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 September, 2012
(Fourth Quarter of Fiscal Year 2012)

Federal Railroad Administration
United States Department of Transportation

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Notes

Note No.	Applies to Tables—	Note
1	1, 2, 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. Data for table 2 are not yet available as the fully allocated cost components of the APT system are continuing to undergo verification and testing in conjunction with Amtrak's upgraded accounting system, and eight full quarters of comparable data have not yet been accumulated..
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	All tables referring to "Prior Report"	The prior report was published in September 2011, covering the quarter ended June 30, 2011.
4	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.

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 Oct. 10 - Sep. 12	Prior Period Oct. 09 - Sep. 11	Prior Report Jul. 10 - Jun. 12
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
Richmond / Newport News*	Not Available	Not Available	Not Available
Lynchburg*	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
Vermonter*	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.
** Includes state revenue.*

TABLES 1(B) Through 3(B):

Data are currently unavailable for the following tables. When the requisite data become available, these tables will appear in exactly the same format in which Table 1(A), above, is presented:

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

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

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

TABLE 3 (A): LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER-MILE – Including State Revenue. Year 2010 Constant Dollars

TABLE 3 (B): LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER-MILE – Excluding State Revenue. Year 2010 Constant Dollars

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2010 Constant Dollars

Current Period	Prior Period	Prior Report
Oct. 10 - Sep. 12	Oct. 09 - Sep. 11	Jul. 10 - Jun. 12
($0.065)	($0.072)	($0.067)

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 2010 Constant Dollars

Current Period	Prior Period	Prior Report
Oct. 10 - Sep. 12	Oct. 09 - Sep. 11	Jul. 10 - Jun. 12
($0.093)	($0.101)	($0.095)

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 Oct. 10 - Sep. 12	Prior Period Oct. 09 - Sep. 11	Prior Report Jul. 10 - Jun. 12
Acela Express			
Acela Express	193	190	192
Other NEC Corridor Routes			
Keystone Service	143	139	141
Northeast Regional (Boston - Washington)	209	197	206
Richmond / Newport News	246	236	240
Lynchburg	322	Not Available	315
New Haven - Springfield	121	116	120
Non-NEC Corridor Routes			
Capitol Corridor	92	89	92
Carolinian	275	277	276
Cascades	145	145	145
Downeaster	104	97	101
Empire Corridor			
Adirondack	227	215	225
Empire Service	132	125	129
Ethan Allen Express	166	161	166
Maple Leaf	107	104	107
Heartland Flyer	100	96	101
Hiawatha	156	151	156
Hoosier State	69	66	68
Illinois			
Carl Sandburg / Illinois Zephyr	103	97	102
Illini / Saluki	133	122	130
Lincoln Service	146	139	145
Michigan			
Blue Water	166	151	165
Pere Marquette	131	127	131
Wolverine	158	158	160
Kansas City - St. Louis	92	86	92
Pacific Surfliner	144	139	142
Pennsylvanian	192	192	191
Piedmont	67	68	66
San Joaquins	121	111	118
Vermonter	142	148	144
Long-Distance Routes			
Auto Train	365	353	358
California Zephyr	175	173	175
Capitol Limited	200	197	200
Cardinal	133	126	132
City of New Orleans	170	160	169
Coast Starlight	221	221	220
Crescent	169	170	171
Empire Builder	205	202	204
Lake Shore Ltd	245	235	243
Palmetto	151	149	152
Silver Meteor	230	224	228
Silver Star	198	194	199
Southwest Chief	195	195	199
Sunset Limited	135	130	135
Texas Eagle	186	183	186

TABLE 6:
ON-TIME PERFORMANCE (OTP)

