

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

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

**Covering the Quarter Ended June, 2017  
(Third Quarter of Fiscal Year 2017)**



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

**Published August 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
	Jul 15 - Jun 17	Jul 14 - Jun 16	Apr 15 - Mar 17
<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
	Jul 15 - Jun 17	Jul 14 - Jun 16	Apr 15 - Mar 17
<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
	Jul 15 - Jun 17	Jul 14 - Jun 16	Apr 15 - Mar 17
<b><i>Acela Express</i></b>			
Acela Express	188%	191%	187%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	93%	86%	92%
Northeast Regional (Boston - Washington)	136%	135%	135%
Newport News	132%	131%	131%
Lynchburg	138%	133%	136%
Norfolk	110%	100%	106%
Richmond	115%	111%	112%
New Haven - Springfield	58%	62%	55%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	80%	79%	79%
Carolinian	118%	105%	112%
Cascades	86%	86%	88%
Downeaster	76%	77%	77%
Empire Corridor			
Adirondack	91%	91%	92%
Empire Service	106%	88%	105%
Ethan Allen Express	61%	65%	62%
Maple Leaf	61%	63%	61%
Heartland Flyer	93%	85%	92%
Hiawatha	89%	82%	87%
Hoosier State	92%	67%	83%
Illinois			
Carl Sandburg / Illinois Zephyr	90%	84%	96%
Illini / Saluki	84%	77%	86%
Lincoln Service	90%	83%	95%
Michigan			
Blue Water	77%	71%	74%
Pere Marquette	84%	75%	84%
Wolverine	35%	35%	34%
Kansas City - St. Louis	94%	84%	92%
Pacific Surfliner	85%	83%	84%
Pennsylvanian	80%	77%	80%
Piedmont	97%	81%	90%
San Joaquins	83%	85%	83%
Vermont	108%	112%	109%
<b><i>Long-Distance Routes</i></b>			
Auto Train	98%	100%	97%
California Zephyr	49%	47%	47%
Capitol Limited	43%	43%	42%
Cardinal	33%	34%	33%
City of New Orleans	47%	45%	46%
Coast Starlight	48%	49%	48%
Crescent	45%	43%	44%
Empire Builder	49%	47%	48%
Lake Shore Ltd	42%	42%	41%
Palmetto	84%	69%	79%
Silver Meteor	54%	54%	53%
Silver Star	50%	48%	48%
Southwest Chief	46%	46%	45%
Sunset Limited	26%	27%	26%
Texas Eagle	43%	42%	43%

*Excludes Capital Charges.*

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

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

Service	Current Period	Prior Period	Prior Report
	Jul 15 - Jun 17	Jul 14 - Jun 16	Apr 15 - Mar 17
<b><i>Acela Express</i></b>			
Acela Express	188%	191%	187%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	78%	72%	76%
Northeast Regional (Boston - Washington)	136%	135%	135%
Newport News	123%	122%	120%
Lynchburg	144%	144%	143%
Norfolk	99%	93%	96%
Richmond	103%	105%	102%
New Haven - Springfield	32%	36%	32%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	44%	41%	44%
Carolinian	102%	95%	97%
Cascades	54%	52%	53%
Downeaster	50%	49%	49%
Empire Corridor			
Adirondack	53%	59%	54%
Empire Service	52%	45%	50%
Ethan Allen Express	51%	56%	51%
Maple Leaf	67%	69%	67%
Heartland Flyer	27%	25%	26%
Hiawatha	74%	71%	73%
Hoosier State	24%	16%	22%
Illinois			
Carl Sandburg / Illinois Zephyr	32%	32%	32%
Illini / Saluki	40%	42%	40%
Lincoln Service	45%	42%	44%
Michigan			
Blue Water	44%	44%	44%
Pere Marquette	40%	39%	39%
Wolverine	24%	24%	23%
Kansas City - St. Louis	38%	37%	38%
Pacific Surfliner	66%	61%	65%
Pennsylvanian	73%	71%	72%
Piedmont	47%	41%	44%
San Joaquins	41%	43%	41%
Vermont	62%	60%	62%
<b><i>Long-Distance Routes</i></b>			
Auto Train	98%	100%	97%
California Zephyr	49%	47%	47%
Capitol Limited	43%	43%	42%
Cardinal	33%	34%	33%
City of New Orleans	47%	45%	46%
Coast Starlight	48%	49%	48%
Crescent	45%	43%	44%
Empire Builder	49%	47%	48%
Lake Shore Ltd	42%	42%	41%
Palmetto	84%	69%	79%
Silver Meteor	54%	54%	53%
Silver Star	50%	48%	48%
Southwest Chief	46%	46%	45%
Sunset Limited	26%	27%	26%
Texas Eagle	43%	42%	43%

*Excludes Capital Charges.*

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

**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
	Jul 15 - Jun 17	Jul 14 - Jun 16	Apr 15 - Mar 17
<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
	Jul 15 - Jun 17	Jul 14 - Jun 16	Apr 15 - Mar 17
<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>Jul 15 - Jun 17</b>	<b>Jul 14 - Jun 16</b>	<b>Apr 15 - Mar 17</b>
<b>(\$0.031)</b>	<b>(\$0.040)</b>	<b>(\$0.035)</b>

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>Jul 15 - Jun 17</b>	<b>Jul 14 - Jun 16</b>	<b>Apr 15 - Mar 17</b>
<b>(\$0.066)</b>	<b>(\$0.075)</b>	<b>(\$0.071)</b>

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
	Jul 15 - Jun 17	Jul 14 - Jun 16	Apr 15 - Mar 17
<b><i>Acela Express</i></b>			
Acela Express	189	193	189
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	156	147	153
Northeast Regional (Boston - Washington)	234	229	231
Newport News	263	273	262
Lynchburg	328	339	327
Norfolk	179	179	177
Richmond	195	204	196
New Haven - Springfield	123	115	120
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	90	86	88
Carolinian	237	250	241
Cascades	133	127	131
Downeaster	85	83	84
Empire Corridor			
Adirondack	204	221	209
Empire Service	131	132	130
Ethan Allen Express	146	156	148
Maple Leaf	117	116	117
Heartland Flyer	79	81	78
Hiawatha	153	151	151
Hoosier State	58	58	58
Illinois			
Carl Sandburg / Illinois Zephyr	88	91	88
Illini / Saluki	104	113	105
Lincoln Service	129	129	128
Michigan			
Blue Water	156	157	156
Pere Marquette	107	114	107
Wolverine	145	144	143
Kansas City - St. Louis	79	82	78
Pacific Surfliner	158	156	158
Pennsylvanian	206	212	205
Piedmont	69	71	69
San Joaquins	109	121	111
Vermont	139	137	136
<b><i>Long-Distance Routes</i></b>			
Auto Train	341	367	344
California Zephyr	177	170	172
Capitol Limited	182	185	181
Cardinal	118	120	118
City of New Orleans	157	160	157
Coast Starlight	210	216	212
Crescent	142	150	144
Empire Builder	173	165	172
Lake Shore Ltd	199	202	197
Palmetto	173	154	166
Silver Meteor	212	214	213
Silver Star	170	176	170
Southwest Chief	188	191	189
Sunset Limited	126	132	125
Texas Eagle	169	167	168

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 Q4 to FY 2017 Q3)	Test #2 End Point OTP for FY 2017 Q3	Test #3 All Stations OTP for FY 2017 Q3
<b>Acela Express</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	-2.9	61.9%	72.7%
<b>Other NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>85.0%</b>	<b>85.0%</b>
Keystone	-1.7	79.7%	91.5%
Total Northeast Regional	-0.8	71.1%	77.5%
All Other Northeast Regional	0.3	72.2%	81.2%
Lynchburg	-6.5	63.2%	64.5%
Richmond / Newport News / Norfolk	-0.4	69.5%	74.0%
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor	1.4	93.2%	95.4%
Carolinian	-0.4	32.8%	42.2%
Cascades	-1.9	50.9%	58.8%
Downeaster	-2.2	78.1%	92.5%
Empire	1.2	79.4%	79.2%
Adirondack	1.4	63.2%	70.6%
Ethan Allen Express	3.3	78.0%	87.1%
Maple Leaf	0.8	75.8%	61.9%
New York - Albany	1.6	82.8%	91.1%
New York - Niagara Falls	1.2	79.4%	74.5%
Heartland Flyer	4.8	68.1%	75.8%
Hiawatha	1.5	95.1%	98.0%
Hoosier	3.9	77.9%	82.2%
Illinois	0.5	61.3%	65.3%
Carl Sandburg / Illinois Zephyr	2.7	94.0%	93.0%
Illini / Saluki	-2.5	22.6%	32.7%
Lincoln Service	1.1	64.4%	69.3%
Michigan	4.7	66.3%	72.2%
Blue Water	8.1	64.8%	79.0%

**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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pere Marquette	4.1	84.1%	92.2%
Wolverine	3.6	60.8%	68.0%
Missouri	7.2	75.1%	74.8%
Pacific Surfliner	-2.1	64.4%	80.5%
Pennsylvanian	0.4	73.6%	75.0%
Piedmont	-3.3	58.1%	80.9%
Vermont	3.4	64.3%	63.3%
San Joaquins	-0.8	80.1%	82.8%
<b>Long Distance Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	0.0	60.4%	67.9%
California Zephyr	2.8	39.6%	39.2%
Capitol Ltd	0.4	36.8%	37.5%
Cardinal	1.2	52.6%	54.2%
City Of New Orleans	-0.4	58.5%	39.7%
Coast Starlight	0.2	62.1%	46.4%
Crescent	-0.7	16.5%	33.9%
Empire Builder	-0.6	65.7%	56.8%
Lake Shore Ltd	-0.9	39.4%	39.1%
Palmetto	-0.1	42.3%	57.0%
Silver Meteor	0.3	52.2%	49.5%
Silver Star	0.2	36.8%	41.3%
Southwest Chief	-0.6	37.4%	36.0%
Sunset Ltd	2.8	65.4%	45.4%
Texas Eagle	2.4	45.6%	39.4%

Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.  
All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.  
Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.  
Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

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

Service	Host Railroad	Total Delay	FY 2017 Q3 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Acela Express</b>								
Acela Express	MNRR	2,110	DSR	1,002	CTI	740	56	
<b>Other NEC Corridor Routes</b>								
Northeast Regional	Richmond / Newport News / Norfolk	CSX	1,751	FTI	505	PTI	303	189
		MNRR	2,416	DSR	1,250	CTI	738	56
		NS	358	DSR	132	DCS	128	81
	Lynchburg	MNRR	2,965	DSR	1,695	CTI	878	56
		NS	968	FTI	300	DSR	289	166
	All Other Northeast Regional	MNRR	2,182	CTI	957	DSR	940	56
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	UP	512	PTI	184	DSR	89	168
Carolinian	Carolinian	CSX	2,050	FTI	702	PTI	455	295
		NS	1,238	DSR	531	FTI	316	202
Cascades	Cascades	BNSF	1,927	DSR	715	FTI	491	343
		UP	1,377	FTI	532	PTI	499	125
Downeaster	Downeaster	MBTA	1,488	CTI	727	DSR	320	38
		PanAm	692	PTI	290	DSR	252	77
Empire	Adirondack	Amtrak	15	DCS	11	RTE	4	104
		CN	3,918	DSR	1,704	FTI	1,367	49
		CP	909	PTI	411	DSR	237	178
		MNRR	1,066	CTI	475	DSR	310	64
	Ethan Allen Express	Amtrak	64	DCS	48	RTE	9	104
		CP	973	DSR	325	PTI	265	60
		MNRR	1,352	CTI	544	DSR	311	64
		VTR	115	DSR	92	DCS		24
	Maple Leaf	Amtrak	10	PTI	7	DMW	3	109
		CSX	1,948	FTI	926	RTE	368	298
		MNRR	926	CTI	491	DSR	224	64
	New York - Albany	MNRR	1,129	CTI	552	DSR	255	64

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

Service	Host Railroad	Total Delay	FY 2017 Q3 Largest Two Delay Codes				Route Miles	
			#1	#2				
<i>Standard</i>		<i>900</i>						
<b>Non-NEC Corridor Routes</b>								
	New York - Niagara Falls	Amtrak	14	DCS	5	RTE	4	109
		CSX	1,177	FTI	444	RTE	287	296
		MNRR	1,361	CTI	505	RTE	289	64
Heartland Flyer	Heartland Flyer	BNSF	1,353	DSR	897	FTI	336	238
Hiawatha	Hiawatha	CP	201	DCS	58	RTE	50	53
		Metra	1,268	CTI	788	DCS	215	29
Hoosier	Hoosier	CSX	728	FTI	382	DCS	196	175
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	488	DSR	175	RTE	118	257
	Illini / Saluki	CN	2,045	DCS	890	FTI	585	306
	Lincoln Service	CN	1,103	FTI	486	DCS	296	37
		UP	1,432	PTI	517	FTI	366	231
Michigan	Blue Water	Amtrak	1,017	DSR	570	DCS	136	99
		CN	869	FTI	777	DCS	38	159
		MIDOT	92	DCS	30	DSR	27	22
		NS	2,602	FTI	1,266	DCS	578	39
	Pere Marquette	CSX	377	FTI	220	DSR	107	135
		NS	2,017	FTI	999	PTI	517	39
	Wolverine	Amtrak	1,544	DSR	649	PTI	532	99
		CN	2,288	DCS	678	FTI	588	27
		MIDOT	581	PTI	236	DCS	133	134
		NS	2,645	FTI	1,403	DCS	787	39
Missouri	Missouri	UP	999	FTI	484	DSR	137	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,230	DSR	325	DCS	244	22
		SCRRA	915	PTI	378	CTI	304	95
		SDNRR	1,843	CTI	607	PTI	504	60
		UP	1,417	PTI	765	DSR	236	174
Pennsylvanian	Pennsylvanian	NS	1,125	FTI	596	DSR	180	249
Piedmont	Piedmont	NS	1,299	DSR	478	FTI	346	173
San Joaquins	San Joaquins	BNSF	895	PTI	377	FTI	304	284
		UP	1,194	PTI	489	FTI	197	88



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

Service	Host Railroad	Total Delay	FY 2017 Q3 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Non-NEC Corridor Routes</b>								
Vermont	Vermont	MADOT	1,916	DSR	1,690	FTI	103	50
		MNRR	2,984	DSR	1,350	CTI	1,324	56
		NECR	1,039	DSR	911	DCS	76	238
<b>Long-Distance Routes</b>								
Auto Train	CSX	1,354	FTI	543	DSR	358		898
	FR	2,590	DCS	1,055	DSR	1,048		16
California Zephyr	BNSF	977	DSR	504	FTI	178		1027
	UP	1,270	FTI	496	DSR	342		1431
Capitol Ltd	CSX	926	FTI	361	DSR	187		307
	NS	2,293	FTI	1,412	RTE	324		481
Cardinal	BBrRR	1,182	PTI	544	FTI	273		132
	CSX	822	FTI	406	DCS	187		698
	NS	1,812	DCS	544	FTI	495		79
City Of New Orleans	CN	1,641	FTI	749	DSR	376		930
Coast Starlight	BNSF	979	FTI	275	DSR	189		186
	SCRRA	1,939	PTI	880	CTI	563		48
	UP	1,265	PTI	418	FTI	401		1159
Crescent	NS	1,609	FTI	904	DSR	399		1141
Empire Builder	BNSF	905	DSR	396	FTI	367		2147
	CP	387	DSR	173	FTI	86		384
	Metra	1,079	CTI	654	DCS	210		29
Lake Shore Ltd	CSX	1,021	FTI	452	RTE	144		741
	MBTA	3,859	CTI	2,298	RTE	675		64
	MNRR	1,279	CTI	636	DSR	273		64
	NS	2,575	FTI	1,799	PTI	252		339
Palmetto	CSX	1,247	FTI	451	DSR	262		659
Silver Meteor	CSX	989	FTI	477	DSR	176		1152
	Fla DOT	1,548	CTI	690	DSR	508		68
	FR	2,339	DSR	952	PTI	636		61
Silver Star	CSX	1,065	FTI	320	PTI	236		1209
	Fla DOT	1,436	CTI	639	DSR	450		68
	FR	1,705	DSR	854	DCS	436		61
	NS	1,549	FTI	796	PTI	388		28
Southwest Chief	BNSF	732	DSR	200	FTI	200		2198
	NMDOT	7,356	DSR	4,592	CTI	1,708		80
Sunset Ltd	BNSF	882	DSR	628	FTI	118		190
	UP	1,421	FTI	626	RTE	245		1784
Texas Eagle	BNSF	526	DSR	359	FTI	97		126

