

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

**Covering the Quarter Ended June, 2018
(Third Quarter of Fiscal Year 2018)**



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

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Table of Contents

(Notes follow on the next page.)

Financial

Table 1 (A/B): Short-Term Avoidable Operating Costs (Note 1)
Table 2 (A/B): Fully Allocated Operating Cost covered by Passenger-Related Revenue
Table 3 (A/B): Long-Term Avoidable Operating Loss (Note 1)
Table 4 (A/B): Adjusted Loss per Passenger- Mile
Table 5: Passenger-Miles per Train-Mile

On-Time Performance (Table 6)

Test No. 1 Change in Effective Speed
Test No. 2 Endpoint OTP
Test No. 3 All-Stations OTP

Train Delays

Train Delays - Off NEC
 Table 7: Off-NEC Host Responsible Delays per 10,000 Train-Miles
 Table 8: Off-NEC Amtrak Responsible Delays per 10,000 Train-Miles
Train Delays - On NEC
 Table 9: On-NEC Total Host and Amtrak Responsible Delays per 10,000 Train-Miles

Other Service Quality

Table 10: Customer Satisfaction Indicator (eCSI) Scores
Table 11: Service Interruptions per 10,000 Train-Miles due to Equipment-related Problems
Table 12: Complaints Received
Table 13: Food-related Complaints
Table 14: Personnel-related Complaints
Table 15: Equipment-related Complaints
Table 16: Station-related Complaints

Public Benefits (Table 17)

Connectivity Measure
Availability of Other Modes

Reference Materials

Table 18: Route Descriptions Terminology & Definitions
Table 19: Delay Code Definitions
Table 20: Host Railroad Code Definitions

Appendixes

A. On-Time Performance (OTP) by Train
B. Off-NEC Host Responsible Delays by Train
C. Off-NEC Amtrak Responsible Delays by Train
D. On-NEC Total Host and Amtrak Responsible Delays by Train

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 target was not met.
4	Entire Report	The data in this report is provided by Amtrak and reviewed by FRA.

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

Service	Current Period	Prior Period	Prior Report
	JUL 16 - JUN 18	JUL 15 - JUN 17	APR 16 - MAR 18
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	JUL 16 - JUN 18	JUL 15 - JUN 17	APR 16 - MAR 18

Acela Express

Acela Express	190%	188%	187%
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Other NEC Corridor Routes

Keystone Service	90%	93%	92%
Northeast Regional (Boston - Washington)	140%	136%	140%
Newport News	128%	132%	128%
Lynchburg	144%	138%	142%
Norfolk	113%	110%	112%
Richmond	118%	115%	118%
New Haven - Springfield	71%	58%	67%

Non-NEC Corridor Routes

Capitol Corridor	83%	80%	81%
Carolinian	114%	118%	114%
Cascades	87%	88%	85%
Downeaster	82%	76%	81%
Empire Corridor			
Adirondack	89%	91%	87%
Empire Service	98%	106%	94%
Ethan Allen Express	78%	61%	73%
Maple Leaf	68%	61%	67%
Heartland Flyer	91%	93%	91%
Hiawatha	102%	89%	97%
Hoosier State	76%	92%	79%
Illinois			
Carl Sandburg / Illinois Zephyr	101%	90%	99%
Illini / Saluki	98%	84%	94%
Lincoln Service	105%	90%	101%
Michigan			
Blue Water	89%	77%	83%
Pere Marquette	92%	84%	86%
Wolverine	70%	35%	57%
Kansas City - St. Louis	103%	94%	99%
Pacific Surfliner	83%	85%	82%
Pennsylvanian	82%	80%	82%
Piedmont	101%	97%	100%
San Joaquins	84%	83%	83%
Vermont	108%	108%	107%

Long-Distance Routes

Auto Train	87%	98%	89%
California Zephyr	50%	49%	50%
Capitol Limited	43%	43%	43%
Cardinal	33%	33%	34%
City of New Orleans	48%	47%	48%
Coast Starlight	47%	48%	48%
Crescent	43%	45%	43%
Empire Builder	51%	49%	50%
Lake Shore Ltd	45%	42%	45%
Palmetto	87%	84%	87%
Silver Meteor	51%	54%	52%
Silver Star	48%	50%	49%
Southwest Chief	45%	46%	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
	JUL 16 - JUN 18	JUL 15 - JUN 17	APR 16 - MAR 18

Acela Express

Acela Express	190%	188%	187%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service	78%	77%	77%
Northeast Regional (Boston - Washington)	140%	136%	140%
Newport News	120%	123%	120%
Lynchburg	149%	144%	147%
Norfolk	98%	99%	99%
Richmond	98%	103%	100%
New Haven - Springfield	40%	32%	36%

Non-NEC Corridor Routes

Capitol Corridor	48%	44%	47%
Carolinian	95%	102%	97%
Cascades	56%	54%	55%
Downeaster	53%	50%	52%
Empire Corridor			
Adirondack	51%	53%	50%
Empire Service	55%	52%	52%
Ethan Allen Express	66%	51%	60%
Maple Leaf	75%	68%	74%
Heartland Flyer	27%	27%	26%
Hiawatha	84%	74%	80%
Hoosier State	21%	24%	22%
Illinois			
Carl Sandburg / Illinois Zephyr	35%	32%	34%
Illini / Saluki	42%	40%	41%
Lincoln Service	50%	45%	49%
Michigan			
Blue Water	50%	44%	48%
Pere Marquette	46%	40%	44%
Wolverine	51%	24%	41%
Kansas City - St. Louis	42%	38%	40%
Pacific Surfliner	66%	66%	65%
Pennsylvanian	73%	72%	72%
Piedmont	52%	47%	51%
San Joaquins	39%	41%	40%
Vermont	68%	62%	65%

Long-Distance Routes

Auto Train	87%	98%	89%
California Zephyr	50%	49%	50%
Capitol Limited	43%	43%	43%
Cardinal	33%	33%	34%
City of New Orleans	48%	47%	48%
Coast Starlight	47%	48%	48%
Crescent	43%	45%	43%
Empire Builder	51%	49%	50%
Lake Shore Ltd	45%	42%	45%
Palmetto	87%	84%	87%
Silver Meteor	51%	54%	52%
Silver Star	48%	50%	49%
Southwest Chief	45%	46%	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
	JUL 16 - JUN 18	JUL 15 - JUN 17	APR 16 - MAR 18

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
	JUL 16 - JUN 18	JUL 15 - JUN 17	APR 16 - MAR 18

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Current Period	Prior Period	Prior Report
JUL 16 - JUN 18	JUL 15 - JUN 17	APR 16 - MAR 18

(\$0.021)	(\$0.033)	(\$0.027)
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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
JUL 16 - JUN 18	JUL 15 - JUN 17	APR 16 - MAR 18

(\$0.057)	(\$0.069)	(\$0.062)
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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
	JUL 16 - JUN 18	JUL 15 - JUN 17	APR 16 - MAR 18
<i>Acela Express</i>			
Acela Express	189	189	188
<i>Other NEC Corridor Routes</i>			
Keystone Service	158	156	158
Northeast Regional (Boston - Washington)	240	234	240
Newport News	254	263	256
Lynchburg	344	328	340
Norfolk	179	179	178
Richmond	186	195	188
New Haven - Springfield	107	123	115
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	94	90	93
Carolinian	224	237	229
Cascades	137	134	138
Downeaster	93	85	92
Empire Corridor			
Adirondack	194	204	196
Empire Service	131	131	130
Ethan Allen Express	141	146	142
Maple Leaf	119	117	118
Heartland Flyer	82	79	81
Hiawatha	156	153	155
Hoosier State	56	58	57
Illinois			
Carl Sandburg / Illinois Zephyr	86	88	86
Illini / Saluki	100	104	100
Lincoln Service	130	129	129
Michigan			
Blue Water	157	156	157
Pere Marquette	110	107	109
Wolverine	150	145	149
Kansas City - St. Louis	79	79	79
Pacific Surfliner	158	158	159
Pennsylvanian	203	206	204
Piedmont	68	69	69
San Joaquins	99	109	101
Vermont	145	139	144
<i>Long-Distance Routes</i>			
Auto Train	329	341	329
California Zephyr	173	177	175
Capitol Limited	181	182	182
Cardinal	117	118	119
City of New Orleans	154	157	156
Coast Starlight	205	210	208
Crescent	136	142	136
Empire Builder	174	173	174
Lake Shore Ltd	203	199	205
Palmetto	173	173	174
Silver Meteor	202	212	205
Silver Star	164	170	166
Southwest Chief	180	188	183
Sunset Limited	123	126	124
Texas Eagle	172	169	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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
<i>Acela Express</i>			
Target	>=0	90.0%	90.0%
Acela Express	-3.1	84.6%	80.2%
<i>Other NEC Corridor Routes</i>			
Target	>=0	85.0%	85.0%
Keystone	-1.7	89.3%	93.1%
Total Northeast Regional	-1.4	79.0%	81.4%
All Other Northeast Regional	-1.3	85.4%	87.5%
Lynchburg	-7.5	59.3%	75.6%
Richmond / Newport News / Norfolk	-0.6	61.1%	72.6%
Springfield Shuttles	4.5	85.3%	83.4%
<i>Non-NEC Corridor Routes</i>			
Target	>=0	80.0%	80.0%
Capitol Corridor	1.2	87.8%	87.6%
Carolinian	-0.1	41.8%	47.6%
Cascades	-1.4	62.5%	65.1%
Downeaster	-2.3	68.5%	88.2%
Empire	1.4	74.5%	76.7%
Adirondack	1.9	69.5%	73.7%
Ethan Allen Express	4.0	83.0%	84.8%
Maple Leaf	0.8	67.0%	63.2%
New York - Albany	1.0	82.5%	88.6%
New York - Niagara Falls	1.4	50.3%	66.8%
Heartland Flyer	2.9	35.8%	56.1%
Hiawatha	1.2	92.5%	96.8%
Hoosier	2.7	91.3%	85.0%
Illinois	1.2	67.0%	66.5%
Carl Sandburg / Illinois Zephyr	1.8	85.7%	86.6%
Illini / Saluki	-3.2	34.9%	37.6%
Lincoln Service	3.1	74.0%	72.4%
Michigan	5.5	56.9%	60.7%

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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non-NEC Corridor Routes			
Target Michigan	>=0	80.0%	80.0%
Blue Water	7.8	65.9%	72.7%
Pere Marquette	4.1	78.0%	84.4%
Wolverine	4.9	46.7%	54.4%
Missouri	6.5	84.6%	83.8%
Pacific Surfliner	-2.4	83.8%	86.1%
Pennsylvanian	-0.2	67.0%	69.5%
Piedmont	-2.4	47.1%	73.8%
Vermont	2.9	78.0%	68.2%
San Joaquins	-0.9	79.9%	81.6%
Long Distance Routes			
Target	>=0	80.0%	80.0%
Auto Train	0.5	59.0%	65.7%
California Zephyr	2.8	49.5%	47.8%
Capitol Ltd	-0.4	19.8%	32.5%
Cardinal	0.3	60.3%	51.0%
Coast Starlight	0.4	75.8%	58.0%
Crescent	-2.4	3.3%	27.7%
Empire Builder	-0.2	58.5%	41.3%
Lake Shore Ltd	-0.9	44.0%	41.8%
Palmetto	-0.3	38.5%	54.3%
Silver Meteor	-0.3	40.7%	48.1%
Silver Star	-0.6	28.6%	38.8%
Southwest Chief	-0.7	47.8%	43.2%
Sunset Ltd	2.8	56.4%	32.4%
Texas Eagle	2.6	47.8%	39.9%
City Of New Orleans	-0.5	73.6%	47.2%

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 Q3 Largest Two Delay Codes				Route Miles
				#1		#2		
Target			900					
Acela Express								
Acela Express		MNRR	2,032	DSR	1,039	CTI	702	56
Other NEC Corridor Routes								
Northeast Regional	Richmond / Newport News / Norfolk	CSX	2,098	FTI	684	PTI	348	189
		MNRR	2,640	DSR	1,410	CTI	685	56
		NS	414	DSR	150	DCS	111	81
	Lynchburg	MNRR	2,679	DSR	1,613	CTI	631	56
		NS	763	FTI	472	DSR	94	216
	All Other Northeast Regional	MNRR	2,083	DSR	992	CTI	822	56
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	UP	741	DSR	213	PTI	212	168
Carolinian	Carolinian	CSX	1,897	FTI	636	PTI	457	295
		NS	1,002	DSR	319	FTI	269	202
Cascades	Cascades	BNSF	1,333	DSR	499	FTI	313	343
		UP	1,205	FTI	591	PTI	312	125
Downeaster	Downeaster	MBTA	1,136	CTI	547	DCS	140	38
		PanAm	994	PTI	316	DSR	312	77
Empire	Adirondack	Amtrak	14	PTI	6	DCS	6	104
		CN	2,681	DSR	1,292	RTE	687	49
		CP	858	PTI	448	DSR	219	178
		MNRR	1,386	CTI	736	DSR	313	64
	Ethan Allen Express	Amtrak	203	PTI	138	RTE	51	104
		CP	696	PTI	260	DCS	138	60
		MNRR	1,780	CTI	822	DSR	335	64
		VTR	42	DCS	32	FTI	9	24
	Maple Leaf	Amtrak	23	PTI	23			109
		CSX	1,488	FTI	963	RTE	244	298
		MNRR	1,156	CTI	619	DSR	289	64
	New York - Albany	MNRR	1,466	CTI	737	DSR	342	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 Q3 Largest Two Delay Codes				Route Miles
				#1		#2		
Target			900					
Non-NEC Corridor Routes								
	New York - Niagara Falls	Amtrak	9	PTI	4	RTE	4	109
		CSX	1,248	FTI	758	RTE	203	296
		MNRR	2,027	CTI	889	DSR	455	64
Heartland Flyer	Heartland Flyer	BNSF	2,334	DSR	1,327	FTI	844	238
Hiawatha	Hiawatha	CP	255	FTI	83	DCS	68	53
		Metra	1,218	CTI	792	DCS	132	29
Hoosier	Hoosier	CSX	525	FTI	303	DCS	158	175
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	695	FTI	218	RTE	139	257
	Illini / Saluki	CN	1,846	DCS	914	FTI	391	306
	Lincoln Service	CN	1,494	FTI	792	DSR	195	37
		UP	1,062	FTI	414	PTI	373	231
Michigan	Blue Water	Amtrak	1,322	DSR	824	DMW	198	99
		CN	943	FTI	818	DCS	60	159
		MIDOT	534	DCS	342	PTI	65	22
		NS	2,787	FTI	1,398	DCS	751	39
	Pere Marquette	CSX	432	FTI	183	DCS	144	135
		NS	2,377	FTI	1,382	PTI	395	39
	Wolverine	Amtrak	1,865	DSR	894	PTI	649	99
		CN	1,998	DSR	853	FTI	471	27
		MIDOT	588	PTI	232	DCS	179	134
		NS	2,718	FTI	1,551	DCS	546	39
Missouri	Missouri	UP	710	FTI	308	DSR	115	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,039	DCS	275	FTI	186	22
		SCRRA	872	PTI	315	CTI	271	95
		SDNRR	1,397	CTI	659	PTI	463	60
		UP	1,144	PTI	597	CTI	158	174
Pennsylvanian	Pennsylvanian	NS	1,530	FTI	934	RTE	207	249
Piedmont	Piedmont	NS	1,536	FTI	632	DSR	374	173
San Joaquins	San Joaquins	BNSF	856	PTI	355	FTI	300	284
		UP	1,615	DSR	492	PTI	475	88

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

Service		Host Railroad	Total Delay	FY 2018 Q3 Largest Two Delay Codes				Route Miles
				#1		#2		
Target			900					
Non-NEC Corridor Routes								
Vermont	Vermont	MADOT	2,286	DSR	2,068	DCS	60	50
		MNRR	2,951	DSR	1,439	CTI	850	56
		NECR	1,221	DSR	1,176	FTI	29	238
Long-Distance Routes								
Auto Train		CSX	1,440	FTI	634	PTI	289	898
		FR	1,599	DCS	652	CTI	513	16
California Zephyr		BNSF	1,170	DSR	406	FTI	346	1027
		UP	793	FTI	295	DSR	154	1431
Capitol Ltd		CSX	1,618	FTI	669	DCS	392	307
		NS	2,494	FTI	1,698	RTE	245	481
Cardinal		BBrRR	1,517	PTI	645	FTI	420	132
		CSX	1,010	FTI	600	DCS	175	698
		NS	1,632	FTI	524	DCS	368	79
City Of New Orleans		CN	1,314	FTI	530	DSR	301	930
Coast Starlight		BNSF	902	DSR	367	FTI	169	186
		SCRRA	2,778	PTI	1,285	CTI	894	48
		UP	1,170	PTI	377	FTI	343	1159
Crescent		NS	2,297	FTI	1,571	DSR	319	1141
Empire Builder		BNSF	1,131	FTI	540	DSR	425	2147
		CP	664	FTI	288	DSR	180	384
		Metra	1,755	CTI	1,334	DCS	295	29
Lake Shore Ltd		CSX	967	FTI	458	RTE	181	741
		MBTA	13,210	CTI	9,522	RTE	1,524	64
		MNRR	2,019	CTI	713	DSR	601	64
		NS	2,957	FTI	1,890	PTI	438	339
Palmetto		CSX	1,254	FTI	595	PTI	276	659
Silver Meteor		CSX	1,073	FTI	513	PTI	165	1152
		Fla DOT	1,070	CTI	525	DCS	146	68
		FR	1,500	PTI	436	DCS	361	61
Silver Star		CSX	1,238	FTI	441	PTI	235	1209
		Fla DOT	1,128	CTI	694	DSR	171	68
		FR	874	DSR	378	DCS	213	61
		NS	762	PTI	357	DCS	165	28
Southwest Chief		BNSF	750	FTI	277	DSR	171	2198
		NMDOT	2,176	CTI	1,137	DSR	487	80
Sunset Ltd		BNSF	1,263	DSR	457	FTI	348	190
		UP	1,548	FTI	937	DSR	176	1784
Texas Eagle		BNSF	1,105	DSR	487	FTI	452	126

