

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

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

**Covering the Quarter Ended September, 2014
(Fourth Quarter of Fiscal Year 2014)**



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

Published January 2015

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Notes

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

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

Service	Current Period	Prior Period	Prior Report
	Oct. 12 - Sep. 14	Oct. 11 - Sep. 13	Jul. 12 - Jun. 14
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Oct. 12 - Sep. 14	Oct. 11 - Sep. 13	Jul. 12 - Jun. 14
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Oct. 12 - Sep. 14	Oct. 11 - Sep. 13	Jul. 12 - Jun. 14

Acela Express

Acela Express	184%	166%	182%
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Other NEC Corridor Routes

Keystone Service	87%	87%	89%
Northeast Regional (Boston - Washington)	134%	122%	132%
Newport News	115%	108%	114%
Lynchburg	144%	144%	144%
Norfolk	115%	n/a	118%
Richmond	80%	n/a	73%
New Haven - Springfield	65%	50%	63%

Non-NEC Corridor Routes

Capitol Corridor	79%	78%	80%
Carolinian	101%	98%	102%
Cascades	87%	82%	85%
Downeaster	86%	82%	84%
Empire Corridor			
Adirondack	101%	91%	98%
Empire Service	75%	78%	79%
Ethan Allen Express	88%	84%	88%
Maple Leaf	80%	70%	78%
Heartland Flyer	69%	59%	70%
Hiawatha	90%	89%	91%
Hoosier State	22%	11%	19%
Illinois			
Carl Sandburg / Illinois Zephyr	83%	83%	86%
Illini / Saluki	79%	75%	79%
Lincoln Service	84%	69%	81%
Michigan			
Blue Water	86%	81%	88%
Pere Marquette	75%	86%	77%
Wolverine	61%	46%	59%
Kansas City - St. Louis	89%	90%	89%
Pacific Surfliner	80%	78%	80%
Pennsylvanian	72%	65%	72%
Piedmont	71%	77%	72%
San Joaquins	87%	80%	84%
Vermont	90%	73%	87%

Long-Distance Routes

Auto Train	78%	67%	75%
California Zephyr	44%	42%	43%
Capitol Limited	47%	48%	47%
Cardinal	33%	32%	32%
City of New Orleans	47%	49%	48%
Coast Starlight	44%	44%	44%
Crescent	42%	43%	42%
Empire Builder	53%	54%	54%
Lake Shore Ltd	50%	50%	50%
Palmetto	59%	58%	58%
Silver Meteor	52%	50%	51%
Silver Star	44%	43%	43%
Southwest Chief	42%	41%	41%
Sunset Limited	26%	24%	25%
Texas Eagle	46%	46%	48%

Excludes Capital Charges.

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

FY13 and FY14 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Oct. 12 - Sep. 14	Oct. 11 - Sep. 13	Jul. 12 - Jun. 14

Acela Express

Acela Express	184%	166%	182%
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Other NEC Corridor Routes

Keystone Service	73%	71%	73%
Northeast Regional (Boston - Washington)	134%	122%	132%
Newport News	118%	113%	117%
Lynchburg	149%	144%	148%
Norfolk	107%	n/a	109%
Richmond	78%	n/a	71%
New Haven - Springfield	50%	50%	51%

Non-NEC Corridor Routes

Capitol Corridor	40%	39%	40%
Carolinian	94%	93%	94%
Cascades	53%	54%	53%
Downeaster	53%	51%	54%
Empire Corridor			
Adirondack	60%	56%	58%
Empire Service	49%	51%	51%
Ethan Allen Express	83%	84%	83%
Maple Leaf	78%	70%	75%
Heartland Flyer	25%	25%	26%
Hiawatha	68%	64%	68%
Hoosier State	10%	11%	10%
Illinois			
Carl Sandburg / Illinois Zephyr	35%	34%	35%
Illini / Saluki	47%	45%	48%
Lincoln Service	46%	40%	45%
Michigan			
Blue Water	48%	44%	48%
Pere Marquette	46%	52%	47%
Wolverine	48%	46%	49%
Kansas City - St. Louis	38%	37%	37%
Pacific Surfliner	56%	54%	56%
Pennsylvanian	69%	65%	68%
Piedmont	41%	41%	41%
San Joaquins	46%	46%	46%
Vermont	52%	46%	51%

Long-Distance Routes

Auto Train	78%	67%	75%
California Zephyr	44%	42%	43%
Capitol Limited	47%	48%	47%
Cardinal	33%	32%	32%
City of New Orleans	47%	49%	48%
Coast Starlight	44%	44%	44%
Crescent	42%	43%	42%
Empire Builder	53%	54%	54%
Lake Shore Ltd	50%	50%	50%
Palmetto	59%	58%	58%
Silver Meteor	52%	50%	51%
Silver Star	44%	43%	43%
Southwest Chief	42%	41%	41%
Sunset Limited	26%	24%	25%
Texas Eagle	46%	46%	48%

Excludes Capital Charges.

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

FY13 and FY14 results are preliminary and unaudited and are subject to change.

TABLE 3 (A):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE
Including State Revenue. Year 2014 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Oct. 12 - Sep. 14	Oct. 11 - Sep. 13	Jul. 12 - Jun. 14

Acela Express

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

Other NEC Corridor Routes

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

TABLE 3 (B):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE
Excluding State Revenue. Year 2014 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Oct. 12 - Sep. 14	Oct. 11 - Sep. 13	Jul. 12 - Jun. 14

Acela Express

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

Other NEC Corridor Routes

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2014 Constant Dollars

Current Period	Prior Period	Prior Report
Oct. 12 - Sep. 14	Oct. 11 - Sep. 13	Jul. 12 - Jun. 14

(\$0.044)	(\$0.058)	(\$0.043)
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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.

FY13 and FY14 results are preliminary and unaudited and are subject to change.

TABLE 4 (B):
ADJUSTED (LOSS) PER PASSENGER-MILE
Excluding State Revenue. Year 2014 Constant Dollars

Current Period	Prior Period	Prior Report
Oct. 12 - Sep. 14	Oct. 11 - Sep. 13	Jul. 12 - Jun. 14

(\$0.076)	(\$0.086)	(\$0.074)
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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.

FY13 and FY14 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Oct. 12 - Sep. 14	Oct. 11 - Sep. 13	Jul. 12 - Jun. 14

Acela Express

Acela Express	195	192	194
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Other NEC Corridor Routes

Keystone Service	147	148	147
Northeast Regional (Boston - Washington)	221	217	220
Newport News	269	262	269
Lynchburg	339	337	335
Norfolk	174	180	172
Richmond	133	n/a	115
New Haven - Springfield	115	120	116

Non-NEC Corridor Routes

Capitol Corridor	90	95	91
Carolinian	266	271	266
Cascades	133	138	133
Downeaster	94	101	96
Empire Corridor			
Adirondack	236	234	234
Empire Service	135	136	137
Ethan Allen Express	163	163	163
Maple Leaf	113	110	112
Heartland Flyer	93	99	94
Hiawatha	152	156	152
Hoosier State	68	70	69
Illinois			
Carl Sandburg / Illinois Zephyr	98	103	100
Illini / Saluki	132	135	133
Lincoln Service	138	142	138
Michigan			
Blue Water	169	168	168
Pere Marquette	124	130	124
Wolverine	123	124	123
Kansas City - St. Louis	91	93	91
Pacific Surfliner	147	145	146
Pennsylvanian	203	196	199
Piedmont	72	69	71
San Joaquins	127	126	127
Vermont	136	132	136

Long-Distance Routes

Auto Train	386	377	385
California Zephyr	171	175	172
Capitol Limited	200	200	199
Cardinal	128	134	129
City of New Orleans	168	175	169
Coast Starlight	231	229	231
Crescent	162	164	161
Empire Builder	188	211	199
Lake Shore Ltd	234	242	236
Palmetto	144	150	145
Silver Meteor	223	229	226
Silver Star	192	196	192
Southwest Chief	188	191	187
Sunset Limited	139	137	135
Texas Eagle	190	194	193

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

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

Service ^a	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP ^b	All-Stations OTP ^c
	Last Four Quarters	4th Quarter FY 2014	4th Quarter FY 2014

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-1.7	72.3%	80.1%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-1.0	89.9%	96.0%
Total Northeast Regional		73.1%	78.6%
Richmond / Newport News/Norfolk ^d	-0.5	67.0%	69.7%
Lynchburg ^e	Not Available	80.4%	76.1%
All Other Northeast Regional	-0.6	74.3%	83.4%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.3	94.6%	96.1%
Carolinian	0.4	43.5%	50.2%
Cascades	-1.3	74.1%	65.4%
Downeaster	-2.7	54.1%	80.3%
Empire Corridor	0.0	64.2%	64.5%
Adirondack	0.8	50.0%	53.8%
Ethan Allen Express	2.3	66.8%	75.8%
Maple Leaf	-0.6	23.4%	35.7%
New York - Albany ^f	0.1	75.5%	89.9%
New York - Niagara Falls	-1.1	53.8%	50.0%
Heartland Flyer	1.0	23.9%	56.9%
Hiawatha	-0.5	93.9%	97.5%
Hoosier State	0.2	57.1%	61.1%
Illinois	0.4	59.3%	58.1%
Carl Sandburg / Illinois Zephyr	-2.1	84.2%	80.0%
Illini / Saluki	0.7	59.8%	47.2%
Lincoln Service	1.0	46.6%	53.1%
Michigan	1.3	28.5%	50.9%
Blue Water	3.7	37.5%	53.6%
Pere Marquette	1.0	22.8%	60.0%
Wolverine	0.5	27.5%	49.1%
Kansas City - St. Louis	7.3	81.3%	80.9%
Pacific Surfliner	-0.2	76.9%	86.2%
Pennsylvanian	0.9	87.4%	83.6%
Piedmont	1.4	54.6%	81.8%
San Joaquin	-0.6	71.6%	74.6%
Vermont	3.8	81.0%	69.8%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	-1.6	83.2%	84.8%
California Zephyr	1.8	8.7%	17.9%
Capitol Limited	-0.8	2.7%	20.4%
Cardinal	0.5	29.1%	33.2%
City of New Orleans	0.7	82.1%	52.9%
Coast Starlight	0.8	70.7%	49.7%
Crescent	-0.2	51.6%	52.2%
Empire Builder	-4.3	31.0%	22.6%
Lake Shore Ltd	-2.6	17.9%	15.3%
Palmetto	0.3	65.2%	63.3%
Silver Meteor	-0.8	48.4%	46.2%
Silver Star	0.5	51.6%	50.1%
Southwest Chief	-0.7	40.8%	28.6%
Sunset Limited	2.8	55.7%	46.7%
Texas Eagle	1.7	42.9%	29.3%

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

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

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

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

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

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

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

Service	Host		4th Quarter FY 2014						Route Miles
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	
				#1	Minutes	#2	Minutes		
Standard			900						
Acela Express									
Acela Express	MNRR		2036	DSR	1051	CTI	566	0	56
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News/Norfolk ^d	CSX		1662	FTI	423	DSR	326	0	189
	MNRR		687	DSR	389	CTI	83	0	56
	NS		247	DSR	95	DCS	63	0	81
Lynchburg ^e	MNRR		633	RTE	201	CTI	185	0	56
	NS		381	DSR	116	FTI	82	0	166
All Other Northeast Regional	MNRR		651	DSR	369	CTI	159	0	56
Non-NEC Corridor Routes									
Capitol Corridor	UP		492	PTI	168	DCS	96	0	168
Carolinian	CSX		2118	FTI	577	PTI	523	0	295
	NS		636	PTI	227	DSR	220	0	202
Cascades	BNSF		1708	DSR	639	FTI	387	0	343
	UP		1506	FTI	663	PTI	384	0	125
Downeaster	MBTA		1636	CTI	685	DSR	292	0	38
	PanAm		1053	DSR	520	PTI	313	0	77
Empire Corridor									
Adirondack	CN		1213	DSR	580	RTE	216	0	49
	CP		1506	PTI	458	DSR	348	0	178
	Amtrak		1541	PTI	593	DBS	279	0	104
	MNRR		1738	CTI	741	DSR	427	0	64
Ethan Allen Express	CP		1666	PTI	399	DCS	372	0	60
	Amtrak		1357	PTI	682	DCS	188	0	104
	MNRR		1756	CTI	754	DSR	375	0	64
	VTR		55	DSR	23	DCS	11	0	24
Maple Leaf	CSX		2813	FTI	1365	RTE	463	0	298
	Amtrak		1186	PTI	435	DCS	316	0	109
	MNRR		1509	CTI	616	DSR	460	0	64
New York - Albany ^f	Amtrak		689	PTI	179	DSR	146	0	81
	MNRR		1379	CTI	520	DSR	389	0	64
New York - Niagara Falls	CSX		2039	FTI	848	RTE	453	0	296
	Amtrak		1086	PTI	381	RTE	247	0	109
	MNRR		1936	CTI	641	DSR	488	0	64
Heartland Flyer	BNSF		2198	DSR	1538	FTI	383	0	238
Hiawatha	CP		236	FTI	104	DCS	70	0	53
	Metra		1320	CTI	795	DCS	216	0	29
Hoosier State	CSX		1493	FTI	681	DCS	450	0	169
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF		1048	DSR	428	RTE	200	0	257
Illini / Saluki	CN		1196	FTI	588	PTI	201	0	306
Lincoln Service	CN		1289	FTI	801	DCS	194	0	37
	UP		1584	PTI	626	FTI	395	0	231
Michigan									
Blue Water	Amtrak		1406	DSR	768	PTI	378	0	99
	CN		908	FTI	714	DSR	62	0	159
	MIDOT		2935	DSR	1013	DCS	1010	0	22
	NS		7394	FTI	2832	PTI	1414	1671	39
Pere Marquette	CSX		512	DCS	147	DSR	143	0	135
	NS		7177	FTI	2523	DSR	1299	1671	39
Wolverine	Amtrak		1308	DSR	643	PTI	414	0	99
	CN		3132	DSR	1497	FTI	745	0	27
	MIDOT		1119	DCS	426	PTI	341	0	134
	NS		6404	FTI	3301	DSR	948	1671	39
Kansas City - St. Louis	UP		633	FTI	388	PTI	92	0	271
Pacific Surfliner	BNSF		1510	DCS	359	DSR	309	0	22
	SCRRA		1174	PTI	449	CTI	305	0	95
	SDNRR		1001	PTI	437	CTI	364	0	60
	UP		1303	PTI	719	DSR	197	0	174

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

Service	Host		4th Quarter FY 2014						Route Miles
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	
				#1	Minutes	#2	Minutes		
Standard			900						
Pennsylvanian	NS		635	FTI	303	RTE	129	0	249
Piedmont	NS		945	DSR	311	DCS	247	0	173
San Joaquin	BNSF		1064	PTI	419	FTI	362	0	284
	UP		894	PTI	341	FTI	222	0	88
Vermont	MNRR		1050	DSR	434	DCS	242	0	56
	NECR		703	DSR	531	FTI	74	0	238
Long-Distance Routes									
Auto Train	CSX		1307	FTI	560	PTI	267	0	898
	CFRC		2839	DCS	1489	CTI	851	0	16
California Zephyr	BNSF		1752	DSR	870	FTI	402	0	1,027
	UP		1206	FTI	544	DCS	183	0	1,431
Capitol Limited	CSX		1483	FTI	674	DSR	294	0	307
	NS		4035	FTI	2628	DSR	486	0	481
Cardinal	BBrRR		1244	PTI	420	FTI	367	0	132
	CSX		1494	FTI	518	DSR	333	0	698
	NS		1179	DSR	382	PTI	243	0	79
City of New Orleans	CN		1197	FTI	603	DSR	222	0	930
Coast Starlight	BNSF		744	FTI	189	DSR	152	0	186
	SCRRA		2066	PTI	1018	CTI	622	0	48
	UP		1149	PTI	384	FTI	312	0	1,159
Crescent	NS		1007	FTI	506	DSR	191	0	1,141
Empire Builder	BNSF		2026	FTI	1030	DSR	614	0	2,147
	CP		1208	FTI	526	DSR	395	0	384
	Metra		1569	CTI	1317	FTI	87	0	29
Lake Shore Ltd	CSX		1871	FTI	829	DSR	356	0	741
	MNRR		2153	CTI	883	DSR	564	0	64
	NS		4579	FTI	2902	PTI	538	0	339
Palmetto	CSX		1097	FTI	369	PTI	251	0	659
Silver Meteor	CSX		966	FTI	397	DSR	177	0	1,152
	CFRC		2581	DCS	786	PTI	744	0	61
	Fla DOT		1138	CTI	407	DCS	196	0	68
Silver Star	CSX		1096	FTI	315	PTI	268	0	1,209
	CFRC		1409	DCS	660	DSR	284	0	61
	Fla DOT		949	CTI	504	DCS	258	0	68
	NS		374	PTI	182	DCS	119	0	28
Southwest Chief	BNSF		851	DSR	344	FTI	169	0	2,198
	NMDOT		1810	CTI	712	DSR	668	0	80
Sunset Limited	BNSF		967	DSR	600	FTI	246	0	190
	UP		1538	FTI	795	DSR	246	0	1,784
Texas Eagle	BNSF		2140	DSR	1302	FTI	464	0	126
	CN		2152	FTI	1404	PTI	248	0	37
	UP		1673	FTI	716	DSR	270	0	1,104

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

^bFor explanation of delay codes, see Table 19.

