

**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, 2017  
(First Quarter of Fiscal Year 2018)**



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

**Published February 2018**

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## Notes

<b>Note No.</b>	<b>Applies to Tables—</b>	<b>Note</b>
<b>1</b>	<b>1 &amp; 3</b>	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.
<b>2</b>	<b>All Route-Specific Tables</b>	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.
<b>3</b>	<b>On-Time Performance, Train Delays, and Other Service Quality Tables</b>	For the non-financial metrics for which standards exist, numbers shown in <b>red</b> indicate that the established standard was not met.
<b>4</b>	<b>Entire Report</b>	The data in this report is provided by Amtrak and reviewed by FRA.

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

Service	Current Period	Prior Period	Prior Report
	JAN 16 - DEC 17	JAN 15 - DEC 16	OCT 15 - SEP 17
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
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
<b><i>Non-NEC Corridor Routes</i></b>			
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
<b><i>Long-Distance Routes</i></b>			
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 16 - DEC 17	JAN 15 - DEC 16	OCT 15 - SEP 17

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
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***Other NEC Corridor Routes***

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

***Non-NEC Corridor Routes***

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

***Long-Distance Routes***

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

*Excludes Capital Charges.*

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

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

Service	Current Period	Prior Period	Prior Report
	JAN 16 - DEC 17	JAN 15 - DEC 16	OCT 15 - SEP 17

***Acela Express***

Acela Express	184%	187%	184%
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***Other NEC Corridor Routes***

Keystone Service	91%	89%	92%
Northeast Regional (Boston - Washington)	138%	134%	138%
Newport News	130%	129%	131%
Lynchburg	141%	135%	138%
Norfolk	111%	103%	110%
Richmond	117%	107%	116%
New Haven - Springfield	62%	55%	59%

***Non-NEC Corridor Routes***

Capitol Corridor	81%	79%	80%
Carolinian	116%	108%	116%
Cascades	85%	86%	85%
Downeaster	72%	77%	75%
Empire Corridor			
Adirondack	88%	93%	89%
Empire Service	101%	95%	102%
Ethan Allen Express	68%	62%	66%
Maple Leaf	65%	62%	65%
Heartland Flyer	91%	92%	92%
Hiawatha	94%	84%	93%
Hoosier State	83%	77%	91%
Illinois			
Carl Sandburg / Illinois Zephyr	95%	81%	95%
Illini / Saluki	89%	71%	89%
Lincoln Service	95%	79%	95%
Michigan			
Blue Water	80%	74%	79%
Pere Marquette	86%	81%	85%
Wolverine	52%	34%	48%
Kansas City - St. Louis	97%	89%	97%
Pacific Surfliner	82%	83%	83%
Pennsylvanian	80%	78%	81%
Piedmont	100%	86%	102%
San Joaquins	83%	83%	83%
Vermont	104%	114%	105%

***Long-Distance Routes***

Auto Train	92%	98%	95%
California Zephyr	49%	47%	49%
Capitol Limited	43%	43%	44%
Cardinal	33%	33%	33%
City of New Orleans	47%	46%	47%
Coast Starlight	48%	48%	48%
Crescent	43%	43%	43%
Empire Builder	49%	48%	50%
Lake Shore Ltd	44%	41%	43%
Palmetto	88%	75%	88%
Silver Meteor	53%	53%	54%
Silver Star	49%	47%	50%
Southwest Chief	45%	46%	46%
Sunset Limited	25%	26%	25%
Texas Eagle	43%	42%	43%

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

Service	Current Period	Prior Period	Prior Report
	JAN 16 - DEC 17	JAN 15 - DEC 16	OCT 15 - SEP 17

***Acela Express***

Acela Express	184%	187%	184%
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***Other NEC Corridor Routes***

Keystone Service	77%	74%	77%
Northeast Regional (Boston - Washington)	138%	134%	138%
Newport News	121%	120%	122%
Lynchburg	146%	142%	144%
Norfolk	99%	95%	100%
Richmond	100%	103%	102%
New Haven - Springfield	33%	32%	32%

***Non-NEC Corridor Routes***

Capitol Corridor	46%	43%	45%
Carolinian	99%	95%	100%
Cascades	55%	52%	54%
Downeaster	52%	48%	52%
Empire Corridor			
Adirondack	51%	56%	51%
Empire Service	51%	47%	50%
Ethan Allen Express	56%	52%	55%
Maple Leaf	71%	67%	71%
Heartland Flyer	26%	26%	27%
Hiawatha	78%	73%	77%
Hoosier State	23%	20%	25%
Illinois			
Carl Sandburg / Illinois Zephyr	33%	32%	33%
Illini / Saluki	40%	40%	41%
Lincoln Service	48%	44%	47%
Michigan			
Blue Water	47%	44%	47%
Pere Marquette	42%	38%	42%
Wolverine	37%	22%	34%
Kansas City - St. Louis	39%	38%	40%
Pacific Surfliner	65%	64%	66%
Pennsylvanian	72%	71%	73%
Piedmont	50%	42%	50%
San Joaquins	40%	41%	40%
Vermont	63%	63%	61%

***Long-Distance Routes***

Auto Train	92%	98%	95%
California Zephyr	49%	47%	49%
Capitol Limited	43%	43%	44%
Cardinal	33%	33%	33%
City of New Orleans	47%	46%	47%
Coast Starlight	48%	48%	48%
Crescent	43%	43%	43%
Empire Builder	49%	48%	50%
Lake Shore Ltd	44%	41%	43%
Palmetto	88%	75%	88%
Silver Meteor	53%	53%	54%
Silver Star	49%	47%	50%
Southwest Chief	45%	46%	46%
Sunset Limited	25%	26%	25%
Texas Eagle	43%	42%	43%

*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 (A):**  
**LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**  
*Including State Revenue. Year 2016 Constant Dollars*

Service	Current Period	Prior Period	Prior Report
	JAN 16 - DEC 17	JAN 15 - DEC 16	OCT 15 - SEP 17

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
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***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 2016 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	JAN 16 - DEC 17	JAN 15 - DEC 16	OCT 15 - SEP 17

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
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***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 2016 Constant Dollars*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>JAN 16 - DEC 17</b>	<b>JAN 15 - DEC 16</b>	<b>OCT 15 - SEP 17</b>

<b>(\$0.030)</b>	<b>(\$0.038)</b>	<b>(\$0.027)</b>
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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.

**TABLE 4 (B):**  
**ADJUSTED (LOSS) PER PASSENGER-MILE**  
*Excluding State Revenue. Year 2016 Constant Dollars*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>JAN 16 - DEC 17</b>	<b>JAN 15 - DEC 16</b>	<b>OCT 15 - SEP 17</b>

<b>(\$0.065)</b>	<b>(\$0.073)</b>	<b>(\$0.063)</b>
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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.

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

Service	Current Period	Prior Period	Prior Report
	JAN 16 - DEC 17	JAN 15 - DEC 16	OCT 15 - SEP 17

***Acela Express***

Acela Express	189	191	189
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***Other NEC Corridor Routes***

Keystone Service	157	151	156
Northeast Regional (Boston - Washington)	239	231	237
Newport News	260	266	260
Lynchburg	337	329	329
Norfolk	179	176	179
Richmond	191	198	193
New Haven - Springfield	121	119	122

***Non-NEC Corridor Routes***

Capitol Corridor	92	87	91
Carolinian	232	245	234
Cascades	139	132	137
Downeaster	91	84	89
Empire Corridor			
Adirondack	198	214	199
Empire Service	130	131	129
Ethan Allen Express	143	150	143
Maple Leaf	117	117	117
Heartland Flyer	80	79	79
Hiawatha	154	151	154
Hoosier State	57	58	58
Illinois			
Carl Sandburg / Illinois Zephyr	87	89	88
Illini / Saluki	101	107	103
Lincoln Service	129	128	130
Michigan			
Blue Water	156	155	155
Pere Marquette	108	109	107
Wolverine	147	143	147
Kansas City - St. Louis	79	79	79
Pacific Surfliner	159	158	159
Pennsylvanian	205	207	206
Piedmont	69	69	69
San Joaquins	103	114	106
Vermont	143	137	141

***Long-Distance Routes***

Auto Train	333	352	338
California Zephyr	176	171	177
Capitol Limited	183	183	183
Cardinal	119	119	119
City of New Orleans	157	159	158
Coast Starlight	208	212	208
Crescent	138	146	139
Empire Builder	175	171	175
Lake Shore Ltd	205	198	203
Palmetto	177	163	178
Silver Meteor	208	214	211
Silver Star	168	172	169
Southwest Chief	185	191	187
Sunset Limited	124	126	126
Texas Eagle	172	170	170

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	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Acela Express</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	-2.6	82.1%	80.1%
<b>Other NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>85.0%</b>	<b>85.0%</b>
Keystone	-1.7	87.6%	92.2%
Total Northeast Regional	-0.9	81.2%	77.8%
All Other Northeast Regional	0.2	82.3%	78.1%
Lynchburg	-7.0	76.1%	80.2%
Richmond / Newport News / Norfolk	-0.4	78.7%	76.6%
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor	1.4	90.3%	91.2%
Carolinian	-0.3	61.5%	59.7%
Cascades	-2.4	55.1%	64.1%
Downeaster	-2.2	64.3%	85.1%
Empire	1.4	78.1%	77.1%
Adirondack	1.8	71.2%	71.0%
Ethan Allen Express	3.7	82.1%	86.2%
Maple Leaf	0.8	77.7%	55.9%
New York - Albany	1.3	82.4%	92.9%
New York - Niagara Falls	1.5	66.0%	67.8%
Heartland Flyer	4.7	66.3%	78.5%
Hiawatha	1.4	93.8%	97.0%
Hoosier	2.9	63.2%	73.4%
Illinois	1.0	65.9%	66.4%
Carl Sandburg / Illinois Zephyr	2.3	88.2%	88.4%
Illini / Saluki	-2.9	19.9%	31.6%
Lincoln Service	2.3	77.4%	74.1%
Michigan	5.2	74.5%	79.7%
Blue Water	7.9	67.2%	78.8%

**Table 6**  
**On Time Performance (OTP)**

Service		Test #1	Test #2	Test #3
		Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Non-NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
	Pere Marquette	4.2	77.1%	88.0%
	Wolverine	4.4	76.0%	79.0%
Missouri		6.2	83.1%	81.7%
Pacific Surfliner		-2.4	76.0%	81.7%
Pennsylvanian		0.1	78.8%	79.1%
Piedmont		-2.8	65.0%	84.7%
Vermont		3.2	63.0%	55.2%
San Joaquin		-1.0	79.4%	80.9%
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train		0.5	74.5%	79.9%
California Zephyr		2.5	57.6%	50.1%
Capitol Ltd		0.1	46.7%	53.8%
Cardinal		1.1	51.9%	54.1%
City Of New Orleans		-0.4	63.0%	40.5%
Coast Starlight		0.0	59.8%	45.4%
Crescent		-1.6	14.1%	33.3%
Empire Builder		-0.4	75.5%	67.3%
Lake Shore Ltd		-1.0	40.1%	39.9%
Palmetto		0.1	50.0%	63.1%
Silver Meteor		-0.1	36.4%	38.6%
Silver Star		-0.2	29.3%	39.6%
Southwest Chief		-1.0	72.3%	53.2%
Sunset Ltd		2.8	61.3%	37.0%
Texas Eagle		2.5	50.5%	42.9%

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

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

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

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

**Table 7**  
**Off-NEC Host Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service		Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes				Route Miles
				#1		#2		
<b>Standard</b>			<b>900</b>					
<b>Acela Express</b>								
Acela Express		MNRR	1,665	DSR	838	CTI	659	56
<b>Other NEC Corridor Routes</b>								
Northeast Regional	Richmond / Newport News / Norfolk	CSX	1,311	PTI	310	FTI	297	189
		MNRR	2,079	DSR	1,003	CTI	702	56
		NS	416	DSR	134	DCS	128	81
	Lynchburg	MNRR	2,085	DSR	1,188	CTI	852	56
		NS	567	FTI	328	DSR	64	166
	All Other Northeast Regional	CSX	273	DCS	198	RTE	74	UND
		MNRR	1,793	DSR	889	CTI	705	56
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	UP	587	PTI	205	DSR	119	168
Carolinian	Carolinian	CSX	1,602	FTI	586	PTI	438	295
		NS	677	DSR	222	FTI	168	202
Cascades	Cascades	BNSF	1,333	FTI	393	DSR	313	343
		Sounder	405	DSR	244	FTI	74	UND
		UP	2,115	FTI	788	PTI	531	125
Downeaster	Downeaster	MBTA	1,883	CTI	747	DSR	468	38
		PanAm	930	PTI	340	FTI	171	77
Empire	Adirondack	Amtrak	43	RTE	24	PTI	19	104
		CN	3,127	DSR	1,525	RTE	707	49
		CP	807	PTI	434	DSR	160	178
		MNRR	1,025	CTI	466	RTE	249	64
	Ethan Allen Express	Amtrak	97	PTI	39	DCS	28	104
		CP	1,062	PTI	438	DSR	208	60
		MNRR	1,360	CTI	508	DSR	346	64
		VTR	76	DSR	71	DCS	5	24
	Maple Leaf	Amtrak	19	PTI	19			109
		CSX	1,746	FTI	1,048	RTE	300	298

**Table 7**  
**Off-NEC Host Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service		Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes				Route Miles
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		MNRR	1,190	CTI	698	DSR	248	64
	New York - Albany	MNRR	1,225	CTI	637	DSR	288	64
	New York - Niagara Falls	Amtrak	10	PTI	10			109
		CSX	1,326	FTI	665	RTE	328	296
		MNRR	1,637	CTI	648	RTE	335	64
Heartland Flyer	Heartland Flyer	BNSF	1,304	DSR	664	FTI	509	238
Hiawatha	Hiawatha	CP	187	FTI	70	DCS	37	53
		Metra	1,360	CTI	883	DCS	125	29
Hoosier	Hoosier	CSX	1,433	FTI	1,074	DCS	187	175
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	576	FTI	171	DSR	116	257
	Illini / Saluki	CN	1,962	DCS	762	FTI	644	306
	Lincoln Service	CN	1,469	FTI	834	DCS	281	37
		UP	1,081	PTI	393	FTI	376	231
Michigan	Blue Water	Amtrak	545	DCS	189	RTE	162	99
		CN	1,039	FTI	841	DCS	65	159
		MIDOT	257	DCS	217	PTI	22	22
		NS	2,287	FTI	884	DCS	704	39
	Pere Marquette	CSX	503	FTI	346	DCS	101	135
		NS	1,716	FTI	864	PTI	282	39
	Wolverine	Amtrak	756	PTI	459	DCS	188	99
		CN	1,356	FTI	683	DCS	237	27
		MIDOT	410	PTI	267	DCS	88	134
		NS	2,287	FTI	1,005	DCS	632	39
Missouri	Missouri	UP	749	FTI	356	PTI	119	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,287	DCS	331	FTI	291	22
		SCRRA	775	PTI	316	CTI	253	95
		SDNRR	1,481	CTI	618	PTI	478	60
		UP	1,508	PTI	868	DCS	154	174
Pennsylvanian	Pennsylvanian	NS	924	FTI	580	RTE	157	249
Piedmont	Piedmont	NS	1,049	FTI	420	DSR	304	173



**Table 7**  
**Off-NEC Host Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service		Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes				Route Miles
				#1		#2		
<b>Standard</b>			<b>900</b>					
<b>Non-NEC Corridor Routes</b>								
San Joaquins	San Joaquins	BNSF	969	PTI	389	FTI	338	284
		UP	1,105	PTI	445	FTI	212	88
Vermonter	Vermonter	MADOT	2,279	DSR	1,965	DCS	171	50
		MNRR	2,353	DSR	1,083	CTI	1,081	56
		NECR	1,615	DSR	1,486	FTI	45	238
<b>Long-Distance Routes</b>								
Auto Train		CSX	1,358	FTI	699	PTI	284	898
		FR	1,931	DSR	591	DCS	583	16
California Zephyr		BNSF	1,090	DSR	434	FTI	296	1027
		UP	904	FTI	384	DCS	145	1431
Capitol Ltd		CSX	1,002	FTI	563	DCS	151	307
		NS	1,965	FTI	1,361	RTE	235	481
Cardinal		BBrRR	1,228	PTI	536	FTI	418	132
		CSX	1,264	FTI	903	DCS	141	698
		NS	1,305	PTI	790	FTI		79
City Of New Orleans		CN	1,551	FTI	893	RTE	213	930
Coast Starlight		BNSF	570	FTI	148	DSR	117	186
		SCRRA	2,019	PTI	1,247	CTI	476	48
		Sounder	1,248	DSR	798	PTI	364	UND
		UP	1,444	FTI	435	PTI	378	1159
Crescent		NS	1,779	FTI	1,247	DSR	210	1141
Empire Builder		BNSF	667	FTI	351	DSR	154	2147
		CP	323	FTI	161	DSR	64	384
		Metra	839	CTI	508	DCS	223	29
Lake Shore Ltd		CSX	1,338	FTI	741	RTE	196	741
		MBTA	3,175	CTI	2,078	RTE	607	64
		MNRR	1,383	CTI	793	DSR	324	64
		NS	2,459	FTI	1,807	RTE	199	339
Palmetto		CSX	1,042	FTI	508	PTI	236	659
Silver Meteor		CSX	880	FTI	472	PTI	157	1152
		Fla DOT	2,137	CTI	673	PTI	445	68
		FR	3,081	DCS	1,344	PTI	709	61
Silver Star		CSX	1,092	FTI	396	PTI	235	1209
		Fla DOT	1,817	CTI	931	DSR	420	68
		FR	2,895	DCS	1,418	DSR	731	61
		NS	2,199	FTI	705	DSR	672	28
Southwest Chief		BNSF	567	FTI	185	DSR	148	2198
		NMDOT	1,754	DSR	706	CTI	541	80

**Table 7**  
**Off-NEC Host Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes				Route Miles
			#1	#2			
<b>Standard</b>		<b>900</b>					
<b>Long-Distance Routes</b>							
Sunset Ltd	BNSF	785	DSR	314	FTI	165	190
	UP	1,361	FTI	705	RTE	201	1784
Texas Eagle	BNSF	1,202	DSR	539	FTI	335	126
	CN	2,471	FTI	1,277	DCS	541	37
	TRE	1,644	CTI	1,184	DTR	124	33
	UP	1,620	FTI	764	DSR	249	1073

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 (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.

