

**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)ÜŒÌ, 201k
(3 İĐÜË Quarter of Fiscal Year 2015)**



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

Published October 2015

Table of Contents
(Notes follow 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 – 63

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
	Jul. 13 - Jun. 15	Jul. 12 - Jun. 14	Apr. 13 - Mar. 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
	Jul. 13 - Jun. 15	Jul. 12 - Jun. 14	Apr. 13 - Mar. 14
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Jul. 13 - Jun. 15	Jul. 12 - Jun. 14	Apr. 13 - Mar. 14

Acela Express

Acela Express	185%	182%	186%
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Other NEC Corridor Routes

Keystone Service	84%	89%	85%
Northeast Regional (Boston - Washington)	136%	132%	136%
Newport News	122%	114%	121%
Lynchburg	139%	143%	141%
Norfolk	108%	n/a	111%
Richmond	87%	n/a	85%
New Haven - Springfield	71%	63%	71%

Non-NEC Corridor Routes

Capitol Corridor	78%	80%	79%
Carolinian	98%	102%	101%
Cascades	85%	85%	85%
Downeaster	81%	84%	83%
Empire Corridor			
Adirondack	93%	98%	112%
Empire Service	73%	79%	71%
Ethan Allen Express	93%	88%	92%
Maple Leaf	89%	78%	87%
Heartland Flyer	77%	70%	75%
Hiawatha	87%	91%	87%
Hoosier State	36%	19%	32%
Illinois			
Carl Sandburg / Illinois Zephyr	83%	86%	75%
Illini / Saluki	77%	79%	73%
Lincoln Service	86%	81%	78%
Michigan			
Blue Water	82%	88%	86%
Pere Marquette	72%	77%	72%
Wolverine	66%	59%	66%
Kansas City - St. Louis	83%	89%	84%
Pacific Surfliner	77%	80%	78%
Pennsylvanian	75%	72%	73%
Piedmont	71%	72%	69%
San Joaquins	86%	84%	88%
Vermont	109%	87%	102%

Long-Distance Routes

Auto Train	104%	75%	94%
California Zephyr	44%	43%	44%
Capitol Limited	44%	47%	46%
Cardinal	33%	32%	33%
City of New Orleans	44%	48%	45%
Coast Starlight	45%	44%	44%
Crescent	41%	42%	42%
Empire Builder	49%	54%	50%
Lake Shore Ltd	48%	50%	49%
Palmetto	59%	58%	59%
Silver Meteor	52%	51%	52%
Silver Star	44%	43%	44%
Southwest Chief	43%	41%	42%
Sunset Limited	26%	25%	26%
Texas Eagle	44%	48%	45%

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
	Jul. 13 - Jun. 15	Jul. 12 - Jun. 14	Apr. 13 - Mar. 14

Acela Express

Acela Express	185%	182%	186%
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Other NEC Corridor Routes

Keystone Service	70%	73%	72%
Northeast Regional (Boston - Washington)	136%	132%	136%
Newport News	123%	118%	123%
Lynchburg	151%	148%	151%
Norfolk	97%	n/a	101%
Richmond	88%	n/a	86%
New Haven - Springfield	48%	51%	49%

Non-NEC Corridor Routes

Capitol Corridor	39%	40%	39%
Carolinian	90%	94%	92%
Cascades	51%	53%	52%
Downeaster	51%	54%	53%
Empire Corridor			
Adirondack	60%	58%	61%
Empire Service	45%	51%	46%
Ethan Allen Express	81%	83%	83%
Maple Leaf	87%	75%	85%
Heartland Flyer	24%	26%	24%
Hiawatha	70%	68%	69%
Hoosier State	10%	10%	10%
Illinois			
Carl Sandburg / Illinois Zephyr	34%	35%	34%
Illini / Saluki	45%	48%	46%
Lincoln Service	45%	45%	45%
Michigan			
Blue Water	48%	48%	48%
Pere Marquette	42%	47%	44%
Wolverine	45%	49%	47%
Kansas City - St. Louis	36%	37%	37%
Pacific Surfliner	54%	56%	55%
Pennsylvanian	69%	68%	69%
Piedmont	39%	41%	40%
San Joaquins	45%	46%	45%
Vermont	58%	51%	55%

Long-Distance Routes

Auto Train	104%	75%	94%
California Zephyr	44%	43%	44%
Capitol Limited	44%	47%	46%
Cardinal	33%	32%	33%
City of New Orleans	44%	48%	45%
Coast Starlight	45%	44%	44%
Crescent	41%	42%	42%
Empire Builder	49%	54%	50%
Lake Shore Ltd	48%	50%	49%
Palmetto	59%	58%	59%
Silver Meteor	52%	51%	52%
Silver Star	44%	43%	44%
Southwest Chief	43%	41%	42%
Sunset Limited	26%	25%	26%
Texas Eagle	44%	48%	45%

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 2015 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Jul. 13 - Jun. 15	Jul. 12 - Jun. 14	Apr. 13 - Mar. 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 2015 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Jul. 13 - Jun. 15	Jul. 12 - Jun. 14	Apr. 13 - Mar. 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 2015 Constant Dollars

Current Period	Prior Period	Prior Report
Jul. 13 - Jun. 15	Jul. 12 - Jun. 14	Apr. 13 - Mar. 14

(\$0.038)	(\$0.044)	(\$0.037)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

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

TABLE 4 (B):
ADJUSTED (LOSS) PER PASSENGER-MILE
Excluding State Revenue. Year 2015 Constant Dollars

Current Period	Prior Period	Prior Report
Jul. 13 - Jun. 15	Jul. 12 - Jun. 14	Apr. 13 - Mar. 14

(\$0.073)	(\$0.076)	(\$0.071)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

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

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

Service	Current Period	Prior Period	Prior Report
	Jul. 13 - Jun. 15	Jul. 12 - Jun. 14	Apr. 13 - Mar. 14

Acela Express

Acela Express	197	194	196
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Other NEC Corridor Routes

Keystone Service	144	147	146
Northeast Regional (Boston - Washington)	224	220	225
Newport News	272	269	276
Lynchburg	340	335	345
Norfolk	173	172	174
Richmond	157	115	150
New Haven - Springfield	110	116	112

Non-NEC Corridor Routes

Capitol Corridor	85	91	87
Carolinian	261	266	264
Cascades	130	133	130
Downeaster	90	96	92
Empire Corridor			
Adirondack	233	234	233
Empire Service	133	137	134
Ethan Allen Express	163	163	163
Maple Leaf	115	112	114
Heartland Flyer	89	94	91
Hiawatha	152	152	152
Hoosier State	63	69	65
Illinois			
Carl Sandburg / Illinois Zephyr	95	100	97
Illini / Saluki	125	133	128
Lincoln Service	134	138	135
Michigan			
Blue Water	166	168	168
Pere Marquette	122	124	124
Wolverine	133	123	122
Kansas City - St. Louis	87	91	89
Pacific Surfliner	150	146	149
Pennsylvanian	210	199	209
Piedmont	72	71	72
San Joaquins	125	127	126
Vermont	139	136	139

Long-Distance Routes

Auto Train	383	385	385
California Zephyr	166	172	170
Capitol Limited	196	199	197
Cardinal	124	129	126
City of New Orleans	163	169	165
Coast Starlight	224	231	225
Crescent	159	161	160
Empire Builder	172	199	176
Lake Shore Ltd	222	236	226
Palmetto	141	145	142
Silver Meteor	217	226	218
Silver Star	186	192	188
Southwest Chief	189	187	188
Sunset Limited	136	135	138
Texas Eagle	182	193	185

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	3rd Quarter FY 2015	3rd Quarter FY 2015

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-2.5	76.2%	82.0%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-0.8	87.4%	94.9%
Total Northeast Regional		78.5%	81.2%
Richmond / Newport News/Norfolk ^d	-0.5	67.8%	71.6%
Lynchburg ^e	Not Available	76.4%	80.6%
All Other Northeast Regional	-0.8	81.4%	86.1%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.0	93.2%	94.8%
Carolinian	0.2	45.1%	50.4%
Cascades	-1.5	79.9%	76.1%
Downeaster	-5.9	12.1%	49.0%
Empire Corridor	0.2	63.4%	64.1%
Adirondack	1.4	52.7%	54.6%
Ethan Allen Express	2.2	69.2%	75.7%
Maple Leaf	-0.7	50.5%	45.6%
New York - Albany ^f	0.0	72.7%	88.7%
New York - Niagara Falls	-0.8	42.0%	43.6%
Heartland Flyer	1.8	27.3%	51.9%
Hiawatha	-1.0	84.3%	90.5%
Hoosier State	1.7	65.4%	72.2%
Illinois	0.9	53.4%	58.8%
Carl Sandburg / Illinois Zephyr	0.9	94.0%	94.5%
Illini / Saluki	-0.7	21.2%	33.3%
Lincoln Service	1.4	49.0%	54.6%
Michigan	2.2	50.2%	63.5%
Blue Water	5.1	53.3%	70.2%
Pere Marquette	1.2	46.2%	77.7%
Wolverine	1.5	50.4%	60.0%
Kansas City - St. Louis	7.4	82.7%	82.7%
Pacific Surfliner	-0.2	80.0%	89.0%
Pennsylvanian	0.7	85.2%	79.6%
Piedmont	0.7	50.3%	77.9%
San Joaquin	-0.9	72.3%	75.3%
Vermont	2.9	91.2%	87.3%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	-0.5	59.9%	69.0%
California Zephyr	2.1	37.2%	34.0%
Capitol Limited	-1.6	33.0%	33.4%
Cardinal	0.8	56.4%	46.0%
City of New Orleans	0.7	81.9%	63.1%
Coast Starlight	0.8	84.1%	62.2%
Crescent	-0.3	44.5%	45.5%
Empire Builder	-2.5	48.8%	34.3%
Lake Shore Ltd	-2.2	37.9%	40.1%
Palmetto	0.7	58.3%	61.5%
Silver Meteor	-0.3	51.1%	48.0%
Silver Star	0.2	35.2%	41.0%
Southwest Chief	-1.2	46.7%	33.3%
Sunset Limited	2.5	38.5%	34.4%
Texas Eagle	1.3	21.4%	18.9%

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

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

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

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

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

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

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

Service	Host		3rd Quarter FY 2015						Route Miles	
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c		
				#1	Minutes	#2	Minutes			
Standard			900							
Acela Express										
Acela Express	MNRR		2297	DSR	1161	CTI	873	0	56	
Other NEC Corridor Routes										
Northeast Regional										
	Richmond / Newport News/Norfolk ^d	CSX	1985	DSR	485	FTI	423	0	189	
		MNRR	1157	CTI	580	DSR	394	0	56	
		NS	806	DSR	388	DBS	139	0	81	
	Lynchburg ^e	MNRR	1662	CTI	718	DSR	659	0	56	
		NS	716	FTI	298	DSR	214	0	166	
	All Other Northeast Regional	MNRR	1550	CTI	845	DSR	558	0	56	
	Non-NEC Corridor Routes									
	Capitol Corridor	UP	494	PTI	171	DCS	114	0	168	
	Carolinian	CSX	1863	FTI	538	PTI	465	0	295	
NS		889	DSR	267	FTI	213	0	202		
Cascades	BNSF	1247	FTI	386	DSR	318	0	343		
	UP	922	FTI	372	PTI	337	0	125		
Downeaster	MBTA	2697	DSR	1132	CTI	986	0	38		
	PanAm	4826	DSR	4019	PTI	415	0	77		
Empire Corridor										
Adirondack	CN	3990	DSR	2219	FTI	695	0	49		
	CP	1379	PTI	448	DSR	401	0	178		
	Amtrak	1261	PTI	352	DCS	300	0	104		
	MNRR	1576	CTI	759	DSR	427	0	64		
	Ethan Allen Express	CP	1373	DSR	418	PTI	409	0	60	
		Amtrak	1528	PTI	773	DCS	240	0	104	
		MNRR	1751	CTI	766	DSR	336	0	64	
		VTR	21	DSR	14	RTE	7	0	24	
	Maple Leaf	CSX	2149	FTI	690	DSR	490	0	298	
		Amtrak	1320	PTI	616	DSR	222	0	109	
		MNRR	1324	DSR	507	CTI	449	0	64	
	New York - Albany ^f	Amtrak	757	DSR	204	PTI	179	0	81	
		MNRR	1425	CTI	624	DSR	369	0	64	
	New York - Niagara Falls	CSX	1628	FTI	483	DSR	463	0	296	
		Amtrak	1170	PTI	374	DCS	301	0	109	
		MNRR	2178	CTI	791	DSR	519	0	64	
Heartland Flyer	BNSF	2749	DSR	1666	FTI	824	0	238		
Hiawatha	CP	757	DSR	177	FTI	174	0	53		
	Metra	2235	CTI	925	DSR	507	0	29		
Hoosier State	CSX	1452	FTI	698	DCS	369	0	169		
Illinois										
Carl Sandburg / Illinois Zephyr	BNSF	631	DSR	284	RTE	133	0	257		
Illini / Saluki	CN	1693	DCS	767	FTI	452	0	306		
Lincoln Service	CN	2069	FTI	805	DSR	309	0	37		
	UP	1880	PTI	674	FTI	434	0	231		
Michigan										
Blue Water	Amtrak	1034	DSR	526	PTI	352	0	99		
	CN	862	FTI	599	DSR	117	0	159		
	MIDOT	65	DCS	25	PTI	22	0	22		
	NS	4860	FTI	1901	DCS	849	1671	39		
	Pere Marquette	CSX	880	DCS	424	FTI	264	0	135	
NS		3920	FTI	1354	DSR	847	1671	39		
Wolverine		Amtrak	1181	PTI	510	DSR	508	0	99	
	CN	2471	DSR	1080	FTI	577	0	27		
	MIDOT	1516	DSR	895	DCS	273	0	134		
	NS	4103	FTI	1967	DCS	636	1671	39		
Kansas City - St. Louis	UP	771	FTI	259	DSR	149	0	271		
Pacific Surfliner	BNSF	1138	FTI	290	DSR	231	0	22		
	SCRRA	1012	PTI	495	CTI	310	0	95		
	SDNRR	1171	PTI	495	CTI	381	0	60		
	UP	1093	PTI	631	DSR	202	0	174		