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

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

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

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

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

Service	4th Quarter FY 2014					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	325	OTH	223	HLD	51	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News/Norfolk ^d	488	HLD	219	ADA	84	0
Lynchburg ^e	409	HLD	140	OTH	91	0
All Other Northeast Regional	272	OTH	66	ENG	65	0
Non-NEC Corridor Routes						
Capitol Corridor	297	OTH	75	HLD	62	0
Carolinian	531	HLD	229	ADA	172	0
Cascades	437	HLD	98	ENG	74	0
Downeaster	180	ITI	83	HLD	43	0
Empire Corridor						
Adirondack	258	HLD	185	SVS	130	0
Ethan Allen Express	197	HLD	178	SYS	104	0
Maple Leaf	412	SYS	181	HLD	143	0
New York - Albany ^f	55	HLD	155	SYS	51	0
New York - Niagara Falls	404	SYS	167	HLD	163	0
Heartland Flyer	454	OTH	200	HLD	129	0
Hiawatha	298	OTH	193	HLD	50	0
Hoosier State	723	SYS	279	OTH	165	0
Illinois						
Carl Sandburg / Illinois Zephyr	210	HLD	101	ENG	41	0
Illini / Saluki	421	OTH	220	HLD	77	0
Lincoln Service	193	HLD	57	SYS	55	0
Michigan						
Blue Water	480	HLD	209	OTH	169	0
Pere Marquette	608	SYS	212	HLD	195	0
Wolverine	499	OTH	209	SYS	161	0
Kansas City - St. Louis	317	HLD	77	ADA	62	0
Pacific Surfliner	381	HLD	158	ADA	59	0
Pennsylvanian	424	HLD	145	OTH	83	0
Piedmont	467	ADA	147	HLD	138	0
San Joaquin	378	ADA	80	HLD	74	0
Vermont	308	HLD	84	OTH	55	0
Long-Distance Routes						
Auto Train	149	SVS	33	SYS	32	0
California Zephyr	451	SYS	148	HLD	89	0
Capitol Limited	437	ITI	249	SYS	177	0
Cardinal	496	SYS	119	OTH	106	0
City of New Orleans	330	HLD	109	OTH	84	0
Coast Starlight	771	HLD	192	SVS	133	0
Crescent	302	HLD	83	ADA	71	0
Empire Builder	598	CON	242	SYS	119	0
Lake Shore Ltd	562	HLD	332	ITI	297	0
Palmetto	264	ADA	78	ENG	66	0
Silver Meteor	409	ADA	154	HLD	107	0
Silver Star	453	HLD	177	ADA	117	0
Southwest Chief	366	HLD	147	ENG	96	0
Sunset Limited	456	HLD	134	SVS	92	0
Texas Eagle	594	SYS	127	HLD	119	0

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

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

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

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

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

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

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

Service	Host ^b	4th Quarter FY 2014						
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance ^c	Route Miles
			#1	Minutes	#2	Minutes		
Acela Express								
Standard		265						
Acela Express	Amtrak	359	SMW	77	CTI	48	0	401
Other Services								
Standard		475						
Keystone	Amtrak	246	PTI	36	CTI	31	0	195
Cardinal	Amtrak	1424	ITI	311	ENG	275	0	226
Carolinian	Amtrak	669	SMW	194	HLD	81	0	226
Crescent	Amtrak	757	SMW	181	PTI	120	0	226
Northeast Regional	Amtrak	631	SMW	127	ENG	80	0	
Richmond / Newport News/Norfolk ^d	Amtrak	683	SMW	156	ENG	88	0	463
Lynchburg ^e	Amtrak	626	ENG	122	HLD	115	0	463
All Other Northeast Regional	Amtrak	609	SMW	118	CON	77	0	463
Palmetto	Amtrak	710	SMW	137	ENG	122	0	226
Pennsylvanian	Amtrak	360	ENG	96	PTI	55	0	195
Silver Meteor	Amtrak	1163	SMW	234	ENG	179	0	226
Silver Star	Amtrak	865	SMW	149	PTI	90	0	226
Vermont	Amtrak	567	SMW	133	PTI	64	0	304

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

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

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

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

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

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

Service		4th Quarter FY 2014					
		Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard		82	80	80	80	80	80
Acela Express							
Acela Express		78	84	76	80	67	60
Other NEC Corridor Routes							
Keystone Service		84	88	77	84	69	N/A
Northeast Regional (Boston - Washington)		76	80	67	79	55	65
Newport News ^b		80	81	71	83	55	65
Norfolk ^c		83	82	69	84	58	59
Richmond ^d		83	82	69	85	57	66
Lynchburg ^e		87	79	76	84	57	55
New Haven - Springfield		76	83	68	79	56	60
Non-NEC Corridor Routes							
Capitol Corridor		91	89	82	92	75	71
Carolinian		76	84	73	80	53	64
Cascades		91	86	84	89	80	66
Downeaster		89	91	78	86	69	69
Empire Corridor							
Adirondack		68	77	65	73	52	56
Ethan Allen Express		84	85	76	85	66	60
Maple Leaf		65	80	61	81	53	64
New York - Albany ^f		79	80	70	78	57	N/A
Heartland Flyer		91	92	89	92	84	78
Hiawatha		93	90	85	93	75	N/A
Hoosier State		78	86	78	75	70	N/A
Illinois							
Carl Sandburg / Illinois Zephyr		92	86	81	86	79	73
Illini / Saluki		83	85	77	83	73	71
Lincoln Service		82	81	75	80	66	65
Michigan							
Blue Water		74	79	75	75	63	64
Pere Marquette		80	83	76	89	80	63
Wolverine		65	81	71	76	63	60
Kansas City - St. Louis		90	84	84	86	72	66
Pacific Surfliner		90	87	81	90	74	70
Pennsylvanian		86	84	78	86	62	70
Piedmont		91	92	85	90	90	N/A
San Joaquins		88	86	81	85	70	67
Vermont		78	78	74	82	53	54
Long-Distance Routes							
Auto Train		73	84	78	69	72	66
California Zephyr		66	78	64	74	57	61
Capitol Limited		63	79	62	74	63	64
Cardinal		66	69	59	70	54	53
City of New Orleans		82	83	78	76	68	75
Coast Starlight		80	80	68	80	60	61
Crescent		77	82	67	78	56	69
Empire Builder		58	74	58	67	49	58
Lake Shore Ltd		47	65	46	62	44	49
Palmetto		81	87	77	81	63	71
Silver Meteor		70	78	63	72	54	65
Silver Star		81	84	71	76	58	75
Southwest Chief		74	79	69	72	59	68
Sunset Limited		75	78	66	76	64	67
Texas Eagle		71	77	66	78	59	65

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

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

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

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

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

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

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

Service	4th Quarter FY 2014		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	31	87	0.36
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Other NEC Corridor Routes

Keystone Service	17	35	0.49
Total Northeast Regional	144	144	1.00
Richmond / Newport News ^b	39	40	0.97
Lynchburg ^c	10	11	0.94
All Other Northeast Regional	95	93	1.02

Non-NEC Corridor Routes

Capitol Corridor	19	29	0.66
Carolinian	4	13	0.30
Cascades	18	24	0.75
Downeaster	0	11	0.00
Empire Corridor	16	55	0.29
Adirondack	2	7	0.28
Ethan Allen Express	2	5	0.44
Maple Leaf	6	9	0.69
New York - Albany ^d	3	17	0.17
New York - Niagara Falls	3	17	0.18
Heartland Flyer	0	4	0.00
Hiawatha	5	11	0.46
Hoosier State	2	2	0.97
Illinois	15	40	0.37
Carl Sandburg / Illinois Zephyr	3	9	0.32
Illini / Saluki	4	11	0.36
Lincoln Service	8	20	0.40
Michigan	11	27	0.41
Blue Water	2	6	0.34
Pere Marquette	2	3	0.62
Wolverine	7	17	0.40
Kansas City - St. Louis	5	10	0.49
Pacific Surfliner	11	40	0.27
Pennsylvanian	5	8	0.62
Piedmont	0	6	0.00
San Joaquins	33	34	0.97
Vermont	9	11	0.80

Long-Distance Routes

Auto Train	4	17	0.24
California Zephyr	31	45	0.69
Capitol Limited	7	14	0.48
Cardinal	6	9	0.66
City of New Orleans	13	17	0.76
Coast Starlight	18	26	0.70
Crescent	15	25	0.59
Empire Builder	29	47	0.61
Lake Shore Ltd	19	20	0.94
Palmetto	12	16	0.74
Silver Meteor	25	27	0.94
Silver Star	21	28	0.74
Southwest Chief	29	42	0.69
Sunset Limited	4	16	0.25
Texas Eagle	22	20	1.08

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

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

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

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

TABLE 12:
COMPLAINTS RECEIVED
Complaints per 1,000 Passengers

Service		4th Quarter FY 2014	
		Food-Related	Train-Related

Amtrak Premium

Acela Express		0.03	2.09
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Amtrak Corridor

Keystone		0.00	0.41
Northeast Regional		0.03	3.43

Short Distance

Capitols		0.00	0.16
Carolinian		0.11	16.71
Cascades		0.06	2.21
Downeaster		0.01	1.33
Empire Corridor			
Adirondack		0.09	6.44
Empire Service		0.01	2.78
Ethan Allen Express		0.07	5.78
Maple Leaf		0.23	14.20
Heartland Flyer		0.00	2.07
Hiawatha		0.00	0.39
Hoosier State		0.00	4.85
Illinois			
Carl Sandburg / Illinois Zephyr		0.00	2.05
Illini / Saluki		0.01	3.23
Lincoln Service		0.04	3.29
Michigan			
Blue Water		0.21	5.07
Pere Marquette		0.00	3.24
Wolverine		0.09	9.09
Kansas City - St. Louis		0.04	5.56
Pacific Surfliner		0.02	1.09
Pennsylvanian		0.00	4.47
Piedmont		0.00	1.16
San Joaquins		0.08	3.03
Vermont		0.06	3.39

Long Distance

Auto Train		1.41	13.06
California Zephyr		5.36	59.40
Capitol Limited		2.00	63.13
Cardinal		1.73	32.92
City of New Orleans		0.60	13.92
Coast Starlight		1.32	22.22
Crescent		1.10	26.24
Empire Builder		4.55	45.82
Lake Shore Ltd		2.11	66.06
Palmetto		0.07	25.66
Silver Meteor		1.01	32.48
Silver Star		0.96	23.09
Southwest Chief		4.40	48.65
Sunset Limited		1.99	25.02
Texas Eagle		1.09	28.41

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

TABLE 13:
FOOD-RELATED COMPLAINTS
Number of Complaints Received

Service	4th Quarter FY 2014						
	Menu / Selection / Availability	Other	Pricing	Quality	Service		Total
Amtrak System	1,455	72	19	56	1,407		3,009
Amtrak Premium	16	0	0	0	9		25
Acela Express	16	0	0	0	9		25
Amtrak Corridor	45	0	2	2	13		62
Keystone	0	0	0	0	0		0
Northeast Regional	45	0	2	2	13		62
Short Distance	62	0	2	9	53		126
Capitol	1	0	0	0	0		1
Carolinian	4	0	0	0	6		10
Cascades	5	0	0	0	10		15
Downeaster	1	0	0	1	0		2
Empire Corridor	11	0	1	0	11		23
Adirondack	1	0	0	0	4		5
Empire Service	2	0	1	0	0		3
Ethan Allen Express	3	0	0	0	0		3
Maple Leaf	5	0	0	0	7		12
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	2	0	0	1	4		7
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	1	0		1
Lincoln Service	2	0	0	0	4		6
Michigan	18	0	0	3	2		23
Blue Water	10	0	0	0	1		11
Pere Marquette	0	0	0	0	0		0
Wolverine	8	0	0	3	1		12
Kansas City - St. Louis	1	0	1	0	0		2
Pacific Surfliner	2	0	0	3	8		13
Pennsylvanian	0	0	0	0	0		0
Piedmont	0	0	0	0	0		0
San Joaquins	14	0	0	1	10		25
Vermont	3	0	0	0	2		5
Long Distance	1,332	72	15	45	1,332		2,796
Auto Train	10	7	0	0	93		110
California Zephyr	281	9	3	4	283		580
Capitol Limited	66	2	0	8	58		134
Cardinal	29	1	0	0	24		54
City of New Orleans	26	0	0	1	13		40
Coast Starlight	67	3	2	3	103		178
Crescent	34	0	0	4	44		82
Empire Builder	203	12	0	6	371		592
Lake Shore Ltd	133	4	2	5	80		224
Palmetto	2	0	0	0	2		4
Silver Meteor	35	17	0	1	54		107
Silver Star	43	10	0	4	50		107
Southwest Chief	348	4	3	3	78		436
Sunset Limited	36	0	2	5	18		61
Texas Eagle	19	3	3	1	61		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 14:
PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

Service	4th Quarter FY 2014						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	1,726	151	4,544	1,870	3,698		11,989
Amtrak Premium	44	6	83	36	57		226
Acela Express	44	6	83	36	57		226
Amtrak Corridor	288	28	222	235	381		1,154
Keystone	9	4	37	5	20		75
Northeast Regional	279	24	185	230	361		1,079
Short Distance	269	47	656	320	516		1,808
Capitol	0	1	12	3	6		22
Carolinian	20	2	150	41	67		280
Cascades	10	2	32	16	33		93
Downeaster	3	1	7	3	7		21
Empire Corridor	86	13	104	49	85		337
Adirondack	15	1	18	10	17		61
Empire Service	20	7	65	26	31		149
Ethan Allen Express	10	1	3	3	13		30
Maple Leaf	41	4	18	10	24		97
Heartland Flyer	0	0	5	1	2		8
Hiawatha	4	0	0	4	7		15
Hoosier State	1	3	1	0	0		5
Illinois	23	4	38	25	57		147
Carl Sandburg / Illinois Zephyr	2	0	0	8	8		18
Illini / Saluki	4	2	11	2	10		29
Lincoln Service	17	2	27	15	39		100
Michigan	61	6	31	38	54		190
Blue Water	8	0	7	8	13		36
Pere Marquette	0	5	2	4	5		16
Wolverine	53	1	22	26	36		138
Kansas City - St. Louis	1	0	43	20	15		79
Pacific Surfliner	26	6	111	66	114		323
Pennsylvanian	7	0	49	5	11		72
Piedmont	2	0	6	4	7		19
San Joaquins	15	6	44	27	43		135
Vermont	10	3	23	18	8		62
Long Distance	1,125	70	3,583	1,279	2,744		8,801
Auto Train	30	4	120	18	71		243
California Zephyr	129	5	446	121	422		1,123
Capitol Limited	82	0	158	27	84		351
Cardinal	19	1	101	29	37		187
City of New Orleans	22	1	69	24	98		214
Coast Starlight	75	9	356	157	207		804
Crescent	41	8	171	65	228		513
Empire Builder	106	10	604	200	367		1,287
Lake Shore Ltd	214	5	167	163	272		821
Palmetto	44	5	45	22	67		183
Silver Meteor	75	0	450	73	108		706
Silver Star	30	7	296	66	134		533
Southwest Chief	193	8	361	164	390		1,116
Sunset Limited	14	0	72	46	54		186
Texas Eagle	51	7	167	104	205		534

