

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

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

**Covering the Quarter Ended December, 2018
(First Quarter of Fiscal Year 2019)**



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

Published February 2019

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Notes

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

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

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

Service	Current Period	Prior Period	Prior Report
	Jan 17 - Dec 18	Jan 16 - Dec 17	Oct 16 - Sep 18

Acela Express

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

Other NEC Corridor Routes

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Jan 17 - Dec 18	Jan 16 - Dec 17	Oct 16 - Sep 18

Acela Express

Acela Express	192%	186%	192%
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Other NEC Corridor Routes

Keystone Service	88%	91%	88%
Northeast Regional (Boston - Washington)	143%	140%	142%
Newport News	128%	130%	128%
Lynchburg	145%	141%	146%
Norfolk	115%	111%	115%
Richmond	120%	117%	121%
New Haven - Springfield	82%	63%	77%

Non-NEC Corridor Routes

Capitol Corridor	85%	81%	84%
Carolinian	117%	115%	117%
Cascades	86%	86%	86%
Downeaster	85%	71%	85%
Empire Corridor			
Adirondack	88%	88%	89%
Empire Service	92%	101%	93%
Ethan Allen Express	83%	67%	84%
Maple Leaf	72%	65%	72%
Heartland Flyer	85%	90%	86%
Hiawatha	103%	94%	104%
Hoosier State	69%	84%	73%
Illinois			
Carl Sandburg / Illinois Zephyr	104%	95%	104%
Illini / Saluki	103%	89%	102%
Lincoln Service	110%	96%	109%
Michigan			
Blue Water	86%	80%	85%
Pere Marquette	89%	86%	88%
Wolverine	87%	52%	87%
Kansas City - St. Louis	105%	97%	105%
Pacific Surfliner	83%	81%	84%
Pennsylvanian	81%	80%	81%
Piedmont	97%	97%	97%
San Joaquins	86%	83%	86%
Vermont	104%	108%	105%

Long-Distance Routes

Auto Train	87%	92%	87%
California Zephyr	50%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	32%	33%	32%
City of New Orleans	48%	47%	49%
Coast Starlight	48%	48%	48%
Crescent	44%	43%	44%
Empire Builder	53%	50%	53%
Lake Shore Ltd	45%	43%	46%
Palmetto	86%	88%	87%
Silver Meteor	52%	53%	51%
Silver Star	50%	49%	49%
Southwest Chief	45%	45%	45%
Sunset Limited	25%	25%	25%
Texas Eagle	45%	43%	45%

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	Jan 17 - Dec 18	Jan 16 - Dec 17	Oct 16 - Sep 18

Acela Express

Acela Express	192%	186%	192%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service	78%	77%	78%
Northeast Regional (Boston - Washington)	143%	140%	142%
Newport News	120%	121%	120%
Lynchburg	149%	145%	148%
Norfolk	101%	99%	101%
Richmond	97%	100%	97%
New Haven - Springfield	44%	34%	43%

Non-NEC Corridor Routes

Capitol Corridor	49%	46%	49%
Carolinian	96%	98%	96%
Cascades	57%	55%	57%
Downeaster	55%	52%	54%
Empire Corridor			
Adirondack	51%	51%	50%
Empire Service	53%	51%	53%
Ethan Allen Express	70%	56%	70%
Maple Leaf	80%	72%	80%
Heartland Flyer	28%	26%	27%
Hiawatha	86%	78%	86%
Hoosier State	19%	23%	20%
Illinois			
Carl Sandburg / Illinois Zephyr	36%	33%	36%
Illini / Saluki	43%	40%	43%
Lincoln Service	52%	48%	51%
Michigan			
Blue Water	52%	47%	52%
Pere Marquette	49%	43%	48%
Wolverine	68%	37%	68%
Kansas City - St. Louis	43%	40%	42%
Pacific Surfliner	65%	65%	65%
Pennsylvanian	72%	72%	72%
Piedmont	55%	49%	53%
San Joaquins	38%	40%	39%
Vermont	65%	65%	65%

Long-Distance Routes

Auto Train	87%	92%	87%
California Zephyr	50%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	32%	33%	32%
City of New Orleans	48%	47%	49%
Coast Starlight	48%	48%	48%
Crescent	44%	43%	44%
Empire Builder	53%	50%	53%
Lake Shore Ltd	45%	43%	46%
Palmetto	86%	88%	87%
Silver Meteor	52%	53%	51%
Silver Star	50%	49%	49%
Southwest Chief	45%	45%	45%
Sunset Limited	25%	25%	25%
Texas Eagle	45%	43%	45%

Excludes Capital Charges.

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

TABLE 3 (A):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE
Including State Revenue. Year 2016 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Jan 17 - Dec 18	Jan 16 - Dec 17	Oct 16 - Sep 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
	Jan 17 - Dec 18	Jan 16 - Dec 17	Oct 16 - Sep 18

Acela Express

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

Other NEC Corridor Routes

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Current Period	Prior Period	Prior Report
Jan 17 - Dec 18	Jan 16 - Dec 17	Oct 16 - Sep 18

(\$0.017)	(\$0.030)	(\$0.020)
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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
Jan 17 - Dec 18	Jan 16 - Dec 17	Oct 16 - Sep 18

(\$0.053)	(\$0.065)	(\$0.057)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

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

Service	Current Period	Prior Period	Prior Report
	Jan 17 - Dec 18	Jan 16 - Dec 17	Oct 16 - Sep 18
<i>Acela Express</i>			
Acela Express	190	189	189
<i>Other NEC Corridor Routes</i>			
Keystone Service	160	157	159
Northeast Regional (Boston - Washington)	246	239	243
Newport News	256	260	255
Lynchburg	343	337	341
Norfolk	186	179	182
Richmond	184	191	183
New Haven - Springfield	91	121	97
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	97	92	96
Carolinian	219	232	220
Cascades	137	139	138
Downeaster	93	91	94
Empire Corridor			
Adirondack	189	198	188
Empire Service	127	130	128
Ethan Allen Express	142	143	141
Maple Leaf	119	117	118
Heartland Flyer	81	80	81
Hiawatha	159	154	157
Hoosier State	55	57	56
Illinois			
Carl Sandburg / Illinois Zephyr	85	87	85
Illini / Saluki	99	101	99
Lincoln Service	134	129	132
Michigan			
Blue Water	157	156	156
Pere Marquette	111	108	109
Wolverine	154	147	152
Kansas City - St. Louis	80	79	79
Pacific Surfliner	154	159	156
Pennsylvanian	203	205	203
Piedmont	67	69	67
San Joaquins	99	103	99
Vermont	147	143	145
<i>Long-Distance Routes</i>			
Auto Train	331	333	331
California Zephyr	170	176	171
Capitol Limited	177	183	179
Cardinal	113	119	115
City of New Orleans	152	157	153
Coast Starlight	203	208	204
Crescent	134	138	136
Empire Builder	170	174	172
Lake Shore Ltd	197	205	197
Palmetto	169	177	172
Silver Meteor	199	208	201
Silver Star	162	168	163
Southwest Chief	173	185	175
Sunset Limited	122	124	123
Texas Eagle	168	172	170

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

Table 6
On Time Performance (OTP)

Service	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Acela Express			
Standard	>=0	90.0%	90.0%
Acela Express	-4.1	84.9%	84.4%
Other NEC Corridor Routes			
Standard	>=0	85.0%	85.0%
Keystone	-2.1	84.8%	90.3%
Total Northeast Regional	-2.1	82.0%	83.7%
All Other Northeast Regional	-2.1	86.0%	87.9%
Richmond / Newport News / Norfolk	-0.9	70.6%	78.2%
Roanoke	-7.9	53.8%	73.7%
Springfield Shuttles	6.0	87.6%	86.0%
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Capitol Corridor	1.4	87.1%	87.2%
Carolinian	-0.6	52.2%	50.9%
Cascades	-1.3	54.5%	59.5%
Downeaster	-2.7	68.1%	79.5%
Empire	1.7	83.0%	78.9%
Adirondack	1.8	60.9%	66.0%
Ethan Allen Express	6.4	91.3%	87.1%
Maple Leaf	1.0	79.3%	69.7%
New York - Albany	0.4	88.8%	90.9%
New York - Niagara Falls	2.1	73.4%	72.4%
Heartland Flyer	0.8	34.4%	58.2%
Hiawatha	0.9	90.5%	95.8%
Hoosier	4.3	81.9%	76.5%
Illinois	1.5	69.7%	68.4%
Carl Sandburg / Illinois Zephyr	1.7	86.3%	85.2%
Illini / Saluki	-2.3	37.5%	38.9%
Lincoln Service	3.1	77.4%	75.8%
Michigan	5.7	65.5%	67.1%

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 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Non-NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
	Blue Water	8.1	73.9%	77.5%
	Pere Marquette	3.8	74.5%	79.9%
	Wolverine	5.3	59.7%	62.8%
Missouri		6.8	84.4%	83.9%
Pacific Surfliner		-2.5	66.1%	68.4%
Pennsylvanian		-0.7	66.8%	70.7%
Piedmont		-2.2	45.2%	66.2%
Vermont		3.0	83.7%	77.2%
San Joaquins		-1.4	60.1%	63.4%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train		0.7	78.5%	82.3%
California Zephyr		2.8	57.1%	48.5%
Capitol Ltd		-1.3	21.2%	35.8%
Cardinal		-0.2	51.3%	50.5%
Coast Starlight		0.4	64.1%	52.0%
Crescent		-3.0	15.0%	25.8%
Empire Builder		-0.9	74.5%	59.0%
Lake Shore Ltd		-0.6	47.8%	41.7%
Palmetto		-0.4	63.0%	66.7%
Silver Meteor		0.2	57.1%	51.7%
Silver Star		-0.4	34.2%	34.2%
Southwest Chief		-0.7	44.6%	38.3%
Sunset Ltd		1.8	30.8%	19.7%
Texas Eagle		2.2	36.4%	32.2%
City Of New Orleans		0.0	87.0%	60.1%

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

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

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

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

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

Service		Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes				Route Miles
				#1		#2		
Standard			900					
Acela Express								
Acela Express		MNRR	1,910	DSR	990	CTI	695	56
Other NEC Corridor Routes								
Northeast Regional	Roanoke	MNRR	2,592	DSR	1,755	CTI	451	UND
		NS	964	FTI	551	DCS	133	216
	Richmond / Newport News / Norfolk	CSX	1,328	FTI	309	PTI	240	189
		MNRR	2,355	DSR	1,032	CTI	911	56
		NS	639	DCS	204	DSR	168	81
	All Other Northeast Regional	CSX	1,208	RTE	651	DSR	372	UND
		MNRR	2,081	DSR	1,092	CTI	852	56
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	UP	550	PTI	237	DCS	91	168
Carolinian	Carolinian	CSX	1,396	FTI	399	PTI	341	295
		NS	1,398	PTI	453	DSR	330	202
Cascades	Cascades	BNSF	1,348	DSR	377	FTI	370	343
		UP	1,223	FTI	515	PTI	362	125
Downeaster	Downeaster	MBTA	1,064	CTI	616	DCS	123	38
		PanAm	1,170	PTI	388	DSR	268	77
Empire	Adirondack	Amtrak	4	RTE	3	DCS	2	104
		CN	3,276	DSR	1,343	RTE	917	49
		CP	718	PTI	419	DCS	127	178
		MNRR	1,240	CTI	576	DSR	259	64
	Ethan Allen Express	Amtrak	84	PTI	78	RTE	6	104
		CP	638	PTI	249	DMW	132	60
		MNRR	1,521	CTI	585	DMW	361	64
		VTR	208	DMW	142	DCS	41	24
	Maple Leaf	Amtrak	8	PTI	8			109
		CSX	993	FTI	384	RTE	314	298
		MNRR	1,242	CTI	613	DSR	265	64

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

Service		Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes				Route Miles
				#1		#2		
<i>Standard</i>			900					
Non-NEC Corridor Routes								
	New York - Albany	MNRR	1,207	CTI	588	DSR	268	64
	New York - Niagara Falls	Amtrak	8	PTI	8			109
		CSX	855	FTI	369	RTE	234	296
		MNRR	1,693	CTI	718	DSR	391	64
Heartland Flyer	Heartland Flyer	BNSF	2,057	DSR	1,095	FTI	686	238
Hiawatha	Hiawatha	CP	300	FTI	90	DCS	51	53
		Metra	1,469	CTI	841	DSR	277	29
Hoosier	Hoosier	CSX	862	FTI	343	DCS	233	175
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	667	FTI	294	DCS	95	257
	Illini / Saluki	CN	1,581	DCS	771	FTI	390	306
	Lincoln Service	CN	2,012	FTI	1,292	DCS	284	37
		UP	1,003	FTI	384	PTI	349	231
Michigan	Blue Water	Amtrak	399	PTI	186	DCS	93	99
		CN	700	FTI	564	DCS	66	159
		MIDOT	200	DCS	89	PTI	86	22
		NS	3,637	FTI	2,340	DCS	460	39
	Pere Marquette	CSX	464	FTI	225	DCS	149	135
		NS	2,763	FTI	1,739	DCS	343	39
	Wolverine	Amtrak	556	PTI	327	DCS	125	99
		CN	2,025	DSR	743	FTI	625	27
		MIDOT	470	PTI	296	DCS	85	134
		NS	3,870	FTI	2,546	DCS	499	39
Missouri	Missouri	UP	709	FTI	431	PTI	99	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,329	DCS	357	DSR	249	22
		SCRRA	1,144	PTI	428	CTI	427	95
		SDNRR	1,790	CTI	760	PTI	592	60
		UP	1,693	PTI	861	DSR	247	174
Pennsylvanian	Pennsylvanian	NS	1,426	FTI	959	RTE	166	249
Piedmont	Piedmont	NS	1,218	FTI	435	DSR	282	173
San Joaquins	San Joaquins	BNSF	1,051	PTI	420	FTI	330	284

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

Service		Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes				Route Miles
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		UP	1,076	PTI	492	DCS	227	88
Vermonter	Vermonter	MADOT	2,119	DSR	1,915	DCS	128	50
		MNRR	2,292	DSR	1,093	CTI	921	56
		NECR	1,246	DSR	1,170	DCS	30	238
Long-Distance Routes								
Auto Train		CSX	1,139	FTI	472	PTI	299	898
		FR	2,478	CTI	1,009	DCS	526	16
California Zephyr		BNSF	1,149	FTI	454	DSR	391	1027
		UP	626	FTI	230	PTI	153	1431
Capitol Ltd		CSX	1,023	FTI	298	DSR	226	307
		NS	3,138	FTI	2,415	PTI	269	481
Cardinal		BBrRR	1,195	FTI	531	PTI	508	132
		CSX	915	FTI	414	DCS	207	698
		NS	2,007	FTI	738	PTI	414	79
City Of New Orleans		CN	1,080	FTI	526	RTE	175	930
Coast Starlight		BNSF	653	FTI	152	PTI	151	186
		SCRRA	2,125	PTI	921	CTI	835	48
		UP	1,150	PTI	420	FTI	305	1159
Crescent		NS	1,739	FTI	1,037	DCS	251	1141
Empire Builder		BNSF	788	FTI	433	DSR	205	2147
		CP	428	FTI	222	DSR	79	384
		Metra	1,386	CTI	982	DCS	169	29
Lake Shore Ltd		CSX	859	FTI	376	RTE	175	741
		MBTA	3,837	CTI	2,978	RTE	436	64
		MNRR	1,503	CTI	863	DSR	271	64
		NS	3,445	FTI	2,289	PTI	710	339
Palmetto		CSX	899	FTI	295	PTI	270	659
Silver Meteor		CSX	668	FTI	254	PTI	148	1152
		Fla DOT	1,722	DSR	1,038	CTI	384	68
		FR	1,637	CTI	581	DCS	449	61
Silver Star		CSX	994	PTI	250	FTI	248	1209
		Fla DOT	1,702	DSR	885	CTI	545	68
		FR	968	CTI	315	DSR	312	61
		NS	1,520	FTI	475	DCS	428	28
Southwest Chief		BNSF	752	FTI	276	DSR	158	2198
		NMDOT	1,900	CTI	620	DSR	439	80
Sunset Ltd		BNSF	2,301	FTI	1,040	DSR	784	190
		UP	1,803	FTI	1,156	DSR	205	1784

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

Service	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes				Route Miles
			#1		#2		
Standard		900					
Long-Distance Routes							
Texas Eagle	BNSF	2,366	DSR	1,078	FTI	852	126
	CN	2,949	FTI	1,810	DCS	504	37
	TRE	2,805	CTI	1,672	DTR	418	33
	UP	1,833	FTI	992	DSR	267	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 2019 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	146	HLD	46	OTH	36
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	424	HLD	125	ADA	84
Richmond / Newport News / Norfolk	485	HLD	134	ADA	89
All Other Northeast Regional	279	ENG	62	HLD	62
Roanoke	384	HLD	171	ADA	123
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	458	HLD	120	ADA	89
Carolinian	682	SYS	218	ADA	162
Cascades	517	SYS	132	ENG	87
Downeaster	162	HLD	39	OTH	25
Empire	301	SYS	113	HLD	71
Adirondack	325	HLD	89	SYS	89
Ethan Allen Express	235	HLD	10	OTH	64
Maple Leaf	551	SYS	314	HLD	79
New York - Albany	93	ENG	7	HLD	30
New York - Niagara Falls	298	SYS	102	HLD	65
Heartland Flyer	378	HLD	176	SYS	93
Hiawatha	389	OTH	179	ENG	57
Hoosier	250	ENG	89	SYS	85
Illinois	217	ADA	48	HLD	43
Carl Sandburg / Illinois Zephyr	177	ADA	62	HLD	42
Illini / Saluki	357	OTH	62	HLD	82
Lincoln Service	158	ENG	33	SYS	36
Michigan	497	OTH	162	SYS	106
Blue Water	331	OTH	123	ADA	90
Pere Marquette	427	SYS	106	OTH	106
Wolverine	576	OTH	192	ADA	123
Missouri	231	ADA	74	HLD	63

