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, 2011
(First Quarter of Fiscal Year 2012)

Federal Railroad Administration
United States Department of Transportation

Published April 2012

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(Notes follow on the next page.)

Notes

Note No.	Applies to Tables—	Note
1	**1, 2, 3**	Data for tables 1 and 3 will not be available until implementation of the avoidable costing methodology for the Amtrak Performance Tracking (APT) System is complete. Data for table 2 are not available as the fully allocated cost components of the APT system are continuing to undergo verification and testing in conjunction with Amtrak's upgraded accounting system, and eight full quarters of comparable data have not yet been accumulated.
2	**All route-specific tables**	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
3	**All tables referring to "Prior Report"**	The prior report was published in January 2012, covering the quarter ended September 30, 2011.
4	**On-Time Performance, Train Delays, and Other Service Quality Tables**	For the non-financial metrics for which standards exist, numbers shown in **red** indicate that the established standard was not met.

TABLE 1 (A):
PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE

Including State Revenue (See Note 1 at the beginning of this document)

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

Excludes Capital Charges.
** Includes state revenue.*

TABLES 1(B) Through 3(B):

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

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

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

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

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

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

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE

Including State Revenue. Year 2010 Constant Dollars

Current Period	Prior Period	Prior Report
Jan. 10 - Dec. 11	Jan. 09 - Dec. 10	Oct. 09 - Sep. 11
($0.068)	($0.077)	($0.071)

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

TABLE 4 (B):
ADJUSTED (LOSS) PER PASSENGER-MILE

Excluding State Revenue. Year 2010 Constant Dollars

Current Period	Prior Period	Prior Report
Jan. 10 - Dec. 11	Jan. 09 - Dec. 10	Oct. 09 - Sep. 11
($0.095)	($0.102)	($0.100)

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

TABLE 5:
PASSENGER-MILES PER TRAIN-MILE

Service	Current Period Jan. 10 - Dec. 11	Prior Period Jan. 09 - Dec. 10	Prior Report Oct. 09 - Sep. 11
Acela Express			
Acela Express	191	181	190
Other NEC Corridor Routes			
Keystone Service	140	134	139
Northeast Regional (Boston - Washington)	199	192	197
Richmond / Newport News	236	230	236
Lynchburg	225	Not Available	275
New Haven - Springfield	117	109	116
Non-NEC Corridor Routes			
Capitol Corridor	90	86	89
Carolinian	279	271	277
Cascades	144	137	145
Downeaster	98	91	97
Empire Corridor			
Adirondack	218	197	215
Empire Service	127	119	125
Ethan Allen Express	165	147	161
Maple Leaf	105	100	104
Heartland Flyer	98	91	96
Hiawatha	152	144	151
Hoosier State	67	62	66
Illinois			
Carl Sandburg / Illinois Zephyr	99	94	97
Illini / Saluki	124	112	122
Lincoln Service	143	127	139
Michigan			
Blue Water	155	130	151
Pere Marquette	127	123	127
Wolverine	159	150	158
Kansas City - St. Louis	88	78	86
Pacific Surfliner	139	134	139
Pennsylvanian	190	190	192
Piedmont	69	67	68
San Joaquins	113	103	111
Vermonter	147	130	148
Long-Distance Routes			
Auto Train	364	337	353
California Zephyr	174	164	173
Capitol Limited	199	191	197
Cardinal	128	123	126
City of New Orleans	164	152	160
Coast Starlight	220	219	221
Crescent	173	159	170
Empire Builder	201	203	202
Lake Shore Ltd	218	215	235
Palmetto	150	142	149
Silver Meteor	226	208	224
Silver Star	196	185	194
Southwest Chief	197	185	195
Sunset Limited	132	119	130
Texas Eagle	185	172	183

TABLE 6:
ON-TIME PERFORMANCE (OTP)

Service[a]	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters	Test #2 Endpoint OTP[b] 1st Quarter FY 2012	Test #3 All-Stations OTP[c] 1st Quarter FY 2012
Acela Express			
Standard	**>=0**	**90.0%**	**90.0%**
Acela Express	**-0.1**	90.2%	92.1%
Other NEC Corridor Routes			
Standard	**>=0**	**85.0%**	**85.0%**
Keystone	0.1	89.2%	95.5%
Total Northeast Regional		85.8%	88.6%
Richmond / Newport News[d]	**-0.1**	87.4%	85.4%
Lynchburg[e]	Not Available	90.2%	87.0%
All Other Northeast Regional	**-0.4**	85.1%	90.3%
Non-NEC Corridor Routes			
Standard	**>=0**	**80.0%**	**80.0%**
Capitol Corridor	1.8	94.1%	95.3%
Carolinian	1.8	**76.1%**	**71.1%**
Cascades	0.9	**77.6%**	80.3%
Downeaster	0.0	80.8%	91.3%
Empire Corridor	1.9	88.0%	84.4%
Adirondack	1.3	**74.5%**	**61.4%**
Ethan Allen Express	1.2	**69.0%**	85.4%
Maple Leaf	1.2	**78.3%**	**75.6%**
New York - Albany[f]	2.9	92.2%	96.0%
New York - Niagara Falls	1.4	95.4%	87.1%
Heartland Flyer	2.4	**75.5%**	86.8%
Hiawatha	0.6	91.6%	95.7%
Hoosier State	2.0	**63.5%**	**72.9%**
Illinois	2.7	**78.1%**	**73.3%**
Carl Sandburg / Illinois Zephyr	0.7	87.2%	87.5%
Illini / Saluki	3.0	**74.7%**	**59.4%**
Lincoln Service	3.3	**75.3%**	**73.9%**
Michigan	1.7	**40.5%**	**57.6%**
Blue Water	3.1	**58.5%**	**74.5%**
Pere Marquette	2.9	**51.6%**	**76.2%**
Wolverine	0.9	**30.8%**	**50.7%**
Kansas City - St. Louis	8.0	89.1%	87.8%
Pacific Surfliner	0.1	**76.9%**	84.9%
Pennsylvanian	0.5	92.9%	87.7%
Piedmont	0.7	**73.1%**	89.1%
San Joaquin	1.0	88.4%	87.3%
Vermonter	2.2	81.0%	**76.5%**
Long-Distance Routes			
Standard	**>=0**	**80.0%**	**80.0%**
Auto Train	1.7	90.8%	94.0%
California Zephyr	2.5	**32.6%**	**41.2%**
Capitol Limited	1.2	**54.3%**	**42.0%**
Cardinal	1.1	**54.4%**	**46.9%**
City of New Orleans	1.2	84.8%	**59.7%**
Coast Starlight	1.2	85.9%	**71.8%**
Crescent	0.8	88.0%	**77.5%**
Empire Builder	**-0.1**	**66.2%**	**43.9%**
Lake Shore Ltd	1.2	**65.9%**	**50.9%**
Palmetto	1.6	85.3%	**77.8%**
Silver Meteor	0.6	**78.3%**	**68.2%**
Silver Star	1.2	**76.6%**	**67.1%**
Southwest Chief	**-0.4**	**69.0%**	**52.7%**
Sunset Limited	0.1	**73.1%**	**52.9%**
Texas Eagle	3.1	**78.8%**	**55.4%**

[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.*
Note: All Stations OTP data provided as information. Standard is effective starting in FY 2012.

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

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

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

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

Service	Host		1st Quarter FY 2012						
			Total Delay	Largest 2 Delay Categories[b]				MM&C Allowance[c]	*Route Miles*
				#1	Minutes	#2	Minutes		
Standard			**900**						
Acela Express									
Acela Express	MNRR		482	DSR	187	CTI	143	*0*	*56*
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News[d]	CSX		**1292**	DSR	279	RTE	246	*0*	*189*
	MNRR		702	DSR	188	CTI	161	*0*	*56*
Lynchburg[e]	MNRR		676	CTI	221	RTE	201	*0*	*56*
	NS		245	FTI	70	DCS	64	*0*	*166*
All Other Northeast Regional	MNRR		766	CTI	421	DSR	184	*0*	*56*
Non-NEC Corridor Routes									
Capitol Corridor	UP		616	PTI	182	RTE	160	*0*	*168*
Carolinian	CSX		**1268**	FTI	369	PTI	281	*48*	*295*
	NS		294	PTI	102	DSR	78	*0*	*202*
Cascades	BNSF		**1045**	FTI	242	PTI	219	*0*	*343*
	UP		712	FTI	332	DCS	182	*0*	*125*
Downeaster	MBTA		**1391**	DSR	965	CTI	250	*0*	*38*
	PanAm		618	DSR	211	DCS	159	*0*	*77*
Empire Corridor									
Adirondack	CN		**2311**	DSR	848	RTE	794	*0*	*49*
	CP		**2840**	DSR	1383	PTI	730	*0*	*178*
	CSX		666	DSR	249	PTI	203	*0*	*89*
	MNRR		660	CTI	276	DSR	190	*0*	*64*
Ethan Allen Express	CP		**4142**	DSR	2917	FTI	394	*0*	*60*
	CSX		778	PTI	266	DSR	187	*0*	*89*
	MNRR		755	CTI	342	RTE	145	*0*	*64*
	VTR		**6333**	DSR	6206	FTI	68	*0*	*24*
Maple Leaf	CSX		**1244**	FTI	366	RTE	288	*0*	*396*
	MNRR		538	CTI	361	DSR	61	*0*	*64*
New York - Albany[f]	CSX		544	DSR	218	DCS	147	*0*	*71*
	MNRR		485	CTI	233	RTE	107	*0*	*64*
New York - Niagara Falls	CSX		**1069**	FTI	323	RTE	268	*0*	*394*
	MNRR		510	CTI	211	RTE	127	*0*	*64*
Heartland Flyer	BNSF		**1604**	DSR	1189	FTI	290	*0*	*238*
Hiawatha	CP		418	FTI	166	DCS	123	*0*	*53*
	Metra		**1457**	CTI	876	DCS	262	*0*	*29*
Hoosier State	CSX		**913**	FTI	481	DCS	174	*0*	*169*
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF		876	DSR	357	FTI	229	*0*	*257*
Illini / Saluki	CN		**1179**	FTI	562	PTI	169	*0*	*306*
Lincoln Service	CN		**3508**	DSR	1037	FTI	1012	*0*	*37*
	UP		772	PTI	462	DSR	102	*0*	*231*
Michigan									
Blue Water	Amtrak		**1118**	PTI	332	DSR	269	*0*	*99*
	CN		**1370**	FTI	779	PTI	331	*0*	*159*
	NS		**3917**	FTI	1202	RTE	1058	*0*	*61*
Pere Marquette	CSX		528	DCS	247	RTE	120	*0*	*135*
	NS		**4258**	FTI	1647	DCS	962	*0*	*39*
Wolverine	Amtrak		**1074**	PTI	461	DCS	256	*0*	*99*
	CN		**1847**	FTI	887	DSR	293	*0*	*27*
	NS		**2379**	FTI	643	DSR	606	*0*	*173*
Kansas City - St. Louis	UP		702	FTI	254	DSR	203	*0*	*271*
Pacific Surfliner	BNSF		**1100**	DCS	381	RTE	251	*0*	*22*
	SCRRA		**1107**	PTI	468	CTI	307	*0*	*95*
	SDNRR		**1272**	CTI	523	PTI	363	*0*	*60*
	UP		**911**	PTI	644	DCS	82	*0*	*174*

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

Service	Host		1st Quarter FY 2012						
			Total Delay	Largest 2 Delay Categories[b]				MM&C Allowance[c]	*Route Miles*
				#1	Minutes	#2	Minutes		
Standard			**900**						
Pennsylvanian	NS		682	FTI	384	RTE	149	*0*	*249*
Piedmont	NS		475	DSR	135	FTI	107	*0*	*173*
San Joaquin	BNSF		700	PTI	304	FTI	167	*0*	*284*
	UP		876	PTI	307	FTI	217	*0*	*88*
Vermonter	MNRR		**1023**	CTI	595	DSR	272	*0*	*56*
	NECR		**926**	DSR	755	FTI	49	*0*	*238*
Long-Distance Routes									
Auto Train	CSX		**1113**	FTI	434	PTI	242	*11*	*914*
California Zephyr	BNSF		**1715**	FTI	591	DSR	547	*0*	*1,027*
	UP		784	FTI	277	DCS	184	*0*	*1,431*
Capitol Limited	CSX		**1004**	FTI	304	DSR	225	*81*	*307*
	NS		**1726**	FTI	976	RTE	309	*0*	*481*
Cardinal	BBrRR		**2099**	DSR	553	DCS	537	*0*	*132*
	CSX		**941**	FTI	386	DSR	248	*0*	*698*
	NS		**1118**	FTI	407	PTI	241	*0*	*79*
City of New Orleans	CN		**1233**	FTI	590	DSR	188	*0*	*930*
Coast Starlight	BNSF		**952**	RTE	270	FTI	224	*0*	*186*
	SCRRA		**1809**	CTI	1031	PTI	478	*0*	*48*
	UP		**908**	PTI	278	DCS	208	*0*	*1,159*
Crescent	NS		511	FTI	186	PTI	108	*0*	*1,141*
Empire Builder	BNSF		818	FTI	322	DSR	306	*0*	*2,147*
	CP		**976**	FTI	582	DCS	129	*0*	*384*
	Metra		867	CTI	742	FTI	55	*0*	*29*
Lake Shore Ltd	CSX		**1162**	FTI	336	RTE	227	*0*	*741*
	MNRR		**1351**	CTI	718	RTE	418	*0*	*64*
	NS		**1698**	FTI	920	RTE	304	*0*	*339*
Palmetto	CSX		782	FTI	303	PTI	206	*22*	*659*
Silver Meteor	CSX		673	FTI	237	DCS	131	*9*	*1,152*
	Fla DOT		**959**	CTI	340	DCS	267	*0*	*68*
Silver Star	CSX		862	FTI	281	DCS	214	*11*	*1,209*
	Fla DOT		**1437**	CTI	640	DCS	342	*0*	*68*
	NS		536	PTI	409	DCS	60	*0*	*28*
Southwest Chief	BNSF		610	DSR	154	FTI	153	*0*	*2,198*
	NMDOT		**1077**	DSR	430	CTI	274	*0*	*80*
Sunset Limited	BNSF		**1042**	DSR	500	PTI	237	*0*	*190*
	UP		**1459**	FTI	734	DSR	304	*0*	*1,784*
Texas Eagle	BNSF		**1427**	DSR	753	FTI	373	*0*	*126*
	CN		**4757**	FTI	1724	DSR	997	*0*	*37*
	UP		**1607**	FTI	679	DSR	352	*0*	*1,104*