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

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

**Table 8**  
**Off-NEC Amtrak Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2018 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>					
Acela Express	278	OTH	163	ENG	43
<b>Other NEC Corridor Routes - Amtrak Responsible</b>					
Northeast Regional	512	OTH	168	HLD	125
Richmond / Newport News / Norfolk	458	HLD	122	OTH	99
Lynchburg	489	HLD	171	OTH	149
All Other Northeast Regional	690	OTH	386	CON	119
<b>Non NEC Corridor Routes - Amtrak Responsible</b>					
Capitol Corridor	387	HLD	122	ADA	88
Carolinian	530	ADA	178	HLD	160
Cascades	463	SYS	138	ADA	71
Downeaster	205	ITI	63	OTH	47
Empire	317	SYS	83	HLD	73
Adirondack	380	HLD	111	ENG	64
Ethan Allen Express	251	HLD	104	OTH	81
Maple Leaf	517	SYS	202	OTH	96
New York - Albany	101	ENG	33	HLD	28
New York - Niagara Falls	327	SYS	98	HLD	67
Heartland Flyer	325	HLD	183	ADA	61
Hiawatha	319	OTH	200	ENG	45
Hoosier	150	SYS	61	OTH	28
Illinois	256	HLD	64	ADA	46
Carl Sandburg / Illinois Zephyr	251	HLD	81	ENG	69
Illini / Saluki	447	OTH	111	HLD	96
Lincoln Service	154	HLD	38	ADA	29
Michigan	401	OTH	90	SYS	78
Blue Water	390	HLD	137	OTH	111
Pere Marquette	327	HLD	99	OTH	97
Wolverine	425	SYS	104	OTH	80
Missouri	359	HLD	111	ADA	98

**Table 8**  
**Off-NEC Amtrak Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2018 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
Pacific Surfliner	573	HLD	140	ITI	94
Pennsylvanian	303	OTH	99	HLD	84
Piedmont	304	ADA	87	HLD	69
San Joaquins	277	ENG	68	ADA	62
Vermont	637	OTH	337	HLD	99
<b>Long Distance Routes - Amtrak Responsible</b>					
Auto Train	247	ITI	109	SYS	54
California Zephyr	293	HLD	63	SYS	51
Capitol Ltd	224	HLD	101	SYS	37
Cardinal	512	OTH	123	SVS	107
City Of New Orleans	418	HLD	121	ENG	87
Coast Starlight	608	HLD	154	SYS	116
Crescent	379	HLD	167	ADA	82
Empire Builder	339	CON	76	HLD	69
Lake Shore Ltd	374	HLD	174	SYS	74
Palmetto	275	ADA	71	HLD	64
Silver Meteor	589	SYS	188	ADA	149
Silver Star	454	SYS	155	ADA	150
Southwest Chief	286	HLD	111	SYS	51
Sunset Ltd	456	HLD	129	CON	83
Texas Eagle	584	HLD	191	SYS	92

This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards.

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

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

**Table 9**  
**On-NEC Total Host and Amtrak Responsible Delays**

Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service		Host Railroad	Total Delay	FY 2018 Q1				Route Miles
				Largest 2 Delay Codes				
				#1	Min	#2	Min	
Acela Express								
Standard			265					
Acela Express		Amtrak	285	SMW	50	CTI	34	401
Other Services								
Standard			475					
Keystone		Amtrak	310	CTI	44	SMW	42	195
Cardinal		Amtrak	733	SMW	133	SVS	115	226
Carolinian		Amtrak	395	SVS	109	SMW	63	226
Crescent		Amtrak	679	PTI	142	SVS	122	226
Northeast Regional		Amtrak	398	SMW	60	HLD	52	463
	Richmond / Newport News / Norfolk	Amtrak	457	SMW	83	HLD	65	463
	Lynchburg	Amtrak	415	HLD	67	PTI	66	463
	All Other Northeast Regional	Amtrak	370	SMW	50	HLD	45	463
	Palmetto	Amtrak	664	SMW	129	HLD	120	226
Pennsylvanian		Amtrak	467	SMW	105	ENG	64	195
Silver Meteor		Amtrak	927	SVS	206	SMW	123	226
Silver Star		Amtrak	487	SVS	83	PTI	73	226
Vermont		Amtrak	538	SMW	86	CAR	73	304

This table excludes third-party delays.

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

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

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

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

Service		1st Quarter FY 2018					
		Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

<b>2010 Standard</b>		<b>82</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>
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**Acela Express**

Acela Express		<b>73</b>	82	<b>75</b>	<b>77</b>	<b>63</b>	<b>58</b>
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**Other NEC Corridor Routes**

Keystone Service		<b>77</b>	82	<b>70</b>	81	<b>60</b>	<b>62</b>
Northeast Regional (Boston - Washington)		<b>74</b>	83	<b>68</b>	<b>80</b>	<b>59</b>	<b>69</b>
Newport News <sup>b</sup>		<b>87</b>	84	<b>76</b>	86	<b>65</b>	<b>69</b>
Norfolk <sup>c</sup>		<b>79</b>	84	<b>71</b>	81	<b>60</b>	<b>70</b>
Richmond <sup>d</sup>		<b>83</b>	81	<b>69</b>	81	<b>61</b>	<b>58</b>
Lynchburg <sup>e</sup>		<b>86</b>	87	<b>75</b>	82	<b>63</b>	
New Haven - Springfield		<b>75</b>	86	<b>70</b>	83	<b>63</b>	<b>64</b>

**Non-NEC Corridor Routes**

Capitol Corridor		85	86	<b>79</b>	85	<b>73</b>	<b>65</b>
Carolinian		<b>74</b>	87	<b>71</b>	<b>79</b>	<b>58</b>	<b>71</b>
Cascades		83	88	<b>79</b>	82	<b>73</b>	<b>67</b>
Downeaster		86	93	<b>77</b>	86	<b>76</b>	<b>78</b>
Empire Corridor							
Adirondack		<b>74</b>	<b>78</b>	<b>67</b>	<b>77</b>	<b>57</b>	<b>48</b>
Ethan Allen Express		82	87	<b>74</b>	81	<b>62</b>	<b>62</b>
Maple Leaf		<b>77</b>	83	<b>71</b>	<b>78</b>	<b>56</b>	<b>63</b>
New York - Albany <sup>f</sup>		<b>82</b>	91	<b>76</b>	<b>79</b>	<b>65</b>	
Heartland Flyer		90	90	84	88	<b>79</b>	<b>74</b>
Hiawatha		91	92	84	87	<b>75</b>	
Hoosier State		<b>79</b>	93	80	<b>75</b>	<b>77</b>	
Illinois							
Carl Sandburg / Illinois Zephyr		89	90	82	84	<b>79</b>	<b>77</b>
Illini / Saluki		<b>67</b>	81	<b>66</b>	<b>76</b>	<b>68</b>	<b>65</b>
Lincoln Service		82	88	<b>80</b>	81	<b>68</b>	<b>64</b>
Michigan							
Blue Water		<b>79</b>	81	<b>69</b>	<b>76</b>	<b>68</b>	<b>65</b>
Pere Marquette		90	93	88	90	81	<b>72</b>
Wolverine		<b>77</b>	83	<b>72</b>	<b>75</b>	<b>62</b>	<b>60</b>
Kansas City - St. Louis		88	89	83	82	<b>63</b>	<b>65</b>
Pacific Surfliner		<b>79</b>	83	<b>74</b>	82	<b>70</b>	<b>63</b>
Pennsylvanian		84	86	<b>76</b>	82	<b>58</b>	<b>66</b>
Piedmont		89	86	83	89	86	
San Joaquins		<b>82</b>	83	<b>78</b>	<b>79</b>	<b>67</b>	<b>68</b>
Vermont		<b>74</b>	83	<b>69</b>	<b>76</b>	<b>56</b>	<b>59</b>

**Long-Distance Routes**

Auto Train		<b>78</b>	89	82	<b>71</b>	<b>77</b>	<b>71</b>
California Zephyr		<b>74</b>	82	<b>69</b>	<b>75</b>	<b>57</b>	<b>64</b>
Capitol Limited		<b>75</b>	83	<b>71</b>	<b>74</b>	<b>67</b>	<b>71</b>
Cardinal		<b>68</b>	<b>75</b>	<b>64</b>	<b>72</b>	<b>53</b>	<b>54</b>
City of New Orleans		<b>69</b>	82	<b>70</b>	<b>70</b>	<b>66</b>	<b>55</b>
Coast Starlight		<b>71</b>	<b>78</b>	<b>64</b>	<b>75</b>	<b>60</b>	<b>61</b>
Crescent		<b>61</b>	<b>78</b>	<b>56</b>	<b>70</b>	<b>54</b>	<b>65</b>
Empire Builder		<b>78</b>	<b>80</b>	<b>71</b>	<b>75</b>	<b>59</b>	<b>66</b>
Lake Shore Ltd		<b>64</b>	<b>78</b>	<b>56</b>	<b>67</b>	<b>55</b>	<b>62</b>
Palmetto		<b>74</b>	81	<b>68</b>	<b>77</b>	<b>54</b>	<b>67</b>
Silver Meteor		<b>69</b>	<b>79</b>	<b>62</b>	<b>68</b>	<b>56</b>	<b>68</b>
Silver Star		<b>70</b>	82	<b>66</b>	<b>73</b>	<b>57</b>	<b>58</b>
Southwest Chief		<b>75</b>	82	<b>72</b>	<b>73</b>	<b>60</b>	<b>67</b>
Sunset Limited		<b>79</b>	86	<b>74</b>	<b>77</b>	<b>67</b>	<b>74</b>
Texas Eagle		<b>72</b>	84	<b>71</b>	<b>77</b>	<b>62</b>	<b>72</b>

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

<sup>b</sup> Newport News includes all trains between Newport News and points on the NEC.

<sup>c</sup> Norfolk includes all trains between Norfolk and points on the NEC.

<sup>d</sup> Richmond includes all trains between Richmond and points on the NEC.

<sup>e</sup> Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> 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 2018		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	33	86	0.38
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***Other NEC Corridor Routes***

Keystone Service	12	36	0.33
Total Northeast Regional	48	139	0.35
Richmond / Newport News <sup>b</sup>	17	39	0.44
Lynchburg <sup>c</sup>	3	11	0.27
All Other Northeast Regional	28	89	0.32

***Non-NEC Corridor Routes***

Capitol Corridor	21	29	0.72
Carolinian	5	13	0.38
Cascades	16	24	0.68
Downeaster	4	11	0.35
Empire Corridor	35	55	0.64
Adirondack	7	7	0.99
Ethan Allen Express	2	5	0.44
Maple Leaf	6	9	0.69
New York - Albany <sup>d</sup>	8	17	0.47
New York - Niagara Falls	12	17	0.69
Heartland Flyer	1	4	0.26
Hiawatha	5	11	0.47
Hoosier State	1	2	0.49
Illinois	17	42	0.41
Carl Sandburg / Illinois Zephyr	7	10	0.73
Illini / Saluki	4	11	0.36
Lincoln Service	6	21	0.29
Michigan	22	26	0.84
Blue Water	4	6	0.69
Pere Marquette	6	3	1.81
Wolverine	12	17	0.71
Kansas City - St. Louis	4	10	0.39
Pacific Surfliner	23	41	0.56
Pennsylvanian	2	8	0.25
Piedmont	4	6	0.64
San Joaquins	31	40	0.78
Vermont	11	11	0.99

***Long-Distance Routes***

Auto Train	7	17	0.42
California Zephyr	18	45	0.40
Capitol Limited	6	14	0.42
Cardinal	5	9	0.55
City of New Orleans	12	17	0.70
Coast Starlight	8	25	0.32
Crescent	6	25	0.24
Empire Builder	24	47	0.51
Lake Shore Ltd	15	20	0.75
Palmetto	9	16	0.55
Silver Meteor	23	27	0.86
Silver Star	5	28	0.18
Southwest Chief	16	42	0.38
Sunset Limited	1	16	0.06
Texas Eagle	16	24	0.67

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

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

<sup>c</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup> Includes only trains that operate solely between New York and Albany.

**TABLE 12:**  
**COMPLAINTS RECEIVED**  
Complaints per 1,000 Passengers

Service		1st Quarter FY 2018		
		Food-Related		Train-Related

***Amtrak Premium***

Acela Express		0.01		1.58
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***Amtrak Corridor***

Keystone		0.01		1.87
Northeast Regional		0.03		1.53

***Short Distance***

Capitols		0.01		7.05
Carolinian		0.01		2.48
Cascades		0.00		1.78
Downeaster		0.02		1.12
Empire Corridor				
Adirondack		0.02		2.91
Empire Service		0.00		0.76
Ethan Allen Express		0.05		0.96
Maple Leaf		0.04		1.91
Heartland Flyer		0.00		0.24
Hiawatha		0.13		3.45
Hoosier State		0.52		7.39
Illinois				
Carl Sandburg / Illinois Zephyr		0.00		0.37
Illini / Saluki		0.02		1.55
Lincoln Service		0.16		2.63
Michigan				
Blue Water		0.00		0.36
Pere Marquette		0.00		2.44
Wolverine		0.02		1.75
Kansas City - St. Louis		0.00		0.46
Pacific Surfliner		0.04		1.70
Pennsylvanian		0.00		0.95
Piedmont		0.01		1.72
San Joaquins		0.01		0.00
Vermont		0.03		3.36

***Long Distance***

Auto Train		0.73		14.18
California Zephyr		1.15		10.96
Capitol Limited		0.45		11.95
Cardinal		0.37		15.76
City of New Orleans		0.62		10.71
Coast Starlight		0.61		20.41
Crescent		0.22		8.85
Empire Builder		0.34		9.99
Lake Shore Ltd		0.06		8.35
Palmetto		0.39		20.98
Silver Meteor		0.32		15.90
Silver Star		0.40		12.25
Southwest Chief		0.29		11.95
Sunset Limited		0.25		12.10
Texas Eagle		0.46		13.18

*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 2018						
	Menu / Selection / Availability	Other	Pricing	Quality	Service		Total
<b>Amtrak System</b>	<b>293</b>	<b>49</b>	<b>19</b>	<b>98</b>	<b>307</b>		<b>766</b>
<b>Amtrak Premium</b>	<b>72</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>		<b>79</b>
Acela Express	72	0	0	1	6		79
<b>Amtrak Corridor</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>		<b>13</b>
Keystone	0	0	0	0	0		0
Northeast Regional	9	0	0	1	3		13
<b>Short Distance</b>	<b>22</b>	<b>3</b>	<b>3</b>	<b>42</b>	<b>17</b>		<b>87</b>
Capitol	0	0	0	0	0		0
Carolinian	0	1	0	0	0		1
Cascades	1	1	0	0	1		3
Downeaster	0	0	0	0	0		0
Empire Corridor	8	1	0	1	6		16
Adirondack	2	0	0	0	1		3
Empire Service	1	0	0	1	3		5
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	5	1	0	0	2		8
Heartland Flyer	0	0	0	0	1		1
Hiawatha	0	0	0	0	0		0
Hoosier State	1	0	0	0	0		1
Illinois	1	0	0	33	2		36
Carl Sandburg / Illinois Zephyr	0	0	0	0	1		1
Illini / Saluki	0	0	0	33	1		34
Lincoln Service	1	0	0	0	0		1
Michigan	4	0	0	1	0		5
Blue Water	0	0	0	1	0		1
Pere Marquette	0	0	0	0	0		0
Wolverine	4	0	0	0	0		4
Kansas City - St. Louis	0	0	2	0	0		2
Pacific Surfliner	5	0	0	4	6		15
Pennsylvanian	1	0	1	1	0		3
Piedmont	0	0	0	0	0		0
San Joaquins	0	0	0	2	1		3
Vermont	1	0	0	0	0		1
<b>Long Distance</b>	<b>190</b>	<b>46</b>	<b>16</b>	<b>54</b>	<b>281</b>		<b>587</b>
Auto Train	20	1	0	12	29		62
California Zephyr	42	6	2	8	20		78
Capitol Limited	8	4	0	1	55		68
Cardinal	6	1	0	1	7		15
City of New Orleans	11	1	0	2	10		24
Coast Starlight	15	5	2	8	43		73
Crescent	9	2	5	4	29		49
Empire Builder	12	9	0	1	11		33
Lake Shore Ltd	16	4	1	1	15		37
Palmetto	1	1	0	1	3		6
Silver Meteor	14	3	1	6	14		38
Silver Star	10	1	3	4	14		32
Southwest Chief	16	3	1	2	15		37
Sunset Limited	3	1	0	1	3		8
Texas Eagle	7	4	1	2	13		27

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 2018						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
<b>Amtrak System</b>	<b>462</b>	<b>59</b>	<b>2,608</b>	<b>993</b>	<b>1,264</b>		<b>5,386</b>
<b>Amtrak Premium</b>	<b>18</b>	<b>3</b>	<b>48</b>	<b>36</b>	<b>45</b>		<b>150</b>
Acela Express	18	3	48	36	45		150
<b>Amtrak Corridor</b>	<b>92</b>	<b>14</b>	<b>113</b>	<b>124</b>	<b>172</b>		<b>515</b>
Keystone	8	3	10	12	12		45
Northeast Regional	84	11	103	112	160		470
<b>Short Distance</b>	<b>135</b>	<b>19</b>	<b>374</b>	<b>209</b>	<b>328</b>		<b>1,065</b>
Capitol	4	1	8	7	11		31
Carollian	7	2	41	17	27		94
Cascades	9	0	26	6	13		54
Downeaster	4	0	2	5	2		13
Empire Corridor	12	1	35	10	21		79
Adirondack	1	0	2	2	2		7
Empire Service	8	1	25	3	13		50
Ethan Allen Express	0	0	0	1	2		3
Maple Leaf	3	0	8	4	4		19
Heartland Flyer	0	0	4	6	1		11
Hiawatha	1	0	6	3	1		11
Hoosier State	1	0	1	0	0		2
Illinois	12	3	91	19	54		179
Carl Sandburg / Illinois Zephyr	0	0	3	0	1		4
Illini / Saluki	5	0	29	6	39		79
Lincoln Service	7	3	59	13	14		96
Michigan	23	0	36	20	25		104
Blue Water	0	0	11	4	5		20
Pere Marquette	1	0	4	0	0		5
Wolverine	22	0	21	16	20		79
Kansas City - St. Louis	2	4	25	5	8		44
Pacific Surfliner	40	4	55	76	84		259
Pennsylvanian	4	2	10	10	15		41
Piedmont	2	0	0	5	5		12
San Joaquins	11	2	16	18	44		91
Vermont	3	0	18	2	17		40
<b>Long Distance</b>	<b>217</b>	<b>23</b>	<b>2,073</b>	<b>624</b>	<b>719</b>		<b>3,656</b>
Auto Train	5	0	118	12	17		152
California Zephyr	19	5	242	74	66		406
Capitol Limited	5	2	172	24	35		238
Cardinal	1	0	39	15	19		74
City of New Orleans	9	2	61	63	42		177
Coast Starlight	21	1	145	54	80		301
Crescent	22	2	72	62	66		224
Empire Builder	15	0	307	55	53		430
Lake Shore Ltd	13	2	208	24	39		286
Palmetto	11	0	34	21	27		93
Silver Meteor	24	1	231	45	71		372
Silver Star	28	4	132	45	46		255
Southwest Chief	23	3	112	50	74		262
Sunset Limited	4	1	43	14	12		74
Texas Eagle	17	0	157	66	72		312

