

2017

FRA Rail Program Delivery

Meeting

Monitoring Service Outcome Agreements

Trevor Gibson – FRA

Jay Fox - Amtrak

Jason Maga - Amtrak

Overview/Recap of SOAs

Origin of SOAs

- ▶ Passenger Rail Investment and Improvement Act of 2008 (PRIIA)
 - ▶ Applicants must have satisfactory continuing control over the use of the equipment or facilities.
 - ▶ 49 U.S.C. 24402 (c)(1)(B)
 - ▶ FRA must select projects for which there is a high degree of confidence that the proposed project is feasible and will result in the anticipated benefits, as indicated by the commitment of any affected host rail carrier to ensure the realization of the anticipated benefits.
 - ▶ 49 U.S.C. 24402 (c)(2)(B)(iv)

Origin of SOAs

- ▶ FRA developed a Tripartite SOA Template
 - ▶ Help standardize:
 - ▶ Format
 - ▶ Terms
 - ▶ Project benefits

SOA Contents

- ▶ Clauses and Definitions
 - ▶ For example:
 - ▶ Applicable IPR services
 - ▶ Project description
 - ▶ 20-year life of the agreement
 - ▶ Maintenance requirements
 - ▶ Compliance/dispute resolution

SOA Contents

▶ Exhibit 2 Table

▶ SOA Performance Measures

- ▶ Includes pre-project (baseline) and post-project Performance Measures.
- ▶ Post-project Performance Measures need to be monitored.
 - ▶ Trip time
 - ▶ Typically scheduled run time
 - ▶ Frequency
 - ▶ Typically one-way or roundtrips
 - ▶ Reliability
 - ▶ Typically delay minutes

Generating/Transmitting SOA Compliance Data

Preparation of the SOA Compliance Report

- ▶ Amtrak will calculate performance measure compliance specified in each SOA in effect each quarter
- ▶ Amtrak's OTP Monitor Report System (OTPMRS), containing detailed train delay and movement records, will be the source of the train performance data
- ▶ Amtrak's train schedules, containing frequency and scheduled trip time information, will be the source for train schedule data

Distribution of the SOA Compliance Report

- ▶ Amtrak will provide the compliance metrics to FRA ~1 month after each quarter.
 - ▶ Separate reports for NEC and non-NEC SOAs
 - ▶ NEC report prepared by Amtrak's Infrastructure Planning and Investment Group
 - ▶ Non-NEC report prepared by Amtrak's Host Railroads Group
- ▶ FRA will then review and disseminate the data to the states

Sample Non-NEC SOA Compliance Report

Host Railroad	Amtrak Route(s)	Measurement Period	Measurement Description	Q1 - FY2017 Oct - Dec	Q2 - FY2017 Jan - Mar	Q3 - FY2017 Apr - Jun	Q4 - FY2017 Jul - Sep	Comment
BNSF	California Zephyr	Quarterly	<p>Delay performance between Galesburg, IL and Omaha, NE (Delay Ceiling: 15.9 min);</p> <p>-----</p> <p>Run Time performance between Chicago Union Station and Denver (Reliability Trigger: 85% w/in 13 min of Publicly Scheduled Running Time)</p> <p>-----</p> <p>Public Scheduled Running time between Denver and Chicago Union Station (18 hr 9 min WB, 18 hr 31 min EB)</p>	<p>8.5 min</p> <p>-----</p> <p>59.8%</p> <p>-----</p> <p>18 hr 10 min WB 18 hr 31 min EB</p>	<p>11.0 min</p> <p>-----</p> <p>62.6%</p> <p>-----</p> <p>18 hr 10 min WB 18 hr 31 min EB</p>	<p>14.2 min</p> <p>-----</p> <p>45.1%</p> <p>-----</p> <p>18 hr 10 min WB 18 hr 31 min EB</p>	<p>12.1 min</p> <p>-----</p> <p>42.9%</p> <p>-----</p> <p>18 hr 10 min WB 18 hr 31 min EB</p>	
CP	Ethan Allen, Adirondack	Quarterly Per Train	<p>Delay performance between Saratoga and Schenectady, NY (Delay Ceiling: 3.2 min)</p> <p>-----</p> <p>Public Scheduled Maximum Average Trip Time between Saratoga and Schenectady (Ethan Allen 32.8 min, Adirondack 42.5 min)</p> <p>-----</p> <p>Round Trips per Day (Ethan Allen: 1, Adirondack 1)</p>	<p>6/7 trains met delay ceiling (Avg delay 2.4 min)</p> <p>-----</p> <p>Ethan Allen 31.1 min Adirondack 33 min</p> <p>-----</p> <p>Ethan Allen: 1 Adirondack: 1</p>	<p>6/7 trains met delay ceiling (Avg delay 1.4 min)</p> <p>-----</p> <p>Ethan Allen 31.1 min Adirondack 33 min</p> <p>-----</p> <p>Ethan Allen: 1 Adirondack: 1</p>	<p>6/7 trains met delay ceiling (Avg delay 1.5 min)</p> <p>-----</p> <p>Ethan Allen 31.1 min Adirondack 33 min</p> <p>-----</p> <p>Ethan Allen: 1 Adirondack: 1</p>	<p>4/7 trains met delay ceiling (Avg delay 2.9 min)</p> <p>-----</p> <p>Ethan Allen 31.1 min Adirondack 33 min</p> <p>-----</p> <p>Ethan Allen: 1 Adirondack: 1</p>	

Monitoring SOA Compliance


Monitoring SOAs

- ▶ State Responsibilities
 - ▶ Ensure appropriate individual(s) in place within State DOT/Agency to:
 - ▶ Receive quarterly data from FRA
 - ▶ Distribute internally the quarterly data as appropriate/necessary
 - ▶ Review the quarterly data for compliance
 - ▶ Report/track compliance on an ongoing basis.