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

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

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

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

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

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

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

Service	1st Quarter FY 2012						
	Total Delay	Largest 2 Delay Categories[b]				MM&C Allowance[c]
		#1	Minutes	#2	Minutes	
Standard	**325**					
Acela Express						
Acela Express	87	OTH	55	ENG	12	*0*
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News[d]	**384**	HLD	191	OTH	70	*0*
Lynchburg[e]	**370**	HLD	163	OTH	144	*0*
All Other Northeast Regional	**391**	OTH	240	ENG	82	*0*
Non-NEC Corridor Routes						
Capitol Corridor	194	HLD	50	ADA	47	*0*
Carolinian	**523**	HLD	271	ADA	136	*0*
Cascades	232	ENG	51	ADA	45	*0*
Downeaster	156	ITI	62	OTH	39	*0*
Empire Corridor						
Adirondack	215	HLD	84	OTH	28	*0*
Ethan Allen Express	241	HLD	117	ENG	46	*0*
Maple Leaf	279	HLD	121	SYS	81	*0*
New York - Albany[f]	84	HLD	43	ADA	15	*0*
New York - Niagara Falls	241	HLD	92	SYS	79	*0*
Heartland Flyer	186	HLD	103	ENG	28	*0*
Hiawatha	**413**	OTH	230	HLD	114	*0*
Hoosier State	**439**	SYS	230	ENG	195	*0*
Illinois						
Carl Sandburg / Illinois Zephyr	144	HLD	82	ENG	22	*0*
Illini / Saluki	203	HLD	80	OTH	56	*0*
Lincoln Service	87	HLD	30	ADA	25	*0*
Michigan						
Blue Water	**599**	HLD	301	OTH	248	*0*
Pere Marquette	**386**	SYS	176	HLD	100	*0*
Wolverine	289	OTH	133	HLD	94	*0*
Kansas City - St. Louis	168	HLD	88	ADA	29	*0*
Pacific Surfliner	**388**	HLD	97	ENG	92	*0*
Pennsylvanian	243	HLD	146	ADA	44	*0*
Piedmont	**486**	HLD	102	ENG	49	*0*
San Joaquin	180	HLD	42	ADA	37	*0*
Vermonter	190	HLD	65	OTH	39	*0*
Long-Distance Routes						
Auto Train	90	ENG	25	INJ	18	*0*
California Zephyr	301	SYS	113	HLD	51	*0*
Capitol Limited	**335**	HLD	136	SYS	97	*0*
Cardinal	**486**	HLD	170	SVS	78	*0*
City of New Orleans	218	HLD	81	SYS	44	*0*
Coast Starlight	**494**	SYS	137	HLD	112	*0*
Crescent	238	HLD	73	ADA	61	*0*
Empire Builder	313	HLD	104	CON	58	*0*
Lake Shore Ltd	**565**	HLD	222	CON	149	*0*
Palmetto	166	ADA	57	HLD	43	*0*
Silver Meteor	321	ADA	120	HLD	100	*0*
Silver Star	**405**	HLD	176	ADA	86	*0*
Southwest Chief	309	HLD	118	ENG	57	*0*
Sunset Limited	**405**	HLD	98	SYS	94	*0*
Texas Eagle	**359**	HLD	144	SYS	57	*0*

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

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

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

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

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

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

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

Service	Host[b]	1st Quarter FY 2012							
		Total Delay**	Largest 2 Delay Categories				*MM&C Allowance*[c]	*Route Miles*
			#1	Minutes	#2	Minutes		
Acela Express								
Standard		**265**						
Acela Express	Amtrak	226	CTI	31	PTI	26	*0*	*401*
Other Services								
Standard		**475**						
Keystone	Amtrak	360	CTI	52	HLD	52	*0*	*195*
Cardinal	Amtrak	**801**	PTI	110	ENG	108	*0*	*226*
Carolinian	Amtrak	394	PTI	65	CTI	62	*0*	*226*
Crescent	Amtrak	**482**	PTI	112	CAR	56	*0*	*226*
Northeast Regional	Amtrak	399	ENG	18	HLD	16	*0*	
Richmond / Newport News[d]	Amtrak	375	ENG	58	HLD	45	*0*	*463*
Lynchburg[e]	Amtrak	359	HLD	62	PTI	44	*0*	*463*
All Other Northeast Regional	Amtrak	412	CTI	3	DBS	1	*0*	*463*
Palmetto	Amtrak	364	ENG	82	CTI	42	*0*	*226*
Pennsylvanian	Amtrak	294	HLD	59	CTI	41	*0*	*195*
Silver Meteor	Amtrak	**633**	PTI	170	CAR	111	*0*	*226*
Silver Star	Amtrak	354	PTI	116	SVS	41	*0*	*226*
Vermonter	Amtrak	**594**	SVS	108	PTI	102	*0*	*304*

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

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

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

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

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

TABLE 10:
CUSTOMER SERVICE INDICATOR (CSI) SCORES

Service		1st Quarter FY 2012					
		Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard		**82**	**80**	**80**	**80**	**80**	**80**
Acela Express							
Acela Express		79	76	75	79	66	54
Other NEC Corridor Routes							
Keystone Service		80	82	73	79	59	Not Applicable
Northeast Regional (Boston - Washington)		77	78	68	76	54	53
Richmond / Newport News[b]		80	77	68	78	56	57
Lynchburg[c]		89	83	72	84	55	63
New Haven - Springfield		76	79	69	77	58	62
Non-NEC Corridor Routes							
Capitol Corridor		87	88	80	84	69	66
Carolinian		78	81	71	80	59	60
Cascades		89	86	82	87	73	71
Downeaster		91	92	85	87	75	74
Empire Corridor							
Adirondack		77	81	71	82	54	48
Ethan Allen Express		78	77	64	74	58	48
Maple Leaf		79	80	66	80	52	59
New York - Albany[d]		82	89	71	76	55	Not Applicable
Heartland Flyer		92	94	89	91	85	82
Hiawatha		86	87	74	81	57	Not Applicable
Hoosier State		75	87	73	79	67	Not Applicable
Illinois							
Carl Sandburg / Illinois Zephyr		88	84	77	81	67	66
Illini / Saluki		79	79	71	80	62	66
Lincoln Service		78	78	67	75	57	54
Michigan							
Blue Water		86	82	73	85	62	68
Pere Marquette		84	87	79	87	72	Not Applicable
Wolverine		71	77	65	74	57	60
Kansas City - St. Louis		89	87	77	78	63	68
Pacific Surfliner		87	84	81	87	72	68
Pennsylvanian		85	84	71	82	63	67
Piedmont		91	88	81	91	84	Not Applicable
San Joaquins		89	89	82	85	70	76
Vermonter		82	81	74	78	60	59
Long-Distance Routes							
Auto Train		86	88	78	70	72	78
California Zephyr		82	79	70	78	55	67
Capitol Limited		79	82	68	76	62	71
Cardinal		74	77	59	73	56	58
City of New Orleans		81	78	72	73	68	67
Coast Starlight		77	80	67	76	61	68
Crescent		81	78	65	76	57	71
Empire Builder		73	76	61	76	52	66
Lake Shore Ltd		74	77	57	69	54	64
Palmetto		82	81	71	78	58	61
Silver Meteor		77	79	67	73	54	65
Silver Star		75	78	64	74	55	69
Southwest Chief		83	84	71	76	58	72
Sunset Limited		87	85	73	79	65	74
Texas Eagle		76	79	69	78	56	70

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

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

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

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

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

Service		1st Quarter FY 2012		
		Service Interruptions	Train - Miles	Ratio
Acela Express				
Acela Express		29	880,811	0.33
Other NEC Corridor Routes				
Keystone Service		13	356,420	0.36
Total Northeast Regional		83	1,475,642	0.56
Richmond / Newport News[b]		23	411,044	0.56
Lynchburg[c]		2	111,749	0.18
All Other Northeast Regional		58	952,849	0.61
Non-NEC Corridor Routes				
Capitol Corridor		12	324,628	0.37
Carolinian		4	121,052	0.33
Cascades		9	255,241	0.35
Downeaster		6	109,831	0.55
Empire Corridor		11	557,220	0.20
Adirondack		4	73,332	0.55
Ethan Allen Express		1	45,252	0.22
Maple Leaf		3	99,960	0.30
New York - Albany[d]		3	174,498	0.17
New York - Niagara Falls		0	164,179	0.00
Heartland Flyer		1	40,447	0.25
Hiawatha		4	115,384	0.35
Hoosier State		7	23,060	3.04
Illinois		9	403,584	0.22
Carl Sandburg / Illinois Zephyr		2	101,157	0.20
Illini / Saluki		4	122,111	0.33
Lincoln Service		3	180,316	0.17
Michigan		4	272,052	0.15
Blue Water		1	62,802	0.16
Pere Marquette		1	34,491	0.29
Wolverine		2	174,760	0.11
Kansas City - St. Louis		3	95,137	0.32
Pacific Surfliner		45	435,259	1.03
Pennsylvanian		2	81,550	0.25
Piedmont		4	66,604	0.60
San Joaquins		10	359,861	0.28
Vermonter		7	72,504	0.97
Long-Distance Routes				
Auto Train		4	159,843	0.25
California Zephyr		32	393,125	0.81
Capitol Limited		7	150,146	0.47
Cardinal		6	89,188	0.67
City of New Orleans		5	182,041	0.27
Coast Starlight		16	272,319	0.59
Crescent		12	257,970	0.47
Empire Builder		21	458,350	0.46
Lake Shore Ltd		9	201,385	0.45
Palmetto		6	122,056	0.49
Silver Meteor		16	262,626	0.61
Silver Star		17	287,044	0.59
Southwest Chief		26	441,249	0.59
Sunset Limited		4	166,914	0.24
Texas Eagle		13	262,708	0.49

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

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

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

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

TABLE 12:
COMPLAINTS RECEIVED
Complaints per 1,000 Passengers

Service		1st Quarter FY 2012		
		Food-Related		Train-Related
Amtrak Premium				
Acela Express		0.07		2.48
Amtrak Corridor				
Keystone		0.01		1.32
Northeast Regional		0.02		2.03
Short Distance				
Capitols		0.00		0.19
Carolinian		0.09		5.64
Cascades		0.01		2.00
Downeaster		0.00		0.79
Empire Corridor				
Adirondack		0.04		2.37
Empire Service		0.02		0.96
Ethan Allen Express		0.08		1.78
Maple Leaf		0.13		2.03
Heartland Flyer		0.00		8.29
Hiawatha		0.00		0.33
Hoosier State		0.00		8.31
Illinois				
Carl Sandburg / Illinois Zephyr		0.00		1.87
Illini / Saluki		0.00		1.23
Lincoln Service		0.04		2.82
Michigan				
Blue Water		0.44		7.13
Pere Marquette		0.00		3.18
Wolverine		0.09		5.77
Kansas City - St. Louis		0.09		5.00
Pacific Surfliner		0.03		1.86
Pennsylvanian		0.01		4.24
Piedmont		0.00		0.94
San Joaquins		0.00		1.70
Vermonter		0.01		4.65
Long Distance				
Auto Train		1.38		8.82
California Zephyr		1.70		25.53
Capitol Limited		0.58		16.05
Cardinal		1.09		27.78
City of New Orleans		1.55		12.68
Coast Starlight		0.72		11.10
Crescent		0.92		10.45
Empire Builder		0.44		14.12
Lake Shore Ltd		0.28		8.82
Palmetto		0.24		10.31
Silver Meteor		0.94		20.56
Silver Star		0.61		24.36
Southwest Chief		0.40		13.83
Sunset Limited		2.13		22.62
Texas Eagle		1.35		22.87

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 2012					
	Menu / Selection / Availability	Other	Pricing	Quality	Service	Total
Amtrak System	**501**	**119**	**19**	**49**	**623**	**1,311**
Amtrak Premium	**20**	**0**	**0**	**7**	**30**	**57**
Acela Express	20	0	0	7	30	57
Amtrak Corridor	**28**	**0**	**0**	**6**	**20**	**54**
Keystone	4	0	0	0	0	4
Northeast Regional	24	0	0	6	20	50
Short Distance	**48**	**6**	**7**	**5**	**26**	**92**
Capitols	0	0	0	0	0	0
Carolinian	1	0	3	0	4	8
Cascades	0	1	1	0	0	2
Downeaster	0	0	0	0	0	0
Empire Corridor	10	0	0	2	6	18
Adirondack	2	0	0	0	0	2
Empire Service	1	0	0	0	6	7
Ethan Allen Express	3	0	0	0	0	3
Maple Leaf	4	0	0	2	0	6
Heartland Flyer	0	0	0	0	0	0
Hiawatha	0	0	0	0	0	0
Hoosier State	0	0	0	0	0	0
Illinois	7	0	0	0	0	7
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0
Illini / Saluki	0	0	0	0	0	0
Lincoln Service	7	0	0	0	0	7
Michigan	24	3	2	0	4	33
Blue Water	16	2	2	0	2	22
Pere Marquette	0	0	0	0	0	0
Wolverine	8	1	0	0	2	11
Kansas City - St. Louis	0	0	1	1	2	4
Pacific Surfliner	5	2	0	1	9	17
Pennsylvanian	1	0	0	0	0	1
Piedmont	0	0	0	0	0	0
San Joaquins	0	0	0	1	0	1
Vermonter	0	0	0	0	1	1
Long Distance	**405**	**113**	**12**	**31**	**547**	**1,108**
Auto Train	31	6	0	2	55	94
California Zephyr	83	8	8	4	54	157
Capitol Limited	7	3	0	0	25	35
Cardinal	18	6	0	0	13	37
City of New Orleans	38	29	0	2	58	127
Coast Starlight	26	15	0	4	48	93
Crescent	23	3	0	0	52	78
Empire Builder	6	8	2	2	46	64
Lake Shore Ltd	11	2	0	0	16	29
Palmetto	5	0	0	1	6	12
Silver Meteor	39	3	0	3	45	90
Silver Star	46	5	0	1	21	73
Southwest Chief	13	14	1	9	13	50
Sunset Limited	28	4	1	0	23	56
Texas Eagle	31	7	0	3	72	113

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 2012					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	**1,026**	**248**	**1,930**	**1,739**	**2,192**	**7,135**
Amtrak Premium	**69**	**2**	**33**	**64**	**62**	**230**
Acela Express	69	2	33	64	62	230
Amtrak Corridor	**245**	**59**	**100**	**238**	**250**	**892**
Keystone	46	11	12	29	28	126
Northeast Regional	199	48	88	209	222	766
Short Distance	**223**	**80**	**215**	**380**	**381**	**1,279**
Capitols	8	1	4	14	17	44
Carolinian	22	0	29	43	43	137
Cascades	23	6	24	31	28	112
Downeaster	5	3	8	2	6	24
Empire Corridor	27	8	38	33	39	145
Adirondack	3	2	1	5	7	18
Empire Service	17	6	23	17	25	88
Ethan Allen Express	0	0	0	4	1	5
Maple Leaf	7	0	14	7	6	34
Heartland Flyer	1	0	5	7	3	16
Hiawatha	1	0	1	2	6	10
Hoosier State	3	0	1	2	3	9
Illinois	20	17	4	51	43	135
Carl Sandburg / Illinois Zephyr	7	7	0	12	2	28
Illini / Saluki	1	5	0	3	5	14
Lincoln Service	12	5	4	36	36	93
Michigan	25	7	27	28	34	121
Blue Water	11	2	5	3	8	29
Pere Marquette	3	1	3	5	2	14
Wolverine	11	4	19	20	24	78
Kansas City - St. Louis	6	5	1	18	12	42
Pacific Surfliner	37	15	38	82	65	237
Pennsylvanian	14	3	16	10	18	61
Piedmont	1	0	0	0	6	7
San Joaquins	19	13	3	46	42	123
Vermonter	11	2	16	11	16	56
Long Distance	**489**	**107**	**1,582**	**1,057**	**1,499**	**4,734**
Auto Train	8	0	54	22	46	130
California Zephyr	48	15	153	77	178	471
Capitol Limited	24	8	82	30	55	199
Cardinal	14	4	42	20	27	107
City of New Orleans	29	6	66	33	117	251
Coast Starlight	37	7	156	97	118	415
Crescent	27	8	133	49	105	322
Empire Builder	37	11	220	106	116	490
Lake Shore Ltd	39	5	57	94	50	245
Palmetto	7	5	16	24	39	91
Silver Meteor	60	8	104	98	165	435
Silver Star	58	10	119	174	128	489
Southwest Chief	44	10	131	81	114	380
Sunset Limited	11	2	52	39	68	172
Texas Eagle	46	8	197	113	173	537