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 2018						
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		Total
<b>Amtrak System</b>	<b>599</b>	<b>863</b>	<b>286</b>	<b>1,177</b>	<b>1,026</b>		<b>3,951</b>
<b>Amtrak Premium</b>	<b>11</b>	<b>2</b>	<b>5</b>	<b>25</b>	<b>7</b>		<b>50</b>
Acela Express	11	2	5	25	7		50
<b>Amtrak Corridor</b>	<b>30</b>	<b>89</b>	<b>21</b>	<b>180</b>	<b>66</b>		<b>386</b>
Keystone	0	3	0	12	1		16
Northeast Regional	30	86	21	168	65		370
<b>Short Distance</b>	<b>46</b>	<b>154</b>	<b>36</b>	<b>217</b>	<b>125</b>		<b>578</b>
Capitol	0	1	1	3	0		5
Carolinian	5	17	1	22	35		80
Cascades	3	7	6	16	2		34
Downeaster	0	3	0	3	0		6
Empire Corridor	5	24	1	48	25		103
Adirondack	1	7	1	20	6		35
Empire Service	3	11	0	22	11		47
Ethan Allen Express	0	3	0	3	1		7
Maple Leaf	1	3	0	3	7		14
Heartland Flyer	0	1	0	1	0		2
Hiawatha	0	0	0	2	1		3
Hoosier State	0	0	0	0	0		0
Illinois	2	21	8	23	3		57
Carl Sandburg / Illinois Zephyr	0	9	0	5	1		15
Illini / Saluki	1	3	0	6	0		10
Lincoln Service	1	9	8	12	2		32
Michigan	7	51	5	29	21		113
Blue Water	1	8	1	6	7		23
Pere Marquette	3	0	0	1	0		4
Wolverine	3	43	4	22	14		86
Kansas City - St. Louis	1	3	2	2	2		10
Pacific Surfliner	15	15	5	28	8		71
Pennsylvanian	4	2	1	11	4		22
Piedmont	0	1	0	0	0		1
San Joaquins	0	2	5	16	15		38
Vermont	4	6	1	13	9		33
<b>Long Distance</b>	<b>512</b>	<b>618</b>	<b>224</b>	<b>755</b>	<b>828</b>		<b>2,937</b>
Auto Train	53	20	6	32	40		151
California Zephyr	95	55	68	119	196		533
Capitol Limited	27	27	13	25	13		105
Cardinal	13	9	3	14	17		56
City of New Orleans	13	83	8	64	44		212
Coast Starlight	51	30	10	72	51		214
Crescent	38	39	10	55	72		214
Empire Builder	53	131	11	49	36		280
Lake Shore Ltd	29	57	18	70	57		231
Palmetto	6	26	14	28	54		128
Silver Meteor	28	51	19	76	87		261
Silver Star	22	22	15	48	56		163
Southwest Chief	56	22	11	49	48		186
Sunset Limited	4	11	3	15	9		42
Texas Eagle	24	35	15	39	48		161

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 2018		
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Amtrak System		2249
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**Division**

Boston		112
California		316
Central		132
Empire		365
New York		47
Southeast		343
Southwest		478
Northwest		71
Washington		385

*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**

	<b>FY 2017</b>	<b>FY 2016</b>
<b>Connectivity</b>	<b>18.9%</b>	<b>18.9%</b>
- Percent of passengers traveling on long distance routes connecting to or from other train routes		
<b>Availability of Other Modes</b>	<b>5.3%</b>	<b>5.3%</b>
- Percent of passengers, system-wide, traveling to or from underserved communities		

**TABLE 18:  
ROUTE DESCRIPTIONS**

Service	Routing
<b><i>Acela Express</i></b>	
Acela Express	Between Boston, New York (Penn Station) and Washington
<b><i>Other NEC Corridor Routes</i></b>	
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/Roanoke and Boston
All Other Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station) and Washington
New Haven - Springfield <sup>1</sup>	Between New Haven and Springfield
<b><i>Non-NEC Corridor Routes</i></b>	
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 <sup>1</sup>	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 <sup>2</sup>	Between New York (Penn Station) and Albany
New York - Niagara Falls <sup>2</sup>	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
<b><i>Long-Distance Routes</i></b>	
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

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

<sup>2</sup> 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
AM	Amtrak
BB	Buckingham Branch Railroad
BN	Burlington Northern Santa Fe
FR	Central Florida Rail Corridor
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CS	CSX Corporation
FL	Florida Department of Transportation
MT	Massachusetts Bay Transportation Authority
ME	Metra
MI	Michigan Department of Transportation
MN	Metro-North Railroad
NE	New England Central Railroad
NM	New Mexico Department of Transportation
NS	Norfolk Southern
GT	Pan Am Railways
SC	Southern California Regional Rail Authority
SN	San Diego Northern Railway Inc.
UP	Union Pacific
VR	Vermont Railway System



## Appendix A

### On Time Performance (OTP) by Train

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Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2100	-3.8	86.2%	94.3%
	2103	-1.6	94.8%	94.3%
	2104	-2.9	86.2%	93.6%
	2107	-4.6	95.2%	92.9%
	2108	-3.5	60.0%	88.6%
	2109	-4.0	84.7%	85.5%
	2110	-2.8	91.2%	94.7%
	2117	-3.8	82.8%	86.0%
	2119	-2.8	96.6%	92.9%
	2121	-5.4	89.5%	93.2%
	2122	-3.4	89.1%	89.9%
	2124	-3.9	92.1%	89.6%
	2126	-5.0	91.4%	93.2%
	2128	NA	87.9%	87.4%
	2150	-0.7	58.6%	72.5%
	2151	-2.9	85.7%	78.8%
	2153	-3.6	74.1%	66.8%
	2154	0.5	55.6%	69.8%
	2155	-1.3	90.5%	79.8%
	2158	-1.6	82.5%	72.6%
	2159	-2.9	79.4%	80.8%
	2160	-2.1	81.0%	75.2%
	2161	NA	0.0%	25.0%
	2162	-2.5	100.0%	84.6%
	2163	-4.0	79.4%	78.5%
	2164	-0.7	87.3%	89.7%
	2165	-2.0	74.1%	75.3%
	2166	-1.1	87.9%	79.6%

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## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2167	-3.3	73.0%	77.5%
	2168	-2.1	90.5%	89.6%
	2170	-2.2	74.1%	76.2%
	2171	-3.0	77.8%	76.8%
	2172	-2.5	79.4%	67.6%
	2173	-2.9	86.2%	82.1%
	2174	-2.3	100.0%	80.6%
	2175	NA	72.4%	70.4%
	2190	-0.9	84.1%	66.3%
	2192	-4.6	80.0%	65.7%
	2193	-1.3	60.0%	68.6%
	2195	0.6	50.0%	42.9%
	2203	-6.2	93.8%	97.5%
	2205	-3.9	100.0%	99.0%
	2207	-2.6	100.0%	100.0%
	2208	-2.8	80.0%	90.8%
	2211	-2.8	100.0%	100.0%
	2212	-2.0	100.0%	100.0%
	2213	-5.0	72.7%	68.2%
	2215	-3.1	83.3%	83.3%
	2217	-4.1	100.0%	100.0%
	2220	-2.6	100.0%	98.3%
	2222	-3.1	100.0%	97.9%
	2224	-4.0	91.7%	97.9%
	2228	-4.2	91.7%	90.6%
	2240	-0.5	100.0%	92.3%
	2243	-0.6	100.0%	92.9%
	2245	-1.1	100.0%	71.4%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2246	-2.1	100.0%	92.9%
	2248	-4.1	26.3%	61.7%
	2249	-1.8	46.7%	48.6%
	2250	-0.1	61.5%	78.6%
	2251	-0.1	88.9%	84.1%
	2252	-1.1	64.3%	71.4%
	2253	-2.9	60.7%	69.4%
	2254	-1.2	70.4%	77.2%
	2255	-1.0	92.3%	90.1%
	2256	-1.2	69.2%	80.8%
	2257	-2.4	76.9%	79.1%
	2258	-0.9	75.0%	76.8%
	2259	-1.6	84.6%	78.6%
	2260	NA	69.2%	81.9%
	2261	NA	92.3%	79.1%
	2262	NA	0.0%	57.1%
	2263	NA	100.0%	92.3%
	2275	NA	90.9%	73.5%
	2289	NA	100.0%	85.7%
	2290	-3.4	100.0%	93.8%
	2291	NA	100.0%	71.4%
	2293	0.5	100.0%	85.7%
	2297	-0.8	0.0%	0.0%
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	69.0%	70.8%
	66	3.2	95.7%	77.5%
	67	-1.5	77.8%	80.0%
	71	NA	87.5%	68.8%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Richmond / Newport News / Norfolk	82	0.5	86.7%	74.8%
	83	0.8	76.9%	66.7%
	84	-3.3	81.0%	84.9%
	85	-0.3	71.4%	85.3%
	86	1.0	68.3%	77.9%
	87	1.8	53.8%	63.2%
	88	-1.1	62.1%	58.5%
	93	-0.6	64.0%	75.4%
	94	-0.3	71.4%	67.8%
	95	1.4	77.8%	75.2%
	96	NA	84.6%	84.1%
	99	0.2	65.5%	69.4%
	125	-15.4	90.5%	86.9%
	157	-20.7	84.6%	77.5%
	164	-3.9	82.8%	77.0%
	174	-8.0	95.2%	90.4%
	194	0.3	87.5%	75.6%
	195	0.7	69.0%	62.6%
	1194	NA	100.0%	100.0%
Northeast Regional - Lynchburg	145	2.7	69.2%	85.7%
	147	-0.8	60.0%	71.3%
	156	-14.7	89.7%	91.7%
	171	-8.3	63.5%	73.4%
	176	-7.6	87.3%	84.4%
	1171	3.4	100.0%	100.0%
Northeast Regional - All Other Northeast Regional	110	-0.7	88.1%	94.8%
	111	0.0	94.9%	96.5%
	123	NA	100.0%	97.9%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	126	NA	92.3%	90.8%
	127	-4.5	81.0%	89.0%
	129	-3.3	74.2%	86.8%
	130	-2.0	87.3%	96.7%
	131	-2.4	82.4%	89.1%
	132	NA	84.6%	88.5%
	133	-4.0	64.3%	87.1%
	134	-1.2	85.2%	96.3%
	135	0.5	82.8%	78.0%
	136	2.8	84.6%	76.0%
	137	-1.6	87.3%	88.8%
	138	0.6	88.9%	94.6%
	139	NA	84.6%	83.9%
	140	2.1	85.7%	85.6%
	141	0.4	81.0%	81.5%
	143	0.7	67.9%	62.2%
	146	2.9	75.0%	74.4%
	148	0.5	85.7%	80.8%
	149	NA	100.0%	89.6%
	150	-0.1	96.6%	95.2%
	151	-1.2	82.5%	95.5%
	152	-1.3	89.7%	98.6%
	153	-2.0	93.1%	94.7%
	154	0.9	84.6%	94.9%
	155	-1.7	100.0%	98.3%
	158	0.9	96.6%	96.2%
	159	1.7	93.8%	96.0%
	160	-0.6	89.7%	84.5%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	161	-0.5	44.8%	61.5%
	162	0.3	69.0%	74.5%
	163	-1.4	81.3%	66.0%
	165	-0.2	96.6%	88.6%
	166	-2.1	92.3%	94.4%
	167	-1.1	75.0%	79.3%
	168	0.9	100.0%	97.9%
	169	-1.0	76.7%	72.9%
	170	-2.4	90.5%	79.8%
	172	-0.4	76.2%	70.4%
	173	1.3	76.2%	79.8%
	175	0.1	87.3%	85.4%
	177	-1.7	84.1%	88.6%
	178	-1.8	95.2%	89.4%
	179	-0.9	79.0%	91.8%
	180	-2.1	69.8%	92.4%
	182	-2.3	93.1%	97.1%
	183	-0.5	96.8%	96.7%
	184	-2.2	82.5%	88.4%
	185	-3.2	88.9%	92.6%
	186	1.1	96.7%	98.4%
	187	-2.2	72.6%	85.3%
	188	1.3	90.5%	94.5%
	189	NA	100.0%	97.2%
	190	1.3	88.9%	87.5%
	192	1.0	93.8%	94.8%
	193	-3.3	69.8%	76.5%
	196	1.2	87.5%	93.6%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	401	3.2	70.8%	62.5%
	405	3.6	95.8%	63.8%
	407	NA	92.3%	86.8%
	432	NA	46.2%	51.9%
	450	4.0	87.5%	69.8%
	460	4.1	58.3%	49.6%
	463	-8.1	45.5%	39.3%
	464	3.5	41.7%	43.5%
	465	NA	84.6%	89.4%
	467	4.3	72.7%	55.5%
	475	4.0	93.7%	85.1%
	476	0.7		0.0%
	479	-1.0		0.0%
	488	3.3	25.0%	25.0%
	494	5.5	57.1%	57.3%
	497	1.7	0.0%	48.1%
	1054	NA	100.0%	100.0%
	1056	NA	100.0%	100.0%
	1057	NA	100.0%	100.0%
	1058	NA	0.0%	87.5%
	1063	NA	100.0%	100.0%
	1065	NA	100.0%	100.0%
	1082	2.2	0.0%	50.0%
	1099	-10.4	0.0%	60.0%
	1121	NA	100.0%	100.0%
	1129	NA	100.0%	81.8%
	1134	NA	100.0%	100.0%
	1135	-2.3	0.0%	11.1%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	1136	4.6	100.0%	100.0%
	1139	NA	100.0%	100.0%
	1140	0.7	100.0%	100.0%
	1141	NA	0.0%	60.0%
	1143	NA	100.0%	95.2%
	1164	2.1	0.0%	60.0%
	1167	13.8	100.0%	100.0%
	1168	-0.4	100.0%	61.9%
	1173	1.3	100.0%	93.3%
	1174	10.4	100.0%	62.5%
	1175	0.8	100.0%	86.7%
	1179	NA	100.0%	100.0%
	1182	NA	100.0%	46.4%
	1184	NA	100.0%	80.0%
	1186	NA	100.0%	100.0%
	1193	NA	0.0%	100.0%
	1195	NA	100.0%	100.0%
	1196	NA	50.0%	75.0%
	1198	NA	50.0%	36.4%
Keystone - Keystone	600	-0.9	85.7%	96.1%
	601	-1.0	93.7%	95.5%
	605	-0.6	92.1%	93.3%
	607	-3.6	93.7%	96.4%
	609	-9.0	96.8%	95.8%
	610	-1.2	87.5%	95.8%
	611	-0.1	100.0%	94.8%
	612	0.7	100.0%	99.4%
	615	-1.4	100.0%	100.0%



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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	618	-4.1	98.0%	97.6%
	619	-2.9	90.5%	84.9%
	620	-1.6	93.7%	97.5%
	622	0.2	96.8%	95.6%
	637	-3.0	78.6%	91.4%
	639	-1.0	93.7%	97.6%
	640	0.2	81.0%	96.3%
	641	-2.3	90.5%	88.7%
	642	-7.7	81.0%	96.0%
	643	-2.5	81.0%	81.9%
	644	1.5	81.0%	91.7%
	645	-0.4	92.1%	88.9%
	646	-4.9	79.4%	93.5%
	647	-0.8	84.1%	90.0%
	648	2.6	84.1%	90.1%
	649	-2.1	85.7%	92.8%
	650	-0.4	88.9%	95.0%
	651	-1.9	81.0%	84.4%
	652	0.1	95.2%	98.3%
	653	-1.3	77.8%	81.1%
	654	-0.9	96.8%	98.1%
	655	-1.0	82.5%	84.8%
	656	-1.8	96.8%	99.5%
	658	-1.7	85.7%	97.8%
	660	0.2	55.2%	83.4%
	661	-0.9	89.7%	94.0%
	662	0.3	93.8%	90.8%
	663	-5.6	86.2%	87.3%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	664	-2.6	58.6%	82.3%
	665	-0.4	93.1%	94.5%
	666	-0.4	89.7%	96.1%
	667	-2.7	79.3%	90.1%
	669	-3.9	89.7%	91.5%
	670	-1.1	79.3%	91.7%
	671	-6.6	79.3%	92.4%
	672	-0.7	89.7%	94.0%
	674	NA	92.3%	95.4%
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	520	-0.7	85.2%	91.1%
	521	0.1	88.7%	90.6%
	522	1.1	91.9%	93.9%
	523	-0.1	85.5%	91.0%
	524	1.9	88.7%	83.8%
	525	-2.3	75.8%	89.9%
	527	0.9	90.3%	87.1%
	528	3.3	90.3%	87.8%
	529	0.2	82.3%	87.8%
	530	3.7	98.4%	97.5%
	531	2.8	90.2%	95.1%
	532	4.2	95.2%	96.3%
	534	3.0	96.8%	98.5%
	535	4.9	98.4%	97.8%
	536	0.2	85.5%	86.9%
	537	1.8	83.9%	90.8%
	538	1.8	96.8%	93.0%
	540	2.9	93.5%	93.9%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<i>Non NEC Corridor Routes</i>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	541	2.6	88.7%	92.2%
	542	1.6	96.8%	90.3%
	543	1.8	85.5%	90.2%
	544	4.7	96.8%	98.1%
	545	1.9	95.2%	97.3%
	546	1.8	95.2%	97.2%
	547	0.4	88.7%	91.2%
	548	-2.9	85.5%	82.3%
	549	-1.7	82.3%	92.8%
	550	NA	87.1%	90.4%
	551	1.6	93.5%	96.6%
	553	1.6	96.8%	98.5%
	720	1.3	90.0%	94.2%
	723	0.4	93.3%	92.0%
	724	1.7	90.0%	85.8%
	727	0.7	80.0%	86.3%
	728	1.2	93.3%	90.6%
	729	0.2	76.7%	81.6%
	732	0.0	100.0%	92.2%
	733	4.5	90.0%	91.6%
	734	5.4	100.0%	100.0%
	736	4.8	100.0%	100.0%
	737	1.9	86.7%	85.1%
	738	-1.2	96.7%	92.0%
	741	1.1	93.3%	94.7%
	742	0.6	66.7%	65.1%
	743	-0.1	63.3%	83.3%
	744	1.4	100.0%	93.6%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	745	1.2	96.7%	98.8%
	746	1.5	93.3%	99.6%
	747	1.9	93.3%	91.8%
	748	0.3	86.7%	92.9%
	749	1.7	100.0%	100.0%
	751	1.5	96.7%	96.1%
Carolinian - Carolinian	79	-0.4	59.3%	63.9%
	80	-0.2	63.7%	55.6%
Cascades - Cascades	500	0.3	47.0%	47.1%
	501	-1.9	67.0%	71.8%
	502	5.0	59.0%	66.9%
	503	NA	40.4%	45.4%
	504	1.5	69.2%	68.1%
	505	-1.1	42.9%	53.5%
	506	-2.3	73.7%	64.6%
	507	-0.3	51.1%	66.7%
	508	-3.5	66.3%	51.1%
	509	2.4	76.1%	77.1%
	510	-3.0	26.1%	77.9%
	511	2.5	33.3%	46.7%
	512	5.1	66.7%	84.4%
	513	-4.3	71.1%	59.3%
	514	0.0	80.0%	76.0%
	515	-0.6	25.0%	36.4%
	516	-6.0	29.3%	77.4%
	517	-2.0	62.6%	67.4%
	518	NA	14.3%	36.9%
	519	NA	57.1%	63.4%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Downeaster - Downeaster	680	-0.1	71.0%	89.4%
	681	-0.2	77.4%	88.2%
	682	-3.7	50.0%	87.7%
	683	-4.2	62.3%	79.2%
	684	-1.1	71.0%	86.7%
	685	-1.6	72.1%	80.1%
	686	-2.3	38.7%	81.2%
	687	-1.2	57.4%	81.1%
	688	-4.5	40.7%	77.1%
	689	-1.7	69.5%	87.7%
	690	0.2	74.1%	93.5%
	691	-1.0	85.2%	91.7%
	692	-3.3	51.7%	86.8%
	693	-1.9	69.0%	85.6%
	694	-3.4	55.2%	91.3%
	695	-3.5	82.8%	86.5%
	696	0.2	74.1%	86.4%
	697	-1.0	81.5%	84.7%
	698	-3.2	67.9%	88.3%
	699	-2.6	75.0%	89.7%
Empire - Adirondack	68	2.5	70.7%	64.1%
	69	1.2	71.7%	77.8%
Empire - Ethan Allen Express	290	2.9	76.2%	89.4%
	291	4.9	94.7%	86.7%
	292	2.6	75.0%	79.7%
	293	5.0	76.9%	86.7%
	295	NA	72.7%	78.4%
	296	1.1	84.6%	89.7%

