

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

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

**Covering the Quarter Ended December, 2013
(First Quarter of Fiscal Year 2014)**



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

Published ž ¼¼« 2014

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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.

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

Service	Current Period	Prior Period	Prior Report
	Jan. 12 - Dec. 13	Jan. 11 - Dec. 12	Oct. 11 - Sep. 13

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

Service	Current Period	Prior Period	Prior Report
	Jan. 12 - Dec. 13	Jan. 11 - Dec. 12	Oct. 11 - Sep. 13

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
Vermont	Not Available	Not Available	Not Available

Long-Distance Routes

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

Excludes Capital Charges.

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

Service	Current Period	Prior Period	Prior Report
	Jan. 12 - Dec. 13	Jan. 11 - Dec. 12	Oct. 11 - Sep. 13

Acela Express

Acela Express	170%	160%	165%
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Other NEC Corridor Routes

Keystone Service	87%	88%	86%
Northeast Regional (Boston - Washington)	124%	111%	121%
Newport News	111%	105%	107%
Lynchburg	144%	143%	143%
Norfolk	124%	n/a	113%
Richmond	48%	n/a	0%
New Haven - Springfield	54%	48%	49%

Non-NEC Corridor Routes

Capitol Corridor	77%	83%	78%
Carolinian	99%	99%	98%
Cascades	86%	81%	82%
Downeaster	82%	86%	82%
Empire Corridor			
Adirondack	89%	80%	90%
Empire Service	76%	80%	77%
Ethan Allen Express	83%	85%	83%
Maple Leaf	70%	62%	67%
Heartland Flyer	61%	60%	58%
Hiawatha	89%	87%	88%
Hoosier State	14%	16%	11%
Illinois			
Carl Sandburg / Illinois Zephyr	84%	90%	83%
Illini / Saluki	76%	78%	75%
Lincoln Service	72%	78%	68%
Michigan			
Blue Water	84%	80%	79%
Pere Marquette	90%	91%	86%
Wolverine	47%	51%	45%
Kansas City - St. Louis	90%	92%	90%
Pacific Surfliner	80%	78%	78%
Pennsylvanian	66%	60%	64%
Piedmont	77%	86%	77%
San Joaquins	82%	90%	80%
Vermont	79%	73%	73%

Long-Distance Routes

Auto Train	68%	64%	66%
California Zephyr	42%	43%	42%
Capitol Limited	48%	47%	47%
Cardinal	32%	31%	32%
City of New Orleans	49%	48%	49%
Coast Starlight	43%	44%	43%
Crescent	43%	41%	43%
Empire Builder	54%	53%	54%
Lake Shore Ltd	50%	48%	50%
Palmetto	58%	56%	58%
Silver Meteor	50%	50%	50%
Silver Star	43%	44%	43%
Southwest Chief	40%	41%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	46%	46%	46%

Excludes Capital Charges.

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

Service	Current Period	Prior Period	Prior Report
	Jan. 12 - Dec. 13	Jan. 11 - Dec. 12	Oct. 11 - Sep. 13

Acela Express

Acela Express	170%	160%	165%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service	71%	67%	70%
Northeast Regional (Boston - Washington)	124%	111%	121%
Newport News	115%	105%	113%
Lynchburg	145%	143%	143%
Norfolk	118%	n/a	113%
Richmond	48%	n/a	0%
New Haven - Springfield	49%	48%	49%

Non-NEC Corridor Routes

Capitol Corridor	40%	39%	39%
Carolinian	93%	90%	93%
Cascades	54%	54%	54%
Downeaster	52%	52%	51%
Empire Corridor			
Adirondack	56%	55%	56%
Empire Service	51%	48%	50%
Ethan Allen Express	83%	85%	83%
Maple Leaf	69%	62%	67%
Heartland Flyer	25%	24%	25%
Hiawatha	65%	61%	64%
Hoosier State	11%	16%	11%
Illinois			
Carl Sandburg / Illinois Zephyr	34%	34%	34%
Illini / Saluki	46%	45%	45%
Lincoln Service	41%	39%	40%
Michigan			
Blue Water	43%	43%	43%
Pere Marquette	52%	53%	52%
Wolverine	45%	51%	45%
Kansas City - St. Louis	38%	36%	37%
Pacific Surfliner	55%	51%	54%
Pennsylvanian	65%	60%	64%
Piedmont	42%	40%	41%
San Joaquins	46%	48%	46%
Vermont	47%	45%	46%

Long-Distance Routes

Auto Train	68%	64%	66%
California Zephyr	42%	43%	42%
Capitol Limited	48%	47%	47%
Cardinal	32%	31%	32%
City of New Orleans	49%	48%	49%
Coast Starlight	43%	44%	43%
Crescent	43%	41%	43%
Empire Builder	54%	53%	54%
Lake Shore Ltd	50%	48%	50%
Palmetto	58%	56%	58%
Silver Meteor	50%	50%	50%
Silver Star	43%	44%	43%
Southwest Chief	40%	41%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	46%	46%	46%

Excludes Capital Charges.

**TABLE 3 (A):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Including State Revenue. Year 2013 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Jan. 12 - Dec. 13	Jan. 11 - Dec. 12	Oct. 11 - Sep. 13

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

**TABLE 3 (B):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Excluding State Revenue. Year 2013 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Jan. 12 - Dec. 13	Jan. 11 - Dec. 12	Oct. 11 - Sep. 13

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
Vermont	Not Available	Not Available	Not Available

Long-Distance Routes

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

Excludes Capital Charges.

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2013 Constant Dollars

Current Period	Prior Period	Prior Report
Jan. 12 - Dec. 13	Jan. 11 - Dec. 12	Oct. 11 - Sep. 13
(\$0.051)	(\$0.064)	(\$0.057)

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.

Prior reporting periods do not match previously reported figures for that period due to the addition of FY13 audit entries. FY13 results have not been finalized.

TABLE 4 (B):
ADJUSTED (LOSS) PER PASSENGER-MILE
Excluding State Revenue. Year 2013 Constant Dollars

Current Period	Prior Period	Prior Report
Jan. 12 - Dec. 13	Jan. 11 - Dec. 12	Oct. 11 - Sep. 13
(\$0.080)	(\$0.096)	(\$0.084)

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.

Prior reporting periods do not match previously reported figures for that period due to the addition of FY13 audit entries. FY13 results have not been finalized.

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

Service	Current Period	Prior Period	Prior Report
	Jan. 12 - Dec. 13	Jan. 11 - Dec. 12	Oct. 11 - Sep. 13

Acela Express

Acela Express	193	194	192
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Other NEC Corridor Routes

Keystone Service	148	144	148
Northeast Regional (Boston - Washington)	220	213	217
Newport News	267	259	262
Lynchburg	337	333	337
Norfolk	178	283	180
Richmond	73	n/a	n/a
New Haven - Springfield	119	123	120

Non-NEC Corridor Routes

Capitol Corridor	94	91	93
Carolinian	269	275	271
Cascades	136	146	138
Downeaster	100	104	101
Empire Corridor			
Adirondack	236	232	234
Empire Service	136	136	136
Ethan Allen Express	164	167	163
Maple Leaf	111	109	110
Heartland Flyer	98	102	99
Hiawatha	155	157	156
Hoosier State	70	71	70
Illinois			
Carl Sandburg / Illinois Zephyr	102	104	103
Illini / Saluki	135	135	135
Lincoln Service	141	146	142
Michigan			
Blue Water	169	167	168
Pere Marquette	129	132	130
Wolverine	125	158	124
Kansas City - St. Louis	93	94	93
Pacific Surfliner	146	151	145
Pennsylvanian	194	194	196
Piedmont	70	69	69
San Joaquins	127	124	126
Vermont	133	142	132

Long-Distance Routes

Auto Train	379	367	377
California Zephyr	174	175	175
Capitol Limited	201	202	200
Cardinal	134	134	134
City of New Orleans	174	174	175
Coast Starlight	230	223	229
Crescent	162	169	164
Empire Builder	210	206	211
Lake Shore Ltd	242	248	242
Palmetto	149	153	150
Silver Meteor	229	232	229
Silver Star	195	200	196
Southwest Chief	190	196	191
Sunset Limited	137	138	137
Texas Eagle	196	192	194

**TABLE 6:
ON-TIME PERFORMANCE (OTP)**

Service ^a	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP ^b	All-Stations OTP ^c
	Last Four Quarters	1st Quarter FY 2014	1st Quarter FY 2014

Acela Express

Standard	>=0	95.0%	95.0%
Acela Express	-0.6	79.5%	82.1%

Other NEC Corridor Routes

Standard	>=0	90.0%	90.0%
Keystone	0.0	80.1%	92.2%
Total Northeast Regional		78.3%	82.4%
Richmond / Newport News/Norfolk ^d	0.1	79.4%	77.9%
Lynchburg ^e	Not Available	84.8%	76.2%
All Other Northeast Regional	0.0	77.6%	85.4%

Non-NEC Corridor Routes

Standard	>=0	90.0%	90.0%
Capitol Corridor	2.4	96.3%	97.6%
Carolinian	0.9	67.2%	67.1%
Cascades	0.0	85.8%	81.6%
Downeaster	-1.5	74.4%	89.4%
Empire Corridor	0.8	80.2%	76.5%
Adirondack	1.0	64.7%	61.7%
Ethan Allen Express	2.6	78.3%	82.3%
Maple Leaf	0.1	62.5%	59.0%
New York - Albany ^f	2.1	85.1%	91.5%
New York - Niagara Falls	-0.5	81.8%	73.3%
Heartland Flyer	0.2	68.3%	82.8%
Hiawatha	-0.5	88.3%	94.7%
Hoosier State	2.1	55.8%	69.3%
Illinois	2.9	68.2%	65.9%
Carl Sandburg / Illinois Zephyr	0.2	68.6%	70.2%
Illini / Saluki	2.8	64.1%	55.7%
Lincoln Service	3.8	70.1%	69.3%
Michigan	2.4	38.6%	52.1%
Blue Water	5.9	44.0%	58.7%
Pere Marquette	2.8	50.8%	75.0%
Wolverine	1.1	33.0%	47.1%
Kansas City - St. Louis	8.8	91.6%	91.5%
Pacific Surfliner	0.0	73.3%	85.7%
Pennsylvanian	1.3	92.4%	88.6%
Piedmont	1.7	71.2%	87.7%
San Joaquin	-0.1	79.7%	81.6%
Vermont	3.6	77.2%	71.0%

Long-Distance Routes

Standard	>=0	85.0%	85.0%
Auto Train	0.0	86.4%	87.0%
California Zephyr	3.3	58.7%	53.3%
Capitol Limited	2.2	66.8%	55.3%
Cardinal	1.0	45.6%	44.3%
City of New Orleans	1.6	82.6%	62.7%
Coast Starlight	1.1	77.2%	60.3%
Crescent	0.1	67.9%	63.3%
Empire Builder	-1.1	33.5%	23.0%
Lake Shore Ltd	-0.2	56.8%	36.8%
Palmetto	0.6	59.8%	65.1%
Silver Meteor	-0.5	56.0%	47.7%
Silver Star	0.7	58.2%	48.4%
Southwest Chief	0.0	71.7%	53.2%
Sunset Limited	0.8	72.2%	56.1%
Texas Eagle	2.5	54.3%	36.4%

^a For train-by-train detail, please refer to Appendix A.

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

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

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

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

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

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

Service	Host	1st Quarter FY 2014							MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b							
			#1	Minutes	#2	Minutes				
Standard		900								
Acela Express										
Acela Express	MNRR	1125	DSR	590	CTI	301	0	56		
Other NEC Corridor Routes										
Northeast Regional										
Richmond / Newport News/Norfolk ^d	CSX	1307	FTI	307	DSR	251	0	189		
	MNRR	1026	DSR	636	CTI	257	0	56		
	NS	716	DSR	450	DCS	143	0	81		
Lynchburg ^e	MNRR	1551	CTI	508	DCS	443	0	56		
	NS	366	DBS	129	FTI	91	0	166		
All Other Northeast Regional	MNRR	1309	DSR	706	CTI	462	0	56		
Non-NEC Corridor Routes										
Capitol Corridor	UP	439	PTI	164	RTE	100	0	168		
Carolinian	CSX	1437	FTI	482	PTI	324	0	295		
	NS	428	DSR	120	PTI	107	0	202		
Cascades	BNSF	1191	FTI	377	DSR	277	0	343		
	UP	715	FTI	378	DCS	147	0	125		
Downeaster	MBTA	1572	DSR	774	CTI	509	0	38		
	PanAm	641	PTI	292	FTI	117	0	77		
Empire Corridor										
Adirondack	CN	1386	FTI	709	RTE	248	0	49		
	CP	1624	FTI	500	PTI	496	0	178		
	Amtrak	986	PTI	361	DSR	268	0	104		
	MNRR	1469	CTI	595	DSR	346	0	64		
Ethan Allen Express	CP	1749	FTI	618	PTI	372	0	60		
	Amtrak	1071	PTI	469	DCS	194	0	104		
	MNRR	1242	CTI	584	DSR	245	0	64		
	VTR	143	DSR	89	FTI	34	0	24		
Maple Leaf	CSX	1921	FTI	573	DSR	405	0	298		
	Amtrak	914	PTI	408	DCS	193	0	109		
	MNRR	1138	CTI	570	DSR	305	0	64		
New York - Albany ^f	Amtrak	429	DCS	122	PTI	119	0	81		
	MNRR	1021	CTI	447	DSR	291	0	64		
New York - Niagara Falls	CSX	1454	FTI	489	DSR	336	0	296		
	Amtrak	1057	PTI	340	DCS	265	0	109		
	MNRR	1216	CTI	477	RTE	254	0	64		
Heartland Flyer	BNSF	1252	DSR	635	FTI	488	0	238		
Hiawatha	CP	404	FTI	153	DCS	126	0	53		
	Metra	1645	CTI	814	DCS	350	0	29		
Hoosier State	CSX	1179	DCS	480	FTI	291	0	169		
Illinois										
Carl Sandburg / Illinois Zephyr	BNSF	1325	DSR	583	FTI	275	0	257		
Illini / Saluki	CN	1115	FTI	686	PTI	175	0	306		
Lincoln Service	CN	1141	FTI	705	DCS	242	0	37		
	UP	1217	PTI	482	FTI	244	0	231		
Michigan										
Blue Water	Amtrak	504	PTI	264	DCS	148	0	99		
	CN	1115	FTI	718	DCS	176	0	159		
	MIDOT	2382	DSR	1133	DCS	628	0	22		
	NS	3251	FTI	868	DSR	574	1671	39		
Pere Marquette	CSX	608	DSR	199	DCS	193	0	135		
	NS	3357	FTI	1156	DSR	652	1671	39		
Wolverine	Amtrak	619	PTI	320	DCS	127	0	99		
	CN	1515	FTI	577	DCS	367	0	27		
	MIDOT	1906	DCS	654	PTI	570	0	134		
	NS	2974	FTI	1140	DSR	507	1671	39		
Kansas City - St. Louis	UP	441	FTI	247	PTI	89	0	271		
Pacific Surfliner										
	BNSF	2104	DSR	1039	RTE	253	0	22		
	SCRRA	973	PTI	432	CTI	308	0	95		
	SDNRR	1548	PTI	552	CTI	538	0	60		
	UP	863	PTI	593	DCS	116	0	174		

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

Service	Host	1st Quarter FY 2014							MM&C Allowance ^c	Route Miles
		Total Delay	Largest 2 Delay Categories ^b							
			#1	Minutes	#2	Minutes				
Standard		900								
Pennsylvanian	NS	299	FTI	149	RTE	65	0	249		
Piedmont	NS	523	DSR	171	FTI	107	0	173		
San Joaquin	BNSF	834	PTI	359	FTI	311	0	284		
	UP	671	PTI	204	DCS	156	0	88		
Vermont	MNRR	1599	DSR	865	CTI	449	0	56		
	NECR	770	DSR	460	FTI	107	0	238		
Long-Distance Routes										
Auto Train	CSX	1248	FTI	502	PTI	279	0	898		
	CFRC	3079	DSR	2025	DCS	685	0	16		
California Zephyr	BNSF	899	DSR	405	FTI	207	0	1,027		
	UP	980	FTI	347	DMW	202	0	1,431		
Capitol Limited	CSX	757	FTI	317	RTE	140	0	307		
	NS	1311	FTI	628	RTE	272	0	481		
Cardinal	BBrRR	1759	FTI	603	PTI	573	0	132		
	CSX	1099	FTI	389	DCS	337	0	698		
	NS	713	PTI	268	CTI	154	0	79		
City of New Orleans	CN	1004	FTI	596	PTI	165	0	930		
Coast Starlight	BNSF	749	FTI	263	DMW	146	0	186		
	SCRRA	2467	PTI	1168	CTI	780	0	48		
	UP	1033	PTI	327	FTI	302	0	1,159		
Crescent	NS	794	FTI	382	PTI	121	0	1,141		
Empire Builder	BNSF	1415	FTI	764	DSR	330	0	2,147		
	CP	1524	FTI	858	DSR	251	0	384		
	Metra	1440	CTI	1107	DCS	107	0	29		
Lake Shore Ltd	CSX	1463	FTI	526	RTE	289	0	741		
	MNRR	1524	CTI	726	RTE	424	0	64		
	NS	1568	FTI	774	RTE	254	0	339		
Palmetto	CSX	1113	FTI	452	PTI	206	0	659		
Silver Meteor	CSX	806	FTI	269	DCS	148	0	1,152		
	CFRC	5955	DCS	1857	PTI	1637	0	61		
	Fla DOT	1079	CTI	359	DSR	264	0	68		
Silver Star	CSX	946	FTI	293	PTI	228	0	1,209		
	CFRC	3903	DCS	1515	DSR	1165	0	61		
	Fla DOT	1320	CTI	669	DSR	362	0	68		
	NS	399	PTI	313	DCS	71	0	28		
Southwest Chief	BNSF	617	FTI	182	DSR	181	0	2,198		
	NMDOT	1783	DSR	909	DCS	268	0	80		
Sunset Limited	BNSF	751	DSR	305	DCS	180	0	190		
	UP	1200	FTI	589	DSR	190	0	1,784		
Texas Eagle	BNSF	2636	DSR	1782	FTI	441	0	126		
	CN	1484	FTI	1096	PTI	141	0	37		
	UP	1944	FTI	788	DSR	284	0	1,104		

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

^bFor explanation of delay codes, see Table 19.

