

**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 March, 2018
(Second Quarter of Fiscal Year 2018)**



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

Published May 2018

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Notes

Note No.	Applies to Tables—	Note
1	1 & 3	Data for tables 1 and 3 will not be available until the avoidable costing methodology for the Amtrak Performance Tracking (APT) System has been completed.
2	All Route-Specific Tables	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
3	On-Time Performance, Train Delays, and Other Service Quality Tables	For the non-financial metrics for which standards exist, numbers shown in red indicate that the established standard was not met.
4	Entire Report	The data in this report is provided by Amtrak and reviewed by FRA.

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

Service	Current Period	Prior Period	Prior Report
	Apr 16 - Mar 18	Apr 15 - Mar 17	Jan 16 - Dec 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 1 (B):
PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE
Excluding State Revenue

Service	Current Period	Prior Period	Prior Report
	Apr 16 - Mar 18	Apr 15 - Mar 17	Jan 16 - Dec 17

Acela Express

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

Other NEC Corridor Routes

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Apr 16 - Mar 18	Apr 15 - Mar 17	Jan 16 - Dec 17

Acela Express

Acela Express	187%	187%	186%
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Other NEC Corridor Routes

Keystone Service	92%	92%	92%
Northeast Regional (Boston - Washington)	140%	135%	140%
Newport News	128%	131%	130%
Lynchburg	142%	136%	141%
Norfolk	112%	106%	111%
Richmond	118%	111%	117%
New Haven - Springfield	67%	55%	63%

Non-NEC Corridor Routes

Capitol Corridor	81%	80%	81%
Carolinian	114%	112%	115%
Cascades	85%	87%	85%
Downeaster	81%	77%	71%
Empire Corridor			
Adirondack	87%	92%	88%
Empire Service	94%	105%	101%
Ethan Allen Express	73%	62%	68%
Maple Leaf	68%	62%	66%
Heartland Flyer	91%	92%	90%
Hiawatha	97%	87%	94%
Hoosier State	79%	83%	84%
Illinois			
Carl Sandburg / Illinois Zephyr	99%	96%	95%
Illini / Saluki	94%	86%	89%
Lincoln Service	101%	95%	96%
Michigan			
Blue Water	83%	74%	80%
Pere Marquette	86%	84%	86%
Wolverine	57%	34%	52%
Kansas City - St. Louis	99%	92%	97%
Pacific Surfliner	82%	84%	81%
Pennsylvanian	82%	80%	80%
Piedmont	100%	90%	97%
San Joaquins	83%	83%	83%
Vermont	108%	109%	108%

Long-Distance Routes

Auto Train	89%	97%	92%
California Zephyr	50%	47%	50%
Capitol Limited	43%	42%	43%
Cardinal	34%	33%	33%
City of New Orleans	48%	46%	47%
Coast Starlight	48%	48%	48%
Crescent	43%	44%	43%
Empire Builder	50%	48%	50%
Lake Shore Ltd	45%	41%	44%
Palmetto	87%	79%	88%
Silver Meteor	52%	53%	53%
Silver Star	48%	48%	49%
Southwest Chief	45%	45%	45%
Sunset Limited	25%	26%	25%
Texas Eagle	43%	43%	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
	Apr 16 - Mar 18	Apr 15 - Mar 17	Jan 16 - Dec 17

Acela Express

Acela Express	187%	187%	186%
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Other NEC Corridor Routes

Keystone Service	78%	76%	77%
Northeast Regional (Boston - Washington)	140%	135%	140%
Newport News	120%	120%	121%
Lynchburg	147%	143%	145%
Norfolk	99%	96%	99%
Richmond	100%	102%	100%
New Haven - Springfield	36%	32%	34%

Non-NEC Corridor Routes

Capitol Corridor	47%	44%	46%
Carolinian	97%	97%	98%
Cascades	55%	53%	55%
Downeaster	52%	49%	52%
Empire Corridor			
Adirondack	50%	54%	51%
Empire Service	52%	50%	51%
Ethan Allen Express	61%	51%	56%
Maple Leaf	75%	68%	73%
Heartland Flyer	26%	26%	26%
Hiawatha	80%	73%	78%
Hoosier State	22%	22%	23%
Illinois			
Carl Sandburg / Illinois Zephyr	34%	32%	33%
Illini / Saluki	41%	40%	40%
Lincoln Service	49%	44%	48%
Michigan			
Blue Water	48%	44%	47%
Pere Marquette	44%	39%	43%
Wolverine	41%	23%	37%
Kansas City - St. Louis	40%	38%	40%
Pacific Surfliner	65%	65%	65%
Pennsylvanian	72%	72%	72%
Piedmont	51%	44%	49%
San Joaquins	40%	41%	40%
Vermont	65%	62%	65%

Long-Distance Routes

Auto Train	89%	97%	92%
California Zephyr	50%	47%	50%
Capitol Limited	43%	42%	43%
Cardinal	34%	33%	33%
City of New Orleans	48%	46%	47%
Coast Starlight	48%	48%	48%
Crescent	43%	44%	43%
Empire Builder	50%	48%	50%
Lake Shore Ltd	45%	41%	44%
Palmetto	87%	79%	88%
Silver Meteor	52%	53%	53%
Silver Star	48%	48%	49%
Southwest Chief	45%	45%	45%
Sunset Limited	25%	26%	25%
Texas Eagle	43%	43%	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
	Apr 16 - Mar 18	Apr 15 - Mar 17	Jan 16 - Dec 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
	Apr 16 - Mar 18	Apr 15 - Mar 17	Jan 16 - Dec 17

Acela Express

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

Other NEC Corridor Routes

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2016 Constant Dollars

Current Period	Prior Period	Prior Report
Apr 16 - Mar 18	Apr 15 - Mar 17	Jan 16 - Dec 17

(\$0.027)	(\$0.037)	(\$0.030)
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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

Current Period	Prior Period	Prior Report
Apr 16 - Mar 18	Apr 15 - Mar 17	Jan 16 - Dec 17

(\$0.062)	(\$0.074)	(\$0.065)
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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
	Apr 16 - Mar 18	Apr 15 - Mar 17	Jan 16 - Dec 17
<i>Acela Express</i>			
Acela Express	188	189	189
<i>Other NEC Corridor Routes</i>			
Keystone Service	158	153	157
Northeast Regional (Boston - Washington)	240	231	239
Newport News	256	262	260
Lynchburg	340	327	337
Norfolk	178	177	179
Richmond	188	196	191
New Haven - Springfield	115	120	121
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	93	88	92
Carolinian	229	241	232
Cascades	137	131	137
Downeaster	92	84	91
Empire Corridor			
Adirondack	196	209	198
Empire Service	130	130	130
Ethan Allen Express	142	148	143
Maple Leaf	118	117	117
Heartland Flyer	81	78	80
Hiawatha	155	151	154
Hoosier State	57	58	57
Illinois			
Carl Sandburg / Illinois Zephyr	86	88	87
Illini / Saluki	100	105	101
Lincoln Service	129	128	129
Michigan			
Blue Water	157	156	156
Pere Marquette	109	107	108
Wolverine	149	143	147
Kansas City - St. Louis	79	78	79
Pacific Surfliner	159	158	159
Pennsylvanian	204	205	205
Piedmont	69	69	69
San Joaquins	101	111	103
Vermont	144	136	143
<i>Long-Distance Routes</i>			
Auto Train	329	344	333
California Zephyr	175	172	176
Capitol Limited	182	181	183
Cardinal	119	118	119
City of New Orleans	156	157	157
Coast Starlight	208	212	208
Crescent	136	144	138
Empire Builder	174	172	174
Lake Shore Ltd	205	197	205
Palmetto	174	166	177
Silver Meteor	205	213	208
Silver Star	166	170	168
Southwest Chief	183	189	185
Sunset Limited	124	125	124
Texas Eagle	172	168	172

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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Acela Express			
Standard	>=0	90.0%	90.0%
Acela Express	-2.6	84.2%	77.5%
Other NEC Corridor Routes			
Standard	>=0	85.0%	85.0%
Keystone	-1.9	85.5%	89.7%
Total Northeast Regional	-1.1	82.8%	82.1%
All Other Northeast Regional	-0.1	84.2%	84.6%
Lynchburg	-7.3	85.4%	83.3%
Richmond / Newport News / Norfolk	-0.4	77.6%	77.5%
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Capitol Corridor	1.4	88.4%	88.5%
Carolinian	-0.1	70.0%	61.5%
Cascades	-1.8	58.1%	69.2%
Downeaster	-2.2	73.1%	89.3%
Empire	1.4	84.6%	81.7%
Adirondack	1.9	81.1%	82.2%
Ethan Allen Express	3.8	90.6%	89.9%
Maple Leaf	0.8	83.9%	65.3%
New York - Albany	1.3	87.6%	90.7%
New York - Niagara Falls	1.3	74.2%	75.4%
Heartland Flyer	3.6	52.8%	72.0%
Hiawatha	1.2	93.6%	96.5%
Hoosier	2.3	64.7%	69.9%
Illinois	0.9	66.0%	66.9%
Carl Sandburg / Illinois Zephyr	2.1	90.6%	89.3%
Illini / Saluki	-3.3	18.3%	29.6%
Lincoln Service	2.5	77.6%	75.8%
Michigan	5.3	64.2%	67.6%
Blue Water	7.7	68.3%	74.2%

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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Non-NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
	Pere Marquette	4.1	75.0%	87.3%
	Wolverine	4.6	59.3%	63.4%
Missouri		6.1	88.1%	87.6%
Pacific Surfliner		-2.5	75.0%	81.1%
Pennsylvanian		-0.1	81.5%	78.0%
Piedmont		-2.2	77.4%	88.4%
Vermont		2.9	72.5%	63.5%
San Joaquin		-0.9	82.8%	78.4%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train		0.7	66.7%	70.6%
California Zephyr		2.8	67.2%	59.6%
Capitol Ltd		-0.1	43.8%	46.4%
Cardinal		0.9	50.6%	53.1%
Coast Starlight		0.4	72.2%	61.0%
Crescent		-2.0	26.9%	36.0%
Empire Builder		0.0	65.9%	51.0%
Lake Shore Ltd		-1.0	49.7%	46.2%
Palmetto		-0.1	55.7%	59.6%
Silver Meteor		-0.1	54.0%	49.5%
Silver Star		-0.5	30.3%	36.6%
Southwest Chief		-0.9	78.3%	63.9%
Sunset Ltd		2.9	57.9%	32.0%
Texas Eagle		2.5	59.4%	47.2%
City Of New Orleans		-0.8	48.9%	33.6%

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.

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

Service		Host Railroad	Total Delay	FY 2018 Q2 Largest Two Delay Codes				Route Miles
				#1		#2		
Standard			900					
Acela Express								
Acela Express		MNRR	1,556	DSR	745	CTI	597	56
Other NEC Corridor Routes								
Northeast Regional	Richmond / Newport News / Norfolk	CSX	1,782	FTI	528	DCS	339	189
		MNRR	1,864	DSR	895	CTI	582	56
		NS	370	RTE	139	DCS	95	81
	Lynchburg	MNRR	2,409	DSR	1,449	CTI	627	56
		NS	533	FTI	358	DCS	58	216
	All Other Northeast Regional	MNRR	1,617	CTI	756	DSR	650	56
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	UP	621	PTI	225	DCS	134	168
Carolinian	Carolinian	CSX	1,860	FTI	743	PTI	419	295
		NS	662	FTI	231	DSR	150	202
Cascades	Cascades	BNSF	1,406	DSR	526	FTI	353	343
		Sounder	1,589	DSR	1,368	RTE	132	UND
		UP	1,143	FTI	474	PTI	351	125
Downeaster	Downeaster	MBTA	1,394	CTI	506	DSR	368	38
		PanAm	890	PTI	317	DCS	191	77
Empire	Adirondack	Amtrak	16	PTI	12	RTE	3	104
		CN	3,650	DSR	1,757	FTI	877	49
		CP	613	PTI	354	FTI, DCS	109	178
		MNRR	708	CTI	337	DCS	105	64
	Ethan Allen Express	Amtrak	190	PTI	103	RTE	63	104
		CP	641	PTI	281	DCS	149	60
		MNRR	838	CTI	436	DSR	115	64
		VTR	33	DMW	14	DCS	14	24
	Maple Leaf	Amtrak	4	PTI	2	DCS	2	109
		CSX	1,672	FTI	1,133	RTE	272	298
		MNRR	756	CTI	462	RTE	93	64

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

Service		Host Railroad	Total Delay	FY 2018 Q2 Largest Two Delay Codes				Route Miles
				#1		#2		
<i>Standard</i>			900					
Non-NEC Corridor Routes								
	New York - Albany	MNRR	910	CTI	515	DSR	137	64
	New York - Niagara Falls	Amtrak	11	PTI	10	DCS	2	109
		CSX	1,370	FTI	835	RTE	278	296
		MNRR	981	CTI	413	RTE	213	64
Heartland Flyer	Heartland Flyer	BNSF	1,718	DSR	894	FTI	715	238
Hiawatha	Hiawatha	CP	224	FTI	70	DCS	40	53
		Metra	1,371	CTI	931	FTI	134	29
Hoosier	Hoosier	CSX	1,620	FTI	1,211	DCS	276	175
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	515	FTI	235	RTE	88	257
	Illini / Saluki	CN	2,094	DCS	858	FTI	746	306
	Lincoln Service	CN	1,850	FTI	878	DCS	432	37
		UP	1,028	PTI	394	FTI	316	231
Michigan	Blue Water	Amtrak	622	PTI	177	DSR	160	99
		CN	1,083	FTI	923	DCS	73	159
		MIDOT	667	DSR	427	DCS	194	22
		NS	2,409	FTI	1,158	DCS	678	39
	Pere Marquette	CSX	552	FTI	249	DCS	208	135
		NS	1,834	FTI	826	DCS	383	39
	Wolverine	Amtrak	946	PTI	569	DCS	146	99
		CN	1,381	FTI	646	DSR	264	27
		MIDOT	614	PTI	239	DCS	200	134
		NS	2,476	FTI	1,239	DCS	500	39
Missouri	Missouri	UP	633	FTI	284	PTI	90	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,011	DCS	247	DSR	203	22
		SCRRA	946	PTI	369	CTI	290	95
		SDNRR	1,557	CTI	753	PTI	496	60
		UP	1,376	PTI	762	FTI	168	174
Pennsylvanian	Pennsylvanian	NS	975	FTI	598	RTE	174	249
Piedmont	Piedmont	NS	902	FTI	426	DSR, DCS	138	173
San Joaquins	San Joaquins	BNSF	1,159	PTI	412	FTI	357	284

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

Service		Host Railroad	Total Delay	FY 2018 Q2 Largest Two Delay Codes				Route Miles
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		UP	1,094	PTI	536	FTI	206	88
Vermonter	Vermonter	MADOT	2,414	DSR	2,188	PTI	82	50
		MNRR	2,094	DSR	1,024	CTI	806	56
		NECR	1,334	DSR	1,162	FTI	109	238
Long-Distance Routes								
Auto Train		CSX	1,335	FTI	661	PTI	252	898
		FR	2,706	DSR	1,702	CTI	817	16
California Zephyr		BNSF	801	DSR	254	FTI	248	1027
		UP	728	FTI	312	PTI	151	1431
Capitol Ltd		CSX	1,010	FTI	533	DCS	176	307
		NS	2,302	FTI	1,591	RTE	248	481
Cardinal		BBrRR	1,054	PTI	432	FTI	342	132
		CSX	1,252	FTI	910	DCS	183	698
		NS	1,213	PTI	372	FTI	323	79
City Of New Orleans		CN	1,691	FTI	1,008	RTE	242	930
Coast Starlight		BNSF	798	DSR	249	FTI	229	186
		SCRRA	1,975	PTI	1,148	CTI	435	48
		Sounder	485	DCS	485			UND
		UP	1,245	FTI	449	PTI	381	1159
Crescent		NS	1,901	FTI	1,393	DSR	192	1141
Empire Builder		BNSF	894	FTI	574	DSR	147	2147
		CP	547	FTI	308	DCS	97	384
		Metra	1,026	CTI	718	DCS	214	29
Lake Shore Ltd		CSX	1,285	FTI	807	DCS	175	741
		MBTA	7,366	CTI	5,443	RTE	1,092	64
		MNRR	913	CTI	466	RTE	133	64
		NS	2,616	FTI	1,887	PTI	243	339
Palmetto		CSX	1,167	FTI	529	PTI	257	659
Silver Meteor		CSX	983	FTI	481	PTI	152	1152
		Fla DOT	1,282	CTI	607	PTI	235	68
		FR	2,019	DCS	788	DSR	577	61
Silver Star		CSX	1,450	FTI	474	DSR	292	1209
		Fla DOT	1,454	CTI	876	DSR	303	68
		FR	1,650	DCS	736	DSR	548	61
		NS	920	PTI	301	DSR	259	28
Southwest Chief		BNSF	543	FTI	188	DSR	127	2198
		NMDOT	1,055	CTI	431	DSR	343	80
Sunset Ltd		BNSF	1,647	DSR	817	DCS	395	190