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

Service	Host		3rd Quarter FY 2015						Route Miles
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	
				#1	Minutes	#2	Minutes		
Standard			900						
Pennsylvanian	NS		822	FTI	354	DSR	200	0	249
Piedmont	NS		1203	FTI	394	DSR	297	0	173
San Joaquin	BNSF		1104	PTI	415	FTI	371	0	284
	UP		1100	PTI	407	FTI	244	0	88
Vermont	MNRR		1865	CTI	854	DSR	698	0	56
	NECR		671	DSR	468	DCS	80	0	238
Long-Distance Routes									
Auto Train	CSX		1398	FTI	518	DSR	296	0	898
	CFRC		3266	DSR	2252	DCS	556	0	16
California Zephyr	BNSF		1525	DSR	786	FTI	270	0	1,027
	UP		1030	FTI	292	DCS	159	0	1,431
Capitol Limited	CSX		1195	DSR	365	FTI	364	0	296
	NS		2123	FTI	1115	DSR	379	0	481
Cardinal	BBrRR		1279	PTI	526	FTI	432	0	132
	CSX		1301	FTI	571	DSR	296	0	698
	NS		1256	DSR	494	PTI	242	0	79
City of New Orleans	CN		1014	FTI	331	DSR	284	0	930
Coast Starlight	BNSF		848	DSR	233	FTI	229	0	186
	SCRRA		2377	PTI	1083	CTI	788	0	48
	UP		975	PTI	388	FTI	231	0	1,159
Crescent	NS		1190	FTI	583	DSR	266	0	1,141
Empire Builder	BNSF		1239	DSR	666	FTI	372	0	2,147
	CP		713	DSR	230	FTI	192	0	384
	Metra		2336	CTI	1236	DMW	544	0	29
Lake Shore Ltd	CSX		1413	FTI	523	DSR	327	0	741
	MNRR		1860	CTI	813	DSR	389	0	64
	NS		2052	FTI	1257	DSR	253	0	339
Palmetto	CSX		1101	FTI	395	PTI	206	0	659
Silver Meteor	CSX		953	FTI	343	DSR	187	0	1,152
	CFRC		1952	PTI	669	DCS	509	0	61
	Fla DOT		1107	CTI	375	DCS	247	0	68
Silver Star	CSX		1254	FTI	418	PTI	273	0	1,209
	CFRC		1080	DCS	349	DSR	278	0	61
	Fla DOT		1129	CTI	660	DCS	280	0	68
	NS		1039	PTI	724	DMW	68	0	28
Southwest Chief	BNSF		806	DSR	301	FTI	193	0	2,198
	NMDOT		2981	DSR	1573	CTI	870	0	80
Sunset Limited	BNSF		677	DSR	407	DCS	153	0	190
	UP		1843	FTI	880	DSR	385	0	1,784
Texas Eagle	BNSF		2026	DSR	1330	FTI	357	0	126
	CN		2543	FTI	1132	PTI	644	0	37
	UP		2549	FTI	1070	DSR	541	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	3rd Quarter FY 2015					
	Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
		#1	Minutes	#2	Minutes	

Standard	325					
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Acela Express

Acela Express	318	OTH	177	HLD	62	0
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Other NEC Corridor Routes

Northeast Regional						
Richmond / Newport News/Norfolk ^d	517	HLD	165	OTH	144	0
Lynchburg ^e	574	HLD	172	OTH	170	0
All Other Northeast Regional	911	OTH	513	HLD	112	0

Non-NEC Corridor Routes

Capitol Corridor	485	OTH	170	HLD	98	0
Carolinian	575	HLD	205	ADA	165	0
Cascades	295	ADA	60	HLD	57	0
Downeaster	207	ITI	148	HLD	27	0
Empire Corridor						
Adirondack	344	HLD	101	SVS	65	0
Ethan Allen Express	363	HLD	84	ITI	81	0
Maple Leaf	466	OTH	192	SVS	183	0
New York - Albany ^f	273	HLD	90	OTH	56	0
New York - Niagara Falls	402	SYS	118	HLD	94	0
Heartland Flyer	560	OTH	216	HLD	129	0
Hiawatha	469	OTH	176	ITI	155	0
Hoosier State	488	SYS	174	ENG	172	0
Illinois						
Carl Sandburg / Illinois Zephyr	180	HLD	94	ADA	55	0
Illini / Saluki	516	OTH	215	SYS	82	0
Lincoln Service	307	SYS	82	HLD	67	0
Michigan						
Blue Water	446	ENG	135	OTH	96	0
Pere Marquette	380	HLD	140	SYS	85	0
Wolverine	372	OTH	136	SYS	74	0
Kansas City - St. Louis	175	HLD	73	ADA	48	0
Pacific Surfliner	500	HLD	182	ADA	86	0
Pennsylvanian	320	HLD	133	OTH	84	0
Piedmont	503	ADA	160	HLD	122	0
San Joaquin	433	ADA	98	OTH	90	0
Vermont	262	OTH	97	SVS	49	0

Long-Distance Routes

Auto Train	311	ITI	141	SYS	49	0
California Zephyr	485	SYS	168	HLD	82	0
Capitol Limited	327	HLD	123	SYS	43	0
Cardinal	414	ADA	91	HLD	90	0
City of New Orleans	364	HLD	106	OTH	101	0
Coast Starlight	520	HLD	155	OTH	106	0
Crescent	277	HLD	98	ADA	73	0
Empire Builder	432	CON	106	HLD	85	0
Lake Shore Ltd	714	CON	234	HLD	168	0
Palmetto	205	ADA	71	HLD	48	0
Silver Meteor	379	ADA	151	HLD	92	0
Silver Star	379	ADA	108	HLD	104	0
Southwest Chief	305	HLD	132	SYS	53	0
Sunset Limited	704	HLD	136	CON	123	0
Texas Eagle	727	HLD	179	SYS	115	0

^aAmtrak-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	3rd 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		350	SMW	83	CTI	45	0	401
Other Services									
Standard			475						
Keystone	Amtrak		387	SMW	97	ENG	50	0	195
Cardinal	Amtrak		759	SMW	152	ENG	147	0	226
Carolinian	Amtrak		391	SMW	98	CTI	55	0	226
Crescent	Amtrak		686	PTI	138	SMW	117	0	226
Northeast Regional	Amtrak		490	SMW	79	PTI	55	0	
Richmond / Newport News/Norfolk ^d	Amtrak		503	SMW	85	HLD	64	0	463
Lynchburg ^e	Amtrak		434	HLD	70	SMW	63	0	463
All Other Northeast Regional	Amtrak		490	SMW	77	CON	54	0	463
Palmetto	Amtrak		433	SMW	83	HLD	59	0	226
Pennsylvanian	Amtrak		519	SMW	125	ENG	103	0	195
Silver Meteor	Amtrak		895	PTI	172	SMW	131	0	226
Silver Star	Amtrak		746	PTI	124	SMW	112	0	226
Vermont	Amtrak		522	SMW	100	PTI	96	0	304

^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: 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		3rd 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		72	79	72	66	78	50
Other NEC Corridor Routes							
Keystone Service		85	88	74	69	84	N/A
Northeast Regional (Boston - Washington)		77	80	68	63	80	59
Newport News ^b		73	81	69	57	80	61
Norfolk ^c		84	84	71	65	85	65
Richmond ^d		83	87	72	63	83	67
Lynchburg ^e		87	85	74	60	84	64
New Haven - Springfield		80	87	74	64	84	60
Non-NEC Corridor Routes							
Capitol Corridor		87	88	82	80	90	67
Carolinian		73	86	67	61	78	69
Cascades		85	87	81	78	86	63
Downeaster		56	82	59	69	74	60
Empire Corridor							
Adirondack		66	73	59	53	73	44
Ethan Allen Express		78	88	72	68	82	60
Maple Leaf		75	85	70	59	80	62
New York - Albany ^f		75	88	68	63	78	N/A
Heartland Flyer		81	94	81	82	87	78
Hiawatha		85	89	79	84	85	N/A
Hoosier State		73	83	76	73	79	N/A
Illinois							
Carl Sandburg / Illinois Zephyr		93	88	84	85	87	78
Illini / Saluki		74	78	70	69	78	67
Lincoln Service		69	82	68	67	78	64
Michigan							
Blue Water		80	82	75	75	82	62
Pere Marquette		82	87	77	78	86	66
Wolverine		74	85	73	68	76	60
Kansas City - St. Louis		90	88	81	77	88	67
Pacific Surfliner		82	87	77	77	87	62
Pennsylvanian		84	87	74	61	83	66
Piedmont		88	90	81	87	88	N/A
San Joaquins		83	85	79	77	84	75
Vermont		83	84	77	59	83	61
Long-Distance Routes							
Auto Train		73	86	79	75	70	68
California Zephyr		65	79	64	59	72	59
Capitol Limited		72	81	69	76	80	65
Cardinal		68	76	62	55	69	56
City of New Orleans		83	83	78	76	77	70
Coast Starlight		76	82	74	64	78	64
Crescent		72	78	60	56	73	65
Empire Builder		69	81	65	59	73	61
Lake Shore Ltd		66	77	57	53	68	58
Palmetto		78	81	69	60	78	63
Silver Meteor		69	77	62	55	69	64
Silver Star		67	79	62	55	71	65
Southwest Chief		71	81	67	62	73	66
Sunset Limited		62	76	56	63	68	66
Texas Eagle		53	73	58	63	77	62

^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	3rd Quarter FY 2015		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	42	86	0.49
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Other NEC Corridor Routes

Keystone Service	29	34	0.86
Total Northeast Regional	96	141	0.68
Richmond / Newport News ^b	24	38	0.63
Lynchburg ^c	6	10	0.58
All Other Northeast Regional	66	93	0.71

Non-NEC Corridor Routes

Capitol Corridor	21	29	0.73
Carolinian	3	13	0.23
Cascades	16	24	0.68
Downeaster	0	8	0.00
Empire Corridor	23	54	0.43
Adirondack	6	7	0.85
Ethan Allen Express	0	4	0.00
Maple Leaf	5	9	0.59
New York - Albany ^d	4	17	0.23
New York - Niagara Falls	8	17	0.47
Heartland Flyer	0	3	0.00
Hiawatha	7	11	0.66
Hoosier State	4	2	1.99
Illinois	18	39	0.46
Carl Sandburg / Illinois Zephyr	1	9	0.11
Illini / Saluki	8	11	0.73
Lincoln Service	9	19	0.47
Michigan	8	26	0.31
Blue Water	3	6	0.52
Pere Marquette	0	3	0.00
Wolverine	5	17	0.29
Kansas City - St. Louis	1	10	0.10
Pacific Surfliner	19	39	0.48
Pennsylvanian	2	8	0.25
Piedmont	5	6	0.81
San Joaquins	16	34	0.48
Vermont	3	11	0.28

Long-Distance Routes

Auto Train	7	17	0.42
California Zephyr	21	44	0.48
Capitol Limited	11	14	0.77
Cardinal	6	9	0.69
City of New Orleans	4	17	0.24
Coast Starlight	9	25	0.36
Crescent	8	25	0.32
Empire Builder	16	46	0.35
Lake Shore Ltd	8	20	0.40
Palmetto	6	16	0.38
Silver Meteor	16	26	0.61
Silver Star	9	28	0.33
Southwest Chief	15	42	0.36
Sunset Limited	9	16	0.57
Texas Eagle	18	23	0.79

^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		3rd Quarter FY 2015	
		Food-Related	Train-Related

Amtrak Premium

Acela Express		0.17	2.30
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Amtrak Corridor

Keystone		0.00	1.06
Northeast Regional		0.03	3.34

Short Distance

Capitols		0.00	0.20
Carolinian		0.06	12.76
Cascades		0.10	3.23
Downeaster		0.04	5.77
Empire Corridor			
Adirondack		0.10	4.72
Empire Service		0.03	2.86
Ethan Allen Express		0.00	2.38
Maple Leaf		0.25	11.91
Heartland Flyer		0.07	11.11
Hiawatha		0.00	0.88
Hoosier State		0.00	4.84
Illinois			
Carl Sandburg / Illinois Zephyr		0.00	1.47
Illini / Saluki		0.00	4.91
Lincoln Service		0.19	9.82
Michigan			
Blue Water		0.04	3.63
Pere Marquette		0.00	5.94
Wolverine		0.03	6.76
Kansas City - St. Louis		0.05	3.48
Pacific Surfliner		0.03	1.92
Pennsylvanian		0.07	3.47
Piedmont		0.00	2.66
San Joaquins		0.09	3.61
Vermont		0.01	3.10

Long Distance

Auto Train		4.00	28.38
California Zephyr		4.23	66.01
Capitol Limited		2.99	19.87
Cardinal		1.67	21.33
City of New Orleans		0.66	14.22
Coast Starlight		0.97	12.08
Crescent		1.47	21.89
Empire Builder		0.86	22.54
Lake Shore Ltd		0.30	13.56
Palmetto		0.13	13.95
Silver Meteor		0.92	31.54
Silver Star		0.83	28.49
Southwest Chief		1.43	30.47
Sunset Limited		2.31	49.15
Texas Eagle		1.79	60.84

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	3rd Quarter FY 2015						
	Menu / Selection / Availability	Other	Pricing	Quality	Service		Total
Amtrak System	1,012	81	14	82	1,023		2,212
Amtrak Premium	76	0	1	4	71		152
Acela Express	76	0	1	4	71		152
Amtrak Corridor	34	0	1	9	16		60
Keystone	0	0	0	0	0		0
Northeast Regional	34	0	1	9	16		60
Short Distance	80	9	0	18	43		150
Capitol	0	0	0	1	0		1
Carolinian	0	0	0	3	2		5
Cascades	7	0	0	7	6		20
Downeaster	3	0	0	0	0		3
Empire Corridor	7	0	0	2	17		26
Adirondack	2	0	0	0	3		5
Empire Service	1	0	0	2	7		10
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	4	0	0	0	7		11
Heartland Flyer	1	0	0	0	0		1
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	21	0	0	0	5		26
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	21	0	0	0	5		26
Michigan	5	0	0	0	0		5
Blue Water	2	0	0	0	0		2
Pere Marquette	0	0	0	0	0		0
Wolverine	3	0	0	0	0		3
Kansas City - St. Louis	0	0	0	0	2		2
Pacific Surfliner	16	0	0	0	4		20
Pennsylvanian	4	7	0	0	1		12
Piedmont	0	0	0	0	0		0
San Joaquins	16	0	0	5	5		26
Vermont	0	2	0	0	1		3
Long Distance	822	72	12	51	893		1,850
Auto Train	70	9	2	6	198		285
California Zephyr	233	8	0	8	141		390
Capitol Limited	60	3	5	3	117		188
Cardinal	13	0	0	1	30		44
City of New Orleans	11	8	0	0	33		52
Coast Starlight	60	13	2	5	44		124
Crescent	86	2	0	2	24		114
Empire Builder	34	6	1	5	54		100
Lake Shore Ltd	13	0	2	0	14		29
Palmetto	3	0	0	0	4		7
Silver Meteor	28	1	0	3	49		81
Silver Star	29	2	0	2	46		79
Southwest Chief	91	6	0	9	40		146
Sunset Limited	24	8	0	2	33		67
Texas Eagle	67	6	0	5	66		144

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	3rd Quarter FY 2015						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	1,362	153	5,171	1,919	2,792		11,397
Amtrak Premium	42	7	90	43	121		303
Acela Express	42	7	90	43	121		303
Amtrak Corridor	222	25	365	213	299		1,124
Keystone	19	5	11	23	24		82
Northeast Regional	203	20	354	190	275		1,042
Short Distance	305	43	658	454	526		1,986
Capitol	8	3	18	11	11		51
Carolinian	40	4	155	48	42		289
Cascades	17	1	46	11	17		92
Downeaster	12	2	5	6	7		32
Empire Corridor	25	0	78	108	53		264
Adirondack	4	0	11	11	5		31
Empire Service	10	0	47	13	25		95
Ethan Allen Express	0	0	12	0	9		21
Maple Leaf	11	0	8	84	14		117
Heartland Flyer	5	0	0	1	2		8
Hiawatha	1	2	4	4	3		14
Hoosier State	0	0	4	1	0		5
Illinois	56	5	100	41	68		270
Carl Sandburg / Illinois Zephyr	7	0	4	6	8		25
Illini / Saluki	5	0	32	3	11		51
Lincoln Service	44	5	64	32	49		194
Michigan	25	5	49	29	93		201
Blue Water	6	0	16	11	8		41
Pere Marquette	4	1	6	2	6		19
Wolverine	15	4	27	16	79		141
Kansas City - St. Louis	10	0	23	3	7		43
Pacific Surfliner	54	14	86	109	99		362
Pennsylvanian	6	1	29	7	34		77
Piedmont	3	0	0	2	4		9
San Joaquins	30	3	52	53	77		215
Vermont	13	3	9	20	9		54
Long Distance	793	78	4,058	1,209	1,846		7,984
Auto Train	80	2	263	48	70		463
California Zephyr	102	13	595	165	224		1,099
Capitol Limited	28	4	299	78	146		555
Cardinal	16	2	57	14	32		121
City of New Orleans	25	3	78	49	99		254
Coast Starlight	62	10	363	128	137		700
Crescent	61	3	207	90	169		530
Empire Builder	40	7	436	83	109		675
Lake Shore Ltd	45	6	189	49	80		369
Palmetto	10	3	36	12	35		96
Silver Meteor	59	3	311	78	149		600
Silver Star	59	3	288	61	117		528
Southwest Chief	65	9	257	153	191		675
Sunset Limited	27	5	141	42	62		277
Texas Eagle	114	5	538	159	226		1,042