Service[a]	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters	Test #2 Endpoint OTP[b] 4th Quarter FY 2012	Test #3 All-Stations OTP[c] 4th Quarter FY 2012
Acela Express			
Standard	**>=0**	**90.0%**	**90.0%**
Acela Express	**-0.1**	**86.3%**	90.6%
Other NEC Corridor Routes			
Standard	**>=0**	**85.0%**	**85.0%**
Keystone	0.6	93.3%	96.6%
Total Northeast Regional		84.0%	86.7%
Richmond / Newport News[d]	**-0.1**	80.3%	82.6%
Lynchburg[e]	Not Available	**78.8%**	83.5%
All Other Northeast Regional	0.5	85.3%	89.1%
Non-NEC Corridor Routes			
Standard	**>=0**	**80.0%**	**80.0%**
Capitol Corridor	2.2	94.2%	95.2%
Carolinian	1.4	**65.8%**	**67.1%**
Cascades	0.5	**73.4%**	**77.4%**
Downeaster	0.9	83.7%	92.8%
Empire Corridor	1.6	**76.3%**	**71.9%**
Adirondack	1.2	**62.5%**	**49.8%**
Ethan Allen Express	2.7	**69.0%**	80.3%
Maple Leaf	0.7	**46.7%**	**52.8%**
New York - Albany[f]	2.7	83.3%	91.6%
New York - Niagara Falls	0.7	**79.3%**	**68.8%**
Heartland Flyer	0.9	**29.9%**	**57.0%**
Hiawatha	0.2	84.5%	92.8%
Hoosier State	2.4	**70.8%**	**78.5%**
Illinois	2.9	**69.8%**	**66.5%**
Carl Sandburg / Illinois Zephyr	0.9	84.2%	84.8%
Illini / Saluki	2.4	**58.7%**	**48.7%**
Lincoln Service	3.2	**67.2%**	**67.3%**
Michigan	2.2	**56.1%**	**64.6%**
Blue Water	3.6	**79.9%**	82.8%
Pere Marquette	2.4	**38.0%**	**60.5%**
Wolverine	1.7	**54.2%**	**60.1%**
Kansas City - St. Louis	8.0	**79.0%**	80.3%
Pacific Surfliner	0.0	**69.9%**	83.4%
Pennsylvanian	0.7	90.8%	88.1%
Piedmont	1.2	**72.1%**	87.4%
San Joaquin	1.0	86.5%	86.2%
Vermonter	2.1	85.3%	80.2%
Long-Distance Routes			
Standard	**>=0**	**80.0%**	**80.0%**
Auto Train	0.5	93.8%	92.3%
California Zephyr	2.9	**62.0%**	**48.2%**
Capitol Limited	2.0	**72.7%**	**45.7%**
Cardinal	1.0	**44.3%**	**40.1%**
City of New Orleans	1.5	89.1%	**69.7%**
Coast Starlight	1.1	**72.3%**	**50.7%**
Crescent	0.5	**76.6%**	**68.1%**
Empire Builder	**-0.6**	**33.1%**	**24.5%**
Lake Shore Ltd	1.3	**56.9%**	**40.9%**
Palmetto	1.0	**72.8%**	**70.0%**
Silver Meteor	0.1	**55.4%**	**46.5%**
Silver Star	0.8	**59.2%**	**51.7%**
Southwest Chief	**-0.1**	**73.4%**	**53.4%**
Sunset Limited	0.1	**78.8%**	**53.2%**
Texas Eagle	2.6	**46.7%**	**36.8%**

[a] *For train-by-train detail, please refer to Appendix A.*

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

[c] *All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.*
Note: All Stations OTP data provided as information. Standard is effective starting in FY 2012.

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[f] *Includes only trains that operate solely between New York and Albany.*

TABLE 7:
OFF-NEC HOST RESPONSIBLE DELAYS BY SERVICE
Minutes of Delay Per 10,000 Train-Miles

