

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

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

**Covering the Quarter Ended September, 2017
(Fourth Quarter of Fiscal Year 2017)**



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

Published November 2017

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Notes

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

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

Service	Current Period	Prior Period	Prior Report
	Oct 15 - Sep 17	Oct 14 - Sep 16	Jul 15 - Jun 17

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Oct 15 - Sep 17	Oct 14 - Sep 16	Jul 15 - Jun 17

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Oct 15 - Sep 17	Oct 14 - Sep 16	Jul 15 - Jun 17
<i>Acela Express</i>			
Acela Express	185%	187%	188%
<i>Other NEC Corridor Routes</i>			
Keystone Service	92%	88%	93%
Northeast Regional (Boston - Washington)	138%	134%	136%
Newport News	132%	130%	132%
Lynchburg	138%	132%	138%
Norfolk	111%	100%	110%
Richmond	116%	105%	115%
New Haven - Springfield	59%	59%	58%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	81%	77%	80%
Carolinian	116%	106%	118%
Cascades	85%	86%	86%
Downeaster	75%	76%	76%
Empire Corridor			
Adirondack	89%	93%	91%
Empire Service	102%	91%	106%
Ethan Allen Express	66%	63%	61%
Maple Leaf	65%	63%	61%
Heartland Flyer	92%	90%	93%
Hiawatha	93%	84%	89%
Hoosier State	91%	72%	92%
Illinois			
Carl Sandburg / Illinois Zephyr	94%	86%	90%
Illini / Saluki	88%	77%	84%
Lincoln Service	95%	83%	90%
Michigan			
Blue Water	79%	75%	77%
Pere Marquette	85%	79%	84%
Wolverine	48%	34%	35%
Kansas City - St. Louis	97%	86%	94%
Pacific Surfliner	84%	82%	85%
Pennsylvanian	81%	79%	80%
Piedmont	103%	82%	97%
San Joaquins	82%	84%	83%
Vermonteer	105%	113%	108%
<i>Long-Distance Routes</i>			
Auto Train	95%	99%	98%
California Zephyr	49%	47%	49%
Capitol Limited	44%	43%	43%
Cardinal	33%	33%	33%
City of New Orleans	47%	45%	47%
Coast Starlight	48%	48%	48%
Crescent	43%	43%	45%
Empire Builder	50%	48%	49%
Lake Shore Ltd	43%	40%	42%
Palmetto	88%	71%	84%
Silver Meteor	54%	53%	54%
Silver Star	50%	47%	50%
Southwest Chief	46%	45%	46%
Sunset Limited	25%	26%	26%
Texas Eagle	43%	42%	43%

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Oct 15 - Sep 17	Oct 14 - Sep 16	Jul 15 - Jun 17
<i>Acela Express</i>			
Acela Express	185%	187%	188%
<i>Other NEC Corridor Routes</i>			
Keystone Service	77%	73%	78%
Northeast Regional (Boston - Washington)	138%	134%	136%
Newport News	122%	121%	123%
Lynchburg	144%	143%	144%
Norfolk	100%	93%	99%
Richmond	102%	104%	103%
New Haven - Springfield	32%	34%	32%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	45%	41%	44%
Carolinian	101%	94%	102%
Cascades	54%	52%	54%
Downeaster	52%	49%	50%
Empire Corridor			
Adirondack	51%	57%	53%
Empire Service	50%	45%	52%
Ethan Allen Express	55%	52%	51%
Maple Leaf	71%	67%	67%
Heartland Flyer	27%	26%	27%
Hiawatha	77%	72%	74%
Hoosier State	25%	18%	24%
Illinois			
Carl Sandburg / Illinois Zephyr	33%	31%	32%
Illini / Saluki	40%	41%	40%
Lincoln Service	47%	43%	45%
Michigan			
Blue Water	47%	44%	44%
Pere Marquette	42%	39%	40%
Wolverine	34%	22%	24%
Kansas City - St. Louis	40%	37%	38%
Pacific Surfliner	66%	62%	66%
Pennsylvanian	73%	71%	73%
Piedmont	50%	41%	47%
San Joaquins	40%	42%	41%
Vermonteer	62%	61%	62%
<i>Long-Distance Routes</i>			
Auto Train	95%	99%	98%
California Zephyr	49%	47%	49%
Capitol Limited	44%	43%	43%
Cardinal	33%	33%	33%
City of New Orleans	47%	45%	47%
Coast Starlight	48%	48%	48%
Crescent	43%	43%	45%
Empire Builder	50%	48%	49%
Lake Shore Ltd	43%	40%	42%
Palmetto	88%	71%	84%
Silver Meteor	54%	53%	54%
Silver Star	50%	47%	50%
Southwest Chief	46%	45%	46%
Sunset Limited	25%	26%	26%
Texas Eagle	43%	42%	43%

Excludes Capital Charges.

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

**TABLE 3 (A):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Including State Revenue. Year 2016 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Oct 15 - Sep 17	Oct 14 - Sep 16	Jul 15 - Jun 17

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

**TABLE 3 (B):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Excluding State Revenue. Year 2016 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Oct 15 - Sep 17	Oct 14 - Sep 16	Jul 15 - Jun 17

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
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Current Period	Prior Period	Prior Report
Oct 15 - Sep 17	Oct 14 - Sep 16	Jul 15 - Jun 17
(\$0.026)	(\$0.038)	(\$0.031)

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

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

Current Period	Prior Period	Prior Report
Oct 15 - Sep 17	Oct 14 - Sep 16	Jul 15 - Jun 17
(\$0.061)	(\$0.073)	(\$0.066)

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

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

Service	Current Period	Prior Period	Prior Report
	Oct 15 - Sep 17	Oct 14 - Sep 16	Jul 15 - Jun 17

Acela Express

Acela Express	189	192	189
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Other NEC Corridor Routes

Keystone Service	156	149	156
Northeast Regional (Boston - Washington)	237	230	234
Newport News	260	270	263
Lynchburg	329	334	328
Norfolk	179	177	179
Richmond	193	200	195
New Haven - Springfield	122	118	123

Non-NEC Corridor Routes

Capitol Corridor	91	87	90
Carolinian	234	248	237
Cascades	136	129	133
Downeaster	89	83	85
Empire Corridor			
Adirondack	199	217	204
Empire Service	129	132	131
Ethan Allen Express	143	153	146
Maple Leaf	117	116	117
Heartland Flyer	79	80	79
Hiawatha	154	151	153
Hoosier State	58	58	58
Illinois			
Carl Sandburg / Illinois Zephyr	88	90	88
Illini / Saluki	103	110	104
Lincoln Service	130	127	129
Michigan			
Blue Water	155	155	156
Pere Marquette	107	112	107
Wolverine	147	143	145
Kansas City - St. Louis	79	80	79
Pacific Surfliner	159	157	158
Pennsylvanian	206	211	206
Piedmont	69	70	69
San Joaquins	106	118	109
Vermonteer	141	138	139

Long-Distance Routes

Auto Train	338	358	341
California Zephyr	177	171	177
Capitol Limited	183	184	182
Cardinal	119	119	118
City of New Orleans	158	160	157
Coast Starlight	208	213	210
Crescent	139	148	142
Empire Builder	175	171	173
Lake Shore Ltd	203	199	199
Palmetto	178	158	173
Silver Meteor	211	215	212
Silver Star	169	174	170
Southwest Chief	187	193	188
Sunset Limited	126	127	126
Texas Eagle	170	171	169

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

Table 6
On Time Performance (OTP)

Service	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	Test #2 End Point OTP for FY 2017 Q4	Test #3 All Stations OTP for FY 2017 Q4
Acela Express			
Standard	>=0	90.0%	90.0%
Acela Express	-2.7	75.6%	75.0%
Other NEC Corridor Routes			
Standard	>=0	85.0%	85.0%
Keystone	-1.7	86.3%	92.5%
Total Northeast Regional	-0.9	74.3%	73.4%
All Other Northeast Regional	0.1	76.7%	74.8%
Lynchburg	-6.7	63.0%	67.1%
Richmond / Newport News / Norfolk	-0.4	70.1%	72.3%
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Capitol Corridor	1.4	92.6%	95.2%
Carolinian	-0.4	45.1%	48.5%
Cascades	-2.3	59.9%	63.5%
Downeaster	-2.1	63.5%	89.5%
Empire	1.4	77.0%	70.1%
Adirondack	1.6	44.0%	43.2%
Ethan Allen Express	3.4	84.8%	84.5%
Maple Leaf	0.9	63.6%	47.9%
New York - Albany	1.5	82.4%	91.5%
New York - Niagara Falls	1.6	78.8%	64.8%
Heartland Flyer	5.2	66.8%	82.0%
Hiawatha	1.5	93.7%	96.8%
Hoosier	3.3	49.0%	58.5%
Illinois	0.8	68.4%	69.5%
Carl Sandburg / Illinois Zephyr	2.7	90.5%	91.2%
Illini / Saluki	-2.8	21.2%	32.5%
Lincoln Service	1.8	81.0%	78.7%
Michigan	4.9	69.7%	74.6%
Blue Water	7.9	60.3%	70.8%

Table 6
On Time Performance (OTP)

Service	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Pere Marquette	4.1	87.5%	93.9%
Wolverine	3.9	66.8%	73.2%
Missouri	6.7	63.2%	69.3%
Pacific Surfliner	-2.3	64.0%	79.3%
Pennsylvanian	0.1	76.6%	76.4%
Piedmont	-2.8	79.4%	91.6%
Vermont	3.4	71.7%	51.6%
San Joaquins	-0.9	77.0%	79.2%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	-0.1	68.1%	67.1%
California Zephyr	2.6	41.3%	35.5%
Capitol Ltd	0.3	44.6%	41.0%
Cardinal	1.2	40.5%	41.8%
Coast Starlight	0.1	52.7%	41.6%
Crescent	-1.1	29.1%	36.8%
Empire Builder	-0.6	82.0%	67.3%
Lake Shore Ltd	-1.0	39.4%	38.7%
Palmetto	0.0	36.4%	51.0%
Silver Meteor	0.0	25.8%	27.8%
Silver Star	-0.2	19.9%	27.8%
Southwest Chief	-0.9	32.6%	36.7%
Sunset Ltd	2.9	65.4%	32.2%
Texas Eagle	2.5	54.3%	40.8%
City Of New Orleans	-0.3	75.5%	47.3%

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

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

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

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

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

Service	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Acela Express								
Acela Express	MNRR	1,738	DSR	821	CTI	693	56	
Other NEC Corridor Routes								
Northeast Regional	Richmond / Newport News / Norfolk	CSX	1,681	FTI	415	PTI	388	189
		MNRR	2,165	DSR	1,105	CTI	642	56
		NS	186	DCS	68	RTE	60	81
	Lynchburg	MNRR	2,513	DSR	1,240	CTI	1,031	56
		NS	775	FTI	305	DSR	212	216
	All Other Northeast Regional	MNRR	1,796	DSR	916	CTI	632	56
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	UP	533	PTI	189	DSR	97	168
Carolinian	Carolinian	CSX	1,738	FTI	463	PTI	430	295
		NS	631	PTI	214	DSR	166	202
Cascades	Cascades	BNSF	1,449	DSR	529	FTI	292	343
		UP	1,551	FTI	678	PTI	481	125
Downeaster	Downeaster	MBTA	1,883	CTI	798	DSR	454	38
		PanAm	754	PTI	322	DSR	279	77
Empire	Adirondack	Amtrak	78	DCS	50	RTE	18	104
		CN	4,078	DSR	1,898	FTI	1,148	49
		CP	964	PTI	372	DSR	267	178
		MNRR	1,434	CTI	822	DSR	235	64
	Ethan Allen Express	Amtrak	51	DCS	26	RTE	12	104
		CP	1,228	PTI	525	DCS	328	60
		MNRR	1,523	CTI	584	DSR	433	64
		VTR	80	DCS	33	RTE, DMW	47	24
	Maple Leaf	Amtrak	1	PTI	1			109
		CSX	1,806	FTI	947	RTE	347	298
		MNRR	1,515	CTI	743	DSR	353	64
	New York - Albany	MNRR	1,469	CTI	724	DSR	323	64

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

Service	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
<i>Standard</i>		900						
Non-NEC Corridor Routes								
	New York - Niagara Falls	Amtrak	7	RTE	5	PTI	2	109
		CSX	1,235	FTI	432	RTE	328	296
		MNRR	1,923	CTI	713	RTE	430	64
Heartland Flyer	Heartland Flyer	BNSF	1,203	DSR	756	FTI	268	238
Hiawatha	Hiawatha	CP	242	DCS	89	FTI	58	53
		Metra	1,369	CTI	940	DCS	118	29
Hoosier	Hoosier	CSX	2,174	FTI	1,747	DCS	177	175
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	586	FTI	202	RTE	114	257
	Illini / Saluki	CN	2,079	DCS	853	FTI	626	306
	Lincoln Service	CN	1,179	FTI	622	DCS	266	37
		UP	1,024	PTI	383	FTI	332	231
Michigan	Blue Water	Amtrak	1,129	DSR	586	DCS	327	99
		CN	1,078	FTI	776	DSR	117	159
		MIDOT	62	DCS	42	DSR	20	22
		NS	2,906	FTI	1,146	DCS	1,081	39
	Pere Marquette	CSX	342	FTI	176	DSR	73	135
		NS	1,801	FTI	792	PTI	378	39
	Wolverine	Amtrak	1,523	DSR	632	PTI	519	99
		CN	1,797	FTI	640	DSR	571	27
		MIDOT	409	PTI	281	DCS	72	134
		NS	2,536	FTI	1,196	DCS	645	39
Missouri	Missouri	UP	1,204	FTI	546	DSR	269	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,424	DCS	336	FTI	300	22
		SCRRA	974	PTI	367	CTI	339	95
		SDNRR	1,876	CTI	698	PTI	554	60
		UP	1,167	PTI	728	FTI	147	174
Pennsylvanian	Pennsylvanian	NS	975	FTI	609	RTE	140	249
Piedmont	Piedmont	NS	654	FTI	214	PTI	143	173
San Joaquins	San Joaquins	BNSF	1,006	PTI	383	FTI	337	284
		UP	1,217	PTI	493	DCS	224	88

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

Service	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Non-NEC Corridor Routes								
Vermont	Vermont	MADOT	1,942	DSR	1,703	DCS	172	50
		MNRR	2,943	CTI	1,401	DSR	1,290	56
		NECR	1,387	DSR	1,304	DCS	48	238
Long-Distance Routes								
Auto Train	CSX	1,279	FTI	572	PTI	283	898	
	FR	3,104	DCS	1,815	DSR	731	16	
California Zephyr	BNSF	1,068	DSR	591	FTI	181	1027	
	UP	1,067	FTI	322	DSR	248	1431	
Capitol Ltd	CSX	1,044	FTI	462	DSR	202	307	
	NS	1,932	FTI	1,226	RTE	282	481	
Cardinal	BBrRR	1,309	PTI	506	FTI	351	132	
	CSX	1,507	FTI	1,038	DSR	178	698	
	NS	1,541	DCS	505	FTI	354	79	
City Of New Orleans	CN	1,367	FTI	659	DSR	252	930	
Coast Starlight	BNSF	622	PTI	177	DSR	143	186	
	SCRRA	1,957	PTI	1,027	CTI	532	48	
	UP	1,417	PTI	417	FTI	341	1159	
Crescent	NS	1,480	FTI	1,011	DSR	172	1141	
Empire Builder	BNSF	665	DSR	295	FTI	251	2147	
	CP	441	DSR	147	FTI	129	384	
	Metra	1,071	CTI	741	DCS	123	29	
Lake Shore Ltd	CSX	1,231	FTI	580	RTE	153	741	
	MBTA	3,679	CTI	2,578	RTE	443	64	
	MNRR	1,578	CTI	669	DSR	474	64	
	NS	2,151	FTI	1,464	RTE	184	339	
Palmetto	CSX	1,135	FTI	412	PTI	283	659	
Silver Meteor	CSX	1,034	FTI	490	PTI	183	1152	
	Fla DOT	1,577	DSR	516	CTI	460	68	
	FR	3,188	DCS	1,387	PTI	796	61	
Silver Star	CSX	1,339	FTI	402	DCS	254	1209	
	Fla DOT	1,249	CTI	444	DSR	342	68	
	FR	2,409	DCS	1,325	DSR	585	61	
	NS	563	PTI	314	FTI	85	28	
Southwest Chief	BNSF	765	DSR	277	FTI	181	2198	
	NMDOT	4,039	DSR	1,692	CTI	1,370	80	
Sunset Ltd	BNSF	1,390	DSR	829	FTI	269	190	
	UP	1,318	FTI	723	RTE	188	1784	
Texas Eagle	BNSF	1,571	DSR	991	FTI	375	126	

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

Service	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				Route Miles
			#1	#2			
<i>Standard</i>		900					
Long-Distance Routes							
	CN	2,283	FTI	1,346	DCS	318	37
	TRE	2,199	CTI	1,480	RTE	281	33
	UP	1,588	FTI	750	DSR	280	1073

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

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

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

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

Service	Total Delay	FY 2017 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	245	OTH	165	HLD	34
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	475	OTH	157	HLD	103
Richmond / Newport News / Norfolk	410	HLD	103	OTH	93
Lynchburg	433	HLD	114	ENG	104
All Other Northeast Regional	699	OTH	406	HLD	97
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	257	HLD	87	ADA	61
Carolinian	673	ADA	203	HLD	152
Cascades	446	HLD	83	ADA	79
Downeaster	116	HLD	51	OTH	28
Empire	333	SYS	122	HLD	78
Adirondack	360	HLD	140	SYS	70
Ethan Allen Express	223	HLD	89	ADA	54
Maple Leaf	690	SYS	292	HLD	139
New York - Albany	97	HLD	21	SYS	14
New York - Niagara Falls	306	SYS	140	HLD	54
Heartland Flyer	332	HLD	163	ADA	57
Hiawatha	351	OTH	228	ENG	40
Hoosier	215	SYS	102	OTH	58
Illinois	187	ADA	46	HLD	44
Carl Sandburg / Illinois Zephyr	134	HLD	51	ADA	49
Illini / Saluki	330	OTH	107	ADA	69
Lincoln Service	134	HLD	35	ADA	31
Michigan	310	OTH	80	HLD	73
Blue Water	342	OTH	107	ADA	96
Pere Marquette	323	HLD	115	OTH	83
Wolverine	295	ADA	75	OTH	69
Missouri	322	HLD	105	ADA	76

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

Service	Total Delay	FY 2017 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pacific Surfliner	728	HLD	204	SYS	115
Pennsylvanian	323	ADA	79	HLD	72
Piedmont	201	ADA	87	HLD	41
San Joaquins	245	ADA	61	HLD	44
Vermonter	500	OTH	301	HLD	54
Long Distance Routes - Amtrak Responsible					
Auto Train	389	ITI	165	ENG	80
California Zephyr	381	HLD	86	SYS	69
Capitol Ltd	354	HLD	128	ENG	78
Cardinal	488	HLD	130	OTH	94
City Of New Orleans	304	HLD	119	ADA	65
Coast Starlight	836	HLD	203	SVS	164
Crescent	358	HLD	118	ADA	70
Empire Builder	314	HLD	96	ENG	51
Lake Shore Ltd	447	HLD	251	SYS	91
Palmetto	307	ADA	88	HLD	72
Silver Meteor	526	ADA	136	SYS	131
Silver Star	581	SYS	183	ADA	148
Southwest Chief	479	HLD	146	ENG	106
Sunset Ltd	430	HLD	122	SVS	110
Texas Eagle	589	HLD	188	SYS	80

This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards.

