

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

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

**Covering the Quarter Ended December, 2014
(First Quarter of Fiscal Year 2015)**



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

Published " |.²¥"µ2015

Table of Contents
(Begin following on the next page.)

	<u>Page</u>
Financial	
Table 1 (A/B): Short-Term Avoidable Operating Costs (Note 1)	1 – 2
Table 2 (A/B): Fully Allocated Operating Cost covered by Passenger-Related Revenue	3 – 4
Table 3 (A/B): Long-Term Avoidable Operating Loss (Note 1)	5 – 6
Table 4 (A/B): Adjusted Loss per Passenger- Mile	7 – 8
Table 5: Passenger-Miles per Train-Mile	9
On-Time Performance (Table 6)	
Test No. 1 Change in Effective Speed	10
Test No. 2 Endpoint OTP	10
Test No. 3 All-Stations OTP	10
Train Delays	
Train Delays - Off NEC	
Table 7: Off-NEC Host Responsible Delays per 10,000 Train-Miles	11 – 12
Table 8: Off-NEC Amtrak Responsible Delays per 10,000 Train-Miles	13
Train Delays - On NEC	
Table 9: On-NEC Total Host and Amtrak Responsible Delays per 10,000 Train-Miles	14
Other Service Quality	
Table 10: Customer Satisfaction Indicator (eCSI) Scores	15
Table 11: Service Interruptions per 10,000 Train-Miles due to Equipment-related Problems	16
Table 12: Complaints Received	17
Table 13: Food-related Complaints	18
Table 14: Personnel-related Complaints	19
Table 15: Equipment-related Complaints	20
Table 16: Station-related Complaints	21
Public Benefits (Table 17)	
Connectivity Measure	22
Availability of Other Modes	22
Reference Materials	
Table 18: Route Descriptions	23
Terminology & Definitions	
Table 19: Delay Code Definitions	24
Table 20: Host Railroad Code Definitions	25
Appendixes	
A. On-Time Performance (OTP) by Train	26 – 33
B. Off-NEC Host Responsible Delays by Train	34 – 43
C. Off-NEC Amtrak Responsible Delays by Train	44 – 49
D. On-NEC Total Host and Amtrak Responsible Delays by Train	50 – 52
E. Methodologies for PRIIA 207	53 – 56
F. Final Metrics and Standards under PRIIA Section 207 (May 12, 2010)	57

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
	Jan. 13 - Dec. 14	Jan. 12 - Dec. 13	Oct. 12 - Sep. 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
	Jan. 13 - Dec. 14	Jan. 12 - Dec. 13	Oct. 12 - Sep. 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 2 (A):
PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE
Including State Revenue

Service	Current Period	Prior Period	Prior Report
	Jan. 13 - Dec. 14	Jan. 12 - Dec. 13	Oct. 12 - Sep. 14

Acela Express

Acela Express	186%	172%	184%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service	87%	88%	87%
Northeast Regional (Boston - Washington)	136%	125%	134%
Newport News	117%	111%	115%
Lynchburg	141%	144%	144%
Norfolk	111%	n/a	115%
Richmond	86%	n/a	80%
New Haven - Springfield	69%	55%	65%

Non-NEC Corridor Routes

Capitol Corridor	79%	77%	80%
Carolinian	102%	99%	101%
Cascades	84%	86%	87%
Downeaster	82%	82%	86%
Empire Corridor			
Adirondack	105%	90%	101%
Empire Service	72%	77%	75%
Ethan Allen Express	90%	85%	87%
Maple Leaf	84%	73%	80%
Heartland Flyer	70%	61%	69%
Hiawatha	90%	89%	90%
Hoosier State	28%	14%	22%
Illinois			
Carl Sandburg / Illinois Zephyr	83%	84%	83%
Illini / Saluki	80%	76%	79%
Lincoln Service	83%	72%	84%
Michigan			
Blue Water	91%	86%	86%
Pere Marquette	77%	91%	75%
Wolverine	64%	49%	60%
Kansas City - St. Louis	87%	90%	89%
Pacific Surfliner	80%	80%	81%
Pennsylvanian	74%	67%	72%
Piedmont	71%	77%	72%
San Joaquins	87%	82%	87%
Vermont	96%	79%	90%

Long-Distance Routes

Auto Train	86%	68%	78%
California Zephyr	44%	42%	44%
Capitol Limited	46%	48%	47%
Cardinal	34%	32%	33%
City of New Orleans	46%	49%	47%
Coast Starlight	45%	44%	45%
Crescent	44%	43%	42%
Empire Builder	51%	54%	53%
Lake Shore Ltd	50%	51%	50%
Palmetto	59%	59%	59%
Silver Meteor	52%	50%	52%
Silver Star	44%	43%	44%
Southwest Chief	42%	41%	42%
Sunset Limited	26%	24%	26%
Texas Eagle	46%	46%	46%

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
	Jan. 13 - Dec. 14	Jan. 12 - Dec. 13	Oct. 12 - Sep. 14

Acela Express

Acela Express	186%	172%	184%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service	73%	72%	72%
Northeast Regional (Boston - Washington)	136%	125%	134%
Newport News	121%	116%	118%
Lynchburg	152%	146%	150%
Norfolk	104%	n/a	107%
Richmond	84%	n/a	78%
New Haven - Springfield	50%	51%	50%

Non-NEC Corridor Routes

Capitol Corridor	40%	40%	40%
Carolinian	94%	94%	94%
Cascades	53%	54%	53%
Downeaster	53%	52%	53%
Empire Corridor			
Adirondack	60%	57%	60%
Empire Service	47%	51%	49%
Ethan Allen Express	83%	84%	83%
Maple Leaf	81%	72%	78%
Heartland Flyer	24%	25%	24%
Hiawatha	70%	65%	68%
Hoosier State	10%	11%	10%
Illinois			
Carl Sandburg / Illinois Zephyr	35%	34%	35%
Illini / Saluki	47%	46%	47%
Lincoln Service	46%	41%	46%
Michigan			
Blue Water	48%	45%	48%
Pere Marquette	45%	52%	46%
Wolverine	48%	47%	48%
Kansas City - St. Louis	38%	38%	38%
Pacific Surfliner	56%	55%	56%
Pennsylvanian	70%	65%	69%
Piedmont	40%	42%	41%
San Joaquins	46%	46%	46%
Vermont	53%	47%	52%

Long-Distance Routes

Auto Train	86%	68%	78%
California Zephyr	44%	42%	44%
Capitol Limited	46%	48%	47%
Cardinal	34%	32%	33%
City of New Orleans	46%	49%	47%
Coast Starlight	44%	44%	44%
Crescent	44%	43%	42%
Empire Builder	51%	54%	53%
Lake Shore Ltd	50%	51%	50%
Palmetto	59%	59%	59%
Silver Meteor	52%	50%	52%
Silver Star	44%	43%	44%
Southwest Chief	42%	41%	42%
Sunset Limited	26%	24%	26%
Texas Eagle	46%	46%	46%

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
	Jan. 13 - Dec. 14	Jan. 12 - Dec. 13	Oct. 12 - Sep. 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
	Jan. 13 - Dec. 14	Jan. 12 - Dec. 13	Oct. 12 - Sep. 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
Jan. 13 - Dec. 14	Jan. 12 - Dec. 13	Oct. 12 - Sep. 14

(\$0.038)	(\$0.052)	(\$0.045)
------------------	------------------	------------------

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
Jan. 13 - Dec. 14	Jan. 12 - Dec. 13	Oct. 12 - Sep. 14

(\$0.070)	(\$0.082)	(\$0.077)
------------------	------------------	------------------

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
	Jan. 13 - Dec. 14	Jan. 12 - Dec. 13	Oct. 12 - Sep. 14

Acela Express

Acela Express	195	193	195
---------------	-----	-----	-----

Other NEC Corridor Routes

Keystone Service	147	148	147
Northeast Regional (Boston - Washington)	223	220	221
Newport News	273	267	269
Lynchburg	343	337	339
Norfolk	172	178	174
Richmond	145	73	133
New Haven - Springfield	113	119	115

Non-NEC Corridor Routes

Capitol Corridor	88	93	90
Carolinian	266	269	266
Cascades	131	136	133
Downeaster	93	100	94
Empire Corridor			
Adirondack	236	236	236
Empire Service	135	136	135
Ethan Allen Express	163	164	163
Maple Leaf	114	111	113
Heartland Flyer	92	98	93
Hiawatha	153	155	152
Hoosier State	66	70	68
Illinois			
Carl Sandburg / Illinois Zephyr	98	102	98
Illini / Saluki	131	135	132
Lincoln Service	137	141	138
Michigan			
Blue Water	169	169	169
Pere Marquette	125	129	124
Wolverine	123	125	123
Kansas City - St. Louis	91	93	91
Pacific Surfliner	148	146	147
Pennsylvanian	207	194	203
Piedmont	72	70	72
San Joaquins	127	127	127
Vermont	138	133	136

Long-Distance Routes

Auto Train	387	379	386
California Zephyr	171	174	171
Capitol Limited	199	201	200
Cardinal	127	134	128
City of New Orleans	167	174	168
Coast Starlight	230	230	231
Crescent	163	162	162
Empire Builder	182	210	188
Lake Shore Ltd	231	242	234
Palmetto	143	149	144
Silver Meteor	222	229	223
Silver Star	190	195	192
Southwest Chief	188	190	188
Sunset Limited	139	137	139
Texas Eagle	188	196	190

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	1st Quarter FY 2015	1st Quarter FY 2015

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-1.8	76.9%	82.5%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-0.8	88.4%	95.6%
Total Northeast Regional		76.7%	81.5%
Richmond / Newport News/Norfolk ^d	-0.5	76.3%	75.4%
Lynchburg ^e	Not Available	76.1%	72.4%
All Other Northeast Regional	-0.6	76.8%	85.5%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.1	91.7%	94.9%
Carolinian	0.4	57.8%	55.4%
Cascades	-1.7	70.3%	67.6%
Downeaster	-3.6	34.8%	68.8%
Empire Corridor	0.0	73.6%	69.8%
Adirondack	1.0	71.2%	64.1%
Ethan Allen Express	2.3	79.9%	81.8%
Maple Leaf	-0.7	53.8%	46.3%
New York - Albany ^f	0.2	82.3%	92.9%
New York - Niagara Falls	-1.1	53.3%	51.6%
Heartland Flyer	1.8	82.6%	87.7%
Hiawatha	-0.7	83.1%	92.2%
Hoosier State	0.2	58.5%	69.8%
Illinois	0.2	58.4%	61.6%
Carl Sandburg / Illinois Zephyr	-1.6	85.7%	82.7%
Illini / Saluki	-0.3	17.4%	29.8%
Lincoln Service	0.9	65.2%	68.8%
Michigan	1.2	30.5%	50.9%
Blue Water	3.8	48.4%	63.3%
Pere Marquette	0.5	24.3%	64.7%
Wolverine	0.5	26.8%	46.0%
Kansas City - St. Louis	6.8	79.6%	79.4%
Pacific Surfliner	-0.2	72.9%	84.4%
Pennsylvanian	0.8	81.5%	80.5%
Piedmont	1.5	65.1%	85.7%
San Joaquin	-0.9	67.7%	72.0%
Vermont	2.8	76.1%	70.9%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	-1.7	85.3%	87.5%
California Zephyr	1.8	52.7%	41.8%
Capitol Limited	-1.5	31.0%	36.1%
Cardinal	0.5	40.5%	30.8%
City of New Orleans	0.5	70.1%	44.7%
Coast Starlight	0.7	69.0%	49.3%
Crescent	-0.3	50.0%	55.6%
Empire Builder	-4.7	31.9%	28.0%
Lake Shore Ltd	-2.9	46.5%	36.6%
Palmetto	0.7	84.8%	71.2%
Silver Meteor	-0.6	69.0%	60.1%
Silver Star	0.4	66.3%	57.3%
Southwest Chief	-0.9	45.1%	31.6%
Sunset Limited	2.8	67.1%	46.8%
Texas Eagle	1.8	53.3%	38.8%

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

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

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

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

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

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

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

Service	Host		1st Quarter FY 2015						MM&C Allowance ^c	Route Miles
			Total Delay	Largest 2 Delay Categories ^b						
				#1	Minutes	#2	Minutes			
Standard			900							
Acela Express										
Acela Express	MNRR		2508	DSR	1246	CTI	762	0	56	
Other NEC Corridor Routes										
Northeast Regional										
Richmond / Newport News/Norfolk ^d	CSX		1536	FTI	363	DSR	265	0	189	
	MNRR		1287	DSR	605	CTI	357	0	56	
	NS		157	DCS	79	RTE	63	0	81	
Lynchburg ^e	MNRR		2246	CTI	855	DMW	607	0	56	
	NS		325	FTI	105	DSR	85	0	166	
All Other Northeast Regional	MNRR		1804	CTI	806	DSR	681	0	56	
Non-NEC Corridor Routes										
Capitol Corridor	UP		480	PTI	180	RTE	101	0	168	
Carolinian	CSX		1620	FTI	522	PTI	473	0	295	
	NS		739	DSR	347	PTI	141	0	202	
Cascades	BNSF		1760	FTI	694	DSR	357	0	343	
	UP		1875	FTI	907	PTI	514	0	125	
Downeaster	MBTA		1923	CTI	855	DSR	506	0	38	
	PanAm		2158	DSR	1366	PTI	441	0	77	
Empire Corridor										
Adirondack	CN		1154	RTE	323	DSR	286	0	49	
	CP		1348	PTI	564	FTI	281	0	178	
	Amtrak		1059	PTI	448	DCS	269	0	104	
	MNRR		1469	CTI	769	RTE	217	0	64	
Ethan Allen Express	CP		1280	DCS	384	FTI	354	0	60	
	Amtrak		1026	PTI	593	RTE	157	0	104	
	MNRR		1056	CTI	427	DSR	214	0	64	
	VTR		498	DBS	275	DSR	207	0	24	
Maple Leaf	CSX		2283	FTI	1061	DSR	413	0	298	
	Amtrak		1114	PTI	613	RTE	182	0	109	
	MNRR		1421	CTI	848	DSR	247	0	64	
New York - Albany ^f	Amtrak		545	PTI	172	DCS	134	0	81	
	MNRR		1085	CTI	489	DSR	273	0	64	
New York - Niagara Falls	CSX		1719	FTI	705	DSR	432	0	296	
	Amtrak		851	PTI	328	DCS	201	0	109	
	MNRR		1531	CTI	649	DSR	324	0	64	
Heartland Flyer	BNSF		890	DSR	615	FTI	198	0	238	
Hiawatha	CP		414	FTI	245	DMW	65	0	53	
	Metra		2077	CTI	973	DMW	366	0	29	
Hoosier State	CSX		2073	FTI	1195	DCS	270	0	169	
Illinois										
Carl Sandburg / Illinois Zephyr	BNSF		846	DSR	246	FTI	229	0	257	
Illini / Saluki	CN		2071	DCS	831	FTI	764	0	306	
Lincoln Service	CN		1362	FTI	686	DSR	262	0	37	
	UP		1387	PTI	526	FTI	349	0	231	
Michigan										
Blue Water	Amtrak		619	PTI	355	DCS	129	0	99	
	CN		1004	FTI	820	DCS	105	0	159	
	MIDOT		1474	DSR	967	DMW	170	0	22	
	NS		6721	FTI	3209	PTI	1137	1671	39	
Pere Marquette	CSX		884	DSR	367	FTI	179	0	135	
	NS		5889	FTI	2718	PTI	1025	1671	39	
Wolverine	Amtrak		721	PTI	447	DCS	118	0	99	
	CN		2583	DSR	1043	FTI	650	0	27	
	MIDOT		1576	PTI	606	DSR	537	0	134	
	NS		6343	FTI	3908	DSR	788	1671	39	
Kansas City - St. Louis	UP		769	FTI	451	PTI	114	0	271	
Pacific Surfliner										
	BNSF		1483	DCS	330	FTI	272	0	22	
	SCRRA		1127	PTI	492	CTI	299	0	95	
	SDNRR		1328	PTI	483	CTI	385	0	60	
	UP		1296	PTI	734	DSR	210	0	174	