Service	Host		4th Quarter FY 2012						
			Total Delay	Largest 2 Delay Categories[b]				MM&C Allowance[c]	*Route Miles*
				#1	Minutes	#2	Minutes		
Standard			**900**						
Acela Express									
Acela Express	MNRR		610	CTI	257	DSR	206	*0*	*56*
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News[d]	CSX		**1527**	DSR	406	RTE	289	*0*	*189*
	MNRR		741	CTI	323	DSR	160	*0*	*56*
Lynchburg[e]	MNRR		722	CTI	257	DSR	206	*0*	*56*
	NS		422	DSR	185	DCS	121	*0*	*166*
All Other Northeast Regional	MNRR		741	CTI	397	DSR	215	*0*	*56*
Non-NEC Corridor Routes									
Capitol Corridor	UP		567	PTI	192	DCS	132	*0*	*168*
Carolinian	CSX		**1522**	FTI	451	PTI	365	*0*	*295*
	NS		408	PTI	170	DSR	128	*0*	*202*
Cascades	BNSF		**1149**	DSR	337	FTI	220	*0*	*343*
	UP		777	FTI	292	DCS	187	*0*	*125*
Downeaster	MBTA		**994**	DSR	671	CTI	153	*0*	*38*
	PanAm		426	PTI	148	FTI	121	*0*	*77*
Empire Corridor									
Adirondack	CN		**2181**	DSR	1431	RTE	331	*0*	*49*
	CP		**2624**	DSR	1316	PTI	722	*0*	*178*
	CSX		**979**	PTI	405	DCS	203	*0*	*89*
	MNRR		**1048**	DSR	388	CTI	380	*0*	*64*
Ethan Allen Express	CP		**3273**	DSR	2238	DCS	461	*0*	*60*
	CSX		**1166**	PTI	577	DCS	239	*0*	*89*
	MNRR		**1212**	CTI	567	DSR	233	*0*	*64*
	VTR		619	DSR	514	DCS	50	*864*	*24*
Maple Leaf	CSX		**1714**	FTI	561	RTE	326	*0*	*396*
	MNRR		**961**	CTI	444	DSR	301	*0*	*64*
New York - Albany[f]	CSX		530	DCS	222	DSR	117	*0*	*71*
	MNRR		**925**	CTI	367	DSR	232	*0*	*64*
New York - Niagara Falls	CSX		**1569**	FTI	449	RTE	297	*0*	*394*
	MNRR		**1380**	CTI	503	DSR	315	*0*	*64*
Heartland Flyer	BNSF		**2585**	DSR	1750	FTI	587	*0*	*238*
Hiawatha	CP		578	FTI	181	DSR	138	*0*	*53*
	Metra		**1634**	CTI	911	FTI	227	*0*	*29*
Hoosier State	CSX		**1095**	DCS	453	DSR	242	*0*	*169*
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF		**992**	DSR	443	FTI	180	*0*	*257*
Illini / Saluki	CN		**1235**	FTI	510	DSR	193	*0*	*306*
Lincoln Service	CN		**1890**	FTI	918	DCS	274	*0*	*37*
	UP		**1353**	PTI	622	DSR	291	*0*	*231*
Michigan									
Blue Water	Amtrak		467	PTI	294	DCS	90	*0*	*99*
	CN		872	FTI	485	PTI	180	*0*	*159*
	NS		**2742**	FTI	716	DCS	651	*0*	*61*
Pere Marquette	CSX		675	DCS	225	FTI	191	*0*	*135*
	NS		**4109**	DCS	1058	FTI	988	*1108*	*39*
Wolverine	Amtrak		403	PTI	261	DCS	72	*0*	*99*
	CN		**1411**	FTI	474	DCS	311	*0*	*27*
	NS		**2034**	DSR	500	PTI	485	*0*	*173*
Kansas City - St. Louis	UP		785	FTI	339	PTI	178	*0*	*271*
Pacific Surfliner	BNSF		**2107**	DSR	1336	RTE	216	*0*	*22*
	SCRRA		**1091**	PTI	434	CTI	373	*0*	*95*
	SDNRR		**1666**	CTI	616	PTI	520	*0*	*60*
	UP		865	PTI	614	DCS	71	*0*	*174*

TABLE 7:
OFF-NEC HOST RESPONSIBLE DELAYS BY SERVICE
Minutes of Delay Per 10,000 Train-Miles

Service	Host		4th Quarter FY 2012						
			Total Delay	Largest 2 Delay Categories[b]				MM&C Allowance[c]	*Route Miles*
				#1	Minutes	#2	Minutes		
Standard			**900**						
Pennsylvanian	NS		713	FTI	280	DSR	169	*0*	*249*
Piedmont	NS		529	DSR	194	DCS	101	*0*	*173*
San Joaquin	BNSF		742	PTI	335	FTI	175	*0*	*284*
	UP		798	PTI	300	DCS	174	*0*	*88*
Vermonter	MNRR		857	CTI	627	DSR	143	*0*	*56*
	NECR		**906**	DSR	707	DCS	110	*0*	*238*
Long-Distance Routes									
Auto Train	CSX		**1181**	FTI	468	DSR	230	*0*	*914*
California Zephyr	BNSF		**915**	DSR	527	FTI	153	*0*	*1,027*
	UP		856	FTI	251	DCS	170	*0*	*1,431*
Capitol Limited	CSX		**1201**	DSR	338	FTI	291	*0*	*307*
	NS		**1298**	FTI	475	RTE	240	*0*	*481*
Cardinal	BBrRR		**3722**	DSR	1322	DCS	842	*0*	*132*
	CSX		848	FTI	349	DSR	218	*0*	*698*
	NS		665	PTI	309	DSR	167	*0*	*79*
City of New Orleans	CN		944	FTI	305	DSR	214	*107*	*930*
Coast Starlight	BNSF		**1188**	DSR	423	PTI	210	*0*	*186*
	SCRRA		**1778**	CTI	981	PTI	570	*0*	*48*
	UP		**1134**	PTI	378	DCS	302	*0*	*1,159*
Crescent	NS		698	FTI	196	DSR	155	*0*	*1,141*
Empire Builder	BNSF		**1170**	DSR	588	FTI	322	*0*	*2,147*
	CP		**1143**	FTI	593	DSR	220	*0*	*384*
	Metra		**1646**	CTI	1003	FTI	163	*0*	*29*
Lake Shore Ltd	CSX		**1478**	FTI	375	DSR	303	*0*	*741*
	MNRR		**1678**	CTI	698	RTE	399	*0*	*64*
	NS		**1296**	FTI	550	DSR	232	*0*	*339*
Palmetto	CSX		**927**	FTI	356	PTI	207	*0*	*659*
Silver Meteor	CSX		762	FTI	268	DSR	148	*0*	*1,152*
	Fla DOT		824	CTI	333	DCS	163	*0*	*68*
Silver Star	CSX		**1030**	FTI	352	PTI	219	*0*	*1,209*
	Fla DOT		**928**	CTI	416	DSR	232	*0*	*68*
	NS		649	PTI	505	DBS	125	*0*	*28*
Southwest Chief	BNSF		543	DSR	208	FTI	97	*0*	*2,198*
	NMDOT		**2070**	DSR	1159	DCS	521	*0*	*80*
Sunset Limited	BNSF		**1019**	DSR	376	FTI	322	*0*	*190*
	UP		**1208**	FTI	558	DCS	238	*0*	*1,784*
Texas Eagle	BNSF		**2621**	DSR	1481	FTI	722	*0*	*126*
	CN		**1540**	FTI	995	DCS	309	*0*	*37*
	UP		**1921**	FTI	614	OTH	394	*0*	*1,104*