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

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

Table 9
On-NEC Total Host and Amtrak Responsible Delays

Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Host Railroad	Total Delay	FY 2017 Q4				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<i>Acela Express</i>							
<i>Standard</i>		265					
Acela Express	Amtrak	379	SMW	128	CTI	37	401
<i>Other Services</i>							
<i>Standard</i>		475					
Keystone	Amtrak	348	SMW	76	CTI	44	195
Cardinal	Amtrak	969	SMW	280	ITI	113	226
Carolinian	Amtrak	472	SMW	139	SVS	56	226
Crescent	Amtrak	1,857	SVS	735	ITI	244	226
Northeast Regional	Amtrak	494	SMW	125	HLD	59	463
Richmond / Newport News / Norfolk	Amtrak	534	SMW	150	HLD	63	463
Lynchburg	Amtrak	662	SMW	121	HLD	103	463
All Other Northeast Regional	Amtrak	458	SMW	113	HLD	53	463
Palmetto	Amtrak	770	SMW	204	HLD	122	226
Pennsylvanian	Amtrak	358	SMW	94	PTI	74	195
Silver Meteor	Amtrak	1,396	SVS	434	SMW	254	226
Silver Star	Amtrak	584	SVS	103	SMW	101	226
Vermonter	Amtrak	537	SMW	185	PTI	66	304

This table excludes third-party delays.

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

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

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

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

Service	4th Quarter FY 2017					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard	82	80	80	80	80	80
Acela Express						
Acela Express	75	81	75	66	79	58
Other NEC Corridor Routes						
Keystone Service	77	82	69	61	82	60
Northeast Regional (Boston - Washington)	81	86	72	61	84	69
Newport News ^b	82	83	72	64	83	69
Norfolk ^c	80	83	67	61	84	63
Richmond ^d	81	81	68	60	80	61
Lynchburg ^e	87	89	76	66	85	
New Haven - Springfield	75	84	65	61	80	72
Non-NEC Corridor Routes						
Capitol Corridor	89	91	83	76	88	72
Carolinian	68	86	68	55	74	68
Cascades	82	87	76	72	82	64
Downeaster	89	92	81	79	90	76
Empire Corridor						
Adirondack	67	74	64	53	75	45
Ethan Allen Express	82	86	77	63	82	67
Maple Leaf	77	86	73	55	81	64
New York - Albany ^f	81	90	76	66	82	
Heartland Flyer	90	91	85	79	89	75
Hiawatha	89	92	81	79	87	
Hoosier State	80	93	81	78	81	
Illinois						
Carl Sandburg / Illinois Zephyr	91	90	83	82	88	75
Illini / Saluki	77	86	74	75	80	70
Lincoln Service	85	84	78	71	83	66
Michigan						
Blue Water	86	82	75	73	85	64
Pere Marquette	87	90	84	77	89	64
Wolverine	84	89	77	69	85	70
Kansas City - St. Louis	84	88	78	70	82	65
Pacific Surfliner	78	83	73	71	83	60
Pennsylvanian	87	88	78	61	84	68
Piedmont	94	95	86	89	92	
San Joaquins	84	86	77	68	82	64
Vermont	76	80	67	54	79	52
Long-Distance Routes						
Auto Train	80	90	85	78	72	75
California Zephyr	73	81	69	57	76	63
Capitol Limited	76	85	66	68	75	67
Cardinal	64	74	62	51	71	54
City of New Orleans	80	86	79	72	77	63
Coast Starlight	66	76	63	60	76	56
Crescent	61	78	55	58	71	66
Empire Builder	78	81	71	57	75	65
Lake Shore Ltd	67	77	58	52	68	56
Palmetto	72	78	66	55	76	61
Silver Meteor	65	77	61	53	70	60
Silver Star	64	79	61	52	72	57
Southwest Chief	68	80	66	58	71	66
Sunset Limited	78	84	71	67	79	72
Texas Eagle	75	80	72	63	80	64

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

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

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

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

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

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

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

Service	4th Quarter FY 2017		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	34	88	0.39
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Other NEC Corridor Routes

Keystone Service	9	34	0.27
Total Northeast Regional	45	132	0.34
Richmond / Newport News ^b	12	39	0.31
Lynchburg ^c	7	10	0.67
All Other Northeast Regional	26	82	0.32

Non-NEC Corridor Routes

Capitol Corridor	6	29	0.21
Carolinian	7	13	0.53
Cascades	28	24	1.19
Downeaster	1	12	0.08
Empire Corridor	33	55	0.60
Adirondack	7	7	0.99
Ethan Allen Express	2	4	0.45
Maple Leaf	9	9	1.04
New York - Albany ^d	8	17	0.46
New York - Niagara Falls	7	17	0.41
Heartland Flyer	1	4	0.26
Hiawatha	4	11	0.37
Hoosier State	1	2	0.49
Illinois	12	42	0.29
Carl Sandburg / Illinois Zephyr	6	10	0.63
Illini / Saluki	2	11	0.18
Lincoln Service	4	21	0.19
Michigan	5	26	0.19
Blue Water	1	6	0.17
Pere Marquette	0	3	0.00
Wolverine	4	17	0.24
Kansas City - St. Louis	1	10	0.10
Pacific Surfliner	31	43	0.73
Pennsylvanian	1	8	0.12
Piedmont	1	6	0.16
San Joaquins	15	40	0.38
Vermont	6	11	0.55

Long-Distance Routes

Auto Train	18	15	1.19
California Zephyr	29	45	0.65
Capitol Limited	19	14	1.35
Cardinal	6	9	0.66
City of New Orleans	3	17	0.17
Coast Starlight	23	26	0.90
Crescent	7	23	0.31
Empire Builder	21	47	0.45
Lake Shore Ltd	9	20	0.45
Palmetto	6	15	0.39
Silver Meteor	15	23	0.64
Silver Star	18	26	0.70
Southwest Chief	26	42	0.62
Sunset Limited	3	14	0.21
Texas Eagle	19	24	0.80

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

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

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

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

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

Service	4th Quarter FY 2017	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.01	1.80
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Amtrak Corridor

Keystone	0.01	1.84
Northeast Regional	0.01	1.69

Short Distance

Capitol	0.08	14.45
Carolinian	0.03	2.53
Cascades	0.01	0.00
Downeaster	0.01	1.28
Empire Corridor		
Adirondack	0.00	1.56
Empire Service	0.00	1.81
Ethan Allen Express	0.00	1.20
Maple Leaf	0.04	3.77
Heartland Flyer	0.00	0.37
Hiawatha	0.14	3.03
Hoosier State	0.02	3.62
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.63
Illini / Saluki	0.00	1.32
Lincoln Service	0.15	5.74
Michigan		
Blue Water	0.00	0.31
Pere Marquette	0.00	1.02
Wolverine	0.03	1.98
Kansas City - St. Louis	0.00	0.34
Pacific Surfliner	0.04	2.10
Pennsylvanian	0.00	2.22
Piedmont	0.14	2.11
San Joaquins	0.02	2.72
Vermont	0.03	2.53

Long Distance

Auto Train	1.65	13.14
California Zephyr	0.44	17.06
Capitol Limited	0.25	12.30
Cardinal	0.38	6.54
City of New Orleans	0.56	15.25
Coast Starlight	1.05	30.69
Crescent	0.33	7.68
Empire Builder	0.35	10.55
Lake Shore Ltd	0.09	10.88
Palmetto	0.60	24.44
Silver Meteor	0.52	28.52
Silver Star	0.68	25.27
Southwest Chief	0.96	16.00
Sunset Limited	0.54	18.93
Texas Eagle	0.60	16.45

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2017						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	517	71	10	50	340		988
Amtrak Premium	11	1	0	2	6		20
Acela Express	11	1	0	2	6		20
Amtrak Corridor	8	2	0	4	8		22
Keystone	0	0	0	0	0		0
Northeast Regional	8	2	0	4	8		22
Short Distance	67	2	3	9	27		108
Capitols	0	0	0	0	0		0
Carolinian	3	0	1	1	3		8
Cascades	2	0	1	0	4		7
Downeaster	1	0	0	1	0		2
Empire Corridor	10	1	1	1	5		18
Adirondack	4	0	0	1	1		6
Empire Service	2	0	0	0	2		4
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	4	1	1	0	2		8
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	1		1
Illinois	2	0	0	0	0		2
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	1	0	0	0	0		1
Lincoln Service	1	0	0	0	0		1
Michigan	4	0	0	0	0		4
Blue Water	0	0	0	0	0		0
Pere Marquette	0	0	0	0	0		0
Wolverine	4	0	0	0	0		4
Kansas City - St. Louis	1	0	0	1	0		2
Pacific Surfliner	6	0	0	2	9		17
Pennsylvanian	2	1	0	0	1		4
Piedmont	0	0	0	0	0		0
San Joaquins	36	0	0	3	2		41
Vermont	0	0	0	0	2		2
Long Distance	431	66	7	35	299		838
Auto Train	27	3	0	2	15		47
California Zephyr	111	3	0	7	68		189
Capitol Limited	13	1	3	2	10		29
Cardinal	6	0	0	0	2		8
City of New Orleans	10	2	0	2	13		27
Coast Starlight	36	4	0	3	33		76
Crescent	50	42	0	2	15		109
Empire Builder	17	2	0	0	30		49
Lake Shore Ltd	21	0	0	2	17		40
Palmetto	4	0	0	0	5		9
Silver Meteor	30	1	0	3	23		57
Silver Star	32	1	2	4	12		51
Southwest Chief	37	3	1	5	25		71
Sunset Limited	10	2	1	2	9		24
Texas Eagle	27	2	0	1	22		52

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

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2017					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	617	92	3,048	1,296	1,615	6,668
Amtrak Premium	13	8	57	32	40	150
Acela Express	13	8	57	32	40	150
Amtrak Corridor	97	15	118	294	184	708
Keystone	8	1	3	9	17	38
Northeast Regional	89	14	115	285	167	670
Short Distance	191	25	462	289	374	1,341
Capitols	9	0	8	6	18	41
Carolinian	33	2	37	34	43	149
Cascades	16	2	42	19	32	111
Downeaster	5	0	4	8	6	23
Empire Corridor	23	2	49	17	27	118
Adirondack	3	1	10	2	1	17
Empire Service	13	1	22	9	14	59
Ethan Allen Express	2	0	0	1	5	8
Maple Leaf	5	0	17	5	7	34
Heartland Flyer	1	0	7	4	3	15
Hiawatha	4	0	10	2	1	17
Hoosier State	0	0	4	0	0	4
Illinois	8	4	112	27	33	184
Carl Sandburg / Illinois Zephyr	1	3	17	4	6	31
Illini / Saluki	2	0	25	9	6	42
Lincoln Service	5	1	70	14	21	111
Michigan	12	1	34	21	30	98
Blue Water	0	0	11	7	7	25
Pere Marquette	1	0	4	2	4	11
Wolverine	11	1	19	12	19	62
Kansas City - St. Louis	6	0	15	7	9	37
Pacific Surfliner	54	7	88	93	106	348
Pennsylvanian	5	1	15	3	15	39
Piedmont	1	0	3	1	2	7
San Joaquins	8	6	18	40	41	113
Vermont	6	0	16	7	8	37
Long Distance	316	44	2,411	681	1,017	4,469
Auto Train	10	3	83	12	29	137
California Zephyr	23	3	332	43	91	492
Capitol Limited	12	1	161	15	39	228
Cardinal	4	2	32	10	18	66
City of New Orleans	11	2	29	27	39	108
Coast Starlight	50	8	166	87	113	424
Crescent	22	1	53	45	110	231
Empire Builder	17	6	577	113	99	812
Lake Shore Ltd	16	6	268	46	67	403
Palmetto	23	0	17	25	32	97
Silver Meteor	41	2	238	57	90	428
Silver Star	28	3	108	56	73	268
Southwest Chief	26	3	174	74	115	392
Sunset Limited	3	1	22	16	20	62
Texas Eagle	30	3	151	55	82	321

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2017					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	662	1,409	326	1,261	1,391	5,049
Amtrak Premium	9	12	4	28	6	59
Acela Express	9	12	4	28	6	59
Amtrak Corridor	24	113	18	149	93	397
Keystone	1	3	3	8	5	20
Northeast Regional	23	110	15	141	88	377
Short Distance	76	316	50	227	221	890
Capitol	0	10	3	8	4	25
Carolinian	5	88	9	36	81	219
Cascades	14	46	9	17	10	96
Downeaster	1	4	0	5	1	11
Empire Corridor	1	28	4	29	37	99
Adirondack	0	6	0	3	9	18
Empire Service	1	13	2	17	10	43
Ethan Allen Express	0	4	1	1	0	6
Maple Leaf	0	5	1	8	18	32
Heartland Flyer	0	0	1	2	4	7
Hiawatha	0	6	0	3	2	11
Hoosier State	0	1	0	0	0	1
Illinois	5	9	2	23	14	53
Carl Sandburg / Illinois Zephyr	0	0	1	1	8	10
Illini / Saluki	2	6	0	7	2	17
Lincoln Service	3	3	1	15	4	26
Michigan	6	15	6	22	14	63
Blue Water	1	2	3	6	3	15
Pere Marquette	5	0	0	5	0	10
Wolverine	0	13	3	11	11	38
Kansas City - St. Louis	0	3	3	3	5	14
Pacific Surfliner	41	32	6	50	20	149
Pennsylvanian	3	5	1	12	10	31
Piedmont	0	1	0	1	0	2
San Joaquins	0	65	5	6	13	89
Vermont	0	3	1	10	6	20
Long Distance	553	968	254	857	1,071	3,703
Auto Train	46	32	9	45	14	146
California Zephyr	72	105	30	55	96	358
Capitol Limited	22	25	9	21	24	101
Cardinal	10	10	8	12	25	65
City of New Orleans	19	44	9	25	24	121
Coast Starlight	55	58	20	82	64	279
Crescent	28	73	16	55	109	281
Empire Builder	82	115	24	77	90	388
Lake Shore Ltd	31	32	15	33	94	205
Palmetto	16	84	8	109	81	298
Silver Meteor	29	95	21	87	117	349
Silver Star	19	136	29	83	99	366
Southwest Chief	59	61	23	86	132	361
Sunset Limited	21	34	11	24	24	114
Texas Eagle	44	64	22	63	78	271

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

**TABLE 16:
STATION-RELATED COMPLAINTS**

Number of Complaints Received

4th Quarter FY 2017

Amtrak System		2218
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Division

Boston		103
California		396
Central		143
Empire		62
New York		61
Southeast		314
Southwest		643
Northwest		98
Washington		398

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

**TABLE 17:
PUBLIC BENEFITS**

	FY 2016
Connectivity	18.9%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	5.3%
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

² Not-applicable to financial tables; data included in "Empire Service" in financial tables.

