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, 2012
(Third Quarter of Fiscal Year 2012)

Federal Railroad Administration
United States Department of Transportation

Published September 2012

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(Notes follow on the next page.)

Notes

Note No.	Applies to Tables—	Note
1	1, 2, 3	Data for tables 1 and 3 will not be available until the avoidable costing methodology for the Amtrak Performance Tracking (APT) System has been completed. Data for table 2 are not yet available as the fully allocated cost components of the APT system are continuing to undergo verification and testing in conjunction with Amtrak's upgraded accounting system, and eight full quarters of comparable data have not yet been accumulated..
2	All route-specific tables	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
3	All tables referring to "Prior Report"	The prior report was published in September 2011, covering the quarter ended June 30, 2011.
4	On-Time Performance, Train Delays, and Other Service Quality Tables	For the non-financial metrics for which standards exist, numbers shown in **red** indicate that the established standard was not met.

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 Jul. 10 - Jun. 12	Prior Period Jul. 09 - Jun. 11	Prior Report Apr. 10 - Mar. 12
Acela Express			
Acela Express	Not Available	Not Available	Not Available
Other NEC Corridor Routes			
Keystone Service*	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
Non-NEC Corridor Routes			
Capitol Corridor*	Not Available	Not Available	Not Available
Carolinian*	Not Available	Not Available	Not Available
Cascades*	Not Available	Not Available	Not Available
Downeaster*	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack*	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express*	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer*	Not Available	Not Available	Not Available
Hiawatha*	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr*	Not Available	Not Available	Not Available
Illini / Saluki*	Not Available	Not Available	Not Available
Lincoln Service*	Not Available	Not Available	Not Available
Michigan			
Blue Water*	Not Available	Not Available	Not Available
Pere Marquette*	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis*	Not Available	Not Available	Not Available
Pacific Surfliner*	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont*	Not Available	Not Available	Not Available
San Joaquins*	Not Available	Not Available	Not Available
Vermonter*	Not Available	Not Available	Not Available
Long-Distance Routes			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.
** Includes state revenue.*

TABLES 1(B) Through 3(B):

Data are currently unavailable for the following tables. When the requisite data become available, these tables will appear in exactly the same format in which Table 1(A), above, is presented:

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

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

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

TABLE 3 (A): LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER-MILE – Including State Revenue. Year 2010 Constant Dollars

TABLE 3 (B): LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER-MILE – Excluding State Revenue. Year 2010 Constant Dollars

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2010 Constant Dollars

Current Period	Prior Period	Prior Report
Jul. 10 - Jun. 12	Jul. 09 - Jun. 11	Apr. 10 - Mar. 12
($0.067)	($0.073)	($0.068)

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 2010 Constant Dollars

Current Period	Prior Period	Prior Report
Jul. 10 - Jun. 12	Jul. 09 - Jun. 11	Apr. 10 - Mar. 12
($0.095)	($0.101)	($0.094)

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 Jul. 10 - Jun. 12	Prior Period Jul. 09 - Jun. 11	Prior Report Apr. 10 - Mar. 12
Acela Express			
Acela Express	192	187	191
Other NEC Corridor Routes			
Keystone Service	141	137	140
Northeast Regional (Boston - Washington)	206	195	201
Richmond / Newport News	240	234	235
Lynchburg	315	Not Available	302
New Haven - Springfield	120	112	119
Non-NEC Corridor Routes			
Capitol Corridor	92	87	91
Carolinian	276	278	276
Cascades	145	143	143
Downeaster	101	95	100
Empire Corridor			
Adirondack	225	208	222
Empire Service	129	123	127
Ethan Allen Express	166	157	165
Maple Leaf	107	103	106
Heartland Flyer	101	94	100
Hiawatha	156	150	155
Hoosier State	68	65	67
Illinois			
Carl Sandburg / Illinois Zephyr	102	96	100
Illini / Saluki	130	118	127
Lincoln Service	145	136	142
Michigan			
Blue Water	165	143	160
Pere Marquette	131	125	129
Wolverine	160	156	161
Kansas City - St. Louis	92	83	90
Pacific Surfliner	142	138	141
Pennsylvanian	191	191	189
Piedmont	66	68	68
San Joaquins	118	108	115
Vermonter	144	139	145
Long-Distance Routes			
Auto Train	358	349	354
California Zephyr	175	171	174
Capitol Limited	200	196	198
Cardinal	132	127	130
City of New Orleans	169	158	166
Coast Starlight	220	222	219
Crescent	171	167	172
Empire Builder	204	207	202
Lake Shore Ltd	243	230	241
Palmetto	152	148	150
Silver Meteor	228	219	226
Silver Star	199	192	197
Southwest Chief	199	193	199
Sunset Limited	135	127	134
Texas Eagle	186	181	184

TABLE 6:
ON-TIME PERFORMANCE (OTP)

Service[a]	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters	Test #2 Endpoint OTP[b] 3rd Quarter FY 2012	Test #3 All-Stations OTP[c] 3rd Quarter FY 2012
Acela Express			
Standard	**>=0**	**90.0%**	**90.0%**
Acela Express	**-0.2**	**88.3%**	**83.2%**
Other NEC Corridor Routes			
Standard	**>=0**	**85.0%**	**85.0%**
Keystone	0.4	93.7%	97.2%
Total Northeast Regional		85.0%	87.3%
Richmond / Newport News[d]	**-0.2**	80.4%	80.7%
Lynchburg[e]	Not Available	81.9%	84.0%
All Other Northeast Regional	0.3	86.4%	91.2%
Non-NEC Corridor Routes			
Standard	**>=0**	**80.0%**	**80.0%**
Capitol Corridor	2.3	93.3%	95.1%
Carolinian	1.2	**69.8%**	**65.3%**
Cascades	0.6	**75.8%**	81.4%
Downeaster	0.4	89.8%	95.6%
Empire Corridor	1.4	83.5%	**79.3%**
Adirondack	1.0	**79.7%**	**59.8%**
Ethan Allen Express	1.9	**68.7%**	85.9%
Maple Leaf	0.5	**61.0%**	**63.7%**
New York - Albany[f]	2.6	89.8%	95.0%
New York - Niagara Falls	0.7	83.8%	**76.6%**
Heartland Flyer	1.4	**62.6%**	**77.2%**
Hiawatha	0.3	91.8%	96.2%
Hoosier State	2.1	**72.1%**	**79.0%**
Illinois	2.7	**78.5%**	**73.7%**
Carl Sandburg / Illinois Zephyr	0.7	96.1%	94.6%
Illini / Saluki	2.7	**75.5%**	**56.6%**
Lincoln Service	2.9	**70.5%**	**72.6%**
Michigan	0.9	**53.1%**	**66.2%**
Blue Water	2.9	81.3%	86.3%
Pere Marquette	2.5	**48.9%**	**75.6%**
Wolverine	**-0.1**	**44.9%**	**59.0%**
Kansas City - St. Louis	7.9	89.0%	88.4%
Pacific Surfliner	0.1	80.4%	89.0%
Pennsylvanian	0.4	94.0%	86.1%
Piedmont	1.4	**68.5%**	87.7%
San Joaquin	1.0	88.6%	88.1%
Vermonter	2.0	**79.7%**	**68.4%**
Long-Distance Routes			
Standard	**>=0**	**80.0%**	**80.0%**
Auto Train	0.5	**78.6%**	82.9%
California Zephyr	1.9	**54.4%**	**43.6%**
Capitol Limited	1.7	80.2%	**55.3%**
Cardinal	0.9	**25.6%**	**31.1%**
City of New Orleans	1.4	91.8%	**65.4%**
Coast Starlight	1.2	**79.7%**	**61.7%**
Crescent	0.5	81.9%	**73.3%**
Empire Builder	**-0.4**	**69.0%**	**45.4%**
Lake Shore Ltd	1.0	**69.5%**	**50.8%**
Palmetto	0.6	**70.9%**	**67.2%**
Silver Meteor	0.2	**64.8%**	**55.1%**
Silver Star	0.9	**65.9%**	**61.3%**
Southwest Chief	**-0.3**	**69.8%**	**44.9%**
Sunset Limited	**-0.3**	**62.8%**	**44.2%**
Texas Eagle	2.3	**53.8%**	**42.4%**

[a] *For train-by-train detail, please refer to Appendix A.*

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

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

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[f] *Includes only trains that operate solely between New York and Albany.*

TABLE 7:
OFF-NEC HOST RESPONSIBLE DELAYS BY SERVICE
Minutes of Delay Per 10,000 Train-Miles

Service	Host		3rd Quarter FY 2012						
			Total Delay	Largest 2 Delay Categories[b]				MM&C Allowance[c]	*Route Miles*
				#1	Minutes	#2	Minutes		
Standard			**900**						
Acela Express									
Acela Express	MNRR		663	CTI	272	DSR	248	*0*	*56*
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News[d]	CSX		**1661**	DSR	557	RTE	278	*0*	*189*
	MNRR		654	CTI	263	DSR	212	*0*	*56*
Lynchburg[e]	MNRR		815	CTI	324	RTE	203	*0*	*56*
	NS		502	DSR	276	DCS	93	*0*	*166*
All Other Northeast Regional	MNRR		748	CTI	335	DSR	272	*0*	*56*
Non-NEC Corridor Routes									
Capitol Corridor	UP		581	PTI	196	DCS	144	*0*	*168*
Carolinian	CSX		**1523**	FTI	363	DSR	299	*78*	*295*
	NS		437	PTI	201	DSR	140	*0*	*202*
Cascades	BNSF		**1162**	DSR	402	FTI	209	*0*	*343*
	UP		784	FTI	310	DCS	160	*0*	*125*
Downeaster	MBTA		783	DSR	574	CTI	132	*0*	*38*
	PanAm		367	PTI	107	DCS	92	*0*	*77*
Empire Corridor									
Adirondack	CN		**1378**	DSR	667	FTI	261	*0*	*49*
	CP		**2605**	DSR	1293	PTI	694	*0*	*178*
	CSX		722	DCS	207	DSR	192	*0*	*89*
	MNRR		743	DSR	282	CTI	229	*0*	*64*
Ethan Allen Express	CP		**2941**	DSR	2154	PTI	388	*0*	*60*
	CSX		**914**	PTI	478	DCS	190	*0*	*89*
	MNRR		**914**	CTI	508	DSR	158	*0*	*64*
	VTR		138	DSR	120	RTE	9	*0*	*24*
Maple Leaf	CSX		**1526**	FTI	444	RTE	291	*133*	*396*
	MNRR		637	CTI	279	DSR	210	*0*	*64*
New York - Albany[f]	CSX		412	DSR	164	DCS	110	*0*	*71*
	MNRR		728	CTI	330	DSR	192	*0*	*64*
New York - Niagara Falls	CSX		**1354**	FTI	347	RTE	290	*0*	*394*
	MNRR		**943**	CTI	412	DSR	207	*0*	*64*
Heartland Flyer	BNSF		**1639**	DSR	1222	FTI	239	*0*	*238*
Hiawatha	CP		278	FTI	96	DCS	86	*0*	*53*
	Metra		**1414**	CTI	826	DCS	255	*0*	*29*
Hoosier State	CSX		**1279**	DCS	500	FTI	423	*0*	*169*
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF		770	DSR	432	RTE	92	*0*	*257*
Illini / Saluki	CN		**1044**	FTI	491	PTI	174	*0*	*306*
Lincoln Service	CN		**1555**	FTI	553	DCS	374	*0*	*37*
	UP		**1112**	PTI	576	DSR	170	*0*	*231*
Michigan									
Blue Water	Amtrak		305	PTI	178	DCS	75	*0*	*99*
	CN		**1227**	FTI	819	PTI	203	*0*	*159*
	NS		**3603**	RTE	930	FTI	797	*0*	*61*
Pere Marquette	CSX		**1170**	DSR	357	DCS	255	*0*	*135*
	NS		**3917**	FTI	1247	DCS	969	*0*	*39*
Wolverine	Amtrak		360	PTI	212	DCS	65	*0*	*99*
	CN		**2147**	FTI	1021	RTE	474	*0*	*27*
	NS		**3014**	DSR	1226	PTI	561	*0*	*173*
Kansas City - St. Louis	UP		550	FTI	198	DSR	110	*0*	*271*
Pacific Surfliner	BNSF		**1874**	DSR	945	DCS	272	*0*	*22*
	SCRRA		**985**	PTI	415	CTI	293	*0*	*95*
	SDNRR		**1510**	CTI	555	PTI	448	*0*	*60*
	UP		**935**	PTI	656	DCS	90	*0*	*174*

TABLE 7:
OFF-NEC HOST RESPONSIBLE DELAYS BY SERVICE
Minutes of Delay Per 10,000 Train-Miles

Service	Host		3rd Quarter FY 2012						
			Total Delay	Largest 2 Delay Categories[b]				MM&C Allowance[c]	*Route Miles*
				#1	Minutes	#2	Minutes		
Standard			**900**						
Pennsylvanian	NS		784	FTI	271	DSR	196	*0*	*249*
Piedmont	NS		618	DSR	219	DCS	115	*0*	*173*
San Joaquin	BNSF		665	PTI	325	FTI	192	*0*	*284*
	UP		888	PTI	350	FTI	194	*0*	*88*
Vermonter	MNRR		**1115**	CTI	832	DSR	195	*0*	*56*
	NECR		**1255**	DSR	1076	DCS	92	*0*	*238*
Long-Distance Routes									
Auto Train	CSX		**1324**	FTI	519	DSR	309	*26*	*914*
California Zephyr	BNSF		**1035**	DSR	667	FTI	110	*0*	*1,027*
	UP		875	FTI	233	DCS	158	*0*	*1,431*
Capitol Limited	CSX		898	FTI	223	DCS	206	*0*	*307*
	NS		**1229**	FTI	536	RTE	239	*0*	*481*
Cardinal	BBrRR		**4583**	DSR	1971	FTI	963	*0*	*132*
	CSX		**1100**	FTI	409	DSR	314	*29*	*698*
	NS		**911**	PTI	374	CTI	217	*0*	*79*
City of New Orleans	CN		**1016**	FTI	409	DSR	172	*0*	*930*
Coast Starlight	BNSF		**920**	DSR	339	RTE	227	*0*	*186*
	SCRRA		**2132**	CTI	930	PTI	763	*0*	*48*
	UP		**1014**	PTI	326	DCS	256	*0*	*1,159*
Crescent	NS		557	FTI	199	DSR	127	*0*	*1,141*
Empire Builder	BNSF		706	DSR	335	FTI	219	*0*	*2,147*
	CP		**1294**	FTI	585	DSR	378	*0*	*384*
	Metra		**1371**	CTI	1042	DCS	142	*0*	*29*
Lake Shore Ltd	CSX		**1388**	FTI	402	DSR	295	*97*	*741*
	MNRR		**1274**	CTI	585	RTE	307	*0*	*64*
	NS		**1411**	FTI	773	RTE	216	*0*	*339*
Palmetto	CSX		929	FTI	322	PTI	206	*35*	*659*
Silver Meteor	CSX		771	FTI	253	DCS	151	*21*	*1,152*
	Fla DOT		**922**	CTI	373	DSR	205	*0*	*68*
Silver Star	CSX		874	FTI	250	PTI	198	*20*	*1,209*
	Fla DOT		**1242**	CTI	599	DSR	345	*0*	*68*
	NS		606	PTI	487	DCS	54	*0*	*28*
Southwest Chief	BNSF		604	DSR	244	FTI	92	*0*	*2,198*
	NMDOT		**3366**	DSR	2665	CTI	356	*0*	*80*
Sunset Limited	BNSF		**1430**	DSR	667	FTI	250	*0*	*190*
	UP		**1529**	FTI	860	DSR	219	*0*	*1,784*
Texas Eagle	BNSF		**1483**	DSR	614	FTI	555	*0*	*126*
	CN		**1330**	FTI	830	OTH	164	*0*	*37*
	UP		**1911**	FTI	818	OTH	373	*0*	*1,104*

[a] *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. For train-by-train detail, please refer to Appendix B.*

[b] *For explanation of delay codes, see Table 19.*

[c] *"Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[f] *Includes only trains that operate solely between New York and Albany.*

TABLE 8:
OFF-NEC AMTRAK RESPONSIBLE DELAYS BY SERVICE
Minutes of Delay Per 10,000 Train-Miles