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

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

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

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

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

Service	1st Quarter FY 2014					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	152	OTH	108	HLD	14	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News/Norfolk ^d	443	HLD	234	ADA	76	0
Lynchburg ^e	388	HLD	148	OTH	121	0
All Other Northeast Regional	416	OTH	215	HLD	69	0
Non-NEC Corridor Routes						
Capitol Corridor	195	HLD	60	ADA	40	0
Carolinian	545	HLD	232	ADA	166	0
Cascades	195	ADA	54	HLD	43	0
Downeaster	128	HLD	36	ENG	26	0
Empire Corridor						
Adirondack	214	HLD	115	SYS	105	0
Ethan Allen Express	223	HLD	156	OTH	81	0
Maple Leaf	412	SYS	273	HLD	166	0
New York - Albany ^f	113	HLD	124	SYS	123	0
New York - Niagara Falls	468	SYS	215	HLD	195	0
Heartland Flyer	272	OTH	92	HLD	78	0
Hiawatha	434	OTH	245	HLD	106	0
Hoosier State	516	SYS	255	ITI	171	0
Illinois						
Carl Sandburg / Illinois Zephyr	254	HLD	117	ADA	38	0
Illini / Saluki	368	OTH	157	HLD	87	0
Lincoln Service	145	HLD	60	ADA	37	0
Michigan						
Blue Water	638	OTH	256	ENG	228	0
Pere Marquette	491	SYS	174	HLD	127	0
Wolverine	495	ENG	217	OTH	199	0
Kansas City - St. Louis	108	HLD	64	ADA	21	0
Pacific Surfliner	367	HLD	125	ENG	62	0
Pennsylvanian	296	HLD	138	OTH	76	0
Piedmont	567	HLD	155	ADA	152	0
San Joaquin	325	HLD	92	ADA	91	0
Vermont	370	HLD	110	SYS	62	0
Long-Distance Routes						
Auto Train	156	ENG	41	SYS	36	0
California Zephyr	268	HLD	67	SYS	58	0
Capitol Limited	267	HLD	113	ENG	71	0
Cardinal	434	HLD	102	SYS	86	0
City of New Orleans	272	HLD	84	OTH	72	0
Coast Starlight	566	HLD	144	SYS	96	0
Crescent	297	HLD	91	ADA	65	0
Empire Builder	555	CON	182	HLD	99	0
Lake Shore Ltd	478	HLD	302	ENG	87	0
Palmetto	245	HLD	72	ADA	66	0
Silver Meteor	394	ADA	150	HLD	108	0
Silver Star	486	HLD	187	ADA	120	0
Southwest Chief	248	HLD	108	ENG	49	0
Sunset Limited	445	HLD	107	CON	93	0
Texas Eagle	532	HLD	162	SYS	81	0

^a This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards. For train-by-train detail, please refer to Appendix C.

^b For explanation of delay codes, see Table 19.

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

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

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

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

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

Service	Host ^b	1st Quarter FY 2014						
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance ^c	Route Miles
			#1	Minutes	#2	Minutes		
Acela Express								
Standard		265						
Acela Express	Amtrak	323	CTI	39	HLD	34	0	401
Other Services								
Standard		475						
Keystone	Amtrak	453	ENG	79	HLD	53	0	195
Cardinal	Amtrak	1040	SYS	178	ITI	117	0	226
Carolinian	Amtrak	400	ENG	101	PTI	39	0	226
Crescent	Amtrak	586	PTI	110	ENG	82	0	226
Northeast Regional	Amtrak	535	HLD	71	ENG	70	0	
Richmond / Newport News/Norfolk	Amtrak	523	ENG	84	HLD	80	0	463
Lynchburg ^e	Amtrak	541	HLD	119	ENG	73	0	463
All Other Northeast Regional	Amtrak	539	ENG	64	HLD	64	0	463
Palmetto	Amtrak	652	CAR	80	SYS	70	0	226
Pennsylvanian	Amtrak	406	HLD	58	PTI	54	0	195
Silver Meteor	Amtrak	758	ENG	148	PTI	112	0	226
Silver Star	Amtrak	660	PTI	115	CAR	72	0	226
Vermont	Amtrak	640	SVS	91	PTI	86	0	304

^aThis table excludes third-party delays. For train-by-train detail, please refer to Appendix D.

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

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

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

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

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

Service	1st Quarter FY 2014					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard	82	80	80	80	80	80
Acela Express						
Acela Express	78	82	76	81	61	57
Other NEC Corridor Routes						
Keystone Service	82	86	78	82	61	N/A
Northeast Regional (Boston - Washington)	79	82	72	82	58	57
Newport News ^b	87	82	76	86	60	68
Norfolk ^c	86	84	70	85	62	64
Richmond ^d	82	80	70	83	56	59
Lynchburg ^e	88	84	72	88	59	59
New Haven - Springfield	78	79	66	77	56	57
Non-NEC Corridor Routes						
Capitol Corridor	91	92	85	89	75	74
Carolinian	87	87	79	83	62	75
Cascades	88	88	84	90	69	68
Downeaster	94	91	87	91	78	73
Empire Corridor						
Adirondack	79	77	66	77	52	51
Ethan Allen Express	82	77	68	83	59	55
Maple Leaf	89	91	81	88	64	71
New York - Albany ^f	80	89	72	79	58	N/A
Heartland Flyer	95	94	86	94	84	78
Hiawatha	91	92	86	88	75	N/A
Hoosier State	90	99	85	88	85	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	93	88	80	83	77	72
Illini / Saluki	83	87	79	82	66	72
Lincoln Service	87	88	79	86	70	77
Michigan						
Blue Water	85	83	73	82	73	63
Pere Marquette	90	86	79	87	76	68
Wolverine	72	82	65	78	61	54
Kansas City - St. Louis	91	87	82	84	71	67
Pacific Surfliner	91	86	82	87	73	60
Pennsylvanian	84	86	76	85	60	65
Piedmont	92	91	85	94	87	N/A
San Joaquins	94	91	83	87	69	77
Vermont	84	78	75	82	55	57
Long-Distance Routes						
Auto Train	83	91	83	73	76	80
California Zephyr	85	86	72	79	64	73
Capitol Limited	86	88	75	80	69	79
Cardinal	74	79	66	76	58	62
City of New Orleans	87	86	80	80	74	76
Coast Starlight	83	80	71	79	61	62
Crescent	80	79	69	78	62	67
Empire Builder	73	83	66	78	62	73
Lake Shore Ltd	78	85	62	75	57	74
Palmetto	80	87	72	79	61	67
Silver Meteor	74	82	63	73	56	71
Silver Star	80	86	68	77	57	73
Southwest Chief	83	83	75	75	61	70
Sunset Limited	82	85	74	71	65	75
Texas Eagle	82	82	74	80	64	75

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

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

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

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

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

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

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

Service	1st Quarter FY 2014		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	30	85	0.35
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Other NEC Corridor Routes

Keystone Service	32	35	0.92
Total Northeast Regional	117	145	0.81
Richmond / Newport News ^b	34	40	0.85
Lynchburg ^c	6	11	0.57
All Other Northeast Regional	77	95	0.81

Non-NEC Corridor Routes

Capitol Corridor	12	29	0.42
Carolinian	5	11	0.45
Cascades	7	24	0.29
Downeaster	3	12	0.25
Empire Corridor	34	55	0.62
Adirondack	4	7	0.56
Ethan Allen Express	2	5	0.44
Maple Leaf	2	9	0.23
New York - Albany ^d	20	17	1.17
New York - Niagara Falls	6	17	0.35
Heartland Flyer	0	4	0.00
Hiawatha	6	11	0.56
Hoosier State	2	2	0.99
Illinois	17	41	0.42
Carl Sandburg / Illinois Zephyr	3	10	0.32
Illini / Saluki	8	11	0.71
Lincoln Service	6	20	0.30
Michigan	47	25	1.86
Blue Water	15	6	2.57
Pere Marquette	4	3	1.23
Wolverine	28	16	1.74
Kansas City - St. Louis	1	10	0.10
Pacific Surfliner	31	39	0.79
Pennsylvanian	2	8	0.25
Piedmont	2	6	0.31
San Joaquins	11	34	0.32
Vermont	11	11	0.97

Long-Distance Routes

Auto Train	7	17	0.42
California Zephyr	24	45	0.54
Capitol Limited	14	15	0.96
Cardinal	7	9	0.76
City of New Orleans	13	17	0.76
Coast Starlight	16	26	0.62
Crescent	20	25	0.79
Empire Builder	40	46	0.87
Lake Shore Ltd	23	21	1.12
Palmetto	13	16	0.80
Silver Meteor	15	26	0.58
Silver Star	18	28	0.65
Southwest Chief	22	42	0.52
Sunset Limited	4	16	0.25
Texas Eagle	19	23	0.81

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

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

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

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

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

Service	1st Quarter FY 2014	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.05	1.93
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Amtrak Corridor

Keystone	0.00	1.09
Northeast Regional	0.02	2.41

Short Distance

Capitols	0.01	0.33
Carolinian	0.18	8.02
Cascades	0.03	1.25
Downeaster	0.01	0.50
Empire Corridor		
Adirondack	0.04	2.34
Empire Service	0.04	1.87
Ethan Allen Express	0.00	0.81
Maple Leaf	0.00	2.40
Heartland Flyer	0.00	0.90
Hiawatha	0.00	0.47
Hoosier State	0.46	13.37
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	2.66
Illini / Saluki	0.00	1.70
Lincoln Service	0.07	2.55
Michigan		
Blue Water	0.27	13.23
Pere Marquette	0.00	3.48
Wolverine	0.10	12.64
Kansas City - St. Louis	0.02	2.57
Pacific Surfliner	0.01	1.29
Pennsylvanian	0.04	1.57
Piedmont	0.00	2.05
San Joaquins	0.05	3.59
Vermont	0.08	3.83

Long Distance

Auto Train	0.97	25.58
California Zephyr	1.18	12.40
Capitol Limited	0.76	9.78
Cardinal	0.96	29.28
City of New Orleans	1.17	8.83
Coast Starlight	0.51	14.26
Crescent	0.37	15.57
Empire Builder	0.77	34.25
Lake Shore Ltd	0.55	13.24
Palmetto	0.47	21.46
Silver Meteor	1.46	31.51
Silver Star	0.63	15.49
Southwest Chief	1.02	20.95
Sunset Limited	1.03	13.38
Texas Eagle	1.22	28.06

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	1st Quarter FY 2014					
	Menu / Selection / Availability	Other	Pricing	Quality	Service	Total
Amtrak System	520	49	15	73	571	1,228
Amtrak Premium	18	1	0	7	25	51
Acela Express	18	1	0	7	25	51
Amtrak Corridor	30	0	2	3	13	48
Keystone	0	0	0	0	0	0
Northeast Regional	30	0	2	3	13	48
Short Distance	54	6	3	8	45	116
Capitol	0	0	0	1	1	2
Carolinian	3	0	0	3	8	14
Cascades	0	0	0	0	6	6
Downeaster	0	0	0	0	1	1
Empire Corridor	7	1	1	1	4	14
Adirondack	2	0	0	0	0	2
Empire Service	5	1	1	1	4	12
Ethan Allen Express	0	0	0	0	0	0
Maple Leaf	0	0	0	0	0	0
Heartland Flyer	0	0	0	0	0	0
Hiawatha	0	0	0	0	0	0
Hoosier State	0	0	0	0	4	4
Illinois	10	1	0	0	1	12
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0
Illini / Saluki	0	0	0	0	0	0
Lincoln Service	10	1	0	0	1	12
Michigan	17	0	0	0	8	25
Blue Water	11	0	0	0	2	13
Pere Marquette	0	0	0	0	0	0
Wolverine	6	0	0	0	6	12
Kansas City - St. Louis	1	0	0	0	0	1
Pacific Surfliner	1	0	2	0	5	8
Pennsylvanian	3	2	0	0	0	5
Piedmont	0	0	0	0	0	0
San Joaquins	8	2	0	3	4	17
Vermont	4	0	0	0	3	7
Long Distance	418	42	10	55	488	1,013
Auto Train	21	0	0	6	35	62
California Zephyr	50	7	1	7	44	109
Capitol Limited	11	7	0	1	32	51
Cardinal	15	0	0	2	10	27
City of New Orleans	13	0	2	0	57	72
Coast Starlight	24	9	0	6	27	66
Crescent	13	0	0	0	16	29
Empire Builder	40	6	2	6	44	98
Lake Shore Ltd	19	0	0	4	29	52
Palmetto	12	0	0	0	13	25
Silver Meteor	67	4	2	13	49	135
Silver Star	28	4	1	1	35	69
Southwest Chief	48	0	2	2	38	90
Sunset Limited	12	4	0	3	9	28
Texas Eagle	45	1	0	4	50	100

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

TABLE 14:
PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

Service	1st Quarter FY 2014						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	992	268	2,023	1,124	2,005		6,412
Amtrak Premium	33	25	26	47	64		195
Acela Express	33	25	26	47	64		195
Amtrak Corridor	172	62	95	126	233		688
Keystone	19	17	10	17	26		89
Northeast Regional	153	45	85	109	207		599
Short Distance	181	91	289	207	388		1,156
Capitol	5	5	15	7	16		48
Carolinian	14	6	39	11	28		98
Cascades	11	9	23	2	20		65
Downeaster	6	3	0	2	6		17
Empire Corridor	23	19	70	22	40		174
Adirondack	0	2	2	6	5		15
Empire Service	13	12	38	11	29		103
Ethan Allen Express	2	4	0	2	3		11
Maple Leaf	8	1	30	3	3		45
Heartland Flyer	0	2	8	4	3		17
Hiawatha	10	2	1	10	8		31
Hoosier State	0	0	3	0	3		6
Illinois	19	13	27	32	44		135
Carl Sandburg / Illinois Zephyr	0	6	3	0	3		12
Illini / Saluki	10	1	3	10	7		31
Lincoln Service	9	6	21	22	34		92
Michigan	35	9	45	20	64		173
Blue Water	12	0	4	7	11		34
Pere Marquette	1	0	11	1	6		19
Wolverine	22	9	30	12	47		120
Kansas City - St. Louis	3	0	4	1	9		17
Pacific Surfliner	24	5	24	56	63		172
Pennsylvanian	4	3	8	7	11		33
Piedmont	2	4	0	1	10		17
San Joaquins	19	7	14	24	47		111
Vermont	6	4	8	8	16		42
Long Distance	606	90	1,613	744	1,320		4,373
Auto Train	6	2	35	14	44		101
California Zephyr	19	7	113	33	42		214
Capitol Limited	16	5	64	14	31		130
Cardinal	7	1	24	12	33		77
City of New Orleans	17	4	23	21	33		98
Coast Starlight	75	3	218	63	161		520
Crescent	42	4	95	31	89		261
Empire Builder	25	10	247	65	113		460
Lake Shore Ltd	54	9	89	61	80		293
Palmetto	37	2	15	14	35		103
Silver Meteor	86	10	216	84	135		531
Silver Star	88	12	131	39	86		356
Southwest Chief	42	8	165	198	263		676
Sunset Limited	9	3	52	16	34		114
Texas Eagle	83	10	126	79	141		439

