	169	-0.4	92.9%	86.5%
	170	-1.8	88.7%	85.9%
	172	0.2	90.2%	89.5%
	173	2.2	82.0%	87.9%
	175	0.1	79.0%	83.3%
	177	-0.3	91.9%	90.0%
	178	-1.7	90.3%	95.2%
	179	-0.6	86.7%	92.8%
	180	-1.8	64.5%	96.9%
	182	-2.1	89.3%	95.8%
	183	0.2	93.4%	96.4%
	184	-2.0	90.0%	96.3%
	185	-1.8	93.5%	96.8%

## 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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	186	0.9	95.1%	97.7%
	187	-0.6	78.7%	88.6%
	188	1.2	87.1%	94.1%
	190	0.4	90.3%	93.1%
	192	1.1	80.0%	98.3%
	193	-4.1	77.0%	77.0%
	196	1.4	91.7%	96.6%
	401	2.5	34.8%	75.0%
	405	1.9	95.2%	98.4%
	432	NA	69.2%	81.8%
	450	2.6	39.1%	58.2%
	460	2.3	43.5%	71.8%
	463	2.5	84.6%	91.2%
	464	1.4	61.5%	73.1%
	465	NA	90.9%	100.0%
	467	3.7	84.6%	89.9%
	475	4.8	90.2%	96.0%
	476	1.1	69.7%	88.3%
	479	0.4	63.6%	86.7%
	488	3.7	38.5%	59.6%
	494	4.3	69.0%	76.0%
	497	4.1	46.2%	83.7%
	1119	NA	100.0%	85.7%
	1121	NA	100.0%	100.0%
	1132	NA	100.0%	100.0%
	1138	NA	100.0%	100.0%
Keystone - Keystone	600	-0.2	91.8%	98.8%
	601	-1.8	96.7%	96.6%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	605	0.5	96.7%	98.1%
	607	-1.7	91.8%	94.8%
	609	-8.5	96.7%	97.4%
	610	-1.2	93.3%	92.9%
	611	0.2	100.0%	97.2%
	612	0.4	100.0%	100.0%
	615	-1.6	100.0%	100.0%
	618	-5.9	98.0%	100.0%
	619	-2.2	91.9%	90.5%
	620	-1.6	96.7%	98.3%
	622	-0.3	96.8%	98.0%
	637	-1.3	100.0%	100.0%
	639	-0.3	91.9%	97.8%
	640	-0.1	67.2%	98.3%
	641	-2.4	95.1%	95.7%
	642	-6.8	85.2%	98.2%
	643	-1.5	87.1%	88.8%
	644	3.2	91.8%	97.9%
	645	0.3	93.4%	96.5%
	646	-4.3	86.9%	97.6%
	647	-0.6	96.7%	96.3%
	648	5.5	88.7%	94.8%
	649	-1.9	93.5%	95.2%
	650	-0.4	91.9%	96.9%
	651	-1.9	95.1%	96.0%
	652	1.1	96.7%	98.8%
	653	-1.3	80.6%	83.9%
	654	-1.0	93.5%	98.9%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	655	-1.3	67.7%	75.9%
	656	-1.5	91.8%	99.3%
	658	-0.3	100.0%	100.0%
	660	1.3	89.3%	99.6%
	661	-1.1	85.7%	94.7%
	662	0.8	93.3%	96.0%
	663	-4.5	92.9%	97.8%
	664	-1.8	89.3%	96.7%
	665	0.1	85.7%	93.1%
	666	-0.2	89.3%	98.3%
	667	-2.4	78.6%	92.6%
	669	-3.8	82.1%	88.9%
	670	-0.8	89.3%	98.6%
	671	-6.9	89.3%	95.5%
	672	0.1	96.4%	99.8%
	674	NA	100.0%	100.0%
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	520	1.1	89.2%	94.6%
	521	0.3	87.7%	92.8%
	522	1.6	86.2%	92.4%
	523	0.5	76.9%	92.9%
	524	2.7	89.2%	89.1%
	525	-1.1	84.6%	92.6%
	527	1.2	83.1%	88.9%
	528	3.7	81.5%	77.0%
	529	0.5	95.4%	96.4%
	530	4.1	93.8%	97.3%
	531	3.9	92.3%	98.8%



## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	532	3.7	95.4%	90.9%
	534	3.0	95.4%	97.5%
	535	3.7	90.8%	98.6%
	536	0.9	87.7%	91.6%
	537	1.8	90.8%	94.0%
	538	1.8	96.9%	99.0%
	540	2.6	96.9%	98.7%
	541	2.8	93.8%	96.2%
	542	1.8	92.3%	96.2%
	543	1.5	76.9%	93.1%
	544	3.4	87.7%	87.9%
	545	1.4	92.3%	94.4%
	546	1.9	87.7%	92.7%
	547	0.5	81.5%	88.6%
	548	-1.9	80.0%	79.9%
	549	-0.2	89.2%	95.7%
	550	NA	90.8%	90.4%
	551	1.6	87.7%	93.9%
	553	0.7	87.7%	93.5%
	720	2.1	96.0%	99.0%
	723	0.3	80.0%	85.7%
	724	1.4	76.0%	84.6%
	727	0.9	92.0%	92.3%
	728	1.8	96.0%	96.6%
	729	0.0	92.0%	92.0%
	732	0.4	100.0%	98.9%
	733	4.1	92.0%	90.0%
	734	2.6	96.0%	95.0%

## 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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	736	4.5	100.0%	100.0%
	737	2.8	92.0%	90.6%
	738	-1.5	96.0%	98.3%
	741	1.0	96.0%	95.7%
	742	1.2	68.0%	88.7%
	743	-0.1	76.0%	89.4%
	744	1.5	92.0%	84.0%
	745	1.2	92.0%	93.0%
	746	0.3	96.0%	99.0%
	747	1.9	80.0%	89.1%
	748	0.6	84.0%	96.6%
	749	1.4	96.0%	96.5%
	751	0.4	80.0%	88.5%
Carolinian - Carolinian	79	-0.2	51.7%	61.9%
	80	0.3	74.7%	56.3%
Cascades - Cascades	500	0.8	32.8%	51.5%
	501	-1.5	37.2%	56.9%
	502	5.9	59.1%	61.4%
	503	NA	87.5%	86.6%
	504	1.4	34.5%	38.2%
	505	1.7	91.7%	88.2%
	506	-3.1	65.4%	59.7%
	507	1.0	44.4%	47.3%
	508	-3.1	62.2%	59.4%
	509	3.1	48.8%	63.5%
	510	-0.9	19.5%	77.5%
	513	-3.7	47.8%	54.9%
	516	-4.0	18.9%	53.3%

## 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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Cascades - Cascades	517	-1.7	38.8%	53.4%
Downeaster - Downeaster	680	0.0	77.4%	89.6%
	681	-2.5	80.6%	88.7%
	682	-3.3	81.0%	92.5%
	683	-2.9	79.4%	90.3%
	684	-0.6	87.1%	95.0%
	685	-2.2	87.1%	90.7%
	686	-1.4	63.9%	85.8%
	687	-1.1	83.6%	95.7%
	688	-4.4	68.9%	90.3%
	689	-2.0	91.7%	96.2%
	690	0.6	92.6%	100.0%
	691	-1.4	81.5%	92.3%
	692	-3.4	74.1%	91.6%
	693	-0.8	66.7%	89.7%
	694	-2.3	55.6%	86.2%
	695	-3.4	66.7%	89.2%
	696	0.3	81.5%	96.7%
	697	-1.1	81.5%	90.1%
	698	-4.3	92.6%	94.6%
	699	-1.4	74.1%	85.9%
Empire - Adirondack	68	2.2	80.0%	65.1%
	69	0.5	73.3%	83.4%
Empire - Ethan Allen Express	290	2.4	87.1%	94.7%
	291	4.6	84.2%	88.8%
	292	2.3	86.7%	89.9%
	293	4.8	76.9%	78.2%
	296	0.1	84.6%	91.0%

## 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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - Maple Leaf	63	1.4	87.8%	64.2%
	64	0.2	78.9%	65.7%
Empire - New York - Albany	230	2.2	90.0%	99.3%
	232	2.0	73.8%	90.5%
	233	1.5	80.7%	90.4%
	234	0.3	78.3%	93.3%
	235	1.6	98.2%	98.7%
	236	-0.1	90.2%	93.6%
	237	2.0	90.0%	93.3%
	238	2.3	94.2%	95.7%
	239	-0.6	83.3%	92.0%
	241	1.8	94.3%	98.2%
	242	2.9	96.6%	98.8%
	243	3.0	93.3%	96.4%
	244	-1.8	92.1%	96.4%
	245	4.0	91.5%	94.6%
	250	2.4	96.4%	99.0%
	252	0.6	100.0%	100.0%
	253	10.4	92.9%	94.4%
	254	1.3	92.3%	93.6%
	255	2.7	100.0%	100.0%
	256	4.5	100.0%	100.0%
	259	0.3	92.9%	95.9%
	260	NA	92.9%	99.0%
	261	2.7	92.9%	97.6%
Empire - New York - Niagara Falls	280	0.6	85.5%	86.9%
	281	1.4	78.4%	72.4%
	283	1.9	83.1%	84.7%

## 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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - New York - Niagara Falls	284	1.2	84.4%	68.3%
	288	0.7	61.5%	71.8%
Heartland Flyer - Heartland Flyer	821	5.4	82.2%	93.0%
	822	5.3	92.2%	85.1%
Hiawatha - Hiawatha	329	0.4	95.4%	97.2%
	330	-0.4	95.4%	98.5%
	331	1.4	95.6%	96.6%
	332	1.4	93.3%	98.2%
	333	1.7	100.0%	100.0%
	334	1.0	95.6%	99.1%
	335	0.9	97.8%	98.9%
	336	1.4	92.2%	97.8%
	337	1.8	100.0%	100.0%
	338	0.1	98.9%	100.0%
	339	1.3	98.9%	98.7%
	340	1.3	96.6%	99.3%
	341	2.0	97.8%	99.6%
	342	1.5	97.8%	99.3%
	343	NA	100.0%	100.0%
	344	NA	100.0%	100.0%
Hoosier - Hoosier	850	2.2	80.8%	88.3%
	851	6.5	88.5%	84.3%
Illinois - Carl Sandburg / Illinois Zephyr	380	3.0	96.6%	96.2%
	381	2.5	96.7%	95.2%
	382	2.8	98.9%	95.9%
	383	3.0	92.2%	93.0%
Illinois - Illini / Saluki	390	-0.5	38.5%	37.6%
	391	-0.8	40.0%	37.8%