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### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - Maple Leaf	63	1.4	81.5%	57.9%
	64	0.3	73.9%	54.0%
Empire - New York - Albany	230	1.8	87.3%	95.9%
	232	1.2	67.7%	89.4%
	233	1.4	63.0%	84.9%
	234	-0.1	82.3%	96.0%
	235	1.7	79.4%	93.2%
	236	0.0	74.2%	93.5%
	237	2.2	66.1%	87.5%
	238	1.9	84.8%	90.2%
	239	-0.9	64.0%	91.0%
	241	1.6	90.2%	95.7%
	242	2.9	84.1%	94.2%
	243	2.7	98.4%	98.6%
	244	-1.6	83.7%	90.2%
	245	3.9	93.7%	95.0%
	250	2.1	100.0%	95.2%
	252	0.1	94.1%	98.3%
	253	9.0	96.7%	96.7%
	254	1.1	92.3%	94.9%
	255	2.6	100.0%	100.0%
	256	2.8	84.6%	93.4%
	259	0.1	86.7%	93.3%
	260	NA	83.3%	91.4%
	261	2.4	100.0%	100.0%
Empire - New York - Niagara Falls	280	0.2	77.2%	73.7%
	281	2.4	43.5%	58.5%
	283	2.9	58.7%	73.2%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - New York - Niagara Falls	284	1.3	87.0%	66.5%
	288	1.5	61.5%	66.2%
Heartland Flyer - Heartland Flyer	821	4.1	54.3%	84.0%
	822	5.2	78.3%	73.0%
Hiawatha - Hiawatha	329	1.1	95.4%	96.6%
	330	0.1	97.4%	98.2%
	331	1.6	96.7%	98.0%
	332	0.8	95.7%	97.4%
	333	2.4	97.8%	97.8%
	334	1.4	93.5%	98.5%
	335	1.7	92.4%	96.3%
	336	2.0	94.5%	97.8%
	337	2.5	96.7%	97.6%
	338	0.5	89.1%	96.7%
	339	1.5	91.3%	93.9%
	340	1.0	88.0%	96.5%
	341	1.9	90.2%	93.0%
	342	0.8	94.6%	98.7%
	343	NA	100.0%	100.0%
Hoosier - Hoosier	850	1.9	56.6%	63.2%
	851	4.7	69.8%	83.6%
Illinois - Carl Sandburg / Illinois Zephyr	380	2.6	90.2%	87.3%
	381	1.4	91.3%	93.3%
	382	2.8	91.3%	86.1%
	383	2.8	82.6%	88.7%
	384	NA	0.0%	25.0%
	385	NA	50.0%	70.0%
Illinois - Illini / Saluki	390	-0.6	39.6%	47.3%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Illinois - Illini / Saluki	391	-1.6	15.2%	21.4%
	392	-4.6	2.2%	32.6%
	393	-5.0	22.8%	24.9%
Illinois - Lincoln Service	300	3.1	83.7%	83.5%
	301	2.8	68.5%	73.9%
	302	3.2	71.7%	66.5%
	303	2.2	70.7%	70.1%
	304	2.0	82.6%	73.9%
	305	0.7	71.7%	64.1%
	306	2.4	81.5%	79.9%
	307	2.1	89.1%	81.0%
	308	NA	100.0%	100.0%
	309	NA	50.0%	58.3%
Michigan - Blue Water	364	6.5	83.7%	84.2%
	365	10.1	50.5%	73.8%
Michigan - Pere Marquette	370	3.0	72.8%	80.9%
	371	6.4	80.4%	94.8%
	372	NA	100.0%	100.0%
	373	NA	100.0%	100.0%
Michigan - Wolverine	350	1.7	87.0%	82.8%
	351	7.8	76.1%	90.9%
	352	3.2	64.1%	62.1%
	353	7.9	73.9%	85.5%
	354	2.6	76.1%	72.2%
	355	7.4	78.3%	84.0%
	356	NA	66.7%	71.4%
	359	NA	100.0%	90.5%
Missouri - Missouri	311	3.4	80.4%	83.3%



## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Missouri - Missouri	313	5.9	91.3%	94.2%
	314	7.3	80.4%	72.9%
	316	8.0	80.2%	76.4%
Pacific Surfliner - Pacific Surfliner	562	-0.7	86.4%	96.5%
	564	-3.2	84.6%	92.1%
	565	-2.3	84.1%	91.9%
	566	-1.4	92.1%	92.2%
	567	-5.5	79.4%	92.8%
	572	-4.4	63.0%	88.5%
	573	-3.4	76.9%	84.1%
	579	-2.6	89.7%	89.4%
	580	-2.4	83.7%	94.3%
	582	-3.0	50.0%	73.0%
	583	-6.2	34.8%	68.3%
	584	NA	87.8%	91.2%
	590	-4.4	81.0%	90.4%
	591	-1.7	76.1%	89.4%
	592	-4.2	83.3%	78.9%
	595	-4.4	81.5%	91.9%
	597	-12.8	66.7%	86.7%
	761	NA	85.7%	90.5%
	763	-2.0	77.2%	81.6%
	768	-1.4	72.5%	84.6%
	769	-1.9	66.3%	79.5%
	774	-1.2	71.7%	70.2%
	777	NA	71.7%	75.1%
	782	NA	71.4%	76.9%
	784	-2.2	62.5%	69.9%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pacific Surfliner - Pacific Surfliner	785	-1.6	58.7%	61.2%
	790	NA	80.0%	63.6%
	792	-1.2	71.4%	81.0%
	796	-1.5	79.3%	70.1%
	1566	NA	93.1%	94.5%
	1567	NA	86.2%	95.5%
	1588	NA	84.6%	90.6%
	1761	NA	89.7%	94.7%
	1790	NA	33.3%	37.0%
	2763	NA	0.0%	0.0%
	2774	NA	100.0%	100.0%
	2777	NA	66.7%	72.2%
	2790	NA	50.0%	50.0%
	2796	NA	100.0%	100.0%
Pennsylvanian - Pennsylvanian	42	0.2	81.5%	82.4%
	43	-0.2	76.1%	75.5%
Piedmont - Piedmont	73	-1.2	78.0%	90.0%
	74	-3.4	56.7%	79.6%
	75	NA	59.3%	84.3%
	76	NA	65.9%	84.8%
San Joaquins - San Joaquins	701	-2.5	88.0%	87.8%
	702	-2.2	77.2%	77.6%
	703	-1.9	83.7%	80.1%
	704	0.1	84.8%	86.2%
	710	NA	58.7%	71.0%
	711	-0.4	81.5%	85.9%
	712	-1.1	71.7%	76.2%
	713	0.9	89.1%	86.7%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
San Joaquins - San Joaquins	714	-0.7	84.8%	88.3%
	715	-1.5	77.2%	74.9%
	716	0.0	83.7%	81.2%
	717	0.1	71.7%	71.3%
	718	-0.5	79.3%	85.0%
	719	NA	80.4%	81.9%
Vermonter - Vermonter	54	2.7	62.1%	62.5%
	55	3.5	68.3%	54.1%
	56	2.8	50.8%	53.4%
	57	3.7	79.3%	54.0%
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train - Auto Train	52	1.2	72.8%	76.6%
	53	-0.1	76.1%	83.2%
California Zephyr - California Zephyr	5	2.0	71.4%	55.9%
	6	2.9	44.6%	44.7%
	1105	NA	0.0%	22.9%
Capitol Ltd - Capitol Ltd	29	-0.4	37.0%	61.2%
	30	0.3	56.5%	46.3%
Cardinal - Cardinal	50	0.5	38.5%	42.2%
	51	1.7	65.0%	65.7%
City Of New Orleans - City Of New Orleans	58	-0.4	60.9%	41.9%
	59	-0.6	65.2%	39.1%
Coast Starlight - Coast Starlight	11	-0.5	64.1%	48.3%
	14	0.2	55.4%	42.6%
Crescent - Crescent	19	-1.4	5.4%	44.0%
	20	-1.8	22.8%	22.7%
Empire Builder - Empire Builder	7	-0.3	76.1%	76.4%
	8	0.2	76.1%	59.2%

## Appendix A

### On Time Performance (OTP) by Train

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Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q2 to FY 2018 Q1)	End Point OTP for FY 2018 Q1	All Stations OTP for FY 2018 Q1
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire Builder - Empire Builder	27	-2.4	70.3%	53.4%
	28	-2.5	79.8%	73.6%
Lake Shore Ltd - Lake Shore Ltd	48	1.5	58.7%	36.4%
	49	-1.4	26.1%	42.3%
	448	-5.0	22.2%	15.4%
	449	-8.7	52.1%	67.8%
Palmetto - Palmetto	89	0.2	43.5%	63.3%
	90	-0.1	56.5%	63.0%
Silver Meteor - Silver Meteor	97	-0.7	27.2%	41.3%
	98	0.5	45.7%	35.8%
Silver Star - Silver Star	91	-0.7	21.7%	41.0%
	92	0.2	38.2%	39.1%
	1092	6.6	0.0%	16.2%
	1192	NA	0.0%	2.7%
Southwest Chief - Southwest Chief	3	-1.3	78.3%	62.7%
	4	-0.7	66.3%	43.7%
Sunset Ltd - Sunset Ltd	1	3.5	75.0%	26.5%
	2	2.3	47.5%	55.6%
Texas Eagle - Texas Eagle	21	2.5	63.0%	35.1%
	22	2.4	38.0%	50.6%

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

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

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

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

## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Acela Express</i>							
Acela Express	2150	MNRR	2,450	DSR	1,576	CTI	667
	2151	MNRR	1,496	CTI	963	DSR	389
	2153	MNRR	2,005	DSR	1,996	DCS	9
	2154	MNRR	2,537	DSR	2,044	CTI	247
	2155	MNRR	1,111	DSR	510	CTI	490
	2158	MNRR	1,647	CTI	1,029	DSR	411
	2159	MNRR	1,944	CTI	853	DSR	655
	2160	MNRR	1,672	CTI	917	DSR	486
	2163	MNRR	1,823	DSR	1,259	DMW	325
	2164	MNRR	933	DSR	666	CTI	198
	2165	MNRR	1,927	CTI	1,567	DSR	194
	2166	MNRR	1,216	CTI	711	DSR	446
	2167	MNRR	1,655	CTI	1,040	DSR	493
	2168	MNRR	1,015	CTI	536	DSR	451
	2170	MNRR	1,715	CTI	1,044	DSR	391
	2171	MNRR	1,837	DSR	1,395	CTI	351
	2172	MNRR	1,522	CTI	1,332	PTI	102
	2173	MNRR	1,974	DSR	1,108	CTI	708
	2174	MNRR	1,071	PTI	1,071	DSR	
	2175	MNRR	1,441	DSR	1,213	CTI	179
	2190	MNRR	2,554	DSR	1,329	CTI	1,052
	2192	MNRR	1,679	DSR	1,321	DTR, DCS	357
	2193	MNRR	1,429	DSR	1,036	CTI	250
	2195	MNRR	1,250	DSR	1,250		
	2240	MNRR	1,964	DSR	1,964		
	2246	MNRR	1,161	DSR	1,161		
	2248	MNRR	2,331	DSR	1,795	CTI	536
	2249	MNRR	1,714	DSR	1,262	CTI	310
	2250	MNRR	2,102	DSR	1,401	DMW	549
	2251	MNRR	893	DSR	397	CTI	327
	2252	MNRR	1,773	DSR	1,135	CTI	357
	2253	MNRR	1,703	CTI	740	DSR	631
	2254	MNRR	827	DSR	456	CTI	238
	2255	MNRR	1,154	CTI	852	DSR	179
	2256	MNRR	1,346	CTI	989	DSR	357
	2257	MNRR	1,896	DSR	1,676	PTI	220
	2258	MNRR	1,250	CTI	789	DSR	402
	2259	MNRR	1,497	CTI	934	DSR	563
	2260	MNRR	1,319	DSR	1,250	RTE	69

## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			<i>900</i>				
	2261	MNRR	1,360	CTI	1,181	DMW	96
	2262	MNRR	536	CTI	536		
	2263	MNRR	1,696	CTI	1,429	RTE	268
	2275	MNRR	1,169	DSR	779	CTI	390
	2290	MNRR	1,306	DSR	1,083	RTE	134
	2291	MNRR	1,429	DSR	1,429		
	2293	MNRR	714	CTI	714		

#### Other NEC Corridor Routes

Northeast Regional	All Other Northeast Regional	132	MNRR	440	DSR	96	CTI	343
		135	MNRR	924	DSR	179	CTI	714
		136	MNRR	797	DSR	701		
		137	MNRR	1,301	DSR	388	CTI	811
		139	MNRR	1,635	DSR	1,346	CTI	165
		140	MNRR	906	DSR	459	CTI	357
		141	MNRR	2,024	DSR	1,171	CTI	816
		143	MNRR	2,054	DSR	912	CTI	1,078
		146	MNRR	1,004	DSR	904	CTI	100
		148	MNRR	791	DSR	218	CTI	448
		149	MNRR	1,374	DSR	1,003	CTI	371
		150	MNRR	1,700	DSR	640	CTI	468
		160	MNRR	2,118	DSR	1,158	CTI	548
		161	MNRR	1,619	DSR	924	CTI	320
		162	MNRR	2,568	DSR	1,472	CTI	893
		163	MNRR	2,455	DSR	1,429	CTI	926

## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
		165	MNRR	2,217	DSR	1,102	CTI	567
		166	MNRR	27			CTI	27
		167	MNRR	1,607	DSR	1,228	CTI	279
		168	MNRR	592	DSR	145	CTI	402
		169	MNRR	1,946	DSR	1,732	CTI	173
		170	MNRR	3,125	DSR	1,313	CTI	613
		172	MNRR	2,100	DSR	1,020	CTI	882
		173	MNRR	2,605	DSR	992	CTI	1,562
		175	MNRR	2,548	DSR	561	CTI	1,658
		177	MNRR	1,491	DSR	938	CTI	482
		178	MNRR	462	DSR	201	CTI	235
		179	MNRR	1,708	DSR	1,371	CTI	202
		190	MNRR	3,191	DSR	1,665	CTI	1,526
		1136	MNRR	625	DSR	625		
		1139	MNRR	1,429	DSR	714	CTI	714
		1143	MNRR	893			CTI	893
		1167	MNRR	1,429	DSR	1,429		
		1174	MNRR	1,607	DSR	1,607		
		1175	MNRR	2,857	DSR	179	CTI	2,679
		1179	MNRR	536	DSR	536		
		1182	CSX	996	DCS	725	RTE	272

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1	#2		
<b>Standard</b>				<b>900</b>				
		1182	MNRR	1,429	DSR	893	CTI	536
	Lynchburg	145	NS	676	FTI	350	DSR	55
		147	MNRR	1,607	DSR	452	CTI	1,071
		147	NS	403	FTI	310	DSR	26
		156	NS	371	FTI	261	DSR	24
		171	MNRR	2,941	DSR	1,668	CTI	1,218
		171	NS	814	FTI	549	DSR	90
		176	MNRR	1,375	DSR	896	CTI	454
		176	NS	422	FTI	128	DSR	66
		1171	MNRR	893	DSR	893		
		1171	NS	926	FTI	834	DSR	93
	Richmond / Newport News / Norfolk	65	CSX	1,905	PTI	647	FTI	556
		65	MNRR	3,719	DSR	1,010	CTI	1,213
		66	CSX	998	PTI	339	FTI	228
		66	MNRR	1,729	DSR	1,456	CTI	87
		67	CSX	2,142	PTI	602	FTI	541
		67	MNRR	3,512	DSR	1,358	CTI	269
		71	CSX	738	PTI	159	FTI	371
		71	NS	293	DSR	162	DCS	77
		82	CSX	705	PTI	142	FTI	194
		82	MNRR	1,310	DSR	940	CTI	214
		83	CSX	1,124	PTI	430	FTI	26
		83	MNRR	1,607	DSR	549	CTI	1,016
		84	CSX	1,183	PTI	84	FTI	294



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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	84	NS	490	DSR	145	DCS	213
	85	CSX	1,001	PTI	118	FTI	96
	86	CSX	789	PTI	102	FTI	154
	86	MNRR	3,033	DSR	2,829	CTI	40
	87	CSX	571	PTI	111	FTI	286
	88	CSX	1,078	PTI	246	FTI	234
	88	MNRR	942	DSR	252	CTI	647
	88	NS	477	DSR	72	DCS	226
	93	CSX	1,232	PTI	25	FTI	257
	93	MNRR	2,204	DSR	775	CTI	1,311
	94	CSX	2,007	PTI	460	FTI	446
	94	MNRR	1,976	DSR	77	CTI	1,743
	95	CSX	1,734	PTI	443	FTI	406
	95	MNRR	1,653	DSR	435	CTI	1,106
	96	CSX	946	PTI	276	FTI	20
	96	MNRR	728	DSR	522	CTI	206
	99	CSX	1,134	PTI	211	FTI	446
	99	MNRR	2,223	DSR	893	CTI	837
	125	CSX	1,116	PTI	213	FTI	348
	125	NS	359	DSR	151	DCS	27
	157	CSX	724	PTI	212	FTI	223

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
				#1		#2	

<b>Standard</b>				<b>900</b>				
		157	MNRR	2,129	DSR	1,181	CTI	742
		157	NS	351	DSR	95	DCS	47
		164	CSX	565	PTI	100	FTI	53
		164	MNRR	1,909	DSR	1,281	CTI	450
		174	CSX	1,237	PTI	231	FTI	85
		174	MNRR	1,224	DSR	587	CTI	488
		194	CSX	1,178	PTI	234	FTI	317
		194	MNRR	1,908	DSR	167	CTI	1,741
		195	CSX	978	PTI	656		
		195	MNRR	1,656	DSR	807	CTI	757

#### Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	1,008	PTI	300	DSR	189
		521	UP	646	PTI	78	DSR	139
		522	UP	664	PTI	150	DSR	99
		523	UP	806	PTI	149	DSR	121
		524	UP	831	PTI	471	DSR	115
		525	UP	703	PTI	327	DSR	118
		527	UP	916	PTI	396	DSR	127
		528	UP	873	PTI	388	DSR	116
		529	UP	666	PTI	180	DSR	101
		530	UP	573	PTI	108	DSR	137
		531	UP	826	PTI	301	DSR	192
		532	UP	413	PTI	29	DSR	143
		534	UP	443	PTI	40	DSR	161
		535	UP	352	PTI	29	DSR	101
		536	UP	646	PTI	108	DSR	118

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		537	UP	687	PTI	303	DSR	153
		538	UP	443	PTI	126	DSR	132
		540	UP	237	PTI	122	DSR	44
		541	UP	456	PTI	100	DSR	99
		542	UP	542	PTI	199	DSR	130
		543	UP	714	PTI	257	DSR	176
		544	UP	490	PTI	289	DSR	70
		545	UP	391	PTI	180	DSR	92
		546	UP	420	PTI	161	DSR	90
		547	UP	720	PTI	275	DSR	82
		548	UP	594	PTI	239	DSR	149
		549	UP	465	PTI	269	DSR	122
		550	UP	580	PTI	218	DSR	162
		551	UP	343	PTI	86	DSR	66
		553	UP	340	PTI	64	DSR	144
		720	UP	678	PTI	203	DSR	158
		723	UP	646	PTI	48	DSR	95
		724	UP	694	PTI	225	DSR	60
		727	UP	649	PTI	296	DSR	78
		728	UP	624	PTI	228	DSR	118
		729	UP	408	PTI	111	DSR	95
		732	UP	428	PTI	258	DSR	93
		733	UP	344	PTI	50	DSR	131
		734	UP	177	PTI	38	DSR	38
		736	UP	392	PTI	117	DSR	143
		737	UP	619	PTI	143	DSR	175
		738	UP	260	PTI	103	DSR	58
		741	UP	456	PTI	243	DSR	113
		742	UP	831	PTI	294	DSR	138
		743	UP	1,032	PTI	726	DSR	145
		744	UP	664	PTI	506	DSR	98