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

Service	Host Railroad	Total Delay	FY 2018 Q3 Largest Two Delay Codes				Route Miles
			#1		#2		
<i>Target</i>		<i>900</i>					
Long-Distance Routes							
	CN	3,049	FTI	1,530	DCS	559	37
	TRE	2,450	CTI	1,109	DTR	351	33
	UP	1,789	FTI	868	DSR	281	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 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Target	325				
Acela Express - Amtrak Responsible					
Acela Express	238	OTH	136	HLD	48
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	456	OTH	125	HLD	100
Richmond / Newport News / Norfolk	406	OTH	96	HLD	95
Lynchburg	494	HLD	90	ADA	92
All Other Northeast Regional	571	OTH	237	HLD	71
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	375	HLD	128	ADA	93
Carolinian	447	ADA	152	HLD	118
Cascades	360	ENG	86	HLD	54
Downeaster	101	HLD	35	OTH	30
Empire	248	SYS	78	HLD	53
Adirondack	242	HLD	57	SYS	57
Ethan Allen Express	166	HLD	11	OTH	52
Maple Leaf	463	SYS	205	HLD	79
New York - Albany	170	ENG	26	SYS	26
New York - Niagara Falls	207	SYS	69	ENG	42
Heartland Flyer	322	HLD	152	ADA	56
Hiawatha	319	OTH	170	ENG	61
Hoosier	158	SYS	62	ENG	55
Illinois	246	SYS	77	ADA	41
Carl Sandburg / Illinois Zephyr	195	HLD	41	ADA	43
Illini / Saluki	305	SYS	114	OTH	62
Lincoln Service	236	SYS	73	ENG	56
Michigan	477	OTH	179	SYS	87
Blue Water	406	OTH	109	ADA	101
Pere Marquette	283	HLD	67	OTH	67
Wolverine	559	OTH	237	SYS	110
Missouri	216	ADA	73	HLD	65

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

Service	Total Delay	FY 2018 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Target	325				
Pacific Surfliner	466	HLD	122	OTH	71
Pennsylvanian	291	OTH	98	ADA	76
Piedmont	305	ADA	106	ITI	57
San Joaquins	253	ADA	64	HLD	45
Vermont	533	OTH	305	SVS	107
Long Distance Routes - Amtrak Responsible					
Auto Train	398	ITI	197	SYS	56
California Zephyr	335	SYS	101	HLD	65
Capitol Ltd	298	HLD	129	SYS	67
Cardinal	343	SYS	74	OTH	68
City Of New Orleans	335	HLD	106	SYS	75
Coast Starlight	444	HLD	110	SYS	95
Crescent	392	HLD	136	SYS	102
Empire Builder	423	CON	113	HLD	70
Lake Shore Ltd	286	HLD	111	SYS	85
Palmetto	207	ADA	54	HLD	46
Silver Meteor	400	ADA	115	HLD	103
Silver Star	418	SYS	157	ADA	111
Southwest Chief	338	HLD	100	ENG	66
Sunset Ltd	474	HLD	141	OTH	74
Texas Eagle	529	HLD	127	SYS	107

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 Q3				Route Miles
				Largest 2 Delay Codes				
				#1	Min	#2	Min	
Acela Express								
Target			265					
Acela Express		Amtrak	342	SMW	149	DCS	22	401
Other Services								
Target			475					
Keystone		Amtrak	297	SMW	80	DCS	28	195
Cardinal*		Amtrak	NA	NA	NA	NA	NA	NA
Carolinian		Amtrak	591	SMW	203	PTI	54	226
Crescent		Amtrak	837	SVS	148	ITI	148	226
Northeast Regional		Amtrak	421	SMW	103	DCS, CON	32	463
	Springfield Shuttles	Amtrak	1,206	CON	599	ITI	53	463
	Richmond / Newport News / Norfolk	Amtrak	447	SMW	133	PTI	18	463
	Lynchburg	Amtrak	373	SMW	74	HLD	50	463
	All Other Northeast Regional	Amtrak	350	SMW	99	ENG	15	463
Palmetto		Amtrak	728	SMW	186	HLD	90	226
Pennsylvanian		Amtrak	313	SMW	103	ENG	45	195
Silver Meteor		Amtrak	970	SMW	197	DCS	91	226
Silver Star		Amtrak	620	SMW	169	PTI	77	226
Vermonteer		Amtrak	553	SVS	232	SMW	92	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.

*Note: During this period, Cardinal route was suspended NYP-WAS in both directions due to ongoing Penn Station track work.

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

Service		3rd Quarter FY 2018					
		Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Target		82	80	80	80	80	80
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Acela Express

Acela Express		74	83	76	77	65	59
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Other NEC Corridor Routes

Keystone Service		76	81	70	82	64	60
Northeast Regional (Boston - Washington)		73	82	67	81	62	60
Newport News ^b		82	82	71	85	64	65
Norfolk ^c		79	84	70	85	64	67
Richmond ^d		81	82	71	84	66	59
Lynchburg ^e		85	86	73	84	68	0
New Haven - Springfield		80	91	71	86	67	69

Non-NEC Corridor Routes

Capitol Corridor		85	89	79	86	74	64
Carolinian		69	84	69	77	60	65
Cascades		80	86	76	79	67	63
Downeaster		91	92	82	88	76	75
Empire Corridor							
Adirondack		74	80	66	78	62	46
Ethan Allen Express		79	83	74	80	65	62
Maple Leaf		79	82	75	81	60	61
New York - Albany ^f		78	90	73	82	68	0
Heartland Flyer		89	91	80	89	84	75
Hiawatha		87	90	82	84	75	0
Hoosier State		86	96	89	84	87	0
Illinois							
Carl Sandburg / Illinois Zephyr		87	87	79	81	73	68
Illini / Saluki		74	86	74	78	65	69
Lincoln Service		80	85	78	78	69	64
Michigan							
Blue Water		83	83	72	78	66	67
Pere Marquette		87	93	84	87	78	76
Wolverine		75	84	68	74	63	61
Kansas City - St. Louis		86	89	81	83	67	65
Pacific Surfliner		84	86	80	85	72	66
Pennsylvanian		85	86	78	86	63	63
Piedmont		86	95	82	85	88	0
San Joaquins		85	87	78	80	68	68
Vermont		77	80	72	79	62	55

Long-Distance Routes

Auto Train		74	86	82	67	74	68
California Zephyr		73	82	69	74	59	65
Capitol Limited		64	80	60	69	63	66
Cardinal		71	76	70	73	63	58
City of New Orleans		76	77	77	76	72	56
Coast Starlight		76	81	72	79	66	63
Crescent		52	77	53	69	55	67
Empire Builder		72	82	66	73	57	67
Lake Shore Ltd		69	81	61	70	57	65
Palmetto		65	74	60	74	58	62
Silver Meteor		68	79	64	69	56	70
Silver Star		70	80	68	72	61	57
Southwest Chief		69	78	68	71	57	65
Sunset Limited		76	82	70	73	63	73
Texas Eagle		70	81	67	76	60	69

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

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

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

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

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

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

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

Service		3rd Quarter FY 2018		
		Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express		27	89	0.30
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Other NEC Corridor Routes

Keystone Service		18	36	0.51
Total Northeast Regional		70	136	0.52
Richmond / Newport News ^b		19	39	0.49
Lynchburg ^c		4	11	0.36
All Other Northeast Regional		47	86	0.55

Non-NEC Corridor Routes

Capitol Corridor		15	32	0.47
Carolinian		2	13	0.16
Cascades		24	20	1.20
Downeaster		0	12	0.00
Empire Corridor		22	54	0.41
Adirondack		2	7	0.29
Ethan Allen Express		1	4	0.22
Maple Leaf		5	9	0.58
New York - Albany ^d		10	17	0.59
New York - Niagara Falls		4	17	0.23
Heartland Flyer		1	4	0.27
Hiawatha		14	11	1.33
Hoosier State		1	2	0.50
Illinois		16	40	0.40
Carl Sandburg / Illinois Zephyr		6	9	0.65
Illini / Saluki		0	11	0.00
Lincoln Service		10	19	0.52
Michigan		7	26	0.27
Blue Water		1	6	0.17
Pere Marquette		3	3	0.92
Wolverine		3	17	0.18
Kansas City - St. Louis		0	10	0.00
Pacific Surfliner		18	42	0.43
Pennsylvanian		3	8	0.38
Piedmont		1	7	0.15
San Joaquins		15	38	0.39
Vermont		3	11	0.28

Long-Distance Routes

Auto Train		10	16	0.62
California Zephyr		17	44	0.38
Capitol Limited		4	14	0.28
Cardinal		5	7	0.75
City of New Orleans		4	17	0.24
Coast Starlight		7	23	0.30
Crescent		4	25	0.16
Empire Builder		18	45	0.40
Lake Shore Ltd		9	20	0.45
Palmetto		5	15	0.33
Silver Meteor		17	26	0.65
Silver Star		12	28	0.43
Southwest Chief		24	41	0.58
Sunset Limited		6	16	0.39
Texas Eagle		12	24	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		3rd Quarter FY 2018			
		Food-Related		Train-Related	

Amtrak Premium

Acela Express		0.02		2.00	
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Amtrak Corridor

Keystone		0.05		3.59	
Northeast Regional		0.02		1.81	

Short Distance

Capitol		0.01		10.16	
Carolinian		0.00		1.80	
Cascades		0.00		0.39	
Downeaster		0.01		2.06	
Empire Corridor					
Adirondack		0.00		2.84	
Empire Service		0.00		1.05	
Ethan Allen Express		0.06		5.19	
Maple Leaf		0.02		2.51	
Heartland Flyer		0.00		0.79	
Hiawatha		0.00		1.56	
Hoosier State		0.00		3.37	
Illinois					
Carl Sandburg / Illinois Zephyr		0.00		0.97	
Illini / Saluki		0.00		2.92	
Lincoln Service		0.10		3.20	
Michigan					
Blue Water		0.00		0.36	
Pere Marquette		0.00		3.49	
Wolverine		0.01		1.96	
Kansas City - St. Louis		0.00		0.46	
Pacific Surfliner		0.06		3.01	
Pennsylvanian		0.00		2.04	
Piedmont		0.02		2.54	
San Joaquins		0.05		3.40	
Vermont		0.02		3.81	

Long Distance

Auto Train		0.44		13.07	
California Zephyr		1.22		14.55	
Capitol Limited		0.57		13.78	
Cardinal		0.35		11.33	
City of New Orleans		0.72		13.52	
Coast Starlight		0.43		39.92	
Crescent		0.29		9.72	
Empire Builder		0.58		10.08	
Lake Shore Ltd		0.05		12.23	
Palmetto		0.36		23.07	
Silver Meteor		0.36		19.01	
Silver Star		0.56		20.70	
Southwest Chief		0.27		14.91	
Sunset Limited		0.22		18.34	
Texas Eagle		0.48		16.98	

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

TABLE 13:
FOOD-RELATED COMPLAINTS
Number of Complaints Received

Service	3rd Quarter FY 2018						
	Menu / Selection / Availability	Other	Pricing	Quality	Service		Total
Amtrak System	276	52	12	56	323		719
Amtrak Premium	12	0	1	3	7		23
Acela Express	12	0	1	3	7		23
Amtrak Corridor	20	0	1	5	19		45
Keystone	0	0	0	0	1		1
Northeast Regional	20	0	1	5	18		44
Short Distance	21	0	6	8	18		53
Capitol	2	0	0	0	0		2
Carolinian	0	0	0	1	0		1
Cascades	1	0	0	0	0		1
Downeaster	0	0	0	0	0		0
Empire Corridor	4	0	2	1	4		11
Adirondack	0	0	0	1	2		3
Empire Service	1	0	1	0	2		4
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	3	0	1	0	0		4
Heartland Flyer	1	0	0	0	0		1
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	1	0	2	2	2		7
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	1	0	2	2	2		7
Michigan	0	0	0	2	0		2
Blue Water	0	0	0	0	0		0
Pere Marquette	0	0	0	0	0		0
Wolverine	0	0	0	2	0		2
Kansas City - St. Louis	0	0	0	0	1		1
Pacific Surfliner	3	0	0	1	8		12
Pennsylvanian	2	0	0	1	1		4
Piedmont	0	0	0	0	0		0
San Joaquins	3	0	1	0	2		6
Vermont	4	0	1	0	0		5
Long Distance	223	52	4	40	279		598
Auto Train	26	2	0	9	34		71
California Zephyr	16	6	0	5	23		50
Capitol Limited	26	7	0	3	44		80
Cardinal	6	1	0	2	4		13
City of New Orleans	11	0	1	1	8		21
Coast Starlight	27	3	1	3	41		75
Crescent	12	3	0	4	16		35
Empire Builder	15	10	0	0	14		39
Lake Shore Ltd	13	5	0	2	33		53
Palmetto	2	0	1	1	1		5
Silver Meteor	16	4	0	1	15		36
Silver Star	16	0	0	1	18		35
Southwest Chief	26	5	1	5	16		53
Sunset Limited	2	1	0	1	4		8
Texas Eagle	9	5	0	2	8		24

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

TABLE 14:
PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

Service	3rd Quarter FY 2018						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	562	65	3,722	911	1,443		6,703
Amtrak Premium	16	7	76	40	34		173
Acela Express	16	7	76	40	34		173
Amtrak Corridor	129	10	197	121	200		657
Keystone	19	1	12	13	24		69
Northeast Regional	110	9	185	108	176		588
Short Distance	127	15	478	245	398		1,263
Capitol	6	1	9	11	13		40
Carolinian	12	0	87	17	46		162
Cascades	7	0	43	5	17		72
Downeaster	1	0	7	6	2		16
Empire Corridor	23	0	38	15	20		96
Adirondack	1	0	3	4	2		10
Empire Service	21	0	24	6	13		64
Ethan Allen Express	0	0	2	2	3		7
Maple Leaf	1	0	9	3	2		15
Heartland Flyer	1	0	6	3	3		13
Hiawatha	2	0	5	1	3		11
Hoosier State	0	0	2	0	0		2
Illinois	14	2	88	33	23		160
Carl Sandburg / Illinois Zephyr	2	0	18	3	6		29
Illini / Saluki	2	2	35	6	8		53
Lincoln Service	10	0	35	24	9		78
Michigan	14	1	58	26	18		117
Blue Water	3	1	26	4	5		39
Pere Marquette	6	0	10	2	0		18
Wolverine	5	0	22	20	13		60
Kansas City - St. Louis	0	0	7	10	7		24
Pacific Surfliner	28	7	50	75	191		351
Pennsylvanian	4	1	22	11	9		47
Piedmont	3	1	4	8	6		22
San Joaquins	8	1	35	18	29		91
Vermont	4	1	17	6	11		39
Long Distance	290	33	2,971	505	811		4,610
Auto Train	13	1	151	15	35		215
California Zephyr	10	2	405	44	65		526
Capitol Limited	12	1	192	25	39		269
Cardinal	4	1	37	12	9		63
City of New Orleans	16	1	107	25	49		198
Coast Starlight	25	2	130	39	80		276
Crescent	35	4	294	49	60		442
Empire Builder	22	1	378	38	67		506
Lake Shore Ltd	19	2	193	24	52		290
Palmetto	18	1	26	14	24		83
Silver Meteor	26	3	319	50	65		463
Silver Star	16	4	287	43	37		387
Southwest Chief	36	4	129	54	96		319
Sunset Limited	8	2	47	23	27		107
Texas Eagle	30	4	276	50	106		466

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

TABLE 15:
EQUIPMENT-RELATED COMPLAINTS
Number of Complaints Received

Service	3rd Quarter FY 2018						
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		Total
Amtrak System	514	805	238	1,358	905		3,820
Amtrak Premium	9	23	4	44	11		91
Acela Express	9	23	4	44	11		91
Amtrak Corridor	23	72	17	170	63		345
Keystone	0	7	2	16	4		29
Northeast Regional	23	65	15	154	59		316
Short Distance	56	266	25	222	107		676
Capitol	0	5	1	10	1		17
Carolinian	4	38	4	17	27		90
Cascades	9	6	4	34	5		58
Downeaster	1	1	0	0	0		2
Empire Corridor	6	52	3	33	9		103
Adirondack	0	8	0	6	0		14
Empire Service	6	29	2	20	8		65
Ethan Allen Express	0	8	0	3	1		12
Maple Leaf	0	7	1	4	0		12
Heartland Flyer	0	0	1	2	0		3
Hiawatha	0	4	0	1	0		5
Hoosier State	0	1	0	0	0		1
Illinois	4	30	2	35	11		82
Carl Sandburg / Illinois Zephyr	0	1	0	6	0		7
Illini / Saluki	2	8	1	11	5		27
Lincoln Service	2	21	1	18	6		48
Michigan	7	27	1	24	17		76
Blue Water	3	9	0	6	9		27
Pere Marquette	1	0	0	0	1		2
Wolverine	3	18	1	18	7		47
Kansas City - St. Louis	0	16	1	9	8		34
Pacific Surfliner	17	7	4	28	16		72
Pennsylvanian	5	7	0	12	2		26
Piedmont	1	4	0	0	1		6
San Joaquins	2	15	2	9	7		35
Vermont	0	53	2	8	3		66
Long Distance	426	444	192	922	724		2,708
Auto Train	45	28	8	64	47		192
California Zephyr	61	47	19	58	84		269
Capitol Limited	20	14	9	46	12		101
Cardinal	5	5	4	12	10		36
City of New Orleans	21	41	7	55	35		159
Coast Starlight	40	21	12	61	32		166
Crescent	28	35	13	63	59		198
Empire Builder	34	21	16	67	46		184
Lake Shore Ltd	24	30	11	53	36		154
Palmetto	2	33	1	64	36		136
Silver Meteor	24	35	19	99	105		282
Silver Star	31	38	20	73	51		213
Southwest Chief	36	48	25	111	67		287
Sunset Limited	9	20	10	16	28		83
Texas Eagle	46	28	18	80	76		248

