

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

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

**Covering the Quarter Ended December, 2015
(First Quarter of Fiscal Year 2016)**



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

**Published March 2016
Updated August 2016 [See Notes]**

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.

Note 5: Report revised August 2016. Only change was an updated Connectivity figure on Table 17.

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

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Jan. 14 - Dec. 15	Jan. 13 - Dec. 14	Oct. 13 - Sep. 15
<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
	Jan. 14 - Dec. 15	Jan. 13 - Dec. 14	Oct. 13 - Sep. 15

Acela Express

Acela Express	194%	187%	195%
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Other NEC Corridor Routes

Keystone Service	83%	87%	84%
Northeast Regional (Boston - Washington)	137%	137%	137%
Newport News	128%	117%	129%
Lynchburg	131%	140%	137%
Norfolk	100%	110%	104%
Richmond	110%	93%	96%
New Haven - Springfield	69%	69%	73%

Non-NEC Corridor Routes

Capitol Corridor	79%	79%	79%
Carolinian	104%	102%	105%
Cascades	86%	84%	86%
Downeaster	80%	82%	80%
Empire Corridor			
Adirondack	95%	103%	93%
Empire Service	86%	71%	83%
Ethan Allen Express	80%	86%	83%
Maple Leaf	71%	80%	74%
Heartland Flyer	81%	71%	82%
Hiawatha	84%	90%	85%
Hoosier State	53%	27%	52%
Illinois			
Carl Sandburg / Illinois Zephyr	74%	83%	82%
Illini / Saluki	73%	80%	78%
Lincoln Service	83%	83%	89%
Michigan			
Blue Water	79%	91%	81%
Pere Marquette	72%	77%	73%
Wolverine	53%	59%	56%
Kansas City - St. Louis	82%	87%	82%
Pacific Surfliner	81%	79%	81%
Pennsylvanian	78%	74%	77%
Piedmont	81%	72%	78%
San Joaquins	88%	86%	90%
Vermont	111%	96%	112%

Long-Distance Routes

Auto Train	101%	86%	98%
California Zephyr	46%	44%	45%
Capitol Limited	44%	46%	44%
Cardinal	35%	34%	35%
City of New Orleans	45%	46%	46%
Coast Starlight	48%	45%	47%
Crescent	43%	44%	43%
Empire Builder	49%	51%	49%
Lake Shore Ltd	45%	50%	46%
Palmetto	62%	60%	60%
Silver Meteor	54%	52%	54%
Silver Star	47%	45%	46%
Southwest Chief	45%	42%	45%
Sunset Limited	27%	26%	27%
Texas Eagle	44%	45%	44%

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.

FY15 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Jan. 14 - Dec. 15	Jan. 13 - Dec. 14	Oct. 13 - Sep. 15

Acela Express

Acela Express	194%	187%	195%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service	71%	73%	71%
Northeast Regional (Boston - Washington)	137%	137%	137%
Newport News	121%	121%	121%
Lynchburg	145%	151%	150%
Norfolk	93%	104%	94%
Richmond	106%	84%	92%
New Haven - Springfield	44%	50%	47%

Non-NEC Corridor Routes

Capitol Corridor	40%	40%	40%
Carolinian	95%	94%	94%
Cascades	52%	53%	52%
Downeaster	50%	53%	50%
Empire Corridor			
Adirondack	62%	60%	62%
Empire Service	47%	47%	48%
Ethan Allen Express	70%	81%	74%
Maple Leaf	75%	79%	76%
Heartland Flyer	24%	24%	24%
Hiawatha	71%	70%	71%
Hoosier State	13%	10%	13%
Illinois			
Carl Sandburg / Illinois Zephyr	33%	35%	33%
Illini / Saluki	45%	47%	46%
Lincoln Service	43%	45%	44%
Michigan			
Blue Water	48%	48%	49%
Pere Marquette	40%	45%	41%
Wolverine	35%	44%	37%
Kansas City - St. Louis	36%	38%	36%
Pacific Surfliner	58%	55%	57%
Pennsylvanian	71%	70%	70%
Piedmont	40%	40%	40%
San Joaquins	45%	45%	45%
Vermont	61%	54%	61%

Long-Distance Routes

Auto Train	101%	86%	98%
California Zephyr	46%	44%	45%
Capitol Limited	44%	46%	44%
Cardinal	35%	34%	35%
City of New Orleans	45%	46%	46%
Coast Starlight	48%	44%	47%
Crescent	43%	44%	43%
Empire Builder	49%	51%	49%
Lake Shore Ltd	45%	50%	46%
Palmetto	62%	60%	60%
Silver Meteor	54%	52%	54%
Silver Star	47%	45%	46%
Southwest Chief	45%	42%	45%
Sunset Limited	27%	26%	27%
Texas Eagle	44%	45%	44%

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.

FY15 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
	Jan. 14 - Dec. 15	Jan. 13 - Dec. 14	Oct. 13 - Sep. 15

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
	Jan. 14 - Dec. 15	Jan. 13 - Dec. 14	Oct. 13 - Sep. 15

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
Jan. 14 - Dec. 15	Jan. 13 - Dec. 14	Oct. 13 - Sep. 15

(\$0.039)	(\$0.035)	(\$0.036)
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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.

FY15 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
Jan. 14 - Dec. 15	Jan. 13 - Dec. 14	Oct. 13 - Sep. 15

(\$0.073)	(\$0.068)	(\$0.071)
------------------	------------------	------------------

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

FY15 results are preliminary and unaudited and are subject to change.

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

Service	Current Period	Prior Period	Prior Report
	Jan. 14 - Dec. 15	Jan. 13 - Dec. 14	Oct. 13 - Sep. 15

Acela Express

Acela Express	196	195	197
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Other NEC Corridor Routes

Keystone Service	145	147	143
Northeast Regional (Boston - Washington)	225	223	225
Newport News	272	273	275
Lynchburg	336	343	339
Norfolk	176	172	173
Richmond	202	145	162
New Haven - Springfield	112	113	111

Non-NEC Corridor Routes

Capitol Corridor	84	88	84
Carolinian	258	266	259
Cascades	128	131	128
Downeaster	85	93	86
Empire Corridor			
Adirondack	228	236	230
Empire Service	133	135	134
Ethan Allen Express	160	163	162
Maple Leaf	115	114	115
Heartland Flyer	85	92	87
Hiawatha	151	153	151
Hoosier State	60	66	61
Illinois			
Carl Sandburg / Illinois Zephyr	93	98	94
Illini / Saluki	119	131	122
Lincoln Service	132	137	132
Michigan			
Blue Water	160	169	163
Pere Marquette	117	125	120
Wolverine	146	123	147
Kansas City - St. Louis	85	91	85
Pacific Surfliner	153	148	151
Pennsylvanian	214	207	209
Piedmont	72	72	72
San Joaquins	124	127	124
Vermont	137	138	139

Long-Distance Routes

Auto Train	377	387	379
California Zephyr	168	171	166
Capitol Limited	189	199	192
Cardinal	123	127	123
City of New Orleans	161	167	162
Coast Starlight	222	230	222
Crescent	157	163	158
Empire Builder	166	182	168
Lake Shore Ltd	210	231	215
Palmetto	144	143	140
Silver Meteor	216	222	217
Silver Star	182	190	185
Southwest Chief	191	188	191
Sunset Limited	134	139	134
Texas Eagle	176	188	179

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

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

Service ^a	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP ^b	All-Stations OTP ^c
	Last Four Quarters	1st Quarter FY 2016	1st Quarter FY 2016

Acela Express

Standard	>=0	90.0%	90.0%
Acela Express	-2.5	82.4%	85.0%

Other NEC Corridor Routes

Standard	>=0	85.0%	85.0%
Keystone	-1.5	84.1%	94.5%
Total Northeast Regional		81.7%	84.2%
Richmond / Newport News/Norfolk ^d	-0.4	73.7%	77.0%
Lynchburg ^e	Not Available	90.2%	88.8%
All Other Northeast Regional	-0.4	83.7%	87.7%

Non-NEC Corridor Routes

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.1	94.2%	95.3%
Carolinian	0.0	49.5%	47.6%
Cascades	-0.8	75.5%	75.4%
Downeaster	-5.0	79.0%	90.5%
Empire Corridor	0.1	74.7%	71.0%
Adirondack	0.9	54.9%	56.0%
Ethan Allen Express	2.3	76.1%	80.9%
Maple Leaf	-0.2	76.1%	53.6%
New York - Albany ^f	-0.5	79.5%	91.4%
New York - Niagara Falls	-0.5	67.4%	60.1%
Heartland Flyer	2.3	74.5%	84.3%
Hiawatha	-0.6	93.7%	97.5%
Hoosier State	2.9	82.7%	78.0%
Illinois	1.0	62.0%	64.2%
Carl Sandburg / Illinois Zephyr	1.9	92.7%	91.5%
Illini / Saluki	-0.7	36.7%	38.5%
Lincoln Service	1.2	58.3%	64.6%
Michigan	3.4	62.5%	69.9%
Blue Water	6.6	73.6%	84.7%
Pere Marquette	2.4	81.3%	91.2%
Wolverine	2.6	52.7%	63.3%
Kansas City - St. Louis	7.7	87.0%	89.1%
Pacific Surfliner	-0.3	78.6%	87.5%
Pennsylvanian	0.6	89.7%	81.2%
Piedmont	-0.2	43.3%	75.3%
San Joaquin	-0.3	84.1%	84.6%
Vermont	3.1	89.6%	81.4%

Long-Distance Routes

Standard	>=0	80.0%	80.0%
Auto Train	-0.9	60.1%	71.1%
California Zephyr	2.5	71.7%	59.7%
Capitol Limited	0.5	83.2%	71.0%
Cardinal	1.3	55.7%	54.3%
City of New Orleans	1.0	88.6%	69.2%
Coast Starlight	0.9	64.1%	53.7%
Crescent	-0.5	49.5%	51.9%
Empire Builder	-0.6	76.6%	66.0%
Lake Shore Ltd	-0.2	64.5%	58.3%
Palmetto	0.1	52.4%	58.2%
Silver Meteor	-0.5	48.3%	45.8%
Silver Star	0.0	42.8%	42.1%
Southwest Chief	-0.9	74.5%	60.5%
Sunset Limited	2.6	76.9%	50.2%
Texas Eagle	1.2	46.7%	34.6%

^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		1st Quarter FY 2016						
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	Route Miles
				#1	Minutes	#2	Minutes		

Standard			900						
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Acela Express

Acela Express	MNRR		2134	DSR	1238	CTI	669	0	56
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Other NEC Corridor Routes

Northeast Regional									
Richmond / Newport News/Norfolk ^d	CSX		2088	FTI	591	DSR	531	0	189
	MNRR		1358	DSR	537	CTI	522	0	56
	NS		295	DSR	166	DCS	58	0	81
Lynchburg ^e	MNRR		1590	DSR	837	CTI	582	0	56
	NS		382	FTI	162	DSR	62	0	166
All Other Northeast Regional	MNRR		1478	CTI	702	DSR	584	0	56

Non-NEC Corridor Routes

Capitol Corridor	UP		513	PTI	179	DSR	133	0	168
Carolinian	CSX		1860	FTI	621	PTI	451	0	295
	NS		1156	FTI	355	DSR	320	0	202
Cascades	BNSF		1246	FTI	331	PTI	258	0	343
	UP		880	PTI	348	FTI	293	0	125
Downeaster	MBTA		1411	CTI	791	PTI	235	0	38
	PanAm		626	DSR	199	PTI	183	0	77
Empire Corridor									
Adirondack	CN		4732	DSR	2684	FTI	1198	0	49
	CP		1349	DSR	674	PTI	462	0	178
	Amtrak		922	RTE	309	DCS	210	0	104
	MNRR		1209	CTI	573	DSR	261	0	64
Ethan Allen Express	CP		1506	DSR	802	PTI	379	0	60
	Amtrak		1440	PTI	919	RTE	214	0	104
	MNRR		1337	CTI	638	DSR	204	0	64
	VTR		118	DSR	55	FTI	36	0	24
Maple Leaf	CSX		1590	FTI	629	RTE	332	0	298
	Amtrak		1358	PTI	650	RTE	370	0	109
	MNRR		1183	CTI	475	DSR	326	0	64
New York - Albany ^f	Amtrak		523	DSR	133	PTI	126	0	81
	MNRR		1286	CTI	651	DSR	252	0	64
New York - Niagara Falls	CSX		1122	FTI	422	RTE	302	0	296
	Amtrak		1014	RTE	390	PTI	267	0	109
	MNRR		1833	CTI	669	DMW	372	0	64
Heartland Flyer	BNSF		925	DSR	684	FTI	147	0	238
Hiawatha	CP		317	DCS	115	FTI	80	0	53
	Metra		1244	CTI	792	DCS	131	0	29
Hoosier State	CSX		705	FTI	356	DCS	156	0	169
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF		720	DSR	362	RTE	122	0	257
Illini / Saluki	CN		1560	DCS	725	FTI	411	0	306
Lincoln Service	CN		1637	FTI	587	DCS	395	0	37
	UP		1503	PTI	541	FTI	441	0	231
Michigan									
Blue Water	Amtrak		371	PTI	214	DCS	111	0	99
	CN		524	FTI	400	DCS	70	0	159
	MIDOT		252	PTI	177	DCS	57	0	22
	NS		3513	FTI	1340	DCS	935	1671	39
Pere Marquette	CSX		311	FTI	115	DCS	106	0	135
	NS		2419	FTI	880	PTI	544	1671	39
Wolverine	Amtrak		533	PTI	344	DCS	109	0	99
	CN		2407	DSR	1163	FTI	548	0	27
	MIDOT		1738	DSR	857	DCS	378	0	134
	NS		2908	FTI	1170	DCS	837	1671	39
Kansas City - St. Louis	UP		561	FTI	230	PTI	85	0	271

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

Service	Host		1st Quarter FY 2016						
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	Route Miles
				#1	Minutes	#2	Minutes		

Standard			900						
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Pacific Surfliner	BNSF		1100	DCS	222	FTI	218	0	22
	SCRRA		959	PTI	428	CTI	300	0	95
	SDNRR		1362	PTI	469	CTI	450	0	60
	UP		939	PTI	593	DCS	122	0	174
Pennsylvanian	NS		702	FTI	292	DSR	209	0	249
Piedmont	NS		1237	FTI	425	DSR	332	0	173
San Joaquin	BNSF		734	PTI	332	FTI	252	0	284
	UP		1021	PTI	342	DSR	250	0	88
Vermont	MADOT		2835	DSR	2698	DCS	72	0	56
	MNRR		1655	CTI	689	DSR	594	0	60
	NECR		866	DSR	784	DMW	42	0	238

Long-Distance Routes

Auto Train	CSX		1407	FTI	583	DSR	302	0	898
	CFRC		1877	DSR	754	CTI	552	0	16
California Zephyr	BNSF		848	DSR	437	FTI	124	0	1,027
	UP		819	FTI	288	DCS	154	0	1,431
Capitol Limited	CSX		767	FTI	367	DSR	156	0	296
	NS		1341	FTI	649	RTE	256	0	481
Cardinal	BBrRR		1335	PTI	648	FTI	289	0	132
	CSX		899	FTI	417	DSR	233	0	698
	NS		754	PTI	201	FTI	183	0	79
City of New Orleans	CN		917	FTI	423	DSR	177	0	930
Coast Starlight	BNSF		850	FTI	188	PTI	177	0	186
	SCRRA		2025	PTI	1000	CTI	773	0	48
	UP		1225	FTI	403	PTI	399	0	1,159
Crescent	NS		1147	FTI	616	DSR	183	0	1,141
Empire Builder	BNSF		727	FTI	403	DSR	152	0	2,147
	CP		713	DSR	248	FTI	165	0	384
	Metra		1087	CTI	789	DCS	161	0	29
Lake Shore Ltd	CSX		1008	FTI	413	DSR	169	0	741
	MBTA		3649	CTI	2564	DSR	393	0	64
	MNRR		1839	CTI	811	RTE	413	0	64
	NS		1254	FTI	736	DSR	153	0	339
Palmetto	CSX		1073	FTI	424	PTI	218	0	659
Silver Meteor	CSX		1062	FTI	464	PTI	199	0	1,152
	CFRC		1565	PTI	680	DSR	334	0	61
	Fla DOT		1108	CTI	449	DCS	258	0	68
Silver Star	CSX		1292	FTI	485	DSR	279	0	1,209
	CFRC		947	CTI	313	DSR	279	0	61
	Fla DOT		1156	CTI	590	DCS	334	0	68
	NS		1512	PTI	910	DSR	257	0	28
Southwest Chief	BNSF		526	DSR	153	FTI	114	0	2,198
	NMDOT		2064	DSR	1162	CTI	542	0	80
Sunset Limited	BNSF		638	DSR	457	DCS	93	0	190
	UP		1359	FTI	636	DSR	217	0	1,784
Texas Eagle	BNSF		1362	DSR	933	FTI	202	0	126
	CN		2540	FTI	829	OTH	576	0	37
	UP		2015	FTI	773	DSR	512	0	1,104

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

^bFor explanation of delay codes, see Table 19.