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

Service	Host Railroad	Total Delay	FY 2018 Q2 Largest Two Delay Codes				Route Miles
			#1		#2		
<i>Standard</i>		<i>900</i>					
<i>Long-Distance Routes</i>							
	UP	1,561	FTI	971	RTE	193	1784
Texas Eagle	BNSF	1,445	FTI	507	DSR	489	126
	CN	2,784	FTI	1,133	DCS	852	37
	TRE	1,472	CTI	948	DTR	195	33
	UP	1,541	FTI	688	DSR	232	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 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	206	OTH	134	HLD	29
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	435	OTH	175	HLD	82
Richmond / Newport News / Norfolk	396	OTH	119	HLD	78
Lynchburg	395	OTH	163	HLD	112
All Other Northeast Regional	587	OTH	355	HLD	69
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	364	HLD	111	ADA	69
Carolinian	357	SYS	105	ADA	85
Cascades	297	ENG	75	SYS	48
Downeaster	127	HLD	28	ENG	26
Empire	238	SYS	81	HLD	53
Adirondack	185	HLD	24	ENG	27
Ethan Allen Express	297	ENG	13	OTH	74
Maple Leaf	422	SYS	202	HLD	72
New York - Albany	76	HLD	10	ENG	17
New York - Niagara Falls	243	SYS	96	HLD	53
Heartland Flyer	287	HLD	92	ENG	86
Hiawatha	363	OTH	169	ENG	118
Hoosier	254	SYS	100	ENG	40
Illinois	238	ENG	50	SYS	48
Carl Sandburg / Illinois Zephyr	205	HLD	51	ENG	51
Illini / Saluki	360	SYS	63	OTH	69
Lincoln Service	187	ENG	43	SYS	38
Michigan	526	OTH	181	SYS	81
Blue Water	361	OTH	114	HLD	85
Pere Marquette	387	OTH	102	HLD	91
Wolverine	625	OTH	227	SYS	102
Missouri	242	ADA	53	OTH	51

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

Service	Total Delay	FY 2018 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pacific Surfliner	588	HLD	151	ITI	121
Pennsylvanian	291	OTH	102	ENG	59
Piedmont	174	ADA	46	OTH	39
San Joaquins	203	ADA	45	SYS	40
Vermont	800	OTH	351	ENG	136
Long Distance Routes - Amtrak Responsible					
Auto Train	435	ITI	150	SYS	122
California Zephyr	311	HLD	65	ENG	60
Capitol Ltd	190	HLD	54	SYS	51
Cardinal	404	SYS	130	OTH	76
City Of New Orleans	343	HLD	75	SYS	72
Coast Starlight	466	SYS	110	HLD	90
Crescent	326	HLD	105	SYS	72
Empire Builder	403	CON	114	ENG	76
Lake Shore Ltd	282	HLD	82	SYS	73
Palmetto	220	OTH	45	SYS	44
Silver Meteor	485	SYS	221	ADA	93
Silver Star	444	SYS	190	ADA	89
Southwest Chief	203	HLD	74	ENG	43
Sunset Ltd	410	HLD	116	OTH	74
Texas Eagle	526	SYS	119	HLD	114

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 Q2				Route Miles
				Largest 2 Delay Codes				
				#1	Min	#2	Min	
Acela Express								
Standard			265					
Acela Express		Amtrak	251	ENG	34	SMW	34	401
Other Services								
Standard			475					
Keystone		Amtrak	314	ENG	38	SMW	36	195
Cardinal		Amtrak	987	SVS	322	ITI	140	226
Carolinian		Amtrak	325	SVS	57	SMW	39	226
Crescent		Amtrak	627	SVS	143	ITI	106	226
Northeast Regional		Amtrak	351	ENG	38	HLD	35	463
	Richmond / Newport News / Norfolk	Amtrak	345	DCS	38	ENG	35	463
	Lynchburg	Amtrak	313	HLD	43	PTI	33	463
	All Other Northeast Regional	Amtrak	357	ENG	42	HLD	37	463
Palmetto		Amtrak	496	CAR	100	SVS	57	226
Pennsylvanian		Amtrak	428	ENG	62	SVS	61	195
Silver Meteor		Amtrak	1,008	SVS	280	CAR	193	226
Silver Star		Amtrak	612	SVS	125	CAR	65	226
Vermont		Amtrak	512	SVS	102	PTI	71	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		2nd Quarter FY 2018					
		Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Standard		82	80	80	80	80	80
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Acela Express

Acela Express		74	81	76	78	65	55
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Other NEC Corridor Routes

Keystone Service		83	85	73	83	66	
Northeast Regional (Boston - Washington)		76	81	71	81	61	58
Newport News ^b		74	82	66	79	62	64
Norfolk ^c		85	84	73	84	67	64
Richmond ^d		85	83	74	83	66	64
Lynchburg ^e		87	85	75	83	66	61
New Haven - Springfield		79	87	72	84	64	61

Non-NEC Corridor Routes

Capitol Corridor		85	89	78	86	73	65
Carolinian		75	88	74	78	61	64
Cascades		83	90	79	80	73	65
Downeaster		90	93	83	85	79	79
Empire Corridor							
Adirondack		76	75	66	75	56	42
Ethan Allen Express		85	87	79	82	67	64
Maple Leaf		83	85	77	77	61	66
New York - Albany ^f		79	91	76	77	65	
Heartland Flyer		87	88	81	88	79	74
Hiawatha		88	89	83	86	75	
Hoosier State		75	89	76	80	78	
Illinois							
Carl Sandburg / Illinois Zephyr		87	88	79	82	73	73
Illini / Saluki		65	79	67	72	63	64
Lincoln Service		81	85	76	76	67	67
Michigan							
Blue Water		82	83	73	76	66	68
Pere Marquette		87	92	85	86	73	71
Wolverine		74	82	71	72	62	63
Kansas City - St. Louis		88	88	83	81	62	69
Pacific Surfliner		75	82	71	80	68	63
Pennsylvanian		85	86	76	84	61	70
Piedmont		90	83	84	88	89	
San Joaquins		83	88	79	80	67	69
Vermont		75	81	70	79	62	58

Long-Distance Routes

Auto Train		76	89	82	69	77	72
California Zephyr		80	84	75	80	59	67
Capitol Limited		75	86	70	74	65	73
Cardinal		72	79	68	72	56	60
City of New Orleans		67	78	70	70	67	54
Coast Starlight		77	82	72	78	64	64
Crescent		61	80	58	71	56	70
Empire Builder		77	83	72	75	58	68
Lake Shore Ltd		66	80	63	69	53	60
Palmetto		71	77	65	76	56	61
Silver Meteor		71	80	66	71	55	67
Silver Star		66	79	64	72	54	56
Southwest Chief		77	81	73	73	58	68
Sunset Limited		79	85	74	81	65	72
Texas Eagle		76	80	72	79	63	66

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

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

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

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

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

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

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

Service		2nd Quarter FY 2018		
		Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express		36	81	0.45
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Other NEC Corridor Routes

Keystone Service		28	34	0.82
Total Northeast Regional		83	130	0.64
Richmond / Newport News ^b		20	37	0.54
Lynchburg ^c		2	11	0.19
All Other Northeast Regional		61	82	0.74

Non-NEC Corridor Routes

Capitol Corridor		21	31	0.67
Carolinian		1	12	0.08
Cascades		27	20	1.35
Downeaster		6	12	0.51
Empire Corridor		41	53	0.78
Adirondack		2	7	0.29
Ethan Allen Express		6	4	1.37
Maple Leaf		5	8	0.59
New York - Albany ^d		17	16	1.05
New York - Niagara Falls		11	17	0.65
Heartland Flyer		4	4	1.10
Hiawatha		23	10	2.21
Hoosier State		1	2	0.50
Illinois		34	41	0.84
Carl Sandburg / Illinois Zephyr		7	9	0.75
Illini / Saluki		14	11	1.27
Lincoln Service		13	20	0.64
Michigan		30	25	1.19
Blue Water		2	6	0.35
Pere Marquette		4	3	1.27
Wolverine		24	16	1.46
Kansas City - St. Louis		3	10	0.30
Pacific Surfliner		31	39	0.80
Pennsylvanian		5	8	0.64
Piedmont		0	6	0.00
San Joaquins		16	39	0.41
Vermont		5	11	0.47

Long-Distance Routes

Auto Train		8	15	0.52
California Zephyr		39	44	0.89
Capitol Limited		5	14	0.36
Cardinal		6	8	0.71
City of New Orleans		8	16	0.50
Coast Starlight		14	25	0.56
Crescent		8	22	0.37
Empire Builder		27	45	0.60
Lake Shore Ltd		22	21	1.07
Palmetto		10	15	0.67
Silver Meteor		21	25	0.84
Silver Star		8	27	0.30
Southwest Chief		22	41	0.54
Sunset Limited		5	15	0.33
Texas Eagle		12	23	0.51

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

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

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

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

TABLE 12:
COMPLAINTS RECEIVED
Complaints per 1,000 Passengers

Service		2nd Quarter FY 2018		
		Food-Related		Train-Related

Amtrak Premium

Acela Express		0.02		2.13
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Amtrak Corridor

Keystone		0.01		3.46
Northeast Regional		0.02		2.15

Short Distance

Capitol		0.04		8.26
Carolinian		0.01		2.97
Cascades		0.02		0.46
Downeaster		0.02		2.24
Empire Corridor				
Adirondack		0.02		6.16
Empire Service		0.03		3.67
Ethan Allen Express		0.00		3.41
Maple Leaf		0.00		2.00
Heartland Flyer		0.00		0.84
Hiawatha		0.17		5.46
Hoosier State		0.03		12.49
Illinois				
Carl Sandburg / Illinois Zephyr		0.00		1.24
Illini / Saluki		0.00		2.34
Lincoln Service		0.05		4.74
Michigan				
Blue Water		0.00		0.39
Pere Marquette		0.00		1.64
Wolverine		0.02		2.61
Kansas City - St. Louis		0.00		3.91
Pacific Surfliner		0.00		3.03
Pennsylvanian		0.05		2.16
Piedmont		0.02		1.89
San Joaquins		0.06		7.48
Vermont		0.05		7.32

Long Distance

Auto Train		0.39		9.09
California Zephyr		0.68		17.84
Capitol Limited		0.73		20.42
Cardinal		0.61		18.36
City of New Orleans		0.94		11.41
Coast Starlight		0.35		29.86
Crescent		0.61		15.76
Empire Builder		0.43		21.89
Lake Shore Ltd		0.05		9.72
Palmetto		0.80		28.52
Silver Meteor		0.29		24.07
Silver Star		0.41		11.22
Southwest Chief		0.10		12.51
Sunset Limited		0.33		13.82
Texas Eagle		0.50		16.94

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	2nd Quarter FY 2018						
	Menu / Selection / Availability	Other	Pricing	Quality	Service		Total
Amtrak System	270	36	14	60	230		610
Amtrak Premium	2	0	0	3	8		13
Acela Express	2	0	0	3	8		13
Amtrak Corridor	14	0	4	4	10		32
Keystone	1	0	0	0	0		1
Northeast Regional	13	0	4	4	10		31
Short Distance	28	1	1	7	16		53
Capitol	0	0	0	1	0		1
Carolinian	3	0	0	0	0		3
Cascades	1	0	0	0	0		1
Downeaster	1	1	0	0	1		3
Empire Corridor	9	0	0	3	0		12
Adirondack	2	0	0	1	0		3
Empire Service	5	0	0	1	0		6
Ethan Allen Express	0	0	0	1	0		1
Maple Leaf	2	0	0	0	0		2
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	1	0	0	0	0		1
Illinois	3	0	0	0	0		3
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	2	0	0	0	0		2
Lincoln Service	1	0	0	0	0		1
Michigan	2	0	1	2	3		8
Blue Water	0	0	0	0	1		1
Pere Marquette	0	0	0	0	1		1
Wolverine	2	0	1	2	1		6
Kansas City - St. Louis	0	0	0	0	0		0
Pacific Surfliner	2	0	0	1	9		12
Pennsylvanian	0	0	0	0	0		0
Piedmont	0	0	0	0	0		0
San Joaquins	3	0	0	0	1		4
Vermont	3	0	0	0	2		5
Long Distance	226	35	9	46	196		512
Auto Train	13	2	0	4	23		42
California Zephyr	18	3	1	1	21		44
Capitol Limited	15	2	0	4	9		30
Cardinal	11	0	0	0	4		15
City of New Orleans	15	1	1	5	10		32
Coast Starlight	40	2	0	8	34		84
Crescent	7	3	1	2	8		21
Empire Builder	24	3	0	3	27		57
Lake Shore Ltd	16	1	1	2	12		32
Palmetto	1	0	0	0	3		4
Silver Meteor	35	6	0	7	16		64
Silver Star	10	1	2	4	6		23
Southwest Chief	10	7	3	3	11		34
Sunset Limited	1	0	0	0	1		2
Texas Eagle	10	4	0	3	11		28

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	2nd Quarter FY 2018						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	441	56	2,674	889	1,160		5,220
Amtrak Premium	16	4	38	29	28		115
Acela Express	16	4	38	29	28		115
Amtrak Corridor	85	9	127	105	159		485
Keystone	15	3	4	16	21		59
Northeast Regional	70	6	123	89	138		426
Short Distance	121	14	377	216	308		1,036
Capitol	7	0	11	9	10		37
Carolinian	12	3	66	19	25		125
Cascades	10	2	37	9	7		65
Downeaster	2	0	1	3	2		8
Empire Corridor	13	0	34	18	27		92
Adirondack	2	0	2	3	3		10
Empire Service	9	0	17	10	17		53
Ethan Allen Express	1	0	6	2	3		12
Maple Leaf	1	0	9	3	4		17
Heartland Flyer	4	0	4	2	2		12
Hiawatha	0	1	11	3	3		18
Hoosier State	1	0	1	0	2		4
Illinois	12	0	64	19	29		124
Carl Sandburg / Illinois Zephyr	3	0	3	0	3		9
Illini / Saluki	0	0	23	7	12		42
Lincoln Service	9	0	38	12	14		73
Michigan	8	2	55	23	35		123
Blue Water	4	1	29	7	9		50
Pere Marquette	0	0	3	0	1		4
Wolverine	4	1	23	16	25		69
Kansas City - St. Louis	0	0	6	4	6		16
Pacific Surfliner	32	2	44	71	68		217
Pennsylvanian	7	1	9	10	12		39
Piedmont	1	0	3	2	5		11
San Joaquins	7	2	19	16	59		103
Vermont	5	1	12	8	16		42
Long Distance	219	29	2,132	539	665		3,584
Auto Train	7	1	106	19	26		159
California Zephyr	14	3	265	44	51		377
Capitol Limited	9	1	97	17	25		149
Cardinal	2	0	42	11	11		66
City of New Orleans	14	1	25	25	39		104
Coast Starlight	14	5	120	43	82		264
Crescent	18	1	62	60	57		198
Empire Builder	17	2	292	29	64		404
Lake Shore Ltd	28	3	217	42	52		342
Palmetto	10	4	20	23	18		75
Silver Meteor	34	3	322	52	57		468
Silver Star	22	2	207	31	38		300
Southwest Chief	9	2	97	57	66		231
Sunset Limited	2	0	35	19	20		76
Texas Eagle	19	1	225	67	59		371

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	2nd Quarter FY 2018						
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		Total
Amtrak System	546	968	196	1,173	935		3,818
Amtrak Premium	6	2	4	29	2		43
Acela Express	6	2	4	29	2		43
Amtrak Corridor	26	194	9	162	51		442
Keystone	0	17	1	14	2		34
Northeast Regional	26	177	8	148	49		408
Short Distance	44	272	32	269	158		775
Capitol	0	2	0	7	3		12
Carolinian	2	23	4	13	14		56
Cascades	2	3	2	14	5		26
Downeaster	0	3	0	1	0		4
Empire Corridor	11	58	8	40	31		148
Adirondack	1	12	0	3	8		24
Empire Service	5	36	1	26	15		83
Ethan Allen Express	0	3	2	1	1		7
Maple Leaf	5	7	5	10	7		34
Heartland Flyer	0	0	0	1	0		1
Hiawatha	0	3	1	5	1		10
Hoosier State	0	0	1	1	0		2
Illinois	8	59	6	51	20		144
Carl Sandburg / Illinois Zephyr	0	15	0	7	1		23
Illini / Saluki	4	10	3	12	7		36
Lincoln Service	4	34	3	32	12		85
Michigan	5	69	4	78	47		203
Blue Water	0	19	0	16	32		67
Pere Marquette	1	1	0	1	0		3
Wolverine	4	49	4	61	15		133
Kansas City - St. Louis	3	5	1	3	4		16
Pacific Surfliner	10	10	2	26	13		61
Pennsylvanian	2	8	0	9	7		26
Piedmont	0	1	0	0	3		4
San Joaquins	1	3	2	3	5		14
Vermont	0	25	1	17	5		48
Long Distance	470	500	151	713	724		2,558
Auto Train	50	12	5	41	34		142
California Zephyr	51	40	11	70	76		248
Capitol Limited	24	13	5	27	9		78
Cardinal	3	11	7	7	24		52
City of New Orleans	19	36	12	44	16		127
Coast Starlight	48	19	14	69	46		196
Crescent	31	35	10	41	58		175
Empire Builder	49	48	10	76	59		242
Lake Shore Ltd	44	86	9	81	82		302
Palmetto	5	25	4	34	30		98
Silver Meteor	43	75	21	77	99		315
Silver Star	25	50	20	63	86		244
Southwest Chief	30	19	10	25	43		127
Sunset Limited	7	2	3	9	12		33
Texas Eagle	41	29	10	49	50		179