## 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 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Illinois - Illini / Saluki	392	-3.8	5.6%	34.4%
	393	-4.3	23.3%	30.5%
Illinois - Lincoln Service	300	3.5	91.1%	92.7%
	301	3.3	75.6%	81.3%
	302	4.1	85.6%	83.9%
	303	3.1	86.7%	81.3%
	304	3.3	86.7%	81.3%
	305	3.3	87.8%	86.2%
	306	4.1	82.2%	76.7%
	307	3.6	87.8%	87.7%
Michigan - Blue Water	364	6.6	97.8%	90.6%
	365	10.4	61.1%	79.9%
Michigan - Pere Marquette	370	2.8	84.4%	90.0%
	371	6.1	84.4%	95.3%
Michigan - Wolverine	350	1.4	77.8%	76.4%
	351	4.8	63.3%	91.3%
	352	2.3	47.8%	57.1%
	353	6.6	70.0%	76.4%
	354	1.4	62.2%	57.9%
	355	5.8	73.3%	77.0%
Missouri - Missouri	311	4.4	88.9%	89.7%
	313	6.9	94.4%	95.9%
	314	8.8	88.9%	84.2%
	316	9.4	88.8%	81.1%
Pacific Surfliner - Pacific Surfliner	562	0.3	82.7%	96.4%
	564	-2.2	73.3%	90.3%
	565	-1.4	59.3%	87.1%
	566	-1.2	75.0%	90.2%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pacific Surfliner - Pacific Surfliner	567	-4.6	67.2%	87.7%
	572	-3.6	66.7%	91.4%
	573	-2.7	63.2%	81.9%
	579	-1.9	81.0%	93.2%
	580	-1.9	81.1%	92.5%
	582	-1.8	71.6%	89.0%
	583	-4.5	72.7%	81.9%
	591	-0.8	60.0%	78.3%
	592	-3.0	84.8%	94.8%
	595	-4.2	77.8%	86.9%
	761	NA	37.5%	83.1%
	763	-1.8	67.8%	84.8%
	768	-1.3	75.6%	93.4%
	769	-1.4	67.8%	77.1%
	774	-0.5	77.8%	73.7%
	777	NA	63.3%	72.7%
	784	-1.8	67.8%	87.8%
	785	-1.3	72.2%	74.9%
	790	NA	81.3%	63.2%
	796	-1.8	62.2%	80.1%
	1566	NA	66.7%	79.2%
	1567	NA	79.2%	97.0%
	1761	NA	50.0%	83.2%
	1790	NA	84.6%	81.1%
Pennsylvanian - Pennsylvanian	42	0.7	86.7%	89.8%
	43	0.4	93.3%	80.4%
Piedmont - Piedmont	73	-1.8	61.4%	92.7%
	74	-3.5	48.8%	64.6%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Piedmont - Piedmont	75	NA	52.3%	78.2%
	76	NA	57.6%	73.2%
San Joaquins - San Joaquins	701	-2.6	68.9%	82.8%
	702	-1.7	56.7%	67.0%
	703	-2.1	74.4%	78.0%
	704	0.4	84.4%	79.7%
	710	NA	38.9%	65.8%
	711	-0.6	74.2%	80.8%
	712	-1.1	54.4%	65.9%
	713	0.4	74.4%	75.0%
	714	-0.6	73.3%	71.0%
	715	-0.8	52.2%	64.4%
	716	0.4	80.0%	76.5%
	717	-0.2	58.9%	60.1%
	718	-0.3	64.4%	77.2%
	719	NA	74.4%	78.0%
Vermont - Vermont	54	3.3	89.3%	81.9%
	55	3.7	67.7%	55.5%
	56	3.4	71.0%	69.7%
	57	4.4	96.4%	76.6%
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train - Auto Train	52	0.4	49.4%	61.2%
	53	-0.6	46.1%	60.1%
California Zephyr - California Zephyr	5	2.4	42.2%	61.3%
	6	3.5	38.9%	28.0%
Capitol Ltd - Capitol Ltd	29	0.5	37.8%	65.6%
	30	0.8	62.2%	50.8%
Cardinal - Cardinal	50	0.8	55.3%	62.2%



## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Cardinal - Cardinal	51	1.6	87.2%	71.1%
City Of New Orleans - City Of New Orleans	58	0.0	66.7%	46.3%
	59	0.6	71.1%	45.1%
	1158	NA	76.0%	77.0%
Coast Starlight - Coast Starlight	11	-0.2	57.8%	45.4%
	14	0.7	35.6%	37.4%
Crescent - Crescent	19	0.0	47.8%	66.0%
	20	-0.4	64.4%	48.5%
Empire Builder - Empire Builder	7	-0.5	46.1%	67.3%
	8	0.0	34.8%	19.2%
	27	-1.2	18.8%	14.9%
	28	-1.4	19.0%	42.3%
Lake Shore Ltd - Lake Shore Ltd	48	1.6	78.7%	52.4%
	49	-0.6	43.8%	57.4%
	448	-5.0	48.8%	34.7%
	449	-8.5	63.2%	85.2%
Palmetto - Palmetto	89	-0.5	35.6%	64.6%
	90	-0.2	66.7%	68.2%
Silver Meteor - Silver Meteor	97	0.0	50.0%	46.8%
	98	0.7	58.9%	54.1%
Silver Star - Silver Star	91	-0.5	35.6%	46.9%
	92	0.9	61.8%	50.0%
	1092	8.1	0.0%	54.1%
Southwest Chief - Southwest Chief	3	-0.6	65.2%	60.5%
	4	0.0	68.9%	53.1%
	1003	NA	0.0%	30.3%
Sunset Ltd - Sunset Ltd	1	3.2	69.2%	50.3%
	2	2.4	61.5%	42.5%

## Appendix A On Time Performance (OTP) by Train

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Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q3 to FY 2017 Q2)	End Point OTP for FY 2017 Q2	All Stations OTP for FY 2017 Q2
<b>Long Distance Routes</b>				
<b>Standard</b>				
		>=0	80.0%	80.0%
Texas Eagle - Texas Eagle	21	2.8	84.4%	54.8%
	22	2.5	61.1%	63.0%

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

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

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

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

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## 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 Q2 Largest Two Delay Codes				
				#1		#2		
<b>Standard</b>			900					
<b>Acela Express</b>								
Acela Express	2150	MNRR	1,844	DSR	1,622	CTI	176	
	2151	MNRR	1,589	CTI	1,399	DSR	190	
	2153	MNRR	1,563	DSR	1,485	DCS	45	
	2154	MNRR	1,695	DSR	1,303	DMW	288	
	2155	MNRR	1,332	DSR	609	CTI	591	
	2158	MNRR	1,685	CTI	1,164	DMW	339	
	2159	MNRR	2,110	DMW	1,023	CTI	512	
	2160	MNRR	1,351	CTI	503	DCS	461	
	2163	MNRR	1,961	DMW	913	CTI	665	
	2164	MNRR	749	DSR	542	CTI	167	
	2165	MNRR	1,513	CTI	1,205	DMW	136	
	2166	MNRR	1,571	CTI	997	DSR	458	
	2167	MNRR	1,461	DSR	1,128	CTI	310	
	2168	MNRR	991	DSR	574	CTI	396	
	2170	MNRR	1,761	CTI	1,416	DSR	228	
	2171	MNRR	1,906	DSR	1,440	CTI	354	
	2172	MNRR	985	CTI	756	DSR	188	
	2173	MNRR	1,265	DSR	1,113	CTI	125	
	2175	MNRR	1,077	DSR	851	CTI	167	
	2190	MNRR	1,756	DSR	1,663	CTI	79	
	2250	MNRR	784	DSR	568	CTI	217	
	2251	MNRR	1,786	DET	964	DSR	476	
	2252	MNRR	302	CTI	302			
	2253	MNRR	1,371	CTI	835	DSR, DMW	510	
	2254	MNRR	316	DSR	316			
	2255	MNRR	1,154	CTI	1,085	DMW	69	
	2256	MNRR	179	CTI	179			
	2257	MNRR	1,250	DSR	783	CTI	357	
	2258	MNRR	907	CTI	907			
	2259	MNRR	1,277	CTI	893	DSR	385	
	2260	MNRR	298	DSR	250	CTI	48	
	2290	MNRR	1,097	DSR	982	RTE	77	
	2295	MNRR	1,811	DSR	1,224	CTI	472	
	2297	MNRR	1,071	CTI	508	DSR	426	
<b>Other NEC Corridor Routes</b>								
Northeast Regional	All Other Northeast Regional	132	MNRR	247	DSR	96	CTI	151
		135	MNRR	223			CTI	223

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	136	MNRR	948	DSR	632	CTI	179
	137	MNRR	688	DSR	199	CTI	395
	139	MNRR	1,415	DSR	783	CTI	522
	140	MNRR	1,358	DSR	938	CTI	370
	141	MNRR	1,268	DSR	638	CTI	600
	143	MNRR	612	DSR	344	CTI	204
	146	MNRR	2,000	DSR	1,738	CTI	71
	148	MNRR	954	DSR	117	CTI	785
	150	MNRR	1,367	DSR	625	CTI	471
	160	MNRR	1,645	DSR	593	CTI	376
	161	MNRR	1,040	DSR	593	CTI	268
	162	MNRR	1,492	DSR	510	CTI	427
	163	MNRR	1,416	DSR	1,001	CTI	83
	165	MNRR	1,390	DSR	612	CTI	714
	166	MNRR	495			CTI	467
	167	MNRR	1,667	DSR	976	CTI	369
	168	MNRR	833	DSR	60	CTI	333
	169	MNRR	1,614	DSR	1,339	CTI	230
	170	MNRR	2,263	DSR	1,156	CTI	439
	172	MNRR	1,143	DSR	688	CTI	259
	173	MNRR	1,557	DSR	179	CTI	449

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			<b>900</b>					
	175	MNRR	2,740	DSR	290	CTI	2,365	
	177	MNRR	1,643	DSR	741	CTI	738	
	178	MNRR	307	DSR	135	CTI	143	
	179	MNRR	1,250	DSR	848	CTI	202	
	190	MNRR	1,861	DSR	1,619	CTI	213	
	Lynchburg	145	NS	640	FTI	466	DCS	61
		147	MNRR	1,548		CTI	238	
		147	NS	167	FTI	167		
		156	NS	496	FTI	247	DCS	227
		171	MNRR	3,155	DSR	1,935	CTI	679
		171	NS	596	FTI	394	DCS	101
		176	MNRR	1,513	DSR	943	CTI	422
		176	NS	364	FTI	114	DCS	109
	Richmond / Newport News / Norfolk	65	CSX	2,173	FTI	518	PTI	898
		65	MNRR	2,704	DSR	1,046	CTI	816
		66	CSX	1,747	FTI	633	PTI	433
		66	MNRR	1,433	DSR	1,191	CTI	61
		67	CSX	3,157	FTI	656	PTI	1,288
		67	MNRR	2,421	DSR	1,230	CTI	56
		71	CSX	2,222	FTI	606	PTI	298
		71	NS	180	DSR	142		
		82	CSX	1,736			PTI	128
		82	MNRR	2,000	DSR	1,452	CTI	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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	83	CSX	1,621	FTI	414	PTI	207
	83	MNRR	2,665	DSR	1,360	CTI	1,003
	84	CSX	2,104	FTI	805	PTI	366
	84	NS	295	DSR	221	RTE	71
	85	CSX	1,635	FTI	248	PTI	318
	86	CSX	877	FTI	134	PTI	104
	86	MNRR	2,178	DSR	1,950	CTI	20
	87	CSX	1,003	FTI	314	PTI	244
	88	CSX	2,249	FTI	1,361	PTI	25
	88	MNRR	950	DSR	453	CTI	261
	88	NS	306	DSR	138		
	93	CSX	1,743	FTI	357	PTI	311
	93	MNRR	2,403	DSR	1,626	CTI	677
	94	CSX	1,735	FTI	343	PTI	155
	94	MNRR	2,488			CTI	2,470
	95	CSX	2,028	FTI	589	PTI	352
	95	MNRR	853	DSR	216	CTI	276
	96	CSX	1,678	FTI	302	PTI	377
	96	MNRR	1,810			CTI	1,690
	99	CSX	1,126	FTI	331	PTI	205
	99	MNRR	1,722	DSR	434	CTI	823

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
	125	CSX	2,074	FTI	589	PTI	642
	125	NS	466	DSR	297	RTE	86
	157	CSX	1,267	FTI	276	PTI	156
	157	NS	269	DSR	157		
	164	CSX	433	FTI	29		
	164	MNRR	1,307	DSR	708	CTI	459
	174	CSX	1,415	FTI	212	PTI	40
	174	MNRR	1,190	DSR	188	CTI	387
	194	CSX	1,590	FTI	566	PTI	252
	194	MNRR	742	DSR	495	CTI	247
	195	CSX	1,585	FTI	508	PTI	437
	195	MNRR	1,665	DSR	689	CTI	249

### Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	778	PTI	171	DSR	227
		521	UP	937	PTI	95	DSR	222
		522	UP	808	PTI	164	DSR	193
		523	UP	974	PTI	257	DSR	206
		524	UP	958	PTI	320	DSR	178
		525	UP	884	PTI	282	DSR	123
		527	UP	1,002	PTI	413	DSR	207
		528	UP	1,354	PTI	419	DSR	160
		529	UP	662	PTI	129	DSR	99
		530	UP	674	PTI	139	DSR	209
		531	UP	628	PTI	286	DSR	118
		532	UP	595	PTI	88	DSR	200

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	534	UP	443	PTI	152	DSR	147
	535	UP	360	PTI	73	DSR	141
	536	UP	994	PTI	124	DSR	234
	537	UP	768	PTI	252	DSR	170
	538	UP	446	PTI	132	DSR	167
	540	UP	382	PTI	77	DSR	130
	541	UP	537	PTI	195	DSR	150
	542	UP	770	PTI	214	DSR	143
	543	UP	1,064	PTI	299	DSR	295
	544	UP	898	PTI	421	DSR	174
	545	UP	553	PTI	120	DSR	164
	546	UP	787	PTI	172	DSR	205
	547	UP	895	PTI	458	DSR	229
	548	UP	830	PTI	305	DSR	307
	549	UP	364	PTI	89	DSR	102
	550	UP	800	PTI	321	DSR	174
	551	UP	509	PTI	129	DSR	120
	553	UP	666	PTI	106	DSR	195
	720	UP	458	PTI	146	DSR	142
	723	UP	751	PTI	144	DSR	159
	724	UP	647	PTI	231	DSR	213
	727	UP	707	PTI	392	DSR	159
	728	UP	584	PTI	165	DSR	117
	729	UP	357	PTI	66	DSR	157
	732	UP	347	PTI	180	DSR	78
	733	UP	471	PTI	91	DSR	95
	734	UP	302	PTI	50	DSR	124
	736	UP	384	PTI	119	DSR	174
	737	UP	611	PTI	192	DSR	183
	738	UP	395	PTI	87	DSR	204
	741	UP	296	PTI	75	DSR	102



## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		742	UP	887	PTI	131	DSR	235
		743	UP	1,075	PTI	428	DSR	225
		744	UP	967	PTI	784	DSR	99
		745	UP	307	PTI	87	DSR	27
		746	UP	435	PTI	201	DSR	101
		747	UP	719	PTI	272	DSR	192
		748	UP	509	PTI	114	DSR	168
		749	UP	201	PTI	37	DSR	32
		751	UP	421	PTI	224	DSR	73
Carolinian	Carolinian	79	CSX	2,012	FTI	534	PTI	558
		79	NS	1,133	DSR	439	FTI	266
		80	CSX	2,108	FTI	854	PTI	391
		80	NS	1,243	DSR	369	FTI	248
Cascades	Cascades	500	BNSF	2,398	DSR	848	FTI	426
		500	UP	1,677	FTI	436	PTI	859
		501	BNSF	2,521	DSR	701	FTI	859
		502	BNSF	1,662	DSR	659	FTI	517
		503	UP	1,269	FTI	790	PTI	133
		504	BNSF	2,759	DSR	656	FTI	948
		505	UP	1,114	FTI	301	PTI	425
		506	BNSF	2,231	DSR	686	FTI	793
		506	UP	729	FTI	331	PTI	184
		507	BNSF	2,033	DSR	671	FTI	518
		507	UP	1,619	FTI	644	PTI	614
		508	BNSF	1,574	DSR	526	FTI	548
		508	UP	1,675	FTI	789	PTI	553
		509	BNSF	2,127	DSR	707	FTI	758
		510	BNSF	3,204	DSR	1,102	FTI	1,077
		513	BNSF	2,096	DSR	733	FTI	587
		516	BNSF	2,429	DSR	829	FTI	733
		517	BNSF	2,952	DSR	1,091	FTI	1,182

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Non-NEC Corridor Routes</b>							
Downeaster	Downeaster	680	MBTA	2,048	CTI	1,737	
		680	PanAm	806			DCS 412
		681	MBTA	1,924	CTI	1,361	PTI 128
		681	PanAm	920	PTI	284	DCS 168
		682	MBTA	2,078	CTI	789	PTI 879
		682	PanAm	553	PTI	54	DCS 384
		683	MBTA	2,308	CTI	141	PTI 2,074
		683	PanAm	717	PTI	378	DCS 187
		684	MBTA	708	CTI	230	PTI 102
		684	PanAm	569	PTI	225	DCS 196
		685	MBTA	1,673	CTI	1,374	
		685	PanAm	552	PTI	173	DCS 264
		686	MBTA	2,515	CTI	1,856	PTI 13
		686	PanAm	702	PTI	235	DCS 243
		687	MBTA	1,071	CTI	863	
		687	PanAm	1,285	PTI	927	DCS 263
		688	MBTA	1,167	CTI	794	PTI 35
		688	PanAm	1,127	PTI	663	DCS 184
		689	MBTA	1,036	CTI	459	PTI 49
		689	PanAm	172			DCS 56
		690	PanAm	338			DCS 149
		691	MBTA	1,372	CTI	353	PTI 382
		691	PanAm	902	PTI	246	DCS 108
		692	MBTA	1,264	CTI	676	PTI 127
		692	PanAm	517	PTI	14	DCS 347
		693	MBTA	1,284	CTI	353	
		693	PanAm	1,905	PTI	1,037	DCS 106
		694	MBTA	774	CTI	186	
		694	PanAm	929	PTI	735	DCS 121
		695	MBTA	1,244	CTI	69	PTI 725
		695	PanAm	749	PTI	378	DCS 163

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		696	PanAm	395			DCS	58
		697	MBTA	999	CTI	49	PTI	265
		697	PanAm	820	PTI	214	DCS	317
		698	MBTA	372	CTI	39	PTI	29
		698	PanAm	565	PTI	392	DCS	139
		699	MBTA	1,516	CTI	204		
		699	PanAm	868			DCS	133
Empire	Adirondack	68	Amtrak	6	DCS	6		
		68	CN	3,654	FTI	2,231	DSR	902
		68	CP	450	PTI	275	DCS	30
		68	MNRR	539	CTI	338	PTI	66
		69	CN	4,287	FTI	1,170	DSR	1,721
		69	CP	745	PTI	531	DCS	91
		69	MNRR	1,076	CTI	794	PTI	148
	Ethan Allen Express	290	Amtrak	56	PTI	18	DMW	25
		290	CP	493			DCS	259
		290	MNRR	845	CTI	412	DCS	137
		290	VTR	130	FTI	103	DCS	27
		291	CP	479	PTI	50	DCS	210
		291	MNRR	376	CTI	225	DCS	58
		291	VTR	77	FTI	22	DCS	55
		292	Amtrak	114	PTI	114		
		292	CP	2,259	PTI	2,038	DCS	89
		292	MNRR	377	CTI	147	DCS	10
		293	CP	345			DCS	166
		293	MNRR	1,996	CTI	1,686	DCS	223
		296	Amtrak	131	PTI	131		
		296	CP	2,274	PTI	1,751	DCS	396
		296	MNRR	386	CTI	205	DCS	60
	Maple Leaf	63	CSX	1,535	FTI	632	RTE	378
		63	MNRR	1,422	CTI	1,108	RTE	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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		64	CSX	1,566	FTI	879	RTE	288
		64	MNRR	512	CTI	318	RTE	117
	New York - Albany	230	MNRR	820	CTI	357	RTE	367
		232	MNRR	806	CTI	538	RTE	206
		233	MNRR	1,370	CTI	530	RTE	439
		234	MNRR	1,719	CTI	1,482	RTE	176
		235	MNRR	558	CTI	322	RTE	143
		236	MNRR	864	CTI	568	RTE	107
		237	MNRR	944	CTI	875	RTE	24
		238	MNRR	596	CTI	368	RTE	109
		239	MNRR	2,401	CTI	2,181	RTE	62
		241	MNRR	388	CTI	247	RTE	51
		242	MNRR	611	CTI	482	RTE	65
		243	MNRR	393	CTI	236	RTE	71
		244	MNRR	1,810	CTI	1,450	RTE	25
		245	MNRR	452	CTI	314	RTE	48
		250	MNRR	342	CTI	129	RTE	174
		252	MNRR	481	CTI	209	RTE	105
		253	MNRR	409	CTI	157	RTE	67
		254	MNRR	568	CTI	314	RTE	72
		255	MNRR	570	CTI	497	RTE	73
		256	MNRR	229	CTI	133	RTE	97
		259	MNRR	275	CTI	146	RTE	101
		260	MNRR	622	CTI	185	RTE	140
		261	MNRR	185	CTI	6	RTE	78
	New York - Niagara Falls	280	CSX	582	FTI	219	RTE	141
		280	MNRR	1,128	CTI	731	RTE	63
		281	CSX	1,402	FTI	545	RTE	361
		281	MNRR	1,712	CTI	399	RTE	1,039
		283	CSX	1,040	FTI	481	RTE	326
		283	MNRR	868	CTI	388	RTE	312

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		284	Amtrak	11	PTI	8	RTE	3
		284	CSX	1,151	FTI	455	RTE	297
		284	MNRR	721	CTI	427	RTE	76
		288	CSX	1,118	FTI	339	RTE	228
		288	MNRR	278	CTI	181	RTE	24
Heartland Flyer	Heartland Flyer	821	BNSF	1,056	DSR	658	FTI	260
		822	BNSF	816	DSR	579	FTI	194
Hiawatha	Hiawatha	329	CP	243	FTI	12	DMW	20
		329	Metra	296	CTI	73	DCS	58
		330	CP	70	FTI	20	DMW	20
		330	Metra	4,075	CTI	4,059		
		331	CP	87	FTI	2	DMW	53
		331	Metra	734	CTI	624	DCS	21
		332	CP	213	FTI	88	DMW	84
		332	Metra	932	CTI	403	DCS	214
		333	CP	126	FTI	40	DMW	59
		333	Metra	280	CTI	46	DCS	105
		334	CP	254	FTI	104	DMW	114
		334	Metra	957	CTI	475	DCS	131
		335	CP	134	FTI	61	DMW	15
		335	Metra	747	CTI	351	DCS	42
		336	CP	245	FTI	67	DMW	44
		336	Metra	1,013	CTI	519	DCS	207
		337	CP	125	FTI	55	DMW	28
		337	Metra	418	CTI	78	DCS	92
		338	CP	255	FTI	136	DMW	27
		338	Metra	1,195	CTI	918	DCS	46
		339	CP	42	FTI	21		
		339	Metra	1,910	CTI	1,858	DCS	25
		340	CP	353	FTI	106	DMW	6
		340	Metra	1,397	CTI	780	DCS	351

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Non-NEC Corridor Routes</b>							
		341	CP	144	FTI	65	
		341	Metra	768	CTI	701	DCS 49
		342	CP	46	FTI	19	
		342	Metra	1,262	CTI	1,020	DCS 105
		343	Metra	131			DCS 131
		344	Metra	1,025	CTI	552	DCS 315
Hoosier	Hoosier	850	CSX	623	FTI	498	DCS 59
		851	CSX	821	FTI	540	DCS 138
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	268	RTE	105	FTI 45
		381	BNSF	345	RTE	91	FTI 96
		382	BNSF	345	RTE	118	FTI 68
		383	BNSF	372	RTE	80	FTI 119
	Illini / Saluki	390	CN	1,669	DCS	823	FTI 531
		391	CN	1,779	DCS	880	FTI 487
		392	CN	2,403	DCS	888	FTI 868
		393	CN	1,832	DCS	828	FTI 745
	Lincoln Service	300	CN	781	FTI	197	DCS 327
		300	UP	738	PTI	186	FTI 297
		301	CN	959	FTI	352	DCS 206
		301	UP	1,170	PTI	473	FTI 286
		302	CN	1,524	FTI	810	DCS 470
		302	UP	1,268	PTI	622	FTI 214
		303	CN	546	FTI	260	DCS 184
		303	UP	1,132	PTI	479	FTI 224
		304	CN	1,127	FTI	702	DCS 187
		304	UP	826	PTI	368	FTI 243
		305	CN	600	FTI	378	DCS 105
		305	UP	838	PTI	393	FTI 272
		306	CN	1,530	FTI	876	DCS 349