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

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

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

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

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

Service	1st Quarter FY 2016					
	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	350	OTH	66	HLD	20	0
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Other NEC Corridor Routes

Northeast Regional						
Richmond / Newport News/Norfolk ^d	526	OTH	52	HLD	48	0
Lynchburg ^e	468	HLD	48	ADA	37	0
All Other Northeast Regional	933	OTH	164	CON	46	0

Non-NEC Corridor Routes

Capitol Corridor	373	HLD	31	ADA	19	0
Carolinian	587	HLD	61	ADA	56	0
Cascades	318	ENG	40	ADA	23	0
Downeaster	99	ITI	17	ENG	11	0
Empire Corridor						
Adirondack	356	CAR	51	HLD	27	0
Ethan Allen Express	308	HLD	33	OTH	33	0
Maple Leaf	468	SYS	59	SVS	55	0
New York - Albany ^f	249	HLD	26	ENG	18	0
New York - Niagara Falls	404	HLD	43	SYS	37	0
Heartland Flyer	601	OTH	117	HLD	49	0
Hiawatha	361	OTH	65	CCR	15	0
Hoosier State	802	SYS	56	CAR	27	0
Illinois						
Carl Sandburg / Illinois Zephyr	222	HLD	28	ADA	19	0
Illini / Saluki	466	OTH	66	HLD	38	0
Lincoln Service	231	HLD	36	SYS	23	0
Michigan						
Blue Water	300	OTH	26	ADA	14	0
Pere Marquette	288	HLD	38	OTH	16	0
Wolverine	331	OTH	23	ADA	18	0
Kansas City - St. Louis	196	HLD	17	ADA	16	0
Pacific Surfliner	549	HLD	50	ADA	36	0
Pennsylvanian	344	HLD	49	ADA	33	0
Piedmont	538	ADA	49	HLD	34	0
San Joaquin	420	ADA	35	HLD	27	0
Vermont	570	OTH	109	HLD	33	0

Long-Distance Routes

Auto Train	276	ITI	17	SYS	16	0
California Zephyr	330	HLD	35	ENG	22	0
Capitol Limited	210	HLD	33	SYS	11	0
Cardinal	585	SVS	40	HLD	34	0
City of New Orleans	367	HLD	46	OTH	28	0
Coast Starlight	651	HLD	78	OTH	40	0
Crescent	305	HLD	41	ADA	32	0
Empire Builder	333	HLD	45	ENG	26	0
Lake Shore Ltd	509	HLD	65	CON	44	0
Palmetto	264	HLD	43	ADA	37	0
Silver Meteor	450	ADA	61	HLD	53	0
Silver Star	365	ADA	51	HLD	50	0
Southwest Chief	293	HLD	43	SYS	13	0
Sunset Limited	462	HLD	45	OTH	23	0
Texas Eagle	517	HLD	62	SYS	19	0

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

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

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

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

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

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

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

Service	Host ^b	1st Quarter FY 2016							
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance ^c	Route Miles	
			#1	Minutes	#2	Minutes			
Acela Express									
Standard			265						
Acela Express	Amtrak		289	CTI	13	DCS	12	0	401
Other Services									
Standard			475						
Keystone	Amtrak		335	CTI	16	ENG	12	0	195
Cardinal	Amtrak		676	ENG	72	DBS	41	0	226
Carolinian	Amtrak		354	CTI	10	HLD	9	0	226
Crescent	Amtrak		613	CAR	49	CON	47	0	226
Northeast Regional	Amtrak		389	HLD	15	PTI	14	0	
Richmond / Newport News/Norfolk ^d	Amtrak		418	HLD	16	CTI	16	0	463
Lynchburg ^e	Amtrak		384	DET	31	HLD	25	0	463
All Other Northeast Regional	Amtrak		377	HLD	14	PTI	14	0	463
Palmetto	Amtrak		602	HLD	87	CTI	20	0	226
Pennsylvanian	Amtrak		355	ENG	27	SYS	18	0	195
Silver Meteor	Amtrak		861	HLD	73	PTI	59	0	226
Silver Star	Amtrak		430	CAR	32	PTI	22	0	226
Vermont	Amtrak		497	ENG	67	PTI	30	0	304

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

^bDelays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads. 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		1st Quarter FY 2016					
		Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard		82	80	80	80	80	80
Acela Express							
Acela Express		74	82	76	68	80	57
Other NEC Corridor Routes							
Keystone Service		87	89	75	70	86	N/A
Northeast Regional (Boston - Washington)		80	83	71	63	83	60
Newport News ^b		74	82	68	58	83	66
Norfolk ^c		85	85	73	66	86	64
Richmond ^d		85	87	73	63	87	64
Lynchburg ^e		86	83	77	63	85	61
New Haven - Springfield		78	83	73	64	85	61
Non-NEC Corridor Routes							
Capitol Corridor		88	89	81	79	90	66
Carolinian		73	87	73	61	81	65
Cascades		84	88	81	77	86	64
Downeaster		92	95	84	82	91	81
Empire Corridor							
Adirondack		72	77	66	56	77	45
Ethan Allen Express		81	87	73	65	80	58
Maple Leaf		81	88	77	60	83	64
New York - Albany ^f		82	87	72	67	81	N/A
Heartland Flyer		92	95	88	83	91	79
Hiawatha		90	92	86	82	89	N/A
Hoosier State		82	94	85	87	86	N/A
Illinois							
Carl Sandburg / Illinois Zephyr		91	91	83	79	86	73
Illini / Saluki		78	83	76	74	81	66
Lincoln Service		77	85	74	70	81	62
Michigan							
Blue Water		87	84	76	76	83	65
Pere Marquette		88	92	83	83	89	68
Wolverine		81	86	75	73	81	63
Kansas City - St. Louis		90	92	86	80	89	73
Pacific Surfliner		81	84	77	75	85	63
Pennsylvanian		85	85	76	63	85	64
Piedmont		88	91	82	89	89	N/A
San Joaquins		84	86	80	75	84	66
Vermont		79	82	72	61	82	59
Long-Distance Routes							
Auto Train		76	89	80	77	71	71
California Zephyr		84	84	77	66	81	64
Capitol Limited		84	83	77	75	79	68
Cardinal		74	75	69	56	76	51
City of New Orleans		82	82	79	78	79	55
Coast Starlight		71	82	68	64	78	60
Crescent		70	77	63	57	74	64
Empire Builder		80	82	72	64	80	64
Lake Shore Ltd		75	82	66	63	75	65
Palmetto		72	78	67	57	79	61
Silver Meteor		71	79	64	58	72	61
Silver Star		68	81	66	60	75	53
Southwest Chief		78	81	74	65	75	67
Sunset Limited		74	81	69	64	75	67
Texas Eagle		66	78	65	65	76	64

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

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

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

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

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

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

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

Service	1st Quarter FY 2016		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	22	87	0.25
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Other NEC Corridor Routes

Keystone Service	25	36	0.70
Total Northeast Regional	54	140	0.39
Richmond / Newport News ^b	18	39	0.46
Lynchburg ^c	1	10	0.10
All Other Northeast Regional	35	90	0.39

Non-NEC Corridor Routes

Capitol Corridor	12	29	0.42
Carolinian	7	13	0.53
Cascades	24	24	1.02
Downeaster	1	11	0.09
Empire Corridor	24	55	0.44
Adirondack	3	7	0.42
Ethan Allen Express	0	5	0.00
Maple Leaf	5	9	0.58
New York - Albany ^d	11	17	0.64
New York - Niagara Falls	5	17	0.29
Heartland Flyer	0	4	0.00
Hiawatha	4	11	0.37
Hoosier State	3	2	1.58
Illinois	13	37	0.35
Carl Sandburg / Illinois Zephyr	3	10	0.31
Illini / Saluki	6	11	0.53
Lincoln Service	4	16	0.25
Michigan	4	26	0.15
Blue Water	0	6	0.00
Pere Marquette	1	3	0.30
Wolverine	3	17	0.18
Kansas City - St. Louis	1	10	0.10
Pacific Surfliner	32	39	0.82
Pennsylvanian	2	8	0.25
Piedmont	1	6	0.16
San Joaquins	19	34	0.56
Vermont	12	11	1.12

Long-Distance Routes

Auto Train	4	15	0.26
California Zephyr	26	45	0.58
Capitol Limited	1	14	0.07
Cardinal	3	9	0.33
City of New Orleans	11	17	0.64
Coast Starlight	12	26	0.47
Crescent	12	25	0.47
Empire Builder	17	47	0.36
Lake Shore Ltd	7	20	0.35
Palmetto	7	15	0.47
Silver Meteor	13	24	0.53
Silver Star	9	27	0.34
Southwest Chief	18	42	0.43
Sunset Limited	13	16	0.83
Texas Eagle	9	23	0.38

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

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

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

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

TABLE 12:
COMPLAINTS RECEIVED
Complaints per 1,000 Passengers

Service		1st Quarter FY 2016	
		Food-Related	Train-Related

Amtrak Premium

Acela Express		0.04	1.46
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Amtrak Corridor

Keystone		0.00	0.93
Northeast Regional		0.01	1.91

Short Distance

Capitols		0.00	0.46
Carolinian		0.18	11.30
Cascades		0.02	2.98
Downeaster		0.00	0.57
Empire Corridor			
Adirondack		0.17	5.09
Empire Service		0.01	1.91
Ethan Allen Express		0.03	1.73
Maple Leaf		0.21	4.38
Heartland Flyer		0.00	1.17
Hiawatha		0.00	0.80
Hoosier State		0.26	6.07
Illinois			
Carl Sandburg / Illinois Zephyr		0.00	1.49
Illini / Saluki		0.00	2.44
Lincoln Service		0.00	4.15
Michigan			
Blue Water		0.05	2.29
Pere Marquette		0.00	2.65
Wolverine		0.03	3.44
Kansas City - St. Louis		0.02	4.87
Pacific Surfliner		0.02	2.83
Pennsylvanian		0.05	5.46
Piedmont		0.02	2.38
San Joaquins		0.02	2.04
Vermont		0.01	6.85

Long Distance

Auto Train		2.47	21.38
California Zephyr		1.38	19.52
Capitol Limited		0.54	7.24
Cardinal		1.56	16.73
City of New Orleans		1.50	15.15
Coast Starlight		0.90	16.93
Crescent		0.35	17.94
Empire Builder		0.45	13.04
Lake Shore Ltd		0.41	8.87
Palmetto		0.15	14.87
Silver Meteor		0.76	26.69
Silver Star		2.94	30.65
Southwest Chief		1.21	20.94
Sunset Limited		0.95	14.66
Texas Eagle		1.19	30.62

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

TABLE 13:
FOOD-RELATED COMPLAINTS
Number of Complaints Received

Service	1st Quarter FY 2016						
	Menu / Selection / Availability	Other	Pricing	Quality	Service		Total
Amtrak System	456	64	23	99	802		1,444
Amtrak Premium	13	7	0	7	15		42
Acela Express	13	7	0	7	15		42
Amtrak Corridor	12	0	1	3	14		30
Keystone	0	0	0	0	0		0
Northeast Regional	12	0	1	3	14		30
Short Distance	36	1	4	7	32		80
Capitol	0	0	0	0	1		1
Carolinian	12	0	0	0	5		17
Cascades	0	0	0	0	4		4
Downeaster	0	0	0	0	0		0
Empire Corridor	8	0	1	5	7		21
Adirondack	3	0	0	2	3		8
Empire Service	1	0	0	1	1		3
Ethan Allen Express	0	0	0	0	1		1
Maple Leaf	4	0	1	2	2		9
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	2	0	0	0	0		2
Illinois	0	0	0	0	0		0
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	0	0	0	0	0		0
Michigan	3	0	0	0	2		5
Blue Water	0	0	0	0	2		2
Pere Marquette	0	0	0	0	0		0
Wolverine	3	0	0	0	0		3
Kansas City - St. Louis	0	0	0	0	1		1
Pacific Surfliner	3	1	1	0	11		16
Pennsylvanian	2	0	1	0	1		4
Piedmont	1	0	0	0	0		1
San Joaquins	4	0	1	2	0		7
Vermont	1	0	0	0	0		1
Long Distance	395	56	18	82	741		1,292
Auto Train	33	7	0	3	108		151
California Zephyr	66	2	2	15	56		141
Capitol Limited	3	3	1	4	22		33
Cardinal	5	0	1	3	35		44
City of New Orleans	34	2	1	6	56		99
Coast Starlight	28	10	1	5	70		114
Crescent	10	3	0	2	14		29
Empire Builder	20	10	0	5	25		60
Lake Shore Ltd	16	1	0	1	21		39
Palmetto	4	0	1	1	6		12
Silver Meteor	19	3	0	1	43		66
Silver Star	55	2	4	27	183		271
Southwest Chief	60	4	1	4	44		113
Sunset Limited	10	7	0	0	13		30
Texas Eagle	32	2	6	5	45		90

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

TABLE 14:
PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

Service	1st Quarter FY 2016						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	977	119	3,628	1,509	2,171		8,404
Amtrak Premium	26	6	103	75	105		315
Acela Express	26	6	103	75	105		315
Amtrak Corridor	173	17	180	158	271		799
Keystone	16	2	15	15	38		86
Northeast Regional	157	15	165	143	233		713
Short Distance	269	33	557	346	462		1,667
Capitols	7	2	15	10	29		63
Carolinian	35	2	136	47	41		261
Cascades	16	1	36	12	21		86
Downeaster	6	6	5	12	14		43
Empire Corridor	27	4	73	63	73		240
Adirondack	1	1	10	7	17		36
Empire Service	19	2	50	51	36		158
Ethan Allen Express	0	0	8	2	3		13
Maple Leaf	7	1	5	3	17		33
Heartland Flyer	1	0	19	6	0		26
Hiawatha	4	0	7	4	8		23
Hoosier State	2	0	1	1	3		7
Illinois	16	4	33	22	31		106
Carl Sandburg / Illinois Zephyr	2	0	7	2	5		16
Illini / Saluki	7	0	10	4	5		26
Lincoln Service	7	4	16	16	21		64
Michigan	9	2	28	13	32		84
Blue Water	2	1	2	3	2		10
Pere Marquette	1	0	9	1	6		17
Wolverine	6	1	17	9	24		57
Kansas City - St. Louis	8	0	14	9	18		49
Pacific Surfliner	65	6	72	83	114		340
Pennsylvanian	22	1	36	14	21		94
Piedmont	17	0	9	4	2		32
San Joaquins	19	5	39	37	32		132
Vermont	15	0	34	9	23		81
Long Distance	509	63	2,788	930	1,333		5,623
Auto Train	39	3	192	31	49		314
California Zephyr	21	3	459	166	122		771
Capitol Limited	16	1	122	29	39		207
Cardinal	9	3	29	13	27		81
City of New Orleans	33	6	49	24	98		210
Coast Starlight	64	6	188	98	163		519
Crescent	29	5	138	102	71		345
Empire Builder	34	11	289	39	99		472
Lake Shore Ltd	21	1	189	27	63		301
Palmetto	32	2	37	35	51		157
Silver Meteor	42	3	386	58	89		578
Silver Star	65	6	277	56	117		521
Southwest Chief	51	8	170	123	153		505
Sunset Limited	8	3	91	27	37		166
Texas Eagle	45	2	172	102	155		476