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

TABLE 15:
EQUIPMENT-RELATED COMPLAINTS
Number of Complaints Received

Service	4th Quarter FY 2014						
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		Total
Amtrak System	1,424	2,265	627	3,455	3,590		11,361
Amtrak Premium	6	52	3	82	24		167
Acela Express	6	52	3	82	24		167
Amtrak Corridor	33	284	62	390	276		1,045
Keystone	0	14	1	11	5		31
Northeast Regional	33	270	61	379	271		1,014
Short Distance	68	357	74	413	381		1,293
Capitols	0	0	0	1	0		1
Carolinian	4	51	8	63	103		229
Cascades	20	38	12	40	31		141
Downeaster	0	5	0	5	0		10
Empire Corridor	9	51	14	70	94		238
Adirondack	0	24	0	7	40		71
Empire Service	1	18	8	18	22		67
Ethan Allen Express	2	2	0	10	4		18
Maple Leaf	6	7	6	35	28		82
Heartland Flyer	0	2	4	5	0		11
Hiawatha	0	3	1	4	1		9
Hoosier State	0	2	0	0	0		2
Illinois	2	16	0	12	19		49
Carl Sandburg / Illinois Zephyr	0	4	0	0	2		6
Illini / Saluki	0	12	0	3	1		16
Lincoln Service	2	0	0	9	16		27
Michigan	5	40	4	54	45		148
Blue Water	1	8	0	17	11		37
Pere Marquette	0	1	0	1	0		2
Wolverine	4	31	4	36	34		109
Kansas City - St. Louis	1	20	11	1	5		38
Pacific Surfliner	23	16	12	39	22		112
Pennsylvanian	3	8	2	26	5		44
Piedmont	0	4	1	0	1		6
San Joaquins	0	81	4	81	32		198
Vermont	1	20	1	12	23		57
Long Distance	1,317	1,572	488	2,570	2,909		8,856
Auto Train	115	72	11	151	102		451
California Zephyr	216	176	106	330	373		1,201
Capitol Limited	61	66	20	91	60		298
Cardinal	16	30	6	50	66		168
City of New Orleans	39	26	18	102	37		222
Coast Starlight	119	98	48	243	139		647
Crescent	44	133	17	106	318		618
Empire Builder	285	265	70	264	558		1,442
Lake Shore Ltd	65	105	27	225	446		868
Palmetto	9	77	27	63	109		285
Silver Meteor	83	194	32	128	215		652
Silver Star	64	115	34	128	192		533
Southwest Chief	102	122	29	492	164		909
Sunset Limited	33	48	21	47	53		202
Texas Eagle	66	45	22	150	77		360

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

TABLE 16:
STATION-RELATED COMPLAINTS
 Number of Complaints Received

4th Quarter FY 2014		
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Amtrak System		2679
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Division

Boston		124
California		399
Central		218
Empire		382
New York		70
Southeast		310
Southwest		658
Northwest		86
Washington		432

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

**TABLE 17:
PUBLIC BENEFITS**

	FY 2013
Connectivity	20.9%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	4.7%
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

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

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	4th Quarter FY 2014	4th Quarter FY 2014

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-2.6	57.8%	87.5%
	2103	-2.6	90.6%	97.6%
	2104	-2.2	60.9%	84.3%
	2107	-4.1	95.3%	98.0%
	2109	-3.2	87.5%	92.2%
	2110	-1.7	82.8%	90.6%
	2117	-2.3	89.1%	92.2%
	2119	-1.7	81.0%	83.9%
	2121	-2.1	95.2%	97.3%
	2122	-1.9	82.8%	85.6%
	2124	-4.9	46.9%	61.6%
	2126	-4.2	76.2%	82.6%
	2128	Not Available	79.4%	83.9%
	2150	-1.1	62.5%	74.8%
	2151	-1.6	87.5%	92.7%
	2153	-3.2	82.8%	91.1%
	2154	-1.0	62.5%	75.9%
	2155	-0.7	71.9%	77.0%
	2158	-0.6	50.0%	65.1%
	2159	-0.9	76.6%	74.5%
	2160	-0.9	56.3%	72.6%
	2163	-2.0	73.4%	82.0%
	2164	-1.2	68.8%	76.4%
	2165	-1.0	60.9%	81.0%
	2166	-1.1	79.7%	84.8%
	2167	-1.7	57.8%	78.3%
	2168	-1.5	87.5%	82.7%
	2170	-2.5	54.7%	67.7%
	2171	-2.0	54.7%	76.5%
	2172	-2.1	68.8%	67.4%
	2173	-2.0	53.1%	68.5%
	2175	Not Available	76.6%	83.0%
	2190	-0.4	85.9%	79.6%
	2203	-0.8	86.7%	91.7%
	2205	-1.0	61.5%	86.5%
	2207	0.6	86.7%	93.3%
	2208	-2.0	61.5%	82.7%
	2211	-0.8	76.9%	89.4%
	2212	-0.5	75.0%	87.9%
	2213	-1.2	61.5%	82.7%
	2216	-0.9	73.3%	89.2%
	2220	-2.3	73.3%	87.5%
	2221	-0.9	76.9%	86.5%
	2222	-1.8	76.9%	82.7%
	2225	-1.2	92.3%	95.1%
	2228	-2.3	69.2%	85.3%
	2250	-0.6	46.4%	57.6%
	2251	-0.9	53.3%	74.9%
	2252	-0.6	38.5%	63.8%
	2253	-1.1	67.9%	82.4%
	2254	-0.4	61.5%	67.4%
	2255	0.5	84.6%	86.0%
	2256	-0.2	61.5%	69.3%
	2257	-0.3	76.9%	80.4%
	2258	-0.4	84.6%	80.2%
	2259	-1.6	61.5%	75.6%
	2290	-1.6	86.7%	78.8%
	2297	0.7	92.3%	96.4%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	4th Quarter FY 2014	4th Quarter FY 2014

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	66	2.6	87.0%	71.2%
	67	-1.1	78.3%	85.5%
	71	Not Available	100.0%	85.1%
	82	0.4	66.7%	45.1%
	83	1.1	46.2%	47.4%
	84	-3.0	79.7%	80.7%
	85	-1.2	73.4%	84.1%
	86	1.4	65.6%	72.9%
	87	1.7	46.2%	64.4%
	88	-0.9	57.1%	57.6%
	93	-0.7	52.9%	69.2%
	94	-0.6	53.1%	42.8%
	95	0.6	45.3%	68.5%
	99	0.1	50.0%	57.6%
	125	Not Available	65.6%	76.2%
	157	Not Available	92.3%	82.8%
	164	Not Available	50.0%	72.8%
	174	Not Available	75.0%	70.8%
	194	-1.0	67.9%	61.7%
	195	0.6	50.0%	69.6%
Lynchburg ^d	145	-1.5	92.3%	93.7%
	147	-0.4	86.7%	81.4%
	156	-14.2	75.0%	85.6%
	171	-7.4	76.6%	73.7%
	176	-6.7	82.8%	71.9%
All Other Northeast Regional	110	-3.3	54.0%	84.7%
	111	-0.1	88.9%	96.2%
	121	-2.1	93.3%	93.9%
	123	Not Available	100.0%	98.6%
	126	Not Available	76.9%	92.3%
	127	-3.5	69.4%	86.5%
	129	-3.7	65.6%	87.4%
	130	-1.7	70.3%	93.5%
	131	-1.5	96.4%	97.3%
	132	Not Available	100.0%	82.2%
	133	-3.6	61.5%	83.8%
	134	-0.5	72.0%	83.5%
	135	-0.4	78.6%	84.5%
	136	0.4	69.2%	74.3%
	137	-1.3	70.3%	83.2%
	138	-1.7	75.0%	84.1%
	139	Not Available	92.3%	89.8%
	140	2.1	96.4%	86.1%
	141	0.7	76.6%	85.9%
	143	0.3	57.1%	78.1%
	146	1.6	80.0%	77.7%
	148	0.0	71.9%	76.9%
	150	-0.6	82.1%	85.8%
	151	-0.7	90.6%	98.0%
	152	-0.7	67.9%	93.8%
	153	-1.6	92.9%	97.4%
	154	1.3	46.2%	89.0%
	155	-0.3	89.3%	92.8%
	158	1.4	85.7%	95.0%
	159	3.3	75.0%	86.4%
	160	-1.1	67.9%	75.0%
	161	0.5	78.6%	78.0%
	162	0.6	82.1%	85.6%
	163	-1.4	71.4%	70.3%
	165	-0.5	92.9%	86.6%
	166	-3.6	38.5%	58.8%
	167	-0.2	100.0%	93.3%
	168	0.0	80.0%	70.7%
	169	-0.7	75.0%	78.0%
	170	-2.1	87.5%	81.0%
	172	-0.6	56.3%	56.9%
	173	0.2	48.4%	67.2%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	4th Quarter FY 2014	4th Quarter FY 2014
	175	-0.8	79.7%	83.8%
	177	-0.8	89.1%	90.9%
	178	-2.6	89.1%	87.0%
	179	-0.2	89.1%	94.2%
	180	-2.1	60.9%	90.9%
	181	-0.1	70.3%	89.9%
	182	-0.9	89.3%	93.5%
	183	-1.8	53.1%	80.5%
	184	-3.1	65.6%	85.7%
	185	-5.4	78.1%	89.9%
	186	-2.1	62.5%	85.7%
	187	-1.2	85.7%	92.3%
	188	-1.1	75.0%	83.1%
	190	-0.6	93.8%	94.2%
	192	1.2	78.6%	96.4%
	193	-2.5	60.9%	78.8%
	196	-0.2	68.6%	84.3%
	198	-3.1	65.2%	86.2%
	401	6.7	89.3%	95.9%
	405	6.8	100.0%	100.0%
	432	Not Available	76.9%	81.4%
	450	2.1	50.0%	67.3%
	460	1.6	50.0%	55.0%
	463	3.6	89.3%	94.4%
	464	-0.3	28.6%	32.0%
	465	Not Available	84.6%	87.5%
	467	5.3	100.0%	98.0%
	470	1.8	76.6%	87.2%
	475	7.0	98.4%	97.7%
	476	0.9	39.1%	46.3%
	479	7.0	82.8%	90.7%
	488	5.0	25.0%	35.1%
	490	4.3	96.9%	96.1%
	493	6.1	87.5%	93.1%
	494	0.7	32.8%	34.3%
	495	5.7	98.4%	99.8%
	497	7.4	69.2%	76.9%
Keystone	600	0.6	98.4%	99.7%
	601	-1.0	93.8%	98.9%
	605	-0.2	93.8%	98.7%
	607	-2.5	98.4%	99.8%
	609	-2.2	98.4%	98.8%
	610	-0.5	86.7%	92.2%
	611	-2.7	93.3%	100.0%
	612	0.6	92.3%	93.2%
	615	-1.5	100.0%	100.0%
	618	-4.4	90.2%	94.5%
	619	-2.1	95.3%	98.4%
	620	-0.8	96.9%	97.9%
	622	0.6	96.9%	99.8%
	637	-5.4	69.2%	84.6%
	639	-1.7	85.9%	94.5%
	640	-1.0	73.4%	97.9%
	641	-0.9	92.2%	93.5%
	642	-0.1	81.3%	97.5%
	643	0.4	89.1%	94.3%
	644	-2.0	87.5%	97.0%
	645	-0.9	87.5%	89.7%
	646	-0.7	93.8%	97.7%
	647	-1.1	92.2%	97.1%
	648	-1.6	92.2%	98.3%
	649	-1.6	90.6%	94.7%
	650	0.2	93.8%	98.2%
	651	-0.4	85.9%	95.0%
	652	0.2	90.6%	98.4%
	653	0.1	92.2%	93.0%
	654	-0.1	92.2%	95.3%
	655	-0.7	78.1%	87.7%
	656	-1.6	82.8%	97.4%
	658	-1.1	84.6%	97.0%
	660	1.6	78.6%	97.3%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	4th Quarter FY 2014	4th Quarter FY 2014
	661	-0.7	96.4%	99.3%
	662	0.1	100.0%	98.2%
	663	-3.7	92.9%	94.0%
	664	-0.8	82.1%	99.1%
	665	0.3	89.3%	98.6%
	666	-0.1	89.3%	99.3%
	667	-2.4	85.7%	88.3%
	669	-4.1	82.1%	86.2%
	670	0.1	78.6%	93.6%
	671	-6.9	92.9%	98.3%
	672	0.3	85.7%	97.0%
	674	Not Available	92.3%	98.9%
Non-NEC Corridor Routes				
Standard		≥ 0	80.0%	80.0%
Capitol Corridor	520	2.0	95.3%	97.4%
	521	1.4	96.9%	98.7%
	522	3.0	93.8%	96.4%
	523	1.4	96.9%	96.2%
	524	3.9	95.3%	96.5%
	525	2.8	96.9%	98.4%
	526	2.7	95.3%	98.9%
	527	2.2	98.4%	98.7%
	528	3.7	95.3%	94.3%
	529	0.7	95.3%	96.9%
	530	4.8	95.3%	96.5%
	531	3.0	95.3%	96.8%
	532	4.8	98.4%	97.4%
	533	1.9	95.3%	97.3%
	534	3.9	98.4%	99.8%
	535	2.8	98.4%	96.9%
	536	1.2	90.6%	94.7%
	537	3.0	98.4%	97.8%
	538	2.9	98.4%	96.9%
	540	3.5	98.4%	99.2%
	541	3.7	100.0%	99.4%
	542	2.2	95.3%	95.4%
	543	2.5	87.5%	94.1%
	544	3.0	96.9%	95.1%
	545	3.4	96.9%	97.7%
	546	3.0	92.2%	92.5%
	547	1.8	92.2%	92.9%
	548	-0.1	89.1%	91.0%
	549	0.0	89.1%	95.1%
	551	1.8	93.8%	94.1%
	720	2.5	96.3%	99.1%
	723	0.5	89.3%	97.4%
	724	2.7	100.0%	96.0%
	727	1.1	96.3%	99.5%
	728	2.3	100.0%	97.1%
	729	1.1	85.7%	93.0%
	732	2.9	85.2%	94.9%
	733	2.7	96.3%	97.9%
	734	1.9	88.9%	92.6%
	736	3.5	96.3%	97.8%
	737	2.8	82.1%	93.7%
	738	1.8	89.3%	91.6%
	741	1.2	89.3%	93.3%
	742	2.6	82.1%	87.4%
	743	0.1	85.7%	94.5%
	744	2.0	96.4%	96.1%
	745	1.6	96.4%	96.0%
	746	1.0	96.4%	99.6%
	747	2.5	96.4%	97.7%
	748	-0.4	89.3%	93.5%
	749	1.6	96.3%	98.6%
	751	0.3	100.0%	100.0%
Carolinian	79	0.2	21.7%	38.9%
	80	0.7	65.2%	61.5%
Cascades	500	1.2	80.4%	65.6%
	501	-1.5	89.1%	76.0%
	503	Not Available	72.6%	84.1%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	4th Quarter FY 2014	4th Quarter FY 2014
Downeaster	505	Not Available	82.1%	82.9%
	506	0.0	78.3%	70.2%
	507	0.3	67.4%	65.6%
	508	-1.2	78.3%	64.6%
	509	2.0	90.2%	80.8%
	510	-1.0	68.1%	71.9%
	513	-3.5	65.2%	49.6%
	516	-4.5	48.9%	61.9%
	517	-1.2	74.7%	54.0%
	680	-0.6	68.8%	93.3%
	681	-3.7	22.8%	55.5%
	682	-4.0	57.8%	87.0%
	683	-1.1	75.5%	90.0%
	684	-1.1	51.0%	84.6%
	685	-3.1	68.3%	83.6%
	686	-2.4	58.9%	80.4%
	687	-2.4	50.0%	67.4%
	688	-6.9	32.8%	71.7%
	689	-1.7	67.2%	88.3%
	690	-0.7	57.1%	95.3%
	691	-1.2	42.9%	75.3%
	692	-4.6	0.0%	69.3%
	693	0.6	53.6%	88.2%
	694	-1.3	57.1%	77.1%
	695	-3.7	78.6%	88.7%
	696	0.5	71.4%	91.8%
	697	-0.5	35.7%	69.3%
	698	-5.6	39.3%	70.5%
	699	-1.5	82.1%	95.0%