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		306	UP	1,247	PTI	773	FTI	299
		307	CN	340	FTI	98	DCS	92
		307	UP	741	PTI	320	FTI	231
Michigan	Blue Water	364	Amtrak	142	PTI	26	DCS	40
		364	CN	447	FTI	385	DCS	19
		364	MIDOT	20	DCS	20		
		364	NS	2,208	FTI	983	DCS	574
		365	Amtrak	572	PTI	313	DCS	201
		365	CN	1,122	FTI	958	DCS	46
		365	MIDOT	141	DCS	136	DSR	5
		365	NS	2,748	FTI	1,251	DCS	588
	Pere Marquette	370	CSX	353	DCS	268	DSR	34
		370	NS	1,562	FTI	943	PTI	194
		371	CSX	314	DCS	194	DSR	46
		371	NS	2,042	FTI	920	PTI	628
	Wolverine	350	Amtrak	1,166	PTI	924	DCS	211
		350	CN	1,222	FTI	327	DSR	132
		350	MIDOT	1,264	DSR	391	PTI	292
		350	NS	3,239	FTI	1,779	DCS	1,120
		351	Amtrak	517	PTI	235	DCS	168
		351	CN	1,690	FTI	487	DSR	861
		351	MIDOT	608	DSR	309		
		351	NS	3,388	FTI	1,797	DCS	488
		352	Amtrak	614	PTI	417	DCS	117
		352	CN	1,552	FTI	716	DSR	237
		352	MIDOT	1,365	DSR	320	PTI	636
		352	NS	2,625	FTI	1,334	DCS	548
		353	Amtrak	860	PTI	484	DCS	223
		353	CN	2,518	FTI	965	DSR	562
		353	MIDOT	842	DSR	279	PTI	244
		353	NS	3,305	FTI	1,745	DCS	1,108

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			<b>900</b>					
<b>Non-NEC Corridor Routes</b>								
		354	Amtrak	251	PTI	148	DCS	47
		354	CN	895	FTI	483	DSR	187
		354	MIDOT	955	DSR	394	PTI	149
		354	NS	2,051	FTI	828	DCS	460
		355	Amtrak	359	PTI	216	DCS	90
		355	CN	1,862	FTI	935	DSR	770
		355	MIDOT	1,170	DSR	326	PTI	473
		355	NS	2,434	FTI	1,243	DCS	580
Missouri	Missouri	311	UP	659	FTI	263	PTI	91
		313	UP	367	FTI	101	PTI	150
		314	UP	700	FTI	470	PTI	5
		316	UP	806	FTI	395	PTI	147
Pacific Surfliner	Pacific Surfliner	562	BNSF	362	DSR	109	DCS	103
		562	SCRRA	989	PTI	671	CTI	160
		562	SDNRR	1,965	CTI	728	DSR	522
		564	BNSF	1,099	DSR	270	DCS	74
		564	SCRRA	1,545	PTI	947	CTI	387
		564	SDNRR	1,830	CTI	529	DSR	483
		565	BNSF	1,616	DSR	494	DCS	70
		565	SCRRA	580	PTI	194	CTI	194
		565	SDNRR	2,065	CTI	1,237	DSR	537
		566	BNSF	749	DSR	247	DCS	167
		566	SCRRA	1,685	PTI	1,178	CTI	136
		566	SDNRR	1,732	CTI	342	DSR	468
		567	BNSF	1,508	DSR	435	DCS	623
		567	SCRRA	458	PTI	239	CTI	48
		567	SDNRR	2,138	CTI	877	DSR	510
		572	BNSF	1,100	DSR	449	DCS	241
		572	SCRRA	1,197	PTI	937	CTI	65
		572	SDNRR	1,956	CTI	557	DSR	439
		573	BNSF	1,157	DSR	400	DCS	368



## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	573	SCRRA	399	PTI	74	CTI	172
	573	SDNRR	1,184	CTI	376	DSR	452
	579	BNSF	1,127	DSR	519	DCS	221
	579	SCRRA	374	PTI	113	CTI	99
	579	SDNRR	1,443	CTI	372	DSR	484
	580	BNSF	570	DSR	162	DCS	152
	580	SCRRA	1,001	PTI	320	CTI	467
	580	SDNRR	2,129	CTI	1,371	DSR	333
	582	BNSF	655	DSR	222	DCS	37
	582	SCRRA	1,124	PTI	717	CTI	229
	582	SDNRR	1,808	CTI	1,040	DSR	431
	583	BNSF	1,182	DSR	481	DCS	166
	583	SCRRA	1,071	PTI	346	CTI	465
	583	SDNRR	1,872	CTI	952	DSR	447
	591	BNSF	1,578	DSR	434	DCS	240
	591	SCRRA	563	PTI	101	CTI	183
	591	SDNRR	1,818	CTI	604	DSR	496
	592	BNSF	692	DSR	155	DCS	173
	592	SCRRA	399	PTI	95	CTI	5
	592	SDNRR	2,403	CTI	27	DSR	484
	595	BNSF	1,214	DSR	444	DCS	52
	595	SCRRA	462	PTI	64	CTI	105
	595	SDNRR	1,337	CTI	133	DSR	466
	761	BNSF	1,686	DSR	451	DCS	865
	761	SCRRA	1,379	PTI	201	CTI	893
	761	SDNRR	919	CTI	82	DSR	569
	761	UP	1,618	PTI	702	DCS	218
	763	BNSF	1,550	DSR	460	DCS	589
	763	SCRRA	555	PTI	164	CTI	139
	763	SDNRR	1,722	CTI	1,081	DSR	403
	763	UP	2,392	PTI	1,665	DCS	373

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	768	BNSF	858	DSR	212	DCS	243
	768	SCRRA	872	PTI	420	CTI	176
	768	SDNRR	1,643	CTI	192	DSR	496
	768	UP	280			DCS	209
	769	BNSF	1,168	DSR	341	DCS	419
	769	SCRRA	320	PTI	77	CTI	109
	769	SDNRR	1,885	CTI	643	DSR	482
	769	UP	1,240	PTI	991	DCS	97
	774	BNSF	915	DSR	181	DCS	93
	774	SCRRA	715	PTI	230	CTI	237
	774	SDNRR	1,794	CTI	510	DSR	465
	774	UP	1,254	PTI	416	DCS	251
	777	BNSF	972	DSR	377	DCS	248
	777	SCRRA	595	PTI	123	CTI	250
	777	SDNRR	1,726	CTI	308	DSR	554
	777	UP	1,990	PTI	1,188	DCS	182
	784	BNSF	611	DSR	146	DCS	152
	784	SCRRA	1,640	PTI	393	CTI	961
	784	SDNRR	1,643	CTI	671	DSR	480
	784	UP	1,204	PTI	524	DCS	459
	785	BNSF	1,659	DSR	475	DCS	579
	785	SCRRA	845	PTI	309	CTI	251
	785	SDNRR	2,009	CTI	805	DSR	488
	785	UP	946	PTI	607	DCS	110
	790	BNSF	647	DSR	247	DCS	225
	790	SCRRA	1,939	PTI	216	CTI	1,442
	790	SDNRR	1,427	CTI	52	DSR	481
	790	UP	1,484	PTI	600	DCS	179
	796	BNSF	904	DSR	174	DCS	127
	796	SCRRA	860	PTI	395	CTI	83
	796	SDNRR	1,149	CTI	113	DSR	327

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		796	UP	1,218	PTI	302	DCS	161
		1566	BNSF	872	DSR	97	DCS	155
		1566	SCRRA	2,242	PTI	1,377	CTI	274
		1566	SDNRR	2,362	CTI	638	DSR	341
		1567	BNSF	465	DSR	40	DCS	162
		1567	SCRRA	442	PTI	64	CTI	129
		1567	SDNRR	1,747	CTI	1,272	DSR	247
		1761	BNSF	484	DSR	155	DCS	174
		1761	SCRRA	325	PTI	220	CTI	13
		1761	SDNRR	534	CTI	20	DSR	453
		1761	UP	1,181	PTI	516	DCS	195
		1790	BNSF	644	DSR	125	DCS	394
		1790	SCRRA	262	PTI	63	CTI	46
		1790	SDNRR	1,096			DSR	314
		1790	UP	1,232	PTI	789	DCS	220
Pennsylvanian	Pennsylvanian	42	NS	753	FTI	418	RTE	125
		43	NS	730	FTI	478	RTE	146
Piedmont	Piedmont	73	NS	1,262	DSR	656	FTI	218
		74	NS	1,920	DSR	665	FTI	653
		75	NS	1,771	DSR	675	FTI	526
		76	NS	1,530	DSR	465	FTI	430
San Joaquins	San Joaquins	701	BNSF	1,150	PTI	342	FTI	424
		701	UP	1,866	PTI	71	DSR	331
		702	BNSF	1,744	PTI	613	FTI	698
		702	UP	1,220	PTI	8	DSR	285
		703	BNSF	988	PTI	558	FTI	253
		703	UP	1,368	PTI	18	DSR	274
		704	BNSF	887	PTI	281	FTI	430
		704	UP	1,320			DSR	271
		710	BNSF	1,442	PTI	483	FTI	490
		710	UP	919	PTI	263	DSR	255

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		711	BNSF	704	PTI	147	FTI	215
		711	UP	1,723	PTI	1,008	DSR	107
		712	BNSF	1,359	PTI	484	FTI	508
		712	UP	1,320	PTI	690	DSR	203
		713	BNSF	1,105	PTI	353	FTI	451
		713	UP	1,432	PTI	1,085	DSR	137
		714	BNSF	1,162	PTI	404	FTI	444
		714	UP	1,773	PTI	1,051	DSR	120
		715	BNSF	1,585	PTI	696	FTI	519
		715	UP	1,856	PTI	1,130	DSR	378
		716	BNSF	1,209	PTI	523	FTI	414
		716	UP	825	PTI	404	DSR	103
		717	BNSF	1,236	PTI	469	FTI	394
		717	UP	1,626	PTI	714	DSR	163
		718	BNSF	975	PTI	303	FTI	432
		718	UP	1,040	PTI	704	DSR	126
		719	BNSF	979	PTI	507	FTI	238
		719	UP	1,143	PTI	663	DSR	153
Vermonter	Vermonter	54	MADOT	1,854	DSR	1,854		
		54	MNRR	925	CTI	147	DSR	364
		54	NECR	860	DSR	739	DCS	22
		55	MADOT	2,306	DSR	1,900	DCS	318
		55	MNRR	2,057	CTI	1,229	DSR	509
		55	NECR	1,157	DSR	952	DCS	86
		56	MADOT	2,059	DSR	1,982	DCS	50
		56	MNRR	1,893	CTI	435	DSR	845
		56	NECR	895	DSR	788	DCS	57
		57	MADOT	1,992	DSR	1,978	DCS	14
		57	MNRR	823	CTI	306	DSR	427
		57	NECR	875	DSR	802	DCS	11