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

Service	Host Railroad	Total Delay	FY 2017 Q3 Largest Two Delay Codes				Route Miles
			#1	#2			
<i>Standard</i>		900					
<b>Long-Distance Routes</b>							
	CN	1,785	FTI	860	DCS	312	37
	TRE	1,197	CTI	845	FTI	170	33
	UP	1,754	FTI	618	DSR	295	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 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>					
Acela Express	241	OTH	127	ENG	35
<b>Other NEC Corridor Routes - Amtrak Responsible</b>					
Northeast Regional	466	OTH	165	HLD	125
Richmond / Newport News / Norfolk	376	HLD	117	OTH	98
Lynchburg	533	HLD	221	ADA	141
All Other Northeast Regional	687	OTH	399	HLD	89
<b>Non NEC Corridor Routes - Amtrak Responsible</b>					
Capitol Corridor	328	HLD	102	ADA	64
Carolinian	520	ADA	195	HLD	127
Cascades	384	ENG	72	HLD	71
Downeaster	101	HLD	33	ITI	18
Empire	269	SYS	100	HLD	58
Adirondack	198	HLD	56	SYS	43
Ethan Allen Express	163	HLD	74	OTH	40
Maple Leaf	484	SYS	243	HLD	74
New York - Albany	66	HLD	23	ENG	16
New York - Niagara Falls	333	SYS	125	HLD	69
Heartland Flyer	284	HLD	152	ADA	58
Hiawatha	273	OTH	195	HLD	25
Hoosier	172	OTH	58	SYS	58
Illinois	242	HLD	58	ADA	49
Carl Sandburg / Illinois Zephyr	183	HLD	62	ENG	49
Illini / Saluki	311	OTH	104	ADA	60
Lincoln Service	230	HLD	56	ADA	44
Michigan	348	OTH	97	HLD	78
Blue Water	332	OTH	115	ADA	87
Pere Marquette	264	HLD	104	OTH	79
Wolverine	377	OTH	95	ADA	75
Missouri	331	HLD	98	ADA	87

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

Service	Total Delay	FY 2017 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
Pacific Surfliner	665	HLD	175	SYS	125
Pennsylvanian	385	HLD	103	ENG	87
Piedmont	262	ADA	92	HLD	57
San Joaquins	252	ADA	62	HLD	53
Vermonter	556	OTH	301	ENG	86
<b>Long Distance Routes - Amtrak Responsible</b>					
Auto Train	405	ITI	193	SVS	51
California Zephyr	321	HLD	85	SYS	61
Capitol Ltd	268	HLD	129	SYS	33
Cardinal	383	HLD	102	OTH	80
City Of New Orleans	366	HLD	134	SYS	91
Coast Starlight	659	HLD	154	SVS	142
Crescent	384	HLD	142	ADA	78
Empire Builder	320	CON	83	HLD	76
Lake Shore Ltd	410	HLD	205	SYS	80
Palmetto	267	ADA	80	HLD	66
Silver Meteor	323	ADA	112	HLD	93
Silver Star	341	ADA	138	HLD	78
Southwest Chief	373	HLD	139	SYS	67
Sunset Ltd	499	HLD	146	SVS	85
Texas Eagle	736	HLD	198	SVS	127

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 Q3				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	524	SMW	179	CTI	53	401
<b><i>Other Services</i></b>							
<b><i>Standard</i></b>		<b>475</b>					
Keystone	Amtrak	466	SMW	89	DMW	70	195
Cardinal	Amtrak	770	SMW	234	PTI	90	226
Carolinian	Amtrak	514	SMW	206	PTI	40	226
Crescent	Amtrak	1,037	SMW	200	CAR	183	226
Northeast Regional	Amtrak	570	SMW	182	HLD	47	463
	Richmond / Newport News / Norfolk	560	SMW	193	HLD	50	463
	Lynchburg	677	SMW	199	HLD	76	463
	All Other Northeast Regional	565	SMW	175	CTI	48	463
Palmetto	Amtrak	545	SMW	165	HLD	96	226
Pennsylvanian	Amtrak	440	SMW	74	DMW	72	195
Silver Meteor	Amtrak	876	SMW	288	CAR	120	226
Silver Star	Amtrak	667	SMW	151	DMW	86	226
Vermonter	Amtrak	580	SMW	168	PTI	78	304

This table excludes third-party delays.

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

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

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

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

Service	3rd Quarter FY 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>73</b>	81	<b>73</b>	<b>66</b>	<b>79</b>	<b>58</b>
<b>Other NEC Corridor Routes</b>						
Keystone Service	86	88	<b>74</b>	<b>66</b>	84	
Northeast Regional (Boston - Washington)	<b>77</b>	82	<b>69</b>	<b>61</b>	82	<b>62</b>
Newport News <sup>b</sup>	<b>79</b>	84	<b>70</b>	<b>60</b>	83	<b>68</b>
Norfolk <sup>c</sup>	87	87	<b>77</b>	<b>68</b>	85	<b>63</b>
Richmond <sup>d</sup>	83	85	<b>74</b>	<b>64</b>	86	<b>68</b>
Lynchburg <sup>e</sup>	85	86	<b>75</b>	<b>62</b>	84	<b>68</b>
New Haven - Springfield	<b>75</b>	84	<b>67</b>	<b>63</b>	80	<b>70</b>
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	88	89	82	<b>75</b>	88	<b>68</b>
Carolinian	<b>69</b>	87	<b>69</b>	<b>57</b>	<b>77</b>	<b>64</b>
Cascades	<b>77</b>	86	<b>74</b>	<b>75</b>	82	<b>67</b>
Downeaster	91	93	83	<b>80</b>	91	<b>77</b>
Empire Corridor						
Adirondack	<b>75</b>	<b>78</b>	<b>68</b>	<b>59</b>	<b>76</b>	<b>48</b>
Ethan Allen Express	82	86	<b>74</b>	<b>61</b>	85	<b>57</b>
Maple Leaf	<b>80</b>	83	<b>75</b>	<b>56</b>	82	<b>65</b>
New York - Albany <sup>f</sup>	83	91	<b>74</b>	<b>68</b>	83	
Heartland Flyer	88	90	86	82	90	<b>78</b>
Hiawatha	88	91	<b>80</b>	<b>76</b>	87	
Hoosier State	86	95	86	82	87	
Illinois						
Carl Sandburg / Illinois Zephyr	90	85	<b>79</b>	<b>78</b>	85	<b>68</b>
Illini / Saluki	<b>74</b>	85	<b>73</b>	<b>71</b>	81	<b>70</b>
Lincoln Service	<b>78</b>	83	<b>74</b>	<b>68</b>	81	<b>65</b>
Michigan						
Blue Water	85	86	<b>75</b>	<b>72</b>	86	<b>69</b>
Pere Marquette	88	91	83	<b>79</b>	88	<b>70</b>
Wolverine	83	85	<b>74</b>	<b>68</b>	82	<b>67</b>
Kansas City - St. Louis	86	87	82	<b>71</b>	86	<b>69</b>
Pacific Surfliner	<b>81</b>	85	<b>76</b>	<b>75</b>	85	<b>64</b>
Pennsylvanian	86	86	<b>77</b>	<b>62</b>	84	<b>66</b>
Piedmont	89	91	83	<b>87</b>	90	
San Joaquins	85	87	<b>80</b>	<b>72</b>	84	<b>68</b>
Vermont	<b>73</b>	83	<b>70</b>	<b>59</b>	<b>78</b>	<b>60</b>
<b>Long-Distance Routes</b>						
Auto Train	<b>73</b>	89	<b>79</b>	<b>74</b>	<b>70</b>	<b>71</b>
California Zephyr	<b>76</b>	<b>80</b>	<b>71</b>	<b>59</b>	<b>76</b>	<b>63</b>
Capitol Limited	<b>78</b>	87	<b>70</b>	<b>71</b>	<b>78</b>	<b>72</b>
Cardinal	<b>70</b>	<b>80</b>	<b>67</b>	<b>58</b>	<b>75</b>	<b>56</b>
City of New Orleans	<b>77</b>	85	<b>75</b>	<b>71</b>	<b>77</b>	<b>58</b>
Coast Starlight	<b>74</b>	80	<b>68</b>	<b>67</b>	<b>80</b>	<b>62</b>
Crescent	<b>65</b>	<b>79</b>	<b>58</b>	<b>55</b>	<b>71</b>	<b>63</b>
Empire Builder	<b>79</b>	82	<b>70</b>	<b>58</b>	<b>76</b>	<b>64</b>
Lake Shore Ltd	<b>66</b>	<b>77</b>	<b>59</b>	<b>53</b>	<b>71</b>	<b>55</b>
Palmetto	<b>72</b>	<b>79</b>	<b>67</b>	<b>56</b>	<b>78</b>	<b>63</b>
Silver Meteor	<b>76</b>	84	<b>71</b>	<b>57</b>	<b>72</b>	<b>68</b>
Silver Star	<b>73</b>	<b>78</b>	<b>69</b>	<b>57</b>	<b>75</b>	<b>55</b>
Southwest Chief	<b>69</b>	82	<b>65</b>	<b>59</b>	<b>72</b>	<b>66</b>
Sunset Limited	<b>76</b>	82	<b>71</b>	<b>65</b>	<b>74</b>	<b>67</b>
Texas Eagle	<b>68</b>	<b>78</b>	<b>63</b>	<b>65</b>	<b>76</b>	<b>64</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	3rd Quarter FY 2017		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	37	89	0.42
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***Other NEC Corridor Routes***

Keystone Service	14	36	0.39
Total Northeast Regional	48	135	0.36
Richmond / Newport News <sup>b</sup>	10	38	0.26
Lynchburg <sup>c</sup>	6	10	0.58
All Other Northeast Regional	32	86	0.37

***Non-NEC Corridor Routes***

Capitol Corridor	14	29	0.49
Carolinian	4	13	0.32
Cascades	20	22	0.91
Downeaster	2	12	0.17
Empire Corridor	27	53	0.51
Adirondack	3	7	0.42
Ethan Allen Express	2	5	0.44
Maple Leaf	3	9	0.35
New York - Albany <sup>d</sup>	8	17	0.47
New York - Niagara Falls	11	16	0.70
Heartland Flyer	0	4	0.00
Hiawatha	1	11	0.09
Hoosier State	0	2	0.00
Illinois	8	40	0.20
Carl Sandburg / Illinois Zephyr	2	9	0.21
Illini / Saluki	1	11	0.09
Lincoln Service	5	19	0.26
Michigan	13	26	0.51
Blue Water	0	6	0.00
Pere Marquette	0	3	0.00
Wolverine	13	17	0.78
Kansas City - St. Louis	1	10	0.10
Pacific Surfliner	30	41	0.73
Pennsylvanian	4	8	0.50
Piedmont	5	5	0.94
San Joaquins	17	40	0.43
Vermont	7	11	0.65

***Long-Distance Routes***

Auto Train	9	17	0.54
California Zephyr	20	44	0.45
Capitol Limited	8	14	0.56
Cardinal	2	9	0.22
City of New Orleans	1	17	0.06
Coast Starlight	7	23	0.30
Crescent	13	25	0.52
Empire Builder	12	46	0.26
Lake Shore Ltd	14	20	0.70
Palmetto	4	15	0.28
Silver Meteor	13	26	0.49
Silver Star	8	28	0.29
Southwest Chief	16	42	0.38
Sunset Limited	8	15	0.52
Texas Eagle	15	24	0.63

<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	3rd Quarter FY 2017	
	Food-Related	Train-Related

***Amtrak Premium***

Acela Express	0.01	1.66
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***Amtrak Corridor***

Keystone	0.00	2.92
Northeast Regional	0.02	1.78

***Short Distance***

Capitol	0.05	9.82
Carolinian	0.03	6.81
Cascades	0.00	0.46
Downeaster	0.01	1.77
Empire Corridor		
Adirondack	0.00	1.85
Empire Service	0.03	1.47
Ethan Allen Express	0.00	1.56
Maple Leaf	0.46	5.15
Heartland Flyer	0.01	0.87
Hiawatha	0.29	1.60
Hoosier State	0.00	2.80
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.87
Illini / Saluki	0.00	1.62
Lincoln Service	0.12	3.95
Michigan		
Blue Water	0.00	0.27
Pere Marquette	0.00	2.02
Wolverine	0.02	2.40
Kansas City - St. Louis	0.00	0.56
Pacific Surfliner	0.01	3.21
Pennsylvanian	0.04	1.22
Piedmont	0.01	4.35
San Joaquins	0.00	0.00
Vermont	0.04	3.73

***Long Distance***

Auto Train	0.73	12.78
California Zephyr	0.34	8.76
Capitol Limited	0.17	14.26
Cardinal	0.59	19.46
City of New Orleans	0.57	13.80
Coast Starlight	0.72	30.82
Crescent	0.39	7.24
Empire Builder	0.43	9.77
Lake Shore Ltd	0.06	9.99
Palmetto	1.44	20.58
Silver Meteor	0.36	14.93
Silver Star	0.56	20.11
Southwest Chief	1.59	22.13
Sunset Limited	0.62	27.17
Texas Eagle	0.64	16.05

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



**TABLE 13:  
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2017						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
<b>Amtrak System</b>	<b>492</b>	<b>61</b>	<b>10</b>	<b>66</b>	<b>360</b>		<b>989</b>
<b>Amtrak Premium</b>	<b>26</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>15</b>		<b>45</b>
Acela Express	26	0	1	3	15		45
<b>Amtrak Corridor</b>	<b>15</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>8</b>		<b>25</b>
Keystone	0	0	0	0	0		0
Northeast Regional	15	0	1	1	8		25
<b>Short Distance</b>	<b>42</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>27</b>		<b>78</b>
Capitols	0	0	0	0	0		0
Carolinian	4	0	0	0	1		5
Cascades	0	0	0	2	5		7
Downeaster	0	0	0	0	0		0
Empire Corridor	3	0	0	0	7		10
Adirondack	0	0	0	0	1		1
Empire Service	0	0	0	0	3		3
Ethan Allen Express	0	0	0	0	1		1
Maple Leaf	3	0	0	0	2		5
Heartland Flyer	0	0	0	0	0		0
Hiawatha	2	0	0	0	0		2
Hoosier State	0	0	0	0	2		2
Illinois	0	1	0	0	0		1
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	0	1	0	0	0		1
Michigan	2	1	0	1	3		7
Blue Water	0	0	0	0	0		0
Pere Marquette	1	1	0	0	0		2
Wolverine	1	0	0	1	3		5
Kansas City - St. Louis	20	0	0	0	0		20
Pacific Surfliner	9	0	0	0	9		18
Pennsylvanian	0	0	0	1	0		1
Piedmont	0	0	0	0	0		0
San Joaquins	0	1	1	1	0		3
Vermont	2	0	0	0	0		2
<b>Long Distance</b>	<b>409</b>	<b>58</b>	<b>7</b>	<b>57</b>	<b>310</b>		<b>841</b>
Auto Train	33	0	0	10	73		116
California Zephyr	47	9	0	5	27		88
Capitol Limited	7	9	0	0	15		31
Cardinal	3	0	0	0	2		5
City of New Orleans	20	0	0	1	19		40
Coast Starlight	22	3	0	8	29		62
Crescent	25	8	0	2	24		59
Empire Builder	22	3	1	2	18		46
Lake Shore Ltd	18	3	1	4	22		48
Palmetto	3	2	0	1	1		7
Silver Meteor	97	4	4	4	24		133
Silver Star	17	0	0	5	14		36
Southwest Chief	34	12	0	9	12		67
Sunset Limited	36	0	0	0	8		44
Texas Eagle	25	5	1	6	22		59

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

**TABLE 14:  
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2017					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
<b>Amtrak System</b>	<b>649</b>	<b>88</b>	<b>3,378</b>	<b>1,285</b>	<b>2,496</b>	<b>7,896</b>
<b>Amtrak Premium</b>	<b>50</b>	<b>15</b>	<b>55</b>	<b>48</b>	<b>65</b>	<b>233</b>
Acela Express	50	15	55	48	65	233
<b>Amtrak Corridor</b>	<b>168</b>	<b>11</b>	<b>141</b>	<b>148</b>	<b>206</b>	<b>674</b>
Keystone	10	0	9	10	21	50
Northeast Regional	158	11	132	138	185	624
<b>Short Distance</b>	<b>139</b>	<b>18</b>	<b>595</b>	<b>292</b>	<b>1,233</b>	<b>2,277</b>
Capitols	3	0	54	15	12	84
Carolinian	14	2	43	32	29	120
Cascades	15	1	29	27	47	119
Downeaster	2	2	8	9	4	25
Empire Corridor	10	4	33	27	35	109
Adirondack	0	1	5	2	4	12
Empire Service	7	2	17	12	18	56
Ethan Allen Express	0	1	0	3	2	6
Maple Leaf	3	0	11	10	11	35
Heartland Flyer	2	0	3	4	2	11
Hiawatha	5	0	3	5	8	21
Hoosier State	0	0	2	0	0	2
Illinois	14	2	38	27	19	100
Carl Sandburg / Illinois Zephyr	3	0	2	5	2	12
Illini / Saluki	2	1	7	2	4	16
Lincoln Service	9	1	29	20	13	72
Michigan	8	0	178	14	132	332
Blue Water	3	0	28	4	5	40
Pere Marquette	1	0	4	1	2	8
Wolverine	4	0	146	9	125	284
Kansas City - St. Louis	1	0	18	4	6	29
Pacific Surfliner	33	3	79	82	100	297
Pennsylvanian	9	1	52	7	10	79
Piedmont	0	1	2	2	2	7
San Joaquins	19	1	23	22	811	876
Vermont	4	1	30	15	16	66
<b>Long Distance</b>	<b>292</b>	<b>44</b>	<b>2,587</b>	<b>797</b>	<b>992</b>	<b>4,712</b>
Auto Train	14	1	144	9	33	201
California Zephyr	15	2	334	46	71	468
Capitol Limited	9	2	265	26	28	330
Cardinal	9	0	36	9	16	70
City of New Orleans	16	0	51	177	40	284
Coast Starlight	25	6	159	67	90	347
Crescent	40	3	173	67	65	348
Empire Builder	17	4	418	34	55	528
Lake Shore Ltd	15	5	192	51	57	320
Palmetto	11	1	25	29	25	91
Silver Meteor	22	3	278	47	199	549
Silver Star	23	5	119	53	55	255
Southwest Chief	29	5	173	67	94	368
Sunset Limited	10	2	32	30	59	133
Texas Eagle	37	5	188	85	105	420