[a] *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. For train-by-train detail, please refer to Appendix B.*

[b] *For explanation of delay codes, see Table 19.*

[c] *"Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[f] *Includes only trains that operate solely between New York and Albany.*

TABLE 8:
OFF-NEC AMTRAK RESPONSIBLE DELAYS BY SERVICE
Minutes of Delay Per 10,000 Train-Miles

Service	4th Quarter FY 2012					
	Total Delay	Largest 2 Delay Categories[b]				MM&C Allowance[c]
		#1	Minutes	#2	Minutes	
Standard	**325**					
Acela Express						
Acela Express	163	OTH	106	ENG	17	*0*
Other NEC Corridor Routes						
Northeast Regional						
Richmond / Newport News[d]	**458**	HLD	200	ADA	62	*0*
Lynchburg[e]	**408**	OTH	112	HLD	99	*0*
All Other Northeast Regional	**369**	OTH	177	ENG	80	*0*
Non-NEC Corridor Routes						
Capitol Corridor	240	HLD	53	ADA	50	*0*
Carolinian	**412**	HLD	179	ADA	128	*0*
Cascades	296	ENG	82	HLD	51	*0*
Downeaster	166	ITI	80	HLD	50	*0*
Empire Corridor						
Adirondack	221	HLD	112	SYS	48	*0*
Ethan Allen Express	202	HLD	121	ITI	43	*0*
Maple Leaf	**329**	SYS	103	HLD	99	*0*
New York - Albany[f]	147	ENG	50	HLD	42	*0*
New York - Niagara Falls	**349**	SYS	122	HLD	112	*0*
Heartland Flyer	240	HLD	83	OTH	51	*0*
Hiawatha	**492**	OTH	249	HLD	125	*0*
Hoosier State	**465**	SYS	181	OTH	170	*0*
Illinois						
Carl Sandburg / Illinois Zephyr	142	HLD	74	ADA	26	*0*
Illini / Saluki	271	OTH	119	HLD	78	*0*
Lincoln Service	112	HLD	32	ADA	31	*0*
Michigan						
Blue Water	**560**	OTH	223	HLD	196	*0*
Pere Marquette	**930**	SYS	659	HLD	108	*0*
Wolverine	**458**	OTH	257	SYS	79	*0*
Kansas City - St. Louis	155	HLD	81	ADA	36	*0*
Pacific Surfliner	**468**	HLD	142	ITI	57	*0*
Pennsylvanian	290	HLD	109	ADA	57	*0*
Piedmont	**487**	HLD	77	ADA	60	*0*
San Joaquin	231	HLD	56	ADA	42	*0*
Vermonter	175	HLD	41	OTH	31	*0*
Long-Distance Routes						
Auto Train	159	ITI	71	ENG	24	*0*
California Zephyr	290	SYS	92	HLD	66	*0*
Capitol Limited	317	HLD	169	SYS	84	*0*
Cardinal	**510**	HLD	116	SYS	88	*0*
City of New Orleans	196	HLD	71	OTH	46	*0*
Coast Starlight	**618**	HLD	193	SVS	113	*0*
Crescent	250	ADA	68	HLD	66	*0*
Empire Builder	**638**	CON	211	HLD	119	*0*
Lake Shore Ltd	**628**	HLD	290	CON	111	*0*
Palmetto	281	HLD	59	ADA	55	*0*
Silver Meteor	**369**	ADA	138	HLD	118	*0*
Silver Star	**415**	HLD	160	ADA	99	*0*
Southwest Chief	283	HLD	124	ENG	51	*0*
Sunset Limited	**427**	HLD	133	OTH	79	*0*
Texas Eagle	**419**	HLD	217	SVS	55	*0*