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 2012					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	**929**	**1,083**	**315**	**2,051**	**1,578**	**5,956**
Amtrak Premium	**14**	**7**	**4**	**63**	**6**	**94**
Acela Express	14	7	4	63	6	94
Amtrak Corridor	**45**	**153**	**15**	**279**	**119**	**611**
Keystone	0	14	1	30	2	47
Northeast Regional	45	139	14	249	117	564
Short Distance	**74**	**182**	**26**	**368**	**193**	**843**
Capitols	0	0	0	5	0	5
Carolinian	11	18	0	52	35	116
Cascades	0	0	2	24	8	34
Downeaster	0	1	0	3	0	4
Empire Corridor	8	24	1	42	26	101
Adirondack	1	6	1	8	18	34
Empire Service	5	14	0	29	0	48
Ethan Allen Express	0	1	0	1	2	4
Maple Leaf	2	3	0	4	6	15
Heartland Flyer	0	2	0	5	2	9
Hiawatha	0	0	2	9	0	11
Hoosier State	0	0	0	9	0	9
Illinois	4	23	4	38	13	82
Carl Sandburg / Illinois Zephyr	1	2	1	6	0	10
Illini / Saluki	0	6	0	6	2	14
Lincoln Service	3	15	3	26	11	58
Michigan	5	36	6	40	46	133
Blue Water	0	6	0	8	8	22
Pere Marquette	0	1	0	2	1	4
Wolverine	5	29	6	30	37	107
Kansas City - St. Louis	2	18	8	12	6	46
Pacific Surfliner	24	38	2	84	35	183
Pennsylvanian	18	10	1	12	3	44
Piedmont	0	1	0	1	0	2
San Joaquins	0	6	0	16	7	29
Vermonter	2	5	0	16	12	35
Long Distance	**796**	**741**	**270**	**1,341**	**1,260**	**4,408**
Auto Train	49	9	19	93	42	212
California Zephyr	139	42	34	95	164	474
Capitol Limited	38	14	6	72	24	154
Cardinal	18	13	15	23	43	112
City of New Orleans	68	50	16	159	60	353
Coast Starlight	69	38	5	140	67	319
Crescent	44	114	18	75	76	327
Empire Builder	67	51	16	133	72	339
Lake Shore Ltd	17	65	9	66	47	204
Palmetto	13	37	5	52	54	161
Silver Meteor	42	96	31	94	154	417
Silver Star	31	85	27	107	129	379
Southwest Chief	66	35	12	111	115	339
Sunset Limited	25	38	6	21	59	149
Texas Eagle	110	54	51	100	154	469

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 2012

Amtrak System		**2503**

Division

Central		524
Mid-Atlantic		445
Northeast		566
Pacific		213
Pacific Northwest		132
Southern		335
Southwest		288

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

TABLE 17:
PUBLIC BENEFITS

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

TABLE 18:
ROUTE DESCRIPTIONS

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

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

TABLE 19:
AMTRAK DELAY CODE DEFINITIONS

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

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

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

TABLE 20:
HOST RAILROAD CODE DEFINITIONS

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

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 1st Quarter FY 2012	Test #3 Endpoint OTP[b] 1st Quarter FY 2012
Acela Express				
Standard		***≥ 0***	***90%***	***90%***
Acela Express	2100	0.2	**87.9%**	97.0%
	2103	0.5	100.0%	99.6%
	2104	2.0	**89.7%**	96.1%
	2107	**-1.2**	96.8%	97.7%
	2109	0.2	91.4%	98.4%
	2110	1.3	93.0%	97.8%
	2117	**-2.2**	**86.2%**	90.5%
	2119	0.3	**87.9%**	91.3%
	2121	0.1	96.5%	96.9%
	2122	**-0.3**	**89.3%**	90.5%
	2124	**-0.4**	**88.7%**	**87.8%**
	2126	0.0	93.1%	92.0%
	2150	0.7	**77.2%**	**88.4%**
	2151	**-0.2**	**84.1%**	**87.5%**
	2153	**-2.0**	**89.7%**	91.4%
	2154	1.3	96.8%	95.1%
	2155	0.5	92.1%	92.4%
	2158	1.5	**88.9%**	91.9%
	2159	0.3	**84.1%**	**88.7%**
	2160	1.8	94.8%	93.7%
	2163	0.4	90.5%	92.3%
	2164	**-0.9**	90.5%	92.7%
	2165	1.6	**87.9%**	93.2%
	2166	**-0.6**	91.4%	93.1%
	2167	1.1	**82.5%**	92.0%
	2168	0.9	95.2%	95.4%
	2170	**-0.3**	93.1%	92.5%
	2171	**-2.7**	92.1%	**89.7%**
	2172	0.0	**87.3%**	**87.2%**
	2173	**-1.0**	93.1%	91.1%
	2190	0.9	92.1%	94.2%
	2193	2.4	95.2%	91.7%
	2203	0.2	100.0%	100.0%
	2205	**-1.1**	**85.7%**	93.4%
	2207	**-0.6**	93.3%	93.0%
	2208	2.4	92.3%	100.0%
	2211	**-1.0**	92.3%	94.0%
	2212	1.4	96.3%	98.0%
	2213	**-2.2**	91.7%	92.3%
	2216	0.9	100.0%	100.0%
	2220	2.4	100.0%	100.0%
	2221	1.9	100.0%	95.7%
	2222	1.9	100.0%	97.9%
	2225	**-2.2**	**83.3%**	**82.8%**
	2228	0.4	100.0%	96.0%
	2250	2.2	93.1%	94.6%
	2251	0.6	100.0%	97.7%
	2252	2.0	**78.6%**	93.6%
	2253	0.2	**85.7%**	**89.8%**
	2254	**-0.3**	**78.6%**	**89.9%**
	2255	**-1.9**	**71.4%**	**72.8%**
	2256	**-1.1**	**64.3%**	**80.2%**
	2257	**-1.1**	**71.4%**	**77.9%**
	2258	**-1.0**	**61.5%**	**86.9%**
	2259	**-0.6**	**71.4%**	**79.5%**
	2290	0.1	100.0%	93.6%
	2297	**-3.0**	**61.5%**	**73.9%**

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 1st Quarter FY 2012	Test #3 Endpoint OTP[b] 1st Quarter FY 2012
Other NEC Corridor Routes				
Standard		***≥ 0***	***85.0%***	***85.0%***
Northeast Regional				
Richmond / Newport News[c]	66	1.5	94.6%	**84.9%**
	67	**-0.3**	93.5%	94.6%
	82	**-0.2**	**80.0%**	**74.9%**
	83	3.2	**84.6%**	**84.9%**
	84	**-1.5**	93.7%	95.3%
	85	0.7	**84.1%**	92.0%
	86	1.7	96.8%	**87.6%**
	87	2.7	**75.0%**	**75.3%**
	88	0.0	**79.3%**	**81.9%**
	93	1.7	92.0%	91.7%
	94	1.4	**81.0%**	**76.2%**
	95	2.4	**76.2%**	**71.7%**
	99	0.7	**75.9%**	**80.1%**
	125	Not Available	90.5%	92.0%
	157	Not Available	**84.6%**	**88.9%**
	164	Not Available	**82.1%**	**84.1%**
	174	Not Available	93.7%	92.3%
	194	**-1.5**	**79.3%**	**76.7%**
	195	1.4	**79.3%**	**79.3%**
Lynchburg[d]	145	**-0.8**	92.3%	**78.7%**
	147	0.2	100.0%	**88.0%**
	156	**-13.5**	86.2%	**88.0%**
	171	**-6.3**	85.7%	**89.4%**
	176	**-5.4**	93.7%	**85.5%**
All Other Northeast Regional	110	**-0.7**	87.3%	97.3%
	111	1.0	92.1%	97.5%
	123	Not Available	92.3%	99.2%
	126	Not Available	92.3%	97.6%
	127	**-0.7**	92.1%	96.0%
	129	**-0.8**	**74.6%**	91.8%
	130	**-0.2**	85.7%	94.5%
	131	**-0.3**	93.1%	98.3%
	132	Not Available	**69.2%**	**86.7%**
	133	**-2.0**	**57.1%**	**84.2%**
	134	0.8	**81.5%**	90.7%
	135	0.7	86.2%	**87.9%**
	136	3.4	92.3%	95.4%
	137	**-0.6**	**82.5%**	**87.6%**
	138	**-0.8**	**66.7%**	**85.4%**
	139	Not Available	**84.6%**	90.5%
	140	1.7	85.7%	92.7%
	141	2.5	88.9%	**85.1%**
	143	2.1	93.1%	94.6%
	146	4.0	93.8%	97.0%
	148	2.0	**82.3%**	**85.6%**
	150	0.8	93.1%	97.3%
	151	0.9	98.4%	99.0%
	152	2.3	**82.8%**	91.6%
	153	**-1.6**	86.2%	95.6%
	154	1.8	**84.6%**	90.2%
	155	0.8	100.0%	100.0%
	158	**-1.8**	**69.0%**	**87.2%**
	159	3.4	86.2%	93.4%
	160	**-0.4**	86.2%	90.6%
	161	1.2	89.7%	**88.8%**
	162	0.3	89.7%	94.1%
	163	**-1.4**	**79.3%**	**84.9%**
	165	**-1.3**	89.7%	**87.8%**
	166	**-2.1**	**61.5%**	**85.8%**
	167	0.0	**81.3%**	**89.0%**
	168	**-0.3**	93.8%	95.1%
	169	**-0.7**	**72.4%**	**81.1%**
	170	**-0.5**	**82.5%**	**87.2%**
	172	0.0	**84.1%**	**79.3%**
	173	1.9	**84.1%**	**88.7%**

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 1st Quarter FY 2012	Test #3 Endpoint OTP[b] 1st Quarter FY 2012
	175	-1.1	90.5%	90.1%
	177	0.2	82.5%	84.0%
	178	-2.9	89.8%	95.0%
	179	-0.5	82.3%	90.4%
	180	0.2	84.1%	96.8%
	181	-1.2	69.8%	91.3%
	182	-1.9	89.7%	94.7%
	183	-0.2	95.2%	97.1%
	184	-4.5	66.7%	73.0%
	185	-0.9	87.3%	92.7%
	186	0.9	93.7%	97.6%
	187	-1.0	85.7%	93.8%
	188	2.5	92.1%	93.9%
	190	-0.1	87.3%	89.9%
	192	2.7	93.8%	92.2%
	193	0.4	77.8%	86.2%
	196	1.7	91.7%	95.9%
	198	-30.5	70.7%	91.8%
	401	7.4	89.3%	97.0%
	405	7.4	96.6%	98.6%
	432	Not Available	91.7%	91.7%
	450	5.5	75.9%	90.1%
	460	5.3	85.7%	85.3%
	463	5.6	96.4%	100.0%
	464	4.5	67.9%	84.7%
	465	Not Available	83.3%	92.7%
	467	2.7	87.5%	98.3%
	470	4.2	88.7%	90.9%
	475	6.9	98.4%	98.3%
	476	4.7	73.0%	77.9%
	479	8.3	95.2%	98.9%
	488	6.3	71.4%	74.2%
	490	6.6	93.5%	92.6%
	493	8.5	96.8%	98.1%
	494	8.1	67.7%	74.1%
	495	5.0	93.5%	96.2%
	497	9.3	91.7%	100.0%
Keystone	600	-0.2	93.7%	98.3%
	601	0.3	92.1%	96.5%
	605	0.6	93.7%	98.2%
	607	-1.8	92.1%	94.5%
	609	3.3	98.4%	99.4%
	610	1.5	93.8%	100.0%
	611	-0.5	93.8%	96.0%
	612	0.1	76.9%	84.2%
	615	0.8	91.7%	97.4%
	618	-3.3	95.9%	97.6%
	619	-0.9	95.2%	95.1%
	620	1.0	96.8%	97.4%
	622	0.6	95.2%	98.5%
	637	-4.1	78.6%	85.7%
	639	0.9	93.7%	98.7%
	640	0.9	79.4%	96.3%
	641	0.4	90.5%	94.9%
	642	1.1	88.9%	94.5%
	643	0.9	87.3%	94.3%
	644	0.6	93.7%	97.6%
	645	-0.3	79.4%	90.3%
	646	1.1	87.3%	94.0%
	647	0.1	90.5%	96.3%
	648	0.2	95.2%	98.0%
	649	-1.3	81.0%	94.6%
	650	0.4	88.9%	96.9%
	651	0.1	84.1%	91.7%
	652	-0.8	68.3%	92.4%
	653	2.1	85.7%	92.4%
	654	-0.5	90.5%	96.4%
	655	1.6	84.1%	92.5%
	656	-0.1	96.8%	97.4%

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 1st Quarter FY 2012	Test #3 Endpoint OTP[b] 1st Quarter FY 2012
	658	1.1	92.9%	92.9%
	660	1.7	86.2%	97.8%
	661	-0.2	86.2%	95.7%
	662	1.7	93.8%	99.1%
	663	-3.5	86.2%	94.9%
	664	1.1	96.6%	97.0%
	665	1.6	89.7%	94.9%
	666	-0.3	96.6%	97.1%
	667	-1.7	79.3%	96.1%
	668	-0.7	100.0%	100.0%
	669	-3.9	86.2%	95.2%
	670	0.0	86.2%	95.5%
	671	-4.7	79.3%	90.9%
	672	0.6	89.7%	99.5%
Non-NEC Corridor Routes				
Standard		***≥ 0***	***80.0%***	***80.0%***
Capitol Corridor	518	3.7	95.2%	96.4%
	520	2.1	100.0%	100.0%
	521	0.8	100.0%	99.1%
	522	2.5	98.4%	96.0%
	523	1.0	95.2%	97.0%
	524	2.8	95.2%	98.1%
	525	2.7	95.2%	99.1%
	526	2.5	96.8%	96.2%
	527	1.1	95.2%	95.0%
	528	3.5	95.2%	95.6%
	529	1.4	98.4%	98.6%
	530	4.0	95.2%	95.6%
	531	3.4	93.5%	98.9%
	532	2.8	91.9%	91.1%
	533	1.7	95.2%	97.7%
	534	1.9	96.8%	98.2%
	535	1.9	87.1%	92.5%
	536	0.9	93.5%	96.3%
	537	1.6	87.1%	90.1%
	538	0.9	95.2%	94.4%
	540	3.0	96.8%	98.8%
	541	2.9	93.5%	93.5%
	542	1.5	96.8%	94.6%
	543	1.8	90.3%	95.8%
	544	1.5	90.3%	89.0%
	545	2.5	91.9%	94.1%
	546	3.2	93.5%	90.3%
	547	1.4	96.8%	94.4%
	548	-1.2	98.4%	100.0%
	549	1.0	90.3%	94.5%
	551	1.4	93.5%	95.1%
	553	0.5	91.8%	95.7%
	720	2.0	93.3%	93.8%
	723	-0.4	90.0%	94.6%
	724	1.8	93.3%	89.4%
	727	0.9	93.3%	99.0%
	728	1.7	93.3%	94.1%
	729	0.4	80.0%	98.0%
	732	0.6	96.7%	95.7%
	733	1.1	93.3%	94.9%
	734	0.3	86.7%	91.0%
	736	2.0	96.7%	94.1%
	737	2.2	86.7%	96.5%
	738	3.7	100.0%	100.0%
	741	0.3	93.3%	94.7%
	742	1.4	83.3%	86.3%
	743	0.4	90.0%	95.8%
	744	0.9	90.0%	92.3%
	745	0.9	93.3%	92.7%
	746	3.0	100.0%	100.0%
	747	2.5	96.7%	97.4%
	748	2.4	100.0%	97.9%
	749	1.2	93.3%	97.9%

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 1st Quarter FY 2012	Test #3 Endpoint OTP[b] 1st Quarter FY 2012
	751	3.1	100.0%	100.0%
Carolinian	79	1.6	**65.2%**	**64.5%**
	80	2.0	87.0%	**77.7%**
Cascades	500	2.2	83.7%	88.0%
	501	2.0	**74.4%**	86.9%
	504	3.3	87.9%	89.7%
	506	2.6	**60.0%**	**71.1%**
	507	2.8	83.7%	81.5%
	508	4.4	87.8%	83.9%
	509	2.9	81.5%	**78.9%**
	510	0.7	80.0%	92.8%
	513	**-2.7**	**54.3%**	**64.9%**
	516	**-2.1**	**75.0%**	**75.9%**
	517	0.4	83.3%	86.7%
Downeaster	680	**-0.4**	81.0%	94.4%
	681	0.2	91.9%	92.0%
	682	**-0.1**	88.9%	95.8%
	683	0.5	91.9%	95.2%
	684	0.3	**62.9%**	90.5%
	685	1.5	82.3%	91.3%
	686	0.0	**79.0%**	90.8%
	687	0.1	**73.0%**	84.5%
	688	0.4	87.3%	94.7%
	689	**-1.4**	87.3%	91.3%
	690	**-0.9**	88.9%	95.9%
	691	3.9	88.9%	100.0%
	692	0.9	82.8%	96.6%
	693	0.8	**75.9%**	86.8%
	694	**-0.3**	**53.8%**	85.8%
	695	**-1.0**	**76.9%**	83.8%
	696	**-0.5**	**58.6%**	89.9%
	697	**-0.6**	**79.3%**	85.0%
	698	**-1.2**	**78.6%**	84.3%
	699	**-4.2**	85.7%	90.1%