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

Service	Total Delay	FY 2019 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pacific Surfliner	878	SYS	242	ITI	183
Pennsylvanian	365	HLD	110	OTH	108
Piedmont	453	HLD	115	ADA	103
San Joaquins	569	SYS	181	ADA	80
Vermont	382	OTH	141	HLD	97
Long Distance Routes - Amtrak Responsible					
Auto Train	248	ITI	60	ENG	51
California Zephyr	379	SVS	84	SYS	83
Capitol Ltd	291	HLD	96	SYS	78
Cardinal	504	SYS	174	OTH	111
City Of New Orleans	359	HLD	94	OTH	68
Coast Starlight	666	SYS	176	HLD	141
Crescent	866	SYS	442	HLD	144
Empire Builder	339	SYS	92	HLD	74
Lake Shore Ltd	334	HLD	116	SYS	79
Palmetto	453	SYS	110	HLD	85
Silver Meteor	515	ADA	146	HLD	133
Silver Star	608	SYS	235	HLD	132
Southwest Chief	336	HLD	97	SYS	85
Sunset Ltd	631	SYS	159	SVS	111
Texas Eagle	680	SYS	181	HLD	121

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 2019 Q1				Route Miles
				Largest 2 Delay Codes				
				#1	Min	#2	Min	
Acela Express								
Standard			265					
Acela Express		Amtrak	269	SMW	56	CTI	25	401
Other Services								
Standard			475					
Keystone		Amtrak	413	DSR	107	SMW	38	195
Cardinal		Amtrak	708	SVS	86	MTI	80	226
Carolinian		Amtrak	341	PTI	58	SMW	58	226
Crescent		Amtrak	1,078	ITI	288	SVS	198	226
Northeast Regional		Amtrak	382	SMW	47	PTI	40	463
	Springfield Shuttles	Amtrak	939	CON	279	PTI	154	463
	Roanoke	Amtrak	450	SMW	77	PTI	62	463
	Richmond / Newport News / Norfolk	Amtrak	406	SVS	52	SMW	48	463
	All Other Northeast Regional	Amtrak	304	SMW	45	HLD	37	463
Palmetto		Amtrak	428	HLD	72	SMW	41	226
Pennsylvanian		Amtrak	386	DSR	92	SMW	74	195
Silver Meteor		Amtrak	776	SVS	226	PTI	94	226
Silver Star		Amtrak	405	SVS	62	PTI	57	226
Vermonter		Amtrak	421	PTI	88	SVS	39	304

This table excludes third-party delays.

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

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

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

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

Service	1st Quarter FY 2019					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Standard	82	80	80	80	80	80
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Acela Express

Acela Express	74	81	75	79	66	59
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Other NEC Corridor Routes

Keystone Service	78	82	72	82	67	63
Northeast Regional (Boston - Washington)	78	85	71	79	64	69
Newport News ^b	86	86	72	85	69	71
Norfolk ^c	81	84	70	85	70	65
Richmond ^d	80	84	71	81	68	64
Lynchburg ^e	83	86	72	84	68	
New Haven - Springfield	82	86	70	84	68	68

Non-NEC Corridor Routes

Capitol Corridor	82	89	75	84	71	67
Carolinian	74	86	69	79	63	69
Cascades	78	89	77	79	66	66
Downeaster	86	90	78	86	78	75
Empire Corridor						
Adirondack	72	76	64	75	57	45
Ethan Allen Express	85	82	74	82	67	56
Maple Leaf	85	87	77	81	67	68
New York - Albany ^f	80	87	72	81	68	
Heartland Flyer	88	90	83	87	78	72
Hiawatha	85	92	81	85	76	
Hoosier State	89	96	86	86	83	
Illinois						
Carl Sandburg / Illinois Zephyr	85	88	77	81	78	72
Illini / Saluki	73	86	75	75	66	64
Lincoln Service	85	89	80	78	70	68
Michigan						
Blue Water	85	82	74	77	71	64
Pere Marquette	87	90	85	87	80	68
Wolverine	77	83	74	75	67	63
Kansas City - St. Louis	84	89	80	81	65	68
Pacific Surfliner	73	82	69	78	63	57
Pennsylvanian	80	82	74	82	60	67
Piedmont	86	89	81	89	86	
San Joaquins	80	85	74	78	69	66
Vermont	81	83	73	82	70	61

Long-Distance Routes

Auto Train	78	90	83	69	77	73
California Zephyr	80	82	73	78	59	66
Capitol Limited	63	80	64	70	65	51
Cardinal	74	77	69	76	58	60
City of New Orleans	81	80	80	73	71	55
Coast Starlight	73	79	67	77	58	61
Crescent	52	76	55	67	53	64
Empire Builder	80	83	72	76	62	67
Lake Shore Ltd	62	81	59	67	54	53
Palmetto	74	82	69	79	63	70
Silver Meteor	70	81	67	71	59	71
Silver Star	67	79	65	72	56	57
Southwest Chief	72	81	70	70	58	68
Sunset Limited	65	81	61	73	60	70
Texas Eagle	67	83	65	75	58	71

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

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

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

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

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

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

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

Service	1st Quarter FY 2019		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	22	86	0.26
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Other NEC Corridor Routes

Keystone Service	16	36	0.45
Total Northeast Regional	61	142	0.43
Richmond / Newport News ^b	18	40	0.45
Lynchburg ^c	1	11	0.09
All Other Northeast Regional	42	90	0.46

Non-NEC Corridor Routes

Capitol Corridor	14	32	0.44
Carolinian	4	13	0.31
Cascades	24	20	1.18
Downeaster	4	12	0.34
Empire Corridor	28	55	0.51
Adirondack	9	7	1.26
Ethan Allen Express	1	5	0.22
Maple Leaf	0	9	0.00
New York - Albany ^d	8	17	0.47
New York - Niagara Falls	10	17	0.58
Heartland Flyer	2	4	0.53
Hiawatha	19	11	1.78
Hoosier State	3	2	1.46
Illinois	19	42	0.46
Carl Sandburg / Illinois Zephyr	6	10	0.63
Illini / Saluki	2	11	0.18
Lincoln Service	11	21	0.53
Michigan	11	26	0.42
Blue Water	5	6	0.85
Pere Marquette	3	3	0.91
Wolverine	3	17	0.18
Kansas City - St. Louis	4	10	0.40
Pacific Surfliner	40	41	0.97
Pennsylvanian	1	8	0.12
Piedmont	3	7	0.42
San Joaquins	20	38	0.53
Vermont	7	11	0.63

Long-Distance Routes

Auto Train	12	17	0.73
California Zephyr	25	45	0.56
Capitol Limited	4	14	0.28
Cardinal	3	8	0.37
City of New Orleans	9	17	0.52
Coast Starlight	14	26	0.55
Crescent	19	25	0.77
Empire Builder	19	47	0.40
Lake Shore Ltd	19	21	0.90
Palmetto	5	16	0.31
Silver Meteor	10	26	0.38
Silver Star	7	27	0.26
Southwest Chief	22	42	0.52
Sunset Limited	6	16	0.39
Texas Eagle	16	24	0.67

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

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

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

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

TABLE 12:
COMPLAINTS RECEIVED
Complaints per 1,000 Passengers

Service		1st Quarter FY 2019			
		Food-Related		Train-Related	

Amtrak Premium

Acela Express		0.01		2.91	
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Amtrak Corridor

Keystone		0.00		5.83	
Northeast Regional		0.03		3.61	

Short Distance

Capitol		0.15		10.16	
Carolinian		0.04		3.86	
Cascades		0.00		1.29	
Downeaster		0.17		3.08	
Empire Corridor					
Adirondack		0.33		20.04	
Empire Service		0.00		1.20	
Ethan Allen Express		0.00		1.48	
Maple Leaf		0.10		9.65	
Heartland Flyer		0.00		2.41	
Hiawatha		0.00		2.34	
Hoosier State		0.00		6.11	
Illinois					
Carl Sandburg / Illinois Zephyr		0.00		1.09	
Illini / Saluki		0.16		3.22	
Lincoln Service		0.16		4.20	
Michigan					
Blue Water		0.01		0.38	
Pere Marquette		0.00		3.51	
Wolverine		0.04		4.22	
Kansas City - St. Louis		0.00		2.79	
Pacific Surfliner		0.06		6.38	
Pennsylvanian		0.00		3.86	
Piedmont		0.04		4.62	
San Joaquins		0.08		4.62	
Vermont		0.03		27.45	

Long Distance

Auto Train		0.57		22.93	
California Zephyr		1.50		24.21	
Capitol Limited		0.53		16.43	
Cardinal		0.42		15.79	
City of New Orleans		1.55		27.53	
Coast Starlight		1.05		51.75	
Crescent		0.96		18.76	
Empire Builder		1.16		17.14	
Lake Shore Ltd		0.09		12.16	
Palmetto		0.66		14.59	
Silver Meteor		0.95		23.04	
Silver Star		1.22		26.75	
Southwest Chief		1.99		57.92	
Sunset Limited		0.83		26.77	
Texas Eagle		0.92		22.68	

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

TABLE 13:
FOOD-RELATED COMPLAINTS
Number of Complaints Received

Service	1st Quarter FY 2019						
	Menu / Selection / Availability	Other	Pricing	Quality	Service		Total
Amtrak System	148	13	2	34	180		377
Amtrak Premium	11	0	0	1	8		20
Acela Express	11	0	0	1	8		20
Amtrak Corridor	5	0	0	0	4		9
Keystone	0	0	0	0	0		0
Northeast Regional	5	0	0	0	4		9
Short Distance	20	0	0	6	19		45
Capitol	0	0	0	1	0		1
Carolinian	2	0	0	1	0		3
Cascades	0	0	0	0	2		2
Downeaster	0	0	0	0	0		0
Empire Corridor	11	0	0	3	3		17
Adirondack	0	0	0	0	0		0
Empire Service	9	0	0	3	3		15
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	2	0	0	0	0		2
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	0	0	0	0	2		2
Carl Sandburg / Illinois Zephyr	0	0	0	0	2		2
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	0	0	0	0	0		0
Michigan	2	0	0	0	3		5
Blue Water	1	0	0	0	3		4
Pere Marquette	0	0	0	0	0		0
Wolverine	1	0	0	0	0		1
Kansas City - St. Louis	1	0	0	0	0		1
Pacific Surfliner	1	0	0	0	7		8
Pennsylvanian	0	0	0	1	0		1
Piedmont	0	0	0	0	0		0
San Joaquins	3	0	0	0	0		3
Vermont	0	0	0	0	2		2
Long Distance	112	13	2	27	149		303
Auto Train	7	0	1	0	11		19
California Zephyr	9	3	0	5	5		22
Capitol Limited	3	0	0	1	15		19
Cardinal	3	0	0	0	0		3
City of New Orleans	2	0	0	3	2		7
Coast Starlight	24	1	0	2	21		48
Crescent	7	0	0	1	12		20
Empire Builder	10	3	0	2	15		30
Lake Shore Ltd	8	0	0	2	14		24
Palmetto	0	0	0	0	2		2
Silver Meteor	8	3	0	0	9		20
Silver Star	11	0	1	3	14		29
Southwest Chief	15	1	0	2	9		27
Sunset Limited	4	2	0	3	5		14
Texas Eagle	1	0	0	3	15		19

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

TABLE 14:
PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

Service	1st Quarter FY 2019						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	228	34	1,379	530	607		2,778
Amtrak Premium	15	2	54	19	24		114
Acela Express	15	2	54	19	24		114
Amtrak Corridor	46	9	67	64	98		284
Keystone	7	0	7	4	8		26
Northeast Regional	39	9	60	60	90		258
Short Distance	73	9	244	139	133		598
Capitol	0	2	5	4	8		19
Carolinian	1	0	42	8	13		64
Cascades	3	0	18	4	2		27
Downeaster	2	0	1	1	3		7
Empire Corridor	3	2	17	13	12		47
Adirondack	0	0	1	4	1		6
Empire Service	3	2	8	8	10		31
Ethan Allen Express	0	0	2	0	0		2
Maple Leaf	0	0	6	1	1		8
Heartland Flyer	0	0	5	0	3		8
Hiawatha	3	0	2	2	2		9
Hoosier State	0	0	3	1	0		4
Illinois	4	1	36	15	11		67
Carl Sandburg / Illinois Zephyr	1	0	9	1	1		12
Illini / Saluki	1	1	13	2	1		18
Lincoln Service	2	0	14	12	9		37
Michigan	27	0	39	12	24		102
Blue Water	8	0	11	5	10		34
Pere Marquette	0	0	8	0	1		9
Wolverine	19	0	20	7	13		59
Kansas City - St. Louis	0	0	12	1	3		16
Pacific Surfliner	16	1	34	49	30		130
Pennsylvanian	2	3	3	5	5		18
Piedmont	0	0	3	1	1		5
San Joaquins	8	0	21	18	13		60
Vermont	4	0	3	5	3		15
Long Distance	94	14	1,014	308	352		1,782
Auto Train	2	0	55	3	10		70
California Zephyr	3	1	93	20	25		142
Capitol Limited	1	3	51	12	16		83
Cardinal	2	0	29	6	6		43
City of New Orleans	4	1	54	7	19		85
Coast Starlight	9	1	56	50	38		154
Crescent	16	0	64	31	32		143
Empire Builder	4	0	124	17	32		177
Lake Shore Ltd	6	0	99	9	19		133
Palmetto	6	0	7	11	15		39
Silver Meteor	3	2	117	26	21		169
Silver Star	13	0	89	33	30		165
Southwest Chief	11	1	51	40	38		141
Sunset Limited	4	0	38	17	18		77
Texas Eagle	10	5	87	26	33		161

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

TABLE 15:
EQUIPMENT-RELATED COMPLAINTS
Number of Complaints Received

Service	1st Quarter FY 2019						
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		Total
Amtrak System	274	456	139	579	423		1,871
Amtrak Premium	5	4	1	30	13		53
Acela Express	5	4	1	30	13		53
Amtrak Corridor	5	103	4	80	18		210
Keystone	0	12	0	12	2		26
Northeast Regional	5	91	4	68	16		184
Short Distance	24	123	19	125	49		340
Capitol	0	1	0	3	0		4
Carolinian	1	5	3	8	9		26
Cascades	2	1	3	18	2		26
Downeaster	0	0	0	0	0		0
Empire Corridor	1	32	0	19	12		64
Adirondack	0	4	0	4	0		8
Empire Service	0	27	0	10	10		47
Ethan Allen Express	0	0	0	1	0		1
Maple Leaf	1	1	0	4	2		8
Heartland Flyer	0	0	0	0	0		0
Hiawatha	1	5	2	6	3		17
Hoosier State	0	0	0	0	0		0
Illinois	4	28	1	9	3		45
Carl Sandburg / Illinois Zephyr	0	1	0	1	0		2
Illini / Saluki	0	5	1	3	1		10
Lincoln Service	4	22	0	5	2		33
Michigan	2	28	1	25	5		61
Blue Water	0	9	0	2	0		11
Pere Marquette	0	0	0	1	1		2
Wolverine	2	19	1	22	4		48
Kansas City - St. Louis	0	8	1	0	1		10
Pacific Surfliner	5	2	3	24	5		39
Pennsylvanian	4	12	1	8	3		28
Piedmont	0	0	0	0	0		0
San Joaquins	1	0	3	3	3		10
Vermont	3	1	1	2	3		10
Long Distance	240	226	115	344	343		1,268
Auto Train	22	10	2	18	22		74
California Zephyr	29	21	12	30	35		127
Capitol Limited	7	10	2	17	11		47
Cardinal	2	5	3	4	5		19
City of New Orleans	12	13	4	9	10		48
Coast Starlight	35	12	12	33	37		129
Crescent	13	36	10	41	38		138
Empire Builder	19	19	12	40	26		116
Lake Shore Ltd	12	13	8	18	15		66
Palmetto	2	19	3	6	14		44
Silver Meteor	19	25	5	25	31		105
Silver Star	12	12	10	22	43		99
Southwest Chief	18	17	10	36	24		105
Sunset Limited	12	8	4	16	11		51
Texas Eagle	26	6	18	29	21		100

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

TABLE 16:
STATION-RELATED COMPLAINTS
 Number of Complaints Received

1st Quarter FY 2019		
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Amtrak System		1065
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Division

Boston		88
California		196
Central		75
Empire		135
New York		33
Southeast		133
Southwest		191
Northwest		29
Washington		185

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

**TABLE 17:
PUBLIC BENEFITS**

	FY 2017	FY 2018
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Connectivity	18.9%	17.4%
- Percent of passengers traveling on long distance routes connecting to or from other train routes		

Connectivity not available at this time and will be updated in a future report.