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

Service	Train Number	Test #1		Test #2		Test #3	
		Change in Effective Speed		Endpoint OTP ^a		All-Stations OTP ^b	
		Last Four Quarters		4th Quarter FY 2014		4th Quarter FY 2014	
Empire Corridor							
Adirondack	68		0.5	40.2%	45.0%		
	69		1.1	59.8%	62.5%		
Maple Leaf	63		0.4	31.5%	46.0%		
	64		-1.4	15.2%	25.3%		
New York - Albany ^e	230		0.2	92.2%	98.4%		
	232		-0.7	84.4%	96.9%		
	233		0.3	57.6%	82.0%		
	234		-0.6	89.1%	96.5%		
	235		1.6	78.1%	92.4%		
	236		-0.3	76.1%	88.8%		
	237		0.2	67.2%	89.8%		
	238		1.4	84.8%	88.8%		
	239		-2.6	21.6%	86.8%		
	241		-0.3	67.4%	86.0%		
	242		2.1	60.9%	85.7%		
	243		0.4	87.5%	96.6%		
	244		-0.7	87.0%	93.6%		
	245		1.3	82.8%	86.1%		
	250		-0.3	100.0%	99.0%		
	252		-0.2	100.0%	100.0%		
	253		0.7	57.1%	83.6%		
	254		-1.5	69.2%	89.7%		
	255		-4.1	61.5%	76.9%		
	256		1.7	71.4%	87.8%		
	259		Not Available	82.1%	92.6%		
	New York - Niagara Falls	261		-0.3	89.3%	90.3%	
		280		-1.7	81.0%	65.4%	
		281		-0.6	39.1%	43.9%	
283			0.1	48.9%	53.2%		
284			-1.7	54.3%	43.2%		
286			-0.7	Not Available	Not Available		
288			-0.8	23.1%	29.2%		
Ethan Allen Express		290		1.5	68.8%	83.9%	
	291		3.3	67.1%	70.5%		
	292		1.3	42.9%	64.3%		
	293		3.1	69.2%	72.0%		
	296		0.8	66.7%	77.2%		
Heartland Flyer	821		0.9	20.7%	77.5%		
	822		1.2	27.2%	36.3%		
Hiawatha	329		-1.6	97.5%	98.2%		
	330		-0.2	97.5%	99.7%		
	331		0.1	96.7%	97.4%		
	332		-0.8	93.5%	98.0%		
	333		-0.4	92.4%	95.7%		
	334		0.8	96.7%	99.6%		
	335		-0.1	92.4%	98.5%		
	336		-0.1	93.5%	99.1%		
	337		0.9	93.5%	97.4%		
	338		-0.5	90.2%	98.0%		
	339		-0.6	93.5%	94.6%		
	340		-1.2	92.4%	97.6%		
	341		-1.6	93.5%	95.2%		
	342		-1.1	92.4%	96.1%		
	Hoosier State	850		-0.5	38.5%	51.0%	
851			1.7	75.5%	71.1%		
Illinois							
Carl Sandburg / Illinois Zephyr	380		-2.0	75.0%	69.6%		
	381		-2.5	92.4%	92.3%		
	382		-1.9	89.1%	85.0%		
	383		-2.2	80.4%	72.9%		

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	4th Quarter FY 2014	4th Quarter FY 2014
Illini / Saluki Lincoln Service	390	2.0	65.2%	57.7%
	391	2.0	67.4%	43.5%
	392	0.3	42.4%	49.6%
	393	-1.7	64.1%	37.9%
	300	2.1	54.9%	61.8%
	301	0.6	34.1%	66.7%
	302	1.4	30.8%	38.0%
	303	-0.7	25.3%	51.4%
	304	1.5	60.9%	36.6%
	305	0.2	53.3%	68.4%
	306	1.7	50.0%	44.2%
	307	1.4	63.0%	64.2%
Michigan				
Blue Water Pere Marquette Wolverine	364	2.8	65.2%	47.1%
	365	5.0	9.8%	60.1%
	370	0.5	28.3%	44.8%
	371	1.9	17.4%	75.2%
	349	Not Available	53.8%	74.4%
	350	-0.3	40.2%	56.2%
	351	2.7	29.3%	80.2%
	352	-0.5	30.8%	39.7%
	353	2.9	7.7%	58.2%
	354	-2.1	8.7%	14.1%
	355	2.5	38.0%	53.4%
	358	Not Available	9.8%	31.7%
	359	Not Available	39.2%	64.7%
Kansas City - St. Louis	311	4.6	87.0%	83.0%
	313	7.2	92.4%	87.4%
	314	7.9	71.7%	72.8%
	316	9.1	73.9%	80.3%
	562	3.0	92.4%	95.0%
Pacific Surfliner	564	-0.6	90.2%	96.1%
	565	1.7	90.2%	97.5%
	566	-0.8	78.3%	92.6%
	567	-1.8	93.5%	99.5%
	572	-2.4	71.7%	91.6%
	573	-2.0	82.6%	95.7%
	579	0.1	85.9%	94.1%
	580	0.9	79.3%	92.1%
	582	1.1	84.8%	91.0%
	583	-4.4	75.0%	88.1%
	591	0.5	89.1%	92.0%
	595	-2.4	63.0%	84.4%
	761	Not Available	54.7%	86.1%
	763	-0.2	67.4%	85.6%
	768	-0.2	59.8%	92.7%
	769	-0.4	67.4%	80.9%
	774	0.4	85.9%	86.0%
	777	Not Available	80.4%	86.1%
	784	-0.5	78.3%	87.8%
	785	-0.6	64.1%	73.4%
	790	Not Available	75.0%	65.5%
	796	-1.2	58.7%	79.0%
	1761	Not Available	67.9%	83.6%
	1790	Not Available	71.4%	73.3%
Pennsylvanian	42	1.2	90.1%	85.2%
	43	0.6	84.8%	81.9%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	4th Quarter FY 2014	4th Quarter FY 2014
Piedmont	73	1.4	82.6%	96.3%
	74	Not Available	57.1%	74.7%
	75	Not Available	31.9%	76.7%
	76	Not Available	46.7%	79.6%
San Joaquin	701	-1.6	82.6%	83.0%
	702	-1.4	81.5%	83.2%
	703	-1.7	69.6%	70.5%
	704	0.6	79.3%	81.0%
	711	-0.5	82.6%	82.3%
	712	-2.0	52.7%	62.7%
	713	-0.4	63.7%	66.7%
	714	-0.3	73.9%	78.3%
	715	-0.3	62.0%	65.9%
	716	0.0	82.6%	79.1%
	717	-0.3	52.2%	68.1%
	718	0.4	76.1%	77.6%
Vermont	54	4.2	85.7%	70.5%
	55	3.3	73.4%	76.6%
	56	4.3	81.3%	56.0%
	57	3.5	92.9%	85.1%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	-1.3	83.7%	84.8%
	53	-2.0	82.6%	84.8%
California Zephyr	5	1.9	14.4%	8.3%
	6	1.8	3.3%	27.4%
Cardinal	50	-0.2	20.0%	24.8%
	51	1.3	38.5%	41.7%
Capitol Limited	29	-1.0	3.3%	37.4%
	30	-0.6	2.2%	3.5%
City of New Orleans	58	0.8	81.5%	51.6%
	59	0.6	82.6%	54.2%
Coast Starlight	11	0.4	72.8%	60.6%
	14	1.3	68.5%	39.0%
Crescent	19	-0.3	37.0%	56.6%
	20	-0.2	66.3%	47.8%
Empire Builder	27	-4.1	27.2%	24.6%
	28	-4.6	52.2%	19.6%
	7	-3.8	40.2%	25.1%
	8	-4.5	4.3%	21.3%
Lake Shore Ltd	448	6.1	7.4%	5.5%
	449	2.1	58.0%	24.8%
	48	-1.1	9.8%	5.9%
	49	-4.3	0.0%	24.7%
Palmetto	89	0.3	51.1%	50.0%
	90	0.5	79.3%	76.9%
Silver Meteor	97	-1.3	48.9%	49.8%
	98	-0.3	47.8%	42.6%
Silver Star	91	-0.1	45.7%	44.3%
	92	0.9	57.6%	55.8%
Southwest Chief	3	-0.7	50.0%	28.4%
	4	-0.8	31.5%	28.9%
Sunset Limited	1	3.0	62.5%	55.7%
	2	2.5	48.7%	38.0%
Texas Eagle	21	1.9	66.3%	20.8%
	22	1.5	19.6%	38.1%

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

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

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

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

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

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

Service	Train	Host	4th Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard	900
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Acela Express

Acela Express	2150	MNRR		1900	DSR	1599	CTI	248	0
	2151	MNRR		1794	DSR	1205	CTI	430	0
	2153	MNRR		1822	CTI	921	DSR	901	0
	2154	MNRR		2559	DSR	1719	DMW	628	0
	2155	MNRR		2366	DSR	1710	DCS	360	0
	2158	MNRR		2690	DSR	1718	DMW	479	0
	2159	MNRR		1886	CTI	873	DMW	594	0
	2160	MNRR		2988	DMW	1501	DSR	1099	0
	2163	MNRR		2397	DSR	1183	DMW	698	0
	2164	MNRR		1730	CTI	845	DMW	474	0
	2165	MNRR		2034	DSR	1138	CTI	527	0
	2166	MNRR		1744	CTI	1415	DCS	131	0
	2167	MNRR		1814	DSR	1362	CTI	371	0
	2168	MNRR		1557	CTI	1133	DSR	299	0
	2170	MNRR		2238	CTI	1858	PTI	218	0
	2171	MNRR		2988	DSR	1953	CTI	703	0
	2172	MNRR		1920	CTI	837	DSR	745	0
	2173	MNRR		2506	DSR	1786	CTI	608	0
	2175	MNRR		1384	DSR	1088	CTI	212	0
	2190	MNRR		2015	DSR	1384	CTI	469	0
	2250	MNRR		2462	DCS	733	DSR	606	0
	2251	MNRR		1571	DSR	1452	DMW	60	0
	2252	MNRR		1236	CTI	728	DSR	385	0
	2253	MNRR		1441	DSR	1001	DMW	370	0
	2254	MNRR		967	DSR	625	DMW	223	0
	2255	MNRR		1593	DSR	1140	DCS	330	0
	2256	MNRR		426	DSR	426	-	-	0
	2257	MNRR		1964	DSR	975	CTI	673	0
	2258	MNRR		838	DSR	742	RTE	55	0
	2259	MNRR		1374	DSR	591	CTI	440	0
	2290	MNRR		1560	DSR	1560	-	-	0
	2297	MNRR		1484	DSR	1209	CTI	206	0

Other NEC Corridor Routes

Northeast Regional									
Richmond / Newport News/Norfolk ^d	194	CSX		1356	DSR	458	RTE	217	0
		MNRR		893	DSR	593	DCS	159	0
	195	CSX		1307	PTI	744	RTE	214	0
		MNRR		300	DSR	210	RTE	51	0
	66	CSX		1221	DSR	432	FTI	292	0
		MNRR		382	DSR	276	DMW	62	0
	67	CSX		1835	FTI	489	DSR	420	0
		MNRR		485	DSR	444	CTI	23	0
	71	CSX		396	RTE	146	DSR	108	0
		NS		66	DSR	33	DCS	25	0
	82	CSX		1540	FTI	739	RTE	327	0
		MNRR		952	DSR	536	DCS	417	0
	83	CSX		1913	DSR	585	CTI	459	0
		MNRR		412	DSR	371	CTI	41	0
	84	CSX		1963	FTI	721	RTE	499	0
	85	CSX		869	FTI	245	RTE	228	0
	86	CSX		907	RTE	303	DSR	151	0
		MNRR		483	DMW	220	DSR	156	0
	87	CSX		1066	PTI	543	FTI	216	0
	88	CSX		1513	FTI	581	RTE	361	0
		MNRR		1103	DSR	619	CTI	287	0
		NS		115	RTE	66	DSR	26	0
	93	CSX		1612	CTI	819	RTE	243	0
		MNRR		294	DSR	238	CTI	46	0
	94	CSX		2686	FTI	748	DSR	500	0
		MNRR		1878	DSR	1066	CTI	388	0

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

Service	Train	Host	4th Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard

900

	95	CSX		2237	DSR	606	FTI	568	0
		MNRR		472	RTE	273	DCS	103	0
	99	CSX		1380	DSR	445	FTI	315	0
		MNRR		440	DSR	287	DMW	140	0
	125	CSX		1988	CTI	644	PTI	328	0
		NS		428	DCS	147	DSR	129	0
	157	CSX		1017	FTI	539	RTE	267	0
		NS		123	DSR	85	DCS	28	0
	164	CSX		966	RTE	359	DCS	268	0
		MNRR		1167	DSR	599	DCS	370	0
	174	CSX		1955	FTI	798	RTE	388	0
		MNRR		751	DMW	279	DSR	271	0
		NS		191	DSR	108	RTE	68	0
Lynchburg ^a	145	MNRR		0	-	-	-	-	0
		NS		565	DCS	334	DSR	127	0
	147	MNRR		119	RTE	60	CTI	60	0
		NS		261	DCS	139	DSR	118	0
	156	NS		323	DSR	122	PTI	98	0
	171	MNRR		605	CTI	268	DMW	137	0
		NS		442	CTI	123	DSR	108	0
	176	MNRR		910	RTE	458	DCS	179	0
		NS		337	DSR	118	FTI	110	0
All Other Northeast Regional	132	MNRR		508	CTI	275	DSR	234	0
	135	MNRR		383	DCS	166	DSR	70	0
	136	MNRR		0	-	-	-	-	0
	137	MNRR		425	DSR	224	CTI	153	0
	139	MNRR		1332	DSR	1181	PTI	96	0
	140	MNRR		230	DSR	108	DCS	51	0
	141	MNRR		550	DSR	248	CTI	128	0
	143	MNRR		753	DSR	274	CTI	210	0
	146	MNRR		179	CTI	95	DSR	83	0
	148	MNRR		645	DSR	338	CTI	165	0
	150	MNRR		134	DSR	96	DCS	38	0
	160	MNRR		2079	DSR	1945	CTI	134	0
	161	MNRR		727	DSR	389	DCS	134	0
	162	MNRR		848	DCS	504	DSR	159	0
	163	MNRR		874	DCS	746	DSR	128	0
	165	MNRR		402	DSR	230	CTI	172	0
	166	MNRR		179	PTI	110	DSR	69	0
	167	MNRR		298	DSR	298	-	-	0
	168	MNRR		452	CTI	238	DSR	131	0
	169	MNRR		925	DSR	746	CTI	115	0
	170	MNRR		329	CTI	151	DSR	70	0
	172	MNRR		619	DSR	377	DMW	173	0
	173	MNRR		988	DSR	533	CTI	310	0
	175	MNRR		943	CTI	731	DSR	137	0
	177	MNRR		731	DSR	594	CTI	137	0
	178	MNRR		371	CTI	187	DSR	184	0
	179	MNRR		1150	DSR	1016	DCS	64	0
	190	MNRR		393	DSR	271	CTI	123	0