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	1st Quarter FY 2014					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	737	1,204	211	2,301	1,655	6,108
Amtrak Premium	11	3	2	54	14	84
Acela Express	11	3	2	54	14	84
Amtrak Corridor	23	103	23	255	116	520
Keystone	2	4	0	8	1	15
Northeast Regional	21	99	23	247	115	505
Short Distance	58	310	14	315	128	825
Capitol	0	2	1	3	1	7
Carolinian	6	27	2	39	13	87
Cascades	7	2	0	18	10	37
Downeaster	0	5	0	2	0	7
Empire Corridor	0	38	3	43	29	113
Adirondack	0	5	1	3	14	23
Empire Service	0	28	1	38	3	70
Ethan Allen Express	0	0	0	1	0	1
Maple Leaf	0	5	1	1	12	19
Heartland Flyer	0	0	0	0	0	0
Hiawatha	0	3	0	0	0	3
Hoosier State	0	6	0	8	0	14
Illinois	13	111	2	57	5	188
Carl Sandburg / Illinois Zephyr	2	5	1	13	1	22
Illini / Saluki	2	11	0	17	3	33
Lincoln Service	9	95	1	27	1	133
Michigan	14	86	0	84	41	225
Blue Water	4	42	0	48	20	114
Pere Marquette	0	2	0	1	0	3
Wolverine	10	42	0	35	21	108
Kansas City - St. Louis	2	10	0	4	1	17
Pacific Surfliner	12	0	0	10	2	24
Pennsylvanian	3	9	4	16	7	39
Piedmont	0	0	1	0	0	1
San Joaquins	0	8	1	20	15	44
Vermont	1	3	0	11	4	19
Long Distance	645	788	172	1,677	1,397	4,679
Auto Train	65	45	6	509	92	717
California Zephyr	65	34	15	99	124	337
Capitol Limited	41	27	3	41	48	160
Cardinal	19	22	9	43	83	176
City of New Orleans	26	39	5	70	23	163
Coast Starlight	42	23	21	139	89	314
Crescent	24	79	13	68	101	285
Empire Builder	86	104	14	136	164	504
Lake Shore Ltd	44	54	3	100	126	327
Palmetto	47	40	3	46	73	209
Silver Meteor	37	97	13	126	141	414
Silver Star	33	105	23	88	123	372
Southwest Chief	51	45	11	99	94	300
Sunset Limited	16	17	6	37	13	89
Texas Eagle	49	57	27	76	103	312

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

**TABLE 16:
STATION-RELATED COMPLAINTS**
Number of Complaints Received

1st Quarter FY 2014

Amtrak System		1784
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Division

Central		260
Mid-Atlantic		383
Northeast		404
Pacific		152
Pacific Northwest		71
Southern		300
Southwest		214

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 2013
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Connectivity	-
- Percent of passengers traveling on long distance routes connecting to or from other train routes	

FY 2013 Connectivity metric not available.

Availability of Other Modes	4.7%
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

Amtrak - Responsible Delays		
Code	Code Description	Explanation
ADA	Passenger Related	All delays related to disabled passengers, wheel chair lifts, guide dogs, etc.
CAR	Car Failure	Mechanical failure on all types of cars
CCR	Cab Car Failure	Mechanical failure on Cab Cars
CON	Hold for Connection	Holding for connections from other trains or buses
CTC	CETC System failure	Failure of the CETC train control system
ENG	Locomotive Failure	Mechanical failure on engines.
HLD	Passenger Related	All delays related to passengers, checked-baggage, large groups, etc.
INJ	Injury Delay	Delay due to injured passengers or employees.
ITI	Initial Terminal Delay	Delay at initial terminal due to late arriving inbound trains causing late release of equipment.
MTI	Disabled train ahead	Disabled train ahead due to mechanical failure
OTH	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
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	Movable bridge openings for marine traffic where no bridge failure is involved
NOD	Unused Recovery Time	Waiting for scheduled departure time at a station
POL	Police-Related	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	Trespasser incidents including road crossing accidents, trespasser / animal strikes, vehicle stuck on track ahead, bridge strikes
UTL	Utility company failure	Failure due to utility company issue
WTR	Weather-Related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

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

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2014	1st Quarter FY 2014

Acela Express

Standard		≥ 0	95%	95%
Acela Express	2100	-0.6	75.9%	90.1%
	2103	-1.0	91.4%	95.7%
	2104	-0.3	87.9%	94.8%
	2107	-1.4	90.6%	95.5%
	2108	Not Available	66.7%	83.3%
	2109	-0.9	82.8%	85.4%
	2110	0.6	91.1%	94.6%
	2117	-0.9	87.9%	91.1%
	2119	0.7	84.5%	84.0%
	2121	-1.5	94.7%	95.7%
	2122	0.3	96.4%	94.3%
	2124	-3.2	81.3%	86.1%
	2126	-1.4	86.2%	86.2%
	2128	Not Available	72.4%	79.6%
	2150	-0.5	81.0%	84.4%
	2151	-0.4	75.0%	70.4%
	2153	-2.0	84.5%	88.8%
	2154	-0.4	81.3%	82.1%
	2155	0.2	79.7%	86.4%
	2158	0.8	78.1%	79.2%
	2159	0.3	75.0%	75.3%
	2160	0.0	74.1%	76.6%
	2163	-1.2	73.4%	77.8%
	2164	-1.0	89.1%	86.7%
	2165	0.0	70.5%	74.0%
	2166	-0.7	82.0%	85.4%
	2167	-0.1	68.8%	76.9%
	2168	-1.2	81.3%	82.4%
	2170	-1.9	56.9%	74.1%
	2171	-1.2	60.9%	73.1%
	2172	-1.5	50.0%	64.9%
	2173	-1.4	58.6%	56.5%
	2175	Not Available	75.9%	83.4%
	2190	-0.3	89.1%	86.2%
	2192	Not Available	100.0%	87.8%
	2193	Not Available	100.0%	97.6%
	2203	0.0	100.0%	98.3%
	2205	-0.7	92.9%	93.8%
	2207	1.3	100.0%	100.0%
	2208	-1.3	92.3%	98.1%
	2211	0.1	84.6%	92.3%
	2212	1.3	96.2%	95.2%
	2213	-0.8	91.7%	93.8%
	2216	-1.4	92.3%	95.2%
	2220	0.1	85.7%	85.7%
	2221	-0.6	83.3%	90.6%
	2222	0.0	92.3%	86.5%
	2225	0.2	83.3%	83.3%
	2228	0.1	92.3%	93.3%
	2250	1.2	71.4%	81.5%
	2251	-0.2	100.0%	88.2%
	2252	1.1	78.6%	79.9%
	2253	-0.3	55.6%	75.8%
	2254	0.8	64.3%	77.9%
	2255	1.2	85.7%	90.7%
	2256	0.8	71.4%	82.5%
	2257	0.5	71.4%	79.7%
	2258	-0.5	69.2%	84.3%
	2259	-0.8	71.4%	87.6%
	2290	-1.5	100.0%	86.7%
	2297	-0.2	92.3%	98.8%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2014	1st Quarter FY 2014