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

TABLE 16:
STATION-RELATED COMPLAINTS
 Number of Complaints Received

3rd Quarter FY 2018		
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Amtrak System		2238
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Division

Boston		91
California		326
Central		116
Empire		286
New York		38
Southeast		360
Southwest		466
Northwest		87
Washington		468

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

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

TABLE 20:
HOST RAILROAD CODE DEFINITIONS

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

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Acela Express				
Target		>=0	90.0%	90.0%
Acela Express	2100	-3.9	87.5%	96.6%
	2103	-2.9	84.4%	89.8%
	2104	-4.1	92.2%	95.3%
	2107	-5.4	90.6%	92.0%
	2109	-4.4	92.2%	86.2%
	2110	-3.4	95.3%	94.9%
	2117	-5.1	84.4%	85.0%
	2119	-2.8	85.9%	75.6%
	2121	-4.9	93.8%	94.4%
	2122	-3.5	90.6%	90.2%
	2124	-3.6	92.2%	91.3%
	2126	-4.7	84.4%	82.2%
	2128	NA	85.9%	85.5%
	2150	-1.1	90.6%	83.3%
	2151	-0.1	87.5%	83.3%
	2153	-3.3	84.4%	77.6%
	2154	-2.1	82.8%	73.4%
	2155	-2.4	82.8%	79.3%
	2158	-2.4	70.3%	71.8%
	2159	-2.3	84.4%	76.7%
	2160	-2.7	81.3%	78.1%
	2163	-4.1	76.6%	75.2%
	2164	-0.9	90.6%	88.5%
	2165	-2.0	73.4%	71.6%
	2166	-1.3	81.3%	80.1%
	2167	-3.0	68.8%	66.3%
	2168	-2.1	90.6%	87.7%
	2170	-2.1	89.1%	77.2%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
<i>Acela Express</i>				
Target		>=0	90.0%	90.0%
Acela Express	2171	-2.8	70.3%	68.4%
	2172	-2.5	89.1%	82.8%
	2173	-2.6	89.1%	78.5%
	2175	NA	60.9%	54.2%
	2190	-1.3	95.3%	91.8%
	2203	-4.3	85.7%	89.3%
	2205	-3.8	92.3%	83.7%
	2208	-4.4	92.9%	84.8%
	2213	-3.6	92.3%	92.3%
	2215	-2.5	69.2%	73.1%
	2220	-3.5	92.9%	95.5%
	2222	-5.4	84.6%	85.6%
	2224	-4.8	100.0%	88.5%
	2228	-4.7	92.3%	90.4%
	2248	-4.8	69.2%	68.1%
	2249	-1.8	71.4%	68.4%
	2250	-1.0	64.3%	74.5%
	2251	-0.2	100.0%	82.7%
	2252	-1.5	69.2%	76.4%
	2253	-2.1	81.5%	77.2%
	2254	-1.2	85.2%	84.1%
	2255	-0.7	69.2%	73.6%
	2256	-1.9	76.9%	83.0%
	2257	-1.8	92.3%	84.6%
	2258	-0.5	100.0%	86.3%
	2259	-1.2	76.9%	70.9%
	2260	NA	84.6%	85.2%
	2261	NA	76.9%	76.9%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
<i>Acela Express</i>				
<i>Target</i>		<i>>=0</i>	<i>90.0%</i>	<i>90.0%</i>
Acela Express	2275	NA	92.3%	81.4%
	2290	-3.6	78.6%	70.4%
<i>Other NEC Corridor Routes</i>				
<i>Target</i>		<i>>=0</i>	<i>85.0%</i>	<i>85.5%</i>
Northeast Regional - Springfield Shuttles	401	4.7	100.0%	95.0%
	405	4.4	100.0%	92.4%
	409	NA	66.7%	70.8%
	412	NA	83.3%	89.6%
	416	NA	66.7%	83.3%
	417	NA	100.0%	100.0%
	432	NA	76.9%	83.7%
	450	5.5	84.6%	76.9%
	451	NA	92.9%	86.7%
	460	5.2	92.3%	93.5%
	461	NA	100.0%	100.0%
	463	-4.7	92.3%	89.2%
	464	2.9	57.7%	62.0%
	465	NA	84.6%	84.1%
	467	5.9	92.3%	86.6%
	470	5.1	82.8%	79.5%
	471	NA	100.0%	100.0%
	473	NA	100.0%	99.2%
	474	NA	100.0%	88.9%
	475	5.0	92.2%	88.6%
	476	3.5	62.5%	61.7%
	478	1.9	93.3%	94.2%
	479	5.5	78.1%	75.2%
	488	4.8	46.2%	44.0%
	490	6.7	95.3%	95.9%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Other NEC Corridor Routes				
Target		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	493	4.7	93.9%	95.4%
	494	4.4	84.4%	83.5%
	495	4.6	98.4%	92.0%
	497	2.9	53.8%	56.7%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	29.6%	64.7%
	66	3.1	81.3%	57.3%
	67	-1.5	42.2%	74.5%
	71	NA	76.9%	62.2%
	82	0.2	85.7%	79.1%
	83	0.9	15.4%	65.8%
	84	-3.1	70.3%	81.9%
	85	-0.6	67.2%	80.8%
	86	0.5	62.5%	76.9%
	87	2.1	69.2%	76.1%
	88	-1.1	55.6%	51.4%
	93	-0.5	41.2%	71.8%
	94	-0.4	64.1%	56.8%
	95	0.7	35.9%	77.3%
	96	NA	76.9%	65.8%
	99	0.1	33.3%	78.7%
	125	-15.6	64.1%	80.9%
	157	-21.3	69.2%	86.2%
	164	-3.8	77.8%	74.1%
	174	-8.1	90.6%	92.3%
	194	-0.1	64.3%	57.8%
	195	0.3	44.4%	83.6%
Northeast Regional - Lynchburg	145	1.6	23.1%	76.8%
	147	-1.7	57.1%	79.2%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Other NEC Corridor Routes				
Target		>=0	85.0%	85.5%
Northeast Regional - Lynchburg	156	-15.0	74.1%	77.7%
	171	-8.8	50.0%	80.9%
	176	-8.0	70.3%	69.0%
Northeast Regional - All Other Northeast Regional	111	-1.4	79.4%	89.5%
	123	NA	100.0%	84.6%
	124	NA	85.2%	91.7%
	126	NA	84.6%	89.2%
	129	-2.7	76.6%	81.7%
	130	-2.9	87.5%	93.4%
	131	-4.5	78.6%	90.1%
	132	NA	84.6%	84.9%
	133	-4.9	61.5%	77.7%
	134	-0.5	96.2%	98.6%
	135	0.0	81.5%	84.9%
	136	1.8	76.9%	81.9%
	137	-1.7	79.7%	88.3%
	138	-0.2	93.8%	94.5%
	139	NA	100.0%	86.6%
	140	1.9	77.8%	86.9%
	141	0.4	81.3%	87.9%
	143	-0.3	81.5%	69.2%
	146	1.9	35.7%	72.1%
	148	0.5	75.0%	81.4%
	149	NA	84.6%	84.9%
	150	0.0	88.9%	86.9%
	151	-2.2	95.3%	99.0%
	152	-0.8	100.0%	91.7%
	153	-1.8	100.0%	90.9%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Other NEC Corridor Routes				
Target		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	154	0.4	92.3%	91.0%
	155	-1.9	100.0%	95.9%
	158	0.4	96.3%	91.2%
	159	2.6	85.7%	89.6%
	160	-0.7	96.3%	88.0%
	161	0.2	74.1%	85.8%
	162	-1.7	88.9%	91.1%
	163	-2.0	92.9%	84.5%
	165	-0.3	88.9%	85.8%
	166	-2.6	76.9%	83.9%
	167	-1.9	100.0%	98.1%
	168	0.8	78.6%	84.2%
	169	-1.7	74.1%	74.1%
	170	-2.4	73.4%	74.9%
	172	-1.7	95.3%	94.7%
	173	-0.4	89.1%	94.2%
	175	0.1	73.4%	80.2%
	177	-1.1	76.6%	85.1%
	178	-1.8	89.1%	88.5%
	179	-0.5	85.7%	90.5%
	180	-2.3	85.9%	97.5%
	182	-2.8	92.2%	95.2%
	183	-0.2	92.2%	96.7%
	184	-4.0	87.5%	90.8%
	185	-4.1	81.3%	85.8%
	186	0.7	95.3%	94.3%
	187	-0.8	90.6%	86.3%
	189	NA	84.6%	91.6%

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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Other NEC Corridor Routes				
Target		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	190	0.4	93.8%	91.8%
	192	1.5	100.0%	97.0%
	193	-2.0	75.0%	75.6%
	196	0.3	88.2%	90.8%
	407	NA	100.0%	100.0%
Keystone - Keystone	600	-1.0	82.8%	97.9%
	601	-0.9	98.4%	96.7%
	605	-0.9	95.3%	95.1%
	607	-3.3	98.4%	98.7%
	609	-9.2	93.8%	94.1%
	610	-1.8	92.9%	89.9%
	611	-0.4	100.0%	97.0%
	612	-0.6	84.6%	86.5%
	615	-1.2	84.6%	86.7%
	618	-4.7	92.2%	94.2%
	619	-3.3	93.8%	89.1%
	620	-1.6	92.1%	93.5%
	622	0.5	98.4%	95.7%
	637	-3.2	92.3%	98.5%
	639	-2.4	85.9%	95.8%
	640	1.9	90.6%	98.2%
	641	-2.1	93.8%	93.4%
	642	-7.3	92.2%	99.7%
	643	-1.3	92.2%	92.3%
	644	1.0	87.5%	95.9%
	645	-0.2	89.1%	92.9%
	646	-5.3	79.7%	93.6%
	647	-0.5	95.2%	94.8%

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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Other NEC Corridor Routes				
Target		>=0	85.0%	85.5%
Keystone - Keystone	648	1.7	85.9%	94.1%
	649	-2.3	90.6%	92.7%
	650	0.7	85.9%	93.4%
	651	-2.3	84.4%	83.1%
	652	-0.9	78.1%	96.0%
	653	-3.0	92.2%	89.3%
	654	-0.4	95.3%	97.6%
	655	0.3	89.1%	91.5%
	656	-1.3	90.6%	96.5%
	658	-1.3	84.6%	98.2%
	660	0.1	74.1%	89.3%
	661	-0.9	85.2%	87.9%
	662	-0.3	85.7%	89.0%
	663	-4.9	96.3%	91.0%
	664	-2.6	77.8%	92.1%
	665	-0.7	88.9%	88.6%
	666	0.2	92.6%	95.6%
	667	-3.5	85.2%	83.0%
	669	-4.1	70.4%	81.5%
	670	-1.2	92.6%	95.1%
	671	-6.9	74.1%	92.4%
	672	-1.0	74.1%	83.7%
	674	NA	84.6%	81.5%
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	-0.3	95.3%	95.3%
	521	-0.3	89.1%	92.6%
	522	1.4	89.1%	91.8%
	523	-0.2	90.6%	90.2%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	524	1.0	82.8%	70.8%
	525	-2.6	87.5%	92.7%
	527	0.8	93.8%	93.0%
	528	3.3	92.2%	84.3%
	529	0.7	93.8%	94.5%
	530	4.4	95.3%	93.9%
	531	2.2	90.5%	93.6%
	532	3.7	96.9%	90.7%
	534	2.8	92.2%	92.9%
	535	4.7	89.1%	92.8%
	536	0.2	96.9%	83.2%
	537	1.3	75.0%	83.4%
	538	1.7	95.3%	92.0%
	540	3.2	96.9%	97.9%
	541	2.8	92.2%	97.0%
	542	1.8	89.1%	80.4%
	543	1.5	82.8%	87.8%
	544	5.0	87.5%	86.6%
	545	2.8	96.9%	97.6%
	546	1.7	89.1%	88.4%
	547	1.3	90.6%	89.7%
	548	-3.2	87.5%	80.1%
	549	-1.6	90.6%	93.9%
	550	NA	81.0%	79.5%
	551	1.0	70.3%	87.5%
	553	1.1	84.4%	88.4%
	720	1.1	88.9%	93.6%
	723	0.4	88.9%	95.8%

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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	724	1.3	88.9%	92.1%
	727	0.1	96.3%	94.8%
	728	0.0	81.5%	85.4%
	729	-0.4	85.2%	79.4%
	732	-1.4	81.5%	70.6%
	733	4.3	66.7%	79.6%
	734	5.1	92.6%	91.3%
	736	4.0	92.6%	93.4%
	737	1.7	77.8%	82.2%
	738	-1.4	88.9%	84.0%
	741	0.8	85.2%	90.6%
	742	-0.1	59.3%	64.6%
	743	-0.3	63.0%	80.7%
	744	0.9	85.2%	75.8%
	745	0.7	85.2%	88.1%
	746	1.2	96.3%	95.9%
	747	1.0	81.5%	84.7%
	748	0.4	77.8%	68.9%
	749	0.9	74.1%	86.0%
	751	1.7	81.5%	94.5%
	1550	NA	0.0%	30.0%
Carolinian - Carolinian	79	0.2	42.9%	50.9%
	80	-0.4	40.7%	44.4%
Cascades - Cascades	500	1.0	43.8%	62.6%
	501	-1.2	59.6%	66.2%
	502	5.5	88.0%	67.1%
	504	3.4	50.0%	58.3%
	505	-1.3	64.8%	54.2%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
Cascades - Cascades	506	-2.3	77.8%	78.1%
	507	1.3	71.9%	65.7%
	508	-2.7	75.8%	71.5%
	511	5.4	87.1%	79.1%
	513	-2.8	88.9%	88.1%
	516	-6.4	50.6%	76.0%
	517	2.0	47.3%	60.0%
	518	NA	41.8%	61.8%
	519	NA	74.7%	66.1%
Downeaster - Downeaster	680	-0.2	75.0%	95.1%
	681	-0.3	84.4%	94.8%
	682	-3.4	56.3%	94.2%
	683	-4.2	79.0%	89.4%
	684	-0.8	87.1%	92.9%
	685	-1.8	54.7%	83.9%
	686	-2.6	48.4%	83.7%
	687	-1.7	65.6%	82.1%
	688	-4.5	54.7%	81.2%
	689	-2.0	70.3%	87.6%
	690	-0.5	66.7%	89.3%
	691	-1.6	63.0%	85.3%
	692	-3.5	55.6%	88.6%
	693	-2.3	74.1%	87.3%
	694	-3.5	74.1%	93.5%
	695	-3.4	81.5%	90.2%
	696	0.0	77.8%	92.1%
	697	-1.5	77.8%	85.4%
	698	-3.1	66.7%	83.4%

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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
Downeaster - Downeaster	699	-2.5	74.1%	83.6%
Empire - Adirondack	68	2.9	80.7%	78.2%
	69	1.1	58.4%	69.2%
Empire - Ethan Allen Express	290	3.4	60.9%	83.4%
	291	5.1	98.0%	84.5%
	292	2.7	85.7%	75.0%
	293	4.4	92.3%	84.6%
	295	NA	92.6%	83.3%
	296	1.3	95.0%	95.4%
Empire - Maple Leaf	63	1.3	62.6%	68.1%
	64	0.4	71.4%	58.6%
Empire - New York - Albany	230	3.0	96.8%	95.6%
	232	1.3	89.1%	95.0%
	233	1.0	62.0%	80.8%
	234	0.0	85.7%	93.0%
	235	0.0	74.6%	85.5%
	236	0.2	71.9%	80.8%
	237	0.6	90.6%	94.1%
	238	1.7	72.5%	78.0%
	239	-1.8	74.5%	88.0%
	241	0.4	91.2%	96.2%
	242	2.3	73.4%	82.8%
	243	2.5	92.2%	96.6%
	244	-1.3	81.3%	87.0%
	245	3.7	89.1%	90.7%
	250	2.2	96.3%	96.8%
	251	NA	50.0%	73.8%
	252	-0.1	84.2%	91.7%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
Empire - New York - Albany	253	9.3	88.9%	91.0%
	254	0.6	100.0%	91.7%
	255	2.0	76.9%	84.6%
	256	1.9	70.0%	82.1%
	259	-0.5	100.0%	100.0%
	260	NA	85.2%	91.5%
	261	1.8	96.3%	95.7%
Empire - New York - Niagara Falls	280	0.3	57.8%	79.9%
	281	1.9	39.6%	54.4%
	283	2.3	50.5%	65.0%
	284	1.5	53.8%	70.3%
	288	1.4	50.0%	51.7%
Heartland Flyer - Heartland Flyer	821	2.2	33.0%	78.8%
	822	3.4	38.6%	33.9%
Hiawatha - Hiawatha	329	0.7	93.8%	97.5%
	330	0.4	97.4%	99.7%
	331	1.8	92.3%	96.3%
	332	1.0	91.2%	97.1%
	333	2.2	96.7%	98.9%
	334	1.8	89.0%	95.6%
	335	1.5	91.2%	95.3%
	336	1.9	92.3%	98.2%
	337	1.9	90.1%	95.3%
	338	-0.1	92.3%	97.3%
	339	1.2	93.4%	95.3%
	340	0.5	93.4%	96.7%
	341	1.4	92.3%	96.0%
	342	0.0	90.1%	96.0%