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

Host Railroad Codes	
Code	Company
AM	Amtrak
BB	Buckingham Branch Railroad
BN	Burlington Northern Santa Fe
FR	Central Florida Rail Corridor
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CS	CSX Corporation
FL	Florida Department of Transportation
MT	Massachusetts Bay Transportation Authority
ME	Metra
MI	Michigan Department of Transportation
MN	Metro-North Railroad
NE	New England Central Railroad
NM	New Mexico Department of Transportation
NS	Norfolk Southern
GT	Pan Am Railways
SC	Southern California Regional Rail Authority
SN	San Diego Northern Railway Inc.
UP	Union Pacific
VR	Vermont Railway System

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-4.7	85.5%	94.2%
	2103	-1.3	95.2%	95.6%
	2104	-2.9	88.7%	93.3%
	2107	-5.4	82.3%	83.4%
	2109	-3.8	83.9%	81.8%
	2110	-2.7	87.1%	90.3%
	2117	-3.5	72.6%	76.0%
	2119	-4.1	87.1%	86.4%
	2121	-5.3	82.3%	87.1%
	2122	-3.3	87.1%	90.6%
	2124	-4.1	85.7%	90.8%
	2126	-4.8	80.6%	85.9%
	2128	NA	82.3%	86.6%
	2150	-0.8	53.2%	68.6%
	2151	-3.0	66.7%	73.0%
	2153	-3.4	67.7%	72.5%
	2154	0.7	68.3%	69.5%
	2155	-1.1	66.7%	68.3%
	2158	-1.3	60.3%	56.8%
	2159	-3.2	61.9%	73.7%
	2160	-2.0	66.1%	66.3%
	2163	-4.0	63.5%	70.6%
	2164	-0.7	85.7%	81.4%
	2165	-2.0	54.8%	70.5%
	2166	-1.1	88.7%	74.2%
	2167	-3.4	74.6%	77.3%
	2168	-2.2	69.8%	66.3%
	2170	-2.2	67.7%	70.3%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2171	-2.9	79.4%	73.0%
	2172	-2.2	85.7%	65.5%
	2173	-3.0	79.0%	80.9%
	2175	NA	66.1%	63.4%
	2190	-0.9	90.5%	65.7%
	2192	-3.2	100.0%	85.7%
	2193	2.0	100.0%	71.4%
	2203	-6.4	93.3%	90.0%
	2205	-4.5	92.9%	85.7%
	2208	-3.1	73.3%	85.8%
	2211	-3.1	100.0%	100.0%
	2213	-5.8	92.3%	86.5%
	2215	-3.7	84.6%	87.5%
	2220	-2.7	80.0%	85.8%
	2222	-3.2	84.6%	95.2%
	2224	-4.7	84.6%	94.2%
	2226	-1.4	100.0%	100.0%
	2228	-4.3	61.5%	79.8%
	2245	-0.3	100.0%	92.9%
	2248	-4.0	57.1%	65.1%
	2249	-1.8	40.0%	44.3%
	2250	-0.4	100.0%	85.7%
	2251	-0.7	53.3%	56.7%
	2252	-1.1	64.3%	73.0%
	2253	-2.5	48.3%	65.0%
	2254	-1.1	72.4%	75.9%
	2255	-1.5	78.6%	76.5%
	2256	-1.9	85.7%	86.2%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2257	-2.6	64.3%	68.9%
	2258	-1.2	84.6%	86.3%
	2259	-1.9	69.2%	72.0%
	2260	NA	69.2%	75.8%
	2261	NA	92.3%	79.7%
	2262	NA	100.0%	85.7%
	2275	NA	53.8%	64.1%
	2290	-4.1	86.7%	71.4%
	2297	0.0	100.0%	85.7%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	82.8%	78.4%
	66	3.2	95.7%	75.7%
	67	-1.7	65.1%	73.2%
	71	NA	93.3%	67.9%
	82	0.4	87.5%	65.5%
	83	0.8	38.5%	47.4%
	84	-3.2	68.3%	73.6%
	85	-0.4	52.4%	76.3%
	86	1.1	63.5%	67.8%
	87	2.0	35.7%	68.0%
	88	-1.0	72.4%	61.7%
	93	-0.9	38.0%	59.0%
	94	-0.2	74.6%	67.1%
	95	1.2	57.1%	73.0%
	96	NA	92.9%	83.3%
	99	0.3	48.3%	66.5%
	125	-15.6	69.8%	80.2%
	157	-20.6	78.6%	81.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	164	-4.1	93.1%	75.7%
	174	-8.0	93.7%	89.0%
	194	0.1	80.0%	65.3%
	195	0.8	51.7%	66.1%
Northeast Regional - Lynchburg	145	3.3	64.3%	78.1%
	147	-0.5	60.0%	67.4%
	156	-14.5	79.3%	89.5%
	171	-7.9	68.3%	78.2%
	176	-7.5	50.8%	48.3%
Northeast Regional - All Other Northeast Regional	110	-0.7	95.7%	99.2%
	111	0.0	95.7%	95.7%
	123	NA	85.7%	89.6%
	126	NA	78.6%	93.6%
	127	-4.4	52.2%	73.1%
	129	-3.4	52.4%	72.7%
	130	-2.1	58.7%	85.6%
	131	-2.1	93.3%	98.5%
	132	NA	100.0%	92.6%
	133	-4.3	15.4%	56.9%
	134	-1.6	70.4%	92.1%
	135	0.2	82.8%	83.5%
	136	2.4	69.2%	67.0%
	137	-1.5	82.5%	80.0%
	138	0.4	68.3%	86.6%
	139	NA	100.0%	89.8%
	140	1.8	75.9%	72.6%
	141	0.5	84.1%	83.6%
	143	0.5	82.8%	67.5%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	146	2.9	86.7%	74.7%
	148	0.2	82.5%	80.5%
	149	NA	92.9%	88.8%
	150	-0.6	89.7%	86.5%
	151	-1.0	87.3%	98.0%
	152	-1.3	75.9%	87.9%
	153	-2.5	96.6%	97.2%
	154	0.8	76.9%	95.5%
	155	-2.6	93.1%	94.1%
	158	0.9	86.2%	88.1%
	159	1.1	80.0%	87.9%
	160	-0.7	89.7%	85.7%
	161	0.0	62.1%	72.4%
	162	0.6	79.3%	78.9%
	163	-1.5	86.7%	59.4%
	165	-0.2	82.8%	85.1%
	166	-1.3	92.9%	91.9%
	167	-0.8	73.3%	84.9%
	168	0.5	93.3%	82.5%
	169	-0.9	69.0%	72.4%
	170	-2.3	85.7%	78.0%
	172	-0.2	82.5%	67.0%
	173	1.4	54.0%	71.5%
	175	0.0	84.1%	86.4%
	177	-0.9	77.8%	78.8%
	178	-1.9	90.5%	87.9%
	179	-0.7	81.0%	87.9%
	180	-2.0	78.3%	98.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	182	-2.4	89.7%	94.5%
	183	-0.9	91.3%	95.7%
	184	-2.1	60.3%	78.6%
	185	-2.9	65.1%	90.2%
	186	0.8	87.0%	93.1%
	187	-2.1	87.3%	91.1%
	188	1.4	85.7%	93.2%
	189	NA	92.9%	93.5%
	190	-0.1	85.7%	87.6%
	192	0.7	66.7%	92.0%
	193	-3.5	69.8%	81.2%
	196	1.2	84.0%	97.1%
	401	2.6	65.0%	55.6%
	405	3.9	100.0%	61.1%
	407	NA	84.6%	87.8%
	432	NA	76.9%	76.8%
	450	3.3	75.0%	50.0%
	460	4.0	65.0%	45.4%
	463	-5.0	55.6%	28.6%
	464	2.9	54.5%	44.8%
	465	NA	61.5%	76.0%
	467	3.9	100.0%	53.3%
	475	4.1	84.1%	86.2%
	476	1.0		0.0%
	479	0.0		0.0%
	488	2.7	18.2%	21.6%
	494	5.3	46.0%	44.4%
	497	2.0	23.1%	60.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	600	-0.7	77.8%	93.8%
	601	-1.3	93.7%	96.3%
	605	-0.8	90.5%	95.0%
	607	-3.4	96.8%	99.3%
	609	-8.8	93.7%	94.8%
	610	-1.0	80.0%	76.1%
	611	-0.4	93.3%	92.2%
	612	0.9	100.0%	96.4%
	615	-1.4	100.0%	100.0%
	618	-4.5	98.0%	99.8%
	619	-3.5	87.3%	86.7%
	620	-1.5	95.2%	95.2%
	622	0.1	96.8%	96.8%
	637	-2.6	92.9%	98.6%
	639	-0.9	92.1%	96.6%
	640	0.2	85.7%	96.1%
	641	-2.5	95.2%	94.6%
	642	-7.6	88.9%	96.7%
	643	-2.3	82.5%	93.9%
	644	2.1	85.7%	96.8%
	645	-0.3	85.7%	90.9%
	646	-4.8	69.8%	90.1%
	647	-0.8	74.6%	89.0%
	648	3.5	77.8%	93.3%
	649	-2.2	87.3%	90.1%
	650	-0.7	77.8%	89.7%
	651	-1.7	88.9%	91.6%
	652	0.4	96.8%	96.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	653	-1.6	95.2%	91.7%
	654	-1.2	77.8%	93.1%
	655	-1.3	87.3%	86.2%
	656	-2.1	81.0%	92.0%
	658	-1.6	64.3%	88.5%
	660	0.5	62.1%	89.2%
	661	-1.2	93.1%	93.5%
	662	0.2	86.7%	90.2%
	663	-5.4	72.4%	87.3%
	664	-2.4	72.4%	85.9%
	665	-0.5	82.8%	84.3%
	666	-0.3	89.7%	93.5%
	667	-2.7	86.2%	92.4%
	669	-3.9	86.2%	92.0%
	670	-1.0	69.0%	91.5%
	671	-7.0	82.8%	91.7%
	672	-0.6	82.8%	90.6%
	674	NA	92.9%	91.9%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	0.2	92.1%	96.4%
	521	0.2	92.1%	95.5%
	522	1.3	98.4%	99.6%
	523	0.1	96.8%	96.7%
	524	2.2	82.5%	94.0%
	525	-2.2	85.7%	92.9%
	527	0.9	92.1%	93.1%
	528	3.3	87.3%	94.6%
	529	0.4	90.5%	94.4%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	530	3.8	95.2%	98.0%
	531	3.3	95.2%	96.5%
	532	3.9	96.8%	95.5%
	534	2.7	96.8%	98.2%
	535	5.0	88.9%	91.8%
	536	0.4	92.1%	89.5%
	537	1.7	87.3%	92.9%
	538	1.5	98.4%	96.3%
	540	2.8	100.0%	98.2%
	541	2.5	95.2%	96.6%
	542	1.6	100.0%	98.8%
	543	1.6	96.8%	97.7%
	544	4.5	98.4%	97.4%
	545	1.6	93.7%	95.8%
	546	1.8	95.2%	98.8%
	547	0.4	98.4%	98.3%
	548	-2.7	84.1%	90.8%
	549	-1.0	87.3%	95.8%
	550	NA	90.5%	93.5%
	551	1.3	92.1%	94.2%
	553	0.9	93.7%	96.2%
	720	1.7	93.1%	97.8%
	723	0.4	100.0%	100.0%
	724	1.7	96.6%	96.8%
	727	1.1	89.7%	94.1%
	728	1.6	96.6%	94.8%
	729	0.5	89.7%	95.9%
	732	-0.3	96.6%	96.6%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	733	4.5	89.7%	92.2%
	734	3.5	96.6%	99.6%
	736	4.4	89.7%	98.3%
	737	2.0	75.9%	85.7%
	738	-1.9	93.1%	91.1%
	741	0.7	89.7%	92.9%
	742	1.1	96.6%	92.5%
	743	-0.3	82.8%	96.3%
	744	1.0	86.2%	92.6%
	745	0.8	96.6%	98.3%
	746	1.2	93.1%	96.1%
	747	1.8	82.8%	91.9%
	748	0.2	79.3%	93.6%
	749	1.2	89.7%	95.7%
	751	1.6	96.6%	97.8%
Carolinian - Carolinian	79	-0.7	42.9%	47.6%
	80	-0.2	47.3%	49.4%
Cascades - Cascades	500	0.4	71.4%	60.0%
	501	-1.9	70.7%	72.6%
	502	5.2	86.2%	84.1%
	503	NA	79.0%	88.1%
	504	0.7	79.4%	65.7%
	505	0.0	72.4%	86.2%
	506	-2.9	93.1%	84.1%
	507	-0.1	57.6%	64.2%
	508	-4.0	77.2%	61.5%
	509	2.1	76.1%	75.5%
	510	-2.7	11.2%	75.2%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Cascades - Cascades	513	-4.6	53.3%	35.6%
	516	-5.4	19.6%	60.6%
	517	-2.2	55.1%	58.4%
Downeaster - Downeaster	680	-0.1	95.2%	99.8%
	681	-0.3	85.7%	96.6%
	682	-3.6	60.3%	94.7%
	683	-4.1	15.9%	70.4%
	684	-1.2	81.0%	97.3%
	685	-1.9	57.1%	85.7%
	686	-1.9	54.0%	88.5%
	687	-1.2	69.8%	90.6%
	688	-4.2	34.9%	83.7%
	689	-2.3	67.2%	88.0%
	690	0.4	82.8%	97.5%
	691	-1.0	62.1%	87.5%
	692	-3.2	75.9%	96.1%
	693	-1.7	48.3%	89.2%
	694	-3.3	58.6%	93.7%
	695	-3.0	79.3%	95.2%
	696	0.9	75.9%	96.8%
	697	-1.0	51.7%	76.4%
	698	-3.2	44.8%	79.7%
	699	-2.3	86.2%	91.2%
Empire - Adirondack	68	2.5	56.5%	45.9%
	69	0.9	31.5%	40.4%
Empire - Ethan Allen Express	290	2.5	93.7%	95.2%
	291	4.7	81.6%	77.5%
	292	2.3	57.1%	65.5%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - Ethan Allen Express	293	5.2	100.0%	80.0%
	296	0.7	77.3%	88.3%
Empire - Maple Leaf	63	1.5	55.4%	43.5%
	64	0.4	71.7%	52.1%
Empire - New York - Albany	230	1.8	100.0%	99.7%
	232	1.7	77.8%	93.7%
	233	1.6	62.0%	81.4%
	234	-0.1	90.5%	96.8%
	235	2.2	92.1%	95.5%
	236	0.1	88.9%	93.9%
	237	2.5	77.8%	90.1%
	238	1.9	92.4%	93.3%
	239	-0.8	72.4%	88.8%
	241	1.9	75.0%	89.1%
	242	2.8	85.7%	92.3%
	243	2.9	93.7%	96.6%
	244	-1.8	82.6%	94.6%
	245	3.9	88.9%	90.5%
	250	2.1	93.1%	98.5%
	252	-0.3	73.3%	89.5%
	253	9.2	48.3%	74.4%
	254	1.3	92.9%	96.4%
	255	2.4	100.0%	100.0%
	256	3.0	68.2%	87.7%
	259	0.6	75.9%	88.7%
	260	NA	79.3%	92.6%
	261	2.4	82.8%	87.4%
Empire - New York - Niagara Falls	280	0.4	89.7%	83.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Niagara Falls	281	2.5	73.9%	53.6%
	283	3.1	67.4%	59.7%
	284	1.1	88.0%	67.2%
	288	1.3	64.3%	57.1%
Heartland Flyer - Heartland Flyer	821	4.7	53.3%	87.6%
	822	5.5	80.4%	76.4%
Hiawatha - Hiawatha	329	1.1	96.9%	97.2%
	330	-0.5	95.5%	98.8%
	331	1.6	94.4%	95.9%
	332	0.8	95.6%	97.8%
	333	2.2	95.6%	96.3%
	334	1.3	93.3%	97.0%
	335	1.6	90.1%	93.5%
	336	2.0	91.2%	96.3%
	337	2.6	93.5%	96.3%
	338	0.4	88.0%	95.4%
	339	1.5	95.7%	96.5%
	340	1.6	97.8%	99.6%
	341	2.2	94.6%	97.0%
	342	1.1	90.2%	97.2%
	343	NA	92.9%	98.6%
	344	NA	100.0%	100.0%
Hoosier - Hoosier	850	2.0	36.5%	57.1%
	851	5.5	61.5%	59.9%
Illinois - Carl Sandburg / Illinois Zephyr	380	2.9	90.2%	89.3%
	381	1.6	90.2%	92.3%
	382	3.2	90.2%	90.2%
	383	3.2	91.3%	92.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Illinois - Illini / Saluki	390	-0.8	32.6%	44.5%
	391	-1.5	21.7%	24.7%
	392	-4.5	3.3%	32.1%
	393	-4.6	27.2%	28.8%
Illinois - Lincoln Service	300	2.6	82.6%	84.3%
	301	2.2	76.1%	80.6%
	302	2.9	92.4%	89.8%
	303	1.5	72.8%	73.3%
	304	1.4	89.1%	73.9%
	305	0.4	72.8%	73.8%
	306	2.0	80.4%	74.2%
	307	1.5	81.5%	80.6%
Michigan - Blue Water	364	6.4	83.7%	73.9%
	365	10.0	37.0%	68.0%
Michigan - Pere Marquette	370	3.0	89.1%	90.9%
	371	6.1	85.9%	96.9%
Michigan - Wolverine	350	1.4	67.4%	65.8%
	351	7.0	62.0%	94.5%
	352	2.6	50.0%	51.4%
	353	7.3	78.3%	86.7%
	354	2.3	72.8%	65.5%
	355	7.0	70.7%	81.7%
Missouri - Missouri	311	3.7	63.7%	65.0%
	313	6.3	73.6%	78.6%
	314	7.8	54.9%	67.2%
	316	8.5	60.4%	66.3%
Pacific Surfliner - Pacific Surfliner	562	-0.6	84.8%	92.5%
	564	-3.2	79.1%	92.3%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	565	-2.3	57.6%	90.1%
	566	-1.5	79.4%	93.3%
	567	-5.5	61.9%	90.2%
	568	NA	66.7%	83.3%
	572	-4.2	71.1%	89.3%
	573	-3.6	56.0%	80.1%
	579	-2.6	68.9%	91.4%
	580	-2.4	81.5%	92.7%
	582	-2.7	47.3%	88.5%
	583	-5.4	58.7%	82.2%
	591	-1.5	54.3%	81.6%
	592	-4.1	68.5%	86.5%
	593	NA	40.0%	80.0%
	595	-4.5	54.3%	81.2%
	761	NA	63.5%	80.0%
	763	-2.2	80.4%	89.3%
	768	-1.5	66.3%	93.1%
	769	-2.0	60.9%	71.4%
	774	-1.0	68.5%	73.0%
	777	NA	58.7%	63.7%
	784	-2.2	35.9%	75.4%
	785	-1.1	58.7%	60.8%
	790	NA	74.6%	64.7%
	796	-2.1	52.2%	72.9%
	1566	NA	55.2%	68.7%
	1567	NA	75.9%	95.1%
	1568	NA	0.0%	86.4%
	1761	NA	69.0%	82.6%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	1790	NA	72.4%	64.7%
	2777	NA	50.0%	62.5%
	2790	NA	25.0%	95.8%
Pennsylvanian - Pennsylvanian	42	0.3	80.4%	81.8%
	43	-0.2	72.8%	70.6%
Piedmont - Piedmont	73	-1.3	93.4%	96.0%
	74	-3.2	81.3%	92.4%
	75	NA	68.1%	87.4%
	76	NA	74.7%	90.5%
San Joaquins - San Joaquins	701	-2.6	90.2%	90.0%
	702	-2.1	76.1%	77.5%
	703	-2.0	67.4%	70.9%
	704	0.2	89.1%	86.1%
	710	NA	65.2%	72.7%
	711	-0.2	78.0%	81.4%
	712	-1.0	75.0%	78.8%
	713	0.8	78.3%	83.6%
	714	-0.6	78.3%	80.4%
	715	-1.6	65.2%	73.2%
	716	0.2	88.0%	79.2%
	717	0.0	80.4%	74.1%
	718	-0.3	76.9%	89.0%
	719	NA	69.6%	73.9%
Vermont - Vermonter	54	3.0	51.7%	55.4%
	55	3.7	76.2%	50.5%
	56	3.0	71.4%	53.0%
	57	4.0	82.8%	47.1%
Long Distance Routes				
Standard		>=0	80.0%	80.0%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	0.6	73.5%	65.8%
	53	-0.7	62.7%	68.5%
California Zephyr - California Zephyr	5	2.1	66.7%	41.1%
	6	3.1	17.4%	30.1%
	1105	NA	0.0%	33.9%
Capitol Ltd - Capitol Ltd	29	-0.1	39.1%	43.9%
	30	0.5	50.0%	38.2%
Cardinal - Cardinal	50	0.7	20.0%	30.0%
	51	1.8	61.5%	53.8%
City Of New Orleans - City Of New Orleans	58	-0.1	70.7%	47.9%
	59	-0.4	80.4%	46.7%
Coast Starlight - Coast Starlight	11	-0.4	63.0%	52.4%
	14	0.3	42.4%	30.9%
Crescent - Crescent	19	-0.8	19.8%	44.7%
	20	-1.3	38.5%	28.9%
Empire Builder - Empire Builder	7	-0.5	91.3%	80.2%
	8	-0.1	78.3%	55.7%
	27	-2.3	86.8%	63.8%
	28	-2.7	71.4%	62.5%
Lake Shore Ltd - Lake Shore Ltd	48	1.6	62.0%	40.7%
	49	-1.0	18.5%	36.0%
	448	-5.1	25.4%	13.1%
	449	-8.4	50.7%	66.1%
Palmetto - Palmetto	89	0.1	29.1%	54.1%
	90	0.0	43.7%	47.7%
Silver Meteor - Silver Meteor	97	-0.5	23.2%	26.3%
	98	0.5	28.4%	29.4%
Silver Star - Silver Star	91	-0.7	18.8%	26.2%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q1 to FY 2017 Q4)	End Point OTP for FY 2017 Q4	All Stations OTP for FY 2017 Q4
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Silver Star - Silver Star	92	0.4	21.4%	29.4%
	1092	6.7	0.0%	28.4%
Southwest Chief - Southwest Chief	3	-1.4	32.6%	45.9%
	4	-0.5	32.6%	27.4%
Sunset Ltd - Sunset Ltd	1	3.4	76.9%	24.1%
	2	2.6	53.8%	46.7%
Texas Eagle - Texas Eagle	21	2.6	71.7%	39.8%
	22	2.3	37.0%	41.8%