Analyzing Quarterly Performance Data

- ▶ Assess compliance of quarterly performance data
 - ▶ Compare quarterly data against the SOA defined performance measures
 - ▶ Frequencies
 - ▶ Trip time
 - ▶ Reliability
 - ▶ Quarterly data needs to be equal to or better than performance measures to be in compliance.

Analyzing Quarterly Performance Data

Host Railroad	Amtrak Route(s)	Measurement Period	Measurement Description	Q1 - FY2017 Oct - Dec	Q2 - FY2017 Jan - Mar	Q3 - FY2017 Apr - Jun	Q4 - FY2017 Jul - Sep	
CP	Ethan Allen, Adirondack	Quarterly Per Train	Delay performance between Saratoga and Schenectady, NY (Delay Ceiling: 3.2 min) ----- Public Scheduled Maximum Average Trip Time between Saratoga and Schenectady (Ethan Allen 32.8 min, Adirondack 42.5 min) ----- Round Trips per Day (Ethan Allen: 1, Adirondack 1)	6/7 trains met delay ceiling (Avg delay 2.4 min) ----- Ethan Allen 31.1 min Adirondack 33 min ----- Ethan Allen: 1 Adirondack: 1	6/7 trains met delay ceiling (Avg delay 1.4 min) ----- Ethan Allen 31.1 min Adirondack 33 min ----- Ethan Allen: 1 Adirondack: 1	6/7 trains met delay ceiling (Avg delay 1.5 min) ----- Ethan Allen 31.1 min Adirondack 33 min ----- Ethan Allen: 1 Adirondack: 1	4/7 trains met delay ceiling (Avg delay 2.9 min) ----- Ethan Allen 31.1 min Adirondack 33 min ----- Ethan Allen: 1 Adirondack: 1	

- ▶ Average delays per train cannot exceed 3.2 min. per train.
 - ▶ Q4 avg. minutes of delay per train were 2.9 minutes.
- ▶ Average scheduled run time cannot exceed 32.8 min. and 42.5 min. for Ethan Allen and Adirondack services, respectively.
 - ▶ Q4 avg. schedule:
 - ▶ Ethan Allen: 31.1 min.
 - ▶ Adirondack: 33min.
- ▶ One round trip per day for Ethan Allen and Adirondack

Analyzing Quarterly Performance Data

- ▶ Assess SOA compliance for the most recent two quarters.
 - ▶ Compare current quarterly results with previous quarterly results.
 - ▶ Determine whether performance measures have been met for two consecutive quarters.
 - ▶ If not, State DOT/Agency should follow-up with the SOA stakeholders to:
 - ▶ Provide awareness of non-compliance
 - ▶ Implement corrective actions

Analyzing Quarterly Performance Data

Host Railroad	Amtrak Route(s)	Measurement Period	Measurement Description		Q3 - FY2017 Apr - Jun	Q4 - FY2017 Jul - Sep	
CP	Ethan Allen, Adirondack	Quarterly Per Train	Delay performance between Saratoga and Schenectady, NY (Delay Ceiling: 3.2 min) ----- Public Scheduled Maximum Average Trip Time between Saratoga and Schenectady (Ethan Allen 32.8 min, Adirondack 42.5 min) ----- Round Trips per Day (Ethan Allen: 1, Adirondack 1)		6/7 trains met delay ceiling (Avg delay 1.5 min) ----- Ethan Allen 31.1 min Adirondack 33 min ----- Ethan Allen: 1 Adirondack: 1	4/7 trains met delay ceiling (Avg delay 2.9 min) ----- Ethan Allen 31.1 min Adirondack 33 min ----- Ethan Allen: 1 Adirondack: 1	

- ▶ Compare the most recent two quarters with the Performance Measures to ensure they have not been missed for two consecutive quarters.

Maintaining Compliance

Maintaining Compliance

- ▶ Stay current with quarterly monitoring
 - ▶ Let your fellow stakeholders know you are paying attention.
 - ▶ Give positive feedback to stakeholders when SOA is being met.
 - ▶ Alert fellow stakeholders in a timely manner when issues arise.
 - ▶ It's easier to resolve issues early on

Maintaining Compliance

- ▶ When issues arise, understand who needs to be notified and when.
- ▶ Understand the process for resolving issues.
 - ▶ Informal process/outreach
 - ▶ Formal process
 - ▶ May involve a working group to identify:
 - ▶ The cause of the issue
 - ▶ The resolution for the issue
 - ▶ The timeframe for the resolution.

Maintaining Compliance

- ▶ Where to go with questions/concerns
 - ▶ FRA will act as an initial POC for questions/concerns.
 - ▶ Contact your Regional/Project Manager
 - ▶ FRA will then include Amtrak as needed/appropriate.

Next Steps

Next Steps

- ▶ FRA will be reaching out/requesting the State DOT/Agency POC to receive the quarterly performance data.
- ▶ FRA anticipates sending Q4 2017 data as the first formal report to states. |

2017

FRA Rail Program Delivery

Meeting

Thank you!

Trevor Gibson

Program Implementation Division
Chief

trevor.gibson@dot.gov

202-493-6371

fra.dot.gov

Jay Fox

Senior Director – Host
Railroads

jay.fox@amtrak.com

215-349-2454

Amtrak.com

Jason Maga

Senior Manager - Host
Railroads

magaj@amtrak.com

202-906-2754

Amtrak.com