Other NEC Corridor Routes

Standard		≥ 0	90.0%	90.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	66	2.7	95.7%	84.8%
	67	-0.7	89.1%	89.0%
	71	Not Available	93.3%	81.3%
	82	0.4	92.9%	87.6%
	83	1.8	66.7%	62.1%
	84	-2.0	87.3%	91.1%
	85	0.2	81.3%	87.6%
	86	2.0	90.6%	83.1%
	87	2.7	76.9%	80.2%
	88	-0.6	82.1%	75.7%
	93	0.4	63.3%	67.6%
	94	0.3	54.7%	52.9%
	95	1.6	65.6%	71.7%
	99	0.9	71.4%	70.9%
	125	Not Available	87.5%	86.1%
	157	Not Available	92.3%	84.9%
	164	Not Available	75.0%	88.4%
174	Not Available	76.6%	80.4%	
194	-0.9	71.4%	72.2%	
195	1.8	57.1%	54.5%	
Lynchburg ^d	145	-1.0	84.6%	77.2%
	147	-0.6	92.9%	89.2%
	156	-13.7	92.9%	93.4%
	171	-7.0	76.6%	59.5%
	176	-6.3	87.5%	85.4%
All Other Northeast Regional				
110	-0.3	85.7%	95.1%	
111	0.9	84.4%	95.4%	
121	-2.4	86.7%	94.5%	
123	Not Available	84.6%	98.6%	
126	Not Available	84.6%	93.1%	
127	-2.4	71.0%	87.1%	
129	-1.7	73.4%	85.1%	
130	-1.0	81.3%	91.9%	
131	-1.8	96.4%	97.0%	
132	Not Available	76.9%	85.7%	
133	-1.8	70.6%	87.2%	
134	0.9	90.3%	94.4%	
135	0.3	75.0%	73.8%	
136	2.0	73.3%	78.3%	
137	-0.8	79.7%	86.4%	
138	-0.4	71.9%	85.4%	
139	Not Available	84.6%	80.1%	
140	2.1	92.6%	91.4%	
141	1.6	73.4%	82.3%	
143	1.0	57.1%	65.1%	
146	2.5	80.0%	89.6%	
148	1.2	65.1%	78.0%	
150	0.1	78.6%	86.8%	
151	-0.1	90.6%	95.6%	
152	-1.3	89.3%	96.4%	
153	-0.4	100.0%	100.0%	
154	1.9	84.6%	94.6%	
155	0.1	89.3%	93.9%	
158	1.3	85.7%	92.9%	
159	1.7	75.0%	83.9%	
160	-0.8	82.1%	87.4%	
161	1.2	67.9%	69.8%	
162	1.2	85.7%	87.7%	
163	-0.4	78.6%	78.4%	
165	-1.0	78.6%	87.8%	
166	-2.5	46.2%	68.2%	
167	0.1	93.3%	92.0%	
168	0.6	80.0%	78.7%	
169	-0.6	71.4%	77.5%	
170	-1.3	84.4%	87.5%	
172	0.8	81.3%	80.6%	
173	0.7	71.9%	75.7%	
175	0.2	65.6%	69.3%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2014	1st Quarter FY 2014
	177	0.3	75.0%	86.7%
	178	-6.6	88.3%	86.1%
	179	0.5	59.4%	89.5%
	180	-0.2	78.1%	94.4%
	181	0.5	79.7%	92.7%
	182	-0.6	92.9%	94.5%
	183	-0.4	87.5%	89.7%
	184	-1.6	67.2%	89.4%
	185	-3.3	65.6%	86.8%
	186	0.0	82.5%	93.5%
	187	-0.5	71.9%	91.0%
	188	1.4	81.3%	91.4%
	190	-0.1	85.9%	86.7%
	192	1.7	86.7%	88.3%
	193	-0.6	65.6%	77.7%
	196	0.9	93.6%	97.4%
	198	-12.1	69.6%	90.1%
	401	6.7	85.7%	94.8%
	405	6.9	100.0%	100.0%
	432	Not Available	84.6%	89.1%
	450	4.5	64.3%	75.0%
	460	2.7	60.7%	73.1%
	463	4.1	82.1%	93.2%
	464	2.8	57.1%	68.5%
	465	Not Available	92.3%	92.0%
	467	6.6	100.0%	100.0%
	470	4.0	70.3%	79.7%
	475	6.0	98.4%	98.6%
	476	3.8	64.1%	73.0%
	479	7.4	90.6%	92.9%
	488	8.0	64.3%	69.0%
	490	5.8	84.4%	85.3%
	493	6.1	67.2%	88.8%
	494	3.7	40.6%	44.8%
	495	5.3	93.8%	97.2%
	497	8.3	76.9%	87.8%
Keystone	600	0.6	87.5%	95.1%
	601	0.1	79.7%	95.3%
	605	2.0	79.7%	96.6%
	607	0.0	90.6%	97.8%
	609	-0.4	78.1%	89.4%
	610	0.6	93.3%	92.9%
	611	0.1	80.0%	91.3%
	612	2.6	100.0%	100.0%
	615	-0.3	84.6%	89.5%
	618	-3.6	85.4%	91.2%
	619	0.8	87.5%	94.0%
	620	0.3	92.2%	97.1%
	622	1.5	93.8%	96.6%
	637	-3.8	93.3%	93.3%
	639	-1.0	78.1%	91.8%
	640	0.2	62.5%	88.8%
	641	0.0	73.4%	88.6%
	642	1.0	79.7%	94.7%
	643	0.6	85.9%	92.0%
	644	-0.8	68.8%	92.3%
	645	0.6	64.1%	84.7%
	646	0.7	89.1%	95.3%
	647	-0.2	65.6%	89.2%
	648	-0.6	82.8%	92.7%
	649	-1.4	84.4%	96.8%
	650	0.3	81.3%	92.0%
	651	0.9	81.3%	97.2%
	652	0.5	82.8%	94.9%
	653	1.8	53.1%	81.6%
	654	0.8	95.3%	94.7%
	655	1.3	59.4%	84.8%
	656	-0.8	90.6%	94.6%
	658	0.6	87.5%	86.5%
	660	1.8	67.9%	87.0%
	661	-0.1	82.1%	89.9%
	662	0.4	60.0%	95.1%
	663	-3.3	82.1%	95.5%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2014	1st Quarter FY 2014
	664	-0.3	75.0%	88.9%
	665	0.8	75.0%	91.2%
	666	-0.3	85.7%	95.4%
	667	-1.5	67.9%	90.6%
	669	-2.7	78.6%	88.0%
	670	-0.1	85.7%	93.3%
	671	-5.9	89.3%	90.9%
	672	0.4	89.3%	98.3%
	674	Not Available	100.0%	96.1%
Non-NEC Corridor Routes				
Standard		≥ 0	90.0%	90.0%
Capitol Corridor	520	2.4	100.0%	100.0%
	521	1.2	98.4%	99.5%
	522	3.4	100.0%	100.0%
	523	1.3	93.7%	98.4%
	524	3.8	98.4%	98.6%
	525	2.8	96.8%	100.0%
	526	3.0	95.2%	96.6%
	527	2.3	96.8%	98.1%
	528	3.8	95.2%	95.5%
	529	1.4	100.0%	99.3%
	530	4.5	95.2%	97.0%
	531	3.0	96.8%	98.7%
	532	4.3	95.2%	95.9%
	533	1.9	95.2%	98.9%
	534	3.5	100.0%	100.0%
	535	3.0	93.7%	95.6%
	536	1.5	93.7%	96.8%
	537	2.6	98.4%	97.7%
	538	3.0	98.4%	99.8%
	540	3.9	98.4%	99.0%
	541	2.9	95.2%	97.4%
	542	2.7	96.8%	96.9%
	543	2.4	96.8%	98.9%
	544	3.3	93.7%	98.2%
	545	3.8	100.0%	99.2%
	546	3.6	96.8%	96.1%
	547	1.8	98.4%	97.6%
	548	-1.9	96.8%	97.0%
	549	0.8	93.7%	95.2%
	551	2.7	98.4%	98.6%
	720	2.4	93.1%	90.5%
	723	1.2	100.0%	98.8%
	724	2.9	89.7%	95.6%
	727	1.3	96.6%	97.0%
	728	2.2	93.1%	94.6%
	729	1.0	92.9%	99.1%
	732	2.6	100.0%	99.1%
	733	2.5	96.6%	97.3%
	734	1.4	93.1%	96.6%
	736	3.0	93.1%	94.0%
	737	2.6	96.6%	95.3%
	738	3.2	93.1%	92.2%
	741	1.7	100.0%	98.5%
	742	2.6	96.6%	98.6%
	743	0.5	96.6%	98.5%
	744	2.5	96.6%	99.3%
	745	2.1	100.0%	98.3%
	746	2.2	96.6%	98.7%
	747	2.7	96.6%	96.6%
	748	0.9	79.3%	90.5%
	749	2.0	89.7%	97.2%
	751	2.1	93.1%	95.7%
Carolinian	79	0.4	49.5%	60.8%
	80	1.5	84.8%	73.4%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2014	1st Quarter FY 2014
Cascades	500	1.6	87.0%	72.7%
	501	0.7	90.2%	83.0%
	504	Not Available	91.1%	88.7%
	506	2.1	89.1%	67.7%
	507	2.6	91.2%	89.9%
	508	3.5	93.5%	80.3%
	509	0.7	89.1%	87.6%
	510	0.2	77.8%	87.0%
	513	-2.4	85.9%	75.7%
	516	-3.3	68.5%	82.4%
	517	-0.8	82.2%	89.9%
Downeaster	676	Not Available	71.4%	85.7%
	678	Not Available	100.0%	100.0%
	679	Not Available	92.9%	100.0%
	680	0.5	85.9%	95.1%
	681	-2.9	85.9%	94.5%
	682	-2.8	95.3%	99.4%
	683	-0.8	90.6%	97.4%
	684	-0.1	70.3%	90.5%
	685	-2.6	70.3%	89.9%
	686	-1.2	71.9%	90.4%
	687	-1.6	51.6%	67.7%
	688	-3.9	17.2%	63.5%
	689	0.3	89.1%	95.3%
	690	0.1	75.0%	92.1%
	691	-0.8	88.5%	90.5%
	692	-3.4	85.7%	96.9%
	693	1.0	80.8%	94.5%
	694	-1.2	61.5%	87.1%
	695	-3.0	88.5%	95.8%
	696	0.5	80.8%	93.5%
697	2.3	69.2%	87.6%	
698	-4.0	70.4%	90.6%	
699	-0.2	81.5%	93.9%	
Empire Corridor				
Adirondack	68	0.6	58.7%	55.6%
	69	1.4	70.7%	67.9%
Maple Leaf	63	1.2	72.8%	60.9%
	64	-0.8	52.2%	57.0%
New York - Albany ^e	230	1.1	92.2%	97.2%
	232	-1.1	90.5%	94.8%
	233	3.4	83.7%	91.2%
	234	1.2	90.5%	95.2%
	235	3.5	87.5%	92.6%
	236	0.9	90.2%	93.6%
	237	3.7	85.7%	91.7%
	238	3.1	81.5%	85.8%
	239	0.0	53.1%	76.9%
	241	2.3	79.1%	87.6%
	242	4.3	74.6%	92.0%
	243	2.7	92.1%	95.8%
	244	2.2	90.2%	96.5%
	245	2.7	87.1%	89.5%
	250	0.0	96.6%	99.5%
	252	-0.5	93.8%	96.4%
	253	1.3	79.3%	85.9%
	254	1.8	84.6%	90.5%
	255	0.9	80.0%	89.5%
	256	3.8	76.9%	90.1%
259	Not Available	93.1%	95.0%	
261	1.9	89.3%	90.5%	
New York - Niagara Falls	280	-0.9	77.2%	69.1%
	281	0.0	80.4%	69.4%
	283	0.9	88.0%	77.3%
	284	-1.6	87.0%	79.8%
	286	-0.1	73.3%	67.5%
288	-0.3	53.8%	63.6%	
Ethan Allen Express	290	1.9	79.7%	87.5%
	291	3.5	76.6%	80.3%
	292	2.7	73.3%	71.5%
	293	3.5	80.0%	75.3%
	296	0.9	84.6%	87.8%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2014	1st Quarter FY 2014
Heartland Flyer	821	-0.2	62.6%	88.1%
	822	0.6	73.9%	77.6%
Hiawatha	329	-2.1	91.1%	92.9%
	330	-0.1	96.2%	99.2%
	331	0.5	91.3%	95.9%
	332	-1.0	92.4%	93.4%
	333	-0.8	85.9%	92.2%
	334	-0.1	89.1%	98.3%
	335	-0.7	79.3%	93.0%
	336	0.3	90.2%	96.5%
	337	0.7	91.3%	95.6%
	338	-0.9	78.3%	96.5%
	339	0.2	92.4%	95.4%
	340	-1.4	88.0%	95.7%
	341	-0.6	84.8%	89.3%
	342	-0.9	87.0%	92.8%
Hoosier State	850	1.4	45.1%	56.9%
	851	3.4	66.0%	81.4%
Illinois				
Carl Sandburg / Illinois Zephyr	380	0.3	68.1%	62.7%
	381	-0.9	68.5%	82.6%
Illini / Saluki	382	0.6	73.9%	63.7%
	383	0.6	65.2%	72.9%
	390	4.0	70.7%	63.3%
	391	4.2	71.7%	47.6%
	392	2.2	42.4%	55.7%
	393	0.6	71.7%	56.3%
	Lincoln Service	300	4.0	68.5%
301		4.7	65.2%	75.9%
302		4.1	60.9%	63.3%
303		3.5	57.6%	65.6%
304		4.1	87.0%	65.6%
305		2.8	68.5%	74.7%
306		3.7	73.9%	60.4%
307	3.7	79.3%	80.9%	
Michigan				
Blue Water	364	5.2	68.5%	51.7%
	365	6.7	19.6%	65.6%
Pere Marquette	370	1.8	51.1%	69.3%
	371	4.7	49.5%	80.4%
Wolverine	350	-0.2	60.9%	66.3%
	351	3.7	24.2%	72.8%
	352	0.9	8.7%	27.2%
	353	3.2	45.7%	54.2%
	354	-0.8	17.4%	24.9%
	355	2.7	32.6%	45.8%
Kansas City - St. Louis	311	5.8	92.4%	91.5%
	313	8.7	94.5%	95.6%
	314	9.6	87.0%	85.3%
	316	10.6	92.4%	93.5%
Pacific Surfliner				
Pacific Surfliner	562	2.8	89.7%	95.1%
	564	-1.0	66.3%	90.6%
	565	1.8	73.6%	91.2%
	566	-0.5	59.1%	89.1%
	567	-1.1	71.6%	93.4%
	572	-1.9	71.3%	90.6%
	573	-0.9	73.6%	82.6%
	579	0.2	88.9%	95.5%
	580	1.8	80.4%	92.5%
	582	0.8	86.4%	94.4%
	583	-4.2	78.4%	91.7%
	591	0.6	69.6%	81.9%
	595	-1.1	59.8%	83.1%
	761	Not Available	70.3%	86.7%
	763	0.0	71.7%	82.5%
	768	-0.1	63.0%	93.7%
	769	-0.3	76.1%	80.3%
	774	0.4	81.5%	89.1%
	777	Not Available	88.0%	84.5%
	784	-0.2	65.2%	86.3%
	785	-0.3	73.9%	78.7%
	790	Not Available	65.6%	69.7%
	796	-0.5	52.2%	77.2%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2014	1st Quarter FY 2014
	1761	Not Available	85.7%	94.3%
	1790	Not Available	85.7%	85.3%
Pennsylvanian	42	1.2	90.2%	90.8%
	43	1.3	94.6%	86.2%
Piedmont	73	1.7	82.6%	93.8%
	74	Not Available	76.1%	88.7%
	75	Not Available	60.9%	83.2%
	76	Not Available	65.2%	85.0%
San Joaquin	701	0.4	88.0%	90.5%
	702	-0.5	82.6%	87.3%
	703	0.3	81.5%	82.9%
	704	0.5	91.3%	89.9%
	711	-0.5	68.5%	79.4%
	712	-1.1	64.1%	72.9%
	713	-0.7	65.2%	69.4%
	714	-0.3	87.0%	83.2%
	715	0.3	82.4%	81.3%
	716	-0.1	84.8%	81.4%
	717	0.4	80.4%	80.7%
	718	0.4	80.4%	85.6%
Vermont	54	4.0	85.7%	82.8%
	55	3.3	75.0%	66.8%
	56	3.7	73.4%	68.2%
	57	3.3	82.1%	74.5%

Long Distance Routes

Standard		≥ 0	85.0%	85.0%
Auto Train	52	0.3	90.2%	87.5%
	53	-0.3	82.6%	86.4%
California Zephyr	5	3.4	75.0%	57.8%
	6	3.2	42.4%	48.8%
Cardinal	50	0.4	25.0%	25.8%
	51	1.7	66.7%	62.8%
Capitol Limited	29	1.9	62.0%	69.3%
	30	2.5	71.7%	41.4%
City of New Orleans	58	1.5	83.7%	70.7%
	59	1.8	81.5%	54.7%
Coast Starlight	11	0.6	78.3%	68.1%
	14	1.6	76.1%	52.6%
Crescent	19	0.1	62.0%	65.8%
	20	0.1	73.9%	60.8%
Empire Builder	27	-0.6	29.5%	23.5%
	28	-1.4	75.3%	23.6%
	7	-0.7	31.5%	23.1%
	8	-1.5	1.1%	21.8%
Lake Shore Ltd	448	8.4	63.2%	34.5%
	449	4.3	86.4%	40.5%
	48	1.5	57.6%	40.2%
	49	-1.1	21.7%	31.7%
Palmetto	89	1.0	50.0%	54.6%
	90	0.4	69.6%	75.8%
Silver Meteor	97	-0.9	54.3%	56.9%
	98	0.1	57.6%	38.5%
Silver Star	91	0.0	53.3%	46.4%
	92	1.2	63.7%	50.3%
Southwest Chief	3	0.1	79.3%	58.4%
	4	-0.1	64.1%	48.0%
Sunset Limited	1	3.3	65.0%	63.5%
	2	3.1	79.5%	48.9%
Texas Eagle	21	2.4	66.3%	31.5%
	22	2.7	42.4%	41.6%

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

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

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

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

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

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

Service	Train	Host	1st Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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Acela Express

Acela Express	2150	MNRR		1055	DSR	923	CTI	111	0
	2151	MNRR		1354	CTI	1318	RTE	18	0
	2153	MNRR		1025	DCS	419	DSR	363	0
	2154	MNRR		1038	DSR	572	CTI	167	0
	2155	MNRR		530	DCS	221	DSR	136	0
	2158	MNRR		393	DSR	209	DMW	109	0
	2159	MNRR		1403	DSR	586	DMW	419	0
	2160	MNRR		671	DSR	317	CTI	292	0
	2163	MNRR		1060	DSR	720	RTE	131	0
	2164	MNRR		539	DSR	209	DCS	193	0
	2165	MNRR		1174	DSR	708	CTI	231	0
	2166	MNRR		1203	CTI	823	DSR	316	0
	2167	MNRR		1339	DSR	1191	CTI	106	0
	2168	MNRR		1175	DCS	536	CTI	466	0
	2170	MNRR		2004	CTI	1319	DSR	384	0
	2171	MNRR		2514	DSR	1875	DCS	552	0
	2172	MNRR		1172	DSR	466	CTI	416	0
	2173	MNRR		1769	DSR	1368	RTE	202	0
	2175	MNRR		1179	DSR	711	CTI	179	0
	2190	MNRR		1709	DSR	1375	CTI	221	0
	2192	MNRR		107	DSR	107	-	-	0
	2193	MNRR		893	DSR	393	PTI	393	0
	2250	MNRR		523	DSR	446	CTI	77	0
	2251	MNRR		368	DSR	368	-	-	0
	2252	MNRR		867	DSR	612	DMW	128	0
	2253	MNRR		992	DSR	489	DMW	271	0
	2254	MNRR		434	DSR	204	CTI	153	0
	2255	MNRR		587	CTI	344	DSR	191	0
	2256	MNRR		357	DSR	230	CTI	102	0
	2257	MNRR		918	DSR	816	RTE	38	0
	2258	MNRR		385	DSR	220	CTI	165	0
	2259	MNRR		1387	DSR	824	CTI	357	0
	2290	MNRR		452	DSR	286	DMW	95	0
	2297	MNRR		759	DSR	633	DCS	70	0

Other NEC Corridor Routes

Northeast Regional									
Richmond / Newport News/Norfolk ^d	194	CSX		1207	DCS	341	DSR	321	0
		MNRR		925	DSR	702	CTI	185	0
	195	CSX		990	PTI	294	FTI	281	0
		MNRR		1537	DSR	995	CTI	446	0
	66	CSX		967	DSR	298	FTI	217	0
		MNRR		334	DSR	266	CTI	68	0
	67	CSX		1420	DSR	405	DCS	286	0
		MNRR		852	DSR	598	CTI	144	0
	71	CSX		830	FTI	547	RTE	189	0
		NS		543	DSR	370	RTE	156	0
	82	CSX		686	RTE	220	FTI	175	0
		MNRR		1556	DSR	702	CTI	319	0
	83	CSX		1503	DSR	444	FTI	433	0
		MNRR		1060	DSR	595	CTI	345	0
	84	CSX		1122	FTI	365	RTE	354	0
	85	CSX		785	FTI	221	RTE	185	0
	86	CSX		691	RTE	225	DCS	171	0
		MNRR		1041	DSR	639	DCS	301	0
	87	CSX		467	FTI	181	PTI	167	0
	88	CSX		1435	FTI	525	DCS	242	0
		MNRR		893	DSR	548	CTI	313	0
		NS		423	DSR	362	DCS	35	0
	93	CSX		1200	CTI	547	FTI	216	0
		MNRR		1257	DSR	809	CTI	339	0
	94	CSX		2137	FTI	557	DSR	498	0
		MNRR		2402	DSR	1585	CTI	594	0

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

Service	Train	Host	1st Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900							
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	95	CSX		1656	DSR	427	FTI	395	0
		MNRR		664	RTE	304	DSR	259	0
	99	CSX		1231	FTI	364	DSR	341	0
		MNRR		1033	DSR	478	CTI	446	0
	125	CSX		2027	CTI	581	FTI	499	0
		NS		870	DSR	463	DCS	181	0
	157	CSX		1126	DCS	403	FTI	272	0
		NS		380	DSR	370	RTE	9	0
	164	CSX		715	PTI	343	RTE	233	0
		MNRR		957	CTI	529	DSR	408	0
	174	CSX		1220	PTI	303	RTE	275	0
		MNRR		843	DSR	536	CTI	293	0
	NS		799	DSR	509	DCS	210	0	
Lynchburg ^e	145	MNRR		1854	CTI	1593	DCS	151	0
		NS		198	DCS	75	PTI	52	0
	147	MNRR		1416	CTI	880	DSR	536	0
		NS		118	FTI	44	DCS	35	0
	156	NS		970	DBS	787	DCS	57	0
171	MNRR		2229	DCS	840	DSR	639	0	
	NS		327	FTI	132	CTI	68	0	
176	MNRR		845	RTE	354	DCS	209	0	
	NS		235	FTI	98	DSR	55	0	
All Other Northeast Regional	132	MNRR		1176	DSR	744	CTI	432	0
	135	MNRR		1907	DSR	1218	CTI	619	0
	136	MNRR		964	DSR	690	CTI	250	0
	137	MNRR		2042	DSR	1088	CTI	642	0
	139	MNRR		1113	DSR	783	CTI	330	0
	140	MNRR		804	DSR	426	CTI	378	0
	141	MNRR		1180	DSR	829	CTI	293	0
	143	MNRR		1288	DSR	733	CTI	491	0
	146	MNRR		440	CTI	381	DSR	60	0
	148	MNRR		1454	CTI	882	DSR	459	0
	150	MNRR		497	CTI	351	DSR	70	0
	160	MNRR		772	DSR	663	CTI	45	0
	161	MNRR		1384	DSR	1084	CTI	268	0
	162	MNRR		223	DSR	128	DCS	96	0
	163	MNRR		548	DSR	249	DCS	191	0
	165	MNRR		1493	CTI	721	DSR	587	0
	166	MNRR		330	DSR	124	CTI	110	0
	167	MNRR		1024	CTI	583	DSR	440	0
	168	MNRR		1595	DSR	976	DCS	619	0
	169	MNRR		1543	DSR	1142	CTI	153	0
170	MNRR		1632	CTI	804	DSR	725	0	
172	MNRR		1236	DSR	890	CTI	215	0	
173	MNRR		1867	DSR	982	CTI	636	0	
175	MNRR		2080	CTI	1202	DCS	488	0	
177	MNRR		720	DSR	594	CTI	112	0	
178	MNRR		1592	DSR	976	CTI	432	0	
179	MNRR		1116	DSR	1018	CTI	50	0	
190	MNRR		1230	CTI	720	DSR	474	0	