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

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

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

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

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
Acela Express							
Acela Express	2150	MNRR	2,442	DSR	2,221	CTI	115
	2151	MNRR	1,604	CTI	1,346	DSR	210
	2153	MNRR	1,596	DSR	1,506	CTI	69
	2154	MNRR	2,032	DSR	1,094	DMW	516
	2155	MNRR	1,290	CTI	683	DSR	581
	2158	MNRR	2,330	CTI	1,599	DMW	329
	2159	MNRR	2,307	DMW	964	CTI	689
	2160	MNRR	1,728	DSR	804	CTI	588
	2163	MNRR	2,396	DSR	1,046	DMW	991
	2164	MNRR	998	DSR	652	CTI	332
	2165	MNRR	1,923	CTI	1,636	DSR	181
	2166	MNRR	1,299	CTI	789	DSR	412
	2167	MNRR	1,695	DSR	907	CTI	788
	2168	MNRR	1,128	CTI	641	DSR	417
	2170	MNRR	1,894	CTI	1,042	DSR	588
	2171	MNRR	2,302	DSR	2,058	DCS	139
	2172	MNRR	1,375	CTI	1,224	DSR	77
	2173	MNRR	2,298	DSR	1,521	CTI	703
	2175	MNRR	962	DSR	671	CTI	268
	2190	MNRR	1,993	DSR	1,369	CTI	587
	2192	MNRR	3,571	CTI	3,571		
	2193	MNRR	1,607	DSR	1,071	RTE	536
	2245	MNRR	893	CTI	893		
	2248	MNRR	1,971	CTI	1,078	DSR	676
	2249	MNRR	2,286	DSR	1,714	CTI	524
	2251	MNRR	845	DCS	512	DSR	202
	2252	MNRR	791	CTI	472	DSR	319
	2253	MNRR	1,847	CTI	911	DSR	665
	2254	MNRR	961	DSR	530	CTI	252
	2255	MNRR	2,079	CTI	1,148	DET	702
	2256	MNRR	1,212	CTI	995	DSR	140
	2257	MNRR	2,079	DSR	1,964	CTI	115
	2258	MNRR	1,690	CTI	1,484	DSR	192
	2259	MNRR	1,731	CTI	1,071	RTE	385
	2260	MNRR	1,525	DSR	1,236	CTI	247
	2261	MNRR	1,607	CTI	1,415	DSR	192
	2275	MNRR	934	DSR	659	CTI	261
	2290	MNRR	1,679	DSR	1,286	RTE	262

Other NEC Corridor Routes

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
					#1	#2		
Standard				900				
Northeast Regional	All Other Northeast Regional	132	MNRR	459	DSR	306	CTI	153
		135	MNRR	1,583	DSR	1,084	CTI	289
		136	MNRR	1,320	DSR	1,004	CTI	248
		137	MNRR	1,743	DSR	958	CTI	677
		139	MNRR	893	DSR	459	CTI	434
		140	MNRR	936	DSR	363	CTI	480
		141	MNRR	1,786	DSR	1,012	CTI	672
		143	MNRR	1,728	DSR	631	CTI	982
		146	MNRR	1,060	DSR	1,000		
		148	MNRR	828	DSR	102	CTI	669
		149	MNRR	1,569	DSR	1,301	CTI	268
		150	MNRR	1,730	DSR	628	CTI	357
		160	MNRR	2,254	DSR	659	CTI	573
		161	MNRR	1,342	DSR	819	CTI	86
		162	MNRR	2,617	DSR	1,453	CTI	320
		163	MNRR	2,524	DSR	1,964	CTI	286
		165	MNRR	1,730	DSR	800	CTI	837
		166	MNRR	332	DSR	102	CTI	230
		167	MNRR	1,690	DSR	1,179	CTI	512
		168	MNRR	881	DSR	238	CTI	476
		169	MNRR	1,595	DSR	1,324	CTI	185

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			<i>900</i>					
	170	MNRR	2,571	DSR	1,063	CTI	445	
	172	MNRR	2,120	DSR	1,389	CTI	567	
	173	MNRR	2,140	DSR	380	CTI	1,196	
	175	MNRR	2,976	DSR	675	CTI	2,149	
	177	MNRR	1,970	DSR	1,168	CTI	774	
	178	MNRR	609	DSR	354	CTI	119	
	179	MNRR	1,613	DSR	1,454	CTI	88	
	190	MNRR	2,908	DSR	1,876	CTI	1,032	
	Lynchburg	145	NS	1,272	FTI	184	DSR	310
		147	MNRR	2,560	DSR	357	CTI	1,298
		147	NS	759	FTI	506	DSR	135
		156	NS	101	FTI	11	DSR	53
		171	MNRR	3,138	DSR	1,618	CTI	1,310
		171	NS	970	FTI	387	DSR	272
		176	MNRR	1,876	DSR	1,071	CTI	689
		176	NS	782	FTI	337	DSR	221
	Richmond / Newport News / Norfolk	65	CSX	1,419	FTI	344	PTI	303
		65	MNRR	3,608	DSR	1,287	CTI	1,755
		66	CSX	1,374	FTI	392	PTI	368
		66	MNRR	1,543	DSR	1,176	CTI	54
		67	CSX	2,482	FTI	437	PTI	770
		67	MNRR	3,101	DSR	1,131	CTI	85
		71	CSX	1,202	FTI	240	PTI	226

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	71	NS	107	DCS	25	RTE	49
	82	CSX	1,027	FTI	121	PTI	187
	82	MNRR	2,179	DSR	1,226	CTI	631
	83	CSX	2,469	FTI	873	PTI	422
	83	MNRR	2,857	DSR	2,019	CTI	838
	84	CSX	1,778	FTI	324	PTI	238
	84	NS	92	DCS	22	RTE	50
	85	CSX	1,467	FTI	183	PTI	303
	86	CSX	1,155	FTI	322	PTI	217
	86	MNRR	2,752	DSR	2,418		
	87	CSX	1,229	FTI	343	PTI	343
	88	CSX	1,746	FTI	1,027	PTI	195
	88	MNRR	1,151	DSR	739	CTI	203
	88	NS	187	DCS	98	RTE	34
	93	CSX	1,252	FTI	147	PTI	89
	93	MNRR	2,896	DSR	2,079	CTI	736
	94	CSX	2,130	FTI	427	PTI	494
	94	MNRR	2,304	DSR	31	CTI	2,194
	95	CSX	2,269	FTI	747	PTI	488
	95	MNRR	1,451	DSR	522	CTI	819
	96	CSX	1,146	FTI	45	PTI	536

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
	96	MNRR	1,964	DSR	1,250	CTI	689
	99	CSX	766	FTI	211	PTI	115
	99	MNRR	2,568	DSR	881	CTI	628
	125	CSX	2,108	FTI	723	PTI	584
	125	NS	298	DCS	121	RTE	98
	157	CSX	546	FTI	51	PTI	227
	157	MNRR	1,378			CTI	1,097
	157	NS	176	DCS	18		
	164	CSX	690	FTI	78	PTI	147
	164	MNRR	2,075	DSR	1,472	CTI	456
	174	CSX	1,667	FTI	64	PTI	264
	174	MNRR	1,511	DSR	655	CTI	490
	194	CSX	2,386	FTI	1,307	PTI	532
	194	MNRR	1,929	DSR	190	CTI	1,583
	195	CSX	1,134	FTI	216	PTI	656
	195	MNRR	1,773	DSR	1,385	CTI	240

Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	1,038	PTI	212	DSR	465
		521	UP	589	PTI	41	DSR	118
		522	UP	414	PTI	145	DSR	74
		523	UP	626	PTI	165	DSR	43
		524	UP	712	PTI	336	DSR	107
		525	UP	604	PTI	295	DSR	48

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	527	UP	737	PTI	274	DSR	106
	528	UP	888	PTI	456	DSR	68
	529	UP	439	PTI	105	DSR	64
	530	UP	470	PTI	54	DSR	196
	531	UP	704	PTI	246	DSR	111
	532	UP	420	PTI	59	DSR	112
	534	UP	425	PTI	62	DSR	173
	535	UP	389	PTI	79	DSR	60
	536	UP	518	PTI	77	DSR	137
	537	UP	598	PTI	276	DSR	97
	538	UP	465	PTI	124	DSR	135
	540	UP	312	PTI	142	DSR	54
	541	UP	378	PTI	116	DSR	71
	542	UP	481	PTI	191	DSR	87
	543	UP	463	PTI	172	DSR	77
	544	UP	438	PTI	200	DSR	98
	545	UP	381	PTI	161	DSR	94
	546	UP	438	PTI	146	DSR	90
	547	UP	814	PTI	448	DSR	49
	548	UP	571	PTI	141	DSR	115
	549	UP	244	PTI	132	DSR	42
	550	UP	637	PTI	349	DSR	74
	551	UP	174	PTI	58	DSR	27
	553	UP	292	PTI	98	DSR	91
	720	UP	565	PTI	37	DSR	285
	723	UP	276	PTI	39	DSR	70
	724	UP	395	PTI	129	DSR	80
	727	UP	395	PTI	212	DSR	67
	728	UP	547	PTI	196	DSR	39
	729	UP	216	PTI	83	DSR	18
	732	UP	434	PTI	284	DSR	44

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		733	UP	508	PTI	64	DSR	95
		734	UP	351	PTI	55	DSR	99
		736	UP	608	PTI	107	DSR	256
		737	UP	679	PTI	235	DSR	85
		738	UP	400	PTI	114	DSR	70
		741	UP	416	PTI	157	DSR	18
		742	UP	601	PTI	200	DSR	101
		743	UP	870	PTI	431	DSR	206
		744	UP	854	PTI	684	DSR	41
		745	UP	304	PTI	185	DSR	47
		746	UP	525	PTI	59	DSR	118
		747	UP	937	PTI	274	DSR	183
		748	UP	702	PTI	359	DSR	93
		749	UP	640	PTI	71	DSR	43
		751	UP	241	PTI	130	DSR	32
Carolinian	Carolinian	79	CSX	1,741	FTI	348	PTI	524
		79	NS	694	PTI	266	DSR	165
		80	CSX	1,735	FTI	577	PTI	335
		80	NS	568	PTI	162	DSR	166
Cascades	Cascades	500	BNSF	1,107	DSR	290	FTI	267
		500	UP	1,538	FTI	386	PTI	681
		501	BNSF	1,101	DSR	274	FTI	263
		502	BNSF	537	DSR	183	FTI	61
		503	UP	1,238	FTI	684	PTI	155
		504	BNSF	1,184	DSR	361	FTI	334
		505	UP	1,721	FTI	808	PTI	526
		506	BNSF	569	DSR	167	FTI	160
		506	UP	768	FTI	456	PTI	97
		507	BNSF	1,340	DSR	301	FTI	241
		507	UP	1,763	FTI	751	PTI	636
		508	BNSF	822	DSR	216	FTI	156