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

TABLE 15:
EQUIPMENT-RELATED COMPLAINTS
Number of Complaints Received

Service	1st Quarter FY 2016						
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		Total
Amtrak System	970	894	275	2,249	1,674		6,062
Amtrak Premium	12	5	6	58	5		86
Acela Express	12	5	6	58	5		86
Amtrak Corridor	70	92	28	318	126		634
Keystone	1	8	2	28	7		46
Northeast Regional	69	84	26	290	119		588
Short Distance	115	164	16	359	221		875
Capitols	0	1	0	9	1		11
Carolinian	4	31	2	32	66		135
Cascades	6	6	3	26	15		56
Downeaster	0	2	0	2	2		6
Empire Corridor	3	46	3	38	38		128
Adirondack	0	10	2	2	12		26
Empire Service	2	28	0	24	18		72
Ethan Allen Express	1	1	0	3	0		5
Maple Leaf	0	7	1	9	8		25
Heartland Flyer	0	1	0	1	0		2
Hiawatha	0	1	0	0	0		1
Hoosier State	0	2	0	2	0		4
Illinois	8	26	1	26	6		67
Carl Sandburg / Illinois Zephyr	0	9	0	4	0		13
Illini / Saluki	2	3	1	9	3		18
Lincoln Service	6	14	0	13	3		36
Michigan	13	13	2	27	3		58
Blue Water	2	2	0	7	0		11
Pere Marquette	0	0	0	1	0		1
Wolverine	11	11	2	19	3		46
Kansas City - St. Louis	1	5	0	5	0		11
Pacific Surfliner	24	4	1	74	17		120
Pennsylvanian	52	12	1	69	28		162
Piedmont	0	0	0	2	1		3
San Joaquins	1	8	1	20	25		55
Vermont	3	6	2	26	19		56
Long Distance	773	633	225	1,514	1,322		4,467
Auto Train	95	39	6	89	74		303
California Zephyr	94	60	30	252	118		554
Capitol Limited	25	8	2	26	9		70
Cardinal	9	8	8	33	48		106
City of New Orleans	25	20	4	58	19		126
Coast Starlight	69	57	21	159	71		377
Crescent	16	39	15	140	121		331
Empire Builder	73	57	21	115	71		337
Lake Shore Ltd	43	71	11	82	65		272
Palmetto	39	37	5	111	83		275
Silver Meteor	51	70	15	84	194		414
Silver Star	63	80	33	172	225		573
Southwest Chief	81	40	21	56	119		317
Sunset Limited	24	9	5	37	26		101
Texas Eagle	66	38	28	100	79		311

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

TABLE 16:
STATION-RELATED COMPLAINTS
 Number of Complaints Received

1st Quarter FY 2016		
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Amtrak System		2391
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Division

Boston		129
California		428
Central		162
Empire		335
New York		72
Southeast		358
Southwest		396
Northwest		105
Washington		406

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 2015
Connectivity	19.8%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	Not Available
- 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
MADOT	Massachusetts Department of Transportation
MBTA	Massachusetts Bay Transportation Authority
Metra	Metra
MIDOT	Michigan Department of Transportation
MNRR	Metro-North Railroad
NECR	New England Central Railroad
NMDOT	New Mexico Department of Transportation
NS	Norfolk Southern
PanAm	Pan Am Railways
SCRRA	Southern California Regional Rail Authority
SDNRR	San Diego Northern Railway Inc.
UP	Union Pacific
VTR	Vermont Railway System

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2016	1st Quarter FY 2016

Acela Express

Standard		≥ 0	90%	90%
Acela Express	2100	-3.1	83.1%	94.7%
	2103	-1.6	89.8%	90.9%
	2104	-2.7	81.4%	93.3%
	2107	-3.5	79.7%	86.6%
	2109	-3.9	81.4%	76.8%
	2110	-2.4	96.5%	98.0%
	2117	-1.4	93.2%	90.6%
	2119	-2.9	84.7%	82.1%
	2121	-3.1	89.8%	93.2%
	2122	-5.0	94.5%	94.3%
	2124	-5.9	89.1%	92.0%
	2126	-6.0	91.5%	93.2%
	2128	Not Available	84.7%	84.7%
	2150	-1.3	71.7%	80.8%
	2151	-2.0	85.9%	83.2%
	2153	-3.1	96.6%	91.2%
	2154	-1.4	78.1%	86.9%
	2155	-1.2	85.9%	84.2%
	2158	-0.6	76.6%	86.5%
	2159	-1.0	71.9%	80.9%
	2160	-1.3	81.4%	88.3%
	2163	-2.9	85.7%	79.4%
	2164	-2.2	84.4%	91.2%
	2165	-2.7	79.7%	84.0%
	2166	-1.7	83.1%	89.1%
	2167	-2.7	73.4%	81.2%
	2168	-2.3	87.5%	87.4%
	2170	-3.5	61.0%	77.1%
	2171	-3.4	62.5%	73.9%
	2172	-3.1	65.6%	72.9%
	2173	-1.8	72.9%	74.7%
	2175	Not Available	79.7%	77.9%
	2190	-0.4	90.5%	89.9%
	2203	-2.5	92.9%	99.0%
	2205	-3.8	100.0%	97.2%
	2207	-3.8	92.3%	86.6%
	2208	-1.9	92.3%	96.2%
	2211	-2.1	76.9%	79.8%
	2212	-3.1	96.0%	97.0%
	2213	-4.1	66.7%	88.2%
	2216	-3.8	#N/A	#DIV/0!
	2220	-4.7	100.0%	100.0%
	2221	-0.5	91.7%	94.4%
	2222	-5.3	84.6%	93.3%
	2225	-1.9	75.0%	79.1%
	2228	-5.1	100.0%	100.0%
	2250	-1.5	78.6%	82.0%
	2251	-3.0	75.0%	81.2%
	2252	-1.0	66.7%	74.3%
	2253	-1.6	55.6%	72.4%
	2254	-0.9	78.6%	82.7%
	2255	0.0	92.9%	89.7%
	2256	-2.1	57.1%	76.0%
	2257	-2.0	92.9%	86.9%
	2258	-3.2	100.0%	85.6%
	2259	-1.0	85.7%	82.2%
	2290	-3.4	85.7%	88.0%
	2297	-0.9	92.3%	93.3%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2016	1st Quarter FY 2016

Other NEC Corridor Routes

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk ^c	65	Not Available	75.9%	74.0%
	66	2.8	92.4%	80.6%
	67	-1.5	52.4%	80.6%
	71	Not Available	93.3%	67.3%
	82	0.3	100.0%	93.5%
	83	1.4	84.6%	75.3%
	84	-3.1	67.2%	73.8%
	85	-0.8	67.2%	87.7%
	86	1.4	73.4%	72.6%
	87	2.8	53.8%	74.3%
	88	-1.0	96.4%	83.7%
	93	-1.1	66.7%	78.0%
	94	-0.8	64.1%	45.3%
	95	0.3	46.9%	68.7%
	96	Not Available	93.8%	78.7%
	99	0.1	64.3%	73.0%
	125	Not Available	81.3%	86.6%
	157	Not Available	84.6%	87.6%
	164	Not Available	82.1%	83.9%
	174	Not Available	93.8%	93.3%
Lynchburg ^d	194	-0.6	91.7%	72.5%
	195	0.1	57.1%	74.3%
	145	3.9	84.6%	90.5%
	147	-1.0	85.7%	80.8%
	156	-14.5	92.9%	92.1%
	171	-7.3	87.5%	88.9%
All Other Northeast Regional	176	-6.8	93.8%	88.7%
	110	-1.4	85.9%	94.3%
	111	-0.4	85.9%	93.7%
	121	Not Available	66.7%	90.2%
	123	Not Available	100.0%	100.0%
	126	Not Available	92.3%	97.7%
	127	-4.3	82.8%	93.6%
	129	-3.0	71.9%	84.1%
	130	-2.6	87.5%	97.8%
	131	-2.2	95.0%	93.3%
	132	Not Available	92.3%	94.2%
	133	-1.3	92.9%	97.1%
	134	-1.3	77.8%	94.9%
	135	-1.4	96.4%	91.3%
	136	2.2	84.6%	85.5%
	137	-1.6	87.5%	88.8%
	138	-1.2	81.3%	93.7%
	139	Not Available	100.0%	94.0%
	140	1.8	96.3%	94.7%
	141	0.8	75.0%	78.0%
	143	0.8	81.5%	84.4%
	146	2.2	86.7%	90.0%
	148	-0.2	71.9%	77.0%
	150	-0.9	85.7%	87.4%
	151	-1.1	98.4%	97.7%
	152	-0.8	96.4%	100.0%
	153	-2.4	92.9%	97.3%
	154	-0.1	69.2%	96.7%
	155	-1.1	92.9%	97.4%
	158	1.0	89.3%	97.7%
	159	2.2	82.1%	94.9%
	160	-1.1	89.3%	87.1%
	161	0.2	78.6%	78.8%
	162	0.6	100.0%	86.0%
	163	-1.7	82.1%	76.1%
	165	-1.2	100.0%	90.8%
	166	-2.3	76.9%	82.2%
	167	-1.2	93.3%	89.9%
	168	-1.2	86.7%	75.3%
	169	-1.0	85.7%	87.2%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2016	1st Quarter FY 2016
	170	-2.2	90.6%	86.8%
	172	-0.6	82.8%	75.2%
	173	0.8	87.5%	86.5%
	175	0.0	95.3%	85.4%
	177	-1.0	82.8%	82.2%
	178	-2.3	96.9%	91.4%
	179	-3.0	78.1%	90.5%
	180	-1.9	60.9%	95.0%
	181	Not Available	100.0%	100.0%
	182	-2.2	92.9%	98.8%
	183	-0.4	89.1%	93.0%
	184	-2.3	84.4%	95.5%
	185	-3.3	90.6%	93.0%
	186	-1.0	88.9%	96.2%
	187	-0.8	89.1%	94.0%
	188	0.7	87.5%	94.5%
	190	-0.7	84.4%	91.4%
	192	-0.5	66.7%	81.6%
	193	-3.1	75.0%	79.8%
	196	-0.2	91.8%	98.4%
	198	Not Available	80.0%	91.6%
	401	6.0	75.0%	86.0%
	405	5.8	100.0%	98.6%
	432	Not Available	92.3%	100.0%
	450	3.3	52.6%	62.9%
	460	0.9	26.3%	51.7%
	463	3.1	80.0%	85.2%
	464	0.9	75.0%	74.8%
	465	Not Available	61.5%	85.4%
	467	5.6	100.0%	100.0%
	470	1.8	Not Available	66.7%
	475	6.4	93.8%	96.3%
	476	2.8	64.3%	66.2%
	479	7.4	85.7%	89.5%
	488	5.0	75.0%	76.9%
	490	4.3	Not Available	Not Available
	493	6.6	Not Available	Not Available
	494	1.7	36.9%	38.8%
	495	5.4	Not Available	Not Available
	497	8.2	84.6%	96.7%
Keystone	600	-0.1	92.2%	97.0%
	601	-2.3	87.5%	96.0%
	605	-1.5	78.1%	96.0%
	607	-2.4	92.2%	98.0%
	609	-5.2	93.8%	98.5%
	610	-1.4	93.3%	97.9%
	611	-0.3	93.3%	100.0%
	612	-2.7	92.3%	94.2%
	615	-2.0	84.6%	100.0%
	618	-4.1	93.9%	98.4%
	619	-4.9	90.6%	94.9%
	620	0.7	96.9%	98.9%
	622	-2.5	100.0%	100.0%
	637	-3.5	92.9%	92.9%
	639	-2.2	89.1%	96.9%
	640	-0.3	75.0%	91.1%
	641	-1.6	67.2%	90.7%
	642	-1.9	90.6%	98.1%
	643	-1.4	67.2%	89.9%
	644	-0.1	89.1%	92.2%
	645	-2.2	87.5%	94.9%
	646	-1.7	71.9%	90.9%
	647	-0.8	93.8%	96.0%
	648	0.9	96.9%	98.7%
	649	-2.2	79.7%	93.2%
	650	-0.4	92.2%	93.8%
	651	-1.6	81.3%	91.0%
	652	-0.2	81.3%	95.8%
	653	-0.6	78.1%	90.5%
	654	-0.5	92.2%	94.7%
	655	-1.2	60.9%	84.1%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2016	1st Quarter FY 2016
	656	-1.7	92.2%	96.5%
	658	-0.8	80.0%	97.4%
	660	1.1	78.6%	90.2%
	661	-2.0	60.7%	95.5%
	662	-0.1	93.3%	94.7%
	663	-4.7	75.0%	97.8%
	664	-2.0	71.4%	94.9%
	665	0.0	71.4%	97.4%
	666	-0.1	92.9%	98.1%
	667	-3.7	39.3%	92.9%
	669	-4.6	75.0%	93.6%
	670	-1.5	85.7%	98.1%
	671	-8.6	71.4%	96.7%
	672	-1.3	89.3%	96.2%
	674	Not Available	92.3%	92.8%

Non-NEC Corridor Routes

Standard		≥ 0	80.0%	80.0%
Capitol Corridor	520	1.6	98.4%	98.6%
	521	1.1	98.4%	99.5%
	522	2.3	95.2%	96.0%
	523	1.2	95.2%	97.1%
	524	3.1	96.8%	95.2%
	525	2.5	95.2%	97.8%
	526	2.4	95.2%	95.8%
	527	2.0	98.4%	98.0%
	528	3.9	96.8%	91.6%
	529	0.5	98.4%	97.4%
	530	4.7	96.8%	98.2%
	531	3.1	96.8%	98.7%
	532	4.6	96.8%	95.8%
	533	1.4	92.1%	95.4%
	534	3.5	95.2%	98.6%
	535	2.7	95.2%	97.3%
	536	1.5	88.9%	91.6%
	537	2.4	95.2%	97.2%
	538	2.4	96.8%	98.1%
	540	3.1	96.8%	98.2%
	541	3.7	96.8%	97.6%
	542	1.7	95.2%	93.2%
	543	2.1	81.0%	94.5%
	544	3.3	88.9%	89.6%
	545	3.2	93.5%	97.3%
	546	2.7	87.3%	82.3%
	547	1.2	93.7%	96.5%
	548	0.0	92.1%	95.2%
	549	0.5	93.7%	97.9%
	551	1.9	95.2%	95.6%
	720	2.6	100.0%	97.0%
	723	0.7	96.6%	99.5%
	724	1.9	100.0%	96.8%
	727	1.7	100.0%	98.5%
	728	2.0	100.0%	99.3%
	729	0.2	96.6%	96.8%
	732	1.9	100.0%	99.1%
	733	4.6	100.0%	97.6%
	734	1.8	89.7%	94.8%
	736	4.0	79.3%	90.6%
	737	2.8	93.1%	94.8%
	738	-0.7	86.2%	88.6%
	741	0.3	86.2%	92.9%
	742	1.7	89.7%	88.0%
	743	-0.3	86.2%	92.4%
	744	1.7	82.8%	85.5%
	745	1.4	93.1%	94.8%
	746	1.6	96.6%	96.6%
	747	2.7	93.1%	95.3%
	748	2.0	100.0%	98.3%
	749	1.6	89.7%	95.7%
	751	1.5	93.1%	93.1%