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

Service	Host		1st Quarter FY 2015						Route Miles
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	
				#1	Minutes	#2	Minutes		
Standard			900						
Pennsylvanian	NS		791	FTI	479	RTE	137	0	249
Piedmont	NS		749	DSR	229	FTI	170	0	173
San Joaquin	BNSF		1014	PTI	401	FTI	323	0	284
	UP		1130	PTI	352	FTI	237	0	88
Vermont	MNRR		2499	DSR	1008	CTI	806	0	56
	NECR		952	DSR	695	FTI	99	0	238
Long-Distance Routes									
Auto Train	CSX		1219	FTI	505	DSR	266	0	898
	CFRC		2174	DSR	797	DCS	597	0	16
California Zephyr	BNSF		1247	DSR	539	FTI	324	0	1,027
	UP		800	FTI	324	DCS	137	0	1,431
Capitol Limited	CSX		995	FTI	416	DSR	186	0	307
	NS		2892	FTI	1900	RTE	369	0	481
Cardinal	BBrRR		1765	FTI	623	PTI	575	0	132
	CSX		1424	FTI	737	DSR	257	0	698
	NS		1033	DSR	322	PTI	269	0	79
City of New Orleans	CN		1424	FTI	771	DSR	230	0	930
Coast Starlight	BNSF		1278	FTI	550	PTI	218	0	186
	SCRRA		1981	PTI	1012	CTI	622	0	48
	UP		1269	FTI	371	PTI	370	0	1,159
Crescent	NS		1101	FTI	559	DSR	194	0	1,141
Empire Builder	BNSF		2043	FTI	1195	DSR	418	0	2,147
	CP		1132	FTI	615	DSR	219	0	384
	Metra		1979	CTI	852	DMW	595	0	29
Lake Shore Ltd	CSX		1308	FTI	501	DSR	286	0	741
	MNRR		1517	CTI	638	DSR	427	0	64
	NS		3090	FTI	2016	PTI	481	0	339
Palmetto	CSX		840	FTI	318	PTI	200	0	659
Silver Meteor	CSX		830	FTI	330	PTI	163	0	1,152
	CFRC		1742	PTI	589	DSR	466	0	61
	Fla DOT		1093	CTI	467	RTE	181	0	68
Silver Star	CSX		878	PTI	266	FTI	266	0	1,209
	CFRC		1259	DSR	427	DCS	398	0	61
	Fla DOT		994	CTI	539	DCS	210	0	68
	NS		2833	DSR	1755	PTI	645	0	28
Southwest Chief	BNSF		843	DSR	339	FTI	190	0	2,198
	NMDOT		1632	DSR	689	CTI	561	0	80
Sunset Limited	BNSF		1287	DSR	952	DCS	196	0	190
	UP		1409	FTI	686	DSR	262	0	1,784
Texas Eagle	BNSF		1137	DSR	769	FTI	137	0	126
	CN		1949	FTI	1138	DCS	298	0	37
	UP		1696	FTI	722	DSR	395	0	1,104

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

^bFor explanation of delay codes, see Table 19.

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

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

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

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

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

Service	1st Quarter FY 2015					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	
Standard	325					
Acela Express						
Acela Express	411	OTH	262	HLD	51	0
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News/Norfolk ^d	530	HLD	193	OTH	150	0
Lynchburg ^e	628	HLD	240	OTH	125	0
All Other Northeast Regional	790	OTH	374	HLD	154	0
Non-NEC Corridor Routes						
Capitol Corridor	547	OTH	204	HLD	101	0
Carolinian	556	HLD	197	ADA	183	0
Cascades	302	HLD	58	ADA	57	0
Downeaster	171	ITI	53	OTH	45	0
Empire Corridor						
Adirondack	389	HLD	116	SVS	112	0
Ethan Allen Express	315	HLD	101	ENG	78	0
Maple Leaf	450	SYS	120	OTH	116	0
New York - Albany ^f	269	HLD	88	OTH	85	0
New York - Niagara Falls	405	HLD	124	SYS	110	0
Heartland Flyer	533	OTH	234	HLD	111	0
Hiawatha	435	OTH	220	ITI	92	0
Hoosier State	653	SYS	321	OTH	195	0
Illinois						
Carl Sandburg / Illinois Zephyr	381	HLD	169	CON	81	0
Illini / Saluki	384	OTH	154	HLD	87	0
Lincoln Service	208	HLD	68	ADA	44	0
Michigan						
Blue Water	398	OTH	109	SVS	97	0
Pere Marquette	667	SYS	255	HLD	131	0
Wolverine	609	OTH	222	SYS	110	0
Kansas City - St. Louis	261	HLD	99	ADA	69	0
Pacific Surfliner	575	HLD	217	ADA	87	0
Pennsylvanian	409	HLD	173	OTH	73	0
Piedmont	486	ADA	171	HLD	152	0
San Joaquin	339	HLD	90	ADA	80	0
Vermont	426	HLD	136	OTH	112	0
Long-Distance Routes						
Auto Train	312	ENG	111	SVS	67	0
California Zephyr	343	SYS	89	HLD	69	0
Capitol Limited	433	HLD	101	ITI	88	0
Cardinal	583	SYS	117	HLD	109	0
City of New Orleans	360	HLD	123	OTH	92	0
Coast Starlight	681	OTH	182	HLD	174	0
Crescent	290	HLD	87	ADA	83	0
Empire Builder	646	CON	306	SYS	109	0
Lake Shore Ltd	660	HLD	219	ITI	123	0
Palmetto	216	ADA	68	HLD	68	0
Silver Meteor	400	ADA	167	HLD	125	0
Silver Star	508	HLD	217	ADA	154	0
Southwest Chief	283	HLD	126	ENG	41	0
Sunset Limited	416	HLD	126	OTH	83	0
Texas Eagle	604	HLD	184	SYS	92	0

^a Amtrak-responsible delays incurred on off-NEC portions hosted by Amtrak are included effective FY15. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage. For train-by-train detail, please refer to Appendix C.

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

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

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

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

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

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

Service	Host ^b	1st Quarter FY 2015						
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance ^c	Route Miles
			#1	Minutes	#2	Minutes		
Acela Express								
Standard			265					
Acela Express	Amtrak		290	CTI	46	SMW	43	0
Other Services								
Standard			475					
Keystone	Amtrak		293	ENG	58	HLD	38	0
Cardinal	Amtrak		933	ITI	259	SMW	182	0
Carolinian	Amtrak		515	SMW	135	ENG	92	0
Crescent	Amtrak		615	PTI	116	SMW	100	0
Northeast Regional	Amtrak		518	SMW	82	HLD	65	0
Richmond / Newport News/Norfolk ^d	Amtrak		544	SMW	96	HLD	80	0
Lynchburg ^e	Amtrak		685	ENG	131	HLD	103	0
All Other Northeast Regional	Amtrak		493	SMW	79	CON	66	0
Palmetto	Amtrak		422	SMW	129	HLD	54	0
Pennsylvanian	Amtrak		417	ENG	103	HLD	69	0
Silver Meteor	Amtrak		828	SMW	166	PTI	128	0
Silver Star	Amtrak		632	ENG	141	PTI	86	0
Vermont	Amtrak		407	SMW	75	SVS	56	0

^aAmtrak-responsible delays incurred on off-NEC portions hosted by Amtrak are included effective FY15. 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. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

^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 (eCSI) SCORES**

Service		1st Quarter FY 2015					
		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		74	84	75	64	80	55
Other NEC Corridor Routes							
Keystone Service		85	86	73	71	85	N/A
Northeast Regional (Boston - Washington)		75	77	69	62	81	55
Newport News ^b		75	81	68	55	78	59
Norfolk ^c		85	87	74	65	84	63
Richmond ^d		82	84	72	64	84	64
Lynchburg ^e		84	83	72	62	84	59
New Haven - Springfield		78	86	72	63	84	60
Non-NEC Corridor Routes							
Capitol Corridor		86	94	79	80	88	72
Carolinian		78	87	75	64	80	71
Cascades		80	86	77	81	84	63
Downeaster		76	90	71	76	86	69
Empire Corridor							
Adirondack		77	79	70	60	81	50
Ethan Allen Express		82	88	77	70	86	65
Maple Leaf		71	86	66	57	80	63
New York - Albany ^f		81	87	73	69	81	N/A
Heartland Flyer		88	91	82	80	87	73
Hiawatha		86	90	82	77	89	N/A
Hoosier State		71	88	76	75	78	N/A
Illinois							
Carl Sandburg / Illinois Zephyr		86	84	79	77	83	65
Illini / Saluki		65	76	64	75	76	60
Lincoln Service		80	86	75	72	81	65
Michigan							
Blue Water		74	76	70	70	77	53
Pere Marquette		81	90	81	77	89	69
Wolverine		65	82	68	69	77	52
Kansas City - St. Louis		85	85	79	72	81	62
Pacific Surfliner		83	80	76	76	85	57
Pennsylvanian		81	84	73	62	81	64
Piedmont		92	89	85	84	92	N/A
San Joaquins		83	81	77	72	82	62
Vermont		78	80	73	56	80	55
Long-Distance Routes							
Auto Train		73	86	80	76	69	69
California Zephyr		75	79	71	60	78	60
Capitol Limited		66	81	64	66	71	63
Cardinal		66	81	63	57	74	55
City of New Orleans		79	85	77	72	74	68
Coast Starlight		73	81	67	63	76	62
Crescent		70	81	63	57	74	63
Empire Builder		62	78	63	57	72	56
Lake Shore Ltd		55	79	52	58	70	59
Palmetto		80	86	74	62	81	66
Silver Meteor		72	82	67	56	74	66
Silver Star		70	81	67	55	74	63
Southwest Chief		75	81	71	61	72	66
Sunset Limited		77	87	73	66	77	72
Texas Eagle		72	80	70	66	79	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	1st Quarter FY 2015		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	29	86	0.34
---------------	----	----	------

Other NEC Corridor Routes

Keystone Service	26	35	0.75
Total Northeast Regional	99	145	0.68
Richmond / Newport News ^b	33	40	0.82
Lynchburg ^c	13	10	1.24
All Other Northeast Regional	53	94	0.56

Non-NEC Corridor Routes

Capitol Corridor	33	29	1.15
Carolinian	6	13	0.45
Cascades	14	24	0.58
Downeaster	0	10	0.00
Empire Corridor	14	54	0.26
Adirondack	2	7	0.28
Ethan Allen Express	1	5	0.22
Maple Leaf	2	9	0.23
New York - Albany ^d	5	17	0.29
New York - Niagara Falls	4	17	0.24
Heartland Flyer	2	4	0.53
Hiawatha	8	11	0.75
Hoosier State	1	2	0.49
Illinois	11	40	0.28
Carl Sandburg / Illinois Zephyr	3	9	0.32
Illini / Saluki	3	11	0.27
Lincoln Service	5	19	0.26
Michigan	13	26	0.49
Blue Water	5	6	0.86
Pere Marquette	0	3	0.00
Wolverine	8	17	0.46
Kansas City - St. Louis	0	10	0.00
Pacific Surfliner	30	40	0.76
Pennsylvanian	4	8	0.49
Piedmont	3	6	0.48
San Joaquins	18	34	0.53
Vermont	4	11	0.35

Long-Distance Routes

Auto Train	19	17	1.13
California Zephyr	28	45	0.62
Capitol Limited	5	14	0.35
Cardinal	11	9	1.20
City of New Orleans	4	17	0.23
Coast Starlight	19	26	0.74
Crescent	10	25	0.39
Empire Builder	14	47	0.30
Lake Shore Ltd	7	20	0.35
Palmetto	8	16	0.49
Silver Meteor	9	27	0.34
Silver Star	15	28	0.53
Southwest Chief	16	42	0.38
Sunset Limited	5	16	0.32
Texas Eagle	5	24	0.21

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

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

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

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

TABLE 12:
COMPLAINTS RECEIVED
Complaints per 1,000 Passengers

Service		1st Quarter FY 2015	
		Food-Related	Train-Related

Amtrak Premium

Acela Express		0.05	1.49
---------------	--	------	------

Amtrak Corridor

Keystone		0.00	0.71
Northeast Regional		0.02	2.39

Short Distance

Capitols		0.00	0.31
Carolinian		0.10	7.38
Cascades		0.03	3.18
Downeaster		0.00	2.26
Empire Corridor			
Adirondack		0.33	3.24
Empire Service		0.01	1.86
Ethan Allen Express		0.00	1.20
Maple Leaf		0.09	9.19
Heartland Flyer		0.10	2.78
Hiawatha		0.00	1.02
Hoosier State		0.58	11.03
Illinois			
Carl Sandburg / Illinois Zephyr		0.07	2.79
Illini / Saluki		0.00	3.79
Lincoln Service		0.00	2.22
Michigan			
Blue Water		0.04	6.21
Pere Marquette		0.00	2.70
Wolverine		0.03	8.32
Kansas City - St. Louis		0.10	4.81
Pacific Surfliner		0.03	1.58
Pennsylvanian		0.02	3.77
Piedmont		0.00	2.41
San Joaquins		0.03	2.28
Vermont		0.01	3.30

Long Distance

Auto Train		2.60	18.44
California Zephyr		1.07	21.60
Capitol Limited		1.83	47.76
Cardinal		0.87	23.54
City of New Orleans		0.28	10.16
Coast Starlight		0.80	12.80
Crescent		0.47	14.96
Empire Builder		1.62	25.28
Lake Shore Ltd		2.10	39.00
Palmetto		0.29	17.03
Silver Meteor		0.99	17.51
Silver Star		0.36	13.16
Southwest Chief		1.60	21.32
Sunset Limited		0.64	13.49
Texas Eagle		1.04	24.11

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

TABLE 13:
FOOD-RELATED COMPLAINTS
Number of Complaints Received

Service	1st Quarter FY 2015						
	Menu / Selection / Availability	Other	Pricing	Quality	Service		Total
Amtrak System	512	51	35	121	796		1,515
Amtrak Premium	25	1	0	6	11		43
Acela Express	25	1	0	6	11		43
Amtrak Corridor	26	2	3	9	9		49
Keystone	0	0	0	0	0		0
Northeast Regional	26	2	3	9	9		49
Short Distance	29	1	10	10	45		95
Capitol	0	0	0	1	0		1
Carolinian	1	0	2	0	6		9
Cascades	2	0	1	0	2		5
Downeaster	0	0	0	0	0		0
Empire Corridor	8	0	1	2	13		24
Adirondack	6	0	0	2	8		16
Empire Service	0	0	1	0	3		4
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	2	0	0	0	2		4
Heartland Flyer	0	1	0	0	2		3
Hiawatha	0	0	0	0	0		0
Hoosier State	5	0	0	0	0		5
Illinois	0	0	0	0	4		4
Carl Sandburg / Illinois Zephyr	0	0	0	0	4		4
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	0	0	0	0	0		0
Michigan	5	0	0	1	0		6
Blue Water	2	0	0	0	0		2
Pere Marquette	0	0	0	0	0		0
Wolverine	3	0	0	1	0		4
Kansas City - St. Louis	0	0	0	0	5		5
Pacific Surfliner	8	0	2	2	10		22
Pennsylvanian	0	0	0	1	1		2
Piedmont	0	0	0	0	0		0
San Joaquins	0	0	3	3	2		8
Vermont	0	0	1	0	0		1
Long Distance	432	47	22	96	731		1,328
Auto Train	47	6	2	6	117		178
California Zephyr	37	1	4	1	60		103
Capitol Limited	30	3	1	1	71		106
Cardinal	8	0	1	1	15		25
City of New Orleans	8	0	0	0	10		18
Coast Starlight	35	3	0	11	45		94
Crescent	11	1	0	2	22		36
Empire Builder	83	6	4	35	48		176
Lake Shore Ltd	33	5	0	4	139		181
Palmetto	10	0	0	2	4		16
Silver Meteor	32	9	0	6	51		98
Silver Star	12	4	1	3	22		42
Southwest Chief	51	5	7	13	72		148
Sunset Limited	5	0	2	0	10		17
Texas Eagle	30	4	0	11	45		90