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

2nd Quarter FY 2018		
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Amtrak System		1585
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Division

Boston		112
California		308
Central		105
Empire		35
New York		44
Southeast		225
Southwest		369
Northwest		72
Washington		315

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

**TABLE 17:
PUBLIC BENEFITS**

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

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-4.2	70.0%	86.6%
	2103	-1.8	87.9%	89.8%
	2104	-3.7	89.7%	88.7%
	2107	-4.7	89.7%	83.6%
	2109	-4.3	83.3%	80.0%
	2110	-3.1	86.2%	88.7%
	2117	-4.6	84.5%	81.1%
	2119	-2.5	83.1%	81.2%
	2121	-5.1	93.0%	84.5%
	2122	-3.4	89.8%	87.1%
	2124	-3.8	94.9%	85.9%
	2126	-4.8	87.7%	83.4%
	2128	NA	91.2%	82.2%
	2150	-0.9	78.0%	71.9%
	2151	-2.9	86.4%	73.5%
	2153	-3.6	80.0%	75.8%
	2154	-0.9	74.6%	67.0%
	2155	-1.6	80.7%	73.4%
	2158	-1.7	89.7%	72.8%
	2159	-2.5	81.0%	76.4%
	2160	-2.2	81.4%	72.8%
	2163	-4.0	87.7%	74.9%
	2164	-0.7	96.6%	85.1%
	2165	-1.9	79.7%	76.8%
	2166	-1.0	89.5%	75.1%
	2167	-2.8	84.2%	72.5%
	2168	-2.1	87.9%	81.0%
	2170	-1.9	91.5%	78.8%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2171	-2.7	86.0%	72.9%
	2172	-2.4	90.0%	74.2%
	2173	-3.0	83.3%	79.8%
	2175	NA	72.4%	68.0%
	2190	-0.8	78.2%	61.9%
	2203	-6.2	86.7%	84.2%
	2205	-3.9	76.9%	79.8%
	2208	-4.5	60.0%	77.5%
	2213	-4.3	92.3%	94.2%
	2215	-2.6	84.6%	83.7%
	2220	-3.6	86.7%	83.3%
	2222	-4.2	76.9%	87.5%
	2224	-4.2	84.6%	94.2%
	2228	-4.6	92.3%	89.4%
	2248	-4.4	69.2%	78.0%
	2249	-2.1	71.4%	60.3%
	2250	-0.4	80.0%	72.9%
	2251	-0.1	73.3%	73.8%
	2252	-1.4	92.3%	70.3%
	2253	-2.6	85.7%	83.4%
	2254	-1.2	78.6%	80.6%
	2255	-0.9	76.9%	84.1%
	2256	-1.9	61.5%	75.8%
	2257	-2.1	76.9%	81.7%
	2258	-1.1	76.9%	81.3%
	2259	-1.6	76.9%	80.8%
	2260	NA	76.9%	79.1%
	2261	NA	76.9%	73.1%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
<i>Acela Express</i>				
<i>Standard</i>		<i>>=0</i>	<i>90.0%</i>	<i>90.0%</i>
Acela Express	2275	NA	76.9%	64.1%
	2290	-3.8	92.3%	79.0%
<i>Other NEC Corridor Routes</i>				
<i>Standard</i>		<i>>=0</i>	<i>85.0%</i>	<i>85.5%</i>
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	63.0%	77.6%
	66	3.3	88.8%	72.1%
	67	-1.4	57.4%	77.6%
	71	NA	73.3%	77.8%
	82	0.4	93.3%	84.5%
	83	1.0	61.5%	79.8%
	84	-3.2	78.7%	80.2%
	85	-0.1	82.0%	86.6%
	86	0.7	70.5%	72.6%
	87	1.9	84.6%	86.6%
	88	-1.1	81.5%	76.4%
	93	-0.5	75.0%	74.3%
	94	-0.3	79.0%	71.0%
	95	1.2	62.9%	76.8%
	96	NA	84.6%	63.1%
	99	0.1	75.0%	77.6%
	125	-15.2	77.4%	83.3%
	157	-20.9	92.3%	85.2%
	164	-3.9	82.1%	81.1%
	174	-8.1	91.8%	88.9%
	194	0.2	93.3%	64.1%
	195	0.8	81.5%	74.2%
Northeast Regional - Lynchburg	145	2.2	92.3%	82.2%
	147	-1.2	80.0%	76.5%
	156	-15.1	92.6%	88.3%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Lynchburg	171	-8.6	79.0%	83.2%
	176	-7.9	88.5%	83.5%
Northeast Regional - All Other Northeast Regional	110	-0.8	100.0%	50.0%
	111	-0.6	80.7%	85.2%
	123	NA	100.0%	97.9%
	124	NA	100.0%	95.2%
	126	NA	76.9%	93.1%
	127	-4.9	100.0%	25.0%
	129	-2.6	77.0%	85.1%
	130	-2.6	66.1%	87.3%
	131	-3.4	93.3%	94.9%
	132	NA	100.0%	90.1%
	133	-5.0	75.0%	71.7%
	134	-1.1	84.6%	96.5%
	135	0.3	81.5%	82.5%
	136	2.2	76.9%	81.9%
	137	-1.6	91.7%	85.9%
	138	0.2	78.7%	90.2%
	139	NA	84.6%	86.3%
	140	2.3	82.1%	83.6%
	141	0.3	85.2%	86.4%
	143	0.1	78.6%	76.0%
	146	3.1	80.0%	83.3%
	148	0.6	80.3%	84.0%
	149	NA	92.3%	88.0%
	150	0.2	92.6%	82.3%
	151	-2.2	82.8%	87.3%
	152	-0.9	92.0%	92.0%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	153	-2.0	92.0%	89.2%
	154	0.4	69.2%	94.2%
	155	-1.9	92.9%	93.2%
	158	0.8	96.3%	94.2%
	159	1.8	92.9%	90.9%
	160	-0.7	92.6%	85.7%
	161	-0.5	92.6%	83.9%
	162	-0.5	78.6%	80.3%
	163	-1.5	80.0%	85.5%
	165	-0.2	96.3%	83.5%
	166	-2.6	69.2%	83.9%
	167	-1.6	73.3%	75.7%
	168	0.8	93.3%	86.7%
	169	-1.4	78.6%	73.0%
	170	-2.0	85.0%	75.1%
	172	-0.9	83.1%	82.3%
	173	1.1	83.1%	80.4%
	175	0.2	91.8%	89.1%
	177	-1.6	88.5%	86.9%
	178	-1.8	93.4%	87.6%
	179	-0.5	92.9%	86.9%
	180	-2.3	70.7%	86.6%
	182	-2.1	94.1%	90.0%
	183	-0.7	87.9%	85.7%
	184	-3.0	81.0%	83.7%
	185	-3.5	73.8%	88.1%
	186	0.8	86.0%	86.5%
	187	-1.4	94.7%	85.2%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	188	1.3	88.9%	90.5%
	189	NA	92.3%	82.5%
	190	1.1	85.0%	86.3%
	192	1.2	73.3%	80.0%
	193	-2.7	69.5%	77.2%
	196	0.8	83.3%	87.6%
	401	4.0	81.5%	79.0%
	405	3.9	92.6%	79.5%
	407	NA	100.0%	94.5%
	432	NA	84.6%	84.6%
	450	5.2	92.6%	86.2%
	460	4.7	92.6%	82.1%
	463	-11.7	78.6%	71.4%
	464	3.3	74.1%	79.6%
	465	NA	76.9%	86.5%
	467	5.3	100.0%	85.0%
	470	4.9	68.3%	71.1%
	475	4.4	100.0%	96.2%
	476	3.7	78.3%	80.6%
	479	5.4	85.2%	87.9%
	488	3.7	73.1%	72.3%
	490	6.4	90.0%	82.3%
	493	4.1	81.7%	86.9%
	494	5.0	72.6%	80.4%
	495	4.6	93.3%	87.5%
	497	1.5	53.8%	64.4%
Keystone - Keystone	600	-1.2	74.2%	91.8%
	601	-1.2	90.3%	94.5%

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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	605	-0.9	89.8%	88.8%
	607	-3.7	96.8%	98.6%
	609	-9.1	96.6%	87.7%
	610	-1.5	86.7%	87.8%
	611	-0.5	86.7%	90.0%
	612	0.3	92.3%	82.7%
	615	-1.3	100.0%	100.0%
	618	-4.7	95.9%	97.6%
	619	-3.0	91.8%	82.1%
	620	-1.0	91.5%	85.2%
	622	0.2	93.5%	96.5%
	637	-3.2	92.3%	95.4%
	639	-2.2	81.7%	88.1%
	640	0.9	78.7%	93.3%
	641	-2.1	86.9%	87.3%
	642	-8.0	87.9%	90.3%
	643	-1.9	90.3%	92.6%
	644	0.8	85.5%	94.2%
	645	-0.4	90.3%	92.7%
	646	-5.6	69.0%	84.2%
	647	-0.5	93.1%	88.6%
	648	1.8	79.0%	91.9%
	649	-2.2	90.3%	89.0%
	650	0.0	82.3%	94.2%
	651	-2.2	82.8%	76.9%
	652	-0.8	72.6%	95.7%
	653	-2.5	90.3%	91.3%
	654	-1.1	88.7%	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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	655	-0.4	75.8%	78.9%
	656	-1.8	91.4%	92.7%
	658	-1.9	76.9%	98.1%
	660	-0.6	59.3%	87.8%
	661	-0.9	85.7%	95.6%
	662	-0.4	80.0%	88.4%
	663	-5.6	85.7%	88.5%
	664	-2.9	50.0%	76.8%
	665	-0.8	71.4%	74.0%
	666	-0.2	92.6%	91.7%
	667	-2.9	85.7%	91.0%
	669	-3.6	85.7%	85.2%
	670	-1.4	85.7%	95.0%
	671	-6.5	85.7%	91.4%
	672	-0.9	85.7%	86.0%
	674	NA	92.3%	88.2%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	-0.4	95.3%	96.4%
	521	-0.1	89.1%	90.1%
	522	1.5	96.9%	94.6%
	523	-0.1	82.8%	91.0%
	524	1.6	84.4%	79.9%
	525	-2.3	85.9%	93.4%
	527	0.9	90.6%	90.0%
	528	3.3	93.8%	86.7%
	529	0.7	92.2%	90.1%
	530	4.0	95.3%	95.8%
	531	2.5	81.3%	92.0%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	532	3.9	85.9%	83.4%
	534	2.9	92.2%	95.8%
	535	5.0	95.3%	98.1%
	536	0.2	85.9%	81.6%
	537	1.6	81.3%	85.8%
	538	1.7	92.2%	89.8%
	540	3.0	92.2%	94.6%
	541	3.0	93.8%	96.7%
	542	2.0	87.5%	81.1%
	543	1.6	70.3%	82.3%
	544	5.2	95.3%	96.2%
	545	2.6	93.8%	95.1%
	546	1.9	87.5%	85.5%
	547	1.1	92.2%	90.8%
	548	-2.8	81.3%	75.8%
	549	-1.7	82.8%	90.3%
	550	NA	85.9%	91.1%
	551	1.9	95.3%	98.6%
	553	1.8	87.5%	93.6%
	720	1.6	92.3%	94.0%
	723	0.7	92.3%	96.4%
	724	1.7	92.3%	90.0%
	727	0.4	80.8%	85.4%
	728	0.6	80.8%	74.6%
	729	-0.2	73.1%	79.1%
	732	-0.6	88.5%	78.7%
	733	4.7	88.5%	90.3%
	734	5.6	96.2%	98.3%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	736	4.4	92.3%	99.1%
	737	1.9	84.6%	87.9%
	738	-1.3	84.6%	85.1%
	741	1.1	92.3%	92.8%
	742	0.5	76.9%	62.0%
	743	0.2	76.9%	88.2%
	744	1.5	96.2%	88.2%
	745	1.4	84.6%	93.1%
	746	1.6	88.5%	94.2%
	747	1.5	80.8%	84.9%
	748	0.6	92.3%	85.9%
	749	1.5	84.6%	86.3%
	751	2.0	92.3%	94.9%
Carolinian - Carolinian	79	0.0	68.9%	62.8%
	80	-0.2	71.1%	60.2%
Cascades - Cascades	500	0.9	56.9%	67.0%
	501	-1.2	42.2%	66.9%
	502	5.8	80.8%	84.6%
	503	NA	0.0%	0.0%
	504	3.0	50.0%	62.1%
	505	-1.3	63.3%	61.9%
	506	-2.3	76.9%	75.3%
	507	0.4	55.6%	68.1%
	508	-2.9	81.1%	77.1%
	509	2.9	100.0%	100.0%
	510	-3.0	0.0%	0.0%
	511	5.6	77.4%	86.1%
	513	-3.9	69.2%	69.2%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Cascades - Cascades	514	1.0	100.0%	100.0%
	515	-0.1	0.0%	0.0%
	516	-6.3	20.5%	70.3%
	517	0.6	60.0%	63.7%
	518	NA	47.8%	73.2%
	519	NA	71.1%	68.0%
Downeaster - Downeaster	680	0.1	67.7%	89.2%
	681	-0.2	82.3%	86.7%
	682	-3.5	77.8%	94.8%
	683	-4.4	74.6%	88.5%
	684	-1.0	80.6%	91.8%
	685	-1.5	82.0%	89.2%
	686	-2.6	54.1%	80.8%
	687	-1.5	73.8%	83.2%
	688	-4.6	39.3%	79.7%
	689	-1.9	69.4%	88.0%
	690	0.0	81.5%	90.5%
	691	-1.2	88.9%	94.6%
	692	-3.2	74.1%	94.3%
	693	-1.8	81.5%	91.4%
	694	-3.4	59.3%	92.3%
	695	-3.3	92.6%	96.0%
	696	0.1	81.5%	98.8%
	697	-0.7	81.5%	91.5%
	698	-3.0	88.9%	97.0%
	699	-2.1	66.7%	91.4%
Empire - Adirondack	68	2.7	85.6%	78.5%
	69	1.2	76.7%	85.8%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - Ethan Allen Express	290	3.1	85.5%	92.3%
	291	4.9	95.9%	93.8%
	292	2.5	100.0%	90.0%
	293	4.6	84.6%	74.8%
	295	NA	85.7%	82.4%
	296	1.3	100.0%	94.2%
Empire - Maple Leaf	63	1.4	85.6%	68.9%
	64	0.4	82.2%	62.0%
Empire - New York - Albany	230	2.7	94.7%	90.0%
	232	1.5	90.3%	97.1%
	233	1.6	83.7%	87.3%
	234	0.0	82.8%	89.9%
	235	1.2	89.7%	90.1%
	236	0.6	88.7%	95.2%
	237	1.6	75.8%	86.5%
	238	1.8	86.0%	88.4%
	239	-1.2	80.0%	85.4%
	241	1.0	88.9%	92.1%
	242	3.2	86.0%	84.3%
	243	2.7	92.9%	83.9%
	244	-1.5	86.7%	93.0%
	245	4.0	90.3%	91.9%
	250	2.3	85.7%	89.8%
	252	0.4	100.0%	100.0%
	253	9.1	92.9%	96.3%
	254	0.8	92.3%	94.9%
	255	2.2	76.9%	84.6%
	256	2.4	92.3%	96.7%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	259	-0.3	96.4%	100.0%
	260	NA	89.3%	96.4%
	261	2.3	89.3%	94.6%
	263	NA	100.0%	100.0%
Empire - New York - Niagara Falls	280	0.0	80.5%	79.7%
	281	2.2	67.8%	74.4%
	283	2.6	70.0%	79.0%
	284	1.1	81.1%	71.2%
	288	1.2	61.5%	60.5%
Heartland Flyer - Heartland Flyer	821	2.9	44.9%	82.0%
	822	4.3	60.7%	62.0%
Hiawatha - Hiawatha	329	0.7	84.4%	89.8%
	330	0.4	94.9%	97.9%
	331	1.6	93.3%	95.1%
	332	0.5	94.3%	95.5%
	333	2.0	95.5%	95.3%
	334	1.7	96.7%	99.3%
	335	1.5	94.4%	96.0%
	336	2.1	97.8%	98.7%
	337	2.2	96.7%	98.0%
	338	-0.2	90.0%	94.7%
	339	1.3	95.6%	97.0%
	340	0.7	92.2%	98.7%
	341	1.5	93.3%	96.0%
	342	0.3	88.9%	96.6%
	343	NA	92.3%	96.9%
Hoosier - Hoosier	850	1.5	66.7%	65.7%
	851	3.8	62.7%	74.2%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Illinois - Carl Sandburg / Illinois Zephyr	380	2.3	90.0%	89.8%
	381	1.1	92.2%	94.0%
	382	2.7	94.4%	90.1%
	383	2.8	85.6%	83.4%
Illinois - Illini / Saluki	390	-0.8	33.3%	46.1%
	391	-2.6	5.6%	15.5%
	392	-4.8	6.7%	32.3%
	393	-5.2	27.8%	24.5%
Illinois - Lincoln Service	300	3.1	82.2%	84.6%
	301	2.9	74.4%	73.5%
	302	3.5	76.7%	79.5%
	303	2.7	85.6%	78.5%
	304	2.2	81.1%	72.8%
	305	0.5	57.8%	58.9%
	306	2.9	85.4%	82.2%
	307	2.4	77.8%	75.3%
Michigan - Blue Water	364	6.3	82.2%	70.4%
	365	9.7	54.4%	77.6%
Michigan - Pere Marquette	370	2.9	74.4%	82.2%
	371	6.2	75.6%	92.4%
Michigan - Wolverine	350	1.7	56.7%	59.7%
	351	8.2	48.9%	84.9%
	352	3.4	41.1%	41.7%
	353	8.4	71.1%	74.8%
	354	2.7	65.6%	53.8%
	355	7.8	72.2%	68.7%
Missouri - Missouri	311	3.5	90.0%	89.0%
	313	5.6	85.6%	89.9%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Missouri - Missouri	314	7.3	88.9%	87.4%
	316	7.9	87.8%	84.2%
Pacific Surfliner - Pacific Surfliner	562	-1.0	68.8%	92.0%
	564	-3.1	84.1%	89.4%
	565	-2.3	82.5%	88.1%
	566	-1.3	92.1%	95.1%
	567	-5.3	92.1%	94.5%
	572	-4.6	53.8%	87.2%
	573	-3.5	70.7%	75.2%
	579	-2.6	84.4%	88.9%
	580	-2.3	83.3%	96.8%
	583	-6.6	53.8%	74.3%
	584	NA	82.2%	90.0%
	590	-4.3	81.4%	91.4%
	591	-1.6	86.7%	90.6%
	595	-4.3	86.7%	89.4%
	761	NA	67.2%	86.2%
	763	-1.9	67.8%	81.9%
	768	-1.5	82.2%	85.8%
	769	-1.7	61.1%	75.4%
	774	-1.3	71.1%	67.6%
	777	NA	67.8%	74.7%
	782	NA	71.1%	72.7%
	785	-2.0	53.3%	62.8%
	792	-1.3	75.6%	83.5%
	796	-1.0	83.3%	75.6%
	1566	NA	87.5%	92.7%
	1567	NA	80.0%	87.5%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	1588	NA	87.5%	92.7%
	1761	NA	65.4%	87.9%
Pennsylvanian - Pennsylvanian	42	0.1	85.4%	82.4%
	43	-0.4	77.5%	73.3%
Piedmont - Piedmont	73	-0.8	84.3%	88.6%
	74	-2.8	75.3%	84.7%
	75	NA	65.6%	85.1%
	76	NA	84.4%	95.2%
San Joaquins - San Joaquins	701	-2.2	88.9%	91.2%
	702	-1.9	87.8%	79.5%
	703	-2.0	83.3%	80.8%
	704	0.2	91.1%	80.2%
	710	NA	65.2%	68.6%
	711	-0.5	87.8%	87.6%
	712	-0.9	81.1%	78.7%
	713	1.0	87.8%	85.9%
	714	-0.7	86.7%	77.7%
	715	-1.3	82.2%	75.6%
	716	-0.1	91.1%	78.4%
	717	0.2	71.1%	67.3%
	718	-0.6	78.9%	76.1%
	719	NA	75.6%	74.3%
Vermont - Vermont	54	2.3	67.9%	70.8%
	55	3.6	77.0%	62.9%
	56	2.3	67.2%	62.1%
	57	3.4	78.6%	60.3%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	1.3	70.2%	72.8%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	53	0.2	63.1%	68.3%
California Zephyr - California Zephyr	5	2.5	73.3%	64.7%
	6	3.1	61.1%	54.4%
Capitol Ltd - Capitol Ltd	29	-0.5	32.6%	54.9%
	30	0.2	55.1%	37.8%
Cardinal - Cardinal	50	0.3	41.0%	45.1%
	51	1.5	60.5%	61.2%
City Of New Orleans - City Of New Orleans	58	-0.7	52.2%	34.1%
	59	-0.8	45.6%	33.1%
Coast Starlight - Coast Starlight	11	-0.1	74.4%	69.2%
	14	0.6	70.0%	52.9%
Crescent - Crescent	19	-1.8	23.9%	48.5%
	20	-2.2	29.9%	23.7%
Empire Builder - Empire Builder	7	-0.1	55.1%	58.6%
	8	0.4	57.3%	39.9%
	27	-0.8	60.9%	47.5%
	28	-0.5	91.7%	77.8%
Lake Shore Ltd - Lake Shore Ltd	48	1.3	62.2%	37.6%
	49	-1.6	30.0%	45.5%
	448	-4.3	43.2%	33.5%
	449	-7.5	63.6%	85.7%
Palmetto - Palmetto	89	-0.3	43.2%	59.1%
	90	0.1	68.6%	60.2%
Silver Meteor - Silver Meteor	97	-0.7	47.1%	45.1%
	98	0.5	60.9%	53.8%
Silver Star - Silver Star	91	-1.0	21.3%	36.1%
	92	0.0	39.3%	37.0%
Southwest Chief - Southwest Chief	3	-1.2	78.7%	67.1%