Service	3rd Quarter FY 2012						
	Total Delay	Largest 2 Delay Categories[b]				MM&C Allowance[c]
		#1	Minutes	#2	Minutes	
Standard	**325**					
Acela Express						
Acela Express	123	OTH	96	ADA	7	*0*
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News[d]	**414**	HLD	205	ADA	73	*0*
Lynchburg[e]	**398**	HLD	140	OTH	93	*0*
All Other Northeast Regional	257	OTH	165	HLD	44	*0*
Non-NEC Corridor Routes						
Capitol Corridor	224	HLD	60	ADA	48	*0*
Carolinian	**424**	HLD	195	ADA	114	*0*
Cascades	227	HLD	50	SYS	41	*0*
Downeaster	95	ITI	37	HLD	30	*0*
Empire Corridor						
Adirondack	181	HLD	70	SYS	26	*0*
Ethan Allen Express	207	HLD	96	ADA	40	*0*
Maple Leaf	323	SYS	111	HLD	100	*0*
New York - Albany[f]	80	HLD	43	ENG	28	*0*
New York - Niagara Falls	277	SYS	117	HLD	83	*0*
Heartland Flyer	247	HLD	101	OTH	40	*0*
Hiawatha	**408**	OTH	220	HLD	110	*0*
Hoosier State	**377**	SYS	147	OTH	143	*0*
Illinois						
Carl Sandburg / Illinois Zephyr	129	HLD	60	ADA	34	*0*
Illini / Saluki	292	OTH	113	HLD	85	*0*
Lincoln Service	160	ENG	47	HLD	35	*0*
Michigan						
Blue Water	**596**	OTH	252	HLD	246	*0*
Pere Marquette	**452**	SYS	244	HLD	90	*0*
Wolverine	**408**	OTH	182	SYS	105	*0*
Kansas City - St. Louis	181	HLD	88	ADA	41	*0*
Pacific Surfliner	314	HLD	102	ADA	34	*0*
Pennsylvanian	177	HLD	112	ADA	26	*0*
Piedmont	**514**	HLD	99	ENG	69	*0*
San Joaquin	219	HLD	54	ENG	53	*0*
Vermonter	247	SYS	85	ENG	68	*0*
Long-Distance Routes						
Auto Train	153	ENG	39	ITI	27	*0*
California Zephyr	253	SYS	87	HLD	52	*0*
Capitol Limited	266	HLD	146	SYS	50	*0*
Cardinal	**446**	HLD	127	ADA	76	*0*
City of New Orleans	233	HLD	89	SYS	46	*0*
Coast Starlight	**505**	HLD	112	SVS	107	*0*
Crescent	250	HLD	63	ADA	56	*0*
Empire Builder	307	HLD	96	CON	43	*0*
Lake Shore Ltd	**625**	HLD	251	CON	193	*0*
Palmetto	218	ADA	63	HLD	59	*0*
Silver Meteor	314	ADA	130	HLD	96	*0*
Silver Star	**396**	HLD	163	ADA	104	*0*
Southwest Chief	254	HLD	104	ENG	42	*0*
Sunset Limited	**466**	HLD	121	SVS	101	*0*
Texas Eagle	**471**	HLD	210	ENG	76	*0*

[a] *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. For train-by-train detail, please refer to Appendix C.*

[b] *For explanation of delay codes, see Table 19.*

[c] *"Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[f] *Includes only trains that operate solely between New York and Albany.*

TABLE 9:
ON-NEC TOTAL HOST AND AMTRAK RESPONSIBLE DELAYS
Minutes of Delay per 10,000 Train-Miles
(Excludes Third Party Delays)

Service	Host[b]	3rd Quarter FY 2012							
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance[c]	Route Miles
			#1	Minutes	#2	Minutes		
Acela Express								
Standard		**265**						
Acela Express	Amtrak	222	SMW	41	CTI	27	*0*	*401*
Other Services								
Standard		**475**						
Keystone	Amtrak	278	HLD	46	CTI	44	*0*	*195*
Cardinal	Amtrak	**701**	DBB	157	PTI	97	*0*	*226*
Carolinian	Amtrak	418	ENG	67	DBB	62	*0*	*226*
Crescent	Amtrak	**533**	PTI	91	DBB	70	*0*	*226*
Northeast Regional	Amtrak	371	ENG	44	PTI	43	*0*	
Richmond / Newport News[d]	Amtrak	417	ENG	54	PTI	46	*0*	*463*
Lynchburg[e]	Amtrak	434	HLD	59	MTI	58	*0*	*463*
All Other Northeast Regional	Amtrak	346	PTI	41	ENG	40	*0*	*463*
Palmetto	Amtrak	384	ENG	80	SVS	58	*0*	*226*
Pennsylvanian	Amtrak	323	CTI	68	HLD	51	*0*	*195*
Silver Meteor	Amtrak	**974**	ENG	197	PTI	180	*0*	*226*
Silver Star	Amtrak	**648**	SVS	116	PTI	113	*0*	*226*
Vermonter	Amtrak	**523**	SVS	115	PTI	89	*0*	*304*

[a] *This table excludes third-party delays. For train-by-train detail, please refer to Appendix D.*

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

[c] *"Major Maintenance & Construction Allowance": minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

TABLE 10:
CUSTOMER SERVICE INDICATOR (CSI) SCORES

Service		3rd Quarter FY 2012					
		Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard		**82**	**80**	**80**	**80**	**80**	**80**
Acela Express							
Acela Express		79	76	75	79	66	54
Other NEC Corridor Routes							
Keystone Service		80	82	73	79	59	Not Applicable
Northeast Regional (Boston - Washington)		77	78	68	76	54	53
Richmond / Newport News[b]		80	77	68	78	56	57
Lynchburg[c]		89	83	72	84	55	63
New Haven - Springfield		76	79	69	77	58	62
Non-NEC Corridor Routes							
Capitol Corridor		87	88	80	84	69	66
Carolinian		78	81	71	80	59	60
Cascades		89	86	82	87	73	71
Downeaster		91	92	85	87	75	74
Empire Corridor							
Adirondack		77	81	71	82	54	48
Ethan Allen Express		78	77	64	74	58	48
Maple Leaf		79	80	66	80	52	59
New York - Albany[d]		82	89	71	76	55	Not Applicable
Heartland Flyer		92	94	89	91	85	82
Hiawatha		86	87	74	81	57	Not Applicable
Hoosier State		75	87	73	79	67	Not Applicable
Illinois							
Carl Sandburg / Illinois Zephyr		88	84	77	81	67	66
Illini / Saluki		79	79	71	80	62	66
Lincoln Service		78	78	67	75	57	54
Michigan							
Blue Water		86	82	73	85	62	68
Pere Marquette		84	87	79	87	72	Not Applicable
Wolverine		71	77	65	74	57	60
Kansas City - St. Louis		89	87	77	78	63	68
Pacific Surfliner		87	84	81	87	72	68
Pennsylvanian		85	84	71	82	63	67
Piedmont		91	88	81	91	84	Not Applicable
San Joaquins		89	89	82	85	70	76
Vermonter		82	81	74	78	60	59
Long-Distance Routes							
Auto Train		86	88	78	70	72	78
California Zephyr		82	79	70	78	55	67
Capitol Limited		79	82	68	76	62	71
Cardinal		74	77	59	73	56	58
City of New Orleans		81	78	72	73	68	67
Coast Starlight		77	80	67	76	61	68
Crescent		81	78	65	76	57	71
Empire Builder		73	76	61	76	52	66
Lake Shore Ltd		74	77	57	69	54	64
Palmetto		82	81	71	78	58	61
Silver Meteor		77	79	67	73	54	65
Silver Star		75	78	64	74	55	69
Southwest Chief		83	84	71	76	58	72
Sunset Limited		87	85	73	79	65	74
Texas Eagle		76	79	69	78	56	70

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

[b] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[c] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[d] *Includes only trains that operate solely between New York and Albany.*

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

Service		3rd Quarter FY 2012		
		Service Interruptions	Train - Miles	Ratio
Acela Express				
Acela Express		19	846,481	0.22
Other NEC Corridor Routes				
Keystone Service		11	345,891	0.32
Total Northeast Regional		81	1,404,019	0.58
Richmond / Newport News[b]		18	397,189	0.45
Lynchburg[c]		4	105,581	0.38
All Other Northeast Regional		59	901,249	0.65
Non-NEC Corridor Routes				
Capitol Corridor		18	295,009	0.61
Carolinian		7	129,379	0.54
Cascades		13	234,183	0.56
Downeaster		0	104,286	0.00
Empire Corridor		12	543,194	0.22
Adirondack		2	70,907	0.28
Ethan Allen Express		1	45,009	0.22
Maple Leaf		3	85,667	0.35
New York - Albany[d]		4	171,041	0.23
New York - Niagara Falls		2	170,570	0.12
Heartland Flyer		0	37,565	0.00
Hiawatha		5	106,408	0.47
Hoosier State		2	20,405	0.98
Illinois		11	359,297	0.31
Carl Sandburg / Illinois Zephyr		1	93,060	0.11
Illini / Saluki		3	111,602	0.27
Lincoln Service		7	154,635	0.45
Michigan		10	247,017	0.40
Blue Water		2	58,003	0.34
Pere Marquette		2	31,977	0.63
Wolverine		6	157,037	0.38
Kansas City - St. Louis		2	101,485	0.20
Pacific Surfliner		10	398,931	0.25
Pennsylvanian		2	80,444	0.25
Piedmont		6	61,002	0.98
San Joaquins		16	339,449	0.47
Vermonter		4	111,610	0.36
Long-Distance Routes				
Auto Train		9	166,275	0.54
California Zephyr		21	439,748	0.48
Capitol Limited		2	143,553	0.14
Cardinal		6	88,819	0.68
City of New Orleans		7	170,079	0.41
Coast Starlight		16	253,781	0.63
Crescent		14	249,992	0.56
Empire Builder		29	463,962	0.63
Lake Shore Ltd		13	210,738	0.62
Palmetto		8	161,106	0.50
Silver Meteor		22	263,245	0.84
Silver Star		15	278,824	0.54
Southwest Chief		18	417,217	0.43
Sunset Limited		8	155,446	0.51
Texas Eagle		12	232,246	0.52

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

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

[c] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[d] *Includes only trains that operate solely between New York and Albany.*

TABLE 12:
COMPLAINTS RECEIVED
Complaints per 1,000 Passengers

Service		3rd Quarter FY 2012		
		Food-Related		Train-Related
Amtrak Premium				
Acela Express		0.03		1.60
Amtrak Corridor				
Keystone		0.00		0.46
Northeast Regional		0.03		2.87
Short Distance				
Capitols		0.00		0.38
Carolinian		0.33		16.80
Cascades		0.04		3.22
Downeaster		0.00		0.28
Empire Corridor				
Adirondack		0.06		4.63
Empire Service		0.04		1.16
Ethan Allen Express		0.16		1.57
Maple Leaf		0.15		2.99
Heartland Flyer		0.00		0.97
Hiawatha		0.00		1.22
Hoosier State		0.11		4.73
Illinois				
Carl Sandburg / Illinois Zephyr		0.00		2.08
Illini / Saluki		0.00		2.40
Lincoln Service		0.07		4.57
Michigan				
Blue Water		0.00		2.82
Pere Marquette		0.24		8.99
Wolverine		0.28		9.28
Kansas City - St. Louis		0.00		3.45
Pacific Surfliner		0.05		1.52
Pennsylvanian		0.11		1.96
Piedmont		0.00		3.56
San Joaquins		0.01		2.07
Vermonter		0.02		5.49
Long Distance				
Auto Train		0.84		9.53
California Zephyr		1.61		21.96
Capitol Limited		2.14		18.89
Cardinal		2.10		30.53
City of New Orleans		2.34		13.74
Coast Starlight		0.70		22.00
Crescent		4.38		36.18
Empire Builder		0.81		22.42
Lake Shore Ltd		0.44		9.45
Palmetto		0.58		21.77
Silver Meteor		0.68		19.93
Silver Star		0.61		17.36
Southwest Chief		0.94		27.02
Sunset Limited		1.53		52.53
Texas Eagle		1.47		40.24

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

TABLE 13:
FOOD-RELATED COMPLAINTS

Number of Complaints Received

Service	3rd Quarter FY 2012					
	Menu / Selection / Availability	Other	Pricing	Quality	Service	Total
Amtrak System	**826**	**141**	**68**	**85**	**877**	**1,997**
Amtrak Premium	**16**	**1**	**0**	**4**	**11**	**32**
Acela Express	16	1	0	4	11	32
Amtrak Corridor	**30**	**0**	**5**	**3**	**29**	**67**
Keystone	0	0	0	0	0	0
Northeast Regional	30	0	5	3	29	67
Short Distance	**76**	**6**	**5**	**19**	**72**	**178**
Capitols	0	0	1	0	0	1
Carolinian	17	2	1	3	10	33
Cascades	3	0	1	3	2	9
Downeaster	0	0	0	0	0	0
Empire Corridor	11	0	0	3	14	28
Adirondack	3	0	0	0	0	3
Empire Service	3	0	0	2	7	12
Ethan Allen Express	0	0	0	0	6	6
Maple Leaf	5	0	0	1	1	7
Heartland Flyer	0	0	0	0	0	0
Hiawatha	0	0	0	0	0	0
Hoosier State	0	0	0	0	1	1
Illinois	10	0	0	0	1	11
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0
Illini / Saluki	0	0	0	0	0	0
Lincoln Service	10	0	0	0	1	11
Michigan	26	0	2	4	9	41
Blue Water	0	0	0	0	0	0
Pere Marquette	7	0	0	0	0	7
Wolverine	19	0	2	4	9	34
Kansas City - St. Louis	0	0	0	0	0	0
Pacific Surfliner	3	0	0	4	29	36
Pennsylvanian	2	0	0	2	4	8
Piedmont	0	0	0	0	0	0
San Joaquins	2	4	0	0	2	8
Vermonter	2	0	0	0	0	2
Long Distance	**704**	**134**	**58**	**59**	**765**	**1,720**
Auto Train	15	2	0	0	42	59
California Zephyr	100	21	6	5	42	174
Capitol Limited	105	9	1	0	27	142
Cardinal	33	1	0	0	33	67
City of New Orleans	85	0	0	6	68	159
Coast Starlight	27	16	4	9	41	97
Crescent	115	8	37	3	197	360
Empire Builder	58	19	2	0	53	132
Lake Shore Ltd	13	14	4	2	28	61
Palmetto	18	0	0	0	15	33
Silver Meteor	26	9	0	1	39	75
Silver Star	10	11	0	10	46	77
Southwest Chief	28	10	2	10	49	99
Sunset Limited	18	3	1	3	19	44
Texas Eagle	53	11	1	10	66	141

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 2012					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	**1,294**	**289**	**2,676**	**2,630**	**3,143**	**10,032**
Amtrak Premium	**47**	**13**	**52**	**59**	**78**	**249**
Acela Express	47	13	52	59	78	249
Amtrak Corridor	**289**	**62**	**148**	**317**	**293**	**1,109**
Keystone	7	6	6	24	16	59
Northeast Regional	282	56	142	293	277	1,050
Short Distance	**306**	**101**	**332**	**618**	**601**	**1,958**
Capitols	9	7	2	23	71	112
Carolinian	50	4	51	77	67	249
Cascades	19	5	25	32	29	110
Downeaster	0	4	10	2	4	20
Empire Corridor	25	14	65	36	33	173
Adirondack	2	6	27	8	3	46
Empire Service	16	6	17	19	17	75
Ethan Allen Express	1	1	4	5	7	18
Maple Leaf	6	1	17	4	6	34
Heartland Flyer	0	0	4	7	1	12
Hiawatha	29	5	6	20	9	69
Hoosier State	2	0	3	0	2	7
Illinois	36	12	33	88	59	228
Carl Sandburg / Illinois Zephyr	2	4	0	12	9	27
Illini / Saluki	5	5	11	18	9	48
Lincoln Service	29	3	22	58	41	153
Michigan	59	4	35	86	78	262
Blue Water	3	0	1	23	8	35
Pere Marquette	17	2	5	3	17	44
Wolverine	39	2	29	60	53	183
Kansas City - St. Louis	9	7	13	3	25	57
Pacific Surfliner	28	21	26	118	103	296
Pennsylvanian	7	4	14	9	24	58
Piedmont	0	1	11	48	25	85
San Joaquins	23	11	18	63	61	176
Vermonter	10	2	16	6	10	44
Long Distance	**652**	**113**	**2,144**	**1,636**	**2,171**	**6,716**
Auto Train	2	11	65	10	45	133
California Zephyr	36	6	236	125	103	506
Capitol Limited	15	2	74	54	169	314
Cardinal	33	8	44	41	34	160
City of New Orleans	36	25	120	121	107	409
Coast Starlight	46	7	214	121	144	532
Crescent	157	5	107	214	392	875
Empire Builder	57	10	220	168	201	656
Lake Shore Ltd	43	5	101	71	85	305
Palmetto	41	1	73	20	38	173
Silver Meteor	38	4	198	74	169	483
Silver Star	41	5	150	88	130	414
Southwest Chief	44	6	264	234	223	771
Sunset Limited	18	6	149	53	60	286
Texas Eagle	45	12	129	242	271	699