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

TABLE 14:
PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

Service	1st Quarter FY 2015						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	873	133	3,865	1,470	2,381		8,722
Amtrak Premium	23	5	76	47	44		195
Acela Express	23	5	76	47	44		195
Amtrak Corridor	160	27	222	214	292		915
Keystone	20	2	14	8	30		74
Northeast Regional	140	25	208	206	262		841
Short Distance	214	39	710	296	481		1,740
Capitol	5	5	16	9	13		48
Carolinian	17	1	164	20	69		271
Cascades	21	0	39	26	20		106
Downeaster	9	0	16	8	6		39
Empire Corridor	30	3	106	26	47		212
Adirondack	4	0	25	2	15		46
Empire Service	15	2	56	16	14		103
Ethan Allen Express	4	0	4	1	3		12
Maple Leaf	7	1	21	7	15		51
Heartland Flyer	2	0	16	7	5		30
Hiawatha	8	0	3	5	13		29
Hoosier State	2	0	11	4	0		17
Illinois	18	3	123	35	46		225
Carl Sandburg / Illinois Zephyr	2	0	1	6	5		14
Illini / Saluki	6	2	80	11	9		108
Lincoln Service	10	1	42	18	32		103
Michigan	30	7	41	33	44		155
Blue Water	4	2	8	7	9		30
Pere Marquette	4	0	6	8	4		22
Wolverine	22	5	27	18	31		103
Kansas City - St. Louis	0	0	14	9	13		36
Pacific Surfliner	42	9	66	66	91		274
Pennsylvanian	7	3	19	3	18		50
Piedmont	4	0	2	6	8		20
San Joaquins	13	5	39	32	68		157
Vermont	6	3	35	7	20		71
Long Distance	476	62	2,857	913	1,564		5,872
Auto Train	15	1	217	30	50		313
California Zephyr	25	5	271	97	149		547
Capitol Limited	51	3	189	39	148		430
Cardinal	12	0	37	13	23		85
City of New Orleans	18	0	99	41	46		204
Coast Starlight	31	9	196	112	133		481
Crescent	37	2	185	61	80		365
Empire Builder	53	7	300	63	107		530
Lake Shore Ltd	48	6	158	66	222		500
Palmetto	15	1	32	15	42		105
Silver Meteor	34	2	371	57	100		564
Silver Star	38	10	242	71	94		455
Southwest Chief	43	6	281	106	153		589
Sunset Limited	10	2	95	18	52		177
Texas Eagle	46	8	184	124	165		527

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

TABLE 15:
EQUIPMENT-RELATED COMPLAINTS
Number of Complaints Received

Service	1st Quarter FY 2015						
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		Total
Amtrak System	927	1,247	323	2,130	2,078		6,705
Amtrak Premium	17	13	10	59	14		113
Acela Express	17	13	10	59	14		113
Amtrak Corridor	33	125	28	324	199		709
Keystone	0	7	3	8	3		21
Northeast Regional	33	118	25	316	196		688
Short Distance	62	200	34	347	224		867
Capitols	0	0	0	6	0		6
Carolinian	8	25	1	40	40		114
Cascades	5	0	1	14	11		31
Downeaster	0	0	0	2	1		3
Empire Corridor	2	52	3	77	32		166
Adirondack	0	18	0	23	15		56
Empire Service	0	31	1	46	11		89
Ethan Allen Express	1	0	0	2	4		7
Maple Leaf	1	3	2	6	2		14
Heartland Flyer	0	2	0	4	4		10
Hiawatha	4	0	4	4	1		13
Hoosier State	0	0	0	4	0		4
Illinois	5	23	3	29	14		74
Carl Sandburg / Illinois Zephyr	4	5	1	4	1		15
Illini / Saluki	0	3	2	13	6		24
Lincoln Service	1	15	0	12	7		35
Michigan	13	43	3	39	41		139
Blue Water	1	1	1	10	25		38
Pere Marquette	0	0	0	0	0		0
Wolverine	12	42	2	29	16		101
Kansas City - St. Louis	6	14	2	10	1		33
Pacific Surfliner	14	12	6	52	25		109
Pennsylvanian	1	12	0	14	25		52
Piedmont	0	1	3	5	1		10
San Joaquins	2	6	7	23	17		55
Vermont	2	10	1	24	11		48
Long Distance	815	909	251	1,400	1,641		5,016
Auto Train	75	45	9	151	88		368
California Zephyr	128	74	25	153	184		564
Capitol Limited	75	26	8	79	77		265
Cardinal	11	16	14	14	43		98
City of New Orleans	25	49	5	59	14		152
Coast Starlight	81	67	21	95	96		360
Crescent	21	62	18	77	111		289
Empire Builder	58	56	20	91	95		320
Lake Shore Ltd	87	141	25	129	159		541
Palmetto	7	75	14	89	142		327
Silver Meteor	40	116	25	124	167		472
Silver Star	42	58	15	90	149		354
Southwest Chief	62	55	18	93	151		379
Sunset Limited	37	18	9	23	30		117
Texas Eagle	66	51	25	133	135		410

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

TABLE 16:
STATION-RELATED COMPLAINTS
 Number of Complaints Received

1st Quarter FY 2015		
---------------------	--	--

Amtrak System		2592
---------------	--	------

Division

Boston		153
California		420
Central		228
Empire		343
New York		74
Southeast		347
Southwest		483
Northwest		93
Washington		451

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
<i>Acela Express</i>	
Acela Express	Between Boston, New York (Penn Station) and Washington
<i>Other NEC Corridor Routes</i>	
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
<i>Non-NEC Corridor Routes</i>	
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
<i>Long-Distance Routes</i>	
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	1st Quarter FY 2015	1st Quarter FY 2015

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-3.2	71.2%	87.7%
	2103	-3.0	89.8%	96.2%
	2104	-3.2	88.1%	94.4%
	2107	-4.4	95.2%	96.4%
	2109	-3.0	91.5%	92.7%
	2110	-2.0	96.6%	95.3%
	2117	-2.3	93.2%	97.8%
	2119	-1.7	89.8%	91.3%
	2121	-2.3	93.1%	94.6%
	2122	-2.5	83.9%	90.8%
	2124	-5.3	60.3%	73.9%
	2126	-3.7	91.5%	89.4%
	2128	Not Available	88.1%	88.8%
	2150	-1.6	57.6%	70.7%
	2151	-1.8	77.8%	83.4%
	2153	-3.2	91.5%	95.2%
	2154	-1.3	74.6%	82.5%
	2155	-1.0	71.4%	79.3%
	2158	-1.3	74.6%	83.0%
	2159	-1.2	71.4%	72.0%
	2160	-0.9	83.1%	87.5%
	2163	-2.1	74.6%	83.9%
	2164	-1.4	81.0%	87.3%
	2165	-1.4	50.8%	77.5%
	2166	-1.3	79.7%	83.5%
	2167	-1.9	69.8%	81.5%
	2168	-1.6	81.0%	84.5%
	2170	-2.6	47.5%	69.1%
	2171	-2.3	50.8%	69.9%
	2172	-2.1	65.1%	66.8%
	2173	-1.7	30.5%	52.0%
	2175	Not Available	72.9%	77.4%
	2190	-0.1	80.6%	78.0%
	2203	-2.0	86.7%	92.5%
	2205	-1.5	92.9%	97.3%
	2207	-0.6	78.6%	92.0%
	2208	-2.4	100.0%	100.0%
	2211	-0.6	100.0%	100.0%
	2212	-1.1	80.8%	91.8%
	2213	-1.1	91.7%	96.9%
	2216	-1.8	92.3%	95.1%
	2220	-1.5	92.9%	96.4%
	2221	-0.7	83.3%	90.6%
	2222	-2.2	84.6%	89.4%
	2225	-0.2	83.3%	91.7%
	2228	-2.5	92.3%	92.3%
	2250	-0.8	65.5%	76.8%
	2251	-1.5	47.1%	70.3%
	2252	-0.6	60.0%	80.4%
	2253	-1.1	60.7%	74.8%
	2254	-0.4	85.7%	83.2%
	2255	0.6	85.7%	95.6%
	2256	-1.0	50.0%	79.0%
	2257	-0.2	78.6%	83.1%
	2258	0.5	92.3%	88.8%
	2259	0.4	100.0%	94.7%
	2290	-2.4	80.0%	83.5%
	2297	0.4	100.0%	100.0%

**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	1st Quarter FY 2015	1st Quarter FY 2015

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	66	2.7	95.7%	79.8%
	67	-1.1	89.1%	85.8%
	71	Not Available	93.8%	83.0%
	82	0.4	73.3%	73.8%
	83	0.8	46.2%	51.4%
	84	-3.2	85.5%	85.4%
	85	-1.2	79.4%	86.4%
	86	1.5	87.3%	81.6%
	87	1.5	84.6%	76.0%
	88	-1.0	69.0%	72.8%
	93	-1.0	38.0%	64.3%
	94	-0.8	44.4%	39.9%
	95	0.5	63.5%	71.5%
	99	0.0	51.7%	61.1%
	125	Not Available	90.5%	87.1%
	157	Not Available	92.3%	88.6%
	164	Not Available	58.6%	83.9%
	174	Not Available	90.5%	87.2%
	194	-0.8	86.2%	73.4%
	195	0.8	58.6%	62.5%
Lynchburg ^d	145	-1.4	69.2%	66.7%
	147	-0.4	93.3%	83.9%
	156	-14.0	86.2%	89.6%
	171	-7.5	73.0%	69.0%
	176	-6.9	71.4%	68.5%
All Other Northeast Regional	110	-3.9	66.7%	93.0%
	111	-0.3	79.4%	93.0%
	121	-2.1	87.5%	94.9%
	123	Not Available	84.6%	92.2%
	126	Not Available	84.6%	90.8%
	127	-3.4	63.5%	86.9%
	129	-3.4	77.8%	91.2%
	130	-2.0	69.8%	89.9%
	131	-1.8	86.2%	96.3%
	132	Not Available	92.3%	84.7%
	133	-3.6	57.1%	85.0%
	134	-0.5	88.9%	96.3%
	135	-0.4	72.4%	79.1%
	136	0.2	78.6%	88.2%
	137	-1.2	81.0%	88.7%
	138	-1.4	76.2%	89.2%
	139	Not Available	84.6%	93.1%
	140	2.1	85.7%	91.8%
	141	0.5	65.1%	78.0%
	143	0.7	78.6%	84.5%
	146	1.9	87.5%	93.4%
	148	-0.3	81.0%	80.6%
	150	-0.6	86.2%	90.3%
	151	-0.8	84.1%	96.1%
	152	-0.9	89.7%	98.3%
	153	-2.2	96.6%	98.4%
	154	1.1	100.0%	100.0%
	155	-0.3	96.6%	97.6%
	158	2.1	96.6%	100.0%
	159	4.3	75.9%	89.0%
	160	-0.9	89.7%	88.6%
	161	0.6	75.9%	76.2%
	162	0.5	86.2%	86.8%
	163	-1.6	69.0%	70.2%
	165	-0.2	100.0%	89.6%
	166	-3.2	61.5%	75.4%
	167	0.0	100.0%	97.2%
	168	-0.1	81.3%	78.7%
	169	-0.2	96.6%	90.0%
	170	-2.2	82.5%	81.7%
	172	-1.0	71.4%	64.9%
	173	0.3	57.1%	74.6%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2015	1st Quarter FY 2015
	175	-0.7	58.7%	66.4%
	177	-0.6	79.4%	88.8%
	178	-2.9	88.9%	89.0%
	179	-0.5	76.2%	87.6%
	180	-2.4	66.7%	91.9%
	181	0.0	65.1%	88.6%
	182	-1.1	93.1%	97.2%
	183	-2.2	68.3%	87.6%
	184	-2.8	82.5%	92.9%
	185	-5.5	76.2%	91.0%
	186	-2.3	71.0%	90.5%
	187	-0.5	82.5%	93.1%
	188	-0.6	84.1%	90.3%
	190	-0.7	88.9%	91.6%
	192	1.8	87.5%	90.9%
	193	-2.4	58.7%	82.9%
	196	-0.5	83.0%	93.7%
	198	-2.4	79.3%	92.7%
	401	6.7	86.2%	95.8%
	405	6.8	100.0%	100.0%
	432	Not Available	76.9%	81.3%
	450	2.6	62.1%	75.9%
	460	1.5	48.3%	59.4%
	463	3.8	93.1%	97.6%
	464	-0.7	31.0%	44.9%
	465	Not Available	69.2%	83.7%
	467	5.9	100.0%	100.0%
	470	1.9	79.4%	88.0%
	475	7.3	98.4%	98.8%
	476	-0.2	34.9%	35.9%
	479	6.5	76.2%	83.5%
	488	4.6	51.7%	51.3%
	490	4.3	88.9%	93.5%
	493	6.2	79.4%	94.5%
	494	1.0	46.0%	46.4%
	495	5.9	96.8%	98.8%
	497	7.5	92.3%	92.1%
Keystone	600	1.0	95.2%	98.2%
	601	-0.4	93.7%	98.8%
	605	0.0	85.7%	98.4%
	607	-1.8	98.4%	98.6%
	609	-1.1	87.3%	93.3%
	610	-0.3	100.0%	100.0%
	611	-1.8	81.3%	93.8%
	612	-1.7	84.6%	92.4%
	615	-0.3	100.0%	100.0%
	618	-4.5	87.2%	93.4%
	619	-2.0	95.2%	98.7%
	620	-0.7	98.4%	98.9%
	622	0.1	93.7%	97.5%
	637	-4.2	85.7%	98.6%
	639	-1.6	88.9%	93.1%
	640	-1.0	68.3%	94.6%
	641	-0.4	79.4%	90.0%
	642	0.2	93.7%	98.4%
	643	0.4	76.2%	82.3%
	644	-1.4	84.1%	98.1%
	645	-0.3	85.7%	96.3%
	646	-0.2	96.8%	99.0%
	647	-0.8	88.9%	97.3%
	648	-1.3	93.7%	96.4%
	649	-1.6	84.1%	98.1%
	650	0.2	88.9%	97.5%
	651	-0.5	87.3%	95.6%
	652	0.3	82.5%	97.1%
	653	0.2	85.7%	89.4%
	654	-0.2	96.8%	98.6%
	655	-0.5	77.8%	86.1%
	656	-1.4	96.8%	98.4%
	658	-1.0	86.7%	99.5%
	660	1.8	69.0%	90.0%