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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 Q3 to FY 2018 Q2)	End Point OTP for FY 2018 Q2	All Stations OTP for FY 2018 Q2
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Southwest Chief - Southwest Chief	4	-0.6	78.9%	61.0%
	1003	NA	0.0%	37.5%
Sunset Ltd - Sunset Ltd	1	3.7	78.9%	24.2%
	2	2.3	36.8%	45.8%
Texas Eagle - Texas Eagle	21	2.5	70.0%	44.3%
	22	2.4	48.9%	50.1%

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 Q2 Largest Two Delay Codes			
				#1	#2		

<i>Standard</i>			900				
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Acela Express

Acela Express	2150	MNRR	1,865	DSR	1,291	CTI	395
	2151	MNRR	1,532	CTI	1,075	DSR	313
	2153	MNRR	1,716	DSR	1,591	CTI	102
	2154	MNRR	2,568	DSR	1,779	DMW	623
	2155	MNRR	1,052	DSR	532	CTI	321
	2158	MNRR	1,701	CTI	808	DMW	503
	2159	MNRR	2,153	DMW	763	CTI	763
	2160	MNRR	1,703	DSR	730	DMW	462
	2163	MNRR	2,113	DSR	1,131	DMW	569
	2164	MNRR	762	DSR	580	CTI	150
	2165	MNRR	1,802	CTI	1,470	DSR	118
	2166	MNRR	1,286	CTI	764	DSR	387
	2167	MNRR	1,474	CTI	971	DSR	487
	2168	MNRR	746	DSR	383	CTI	284
	2170	MNRR	1,215	CTI	1,097	DSR	70
	2171	MNRR	1,649	DSR	1,328	CTI	273
	2172	MNRR	984	CTI	858	DSR	75
	2173	MNRR	2,036	DSR	1,059	CTI	846
	2175	MNRR	1,534	DSR	1,298	CTI	185
	2190	MNRR	2,214	DSR	1,182	CTI	1,000
	2248	MNRR	1,854	CTI	1,415	DMW	206
	2249	MNRR	1,538	DSR	1,360	CTI	179
	2250	MNRR	1,607	DSR	1,333	CTI	155
	2251	MNRR	1,173	DSR	714	CTI	293
	2252	MNRR	1,648	CTI	1,484	DSR	165
	2253	MNRR	1,620	CTI	733	DSR	542
	2254	MNRR	548	DSR	497	CTI	32
	2255	MNRR	934	CTI	810	DSR	124
	2256	MNRR	1,003	CTI	646	RTE, DSR	179
	2257	MNRR	1,580	DSR	948	CTI	371
	2258	MNRR	797	CTI	728	DSR	69
	2259	MNRR	1,236	CTI	742	DSR	495
	2260	MNRR	975	DSR	824	RTE	82
	2261	MNRR	1,552	CTI	962	DSR	385
	2275	MNRR	2,047	DSR	1,731	CTI	316
	2290	MNRR	1,799	DSR	1,799		

Other NEC Corridor Routes

Northeast Regional	All Other Northeast Regional	132	MNRR	453	CTI	453	
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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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	135	MNRR	820	CTI	794	DSR	26
	136	MNRR	134	CTI	134		
	137	MNRR	1,360	CTI	858	DSR	482
	139	MNRR	728	DSR	302	CTI	302
	140	MNRR	402	CTI	261	DSR	102
	141	MNRR	1,804	CTI	1,516	DSR	224
	143	MNRR	2,321	CTI	1,716	DSR	261
	146	MNRR	202	DSR	202		
	148	MNRR	634	CTI	557	DMW	28
	149	MNRR	1,456	CTI	1,154	DSR	302
	150	MNRR	1,521	DSR	648	CTI	450
	160	MNRR	1,892	CTI	774	DSR	681
	161	MNRR	1,700	DSR	1,376	CTI	245
	162	MNRR	2,411	DSR	1,314	CTI	663
	163	MNRR	1,845	DSR	1,310	CTI	321
	165	MNRR	1,667	DSR	985	CTI	443
	166	MNRR	96	CTI	96		
	167	MNRR	1,393	DSR	1,298	CTI	71
	168	MNRR	405	CTI	393	DSR	12
	169	MNRR	1,658	DSR	1,607	CTI	51
	170	MNRR	2,487	CTI	909	DSR	596

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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 Q2 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
	172	MNRR	2,140	CTI	1,140	DSR	921
	173	MNRR	1,910	CTI	1,531	DSR	252
	175	MNRR	3,356	CTI	1,435	DSR	877
	177	MNRR	1,659	DSR	1,090	CTI	397
	178	MNRR	382	CTI	273	DSR	97
	179	MNRR	1,331	DSR	1,221	CTI	68
	190	MNRR	2,638	DSR	1,375	CTI	1,219
	Lynchburg	145	NS	567	FTI	235	RTE
		147	MNRR	1,722	CTI	1,008	DSR
		147	NS	1,352	FTI	1,223	DCS
		156	NS	321	FTI	202	DCS
		171	MNRR	3,344	DSR	2,155	CTI
		171	NS	589	FTI	407	DCS
		176	MNRR	1,626	DSR	962	DCS
		176	NS	362	FTI	188	DSR
	Richmond / Newport News / Norfolk	65	CSX	2,308	FTI	803	PTI
		65	MNRR	2,136	RTE	742	CTI
		66	CSX	1,698	FTI	588	PTI
		66	MNRR	1,661	DSR	1,339	DCS
		67	CSX	3,395	FTI	1,221	PTI
		67	MNRR	3,036	DSR	1,392	DMW
		71	CSX	1,438	DCS	551	FTI
		71	NS	165	RTE	156	DSR

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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 Q2 Largest Two Delay Codes			
					#1	#2		
Standard				900				
		82	CSX	632	FTI	235	RTE	130
		82	MNRR	1,452	DSR	1,048	DMW	214
		83	CSX	1,992	PTI	522	RTE	438
		83	MNRR	1,458	CTI	1,399	DCS	60
		84	CSX	1,658	FTI	670	RTE	302
		84	NS	266	RTE	144	DCS	90
		85	CSX	926	DCS	217	DSR	186
		86	CSX	1,146	DCS	526	RTE	259
		86	MNRR	3,584	DSR	2,719	CTI	348
		87	CSX	534	DCS	211	PTI	105
		88	CSX	798	FTI	200	PTI	182
		88	MNRR	734	DSR	430	CTI	159
		88	NS	485	FTI	265	RTE	110
		93	CSX	1,298	CTI	413	FTI	253
		93	MNRR	1,933	CTI	1,433	DSR	369
		94	CSX	2,651	FTI	662	DCS	612
		94	MNRR	893	CTI	761	DSR	88
		95	CSX	2,258	FTI	591	RTE	363
		95	MNRR	1,601	CTI	730	DSR	724
		96	CSX	2,410	FTI	1,001	PTI	429
		96	MNRR	1,305	CTI	989	DSR	316

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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 Q2 Largest Two Delay Codes			
					#1		#2	
Standard				900				
		99	CSX	1,381	FTI	484	DCS	394
		99	MNRR	2,003	DSR	944	CTI	446
		125	CSX	1,321	PTI	300	FTI	290
		125	NS	500	RTE	175	DCS	145
		157	CSX	930	FTI	520	DCS	235
		157	MNRR	2,665	CTI	1,566	DMW	989
		164	CSX	554	DCS	210	PTI	116
		164	MNRR	1,594	DSR	816	CTI	714
		174	CSX	1,386	CTI	397	RTE	356
		174	MNRR	1,153	DSR	439	CTI	392
		194	CSX	2,433	FTI	984	DCS	779
		194	MNRR	1,310	CTI	1,250	DSR	60
		195	CSX	859	DCS	240	PTI	237
		195	MNRR	1,911	CTI	985	DSR	840

Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	553	PTI	236	FTI	121
		521	UP	628	PTI	173	RTE	157
		522	UP	458	DCS	178	PTI	121
		523	UP	697	PTI	265	DSR	106
		524	UP	686	PTI	379	DSR	106
		525	UP	688	PTI	291	DSR	87
		527	UP	929	PTI	447	DCS	144
		528	UP	703	PTI	265	DCS	142
		529	UP	478	DCS	147	PTI	103

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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 Q2 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		530	UP	481	PTI	110	FTI, DMW	108
		531	UP	635	PTI	336	DCS	120
		532	UP	692	DCS	232	DSR	128
		534	UP	290	DCS	115	PTI	51
		535	UP	251	DCS	96	PTI	57
		536	UP	916	FTI	344	DCS	175
		537	UP	692	PTI	272	DSR	122
		538	UP	480	PTI	152	DCS	108
		540	UP	437	PTI	231	DCS	91
		541	UP	294	PTI	135	DCS	80
		542	UP	639	PTI	296	DSR	95
		543	UP	1,373	PTI	657	DCS	270
		544	UP	611	PTI	310	DCS	128
		545	UP	471	DCS	221	PTI	116
		546	UP	551	PTI	194	DSR	96
		547	UP	586	PTI	250	DCS	120
		548	UP	832	PTI	377	DSR	130
		549	UP	418	PTI	129	FTI	106
		550	UP	560	PTI	217	RTE	134
		551	UP	254	RTE	100	DCS	63
		553	UP	326	PTI	98	RTE	72
		720	UP	517	DCS	332	PTI	73
		723	UP	526	RTE	196	DCS	117
		724	UP	652	PTI	261	DCS	194
		727	UP	774	PTI	241	DCS	220
		728	UP	892	PTI	301	DCS	237
		729	UP	773	DCS	234	DTR	144
		732	UP	791	PTI	409	DCS	168
		733	UP	480	DCS	217	PTI	111
		734	UP	181	DCS	65	RTE	52
		736	UP	797	DCS	457	PTI	168

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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 Q2 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		737	UP	481	PTI	214	DSR	122
		738	UP	585	DCS	183	PTI	122
		741	UP	443	PTI	162	DCS	116
		742	UP	966	PTI	431	DCS	211
		743	UP	898	PTI	391	DCS	290
		744	UP	704	PTI	475	DCS	122
		745	UP	485	PTI	215	DCS	93
		746	UP	345	DCS	166	FTI	63
		747	UP	997	DCS	429	PTI	249
		748	UP	446	DSR	159	RTE	125
		749	UP	504	FTI	177	RTE	138
		751	UP	310	RTE	82	DCS	60
Carolinian	Carolinian	79	CSX	1,768	FTI	634	PTI	418
		79	NS	530	DSR	156	FTI	129
		80	CSX	1,952	FTI	852	PTI	421
		80	NS	794	FTI	332	PTI	146
Cascades	Cascades	500	BNSF	1,363	DSR	495	RTE	229
		500	UP	781	FTI	564	DCS	101
		501	BNSF	1,479	DSR	609	FTI	342
		501	Sounder	3,883	DSR	3,883		
		502	BNSF	607	DSR	221	DCS	112
		502	Sounder	2,427	DSR	1,456	RTE	971
		503	BNSF	445	DSR	254	RTE	191
		503	Sounder	1,942	DSR	1,942		
		504	BNSF	1,315	DSR	478	FTI	249
		504	Sounder	485	RTE	485		
		505	BNSF	1,069	DSR	427	FTI	204
		505	Sounder	1,942	DSR	1,942		
		505	UP	1,455	PTI	664	FTI	550
		506	BNSF	811	DSR	280	PTI	179
		506	Sounder	2,913	DSR	1,942	PTI	971