Non-NEC Corridor Routes

Capitol Corridor	518	UP		Not Available	Not Available	Not Available	Not Available	Not Available	0
	520	UP		338	PTI	151	RTE	85	0
	521	UP		254	PTI	84	DCS	53	0
	522	UP		320	RTE	105	PTI	82	0
	523	UP		493	DCS	182	PTI	139	0
	524	UP		509	PTI	273	DCS	101	0
	525	UP		191	RTE	88	DCS	36	0
	526	UP		1026	RTE	430	PTI	420	0
	527	UP		686	PTI	263	DCS	181	0
	528	UP		630	PTI	263	DCS	151	0
	529	UP		324	PTI	122	DCS	95	0
	530	UP		630	DCS	174	RTE	154	0
	531	UP		900	PTI	692	DCS	85	0
	532	UP		509	RTE	177	DCS	145	0

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

Service	Train	Host	1st Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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	533	UP		354	DCS	187	PTI	69	0
	534	UP		307	RTE	80	DCS	65	0
	535	UP		469	DCS	120	CTI	114	0
	536	UP		463	FTI	125	PTI	113	0
	537	UP		627	PTI	333	DCS	99	0
	538	UP		304	DCS	96	PTI	77	0
	540	UP		171	RTE	53	PTI	45	0
	541	UP		340	PTI	107	DCS	93	0
	542	UP		400	PTI	200	DCS	94	0
	543	UP		447	PTI	187	FTI	75	0
	544	UP		493	RTE	257	PTI	118	0
	545	UP		180	FTI	60	PTI	38	0
	546	UP		472	RTE	271	FTI	64	0
	547	UP		517	PTI	329	RTE	74	0
	548	UP		565	PTI	205	DCS	147	0
	549	UP		376	RTE	145	FTI	85	0
	551	UP		380	DCS	290	RTE	61	0
	720	UP		552	RTE	233	PTI	178	0
	723	UP		258	PTI	98	DCS	80	0
	724	UP		462	PTI	359	DCS	57	0
	727	UP		449	RTE	188	PTI	106	0
	728	UP		338	PTI	147	DCS	98	0
	729	UP		511	PTI	335	RTE	74	0
	732	UP		371	RTE	150	DCS	91	0
	733	UP		560	PTI	276	RTE	145	0
	734	UP		258	PTI	101	RTE	59	0
	736	UP		325	DCS	103	PTI	98	0
	737	UP		493	RTE	139	PTI	137	0
	738	UP		296	RTE	122	PTI	114	0
	741	UP		328	PTI	206	DCS	39	0
	742	UP		267	PTI	79	RTE	65	0
	743	UP		480	PTI	258	DCS	95	0
	744	UP		152	RTE	62	PTI	34	0
	745	UP		126	RTE	43	DSR	24	0
	746	UP		253	PTI	158	DMW	59	0
	747	UP		465	PTI	333	RTE	41	0
	748	UP		671	RTE	222	DCS	191	0
	749	UP		224	PTI	135	RTE	63	0
	751	UP		363	DCS	170	RTE	110	0
Carolinian	79	CSX		1498	PTI	426	FTI	390	0
		NS		498	PTI	172	DSR	119	0
	80	CSX		1376	FTI	574	PTI	221	0
		NS		358	DSR	120	DCS	112	0
Cascades	500	BNSF		1274	FTI	339	DSR	267	0
		UP		816	FTI	503	DCS	132	0
	501	BNSF		1368	FTI	394	DSR	338	0
	504	UP		801	FTI	281	DCS	227	0
	506	BNSF		1386	FTI	331	PTI	285	0
	507	BNSF		969	FTI	301	RTE	243	0
		UP		650	FTI	425	DCS	105	0
	508	BNSF		878	FTI	332	DSR	177	0
	509	BNSF		1033	FTI	354	DSR	235	0
		UP		595	FTI	304	DCS	122	0
	510	BNSF		1437	FTI	407	PTI	364	0
	513	BNSF		1170	FTI	423	DSR	286	0
516	BNSF		1164	FTI	413	DSR	320	0	
517	BNSF		1301	PTI	403	FTI	401	0	
Downeaster	676	PanAm		66	DSR	55	DCS	11	0
	678	PanAm		0	-	-	-	-	0
	679	PanAm		7	DSR	7	-	-	0
	680	MBTA		1513	DSR	1050	CTI	446	0
		PanAm		152	DSR	79	FTI	63	0
	681	MBTA		2914	DSR	1571	CTI	1331	0
		PanAm		155	DSR	75	FTI	41	0
682	MBTA		1182	DSR	773	DCS	215	0	
	PanAm		218	DSR	168	DCS	31	0	

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

Service	Train	Host	1st Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900				
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683	MBTA		1426	DSR	1261	DCS	87	0
	PanAm		476	DSR	199	FTI	98	0
684	MBTA		1261	DSR	901	CTI	211	0
	PanAm		1211	PTI	810	DSR	163	0
685	MBTA		1393	DSR	930	CTI	236	0
	PanAm		970	DCS	300	FTI	292	0
686	MBTA		2137	CTI	1199	DSR	595	0
	PanAm		555	FTI	260	DMW	201	0
687	MBTA		3596	CTI	1901	DMW	864	0
	PanAm		759	FTI	305	PTI	199	0
688	MBTA		1236	CTI	570	DSR	434	0
	PanAm		2114	PTI	1762	FTI	133	0
689	MBTA		897	DSR	459	FTI	190	0
	PanAm		130	FTI	69	DCS	41	0
690	MBTA		1224	DSR	694	CTI	408	0
	PanAm		510	FTI	244	DCS	163	0
691	MBTA		2399	CTI	1385	DSR	894	0
	PanAm		119	DSR	79	FTI	25	0
692	MBTA		1471	DSR	675	DCS	433	0
	PanAm		227	DCS	117	DSR	110	0
693	MBTA		1007	DSR	946	DCS	31	0
	PanAm		331	DSR	155	PTI	130	0
694	MBTA		1647	DSR	785	FTI	458	0
	PanAm		1092	PTI	921	DSR	150	0
695	MBTA		981	DSR	720	DCS	120	0
	PanAm		436	DSR	176	PTI	162	0
696	MBTA		865	DSR	376	DMW	346	0
	PanAm		361	FTI	250	DSR	60	0
697	MBTA		804	DSR	392	FTI	296	0
	PanAm		707	PTI	298	DCS	222	0
698	MBTA		356	DSR	356	-	-	0
	PanAm		1068	PTI	811	DCS	187	0
699	MBTA		346	DSR	262	DCS	84	0
	PanAm		228	DCS	114	DSR	81	0
Empire Corridor								
Adirondack	68	CN	1099	FTI	606	DMW	221	0
		CP	1671	PTI	648	FTI	399	0
		Amtrak	1257	PTI	535	DSR	357	0
		MNRR	1925	CTI	939	DSR	375	0
	69	CN	1673	FTI	813	RTE	369	0
		CP	1577	FTI	601	PTI	344	0
		Amtrak	716	PTI	187	DSR	178	0
		MNRR	1014	DSR	316	RTE	290	0
Maple Leaf	63	CSX	1780	FTI	453	DSR	436	0
		Amtrak	918	PTI	286	DCS	237	0
		MNRR	1099	CTI	526	DSR	374	0
	64	CSX	2067	FTI	696	DSR	374	0
		Amtrak	911	PTI	521	DCS	153	0
		MNRR	1177	CTI	614	DSR	235	0
New York - Albany	230	Amtrak	369	DCS	146	PTI	109	0
		MNRR	1563	CTI	1033	RTE	368	0
	232	Amtrak	1151	PTI	509	DCS	246	0
		MNRR	843	CTI	357	DSR	342	0
	233	Amtrak	295	PTI	104	DCS	72	0
		MNRR	1286	CTI	562	DSR	265	0
	234	Amtrak	380	DCS	121	CTI	105	0
		MNRR	830	CTI	496	DSR	169	0
	235	Amtrak	344	DCS	148	PTI	132	0
		MNRR	952	DSR	326	CTI	287	0
	236	Amtrak	387	DCS	130	RTE	77	0
		MNRR	756	CTI	256	DSR	230	0
	237	Amtrak	353	PTI	115	DMW	84	0
		MNRR	615	CTI	331	DSR	219	0
	238	Amtrak	815	PTI	283	DCS	179	0
		MNRR	937	CTI	363	DCS	200	0

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

Service	Train	Host	1st Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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New York - Niagara Falls	239	Amtrak	855	DCS	301	PTI	181	0
		MNRR	2451	CTI	1890	DSR	320	0
	241	Amtrak	188	DCS	73	CTI	46	0
		MNRR	973	CTI	443	DSR	273	0
	242	Amtrak	624	PTI	211	DSR	121	0
		MNRR	929	DSR	458	CTI	252	0
	243	Amtrak	159	DCS	55	DSR	34	0
		MNRR	917	DSR	446	CTI	294	0
	244	Amtrak	565	CTI	179	PTI	147	0
		MNRR	1066	CTI	372	DSR	328	0
	245	Amtrak	190	DCS	85	DSR	73	0
		MNRR	901	DSR	592	CTI	142	0
	250	Amtrak	195	DCS	127	DBS	34	0
		MNRR	547	CTI	298	DSR	168	0
	252	Amtrak	84	DCS	77	DSR	8	0
		MNRR	873	RTE	304	CTI	206	0
	253	Amtrak	297	DCS	169	DSR	42	0
		MNRR	1072	CTI	639	DCS	227	0
	254	Amtrak	119	DCS	50	FTI	40	0
		MNRR	1230	RTE	746	DSR	275	0
	255	Amtrak	246	PTI	139	DSR	106	0
		MNRR	1340	CTI	680	DSR	356	0
	256	Amtrak	284	DSR	217	DCS	66	0
		MNRR	869	DSR	459	DCS	145	0
259	Amtrak	216	PTI	123	DSR	72	0	
	MNRR	866	RTE	363	CTI	260	0	
261	Amtrak	145	DCS	75	DSR	39	0	
	MNRR	656	DSR	409	FTI	118	0	
Ethan Allen Express	280	CSX	1378	FTI	423	DSR	371	0
		Amtrak	940	DCS	321	DSR	246	0
		MNRR	1166	CTI	469	DSR	225	0
	281	CSX	1620	FTI	666	RTE	331	0
		Amtrak	961	PTI	308	DCS	211	0
		MNRR	1218	CTI	444	RTE	309	0
	283	CSX	1240	FTI	420	RTE	302	0
		Amtrak	862	DSR	201	RTE	193	0
		MNRR	1089	CTI	454	RTE	341	0
	284	CSX	1618	FTI	476	DSR	434	0
		Amtrak	1451	PTI	666	DCS	336	0
		MNRR	1528	CTI	553	DCS	407	0
286	CSX	1184	RTE	357	DCS	320	0	
	Amtrak	1041	PTI	580	DCS	341	0	
	MNRR	952	CTI	617	DSR	136	0	
288	CSX	1615	FTI	540	DSR	326	0	
	Amtrak	1378	PTI	663	DCS	276	0	
	MNRR	894	CTI	326	DSR	254	0	
Ethan Allen Express	290	CP	1739	FTI	433	DSR	350	0
		Amtrak	1292	PTI	702	DCS	261	0
		MNRR	1165	CTI	481	RTE	238	0
		VTR	209	DSR	150	DCS	59	0
	291	CP	1115	FTI	427	DSR	224	0
		Amtrak	822	PTI	262	DSR	210	0
		MNRR	1262	CTI	581	DSR	334	0
		VTR	130	DSR	87	FTI	43	0
	292	CP	4762	PTI	2724	FTI	1606	0
		Amtrak	1179	PTI	663	DCS	248	0
		MNRR	1099	CTI	471	RTE	324	0
		VTR	0	-	-	-	-	0
293	CP	952	FTI	709	DSR	188	0	
	Amtrak	972	DSR	288	RTE	201	0	
	MNRR	2072	CTI	1570	DCS	314	0	
	VTR	195	FTI	195	-	-	0	
296	CP	2990	FTI	1418	PTI	984	0	
	Amtrak	1438	PTI	742	DCS	479	0	
	MNRR	712	DSR	399	RTE	205	0	
	VTR	0	-	-	-	-	0	

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

Service	Train	Host	1st Quarter FY 2014						MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
Heartland Flyer	821	BNSF	1427	DSR	683	FTI	592	0	
	822	BNSF	1077	DSR	587	FTI	384	0	
Hiawatha	329	CP	303	DCS	138	FTI	100	0	
		Metra	930	CTI	463	DCS	260	0	
	330	CP	219	DCS	86	FTI	81	0	
		Metra	2929	CTI	2821	DMW	73	0	
	331	CP	246	DCS	121	DMW	53	0	
		Metra	830	CTI	302	DCS	243	0	
	332	CP	334	DMW	117	DCS	88	0	
		Metra	1375	CTI	463	DCS	336	0	
	333	CP	473	FTI	186	DMW	133	0	
		Metra	1420	DMW	435	CTI	312	0	
	334	CP	499	DCS	184	FTI	158	0	
		Metra	1282	DSR	391	CTI	288	0	
	335	CP	280	FTI	141	DMW	53	0	
		Metra	1718	CTI	562	FTI	408	0	
	336	CP	587	FTI	192	DMW	158	0	
		Metra	1581	CTI	538	DCS	470	0	
	337	CP	319	FTI	126	DCS	85	0	
		Metra	1061	DCS	378	FTI	253	0	
	338	CP	509	FTI	300	DCS	110	0	
		Metra	2007	CTI	991	DCS	523	0	
339	CP	280	DCS	84	DMW	74	0		
	Metra	2942	CTI	2074	DCS	535	0		
340	CP	538	DCS	207	FTI	170	0		
	Metra	1670	CTI	720	DCS	525	0		
341	CP	364	FTI	180	DCS	121	0		
	Metra	1406	CTI	809	DCS	449	0		
342	CP	661	FTI	313	DCS	248	0		
	Metra	2044	CTI	1173	DCS	480	0		
Hoosier State	850	CSX	969	DCS	525	DSR	185	0	
	851	CSX	1386	DCS	435	FTI	403	0	
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF	1369	DSR	617	FTI	275	0	
	381	BNSF	1384	DSR	581	FTI	336	0	
	382	BNSF	1238	DSR	552	FTI	256	0	
	383	BNSF	1313	DSR	579	FTI	241	0	
Illini / Saluki	390	CN	1066	FTI	640	PTI	144	0	
	391	CN	987	FTI	562	PTI	160	0	
	392	CN	1428	FTI	884	PTI	277	0	
Lincoln Service	393	CN	978	FTI	657	PTI	118	0	
		UP	1618	FTI	910	DCS	429	0	
	300	UP	1084	FTI	463	PTI	233	0	
		CN	724	FTI	634	DCS	56	0	
	301	UP	1419	PTI	556	FTI	202	0	
		CN	1640	FTI	1171	DCS	248	0	
	302	UP	1644	PTI	690	FTI	297	0	
		CN	1624	FTI	845	DCS	438	0	
	303	UP	1477	PTI	458	DCS	270	0	
		CN	1087	FTI	693	RTE	174	0	
304	UP	907	PTI	449	FTI	157	0		
	CN	829	FTI	522	DCS	168	0		
305	UP	1038	PTI	414	FTI	267	0		
	CN	739	FTI	311	DCS	270	0		
306	UP	1308	PTI	760	FTI	202	0		
	CN	870	FTI	553	DCS	171	0		
307	UP	861	PTI	297	FTI	222	0		
	CN								
Michigan									
Blue Water	364	Amtrak	282	DCS	176	PTI	75	0	
		CN	1017	FTI	735	DCS	167	0	
		MIDOT	2063	DSR	909	DCS	559	0	
		NS	2847	FTI	1034	DSR	528	1671	
	365	Amtrak	725	PTI	451	DCS	120	0	
		CN	1212	FTI	701	DCS	185	0	
		MIDOT	2698	DSR	1354	DCS	697	0	
		NS	3655	FTI	701	RTE	685	1671	