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 2012					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	**1,061**	**2,239**	**489**	**2,641**	**2,269**	**8,699**
Amtrak Premium	**14**	**14**	**3**	**78**	**6**	**115**
Acela Express	14	14	3	78	6	115
Amtrak Corridor	**48**	**230**	**29**	**285**	**201**	**793**
Keystone	0	23	1	16	5	45
Northeast Regional	48	207	28	269	196	748
Short Distance	**88**	**499**	**47**	**402**	**329**	**1,365**
Capitols	0	0	0	3	1	4
Carolinian	8	125	1	54	112	300
Cascades	8	5	16	42	13	84
Downeaster	0	1	0	8	0	9
Empire Corridor	11	95	2	43	65	216
Adirondack	0	46	1	14	46	107
Empire Service	8	31	1	19	9	68
Ethan Allen Express	3	6	0	4	0	13
Maple Leaf	0	12	0	6	10	28
Heartland Flyer	0	2	1	1	0	4
Hiawatha	0	4	1	8	0	13
Hoosier State	0	3	0	6	0	9
Illinois	4	54	5	42	19	124
Carl Sandburg / Illinois Zephyr	0	0	0	2	0	2
Illini / Saluki	1	13	0	10	4	28
Lincoln Service	3	41	5	30	15	94
Michigan	6	61	3	56	32	158
Blue Water	1	3	0	15	14	33
Pere Marquette	0	3	0	9	0	12
Wolverine	5	55	3	32	18	113
Kansas City - St. Louis	2	22	3	21	6	54
Pacific Surfliner	39	21	12	66	40	178
Pennsylvanian	4	8	0	12	17	41
Piedmont	0	5	0	3	0	8
San Joaquins	2	27	2	23	19	73
Vermonter	4	66	1	14	5	90
Long Distance	**911**	**1,496**	**410**	**1,876**	**1,733**	**6,426**
Auto Train	58	30	3	128	72	291
California Zephyr	102	83	47	134	189	555
Capitol Limited	43	25	23	68	18	177
Cardinal	5	38	15	39	63	160
City of New Orleans	60	57	32	91	23	263
Coast Starlight	116	90	15	226	136	583
Crescent	32	274	14	154	191	665
Empire Builder	102	113	61	204	135	615
Lake Shore Ltd	38	110	10	83	83	324
Palmetto	11	76	10	64	81	242
Silver Meteor	42	104	36	126	137	445
Silver Star	77	161	39	159	190	626
Southwest Chief	91	69	56	124	154	494
Sunset Limited	28	100	5	102	83	318
Texas Eagle	106	166	44	174	178	668

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

TABLE 16:
STATION-RELATED COMPLAINTS

Number of Complaints Received

3rd Quarter FY 2012

Amtrak System		**2557**

Division

Central		502
Mid-Atlantic		483
Northeast		602
Pacific		225
Pacific Northwest		118
Southern		293
Southwest		334

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

TABLE 17:
PUBLIC BENEFITS

	FY 2010
Connectivity	**19.8%**
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	**4.8%**
- Percent of passengers, system-wide, traveling to or from underserved communities	

TABLE 18:
ROUTE DESCRIPTIONS

Service	Routing
Acela Express	
Acela Express	Between Boston, New York (Penn Station) and Washington
Other NEC Corridor Routes	
Keystone	Between Harrisburg, Philadelphia and New York (Penn Station)
Northeast Regional	
Richmond / Newport News	Between Newport News, Richmond , New York (Penn Station) and Boston
Lynchburg	Between Lynchburg and Boston
All Other Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station) and Washington
New Haven - Springfield[1]	Between New Haven and Springfield
Non-NEC Corridor Routes	
Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station) and San Jose
Carolinian	Between Charlotte and New York (Penn Station)
Cascades	Between Eugene, Portland, Seattle and Vancouver
Downeaster	Between Boston (North Station) and Portland
Empire Corridor	
Adirondack	Between New York (Penn Station) and Montreal
Empire Service[1]	Between New York (Penn Station) to Albany and Niagara Falls
Ethan Allen Express	Between New York (Penn Station) and Rutland
Maple Leaf	Between New York (Penn Station) and Toronto
New York - Albany[2]	Between New York (Penn Station) and Albany
New York - Niagara Falls[2]	Between New York (Penn Station) and Niagara Falls
Heartland Flyer	Between Fort Worth and Oklahoma City
Hiawatha	Between Chicago and Milwaukee
Hoosier State	Between Chicago and Indianapolis
Illinois	
Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy
Illini / Saluki	Between Chicago and Carbondale
Lincoln Service	Between Chicago and St. Louis
Michigan	
Blue Water	Between Chicago and Port Huron
Pere Marquette	Between Chicago and Grand Rapids
Wolverine	Between Chicago and Pontiac
Kansas City - St. Louis	Between Kansas City and St. Louis
Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles and San Diego
Pennsylvanian	Between New York (Penn Station) and Pittsburgh
Piedmont	Between Charlotte and Raleigh
San Joaquin	Between Bakersfield, Oakland (Jack London Square Station) and Sacramento
Vermonter	Between St. Albans and Washington
Long-Distance Routes	
Auto Train	Between Lorton and Sanford
California Zephyr	Between Chicago and Emeryville
Capitol Limited	Between Chicago and Washington
Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
City of New Orleans	Between New York (Penn Station) and New Orleans
Coast Starlight	Between Los Angeles and Seattle
Crescent	Between New York (Penn Station) and New Orleans
Empire Builder	Between Chicago, Portland and Seattle
Lake Shore Ltd	Between Chicago, New York (Penn Station) and Boston via Cleveland and Buffalo
Palmetto	Between New York (Penn Station) and Savannah
Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC
Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
Southwest Chief	Between Chicago and Los Angeles
Sunset Limited	Between Los Angeles and New Orleans
Texas Eagle	Between Chicago and San Antonio

[1] Applicable only to financial tables; data is included in "All Other Northeast Regional" in All Other Northeast Regional tables.
[2] Not-applicable to financial tables; data included in "Empire Service" in financial tables

TABLE 19:
AMTRAK DELAY CODE DEFINITIONS

Host Railroad - Responsible Delays		
Code	**Code Description**	**Explanation**
CTI	Commuter Train Interfere	Delays for meeting or following commuter trains
CTP	Commuter Train Problems	Delays directly caused by abnormal occurrences to commuter trains
DBB	B&B work due to defect	Delays caused by bridge or building maintenance
DBS	Debris	Debris strikes
DCS	Signal Delays	Signal failure or other signal delays, wayside defect-detector false-alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
DCT	Defective Concrete Ties	Delays caused by the replacement of concrete ties
DDA	Defect Detector Actuation	Delays caused by train inspection following a defect detector actuation
DET	ET work due to defect	Catenary or other electrical maintenance
DMW	Maintenance of Way	Maintenance of Way delays including holds for track repairs or MW foreman to clear
DSR	Slow Order Delays	Temporary slow orders, except heat or cold orders
DTR	Detour	Delays from detours
FTI	Freight Train Interference	Delays from freight trains
PBB	Planned B&B work	Scheduled bridge and building maintenance
PET	Planned ET work	Scheduled catenary or other electrical work
PSC	Planned C&S work	Scheduled communications and signal work
PSR	Planned speed restrictions	Scheduled speed restrictions
PTI	Passenger Train Interfere	Delays for meeting or following other passenger trains
RTE	Routing	Routing-dispatching delays including diversions, late track bulletins, etc.
SMW	Scheduled M/W work	Scheduled maintenance way work

Amtrak - Responsible Delays		
Code	**Code Description**	**Explanation**
ADA	Passenger Related	All delays related to disabled passengers, wheel chair lifts, guide dogs, etc.
CAR	Car Failure	Mechanical failure on all types of cars
CCR	Cab Car Failure	Mechanical failure on Cab Cars
CON	Hold for Connection	Holding for connections from other trains or buses
CTC	CETC System failure	Failure of the CETC train control system
ENG	Locomotive Failure	Mechanical failure on engines.
HLD	Passenger Related	All delays related to passengers, checked-baggage, large groups, etc.
INJ	Injury Delay	Delay due to injured passengers or employees.
ITI	Initial Terminal Delay	Delay at initial terminal due to late arriving inbound trains causing late release of equipment.
MTI	Disabled train ahead	Disabled train ahead due to mechanical failure
OTH	Miscelaneous Delays	Lost-on-run, heavy trains, unable to make normal speed, etc.
SVS	Servicing (SVS)	All switching and servicing delays
SYS	Crew & System	Delays related to crews including lateness, lone-engineer delays

Third-Party Delays		
Code	**Code Description**	**Explanation**
BSP	Bridge Strike	Delay due to train striking an overhead bridge
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	Movable bridge openings for marine traffic where no bridge failure is involved
NOD	Unused Recovery Time	Waiting for scheduled departure time at a station
POL	Police-Related	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	Trespasser incidents including road crossing accidents, trespasser / animal strikes, vehicle stuck on track ahead, bridge strikes
UTL	Utility company failure	Failure due to utility company issue
WTR	Weather-Related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders

TABLE 20:
HOST RAILROAD CODE DEFINITIONS

Host Railroad Codes	
Code	**Company**
Amtrak	Amtrak
BBRR	Buckingham Branch Railroad
BNSF	Burlington Northern Santa Fe
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CSX	CSX Corporation
Fla DOT	Florida Department of Transportation
MBTA	Massachusetts Bay Transportation Authority
Metra	Metra
MNRR	Metro-North Railroad
NECR	New England Central Railroad
NMDOT	New Mexico Department of Transportation
NS	Norfolk Southern
PanAm	Pan Am Railways
SCRRA	Southern California Regional Rail Authority
SDNRR	San Diego Northern Railway Inc.
UP	Union Pacific
VTR	Vermont Railway System

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 3rd Quarter FY 2012	Test #3 All-Stations OTP[b] 3rd Quarter FY 2012
Acela Express				
Standard		***≥ 0***	***90%***	***90%***
Acela Express	2100	0.2	**89.1%**	**89.4%**
	2103	0.4	92.2%	94.4%
	2104	1.1	95.3%	**86.3%**
	2107	**-0.9**	95.3%	94.8%
	2109	0.1	95.3%	93.8%
	2110	1.2	96.8%	96.9%
	2117	**-0.1**	95.2%	91.5%
	2119	1.1	92.2%	93.1%
	2121	**-1.0**	**89.1%**	92.7%
	2122	0.3	92.2%	**86.3%**
	2124	**-1.1**	**87.5%**	**76.4%**
	2126	**-1.6**	**85.9%**	**76.1%**
	2150	1.1	90.6%	**80.3%**
	2151	**-0.1**	96.9%	**87.2%**
	2153	**-1.4**	96.9%	95.1%
	2154	0.9	90.6%	**83.0%**
	2155	0.7	93.8%	**83.6%**
	2158	1.3	**85.9%**	**75.0%**
	2159	0.5	**85.9%**	**74.1%**
	2160	1.1	90.6%	**82.4%**
	2163	**-0.3**	**82.8%**	**81.5%**
	2164	**-1.0**	90.6%	**89.2%**
	2165	0.8	**84.4%**	**77.1%**
	2166	**-0.5**	**85.9%**	**81.3%**
	2167	0.7	90.6%	**86.5%**
	2168	0.4	92.2%	**89.0%**
	2170	**-0.9**	**70.3%**	**76.1%**
	2171	**-1.7**	**70.3%**	**69.0%**
	2172	**-0.1**	**81.3%**	**71.0%**
	2173	**-1.2**	**87.5%**	**80.4%**
	2190	0.4	**79.7%**	**73.4%**
	2193	0.4	**82.8%**	**69.2%**
	2203	0.7	92.9%	100.0%
	2205	**-0.5**	92.3%	100.0%
	2207	**-2.8**	92.9%	93.9%
	2208	1.1	92.3%	**89.8%**
	2211	**-0.6**	92.3%	94.8%
	2212	**-1.6**	**88.9%**	**87.0%**
	2213	**-1.1**	**84.6%**	**89.2%**
	2216	**-1.5**	**78.6%**	**83.5%**
	2220	**-1.1**	**78.6%**	**81.6%**
	2221	0.7	91.7%	96.4%
	2222	0.0	92.3%	**86.5%**
	2225	0.6	**84.6%**	**86.2%**
	2228	**-0.6**	**84.6%**	**78.9%**
	2250	1.7	**81.5%**	**75.5%**
	2251	**-1.4**	**78.6%**	**87.8%**
	2252	1.1	**76.9%**	**78.8%**
	2253	0.3	**85.2%**	**82.8%**
	2254	1.2	92.3%	**87.2%**
	2255	0.5	**84.6%**	**83.4%**
	2256	0.3	**84.6%**	**81.1%**
	2257	0.6	**84.6%**	**89.9%**
	2258	0.1	92.3%	**80.3%**
	2259	0.7	92.3%	**83.9%**
	2290	**-1.0**	100.0%	**82.2%**
	2297	**-2.7**	**76.9%**	**70.8%**

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 3rd Quarter FY 2012	Test #3 All-Stations OTP[b] 3rd Quarter FY 2012
Other NEC Corridor Routes				
Standard		***≥ 0***	***85.0%***	***85.0%***
Northeast Regional				
Richmond / Newport News[c]	66	1.5	87.9%	**68.7%**
	67	**-0.4**	92.3%	92.8%
	82	0.5	85.7%	**70.9%**
	83	2.1	**38.5%**	**62.8%**
	84	**-1.7**	92.2%	93.5%
	85	0.4	**57.8%**	**82.1%**
	86	1.8	93.8%	**80.3%**
	87	3.5	**77.8%**	**80.2%**
	88	0.6	85.2%	**84.8%**
	93	1.4	**80.4%**	**85.7%**
	94	1.1	**81.3%**	**62.4%**
	95	1.7	**59.4%**	**77.5%**
	99	0.6	**70.4%**	**72.3%**
	125	Not Available	**79.7%**	90.3%
	157	Not Available	**61.5%**	**88.1%**
	164	Not Available	85.2%	**86.0%**
	174	Not Available	85.9%	90.4%
	194	**-0.7**	85.2%	**71.2%**
	195	1.7	**70.4%**	**86.4%**
Lynchburg[d]	145	**-1.7**	**84.6%**	**89.3%**
	147	**-1.4**	**78.6%**	**84.6%**
	156	**-13.9**	**81.5%**	**87.3%**
	171	**-6.7**	**82.8%**	**85.2%**
	176	**-5.8**	**81.3%**	**80.9%**
All Other Northeast Regional	110	**-0.6**	**79.7%**	92.3%
	111	1.4	93.8%	97.8%
	123	Not Available	92.3%	99.1%
	126	Not Available	**69.2%**	**79.1%**
	127	**-2.0**	**82.5%**	93.2%
	129	**-1.3**	**79.7%**	91.6%
	130	**-0.3**	93.8%	94.7%
	131	**-0.9**	85.2%	96.2%
	132	Not Available	100.0%	**88.0%**
	133	**-2.4**	**53.8%**	**81.0%**
	134	0.9	92.3%	94.4%
	135	0.9	**77.8%**	**84.5%**
	136	2.4	**84.6%**	**84.2%**
	137	**-0.3**	93.8%	94.9%
	138	0.2	89.1%	93.9%
	139	Not Available	100.0%	92.1%
	140	1.5	**70.4%**	**85.1%**
	141	2.6	92.2%	91.4%
	143	1.4	92.6%	96.5%
	146	3.1	**78.6%**	**83.3%**
	148	1.5	**82.8%**	**84.1%**
	150	0.4	96.3%	97.6%
	151	0.7	95.3%	98.7%
	152	0.5	**81.5%**	**86.9%**
	153	**-1.4**	92.6%	99.6%
	154	**-0.8**	**69.2%**	**83.9%**
	155	0.2	88.9%	97.3%
	158	**-0.1**	**74.1%**	**85.7%**
	159	2.9	**74.1%**	**88.1%**
	160	**-0.3**	96.3%	94.9%
	161	1.3	88.9%	90.0%
	162	1.2	100.0%	95.1%
	163	**-0.6**	**81.5%**	**88.8%**
	165	**-1.0**	92.6%	**89.4%**
	166	**-2.5**	**69.2%**	**80.2%**
	167	0.4	**78.6%**	93.5%
	168	**-0.2**	85.7%	**83.1%**
	169	0.2	**77.8%**	**88.0%**
	170	**-0.7**	89.1%	90.4%
	172	0.5	87.5%	**85.2%**
	173	2.4	87.5%	90.5%