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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 Q2 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		506	UP	1,120	FTI	421	RTE	286
		507	BNSF	1,261	DSR	537	PTI	242
		507	Sounder	2,427	DSR	2,427		
		508	BNSF	878	DSR	457	FTI	234
		508	Sounder	1,456	DSR	1,456		
		508	UP	1,131	PTI	573	FTI	338
		509	BNSF	64	DSR	64		
		510	UP	321	PTI	321		
		511	UP	896	DMW	338	FTI	326
		513	UP	1,664	FTI	904	PTI	398
		515	UP	321	PTI	321		
		516	BNSF	3,041	FTI	1,038	DSR	1,015
		517	BNSF	1,220	DSR	489	FTI	232
		518	BNSF	1,584	FTI	555	DSR	497
		519	BNSF	1,663	DSR	576	FTI	506
Downeaster	Downeaster	680	MBTA	1,717	CTI	1,227	DSR	256
		680	PanAm	430	DCS	236	FTI	154
		681	MBTA	1,219	CTI	473	DSR	403
		681	PanAm	750	DCS	251	PTI	159
		682	MBTA	1,915	CTI	894	PTI	684
		682	PanAm	544	DSR	233	FTI	207
		683	MBTA	1,797	PTI	487	DCS	441
		683	PanAm	1,202	DCS	333	DSR	280
		684	MBTA	1,093	DSR	451	CTI	247
		684	PanAm	885	FTI	341	DSR	205
		685	MBTA	1,683	DCS	598	CTI	473
		685	PanAm	480	PTI	143	FTI	121
		686	MBTA	1,960	CTI	1,084	DSR	438
		686	PanAm	1,394	PTI	775	DCS	263
		687	MBTA	1,214	CTI	490	DCS	252
		687	PanAm	1,336	PTI	684	FTI	278

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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 Q2 Largest Two Delay Codes			
					#1	#2		
Standard				900				
Non-NEC Corridor Routes								
		688	MBTA	2,181	CTI	1,292	DSR	629
		688	PanAm	1,706	PTI	1,094	DSR	232
		689	MBTA	956	CTI	448	FTI	299
		689	PanAm	528	DCS	233	FTI	186
		690	MBTA	686	DSR	568	CTI	78
		690	PanAm	415	DCS	198	DMW	164
		691	MBTA	1,440	DCS	696	DSR	539
		691	PanAm	870	DCS	513	PTI	146
		692	MBTA	1,137	DSR	363	CTI	304
		692	PanAm	732	DMW	257	DSR	215
		693	MBTA	892	DSR	382	CTI	314
		693	PanAm	1,664	PTI	1,326	DSR	188
		694	MBTA	1,117	DSR	735	CTI	196
		694	PanAm	1,193	PTI	732	DSR	194
		695	MBTA	1,117	PTI	598	DSR	314
		695	PanAm	711	FTI	288	PTI	225
		696	MBTA	1,382	DSR	784	DCS	294
		696	PanAm	246	DSR	140	FTI	82
		697	MBTA	431	DSR	304	PTI	127
		697	PanAm	630	PTI	293	FTI	124
		698	MBTA	598	DSR	451	CTI	118
		698	PanAm	694	PTI	288	DSR	222
		699	MBTA	1,039	DCS	735	FTI	225
		699	PanAm	670	FTI	369	DCS	223
Empire	Adirondack	68	Amtrak	33	PTI	25	RTE	6
		68	CN	2,398	DSR	1,378	FTI	535
		68	CP	336	PTI	158	DCS	118
		68	MNRR	863	CTI	373	DSR	138
		69	CN	4,902	DSR	2,136	FTI	1,220
		69	CP	890	PTI	551	FTI	197
		69	MNRR	553	CTI	300	DCS	113

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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 Q2 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
	Ethan Allen Express	290	Amtrak	481	PTI	241	RTE	180
		290	CP	418	PTI	257	RTE	64
		290	MNRR	813	CTI	347	DMW	206
		290	VTR	28	DSR	14	DCS	14
		291	CP	273	DCS	128	RTE	100
		291	MNRR	621	RTE	150	DCS	144
		291	VTR	35	DCS	35		
		292	Amtrak	288	PTI	241	DCS	27
		292	CP	2,890	PTI	1,761	RTE	786
		292	MNRR	1,141	CTI	984	RTE	94
		292	VTR	167	DMW	167		
		293	CP	511	FTI	307	DCS	204
		293	MNRR	2,282	CTI	1,546	RTE	374
		295	CP	611	DCS	267	PTI	249
		295	MNRR	600	CTI	499	DSR	78
		296	CP	626	DCS	256	RTE	179
		296	MNRR	471	CTI	242	DSR	133
	Maple Leaf	63	CSX	1,555	FTI	968	RTE	331
		63	MNRR	673	CTI	502	RTE	56
		64	Amtrak	7	PTI	4	DCS	3
		64	CSX	1,788	FTI	1,296	RTE	214
		64	MNRR	839	CTI	422	RTE	131
	New York - Albany	230	MNRR	471	RTE	275	CTI	132
		232	MNRR	833	CTI	608	RTE	99
		233	MNRR	927	CTI	386	RTE	192
		234	MNRR	1,670	CTI	785	DCS	409
		235	MNRR	831	CTI	397	DSR	186
		236	MNRR	601	RTE	274	CTI	139
		237	MNRR	1,372	CTI	1,071	DCS	118
		238	MNRR	775	CTI	324	DSR	213
		239	MNRR	3,097	CTI	2,319	DCS	546

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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 Q2 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		241	MNRR	584	CTI	305	DSR	99
		242	MNRR	962	CTI	414	DSR	325
		243	MNRR	404	CTI	219	RTE	101
		244	MNRR	1,511	CTI	1,130	DSR	185
		245	MNRR	428	CTI	233	DSR	134
		250	MNRR	437	RTE	258	DCS	73
		252	MNRR	450	CTI	209	DSR	126
		253	MNRR	419	CTI	157	DSR	128
		254	MNRR	821	CTI	580	DSR	193
		255	MNRR	507	CTI	290	RTE, DSR	109
		256	MNRR	797	CTI	664	RTE	85
		259	MNRR	376	CTI	174	RTE	146
		260	MNRR	807	CTI	432	DSR	163
		261	MNRR	370	DSR	168	RTE	140
	New York - Niagara Falls	280	Amtrak	7	DCS	7		
		280	CSX	920	FTI	527	RTE	194
		280	MNRR	1,362	CTI	644	DSR	294
		281	CSX	1,739	FTI	1,148	RTE	296
		281	MNRR	1,064	RTE	424	CTI	394
		283	CSX	1,583	FTI	900	RTE	361
		283	MNRR	631	CTI	235	DSR	153
		284	Amtrak	30	PTI	30		
		284	CSX	1,129	FTI	650	RTE	273
		284	MNRR	962	CTI	463	DSR	178
		288	Amtrak	67	PTI	67		
		288	CSX	1,672	FTI	1,333	PTI	122
		288	MNRR	667	DSR	275	PTI	222
Heartland Flyer	Heartland Flyer	821	BNSF	1,853	DSR	970	FTI	716
		822	BNSF	1,583	DSR	817	FTI	714
Hiawatha	Hiawatha	329	CP	213	DMW	103	DCS	58
		329	Metra	300	CTI	254	DCS	25

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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 Q2 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		330	CP	46	CTI	19	DCS	17
		330	Metra	3,339	CTI	3,264	DCS	70
		331	CP	85	DCS	28	DMW, CTI	23
		331	Metra	1,113	CTI	805	FTI	82
		332	CP	370	FTI	151	RTE	55
		332	Metra	1,226	CTI	631	DSR	254
		333	CP	193	FTI	88	DCS	71
		333	Metra	455	FTI	140	DMW	93
		334	CP	163	RTE	74	FTI	57
		334	Metra	1,093	CTI	625	DSR	184
		335	CP	234	CTI	105	FTI	50
		335	Metra	957	CTI	417	FTI	336
		336	CP	286	RTE	116	FTI	72
		336	Metra	1,346	CTI	410	DSR	345
		337	CP	140	PTI	61	FTI	48
		337	Metra	768	FTI	329	CTI	154
		338	CP	316	FTI	138	PTI	77
		338	Metra	2,442	CTI	2,048	DSR	129
		339	CP	223	CTI	118	FTI	45
		339	Metra	1,911	CTI	1,825	FTI	47
		340	CP	442	CTI	157	FTI	123
		340	Metra	1,621	CTI	747	DCS	381
		341	CP	125	FTI	53	DCS	34
		341	Metra	907	CTI	712	DCS	106
		342	CP	210	DCS	94	FTI	54
		342	Metra	1,927	CTI	1,435	DSR	125
		343	CP	681	FTI	435	DCS	217
		343	Metra	1,019	DCS	582	CTI	291
Hoosier	Hoosier	850	CSX	1,909	FTI	1,492	DCS	300
		851	CSX	1,331	FTI	929	DCS	252

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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 Q2 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	460	FTI	136	RTE	125
		381	BNSF	509	FTI	273	DCS	80
		382	BNSF	506	FTI	268	RTE	103
		383	BNSF	585	FTI	262	CTI	113
	Illini / Saluki	390	CN	1,693	DCS	684	FTI	640
		391	CN	2,345	DCS	977	FTI	726
		392	CN	2,401	DCS	1,010	FTI	787
		393	CN	1,938	FTI	830	DCS	759
	Lincoln Service	300	CN	1,884	FTI	971	DCS	374
		300	UP	779	FTI	291	DMW	177
		301	CN	1,830	FTI	610	DCS	380
		301	UP	1,422	PTI	641	FTI	313
		302	CN	2,609	FTI	1,312	DCS	712
		302	UP	1,148	PTI	420	FTI	354
		303	CN	1,137	FTI	494	DCS	339
		303	UP	926	PTI	389	FTI	212
		304	CN	2,599	FTI	1,363	DCS	552
		304	UP	941	PTI	427	FTI	299
		305	CN	1,523	FTI	642	DCS	453
		305	UP	1,156	FTI	429	PTI	408
		306	CN	1,763	FTI	878	DSR	413
		306	UP	1,007	PTI	535	FTI	277
		307	CN	1,446	FTI	747	DCS	329
		307	UP	842	FTI	350	PTI	196
Michigan	Blue Water	364	Amtrak	538	RTE	156	PTI	156
		364	CN	895	FTI	741	DCS	98
		364	MIDOT	460	DSR	369	DCS	76
		364	NS	2,022	FTI	911	DCS	720
		365	Amtrak	706	PTI	197	DSR	172

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 Q2 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		365	CN	1,272	FTI	1,105	DMW	53
		365	MIDOT	874	DSR	485	DCS	313
		365	NS	2,796	FTI	1,405	DCS	637
	Pere Marquette	370	CSX	661	FTI	299	DCS	237
		370	NS	914	FTI	486	RTE	166
		371	CSX	441	FTI	199	DCS	178
		371	NS	2,764	FTI	1,170	DCS	728
	Wolverine	350	Amtrak	1,854	PTI	1,462	RTE	110
		350	CN	1,515	FTI	691	DCS	345
		350	MIDOT	1,062	PTI	586	DCS	191
		350	NS	2,416	FTI	1,548	DMW	231
		351	Amtrak	586	DCS	232	PTI	196
		351	CN	816	FTI	287	RTE	179
		351	MIDOT	521	DCS	246	DSR	102
		351	NS	3,282	FTI	1,291	DCS	680
		352	Amtrak	1,017	PTI	691	DCS	188
		352	CN	2,538	FTI	1,257	RTE	479
		352	MIDOT	607	DCS	246	PTI	245
		352	NS	2,631	FTI	1,105	DCS	737
		353	Amtrak	737	PTI	537	DSR	71
		353	CN	949	FTI	508	DSR	183
		353	MIDOT	653	PTI	379	DCS	150
		353	NS	2,302	FTI	1,808	DCS	186
		354	Amtrak	577	PTI	238	DMW	129
		354	CN	1,376	FTI	736	DSR	412
		354	MIDOT	381	DCS	225	DSR	102
		354	NS	1,753	FTI	864	DCS	433
		355	Amtrak	900	PTI	284	RTE, DCS	214
		355	CN	1,090	FTI	395	PTI	295
		355	MIDOT	458	PTI	180	DCS	145
		355	NS	2,465	FTI	814	DCS	794

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 Q2 Largest Two Delay Codes			
					#1	#2		
Standard				900				
Non-NEC Corridor Routes								
Missouri	Missouri	311	UP	509	FTI	175	RTE	113
		313	UP	512	FTI	216	PTI	97
		314	UP	711	FTI	403	DMW	88
		316	UP	802	FTI	340	PTI	198
Pacific Surfliner	Pacific Surfliner	562	BNSF	453	DCS	198	CTI	140
		562	SCRRA	1,064	CTI	433	PTI	361
		562	SDNRR	2,115	PTI	1,009	CTI	840
		564	BNSF	498	FTI	155	DCS	116
		564	SCRRA	1,369	PTI	829	CTI	302
		564	SDNRR	1,761	PTI	1,100	CTI	486
		565	BNSF	1,581	RTE	564	DSR	477
		565	SCRRA	620	CTI	180	RTE	138
		565	SDNRR	1,601	CTI	950	PTI	370
		566	BNSF	833	DCS	435	FTI	195
		566	SCRRA	1,278	PTI	830	CTI	171
		566	SDNRR	1,514	PTI	773	CTI	499
		567	BNSF	1,669	RTE	768	DSR	288
		567	SCRRA	1,090	PTI	733	CTI	131
		567	SDNRR	1,896	CTI	1,210	PTI	372
		572	BNSF	1,032	DSR	298	DCS	298
		572	SCRRA	771	PTI	386	CTI	147
		572	SDNRR	2,108	CTI	1,235	PTI	493
		573	BNSF	1,673	DCS	840	FTI	401
		573	SCRRA	435	DCS	174	CTI	127
		573	SDNRR	1,116	CTI	538	PTI	381
		579	BNSF	665	DCS	357	DSR	238
		579	SCRRA	373	DCS	175	PTI	104
		579	SDNRR	1,379	CTI	574	PTI	569
		580	BNSF	423	CTI	105	RTE	99
		580	SCRRA	945	PTI	357	CTI	289
		580	SDNRR	1,556	CTI	1,137	PTI	211

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 Q2 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		583	BNSF	2,120	RTE	995	DSR	418
		583	SCRRA	1,539	CTI	577	PTI	378
		583	SDNRR	2,169	CTI	1,356	PTI	579
		584	BNSF	549	DCS	204	DSR	125
		584	SCRRA	1,272	PTI	505	CTI	430
		584	SDNRR	2,003	CTI	1,350	PTI	238
		590	BNSF	850	FTI	297	CTI	241
		590	SCRRA	990	PTI	395	CTI	223
		590	SDNRR	1,457	FTI	579	PTI	324
		591	BNSF	574	DCS	202	DSR	165
		591	SCRRA	457	CTI	241	DSR	65
		591	SDNRR	1,637	PTI	936	CTI	557
		595	BNSF	941	DCS	341	FTI	310
		595	SCRRA	430	DCS	99	PTI, DSR	87
		595	SDNRR	903	PTI	393	FTI	277
		761	BNSF	2,188	CTI	872	RTE	574
		761	SCRRA	1,531	CTI	714	PTI	478
		761	SDNRR	744	CTI	374	DSR	133
		761	UP	2,495	PTI	1,817	FTI	224
		763	BNSF	1,587	FTI	599	DSR, DCS	295
		763	SCRRA	836	PTI	422	CTI	214
		763	SDNRR	1,210	CTI	1,067	DCS	75
		763	UP	1,230	PTI	480	FTI	248
		768	BNSF	553	DCS	150	DSR	129
		768	SCRRA	1,027	PTI	535	CTI	229
		768	SDNRR	1,071	CTI	570	PTI	368
		768	UP	301	FTI	95	DCS	91
		769	BNSF	1,307	DCS	636	DSR	289
		769	SCRRA	446	PTI	146	CTI	135
		769	SDNRR	1,450	CTI	557	PTI	412
		769	UP	1,654	PTI	1,285	DCS	116

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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 Q2 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		774	BNSF	1,096	RTE	300	DSR	258
		774	SCRRA	1,174	PTI	383	CTI	266
		774	SDNRR	2,377	CTI	1,235	PTI	953
		774	UP	1,028	PTI	594	DSR	131
		777	BNSF	1,023	FTI	346	DSR	315
		777	SCRRA	698	CTI	331	PTI	164
		777	SDNRR	1,030	PTI	480	RTE	256
		777	UP	1,362	PTI	862	FTI	265
		782	BNSF	1,256	CTI	901	DCS	151
		782	SCRRA	1,396	PTI	559	CTI	492
		782	SDNRR	2,292	CTI	1,552	PTI	593
		782	UP	1,901	PTI	1,239	DCS	275
		785	BNSF	1,323	DCS	372	DSR	300
		785	SCRRA	1,207	PTI	528	CTI	443
		785	SDNRR	1,990	CTI	1,366	PTI	458
		785	UP	537	DCS	212	PTI	175
		792	BNSF	455	RTE	207	DSR	124
		792	SCRRA	857	CTI	486	FTI	142
		792	SDNRR	1,633	PTI	919	FTI	381
		792	UP	2,371	CTI	1,387	PTI	664
		796	BNSF	407	RTE	134	DCS	128
		796	SCRRA	691	PTI	390	FTI, CTI	72
		796	SDNRR	520	FTI	322	DSR	83
		796	UP	1,592	PTI	933	CTI	263
		1566	BNSF	558	DCS	217	CTI	155
		1566	SCRRA	1,667	PTI	1,186	CTI	353
		1566	SDNRR	1,653	CTI	1,198	PTI	399
		1567	BNSF	1,612	DCS	868	RTE	496
		1567	SCRRA	311	CTI	127	DCS	99
		1567	SDNRR	1,797	CTI	1,176	PTI	399
		1588	BNSF	552	DCS	291	FTI	145