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	3rd Quarter FY 2015						
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		Total
Amtrak System	1,112	1,848	494	2,588	2,340		8,382
Amtrak Premium	18	17	7	61	20		123
Acela Express	18	17	7	61	20		123
Amtrak Corridor	37	290	34	373	121		855
Keystone	0	27	2	23	8		60
Northeast Regional	37	263	32	350	113		795
Short Distance	72	407	29	452	332		1,292
Capitols	0	0	0	1	1		2
Carolinian	3	47	2	96	73		221
Cascades	7	22	7	37	57		130
Downeaster	0	5	2	0	9		16
Empire Corridor	7	83	2	64	74		230
Adirondack	0	17	0	15	16		48
Empire Service	3	46	0	27	29		105
Ethan Allen Express	2	3	0	3	3		11
Maple Leaf	2	17	2	19	26		66
Heartland Flyer	0	2	0	1	1		4
Hiawatha	0	2	1	3	3		9
Hoosier State	0	0	0	0	6		6
Illinois	4	21	3	65	34		127
Carl Sandburg / Illinois Zephyr	0	4	0	8	0		12
Illini / Saluki	1	6	0	12	2		21
Lincoln Service	3	11	3	45	32		94
Michigan	9	100	1	39	8		157
Blue Water	3	4	0	7	0		14
Pere Marquette	3	4	0	5	0		12
Wolverine	3	92	1	27	8		131
Kansas City - St. Louis	2	0	0	12	3		17
Pacific Surfliner	35	24	3	69	16		147
Pennsylvanian	3	6	1	18	16		44
Piedmont	0	3	0	3	0		6
San Joaquins	2	13	5	21	18		59
Vermont	0	79	2	23	13		117
Long Distance	985	1,134	424	1,702	1,867		6,112
Auto Train	104	85	14	147	149		499
California Zephyr	145	69	165	200	287		866
Capitol Limited	45	40	4	70	23		182
Cardinal	10	15	7	21	25		78
City of New Orleans	46	59	15	117	29		266
Coast Starlight	77	71	21	103	70		342
Crescent	36	85	21	90	151		383
Empire Builder	95	56	40	119	99		409
Lake Shore Ltd	50	41	9	110	112		322
Palmetto	8	41	2	41	76		168
Silver Meteor	77	209	23	144	233		686
Silver Star	60	142	37	123	244		606
Southwest Chief	119	61	28	165	144		517
Sunset Limited	29	26	10	67	50		182
Texas Eagle	84	134	28	185	175		606

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

3rd Quarter FY 2015		
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Amtrak System		2554
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Division

Boston		125
California		424
Central		203
Empire		364
New York		57
Southeast		334
Southwest		541
Northwest		69
Washington		437

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

**TABLE 17:
PUBLIC BENEFITS**

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

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

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

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2015	3rd Quarter FY 2015

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-3.0	85.2%	94.4%
	2103	-2.3	90.2%	96.2%
	2104	-3.7	86.9%	95.6%
	2107	-3.6	90.6%	93.1%
	2108	Not Available	#N/A	#DIV/0!
	2109	-2.7	80.3%	88.4%
	2110	-2.4	96.8%	94.7%
	2117	-1.6	100.0%	99.3%
	2119	-1.8	90.2%	82.9%
	2121	-2.9	88.5%	93.0%
	2122	-4.9	73.4%	82.2%
	2124	-6.6	75.4%	80.1%
	2126	-5.4	78.7%	84.1%
	2128	Not Available	78.7%	88.9%
	2150	-1.5	70.3%	77.3%
	2151	-2.2	90.6%	90.1%
	2153	-2.9	95.3%	94.4%
	2154	-1.6	79.7%	85.8%
	2155	-1.4	87.5%	92.6%
	2158	-1.5	85.9%	88.4%
	2159	-1.2	85.9%	87.8%
	2160	-1.3	62.5%	75.3%
	2163	-2.6	76.6%	89.5%
	2164	-2.3	65.6%	82.3%
	2165	-2.2	82.8%	89.5%
	2166	-2.0	73.4%	73.6%
	2167	-2.5	71.9%	83.9%
	2168	-2.6	70.3%	83.0%
	2170	-3.5	32.8%	55.6%
	2171	-3.3	71.9%	83.5%
	2172	-2.8	34.4%	48.8%
	2173	-2.3	50.0%	63.0%
	2175	Not Available	78.1%	79.6%
	2190	-0.6	90.6%	91.1%
	2192	Not Available	#N/A	#DIV/0!
	2193	Not Available	#N/A	#DIV/0!
	2203	-3.2	100.0%	96.2%
	2205	-3.4	91.7%	95.8%
	2207	-3.3	84.6%	85.4%
	2208	-2.6	75.0%	80.2%
	2211	-1.6	100.0%	95.8%
	2212	-3.1	55.6%	80.5%
	2213	-4.0	75.0%	85.0%
	2216	-3.9	84.6%	89.4%
	2220	-3.6	61.5%	76.0%
	2221	-1.1	91.7%	91.7%
	2222	-4.9	83.3%	87.5%
	2225	-1.6	100.0%	94.1%
	2228	-5.1	66.7%	66.7%
	2250	-1.5	37.0%	57.8%
	2251	-2.4	78.6%	80.9%
	2252	-0.9	38.5%	67.4%
	2253	-1.7	55.6%	65.1%
	2254	-1.2	61.5%	77.5%
	2255	0.2	69.2%	74.9%
	2256	-2.5	76.9%	88.8%
	2257	-2.0	38.5%	58.8%
	2258	-2.3	15.4%	48.8%
	2259	-0.9	61.5%	69.5%
	2290	-3.6	85.7%	88.2%
	2297	-0.9	53.8%	84.8%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2015	3rd Quarter FY 2015

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	66	2.7	94.5%	73.5%
	67	-1.0	64.1%	79.9%
	71	Not Available	64.3%	62.5%
	82	-0.2	57.1%	55.4%
	83	0.8	76.9%	75.6%
	84	-3.3	71.9%	80.7%
	85	-0.6	68.8%	83.8%
	86	1.5	75.0%	73.8%
	87	2.3	76.9%	83.0%
	88	-1.6	63.0%	61.0%
	93	-1.1	64.7%	79.2%
	94	-0.7	40.6%	31.7%
	95	0.5	32.8%	71.1%
	99	-0.4	44.4%	68.0%
	125	Not Available	68.8%	76.8%
	157	Not Available	92.3%	85.0%
	164	Not Available	63.0%	66.7%
	174	Not Available	95.3%	86.3%
	194	-0.9	81.5%	66.1%
	195	0.5	48.1%	68.5%
Lynchburg ^d	145	0.8	69.2%	82.7%
	147	-0.6	85.7%	86.6%
	156	-14.5	77.8%	84.0%
	171	-7.7	67.2%	75.7%
	176	-7.1	84.4%	82.9%
All Other Northeast Regional	110	-2.6	87.5%	93.8%
	111	-0.7	90.6%	94.9%
	121	-2.2	100.0%	100.0%
	123	Not Available	83.3%	92.9%
	126	Not Available	100.0%	100.0%
	127	-4.1	78.7%	88.7%
	129	-2.9	71.9%	83.2%
	130	-2.5	75.0%	88.9%
	131	-2.1	88.0%	95.4%
	132	Not Available	84.6%	87.6%
	133	-2.0	75.0%	90.0%
	134	-0.3	66.7%	83.9%
	135	-1.5	66.7%	66.1%
	136	1.1	84.6%	77.0%
	137	-1.8	70.3%	83.8%
	138	-1.4	71.9%	89.8%
	139	Not Available	69.2%	69.2%
	140	1.7	92.6%	91.9%
	141	0.7	84.4%	91.0%
	143	0.6	96.3%	90.3%
	146	2.3	71.4%	76.8%
	148	-0.4	67.2%	67.6%
	150	-1.2	88.9%	93.0%
	151	-1.0	95.1%	94.6%
	152	-1.6	66.7%	80.2%
	153	-2.3	96.3%	97.9%
	154	-0.2	92.3%	100.0%
	155	-1.3	100.0%	98.4%
	158	1.4	88.9%	94.8%
	159	2.5	81.5%	91.6%
	160	-1.4	74.1%	84.3%
	161	0.3	81.5%	73.2%
	162	0.4	81.5%	92.6%
	163	-2.2	85.2%	68.4%
	165	-1.1	96.3%	82.7%
	166	-3.5	69.2%	82.4%
	167	-0.6	78.6%	71.6%
	168	-1.1	71.4%	72.6%
	169	-0.6	92.6%	75.3%
	170	-2.1	84.4%	83.7%
	172	-1.4	89.1%	82.4%
	173	0.1	81.3%	85.1%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2015	3rd Quarter FY 2015
	175	-0.7	89.1%	82.7%
	177	-1.2	82.8%	82.3%
	178	-2.7	87.5%	92.7%
	179	-2.8	76.6%	88.3%
	180	-2.1	78.1%	97.2%
	181	-0.2	80.3%	89.7%
	182	-2.0	92.0%	96.0%
	183	-1.5	83.3%	91.5%
	184	-3.0	73.8%	91.1%
	185	-4.3	92.2%	95.6%
	186	-1.9	78.1%	92.2%
	187	-0.5	75.0%	88.0%
	188	-0.4	84.4%	94.1%
	190	-0.5	90.6%	93.1%
	192	0.3	61.5%	80.6%
	193	-2.3	76.6%	78.5%
	196	-0.4	71.4%	85.2%
	198	-2.8	72.5%	89.9%
	401	6.3	74.1%	88.3%
	405	6.4	100.0%	100.0%
	432	Not Available	92.3%	88.5%
	450	2.8	74.1%	84.8%
	460	0.6	51.9%	67.8%
	463	3.5	88.9%	98.6%
	464	-1.1	55.6%	62.3%
	465	Not Available	92.3%	96.2%
	467	5.9	92.9%	88.1%
	470	3.2	92.2%	92.7%
	475	7.2	100.0%	100.0%
	476	0.4	65.6%	69.5%
	479	6.7	92.2%	94.7%
	488	3.6	29.6%	31.4%
	490	4.6	92.2%	93.3%
	493	6.6	85.9%	96.2%
	494	1.8	53.1%	54.0%
	495	5.7	96.9%	97.4%
	497	7.4	100.0%	93.9%
Keystone	600	0.7	93.8%	96.6%
	601	-0.9	92.2%	96.7%
	605	-0.3	93.8%	96.3%
	607	-0.8	95.3%	97.5%
	609	-1.2	93.8%	96.7%
	610	0.2	92.9%	95.5%
	611	-0.2	100.0%	100.0%
	612	-0.9	92.3%	92.1%
	615	0.0	100.0%	100.0%
	618	-4.1	92.2%	98.2%
	619	-2.1	92.2%	95.2%
	620	0.2	96.9%	98.9%
	622	-1.5	93.8%	96.4%
	637	-4.1	100.0%	100.0%
	639	-2.3	80.3%	94.4%
	640	-0.4	70.3%	93.5%
	641	-0.2	85.9%	93.2%
	642	-0.1	95.3%	99.4%
	643	-0.1	78.1%	93.1%
	644	-0.4	81.3%	97.6%
	645	-0.5	84.4%	91.1%
	646	0.1	96.9%	98.0%
	647	-0.5	78.1%	96.5%
	648	-0.7	95.3%	97.6%
	649	-1.8	79.7%	94.3%
	650	-0.2	90.6%	97.4%
	651	-0.8	82.8%	91.9%
	652	0.4	87.5%	97.9%
	653	0.3	81.3%	87.9%
	654	-0.2	95.3%	98.3%
	655	-0.4	68.8%	81.3%
	656	-2.0	90.6%	96.9%
	658	-0.6	92.3%	92.8%
	660	1.2	77.8%	98.4%

**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	3rd Quarter FY 2015	3rd Quarter FY 2015
	661	-0.4	88.9%	93.7%
	662	0.8	100.0%	100.0%
	663	-3.8	74.1%	94.7%
	664	-0.6	77.8%	98.7%
	665	0.2	88.9%	95.9%
	666	0.6	92.6%	99.7%
	667	-2.3	81.5%	92.2%
	669	-3.9	85.2%	90.7%
	670	-1.1	70.4%	92.4%
	671	-7.0	81.5%	91.9%
	672	-0.4	92.6%	97.4%
	674	Not Available	92.3%	89.3%
Non-NEC Corridor Routes				
Standard		≥ 0	80.0%	80.0%
Capitol Corridor	520	2.0	95.3%	97.7%
	521	1.0	95.3%	98.8%
	522	2.5	90.6%	95.3%
	523	1.2	96.9%	96.8%
	524	3.5	92.2%	94.2%
	525	2.5	96.8%	97.4%
	526	2.6	95.2%	97.3%
	527	2.3	95.3%	96.3%
	528	4.1	90.6%	91.6%
	529	0.5	98.4%	98.7%
	530	4.2	98.4%	98.4%
	531	3.2	93.8%	98.2%
	532	4.5	96.9%	95.3%
	533	1.3	92.2%	95.4%
	534	3.8	98.4%	97.8%
	535	2.7	90.6%	88.4%
	536	1.2	96.9%	96.7%
	537	2.2	93.8%	95.0%
	538	2.5	93.8%	96.7%
	540	3.3	92.2%	94.1%
	541	4.1	100.0%	98.8%
	542	1.8	92.2%	92.2%
	543	2.2	85.9%	92.7%
	544	3.6	96.9%	96.9%
	545	3.2	90.6%	93.9%
	546	2.7	84.4%	86.9%
	547	1.5	95.3%	96.3%
	548	-1.6	87.5%	95.7%
	549	0.5	95.3%	96.0%
	551	1.9	93.8%	97.5%
	720	3.0	96.3%	98.6%
	723	0.8	96.3%	98.9%
	724	2.1	96.3%	93.9%
	727	1.6	88.9%	92.7%
	728	1.7	100.0%	97.3%
	729	0.0	92.6%	92.6%
	732	1.5	92.6%	92.6%
	733	4.2	88.9%	91.3%
	734	1.4	88.9%	91.0%
	736	4.7	92.6%	97.6%
	737	2.8	96.3%	98.4%
	738	-0.7	81.5%	86.8%
	741	0.1	81.5%	91.5%
	742	1.1	81.5%	87.6%
	743	-0.8	81.5%	87.3%
	744	1.8	100.0%	97.9%
	745	1.8	92.6%	93.5%
	746	0.8	92.6%	91.6%
	747	2.6	85.2%	88.9%
	748	0.9	88.9%	95.2%
	749	2.1	88.9%	94.0%
	751	1.5	96.3%	100.0%
Carolinian	79	-0.2	25.3%	45.0%
	80	0.6	64.8%	55.8%
Cascades	500	1.1	87.9%	71.3%
	501	-2.4	82.4%	75.1%
	503	Not Available	93.5%	95.2%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2015	3rd Quarter FY 2015
Downeaster	505	Not Available	100.0%	99.3%
	506	0.7	80.2%	63.5%
	507	-0.1	80.2%	75.6%
	508	-2.4	86.8%	79.4%
	509	2.9	85.7%	82.0%
	510	-1.5	57.5%	87.5%
	513	-4.3	79.1%	71.3%
	516	-4.4	62.6%	70.1%
	517	-0.9	80.5%	85.4%
	680	-5.2	10.9%	47.2%
	681	-6.0	0.0%	40.1%
	682	-6.5	13.3%	53.8%
	683	-4.0	23.1%	60.0%
	684	-3.7	11.5%	48.3%
	685	-6.9	10.0%	45.0%
	686	-4.9	46.2%	60.6%
	687	-7.1	12.5%	42.7%
	688	-7.9	3.2%	42.1%
	689	-6.4	13.5%	66.4%
	690	-4.4	13.6%	45.2%
	691	-4.5	11.1%	42.9%
	692	-8.4	0.0%	47.8%
	693	-2.5	28.6%	71.9%
	694	-3.9	0.0%	40.5%
	695	-7.1	4.2%	43.2%
	696	-3.5	16.7%	47.2%
	697	-5.3	3.7%	43.5%
	698	-8.1	0.0%	49.4%
	699	-4.6	25.0%	61.3%