Non-NEC Corridor Routes

Capitol Corridor	520	UP		295	PTI	76	FTI	67	0
	521	UP		444	DBS	117	RTE	75	0
	522	UP		396	PTI	134	FTI	80	0
	523	UP		501	PTI	130	DCS	112	0
	524	UP		395	PTI	164	RTE	85	0
	525	UP		182	DCS	77	PTI	49	0
	526	UP		680	PTI	295	DCS	209	0
	527	UP		616	PTI	235	RTE	178	0
	528	UP		497	PTI	164	DCS	137	0
	529	UP		417	PTI	157	FTI	102	0
	530	UP		442	DCS	136	RTE	113	0
	531	UP		795	PTI	530	DCS	108	0
	532	UP		470	RTE	195	PTI	103	0
	533	UP		452	FTI	159	PTI	96	0
	534	UP		233	RTE	81	DCS	59	0
	535	UP		518	PTI	138	CTI	127	0
	536	UP		1003	FTI	393	DCS	241	0
	537	UP		578	PTI	298	DCS	76	0
	538	UP		274	DCS	78	PTI	74	0

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

Service	Train	Host		4th Quarter FY 2014					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	
Standard									
900									
	540	UP		195	DCS	64	DSR	41	0
	541	UP		170	DCS	55	FTI	43	0
	542	UP		418	RTE	116	PTI	111	0
	543	UP		660	PTI	227	FTI	115	0
	544	UP		461	DCS	124	OTH	98	0
	545	UP		283	FTI	97	PTI	55	0
	546	UP		470	RTE	174	PTI	120	0
	547	UP		606	PTI	311	DCS	132	0
	548	UP		690	PTI	197	FTI	142	0
	549	UP		459	PTI	265	RTE	80	0
	551	UP		293	FTI	82	RTE	80	0
	720	UP		352	PTI	102	DMW	72	0
	723	UP		310	DMW	128	RTE	67	0
	724	UP		549	PTI	305	DMW	78	0
	727	UP		394	RTE	139	DSR	105	0
	728	UP		419	DCS	139	RTE	108	0
	729	UP		510	PTI	269	RTE	84	0
	732	UP		848	DCS	424	PTI	199	0
	733	UP		542	PTI	229	RTE	108	0
	734	UP		441	DCS	186	RTE	86	0
	736	UP		281	DCS	130	RTE	76	0
	737	UP		671	DCS	275	PTI	168	0
	738	UP		531	RTE	143	PTI	137	0
	741	UP		931	PTI	664	RTE	108	0
	742	UP		625	RTE	175	PTI	163	0
	743	UP		1371	PTI	879	DMW	267	0
	744	UP		371	PTI	156	RTE	89	0
	745	UP		445	PTI	249	FTI	69	0
	746	UP		494	PTI	298	FTI	86	0
	747	UP		497	PTI	321	RTE	83	0
	748	UP		535	RTE	190	PTI	158	0
	749	UP		220	PTI	55	FTI	42	0
	751	UP		217	RTE	143	FTI	33	0
Carolinian	79	CSX		2125	PTI	603	FTI	572	0
		NS		826	PTI	390	DSR	220	0
	80	CSX		2111	FTI	581	PTI	443	0
		NS		447	DSR	220	DCS	88	0
Cascades	500	BNSF		1397	FTI	350	PTI	323	0
		UP		1381	FTI	560	PTI	396	0
	501	BNSF		1274	RTE	324	DSR	300	0
	503	UP		1373	FTI	1028	PTI	105	0
	505	UP		1035	FTI	923	RTE	57	0
	506	BNSF		1113	FTI	299	PTI	267	0
	507	BNSF		1258	FTI	383	DSR	285	0
		UP		1301	PTI	517	FTI	418	0
	508	BNSF		750	FTI	289	DSR	176	0
	509	BNSF		1099	FTI	314	DSR	222	0
	510	BNSF		3144	DSR	1156	PTI	765	0
	513	BNSF		1884	DSR	747	FTI	611	0
	516	BNSF		2207	DSR	1053	PTI	444	0
	517	BNSF		2694	DSR	1770	PTI	286	0
Downeaster	680	MBTA		1476	CTI	1281	DSR	116	0
		PanAm		726	DSR	586	FTI	79	0
	681	MBTA		3783	PTI	2460	CTI	520	0
		PanAm		619	DSR	529	DCS	51	0
	682	MBTA		1732	CTI	707	DSR	240	0
		PanAm		734	DSR	569	DCS	57	0
	683	MBTA		1890	CTI	734	DSR	540	0
		PanAm		792	DSR	547	PTI	109	0
	684	MBTA		1199	CTI	653	DSR	189	0
		PanAm		1446	PTI	810	DSR	433	0
	685	MBTA		936	DSR	428	CTI	244	0
		PanAm		1083	DSR	635	PTI	204	0
686	MBTA		1924	CTI	1464	PTI	269	0	
	PanAm		821	DSR	314	FTI	193	0	

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

Service	Train	Host		4th Quarter FY 2014					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard									
900									
	687	MBTA		2292	CTI	1475	DCS	457	0
		PanAm		1133	PTI	496	DSR	427	0
	688	MBTA		1554	CTI	744	DSR	479	0
		PanAm		2014	PTI	1203	DSR	535	0
	689	MBTA		1459	DBS	479	CTI	380	0
		PanAm		789	DSR	682	DCS	51	0
	690	MBTA		642	CTI	340	DSR	246	0
		PanAm		753	DSR	432	DBS	177	0
	691	MBTA		2901	CTI	1294	DCS	642	0
		PanAm		886	DSR	448	DCS	237	0
	692	MBTA		4771	CTI	1795	PTI	1493	0
		PanAm		856	DSR	472	DCS	318	0
	693	MBTA		614	DSR	302	DCS	189	0
		PanAm		958	DSR	586	PTI	181	0
	694	MBTA		614	DSR	265	DCS	198	0
		PanAm		1325	PTI	665	DSR	595	0
	695	MBTA		510	DSR	274	DCS	189	0
		PanAm		1047	DSR	411	PTI	284	0
	696	MBTA		614	DCS	208	DSR	189	0
		PanAm		879	DSR	502	FTI	279	0
	697	MBTA		624	DCS	293	CTI	151	0
		PanAm		2079	PTI	1260	DSR	572	0
	698	MBTA		945	DSR	472	DCS	283	0
		PanAm		1512	PTI	779	DSR	448	0
	699	MBTA		331	DCS	170	CTI	94	0
		PanAm		688	DSR	484	DCS	205	0
Empire Corridor									
Adirondack	68	CN		849	DSR	369	DCS	196	0
		CP		1600	PTI	586	DSR	376	0
		Amtrak		1906	PTI	722	DBS	558	0
		MNRR		2370	CTI	1293	DCS	444	0
	69	CN		1572	DSR	788	RTE	345	0
		CP		1413	PTI	332	DSR	321	0
		Amtrak		1178	PTI	463	RTE	299	0
		MNRR		1106	DSR	512	RTE	224	0
Maple Leaf	63	CSX		2438	FTI	933	RTE	517	0
		Amtrak		1042	DCS	346	RTE	241	0
		MNRR		1758	CTI	625	DSR	585	0
	64	CSX		3199	FTI	1809	RTE	408	0
Amtrak			1320	PTI	620	DCS	288	0	
MNRR			1261	CTI	607	DSR	334	0	
New York - Albany ^f	230	Amtrak		466	RTE	161	DCS	100	0
		MNRR		758	DSR	419	RTE	226	0
	232	Amtrak		411	PTI	169	RTE	90	0
		MNRR		871	DSR	466	CTI	226	0
	233	Amtrak		867	RTE	280	DCS	227	0
		MNRR		2089	CTI	684	RTE	551	0
	234	Amtrak		305	DCS	129	DSR	94	0
		MNRR		1366	CTI	822	DSR	260	0
	235	Amtrak		618	PTI	292	RTE	104	0
		MNRR		1160	DSR	427	CTI	415	0
	236	Amtrak		750	PTI	203	DSR	171	0
		MNRR		933	DSR	394	RTE	184	0
	237	Amtrak		706	PTI	276	RTE	136	0
		MNRR		1153	CTI	792	DSR	167	0
	238	Amtrak		968	PTI	284	RTE	230	0
		MNRR		1466	DSR	529	CTI	425	0
	239	Amtrak		843	PTI	400	RTE	195	0
		MNRR		2598	CTI	2139	DSR	323	0
	241	Amtrak		713	DSR	193	RTE	192	0
		MNRR		1466	CTI	476	RTE	388	0
	242	Amtrak		1184	PTI	489	DCS	276	0
		MNRR		1396	CTI	540	DSR	478	0
	243	Amtrak		405	DBS	138	DSR	126	0
		MNRR		917	DSR	382	CTI	307	0
244	Amtrak		956	PTI	270	DSR	234	0	
	MNRR		1767	CTI	700	DSR	566	0	

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

Service	Train	Host		4th Quarter FY 2014					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard **900**

New York - Niagara Falls	245	Amtrak		244	DSR	96	DCS	77	0
		MNRR		1028	CTI	358	DSR	240	0
	250	Amtrak		360	DSR	263	DCS	79	0
		MNRR		549	CTI	235	DSR	191	0
	252	Amtrak		229	DCS	106	DSR	66	0
		MNRR		890	DSR	251	CTI	251	0
	253	Amtrak		933	DCS	419	DSR	268	0
		MNRR		1529	CTI	535	DMW	366	0
	254	Amtrak		983	DCS	321	DSR	293	0
		MNRR		1522	CTI	628	DSR	543	0
	255	Amtrak		709	DSR	397	RTE	180	0
		MNRR		1220	CTI	640	DSR	386	0
	256	Amtrak		742	DSR	300	PTI	171	0
		MNRR		4764	DCS	3517	CTI	449	0
	259	Amtrak		473	DSR	200	PTI	109	0
		MNRR		994	DSR	337	RTE	320	0
	261	Amtrak		803	DBS	518	DSR	228	0
		MNRR		779	DSR	364	RTE	174	0
	280	CSX		1484	FTI	469	DSR	468	0
		Amtrak		903	PTI	278	RTE	226	0
		MNRR		2182	CTI	723	DSR	592	0
	281	CSX		2283	FTI	1039	RTE	529	0
		Amtrak		1122	PTI	476	RTE	257	0
		MNRR		2001	CTI	602	DMW	462	0
	283	CSX		1978	FTI	977	RTE	432	0
		Amtrak		1121	PTI	342	DCS	326	0
		MNRR		1693	CTI	572	RTE	461	0
Ethan Allen Express	284	CSX		2276	FTI	826	RTE	529	0
		Amtrak		1161	PTI	423	RTE	329	0
		MNRR		1993	CTI	684	DSR	527	0
	288	CSX		2406	FTI	984	RTE	465	0
		Amtrak		1195	DSR	689	PTI	361	0
		MNRR		1304	CTI	604	DSR	543	0
	290	CP		1664	DSR	441	FTI	387	0
		Amtrak		1597	PTI	881	DCS	239	0
		MNRR		1813	CTI	542	DMW	481	0
		VTR		0	-	-	-	-	981
	291	CP		1251	DCS	404	DSR	345	0
		Amtrak		960	PTI	524	DSR	153	0
		MNRR		1711	CTI	801	DSR	405	0
		VTR		111	DSR	53	RTE	26	805
	292	CP		5126	PTI	4034	FTI	664	0
		Amtrak		2383	DCS	1192	RTE	761	0
		MNRR		1390	DSR	538	RTE	381	0
		VTR		0	-	-	-	-	448
	293	CP		294	DSR	179	DCS	77	0
		Amtrak		1299	DBS	1044	DSR	155	0
		MNRR		2584	CTI	2319	FTI	157	0
		VTR		97	DCS	97	-	-	966
	296	CP		2927	PTI	1732	FTI	498	0
		Amtrak		1833	PTI	1245	DSR	373	0
		MNRR		1342	CTI	463	DSR	416	0
		VTR		0	-	-	-	-	483
Heartland Flyer	821	BNSF		2143	DSR	1616	FTI	218	0
	822	BNSF		2253	DSR	1460	FTI	547	0
Hiawatha	329	CP		86	DCS	50	FTI	33	0
		Metra		395	DCS	216	DMW	84	0
	330	CP		91	DCS	55	FTI	24	0
		Metra		2644	CTI	2605	DMW	30	0
	331	CP		127	DCS	45	FTI	43	0
		Metra		796	CTI	370	DCS	240	0
	332	CP		313	FTI	197	DMW	59	0
		Metra		1234	CTI	545	DMW	271	0
	333	CP		84	FTI	33	DMW	23	0
		Metra		634	CTI	213	DMW	209	0
	334	CP		258	FTI	117	DMW	57	0
		Metra		974	CTI	350	DCS	264	0
	335	CP		76	FTI	33	DMW	20	0
		Metra		1423	CTI	771	FTI	298	0
	336	CP		459	FTI	186	RTE	129	0
		Metra		1457	CTI	627	DMW	333	0

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

Service	Train	Host		4th Quarter FY 2014					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard 900									
	337	CP		213	DCS	119	FTI	47	0
		Metra		823	DCS	240	FTI	192	0
	338	CP		430	DCS	256	FTI	94	0
		Metra		2181	CTI	1543	DCS	264	0
	339	CP		188	FTI	145	DCS	23	0
		Metra		2153	CTI	1982	FTI	79	0
	340	CP		487	FTI	231	RTE	100	0
		Metra		1498	CTI	703	DCS	391	0
	341	CP		158	FTI	108	DCS	45	0
		Metra		723	CTI	497	DCS	127	0
	342	CP		289	FTI	145	DCS	135	0
		Metra		1680	CTI	1080	DCS	439	0
Hoosier State	850	CSX		1752	FTI	907	DCS	473	0
	851	CSX		1240	FTI	460	DCS	427	0
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF		1260	DSR	520	FTI	308	0
	381	BNSF		855	DSR	432	RTE	144	0
Illini / Saluki	382	BNSF		983	DSR	385	RTE	223	0
	383	BNSF		1095	DSR	374	CTI	207	0
	390	CN		1074	FTI	537	DCS	205	0
	391	CN		1191	FTI	542	PTI	191	0
Lincoln Service	392	CN		1436	FTI	685	PTI	334	0
	393	CN		1089	FTI	590	DSR	164	0
	300	CN		1686	FTI	1020	PTI	314	0
		UP		1290	FTI	550	PTI	259	0
	301	CN		848	FTI	333	CTI	188	0
		UP		1794	PTI	760	FTI	394	0
	302	CN		1702	FTI	1121	DCS	283	0
		UP		2029	PTI	665	FTI	594	0
	303	CN		1830	FTI	1083	DCS	392	0
		UP		1874	PTI	620	FTI	456	0
	304	CN		1450	FTI	1121	DCS	130	0
		UP		1437	PTI	731	FTI	247	0
	305	CN		615	FTI	267	DCS	87	0
		UP		1331	PTI	436	FTI	269	0
	306	CN		1161	FTI	807	DCS	158	0
		UP		1707	PTI	1080	FTI	277	0
307	CN		1031	FTI	661	DCS	171	0	
	UP		1214	PTI	452	FTI	377	0	
Michigan									
Blue Water	364	Amtrak		1110	DSR	683	PTI	301	0
		CN		648	FTI	520	DSR	55	0
		MIDOT		1779	PTI	583	DSR	524	0
		NS		7089	FTI	3909	DSR	1134	1671
	365	Amtrak		1702	DSR	853	PTI	455	0
		CN		1168	FTI	908	DSR	69	0
		MIDOT		4091	DCS	1586	DSR	1502	0
		NS		7698	PTI	2437	FTI	1755	1671
Pere Marquette	370	CSX		407	DSR	122	DCS	119	0
		NS		6958	FTI	2688	DSR	1283	1671
	371	CSX		617	DCS	176	DSR	164	0
		NS		7396	FTI	2358	PTI	1366	1671