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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 Q2 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		1588	SCRRA	1,735	PTI	1,430	CTI	132
		1588	SDNRR	1,310	PTI	530	FTI	395
		1761	BNSF	519	PTI	161	DSR	125
		1761	SCRRA	1,028	DCS	335	PTI	281
		1761	UP	1,761	PTI	1,339	FTI	262
Pennsylvanian	Pennsylvanian	42	NS	877	FTI	460	RTE	163
		43	NS	1,073	FTI	737	RTE	185
Piedmont	Piedmont	73	NS	976	FTI	383	DCS	177
		74	NS	963	FTI	530	DSR	182
		75	NS	1,110	FTI	663	DCS	128
		76	NS	559	PTI	203	FTI	129
San Joaquins	San Joaquins	701	BNSF	968	DSR	331	FTI	330
		701	UP	893	FTI	437	DCS	171
		702	BNSF	1,413	FTI	502	PTI	454
		702	UP	890	FTI	751	DCS	59
		703	BNSF	1,095	PTI	453	FTI	362
		703	UP	773	FTI	440	DCS	242
		704	BNSF	882	FTI	333	PTI	258
		704	UP	1,186	CTI	644	DCS	228
		710	BNSF	1,513	PTI	506	FTI	441
		710	UP	1,057	PTI	560	DCS	250
		711	BNSF	743	DSR	264	FTI	199
		711	UP	1,324	PTI	953	DCS	230
		712	BNSF	1,262	PTI	419	FTI	398
		712	UP	973	PTI	698	DMW	95
		713	BNSF	1,038	DSR	330	FTI	315
		713	UP	1,436	PTI	1,097	DCS	129
		714	BNSF	1,198	PTI	444	FTI	392
		714	UP	1,610	PTI	1,288	FTI	104
		715	BNSF	1,543	PTI	580	FTI	490
		715	UP	887	PTI	589	DCS	167

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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 Q2 Largest Two Delay Codes			
				#1	#2		

Standard			900				
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Non-NEC Corridor Routes

		716	BNSF	1,260	PTI	583	FTI	346
		716	UP	594	PTI	350	DCS	95
		717	BNSF	1,282	PTI	516	FTI	364
		717	UP	1,189	PTI	606	DCS	230
		718	BNSF	804	PTI	312	FTI	206
		718	UP	1,479	PTI	1,011	DCS	296
		719	BNSF	1,104	PTI	452	FTI	312
		719	UP	1,183	PTI	674	DCS	202
Vermont	Vermont	54	MADOT	2,587	DSR	2,134	PTI	316
		54	MNRR	1,307	DSR	810	CTI	223
		54	NECR	1,548	DSR	1,205	DCS	216
		55	MADOT	2,592	DSR	2,358	FTI	158
		55	MNRR	2,022	CTI	1,317	DSR	657
		55	NECR	1,394	DSR	1,194	FTI	183
		56	MADOT	2,257	DSR	2,180	FTI	37
		56	MNRR	2,646	DSR	1,473	CTI	637
		56	NECR	1,246	DSR	1,113	FTI	81
		57	MADOT	2,202	DSR	1,898	DCS	268
		57	MNRR	1,849	DSR	1,052	CTI	676
		57	NECR	1,181	DSR	1,155	DCS	23

Long-Distance Routes

Auto Train	52	CSX	1,234	FTI	567	PTI	211
	53	CSX	1,436	FTI	755	PTI	293
	53	FR	3,342	DSR	2,048	CTI	1,227
California Zephyr	5	BNSF	760	DSR	254	FTI	218
	5	UP	734	FTI	286	PTI	182
	6	BNSF	841	FTI	279	DSR	254
	6	UP	722	FTI	336	DCS	126
Capitol Ltd	29	CSX	772	FTI	474	DCS	145
	29	NS	2,765	FTI	2,012	PTI	288
	30	CSX	1,247	FTI	591	RTE	238
	30	NS	1,839	FTI	1,170	RTE	295
Cardinal	50	BBrRR	1,541	FTI	669	PTI	534
	50	CSX	1,501	FTI	1,127	DCS	209

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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Long-Distance Routes</i>							
	50	NS	969	FTI	428	PTI	307
	51	BBrRR	553	PTI	328	DCS	149
	51	CSX	995	FTI	688	DCS	155
	51	NS	1,464	PTI	440	DCS	415
City Of New Orleans	58	CN	1,666	FTI	918	RTE	237
	59	CN	1,716	FTI	1,097	RTE	247
Coast Starlight	11	BNSF	674	DSR	248	FTI	145
	11	SCRRA	1,586	PTI	734	CTI	629
	11	Sounder	971	DCS	971		
	11	UP	1,224	PTI	434	FTI	411
	14	BNSF	922	FTI	315	DSR	249
	14	SCRRA	2,364	PTI	1,562	FTI	421
	14	UP	1,267	FTI	488	PTI	328
Crescent	19	NS	1,889	FTI	1,382	DSR	186
	20	NS	1,913	FTI	1,405	DSR	198
Empire Builder	7	BNSF	935	FTI	645	DSR	116
	7	CP	478	FTI	308	DCS	79
	7	Metra	411	CTI	248	PTI	60
	8	BNSF	1,021	FTI	683	DSR	147
	8	CP	617	FTI	308	DCS	115
	8	Metra	1,691	CTI	1,227	DCS	387
	27	BNSF	562	DSR	285	FTI	130
	28	BNSF	412	DSR	160	FTI	148
Lake Shore Ltd	48	CSX	1,495	FTI	1,020	RTE	173
	48	MNRR	1,211	CTI	637	PTI	174
	48	NS	2,711	FTI	2,056	RTE	233
	49	CSX	1,132	FTI	833	DCS	144
	49	MNRR	616	CTI	295	RTE	169
	49	NS	2,520	FTI	1,718	PTI	358
	448	CSX	1,121	FTI	472	RTE	263
	448	MBTA	7,467	CTI	6,153	RTE	756
	449	CSX	1,292	FTI	465	DCS	367
	449	MBTA	7,219	CTI	4,402	RTE	1,584
Palmetto	89	CSX	1,314	FTI	597	PTI	292
	90	CSX	1,021	FTI	461	PTI	222
Silver Meteor	97	CSX	1,027	FTI	583	PTI	161
	97	Fla DOT	1,715	CTI	827	PTI	403
	97	FR	1,848	DCS	663	DSR	506
	98	CSX	940	FTI	380	PTI	143
	98	Fla DOT	845	CTI	385	DCS	223

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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Long-Distance Routes</i>							
	98	FR	2,187	DCS	912	DSR	647
Silver Star	91	CSX	1,452	FTI	479	DCS	286
	91	Fla DOT	2,070	CTI	1,406	DSR	338
	91	FR	1,694	DCS	690	DSR	575
	91	NS	1,116	PTI	546	DSR	269
	92	CSX	1,448	FTI	469	DSR	299
	92	Fla DOT	844	CTI	352	DSR	268
	92	FR	1,605	DCS	783	DSR	522
	92	NS	723	DSR	249	DCS	181
Southwest Chief	3	BNSF	495	FTI	170	DSR	115
	3	NMDOT	1,302	CTI	632	DSR	429
	4	BNSF	591	FTI	206	DSR	138
	4	NMDOT	769	DSR	255	CTI	199
	1003	BNSF	414	FTI	177	DSR	173
	1003	NMDOT	4,762	CTI	3,383	DCS	752
Sunset Ltd	1	BNSF	1,741	DSR	914	DCS	337
	1	UP	1,459	FTI	896	DSR	179
	2	BNSF	1,553	DSR	719	DCS	454
	2	UP	1,662	FTI	1,047	RTE	248
Texas Eagle	21	BNSF	1,335	FTI	459	DSR	418
	21	CN	2,487	DCS	878	FTI	667
	21	TRE	1,120	CTI	584	DTR	389
	21	UP	1,845	FTI	944	DSR	250
	22	BNSF	1,554	DSR	560	FTI	556
	22	CN	3,081	FTI	1,600	DCS	827
	22	TRE	1,824	CTI	1,311	DMW	181
	22	UP	1,238	FTI	431	DSR	213

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.

Minutes of Delay per 10,000 Train Miles

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	132	129	HLD	129		
Northeast Regional - All Other Northeast Regional	135	456	HLD	377	OTH	66
Northeast Regional - All Other Northeast Regional	136	1,147	OTH	1,105	SVS	42
Northeast Regional - All Other Northeast Regional	137	658	OTH	310	HLD	298
Northeast Regional - All Other Northeast Regional	139	1,250	OTH	1,209	HLD	41
Northeast Regional - All Other Northeast Regional	140	965	OTH	857	SVS, HLD	48
Northeast Regional - All Other Northeast Regional	141	735	OTH	354	SVS	212
Northeast Regional - All Other Northeast Regional	143	1,288	OTH	504	SVS	491
Northeast Regional - All Other Northeast Regional	146	1,667	OTH	1,499	SVS	168
Northeast Regional - All Other Northeast Regional	148	798	OTH	715	ENG	43
Northeast Regional - All Other Northeast Regional	149	247	OTH	124	ADA	124
Northeast Regional - All Other Northeast Regional	150	211	CAR	112	OTH	81
Northeast Regional - All Other Northeast Regional	160	292	OTH	205	HLD	68
Northeast Regional - All Other Northeast Regional	161	628	CON	205	ADA	132
Northeast Regional - All Other Northeast Regional	162	575	ENG	270	OTH, HLD	102
Northeast Regional - All Other Northeast Regional	163	345	HLD	167	SVS	71
Northeast Regional - All Other Northeast Regional	165	456	OTH	212	HLD	126
Northeast Regional - All Other Northeast Regional	166	26	OTH	13	ADA	13
Northeast Regional - All Other Northeast Regional	167	524	ENG	143	OTH	131
Northeast Regional - All Other Northeast Regional	168	380	INJ	213	OTH	89
Northeast Regional - All Other Northeast Regional	169	1,709	CON	1,511	HLD	115
Northeast Regional - All Other Northeast Regional	170	434	OTH	422	HLD	9
Northeast Regional - All Other Northeast Regional	172	286	OTH	259	ADA	26
Northeast Regional - All Other Northeast Regional	173	813	OTH	753	ADA	45
Northeast Regional - All Other Northeast Regional	175	203	HLD	120	OTH	77
Northeast Regional - All Other Northeast Regional	177	668	OTH	459	ENG	102
Northeast Regional - All Other Northeast Regional	178	450	OTH	353	HLD	88
Northeast Regional - All Other Northeast Regional	179	578	OTH	344	CON	71
Northeast Regional - All Other Northeast Regional	190	121	OTH	103	HLD	18

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Lynchburg	145	1,018	ENG	598	HLD	208
Northeast Regional - Lynchburg	147	504	OTH	246	SVS	125
Northeast Regional - Lynchburg	156	367	OTH	144	HLD	144
Northeast Regional - Lynchburg	171	353	OTH	153	HLD	115
Northeast Regional - Lynchburg	176	320	OTH	162	HLD	86
Northeast Regional - Richmond / Newport News / Norfolk	65	886	ENG	381	OTH	253
Northeast Regional - Richmond / Newport News / Norfolk	66	441	ITI	116	OTH	69
Northeast Regional - Richmond / Newport News / Norfolk	67	341	OTH	144	SYS	55
Northeast Regional - Richmond / Newport News / Norfolk	71	175	OTH	108	HLD	48
Northeast Regional - Richmond / Newport News / Norfolk	82	95	HLD	54	ADA	37
Northeast Regional - Richmond / Newport News / Norfolk	83	444	OTH	229	CON	61
Northeast Regional - Richmond / Newport News / Norfolk	84	207	OTH	72	HLD	48
Northeast Regional - Richmond / Newport News / Norfolk	85	266	SYS	80	HLD	74
Northeast Regional - Richmond / Newport News / Norfolk	86	198	HLD	89	OTH	57
Northeast Regional - Richmond / Newport News / Norfolk	87	77	HLD	35	ADA	28
Northeast Regional - Richmond / Newport News / Norfolk	88	474	OTH	123	ITI	104
Northeast Regional - Richmond / Newport News / Norfolk	93	718	ENG	210	OTH	207
Northeast Regional - Richmond / Newport News / Norfolk	94	398	OTH	136	HLD	89
Northeast Regional - Richmond / Newport News / Norfolk	95	560	ENG	115	ADA	111
Northeast Regional - Richmond / Newport News / Norfolk	96	351	HLD	177	SYS, OTH	59
Northeast Regional - Richmond / Newport News / Norfolk	99	393	OTH	151	HLD	148
Northeast Regional - Richmond / Newport News / Norfolk	125	328	HLD	99	CAR	89
Northeast Regional - Richmond / Newport News / Norfolk	157	546	OTH	236	HLD	133
Northeast Regional - Richmond / Newport News / Norfolk	164	199	OTH	102	HLD	77
Northeast Regional - Richmond / Newport News / Norfolk	174	439	OTH	230	SYS	78
Northeast Regional - Richmond / Newport News / Norfolk	194	288	HLD	134	ADA	67
Northeast Regional - Richmond / Newport News / Norfolk	195	342	OTH	168	HLD	89
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	262	ENG	121	SYS	51

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	521	308	HLD	153	SYS	64
Capitol Corridor - Capitol Corridor	522	320	ADA	178	OTH	75
Capitol Corridor - Capitol Corridor	523	283	HLD	186	OTH	53
Capitol Corridor - Capitol Corridor	524	341	HLD	111	ENG	97
Capitol Corridor - Capitol Corridor	525	383	ADA	141	HLD	127
Capitol Corridor - Capitol Corridor	527	199	HLD	87	ADA	34
Capitol Corridor - Capitol Corridor	528	532	HLD	171	ITI	125
Capitol Corridor - Capitol Corridor	529	439	HLD	222	OTH	88
Capitol Corridor - Capitol Corridor	530	177	ADA	87	HLD	42
Capitol Corridor - Capitol Corridor	531	282	HLD	120	ADA	98
Capitol Corridor - Capitol Corridor	532	370	HLD	101	CAR	89
Capitol Corridor - Capitol Corridor	534	108	HLD	47	ADA	33
Capitol Corridor - Capitol Corridor	535	218	ADA	145	OTH	40
Capitol Corridor - Capitol Corridor	536	722	HLD	308	ADA	101
Capitol Corridor - Capitol Corridor	537	425	ITI	108	HLD	107
Capitol Corridor - Capitol Corridor	538	447	HLD	177	ENG	113
Capitol Corridor - Capitol Corridor	540	192	CON	75	HLD	38
Capitol Corridor - Capitol Corridor	541	198	CON	58	HLD	54
Capitol Corridor - Capitol Corridor	542	374	HLD	161	ENG	110
Capitol Corridor - Capitol Corridor	543	392	HLD	201	ADA	72
Capitol Corridor - Capitol Corridor	544	68	ADA	35	HLD	24
Capitol Corridor - Capitol Corridor	545	265	HLD	139	ADA	62
Capitol Corridor - Capitol Corridor	546	361	HLD	134	ENG	81
Capitol Corridor - Capitol Corridor	547	301	ITI	113	HLD, ADA	56
Capitol Corridor - Capitol Corridor	548	958	ITI	532	ENG	195
Capitol Corridor - Capitol Corridor	549	349	ITI	173	HLD	108
Capitol Corridor - Capitol Corridor	550	587	ENG	418	HLD	45
Capitol Corridor - Capitol Corridor	551	58	HLD	35	ADA	12
Capitol Corridor - Capitol Corridor	553	156	ITI	65	INJ	46

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	720	452	HLD	202	CAR	116
Capitol Corridor - Capitol Corridor	723	135	HLD	70	SVS	35
Capitol Corridor - Capitol Corridor	724	200	HLD	96	ADA	87
Capitol Corridor - Capitol Corridor	727	414	ADA	130	SYS	110
Capitol Corridor - Capitol Corridor	728	693	HLD	251	ENG	237
Capitol Corridor - Capitol Corridor	729	656	ADA	252	HLD	158
Capitol Corridor - Capitol Corridor	732	504	ADA	180	HLD	116
Capitol Corridor - Capitol Corridor	733	677	ITI	275	HLD	201
Capitol Corridor - Capitol Corridor	734	121	CAR	56	ADA	47
Capitol Corridor - Capitol Corridor	736	258	HLD	116	ADA	95
Capitol Corridor - Capitol Corridor	737	319	ADA	113	HLD	67
Capitol Corridor - Capitol Corridor	738	313	SYS	174	ADA	46
Capitol Corridor - Capitol Corridor	741	467	ADA	125	ITI	122
Capitol Corridor - Capitol Corridor	742	867	ENG	353	ADA	161
Capitol Corridor - Capitol Corridor	743	420	HLD	185	ADA	113
Capitol Corridor - Capitol Corridor	744	52	HLD	32	ADA	14
Capitol Corridor - Capitol Corridor	745	271	HLD	98	ITI	70
Capitol Corridor - Capitol Corridor	746	139	ENG	67	HLD	36
Capitol Corridor - Capitol Corridor	747	481	SYS	217	HLD	84
Capitol Corridor - Capitol Corridor	748	377	ITI	99	OTH	81
Capitol Corridor - Capitol Corridor	749	293	HLD	207	ADA	52
Capitol Corridor - Capitol Corridor	751	90	ADA	34	HLD	30
Carolinian - Carolinian	79	324	HLD	87	ADA	73
Carolinian - Carolinian	80	390	SYS	143	ADA	96
Cascades - Cascades	500	220	SYS	57	CCR	44
Cascades - Cascades	501	649	CAR	297	ENG	159
Cascades - Cascades	502	275	CON	113	ENG	55
Cascades - Cascades	503	3,150	ENG	2,362	SYS	506
Cascades - Cascades	504	137	SYS	43	ENG	29