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

**TABLE 15:  
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2017					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
<b>Amtrak System</b>	<b>718</b>	<b>1,207</b>	<b>270</b>	<b>1,480</b>	<b>1,149</b>	<b>4,824</b>
<b>Amtrak Premium</b>	<b>14</b>	<b>67</b>	<b>12</b>	<b>55</b>	<b>14</b>	<b>162</b>
Acela Express	14	67	12	55	14	162
<b>Amtrak Corridor</b>	<b>21</b>	<b>146</b>	<b>13</b>	<b>176</b>	<b>71</b>	<b>427</b>
Keystone	1	15	1	10	2	29
Northeast Regional	20	131	12	166	69	398
<b>Short Distance</b>	<b>83</b>	<b>310</b>	<b>31</b>	<b>272</b>	<b>152</b>	<b>848</b>
Capitols	1	2	0	6	2	11
Carolinian	7	29	2	33	50	121
Cascades	9	16	3	30	12	70
Downeaster	0	0	0	3	0	3
Empire Corridor	6	70	4	31	15	126
Adirondack	0	25	1	3	3	32
Empire Service	4	32	3	20	8	67
Ethan Allen Express	1	4	0	1	0	6
Maple Leaf	1	9	0	7	4	21
Heartland Flyer	0	0	0	0	0	0
Hiawatha	3	3	0	4	2	12
Hoosier State	0	0	2	1	0	3
Illinois	2	28	3	18	12	63
Carl Sandburg / Illinois Zephyr	1	5	1	3	5	15
Illini / Saluki	0	2	1	8	1	12
Lincoln Service	1	21	1	7	6	36
Michigan	10	18	4	25	10	67
Blue Water	1	3	0	3	0	7
Pere Marquette	3	0	0	2	0	5
Wolverine	6	15	4	20	10	55
Kansas City - St. Louis	1	1	3	3	1	9
Pacific Surfliner	35	11	3	52	10	111
Pennsylvanian	2	13	0	22	14	51
Piedmont	1	6	0	1	0	8
San Joaquins	2	17	3	21	15	58
Vermont	4	96	4	22	9	135
<b>Long Distance</b>	<b>600</b>	<b>684</b>	<b>214</b>	<b>977</b>	<b>912</b>	<b>3,387</b>
Auto Train	75	46	16	74	47	258
California Zephyr	87	48	23	81	82	321
Capitol Limited	27	14	9	38	18	106
Cardinal	12	59	5	20	42	138
City of New Orleans	19	28	6	36	22	111
Coast Starlight	52	23	10	88	35	208
Crescent	54	50	19	152	56	331
Empire Builder	57	47	15	49	103	271
Lake Shore Ltd	28	39	11	41	50	169
Palmetto	8	31	12	58	48	157
Silver Meteor	33	126	23	137	60	379
Silver Star	27	64	9	51	56	207
Southwest Chief	47	48	28	60	142	325
Sunset Limited	25	16	6	21	57	125
Texas Eagle	49	45	22	71	94	281

*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

<b>3rd Quarter FY 2017</b>
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<b>Amtrak System</b>		<b>2604</b>
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**Division**

Boston		113
California		405
Central		107
Empire		429
New York		65
Southeast		321
Southwest		592
Northwest		105
Washington		467

*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>FY2015</b>
<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**

<b>Service</b>	<b>Routing</b>
<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
Vermont	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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2100	-5.3	46.9%	90.5%
	2103	-1.2	95.3%	93.5%
	2104	-3.0	75.0%	87.9%
	2107	-5.4	75.0%	82.1%
	2109	-3.5	68.8%	66.7%
	2110	-2.6	92.1%	95.9%
	2117	-2.7	81.3%	78.3%
	2119	-4.7	62.5%	53.2%
	2121	-5.7	68.8%	79.2%
	2122	-3.7	78.1%	83.7%
	2124	-3.9	79.7%	84.8%
	2126	-5.3	71.9%	79.9%
	2128	NA	66.7%	78.6%
	2150	-1.0	57.8%	71.3%
	2151	-2.7	48.4%	72.6%
	2153	-3.1	67.2%	74.8%
	2154	-0.4	40.6%	65.1%
	2155	-0.9	64.1%	71.9%
	2158	-1.4	59.4%	76.3%
	2159	-3.3	26.6%	54.3%
	2160	-2.0	67.2%	80.8%
	2163	-3.9	54.7%	70.8%
	2164	-1.1	70.3%	81.9%
	2165	-2.1	42.2%	65.8%
	2166	-1.5	70.3%	73.6%
	2167	-3.7	43.8%	69.1%
	2168	-2.5	56.3%	66.9%
	2170	-2.1	67.2%	73.2%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2171	-3.5	45.3%	55.5%
	2172	-2.4	62.5%	57.7%
	2173	-3.2	54.7%	73.3%
	2175	NA	48.4%	64.9%
	2190	-0.8	82.8%	87.1%
	2203	-6.5	28.6%	64.5%
	2205	-4.7	92.3%	91.3%
	2207	-2.5	0.0%	87.5%
	2208	-2.7	57.1%	86.6%
	2211	-3.7	100.0%	100.0%
	2212	-2.2	50.0%	75.0%
	2213	-6.2	69.2%	74.0%
	2215	-5.4	50.0%	69.8%
	2220	-2.6	64.3%	80.4%
	2221	-1.0	100.0%	100.0%
	2222	-3.9	84.6%	89.4%
	2224	-4.8	91.7%	97.9%
	2225	-4.7	100.0%	100.0%
	2228	-3.3	76.9%	80.6%
	2248	-4.2	40.0%	70.4%
	2249	-2.1	61.5%	63.6%
	2250	-0.8	100.0%	74.1%
	2251	-0.5	64.3%	77.1%
	2252	-1.2	38.5%	60.7%
	2253	-2.2	33.3%	61.8%
	2254	-1.2	42.3%	70.3%
	2255	-1.8	15.4%	40.9%
	2256	-3.1	38.5%	63.7%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2257	-2.8	46.2%	59.8%
	2258	-2.5	53.8%	75.4%
	2259	-1.8	61.5%	71.7%
	2260	NA	38.5%	66.7%
	2261	NA	58.3%	75.9%
	2275	NA	41.7%	65.6%
	2290	-3.5	71.4%	76.5%
	2295	NA	0.0%	75.0%
	2297	-0.5	100.0%	100.0%
<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	81.5%	81.1%
	66	3.2	92.3%	76.7%
	67	-1.8	64.1%	80.6%
	71	NA	85.7%	68.4%
	82	0.2	57.1%	56.4%
	83	1.5	30.8%	48.9%
	84	-3.0	65.6%	70.5%
	85	-0.3	60.9%	81.2%
	86	1.2	75.0%	82.4%
	87	2.1	15.4%	44.4%
	88	-1.1	55.6%	51.1%
	93	-0.7	56.9%	66.2%
	94	-0.2	68.8%	64.7%
	95	1.2	54.7%	69.9%
	96	NA	84.6%	77.4%
	99	0.3	48.1%	69.4%
	125	-15.5	70.3%	78.8%
	157	-20.0	84.6%	83.8%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<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	164	-4.0	92.6%	77.3%
	174	-8.0	90.6%	89.7%
	194	0.1	85.7%	79.5%
	195	0.9	51.9%	72.3%
Northeast Regional - Lynchburg	145	3.4	61.5%	69.2%
	147	-0.3	57.1%	74.1%
	156	-14.5	59.3%	74.7%
	171	-8.0	46.9%	61.4%
	176	-7.0	82.8%	62.5%
Northeast Regional - All Other Northeast Regional	110	-0.8	93.4%	97.9%
	111	0.2	88.5%	93.6%
	123	NA	92.3%	90.0%
	126	NA	76.9%	92.3%
	127	-4.4	51.7%	76.6%
	129	-2.9	50.0%	64.3%
	130	-1.7	76.6%	94.7%
	131	-1.9	100.0%	100.0%
	132	NA	76.9%	75.6%
	133	-3.6	30.8%	62.3%
	134	-1.5	69.2%	94.7%
	135	0.1	92.6%	84.9%
	136	2.8	69.2%	86.3%
	137	-1.4	68.8%	68.5%
	138	0.6	84.4%	96.3%
	139	NA	69.2%	75.4%
	140	1.9	81.5%	82.7%
	141	0.7	73.4%	80.0%
	143	1.0	81.5%	82.5%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<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	146	2.6	71.4%	82.3%
	148	0.2	54.7%	64.9%
	149	NA	75.0%	77.1%
	150	-0.9	96.3%	93.8%
	151	-0.7	65.6%	90.7%
	152	-1.2	66.7%	95.0%
	153	-2.3	92.6%	96.2%
	154	0.5	69.2%	93.6%
	155	-2.6	100.0%	98.9%
	158	-0.2	92.6%	98.0%
	159	0.9	80.0%	85.9%
	160	-0.7	92.6%	87.4%
	161	-0.1	37.0%	58.9%
	162	1.1	96.3%	89.7%
	163	-1.8	83.3%	73.3%
	165	0.1	96.3%	87.9%
	166	-1.8	76.9%	80.0%
	167	-0.5	100.0%	91.3%
	168	0.4	92.9%	67.3%
	169	-0.8	74.1%	78.4%
	170	-2.2	81.3%	64.7%
	172	-0.3	79.7%	71.7%
	173	1.8	60.9%	72.5%
	175	-0.2	73.4%	77.1%
	177	-1.0	87.5%	82.2%
	178	-1.9	87.5%	86.5%
	179	-0.8	79.7%	92.4%
	180	-2.2	21.3%	93.1%

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

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<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	182	-2.3	92.6%	98.8%
	183	-0.7	78.7%	89.8%
	184	-2.0	79.7%	93.6%
	185	-2.2	78.1%	91.2%
	186	0.7	82.0%	94.5%
	187	-2.0	68.8%	77.2%
	188	1.1	76.6%	94.3%
	189	NA	91.7%	87.0%
	190	0.3	79.7%	84.3%
	192	0.9	64.3%	98.2%
	193	-3.8	50.0%	56.6%
	196	1.3	88.2%	94.7%
	401	2.5	52.9%	77.4%
	405	2.4	94.1%	94.9%
	407	NA	50.0%	88.2%
	432	NA	46.2%	46.5%
	450	2.6	17.6%	44.6%
	460	2.8	23.5%	52.1%
	463	3.1	100.0%	100.0%
	464	1.8	22.2%	35.7%
	465	NA	30.8%	72.3%
	467	4.2	100.0%	97.5%
	475	4.5	93.8%	95.3%
	488	3.4	5.6%	32.6%
	494	4.9	35.9%	44.0%
	497	2.1	7.7%	45.9%
Keystone - Keystone	600	-0.4	76.6%	97.9%
	601	-1.4	95.3%	95.2%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	605	0.2	95.3%	96.7%
	607	-2.4	93.8%	97.3%
	609	-8.5	96.9%	96.5%
	610	-0.9	92.9%	99.4%
	611	-0.2	100.0%	96.4%
	612	0.5	92.3%	95.6%
	615	-1.8	92.3%	92.3%
	618	-6.1	92.2%	98.0%
	619	-2.5	95.3%	94.1%
	620	-1.6	95.3%	97.6%
	622	-0.3	90.6%	93.2%
	637	-2.2	92.3%	98.5%
	639	-0.9	84.4%	90.8%
	640	-0.5	35.9%	97.0%
	641	-2.6	93.8%	93.2%
	642	-7.3	54.7%	96.6%
	643	-2.6	73.0%	80.7%
	644	2.6	81.3%	95.5%
	645	0.2	81.3%	86.0%
	646	-4.5	76.6%	95.8%
	647	-0.8	84.4%	92.3%
	648	4.8	85.9%	93.0%
	649	-2.2	84.4%	93.9%
	650	-0.7	59.4%	87.1%
	651	-2.2	82.8%	89.9%
	652	0.3	75.0%	96.0%
	653	-1.7	68.8%	74.0%
	654	-1.4	81.3%	97.0%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	655	-1.7	59.4%	65.1%
	656	-1.8	79.7%	96.3%
	658	-1.1	76.9%	98.2%
	660	0.7	44.4%	89.1%
	661	-1.2	85.2%	89.8%
	662	0.5	78.6%	98.1%
	663	-4.9	81.5%	86.5%
	664	-2.2	55.6%	94.4%
	665	-0.3	81.5%	90.3%
	666	-0.3	77.8%	98.5%
	667	-2.5	77.8%	87.7%
	669	-4.1	48.1%	68.4%
	670	-0.9	77.8%	98.5%
	671	-7.2	85.2%	90.7%
	672	-0.3	74.1%	97.0%
	674	NA	92.3%	95.5%
<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	0.9	96.9%	99.2%
	521	0.3	98.4%	98.0%
	522	1.5	96.9%	97.7%
	523	0.3	95.3%	96.3%
	524	2.6	96.9%	95.3%
	525	-1.8	87.5%	93.5%
	527	1.0	87.5%	91.1%
	528	3.4	90.6%	95.2%
	529	0.6	96.9%	97.9%
	530	3.8	92.2%	96.1%
	531	3.7	95.3%	97.2%



## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<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	89.1%	94.2%
	534	2.8	96.9%	99.0%
	535	4.4	90.5%	94.1%
	536	0.6	92.2%	93.3%
	537	1.6	84.4%	90.6%
	538	1.6	92.2%	94.3%
	540	2.8	96.9%	99.4%
	541	2.7	93.8%	97.2%
	542	1.5	90.6%	92.4%
	543	1.4	89.1%	95.0%
	544	3.7	92.2%	93.8%
	545	1.4	98.4%	97.3%
	546	1.6	96.9%	96.0%
	547	0.5	96.9%	98.0%
	548	-2.4	85.9%	90.8%
	549	-0.6	93.8%	96.3%
	550	NA	85.7%	88.9%
	551	1.4	93.8%	97.7%
	553	1.2	95.3%	97.7%
	720	1.9	96.3%	96.3%
	723	0.3	100.0%	100.0%
	724	1.5	96.3%	99.5%
	727	1.1	100.0%	100.0%
	728	1.7	100.0%	97.4%
	729	0.2	96.3%	95.6%
	732	0.0	92.6%	98.1%
	733	4.3	81.5%	89.0%
	734	2.7	96.3%	97.2%

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

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<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	4.4	96.3%	97.7%
	737	2.3	85.2%	91.8%
	738	-1.8	92.6%	93.7%
	741	0.9	85.2%	92.6%
	742	1.2	96.3%	94.8%
	743	-0.1	85.2%	93.9%
	744	1.5	96.3%	97.1%
	745	1.0	92.6%	97.1%
	746	1.6	100.0%	100.0%
	747	2.2	92.6%	92.6%
	748	0.7	96.3%	97.1%
	749	1.5	96.3%	95.8%
	751	0.6	100.0%	99.5%
	1550	NA	0.0%	0.0%
Carolinian - Carolinian	79	-0.7	21.1%	41.1%
	80	0.0	44.4%	43.3%
Cascades - Cascades	500	0.6	60.9%	59.3%
	501	-1.9	59.5%	67.7%
	502	5.4	85.7%	84.1%
	503	NA	90.6%	93.7%
	504	1.0	66.1%	59.4%
	505	1.0	81.5%	84.4%
	506	-3.0	92.6%	77.2%
	507	0.4	54.9%	52.0%
	508	-3.6	68.1%	62.7%
	509	2.4	59.8%	59.5%
	510	-1.9	6.6%	74.9%
	513	-4.2	33.0%	32.0%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Cascades - Cascades	516	-4.9	7.7%	50.9%
	517	-2.0	46.2%	63.3%
Downeaster - Downeaster	680	-0.1	90.6%	97.0%
	681	-1.5	91.7%	99.3%
	682	-3.6	71.9%	95.5%
	683	-3.7	40.0%	82.3%
	684	-1.1	85.0%	94.0%
	685	-2.2	81.3%	91.5%
	686	-2.0	60.0%	83.8%
	687	-1.3	85.9%	93.5%
	688	-4.5	60.9%	85.9%
	689	-2.0	82.8%	93.1%
	690	0.6	88.9%	94.5%
	691	-1.2	85.2%	93.8%
	692	-3.3	77.8%	98.3%
	693	-1.0	81.5%	95.8%
	694	-2.8	74.1%	95.5%
	695	-3.5	92.6%	91.8%
	696	0.4	85.2%	95.9%
	697	-1.2	96.3%	98.2%
	698	-3.9	77.8%	91.4%
	699	-1.7	88.9%	94.8%
Empire - Adirondack	68	2.2	61.5%	57.5%
	69	0.6	64.8%	83.7%
Empire - Ethan Allen Express	290	2.2	75.0%	91.1%
	291	4.7	83.3%	84.3%
	292	2.6	78.6%	92.9%
	293	5.0	84.6%	76.2%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - Ethan Allen Express	296	0.3	53.8%	88.5%
Empire - Maple Leaf	63	1.4	70.3%	62.4%
	64	0.3	81.3%	61.5%
Empire - New York - Albany	230	2.2	90.2%	95.7%
	232	1.7	81.3%	95.0%
	233	1.9	74.7%	86.2%
	234	0.0	89.1%	97.3%
	235	2.0	85.2%	93.7%
	236	-0.2	84.4%	96.0%
	237	2.6	70.3%	77.3%
	238	1.8	80.3%	91.0%
	239	-0.7	56.3%	81.6%
	240	0.6	60.0%	75.2%
	241	2.0	90.1%	91.8%
	242	2.9	77.0%	91.3%
	243	2.8	85.9%	90.4%
	244	-1.8	81.3%	92.5%
	245	4.1	89.1%	89.1%
	250	2.6	92.6%	94.2%
	252	0.8	100.0%	100.0%
	253	9.9	70.4%	81.5%
	254	1.4	100.0%	100.0%
	255	2.6	84.6%	91.2%
	256	4.0	84.6%	91.2%
	259	0.4	92.6%	95.8%
	260	NA	100.0%	98.9%
	261	2.8	96.3%	96.3%
Empire - New York - Niagara Falls	280	0.3	92.1%	89.8%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<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	281	1.6	70.3%	72.0%
	282	-1.7	73.3%	75.9%
	283	2.8	81.3%	69.2%
	284	0.9	78.0%	71.3%
	288	1.3	84.6%	73.3%
Heartland Flyer - Heartland Flyer	821	4.6	54.9%	79.1%
	822	5.0	81.3%	72.5%
Hiawatha - Hiawatha	329	1.2	98.5%	99.4%
	330	-0.3	100.0%	100.0%
	331	1.7	94.5%	96.7%
	332	1.2	95.6%	98.9%
	333	2.1	96.7%	98.2%
	334	1.3	90.1%	96.9%
	335	1.6	93.4%	95.6%
	336	2.3	96.7%	98.9%
	337	2.4	97.8%	99.1%
	338	0.5	85.7%	94.1%
	339	1.4	94.5%	96.3%
	340	1.4	95.6%	99.8%
	341	2.1	97.8%	99.3%
	342	1.6	97.8%	99.1%
	343	NA	100.0%	100.0%
	344	NA	84.6%	100.0%
Hoosier - Hoosier	850	2.3	67.3%	75.6%
	851	6.9	88.5%	88.8%
Illinois - Carl Sandburg / Illinois Zephyr	380	3.0	93.4%	92.9%
	381	1.8	92.3%	93.5%
	382	3.1	94.5%	88.1%