Availability of Other Modes	5.3%	5.2%
- Percent of passengers, system-wide, traveling to or from underserved communities		

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

**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 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-6.2	86.2%	93.8%
	2103	-3.7	94.8%	95.0%
	2104	-5.9	86.2%	93.6%
	2107	-5.8	98.4%	97.0%
	2108	-2.6	75.0%	89.3%
	2109	-4.9	91.5%	85.2%
	2110	-4.5	94.7%	98.0%
	2117	-5.3	91.4%	91.4%
	2119	-4.4	87.9%	83.0%
	2121	-5.0	94.7%	94.0%
	2122	-4.9	91.1%	92.0%
	2124	-4.5	88.7%	91.5%
	2126	-5.2	81.0%	86.4%
	2128	NA	89.7%	90.7%
	2150	-2.6	72.4%	82.6%
	2151	-0.2	82.3%	81.6%
	2153	-3.2	93.1%	91.9%
	2154	-4.4	72.6%	79.1%
	2155	-3.8	85.5%	85.2%
	2158	-3.5	79.0%	78.9%
	2159	-3.0	87.1%	86.6%
	2160	-3.9	82.8%	82.1%
	2161	NA	100.0%	100.0%
	2162	-3.6	100.0%	76.9%
	2163	-4.5	83.9%	84.9%
	2164	-2.5	82.3%	85.9%
	2165	-2.4	81.0%	80.1%
	2166	-2.8	84.5%	82.2%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2167	-3.8	87.1%	83.9%
	2168	-3.7	88.7%	88.5%
	2170	-3.1	82.8%	81.3%
	2171	-3.4	83.9%	84.6%
	2172	-3.3	79.0%	79.7%
	2173	-3.4	87.9%	84.9%
	2174	-3.1	100.0%	83.3%
	2175	NA	50.0%	54.8%
	2190	-2.5	79.0%	80.8%
	2192	-6.2	66.7%	66.7%
	2193	-3.6	33.3%	76.2%
	2195	4.4	50.0%	78.6%
	2201	0.5	0.0%	0.0%
	2203	-3.2	100.0%	98.5%
	2205	-4.1	100.0%	99.0%
	2207	-1.3	100.0%	100.0%
	2208	-5.1	87.5%	96.1%
	2209	NA	100.0%	100.0%
	2210	7.2	100.0%	100.0%
	2213	-3.4	100.0%	97.7%
	2214	NA	100.0%	85.7%
	2215	-3.2	100.0%	95.5%
	2216	-0.2	100.0%	100.0%
	2218	NA	100.0%	100.0%
	2219	NA	100.0%	100.0%
	2220	-4.8	93.8%	96.1%
	2221	2.6	100.0%	85.7%
	2222	-6.7	100.0%	96.9%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2224	-7.6	100.0%	94.3%
	2226	-0.5	100.0%	100.0%
	2228	-5.2	100.0%	96.6%
	2230	NA	0.0%	50.0%
	2231	NA	100.0%	84.6%
	2232	NA	100.0%	64.3%
	2233	NA	100.0%	92.3%
	2234	NA	100.0%	69.2%
	2235	NA	100.0%	92.3%
	2236	NA	0.0%	46.2%
	2237	NA	100.0%	92.9%
	2238	NA	100.0%	92.3%
	2239	NA	100.0%	96.2%
	2240	-2.6	100.0%	76.9%
	2241	-3.5	0.0%	38.5%
	2242	-5.8	100.0%	90.9%
	2243	-0.1	100.0%	100.0%
	2244	0.1	100.0%	90.9%
	2245	-1.3	100.0%	100.0%
	2246	-3.7	100.0%	92.9%
	2247	1.2	100.0%	46.2%
	2248	-5.4	100.0%	93.9%
	2249	-2.5	68.8%	69.6%
	2250	-1.8	88.2%	86.6%
	2251	-0.7	72.2%	77.8%
	2252	-2.9	85.7%	81.1%
	2253	-1.7	82.1%	84.2%
	2254	-1.7	78.6%	82.9%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2255	-1.7	83.3%	77.4%
	2256	-3.3	66.7%	77.4%
	2257	-2.9	75.0%	77.4%
	2258	-2.6	81.8%	90.3%
	2259	-3.1	83.3%	71.4%
	2260	NA	91.7%	88.7%
	2261	NA	100.0%	86.4%
	2262	NA	100.0%	100.0%
	2263	NA	0.0%	38.5%
	2265	NA	0.0%	0.0%
	2267	NA	0.0%	0.0%
	2269	NA	100.0%	100.0%
	2275	NA	90.9%	83.3%
	2290	-5.1	68.8%	74.1%
	2291	NA	100.0%	71.4%
	2292	NA	0.0%	28.6%
	2293	-6.9	0.0%	57.1%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	405	4.8	96.7%	93.3%
	409	NA	100.0%	94.9%
	412	NA	89.8%	87.5%
	416	NA	84.6%	90.7%
	417	NA	91.9%	90.3%
	432	NA	69.2%	65.8%
	450	6.9	83.3%	86.3%
	451	NA	95.1%	90.8%
	460	6.2	83.3%	82.2%
	461	NA	96.7%	94.1%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	463	6.4	88.2%	88.9%
	464	3.9	80.0%	86.3%
	465	NA	84.6%	88.0%
	467	8.4	94.1%	91.5%
	470	5.3	72.6%	72.0%
	471	NA	90.2%	85.5%
	473	NA	98.4%	92.8%
	474	NA	85.5%	85.1%
	475	7.3	98.4%	90.7%
	476	3.8	69.4%	71.7%
	478	0.9	91.9%	90.7%
	479	6.1	91.9%	89.0%
	488	7.0	76.7%	81.9%
	490	6.2	87.1%	86.9%
	494	4.3	75.8%	76.4%
	495	5.3	93.5%	89.2%
	497	3.3	92.3%	86.3%
Northeast Regional - Roanoke	145	0.8	46.2%	78.8%
	147	-2.2	12.5%	82.7%
	156	-15.7	76.7%	78.1%
	171	-9.3	37.1%	72.8%
	176	-8.3	71.0%	69.8%
	1171	3.1	100.0%	96.6%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	70.0%	78.3%
	66	2.8	92.4%	80.4%
	67	-1.7	69.4%	82.4%
	71	NA	52.9%	63.9%
	82	0.6	75.0%	78.3%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	83	0.4	23.1%	48.9%
	84	-3.4	82.3%	86.3%
	85	-1.2	54.8%	81.5%
	86	0.2	75.8%	75.5%
	87	1.5	46.2%	72.5%
	88	-1.3	63.3%	68.2%
	93	-0.7	55.1%	82.5%
	94	-0.7	75.8%	75.6%
	95	0.7	66.1%	77.9%
	96	NA	61.5%	58.1%
	99	-0.3	56.7%	79.4%
	125	-16.1	79.0%	87.6%
	157	-21.9	69.2%	83.6%
	164	-3.8	86.7%	86.6%
	174	-8.6	82.3%	86.6%
	194	-0.5	52.9%	50.7%
	195	0.2	46.7%	68.3%
	1194	NA	0.0%	40.9%
Northeast Regional - All Other Northeast Regional	110	0.2	100.0%	100.0%
	111	-2.7	93.0%	96.2%
	123	NA	100.0%	94.4%
	124	NA	96.7%	94.4%
	126	NA	100.0%	93.8%
	127	-3.5	66.7%	45.5%
	129	-1.8	88.5%	91.7%
	130	-3.6	87.1%	94.4%
	131	-4.1	100.0%	97.3%
	132	NA	100.0%	97.4%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	133	-3.6	78.6%	87.1%
	134	-0.8	79.2%	95.3%
	135	-0.8	63.3%	80.1%
	136	0.7	23.1%	53.8%
	137	-1.8	83.9%	88.8%
	138	-1.7	83.9%	91.6%
	139	NA	92.3%	86.0%
	140	1.1	62.1%	85.6%
	141	0.8	90.3%	89.5%
	143	-0.5	89.7%	78.6%
	146	0.6	58.8%	80.4%
	148	-0.5	80.6%	90.8%
	149	NA	92.3%	83.9%
	150	-1.2	83.3%	87.9%
	151	-2.5	95.0%	95.5%
	152	-1.0	88.9%	96.3%
	153	-1.4	100.0%	98.5%
	154	0.1	100.0%	94.9%
	155	-1.6	100.0%	97.7%
	158	0.5	100.0%	97.3%
	159	2.7	93.8%	89.8%
	160	-1.6	80.0%	83.8%
	161	0.9	83.3%	85.5%
	162	-2.7	86.7%	91.9%
	163	-2.5	94.1%	91.6%
	165	-1.2	80.0%	75.7%
	166	-3.0	76.9%	86.0%
	167	-1.6	88.2%	89.5%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	168	0.1	76.5%	86.8%
	169	-2.0	80.6%	76.3%
	170	-3.4	82.3%	86.7%
	172	-3.0	87.1%	90.5%
	173	-2.3	90.3%	88.2%
	175	-0.7	79.0%	76.4%
	177	-0.7	75.8%	79.8%
	178	-2.5	91.9%	92.9%
	179	-0.8	83.6%	89.3%
	180	-3.0	88.7%	96.4%
	182	-3.1	95.2%	97.1%
	183	-1.1	96.8%	97.1%
	184	-5.5	93.3%	96.3%
	185	-5.0	87.1%	88.4%
	186	-0.8	89.8%	93.0%
	187	-1.7	73.3%	81.3%
	189	NA	100.0%	88.8%
	190	-1.5	87.1%	90.9%
	192	1.6	100.0%	98.4%
	193	-0.8	66.1%	68.8%
	196	0.1	93.6%	97.0%
	1054	NA	100.0%	85.7%
	1056	NA	100.0%	75.0%
	1063	NA	0.0%	30.0%
	1065	NA	100.0%	87.5%
	1121	NA	100.0%	100.0%
	1129	NA	100.0%	90.9%
	1134	NA	100.0%	77.8%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q2 to FY 2019 Q1)	End Point OTP for	All Stations OTP for
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	1135	3.4	100.0%	100.0%
	1136	1.6	50.0%	54.3%
	1139	NA	0.0%	25.0%
	1140	0.7	100.0%	100.0%
	1141	NA	100.0%	80.0%
	1143	NA	100.0%	47.6%
	1164	6.3	100.0%	86.7%
	1167	13.9	100.0%	100.0%
	1168	-4.8	0.0%	38.1%
	1173	-3.0	0.0%	53.3%
	1174	8.5	0.0%	75.0%
	1175	-1.8	0.0%	46.7%
	1179	NA	100.0%	100.0%
	1182	NA	100.0%	92.9%
	1184	NA	100.0%	80.0%
	1186	NA	100.0%	100.0%
	1193	NA	100.0%	90.0%
	1195	NA	100.0%	100.0%
	1196	NA	100.0%	95.0%
	1198	NA	100.0%	90.9%
Keystone - Keystone	600	-1.1	88.7%	94.5%
	601	-0.6	93.4%	94.4%
	605	-1.1	79.4%	85.5%
	607	-3.4	91.9%	94.5%
	609	-9.5	91.9%	95.7%
	610	-1.6	100.0%	97.1%
	611	-2.4	88.2%	86.8%
	612	-3.0	76.9%	93.6%

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 2019 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Acela Express</i>							
Acela Express	2150	MNRR	2,675	DSR	1,918	CTI	622
	2151	MNRR	1,789	CTI	1,253	DSR	369
	2153	MNRR	1,992	CTI	1,743	DSR	142
	2154	MNRR	2,365	DSR	1,478	CTI	772
	2155	MNRR	1,423	DSR	700	CTI	639
	2158	MNRR	1,961	CTI	1,302	DSR	253
	2159	MNRR	2,319	DSR	2,192	DCS	81
	2160	MNRR	1,958	CTI	1,130	DSR	471
	2163	MNRR	2,059	DSR	1,417	DMW	282
	2164	MNRR	1,561	DSR	769	CTI	349
	2165	MNRR	1,878	DSR	1,038	CTI	231
	2166	MNRR	2,029	DSR	1,700	DET	259
	2167	MNRR	1,691	CTI	1,037	DSR	573
	2168	MNRR	1,371	DSR	683	CTI	605
	2170	MNRR	1,684	CTI	1,435	DSR	175
	2171	MNRR	2,252	DSR	1,984	DCS	132
	2172	MNRR	1,518	DSR	818	CTI	406
	2173	MNRR	2,340	CTI	1,130	DSR	865
	2175	MNRR	1,647	DSR	1,385	CTI	163
	2190	MNRR	3,010	CTI	1,604	DSR	1,365
	2192	MNRR	1,190	DSR	1,190		
	2193	MNRR	476	DSR	476		
	2195	MNRR	2,143	DSR	2,143		
	2232	MNRR	3,750	PTI	2,321	DSR	893
	2234	MNRR	2,500	CTI	2,500		
	2235	MNRR	1,250	DSR	1,250		
	2237	MNRR	893	DSR	893		
	2238	MNRR	1,786	DSR	1,429	CTI	357
	2239	MNRR	714	DSR	625	RTE	89
	2241	MNRR	3,214	CTI	3,214		
	2242	MNRR	1,429	DSR	1,429	RTE	0
	2243	MNRR	1,071	CTI	1,071		
	2245	MNRR	1,250	DSR	1,250		
	2247	MNRR	2,143	CTI	2,143		
	2248	MNRR	1,862	DSR	1,505	CTI	319
	2249	MNRR	2,600	DSR	1,998	CTI	446
	2250	MNRR	1,807	DSR	1,439	CTI	242
	2251	MNRR	1,687	DSR	774	CTI	665
	2252	MNRR	1,798	DSR	1,097	CTI	676

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 2019 Q1 Largest Two Delay Codes			
				#1		#2	
Standard			900				
	2253	MNRR	1,677	CTI	778	DSR	453
	2254	MNRR	1,288	DSR	810	RTE	172
	2255	MNRR	1,533	CTI	1,235	DSR	119
	2256	MNRR	1,652	DSR	1,101	RTE	357
	2257	MNRR	1,875	CTI	1,399	DSR	432
	2258	MNRR	1,234	CTI	1,071	DSR	97
	2259	MNRR	1,696	CTI	1,369	DSR	238
	2260	MNRR	1,205	DSR	804	CTI	387
	2261	MNRR	1,899	DSR	942	RTE	666
	2262	MNRR	1,607	DSR	1,607		
	2263	MNRR	2,321	DSR	2,321		
	2265	MNRR	1,071	DSR	1,071		
	2267	MNRR	1,607	DSR	1,607		
	2275	MNRR	1,250	DSR	860	CTI	390
	2290	MNRR	2,065	DSR	1,641	DMW	179
	2291	MNRR	1,071	DSR	1,071		
	2292	MNRR	7,500	DET	6,607	CTI	893
	2293	MNRR	1,607	DSR	893	RTE	714

Other NEC Corridor Routes

Northeast Regional	All Other Northeast Regional	132	MNRR	1,277	CTI	755	DSR	522
		135	MNRR	1,720	CTI	1,232	DSR	446
		136	MNRR	3,310	DSR	1,868	CTI	1,291
		137	MNRR	2,774	CTI	1,541	DSR	792
		139	MNRR	2,431	DSR	1,676	CTI	426
		140	MNRR	1,810	DSR	1,139	CTI	505
		141	MNRR	1,498	DSR	1,100	CTI	357
		143	MNRR	2,223	DSR	1,601	CTI	622
		146	MNRR	2,185	DSR	2,038	DCS, CTI	74
		148	MNRR	1,218	DSR	858	CTI	343
		149	MNRR	2,170	DSR	1,511	CTI	659

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
	150	MNRR	1,762	DSR	750	CTI	631
	160	MNRR	2,631	CTI	1,452	DSR	815
	161	MNRR	2,065	DSR	1,083	CTI	792
	162	MNRR	1,875	DSR	994	CTI	524
	163	MNRR	1,712	DSR	1,082	CTI	431
	165	MNRR	2,167	DSR	1,089	CTI	982
	166	MNRR	1,429	CTI	962	DSR	467
	167	MNRR	1,954	DSR	1,586	CTI	263
	168	MNRR	1,050	DSR	525	CTI	525
	169	MNRR	1,901	DSR	1,555	CTI	173
	170	MNRR	2,811	CTI	2,408	DSR	334
	172	MNRR	1,388	DSR	930	CTI	366
	173	MNRR	1,956	DSR	1,071	CTI	579
	175	MNRR	3,214	CTI	2,575	DSR	562
	177	MNRR	2,169	DSR	1,526	CTI	518
	178	MNRR	1,441	DSR	1,207	CTI	179
	179	MNRR	1,636	DSR	1,417	CTI	181
	190	MNRR	3,416	DSR	2,019	CTI	1,385
	1135	MNRR	1,786	RTE	1,071	DSR	714
	1136	MNRR	1,518	DSR	1,518		
	1139	MNRR	1,964	DSR	1,964		

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1	#2		
Standard				900				
		1143	MNRR	2,321	CTI	1,250	DSR	1,071
		1167	MNRR	1,250	CTI	1,250		
		1168	MNRR	3,750	CTI	3,750		
		1173	MNRR	1,786	DSR	1,786		
		1174	MNRR	2,143	DSR	2,143		
		1175	MNRR	2,500	PTI	1,250	RTE	714
		1179	MNRR	1,964	DSR	1,964		
		1182	CSX	1,208	RTE	651	DSR	372
		1182	MNRR	1,964	DSR	1,607	CTI	357
		1186	MNRR	3,214	RTE	1,786	DSR	1,429
	Richmond / Newport News / Norfolk	65	CSX	1,461	FTI	507	RTE	332
		65	MNRR	3,970	DMW	1,863	DSR	1,262
		66	CSX	1,074	FTI	274	DSR	255
		66	MNRR	2,224	DSR	1,840	DCS	128
		67	CSX	1,810	PTI	417	FTI	375
		67	MNRR	3,678	CTI	2,342	DMW	864
		71	CSX	1,014	FTI	577	RTE	161
		71	NS	617	RTE	232	FTI	225
		82	CSX	879	DCS	300	RTE	250
		82	MNRR	2,478	DSR	1,607	CTI	446
		83	CSX	1,977	FTI	641	DCS	397