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Cascades - Cascades	505	258	ENG	53	HLD	49
Cascades - Cascades	506	284	CAR	104	SYS	81
Cascades - Cascades	507	379	ENG	173	SYS	58
Cascades - Cascades	508	202	SYS	75	OTH	51
Cascades - Cascades	509	731	SYS	619	OTH, HLD	56
Cascades - Cascades	510	8,587	ITI	8,587		
Cascades - Cascades	511	334	ENG	227	OTH	56
Cascades - Cascades	513	429	ENG	225	CON	102
Cascades - Cascades	514	321	OTH	321		
Cascades - Cascades	515	3,050	CON	2,327	HLD	562
Cascades - Cascades	516	166	OTH	101	ITI	24
Cascades - Cascades	517	319	ENG	90	ADA	61
Cascades - Cascades	518	291	ENG	103	ADA	51
Cascades - Cascades	519	199	OTH	115	SYS	39
Downeaster - Downeaster	680	172	ENG	86	HLD	52
Downeaster - Downeaster	681	131	ENG	103	HLD	13
Downeaster - Downeaster	682	130	ENG	53	HLD	37
Downeaster - Downeaster	683	161	ITI	89	HLD	35
Downeaster - Downeaster	684	23	HLD	11	OTH	7
Downeaster - Downeaster	685	62	HLD	49	ADA	11
Downeaster - Downeaster	686	199	OTH	84	HLD	53
Downeaster - Downeaster	687	228	OTH	159	HLD	36
Downeaster - Downeaster	688	139	ITI	61	CCR	55
Downeaster - Downeaster	689	180	SYS	87	ITI	64
Downeaster - Downeaster	690	233	ENG	152	SYS	61
Downeaster - Downeaster	691	77	SYS	23	OTH	23
Downeaster - Downeaster	692	113	HLD	67	ADA	36
Downeaster - Downeaster	693	126	ITI	48	HLD	42
Downeaster - Downeaster	694	61	HLD	26	ENG	18

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Downeaster - Downeaster	695	54	HLD	36	ENG	10
Downeaster - Downeaster	696	100	CAR	36	SYS	32
Downeaster - Downeaster	697	168	SYS	88	CAR	37
Downeaster - Downeaster	698	23	OTH	18	HLD	5
Downeaster - Downeaster	699	66	OTH	29	HLD	29
Empire - Adirondack	68	190	ENG	46	HLD	42
Empire - Adirondack	69	179	HLD	97	SYS	31
Empire - Ethan Allen Express	290	493	ENG	215	SVS	100
Empire - Ethan Allen Express	291	132	OTH	83	HLD	38
Empire - Ethan Allen Express	292	370	HLD	126	OTH	108
Empire - Ethan Allen Express	293	260	OTH	156	HLD	88
Empire - Ethan Allen Express	295	179	HLD	101	OTH	31
Empire - Ethan Allen Express	296	208	SVS	114	OTH	62
Empire - Maple Leaf	63	323	ENG	90	SYS	89
Empire - Maple Leaf	64	521	SYS	314	OTH	88
Empire - New York - Albany	230					
Empire - New York - Albany	232	25	HLD	18	ADA	8
Empire - New York - Albany	233	17	HLD	11	SYS	6
Empire - New York - Albany	234					
Empire - New York - Albany	235	51	HLD	34	ADA	14
Empire - New York - Albany	236	144	ENG	63	HLD	41
Empire - New York - Albany	237	72	ENG	44	SYS	21
Empire - New York - Albany	238	150	SYS	108	HLD	20
Empire - New York - Albany	239	54	HLD	46	CAR	7
Empire - New York - Albany	241	60	HLD	37	ADA	23
Empire - New York - Albany	242	134	OTH	43	ADA	37
Empire - New York - Albany	243	20	OTH	20		
Empire - New York - Albany	244	180	ENG	91	OTH	47
Empire - New York - Albany	245	41	ENG	33	OTH	5

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Albany	250	78	ADA	39	HLD	28
Empire - New York - Albany	252	10	ADA	10		
Empire - New York - Albany	253	29	HLD	17	ADA	12
Empire - New York - Albany	254	145	ADA	60	OTH	48
Empire - New York - Albany	255					
Empire - New York - Albany	256	399	INJ	266	HLD	97
Empire - New York - Albany	259	28	HLD	17	OTH	11
Empire - New York - Albany	260	241	ADA	90	ENG	67
Empire - New York - Albany	261	6	ADA	6		
Empire - New York - Albany	263					
Empire - New York - Niagara Falls	280	238	SYS	68	ENG	67
Empire - New York - Niagara Falls	281	207	SYS	110	HLD	46
Empire - New York - Niagara Falls	283	299	SYS	139	HLD	55
Empire - New York - Niagara Falls	284	241	HLD	72	SYS	66
Empire - New York - Niagara Falls	288	153	SYS	76	OTH	37
Heartland Flyer - Heartland Flyer	821	350	ENG	112	HLD	90
Heartland Flyer - Heartland Flyer	822	225	HLD	93	ENG	61
Hiawatha - Hiawatha	329	477	ENG	337	OTH	105
Hiawatha - Hiawatha	330	166	ENG	145	OTH, HLD	10
Hiawatha - Hiawatha	331	207	OTH	182	SYS	20
Hiawatha - Hiawatha	332	385	OTH	233	ITI	62
Hiawatha - Hiawatha	333	284	OTH	122	ENG	111
Hiawatha - Hiawatha	334	299	OTH	229	ADA	33
Hiawatha - Hiawatha	335	294	OTH	185	HLD, ENG	42
Hiawatha - Hiawatha	336	263	OTH	153	ENG	40
Hiawatha - Hiawatha	337	259	OTH	183	HLD	25
Hiawatha - Hiawatha	338	693	OTH	270	ITI	205
Hiawatha - Hiawatha	339	88	OTH	51	HLD	17
Hiawatha - Hiawatha	340	657	ENG	436	OTH	180

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Hiawatha - Hiawatha	341	473	ENG	223	OTH	205
Hiawatha - Hiawatha	342	591	OTH	229	ENG	205
Hiawatha - Hiawatha	343	172	OTH	172		
Hoosier - Hoosier	850	292	SYS	154	ENG	78
Hoosier - Hoosier	851	216	ITI	70	SYS	46
Illinois - Carl Sandburg / Illinois Zephyr	380	355	ENG	131	ADA	79
Illinois - Carl Sandburg / Illinois Zephyr	381	191	CAR	70	ADA	55
Illinois - Carl Sandburg / Illinois Zephyr	382	77	HLD	33	ADA	31
Illinois - Carl Sandburg / Illinois Zephyr	383	199	HLD	103	ENG	47
Illinois - Illini / Saluki	390	252	OTH	67	SYS	67
Illinois - Illini / Saluki	391	347	SYS	88	OTH	78
Illinois - Illini / Saluki	392	430	SYS	111	ENG	80
Illinois - Illini / Saluki	393	411	ENG	97	SYS	94
Illinois - Lincoln Service	300	104	SYS	34	OTH	24
Illinois - Lincoln Service	301	145	ENG	81	OTH	22
Illinois - Lincoln Service	302	187	SYS	60	ENG	41
Illinois - Lincoln Service	303	202	ENG	87	SYS	38
Illinois - Lincoln Service	304	227	ITI	91	ENG	52
Illinois - Lincoln Service	305	349	HLD	74	SYS	69
Illinois - Lincoln Service	306	133	ITI	41	HLD	23
Illinois - Lincoln Service	307	149	OTH	47	HLD	41
Michigan - Blue Water	364	284	HLD	115	ADA	89
Michigan - Blue Water	365	437	OTH	216	ENG	59
Michigan - Pere Marquette	370	457	OTH	167	SYS	107
Michigan - Pere Marquette	371	316	HLD	113	ENG	65
Michigan - Wolverine	350	374	OTH	121	ENG	114
Michigan - Wolverine	351	517	OTH	239	CAR	84
Michigan - Wolverine	352	740	OTH	269	SYS	135
Michigan - Wolverine	353	677	SYS	169	OTH	167

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Michigan - Wolverine	354	600	OTH	233	ENG	101
Michigan - Wolverine	355	840	OTH	335	ITI	230
Missouri - Missouri	311	238	HLD	54	ENG	53
Missouri - Missouri	313	294	OTH	88	ENG	73
Missouri - Missouri	314	252	OTH	74	ADA	68
Missouri - Missouri	316	184	ITI	45	HLD	43
Pacific Surfliner - Pacific Surfliner	562	399	ENG	204	ITI	72
Pacific Surfliner - Pacific Surfliner	564	366	HLD	97	SYS, SVS	60
Pacific Surfliner - Pacific Surfliner	565	382	ENG	127	SYS	74
Pacific Surfliner - Pacific Surfliner	566	208	HLD	124	OTH	29
Pacific Surfliner - Pacific Surfliner	567	286	HLD	95	SYS	79
Pacific Surfliner - Pacific Surfliner	572	572	HLD	150	OTH	123
Pacific Surfliner - Pacific Surfliner	573	735	ITI	304	ADA	143
Pacific Surfliner - Pacific Surfliner	579	586	ITI	322	HLD	98
Pacific Surfliner - Pacific Surfliner	580	460	HLD	191	SYS	77
Pacific Surfliner - Pacific Surfliner	583	1,052	ITI	542	HLD	204
Pacific Surfliner - Pacific Surfliner	584	333	HLD	92	OTH	72
Pacific Surfliner - Pacific Surfliner	590	369	HLD	163	OTH	87
Pacific Surfliner - Pacific Surfliner	591	436	ITI	177	HLD	95
Pacific Surfliner - Pacific Surfliner	595	427	ITI	238	CAR	62
Pacific Surfliner - Pacific Surfliner	761	341	SYS	133	HLD	94
Pacific Surfliner - Pacific Surfliner	763	591	HLD	159	ENG	147
Pacific Surfliner - Pacific Surfliner	768	507	HLD	215	ENG	82
Pacific Surfliner - Pacific Surfliner	769	716	HLD	206	ITI	198
Pacific Surfliner - Pacific Surfliner	774	546	OTH	141	HLD	132
Pacific Surfliner - Pacific Surfliner	777	576	HLD	160	SYS	122
Pacific Surfliner - Pacific Surfliner	782	698	HLD	254	SYS	190
Pacific Surfliner - Pacific Surfliner	785	1,251	ITI	558	HLD	309
Pacific Surfliner - Pacific Surfliner	792	693	ITI	287	HLD	174

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	796	649	ITI	133	SYS	104
Pacific Surfliner - Pacific Surfliner	1566	316	SYS	186	HLD	78
Pacific Surfliner - Pacific Surfliner	1567	212	HLD	83	OTH	52
Pacific Surfliner - Pacific Surfliner	1588	674	OTH	204	HLD	204
Pacific Surfliner - Pacific Surfliner	1761	664	SYS	224	HLD	200
Pennsylvanian - Pennsylvanian	42	395	OTH	119	ENG	116
Pennsylvanian - Pennsylvanian	43	187	OTH	86	ADA	37
Piedmont - Piedmont	73	136	OTH	64	SYS	27
Piedmont - Piedmont	74	234	OTH	71	ADA	53
Piedmont - Piedmont	75	179	ADA	69	HLD	49
Piedmont - Piedmont	76	149	HLD	50	ADA	50
San Joaquins - San Joaquins	701	160	ENG	53	SYS	30
San Joaquins - San Joaquins	702	108	ADA	33	SYS	24
San Joaquins - San Joaquins	703	232	OTH	63	CON	49
San Joaquins - San Joaquins	704	131	HLD	50	SYS	46
San Joaquins - San Joaquins	710	426	ADA	156	HLD	81
San Joaquins - San Joaquins	711	134	SYS	47	HLD, ADA	28
San Joaquins - San Joaquins	712	134	ADA	42	ENG	36
San Joaquins - San Joaquins	713	147	SYS	50	ADA	46
San Joaquins - San Joaquins	714	159	ENG	49	CAR	44
San Joaquins - San Joaquins	715	164	SYS	57	ADA	42
San Joaquins - San Joaquins	716	232	ENG	88	CCR	31
San Joaquins - San Joaquins	717	246	ADA	75	SYS	72
San Joaquins - San Joaquins	718	296	ENG	56	CAR	56
San Joaquins - San Joaquins	719	257	ADA	68	ITI	63
Vermonter - Vermonter	54	448	OTH	296	HLD	64
Vermonter - Vermonter	55	970	OTH	414	SVS	236
Vermonter - Vermonter	56	744	ENG	334	OTH	326
Vermonter - Vermonter	57	922	OTH	329	SVS	204

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	463	ITI	154	SYS	132
Auto Train - Auto Train	53	408	ITI	146	SYS	112
California Zephyr - California Zephyr	5	284	HLD	56	ENG	54
California Zephyr - California Zephyr	6	338	HLD	74	ENG	66
Capitol Ltd - Capitol Ltd	29	170	HLD	50	SYS	28
Capitol Ltd - Capitol Ltd	30	209	SYS	74	HLD	59
Cardinal - Cardinal	50	398	SYS	138	OTH	76
Cardinal - Cardinal	51	410	SYS	122	OTH	77
City Of New Orleans - City Of New Orleans	58	337	SYS	64	HLD	60
City Of New Orleans - City Of New Orleans	59	348	HLD	90	SYS	79
Coast Starlight - Coast Starlight	11	468	SYS	114	SVS	89
Coast Starlight - Coast Starlight	14	463	SYS	106	HLD	103
Crescent - Crescent	19	336	HLD	94	SYS	67
Crescent - Crescent	20	316	HLD	116	SYS	77
Empire Builder - Empire Builder	7	266	SYS	82	ENG	81
Empire Builder - Empire Builder	8	375	ENG	75	HLD	68
Empire Builder - Empire Builder	27	1,517	CON	1,317	ITI	77
Empire Builder - Empire Builder	28	275	ITI	103	ENG	95
Lake Shore Ltd - Lake Shore Ltd	48	291	SYS	107	HLD	82
Lake Shore Ltd - Lake Shore Ltd	49	335	HLD	107	ENG	104
Lake Shore Ltd - Lake Shore Ltd	448	86	OTH	56	SYS	11
Lake Shore Ltd - Lake Shore Ltd	449	192	ENG	70	HLD	33
Palmetto - Palmetto	89	232	ADA	49	SYS, OTH	48
Palmetto - Palmetto	90	208	ENG	59	OTH	42
Silver Meteor - Silver Meteor	97	523	SYS	267	ADA	81
Silver Meteor - Silver Meteor	98	448	SYS	175	ADA	105
Silver Star - Silver Star	91	408	SYS	175	ADA	85
Silver Star - Silver Star	92	480	SYS	205	ADA	92

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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Southwest Chief - Southwest Chief	3	173	HLD	63	ENG	41
Southwest Chief - Southwest Chief	4	230	HLD	84	ENG	42
Southwest Chief - Southwest Chief	1003	349	ENG	271	HLD	39
Sunset Ltd - Sunset Ltd	1	390	HLD	101	OTH	76
Sunset Ltd - Sunset Ltd	2	431	HLD	131	SVS	90
Texas Eagle - Texas Eagle	21	459	HLD	133	SYS	98
Texas Eagle - Texas Eagle	22	592	SYS	140	SVS	134

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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	434	MTI	127	SMW	57
	2103	Amtrak	231	PSC	75	SMW	22
	2104	Amtrak	366	DBB	99	ENG	92
	2107	Amtrak	335	SMW	107	PSC	52
	2109	Amtrak	601	ENG	179	SMW	100
	2110	Amtrak	177	DET	52	ENG	51
	2117	Amtrak	358	PSC	93	SMW	86
	2119	Amtrak	447	ENG	128	SYS	55
	2121	Amtrak	237	SMW	92	DMW	29
	2122	Amtrak	151	SMW	37	CTC	20
	2124	Amtrak	164	SMW	31	DCS	23
	2126	Amtrak	217	DCS	35	CAR	32
	2128	Amtrak	131	ENG	30	SMW	21
	2150	Amtrak	262	SMW	45	ENG	43
	2151	Amtrak	302	ENG	62	SMW	49
	2153	Amtrak	181	PSC	38	DCS	25
	2154	Amtrak	377	ENG	127	SMW	58
	2155	Amtrak	234	DBB	66	HLD	36
	2158	Amtrak	262	DBB	40	SMW	34
	2159	Amtrak	142	HLD	19	SMW	17
	2160	Amtrak	265	DCS	48	PTI	32
	2163	Amtrak	170	DCS	26	SMW	21
	2164	Amtrak	145	SMW	25	DMW	14
	2165	Amtrak	207	ENG	38	DMW	21
	2166	Amtrak	183	CTI	36	DCS	29
	2167	Amtrak	234	ENG	49	DCS	39
	2168	Amtrak	267	SMW	39	DCS	38
	2170	Amtrak	148	OTH	30	CTI	17
	2171	Amtrak	202	HLD	34	DCS	32
	2172	Amtrak	226	SMW	42	PTI	41
	2173	Amtrak	212	CTI	33	HLD	32
	2175	Amtrak	354	ENG	71	CTI	56
	2190	Amtrak	316	DCS	71	ENG	60
	2203	Amtrak	355	ENG	145	SMW	53
	2205	Amtrak	492	ENG	263	SMW	58
	2208	Amtrak	302	SMW	104	MTI, DMW	62
	2213	Amtrak	208	PSC	72	PTI	44
	2215	Amtrak	485	ENG	267	DET	62
	2220	Amtrak	403	ENG	157	SMW	89