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

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2016 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Illinois - Carl Sandburg / Illinois Zephyr	383	3.3	95.6%	97.6%
Illinois - Illini / Saluki	390	-0.7	30.0%	40.4%
	391	-1.1	24.2%	28.9%
	392	-4.2	2.2%	28.0%
	393	-4.2	34.1%	33.5%
Illinois - Lincoln Service	300	1.5	82.2%	86.6%
	301	1.1	60.0%	76.3%
	302	1.8	66.7%	72.6%
	303	0.7	54.4%	65.5%
	304	0.6	58.2%	49.1%
	305	0.3	53.8%	68.7%
	306	1.6	68.1%	62.5%
	307	1.0	71.4%	77.2%
Michigan - Blue Water	364	6.6	93.4%	86.8%
	365	10.3	36.3%	71.9%
Michigan - Pere Marquette	370	3.0	86.8%	88.4%
	371	6.0	81.3%	96.0%
Michigan - Wolverine	350	1.4	57.1%	63.0%
	351	5.6	57.1%	93.8%
	352	2.4	45.1%	46.8%
	353	6.8	72.5%	76.1%
	354	1.9	62.6%	59.2%
	355	6.4	70.3%	76.8%
Missouri - Missouri	311	4.1	74.7%	72.3%
	313	6.8	87.2%	83.7%
	314	8.4	66.7%	71.5%
	316	9.3	72.1%	71.7%
Pacific Surfliner - Pacific Surfliner	562	-0.4	88.5%	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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<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	564	-2.8	75.6%	90.2%
	565	-2.1	60.9%	91.3%
	566	-1.3	68.8%	92.2%
	567	-5.4	54.7%	85.6%
	572	-4.0	71.3%	93.6%
	573	-3.2	53.5%	74.8%
	579	-2.2	71.3%	92.0%
	580	-2.3	76.9%	92.2%
	582	-2.3	64.0%	86.1%
	583	-4.7	61.8%	83.9%
	591	-1.4	59.3%	80.0%
	592	-4.2	62.8%	82.1%
	595	-4.3	59.3%	82.7%
	761	NA	53.1%	80.5%
	763	-2.1	84.6%	91.3%
	768	-1.4	62.6%	96.7%
	769	-1.7	65.9%	74.5%
	774	-0.8	73.6%	68.6%
	777	NA	57.1%	63.2%
	784	-1.9	54.9%	85.3%
	785	-1.1	69.2%	71.1%
	790	NA	67.2%	62.9%
	796	-2.2	35.2%	76.5%
	1566	NA	62.5%	83.7%
	1567	NA	40.0%	80.5%
	1761	NA	48.1%	78.0%
	1790	NA	74.1%	73.8%
Pennsylvanian - Pennsylvanian	42	0.5	68.1%	82.3%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pennsylvanian - Pennsylvanian	43	0.1	79.1%	67.3%
Piedmont - Piedmont	73	-1.9	69.4%	87.1%
	74	-3.0	61.6%	81.4%
	75	NA	56.2%	76.3%
	76	NA	45.2%	78.1%
San Joaquins - San Joaquins	701	-2.6	89.0%	90.8%
	702	-1.7	83.5%	85.5%
	703	-1.8	82.4%	82.2%
	704	0.4	86.8%	86.5%
	710	NA	74.7%	77.7%
	711	-0.4	73.6%	80.2%
	712	-0.9	69.2%	76.8%
	713	0.4	79.1%	85.5%
	714	-0.4	90.1%	87.7%
	715	-1.0	63.7%	73.7%
	716	0.4	90.1%	84.4%
	717	-0.2	72.5%	75.5%
	718	-0.3	83.5%	90.2%
	719	NA	83.5%	85.6%
Vermont - Vermonter	54	3.2	70.4%	71.2%
	55	3.5	54.7%	60.3%
	56	3.0	62.5%	58.1%
	57	4.2	85.2%	74.4%
<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	0.7	63.7%	69.2%
	53	-0.5	57.1%	66.5%
California Zephyr - California Zephyr	5	2.3	49.5%	44.3%
	6	3.3	29.7%	34.2%



## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Ltd - Capitol Ltd	29	0.1	25.3%	44.0%
	30	0.6	48.4%	30.9%
Cardinal - Cardinal	50	0.8	30.8%	50.0%
	51	1.7	74.4%	58.3%
City Of New Orleans - City Of New Orleans	58	-0.3	61.1%	38.7%
	59	-0.5	54.9%	39.8%
	1158	NA	100.0%	100.0%
	1258	NA	100.0%	100.0%
Coast Starlight - Coast Starlight	11	-0.3	73.6%	56.9%
	14	0.4	50.5%	35.8%
Crescent - Crescent	19	-0.4	19.8%	50.0%
	20	-0.9	13.2%	17.7%
Empire Builder - Empire Builder	7	-0.5	83.5%	75.1%
	8	-0.1	63.7%	41.6%
	27	-2.0	64.8%	38.5%
	28	-2.5	50.5%	54.0%
Lake Shore Ltd - Lake Shore Ltd	48	1.5	46.2%	31.2%
	49	-0.7	27.5%	40.6%
	448	-5.1	30.4%	18.1%
	449	-8.4	54.4%	80.9%
Palmetto - Palmetto	89	0.0	30.8%	56.0%
	90	-0.2	53.8%	58.1%
Silver Meteor - Silver Meteor	97	-0.1	59.3%	48.5%
	98	0.6	45.1%	50.6%
Silver Star - Silver Star	91	-0.4	33.0%	33.2%
	92	0.8	40.2%	50.0%
	1092	8.3	50.0%	44.4%
	1192	NA	50.0%	30.1%

## 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 Q4 to FY 2017 Q3)	End Point OTP for FY 2017 Q3	All Stations OTP for FY 2017 Q3
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Southwest Chief - Southwest Chief	3	-1.0	34.1%	42.3%
	4	-0.3	40.7%	29.8%
Sunset Ltd - Sunset Ltd	1	3.2	69.2%	49.0%
	2	2.4	61.5%	42.0%
Texas Eagle - Texas Eagle	21	2.4	65.9%	37.8%
	22	2.2	25.3%	40.9%

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.

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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 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Acela Express</i>							
Acela Express	2150	MNRR	2,514	DSR	1,666	CTI	778
	2151	MNRR	1,964	CTI	1,493	DSR	385
	2153	MNRR	1,789	DSR	1,627	CTI	106
	2154	MNRR	3,329	DSR	1,995	CTI	628
	2155	MNRR	1,593	DSR	1,119	CTI	352
	2158	MNRR	2,508	CTI	1,356	DSR	578
	2159	MNRR	2,835	DMW	1,083	CTI	915
	2160	MNRR	2,358	DSR	926	CTI	728
	2163	MNRR	2,497	DMW	1,289	DSR	611
	2164	MNRR	1,448	DSR	1,113	CTI	226
	2165	MNRR	1,705	CTI	1,097	DSR	279
	2166	MNRR	2,087	CTI	1,116	DSR	731
	2167	MNRR	1,984	DSR	1,267	CTI	561
	2168	MNRR	1,888	DSR	1,049	CTI	524
	2170	MNRR	2,383	CTI	1,200	DSR	854
	2171	MNRR	2,213	DSR	1,336	CTI	608
	2172	MNRR	1,526	CTI	1,137	DSR	237
	2173	MNRR	2,422	DSR	1,264	CTI	871
	2175	MNRR	1,348	DSR	1,080	CTI	142
	2190	MNRR	2,525	DSR	2,051	CTI	385
	2248	MNRR	2,371	DSR	1,514	CTI	800
	2249	MNRR	3,269	DSR	1,442	DCS	1,429
	2250	MNRR	893	DSR	804	CTI	89
	2251	MNRR	1,046	DCS	587	DSR	459
	2252	MNRR	2,239	CTI	1,937	DCS	179
	2253	MNRR	2,044	CTI	972	DSR	694
	2254	MNRR	1,429	DSR	927	CTI	247
	2255	MNRR	2,019	CTI	1,497	DSR	343
	2256	MNRR	632	CTI	467	RTE	96
	2257	MNRR	1,923	DSR	1,580	CTI	220
	2258	MNRR	1,964	CTI	1,209	DSR	687
	2259	MNRR	1,414	CTI	1,131	PTI	119
	2260	MNRR	1,690	DSR	1,401	CTI	234
	2261	MNRR	2,128	CTI	1,518	DSR, DCS	595
	2275	MNRR	1,845	CTI	1,176	DSR	521
	2290	MNRR	2,870	DSR	1,977	DCS	791
	2295	MNRR	1,071	CTI	1,071		
	2297	MNRR	893	CTI	714	DSR	179

*Other NEC Corridor 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 Q3 Largest Two Delay Codes			
					#1	#2		
<b>Standard</b>				<b>900</b>				
Northeast Regional	All Other Northeast Regional	132	MNRR	2,115	CTI	1,758	DSR	179
		135	MNRR	1,462	CTI	985	DSR	265
		136	MNRR	1,882	CTI	206	DSR	1,319
		137	MNRR	2,547	CTI	1,847	DSR	472
		139	MNRR	783	CTI	220	DSR	398
		140	MNRR	1,448	CTI	470	DSR	827
		141	MNRR	1,920	CTI	530	DSR	1,350
		143	MNRR	2,394	CTI	919	DSR	542
		146	MNRR	1,837	CTI	153	DSR	1,378
		148	MNRR	1,761	CTI	1,275	DSR	346
		149	MNRR	3,170	CTI	1,235	DSR	1,711
		150	MNRR	2,381	CTI	959	DSR	774
		160	MNRR	2,599	CTI	1,217	DSR	833
		161	MNRR	1,759	CTI	238	DSR	1,104
		162	MNRR	2,143	CTI	476	DSR	1,475
		163	MNRR	1,964	CTI	302	DSR	1,195
		165	MNRR	2,249	CTI	1,171	DSR	946
		166	MNRR	1,030	CTI	302	DSR	728
		167	MNRR	1,773	CTI	702	DSR	855
		168	MNRR	1,314	CTI	1,071	DSR	179
		169	MNRR	1,627	CTI	198	DSR	1,283

## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			<i>900</i>					
	170	MNRR	3,181	CTI	1,038	DSR	1,233	
	172	MNRR	2,787	CTI	784	DSR	1,741	
	173	MNRR	2,860	CTI	1,521	DSR	458	
	175	MNRR	3,373	CTI	2,754	DSR	592	
	177	MNRR	1,671	CTI	625	DSR	851	
	178	MNRR	1,077	CTI	661	DSR	321	
	179	MNRR	1,253	CTI	223	DSR	898	
	190	MNRR	3,047	CTI	656	DSR	2,369	
	Lynchburg	145	NS	866	FTI	391	DSR	146
		147	MNRR	2,245	DSR	217	CTI	1,199
		147	NS	761	FTI	433	DSR	227
		156	NS	1,396	FTI	190	DSR	170
		171	MNRR	3,577	DSR	2,355	CTI	831
		171	NS	1,076	FTI	385	DSR	375
		176	MNRR	2,511	DSR	1,359	CTI	854
		176	NS	747	FTI	213	DSR	295
	Richmond / Newport News / Norfolk	65	CSX	1,210	FTI	279	PTI	296
		65	MNRR	2,632	DSR	1,005	CTI	542
		66	CSX	1,558	FTI	457	PTI	324
		66	MNRR	1,888	DSR	1,489	CTI	73
		67	CSX	2,935	FTI	689	PTI	879
		67	MNRR	3,424	DSR	1,549	CTI	179
		71	CSX	1,425	FTI	556	PTI	237

## 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 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	71	NS	344	DSR	71	DCS	194
	82	CSX	1,215	FTI	370	PTI	166
	82	MNRR	2,513	DSR	1,671	CTI	89
	83	CSX	1,893	FTI	634	PTI	126
	83	MNRR	2,871	DSR	1,662	CTI	1,209
	84	CSX	2,090	FTI	788	PTI	131
	84	NS	359	DSR	125	DCS	164
	85	CSX	1,417	FTI	332	PTI	156
	86	CSX	801	FTI	100	PTI	40
	86	MNRR	3,119	DSR	2,626	CTI	134
	87	CSX	944			PTI	317
	88	CSX	2,080	FTI	940	PTI	369
	88	MNRR	1,964	DSR	661	CTI	1,190
	88	NS	206	DSR	101	DCS	55
	93	CSX	1,616	FTI	417	PTI	59
	93	MNRR	2,990	DSR	1,982	CTI	784
	94	CSX	2,139	FTI	587	PTI	318
	94	MNRR	2,960	DSR	220	CTI	2,634
	95	CSX	2,099	FTI	665	PTI	349
	95	MNRR	1,376	DSR	491	CTI	820
	96	CSX	1,312	FTI	353	PTI	463

## 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 Q3 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
	96	MNRR	2,102	DSR	1,799	CTI	302
	99	CSX	880	FTI	366	PTI	94
	99	MNRR	2,136	DSR	661	CTI	1,091
	125	CSX	2,190	FTI	662	PTI	473
	125	NS	432	DSR	176	DCS	118
	157	CSX	1,066	FTI	441	PTI	22
	157	MNRR	2,184	DSR	220	CTI	1,813
	157	NS	323	DSR	76	DCS	76
	164	CSX	933	FTI	198	PTI	282
	164	MNRR	2,679	DSR	2,044	CTI	529
	174	CSX	1,564	FTI	305	PTI	73
	174	MNRR	1,828	DSR	778	CTI	594
	194	CSX	1,501	FTI	634	PTI	192
	194	MNRR	2,143	DSR	638	CTI	1,467
	195	CSX	1,221	FTI	238	PTI	476
	195	MNRR	2,011	DSR	1,204	CTI	317

### Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	710	PTI	176	DSR	205
		521	UP	540	PTI	74	DSR	120
		522	UP	372	PTI	122	DSR	64
		523	UP	759	PTI	185	DSR	84
		524	UP	606	PTI	280	DSR	92
		525	UP	444	PTI	199	DSR	20

## 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 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	527	UP	800	PTI	317	DSR	83
	528	UP	922	PTI	544	DSR	48
	529	UP	265	PTI	59	DSR	39
	530	UP	449	PTI	163	DSR	102
	531	UP	536	PTI	210	DSR	97
	532	UP	374	PTI	62	DSR	118
	534	UP	229	PTI	48	DSR	114
	535	UP	280	PTI	34	DSR	49
	536	UP	569	PTI	107	DSR	108
	537	UP	754	PTI	391	DSR	123
	538	UP	470	PTI	118	DSR	138
	540	UP	311	PTI	113	DSR	77
	541	UP	273	PTI	86	DSR	56
	542	UP	461	PTI	218	DSR	65
	543	UP	634	PTI	218	DSR	90
	544	UP	653	PTI	266	DSR	141
	545	UP	358	PTI	163	DSR	91
	546	UP	605	PTI	174	DSR	136
	547	UP	683	PTI	373	DSR	112
	548	UP	600	PTI	180	DSR	152
	549	UP	333	PTI	109	DSR	112
	550	UP	829	PTI	360	DSR	78
	551	UP	386	PTI	93	DSR	61
	553	UP	308	PTI	61	DSR	107
	720	UP	458	PTI	85	DSR	178
	723	UP	269	PTI	36	DSR	69
	724	UP	496	PTI	385	DSR	42
	727	UP	419	PTI	186	DSR	50
	728	UP	305	PTI	42	DSR	67
	729	UP	143	PTI	59	DSR	20
	732	UP	359	PTI	213	DSR	42



## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		733	UP	535	PTI	69	DSR	41
		734	UP	462	PTI	157	DSR	114
		736	UP	394	PTI	119	DSR	153
		737	UP	502	PTI	91	DSR	78
		738	UP	477	PTI	94	DSR	14
		741	UP	793	PTI	47	DSR	36
		742	UP	526	PTI	117	DSR	63
		743	UP	954	PTI	552	DSR	130
		744	UP	618	PTI	507	DSR	25
		745	UP	502	PTI	167	DSR	13
		746	UP	191	PTI	47	DSR	59
		747	UP	374	PTI	144	DSR	105
		748	UP	369	PTI	97	DSR	114
		749	UP	347	PTI	110	DSR	76
		751	UP	212	PTI	97	DSR	42
Carolinian	Carolinian	79	CSX	2,026	FTI	696	PTI	470
		79	NS	1,358	DSR	591	FTI	318
		80	CSX	2,073	FTI	708	PTI	441
		80	NS	1,119	DSR	471	FTI	314
Cascades	Cascades	500	BNSF	1,648	DSR	419	FTI	395
		500	UP	1,446	FTI	413	PTI	709
		501	BNSF	1,499	DSR	451	FTI	433
		502	BNSF	727	DSR	236	FTI	177
		503	UP	809	FTI	293	PTI	164
		504	BNSF	1,883	DSR	389	FTI	701
		505	UP	1,293	FTI	369	PTI	669
		506	BNSF	969	DSR	299	FTI	346
		506	UP	449	FTI	223	PTI	110
		507	BNSF	1,678	DSR	480	FTI	293
		507	UP	1,696	FTI	786	PTI	603
		508	BNSF	1,067	DSR	279	FTI	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 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		508	UP	1,705	FTI	671	PTI	547
		509	BNSF	1,662	DSR	450	FTI	471
		510	BNSF	3,220	DSR	1,547	FTI	518
		513	BNSF	2,133	DSR	837	FTI	577
		516	BNSF	2,209	DSR	913	FTI	612
		517	BNSF	2,309	DSR	1,147	FTI	412
Downeaster	Downeaster	680	MBTA	1,682	CTI	1,265	DSR	314
		680	PanAm	222			DSR	104
		681	MBTA	1,305	CTI	877	DSR	282
		681	PanAm	384	PTI	39	DSR	156
		682	MBTA	2,268	CTI	1,314	DSR	308
		682	PanAm	624	PTI	81	DSR	349
		683	MBTA	1,936	CTI	115	DSR	154
		683	PanAm	1,025	PTI	448	DSR	440
		684	MBTA	966	CTI	507	DSR	137
		684	PanAm	566	PTI	151	DSR	304
		685	MBTA	1,352	CTI	992	DSR	136
		685	PanAm	454	PTI	154	DSR	151
		686	MBTA	3,197	CTI	1,962	DSR	432
		686	PanAm	734	PTI	291	DSR	204
		687	MBTA	1,240	CTI	604	DSR	533
		687	PanAm	1,151	PTI	762	DSR	270
		688	MBTA	1,170	CTI	806	DSR	281
		688	PanAm	1,361	PTI	771	DSR	364
		689	MBTA	1,438	CTI	893	DSR	293
		689	PanAm	288	PTI	25	DSR	205
		690	MBTA	475			DSR	290
		690	PanAm	260			DSR	87
		691	MBTA	1,307	CTI	264	DSR	343
		691	PanAm	839	PTI	316	DSR	239
		692	MBTA	1,449	CTI	346	DSR	465

## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		692	PanAm	397			DSR	230
		693	MBTA	898	CTI	119	DSR	370
		693	PanAm	1,466	PTI	887	DSR	405
		694	MBTA	541			DSR	264
		694	PanAm	881	PTI	517	DSR	218
		695	MBTA	1,716			DSR	356
		695	PanAm	652	PTI	375	DSR	180
		696	MBTA	1,051			DSR	607
		696	PanAm	246			DSR	169
		697	MBTA	1,016			DSR	853
		697	PanAm	501	PTI	237	DSR	237
		698	MBTA	946	CTI	339	DSR	280
		698	PanAm	884	PTI	482	DSR	298
		699	MBTA	818	CTI	140	DSR	269
		699	PanAm	300			DSR	142
Empire	Adirondack	68	Amtrak	31	DCS	22	RTE	9
		68	CN	2,117	DSR	1,439	FTI	390
		68	CP	833	PTI	318	DSR	228
		68	MNRR	1,315	CTI	500	DSR	435
		69	CN	5,720	DSR	1,968	FTI	2,344
		69	CP	984	PTI	503	DSR	246
		69	MNRR	818	CTI	450	DSR	185
	Ethan Allen Express	290	Amtrak	149	DCS	113	RTE	25
		290	CP	953	DSR	415		
		290	MNRR	1,702	CTI	500	DSR	402
		290	VTR	52	DCS	52		
		291	CP	786	DSR	283	PTI	177
		291	MNRR	841	CTI	340	DSR	282
		291	VTR	64	DSR	11		
		292	Amtrak	93	DCS	93		
		292	CP	1,934	DSR	237	PTI	1,495

## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		292	MNRR	2,007	CTI	628	DSR	370
		293	CP	869	DSR	396		
		293	MNRR	1,968	CTI	1,582	DSR	169
		293	VTR	386	DCS	386		
		296	Amtrak	54	DCS	15		
		296	CP	1,265	DSR	153	PTI	1,035
		296	MNRR	1,365	CTI	857	DSR	121
		296	VTR	579	DSR	579		
	Maple Leaf	63	CSX	2,004	FTI	819	RTE	424
		63	MNRR	868	CTI	574	DSR	126
		64	Amtrak	19	PTI	13	DMW	6
		64	CSX	1,890	FTI	1,034	RTE	312
		64	MNRR	985	CTI	407	DSR	323
	New York - Albany	230	MNRR	914	CTI	440	DSR	178
		232	MNRR	1,347	CTI	782	DSR	238
		233	MNRR	1,246	CTI	554	DSR	117
		234	MNRR	1,911	CTI	962	DSR	613
		235	MNRR	618	CTI	196	DSR	193
		236	MNRR	1,018	CTI	238	DSR	424
		237	MNRR	1,038	CTI	778	DSR	159
		238	MNRR	1,258	CTI	337	DSR	300
		239	MNRR	2,316	CTI	1,972	DSR	121
		240	MNRR	2,302	CTI	827	DSR	419
		241	MNRR	442	CTI	205	DSR	86
		242	MNRR	1,282	CTI	461	DSR	425
		243	MNRR	520	CTI	152	DSR	208
		244	MNRR	1,922	CTI	1,118	DSR	311
		245	MNRR	920	CTI	405	DSR	262
		250	MNRR	581	CTI	302	DSR	134
		252	MNRR	684	CTI	191	DSR	336
		253	MNRR	1,151	CTI	558	DSR	273

## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			<b>900</b>					
<b>Non-NEC Corridor Routes</b>								
		254	MNRR	809	CTI	483	DSR	205
		255	MNRR	725	CTI	483	DSR	133
		256	MNRR	1,340	CTI	821	DSR	386
		259	MNRR	512	CTI	64	DSR	221
		260	MNRR	849	CTI	244	DSR	355
		261	MNRR	506	CTI	163	DSR	174
	New York - Niagara Falls	280	Amtrak	58	DCS	22	RTE	17
		280	CSX	747	FTI	216	RTE	222
		280	MNRR	1,667	CTI	875	RTE	157
		281	CSX	1,417	FTI	541	RTE	334
		281	MNRR	1,484	CTI	519	RTE	593
		282	CSX	1,566	FTI	462	RTE	283
		282	MNRR	2,282	CTI	900	RTE	262
		283	CSX	994	FTI	339	RTE	301
		283	MNRR	994	CTI	329	RTE	231
		284	Amtrak	7	DCS	4	RTE	3
		284	CSX	1,476	FTI	703	RTE	291
		284	MNRR	1,361	CTI	390	RTE	174
		288	CSX	1,157	FTI	316	RTE	230
		288	MNRR	519	CTI	181	RTE	36
Heartland Flyer	Heartland Flyer	821	BNSF	1,638	DSR	1,033	FTI	418
		822	BNSF	1,067	DSR	761	FTI	254
Hiawatha	Hiawatha	329	CP	154	DCS	35	RTE	14
		329	Metra	204	CTI	112	DCS	63
		330	CP	12			RTE	6
		330	Metra	3,502	CTI	3,455		
		331	CP	75	DCS	37	RTE	6
		331	Metra	1,120	CTI	704	DCS	194
		332	CP	228	DCS	19	RTE	89
		332	Metra	1,377	CTI	526	DCS	215
		333	CP	155	DCS	96	RTE	10

## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		333	Metra	838	CTI	228	DCS	165
		334	CP	350	DCS	79	RTE	62
		334	Metra	1,132	CTI	369	DCS	234
		335	CP	201	DCS	35	RTE	2
		335	Metra	1,144	CTI	634	DCS	239
		336	CP	262	DCS	63	RTE	71
		336	Metra	938	CTI	443	DCS	284
		337	CP	153	DCS	64	RTE	8
		337	Metra	475	CTI	132	DCS	101
		338	CP	394	DCS	128	RTE	164
		338	Metra	2,027	CTI	1,315	DCS	372
		339	CP	83	DCS	46	RTE	14
		339	Metra	2,288	CTI	1,886	DCS	125
		340	CP	292	DCS	35	RTE	52
		340	Metra	1,406	CTI	855	DCS	369
		341	CP	155	DCS	108		
		341	Metra	686	CTI	575	DCS	62
		342	CP	224	DCS	23	RTE	159
		342	Metra	1,253	CTI	679	DCS	431
		343	CP	29			RTE	29
		343	Metra	243			DCS	243
		344	CP	449	DCS	261	RTE	188
		344	Metra	1,145	CTI	127	DCS	713
Hoosier	Hoosier	850	CSX	1,054	FTI	537	DCS	326
		851	CSX	402	FTI	227	DCS	66
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	450	DSR	159	RTE	129
		381	BNSF	531	DSR	180	RTE	134
		382	BNSF	522	DSR	203	RTE	145
		383	BNSF	448	DSR	160	RTE	64

## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	Illini / Saluki	390	CN	1,769	DCS	819	FTI	450
		391	CN	2,084	DCS	888	FTI	569
		392	CN	2,573	DCS	989	FTI	895
		393	CN	1,755	DCS	864	FTI	428
	Lincoln Service	300	CN	1,035	FTI	375	DCS	397
		300	UP	827	PTI	160	FTI	293
		301	CN	838	FTI	308	DCS	73
		301	UP	1,339	PTI	560	FTI	326
		302	CN	1,629	FTI	667	DCS	702
		302	UP	1,324	PTI	620	FTI	181
		303	CN	1,111	FTI	311	DCS	286
		303	UP	1,560	PTI	519	FTI	272
		304	CN	1,884	FTI	1,027	DCS	490
		304	UP	1,625	PTI	542	FTI	318
		305	CN	615	FTI	148	DCS	144
		305	UP	1,763	PTI	457	FTI	682
		306	CN	1,005	FTI	603	DCS	179
		306	UP	1,697	PTI	827	FTI	327
		307	CN	710	FTI	446	DCS	97
		307	UP	1,307	PTI	446	FTI	521
Michigan	Blue Water	364	Amtrak	786	DSR	515	DCS	75
		364	CN	439	FTI	386	DCS	33
		364	NS	2,130	FTI	941	DCS	667
		365	Amtrak	1,247	DSR	625	DCS	197
		365	CN	1,299	FTI	1,169	DCS	44
		365	MIDOT	160	DCS	60	DSR	55
		365	NS	3,074	FTI	1,590	DCS	489
	Pere Marquette	370	CSX	459	FTI	294	DSR	111
		370	NS	1,432	FTI	870	PTI	31
		371	CSX	295	FTI	146	DSR	103
		371	NS	2,602	FTI	1,127	PTI	1,003

## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	Wolverine	350	Amtrak	2,399	DSR	420	PTI	1,661
		350	CN	2,375	DCS	474	FTI	337
		350	MIDOT	871	PTI	396	DCS	211
		350	NS	2,215	FTI	1,209	DCS	633
		351	Amtrak	1,404	DSR	727	PTI	223
		351	CN	1,062	DCS	98	FTI	170
		351	MIDOT	196			DCS	58
		351	NS	3,161	FTI	1,706	DCS	520
		352	Amtrak	1,627	DSR	754	PTI	521
		352	CN	3,939	DCS	2,439	FTI	615
		352	MIDOT	895	PTI	501	DCS	180
		352	NS	2,737	FTI	1,492	DCS	534
		353	Amtrak	1,407	DSR	595	PTI	429
		353	CN	2,774	DCS	461	FTI	667
		353	MIDOT	661	PTI	310	DCS	95
		353	NS	3,345	FTI	1,955	DCS	1,138
		354	Amtrak	1,261	DSR	748	PTI	236
		354	CN	1,419	DCS	178	FTI	871
		354	MIDOT	437	PTI	63	DCS	124
		354	NS	1,893	FTI	828	DCS	825
		355	Amtrak	1,170	DSR	645	PTI	120
		355	CN	2,105	DCS	395	FTI	865
		355	MIDOT	422	PTI	142	DCS	128
		355	NS	2,517	FTI	1,229	DCS	1,071
Missouri	Missouri	311	UP	962	FTI	397	DSR	154
		313	UP	652	FTI	242	DSR	120
		314	UP	1,318	FTI	791	DSR	161
		316	UP	1,061	FTI	503	DSR	112
Pacific Surfliner	Pacific Surfliner	562	BNSF	583	DSR	150	DCS	80
		562	SCRRA	682	PTI	231	CTI	136
		562	SDNRR	2,651	CTI	951	PTI	1,061



## 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 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	564	BNSF	1,034	DSR	258	DCS	10
	564	SCRRA	1,718	PTI	975	CTI	431
	564	SDNRR	1,825	CTI	476	PTI	761
	565	BNSF	1,550	DSR	305	DCS	187
	565	SCRRA	485	PTI	175	CTI	80
	565	SDNRR	1,798	CTI	595	PTI	283
	566	BNSF	1,196	DSR	325	DCS	628
	566	SCRRA	1,443	PTI	1,133	CTI	84
	566	SDNRR	1,597	CTI	256	PTI	849
	567	BNSF	1,617	DSR	539	DCS	421
	567	SCRRA	404	PTI	198	CTI	20
	567	SDNRR	2,472	CTI	1,191	PTI	515
	572	BNSF	1,144	DSR	310	DCS	289
	572	SCRRA	1,300	PTI	1,027	CTI	133
	572	SDNRR	1,585	CTI	545	PTI	649
	573	BNSF	1,045	DSR	471	DCS	263
	573	SCRRA	449	PTI	105	CTI	162
	573	SDNRR	1,512	CTI	630	PTI	333
	579	BNSF	1,155	DSR	326	DCS	337
	579	SCRRA	298	PTI	10	CTI	143
	579	SDNRR	1,348	CTI	374	PTI	460
	580	BNSF	787	DSR	240	DCS	348
	580	SCRRA	1,419	PTI	882	CTI	426
	580	SDNRR	1,836	CTI	1,015	PTI	172
	582	BNSF	1,084	DSR	328	DCS	58
	582	SCRRA	1,170	PTI	684	CTI	407
	582	SDNRR	2,720	CTI	1,500	PTI	428
	583	BNSF	1,975	DSR	402	DCS	120
	583	SCRRA	805	PTI	317	CTI	378
	583	SDNRR	1,937	CTI	959	PTI	410
	591	BNSF	1,329	DSR	296	DCS	261

## 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 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	591	SCRRA	602	PTI	233	CTI	153
	591	SDNRR	1,830	CTI	574	PTI	439
	592	BNSF	1,022	DSR	292	DCS	114
	592	SCRRA	665	PTI	264	CTI	37
	592	SDNRR	3,200	CTI	384	PTI	1,274
	595	BNSF	1,349	DSR	281	DCS	133
	595	SCRRA	400	PTI	9	CTI	111
	595	SDNRR	1,359	CTI	93	PTI	420
	761	BNSF	2,086	DSR	334	DCS	545
	761	SCRRA	1,148	PTI	205	CTI	723
	761	SDNRR	720	CTI	102		
	761	UP	1,700	PTI	793	DSR	381
	763	BNSF	1,544	DSR	491	DCS	363
	763	SCRRA	775	PTI	351	CTI	129
	763	SDNRR	1,128	CTI	456	PTI	30
	763	UP	1,503	PTI	1,265	DSR	22
	768	BNSF	833	DSR	215	DCS	46
	768	SCRRA	913	PTI	345	CTI	345
	768	SDNRR	1,605	CTI	389	PTI	590
	769	BNSF	1,360	DSR	440	DCS	460
	769	SCRRA	502	PTI	91	CTI	125
	769	SDNRR	1,825	CTI	403	PTI	589
	769	UP	925	PTI	751	DSR	44
	774	BNSF	1,140	DSR	434	DCS	107
	774	SCRRA	1,032	PTI	525	CTI	298
	774	SDNRR	2,347	CTI	1,059	PTI	598
	774	UP	1,348	PTI	736	DSR	386
	777	BNSF	1,104	DSR	388	DCS	256
	777	SCRRA	527	PTI	244	CTI	185
	777	SDNRR	1,557	CTI	207	PTI	706
	777	UP	2,134	PTI	1,132	DSR	385