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

Service	Train Number	Test #1		Test #2		Test #3	
		Change in Effective Speed		Endpoint OTP ^a		All-Stations OTP ^b	
		Last Four Quarters		3rd Quarter FY 2015		3rd Quarter FY 2015	
Empire Corridor							
Adirondack	68		1.3	54.9%	47.3%		
	69		1.4	50.5%	61.9%		
Maple Leaf	63		0.1	51.6%	49.1%		
	64		-1.5	49.5%	42.2%		
New York - Albany ^e	230		1.5	95.3%	98.8%		
	232		1.3	71.9%	95.3%		
	233		-0.7	40.7%	74.0%		
	234		-0.6	89.1%	97.7%		
	235		1.4	65.6%	90.8%		
	236		0.0	84.6%	92.8%		
	237		0.4	51.6%	85.4%		
	238		0.3	74.7%	86.3%		
	239		-2.4	35.3%	84.6%		
	241		-0.2	72.5%	92.6%		
	242		1.7	68.8%	83.0%		
	243		1.8	93.8%	96.9%		
	244		-2.3	75.8%	88.8%		
	245		-0.3	85.9%	86.7%		
	250		0.6	92.6%	96.3%		
	252		-1.0	92.9%	96.9%		
	253		0.8	59.3%	86.8%		
	254		-0.6	100.0%	94.9%		
	255		-4.1	30.8%	41.8%		
	256		2.1	69.2%	79.1%		
	New York - Niagara Falls	259	Not Available		74.1%	93.7%	
		261		0.2	88.9%	92.0%	
280			-0.8	64.1%	51.7%		
281			-0.7	26.4%	37.6%		
283			-0.1	46.2%	47.8%		
284			-0.8	36.3%	38.7%		
288			0.4	30.8%	41.9%		
Ethan Allen Express		290		1.4	57.8%	85.2%	
	291		3.2	74.4%	69.7%		
	292		0.8	64.3%	56.7%		
	293		3.4	76.9%	74.1%		
	296		0.9	92.3%	87.2%		
Heartland Flyer	821		2.5	32.4%	70.6%		
	822		1.1	22.2%	33.3%		
Hiawatha	329		-0.1	94.9%	98.2%		
	330		0.0	94.8%	99.5%		
	331		-1.5	92.2%	93.8%		
	332		-1.0	96.7%	96.5%		
	333		-1.5	95.6%	90.1%		
	334		-0.6	89.0%	91.4%		
	335		-1.6	75.8%	78.9%		
	336		-0.6	84.6%	92.4%		
	337		-0.6	76.9%	89.7%		
	338		-2.6	56.0%	77.6%		
	339		-1.1	76.9%	84.4%		
	340		-1.7	78.0%	93.8%		
	341		-0.3	86.8%	92.5%		
	342		-0.5	84.6%	90.5%		
Hoosier State	850		0.9	59.6%	73.3%		
	851		3.3	71.2%	71.2%		
Illinois							
Carl Sandburg / Illinois Zephyr	380		0.7	95.6%	95.2%		
	381		1.1	98.9%	99.0%		
	382		1.0	93.4%	91.4%		
	383		0.8	87.9%	92.3%		

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2015	3rd Quarter FY 2015
Illini / Saluki Lincoln Service	390	0.4	25.6%	36.4%
	391	0.6	30.8%	33.4%
	392	-1.1	12.1%	37.0%
	393	-3.0	16.5%	26.7%
	300	2.1	52.4%	68.5%
	301	1.2	46.4%	64.2%
	302	1.6	40.5%	52.5%
	303	0.7	39.3%	48.4%
	304	1.2	55.6%	48.8%
	305	0.6	44.4%	49.9%
	306	2.1	58.2%	61.1%
	307	1.5	53.8%	48.3%
Michigan				
Blue Water Pere Marquette Wolverine	364	4.5	80.2%	61.7%
	365	5.8	26.4%	78.7%
	370	0.9	49.5%	67.0%
	371	1.3	42.9%	88.4%
	350	0.0	69.2%	79.8%
	351	3.3	51.6%	85.7%
	352	1.1	48.3%	57.3%
	353	4.6	75.9%	88.2%
	354	-0.8	20.0%	23.4%
	355	3.2	52.7%	57.3%
Kansas City - St. Louis	359	Not Available	45.2%	56.8%
	311	4.8	81.3%	76.0%
	313	7.6	85.7%	82.6%
	314	7.9	80.2%	87.8%
	316	8.9	83.5%	84.6%
Pacific Surfliner	562	2.7	93.3%	95.6%
	564	-0.4	84.6%	98.2%
	565	1.5	86.4%	94.8%
	566	-0.7	62.8%	93.1%
	567	-2.2	79.5%	92.1%
	572	-2.6	88.8%	98.8%
	573	-2.1	87.2%	94.3%
	579	0.2	87.8%	94.4%
	580	1.8	89.8%	95.5%
	582	1.2	93.3%	96.1%
	583	-4.2	80.7%	95.8%
	591	1.7	94.5%	96.7%
	595	-1.8	79.1%	94.2%
	761	Not Available	50.0%	86.5%
	763	-0.2	83.5%	91.2%
	768	-0.4	54.9%	91.4%
	769	-1.0	59.3%	78.7%
	774	0.3	86.8%	86.6%
	777	Not Available	82.4%	82.4%
	784	-0.4	80.2%	89.9%
	785	-0.5	80.2%	85.9%
	790	Not Available	84.4%	72.1%
	796	-0.9	69.2%	86.3%
	1761	Not Available	63.0%	87.5%
	1790	Not Available	81.5%	88.9%
Pennsylvanian	42	1.1	87.9%	86.9%
	43	0.3	82.4%	71.8%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	3rd Quarter FY 2015	3rd Quarter FY 2015
Piedmont	73	0.6	66.7%	89.0%
	74	Not Available	56.8%	77.8%
	75	Not Available	40.9%	78.3%
	76	Not Available	36.7%	66.6%
San Joaquin	701	-2.2	85.7%	84.3%
	702	-1.5	79.1%	80.3%
	703	-1.7	76.7%	77.7%
	704	-0.2	80.2%	81.3%
	711	-0.1	76.9%	84.2%
	712	-2.6	61.5%	65.0%
	713	0.0	65.9%	69.3%
	714	-0.7	70.3%	76.3%
	715	-0.5	56.0%	62.9%
	716	-0.1	75.8%	77.1%
	717	-0.7	59.3%	69.3%
	718	0.1	80.2%	80.7%
Vermont	54	3.3	96.3%	95.9%
	55	2.7	93.8%	88.7%
	56	3.1	92.2%	81.3%
	57	2.5	77.8%	89.6%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	-0.1	58.2%	65.4%
	53	-0.8	61.5%	72.5%
California Zephyr	5	2.2	53.3%	33.6%
	6	2.0	21.1%	34.4%
Cardinal	50	0.2	35.9%	35.6%
	51	1.6	76.9%	56.1%
Capitol Limited	29	-2.1	24.2%	43.3%
	30	-1.1	41.8%	23.6%
City of New Orleans	58	0.6	76.9%	61.0%
	59	0.7	86.8%	65.2%
Coast Starlight	11	0.3	86.8%	72.2%
	14	1.4	81.3%	52.3%
Crescent	19	-0.3	40.7%	50.3%
	20	-0.3	48.4%	40.8%
Empire Builder	27	-2.4	53.3%	35.3%
	28	-2.7	79.8%	30.6%
	7	-2.2	59.3%	39.0%
	8	-2.7	3.3%	32.0%
Lake Shore Ltd	448	6.6	19.0%	27.8%
	449	2.6	48.1%	60.0%
	48	-0.7	60.4%	41.4%
	49	-4.1	23.1%	35.2%
Palmetto	89	0.3	44.4%	54.3%
	90	1.1	72.2%	68.9%
Silver Meteor	97	-0.7	52.7%	47.4%
	98	0.2	49.5%	48.7%
Silver Star	91	-0.4	40.7%	36.5%
	92	0.6	29.7%	45.6%
Southwest Chief	3	-1.0	54.9%	42.4%
	4	-1.3	38.5%	24.1%
Sunset Limited	1	3.0	46.2%	34.0%
	2	2.0	30.8%	34.8%
Texas Eagle	21	1.7	33.0%	17.6%
	22	1.0	9.9%	20.2%

^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		3rd Quarter FY 2015					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard	900
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Acela Express

Acela Express	2150	MNRR		2718	DSR	2514	CTI	173	0
	2151	MNRR		2693	CTI	2327	DSR	310	0
	2153	MNRR		2201	DSR	1939	CTI	153	0
	2154	MNRR		2257	DSR	1920	CTI	240	0
	2155	MNRR		1610	DSR	1127	DCS	282	0
	2158	MNRR		2134	CTI	1691	DSR	335	0
	2159	MNRR		2268	CTI	1649	DSR	282	0
	2160	MNRR		1978	CTI	592	DCS	508	0
	2163	MNRR		2497	DSR	1491	CTI	643	0
	2164	MNRR		2307	DSR	1069	CTI	826	0
	2165	MNRR		2196	DSR	1479	CTI	343	0
	2166	MNRR		2405	CTI	2076	DSR	204	0
	2167	MNRR		2257	DSR	1565	CTI	474	0
	2168	MNRR		2268	CTI	1293	DSR	975	0
	2170	MNRR		2640	CTI	2193	PTI	246	0
	2171	MNRR		2824	CTI	1523	DSR	1013	0
	2172	MNRR		2695	DSR	1261	CTI	1069	0
	2173	MNRR		2997	DSR	2148	CTI	550	0
	2175	MNRR		2063	DSR	1701	CTI	295	0
	2190	MNRR		2204	DSR	1722	CTI	368	0
	2250	MNRR		1660	CTI	946	DSR	503	0
	2251	MNRR		1786	DSR	765	DCS	446	0
	2252	MNRR		1621	CTI	1621	-	-	0
	2253	MNRR		1799	DSR	1085	DCS	331	0
	2254	MNRR		1566	DSR	962	DCS	412	0
	2255	MNRR		2093	DSR	1208	CTI	576	0
	2256	MNRR		1648	DSR	1566	DCS	55	0
	2257	MNRR		1992	DSR	1016	CTI	810	0
	2258	MNRR		1909	DSR	1154	CTI	412	0
	2259	MNRR		1690	DSR	893	CTI	797	0
	2290	MNRR		2372	DSR	1569	DCS	370	0
	2297	MNRR		2426	DSR	2277	CTI	149	0

Other NEC Corridor Routes

Northeast Regional									
Richmond / Newport News/Norfolk ^d	194	CSX		1965	DSR	565	DCS	489	0
		MNRR		1409	CTI	767	DSR	403	0
	195	CSX		2285	DCS	795	PTI	758	0
		MNRR		1038	CTI	575	DSR	218	0
	66	CSX		1426	DSR	561	FTI	381	0
		MNRR		559	DSR	286	CTI	124	0
	67	CSX		2628	DSR	736	FTI	498	0
		MNRR		377	DSR	170	CTI	128	0
	71	CSX		1829	DBS	844	DCS	379	0
		NS		432	DSR	362	RTE	71	0
	82	CSX		2257	FTI	1351	PTI	317	0
		MNRR		1684	CTI	714	DSR	638	0
	83	CSX		2242	DSR	776	FTI	658	0
		MNRR		1209	CTI	1058	DMW	124	0
	84	CSX		1841	FTI	658	DMW	365	0
	85	CSX		1302	RTE	313	FTI	252	0
	86	CSX		1182	FTI	242	DSR	205	0
		MNRR		1696	DSR	1504	CTI	142	0
	87	CSX		543	DSR	188	RTE	125	0
	88	CSX		1726	FTI	574	DCS	532	0
		MNRR		1058	DSR	747	CTI	238	0
		NS		366	DSR	348	DCS	18	0
	93	CSX		1579	CTI	613	DSR	275	0
		MNRR		1338	CTI	1250	DSR	39	0
	94	CSX		2922	DSR	879	PTI	451	0
		MNRR		2168	CTI	1942	DSR	109	0

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

Service	Train	Host	3rd Quarter FY 2015					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard **900**

	95	CSX		2904	DSR	925	FTI	588	0
		MNRR		1083	CTI	340	DCS	287	0
	99	CSX		1551	DSR	594	DCS	338	0
		MNRR		1653	DSR	1131	CTI	245	0
	125	CSX		2285	CTI	666	FTI	610	0
		NS		833	DSR	423	RTE	253	0
	157	CSX		2053	PTI	946	FTI	575	0
		NS		442	DSR	247	FTI	123	0
	164	CSX		1466	DCS	382	FTI	376	0
		MNRR		952	DSR	437	CTI	417	0
	174	CSX		1482	RTE	415	FTI	281	0
		MNRR		1007	CTI	689	DCS	173	0
		NS		1125	DSR	404	DBS	398	0
Lynchburg ^a	145	NS		1398	FTI	984	DSR	231	0
	147	MNRR		1901	CTI	982	DMW	638	0
		NS		581	FTI	389	PTI	105	0
	156	NS		331	FTI	131	DSR	113	0
	171	MNRR		2333	DSR	1166	CTI	876	0
		NS		1059	FTI	432	DSR	326	0
	176	MNRR		940	CTI	502	DSR	273	0
		NS		427	DSR	175	FTI	76	0
All Other Northeast Regional	132	MNRR		1456	CTI	920	DSR	536	0
	135	MNRR		2262	DSR	1230	CTI	873	0
	136	MNRR		1360	DSR	536	CTI	508	0
	137	MNRR		2612	CTI	1362	DSR	1177	0
	139	MNRR		1690	CTI	1277	DSR	412	0
	140	MNRR		1177	DSR	688	DMW	245	0
	141	MNRR		1127	CTI	935	DSR	126	0
	143	MNRR		1025	CTI	569	DSR	351	0
	146	MNRR		1033	CTI	536	DSR	293	0
	148	MNRR		2118	CTI	1727	DSR	279	0
	150	MNRR		1693	DSR	1217	DCS	304	0
	160	MNRR		1415	DSR	582	DMW	556	0
	161	MNRR		906	DSR	370	CTI	331	0
	162	MNRR		1455	DSR	595	DMW	536	0
	163	MNRR		1455	CTI	509	DCS	311	0
	165	MNRR		1263	CTI	635	DSR	595	0
	166	MNRR		1195	DSR	440	CTI	426	0
	167	MNRR		230	CTI	153	DSR	77	0
	168	MNRR		2092	DSR	1059	CTI	1033	0
	169	MNRR		906	DSR	403	CTI	403	0
	170	MNRR		655	CTI	377	DSR	193	0
	172	MNRR		1551	DSR	1091	CTI	282	0
	173	MNRR		1417	CTI	1007	DSR	329	0
	175	MNRR		3658	CTI	3278	DSR	240	0
	177	MNRR		714	CTI	405	DSR	268	0
	178	MNRR		1122	CTI	608	DSR	488	0
	179	MNRR		424	DSR	173	CTI	159	0
	190	MNRR		2843	DSR	1568	CTI	1191	0