**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	1st Quarter FY 2015	1st Quarter FY 2015
	661	-0.4	86.2%	96.8%
	662	0.4	93.8%	99.6%
	663	-3.6	89.7%	95.9%
	664	-0.2	75.9%	96.8%
	665	0.0	86.2%	93.3%
	666	0.6	100.0%	100.0%
	667	-2.3	93.1%	95.1%
	669	-3.7	89.7%	94.3%
	670	0.1	93.1%	95.6%
	671	-6.4	86.2%	95.9%
	672	0.4	93.1%	100.0%
	674	Not Available	84.6%	94.1%
Non-NEC Corridor Routes				
Standard		≥ 0	80.0%	80.0%
Capitol Corridor	520	1.9	96.8%	99.8%
	521	1.3	95.2%	99.1%
	522	2.8	98.4%	99.0%
	523	1.3	93.5%	97.6%
	524	3.7	90.3%	89.9%
	525	2.7	93.5%	97.8%
	526	2.6	90.3%	95.8%
	527	2.3	95.2%	96.4%
	528	4.0	98.4%	97.1%
	529	0.5	95.2%	98.2%
	530	4.5	91.9%	95.2%
	531	3.0	87.1%	98.7%
	532	4.6	93.5%	93.4%
	533	1.7	85.5%	96.2%
	534	3.9	98.4%	99.8%
	535	2.6	88.7%	88.3%
	536	1.0	93.5%	97.1%
	537	2.6	80.6%	89.1%
	538	2.7	98.4%	96.1%
	540	3.4	96.8%	99.6%
	541	3.9	96.8%	98.0%
	542	2.1	91.9%	95.5%
	543	2.3	90.3%	93.7%
	544	3.0	95.2%	94.6%
	545	3.0	93.5%	96.2%
	546	2.7	83.9%	89.3%
	547	1.6	96.8%	96.8%
	548	-1.7	88.7%	95.4%
	549	-0.2	91.9%	99.1%
	551	1.9	95.2%	99.2%
	720	3.2	96.7%	100.0%
	723	0.6	100.0%	99.5%
	724	2.6	93.3%	97.4%
	727	1.3	93.3%	94.5%
	728	1.8	86.7%	89.8%
	729	0.5	83.3%	92.2%
	732	2.1	86.7%	89.2%
	733	3.1	90.0%	93.2%
	734	1.5	90.0%	93.3%
	736	3.7	90.0%	97.4%
	737	2.7	90.0%	93.1%
	738	0.5	90.0%	94.8%
	741	0.6	90.0%	91.4%
	742	1.8	76.7%	84.2%
	743	-0.6	76.7%	92.9%
	744	1.5	86.7%	89.0%
	745	1.3	86.7%	96.6%
	746	0.5	86.7%	98.2%
	747	2.2	83.3%	87.9%
	748	-0.4	86.7%	90.4%
	749	2.0	100.0%	100.0%
	751	-0.3	86.7%	90.8%
Carolinian	79	0.1	31.5%	44.3%
	80	0.7	84.8%	66.7%
Cascades	500	1.1	79.3%	67.6%
	501	-2.1	77.2%	70.1%
	503	Not Available	76.2%	81.4%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2015	1st Quarter FY 2015
Downeaster	505	Not Available	85.7%	80.7%
	506	0.0	81.5%	66.7%
	507	-0.5	67.4%	67.6%
	508	-2.6	59.8%	51.6%
	509	2.5	78.3%	77.4%
	510	-1.5	60.7%	84.1%
	513	-4.2	50.0%	55.3%
	516	-4.9	62.0%	64.4%
	517	-1.3	77.5%	88.0%
	680	-2.0	31.3%	76.4%
	681	-4.4	43.8%	63.7%
	682	-4.7	57.8%	87.0%
	683	-1.6	65.8%	92.4%
	684	-1.8	37.8%	66.5%
	685	-3.9	46.0%	64.5%
	686	-2.7	52.6%	89.8%
	687	-3.5	26.6%	60.0%
	688	-7.3	9.4%	51.9%
	689	-3.4	29.7%	74.7%
	690	-1.6	26.9%	78.8%
	691	-2.3	23.1%	52.4%
	692	-5.8	0.0%	65.8%
	693	-1.3	39.3%	67.7%
	694	-2.4	26.9%	65.7%
	695	-4.7	30.8%	65.6%
	696	-1.1	39.3%	63.2%
	697	-2.2	14.3%	54.7%
	698	-6.8	22.2%	54.2%
	699	-2.2	51.9%	80.9%

**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		1st Quarter FY 2015		1st Quarter FY 2015		
Empire Corridor								
Adirondack	68		0.6		64.1%		59.9%	
	69		1.2		78.3%		68.4%	
Maple Leaf	63		0.2		57.6%		50.6%	
	64		-1.5		50.0%		42.0%	
New York - Albany ^e	230		0.7		87.3%		98.4%	
	232		0.5		88.7%		97.1%	
	233		-0.1		53.3%		84.8%	
	234		-0.5		91.9%		96.0%	
	235		1.4		71.4%		91.7%	
	236		0.1		90.2%		94.2%	
	237		-0.3		83.9%		93.1%	
	238		1.3		87.0%		89.2%	
	239		-2.6		37.3%		87.8%	
	241		-0.3		81.5%		93.6%	
	242		2.2		87.3%		95.5%	
	243		0.8		98.4%		98.6%	
	244		-1.2		92.4%		94.0%	
	245		1.7		90.3%		96.2%	
	250		0.8		90.0%		92.3%	
	252		-0.3		94.1%		92.4%	
	253		0.8		73.3%		91.4%	
	254		-0.3		100.0%		100.0%	
	255		-5.4		33.3%		69.0%	
	256		2.4		84.6%		93.3%	
	259		Not Available			93.3%		94.8%
	New York - Niagara Falls	261		0.3		93.1%		98.3%
		280		-1.4		74.7%		58.0%
		281		-0.7		28.3%		47.1%
283			-0.2		47.8%		54.9%	
284			-1.1		60.9%		46.6%	
286			-3.0		Not Available		Not Available	
288			0.0		84.6%		57.9%	
Ethan Allen Express		290		1.3		73.0%		85.7%
	291		3.4		83.8%		78.8%	
	292		1.0		62.5%		75.0%	
	293		3.0		91.7%		72.3%	
	296		1.1		100.0%		97.4%	
Heartland Flyer	821		1.9		82.6%		95.0%	
	822		1.7		82.6%		80.4%	
Hiawatha	329		-0.9		100.0%		100.0%	
	330		-0.3		94.9%		97.2%	
	331		-0.8		81.5%		89.6%	
	332		-0.6		85.9%		96.1%	
	333		-0.6		82.6%		91.3%	
	334		0.5		81.5%		95.2%	
	335		-0.7		56.5%		78.7%	
	336		-0.5		72.8%		91.7%	
	337		0.2		79.3%		89.3%	
	338		-0.8		78.3%		90.3%	
	339		-1.0		87.0%		89.8%	
	340		-1.3		88.0%		96.5%	
	341		-1.5		92.4%		95.0%	
	342		-1.0		87.0%		92.0%	
Hoosier State	850		-0.6		56.6%		70.1%	
	851		2.2		60.4%		69.5%	
Illinois								
Carl Sandburg / Illinois Zephyr	380		-1.5		83.7%		82.1%	
	381		-1.5		94.6%		93.1%	
	382		-1.5		82.6%		80.0%	
	383		-1.8		83.7%		76.4%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2015	1st Quarter FY 2015
Illini / Saluki	390	1.0	20.7%	29.6%
	391	1.0	20.7%	32.4%
	392	-0.6	12.0%	30.9%
	393	-2.9	16.3%	26.1%
Lincoln Service	300	2.2	73.9%	76.9%
	301	0.5	53.3%	76.3%
	302	1.1	51.1%	64.3%
	303	-0.8	52.2%	64.8%
	304	1.1	76.1%	56.6%
	305	0.0	64.1%	73.9%
	306	1.7	78.3%	66.0%
	307	1.5	71.7%	75.0%
	308	Not Available	100.0%	100.0%
	309	Not Available	100.0%	100.0%
Michigan				
Blue Water	364	3.0	72.8%	53.4%
	365	4.7	23.3%	73.3%
Pere Marquette	370	0.2	23.6%	50.1%
Wolverine	371	0.7	25.0%	79.1%
	350	-0.3	41.3%	52.9%
	351	2.6	23.9%	80.5%
	352	-0.4	17.4%	26.6%
	353	2.9	32.6%	56.3%
	354	-1.8	21.7%	24.8%
	355	2.4	17.4%	44.3%
	358	Not Available	40.0%	26.7%
	359	Not Available	37.5%	43.3%
Kansas City - St. Louis				
	311	4.2	77.2%	81.1%
	313	6.9	86.8%	86.8%
	314	7.3	70.7%	70.7%
	316	8.7	83.7%	79.0%
Pacific Surfliner				
	562	2.8	89.9%	95.5%
	564	-0.2	92.4%	95.9%
	565	1.5	71.9%	92.7%
	566	-0.7	58.2%	90.0%
	567	-2.0	69.2%	92.8%
	572	-2.7	54.4%	87.3%
	573	-2.0	80.0%	91.4%
	579	0.2	83.1%	95.3%
	580	1.0	83.5%	89.1%
	582	1.1	82.4%	92.9%
	583	-4.6	74.7%	83.1%
	591	1.3	91.3%	95.8%
	595	-2.4	70.7%	93.0%
	761	Not Available	43.8%	77.7%
	763	-0.1	80.4%	89.9%
	768	-0.2	55.4%	91.2%
	769	-0.6	66.3%	75.3%
	774	0.4	78.3%	75.8%
	777	Not Available	78.3%	84.0%
	784	-0.4	80.4%	91.9%
	785	-0.7	65.2%	70.9%
	790	Not Available	70.3%	60.7%
	796	-1.2	53.3%	78.4%
	1761	Not Available	50.0%	80.9%
	1790	Not Available	75.0%	79.2%
Pennsylvanian				
	42	1.2	78.3%	82.0%
	43	0.4	84.8%	78.9%

**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	1st Quarter FY 2015	1st Quarter FY 2015
Piedmont	73	1.5	81.5%	95.3%
	74	Not Available	70.8%	86.4%
	75	Not Available	56.0%	82.2%
	76	Not Available	52.2%	79.0%
San Joaquin	701	-2.0	78.3%	83.3%
	702	-1.8	70.7%	77.9%
	703	-1.9	69.6%	72.3%
	704	0.2	79.3%	83.5%
	711	-0.4	68.5%	72.1%
	712	-2.4	35.9%	60.4%
	713	-0.4	70.7%	67.9%
	714	-0.8	65.2%	71.9%
	715	-0.6	63.0%	61.6%
	716	0.0	79.3%	79.6%
	717	-0.7	56.5%	63.4%
	718	0.1	75.0%	77.4%
Vermont	54	3.0	86.2%	78.4%
	55	2.6	76.2%	69.8%
	56	3.0	66.7%	64.2%
	57	2.9	86.2%	80.1%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	-1.4	90.2%	89.1%
	53	-2.0	80.4%	85.9%
California Zephyr	5	1.9	68.5%	40.6%
	6	1.7	37.0%	43.0%
Cardinal	50	-0.3	17.9%	18.7%
	51	1.3	62.5%	42.4%
Capitol Limited	29	-1.8	25.0%	46.3%
	30	-1.2	37.0%	25.8%
City of New Orleans	58	0.6	68.5%	47.4%
	59	0.3	71.7%	42.1%
Coast Starlight	11	0.3	64.1%	54.0%
	14	1.3	73.9%	44.6%
Crescent	19	-0.4	38.0%	61.1%
	20	-0.2	62.0%	50.1%
Empire Builder	27	-4.7	16.3%	27.7%
	28	-4.8	65.9%	28.3%
	7	-4.5	16.3%	27.8%
	8	-4.7	29.3%	28.4%
Lake Shore Ltd	448	5.9	47.8%	33.4%
	449	1.9	76.1%	40.8%
	48	-1.4	46.1%	34.5%
	49	-4.6	16.7%	37.7%
Palmetto	89	0.5	75.0%	54.8%
	90	0.9	94.6%	87.7%
Silver Meteor	97	-1.1	73.9%	63.9%
	98	-0.1	64.1%	56.2%
Silver Star	91	-0.1	60.9%	56.2%
	92	0.7	71.7%	58.4%
Southwest Chief	3	-0.7	53.3%	35.7%
	4	-1.0	37.0%	27.5%
Sunset Limited	1	3.2	82.1%	60.7%
	2	2.4	52.5%	33.8%
Texas Eagle	21	2.2	71.7%	34.5%
	22	1.5	34.8%	43.0%

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

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

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

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

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

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

Service	Train	Host		1st Quarter FY 2015					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard	900								
-----------------	------------	--	--	--	--	--	--	--	--

Acela Express

Acela Express	2150	MNRR		2788	DSR	2467	CTI	303	0
	2151	MNRR		2732	CTI	1738	DSR	865	0
	2153	MNRR		2215	DSR	1538	CTI	620	0
	2154	MNRR		2834	DSR	2134	DMW	425	0
	2155	MNRR		2228	DSR	1678	DMW	218	0
	2158	MNRR		2922	DSR	1438	CTI	1179	0
	2159	MNRR		2871	DMW	1361	CTI	1148	0
	2160	MNRR		2212	DSR	1074	DMW	760	0
	2163	MNRR		3273	DSR	1393	DMW	1297	0
	2164	MNRR		2010	CTI	1128	DSR	621	0
	2165	MNRR		2521	DMW	929	DSR	841	0
	2166	MNRR		2818	CTI	2439	DMW	145	0
	2167	MNRR		2783	DSR	1706	DMW	428	0
	2168	MNRR		2103	CTI	1488	DSR	431	0
	2170	MNRR		2745	CTI	2327	DCS	169	0
	2171	MNRR		2391	DSR	1230	CTI	939	0
	2172	MNRR		2336	CTI	955	DSR	643	0
	2173	MNRR		3989	DSR	2872	CTI	575	0
	2175	MNRR		2515	DSR	2155	PTI	124	0
	2190	MNRR		3499	DSR	2707	CTI	541	0
	2250	MNRR		2106	DSR	1034	CTI	671	0
	2251	MNRR		851	DSR	567	DMW	105	0
	2252	MNRR		1524	CTI	798	DSR	679	0
	2253	MNRR		1824	DSR	848	DMW	472	0
	2254	MNRR		1059	DSR	753	DCS	166	0
	2255	MNRR		1122	DSR	804	CTI	204	0
	2256	MNRR		1773	DSR	1390	CTI	293	0
	2257	MNRR		1250	DSR	663	CTI	459	0
	2258	MNRR		1209	DSR	673	CTI	206	0
	2259	MNRR		1658	DSR	1390	CTI	242	0
	2290	MNRR		2024	DSR	1381	DMW	643	0
	2297	MNRR		2088	DSR	1731	DCS	206	0

Other NEC Corridor Routes

Northeast Regional									
Richmond / Newport News/Norfolk	194	CSX		1582	FTI	621	DCS	319	0
		MNRR		1349	CTI	634	DSR	493	0
	195	CSX		1312	PTI	581	FTI	294	0
		MNRR		1515	DSR	887	CTI	351	0
	66	CSX		1147	FTI	284	PTI	236	0
		MNRR		839	DSR	613	CTI	97	0
	67	CSX		1736	FTI	375	PTI	370	0
		MNRR		1244	DSR	483	CTI	274	0
	71	CSX		517	FTI	203	DSR	159	0
		NS		162	DCS	154	DSR	8	0
	82	CSX		1108	FTI	425	PTI	258	0
		MNRR		1488	DSR	857	RTE	298	0
	83	CSX		1572	DSR	459	DCS	333	0
		MNRR		2033	DMW	783	RTE	563	0
	84	CSX		1778	FTI	679	RTE	329	0
	85	CSX		985	RTE	267	DSR	232	0
	86	CSX		1067	RTE	262	DSR	247	0
		MNRR		1448	DSR	961	CTI	298	0
	87	CSX		341	DSR	118	FTI	77	0
	88	CSX		1407	FTI	527	DSR	278	0
		MNRR		739	DSR	499	DCS	135	0
		NS		162	DCS	128	RTE	30	0
	93	CSX		1846	CTI	841	DSR	288	0
		MNRR		1839	DMW	693	DSR	675	0
	94	CSX		2384	RTE	480	PTI	437	0
		MNRR		2049	CTI	1276	DSR	550	0

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

Service	Train	Host		1st Quarter FY 2015					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard	900							
-----------------	------------	--	--	--	--	--	--	--

Lynchburg ^e	95	CSX		2025	PTI	490	FTI	485	0
		MNRR		745	DSR	323	CTI	283	0
	99	CSX		1198	FTI	442	RTE	220	0
		MNRR		1244	DSR	419	DMW	394	0
	125	CSX		1973	CTI	601	FTI	500	0
		NS		211	RTE	127	DCS	70	0
	157	CSX		542	DSR	165	FTI	147	0
		NS		21	RTE	21	-	-	0
	164	CSX		712	DSR	315	RTE	181	0
		MNRR		1570	DSR	1164	CTI	277	0
	174	CSX		1396	FTI	483	RTE	309	0
		MNRR		1080	DSR	539	CTI	264	0
		NS		127	DCS	61	RTE	39	0
	145	MNRR		1643	CTI	964	DMW	679	0
		NS		598	DSR	165	PTI	160	0
	147	MNRR		2071	DSR	679	CTI	667	0
		NS		322	FTI	265	DSR	41	0
	156	NS		270	DSR	99	DCS	63	0
	171	MNRR		2846	DMW	1202	DSR	921	0
		NS		331	FTI	112	CTI	84	0
All Other Northeast Regional	176	MNRR		1732	CTI	1193	RTE	218	0
		NS		294	FTI	104	DCS	87	0
	132	MNRR		2376	CTI	2157	DCS	220	0
	135	MNRR		1687	CTI	1318	DSR	222	0
	136	MNRR		1084	DSR	727	CTI	242	0
	137	MNRR		2667	CTI	1627	DSR	669	0
	139	MNRR		467	DCS	137	CTI	124	0
	140	MNRR		1167	DSR	676	CTI	357	0
	141	MNRR		1305	DSR	608	CTI	423	0
	143	MNRR		1633	DSR	625	CTI	402	0
	146	MNRR		882	DSR	703	CTI	167	0
	148	MNRR		1800	CTI	984	DSR	669	0
	150	MNRR		2075	DSR	1361	DMW	296	0
	160	MNRR		1385	DSR	505	DMW	369	0
	161	MNRR		1613	DSR	1170	CTI	191	0
	162	MNRR		2192	DSR	850	DMW	591	0
	163	MNRR		2167	DMW	751	DSR	683	0
	165	MNRR		1410	DSR	733	CTI	400	0
	166	MNRR		1332	DSR	1099	RTE	151	0
	167	MNRR		792	DSR	480	DCS	123	0
	168	MNRR		1897	CTI	1763	DSR	78	0
	169	MNRR		985	DSR	462	CTI	388	0
	170	MNRR		1270	DSR	541	CTI	519	0
	172	MNRR		2072	DSR	1171	DMW	354	0
	173	MNRR		1939	DSR	1015	CTI	485	0
	175	MNRR		4240	CTI	3401	DSR	334	0
	177	MNRR		1046	DSR	490	CTI	371	0
	178	MNRR		1536	CTI	1020	DSR	360	0
	179	MNRR		1162	DSR	641	CTI	448	0
	190	MNRR		2534	CTI	1290	DSR	1182	0