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		508	UP	1,748	FTI	828	PTI	513
		509	BNSF	1,146	DSR	358	FTI	209
		510	BNSF	3,103	DSR	1,273	FTI	660
		513	BNSF	1,492	DSR	637	FTI	212
		516	BNSF	1,735	DSR	671	FTI	431
		517	BNSF	1,872	DSR	973	FTI	275
Downeaster	Downeaster	680	MBTA	1,688	CTI	1,004	DSR	592
		680	PanAm	143			DSR	58
		681	MBTA	1,474	CTI	500	DSR	701
		681	PanAm	504	PTI	217	DSR	176
		682	MBTA	2,087	CTI	1,201	DSR	487
		682	PanAm	348	PTI	21	DSR	299
		683	MBTA	2,663	CTI	849	DSR	627
		683	PanAm	933	PTI	310	DSR	441
		684	MBTA	1,453	CTI	391	DSR	454
		684	PanAm	652	PTI	196	DSR	269
		685	MBTA	2,549	CTI	1,688	DSR	315
		685	PanAm	512	PTI	233	DSR	209
		686	MBTA	3,036	CTI	2,419	DSR	273
		686	PanAm	831	PTI	467	DSR	209
		687	MBTA	831	CTI	365	DSR	286
		687	PanAm	1,523	PTI	1,111	DSR	235
		688	MBTA	2,490	CTI	1,709	DSR	521
		688	PanAm	1,272	PTI	645	DSR	346
		689	MBTA	1,808	CTI	828	DSR	507
		689	PanAm	537			DSR	333
		690	MBTA	1,277			DSR	401
		690	PanAm	211			DSR	157
		691	MBTA	2,025	CTI	192	DSR	456
		691	PanAm	843	PTI	326	DSR	310
		692	MBTA	1,806	CTI	109	DSR	447

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		692	PanAm	440			DSR	346
		693	MBTA	1,542	CTI	18	DSR	383
		693	PanAm	1,796	PTI	1,091	DSR	445
		694	MBTA	1,450	CTI	109	DSR	556
		694	PanAm	994	PTI	413	DSR	310
		695	MBTA	1,779			DSR	392
		695	PanAm	684	PTI	190	DSR	294
		696	MBTA	1,368	CTI	55	DSR	411
		696	PanAm	445			DSR	292
		697	MBTA	1,843	CTI	137	DSR	493
		697	PanAm	1,001	PTI	507	DSR	357
		698	MBTA	1,487	CTI	465	DSR	265
		698	PanAm	1,162	PTI	733	DSR	313
		699	MBTA	1,569	CTI	447	DSR	255
		699	PanAm	343			DSR	227
Empire	Adirondack	68	Amtrak	157	DCS	100	RTE	35
		68	CN	2,368	DSR	1,305	FTI	754
		68	CP	943	PTI	352	DSR	267
		68	MNRR	1,696	CTI	1,007	DSR	253
		69	CN	5,788	DSR	2,491	FTI	1,541
		69	CP	985	PTI	391	DSR	268
		69	MNRR	1,172	CTI	638	DSR	218
	Ethan Allen Express	290	Amtrak	97	DCS	48	RTE	29
		290	CP	1,107			DCS	554
		290	MNRR	1,415	CTI	299	DSR	374
		290	VTR	56	DCS	35	RTE	21
		291	CP	700	PTI	190	DCS	212
		291	MNRR	1,523	CTI	707	DSR	521
		291	VTR	80	DCS	45	RTE	35
		292	Amtrak	230	DCS	158		
		292	CP	7,190	PTI	6,383	DCS	475

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		292	MNRR	2,332	CTI	157	DSR	336
		293	MNRR	2,449	CTI	1,538	DSR	848
		296	Amtrak	78	DCS	27	RTE	18
		296	CP	1,827	PTI	1,495	DCS	181
		296	MNRR	1,363	CTI	828	DSR	186
		296	VTR	190			DMW	190
	Maple Leaf	63	CSX	1,727	FTI	840	RTE	411
		63	MNRR	1,701	CTI	884	DSR	474
		64	Amtrak	2	PTI	2		
		64	CSX	1,884	FTI	1,054	RTE	284
		64	MNRR	1,329	CTI	602	DSR	232
	New York - Albany	230	MNRR	1,425	CTI	627	DSR	176
		232	MNRR	1,308	CTI	922	DSR	90
		233	MNRR	1,946	CTI	1,128	DSR	231
		234	MNRR	1,749	CTI	974	DSR	501
		235	MNRR	963	CTI	254	DSR	381
		236	MNRR	642	CTI	241	DSR	207
		237	MNRR	1,612	CTI	972	DSR	466
		238	MNRR	1,370	CTI	652	DSR	387
		239	MNRR	2,338	CTI	1,862	DSR	367
		241	MNRR	773	CTI	423	DSR	191
		242	MNRR	1,021	CTI	497	DSR	263
		243	MNRR	884	CTI	207	DSR	509
		244	MNRR	2,471	CTI	1,334	DSR	384
		245	MNRR	1,273	CTI	513	DSR	371
		250	MNRR	817	CTI	265	DSR	162
		252	MNRR	1,999	CTI	628	DSR	607
		253	MNRR	2,528	CTI	1,435	DSR	547
		254	MNRR	1,895	CTI	942	DSR	157
		255	MNRR	1,036	CTI	597	DSR	220
		256	MNRR	1,734	CTI	107	DSR	343

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		259	MNRR	1,651	CTI	227	DSR	406
		260	MNRR	1,927	CTI	265	DSR	244
		261	MNRR	1,093	CTI	330	DSR	384
	New York - Niagara Falls	280	Amtrak	2	RTE	2		
		280	CSX	867	FTI	233	RTE	239
		280	MNRR	1,964	CTI	924	RTE	129
		281	CSX	1,246	FTI	509	RTE	368
		281	MNRR	2,399	CTI	819	RTE	1,048
		283	CSX	1,384	FTI	505	RTE	348
		283	MNRR	1,775	CTI	686	RTE	316
		284	Amtrak	28	RTE	18	PTI	10
		284	CSX	1,322	FTI	444	RTE	336
		284	MNRR	1,619	CTI	522	RTE	244
		288	CSX	1,651	FTI	459	RTE	363
		288	MNRR	1,536	CTI	280	RTE	22
Heartland Flyer	Heartland Flyer	821	BNSF	1,468	DSR	847	FTI	374
		822	BNSF	937	DSR	666	FTI	161
Hiawatha	Hiawatha	329	CP	179	DCS	141		
		329	Metra	152	CTI	49	DCS	64
		330	CP	75	DCS	63	FTI	3
		330	Metra	3,765	CTI	3,670	DCS	79
		331	CP	193	DCS	115	FTI	10
		331	Metra	890	CTI	564	DCS	84
		332	CP	188	DCS	58	FTI	27
		332	Metra	1,166	CTI	450	DCS	105
		333	CP	195	DCS	67	FTI	82
		333	Metra	592	CTI	200	DCS	84
		334	CP	297	DCS	52	FTI	113
		334	Metra	1,024	CTI	470	DCS	118
		335	CP	333	DCS	124	FTI	48
		335	Metra	1,144	CTI	624	DCS	80

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
		336 CP	467	DCS	230	FTI	126
		336 Metra	1,714	CTI	1,058	DCS	182
		337 CP	199	DCS	51	FTI	66
		337 Metra	967	CTI	274	DCS	48
		338 CP	350	DCS	68	FTI	127
		338 Metra	2,452	CTI	1,788	DCS	152
		339 CP	207	DCS	29	FTI	61
		339 Metra	2,002	CTI	1,876	DCS	27
		340 CP	325	DCS	88	FTI	78
		340 Metra	1,246	CTI	712	DCS	308
		341 CP	151	DCS	84	FTI	29
		341 Metra	1,046	CTI	974	DCS	38
		342 CP	151	DCS	41	FTI	20
		342 Metra	1,690	CTI	1,335	DCS	138
		343 CP	256	DCS	202	FTI	27
		343 Metra	451			DCS	428
		344 CP	362	DCS	304		
		344 Metra	1,129	CTI	315	DCS	814
Hoosier	Hoosier	850 CSX	2,220	FTI	1,886	DCS	141
		851 CSX	2,127	FTI	1,609	DCS	213
Illinois	Carl Sandburg / Illinois Zephyr	380 BNSF	609	FTI	205	RTE	113
		381 BNSF	554	FTI	112	RTE	120
		382 BNSF	555	FTI	266	RTE	117
		383 BNSF	626	FTI	223	RTE	105
	Illini / Saluki	390 CN	1,647	DCS	739	FTI	384
		391 CN	2,108	DCS	949	FTI	517
		392 CN	2,524	DCS	973	FTI	873
		393 CN	2,039	DCS	752	FTI	732
	Lincoln Service	300 CN	1,512	FTI	668	DCS	385

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		300	UP	704	PTI	136	FTI	382
		301	CN	988	FTI	447	DCS	227
		301	UP	1,008	PTI	483	FTI	250
		302	CN	1,438	FTI	919	DCS	326
		302	UP	989	PTI	416	FTI	268
		303	CN	1,307	FTI	323	DCS	289
		303	UP	1,111	PTI	439	FTI	262
		304	CN	1,789	FTI	1,208	DCS	441
		304	UP	916	PTI	286	FTI	264
		305	CN	773	FTI	435	DCS	59
		305	UP	1,319	PTI	441	FTI	473
		306	CN	947	FTI	553	DCS	292
		306	UP	1,280	PTI	557	FTI	468
		307	CN	680	FTI	422	DCS	109
		307	UP	864	PTI	307	FTI	290
Michigan	Blue Water	364	Amtrak	860	DSR	626	DCS	147
		364	CN	617	FTI	488	DSR	62
		364	MIDOT	104	DCS	64	DSR	40
		364	NS	3,113	FTI	1,146	DCS	1,425
		365	Amtrak	1,398	DSR	546	DCS	507
		365	CN	1,540	FTI	1,064	DSR	173
		365	MIDOT	20	DCS	20		
		365	NS	2,699	FTI	1,146	DCS	738
	Pere Marquette	370	CSX	355	FTI	171	DSR	114
		370	NS	1,059	FTI	495	PTI	25
		371	CSX	329	FTI	182	DSR	31
		371	NS	2,551	FTI	1,093	PTI	734
	Wolverine	350	Amtrak	2,439	DSR	537	PTI	1,413
		350	CN	2,166	FTI	541	DSR	639
		350	MIDOT	794	PTI	585	DCS	79
		350	NS	1,741	FTI	662	DCS	475

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		351	Amtrak	1,378	DSR	625	PTI	223
		351	CN	928	FTI	265	DSR	476
		351	MIDOT	74			DCS	38
		351	NS	2,934	FTI	1,330	DCS	414
		352	Amtrak	1,553	DSR	603	PTI	618
		352	CN	2,019	FTI	651	DSR	684
		352	MIDOT	780	PTI	657	DCS	58
		352	NS	2,861	FTI	1,134	DCS	827
		353	Amtrak	1,366	DSR	711	PTI	421
		353	CN	2,284	FTI	708	DSR	590
		353	MIDOT	319	PTI	141	DCS	151
		353	NS	3,160	FTI	1,950	DCS	366
		354	Amtrak	1,292	DSR	588	PTI	348
		354	CN	1,539	FTI	802	DSR	590
		354	MIDOT	172	PTI	68	DCS	40
		354	NS	1,836	FTI	889	DCS	587
		355	Amtrak	1,112	DSR	729	PTI	92
		355	CN	1,848	FTI	871	DSR	444
		355	MIDOT	316	PTI	235	DCS	65
		355	NS	2,685	FTI	1,213	DCS	1,202
Missouri	Missouri	311	UP	1,123	FTI	370	DSR	316
		313	UP	921	FTI	451	DSR	198
		314	UP	1,373	FTI	648	DSR	354
		316	UP	1,401	FTI	719	DSR	207
Pacific Surfliner	Pacific Surfliner	562	BNSF	910	DCS	278	FTI	313
		562	SCRRA	928	PTI	448	CTI	362
		562	SDNRR	2,214	CTI	905	PTI	1,201
		564	BNSF	1,302	DCS	165	FTI	481
		564	SCRRA	1,361	PTI	798	CTI	384
		564	SDNRR	1,780	CTI	673	PTI	756
		565	BNSF	1,835	DCS	220	FTI	552

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	565	SCRRA	472	PTI	132	CTI	81
	565	SDNRR	1,250	CTI	532	PTI	127
	566	BNSF	1,328	DCS	563	FTI	120
	566	SCRRA	1,644	PTI	1,230	CTI	34
	566	SDNRR	1,441	CTI	325	PTI	749
	567	BNSF	2,052	DCS	487	FTI	199
	567	SCRRA	494	PTI	333	CTI	10
	567	SDNRR	2,322	CTI	1,218	PTI	555
	568	BNSF	7,132	DCS	5,426		
	568	SCRRA	2,613	PTI	2,331		
	568	SDNRR	4,770	CTI	721	PTI	3,938
	572	BNSF	1,075	DCS	176	FTI	181
	572	SCRRA	1,304	PTI	1,040	CTI	87
	572	SDNRR	1,999	CTI	780	PTI	606
	573	BNSF	1,604	DCS	502	FTI	423
	573	SCRRA	569	PTI	152	CTI	229
	573	SDNRR	1,440	CTI	684	PTI	505
	579	BNSF	1,669	DCS	693	FTI	165
	579	SCRRA	257	PTI	66	CTI	16
	579	SDNRR	1,512	CTI	710	PTI	540
	580	BNSF	945	DCS	364	FTI	137
	580	SCRRA	1,384	PTI	571	CTI	610
	580	SDNRR	1,845	CTI	1,174	PTI	195
	582	BNSF	905	DCS	189	FTI	158
	582	SCRRA	903	PTI	419	CTI	366
	582	SDNRR	3,220	CTI	1,874	PTI	697
	583	BNSF	2,234	DCS	409	FTI	184
	583	SCRRA	1,078	PTI	230	CTI	601
	583	SDNRR	2,216	CTI	1,002	PTI	601
	591	BNSF	910	DCS	152	FTI	212
	591	SCRRA	548	PTI	113	CTI	177

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	591	SDNRR	1,521	CTI	477	PTI	425
	592	BNSF	588	DCS	102	FTI	153
	592	SCRRA	601	PTI	189	CTI	21
	592	SDNRR	3,026	CTI	318	PTI	1,143
	593	BNSF	2,605			FTI	1,488
	593	SCRRA	593	PTI	212	CTI	254
	593	SDNRR	1,531	CTI	200	PTI	532
	595	BNSF	1,390	DCS	46	FTI	470
	595	SCRRA	537	PTI	71	CTI	138
	595	SDNRR	1,431	CTI	264	PTI	461
	761	BNSF	3,440	DCS	709	FTI	613
	761	SCRRA	1,363	PTI	186	CTI	868
	761	SDNRR	1,231	CTI	240		
	761	UP	1,159	PTI	683	FTI	189
	763	BNSF	1,881	DCS	349	FTI	612
	763	SCRRA	564	PTI	204	CTI	154
	763	SDNRR	1,619	CTI	731	PTI	47
	763	UP	1,117	PTI	822	FTI	21
	768	BNSF	1,259	DCS	131	FTI	308
	768	SCRRA	1,034	PTI	448	CTI	255
	768	SDNRR	1,857	CTI	474	PTI	700
	768	UP	430			FTI	30
	769	BNSF	1,678	DCS	541	FTI	217
	769	SCRRA	530	PTI	61	CTI	111
	769	SDNRR	1,859	CTI	497	PTI	633
	769	UP	1,057	PTI	900		
	774	BNSF	1,400	DCS	293	FTI	516
	774	SCRRA	986	PTI	457	CTI	277
	774	SDNRR	2,373	CTI	955	PTI	787
	774	UP	1,041	PTI	718	FTI	75
	777	BNSF	1,360	DCS	187	FTI	303

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	777	SCRRA	840	PTI	241	CTI	363
	777	SDNRR	1,555	CTI	284	PTI	845
	777	UP	1,757	PTI	1,017	FTI	484
	784	BNSF	1,739	DCS	738	FTI	212
	784	SCRRA	1,695	PTI	506	CTI	912
	784	SDNRR	2,371	CTI	1,159	PTI	295
	784	UP	1,519	PTI	1,224	FTI	31
	785	BNSF	1,820	DCS	293	FTI	425
	785	SCRRA	1,311	PTI	530	CTI	406
	785	SDNRR	2,185	CTI	1,259	PTI	389
	785	UP	681	PTI	537	FTI	69
	790	BNSF	635	DCS	221	FTI	236
	790	SCRRA	1,597	PTI	118	CTI	1,242
	790	SDNRR	1,595	CTI	161	PTI	531
	790	UP	1,103	PTI	702	FTI	96
	796	BNSF	738	DCS	192	FTI	142
	796	SCRRA	1,085	PTI	498	CTI	174
	796	SDNRR	1,236	CTI	230	PTI	66
	796	UP	1,646	PTI	500	FTI	243
	1566	BNSF	1,267	DCS	273	FTI	321
	1566	SCRRA	2,316	PTI	1,483	CTI	497
	1566	SDNRR	2,077	CTI	683	PTI	1,148
	1567	BNSF	1,989	DCS	882	FTI	192
	1567	SCRRA	464	PTI	294	CTI	15
	1567	SDNRR	1,242	CTI	725	PTI	392
	1568	SCRRA	1,059	PTI	1,059		
	1568	SDNRR	4,077	CTI	1,414	PTI	1,082
	1761	BNSF	1,187	DCS	545		
	1761	SCRRA	495	PTI	117	CTI	55
	1761	UP	712	PTI	450	FTI	53
	1790	BNSF	449	DCS	32	FTI	96