**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	1st Quarter FY 2016	1st Quarter FY 2016
Carolinian	79	-0.4	24.2%	43.9%
	80	0.3	74.7%	51.2%
Cascades	500	1.6	71.0%	68.8%
	501	-2.0	68.9%	68.8%
	503	Not Available	90.5%	91.0%
	505	Not Available	85.2%	87.1%
	506	0.5	91.3%	78.0%
	507	1.3	75.0%	75.9%
	508	-1.6	82.6%	80.2%
	509	3.3	79.1%	74.1%
	510	-0.2	71.1%	87.9%
	513	-3.2	73.9%	70.9%
	516	-3.5	56.5%	69.4%
	517	-0.9	71.1%	78.8%
Downeaster	680	-4.4	84.4%	95.2%
	681	-6.0	55.6%	77.2%
	682	-6.1	87.5%	93.3%
	683	-3.7	77.8%	86.8%
	684	-2.3	73.0%	84.9%
	685	-6.7	70.3%	93.0%
	686	-4.2	79.4%	87.5%
	687	-5.9	85.9%	88.9%
	688	-5.6	85.9%	94.8%
	689	-4.8	89.1%	96.8%
	690	-4.2	88.5%	98.8%
	691	-4.2	50.0%	69.2%
	692	-7.3	75.0%	92.7%
	693	-0.8	82.1%	91.4%
	694	-2.2	80.8%	98.3%
	695	-7.1	65.4%	90.3%
	696	-1.8	92.9%	97.7%
	697	-4.2	85.7%	95.4%
	698	-6.2	81.5%	95.4%
	699	-3.7	88.9%	94.0%

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

Service	Train Number	Test #1		Test #2		Test #3	
		Change in Effective Speed		Endpoint OTP ^a		All-Stations OTP ^b	
		Last Four Quarters		1st Quarter FY 2016		1st Quarter FY 2016	
Empire Corridor							
Adirondack	68		1.2	50.0%	45.2%		
	69		0.4	59.8%	66.7%		
Maple Leaf	63		0.5	77.2%	54.6%		
	64		-0.9	75.0%	52.6%		
New York - Albany ^e	230		1.3	92.2%	98.4%		
	232		1.0	71.4%	91.7%		
	233		-1.2	57.6%	81.1%		
	234		-0.7	84.1%	94.8%		
	235		0.3	60.9%	86.2%		
	236		-0.1	89.1%	93.5%		
	237		-0.8	63.5%	89.7%		
	238		-0.3	89.1%	89.6%		
	239		-2.5	71.2%	94.2%		
	241		-0.5	74.7%	91.8%		
	242		0.6	82.8%	95.2%		
	243		1.7	96.8%	98.4%		
	244		-3.3	80.4%	91.1%		
	245		-1.7	81.0%	84.1%		
	250		0.5	89.7%	94.6%		
	252		-1.6	93.8%	96.4%		
	253		0.7	72.4%	92.1%		
	254		-0.7	100.0%	100.0%		
	255		-3.4	75.0%	96.4%		
	256		2.1	100.0%	98.9%		
	259		Not Available	82.8%	94.1%		
	New York - Niagara Falls	261		-0.5	89.3%	91.6%	
		280		-0.6	82.3%	75.7%	
		281		-0.4	47.8%	50.0%	
		283		0.5	65.2%	58.4%	
		284		-0.6	72.8%	57.9%	
288			1.5	92.3%	66.7%		
Ethan Allen Express		290		1.7	76.6%	88.9%	
	291		3.0	75.0%	77.3%		
	292		1.6	73.3%	67.8%		
	293		3.4	91.7%	80.2%		
	296		0.5	69.2%	79.5%		
Heartland Flyer	821		3.0	76.1%	93.8%		
	822		1.5	72.8%	74.7%		
Hiawatha	329		-0.3	98.5%	98.5%		
	330		0.1	97.0%	99.4%		
	331		-0.4	97.8%	97.8%		
	332		-0.9	97.8%	99.3%		
	333		-1.0	94.6%	97.4%		
	334		-0.6	93.5%	98.3%		
	335		-0.9	93.5%	97.1%		
	336		-0.4	92.4%	98.3%		
	337		0.4	96.7%	99.3%		
	338		-2.0	90.2%	97.1%		
	339		-0.7	93.5%	96.9%		
	340		-1.5	88.0%	95.4%		
	341		0.3	90.2%	95.0%		
	342		-0.1	90.2%	95.8%		
Hoosier State	850		1.7	75.5%	78.6%		
	851		5.3	89.8%	77.5%		
Illinois							
Carl Sandburg / Illinois Zephyr	380		2.1	91.3%	90.2%		
	381		1.6	95.7%	95.9%		
	382		1.8	91.3%	90.3%		
	383		2.0	95.7%	91.5%		

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2016	1st Quarter FY 2016
Illini / Saluki Lincoln Service	390	0.5	35.9%	42.3%
	391	0.6	45.7%	33.1%
	392	-1.2	19.6%	44.3%
	393	-2.7	45.7%	34.5%
	300	1.8	64.2%	72.0%
	301	1.6	41.8%	63.7%
	302	1.6	48.1%	59.2%
	303	0.8	59.7%	64.0%
	304	0.4	53.2%	48.6%
	305	0.4	56.7%	68.7%
	306	1.5	67.2%	65.3%
	307	1.3	74.0%	75.0%
Michigan				
Blue Water Pere Marquette Wolverine	364	5.4	92.3%	83.2%
	365	8.2	54.9%	86.2%
	370	1.8	85.9%	89.7%
	371	3.1	79.1%	93.4%
	350	0.6	66.3%	78.0%
	351	4.3	46.7%	73.8%
	352	2.6	40.9%	66.9%
	353	6.2	62.1%	64.4%
	354	-0.1	50.0%	54.5%
	355	5.0	65.2%	57.6%
	359	Not Available	34.5%	37.9%
Kansas City - St. Louis	311	5.0	85.7%	88.3%
	313	7.8	90.0%	91.8%
	314	8.5	84.4%	89.0%
	316	9.4	87.8%	87.3%
	562	2.8	82.6%	95.0%
Pacific Surfliner	564	-0.7	76.9%	95.4%
	565	1.9	83.7%	92.5%
	566	-1.1	70.0%	90.2%
	567	-2.5	86.4%	95.3%
	572	-2.1	84.1%	97.6%
	573	-1.9	82.0%	90.4%
	579	-0.1	86.0%	96.2%
	580	1.7	88.0%	93.2%
	582	1.1	91.0%	94.0%
	583	-3.9	83.3%	95.6%
	591	1.4	80.4%	92.0%
	595	-1.7	70.7%	87.8%
	761	Not Available	57.8%	84.6%
	763	-0.4	84.8%	87.8%
	768	-0.7	66.3%	95.7%
	769	-0.9	75.0%	87.9%
	774	0.2	84.8%	81.2%
	777	Not Available	82.6%	81.4%
	784	-0.6	78.3%	84.6%
	785	-0.5	77.2%	85.6%
	790	Not Available	68.8%	72.3%
	796	-1.0	65.2%	83.2%
	1761	Not Available	67.9%	89.6%
	1790	Not Available	71.4%	75.5%
Pennsylvanian	42	1.1	87.0%	86.4%
	43	0.2	92.4%	75.8%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP ^a	All-Stations OTP ^b
		Last Four Quarters	1st Quarter FY 2016	1st Quarter FY 2016
Piedmont	73	-0.2	57.8%	87.3%
	74	Not Available	48.9%	73.3%
	75	Not Available	37.5%	71.4%
	76	Not Available	28.9%	69.0%
San Joaquin	701	-1.6	93.5%	90.4%
	702	-0.9	91.3%	88.0%
	703	-1.4	78.3%	82.2%
	704	0.4	91.3%	90.5%
	711	-0.1	83.7%	88.6%
	712	-1.4	80.4%	75.7%
	713	0.1	76.1%	78.2%
	714	-0.2	85.9%	83.8%
	715	0.4	82.6%	86.7%
	716	0.2	92.4%	90.4%
	717	-0.1	69.6%	80.3%
	718	0.5	84.8%	82.5%
	54	3.6	89.3%	84.0%
	55	2.9	87.3%	78.3%
Vermont	56	3.3	89.1%	82.3%
	57	2.5	96.4%	83.9%

Long Distance Routes

Standard		≥ 0	80.0%	80.0%
Auto Train	52	-0.4	72.6%	75.6%
	53	-1.4	47.6%	66.7%
California Zephyr	5	2.8	73.9%	59.9%
	6	2.4	69.6%	59.6%
Cardinal	50	1.0	40.0%	45.5%
	51	1.7	71.8%	63.4%
Capitol Limited	29	0.0	81.5%	74.8%
	30	1.0	84.8%	67.3%
City of New Orleans	58	1.0	87.0%	69.0%
	59	1.1	90.2%	69.5%
Coast Starlight	11	0.5	67.4%	62.9%
	14	1.4	60.9%	44.6%
Crescent	19	-0.4	39.1%	55.6%
	20	-0.5	59.8%	48.3%
Empire Builder	27	-0.3	85.6%	77.1%
	28	-0.8	81.1%	56.5%
	7	-0.2	78.3%	75.0%
	8	-0.8	62.0%	55.3%
Lake Shore Ltd	448	8.3	57.1%	42.4%
	449	5.0	72.7%	82.3%
	48	1.0	77.2%	65.5%
	49	-1.8	51.1%	47.9%
Palmetto	89	-0.4	43.0%	50.0%
	90	0.7	61.9%	66.9%
Silver Meteor	97	-0.8	50.0%	47.3%
	98	-0.1	44.2%	44.4%
Silver Star	91	-0.6	31.1%	39.7%
	92	0.4	54.4%	44.5%
Southwest Chief	3	-0.8	78.3%	63.4%
	4	-1.0	70.7%	57.5%
Sunset Limited	1	3.1	84.6%	48.7%
	2	2.2	69.2%	51.6%
Texas Eagle	21	1.3	63.0%	34.5%
	22	1.1	30.4%	34.7%

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

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

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

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

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

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

Service	Train	Host		1st Quarter FY 2016					
				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		2464	DSR	2241	CTI	196	0
	2151	MNRR		2779	CTI	2545	DSR	223	0
	2153	MNRR		1864	DSR	1774	CTI	91	0
	2154	MNRR		2352	DSR	1629	DMW	352	0
	2155	MNRR		1875	DSR	1091	CTI	583	0
	2158	MNRR		2081	CTI	1688	DSR	184	0
	2159	MNRR		2188	DSR	873	CTI	672	0
	2160	MNRR		1471	DCS	660	DSR	387	0
	2163	MNRR		2375	DSR	1542	CTI	363	0
	2164	MNRR		1967	DSR	1041	CTI	829	0
	2165	MNRR		2032	DSR	1481	RTE	308	0
	2166	MNRR		1873	DSR	878	CTI	838	0
	2167	MNRR		2302	DSR	1705	CTI	466	0
	2168	MNRR		2104	CTI	1272	DSR	720	0
	2170	MNRR		2618	CTI	2406	DSR	127	0
	2171	MNRR		2896	DSR	2201	CTI	597	0
	2172	MNRR		2232	DSR	1270	CTI	619	0
	2173	MNRR		2521	DSR	1722	CTI	512	0
	2175	MNRR		2131	DSR	1855	CTI	179	0
	2190	MNRR		2284	DSR	1901	CTI	300	0
	2250	MNRR		1511	DSR	1212	CTI	217	0
	2251	MNRR		1763	DSR	1116	CTI	491	0
	2252	MNRR		1226	CTI	655	DSR	357	0
	2253	MNRR		2341	DSR	1263	DCS	364	0
	2254	MNRR		1977	DSR	1582	CTI	319	0
	2255	MNRR		969	DSR	969	-	-	0
	2256	MNRR		1505	DSR	1314	CTI	140	0
	2257	MNRR		1607	DSR	1173	CTI	434	0
	2258	MNRR		1030	DSR	962	DMW	69	0
	2259	MNRR		1696	DSR	995	CTI	702	0
	2290	MNRR		2105	DSR	1926	DMW	179	0
	2297	MNRR		1731	DSR	1195	CTI	536	0

Other NEC Corridor Routes

Northeast Regional									
Richmond / Newport News/Norfolk ^d	194	CSX		1522	DSR	615	PTI	501	0
		MNRR		551	CTI	387	DSR	104	0
	195	CSX		2271	PTI	692	FTI	586	0
		MNRR		1180	CTI	446	DSR	408	0
	65	CSX		1845	DSR	563	PTI	475	0
		MNRR		1927	DMW	1232	DSR	419	0
	66	CSX		1675	DSR	572	FTI	508	0
		MNRR		949	DSR	782	DCS	103	0
	67	CSX		3015	FTI	885	PTI	751	0
		MNRR		1519	DSR	675	CTI	485	0
	71	CSX		571	DSR	283	RTE	141	0
		NS		26	DSR	26	-	-	0
	82	CSX		1324	DSR	397	RTE	362	0
		MNRR		1773	DSR	638	CTI	612	0
	83	CSX		1474	DSR	585	FTI	357	0
		MNRR		1538	CTI	1374	DMW	165	0
	84	CSX		1800	FTI	702	DSR	304	0
	85	CSX		2037	FTI	633	DSR	495	0
	86	CSX		1492	DSR	493	CTI	215	0
		MNRR		1862	DSR	1590	CTI	121	0
	87	CSX		1059	DSR	418	FTI	397	0
	88	CSX		1255	FTI	529	DSR	288	0
		MNRR		867	DSR	491	CTI	306	0
		NS		197	DCS	119	DSR	46	0
	93	CSX		1902	DSR	471	FTI	428	0
		MNRR		1362	CTI	851	DMW	336	0
	94	CSX		3404	FTI	1389	DSR	783	0
		MNRR		2263	CTI	2126	DSR	95	0

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

Service	Train	Host	1st Quarter FY 2016					
			Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Standard **900**

Lynchburg ^e	95	CSX		2806	PTI	730	DSR	728	0
		MNRR		938	DCS	455	DSR	246	0
	96	CSX		1798	DSR	548	FTI	525	0
		MNRR		871	DSR	547	CTI	268	0
	99	CSX		1390	DSR	568	FTI	496	0
		MNRR		1486	DSR	504	CTI	472	0
	125	CSX		2265	FTI	703	CTI	519	0
		NS		447	DSR	255	RTE	96	0
	157	CSX		1521	FTI	607	DSR	336	0
		NS		144	DCS	103	DSR	41	0
	164	CSX		974	DSR	472	DCS	184	0
		MNRR		1250	DSR	504	CTI	402	0
	174	CSX		1993	RTE	549	DSR	469	0
		MNRR		960	DSR	427	CTI	374	0
		NS		Not Available	Not Available	Not Available	Not Available	Not Available	0
	145	NS		414	FTI	174	PTI	118	0
	147	MNRR		1122	CTI	599	DSR	319	0
		NS		297	FTI	96	DSR	70	0
	156	NS		229	DSR	59	PTI	55	0
	171	MNRR		1981	DSR	1002	CTI	703	0
		NS		645	FTI	361	DCS	96	0
	176	MNRR		1309	DSR	781	CTI	466	0
		NS		203	DCS	53	DSR	50	0
All Other Northeast Regional	132	MNRR		1484	CTI	865	DSR	426	0
	135	MNRR		2264	CTI	1575	DSR	580	0
	136	MNRR		343	DSR	165	FTI	110	0
	137	MNRR		2015	CTI	1456	DSR	379	0
	139	MNRR		618	CTI	440	RTE	137	0
	140	MNRR		622	DSR	470	CTI	99	0
	141	MNRR		1370	CTI	745	DSR	377	0
	143	MNRR		1195	CTI	378	DSR	316	0
	146	MNRR		548	CTI	262	DSR	190	0
	148	MNRR		1272	CTI	720	DSR	357	0
	150	MNRR		1684	DSR	886	CTI	351	0
	160	MNRR		1460	DSR	835	CTI	364	0
	161	MNRR		1365	DSR	753	CTI	402	0
	162	MNRR		1142	DSR	580	DMW	274	0
	163	MNRR		1397	DSR	529	CTI	504	0
	165	MNRR		1760	CTI	1020	DSR	612	0
	166	MNRR		577	DSR	275	CTI	165	0
	167	MNRR		964	DSR	750	CTI	143	0
	168	MNRR		1417	CTI	917	DSR	464	0
	169	MNRR		950	DSR	861	CTI	89	0
	170	MNRR		1412	CTI	957	DSR	271	0
	172	MNRR		1657	DSR	689	CTI	430	0
	173	MNRR		1278	DSR	561	CTI	519	0
	175	MNRR		3019	CTI	2369	DSR	491	0
	177	MNRR		1406	DSR	1080	CTI	232	0
	178	MNRR		893	CTI	552	DSR	257	0
	179	MNRR		756	DSR	547	CTI	153	0
	190	MNRR		2455	DSR	1507	CTI	845	0