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 3rd Quarter FY 2012	Test #3 All-Stations OTP[b] 3rd Quarter FY 2012
	175	-0.1	85.9%	88.2%
	177	0.2	81.3%	86.9%
	178	-6.9	82.8%	88.8%
	179	0.3	70.3%	87.5%
	180	0.1	85.9%	94.1%
	181	-0.2	90.6%	96.5%
	182	-1.7	74.1%	85.8%
	183	-0.6	81.3%	95.1%
	184	-1.9	82.8%	86.1%
	185	-0.5	90.6%	96.6%
	186	0.1	89.1%	93.8%
	187	-1.9	87.5%	98.5%
	188	2.7	90.6%	93.7%
	190	-0.1	92.2%	96.7%
	192	0.5	71.4%	77.9%
	193	1.2	84.4%	90.8%
	196	1.4	90.2%	94.1%
	198	-14.6	74.7%	88.8%
	401	7.6	96.3%	96.6%
	405	7.5	100.0%	100.0%
	432	Not Available	92.3%	97.1%
	450	5.5	81.5%	89.0%
	460	5.0	96.3%	95.6%
	463	5.5	96.3%	100.0%
	464	3.7	63.0%	73.9%
	465	Not Available	84.6%	95.2%
	467	5.8	92.9%	97.4%
	470	4.6	92.2%	94.8%
	475	6.6	96.9%	97.6%
	476	3.5	79.7%	80.2%
	479	7.9	81.3%	86.1%
	488	7.7	81.5%	89.9%
	490	6.9	95.3%	97.0%
	493	8.4	93.8%	98.8%
	494	8.5	76.6%	75.4%
	495	5.6	98.4%	99.4%
	497	10.0	92.3%	98.1%
Keystone	600	0.7	98.4%	100.0%
	601	0.6	93.8%	97.2%
	605	1.2	95.3%	98.3%
	607	0.2	95.3%	97.5%
	609	1.9	100.0%	100.0%
	610	1.9	100.0%	98.8%
	611	-0.4	100.0%	100.0%
	612	1.9	100.0%	100.0%
	615	0.0	100.0%	100.0%
	618	-3.6	96.1%	97.8%
	619	0.3	95.3%	99.2%
	620	0.7	96.9%	97.8%
	622	0.8	98.4%	99.2%
	637	-2.0	92.3%	98.5%
	639	-0.4	87.5%	91.6%
	640	0.8	79.7%	94.2%
	641	0.8	90.6%	97.3%
	642	1.5	96.9%	98.8%
	643	1.2	90.6%	94.6%
	644	0.3	93.8%	99.7%
	645	0.7	95.3%	96.6%
	646	1.6	93.8%	97.3%
	647	0.5	95.3%	97.6%
	648	0.1	96.9%	97.9%
	649	-0.7	92.2%	95.0%
	650	0.5	95.3%	98.4%
	651	0.6	92.2%	97.4%
	652	0.5	87.5%	99.0%
	653	2.0	84.4%	91.1%
	654	0.6	96.9%	99.1%
	655	1.8	92.2%	95.6%
	656	0.2	98.4%	99.0%

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 3rd Quarter FY 2012	Test #3 All-Stations OTP[b] 3rd Quarter FY 2012
	658	1.1	**84.6%**	94.1%
	660	1.6	85.2%	99.1%
	661	0.3	92.6%	97.7%
	662	1.2	100.0%	100.0%
	663	**-3.0**	88.9%	96.0%
	664	0.5	92.6%	96.6%
	665	1.6	100.0%	99.3%
	666	0.0	100.0%	99.7%
	667	**-1.8**	85.2%	90.3%
	668	**-2.1**	Not Available	Not Available
	669	**-3.0**	96.3%	96.1%
	670	**-0.9**	85.2%	94.8%
	671	**-4.9**	92.6%	95.7%
	672	**-0.2**	100.0%	99.3%
Non-NEC Corridor Routes				
Standard		***≥ 0***	***80.0%***	***80.0%***
Capitol Corridor	518	3.8	93.8%	98.6%
	520	1.8	92.2%	93.7%
	521	1.7	89.1%	95.3%
	522	2.8	98.4%	98.2%
	523	2.1	95.3%	98.1%
	524	3.9	95.3%	95.2%
	525	2.8	96.9%	97.9%
	526	2.2	87.5%	92.7%
	527	2.2	93.8%	96.4%
	528	4.1	89.1%	94.8%
	529	1.7	90.6%	97.3%
	530	4.2	89.1%	95.1%
	531	2.9	93.7%	95.9%
	532	3.8	90.6%	95.4%
	533	1.8	90.6%	96.4%
	534	1.7	93.8%	99.2%
	535	2.3	85.9%	86.5%
	536	0.7	93.8%	97.7%
	537	3.0	90.6%	93.8%
	538	1.6	92.2%	90.5%
	540	2.5	96.9%	99.2%
	541	2.7	98.4%	97.8%
	542	2.5	95.3%	95.9%
	543	2.8	93.8%	94.0%
	544	3.1	95.3%	97.3%
	545	1.7	96.9%	95.7%
	546	3.7	96.9%	95.7%
	547	2.3	95.3%	94.6%
	548	**-1.7**	95.3%	96.6%
	549	1.2	98.4%	97.8%
	551	1.1	95.3%	96.3%
	553	1.5	96.9%	96.7%
	720	2.2	96.3%	96.7%
	723	1.0	100.0%	100.0%
	724	2.5	92.6%	92.0%
	727	1.8	96.3%	98.3%
	728	2.1	96.3%	95.8%
	729	1.0	100.0%	97.2%
	732	1.9	96.3%	95.3%
	733	2.3	85.2%	88.2%
	734	2.1	100.0%	99.4%
	736	2.3	92.6%	93.8%
	737	3.0	96.3%	97.1%
	738	3.1	100.0%	99.1%
	741	1.2	85.2%	86.8%
	742	2.0	88.9%	93.2%
	743	0.9	88.9%	91.4%
	744	1.2	85.2%	88.9%
	745	1.9	96.3%	95.7%
	746	1.3	81.5%	90.2%
	747	2.3	**77.8%**	89.1%
	748	2.1	85.2%	87.8%
	749	0.9	92.6%	93.4%

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 3rd Quarter FY 2012	Test #3 All-Stations OTP[b] 3rd Quarter FY 2012
	751	2.3	96.3%	97.6%
Carolinian	79	1.0	**54.9%**	**57.5%**
	80	1.4	84.6%	**73.2%**
Cascades	500	2.0	92.3%	88.5%
	501	1.2	82.4%	88.6%
	504	3.4	89.5%	90.7%
	506	2.0	**63.7%**	**71.7%**
	507	2.8	86.8%	80.4%
	508	4.0	83.3%	85.7%
	509	2.6	91.2%	88.2%
	510	0.5	**57.1%**	86.9%
	513	**-3.1**	**49.5%**	**63.3%**
	516	**-2.5**	**61.5%**	81.3%
	517	0.0	**75.3%**	80.9%
Downeaster	680	0.9	95.3%	98.4%
	681	0.0	92.2%	96.3%
	682	0.3	98.4%	98.7%
	683	0.4	89.1%	95.1%
	684	0.3	90.6%	95.4%
	685	1.0	87.5%	93.5%
	686	**-0.8**	**76.6%**	92.4%
	687	**-0.5**	84.4%	88.9%
	688	0.5	90.6%	94.4%
	689	0.0	96.9%	99.0%
	690	0.3	92.6%	99.2%
	691	3.5	92.6%	98.5%
	692	1.1	96.3%	99.6%
	693	0.7	88.9%	97.0%
	694	**-0.3**	**74.1%**	94.9%
	695	**-0.1**	88.9%	92.1%
	696	1.0	88.9%	98.5%
	697	1.2	85.2%	95.0%
	698	0.5	88.9%	94.1%
	699	**-0.7**	92.6%	96.5%

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ON-TIME PERFORMANCE (OTP) BY TRAIN

Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 3rd Quarter FY 2012	Test #3 All-Stations OTP[b] 3rd Quarter FY 2012
Empire Corridor				
Adirondack	68	0.5	82.4%	**53.5%**
	69	1.3	**76.9%**	**66.3%**
Maple Leaf	63	1.5	**74.7%**	**74.3%**
	64	**-0.4**	**47.3%**	**53.1%**
New York - Albany[e]	230	2.9	100.0%	99.4%
	232	0.4	96.9%	99.4%
	233	3.2	82.4%	91.5%
	234	2.1	90.6%	97.3%
	235	2.8	82.8%	96.2%
	236	2.3	95.6%	96.9%
	237	3.8	85.9%	94.9%
	238	3.4	**79.1%**	87.3%
	239	0.9	80.4%	95.1%
	241	2.1	86.8%	95.4%
	242	4.4	89.1%	93.3%
	243	2.4	97.8%	98.6%
	244	2.4	87.9%	92.1%
	245	2.3	92.2%	92.5%
	250	2.9	100.0%	100.0%
	252	1.0	92.9%	95.9%
	253	2.9	92.6%	99.5%
	254	3.9	92.3%	98.7%
	255	2.2	100.0%	98.9%
	261	1.8	95.0%	96.2%
New York - Niagara Falls	280	0.6	84.6%	83.4%
	281	1.3	**75.8%**	**72.3%**
	283	2.1	89.0%	**73.2%**
	284	**-0.6**	90.9%	81.3%
	288	0.7	**53.8%**	**51.8%**
Ethan Allen Express	290	1.8	**76.6%**	89.3%
	291	2.0	**69.2%**	89.7%
	293	2.4	**15.4%**	**59.4%**
	296	1.2	**76.9%**	86.5%
Heartland Flyer	821	1.5	**60.4%**	86.0%
	822	1.4	**64.8%**	**68.4%**
Hiawatha	329	0.2	96.2%	96.7%
	330	**-0.2**	100.0%	100.0%
	331	1.0	98.9%	100.0%
	332	**-0.4**	93.4%	96.9%
	333	0.3	93.4%	97.1%
	334	1.1	86.8%	94.5%
	335	0.9	91.2%	96.0%
	336	1.9	94.5%	97.1%
	337	1.3	90.1%	95.4%
	338	0.2	91.2%	96.9%
	339	0.2	89.0%	94.9%
	340	**-1.2**	90.1%	96.0%
	341	**-0.2**	85.6%	92.4%
	342	**-0.7**	86.7%	93.6%
Hoosier State	850	1.2	**69.2%**	**76.6%**
	851	4.0	**75.0%**	81.4%
Illinois				
Carl Sandburg / Illinois Zephyr	380	0.8	97.8%	91.1%
	381	**-0.6**	92.2%	96.9%
	382	1.2	100.0%	96.7%
	383	1.1	94.4%	93.6%

APPENDIX A:
ON-TIME PERFORMANCE (OTP) BY TRAIN

Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 3rd Quarter FY 2012	Test #3 All-Stations OTP[b] 3rd Quarter FY 2012
Illini / Saluki	390	3.3	**75.8%**	**67.0%**
	391	3.3	80.2%	**44.5%**
	392	2.7	**64.8%**	**59.9%**
	393	1.4	81.3%	**54.9%**
Lincoln Service	300	2.6	86.7%	83.5%
	301	3.7	**66.3%**	82.9%
	302	2.9	**55.4%**	**71.8%**
	303	1.5	**61.4%**	**67.0%**
	304	2.7	**73.5%**	**64.3%**
	305	3.1	**69.9%**	**73.2%**
	306	3.4	**79.5%**	**70.1%**
	307	3.5	**71.1%**	**73.2%**
Michigan				
Blue Water	364	2.3	89.0%	86.2%
	365	3.7	**73.6%**	86.4%
Pere Marquette	370	1.8	**53.8%**	**72.3%**
	371	3.6	**44.0%**	**78.9%**
Wolverine	350	**-0.2**	**48.4%**	**67.8%**
	351	0.1	**48.3%**	**78.1%**
	352	**-0.2**	**19.3%**	**29.0%**
	353	1.2	**47.1%**	**65.9%**
	354	**-1.3**	**51.6%**	**55.6%**
	355	0.8	**52.7%**	**61.2%**
Kansas City - St. Louis	311	5.5	90.1%	89.9%
	313	7.0	89.0%	85.5%
	314	8.4	89.0%	89.0%
	316	10.2	87.9%	89.2%
Pacific Surfliner	562	1.3	91.2%	96.7%
	564	**-0.6**	90.1%	95.3%
	565	2.3	**74.1%**	95.5%
	566	0.7	89.0%	93.4%
	567	**-0.4**	**78.0%**	93.6%
	571	**-0.5**	Not Available	Not Available
	572	**-1.0**	**75.8%**	93.0%
	573	0.3	81.3%	93.0%
	577	**-0.6**	Not Available	Not Available
	578	**-0.9**	Not Available	Not Available
	579	1.1	87.8%	97.3%
	580	1.3	90.0%	96.9%
	582	0.5	84.6%	91.8%
	583	**-2.0**	**70.3%**	94.6%
	587	**-0.8**	Not Available	Not Available
	589	**-1.7**	Not Available	Not Available
	590	1.5	Not Available	Not Available
	591	0.7	83.5%	88.8%
	592	**-1.2**	Not Available	Not Available
	595	**-2.1**	**45.1%**	84.5%
	597	**-0.5**	**75.0%**	91.2%
	763	**-0.2**	84.6%	90.8%
	768	0.1	**74.7%**	93.7%
	769	**-0.2**	**78.0%**	89.0%
	774	0.5	92.3%	92.8%
	775	0.2	Not Available	Not Available
	784	**-0.5**	89.0%	93.7%
	785	**-0.4**	82.4%	84.7%
	792	3.9	Not Available	Not Available
	796	0.1	**57.3%**	82.4%
	798	**-1.0**	Not Available	Not Available
	799	0.7	Not Available	Not Available
Pennsylvanian	42	0.5	95.6%	91.4%
	43	0.4	92.3%	80.4%

APPENDIX A:
ON-TIME PERFORMANCE (OTP) BY TRAIN

Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 3rd Quarter FY 2012	Test #3 All-Stations OTP[b] 3rd Quarter FY 2012
Piedmont	73	1.4	82.4%	91.3%
	76	Not Available	**64.8%**	89.0%
San Joaquin	701	1.4	94.5%	92.6%
	702	0.1	94.5%	90.3%
	703	2.0	89.0%	87.5%
	704	1.4	95.6%	92.2%
	711	0.4	87.9%	89.9%
	712	0.3	84.6%	83.8%
	713	0.5	**73.6%**	**78.6%**
	714	0.4	82.4%	83.5%
	715	1.3	82.4%	86.0%
	716	1.6	95.6%	92.4%
	717	1.3	89.0%	90.5%
	718	1.2	93.4%	91.8%
Vermonter	54	1.9	**74.1%**	**64.8%**
	55	1.7	90.6%	**73.5%**
	56	2.2	**67.2%**	**63.1%**
	57	2.0	88.9%	**72.0%**

Long Distance Routes

Standard		***≥ 0***	***80.0%***	***80.0%***
Auto Train	52	1.1	81.3%	84.0%
	53	0.0	**75.8%**	81.9%
California Zephyr	5	2.0	**75.3%**	**42.7%**
	6	1.9	**34.1%**	**44.5%**
Cardinal	50	0.5	**7.7%**	**26.2%**
	51	1.4	**43.6%**	**35.7%**
Capitol Limited	29	1.5	**73.6%**	**72.3%**
	30	2.0	86.8%	**38.3%**
City of New Orleans	58	1.3	87.9%	**65.3%**
	59	1.4	95.6%	**65.5%**
Coast Starlight	11	0.7	**79.1%**	**76.1%**
	14	1.7	80.2%	**47.5%**
Crescent	19	0.5	**76.9%**	**66.4%**
	20	0.5	86.8%	80.1%
Empire Builder	27	**-0.2**	84.4%	**46.4%**
	28	**-0.6**	87.6%	**44.0%**
	7	**-0.1**	86.8%	**47.4%**
	8	**-0.7**	**17.6%**	**43.8%**
Lake Shore Ltd	448	9.6	**74.7%**	**47.5%**
	449	6.6	83.5%	**52.9%**
	48	1.5	**67.0%**	**54.1%**
	49	**-0.2**	**52.7%**	**48.8%**
Palmetto	89	1.1	**62.6%**	**53.9%**
	90	0.1	**79.1%**	80.9%
Silver Meteor	97	**-0.3**	**71.4%**	**60.5%**
	98	0.8	**58.2%**	**49.7%**
Silver Star	91	0.5	**61.5%**	**59.9%**
	92	1.2	**70.3%**	**62.7%**
Southwest Chief	3	**-0.2**	**75.8%**	**56.0%**
	4	**-0.5**	**63.7%**	**33.8%**
Sunset Limited	1	3.2	**71.8%**	**46.8%**
	2	2.0	**53.8%**	**41.5%**
Texas Eagle	21	2.2	**65.9%**	**42.0%**
	22	2.4	**41.8%**	**42.9%**

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

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

[c] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[d] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[e] *Includes only trains that operate solely between New York and Albany.*