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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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2222	Amtrak	219	ENG	150	MTI	38
	2224	Amtrak	65	MTI	31	SMW	27
	2228	Amtrak	65	SMW	27	PTI	21
	2248	Amtrak	343	ENG	99	PTI	72
	2249	Amtrak	297	DCS	127	ENG	81
	2250	Amtrak	190	DCS	45	ENG	39
	2251	Amtrak	228	SMW	55	ENG	45
	2252	Amtrak	291	SMW	78	DMW	37
	2253	Amtrak	265	DCS	48	HLD	43
	2254	Amtrak	259	DMW	41	SMW	40
	2255	Amtrak	207	DCS	77	HLD	31
	2256	Amtrak	333	DET	163	DMW	35
	2257	Amtrak	185	HLD	30	ENG	22
	2258	Amtrak	145	CTP	47	DET	35
	2259	Amtrak	148	HLD	42	PTI	37
	2260	Amtrak	238	DCS	43	SMW	37
	2261	Amtrak	240	DCS	73	HLD	48
	2275	Amtrak	284	ENG	106	HLD	69
	2290	Amtrak	246	CAR	99	DCS	85
Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	1,185	SVS	632	ITI	167
	51	Amtrak	794	ENG	179	ITI	114
Carolinian - Carolinian	79	Amtrak	400	SVS	95	DBB	64
	80	Amtrak	251	RTE	60	PTI	38
Crescent - Crescent	19	Amtrak	575	SVS	217	ENG	82
	20	Amtrak	679	ITI	202	PTI	93
Keystone - Keystone	600	Amtrak	326	SMW	94	PTI	52
	601	Amtrak	245	ENG	91	DET	67
	605	Amtrak	183	DCS	53	MTI	30
	607	Amtrak	94	ENG	39	MTI	22
	609	Amtrak	251	DCS	79	PTI	49
	610	Amtrak	590	ITI	473	ENG	78
	611	Amtrak	577	OTH	175	DSR	143
	612	Amtrak	269	SYS	247	DSR	22

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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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	615	Amtrak	105	DSR	75	CTI	30
	618	Amtrak	280	ENG	171	DDA	50
	619	Amtrak	256	CON	131	CTI	48
	620	Amtrak	74	MTI	34	DCS	23
	622	Amtrak	72	ITI	45	CON	19
	637	Amtrak	195	DMW	59	DET	51
	639	Amtrak	393	CCR	166	DCS	56
	640	Amtrak	431	CAR	146	CTI	82
	641	Amtrak	315	CCR	61	DCS	53
	642	Amtrak	336	MTI	64	SMW	60
	643	Amtrak	178	DMW	43	ENG	32
	644	Amtrak	264	DBB	105	SMW	25
	645	Amtrak	142	DBB	40	PTI	21
	646	Amtrak	525	MTI	123	SMW	97
	647	Amtrak	282	PTI	44	ENG	37
	648	Amtrak	250	SMW	63	ENG	52
	649	Amtrak	314	HLD	58	ENG	48
	650	Amtrak	357	SMW	96	DCS	63
	651	Amtrak	471	CCR	189	ITI	63
	652	Amtrak	288	PTI	78	DCS	51
	653	Amtrak	357	OTH	67	ENG	51
	654	Amtrak	92	DCS	20	ADA	19
	655	Amtrak	585	ENG	108	DCS	80
	656	Amtrak	131	SMW	37	DCS	24
	658	Amtrak	189	DCS	69	DET	52
	660	Amtrak	608	PTI	109	ENG	106
	661	Amtrak	256	DSR	98	SMW	49
	662	Amtrak	427	SMW	172	DSR	83
	663	Amtrak	456	OTH	131	DSR	92

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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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	664	Amtrak	851	SMW	207	ENG	203
	665	Amtrak	500	CCR	113	HLD	107
	666	Amtrak	291	ENG	75	SMW	71
	667	Amtrak	290	DCS	81	SMW	72
	669	Amtrak	629	DET	164	PTI	116
	670	Amtrak	398	DET	180	ENG	143
	671	Amtrak	236	ENG	79	CCR	50
	672	Amtrak	159	OTH	65	DSR	20
	674	Amtrak	167	ENG	103	DSR	24
Northeast Regional - All Other Northeast Regional	110	Amtrak					
	111	Amtrak	297	MTI	45	PSC	43
	123	Amtrak	51	CTI	21	DMW	14
	124	Amtrak	63	ENG	63		
	126	Amtrak	126	CAR	44	HLD	31
	127	Amtrak	89	ADA	89		
	129	Amtrak	409	SMW	67	CTI	47
	130	Amtrak	489	PTI	123	SMW	64
	131	Amtrak	175	SMW	77	OTH	47
	132	Amtrak	205	DET	76	HLD	41
	133	Amtrak	1,297	ENG	853	SVS	319
	134	Amtrak	240	PTI	84	DCS	28
	135	Amtrak	364	OTH	67	HLD	67
	136	Amtrak	518	DET	276	SMW	69
	137	Amtrak	292	HLD	65	PTI	37
	138	Amtrak	152	DCS	24	SMW, INJ	22
	139	Amtrak	263	ENG	158	HLD	52
	140	Amtrak	300	SVS	81	DMW	60
	141	Amtrak	448	HLD	122	SMW	62
	143	Amtrak	497	SYS	83	HLD	77

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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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	146	Amtrak	324	HLD	148	SVS	56
	148	Amtrak	376	SVS	81	HLD	42
	149	Amtrak	442	DET	223	DCS	58
	150	Amtrak	162	SMW	36	CTI	32
	151	Amtrak	455	DBB	177	CTP	79
	152	Amtrak	78	DMW	25	SMW	21
	153	Amtrak	242	DMW	46	HLD, CAR	43
	154	Amtrak	226	SMW	89	DCS	44
	155	Amtrak	163	SMW	43	OTH	30
	158	Amtrak	39	SMW	23	DMW	8
	159	Amtrak	159	DMW	41	SMW, DDA	32
	160	Amtrak	176	HLD	43	DMW	33
	161	Amtrak	239	HLD	90	ADA	47
	162	Amtrak	166	CAR	30	DMW	28
	163	Amtrak	220	HLD	77	DCS	35
	165	Amtrak	229	HLD	49	CTI	35
	166	Amtrak	459	ENG	128	DCS	128
	167	Amtrak	691	ENG	303	ITI	255
	168	Amtrak	250	DMW	57	HLD	50
	169	Amtrak	469	ITI	189	OTH	38
	170	Amtrak	349	CTI	127	DET	35
	172	Amtrak	374	ENG	102	DBB	53
	173	Amtrak	243	ENG	49	PTI	33
	175	Amtrak	152	HLD	32	SMW	25
	177	Amtrak	269	CAR	95	ENG	35
	178	Amtrak	254	ENG	65	HLD	36
	179	Amtrak	215	DCS	43	ENG	38
	180	Amtrak	489	CTI	98	MTI	87
	182	Amtrak	125	SMW	56	SVS	21

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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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	183	Amtrak	466	DBB	101	PSC	85
	184	Amtrak	378	ENG	120	SVS	79
	185	Amtrak	529	PSC	103	CTI	78
	186	Amtrak	171	SVS	29	SMW	26
	187	Amtrak	175	DET	77	ENG	43
	188	Amtrak	76	CAR	44	SVS	10
	189	Amtrak	431	ENG	191	DCS	68
	190	Amtrak	241	ENG	69	SVS	47
	192	Amtrak	367	ENG	166	SMW	56
	193	Amtrak	586	PTI	95	ENG	77
	196	Amtrak	194	SMW	46	DET	43
	401	Amtrak	779	ITI	186	HLD	150
	405	Amtrak	497	DCS	312	ITI, CAR	60
	407	Amtrak	124	SMW	87	HLD	37
	432	Amtrak	660	CON	660		
	450	Amtrak	360	CON	282	DCS	42
	460	Amtrak	581	CON	366	PTI	108
	463	Amtrak	821	ITI	647	DCS	92
	464	Amtrak	1,662	CON	790	PTI	759
	465	Amtrak	921	ITI	548	HLD	162
	467	Amtrak					
	470	Amtrak	2,095	CON	765	PTI	411
	475	Amtrak	127	DCS	48	PTI	45
	476	Amtrak	1,704	CON	1,375	HLD	143
	479	Amtrak	739	ITI	167	PTI	159
	488	Amtrak	1,313	CON	977	PTI	249
	490	Amtrak	876	CON	531	ITI	129
	493	Amtrak	1,386	PTI	712	DMW	175
	494	Amtrak	1,785	CON	1,038	PTI	313

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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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	495	Amtrak	467	DCS	148	ENG	127
	497	Amtrak	2,265	PTI	1,182	ENG	510
Northeast Regional - Lynchburg	145	Amtrak	432	DCS	88	DET	68
	147	Amtrak	557	SVS	197	HLD	126
	156	Amtrak	409	DET	79	SYS	61
	171	Amtrak	296	HLD	41	PTI	40
	176	Amtrak	242	HLD	33	CTI	30
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	211	DET	57	ENG	28
	66	Amtrak	270	SMW	35	DMW, DET	32
	67	Amtrak	260	SMW	73	ENG	70
	71	Amtrak	693	SMW	171	SVS	133
	82	Amtrak	214	DCS	45	SMW	42
	83	Amtrak	295	DCS	62	ITI	46
	84	Amtrak	547	ENG	190	DCS	80
	85	Amtrak	394	SVS	49	SMW	46
	86	Amtrak	451	PTI	85	CTI	75
	87	Amtrak	354	HLD	75	PTI	71
	88	Amtrak	400	ENG	86	HLD	78
	93	Amtrak	309	PTI	49	OTH, HLD	36
	94	Amtrak	370	CTI	69	PTI	67
	95	Amtrak	442	DBB	47	PTI	45
	96	Amtrak	350	DCS	79	HLD	56
	99	Amtrak	447	HLD	106	SVS	104
	125	Amtrak	441	ENG	78	PTI	63
	157	Amtrak	321	HLD	71	SMW	59
	164	Amtrak	235	DMW	54	HLD	48
	174	Amtrak	204	DCS	36	ENG	25
	194	Amtrak	146	ENG	39	OTH	30
	195	Amtrak	389	OTH	63	DCS	62

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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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Palmetto - Palmetto	89	Amtrak	592	DBB	84	SVS	80
	90	Amtrak	397	CAR	139	SMW	37
Pennsylvanian - Pennsylvanian	42	Amtrak	447	PTI	82	ENG	71
	43	Amtrak	410	SVS	66	DBB	63
Silver Meteor - Silver Meteor	97	Amtrak	1,558	SVS	532	CAR	380
	98	Amtrak	463	PTI	99	SMW	45
Silver Star - Silver Star	91	Amtrak	859	SVS	213	CAR	118
	92	Amtrak	361	PTI	68	DCS	53
Vermonter - Vermonter	54	Amtrak	629	PTI	131	SYS	96
	55	Amtrak	335	PTI	81	DCS	70
	56	Amtrak	798	SVS	244	SYS	136
	57	Amtrak	164	PTI	47	HLD	47

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 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 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>
Financial	Percent of Short-Term Avoidable Operating Cost ¹¹ Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		Continuous year-over-year improvement on a moving eight-quarter average basis. Dollar-denominated metrics (surpluses/losses per passenger-mile) will be reported in constant dollars of the reporting year (based on the OMB GDP Chain Deflator).
	Percent of Fully Allocated Operating Cost ¹² Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss ¹³ per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) ¹⁴ per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

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

¹² “Fully-Allocated Costs” of a route are the total costs of operating the route, including all types of production costs (direct materials, direct labor, and fixed and variable overhead) and also a share of marketing, administrative, financing, and other central corporate expenses.

¹³ The “long-term avoidable operating loss” of a route is the improvement in Amtrak’s bottom line that would accrue five years after, and solely due to, the elimination of a given route.

¹⁴ The definition of Adjusted (Loss) is: Net Loss of Amtrak’s Operating Business Lines, adjusted to eliminate the effects of Depreciation, Other Post-Employment Benefits (OPEB’s), project costs covered by capital funding, and net interest expense.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
On-Time Performance	On-Time Performance (OTP). This congressionally-mandated metric/standard will consist of two tests (Nos. 1 and 2) starting in FY 2010, and three tests (Nos. 1, 2, and 3) beginning in FY 2012. All tests applicable in a given quarter must be met.	Route ¹⁵	✓		
	Test No. 1: Change in “Effective Speed” —which is defined as a train’s mileage, divided by the sum of (a) the scheduled end-to-end running time plus (b) the average endpoint terminal lateness.				Effective speed for each rolling four-quarter period must be equal to or better than the average effective speed during FY 2008.
	Test No. 2: Endpoint OTP ¹⁶				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). ¹⁷ By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, ¹⁸ and 85% for long-distance routes. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), Endpoint OTP will be calculated against the adjusted schedule.

¹⁵ Each route comprises two or more trains (at least one in each direction). The Internet version of the quarterly Metrics and Standards report will contain a link to train-by-train information that will allow all stakeholders to characterize performance at the train level and facilitate compliance with all relevant sections of PRIIA.

¹⁶ A train is considered “late” if it arrives at its endpoint terminal more than 10 minutes after its scheduled arrival time for trips up to 250 miles; 15 minutes for trips 251-350 miles; 20 minutes for trips 351-450 miles; 25 minutes for trips 451-550 miles; and 30 minutes for trips of 551 or more miles. These tolerances are based on former ICC rules. The exception is that all Acela trips, regardless of run length, are considered late if they arrive at their endpoint terminal more than 10 minutes after their scheduled arrival time.

¹⁷ For purposes of the Change in Effective Speed, Endpoint OTP, and All-Stations OTP metrics and standards, “other NEC corridor trains” are all Northeast Regional and Keystone service trains, including the Northeast Regional trains operating between Washington and points in Virginia.

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

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

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

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

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

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	Host-Responsible ²³ Delays per 10,000 Train-Miles	Route¹⁵ and host			Delays must be not more than 900 minutes per 10,000 Train-Miles. Major reported causes of delay will also be shown for information (with no standard attached to them). The 900-minute standard is intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.
	Train Delays— On NEC: Total Delays ²⁴ per 10,000 Train-Miles	Route¹⁵ and host			Delays must be not more than 265 minutes per 10,000 Train-Miles for Acela, and 475 minutes per 10,000 Train-Miles for all other services on the NEC. Reported causes of delay will also be shown for information (with no standard attached to them). The 265- and 475-minute standards are intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.

²³ “Host-responsible” refers to delays coded on Amtrak Conductor Delay Reports as Freight Train Interference (FTI), Slow Orders (DSR), Signals (DCS), Routing (RTE), Maintenance of Way (DMW), Commuter Train Interference (CTI), Passenger Train Interference (PTI), Debris Strikes (DBS), Catenary or Wayside Power System Failure (DET, used in electrified territory only), or Detours (DTR).

²⁴ “Total delays” for purposes of the NEC delay standard is all delays except 3rd Party delays.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
Other Service Quality	The following metrics and standards are based on Amtrak's Customer Satisfaction Index:				
	Percent of Passengers "Very Satisfied" ²⁵ with Overall Service	route	✓		82 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Amtrak personnel	route	✓		80 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Information Given	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Comfort	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Cleanliness	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Food Service	route	✓		
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall station experience	route	✓		Future metric and standard; standard to be determined
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall sleeping car experience	route	✓		Future metric and standard; standard to be determined
	The following measures are for information only and are based on sources other than the Customer Satisfaction Index.				
	Equipment-caused service interruptions per 10,000 train-miles	route	✓		Metric only. This is an initial metric, intended to reflect objectively the quality of mechanical maintenance as perceived by the passenger. No standard is proposed.
	Presentation of Amtrak passenger comment data by subject matter and major route grouping (NEC, other corridors, long-distance)	type of route		✓	Information only. No standard proposed; presented as supplementary information.

²⁵ "Very Satisfied" with the service quality is defined as a score in the top three steps on a scale of eleven evaluation ratings that respondents can ascribe to each facet of the service. For a given service factor, "80 percent" means that 80 percent of respondents rated Amtrak in the top three of the eleven steps of the scale.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
Public Benefits	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	long-distance route	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. ²⁶ To be updated annually.	route, system	✓		Metric only. No standard possible; improvement could require network changes
	Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.” A forthcoming analysis will identify various methodologies for incorporating environmental benefits and energy savings into these Metrics and Standards at a later date. Any proposals in this regard will be made available for public comment.				

²⁶ “Underserved communities” would be defined for this purpose as those more than 25 miles from a place with 50,000 or more inhabitants. This definition, which assumes that places with a population of 50,000 or more (and their environs within a radius of 25 miles) are not “underserved,” is preliminary and subject to change as research progresses.