Non-NEC Corridor Routes

Capitol Corridor	520	UP		507	DSR	142	PTI	129	0
	521	UP		430	DSR	176	RTE	75	0
	522	UP		480	DSR	164	PTI	136	0
	523	UP		539	DSR	189	PTI	128	0
	524	UP		661	PTI	272	DCS	132	0
	525	UP		321	DSR	140	PTI	57	0
	526	UP		1146	PTI	588	DSR	185	0
	527	UP		677	PTI	187	DSR	154	0
	528	UP		707	PTI	364	DSR	135	0
	529	UP		414	PTI	158	DSR	119	0
	530	UP		427	DSR	189	PTI	65	0
	531	UP		798	PTI	480	DSR	144	0
	532	UP		475	DSR	132	DCS	120	0
	533	UP		807	PTI	265	DCS	175	0
	534	UP		260	DSR	109	FTI	46	0
	535	UP		493	DCS	131	PTI	105	0
	536	UP		565	DSR	151	FTI	123	0
	537	UP		566	PTI	361	DSR	77	0

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

Service	Train	Host		1st Quarter FY 2016					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard				900					
	538	UP		263	DSR	68	PTI	63	0
	540	UP		321	DSR	134	RTE	94	0
	541	UP		298	PTI	145	DSR	107	0
	542	UP		434	PTI	128	DSR	105	0
	543	UP		590	DSR	169	PTI	133	0
	544	UP		360	RTE	124	DSR	91	0
	545	UP		381	DSR	107	PTI	92	0
	546	UP		425	PTI	156	DSR	141	0
	547	UP		762	PTI	498	DSR	112	0
	548	UP		499	PTI	229	DSR	148	0
	549	UP		429	PTI	166	DSR	131	0
	551	UP		436	DSR	160	PTI	98	0
	720	UP		430	DSR	158	RTE	110	0
	723	UP		312	DSR	145	RTE	52	0
	724	UP		534	PTI	230	DSR	137	0
	727	UP		477	DSR	142	DCS	106	0
	728	UP		452	PTI	145	DSR	126	0
	729	UP		449	PTI	168	DSR	111	0
	732	UP		919	PTI	331	DCS	260	0
	733	UP		564	PTI	230	DSR	196	0
	734	UP		343	PTI	108	DSR	88	0
	736	UP		646	DSR	204	DCS	168	0
	737	UP		506	PTI	263	RTE	83	0
	738	UP		464	PTI	144	DSR	125	0
	741	UP		404	PTI	176	DSR	76	0
	742	UP		542	PTI	204	DSR	117	0
	743	UP		942	PTI	457	DSR	157	0
	744	UP		369	PTI	174	DCS	94	0
	745	UP		296	DSR	114	PTI	103	0
	746	UP		245	DSR	75	PTI	75	0
	747	UP		568	PTI	354	DSR	132	0
	748	UP		431	DSR	150	RTE	114	0
	749	UP		494	DSR	221	PTI	119	0
	751	UP		627	DSR	237	DMW	181	0
Carolinian	79	CSX		1979	FTI	628	PTI	599	0
		NS		1169	DSR	343	PTI	269	0
	80	CSX		1741	FTI	613	PTI	302	0
		NS		1144	FTI	451	DSR	297	0
Cascades	500	BNSF		1267	DSR	290	FTI	287	0
		UP		1253	PTI	765	FTI	226	0
	501	BNSF		1316	DSR	331	RTE	255	0
	503	UP		480	FTI	271	PTI	82	0
	505	UP		830	FTI	309	PTI	299	0
	506	BNSF		927	PTI	313	DSR	231	0
	507	BNSF		1132	FTI	267	DSR	263	0
		UP		798	PTI	265	FTI	218	0
	508	BNSF		797	DSR	202	RTE	192	0
	509	BNSF		1231	FTI	269	PTI	264	0
	510	BNSF		1690	FTI	671	PTI	420	0
	513	BNSF		1143	FTI	311	DSR	248	0
	516	BNSF		1386	FTI	482	PTI	280	0
	517	BNSF		1742	PTI	491	FTI	487	0
Downeaster	680	MBTA		1777	CTI	1360	DCS	219	0
		PanAm		431	DSR	159	FTI	102	0
	681	MBTA		3435	PTI	1923	CTI	1184	0
		PanAm		790	DSR	438	DCS	192	0
	682	MBTA		653	CTI	331	PTI	145	0
		PanAm		523	DSR	260	DCS	163	0
	683	MBTA		1675	DSR	1109	DCS	307	0
		PanAm		899	DCS	260	DSR	196	0
	684	MBTA		634	CTI	470	FTI	139	0
		PanAm		1177	PTI	614	DCS	204	0
	685	MBTA		951	FTI	513	DCS	182	0
		PanAm		490	PTI	187	DCS	146	0
686	MBTA		2616	CTI	2259	PTI	126	0	
	PanAm		431	DSR	223	DCS	119	0	

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

Service	Train	Host		1st Quarter FY 2016					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard				900					
	687	MBTA		2096	CTI	1906	FTI	112	0
		PanAm		614	PTI	356	FTI	98	0
	688	MBTA		1244	CTI	976	FTI	207	0
		PanAm		920	PTI	534	DSR	265	0
	689	MBTA		951	CTI	856	DSR	62	0
		PanAm		317	DSR	136	DCS	134	0
	690	MBTA		356	CTI	315	DSR	20	0
		PanAm		476	FTI	240	DSR	160	0
	691	MBTA		4365	PTI	2249	CTI	1414	0
		PanAm		537	DSR	324	DCS	173	0
	692	MBTA		1653	CTI	576	DMW	416	0
		PanAm		579	DSR	264	DCS	224	0
	693	MBTA		1304	CTI	898	DCS	151	0
		PanAm		330	PTI	186	DSR	130	0
	694	MBTA		346	FTI	193	CTI	71	0
		PanAm		826	PTI	681	DSR	80	0
	695	MBTA		417	PTI	153	CTI	102	0
		PanAm		868	DSR	292	PTI	252	0
	696	MBTA		378	OTH	142	DMW	113	0
		PanAm		284	DSR	195	FTI	88	0
	697	MBTA		227	DSR	104	OTH	104	0
		PanAm		584	PTI	353	DCS	149	0
	698	MBTA		323	CTI	304	DSR	20	0
		PanAm		479	PTI	201	DSR	160	0
	699	MBTA		363	DCS	235	OTH	108	0
		PanAm		386	DMW	212	FTI	92	0
Empire Corridor									
Adirondack	68	CN		3893	DSR	2234	FTI	1002	0
		CP		1250	DSR	650	PTI	480	0
		Amtrak		998	PTI	309	DCS	258	0
		MNRR		1343	CTI	800	DCS	181	0
	69	CN		5562	DSR	3129	FTI	1392	0
		CP		1447	DSR	698	PTI	444	0
		Amtrak		847	RTE	391	DCS	162	0
		MNRR		1075	DSR	369	CTI	346	0
Maple Leaf	63	CSX		1593	FTI	586	RTE	388	0
		Amtrak		1103	PTI	385	RTE	348	0
		MNRR		1208	CTI	548	DSR	331	0
	64	CSX		1586	FTI	671	RTE	276	0
Amtrak			1614	PTI	916	RTE	392	0	
MNRR			1159	CTI	403	DSR	321	0	
New York - Albany ^f	230	Amtrak		240	DSR	100	RTE	71	0
		MNRR		1207	CTI	491	RTE	385	0
	232	Amtrak		370	DSR	170	CTI	57	0
		MNRR		1433	CTI	833	DSR	360	0
	233	Amtrak		815	RTE	296	DBS	172	0
		MNRR		2268	CTI	836	DMW	543	0
	234	Amtrak		302	DCS	125	DSR	121	0
		MNRR		1712	CTI	1156	DSR	379	0
	235	Amtrak		895	DSR	238	RTE	230	0
		MNRR		1099	CTI	380	RTE	255	0
	236	Amtrak		372	DSR	113	PTI	104	0
		MNRR		903	CTI	383	DSR	309	0
	237	Amtrak		979	PTI	460	DCS	300	0
		MNRR		1214	CTI	787	DSR	222	0
	238	Amtrak		712	PTI	259	DSR	198	0
		MNRR		1271	CTI	389	DSR	372	0
	239	Amtrak		411	DSR	99	PTI	99	0
		MNRR		2285	CTI	2011	RTE	190	0
	241	Amtrak		444	RTE	217	DSR	150	0
		MNRR		497	RTE	181	DSR	154	0
242	Amtrak		620	DCS	213	PTI	187	0	
	MNRR		1356	CTI	486	DSR	334	0	
243	Amtrak		267	DSR	92	RTE	76	0	
	MNRR		566	CTI	232	DSR	202	0	
244	Amtrak		669	PTI	342	DSR	199	0	
	MNRR		2075	CTI	1295	PTI	282	0	

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

Service	Train	Host		1st Quarter FY 2016					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard **900**

New York - Niagara Falls	245	Amtrak		294	DCS	137	DSR	66	0
		MNRR		1042	CTI	695	DCS	229	0
	250	Amtrak		216	DSR	106	DBS	64	0
		MNRR		655	DSR	222	CTI	211	0
	252	Amtrak		146	DSR	54	DCS	46	0
		MNRR		952	DMW	540	RTE	157	0
	253	Amtrak		589	PTI	377	RTE	80	0
		MNRR		1202	CTI	660	DSR	265	0
	254	Amtrak		161	RTE	104	DSR	57	0
		MNRR		1159	CTI	725	DSR	266	0
	255	Amtrak		430	RTE	215	PTI	113	0
		MNRR		942	CTI	510	RTE	209	0
	256	Amtrak		198	DSR	198	-	-	0
		MNRR		700	CTI	386	DSR	181	0
	259	Amtrak		657	DCS	402	DSR	97	0
		MNRR		758	CTI	292	DSR	260	0
	261	Amtrak		430	DCS	215	DSR	145	0
		MNRR		549	DSR	230	CTI	191	0
	280	CSX		827	RTE	262	FTI	241	0
		Amtrak		860	RTE	377	DCS	177	0
		MNRR		2001	CTI	821	DMW	435	0
	281	CSX		1494	FTI	730	RTE	336	0
		Amtrak		1026	RTE	410	PTI	310	0
		MNRR		1976	RTE	558	CTI	556	0
	283	CSX		976	FTI	350	RTE	309	0
		Amtrak		1102	RTE	363	PTI	328	0
		MNRR		1897	CTI	812	DMW	447	0
Ethan Allen Express	284	CSX		1180	FTI	373	RTE	305	0
		Amtrak		1075	RTE	433	PTI	247	0
		MNRR		1628	CTI	567	RTE	413	0
	288	CSX		898	PTI	304	RTE	234	0
		Amtrak		810	PTI	275	RTE	204	0
		MNRR		785	DSR	374	CTI	254	0
	290	CP		1199	DSR	864	DCS	145	0
		Amtrak		1504	PTI	1099	RTE	127	0
		MNRR		1609	DMW	787	CTI	314	0
		VTR		111	DBS	78	DSR	33	981
	291	CP		1246	DSR	806	PTI	125	0
		Amtrak		1240	PTI	683	RTE	302	0
		MNRR		1138	CTI	848	DSR	130	0
		VTR		131	FTI	84	DSR	47	805
	292	CP		4031	PTI	3267	DSR	720	0
		Amtrak		1039	PTI	529	RTE	221	0
		MNRR		1350	CTI	408	RTE	324	0
		VTR		84	DSR	84	-	-	448
	293	CP		1398	DSR	651	RTE	415	0
		Amtrak		1365	DCS	586	PTI	285	0
		MNRR		2080	CTI	1871	DCS	157	0
		VTR		70	DSR	70	-	-	966
	296	CP		1802	PTI	831	DSR	703	0
		Amtrak		2884	PTI	2513	DSR	209	0
		MNRR		519	DSR	242	RTE	121	0
		VTR		161	DSR	161	-	-	483
Heartland Flyer	821	BNSF		789	DSR	549	FTI	131	0
	822	BNSF		1061	DSR	819	FTI	164	0
Hiawatha	329	CP		51	DMW	34	PTI	17	0
		Metra		210	DCS	91	CTI	72	0
	330	CP		40	FTI	34	DCS	6	0
		Metra		3491	CTI	3408	PTI	47	0
	331	CP		139	DCS	45	FTI	39	0
		Metra		820	CTI	579	DMW	171	0
	332	CP		211	DCS	80	DMW	43	0
		Metra		1176	CTI	514	FTI	202	0
	333	CP		194	DCS	80	FTI	70	0
		Metra		538	DMW	192	FTI	123	0
	334	CP		270	FTI	90	DCS	66	0
		Metra		1283	DMW	390	CTI	376	0
	335	CP		728	DCS	422	RTE	114	0
		Metra		939	CTI	607	DMW	205	0
	336	CP		657	DCS	207	RTE	207	0
		Metra		1354	CTI	562	DCS	384	0

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

Service	Train	Host		1st Quarter FY 2016					MM&C Allowance ^c
				Total Delay	Largest 2 Delay Categories ^b				
					#1	Minutes	#2	Minutes	
Standard 900									
	337	CP		451	DCS	240	FTI	97	0
		Metra		569	FTI	146	CTI	111	0
	338	CP		274	FTI	151	DCS	61	0
		Metra		1714	CTI	1325	DCS	147	0
	339	CP		187	DCS	110	CTI	56	0
		Metra		2149	CTI	1882	DCS	135	0
	340	CP		693	RTE	255	FTI	224	0
		Metra		1328	CTI	589	DCS	336	0
	341	CP		108	DCS	41	FTI	39	0
		Metra		799	CTI	518	RTE	79	0
	342	CP		292	DCS	137	PTI	95	0
		Metra		1525	CTI	1130	DCS	222	0
Hoosier State	850	CSX		618	FTI	238	DCS	184	0
	851	CSX		793	FTI	477	DSR	129	0
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF		698	DSR	348	RTE	149	0
	381	BNSF		623	DSR	333	RTE	96	0
Illini / Saluki	382	BNSF		694	DSR	360	RTE	160	0
	383	BNSF		838	DSR	401	FTI	160	0
	390	CN		1337	DCS	734	FTI	307	0
	391	CN		1634	DCS	718	FTI	507	0
	392	CN		1835	DCS	701	PTI	481	0
	393	CN		1433	DCS	746	FTI	354	0
Lincoln Service	300	CN		2316	FTI	827	DCS	529	0
		UP		1288	FTI	467	DCS	217	0
	301	CN		1680	FTI	614	DCS	324	0
		UP		1688	PTI	856	FTI	322	0
	302	CN		2055	DCS	542	FTI	405	0
		UP		1755	PTI	524	FTI	412	0
	303	CN		1497	FTI	580	DSR	392	0
		UP		1405	PTI	503	FTI	326	0
	304	CN		1842	FTI	751	DCS	742	0
		UP		1662	PTI	587	FTI	519	0
	305	CN		959	RTE	375	FTI	252	0
		UP		1340	PTI	513	FTI	399	0
	306	CN		1787	FTI	930	DSR	358	0
		UP		1643	PTI	847	FTI	448	0
	307	CN		1032	DCS	426	FTI	371	0
		UP		1241	FTI	627	PTI	335	0
Michigan									
Blue Water	364	Amtrak		288	PTI	152	DCS	69	0
		CN		311	FTI	238	DCS	38	0
		MIDOT		215	PTI	205	DSR	10	0
		NS		3336	FTI	1379	DCS	1102	1671
	365	Amtrak		454	PTI	276	DCS	154	0
		CN		737	FTI	562	DCS	102	0
		MIDOT		290	PTI	150	DCS	115	0
		NS		3689	FTI	1302	DCS	768	1671
Pere Marquette	370	CSX		180	DCS	70	RTE	52	0
		NS		2107	FTI	777	RTE	436	1671
	371	CSX		452	FTI	223	DCS	145	0
		NS		2732	FTI	955	PTI	664	1671