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

Service	Train	Host	1st Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900							
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Pere Marquette	370	CSX	586	DSR	209	DCS	162	0	
		NS	3498	FTI	1238	DSR	668	1671	
	371	CSX	641	DCS	228	DSR	192	0	
		NS	3237	FTI	1099	PTI	667	1671	
Wolverine	350	Amtrak	755	PTI	599	DCS	79	0	
		CN	871	DCS	251	DSR	238	0	
		MIDOT	1629	PTI	606	DCS	483	0	
		NS	3130	FTI	1797	DSR	419	1671	
	351	Amtrak	800	PTI	361	DCS	203	0	
		CN	1620	FTI	723	DCS	345	0	
		MIDOT	1261	DCS	630	DSR	477	0	
		NS	3883	PTI	742	FTI	653	1671	
	352	Amtrak	510	PTI	228	RTE	137	0	
		CN	1785	FTI	777	DCS	633	0	
		MIDOT	2365	PTI	735	DCS	710	0	
		NS	2266	FTI	618	RTE	588	1671	
	353	Amtrak	622	PTI	373	DCS	128	0	
		CN	1247	DCS	494	FTI	377	0	
		MIDOT	1719	PTI	642	DCS	635	0	
		NS	3009	FTI	1973	DSR	408	1671	
	354	Amtrak	747	PTI	239	DBS	211	0	
		CN	779	DSR	261	RTE	203	0	
		MIDOT	2128	DCS	683	PTI	662	0	
		NS	3247	RTE	833	DSR	763	1671	
	355	Amtrak	304	PTI	121	DCS	78	0	
		CN	2377	FTI	990	DSR	468	0	
		MIDOT	2210	DCS	740	PTI	735	0	
		NS	2107	FTI	673	DCS	424	1671	
Kansas City - St. Louis	311	UP	445	FTI	245	PTI	90	0	
		313	UP	284	FTI	207	PTI	49	0
		314	UP	617	FTI	316	DMW	127	0
		316	UP	419	FTI	221	PTI	120	0
Pacific Surfliner	562	BNSF	1801	DSR	1266	DCS	346	0	
		SCRRA	648	DCS	232	CTI	227	0	
		SDNRR	1902	CTI	926	PTI	441	0	
	564	BNSF	2629	DSR	1684	FTI	334	0	
		SCRRA	1468	PTI	797	CTI	399	0	
		SDNRR	1699	PTI	688	CTI	471	0	
	565	BNSF	2158	RTE	806	DSR	779	0	
		SCRRA	466	CTI	185	RTE	103	0	
		SDNRR	1064	CTI	449	PTI	209	0	
	566	BNSF	2244	DSR	1379	FTI	384	0	
		SCRRA	2000	PTI	1759	DMW	62	0	
		SDNRR	1962	PTI	972	CTI	498	0	
	567	BNSF	1770	RTE	690	DSR	615	0	
		SCRRA	356	PTI	217	DCS	83	0	
		SDNRR	1887	PTI	748	CTI	438	0	
	572	BNSF	2385	DSR	1568	DCS	368	0	
		SCRRA	1259	PTI	956	CTI	143	0	
		SDNRR	1229	PTI	506	CTI	381	0	
	573	BNSF	1860	DSR	802	DCS	631	0	
		SCRRA	609	CTI	326	DCS	226	0	
		SDNRR	2010	PTI	800	CTI	605	0	
	579	BNSF	1987	FTI	788	DSR	581	0	
		SCRRA	459	CTI	277	DCS	83	0	
		SDNRR	1349	PTI	755	CTI	309	0	
	580	BNSF	1350	DSR	971	FTI	121	0	
		SCRRA	713	PTI	408	CTI	134	0	
		SDNRR	1754	CTI	1381	DSR	192	0	
	582	BNSF	1247	DSR	819	CTI	180	0	
SCRRA		1577	PTI	1372	CTI	137	0		
SDNRR		1343	PTI	595	CTI	414	0		
583	BNSF	2331	DSR	609	RTE	593	0		
	SCRRA	1527	PTI	996	CTI	236	0		
	SDNRR	1393	CTI	655	PTI	275	0		

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

Service	Train	Host	1st Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900
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	591	BNSF	2290	DSR	1001	FTI	779	0
		SCRRA	388	DCS	143	CTI	115	0
		SDNRR	2174	CTI	1087	PTI	640	0
	595	BNSF	2113	DSR	728	DMW	688	0
		SCRRA	795	CTI	478	PTI	256	0
		SDNRR	800	PTI	355	FTI	186	0
	761	SCRRA	1928	PTI	792	CTI	658	0
		UP	654	PTI	283	DCS	103	0
	763	BNSF	1876	DSR	774	DCS	313	0
		SCRRA	936	PTI	300	DCS	210	0
		SDNRR	901	CTI	442	DSR	292	0
		UP	1820	PTI	1517	DCS	182	0
	768	BNSF	2090	DSR	1544	DCS	235	0
		SCRRA	843	PTI	393	CTI	238	0
		SDNRR	1122	PTI	498	CTI	329	0
		UP	143	DCS	91	RTE	29	0
	769	BNSF	1345	DSR	632	RTE	248	0
		SCRRA	359	DCS	120	CTI	120	0
		SDNRR	2157	PTI	1053	CTI	443	0
		UP	1259	PTI	965	DCS	179	0
774	BNSF	2083	DSR	1426	RTE	364	0	
	SCRRA	830	PTI	380	CTI	220	0	
	SDNRR	1461	CTI	631	PTI	597	0	
	UP	911	PTI	628	DCS	118	0	
777	BNSF	1749	DSR	743	RTE	465	0	
	SCRRA	650	PTI	303	CTI	162	0	
	SDNRR	2240	PTI	1288	DSR	293	0	
	UP	989	PTI	773	DCS	102	0	
784	BNSF	2128	DSR	1244	DCS	420	0	
	SCRRA	1640	CTI	1084	PTI	321	0	
	SDNRR	1541	CTI	815	DSR	249	0	
	UP	954	PTI	673	DCS	150	0	
785	BNSF	2487	DSR	784	CTI	516	0	
	SCRRA	731	PTI	461	CTI	134	0	
	SDNRR	2499	CTI	1174	PTI	1001	0	
	UP	455	PTI	299	FTI	75	0	
790	BNSF	2267	DSR	1235	RTE	501	0	
	SCRRA	1972	CTI	1605	FTI	150	0	
	SDNRR	1022	DSR	268	FTI	242	0	
	UP	1001	PTI	624	CTI	123	0	
796	BNSF	4191	DSR	1760	DMW	1173	0	
	SCRRA	1142	PTI	757	FTI	141	0	
	SDNRR	593	FTI	220	DSR	180	0	
	UP	615	PTI	247	DCS	159	0	
1761	SCRRA	376	FTI	165	PTI	158	0	
	UP	392	PTI	285	DCS	39	0	
1790	BNSF	2076	DSR	980	RTE	515	0	
	SCRRA	689	PTI	321	DCS	230	0	
	SDNRR	798	PTI	318	DSR	282	0	
	UP	841	PTI	646	DCS	166	0	
Pennsylvanian	42	NS	309	FTI	133	RTE	83	0
	43	NS	290	FTI	165	RTE	46	0
Piedmont	73	NS	445	DSR	155	FTI	103	0
	74	NS	469	DSR	169	DCS	99	0
	75	NS	639	DSR	213	DCS	126	0
	76	NS	542	FTI	146	DSR	146	0
San Joaquin	701	BNSF	936	PTI	399	FTI	359	0
		UP	947	FTI	301	OTH	205	0
	702	BNSF	1216	PTI	577	FTI	460	0
		UP	488	FTI	349	DCS	88	0
	703	BNSF	772	PTI	372	FTI	247	0
		UP	1118	RTE	448	DCS	307	0
	704	BNSF	576	FTI	265	PTI	206	0
		UP	466	FTI	196	DCS	163	0
711	BNSF	663	FTI	332	PTI	161	0	
	UP	680	PTI	394	DCS	205	0	

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

Service	Train	Host	1st Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b				
				#1	Minutes	#2	Minutes	

Standard	900						
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	712	BNSF		1106	FTI	415	PTI	403	0
		UP		375	DCS	146	PTI	132	0
	713	BNSF		1027	PTI	514	FTI	321	0
		UP		888	PTI	482	RTE	171	0
	714	BNSF		589	FTI	261	PTI	177	0
		UP		726	RTE	297	DCS	205	0
	715	BNSF		857	PTI	435	FTI	255	0
		UP		711	PTI	592	DCS	76	0
	716	BNSF		888	PTI	392	FTI	360	0
		UP		389	DCS	143	PTI	84	0
	717	BNSF		743	PTI	437	FTI	206	0
		UP		743	PTI	359	DCS	191	0
	718	BNSF		661	FTI	267	PTI	256	0
		UP		431	PTI	319	DCS	53	0
Vermont	54	MNRR		989	DSR	638	CTI	210	0
		NECR		553	DSR	319	DBS	172	0
	55	MNRR		2257	DSR	1097	CTI	695	0
		NECR		1108	DSR	607	FTI	190	0
	56	MNRR		1311	DSR	818	CTI	232	0
		NECR		565	DSR	350	FTI	78	0
	57	MNRR		1365	DSR	670	CTI	625	0
		NECR		700	DSR	522	FTI	79	0

Long Distance Routes

Auto Train	52	CSX		1070	FTI	405	PTI	233	0
		CFRC		3416	DSR	1978	DCS	803	0
	53	CSX		1426	FTI	600	PTI	325	0
		CFRC		2741	DSR	2073	DCS	567	0
California Zephyr	5	BNSF		812	DSR	384	FTI	106	0
		UP		870	FTI	358	DCS	224	0
	6	BNSF		987	DSR	425	FTI	307	0
		UP		1087	FTI	337	DMW	314	0
Cardinal	50	BBrRR		2201	FTI	1174	DCS	461	0
		CSX		1216	FTI	464	DCS	329	0
		NS		945	PTI	428	CTI	305	0
	51	BBrRR		1305	PTI	822	DCS	231	0
		CSX		980	DCS	346	FTI	312	0
		NS		475	FTI	146	DCS	107	0
	Capitol Limited	29	CSX	676	FTI	323	DSR	105	0
	NS		1626	FTI	831	RTE	241	0	
	30	CSX		838	FTI	311	RTE	195	0
		NS		996	FTI	425	RTE	303	0
City of New Orleans	58	CN		1020	FTI	581	PTI	203	0
		CN		988	FTI	612	PTI	128	0
Coast Starlight	11	BNSF		994	FTI	352	DMW	239	0
		SCRRA		2135	PTI	1021	CTI	826	0
		UP		1118	PTI	398	FTI	302	0
	14	BNSF		504	FTI	174	PTI	113	0
	SCRRA		2799	PTI	1316	CTI	735	0	
	UP		948	FTI	301	PTI	255	0	
Crescent	19	NS		796	FTI	356	PTI	146	0
		NS		793	FTI	407	DCS	121	0
Empire Builder	27	BNSF		938	FTI	561	DSR	146	0
	28	BNSF		657	FTI	390	DSR	102	0
	7	BNSF		1428	FTI	766	DSR	359	0
		CP		1469	FTI	917	DSR	246	0
		Metra		898	CTI	538	DMW	127	0
	8	BNSF		1691	FTI	898	DSR	394	0
CP			1588	FTI	801	DSR	259	0	
Metra			2000	CTI	1685	DCS	118	0	

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

Service	Train	Host	1st Quarter FY 2014						MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories ^b					
				#1	Minutes	#2	Minutes		
Standard			900						
Lake Shore Ltd	448	CSX		1694	CTI	583	PTI	339	0
	449	CSX		1081	PTI	496	FTI	363	0
	48	CSX		1699	FTI	711	RTE	332	0
		MNRR		1961	CTI	805	RTE	722	0
		NS		1380	FTI	651	RTE	269	0
	49	CSX		1260	FTI	435	RTE	349	0
		MNRR		1087	CTI	647	DSR	210	0
NS			1755	FTI	897	RTE	239	0	
Palmetto	89	CSX		1226	FTI	533	PTI	216	0
	90	CSX		1000	FTI	371	PTI	197	0
Silver Meteor	97	CSX		768	FTI	271	PTI	154	0
		CFRC		6240	DCS	1952	PTI	1850	0
		Fla DOT		967	CTI	364	PTI	206	0
	98	CSX		844	FTI	267	DCS	155	0
		CFRC		5667	DCS	1760	PTI	1422	0
		Fla DOT		1192	DSR	377	CTI	353	0
Silver Star	91	CSX		937	FTI	283	PTI	232	0
		CFRC		5667	DCS	1760	PTI	1422	0
		Fla DOT		1655	CTI	984	DSR	308	0
		NS		680	PTI	626	DCS	42	0
	92	CSX		953	FTI	299	PTI	226	0
		CFRC		3484	DCS	1502	DSR	1136	0
		Fla DOT		970	DSR	419	CTI	338	0
Southwest Chief	3	BNSF		583	FTI	207	DSR	166	0
		NMDOT		2077	DSR	926	FTI	432	0
	4	BNSF		651	DSR	197	FTI	156	0
		NMDOT		1489	DSR	892	DCS	240	0
Sunset Limited	1	BNSF		669	DSR	332	FTI	142	0
		UP		1027	FTI	497	DSR	175	0
	2	BNSF		836	DSR	276	DCS	224	0
		UP		1378	FTI	683	RTE	216	0
Texas Eagle	21	BNSF		2501	DSR	1736	FTI	413	0
		CN		1665	FTI	1245	PTI	152	0
		UP		2188	FTI	1054	DSR	308	0
	22	BNSF		2781	DSR	1832	FTI	471	0
		CN		1304	FTI	947	DCS	137	0
		UP		1702	FTI	524	DCS	271	0

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

^b For explanation of delay codes, see Table 19.