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Acela Express									
Acela Express	2150	MNRR		765	CTI	513	DSR	195	0
	2151	MNRR		**957**	CTI	670	DCS	193	0
	2153	MNRR		845	DCS	483	DSR	126	0
	2154	MNRR		363	DSR	215	CTI	70	0
	2155	MNRR		354	CTI	145	DSR	103	0
	2158	MNRR		181	DCS	112	CTI	64	0
	2159	MNRR		**1004**	CTI	645	DSR	318	0
	2160	MNRR		299	DSR	131	CTI	112	0
	2163	MNRR		**924**	DSR	639	RTE	117	0
	2164	MNRR		173	DMW	95	DSR	39	0
	2165	MNRR		826	DSR	427	CTI	326	0
	2166	MNRR		419	CTI	285	DMW	59	0
	2167	MNRR		458	DSR	262	CTI	195	0
	2168	MNRR		273	CTI	162	DSR	64	0
	2170	MNRR		**1242**	CTI	879	RTE	279	0
	2171	MNRR		**1448**	DSR	787	CTI	402	0
	2172	MNRR		**935**	CTI	533	DSR	240	0
	2173	MNRR		898	DSR	377	CTI	357	0
	2190	MNRR		**1175**	DSR	678	CTI	220	0
	2193	MNRR		771	DSR	349	CTI	261	0
	2250	MNRR		40	CTI	33	DMW	7	0
	2251	MNRR		255	DSR	255	-	-	0
	2252	MNRR		96	DSR	69	CTI	27	0
	2253	MNRR		423	DSR	304	CTI	66	0
	2254	MNRR		119	CTI	119	-	-	0
	2255	MNRR		247	DSR	151	CTI	55	0
	2256	MNRR		0	-	-	-	-	0
	2257	MNRR		865	DSR	536	CTI	179	0
	2258	MNRR		41	CTI	41	-	-	0
	2259	MNRR		879	DSR	522	CTI	206	0
	2290	MNRR		128	DSR	115	PTI	13	0
	2297	MNRR		646	DSR	536	CTI	69	0
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News[d]	194	CSX		**1665**	DSR	705	FTI	357	91
		MNRR		331	DSR	291	CTI	40	0
	195	CSX		**1216**	FTI	495	DCS	341	261
		MNRR		780	DSR	384	CTI	284	0
	66	CSX		**1724**	DSR	705	PTI	366	122
		MNRR		281	DSR	131	CTI	65	0
	67	CSX		**1665**	DSR	704	FTI	289	124
		MNRR		341	CTI	206	DSR	63	0
	82	CSX		**1019**	PTI	400	DSR	242	0
		MNRR		740	CTI	497	DSR	217	0
	83	CSX		**1426**	DSR	784	DCS	203	0
		MNRR		879	CTI	385	DCS	330	0
	84	CSX		**1233**	DCS	412	RTE	334	234
	85	CSX		**1384**	CTI	403	DSR	321	234
	86	CSX		**1138**	RTE	389	DSR	340	234
		MNRR		639	DCS	519	DSR	100	0
	87	CSX		512	FTI	125	DSR	108	157
	88	CSX		**1404**	DSR	495	RTE	373	157
		MNRR		265	CTI	112	RTE	106	0
	93	CSX		**1385**	CTI	357	DSR	309	293
		MNRR		**1050**	CTI	606	DSR	396	0
	94	CSX		**1985**	DSR	759	RTE	451	138
		MNRR		**1618**	CTI	851	DBS	346	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	95	CSX		**2652**	DSR	1012	PTI	732	138
		MNRR		871	DSR	561	RTE	218	0
	99	CSX		**1074**	DSR	546	FTI	164	91
		MNRR		**979**	CTI	741	DSR	179	0
	125	CSX		**2613**	CTI	988	DCS	457	234
	157	CSX		906	RTE	341	PTI	327	314
	164	CSX		993	RTE	321	DSR	286	157
		MNRR		311	CTI	212	DSR	99	0
	174	CSX		**1555**	RTE	618	DSR	388	234
		MNRR		335	DSR	162	CTI	117	0
Lynchburg[e]	145	MNRR		**1291**	CTI	975	DSR	316	0
		NS		169	PTI	70	DSR	56	0
	147	MNRR		**1276**	CTI	740	DCS	255	0
		NS		380	FTI	157	DSR	153	0
	156	NS		247	DSR	145	DCS	75	0
	171	MNRR		837	CTI	360	DSR	248	0
		NS		634	DSR	354	DCS	80	0
	176	MNRR		594	RTE	444	DSR	86	0
		NS		572	DSR	324	DCS	134	0
All Other Northeast Regional	132	MNRR		110	OTH	110	-	-	0
	135	MNRR		807	DSR	635	CTI	119	0
	136	MNRR		357	CTI	234	DSR	69	0
	137	MNRR		**1138**	DSR	614	CTI	377	0
	139	MNRR		769	CTI	302	DSR	234	0
	140	MNRR		390	CTI	231	DCS	99	0
	141	MNRR		**1392**	DSR	550	DMW	544	0
	143	MNRR		**1118**	DSR	608	RTE	284	0
	146	MNRR		577	CTI	316	DSR	151	0
	148	MNRR		315	CTI	240	DSR	47	0
	150	MNRR		635	CTI	470	RTE	106	0
	160	MNRR		225	CTI	73	DMW	53	0
	161	MNRR		483	DSR	298	CTI	152	0
	162	MNRR		761	CTI	661	DSR	93	0
	163	MNRR		**1164**	CTI	873	DSR	245	0
	165	MNRR		**1151**	CTI	833	DSR	231	0
	166	MNRR		440	CTI	261	RTE	82	0
	167	MNRR		842	DSR	612	CTI	128	0
	168	MNRR		319	DSR	255	CTI	64	0
	169	MNRR		668	DSR	437	DCS	139	0
	170	MNRR		859	CTI	633	DSR	92	0
	172	MNRR		321	DSR	151	CTI	148	0
	173	MNRR		581	CTI	241	DSR	221	0
	175	MNRR		**1175**	CTI	829	DSR	195	0
	177	MNRR		**1172**	DSR	625	CTI	318	0
	178	MNRR		432	DSR	198	CTI	137	0
	179	MNRR		273	DSR	156	CTI	39	0
	190	MNRR		**982**	CTI	675	DSR	257	0
Non-NEC Corridor Routes									
Capitol Corridor	518	UP		459	RTE	189	FTI	83	0
	520	UP		360	PTI	125	DCS	107	0
	521	UP		318	PTI	127	DCS	60	0
	522	UP		311	PTI	114	RTE	70	0
	523	UP		331	PTI	148	RTE	107	0
	524	UP		580	PTI	237	DCS	134	0
	525	UP		292	DCS	120	PTI	86	0
	526	UP		**1353**	DCS	504	PTI	469	0
	527	UP		671	PTI	370	RTE	161	0
	528	UP		733	PTI	417	RTE	139	0
	529	UP		351	RTE	102	DCS	99	0
	530	UP		855	DCS	385	RTE	206	0
	531	UP		**990**	PTI	477	DCS	255	0
	532	UP		650	RTE	220	PTI	159	0
	533	UP		616	PTI	228	DCS	197	0
	534	UP		732	PTI	239	RTE	203	0
	535	UP		601	DCS	153	DMW	121	0
	536	UP		432	RTE	114	FTI	106	0
	537	UP		706	RTE	168	DMW	167	0
	538	UP		**916**	PTI	249	DCS	238	0
	540	UP		538	DCS	232	PTI	150	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	541	UP		499	PTI	164	RTE	123	0
	542	UP		474	PTI	212	DCS	142	0
	543	UP		428	PTI	179	RTE	64	0
	544	UP		470	RTE	204	DCS	141	0
	545	UP		532	DCS	228	RTE	134	0
	546	UP		632	RTE	196	PTI	175	0
	547	UP		739	PTI	289	DCS	159	0
	548	UP		427	PTI	270	DCS	61	0
	549	UP		150	FTI	55	PTI	46	0
	551	UP		501	PTI	384	DCS	52	0
	553	UP		366	RTE	129	FTI	109	0
	720	UP		580	RTE	243	PTI	243	0
	723	UP		286	PTI	194	DCS	42	0
	724	UP		614	PTI	242	DCS	149	0
	727	UP		505	RTE	227	PTI	132	0
	728	UP		597	PTI	293	DCS	191	0
	729	UP		662	PTI	402	DCS	157	0
	732	UP		708	DCS	318	RTE	216	0
	733	UP		**941**	PTI	329	RTE	197	0
	734	UP		261	RTE	174	DSR	36	0
	736	UP		407	RTE	140	DCS	101	0
	737	UP		788	PTI	389	DCS	189	0
	738	UP		453	PTI	114	RTE	102	0
	741	UP		718	DCS	228	PTI	180	0
	742	UP		624	DCS	196	RTE	150	0
	743	UP		**1181**	PTI	443	DCS	342	0
	744	UP		**911**	DCS	571	FTI	162	0
	745	UP		381	PTI	263	DCS	51	0
	746	UP		392	PTI	167	DCS	158	0
	747	UP		**1147**	PTI	457	DCS	309	0
	748	UP		589	DCS	275	PTI	194	0
	749	UP		555	PTI	229	DCS	157	0
	751	UP		250	PTI	110	DCS	97	0
Carolinian	79	CSX		**1455**	FTI	346	PTI	318	78
		NS		580	PTI	342	DSR	155	0
	80	CSX		**1591**	FTI	380	DCS	314	78
		NS		295	DSR	124	PTI	61	0
Cascades	500	BNSF		823	RTE	204	DSR	175	0
		UP		**997**	DCS	338	FTI	302	0
	501	BNSF		842	DSR	260	RTE	197	0
	504	UP		**1131**	FTI	307	DSR	286	0
	506	BNSF		**927**	DSR	341	RTE	157	0
	507	BNSF		**1091**	PTI	401	RTE	255	0
		UP		455	FTI	244	DSR	77	0
	508	BNSF		678	RTE	191	DSR	190	0
	509	BNSF		846	DSR	314	RTE	173	0
		UP		573	FTI	387	DSR	78	0
	510	BNSF		**2068**	DSR	710	PTI	638	0
	513	BNSF		**1383**	DSR	485	FTI	310	0
	516	BNSF		**1293**	DSR	519	FTI	259	0
	517	BNSF		**1681**	DSR	821	FTI	324	0
Downeaster	680	MBTA		**1017**	DSR	814	CTI	203	0
		PanAm		136	DCS	120	DSR	16	0
	681	MBTA		**1095**	DSR	769	CTI	327	0
		PanAm		130	DCS	71	DSR	33	0
	682	MBTA		653	DSR	604	PTI	50	0
		PanAm		161	DSR	92	DCS	69	0
	683	MBTA		504	DSR	417	CTI	87	0
		PanAm		401	DSR	173	FTI	98	0
	684	MBTA		670	DSR	459	CTI	157	0
		PanAm		741	PTI	582	DCS	73	0
	685	MBTA		**1252**	DSR	694	CTI	335	0
		PanAm		305	DCS	142	DSR	90	0
	686	MBTA		**1534**	DSR	1116	CTI	178	0
		PanAm		513	DCS	195	DSR	179	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	687	MBTA		**1323**	DSR	984	CTI	277	0
		PanAm		553	PTI	197	DSR	171	0
	688	MBTA		174	CTI	103	DSR	70	0
		PanAm		238	PTI	149	DCS	45	0
	689	MBTA		231	DSR	103	DCS	74	0
		PanAm		559	FTI	541	DCS	10	0
	690	MBTA		852	DSR	588	CTI	147	0
		PanAm		14	DSR	14	-	-	0
	691	MBTA		892	DSR	715	DCS	176	0
		PanAm		24	DSR	24	-	-	0
	692	MBTA		539	DSR	480	FTI	29	0
		PanAm		149	DCS	53	FTI	48	0
	693	MBTA		490	DSR	392	FTI	98	0
		PanAm		400	PTI	294	DCS	72	0
	694	MBTA		882	DSR	666	FTI	147	0
		PanAm		516	PTI	207	DSR	198	0
	695	MBTA		558	DSR	519	CTI	39	0
		PanAm		492	DCS	260	FTI	159	0
	696	MBTA		**1097**	DSR	843	CTI	216	0
		PanAm		309	DSR	193	DCS	116	0
	697	MBTA		892	DSR	715	DCS	176	0
		PanAm		**998**	PTI	511	FTI	198	0
	698	MBTA		69	DSR	69	-	-	0
		PanAm		236	PTI	227	DSR	10	0
	699	MBTA		98	DSR	59	DCS	39	0
		PanAm		381	FTI	227	DCS	154	0
Empire Corridor									
Adirondack	68	CN		**1277**	DSR	732	DMW	248	0
		CP		**3125**	DSR	1305	PTI	1113	0
		CSX		659	PTI	277	DSR	265	0
		MNRR		568	DSR	254	CTI	140	0
	69	CN		**1479**	DSR	601	FTI	453	0
		CP		**2086**	DSR	1281	PTI	275	0
		CSX		786	DCS	337	DSR	119	0
		MNRR		**918**	CTI	317	DSR	311	0
Maple Leaf	63	CSX		**1365**	RTE	332	FTI	306	133
		MNRR		535	DSR	240	CTI	186	0
	64	CSX		**1687**	FTI	581	PTI	285	133
		MNRR		738	CTI	371	DSR	179	0
New York - Albany[f]	230	CSX		226	DCS	111	DSR	66	0
		MNRR		351	CTI	228	DSR	96	0
	232	CSX		170	DSR	95	RTE	40	0
		MNRR		**1293**	CTI	773	RTE	316	0
	233	CSX		350	DSR	174	RTE	89	0
		MNRR		**1185**	CTI	421	RTE	333	0
	234	CSX		334	DSR	168	DCS	93	0
		MNRR		365	CTI	258	RTE	59	0
	235	CSX		631	DCS	257	DSR	164	0
		MNRR		832	CTI	329	RTE	253	0
	236	CSX		364	DSR	191	RTE	106	0
		MNRR		640	CTI	390	DSR	129	0
	237	CSX		520	DCS	201	PTI	166	0
		MNRR		182	CTI	147	DSR	25	0
	238	CSX		833	DSR	316	PTI	230	0
		MNRR		746	DCS	180	DSR	156	0
	239	CSX		294	DSR	136	DCS	97	0
		MNRR		**2333**	CTI	2179	PTI	49	0
	241	CSX		433	DCS	177	RTE	115	0
		MNRR		833	DSR	340	CTI	221	0
	242	CSX		746	DSR	332	RTE	186	0
		MNRR		451	RTE	164	DSR	152	0
	243	CSX		241	RTE	84	DSR	82	0
		MNRR		652	DSR	345	RTE	207	0
	244	CSX		526	DSR	252	DCS	151	0
		MNRR		423	CTI	186	DSR	152	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	245	CSX		303	RTE	158	DSR	108	0
		MNRR		686	DSR	400	CTI	182	0
	250	CSX		236	DSR	189	RTE	26	0
		MNRR		198	DSR	70	CTI	70	0
	252	CSX		324	DSR	172	DCS	111	0
		MNRR		280	DSR	157	RTE	45	0
	253	CSX		194	DSR	131	DCS	47	0
		MNRR		**1023**	DSR	407	CTI	349	0
	254	CSX		556	DCS	272	PTI	142	0
		MNRR		543	CTI	374	DSR	97	0
	255	CSX		305	DCS	229	DSR	76	0
		MNRR		725	CTI	374	DSR	217	0
	261	CSX		152	DCS	113	RTE	21	0
		MNRR		455	DSR	330	DCS	78	0
New York - Niagara Falls	280	CSX		**1015**	RTE	242	DSR	240	0
		MNRR		**934**	CTI	614	DSR	133	0
	281	CSX		**1570**	FTI	499	RTE	362	0
		MNRR		**1258**	CTI	550	RTE	345	0
	283	CSX		**1135**	FTI	307	DSR	277	0
		MNRR		**951**	CTI	311	DSR	290	0
	284	CSX		**1697**	FTI	341	DSR	326	0
		MNRR		591	DSR	220	CTI	165	0
	288	CSX		**1649**	FTI	533	DCS	316	0
		MNRR		**966**	CTI	712	DSR	193	0
Ethan Allen Express	290	CP		**2482**	DSR	2120	DCS	236	0
		CSX		**1266**	PTI	744	DSR	168	0
		MNRR		**939**	CTI	410	DMW	189	0
		VTR		203	DSR	177	DCS	13	0
	291	CP		**3059**	DSR	2145	PTI	453	0
		CSX		567	PTI	249	DCS	162	0
		MNRR		745	CTI	435	DSR	155	0
		VTR		118	DSR	118	-	-	0
	293	CP		**2768**	DSR	2551	FTI	140	0
		CSX		833	PTI	417	DSR	200	0
		MNRR		**2753**	CTI	2282	DSR	350	0
		VTR		32	DSR	32	-	-	0
	296	CP		**3368**	DSR	2143	PTI	536	0
		CSX		660	PTI	434	DSR	191	0
		MNRR		483	CTI	205	RTE	157	0
		VTR		129	RTE	129	-	-	0
Heartland Flyer	821	BNSF		**1691**	DSR	1233	FTI	239	0
	822	BNSF		**1586**	DSR	1211	FTI	239	0
Hiawatha	329	CP		121	FTI	58	DCS	34	0
		Metra		429	DCS	243	DSR	97	0
	330	CP		97	FTI	53	RTE	17	0
		Metra		**2956**	CTI	2770	DCS	142	0
	331	CP		186	DCS	56	FTI	50	0
		Metra		794	CTI	263	DCS	222	0
	332	CP		315	DCS	93	FTI	81	0
		Metra		832	FTI	222	DCS	205	0
	333	CP		228	DCS	97	DMW	54	0
		Metra		**974**	DMW	367	DSR	236	0
	334	CP		697	DCS	261	FTI	230	0
		Metra		489	CTI	205	DCS	153	0
	335	CP		190	DCS	91	FTI	58	0
		Metra		**1626**	CTI	804	DCS	291	0
	336	CP		308	RTE	110	FTI	91	0
		Metra		870	CTI	492	DCS	114	0
	337	CP		267	DCS	201	FTI	50	0
		Metra		**1258**	DCS	343	FTI	277	0