*Long-Distance Routes*

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
Auto Train	52	CSX	1,544	FTI	669	DSR	394
	53	CSX	1,851	FTI	747	DSR	448
	53	FR	2,366	FTI	733	DSR	719
California Zephyr	5	BNSF	692	DSR	290	FTI	127
	5	UP	1,365	FTI	557	DCS	264
	6	BNSF	802	DSR	366	FTI	211
	6	UP	1,263	FTI	594	DCS	207
Capitol Ltd	29	CSX	652	FTI	269	DSR	149
	29	NS	2,463	FTI	1,710	RTE	271
	30	CSX	1,298	FTI	551	DSR	306
	30	NS	1,658	FTI	975	RTE	339
Cardinal	50	BBrRR	1,573	PTI	695	FTI	605
	50	CSX	884	FTI	421	DCS	222
	50	NS	1,185	FTI	478	DCS	300
	51	BBrRR	679	PTI	339	FTI	35
	51	CSX	688	FTI	325	DCS	169
	51	NS	1,377	FTI	439	DCS	397
City Of New Orleans	58	CN	1,323	FTI	634	DSR	208
	59	CN	1,441	FTI	845	DSR	213
	1158	CN	1,210	FTI	391	DSR	159
Coast Starlight	11	BNSF	1,799	FTI	532	DSR	396
	11	SCRRA	1,687	PTI	620	CTI	715
	11	UP	1,467	FTI	500	PTI	479
	14	BNSF	1,633	FTI	691	DSR	391
	14	SCRRA	1,904	PTI	1,280	CTI	289
	14	UP	1,573	FTI	535	PTI	444
Crescent	19	NS	1,235	FTI	636	DSR	247
	20	NS	1,141	FTI	653	DSR	221
Empire Builder	7	BNSF	1,150	FTI	788	DSR	172
	7	CP	225	FTI	128	DCS	61
	7	Metra	195	CTI	21	DCS	64
	8	BNSF	1,193	FTI	728	DSR	235
	8	CP	334	FTI	107	DCS	51
	8	Metra	1,617	CTI	1,389	DCS	181
	27	BNSF	2,338	FTI	1,136	DSR	715
	28	BNSF	2,386	FTI	1,544	DSR	497
Lake Shore Ltd	48	CSX	1,053	FTI	475	DCS	178
	48	MNRR	1,254	CTI	720	PTI	278
	48	NS	2,229	FTI	1,710	PTI	143
	49	CSX	481	FTI	240	DCS	87

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Long-Distance Routes</i>							
	49	MNRR	300	CTI	157	PTI	12
	49	NS	2,444	FTI	1,835	PTI	372
	448	CSX	1,442	FTI	693	DCS	138
	448	MBTA	3,041	CTI	2,137	RTE	488
	449	CSX	2,071	FTI	986	DCS	185
	449	MBTA	1,387	CTI	771	RTE	269
Palmetto	89	CSX	1,568	FTI	658	PTI	291
	90	CSX	1,404	FTI	519	PTI	332
Silver Meteor	97	CSX	1,247	FTI	579	DSR	259
	97	Fla DOT	1,628	DSR	341	CTI	688
	97	FR	2,806	DSR	1,157	PTI	892
	98	CSX	1,274	FTI	624	DSR	281
	98	Fla DOT	1,118	DSR	684	CTI	254
	98	FR	1,983	DSR	1,098	PTI	223
Silver Star	91	CSX	1,328	FTI	498	DSR	275
	91	Fla DOT	1,582	CTI	857	DSR	384
	91	FR	1,841	DSR	1,075	DCS	370
	91	NS	3,051	FTI	1,237	PTI	1,154
	92	CSX	1,272	FTI	410	DSR	276
	92	Fla DOT	700	CTI	38	DSR	381
	92	FR	1,556	DSR	1,020	DCS	373
	92	NS	1,834			PTI	60
	1092	CSX	1,463			DSR	435
	1092	FR	3,237	DSR	1,022		
Southwest Chief	3	BNSF	548	FTI	181	DSR	151
	3	NMDOT	3,814	DSR	2,678	CTI	705
	4	BNSF	555	FTI	208	DSR	154
	4	NMDOT	3,786	DSR	2,492	CTI	478
	1003	BNSF	491	FTI	214	DSR	91
	1003	NMDOT	3,258	DSR	2,381		
Sunset Ltd	1	BNSF	747	DSR	596	FTI	82
	1	UP	1,503	FTI	751	DSR	315
	2	BNSF	820	DSR	543	FTI	94
	2	UP	1,783	FTI	813	DSR	326
Texas Eagle	21	BNSF	924	DSR	471	FTI	330
	21	CN	1,638	FTI	495	DCS	575
	21	TRE	1,091	CTI	858	RTE	17
	21	UP	1,592	FTI	700	DSR	390
	22	BNSF	880	DSR	681	FTI	90
	22	CN	1,289	FTI	832	DCS	175

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			900				
<b>Long-Distance Routes</b>							
	22	TRE	1,993	CTI	1,415	RTE	429
	22	UP	1,051	FTI	485	DSR	240

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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>						
Acela Express	2150	138	OTH	129	ADA	8
Acela Express	2151	226	OTH	196	HLD, CAR	12
Acela Express	2153	211	OTH	170	HLD	42
Acela Express	2154	66	OTH	36	HLD	30
Acela Express	2155	252	OTH	181	SYS	41
Acela Express	2158	213	OTH	162	ADA	25
Acela Express	2159	139	OTH	73	HLD	54
Acela Express	2160	263	OTH	238	ADA	20
Acela Express	2163	155	ENG	88	OTH	26
Acela Express	2164	107	OTH	91	ADA	11
Acela Express	2165	145	HLD	64	OTH	42
Acela Express	2166	76	OTH	76		
Acela Express	2167	247	OTH	241	ADA	6
Acela Express	2168	336	OTH	238	INJ, ENG	42
Acela Express	2170	116	OTH	81	ENG	26
Acela Express	2171	454	OTH	217	SYS	164
Acela Express	2172	157	OTH	109	ITI, ENG	17
Acela Express	2173	533	OTH	351	ITI	116
Acela Express	2175	313	HLD	113	INJ	74
Acela Express	2190	371	OTH	344	HLD	17
Acela Express	2250	1,049	OTH	959	HLD	48
Acela Express	2251	643	OTH	631	ADA	12
Acela Express	2252	1,923	OTH	1,407	INJ	348
Acela Express	2253	714	OTH	485	ENG	243
Acela Express	2254	813	OTH	607	ADA	77
Acela Express	2255	151	ADA	82	HLD	55
Acela Express	2256	658	OTH	516	SYS	65
Acela Express	2257	371	OTH	343	HLD, ADA	14
Acela Express	2258	65	ADA	39	OTH	26
Acela Express	2259	192	OTH	151	HLD	41
Acela Express	2260	447	ADA	235	OTH	201
Acela Express	2290	348	OTH	276	HLD	72
Acela Express	2295	89	OTH	89		
Acela Express	2297	302	HLD	137	OTH	110
<b>Other NEC Corridor Routes - Amtrak Responsible</b>						
Northeast Regional - All Other Northeast Regional	132	297	HLD	194	OTH	103



## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - All Other Northeast Regional	135	867	HLD	721	OTH	83
Northeast Regional - All Other Northeast Regional	136	594	OTH	555	HLD	39
Northeast Regional - All Other Northeast Regional	137	782	HLD	366	OTH	293
Northeast Regional - All Other Northeast Regional	139	646	OTH	261	ADA	165
Northeast Regional - All Other Northeast Regional	140	605	OTH	563	HLD	30
Northeast Regional - All Other Northeast Regional	141	1,496	OTH	688	ITI	340
Northeast Regional - All Other Northeast Regional	143	3,131	OTH	1,505	SVS	1,358
Northeast Regional - All Other Northeast Regional	146	134	OTH	123	HLD	11
Northeast Regional - All Other Northeast Regional	148	1,001	OTH	924	HLD	77
Northeast Regional - All Other Northeast Regional	150	303	OTH	242	HLD	61
Northeast Regional - All Other Northeast Regional	160	240	OTH	150	HLD	90
Northeast Regional - All Other Northeast Regional	161	2,908	CON	2,054	OTH	580
Northeast Regional - All Other Northeast Regional	162	288	OTH	228	HLD	54
Northeast Regional - All Other Northeast Regional	163	982	HLD	370	CON	325
Northeast Regional - All Other Northeast Regional	165	938	OTH	504	CON	236
Northeast Regional - All Other Northeast Regional	166	142	ADA	129	HLD	13
Northeast Regional - All Other Northeast Regional	167	1,250	ITI	536	OTH	274
Northeast Regional - All Other Northeast Regional	168	157	HLD	123	ADA	34
Northeast Regional - All Other Northeast Regional	169	759	CON	612	HLD	70
Northeast Regional - All Other Northeast Regional	170	432	OTH	402	HLD	17
Northeast Regional - All Other Northeast Regional	172	556	OTH	526	HLD	20
Northeast Regional - All Other Northeast Regional	173	1,086	OTH	848	HLD	140
Northeast Regional - All Other Northeast Regional	175	343	OTH	205	CON	103
Northeast Regional - All Other Northeast Regional	177	705	OTH	360	ITI	176
Northeast Regional - All Other Northeast Regional	178	641	OTH	498	HLD	138
Northeast Regional - All Other Northeast Regional	179	1,000	CON	467	OTH	333
Northeast Regional - All Other Northeast Regional	190	379	OTH	300	SYS	54
Northeast Regional - Lynchburg	145	497	HLD	304	ADA	143
Northeast Regional - Lynchburg	147	670	OTH	377	HLD	143

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - Lynchburg	156	160	HLD	96	OTH, ADA	27
Northeast Regional - Lynchburg	171	332	HLD	139	OTH	98
Northeast Regional - Lynchburg	176	317	OTH	116	HLD	96
Northeast Regional - Richmond / Newport News / Norfolk	65	373	OTH	151	HLD	102
Northeast Regional - Richmond / Newport News / Norfolk	66	331	ENG	99	HLD	77
Northeast Regional - Richmond / Newport News / Norfolk	67	344	OTH	160	ENG	53
Northeast Regional - Richmond / Newport News / Norfolk	71	200	HLD	87	OTH	70
Northeast Regional - Richmond / Newport News / Norfolk	82	266	OTH	126	HLD	63
Northeast Regional - Richmond / Newport News / Norfolk	83	1,022	SYS	733	OTH	103
Northeast Regional - Richmond / Newport News / Norfolk	84	336	ENG	107	HLD	74
Northeast Regional - Richmond / Newport News / Norfolk	85	156	SYS	41	OTH	39
Northeast Regional - Richmond / Newport News / Norfolk	86	287	HLD	134	OTH	76
Northeast Regional - Richmond / Newport News / Norfolk	87	118	HLD	70	OTH	35
Northeast Regional - Richmond / Newport News / Norfolk	88	312	OTH	187	HLD	101
Northeast Regional - Richmond / Newport News / Norfolk	93	349	OTH	132	ADA	111
Northeast Regional - Richmond / Newport News / Norfolk	94	182	HLD	55	ADA	46
Northeast Regional - Richmond / Newport News / Norfolk	95	512	OTH	125	ADA	114
Northeast Regional - Richmond / Newport News / Norfolk	96	324	ADA	85	HLD	82
Northeast Regional - Richmond / Newport News / Norfolk	99	417	OTH	246	HLD	96
Northeast Regional - Richmond / Newport News / Norfolk	125	413	HLD	154	ENG	104
Northeast Regional - Richmond / Newport News / Norfolk	157	1,011	OTH	484	SVS	225
Northeast Regional - Richmond / Newport News / Norfolk	164	445	OTH	261	HLD	131
Northeast Regional - Richmond / Newport News / Norfolk	174	206	OTH	114	HLD	52
Northeast Regional - Richmond / Newport News / Norfolk	194	538	OTH	165	HLD	133
Northeast Regional - Richmond / Newport News / Norfolk	195	515	OTH	161	ADA	152
<b>Non NEC Corridor Routes - Amtrak Responsible</b>						
Capitol Corridor - Capitol Corridor	520	264	ENG	134	CAR	67
Capitol Corridor - Capitol Corridor	521	139	HLD	84	SYS	21
Capitol Corridor - Capitol Corridor	522	361	ENG	177	OTH	82