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
	83	MNRR	2,582	DSR	2,349	DMW	137
	84	CSX	939	FTI	306	DSR	212
	84	NS	727	DCS	251	FTI	199
	85	CSX	1,487	RTE	351	DCS	342
	86	CSX	1,060	DCS	399	RTE	253
	86	MNRR	2,244	CTI	1,443	DSR	585
	87	CSX	1,309	FTI	596	DCS	302
	88	CSX	808	FTI	202	RTE	197
	88	MNRR	1,833	DSR	1,250	CTI	429
	88	NS	350	DSR	165	DCS	123
	93	CSX	1,098	RTE	383	CTI	278
	93	MNRR	2,165	DSR	1,487	CTI	302
	94	CSX	1,521	PTI	507	DSR	271
	94	MNRR	2,235	DSR	1,296	CTI	772
	95	CSX	1,649	FTI	613	PTI	350
	95	MNRR	2,100	CTI	1,354	DSR	642
	96	CSX	1,754	FTI	579	PTI	533
	96	MNRR	1,662	DSR	1,236	CTI	426
	99	CSX	1,314	DCS	634	DSR	269
	99	MNRR	1,869	DSR	744	CTI	732
	125	CSX	1,504	DCS	432	FTI	391

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
		125	NS	755	DCS	275	DSR	192
		157	CSX	1,082	PTI	400	DCS	311
		157	MNRR	2,651	DSR	1,607	CTI	701
		157	NS	389	DSR	161	FTI	152
		164	CSX	595	FTI	180	RTE	149
		164	MNRR	1,899	CTI	940	DSR	845
		174	CSX	1,143	CTI	399	RTE	325
		174	MNRR	2,028	CTI	991	DSR	827
		194	CSX	1,512	DSR	490	PTI	436
		194	MNRR	2,048	CTI	1,670	DCS	294
		195	CSX	1,428	PTI	533	FTI	294
		195	MNRR	2,131	CTI	1,494	DSR	327
	Roanoke	145	NS	1,085	FTI	513	DMW	224
		147	MNRR	1,808	DSR	960	CTI	536
		147	NS	1,219	FTI	1,048	DCS	101
		156	NS	766	DCS	264	FTI	262
		171	MNRR	3,119	DSR	2,036	CTI	516
		171	NS	1,132	FTI	818	DSR	99
		176	MNRR	2,290	DSR	1,694	CTI	372
		176	NS	804	FTI	298	PTI	143
		1171	MNRR	1,250	DSR	893	RTE	357
		1171	NS	741	FTI	648	DSR	93

Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	931	PTI	361	DSR	217
		521	UP	650	PTI	208	DSR	109

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	522	UP	576	PTI	316	DCS	94
	523	UP	635	PTI	213	CTI	124
	524	UP	695	PTI	374	DSR	98
	525	UP	695	PTI	195	FTI	167
	527	UP	860	PTI	384	CTI	132
	528	UP	616	PTI	307	DCS	89
	529	UP	552	PTI	166	FTI	140
	530	UP	555	PTI	265	DSR	89
	531	UP	785	PTI	397	DSR	124
	532	UP	306	DCS	80	DSR	74
	534	UP	306	PTI	107	DCS	66
	535	UP	473	PTI	176	DCS	152
	536	UP	414	FTI	137	PTI	103
	537	UP	609	PTI	318	DSR	137
	538	UP	394	DSR	118	PTI	84
	540	UP	254	PTI	92	DCS	92
	541	UP	495	PTI	227	DCS	117
	542	UP	559	PTI	230	DCS	114
	543	UP	657	PTI	417	CTI	84
	544	UP	467	PTI	220	DCS	167
	545	UP	410	PTI	224	DCS	105
	546	UP	569	PTI	263	DSR	122
	547	UP	498	PTI	122	CTI	111
	548	UP	739	PTI	385	DCS	124
	549	UP	362	DCS	130	PTI	125
	550	UP	811	PTI	316	DSR	237
	551	UP	495	DCS	143	RTE	128
	553	UP	600	PTI	292	DSR	174
	720	UP	409	PTI	178	DMW	158
	723	UP	418	PTI	172	FTI	70
	724	UP	683	PTI	343	DCS	164

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		727	UP	307	PTI	112	DCS	75
		728	UP	626	PTI	288	DMW	86
		729	UP	454	PTI	259	DCS	117
		732	UP	525	PTI	253	CTI	107
		733	UP	446	DSR	135	DCS	88
		734	UP	541	PTI	201	DCS	139
		736	UP	448	PTI	251	DCS	81
		737	UP	288	PTI	101	DSR, DMW	57
		738	UP	262	PTI	101	DCS	68
		741	UP	411	PTI	325	DSR	42
		742	UP	790	PTI	465	DCS	123
		743	UP	598	PTI	460	DSR	73
		744	UP	450	PTI	288	DSR	96
		745	UP	605	PTI	305	DCS	192
		746	UP	405	DMW	162	PTI	120
		747	UP	525	PTI	309	DSR	117
		748	UP	605	DSR	192	PTI	148
		749	UP	463	PTI	212	RTE	104
		751	UP	344	RTE	112	DSR	104
Carolinian	Carolinian	79	CSX	1,272	PTI	362	FTI	260
		79	NS	1,262	PTI	449	DSR	324
		80	CSX	1,522	FTI	540	PTI	320
		80	NS	1,534	PTI	457	DCS	448
Cascades	Cascades	500	BNSF	1,116	RTE	307	DSR	300
		500	UP	471	FTI	216	DCS	107
		501	BNSF	1,122	DSR	374	FTI	289
		502	BNSF	855	RTE	249	FTI	223
		504	BNSF	1,124	FTI	257	DSR	227
		505	BNSF	908	DSR	275	RTE	226
		505	UP	1,728	FTI	880	PTI	613
		506	BNSF	730	DCS	171	RTE	158

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		506	UP	564	DCS	249	FTI	166
		507	BNSF	1,039	DSR	239	RTE	238
		508	BNSF	648	FTI	242	DSR	181
		508	UP	1,784	FTI	775	PTI	685
		511	UP	918	DMW	252	FTI	248
		513	UP	762	PTI	329	DCS	241
		516	BNSF	3,264	FTI	1,015	DSR	889
		517	BNSF	1,495	FTI	466	DSR	392
		518	BNSF	1,547	DSR	529	FTI	503
		519	BNSF	1,658	PTI	488	FTI	441
Downeaster	Downeaster	680	MBTA	1,448	CTI	1,293	DCS	97
		680	PanAm	1,371	FTI	501	DCS	453
		681	MBTA	850	FTI	300	CTI	194
		681	PanAm	1,800	PTI	941	DSR	338
		682	MBTA	1,747	CTI	1,104	FTI	176
		682	PanAm	834	DCS	240	DSR	198
		683	MBTA	376	DSR	148	DCS	97
		683	PanAm	909	PTI	304	DCS	262
		684	MBTA	1,109	CTI	951	DCS	81
		684	PanAm	965	PTI	302	DSR	250
		685	MBTA	1,930	CTI	1,422	DCS	265
		685	PanAm	982	DSR	272	DMW	264
		686	MBTA	1,362	CTI	1,015	RTE, FTI	117
		686	PanAm	1,456	PTI	395	DMW	374
		687	MBTA	1,012	CTI	651	DSR	206
		687	PanAm	2,196	PTI	1,176	DSR	513
		688	MBTA	1,054	CTI	928	DCS	105
		688	PanAm	1,526	PTI	831	FTI	416
		689	MBTA	648	DCS	232	CTI	200
		689	PanAm	886	DSR	413	FTI	245
		690	MBTA	1,069	DTR	643	CTI	229

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		690	PanAm	1,059	DSR	426	FTI	348
		691	MBTA	1,897	DTR	840	CTI	643
		691	PanAm	1,034	DSR	353	PTI	284
		692	MBTA	1,058	DTR	735	PTI	201
		692	PanAm	645	DCS	421	DSR	187
		693	MBTA	766	DTR	635	DCS	101
		693	PanAm	1,986	PTI	1,449	DSR	307
		694	MBTA	725	DTR	373	CTI	322
		694	PanAm	1,250	PTI	716	DCS	361
		695	MBTA	635	DCS	413	DTR	191
		695	PanAm	956	PTI	453	FTI	243
		696	MBTA	622	DTR	414	DCS	131
		696	PanAm	911	DCS	376	DSR	285
		697	MBTA	513	PTI	305	DTR	120
		697	PanAm	997	PTI	432	FTI	292
		698	MBTA	283	CTI	168	DTR	105
		698	PanAm	936	PTI	399	DSR	259
		699	PanAm	551	DCS	349	DSR	175
		1689	MBTA	702	CTI	483	FTI	104
		1689	PanAm	148	DSR	148		
		1981	PanAm	452	DMW	226	DSR	185
		1982	PanAm	493	DSR	206	DMW	185
		1985	PanAm	761	DTR	493	FTI	144
		1986	PanAm	596	DSR	452	DCS	103
		1988	PanAm	206	DMW	164	DSR	41
Empire	Adirondack	68	Amtrak	9	RTE	5	DCS	3
		68	CN	2,006	DSR	1,072	FTI	290
		68	CP	463	PTI	205	DCS	94
		68	MNRR	1,179	CTI	495	DSR	295
		69	CN	4,546	DSR	1,615	RTE	1,583
		69	CP	973	PTI	632	DCS	161

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		69	MNRR	1,300	CTI	657	DSR	224
	Ethan Allen Express	290	Amtrak	178	PTI	162	RTE	16
		290	CP	654	DMW	235	FTI	192
		290	MNRR	1,445	DMW	518	DSR	334
		290	VTR	511	DMW	412	FTI	46
		291	CP	524	DMW	182	PTI	137
		291	MNRR	1,284	CTI	437	RTE	348
		292	Amtrak	298	PTI	291	RTE	7
		292	CP	1,396	PTI	1,336	DCS	48
		292	MNRR	1,515	DMW	615	DSR	422
		292	VTR	92	DCS	92		
		293	MNRR	2,536	CTI	1,956	DSR	435
		293	VTR	225	DCS	193	RTE	32
		295	CP	350	PTI	303	FTI	42
		295	MNRR	1,917	CTI	1,155	DMW	566
		295	VTR	30	DCS	30		
		296	CP	949	PTI	819	RTE	107
		296	MNRR	1,009	CTI	482	DSR	303
		296	VTR	60	DCS	60		
	Maple Leaf	63	CSX	951	RTE	337	FTI	329
		63	MNRR	1,300	CTI	783	DSR	212
		64	Amtrak	17	PTI	17		
		64	CSX	1,036	FTI	440	RTE	291
		64	MNRR	1,184	CTI	442	DSR	319
	New York - Albany	230	MNRR	807	CTI	385	DSR	277
		232	MNRR	1,216	CTI	705	DSR	227
		233	MNRR	1,618	CTI	763	RTE	343
		234	MNRR	1,490	CTI	738	DSR	468
		235	MNRR	1,060	CTI	547	DSR	297
		236	MNRR	1,400	CTI	543	RTE	302
		237	MNRR	1,159	CTI	698	DSR	207

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		238	MNRR	1,310	DMW	404	DSR	353
		239	MNRR	2,038	CTI	1,807	RTE	114
		241	MNRR	506	CTI	412	DSR	59
		242	MNRR	1,228	DSR	489	CTI	489
		243	MNRR	486	DSR	197	CTI	180
		244	MNRR	1,754	CTI	848	DSR	370
		245	MNRR	738	CTI	371	RTE	142
		250	MNRR	595	CTI	336	DSR	179
		252	MNRR	1,465	DSR	523	CTI	356
		253	MNRR	1,050	CTI	552	DSR	184
		254	MNRR	2,288	DMW	1,110	CTI	695
		255	MNRR	725	DSR	302	RTE	217
		256	MNRR	1,895	CTI	527	DMW	460
		259	MNRR	1,110	CTI	633	DSR	265
		260	MNRR	1,770	CTI	460	DMW	433
		261	MNRR	869	CTI	415	DSR	219
	New York - Niagara Falls	280	CSX	643	FTI	215	RTE	184
		280	MNRR	1,866	CTI	910	DSR	310
		281	CSX	1,125	FTI	559	RTE	276
		281	MNRR	1,851	CTI	1,090	DSR	329
		283	CSX	797	FTI	325	RTE	219
		283	MNRR	1,445	CTI	558	DSR	416
		284	Amtrak	11	PTI	11		
		284	CSX	839	FTI	366	RTE	266
		284	MNRR	1,703	DMW	655	DSR	502
		288	Amtrak	131	PTI	131		
		288	CSX	740	FTI	286	PTI	166
		288	MNRR	1,245	CTI	650	DSR	348
Heartland Flyer	Heartland Flyer	821	BNSF	1,980	DSR	1,132	FTI	592
		822	BNSF	2,134	DSR	1,059	FTI	779
Hiawatha	Hiawatha	329	CP	184	DCS	89	FTI	37

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		329	Metra	344	RTE	139	DCS	67
		330	CP	198	DCS	99	PTI	56
		330	Metra	3,238	CTI	2,940	DSR	101
		331	CP	106	DCS	48	DMW	31
		331	Metra	1,040	CTI	666	DSR	118
		332	CP	280	FTI	100	DMW	100
		332	Metra	1,479	DSR	603	CTI	417
		333	CP	331	FTI	86	CTI	75
		333	Metra	1,087	CTI	470	FTI	221
		334	CP	321	FTI	103	DMW	103
		334	Metra	1,310	DSR	579	CTI	308
		335	CP	292	CTI	99	DMW	62
		335	Metra	908	CTI	527	DSR	121
		336	CP	527	FTI	195	DMW	151
		336	Metra	1,168	DSR	478	CTI	303
		337	CP	42	DCS	19	FTI	8
		337	Metra	669	CTI	249	DMW	151
		338	CP	402	FTI	262	DSR, DMW	36
		338	Metra	2,108	CTI	925	DSR	580
		339	CP	244	CTI	96	FTI	86
		339	Metra	1,783	CTI	1,461	RTE	171
		340	CP	611	CTI	228	RTE	153
		340	Metra	1,463	CTI	694	DSR	392
		341	CP	230	PTI	146	FTI	55
		341	Metra	1,828	CTI	1,519	DCS	110
		342	CP	387	DCS	154	FTI	139
		342	Metra	2,315	CTI	1,473	DSR	508
		343	CP	314	DCS	195	FTI	75
		343	Metra	1,043	DCS	752	RTE	218
Hoosier	Hoosier	850	CSX	521	DCS	166	DSR	165
		851	CSX	1,210	FTI	613	DCS	302

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	610	FTI	234	DCS	121
		381	BNSF	592	FTI	297	DCS	97
		382	BNSF	793	FTI	405	RTE	135
		383	BNSF	635	FTI	234	CTI	108
		384	BNSF	2,220	PTI	1,012	FTI	681
		385	BNSF	896	FTI	331	PTI	312
	Illini / Saluki	390	CN	1,415	DCS	651	FTI	337
		391	CN	1,653	DCS	872	FTI	338
		392	CN	1,816	DCS	897	FTI	472
		393	CN	1,441	DCS	665	FTI	411
	Lincoln Service	300	CN	2,311	FTI	1,302	DCS	272
		300	UP	829	FTI	446	DCS	183
		301	CN	1,199	FTI	537	DCS	284
		301	UP	1,142	PTI	470	FTI	299
		302	CN	3,005	FTI	2,330	DCS	269
		302	UP	1,104	FTI	441	PTI	392
		303	CN	1,852	FTI	1,103	DCS	244
		303	UP	1,133	FTI	451	PTI	399
		304	CN	1,721	FTI	1,153	DCS	247
		304	UP	786	FTI	325	PTI	236
		305	CN	2,043	FTI	1,215	DCS	290
		305	UP	1,230	PTI	539	FTI	405
		306	CN	2,068	FTI	1,334	DCS	518
		306	UP	1,037	PTI	434	FTI	420
		307	CN	1,687	FTI	1,131	DTR	178
		307	UP	765	FTI	285	PTI	222
		308	CN	4,023	FTI	3,736	DCS	287
		308	UP	859	DCS	515	PTI	344

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		309	CN	9,626	FTI	9,339	RTE	287
		309	UP	1,260	DCS	515	FTI	458
Michigan	Blue Water	364	Amtrak	174	RTE	46	PTI	45
		364	CN	540	FTI	417	DCS	80
		364	MIDOT	64	RTE	49	DCS	15
		364	NS	3,320	FTI	2,439	DCS	506
		365	Amtrak	623	PTI	328	DCS	147
		365	CN	860	FTI	711	DCS	53
		365	MIDOT	336	PTI	173	DCS	163
		365	NS	3,954	FTI	2,241	PTI	444
	Pere Marquette	370	CSX	621	FTI	337	DCS	182
		370	NS	2,467	FTI	1,864	DCS	243
		371	CSX	321	FTI	121	DCS	120
		371	NS	3,096	FTI	1,621	PTI	562
		372	CSX	91	DCS	91		
		372	NS	643	DCS	643		
		373	NS	3,213	FTI	3,213		
	Wolverine	350	Amtrak	1,271	PTI	1,085	RTE	54
		350	CN	2,088	DSR	847	FTI	635
		350	MIDOT	400	PTI	226	DCS	79
		350	NS	2,685	FTI	1,816	DCS	447
		351	Amtrak	581	PTI	271	DCS	205
		351	CN	989	DSR	505	FTI	301
		351	MIDOT	246	DMW	110	DCS	70
		351	NS	3,574	FTI	1,819	PTI	668
		352	Amtrak	330	DCS	140	PTI	79
		352	CN	2,886	DSR	1,136	DCS	835
		352	MIDOT	580	PTI	420	DCS	90
		352	NS	5,630	FTI	3,420	DCS	1,112
		353	Amtrak	189	PTI	97	DSR	32
		353	CN	2,072	FTI	745	DSR	627