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

Service	Train	Host		4th Quarter FY 2014					MM&C Allowance ^c	
				Total Delay	Largest 2 Delay Categories ^b					
					#1	Minutes	#2	Minutes		
Standard				900						
Wolverine	349	Amtrak		823	DSR	520	CTI	171	0	
		CN		8333	FTI	5128	DCS	3205	0	
		MIDOT		402	RTE	178	DSR	126	0	
		NS		6565	FTI	1799	PTI	1246	0	
	350	Amtrak		1171	PTI	534	DSR	492	0	
		CN		5488	DSR	3105	FTI	1055	0	
		MIDOT		989	DCS	495	PTI	212	0	
		NS		5086	FTI	3216	DSR	760	1671	
	351	Amtrak		1623	DSR	825	PTI	466	0	
		CN		2215	DSR	915	FTI	648	0	
		MIDOT		579	DCS	354	DSR	133	0	
		NS		7131	FTI	3252	DSR	1514	1671	
	352	Amtrak		846	DSR	652	PTI	132	0	
		CN		2467	DSR	1016	FTI	813	0	
		MIDOT		1610	DCS	736	PTI	454	0	
		NS		11627	FTI	8641	DSR	1384	1671	
	353	Amtrak		1770	PTI	1009	DSR	613	0	
		CN		1364	DSR	929	FTI	319	0	
		MIDOT		780	DCS	407	DSR	184	0	
		NS		5319	FTI	3026	DMW	870	1671	
	354	Amtrak		1889	DSR	906	PTI	573	0	
		CN		1905	DSR	1368	RTE	191	0	
		MIDOT		1065	DCS	459	DSR	378	0	
		NS		8360	FTI	3118	RTE	1400	1671	
	355	Amtrak		1146	DSR	637	PTI	264	0	
		CN		2540	DSR	1215	FTI	639	0	
		MIDOT		1334	PTI	534	DCS	343	0	
		NS		4479	FTI	2054	DCS	866	1671	
	358	Amtrak		839	DSR	540	PTI	129	0	
		CN		2580	DSR	1276	FTI	771	0	
		MIDOT		2088	PTI	1109	DCS	667	0	
		NS		6745	FTI	4158	DCS	822	0	
	359	Amtrak		1235	PTI	549	DSR	453	0	
		CN		4447	DSR	1242	FTI	1209	0	
		MIDOT		677	DMW	230	DCS	216	0	
		NS		5955	FTI	3537	DSR	983	0	
	Kansas City - St. Louis	311	UP		578	FTI	292	DMW	85	0
		313	UP		434	FTI	276	PTI	78	0
		314	UP		737	FTI	494	PTI	80	0
		316	UP		785	FTI	491	PTI	151	0
Pacific Surfliner	562	BNSF		753	CTI	263	DCS	172	0	
		SCRRA		541	CTI	193	PTI	150	0	
		SDNRR		1423	CTI	917	PTI	360	0	
	564	BNSF		1284	DCS	369	FTI	268	0	
		SCRRA		1193	PTI	546	CTI	311	0	
		SDNRR		817	PTI	452	CTI	181	0	
	565	BNSF		2326	RTE	597	FTI	536	0	
		SCRRA		629	DSR	304	CTI	120	0	
		SDNRR		385	CTI	157	PTI	132	0	
	566	BNSF		1768	FTI	838	DSR	358	0	
		SCRRA		2454	PTI	1904	DSR	310	0	
		SDNRR		940	PTI	386	CTI	278	0	
	567	BNSF		1148	DSR	394	DCS	313	0	
		SCRRA		638	DSR	288	PTI	184	0	
		SDNRR		868	CTI	405	PTI	335	0	
	572	BNSF		1749	DBS	511	DSR	339	0	
		SCRRA		1785	PTI	1004	DSR	435	0	
		SDNRR		1167	PTI	656	CTI	280	0	
	573	BNSF		1533	FTI	480	DCS	465	0	
		SCRRA		442	CTI	147	DSR	135	0	
		SDNRR		1444	PTI	920	CTI	366	0	
	579	BNSF		1244	FTI	404	DSR	399	0	
		SCRRA		686	DSR	366	CTI	159	0	
		SDNRR		1016	PTI	714	DSR	121	0	
580	BNSF		1052	DSR	506	RTE	192	0		
	SCRRA		1115	PTI	477	DSR	239	0		
	SDNRR		1499	CTI	1157	PTI	169	0		
582	BNSF		885	DCS	222	FTI	182	0		
	SCRRA		1971	PTI	1398	DSR	233	0		
	SDNRR		895	CTI	669	PTI	145	0		

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

Service	Train	Host		4th Quarter FY 2014					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard	900
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583	BNSF		1845	CTI	501	FTI	425	0
	SCRRA		1796	PTI	1142	DSR	302	0
	SDNRR		1025	CTI	525	PTI	358	0
591	BNSF		1349	FTI	368	DCS	353	0
	SCRRA		521	DSR	286	CTI	76	0
	SDNRR		931	PTI	465	CTI	244	0
595	BNSF		1507	RTE	465	FTI	363	0
	SCRRA		816	CTI	357	DSR	214	0
	SDNRR		524	PTI	165	FTI	137	0
761	SCRRA		1450	PTI	904	CTI	384	0
	UP		986	PTI	347	FTI	166	0
763	BNSF		2194	DCS	1117	FTI	303	0
	SCRRA		1183	PTI	477	DCS	240	0
	SDNRR		459	CTI	302	DCS	76	0
	UP		2027	PTI	1262	DSR	344	0
768	BNSF		1405	DCS	849	DSR	308	0
	SCRRA		1605	PTI	518	CTI	499	0
	SDNRR		769	PTI	458	CTI	196	0
	UP		426	DCS	281	DSR	95	0
769	BNSF		2113	RTE	677	DSR	597	0
	SCRRA		588	DSR	178	DCS	108	0
	SDNRR		1373	PTI	678	CTI	463	0
	UP		1886	PTI	1099	DSR	318	0
774	BNSF		1390	RTE	389	FTI	374	0
	SCRRA		965	PTI	412	CTI	166	0
	SDNRR		765	PTI	526	CTI	179	0
	UP		986	PTI	570	DSR	213	0
777	BNSF		1871	RTE	566	DCS	521	0
	SCRRA		1010	PTI	505	DSR	165	0
	SDNRR		1748	PTI	1203	CTI	243	0
	UP		1630	PTI	1050	DSR	209	0
784	BNSF		1264	DCS	359	CTI	238	0
	SCRRA		1567	CTI	1193	PTI	135	0
	SDNRR		503	CTI	329	PTI	94	0
	UP		1298	PTI	679	DSR	292	0
785	BNSF		1815	DSR	470	RTE	394	0
	SCRRA		1166	PTI	479	DSR	266	0
	SDNRR		2060	PTI	953	CTI	866	0
	UP		1027	PTI	457	DCS	286	0
790	BNSF		705	DCS	291	RTE	145	0
	SCRRA		1996	CTI	1587	FTI	144	0
	SDNRR		822	PTI	452	RTE	133	0
	UP		1700	PTI	1141	CTI	186	0
796	BNSF		1922	DMW	705	DCS	537	0
	SCRRA		1206	PTI	632	FTI	143	0
	SDNRR		633	FTI	285	CTI	128	0
	UP		1360	CTI	360	FTI	321	0
1761	SCRRA		1015	PTI	549	DMW	203	0
	UP		936	PTI	354	FTI	342	0
1790	BNSF		1034	DCS	603	DSR	138	0
	SCRRA		503	DSR	150	PTI	111	0
	SDNRR		585	PTI	370	RTE	142	0
	UP		1204	PTI	1024	DSR	129	0

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

Service	Train	Host		4th Quarter FY 2014					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard **900**

Pennsylvanian	42	NS		582	FTI	217	DSR	185	0
	43	NS		687	FTI	389	RTE	131	0
Piedmont	73	NS		659	DSR	283	DCS	142	0
	74	NS		1065	DSR	349	DCS	290	0
	75	NS		1148	DSR	358	DCS	339	0
	76	NS		913	DSR	254	DCS	217	0
San Joaquin	701	BNSF		1251	PTI	433	FTI	407	0
		UP		970	FTI	453	DCS	259	0
	702	BNSF		1376	FTI	529	PTI	529	0
		UP		666	FTI	426	DCS	142	0
	703	BNSF		1121	PTI	534	FTI	351	0
		UP		1091	RTE	417	FTI	249	0
	704	BNSF		957	PTI	360	FTI	351	0
		UP		949	FTI	653	DSR	198	0
	711	BNSF		776	FTI	261	PTI	187	0
		UP		810	PTI	501	DCS	125	0
	712	BNSF		1263	PTI	477	FTI	444	0
		UP		711	PTI	397	DCS	255	0
	713	BNSF		1277	PTI	613	FTI	302	0
		UP		834	PTI	544	RTE	144	0
	714	BNSF		884	FTI	384	PTI	209	0
		UP		766	PTI	340	RTE	250	0
	715	BNSF		1155	PTI	466	FTI	400	0
		UP		1132	PTI	818	DCS	166	0
	716	BNSF		980	PTI	412	FTI	370	0
		UP		445	PTI	160	DCS	106	0
	717	BNSF		982	PTI	489	FTI	288	0
		UP		1054	PTI	725	DCS	180	0
Vermont	54	MNRR		663	DSR	332	DCS	166	0
		NECR		472	DSR	391	DMW	55	0
	55	MNRR		1003	CTI	391	DSR	343	0
		NECR		936	DSR	654	FTI	134	0
	56	MNRR		1366	DSR	655	DCS	476	0
		NECR		535	DSR	442	DMW	45	0
	57	MNRR		829	DSR	242	CTI	230	0
		NECR		796	DSR	601	FTI	111	0

Long Distance Routes

Auto Train	52	CSX		1165	FTI	456	PTI	238	0
		CFRC		2430	DCS	1803	CTI	432	0
	53	CSX		1449	FTI	664	PTI	297	0
		CFRC		3247	CTI	1269	DCS	1175	0
California Zephyr	5	BNSF		1673	DSR	835	FTI	329	0
		UP		1224	FTI	522	DCS	205	0
	6	BNSF		1842	DSR	909	FTI	478	0
		UP		1172	FTI	542	PTI	167	0
Cardinal	50	BBrRR		1488	FTI	692	PTI	407	0
		CSX		1628	FTI	473	DSR	356	0
		NS		1101	CTI	330	PTI	308	0
	51	BBrRR		993	PTI	434	DCS	264	0
		CSX		1357	FTI	564	DSR	310	0
		NS		1260	DSR	550	DCS	283	0
Capitol Limited	29	CSX		1104	FTI	583	DSR	169	0
		NS		4610	FTI	3161	DSR	476	0
	30	CSX		1862	FTI	765	DSR	418	0
		NS		3459	FTI	2095	RTE	511	0
City of New Orleans	58	CN		1189	FTI	542	DSR	210	0
	59	CN		1204	FTI	664	DSR	234	0
Coast Starlight	11	BNSF		1084	FTI	275	DCS	209	0
		SCRRA		1609	PTI	801	CTI	529	0
		UP		1250	PTI	486	FTI	324	0
	14	BNSF		403	DSR	117	FTI	103	0
		SCRRA		2524	PTI	1236	CTI	716	0
		UP		1047	FTI	301	PTI	282	0
Crescent	19	NS		999	FTI	476	DSR	187	0
	20	NS		1015	FTI	535	DSR	195	0

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

Service	Train	Host		4th Quarter FY 2014					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	
Standard				900					
Empire Builder	27	BNSF		1271	FTI	513	DSR	441	0
	28	BNSF		1266	FTI	622	DSR	395	0
	7	BNSF		1844	FTI	938	DSR	397	0
		CP		1178	FTI	557	DSR	336	0
		Metra		830	CTI	542	DCS	82	0
	8	BNSF		2533	FTI	1321	DSR	915	0
		CP		1238	FTI	496	DSR	455	0
Metra			2308	CTI	2092	FTI	99	0	
Lake Shore Ltd	448	CSX		2754	FTI	1131	CTI	496	0
	449	CSX		1586	FTI	791	DSR	306	0
	48	CSX		2210	FTI	984	DSR	450	0
		MNRR		2727	CTI	1075	DSR	703	0
		NS		4049	FTI	2724	DSR	492	0
	49	CSX		1403	FTI	619	RTE	314	0
		MNRR		1578	CTI	691	DSR	425	0
NS			5110	FTI	3079	PTI	847	0	
Palmetto	89	CSX		1253	FTI	435	PTI	290	0
	90	CSX		939	FTI	303	PTI	211	0
Silver Meteor	97	CSX		990	FTI	439	DSR	175	0
		CFRC		2459	PTI	785	DCS	748	0
		Fla DOT		1434	CTI	677	PTI	341	0
	98	CSX		943	FTI	356	DSR	179	0
		CFRC		2702	DCS	825	PTI	703	0
Fla DOT			842	RTE	304	DCS	196	0	
Silver Star	91	CSX		1125	FTI	320	PTI	292	0
		CFRC		2702	DCS	825	PTI	703	0
		Fla DOT		1267	CTI	813	DCS	274	0
		NS		495	PTI	365	FTI	65	0
	92	CSX		1067	FTI	310	PTI	244	0
		CFRC		1203	DCS	432	DSR	286	0
		Fla DOT		631	DCS	242	CTI	194	0
NS		253	DCS	219	DSR	35	0		
Southwest Chief	3	BNSF		814	DSR	327	FTI	160	0
		NMDOT		2250	CTI	1151	DSR	650	0
	4	BNSF		889	DSR	361	FTI	178	0
		NMDOT		1370	DSR	686	CTI	272	0
Sunset Limited	1	BNSF		1147	DSR	700	FTI	340	0
		UP		1355	FTI	792	DSR	228	0
		2	BNSF		783	DSR	497	FTI	150
	UP		1726	FTI	798	DSR	264	0	
Texas Eagle	21	BNSF		2000	DSR	1006	FTI	615	0
		CN		2304	FTI	1543	DCS	261	0
		UP		1822	FTI	852	DSR	275	0
	22	BNSF		2297	DSR	1635	FTI	294	0
		CN		2000	FTI	1264	PTI	348	0
		UP		1524	FTI	580	DSR	265	0

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

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

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

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

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

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

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

Service	Train	4th Quarter FY 2014					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	

Standard		325					
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Acela Express