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ON-TIME PERFORMANCE (OTP) BY TRAIN

Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 1st Quarter FY 2012	Test #3 Endpoint OTP[b] 1st Quarter FY 2012
Empire Corridor				
Adirondack	68	0.8	**78.3%**	**54.2%**
	69	1.8	**70.7%**	**68.7%**
Maple Leaf	63	2.2	92.4%	81.4%
	64	0.3	**64.1%**	**69.9%**
New York - Albany[e]	230	3.1	95.2%	98.4%
	232	1.2	95.2%	100.0%
	233	3.4	87.0%	94.5%
	234	3.0	95.2%	99.2%
	235	3.3	88.9%	97.7%
	236	2.3	93.5%	95.7%
	237	4.9	95.2%	98.8%
	238	4.7	93.5%	95.2%
	239	1.1	88.0%	98.3%
	241	2.9	89.1%	95.0%
	242	5.0	93.7%	95.0%
	243	1.5	91.3%	94.6%
	244	2.4	94.6%	94.6%
	245	3.5	92.0%	96.3%
	250	2.7	93.3%	95.7%
	252	2.7	94.1%	95.8%
	253	1.5	89.7%	96.1%
	254	5.3	92.3%	97.4%
	255	2.7	92.3%	98.9%
	261	1.8	95.1%	94.7%
New York - Niagara Falls	280	0.9	93.7%	86.7%
	281	2.3	95.7%	83.7%
	283	3.2	95.7%	91.8%
	284	**-0.6**	94.7%	86.7%
	288	2.2	100.0%	88.2%
Ethan Allen Express	290	1.4	**71.4%**	85.4%
	291	0.9	**59.5%**	86.7%
	293	2.3	**61.5%**	**78.3%**
	296	1.4	92.3%	87.8%
Heartland Flyer	821	2.5	**71.7%**	92.6%
	822	2.2	**79.3%**	80.9%
Hiawatha	329	0.5	96.2%	97.2%
	330	0.1	96.2%	99.0%
	331	2.0	94.6%	97.2%
	332	0.4	95.7%	97.8%
	333	0.3	92.4%	96.3%
	334	0.9	92.4%	95.8%
	335	1.1	91.3%	95.0%
	336	2.5	95.7%	98.3%
	337	1.5	89.1%	94.6%
	338	0.1	90.2%	94.8%
	339	0.1	92.4%	94.1%
	340	**-1.7**	83.7%	95.0%
	341	1.2	87.0%	91.5%
	342	**-0.8**	87.0%	94.1%
Hoosier State	850	1.3	**61.5%**	**69.9%**
	851	3.4	**65.4%**	**75.9%**
Illinois				
Carl Sandburg / Illinois Zephyr	380	0.4	83.7%	81.4%
	381	**-0.5**	84.8%	94.2%
	382	1.1	91.3%	84.0%
	383	1.9	89.0%	90.3%

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

Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 1st Quarter FY 2012	Test #3 Endpoint OTP[b] 1st Quarter FY 2012
Illini / Saluki	390	3.7	72.8%	69.4%
	391	3.9	78.3%	44.9%
	392	2.5	66.3%	63.6%
	393	1.8	81.5%	59.6%
Lincoln Service	300	2.4	66.3%	85.7%
	301	5.1	82.6%	80.4%
	302	2.9	50.0%	76.1%
	303	2.3	58.7%	46.5%
	304	3.0	87.0%	75.5%
	305	3.1	78.3%	67.6%
	306	3.9	89.1%	86.5%
	307	3.9	90.2%	75.9%
Michigan				
Blue Water	364	3.1	80.2%	72.0%
	365	3.0	37.0%	76.9%
Pere Marquette	370	2.3	65.9%	75.6%
	371	3.7	37.4%	76.9%
Wolverine	350	0.1	30.4%	37.1%
	351	1.4	38.0%	85.1%
	352	0.7	22.8%	29.4%
	353	2.1	32.6%	67.6%
	354	-0.1	38.0%	43.1%
	355	2.3	22.8%	51.1%
Kansas City - St. Louis	311	5.4	90.2%	89.7%
	313	7.9	92.4%	92.1%
	314	8.7	83.7%	81.8%
	316	9.6	90.2%	87.7%
Pacific Surfliner	562	0.0	87.5%	94.5%
	564	-0.6	92.9%	96.4%
	563	Not Available	71.9%	92.1%
	565	3.0	100.0%	100.0%
	566	1.0	88.9%	96.8%
	567	0.8	62.5%	94.5%
	571	1.1	70.0%	90.6%
	572	-0.5	89.3%	97.0%
	573	0.5	75.0%	93.0%
	577	3.1	69.2%	78.6%
	578	-0.7	88.0%	95.7%
	579	1.5	87.5%	94.8%
	580	0.2	84.6%	92.4%
	582	1.4	80.7%	89.0%
	583	0.0	88.1%	94.4%
	587	-0.8	26.3%	59.8%
	589	-1.4	81.3%	77.0%
	590	1.5	87.9%	99.0%
	591	-0.1	64.0%	74.8%
	592	-1.2	73.3%	86.1%
	595	-1.6	75.6%	81.6%
	597	-1.7	60.0%	68.8%
	763	-0.3	64.1%	75.9%
	768	0.4	73.9%	91.8%
	769	-0.3	75.0%	87.8%
	774	0.2	93.5%	86.3%
	775	0.4	83.7%	76.4%
	784	-0.7	60.4%	84.5%
	785	-0.8	69.6%	74.7%
	792	4.8	67.9%	44.7%
	796	-0.1	68.5%	88.1%
	798	-0.1	78.1%	64.7%
	799	0.9	57.6%	83.9%
Pennsylvanian	42	0.6	95.3%	91.3%
	43	0.3	90.1%	84.5%
	44	0.7	100.0%	82.7%

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

Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 1st Quarter FY 2012	Test #3 Endpoint OTP[b] 1st Quarter FY 2012
Piedmont	73	0.7	**79.3%**	90.7%
	76	Not Available	**60.9%**	87.7%
San Joaquin	701	1.4	94.6%	92.7%
	702	0.0	93.5%	85.9%
	703	1.6	81.5%	84.9%
	704	1.4	91.3%	89.3%
	711	1.2	91.3%	93.6%
	712	0.3	84.8%	81.4%
	713	0.9	81.5%	83.6%
	714	0.5	87.0%	87.7%
	715	1.4	87.0%	83.8%
	716	1.6	92.4%	91.3%
	717	1.3	83.7%	83.9%
	718	0.9	92.4%	90.0%
Vermonter	54	2.6	86.2%	87.4%
	55	1.8	82.5%	**77.4%**
	56	2.3	**73.0%**	**70.1%**
	57	2.1	89.7%	**77.8%**
Long Distance Routes				
Standard		***≥ 0***	***80.0%***	***80.0%***
Auto Train	52	2.6	93.5%	96.7%
	53	0.8	88.0%	91.3%
California Zephyr	5	2.8	**52.2%**	**31.2%**
	6	2.2	**13.0%**	**51.1%**
Cardinal	50	0.6	**40.0%**	**35.1%**
	51	1.7	**69.2%**	**58.6%**
Capitol Limited	29	0.7	**47.8%**	**61.6%**
	30	1.7	**60.9%**	**22.5%**
City of New Orleans	58	1.2	87.0%	**67.8%**
	59	1.2	82.6%	**51.7%**
Coast Starlight	11	0.7	84.8%	**79.4%**
	14	1.8	87.0%	**64.3%**
Crescent	19	0.9	85.9%	**75.1%**
	20	0.7	90.2%	**79.9%**
Empire Builder	27	0.0	**71.7%**	**45.9%**
	28	**-0.2**	80.2%	**40.9%**
	7	0.1	80.4%	**47.4%**
	8	**-0.3**	**32.6%**	**41.3%**
Lake Shore Ltd	448	10.1	**76.1%**	**51.2%**
	449	6.5	84.9%	**50.6%**
	48	2.0	**71.7%**	**54.9%**
	49	**-0.3**	**32.6%**	**46.7%**
Palmetto	89	2.3	82.6%	**68.3%**
	90	1.1	88.0%	87.4%
Silver Meteor	97	**-0.1**	**75.0%**	**70.9%**
	98	1.3	81.5%	**65.4%**
Silver Star	91	0.7	**66.3%**	**66.7%**
	92	1.5	87.0%	**67.5%**
Southwest Chief	3	0.0	**78.3%**	**58.6%**
	4	**-0.7**	**59.8%**	**46.7%**
Sunset Limited	1	3.8	84.6%	**59.0%**
	2	2.4	**61.5%**	**46.8%**
Texas Eagle	21	3.1	82.6%	**53.1%**
	22	3.1	**75.0%**	**57.7%**

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

[b] *All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.*
Note: All Stations OTP data provided as information. Standard is effective starting in FY 2012.

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

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

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

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

Service	Train	Host		1st Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Acela Express									
Acela Express	2150	MNRR		615	CTI	354	DSR	252	0
	2151	MNRR		536	DSR	258	CTI	244	0
	2153	MNRR		465	DSR	348	CTI	83	0
	2154	MNRR		374	DSR	305	DCS	35	0
	2155	MNRR		533	CTI	153	DCS	142	0
	2158	MNRR		329	DSR	119	DMW	99	0
	2159	MNRR		446	CTI	279	DCS	84	0
	2160	MNRR		471	DSR	200	CTI	160	0
	2163	MNRR		570	CTI	343	DSR	147	0
	2164	MNRR		113	DSR	74	CTI	31	0
	2165	MNRR		157	DSR	117	CTI	22	0
	2166	MNRR		240	CTI	234	DSR	6	0
	2167	MNRR		266	DSR	173	CTI	68	0
	2168	MNRR		428	CTI	221	DSR	105	0
	2170	MNRR		751	CTI	397	RTE	197	0
	2171	MNRR		**1380**	DSR	922	DCS	248	0
	2172	MNRR		272	CTI	113	DSR	91	0
	2173	MNRR		613	DSR	348	CTI	172	0
	2190	MNRR		587	DSR	482	CTI	71	0
	2193	MNRR		112	CTI	63	DSR	49	0
	2250	MNRR		105	DSR	49	DMW	25	0
	2251	MNRR		74	DSR	42	CTI	32	0
	2252	MNRR		151	DSR	124	DMW	27	0
	2253	MNRR		**1508**	DCS	1501	CTI	7	0
	2254	MNRR		**906**	DMW	906	-	-	0
	2255	MNRR		**1811**	DMW	1403	CTI	191	0
	2256	MNRR		319	PTI	242	CTI	77	0
	2257	MNRR		765	PTI	383	DSR	217	0
	2258	MNRR		110	DSR	55	DCS	55	0
	2259	MNRR		**944**	DMW	599	DSR	179	0
	2290	MNRR		212	DSR	156	DMW	33	0
	2297	MNRR		852	DCS	302	DSR	261	0
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News[d]	194	CSX		**1777**	DCS	706	DSR	433	55
		MNRR		861	PTI	485	DSR	242	0
	195	CSX		**1577**	RTE	453	DMW	306	94
		MNRR		661	CTI	251	DSR	245	0
	66	CSX		**1215**	DSR	382	PTI	320	86
		MNRR		235	DSR	155	CTI	37	0
	67	CSX		**1205**	DSR	289	FTI	218	89
		MNRR		473	CTI	171	DSR	167	0
	82	CSX		**1708**	FTI	783	DCS	595	0
		MNRR		332	CTI	191	DSR	140	0
	83	CSX		**1608**	DSR	370	PTI	321	0
		MNRR		481	CTI	316	DSR	165	0
	84	CSX		850	RTE	404	FTI	162	173
	85	CSX		**1169**	CTI	428	RTE	194	173
	86	CSX		812	RTE	435	DSR	165	175
		MNRR		433	DSR	298	DCS	75	0
	87	CSX		296	DSR	98	RTE	66	105
	88	CSX		**1977**	DCS	1297	RTE	246	97
		MNRR		**3231**	DBS	1936	DMW	1017	0
	93	CSX		926	CTI	303	DSR	205	217
		MNRR		510	DSR	299	CTI	193	0
	94	CSX		**1422**	DSR	406	RTE	378	106
		MNRR		592	DSR	286	CTI	249	0

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

Service	Train	Host		1st Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	95	CSX		**1773**	DSR	532	PTI	471	101
		MNRR		590	RTE	391	CTI	136	0
	99	CSX		**1189**	DCS	371	DSR	344	55
		MNRR		702	CTI	306	DMW	179	0
	125	CSX		**1813**	CTI	978	RTE	250	0
	157	CSX		**1603**	DCS	1080	RTE	286	0
	164	CSX		757	RTE	249	FTI	175	97
		MNRR		**2640**	DCS	1958	DSR	325	0
	174	CSX		**1109**	RTE	594	DSR	135	0
		MNRR		454	CTI	266	DSR	96	0
Lynchburg[e]	145	MNRR		810	CTI	604	DSR	165	0
		NS		174	DCS	80	FTI	56	0
	147	MNRR		845	CTI	381	DSR	155	0
		NS		77	RTE	37	DCS	16	0
	156	NS		206	DCS	72	DSR	46	0
	171	MNRR		672	CTI	252	DSR	227	0
		NS		428	CTI	152	FTI	122	0
	176	MNRR		612	RTE	414	DSR	96	0
		NS		134	FTI	52	DCS	48	0
All Other Northeast Regional	132	MNRR		604	CTI	591	DSR	14	0
	135	MNRR		**1416**	CTI	647	DMW	554	0
	136	MNRR		687	CTI	316	DSR	275	0
	137	MNRR		**1040**	CTI	675	DSR	332	0
	139	MNRR		495	DSR	275	CTI	179	0
	140	MNRR		670	DMW	376	DSR	147	0
	141	MNRR		533	CTI	414	RTE	43	0
	143	MNRR		**925**	DSR	300	CTI	268	0
	146	MNRR		502	DSR	379	CTI	112	0
	148	MNRR		804	CTI	611	DSR	107	0
	150	MNRR		217	DSR	128	CTI	51	0
	160	MNRR		**963**	DSR	504	CTI	306	0
	161	MNRR		**1065**	CTI	338	DCS	293	0
	162	MNRR		788	CTI	499	DMW	99	0
	163	MNRR		**1084**	CTI	603	DMW	277	0
	165	MNRR		**1958**	DCS	1014	DMW	370	0
	166	MNRR		412	CTI	206	DSR	192	0
	167	MNRR		**905**	CTI	869	DCS	36	0
	168	MNRR		810	CTI	619	DSR	179	0
	169	MNRR		249	DSR	217	CTI	32	0
	170	MNRR		444	CTI	276	DMW	92	0
	172	MNRR		527	DSR	286	CTI	147	0
	173	MNRR		420	DSR	201	CTI	176	0
	175	MNRR		**1783**	CTI	1650	DSR	65	0
	177	MNRR		550	CTI	303	DSR	179	0
	178	MNRR		339	CTI	157	DSR	100	0
	179	MNRR		351	DSR	181	CTI	105	0
	190	MNRR		**1091**	CTI	629	DSR	428	0
Non-NEC Corridor Routes									
Capitol Corridor	518	UP		488	RTE	198	PTI	139	0
	520	UP		340	FTI	116	PTI	91	0
	521	UP		482	PTI	148	RTE	117	0
	522	UP		308	PTI	142	RTE	59	0
	523	UP		390	RTE	126	PTI	104	0
	524	UP		724	PTI	266	RTE	210	0
	525	UP		384	DCS	154	PTI	118	0
	526	UP		**906**	PTI	493	DCS	218	0
	527	UP		**1010**	RTE	312	PTI	295	0
	528	UP		762	PTI	255	RTE	157	0
	529	UP		357	RTE	124	DCS	95	0
	530	UP		561	DCS	212	RTE	197	0
	531	UP		836	PTI	357	RTE	271	0
	532	UP		806	RTE	338	DMW	115	0
	533	UP		497	PTI	129	DCS	113	0
	534	UP		810	PTI	343	DCS	199	0
	535	UP		857	RTE	227	DCS	171	0
	536	UP		409	FTI	162	DCS	88	0
	537	UP		773	RTE	178	PTI	164	0
	538	UP		899	PTI	297	RTE	185	0
	540	UP		456	PTI	162	FTI	98	0