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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
Hiawatha - Hiawatha	343	NA	100.0%	100.0%
Hoosier - Hoosier	850	1.8	84.6%	78.8%
	851	4.1	98.1%	91.2%
Illinois - Carl Sandburg / Illinois Zephyr	380	1.9	90.1%	87.2%
	381	1.6	87.9%	92.9%
	382	2.1	81.3%	86.0%
	383	1.9	83.5%	80.3%
Illinois - Illini / Saluki	390	-0.7	53.8%	53.7%
	391	-2.7	17.6%	20.3%
	392	-4.4	8.8%	34.2%
	393	-5.1	59.3%	42.4%
Illinois - Lincoln Service	300	3.2	82.4%	81.5%
	301	3.4	68.2%	68.9%
	302	3.8	67.1%	68.3%
	303	3.6	75.3%	70.9%
	304	3.1	82.4%	70.0%
	305	1.1	63.7%	65.5%
	306	3.3	72.5%	72.6%
	307	2.9	80.2%	79.2%
Michigan - Blue Water	364	6.4	89.0%	70.3%
	365	9.8	42.9%	74.9%
Michigan - Pere Marquette	370	2.9	78.0%	79.0%
	371	6.4	81.3%	91.5%
	374	NA	0.0%	30.0%
	375	NA	0.0%	60.0%
Michigan - Wolverine	350	1.8	34.1%	45.9%
	351	8.7	40.7%	86.6%
	352	3.8	34.1%	31.2%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
Michigan - Wolverine	353	9.0	62.6%	67.4%
	354	2.7	59.3%	46.9%
	355	7.7	49.5%	53.8%
Missouri - Missouri	311	4.0	89.0%	86.6%
	313	5.8	86.8%	88.6%
	314	7.7	85.7%	82.3%
	316	8.1	76.9%	77.7%
Pacific Surfliner - Pacific Surfliner	561	NA	92.2%	93.5%
	562	-0.9	93.2%	95.1%
	564	-2.9	95.6%	95.7%
	565	-2.1	91.0%	91.4%
	566	-0.9	95.2%	95.8%
	567	-5.3	74.6%	75.4%
	572	-4.8	65.2%	83.3%
	573	-2.9	88.5%	90.3%
	579	-2.5	91.2%	91.4%
	580	-2.3	87.9%	95.6%
	583	-7.1	62.9%	72.1%
	584	NA	90.1%	90.1%
	590	-4.5	85.7%	90.5%
	591	-1.4	84.6%	90.8%
	595	-4.1	82.4%	84.0%
	597	-6.5	85.7%	85.7%
	759	NA	87.5%	92.8%
	763	-1.5	81.3%	87.8%
	768	-1.4	92.3%	90.6%
	769	-1.6	80.2%	81.6%
	774	-1.3	80.2%	81.8%

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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	777	NA	78.0%	85.5%
	782	NA	80.2%	81.7%
	785	-2.4	69.2%	68.4%
	792	-1.4	75.8%	88.4%
	796	-0.3	84.6%	83.0%
	1566	NA	84.0%	92.7%
	1567	NA	92.0%	93.7%
	1588	NA	92.0%	95.3%
	1761	NA	96.3%	95.1%
	3561	NA	100.0%	100.0%
	3563	NA	100.0%	100.0%
	3568	NA	100.0%	80.0%
	3577	NA	100.0%	100.0%
	3582	NA	50.0%	50.0%
	3585	NA	100.0%	60.0%
	3774	NA	100.0%	91.7%
Pennsylvanian - Pennsylvanian	42	0.1	75.8%	71.2%
	43	-0.7	58.2%	67.7%
Piedmont - Piedmont	73	-0.8	63.7%	85.6%
	74	-3.3	46.2%	67.0%
	75	NA	38.5%	69.8%
	76	NA	35.2%	67.2%
	77	NA	51.9%	80.7%
	78	NA	59.3%	84.8%
San Joaquins - San Joaquins	701	-2.1	92.0%	89.0%
	702	-1.6	87.8%	85.7%
	703	-2.2	90.1%	90.8%
	704	0.3	91.2%	84.0%

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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Non NEC Corridor Routes				
Target		>=0	80.0%	80.0%
San Joaquins - San Joaquins	710	NA	79.1%	79.5%
	711	-0.5	78.0%	81.3%
	712	-0.9	69.2%	78.1%
	713	1.1	88.9%	87.9%
	714	-0.9	84.6%	82.9%
	715	-1.0	57.1%	70.4%
	716	-0.1	89.0%	80.6%
	717	0.2	73.6%	75.8%
	718	-0.8	74.7%	83.5%
	719	NA	62.6%	78.3%
	1701	NA	93.8%	93.0%
Vermonter - Vermonter	54	2.2	74.1%	66.7%
	55	3.6	82.8%	75.9%
	56	2.4	67.2%	57.9%
	57	3.5	96.3%	76.2%
Long Distance Routes				
Target		>=0	80.0%	80.0%
Auto Train - Auto Train	52	1.2	59.6%	63.2%
	53	0.0	58.4%	68.1%
California Zephyr - California Zephyr	5	2.5	61.5%	43.9%
	6	3.2	37.4%	51.8%
Capitol Ltd - Capitol Ltd	29	-0.8	19.8%	37.8%
	30	-0.2	19.8%	27.2%
Cardinal - Cardinal	50	-0.3	46.2%	53.5%
	51	1.0	74.4%	48.5%
City Of New Orleans - City Of New Orleans	58	-0.6	66.3%	47.9%
	59	-0.3	80.9%	46.5%
	1158	NA	50.0%	31.6%
	1159	NA	100.0%	63.2%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2017 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
Long Distance Routes				
Target		>=0	80.0%	80.0%
Coast Starlight - Coast Starlight	11	0.0	91.2%	68.2%
	14	0.5	60.4%	47.8%
Crescent - Crescent	19	-2.4	1.1%	39.7%
	20	-2.5	5.5%	15.7%
Empire Builder - Empire Builder	7	-0.3	59.6%	52.1%
	8	0.1	33.7%	26.8%
	27	-0.4	59.8%	33.9%
	28	0.2	81.6%	73.3%
Lake Shore Ltd - Lake Shore Ltd	48	1.3	61.1%	36.4%
	49	-1.7	27.3%	51.0%
	448	-0.9	31.9%	23.0%
	449	-1.2	56.0%	57.1%
Palmetto - Palmetto	89	-0.5	25.3%	51.9%
	90	-0.1	51.6%	56.8%
Silver Meteor - Silver Meteor	97	-0.8	56.0%	48.3%
	98	0.2	25.3%	47.9%
Silver Star - Silver Star	91	-1.2	22.0%	33.1%
	92	0.0	35.6%	44.7%
	1092	5.6	0.0%	29.7%
Southwest Chief - Southwest Chief	3	-0.8	58.2%	47.9%
	4	-0.5	37.4%	38.6%
Sunset Ltd - Sunset Ltd	1	3.6	66.7%	23.3%
	2	2.1	46.2%	48.6%
Texas Eagle - Texas Eagle	21	2.6	64.8%	33.5%
	22	2.6	30.8%	46.4%

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 Q4 to FY 2018 Q3)	End Point OTP for FY 2018 Q3	All Stations OTP for FY 2018 Q3
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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 Q3 Largest Two Delay Codes			
				#1		#2	

Target			900				
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Acela Express

Acela Express	2150	MNRR	2,673	DSR	2,143	CTI	494
	2151	MNRR	1,353	CTI	921	DSR	338
	2153	MNRR	2,073	DSR	1,409	CTI	472
	2154	MNRR	3,340	DSR	1,973	CTI	893
	2155	MNRR	1,395	CTI	689	DSR	678
	2158	MNRR	3,101	CTI	1,434	DSR	737
	2159	MNRR	2,723	DSR	1,233	CTI	862
	2160	MNRR	2,645	DSR	1,585	CTI	455
	2163	MNRR	2,533	DSR	1,392	DMW	728
	2164	MNRR	1,217	DSR	737	CTI	354
	2165	MNRR	1,987	DSR	1,030	CTI	617
	2166	MNRR	1,596	DSR	792	CTI	717
	2167	MNRR	1,934	DSR	921	CTI	834
	2168	MNRR	1,208	CTI	608	DSR	511
	2170	MNRR	1,839	CTI	1,557	DCS	181
	2171	MNRR	2,333	CTI	949	DSR	898
	2172	MNRR	1,526	DSR	728	CTI	525
	2173	MNRR	2,266	DSR	1,233	CTI	672
	2175	MNRR	1,554	DSR	1,289	CTI	156
	2190	MNRR	2,773	DSR	1,836	CTI	938
	2248	MNRR	1,937	CTI	975	DSR	962
	2249	MNRR	2,219	DSR	1,492	CTI	510
	2250	MNRR	1,990	DSR	1,556	CTI	332
	2251	MNRR	893	DSR	408	DCS	293
	2252	MNRR	2,445	DSR	1,717	CTI	577
	2253	MNRR	2,149	CTI	1,065	DSR	628
	2254	MNRR	972	DSR	721	CTI	139
	2255	MNRR	1,360	CTI	1,113	DSR	247
	2256	MNRR	1,223	DSR	838	CTI	247
	2257	MNRR	1,538	CTI	1,346	DSR	192
	2258	MNRR	907	CTI	907		
	2259	MNRR	2,060	CTI	1,717	DSR	343
	2260	MNRR	1,250	DSR	962	RTE	137
	2261	MNRR	1,827	DSR	1,305	CTI	302
	2275	MNRR	1,552	DSR	1,044	CTI	467
	2290	MNRR	2,296	DSR	1,556	DET	446

Other NEC Corridor Routes

Northeast Regional	All Other Northeast Regional	132	MNRR	1,346	CTI	1,236	DSR	110
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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 Q3 Largest Two Delay Codes			
				#1		#2	
Target			900				
	135	MNRR	1,819	CTI	1,653	DSR	165
	136	MNRR	1,511	DSR	1,360	DCS	151
	137	MNRR	2,478	CTI	1,657	DSR	706
	139	MNRR	1,703	DSR	1,635	DCS	69
	140	MNRR	1,680	DSR	1,243	CTI	370
	141	MNRR	1,320	CTI	703	DSR	525
	143	MNRR	1,898	CTI	1,078	DSR	734
	146	MNRR	2,449	DSR	2,232	DCS	179
	148	MNRR	1,194	CTI	578	DSR	552
	149	MNRR	1,511	DSR	783	CTI	632
	150	MNRR	1,865	DSR	919	CTI	443
	160	MNRR	2,136	DSR	893	DMW	536
	161	MNRR	2,037	DSR	1,409	DCS	265
	162	MNRR	2,440	DSR	1,012	CTI	800
	163	MNRR	2,270	DSR	1,429	CTI	370
	165	MNRR	1,905	CTI	767	DSR	747
	166	MNRR	1,030	CTI	934	DSR	96
	167	MNRR	1,365	DSR	1,173	CTI	166
	168	MNRR	1,212	CTI	1,122	DSR	89
	169	MNRR	1,581	DSR	853	CTI	721
	170	MNRR	3,429	DSR	1,537	CTI	943

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 Q3 Largest Two Delay Codes			
					#1	#2		
Target				900				
		172	MNRR	2,157	DSR	921	CTI	670
		173	MNRR	1,632	DSR	628	CTI	580
		175	MNRR	3,549	CTI	2,277	DSR	737
		177	MNRR	2,338	DSR	1,487	CTI	731
		178	MNRR	949	CTI	499	DSR	449
		179	MNRR	1,794	DSR	1,307	CTI	337
		190	MNRR	3,580	DSR	2,483	CTI	1,035
	Lynchburg	145	NS	1,057	FTI	614	PTI	113
		147	MNRR	2,258	DMW	1,020	CTI	587
		147	NS	456	FTI	356	DSR	75
		156	NS	408	FTI	191	DSR	87
		171	MNRR	3,206	DSR	2,129	CTI	778
		171	NS	1,035	FTI	690	DSR	106
		176	MNRR	2,243	DSR	1,350	CTI	494
		176	NS	639	FTI	363	DCS	100
	Richmond / Newport News / Norfolk	65	CSX	3,535	FTI	1,516	PTI	881
		65	MNRR	4,451	DSR	3,208	CTI	516
		66	CSX	2,381	FTI	758	PTI	487
		66	MNRR	2,416	DSR	1,423	CTI	449
		67	CSX	3,234	FTI	1,006	PTI	851
		67	MNRR	3,845	DSR	1,568	DMW	1,420
		71	CSX	816	DCS	266	DSR	228
		71	NS	769	DCS	627	DSR	104

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 Q3 Largest Two Delay Codes			
					#1		#2	
Target				900				
		82	CSX	2,731	FTI	1,930	DCS	315
		82	MNRR	2,360	DSR	1,212	DCS	395
		83	CSX	3,280	PTI	835	FTI	720
		83	MNRR	2,802	DSR	1,319	CTI	1,236
		84	CSX	1,155	FTI	304	DSR	254
		84	NS	345	DSR	150	DCS	68
		85	CSX	1,747	FTI	385	DSR	297
		86	CSX	1,016	DCS	408	RTE	264
		86	MNRR	3,625	DSR	2,925	DMW	383
		87	CSX	2,104	DMW	1,166	FTI	330
		88	CSX	1,649	FTI	558	DCS	398
		88	MNRR	1,561	DSR	1,111	CTI	179
		88	NS	279	DSR	119	DCS	78
		93	CSX	1,599	CTI	561	FTI	283
		93	MNRR	3,214	CTI	2,066	DSR	1,026
		94	CSX	2,485	FTI	777	PTI	392
		94	MNRR	2,093	CTI	1,219	DSR	815
		95	CSX	2,534	FTI	1,032	DSR	441
		95	MNRR	2,070	DSR	1,247	CTI	653
		96	CSX	1,885	FTI	398	DSR, DCS	355
		96	MNRR	1,044	DSR	604	CTI	440

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 Q3 Largest Two Delay Codes			
					#1	#2		
Target				900				
		99	CSX	1,749	FTI	906	PTI	250
		99	MNRR	2,030	DSR	1,131	CTI	655
		125	CSX	2,171	FTI	837	PTI	349
		125	NS	484	DSR	177	FTI	114
		157	CSX	1,388	RTE	433	PTI	383
		157	MNRR	2,129	DSR	1,277	CTI	742
		157	NS	332	FTI	152	DSR	123
		164	CSX	1,425	FTI	1,009	RTE	141
		164	MNRR	2,434	DSR	1,138	CTI	754
		174	CSX	1,120	CTI	425	RTE	238
		174	MNRR	2,188	DSR	862	DCS	544
		194	CSX	2,043	FTI	753	DSR	451
		194	MNRR	2,066	CTI	1,990	DCS	77
		195	CSX	1,680	FTI	676	PTI	307
		195	MNRR	2,348	DSR	1,667	CTI	397

Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	829	DSR	331	PTI	217
		521	UP	631	RTE	178	PTI	165
		522	UP	565	DSR	212	PTI	166
		523	UP	722	PTI	209	DSR	153
		524	UP	923	PTI	470	DSR	181
		525	UP	601	PTI	172	DSR	144
		527	UP	764	PTI	317	DSR	138
		528	UP	808	PTI	280	DSR	201

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 Q3 Largest Two Delay Codes			
				#1	#2		
Target			900				
Non-NEC Corridor Routes							
	529	UP	450	DSR	185	PTI	94
	530	UP	593	DSR	180	PTI	119
	531	UP	765	PTI	270	DSR	212
	532	UP	490	DSR	206	PTI	82
	534	UP	496	DSR	194	PTI	119
	535	UP	488	DSR	153	PTI	112
	536	UP	739	DSR	228	PTI	173
	537	UP	873	PTI	334	DSR	175
	538	UP	563	DSR	187	PTI	168
	540	UP	371	DSR	229	PTI	89
	541	UP	536	DSR	181	PTI	147
	542	UP	720	PTI	306	DSR	174
	543	UP	802	PTI	263	DSR	193
	544	UP	702	DSR	241	PTI	215
	545	UP	422	DSR	156	PTI	114
	546	UP	622	PTI	187	DSR	173
	547	UP	601	PTI	203	DSR	168
	548	UP	935	PTI	397	DSR	256
	549	UP	341	DSR	169	PTI	71
	550	UP	1,173	DSR	412	PTI	315
	551	UP	1,353	DMW	717	DSR	390
	553	UP	905	DSR	453	DMW	150
	720	UP	827	DSR	357	DCS	215
	723	UP	667	DCS	204	RTE	176
	724	UP	667	DSR	246	DCS	198
	727	UP	539	DSR	201	DCS	148
	728	UP	929	PTI	279	DCS	262
	729	UP	490	DCS	157	DSR	144
	732	UP	1,097	PTI	380	DSR	246
	733	UP	844	DCS	302	DSR	204
	734	UP	1,280	FTI	673	PTI	208