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1	#2		
Standard				900				
Non-NEC Corridor Routes								
		353	MIDOT	391	PTI	214	DCS	75
		353	NS	5,303	FTI	4,203	PTI	394
		354	Amtrak	365	PTI	165	DCS	141
		354	CN	2,166	DSR	859	DCS	733
		354	MIDOT	503	PTI	326	DCS	132
		354	NS	3,233	FTI	1,914	DCS	486
		355	Amtrak	569	PTI	228	DCS	189
		355	CN	1,946	FTI	839	DSR	480
		355	MIDOT	703	PTI	586	DCS	70
		355	NS	2,940	FTI	2,221	PTI	391
		356	Amtrak	1,446	PTI	1,245	FTI	202
		356	MIDOT	416	PTI	320	RTE	96
		356	NS	1,714	PTI	1,371	DCS	343
		359	Amtrak	572	PTI	505	DCS	67
		359	MIDOT	448	PTI	448		
		359	NS	1,628	FTI	1,457	DCS	171
Missouri	Missouri	311	UP	484	FTI	226	RTE	101
		313	UP	619	FTI	300	PTI	211
		314	UP	618	FTI	413	DMW	79
		316	UP	1,115	FTI	787	PTI	130
Pacific Surfliner	Pacific Surfliner	561	BNSF	2,253	CTI	1,214	DCS	705
		561	SCRRA	394	CTI	222	DCS	136
		561	SDNRR	801	CTI	320	DCS	237
		562	BNSF	772	DSR	248	FTI	227
		562	SCRRA	1,288	PTI	650	CTI	419
		562	SDNRR	1,872	CTI	901	PTI	619
		564	BNSF	1,773	CTI	531	DCS	414
		564	SCRRA	2,939	CTI	1,535	PTI	811
		564	SDNRR	1,821	PTI	846	CTI	688
		565	BNSF	2,072	RTE	881	DCS	578
		565	SCRRA	1,345	PTI	555	CTI	366

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		565	SDNRR	1,843	CTI	1,021	DCS	368
		566	BNSF	2,097	FTI	724	CTI	391
		566	SCRRA	2,670	PTI	1,930	CTI	427
		566	SDNRR	1,080	PTI	763	DMW	101
		567	BNSF	1,674	RTE	558	DMW	558
		567	SCRRA	424	PTI	339	DCS	85
		567	SDNRR	3,062	PTI	1,431	CTI	1,431
		569	BNSF	1,411	DCS	642	FTI	329
		569	SCRRA	847	PTI	563	DCS	142
		569	SDNRR	1,601	PTI	517	CTI	474
		572	BNSF	1,839	DCS	444	DSR	437
		572	SCRRA	1,114	PTI	643	DCS	247
		572	SDNRR	1,569	PTI	698	CTI	508
		573	BNSF	1,555	FTI	523	DCS	509
		573	SCRRA	894	PTI	348	DCS	324
		573	SDNRR	1,783	PTI	753	CTI	682
		579	BNSF	1,580	FTI	620	DCS	325
		579	SCRRA	696	CTI	417	DCS	121
		579	SDNRR	1,572	PTI	614	CTI	540
		580	BNSF	1,203	CTI	465	DCS	283
		580	SCRRA	2,429	CTI	1,458	PTI	675
		580	SDNRR	1,976	CTI	1,324	PTI	321
		583	BNSF	1,647	DSR	476	DCS	412
		583	SCRRA	1,831	CTI	1,269	PTI	334
		583	SDNRR	1,316	CTI	541	PTI	512
		584	BNSF	825	DSR	240	CTI	183
		584	SCRRA	1,284	PTI	504	CTI	376
		584	SDNRR	2,579	CTI	1,689	PTI	340
		590	BNSF	694	DSR	198	PTI, DCS	175
		590	SCRRA	948	DCS	372	PTI	292
		590	SDNRR	1,257	PTI	423	FTI	259

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		591	BNSF	597	DCS	238	RTE	187
		591	SCRRA	776	CTI	390	PTI	183
		591	SDNRR	2,099	PTI	1,070	CTI	667
		595	BNSF	1,082	FTI	303	DSR	238
		595	SCRRA	280	DCS	68	DSR	66
		595	SDNRR	1,815	PTI	753	FTI	399
		759	SCRRA	1,013	CTI	849	DCS	69
		759	UP	1,154	PTI	358	CTI	325
		763	BNSF	1,739	CTI	389	PTI	374
		763	SCRRA	783	PTI	350	CTI	215
		763	SDNRR	1,409	CTI	853	DCS	344
		763	UP	1,531	PTI	630	DSR	283
		767	BNSF	1,876	RTE	930	DCS	355
		767	SCRRA	765	CTI	264	PTI	214
		767	SDNRR	3,308	PTI	1,503	CTI	1,159
		767	UP	2,122	PTI	1,387	DMW	292
		768	BNSF	925	DCS	429	DSR	199
		768	SCRRA	963	PTI	416	CTI	271
		768	SDNRR	1,027	PTI	375	CTI	323
		768	UP	1,158	PTI	408	DCS	361
		769	BNSF	1,395	DCS	731	DSR	664
		769	SCRRA	1,101	RTE	754	DCS	166
		769	SDNRR	1,402	CTI	618	PTI	547
		769	UP	2,989	PTI	2,220	DSR	505
		774	BNSF	1,360	DCS	586	RTE	319
		774	SCRRA	1,264	PTI	559	CTI	408
		774	SDNRR	2,728	CTI	1,465	PTI	832
		774	UP	1,242	PTI	507	DCS	331
		777	BNSF	1,289	DCS	278	FTI	263
		777	SCRRA	1,112	CTI	586	PTI	209
		777	SDNRR	1,460	PTI	826	DCS	248

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		777	UP	1,916	PTI	1,200	FTI	257
		782	BNSF	1,940	CTI	661	DCS	476
		782	SCRRA	1,510	CTI	821	PTI	372
		782	SDNRR	2,655	CTI	1,688	PTI	652
		782	UP	2,202	PTI	1,477	DCS	302
		785	BNSF	1,663	FTI	420	CTI	415
		785	SCRRA	1,196	PTI	499	CTI	402
		785	SDNRR	3,320	CTI	2,216	PTI	771
		785	UP	787	PTI	317	DSR	191
		792	BNSF	792	DCS	240	DSR	210
		792	SCRRA	996	CTI	488	PTI	224
		792	SDNRR	1,067	PTI	400	FTI	283
		792	UP	3,055	CTI	1,358	PTI	1,023
		796	BNSF	803	DSR	285	DCS	227
		796	SCRRA	968	PTI	459	DCS	208
		796	SDNRR	601	DSR	161	FTI	129
		796	UP	1,851	PTI	1,004	DSR	257
		1564	BNSF	640	FTI	213	DCS	194
		1564	SCRRA	939	PTI	729	CTI	115
		1564	SDNRR	1,556	PTI	707	CTI	524
		1565	BNSF	1,374	DCS	444	FTI	381
		1565	SCRRA	1,011	PTI	876	RTE	106
		1565	SDNRR	1,142	PTI	718	CTI	287
		1566	BNSF	756	DSR	310	DCS	213
		1566	SCRRA	1,880	PTI	1,465	CTI	309
		1566	SDNRR	1,848	PTI	896	CTI	764
		1567	BNSF	1,163	DCS	698	RTE	465
		1567	SCRRA	953	DCS	742	PTI	212
		1567	SDNRR	2,413	CTI	2,413		
		1569	BNSF	1,078	DCS	888	RTE	127
		1569	SCRRA	568	PTI	376	DCS	154

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2019 Q1 Largest Two Delay Codes			
					#1	#2		
Standard				900				
Non-NEC Corridor Routes								
		1569	SDNRR	4,235	CTI	2,284	PTI	1,694
		1572	BNSF	444	DSR	233	DCS	169
		1572	SCRRA	2,061	PTI	1,522	CTI	376
		1572	SDNRR	2,329	CTI	1,112	PTI	824
		1573	BNSF	837	DCS	465	DSR	256
		1573	SCRRA	678	CTI	307	DCS	244
		1573	SDNRR	1,348	CTI	632	PTI	574
		1579	BNSF	1,234	DCS	447	CTI	358
		1579	SCRRA	800	CTI	721	PTI, DSR	35
		1579	SDNRR	2,140	CTI	1,475	PTI	492
		1584	BNSF	787	PTI	304	DSR	125
		1584	SCRRA	1,512	PTI	677	DCS	466
		1584	SDNRR	1,951	CTI	1,051	PTI	424
		1588	SCRRA	1,377	PTI	1,377		
		1588	SDNRR	998	PTI	416	CTI	333
		1590	BNSF	1,332	DCS	740	CTI	338
		1590	SCRRA	1,502	PTI	1,348	DCS	106
		1590	SDNRR	953	PTI	439	FTI	250
		1761	BNSF	1,312	DCS	814	PTI	282
		1761	SCRRA	301	DCS	120	PTI	92
		1761	SDNRR	367	DCS	125	DSR	97
		1761	UP	2,038	PTI	1,782	DSR	140
		1767	BNSF	1,360	FTI	501	RTE	286
		1767	SCRRA	468	PTI	312	CTI	89
		1767	SDNRR	2,866	CTI	1,596	PTI	741
		1767	UP	1,982	PTI	1,361	DSR	272
Pennsylvanian	Pennsylvanian	42	NS	1,351	FTI	830	RTE	180
		43	NS	1,501	FTI	1,087	DCS	181
Piedmont	Piedmont	73	NS	1,127	FTI	400	DSR	344
		74	NS	1,070	FTI	357	DSR	271
		75	NS	1,565	FTI	676	DCS	283

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 2019 Q1 Largest Two Delay Codes			
					#1	#2		
Standard				900				
Non-NEC Corridor Routes								
		76	NS	1,294	FTI	428	PTI	355
		77	NS	1,211	DCS	397	FTI	368
		78	NS	1,080	FTI	397	DSR	323
San Joaquins	San Joaquins	701	BNSF	574	FTI	275	DSR	162
		701	UP	1,314	DCS	524	PTI	293
		702	BNSF	1,061	FTI	395	PTI	323
		702	UP	962	FTI	464	DSR	191
		703	BNSF	1,217	PTI	433	FTI	429
		703	UP	777	DCS	281	FTI	198
		704	BNSF	813	PTI	411	FTI	258
		704	UP	837	FTI	410	PTI, DSR	129
		710	BNSF	1,142	PTI	385	FTI	365
		710	UP	1,138	DCS	371	PTI	343
		711	BNSF	871	PTI	265	FTI	258
		711	UP	1,190	PTI	875	DCS	186
		712	BNSF	1,403	PTI	543	FTI	465
		712	UP	1,267	PTI	433	DCS	357
		713	BNSF	1,144	FTI	354	PTI	324
		713	UP	1,182	PTI	809	DCS	163
		714	BNSF	1,179	FTI	446	PTI	398
		714	UP	1,560	PTI	952	FTI	206
		715	BNSF	1,080	PTI	579	FTI	259
		715	UP	1,488	PTI	1,222	DCS	184
		716	BNSF	880	FTI	350	PTI	317
		716	UP	784	PTI	489	FTI	104
		717	BNSF	1,063	PTI	546	FTI	236
		717	UP	963	PTI	599	DCS	196
		718	BNSF	913	PTI	485	FTI	234
		718	UP	1,053	PTI	512	DCS	324
		719	BNSF	1,004	PTI	600	FTI	257
		719	UP	919	PTI	614	RTE	141

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 2019 Q1 Largest Two Delay Codes			
				#1	#2		

<i>Standard</i>			900				
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Non-NEC Corridor Routes

		1701	BNSF	914	PTI	277	DMW	274
		1701	UP	732	DCS	520	FTI	198
		1718	BNSF	793	PTI	311	FTI	217
		1718	UP	585	FTI	270	PTI	225
Vermont	Vermont	54	MADOT	1,873	DSR	1,852	DCS	21
		54	MNRR	2,077	DSR	964	CTI	726
		54	NECR	1,042	DSR	1,019	DTR	11
		55	MADOT	2,035	DSR	1,907	DCS	82
		55	MNRR	2,310	CTI	1,184	DSR	927
		55	NECR	1,350	DSR	1,251	DCS	47
		56	MADOT	2,301	DSR	1,963	PTI	178
		56	MNRR	2,537	DSR	1,535	CTI	743
		56	NECR	1,268	DSR	1,179	DMW	35
		57	MADOT	2,154	DSR	1,889	DCS	266
		57	MNRR	1,964	CTI	940	DSR	649
		57	NECR	1,179	DSR	1,130	DMW	27

Long-Distance Routes

Auto Train		52	CSX	966	FTI	326	PTI	293
		53	CSX	1,310	FTI	616	PTI	306
		53	FR	4,116	CTI	1,857	RTE	901
California Zephyr		5	BNSF	1,147	FTI	451	DSR	399
		5	UP	678	FTI	223	PTI	182
		6	BNSF	1,151	FTI	458	DSR	384
		6	UP	576	FTI	238	DCS	125
Capitol Ltd		29	CSX	745	FTI	221	DCS	180
		29	NS	3,770	FTI	2,938	PTI	410
		30	CSX	1,300	FTI	374	DSR	315
		30	NS	2,507	FTI	1,892	RTE	302
Cardinal		50	BBrRR	1,752	FTI	1,063	PTI	520
		50	CSX	1,060	FTI	462	DCS	236
		50	NS	2,034	FTI	958	CTI	528
		51	BBrRR	639	PTI	496	DSR	84
		51	CSX	770	FTI	366	DCS	178
		51	NS	1,980	PTI	639	FTI	518
City Of New Orleans		58	CN	1,084	FTI	505	PTI	188

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 2019 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Long-Distance Routes</i>							
	59	CN	1,075	FTI	546	RTE	174
Coast Starlight	11	BNSF	599	FTI	159	PTI	127
	11	SCRRA	1,748	CTI	993	PTI	570
	11	UP	1,199	PTI	476	FTI	305
	14	BNSF	707	DSR	183	PTI	175
	14	SCRRA	2,501	PTI	1,272	CTI	677
	14	UP	1,102	PTI	364	FTI	306
Crescent	19	NS	1,791	FTI	1,089	DCS	259
	20	NS	1,688	FTI	986	DCS	244
Empire Builder	7	BNSF	612	FTI	319	DSR	181
	7	CP	383	FTI	252	DSR	68
	7	Metra	319	DSR	75	DCS	75
	8	BNSF	902	FTI	540	DSR	207
	8	CP	473	FTI	192	DSR	91
	8	Metra	2,541	CTI	1,988	DCS	271
	27	BNSF	1,109	FTI	443	DSR	313
	28	BNSF	763	FTI	453	DSR	197
Lake Shore Ltd	48	CSX	858	FTI	321	RTE	162
	48	MNRR	1,760	CTI	1,051	RTE	242
	48	NS	3,185	FTI	2,585	RTE	270
	49	CSX	496	FTI	213	RTE	166
	49	MNRR	1,247	CTI	675	DSR	361
	49	NS	3,704	FTI	1,992	PTI	1,310
	448	CSX	1,302	FTI	763	RTE	181
	448	MBTA	4,574	CTI	3,550	RTE	544
	449	CSX	1,503	FTI	633	PTI	300
	449	MBTA	3,107	CTI	2,412	RTE	329
Palmetto	89	CSX	1,010	FTI	359	PTI	299
	90	CSX	788	PTI	240	FTI	232
Silver Meteor	97	CSX	629	FTI	237	PTI	164
	97	Fla DOT	1,517	DSR	565	CTI	506
	97	FR	1,426	CTI	591	DCS	424
	98	CSX	708	FTI	270	PTI	132
	98	Fla DOT	1,927	DSR	1,512	CTI	262
	98	FR	1,848	CTI	571	DCS	475
Silver Star	91	CSX	965	FTI	291	PTI	205
	91	Fla DOT	1,528	CTI	837	DSR	357
	91	FR	1,041	CTI	319	DCS	298
	91	NS	1,293	FTI	763	DSR	221
	92	CSX	1,021	PTI	298	DSR	214

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 2019 Q1 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
<i>Long-Distance Routes</i>							
	92	Fla DOT	1,865	DSR	1,410	CTI	247
	92	FR	897	DSR	359	CTI	314
	92	NS	1,763	DCS	653	PTI	501
	1092	CSX	1,292	DSR	375	FTI	279
	1092	Fla DOT	2,874	DSR	1,724	CTI	718
	1092	FR	821	DSR	821		
Southwest Chief	3	BNSF	748	FTI	285	DSR	160
	3	NMDOT	1,685	CTI	633	DSR	514
	4	BNSF	756	FTI	266	DCS	160
	4	NMDOT	2,115	CTI	607	DSR	365
Sunset Ltd	1	BNSF	2,362	FTI	1,085	DSR	852
	1	UP	1,645	FTI	1,039	DSR	202
	2	BNSF	2,241	FTI	994	DSR	715
	2	UP	1,962	FTI	1,272	RTE	227
Texas Eagle	21	BNSF	2,258	FTI	975	DSR	939
	21	CN	2,808	FTI	1,627	DCS	547
	21	TRE	2,392	CTI	1,361	DTR	519
	21	UP	2,257	FTI	1,310	DSR	286
	22	BNSF	2,474	DSR	1,217	FTI	729
	22	CN	3,089	FTI	1,993	DCS	462
	22	TRE	3,218	CTI	1,982	DTR	317
	22	UP	1,410	FTI	673	DSR	247