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

Service	Train	Host		1st Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	541	UP		550	DCS	138	FTI	131	0
	542	UP		598	PTI	152	FTI	131	0
	543	UP		619	DCS	153	PTI	146	0
	544	UP		638	RTE	162	PTI	146	0
	545	UP		476	RTE	131	PTI	131	0
	546	UP		544	PTI	150	RTE	138	0
	547	UP		790	PTI	321	RTE	248	0
	548	UP		**1000**	RTE	624	PTI	190	0
	549	UP		622	RTE	281	PTI	148	0
	551	UP		451	PTI	152	DCS	140	0
	553	UP		607	PTI	272	DCS	101	0
	720	UP		736	PTI	313	RTE	229	0
	723	UP		655	DCS	347	PTI	166	0
	724	UP		869	DCS	278	PTI	222	0
	727	UP		666	RTE	243	DCS	174	0
	728	UP		525	DCS	242	PTI	122	0
	729	UP		715	PTI	360	DCS	170	0
	732	UP		417	RTE	191	DCS	107	0
	733	UP		**912**	PTI	324	RTE	214	0
	734	UP		679	PTI	205	FTI	192	0
	736	UP		545	PTI	181	DSR	155	0
	737	UP		870	RTE	291	DCS	197	0
	738	UP		278	RTE	99	PTI	92	0
	741	UP		497	PTI	219	RTE	112	0
	742	UP		612	PTI	168	RTE	120	0
	743	UP		629	PTI	194	RTE	135	0
	744	UP		436	RTE	148	PTI	115	0
	745	UP		315	RTE	100	PTI	84	0
	746	UP		161	PTI	57	RTE	54	0
	747	UP		469	PTI	206	RTE	120	0
	748	UP		301	RTE	87	DSR	56	0
	749	UP		706	PTI	374	RTE	164	0
	751	UP		153	RTE	69	PTI	46	0
Carolinian	79	CSX		**1324**	FTI	395	PTI	327	100
		NS		389	PTI	175	DSR	92	0
	80	CSX		**1212**	FTI	343	PTI	235	44
		NS		199	DCS	70	DSR	65	0
Cascades	500	BNSF		746	PTI	208	DSR	153	0
		UP		**1028**	FTI	566	DCS	243	0
	501	BNSF		825	DSR	239	RTE	196	0
	504	UP		696	DCS	204	FTI	195	0
	506	BNSF		**1017**	DSR	234	FTI	206	0
	507	BNSF		**1113**	PTI	415	FTI	200	0
		UP		684	FTI	304	DCS	194	0
	508	BNSF		632	RTE	179	FTI	167	0
	509	BNSF		**967**	FTI	279	DSR	213	0
		UP		442	FTI	265	DCS	87	0
	510	BNSF		**1569**	PTI	589	FTI	353	0
	513	BNSF		**1182**	FTI	311	DSR	232	0
	516	BNSF		**1135**	FTI	308	DSR	277	0
	517	BNSF		**1164**	PTI	384	DSR	248	0
Downeaster	680	MBTA		**1440**	DSR	1025	CTI	370	0
		PanAm		389	DSR	219	DCS	136	0
	681	MBTA		**1698**	DSR	1092	CTI	606	0
		PanAm		228	DSR	178	DCS	40	0
	682	MBTA		**953**	DSR	794	DCS	80	0
		PanAm		403	DCS	174	DSR	136	0
	683	MBTA		**1037**	DSR	879	DCS	90	0
		PanAm		264	DSR	129	DCS	44	0
	684	MBTA		**1208**	DSR	819	CTI	226	0
		PanAm		**1289**	PTI	837	DSR	287	0
	685	MBTA		**1468**	DSR	1114	FTI	149	0
		PanAm		476	DSR	249	DCS	224	0
	686	MBTA		**1698**	DSR	1131	CTI	427	0
		PanAm		488	DSR	266	DCS	78	0

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

Service	Train	Host		1st Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	687	MBTA		**2062**	DSR	1398	CTI	537	0
		PanAm		**1060**	DCS	397	DSR	310	0
	688	MBTA		873	DSR	739	CTI	80	0
		PanAm		424	PTI	181	DSR	166	0
	689	MBTA		**924**	DSR	596	DCS	151	0
		PanAm		355	DSR	269	DCS	48	0
	690	MBTA		753	DSR	753	-	-	0
		PanAm		140	DSR	140	-	-	0
	691	MBTA		751	DSR	751	-	-	0
		PanAm		229	DSR	120	FTI	52	0
	692	MBTA		**1194**	DSR	987	DMW	141	0
		PanAm		**1648**	FTI	1392	DSR	139	0
	693	MBTA		**1063**	DSR	751	CTI	195	0
		PanAm		**1223**	DCS	423	PTI	339	0
	694	MBTA		**1455**	DSR	1160	DCS	224	0
		PanAm		**987**	PTI	396	DCS	316	0
	695	MBTA		**2239**	DSR	1302	PTI	631	0
		PanAm		401	DSR	220	DCS	180	0
	696	MBTA		**2892**	DSR	1606	CTI	912	0
		PanAm		**1078**	DCS	373	PTI	337	0
	697	MBTA		**2253**	DSR	1377	FTI	292	0
		PanAm		647	DCS	337	PTI	175	0
	698	MBTA		**992**	CTI	406	DSR	321	0
		PanAm		**967**	DCS	372	PTI	326	0
	699	MBTA		**1408**	DSR	746	CTI	425	0
		PanAm		512	DSR	223	DCS	209	0
Empire Corridor									
Adirondack	68	CN		**1582**	RTE	737	DSR	516	0
		CP		**3081**	DSR	1437	PTI	1024	0
		CSX		841	DSR	378	PTI	288	0
		MNRR		681	CTI	302	DSR	251	0
	69	CN		**3033**	DSR	1177	RTE	852	0
		CP		**2602**	DSR	1329	FTI	461	0
		CSX		492	DCS	126	DSR	121	0
		MNRR		640	CTI	249	RTE	191	0
Maple Leaf	63	CSX		**1094**	RTE	332	FTI	289	0
		MNRR		507	CTI	290	DCS	108	0
	64	CSX		**1395**	FTI	442	PTI	260	0
		MNRR		568	CTI	432	RTE	78	0
New York - Albany[f]	230	CSX		250	DSR	207	RTE	43	0
		MNRR		259	CTI	172	RTE	37	0
	232	CSX		240	DSR	185	DCS	18	0
		MNRR		712	CTI	542	RTE	78	0
	233	CSX		526	DMW	215	DCS	112	0
		MNRR		783	CTI	317	RTE	224	0
	234	CSX		277	DSR	192	DCS	35	0
		MNRR		162	CTI	98	DCS	41	0
	235	CSX		758	PTI	304	RTE	182	0
		MNRR		456	RTE	169	DSR	115	0
	236	CSX		565	DSR	299	DCS	206	0
		MNRR		352	CTI	174	PTI	82	0
	237	CSX		587	PTI	229	DSR	187	0
		MNRR		27	CTI	15	RTE	7	0
	238	CSX		801	DSR	308	DCS	251	0
		MNRR		336	CTI	126	RTE	70	0
	239	CSX		309	DSR	156	PTI	71	0
		MNRR		**1972**	CTI	1673	RTE	254	0
	241	CSX		399	DCS	176	DSR	115	0
		MNRR		578	RTE	295	CTI	217	0
	242	CSX		818	DSR	423	DCS	119	0
		MNRR		331	DSR	140	RTE	107	0
	243	CSX		776	DCS	413	DSR	276	0
		MNRR		514	RTE	181	DSR	145	0
	244	CSX		556	DSR	263	DMW	115	0
		MNRR		512	CTI	299	DCS	77	0

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

Service	Train	Host		1st Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	245	CSX		507	DSR	329	DCS	127	0
		MNRR		383	DSR	232	DCS	60	0
	250	CSX		548	DCS	326	DSR	212	0
		MNRR		162	CTI	84	RTE	58	0
	252	CSX		183	DSR	158	DCS	17	0
		MNRR		74	DCS	37	CTI	18	0
	253	CSX		762	PTI	444	DCS	147	0
		MNRR		503	RTE	260	DSR	157	0
	254	CSX		632	DSR	349	DCS	163	0
		MNRR		193	CTI	121	DSR	72	0
	255	CSX		349	PTI	294	DSR	54	0
		MNRR		604	CTI	326	DSR	229	0
	261	CSX		487	DCS	249	DSR	211	0
		MNRR		383	DSR	153	DCS	96	0
New York - Niagara Falls	280	CSX		854	RTE	223	DSR	184	0
		MNRR		642	CTI	320	DCS	103	0
	281	CSX		**1101**	FTI	432	RTE	249	0
		MNRR		739	CTI	321	RTE	280	0
	283	CSX		896	FTI	323	RTE	237	0
		MNRR		292	CTI	114	DSR	75	0
	284	CSX		**1501**	FTI	358	RTE	339	0
		MNRR		438	CTI	147	RTE	136	0
	288	CSX		**1128**	RTE	383	FTI	334	0
		MNRR		374	RTE	205	CTI	85	0
Ethan Allen Express	290	CP		**3822**	DSR	2798	DCS	387	0
		CSX		**1005**	PTI	416	DSR	279	0
		MNRR		777	DMW	212	CTI	204	0
		VTR		**6575**	DSR	6482	FTI	60	0
	291	CP		**4150**	DSR	2987	FTI	560	0
		CSX		683	DCS	221	PTI	180	0
		MNRR		781	CTI	322	RTE	195	0
		VTR		**6552**	DSR	6393	FTI	111	0
	293	CP		**3853**	DSR	3457	RTE	153	0
		CSX		365	DCS	156	DSR	113	0
		MNRR		**2065**	CTI	1872	RTE	157	0
		VTR		**4924**	DSR	4924	-	-	0
	296	CP		**3929**	DSR	2883	PTI	357	0
		CSX		616	DCS	278	PTI	191	0
		MNRR		24	DCS	24	-	-	0
		VTR		**6823**	DSR	6437	RTE	386	0
Heartland Flyer	821	BNSF		**1671**	DSR	1257	FTI	241	0
	822	BNSF		**1538**	DSR	1122	FTI	339	0
Hiawatha	329	CP		109	DCS	57	FTI	24	0
		Metra		855	DCS	321	CTI	296	0
	330	CP		207	FTI	102	DCS	74	0
		Metra		**3087**	CTI	2935	DCS	107	0
	331	CP		196	DCS	99	FTI	47	0
		Metra		**1147**	CTI	543	DCS	238	0
	332	CP		457	FTI	200	DMW	71	0
		Metra		**1105**	CTI	385	DCS	237	0
	333	CP		525	DCS	231	FTI	180	0
		Metra		**978**	DMW	367	DCS	240	0
	334	CP		690	DCS	262	FTI	256	0
		Metra		**954**	DCS	486	CTI	182	0
	335	CP		266	DCS	172	FTI	47	0
		Metra		**1427**	CTI	742	DCS	290	0
	336	CP		564	FTI	163	DCS	141	0
		Metra		784	CTI	487	DCS	159	0
	337	CP		266	FTI	208	DCS	47	0
		Metra		**1148**	FTI	487	DCS	353	0

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Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		1st Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	338	CP		609	FTI	208	DCS	204	0
		Metra		**1642**	CTI	1215	DCS	191	0
	339	CP		233	FTI	74	DCS	71	0
		Metra		**2716**	CTI	2313	DCS	201	0
	340	CP		**937**	FTI	345	DCS	149	0
		Metra		**1374**	CTI	848	DCS	307	0
	341	CP		257	FTI	210	DCS	33	0
		Metra		**1226**	CTI	526	DCS	357	0
	342	CP		462	FTI	233	DCS	104	0
		Metra		**2091**	CTI	1618	DCS	173	0
Hoosier State	850	CSX		675	DCS	226	FTI	181	0
	851	CSX		**1152**	FTI	782	DCS	122	0
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF		**963**	DSR	450	RTE	141	0
	381	BNSF		848	DSR	338	FTI	304	0
	382	BNSF		775	FTI	279	DSR	269	0
	383	BNSF		**918**	DSR	374	FTI	193	0
Illini / Saluki	390	CN		**1207**	FTI	583	DCS	159	0
	391	CN		**1316**	FTI	589	PTI	218	0
	392	CN		**1315**	FTI	757	PTI	163	0
	393	CN		882	FTI	321	PTI	161	0
Lincoln Service	300	CN		**4212**	DSR	1552	FTI	936	0
		UP		596	PTI	298	DSR	127	0
	301	CN		**2848**	FTI	1262	DSR	798	0
		UP		700	PTI	321	DSR	112	0
	302	CN		**3957**	DSR	1164	FTI	1127	0
		UP		**1470**	PTI	1058	DCS	127	0
	303	CN		**5503**	DSR	1423	FTI	1296	0
		UP		791	PTI	442	DSR	121	0
	304	CN		**2740**	FTI	915	DSR	813	0
		UP		803	PTI	493	DCS	108	0
	305	CN		**2848**	DSR	868	CTI	825	0
		UP		627	PTI	384	FTI	81	0
	306	CN		**2623**	FTI	1176	DSR	699	0
		UP		801	PTI	540	DSR	107	0
	307	CN		**3335**	DSR	976	FTI	930	0
		UP		391	PTI	155	DSR	84	0
Michigan									
Blue Water	364	Amtrak		633	DSR	249	DCS	170	0
		CN		862	FTI	655	DSR	78	0
		NS		**3890**	FTI	1195	RTE	1157	0
	365	Amtrak		**1598**	PTI	611	DCS	337	0
		CN		**1873**	FTI	901	PTI	658	0
		NS		**3943**	FTI	1210	RTE	960	0
Pere Marquette	370	CSX		333	DCS	130	RTE	93	0
		NS		**3523**	FTI	1203	DCS	904	0
	371	CSX		723	DCS	365	RTE	147	0
		NS		**4997**	FTI	2093	DCS	1021	0