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 Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		1st Quarter FY 2016					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	
Standard									
900									
Wolverine	350	Amtrak		862	PTI	588	DCS	166	0
		CN		3084	DSR	1995	FTI	508	0
		MIDOT		2149	DSR	995	PTI	672	0
		NS		2221	FTI	1014	DCS	489	1671
	351	Amtrak		552	PTI	315	DCS	175	0
		CN		1907	DSR	807	FTI	724	0
		MIDOT		1404	DSR	924	DCS	252	0
		NS		3194	FTI	950	DCS	629	1671
	352	Amtrak		393	PTI	286	DCS	102	0
		CN		1980	DSR	1033	FTI	485	0
		MIDOT		1734	DSR	693	PTI	525	0
		NS		2987	DCS	1137	FTI	721	1671
	353	Amtrak		732	PTI	453	DCS	150	0
		CN		1792	DSR	474	DCS	417	0
		MIDOT		1391	DSR	629	DCS	477	0
		NS		2723	FTI	1297	DCS	810	1671
	354	Amtrak		439	PTI	349	DCS	53	0
		CN		1874	DSR	1289	FTI	321	0
		MIDOT		1501	DSR	871	DCS	318	0
		NS		3456	FTI	1456	DCS	1101	1671
	355	Amtrak		165	DCS	66	PTI	60	0
		CN		2502	DSR	901	FTI	725	0
		MIDOT		1753	DSR	764	DCS	429	0
		NS		1872	DCS	861	FTI	534	1671
	359	Amtrak		797	PTI	717	FTI	52	0
		CN		5299	DSR	1747	DCS	881	0
		MIDOT		2099	DSR	1048	DCS	644	0
		NS		5664	FTI	4175	DCS	683	0
Kansas City - St. Louis	311	UP		624	FTI	245	DCS	109	0
	313	UP		488	FTI	125	DBS	125	0
	314	UP		619	FTI	328	DCS	98	0
	316	UP		512	FTI	222	PTI	129	0
Pacific Surfliner	562	BNSF		628	CTI	346	DCS	103	0
		SCRRA		1091	CTI	500	PTI	453	0
		SDNRR		2438	CTI	1014	PTI	980	0
	564	BNSF		1002	DCS	302	CTI	261	0
		SCRRA		1103	PTI	701	CTI	186	0
		SDNRR		1231	PTI	511	CTI	301	0
	565	BNSF		1335	FTI	361	RTE	323	0
		SCRRA		566	CTI	165	RTE	150	0
		SDNRR		1338	CTI	717	DBS	332	0
	566	BNSF		1173	CTI	315	FTI	310	0
		SCRRA		2360	PTI	2216	CTI	80	0
		SDNRR		1506	PTI	757	CTI	444	0
	567	BNSF		1087	RTE	308	DCS	297	0
		SCRRA		367	PTI	153	DCS	143	0
		SDNRR		2045	CTI	914	PTI	497	0
	572	BNSF		843	FTI	274	DCS	186	0
		SCRRA		925	PTI	820	DCS	85	0
		SDNRR		1050	PTI	441	CTI	251	0
	573	BNSF		665	DCS	254	DSR	195	0
		SCRRA		480	DCS	296	CTI	108	0
		SDNRR		1449	PTI	731	DSR	426	0
	579	BNSF		1429	FTI	431	DSR	414	0
		SCRRA		185	DCS	91	CTI	55	0
		SDNRR		1236	PTI	713	DSR	300	0
	580	BNSF		339	DCS	222	FTI	46	0
		SCRRA		854	CTI	437	PTI	289	0
		SDNRR		1449	CTI	1148	DSR	145	0
	582	BNSF		872	CTI	566	FTI	148	0
SCRRA			1705	PTI	1276	CTI	330	0	
SDNRR			1489	CTI	1071	PTI	308	0	
583	BNSF		1747	RTE	465	DSR	346	0	
	SCRRA		1714	PTI	1158	CTI	240	0	
	SDNRR		675	DSR	309	CTI	181	0	

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

Service	Train	Host		1st Quarter FY 2016					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard	900
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591	BNSF		1555	FTI	413	RTE	372	0
	SCRRA		459	CTI	181	DCS	170	0
	SDNRR		1130	PTI	449	DSR	318	0
595	BNSF		1481	FTI	586	DMW	415	0
	SCRRA		403	RTE	102	DCS	79	0
	SDNRR		1167	PTI	372	FTI	355	0
761	SCRRA		2200	CTI	1235	PTI	561	0
	UP		823	PTI	331	DSR	144	0
763	BNSF		1764	DCS	763	FTI	313	0
	SCRRA		900	PTI	401	CTI	205	0
	SDNRR		1657	CTI	967	DCS	339	0
	UP		862	PTI	613	DCS	143	0
768	BNSF		618	DCS	220	DSR	112	0
	SCRRA		796	PTI	368	DCS	235	0
	SDNRR		1173	PTI	630	DSR	267	0
	UP		185	DCS	60	CTI	29	0
769	BNSF		1107	DCS	339	DSR	228	0
	SCRRA		227	CTI	83	DCS	63	0
	SDNRR		1440	PTI	634	CTI	365	0
	UP		881	PTI	681	DCS	96	0
774	BNSF		450	RTE	147	DMW	106	0
	SCRRA		868	PTI	475	CTI	201	0
	SDNRR		843	PTI	582	DSR	112	0
	UP		1122	PTI	878	DCS	97	0
777	BNSF		880	DCS	233	DSR	228	0
	SCRRA		631	PTI	320	CTI	172	0
	SDNRR		1682	PTI	904	DSR	390	0
	UP		1454	PTI	890	FTI	322	0
784	BNSF		839	CTI	288	DCS	243	0
	SCRRA		1529	CTI	971	PTI	306	0
	SDNRR		1453	CTI	772	DSR	286	0
	UP		1161	PTI	806	DCS	282	0
785	BNSF		1603	DCS	394	DSR	278	0
	SCRRA		851	PTI	451	CTI	152	0
	SDNRR		1853	PTI	862	CTI	505	0
	UP		503	PTI	326	FTI	79	0
790	BNSF		1344	DBS	516	RTE	414	0
	SCRRA		1924	CTI	1577	DCS	152	0
	SDNRR		1147	PTI	478	DSR	312	0
	UP		1028	PTI	619	DCS	149	0
796	BNSF		1693	DMW	643	RTE	319	0
	SCRRA		1059	PTI	547	FTI	237	0
	SDNRR		612	DSR	234	FTI	225	0
	UP		552	PTI	229	CTI	174	0
1761	SCRRA		428	PTI	196	CTI	174	0
	UP		466	PTI	246	DSR	78	0
1790	BNSF		498	RTE	299	DSR	116	0
	SCRRA		438	PTI	184	DCS	125	0
	SDNRR		873	PTI	458	DSR	365	0
	UP		977	PTI	631	DCS	221	0

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

Service	Train	Host		1st Quarter FY 2016					
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
					#1	Minutes	#2	Minutes	

Standard **900**

Pennsylvanian	42	NS		758	FTI	273	DSR	255	0
	43	NS		646	FTI	311	DSR	163	0
Piedmont	73	NS		1160	FTI	365	DSR	320	0
	74	NS		1069	FTI	411	DSR	316	0
	75	NS		1358	FTI	585	DSR	349	0
	76	NS		1359	PTI	344	DSR	342	0
San Joaquin	701	BNSF		870	PTI	384	FTI	349	0
		UP		849	FTI	287	DCS	261	0
	702	BNSF		1073	PTI	569	FTI	359	0
		UP		461	FTI	247	DCS	111	0
	703	BNSF		637	PTI	375	FTI	156	0
		UP		1042	FTI	403	RTE	396	0
	704	BNSF		570	PTI	240	FTI	158	0
		UP		539	FTI	292	DCS	125	0
	711	BNSF		652	FTI	320	PTI	159	0
		UP		1255	PTI	625	DSR	319	0
	712	BNSF		912	PTI	486	FTI	251	0
		UP		929	DSR	457	DCS	194	0
	713	BNSF		929	PTI	460	FTI	294	0
		UP		1633	PTI	793	DSR	496	0
	714	BNSF		684	FTI	292	PTI	218	0
		UP		1038	PTI	488	DSR	345	0
	715	BNSF		576	FTI	213	PTI	203	0
		UP		1362	PTI	715	DSR	357	0
	716	BNSF		691	PTI	306	FTI	262	0
		UP		543	DSR	319	FTI	81	0
	717	BNSF		697	PTI	361	FTI	182	0
		UP		1219	DSR	335	PTI	332	0
	718	BNSF		554	PTI	270	FTI	187	0
		UP		1689	PTI	1150	DSR	387	0
Vermont	54	MADOT		2575	DSR	2503	DCS	72	0
		MNRR		912	DSR	402	CTI	185	0
		NECR		807	DSR	798	DBS	8	0
	55	MADOT		3156	DSR	2923	DCS	153	0
		MNRR		2123	CTI	1185	DSR	626	0
		NECR		833	DSR	799	DCS	25	0
	56	MADOT		2629	DSR	2523	FTI	106	0
		MNRR		1696	DSR	709	CTI	421	0
		NECR		872	DSR	752	DMW	49	0
	57	MADOT		2824	DSR	2775	DCS	49	0
		MNRR		1250	CTI	689	DSR	453	0
		NECR		988	DSR	815	DMW	173	0

Long Distance Routes

Auto Train	52	CSX		1157	FTI	450	DSR	253	0
		CFRC		1387	DCS	514	DSR	445	0
	53	CSX		1657	FTI	717	DSR	351	0
		CFRC		2300	DSR	1020	CTI	813	0
California Zephyr	5	BNSF		812	DSR	400	PTI	142	0
		UP		912	FTI	332	DCS	184	0
	6	BNSF		884	DSR	474	FTI	168	0
		UP		729	FTI	245	PTI	146	0
Cardinal	50	BBrRR		1537	PTI	552	FTI	511	0
		CSX		965	FTI	512	DSR	232	0
		NS		697	PTI	272	CTI	169	0
	51	BBrRR		1127	PTI	747	DSR	196	0
		CSX		831	FTI	320	DSR	234	0
		NS		813	DSR	249	FTI	230	0
Capitol Limited	29	CSX		669	FTI	421	DSR	74	0
		NS		1521	FTI	774	RTE	233	0
	30	CSX		864	FTI	313	DSR	238	0
		NS		1160	FTI	524	RTE	279	0
City of New Orleans	58	CN		901	FTI	359	PTI	222	0
	59	CN		933	FTI	487	DSR	202	0
Coast Starlight	11	BNSF		949	FTI	219	PTI	207	0
		SCRRA		1604	CTI	796	PTI	629	0
		UP		1265	PTI	487	FTI	387	0
	14	BNSF		751	RTE	188	FTI	157	0
		SCRRA		2446	PTI	1371	CTI	751	0
		UP		1186	FTI	420	PTI	310	0

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

Service	Train	Host		1st Quarter FY 2016						
				Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c	
					#1	Minutes	#2	Minutes		
Standard				900						
Crescent	19	NS		1193	FTI	640	DSR	179	0	
	20	NS		1101	FTI	593	DSR	187	0	
Empire Builder	27	BNSF		585	FTI	223	DCS	122	0	
	28	BNSF		726	FTI	435	DCS	137	0	
	7	BNSF		719	FTI	393	DSR	164	0	
		CP		833	DSR	253	FTI	236	0	
		Metra		367	CTI	218	DMW	104	0	
	8	BNSF		766	FTI	444	DSR	160	0	
		CP		593	DSR	243	DCS	153	0	
		Metra		1806	CTI	1359	DCS	309	0	
Lake Shore Ltd	448	CSX		1131	DSR	405	FTI	228	0	
		MBTA		3151	CTI	2369	DCS	387	0	
	449	CSX		1007	PTI	417	DCS	286	0	
		MBTA		4378	CTI	2851	DSR	850	0	
	48	CSX		1373	FTI	617	DSR	221	0	
		MNRR		2256	CTI	1034	RTE	642	0	
		NS		1108	FTI	616	PTI	153	0	
	49	CSX		616	FTI	308	RTE	122	0	
		MNRR		1421	CTI	589	DSR	290	0	
		NS		1400	FTI	856	DSR	156	0	
	Palmetto	89	CSX		1169	FTI	415	PTI	231	0
	Silver Meteor	90	CSX		976	FTI	432	PTI	205	0
97		CSX		1068	FTI	506	PTI	221	0	
		CFRC		1316	PTI	432	DSR	326	0	
		Fla DOT		1572	CTI	701	DCS	281	0	
98		CSX		1056	FTI	423	DSR	199	0	
		CFRC		1814	PTI	928	DSR	342	0	
		Fla DOT		644	DCS	235	CTI	198	0	
Silver Star	91	CSX		1368	FTI	555	PTI	297	0	
		CFRC		1814	PTI	928	DSR	342	0	
		Fla DOT		1478	CTI	951	DCS	332	0	
		NS		2469	PTI	1660	FTI	477	0	
	92	CSX		1216	FTI	413	DSR	274	0	
		CFRC		1082	CTI	332	DSR	285	0	
		Fla DOT		834	DCS	336	CTI	228	0	
		NS		519	DSR	243	PTI	132	0	
Southwest Chief	3	BNSF		542	DSR	153	DCS	116	0	
		NMDOT		2232	DSR	1193	CTI	737	0	
	4	BNSF		509	DSR	152	FTI	116	0	
		NMDOT		1896	DSR	1131	CTI	347	0	
Sunset Limited	1	BNSF		718	DSR	531	DCS	123	0	
		UP		1342	FTI	633	DSR	234	0	
	2	BNSF		558	DSR	383	RTE	102	0	
		UP		1377	FTI	640	RTE	265	0	
Texas Eagle	21	BNSF		1199	DSR	773	FTI	140	0	
		CN		3109	OTH	1152	FTI	630	0	
		UP		2224	FTI	969	DSR	503	0	
	22	BNSF		1538	DSR	1104	FTI	268	0	
		CN		1972	FTI	1028	DMW	289	0	
		UP		1807	FTI	577	DSR	521	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	1st Quarter FY 2016					
		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	151	HLD	42	OTH	8	0
	2151	352	HLD	64	OTH	53	0
	2153	433	OTH	112	ADA	9	0
	2154	194	HLD	16	ADA	8	0
	2155	167	OTH	33	HLD	28	0
	2158	47	OTH	10	ADA	8	0
	2159	555	OTH	151	ADA	17	0
	2160	808	OTH	319	-	-	0
	2163	411	OTH	31	ADA	26	0
	2164	121	HLD	8	ADA	3	0
	2165	379	OTH	77	ADA	12	0
	2166	293	OTH	57	-	-	0
	2167	352	ADA	36	HLD	33	0
	2168	84	OTH	34	HLD	8	0
	2170	216	ENG	71	OTH	40	0
	2171	226	HLD	28	ADA	20	0
	2172	123	OTH	29	ENG	29	0
	2173	593	OTH	118	HLD	48	0
	2175	288	HLD	70	OTH	21	0
	2190	214	OTH	14	CAR	8	0
	2250	791	OTH	228	ADA	24	0
	2251	770	OTH	156	HLD	33	0
	2252	582	OTH	403	ADA	34	0
	2253	767	OTH	139	ADA	93	0
	2254	551	OTH	48	HLD	24	0
	2255	906	HLD	102	ENG	38	0
	2256	264	HLD	192	CAR	48	0
	2257	931	OTH	306	CTC	51	0
	2258	439	ADA	13	OTH	140	0
	2259	536	OTH	140	HLD	64	0
	2290	384	HLD	72	-	-	0
	2297	659	ENG	247	OTH	137	0