Non-NEC Corridor Routes

Capitol Corridor	520	UP		293	FTI	107	PTI	84	0
	521	UP		415	PTI	92	RTE	89	0
	522	UP		253	PTI	84	DCS	56	0
	523	UP		509	DCS	145	PTI	117	0
	524	UP		532	PTI	170	RTE	113	0
	525	UP		116	DCS	50	RTE	21	0
	526	UP		577	PTI	347	DCS	79	0
	527	UP		518	DCS	176	RTE	147	0
	528	UP		506	PTI	182	DCS	142	0
	529	UP		442	PTI	130	DCS	121	0
	530	UP		722	FTI	277	RTE	181	0
	531	UP		717	PTI	482	DCS	69	0
	532	UP		495	RTE	179	DCS	101	0
	533	UP		491	PTI	180	RTE	100	0
	534	UP		353	RTE	99	DCS	94	0
	535	UP		629	PTI	182	CTI	145	0
	536	UP		719	FTI	247	DCS	135	0
	537	UP		988	PTI	357	FTI	219	0
	538	UP		407	PTI	182	DCS	88	0
	540	UP		227	PTI	72	RTE	54	0
	541	UP		360	PTI	144	FTI	131	0
	542	UP		496	PTI	129	DBS	102	0

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

Service	Train	Host		1st Quarter FY 2015					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard				900					
	543	UP		508	PTI	185	FTI	83	0
	544	UP		313	RTE	111	PTI	89	0
	545	UP		334	PTI	122	FTI	76	0
	546	UP		456	PTI	152	RTE	136	0
	547	UP		596	PTI	340	RTE	65	0
	548	UP		556	PTI	266	RTE	144	0
	549	UP		425	RTE	146	PTI	144	0
	551	UP		342	RTE	121	PTI	84	0
	720	UP		114	RTE	59	PTI	28	0
	723	UP		180	RTE	95	DSR	27	0
	724	UP		449	PTI	369	FTI	35	0
	727	UP		424	RTE	257	PTI	137	0
	728	UP		452	PTI	200	DCS	135	0
	729	UP		641	PTI	270	RTE	160	0
	732	UP		389	DCS	126	PTI	118	0
	733	UP		554	PTI	272	DCS	132	0
	734	UP		437	RTE	177	FTI	92	0
	736	UP		245	RTE	95	PTI	83	0
	737	UP		277	PTI	120	RTE	92	0
	738	UP		359	RTE	155	PTI	60	0
	741	UP		576	PTI	407	RTE	105	0
	742	UP		475	RTE	128	PTI	110	0
	743	UP		1325	PTI	1105	CTI	82	0
	744	UP		492	PTI	259	RTE	97	0
	745	UP		158	PTI	110	DCS	24	0
	746	UP		233	PTI	110	RTE	94	0
	747	UP		269	PTI	147	RTE	82	0
	748	UP		556	PTI	230	DCS	117	0
	749	UP		210	RTE	103	DSR	42	0
	751	UP		908	PTI	675	RTE	156	0
Carolinian	79	CSX		1739	PTI	640	FTI	537	0
		NS		826	DSR	334	PTI	183	0
	80	CSX		1500	FTI	508	PTI	306	0
		NS		658	DSR	362	FTI	105	0
Cascades	500	BNSF		1642	FTI	662	DSR	313	0
		UP		1264	FTI	598	PTI	309	0
	501	BNSF		1711	FTI	565	RTE	382	0
	503	UP		1958	FTI	911	PTI	610	0
	505	UP		1413	DCS	662	FTI	579	0
	506	BNSF		1292	FTI	424	PTI	272	0
	507	BNSF		1788	FTI	873	PTI	365	0
		UP		1775	FTI	867	PTI	544	0
	508	BNSF		1536	FTI	874	PTI	203	0
	509	BNSF		1692	FTI	820	PTI	252	0
	510	BNSF		2411	FTI	904	DSR	647	0
	513	BNSF		2080	FTI	816	DSR	447	0
	516	BNSF		1617	FTI	530	DSR	473	0
	517	BNSF		1843	PTI	613	DSR	510	0
Downeaster	680	MBTA		3071	CTI	2497	DSR	343	0
		PanAm		1809	DSR	1524	FTI	152	0
	681	MBTA		4104	PTI	2810	DSR	715	0
		PanAm		1324	DSR	1008	DCS	266	0
	682	MBTA		1376	CTI	703	DMW	223	0
		PanAm		1441	DSR	1163	DCS	199	0
	683	MBTA		1880	CTI	877	DSR	543	0
		PanAm		1014	DSR	719	DMW	212	0
	684	MBTA		1587	CTI	972	DSR	508	0
		PanAm		2486	PTI	1305	DSR	494	0
	685	MBTA		1793	DSR	806	CTI	403	0
		PanAm		2038	DSR	1541	PTI	224	0
686	MBTA		1058	CTI	731	DSR	195	0	
	PanAm		918	DSR	663	DCS	100	0	

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

Service	Train	Host		1st Quarter FY 2015					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard									
900									
	687	MBTA		1992	CTI	1447	DSR	401	0
		PanAm		3253	DSR	1778	PTI	1017	0
	688	MBTA		1968	CTI	1083	DSR	372	0
		PanAm		2679	PTI	1551	DSR	1043	0
	689	MBTA		1600	DSR	864	CTI	475	0
		PanAm		2362	DSR	1876	DCS	285	0
	690	MBTA		1363	CTI	539	DSR	529	0
		PanAm		1813	DSR	1608	DCS	110	0
	691	MBTA		2829	DSR	1058	CTI	600	0
		PanAm		2103	DSR	1588	DCS	166	0
	692	MBTA		4337	PTI	1927	CTI	1767	0
		PanAm		1846	DSR	1221	DCS	502	0
	693	MBTA		1464	CTI	595	DSR	435	0
		PanAm		3181	DSR	1893	DCS	605	0
	694	MBTA		1343	CTI	692	DSR	417	0
		PanAm		3451	DSR	1873	PTI	1287	0
	695	MBTA		1404	PTI	773	DSR	529	0
		PanAm		2100	DSR	1549	PTI	285	0
	696	MBTA		869	DSR	350	CTI	255	0
		PanAm		2516	DSR	1683	DCS	665	0
	697	MBTA		1247	DSR	491	CTI	321	0
		PanAm		3524	DSR	1841	PTI	1330	0
	698	MBTA		1538	CTI	882	DSR	500	0
		PanAm		3052	PTI	1304	DSR	1248	0
	699	MBTA		921	DSR	500	FTI	333	0
		PanAm		1730	DSR	1702	DMW	19	0
Empire Corridor									
Adirondack	68	CN		884	DCS	343	DSR	163	0
		CP		1683	PTI	868	FTI	291	0
		Amtrak		895	PTI	525	DCS	225	0
		MNRR		1865	CTI	1234	DCS	293	0
	69	CN		1427	RTE	529	DSR	410	0
		CP		1009	FTI	270	PTI	257	0
		Amtrak		1224	PTI	370	RTE	318	0
		MNRR		1073	DSR	345	CTI	304	0
Maple Leaf	63	CSX		2170	FTI	871	DSR	504	0
		Amtrak		1138	PTI	412	RTE	270	0
		MNRR		1481	CTI	836	RTE	304	0
	64	CSX		2399	FTI	1256	RTE	356	0
		Amtrak		1092	PTI	799	DCS	125	0
		MNRR		1362	CTI	860	DSR	206	0
New York - Albany ^f	230	Amtrak		312	DCS	133	RTE	92	0
		MNRR		1308	DSR	536	RTE	434	0
	232	Amtrak		339	DCS	206	RTE	52	0
		MNRR		808	DSR	382	CTI	258	0
	233	Amtrak		955	RTE	314	PTI	287	0
		MNRR		1723	CTI	468	RTE	416	0
	234	Amtrak		248	DCS	97	RTE	89	0
		MNRR		1605	CTI	1018	DSR	329	0
	235	Amtrak		793	RTE	282	PTI	254	0
		MNRR		1119	CTI	592	DSR	234	0
	236	Amtrak		433	DCS	139	RTE	119	0
		MNRR		831	CTI	297	DSR	241	0
	237	Amtrak		485	DMW	135	PTI	115	0
		MNRR		833	CTI	625	DSR	160	0
	238	Amtrak		860	PTI	328	DCS	169	0
		MNRR		988	CTI	395	DSR	276	0
	239	Amtrak		665	PTI	238	RTE	149	0
		MNRR		2266	CTI	2004	DSR	194	0
	241	Amtrak		446	RTE	132	DCS	128	0
		MNRR		619	CTI	268	DSR	215	0
	242	Amtrak		462	PTI	131	DMW	103	0
		MNRR		1169	CTI	498	DSR	344	0
	243	Amtrak		273	DCS	149	RTE	48	0
		MNRR		522	CTI	220	DSR	197	0
244	Amtrak		879	PTI	509	DMW	93	0	
	MNRR		1462	CTI	645	DSR	338	0	

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

Service	Train	Host		1st Quarter FY 2015					MM&C Allowance ^c	
				Total Delay	Largest 2 Delay Categories ^b					
					#1	Minutes	#2	Minutes		
Standard				900						
New York - Niagara Falls	245	Amtrak		267	DCS	174	DSR	63	0	
		MNRR		547	DCS	220	CTI	195	0	
	250	Amtrak		377	DCS	217	PTI	82	0	
		MNRR		822	CTI	246	DSR	230	0	
	252	Amtrak		137	RTE	51	DCS	36	0	
		MNRR		951	DMW	296	CTI	249	0	
	253	Amtrak		1069	PTI	774	DCS	139	0	
		MNRR		837	CTI	277	DSR	251	0	
	254	Amtrak		284	PTI	217	RTE	38	0	
		MNRR		1123	CTI	797	DSR	169	0	
	255	Amtrak		1484	PTI	839	DCS	338	0	
		MNRR		2786	RTE	1308	CTI	981	0	
	256	Amtrak		236	PTI	76	DCS	66	0	
		MNRR		990	DSR	326	RTE	254	0	
	259	Amtrak		315	DCS	86	RTE	74	0	
		MNRR		633	DSR	283	CTI	235	0	
	261	Amtrak		195	DCS	85	DSR	59	0	
		MNRR		422	DSR	249	RTE	54	0	
	Ethan Allen Express	280	CSX		1440	DSR	498	FTI	411	0
			Amtrak		567	DCS	197	PTI	154	0
			MNRR		1568	CTI	682	DSR	370	0
		281	CSX		1841	FTI	768	DSR	432	0
			Amtrak		1213	PTI	513	RTE	288	0
			MNRR		1867	CTI	643	RTE	374	0
		283	CSX		1630	FTI	737	DSR	353	0
			Amtrak		944	PTI	392	DCS	198	0
			MNRR		1427	CTI	681	DSR	338	0
		284	CSX		1983	FTI	905	DSR	458	0
			Amtrak		716	PTI	234	RTE	187	0
			MNRR		1350	CTI	635	RTE	300	0
286		CSX		Not Available	Not Available	Not Available	Not Available	Not Available	0	
		Amtrak		Not Available	Not Available	Not Available	Not Available	Not Available	0	
		MNRR		Not Available	Not Available	Not Available	Not Available	Not Available	0	
288		CSX		1307	DSR	430	FTI	390	0	
		Amtrak		512	PTI	381	DSR	125	0	
		MNRR		966	CTI	362	DSR	314	0	
Heartland Flyer		290	CP		823	DCS	272	DSR	250	0
			Amtrak		1632	PTI	1016	DCS	239	0
		MNRR		1226	RTE	389	DMW	309	0	
		VTR		159	DSR	113	DCS	46	981	
	291	CP		1132	DCS	507	FTI	332	0	
		Amtrak		653	PTI	268	RTE	139	0	
		MNRR		1003	CTI	510	DSR	277	0	
		VTR		1004	DBS	633	DSR	371	805	
	292	CP		3125	PTI	1775	FTI	1080	0	
		Amtrak		1193	PTI	867	RTE	258	0	
		MNRR		599	DSR	216	DSR	216	0	
		VTR		0	-	-	-	-	448	
	293	CP		1412	FTI	1066	DCS	180	0	
		Amtrak		469	PTI	134	DCS	84	0	
		MNRR		1923	CTI	1701	RTE	131	0	
		VTR		0	-	-	-	-	966	
Hiawatha	296	CP		2019	PTI	1137	DCS	754	0	
		Amtrak		696	PTI	626	FTI	31	0	
		MNRR		326	DSR	181	RTE	145	0	
		VTR		97	DSR	97	-	-	483	
Hiawatha	821	BNSF		896	DSR	679	FTI	136	0	
	822	BNSF		885	DSR	551	FTI	260	0	
	329	CP		105	DCS	52	FTI	38	0	
		Metra		531	DSR	224	DCS	104	0	
	330	CP		348	FTI	207	RTE	57	0	
		Metra		2903	CTI	2653	DCS	130	0	
	331	CP		221	FTI	117	DCS	41	0	
		Metra		2270	DMW	967	CTI	648	0	
	332	CP		499	FTI	276	DMW	186	0	
		Metra		1629	FTI	374	DMW	363	0	
	333	CP		307	FTI	180	DCS	61	0	
		Metra		2222	DMW	792	DCS	391	0	
	334	CP		557	FTI	279	DMW	153	0	
		Metra		1602	DSR	395	CTI	385	0	
	335	CP		228	FTI	126	DMW	41	0	
		Metra		3435	CTI	1390	DMW	1019	0	
336	CP		778	FTI	389	DMW	147	0		
	Metra		2524	CTI	813	DMW	555	0		