[a] *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. For train-by-train detail, please refer to Appendix C.*

[b] *For explanation of delay codes, see Table 19.*

[c] *"Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[f] *Includes only trains that operate solely between New York and Albany.*

TABLE 9:
ON-NEC TOTAL HOST AND AMTRAK RESPONSIBLE DELAYS
Minutes of Delay per 10,000 Train-Miles
(Excludes Third Party Delays)

Service	Host[b]	4th Quarter FY 2012							
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance[c]	Route Miles
			#1	Minutes	#2	Minutes		
Acela Express									
Standard		**265**							
Acela Express	Amtrak	234	ENG	29	SMW	27	*0*	*401*
Other Services									
Standard		**475**							
Keystone	Amtrak	311	PSR	60	ENG	45	*0*	*195*
Cardinal	Amtrak	**641**	HLD	83	SVS	68	*0*	*226*
Carolinian	Amtrak	334	CTI	48	HLD	43	*0*	*226*
Crescent	Amtrak	**561**	PTI	123	SVS	105	*0*	*226*
Northeast Regional	Amtrak	391	ENG	59	HLD	42	*0*	
Richmond / Newport News[d]	Amtrak	404	ENG	63	HLD	46	*0*	*463*
Lynchburg[e]	Amtrak	**485**	ENG	72	PTI	59	*0*	*463*
All Other Northeast Regional	Amtrak	378	ENG	56	PTI	40	*0*	*463*
Palmetto	Amtrak	320	ENG	60	SVS	53	*0*	*226*
Pennsylvanian	Amtrak	449	ENG	88	HLD	56	*0*	*195*
Silver Meteor	Amtrak	**1155**	PTI	259	CAR	229	*0*	*226*
Silver Star	Amtrak	**689**	ENG	115	PTI	93	*0*	*226*
Vermonter	Amtrak	422	ENG	117	PTI	61	*0*	*304*

[a] *This table excludes third-party delays. For train-by-train detail, please refer to Appendix D.*

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

[c] *"Major Maintenance & Construction Allowance": minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

TABLE 10:
CUSTOMER SERVICE INDICATOR (CSI) SCORES

Service		4th Quarter FY 2012					
		Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard		**82**	**80**	**80**	**80**	**80**	**80**
Acela Express							
Acela Express		**80**	80	78	80	66	59
Other NEC Corridor Routes							
Keystone Service		77	81	74	79	58	56
Northeast Regional (Boston - Washington)		81	79	67	79	53	60
Richmond / Newport News[b]		88	87	75	85	58	60
Lynchburg[c]		86	84	74	80	59	N/A
New Haven - Springfield		76	81	68	79	54	63
Non-NEC Corridor Routes							
Capitol Corridor		89	90	79	90	71	72
Carolinian		79	84	71	77	57	60
Cascades		85	85	83	87	72	68
Downeaster		93	88	83	89	74	70
Empire Corridor							
Adirondack		72	79	67	78	51	51
Ethan Allen Express		82	84	72	80	62	55
Maple Leaf		79	85	67	78	54	67
New York - Albany[d]		76	83	65	78	55	N/A
Heartland Flyer		90	92	86	91	82	78
Hiawatha		88	88	80	85	71	N/A
Hoosier State		79	85	79	84	80	N/A
Illinois							
Carl Sandburg / Illinois Zephyr		92	85	79	82	71	72
Illini / Saluki		84	84	76	76	68	68
Lincoln Service		77	79	69	76	63	61
Michigan							
Blue Water		87	84	76	80	69	72
Pere Marquette		74	77	68	83	68	N/A
Wolverine		79	84	75	79	66	62
Kansas City - St. Louis		92	84	76	83	65	66
Pacific Surfliner		86	84	76	87	68	69
Pennsylvanian		85	78	70	78	61	59
Piedmont		93	88	84	91	84	N/A
San Joaquins		88	85	78	82	64	70
Vermonter		77	76	69	74	53	54
Long-Distance Routes							
Auto Train		86	90	80	71	74	78
California Zephyr		81	80	72	76	58	70
Capitol Limited		82	80	71	76	64	69
Cardinal		70	72	58	72	54	54
City of New Orleans		82	81	76	76	67	71
Coast Starlight		80	76	70	80	64	66
Crescent		82	79	65	77	58	69
Empire Builder		67	74	62	70	53	63
Lake Shore Ltd		71	76	59	68	51	63
Palmetto		78	81	69	78	54	70
Silver Meteor		75	78	63	73	56	70
Silver Star		77	81	68	73	56	72
Southwest Chief		78	80	72	71	58	72
Sunset Limited		80	84	70	75	63	74
Texas Eagle		77	76	69	78	57	68