Acela Express	2150	147	ENG	60	OTH	52	0
	2151	346	OTH	296	HLD	25	0
	2153	232	OTH	170	CAR	50	0
	2154	24	HLD	10	ADA	8	0
	2155	276	OTH	176	ENG	89	0
	2158	330	OTH	306	HLD	19	0
	2159	402	OTH	198	HLD	100	0
	2160	60	OTH	58	ADA	3	0
	2163	346	OTH	226	HLD	45	0
	2164	362	OTH	304	HLD	39	0
	2165	438	OTH	315	HLD	73	0
	2166	176	OTH	176	-	-	0
	2167	561	OTH	279	HLD	248	0
	2168	199	OTH	194	HLD	5	0
	2170	267	OTH	157	ENG	47	0
	2171	539	OTH	391	HLD	89	0
	2172	299	OTH	223	ITI	42	0
	2173	204	OTH	72	HLD	69	0
	2175	209	OTH	109	ADA	56	0
	2190	406	OTH	244	HLD	149	0
	2250	270	OTH	252	HLD	12	0
	2251	607	OTH	476	ADA	95	0
	2252	207	HLD	155	OTH	52	0
	2253	772	OTH	574	ADA	108	0
	2254	1091	OTH	909	ADA	84	0
	2255	728	OTH	453	ADA	179	0
	2256	865	OTH	671	ENG	194	0
	2257	261	HLD	137	OTH	124	0
	2258	684	OTH	387	ADA	155	0
	2259	618	OTH	426	HLD	192	0
	2290	358	OTH	179	HLD	89	0
	2297	481	OTH	288	HLD	179	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News/Norfolk ^d	66	462	HLD	180	OTH	110	0
	67	348	HLD	157	ADA	77	0
	71	219	ADA	102	HLD	102	0
	82	455	SVS	270	HLD	112	0
	83	865	HLD	376	ENG	135	0
	84	482	HLD	397	ADA	33	0
	85	277	ENG	99	HLD	89	0
	86	485	HLD	344	ENG	107	0
	87	327	HLD	216	ADA	49	0
	88	176	ADA	71	HLD	71	0
	93	334	HLD	254	OTH	29	0
	94	834	HLD	305	ENG	234	0
	95	763	HLD	266	ENG	227	0
	99	1106	ENG	319	HLD	313	0
	125	406	HLD	258	ADA	66	0
	157	405	HLD	180	ADA	138	0
	164	247	HLD	135	OTH	49	0
	174	177	HLD	76	ADA	24	0
	194	1027	HLD	366	ADA	172	0
	195	367	HLD	285	ADA	39	0
Lynchburg ^e	145	334	ADA	135	HLD	95	0
	147	430	OTH	140	HLD	123	0
	156	270	HLD	104	OTH	83	0
	171	393	HLD	176	ADA	91	0
	176	481	HLD	129	OTH	88	0

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

Service	Train	4th Quarter FY 2014					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	

Standard		325					
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All Other Northeast Regional	132	103	HLD	77	ADA	26	0
	135	83	HLD	45	OTH	38	0
	136	0	-	-	-	-	0
	137	116	HLD	51	CAR	28	0
	139	508	OTH	302	ADA	96	0
	140	12	HLD	6	OTH	6	0
	141	898	ENG	432	SVS	296	0
	143	861	ENG	529	SVS	268	0
	146	112	OTH	112	-	-	0
	148	37	OTH	21	ADA	10	0
	150	0	-	-	-	-	0
	160	342	OTH	252	ADA	72	0
	161	835	CON	319	HLD	121	0
	162	6	HLD	6	-	-	0
	163	561	CON	408	HLD	121	0
	165	179	HLD	102	OTH	51	0
	166	39	ADA	26	OTH	13	0
	167	464	ENG	452	HLD	12	0
	168	101	OTH	101	-	-	0
	169	1135	CON	784	OTH	185	0
	170	21	OTH	16	ADA	3	0
	172	76	OTH	31	HLD	24	0
	173	385	ENG	279	HLD	120	0
	175	212	HLD	126	OTH	45	0
	177	310	OTH	209	HLD	45	0
	178	45	HLD	24	OTH	13	0
	179	513	CON	234	OTH	159	0
	190	34	OTH	34	-	-	0

Non-NEC Corridor Routes

Capitol Corridor	520	223	ENG	74	CAR	65	0
	521	187	OTH	145	HLD	20	0
	522	435	ENG	261	CAR	69	0
	523	221	OTH	113	HLD	46	0
	524	208	OTH	94	ENG	55	0
	525	181	HLD	85	OTH	84	0
	526	236	ENG	71	OTH	71	0
	527	294	OTH	143	HLD	84	0
	528	261	CAR	61	OTH	51	0
	529	182	OTH	58	HLD	55	0
	530	418	ENG	157	ADA	91	0
	531	170	OTH	77	ENG	39	0
	532	363	CCR	84	ADA	82	0
	533	199	OTH	67	ADA	50	0
	534	320	SVS	89	ENG	81	0
	535	285	OTH	126	HLD	54	0
	536	180	ADA	53	OTH	44	0
	537	290	OTH	101	SYS	64	0
	538	268	HLD	56	OTH	51	0
	540	186	CON	131	ENG	32	0
	541	48	ADA	27	OTH	18	0
	542	349	CAR	70	CON	70	0
	543	351	OTH	186	ENG	56	0
	544	292	HLD	107	ADA	40	0
	545	238	HLD	89	SYS	50	0
	546	480	ITI	164	HLD	84	0
	547	385	ENG	152	OTH	142	0
	548	500	ITI	155	SYS	102	0
	549	548	ENG	283	OTH	139	0
	551	141	OTH	68	ITI	43	0
	720	195	ENG	114	HLD	42	0
	723	247	OTH	122	ENG	97	0
	724	105	ADA	42	OTH	36	0
	727	197	OTH	69	ADA	50	0

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

Service	Train	4th Quarter FY 2014					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
	728	158	ADA	64	HLD	58	0
	729	316	HLD	110	OTH	82	0
	732	114	ADA	30	HLD	30	0
	733	264	ADA	80	ENG	76	0
	734	410	ADA	94	CAR	78	0
	736	209	ADA	76	OTH	40	0
	737	364	OTH	115	HLD	96	0
	738	433	HLD	162	SYS	91	0
	741	1520	HLD	1165	ITI	175	0
	742	551	ENG	215	HLD	137	0
	743	366	OTH	136	SYS	118	0
	744	522	SYS	143	HLD	118	0
	745	94	ITI	49	OTH	29	0
	746	98	HLD	29	ADA	20	0
	747	160	OTH	102	CON	27	0
	748	270	OTH	86	HLD	61	0
	749	174	OTH	81	HLD	42	0
	751	119	OTH	86	SYS	16	0
Carolinian	79	566	HLD	250	ADA	174	0
	80	495	HLD	208	ADA	170	0
Cascades	500	406	ADA	109	HLD	97	0
	501	380	HLD	114	ENG	72	0
	503	195	OTH	69	CCR	44	0
	505	272	CAR	201	OTH	57	0
	506	513	ENG	279	ADA	114	0
	507	516	HLD	127	ADA	85	0
	508	365	HLD	82	OTH	81	0
	509	512	ITI	211	ADA	107	0
	510	261	ENG	81	HLD	53	0
	513	601	HLD	244	ENG	136	0
Downeaster	516	513	CAR	101	HLD	99	0
	517	152	SYS	76	HLD	29	0
	680	29	HLD	12	ADA	11	0
	681	226	HLD	141	ADA	69	0
	682	104	HLD	62	ITI	24	0
	683	66	HLD	25	ITI	21	0
	684	71	SVS	41	HLD	18	0
	685	63	HLD	54	OTH	5	0
	686	240	ITI	155	OTH	28	0
	687	1035	ITI	790	INJ	164	0
	688	84	OTH	34	CON	28	0
	689	329	ITI	259	OTH	64	0
	690	25	HLD	16	ADA	6	0
	691	217	HLD	138	ADA	72	0
	692	193	ENG	72	HLD	64	0
	693	87	ITI	25	ADA	22	0
	694	37	HLD	31	ADA	6	0
	695	20	HLD	20	-	-	0
Empire Corridor	696	109	OTH	44	HLD	31	0
	697	65	OTH	56	HLD	9	0
	698	116	HLD	84	OTH	27	0
	699	28	HLD	28	-	-	0
Adirondack	68	255	HLD	114	OTH	68	0
	69	261	HLD	257	SVS	200	0
Maple Leaf	63	377	SYS	153	HLD	152	0
	64	448	SYS	208	HLD	133	0

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

Service	Train	4th Quarter FY 2014					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
New York - Albany ^f	230	20	SYS	27	ADA	12	0
	232	5	ENG	44	ADA	37	0
	233	97	HLD	300	SVS	99	0
	234	17	ENG	86	ADA	49	0
	235	56	HLD	135	ADA	56	0
	236	34	HLD	94	ENG	73	0
	237	22	HLD	177	SYS	42	0
	238	31	HLD	135	ADA	41	0
	239	31	HLD	228	ADA	28	0
	241	100	HLD	323	ENG	205	0
	242	56	HLD	204	ADA	54	0
	243	124	HLD	226	OTH	107	0
	244	52	HLD	129	SYS	98	0
	245	86	OTH	361	SYS	277	0
	250	17	HLD	50	ITI	34	0
	252	21	ADA	31	HLD	31	0
	253	174	HLD	244	ADA	76	0
	254	205	HLD	399	ADA	278	0
	255	24	ITI	1232	HLD	326	0
	256	15	HLD	411	ADA	186	0
	259	17	HLD	134	ENG	17	0
	261	28	SYS	264	ADA	62	0
New York - Niagara Falls	280	241	HLD	106	SYS	82	0
	281	465	SYS	236	HLD	184	0
	283	449	SYS	212	HLD	162	0
	284	417	HLD	192	SYS	138	0
	286	0	-	-	-	-	0
Ethan Allen Express	288	532	OTH	208	ENG	162	0
	290	245	HLD	140	ADA	112	0
	291	197	HLD	221	ITI	183	0
	292	87	HLD	106	ADA	39	0
	293	224	SVS	385	HLD	328	0
Heartland Flyer	296	66	HLD	62	ENG	36	0
	821	498	OTH	199	HLD	140	0
Hiawatha	822	411	OTH	200	HLD	118	0
	329	158	OTH	157	SYS	19	0
	330	86	OTH	29	SYS	22	0
	331	363	OTH	294	CAR	63	0
	332	306	OTH	185	HLD	65	0
	333	306	OTH	179	ITI	81	0
	334	469	OTH	295	HLD	109	0
	335	440	OTH	304	HLD	101	0
	336	223	OTH	133	HLD	44	0
	337	318	OTH	208	HLD	78	0
	338	315	OTH	218	HLD	46	0
	339	188	ITI	126	HLD	97	0
	340	269	OTH	160	ADA	63	0
	341	314	OTH	253	ITI	145	0
	342	356	OTH	199	ITI	140	0
Hoosier State	850	708	SYS	438	OTH	224	0
	851	737	ITI	236	ENG	217	0

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

Service	Train	4th Quarter FY 2014					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
Illinois							
Carl Sandburg / Illinois Zephyr	380	370	HLD	173	ENG	104	0
	381	111	SYS	62	ADA	38	0
	382	122	HLD	76	ADA	29	0
	383	238	HLD	124	ITI	71	0
Illini / Saluki	390	486	OTH	288	HLD	93	0
	391	377	OTH	202	ENG	92	0
	392	447	OTH	179	HLD	73	0
	393	374	OTH	211	HLD	78	0
Lincoln Service	300	154	HLD	78	ADA	34	0
	301	56	ENG	42	SYS	23	0
	302	474	SYS	228	ADA	96	0
	303	166	HLD	59	ADA	50	0
	304	152	HLD	72	ADA	25	0
	305	226	ADA	85	HLD	62	0
	306	191	HLD	40	ITI	32	0
	307	126	SYS	90	ITI	68	0
Michigan							
Blue Water	364	329	HLD	240	ADA	90	0
	365	631	OTH	324	HLD	179	0
Pere Marquette	370	490	HLD	194	SYS	144	0
	371	725	SYS	280	HLD	196	0
Wolverine	349	1004	ITI	650	OTH	186	0
	350	433	OTH	217	SYS	115	0
	351	369	OTH	175	HLD	97	0
	352	447	SYS	206	OTH	169	0
	353	911	SYS	352	ENG	244	0
	354	653	OTH	391	SYS	257	0
	355	537	SYS	226	OTH	198	0
	358	564	OTH	190	HLD	182	0
	359	304	SYS	110	OTH	91	0
	311	392	ENG	170	HLD	134	0
Kansas City - St. Louis	313	203	ADA	72	CON	63	0
	314	306	CON	125	ADA	82	0
	316	365	ITI	183	HLD	78	0
	562	200	SYS	96	HLD	79	0
Pacific Surfliner	564	117	ENG	52	SYS	24	0
	565	169	HLD	95	OTH	35	0
	566	470	HLD	300	OTH	52	0
	567	379	OTH	124	HLD	122	0
	572	585	HLD	285	ADA	116	0
	573	288	ADA	110	HLD	65	0
	577	0	-	-	-	-	0
	578	0	-	-	-	-	0
	579	307	HLD	148	OTH	48	0
	580	335	OTH	134	HLD	81	0
	582	176	HLD	60	ITI	56	0
	583	490	ADA	139	HLD	129	0
	591	484	HLD	256	ADA	58	0
	595	339	HLD	134	SYS	102	0
	761	435	SYS	196	HLD	96	0
	763	284	HLD	127	ADA	44	0
	768	447	HLD	321	ADA	47	0
	769	432	HLD	180	ADA	100	0
	774	390	HLD	137	ENG	80	0
	777	145	ADA	38	HLD	30	0
	784	472	HLD	262	ITI	36	0
	785	538	HLD	223	SYS	65	0
	790	475	HLD	170	ADA	123	0
	796	555	HLD	169	SYS	108	0
	1761	417	HLD	285	ADA	90	0
	1790	573	HLD	253	ADA	117	0
Pennsylvanian	42	517	HLD	150	OTH	99	0
	43	330	HLD	140	ADA	76	0

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

Service	Train	4th Quarter FY 2014						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
Piedmont	73	189	OTH	83	HLD	51	0	
	74	432	ADA	135	OTH	110	0	
	75	603	ADA	219	HLD	176	0	
	76	646	HLD	229	ADA	208	0	
San Joaquin	701	90	HLD	33	ADA	33	0	
	702	272	OTH	114	ENG	76	0	
	703	497	SYS	138	ITI	137	0	
	704	370	ENG	163	CCR	51	0	
	711	167	ADA	47	SYS	35	0	
	712	665	ADA	270	HLD	135	0	
	713	274	ADA	82	SYS	69	0	
	714	370	CCR	87	ENG	77	0	
	715	421	SYS	149	HLD	110	0	
	716	409	ENG	150	HLD	73	0	
	717	587	HLD	204	ADA	187	0	
	718	389	CAR	98	SYS	68	0	
Vermont	54	321	OTH	81	SYS	71	0	
	55	367	ENG	95	HLD	93	0	
	56	198	HLD	58	OTH	56	0	
	57	420	HLD	147	SVS	84	0	

Long Distance Routes

Auto Train	52	131	CAR	30	ENG	28	0
	53	167	SYS	51	SVS	50	0
California Zephyr	5	472	SYS	170	SVS	96	0
	6	428	SYS	131	HLD	96	0
Cardinal	50	536	SYS	154	OTH	120	0
	51	455	ADA	109	HLD	107	0
Capitol Limited	29	350	HLD	140	SYS	105	0
	30	524	ITI	498	SYS	249	0
City of New Orleans	58	251	HLD	90	OTH	74	0
	59	409	HLD	128	ENG	128	0
Coast Starlight	11	759	HLD	172	SYS	137	0
	14	784	HLD	211	SVS	131	0
Crescent	19	307	HLD	75	ADA	63	0
	20	297	HLD	90	ADA	79	0
Empire Builder	27	3043	CON	2901	ENG	46	0
	28	156	SYS	49	SVS	45	0
	7	309	HLD	139	SYS	69	0
	8	543	SYS	193	HLD	122	0
Lake Shore Ltd	448	259	ITI	988	CON	774	0
	449	730	ITI	564	HLD	423	0
	48	504	ITI	423	HLD	229	0
	49	648	HLD	450	SVS	141	0
Palmetto	89	272	ADA	78	HLD	64	0
	90	256	ADA	78	ENG	69	0
Silver Meteor	97	355	ADA	138	HLD	100	0
	98	464	ADA	171	HLD	115	0
Silver Star	91	416	HLD	175	ADA	104	0
	92	490	HLD	179	ADA	131	0
Southwest Chief	3	324	HLD	142	ENG	77	0
	4	408	HLD	151	ENG	115	0
Sunset Limited	1	382	HLD	138	OTH	79	0
	2	532	HLD	130	SVS	123	0
Texas Eagle	21	416	SYS	123	HLD	117	0
	22	774	SVS	177	CON	152	0