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 Q3 Largest Two Delay Codes			
					#1	#2		
Target				900				
Non-NEC Corridor Routes								
		736	UP	1,095	DCS	535	DSR	261
		737	UP	701	DCS	315	DSR	218
		738	UP	712	DCS	363	DSR	167
		741	UP	857	DCS	491	PTI	148
		742	UP	1,177	FTI	345	PTI	333
		743	UP	1,139	PTI	536	DCS	276
		744	UP	985	PTI	667	DSR	167
		745	UP	1,074	DCS	601	DSR	199
		746	UP	697	DSR	261	DCS	191
		747	UP	862	PTI	307	DSR	170
		748	UP	1,058	DSR	441	DCS	262
		749	UP	1,000	PTI	427	DSR	307
		751	UP	800	DSR	423	DMW	159
		1550	UP	3,499	DMW	1,803	DSR	1,379
Carolinian	Carolinian	79	CSX	1,751	PTI	519	FTI	479
		79	NS	1,012	DSR	355	FTI	249
		80	CSX	2,044	FTI	795	PTI	394
		80	NS	992	FTI	288	DSR	284
Cascades	Cascades	500	BNSF	1,298	DSR	517	RTE	215
		500	UP	555	FTI	295	DCS	113
		501	BNSF	1,352	DSR	595	FTI	345
		502	BNSF	754	DSR	366	RTE	135
		504	BNSF	1,387	DSR	475	FTI	328
		505	BNSF	1,081	DSR	380	RTE	222
		505	UP	1,825	FTI	836	PTI	670
		506	BNSF	789	DSR	366	FTI	183
		506	UP	752	FTI	621	DCS	71
		507	BNSF	1,178	DSR	477	FTI	204
		508	BNSF	829	DSR	505	FTI	123
		508	UP	1,455	FTI	769	PTI	442
		511	UP	922	FTI	381	DSR	175

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 Q3 Largest Two Delay Codes			
					#1		#2	
Target				900				
Non-NEC Corridor Routes								
		513	UP	907	PTI	321	FTI	321
		516	BNSF	2,007	DSR	740	FTI	644
		517	BNSF	1,363	DSR	467	FTI	317
		518	BNSF	1,580	DSR	522	FTI	458
		519	BNSF	1,472	PTI	467	DSR	425
Downeaster	Downeaster	680	MBTA	1,430	CTI	1,298	DSR	66
		680	PanAm	623	FTI	313	DCS	159
		681	MBTA	653	CTI	198	DCS	194
		681	PanAm	769	DSR	287	PTI	271
		682	MBTA	2,067	CTI	1,426	PTI	252
		682	PanAm	535	DSR	383	FTI	79
		683	MBTA	879	DCS	230	PTI	226
		683	PanAm	1,050	DSR	408	PTI	331
		684	MBTA	747	DSR	286	CTI	145
		684	PanAm	575	DSR	309	PTI	91
		685	MBTA	1,835	CTI	1,232	DCS	376
		685	PanAm	903	DSR	356	FTI	268
		686	MBTA	2,071	CTI	1,182	FTI	393
		686	PanAm	1,361	DSR	509	PTI	462
		687	MBTA	546	CTI	347	FTI	95
		687	PanAm	1,609	PTI	1,009	FTI	296
		688	MBTA	901	CTI	616	DSR	236
		688	PanAm	1,710	PTI	645	FTI	566
		689	MBTA	1,240	CTI	575	FTI	310
		689	PanAm	611	DSR	249	DCS	181
		690	MBTA	872	DTR	431	DSR	284
		690	PanAm	858	DCS	482	DSR	251
		691	MBTA	1,235	DTR	647	CTI	265
		691	PanAm	919	PTI	416	DSR	319
		692	MBTA	1,205	DTR	480	DSR, CTI	196
		692	PanAm	825	DCS	305	DSR	291

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 Q3 Largest Two Delay Codes			
					#1		#2	
Target				900				
Non-NEC Corridor Routes								
		693	MBTA	1,048	DTR	392	CTI	363
		693	PanAm	1,929	PTI	1,403	DSR	415
		694	MBTA	774	DTR	431	DSR	265
		694	PanAm	857	PTI	288	DSR	208
		695	MBTA	607	DTR	382	PTI	98
		695	PanAm	829	FTI	225	DSR	218
		696	MBTA	774	DTR	353	DSR	323
		696	PanAm	405	DSR	256	DCS	149
		697	MBTA	705	DTR	314	FTI	157
		697	PanAm	1,805	PTI	630	DMW	533
		698	MBTA	882	CTI	392	DTR	186
		698	PanAm	1,103	PTI	496	DSR	388
		699	MBTA	803	DTR	451	FTI	127
		699	PanAm	714	DSR	288	DCS	199
Empire	Adirondack	68	Amtrak	29	PTI	13	DCS	13
		68	CN	1,632	DSR	1,006	DMW	205
		68	CP	570	DSR	214	PTI	194
		68	MNRR	1,215	CTI	546	DSR	365
		69	CN	3,718	DSR	1,575	RTE	1,220
		69	CP	1,143	PTI	699	DSR	225
		69	MNRR	1,557	CTI	926	DSR	261
	Ethan Allen Express	290	Amtrak	503	PTI	328	RTE	135
		290	CP	841	DCS	227	FTI	203
		290	MNRR	2,006	CTI	943	DSR	363
		290	VTR	7	DCS	7		
		291	CP	397	FTI	130	DCS	101
		291	MNRR	1,636	DSR	406	CTI	371
		292	Amtrak	86	PTI	57	RTE	29
		292	CP	3,441	PTI	2,848	FTI	498
		292	MNRR	1,884	CTI	628	DSR	538
		293	CP	281	DCS	192	DSR	89

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 Q3 Largest Two Delay Codes			
					#1		#2	
Target				900				
Non-NEC Corridor Routes								
		293	MNRR	2,773	CTI	2,142	DSR	304
		293	VTR	354	DCS	225	FTI	129
		295	CP	135	DCS	74	DSR	43
		295	MNRR	1,402	CTI	790	DMW	231
		295	VTR	62	DCS	62		
		296	Amtrak	226	PTI	199	RTE	27
		296	CP	1,063	PTI	698	RTE	274
		296	MNRR	1,286	CTI	841	DSR	276
		296	VTR	42	DCS	42		
	Maple Leaf	63	CSX	1,399	FTI	784	RTE	294
		63	MNRR	990	CTI	538	DSR	248
		64	Amtrak	45	PTI	45		
		64	CSX	1,577	FTI	1,143	RTE	193
		64	MNRR	1,324	CTI	700	DSR	330
	New York - Albany	230	MNRR	1,187	CTI	498	RTE	491
		232	MNRR	1,690	CTI	1,177	DSR	200
		233	MNRR	1,957	RTE	588	CTI	550
		234	MNRR	1,720	CTI	1,052	DSR	468
		235	MNRR	1,559	CTI	642	DMW	284
		236	MNRR	1,446	DSR	464	CTI	445
		237	MNRR	1,303	CTI	880	DSR	242
		238	MNRR	1,704	CTI	659	DSR	566
		239	MNRR	2,825	CTI	2,323	DSR	329
		241	MNRR	723	CTI	353	DSR	271
		242	MNRR	1,613	CTI	987	DSR	456
		243	MNRR	670	CTI	305	DSR	214
		244	MNRR	2,235	CTI	1,262	DSR	396
		245	MNRR	817	CTI	377	DSR	265
		250	MNRR	919	CTI	322	DSR	312
		251	MNRR	2,152	CTI	1,015	RTE	629
		252	MNRR	1,524	RTE	488	DSR	466

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 Q3 Largest Two Delay Codes			
					#1		#2	
Target				900				
Non-NEC Corridor Routes								
		253	MNRR	1,085	CTI	569	DSR	231
		254	MNRR	1,531	CTI	628	DSR	412
		255	MNRR	1,544	CTI	778	RTE	304
		256	MNRR	1,639	CTI	1,010	DSR	424
		259	MNRR	553	DSR	317	CTI	118
		260	MNRR	1,590	DSR	500	RTE	462
		261	MNRR	575	DSR	231	CTI	167
	New York - Niagara Falls	280	Amtrak	20	RTE	17	DCS	2
		280	CSX	663	FTI	319	RTE	134
		280	MNRR	2,453	CTI	1,314	DSR	406
		281	CSX	1,750	FTI	1,220	RTE	265
		281	MNRR	2,147	CTI	860	RTE	588
		283	CSX	1,543	FTI	961	DCS	275
		283	MNRR	1,834	CTI	735	DSR	423
		284	Amtrak	18	PTI	18		
		284	CSX	981	FTI	487	RTE	234
		284	MNRR	1,776	CTI	712	DSR	583
		288	CSX	1,308	FTI	820	RTE	164
		288	MNRR	1,197	CTI	530	DSR	412
Heartland Flyer	Heartland Flyer	821	BNSF	2,471	DSR	1,332	FTI	937
		822	BNSF	2,197	DSR	1,321	FTI	749
Hiawatha	Hiawatha	329	CP	124	DCS	77	FTI	32
		329	Metra	246	RTE	108	FTI	74
		330	CP	99	DCS	72	FTI	22
		330	Metra	3,190	CTI	3,006	DCS	140
		331	CP	161	DCS	87	FTI	37
		331	Metra	842	CTI	406	DCS	274
		332	CP	169	FTI	70	DCS	49
		332	Metra	1,066	CTI	445	DSR	173
		333	CP	101	FTI	48	DMW	31
		333	Metra	477	DCS	151	CTI	119

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 Q3 Largest Two Delay Codes			
					#1		#2	
Target				900				
Non-NEC Corridor Routes								
		334	CP	491	FTI	170	DMW	120
		334	Metra	1,073	CTI	409	FTI	251
		335	CP	187	FTI	101	CTI	51
		335	Metra	1,027	CTI	396	FTI	273
		336	CP	381	FTI	153	DCS	134
		336	Metra	1,414	CTI	868	DMW	224
		337	CP	153	FTI	71	DCS	36
		337	Metra	547	CTI	179	DCS	151
		338	CP	288	FTI	153	DCS	57
		338	Metra	1,875	CTI	1,473	PTI	196
		339	CP	236	DCS	75	CTI	75
		339	Metra	2,215	CTI	1,767	DCS	238
		340	CP	451	CTI	170	DCS	126
		340	Metra	1,493	CTI	803	RTE	169
		341	CP	530	CTI	331	FTI	97
		341	Metra	270	CTI	198	RTE	35
		342	CP	138	FTI	68	DCS	47
		342	Metra	1,660	CTI	1,338	DCS	88
		343	CP	203	DCS	116	FTI	87
		343	Metra	413	CTI	243	DCS	170
Hoosier	Hoosier	850	CSX	513	FTI	242	DCS	237
		851	CSX	537	FTI	365	DCS	76
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	514	FTI	162	RTE	127
		381	BNSF	587	FTI	171	DSR	107
		382	BNSF	726	FTI	247	RTE	214
		383	BNSF	953	FTI	291	DSR	154
	Illini / Saluki	390	CN	1,591	DCS	739	FTI	496
		391	CN	2,049	DCS	1,048	FTI	297
		392	CN	2,109	DCS	1,100	FTI	382

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 Q3 Largest Two Delay Codes			
					#1		#2	
Target				900				
Non-NEC Corridor Routes								
		393	CN	1,634	DCS	768	FTI	389
	Lincoln Service	300	CN	1,569	FTI	680	DCS	277
		300	UP	718	FTI	451	PTI	107
		301	CN	1,312	FTI	399	DCS	294
		301	UP	1,216	PTI	552	FTI	341
		302	CN	2,319	FTI	1,285	DMW	335
		302	UP	1,228	FTI	516	PTI	364
		303	CN	994	FTI	538	DCS	176
		303	UP	1,027	PTI	459	FTI	293
		304	CN	1,797	FTI	1,058	DSR	363
		304	UP	1,006	FTI	488	PTI	324
		305	CN	1,494	FTI	638	CTI	328
		305	UP	995	PTI	386	FTI	317
		306	CN	1,601	FTI	1,200	DSR	161
		306	UP	1,366	PTI	620	FTI	442
		307	CN	878	FTI	524	DMW	148
		307	UP	954	FTI	460	PTI	188
Michigan	Blue Water	364	Amtrak	1,265	DSR	777	DMW	237
		364	CN	670	FTI	616	DCS	44
		364	MIDOT	395	DCS	345	RTE, FTI	25
		364	NS	1,997	FTI	912	DCS	723
		365	Amtrak	1,379	DSR	872	DMW	159
		365	CN	1,217	FTI	1,021	DCS	76
		365	MIDOT	674	DCS	340	PTI	130
		365	NS	3,576	FTI	1,884	DCS	780
	Pere Marquette	370	CSX	375	FTI	198	DCS	100
		370	NS	1,732	FTI	1,017	DCS	347
		371	CSX	430	DCS	194	FTI	168
		371	NS	2,961	FTI	1,723	PTI	602
		374	CSX	408	FTI	408		
		374	NS	5,656	PTI	2,956	FTI	1,928

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 Q3 Largest Two Delay Codes			
					#1	#2		
Target				900				
Non-NEC Corridor Routes								
		375	NS	1,928	FTI	1,928		
	Wolverine	350	Amtrak	3,070	PTI	1,835	DSR	978
		350	CN	2,397	DSR	860	FTI	798
		350	MIDOT	716	PTI	428	DSR	116
		350	NS	2,517	FTI	1,992	PTI	138
		351	Amtrak	1,344	DSR	913	DCS	222
		351	CN	1,329	DSR	593	FTI	449
		351	MIDOT	345	DMW	155	DSR	90
		351	NS	3,407	FTI	1,537	DCS	777
		352	Amtrak	1,893	DSR	894	PTI	623
		352	CN	2,506	DSR	1,329	DCS	449
		352	MIDOT	795	DCS	411	PTI	179
		352	NS	3,130	FTI	1,418	DCS	768
		353	Amtrak	1,426	DSR	811	PTI	405
		353	CN	1,626	DSR	737	DCS	313
		353	MIDOT	654	PTI	461	DSR	116
		353	NS	2,898	FTI	2,463	DMW	133
		354	Amtrak	1,454	DSR	924	PTI	324
		354	CN	1,572	DSR	1,004	FTI	350
		354	MIDOT	343	DCS	133	PTI	115
		354	NS	2,107	FTI	1,116	DCS	568
		355	Amtrak	2,005	DSR	847	PTI	607
		355	CN	2,566	FTI	732	PTI	632
		355	MIDOT	676	DCS	338	PTI	212
		355	NS	2,249	DCS	972	FTI	783
Missouri	Missouri	311	UP	625	FTI	192	PTI	113
		313	UP	479	FTI	154	PTI	120
		314	UP	790	FTI	431	DSR	123
		316	UP	947	FTI	457	PTI	190
Pacific Surfliner	Pacific Surfliner	561	BNSF	1,949	CTI	1,233	DCS	391
		561	SCRRA	464	CTI	245	DCS	108

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 Q3 Largest Two Delay Codes			
				#1	#2		
Target			900				
Non-NEC Corridor Routes							
	561	SDNRR	640	CTI	353	DSR	204
	562	BNSF	581	DSR	233	DCS	222
	562	SCRRA	797	CTI	284	PTI	205
	562	SDNRR	2,000	CTI	968	PTI	770
	564	BNSF	579	CTI	140	DSR	134
	564	SCRRA	1,373	PTI	776	CTI	309
	564	SDNRR	1,653	PTI	1,017	CTI	497
	565	BNSF	1,247	FTI	296	RTE	285
	565	SCRRA	711	DSR	193	CTI	155
	565	SDNRR	965	CTI	505	PTI	179
	566	BNSF	1,566	DCS	635	CTI	583
	566	SCRRA	1,521	PTI	1,269	DCS	106
	566	SDNRR	1,245	PTI	658	CTI	397
	567	BNSF	1,624	RTE	650	DSR	450
	567	SCRRA	649	PTI	303	DSR	161
	567	SDNRR	3,082	CTI	1,545	PTI	1,260
	572	BNSF	1,615	DCS	455	DSR	381
	572	SCRRA	762	PTI	326	DSR	198
	572	SDNRR	1,718	CTI	1,010	PTI	460
	573	BNSF	1,152	DCS	595	DSR	216
	573	SCRRA	549	CTI	227	DSR	131
	573	SDNRR	889	CTI	484	PTI	261
	579	BNSF	971	DCS	404	FTI	296
	579	SCRRA	414	CTI	202	DSR	82
	579	SDNRR	1,296	CTI	639	PTI	473
	580	BNSF	383	DCS	143	DSR	107
	580	SCRRA	1,195	PTI	631	CTI	245
	580	SDNRR	1,636	CTI	1,144	PTI	320
	583	BNSF	1,432	RTE	470	FTI	334
	583	SCRRA	1,666	CTI	921	PTI	383
	583	SDNRR	1,638	CTI	886	PTI	518