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	523	348	HLD	191	OTH	75
Capitol Corridor - Capitol Corridor	524	302	HLD	91	ENG	83
Capitol Corridor - Capitol Corridor	525	296	ADA	79	HLD	76
Capitol Corridor - Capitol Corridor	527	474	HLD	138	ENG	94
Capitol Corridor - Capitol Corridor	528	303	HLD	66	ADA	55
Capitol Corridor - Capitol Corridor	529	234	HLD	100	OTH	61
Capitol Corridor - Capitol Corridor	530	287	HLD	86	ADA	67
Capitol Corridor - Capitol Corridor	531	218	HLD	91	ADA	70
Capitol Corridor - Capitol Corridor	532	488	ITI	159	HLD	147
Capitol Corridor - Capitol Corridor	534	247	ENG	120	ADA	52
Capitol Corridor - Capitol Corridor	535	305	ADA	141	OTH	71
Capitol Corridor - Capitol Corridor	536	426	HLD	205	ADA	64
Capitol Corridor - Capitol Corridor	537	457	HLD	157	ADA	147
Capitol Corridor - Capitol Corridor	538	433	HLD	157	ADA	97
Capitol Corridor - Capitol Corridor	540	176	ADA	44	SYS, ENG	35
Capitol Corridor - Capitol Corridor	541	167	HLD	88	ADA	44
Capitol Corridor - Capitol Corridor	542	453	ENG	128	HLD	107
Capitol Corridor - Capitol Corridor	543	466	HLD	135	OTH	107
Capitol Corridor - Capitol Corridor	544	676	ITI	352	HLD	141
Capitol Corridor - Capitol Corridor	545	319	HLD	167	ADA	81
Capitol Corridor - Capitol Corridor	546	357	HLD	161	ADA	94
Capitol Corridor - Capitol Corridor	547	386	SYS	120	HLD	82
Capitol Corridor - Capitol Corridor	548	932	ITI	342	ENG	216
Capitol Corridor - Capitol Corridor	549	369	ENG	173	HLD	43
Capitol Corridor - Capitol Corridor	550	331	ITI	128	ENG	61
Capitol Corridor - Capitol Corridor	551	342	ITI	118	OTH	111
Capitol Corridor - Capitol Corridor	553	150	HLD	66	SYS, OTH	16
Capitol Corridor - Capitol Corridor	720	229	HLD	128	ADA	41
Capitol Corridor - Capitol Corridor	723	168	HLD	78	SVS	30

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	724	419	CCR	237	ENG	57
Capitol Corridor - Capitol Corridor	727	222	ENG	159	CAR	30
Capitol Corridor - Capitol Corridor	728	413	HLD	216	ADA	99
Capitol Corridor - Capitol Corridor	729	762	ADA	408	OTH	155
Capitol Corridor - Capitol Corridor	732	54	ADA	24	HLD, CAR	12
Capitol Corridor - Capitol Corridor	733	514	ITI	238	HLD	86
Capitol Corridor - Capitol Corridor	734	325	ENG	137	CCR	50
Capitol Corridor - Capitol Corridor	736	165	HLD	73	CAR	37
Capitol Corridor - Capitol Corridor	737	401	HLD	180	ITI	84
Capitol Corridor - Capitol Corridor	738	198	ADA	90	OTH	45
Capitol Corridor - Capitol Corridor	741	311	ADA	144	HLD	102
Capitol Corridor - Capitol Corridor	742	350	ADA	117	HLD	87
Capitol Corridor - Capitol Corridor	743	512	HLD	183	ADA	159
Capitol Corridor - Capitol Corridor	744	129	HLD	48	ADA	33
Capitol Corridor - Capitol Corridor	745	50	HLD	32	SYS, ADA	9
Capitol Corridor - Capitol Corridor	746	69	CCR	27	ADA	18
Capitol Corridor - Capitol Corridor	747	234	ADA	60	OTH, CON	48
Capitol Corridor - Capitol Corridor	748	644	OTH	419	SYS	102
Capitol Corridor - Capitol Corridor	749	288	HLD	256	ADA	27
Capitol Corridor - Capitol Corridor	751	165	ENG	119	ADA	23
Carolinian - Carolinian	79	335	SYS	98	HLD	79
Carolinian - Carolinian	80	289	ADA	87	HLD	67
Cascades - Cascades	500	201	ENG	60	ADA	41
Cascades - Cascades	501	228	HLD	48	CCR	47
Cascades - Cascades	502	127	HLD	51	ADA	37
Cascades - Cascades	503	171	OTH	60	SVS	28
Cascades - Cascades	504	228	SYS	61	ADA	45
Cascades - Cascades	505	211	OTH	110	SYS	50
Cascades - Cascades	506	188	HLD	87	ADA	43

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Cascades - Cascades	507	315	SYS	66	CON	62
Cascades - Cascades	508	311	SYS	118	ENG	77
Cascades - Cascades	509	226	CON	66	HLD	61
Cascades - Cascades	510	135	HLD	32	SYS	30
Cascades - Cascades	513	307	SYS	88	ADA	46
Cascades - Cascades	516	687	CON	215	CCR	177
Cascades - Cascades	517	239	SYS	87	OTH	51
Downeaster - Downeaster	680	169	HLD	72	ENG	59
Downeaster - Downeaster	681	134	ITI	99	ENG	13
Downeaster - Downeaster	682	88	OTH	28	ITI, HLD	23
Downeaster - Downeaster	683	44	HLD	22	ITI	17
Downeaster - Downeaster	684	157	OTH	81	HLD	42
Downeaster - Downeaster	685	197	HLD	119	OTH	41
Downeaster - Downeaster	686	86	HLD	39	OTH, ITI	19
Downeaster - Downeaster	687	55	OTH	21	HLD	18
Downeaster - Downeaster	688	86	OTH	76	ADA	8
Downeaster - Downeaster	689	125	ITI	87	OTH	18
Downeaster - Downeaster	690	84	OTH	39	HLD	19
Downeaster - Downeaster	691	44	ADA	23	OTH	10
Downeaster - Downeaster	692	82	ENG	38	HLD	33
Downeaster - Downeaster	693	42	HLD	29	ADA	13
Downeaster - Downeaster	694	307	ENG	174	SVS	56
Downeaster - Downeaster	695	97	OTH	51	HLD	26
Downeaster - Downeaster	696	84	HLD	45	ITI	32
Downeaster - Downeaster	697	40	HLD	20	SYS	14
Downeaster - Downeaster	698	133	OTH	95	CAR	38
Downeaster - Downeaster	699	124	OTH	124		
Empire - Adirondack	68	247	CAR	68	ENG	62
Empire - Adirondack	69	141	HLD	75	SYS	24

## Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Empire - Ethan Allen Express	290	302	CAR	78	SYS	63
Empire - Ethan Allen Express	291	181	HLD	66	OTH	49
Empire - Ethan Allen Express	292	180	HLD	86	ADA	45
Empire - Ethan Allen Express	293	274	HLD	126	OTH	111
Empire - Ethan Allen Express	296	31	OTH	31		
Empire - Maple Leaf	63	298	SYS	125	OTH	70
Empire - Maple Leaf	64	579	SYS	198	HLD	121
Empire - New York - Albany	230					
Empire - New York - Albany	232	26	OTH	13	HLD	8
Empire - New York - Albany	233	1,334	SYS	1,308	HLD	18
Empire - New York - Albany	234					
Empire - New York - Albany	235	14	OTH	14		
Empire - New York - Albany	236	223	SYS	173	ADA	26
Empire - New York - Albany	237	39	ADA	26	OTH	13
Empire - New York - Albany	238	92	HLD	42	SVS	18
Empire - New York - Albany	239	92	SVS	36	OTH	29
Empire - New York - Albany	241	45	HLD	40	ADA	5
Empire - New York - Albany	242	73	OTH	35	HLD	24
Empire - New York - Albany	243	31	HLD	21	OTH, ADA	5
Empire - New York - Albany	244	106	OTH	46	ADA	32
Empire - New York - Albany	245	64	CAR	32	HLD	24
Empire - New York - Albany	250	67	HLD	34	ADA	28
Empire - New York - Albany	252	52	HLD	31	OTH	21
Empire - New York - Albany	253	107	HLD	73	SYS	28
Empire - New York - Albany	254	109	ADA	48	OTH	36
Empire - New York - Albany	255	521	HLD	497	SYS	24
Empire - New York - Albany	256	145	HLD	109	OTH	36
Empire - New York - Albany	259	45	HLD	39	ADA	6
Empire - New York - Albany	260	50	HLD	34	ADA	11

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

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Empire - New York - Albany	261	34	ADA	34		
Empire - New York - Niagara Falls	280	333	SYS	110	HLD	58
Empire - New York - Niagara Falls	281	349	SYS	143	OTH	105
Empire - New York - Niagara Falls	283	364	SYS	178	HLD	75
Empire - New York - Niagara Falls	284	374	SYS	184	HLD	68
Empire - New York - Niagara Falls	288	185	SYS	83	HLD	53
Heartland Flyer - Heartland Flyer	821	247	HLD	161	ADA	43
Heartland Flyer - Heartland Flyer	822	195	HLD	98	ADA	44
Hiawatha - Hiawatha	329	243	OTH	216	SYS	24
Hiawatha - Hiawatha	330	84	CAR	47	OTH	24
Hiawatha - Hiawatha	331	241	OTH	238	SYS	3
Hiawatha - Hiawatha	332	354	OTH	242	ITI	42
Hiawatha - Hiawatha	333	207	OTH	185	HLD	14
Hiawatha - Hiawatha	334	376	OTH	286	HLD, CAR	24
Hiawatha - Hiawatha	335	241	OTH	193	HLD	39
Hiawatha - Hiawatha	336	425	ENG	214	OTH	169
Hiawatha - Hiawatha	337	182	OTH	154	HLD	24
Hiawatha - Hiawatha	338	333	OTH	276	ADA	14
Hiawatha - Hiawatha	339	132	OTH	81	HLD	34
Hiawatha - Hiawatha	340	192	OTH	147	CCR	28
Hiawatha - Hiawatha	341	176	OTH	156	HLD, ADA	7
Hiawatha - Hiawatha	342	393	OTH	204	ENG	142
Hiawatha - Hiawatha	343	88	OTH	88		
Hiawatha - Hiawatha	344	236	OTH	138	CAR	88
Hoosier - Hoosier	850	243	ENG	92	SYS	66
Hoosier - Hoosier	851	378	ENG	143	SYS	112
Illinois - Carl Sandburg / Illinois Zephyr	380	155	HLD	82	ADA	46
Illinois - Carl Sandburg / Illinois Zephyr	381	55	HLD	26	SYS	19
Illinois - Carl Sandburg / Illinois Zephyr	382	90	HLD	34	ADA	25

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Illinois - Carl Sandburg / Illinois Zephyr	383	211	ENG	105	HLD	72
Illinois - Illini / Saluki	390	335	OTH	116	SYS	69
Illinois - Illini / Saluki	391	248	OTH	94	ADA	54
Illinois - Illini / Saluki	392	295	OTH	94	SYS	69
Illinois - Illini / Saluki	393	390	OTH	125	ENG	82
Illinois - Lincoln Service	300	72	OTH	22	ENG	12
Illinois - Lincoln Service	301	54	ENG	20	OTH	14
Illinois - Lincoln Service	302	131	SYS	28	HLD	27
Illinois - Lincoln Service	303	130	OTH	70	HLD	35
Illinois - Lincoln Service	304	94	HLD	40	ADA	31
Illinois - Lincoln Service	305	151	HLD	51	ADA	38
Illinois - Lincoln Service	306	103	ENG	34	HLD	29
Illinois - Lincoln Service	307	235	ENG	125	HLD	42
Michigan - Blue Water	364	141	HLD	74	ADA	35
Michigan - Blue Water	365	378	OTH	224	HLD	55
Michigan - Pere Marquette	370	288	OTH	147	HLD	81
Michigan - Pere Marquette	371	254	HLD	103	OTH	58
Michigan - Wolverine	350	230	SYS	93	OTH	77
Michigan - Wolverine	351	229	OTH	85	SYS	67
Michigan - Wolverine	352	510	OTH	154	ADA	107
Michigan - Wolverine	353	271	SYS	99	ADA	61
Michigan - Wolverine	354	613	OTH	295	SYS	156
Michigan - Wolverine	355	364	ENG	133	SYS	63
Missouri - Missouri	311	196	HLD	55	OTH	45
Missouri - Missouri	313	154	OTH	67	ADA	36
Missouri - Missouri	314	205	OTH	64	HLD	52
Missouri - Missouri	316	169	OTH	49	HLD	43
Pacific Surfliner - Pacific Surfliner	562	324	CAR	117	SYS	67
Pacific Surfliner - Pacific Surfliner	564	274	HLD	96	SVS	58



## Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Pacific Surfliner - Pacific Surfliner	565	453	CAR	156	HLD	115
Pacific Surfliner - Pacific Surfliner	566	384	SVS	145	HLD	101
Pacific Surfliner - Pacific Surfliner	567	949	HLD	340	OTH	210
Pacific Surfliner - Pacific Surfliner	572	366	ENG	82	ADA	68
Pacific Surfliner - Pacific Surfliner	573	823	ITI	303	ADA	188
Pacific Surfliner - Pacific Surfliner	579	443	HLD	119	ADA	91
Pacific Surfliner - Pacific Surfliner	580	449	HLD	160	SYS	99
Pacific Surfliner - Pacific Surfliner	582	749	HLD	227	ITI	204
Pacific Surfliner - Pacific Surfliner	583	456	ITI	185	HLD	88
Pacific Surfliner - Pacific Surfliner	591	588	ITI	212	HLD	117
Pacific Surfliner - Pacific Surfliner	592	419	ITI	136	SYS	80
Pacific Surfliner - Pacific Surfliner	595	840	ITI	375	HLD	249
Pacific Surfliner - Pacific Surfliner	761	617	SYS	275	OTH	143
Pacific Surfliner - Pacific Surfliner	763	468	HLD	161	SYS	158
Pacific Surfliner - Pacific Surfliner	768	418	HLD	126	SYS	120
Pacific Surfliner - Pacific Surfliner	769	667	HLD	197	ITI	187
Pacific Surfliner - Pacific Surfliner	774	333	SYS	107	OTH	71
Pacific Surfliner - Pacific Surfliner	777	478	ITI	116	SYS	103
Pacific Surfliner - Pacific Surfliner	784	679	HLD	220	SYS	129
Pacific Surfliner - Pacific Surfliner	785	790	ITI	300	HLD	130
Pacific Surfliner - Pacific Surfliner	790	799	ITI	283	ENG	162
Pacific Surfliner - Pacific Surfliner	796	749	SYS	303	ENG	117
Pacific Surfliner - Pacific Surfliner	1566	550	SVS	282	ITI	105
Pacific Surfliner - Pacific Surfliner	1567	585	HLD	247	OTH	152
Pacific Surfliner - Pacific Surfliner	1761	597	SYS	207	HLD	141
Pacific Surfliner - Pacific Surfliner	1790	689	ITI	149	HLD	144
Pennsylvanian - Pennsylvanian	42	194	OTH	68	HLD	62
Pennsylvanian - Pennsylvanian	43	266	ENG	76	OTH	74
Piedmont - Piedmont	73	62	OTH	27	SYS	15

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Piedmont - Piedmont	74	157	ADA	50	SYS, HLD	29
Piedmont - Piedmont	75	327	ADA	124	HLD	52
Piedmont - Piedmont	76	257	ADA	87	HLD	70
San Joaquins - San Joaquins	701	187	SYS	52	OTH	38
San Joaquins - San Joaquins	702	201	CON	63	HLD	44
San Joaquins - San Joaquins	703	372	CON	154	ENG	57
San Joaquins - San Joaquins	704	156	CON	59	HLD	32
San Joaquins - San Joaquins	710	496	ADA	142	ENG	114
San Joaquins - San Joaquins	711	189	ADA	48	SYS	44
San Joaquins - San Joaquins	712	356	SYS	115	ENG	78
San Joaquins - San Joaquins	713	218	ADA	92	SYS	79
San Joaquins - San Joaquins	714	173	SYS	43	ADA	38
San Joaquins - San Joaquins	715	257	SYS	87	ADA	51
San Joaquins - San Joaquins	716	282	CCR	104	SYS	48
San Joaquins - San Joaquins	717	404	SYS	132	HLD	86
San Joaquins - San Joaquins	718	296	SYS	108	HLD	78
San Joaquins - San Joaquins	719	460	ENG	102	ITI	92
Vermont - Vermont	54	541	OTH	392	HLD	64
Vermont - Vermont	55	1,090	OTH	482	ENG	178
Vermont - Vermont	56	555	OTH	443	SYS	46
Vermont - Vermont	57	723	OTH	395	SVS	144
<b>Long Distance Routes - Amtrak Responsible</b>						
Auto Train - Auto Train	52	553	ITI	398	OTH	42
Auto Train - Auto Train	53	531	ITI	284	SYS	92
California Zephyr - California Zephyr	5	325	SYS	103	HLD	72
California Zephyr - California Zephyr	6	451	HLD	92	SYS	82
Capitol Ltd - Capitol Ltd	29	155	HLD	49	ENG	32
Capitol Ltd - Capitol Ltd	30	162	HLD	59	SYS	37
Cardinal - Cardinal	50	399	SYS	104	ENG	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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Cardinal - Cardinal	51	294	HLD	61	OTH	58
City Of New Orleans - City Of New Orleans	58	288	HLD	83	OTH	64
City Of New Orleans - City Of New Orleans	59	317	HLD	121	OTH	75
City Of New Orleans - City Of New Orleans	1158	72	HLD	41	ADA	20
Coast Starlight - Coast Starlight	11	841	SYS	216	SVS	175
Coast Starlight - Coast Starlight	14	607	SYS	171	HLD	116
Crescent - Crescent	19	241	HLD	81	SYS	52
Crescent - Crescent	20	297	HLD	115	SYS	45
Empire Builder - Empire Builder	7	249	SYS	91	HLD	46
Empire Builder - Empire Builder	8	753	CON	214	ITI	152
Empire Builder - Empire Builder	27	2,239	CON	1,830	SYS	177
Empire Builder - Empire Builder	28	1,082	ITI	634	CON	190
Lake Shore Ltd - Lake Shore Ltd	48	326	HLD	154	SYS	115
Lake Shore Ltd - Lake Shore Ltd	49	335	HLD	179	SYS	69
Lake Shore Ltd - Lake Shore Ltd	448	250	OTH	129	HLD	49
Lake Shore Ltd - Lake Shore Ltd	449	256	OTH	132	HLD	62
Palmetto - Palmetto	89	188	ADA	53	HLD	44
Palmetto - Palmetto	90	218	SYS	64	ENG	48
Silver Meteor - Silver Meteor	97	292	ADA	76	SYS	64
Silver Meteor - Silver Meteor	98	280	ADA	85	HLD	65
Silver Star - Silver Star	91	258	ADA	91	SYS	54
Silver Star - Silver Star	92	281	ADA	97	SYS	72
Silver Star - Silver Star	1092	437	SYS	322	ADA	69
Southwest Chief - Southwest Chief	3	180	HLD	72	SYS	42
Southwest Chief - Southwest Chief	4	282	HLD	91	SYS	52
Southwest Chief - Southwest Chief	1003	183	HLD	105	SYS	48
Sunset Ltd - Sunset Ltd	1	354	HLD	113	OTH	79
Sunset Ltd - Sunset Ltd	2	394	HLD	115	SVS	95
Texas Eagle - Texas Eagle	21	414	HLD	161	SYS	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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Texas Eagle - Texas Eagle	22	535	HLD	145	SVS	103

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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>			<b>265</b>				
Acela Express - Acela Express	2100	Amtrak	317	CTI	122	PTI	42
	2103	Amtrak	237	SMW	109	PSC	32
	2104	Amtrak	261	ENG	82	PTI	29
	2107	Amtrak	395	SMW	194	PSC	88
	2109	Amtrak	298	SMW	124	PSC	45
	2110	Amtrak	133	SMW	27	DSR	24
	2117	Amtrak	242	SMW	110	PSC	42
	2119	Amtrak	521	SMW	128	CTI	89
	2121	Amtrak	439	SMW	166	CAR	45
	2122	Amtrak	220	SMW	56	CTP	31
	2124	Amtrak	371	SMW	89	ENG	47
	2126	Amtrak	240	SMW	44	CTP, CTI	27
	2128	Amtrak	275	SYS	49	SVS	36
	2150	Amtrak	207	CTI	53	DET	29
	2151	Amtrak	294	SMW	99	PSC	60
	2153	Amtrak	221	SMW	66	PSC	37
	2154	Amtrak	204	CTI	33	DCS	28
	2155	Amtrak	414	ENG	114	SMW	70
	2158	Amtrak	281	CTI	55	SVS	29
	2159	Amtrak	323	SMW	84	CTI	52
	2160	Amtrak	328	CTI	61	PTI	51
	2163	Amtrak	211	SMW	53	DCS	26
	2164	Amtrak	191	CTI	47	OTH	37
	2165	Amtrak	307	CTI	58	SMW	54
	2166	Amtrak	298	OTH	62	CTI	61
	2167	Amtrak	306	SMW	87	CTI	37
	2168	Amtrak	429	OTH	92	CTI	79
	2170	Amtrak	338	OTH	69	PTI	60
	2171	Amtrak	304	HLD	60	SMW	55
	2172	Amtrak	518	CTI	116	SMW	83
	2173	Amtrak	264	SMW	68	HLD	45
	2175	Amtrak	419	CTI	115	SMW	80
	2190	Amtrak	504	CTI	202	ENG	84
	2201	Amtrak					
	2203	Amtrak	326	SMW	201	PSC	24
	2205	Amtrak	396	SMW	195	PSC	72
	2207	Amtrak	293	SMW	110	HLD	47
	2208	Amtrak	82	SMW	48	DSR	14
	2211	Amtrak	393	SMW	236	PSC	89

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>			<b>265</b>				
Acela Express - Acela Express	2212	Amtrak	246	MTI	87	DET	48
	2213	Amtrak	475	SMW	267	HLD	79
	2214	Amtrak					
	2220	Amtrak	65	DCS	30	ENG	21
	2221	Amtrak	246	SMW	79	PSC	58
	2222	Amtrak	174	SMW	44	MTI, DCS	38
	2224	Amtrak	267	CTI	267		
	2225	Amtrak	396	SMW	109	PSC, ITI	65
	2228	Amtrak	65	SMW	21	CTI	21
	2250	Amtrak	319	ENG	89	OTH, HLD	39
	2251	Amtrak	248	SMW	97	PSC, HLD	42
	2252	Amtrak	741	ENG	368	CAR	64
	2253	Amtrak	454	HLD	99	SMW	84
	2254	Amtrak	361	MTI	110	OTH	52
	2255	Amtrak	451	HLD	108	SMW	88
	2256	Amtrak	176	OTH	62	HLD	41
	2257	Amtrak	513	ENG	207	OTH	77
	2258	Amtrak	217	DCS	56	OTH	50
	2259	Amtrak	282	ENG	50	HLD	48
	2260	Amtrak	228	DCS	69	CTI	34
	2290	Amtrak	162	DCS	54	SMW, ENG	34
	2295	Amtrak	196	DCS	90	HLD	57
	2297	Amtrak	184	DCS	79	HLD	70
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Cardinal - Cardinal	50	Amtrak	506	CAR	141	PTI	62
	51	Amtrak	739	ENG	294	SMW	175
Carolinian - Carolinian	79	Amtrak	196	SMW	48	SVS	36
	80	Amtrak	267	SMW	71	PTI	30
Crescent - Crescent	19	Amtrak	625	SVS	140	CAR	102
	20	Amtrak	434	PTI	96	DCS	91
Keystone - Keystone	600	Amtrak	101	SYS	49	MTI	15
	601	Amtrak	210	ENG	76	DMW	46
	605	Amtrak	91	DMW	32	DCS, CTI	24
	607	Amtrak	154	DMW	49	ENG	44
	609	Amtrak	163	CTI	42	PTI	38