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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 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Wolverine	350	Amtrak		**1422**	PTI	848	DCS	372	0
		CN		**1520**	FTI	696	DSR	294	0
		NS		**2615**	FTI	761	DSR	633	0
	351	Amtrak		**1238**	PTI	520	DCS	343	0
		CN		**1518**	FTI	874	RTE	209	0
		NS		**2099**	FTI	677	DSR	658	0
	352	Amtrak		**1312**	PTI	521	RTE	291	0
		CN		**2588**	FTI	1350	DCS	484	0
		NS		**2853**	FTI	993	DCS	673	0
	353	Amtrak		**1270**	PTI	540	DCS	301	0
		CN		**2030**	FTI	943	DSR	381	0
		NS		**2377**	FTI	639	DSR	576	0
	354	Amtrak		570	DSR	160	PTI	160	0
		CN		**1596**	FTI	710	DSR	357	0
		NS		**1959**	DSR	657	DCS	504	0
	355	Amtrak		634	DSR	196	PTI	177	0
		CN		**1834**	FTI	749	PTI	455	0
		NS		**2370**	PTI	741	DSR	553	0
Kansas City - St. Louis	311	UP		673	DSR	239	FTI	146	0
	313	UP		571	FTI	208	DSR	185	0
	314	UP		857	FTI	349	DSR	228	0
	316	UP		708	FTI	315	PTI	179	0
Pacific Surfliner	562	BNSF		539	DSR	236	DCS	177	0
		SCRRA		**2879**	CTI	1497	PTI	1153	0
		SDNRR		**1544**	CTI	681	PTI	660	0
	564	BNSF		**1163**	RTE	410	DCS	365	0
		SCRRA		**1327**	PTI	1052	DCS	116	0
		SDNRR		873	CTI	270	DSR	225	0
	565	BNSF		721	DCS	558	DMW	93	0
		SCRRA		371	DSR	212	DMW	85	0
		SDNRR		348	DSR	240	DCS	83	0
	566	BNSF		**1136**	FTI	296	PTI	227	0
		SCRRA		390	PTI	201	DSR	61	0
		SDNRR		**1349**	CTI	663	PTI	498	0
	567	BNSF		**1578**	RTE	938	DCS	381	0
		SCRRA		340	CTI	104	DCS	73	0
		SDNRR		**1104**	PTI	491	DSR	402	0
	571	BNSF		685	DSR	196	RTE	196	0
		SCRRA		725	PTI	290	DSR	279	0
		SDNRR		**1388**	PTI	698	CTI	358	0
	572	BNSF		819	DCS	360	DSR	244	0
		SCRRA		**1544**	PTI	1175	CTI	144	0
		SDNRR		**1135**	PTI	559	CTI	284	0
	573	BNSF		**1148**	DCS	428	RTE	345	0
		SCRRA		875	CTI	578	DSR	99	0
		SDNRR		**1209**	PTI	506	DSR	203	0
	577	BNSF		**1507**	DCS	726	PTI	372	0
		SCRRA		399	PTI	195	DCS	159	0
		SDNRR		**1045**	PTI	539	CTI	274	0
	578	BNSF		**1044**	DCS	766	DSR	102	0
		SCRRA		871	CTI	416	PTI	199	0
		SDNRR		**2077**	CTI	1434	PTI	441	0
	579	BNSF		**1010**	DCS	363	RTE	211	0
		SCRRA		454	DSR	152	DCS	126	0
		SDNRR		604	PTI	293	DSR	215	0
	580	BNSF		874	DCS	279	FTI	167	0
		SCRRA		**1334**	PTI	689	CTI	439	0
		SDNRR		788	PTI	473	DSR	133	0
	582	BNSF		760	DCS	414	DSR	147	0
		SCRRA		**1279**	CTI	612	PTI	287	0
		SDNRR		**1867**	CTI	793	PTI	680	0
	583	BNSF		808	DCS	210	CTI	199	0
		SCRRA		567	DCS	149	DSR	136	0
		SDNRR		802	PTI	454	DSR	197	0

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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 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	587	BNSF		**1322**	PTI	539	DSR	367	0
		SCRRA		691	PTI	301	DSR	212	0
		SDNRR		**3221**	PTI	1955	CTI	812	0
	589	BNSF		**1041**	RTE	487	DCS	273	0
		SCRRA		**1287**	CTI	733	DSR	179	0
		SDNRR		**4079**	CTI	3179	PTI	555	0
	590	BNSF		581	FTI	145	DSR	145	0
		SCRRA		**986**	PTI	285	DSR	252	0
		SDNRR		834	PTI	358	DSR	233	0
	591	BNSF		**1563**	DCS	744	FTI	409	0
		SCRRA		717	DSR	275	FTI	266	0
		SDNRR		**1045**	PTI	489	RTE	249	0
	592	BNSF		574	DCS	248	DSR	119	0
		SCRRA		**1078**	PTI	932	DSR	59	0
		SDNRR		643	FTI	237	DSR	186	0
	595	BNSF		**1516**	DCS	753	DSR	324	0
		SCRRA		**1084**	DSR	227	RTE	194	0
		SDNRR		**1032**	DSR	303	FTI	284	0
	597	BNSF		558	RTE	279	DSR	112	0
		SCRRA		899	PTI	421	CTI	335	0
		SDNRR		**2051**	PTI	995	FTI	594	0
	763	BNSF		**1573**	RTE	723	FTI	268	0
		SCRRA		746	CTI	215	RTE	174	0
		SDNRR		**1155**	CTI	657	DSR	385	0
		UP		**1751**	PTI	1313	RTE	258	0
	768	BNSF		**956**	RTE	273	DSR	207	0
		SCRRA		**1453**	PTI	888	RTE	211	0
		SDNRR		401	PTI	162	DSR	124	0
		UP		244	DCS	92	PTI	48	0
	769	BNSF		**900**	DCS	298	DSR	253	0
		SCRRA		353	CTI	85	DSR	81	0
		SDNRR		**1129**	DSR	403	PTI	339	0
		UP		818	PTI	542	RTE	171	0
	774	BNSF		587	DCS	248	RTE	147	0
		SCRRA		**1058**	PTI	705	DCS	105	0
		SDNRR		**1256**	CTI	764	PTI	223	0
		UP		702	PTI	474	DCS	135	0
	775	BNSF		**1699**	DCS	814	RTE	465	0
		SCRRA		**1363**	PTI	567	CTI	280	0
		SDNRR		857	DSR	263	PTI	245	0
		UP		**1194**	PTI	968	RTE	125	0
	784	BNSF		**1176**	DCS	496	CTI	266	0
		SCRRA		**2080**	CTI	1205	PTI	531	0
		SDNRR		**1299**	CTI	778	PTI	259	0
		UP		**1200**	PTI	886	RTE	150	0
	785	BNSF		**1806**	DCS	936	FTI	435	0
		SCRRA		**1431**	PTI	847	CTI	198	0
		SDNRR		**1493**	CTI	770	PTI	377	0
		UP		370	PTI	192	FTI	157	0
	792	SCRRA		188	PTI	113	DCS	53	0
		UP		**1003**	PTI	971	DCS	16	0
	796	BNSF		887	DCS	274	RTE	213	0
		SCRRA		772	PTI	400	FTI	108	0
		SDNRR		795	DSR	342	FTI	202	0
		UP		678	PTI	418	CTI	95	0
	798	SCRRA		**1637**	CTI	1307	PTI	157	0
		UP		**1554**	PTI	1073	CTI	303	0
	799	SCRRA		**1748**	PTI	1005	CTI	437	0
		UP		519	PTI	266	DCS	88	0

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

Service	Train	Host		1st Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Pennsylvanian	42	NS		606	FTI	267	RTE	167	0
	43	NS		733	FTI	483	RTE	125	0
	44	NS		**1046**	FTI	571	RTE	266	0
Piedmont	73	NS		467	DCS	206	DSR	103	0
	76	NS		483	PTI	150	DSR	146	0
San Joaquin	701	BNSF		752	PTI	373	FTI	193	0
		UP		**1022**	FTI	323	DCS	196	0
	702	BNSF		**997**	PTI	581	FTI	221	0
		UP		809	FTI	474	RTE	165	0
	703	BNSF		744	PTI	329	FTI	217	0
		UP		648	FTI	274	OTH	156	0
	704	BNSF		487	PTI	171	FTI	144	0
		UP		**1227**	FTI	662	DCS	187	0
	711	BNSF		478	FTI	155	DSR	141	0
		UP		845	PTI	512	DCS	119	0
	712	BNSF		**943**	PTI	504	FTI	207	0
		UP		593	DCS	180	PTI	171	0
	713	BNSF		859	PTI	416	DSR	177	0
		UP		**1281**	PTI	812	FTI	132	0
	714	BNSF		648	FTI	200	DSR	190	0
		UP		856	PTI	334	RTE	219	0
	715	BNSF		648	PTI	296	DSR	129	0
		UP		624	PTI	376	DCS	118	0
	716	BNSF		565	FTI	210	PTI	195	0
		UP		168	DCS	67	DSR	56	0
	717	BNSF		803	PTI	409	DSR	154	0
		UP		**1546**	PTI	950	FTI	216	0
	718	BNSF		498	PTI	184	DSR	118	0
		UP		846	PTI	629	DCS	59	0
Vermonter	54	MNRR		382	CTI	160	DSR	99	0
		NECR		891	DSR	595	DMW	195	0
	55	MNRR		**1607**	CTI	1043	DSR	388	0
		NECR		**1144**	DSR	956	FTI	63	0
	56	MNRR		728	CTI	402	DSR	218	0
		NECR		708	DSR	638	DCS	54	0
	57	MNRR		**1034**	CTI	474	DSR	308	0
		NECR		**970**	DSR	741	FTI	159	0
Long Distance Routes									
Auto Train	52	CSX		884	FTI	328	PTI	167	23
	53	CSX		**1342**	FTI	540	PTI	317	23
California Zephyr	5	BNSF		**1669**	FTI	577	DSR	518	0
		UP		826	FTI	279	DCS	215	0
	6	BNSF		**1760**	FTI	606	DSR	576	0
		UP		743	FTI	275	DCS	154	0
Cardinal	50	BBrRR		**2624**	FTI	826	DCS	751	0
		CSX		**1114**	FTI	452	DSR	274	0
		NS		**1082**	PTI	402	CTI	402	0
	51	BBrRR		**1561**	PTI	567	DSR	494	0
		CSX		763	FTI	318	DSR	220	0
		NS		**1154**	FTI	665	DCS	203	0
Capitol Limited	29	CSX		859	FTI	343	RTE	128	81
		NS		**2002**	FTI	1213	RTE	312	0
	30	CSX		**1151**	DSR	328	FTI	265	81
		NS		**1450**	FTI	739	RTE	306	0
City of New Orleans	58	CN		**1104**	FTI	447	PTI	199	0
	59	CN		**1362**	FTI	734	DSR	185	0
Coast Starlight	11	BNSF		**1092**	RTE	337	FTI	252	0
		SCRRA		**1911**	CTI	1291	PTI	428	0
		UP		**923**	PTI	368	DCS	178	0
	14	BNSF		812	RTE	204	FTI	197	0
		SCRRA		**1707**	CTI	771	PTI	529	0
		UP		892	DCS	239	FTI	206	0
Crescent	19	NS		541	PTI	164	FTI	150	0
	20	NS		481	FTI	222	DCS	98	0

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

Service	Train	Host		1st Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Empire Builder	27	BNSF		646	FTI	427	DSR	81	0
	28	BNSF		800	FTI	548	DCS	104	0
	7	BNSF		828	DSR	375	FTI	245	0
		CP		**961**	FTI	665	DCS	130	0
		Metra		392	CTI	251	FTI	57	0
	8	BNSF		849	DSR	337	FTI	329	0
		CP		**991**	FTI	499	DSR	140	0
		Metra		**1342**	CTI	1233	FTI	53	0
Lake Shore Ltd	448	CSX		**1177**	FTI	279	CTI	241	0
	449	CSX		**1454**	PTI	337	FTI	323	0
	48	CSX		**1349**	FTI	455	RTE	334	0
		MNRR		**2037**	CTI	1109	RTE	742	0
		NS		**1547**	FTI	796	RTE	344	0
	49	CSX		870	FTI	240	RTE	210	0
		MNRR		664	CTI	328	DSR	205	0
		NS		**1850**	FTI	1043	PTI	292	0
Palmetto	89	CSX		906	FTI	293	PTI	271	45
	90	CSX		658	FTI	313	PTI	141	45
Silver Meteor	97	CSX		713	FTI	248	PTI	180	19
		Fla DOT		**1159**	CTI	413	DCS	312	0
	98	CSX		632	FTI	226	DCS	126	19
		Fla DOT		760	CTI	268	DCS	222	0
Silver Star	91	CSX		888	FTI	286	PTI	237	7
		Fla DOT		**1656**	CTI	862	DSR	384	0
		NS		**1072**	PTI	818	DCS	119	0
	92	CSX		836	FTI	277	DCS	250	25
		Fla DOT		**1218**	CTI	418	DCS	370	0
		NS		0	-	-	-	-	0
Southwest Chief	3	BNSF		579	FTI	159	DSR	159	0
		NMDOT		**1128**	DSR	409	CTI	341	0
	4	BNSF		641	DSR	150	FTI	146	0
		NMDOT		**1027**	DSR	451	CTI	208	0
Sunset Limited	1	BNSF		**1280**	DSR	613	PTI	260	0
		UP		**1434**	FTI	695	DSR	366	0
	2	BNSF		799	DSR	384	PTI	214	0
		UP		**1485**	FTI	772	DSR	243	0
Texas Eagle	21	BNSF		**1306**	DSR	652	FTI	341	0
		CN		**5638**	FTI	1598	DSR	1355	0
		UP		**1754**	FTI	851	DSR	356	0
	22	BNSF		**1558**	DSR	863	FTI	407	0
		CN		**3866**	FTI	1852	DSR	635	0
		UP		**1459**	FTI	506	DSR	348	0

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

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

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

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

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

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

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

Service	Train	1st Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
Acela Express							
Acela Express	2150	99	OTH	99	-	-	0
	2151	100	OTH	77	HLD	17	0
	2153	108	OTH	108	-	-	0
	2154	57	OTH	32	ADA	22	0
	2155	55	OTH	36	HLD	11	0
	2158	69	ADA	45	OTH	16	0
	2159	90	OTH	59	ADA	25	0
	2160	58	HLD	35	ADA	14	0
	2163	97	ENG	58	OTH	17	0
	2164	5	OTH	5	-	-	0
	2165	147	OTH	105	ADA	33	0
	2166	17	OTH	17	-	-	0
	2167	199	OTH	124	ENG	69	0
	2168	37	ADA	21	ENG	8	0
	2170	35	OTH	29	ENG	6	0
	2171	126	OTH	101	ADA	22	0
	2172	56	OTH	35	ADA	11	0
	2173	102	OTH	90	ADA	6	0
	2190	173	ENG	107	OTH	67	0
	2193	96	OTH	93	ADA	3	0
	2250	46	CAR	23	OTH	23	0
	2251	20	OTH	20	-	-	0
	2252	39	HLD	26	OTH	13	0
	2253	84	HLD	58	OTH	26	0
	2254	72	OTH	72	-	-	0
	2255	87	OTH	87	-	-	0
	2256	144	ENG	84	OTH	60	0
	2257	137	ADA	75	HLD	37	0
	2258	**465**	OTH	245	SYS	219	0
	2259	100	OTH	100	-	-	0
	2290	0	-	-	-	-	0
	2297	161	OTH	161	-	-	0
Other NEC Corridor Routes							
Northeast Regional							
Richmond / Newport News[d]	66	302	HLD	162	ITI	44	0
	67	271	HLD	100	OTH	81	0
	82	139	HLD	71	OTH	55	0
	83	**424**	HLD	224	OTH	112	0
	84	**506**	HLD	250	SYS	197	0
	85	**400**	ENG	236	HLD	111	0
	86	**367**	HLD	234	OTH	79	0
	87	258	HLD	129	SYS	73	0
	88	198	HLD	106	OTH	82	0
	93	275	HLD	127	OTH	88	0
	94	**756**	HLD	270	OTH	227	0
	95	**469**	HLD	261	ADA	118	0
	99	**400**	HLD	215	OTH	97	0
	125	250	HLD	220	ADA	20	0
	157	42	HLD	42	-	-	0
	164	248	HLD	122	OTH	59	0
	174	**453**	HLD	255	OTH	95	0
	194	**539**	HLD	348	ADA	123	0
	195	263	HLD	135	ENG	44	0
Lynchburg[e]	145	**412**	HLD	201	OTH	157	0
	147	**575**	HLD	229	OTH	221	0
	156	**392**	OTH	180	HLD	164	0
	171	281	HLD	132	OTH	91	0
	176	**395**	HLD	170	OTH	163	0
All Other Northeast Regional	132	**594**	OTH	271	ENG	245	0
	135	234	OTH	216	HLD	18	0
	136	103	HLD	65	OTH	39	0