Other NEC Corridor Routes

Northeast Regional							
Richmond / Newport News/Norfolk ^d	65	1016	SVS	175	HLD	91	0
	66	590	OTH	80	HLD	56	0
	67	707	ENG	52	OTH	46	0
	71	260	ADA	45	OTH	35	0
	82	211	HLD	93	ADA	26	0
	83	439	OTH	47	ADA	34	0
	84	291	HLD	63	ADA	17	0
	85	102	HLD	33	OTH	6	0
	86	379	OTH	63	HLD	46	0
	87	230	HLD	42	ADA	21	0
	88	422	OTH	59	ADA	39	0
	93	590	OTH	143	ENG	54	0
	94	574	ADA	61	HLD	58	0
	95	766	ADA	90	OTH	89	0
	96	525	ADA	65	OTH	30	0
	99	492	ADA	58	OTH	52	0
	125	412	HLD	84	OTH	30	0
	157	810	OTH	106	ADA	41	0
	164	342	HLD	67	OTH	65	0
	174	409	HLD	47	ADA	26	0
	194	794	HLD	107	OTH	107	0
	195	616	OTH	71	HLD	43	0
Lynchburg ^e	145	421	ADA	81	ENG	45	0
	147	595	OTH	132	HLD	63	0
	156	594	HLD	35	ADA	23	0
	171	388	HLD	47	ADA	43	0
	176	487	HLD	52	OTH	39	0

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

Service	Train	1st Quarter FY 2016					
		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	90	HLD	13	CON	52	0
	135	721	HLD	261	-	-	0
	136	1033	OTH	232	HLD	13	0
	137	1032	HLD	173	OTH	148	0
	139	1223	OTH	330	HLD	55	0
	140	870	OTH	273	-	-	0
	141	1939	OTH	215	SVS	162	0
	143	2356	SVS	467	OTH	453	0
	146	1029	OTH	302	HLD	11	0
	148	996	OTH	501	HLD	31	0
	150	102	OTH	30	HLD	12	0
	160	659	OTH	66	HLD	30	0
	161	2047	CON	529	HLD	70	0
	162	527	OTH	54	HLD	6	0
	163	2341	CON	217	HLD	115	0
	165	1582	CON	536	OTH	198	0
	166	697	OTH	181	CAR	13	0
	167	1286	OTH	83	HLD	60	0
	168	358	HLD	34	-	-	0
	169	1180	HLD	57	CON	45	0
	170	886	OTH	168	ADA	3	0
	172	451	OTH	102	ADA	8	0
	173	1077	OTH	352	SVS	53	0
	175	539	CON	45	HLD	36	0
	177	809	OTH	109	ENG	47	0
	178	480	OTH	136	HLD	26	0
	179	1024	OTH	301	CON	170	0
	190	157	OTH	5	-	-	0

Non-NEC Corridor Routes

Capitol Corridor	520	142	ENG	18	HLD	18	0
	521	254	HLD	23	OTH	23	0
	522	222	ENG	102	HLD	36	0
	523	430	HLD	49	CAR	19	0
	524	474	HLD	36	ADA	27	0
	525	238	HLD	47	OTH	14	0
	526	348	ENG	71	ADA	29	0
	527	337	HLD	29	SYS	14	0
	528	498	ADA	44	CCR	27	0
	529	222	HLD	37	ENG	15	0
	530	565	CCR	209	HLD	45	0
	531	202	ADA	12	HLD	12	0
	532	318	ADA	35	HLD	29	0
	533	281	ADA	42	HLD	26	0
	534	264	HLD	28	CON	15	0
	535	304	ADA	11	CAR	8	0
	536	572	CON	68	CCR	38	0
	537	573	ADA	69	HLD	57	0
	538	145	CON	32	ADA	12	0
	540	323	CON	84	ENG	35	0
	541	405	SYS	51	ADA	24	0
	542	340	SYS	25	CON	20	0
	543	653	HLD	72	SYS	38	0
	544	416	HLD	40	CON	26	0
	545	148	HLD	21	ADA	2	0
	546	752	ITI	84	HLD	38	0
	547	379	HLD	33	CON	31	0
	548	102	HLD	17	-	-	0
	549	292	HLD	56	ADA	19	0
	551	285	HLD	16	ADA	9	0
	720	359	ADA	39	HLD	28	0
	723	253	SYS	10	ADA	5	0
	724	330	ADA	28	HLD	28	0
	727	276	ADA	31	HLD	8	0

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

Service	Train	1st Quarter FY 2016						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
	728	431	ADA	52	HLD	46	0	
	729	461	HLD	47	ADA	10	0	
	732	304	HLD	36	ADA	28	0	
	733	284	HLD	35	ADA	23	0	
	734	426	ADA	49	OTH	34	0	
	736	356	HLD	33	ADA	25	0	
	737	354	CON	34	HLD	23	0	
	738	680	HLD	64	SYS	24	0	
	741	417	HLD	42	ADA	39	0	
	742	475	HLD	71	SYS	40	0	
	743	521	SYS	65	ADA	34	0	
	744	489	ADA	27	HLD	21	0	
	745	497	ADA	12	-	-	0	
	746	166	ENG	28	-	-	0	
	747	320	HLD	54	SYS	23	0	
	748	354	ENG	93	HLD	23	0	
	749	466	HLD	47	ADA	32	0	
	751	418	ITI	280	HLD	28	0	
Carolinian	79	626	ADA	65	HLD	61	0	
	80	548	HLD	60	ADA	48	0	
Cascades	500	292	HLD	22	SYS	18	0	
	501	385	ADA	29	CAR	24	0	
	503	280	SVS	30	OTH	26	0	
	505	571	ENG	398	OTH	34	0	
	506	276	ADA	35	ENG	18	0	
	507	349	ENG	40	ADA	24	0	
	508	373	ENG	63	OTH	37	0	
	509	227	ADA	34	CAR	29	0	
	510	336	OTH	15	CCR	8	0	
	513	344	ENG	90	HLD	33	0	
	516	317	CON	45	ADA	30	0	
	517	172	ENG	54	CAR	18	0	
Downeaster	680	50	HLD	14	OTH	7	0	
	681	77	OTH	20	HLD	9	0	
	682	92	OTH	9	ADA	3	0	
	683	103	SYS	28	ENG	4	0	
	684	78	ITI	25	HLD	6	0	
	685	35	HLD	9	ADA	2	0	
	686	263	ITI	107	ADA	4	0	
	687	153	ITI	120	ADA	3	0	
	688	76	OTH	13	ENG	11	0	
	689	209	ENG	147	HLD	12	0	
	690	44	OTH	7	-	-	0	
	691	149	ITI	19	HLD	11	0	
	692	44	HLD	22	-	-	0	
	693	128	ADA	6	-	-	0	
	694	50	HLD	30	-	-	0	
	695	96	HLD	16	OTH	5	0	
	696	69	HLD	6	-	-	0	
	697	34	-	-	-	-	0	
	698	79	HLD	13	ADA	5	0	
	699	52	ADA	16	OTH	6	0	
Empire Corridor								
Adirondack	68	315	SVS	35	HLD	27	0	
	69	397	CAR	99	HLD	27	0	
Maple Leaf	63	585	SVS	90	SYS	39	0	
	64	352	SYS	79	OTH	71	0	

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

Service	Train	1st Quarter FY 2016						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
New York - Albany ^f	230	34	HLD	1	-	-	0	
	232	99	HLD	14	MTI	8	0	
	233	188	HLD	27	ENG	11	0	
	234	197	MTI	36	ADA	9	0	
	235	246	ENG	37	HLD	30	0	
	236	178	HLD	22	SYS	8	0	
	237	230	HLD	45	ADA	21	0	
	238	221	HLD	45	SYS	16	0	
	239	347	HLD	86	OTH	27	0	
	241	373	HLD	56	OTH	7	0	
	242	128	OTH	14	HLD	5	0	
	243	176	OTH	37	HLD	13	0	
	244	181	ADA	13	HLD	13	0	
	245	688	OTH	72	CON	48	0	
	250	264	MTI	162	SVS	48	0	
	252	112	MTI	60	HLD	9	0	
	253	333	HLD	40	ADA	33	0	
	254	223	ADA	27	HLD	27	0	
	255	436	OTH	34	HLD	23	0	
	256	270	HLD	48	ADA	32	0	
	259	330	ENG	207	HLD	24	0	
	261	608	ENG	389	SYS	81	0	
New York - Niagara Falls	280	420	OTH	34	HLD	33	0	
	281	381	SYS	41	HLD	31	0	
	283	362	HLD	44	SYS	43	0	
	284	446	HLD	62	SYS	38	0	
	288	486	SVS	71	HLD	38	0	
Ethan Allen Express	290	247	HLD	30	OTH	22	0	
	291	382	HLD	42	OTH	38	0	
	292	275	OTH	38	HLD	32	0	
	293	394	OTH	61	ADA	27	0	
	296	115	HLD	19	OTH	19	0	
Heartland Flyer	821	603	OTH	115	HLD	52	0	
	822	599	OTH	119	HLD	45	0	
Hiawatha	329	236	OTH	39	ENG	2	0	
	330	98	OTH	5	-	-	0	
	331	430	OTH	90	-	-	0	
	332	332	OTH	70	HLD	14	0	
	333	381	CAR	71	OTH	56	0	
	334	561	CCR	203	OTH	70	0	
	335	414	OTH	84	HLD	50	0	
	336	243	OTH	65	HLD	9	0	
	337	373	OTH	102	HLD	21	0	
	338	419	OTH	69	SYS	5	0	
	339	219	OTH	14	HLD	12	0	
	340	350	OTH	66	INJ	28	0	
	341	519	OTH	92	ITI	19	0	
	342	363	OTH	60	HLD	8	0	
Hoosier State	850	1034	SYS	56	ENG	28	0	
	851	566	SYS	56	CAR	55	0	

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

Service	Train	1st Quarter FY 2016					
		Total Delay	Largest 2 Delay Categories ^b				MM&C Allowance ^c
			#1	Minutes	#2	Minutes	
Standard		325					
Illinois							
Carl Sandburg / Illinois Zephyr	380	299	HLD	50	ADA	26	0
	381	185	ADA	13	HLD	8	0
	382	228	HLD	29	ADA	20	0
	383	169	HLD	28	ADA	16	0
Illini / Saluki	390	561	OTH	88	HLD	46	0
	391	397	OTH	40	HLD	33	0
	392	470	OTH	61	HLD	42	0
	393	437	OTH	76	HLD	32	0
Lincoln Service	300	132	HLD	37	OTH	18	0
	301	170	SYS	15	HLD	6	0
	302	326	HLD	47	OTH	42	0
	303	233	HLD	30	ADA	24	0
	304	208	HLD	37	ADA	16	0
	305	352	HLD	73	ADA	31	1
	306	257	SYS	99	HLD	32	2
	307	174	HLD	28	SYS	11	0
Michigan							
Blue Water	364	202	HLD	13	ADA	9	0
	365	398	OTH	49	SYS	20	0
Pere Marquette	370	237	HLD	31	OTH	20	0
	371	312	HLD	46	ADA	16	0
Wolverine	350	210	OTH	28	ADA	14	0
	351	322	OTH	34	ADA	18	0
	352	369	ADA	41	OTH	34	0
	353	263	HLD	28	ADA	24	0
	354	452	SYS	41	OTH	35	0
	355	330	SYS	16	OTH	15	0
	359	272	-	-	-	-	0
	311	189	ADA	25	HLD	18	0
Kansas City - St. Louis	313	137	HLD	14	CAR	12	0
	314	207	HLD	29	ADA	20	0
	316	252	ITI	47	ADA	13	0
	562	152	SYS	13	ADA	6	0
Pacific Surfliner	564	129	OTH	14	SYS	11	0
	565	142	HLD	13	ENG	9	0
	566	417	HLD	30	ADA	22	0
	567	599	HLD	79	OTH	56	0
	572	267	HLD	29	ENG	15	0
	573	436	SYS	28	HLD	14	0
	579	455	ENG	136	ADA	29	0
	580	491	HLD	95	ADA	69	0
	582	306	HLD	54	ADA	8	0
	583	346	HLD	72	OTH	17	0
	591	327	HLD	48	ENG	15	0
	595	943	HLD	66	ITI	30	0
	761	615	ADA	63	SYS	56	0
	763	512	HLD	86	ENG	38	0
	768	460	HLD	35	OTH	25	0
	769	802	ADA	113	HLD	81	0
	774	622	ADA	45	HLD	45	0
	777	442	OTH	30	ADA	28	0
	784	764	HLD	83	ADA	80	0
	785	538	ITI	49	HLD	43	0
	790	790	ITI	94	OTH	69	0
	796	981	ENG	160	SYS	64	0
	1761	574	HLD	90	ADA	59	0
	1790	728	SYS	92	HLD	86	0
Pennsylvanian	42	352	HLD	57	ADA	34	0
	43	336	HLD	41	ADA	32	0

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

Service	Train	1st Quarter FY 2016						MM&C Allowance ^c
		Total Delay	Largest 2 Delay Categories ^b					
			#1	Minutes	#2	Minutes		
Standard		325						
Piedmont	73	322	ADA	11	OTH	8	0	
	74	558	ADA	39	HLD	26	0	
	75	609	ADA	74	HLD	61	0	
	76	666	ADA	72	HLD	43	0	
San Joaquin	701	255	OTH	29	ADA	22	0	
	702	256	HLD	23	OTH	21	0	
	703	431	ADA	35	CON	25	0	
	704	333	ADA	18	CAR	15	0	
	711	381	OTH	46	ADA	34	0	
	712	749	ADA	107	OTH	46	0	
	713	406	ADA	40	HLD	33	0	
	714	339	ENG	32	HLD	31	0	
	715	453	ITI	54	HLD	49	0	
	716	427	HLD	39	ADA	37	0	
	717	604	CON	79	ADA	48	0	
	718	371	ENG	33	CON	24	0	
Vermont	54	406	OTH	121	ADA	29	0	
	55	541	OTH	104	HLD	42	0	
	56	634	OTH	107	HLD	33	0	
	57	650	OTH	111	HLD	37	0	

Long Distance Routes

Auto Train	52	247	ITI	28	SYS	12	0	
	53	306	SVS	24	INJ	22	0	
California Zephyr	5	302	HLD	32	ENG	20	0	
	6	356	HLD	37	ENG	24	0	
Cardinal	50	488	SVS	47	HLD	36	0	
	51	683	OTH	35	SVS	33	0	
Capitol Limited	29	191	HLD	34	SYS	12	0	
	30	230	HLD	32	OTH	11	0	
City of New Orleans	58	320	HLD	40	OTH	26	0	
	59	414	HLD	51	OTH	30	0	
Coast Starlight	11	651	HLD	69	SYS	43	0	
	14	651	HLD	88	OTH	50	0	
Crescent	19	306	HLD	37	ADA	25	0	
	20	305	HLD	46	ADA	38	0	
Empire Builder	27	510	CON	47	SYS	18	0	
	28	347	ENG	94	CON	72	0	
	7	248	HLD	43	ENG	25	0	
	8	386	HLD	58	CON	29	0	
Lake Shore Ltd	448	1969	CON	596	ADA	33	0	
	449	272	ADA	33	HLD	21	0	
	48	373	HLD	60	OTH	21	0	
	49	451	HLD	85	OTH	35	0	
Palmetto	89	304	HLD	46	ADA	36	0	
	90	224	HLD	40	ADA	37	0	
Silver Meteor	97	418	ADA	59	HLD	45	0	
	98	483	ADA	64	HLD	61	0	
Silver Star	91	360	HLD	49	ADA	49	0	
	92	370	ADA	53	HLD	52	0	
Southwest Chief	3	251	HLD	38	SYS	17	0	
	4	335	HLD	48	SVS	18	0	
Sunset Limited	1	432	HLD	42	OTH	21	0	
	2	492	HLD	48	ENG	33	0	
Texas Eagle	21	439	HLD	62	OTH	22	0	
	22	594	HLD	63	SVS	25	0	

^a This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Appendix D), with tighter delay standards. Amtrak responsible delay for routes where Amtrak is host both on and off NEC are reflected in the table corresponding to the preponderance of Amtrak mileage.