Non-NEC Corridor Routes

Capitol Corridor	520	UP		604	PTI	209	DCS	191	0
	521	UP		348	PTI	74	DCS	72	0
	522	UP		528	DCS	152	PTI	106	0
	523	UP		380	DCS	100	RTE	100	0
	524	UP		564	PTI	177	DCS	143	0
	525	UP		268	DCS	122	RTE	63	0
	526	UP		953	PTI	333	DCS	327	0
	527	UP		640	PTI	291	RTE	149	0
	528	UP		747	PTI	297	DCS	209	0
	529	UP		454	FTI	128	DCS	116	0
	530	UP		552	RTE	177	DCS	148	0
	531	UP		833	PTI	478	RTE	159	0
	532	UP		497	PTI	129	DCS	125	0
	533	UP		529	RTE	167	PTI	123	0
	534	UP		345	DCS	79	PTI	64	0
	535	UP		816	DCS	164	PTI	160	0
	536	UP		630	DCS	196	FTI	132	0
	537	UP		699	PTI	373	DCS	98	0
	538	UP		337	DCS	108	PTI	108	0
	540	UP		288	PTI	136	DCS	86	0

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

Service	Train	Host		3rd Quarter FY 2015					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard									
900									
	541	UP		204	FTI	57	PTI	45	0
	542	UP		386	PTI	157	FTI	69	0
	543	UP		485	PTI	163	DCS	89	0
	544	UP		254	RTE	87	DCS	77	0
	545	UP		472	DCS	159	PTI	150	0
	546	UP		308	RTE	109	DCS	89	0
	547	UP		492	PTI	332	RTE	70	0
	548	UP		748	PTI	264	DCS	209	0
	549	UP		379	RTE	129	PTI	124	0
	551	UP		341	PTI	152	RTE	98	0
	720	UP		305	RTE	81	PTI	76	0
	723	UP		266	RTE	144	PTI	78	0
	724	UP		574	PTI	349	DCS	86	0
	727	UP		270	RTE	143	DCS	53	0
	728	UP		376	DCS	152	PTI	138	0
	729	UP		319	DCS	117	RTE	92	0
	732	UP		525	RTE	191	DCS	153	0
	733	UP		787	PTI	243	DCS	239	0
	734	UP		527	RTE	158	OTH	100	0
	736	UP		449	PTI	167	DCS	141	0
	737	UP		319	PTI	122	RTE	89	0
	738	UP		488	DCS	208	FTI	103	0
	741	UP		804	PTI	482	RTE	130	0
	742	UP		550	PTI	174	RTE	109	0
	743	UP		912	PTI	538	DCS	136	0
	744	UP		308	PTI	158	DCS	80	0
	745	UP		453	PTI	216	DCS	161	0
	746	UP		276	PTI	119	DCS	89	0
	747	UP		505	PTI	202	DCS	155	0
	748	UP		510	PTI	225	RTE	200	0
	749	UP		314	DCS	119	RTE	64	0
	751	UP		229	FTI	72	RTE	47	0
Carolinian	79	CSX		1948	PTI	531	FTI	497	0
		NS		1095	DSR	306	FTI	294	0
	80	CSX		1778	FTI	579	PTI	399	0
		NS		684	DSR	228	DCS	206	0
Cascades	500	BNSF		1473	FTI	497	DSR	295	0
		UP		970	PTI	559	FTI	134	0
	501	BNSF		1481	FTI	435	DSR	331	0
	503	UP		394	FTI	124	DCS	107	0
	505	UP		265	FTI	214	DSR	27	0
	506	BNSF		1246	DSR	364	FTI	263	0
	507	BNSF		1176	DSR	337	FTI	288	0
		UP		998	FTI	485	PTI	284	0
	508	BNSF		726	FTI	218	DSR	193	0
	509	BNSF		1014	DSR	385	FTI	221	0
	510	BNSF		1821	FTI	730	PTI	492	0
	513	BNSF		1272	FTI	464	DSR	306	0
	516	BNSF		1175	FTI	409	DSR	315	0
	517	BNSF		1225	PTI	417	DSR	304	0
Downeaster	680	MBTA		4245	CTI	2575	DSR	1356	0
		PanAm		5518	DSR	5198	DCS	189	0
	681	MBTA		4070	DSR	1363	PTI	1323	0
		PanAm		2982	DSR	2193	PTI	532	0
	682	MBTA		1900	DSR	1164	CTI	595	0
		PanAm		4089	DSR	3910	FTI	116	0
	683	MBTA		2269	DSR	1323	CTI	855	0
		PanAm		2870	DSR	1706	PTI	861	0
	684	MBTA		2137	DSR	773	CTI	692	0
		PanAm		3351	DSR	1596	PTI	1450	0
	685	MBTA		2116	DSR	1495	DCS	225	0
		PanAm		6507	DSR	5652	DMW	356	0
686	MBTA		2751	CTI	1481	DSR	571	0	
	PanAm		2363	DSR	1653	DMW	514	0	

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

Service	Train	Host		3rd Quarter FY 2015					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard				900					
	687	MBTA		2881	CTI	1653	DSR	988	0
		PanAm		6736	DSR	5764	PTI	462	0
	688	MBTA		3012	CTI	1869	DSR	870	0
		PanAm		4122	DSR	1931	PTI	1748	0
	689	MBTA		1208	DSR	801	CTI	379	0
		PanAm		4040	DSR	3301	DMW	296	0
	690	MBTA		2128	DSR	1515	CTI	349	0
		PanAm		5238	DSR	5196	FTI	41	0
	691	MBTA		3189	CTI	1822	DSR	1088	0
		PanAm		4479	DSR	3805	PTI	593	0
	692	MBTA		4419	PTI	1274	DSR	1137	0
		PanAm		4418	DSR	4168	DCS	90	0
	693	MBTA		1587	DSR	1172	DMW	302	0
		PanAm		3081	DSR	2344	PTI	581	0
	694	MBTA		2551	DSR	1228	CTI	397	0
		PanAm		4056	DSR	2738	PTI	840	0
	695	MBTA		2877	DSR	1168	DCS	485	0
		PanAm		5817	DSR	5029	DCS	343	0
	696	MBTA		2660	DSR	1044	PTI	1014	0
		PanAm		4460	DSR	4059	FTI	165	0
	697	MBTA		2067	DSR	1225	DCS	372	0
		PanAm		6191	DSR	5367	FTI	347	0
	698	MBTA		3817	CTI	1852	FTI	888	0
		PanAm		4829	PTI	2475	DSR	2254	0
	699	MBTA		1323	DSR	1075	CTI	248	0
		PanAm		3516	DSR	3304	FTI	138	0
Empire Corridor									
Adirondack	68	CN		3315	DSR	1919	FTI	735	0
		CP		1237	DSR	438	PTI	272	0
		Amtrak		1151	DCS	458	PTI	359	0
		MNRR		1716	CTI	995	DSR	333	0
	69	CN		4657	DSR	2515	RTE	869	0
		CP		1520	PTI	623	DSR	364	0
		Amtrak		1371	PTI	345	DSR	287	0
		MNRR		1435	CTI	523	DSR	521	0
Maple Leaf	63	CSX		2016	FTI	535	DSR	491	0
		Amtrak		1387	PTI	399	DMW	355	0
		MNRR		1204	DSR	581	CTI	213	0
	64	CSX		2283	FTI	846	DSR	489	0
Amtrak		1256	PTI	823	DSR	193	0		
MNRR		1442	CTI	683	DSR	435	0		
New York - Albany ^f	230	Amtrak		276	DSR	102	DCS	65	0
		MNRR		1045	RTE	378	CTI	373	0
	232	Amtrak		735	PTI	317	DSR	173	0
		MNRR		1137	CTI	614	DSR	402	0
	233	Amtrak		1074	DSR	291	RTE	255	0
		MNRR		2737	DMW	970	CTI	820	0
	234	Amtrak		286	DSR	173	DCS	75	0
		MNRR		1847	CTI	1011	DSR	412	0
	235	Amtrak		1192	RTE	486	PTI	269	0
		MNRR		1190	DSR	498	RTE	240	0
	236	Amtrak		489	DSR	217	DCS	124	0
		MNRR		1209	DSR	421	CTI	395	0
	237	Amtrak		1142	PTI	388	DSR	192	0
		MNRR		1283	CTI	937	DSR	172	0
	238	Amtrak		914	PTI	335	DSR	235	0
		MNRR		1882	DSR	652	CTI	547	0
	239	Amtrak		1004	RTE	340	DMW	161	0
		MNRR		2139	CTI	1567	RTE	271	0
	241	Amtrak		788	DSR	235	RTE	171	0
		MNRR		423	CTI	173	RTE	152	0
242	Amtrak		864	PTI	311	DSR	194	0	
	MNRR		1616	CTI	564	DSR	471	0	
243	Amtrak		570	DSR	184	RTE	180	0	
	MNRR		670	DSR	267	CTI	218	0	
244	Amtrak		984	PTI	414	DCS	259	0	
	MNRR		2250	CTI	1247	DSR	531	0	

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

Service	Train	Host		3rd Quarter FY 2015					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard	900								
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New York - Niagara Falls	245	Amtrak		440	DCS	209	DSR	161	0
		MNRR		876	CTI	547	DCS	164	0
	250	Amtrak		446	DCS	287	DSR	123	0
		MNRR		1047	DSR	552	CTI	384	0
	252	Amtrak		272	DSR	123	DCS	61	0
		MNRR		1805	CTI	606	DMW	527	0
	253	Amtrak		946	DSR	369	PTI	287	0
		MNRR		1425	CTI	750	DSR	291	0
	254	Amtrak		435	DSR	161	DCS	142	0
		MNRR		1534	CTI	712	DSR	435	0
	255	Amtrak		888	DSR	387	DMW	293	0
		MNRR		1256	CTI	894	DSR	229	0
	256	Amtrak		595	DCS	255	DSR	198	0
		MNRR		1159	CTI	411	DSR	399	0
	259	Amtrak		637	DSR	328	DCS	177	0
		MNRR		872	CTI	413	DSR	297	0
	261	Amtrak		687	DSR	268	DCS	228	0
		MNRR		506	DSR	326	CTI	76	0
	280	CSX		1397	DSR	532	FTI	349	0
		Amtrak		966	PTI	313	DCS	285	0
		MNRR		2208	CTI	968	DSR	531	0
	281	CSX		1717	FTI	539	RTE	384	0
		Amtrak		1560	PTI	525	RTE	319	0
		MNRR		2408	CTI	749	DMW	533	0
	283	CSX		1393	FTI	452	DSR	404	0
		Amtrak		1195	PTI	352	DCS	286	0
		MNRR		2041	CTI	845	DSR	518	0
	284	CSX		1972	FTI	570	DSR	525	0
		Amtrak		1011	PTI	351	DCS	346	0
		MNRR		2110	CTI	721	DSR	443	0
Ethan Allen Express	288	CSX		1615	DSR	687	FTI	507	0
		Amtrak		718	DSR	387	DCS	283	0
		MNRR		1836	DSR	918	DCS	399	0
	290	CP		1222	DSR	550	FTI	270	0
		Amtrak		1834	PTI	1112	DCS	289	0
		MNRR		2328	DMW	746	CTI	618	0
		VTR		0	-	-	-	-	981
	291	CP		633	DSR	270	FTI	98	0
		Amtrak		1394	PTI	483	DCS	278	0
		MNRR		1407	CTI	884	DSR	284	0
		VTR		48	DSR	32	RTE	16	805
	292	CP		6057	PTI	4932	DMW	434	0
		Amtrak		1004	PTI	582	DSR	233	0
		MNRR		1323	DMW	606	RTE	325	0
		VTR		0	-	-	-	-	448
	293	CP		741	DSR	422	FTI	217	0
		Amtrak		1353	PTI	673	DSR	294	0
		MNRR		2379	CTI	2005	DSR	193	0
		VTR		0	-	-	-	-	966
	296	CP		2504	FTI	664	DSR	652	0
		Amtrak		1562	PTI	1152	DSR	278	0
		MNRR		809	DSR	555	RTE	133	0
		VTR		0	-	-	-	-	483
Heartland Flyer	821	BNSF		2341	DSR	1619	FTI	538	0
	822	BNSF		3159	DSR	1712	FTI	1110	0
Hiawatha	329	CP		604	DSR	239	DCS	152	0
		Metra		651	DSR	348	DCS	101	0
	330	CP		350	DCS	171	DSR	95	0
		Metra		3346	CTI	2903	DSR	315	0
	331	CP		652	DCS	206	DMW	179	0
		Metra		1658	CTI	515	DSR	449	0
	332	CP		712	DMW	360	DCS	135	0
		Metra		2333	DSR	693	DMW	621	0
	333	CP		906	DMW	309	FTI	230	0
		Metra		2038	DMW	829	DSR	638	0
	334	CP		1167	DMW	344	FTI	224	0
		Metra		2350	DSR	721	DMW	676	0
	335	CP		799	FTI	195	DMW	184	0
		Metra		3435	CTI	1251	DMW	922	0
	336	CP		1132	DMW	488	FTI	308	0
		Metra		2622	DMW	831	CTI	796	0

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

Service	Train	Host		3rd Quarter FY 2015					MM&C Allowance ^c	
				Total Delay	Largest 2 Delay Categories ^b					
					#1	Minutes	#2	Minutes		
Standard 900										
	337	CP		764	FTI	219	DSR	199	0	
		Metra		1660	DSR	367	CTI	312	0	
	338	CP		1101	FTI	433	DSR	238	0	
		Metra		2902	CTI	1612	DSR	579	0	
	339	CP		453	DSR	207	DCS	116	0	
		Metra		3536	CTI	2801	DSR	291	0	
	340	CP		909	FTI	339	DSR	281	0	
		Metra		2038	DSR	735	CTI	683	0	
	341	CP		426	DSR	217	DCS	95	0	
		Metra		933	CTI	433	DSR	374	0	
	342	CP		542	FTI	188	DCS	161	0	
		Metra		1796	CTI	783	DSR	600	0	
Hoosier State	850	CSX		1538	FTI	741	DCS	514	0	
	851	CSX		1368	FTI	655	DSR	288	0	
Illinois										
Carl Sandburg / Illinois Zephyr	380	BNSF		653	DSR	292	RTE	157	0	
	381	BNSF		528	DSR	234	RTE	114	0	
Illini / Saluki	382	BNSF		742	DSR	327	RTE	178	0	
	383	BNSF		602	DSR	282	CTI	99	0	
	390	CN		1482	DCS	750	FTI	373	0	
	391	CN		1644	DCS	735	FTI	469	0	
	392	CN		1999	DCS	754	FTI	521	0	
	393	CN		1654	DCS	829	FTI	445	0	
	Lincoln Service	300	CN		1694	FTI	718	DSR	449	0
			UP		1712	FTI	497	PTI	404	0
301		CN		1517	FTI	558	RTE	327	0	
		UP		1793	PTI	517	FTI	387	0	
302		CN		1806	FTI	724	DSR	429	0	
		UP		2265	PTI	968	FTI	483	0	
303		CN		1762	FTI	670	DCS	401	0	
		UP		1965	PTI	580	FTI	368	0	
304		CN		1867	FTI	1095	DSR	349	0	
		UP		2000	PTI	902	FTI	375	0	
305		CN		2298	FTI	676	DSR	365	0	
		UP		1590	PTI	482	FTI	343	0	
306		CN		2048	FTI	1314	DCS	356	0	
		UP		2081	PTI	939	FTI	463	0	
307		CN		3460	PTI	1584	DBS	835	0	
		UP		1648	PTI	583	FTI	555	0	
Michigan										
Blue Water	364	Amtrak		801	DSR	434	PTI	255	0	
		CN		640	FTI	418	DSR	112	0	
		MIDOT		70	DCS	25	PTI	20	0	
		NS		4675	FTI	2709	DSR	811	1671	
	365	Amtrak		1267	DSR	618	PTI	448	0	
		CN		1084	FTI	780	DSR	121	0	
		MIDOT		60	DCS	25	PTI	25	0	
		NS		5045	DCS	1127	FTI	1093	1671	
Pere Marquette	370	CSX		538	DCS	287	DSR	111	0	
		NS		4082	FTI	1571	PTI	935	1671	
	371	CSX		1228	DCS	563	FTI	445	0	
		NS		3755	FTI	1132	DSR	988	1671	