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

Service	Train	1st Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
	137	274	OTH	160	ENG	69	0
	139	107	HLD	80	ADA	13	0
	140	**671**	OTH	330	ENG	168	0
	141	163	OTH	97	ENG	33	0
	143	**361**	OTH	236	HLD	62	0
	146	**336**	INJ	105	ADA	84	0
	148	149	OTH	92	ENG	41	0
	150	294	OTH	288	HLD	6	0
	160	**425**	ADA	162	OTH	102	0
	161	212	OTH	149	HLD	37	0
	162	243	OTH	133	HLD	52	0
	163	**366**	OTH	246	HLD	72	0
	165	**392**	OTH	336	HLD	50	0
	166	103	HLD	52	OTH	52	0
	167	163	OTH	128	ADA	23	0
	168	**503**	OTH	436	HLD	67	0
	169	**1400**	ENG	989	OTH	324	0
	170	**958**	OTH	926	ADA	19	0
	172	**338**	OTH	242	ADA	59	0
	173	**420**	ENG	257	INJ	58	0
	175	**368**	ENG	180	OTH	180	0
	177	**487**	ENG	188	OTH	188	0
	178	188	OTH	148	HLD	26	0
	179	**545**	OTH	508	ITI	29	0
	190	325	OTH	304	ADA	11	0
Non-NEC Corridor Routes							
Capitol Corridor	518	181	ENG	111	OTH	42	0
	520	120	CAR	37	SYS	24	0
	521	47	ADA	12	SYS	9	0
	522	251	CAR	89	SVS	44	0
	523	120	ITI	74	CAR	20	0
	524	205	HLD	132	OTH	31	0
	525	154	CAR	70	HLD	33	0
	526	214	ADA	118	CCR	35	0
	527	270	CAR	79	SYS	53	0
	528	185	ITI	76	ADA	54	0
	529	116	HLD	47	CAR	32	0
	530	220	CAR	89	HLD	39	0
	531	55	ENG	27	OTH	11	0
	532	312	ADA	155	OTH	49	0
	533	153	ENG	58	HLD	26	0
	534	190	ADA	70	CON	65	0
	535	260	ITI	75	ADA	51	0
	536	295	HLD	110	ENG	73	0
	537	207	HLD	90	ADA	57	0
	538	113	HLD	26	ADA	23	0
	540	65	CON	33	HLD	26	0
	541	159	HLD	85	ADA	33	0
	542	187	OTH	59	CAR	39	0
	543	139	HLD	76	ADA	30	0
	544	223	HLD	67	ADA	65	0
	545	317	HLD	116	MTI	66	0
	546	265	ITI	150	CAR	55	0
	547	116	ENG	28	ITI	28	0
	548	85	HLD	33	OTH	28	0
	549	203	ITI	74	INJ	41	0
	551	80	ADA	60	SYS	11	0
	553	43	SYS	17	ENG	15	0
	720	118	HLD	42	OTH	27	0
	723	36	HLD	10	SYS	10	0
	724	122	HLD	31	ADA	28	0
	727	223	ADA	151	HLD	31	0

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

Service	Train	1st Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
	728	163	ADA	79	HLD	33	0
	729	267	ADA	123	HLD	75	0
	732	**459**	CON	123	HLD	111	0
	733	191	ADA	94	HLD	48	0
	734	**353**	ADA	205	HLD	97	0
	736	**385**	ADA	206	HLD	82	0
	737	**333**	ADA	143	HLD	99	0
	738	122	ADA	42	OTH	31	0
	741	**398**	HLD	224	ADA	161	0
	742	**652**	HLD	259	SYS	162	0
	743	115	HLD	94	ADA	15	0
	744	265	HLD	122	ADA	87	0
	745	**357**	ITI	215	HLD	73	0
	746	65	CON	34	OTH	15	0
	747	191	OTH	54	ITI	51	0
	748	69	HLD	43	ADA	18	0
	749	168	ENG	88	ADA	57	0
	751	27	CAR	15	OTH	11	0
Carolinian	79	**502**	HLD	280	ADA	138	0
	80	**545**	HLD	262	ADA	135	0
Cascades	500	210	OTH	77	ADA	54	0
	501	257	ENG	52	HLD	42	0
	504	**390**	ENG	136	SYS	94	0
	506	237	ADA	52	SYS	50	0
	507	182	ADA	49	HLD	41	0
	508	242	ENG	114	HLD	42	0
	509	233	CON	84	ENG	43	0
	510	69	SYS	17	CON	16	0
	513	**374**	ENG	116	ADA	76	0
	516	183	ADA	60	SYS	39	0
	517	99	ENG	64	ADA	13	0
Downeaster	680	132	ENG	83	OTH	47	0
	681	140	OTH	81	ITI	45	0
	682	145	MTI	122	HLD	18	0
	683	49	OTH	23	ITI	21	0
	684	51	HLD	31	ADA	11	0
	685	83	HLD	33	OTH	33	0
	686	139	ITI	100	HLD	28	0
	687	197	ITI	98	OTH	58	0
	688	191	OTH	102	ITI	83	0
	689	115	ITI	82	OTH	19	0
	690	40	ENG	577	OTH	37	0
	691	52	OTH	52	-	-	0
	692	146	MTI	64	ENG	55	0
	693	142	OTH	57	ADA	35	0
	694	77	HLD	64	ADA	13	0
	695	114	HLD	91	OTH	13	0
	696	84	HLD	66	ADA	18	0
	697	**635**	ITI	442	OTH	132	0
	698	224	ITI	109	OTH	84	0
	699	**692**	ITI	443	ENG	237	0
Empire Corridor							0
Adirondack	68	251	HLD	67	OTH	42	0
	69	178	HLD	100	ENG	32	0
Maple Leaf	63	275	HLD	113	SYS	74	0
	64	284	HLD	129	SYS	88	0
New York - Albany[f]	230	119	ENG	97	OTH	11	0
	232	16	HLD	10	ADA	4	0
	233	109	HLD	73	MTI	28	0
	234	5	ADA	2	HLD	2	0
	235	54	HLD	33	ADA	17	0
	236	132	OTH	49	HLD	32	0
	237	97	HLD	80	ADA	14	0

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

Service	Train	1st Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
	238	91	HLD	48	ADA	33	0
	239	95	ADA	43	HLD	42	0
	241	117	HLD	98	OTH	20	0
	242	61	HLD	33	OTH	18	0
	243	94	HLD	69	SYS	31	0
	244	75	HLD	35	ADA	17	0
	245	57	ENG	21	SYS	18	0
	250	27	HLD	20	ADA	7	0
	252	114	SYS	83	CAR	18	0
	253	80	HLD	39	CAR	21	0
	254	40	ADA	17	HLD	17	0
	255	189	HLD	143	ADA	46	0
	261	13	ENG	105	ADA	7	0
New York - Niagara Falls	280	176	HLD	83	SYS	38	0
	281	276	SYS	125	HLD	90	0
	283	231	SYS	92	HLD	78	0
	284	279	HLD	133	SYS	76	0
	288	240	HLD	121	OTH	91	0
Ethan Allen Express	290	275	HLD	149	OTH	28	0
	291	262	HLD	99	ENG	81	0
	292	116	HLD	92	ADA	16	0
	293	156	HLD	133	SVS	39	0
	296	192	HLD	91	OTH	46	0
Heartland Flyer	821	242	HLD	141	ADA	33	0
	822	130	HLD	65	ENG	29	0
Hiawatha	329	**339**	OTH	232	ENG	118	0
	330	59	OTH	35	HLD	15	0
	331	**445**	OTH	399	ITI	43	0
	332	**507**	OTH	274	HLD	93	0
	333	**402**	OTH	230	HLD	113	0
	334	**493**	HLD	267	OTH	183	0
	335	**603**	OTH	397	HLD	166	0
	336	**379**	OTH	229	HLD	135	0
	337	**418**	OTH	261	HLD	129	0
	338	**549**	OTH	232	ITI	140	0
	339	182	ITI	193	HLD	110	0
	340	**493**	OTH	224	HLD	195	0
	341	**355**	OTH	242	CAR	120	0
	342	**501**	OTH	210	ITI	154	0
Hoosier State	850	**398**	ENG	387	SYS	226	0
	851	**480**	SYS	234	OTH	123	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	176	HLD	87	ENG	37	0
	381	125	HLD	57	ENG	30	0
	382	170	HLD	123	SYS	13	0
	383	104	HLD	61	ADA	18	0
Illini / Saluki	390	213	HLD	99	OTH	63	0
	391	168	OTH	66	HLD	50	0
	392	232	HLD	98	OTH	51	0
	393	198	HLD	73	SVS	60	0
Lincoln Service	300	72	HLD	29	OTH	23	0
	301	54	ENG	25	HLD	22	0
	302	124	ADA	41	HLD	37	0
	303	86	ADA	39	HLD	39	0
	304	141	SYS	44	HLD	42	0
	305	88	ADA	38	HLD	31	0
	306	56	SYS	24	HLD	20	0
	307	75	ENG	24	HLD	21	0
Michigan							
Blue Water	364	**512**	HLD	282	OTH	145	0
	365	**684**	OTH	350	HLD	320	0
Pere Marquette	370	276	SYS	113	HLD	82	0
	371	**496**	SYS	239	HLD	117	0

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

Service	Train	1st Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
Wolverine	350	242	OTH	132	SYS	89	0
	351	210	OTH	129	HLD	89	0
	352	**457**	OTH	178	HLD	171	0
	353	231	OTH	104	ADA	88	0
	354	**334**	OTH	174	HLD	111	0
	355	262	SYS	147	ENG	123	0
Kansas City - St. Louis	311	185	HLD	101	CAR	44	0
	313	178	HLD	89	ADA	28	0
	314	135	HLD	91	ADA	36	0
	316	176	HLD	70	ENG	40	0
Pacific Surfliner	562	158	SYS	52	CAR	38	0
	564	161	ENG	41	HLD	37	0
	563	229	ENG	88	ITI	62	0
	565	136	HLD	50	ENG	43	0
	566	207	HLD	72	ENG	39	0
	567	198	ENG	94	HLD	35	0
	571	171	HLD	69	ITI	57	0
	572	138	ENG	34	SYS	30	0
	573	276	ADA	86	HLD	78	0
	577	**964**	ITI	289	ENG	282	0
	578	95	ENG	31	HLD	26	0
	579	237	HLD	79	ITI	62	0
	580	245	ITI	91	HLD	49	0
	582	147	HLD	33	SYS	33	0
	583	**401**	CCR	133	OTH	108	0
	587	196	HLD	69	SVS	41	0
	589	**446**	OTH	174	SVS	86	0
	590	143	INJ	48	OTH	36	0
	591	**1152**	ENG	627	ITI	299	0
	592	264	SYS	120	ITI	51	0
	595	**664**	ENG	342	ITI	245	0
	597	**352**	ENG	194	ITI	110	0
	763	**456**	HLD	171	ADA	71	0
	768	**391**	HLD	150	ENG	90	0
	769	**607**	HLD	148	ENG	131	0
	774	**430**	ENG	188	HLD	90	0
	775	**338**	ENG	105	HLD	82	0
	784	**566**	HLD	279	ENG	156	0
	785	**767**	CCR	227	HLD	185	0
	792	**518**	HLD	134	OTH	101	0
	796	**574**	SYS	157	ENG	145	0
	798	227	HLD	83	SYS	61	0
	799	225	HLD	74	ADA	45	0
Pennsylvanian	42	254	HLD	168	ADA	31	0
	43	241	HLD	128	ADA	58	0
	44	80	HLD	80	-	-	0
Piedmont	73	**381**	ENG	162	HLD	90	0
	76	**579**	HLD	320	ADA	102	0
San Joaquin	701	119	HLD	52	SYS	31	0
	702	110	HLD	50	ADA	28	0
	703	143	HLD	45	ITI	34	0
	704	116	HLD	50	CAR	20	0
	711	103	SYS	36	HLD	28	0
	712	270	ADA	65	CCR	50	0
	713	213	ADA	84	HLD	47	0
	714	173	ADA	43	HLD	35	0
	715	189	CON	63	HLD	42	0
	716	135	HLD	43	ADA	36	0
	717	228	CON	77	HLD	49	0
	718	**338**	ENG	183	CON	44	0
Vermonter	54	89	HLD	48	ADA	22	0
	55	247	HLD	91	OTH	56	0
	56	154	OTH	50	HLD	49	0
	57	246	HLD	64	SYS	61	0

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

Service	Train	1st Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
Long Distance Routes							
Auto Train	52	51	ENG	15	OTH	12	0
	53	128	ENG	35	INJ	30	0
California Zephyr	5	**329**	SYS	135	SVS	49	0
	6	274	SYS	92	HLD	54	0
Cardinal	50	**580**	HLD	229	SVS	107	0
	51	**389**	HLD	110	ADA	95	0
Capitol Limited	29	272	HLD	135	ENG	57	0
	30	**399**	SYS	159	HLD	137	0
City of New Orleans	58	189	HLD	54	SYS	47	0
	59	247	HLD	109	SYS	41	0
Coast Starlight	11	**461**	SYS	144	HLD	92	0
	14	**528**	HLD	132	SYS	130	0
Crescent	19	269	HLD	79	ADA	62	0
	20	208	HLD	67	ADA	61	0
Empire Builder	27	**782**	CON	684	ITI	28	0
	28	167	CON	74	ITI	41	0
	7	247	HLD	111	ENG	46	0
	8	323	HLD	127	SYS	43	0
Lake Shore Ltd	448	**1933**	CON	1731	ENG	83	0
	449	**333**	HLD	278	ENG	90	0
	48	**372**	HLD	160	SYS	64	0
	49	**534**	HLD	301	OTH	65	0
Palmetto	89	164	ADA	58	HLD	45	0
	90	169	ADA	57	HLD	40	0
Silver Meteor	97	298	ADA	111	HLD	92	0
	98	**344**	ADA	129	HLD	107	0
Silver Star	91	**365**	HLD	175	ADA	77	0
	92	**446**	HLD	177	ADA	94	0
Southwest Chief	3	260	HLD	112	SYS	42	0
	4	**358**	HLD	124	ENG	77	0
Sunset Limited	1	313	HLD	89	OTH	64	0
	2	**498**	SYS	130	SVS	127	0
Texas Eagle	21	278	HLD	123	CAR	55	0
	22	**442**	HLD	165	ENG	89	0