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

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

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

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

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

Service	Train	1st Quarter FY 2014					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					

Acela Express

Acela Express	2150	158	OTH	152	ADA	6	0
	2151	155	HLD	74	OTH	74	0
	2153	640	OTH	563	ADA	31	0
	2154	92	OTH	84	ADA	5	0
	2155	28	OTH	14	HLD	6	0
	2158	121	OTH	115	HLD	5	0
	2159	131	OTH	75	ADA	50	0
	2160	101	OTH	98	CAR	3	0
	2163	47	MTI	106	CAR	28	0
	2164	16	ADA	8	OTH	8	0
	2165	155	OTH	97	ENG	29	0
	2166	47	OTH	47	-	-	0
	2167	505	OTH	354	HLD	78	0
	2168	34	OTH	24	CAR	5	0
	2170	124	ENG	106	OTH	9	0
	2171	165	OTH	89	ENG	45	0
	2172	123	OTH	115	HLD	5	0
	2173	98	OTH	81	HLD	30	0
	2175	197	OTH	172	HLD	25	0
	2190	61	OTH	51	CAR	11	0
	2192	0	-	-	-	-	0
	2193	0	-	-	-	-	0
	2250	126	OTH	90	CAR	24	0
	2251	167	ADA	89	OTH	78	0
	2252	60	HLD	36	ADA	12	0
	2253	344	OTH	146	CAR	126	0
	2254	300	OTH	300	-	-	0
	2255	204	ADA	89	OTH	77	0
	2256	156	CAR	72	CAR	72	0
	2257	446	OTH	255	ENG	191	0
	2258	26	ADA	13	ADA	13	0
	2259	82	OTH	55	HLD	27	0
	2290	56	OTH	56	-	-	0
	2297	366	OTH	295	HLD	70	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News/Norfolk ^d	66	371	HLD	190	ADA	76	0
	67	368	HLD	170	ADA	82	0
	71	180	HLD	117	ADA	45	0
	82	223	HLD	97	ADA	71	0
	83	981	HLD	497	OTH	247	0
	84	374	HLD	317	ADA	23	0
	85	127	HLD	98	ADA	18	0
	86	575	HLD	382	OTH	156	0
	87	230	HLD	202	OTH	21	0
	88	313	ITI	80	ENG	68	0
	93	606	HLD	238	OTH	195	0
	94	725	HLD	358	ADA	171	0
	95	667	HLD	368	ADA	160	0
	99	605	HLD	285	OTH	167	0
	125	286	HLD	221	SYS	30	0
	157	301	HLD	208	SYS	35	0
	164	265	HLD	158	OTH	84	0
	174	208	HLD	72	OTH	42	0
	194	863	HLD	432	ENG	270	0
	195	373	HLD	260	ADA	73	0
Lynchburg ^e	145	746	OTH	419	HLD	176	0
	147	548	OTH	210	HLD	132	0
	156	285	OTH	104	HLD	89	0
	171	417	HLD	186	OTH	96	0
	176	288	HLD	130	OTH	75	0

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

Service	Train	1st Quarter FY 2014					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					
All Other Northeast Regional	132	0	-	-	-	-	0
	135	185	HLD	96	CCR	45	0
	136	101	OTH	101	-	-	0
	137	321	OTH	148	HLD	142	0
	139	426	HLD	220	OTH	206	0
	140	110	OTH	97	ADA	13	0
	141	675	OTH	290	SVS	218	0
	143	848	OTH	383	ENG	210	0
	146	291	OTH	280	ADA	11	0
	148	117	HLD	48	OTH	43	0
	150	863	OTH	827	HLD	36	0
	160	300	ENG	210	OTH	60	0
	161	995	ENG	332	CON	287	0
	162	294	ENG	204	OTH	84	0
	163	944	OTH	466	HLD	223	0
	165	644	OTH	268	HLD	166	0
	166	129	OTH	103	ADA	13	0
	167	226	HLD	131	OTH	71	0
	168	123	OTH	112	ADA	11	0
	169	765	CAR	274	CON	242	0
	170	157	OTH	131	ENG	13	0
	172	228	OTH	105	ADA	76	0
	173	642	ENG	190	HLD	190	0
	175	264	HLD	116	OTH	85	0
	177	544	OTH	307	MTI	98	0
	178	81	OTH	62	HLD	20	0
	179	508	OTH	349	CON	73	0
	190	697	OTH	687	HLD	10	0

Non-NEC Corridor Routes

Capitol Corridor	520	71	SYS	33	OTH	15	0
	521	24	HLD	10	CAR	5	0
	522	202	ENG	53	HLD	45	0
	523	172	HLD	135	CAR	13	0
	524	160	ADA	62	HLD	46	0
	525	208	HLD	86	OTH	65	0
	526	223	OTH	90	ENG	45	0
	527	160	HLD	80	CAR	39	0
	528	303	HLD	124	OTH	58	0
	529	163	ADA	68	HLD	67	0
	530	183	ADA	60	SYS	38	0
	531	33	HLD	12	SYS	9	0
	532	303	ADA	125	HLD	84	0
	533	92	ADA	31	HLD	28	0
	534	147	ADA	45	HLD	36	0
	535	77	ADA	38	HLD	17	0
	536	440	ENG	164	HLD	119	0
	537	184	ADA	69	HLD	59	0
	538	88	ADA	37	INJ	12	0
	540	274	CON	85	HLD	67	0
	541	109	ADA	53	CAR	47	0
	542	118	HLD	45	ENG	31	0
	543	213	HLD	113	ADA	65	0
	544	223	HLD	109	CON	25	0
	545	120	HLD	62	ADA	31	0
	546	242	HLD	62	ENG	57	0
	547	42	ADA	21	CON	6	0
	548	134	ITI	65	HLD	27	0
	549	158	ENG	53	HLD	36	0
	551	48	HLD	15	ENG	9	0
	720	351	ENG	75	CAR	71	0
	723	119	HLD	54	ENG	41	0
	724	315	ENG	268	HLD	23	0

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

Service	Train	1st Quarter FY 2014					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^p				
			#1	Minutes	#2	Minutes	
Standard		325					
	727	274	HLD	183	ADA	34	0
	728	483	ADA	147	ENG	98	0
	729	211	HLD	110	ADA	82	0
	732	245	ENG	91	ADA	75	0
	733	271	ADA	119	HLD	80	0
	734	707	HLD	261	CAR	114	0
	736	412	ADA	100	HLD	95	0
	737	227	HLD	59	ADA	52	0
	738	343	CAR	134	ENG	110	0
	741	214	HLD	95	ADA	54	0
	742	429	ADA	146	HLD	103	0
	743	194	SYS	70	CAR	54	0
	744	150	HLD	85	CON	28	0
	745	24	HLD	16	CAR	8	0
	746	142	OTH	55	ENG	39	0
	747	214	ENG	137	INJ	31	0
	748	225	ENG	62	HLD	54	0
	749	97	ADA	55	HLD	30	0
	751	47	HLD	24	ENG	16	0
Carolinian	79	539	HLD	254	ADA	174	0
	80	551	HLD	209	ADA	159	0
Cascades	500	270	OTH	93	ADA	72	0
	501	223	CAR	79	HLD	52	0
	504	360	SYS	150	OTH	71	0
	506	188	ADA	91	HLD	51	0
	507	181	ADA	73	HLD	54	0
	508	167	ENG	52	HLD	52	0
	509	133	HLD	26	ADA	26	0
	510	120	SYS	41	ENG	25	0
	513	239	ADA	83	HLD	60	0
	516	143	ADA	59	HLD	38	0
	517	85	CAR	28	ENG	18	0
Downeaster	676	88	ITI	88	-	-	0
	678	0	-	-	-	-	0
	679	0	-	-	-	-	0
	680	107	OTH	77	ENG	12	0
	681	120	HLD	39	OTH	28	0
	682	33	HLD	21	OTH	11	0
	683	67	HLD	29	CON	27	0
	684	115	HLD	90	ENG	22	0
	685	68	OTH	37	HLD	20	0
	686	95	ITI	52	HLD	34	0
	687	255	ITI	195	OTH	27	0
	688	249	ENG	185	OTH	46	0
	689	225	ITI	100	ENG	78	0
	690	69	HLD	33	OTH	29	0
	691	100	ADA	32	HLD	30	0
	692	143	HLD	108	OTH	20	0
	693	134	OTH	70	HLD	64	0
	694	130	HLD	100	ADA	31	0
	695	79	HLD	65	ADA	8	0
	696	74	HLD	74	-	-	0
	697	65	HLD	48	CAR	10	0
	698	107	ENG	86	HLD	10	0
	699	265	SYS	209	OTH	43	0
Empire Corridor							
Adirondack	68	270	HLD	98	ENG	89	0
	69	159	SYS	171	HLD	131	0
Maple Leaf	63	443	SYS	390	HLD	164	0
	64	380	HLD	169	SYS	155	0
New York - Albany ^f	230	5	SYS	20	ENG	15	0
	232	3	HLD	41	SYS	25	0
	233	157	SYS	654	HLD	197	0
	234	55	CAR	132	HLD	82	0

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

Service	Train	1st Quarter FY 2014					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					
	235	76	ENG	336	OTH	262	0
	236	130	HLD	111	SYS	90	0
	237	0	HLD	154	OTH	120	0
	238	305	SYS	206	OTH	200	0
	239	80	MTI	202	ENG	179	0
	241	104	ITI	442	ENG	247	0
	242	125	HLD	227	ITI	167	0
	243	78	ENG	223	HLD	175	0
	244	49	HLD	87	ADA	29	0
	245	63	ENG	218	MTI	218	0
	250	54	HLD	38	ADA	32	0
	252	0	ITI	59	HLD	10	0
	253	303	SYS	384	MTI	244	0
	254	170	HLD	314	ADA	65	0
	255	345	ENG	555	OTH	408	0
	256	350	OTH	507	HLD	314	0
	259	141	SYS	152	HLD	141	0
	261	348	OTH	364	SYS	286	0
New York - Niagara Falls	280	405	HLD	163	SYS	114	0
	281	543	SYS	353	HLD	157	0
	283	438	SYS	257	HLD	186	0
	284	476	HLD	259	SYS	144	0
	286	558	HLD	324	ADA	152	0
	288	377	HLD	208	SYS	92	0
Ethan Allen Express	290	226	HLD	152	ADA	78	0
	291	250	HLD	192	SYS	177	0
	292	212	HLD	117	ENG	81	0
	293	235	HLD	153	OTH	104	0
	296	47	ENG	125	SVS	104	0
Heartland Flyer	821	323	OTH	119	HLD	85	0
	822	221	HLD	72	OTH	65	0
Hiawatha	329	272	OTH	236	CAR	170	0
	330	40	HLD	12	OTH	12	0
	331	520	OTH	476	ITI	79	0
	332	700	ITI	294	OTH	258	0
	333	359	OTH	245	ITI	158	0
	334	501	HLD	323	OTH	105	0
	335	641	OTH	452	HLD	146	0
	336	429	OTH	254	HLD	123	0
	337	450	OTH	210	HLD	165	0
	338	504	OTH	257	HLD	100	0
	339	317	OTH	173	HLD	113	0
	340	441	OTH	244	HLD	124	0
	341	311	OTH	208	SYS	190	0
	342	505	OTH	264	ITI	110	0
Hoosier State	850	571	SYS	376	ITI	346	0
	851	463	ENG	178	SYS	136	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	264	HLD	157	ADA	67	0
	381	213	CAR	68	HLD	51	0
	382	283	HLD	123	SYS	70	0
	383	240	HLD	142	CAR	45	0
Illini / Saluki	390	419	OTH	172	HLD	98	0
	391	373	OTH	198	ADA	69	0
	392	380	OTH	144	HLD	105	0
	393	302	OTH	112	HLD	89	0
Lincoln Service	300	97	HLD	50	SYS	19	0
	301	82	HLD	33	ENG	16	0
	302	173	HLD	79	ADA	55	0
	303	132	HLD	56	ADA	46	0
	304	200	HLD	111	ADA	62	0
	305	192	ADA	78	HLD	74	0
	306	239	ITI	99	HLD	44	0
	307	47	CAR	117	HLD	32	0

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

Service	Train	1st Quarter FY 2014					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b				
			#1	Minutes	#2	Minutes	
Standard		325					
Michigan							
Blue Water	364	566	SVS	279	ENG	262	0
	365	710	OTH	351	ENG	195	0
Pere Marquette	370	338	HLD	128	SYS	118	0
	371	652	SYS	234	HLD	128	0
Wolverine	350	513	ENG	309	OTH	181	0
	351	499	OTH	254	SYS	137	0
	352	670	ENG	266	OTH	250	0
	353	465	CON	249	SYS	157	0
	354	415	ENG	448	OTH	290	0
	355	401	SYS	205	ADA	134	0
Kansas City - St. Louis	311	135	HLD	84	ADA	31	0
	313	63	HLD	44	OTH	26	0
	314	134	HLD	67	ADA	32	0
	316	100	HLD	59	ADA	14	0
Pacific Surfliner	562	169	SYS	117	ITI	28	0
	564	114	HLD	44	SYS	32	0
	565	174	HLD	65	ENG	36	0
	566	294	HLD	176	OTH	31	0
	567	157	HLD	64	SYS	33	0
	572	398	HLD	178	ENG	77	0
	573	508	ITI	160	SYS	154	0
	579	307	HLD	139	ITI	85	0
	580	181	HLD	83	ADA	37	0
	582	108	HLD	40	CAR	25	0
	583	350	HLD	96	ADA	87	0
	591	370	ITI	247	HLD	57	0
	595	299	ENG	152	HLD	59	0
	761	295	SYS	109	HLD	86	0
	763	454	HLD	160	ENG	143	0
	768	452	ENG	161	HLD	146	0
	769	429	HLD	174	ADA	103	0
	774	298	HLD	94	ADA	68	0
	777	357	ENG	99	HLD	68	0
	784	463	HLD	243	ENG	69	0
	785	587	HLD	231	ENG	89	0
	790	583	HLD	203	ADA	115	0
	796	450	HLD	125	CON	101	0
	1761	339	HLD	169	ENG	111	0
	1790	380	HLD	159	ENG	67	0
Pennsylvanian	42	347	HLD	155	OTH	109	0
	43	245	HLD	120	OTH	43	0
Piedmont	73	220	HLD	72	OTH	63	0
	74	544	ADA	144	ITI	137	0
	75	765	ADA	218	HLD	198	0
	76	739	HLD	230	ADA	208	0
San Joaquin	701	108	ADA	40	HLD	40	0
	702	183	HLD	58	CAR	56	0
	703	312	HLD	88	CAR	65	0
	704	274	HLD	71	CON	71	0
	711	398	ADA	159	HLD	138	0
	712	532	HLD	140	ADA	131	0
	713	364	ADA	150	SYS	95	0
	714	375	ADA	96	HLD	93	0
	715	236	ADA	80	HLD	66	0
	716	281	ADA	80	HLD	70	0
	717	408	HLD	118	ADA	83	0
	718	381	HLD	135	ADA	118	0
Vermont	54	389	SYS	130	HLD	128	0
	55	397	HLD	113	SVS	60	0
	56	324	SYS	90	HLD	85	0
	57	401	HLD	143	ENG	119	0

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

Service	Train	1st Quarter FY 2014					MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^p				
			#1	Minutes	#2	Minutes	
Standard		325					

Long Distance Routes

Auto Train	52	136	ITI	45	ENG	42	0
	53	175	SYS	63	ENG	41	0
California Zephyr	5	265	SYS	68	HLD	57	0
	6	270	HLD	78	SYS	49	0
Cardinal	50	458	HLD	105	SYS	104	0
	51	408	HLD	99	SYS	67	0
Capitol Limited	29	193	HLD	92	CAR	30	0
	30	342	HLD	133	ENG	121	0
City of New Orleans	58	268	HLD	77	OTH	56	0
	59	277	HLD	91	OTH	88	0
Coast Starlight	11	537	HLD	133	SYS	104	0
	14	596	HLD	155	OTH	90	0
Crescent	19	297	HLD	78	ADA	59	0
	20	297	HLD	105	ADA	71	0
Empire Builder	27	2602	CON	2419	ENG	56	0
	28	402	ITI	235	SVS	68	0
	7	274	HLD	105	ENG	91	0
	8	533	HLD	125	ITI	93	0
Lake Shore Ltd	448	179	CON	378	ITI	190	0
	449	560	HLD	354	ADA	144	0
	48	379	HLD	205	ITI	110	0
	49	621	HLD	434	ENG	114	0
Palmetto	89	231	ADA	79	HLD	77	0
	90	258	ENG	74	HLD	66	0
Silver Meteor	97	366	ADA	129	HLD	102	0
	98	423	ADA	170	HLD	114	0
Silver Star	91	413	HLD	186	ADA	111	0
	92	564	HLD	190	ADA	129	0
Southwest Chief	3	221	HLD	94	ENG	59	0
	4	276	HLD	122	ENG	39	0
Sunset Limited	1	435	CON	135	HLD	81	0
	2	456	HLD	136	SVS	99	0
Texas Eagle	21	389	HLD	150	ENG	99	0
	22	674	HLD	174	SVS	119	0

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

^b For explanation of delay codes, see Table 19.