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
Non-NEC Corridor Routes								
		1790	SCRRA	499	PTI	277	CTI	29
		1790	SDNRR	1,888	CTI	29	PTI	1,331
		1790	UP	1,093	PTI	832	FTI	4
		2777	UP	716	PTI	274	FTI	337
		2790	UP	1,011	PTI	611		
Pennsylvanian	Pennsylvanian	42	NS	892	FTI	474	RTE	136
		43	NS	1,058	FTI	743	RTE	143
Piedmont	Piedmont	73	NS	515	FTI	159	PTI	113
		74	NS	667	FTI	205	PTI	62
		75	NS	790	FTI	408	PTI	61
		76	NS	642	FTI	83	PTI	336
San Joaquins	San Joaquins	701	BNSF	877	PTI	240	FTI	399
		701	UP	806			DCS	100
		702	BNSF	1,324	PTI	458	FTI	523
		702	UP	840	PTI	22	DCS	71
		703	BNSF	991	PTI	425	FTI	336
		703	UP	1,336	PTI	25	DCS	131
		704	BNSF	684	PTI	193	FTI	279
		704	UP	1,065	PTI	13	DCS	29
		710	BNSF	1,170	PTI	401	FTI	408
		710	UP	1,086	PTI	244	DCS	252
		711	BNSF	694	PTI	164	FTI	253
		711	UP	1,504	PTI	988	DCS	190
		712	BNSF	1,140	PTI	487	FTI	321
		712	UP	1,411	PTI	701	DCS	252
		713	BNSF	889	PTI	385	FTI	249
		713	UP	1,597	PTI	1,048	DCS	261
		714	BNSF	1,038	PTI	354	FTI	392
		714	UP	1,060	PTI	620	DCS	283
		715	BNSF	1,309	PTI	647	FTI	383
		715	UP	1,398	PTI	787	DCS	247

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		716	BNSF	1,126	PTI	475	FTI	320
		716	UP	702	PTI	256	DCS	197
		717	BNSF	956	PTI	364	FTI	293
		717	UP	1,644	PTI	1,028	DCS	389
		718	BNSF	785	PTI	267	FTI	245
		718	UP	1,195	PTI	929	DCS	139
		719	BNSF	1,027	PTI	436	FTI	334
		719	UP	1,613	PTI	750	DCS	742
Vermonter	Vermonter	54	MADOT	2,042	DSR	1,572	DCS	432
		54	MNRR	3,085	CTI	942	DSR	2,063
		54	NECR	1,325	DSR	1,273	DCS	36
		55	MADOT	2,133	DSR	1,842	DCS	254
		55	MNRR	2,931	CTI	1,956	DSR	788
		55	NECR	1,379	DSR	1,342	DCS	15
		56	MADOT	1,730	DSR	1,584	DCS	10
		56	MNRR	3,126	CTI	1,131	DSR	1,550
		56	NECR	1,330	DSR	1,256	DCS	66
		57	MADOT	1,908	DSR	1,803	DCS	105
		57	MNRR	2,426	CTI	1,244	DSR	1,041
		57	NECR	1,592	DSR	1,357	DCS	91
Long-Distance Routes								
Auto Train		52	CSX	1,155	FTI	477	PTI	262
		53	CSX	1,404	FTI	667	PTI	303
		53	FR	4,138	DCS	2,380	DSR	988
California Zephyr		5	BNSF	1,006	DSR	577	FTI	154
		5	UP	1,065	FTI	321	DSR	219
		6	BNSF	1,131	DSR	603	FTI	212
		6	UP	1,051	FTI	318	DSR	279
		1105	BNSF	977	DSR	739	FTI	24
		1105	UP	1,879	FTI	518	DSR	36
Capitol Ltd		29	CSX	735	FTI	325	DSR	120
		29	NS	2,216	FTI	1,466	RTE	239
		30	CSX	1,353	FTI	599	DSR	284
		30	NS	1,649	FTI	987	RTE	325

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
Long-Distance Routes								
Cardinal	50	BBrRR	1,634	PTI	354	FTI	681	
	50	CSX	1,665	FTI	1,240	DSR	181	
	50	NS	1,902	DCS	505	FTI	569	
	51	BBrRR	976	PTI	661	FTI	14	
	51	CSX	1,345	FTI	831	DSR	176	
	51	NS	1,171	DCS	505	FTI	134	
City Of New Orleans	58	CN	1,340	FTI	580	DSR	243	
	59	CN	1,395	FTI	738	DSR	260	
Coast Starlight	11	BNSF	592	PTI	124	DSR	114	
	11	SCRRA	1,755	PTI	691	CTI	744	
	11	UP	1,412	PTI	483	FTI	297	
	14	BNSF	652	PTI	229	DSR	171	
	14	SCRRA	2,158	PTI	1,364	CTI	320	
	14	UP	1,422	PTI	351	FTI	385	
Crescent	19	NS	1,456	FTI	1,023	DSR	167	
	20	NS	1,503	FTI	999	DSR	177	
Empire Builder	7	BNSF	588	DSR	235	FTI	258	
	7	CP	409	DSR	132	FTI	183	
	7	Metra	295	CTI	27	DCS	34	
	8	BNSF	698	DSR	317	FTI	250	
	8	CP	473	DSR	162	FTI	74	
	8	Metra	1,911	CTI	1,514	DCS	219	
	27	BNSF	861	DSR	402	FTI	291	
	28	BNSF	673	DSR	366	FTI	181	
Lake Shore Ltd	48	CSX	1,319	FTI	568	RTE	190	
	48	MNRR	1,740	CTI	867	DSR	288	
	48	NS	1,994	FTI	1,327	RTE	221	
	49	CSX	1,013	FTI	617	RTE	119	
	49	MNRR	1,415	CTI	471	DSR	660	
	49	NS	2,309	FTI	1,601	RTE	147	
	448	CSX	1,521	FTI	612	RTE	156	
	448	MBTA	3,767	CTI	2,769	RTE	457	
Palmetto	89	CSX	1,242	FTI	395	PTI	303	
	90	CSX	1,029	FTI	429	PTI	263	
	Silver Meteor	97	CSX	1,051	FTI	500	PTI	209
		97	Fla DOT	1,665	DSR	261	CTI	554
	97	FR	3,165	DCS	1,244	PTI	983	
	98	CSX	1,016	FTI	481	PTI	157	

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	98	Fla DOT	1,488	DSR	771	CTI	366
	98	FR	3,211	DCS	1,529	PTI	610
Silver Star	91	CSX	1,362	FTI	433	DCS	226
	91	Fla DOT	1,574	CTI	825	DSR	308
	91	FR	2,619	DCS	1,305	DSR	586
	91	NS	761	PTI	511	FTI	154
	92	CSX	1,323	FTI	376	DCS	275
	92	Fla DOT	910	CTI	66	DSR	380
	92	FR	2,064	DCS	1,223	DSR	574
	92	NS	366	PTI	119	FTI	17
	1092	CSX	1,075	FTI	174	DCS	579
	1092	Fla DOT	1,466			DSR	220
	1092	FR	7,070	DCS	6,133	DSR	937
Southwest Chief	3	BNSF	735	DSR	267	FTI	178
	3	NMDOT	4,537	DSR	1,705	CTI	2,170
	4	BNSF	796	DSR	286	FTI	184
	4	NMDOT	3,541	DSR	1,678	CTI	571
Sunset Ltd	1	BNSF	1,500	DSR	1,017	FTI	120
	1	UP	1,158	FTI	599	RTE	115
	2	BNSF	1,284	DSR	648	FTI	413
	2	UP	1,476	FTI	844	RTE	259
Texas Eagle	21	BNSF	1,738	DSR	862	FTI	615
	21	CN	1,969	FTI	922	DCS	385
	21	TRE	1,880	CTI	1,282	RTE	182
	21	UP	1,817	FTI	883	DSR	315
	22	BNSF	1,405	DSR	1,119	FTI	135
	22	CN	2,596	FTI	1,770	DCS	252
	22	TRE	2,518	CTI	1,678	RTE	380
	22	UP	1,359	FTI	617	DSR	246

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

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

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

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2150	84	OTH	68	HLD	16
Acela Express	2151	164	OTH	99	HLD	48
Acela Express	2153	271	OTH	230	ENG	37
Acela Express	2154	522	OTH	461	HLD	40
Acela Express	2155	298	OTH	272	SYS	17
Acela Express	2158	157	ENG	64	OTH	48
Acela Express	2159	119	OTH	43	ADA	28
Acela Express	2160	276	OTH	200	ADA	38
Acela Express	2163	78	OTH	43	HLD	23
Acela Express	2164	149	OTH	141	ADA	8
Acela Express	2165	94	HLD	41	OTH	29
Acela Express	2166	108	OTH	62	SYS	46
Acela Express	2167	181	OTH	150	HLD	26
Acela Express	2168	213	OTH	208	ADA	5
Acela Express	2170	245	ENG	204	OTH	30
Acela Express	2171	346	OTH	179	HLD	102
Acela Express	2172	67	OTH	32	HLD	24
Acela Express	2173	259	OTH	190	HLD	52
Acela Express	2175	671	OTH	432	HLD	118
Acela Express	2190	256	OTH	184	HLD	56
Acela Express	2192					
Acela Express	2193	357	OTH	357		
Acela Express	2245	179	OTH	179		
Acela Express	2248	473	OTH	354	HLD	120
Acela Express	2249	131	ADA	131		
Acela Express	2250					
Acela Express	2251	1,095	OTH	702	INJ	143
Acela Express	2252	288	OTH	288	HLD	144
Acela Express	2253	148	ADA	117	OTH	31
Acela Express	2254	382	OTH	214	ADA	121
Acela Express	2255	115	OTH	89	ADA	26
Acela Express	2256	120	OTH	84	HLD	36
Acela Express	2257	510	OTH	485	ADA	26
Acela Express	2258	90	OTH	65	ADA	26
Acela Express	2259	247	OTH	206	HLD	41
Acela Express	2260	168	ADA	155	SYS	13
Acela Express	2261	165	HLD	165		

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express	2262					
Acela Express	2275	220	OTH	165	SYS	41
Acela Express	2290	872	OTH	805	HLD	45
Acela Express	2297					
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - All Other Northeast Regional	132	1,234	OTH	911	ENG	276
Northeast Regional - All Other Northeast Regional	135	911	OTH	788	ADA	80
Northeast Regional - All Other Northeast Regional	136	491	ENG	207	OTH	194
Northeast Regional - All Other Northeast Regional	137	1,037	OTH	845	ADA	113
Northeast Regional - All Other Northeast Regional	139	612	OTH	510	ADA	64
Northeast Regional - All Other Northeast Regional	140	584	OTH	486	HLD, ENG	47
Northeast Regional - All Other Northeast Regional	141	1,145	OTH	734	SVS	139
Northeast Regional - All Other Northeast Regional	143	1,703	HLD	989	OTH	357
Northeast Regional - All Other Northeast Regional	146	324	OTH	257	HLD	56
Northeast Regional - All Other Northeast Regional	148	453	OTH	245	HLD	125
Northeast Regional - All Other Northeast Regional	149	523	OTH	281	ADA	128
Northeast Regional - All Other Northeast Regional	150	613	OTH	399	HLD	121
Northeast Regional - All Other Northeast Regional	160	307	OTH	179	HLD	116
Northeast Regional - All Other Northeast Regional	161	1,964	CON	1,182	OTH	462
Northeast Regional - All Other Northeast Regional	162	428	ENG	168	OTH	139
Northeast Regional - All Other Northeast Regional	163	679	HLD	250	OTH	226
Northeast Regional - All Other Northeast Regional	165	1,004	CON	474	OTH	172
Northeast Regional - All Other Northeast Regional	166	12	OTH	12		
Northeast Regional - All Other Northeast Regional	167	298	OTH	286	HLD	12
Northeast Regional - All Other Northeast Regional	168	1,051	OTH	1,040	ADA	11
Northeast Regional - All Other Northeast Regional	169	1,810	CON	1,546	ENG	105
Northeast Regional - All Other Northeast Regional	170	397	OTH	296	ENG	53
Northeast Regional - All Other Northeast Regional	172	474	OTH	415	HLD	27
Northeast Regional - All Other Northeast Regional	173	765	OTH	417	HLD	295
Northeast Regional - All Other Northeast Regional	175	252	CON	142	HLD	57

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	177	417	OTH	332	HLD	48
Northeast Regional - All Other Northeast Regional	178	1,076	OTH	1,023	ENG	37
Northeast Regional - All Other Northeast Regional	179	490	OTH	258	ENG	153
Northeast Regional - All Other Northeast Regional	190	133	OTH	107	HLD	24
Northeast Regional - Lynchburg	145	386	HLD	158	ADA	129
Northeast Regional - Lynchburg	147	430	SVS	149	OTH	120
Northeast Regional - Lynchburg	156	604	ENG	313	ADA	128
Northeast Regional - Lynchburg	171	418	ENG	162	HLD	102
Northeast Regional - Lynchburg	176	398	HLD	136	OTH	104
Northeast Regional - Richmond / Newport News / Norfolk	65	487	HLD	239	OTH	87
Northeast Regional - Richmond / Newport News / Norfolk	66	375	ADA	100	OTH	84
Northeast Regional - Richmond / Newport News / Norfolk	67	443	OTH	130	HLD	71
Northeast Regional - Richmond / Newport News / Norfolk	71	219	ADA	69	OTH	54
Northeast Regional - Richmond / Newport News / Norfolk	82	694	CON	369	SVS	98
Northeast Regional - Richmond / Newport News / Norfolk	83	702	ENG	364	HLD	116
Northeast Regional - Richmond / Newport News / Norfolk	84	480	SYS	216	HLD	99
Northeast Regional - Richmond / Newport News / Norfolk	85	299	ADA	89	OTH	79
Northeast Regional - Richmond / Newport News / Norfolk	86	162	HLD	75	OTH	49
Northeast Regional - Richmond / Newport News / Norfolk	87	110	HLD	91	OTH	19
Northeast Regional - Richmond / Newport News / Norfolk	88	456	OTH	193	HLD	108
Northeast Regional - Richmond / Newport News / Norfolk	93	278	ADA	130	OTH	59
Northeast Regional - Richmond / Newport News / Norfolk	94	317	HLD	80	ENG, ADA	73
Northeast Regional - Richmond / Newport News / Norfolk	95	616	ADA	205	OTH	125
Northeast Regional - Richmond / Newport News / Norfolk	96	579	HLD	310	SYS	126
Northeast Regional - Richmond / Newport News / Norfolk	99	596	OTH	148	HLD	118
Northeast Regional - Richmond / Newport News / Norfolk	125	315	HLD	90	ADA	73
Northeast Regional - Richmond / Newport News / Norfolk	157	1,047	HLD	511	SYS	344
Northeast Regional - Richmond / Newport News / Norfolk	164	205	OTH	122	HLD	61
Northeast Regional - Richmond / Newport News / Norfolk	174	239	OTH	129	ADA	47

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Richmond / Newport News / Norfolk	194	443	HLD	181	ADA	142
Northeast Regional - Richmond / Newport News / Norfolk	195	481	OTH	184	HLD	108
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	155	HLD	57	ENG	50
Capitol Corridor - Capitol Corridor	521	172	HLD	106	OTH	24
Capitol Corridor - Capitol Corridor	522	218	ADA	91	OTH	62
Capitol Corridor - Capitol Corridor	523	293	HLD	181	OTH	67
Capitol Corridor - Capitol Corridor	524	249	ADA	103	CCR	73
Capitol Corridor - Capitol Corridor	525	326	ADA	110	HLD	90
Capitol Corridor - Capitol Corridor	527	225	HLD	135	OTH	25
Capitol Corridor - Capitol Corridor	528	379	ADA	108	HLD	106
Capitol Corridor - Capitol Corridor	529	262	HLD	121	SYS, ADA	41
Capitol Corridor - Capitol Corridor	530	209	ADA	109	HLD	44
Capitol Corridor - Capitol Corridor	531	297	HLD	157	ADA	91
Capitol Corridor - Capitol Corridor	532	308	HLD	105	ADA	93
Capitol Corridor - Capitol Corridor	534	93	ADA	54	CON, CAR	9
Capitol Corridor - Capitol Corridor	535	295	ADA	130	ITI	107
Capitol Corridor - Capitol Corridor	536	515	HLD	144	ADA	88
Capitol Corridor - Capitol Corridor	537	422	ADA	149	HLD	133
Capitol Corridor - Capitol Corridor	538	390	HLD	178	ADA	82
Capitol Corridor - Capitol Corridor	540	80	CON	29	HLD	27
Capitol Corridor - Capitol Corridor	541	147	CAR	44	ADA	42
Capitol Corridor - Capitol Corridor	542	223	HLD	106	ADA	37
Capitol Corridor - Capitol Corridor	543	330	HLD	164	ADA	82
Capitol Corridor - Capitol Corridor	544	154	ITI	51	HLD	35
Capitol Corridor - Capitol Corridor	545	355	HLD	189	ADA	67
Capitol Corridor - Capitol Corridor	546	234	HLD	112	SYS	49
Capitol Corridor - Capitol Corridor	547	153	HLD	72	ADA	30
Capitol Corridor - Capitol Corridor	548	257	ENG	63	ITI	43