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

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

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

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

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

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

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

Service	Train	Host ^b	4th Quarter FY 2014					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	623	SMW	219	CTI	73	0
	2103	Amtrak	234	SMW	48	CTI	38	0
	2104	Amtrak	589	SMW	266	DSR	56	0
	2107	Amtrak	209	SMW	57	DET	41	0
	2109	Amtrak	346	SMW	46	CAR	43	0
	2110	Amtrak	274	SMW	92	DSR	47	0
	2117	Amtrak	325	CTI	76	DCS	55	0
	2119	Amtrak	468	CTI	137	MTI	101	0
	2121	Amtrak	102	MTI	20	PSR	16	0
	2122	Amtrak	378	SMW	147	PSR	87	0
	2124	Amtrak	643	SMW	255	PSR	77	0
	2126	Amtrak	423	SMW	111	MTI	64	0
	2128	Amtrak	317	SMW	92	MTI	42	0
	2150	Amtrak	454	CTI	117	SMW	68	0
	2151	Amtrak	278	DET	41	DCS	31	0
	2153	Amtrak	233	PSR	23	SMW	23	0
	2154	Amtrak	372	SMW	119	DSR	31	0
	2155	Amtrak	394	CTI	58	HLD	58	0
	2158	Amtrak	411	SMW	88	DCS	48	0
	2159	Amtrak	263	HLD	107	CTI	23	0
	2160	Amtrak	397	SMW	106	PTI	49	0
	2163	Amtrak	314	HLD	82	CTI	42	0
	2164	Amtrak	347	SMW	73	CTI	51	0
	2165	Amtrak	396	MTI	66	CTI	58	0
	2166	Amtrak	301	SMW	63	CTI	56	0
	2167	Amtrak	352	PTI	64	HLD	60	0
	2168	Amtrak	424	CTI	110	SMW	82	0
	2170	Amtrak	350	SMW	92	CTI	65	0
	2171	Amtrak	357	ENG	61	CTI	52	0
	2172	Amtrak	373	SMW	99	PTI	78	0
	2173	Amtrak	328	CTI	142	ENG	56	0
	2175	Amtrak	292	CTI	105	HLD	41	0
	2190	Amtrak	287	OTH	54	MTI	41	0
	2203	Amtrak	281	SMW	127	DCS	56	0
	2205	Amtrak	417	SMW	130	DET	75	0
	2207	Amtrak	169	SMW	59	DCS	41	0
	2208	Amtrak	437	SMW	226	DCS	41	0
	2211	Amtrak	444	DCS	130	SMW	103	0
	2212	Amtrak	392	SMW	209	PTI	41	0
	2213	Amtrak	496	CTI	144	SMW	140	0
	2216	Amtrak	406	SMW	246	ENG	83	0
	2220	Amtrak	355	SMW	187	DBB	110	0
	2221	Amtrak	369	SMW	236	ADA	34	0
	2222	Amtrak	287	SMW	147	DDA	79	0
	2225	Amtrak	174	SMW	106	CTI	27	0
	2228	Amtrak	719	DET	515	SMW	81	0
	2250	Amtrak	405	SMW	154	HLD	75	0
	2251	Amtrak	358	SMW	123	HLD	90	0
	2252	Amtrak	522	SMW	215	CTI	66	0
	2253	Amtrak	400	SMW	105	HLD	98	0
	2254	Amtrak	491	SMW	147	DBB	101	0
	2255	Amtrak	238	SMW	75	HLD	38	0
	2256	Amtrak	382	OTH	132	SMW	89	0
	2257	Amtrak	321	SMW	79	PTI	60	0
	2258	Amtrak	244	SMW	97	DCS	48	0
	2259	Amtrak	375	DBB	106	HLD	73	0
	2290	Amtrak	97	CTI	39	OTH	27	0
	2297	Amtrak	509	OTH	307	HLD	132	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	2135	ITI	619	ENG	506	0
	51	Amtrak	704	SMW	171	MTI	94	0
Carolinian	79	Amtrak	980	SMW	261	HLD	147	0
	80	Amtrak	360	SMW	128	MTI	33	0
Crescent	19	Amtrak	921	ENG	155	SMW	155	0
	20	Amtrak	591	SMW	209	PTI	142	0
Keystone	600	Amtrak	90	ENG	41	CTI	15	0
	601	Amtrak	181	DET	82	ENG	35	0
	605	Amtrak	187	ENG	50	DCS	35	0
	607	Amtrak	80	DCS	36	SYS	17	0
	609	Amtrak	71	SYS	44	DBS	43	0
	610	Amtrak	434	ENG	279	DCS	78	0
	611	Amtrak	71	SMW	58	DSR	13	0
	612	Amtrak	239	CCR	112	DCS	60	0
	615	Amtrak	75	HLD	52	OTH	22	0
	618	Amtrak	140	ENG	66	SYS	25	0
	619	Amtrak	96	CON	39	ENG	26	0
	620	Amtrak	134	ENG	80	CCR	27	0
	622	Amtrak	66	RTE	25	HLD	17	0
	637	Amtrak	1299	DCS	391	ENG	357	0
	639	Amtrak	462	OTH	126	SMW	114	0
	640	Amtrak	592	CTI	268	DET	93	0
	641	Amtrak	355	PTI	98	CTI	65	0
	642	Amtrak	229	PTI	51	DMW	46	0
	643	Amtrak	263	CTI	42	DCS	42	0
	644	Amtrak	354	PTI	95	MTI	73	0
	645	Amtrak	321	PTI	54	DCS	53	0
	646	Amtrak	165	SMW	40	CCR	32	0
	647	Amtrak	245	PTI	73	HLD	44	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	4th Quarter FY 2014					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	648	Amtrak	154	ENG	64	PTI	34	0
	649	Amtrak	229	SYS	54	ENG	46	0
	650	Amtrak	202	PTI	64	ENG	27	0
	651	Amtrak	241	HLD	58	PTI	40	0
	652	Amtrak	214	PTI	63	CTI	27	0
	653	Amtrak	300	CTI	114	ENG	45	0
	654	Amtrak	118	SMW	36	PTI	22	0
	655	Amtrak	416	PTI	122	CTI	89	0
	656	Amtrak	278	MTI	66	PTI	47	0
	658	Amtrak	139	MTI	99	PTI	20	0
	660	Amtrak	345	SMW	214	HLD	42	0
	661	Amtrak	209	PTI	92	MTI	37	0
	662	Amtrak	293	SMW	138	DET	72	0
	663	Amtrak	286	SYS	65	CTI	61	0
	664	Amtrak	310	SMW	116	RTE	63	0
	665	Amtrak	162	ENG	113	DDA	18	0
	666	Amtrak	98	SMW	41	CTP	15	0
	667	Amtrak	238	DBB	57	ENG	39	0
	669	Amtrak	417	ENG	210	SMW	116	0
	670	Amtrak	227	SMW	98	HLD	57	0
	671	Amtrak	96	ENG	46	FTI	17	0
	672	Amtrak	207	DCS	63	CCR	41	0
	674	Amtrak	211	PTI	52	DCS	44	0
Northeast Regional								
Richmond / Newport News/Norfolk ^d	66	Amtrak	612	SMW	189	ENG	111	0
	67	Amtrak	481	SMW	188	ENG	50	0
	71	Amtrak	533	SMW	245	PTI	83	0
	82	Amtrak	650	SMW	255	HLD	127	0
	83	Amtrak	667	HLD	239	PTI	136	0
	84	Amtrak	569	SMW	217	PTI	82	0
	85	Amtrak	988	ENG	305	CTI	154	0
	86	Amtrak	740	PTI	146	SMW	135	0
	87	Amtrak	976	SMW	350	SVS	180	0
	88	Amtrak	872	SMW	238	PTI	135	0
	93	Amtrak	585	HLD	155	CTI	94	0
	94	Amtrak	788	CTI	189	SMW	158	0
	95	Amtrak	780	ENG	214	HLD	87	0
	99	Amtrak	887	SMW	215	HLD	205	0
	125	Amtrak	870	SMW	155	ENG	102	0
	157	Amtrak	636	SMW	163	DCS	112	0
	164	Amtrak	767	SMW	224	HLD	104	0
	174	Amtrak	587	HLD	110	SMW	101	0
	194	Amtrak	441	SMW	110	HLD	73	0
	195	Amtrak	681	SMW	185	HLD	172	0
Lynchburg ^e	145	Amtrak	499	SMW	128	PTI	93	0
	147	Amtrak	619	ENG	143	PTI	85	0
	156	Amtrak	774	SMW	235	ENG	204	0
	171	Amtrak	618	ENG	149	HLD	120	0
	176	Amtrak	617	HLD	141	SMW	124	0
All Other Northeast Regional	110	Amtrak	712	ENG	156	SMW	141	0
	111	Amtrak	351	SMW	147	CTI	49	0
	121	Amtrak	264	SMW	110	DBB	86	0
	123	Amtrak	185	DET	55	CTI	44	0
	126	Amtrak	400	SMW	113	DDA	65	0
	127	Amtrak	753	PTI	162	SMW	158	0
	129	Amtrak	585	CTI	108	PTI	84	0
	130	Amtrak	649	SMW	178	PTI	90	0
	131	Amtrak	303	SMW	163	HLD	27	0
	132	Amtrak	390	SMW	128	CTI	58	0
	133	Amtrak	663	CTI	198	SMW	167	0
	134	Amtrak	549	CAR	114	SMW	105	0
	135	Amtrak	280	SMW	82	DBB	45	0
	136	Amtrak	906	ENG	361	HLD	99	0
	137	Amtrak	529	ENG	88	SMW	74	0
	138	Amtrak	714	SMW	196	MTI	109	0
	139	Amtrak	309	HLD	52	SMW	52	0
	140	Amtrak	574	SMW	170	HLD	73	0
	141	Amtrak	450	SMW	87	PTI	76	0
	143	Amtrak	625	SMW	222	HLD	102	0
	146	Amtrak	413	ENG	157	SMW	84	0
	148	Amtrak	797	SMW	165	ENG	130	0
	150	Amtrak	265	SMW	72	HLD	44	0
	151	Amtrak	242	SMW	60	CTI	39	0
	152	Amtrak	516	SMW	222	HLD	48	0
	153	Amtrak	311	SMW	113	SYS	56	0
	154	Amtrak	581	SMW	355	ENG	44	0
	155	Amtrak	411	SMW	140	ENG	108	0
	158	Amtrak	414	MTI	152	SMW	124	0
	159	Amtrak	525	SMW	171	SYS	97	0
	160	Amtrak	353	SMW	125	HLD	70	0
	161	Amtrak	688	ENG	232	SMW	140	0
	162	Amtrak	370	SMW	151	ENG	70	0
	163	Amtrak	607	HLD	175	SMW	122	0
	165	Amtrak	312	HLD	119	ADA	36	0
	166	Amtrak	551	SMW	225	HLD	93	0
	167	Amtrak	135	CON	55	SMW	22	0
	168	Amtrak	447	SMW	141	OTH	91	0
	169	Amtrak	386	SMW	161	HLD	61	0
	170	Amtrak	589	CTI	153	ENG	108	0
	172	Amtrak	753	SMW	143	ENG	129	0
	173	Amtrak	746	ENG	140	SMW	124	0
	175	Amtrak	397	PTI	88	HLD	84	0
	177	Amtrak	323	ENG	100	SMW	50	0
	178	Amtrak	422	ENG	142	SMW	93	0
	179	Amtrak	222	ITI	132	CTI	56	0
	180	Amtrak	803	SMW	307	ENG	97	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	4th Quarter FY 2014						MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
	181	Amtrak	652	SMW	201	PTI	143	0	
	182	Amtrak	235	SMW	90	MTI	30	0	
	183	Amtrak	823	PTI	215	SMW	214	0	
	184	Amtrak	727	SMW	197	CTI	114	0	
	185	Amtrak	606	SMW	154	CTI	143	0	
	186	Amtrak	710	SMW	255	CTI	91	0	
	187	Amtrak	254	SMW	68	MTI	57	0	
	188	Amtrak	596	SMW	120	ENG	98	0	
	190	Amtrak	198	HLD	36	ENG	35	0	
	192	Amtrak	308	SMW	194	CTI	29	0	
	193	Amtrak	646	SMW	105	MTI	98	0	
	196	Amtrak	671	SMW	229	HLD	95	0	
	198	Amtrak	685	ENG	219	SMW	183	0	
	401	Amtrak	1150	PTI	659	CTC	127	0	
	405	Amtrak	23	PSR	17	DCS	6	0	
	432	Amtrak	1282	CON	1133	ENG	87	0	
	450	Amtrak	3259	CON	1474	PTI	740	0	
	460	Amtrak	3358	CON	2445	PTI	578	0	
	463	Amtrak	728	ITI	237	ENG	220	0	
	464	Amtrak	5005	CON	4196	PTI	636	0	
	465	Amtrak	1158	PTI	485	HLD	436	0	
	467	Amtrak	0	-	0	-	0	0	
	470	Amtrak	1828	PTI	609	CON	556	0	
	475	Amtrak	111	DCS	63	ENG	25	0	
	476	Amtrak	4288	CON	3590	ENG	389	0	
	479	Amtrak	971	ITI	521	PTI	167	0	
	488	Amtrak	4542	CON	3560	PTI	693	0	
	490	Amtrak	774	CON	723	DCS	25	0	
	493	Amtrak	1327	PTI	410	ADA	298	0	
	494	Amtrak	5101	CON	4667	PTI	416	0	
	495	Amtrak	99	CTC	30	DCS	23	0	
	497	Amtrak	1095	DBS	834	PTI	647	0	
Palmetto	89	Amtrak	865	SMW	157	HLD	144	0	
	90	Amtrak	554	ENG	142	SMW	118	0	
Pennsylvanian	42	Amtrak	360	ENG	97	PTI	76	0	
	43	Amtrak	360	ENG	95	SMW	38	0	
Silver Meteor	97	Amtrak	1480	ENG	271	SMW	255	0	
	98	Amtrak	843	SMW	213	PTI	180	0	
Silver Star	91	Amtrak	1049	OTH	150	CON	141	0	
	92	Amtrak	680	SMW	168	PTI	105	0	
Vermont	54	Amtrak	794	SMW	292	SVS	108	0	
	55	Amtrak	413	PTI	88	ENG	73	0	
	56	Amtrak	770	SMW	201	ITI	107	0	
	57	Amtrak	237	ENG	71	SMW	34	0	

^a This table excludes third-party delays.

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

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

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

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

Appendix E

Methodologies for PRIIA 207

Financial Metrics

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

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

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

The system that will generate this metric is the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

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

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

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

The system that generated this metric is the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting.

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 the Amtrak Performance Tracking system (APT), a component of the SAP system that Amtrak uses for financial and managerial accounting. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

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

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

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

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

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

Passenger-Miles per Train-Mile:

A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). Similarly, a Train-Mile is one train moving one mile. For each route, therefore, the Passenger-Miles per

Train-Mile is the total passenger-miles divided by the total train- miles. This metric depicts the average passenger loading on a route's trains over the course of the period. This Metric is reported for each route in Amtrak's System.

On-Time Performance (OTP) Metrics

Effective Speed

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

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

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

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

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

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

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

All-Stations On-Time Performance

All Stations OTP measures how a train actually performs compared to the published schedule at

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

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

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

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

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

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

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

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

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.

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

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

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

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

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	<u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u>—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train’s stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.¹⁹				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-Responsible²² 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).

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

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

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

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

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

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

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