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	610	Amtrak	194	ITI	110	ENG	45
	611	Amtrak	421	CTI	201	OTH	84
	612	Amtrak	22	ADA	22		
	615	Amtrak					
	618	Amtrak	55	PTI	30	CTI	14
	619	Amtrak	596	CON	398	DCS	75
	620	Amtrak	90	ITI	77	HLD	13
	622	Amtrak	13	ENG	13		
	637	Amtrak	221	SMW	136	CTI	59
	639	Amtrak	272	MTI	71	CCR	64
	640	Amtrak	507	CTI	369	DET	31
	641	Amtrak	188	CTI	32	SMW, DCS	24
	642	Amtrak	189	CTI	95	CTP	19
	643	Amtrak	204	SYS	49	OTH	47
	644	Amtrak	114	PTI	28	SYS	20
	645	Amtrak	120	SMW	43	PTI	18
	646	Amtrak	113	DMW	45	PTI	17
	647	Amtrak	315	SMW	104	CTI	36
	648	Amtrak	110	MTI	28	ENG	16
	649	Amtrak	286	CTI	70	CCR	57
	650	Amtrak	252	ENG	98	SMW, MTI	35
	651	Amtrak	243	CTI	122	SMW, ENG	26
	652	Amtrak	98	CCR	43	PTI	12
	653	Amtrak	418	CTI	137	ENG	80
	654	Amtrak	197	ADA	37	SMW	34
	655	Amtrak	786	CCR	213	SMW	161
	656	Amtrak	68	SYS	19	CTI	17
	658	Amtrak	56	PTI	40	DMW	16
	660	Amtrak	286	PTI	89	SMW	81

**Appendix D**  
**On-NEC Total Host and Amtrak Responsible Delays by Train**  
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	661	Amtrak	253	SMW	74	CTI	55
	662	Amtrak	262	SMW	127	DCS	79
	663	Amtrak	334	PTI	90	HLD	63
	664	Amtrak	574	ENG	271	PTI	114
	665	Amtrak	179	CTI	68	DET, DCS	43
	666	Amtrak	336	MTI	155	DET	70
	667	Amtrak	244	SMW	74	CTI	41
	669	Amtrak	401	SMW	100	ENG	76
	670	Amtrak	70	DCS	33	SMW	26
	671	Amtrak	199	CAR	48	PTI, CCR	37
	672	Amtrak	116	DDA	37	DCS	37
	674	Amtrak					
Northeast Regional - All Other Northeast Regional	110	Amtrak	114	CTI	50	SMW	29
	111	Amtrak	249	CTI	66	PSC	44
	123	Amtrak	48	SMW	24	CTI	17
	126	Amtrak	325	DCS	96	MTI	85
	127	Amtrak	552	SMW	178	PTI	93
	129	Amtrak	672	CTI	167	SMW	154
	130	Amtrak	169	SYS	36	PTI	31
	131	Amtrak	270	SMW	166	PTI	41
	132	Amtrak	248	DCS	48	HLD	29
	133	Amtrak	738	SMW	222	SYS	109
	134	Amtrak	345	SMW	65	PTI	60
	135	Amtrak	237	HLD	62	SMW	45
	136	Amtrak	235	CTI	61	SYS	53
	137	Amtrak	400	SMW	79	MTI	54
	138	Amtrak	243	CTI	112	CAR	22
	139	Amtrak	127	HLD	44	OTH	37
	140	Amtrak	901	SVS	282	OTH	125



**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	141	Amtrak	515	HLD	106	SMW	105
	143	Amtrak	464	CAR	105	SMW	97
	146	Amtrak	467	DCS	91	SVS, HLD	86
	148	Amtrak	485	PTI	71	CTI	64
	150	Amtrak	124	HLD	47	OTH	13
	151	Amtrak	361	SMW	90	CTI	79
	152	Amtrak	136	ENG	124	SMW	7
	153	Amtrak	221	SMW	97	HLD	52
	154	Amtrak	564	SVS	359	ENG	79
	155	Amtrak	206	SMW	68	HLD	29
	158	Amtrak	68	ENG	32	CTI	17
	159	Amtrak	413	ENG	94	SMW	87
	160	Amtrak	212	DCS	48	HLD	42
	161	Amtrak	288	SMW	69	HLD	54
	162	Amtrak	125	ENG	40	SMW	29
	163	Amtrak	450	ENG	147	HLD	89
	165	Amtrak	282	ENG	100	HLD	54
	166	Amtrak	167	ENG	37	DCS	31
	167	Amtrak	80	HLD	32	SMW	28
	168	Amtrak	178	DCS	54	SMW	34
	169	Amtrak	295	DET	95	SMW	55
	170	Amtrak	353	CTI	176	HLD, DCS	24
	172	Amtrak	312	CTI	121	ENG	38
	173	Amtrak	304	SMW	62	PTI	35
	175	Amtrak	430	HLD	76	SMW	65
	177	Amtrak	211	SMW	45	CTI	37
	178	Amtrak	235	DCS	79	SMW	36
	179	Amtrak	473	ENG	156	ITI	123
	180	Amtrak	494	CTI	305	CTP	47

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	182	Amtrak	251	CAR	176	ENG	48
	183	Amtrak	625	CTI	156	SMW	154
	184	Amtrak	147	PTI	41	SVS	21
	185	Amtrak	298	SMW	100	CTI	86
	186	Amtrak	75	SMW	18	PTI	15
	187	Amtrak	272	ENG	124	SMW	64
	188	Amtrak	247	ENG	43	CTP	39
	190	Amtrak	202	DCS	30	HLD	25
	192	Amtrak	118	MTI	39	ENG	39
	193	Amtrak	826	ITI	159	PTI	149
	196	Amtrak	101	DMW	22	SYS	21
	401	Amtrak	2,744	PTI	1,287	DCS	542
	405	Amtrak	709	MTI	262	DCS	223
	432	Amtrak	1,407	CON	797	DCS	224
	450	Amtrak	2,935	PTI	1,243	ITI	397
	460	Amtrak	3,560	CON	816	DCS	584
	463	Amtrak	1,774	ITI	996	PTI	361
	464	Amtrak	2,459	CON	1,220	PTI	841
	465	Amtrak	1,324	PTI	603	MTI	221
	467	Amtrak	461	ITI	299	HLD	62
	475	Amtrak	382	ITI	106	DCS	89
	476	Amtrak	1,775	PTI	662	CON	544
	479	Amtrak	2,259	PTI	952	ITI	449
	488	Amtrak	2,894	CON	946	PTI	697
	494	Amtrak	2,288	CON	1,266	DCS	349
	497	Amtrak	2,116	PTI	958	PSR	597
	1119	Amtrak					
	1121	Amtrak					
	1132	Amtrak					

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	1138	Amtrak					
Northeast Regional - Lynchburg	145	Amtrak	653	SVS	415	CTI	71
	147	Amtrak	739	PTI	199	SMW	114
	156	Amtrak	218	OTH	47	SMW	44
	171	Amtrak	435	SMW	101	HLD	48
	176	Amtrak	312	PTI	85	OTH	57
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	349	SMW	151	ITI	77
	66	Amtrak	314	SMW	112	ENG	43
	67	Amtrak	282	CTI	82	SMW	71
	71	Amtrak	569	SMW	289	PTI	74
	82	Amtrak	434	DET	246	DCS	70
	83	Amtrak	408	CTI	94	SMW	71
	84	Amtrak	274	PTI	41	ADA	26
	85	Amtrak	555	SMW	159	CTI	122
	86	Amtrak	337	CTI	91	PTI	51
	87	Amtrak	619	CAR	139	SMW	126
	88	Amtrak	480	SVS	107	DET	66
	93	Amtrak	496	SMW	117	CTI	72
	94	Amtrak	358	PTI	85	CTI	69
	95	Amtrak	338	SMW	60	PTI	48
	96	Amtrak	166	CTI	39	SMW	27
	99	Amtrak	436	HLD	91	SMW	87
	125	Amtrak	295	SMW	66	PTI	61
	157	Amtrak	673	DET	140	SMW	137
	164	Amtrak	233	HLD	73	CTI	23
	174	Amtrak	190	CTI	35	OTH	35
	194	Amtrak	276	DCS	46	MTI	43
	195	Amtrak	462	ENG	160	SMW	96
Palmetto - Palmetto	89	Amtrak	674	SMW	109	HLD	99

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Palmetto - Palmetto	90	Amtrak	328	CAR	55	SMW	43
Pennsylvanian - Pennsylvanian	42	Amtrak	353	ENG	85	PTI	66
	43	Amtrak	268	ENG	125	DCS	44
Silver Meteor - Silver Meteor	97	Amtrak	1,020	CAR	171	ENG	169
	98	Amtrak	441	PTI	113	SMW	52
Silver Star - Silver Star	91	Amtrak	363	PTI	56	CAR	54
	92	Amtrak	196	PTI	40	DET, CTP	19
	1092	Amtrak	44	OTH	44		
Vermonteer - Vermonter	54	Amtrak	528	SVS	132	PTI	100
	55	Amtrak	507	SMW	117	PTI	105
	56	Amtrak	592	SVS	152	SYS	126
	57	Amtrak	181	MTI	57	PTI	30

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>
<b>Financial</b>	Percent of Short-Term Avoidable Operating Cost <sup>11</sup> 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 <sup>12</sup> Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss <sup>13</sup> per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) <sup>14</sup> per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

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

<sup>12</sup> “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.

<sup>13</sup> 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.

<sup>14</sup> 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>
<b>On-Time Performance</b>	<b>On-Time Performance (OTP).</b> 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.	<b>Route</b> <sup>15</sup>	✓		
	<b>Test No. 1: Change in “Effective Speed”</b> —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.
	<b>Test No. 2: Endpoint OTP</b> <sup>16</sup>				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). <sup>17</sup> By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, <sup>18</sup> 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.

<sup>15</sup> 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.

<sup>16</sup> 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.

<sup>17</sup> 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.

<sup>18</sup> “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><b><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u></b>—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.<sup>19</sup></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>
<b>Train Delays</b>	<p><b>Train Delays.</b><sup>20</sup> This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)<sup>21</sup>: 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>
	<b>Train Delays—Off NEC</b>				
	Amtrak-Responsible <sup>22</sup> Delays per 10,000 Train-Miles	<b>Route</b> <sup>15</sup>			

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

<sup>20</sup> As calculated by Amtrak according to its existing procedures and definitions.

<sup>21</sup> 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.

<sup>22</sup> “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 <sup>23</sup> Delays per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			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.
	<b>Train Delays— On NEC:</b> Total Delays <sup>24</sup> per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			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.

<sup>23</sup> “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).

<sup>24</sup> “Total delays” for purposes of the NEC delay standard is all delays except 3<sup>rd</sup> 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>
<b>Other Service Quality</b>	<b>The following metrics and standards are based on Amtrak's Customer Satisfaction Index:</b>				
	Percent of Passengers "Very Satisfied" <sup>25</sup> 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
	<b>The following measures are for information only and are based on sources other than the Customer Satisfaction Index.</b>				
	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			✓

<sup>25</sup> "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>
<b>Public Benefits</b>	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	<b>long-distance route</b>	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. <sup>26</sup> To be updated annually.	<b>route, system</b>	✓		Metric only. No standard possible; improvement could require network changes
	<b>Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.”</b> 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.				

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<sup>26</sup> “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.]