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

[b] *Richmond / Newport News includes all trains between Richmond or Newport News 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 11:
SERVICE INTERRUPTIONS PER 10,000 TRAIN MILES DUE TO EQUIPMENT-RELATED PROBLEMS

Service		4th Quarter FY 2012		
		Service Interruptions	Train - Miles	Ratio
Acela Express				
Acela Express		27	84	0.32
Other NEC Corridor Routes				
Keystone Service		25	35	0.72
Total Northeast Regional		83	142	0.59
Richmond / Newport News[b]		26	40	0.65
Lynchburg[c]		6	11	0.56
All Other Northeast Regional		51	91	0.56
Non-NEC Corridor Routes				
Capitol Corridor		15	29	0.51
Carolinian		3	13	0.23
Cascades		19	24	0.80
Downeaster		1	11	0.09
Empire Corridor		24	55	0.44
Adirondack		1	7	0.14
Ethan Allen Express		0	5	0.00
Maple Leaf		5	9	0.58
New York - Albany[d]		7	17	0.41
New York - Niagara Falls		11	17	0.64
Heartland Flyer		1	4	0.26
Hiawatha		8	11	0.75
Hoosier State		2	2	0.99
Illinois		5	34	0.15
Carl Sandburg / Illinois Zephyr		1	9	0.11
Illini / Saluki		0	11	0.00
Lincoln Service		4	13	0.30
Michigan		17	26	0.66
Blue Water		4	6	0.68
Pere Marquette		6	3	1.86
Wolverine		7	17	0.42
Kansas City - St. Louis		0	10	0.00
Pacific Surfliner		29	40	0.72
Pennsylvanian		5	8	0.61
Piedmont		4	6	0.63
San Joaquins		17	34	0.50
Vermonter		9	11	0.80
Long-Distance Routes				
Auto Train		4	16	0.25
California Zephyr		11	45	0.25
Capitol Limited		5	15	0.34
Cardinal		4	8	0.48
City of New Orleans		3	16	0.19
Coast Starlight		16	26	0.62
Crescent		5	25	0.20
Empire Builder		25	46	0.54
Lake Shore Ltd		18	21	0.87
Palmetto		9	16	0.56
Silver Meteor		26	26	0.99
Silver Star		13	28	0.47
Southwest Chief		20	42	0.47
Sunset Limited		7	16	0.45
Texas Eagle		16	23	0.68

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

b Richmond / Newport News includes all trains between Richmond or Newport News 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		4th Quarter FY 2012		
		Food-Related		Train-Related
Amtrak Premium				
Acela Express		0.05		2.86
Amtrak Corridor				
Keystone		0.00		0.45
Northeast Regional		0.04		2.26
Short Distance				
Capitols		0.00		0.31
Carolinian		0.11		10.54
Cascades		0.09		3.77
Downeaster		0.00		0.57
Empire Corridor				
Adirondack		0.14		5.50
Empire Service		0.03		3.98
Ethan Allen Express		0.02		0.80
Maple Leaf		0.06		4.67
Heartland Flyer		0.00		4.25
Hiawatha		0.00		0.67
Hoosier State		0.42		10.20
Illinois				
Carl Sandburg / Illinois Zephyr		0.00		0.95
Illini / Saluki		0.00		4.05
Lincoln Service		0.10		4.71
Michigan				
Blue Water		0.12		4.46
Pere Marquette		0.00		5.84
Wolverine		0.03		4.90
Kansas City - St. Louis		0.20		4.11
Pacific Surfliner		0.05		1.91
Pennsylvanian		0.04		2.63
Piedmont		0.02		2.53
San Joaquins		0.02		1.84
Vermonter		0.09		4.11
Long Distance				
Auto Train		1.14		13.45
California Zephyr		4.54		26.05
Capitol Limited		0.47		9.66
Cardinal		2.62		29.97
City of New Orleans		1.44		12.27
Coast Starlight		1.04		17.36
Crescent		0.64		23.55
Empire Builder		4.65		72.60
Lake Shore Ltd		0.79		15.72
Palmetto		0.32		31.12
Silver Meteor		0.58		21.45
Silver Star		1.28		21.00
Southwest Chief		3.25		29.55
Sunset Limited		1.83		28.58
Texas Eagle		0.94		28.75