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

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

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

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2150	6	HLD	6		
Acela Express	2151	340	ENG	78	HLD	75
Acela Express	2153	172	OTH	105	SYS, HLD	22
Acela Express	2154	43	HLD	30	ADA	14
Acela Express	2155	176	OTH	132	ADA	23
Acela Express	2158	119	OTH	65	HLD	27
Acela Express	2159	127	ADA	72	HLD	26
Acela Express	2160	95	OTH	38	ADA	20
Acela Express	2161					
Acela Express	2162					
Acela Express	2163	141	HLD	98	ADA	35
Acela Express	2164	84	OTH	46	ADA	24
Acela Express	2165	262	ENG	86	ADA	71
Acela Express	2166					
Acela Express	2167	84	HLD	72	OTH	9
Acela Express	2168	84	OTH	76	CAR	5
Acela Express	2170	35	HLD	26	OTH	6
Acela Express	2171	196	HLD	118	OTH	40
Acela Express	2172	84	OTH	32	INJ	27
Acela Express	2173	182	ENG	95	HLD	62
Acela Express	2174					
Acela Express	2175	311	HLD	111	INJ	80
Acela Express	2190	143	HLD	108	ENG	32
Acela Express	2192					
Acela Express	2193					
Acela Express	2195	89	HLD	89		
Acela Express	2230					
Acela Express	2231					
Acela Express	2232					
Acela Express	2233					
Acela Express	2234	168	HLD	168		
Acela Express	2235					
Acela Express	2236	336	HLD	336		
Acela Express	2237					
Acela Express	2238	503	HLD	503		
Acela Express	2239					
Acela Express	2240					

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express	2241					
Acela Express	2242					
Acela Express	2243	1,964	OTH	1,786	HLD	179
Acela Express	2244					
Acela Express	2245					
Acela Express	2246					
Acela Express	2247	179	HLD	179		
Acela Express	2248	180	ADA	108	OTH	48
Acela Express	2249	335	OTH	112	HLD	89
Acela Express	2250	148	HLD	128	ADA	20
Acela Express	2251	169	HLD	89	OTH	60
Acela Express	2252	288	OTH	132	ADA	108
Acela Express	2253	351	ADA	242	OTH	70
Acela Express	2254	198	ADA	96	HLD	84
Acela Express	2255	268	OTH	119	ADA	104
Acela Express	2256	28	OTH	14	HLD	14
Acela Express	2257	313	HLD	104	ADA	104
Acela Express	2258	214	OTH	122	ADA	76
Acela Express	2259	193	HLD	75	ADA	75
Acela Express	2260	419	ADA	210	OTH	154
Acela Express	2261	244	ADA	97	HLD	65
Acela Express	2262					
Acela Express	2263					
Acela Express	2265					
Acela Express	2267					
Acela Express	2269					
Acela Express	2275	130	HLD	114	SYS	16
Acela Express	2290	52	HLD	31	ADA	21
Acela Express	2291					
Acela Express	2292	503	HLD	503		
Acela Express	2293	179	SYS	179		
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - All Other Northeast Regional	132	116	HLD	90	OTH	26
Northeast Regional - All Other Northeast Regional	135	411	HLD	411		
Northeast Regional - All Other Northeast Regional	136	168	HLD	90	OTH	77
Northeast Regional - All Other Northeast Regional	137	199	HLD	92	OTH	52

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	139	357	HLD	151	SVS	124
Northeast Regional - All Other Northeast Regional	140	104	OTH	46	HLD	35
Northeast Regional - All Other Northeast Regional	141	559	SVS	383	ADA	95
Northeast Regional - All Other Northeast Regional	143	265	SVS	154	OTH	37
Northeast Regional - All Other Northeast Regional	146	158	OTH	79	HLD	49
Northeast Regional - All Other Northeast Regional	148	152	HLD	97	OTH	35
Northeast Regional - All Other Northeast Regional	149	137	OTH	69	ADA	55
Northeast Regional - All Other Northeast Regional	150	1,387	ENG	1,326	HLD	39
Northeast Regional - All Other Northeast Regional	160	850	ENG	716	ADA	84
Northeast Regional - All Other Northeast Regional	161	804	CON	351	ADA	185
Northeast Regional - All Other Northeast Regional	162	67	HLD	67		
Northeast Regional - All Other Northeast Regional	163	210	HLD	147	ADA	42
Northeast Regional - All Other Northeast Regional	165	268	SVS	119	HLD	77
Northeast Regional - All Other Northeast Regional	166	142	HLD	52	ADA	52
Northeast Regional - All Other Northeast Regional	167	420	SYS	105	HLD, CON	95
Northeast Regional - All Other Northeast Regional	168	188	HLD	178	OTH	10
Northeast Regional - All Other Northeast Regional	169	357	CON	282	OTH, HLD	35
Northeast Regional - All Other Northeast Regional	170	32	ADA	19	OTH	8
Northeast Regional - All Other Northeast Regional	172	135	ADA	76	OTH	51
Northeast Regional - All Other Northeast Regional	173	248	OTH	78	ADA	69
Northeast Regional - All Other Northeast Regional	175	130	CON	49	ADA	37
Northeast Regional - All Other Northeast Regional	177	395	ENG	147	HLD	81
Northeast Regional - All Other Northeast Regional	178	84	OTH	54	HLD	22
Northeast Regional - All Other Northeast Regional	179	319	CON	155	ENG	73
Northeast Regional - All Other Northeast Regional	190	24	ADA	14	HLD	8
Northeast Regional - All Other Northeast Regional	1135	179	HLD	179		
Northeast Regional - All Other Northeast Regional	1136	84	HLD	84		
Northeast Regional - All Other Northeast Regional	1139	2,679	SVS	2,679		
Northeast Regional - All Other Northeast Regional	1143					

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	1164					
Northeast Regional - All Other Northeast Regional	1167	179	ADA	179		
Northeast Regional - All Other Northeast Regional	1168	671	OTH	671		
Northeast Regional - All Other Northeast Regional	1173					
Northeast Regional - All Other Northeast Regional	1174					
Northeast Regional - All Other Northeast Regional	1175					
Northeast Regional - All Other Northeast Regional	1179	179	ADA	179		
Northeast Regional - All Other Northeast Regional	1182					
Northeast Regional - All Other Northeast Regional	1186					
Northeast Regional - Richmond / Newport News / Norfolk	65	603	HLD	222	SVS	114
Northeast Regional - Richmond / Newport News / Norfolk	66	405	HLD	130	SYS	84
Northeast Regional - Richmond / Newport News / Norfolk	67	431	SYS	137	SVS	77
Northeast Regional - Richmond / Newport News / Norfolk	71	528	ENG	206	HLD	110
Northeast Regional - Richmond / Newport News / Norfolk	82	230	SVS	85	HLD	72
Northeast Regional - Richmond / Newport News / Norfolk	83	995	ENG	464	HLD	302
Northeast Regional - Richmond / Newport News / Norfolk	84	467	OTH	116	ADA	90
Northeast Regional - Richmond / Newport News / Norfolk	85	426	HLD	129	OTH	99
Northeast Regional - Richmond / Newport News / Norfolk	86	302	HLD	176	OTH	47
Northeast Regional - Richmond / Newport News / Norfolk	87	395	SYS	178	HLD	124
Northeast Regional - Richmond / Newport News / Norfolk	88	485	ADA	129	OTH	113
Northeast Regional - Richmond / Newport News / Norfolk	93	195	HLD	58	ADA	48
Northeast Regional - Richmond / Newport News / Norfolk	94	498	SYS	156	HLD	150
Northeast Regional - Richmond / Newport News / Norfolk	95	558	ADA	188	HLD	167
Northeast Regional - Richmond / Newport News / Norfolk	96	758	HLD	307	SYS	188
Northeast Regional - Richmond / Newport News / Norfolk	99	829	ENG	350	HLD	150
Northeast Regional - Richmond / Newport News / Norfolk	125	509	HLD	158	SYS	112
Northeast Regional - Richmond / Newport News / Norfolk	157	893	OTH	257	HLD	173
Northeast Regional - Richmond / Newport News / Norfolk	164	399	HLD	165	OTH	72
Northeast Regional - Richmond / Newport News / Norfolk	174	328	OTH	109	ADA	76

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Richmond / Newport News / Norfolk	194	838	HLD	275	ADA	182
Northeast Regional - Richmond / Newport News / Norfolk	195	424	HLD	143	OTH	90
Northeast Regional - Richmond / Newport News / Norfolk	1194	336	OTH	336		
Northeast Regional - Roanoke	145	622	HLD	238	ADA	153
Northeast Regional - Roanoke	147	273	ADA	96	ENG	58
Northeast Regional - Roanoke	156	389	HLD	253	ADA	74
Northeast Regional - Roanoke	171	412	HLD	190	ADA	127
Northeast Regional - Roanoke	176	348	HLD	142	ADA	141
Northeast Regional - Roanoke	1171	322	ADA	143	OTH	107
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	592	CAR	196	ENG	135
Capitol Corridor - Capitol Corridor	521	185	SYS	63	HLD	59
Capitol Corridor - Capitol Corridor	522	695	SVS	215	SYS	176
Capitol Corridor - Capitol Corridor	523	500	HLD	148	ADA	126
Capitol Corridor - Capitol Corridor	524	321	SYS	109	ADA	68
Capitol Corridor - Capitol Corridor	525	464	HLD	287	OTH	50
Capitol Corridor - Capitol Corridor	527	419	ENG	127	HLD	69
Capitol Corridor - Capitol Corridor	528	385	SYS	150	HLD	99
Capitol Corridor - Capitol Corridor	529	239	HLD	169	ADA	34
Capitol Corridor - Capitol Corridor	530	512	CAR	123	ADA	117
Capitol Corridor - Capitol Corridor	531	759	HLD	289	ADA	192
Capitol Corridor - Capitol Corridor	532	383	ADA	126	HLD	80
Capitol Corridor - Capitol Corridor	534	277	ENG	112	ADA	82
Capitol Corridor - Capitol Corridor	535	467	SYS	159	ADA	149
Capitol Corridor - Capitol Corridor	536	683	HLD	271	ADA	163
Capitol Corridor - Capitol Corridor	537	364	ADA	150	HLD	85
Capitol Corridor - Capitol Corridor	538	538	HLD	286	SYS	87
Capitol Corridor - Capitol Corridor	540	382	HLD	160	ITI	71
Capitol Corridor - Capitol Corridor	541	444	HLD	234	ADA	107

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

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	542	642	SYS	291	ITI	99
Capitol Corridor - Capitol Corridor	543	384	HLD	208	ADA	123
Capitol Corridor - Capitol Corridor	544	386	ENG	104	ADA	79
Capitol Corridor - Capitol Corridor	545	286	ADA	136	HLD	127
Capitol Corridor - Capitol Corridor	546	513	HLD	226	ITI	87
Capitol Corridor - Capitol Corridor	547	292	HLD	94	ENG	61
Capitol Corridor - Capitol Corridor	548	433	HLD	157	SYS	112
Capitol Corridor - Capitol Corridor	549	273	HLD	113	ADA	69
Capitol Corridor - Capitol Corridor	550	500	ENG	167	ITI	145
Capitol Corridor - Capitol Corridor	551	231	ITI	76	HLD	52
Capitol Corridor - Capitol Corridor	553	228	SYS	141	ADA	30
Capitol Corridor - Capitol Corridor	720	494	SYS	162	CCR	131
Capitol Corridor - Capitol Corridor	723	499	SYS	281	SVS	70
Capitol Corridor - Capitol Corridor	724	577	HLD	177	SYS	120
Capitol Corridor - Capitol Corridor	727	338	SYS	101	ADA	86
Capitol Corridor - Capitol Corridor	728	512	ADA	140	HLD	133
Capitol Corridor - Capitol Corridor	729	697	HLD	222	SVS	144
Capitol Corridor - Capitol Corridor	732	738	SYS	354	ADA	197
Capitol Corridor - Capitol Corridor	733	706	ITI	377	ADA	99
Capitol Corridor - Capitol Corridor	734	452	SYS	178	CCR	66
Capitol Corridor - Capitol Corridor	736	243	HLD	81	SYS	70
Capitol Corridor - Capitol Corridor	737	429	ADA	172	HLD	146
Capitol Corridor - Capitol Corridor	738	486	ADA	195	SYS, HLD	78
Capitol Corridor - Capitol Corridor	741	398	HLD	146	ADA	125
Capitol Corridor - Capitol Corridor	742	765	HLD	239	SYS	210
Capitol Corridor - Capitol Corridor	743	200	HLD	81	ADA	49
Capitol Corridor - Capitol Corridor	744	190	ADA	86	SVS	29
Capitol Corridor - Capitol Corridor	745	397	ADA	112	HLD	92
Capitol Corridor - Capitol Corridor	746	537	ITI	220	SYS	158

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	747	720	ITI	218	ENG	143
Capitol Corridor - Capitol Corridor	748	1,260	ITI	834	CON	117
Capitol Corridor - Capitol Corridor	749	1,158	ITI	649	HLD	170
Capitol Corridor - Capitol Corridor	751	85	ENG	39	ADA	39
Carolinian - Carolinian	79	583	ADA	163	SYS	160
Carolinian - Carolinian	80	782	SYS	276	ADA	162
Cascades - Cascades	500	369	SYS	98	ADA	73
Cascades - Cascades	501	1,257	CAR	356	SYS	223
Cascades - Cascades	502	405	HLD	125	OTH	69
Cascades - Cascades	504	290	SYS	118	ADA	57
Cascades - Cascades	505	607	ENG	162	SYS	151
Cascades - Cascades	506	363	ADA	121	SYS	72
Cascades - Cascades	507	363	SYS	188	ADA	41
Cascades - Cascades	508	418	ENG	161	SYS	101
Cascades - Cascades	511	627	SYS	375	ENG	99
Cascades - Cascades	513	674	ENG	276	SYS	203
Cascades - Cascades	516	524	OTH	211	SYS	150
Cascades - Cascades	517	545	ENG	107	ADA	104
Cascades - Cascades	518	396	ADA	97	SYS	82
Cascades - Cascades	519	450	OTH	250	SYS	129
Downeaster - Downeaster	680	132	HLD	81	OTH	32
Downeaster - Downeaster	681	183	ITI	72	ADA	44
Downeaster - Downeaster	682	85	HLD	54	CON	14
Downeaster - Downeaster	683	245	OTH	68	ADA	67
Downeaster - Downeaster	684	211	ENG	170	ADA	20
Downeaster - Downeaster	685	56	HLD	31	ADA	12
Downeaster - Downeaster	686	229	OTH	55	HLD	45
Downeaster - Downeaster	687	148	ITI	56	CON	34
Downeaster - Downeaster	688	106	CON	77	SYS	8

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Downeaster - Downeaster	689	408	ENG	153	OTH	81
Downeaster - Downeaster	690	54	SYS	24	OTH, HLD	15
Downeaster - Downeaster	691	243	HLD	109	CON	63
Downeaster - Downeaster	692	108	HLD	73	OTH	23
Downeaster - Downeaster	693	129	HLD	72	ITI	28
Downeaster - Downeaster	694	126	ENG	40	OTH	38
Downeaster - Downeaster	695	48	HLD	38	ADA	10
Downeaster - Downeaster	696	45	OTH	27	HLD	17
Downeaster - Downeaster	697	55	HLD	37	CON	11
Downeaster - Downeaster	698	134	CCR	87	CON	21
Downeaster - Downeaster	699	78	HLD	57	OTH	20
Downeaster - Downeaster	1689	17	HLD	17		
Downeaster - Downeaster	1981	2,303	ITI	1,665	CON	411
Downeaster - Downeaster	1982	82	ENG	62	HLD	21
Downeaster - Downeaster	1985	1,090	CON	1,090		
Downeaster - Downeaster	1986	432	ITI	247	OTH	144
Downeaster - Downeaster	1988					
Empire - Adirondack	68	264	HLD	81	SYS	53
Empire - Adirondack	69	387	HLD	165	SYS	124
Empire - Ethan Allen Express	290	252	HLD	103	OTH	53
Empire - Ethan Allen Express	291	179	HLD	93	OTH	64
Empire - Ethan Allen Express	292	367	OTH	147	HLD	83
Empire - Ethan Allen Express	293	390	OTH	182	HLD	104
Empire - Ethan Allen Express	295	150	HLD	99	ADA	24
Empire - Ethan Allen Express	296	256	CAR	184	HLD	34
Empire - Maple Leaf	63	422	SYS	194	HLD	68
Empire - Maple Leaf	64	681	SYS	434	HLD	91
Empire - New York - Albany	230	25	SYS	25		
Empire - New York - Albany	232	40	ENG	25	SYS	7

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Albany	233	96	ENG	60	ADA	24
Empire - New York - Albany	234	22	SYS	10	ENG	7
Empire - New York - Albany	235	59	HLD	37	SYS	20
Empire - New York - Albany	236	670	ENG	548	HLD	115
Empire - New York - Albany	237	7	OTH	7		
Empire - New York - Albany	238	73	HLD	46	ADA	27
Empire - New York - Albany	239	71	HLD	55	ADA	15
Empire - New York - Albany	241	21	HLD	17	ADA	3
Empire - New York - Albany	242	46	SYS	20	OTH, HLD	10
Empire - New York - Albany	243	78	INJ	71	SYS	8
Empire - New York - Albany	244	58	ENG	24	OTH	12
Empire - New York - Albany	245	85	HLD	72	OTH	7
Empire - New York - Albany	250	119	HLD	65	ADA	27
Empire - New York - Albany	252	157	HLD	126	ADA	21
Empire - New York - Albany	253	49	SYS	27	HLD, ADA	11
Empire - New York - Albany	254	168	HLD	146	OTH	22
Empire - New York - Albany	255	12	HLD	12		
Empire - New York - Albany	256	112	HLD	56	ADA	56
Empire - New York - Albany	259	108	CAR	65	HLD	27
Empire - New York - Albany	260	108	HLD	65	ADA	32
Empire - New York - Albany	261	39	SYS	22	ADA	17
Empire - New York - Niagara Falls	280	279	SYS	91	HLD	64
Empire - New York - Niagara Falls	281	255	SYS	127	HLD	51
Empire - New York - Niagara Falls	283	241	SYS	81	ENG	45
Empire - New York - Niagara Falls	284	420	SYS	109	HLD	105
Empire - New York - Niagara Falls	288	267	SYS	99	ENG	59
Heartland Flyer - Heartland Flyer	821	399	HLD	197	SYS	112
Heartland Flyer - Heartland Flyer	822	356	HLD	156	SYS	74
Hiawatha - Hiawatha	329	249	OTH	161	ENG	66