## 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 Q3 Largest Two Delay Codes					
				#1	#2				
<i>Standard</i>			900						
<i>Non-NEC Corridor Routes</i>									
	784	BNSF	1,395	DSR	296	DCS	521		
	784	SCRRA	1,504	PTI	415	CTI	863		
	784	SDNRR	1,889	CTI	773	PTI	269		
	784	UP	1,181	PTI	995	DSR	49		
	785	BNSF	1,574	DSR	261	DCS	215		
	785	SCRRA	913	PTI	535	CTI	229		
	785	SDNRR	1,988	CTI	1,209	PTI	397		
	785	UP	593	PTI	328				
	790	BNSF	828	DSR	182	DCS	254		
	790	SCRRA	1,630	PTI	173	CTI	1,175		
	790	SDNRR	1,906	CTI	57	PTI	624		
	790	UP	1,608	PTI	747	DSR	373		
	796	BNSF	1,061	DSR	314	DCS	115		
	796	SCRRA	1,122	PTI	435	CTI	131		
	796	SDNRR	1,542	CTI	268	PTI	61		
	796	UP	1,347	PTI	311				
	1566	BNSF	1,260	DSR	291	DCS	291		
	1566	SCRRA	1,942	PTI	1,086	CTI	662		
	1566	SDNRR	2,389	CTI	1,051	PTI	904		
	1567	BNSF	1,228	DSR	335	DCS	93		
	1567	SCRRA	898	PTI	322	CTI	203		
	1567	SDNRR	2,162	CTI	873	PTI	887		
	1761	BNSF	1,275	DSR	413	DCS	207		
	1761	SCRRA	338	PTI	103	CTI	76		
	1761	UP	1,790	PTI	586	DSR	178		
	1790	BNSF	913	DSR	69	DCS	293		
	1790	SCRRA	398	PTI	223	CTI	8		
	1790	SDNRR	1,852	CTI	42	PTI	929		
	1790	UP	1,322	PTI	970	DSR	252		
Pennsylvanian		Pennsylvanian	42	NS		FTI	574	DSR	222
			43	NS		FTI	618	DSR	137

## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>				900				
<b>Non-NEC Corridor Routes</b>								
Piedmont	Piedmont	73	NS	1,248	DSR	570	FTI	297
		74	NS	1,211	DSR	406	FTI	361
		75	NS	1,348	DSR	371	FTI	532
		76	NS	1,384	DSR	540	FTI	224
San Joaquins	San Joaquins	701	BNSF	836	PTI	351	FTI	324
		701	UP	1,297	PTI	99	FTI	338
		702	BNSF	1,113	PTI	488	FTI	401
		702	UP	851			FTI	360
		703	BNSF	754	PTI	393	FTI	219
		703	UP	1,162	PTI	11	FTI	412
		704	BNSF	543	PTI	156	FTI	278
		704	UP	1,191	PTI	122	FTI	324
		710	BNSF	1,046	PTI	323	FTI	375
		710	UP	977	PTI	348	FTI	113
		711	BNSF	611	PTI	151	FTI	238
		711	UP	1,418	PTI	895	FTI	49
		712	BNSF	1,099	PTI	453	FTI	359
		712	UP	1,415	PTI	919	FTI	111
		713	BNSF	861	PTI	363	FTI	273
		713	UP	1,724	PTI	1,203	FTI	235
		714	BNSF	940	PTI	406	FTI	359
		714	UP	1,227	PTI	679	FTI	140
		715	BNSF	1,308	PTI	725	FTI	350
		715	UP	1,352	PTI	696	FTI	159
		716	BNSF	1,008	PTI	491	FTI	297
		716	UP	697	PTI	185	FTI	119
		717	BNSF	932	PTI	345	FTI	311
		717	UP	1,521	PTI	974	FTI	150
		718	BNSF	642	PTI	216	FTI	248
		718	UP	1,107	PTI	688	FTI	62
		719	BNSF	781	PTI	393	FTI	218

## 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 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<b>Non-NEC Corridor Routes</b>								
		719	UP	842	PTI	485	FTI	20
Vermonter	Vermonter	54	MADOT	1,781	DSR	1,692		
		54	MNRR	2,824	DSR	1,931	CTI	833
		54	NECR	857	DSR	810	DCS	47
		55	MADOT	1,995	DSR	1,703	FTI	23
		55	MNRR	2,806	DSR	726	CTI	1,891
		55	NECR	1,209	DSR	965	DCS	113
		56	MADOT	1,926	DSR	1,606	FTI	274
		56	MNRR	3,585	DSR	1,917	CTI	1,099
		56	NECR	958	DSR	886	DCS	68
		57	MADOT	1,848	DSR	1,848		
		57	MNRR	2,136	DSR	880	CTI	1,025
		57	NECR	1,017	DSR	946	DCS	37
<b>Long-Distance Routes</b>								
Auto Train		52	CSX	1,199	FTI	471	DSR	360
		53	CSX	1,509	FTI	614	DSR	357
		53	FR	2,935	DSR	1,133	DCS	1,065
California Zephyr		5	BNSF	913	DSR	455	FTI	162
		5	UP	1,296	FTI	476	DSR	351
		6	BNSF	1,041	DSR	553	FTI	194
		6	UP	1,245	FTI	516	DSR	334
Capitol Ltd		29	CSX	651	FTI	217	DSR	120
		29	NS	2,576	FTI	1,631	RTE	292
		30	CSX	1,201	FTI	504	DSR	255
		30	NS	2,010	FTI	1,192	RTE	356
Cardinal		50	BBrRR	1,509	PTI	568	FTI	545
		50	CSX	854	FTI	439	DCS	184
		50	NS	1,757	DCS	377	FTI	443
		51	BBrRR	855	PTI	520		
		51	CSX	791	FTI	373	DCS	190
		51	NS	1,866	DCS	712	FTI	548
City Of New Orleans		58	CN	1,487	FTI	614	DSR	364
		59	CN	1,804	FTI	886	DSR	392
		1258	CN	895	FTI	679	DSR	108
Coast Starlight		11	BNSF	923	FTI	258	DSR	189

## 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 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<b>Long-Distance Routes</b>							
	11	SCRRA	2,270	PTI	759	CTI	1,006
	11	UP	1,269	PTI	464	FTI	369
	14	BNSF	1,035	FTI	292	DSR	190
	14	SCRRA	1,608	PTI	1,002	CTI	120
	14	UP	1,260	PTI	372	FTI	434
Crescent	19	NS	1,551	FTI	853	DSR	399
	20	NS	1,666	FTI	955	DSR	398
Empire Builder	7	BNSF	768	DSR	323	FTI	312
	7	CP	369	DSR	149	FTI	142
	7	Metra	367	CTI	142	DCS	90
	8	BNSF	828	DSR	364	FTI	314
	8	CP	406	DSR	197	FTI	29
	8	Metra	1,830	CTI	1,194	DCS	336
	27	BNSF	1,360	DSR	715	FTI	497
	28	BNSF	1,473	DSR	582	FTI	747
Lake Shore Ltd	48	CSX	1,541	FTI	765	RTE	183
	48	MNRR	1,670	CTI	982	DSR	214
	48	NS	2,607	FTI	1,908	PTI	100
	49	CSX	494	FTI	266	RTE	90
	49	MNRR	888	CTI	290	DSR	333
	49	NS	2,543	FTI	1,691	PTI	405
	448	CSX	779	FTI	237	RTE	72
	448	MBTA	4,094	CTI	2,672	RTE	746
	449	CSX	1,323	FTI	68	RTE	300
	449	MBTA	3,516	CTI	1,750	RTE	570
Palmetto	89	CSX	1,310	FTI	489	DSR	272
	90	CSX	1,184	FTI	413	DSR	252
Silver Meteor	97	CSX	1,041	FTI	537	DSR	171
	97	Fla DOT	1,858	CTI	1,027	DSR	309
	97	FR	2,449	DSR	882	PTI	783
	98	CSX	937	FTI	418	DSR	180
	98	Fla DOT	1,239	CTI	354	DSR	706
	98	FR	2,228	DSR	1,021	PTI	489
Silver Star	91	CSX	1,090	FTI	324	PTI	252
	91	Fla DOT	1,835	CTI	1,072	DSR	392
	91	FR	1,846	DSR	810	DCS	484
	91	NS	1,608	FTI	497	PTI	757
	92	CSX	1,048	FTI	323	PTI	217
	92	Fla DOT	952	CTI	121	DSR	492
	92	FR	1,547	DSR	879	DCS	390

## 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 Q3 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
	92	NS	1,560	FTI	1,145	PTI	20
	1092	CSX	901	FTI	261	PTI	222
	1092	Fla DOT	2,346	CTI	1,613	DSR	733
	1092	FR	1,704	DSR	1,448	DCS	170
	1192	CSX	845	FTI	83	PTI	353
	1192	Fla DOT	3,446	CTI	2,493	DSR	953
	1192	FR	1,959	DSR	1,193	DCS	511
Southwest Chief	3	BNSF	742	DSR	188	FTI	217
	3	NMDOT	8,401	DSR	4,583	CTI	2,793
	4	BNSF	721	DSR	213	FTI	183
	4	NMDOT	6,310	DSR	4,601	CTI	622
Sunset Ltd	1	BNSF	837	DSR	719	FTI	50
	1	UP	1,340	FTI	655	RTE	144
	2	BNSF	928	DSR	537	FTI	185
	2	UP	1,501	FTI	597	RTE	345
Texas Eagle	21	BNSF	541	DSR	341	FTI	113
	21	CN	1,664	FTI	527	DCS	405
	21	TRE	828	CTI	564	FTI	184
	21	UP	2,016	FTI	786	DSR	324
	22	BNSF	511	DSR	378	FTI	82
	22	CN	1,906	FTI	1,193	DCS	220
	22	TRE	1,567	CTI	1,126	FTI	157
	22	UP	1,493	FTI	450	DSR	265

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 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>						
Acela Express	2150	207	OTH	118	ENG	84
Acela Express	2151	123	ADA	39	OTH	36
Acela Express	2153	279	OTH	259	HLD	17
Acela Express	2154	131	OTH	102	HLD	26
Acela Express	2155	78	OTH	61	HLD	8
Acela Express	2158	197	OTH	168	HLD	16
Acela Express	2159	151	HLD	45	OTH	39
Acela Express	2160	252	OTH	163	ADA	37
Acela Express	2163	220	OTH	53	HLD	47
Acela Express	2164	168	OTH	131	ADA	29
Acela Express	2165	497	ENG	343	HLD	75
Acela Express	2166	16	OTH	16		
Acela Express	2167	246	OTH	206	HLD	17
Acela Express	2168	162	OTH	99	ENG	35
Acela Express	2170	39	SYS	31	ADA	10
Acela Express	2171	405	OTH	229	SYS	117
Acela Express	2172	331	ENG	244	HLD	50
Acela Express	2173	393	OTH	248	HLD	86
Acela Express	2175	318	OTH	285	HLD	143
Acela Express	2190	270	OTH	212	CAR	31
Acela Express	2248	383	OTH	322	ADA	34
Acela Express	2249	192	ADA	124	SYS	69
Acela Express	2250	1,091	OTH	1,007	HLD	84
Acela Express	2251	612	OTH	523	HLD	51
Acela Express	2252	387	OTH	207	HLD	181
Acela Express	2253	284	ADA	146	OTH	86
Acela Express	2254	342	OTH	168	ADA	148
Acela Express	2255	261	OTH	124	ADA	110
Acela Express	2256	181	OTH	129	HLD	52
Acela Express	2257	481	OTH	481		
Acela Express	2258	336	OTH	142	ADA	129
Acela Express	2259	804	ENG	387	OTH	193
Acela Express	2260	181	ADA	155	HLD	26
Acela Express	2261	223	HLD	164	OTH	60
Acela Express	2275	134	HLD	60	OTH	45
Acela Express	2290	288	CCR	132	OTH	72
Acela Express	2295					



## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Acela Express	2297					
<b>Other NEC Corridor Routes - Amtrak Responsible</b>						
Northeast Regional - All Other Northeast Regional	132	774	OTH	658	ADA	65
Northeast Regional - All Other Northeast Regional	135	972	OTH	694	HLD	212
Northeast Regional - All Other Northeast Regional	136	632	OTH	490	ADA	90
Northeast Regional - All Other Northeast Regional	137	809	OTH	631	ADA	81
Northeast Regional - All Other Northeast Regional	139	1,360	OTH	769	ENG	412
Northeast Regional - All Other Northeast Regional	140	845	OTH	696	ENG	62
Northeast Regional - All Other Northeast Regional	141	949	OTH	449	SVS	159
Northeast Regional - All Other Northeast Regional	143	1,673	OTH	595	HLD	489
Northeast Regional - All Other Northeast Regional	146	240	OTH	228	HLD	12
Northeast Regional - All Other Northeast Regional	148	482	OTH	364	HLD	97
Northeast Regional - All Other Northeast Regional	149	208	ADA	149	HLD	60
Northeast Regional - All Other Northeast Regional	150	236	OTH	193	HLD	43
Northeast Regional - All Other Northeast Regional	160	590	OTH	304	ENG	217
Northeast Regional - All Other Northeast Regional	161	1,938	CON	635	OTH	595
Northeast Regional - All Other Northeast Regional	162	242	OTH	143	HLD	68
Northeast Regional - All Other Northeast Regional	163	810	CON	563	HLD	247
Northeast Regional - All Other Northeast Regional	165	1,025	CON	675	OTH	139
Northeast Regional - All Other Northeast Regional	166	400	OTH	387	HLD	13
Northeast Regional - All Other Northeast Regional	167	255	OTH	191	HLD	51
Northeast Regional - All Other Northeast Regional	168	959	OTH	863	ADA	60
Northeast Regional - All Other Northeast Regional	169	1,409	CON	1,296	HLD, ADA	47
Northeast Regional - All Other Northeast Regional	170	467	OTH	419	HLD, ADA	24
Northeast Regional - All Other Northeast Regional	172	645	OTH	485	HLD	79
Northeast Regional - All Other Northeast Regional	173	773	OTH	511	HLD	223
Northeast Regional - All Other Northeast Regional	175	379	CON	212	HLD	112
Northeast Regional - All Other Northeast Regional	177	413	OTH	307	HLD	81
Northeast Regional - All Other Northeast Regional	178	886	OTH	849	HLD	21

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - All Other Northeast Regional	179	611	OTH	299	ENG	206
Northeast Regional - All Other Northeast Regional	190	173	OTH	110	SVS	39
Northeast Regional - Lynchburg	145	501	HLD	286	ADA	139
Northeast Regional - Lynchburg	147	555	OTH	248	HLD	97
Northeast Regional - Lynchburg	156	405	HLD	170	ADA	110
Northeast Regional - Lynchburg	171	547	HLD	203	ADA	184
Northeast Regional - Lynchburg	176	558	HLD	273	ADA	128
Northeast Regional - Richmond / Newport News / Norfolk	65	578	HLD	155	OTH	133
Northeast Regional - Richmond / Newport News / Norfolk	66	364	HLD	107	ADA	89
Northeast Regional - Richmond / Newport News / Norfolk	67	334	OTH	142	HLD	65
Northeast Regional - Richmond / Newport News / Norfolk	71	254	OTH	96	HLD	93
Northeast Regional - Richmond / Newport News / Norfolk	82	148	HLD	74	OTH	42
Northeast Regional - Richmond / Newport News / Norfolk	83	781	SYS	238	ENG	154
Northeast Regional - Richmond / Newport News / Norfolk	84	326	HLD	122	ADA	96
Northeast Regional - Richmond / Newport News / Norfolk	85	216	HLD	78	ADA	56
Northeast Regional - Richmond / Newport News / Norfolk	86	275	HLD	138	OTH	84
Northeast Regional - Richmond / Newport News / Norfolk	87	309	HLD	143	OTH	98
Northeast Regional - Richmond / Newport News / Norfolk	88	390	OTH	159	HLD	112
Northeast Regional - Richmond / Newport News / Norfolk	93	343	OTH	178	ADA	81
Northeast Regional - Richmond / Newport News / Norfolk	94	266	ADA	88	HLD	63
Northeast Regional - Richmond / Newport News / Norfolk	95	469	ADA	166	OTH	119
Northeast Regional - Richmond / Newport News / Norfolk	96	445	HLD	207	ADA	114
Northeast Regional - Richmond / Newport News / Norfolk	99	578	ENG	142	OTH	113
Northeast Regional - Richmond / Newport News / Norfolk	125	313	HLD	159	OTH	62
Northeast Regional - Richmond / Newport News / Norfolk	157	1,006	HLD	586	OTH	185
Northeast Regional - Richmond / Newport News / Norfolk	164	386	HLD	194	OTH	85
Northeast Regional - Richmond / Newport News / Norfolk	174	248	OTH	103	ADA	57
Northeast Regional - Richmond / Newport News / Norfolk	194	559	ADA	172	HLD	158
Northeast Regional - Richmond / Newport News / Norfolk	195	421	OTH	167	HLD, ADA	98