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	4th Quarter FY 2012					
	Menu / Selection / Availability	Other	Pricing	Quality	Service	Total
Amtrak System	**1,186**	**170**	**55**	**101**	**1,257**	**2,769**
Amtrak Premium	**18**	**0**	**0**	**2**	**22**	**42**
Acela Express	18	0	0	2	22	42
Amtrak Corridor	**42**	**0**	**6**	**1**	**24**	**73**
Keystone	0	0	0	0	0	0
Northeast Regional	42	0	6	1	24	73
Short Distance	**50**	**8**	**18**	**15**	**58**	**149**
Capitols	0	0	1	0	0	1
Carolinian	6	0	0	0	4	10
Cascades	0	0	6	8	7	21
Downeaster	0	0	0	0	0	0
Empire Corridor	6	6	4	0	11	27
Adirondack	2	6	3	0	3	14
Empire Service	3	0	0	0	6	9
Ethan Allen Express	0	0	0	0	1	1
Maple Leaf	1	0	1	0	1	3
Heartland Flyer	0	0	0	0	0	0
Hiawatha	0	0	0	0	0	0
Hoosier State	0	0	0	0	4	4
Illinois	5	0	4	3	0	12
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0
Illini / Saluki	0	0	0	0	0	0
Lincoln Service	5	0	4	3	0	12
Michigan	9	0	0	0	1	10
Blue Water	6	0	0	0	0	6
Pere Marquette	0	0	0	0	0	0
Wolverine	3	0	0	0	1	4
Kansas City - St. Louis	0	0	0	0	10	10
Pacific Surfliner	17	2	0	2	16	37
Pennsylvanian	0	0	2	0	1	3
Piedmont	0	0	0	0	1	1
San Joaquins	4	0	0	2	0	6
Vermonter	3	0	1	0	3	7
Long Distance	**1,076**	**162**	**31**	**83**	**1,153**	**2,505**
Auto Train	29	7	0	4	45	85
California Zephyr	177	59	2	1	304	543
Capitol Limited	4	2	0	3	22	31
Cardinal	52	0	1	1	26	80
City of New Orleans	23	4	0	2	63	92
Coast Starlight	34	12	4	14	88	152
Crescent	13	3	2	2	31	51
Empire Builder	442	32	13	10	211	708
Lake Shore Ltd	41	13	2	9	35	100
Palmetto	16	0	0	0	1	17
Silver Meteor	13	4	2	13	27	59
Silver Star	67	2	0	14	49	132
Southwest Chief	117	10	3	4	182	316
Sunset Limited	20	0	2	4	19	45
Texas Eagle	28	14	0	2	50	94

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

TABLE 14:
PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

Service	4th Quarter FY 2012					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	**1,025**	**315**	**2,481**	**2,452**	**3,396**	**9,669**
Amtrak Premium	**19**	**17**	**20**	**69**	**59**	**184**
Acela Express	19	17	20	69	59	184
Amtrak Corridor	**150**	**86**	**67**	**258**	**316**	**877**
Keystone	7	13	2	14	20	56
Northeast Regional	143	73	65	244	296	821
Short Distance	**206**	**105**	**273**	**578**	**715**	**1,877**
Capitols	6	9	1	16	16	48
Carolinian	15	18	38	73	41	185
Cascades	25	8	36	24	50	143
Downeaster	0	2	5	7	15	29
Empire Corridor	38	14	77	48	100	277
Adirondack	18	2	11	13	14	58
Empire Service	16	7	58	19	69	169
Ethan Allen Express	0	2	2	2	2	8
Maple Leaf	4	3	6	14	15	42
Heartland Flyer	2	6	7	5	14	34
Hiawatha	0	2	1	8	16	27
Hoosier State	7	0	3	6	3	19
Illinois	21	13	13	132	162	341
Carl Sandburg / Illinois Zephyr	2	4	4	3	9	22
Illini / Saluki	0	6	1	108	112	227
Lincoln Service	19	3	8	21	41	92
Michigan	13	5	28	43	72	161
Blue Water	3	1	4	18	27	53
Pere Marquette	1	2	10	16	11	40
Wolverine	9	2	14	9	34	68
Kansas City - St. Louis	4	0	8	12	13	37
Pacific Surfliner	31	11	37	114	101	294
Pennsylvanian	5	2	4	13	18	42
Piedmont	0	1	1	5	13	20
San Joaquins	19	12	5	54	58	148
Vermonter	20	2	9	18	23	72
Long Distance	**650**	**107**	**2,121**	**1,547**	**2,306**	**6,731**
Auto Train	9	6	80	54	57	206
California Zephyr	32	6	192	112	229	571
Capitol Limited	8	5	46	40	72	171
Cardinal	2	2	33	57	21	115
City of New Orleans	12	2	17	39	98	168
Coast Starlight	43	11	174	166	205	599
Crescent	45	10	63	74	126	318
Empire Builder	244	16	469	377	509	1,615
Lake Shore Ltd	31	12	132	77	159	411
Palmetto	21	8	31	35	75	170
Silver Meteor	28	7	215	86	123	459
Silver Star	66	6	120	90	109	391
Southwest Chief	56	8	327	177	267	835
Sunset Limited	18	5	56	37	58	174
Texas Eagle	35	3	166	126	198	528