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Hiawatha - Hiawatha	330	59	OTH	26	HLD	23
Hiawatha - Hiawatha	331	225	OTH	208	SYS	6
Hiawatha - Hiawatha	332	453	OTH	220	CCR	80
Hiawatha - Hiawatha	333	313	OTH	140	ENG	93
Hiawatha - Hiawatha	334	546	OTH	273	ITI	101
Hiawatha - Hiawatha	335	297	OTH	210	HLD	49
Hiawatha - Hiawatha	336	367	OTH	204	ITI	71
Hiawatha - Hiawatha	337	290	OTH	149	HLD	64
Hiawatha - Hiawatha	338	357	OTH	224	ADA	47
Hiawatha - Hiawatha	339	313	HLD	129	CAR	82
Hiawatha - Hiawatha	340	571	ENG	278	OTH	203
Hiawatha - Hiawatha	341	230	OTH	171	HLD	45
Hiawatha - Hiawatha	342	900	ITI	330	OTH	241
Hiawatha - Hiawatha	343	1,806	CAR	1,269	OTH	287
Hoosier - Hoosier	850	267	SYS	102	ENG	94
Hoosier - Hoosier	851	233	ENG	84	SYS	67
Illinois - Carl Sandburg / Illinois Zephyr	380	255	ADA	118	HLD	72
Illinois - Carl Sandburg / Illinois Zephyr	381	129	SYS	69	ADA	33
Illinois - Carl Sandburg / Illinois Zephyr	382	162	ENG	45	ADA	44
Illinois - Carl Sandburg / Illinois Zephyr	383	140	ADA	52	HLD	51
Illinois - Carl Sandburg / Illinois Zephyr	384	1,032	ENG	837	ADA	175
Illinois - Carl Sandburg / Illinois Zephyr	385	312	HLD	234	ADA	78
Illinois - Illini / Saluki	390	382	HLD	121	OTH	95
Illinois - Illini / Saluki	391	294	OTH	94	SYS	71
Illinois - Illini / Saluki	392	389	OTH	134	SYS	73
Illinois - Illini / Saluki	393	363	HLD	112	OTH	111
Illinois - Lincoln Service	300	126	SYS	51	ENG	29
Illinois - Lincoln Service	301	51	OTH	25	SYS	15
Illinois - Lincoln Service	302	93	ADA	49	HLD	16

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Illinois - Lincoln Service	303	149	ENG	41	ADA	38
Illinois - Lincoln Service	304	190	ENG	98	SYS	31
Illinois - Lincoln Service	305	251	ENG	67	ADA	57
Illinois - Lincoln Service	306	156	SYS	83	HLD	27
Illinois - Lincoln Service	307	184	HLD	47	ADA	43
Illinois - Lincoln Service	308	7,084	ENG	4,505	ITI	2,334
Illinois - Lincoln Service	309	410	HLD	410		
Michigan - Blue Water	364	262	ADA	92	OTH	53
Michigan - Blue Water	365	399	OTH	192	ADA	88
Michigan - Pere Marquette	370	493	SYS	203	OTH	174
Michigan - Pere Marquette	371	361	ENG	104	SYS	102
Michigan - Pere Marquette	372	402	SYS	201	OTH	201
Michigan - Pere Marquette	373	469	OTH	268	SYS	134
Michigan - Wolverine	350	424	OTH	160	ADA	111
Michigan - Wolverine	351	578	OTH	240	ADA	88
Michigan - Wolverine	352	764	ADA	252	SYS	210
Michigan - Wolverine	353	496	SYS	145	OTH	139
Michigan - Wolverine	354	591	OTH	221	HLD	133
Michigan - Wolverine	355	614	OTH	298	SYS	150
Michigan - Wolverine	356	509	OTH	277	SYS	208
Michigan - Wolverine	359	231	OTH	92	SYS, HLD	70
Missouri - Missouri	311	361	ENG	134	ADA	93
Missouri - Missouri	313	131	ADA	62	HLD	42
Missouri - Missouri	314	253	HLD	90	ADA	90
Missouri - Missouri	316	179	ADA	50	HLD	48
Pacific Surfliner - Pacific Surfliner	561	412	SYS	156	ENG	73
Pacific Surfliner - Pacific Surfliner	562	478	SYS	150	ENG	78
Pacific Surfliner - Pacific Surfliner	564	969	ENG	287	SVS	159
Pacific Surfliner - Pacific Surfliner	565	332	SYS	187	HLD	44

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	566	525	SYS	235	HLD	126
Pacific Surfliner - Pacific Surfliner	567	466	SVS	233	HLD	140
Pacific Surfliner - Pacific Surfliner	569	817	SYS	322	ITI	189
Pacific Surfliner - Pacific Surfliner	572	729	SYS	290	ENG	195
Pacific Surfliner - Pacific Surfliner	573	1,528	ITI	680	SYS	230
Pacific Surfliner - Pacific Surfliner	579	788	ITI	262	SYS	203
Pacific Surfliner - Pacific Surfliner	580	792	SYS	288	HLD	242
Pacific Surfliner - Pacific Surfliner	583	1,036	ITI	352	SYS	288
Pacific Surfliner - Pacific Surfliner	584	800	SYS	346	SVS	171
Pacific Surfliner - Pacific Surfliner	590	494	SYS	188	ENG	111
Pacific Surfliner - Pacific Surfliner	591	1,102	ITI	741	SYS	143
Pacific Surfliner - Pacific Surfliner	595	932	ITI	558	SYS	161
Pacific Surfliner - Pacific Surfliner	759	699	ENG	200	OTH	150
Pacific Surfliner - Pacific Surfliner	763	811	SYS	297	OTH	167
Pacific Surfliner - Pacific Surfliner	767	708	SYS	183	ENG	125
Pacific Surfliner - Pacific Surfliner	768	600	HLD	164	SYS	126
Pacific Surfliner - Pacific Surfliner	769	799	ITI	284	SYS	184
Pacific Surfliner - Pacific Surfliner	774	927	SYS	372	HLD	176
Pacific Surfliner - Pacific Surfliner	777	883	SYS	218	HLD	185
Pacific Surfliner - Pacific Surfliner	782	853	HLD	273	SYS	251
Pacific Surfliner - Pacific Surfliner	785	2,000	ITI	1,222	SYS	254
Pacific Surfliner - Pacific Surfliner	792	810	SYS	381	ITI	131
Pacific Surfliner - Pacific Surfliner	796	1,063	ITI	288	SYS	259
Pacific Surfliner - Pacific Surfliner	1564	978	ENG	232	SYS	217
Pacific Surfliner - Pacific Surfliner	1565	409	OTH	205	SYS	116
Pacific Surfliner - Pacific Surfliner	1566	768	ENG	279	SYS	175
Pacific Surfliner - Pacific Surfliner	1567	116	ADA	116		
Pacific Surfliner - Pacific Surfliner	1569	734	SYS	261	HLD	169
Pacific Surfliner - Pacific Surfliner	1572	780	ENG	212	ITI	166

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	1573	1,289	HLD	283	ENG	245
Pacific Surfliner - Pacific Surfliner	1579	692	ITI	248	SYS	142
Pacific Surfliner - Pacific Surfliner	1584	563	SYS	288	OTH	83
Pacific Surfliner - Pacific Surfliner	1588	233	SVS	78	HLD	78
Pacific Surfliner - Pacific Surfliner	1590	960	SYS	568	ITI	145
Pacific Surfliner - Pacific Surfliner	1761	805	ENG	314	SYS	218
Pacific Surfliner - Pacific Surfliner	1767	464	HLD	135	ADA	121
Pennsylvanian - Pennsylvanian	42	421	HLD	133	OTH	114
Pennsylvanian - Pennsylvanian	43	309	OTH	102	HLD	86
Piedmont - Piedmont	73	200	SYS	55	OTH	49
Piedmont - Piedmont	74	484	ITI	110	ADA	106
Piedmont - Piedmont	75	550	ADA	159	HLD	152
Piedmont - Piedmont	76	522	HLD	256	ADA	157
Piedmont - Piedmont	77	415	HLD	136	ADA	135
Piedmont - Piedmont	78	571	ITI	251	SYS	80
San Joaquins - San Joaquins	701	861	SYS	468	SVS	172
San Joaquins - San Joaquins	702	271	SYS	112	HLD	49
San Joaquins - San Joaquins	703	284	SYS	141	OTH	55
San Joaquins - San Joaquins	704	339	SYS	150	ENG	53
San Joaquins - San Joaquins	710	763	SYS	222	SVS	182
San Joaquins - San Joaquins	711	503	SYS	150	ADA	122
San Joaquins - San Joaquins	712	606	SYS	232	ADA	96
San Joaquins - San Joaquins	713	424	SYS	126	SVS	105
San Joaquins - San Joaquins	714	552	SYS	193	CCR	76
San Joaquins - San Joaquins	715	495	SYS	143	CON	79
San Joaquins - San Joaquins	716	522	ADA	109	HLD	99
San Joaquins - San Joaquins	717	796	ADA	242	SYS	209
San Joaquins - San Joaquins	718	979	SYS	279	ITI	273
San Joaquins - San Joaquins	719	690	ENG	217	SYS	166

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
San Joaquins - San Joaquins	1701	688	SYS	467	SVS	78
San Joaquins - San Joaquins	1718	2,156	CCR	1,569	SYS	229
Vermonter - Vermonter	54	243	OTH	127	HLD	76
Vermonter - Vermonter	55	472	OTH	159	HLD	146
Vermonter - Vermonter	56	347	OTH	127	ENG	114
Vermonter - Vermonter	57	408	OTH	145	HLD	97
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	156	ITI	65	OTH	22
Auto Train - Auto Train	53	338	SVS	91	ENG	80
California Zephyr - California Zephyr	5	417	SVS	98	SYS	87
California Zephyr - California Zephyr	6	343	SYS	80	SVS	70
Capitol Ltd - Capitol Ltd	29	275	HLD	88	SYS	69
Capitol Ltd - Capitol Ltd	30	307	HLD	103	SYS	87
Cardinal - Cardinal	50	480	SYS	156	OTH	108
Cardinal - Cardinal	51	528	SYS	192	OTH	115
City Of New Orleans - City Of New Orleans	58	314	HLD	80	ENG	66
City Of New Orleans - City Of New Orleans	59	404	HLD	107	OTH	85
Coast Starlight - Coast Starlight	11	668	SYS	205	HLD	131
Coast Starlight - Coast Starlight	14	665	HLD	152	SYS	147
Crescent - Crescent	19	861	SYS	420	HLD	118
Crescent - Crescent	20	870	SYS	464	HLD	169
Empire Builder - Empire Builder	7	283	SYS	85	HLD	64
Empire Builder - Empire Builder	8	425	SYS	111	HLD	101
Empire Builder - Empire Builder	27	245	CON	97	SYS	59
Empire Builder - Empire Builder	28	257	CON	145	SYS	50
Lake Shore Ltd - Lake Shore Ltd	48	411	SYS	125	HLD	115
Lake Shore Ltd - Lake Shore Ltd	49	323	HLD	154	SYS	51
Lake Shore Ltd - Lake Shore Ltd	448	222	OTH	119	SYS	40
Lake Shore Ltd - Lake Shore Ltd	449	153	HLD	43	ADA	41

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Palmetto - Palmetto	89	431	HLD	100	SYS	96
Palmetto - Palmetto	90	475	SYS	124	ENG	95
Silver Meteor - Silver Meteor	97	529	ADA	153	SYS	132
Silver Meteor - Silver Meteor	98	501	ADA	140	HLD	134
Silver Star - Silver Star	91	620	SYS	242	HLD	141
Silver Star - Silver Star	92	590	SYS	224	ADA	130
Silver Star - Silver Star	1092	1,112	SYS	560	ENG	429
Southwest Chief - Southwest Chief	3	283	SYS	82	HLD	78
Southwest Chief - Southwest Chief	4	389	HLD	116	SYS	89
Sunset Ltd - Sunset Ltd	1	606	SYS	166	HLD	97
Sunset Ltd - Sunset Ltd	2	656	SYS	153	SVS	131
Texas Eagle - Texas Eagle	21	571	SYS	204	HLD	108
Texas Eagle - Texas Eagle	22	790	SVS	165	SYS	157

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 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	307	CTI	52	CTP	51
	2103	Amtrak	234	SMW	59	PSR	54
	2104	Amtrak	260	PSR	67	DET	47
	2107	Amtrak	181	PSR	66	SMW	40
	2108	Amtrak	267	DMW	155	CTP	111
	2109	Amtrak	343	SMW	78	CTI	65
	2110	Amtrak	170	PSR	62	SMW	30
	2117	Amtrak	305	SMW	82	ENG	67
	2119	Amtrak	385	CTI	67	MTI	59
	2121	Amtrak	150	SMW	58	ITI	21
	2122	Amtrak	189	DET	41	SMW	39
	2124	Amtrak	211	SMW	75	CTP	21
	2126	Amtrak	214	MTI	38	SMW	35
	2128	Amtrak	167	MTI	56	ITI	31
	2150	Amtrak	276	DCS	71	SMW	43
	2151	Amtrak	224	DCS	35	SMW	26
	2153	Amtrak	155	SMW	25	DET	21
	2154	Amtrak	253	DCS	33	SMW	33
	2155	Amtrak	304	DCS	44	SMW	35
	2158	Amtrak	355	SMW	54	PSR	48
	2159	Amtrak	132	DCS	20	PTI	20
	2160	Amtrak	383	ENG	53	DMW	52
	2161	Amtrak	175	HLD	175		
	2162	Amtrak	227	CTI	101	PTI	76
	2163	Amtrak	184	SMW	35	CTI	26
	2164	Amtrak	306	SMW	118	CTI	38
	2165	Amtrak	226	SMW	35	PTI, DBB	26
	2166	Amtrak	385	SMW	149	DBB	38
	2167	Amtrak	230	SMW	49	MTI	30
	2168	Amtrak	336	SMW	130	CTI	42
	2170	Amtrak	300	SMW	107	DCS	33
	2171	Amtrak	180	SMW	36	MTI	29
	2172	Amtrak	369	SMW	75	ENG	49
	2173	Amtrak	318	DBB	99	CTI	76
	2174	Amtrak	277	HLD	214	PTI	50
	2175	Amtrak	454	CTI	122	DBB	80
	2190	Amtrak	367	SMW	112	ENG	48
	2192	Amtrak	408	ENG	272	DCS	136
	2193	Amtrak	418	CTI	342	HLD	76

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 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2195	Amtrak	228	PTI	114	HLD	114
	2201	Amtrak	2,532	DET	2,532		
	2203	Amtrak	102	SMW	68	DCS, ADA	11
	2205	Amtrak	81	SMW	33	ADA	15
	2207	Amtrak					
	2208	Amtrak	186	PTI	61	PSR	33
	2209	Amtrak	133	ADA	133		
	2210	Amtrak					
	2213	Amtrak	190	SMW	113	OTH	57
	2214	Amtrak					
	2215	Amtrak	129	SMW	77	HLD	16
	2216	Amtrak	267	ENG	267		
	2218	Amtrak					
	2219	Amtrak					
	2220	Amtrak	78	SMW	39	SYS, DCS	8
	2221	Amtrak					
	2222	Amtrak	100	DET	30	SMW, PSR	26
	2224	Amtrak	105	SMW	36	PSR	32
	2226	Amtrak	311	SVS	311		
	2228	Amtrak	57	SMW	32	PSR	24
	2230	Amtrak	9,929	DET	9,551	PTI	353
	2231	Amtrak	250	HLD	175	CTP	75
	2232	Amtrak	302	MTI	252	CTI	50
	2233	Amtrak	75	HLD	75		
	2234	Amtrak	554	MTI	504	HLD	50
	2235	Amtrak	100	HLD	50	ADA	50
	2236	Amtrak	1,714	DET	1,109	PTI	403
	2237	Amtrak	50	HLD	50		
	2238	Amtrak					
	2239	Amtrak	112	PTI	62	HLD, ADA	25
	2240	Amtrak	50	HLD	50		
	2241	Amtrak	574	SYS	200	HLD	200
	2242	Amtrak	151	DCS	101	PTI	50
	2243	Amtrak					
	2244	Amtrak	50	CAR	50		
	2245	Amtrak	114	HLD	114		
	2246	Amtrak	252	PTI	151	ADA	101
	2247	Amtrak	350	ITI	275	HLD	75
	2248	Amtrak	149	CTI	32	SMW	25