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

Service	Train	Host		3rd Quarter FY 2015					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	
Standard				900					
Wolverine	350	Amtrak		1216	PTI	659	DSR	387	0
		CN		3584	DSR	2164	FTI	678	0
		MIDOT		1434	DSR	914	PTI	234	0
		NS		2901	FTI	1816	DSR	528	1671
	351	Amtrak		1438	DSR	622	PTI	603	0
		CN		1671	DSR	634	FTI	406	0
		MIDOT		1099	DSR	854	DCS	206	0
		NS		3797	DSR	1059	FTI	927	1671
	352	Amtrak		964	PTI	550	DSR	379	0
		CN		1978	DSR	1015	FTI	599	0
		MIDOT		1381	DSR	784	PTI	347	0
		NS		3590	FTI	1578	DSR	860	1671
	353	Amtrak		1013	PTI	592	DSR	338	0
		CN		1574	DSR	573	FTI	507	0
		MIDOT		980	DSR	731	DCS	103	0
		NS		3253	FTI	2367	DSR	390	1671
	354	Amtrak		1323	DSR	591	PTI	528	0
		CN		2341	DSR	1501	FTI	525	0
		MIDOT		1661	DSR	1102	DCS	305	0
		NS		5590	FTI	2037	PTI	1140	1671
	355	Amtrak		753	DSR	498	PTI	143	0
		CN		2724	DSR	964	FTI	847	0
		MIDOT		1874	DSR	820	PTI	568	0
		NS		3170	FTI	1415	DCS	799	1671
	359	Amtrak		1737	PTI	980	DSR	540	0
		CN		3573	PTI	1394	FTI	621	0
		MIDOT		1451	DSR	810	DCS	371	0
		NS		5738	FTI	4254	PTI	813	0
Kansas City - St. Louis	311	UP		774	DSR	195	DMW	189	0
	313	UP		559	FTI	183	DSR	112	0
	314	UP		947	FTI	392	DMW	195	0
	316	UP		801	FTI	278	PTI	180	0
Pacific Surfliner	562	BNSF		789	CTI	298	RTE	272	0
		SCRRA		843	CTI	431	PTI	321	0
		SDNRR		2133	CTI	1006	PTI	851	0
	564	BNSF		496	DCS	158	DSR	107	0
		SCRRA		1212	PTI	802	CTI	308	0
		SDNRR		1101	PTI	378	CTI	342	0
	565	BNSF		1538	RTE	381	FTI	328	0
		SCRRA		214	RTE	99	PTI	46	0
		SDNRR		860	CTI	257	PTI	246	0
	566	BNSF		1493	FTI	395	DMW	249	0
		SCRRA		2156	PTI	1862	DCS	123	0
		SDNRR		1320	PTI	714	CTI	395	0
	567	BNSF		1173	RTE	349	DCS	301	0
		SCRRA		419	PTI	161	DCS	111	0
		SDNRR		1809	CTI	709	PTI	586	0
	572	BNSF		1134	DCS	423	FTI	251	0
		SCRRA		1121	PTI	997	DCS	81	0
		SDNRR		740	PTI	328	CTI	260	0
	573	BNSF		1439	FTI	498	DSR	400	0
		SCRRA		406	CTI	217	DCS	135	0
		SDNRR		1482	PTI	869	CTI	269	0
	579	BNSF		1134	FTI	418	DSR	314	0
		SCRRA		414	CTI	320	DCS	67	0
		SDNRR		1399	PTI	767	CTI	340	0
	580	BNSF		666	DSR	217	CTI	143	0
		SCRRA		696	PTI	458	CTI	170	0
		SDNRR		1076	CTI	816	DSR	180	0
	582	BNSF		753	FTI	235	DSR	193	0
SCRRA			1940	PTI	1452	CTI	386	0	
SDNRR			1264	CTI	853	PTI	228	0	
583	BNSF		1508	FTI	503	RTE	369	0	
	SCRRA		2016	PTI	1658	CTI	202	0	
	SDNRR		819	CTI	379	DSR	275	0	

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

Service	Train	Host		3rd Quarter FY 2015					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard

900

591	BNSF		1114	FTI	557	RTE	240	0
	SCRRA		235	CTI	146	PTI	40	0
	SDNRR		1036	PTI	673	DSR	204	0
595	BNSF		1528	FTI	501	DSR	281	0
	SCRRA		609	PTI	233	CTI	115	0
	SDNRR		897	PTI	368	DSR	245	0
761	SCRRA		1674	CTI	885	PTI	605	0
	UP		1294	PTI	639	DSR	220	0
763	BNSF		1789	DCS	751	FTI	373	0
	SCRRA		1112	PTI	454	CTI	261	0
	SDNRR		968	CTI	718	DSR	125	0
	UP		1270	PTI	945	DMW	137	0
768	BNSF		915	DCS	291	FTI	240	0
	SCRRA		1215	PTI	567	DCS	283	0
	SDNRR		987	PTI	505	CTI	243	0
	UP		266	RTE	97	DCS	64	0
769	BNSF		1513	DSR	634	RTE	414	0
	SCRRA		498	DCS	161	CTI	133	0
	SDNRR		1537	PTI	866	DSR	335	0
	UP		1557	PTI	1145	DCS	162	0
774	BNSF		854	DCS	276	RTE	184	0
	SCRRA		876	PTI	523	CTI	170	0
	SDNRR		890	PTI	462	CTI	213	0
	UP		1054	PTI	570	DSR	322	0
777	BNSF		997	RTE	256	DSR	240	0
	SCRRA		773	PTI	387	CTI	121	0
	SDNRR		1640	PTI	1197	DSR	178	0
	UP		1469	PTI	851	DSR	304	0
784	BNSF		1032	DCS	261	FTI	189	0
	SCRRA		1561	CTI	1080	PTI	252	0
	SDNRR		737	CTI	344	PTI	166	0
	UP		979	PTI	574	FTI	198	0
785	BNSF		1191	FTI	368	DSR	337	0
	SCRRA		947	PTI	692	CTI	97	0
	SDNRR		1815	PTI	1056	CTI	527	0
	UP		453	PTI	282	FTI	58	0
790	BNSF		632	FTI	196	DSR	145	0
	SCRRA		1719	CTI	1503	FTI	59	0
	SDNRR		731	PTI	458	DSR	159	0
	UP		1402	PTI	819	DSR	272	0
796	BNSF		1343	FTI	528	RTE	287	0
	SCRRA		1161	PTI	715	CTI	179	0
	SDNRR		520	FTI	202	DSR	152	0
	UP		441	PTI	145	CTI	106	0
1761	SCRRA		327	DSR	164	PTI	78	0
	UP		1063	PTI	691	DSR	248	0
1790	BNSF		758	DSR	482	CTI	155	0
	SCRRA		179	DSR	52	DCS	48	0
	SDNRR		765	PTI	313	DCS	226	0
	UP		763	PTI	413	DSR	254	0

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

Service	Train	Host		3rd Quarter FY 2015					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard **900**

Pennsylvanian	42	NS		757	FTI	250	DSR	234	0
	43	NS		887	FTI	458	RTE	170	0
Piedmont	73	NS		989	DSR	327	FTI	239	0
	74	NS		1103	FTI	332	DSR	302	0
	75	NS		1209	FTI	458	DSR	304	0
	76	NS		1508	FTI	547	PTI	360	0
San Joaquin	701	BNSF		1079	FTI	436	PTI	381	0
		UP		1405	FTI	624	DSR	457	0
	702	BNSF		1348	PTI	591	FTI	507	0
		UP		898	FTI	399	DSR	194	0
	703	BNSF		966	PTI	416	FTI	319	0
		UP		1585	RTE	458	FTI	433	0
	704	BNSF		990	PTI	404	FTI	306	0
		UP		1207	FTI	462	DSR	331	0
	711	BNSF		752	FTI	321	PTI	178	0
		UP		923	PTI	612	DCS	108	0
	712	BNSF		1256	PTI	515	FTI	360	0
		UP		735	PTI	315	DCS	190	0
	713	BNSF		1288	PTI	576	FTI	394	0
		UP		1113	PTI	623	FTI	235	0
	714	BNSF		1158	FTI	437	PTI	295	0
		UP		1214	PTI	811	DCS	295	0
	715	BNSF		1156	PTI	409	FTI	332	0
		UP		862	PTI	698	DCS	133	0
	716	BNSF		1199	PTI	455	FTI	386	0
		UP		723	DCS	306	PTI	241	0
	717	BNSF		1119	PTI	430	FTI	304	0
		UP		1092	PTI	658	DCS	179	0
	718	BNSF		917	FTI	359	PTI	345	0
		UP		1274	PTI	1082	DCS	122	0
Vermont	54	MNRR		734	DMW	304	DSR	278	0
		NECR		531	DSR	405	PTI	75	0
	55	MNRR		2450	CTI	1507	DSR	678	0
		NECR		763	DSR	493	DCS	104	0
	56	MNRR		1722	DSR	979	CTI	558	0
		NECR		706	DSR	472	DCS	99	0
	57	MNRR		1951	CTI	774	RTE	536	0
		NECR		510	DSR	461	FTI	42	0

Long Distance Routes

Auto Train	52	CSX		1345	FTI	491	DSR	278	0
		CFRC		3010	DSR	2150	CTI	382	0
	53	CSX		1452	FTI	544	DSR	315	0
		CFRC		3522	DSR	2355	DCS	833	0
California Zephyr	5	BNSF		1420	DSR	788	FTI	231	0
		UP		921	FTI	280	DSR	167	0
	6	BNSF		1630	DSR	785	FTI	310	0
		UP		1135	FTI	303	DMW	187	0
Cardinal	50	BBrRR		1596	FTI	852	PTI	418	0
		CSX		1389	FTI	643	DSR	328	0
		NS		1405	CTI	387	PTI	346	0
	51	BBrRR		961	PTI	633	DCS	187	0
		CSX		1213	FTI	500	DSR	264	0
Capitol Limited		NS		1106	DSR	709	PTI	138	0
	29	CSX		1128	FTI	426	DSR	271	0
		NS		2385	FTI	1262	DSR	435	0
	30	CSX		1262	DSR	458	FTI	302	0
City of New Orleans		NS		1861	FTI	969	RTE	324	0
	58	CN		992	FTI	283	DSR	275	0
	59	CN		1036	FTI	379	DSR	292	0
Coast Starlight	11	BNSF		1168	FTI	341	DSR	341	0
		SCRRA		2226	CTI	967	PTI	743	0
		UP		1039	PTI	477	FTI	223	0
	14	BNSF		529	DSR	125	FTI	117	0
		SCRRA		2529	PTI	1423	CTI	608	0
Crescent		UP		911	PTI	300	FTI	239	0
	19	NS		1248	FTI	589	DSR	269	0
	20	NS		1133	FTI	577	DSR	263	0

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

Service	Train	Host		3rd Quarter FY 2015					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard				900					
Empire Builder	27	BNSF		1166	DSR	705	FTI	269	0
	28	BNSF		875	DSR	578	FTI	195	0
	7	BNSF		1244	DSR	655	FTI	409	0
		CP		659	DSR	216	FTI	213	0
		Metra		1258	DMW	718	CTI	191	0
	8	BNSF		1327	DSR	688	FTI	394	0
		CP		766	DSR	243	FTI	172	0
		Metra		3415	CTI	2281	DMW	371	0
Lake Shore Ltd	448	CSX		1911	FTI	561	PTI	475	0
	449	CSX		2027	PTI	780	FTI	623	0
	48	CSX		1579	FTI	585	DSR	406	0
		MNRR		2250	CTI	994	RTE	471	0
		NS		1852	FTI	1121	DSR	265	0
	49	CSX		1012	FTI	432	DSR	254	0
		MNRR		1470	CTI	631	DSR	407	0
		NS		2251	FTI	1393	PTI	283	0
Palmetto	89	CSX		1249	FTI	411	PTI	250	0
	90	CSX		953	FTI	378	PTI	162	0
Silver Meteor	97	CSX		978	FTI	379	DSR	190	0
		CFRC		1886	PTI	796	DCS	457	0
		Fla DOT		1500	CTI	640	PTI	308	0
	98	CSX		927	FTI	306	DSR	184	0
		CFRC		2019	DCS	561	PTI	541	0
		Fla DOT		714	DCS	334	DSR	131	0
Silver Star	91	CSX		1247	FTI	448	PTI	294	0
		CFRC		2019	DCS	561	PTI	541	0
		Fla DOT		1466	CTI	1070	DCS	234	0
		NS		1790	PTI	1448	FTI	116	0
	92	CSX		1261	FTI	389	PTI	252	0
		CFRC		1398	DCS	438	CTI	332	0
		Fla DOT		791	DCS	327	CTI	250	0
		NS		287	DMW	136	DCS	116	0
Southwest Chief	3	BNSF		715	DSR	296	FTI	169	0
		NMDOT		3685	DSR	1527	CTI	1365	0
	4	BNSF		896	DSR	307	FTI	217	0
		NMDOT		2278	DSR	1619	CTI	375	0
Sunset Limited	1	BNSF		719	DSR	452	DCS	196	0
		UP		1630	FTI	724	DSR	403	0
		2	BNSF		635	DSR	362	FTI	116
		UP		2056	FTI	1035	DSR	368	0
Texas Eagle	21	BNSF		1841	DSR	1074	FTI	460	0
		CN		3388	FTI	1275	PTI	1171	0
		UP		2715	FTI	1225	DSR	573	0
	22	BNSF		2231	DSR	1614	FTI	242	0
		CN		1689	FTI	987	DCS	286	0
		UP		2383	FTI	916	DSR	508	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 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 standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, 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	3rd Quarter FY 2015					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	

Standard		325					
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Acela Express