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

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	549	309	OTH	127	HLD	70
Capitol Corridor - Capitol Corridor	550	169	ITI	86	ENG	32
Capitol Corridor - Capitol Corridor	551	84	OTH	45	ENG, CAR	17
Capitol Corridor - Capitol Corridor	553	87	HLD	40	SYS	25
Capitol Corridor - Capitol Corridor	720	313	ADA	138	CAR	89
Capitol Corridor - Capitol Corridor	723	155	HLD	90	OTH	23
Capitol Corridor - Capitol Corridor	724	98	ADA	57	HLD	26
Capitol Corridor - Capitol Corridor	727	232	CAR	108	HLD	49
Capitol Corridor - Capitol Corridor	728	328	HLD	230	ADA	57
Capitol Corridor - Capitol Corridor	729	398	ADA	218	HLD	87
Capitol Corridor - Capitol Corridor	732	124	ADA	72	HLD	26
Capitol Corridor - Capitol Corridor	733	447	HLD	159	ITI	117
Capitol Corridor - Capitol Corridor	734	91	ITI	43	ENG, ADA	20
Capitol Corridor - Capitol Corridor	736	170	HLD	75	ADA	63
Capitol Corridor - Capitol Corridor	737	488	HLD	261	ADA	80
Capitol Corridor - Capitol Corridor	738	222	ADA	93	HLD	49
Capitol Corridor - Capitol Corridor	741	230	ADA	90	ITI	62
Capitol Corridor - Capitol Corridor	742	364	HLD	129	ADA	115
Capitol Corridor - Capitol Corridor	743	330	HLD	101	ADA	98
Capitol Corridor - Capitol Corridor	744	281	ENG	155	HLD	49
Capitol Corridor - Capitol Corridor	745	122	HLD	55	ADA	32
Capitol Corridor - Capitol Corridor	746	130	HLD	36	SYS, CCR	28
Capitol Corridor - Capitol Corridor	747	199	ENG	59	CAR	52
Capitol Corridor - Capitol Corridor	748	390	OTH	165	HLD	129
Capitol Corridor - Capitol Corridor	749	332	HLD	166	ENG	83
Capitol Corridor - Capitol Corridor	751	43	ADA	16	HLD	12
Carolinian - Carolinian	79	559	ADA	186	ENG	128
Carolinian - Carolinian	80	788	ADA	220	HLD	185
Cascades - Cascades	500	409	ADA	104	HLD	81

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Cascades - Cascades	501	783	ENG	265	ADA	124
Cascades - Cascades	502	263	ADA	105	HLD	69
Cascades - Cascades	503	218	OTH	62	CCR	46
Cascades - Cascades	504	354	ADA	70	HLD	61
Cascades - Cascades	505	479	ENG	166	OTH	125
Cascades - Cascades	506	243	HLD	81	ADA	75
Cascades - Cascades	507	516	SYS	194	HLD	75
Cascades - Cascades	508	366	HLD	84	ADA	77
Cascades - Cascades	509	303	CON	73	CAR	53
Cascades - Cascades	510	223	HLD	62	CAR	57
Cascades - Cascades	513	520	HLD	121	ADA	106
Cascades - Cascades	516	717	ITI	159	HLD	135
Cascades - Cascades	517	155	ENG	45	HLD	37
Downeaster - Downeaster	680	32	HLD	26	OTH, ADA	3
Downeaster - Downeaster	681	71	HLD	36	ADA	35
Downeaster - Downeaster	682	157	HLD	113	ADA	25
Downeaster - Downeaster	683	181	HLD	81	ENG	66
Downeaster - Downeaster	684	65	HLD	29	ADA	19
Downeaster - Downeaster	685	51	HLD	35	ADA	9
Downeaster - Downeaster	686	270	OTH	114	HLD	111
Downeaster - Downeaster	687	237	OTH	149	HLD	71
Downeaster - Downeaster	688	64	ITI	37	ADA	12
Downeaster - Downeaster	689	102	ITI	45	SVS	38
Downeaster - Downeaster	690	69	OTH	69		
Downeaster - Downeaster	691	222	OTH	95	HLD	86
Downeaster - Downeaster	692	166	HLD	125	ADA	29
Downeaster - Downeaster	693	126	HLD	87	ENG	24
Downeaster - Downeaster	694	114	HLD	74	ADA	31
Downeaster - Downeaster	695	69	ADA	41	HLD	29

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

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Downeaster - Downeaster	696	87	HLD	33	ADA	27
Downeaster - Downeaster	697	20	ADA	14	HLD	6
Downeaster - Downeaster	698	76	OTH	41	HLD	31
Downeaster - Downeaster	699	61	OTH	38	HLD	13
Empire - Adirondack	68	279	ENG	90	HLD	69
Empire - Adirondack	69	441	HLD	212	SYS	120
Empire - Ethan Allen Express	290	323	HLD	119	ADA	86
Empire - Ethan Allen Express	291	178	HLD	88	ADA	44
Empire - Ethan Allen Express	292	126	HLD	116	OTH	10
Empire - Ethan Allen Express	293	81	HLD	54	OTH	27
Empire - Ethan Allen Express	296	175	OTH	86	ADA	34
Empire - Maple Leaf	63	608	HLD	160	SYS	158
Empire - Maple Leaf	64	771	SYS	425	HLD	118
Empire - New York - Albany	230	65	SYS	65		
Empire - New York - Albany	232	15	HLD	15		
Empire - New York - Albany	233	250	CCR	111	INJ	36
Empire - New York - Albany	234	7	SYS	7		
Empire - New York - Albany	235	7	SYS	4	HLD	2
Empire - New York - Albany	236	78	HLD	54	SYS	18
Empire - New York - Albany	237	57	SYS	25	ITI, HLD	13
Empire - New York - Albany	238	48	ADA	22	SYS	14
Empire - New York - Albany	239	367	CON	223	ITI	77
Empire - New York - Albany	241	7	HLD	7	ADA	4
Empire - New York - Albany	242	120	ADA	38	OTH, HLD	29
Empire - New York - Albany	243	217	ENG	181	HLD	15
Empire - New York - Albany	244	123	HLD	41	OTH	31
Empire - New York - Albany	245	35	SYS	32	ADA	2
Empire - New York - Albany	250	119	HLD	92	ADA	27
Empire - New York - Albany	252	21	OTH	21	HLD	11

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Albany	253	22	SYS	22	ADA	11
Empire - New York - Albany	254	123	OTH	90	ADA	45
Empire - New York - Albany	255	63	HLD	63		
Empire - New York - Albany	256	150	OTH	78	HLD	71
Empire - New York - Albany	259	16	HLD	16		
Empire - New York - Albany	260	146	ADA	81	HLD	60
Empire - New York - Albany	261	11	ADA	11		
Empire - New York - Niagara Falls	280	173	ADA	51	HLD	42
Empire - New York - Niagara Falls	281	333	SYS	229	HLD	52
Empire - New York - Niagara Falls	283	318	SYS	101	ENG	78
Empire - New York - Niagara Falls	284	365	SYS	156	HLD	78
Empire - New York - Niagara Falls	288	404	SYS	285	HLD	71
Heartland Flyer - Heartland Flyer	821	310	HLD	178	ADA	56
Heartland Flyer - Heartland Flyer	822	355	HLD	149	ENG	58
Hiawatha - Hiawatha	329	197	OTH	163	CCR	22
Hiawatha - Hiawatha	330	210	ENG	141	OTH	30
Hiawatha - Hiawatha	331	402	OTH	385	SYS	12
Hiawatha - Hiawatha	332	359	OTH	217	ADA	64
Hiawatha - Hiawatha	333	221	OTH	169	ADA	28
Hiawatha - Hiawatha	334	585	OTH	421	HLD	62
Hiawatha - Hiawatha	335	538	OTH	385	HLD, ENG	56
Hiawatha - Hiawatha	336	317	OTH	210	ADA	49
Hiawatha - Hiawatha	337	135	OTH	78	HLD	29
Hiawatha - Hiawatha	338	491	OTH	290	ITI	145
Hiawatha - Hiawatha	339	172	OTH	82	HLD	58
Hiawatha - Hiawatha	340	290	OTH	226	ADA	24
Hiawatha - Hiawatha	341	272	OTH	174	ADA	37
Hiawatha - Hiawatha	342	653	OTH	278	ENG	268
Hiawatha - Hiawatha	343	387	OTH	295	HLD, ADA	34

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Hiawatha - Hiawatha	344	373	OTH	280	SYS, HLD	47
Hoosier - Hoosier	850	172	SYS	75	OTH	35
Hoosier - Hoosier	851	259	SYS	129	OTH	81
Illinois - Carl Sandburg / Illinois Zephyr	380	204	HLD	105	ADA	67
Illinois - Carl Sandburg / Illinois Zephyr	381	85	ADA	44	SYS	29
Illinois - Carl Sandburg / Illinois Zephyr	382	109	ADA	44	HLD	22
Illinois - Carl Sandburg / Illinois Zephyr	383	136	HLD	68	ADA	41
Illinois - Illini / Saluki	390	348	OTH	133	SYS	67
Illinois - Illini / Saluki	391	282	ADA	76	OTH	72
Illinois - Illini / Saluki	392	343	SYS	91	ADA	88
Illinois - Illini / Saluki	393	348	OTH	146	ADA	60
Illinois - Lincoln Service	300	152	SYS	39	HLD	32
Illinois - Lincoln Service	301	61	OTH	21	SYS	19
Illinois - Lincoln Service	302	149	HLD	54	ADA	38
Illinois - Lincoln Service	303	147	ADA	44	HLD	40
Illinois - Lincoln Service	304	97	ENG	26	ADA	25
Illinois - Lincoln Service	305	222	HLD	67	ADA	61
Illinois - Lincoln Service	306	92	HLD	24	SYS	20
Illinois - Lincoln Service	307	156	OTH	40	HLD	38
Michigan - Blue Water	364	253	ADA	99	HLD	98
Michigan - Blue Water	365	430	OTH	209	ADA	93
Michigan - Pere Marquette	370	473	OTH	151	HLD	119
Michigan - Pere Marquette	371	171	HLD	111	ADA	23
Michigan - Wolverine	350	135	ADA	46	SYS	34
Michigan - Wolverine	351	233	ADA	62	OTH	47
Michigan - Wolverine	352	476	ADA	142	HLD	121
Michigan - Wolverine	353	249	ADA	89	HLD	57
Michigan - Wolverine	354	484	OTH	145	ENG	88
Michigan - Wolverine	355	197	SYS	74	OTH	53

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Missouri - Missouri	311	319	HLD	159	ADA	84
Missouri - Missouri	313	256	ADA	70	OTH	68
Missouri - Missouri	314	279	HLD	93	ADA	89
Missouri - Missouri	316	434	ITI	167	HLD	107
Pacific Surfliner - Pacific Surfliner	562	251	ENG	81	SYS	45
Pacific Surfliner - Pacific Surfliner	564	310	OTH	109	HLD	85
Pacific Surfliner - Pacific Surfliner	565	528	HLD	190	SYS	110
Pacific Surfliner - Pacific Surfliner	566	361	HLD	155	SVS	99
Pacific Surfliner - Pacific Surfliner	567	783	HLD	301	SYS	196
Pacific Surfliner - Pacific Surfliner	568	362	SYS	155	HLD	104
Pacific Surfliner - Pacific Surfliner	572	374	HLD	148	ADA	92
Pacific Surfliner - Pacific Surfliner	573	826	HLD	292	ITI	241
Pacific Surfliner - Pacific Surfliner	579	484	HLD	169	ADA	104
Pacific Surfliner - Pacific Surfliner	580	478	HLD	248	SYS	68
Pacific Surfliner - Pacific Surfliner	582	504	HLD	173	ADA	124
Pacific Surfliner - Pacific Surfliner	583	718	HLD	223	ITI	187
Pacific Surfliner - Pacific Surfliner	591	939	HLD	314	CCR	207
Pacific Surfliner - Pacific Surfliner	592	780	SYS	219	ITI	199
Pacific Surfliner - Pacific Surfliner	593	807	ADA	326	HLD	217
Pacific Surfliner - Pacific Surfliner	595	981	ITI	332	HLD	166
Pacific Surfliner - Pacific Surfliner	761	628	SYS	195	ADA	137
Pacific Surfliner - Pacific Surfliner	763	609	HLD	267	SYS	116
Pacific Surfliner - Pacific Surfliner	768	551	HLD	294	ENG	74
Pacific Surfliner - Pacific Surfliner	769	1,086	HLD	373	ITI	222
Pacific Surfliner - Pacific Surfliner	774	547	HLD	148	OTH	113
Pacific Surfliner - Pacific Surfliner	777	697	ENG	154	SYS	123
Pacific Surfliner - Pacific Surfliner	784	854	HLD	331	SYS	191
Pacific Surfliner - Pacific Surfliner	785	1,138	ITI	497	HLD	249
Pacific Surfliner - Pacific Surfliner	790	1,056	ITI	186	OTH	165

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	796	1,023	SYS	369	CON	145
Pacific Surfliner - Pacific Surfliner	1566	918	SVS	329	HLD	265
Pacific Surfliner - Pacific Surfliner	1567	352	HLD	112	SYS	85
Pacific Surfliner - Pacific Surfliner	1568	776	HLD	660	ADA	78
Pacific Surfliner - Pacific Surfliner	1761	644	HLD	300	SYS	121
Pacific Surfliner - Pacific Surfliner	1790	1,048	HLD	286	ENG	241
Pacific Surfliner - Pacific Surfliner	2777	4,233	ENG	3,328	CON	548
Pacific Surfliner - Pacific Surfliner	2790	505	OTH	232	ITI	126
Pennsylvanian - Pennsylvanian	42	270	ADA	77	HLD	74
Pennsylvanian - Pennsylvanian	43	376	SYS	106	ADA	80
Piedmont - Piedmont	73	134	ENG	48	OTH	39
Piedmont - Piedmont	74	155	ADA	48	OTH	38
Piedmont - Piedmont	75	306	ADA	167	HLD	46
Piedmont - Piedmont	76	209	ADA	109	HLD	74
San Joaquins - San Joaquins	701	145	OTH	58	SYS	23
San Joaquins - San Joaquins	702	144	HLD	50	ADA	43
San Joaquins - San Joaquins	703	409	CON	125	ENG	73
San Joaquins - San Joaquins	704	113	SYS	35	ADA	26
San Joaquins - San Joaquins	710	407	ADA	183	HLD	110
San Joaquins - San Joaquins	711	183	ADA	53	ENG	42
San Joaquins - San Joaquins	712	313	ENG	91	CCR	59
San Joaquins - San Joaquins	713	160	ADA	103	SYS	25
San Joaquins - San Joaquins	714	204	ENG	43	CON	36
San Joaquins - San Joaquins	715	325	ENG	111	SYS	73
San Joaquins - San Joaquins	716	280	ENG	82	SYS	45
San Joaquins - San Joaquins	717	220	SYS	60	HLD	52
San Joaquins - San Joaquins	718	191	ADA	74	HLD	57
San Joaquins - San Joaquins	719	317	ADA	95	HLD	85
Vermont - Vermonter	54	441	OTH	317	HLD	53

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Vermonter - Vermonter	55	552	OTH	314	HLD	70
Vermonter - Vermonter	56	370	OTH	289	HLD	29
Vermonter - Vermonter	57	744	OTH	286	CON	224
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	380	ITI	185	CAR	68
Auto Train - Auto Train	53	398	ITI	144	ENG	94
California Zephyr - California Zephyr	5	315	HLD	68	SVS	63
California Zephyr - California Zephyr	6	447	HLD	103	SYS	80
California Zephyr - California Zephyr	1105	264	SVS	154	HLD	37
Capitol Ltd - Capitol Ltd	29	419	HLD	138	ENG	137
Capitol Ltd - Capitol Ltd	30	290	HLD	118	SYS	67
Cardinal - Cardinal	50	448	HLD	127	OTH	100
Cardinal - Cardinal	51	530	HLD	133	ENG	88
City Of New Orleans - City Of New Orleans	58	260	HLD	103	ADA	65
City Of New Orleans - City Of New Orleans	59	347	HLD	136	ADA	66
Coast Starlight - Coast Starlight	11	868	SVS	194	HLD	185
Coast Starlight - Coast Starlight	14	804	HLD	221	SVS	134
Crescent - Crescent	19	334	HLD	96	SYS	65
Crescent - Crescent	20	383	HLD	141	ADA	79
Empire Builder - Empire Builder	7	226	HLD	93	ENG	52
Empire Builder - Empire Builder	8	374	HLD	123	SVS	56
Empire Builder - Empire Builder	27	349	CON	214	ENG	46
Empire Builder - Empire Builder	28	439	CON	217	ENG	94
Lake Shore Ltd - Lake Shore Ltd	48	443	HLD	227	SYS	120
Lake Shore Ltd - Lake Shore Ltd	49	479	HLD	315	ADA	71
Lake Shore Ltd - Lake Shore Ltd	448	322	SYS	109	HLD	93
Lake Shore Ltd - Lake Shore Ltd	449	400	HLD	143	ADA	95
Palmetto - Palmetto	89	285	ADA	100	HLD	80
Palmetto - Palmetto	90	329	ADA	76	ENG	72