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 Q3 Largest Two Delay Codes			
				#1	#2		
Target			900				
Non-NEC Corridor Routes							
	584	BNSF	1,099	DCS	332	FTI	302
	584	SCRRA	979	CTI	520	DCS	144
	584	SDNRR	1,627	CTI	1,062	PTI	282
	590	BNSF	805	CTI	340	DCS	273
	590	SCRRA	1,631	RTE	456	PTI	381
	590	SDNRR	1,307	CTI	381	PTI	322
	591	BNSF	770	RTE	186	DCS	181
	591	SCRRA	607	CTI	328	DSR	105
	591	SDNRR	1,416	PTI	734	CTI	458
	595	BNSF	1,068	DCS	266	FTI	220
	595	SCRRA	616	PTI	169	DSR	113
	595	SDNRR	1,342	FTI	385	PTI	340
	597	BNSF	1,196	DSR	598	RTE	399
	597	SCRRA	1,671	PTI	691	CTI	576
	759	SCRRA	885	CTI	832	DSR	26
	759	UP	1,522	PTI	647	CTI	438
	763	BNSF	1,498	FTI	608	DCS	281
	763	SCRRA	691	PTI	357	CTI	107
	763	SDNRR	1,135	CTI	869	DCS	107
	763	UP	758	PTI	297	DCS	142
	768	BNSF	572	DSR	153	RTE, DCS	112
	768	SCRRA	831	CTI	341	PTI	252
	768	SDNRR	733	PTI	381	CTI	269
	768	UP	579	PTI	410	DCS	80
	769	BNSF	1,360	DCS	654	DMW	230
	769	SCRRA	464	CTI	166	PTI	115
	769	SDNRR	1,367	CTI	531	PTI	486
	769	UP	1,622	PTI	1,194	DCS	171
	774	BNSF	843	DCS	271	RTE	204
	774	SCRRA	816	PTI	326	CTI	175
	774	SDNRR	1,772	PTI	1,038	CTI	589

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 Q3 Largest Two Delay Codes			
				#1	#2		
Target			900				
Non-NEC Corridor Routes							
	774	UP	998	PTI	622	DCS	157
	777	BNSF	537	DSR	199	DCS	112
	777	SCRRA	442	CTI	132	PTI	124
	777	SDNRR	695	PTI	439	CTI	80
	777	UP	1,154	PTI	587	DCS	235
	782	BNSF	993	FTI	340	DCS	193
	782	SCRRA	1,290	PTI	496	CTI	488
	782	SDNRR	1,765	CTI	1,314	PTI	295
	782	UP	921	PTI	513	DCS	138
	785	BNSF	1,554	FTI	480	PTI	317
	785	SCRRA	914	PTI	478	CTI	248
	785	SDNRR	1,800	CTI	1,159	PTI	428
	785	UP	589	PTI	209	DCS	154
	792	BNSF	588	DCS	210	RTE	118
	792	SCRRA	954	CTI	495	RTE	118
	792	SDNRR	1,619	PTI	768	FTI	413
	792	UP	2,591	CTI	1,552	PTI	715
	796	BNSF	909	RTE	277	DCS	230
	796	SCRRA	969	PTI	486	CTI	190
	796	SDNRR	703	FTI	259	CTI	201
	796	UP	1,394	PTI	798	CTI	289
	1566	BNSF	614	PTI	447	FTI	130
	1566	SCRRA	1,780	PTI	1,331	CTI	229
	1566	SDNRR	1,686	CTI	1,341	PTI	264
	1567	BNSF	1,098	RTE	298	FTI	279
	1567	SCRRA	636	RTE	220	DCS	144
	1567	SDNRR	1,644	CTI	1,304	FTI	226
	1588	BNSF	1,340	PTI	372	CTI	353
	1588	SCRRA	2,076	PTI	1,797	DCS	127
	1588	SDNRR	938	PTI	373	FTI	253
	1761	BNSF	362	DCS	241	FTI	69

Appendix B

Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2018 Q3 Largest Two Delay Codes			
					#1	#2		
Target				900				
Non-NEC Corridor Routes								
		1761	SCRRA	477	DSR	287	CTI	65
		1761	UP	1,520	PTI	1,465	DSR	49
		3563	UP	611	PTI	611		
Pennsylvanian	Pennsylvanian	42	NS	1,407	FTI	727	DSR	274
		43	NS	1,654	FTI	1,142	RTE	195
Piedmont	Piedmont	73	NS	1,259	FTI	464	DSR	383
		74	NS	1,823	FTI	797	DSR	533
		75	NS	1,925	FTI	906	DSR	389
		76	NS	1,424	FTI	456	PTI	404
		77	NS	1,203	FTI	645	DSR	227
		78	NS	938	FTI	312	DSR	265
San Joaquins	San Joaquins	701	BNSF	737	FTI	395	PTI	157
		701	UP	1,132	PTI	396	FTI	299
		702	BNSF	836	FTI	374	PTI	308
		702	UP	781	FTI	449	DMW	130
		703	BNSF	897	PTI	363	FTI	339
		703	UP	613	FTI	295	DCS	169
		704	BNSF	656	PTI	306	FTI	243
		704	UP	817	FTI	383	CTI	182
		710	BNSF	926	PTI	365	FTI	314
		710	UP	1,373	DSR	702	PTI	375
		711	BNSF	642	FTI	257	PTI	185
		711	UP	1,559	DSR	730	PTI	415
		712	BNSF	1,104	FTI	427	PTI	347
		712	UP	1,721	DSR	772	PTI	420
		713	BNSF	735	PTI	308	FTI	278
		713	UP	2,768	PTI	1,473	DSR	583
		714	BNSF	955	FTI	416	PTI	335
		714	UP	1,576	DSR	696	PTI	466
		715	BNSF	1,126	PTI	559	FTI	357
		715	UP	1,895	PTI	692	DSR	680

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 Q3 Largest Two Delay Codes			
				#1	#2		

Target			900				
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Non-NEC Corridor Routes

		716	BNSF	746	PTI	331	FTI	219
		716	UP	2,195	FTI	721	DSR	693
		717	BNSF	889	PTI	427	FTI	215
		717	UP	2,115	DSR	809	PTI	628
		718	BNSF	844	PTI	447	FTI	221
		718	UP	1,405	DCS	526	DSR	492
		719	BNSF	818	PTI	461	FTI	189
		719	UP	3,547	PTI	1,386	DSR	1,056
		1701	BNSF	602	FTI	217	DMW	158
		1701	UP	807	DCS	295	FTI	243
Vermont	Vermont	54	MADOT	2,414	DSR	2,414		
		54	MNRR	2,454	DSR	1,402	DCS	423
		54	NECR	1,253	DSR	1,245	DCS	8
		55	MADOT	2,428	DSR	2,068	RTE	128
		55	MNRR	2,790	CTI	1,641	DSR	898
		55	NECR	1,307	DSR	1,215	FTI	83
		56	MADOT	2,341	DSR	2,082	PTI	96
		56	MNRR	3,689	DSR	2,123	DMW	692
		56	NECR	1,178	DSR	1,145	DCS	29
		57	MADOT	1,685	DSR	1,685		
		57	MNRR	2,083	DSR	1,138	CTI	734
		57	NECR	1,088	DSR	1,088		

Long-Distance Routes

Auto Train	52	CSX	1,325	FTI	559	DSR	232
	53	CSX	1,555	FTI	708	PTI	359
	53	FR	1,717	CTI	865	DSR	607
California Zephyr	5	BNSF	1,181	DSR	415	FTI	285
	5	UP	820	FTI	308	PTI	157
	6	BNSF	1,159	FTI	406	DSR	396
	6	UP	768	FTI	281	DSR	155
Capitol Ltd	29	CSX	1,533	FTI	684	DCS	401
	29	NS	2,706	FTI	1,818	PTI	403
	30	CSX	1,702	FTI	655	DCS	384

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 Q3 Largest Two Delay Codes			
				#1	#2		
Target			900				
Long-Distance Routes							
Cardinal	30	NS	2,282	FTI	1,578	RTE	287
	50	BBrRR	2,248	FTI	841	PTI	826
	50	CSX	897	FTI	470	DCS	169
	50	NS	1,733	FTI	772	CTI	324
	51	BBrRR	787	PTI	465	DCS	138
City Of New Orleans	51	CSX	1,123	FTI	731	DCS	181
	51	NS	1,532	DCS	542	PTI	320
	58	CN	1,237	FTI	472	DSR	294
	59	CN	1,391	FTI	600	DSR	305
	1158	CN	1,568	DSR	366	DMW	345
Coast Starlight	1159	CN	1,045	DSR	372	FTI	345
	11	BNSF	919	DSR	291	FTI	215
	11	SCRRA	2,873	CTI	1,323	PTI	794
	11	UP	1,141	PTI	414	FTI	339
	14	BNSF	884	DSR	442	DCS	129
Crescent	14	SCRRA	2,684	PTI	1,777	CTI	465
	14	UP	1,200	FTI	348	PTI	339
	19	NS	2,340	FTI	1,572	DSR	325
	20	NS	2,255	FTI	1,569	DSR	312
	7	BNSF	1,137	FTI	558	DSR	420
Empire Builder	7	CP	522	FTI	255	DSR	142
	7	Metra	234	CTI	82	DCS	67
	8	BNSF	1,245	FTI	611	DSR	451
	8	CP	807	FTI	320	DSR	217
	8	Metra	3,401	CTI	2,688	DCS	541
Lake Shore Ltd	27	BNSF	921	DSR	453	FTI	301
	28	BNSF	779	FTI	366	DSR	298
	48	CSX	1,109	FTI	509	RTE	190
	48	MNRR	2,701	CTI	1,090	RTE	829
	48	NS	2,564	FTI	1,974	RTE	215
Palmetto	49	CSX	778	FTI	478	RTE	162
	49	MNRR	1,350	DSR	562	CTI	343
	49	NS	2,538	FTI	1,432	PTI	670
	448	CSX	1,040	FTI	382	RTE	212
	448	MBTA	16,678	CTI	13,738	RTE	1,429
	448	NS	3,765	FTI	2,582	DSR	693
	449	CSX	928	FTI	482	RTE	157
	449	MBTA	9,743	CTI	5,307	RTE	1,620
	449	NS	3,340	FTI	1,745	PTI	927
	89	CSX	1,353	FTI	650	PTI	277

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 Q3 Largest Two Delay Codes			
				#1	#2		
Target			900				
Long-Distance Routes							
Silver Meteor	90	CSX	1,154	FTI	540	PTI	276
	97	CSX	1,018	FTI	478	PTI	171
	97	Fla DOT	1,467	CTI	846	DCS	227
	97	FR	1,481	DCS	356	PTI	325
	98	CSX	1,127	FTI	548	PTI	159
Silver Star	98	Fla DOT	677	CTI	207	FTI	189
	98	FR	1,519	PTI	547	DSR	374
	91	CSX	1,248	FTI	439	PTI	234
	91	Fla DOT	1,632	CTI	1,097	DSR	227
	91	FR	910	DSR	385	CTI	191
	91	NS	770	FTI	279	PTI	271
	92	CSX	1,221	FTI	448	PTI	236
	92	Fla DOT	629	CTI	299	DCS	126
	92	FR	843	DSR	372	DCS	257
	92	NS	762	PTI	449	DCS	199
Southwest Chief	1092	CSX	2,008	DMW	951	DSR	393
	1092	FR	328	DSR	328		
	3	BNSF	699	FTI	228	DSR	167
	3	NMDOT	2,238	CTI	1,305	DSR	475
	4	BNSF	800	FTI	327	DSR	175
Sunset Ltd	4	NMDOT	2,114	CTI	968	DSR	498
	1	BNSF	1,295	DSR	559	DTR	279
	1	UP	1,471	FTI	875	DSR	186
	2	BNSF	1,230	FTI	652	DSR	354
Texas Eagle	2	UP	1,625	FTI	1,000	RTE	239
	21	BNSF	1,065	FTI	436	DSR	427
	21	CN	2,378	FTI	909	DCS	382
	21	TRE	1,720	CTI	554	DTR	451
	21	UP	2,156	FTI	1,161	DSR	298
	22	BNSF	1,145	DSR	548	FTI	469
	22	CN	3,720	FTI	2,150	DCS	736
	22	TRE	3,180	CTI	1,663	FTI	458
	22	UP	1,422	FTI	575	DSR	263

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 Q3 Largest Two Delay Codes			
				#1	#2		

Target

900

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

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

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

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 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Northeast Regional - All Other Northeast Regional	132	116	HLD	90	OTH	26
Northeast Regional - All Other Northeast Regional	135	681	HLD	470	ADA	192
Northeast Regional - All Other Northeast Regional	136	568	OTH	490	HLD, ADA	39
Northeast Regional - All Other Northeast Regional	137	360	OTH	176	HLD	159
Northeast Regional - All Other Northeast Regional	139	495	OTH	440	ADA	55
Northeast Regional - All Other Northeast Regional	140	385	OTH	354	ENG	19
Northeast Regional - All Other Northeast Regional	141	1,230	SVS	583	OTH	352
Northeast Regional - All Other Northeast Regional	143	1,806	SVS	774	OTH	708
Northeast Regional - All Other Northeast Regional	146	180	OTH	180		
Northeast Regional - All Other Northeast Regional	148	608	OTH	545	HLD	45
Northeast Regional - All Other Northeast Regional	149	755	CON	343	OTH	234
Northeast Regional - All Other Northeast Regional	150	155	HLD	87	OTH	62
Northeast Regional - All Other Northeast Regional	160	317	OTH	186	HLD	118
Northeast Regional - All Other Northeast Regional	161	1,091	HLD	377	OTH	324
Northeast Regional - All Other Northeast Regional	162	311	ENG	137	HLD	81
Northeast Regional - All Other Northeast Regional	163	242	HLD	204	OTH	38
Northeast Regional - All Other Northeast Regional	165	648	OTH	278	CON	172
Northeast Regional - All Other Northeast Regional	166	310	ENG	219	ADA	52
Northeast Regional - All Other Northeast Regional	167	217	OTH	89	CON	77
Northeast Regional - All Other Northeast Regional	168	60	OTH	48	HLD	12
Northeast Regional - All Other Northeast Regional	169	992	CON	813	OTH	132
Northeast Regional - All Other Northeast Regional	170	304	OTH	283	HLD	21
Northeast Regional - All Other Northeast Regional	172	246	OTH	204	ADA	18
Northeast Regional - All Other Northeast Regional	173	647	OTH	407	CAR	92
Northeast Regional - All Other Northeast Regional	175	363	OTH	103	CON	89
Northeast Regional - All Other Northeast Regional	177	979	ENG	639	OTH	145
Northeast Regional - All Other Northeast Regional	178	561	OTH	336	ENG	76
Northeast Regional - All Other Northeast Regional	179	958	CON	527	OTH	184
Northeast Regional - All Other Northeast Regional	190	93	ENG	64	OTH	21

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Northeast Regional - Lynchburg	145	382	HLD	172	ADA	84
Northeast Regional - Lynchburg	147	474	SVS	187	OTH	184
Northeast Regional - Lynchburg	156	390	HLD	191	ADA	77
Northeast Regional - Lynchburg	171	628	HLD	217	ENG	108
Northeast Regional - Lynchburg	176	417	HLD	105	ADA	103
Northeast Regional - Richmond / Newport News / Norfolk	65	596	HLD	188	SVS	142
Northeast Regional - Richmond / Newport News / Norfolk	66	575	OTH	164	SYS	107
Northeast Regional - Richmond / Newport News / Norfolk	67	409	OTH	147	SVS	96
Northeast Regional - Richmond / Newport News / Norfolk	71	256	OTH	130	SYS	49
Northeast Regional - Richmond / Newport News / Norfolk	82	166	ENG	67	HLD	63
Northeast Regional - Richmond / Newport News / Norfolk	83	439	HLD	146	ADA	108
Northeast Regional - Richmond / Newport News / Norfolk	84	270	ADA	70	OTH	57
Northeast Regional - Richmond / Newport News / Norfolk	85	248	HLD	86	ENG	78
Northeast Regional - Richmond / Newport News / Norfolk	86	226	HLD	109	ADA	38
Northeast Regional - Richmond / Newport News / Norfolk	87	135	HLD	51	INJ	42
Northeast Regional - Richmond / Newport News / Norfolk	88	322	OTH	101	HLD	90
Northeast Regional - Richmond / Newport News / Norfolk	93	233	CON	87	OTH	68
Northeast Regional - Richmond / Newport News / Norfolk	94	455	ENG	187	HLD	91
Northeast Regional - Richmond / Newport News / Norfolk	95	499	ADA	169	HLD	125
Northeast Regional - Richmond / Newport News / Norfolk	96	466	HLD	196	ADA	109
Northeast Regional - Richmond / Newport News / Norfolk	99	399	HLD	153	OTH, ADA	99
Northeast Regional - Richmond / Newport News / Norfolk	125	372	HLD	109	SYS	67
Northeast Regional - Richmond / Newport News / Norfolk	157	907	HLD	257	SVS	187
Northeast Regional - Richmond / Newport News / Norfolk	164	246	OTH	102	HLD	102
Northeast Regional - Richmond / Newport News / Norfolk	174	354	OTH	246	HLD	48
Northeast Regional - Richmond / Newport News / Norfolk	194	366	HLD	151	ADA	135
Northeast Regional - Richmond / Newport News / Norfolk	195	673	SYS	160	ENG	132
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	189	HLD	73	ADA	44