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

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

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

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

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

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

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

Service	Train	Host[b]	1st Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance[c]
				#1	Minutes	#2	Minutes	
Acela Express								
Standard			***265***					
Acela Express	2100	Amtrak	**330**	PTI	76	CTI	63	*0*
	2103	Amtrak	175	CTI	77	PBB	17	*0*
	2104	Amtrak	180	ENG	63	DET	36	*0*
	2107	Amtrak	226	PTI	64	DET	32	*0*
	2109	Amtrak	237	DET	65	CTI	45	*0*
	2110	Amtrak	54	ENG	11	DET	7	*0*
	2117	Amtrak	**298**	PTI	59	CTI	43	*0*
	2119	Amtrak	237	CTI	59	DCS	45	*0*
	2121	Amtrak	134	CTI	45	PTI	21	*0*
	2122	Amtrak	**279**	ENG	91	CTI	55	*0*
	2124	Amtrak	**306**	CTI	155	PTI	34	*0*
	2126	Amtrak	159	CTI	33	CTP	28	*0*
	2150	Amtrak	172	ENG	27	CTI	26	*0*
	2151	Amtrak	**321**	DET	80	CTI	28	*0*
	2153	Amtrak	189	DET	36	SMW	20	*0*
	2154	Amtrak	126	CTI	23	CAR	17	*0*
	2155	Amtrak	232	HLD	44	PTI	34	*0*
	2158	Amtrak	200	PTI	36	SMW	32	*0*
	2159	Amtrak	262	HLD	45	CTI	36	*0*
	2160	Amtrak	143	PTI	39	DCS	19	*0*
	2163	Amtrak	233	CTI	39	PTI	35	*0*
	2164	Amtrak	**365**	PTI	122	DET	88	*0*
	2165	Amtrak	226	PTI	45	HLD	22	*0*
	2166	Amtrak	212	DET	65	PTI	27	*0*
	2167	Amtrak	197	MTI	30	CTI	24	*0*
	2168	Amtrak	74	PTI	14	ENG	13	*0*
	2170	Amtrak	217	CTI	36	DET	35	*0*
	2171	Amtrak	**280**	CTI	59	HLD	53	*0*
	2172	Amtrak	249	ENG	46	CTI	40	*0*
	2173	Amtrak	210	SMW	52	HLD	38	*0*
	2190	Amtrak	178	ENG	53	DCS	26	*0*
	2193	Amtrak	**493**	CTI	231	SMW	67	*0*
	2203	Amtrak	61	SMW	31	ENG	11	*0*
	2205	Amtrak	209	MTI	60	ENG	48	*0*
	2207	Amtrak	225	DET	101	SMW	41	*0*
	2208	Amtrak	179	ENG	165	DMW	11	*0*
	2211	Amtrak	**297**	ENG	130	PTI	38	*0*
	2212	Amtrak	107	PTI	33	CTC	23	*0*
	2213	Amtrak	**418**	ENG	226	HLD	67	*0*
	2216	Amtrak	48	DCS	29	CTI	10	*0*
	2220	Amtrak	15	SMW	15	-	0	*0*
	2221	Amtrak	181	PTI	63	CAR	48	*0*
	2222	Amtrak	249	DBS	154	MTI	34	*0*
	2225	Amtrak	**496**	ITI	437	CTP	30	*0*
	2228	Amtrak	68	SVS	34	HLD	21	*0*
	2250	Amtrak	170	SVS	42	SMW	33	*0*
	2251	Amtrak	158	SMW	40	HLD	35	*0*
	2252	Amtrak	189	SMW	84	CAR	22	*0*
	2253	Amtrak	**461**	SMW	153	CAR	86	*0*
	2254	Amtrak	**275**	SYS	126	SMW	86	*0*
	2255	Amtrak	**340**	ENG	90	SMW	63	*0*
	2256	Amtrak	**356**	SYS	122	CAR	79	*0*
	2257	Amtrak	229	SMW	55	CAR	36	*0*
	2258	Amtrak	**287**	DBB	95	SMW	78	*0*
	2259	Amtrak	**315**	MTI	100	SYS	98	*0*
	2290	Amtrak	**284**	ENG	171	DDA	84	*0*
	2297	Amtrak	**694**	CTI	234	SYS	177	*0*
Other NEC Routes								
Standard			***475***					
Cardinal	50	Amtrak	**1169**	ITI	161	ENG	155	*0*
	51	Amtrak	422	PTI	95	ENG	60	*0*
Carolinian	79	Amtrak	362	HLD	106	PTI	58	*0*
	80	Amtrak	427	PTI	72	CTI	70	*0*
Crescent	19	Amtrak	**632**	PTI	129	CAR	98	*0*
	20	Amtrak	331	PTI	95	OTH	85	*0*
Keystone	600	Amtrak	216	HLD	74	CTP	29	*0*
	601	Amtrak	171	DMW	42	OTH	40	*0*
	605	Amtrak	**475**	CTI	153	HLD	91	*0*
	607	Amtrak	458	CTI	147	ENG	100	*0*
	609	Amtrak	304	HLD	106	CTI	54	*0*
	610	Amtrak	123	ENG	39	SYS	39	*0*
	611	Amtrak	249	CCR	164	DMW	43	*0*
	612	Amtrak	**583**	SYS	209	MTI	164	*0*
	615	Amtrak	267	RTE	146	ADA	49	*0*
	618	Amtrak	232	ITI	139	DCS	58	*0*
	619	Amtrak	330	CON	230	DCS	31	*0*
	620	Amtrak	137	PSR	37	CCR	34	*0*
	622	Amtrak	204	DCS	85	ITI	54	*0*
	637	Amtrak	**844**	ENG	331	PSR	134	*0*
	639	Amtrak	279	SMW	67	ENG	46	*0*
	640	Amtrak	**507**	CTI	143	HLD	121	*0*
	641	Amtrak	**482**	CTI	109	HLD	67	*0*
	642	Amtrak	274	DCS	48	ENG	44	*0*
	643	Amtrak	359	HLD	69	DET	63	*0*
	644	Amtrak	198	HLD	56	ENG	34	*0*
	645	Amtrak	395	HLD	87	CTI	85	*0*
	646	Amtrak	219	DBS	52	ENG	50	*0*
	647	Amtrak	271	HLD	69	CTI	52	*0*
	648	Amtrak	211	HLD	108	ENG	30	*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 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance[c]
				#1	Minutes	#2	Minutes	
	649	Amtrak	410	CTI	136	DCS	87	*0*
	650	Amtrak	299	HLD	70	ENG	55	*0*
	651	Amtrak	317	CTI	92	ENG	69	*0*
	652	Amtrak	**615**	PTI	193	CTI	93	*0*
	653	Amtrak	360	CTI	231	CCR	25	*0*
	654	Amtrak	361	ENG	112	PSR	45	*0*
	655	Amtrak	458	CCR	92	DET	84	*0*
	656	Amtrak	232	ITI	74	DCS	43	*0*
	658	Amtrak	225	ITI	221	HLD	4	*0*
	660	Amtrak	**1554**	PTI	1332	ENG	73	*0*
	661	Amtrak	301	CCR	103	SMW	65	*0*
	662	Amtrak	216	PTI	100	DMW	52	*0*
	663	Amtrak	**664**	DET	223	HLD	94	*0*
	664	Amtrak	202	HLD	71	SMW	33	*0*
	665	Amtrak	191	HLD	63	CTI	26	*0*
	666	Amtrak	211	SYS	73	PTI	51	*0*
	667	Amtrak	**671**	MTI	268	HLD	136	*0*
	668	Amtrak	170	ENG	113	PTI	38	*0*
	669	Amtrak	**732**	ENG	336	CCR	109	*0*
	670	Amtrak	409	RTE	94	HLD	80	*0*
	671	Amtrak	280	CON	89	DBS	44	*0*
	672	Amtrak	147	HLD	38	MTI	24	*0*
Northeast Regional								
Richmond / Newport News[d]	66	Amtrak	192	ENG	57	SVS	43	*0*
	67	Amtrak	355	SVS	74	ENG	58	*0*
	82	Amtrak	411	ENG	110	SMW	78	*0*
	83	Amtrak	310	HLD	144	ADA	69	*0*
	84	Amtrak	149	ENG	53	PTI	22	*0*
	85	Amtrak	444	CTI	91	SVS	88	*0*
	86	Amtrak	344	PTI	103	SMW	59	*0*
	87	Amtrak	**1232**	ENG	359	SYS	308	*0*
	88	Amtrak	272	SMW	54	ENG	49	*0*
	93	Amtrak	354	ENG	109	HLD	55	*0*
	94	Amtrak	473	CTI	96	PTI	72	*0*
	95	Amtrak	**547**	PTI	103	HLD	92	*0*
	99	Amtrak	404	HLD	84	SMW	78	*0*
	125	Amtrak	431	ENG	96	PTI	86	*0*
	157	Amtrak	**748**	ENG	367	SMW	116	*0*
	164	Amtrak	250	HLD	60	SYS	50	*0*
	174	Amtrak	324	HLD	66	DET	47	*0*
	194	Amtrak	335	SVS	104	SYS	53	*0*
	195	Amtrak	455	PTI	84	SMW	72	*0*
Lynchburg[e]	145	Amtrak	**882**	ENG	151	PTI	138	*0*
	147	Amtrak	**484**	INJ	74	PTI	68	*0*
	156	Amtrak	300	ENG	81	PTI	41	*0*
	171	Amtrak	363	HLD	67	CTI	52	*0*
	176	Amtrak	266	HLD	66	SMW	49	*0*
All Other Northeast Regional	110	Amtrak	229	DBS	54	CTI	34	*0*
	111	Amtrak	272	CTI	109	PSR	35	*0*
	123	Amtrak	215	HLD	55	ENG	41	*0*
	126	Amtrak	130	MTI	82	ADA	34	*0*
	127	Amtrak	308	CTI	80	PTI	53	*0*
	129	Amtrak	**491**	PTI	162	CTI	124	*0*
	130	Amtrak	337	CTI	96	SVS	69	*0*
	131	Amtrak	273	SMW	90	ENG	64	*0*
	132	Amtrak	410	MTI	140	SMW	98	*0*
	133	Amtrak	**689**	CTI	260	ENG	238	*0*
	134	Amtrak	443	CTI	142	PTI	109	*0*
	135	Amtrak	395	SMW	106	HLD	103	*0*
	136	Amtrak	214	CTI	71	SYS	41	*0*
	137	Amtrak	**534**	CTI	153	ENG	103	*0*
	138	Amtrak	**561**	CTI	128	SVS	99	*0*
	139	Amtrak	411	SMW	96	DBS	87	*0*
	140	Amtrak	451	PTI	102	CAR	75	*0*
	141	Amtrak	**626**	HLD	118	ADA	104	*0*
	143	Amtrak	264	HLD	57	ADA	41	*0*
	146	Amtrak	124	HLD	48	PTI	29	*0*
	148	Amtrak	**527**	ENG	97	HLD	90	*0*
	150	Amtrak	146	SMW	29	HLD	27	*0*
	151	Amtrak	118	ENG	39	DCS	17	*0*
	152	Amtrak	291	SMW	60	CAR	46	*0*
	153	Amtrak	210	ENG	55	SMW	46	*0*
	154	Amtrak	287	ENG	120	MTI	58	*0*
	155	Amtrak	89	SMW	31	HLD	17	*0*
	158	Amtrak	461	ENG	259	DET	61	*0*
	159	Amtrak	270	ENG	47	SMW	37	*0*
	160	Amtrak	269	CAR	52	SMW	46	*0*
	161	Amtrak	315	SMW	75	ENG	67	*0*
	162	Amtrak	333	SMW	144	ENG	126	*0*
	163	Amtrak	**507**	SMW	125	HLD	88	*0*
	165	Amtrak	357	MTI	63	HLD	61	*0*
	166	Amtrak	444	MTI	140	SMW	52	*0*
	167	Amtrak	196	DCS	68	CTI	32	*0*
	168	Amtrak	**481**	ITI	363	SYS	52	*0*
	169	Amtrak	420	SMW	87	ENG	68	*0*
	170	Amtrak	333	SMW	76	ENG	68	*0*
	172	Amtrak	**507**	SVS	89	CAR	73	*0*
	173	Amtrak	371	PTI	61	CTI	46	*0*
	175	Amtrak	390	ENG	102	PTI	81	*0*
	177	Amtrak	351	ENG	62	HLD	55	*0*
	178	Amtrak	323	ENG	86	SMW	80	*0*
	179	Amtrak	**516**	ITI	122	DET	121	*0*
	180	Amtrak	325	CTI	94	DET	47	*0*
	181	Amtrak	**593**	CTI	199	PTI	109	*0*
	182	Amtrak	276	ENG	190	SYS	25	*0*
	183	Amtrak	342	CTI	151	PTI	71	*0*

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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 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance[c]
				#1	Minutes	#2	Minutes	
	184	Amtrak	**882**	SVS	513	PTI	97	*0*
	185	Amtrak	441	CTI	138	DET	86	*0*
	186	Amtrak	152	HLD	42	CTI	37	*0*
	187	Amtrak	292	ENG	133	CAR	47	*0*
	188	Amtrak	212	ENG	78	SVS	22	*0*
	190	Amtrak	252	ENG	72	CTP	27	*0*
	192	Amtrak	158	SVS	89	DET	56	*0*
	193	Amtrak	**527**	PTI	138	CTI	117	*0*
	196	Amtrak	331	CTI	83	MTI	66	*0*
	198	Amtrak	307	ENG	101	MTI	44	*0*
	401	Amtrak	**792**	HLD	266	PTI	260	*0*
	405	Amtrak	116	DCS	92	DSR	12	*0*
	432	Amtrak	**930**	CON	890	DSR	40	*0*
	450	Amtrak	**1225**	PTI	445	DCS	272	*0*
	460	Amtrak	**1271**	CON	919	PTI	144	*0*
	463	Amtrak	364	PTI	150	DCS	127	*0*
	464	Amtrak	**1508**	PTI	676	CON	468	*0*
	465	Amtrak	**1429**	PTI	728	DCS	351	*0*
	467	Amtrak	142	DCS	142	-	0	*0*
	470	Amtrak	**1182**	PTI	480	CON	423	*0*
	475	Amtrak	104	PTI	57	HLD	26	*0*
	476	Amtrak	**1593**	CON	1313	PTI	96	*0*
	479	Amtrak	**566**	PTI	245	ITI	120	*0*
	488	Amtrak	**2820**	CON	2052	PTI	295	*0*
	490	Amtrak	**522**	CON	512	OTH	10	*0*
	493	Amtrak	**809**	HLD	455	ADA	134	*0*
	494	Amtrak	**2222**	CON	1797	PTI	341	*0*
	495	Amtrak	459	ENG	235	ITI	65	*0*
	497	Amtrak	**796**	PTI	485	HLD	310	*0*
Palmetto	89	Amtrak	441	CTI	79	HLD	64	*0*
	90	Amtrak	287	ENG	106	SVS	66	*0*
Pennsylvanian	42	Amtrak	193	HLD	50	DCS	24	*0*
	43	Amtrak	398	CTI	69	HLD	64	*0*
	44	Amtrak	104	HLD	104	-	0	*0*
Silver Meteor	97	Amtrak	**922**	CAR	209	PTI	207	*0*
	98	Amtrak	344	PTI	132	SVS	34	*0*
Silver Star	91	Amtrak	365	PTI	122	SVS	34	*0*
	92	Amtrak	344	PTI	110	SVS	49	*0*
Vermonter	54	Amtrak	**495**	PTI	126	ENG	93	*0*
	55	Amtrak	466	PTI	103	SMW	73	*0*
	56	Amtrak	**864**	SVS	216	SYS	104	*0*
	57	Amtrak	388	PTI	76	SVS	62	*0*

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

Appendix E
Methodologies for PRIIA 207

Financial Metrics

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

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

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

The system that will generate this metric is APT, the Amtrak Performance Tracking system. For additional information on APT and Short-Term Avoidable Operating Costs you can refer to the Intercity Passenger Rail Cost Analysis section of reports from the Volpe National Transportation Systems Center (VOLPE) which can be found at the following link, http://www.fra.dot.gov/Pages/1996.shtml.

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

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

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

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

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

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

Data for table 2 are not available as the fully allocated cost components of the APT system are continuing to undergo verification and testing in conjunction with Amtrak's upgraded accounting system, and eight full quarters of comparable data have not yet been accumulated. These metrics therefore cannot be reported at this time. Once eight quarters of the fully-allocated cost APT outputs are available, reporting will begin.

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

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

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

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

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

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

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

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

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

This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

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

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

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

All-Stations On-Time Performance

All Stations OTP measures how a train actually performs compared to the published schedule at each station from the origin station to the final destination station. The metric uses the actual departure time at the origin point of a train and the actual arrival time at each passenger station along the train route, for all operations of a train for the measurement period. Each measured departure or arrival at each station may be considered an “instance”; if a route offers one round trip per day, serving ten stations each way, then it would generate 20 “instances” per day (2 times 10), and 600 instances in a 30-day month (30 times 2 times 10). Each instance that occurs with 15 minutes’ or less deviation from schedule is considered "on time." If there is no time recorded at a station for a train and date, that instance is excluded from the calculations.

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

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

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

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

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

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

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

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

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

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

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

Metric/ Stand-ard Category	Metric/Standard Subcategory	Standard Applies By	Statutory Require-ment	Added Measure	Standard; Comments
	Test No. 3 (Effective as of FY 2012): All-Stations OTP—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train's stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.[19]				Effective FY 2012, All-Stations OTP must be at least 80% for all routes except Acela (90%) and other NEC corridor routes (85%). By FY 2014, All-Stations OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, and 85% for long-distance routes. Results for this metric will be published beginning with the first report under Section 207, even though the test is not in effect until FY 2012. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), All-Stations OTP will be calculated against the adjusted schedule.
Train Delays	**Train Delays**.[20] This Congressionally-mandated metric/standard will consist of two groups of tests—"off" and "on" the Northeast Corridor (NEC)[21]: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.		✓		Annex 3 describes the rationale for the standards adopted in the Train Delay category.
	Train Delays—Off NEC				
	Amtrak-Responsible[22] Delays per 10,000 Train-Miles	**Route**[15]			Delays must be not more than 325 minutes per 10,000 Train-Miles.

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

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

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

[24] "Total delays" for purposes of the NEC delay standard is all delays except 3rd Party delays.

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

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

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

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