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

Service	Train	Host		1st Quarter FY 2015					MM&C Allowance ^c	
				Total Delay	Largest 2 Delay Categories ^b					
					#1	Minutes	#2	Minutes		
Standard										
900										
	337	CP		507	FTI	350	DCS	89	0	
		Metra		1945	FTI	600	DMW	572	0	
	338	CP		704	FTI	524	PTI	64	0	
		Metra		2201	CTI	1591	DCS	243	0	
	339	CP		235	DMW	125	FTI	68	0	
		Metra		2884	CTI	2345	DCS	230	0	
	340	CP		668	FTI	339	RTE	97	0	
		Metra		1730	CTI	877	DCS	471	0	
	341	CP		197	FTI	160	DCS	20	0	
		Metra		1327	CTI	744	DSR	192	0	
		342	CP		401	FTI	348	DCS	18	0
			Metra		1834	CTI	1385	DCS	285	0
Hoosier State	850	CSX		2171	FTI	1265	DMW	281	0	
	851	CSX		1973	FTI	1124	DCS	280	0	
Illinois										
Carl Sandburg / Illinois Zephyr	380	BNSF		871	DSR	266	FTI	260	0	
	381	BNSF		651	DSR	230	RTE	174	0	
	382	BNSF		939	FTI	318	DSR	285	0	
	383	BNSF		884	CTI	217	DSR	206	0	
Illini / Saluki	390	CN		1894	DCS	823	FTI	665	0	
	391	CN		2065	DCS	828	FTI	756	0	
	392	CN		2246	DCS	855	FTI	852	0	
	393	CN		2078	DCS	816	FTI	782	0	
Lincoln Service	300	CN		2053	FTI	963	DCS	419	0	
		UP		1053	FTI	400	PTI	257	0	
	301	CN		717	FTI	463	DSR	93	0	
		UP		1564	PTI	631	FTI	302	0	
	302	CN		1981	FTI	823	DCS	469	0	
		UP		1937	PTI	743	FTI	584	0	
	303	CN		1298	FTI	491	DCS	307	0	
		UP		1558	PTI	516	FTI	401	0	
	304	CN		1366	FTI	758	DSR	242	0	
		UP		1395	PTI	533	FTI	319	0	
	305	CN		938	FTI	379	DSR	267	0	
		UP		1127	PTI	349	FTI	263	0	
	306	CN		1137	FTI	469	DSR	311	0	
		UP		1511	PTI	838	FTI	232	0	
	307	CN		1379	FTI	1106	DSR	130	0	
		UP		962	PTI	341	FTI	292	0	
	308	CN		3429	FTI	3429	-	-	0	
		UP		0	-	-	-	-	0	
	309	CN		2000	FTI	1143	DSR	857	0	
		UP		0	-	-	-	-	0	
Michigan										
Blue Water	364	Amtrak		328	PTI	220	DCS	63	0	
		CN		711	FTI	519	DCS	138	0	
		MIDOT		1354	DSR	860	RTE	277	0	
		NS		7089	FTI	3920	DCS	989	1671	
	365	Amtrak		917	PTI	493	DCS	196	0	
		CN		1304	FTI	1127	DCS	70	0	
		MIDOT		1596	DSR	1076	DMW	343	0	
		NS		6344	FTI	2482	PTI	1385	1671	
Pere Marquette	370	CSX		922	DSR	386	RTE	174	0	
		NS		5531	FTI	2975	DSR	976	1671	
	371	CSX		878	DSR	361	FTI	215	0	
		NS		6223	FTI	2548	PTI	1464	1671	

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

Service	Train	Host		1st Quarter FY 2015					MM&C Allowance ^c	
				Total Delay	Largest 2 Delay Categories ^b					
					#1	Minutes	#2	Minutes		
Standard900										
Wolverine	350	Amtrak		937	PTI	724	DCS	123	0	
		CN		3071	DSR	1226	FTI	699	0	
		MIDOT		1640	PTI	616	DSR	561	0	
		NS		6701	FTI	5371	DSR	651	1671	
	351	Amtrak		739	PTI	483	DCS	154	0	
		CN		1838	DSR	1071	FTI	283	0	
		MIDOT		1067	DSR	564	DCS	277	0	
		NS		6396	FTI	2277	PTI	2012	1671	
	352	Amtrak		673	PTI	336	RTE	144	0	
		CN		2584	FTI	947	DSR	861	0	
		MIDOT		1766	PTI	836	DSR	579	0	
		NS		6818	FTI	4244	DSR	1090	1671	
	353	Amtrak		951	PTI	596	FTI	120	0	
		CN		2744	DMW	763	DSR	656	0	
		MIDOT		1407	PTI	501	DSR	464	0	
		NS		6351	FTI	4432	DSR	539	1671	
	354	Amtrak		506	PTI	328	DCS	100	0	
		CN		2166	DSR	1272	DCS	369	0	
		MIDOT		1502	DSR	633	DCS	392	0	
		NS		7307	FTI	4384	DSR	1042	1671	
	355	Amtrak		491	PTI	159	DCS	105	0	
		CN		3085	FTI	1208	DSR	1187	0	
		MIDOT		2085	PTI	1259	DSR	473	0	
		NS		4823	FTI	2825	DCS	805	1671	
	358	Amtrak		0	-	-	-	-	0	
		NS		4833	FTI	3599	PTI	1131	0	
	359	Amtrak		1097	PTI	1022	RTE	76	0	
		CN		5208	DCS	5208	-	-	0	
		MIDOT		1489	PTI	696	DCS	612	0	
		NS		7326	FTI	5816	DCS	803	0	
	Kansas City - St. Louis	311	UP		795	FTI	436	DMW	104	0
		313	UP		568	FTI	307	PTI	168	0
		314	UP		969	FTI	607	DMW	166	0
		316	UP		743	FTI	451	PTI	159	0
	Pacific Surfliner	562	BNSF		956	CTI	308	DCS	267	0
			SCRRA		1231	PTI	619	CTI	388	0
SDNRR				1631	CTI	977	PTI	276	0	
564		BNSF		1218	DCS	369	FTI	268	0	
		SCRRA		1269	PTI	755	CTI	319	0	
		SDNRR		1004	PTI	342	CTI	252	0	
565		BNSF		2026	RTE	679	FTI	321	0	
		SCRRA		839	CTI	342	RTE	182	0	
		SDNRR		1017	DSR	303	CTI	265	0	
566		BNSF		1814	FTI	532	CTI	393	0	
		SCRRA		2512	PTI	2100	DSR	165	0	
		SDNRR		1446	PTI	768	CTI	283	0	
567		BNSF		1442	RTE	517	DCS	345	0	
		SCRRA		800	PTI	255	DSR	202	0	
		SDNRR		1522	PTI	718	CTI	420	0	
572		BNSF		1390	DSR	379	RTE	374	0	
		SCRRA		1892	PTI	1278	DSR	236	0	
		SDNRR		1423	PTI	532	DSR	387	0	
573		BNSF		1144	DCS	512	DSR	303	0	
		SCRRA		721	CTI	267	DSR	190	0	
		SDNRR		1701	PTI	750	DSR	387	0	
579		BNSF		1045	FTI	427	DSR	252	0	
		SCRRA		459	DSR	183	CTI	178	0	
		SDNRR		1337	PTI	761	DSR	323	0	
580		BNSF		971	FTI	363	DSR	317	0	
		SCRRA		964	CTI	316	PTI	304	0	
		SDNRR		1263	CTI	740	DSR	244	0	
582		BNSF		838	DSR	266	DCS	204	0	
		SCRRA		2431	PTI	1767	CTI	354	0	
		SDNRR		1246	CTI	782	PTI	219	0	
583		BNSF		1535	FTI	486	DCS	269	0	
		SCRRA		1935	PTI	1099	CTI	400	0	
		SDNRR		1489	CTI	695	PTI	344	0	

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

Service	Train	Host		1st Quarter FY 2015					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard	900								
-----------------	------------	--	--	--	--	--	--	--	--

591	BNSF		1001	DMW	324	RTE	293	0
	SCRRA		366	DSR	171	CTI	125	0
	SDNRR		1208	PTI	531	DSR	364	0
595	BNSF		2588	DMW	1456	FTI	430	0
	SCRRA		516	DSR	213	DCS	90	0
	SDNRR		1079	PTI	596	DSR	306	0
761	SCRRA		1955	PTI	959	CTI	849	0
	UP		1132	PTI	582	DSR	250	0
763	BNSF		2106	DCS	1160	DSR	337	0
	SCRRA		846	PTI	337	DSR	122	0
	SDNRR		1023	CTI	518	DSR	276	0
	UP		1750	PTI	1231	DCS	227	0
768	BNSF		1544	DCS	675	DSR	322	0
	SCRRA		1172	PTI	515	DCS	312	0
	SDNRR		1205	PTI	609	CTI	286	0
	UP		380	DCS	211	DSR	140	0
769	BNSF		1992	RTE	526	PTI	319	0
	SCRRA		444	DSR	122	DCS	83	0
	SDNRR		1684	PTI	758	DSR	348	0
	UP		1722	PTI	1303	DSR	166	0
774	BNSF		1026	DSR	283	DCS	248	0
	SCRRA		855	PTI	376	CTI	189	0
	SDNRR		1142	PTI	572	DSR	273	0
	UP		1229	PTI	547	DSR	279	0
777	BNSF		1148	DCS	334	DSR	258	0
	SCRRA		861	PTI	443	CTI	159	0
	SDNRR		1887	PTI	1141	DSR	318	0
	UP		1682	PTI	1053	DSR	244	0
784	BNSF		1072	DSR	268	DCS	263	0
	SCRRA		1460	CTI	982	PTI	303	0
	SDNRR		835	CTI	317	DSR	299	0
	UP		962	PTI	560	DCS	196	0
785	BNSF		1749	RTE	430	DCS	384	0
	SCRRA		1239	PTI	579	CTI	252	0
	SDNRR		2391	CTI	939	PTI	900	0
	UP		602	PTI	246	DCS	137	0
790	BNSF		1228	DSR	305	FTI	240	0
	SCRRA		1658	CTI	1404	DSR	92	0
	SDNRR		749	PTI	312	DSR	244	0
	UP		1848	PTI	1138	DSR	218	0
796	BNSF		2602	DMW	1181	FTI	854	0
	SCRRA		1182	PTI	664	DCS	145	0
	SDNRR		984	FTI	544	DSR	312	0
	UP		916	CTI	303	PTI	248	0
1761	SCRRA		617	PTI	414	FTI	128	0
	UP		1296	PTI	723	FTI	289	0
1790	BNSF		1794	DCS	664	DMW	415	0
	SCRRA		221	DSR	80	FTI	61	0
	SDNRR		610	DSR	286	RTE	130	0
	UP		1159	PTI	750	DSR	184	0

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

Service	Train	Host		1st Quarter FY 2015					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard	900								
-----------------	------------	--	--	--	--	--	--	--	--

Pennsylvanian	42	NS		901	FTI	512	DSR	162	0
	43	NS		681	FTI	445	RTE	140	0
Piedmont	73	NS		593	DSR	186	FTI	134	0
	74	NS		651	DSR	240	DCS	168	0
	75	NS		707	DSR	264	FTI	181	0
San Joaquin	76	NS		1042	PTI	384	FTI	230	0
	701	BNSF		1049	PTI	375	FTI	373	0
		UP		1276	DSR	388	DMW	379	0
	702	BNSF		1420	PTI	592	FTI	500	0
		UP		1236	FTI	655	DSR	296	0
	703	BNSF		1025	PTI	435	FTI	346	0
		UP		1764	DSR	606	RTE	537	0
	704	BNSF		879	FTI	326	PTI	323	0
		UP		1341	DSR	523	FTI	399	0
	711	BNSF		819	DSR	254	FTI	250	0
		UP		859	PTI	588	DCS	105	0
	712	BNSF		1313	PTI	498	FTI	396	0
		UP		740	PTI	247	RTE	179	0
	713	BNSF		1043	PTI	502	FTI	271	0
		UP		1003	PTI	580	DCS	233	0
	714	BNSF		931	FTI	351	PTI	276	0
		UP		1238	PTI	588	FTI	280	0
	715	BNSF		1016	PTI	445	FTI	264	0
		UP		1052	PTI	749	DCS	135	0
	716	BNSF		938	PTI	426	FTI	267	0
		UP		667	DCS	210	PTI	182	0
	717	BNSF		961	PTI	435	FTI	295	0
		UP		878	PTI	605	DCS	162	0
	718	BNSF		823	PTI	334	FTI	280	0
		UP		1218	PTI	915	FTI	154	0
Vermont	54	MNRR		837	DSR	302	CTI	289	0
		NECR		588	DSR	497	PTI	38	0
	55	MNRR		3926	CTI	1888	DSR	1380	0
		NECR		1231	DSR	824	FTI	159	0
	56	MNRR		2276	DSR	1086	DMW	584	0
		NECR		871	DSR	669	FTI	75	0
	57	MNRR		1511	DSR	727	RTE	287	0
		NECR		899	DSR	678	FTI	96	0

Long Distance Routes

Auto Train	52	CSX		1017	FTI	383	DSR	218	0
		CFRC		1701	DSR	810	DCS	331	0
	53	CSX		1420	FTI	626	DSR	315	0
California Zephyr		CFRC		2647	CTI	979	DCS	864	0
	5	BNSF		1191	DSR	528	FTI	248	0
		UP		743	FTI	276	DCS	140	0
	6	BNSF		1303	DSR	549	FTI	401	0
Cardinal		UP		856	FTI	370	PTI	135	0
	50	BBrRR		2021	FTI	1237	PTI	297	0
		CSX		1630	FTI	952	DSR	276	0
		NS		941	PTI	400	CTI	213	0
	51	BBrRR		1515	PTI	847	DSR	369	0
		CSX		1224	FTI	528	DCS	280	0
		NS		1122	DSR	505	FTI	189	0
	29	CSX		881	FTI	494	RTE	125	0
Capitol Limited		NS		3114	FTI	2128	RTE	328	0
	30	CSX		1110	FTI	337	DSR	262	0
		NS		2669	FTI	1671	DSR	418	0
City of New Orleans	58	CN		1370	FTI	666	DSR	217	0
	59	CN		1479	FTI	876	DSR	243	0
Coast Starlight	11	BNSF		1456	FTI	564	PTI	203	0
		SCRRA		1763	PTI	794	CTI	632	0
		UP		1403	PTI	431	FTI	424	0
	14	BNSF		1100	FTI	536	PTI	233	0
		SCRRA		2197	PTI	1229	CTI	613	0
		UP		1135	FTI	318	PTI	309	0
Crescent	19	NS		1122	FTI	569	DSR	193	0
	20	NS		1080	FTI	550	DSR	196	0

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

Service	Train	Host		1st Quarter FY 2015					MM&C Allowance ^c	
				Total Delay	Largest 2 Delay Categories ^b					
					#1	Minutes	#2	Minutes		
Standard				900						
Empire Builder	27	BNSF		1482	FTI	612	DSR	350	0	
	28	BNSF		1540	FTI	919	DSR	210	0	
	7	BNSF		2252	FTI	1357	DSR	534	0	
		CP		1131	FTI	684	DSR	196	0	
	Metra		2363	DMW	1128	CTI	446	0		
		8	BNSF		2058	FTI	1215	DSR	360	0
		CP		1134	FTI	545	DSR	242	0	
		Metra		1591	CTI	1262	FTI	146	0	
Lake Shore Ltd	448	CSX		1652	FTI	585	CTI	419	0	
	449	CSX		1612	FTI	718	PTI	433	0	
	48	CSX		1412	FTI	579	DSR	337	0	
		MNRR		2053	CTI	877	DSR	573	0	
		NS		2904	FTI	2090	RTE	291	0	
	49	CSX		1045	FTI	353	DSR	325	0	
		MNRR		981	CTI	399	DSR	280	0	
		NS		3277	FTI	1942	PTI	822	0	
Palmetto	89	CSX		967	FTI	338	PTI	247	0	
	90	CSX		712	FTI	297	PTI	154	0	
Silver Meteor	97	CSX		862	FTI	372	PTI	170	0	
		CFRC		1572	PTI	546	DSR	514	0	
		Fla DOT		1528	CTI	735	RTE	296	0	
	98	CSX		799	FTI	288	PTI	155	0	
		CFRC		1912	PTI	632	DSR	418	0	
		Fla DOT		657	CTI	199	DCS	171	0	
Silver Star	91	CSX		845	PTI	257	FTI	239	0	
		CFRC		1912	PTI	632	DSR	418	0	
		Fla DOT		1329	CTI	929	DCS	164	0	
		NS		3295	DSR	1790	PTI	1214	0	
	92	CSX		911	FTI	292	PTI	275	0	
		CFRC		1356	CTI	435	DSR	428	0	
		Fla DOT		658	DCS	257	CTI	150	0	
		NS		2370	DSR	1721	DMW	330	0	
Southwest Chief	3	BNSF		770	DSR	330	FTI	183	0	
		NMDOT		2002	CTI	958	DSR	684	0	
	4	BNSF		916	DSR	347	FTI	196	0	
		NMDOT		1263	DSR	693	DCS	324	0	
Sunset Limited	1	BNSF		1405	DSR	1048	DCS	287	0	
		UP		1257	FTI	619	DSR	262	0	
	2	BNSF		1172	DSR	858	FTI	137	0	
		UP		1556	FTI	750	RTE	272	0	
Texas Eagle	21	BNSF		887	DSR	609	FTI	121	0	
		CN		1916	FTI	1093	DCS	339	0	
		UP		1784	FTI	832	DSR	402	0	
	22	BNSF		1409	DSR	942	FTI	155	0	
		CN		1981	FTI	1183	PTI	345	0	
		UP		1608	FTI	612	DSR	388	0	