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Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	338	CP		255	FTI	112	PTI	54	0
		Metra		**1844**	CTI	1023	DCS	530	0
	339	CP		273	FTI	170	DCS	48	0
		Metra		**3096**	CTI	2669	DCS	184	0
	340	CP		439	DCS	110	FTI	99	0
		Metra		**1359**	CTI	998	DCS	163	0
	341	CP		268	FTI	176	DCS	44	0
		Metra		**1486**	CTI	719	FTI	414	0
	342	CP		197	FTI	69	DCS	61	0
		Metra		**1872**	CTI	1255	DCS	480	0
Hoosier State	850	CSX		**1312**	DCS	579	FTI	440	0
	851	CSX		**1246**	DCS	422	FTI	407	0
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF		819	DSR	508	RTE	95	0
	381	BNSF		698	DSR	407	FTI	93	0
	382	BNSF		607	DSR	310	RTE	115	0
	383	BNSF		**953**	DSR	502	CTI	138	0
Illini / Saluki	390	CN		**993**	FTI	438	DCS	154	0
	391	CN		**1214**	FTI	614	PTI	174	0
	392	CN		**1127**	FTI	568	PTI	187	0
	393	CN		842	FTI	346	PTI	234	0
Lincoln Service	300	CN		**1266**	FTI	440	DSR	314	0
		UP		817	PTI	372	DSR	181	0
	301	CN		881	FTI	270	DCS	253	0
		UP		**1132**	PTI	476	DCS	223	0
	302	CN		**1911**	DCS	703	FTI	659	0
		UP		**1909**	PTI	1257	DSR	181	0
	303	CN		**2099**	FTI	713	DSR	406	0
		UP		**1044**	PTI	418	DCS	203	0
	304	CN		**1782**	FTI	536	DCS	386	0
		UP		**1082**	PTI	550	DSR	182	0
	305	CN		**1174**	FTI	304	DCS	297	0
		UP		**1038**	PTI	590	FTI	132	0
	306	CN		**1570**	FTI	621	DCS	444	0
		UP		**1238**	PTI	723	DCS	213	0
	307	CN		**1754**	FTI	884	DCS	287	0
		UP		644	PTI	231	DSR	141	0
Michigan									
Blue Water	364	Amtrak		65	PTI	26	RTE	17	0
		CN		**953**	FTI	752	DCS	75	0
		NS		**3726**	FTI	1001	RTE	859	0
	365	Amtrak		544	PTI	330	DCS	142	0
		CN		**1501**	FTI	886	PTI	406	0
		NS		**3481**	RTE	1001	FTI	592	0
Pere Marquette	370	CSX		**962**	DCS	348	DSR	343	0
		NS		**3328**	FTI	1068	RTE	630	0
	371	CSX		**1378**	FTI	424	DSR	370	0
		NS		**4506**	FTI	1427	DCS	1345	0

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Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Wolverine	350	Amtrak		659	PTI	520	RTE	79	0
		CN		**2434**	FTI	1110	RTE	533	0
		NS		**3245**	DSR	1213	PTI	634	0
	351	Amtrak		506	PTI	247	DCS	140	0
		CN		**2078**	FTI	1074	RTE	356	0
		NS		**2444**	DSR	1152	DCS	494	0
	352	Amtrak		399	PTI	213	RTE	81	0
		CN		**2082**	FTI	964	DCS	600	0
		NS		**3507**	DSR	1146	FTI	684	0
	353	Amtrak		320	PTI	212	DCS	44	0
		CN		**2631**	FTI	1286	RTE	477	0
		NS		**2946**	DSR	1183	PTI	596	0
	354	Amtrak		124	DCS	51	PTI	41	0
		CN		**1397**	FTI	722	RTE	444	0
		NS		**2847**	DSR	1389	PTI	653	0
	355	Amtrak		165	DCS	89	PTI	43	0
		CN		**2490**	FTI	1022	RTE	646	0
		NS		**3110**	DSR	1255	PTI	683	0
Kansas City - St. Louis	311	UP		474	FTI	228	DSR	67	0
	313	UP		544	FTI	170	DSR	161	0
	314	UP		674	FTI	243	DMW	165	0
	316	UP		507	PTI	176	FTI	152	0
Pacific Surfliner	562	BNSF		884	DSR	532	DCS	245	0
		SCRRA		698	PTI	345	CTI	256	0
		SDNRR		**1817**	CTI	898	PTI	787	0
	564	BNSF		**1385**	DSR	629	DCS	317	0
		SCRRA		**1332**	PTI	1090	CTI	95	0
		SDNRR		**1370**	PTI	443	CTI	443	0
	565	BNSF		**1809**	DSR	930	FTI	327	0
		SCRRA		298	RTE	196	PTI	55	0
		SDNRR		596	DSR	350	PTI	227	0
	566	BNSF		**1819**	DSR	724	DCS	450	0
		SCRRA		581	PTI	351	DSR	85	0
		SDNRR		**1743**	CTI	855	PTI	534	0
	567	BNSF		**2060**	DSR	976	RTE	639	0
		SCRRA		396	CTI	154	PTI	102	0
		SDNRR		**1912**	PTI	851	CTI	470	0
	572	BNSF		**1738**	DSR	884	DCS	322	0
		SCRRA		**1278**	PTI	661	DCS	340	0
		SDNRR		**1553**	CTI	523	PTI	419	0
	573	BNSF		**1401**	DSR	832	DCS	222	0
		SCRRA		405	CTI	198	DCS	137	0
		SDNRR		838	CTI	376	PTI	201	0
	579	BNSF		**1333**	DSR	982	FTI	171	0
		SCRRA		282	DCS	104	CTI	99	0
		SDNRR		**1516**	PTI	912	DSR	359	0
	580	BNSF		**1003**	DSR	636	DCS	212	0
		SCRRA		636	PTI	268	CTI	188	0
		SDNRR		**1909**	CTI	1423	DSR	286	0
	582	BNSF		**1155**	DSR	613	CTI	235	0
		SCRRA		**2156**	PTI	1348	CTI	466	0
		SDNRR		**2010**	CTI	948	PTI	585	0
	583	BNSF		**2274**	DSR	1339	RTE	332	0
		SCRRA		**1902**	PTI	1222	RTE	279	0
		SDNRR		**1400**	CTI	627	DSR	324	0

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OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	591	BNSF		**1855**	DSR	1084	FTI	240	0
		SCRRA		298	DCS	112	CTI	72	0
		SDNRR		**1932**	CTI	1084	PTI	512	0
	595	BNSF		**5481**	DSR	2298	DMW	1085	0
		SCRRA		781	FTI	241	DCS	241	0
		SDNRR		**1577**	PTI	709	DSR	309	0
	597	BNSF		**2384**	DSR	1512	DMW	442	0
		SCRRA		466	CTI	180	DCS	175	0
		SDNRR		**1488**	PTI	568	DSR	369	0
	763	BNSF		**1958**	DSR	976	DCS	567	0
		SCRRA		752	PTI	270	CTI	255	0
		SDNRR		795	CTI	558	DSR	104	0
		UP		**1808**	PTI	1484	DMW	165	0
	768	BNSF		**1528**	DSR	491	DCS	342	0
		SCRRA		**1579**	PTI	1088	CTI	214	0
		SDNRR		**949**	PTI	574	DSR	162	0
		UP		426	DMW	250	DCS	74	0
	769	BNSF		**1584**	DSR	951	DCS	189	0
		SCRRA		455	CTI	188	PTI	99	0
		SDNRR		**1341**	PTI	572	CTI	368	0
		UP		**1216**	PTI	1048	DMW	42	0
	774	BNSF		**1252**	DSR	751	RTE	271	0
		SCRRA		894	PTI	318	RTE	245	0
		SDNRR		**1509**	PTI	621	CTI	381	0
		UP		742	PTI	541	DCS	104	0
	784	BNSF		**1676**	DSR	818	DCS	317	0
		SCRRA		**1625**	CTI	1063	PTI	390	0
		SDNRR		**2145**	CTI	1339	DSR	330	0
		UP		615	PTI	363	DCS	73	0
	785	BNSF		**2847**	DSR	1395	DCS	578	0
		SCRRA		864	PTI	504	CTI	130	0
		SDNRR		**2387**	CTI	816	PTI	516	0
		UP		291	DCS	149	PTI	90	0
	796	BNSF		**4108**	DSR	1599	DMW	1024	0
		SCRRA		**1233**	PTI	578	RTE	286	0
		SDNRR		**1042**	DSR	290	CTI	252	0
		UP		418	CTI	176	PTI	130	0

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Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Pennsylvanian	42	NS		800	FTI	236	DSR	216	0
	43	NS		769	FTI	306	DSR	176	0
Piedmont	73	NS		469	DSR	207	FTI	82	0
	76	NS		581	DSR	182	DCS	141	0
San Joaquin	701	BNSF		801	PTI	443	FTI	228	0
		UP		**979**	FTI	341	DCS	300	0
	702	BNSF		**1021**	PTI	612	FTI	271	0
		UP		466	FTI	347	DCS	95	0
	703	BNSF		561	PTI	280	FTI	153	0
		UP		617	FTI	426	DCS	151	0
	704	BNSF		418	PTI	196	FTI	130	0
		UP		822	FTI	277	OTH	173	0
	711	BNSF		561	FTI	256	PTI	122	0
		UP		**1130**	PTI	663	DCS	283	0
	712	BNSF		**915**	PTI	470	FTI	218	0
		UP		578	PTI	156	FTI	144	0
	713	BNSF		850	PTI	443	FTI	201	0
		UP		**1555**	PTI	1055	RTE	234	0
	714	BNSF		542	FTI	228	PTI	134	0
		UP		**1204**	PTI	581	RTE	303	0
	715	BNSF		654	PTI	335	FTI	173	0
		UP		**1535**	PTI	787	DCS	433	0
	716	BNSF		452	PTI	224	FTI	152	0
		UP		179	DCS	71	DMW	40	0
	717	BNSF		695	PTI	392	FTI	142	0
		UP		763	PTI	460	FTI	185	0
	718	BNSF		530	PTI	289	FTI	150	0
		UP		**1008**	PTI	680	DCS	198	0
Vermonter	54	MNRR		179	CTI	146	DSR	33	0
		NECR		**1267**	DSR	1043	DCS	104	0
	55	MNRR		**2215**	CTI	1844	DSR	265	0
		NECR		**1388**	DSR	1159	DCS	111	0
	56	MNRR		449	DSR	201	CTI	170	0
		NECR		**1084**	DSR	954	DCS	68	0
	57	MNRR		**1019**	CTI	688	DSR	179	0
		NECR		**1328**	DSR	1203	DCS	89	0
Long Distance Routes									
Auto Train	52	CSX		**1175**	FTI	432	DSR	286	26
	53	CSX		**1472**	FTI	607	DSR	331	26
California Zephyr	5	BNSF		**940**	DSR	615	FTI	90	0
		UP		**903**	FTI	265	DCS	162	0
	6	BNSF		**1127**	DSR	717	FTI	130	0
		UP		847	FTI	203	DCS	154	0
Cardinal	50	BBrRR		**5058**	DSR	1959	FTI	1776	0
		CSX		**1100**	FTI	388	DSR	325	174
		NS		**1376**	PTI	631	CTI	422	0
	51	BBrRR		**4120**	DSR	1982	PTI	1334	0
		CSX		**1100**	FTI	430	DSR	303	115
		NS		458	PTI	123	FTI	117	0
Capitol Limited	29	CSX		772	FTI	236	DSR	165	0
		NS		**1288**	FTI	605	DCS	223	0
	30	CSX		**1026**	DCS	278	RTE	233	0
		NS		**1169**	FTI	468	RTE	291	0
City of New Orleans	58	CN		**1037**	FTI	370	PTI	212	0
	59	CN		**994**	FTI	449	DSR	145	0
Coast Starlight	11	BNSF		859	DSR	322	RTE	180	0
		SCRRA		**2200**	PTI	974	CTI	972	0
		UP		**1002**	PTI	392	DCS	204	0
	14	BNSF		**982**	DSR	357	RTE	274	0
		SCRRA		**2064**	CTI	888	PTI	553	0
		UP		**1027**	DCS	309	PTI	260	0
Crescent	19	NS		621	FTI	188	PTI	187	0
	20	NS		493	FTI	210	DSR	120	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		3rd Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Empire Builder	27	BNSF		674	FTI	358	DSR	123	0
	28	BNSF		371	FTI	166	DSR	102	0
	7	BNSF		711	DSR	381	FTI	186	0
		CP		**1244**	FTI	693	DSR	352	0
		Metra		641	CTI	225	DMW	149	0
	8	BNSF		779	DSR	384	FTI	235	0
		CP		**1344**	FTI	478	DSR	404	0
		Metra		**2101**	CTI	1858	DCS	194	0
Lake Shore Ltd	448	CSX		**1648**	DSR	373	CTI	343	0
	449	CSX		**2050**	FTI	615	PTI	508	0
	48	CSX		**1538**	FTI	538	DSR	307	97
		MNRR		**1849**	CTI	816	RTE	590	0
		NS		**1321**	FTI	702	RTE	268	0
	49	CSX		901	FTI	237	RTE	233	97
		MNRR		699	CTI	354	DSR	250	0
		NS		**1502**	FTI	845	DCS	191	0
Palmetto	89	CSX		**1023**	FTI	395	PTI	225	35
	90	CSX		834	FTI	249	PTI	187	35
Silver Meteor	97	CSX		764	FTI	250	PTI	183	21
		Fla DOT		**965**	CTI	529	DSR	177	0
	98	CSX		778	FTI	255	DCS	168	21
		Fla DOT		878	RTE	238	DSR	232	0
Silver Star	91	CSX		869	FTI	236	PTI	210	20
		Fla DOT		**1577**	CTI	938	DSR	322	0
		NS		**1091**	PTI	975	CTI	85	0
	92	CSX		878	FTI	263	DSR	189	20
		Fla DOT		**906**	DSR	367	CTI	259	0
		NS		120	DCS	93	DSR	16	0
Southwest Chief	3	BNSF		594	DSR	243	FTI	88	0
		NMDOT		**3423**	DSR	2740	CTI	505	0
	4	BNSF		614	DSR	245	DCS	98	0
		NMDOT		**3309**	DSR	2590	CTI	207	0
Sunset Limited	1	BNSF		**1669**	DSR	794	DCS	295	0
		UP		**1273**	FTI	726	DSR	219	0
	2	BNSF		**1190**	DSR	540	FTI	226	0
		UP		**1785**	FTI	993	DSR	219	0
Texas Eagle	21	BNSF		**1147**	DSR	461	FTI	456	0
		CN		**1536**	FTI	841	OTH	328	0
		UP		**2140**	FTI	963	OTH	373	0
	22	BNSF		**1849**	DSR	781	FTI	662	0
		CN		**1124**	FTI	819	DCS	115	0
		UP		**1682**	FTI	673	OTH	373	0

[a] *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 (Appendix D), 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.*

[b] *For explanation of delay codes, see Table 19.*

[c] *"Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[f] *Includes only trains that operate solely between New York and Albany.*