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

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

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

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

APPENDIX D:
ON-NEC TOTAL HOST - AND AMTRAK - RESPONSIBLE DELAYS BY TRAIN
 Minutes of Delay Per 10,000 Train-Miles
 (Excludes Third Party Delays)

Service	Train	Host ^b	1st Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	537	DSR	112	PTI	77	0
	2103	Amtrak	248	CTI	46	DSR	39	0
	2104	Amtrak	256	DSR	95	DET	34	0
	2107	Amtrak	250	MTI	47	PBB	39	0
	2108	Amtrak	133	ENG	116	PTI	18	0
	2109	Amtrak	395	PBB	50	MTI	44	0
	2110	Amtrak	229	DET	65	DSR	64	0
	2117	Amtrak	316	CTI	46	PSR	34	0
	2119	Amtrak	531	CTI	124	SYS	96	0
	2121	Amtrak	253	CTI	51	ITI	40	0
	2122	Amtrak	263	DSR	119	PSR	27	0
	2124	Amtrak	520	DSR	126	DCS	77	0
	2126	Amtrak	562	SYS	205	DSR	92	0
	2128	Amtrak	536	SYS	105	DSR	98	0
	2150	Amtrak	284	CTI	80	ENG	46	0
	2151	Amtrak	321	CTI	54	HLD	51	0
	2153	Amtrak	219	DET	36	HLD	33	0
	2154	Amtrak	231	DSR	45	DET	27	0
	2155	Amtrak	309	HLD	58	DET	32	0
	2158	Amtrak	327	DET	64	DSR	50	0
	2159	Amtrak	320	HLD	101	DCS	45	0
	2160	Amtrak	372	DSR	60	DET	55	0
	2163	Amtrak	347	HLD	79	ENG	42	0
	2164	Amtrak	295	DSR	61	SMW	48	0
	2165	Amtrak	383	HLD	79	CTI	68	0
	2166	Amtrak	240	DSR	52	ENG	32	0
	2167	Amtrak	379	HLD	59	SYS	55	0
	2168	Amtrak	332	CTI	113	DSR	47	0
	2170	Amtrak	358	DSR	59	CTI	53	0
	2171	Amtrak	337	HLD	69	CTI	65	0
	2172	Amtrak	393	DSR	57	PTI	56	0
	2173	Amtrak	432	CTI	108	SYS	60	0
	2175	Amtrak	354	HLD	57	ENG	46	0
	2190	Amtrak	309	SMW	88	ENG	79	0
	2192	Amtrak	0	-	0	-	0	0
	2193	Amtrak	23	HLD	23	-	0	0
	2203	Amtrak	130	CAR	21	SMW	21	0
	2205	Amtrak	159	ENG	41	PBB	19	0
	2207	Amtrak	98	SMW	44	PBB	19	0
	2208	Amtrak	185	SMW	106	PTI	38	0
	2211	Amtrak	256	MTI	62	SMW	55	0
	2212	Amtrak	174	MTI	53	SMW	29	0
	2213	Amtrak	311	SMW	104	PTI	70	0
	2216	Amtrak	137	ENG	68	DDA	48	0
	2220	Amtrak	295	ENG	117	DDA	73	0
	2221	Amtrak	307	CTI	63	MTI	44	0
	2222	Amtrak	318	ENG	202	PTI	55	0
	2225	Amtrak	652	ENG	411	SMW	81	0
	2228	Amtrak	79	HLD	27	PTI	27	0
	2250	Amtrak	259	HLD	61	CAR	46	0
	2251	Amtrak	190	HLD	53	ITI	44	0
	2252	Amtrak	324	MTI	99	HLD	92	0
	2253	Amtrak	378	HLD	93	OTH	42	0
	2254	Amtrak	250	MTI	50	SMW	50	0
	2255	Amtrak	294	SMW	73	PTI	46	0
	2256	Amtrak	148	HLD	65	PTI	43	0
	2257	Amtrak	228	SMW	68	HLD	39	0
	2258	Amtrak	138	ENG	72	SMW	29	0
	2259	Amtrak	175	ENG	169	HLD	67	0
	2290	Amtrak	182	PTI	39	MTI	35	0
	2297	Amtrak	124	HLD	115	CTI	9	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	1661	SYS	352	ITI	231	0
	51	Amtrak	403	PTI	109	DCS	69	0
Carolinian	79	Amtrak	534	ENG	199	HLD	55	0
	80	Amtrak	266	CTI	49	PTI	48	0
Crescent	19	Amtrak	693	PTI	116	ENG	89	0
	20	Amtrak	477	PTI	105	ENG	75	0
Keystone	600	Amtrak	311	HLD	55	DBS	47	0
	601	Amtrak	528	ENG	114	PSR	102	0
	605	Amtrak	392	PSR	94	CTI	74	0
	607	Amtrak	413	ENG	132	DBS	64	0
	609	Amtrak	1087	ENG	172	DET	118	0
	610	Amtrak	32	DBS	32	-	0	0
	611	Amtrak	802	ENG	651	DCS	82	0
	612	Amtrak	224	HLD	127	ENG	97	0
	615	Amtrak	299	HLD	97	CON	75	0
	618	Amtrak	383	ENG	242	ITI	81	0
	619	Amtrak	225	DBS	91	CON	80	0
	620	Amtrak	227	DBS	56	ITI	52	0
	622	Amtrak	218	DBS	99	DCS	28	0
	637	Amtrak	1325	ENG	1001	PSR	118	0
	639	Amtrak	767	ENG	276	SMW	209	0
	640	Amtrak	858	CTI	221	ENG	169	0
	641	Amtrak	671	ENG	138	DET	77	0
	642	Amtrak	340	MTI	66	ENG	57	0
	643	Amtrak	498	ENG	120	DBS	54	0
	644	Amtrak	750	SYS	184	HLD	107	0

APPENDIX D:
ON-NEC TOTAL HOST - AND AMTRAK - RESPONSIBLE DELAYS BY TRAIN
 Minutes of Delay Per 10,000 Train-Miles
 (Excludes Third Party Delays)

Service	Train	Host ^b	1st Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	645	Amtrak	526	HLD	86	ENG	67	0
	646	Amtrak	261	DET	50	ENG	50	0
	647	Amtrak	480	ENG	98	PTI	73	0
	648	Amtrak	340	ENG	83	HLD	45	0
	649	Amtrak	430	ENG	119	HLD	59	0
	650	Amtrak	317	PTI	64	HLD	41	0
	651	Amtrak	309	HLD	70	MTI	57	0
	652	Amtrak	369	PTI	72	CTI	58	0
	653	Amtrak	594	CTI	188	HLD	94	0
	654	Amtrak	262	HLD	75	DBS	66	0
	655	Amtrak	630	PTI	180	HLD	103	0
	656	Amtrak	233	ENG	62	DBS	54	0
	658	Amtrak	420	DBS	223	ITI	113	0
	660	Amtrak	604	PTI	214	SMW	102	0
	661	Amtrak	533	CCR	102	PTI	70	0
	662	Amtrak	591	ENG	186	PTI	148	0
	663	Amtrak	360	CTI	113	HLD	89	0
	664	Amtrak	601	DET	146	PTI	110	0
	665	Amtrak	262	HLD	70	ITI	68	0
	666	Amtrak	302	DCS	73	HLD	44	0
	667	Amtrak	393	HLD	109	CCR	68	0
	669	Amtrak	672	ITI	220	HLD	124	0
	670	Amtrak	179	PTI	70	DDA	41	0
	671	Amtrak	557	ENG	255	ITI	161	0
	672	Amtrak	181	ENG	100	HLD	33	0
	674	Amtrak	91	PTI	36	HLD	28	0
Northeast Regional								
Richmond / Newport News/Norfolk²								
	66	Amtrak	475	ENG	146	SYS	70	0
	67	Amtrak	380	ENG	156	CTI	49	0
	71	Amtrak	592	HLD	103	SVS	97	0
	82	Amtrak	835	ENG	296	DCS	153	0
	83	Amtrak	666	HLD	173	PTI	128	0
	84	Amtrak	328	DCS	128	DET	41	0
	85	Amtrak	495	CTI	113	PTI	81	0
	86	Amtrak	423	PTI	87	DET	68	0
	87	Amtrak	809	SVS	160	HLD	126	0
	88	Amtrak	342	HLD	113	ADA	31	0
	93	Amtrak	662	HLD	129	PTI	104	0
	94	Amtrak	679	CTI	177	HLD	114	0
	95	Amtrak	602	HLD	118	PTI	101	0
	99	Amtrak	644	HLD	232	ENG	151	0
	125	Amtrak	686	PTI	241	HLD	97	0
	157	Amtrak	425	HLD	109	SMW	95	0
	164	Amtrak	427	HLD	98	PTI	57	0
	174	Amtrak	406	HLD	69	CTI	60	0
	194	Amtrak	448	DCS	99	ENG	95	0
	195	Amtrak	857	ENG	278	HLD	196	0
Lynchburg³								
	145	Amtrak	444	HLD	85	PTI	78	0
	147	Amtrak	475	ENG	121	PTI	81	0
	156	Amtrak	257	SMW	52	HLD	43	0
	171	Amtrak	781	HLD	170	CTI	119	0
	176	Amtrak	397	HLD	102	ADA	63	0
All Other Northeast Regional								
	110	Amtrak	316	CTI	66	ENG	54	0
	111	Amtrak	319	CTI	67	ENG	38	0
	121	Amtrak	361	SMW	160	ENG	47	0
	123	Amtrak	287	HLD	68	SMW	65	0
	126	Amtrak	229	DET	109	PTI	65	0
	127	Amtrak	617	MTI	120	PTI	117	0
	129	Amtrak	705	SYS	119	DCS	108	0
	130	Amtrak	462	PTI	62	ENG	47	0
	131	Amtrak	279	SMW	68	ENG	40	0
	132	Amtrak	547	INJ	176	PTI	84	0
	133	Amtrak	588	CTI	157	PTI	149	0
	134	Amtrak	353	ENG	60	DSR	46	0
	135	Amtrak	516	HLD	144	DET	97	0
	136	Amtrak	503	ENG	115	HLD	97	0
	137	Amtrak	511	HLD	96	SYS	89	0
	138	Amtrak	893	SYS	186	CTI	136	0
	139	Amtrak	467	SMW	110	HLD	104	0
	140	Amtrak	521	PTI	191	HLD	73	0
	141	Amtrak	531	HLD	86	ENG	57	0
	143	Amtrak	684	HLD	156	ENG	122	0
	146	Amtrak	196	HLD	104	ADA	24	0
	148	Amtrak	652	HLD	119	CTI	90	0
	150	Amtrak	374	DET	95	HLD	58	0
	151	Amtrak	262	SYS	54	ENG	44	0
	152	Amtrak	300	ENG	105	SMW	49	0
	153	Amtrak	81	SMW	25	CAR	19	0
	154	Amtrak	181	HLD	44	CAR	41	0
	155	Amtrak	255	ENG	89	MTI	62	0
	158	Amtrak	322	ENG	79	CAR	67	0
	159	Amtrak	574	ITI	105	CAR	92	0
	160	Amtrak	324	ENG	100	SMW	72	0
	161	Amtrak	580	ENG	144	HLD	143	0
	162	Amtrak	307	ENG	130	HLD	56	0
	163	Amtrak	531	HLD	193	ENG	81	0
	165	Amtrak	401	HLD	82	DET	63	0
	166	Amtrak	948	DBB	463	HLD	145	0
	167	Amtrak	190	DCS	63	ITI	28	0
	168	Amtrak	470	HLD	126	ENG	77	0
	169	Amtrak	370	HLD	85	SMW	83	0
	170	Amtrak	382	CTI	108	ENG	72	0
	172	Amtrak	401	HLD	56	CTI	56	0
	173	Amtrak	542	ENG	137	HLD	78	0
	175	Amtrak	446	HLD	91	SYS	85	0
	177	Amtrak	507	CAR	91	SMW	80	0

APPENDIX D:
ON-NEC TOTAL HOST - AND AMTRAK - RESPONSIBLE DELAYS BY TRAIN
 Minutes of Delay Per 10,000 Train-Miles
 (Excludes Third Party Delays)

Service	Train	Host ^b	1st Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	178	Amtrak	448	ENG	79	CAR	57	0
	179	Amtrak	400	SMW	123	MTI	86	0
	180	Amtrak	561	ENG	141	DSR	85	0
	181	Amtrak	415	MTI	77	CTI	73	0
	182	Amtrak	159	SVS	44	PTI	35	0
	183	Amtrak	441	ENG	107	PTI	67	0
	184	Amtrak	568	DET	95	ENG	86	0
	185	Amtrak	602	CTI	124	HLD	124	0
	186	Amtrak	367	HLD	75	ENG	73	0
	187	Amtrak	511	ENG	131	SYS	84	0
	188	Amtrak	573	SYS	168	ENG	106	0
	190	Amtrak	304	ENG	97	HLD	42	0
	192	Amtrak	204	SVS	65	DET	41	0
	193	Amtrak	877	SYS	168	PTI	124	0
	196	Amtrak	245	DSR	65	CTI	43	0
	198	Amtrak	689	ENG	152	SMW	130	0
	401	Amtrak	798	PTI	243	ADA	191	0
	405	Amtrak	104	CAR	58	HLD	29	0
	432	Amtrak	3137	DBB	2066	CON	1008	0
	450	Amtrak	2780	CON	1520	PTI	428	0
	460	Amtrak	2653	CON	1537	PTI	532	0
	463	Amtrak	630	PTI	364	DCS	81	0
	464	Amtrak	2664	CON	1306	PTI	965	0
	465	Amtrak	1407	PTI	635	HLD	448	0
	467	Amtrak	43	HLD	43	-	0	0
	470	Amtrak	1868	PTI	796	ITI	324	0
	475	Amtrak	126	PTI	46	HLD	23	0
	476	Amtrak	2078	CON	1611	SVS	96	0
	479	Amtrak	804	ITI	349	PTI	164	0
	488	Amtrak	2254	CON	959	PTI	896	0
	490	Amtrak	1307	CON	1067	OTH	121	0
	493	Amtrak	1489	ADA	346	HLD	324	0
	494	Amtrak	4665	CON	3623	PTI	564	0
	495	Amtrak	382	DCS	61	ENG	53	0
	497	Amtrak	1095	HLD	510	PTI	411	0
Palmetto	89	Amtrak	761	CAR	120	ENG	87	0
	90	Amtrak	542	SYS	117	SMW	67	0
Pennsylvanian	42	Amtrak	415	PTI	78	HLD	61	0
	43	Amtrak	397	HLD	55	SVS	52	0
Silver Meteor	97	Amtrak	1020	ENG	156	SYS	155	0
	98	Amtrak	493	ENG	140	PTI	119	0
Silver Star	91	Amtrak	645	CAR	88	PTI	85	0
	92	Amtrak	670	PTI	147	OTH	137	0
Vermont	54	Amtrak	431	SVS	165	PTI	82	0
	55	Amtrak	610	SYS	116	CAR	114	0
	56	Amtrak	808	SVS	177	ENG	106	0
	57	Amtrak	531	DET	109	PTI	89	0

^a This table excludes third-party delays.
^b Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.
^c "Major Maintenance & Construction Allowance": minutes are included in Total Delay minutes, but are excluded for determining performance to standard.
^d Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.
^e Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Appendix E Methodologies for PRIIA 207

Financial Metrics

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

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

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

The system that will generate this metric is APT, the Amtrak Performance Tracking system. For additional information on APT and Short-Term Avoidable Operating Costs you can refer to the Intercity Passenger Rail Cost Analysis section of reports from the Volpe National Transportation Systems Center (VOLPE).

Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time. Once eight quarters of the avoidable cost APT outputs are available, reporting will begin.

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

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

Fully-Allocated Operating Costs include Direct, Shared and Overhead costs that were allocated to an Amtrak route. Direct costs include costs directly associated with operating a route such as labor, fuel, commissary, and equipment maintenance costs. Shared costs are cost categories that benefit more than one route. Examples of Shared costs are shared stations and marketing costs. Overhead costs are the general and administrative, maintenance and crew overhead. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For

comparison, the Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes. The routes that have state revenue are identified in the financial metrics.

The system that generated this metric is APT, the Amtrak Performance Tracking system. Additional information on APT and Fully-Allocated Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center (VOLPE).

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

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

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

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

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Additional information on APT and Long-Term Avoidable Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center (VOLPE).

In order to make the revenue and cost figures for this metric comparable to earlier years, the OMB's GDP Chain Deflator is being applied. For additional information on the OMB's GDP Chain Deflator refer to the following link, <http://www.whitehouse.gov/sites/default/files/omb/budget/fy2011/assets/hist10z1.xls>.

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

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

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

In order to make the revenue and cost figures for this metric comparable to earlier years the OMB's GDP Chain Deflator is being applied. For additional information on the OMB's GDP Chain Deflator refer to the following link,

<http://www.whitehouse.gov/sites/default/files/omb/budget/fy2011/assets/hist10z1.xls>.

This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

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

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

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

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

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

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