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Capitol Corridor - Capitol Corridor	521	250	HLD	144	CAR	26
Capitol Corridor - Capitol Corridor	522	332	ADA	196	OTH	45
Capitol Corridor - Capitol Corridor	523	340	HLD	126	CAR	80
Capitol Corridor - Capitol Corridor	524	429	ADA	172	HLD	148
Capitol Corridor - Capitol Corridor	525	417	HLD	158	ADA	102
Capitol Corridor - Capitol Corridor	527	407	HLD	195	ADA	60
Capitol Corridor - Capitol Corridor	528	464	HLD	175	ADA	138
Capitol Corridor - Capitol Corridor	529	398	HLD	233	ADA	63
Capitol Corridor - Capitol Corridor	530	266	ENG	94	HLD	66
Capitol Corridor - Capitol Corridor	531	406	HLD	236	ADA	79
Capitol Corridor - Capitol Corridor	532	327	ADA	139	HLD	84
Capitol Corridor - Capitol Corridor	534	429	CCR	215	HLD	74
Capitol Corridor - Capitol Corridor	535	363	ADA	220	OTH	118
Capitol Corridor - Capitol Corridor	536	566	HLD	295	ADA	118
Capitol Corridor - Capitol Corridor	537	374	HLD	113	ADA	113
Capitol Corridor - Capitol Corridor	538	472	HLD	194	ADA	155
Capitol Corridor - Capitol Corridor	540	233	HLD	96	CON	68
Capitol Corridor - Capitol Corridor	541	399	HLD	177	ADA	115
Capitol Corridor - Capitol Corridor	542	170	HLD	53	ADA	36
Capitol Corridor - Capitol Corridor	543	664	HLD	258	ADA	201
Capitol Corridor - Capitol Corridor	544	430	HLD	275	ADA	80
Capitol Corridor - Capitol Corridor	545	324	HLD	170	ADA	72
Capitol Corridor - Capitol Corridor	546	396	HLD	173	ADA	61
Capitol Corridor - Capitol Corridor	547	226	HLD	73	ADA	40
Capitol Corridor - Capitol Corridor	548	418	ITI	165	HLD	107
Capitol Corridor - Capitol Corridor	549	312	ENG	131	HLD	63
Capitol Corridor - Capitol Corridor	550	165	HLD	50	ENG	45
Capitol Corridor - Capitol Corridor	551	283	ENG	191	HLD	40
Capitol Corridor - Capitol Corridor	553	250	CAR	121	SYS	66

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Capitol Corridor - Capitol Corridor	720	319	ADA	134	HLD	112
Capitol Corridor - Capitol Corridor	723	162	HLD	81	SYS	33
Capitol Corridor - Capitol Corridor	724	223	ADA	137	HLD	53
Capitol Corridor - Capitol Corridor	727	449	ADA	145	HLD	98
Capitol Corridor - Capitol Corridor	728	346	HLD	142	ADA	103
Capitol Corridor - Capitol Corridor	729	689	HLD	212	SVS	159
Capitol Corridor - Capitol Corridor	732	567	ADA	248	SYS	103
Capitol Corridor - Capitol Corridor	733	538	SYS	181	ADA	137
Capitol Corridor - Capitol Corridor	734	249	HLD	71	OTH	54
Capitol Corridor - Capitol Corridor	736	195	ADA	91	HLD	62
Capitol Corridor - Capitol Corridor	737	430	HLD	187	ADA	151
Capitol Corridor - Capitol Corridor	738	290	ADA	123	SYS	59
Capitol Corridor - Capitol Corridor	741	307	ADA	106	HLD	61
Capitol Corridor - Capitol Corridor	742	561	HLD	172	SYS	137
Capitol Corridor - Capitol Corridor	743	458	ADA	212	HLD	156
Capitol Corridor - Capitol Corridor	744	402	ITI	187	ADA	73
Capitol Corridor - Capitol Corridor	745	241	ITI	104	HLD	71
Capitol Corridor - Capitol Corridor	746	137	HLD	46	ADA	37
Capitol Corridor - Capitol Corridor	747	832	ITI	427	HLD	198
Capitol Corridor - Capitol Corridor	748	519	SYS	301	HLD	84
Capitol Corridor - Capitol Corridor	749	564	ITI	216	HLD	153
Capitol Corridor - Capitol Corridor	751	63	ADA	33	HLD	17
Capitol Corridor - Capitol Corridor	1550	424	HLD	424		
Carolinian - Carolinian	79	442	ADA	160	HLD	107
Carolinian - Carolinian	80	451	ADA	143	HLD	128
Cascades - Cascades	500	346	HLD	72	ENG	59
Cascades - Cascades	501	548	ENG	125	CAR	102
Cascades - Cascades	502	588	CAR	294	ADA	87
Cascades - Cascades	504	201	ENG	67	ADA	49

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Cascades - Cascades	505	339	ENG	84	ADA	65
Cascades - Cascades	506	263	ENG	104	ADA	64
Cascades - Cascades	507	224	SYS	57	HLD	43
Cascades - Cascades	508	191	HLD	52	SYS	32
Cascades - Cascades	511	510	ENG	266	SYS	106
Cascades - Cascades	513	155	SYS	68	OTH, HLD	24
Cascades - Cascades	516	557	OTH	130	CAR	105
Cascades - Cascades	517	307	ADA	84	HLD	80
Cascades - Cascades	518	446	ENG	102	ITI	83
Cascades - Cascades	519	512	ENG	271	OTH	139
Downeaster - Downeaster	680	132	HLD	83	ENG	20
Downeaster - Downeaster	681	87	ITI	60	HLD	18
Downeaster - Downeaster	682	150	HLD	78	OTH	44
Downeaster - Downeaster	683	90	HLD	38	ADA	22
Downeaster - Downeaster	684	25	ADA	10	OTH	8
Downeaster - Downeaster	685	72	HLD	40	ADA	13
Downeaster - Downeaster	686	196	OTH	117	ENG	26
Downeaster - Downeaster	687	234	OTH	77	HLD	54
Downeaster - Downeaster	688	50	OTH	28	HLD	11
Downeaster - Downeaster	689	40	HLD	17	ADA	12
Downeaster - Downeaster	690	26	OTH	13	CCR	10
Downeaster - Downeaster	691	133	OTH	49	HLD	44
Downeaster - Downeaster	692	179	HLD	118	OTH	36
Downeaster - Downeaster	693	74	ITI	29	HLD, ADA	23
Downeaster - Downeaster	694	72	ADA	23	ENG	20
Downeaster - Downeaster	695	61	HLD	51	ADA	10
Downeaster - Downeaster	696	168	ITI	103	OTH	55
Downeaster - Downeaster	697	48	OTH	23	HLD	20
Downeaster - Downeaster	698	82	OTH	72	ADA	10

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

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Downeaster - Downeaster	699	17	HLD	11	OTH	6
Empire - Adirondack	68	184	HLD	63	SYS	54
Empire - Adirondack	69	300	HLD	128	SYS	60
Empire - Ethan Allen Express	290	175	HLD	57	OTH	54
Empire - Ethan Allen Express	291	183	OTH	57	HLD	50
Empire - Ethan Allen Express	292	145	OTH	77	HLD	68
Empire - Ethan Allen Express	293	167	HLD	66	SVS	61
Empire - Ethan Allen Express	295	126	HLD	68	CAR	24
Empire - Ethan Allen Express	296	152	OTH	74	HLD	55
Empire - Maple Leaf	63	309	SYS	84	ENG	80
Empire - Maple Leaf	64	618	SYS	326	HLD	95
Empire - New York - Albany	230	5	HLD	5		
Empire - New York - Albany	232	25	SYS	16	HLD	9
Empire - New York - Albany	233	80	CCR	44	HLD	17
Empire - New York - Albany	234	23	ENG	21	OTH	2
Empire - New York - Albany	235	93	ADA	35	HLD	23
Empire - New York - Albany	236	53	HLD	37	ADA	11
Empire - New York - Albany	237	773	ENG	647	INJ	61
Empire - New York - Albany	238	145	SYS	58	OTH	35
Empire - New York - Albany	239	466	ENG	197	SYS	182
Empire - New York - Albany	241	286	ENG	244	HLD	21
Empire - New York - Albany	242	189	OTH	88	CCR	47
Empire - New York - Albany	243	168	SYS	116	OTH	28
Empire - New York - Albany	244	60	HLD	29	OTH	15
Empire - New York - Albany	245	95	OTH	74	CTC	9
Empire - New York - Albany	250	48	HLD	27	OTH	21
Empire - New York - Albany	251	684	CCR	508	SVS	99
Empire - New York - Albany	252	30	HLD	30		
Empire - New York - Albany	253	231	ENG	102	HLD	43

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

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Empire - New York - Albany	254	196	ADA	98	HLD	78
Empire - New York - Albany	255	90	CAR	56	HLD	23
Empire - New York - Albany	256	134	HLD	64	OTH	42
Empire - New York - Albany	259	70	SYS	27	HLD	27
Empire - New York - Albany	260	134	HLD	54	OTH, CAR	27
Empire - New York - Albany	261	295	ENG	242	HLD, ADA	16
Empire - New York - Niagara Falls	280	232	ENG	105	SYS	46
Empire - New York - Niagara Falls	281	156	SYS	65	HLD	32
Empire - New York - Niagara Falls	283	190	SYS	71	ENG	34
Empire - New York - Niagara Falls	284	253	SYS	96	HLD	65
Empire - New York - Niagara Falls	288	194	HLD	104	ENG	69
Heartland Flyer - Heartland Flyer	821	307	HLD	170	ADA	55
Heartland Flyer - Heartland Flyer	822	337	HLD	134	ADA	57
Hiawatha - Hiawatha	329	136	OTH	77	ENG	57
Hiawatha - Hiawatha	330	70	ENG	31	SYS	14
Hiawatha - Hiawatha	331	334	OTH	254	ENG	39
Hiawatha - Hiawatha	332	499	OTH	258	ENG	146
Hiawatha - Hiawatha	333	212	OTH	152	HLD	20
Hiawatha - Hiawatha	334	507	OTH	252	ENG	116
Hiawatha - Hiawatha	335	451	OTH	205	ENG	139
Hiawatha - Hiawatha	336	301	OTH	187	ENG	67
Hiawatha - Hiawatha	337	299	CAR	94	OTH	93
Hiawatha - Hiawatha	338	453	OTH	257	ITI	113
Hiawatha - Hiawatha	339	149	HLD	67	OTH	63
Hiawatha - Hiawatha	340	273	OTH	185	ENG	39
Hiawatha - Hiawatha	341	161	OTH	128	HLD	23
Hiawatha - Hiawatha	342	575	OTH	218	ITI	190
Hiawatha - Hiawatha	343	172	OTH	172		
Hoosier - Hoosier	850	209	ENG	108	SYS	93

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Hoosier - Hoosier	851	106	OTH	36	SYS	29
Illinois - Carl Sandburg / Illinois Zephyr	380	276	HLD	154	ADA	65
Illinois - Carl Sandburg / Illinois Zephyr	381	97	ADA	37	ENG	30
Illinois - Carl Sandburg / Illinois Zephyr	382	139	ADA	42	SVS	39
Illinois - Carl Sandburg / Illinois Zephyr	383	266	SYS	100	HLD	94
Illinois - Illini / Saluki	390	302	SYS	123	HLD	59
Illinois - Illini / Saluki	391	315	SYS	130	OTH	90
Illinois - Illini / Saluki	392	368	SYS	152	OTH	70
Illinois - Illini / Saluki	393	235	OTH	56	SYS	49
Illinois - Lincoln Service	300	214	ENG	128	ITI	22
Illinois - Lincoln Service	301	84	SYS	33	OTH	31
Illinois - Lincoln Service	302	318	OTH	86	ENG	79
Illinois - Lincoln Service	303	173	SYS	46	ADA	40
Illinois - Lincoln Service	304	208	SYS	84	CAR	46
Illinois - Lincoln Service	305	453	ENG	209	SYS	102
Illinois - Lincoln Service	306	209	SYS	115	CON	28
Illinois - Lincoln Service	307	213	SYS	113	HLD	32
Michigan - Blue Water	364	319	ADA	122	HLD	115
Michigan - Blue Water	365	493	OTH	196	ENG	87
Michigan - Pere Marquette	370	332	OTH	129	HLD	102
Michigan - Pere Marquette	371	236	HLD	105	ENG	41
Michigan - Pere Marquette	374	134	HLD	67	ADA	67
Michigan - Pere Marquette	375	335	ENG	268	ADA	67
Michigan - Wolverine	350	355	OTH	162	SYS	66
Michigan - Wolverine	351	445	OTH	237	ADA	66
Michigan - Wolverine	352	749	SYS	251	OTH	186
Michigan - Wolverine	353	483	OTH	183	SYS	141
Michigan - Wolverine	354	587	OTH	293	ADA	92
Michigan - Wolverine	355	733	OTH	358	ITI	174

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Missouri - Missouri	311	196	HLD	93	ADA	65
Missouri - Missouri	313	273	ADA	86	ITI	67
Missouri - Missouri	314	262	ADA	94	HLD	70
Missouri - Missouri	316	135	ADA	48	HLD	47
Pacific Surfliner - Pacific Surfliner	561	278	CAR	128	SYS	75
Pacific Surfliner - Pacific Surfliner	562	125	ITI	71	ADA	24
Pacific Surfliner - Pacific Surfliner	564	173	HLD	52	OTH	39
Pacific Surfliner - Pacific Surfliner	565	358	HLD	154	SYS, ADA	47
Pacific Surfliner - Pacific Surfliner	566	273	HLD	121	OTH	56
Pacific Surfliner - Pacific Surfliner	567	302	SYS	91	ENG	64
Pacific Surfliner - Pacific Surfliner	572	591	HLD	156	OTH	149
Pacific Surfliner - Pacific Surfliner	573	408	ADA	142	HLD	81
Pacific Surfliner - Pacific Surfliner	579	505	ITI	205	HLD	132
Pacific Surfliner - Pacific Surfliner	580	514	HLD	202	ENG	110
Pacific Surfliner - Pacific Surfliner	583	729	ITI	246	OTH	141
Pacific Surfliner - Pacific Surfliner	584	267	ITI	62	SYS	47
Pacific Surfliner - Pacific Surfliner	590	561	ENG	218	HLD	150
Pacific Surfliner - Pacific Surfliner	591	512	ITI	213	SYS	123
Pacific Surfliner - Pacific Surfliner	595	664	ITI	466	HLD	62
Pacific Surfliner - Pacific Surfliner	597	463	OTH	339	HLD	123
Pacific Surfliner - Pacific Surfliner	759	504	ENG	126	OTH	111
Pacific Surfliner - Pacific Surfliner	763	423	HLD	129	SYS	121
Pacific Surfliner - Pacific Surfliner	768	376	HLD	148	ADA	74
Pacific Surfliner - Pacific Surfliner	769	545	HLD	158	ITI	109
Pacific Surfliner - Pacific Surfliner	774	440	HLD	134	SYS	101
Pacific Surfliner - Pacific Surfliner	777	492	HLD	123	SYS	112
Pacific Surfliner - Pacific Surfliner	782	761	HLD	281	ADA	184
Pacific Surfliner - Pacific Surfliner	785	841	ITI	223	HLD	197
Pacific Surfliner - Pacific Surfliner	792	406	ITI	114	SYS	106

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Pacific Surfliner - Pacific Surfliner	796	372	OTH	93	SYS	78
Pacific Surfliner - Pacific Surfliner	1566	172	HLD	125	OTH	16
Pacific Surfliner - Pacific Surfliner	1567	121	OTH	50	HLD	47
Pacific Surfliner - Pacific Surfliner	1588	602	HLD	335	SYS	118
Pacific Surfliner - Pacific Surfliner	1761	429	HLD	149	ENG	100
Pacific Surfliner - Pacific Surfliner	3561					
Pacific Surfliner - Pacific Surfliner	3563	450	ITI	257	OTH	161
Pacific Surfliner - Pacific Surfliner	3568					
Pacific Surfliner - Pacific Surfliner	3577					
Pacific Surfliner - Pacific Surfliner	3582					
Pacific Surfliner - Pacific Surfliner	3585					
Pacific Surfliner - Pacific Surfliner	3774					
Pennsylvanian - Pennsylvanian	42	353	OTH	111	ADA	91
Pennsylvanian - Pennsylvanian	43	229	OTH	85	ADA	60
Piedmont - Piedmont	73	176	SYS	82	ADA	32
Piedmont - Piedmont	74	259	ITI	83	ADA	56
Piedmont - Piedmont	75	340	ADA	185	HLD	68
Piedmont - Piedmont	76	483	ADA	176	SYS	99
Piedmont - Piedmont	77	158	ADA	85	OTH	26
Piedmont - Piedmont	78	331	ITI	227	ADA	47
San Joaquins - San Joaquins	701	336	SYS	242	OTH	42
San Joaquins - San Joaquins	702	187	ENG	67	ADA	47
San Joaquins - San Joaquins	703	179	OTH	57	HLD	49
San Joaquins - San Joaquins	704	187	SYS	59	HLD	34
San Joaquins - San Joaquins	710	332	ADA	128	HLD	71
San Joaquins - San Joaquins	711	234	ADA	79	ENG	54
San Joaquins - San Joaquins	712	266	ADA	77	HLD	60
San Joaquins - San Joaquins	713	166	ADA	78	HLD	30
San Joaquins - San Joaquins	714	169	ADA	43	SYS	30