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
Acela Express							
Acela Express	2150	134	OTH	126	CAR	8	0
	2151	14	CAR	8	HLD	6	0
	2153	195	OTH	187	HLD	8	0
	2154	153	OTH	109	CAR	28	0
	2155	38	OTH	22	CAR	8	0
	2158	159	MTI	137	ENG	20	0
	2159	156	OTH	131	ADA	25	0
	2160	53	OTH	39	ADA	14	0
	2163	36	ADA	11	ENG	8	0
	2164	13	SVS	10	OTH	3	0
	2165	198	OTH	162	ADA	20	0
	2166	81	OTH	73	ADA	8	0
	2167	159	OTH	109	HLD	36	0
	2168	36	OTH	28	CAR	6	0
	2170	118	OTH	107	HLD	10	0
	2171	98	OTH	78	ADA	14	0
	2172	**360**	OTH	343	CON	17	0
	2173	156	OTH	126	CAR	11	0
	2190	56	OTH	39	ADA	17	0
	2193	147	OTH	147	-	-	0
	2250	0	-	-	-	-	0
	2251	0	-	-	-	-	0
	2252	179	OTH	137	HLD	41	0
	2253	258	OTH	172	ENG	73	0
	2254	0	-	-	-	-	0
	2255	**1113**	OTH	989	ADA	96	0
	2256	69	OTH	69	-	-	0
	2257	0	-	-	-	-	0
	2258	0	-	-	-	-	0
	2259	165	OTH	151	HLD	14	0
	2290	0	-	-	-	-	0
	2297	179	SYS	124	OTH	55	0
Other NEC Corridor Routes							
Northeast Regional							
Richmond / Newport News[d]	66	**553**	HLD	172	SYS	89	0
	67	**433**	HLD	112	ADA	87	0
	82	261	HLD	104	ADA	76	0
	83	**558**	HLD	313	OTH	125	0
	84	**420**	HLD	284	ADA	78	0
	85	205	HLD	139	ADA	25	0
	86	**340**	HLD	251	OTH	67	0
	87	216	HLD	108	ADA	52	0
	88	199	HLD	110	ADA	55	0
	93	**368**	HLD	201	OTH	112	0
	94	**659**	HLD	333	ADA	185	0
	95	**452**	HLD	246	ADA	130	0
	99	**472**	HLD	264	ADA	98	0
	125	217	HLD	164	SYS	31	0
	157	63	CAR	21	HLD	21	0
	164	173	HLD	114	OTH	48	0
	174	299	HLD	217	OTH	29	0
	194	**513**	HLD	360	ADA	115	0
	195	244	HLD	123	OTH	75	0
Lynchburg[e]	145	308	OTH	144	HLD	127	0
	147	**417**	ENG	143	OTH	115	0
	156	**512**	OTH	155	HLD	144	0
	171	**422**	ENG	206	HLD	105	0
	176	**353**	HLD	193	OTH	92	0
All Other Northeast Regional	132	69	OTH	69	-	-	0
	135	218	OTH	119	HLD	73	0
	136	155	OTH	129	HLD	26	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
	137	**360**	OTH	165	HLD	137	0
	139	**549**	OTH	440	HLD	96	0
	140	137	HLD	50	ENG	37	0
	141	158	OTH	76	HLD	30	0
	143	**400**	OTH	258	HLD	123	0
	146	39	OTH	39	-	-	0
	148	110	OTH	68	HLD	21	0
	150	304	OTH	258	HLD	33	0
	160	225	HLD	126	OTH	99	0
	161	225	OTH	132	ADA	73	0
	162	165	OTH	66	HLD	53	0
	163	324	OTH	225	HLD	79	0
	165	**456**	OTH	298	HLD	99	0
	166	**343**	OTH	234	ADA	55	0
	167	64	OTH	64	-	-	0
	168	51	ADA	51	-	-	0
	169	**423**	OTH	278	HLD	79	0
	170	**597**	OTH	382	ENG	165	0
	172	176	OTH	98	HLD	53	0
	173	167	HLD	62	OTH	54	0
	175	106	OTH	81	ENG	22	0
	177	243	OTH	195	ADA	22	0
	178	100	OTH	75	HLD	11	0
	179	**441**	OTH	273	ENG	140	0
	190	**371**	OTH	354	HLD	17	0
Non-NEC Corridor Routes							
Capitol Corridor	518	94	OTH	56	ENG	15	0
	520	211	CAR	147	OTH	32	0
	521	122	ENG	85	ADA	24	0
	522	68	ADA	25	CCR	11	0
	523	64	HLD	41	ENG	12	0
	524	**362**	HLD	147	ENG	122	0
	525	94	HLD	42	ENG	32	0
	526	209	ADA	95	HLD	94	0
	527	164	HLD	85	ADA	32	0
	528	193	ADA	89	ENG	24	0
	529	146	ENG	39	ADA	34	0
	530	245	ENG	73	ADA	66	0
	531	134	ITI	44	HLD	32	0
	532	**343**	HLD	135	ADA	109	0
	533	70	ADA	29	OTH	12	0
	534	201	ADA	61	OTH	39	0
	535	**360**	ENG	116	ITI	100	0
	536	209	ADA	66	HLD	41	0
	537	**408**	HLD	128	ADA	120	0
	538	188	HLD	72	ADA	54	0
	540	59	ENG	23	ADA	11	0
	541	168	HLD	98	ADA	43	0
	542	239	ENG	56	HLD	50	0
	543	172	HLD	77	ADA	36	0
	544	**361**	HLD	168	OTH	90	0
	545	321	HLD	143	ADA	108	0
	546	179	ENG	76	HLD	50	0
	547	85	ADA	32	HLD	30	0
	548	238	CON	179	ITI	36	0
	549	204	ITI	197	HLD	5	0
	551	100	ITI	59	ADA	32	0
	553	227	OTH	136	HLD	63	0
	720	**392**	CAR	149	ADA	72	0
	723	11	ENG	6	SYS	6	0
	724	324	SVS	158	ADA	76	0
	727	143	ADA	56	HLD	31	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
	728	203	CON	118	ADA	34	0
	729	208	ADA	86	OTH	51	0
	732	**449**	CAR	170	HLD	119	0
	733	242	ADA	90	CON	70	0
	734	286	ADA	185	HLD	67	0
	736	**496**	HLD	171	ADA	126	0
	737	256	HLD	121	ADA	76	0
	738	178	OTH	81	ADA	76	0
	741	**808**	ENG	594	HLD	172	0
	742	**413**	HLD	143	ADA	95	0
	743	**353**	OTH	171	ADA	87	0
	744	250	CAR	43	ADA	40	0
	745	38	HLD	25	ADA	13	0
	746	97	HLD	53	CON	18	0
	747	238	ENG	104	ADA	31	0
	748	**488**	ITI	216	ENG	98	0
	749	**475**	ENG	195	HLD	140	0
	751	59	SYS	25	ADA	13	0
Carolinian	79	**453**	HLD	204	ADA	128	0
	80	**395**	HLD	185	ADA	100	0
Cascades	500	195	HLD	56	OTH	51	0
	501	311	CCR	101	CAR	82	0
	504	309	OTH	112	SYS	84	0
	506	237	SYS	63	ADA	58	0
	507	282	ENG	94	HLD	60	0
	508	173	ENG	44	ADA	35	0
	509	138	HLD	32	CON	30	0
	510	137	HLD	39	OTH	35	0
	513	**352**	HLD	97	SYS	92	0
	516	123	HLD	35	ADA	32	0
	517	284	ENG	208	SYS	35	0
Downeaster	680	20	OTH	16	HLD	4	0
	681	65	OTH	57	ADA	4	0
	682	101	HLD	67	OTH	31	0
	683	45	HLD	27	ENG	10	0
	684	68	HLD	29	OTH	25	0
	685	70	HLD	42	ADA	16	0
	686	57	HLD	31	OTH	16	0
	687	**498**	ITI	439	HLD	33	0
	688	63	ITI	57	HLD	5	0
	689	18	HLD	12	ADA	5	0
	690	6	HLD	6	-	-	0
	691	90	HLD	42	ADA	29	0
	692	113	HLD	65	ADA	42	0
	693	126	HLD	65	ENG	26	0
	694	145	ENG	52	HLD	48	0
	695	90	HLD	45	OTH	32	0
	696	68	HLD	61	ADA	6	0
	697	42	HLD	36	OTH	6	0
	698	107	ITI	68	ENG	26	0
	699	36	HLD	36	-	-	0
Empire Corridor							0
Adirondack	68	171	HLD	48	SYS	30	0
	69	190	HLD	91	OTH	29	0
Maple Leaf	63	**335**	SYS	105	HLD	86	0
	64	311	SYS	118	HLD	114	0
New York - Albany[f]	230	16	SYS	12	ADA	1	0
	232	29	HLD	10	SYS	8	0
	233	94	HLD	54	OTH	20	0
	234	28	HLD	12	CAR	6	0
	235	152	SYS	63	HLD	51	0
	236	45	HLD	25	ADA	18	0
	237	48	ADA	22	ENG	19	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
	238	193	HLD	73	ENG	59	0
	239	53	OTH	35	HLD	22	0
	241	126	HLD	128	ITI	40	0
	242	27	HLD	16	ADA	8	0
	243	98	HLD	54	SYS	16	0
	244	82	HLD	29	ENG	14	0
	245	38	ENG	305	SYS	162	0
	250	28	HLD	25	ADA	3	0
	252	74	HLD	43	ADA	27	0
	253	138	HLD	102	SYS	19	0
	254	103	OTH	166	ENG	149	0
	255	206	HLD	155	ADA	29	0
	261	17	ENG	47	HLD	22	0
New York - Niagara Falls	280	209	SYS	76	HLD	62	0
	281	295	SYS	124	HLD	93	0
	283	321	SYS	151	HLD	100	0
	284	280	SYS	125	HLD	87	0
	288	316	SYS	161	HLD	99	0
Ethan Allen Express	290	215	HLD	100	SYS	47	0
	291	189	HLD	91	ADA	53	0
	292	320	ENG	187	HLD	85	0
	293	211	HLD	156	ADA	36	0
	296	146	ENG	65	HLD	65	0
Heartland Flyer	821	280	HLD	122	OTH	59	0
	822	215	HLD	81	ENG	42	0
Hiawatha	329	298	OTH	260	ENG	56	0
	330	45	HLD	21	OTH	18	0
	331	**520**	OTH	429	HLD	52	0
	332	**556**	OTH	218	ENG	150	0
	333	**327**	OTH	201	ENG	113	0
	334	**442**	HLD	194	OTH	183	0
	335	**608**	OTH	413	HLD	140	0
	336	**439**	OTH	184	HLD	157	0
	337	**439**	OTH	248	HLD	133	0
	338	**452**	OTH	218	HLD	137	0
	339	**330**	OTH	172	HLD	113	0
	340	**407**	HLD	206	OTH	162	0
	341	**328**	OTH	166	HLD	117	0
	342	**451**	OTH	178	ITI	162	0
Hoosier State	850	**360**	ENG	206	SYS	180	0
	851	**395**	OTH	134	SYS	115	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	118	HLD	57	ADA	50	0
	381	145	HLD	42	ADA	30	0
	382	144	HLD	93	ADA	21	0
	383	110	HLD	49	ADA	35	0
Illini / Saluki	390	**359**	OTH	151	HLD	113	0
	391	240	OTH	101	HLD	63	0
	392	320	HLD	87	ENG	86	0
	393	247	OTH	131	HLD	77	0
Lincoln Service	300	143	SYS	39	ADA	23	0
	301	90	ENG	37	OTH	18	0
	302	206	ADA	52	HLD	48	0
	303	243	ENG	144	HLD	44	0
	304	246	HLD	69	ADA	52	0
	305	111	HLD	39	SYS	32	0
	306	143	ITI	128	SYS	42	0
	307	102	CAR	81	ENG	68	0
Michigan							
Blue Water	364	**474**	HLD	226	OTH	125	0
	365	**719**	OTH	380	HLD	266	0
Pere Marquette	370	294	SYS	102	SVS	101	0
	371	**609**	SYS	385	HLD	93	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
Wolverine	350	**402**	OTH	162	SYS	132	0
	351	**433**	OTH	203	HLD	131	0
	352	**497**	OTH	213	HLD	180	0
	353	**344**	OTH	183	ENG	90	0
	354	**375**	OTH	200	HLD	91	0
	355	**404**	SYS	197	OTH	133	0
Kansas City - St. Louis	311	225	HLD	121	ENG	57	0
	313	113	CON	125	HLD	57	0
	314	191	HLD	101	ADA	52	0
	316	197	HLD	73	ITI	52	0
Pacific Surfliner	562	158	HLD	79	ENG	37	0
	564	234	OTH	83	HLD	53	0
	563	0	-	-	-	-	0
	565	273	HLD	132	ADA	95	0
	566	**369**	HLD	158	OTH	123	0
	567	242	HLD	100	SYS	52	0
	571	0	-	-	-	-	0
	572	158	HLD	53	ITI	45	0
	573	**517**	HLD	171	ENG	96	0
	577	0	-	-	-	-	0
	578	0	-	-	-	-	0
	579	**334**	HLD	202	CCR	27	0
	580	192	HLD	123	ADA	48	0
	582	206	ENG	95	HLD	38	0
	583	**405**	HLD	154	ADA	90	0
	587	0	-	-	-	-	0
	589	0	-	-	-	-	0
	590	0	-	-	-	-	0
	591	187	ITI	92	HLD	51	0
	592	0	-	-	-	-	0
	595	318	ITI	154	HLD	88	0
	597	145	ADA	74	HLD	43	0
	763	234	HLD	114	ENG	41	0
	768	**408**	HLD	242	SYS	42	0
	769	**530**	HLD	192	ADA	135	0
	774	219	HLD	89	ADA	40	0
	775	0	-	-	-	-	0
	784	321	HLD	167	ADA	67	0
	785	**389**	HLD	194	OTH	65	0
	792	0	-	-	-	-	0
	796	**440**	HLD	136	SYS	89	0
	798	0	-	-	-	-	0
	799	0	-	-	-	-	0
Pennsylvanian	42	208	HLD	133	OTH	36	0
	43	145	HLD	90	ADA	27	0
Piedmont	73	**446**	ENG	205	HLD	90	0
	76	**540**	HLD	294	ADA	136	0
San Joaquin	701	177	ENG	68	HLD	57	0
	702	143	HLD	55	ENG	45	0
	703	242	HLD	103	CON	69	0
	704	170	HLD	59	ENG	43	0
	711	178	ADA	57	ENG	41	0
	712	229	ADA	87	HLD	80	0
	713	309	ADA	94	ENG	73	0
	714	260	ENG	116	ADA	56	0
	715	175	ADA	54	HLD	51	0
	716	196	ENG	67	ADA	36	0
	717	299	ENG	81	HLD	62	0
	718	236	ENG	65	CON	60	0
Vermonter	54	110	SYS	65	OTH	24	0
	55	232	SYS	89	OTH	52	0
	56	256	ENG	172	HLD	28	0
	57	**403**	SYS	298	HLD	49	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	3rd Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
Long Distance Routes							
Auto Train	52	124	ENG	30	ITI	26	0
	53	182	ENG	49	OTH	40	0
California Zephyr	5	254	SYS	98	SVS	57	0
	6	252	SYS	78	HLD	57	0
Cardinal	50	**484**	HLD	131	SVS	85	0
	51	**407**	HLD	124	ADA	82	0
Capitol Limited	29	227	HLD	143	SYS	33	0
	30	306	HLD	150	SYS	68	0
City of New Orleans	58	207	HLD	69	SYS	45	0
	59	258	HLD	108	OTH	51	0
Coast Starlight	11	**425**	SYS	109	HLD	83	0
	14	**586**	SVS	143	HLD	142	0
Crescent	19	276	ENG	69	HLD	60	0
	20	223	HLD	65	ADA	60	0
Empire Builder	27	**492**	CON	429	HLD	20	0
	28	258	CON	76	CAR	75	0
	7	240	HLD	105	SYS	50	0
	8	**350**	HLD	115	ENG	52	0
Lake Shore Ltd	448	**2302**	CON	2146	HLD	58	0
	449	321	HLD	301	ADA	78	0
	48	**406**	HLD	188	SYS	67	0
	49	**558**	HLD	345	SYS	64	0
Palmetto	89	206	ADA	64	HLD	56	0
	90	229	HLD	62	ADA	62	0
Silver Meteor	97	249	ADA	109	HLD	85	0
	98	**379**	ADA	151	HLD	107	0
Silver Star	91	**380**	HLD	169	ADA	86	0
	92	**412**	HLD	157	ADA	121	0
Southwest Chief	3	245	HLD	100	ENG	52	0
	4	264	HLD	107	SVS	37	0
Sunset Limited	1	**415**	SVS	104	HLD	102	0
	2	**518**	HLD	140	SVS	98	0
Texas Eagle	21	323	HLD	180	SYS	45	0
	22	**620**	HLD	240	ENG	127	0

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

[b] For explanation of delay codes, see Table 19.

[c] "Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

[d] Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.