Acela Express	2150	66	OTH	26	SYS	24	0
	2151	173	HLD	98	OTH	56	0
	2153	156	OTH	128	ADA	20	0
	2154	134	OTH	118	HLD	16	0
	2155	234	OTH	120	HLD	100	0
	2158	94	OTH	71	HLD	10	0
	2159	494	OTH	310	ADA	98	0
	2160	540	OTH	225	ENG	128	0
	2163	323	OTH	215	SYS	57	0
	2164	131	OTH	105	HLD	18	0
	2165	371	OTH	273	INJ	33	0
	2166	184	OTH	147	ITI	37	0
	2167	460	HLD	254	OTH	142	0
	2168	75	OTH	27	ADA	24	0
	2170	34	ITI	18	OTH	13	0
	2171	1211	OTH	592	ENG	268	0
	2172	136	OTH	118	ENG	8	0
	2173	293	OTH	134	HLD	117	0
	2175	334	OTH	159	HLD	111	0
	2190	299	HLD	181	CAR	55	0
	2192	0	-	-	-	-	0
	2193	0	-	-	-	-	0
	2250	820	OTH	578	ENG	224	0
	2251	651	OTH	510	ADA	102	0
	2252	439	OTH	361	ADA	52	0
	2253	721	OTH	476	ADA	152	0
	2254	787	OTH	658	ENG	77	0
	2255	604	OTH	309	ADA	211	0
	2256	232	OTH	207	ADA	13	0
	2257	962	OTH	646	HLD	316	0
	2258	245	OTH	245	-	-	0
	2259	247	HLD	192	OTH	55	0
	2290	120	HLD	120	-	-	0
	2297	387	HLD	298	ADA	89	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News/Norfolk ^d	66	645	HLD	192	OTH	190	0
	67	632	OTH	328	HLD	109	0
	71	292	HLD	151	OTH	93	0
	82	204	HLD	93	OTH	74	0
	83	483	HLD	270	ADA	110	0
	84	200	HLD	181	ADA	18	0
	85	197	ENG	78	HLD	51	0
	86	338	HLD	221	OTH	77	0
	87	160	HLD	49	ADA	42	0
	88	405	OTH	234	ADA	81	0
	93	465	HLD	311	OTH	112	0
	94	621	ADA	179	HLD	177	0
	95	786	SYS	237	ADA	223	0
	99	798	HLD	246	SYS	219	0
	125	373	HLD	222	OTH	80	0
	157	773	OTH	368	SVS	168	0
	164	407	OTH	196	SYS	105	0
	174	318	OTH	164	HLD	71	0
	194	828	HLD	251	ENG	211	0
	195	623	OTH	398	HLD	127	0
Lynchburg ^e	145	349	HLD	246	ADA	58	0
	147	859	SVS	411	OTH	279	0
	156	886	ENG	621	HLD	129	0
	171	456	HLD	214	ADA	93	0
	176	565	OTH	288	HLD	144	0

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

Service	Train	3rd Quarter FY 2015					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	

Standard		325					
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All Other Northeast Regional	132	310	OTH	194	HLD	116	0
	135	688	HLD	430	OTH	251	0
	136	568	OTH	568	-	-	0
	137	619	OTH	226	HLD	218	0
	139	962	OTH	316	HLD	192	0
	140	988	OTH	771	ENG	155	0
	141	2299	SVS	907	OTH	823	0
	143	2130	OTH	946	SVS	655	0
	146	336	OTH	168	ENG	156	0
	148	629	OTH	572	HLD	31	0
	150	205	OTH	124	ADA	37	0
	160	634	OTH	317	CAR	155	0
	161	2222	OTH	1131	ENG	403	0
	162	783	OTH	578	HLD	118	0
	163	1832	OTH	728	CON	503	0
	165	403	OTH	278	HLD	93	0
	166	323	OTH	310	HLD	13	0
	167	1046	OTH	1033	ENG	13	0
	168	336	OTH	264	HLD	72	0
	169	1501	OTH	913	HLD	231	0
	170	1177	OTH	1063	ADA	91	0
	172	246	OTH	173	HLD	68	0
	173	901	OTH	472	ADA	248	0
	175	371	HLD	162	OTH	89	0
	177	1722	OTH	940	ENG	511	0
	178	278	OTH	244	HLD	34	0
	179	1381	OTH	792	SYS	310	0
	190	168	HLD	94	OTH	73	0

Non-NEC Corridor Routes

Capitol Corridor	520	188	ADA	61	CAR	59	0
	521	540	OTH	419	HLD	67	0
	522	374	HLD	113	CCR	75	0
	523	674	OTH	372	ENG	148	0
	524	523	ENG	185	HLD	146	0
	525	331	OTH	146	HLD	115	0
	526	427	OTH	145	HLD	128	0
	527	716	OTH	380	HLD	184	0
	528	441	ENG	82	HLD	76	0
	529	245	OTH	84	HLD	69	0
	530	422	ADA	100	HLD	91	0
	531	319	OTH	169	ADA	61	0
	532	349	HLD	118	ADA	116	0
	533	424	OTH	235	HLD	103	0
	534	285	SVS	91	HLD	63	0
	535	712	OTH	366	ITI	102	0
	536	304	ADA	99	HLD	94	0
	537	849	OTH	333	ADA	139	0
	538	384	ADA	82	HLD	70	0
	540	443	CON	166	ENG	98	0
	541	277	HLD	93	SYS	91	0
	542	592	CON	143	HLD	142	0
	543	1064	OTH	501	HLD	173	0
	544	477	HLD	142	ADA	85	0
	545	211	HLD	84	ENG	57	0
	546	722	OTH	230	ITI	174	0
	547	602	OTH	430	ITI	77	0
	548	97	SVS	50	ADA	22	0
	549	588	OTH	180	HLD	174	0
	551	198	HLD	73	ADA	52	0
	720	326	ADA	153	CON	68	0
	723	444	OTH	319	HLD	58	0
	724	286	ENG	103	HLD	89	0
	727	416	OTH	329	ADA	37	0

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

Service	Train	3rd Quarter FY 2015						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
	728	388	ADA	112	HLD	110	0	
	729	636	OTH	245	HLD	202	0	
	732	568	CCR	229	CON	102	0	
	733	286	OTH	131	ADA	99	0	
	734	310	HLD	89	ADA	72	0	
	736	330	HLD	136	ADA	119	0	
	737	541	OTH	247	ADA	105	0	
	738	729	HLD	180	ADA	141	0	
	741	815	OTH	266	ADA	208	0	
	742	502	HLD	135	ADA	85	0	
	743	934	OTH	383	SYS	189	0	
	744	466	ADA	94	HLD	72	0	
	745	246	ITI	131	ADA	42	0	
	746	361	ENG	174	ADA	59	0	
	747	588	OTH	371	ADA	64	0	
	748	369	OTH	125	HLD	114	0	
	749	648	ENG	339	HLD	153	0	
751	98	HLD	55	OTH	21	0		
Carolinian	79	586	HLD	227	ADA	162	0	
	80	564	HLD	184	ADA	167	0	
Cascades	500	391	ENG	91	OTH	91	0	
	501	386	ENG	94	CAR	80	0	
	503	96	ITI	38	ENG	16	0	
	505	9	ADA	3	ENG	3	0	
	506	267	CAR	96	ADA	54	0	
	507	291	HLD	68	ADA	64	0	
	508	243	OTH	77	ADA	50	0	
	509	307	ADA	81	HLD	60	0	
	510	264	CCR	61	CAR	55	0	
	513	378	CAR	105	HLD	96	0	
	516	335	ADA	87	ENG	61	0	
	517	64	SYS	23	HLD	19	0	
Downeaster	680	34	HLD	27	ITI	4	0	
	681	334	ITI	297	HLD	37	0	
	682	86	HLD	59	ADA	19	0	
	683	486	ITI	371	SYS	94	0	
	684	7	HLD	7	-	-	0	
	685	77	HLD	29	SYS	23	0	
	686	97	ITI	78	HLD	12	0	
	687	207	ITI	147	OTH	29	0	
	688	13	ADA	4	HLD	4	0	
	689	236	ITI	177	SYS	45	0	
	690	0	-	-	-	-	0	
	691	854	ITI	745	HLD	100	0	
	692	28	HLD	28	-	-	0	
	693	1433	ITI	1192	CON	201	0	
	694	127	ITI	80	HLD	33	0	
	695	61	HLD	49	SYS	12	0	
	696	743	ITI	681	HLD	36	0	
	697	105	ITI	86	HLD	13	0	
	698	5	HLD	5	-	-	0	
	699	1243	ITI	976	INJ	191	0	
Empire Corridor								
Adirondack	68	271	HLD	82	OTH	41	0	
	69	416	HLD	120	SVS	90	0	
Maple Leaf	63	649	SVS	275	SYS	148	0	
	64	285	OTH	239	SYS	213	0	

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

Service	Train	3rd 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	129	HLD	57	ENG	37	0
	232	106	HLD	54	OTH	33	0
	233	367	HLD	109	ITI	77	0
	234	83	HLD	38	ADA	26	0
	235	139	OTH	72	HLD	51	0
	236	127	HLD	62	OTH	28	0
	237	335	HLD	184	OTH	65	0
	238	136	HLD	54	OTH	33	0
	239	377	HLD	153	OTH	86	0
	241	345	HLD	161	ITI	61	0
	242	288	HLD	100	ENG	61	0
	243	274	HLD	146	OTH	81	0
	244	180	HLD	56	OTH	48	0
	245	874	SYS	277	ENG	216	0
	250	71	OTH	28	HLD	23	0
	252	123	CAR	69	ADA	20	0
	253	309	HLD	156	OTH	69	0
	254	307	HLD	154	ADA	80	0
	255	1188	ITI	636	HLD	307	0
	256	514	ITI	186	HLD	154	0
	259	431	ENG	337	HLD	46	0
	261	174	OTH	79	ENG	36	0
New York - Niagara Falls	280	260	SYS	78	HLD	66	0
	281	422	SYS	137	HLD	93	0
	283	481	SYS	159	HLD	106	0
	284	421	HLD	110	SYS	102	0
	288	407	SVS	186	HLD	76	0
Ethan Allen Express	290	215	HLD	56	OTH	45	0
	291	592	ITI	188	SVS	135	0
	292	101	OTH	45	ADA	30	0
	293	268	HLD	190	OTH	50	0
	296	90	OTH	40	HLD	34	0
Heartland Flyer	821	512	OTH	203	HLD	133	0
	822	608	OTH	229	CON	137	0
Hiawatha	329	213	OTH	147	CCR	23	0
	330	59	OTH	29	ADA	15	0
	331	425	OTH	238	SYS	80	0
	332	295	OTH	193	ITI	39	0
	333	480	ENG	210	OTH	156	0
	334	479	OTH	242	ITI	149	0
	335	531	OTH	237	ITI	107	0
	336	314	OTH	182	HLD	55	0
	337	508	OTH	183	ITI	138	0
	338	911	ITI	560	OTH	228	0
	339	592	ITI	412	CAR	40	0
	340	448	OTH	201	ITI	121	0
	341	565	OTH	171	CAR	148	0
	342	640	ITI	338	OTH	199	0
Hoosier State	850	579	ENG	314	SYS	134	0
	851	398	SYS	213	ADA	56	0

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

Service	Train	3rd 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	256	HLD	156	ADA	80	0
	381	84	HLD	33	ADA	31	0
	382	130	HLD	72	ADA	41	0
	383	250	HLD	114	ADA	66	0
Illini / Saluki	390	617	OTH	272	SYS	149	0
	391	428	OTH	145	ENG	101	0
	392	464	OTH	175	ITI	102	0
	393	551	OTH	265	ENG	93	0
Lincoln Service	300	300	SYS	148	HLD	43	0
	301	235	ENG	95	ADA	50	0
	302	576	SYS	217	HLD	125	0
	303	237	ADA	84	HLD	66	0
	304	309	HLD	90	ADA	71	0
	305	347	HLD	88	OTH	85	1
	306	167	SYS	68	HLD	33	2
	307	293	SYS	108	HLD	52	0
Michigan							
Blue Water	364	334	ENG	166	HLD	65	0
	365	558	OTH	181	ADA	106	0
Pere Marquette	370	323	HLD	135	OTH	81	0
	371	439	HLD	144	SYS	143	0
Wolverine	350	298	OTH	111	SYS	100	0
	351	316	OTH	100	ENG	84	0
	352	452	OTH	187	HLD	87	0
	353	172	ENG	67	OTH	32	0
	354	566	OTH	252	ENG	116	0
	355	333	OTH	156	SYS	75	0
	359	328	ENG	110	SYS	94	0
Kansas City - St. Louis	311	242	HLD	145	ADA	58	0
	313	99	ADA	33	HLD	25	0
	314	136	ADA	61	HLD	52	0
	316	222	HLD	68	ITI	55	0
Pacific Surfliner	562	103	SYS	41	CAR	25	0
	564	161	ADA	42	SYS	35	0
	565	193	HLD	79	OTH	45	0
	566	382	HLD	186	OTH	84	0
	567	640	HLD	296	OTH	94	0
	572	316	ADA	95	HLD	95	0
	573	562	SYS	253	HLD	98	0
	579	462	HLD	176	ENG	78	0
	580	543	ADA	240	HLD	158	0
	582	244	HLD	150	ADA	36	0
	583	467	OTH	187	HLD	160	0
	591	425	HLD	91	ITI	88	0
	595	521	HLD	211	SYS	115	0
	761	484	SYS	172	HLD	130	0
	763	481	HLD	235	ADA	69	0
	768	522	HLD	218	OTH	100	0
	769	798	HLD	320	ADA	283	0
	774	460	HLD	147	ENG	95	0
	777	398	ENG	84	HLD	81	0
	784	633	HLD	327	ADA	115	0
	785	553	HLD	210	ADA	72	0
	790	672	HLD	220	ITI	133	0
	796	652	HLD	206	CON	162	0
	1761	439	HLD	299	ADA	104	0
	1790	982	HLD	331	ENG	283	0
Pennsylvanian	42	340	HLD	148	OTH	101	0
	43	301	HLD	119	OTH	68	0

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

Service	Train	3rd Quarter FY 2015						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
Piedmont	73	264	OTH	73	ENG	60	0	
	74	536	ADA	153	ENG	133	0	
	75	576	ADA	253	HLD	147	0	
	76	638	HLD	195	ADA	186	0	
San Joaquin	701	263	OTH	122	HLD	62	0	
	702	280	OTH	120	HLD	72	0	
	703	405	ITI	99	OTH	75	0	
	704	184	HLD	42	ADA	39	0	
	711	281	OTH	95	ADA	87	0	
	712	783	ADA	306	OTH	156	0	
	713	308	HLD	82	SYS	75	0	
	714	397	ENG	164	SYS	57	0	
	715	625	HLD	151	SYS	140	0	
	716	443	HLD	119	ADA	93	0	
	717	834	ADA	232	HLD	136	0	
	718	327	OTH	101	CON	80	0	
Vermont	54	196	OTH	143	HLD	28	0	
	55	353	SVS	103	OTH	78	0	
	56	139	OTH	78	HLD	24	0	
	57	411	OTH	139	SYS	80	0	