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2017 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Silver Meteor - Silver Meteor	97	499	SYS	159	ADA	115
Silver Meteor - Silver Meteor	98	553	ADA	157	HLD	123
Silver Star - Silver Star	91	496	SYS	196	ADA	127
Silver Star - Silver Star	92	669	ADA	172	SYS	170
Silver Star - Silver Star	1092	487	HLD	222	SYS	142
Southwest Chief - Southwest Chief	3	458	ENG	138	HLD	128
Southwest Chief - Southwest Chief	4	500	HLD	163	SVS	115
Sunset Ltd - Sunset Ltd	1	416	SVS	118	HLD	110
Sunset Ltd - Sunset Ltd	2	444	HLD	133	SVS	102
Texas Eagle - Texas Eagle	21	402	HLD	179	ADA	70
Texas Eagle - Texas Eagle	22	777	HLD	198	SVS	119

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

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

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

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

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	301	ENG	103	DCS	41
	2103	Amtrak	396	SMW	241	PSC	54
	2104	Amtrak	313	SMW	123	FTI, DSR	26
	2107	Amtrak	615	SMW	361	PSC	83
	2109	Amtrak	575	SMW	305	PSC	82
	2110	Amtrak	262	SMW	56	ENG	32
	2117	Amtrak	610	SMW	325	PSC	77
	2119	Amtrak	330	SMW	175	CTI	54
	2121	Amtrak	400	SMW	272	PSC	29
	2122	Amtrak	227	SMW	57	ITI	49
	2124	Amtrak	285	SMW	72	CTP	55
	2126	Amtrak	279	SMW	110	ITI	93
	2128	Amtrak	279	SMW	95	ITI	75
	2150	Amtrak	295	CTI	70	DCS	47
	2151	Amtrak	452	SMW	198	PSC	63
	2153	Amtrak	364	SMW	158	PSC	47
	2154	Amtrak	273	SMW	69	CTI	46
	2155	Amtrak	408	SMW	179	HLD	47
	2158	Amtrak	562	PSR	70	OTH	60
	2159	Amtrak	334	SMW	115	ENG	67
	2160	Amtrak	419	CTI	67	OTH	60
	2163	Amtrak	302	SMW	133	HLD	34
	2164	Amtrak	261	CTI	48	OTH	37
	2165	Amtrak	417	SMW	188	PTI	50
	2166	Amtrak	372	SMW	111	CTI	58
	2167	Amtrak	309	SMW	135	HLD	46
	2168	Amtrak	580	SMW	134	CTI	115
	2170	Amtrak	393	ENG	53	SMW	52
	2171	Amtrak	279	SMW	114	HLD	71
	2172	Amtrak	473	SMW	105	CTI	56
	2173	Amtrak	402	SMW	151	HLD	59
	2175	Amtrak	433	SMW	106	CTI	94
	2190	Amtrak	398	CTI	113	SMW	65
	2192	Amtrak	116	OTH	116		
	2193	Amtrak					
	2203	Amtrak	364	SMW	219	HLD	86
	2205	Amtrak	489	SMW	311	DMW	114
	2208	Amtrak	536	SMW	148	DCS	104
	2211	Amtrak					

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

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard							
			265				
Acela Express - Acela Express	2213	Amtrak	560	SMW	249	DCS	92
	2215	Amtrak	355	SMW	253	MTI	31
	2220	Amtrak	299	DET	166	SMW	86
	2222	Amtrak	24	SMW	24		
	2224	Amtrak	219	SMW	171	ENG	41
	2226	Amtrak					
	2228	Amtrak	892	ENG	499	SYS	178
	2245	Amtrak	599	SMW	225	DCS	150
	2248	Amtrak	433	HLD	105	SMW	79
	2249	Amtrak	390	SMW	117	HLD	83
	2250	Amtrak					
	2251	Amtrak	413	SMW	147	HLD	75
	2252	Amtrak	376	SMW	196	HLD	72
	2253	Amtrak	481	SMW	220	HLD	90
	2254	Amtrak	291	SMW	95	CTI	38
	2255	Amtrak	326	SMW	173	HLD	98
	2256	Amtrak	185	PTI	58	SMW	40
	2257	Amtrak	544	SMW	225	OTH	105
	2258	Amtrak	176	OTH	35	HLD	33
	2259	Amtrak	382	SMW	202	INJ	48
	2260	Amtrak	333	SMW	83	HLD	56
	2261	Amtrak	277	SMW	177	HLD	54
	2262	Amtrak	50	OTH	50		
	2275	Amtrak	181	CTI	42	ENG	38
	2290	Amtrak	291	SMW	120	DCS	31
	2297	Amtrak					
Other Services							
Standard							
			475				
Cardinal - Cardinal	50	Amtrak	1,054	SMW	237	ITI	223
	51	Amtrak	883	SMW	324	SYS	142
Carolinian - Carolinian	79	Amtrak	661	SMW	206	SVS	110
	80	Amtrak	284	SMW	72	PTI	36
Crescent - Crescent	19	Amtrak	2,530	SVS	1,358	HLD	276
	20	Amtrak	1,184	ITI	253	PTI	153
Keystone - Keystone	600	Amtrak	295	PTI	84	DET, DCS	46
	601	Amtrak	187	DMW	83	DET	40

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

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	605	Amtrak	244	DET	66	DCS	52
	607	Amtrak	120	DCS	26	SMW, MTI	25
	609	Amtrak	404	DCS	82	PTI	80
	610	Amtrak	756	CCR	496	ITI	98
	611	Amtrak	287	CTI	215	ENG	72
	612	Amtrak					
	615	Amtrak					
	618	Amtrak	73	PSR	22	SYS	20
	619	Amtrak	418	CON	143	ITI	68
	620	Amtrak	105	DCS	49	OTH	23
	622	Amtrak	63	ENG	25	DCS	19
	637	Amtrak	418	SMW	150	CTI	87
	639	Amtrak	251	SMW	137	CON	32
	640	Amtrak	250	CTI	128	DCS	26
	641	Amtrak	248	SMW	72	CTI	62
	642	Amtrak	368	DCS	111	CCR	102
	643	Amtrak	403	SMW	226	DCS	27
	644	Amtrak	203	SMW	49	CTI	49
	645	Amtrak	356	SMW	109	PTI	48
	646	Amtrak	427	SMW	74	PTI	59
	647	Amtrak	581	SMW	195	CTI	80
	648	Amtrak	299	SMW	65	DCS	48
	649	Amtrak	482	CTI	95	SMW	80
	650	Amtrak	518	SMW	386	DCS	76
	651	Amtrak	448	CTI	147	ENG	91
	652	Amtrak	257	DET	91	DCS	36
	653	Amtrak	375	CTI	118	CTP	53
	654	Amtrak	379	DCS	62	DET	56
	655	Amtrak	602	SMW	148	CON	95

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

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	656	Amtrak	239	DCS	52	PTI	39
	658	Amtrak	263	SMW	111	DCS	70
	660	Amtrak	543	PTI	186	CTI	70
	661	Amtrak	168	SMW	52	CTI	43
	662	Amtrak	332	DSR	62	CTI	59
	663	Amtrak	809	DBB	164	CTI	136
	664	Amtrak	821	DBB	125	CCR	111
	665	Amtrak	291	ENG	61	CTI	46
	666	Amtrak	350	CTI	107	DSR	75
	667	Amtrak	418	SMW	148	DET	48
	669	Amtrak	370	SMW	205	PTI	55
	670	Amtrak	252	SMW	93	ENG	64
	671	Amtrak	319	SMW	216	CCR	48
	672	Amtrak	321	DCS	175	SMW	116
	674	Amtrak	203	CCR	70	ENG	37
Northeast Regional - All Other Northeast Regional	110	Amtrak	58	SYS	18	CTI	18
	111	Amtrak	247	SMW	71	PSC	48
	123	Amtrak	232	SMW	181	CTI	32
	126	Amtrak	130	SMW	60	DDA	25
	127	Amtrak	666	SMW	278	PTI	87
	129	Amtrak	889	SMW	365	PTI	154
	130	Amtrak	579	SMW	144	PTI	133
	131	Amtrak	228	SMW	101	HLD	59
	132	Amtrak	151	HLD	56	OTH	34
	133	Amtrak	851	SMW	513	HLD	82
	134	Amtrak	423	SMW	84	SYS	56
	135	Amtrak	341	SMW	149	HLD	49
	136	Amtrak	489	HLD	152	PTI	112
	137	Amtrak	569	SMW	242	HLD	115

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

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	138	Amtrak	308	SVS	61	ENG	60
	139	Amtrak	221	HLD	116	SMW	71
	140	Amtrak	672	HLD	118	ENG	98
	141	Amtrak	645	SMW	229	HLD	93
	143	Amtrak	667	SMW	199	HLD	147
	146	Amtrak	348	DCS	127	SMW	65
	148	Amtrak	529	PSR	107	SMW	74
	149	Amtrak	396	SMW	212	HLD	86
	150	Amtrak	211	DCS	93	SYS	41
	151	Amtrak	275	SMW	164	CTI	21
	152	Amtrak	333	SMW	101	SVS	85
	153	Amtrak	230	SMW	123	HLD	63
	154	Amtrak	219	SMW	106	CTI, CAR	24
	155	Amtrak	245	SMW	126	DMW	52
	158	Amtrak	455	DET	214	ENG	127
	159	Amtrak	459	SMW	335	HLD	74
	160	Amtrak	228	DMW	60	HLD	56
	161	Amtrak	481	SMW	221	HLD	109
	162	Amtrak	382	ENG	154	HLD	50
	163	Amtrak	476	SMW	170	HLD	110
	165	Amtrak	435	SMW	143	HLD	105
	166	Amtrak	252	HLD	99	SMW	65
	167	Amtrak	358	ENG	185	SMW	83
	168	Amtrak	400	ITI	155	SMW	86
	169	Amtrak	481	SMW	92	DBB	91
	170	Amtrak	355	CTI	129	PTI	53
	172	Amtrak	596	SMW	133	HLD	102
	173	Amtrak	587	SMW	239	PTI	94
	175	Amtrak	334	SMW	123	HLD	71

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

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	177	Amtrak	384	SMW	92	ENG	61
	178	Amtrak	351	ENG	70	SMW	62
	179	Amtrak	516	ENG	105	ITI	87
	180	Amtrak	440	CTI	247	CTP	41
	182	Amtrak	224	SVS	142	ADA	21
	183	Amtrak	296	SMW	112	FTI	58
	184	Amtrak	470	SVS	111	PTI	61
	185	Amtrak	561	SMW	257	HLD	88
	186	Amtrak	151	SMW	44	FTI	25
	187	Amtrak	156	SMW	76	PTI	38
	188	Amtrak	195	SYS	63	SVS	38
	189	Amtrak	295	DCS	127	SMW	73
	190	Amtrak	197	HLD	29	DCS, CTI	27
	192	Amtrak	332	DCS	199	SMW	60
	193	Amtrak	647	SMW	188	ITI	118
	196	Amtrak	168	CTP	36	DCS	24
	401	Amtrak	2,087	PTI	987	CAR	453
	405	Amtrak	615	PSR	340	DSR	129
	407	Amtrak	859	PSR	423	ENG	124
	432	Amtrak	1,095	CON	909	PSR	149
	450	Amtrak	1,707	CON	631	PTI	550
	460	Amtrak	2,484	CON	947	PTI, ITI	372
	464	Amtrak	2,604	CON	1,670	PTI	375
	465	Amtrak	1,915	OTH	607	PSR	553
	467	Amtrak	431	PTI	270	PSR	72
	475	Amtrak	521	PSR	197	DCS	132
	488	Amtrak	4,604	CON	2,802	PTI	728
	494	Amtrak	2,918	CON	2,330	PSR	241
	497	Amtrak	2,651	PSR	1,693	PTI	859

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

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Lynchburg	145	Amtrak	714	SMW	294	ITI	174
	147	Amtrak	829	SMW	165	PTI	154
	156	Amtrak	287	HLD	78	OTH	64
	171	Amtrak	469	SMW	124	SVS	47
	176	Amtrak	920	HLD	182	CTI	127
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	311	SMW	87	OTH	87
	66	Amtrak	305	SMW	141	OTH	48
	67	Amtrak	469	SMW	177	ENG	100
	71	Amtrak	752	SMW	324	SVS	153
	82	Amtrak	586	DET	158	DCS	126
	83	Amtrak	904	SMW	331	HLD	222
	84	Amtrak	473	DET	86	PTI	60
	85	Amtrak	845	SMW	464	SVS	87
	86	Amtrak	649	PTI	136	CTI	89
	87	Amtrak	1,260	SMW	414	SVS	376
	88	Amtrak	599	HLD	171	SVS	76
	93	Amtrak	865	SMW	289	HLD	101
	94	Amtrak	617	CTI	120	PTI	109
	95	Amtrak	532	SMW	173	HLD	59
	96	Amtrak	346	HLD	97	PTI	56
	99	Amtrak	605	SMW	216	HLD	96
	125	Amtrak	615	SMW	235	PTI	69
	157	Amtrak	451	SMW	228	HLD	78
	164	Amtrak	419	HLD	154	DCS	71
	174	Amtrak	264	HLD	41	DCS	32
	194	Amtrak	260	OTH	87	DCS	84
	195	Amtrak	584	SMW	171	HLD	165
Palmetto - Palmetto	89	Amtrak	843	SMW	250	HLD	148
	90	Amtrak	697	SMW	159	SVS	135

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

Service	Train Number	Host Railroad	Total Delay	FY 2017 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Pennsylvanian - Pennsylvanian	42	Amtrak	392	PTI	110	SMW	99
	43	Amtrak	325	SMW	88	PTI	38
Silver Meteor - Silver Meteor	97	Amtrak	1,897	SVS	791	SMW	380
	98	Amtrak	895	PTI	189	SMW	128
Silver Star - Silver Star	91	Amtrak	769	SVS	155	SMW	150
	92	Amtrak	404	DCS	59	PTI	56
	1092	Amtrak	199	PTI	199		
Vermont - Vermont	54	Amtrak	637	PTI	161	SYS	103
	55	Amtrak	453	SMW	250	PTI	64
	56	Amtrak	733	SMW	228	SYS	91
	57	Amtrak	197	SMW	82	ENG	46

This table excludes third-party delays.

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

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

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

Table 9A
On-NEC Total Host and Amtrak Responsible Delays
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Host Railroad	Operator	Total Delay	FY 2017 Q4				Route Miles
				Largest 2 Delay Codes				
				#1	Min	#2	Min	
<i>Acela Express</i>								
<i>Standard</i>			265					
Acela Express	Amtrak	Amtrak	379	SMW	128	CTI	37	401
<i>Other Services</i>								
<i>Standard</i>			475					
Keystone	Amtrak	Amtrak	348	SMW	76	CTI	44	195
Cardinal	Amtrak	Amtrak	969	SMW	280	ITI	113	226
Carolinian	Amtrak	Amtrak	472	SMW	139	SVS	56	226
Crescent	Amtrak	Amtrak	1,857	SVS	735	ITI	244	226
Northeast Regional	Amtrak	Amtrak	494	SMW	125	HLD	59	UND
All Other Northeast Regional	Amtrak	Amtrak	458	SMW	113	HLD	53	463
Lynchburg	Amtrak	Amtrak	662	SMW	121	HLD	103	463
Richmond / Newport News / Norfolk	Amtrak	Amtrak	534	SMW	150	HLD	63	463
Palmetto	Amtrak	Amtrak	770	SMW	204	HLD	122	226
Pennsylvanian	Amtrak	Amtrak	358	SMW	94	PTI	74	195
Silver Meteor	Amtrak	Amtrak	1,396	SVS	434	SMW	254	226
Silver Star	Amtrak	Amtrak	584	SVS	103	SMW	101	226
Vermonter	Amtrak	Amtrak	537	SMW	185	PTI	66	304

Table 9A
On-NEC Total Host and Amtrak Responsible Delays
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Host	Operator	Host-Responsible Delays	FY 2017 Q4				Route Miles	
				Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
Acela Express - Amtrak Responsible									
Standard									
Acela Express	Amtrak	Amtrak	112	HLD	29	ENG	24	401	
Other Services - Amtrak Responsible									
Standard									
Keystone	Amtrak	Amtrak	89	CCR	19	HLD	15	195	
Cardinal	Amtrak	Amtrak	514	ITI	113	HLD	99	226	
Carolinian	Amtrak	Amtrak	154	SVS	56	HLD	30	226	
Northeast Regional	Amtrak	Amtrak	209	HLD	59	ENG	27	UND	
	Richmond / Newport News / Norfolk	Amtrak	Amtrak	222	HLD	63	SVS	40	463
	Lynchburg	Amtrak	Amtrak	344	HLD	103	ADA	48	463
	All Other Northeast Regional	Amtrak	Amtrak	189	HLD	53	CON	33	463
Palmetto	Amtrak	Amtrak	405	HLD	122	SVS	96	226	
Pennsylvanian	Amtrak	Amtrak	113	HLD	31	ADA	29	195	
Silver Meteor	Amtrak	Amtrak	807	SVS	434	HLD	126	226	
Silver Star	Amtrak	Amtrak	275	SVS	103	CAR	46	226	

Appendix E Methodologies for PRIIA 207

Financial Metrics

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Passenger-Miles per Train-Mile:

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

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

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

All-Stations On-Time Performance

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

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

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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