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

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

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

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

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

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

Service	Train	Host ^b	1st Quarter FY 2016					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance ^c
				#1	Minutes	#2	Minutes	

Acela Express

Standard			265					
Acela Express	2100	Amtrak	319	MTI	63	DCS	16	0
	2103	Amtrak	250	DCS	26	CTI	26	0
	2104	Amtrak	244	DCS	11	HLD	7	0
	2107	Amtrak	397	HLD	14	ENG	11	0
	2109	Amtrak	574	OTH	78	CTI	23	0
	2110	Amtrak	113	DCS	9	CTP	6	0
	2117	Amtrak	223	ENG	25	CTI	19	0
	2119	Amtrak	490	CTI	56	PTI	26	0
	2121	Amtrak	210	DCS	21	HLD	5	0
	2122	Amtrak	161	DCS	12	PSC	7	0
	2124	Amtrak	228	DCS	19	CTI	16	0
	2126	Amtrak	203	ITI	6	OTH	5	0
	2128	Amtrak	355	SMW	17	SVS	8	0
	2150	Amtrak	266	DBS	8	DCS	8	0
	2151	Amtrak	286	CTI	35	0	13	0
	2153	Amtrak	152	HLD	8	DCS	6	0
	2154	Amtrak	200	DCS	21	DBS	13	0
	2155	Amtrak	279	DCS	18	HLD	14	0
	2158	Amtrak	342	DCS	30	ENG	17	0
	2159	Amtrak	270	CTI	15	DCS	12	0
	2160	Amtrak	276	DCS	16	PTI	15	0
	2163	Amtrak	323	HLD	23	CTI	13	0
	2164	Amtrak	305	PTI	46	DBS	11	0
	2165	Amtrak	319	PTI	12	DCS	7	0
	2166	Amtrak	261	CTI	18	DCS	11	0
	2167	Amtrak	368	DCS	22	PTI	15	0
	2168	Amtrak	356	CTI	41	DCS	17	0
	2170	Amtrak	233	ENG	23	CTI	19	0
	2171	Amtrak	332	CTI	37	HLD	16	0
	2172	Amtrak	285	DCS	23	CTI	18	0
	2173	Amtrak	261	HLD	10	OTH	6	0
	2175	Amtrak	237	CTI	33	DBS	11	0
	2190	Amtrak	138	ENG	31	DBS	15	0
	2203	Amtrak	185	SMW	21	DCS	10	0
	2205	Amtrak	314	SMW	70	HLD	6	0
	2207	Amtrak	444	MTI	96	SMW	48	0
	2208	Amtrak	89	CTI	14	PTI	10	0
	2211	Amtrak	574	ENG	154	SMW	51	0
	2212	Amtrak	226	SMW	36	PTI	20	0
	2213	Amtrak	392	SMW	63	DCS	52	0
	2220	Amtrak	55	SVS	3	-	0	0
	2221	Amtrak	255	PSC	15	SMW	15	0
	2222	Amtrak	123	-	0	-	0	0
	2225	Amtrak	422	PSC	30	DCS	26	0
	2228	Amtrak	140	-	0	-	0	0
	2250	Amtrak	444	HLD	29	ENG	27	0
	2251	Amtrak	418	SMW	25	HLD	20	0
	2252	Amtrak	326	CTI	22	HLD	13	0
	2253	Amtrak	440	DCS	32	HLD	25	0
	2254	Amtrak	241	SMW	20	CTI	14	0
	2255	Amtrak	278	HLD	14	DCS	12	0
	2256	Amtrak	353	SMW	43	HLD	29	0
	2257	Amtrak	246	CTI	20	DCS	12	0
	2258	Amtrak	229	DCS	12	PTI	10	0
	2259	Amtrak	369	HLD	27	DCS	14	0
	2290	Amtrak	574	PTI	17	-	0	0
	2297	Amtrak	189	HLD	26	ENG	22	0

Other NEC Routes

Standard			475					
Cardinal	50	Amtrak	928	ENG	138	DBS	81	0
	51	Amtrak	418	PTI	26	DCS	18	0
Carolinian	79	Amtrak	477	HLD	13	SMW	12	0
	80	Amtrak	230	CTI	17	OTH	9	0
Crescent	19	Amtrak	811	CON	94	SVS	75	0
	20	Amtrak	413	CAR	69	PTI	37	0
Keystone	600	Amtrak	147	MTI	7	DSR	4	0
	601	Amtrak	305	ENG	52	SYS	6	0
	605	Amtrak	317	ADA	6	-	0	0
	607	Amtrak	194	CCR	52	CTI	14	0
	609	Amtrak	243	CTI	30	PTI	13	0
	610	Amtrak	259	SMW	45	CTI	26	0
	611	Amtrak	194	-	0	-	0	0
	612	Amtrak	374	-	0	-	0	0
	615	Amtrak	239	SYS	22	-	0	0
	618	Amtrak	266	ENG	6	-	0	0
	619	Amtrak	188	ENG	27	-	0	0
	620	Amtrak	144	DMW	6	PSR	3	0
	622	Amtrak	14	HLD	5	OTH	5	0
	637	Amtrak	528	SMW	110	CTP	47	0
	639	Amtrak	279	SMW	45	ENG	26	0
	640	Amtrak	373	CTI	66	MTI	24	0
	641	Amtrak	423	OTH	72	CCR	43	0
	642	Amtrak	130	MTI	25	CTI	7	0
	643	Amtrak	365	ENG	36	HLD	8	0
	644	Amtrak	500	ENG	83	PTI	16	0
	645	Amtrak	347	CTI	25	PTI	25	0
	646	Amtrak	478	CTI	28	DCS	15	0
	647	Amtrak	320	CTI	24	PTI	12	0
	648	Amtrak	107	DMW	13	DCS	2	0

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

Service	Train	Host ^b	1st Quarter FY 2016						MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
	649	Amtrak	508	CAR	59	CTI	28	0	
	650	Amtrak	252	CCR	35	ITI	23	0	
	651	Amtrak	392	HLD	43	ITI	31	0	
	652	Amtrak	383	CTI	20	PTI	20	0	
	653	Amtrak	501	CTI	70	CCR	47	0	
	654	Amtrak	349	CCR	57	HLD	22	0	
	655	Amtrak	569	CTI	34	PTI	34	0	
	656	Amtrak	176	ENG	18	MTI	18	0	
	658	Amtrak	255	ENG	59	HLD	7	0	
	660	Amtrak	581	ENG	122	PTI	44	0	
	661	Amtrak	502	CTI	18	HLD	18	0	
	662	Amtrak	417	MTI	138	HLD	24	0	
	663	Amtrak	458	MTI	81	PTI	18	0	
	664	Amtrak	489	ADA	37	HLD	30	0	
	665	Amtrak	360	HLD	22	CTI	20	0	
	666	Amtrak	356	HLD	26	CTI	15	0	
	667	Amtrak	532	HLD	90	PTI	42	0	
	669	Amtrak	471	PTI	50	ENG	26	0	
	670	Amtrak	209	HLD	11	SMW	9	0	
	671	Amtrak	358	RTE	24	ENG	17	0	
	672	Amtrak	164	HLD	4	PSR	4	0	
	674	Amtrak	239	HLD	32	-	0	0	
Northeast Regional									
Richmond / Newport News/Norfolk ^d	65	Amtrak	655	ENG	56	SMW	34	0	
	66	Amtrak	341	ENG	41	SMW	11	0	
	67	Amtrak	255	DCS	15	SMW	11	0	
	71	Amtrak	831	ADA	62	SMW	62	0	
	82	Amtrak	251	HLD	27	ADA	20	0	
	83	Amtrak	452	DBS	15	RTE	11	0	
	84	Amtrak	513	SYS	41	ENG	39	0	
	85	Amtrak	519	CTI	57	PTI	23	0	
	86	Amtrak	436	PTI	47	MTI	20	0	
	87	Amtrak	769	PTI	61	SVS	58	0	
	88	Amtrak	331	MTI	22	HLD	16	0	
	93	Amtrak	414	ENG	31	PTI	27	0	
	94	Amtrak	565	CTI	52	DCS	20	0	
	95	Amtrak	492	HLD	42	PTI	29	0	
	96	Amtrak	272	OTH	11	CTI	5	0	
	99	Amtrak	639	CAR	65	HLD	39	0	
	125	Amtrak	318	HLD	23	PTI	18	0	
	157	Amtrak	391	DCS	51	SMW	42	0	
	164	Amtrak	331	DCS	15	HLD	15	0	
	174	Amtrak	278	CTI	41	DBS	16	0	
194	Amtrak	226	HLD	17	OTH	8	0		
195	Amtrak	421	HLD	49	SMW	41	0		
Lynchburg ^e	145	Amtrak	398	SMW	58	CAR	34	0	
	147	Amtrak	1095	HLD	106	ADA	36	0	
	156	Amtrak	283	HLD	25	PTI	16	0	
	171	Amtrak	416	DET	77	HLD	29	0	
	176	Amtrak	269	SVS	25	ADA	19	0	
	110	Amtrak	241	DCS	26	CTI	10	0	
All Other Northeast Regional	111	Amtrak	301	CTI	26	DCS	22	0	
	121	Amtrak	252	-	0	-	0	0	
	123	Amtrak	147	DCS	7	HLD	7	0	
	126	Amtrak	55	-	0	-	0	0	
	127	Amtrak	421	CTI	22	OTH	13	0	
	129	Amtrak	666	PTI	104	CTI	49	0	
	130	Amtrak	176	PTI	15	MTI	10	0	
	131	Amtrak	269	SMW	20	HLD	13	0	
	132	Amtrak	237	HLD	21	CON	6	0	
	133	Amtrak	222	GTI	41	ADA	6	0	
	134	Amtrak	423	SYS	56	PTI	38	0	
	135	Amtrak	273	DCS	29	DET	16	0	
	136	Amtrak	372	HLD	9	CTI	6	0	
	137	Amtrak	379	ENG	45	CTI	23	0	
	138	Amtrak	268	ENG	39	CTI	28	0	
	139	Amtrak	271	ENG	21	HLD	19	0	
	140	Amtrak	305	PTI	23	HLD	13	0	
	141	Amtrak	577	HLD	45	PTI	25	0	
	143	Amtrak	388	HLD	57	SMW	50	0	
	146	Amtrak	271	SVS	41	DCS	27	0	
	148	Amtrak	641	ENG	87	HLD	44	0	
	150	Amtrak	206	ENG	72	HLD	14	0	
	151	Amtrak	160	MTI	8	HLD	8	0	
	152	Amtrak	130	DCS	16	CTI	11	0	
	153	Amtrak	246	SMW	56	HLD	38	0	
	154	Amtrak	205	HLD	17	SMW	14	0	
	155	Amtrak	255	SMW	46	HLD	17	0	
	158	Amtrak	119	OTH	6	SYS	2	0	
	159	Amtrak	511	HLD	44	CTI	27	0	
	160	Amtrak	191	DCS	59	HLD	5	0	
	161	Amtrak	466	PTI	31	HLD	22	0	
	162	Amtrak	271	SMW	20	DCS	13	0	
	163	Amtrak	394	HLD	43	DCS	40	0	
	165	Amtrak	211	HLD	12	ADA	11	0	
	166	Amtrak	326	MTI	58	HLD	25	0	
	167	Amtrak	142	CTI	10	ADA	3	0	
	168	Amtrak	573	ENG	163	HLD	37	0	
	169	Amtrak	420	DCS	21	SMW	16	0	
	170	Amtrak	280	CTI	32	HLD	11	0	
	172	Amtrak	376	HLD	22	CAR	14	0	
	173	Amtrak	296	PTI	28	DCS	11	0	
	175	Amtrak	291	HLD	33	PTI	27	0	
	177	Amtrak	277	SMW	19	CON	16	0	
	178	Amtrak	233	SYS	11	HLD	9	0	
	179	Amtrak	234	CAR	26	DCS	20	0	

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

Service	Train	Host ^b	1st Quarter FY 2016						MM&C Allowance ^c
			Total Delay	Largest 2 Delay Categories					
				#1	Minutes	#2	Minutes		
	180	Amtrak	467	CTI	63	ENG	53	0	
	181	Amtrak	99	-	0	-	0	0	
	182	Amtrak	162	SMW	14	HLD	13	0	
	183	Amtrak	380	CTI	20	DCS	10	0	
	184	Amtrak	342	PTI	17	CTI	15	0	
	185	Amtrak	298	HLD	16	CTI	15	0	
	186	Amtrak	309	ENG	49	DET	23	0	
	187	Amtrak	184	ENG	20	PTI	9	0	
	188	Amtrak	254	ITI	33	ENG	17	0	
	190	Amtrak	256	ENG	21	CTP	11	0	
	192	Amtrak	539	CAR	145	CTI	21	0	
	193	Amtrak	662	PTI	85	CTI	50	0	
	196	Amtrak	151	ENG	9	CTI	7	0	
	198	Amtrak	416	-	0	-	0	0	
	401	Amtrak	1432	ITI	307	PTI	291	0	
	405	Amtrak	298	-	0	-	0	0	
	432	Amtrak	672	CON	124	ADA	62	0	
	450	Amtrak	2972	CON	358	PTI	264	0	
	460	Amtrak	3492	OTH	341	PTI	162	0	
	463	Amtrak	1529	ITI	178	ENG	81	0	
	464	Amtrak	1845	FTI	283	PTI	146	0	
	465	Amtrak	2825	ENG	958	ITI	236	0	
	467	Amtrak	0	-	0	-	0	0	
	475	Amtrak	446	OTH	37	DCS	25	0	
	476	Amtrak	1809	CON	1069	PTI	52	0	
	479	Amtrak	1115	CTC	445	ITI	347	0	
	488	Amtrak	1448	CON	138	PTI	97	0	
	494	Amtrak	4608	CON	1095	CTC	241	0	
	497	Amtrak	1070	PTI	212	-	0	0	
	Palmetto	89	Amtrak	731	HLD	109	CTI	39	0
	90	Amtrak	469	HLD	65	ENG	12	0	
Pennsylvanian	42	Amtrak	353	PTI	30	ENG	29	0	
	43	Amtrak	357	ENG	24	OTH	10	0	
Silver Meteor	97	Amtrak	1047	CON	79	SVS	67	0	
	98	Amtrak	675	HLD	112	PTI	73	0	
Silver Star	91	Amtrak	580	CAR	62	HLD	27	0	
	92	Amtrak	274	PTI	20	DCS	10	0	
Vermont	54	Amtrak	823	ENG	73	SVS	25	0	
	55	Amtrak	580	PTI	62	CAR	58	0	
	56	Amtrak	418	ENG	124	CTI	21	0	
	57	Amtrak	165	OTH	49	SVS	8	0	

^a This table excludes third-party delays.

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