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
San Joaquins - San Joaquins	715	250	CON	66	HLD	53
San Joaquins - San Joaquins	716	292	ENG	85	ADA	79
San Joaquins - San Joaquins	717	317	ADA	124	HLD	78
San Joaquins - San Joaquins	718	318	ITI	83	SYS	68
San Joaquins - San Joaquins	719	339	CON	63	ADA	52
San Joaquins - San Joaquins	1701	165	SYS	79	OTH	64
Vermonter - Vermonter	54	409	OTH	314	ADA	34
Vermonter - Vermonter	55	752	OTH	301	SVS	272
Vermonter - Vermonter	56	329	OTH	274	ADA	27
Vermonter - Vermonter	57	631	OTH	383	SVS	82
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	427	ITI	235	ENG	84
Auto Train - Auto Train	53	370	ITI	159	SVS	71
California Zephyr - California Zephyr	5	332	SYS	96	HLD	59
California Zephyr - California Zephyr	6	338	SYS	106	HLD	72
Capitol Ltd - Capitol Ltd	29	305	HLD	141	SYS	42
Capitol Ltd - Capitol Ltd	30	292	HLD	118	SYS	92
Cardinal - Cardinal	50	349	OTH	74	SVS	72
Cardinal - Cardinal	51	337	SYS	97	HLD	65
City Of New Orleans - City Of New Orleans	58	300	HLD	94	SYS	80
City Of New Orleans - City Of New Orleans	59	376	HLD	118	OTH	80
City Of New Orleans - City Of New Orleans	1158	161	SYS	65	HLD	48
City Of New Orleans - City Of New Orleans	1159	263	HLD	161	OTH	70
Coast Starlight - Coast Starlight	11	395	SYS	108	HLD	83
Coast Starlight - Coast Starlight	14	494	HLD	137	OTH	94
Crescent - Crescent	19	380	HLD	120	SYS	97
Crescent - Crescent	20	404	HLD	152	SYS	107
Empire Builder - Empire Builder	7	233	SYS	82	HLD	64
Empire Builder - Empire Builder	8	481	HLD	93	SVS	77

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Target		325				
Empire Builder - Empire Builder	27	1,361	CON	1,245	SYS	29
Empire Builder - Empire Builder	28	257	ITI	109	CON	103
Lake Shore Ltd - Lake Shore Ltd	48	337	SYS	110	HLD	109
Lake Shore Ltd - Lake Shore Ltd	49	335	HLD	151	SYS	108
Lake Shore Ltd - Lake Shore Ltd	448	228	HLD	74	SYS	63
Lake Shore Ltd - Lake Shore Ltd	449	245	HLD	110	SYS	57
Palmetto - Palmetto	89	236	ADA	63	HLD	62
Palmetto - Palmetto	90	177	ADA	45	OTH	39
Silver Meteor - Silver Meteor	97	400	ADA	110	SYS	108
Silver Meteor - Silver Meteor	98	399	ADA	120	HLD	106
Silver Star - Silver Star	91	440	SYS	178	ADA	105
Silver Star - Silver Star	92	396	SYS	136	ADA	117
Silver Star - Silver Star	1092	337	SYS	169	ADA	92
Southwest Chief - Southwest Chief	3	297	HLD	86	ENG	79
Southwest Chief - Southwest Chief	4	378	HLD	114	SYS	65
Sunset Ltd - Sunset Ltd	1	524	HLD	117	CON	93
Sunset Ltd - Sunset Ltd	2	424	HLD	164	OTH	70
Texas Eagle - Texas Eagle	21	422	HLD	134	SYS	80
Texas Eagle - Texas Eagle	22	636	SYS	135	HLD	120

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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Target			265				
Acela Express - Acela Express	2100	Amtrak	282	SMW	111	CTI	40
	2103	Amtrak	514	SMW	212	PSC	74
	2104	Amtrak	248	SMW	182	CAR	18
	2107	Amtrak	566	SMW	416	PSC	49
	2109	Amtrak	551	SMW	318	PSC	66
	2110	Amtrak	165	SMW	67	ENG	33
	2117	Amtrak	510	SMW	240	PSC	71
	2119	Amtrak	426	SMW	263	CTI	36
	2121	Amtrak	303	SMW	200	DCS	17
	2122	Amtrak	252	SMW	169	DCS	24
	2124	Amtrak	284	SMW	142	DCS	70
	2126	Amtrak	340	ITI	136	SMW	112
	2128	Amtrak	309	ITI	162	SMW	58
	2150	Amtrak	211	SMW	98	CTI	34
	2151	Amtrak	272	SMW	132	PSC	25
	2153	Amtrak	324	SMW	156	ENG	44
	2154	Amtrak	317	SMW	155	ENG	77
	2155	Amtrak	294	SMW	109	DCS	33
	2158	Amtrak	471	SMW	187	MTI	83
	2159	Amtrak	288	SMW	103	DCS	25
	2160	Amtrak	376	SMW	140	MTI	84
	2163	Amtrak	413	SMW	148	MTI	103
	2164	Amtrak	204	SMW	102	ENG	18
	2165	Amtrak	420	SMW	164	MTI	77
	2166	Amtrak	263	SMW	105	CTI	22
	2167	Amtrak	489	SMW	160	MTI	68
	2168	Amtrak	241	SMW	83	PTI	30
	2170	Amtrak	291	SMW	177	CTI	20
	2171	Amtrak	437	SMW	229	MTI	38
	2172	Amtrak	356	SMW	193	PTI	45
	2173	Amtrak	475	SMW	141	ITI	91
	2175	Amtrak	407	SMW	93	ITI	82
	2190	Amtrak	187	OTH	61	SMW	38
	2203	Amtrak	552	CTC	228	SMW	219
	2205	Amtrak	362	SMW	222	CAR	34
	2208	Amtrak	194	CTC	60	DET	57
	2213	Amtrak	202	SMW	161	HLD	24
	2215	Amtrak	441	SMW	212	HLD	89
	2220	Amtrak	124	SMW	54	CTC	38

Appendix D

On-NEC Total Host and Amtrak Responsible Delays by Train

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

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Target			265				
Acela Express - Acela Express	2222	Amtrak	277	DMW	198	SMW	55
	2224	Amtrak	34	SVS	17	PSR	10
	2228	Amtrak	256	CAR	167	SMW	65
	2248	Amtrak	547	ENG	209	INJ	60
	2249	Amtrak	325	SMW	159	HLD	59
	2250	Amtrak	239	SMW	135	ENG	38
	2251	Amtrak	285	SMW	169	OTH	43
	2252	Amtrak	343	SMW	186	HLD	47
	2253	Amtrak	334	SMW	120	DMW	71
	2254	Amtrak	386	SMW	165	DCS	119
	2255	Amtrak	284	SMW	125	DCS	40
	2256	Amtrak	217	SMW	76	ENG	33
	2257	Amtrak	263	SMW	127	CTI	23
	2258	Amtrak	147	DET	47	SMW	45
	2259	Amtrak	302	SMW	159	ENG	52
	2260	Amtrak	269	SMW	112	CTP	54
	2261	Amtrak	279	SMW	108	DMW	63
	2275	Amtrak	378	SMW	115	CTI	77
	2290	Amtrak	666	ENG	300	SMW	220
Other Services							
Target			475				
Cardinal - Cardinal	50	Amtrak	54,830	ENG	24,011	SYS	8,004
	51	Amtrak	21,527	SVS	5,428	CAR	3,220
Carolinian - Carolinian	79	Amtrak	578	SMW	175	SVS	104
	80	Amtrak	603	SMW	230	PTI	75
Crescent - Crescent	19	Amtrak	625	SMW	137	SVS	131
	20	Amtrak	1,048	ITI	286	SVS	163
Keystone - Keystone	600	Amtrak	215	SMW	84	RTE	32
	601	Amtrak	254	CAR	194	SYS	32
	605	Amtrak	220	DCS	77	MTI	58
	607	Amtrak	71	MTI	52	SYS	12
	609	Amtrak	290	ENG	106	MTI	65
	610	Amtrak	340	SMW	278	ITI	62
	611	Amtrak	528	OTH	326	DSR	90
	612	Amtrak	359	SMW	157	HLD	75

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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Target			475				
Keystone - Keystone	615	Amtrak	179	INJ	135	CCR	45
	618	Amtrak	241	ITI	117	CTP	97
	619	Amtrak	238	CON	96	ENG	85
	620	Amtrak	133	DCS	44	DSR	36
	622	Amtrak	17	DCS	12	HLD	5
	637	Amtrak	416	PSR	110	SMW	85
	639	Amtrak	381	ENG	64	DET	62
	640	Amtrak	222	SMW	82	CTI	59
	641	Amtrak	266	SMW	86	CTI	65
	642	Amtrak	174	SMW	75	CTP	23
	643	Amtrak	264	CCR	72	SMW	42
	644	Amtrak	223	DCS	92	ITI	53
	645	Amtrak	253	SMW	85	PTI	34
	646	Amtrak	304	ITI	61	SMW	45
	647	Amtrak	318	SMW	145	PTI	58
	648	Amtrak	277	SMW	159	PTI, DCS	28
	649	Amtrak	399	OTH	75	SMW	73
	650	Amtrak	384	SMW	179	PTI	40
	651	Amtrak	594	SMW	231	ENG	95
	652	Amtrak	346	ENG	93	PTI	65
	653	Amtrak	351	SMW	99	DMW	55
	654	Amtrak	125	DCS	31	ADA	25
	655	Amtrak	371	PTI	67	ENG	53
	656	Amtrak	210	DCS	66	PTI	54
	658	Amtrak	199	ENG	123	SMW	40
	660	Amtrak	454	SMW	101	ENG	67
	661	Amtrak	496	SMW	180	CCR	90
	662	Amtrak	498	SMW	196	OTH	111
	663	Amtrak	547	SMW	172	OTH	119

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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Target			475				
Keystone - Keystone	664	Amtrak	634	SMW	172	OTH	159
	665	Amtrak	394	OTH	156	SMW	84
	666	Amtrak	276	SMW	115	DSR	65
	667	Amtrak	205	SMW	142	DCS	46
	669	Amtrak	302	SMW	145	PTI	90
	670	Amtrak	310	OTH	142	SMW	111
	671	Amtrak	217	HLD	49	DET	45
	672	Amtrak	538	CAR	205	OTH	73
	674	Amtrak	155	SMW	111	HLD	20
Northeast Regional - All Other Northeast Regional	111	Amtrak	522	SMW	237	ENG	83
	123	Amtrak	200	SMW	111	CAR	63
	124	Amtrak	173	ENG	135	MW, DMW	10
	126	Amtrak	492	DMW	325	ENG	126
	129	Amtrak	566	SMW	205	PTI	78
	130	Amtrak	295	SMW	73	PTI	65
	131	Amtrak	685	CTC	340	SMW	225
	132	Amtrak	560	ENG	394	DET	45
	133	Amtrak	711	SMW	284	MTI	120
	134	Amtrak	202	PTI	60	SMW	53
	135	Amtrak	308	SMW	121	HLD	64
	136	Amtrak	605	SMW	209	SVS	199
	137	Amtrak	564	SMW	185	HLD	91
	138	Amtrak	226	SMW	65	DCS	58
	139	Amtrak	159	CTP	50	SMW	29
	140	Amtrak	550	SVS	180	ENG	163
	141	Amtrak	518	SMW	137	HLD	110
	143	Amtrak	535	SMW	154	HLD	66
	146	Amtrak	633	SVS	252	ENG	96
	148	Amtrak	550	SVS	171	SMW	113

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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Target			475				
Northeast Regional - All Other Northeast Regional	149	Amtrak	267	HLD	88	SMW	58
	150	Amtrak	117	SMW	21	CTC	18
	151	Amtrak	147	SMW	66	ENG	39
	152	Amtrak	578	CAR	400	SMW	178
	153	Amtrak	755	ENG	355	PSC	267
	154	Amtrak	38	DMW	14	SYS, SMW	11
	155	Amtrak	196	SMW	143	HLD	16
	158	Amtrak	214	SVS	51	SMW	51
	159	Amtrak	409	ITI	235	SMW	143
	160	Amtrak	142	SMW	54	HLD	27
	161	Amtrak	249	SMW	94	ADA	40
	162	Amtrak	263	ENG	186	SMW	21
	163	Amtrak	234	DCS	100	SMW	43
	165	Amtrak	493	SMW	169	HLD	94
	166	Amtrak	299	DMW	110	CON	81
	167	Amtrak	82	SMW	37	HLD	25
	168	Amtrak	207	CON	58	SMW	56
	169	Amtrak	363	ENG	81	SVS	74
	170	Amtrak	369	CTI	132	SMW	98
	172	Amtrak	266	MTI	102	SMW	57
	173	Amtrak	256	MTI	105	SMW	56
	175	Amtrak	433	SMW	164	PTI	60
	177	Amtrak	371	SMW	85	FTI	58
	178	Amtrak	284	DCS	43	ENG	40
	179	Amtrak	330	CON	55	SMW	51
	180	Amtrak	319	CTI	130	SMW	47
	182	Amtrak	343	SMW	113	ENG	92
	183	Amtrak	335	SMW	200	PSC	59
	184	Amtrak	253	OTH	58	SMW	46

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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Target			475				
Northeast Regional - All Other Northeast Regional	185	Amtrak	559	SMW	295	PSC	64
	186	Amtrak	228	DCS	63	SYS	49
	187	Amtrak	310	SMW	69	DCS	58
	189	Amtrak	215	SMW	89	DMW	82
	190	Amtrak	235	SMW	75	ENG	65
	192	Amtrak	86	PSR	29	DMW	22
	193	Amtrak	493	SMW	140	PTI	80
	196	Amtrak	348	SMW	193	ENG	56
	407	Amtrak	210	OTH	97	PSR	81
Northeast Regional - Lynchburg	145	Amtrak	303	SMW	167	PTI	61
	147	Amtrak	569	SVS	154	HLD	130
	156	Amtrak	247	CTC	83	DCS	65
	171	Amtrak	374	HLD	67	SMW	57
	176	Amtrak	376	SMW	86	CTI	55
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	190	PET	82	SMW	34
	66	Amtrak	416	DCS	59	SMW	48
	67	Amtrak	388	SMW	187	ENG	43
	71	Amtrak	803	SMW	292	DCS	143
	82	Amtrak	248	SMW	52	ENG	43
	83	Amtrak	569	SMW	171	DCS	125
	84	Amtrak	378	SMW	70	DCS	54
	85	Amtrak	720	SMW	353	DCS	71
	86	Amtrak	600	SMW	101	MTI	89
	87	Amtrak	493	DMW	235	SMW	150
	88	Amtrak	558	SMW	193	ENG	94
	93	Amtrak	495	SMW	194	HLD	34
	94	Amtrak	545	SMW	187	CTI	92
	95	Amtrak	501	SMW	162	HLD	60
	96	Amtrak	259	DCS	85	SMW	79

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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Target			475				
Northeast Regional - Richmond / Newport News / Norfolk	99	Amtrak	476	SVS	115	HLD	96
	125	Amtrak	485	SMW	199	PTI	65
	157	Amtrak	316	SMW	109	HLD	64
	164	Amtrak	402	SMW	116	DET	54
	174	Amtrak	232	MTI	46	PTI	42
	194	Amtrak	269	ENG	108	SMW	65
	195	Amtrak	404	SMW	126	SVS	70
Northeast Regional - Springfield Shuttles	401	Amtrak	537	PSR	170	ADA	111
	405	Amtrak	187	OTH	112	PTI	56
	409	Amtrak					
	412	Amtrak	809	CON	553	FTI	135
	416	Amtrak					
	417	Amtrak	86	DCS	54	PTI	32
	432	Amtrak	809	CON	261	CTI	174
	450	Amtrak	2,060	CON	1,481	DCS	187
	451	Amtrak	543	CTP	231	CTI, CAR	116
	460	Amtrak	373	HLD	125	CON	125
	461	Amtrak	647	HLD	378	OTH	270
	463	Amtrak	585	HLD	212	DCS	149
	464	Amtrak	2,365	CON	1,083	HLD	479
	465	Amtrak	1,170	PTI	448	MTI	423
	467	Amtrak	349	HLD	311	PSR	37
	470	Amtrak	1,327	CON	941	DCS	144
	471	Amtrak	442	HLD	151	DCS	97
	473	Amtrak	345	HLD	108	OTH	97
	474	Amtrak	518	DCS	129	PTI	108
	475	Amtrak	516	OTH	200	SYS	94
	476	Amtrak	2,938	CON	2,508	OTH	139
	478	Amtrak	604	CCR	324	CON	97

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 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Target			475				
Northeast Regional - Springfield Shuttles	479	Amtrak	1,916	ITI	1,219	OTH	265
	488	Amtrak	3,877	CON	3,006	PTI	280
	490	Amtrak	872	CON	693	PTI	51
	493	Amtrak	713	PTI	205	DCS	201
	494	Amtrak	1,266	CON	1,020	PTI	72
	495	Amtrak	387	DCS	104	ENG	91
	497	Amtrak	2,788	PTI	1,319	ITI	473
Palmetto - Palmetto	89	Amtrak	893	SMW	246	HLD	117
	90	Amtrak	563	SMW	125	CAR	92
Pennsylvanian - Pennsylvanian	42	Amtrak	322	SMW	104	ENG	63
	43	Amtrak	305	SMW	102	CAR	37
Silver Meteor - Silver Meteor	97	Amtrak	1,168	SMW	182	CAR	176
	98	Amtrak	771	SMW	211	DCS	90
Silver Star - Silver Star	91	Amtrak	670	SMW	196	PTI	86
	92	Amtrak	576	SMW	145	DCS	109
	1092	Amtrak	0	RTE	0		
Vermont - Vermont	54	Amtrak	611	SVS	387	SMW, PTI	36
	55	Amtrak	406	SMW	143	PTI	67
	56	Amtrak	825	SVS	485	DCS	121
	57	Amtrak	205	SMW	62	MTI	58

This table excludes third-party delays.

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

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

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

Appendix E **Methodologies**

Financial Metrics

The 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.