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

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

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

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

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

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

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

Service	Train	1st Quarter FY 2015					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	

Standard		325					
-----------------	--	------------	--	--	--	--	--

Acela Express

Acela Express	2150	185	SYS	85	OTH	28	0
	2151	385	OTH	193	CAR	102	0
	2153	427	OTH	375	ADA	30	0
	2154	80	OTH	59	HLD	21	0
	2155	329	OTH	286	INJ	17	0
	2158	294	OTH	230	ADA	21	0
	2159	343	ADA	113	HLD	96	0
	2160	319	OTH	313	ADA	6	0
	2163	343	OTH	152	HLD	67	0
	2164	186	OTH	168	HLD	13	0
	2165	463	OTH	384	ADA	33	0
	2166	26	OTH	26	-	-	0
	2167	468	HLD	272	OTH	142	0
	2168	349	OTH	200	ENG	146	0
	2170	145	ENG	117	ADA	17	0
	2171	1555	OTH	1406	HLD	55	0
	2172	490	OTH	466	CAR	5	0
	2173	363	OTH	169	HLD	127	0
	2175	191	OTH	73	HLD	64	0
	2190	211	HLD	152	OTH	27	0
	2192	419	OTH	419	-	-	0
	2193	580	OTH	580	-	-	0
	2250	654	OTH	579	HLD	58	0
	2251	1702	OTH	1502	ADA	158	0
	2252	302	OTH	134	ADA	89	0
	2253	663	ADA	249	OTH	210	0
	2254	971	OTH	791	HLD	144	0
	2255	727	OTH	485	ADA	217	0
	2256	84	OTH	60	CAR	24	0
	2257	931	OTH	497	ENG	191	0
	2258	581	OTH	542	HLD	26	0
	2259	485	ENG	191	OTH	153	0
	2290	302	HLD	179	OTH	78	0
	2297	261	HLD	192	CAR	41	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News/Norfolk ^d	66	517	HLD	202	OTH	182	0
	67	555	OTH	215	ENG	118	0
	71	309	ADA	112	OTH	107	0
	82	897	ENG	575	OTH	215	0
	83	937	HLD	360	OTH	223	0
	84	333	HLD	241	ADA	48	0
	85	133	HLD	61	ADA	31	0
	86	518	HLD	333	OTH	148	0
	87	272	HLD	181	ADA	49	0
	88	490	OTH	194	ADA	115	0
	93	454	HLD	184	OTH	103	0
	94	555	HLD	216	ADA	134	0
	95	748	HLD	232	OTH	219	0
	99	933	OTH	302	HLD	296	0
	125	498	HLD	307	OTH	83	0
	157	778	OTH	258	ADA	219	0
	164	503	HLD	193	OTH	191	0
	174	269	OTH	110	HLD	64	0
	194	735	HLD	350	ADA	172	0
	195	595	HLD	271	OTH	162	0
Lynchburg ^e	145	1746	ENG	970	HLD	382	0
	147	737	HLD	214	SVS	196	0
	156	614	HLD	261	CAR	116	0
	171	520	HLD	238	ADA	143	0
	176	529	HLD	220	OTH	110	0

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

Service	Train	1st Quarter FY 2015					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	

Standard		325					
-----------------	--	------------	--	--	--	--	--

All Other Northeast Regional	132	426	OTH	207	ADA	90	0
	135	351	OTH	191	HLD	142	0
	136	419	OTH	264	HLD	84	0
	137	643	OTH	264	HLD	241	0
	139	1484	OTH	1126	ENG	192	0
	140	527	OTH	306	HLD	174	0
	141	1578	SVS	539	OTH	487	0
	143	2181	SVS	759	ENG	657	0
	146	273	OTH	231	HLD	31	0
	148	376	OTH	277	ADA	64	0
	150	769	OTH	660	HLD	64	0
	160	879	OTH	515	ENG	162	0
	161	1324	OTH	634	ADA	259	0
	162	573	OTH	307	HLD	197	0
	163	1115	HLD	517	CON	302	0
	165	837	OTH	413	HLD	222	0
	166	555	OTH	490	ITI	52	0
	167	993	OTH	547	ENG	324	0
	168	315	HLD	136	HLD	136	0
	169	1127	HLD	388	OTH	376	0
	170	485	OTH	376	ADA	75	0
	172	437	OTH	181	HLD	146	0
	173	907	OTH	312	ADA	249	0
	175	448	HLD	215	OTH	77	0
	177	1287	OTH	771	ENG	286	0
	178	386	OTH	322	ADA	45	0
	179	1244	HLD	578	OTH	351	0
	190	631	OTH	570	HLD	48	0

Non-NEC Corridor Routes

Capitol Corridor	520	163	CAR	47	OTH	47	0
	521	540	OTH	442	HLD	53	0
	522	396	HLD	96	OTH	94	0
	523	495	OTH	398	HLD	85	0
	524	678	ENG	232	OTH	113	0
	525	328	HLD	154	OTH	104	0
	526	473	OTH	160	ADA	135	0
	527	705	OTH	415	HLD	110	0
	528	227	OTH	94	HLD	40	0
	529	262	OTH	86	HLD	70	0
	530	535	ENG	124	HLD	113	0
	531	341	OTH	235	ADA	41	0
	532	478	ADA	141	OTH	122	0
	533	591	OTH	314	HLD	98	0
	534	291	HLD	98	ADA	73	0
	535	803	OTH	355	ITI	281	0
	536	427	ADA	121	HLD	101	0
	537	841	OTH	359	ADA	148	0
	538	245	CON	74	HLD	49	0
	540	456	CON	212	HLD	92	0
	541	358	ADA	109	HLD	87	0
	542	485	CON	151	HLD	129	0
	543	881	OTH	476	ENG	120	0
	544	546	HLD	165	OTH	98	0
	545	461	HLD	231	OTH	98	0
	546	598	ITI	245	OTH	164	0
	547	558	OTH	390	ADA	65	0
	548	410	OTH	169	SYS	84	0
	549	467	OTH	243	HLD	148	0
	551	214	OTH	100	HLD	60	0
	720	335	HLD	130	SYS	59	0
	723	384	OTH	327	ENG	42	0
	724	379	OTH	107	HLD	102	0
	727	656	OTH	382	ADA	160	0

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

Service	Train	1st Quarter FY 2015						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
	728	901	ENG	319	CAR	299	0	
	729	829	OTH	315	HLD	239	0	
	732	1175	ENG	805	SVS	107	0	
	733	865	OTH	397	ENG	247	0	
	734	734	OTH	232	ADA	162	0	
	736	489	OTH	162	ADA	134	0	
	737	699	OTH	344	ADA	137	0	
	738	821	HLD	264	SYS	162	0	
	741	761	OTH	267	HLD	187	0	
	742	1091	ENG	345	OTH	251	0	
	743	744	OTH	349	ADA	130	0	
	744	694	ITI	299	HLD	105	0	
	745	134	OTH	51	CAR	43	0	
	746	421	ENG	302	OTH	45	0	
	747	873	OTH	412	ITI	187	0	
	748	756	ENG	379	OTH	115	0	
	749	423	OTH	191	HLD	122	0	
	751	408	OTH	256	HLD	118	0	
Carolinian	79	563	HLD	220	ADA	202	0	
	80	551	HLD	174	ADA	166	0	
Cascades	500	290	ADA	73	OTH	73	0	
	501	515	ENG	170	SYS	97	0	
	503	118	CAR	43	SYS	27	0	
	505	138	OTH	69	ENG	29	0	
	506	240	ADA	74	HLD	58	0	
	507	477	CCR	164	SYS	78	0	
	508	308	CCR	60	HLD	45	0	
	509	285	CON	78	HLD	75	0	
	510	191	CAR	60	CON	52	0	
	513	325	ADA	88	HLD	84	0	
	516	258	HLD	79	ADA	71	0	
517	68	HLD	28	ENG	14	0		
Downeaster	680	90	HLD	44	SYS	32	0	
	681	258	ITI	111	HLD	56	0	
	682	56	HLD	39	ADA	10	0	
	683	58	OTH	24	ADA	15	0	
	684	53	HLD	44	ITI	10	0	
	685	116	HLD	47	ITI	23	0	
	686	177	OTH	73	ITI	57	0	
	687	162	ITI	70	OTH	59	0	
	688	90	CON	32	OTH	32	0	
	689	393	OTH	185	SYS	151	0	
	690	74	OTH	57	HLD	10	0	
	691	157	HLD	117	ITI	32	0	
	692	109	HLD	99	ADA	7	0	
	693	374	ITI	305	HLD	65	0	
	694	81	ENG	30	HLD	30	0	
	695	330	OTH	173	SYS	61	0	
	696	651	ITI	570	OTH	69	0	
	697	208	OTH	95	ITI	58	0	
	698	159	CON	105	OTH	20	0	
699	38	OTH	19	HLD	13	0		
Empire Corridor								
Adirondack	68	285	OTH	85	HLD	80	0	
	69	495	SVS	180	HLD	152	0	
Maple Leaf	63	447	SVS	151	SYS	94	0	
	64	454	OTH	175	SYS	146	0	

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

Service	Train	1st Quarter FY 2015					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
New York - Albany ^f	230	92	HLD	48	OTH	20	0
	232	122	HLD	68	ENG	23	0
	233	255	HLD	133	ENG	71	0
	234	173	OTH	33	ENG	30	0
	235	185	HLD	105	OTH	43	0
	236	157	HLD	83	ADA	38	0
	237	663	OTH	207	HLD	172	0
	238	239	OTH	126	HLD	60	0
	239	520	OTH	168	HLD	132	0
	241	375	HLD	141	OTH	98	0
	242	275	HLD	104	OTH	77	0
	243	262	OTH	131	HLD	99	0
	244	124	OTH	52	HLD	48	0
	245	327	OTH	190	ENG	73	0
	250	149	HLD	55	ENG	46	0
	252	259	ITI	126	HLD	89	0
	253	457	HLD	188	OTH	103	0
	254	403	OTH	270	ADA	69	0
	255	643	ITI	224	OTH	184	0
	256	281	HLD	117	ITI	90	0
	259	209	OTH	122	HLD	48	0
	261	321	OTH	162	ENG	112	0
New York - Niagara Falls	280	344	HLD	87	SYS	79	0
	281	445	SYS	138	HLD	116	0
	283	459	HLD	153	SYS	107	0
	284	380	HLD	139	SYS	110	0
	286	0	-	-	-	-	0
Ethan Allen Express	288	281	SYS	110	HLD	95	0
	290	228	HLD	90	SVS	39	0
	291	319	ITI	111	HLD	110	0
	292	943	ENG	821	HLD	121	0
	293	182	HLD	158	ADA	10	0
Heartland Flyer	296	62	HLD	22	OTH	19	0
	821	506	OTH	205	HLD	118	0
Hiawatha	822	559	OTH	264	HLD	104	0
	329	178	OTH	142	SYS	15	0
	330	136	OTH	58	CAR	36	0
	331	597	OTH	331	CCR	108	0
	332	309	OTH	225	HLD	24	0
	333	308	OTH	201	CCR	55	0
	334	533	OTH	365	HLD	67	0
	335	495	OTH	306	HLD	99	0
	336	349	OTH	179	HLD	65	0
	337	502	OTH	286	HLD	93	0
	338	588	ITI	288	OTH	224	0
	339	545	ITI	260	HLD	93	0
	340	436	OTH	192	ITI	124	0
	341	559	OTH	289	ITI	126	0
	342	486	ITI	265	OTH	191	0
Hoosier State	850	933	SYS	508	OTH	256	0
	851	370	OTH	134	SYS	132	0

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

Service	Train	1st Quarter FY 2015					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
Illinois							
Carl Sandburg / Illinois Zephyr	380	412	HLD	247	ADA	83	0
	381	303	CON	152	HLD	62	0
	382	240	HLD	147	ADA	39	0
	383	570	HLD	221	CON	149	0
Illini / Saluki	390	498	OTH	213	SYS	103	0
	391	322	OTH	134	HLD	65	0
	392	412	OTH	169	HLD	90	0
	393	305	OTH	102	HLD	99	0
Lincoln Service	300	155	HLD	72	ADA	33	0
	301	106	ADA	27	HLD	22	0
	302	389	ENG	102	HLD	90	0
	303	189	HLD	75	ADA	42	0
	304	172	HLD	79	ADA	46	0
	305	345	HLD	118	ADA	85	1
	306	115	HLD	42	SYS	20	2
	307	195	SYS	57	HLD	47	0
	308	0	-	-	-	-	0
	309	495	HLD	495	-	-	0
Michigan							
Blue Water	364	329	ENG	100	HLD	82	0
	365	468	SVS	197	OTH	190	0
Pere Marquette	370	585	SYS	172	HLD	129	0
	371	730	SYS	345	HLD	138	0
Wolverine	350	501	OTH	186	SYS	96	0
	351	535	OTH	248	HLD	74	0
	352	895	OTH	271	SYS	185	0
	353	322	OTH	130	ADA	66	0
	354	763	OTH	331	SYS	116	0
	355	534	OTH	178	SYS	164	0
	358	3710	ITI	1986	SVS	1609	0
	359	1464	ENG	663	OTH	411	0
Kansas City - St. Louis	311	274	HLD	160	ADA	81	0
	313	228	ITI	140	ADA	64	0
	314	322	HLD	83	ADA	80	0
	316	220	HLD	93	ITI	60	0
Pacific Surfliner							
	562	466	ENG	223	HLD	135	0
	564	249	SYS	82	OTH	65	0
	565	383	HLD	154	SVS	87	0
	566	382	HLD	182	OTH	61	0
	567	741	HLD	301	ADA	153	0
	572	573	HLD	164	SYS	91	0
	573	733	HLD	192	ADA	178	0
	579	460	HLD	275	ADA	53	0
	580	514	HLD	215	ENG	94	0
	582	329	HLD	198	ADA	58	0
	583	761	ITI	306	HLD	197	0
	591	428	HLD	229	ADA	33	0
	595	709	HLD	309	OTH	122	0
	761	542	SYS	144	ADA	119	0
	763	425	HLD	271	OTH	69	0
	768	551	HLD	285	ADA	93	0
	769	846	HLD	329	ADA	188	0
	774	539	HLD	171	OTH	117	0
	777	451	ENG	125	OTH	105	0
	784	738	HLD	345	ADA	126	0
	785	747	HLD	332	ITI	151	0
	790	768	HLD	225	ADA	157	0
	796	579	HLD	179	ENG	148	0
	1761	504	HLD	278	ADA	82	0
	1790	654	HLD	314	ADA	154	0
Pennsylvanian	42	412	HLD	182	OTH	91	0
	43	405	HLD	164	ENG	76	0

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

Service	Train	1st Quarter FY 2015						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
Piedmont	73	263	OTH	101	HLD	53	0	
	74	465	ADA	163	HLD	151	0	
	75	625	ADA	243	HLD	202	0	
	76	589	ADA	242	HLD	203	0	
San Joaquin	701	258	ENG	97	HLD	50	0	
	702	191	HLD	63	ADA	47	0	
	703	284	HLD	53	ITI	51	0	
	704	183	HLD	43	CON	42	0	
	711	233	ADA	69	HLD	55	0	
	712	593	ADA	259	HLD	160	0	
	713	325	HLD	93	ADA	88	0	
	714	405	ENG	118	HLD	93	0	
	715	403	HLD	100	SYS	69	0	
	716	318	ADA	81	HLD	69	0	
	717	552	HLD	186	ADA	143	0	
	718	266	HLD	100	CON	42	0	
Vermont	54	379	HLD	124	OTH	79	0	
	55	416	OTH	144	HLD	117	0	
	56	373	HLD	117	OTH	103	0	
	57	613	HLD	230	SVS	136	0	