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 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2249	Amtrak	180	DSR	34	CAR	25
	2250	Amtrak	147	SVS	44	SMW	39
	2251	Amtrak	176	DCS	49	HLD	26
	2252	Amtrak	169	SMW	52	CTI	34
	2253	Amtrak	285	SMW	56	ENG	53
	2254	Amtrak	296	SMW	116	CAR	44
	2255	Amtrak	262	SMW	71	SYS	48
	2256	Amtrak	321	SMW	168	PTI	34
	2257	Amtrak	273	SMW	81	DMW	35
	2258	Amtrak	119	SMW	37	PSR	21
	2259	Amtrak	296	SMW	104	HLD	50
	2260	Amtrak	225	SMW	76	HLD	38
	2261	Amtrak	170	SMW	39	PTI	34
	2262	Amtrak	126	DCS	76	HLD	50
	2263	Amtrak	375	PSR	150	ENG	150
	2265	Amtrak	2,123	ITI	1,848	ADA	200
	2267	Amtrak	2,048	SVS	1,648	HLD	175
	2269	Amtrak	75	HLD	75		
	2275	Amtrak	311	SMW	182	CTI	43
	2290	Amtrak	448	SMW	146	DCS	142
	2291	Amtrak	114	HLD	114		
	2292	Amtrak					
	2293	Amtrak	685	ENG	570	HLD	114
Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	831	SVS	158	MTI	156
	51	Amtrak	579	ENG	105	SYS	83
Carolinian - Carolinian	79	Amtrak	284	SVS	89	PTI, DMW	32
	80	Amtrak	399	SMW	86	PTI	86
Crescent - Crescent	19	Amtrak	958	SVS	329	SYS	125
	20	Amtrak	1,199	ITI	579	CAR	107
Keystone - Keystone	600	Amtrak	271	DMW	62	DCS	50
	601	Amtrak	204	DCS	100	CCR	46
	605	Amtrak	379	DSR	227	DCS	59
	607	Amtrak	161	DCS	45	CTC	42
	609	Amtrak	329	DSR	86	OTH	47

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On-NEC Total Host and Amtrak Responsible Delays by Train

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

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	610	Amtrak	263	DSR	234	OTH	29
	611	Amtrak	915	DSR	383	OTH	286
	612	Amtrak	456	DSR	292	SMW	75
	615	Amtrak	508	ENG	187	DSR	179
	618	Amtrak	128	DSR	85	MTI	22
	619	Amtrak	145	CON	86	ENG	29
	620	Amtrak	529	DSR	323	CTP	72
	622	Amtrak	150	ENG	61	CTP	41
	637	Amtrak	475	DMW	374	SMW, DCS	51
	639	Amtrak	726	ENG	322	MTI	114
	640	Amtrak	618	CTI	159	DSR	149
	641	Amtrak	299	DSR	79	DCS	57
	642	Amtrak	254	DMW	71	CTP	47
	643	Amtrak	345	DET	122	SMW	64
	644	Amtrak	245	DMW	68	DCS	44
	645	Amtrak	246	DSR	59	DET	52
	646	Amtrak	378	DMW	78	DCS	67
	647	Amtrak	316	DSR	76	OTH	48
	648	Amtrak	414	SVS	131	SMW	77
	649	Amtrak	587	DSR	140	OTH	131
	650	Amtrak	559	SMW	191	ITI	139
	651	Amtrak	674	DSR	150	OTH	138
	652	Amtrak	438	DSR	138	CTP	48
	653	Amtrak	603	DSR	138	CTI	109
	654	Amtrak	284	DSR	155	ADA	24
	655	Amtrak	983	CTP	224	DSR	128
	656	Amtrak	246	DSR	97	DCS	43
	658	Amtrak	207	DSR	111	CCR	89
	660	Amtrak	546	DSR	196	OTH	74

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

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	661	Amtrak	591	DSR	226	CCR	127
	662	Amtrak	340	DSR	167	SMW	79
	663	Amtrak	641	DSR	272	SMW	141
	664	Amtrak	668	DSR	217	SMW	143
	665	Amtrak	314	DSR	145	SMW	57
	666	Amtrak	517	DSR	172	SMW	83
	667	Amtrak	460	DSR	136	OTH	76
	669	Amtrak	513	DSR	150	PTI, OTH	97
	670	Amtrak	272	DSR	102	SMW	38
	671	Amtrak	138	CTI	31	ENG	21
	672	Amtrak	432	DSR	138	DDA	134
	674	Amtrak	147	DSR	99	PTI	28
Northeast Regional - All Other Northeast Regional	110	Amtrak					
	111	Amtrak	188	SMW	55	CAR	24
	123	Amtrak	109	DCS	85	CTI	10
	124	Amtrak	123	SMW	41	SVS	25
	126	Amtrak	150	ENG	58	SYS	31
	127	Amtrak	267	ENG	178	CTI	59
	129	Amtrak	297	PTI	84	CTI	44
	130	Amtrak	315	PTI	72	DMW	42
	131	Amtrak	173	OTH	47	HLD	37
	132	Amtrak	114	CTI	39	HLD	16
	133	Amtrak	292	SMW	95	CAR	63
	134	Amtrak	354	CTP	106	PTI	100
	135	Amtrak	382	HLD	102	DET	81
	136	Amtrak	967	CTI	204	PTI	137
	137	Amtrak	395	CTI	83	HLD	81
	138	Amtrak	357	ENG	106	MTI	54
	139	Amtrak	507	DET	307	SMW	111

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

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	140	Amtrak	548	SVS	165	PTI	64
	141	Amtrak	318	HLD	74	PTI	50
	143	Amtrak	355	SMW	104	HLD	67
	146	Amtrak	352	SVS	82	ENG	78
	148	Amtrak	297	ENG	39	SVS	35
	149	Amtrak	353	HLD	110	SMW	52
	150	Amtrak	192	SMW	51	DCS	49
	151	Amtrak	198	ENG	53	SMW	34
	152	Amtrak	232	CAR	64	SMW	47
	153	Amtrak	96	HLD	64	CAR	20
	154	Amtrak	137	CAR	51	ADA	38
	155	Amtrak	129	SMW	36	ENG	27
	158	Amtrak	99	SYS	41	DMW	16
	159	Amtrak	333	ENG	167	SMW	47
	160	Amtrak	228	SMW	61	HLD	51
	161	Amtrak	209	HLD	53	SMW	42
	162	Amtrak	175	SMW	51	ENG, DCS	24
	163	Amtrak	260	HLD	85	ENG	44
	165	Amtrak	717	CAR	225	HLD	117
	166	Amtrak	237	HLD	52	CON	39
	167	Amtrak	210	SMW	101	HLD	24
	168	Amtrak	166	HLD	92	SMW	31
	169	Amtrak	449	ENG	134	CAR	97
	170	Amtrak	361	CTI	147	SMW	67
	172	Amtrak	226	HLD	43	PTI	28
	173	Amtrak	202	SMW	48	HLD	31
	175	Amtrak	473	SMW	128	HLD, DBB	91
	177	Amtrak	324	SMW	108	DBB	64
	178	Amtrak	204	SMW	50	DET	42

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

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	179	Amtrak	404	SVS	128	CTI	102
	180	Amtrak	411	CTI	161	DMW	65
	182	Amtrak	158	DET	47	PSR	22
	183	Amtrak	241	SMW	91	DMW	40
	184	Amtrak	164	DBB	35	PSR	32
	185	Amtrak	484	CTI	87	ENG	73
	186	Amtrak	259	MTI	97	ENG	48
	187	Amtrak	466	DBB	124	CTP	93
	189	Amtrak	178	SVS	82	SMW	38
	190	Amtrak	149	SMW	26	DCS	24
	192	Amtrak	108	SMW	28	PTI	22
	193	Amtrak	652	CTI	145	ITI	105
	196	Amtrak	271	CTP	62	CTI	49
	1054	Amtrak					
	1056	Amtrak					
	1063	Amtrak	622	PTI	622		
	1065	Amtrak					
	1121	Amtrak					
	1129	Amtrak	133	CTI	133		
	1134	Amtrak	44	SYS	44		
	1135	Amtrak	200	HLD	200		
	1136	Amtrak	680	CAR	277	DCS	139
	1139	Amtrak	621	DCS	458	HLD	131
	1140	Amtrak					
	1141	Amtrak	311	HLD	222	CTI	89
	1143	Amtrak	125	HLD	100	PSR	25
	1164	Amtrak	227	MTI	176	CTI	50
	1167	Amtrak	325	PTI	175	HLD	150
	1168	Amtrak	50	HLD	50		

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

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	1173	Amtrak	325	HLD	200	PTI	125
	1174	Amtrak	857	CTI	605	PTI, ADA	126
	1175	Amtrak	350	CTI	275	HLD	75
	1179	Amtrak	456	HLD	456		
	1182	Amtrak					
	1184	Amtrak					
	1186	Amtrak	378	HLD	202	PTI	176
	1193	Amtrak	178	HLD	178		
	1195	Amtrak	133	OTH	133		
	1196	Amtrak	200	HLD	133	PTI	67
	1198	Amtrak					
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	198	SVS	77	SMW, DCS	24
	66	Amtrak	305	CON	48	ENG	48
	67	Amtrak	326	ENG	61	SMW	55
	71	Amtrak	861	SVS	130	SYS	112
	82	Amtrak	347	SMW	101	DCS	60
	83	Amtrak	981	CAR	339	PTI	107
	84	Amtrak	264	MTI	41	HLD	32
	85	Amtrak	674	SVS	229	PTI	91
	86	Amtrak	375	PTI	73	SMW	68
	87	Amtrak	1,436	SVS	691	ENG	303
	88	Amtrak	505	SMW	102	HLD	66
	93	Amtrak	348	SVS	50	PTI	48
	94	Amtrak	575	PTI	165	CTI	119
	95	Amtrak	377	HLD	52	PTI	51
	96	Amtrak	362	HLD	73	CTI	54
	99	Amtrak	516	SVS	224	HLD	66
	125	Amtrak	447	PTI	97	SMW	81
	157	Amtrak	414	SMW	153	HLD	80

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On-NEC Total Host and Amtrak Responsible Delays by Train

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

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Richmond / Newport News / Norfolk	164	Amtrak	231	SMW	47	HLD	35
	174	Amtrak	317	MTI	49	DCS	32
	194	Amtrak	229	DCS	42	CTI	42
	195	Amtrak	411	SVS	93	HLD	81
	1194	Amtrak	328	PTI	176	CTI	151
Northeast Regional - Roanoke	145	Amtrak	381	SVS	95	SMW	92
	147	Amtrak	426	SVS	114	HLD	100
	156	Amtrak	209	SMW	59	HLD	34
	171	Amtrak	484	SVS	90	SMW	88
	176	Amtrak	496	PTI	120	SMW	78
	1171	Amtrak	423	ADA	174	OTH, HLD	100
Northeast Regional - Springfield Shuttles	405	Amtrak	566	SMW	415	FTI	65
	409	Amtrak	386	PTI	187	HLD	149
	412	Amtrak	882	DCS	261	CON	175
	416	Amtrak	661	CON	364	PTI	243
	417	Amtrak	519	ITI	224	PTI	217
	432	Amtrak	3,124	SVS	1,431	OTH, FTI	423
	450	Amtrak	1,494	CON	1,079	SMW	227
	451	Amtrak	645	CAR	175	CTI	106
	460	Amtrak	1,397	CON	955	ENG	113
	461	Amtrak	399	SMW	227	CTI	92
	463	Amtrak	466	CTI	209	PTI	114
	464	Amtrak	1,343	PTI	804	CON	351
	465	Amtrak	946	PTI	485	HLD	249
	467	Amtrak	552	ENG	247	PTI	190
	470	Amtrak	1,671	CON	586	ENG	337
	471	Amtrak	631	ITI	188	SVS	117
	473	Amtrak	300	CTP	63	CTI	52
	474	Amtrak	783	CON	397	PTI	258

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On-NEC Total Host and Amtrak Responsible Delays by Train

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

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Springfield Shuttles	475	Amtrak	573	MTI	286	PTI	90
	476	Amtrak	1,986	CON	1,049	PTI	321
	478	Amtrak	637	CTI	239	CON	117
	479	Amtrak	757	CTI	303	ITI	264
	488	Amtrak	1,478	CON	717	PTI	405
	490	Amtrak	856	PTI	378	CON	316
	494	Amtrak	1,613	CON	822	PTI	423
	495	Amtrak	598	ITI	170	ENG	107
	497	Amtrak	1,506	PTI	398	ENG	373
Palmetto - Palmetto	89	Amtrak	547	HLD	112	SMW	66
	90	Amtrak	309	CTP	61	DCS	47
Pennsylvanian - Pennsylvanian	42	Amtrak	465	DSR	115	ENG	77
	43	Amtrak	308	SMW	101	DSR	70
Silver Meteor - Silver Meteor	97	Amtrak	1,113	SVS	428	HLD	115
	98	Amtrak	439	PTI	111	DCS	69
Silver Star - Silver Star	91	Amtrak	444	SVS	76	HLD	63
	92	Amtrak	370	SMW	78	PTI	56
	1092	Amtrak	44	RTE	44		
Vermonter - Vermonter	54	Amtrak	518	HLD	137	PTI	136
	55	Amtrak	367	PTI	84	MTI	58
	56	Amtrak	505	PTI	100	SVS	68
	57	Amtrak	267	SMW	75	FTI	73

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.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Appendix E

Methodologies for PRIIA 207

Financial Metrics

The PRIIA 207 Financial Metrics are compared on a continuous year-over-year improvement on a moving eight-quarter average basis. This compares the most recent eight quarters versus the eight quarters ending one year previously (i.e. April 2009 to March 2011 vs. April 2008 to March 2009). These two periods of time are also compared to the previous quarter's report (i.e. January 2009 to December 2010).

Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:

Short-Term Avoidable Costs are defined as costs that cease to exist within twelve months of a route no longer operating. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:

Fully-Allocated Operating Costs include Direct, Shared and Overhead costs that were allocated to an Amtrak route. Direct costs include costs directly associated with operating a route such as labor, fuel, commissary, and equipment maintenance costs. Shared costs are cost categories that benefit more than one route. Examples of Shared costs are shared stations and marketing costs. Overhead costs are the general and administrative, maintenance and crew overhead. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

The system that generated this metric is APT, the Amtrak Performance Tracking system. Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

Long-Term Avoidable Operating Loss per Passenger-Mile (excluding Capital Charges), both with and without state subsidy included in revenue:

Long-Term Avoidable Costs are defined as costs that would cease to be incurred five years after a route is no longer operated. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Long-Term Avoidable Operating Loss per Passenger-Mile is shown with and without the subsidy revenues that are provided from State-Supported routes. The routes that have State revenue are identified in the financial metrics.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

In order to make the revenue and cost figures for this metric comparable to earlier years, the OMB's GDP Chain Deflator is being applied.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

Adjusted (Loss) per Passenger-Mile, both with and without state subsidy included in revenue:

Adjusted (Loss) is defined as Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Adjusted (Loss) per Passenger Mile is shown with and without the subsidy revenues that are provided from State-Supported routes.

In order to make the revenue and cost figures for this metric comparable to earlier years the OMB's GDP Chain Deflator is being applied. This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). Similarly, a Train-Mile is one train moving one mile. For each route, therefore, the Passenger-Miles per Train-Mile is the total passenger-miles divided by the total train- miles. This metric depicts the average passenger loading on a route's trains over the course of the period. This Metric is reported for each route in Amtrak's System.

On-Time Performance (OTP) Metrics

Effective Speed

Effective Speed is a metric that uses the scheduled departure time from the origination point of a train, the actual arrival time of that train at the scheduled endpoint, and the normal mileage that the train operates between the normal scheduled origination point and the normal scheduled arrival point.

Calculations are performed using the above parameters on each train which operated in FY 2008 to establish a baseline Effective Speed for the train.

Calculations are then performed using the above parameters on each train which operated during the last 12 months to determine the current Effective Speed.

A comparison is then completed by train number to determine the plus or minus actual deviation between the current Effective Speed and the baseline Effective Speed.

The following data rules apply to the current Effective Speed calculation:

- a new train operation (train number) that was not in operation in FY 2008 is not counted
- a train operation that does not begin passenger operation at the normal scheduled origin is not counted
- a train operation that does not end passenger operation at the normal scheduled endpoint is not counted
- a train that does not operate over the normal scheduled route is not counted
- a train operation where the normal published operation mileage is more than what the normal published operation miles were in FY 2008 is not counted
- a train operation where the normal published operation mileage is less than what the normal published operation miles were in FY 2008 is not counted
- a train operation that has had a normal station stop added after FY 2008 is not counted
- a train operation that has had a normal station stop removed after FY 2008 is not counted

The Amtrak and the FRA are currently reviewing the options for dealing with all the above situations in forthcoming reports of this series.

All-Stations On-Time Performance

All Stations OTP measures how a train actually performs compared to the published schedule at each station from the origin station to the final destination station. The metric uses the actual departure time at the origin point of a train and the actual arrival time at each passenger station along the train route, for all operations of a train for the measurement period. Each measured departure or arrival at each station may be considered an “instance”; if a route offers one round

trip per day, serving ten stations each way, then it would generate 20 “instances” per day (2 times 10), and 600 instances in a 30-day month (30 times 2 times 10). Each instance that occurs with 15 minutes’ or less deviation from schedule is considered "on time." If there is no time recorded at a station for a train and date, that instance is excluded from the calculations.

For each route, the total number of "on time" instances is divided by the total number of instances for the measurement period and expressed as a percent, to derive All-Stations OTP.

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

METRICS AND STANDARDS FOR INTERCITY PASSENGER RAIL SERVICE. In accordance with Section 207 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), the Federal Railroad Administration (FRA) and Amtrak are jointly issuing the following Metrics and Standards for intercity passenger rail service. All Metrics and Standards will be measured and applied on a quarterly basis, except where otherwise noted.

[The metrics and standards, exactly as published in May 2010, follow on the next page.]