Long Distance Routes

Auto Train	52	333	ITI	139	SYS	57	0
	53	289	ITI	143	SVS	55	0
California Zephyr	5	476	SYS	184	HLD	79	0
	6	493	SYS	153	HLD	85	0
Cardinal	50	431	HLD	104	ADA	83	0
	51	396	ADA	99	SYS	87	0
Capitol Limited	29	271	HLD	124	SYS	43	0
	30	383	HLD	123	ENG	46	0
City of New Orleans	58	332	HLD	105	OTH	88	0
	59	395	OTH	114	HLD	108	0
Coast Starlight	11	470	HLD	134	OTH	95	0
	14	571	HLD	175	OTH	118	0
Crescent	19	255	HLD	89	ADA	58	0
	20	300	HLD	108	ADA	89	0
Empire Builder	27	1409	CON	1252	SYS	76	0
	28	494	ITI	313	CON	84	0
	7	246	HLD	88	SYS	56	0
	8	443	HLD	101	OTH	75	0
Lake Shore Ltd	448	3876	CON	3189	SVS	170	0
	449	387	HLD	172	SVS	91	0
	48	420	HLD	139	SYS	98	0
	49	542	HLD	207	SYS	75	0
Palmetto	89	217	ADA	79	HLD	51	0
	90	193	ADA	62	HLD	45	0
Silver Meteor	97	355	ADA	140	HLD	78	0
	98	403	ADA	163	HLD	106	0
Silver Star	91	345	HLD	99	ADA	94	0
	92	413	ADA	122	HLD	109	0
Southwest Chief	3	273	HLD	119	SYS	58	0
	4	338	HLD	145	ENG	51	0
Sunset Limited	1	712	CON	171	HLD	127	0
	2	696	SVS	180	HLD	145	0
Texas Eagle	21	591	HLD	174	ENG	121	0
	22	864	CON	228	HLD	184	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	3rd 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	390	SMW	161	CTI	32	0
	2103	Amtrak	270	SMW	141	MTI	34	0
	2104	Amtrak	310	SMW	139	MTI	30	0
	2107	Amtrak	265	SMW	62	ENG	44	0
	2109	Amtrak	398	SMW	91	CTI	81	0
	2110	Amtrak	301	SMW	166	DCS	27	0
	2117	Amtrak	131	SMW	28	CTI	25	0
	2119	Amtrak	339	CTI	108	MTI	48	0
	2121	Amtrak	248	DCS	37	DDA	29	0
	2122	Amtrak	494	SMW	204	PSR	78	0
	2124	Amtrak	435	SMW	188	CTI	59	0
	2126	Amtrak	408	SMW	180	PSR	50	0
	2128	Amtrak	428	SMW	170	ENG	74	0
	2150	Amtrak	329	SMW	78	ENG	61	0
	2151	Amtrak	263	PSR	56	CTI	54	0
	2153	Amtrak	206	SMW	69	DCS	24	0
	2154	Amtrak	256	SMW	97	ENG	28	0
	2155	Amtrak	231	SMW	41	DCS	31	0
	2158	Amtrak	348	SMW	110	CTI	61	0
	2159	Amtrak	208	HLD	60	DCS	31	0
	2160	Amtrak	459	SMW	122	PTI	46	0
	2163	Amtrak	285	HLD	46	SMW	34	0
	2164	Amtrak	377	SMW	94	CTI	78	0
	2165	Amtrak	257	PTI	71	OTH	28	0
	2166	Amtrak	443	SMW	122	CTI	60	0
	2167	Amtrak	354	ENG	82	CTI	42	0
	2168	Amtrak	493	SMW	122	CTI	106	0
	2170	Amtrak	602	SMW	114	ENG	97	0
	2171	Amtrak	289	CTI	58	PTI	37	0
	2172	Amtrak	629	SMW	123	PTI	89	0
	2173	Amtrak	350	CTI	103	ENG	72	0
	2175	Amtrak	310	CTI	117	DCS	62	0
	2190	Amtrak	190	DCS	40	DET	36	0
	2203	Amtrak	171	SMW	113	HLD	27	0
	2205	Amtrak	207	CTI	85	SMW	70	0
	2207	Amtrak	499	ENG	297	SMW	99	0
	2208	Amtrak	404	SMW	193	ENG	81	0
	2211	Amtrak	167	SMW	59	DET	37	0
	2212	Amtrak	539	SMW	197	PTI	88	0
	2213	Amtrak	367	SMW	178	HLD	81	0
	2216	Amtrak	314	SMW	130	DET	96	0
	2220	Amtrak	502	SMW	226	CAR	106	0
	2221	Amtrak	237	SMW	111	ADA	52	0
	2222	Amtrak	292	SMW	111	DCS	56	0
	2225	Amtrak	138	DBS	60	DCS	39	0
	2228	Amtrak	418	SMW	167	SYS	93	0
	2250	Amtrak	527	SMW	175	ENG	109	0
	2251	Amtrak	318	SMW	93	CAR	89	0
	2252	Amtrak	444	HLD	162	SMW	99	0
	2253	Amtrak	389	PTI	78	HLD	62	0
	2254	Amtrak	460	DCS	73	DBB	69	0
	2255	Amtrak	187	SMW	42	HLD	40	0
	2256	Amtrak	376	MTI	194	SMW	81	0
	2257	Amtrak	382	HLD	137	SYS	86	0
	2258	Amtrak	803	DCS	152	MTI	128	0
	2259	Amtrak	239	HLD	86	ENG	68	0
	2290	Amtrak	25	DCS	17	CTI	8	0
	2297	Amtrak	303	DBB	88	HLD	88	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	953	ENG	224	SMW	180	0
	51	Amtrak	571	PTI	143	SMW	125	0
Carolinian	79	Amtrak	466	SMW	85	HLD	77	0
	80	Amtrak	317	SMW	110	PTI	37	0
Crescent	19	Amtrak	722	PTI	124	SMW	110	0
	20	Amtrak	649	PTI	151	SMW	125	0
Keystone	600	Amtrak	138	DMW	36	DBS	32	0
	601	Amtrak	538	SMW	352	DET	67	0
	605	Amtrak	410	SMW	210	DMW	67	0
	607	Amtrak	203	DMW	85	SMW	53	0
	609	Amtrak	626	SMW	346	CTI	102	0
	610	Amtrak	118	PBB	49	HLD	42	0
	611	Amtrak	69	SMW	49	PET	21	0
	612	Amtrak	807	SMW	449	ENG	284	0
	615	Amtrak	0	-	0	-	0	0
	618	Amtrak	179	PSR	52	ENG	39	0
	619	Amtrak	337	DCS	103	HLD	79	0
	620	Amtrak	77	PSR	34	SMW	26	0
	622	Amtrak	179	ENG	71	PSR	41	0
	637	Amtrak	368	SMW	129	PSR	101	0
	639	Amtrak	570	ENG	134	CCR	131	0
	640	Amtrak	581	CTI	194	HLD	75	0
	641	Amtrak	442	SMW	219	ENG	55	0
	642	Amtrak	149	PTI	29	PSR	26	0
	643	Amtrak	524	SMW	213	MTI	46	0
	644	Amtrak	401	ENG	75	HLD	66	0
	645	Amtrak	436	SMW	127	ENG	69	0
	646	Amtrak	154	PTI	36	DCS	30	0
	647	Amtrak	372	SMW	110	DCS	52	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	3rd Quarter FY 2015					MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	648	Amtrak	287	ENG	128	PSR	40	0
	649	Amtrak	560	SMW	198	ENG	82	0
	650	Amtrak	332	ENG	105	MTI	37	0
	651	Amtrak	517	SMW	208	DCS	59	0
	652	Amtrak	277	PSR	57	DCS	36	0
	653	Amtrak	504	MTI	110	SMW	103	0
	654	Amtrak	261	PSR	53	SYS	36	0
	655	Amtrak	741	SMW	132	PTI	123	0
	656	Amtrak	288	ENG	104	PSR	65	0
	658	Amtrak	285	CCR	198	ITI	49	0
	660	Amtrak	442	PTI	135	SMW	89	0
	661	Amtrak	547	SMW	182	PTI	111	0
	662	Amtrak	168	PSR	61	DCS	38	0
	663	Amtrak	670	ENG	236	SMW	146	0
	664	Amtrak	464	PTI	113	ENG	73	0
	665	Amtrak	323	CTP	101	SMW	81	0
	666	Amtrak	361	PTI	81	PBB	67	0
	667	Amtrak	494	SMW	129	ENG	127	0
	669	Amtrak	498	ENG	228	SMW	125	0
	670	Amtrak	642	SMW	313	ITI	143	0
	671	Amtrak	284	ENG	67	HLD	46	0
	672	Amtrak	123	SMW	36	CAR	20	0
	674	Amtrak	293	HLD	91	SYS	78	0
Northeast Regional								
Richmond / Newport News/Norfolk ^d	66	Amtrak	305	ENG	56	SYS	44	0
	67	Amtrak	354	DET	105	DCS	53	0
	71	Amtrak	1034	HLD	286	ENG	208	0
	82	Amtrak	501	SMW	163	HLD	122	0
	83	Amtrak	473	ITI	107	HLD	100	0
	84	Amtrak	650	SMW	160	PTI	153	0
	85	Amtrak	527	SMW	130	CAR	65	0
	86	Amtrak	628	PTI	97	SMW	90	0
	87	Amtrak	968	SVS	505	PTI	112	0
	88	Amtrak	651	HLD	131	SMW	128	0
	93	Amtrak	452	SMW	87	HLD	65	0
	94	Amtrak	920	CTI	182	PTI	157	0
	95	Amtrak	445	HLD	72	PTI	67	0
	99	Amtrak	468	HLD	128	SMW	114	0
	125	Amtrak	374	PTI	118	SMW	58	0
	157	Amtrak	404	PTI	95	HLD	60	0
	164	Amtrak	403	SMW	91	HLD	79	0
	174	Amtrak	451	CTI	110	SMW	97	0
	194	Amtrak	398	MTI	92	OTH	75	0
195	Amtrak	432	HLD	116	SMW	76	0	
Lynchburg ^e	145	Amtrak	484	SVS	102	SYS	95	0
	147	Amtrak	298	PTI	114	HLD	61	0
	156	Amtrak	467	SMW	177	HLD	62	0
	171	Amtrak	571	HLD	101	ENG	74	0
	176	Amtrak	305	SMW	64	PTI	42	0
All Other Northeast Regional	110	Amtrak	308	SMW	57	ENG	52	0
	111	Amtrak	294	ENG	106	SMW	37	0
	121	Amtrak	188	SMW	103	MTI	31	0
	123	Amtrak	118	HLD	55	ADA	32	0
	126	Amtrak	167	HLD	67	SMW	52	0
	127	Amtrak	690	ENG	219	SMW	98	0
	129	Amtrak	768	CTI	128	ENG	127	0
	130	Amtrak	678	SMW	184	ENG	116	0
	131	Amtrak	190	SMW	91	ENG	23	0
	132	Amtrak	328	MTI	74	SMW	50	0
	133	Amtrak	329	CTI	100	PTI	56	0
	134	Amtrak	744	MTI	185	SMW	141	0
	135	Amtrak	483	HLD	156	ADA	57	0
	136	Amtrak	581	SYS	146	SMW	100	0
	137	Amtrak	500	CTI	105	PTI	87	0
	138	Amtrak	716	CTI	229	SMW	165	0
	139	Amtrak	761	ENG	346	MTI	179	0
	140	Amtrak	298	SMW	73	ENG	71	0
	141	Amtrak	385	HLD	80	PTI	63	0
	143	Amtrak	338	CAR	85	HLD	61	0
	146	Amtrak	432	HLD	87	CTI	82	0
	148	Amtrak	782	SMW	126	ENG	85	0
	150	Amtrak	162	DCS	41	SMW	40	0
	151	Amtrak	375	SMW	160	DET	57	0
	152	Amtrak	439	SMW	153	DET	81	0
	153	Amtrak	237	SMW	71	HLD	44	0
	154	Amtrak	314	SMW	159	CTI	56	0
	155	Amtrak	197	SMW	73	HLD	57	0
	158	Amtrak	232	SMW	127	HLD	25	0
	159	Amtrak	309	SMW	64	HLD	58	0
	160	Amtrak	205	HLD	62	DBS	47	0
	161	Amtrak	317	HLD	104	DCS	43	0
	162	Amtrak	188	SMW	76	HLD	38	0
	163	Amtrak	277	HLD	67	SMW	47	0
	165	Amtrak	269	HLD	65	ENG	62	0
	166	Amtrak	566	CAR	109	ENG	105	0
	167	Amtrak	567	ENG	253	HLD	93	0
	168	Amtrak	239	SMW	124	HLD	23	0
	169	Amtrak	335	ENG	90	SMW	62	0
	170	Amtrak	375	CTI	124	SMW	52	0
	172	Amtrak	414	SMW	102	CTI	59	0
	173	Amtrak	401	PTI	98	ENG	59	0
	175	Amtrak	312	HLD	61	PTI	50	0
	177	Amtrak	498	ENG	119	SMW	99	0
	178	Amtrak	365	SMW	55	SVS	48	0
	179	Amtrak	600	DET	285	CTI	78	0
	180	Amtrak	437	SMW	140	CTI	69	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	3rd Quarter FY 2015					MM&C Allowance ^c	
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
Amtrak	181	Amtrak	432	CTP	66	PTI	66	0	
	182	Amtrak	211	SMW	117	CAR	39	0	
	183	Amtrak	485	SMW	170	CTI	73	0	
	184	Amtrak	743	ENG	179	SMW	139	0	
	185	Amtrak	345	CTI	81	HLD	70	0	
	186	Amtrak	412	SMW	142	PTI	38	0	
	187	Amtrak	388	SMW	122	HLD	58	0	
	188	Amtrak	273	SMW	118	DCS	43	0	
	190	Amtrak	167	ENG	37	HLD	29	0	
	192	Amtrak	598	SMW	249	SVS	144	0	
	193	Amtrak	720	SMW	136	CTI	98	0	
	196	Amtrak	529	SMW	172	DCS	72	0	
	198	Amtrak	474	SMW	184	ITI	81	0	
	401	Amtrak	1318	PTI	575	FTI	246	0	
	405	Amtrak	36	DCS	36	-	0	0	
	432	Amtrak	971	CON	747	DCS	162	0	
	450	Amtrak	1103	PTI	557	CON	420	0	
	460	Amtrak	2517	CON	1408	PTI	869	0	
	463	Amtrak	629	PTI	414	DBS	120	0	
	464	Amtrak	3895	CON	1930	ENG	1079	0	
	465	Amtrak	1780	MTI	1494	HLD	162	0	
	467	Amtrak	0	-	0	-	0	0	
	470	Amtrak	781	PTI	405	CON	314	0	
	475	Amtrak	23	PTI	15	CAR	8	0	
	476	Amtrak	2313	CON	2013	DCS	126	0	
	479	Amtrak	741	ITI	402	PTI	248	0	
	488	Amtrak	4237	CON	3572	PTI	617	0	
	490	Amtrak	898	CON	804	OTH	48	0	
	493	Amtrak	1135	PTI	511	ADA	296	0	
	494	Amtrak	4796	CON	3949	PTI	675	0	
	495	Amtrak	137	CTC	56	ITI	33	0	
	497	Amtrak	946	PTI	896	HLD	50	0	
	Palmetto	89	Amtrak	486	HLD	91	ENG	73	0
	Pennsylvanian	90	Amtrak	380	SMW	113	DCS	54	0
		42	Amtrak	376	ENG	56	PTI	50	0
	Silver Meteor	43	Amtrak	661	SMW	222	ENG	149	0
		97	Amtrak	1129	ENG	213	PTI	192	0
	Silver Star	98	Amtrak	660	PTI	151	SMW	137	0
		91	Amtrak	851	CAR	145	PTI	144	0
	Vermont	92	Amtrak	641	SMW	158	PTI	104	0
		54	Amtrak	407	SMW	90	DSR	48	0
		55	Amtrak	469	PTI	104	SMW	76	0
		56	Amtrak	683	SMW	152	SYS	94	0
		57	Amtrak	379	PTI	159	ENG	60	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>
	<u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u>—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train’s stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.¹⁹				Effective FY 2012, All-Stations OTP must be at least 80% for all routes except Acela (90%) and other NEC corridor routes (85%). By FY 2014, All-Stations OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, and 85% for long-distance routes. Results for this metric will be published beginning with the first report under Section 207, even though the test is not in effect until FY 2012. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), All-Stations OTP will be calculated against the adjusted schedule.
Train Delays	Train Delays.²⁰ This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)²¹: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.		✓		Annex 3 describes the rationale for the standards adopted in the Train Delay category.
	Train Delays—Off NEC				
	Amtrak-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.