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

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

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	Host[b]	3rd Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance[c]
				#1	Minutes	#2	Minutes	
Acela Express								
Standard			***265***					
Acela Express	2100	Amtrak	225	CTI	67	PTI	62	*0*
	2103	Amtrak	104	CTI	23	CTC	22	*0*
	2104	Amtrak	166	OTH	35	PTI	30	*0*
	2107	Amtrak	121	PTI	60	CTI	20	*0*
	2109	Amtrak	158	CTI	66	PTI	36	*0*
	2110	Amtrak	52	CAR	20	DCS	10	*0*
	2117	Amtrak	204	CTI	42	MTI	39	*0*
	2119	Amtrak	97	PTI	33	CTP	21	*0*
	2121	Amtrak	145	SYS	32	PTI	30	*0*
	2122	Amtrak	201	MTI	44	SYS	31	*0*
	2124	Amtrak	215	CTI	89	MTI	38	*0*
	2126	Amtrak	238	CTI	52	CAR	51	*0*
	2150	Amtrak	146	CTI	37	SMW	20	*0*
	2151	Amtrak	116	CTI	19	DCS	14	*0*
	2153	Amtrak	100	CTI	18	SMW	12	*0*
	2154	Amtrak	172	SMW	67	CTI	16	*0*
	2155	Amtrak	242	SMW	43	HLD	38	*0*
	2158	Amtrak	**292**	SMW	131	PTI	34	*0*
	2159	Amtrak	236	HLD	51	PTI	23	*0*
	2160	Amtrak	234	SMW	89	PTI	29	*0*
	2163	Amtrak	184	PTI	38	DCS	32	*0*
	2164	Amtrak	228	PTI	93	CTI	32	*0*
	2165	Amtrak	**286**	SMW	84	PTI	45	*0*
	2166	Amtrak	197	SMW	47	ENG	32	*0*
	2167	Amtrak	151	PTI	22	DCS	19	*0*
	2168	Amtrak	203	SMW	72	CTI	28	*0*
	2170	Amtrak	228	SMW	124	CTP	20	*0*
	2171	Amtrak	238	HLD	57	CTI	39	*0*
	2172	Amtrak	249	SMW	85	CTI	35	*0*
	2173	Amtrak	182	HLD	50	SMW	35	*0*
	2190	Amtrak	**438**	SMW	284	DCS	44	*0*
	2193	Amtrak	**680**	CTI	288	ENG	145	*0*
	2203	Amtrak	23	SMW	13	HLD	10	*0*
	2205	Amtrak	57	DCS	25	SMW	14	*0*
	2207	Amtrak	32	DBB	13	CAR	10	*0*
	2208	Amtrak	74	SVS	37	INJ	19	*0*
	2211	Amtrak	**379**	DBB	198	DET	161	*0*
	2212	Amtrak	**503**	DBB	290	CAR	138	*0*
	2213	Amtrak	**386**	DCS	167	DET	120	*0*
	2216	Amtrak	**940**	MTI	806	DBB	34	*0*
	2220	Amtrak	159	MTI	66	DET	56	*0*
	2221	Amtrak	**359**	MTI	211	HLD	67	*0*
	2222	Amtrak	109	SMW	41	CTC	17	*0*
	2225	Amtrak	**338**	DBB	130	ENG	82	*0*
	2228	Amtrak	**424**	ENG	294	SVS	51	*0*
	2250	Amtrak	241	SMW	63	ENG	45	*0*
	2251	Amtrak	**553**	MTI	273	CAR	173	*0*
	2252	Amtrak	**611**	DBB	380	SMW	98	*0*
	2253	Amtrak	**405**	MTI	159	HLD	67	*0*
	2254	Amtrak	**393**	DBB	261	SMW	51	*0*
	2255	Amtrak	163	SMW	42	HLD	38	*0*
	2256	Amtrak	**311**	SMW	146	DBB	65	*0*
	2257	Amtrak	154	PTI	50	HLD	42	*0*
	2258	Amtrak	244	SMW	152	DCS	35	*0*
	2259	Amtrak	146	HLD	54	PTI	21	*0*
	2290	Amtrak	212	SMW	102	CAR	98	*0*
	2297	Amtrak	**671**	ENG	294	CTI	105	*0*
Other NEC Routes								
Standard			***475***					
Cardinal	50	Amtrak	**765**	CON	173	SVS	119	*0*
	51	Amtrak	**638**	DBB	304	PTI	98	*0*
Carolinian	79	Amtrak	**546**	DBB	124	ENG	92	*0*
	80	Amtrak	289	CAR	45	CTI	45	*0*
Crescent	19	Amtrak	**684**	PTI	126	SYS	96	*0*
	20	Amtrak	382	DBB	111	ENG	77	*0*
Keystone	600	Amtrak	84	PSR	29	HLD	26	*0*
	601	Amtrak	242	ENG	120	PSR	67	*0*
	605	Amtrak	457	CTI	172	PSR	105	*0*
	607	Amtrak	270	ENG	115	PSR	62	*0*
	609	Amtrak	437	CTI	191	PSR	106	*0*
	610	Amtrak	118	ENG	69	PTI	42	*0*
	611	Amtrak	90	OTH	28	HLD	21	*0*
	612	Amtrak	67	HLD	45	DSR	22	*0*
	615	Amtrak	262	HLD	112	CTI	67	*0*
	618	Amtrak	179	ITI	84	DET	27	*0*
	619	Amtrak	74	ENG	73	HLD	2	*0*
	620	Amtrak	106	DSR	27	HLD	20	*0*
	622	Amtrak	59	DCS	33	ENG	17	*0*
	637	Amtrak	425	SMW	221	CTI	110	*0*
	639	Amtrak	467	HLD	209	OTH	97	*0*
	640	Amtrak	**580**	CTI	195	HLD	182	*0*
	641	Amtrak	390	CTI	98	HLD	68	*0*
	642	Amtrak	180	HLD	27	PTI	26	*0*
	643	Amtrak	329	HLD	83	CCR	48	*0*
	644	Amtrak	257	PTI	55	HLD	45	*0*
	645	Amtrak	257	HLD	49	DCS	47	*0*
	646	Amtrak	184	ENG	60	SYS	36	*0*
	647	Amtrak	258	PTI	91	CTI	53	*0*
	648	Amtrak	216	HLD	69	PSR	31	*0*

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	Host[b]	3rd Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance[c]
				#1	Minutes	#2	Minutes	
	649	Amtrak	331	CTI	82	ENG	66	*0*
	650	Amtrak	235	PET	71	ENG	61	*0*
	651	Amtrak	256	CTI	72	HLD	40	*0*
	652	Amtrak	323	PTI	107	CTI	76	*0*
	653	Amtrak	446	ENG	130	CTI	124	*0*
	654	Amtrak	231	DSR	58	ENG	57	*0*
	655	Amtrak	300	HLD	55	PTI	53	*0*
	656	Amtrak	159	DCS	43	ENG	29	*0*
	658	Amtrak	306	MTI	111	CCR	83	*0*
	660	Amtrak	352	PTI	111	SMW	92	*0*
	661	Amtrak	153	ENG	69	PTI	27	*0*
	662	Amtrak	126	PTI	55	CTI	26	*0*
	663	Amtrak	**509**	DBS	222	PTI	75	*0*
	664	Amtrak	151	ENG	44	PTI	29	*0*
	665	Amtrak	142	DMW	48	HLD	40	*0*
	666	Amtrak	214	HLD	56	PTI	42	*0*
	667	Amtrak	**574**	DET	262	CTI	86	*0*
	669	Amtrak	224	DET	80	CTI	33	*0*
	670	Amtrak	**611**	SMW	128	DET	88	*0*
	671	Amtrak	193	ITI	94	CCR	36	*0*
	672	Amtrak	151	DSR	34	ENG	27	*0*
Northeast Regional								
Richmond / Newport News[d]	66	Amtrak	269	SVS	76	ENG	47	*0*
	67	Amtrak	338	SVS	102	DCS	40	*0*
	82	Amtrak	438	SMW	93	DBB	91	*0*
	83	Amtrak	**797**	PTI	159	HLD	148	*0*
	84	Amtrak	178	ENG	70	DCS	45	*0*
	85	Amtrak	453	PTI	113	SYS	62	*0*
	86	Amtrak	370	PTI	119	SMW	49	*0*
	87	Amtrak	**1097**	DET	323	MTI	230	*0*
	88	Amtrak	**542**	DBB	228	ENG	158	*0*
	93	Amtrak	342	HLD	79	ADA	59	*0*
	94	Amtrak	**551**	CTI	142	SMW	111	*0*
	95	Amtrak	403	PTI	90	HLD	65	*0*
	99	Amtrak	**738**	MTI	208	HLD	136	*0*
	125	Amtrak	406	ENG	128	PTI	67	*0*
	157	Amtrak	391	DBB	218	CTI	68	*0*
	164	Amtrak	**498**	DBB	198	ENG	64	*0*
	174	Amtrak	312	ENG	93	PTI	44	*0*
	194	Amtrak	**535**	MTI	245	DBB	106	*0*
	195	Amtrak	**486**	DBB	121	HLD	79	*0*
Lynchburg[e]	145	Amtrak	**647**	DBB	249	HLD	76	*0*
	147	Amtrak	**907**	MTI	585	SVS	91	*0*
	156	Amtrak	**765**	DBB	252	MTI	190	*0*
	171	Amtrak	425	HLD	96	ADA	62	*0*
	176	Amtrak	256	SMW	66	PTI	38	*0*
All Other Northeast Regional	110	Amtrak	269	CTC	59	CTI	38	*0*
	111	Amtrak	101	CTP	26	CTC	20	*0*
	123	Amtrak	202	DCS	65	ENG	51	*0*
	126	Amtrak	338	DBB	205	ENG	58	*0*
	127	Amtrak	333	PTI	110	CTI	64	*0*
	129	Amtrak	348	CTI	80	PTI	69	*0*
	130	Amtrak	263	CAR	63	ENG	59	*0*
	131	Amtrak	**614**	DET	454	SMW	123	*0*
	132	Amtrak	440	SMW	136	DBB	69	*0*
	133	Amtrak	**595**	PTI	212	CTI	185	*0*
	134	Amtrak	167	PTI	53	ENG	43	*0*
	135	Amtrak	328	HLD	73	DBB	66	*0*
	136	Amtrak	423	DCS	173	CTI	71	*0*
	137	Amtrak	188	CTI	52	PTI	37	*0*
	138	Amtrak	258	CTI	74	MTI	56	*0*
	139	Amtrak	290	HLD	144	DCS	58	*0*
	140	Amtrak	**678**	DBB	222	ENG	115	*0*
	141	Amtrak	423	PTI	67	ADA	65	*0*
	143	Amtrak	414	DBB	283	HLD	52	*0*
	146	Amtrak	275	DET	117	SVS	84	*0*
	148	Amtrak	**543**	ENG	114	SYS	90	*0*
	150	Amtrak	101	SMW	29	SYS	21	*0*
	151	Amtrak	56	DCS	12	OTH	10	*0*
	152	Amtrak	**708**	DET	444	ENG	96	*0*
	153	Amtrak	282	DBB	263	CTI	10	*0*
	154	Amtrak	**1230**	DBB	810	ENG	147	*0*
	155	Amtrak	131	DBB	37	DET	34	*0*
	158	Amtrak	432	DBB	116	SVS	111	*0*
	159	Amtrak	**543**	DBB	111	MTI	101	*0*
	160	Amtrak	169	SMW	46	DBS	29	*0*
	161	Amtrak	322	HLD	73	DET	65	*0*
	162	Amtrak	110	SMW	30	HLD	20	*0*
	163	Amtrak	466	DET	117	HLD	82	*0*
	165	Amtrak	351	ENG	78	HLD	77	*0*
	166	Amtrak	**494**	DBB	148	SVS	96	*0*
	167	Amtrak	**500**	DBS	266	SMW	82	*0*
	168	Amtrak	401	MTI	107	HLD	91	*0*
	169	Amtrak	360	SMW	131	HLD	83	*0*
	170	Amtrak	285	ENG	89	CTI	77	*0*
	172	Amtrak	380	PTI	78	ENG	69	*0*
	173	Amtrak	261	HLD	42	MTI	40	*0*
	175	Amtrak	269	ENG	65	HLD	59	*0*
	177	Amtrak	359	SMW	129	ENG	42	*0*
	178	Amtrak	260	CAR	38	SYS	35	*0*
	179	Amtrak	**483**	SMW	195	ENG	67	*0*
	180	Amtrak	344	CTI	117	ENG	97	*0*
	181	Amtrak	255	PTI	93	CTI	35	*0*
	182	Amtrak	461	DBB	226	ENG	140	*0*
	183	Amtrak	353	PTI	137	CTI	90	*0*
	184	Amtrak	465	ENG	94	SVS	92	*0*

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	Host[b]	3rd Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance[c]
				#1	Minutes	#2	Minutes	
	185	Amtrak	260	CTI	93	OTH	56	*0*
	186	Amtrak	203	CAR	54	CTI	29	*0*
	187	Amtrak	134	DCS	24	HLD	24	*0*
	188	Amtrak	129	ENG	45	SYS	22	*0*
	190	Amtrak	207	SMW	89	ENG	41	*0*
	192	Amtrak	308	ENG	284	OTH	21	*0*
	193	Amtrak	273	PTI	53	ENG	44	*0*
	196	Amtrak	352	MTI	104	CTI	94	*0*
	198	Amtrak	400	DBB	77	SMW	65	*0*
	401	Amtrak	473	PTI	162	HLD	96	*0*
	405	Amtrak	0	-	0	-	0	*0*
	432	Amtrak	162	CON	100	HLD	62	*0*
	450	Amtrak	**1043**	CON	390	PTI	366	*0*
	460	Amtrak	**677**	CON	372	PTI	144	*0*
	463	Amtrak	270	PTI	114	DCS	90	*0*
	464	Amtrak	**1948**	CON	785	PTI	719	*0*
	465	Amtrak	**1158**	PTI	784	HLD	174	*0*
	467	Amtrak	150	DCS	150	-	0	*0*
	470	Amtrak	**981**	PTI	470	CON	275	*0*
	475	Amtrak	88	HLD	73	OTH	15	*0*
	476	Amtrak	**2015**	CON	1798	SVS	109	*0*
	479	Amtrak	**1021**	ITI	448	PTI	384	*0*
	488	Amtrak	**2104**	CON	1774	PTI	294	*0*
	490	Amtrak	237	CON	224	CTC	8	*0*
	493	Amtrak	**809**	ADA	339	HLD	296	*0*
	494	Amtrak	**1600**	CON	1173	PTI	200	*0*
	495	Amtrak	62	ADA	36	HLD	13	*0*
	497	Amtrak	**485**	HLD	299	PTI	187	*0*
Palmetto	89	Amtrak	294	CTI	54	HLD	46	*0*
	90	Amtrak	474	ENG	117	SVS	101	*0*
Pennsylvanian	42	Amtrak	219	ENG	65	HLD	29	*0*
	43	Amtrak	428	CTI	129	HLD	73	*0*
Silver Meteor	97	Amtrak	**1065**	ENG	290	SVS	137	*0*
	98	Amtrak	**883**	PTI	230	SVS	115	*0*
Silver Star	91	Amtrak	**625**	SVS	154	ENG	115	*0*
	92	Amtrak	**670**	PTI	130	CAR	119	*0*
Vermonter	54	Amtrak	**821**	DBB	228	PTI	146	*0*
	55	Amtrak	272	PTI	74	SVS	60	*0*
	56	Amtrak	**778**	SVS	175	PTI	109	*0*
	57	Amtrak	225	SVS	72	DET	66	*0*

[a] This table excludes third-party delays.
[b] Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.
[c] "Major Maintenance & Construction Allowance": minutes are included in Total Delay minutes, but are excluded for determining performance to standard.
[d] Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.
[e] 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 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. For additional information on APT and Short-Term Avoidable Operating Costs you can refer to the Intercity Passenger Rail Cost Analysis section of reports from the Volpe National Transportation Systems Center (VOLPE) which can be found at the following link, http://www.fra.dot.gov/Pages/1996.shtml.

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. Once eight quarters of the avoidable cost APT outputs are available, reporting will begin.

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 routes that have state revenue are identified in the financial metrics.

The system that generated this metric is APT, the Amtrak Performance Tracking system. Additional information on APT and Fully-Allocated Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center (VOLPE) which can be found at the following link, http://www.fra.dot.gov/Pages/1996.shtml.

As the fully-allocated cost components of the APT system were implemented as of October 2009, eight quarters of data have not yet been accumulated. These metrics therefore cannot be reported at this time. Once eight quarters of the fully-allocated cost APT outputs are available, reporting will begin.

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. Additional information on APT and Long-Term Avoidable Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center (VOLPE), at the following link, http://www.fra.dot.gov/Pages/1996.shtml.

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. For additional information on the OMB's GDP Chain Deflator refer to the following link, http://www.whitehouse.gov/sites/default/files/omb/budget/fy2011/assets/hist10z1.xls.

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. For additional information on the OMB's GDP Chain Deflator refer to the following link, http://www.whitehouse.gov/sites/default/files/omb/budget/fy2011/assets/hist10z1.xls.

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.]

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

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

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

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

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

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

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

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

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

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

Metric/ Stand-ard Category	Metric/Standard Subcategory	Standard Applies By	Statutory Require-ment	Added Measure	Standard; Comments
	Test No. 3 (Effective as of FY 2012): All-Stations OTP—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train's stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.[19]				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.
Train Delays	**Train Delays**.[20] This Congressionally-mandated metric/standard will consist of two groups of tests—"off" and "on" the Northeast Corridor (NEC)[21]: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.		✓		Annex 3 describes the rationale for the standards adopted in the Train Delay category.
	Train Delays—Off NEC				
	Amtrak-Responsible[22] Delays per 10,000 Train-Miles	**Route**[15]			Delays must be not more than 325 minutes per 10,000 Train-Miles.

[19] The 15-minute tolerance for All-Stations OTP is based on 49 U.S.C. Section 24101(c)(4).
[20] As calculated by Amtrak according to its existing procedures and definitions.
[21] For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.
[22] "Amtrak-responsible" refers to delays coded on Amtrak Conductor Delay Reports as Passenger-Related (ADA, HLD), Car Failure (CAR), Cab Car Failure (CCR), Connections (CON), Engine Failure (ENG), Injuries (INJ), Late Inbound Train (ITI), Service (SVS), System (SYS), or Other Amtrak-Responsible (OTH).

Metric/ Stand-ard Category	Metric/Standard Subcategory	Standard Applies By	Statutory Require-ment	Added Measure	Standard; Comments
	Host-Responsible[23] Delays per 10,000 Train-Miles	**Route**[15] **and host**			Delays must be not more than 900 minutes per 10,000 Train-Miles. Major reported causes of delay will also be shown for information (with no standard attached to them). The 900-minute standard is intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.
	Train Delays~~—~~ On NEC: Total Delays[24] per 10,000 Train-Miles	**Route**[15] **and host**			Delays must be not more than 265 minutes per 10,000 Train-Miles for Acela, and 475 minutes per 10,000 Train-Miles for all other services on the NEC. Reported causes of delay will also be shown for information (with no standard attached to them). The 265- and 475-minute standards are intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.

[23] "Host-responsible" refers to delays coded on Amtrak Conductor Delay Reports as Freight Train Interference (FTI), Slow Orders (DSR), Signals (DCS), Routing (RTE), Maintenance of Way (DMW), Commuter Train Interference (CTI), Passenger Train Interference (PTI), Debris Strikes (DBS), Catenary or Wayside Power System Failure (DET, used in electrified territory only), or Detours (DTR).
[24] "Total delays" for purposes of the NEC delay standard is all delays except 3rd Party delays.

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

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

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

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