Long Distance Routes

Auto Train	52	279	ENG	129	ITI	110	0
	53	345	SVS	123	ENG	94	0
California Zephyr	5	371	SYS	103	HLD	64	0
	6	316	SYS	75	HLD	75	0
Cardinal	50	764	SYS	169	SVS	138	0
	51	406	HLD	96	OTH	84	0
Capitol Limited	29	298	SYS	92	HLD	90	0
	30	569	ITI	174	HLD	112	0
City of New Orleans	58	303	HLD	118	OTH	75	0
	59	418	HLD	128	OTH	109	0
Coast Starlight	11	774	OTH	234	HLD	175	0
	14	589	HLD	173	OTH	130	0
Crescent	19	278	HLD	89	ADA	71	0
	20	301	ADA	94	HLD	84	0
Empire Builder	27	4105	CON	4018	SYS	51	0
	28	158	ENG	45	SVS	44	0
	7	386	SYS	135	HLD	81	0
	8	398	HLD	114	SYS	106	0
Lake Shore Ltd	448	1250	ITI	407	CON	362	0
	449	1046	OTH	329	HLD	276	0
	48	563	ITI	199	HLD	128	0
	49	580	HLD	323	SYS	62	0
Palmetto	89	198	ADA	75	HLD	74	0
	90	233	ENG	63	HLD	61	0
Silver Meteor	97	355	ADA	152	HLD	118	0
	98	445	ADA	182	HLD	132	0
Silver Star	91	482	HLD	208	ADA	140	0
	92	534	HLD	226	ADA	168	0
Southwest Chief	3	308	HLD	123	SYS	58	0
	4	259	HLD	129	ENG	39	0
Sunset Limited	1	322	HLD	107	OTH	79	0
	2	507	HLD	143	OTH	87	0
Texas Eagle	21	602	HLD	189	SYS	115	0
	22	606	HLD	178	SVS	117	0

^a Amtrak-responsible delays incurred on off-NEC portions hosted by Amtrak are included effective FY15. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Appendix D), with tighter delay standards. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

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

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

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

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

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

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

Service	Train	Host ^b	1st Quarter FY 2015					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	446	CTI	78	SMW	48	0
	2103	Amtrak	306	SMW	76	ENG	59	0
	2104	Amtrak	282	SMW	55	CTI	47	0
	2107	Amtrak	174	SMW	75	PTI	16	0
	2109	Amtrak	317	CTI	78	SMW	75	0
	2110	Amtrak	151	ENG	68	PSR	15	0
	2117	Amtrak	213	SMW	67	CTI	45	0
	2119	Amtrak	309	CTI	107	SMW	42	0
	2121	Amtrak	212	CTI	42	ITI	35	0
	2122	Amtrak	220	SMW	44	PSR	33	0
	2124	Amtrak	398	SMW	107	CTI	56	0
	2126	Amtrak	198	ITI	38	CTI	31	0
	2128	Amtrak	169	ENG	48	ITI	44	0
	2150	Amtrak	427	DET	112	CTI	91	0
	2151	Amtrak	265	CTI	45	SMW	42	0
	2153	Amtrak	141	SMW	27	HLD	25	0
	2154	Amtrak	284	DET	60	CTI	38	0
	2155	Amtrak	362	HLD	87	CTI	54	0
	2158	Amtrak	293	DET	51	PTI	45	0
	2159	Amtrak	425	DET	109	HLD	88	0
	2160	Amtrak	246	PTI	41	ENG	31	0
	2163	Amtrak	264	HLD	54	SMW	42	0
	2164	Amtrak	236	PTI	51	CTI	35	0
	2165	Amtrak	411	SMW	72	PTI	57	0
	2166	Amtrak	244	CTI	67	SYS	32	0
	2167	Amtrak	240	HLD	49	CTI	47	0
	2168	Amtrak	302	CTI	88	CAR	50	0
	2170	Amtrak	393	CTI	78	ENG	56	0
	2171	Amtrak	293	CTI	65	ENG	59	0
	2172	Amtrak	276	PTI	61	CTI	52	0
	2173	Amtrak	331	CTI	102	HLD	47	0
	2175	Amtrak	257	CTI	105	SMW	50	0
	2190	Amtrak	383	DET	147	CTI	54	0
	2203	Amtrak	258	SMW	136	HLD	36	0
	2205	Amtrak	235	SMW	124	CTI	57	0
	2207	Amtrak	381	MTI	178	SMW	92	0
	2208	Amtrak	171	SMW	55	HLD	51	0
	2211	Amtrak	157	SMW	133	PSR	17	0
	2212	Amtrak	340	SMW	72	MTI	68	0
	2213	Amtrak	226	SMW	107	MTI	56	0
	2216	Amtrak	205	SMW	188	CTI	10	0
	2220	Amtrak	117	SMW	54	PTI	25	0
	2221	Amtrak	363	SMW	89	CTI	85	0
	2222	Amtrak	369	MTI	130	SMW	126	0
	2225	Amtrak	296	SMW	193	HLD	33	0
	2228	Amtrak	215	SMW	99	SYS	82	0
	2250	Amtrak	253	SMW	82	HLD	41	0
	2251	Amtrak	358	HLD	112	SMW	93	0
	2252	Amtrak	348	SMW	141	HLD	55	0
	2253	Amtrak	362	HLD	95	ADA	51	0
	2254	Amtrak	317	SMW	90	MTI	56	0
	2255	Amtrak	248	SMW	87	PTI	36	0
	2256	Amtrak	486	ENG	205	SMW	81	0
	2257	Amtrak	246	HLD	52	ENG	50	0
	2258	Amtrak	163	SMW	68	MTI	45	0
	2259	Amtrak	223	HLD	75	PTI	39	0
	2290	Amtrak	237	ENG	155	HLD	43	0
	2297	Amtrak	118	HLD	105	OTH	13	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	1174	ITI	524	SMW	133	0
	51	Amtrak	698	SMW	230	CTI	70	0
Carolinian	79	Amtrak	657	SMW	208	ENG	108	0
	80	Amtrak	373	ENG	76	CTI	65	0
Crescent	19	Amtrak	822	SVS	148	SMW	147	0
	20	Amtrak	408	PTI	128	SMW	54	0
Keystone	600	Amtrak	116	SYS	40	HLD	39	0
	601	Amtrak	88	DMW	31	PSR	15	0
	605	Amtrak	276	CTI	65	DET	63	0
	607	Amtrak	128	SYS	40	HLD	25	0
	609	Amtrak	339	SYS	94	SMW	52	0
	610	Amtrak	103	HLD	43	ITI	43	0
	611	Amtrak	255	DCS	115	DBS	43	0
	612	Amtrak	1936	ENG	1914	ADA	22	0
	615	Amtrak	15	HLD	15	-	0	0
	618	Amtrak	302	ENG	143	PSR	45	0
	619	Amtrak	39	CTI	23	FTI	8	0
	620	Amtrak	160	ITI	77	PSR	29	0
	622	Amtrak	301	ITI	86	ENG	65	0
	637	Amtrak	473	SMW	237	CTI	118	0
	639	Amtrak	950	ENG	537	SMW	291	0
	640	Amtrak	583	CTI	188	HLD	88	0
	641	Amtrak	456	ENG	75	PTI	62	0
	642	Amtrak	180	PTI	58	CCR	29	0
	643	Amtrak	461	ENG	141	HLD	57	0
	644	Amtrak	283	PTI	85	HLD	53	0
	645	Amtrak	194	HLD	51	ENG	43	0
	646	Amtrak	144	CCR	32	SYS	28	0
	647	Amtrak	246	PTI	77	ENG	46	0

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

Service	Train	Host ^b	1st Quarter FY 2015					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	648	Amtrak	230	HLD	73	INJ	42	0
	649	Amtrak	217	HLD	57	PTI	34	0
	650	Amtrak	304	PTI	106	HLD	56	0
	651	Amtrak	288	ENG	100	HLD	39	0
	652	Amtrak	294	PTI	83	CTI	36	0
	653	Amtrak	276	CTI	74	MTI	40	0
	654	Amtrak	177	HLD	52	ADA	43	0
	655	Amtrak	465	PTI	121	ENG	74	0
	656	Amtrak	151	PTI	36	PSR	26	0
	658	Amtrak	203	DCS	79	HLD	38	0
	660	Amtrak	444	SMW	98	PSR	84	0
	661	Amtrak	321	ENG	71	PTI	70	0
	662	Amtrak	255	DBB	65	SMW	61	0
	663	Amtrak	304	HLD	110	SMW	42	0
	664	Amtrak	417	SMW	125	PTI	102	0
	665	Amtrak	524	ENG	323	HLD	50	0
	666	Amtrak	205	HLD	64	PSR	41	0
	667	Amtrak	249	HLD	94	MTI	62	0
	669	Amtrak	267	ENG	64	HLD	62	0
	670	Amtrak	269	ENG	125	PTI	86	0
	671	Amtrak	317	ENG	189	CTI	55	0
	672	Amtrak	102	SMW	32	HLD	18	0
	674	Amtrak	246	HLD	80	ENG	56	0
Northeast Regional								
Richmond / Newport News/Norfolk ^d	66	Amtrak	353	SMW	86	HLD	61	0
	67	Amtrak	360	SMW	163	ENG	42	0
	71	Amtrak	495	SMW	113	PTI	105	0
	82	Amtrak	396	SMW	92	HLD	82	0
	83	Amtrak	809	HLD	257	SMW	121	0
	84	Amtrak	336	PTI	110	SMW	47	0
	85	Amtrak	670	SMW	153	CTI	104	0
	86	Amtrak	397	PTI	128	DET	42	0
	87	Amtrak	1534	SVS	636	SMW	340	0
	88	Amtrak	714	ENG	279	HLD	88	0
	93	Amtrak	947	CTI	155	CAR	121	0
	94	Amtrak	898	CTI	265	ENG	154	0
	95	Amtrak	518	HLD	112	PTI	93	0
	99	Amtrak	655	HLD	163	SMW	115	0
	125	Amtrak	564	SMW	168	ENG	107	0
	157	Amtrak	479	SMW	113	DCS	88	0
	164	Amtrak	585	HLD	153	SMW	100	0
	174	Amtrak	421	ENG	96	HLD	77	0
	194	Amtrak	293	ENG	98	HLD	68	0
195	Amtrak	662	HLD	162	SMW	124	0	
Lynchburg ^e	145	Amtrak	867	SMW	260	INJ	144	0
	147	Amtrak	563	PTI	161	HLD	128	0
	156	Amtrak	369	CTI	61	DCS	50	0
	171	Amtrak	822	ENG	188	HLD	121	0
	176	Amtrak	636	ENG	126	HLD	105	0
All Other Northeast Regional	110	Amtrak	482	SMW	113	ENG	94	0
	111	Amtrak	420	SMW	193	CTI	68	0
	121	Amtrak	267	SMW	155	HLD	50	0
	123	Amtrak	308	ENG	171	DCS	106	0
	126	Amtrak	526	ENG	249	MTI	202	0
	127	Amtrak	613	SMW	153	PTI	104	0
	129	Amtrak	437	CTI	128	SMW	109	0
	130	Amtrak	631	ENG	140	CTI	75	0
	131	Amtrak	291	SMW	196	DDA	20	0
	132	Amtrak	347	SMW	169	HLD	64	0
	133	Amtrak	612	CTI	203	PTI	92	0
	134	Amtrak	234	SVS	61	CTI	44	0
	135	Amtrak	452	ENG	123	SMW	78	0
	136	Amtrak	515	HLD	243	DBS	113	0
	137	Amtrak	323	SMW	74	HLD	71	0
	138	Amtrak	495	CTI	178	DCS	59	0
	139	Amtrak	134	SMW	63	HLD	40	0
	140	Amtrak	424	SVS	103	MTI	87	0
	141	Amtrak	593	HLD	109	SMW	97	0
	143	Amtrak	360	SMW	124	HLD	91	0
	146	Amtrak	250	HLD	68	ADA	35	0
	148	Amtrak	599	HLD	96	SVS	82	0
	150	Amtrak	161	DBS	96	HLD	45	0
	151	Amtrak	329	SMW	130	CTI	52	0
	152	Amtrak	270	SMW	106	ENG	40	0
	153	Amtrak	204	SMW	64	HLD	49	0
	154	Amtrak	249	SMW	113	CTI	58	0
	155	Amtrak	196	SMW	124	MTI	43	0
	158	Amtrak	83	HLD	21	ADA	15	0
	159	Amtrak	483	SMW	138	ENG	127	0
	160	Amtrak	232	SMW	56	CAR	45	0
	161	Amtrak	574	SMW	123	HLD	96	0
	162	Amtrak	229	SMW	91	HLD	47	0
	163	Amtrak	531	ENG	144	HLD	133	0
	165	Amtrak	231	HLD	83	PTI	42	0
	166	Amtrak	498	ENG	167	SMW	107	0
	167	Amtrak	111	ENG	31	CTI	27	0
	168	Amtrak	397	ENG	118	SMW	79	0
	169	Amtrak	147	SMW	44	HLD	24	0
	170	Amtrak	602	CTI	129	DET	98	0
172	Amtrak	563	HLD	90	PTI	89	0	
173	Amtrak	590	SMW	127	HLD	109	0	
175	Amtrak	459	HLD	125	SMW	100	0	
177	Amtrak	255	SMW	96	DCS	29	0	
178	Amtrak	277	HLD	49	ENG	46	0	
179	Amtrak	386	CAR	88	ITI	69	0	
180	Amtrak	572	ENG	98	CTI	90	0	

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

Service	Train	Host ^b	1st Quarter FY 2015					MM&C Allowance ^c	
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
	181	Amtrak	661	SMW	216	CTI	108	0	
	182	Amtrak	109	SMW	84	DBS	21	0	
	183	Amtrak	565	SMW	150	CTI	109	0	
	184	Amtrak	408	ENG	106	CAR	49	0	
	185	Amtrak	496	CTI	126	HLD	103	0	
	186	Amtrak	417	SMW	105	HLD	69	0	
	187	Amtrak	287	SMW	125	HLD	36	0	
	188	Amtrak	292	ENG	66	HLD	41	0	
	190	Amtrak	327	DET	128	HLD	38	0	
	192	Amtrak	197	SMW	78	INJ	39	0	
	193	Amtrak	618	SMW	163	CTI	109	0	
	196	Amtrak	426	SMW	122	MTI	72	0	
	198	Amtrak	266	SMW	82	ENG	41	0	
	401	Amtrak	921	PTI	463	ADA	100	0	
	405	Amtrak	117	SYS	84	OTH	33	0	
	432	Amtrak	1593	CON	1593	-	0	0	
	450	Amtrak	1858	CON	954	PTI	636	0	
	460	Amtrak	2909	CON	1483	PTI	696	0	
	463	Amtrak	725	MTI	324	PTI	201	0	
	464	Amtrak	3666	CON	3102	PTI	564	0	
	465	Amtrak	2016	ITI	1058	PTI	859	0	
	467	Amtrak	0	-	0	-	0	0	
	470	Amtrak	1510	CON	655	PTI	514	0	
	475	Amtrak	149	MTI	92	ENG	26	0	
	476	Amtrak	4343	CON	3837	SVS	170	0	
	479	Amtrak	1479	ITI	973	PTI	241	0	
	488	Amtrak	3192	CON	2037	PTI	564	0	
	490	Amtrak	1542	CON	1516	DCS	18	0	
	493	Amtrak	1236	PTI	434	HLD	269	0	
	494	Amtrak	4048	CON	3311	PTI	475	0	
	495	Amtrak	75	CON	36	ADA	16	0	
	497	Amtrak	1070	PTI	909	HLD	149	0	
	Palmetto	89	Amtrak	691	SMW	219	HLD	99	0
		90	Amtrak	153	SMW	40	PTI	21	0
	Pennsylvanian	42	Amtrak	413	ENG	97	PTI	78	0
		43	Amtrak	420	ENG	108	HLD	86	0
	Silver Meteor	97	Amtrak	1165	SMW	269	SVS	199	0
		98	Amtrak	492	PTI	132	SMW	64	0
	Silver Star	91	Amtrak	671	ENG	147	SMW	128	0
		92	Amtrak	593	ENG	135	PTI	97	0
	Vermont	54	Amtrak	413	SMW	92	CAR	91	0
		55	Amtrak	394	OTH	87	PTI	59	0
		56	Amtrak	492	SVS	117	SMW	84	0
		57	Amtrak	243	SMW	98	HLD	58	0

^a Amtrak-responsible delays incurred on off-NEC portions hosted by Amtrak are included effective FY15.

^b Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

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

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

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

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

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

<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.