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		745	UP	396	PTI	154	DSR	34
		746	UP	284	PTI	19	DSR	89
		747	UP	599	PTI	165	DSR	108
		748	UP	541	PTI	218	DSR	148
		749	UP	241	PTI	26	DSR	87
		751	UP	211	PTI	8	DSR	98
Carolinian	Carolinian	79	CSX	1,486	FTI	412	PTI	465
		79	NS	625	DSR	231	FTI	113
		80	CSX	1,719	FTI	760	PTI	411
		80	NS	730	DSR	213	FTI	222
Cascades	Cascades	500	BNSF	1,072	FTI	221	DSR	215
		500	Sounder	69	DSR	69		
		500	UP	2,744	FTI	1,073	PTI	582
		501	BNSF	1,222	FTI	323	DSR	284
		501	Sounder	322	DSR	40		
		502	BNSF	898	FTI	150	DSR	157
		503	BNSF	2,378	FTI	489	DSR	411
		503	Sounder	896	DSR	597	FTI	299
		503	UP	2,325	FTI	1,399	PTI	218
		504	BNSF	1,022	FTI	285	DSR	261
		504	Sounder	40	DSR	40		
		505	BNSF	1,281	FTI	264	DSR	259
		505	Sounder	1,040	DSR	485		
		505	UP	1,766	FTI	562	PTI	512
		506	BNSF	944	FTI	211	DSR	178
		506	Sounder	261	DSR	224	FTI	37
		506	UP	1,238	FTI	587	PTI	228
		507	BNSF	1,050	FTI	249	DSR	152
		507	Sounder	104	DSR	104		
		507	UP	2,223	FTI	706	PTI	629
		508	BNSF	681	FTI	233	DSR	162

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		508	Sounder	1,270	DSR	896	FTI	373
		508	UP	2,023	FTI	629	PTI	732
		509	BNSF	992	FTI	265	DSR	166
		509	Sounder	75	DSR	75		
		510	BNSF	2,769	FTI	872	DSR	808
		510	UP	3,023	FTI	635	PTI	696
		511	UP	1,882	FTI	811	PTI	223
		512	UP	660	FTI	580		
		513	BNSF	1,278	FTI	316	DSR	400
		513	UP	1,573	FTI	578	PTI	578
		514	UP	819	FTI	465		
		515	UP	1,693	FTI	226	PTI	766
		516	BNSF	1,842	FTI	691	DSR	376
		517	BNSF	1,289	FTI	328	DSR	363
		517	Sounder	69	DSR	69		
		518	BNSF	1,617	FTI	778	DSR	406
		519	BNSF	2,156	FTI	982	DSR	474
Downeaster	Downeaster	680	MBTA	2,178	CTI	1,292	DSR	525
		681	MBTA	1,504	CTI	225	DSR	789
		681	PanAm	894	PTI	251	FTI	251
		682	MBTA	2,866	CTI	1,305	DSR	591
		683	MBTA	2,227	CTI	393	DSR	499
		683	PanAm	763	PTI	283	FTI	85
		684	MBTA	1,561	CTI	351	DSR	473
		684	PanAm	744	PTI	139	FTI	262
		685	MBTA	2,203	CTI	1,093	DSR	403
		685	PanAm	573	PTI	194	FTI	54
		686	MBTA	2,706	CTI	1,804	DSR	121
		686	PanAm	1,164	PTI	712	FTI	35
		687	MBTA	1,340	CTI	1,050	DSR	69
		687	PanAm	1,440	PTI	914	FTI	279

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		688	MBTA	2,838	CTI	1,484	DSR	628
		688	PanAm	1,618	PTI	961	FTI	207
		689	MBTA	1,372	CTI	641	DSR	363
		689	PanAm	309			FTI	121
		690	MBTA	1,222	CTI	129	DSR	552
		690	PanAm	1,698			FTI	1,137
		691	MBTA	1,740	CTI	304	DSR	456
		691	PanAm	354	PTI	110		
		692	MBTA	2,219	CTI	601	DSR	643
		692	PanAm	1,090	PTI	230	FTI	102
		693	MBTA	1,752	CTI	446	DSR	902
		693	PanAm	1,932	PTI	1,027		
		694	MBTA	1,317	CTI	270	DSR	373
		694	PanAm	1,442	PTI	714	FTI	56
		695	MBTA	1,451	CTI	52	DSR	560
		695	PanAm	1,254	PTI	296	FTI	365
		696	MBTA	1,271	CTI	135	DSR	821
		696	PanAm	1,119			FTI	863
		697	MBTA	1,147	CTI	124	DSR	382
		697	PanAm	670	PTI	152		
		698	MBTA	820			DSR	248
		698	PanAm	1,232	PTI	488	FTI	317
		699	MBTA	1,003			DSR	291
Empire	Adirondack	68	Amtrak	87	RTE	48	PTI	38
		68	CN	2,049	DSR	1,252	RTE	198
		68	CP	551	PTI	233	DSR	157
		68	MNRR	1,223	CTI	573	RTE	374
		69	CN	4,204	DSR	1,798	RTE	1,215
		69	CP	1,061	PTI	633	DSR	162
		69	MNRR	826	CTI	358	RTE	125
	Ethan Allen Express	290	Amtrak	122	PTI	50	DCS	10

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		290	CP	911	PTI	94	DSR	308
		290	MNRR	1,737	CTI	381	DSR	419
		290	VTR	34	DSR	34		
		291	CP	578	PTI	86	DSR	234
		291	MNRR	934	CTI	347	DSR	347
		291	VTR	37	DSR	22	DCS	15
		292	Amtrak	283	PTI	188		
		292	CP	3,997	PTI	3,343	DSR	42
		292	MNRR	1,344	CTI	481	DSR	137
		293	CP	652			DSR	192
		293	MNRR	2,379	CTI	1,497	DSR	761
		295	CP	717	PTI	219	DSR	83
		295	MNRR	1,063	CTI	892	DSR	78
		295	VTR	247	DSR	247		
		296	Amtrak	433	PTI	77	DCS	356
		296	CP	1,252	PTI	831	DSR	51
		296	MNRR	906	CTI	217	DSR	290
		296	VTR	322	DSR	322		
	Maple Leaf	63	CSX	1,722	FTI	980	RTE	335
		63	MNRR	1,391	CTI	937	DSR	259
		64	Amtrak	38	PTI	38		
		64	CSX	1,769	FTI	1,116	RTE	266
		64	MNRR	990	CTI	459	DSR	237
	New York - Albany	230	MNRR	1,009	CTI	177	DSR	152
		232	MNRR	1,527	CTI	1,101	DSR	162
		233	MNRR	1,558	CTI	650	DSR	208
		234	MNRR	1,671	CTI	846	DSR	506
		235	MNRR	917	CTI	287	DSR	396
		236	MNRR	1,031	CTI	294	DSR	329
		237	MNRR	1,393	CTI	1,056	DSR	286
		238	MNRR	1,394	CTI	360	DSR	439

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		239	MNRR	3,030	CTI	2,757	DSR	204
		241	MNRR	555	CTI	171	DSR	237
		242	MNRR	1,051	CTI	643	DSR	268
		243	MNRR	638	CTI	147	DSR	390
		244	MNRR	1,908	CTI	1,372	DSR	283
		245	MNRR	917	CTI	571	DSR	229
		250	MNRR	607	CTI	178	DSR	167
		252	MNRR	905	CTI	231	DSR	351
		253	MNRR	785	CTI	314	DSR	366
		254	MNRR	1,135	CTI	930	DSR	205
		255	MNRR	664	CTI	278	DSR	181
		256	MNRR	978	CTI	302	DSR	121
		259	MNRR	759	CTI	235	DSR	340
		260	MNRR	1,146	CTI	549	DSR	173
		261	MNRR	600	CTI	34	DSR	342
	New York - Niagara Falls	280	CSX	918	FTI	390	RTE	203
		280	MNRR	2,210	CTI	1,017	RTE	155
		281	CSX	1,678	FTI	930	RTE	448
		281	MNRR	1,648	CTI	560	RTE	828
		283	CSX	1,631	FTI	793	RTE	381
		283	MNRR	1,222	CTI	469	RTE	206
		284	Amtrak	39	PTI	39		
		284	CSX	1,017	FTI	474	RTE	277
		284	MNRR	1,688	CTI	652	RTE	162
		288	CSX	1,351	FTI	896	RTE	228
		288	MNRR	664	CTI	266	RTE	72
Heartland Flyer	Heartland Flyer	821	BNSF	1,459	DSR	779	FTI	497
		822	BNSF	1,150	DSR	548	FTI	520
Hiawatha	Hiawatha	329	CP	130	FTI	23	DCS	32
		329	Metra	189	CTI	126		
		330	CP	75	FTI	14	DCS	29



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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		330	Metra	3,290	CTI	3,212	DCS	57
		331	CP	113	FTI	16	DCS	61
		331	Metra	833	CTI	603	DCS	51
		332	CP	235	FTI	92	DCS	25
		332	Metra	1,399	CTI	567	DCS	142
		333	CP	126	FTI	83	DCS	10
		333	Metra	329	CTI	3	DCS	38
		334	CP	217	FTI	123	DCS	14
		334	Metra	835	CTI	237	DCS	115
		335	CP	199	FTI	53	DCS	43
		335	Metra	1,042	CTI	562	DCS	79
		336	CP	333	FTI	157	DCS	31
		336	Metra	1,271	CTI	518	DCS	244
		337	CP	129	FTI	68	DCS	33
		337	Metra	826	CTI	134	DCS	175
		338	CP	178	FTI	90	DCS	8
		338	Metra	2,348	CTI	1,443	DCS	245
		339	CP	123	FTI	10	DCS	23
		339	Metra	1,992	CTI	1,711	DCS	31
		340	CP	461	FTI	139	DCS	86
		340	Metra	1,818	CTI	987	DCS	460
		341	CP	98	FTI	49	DCS	6
		341	Metra	1,159	CTI	964	DCS	45
		342	CP	172	FTI	47	DCS	100
		342	Metra	2,011	CTI	1,658	DCS	59
		343	CP	188			DCS	159
		343	Metra	437	CTI	243	DCS	73
Hoosier	Hoosier	850	CSX	1,797	FTI	1,397	DCS	242
		851	CSX	1,069	FTI	751	DCS	133
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	479	FTI	74	DSR	100

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		381	BNSF	564	FTI	170	DSR	106
		382	BNSF	579	FTI	196	DSR	115
		383	BNSF	640	FTI	233	DSR	142
		384	BNSF	2,142	FTI	389	DSR	136
		385	BNSF	1,012	FTI	448	DSR	136
	Illini / Saluki	390	CN	1,533	DCS	566	FTI	440
		391	CN	2,018	DCS	825	FTI	553
		392	CN	2,448	DCS	971	FTI	844
		393	CN	1,851	DCS	689	FTI	739
	Lincoln Service	300	CN	1,643	FTI	1,063	DCS	293
		300	UP	834	PTI	126	FTI	440
		301	CN	1,085	FTI	321	DCS	293
		301	UP	1,260	PTI	646	FTI	325
		302	CN	1,699	FTI	926	DCS	299
		302	UP	1,470	PTI	376	FTI	547
		303	CN	1,272	FTI	655	DCS	224
		303	UP	1,227	PTI	417	FTI	455
		304	CN	2,014	FTI	1,225	DCS	477
		304	UP	869	PTI	305	FTI	303
		305	CN	1,297	FTI	536	DCS	340
		305	UP	1,078	PTI	416	FTI	332
		306	CN	1,833	FTI	1,341	DCS	231
		306	UP	1,176	PTI	623	FTI	320
		307	CN	963	FTI	642	DCS	97
		307	UP	741	PTI	238	FTI	289
		308	CN	287			DCS	287
		308	UP	802			FTI	115
		309	UP	859	PTI	172	FTI	573

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1	#2		
<i>Standard</i>				900				
<i>Non-NEC Corridor Routes</i>								
Michigan	Blue Water	364	Amtrak	379	DCS	144	RTE	155
		364	CN	731	FTI	595	DCS	33
		364	MIDOT	70	DCS	35		
		364	NS	1,934	FTI	808	DCS	754
		365	Amtrak	713	DCS	234	RTE	170
		365	CN	1,347	FTI	1,086	DCS	97
		365	MIDOT	445	DCS	400	PTI	45
		365	NS	2,644	FTI	960	DCS	653
	Pere Marquette	370	CSX	597	FTI	440	DCS	107
		370	NS	1,073	FTI	346	PTI	145
		371	CSX	419	FTI	256	DCS	98
		371	NS	2,364	FTI	1,358	PTI	430
		372	NS	2,699	FTI	2,314		
		373	CSX	498	FTI	498		
		373	NS	514	FTI	514		
	Wolverine	350	Amtrak	1,313	PTI	1,030	DCS	110
		350	CN	1,473	FTI	399	DCS	341
		350	MIDOT	571	PTI	406	DCS	132
		350	NS	1,841	FTI	1,014	DCS	388
		351	Amtrak	623	PTI	275	DCS	315
		351	CN	566	FTI	248	DCS	147
		351	MIDOT	126	PTI	21	DCS	65
		351	NS	3,012	FTI	1,269	DCS	475
		352	Amtrak	724	PTI	478	DCS	216
		352	CN	1,771	FTI	1,018	DCS	216
		352	MIDOT	737	PTI	559	DCS	106
		352	NS	2,428	FTI	715	DCS	810
		353	Amtrak	877	PTI	562	DCS	88
		353	CN	1,311	FTI	598	DCS	208
		353	MIDOT	463	PTI	280	DCS	111
		353	NS	2,540	FTI	1,400	DCS	637

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		354	Amtrak	564	PTI	346	DCS	182
		354	CN	1,380	FTI	936	DCS	293
		354	MIDOT	207	PTI	84	DCS	42
		354	NS	1,576	FTI	673	DCS	481
		355	Amtrak	423	PTI	38	DCS	223
		355	CN	1,641	FTI	897	DCS	218
		355	MIDOT	358	PTI	249	DCS	74
		355	NS	2,322	FTI	975	DCS	1,000
		356	Amtrak	1,009	PTI	875	DCS	135
		356	MIDOT	736	PTI	544	DCS	192
		356	NS	3,942	FTI	1,542	DCS	1,028
		359	Amtrak	841	PTI	841		
		359	NS	686			DCS	171
Missouri	Missouri	311	UP	762	FTI	355	PTI	88
		313	UP	580	FTI	181	PTI	178
		314	UP	779	FTI	441	PTI	46
		316	UP	876	FTI	449	PTI	164
Pacific Surfliner	Pacific Surfliner	562	BNSF	566	DCS	69	FTI	21
		562	SCRRA	699	PTI	374	CTI	163
		562	SDNRR	2,004	CTI	819	PTI	1,075
		564	BNSF	1,406	DCS	271	FTI	680
		564	SCRRA	1,071	PTI	498	CTI	403
		564	SDNRR	1,585	CTI	530	PTI	809
		565	BNSF	1,612	DCS	222	FTI	507
		565	SCRRA	537	PTI	173	CTI	123
		565	SDNRR	1,295	CTI	756	PTI	172
		566	BNSF	1,477	DCS	760	FTI	554
		566	SCRRA	1,164	PTI	763	CTI	84
		566	SDNRR	1,463	CTI	372	PTI	890
		567	BNSF	1,823	DCS	743	FTI	150
		567	SCRRA	789	PTI	557	CTI	34

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### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		567	SDNRR	2,163	CTI	1,108	PTI	741
		572	BNSF	1,117	DCS	283	FTI	435
		572	SCRRA	636	PTI	447	CTI	37
		572	SDNRR	2,039	CTI	893	PTI	598
		573	BNSF	1,549	DCS	388	FTI	578
		573	SCRRA	426	PTI	95	CTI	237
		573	SDNRR	758	CTI	369	PTI	238
		579	BNSF	1,125	DCS	622	FTI	189
		579	SCRRA	288	PTI	62	CTI	153
		579	SDNRR	1,441	CTI	735	PTI	491
		580	BNSF	576	DCS	324	FTI	66
		580	SCRRA	1,368	PTI	709	CTI	530
		580	SDNRR	1,603	CTI	1,053	PTI	222
		582	BNSF	2,151	DCS	640	FTI	1,512
		582	SCRRA	1,615	PTI	397	CTI	847
		582	SDNRR	3,186	CTI	1,581	PTI	978
		583	BNSF	1,547	DCS	141	FTI	230
		583	SCRRA	1,131	PTI	171	CTI	586
		583	SDNRR	2,267	CTI	1,197	PTI	559
		584	BNSF	1,356	DCS	902	FTI	11
		584	SCRRA	612	PTI	207	CTI	279
		584	SDNRR	2,133	CTI	1,185	PTI	331
		590	BNSF	770	DCS	160	FTI	361
		590	SCRRA	1,045	PTI	511	CTI	281
		590	SDNRR	1,388	CTI	227	PTI	436
		591	BNSF	915	DCS	250	FTI	220
		591	SCRRA	461	PTI	30	CTI	231
		591	SDNRR	1,361	CTI	470	PTI	615
		592	BNSF	1,085	DCS	388		
		592	SDNRR	2,066			PTI	1,221
		595	BNSF	1,229	DCS	319	FTI	121

## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		595	SCRRA	281	PTI	16	CTI	46
		595	SDNRR	828	CTI	4	PTI	276
		761	BNSF	2,510	DCS	354	FTI	251
		761	SCRRA	1,342	PTI	346	CTI	659
		761	SDNRR	659	CTI	202	PTI	5
		761	UP	2,378	PTI	1,518	DCS	224
		763	BNSF	1,805	DCS	258	FTI	885
		763	SCRRA	535	PTI	274	CTI	122
		763	SDNRR	1,172	CTI	856	PTI	62
		763	UP	1,261	PTI	587	DCS	156
		768	BNSF	1,150	DCS	245	FTI	296
		768	SCRRA	806	PTI	328	CTI	160
		768	SDNRR	1,267	CTI	308	PTI	638
		768	UP	250	PTI	4	DCS	50
		769	BNSF	1,247	DCS	613	FTI	225
		769	SCRRA	320	PTI	82	CTI	130
		769	SDNRR	1,286	CTI	388	PTI	354
		769	UP	1,816	PTI	1,377	DCS	181
		774	BNSF	1,294	DCS	344	FTI	217
		774	SCRRA	744	PTI	333	CTI	198
		774	SDNRR	2,246	CTI	958	PTI	878
		774	UP	1,228	PTI	741	DCS	186
		777	BNSF	1,229	DCS	293	FTI	369
		777	SCRRA	473	PTI	113	CTI	156
		777	SDNRR	731	CTI	24	PTI	529
		777	UP	1,553	PTI	908	DCS	127
		782	BNSF	1,063	DCS	238	FTI	127
		782	SCRRA	1,178	PTI	475	CTI	473
		782	SDNRR	2,457	CTI	1,349	PTI	749
		782	UP	1,590	PTI	996	DCS	320
		784	BNSF	988	DCS	349		

## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		784	SCRRA	1,399	PTI	396	CTI	647
		784	SDNRR	953	CTI	351		
		784	UP	1,730	PTI	1,730		
		785	BNSF	1,653	DCS	263	FTI	394
		785	SCRRA	1,147	PTI	551	CTI	486
		785	SDNRR	1,715	CTI	1,036	PTI	326
		785	UP	795	PTI	410	DCS	134
		790	SCRRA	1,478	PTI	63	CTI	1,352
		790	SDNRR	799			PTI	166
		790	UP	1,408	PTI	535	DCS	89
		792	BNSF	1,268	DCS	50	FTI	105
		792	SCRRA	749	PTI	89	CTI	433
		792	SDNRR	1,395			PTI	575
		792	UP	2,829	PTI	870	DCS	248
		796	BNSF	961	DCS	187	FTI	91
		796	SCRRA	685	PTI	369	CTI	39
		796	SDNRR	734			PTI	62
		796	UP	1,975	PTI	1,301	DCS	82
		1566	BNSF	1,043	DCS	289	FTI	289
		1566	SCRRA	1,286	PTI	1,191	CTI	22
		1566	SDNRR	1,850	CTI	1,071	PTI	716
		1567	BNSF	1,411	DCS	401	FTI	225
		1567	SCRRA	519	PTI	139	CTI	226
		1567	SDNRR	1,337	CTI	1,001	PTI	310
		1588	BNSF	465	DCS	89	FTI	107
		1588	SCRRA	2,045	PTI	1,744	CTI	65
		1588	SDNRR	882			PTI	528
		1761	BNSF	1,219	DCS	192	FTI	96
		1761	SCRRA	575	PTI	197	CTI	29
		1761	UP	1,278	PTI	1,084	DCS	78
		1790	UP	1,128	PTI	765	DCS	363

## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		2777	UP	1,404	PTI	505	DCS	140
		2790	UP	716	PTI	716		
Pennsylvanian	Pennsylvanian	42	NS	792	FTI	429	RTE	128
		43	NS	1,055	FTI	732	RTE	186
Piedmont	Piedmont	73	NS	894	FTI	288	DSR	336
		74	NS	1,167	FTI	485	DSR	373
		75	NS	1,187	FTI	582	DSR	288
		76	NS	948	FTI	325	DSR	218
San Joaquins	San Joaquins	701	BNSF	1,060	PTI	332	FTI	441
		701	UP	940	PTI	36	FTI	430
		702	BNSF	1,343	PTI	473	FTI	537
		702	UP	1,390	PTI	22	FTI	684
		703	BNSF	856	PTI	417	FTI	265
		703	UP	873			FTI	586
		704	BNSF	548	PTI	147	FTI	246
		704	UP	1,207	PTI	9	FTI	434
		710	BNSF	1,155	PTI	480	FTI	379
		710	UP	1,236	PTI	466	FTI	135
		711	BNSF	724	PTI	219	FTI	254
		711	UP	1,610	PTI	1,001	FTI	42
		712	BNSF	1,044	PTI	429	FTI	388
		712	UP	1,394	PTI	763	FTI	65
		713	BNSF	900	PTI	277	FTI	410
		713	UP	1,358	PTI	1,060	FTI	20
		714	BNSF	942	PTI	429	FTI	367
		714	UP	793	PTI	568	FTI	28
		715	BNSF	1,355	PTI	678	FTI	393
		715	UP	836	PTI	480	FTI	79
		716	BNSF	962	PTI	424	FTI	293
		716	UP	713	PTI	287		
		717	BNSF	968	PTI	428	FTI	280



## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
				#1	#2		

<b>Standard</b>			<b>900</b>				
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#### Non-NEC Corridor Routes

		717	UP	1,222	PTI	698	FTI	89
		718	BNSF	764	PTI	234	FTI	192
		718	UP	910	PTI	660	FTI	28
		719	BNSF	915	PTI	431	FTI	294
		719	UP	994	PTI	631	FTI	17
Vermont	Vermont	54	MADOT	2,387	DSR	1,915	DCS	153
		54	MNRR	1,989	DSR	1,385	CTI	302
		54	NECR	1,524	DSR	1,463		
		55	MADOT	2,366	DSR	2,054	DCS	245
		55	MNRR	2,166	DSR	802	CTI	1,312
		55	NECR	1,713	DSR	1,528	FTI	94
		56	MADOT	2,108	DSR	1,820	DCS	86
		56	MNRR	2,625	DSR	1,380	CTI	904
		56	NECR	1,579	DSR	1,500	FTI	37
		57	MADOT	2,357	DSR	2,140	DCS	217
		57	MNRR	2,537	DSR	745	CTI	1,743
		57	NECR	1,572	DSR	1,391		

#### Long-Distance Routes

Auto Train	52	CSX	1,274	FTI	614	PTI	268
	53	CSX	1,441	FTI	784	PTI	301
	53	FR	2,268	DSR	891	CTI	864
California Zephyr	5	BNSF	1,146	DSR	458	FTI	285
	5	UP	877	FTI	372	DCS	143
	6	BNSF	1,032	DSR	409	FTI	310
	6	UP	937	FTI	399	DCS	145
	1105	BNSF	1,332	DSR	564	FTI	29
	1105	UP	369	FTI	22	DCS	290
Capitol Ltd	29	CSX	664	FTI	372	DCS	119
	29	NS	2,344	FTI	1,657	RTE	194
	30	CSX	1,351	FTI	761	DCS	184
	30	NS	1,586	FTI	1,066	RTE	275
Cardinal	50	BBrRR	1,666	PTI	754	FTI	626
	50	CSX	1,318	FTI	1,019	DCS	93
	50	NS	1,371	PTI	964	FTI	

## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Long-Distance Routes</i>							
	51	BBrRR	800	PTI	323	FTI	216
	51	CSX	1,211	FTI	790	DCS	189
	51	NS	1,240	PTI	620	FTI	
City Of New Orleans	58	CN	1,524	FTI	829	RTE	206
	59	CN	1,578	FTI	958	RTE	221
Coast Starlight	11	BNSF	550	FTI	156	DSR	74
	11	SCRRA	1,598	PTI	769	CTI	629
	11	Sounder	763	DSR	763		
	11	UP	1,385	FTI	401	PTI	438
	14	BNSF	589	FTI	140	DSR	160
	14	SCRRA	2,440	PTI	1,725	CTI	322
	14	Sounder	1,734	DSR	832	PTI	728
	14	UP	1,504	FTI	469	PTI	317
Crescent	19	NS	1,864	FTI	1,262	DSR	215
	20	NS	1,694	FTI	1,232	DSR	206
Empire Builder	7	BNSF	632	FTI	357	DSR	107
	7	CP	368	FTI	225	DSR	46
	7	Metra	298	CTI	75	DCS	79
	8	BNSF	675	FTI	363	DSR	152
	8	CP	279	FTI	96	DSR	82
	8	Metra	1,425	CTI	976	DCS	378
	27	BNSF	818	FTI	286	DSR	339
	28	BNSF	644	FTI	331	DSR	197
Lake Shore Ltd	48	CSX	1,468	FTI	728	RTE	217
	48	MNRR	1,394	CTI	838	DSR	232
	48	NS	2,633	FTI	1,885	RTE	258
	49	CSX	1,202	FTI	844	RTE	152
	49	MNRR	1,372	CTI	749	DSR	416
	49	NS	2,286	FTI	1,729	RTE	140
	448	CSX	1,145	FTI	535	RTE	150
	448	MBTA	3,420	CTI	2,543	RTE	513
	449	CSX	1,587	FTI	473	RTE	369
	449	MBTA	2,808	CTI	1,386	RTE	747
Palmetto	89	CSX	1,169	FTI	569	PTI	246
	90	CSX	915	FTI	447	PTI	227
Silver Meteor	97	CSX	867	FTI	491	PTI	160
	97	Fla DOT	2,128	CTI	752	PTI	577
	97	FR	2,745	DCS	1,094	PTI	725
	98	CSX	893	FTI	454	PTI	153
	98	Fla DOT	2,147	CTI	593	PTI	312

## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
<i>Long-Distance Routes</i>							
	98	FR	3,418	DCS	1,594	PTI	694
Silver Star	91	CSX	1,094	FTI	440	PTI	234
	91	Fla DOT	2,534	CTI	1,530	DSR	483
	91	FR	3,047	DCS	1,462	DSR	698
	91	NS	2,919	FTI	822	DSR	684
	92	CSX	1,073	FTI	340	PTI	226
	92	Fla DOT	1,017	CTI	226	DSR	366
	92	FR	2,684	DCS	1,300	DSR	768
	92	NS	1,517	FTI	607	DSR	671
	1092	CSX	1,550	FTI	649	PTI	457
	1092	Fla DOT	3,006	CTI	3,006		
	1092	FR	5,622	DCS	4,855	DSR	767
	1092	NS	530			DSR	530
	1192	CSX	1,742	FTI	836	PTI	592
	1192	Fla DOT	4,692	CTI	4,399	DSR	293
	1192	FR	1,704	DCS	852	DSR	511
Southwest Chief	3	BNSF	524	FTI	160	DSR	142
	3	NMDOT	1,556	DSR	680	CTI	587
	4	BNSF	609	FTI	209	DSR	153
	4	NMDOT	1,953	DSR	733	CTI	494
Sunset Ltd	1	BNSF	871	DSR	366	FTI	78
	1	UP	1,272	FTI	679	RTE	133
	2	BNSF	699	DSR	261	FTI	253
	2	UP	1,449	FTI	730	RTE	270
Texas Eagle	21	BNSF	1,305	DSR	472	FTI	372
	21	CN	2,372	FTI	1,203	DCS	449
	21	TRE	1,070	CTI	651	DTR	248
	21	UP	1,926	FTI	1,030	DSR	271
	22	BNSF	1,100	DSR	606	FTI	298
	22	CN	2,569	FTI	1,350	DCS	633
	22	TRE	2,217	CTI	1,718		
	22	UP	1,313	FTI	497	DSR	226

## Appendix B

### Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1 Largest Two Delay Codes			
				#1	#2		

#### Standard

900

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, 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.

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

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

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>						
Acela Express	2150	68	OTH	50	ADA	15
Acela Express	2151	272	OTH	211	HLD	47
Acela Express	2153	326	OTH	282	HLD	28
Acela Express	2154	194	OTH	157	HLD	32
Acela Express	2155	244	OTH	235	ADA	9
Acela Express	2158	461	OTH	266	CCR	120
Acela Express	2159	173	OTH	130	HLD	23
Acela Express	2160	116	OTH	84	HLD	20
Acela Express	2161					
Acela Express	2162					
Acela Express	2163	265	OTH	176	HLD	49
Acela Express	2164	280	OTH	138	ENG	117
Acela Express	2165	246	HLD	114	ENG	49
Acela Express	2166	159	OTH	159		
Acela Express	2167	122	OTH	108	HLD	9
Acela Express	2168	229	OTH	224	HLD, ADA	3
Acela Express	2170	116	OTH	90	ADA	14
Acela Express	2171	1,012	ENG	573	OTH	213
Acela Express	2172	64	OTH	35	HLD	19
Acela Express	2173	265	OTH	206	HLD	28
Acela Express	2174					
Acela Express	2175	212	OTH	83	HLD	80
Acela Express	2190	421	OTH	229	ENG	160
Acela Express	2192	302	ADA	168	OTH	134
Acela Express	2193	750	OTH	357	ADA	214
Acela Express	2195					
Acela Express	2240					
Acela Express	2243	1,250	OTH	1,250		
Acela Express	2245	357	OTH	357		
Acela Express	2246					
Acela Express	2248	168	OTH	159	HLD	9
Acela Express	2249	357	ADA	310	OTH	48
Acela Express	2250	258	OTH	219	ADA	26
Acela Express	2251	853	OTH	655	ADA	119
Acela Express	2252	192	OTH	144	HLD	72
Acela Express	2253	383	ADA	172	ENG	147
Acela Express	2254	391	OTH	193	ADA	106

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### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Acela Express	2255	288	OTH	206	ADA	82
Acela Express	2256	142	OTH	116	HLD	26
Acela Express	2257	810	OTH	728	HLD	69
Acela Express	2258	70	OTH	42	ADA	28
Acela Express	2259	165	OTH	96	HLD	55
Acela Express	2260	297	ADA	297	OTH	0
Acela Express	2261	398	OTH	247	HLD	151
Acela Express	2262					
Acela Express	2263					
Acela Express	2275	227	OTH	130	HLD	65
Acela Express	2289	714	OTH	714		
Acela Express	2290	283	OTH	252	HLD	31
Acela Express	2291	714	CAR	536	HLD	179
Acela Express	2293					
Acela Express	2297					
<b>Other NEC Corridor Routes - Amtrak Responsible</b>						
Northeast Regional - All Other Northeast Regional	132	452	OTH	387	HLD	52
Northeast Regional - All Other Northeast Regional	135	807	OTH	462	HLD	339
Northeast Regional - All Other Northeast Regional	136	490	OTH	478	HLD	13
Northeast Regional - All Other Northeast Regional	137	720	OTH	326	HLD	323
Northeast Regional - All Other Northeast Regional	139	948	OTH	810	HLD	124
Northeast Regional - All Other Northeast Regional	140	695	OTH	641	ADA	30
Northeast Regional - All Other Northeast Regional	141	853	OTH	612	SVS	82
Northeast Regional - All Other Northeast Regional	143	1,684	SVS	631	OTH	421
Northeast Regional - All Other Northeast Regional	146	304	OTH	273	HLD, ADA	10
Northeast Regional - All Other Northeast Regional	148	1,081	OTH	996	HLD	69
Northeast Regional - All Other Northeast Regional	149	865	OTH	714	HLD	110
Northeast Regional - All Other Northeast Regional	150	202	OTH	93	ENG	75
Northeast Regional - All Other Northeast Regional	160	336	OTH	214	HLD	121
Northeast Regional - All Other Northeast Regional	161	2,284	CON	1,151	OTH	653
Northeast Regional - All Other Northeast Regional	162	463	OTH	249	HLD	139
Northeast Regional - All Other Northeast Regional	163	1,719	CON	1,250	HLD	313

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - All Other Northeast Regional	165	517	CON	197	HLD	179
Northeast Regional - All Other Northeast Regional	166	103	OTH	90	HLD	13
Northeast Regional - All Other Northeast Regional	167	993	CON	558	OTH	212
Northeast Regional - All Other Northeast Regional	168	577	OTH	346	HLD	231
Northeast Regional - All Other Northeast Regional	169	1,893	CON	1,667	CAR	107
Northeast Regional - All Other Northeast Regional	170	300	OTH	265	HLD	32
Northeast Regional - All Other Northeast Regional	172	679	OTH	610	ADA	59
Northeast Regional - All Other Northeast Regional	173	788	OTH	462	ADA	133
Northeast Regional - All Other Northeast Regional	175	269	HLD	119	OTH	65
Northeast Regional - All Other Northeast Regional	177	632	OTH	524	HLD	62
Northeast Regional - All Other Northeast Regional	178	645	OTH	581	HLD	53
Northeast Regional - All Other Northeast Regional	179	392	CON	207	OTH	86
Northeast Regional - All Other Northeast Regional	190	57	ENG	24	HLD	19
Northeast Regional - All Other Northeast Regional	1135	714	HLD	714		
Northeast Regional - All Other Northeast Regional	1136	445	OTH	445		
Northeast Regional - All Other Northeast Regional	1139					
Northeast Regional - All Other Northeast Regional	1143	586	OTH	456	HLD	130
Northeast Regional - All Other Northeast Regional	1164					
Northeast Regional - All Other Northeast Regional	1167					
Northeast Regional - All Other Northeast Regional	1168	1,510	OTH	1,510		
Northeast Regional - All Other Northeast Regional	1173	1,964	OTH	1,429	HLD	536
Northeast Regional - All Other Northeast Regional	1174	168	HLD	168		
Northeast Regional - All Other Northeast Regional	1175	357	HLD	357		
Northeast Regional - All Other Northeast Regional	1179	179	OTH	179		
Northeast Regional - All Other Northeast Regional	1182	529	OTH	353	HLD	176
Northeast Regional - All Other Northeast Regional	1186	168	OTH	168		
Northeast Regional - Lynchburg	145	493	HLD	207	OTH	128
Northeast Regional - Lynchburg	147	455	OTH	160	SVS	108
Northeast Regional - Lynchburg	156	481	HLD	237	OTH	106

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### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - Lynchburg	171	510	ADA	164	HLD	159
Northeast Regional - Lynchburg	176	484	HLD	180	OTH	172
Northeast Regional - Lynchburg	1171	107	OTH	107		
Northeast Regional - Richmond / Newport News / Norfolk	65	1,164	ENG	526	HLD	248
Northeast Regional - Richmond / Newport News / Norfolk	66	564	ENG	196	HLD	103
Northeast Regional - Richmond / Newport News / Norfolk	67	434	OTH	124	SYS	77
Northeast Regional - Richmond / Newport News / Norfolk	71	188	OTH	98	ADA	45
Northeast Regional - Richmond / Newport News / Norfolk	82	537	ENG	332	ADA	98
Northeast Regional - Richmond / Newport News / Norfolk	83	307	HLD	102	ADA	82
Northeast Regional - Richmond / Newport News / Norfolk	84	364	ENG	125	OTH	78
Northeast Regional - Richmond / Newport News / Norfolk	85	236	HLD	86	ADA	52
Northeast Regional - Richmond / Newport News / Norfolk	86	226	HLD	99	OTH	55
Northeast Regional - Richmond / Newport News / Norfolk	87	84	HLD	35	ADA	28
Northeast Regional - Richmond / Newport News / Norfolk	88	518	OTH	188	HLD	150
Northeast Regional - Richmond / Newport News / Norfolk	93	203	ADA	91	OTH	47
Northeast Regional - Richmond / Newport News / Norfolk	94	446	HLD	146	ADA	126
Northeast Regional - Richmond / Newport News / Norfolk	95	685	HLD	204	ADA	166
Northeast Regional - Richmond / Newport News / Norfolk	96	575	OTH	232	HLD	195
Northeast Regional - Richmond / Newport News / Norfolk	99	461	HLD	156	ADA	135
Northeast Regional - Richmond / Newport News / Norfolk	125	325	HLD	130	OTH	88
Northeast Regional - Richmond / Newport News / Norfolk	157	724	HLD	345	OTH	196
Northeast Regional - Richmond / Newport News / Norfolk	164	316	OTH	154	HLD	118
Northeast Regional - Richmond / Newport News / Norfolk	174	365	OTH	237	HLD	56
Northeast Regional - Richmond / Newport News / Norfolk	194	577	HLD	231	ADA	223
Northeast Regional - Richmond / Newport News / Norfolk	195	470	OTH	182	HLD	157
Northeast Regional - Richmond / Newport News / Norfolk	1194					
<b>Non NEC Corridor Routes - Amtrak Responsible</b>						
Capitol Corridor - Capitol Corridor	520	332	ENG	116	SYS	105
Capitol Corridor - Capitol Corridor	521	264	HLD	154	OTH	39



## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	522	281	ADA	177	OTH, ENG	37
Capitol Corridor - Capitol Corridor	523	273	HLD	184	OTH	34
Capitol Corridor - Capitol Corridor	524	348	ADA	126	ENG	125
Capitol Corridor - Capitol Corridor	525	345	HLD	128	ADA	120
Capitol Corridor - Capitol Corridor	527	292	HLD	173	ADA	41
Capitol Corridor - Capitol Corridor	528	760	ITI	396	HLD	167
Capitol Corridor - Capitol Corridor	529	317	HLD	182	ADA	67
Capitol Corridor - Capitol Corridor	530	276	ADA	137	HLD	84
Capitol Corridor - Capitol Corridor	531	362	HLD	166	ADA	107
Capitol Corridor - Capitol Corridor	532	384	HLD	170	ADA	133
Capitol Corridor - Capitol Corridor	534	199	ADA	66	ENG	49
Capitol Corridor - Capitol Corridor	535	247	ADA	160	OTH	55
Capitol Corridor - Capitol Corridor	536	1,012	ENG	401	HLD	234
Capitol Corridor - Capitol Corridor	537	589	ADA	252	HLD	207
Capitol Corridor - Capitol Corridor	538	495	HLD	176	ADA	120
Capitol Corridor - Capitol Corridor	540	403	ITI	161	CCR	95
Capitol Corridor - Capitol Corridor	541	372	ITI	137	SYS	91
Capitol Corridor - Capitol Corridor	542	317	HLD	139	SYS	42
Capitol Corridor - Capitol Corridor	543	356	HLD	171	ADA	74
Capitol Corridor - Capitol Corridor	544	100	ADA	41	CAR	26
Capitol Corridor - Capitol Corridor	545	398	HLD	248	ADA	83
Capitol Corridor - Capitol Corridor	546	375	HLD	215	ADA	56
Capitol Corridor - Capitol Corridor	547	260	HLD	76	ITI	57
Capitol Corridor - Capitol Corridor	548	532	SYS	207	OTH	97
Capitol Corridor - Capitol Corridor	549	448	ENG	188	ITI	90
Capitol Corridor - Capitol Corridor	550	515	ENG	184	ITI	142
Capitol Corridor - Capitol Corridor	551	197	ITI	126	ADA	33
Capitol Corridor - Capitol Corridor	553	66	ADA	37	ENG	13
Capitol Corridor - Capitol Corridor	720	332	ADA	162	HLD	147

**Appendix C**  
**Off-NEC Amtrak Responsible Delay by Train**  
 Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	723	205	HLD	120	ENG	30
Capitol Corridor - Capitol Corridor	724	346	ENG	213	ADA	70
Capitol Corridor - Capitol Corridor	727	433	ENG	155	ADA	88
Capitol Corridor - Capitol Corridor	728	396	HLD	225	ADA	128
Capitol Corridor - Capitol Corridor	729	845	ADA	314	HLD	182
Capitol Corridor - Capitol Corridor	732	413	HLD	158	ADA	150
Capitol Corridor - Capitol Corridor	733	851	ITI	465	ADA	188
Capitol Corridor - Capitol Corridor	734	68	ADA	49	ITI	11
Capitol Corridor - Capitol Corridor	736	215	ADA	113	HLD	79
Capitol Corridor - Capitol Corridor	737	691	HLD	318	ADA	208
Capitol Corridor - Capitol Corridor	738	356	ADA	110	HLD	83
Capitol Corridor - Capitol Corridor	741	313	ADA	133	HLD	118
Capitol Corridor - Capitol Corridor	742	685	HLD	215	ADA	178
Capitol Corridor - Capitol Corridor	743	448	HLD	180	SYS	128
Capitol Corridor - Capitol Corridor	744	203	HLD	85	SVS	35
Capitol Corridor - Capitol Corridor	745	124	HLD	72	SYS, ADA	15
Capitol Corridor - Capitol Corridor	746	97	CCR	58	HLD	27
Capitol Corridor - Capitol Corridor	747	268	ENG	68	ADA	63
Capitol Corridor - Capitol Corridor	748	591	OTH	208	HLD	205
Capitol Corridor - Capitol Corridor	749	192	HLD	151	ADA	34
Capitol Corridor - Capitol Corridor	751	90	ADA	49	HLD	15
Carolinian - Carolinian	79	447	ADA	177	HLD	157
Carolinian - Carolinian	80	612	ADA	180	HLD	163
Cascades - Cascades	500	418	SYS	176	ADA	82
Cascades - Cascades	501	477	SYS	107	ENG	89
Cascades - Cascades	502	559	SYS	261	HLD	117
Cascades - Cascades	503	912	CAR	287	SYS	257
Cascades - Cascades	504	339	SYS	147	ADA	68
Cascades - Cascades	505	728	SYS	367	OTH	139

**Appendix C**  
**Off-NEC Amtrak Responsible Delay by Train**  
 Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Cascades - Cascades	506	593	SYS	334	ADA	66
Cascades - Cascades	507	414	SYS	109	ENG	78
Cascades - Cascades	508	416	SYS	148	CON	113
Cascades - Cascades	509	396	SYS	129	ITI	70
Cascades - Cascades	510	369	ENG	139	SYS, OTH	72
Cascades - Cascades	511	1,320	CON	794	OTH	214
Cascades - Cascades	512	455	OTH	152	HLD	143
Cascades - Cascades	513	315	ADA	121	HLD	83
Cascades - Cascades	514	1,027	HLD	401	SVS	241
Cascades - Cascades	515	2,240	CON	817	SVS	781
Cascades - Cascades	516	336	ADA	107	SYS	74
Cascades - Cascades	517	505	ENG	201	SYS	176
Cascades - Cascades	518	1,287	SYS	452	ITI	287
Cascades - Cascades	519	287	OTH	122	CAR	89
Downeaster - Downeaster	680	135	ENG	79	HLD	25
Downeaster - Downeaster	681	69	HLD	32	ITI	15
Downeaster - Downeaster	682	138	HLD	56	ENG	48
Downeaster - Downeaster	683	136	HLD	45	OTH, INJ	31
Downeaster - Downeaster	684	81	HLD	36	ADA	16
Downeaster - Downeaster	685	167	ENG	117	HLD	24
Downeaster - Downeaster	686	455	OTH	268	HLD	78
Downeaster - Downeaster	687	370	OTH	207	HLD	69
Downeaster - Downeaster	688	57	OTH	24	ADA	20
Downeaster - Downeaster	689	60	ENG	15	HLD	14
Downeaster - Downeaster	690	34	CCR	17	SYS, HLD	7
Downeaster - Downeaster	691	500	ITI	212	HLD	114
Downeaster - Downeaster	692	187	HLD	155	ADA	25
Downeaster - Downeaster	693	372	ITI	286	HLD	62
Downeaster - Downeaster	694	117	HLD	85	ADA	27

# Appendix C

## Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Downeaster - Downeaster	695	287	ITI	127	ENG	82
Downeaster - Downeaster	696	439	ITI	388	HLD	20
Downeaster - Downeaster	697	795	ITI	692	HLD	36
Downeaster - Downeaster	698	31	OTH	26	HLD	13
Downeaster - Downeaster	699	262	ITI	193	ENG	37
Empire - Adirondack	68	515	ITI	119	ENG	104
Empire - Adirondack	69	246	HLD	128	ADA	41
Empire - Ethan Allen Express	290	273	HLD	118	SYS, ADA	49
Empire - Ethan Allen Express	291	257	OTH	116	HLD	104
Empire - Ethan Allen Express	292	271	HLD	110	OTH	93
Empire - Ethan Allen Express	293	229	OTH	156	HLD	73
Empire - Ethan Allen Express	295	215	HLD	117	OTH	65
Empire - Ethan Allen Express	296	177	ENG	68	OTH	62
Empire - Maple Leaf	63	364	SYS	111	HLD	82
Empire - Maple Leaf	64	670	SYS	293	OTH	133
Empire - New York - Albany	230	27	ENG	17	OTH	10
Empire - New York - Albany	232	18	ADA	10	HLD	5
Empire - New York - Albany	233	177	ENG	126	ADA	24
Empire - New York - Albany	234	56	ENG	56		
Empire - New York - Albany	235	122	SYS	70	HLD, ADA	25
Empire - New York - Albany	236	86	HLD	71	ADA	15
Empire - New York - Albany	237	43	HLD	23	SYS	20
Empire - New York - Albany	238	106	HLD	43	SYS	32
Empire - New York - Albany	239	57	ADA	31	HLD	22
Empire - New York - Albany	241	160	ENG	119	HLD	22
Empire - New York - Albany	242	127	OTH	48	HLD	43
Empire - New York - Albany	243	28	OTH	18	SYS, ADA	5
Empire - New York - Albany	244	169	SYS	46	HLD	39
Empire - New York - Albany	245	32	ADA	15	SYS	10

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Empire - New York - Albany	250	52	HLD	37	OTH	10
Empire - New York - Albany	252	28	OTH	18	HLD	9
Empire - New York - Albany	253	37	SYS	21	ADA	10
Empire - New York - Albany	254	97	HLD	48	OTH, ADA	24
Empire - New York - Albany	255	12	HLD	12		
Empire - New York - Albany	256	181	HLD	97	OTH	85
Empire - New York - Albany	259	513	ENG	356	HLD	141
Empire - New York - Albany	260	147	HLD	78	ADA	52
Empire - New York - Albany	261	11	HLD	11	ADA	6
Empire - New York - Niagara Falls	280	255	HLD	74	SYS	65
Empire - New York - Niagara Falls	281	289	SYS	115	ADA	50
Empire - New York - Niagara Falls	283	401	ENG	146	SYS	141
Empire - New York - Niagara Falls	284	377	HLD	102	SYS	67
Empire - New York - Niagara Falls	288	156	SYS	90	HLD	43
Heartland Flyer - Heartland Flyer	821	333	HLD	198	ADA	67
Heartland Flyer - Heartland Flyer	822	317	HLD	168	ADA	55
Hiawatha - Hiawatha	329	207	OTH	160	ENG	40
Hiawatha - Hiawatha	330	138	ENG	61	OTH	39
Hiawatha - Hiawatha	331	277	OTH	238	SYS	21
Hiawatha - Hiawatha	332	593	OTH	243	ENG	226
Hiawatha - Hiawatha	333	225	OTH	150	SYS	54
Hiawatha - Hiawatha	334	455	OTH	293	ENG	84
Hiawatha - Hiawatha	335	315	OTH	228	HLD	53
Hiawatha - Hiawatha	336	315	OTH	201	ENG	43
Hiawatha - Hiawatha	337	265	OTH	154	ADA	35
Hiawatha - Hiawatha	338	466	OTH	288	ITI	80
Hiawatha - Hiawatha	339	187	OTH	55	ENG	51
Hiawatha - Hiawatha	340	427	OTH	237	ITI	67
Hiawatha - Hiawatha	341	232	OTH	199	HLD	21

# Appendix C

## Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Hiawatha - Hiawatha	342	297	OTH	256	SYS	20
Hiawatha - Hiawatha	343	408	OTH	354	HLD	45
Hoosier - Hoosier	850	134	SYS	46	SVS	32
Hoosier - Hoosier	851	166	SYS	76	OTH	33
Illinois - Carl Sandburg / Illinois Zephyr	380	467	ENG	179	HLD	153
Illinois - Carl Sandburg / Illinois Zephyr	381	136	SYS	56	ADA	42
Illinois - Carl Sandburg / Illinois Zephyr	382	191	HLD	59	ENG	48
Illinois - Carl Sandburg / Illinois Zephyr	383	213	HLD	95	ENG	39
Illinois - Carl Sandburg / Illinois Zephyr	384	234	ADA	156	SYS	78
Illinois - Carl Sandburg / Illinois Zephyr	385	214	ADA	214		
Illinois - Illini / Saluki	390	421	OTH	122	HLD	86
Illinois - Illini / Saluki	391	397	OTH	114	SYS	92
Illinois - Illini / Saluki	392	445	HLD	125	SYS	86
Illinois - Illini / Saluki	393	525	SYS	132	OTH	129
Illinois - Lincoln Service	300	137	ENG	36	OTH	24
Illinois - Lincoln Service	301	70	OTH	26	SYS	15
Illinois - Lincoln Service	302	263	CAR	84	HLD	66
Illinois - Lincoln Service	303	154	ADA	37	HLD	37
Illinois - Lincoln Service	304	167	ADA	46	HLD	34
Illinois - Lincoln Service	305	224	HLD	77	OTH	48
Illinois - Lincoln Service	306	91	HLD	29	SYS	22
Illinois - Lincoln Service	307	128	OTH	54	HLD	41
Illinois - Lincoln Service	308	328	ITI	328		
Illinois - Lincoln Service	309					
Michigan - Blue Water	364	274	HLD	162	ADA	73
Michigan - Blue Water	365	506	OTH	213	HLD	112
Michigan - Pere Marquette	370	406	OTH	176	HLD	102
Michigan - Pere Marquette	371	254	HLD	99	ENG	57
Michigan - Pere Marquette	372	201	ADA	100	OTH	67

**Appendix C**  
**Off-NEC Amtrak Responsible Delay by Train**  
 Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Michigan - Pere Marquette	373	134	OTH	134	ENG	67
Michigan - Wolverine	350	201	SYS	86	OTH	51
Michigan - Wolverine	351	576	ENG	196	CAR	155
Michigan - Wolverine	352	449	OTH	147	ADA	127
Michigan - Wolverine	353	289	ENG	97	ADA	67
Michigan - Wolverine	354	677	SYS	347	OTH	115
Michigan - Wolverine	355	368	SYS	88	ITI	81
Michigan - Wolverine	356	92	HLD	92		
Michigan - Wolverine	359	393	ITI	347	OTH	46
Missouri - Missouri	311	345	HLD	147	ADA	100
Missouri - Missouri	313	311	ADA	94	OTH	91
Missouri - Missouri	314	413	HLD	137	ADA	132
Missouri - Missouri	316	368	HLD	89	ITI	72
Pacific Surfliner - Pacific Surfliner	562	182	SYS	61	CAR	37
Pacific Surfliner - Pacific Surfliner	564	351	HLD	124	OTH	73
Pacific Surfliner - Pacific Surfliner	565	356	HLD	104	OTH	87
Pacific Surfliner - Pacific Surfliner	566	203	HLD	133	ADA	67
Pacific Surfliner - Pacific Surfliner	567	443	HLD	158	OTH	129
Pacific Surfliner - Pacific Surfliner	572	453	ENG	98	ADA	91
Pacific Surfliner - Pacific Surfliner	573	770	ITI	299	ADA	179
Pacific Surfliner - Pacific Surfliner	579	517	ITI	149	HLD	138
Pacific Surfliner - Pacific Surfliner	580	495	HLD	240	SYS	100
Pacific Surfliner - Pacific Surfliner	582	802	ITI	316	ENG	243
Pacific Surfliner - Pacific Surfliner	583	1,194	ITI	450	HLD	292
Pacific Surfliner - Pacific Surfliner	584	451	SYS	160	HLD	110
Pacific Surfliner - Pacific Surfliner	590	379	HLD	141	SVS	64
Pacific Surfliner - Pacific Surfliner	591	670	ITI	298	SYS	159
Pacific Surfliner - Pacific Surfliner	592	519	ENG	232	HLD	123
Pacific Surfliner - Pacific Surfliner	595	286	ITI	67	HLD	51

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Pacific Surfliner - Pacific Surfliner	597	72	OTH	72		
Pacific Surfliner - Pacific Surfliner	761	296	SYS	96	HLD	75
Pacific Surfliner - Pacific Surfliner	763	437	HLD	111	SYS	95
Pacific Surfliner - Pacific Surfliner	768	478	HLD	168	ADA	98
Pacific Surfliner - Pacific Surfliner	769	714	HLD	245	ADA	109
Pacific Surfliner - Pacific Surfliner	774	587	HLD	129	OTH	102
Pacific Surfliner - Pacific Surfliner	777	528	HLD	112	SYS	98
Pacific Surfliner - Pacific Surfliner	782	699	HLD	218	SYS	148
Pacific Surfliner - Pacific Surfliner	784	1,651	ENG	575	HLD	336
Pacific Surfliner - Pacific Surfliner	785	1,094	ITI	408	HLD	263
Pacific Surfliner - Pacific Surfliner	790	1,373	CON	763	SVS	166
Pacific Surfliner - Pacific Surfliner	792	682	ITI	223	SYS	132
Pacific Surfliner - Pacific Surfliner	796	600	SYS	193	OTH	93
Pacific Surfliner - Pacific Surfliner	1566	288	SYS	157	HLD	70
Pacific Surfliner - Pacific Surfliner	1567	414	HLD	129	ENG	106
Pacific Surfliner - Pacific Surfliner	1588	995	SYS	428	OTH	273
Pacific Surfliner - Pacific Surfliner	1761	521	SYS	405	HLD	203
Pacific Surfliner - Pacific Surfliner	1790	1,784	ENG	742	ITI	423
Pacific Surfliner - Pacific Surfliner	2763					
Pacific Surfliner - Pacific Surfliner	2774					
Pacific Surfliner - Pacific Surfliner	2777	281	SYS	140	HLD	84
Pacific Surfliner - Pacific Surfliner	2790	1,559	ITI	1,264	OTH	253
Pacific Surfliner - Pacific Surfliner	2796					
Pennsylvanian - Pennsylvanian	42	322	OTH	101	HLD	96
Pennsylvanian - Pennsylvanian	43	284	OTH	97	HLD	71
Piedmont - Piedmont	73	199	OTH	82	ENG	60
Piedmont - Piedmont	74	357	OTH	84	ADA	76
Piedmont - Piedmont	75	291	ADA	124	HLD	87
Piedmont - Piedmont	76	369	ADA	130	HLD	105



## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
San Joaquins - San Joaquins	701	185	OTH	78	HLD	31
San Joaquins - San Joaquins	702	220	HLD	52	ADA	52
San Joaquins - San Joaquins	703	225	CON	83	OTH	49
San Joaquins - San Joaquins	704	161	ENG	42	ADA	41
San Joaquins - San Joaquins	710	488	ENG	145	ADA	131
San Joaquins - San Joaquins	711	289	ENG	114	ADA	58
San Joaquins - San Joaquins	712	283	ENG	87	ADA	72
San Joaquins - San Joaquins	713	223	ADA	113	SYS	34
San Joaquins - San Joaquins	714	371	ENG	218	ADA	50
San Joaquins - San Joaquins	715	225	ADA	57	HLD	56
San Joaquins - San Joaquins	716	290	ENG	109	ADA	35
San Joaquins - San Joaquins	717	234	ADA	64	HLD	45
San Joaquins - San Joaquins	718	362	ADA	78	ENG	69
San Joaquins - San Joaquins	719	287	HLD	68	ADA	56
Vermonter - Vermonter	54	460	OTH	302	HLD	84
Vermonter - Vermonter	55	649	OTH	370	HLD	130
Vermonter - Vermonter	56	521	OTH	347	HLD	57
Vermonter - Vermonter	57	1,044	OTH	282	SVS	162
<b>Long Distance Routes - Amtrak Responsible</b>						
Auto Train - Auto Train	52	222	ITI	112	SYS	52
Auto Train - Auto Train	53	273	ITI	106	SYS	56
California Zephyr - California Zephyr	5	238	HLD	56	OTH	52
California Zephyr - California Zephyr	6	332	HLD	70	SYS	67
California Zephyr - California Zephyr	1105	1,739	CAR	1,270	SYS	203
Capitol Ltd - Capitol Ltd	29	186	HLD	88	SYS	25
Capitol Ltd - Capitol Ltd	30	262	HLD	114	SYS	50
Cardinal - Cardinal	50	547	SVS	141	OTH	118
Cardinal - Cardinal	51	479	OTH	127	HLD	95
City Of New Orleans - City Of New Orleans	58	453	ENG	151	HLD	102