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
<b>Non NEC Corridor Routes - Amtrak Responsible</b>						
Capitol Corridor - Capitol Corridor	520	116	HLD	54	ENG	24
Capitol Corridor - Capitol Corridor	521	164	HLD	117	ADA	16
Capitol Corridor - Capitol Corridor	522	272	ADA	88	OTH	77
Capitol Corridor - Capitol Corridor	523	257	HLD	150	OTH	61
Capitol Corridor - Capitol Corridor	524	309	HLD	131	ADA	103
Capitol Corridor - Capitol Corridor	525	193	ADA	73	HLD	40
Capitol Corridor - Capitol Corridor	527	438	HLD	171	ENG	100
Capitol Corridor - Capitol Corridor	528	249	HLD	104	ADA	53
Capitol Corridor - Capitol Corridor	529	268	HLD	101	OTH	69
Capitol Corridor - Capitol Corridor	530	277	ENG	64	ADA	61
Capitol Corridor - Capitol Corridor	531	375	ADA	141	HLD	131
Capitol Corridor - Capitol Corridor	532	394	HLD	119	ADA	90
Capitol Corridor - Capitol Corridor	534	164	HLD	36	ENG, CAR	34
Capitol Corridor - Capitol Corridor	535	355	ADA	225	SYS	60
Capitol Corridor - Capitol Corridor	536	468	HLD	155	ENG	84
Capitol Corridor - Capitol Corridor	537	530	HLD	184	ADA	160
Capitol Corridor - Capitol Corridor	538	596	HLD	196	OTH	109
Capitol Corridor - Capitol Corridor	540	93	CON	42	HLD	18
Capitol Corridor - Capitol Corridor	541	151	HLD	45	ENG	34
Capitol Corridor - Capitol Corridor	542	308	HLD	116	INJ	53
Capitol Corridor - Capitol Corridor	543	434	HLD	177	ENG	94
Capitol Corridor - Capitol Corridor	544	424	HLD	111	ITI	98
Capitol Corridor - Capitol Corridor	545	397	HLD	163	ADA	100
Capitol Corridor - Capitol Corridor	546	444	HLD	212	ADA	113
Capitol Corridor - Capitol Corridor	547	233	HLD	75	ADA	46
Capitol Corridor - Capitol Corridor	548	651	ITI	189	ENG	174
Capitol Corridor - Capitol Corridor	549	336	ITI	211	CAR	38
Capitol Corridor - Capitol Corridor	550	358	ITI	93	ENG	85

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### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	551	93	OTH	38	HLD	23
Capitol Corridor - Capitol Corridor	553	95	HLD	43	CAR	25
Capitol Corridor - Capitol Corridor	720	373	CAR	144	ADA	119
Capitol Corridor - Capitol Corridor	723	133	HLD	86	OTH	25
Capitol Corridor - Capitol Corridor	724	222	ADA	97	HLD	61
Capitol Corridor - Capitol Corridor	727	22	OTH	22	ADA	6
Capitol Corridor - Capitol Corridor	728	480	HLD	230	ADA	91
Capitol Corridor - Capitol Corridor	729	682	ENG	204	ADA	180
Capitol Corridor - Capitol Corridor	732	182	ADA	53	OTH	45
Capitol Corridor - Capitol Corridor	733	625	SVS	249	HLD	139
Capitol Corridor - Capitol Corridor	734	51	ADA	34	OTH, HLD	9
Capitol Corridor - Capitol Corridor	736	360	HLD	85	CON	76
Capitol Corridor - Capitol Corridor	737	371	HLD	158	ADA	61
Capitol Corridor - Capitol Corridor	738	308	ADA	91	ITI	78
Capitol Corridor - Capitol Corridor	741	352	ADA	122	HLD	119
Capitol Corridor - Capitol Corridor	742	330	HLD	119	ADA	76
Capitol Corridor - Capitol Corridor	743	399	HLD	189	SYS	133
Capitol Corridor - Capitol Corridor	744	255	HLD	86	ADA	69
Capitol Corridor - Capitol Corridor	745	75	ADA	44	HLD	22
Capitol Corridor - Capitol Corridor	746	59	ADA	30	OTH	25
Capitol Corridor - Capitol Corridor	747	427	SYS	136	ADA	105
Capitol Corridor - Capitol Corridor	748	668	SYS	197	OTH	166
Capitol Corridor - Capitol Corridor	749	254	HLD	144	ADA	51
Capitol Corridor - Capitol Corridor	751	97	CON	59	HLD	30
Capitol Corridor - Capitol Corridor	1550	4,581	ITI	2,449	HLD	2,133
Carolinian - Carolinian	79	479	ADA	175	SYS	116
Carolinian - Carolinian	80	561	ADA	215	HLD	139
Cascades - Cascades	500	273	HLD	65	ADA	59
Cascades - Cascades	501	627	CCR	270	HLD	76

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### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Cascades - Cascades	502	247	CAR	87	ADA	77
Cascades - Cascades	503	166	OTH	101	HLD	25
Cascades - Cascades	504	264	HLD	84	CAR	59
Cascades - Cascades	505	297	OTH	166	HLD	51
Cascades - Cascades	506	488	SYS	208	HLD	101
Cascades - Cascades	507	543	ENG	112	CCR	111
Cascades - Cascades	508	276	ENG	81	HLD	76
Cascades - Cascades	509	348	CON	88	HLD	80
Cascades - Cascades	510	340	ENG	167	CAR	46
Cascades - Cascades	513	465	ENG	156	HLD	92
Cascades - Cascades	516	472	HLD	89	CON	78
Cascades - Cascades	517	140	ENG	57	HLD	31
Downeaster - Downeaster	680	76	HLD	50	SVS, OTH	8
Downeaster - Downeaster	681	23	HLD	13	ADA	4
Downeaster - Downeaster	682	64	HLD	44	ADA	12
Downeaster - Downeaster	683	99	CAR	39	HLD	18
Downeaster - Downeaster	684	76	HLD	50	OTH	23
Downeaster - Downeaster	685	191	HLD	123	OTH	45
Downeaster - Downeaster	686	36	ITI	15	CCR	9
Downeaster - Downeaster	687	112	ITI	91	HLD	11
Downeaster - Downeaster	688	207	ENG	92	ITI	84
Downeaster - Downeaster	689	76	SVS	43	ADA	17
Downeaster - Downeaster	690	92	INJ	53	SVS, OTH	14
Downeaster - Downeaster	691	110	ADA	58	HLD	44
Downeaster - Downeaster	692	199	HLD	72	ADA	50
Downeaster - Downeaster	693	191	HLD	106	CON	78
Downeaster - Downeaster	694	77	SYS	25	HLD	22
Downeaster - Downeaster	695	88	HLD	33	ADA	22
Downeaster - Downeaster	696	116	ITI	44	HLD	27

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### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Downeaster - Downeaster	697	21	ITI	9	HLD, CON	6
Downeaster - Downeaster	698	19	OTH	16	HLD	3
Downeaster - Downeaster	699	117	SVS	63	OTH	42
Empire - Adirondack	68	214	ENG	64	HLD	43
Empire - Adirondack	69	183	HLD	70	SYS	55
Empire - Ethan Allen Express	290	170	HLD	81	ADA	36
Empire - Ethan Allen Express	291	145	HLD	66	OTH	43
Empire - Ethan Allen Express	292	198	HLD	126	ADA	39
Empire - Ethan Allen Express	293	245	HLD	83	ENG	68
Empire - Ethan Allen Express	296	114	OTH	73	HLD	21
Empire - Maple Leaf	63	402	SYS	148	HLD	79
Empire - Maple Leaf	64	567	SYS	339	OTH, HLD	69
Empire - New York - Albany	230	196	ENG	165	CAR	23
Empire - New York - Albany	232	15	OTH	15		
Empire - New York - Albany	233	33	ENG	19	OTH	9
Empire - New York - Albany	234					
Empire - New York - Albany	235	62	ENG	51	SYS	5
Empire - New York - Albany	236	130	HLD	76	ADA	32
Empire - New York - Albany	237	42	HLD	29	OTH	7
Empire - New York - Albany	238	45	HLD	27	ADA	10
Empire - New York - Albany	239	92	ADA	39	HLD	29
Empire - New York - Albany	240	21	HLD	21		
Empire - New York - Albany	241	33	HLD	19	ADA	12
Empire - New York - Albany	242	100	ADA	51	HLD	21
Empire - New York - Albany	243	91	ENG	54	HLD	25
Empire - New York - Albany	244	71	OTH	33	HLD	16
Empire - New York - Albany	245	12	SYS	10	OTH	5
Empire - New York - Albany	250	105	HLD	47	OTH, ENG	24
Empire - New York - Albany	252	56	HLD	56		

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Empire - New York - Albany	253	70	HLD	52	SYS	12
Empire - New York - Albany	254	314	HLD	145	ADA	109
Empire - New York - Albany	255	36	HLD	36		
Empire - New York - Albany	256	145	HLD	85	OTH	60
Empire - New York - Albany	259	47	HLD	29	OTH	12
Empire - New York - Albany	260	81	HLD	52	SVS	17
Empire - New York - Albany	261	12	ADA	12		
Empire - New York - Niagara Falls	280	226	SYS	87	HLD	55
Empire - New York - Niagara Falls	281	363	SYS	178	ENG	83
Empire - New York - Niagara Falls	282	207	SYS	83	HLD	54
Empire - New York - Niagara Falls	283	313	SYS	109	ADA	71
Empire - New York - Niagara Falls	284	456	SYS	135	ENG	120
Empire - New York - Niagara Falls	288	266	HLD	121	SYS	102
Heartland Flyer - Heartland Flyer	821	322	HLD	175	ADA	66
Heartland Flyer - Heartland Flyer	822	246	HLD	129	ADA	50
Hiawatha - Hiawatha	329	76	OTH	69	HLD	5
Hiawatha - Hiawatha	330	62	HLD	35	ENG	17
Hiawatha - Hiawatha	331	356	OTH	342	HLD	8
Hiawatha - Hiawatha	332	297	OTH	176	ADA	65
Hiawatha - Hiawatha	333	121	OTH	83	HLD	16
Hiawatha - Hiawatha	334	583	OTH	384	ENG	55
Hiawatha - Hiawatha	335	381	OTH	311	HLD	43
Hiawatha - Hiawatha	336	295	OTH	226	ADA	35
Hiawatha - Hiawatha	337	193	OTH	149	HLD	27
Hiawatha - Hiawatha	338	439	OTH	196	ITI	180
Hiawatha - Hiawatha	339	95	OTH	65	HLD	25
Hiawatha - Hiawatha	340	264	OTH	231	SYS	12
Hiawatha - Hiawatha	341	316	OTH	207	HLD	49
Hiawatha - Hiawatha	342	222	OTH	174	HLD	16

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

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Hiawatha - Hiawatha	343	290	OTH	272	HLD	18
Hiawatha - Hiawatha	344	295	OTH	249	HLD	28
Hoosier - Hoosier	850	157	SYS	73	OTH	52
Hoosier - Hoosier	851	187	OTH	64	SYS, HLD	42
Illinois - Carl Sandburg / Illinois Zephyr	380	230	HLD	121	ADA	77
Illinois - Carl Sandburg / Illinois Zephyr	381	269	ENG	187	ADA	41
Illinois - Carl Sandburg / Illinois Zephyr	382	126	ADA	45	HLD	43
Illinois - Carl Sandburg / Illinois Zephyr	383	108	HLD	61	ADA	24
Illinois - Illini / Saluki	390	326	OTH	140	HLD	76
Illinois - Illini / Saluki	391	225	OTH	71	ADA	49
Illinois - Illini / Saluki	392	380	SYS	90	OTH	89
Illinois - Illini / Saluki	393	313	OTH	116	ADA	62
Illinois - Lincoln Service	300	184	HLD	49	CON	45
Illinois - Lincoln Service	301	60	ADA	18	SYS	14
Illinois - Lincoln Service	302	363	HLD	93	ITI	78
Illinois - Lincoln Service	303	170	ADA	52	HLD	48
Illinois - Lincoln Service	304	379	HLD	87	ADA	77
Illinois - Lincoln Service	305	233	HLD	82	ADA	73
Illinois - Lincoln Service	306	303	SYS	97	ITI	55
Illinois - Lincoln Service	307	144	HLD	48	OTH	40
Michigan - Blue Water	364	205	HLD	86	ADA	81
Michigan - Blue Water	365	459	OTH	221	ADA	93
Michigan - Pere Marquette	370	338	OTH	134	HLD	92
Michigan - Pere Marquette	371	190	HLD	116	ADA	32
Michigan - Wolverine	350	318	ENG	141	SYS	65
Michigan - Wolverine	351	205	ADA	61	OTH	60
Michigan - Wolverine	352	456	HLD	151	ADA	142
Michigan - Wolverine	353	315	SYS	131	ADA	74
Michigan - Wolverine	354	685	OTH	280	SYS	122



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

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Michigan - Wolverine	355	285	ENG	68	OTH	53
Missouri - Missouri	311	403	HLD	144	ADA	95
Missouri - Missouri	313	275	ADA	64	HLD	55
Missouri - Missouri	314	266	ADA	100	HLD	87
Missouri - Missouri	316	381	ITI	116	HLD	106
Pacific Surfliner - Pacific Surfliner	562	185	HLD	51	SVS	32
Pacific Surfliner - Pacific Surfliner	564	292	OTH	73	ADA	55
Pacific Surfliner - Pacific Surfliner	565	363	HLD	185	SYS	55
Pacific Surfliner - Pacific Surfliner	566	430	HLD	165	ENG	144
Pacific Surfliner - Pacific Surfliner	567	803	HLD	298	SYS	253
Pacific Surfliner - Pacific Surfliner	572	287	HLD	101	ADA	89
Pacific Surfliner - Pacific Surfliner	573	1,271	HLD	332	ITI	266
Pacific Surfliner - Pacific Surfliner	579	534	ITI	153	HLD	133
Pacific Surfliner - Pacific Surfliner	580	598	HLD	261	SYS	100
Pacific Surfliner - Pacific Surfliner	582	703	HLD	256	ADA	157
Pacific Surfliner - Pacific Surfliner	583	648	ITI	253	HLD	176
Pacific Surfliner - Pacific Surfliner	591	791	HLD	191	ITI	170
Pacific Surfliner - Pacific Surfliner	592	709	SYS	209	ITI	183
Pacific Surfliner - Pacific Surfliner	595	1,063	ITI	311	HLD	256
Pacific Surfliner - Pacific Surfliner	761	563	SYS	245	ADA	125
Pacific Surfliner - Pacific Surfliner	763	474	HLD	199	SYS	121
Pacific Surfliner - Pacific Surfliner	768	354	HLD	136	ADA	90
Pacific Surfliner - Pacific Surfliner	769	980	HLD	345	ITI	146
Pacific Surfliner - Pacific Surfliner	774	433	HLD	119	SYS	92
Pacific Surfliner - Pacific Surfliner	777	672	SYS	169	ITI	121
Pacific Surfliner - Pacific Surfliner	784	772	HLD	276	SYS	145
Pacific Surfliner - Pacific Surfliner	785	897	ITI	471	HLD	146
Pacific Surfliner - Pacific Surfliner	790	864	ITI	224	HLD	155
Pacific Surfliner - Pacific Surfliner	796	1,178	SYS	444	OTH	193

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Pacific Surfliner - Pacific Surfliner	1566	655	SVS	223	HLD	199
Pacific Surfliner - Pacific Surfliner	1567	386	ADA	86	HLD	83
Pacific Surfliner - Pacific Surfliner	1761	570	HLD	152	SYS	141
Pacific Surfliner - Pacific Surfliner	1790	582	HLD	229	SYS	105
Pennsylvanian - Pennsylvanian	42	407	HLD	103	ENG	100
Pennsylvanian - Pennsylvanian	43	362	HLD	104	ADA	83
Piedmont - Piedmont	73	128	SYS	35	ENG	25
Piedmont - Piedmont	74	230	ADA	62	HLD	47
Piedmont - Piedmont	75	433	ADA	173	ENG	113
Piedmont - Piedmont	76	279	ADA	118	HLD	98
San Joaquins - San Joaquins	701	195	OTH	45	SYS, HLD	41
San Joaquins - San Joaquins	702	154	HLD	81	ADA	50
San Joaquins - San Joaquins	703	367	CON	191	HLD	44
San Joaquins - San Joaquins	704	91	HLD	42	SYS	20
San Joaquins - San Joaquins	710	402	ADA	179	HLD	141
San Joaquins - San Joaquins	711	295	ENG	100	HLD	56
San Joaquins - San Joaquins	712	264	CAR	124	ADA	53
San Joaquins - San Joaquins	713	200	ADA	104	SYS	32
San Joaquins - San Joaquins	714	187	ENG	69	ADA	25
San Joaquins - San Joaquins	715	248	SYS	87	ADA	47
San Joaquins - San Joaquins	716	241	ENG	76	SVS	46
San Joaquins - San Joaquins	717	306	SYS	99	HLD	60
San Joaquins - San Joaquins	718	243	ADA	94	HLD	64
San Joaquins - San Joaquins	719	321	ADA	109	HLD	71
Vermont - Vermonter	54	364	OTH	270	HLD	42
Vermont - Vermonter	55	545	OTH	320	SVS	89
Vermont - Vermonter	56	566	OTH	295	ENG	177
Vermont - Vermonter	57	750	OTH	300	CON	208
<b>Long Distance Routes - Amtrak Responsible</b>						