**Appendix C**  
**Off-NEC Amtrak Responsible Delay by Train**  
 Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
City Of New Orleans - City Of New Orleans	59	384	HLD	140	OTH	73
Coast Starlight - Coast Starlight	11	637	HLD	150	SVS	132
Coast Starlight - Coast Starlight	14	578	HLD	157	SYS	111
Crescent - Crescent	19	369	HLD	146	ADA	72
Crescent - Crescent	20	389	HLD	187	ADA	91
Empire Builder - Empire Builder	7	228	HLD	70	ENG	57
Empire Builder - Empire Builder	8	368	HLD	83	CON	61
Empire Builder - Empire Builder	27	904	CON	578	ENG	125
Empire Builder - Empire Builder	28	258	CON	99	SVS	67
Lake Shore Ltd - Lake Shore Ltd	48	377	HLD	157	SYS	103
Lake Shore Ltd - Lake Shore Ltd	49	392	HLD	215	SYS	54
Lake Shore Ltd - Lake Shore Ltd	448	245	OTH	113	HLD	72
Lake Shore Ltd - Lake Shore Ltd	449	376	HLD	116	OTH	84
Palmetto - Palmetto	89	264	ADA	80	HLD	70
Palmetto - Palmetto	90	287	ENG	65	ADA	61
Silver Meteor - Silver Meteor	97	662	SYS	242	ADA	153
Silver Meteor - Silver Meteor	98	515	ADA	146	SYS	134
Silver Star - Silver Star	91	431	SYS	142	ADA	139
Silver Star - Silver Star	92	474	SYS	165	ADA	161
Silver Star - Silver Star	1092	518	SYS	311	ADA	115
Silver Star - Silver Star	1192	506	ENG	161	ADA	153
Southwest Chief - Southwest Chief	3	230	HLD	99	SYS	48
Southwest Chief - Southwest Chief	4	341	HLD	122	SVS	57
Sunset Ltd - Sunset Ltd	1	507	CON	131	HLD	120
Sunset Ltd - Sunset Ltd	2	405	HLD	137	SVS	86
Texas Eagle - Texas Eagle	21	473	HLD	197	ADA	70
Texas Eagle - Texas Eagle	22	696	HLD	186	SVS	143

**Appendix C**  
**Off-NEC Amtrak Responsible Delay by Train**  
Minutes of Delay per 10,000 Train Miles

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Service	Train Number	Total Delay	FY 2018 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				

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

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

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

**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 Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	313	CTI	76	SMW	63
	2103	Amtrak	299	SMW	90	PSC	81
	2104	Amtrak	249	SMW	83	CAR	30
	2107	Amtrak	310	SMW	114	PSC	75
	2108	Amtrak	275	PTI	53	OTH, ADA	45
	2109	Amtrak	492	PSC	102	SMW	93
	2110	Amtrak	157	SMW	44	DET	41
	2117	Amtrak	417	ENG	101	SMW	85
	2119	Amtrak	200	CTI	43	SMW	35
	2121	Amtrak	283	ENG	83	SMW	49
	2122	Amtrak	258	SMW	107	ENG	48
	2124	Amtrak	245	SMW	48	ENG	36
	2126	Amtrak	169	SMW	61	ITI	27
	2128	Amtrak	219	ITI	114	SMW	46
	2150	Amtrak	292	CTI	77	ENG	65
	2151	Amtrak	300	DCS	70	SMW	53
	2153	Amtrak	230	DCS	46	SMW	36
	2154	Amtrak	252	SMW	45	ENG	43
	2155	Amtrak	236	HLD	34	SMW	33
	2158	Amtrak	385	ENG	64	SMW	50
	2159	Amtrak	194	HLD	42	SMW	27
	2160	Amtrak	385	SMW	59	DCS, CTI	50
	2161	Amtrak	649	PTI	250	DCS	150
	2162	Amtrak	176	ADA	101	CTI	76
	2163	Amtrak	223	HLD	44	DCS	26
	2164	Amtrak	214	CTI	37	PTI	36
	2165	Amtrak	326	HLD	47	SMW	40
	2166	Amtrak	281	SMW	77	CTI	64
	2167	Amtrak	354	CTP	59	SMW	36
	2168	Amtrak	271	CTI	82	SMW	75
	2170	Amtrak	305	SMW	59	CTI	57
	2171	Amtrak	240	HLD	67	DCS	32
	2172	Amtrak	462	SMW	94	CTI	56
	2173	Amtrak	226	HLD	47	CTI	41
	2174	Amtrak	151	CTI	50	PTI, HLD	34
	2175	Amtrak	323	CTI	100	HLD	39
	2190	Amtrak	289	HLD	81	ENG	80
	2192	Amtrak	291	OTH	186	SVS, ADA	35
	2193	Amtrak	240	CTI	137	HLD	80

**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 Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2195	Amtrak	1,597	DCS	1,255	HLD, CTI	171
	2203	Amtrak	127	SMW	50	PSR	30
	2205	Amtrak	123	PSC	44	SMW	27
	2207	Amtrak					
	2208	Amtrak	305	PTI	127	SMW	89
	2211	Amtrak	89	PSC	89		
	2212	Amtrak					
	2213	Amtrak	489	CAR	214	SMW	101
	2215	Amtrak	211	SMW	59	ENG	52
	2217	Amtrak	133	HLD	133		
	2220	Amtrak	121	SMW	44	PTI, ENG	21
	2222	Amtrak	78	SMW	59	MTI	11
	2224	Amtrak	96	SMW	41	PTI	26
	2228	Amtrak	81	SVS	52	PSC	22
	2240	Amtrak	76	OTH	76		
	2243	Amtrak	150	CTI	100	ADA	50
	2245	Amtrak	342	ADA	228	CTI	114
	2246	Amtrak					
	2248	Amtrak	424	SMW	106	HLD	86
	2249	Amtrak	514	DCS	160	HLD	82
	2250	Amtrak	264	OTH	72	HLD	47
	2251	Amtrak	204	HLD	67	PSC	32
	2252	Amtrak	261	SMW	86	HLD	70
	2253	Amtrak	381	HLD	103	SMW	65
	2254	Amtrak	385	HLD	81	SMW	69
	2255	Amtrak	244	HLD	52	OTH	40
	2256	Amtrak	291	CAR	68	HLD	52
	2257	Amtrak	232	HLD	79	SMW	48
	2258	Amtrak	225	SVS	53	OTH	32
	2259	Amtrak	273	HLD	67	ENG	58
	2260	Amtrak	287	PTI	56	HLD	56
	2261	Amtrak	273	SMW	86	HLD	75
	2262	Amtrak	302	PTI	126	HLD	126
	2263	Amtrak	137	HLD	75	CTI	62
	2275	Amtrak	252	CTI	91	HLD	59
	2289	Amtrak					
	2290	Amtrak	186	HLD	51	OTH	47
	2291	Amtrak	342	CTI	228	HLD	114
	2293	Amtrak					

## 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 Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2297	Amtrak	2,225	SYS	1,882	OTH	342
Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	824	SVS	215	SMW	148
	51	Amtrak	644	SMW	118	CAR	98
Carolinian - Carolinian	79	Amtrak	433	SVS	189	SMW	74
	80	Amtrak	358	PTI	85	SMW	51
Crescent - Crescent	19	Amtrak	781	SVS	165	PTI	128
	20	Amtrak	577	PTI	155	SVS	79
Keystone - Keystone	600	Amtrak	254	SMW	75	DCS	53
	601	Amtrak	214	SMW	57	DDA	49
	605	Amtrak	119	DCS	93	DSR	14
	607	Amtrak	179	DCS	86	ENG	51
	609	Amtrak	247	PTI	65	CTI	37
	610	Amtrak	79	DCS	36	HLD	24
	611	Amtrak	492	CTI	243	SMW	91
	612	Amtrak	22	PSR	22		
	615	Amtrak	15	HLD	15		
	618	Amtrak	127	ITI	59	PSR	48
	619	Amtrak	293	CON	142	CAR	71
	620	Amtrak	130	PSR	34	CCR	32
	622	Amtrak	20	PSR	9	DSR	5
	637	Amtrak	615	SMW	229	DCS	197
	639	Amtrak	305	SMW	126	CON	74
	640	Amtrak	436	CTI	227	ENG	58
	641	Amtrak	226	PSC	31	CAR	31
	642	Amtrak	290	ENG	71	CTI	40
	643	Amtrak	405	DCS	62	ENG	47
	644	Amtrak	278	DCS	92	ENG	45
	645	Amtrak	260	DCS	48	DET	39

# 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 Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	646	Amtrak	354	SMW	92	ENG	55
	647	Amtrak	369	PTI	65	CTI	65
	648	Amtrak	331	SMW	70	ENG	54
	649	Amtrak	391	CTI	84	SMW	62
	650	Amtrak	364	SMW	195	PTI	34
	651	Amtrak	439	CTI	127	CCR	62
	652	Amtrak	225	CTI	48	PSR	31
	653	Amtrak	472	CTI	99	ENG	92
	654	Amtrak	194	PSR	39	ADA	39
	655	Amtrak	520	PTI	123	CTI	94
	656	Amtrak	101	PSR	31	DSR	25
	658	Amtrak	177	PSC	85	DET	59
	660	Amtrak	757	PTI	175	CTI	146
	661	Amtrak	267	DCS	50	CTI	45
	662	Amtrak	484	DCS	149	SMW	126
	663	Amtrak	604	CTI	110	PSC	87
	664	Amtrak	916	SMW	153	CTI	128
	665	Amtrak	112	CCR	30	HLD	23
	666	Amtrak	424	CTI	110	SMW	55
	667	Amtrak	355	DCS	123	HLD	68
	669	Amtrak	258	HLD	110	SMW	66
	670	Amtrak	276	CCR	70	DCS	64
	671	Amtrak	155	DDA	80	HLD, CTI	23
	672	Amtrak	100	PTI	29	SVS	18
	674	Amtrak	87	PTI	24	ADA	24
Northeast Regional - All Other Northeast Regional	110	Amtrak	215	DBB	54	CTI	54
	111	Amtrak	190	ENG	41	CTI	38
	123	Amtrak	85	SMW	44	SVS	27
	126	Amtrak	181	CAR	109	SMW, ADA	28

# 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 Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	127	Amtrak	470	PTI	121	SMW	99
	129	Amtrak	636	SMW	146	PTI	135
	130	Amtrak	217	PTI	64	DET	26
	131	Amtrak	449	ENG	227	SYS	44
	132	Amtrak	186	SMW	52	HLD	45
	133	Amtrak	438	HLD	98	SMW	95
	134	Amtrak	283	SMW	86	MTI	41
	135	Amtrak	245	HLD	81	SMW	57
	136	Amtrak	378	CTC	155	SVS	55
	137	Amtrak	357	HLD	72	SMW	62
	138	Amtrak	229	HLD	47	ENG	47
	139	Amtrak	219	PTI	54	HLD	46
	140	Amtrak	511	SVS	136	PSR	96
	141	Amtrak	589	HLD	151	DCS	81
	143	Amtrak	526	HLD	123	SMW	80
	146	Amtrak	475	HLD	137	PSR	71
	148	Amtrak	392	HLD	67	ENG	50
	149	Amtrak	284	HLD	100	ENG	54
	150	Amtrak	52	OTH	17	HLD	10
	151	Amtrak	324	SMW	141	CTP	67
	152	Amtrak	170	SMW	110	HLD	14
	153	Amtrak	204	ENG	72	SMW	40
	154	Amtrak	147	SMW	62	HLD	48
	155	Amtrak	123	OTH	32	HLD	31
	158	Amtrak	43	SYS	12	ENG	11
	159	Amtrak	194	SMW	83	CTI	42
	160	Amtrak	252	ENG	61	HLD	58
	161	Amtrak	667	HLD	158	SMW	136
	162	Amtrak	304	HLD	102	SMW	63



**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 Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	163	Amtrak	347	HLD	109	SMW	95
	165	Amtrak	358	HLD	114	ENG	51
	166	Amtrak	78	HLD	31	DCS	23
	167	Amtrak	327	ITI	159	ENG	83
	168	Amtrak	194	SMW	46	CTI	36
	169	Amtrak	300	CON	71	SMW	41
	170	Amtrak	264	CTI	127	PTI	24
	172	Amtrak	607	SMW	136	ENG	91
	173	Amtrak	299	PTI	62	SMW	59
	175	Amtrak	375	HLD	67	DCS	55
	177	Amtrak	195	ENG	40	SMW	33
	178	Amtrak	308	SMW	57	HLD	39
	179	Amtrak	372	DBB	132	DCS	59
	180	Amtrak	501	CTI	171	CTP	85
	182	Amtrak	47	SYS	18	ADA	11
	183	Amtrak	319	CTI	99	SMW	76
	184	Amtrak	364	SVS	107	DET	61
	185	Amtrak	390	SMW	89	DCS	66
	186	Amtrak	76	SMW	24	CTI	20
	187	Amtrak	173	SMW	37	DCS	35
	188	Amtrak	171	CTP	62	SVS	29
	189	Amtrak	232	SMW	120	PTI	44
	190	Amtrak	214	HLD	40	CTI	35
	192	Amtrak	192	ENG	92	SYS	31
	193	Amtrak	670	CTI	121	PTI	110
	196	Amtrak	256	SMW	46	PTI	31
	401	Amtrak	1,544	PTI	1,052	PSR	209
	405	Amtrak	378	PSR	175	FTI	47
	407	Amtrak	361	PSR	249	HLD	112

**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 Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	432	Amtrak	2,340	CON	1,021	OTH	622
	450	Amtrak	991	CON	270	CCR	270
	460	Amtrak	2,070	CON	1,005	PTI	310
	463	Amtrak	2,233	ITI	1,359	PSR	421
	464	Amtrak	3,310	CON	1,868	PTI	728
	465	Amtrak	1,294	OTH	485	PSR	398
	467	Amtrak	1,177	PTI	824	PSR	279
	475	Amtrak	627	OTH	275	DCS	195
	488	Amtrak	4,679	CON	3,587	PSR	573
	494	Amtrak	2,604	CON	2,096	PSR	308
	497	Amtrak	3,137	PTI	1,382	PSR	1,033
	1054	Amtrak					
	1056	Amtrak					
	1057	Amtrak	89	HLD	89		
	1058	Amtrak	622	PTI	355	PSR	267
	1063	Amtrak	222	HLD	222		
	1065	Amtrak					
	1082	Amtrak	1,422	PTI	1,155	PSR	267
	1099	Amtrak	755	PTI	444	HLD	311
	1121	Amtrak					
	1129	Amtrak					
	1134	Amtrak					
	1135	Amtrak	1,149	OTH	599	PTI	325
	1136	Amtrak	148	OTH	148		
	1139	Amtrak	491	HLD	491		
	1140	Amtrak					
	1141	Amtrak	800	HLD	578	PTI	222
	1143	Amtrak	130	PSC	130		
	1164	Amtrak	202	PTI	202		

**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 Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	1167	Amtrak	50	HLD	50		
	1168	Amtrak					
	1173	Amtrak	250	CTI	250		
	1174	Amtrak	1,084	HLD	403	DMW	378
	1175	Amtrak	300	CTI	200	HLD	100
	1179	Amtrak					
	1182	Amtrak	1,458	HLD	603	PTI	553
	1184	Amtrak	311	DMW	311		
	1186	Amtrak	101	HLD	101		
	1193	Amtrak	444	HLD	444		
	1195	Amtrak	311	CTI	178	PSC	133
	1196	Amtrak	511	SVS	289	PTI	178
	1198	Amtrak	800	SYS	444	PTI	244
Northeast Regional - Lynchburg	145	Amtrak	360	PTI	99	SMW	71
	147	Amtrak	873	ENG	193	HLD	163
	156	Amtrak	316	SMW	76	HLD	52
	171	Amtrak	440	SMW	72	HLD	70
	176	Amtrak	350	PTI	81	CTI	54
	1171	Amtrak					
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	526	OTH	132	CAR	111
	66	Amtrak	365	SMW	113	OTH	73
	67	Amtrak	347	SMW	136	CTI	32
	71	Amtrak	754	SVS	99	SMW, DCS	94
	82	Amtrak	417	SMW	106	ENG	89
	83	Amtrak	563	HLD	184	CTI	77
	84	Amtrak	418	SMW	88	DCS	47
	85	Amtrak	594	SMW	175	ENG	136
	86	Amtrak	560	PTI	120	CTI	77
	87	Amtrak	1,064	SMW	289	DBB	170

**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 Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Richmond / Newport News / Norfolk	88	Amtrak	611	HLD	175	SMW	99
	93	Amtrak	449	SMW	109	HLD	84
	94	Amtrak	627	CTI	150	HLD	101
	95	Amtrak	424	HLD	78	PTI	57
	96	Amtrak	464	PTI	128	SMW	112
	99	Amtrak	485	HLD	115	SMW	109
	125	Amtrak	430	SVS	112	DET	67
	157	Amtrak	572	SMW	182	HLD	146
	164	Amtrak	384	HLD	143	ADA	57
	174	Amtrak	236	CTI	45	HLD	40
	194	Amtrak	254	SMW	82	CAR	41
	195	Amtrak	496	HLD	153	ADA	75
	1194	Amtrak	176	PTI	101	SVS	76
Palmetto - Palmetto	89	Amtrak	755	SMW	128	HLD	120
	90	Amtrak	572	SMW	131	HLD	120
Pennsylvanian - Pennsylvanian	42	Amtrak	622	SMW	193	PTI	88
	43	Amtrak	311	ENG	79	SVS	61
Silver Meteor - Silver Meteor	97	Amtrak	1,282	SVS	387	CAR	154
	98	Amtrak	572	PTI	147	SMW	125
Silver Star - Silver Star	91	Amtrak	582	CAR	98	SVS	97
	92	Amtrak	366	SVS	73	SMW	58
	1092	Amtrak	995	ENG	597	HLD	177
	1192	Amtrak	1,592	DCS	1,592		
Vermonter - Vermonter	54	Amtrak	572	SMW	138	SVS	88
	55	Amtrak	364	ENG	76	PTI	65
	56	Amtrak	832	CAR	173	SVS	148
	57	Amtrak	251	CAR	75	PTI	38

**Appendix D**  
**On-NEC Total Host and Amtrak Responsible Delays by Train**  
**Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)**

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Service	Train Number	Host Railroad	Total Delay	FY 2018 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min

This table excludes third-party delays.

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

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

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 APT, the Amtrak Performance Tracking system. 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 APT, the Amtrak Performance Tracking system. 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 APT, the Amtrak Performance Tracking system. 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>
<b>Financial</b>	Percent of Short-Term Avoidable Operating Cost <sup>11</sup> 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 <sup>12</sup> Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss <sup>13</sup> per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) <sup>14</sup> per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

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

<sup>12</sup> “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.

<sup>13</sup> 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.

<sup>14</sup> 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>
<b>On-Time Performance</b>	<b>On-Time Performance (OTP).</b> 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.	<b>Route</b> <sup>15</sup>	✓		
	<b>Test No. 1: Change in “Effective Speed”</b> —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.
	<b>Test No. 2: Endpoint OTP</b> <sup>16</sup>				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). <sup>17</sup> By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, <sup>18</sup> 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.

<sup>15</sup> 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.

<sup>16</sup> 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.

<sup>17</sup> 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.

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

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

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

<sup>20</sup> As calculated by Amtrak according to its existing procedures and definitions.

<sup>21</sup> 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.

<sup>22</sup> “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 <sup>23</sup> Delays per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			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.
	<b>Train Delays— On NEC:</b> Total Delays <sup>24</sup> per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			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.

<sup>23</sup> “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).

<sup>24</sup> “Total delays” for purposes of the NEC delay standard is all delays except 3<sup>rd</sup> 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>
<b>Other Service Quality</b>	<b>The following metrics and standards are based on Amtrak's Customer Satisfaction Index:</b>				
	Percent of Passengers "Very Satisfied" <sup>25</sup> 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
	<b>The following measures are for information only and are based on sources other than the Customer Satisfaction Index.</b>				
	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.

<sup>25</sup> "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>
<b>Public Benefits</b>	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	<b>long-distance route</b>	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. <sup>26</sup> To be updated annually.	<b>route, system</b>	✓		Metric only. No standard possible; improvement could require network changes
	<b>Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.”</b> 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.				

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<sup>26</sup> “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.