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Auto Train - Auto Train	52	412	ITI	221	ENG	49
Auto Train - Auto Train	53	397	ITI	164	SVS	93
California Zephyr - California Zephyr	5	258	HLD	74	SVS	48
California Zephyr - California Zephyr	6	383	HLD	95	SYS	77
Capitol Ltd - Capitol Ltd	29	292	HLD	140	ENG	39
Capitol Ltd - Capitol Ltd	30	245	HLD	118	SYS	48
Cardinal - Cardinal	50	414	HLD	100	OTH	79
Cardinal - Cardinal	51	351	HLD	103	OTH	81
City Of New Orleans - City Of New Orleans	58	346	HLD	121	SYS	94
City Of New Orleans - City Of New Orleans	59	389	HLD	150	SYS	88
City Of New Orleans - City Of New Orleans	1158	33	ADA	33		
City Of New Orleans - City Of New Orleans	1258	226	OTH	172	ADA	32
Coast Starlight - Coast Starlight	11	573	SVS	148	HLD	132
Coast Starlight - Coast Starlight	14	745	HLD	176	SVS	136
Crescent - Crescent	19	353	HLD	119	SYS	66
Crescent - Crescent	20	415	HLD	166	ADA	93
Empire Builder - Empire Builder	7	187	HLD	69	SVS	36
Empire Builder - Empire Builder	8	425	CON	120	HLD	101
Empire Builder - Empire Builder	27	373	CON	250	SYS	49
Empire Builder - Empire Builder	28	431	CON	191	ENG	69
Lake Shore Ltd - Lake Shore Ltd	48	418	HLD	200	SYS	123
Lake Shore Ltd - Lake Shore Ltd	49	440	HLD	254	ADA	62
Lake Shore Ltd - Lake Shore Ltd	448	282	OTH	97	HLD	74
Lake Shore Ltd - Lake Shore Ltd	449	308	OTH	92	SYS	91
Palmetto - Palmetto	89	293	ADA	92	HLD	75
Palmetto - Palmetto	90	241	ADA	69	HLD	57
Silver Meteor - Silver Meteor	97	287	ADA	103	HLD	82
Silver Meteor - Silver Meteor	98	358	ADA	121	HLD	103
Silver Star - Silver Star	91	312	ADA	124	HLD	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 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Silver Star - Silver Star	92	368	ADA	152	HLD	85
Silver Star - Silver Star	1092	456	SYS	238	OTH	96
Silver Star - Silver Star	1192	410	ADA	157	CAR	107
Southwest Chief - Southwest Chief	3	329	HLD	119	SYS	77
Southwest Chief - Southwest Chief	4	418	HLD	159	SVS	94
Sunset Ltd - Sunset Ltd	1	437	HLD	131	OTH	86
Sunset Ltd - Sunset Ltd	2	560	HLD	161	SVS	123
Texas Eagle - Texas Eagle	21	568	HLD	188	SYS	96
Texas Eagle - Texas Eagle	22	904	HLD	208	SVS	180

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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>			<b>265</b>				
Acela Express - Acela Express	2100	Amtrak	740	DMW	376	CTI	120
	2103	Amtrak	414	SMW	225	PSC	34
	2104	Amtrak	395	SMW	109	DMW	99
	2107	Amtrak	661	SMW	335	ENG	109
	2109	Amtrak	780	SMW	341	ENG	124
	2110	Amtrak	354	SMW	165	ENG	55
	2117	Amtrak	592	SMW	311	DMW	67
	2119	Amtrak	907	SMW	255	CTP	180
	2121	Amtrak	626	SMW	413	CTI	53
	2122	Amtrak	427	CTP	120	SMW	118
	2124	Amtrak	542	SMW	203	DMW	55
	2126	Amtrak	562	SMW	199	ITI	126
	2128	Amtrak	719	SMW	205	CAR	136
	2150	Amtrak	311	CTI	109	DMW	50
	2151	Amtrak	488	SMW	220	DMW	65
	2153	Amtrak	341	SMW	170	PSC	47
	2154	Amtrak	506	DMW	154	SMW	120
	2155	Amtrak	441	SMW	157	CTI	47
	2158	Amtrak	514	CTI	73	DCS	61
	2159	Amtrak	481	SMW	233	CTI	53
	2160	Amtrak	476	SMW	129	DCS	61
	2163	Amtrak	444	SMW	220	HLD	40
	2164	Amtrak	385	DMW	61	CTI	55
	2165	Amtrak	612	SMW	278	CTI	66
	2166	Amtrak	522	SMW	147	CTI	63
	2167	Amtrak	447	SMW	190	HLD	45
	2168	Amtrak	638	CTI	100	SMW	88
	2170	Amtrak	480	SMW	70	CTP	57
	2171	Amtrak	601	SMW	232	CTI	69
	2172	Amtrak	729	SMW	144	CTI	120
	2173	Amtrak	447	SMW	172	HLD	56
	2175	Amtrak	473	SMW	130	CTI	109
	2190	Amtrak	373	DCS	92	CTI	89
	2203	Amtrak	567	SMW	426	HLD	60
	2205	Amtrak	434	SMW	297	PSC	58
	2207	Amtrak	977	DET	666	ADA	133
	2208	Amtrak	416	SMW	184	ENG	76
	2211	Amtrak	444	SMW	178	PSC, CAR	89
	2212	Amtrak	1,177	ENG	888	SMW	244

**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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>			<b>265</b>				
Acela Express - Acela Express	2213	Amtrak	560	SMW	400	HLD	75
	2215	Amtrak	659	SMW	404	DCS	89
	2220	Amtrak	482	SMW	286	ITI	70
	2221	Amtrak	400	SMW	311	PSC	89
	2222	Amtrak	444	SMW	243	ENG	68
	2224	Amtrak	322	SMW	200	ENG	30
	2225	Amtrak	444	SMW	267	PSC	178
	2228	Amtrak	560	ENG	304	SMW	103
	2248	Amtrak	615	SMW	200	DET	121
	2249	Amtrak	373	SMW	219	HLD	48
	2250	Amtrak	315	SMW	151	DCS	63
	2251	Amtrak	458	SMW	228	HLD	93
	2252	Amtrak	521	SMW	291	CTI	56
	2253	Amtrak	623	SMW	267	HLD	95
	2254	Amtrak	511	SMW	205	HLD, CTI	61
	2255	Amtrak	1,018	SMW	359	DET	198
	2256	Amtrak	661	SMW	213	DET	128
	2257	Amtrak	651	SMW	323	HLD	69
	2258	Amtrak	649	DCS	213	ENG	124
	2259	Amtrak	679	SMW	264	ENG	264
	2260	Amtrak	516	SMW	169	DET	101
	2261	Amtrak	479	SMW	252	HLD	52
	2275	Amtrak	404	DET	114	SMW	110
	2290	Amtrak	678	DBB	250	DCS	200
	2295	Amtrak	228	HLD	228		
	2297	Amtrak	171	CTI	171		
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Cardinal - Cardinal	50	Amtrak	905	SMW	236	PTI	83
	51	Amtrak	635	SMW	233	PTI	97
Carolinian - Carolinian	79	Amtrak	576	SMW	232	HLD	43
	80	Amtrak	452	SMW	179	PTI	41
Crescent - Crescent	19	Amtrak	966	CAR	281	SMW	207
	20	Amtrak	1,109	SMW	194	ITI	182
Keystone - Keystone	600	Amtrak	335	DMW	140	CTP	56
	601	Amtrak	143	DMW	30	ENG, CCR	26

**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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	605	Amtrak	64	PSR	21	PSC	14
	607	Amtrak	188	CTP	91	CCR	30
	609	Amtrak	381	DMW	99	PTI	61
	610	Amtrak	42	ITI	42		
	611	Amtrak	465	CTI	153	DCS	83
	612	Amtrak	389	DET	292	ENG	97
	615	Amtrak	299	HLD	90	DSR	90
	618	Amtrak	192	CAR	88	ITI	30
	619	Amtrak	252	CON	166	SMW	27
	620	Amtrak	86	CCR	31	CAR	26
	622	Amtrak	351	ITI	190	ENG	123
	637	Amtrak	560	SMW	475	PSR	68
	639	Amtrak	688	SMW	333	ENG	122
	640	Amtrak	750	CTI	305	DMW	295
	641	Amtrak	186	CTI	48	DCS	34
	642	Amtrak	615	DMW	377	CTI	108
	643	Amtrak	543	SMW	96	HLD, CTI	87
	644	Amtrak	354	DMW	145	DCS	83
	645	Amtrak	422	SMW	124	CTI	72
	646	Amtrak	422	INJ	61	DMW	50
	647	Amtrak	359	SMW	117	CTI	57
	648	Amtrak	261	SMW	66	ENG	54
	649	Amtrak	373	DCS	94	CTI	57
	650	Amtrak	788	SMW	474	DMW	86
	651	Amtrak	618	ENG	154	DET	90
	652	Amtrak	441	DMW	153	CTP	92
	653	Amtrak	792	CTP	189	CTI	140
	654	Amtrak	362	DMW	78	CTP	73
	655	Amtrak	1,170	CTP	246	CTI	218

**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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	656	Amtrak	371	DCS	86	DMW	76
	658	Amtrak	306	CTP	139	SMW	99
	660	Amtrak	995	SMW	260	PTI	230
	661	Amtrak	448	ENG	243	CCR	44
	662	Amtrak	461	SMW	269	DCS	151
	663	Amtrak	691	CTI	189	SMW	134
	664	Amtrak	653	SMW	205	PTI	109
	665	Amtrak	427	SMW	124	DCS	96
	666	Amtrak	373	SMW	121	CTI	98
	667	Amtrak	463	SMW	251	PSR, DET	39
	669	Amtrak	718	SMW	258	ENG	101
	670	Amtrak	323	SMW	211	CCR	34
	671	Amtrak	427	SMW	205	ENG	98
	672	Amtrak	503	DET	211	SMW	174
	674	Amtrak	286	DET	191	ENG	36
Northeast Regional - All Other Northeast Regional	110	Amtrak	127	CTI	52	SMW	27
	111	Amtrak	485	SMW	322	PSC	30
	123	Amtrak	273	SMW	253	SYS, HLD	11
	126	Amtrak	519	SMW	249	SVS	123
	127	Amtrak	794	SMW	411	PTI	90
	129	Amtrak	1,125	SMW	407	CTP	149
	130	Amtrak	464	DMW	213	CTI	56
	131	Amtrak	263	SMW	190	HLD	48
	132	Amtrak	711	DCS	215	SMW	173
	133	Amtrak	1,080	SMW	612	PTI	154
	134	Amtrak	670	CTP	260	SMW	132
	135	Amtrak	418	SMW	215	HLD	76
	136	Amtrak	498	CTP	192	HLD	128
	137	Amtrak	675	SMW	292	DCS	97



**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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	138	Amtrak	305	SMW	69	DMW	56
	139	Amtrak	426	SMW	158	DET	111
	140	Amtrak	659	SMW	258	PSR	66
	141	Amtrak	843	SMW	296	HLD	106
	143	Amtrak	642	SMW	281	DCS	97
	146	Amtrak	444	SMW	122	PSR	54
	148	Amtrak	768	SMW	164	HLD	79
	149	Amtrak	787	SMW	495	MTI	87
	150	Amtrak	137	OTH	38	SMW	28
	151	Amtrak	540	SMW	329	PTI	41
	152	Amtrak	438	SMW	220	DCS	79
	153	Amtrak	385	SMW	248	HLD	38
	154	Amtrak	355	SMW	208	PTI	38
	155	Amtrak	222	SMW	137	CTI	28
	158	Amtrak	291	SMW	188	ENG	58
	159	Amtrak	193	SMW	148	PTI	18
	160	Amtrak	273	SMW	85	CTI	46
	161	Amtrak	1,048	SMW	385	ENG	296
	162	Amtrak	245	SMW	69	MTI	40
	163	Amtrak	697	SMW	367	HLD	108
	165	Amtrak	474	SMW	171	HLD	90
	166	Amtrak	663	SMW	233	CON	143
	167	Amtrak	166	SMW	98	HLD	32
	168	Amtrak	326	SMW	167	OTH	47
	169	Amtrak	384	SMW	148	CON	59
	170	Amtrak	418	CTI	139	DMW	89
	172	Amtrak	599	PTI	88	CTI	88
	173	Amtrak	437	SMW	215	PTI	40
	175	Amtrak	495	SMW	201	HLD	75

**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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	177	Amtrak	337	SMW	175	CTI	45
	178	Amtrak	419	CTP	76	HLD	69
	179	Amtrak	481	SMW	314	CTI	68
	180	Amtrak	861	DMW	379	CTI	237
	182	Amtrak	209	SMW	71	DMW	26
	183	Amtrak	651	SMW	371	CTI	63
	184	Amtrak	335	ENG	111	SMW	48
	185	Amtrak	624	SMW	252	CTI	118
	186	Amtrak	360	DMW	77	SMW	73
	187	Amtrak	422	SMW	156	DMW	76
	188	Amtrak	261	SMW	55	MTI	40
	189	Amtrak	711	SMW	474	HLD	67
	190	Amtrak	301	SMW	70	CTI	35
	192	Amtrak	279	SMW	184	DMW	44
	193	Amtrak	1,302	SMW	368	CTP	179
	196	Amtrak	238	DMW	58	ENG	34
	401	Amtrak	2,513	PTI	1,361	PSR	409
	405	Amtrak	536	PSR	253	DCS	101
	407	Amtrak	2,131	PSR	836	HLD	351
	432	Amtrak	2,888	CON	1,830	ITI	784
	450	Amtrak	3,503	CON	923	PSR	609
	460	Amtrak	3,379	CON	1,571	PTI	457
	463	Amtrak	1,294	DSR	971	HLD	324
	464	Amtrak	4,045	CON	2,526	PTI	944
	465	Amtrak	3,137	PSR	896	PTI	822
	467	Amtrak	324	PSR	324		
	475	Amtrak	490	DCS	174	PSR	149
	488	Amtrak	5,439	CON	3,012	PTI	1,115
	494	Amtrak	3,272	CON	2,849	PSR	157

**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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	497	Amtrak	3,597	PTI	1,743	PSR	1,270
Northeast Regional - Lynchburg	145	Amtrak	996	SMW	452	ENG	211
	147	Amtrak	818	SMW	326	PTI	128
	156	Amtrak	973	SMW	359	ENG	244
	171	Amtrak	589	SMW	199	HLD	68
	176	Amtrak	637	SMW	113	PTI	92
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	323	SMW	98	ENG	30
	66	Amtrak	386	SMW	163	SVS	46
	67	Amtrak	379	SMW	159	CTI	33
	71	Amtrak	714	SMW	351	PTI	104
	82	Amtrak	451	SMW	214	HLD	72
	83	Amtrak	738	SMW	368	HLD	105
	84	Amtrak	493	SMW	107	PTI	90
	85	Amtrak	876	SMW	514	ITI	78
	86	Amtrak	472	DCS	90	PTI	62
	87	Amtrak	1,347	SMW	640	SVS	252
	88	Amtrak	774	SMW	277	HLD	101
	93	Amtrak	625	SMW	290	HLD	65
	94	Amtrak	774	CTI	149	PTI	142
	95	Amtrak	618	SMW	182	ENG	85
	96	Amtrak	891	DET	290	PSR	186
	99	Amtrak	656	SMW	374	HLD	119
	125	Amtrak	763	SMW	274	ITI	117
	157	Amtrak	606	SMW	332	HLD	84
	164	Amtrak	387	SMW	168	HLD	82
	174	Amtrak	482	SMW	117	DCS	75
	194	Amtrak	185	SMW	92	HLD	32
	195	Amtrak	423	SMW	172	HLD	105
Palmetto - Palmetto	89	Amtrak	787	SMW	243	HLD	114

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

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Palmetto - Palmetto	90	Amtrak	303	SMW	87	HLD	78
Pennsylvanian - Pennsylvanian	42	Amtrak	551	PTI	124	SMW	95
	43	Amtrak	329	DMW	65	SMW	53
Silver Meteor - Silver Meteor	97	Amtrak	1,080	SMW	375	CAR	240
	98	Amtrak	672	SMW	201	PTI	128
Silver Star - Silver Star	91	Amtrak	720	SMW	219	DMW	101
	92	Amtrak	628	SMW	87	CTP	83
	1092	Amtrak	575	PTI	575		
	1192	Amtrak	66	OTH	66		
Vermonter - Vermonter	54	Amtrak	694	PTI	195	SMW	179
	55	Amtrak	575	SMW	224	PTI	78
	56	Amtrak	622	SVS	162	SMW	100
	57	Amtrak	382	SMW	183	PTI	50

This table excludes third-party delays.

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

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

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

## Appendix E Methodologies for PRIIA 207

### **Financial Metrics**

The PRIIA 207 Financial Metrics are compared on a continuous year-over-year improvement on a moving eight-quarter average basis. This compares the most recent eight quarters versus the eight quarters ending one year previously (i.e. April 2009 to March 2011 vs. April 2008 to March 2009). These two periods of time are also compared to the previous quarter's report (i.e. January 2009 to December 2010).

#### **Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:**

Short-Term Avoidable Costs are defined as costs that cease to exist within twelve months of a route no longer operating. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

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

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

#### **Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:**

Fully-Allocated Operating Costs include Direct, Shared and Overhead costs that were allocated to an Amtrak route. Direct costs include costs directly associated with operating a route such as labor, fuel, commissary, and equipment maintenance costs. Shared costs are cost categories that benefit more than one route. Examples of Shared costs are shared stations and marketing costs. Overhead costs are the general and administrative, maintenance and crew overhead. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

The system that generated this metric is APT, the Amtrak Performance Tracking system. Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

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

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

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

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

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

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

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

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

**Passenger-Miles per Train-Mile:**

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

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

## **On-Time Performance (OTP) Metrics**

### **Effective Speed**

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

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

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

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

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

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

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

### **All-Stations On-Time Performance**

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

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

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



Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<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>
	<p><b>Train Delays—Off NEC</b></p>				
	<p>Amtrak-Responsible<sup>22</sup> Delays per 10,000 Train-Miles</p>	<p><b>Route</b><sup>15</sup></p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

<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			✓ Information only. No standard proposed; presented as supplementary information.

<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.