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	4th Quarter FY 2012					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	**1,343**	**2,775**	**781**	**2,886**	**3,476**	**11,261**
Amtrak Premium	**16**	**24**	**4**	**80**	**11**	**135**
Acela Express	16	24	4	80	11	135
Amtrak Corridor	**32**	**227**	**38**	**190**	**210**	**697**
Keystone	1	8	2	7	3	21
Northeast Regional	31	219	36	183	207	676
Short Distance	**92**	**630**	**66**	**428**	**374**	**1,590**
Capitols	0	1	1	2	1	5
Carolinian	6	110	7	42	122	287
Cascades	7	58	5	46	10	126
Downeaster	2	11	0	3	0	16
Empire Corridor	13	210	36	88	86	433
Adirondack	0	8	15	13	60	96
Empire Service	7	184	5	55	12	263
Ethan Allen Express	2	1	0	2	1	6
Maple Leaf	4	17	16	18	13	68
Heartland Flyer	0	10	0	10	0	20
Hiawatha	0	6	2	13	3	24
Hoosier State	0	10	2	15	6	33
Illinois	9	38	3	34	16	100
Carl Sandburg / Illinois Zephyr	6	0	0	3	2	11
Illini / Saluki	0	10	0	0	8	18
Lincoln Service	3	28	3	31	6	71
Michigan	9	66	0	33	23	131
Blue Water	0	16	0	10	3	29
Pere Marquette	0	0	0	4	8	12
Wolverine	9	50	0	19	12	90
Kansas City - St. Louis	1	12	2	3	24	42
Pacific Surfliner	36	9	6	73	28	152
Pennsylvanian	6	19	1	34	11	71
Piedmont	0	6	0	3	0	9
San Joaquins	0	44	1	16	39	100
Vermonter	3	20	0	13	5	41
Long Distance	**1,203**	**1,894**	**673**	**2,188**	**2,881**	**8,839**
Auto Train	77	66	22	96	62	323
California Zephyr	163	169	86	160	379	957
Capitol Limited	31	27	9	69	32	168
Cardinal	9	26	7	63	80	185
City of New Orleans	56	38	7	75	43	219
Coast Starlight	86	186	45	174	166	657
Crescent	35	175	18	87	135	450
Empire Builder	351	240	255	583	729	2,158
Lake Shore Ltd	40	95	34	162	170	501
Palmetto	3	175	6	69	75	328
Silver Meteor	47	118	32	136	175	508
Silver Star	35	213	36	126	201	611
Southwest Chief	147	205	75	222	307	956
Sunset Limited	44	66	8	43	161	322
Texas Eagle	79	95	33	123	166	496

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

4th Quarter FY 2012

Amtrak System		**2500**

Division

Central		587
Mid-Atlantic		402
Northeast		583
Pacific		204
Pacific Northwest		142
Southern		314
Southwest		268

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 2011
Connectivity	**19.1%**
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	**4.6%**
- Percent of passengers, system-wide, traveling to or from underserved communities	

TABLE 18:
ROUTE DESCRIPTIONS

Service	Routing
Acela Express	
Acela Express	Between Boston, New York (Penn Station) and Washington
Other NEC Corridor Routes	
Keystone	Between Harrisburg, Philadelphia and New York (Penn Station)
Northeast Regional	
Richmond / Newport News	Between Newport News, Richmond , New York (Penn Station) and Boston
Lynchburg	Between Lynchburg and Boston
All Other Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station) and Washington
New Haven - Springfield[1]	Between New Haven and Springfield
Non-NEC Corridor Routes	
Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station) and San Jose
Carolinian	Between Charlotte and New York (Penn Station)
Cascades	Between Eugene, Portland, Seattle and Vancouver
Downeaster	Between Boston (North Station) and Portland
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
Vermonter	Between St. Albans and Washington
Long-Distance Routes	
Auto Train	Between Lorton and Sanford
California Zephyr	Between Chicago and Emeryville
Capitol Limited	Between Chicago and Washington
Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
City of New Orleans	Between New York (Penn Station) and New Orleans
Coast Starlight	Between Los Angeles and Seattle
Crescent	Between New York (Penn Station) and New Orleans
Empire Builder	Between Chicago, Portland and Seattle
Lake Shore Ltd	Between Chicago, New York (Penn Station) and Boston via Cleveland and Buffalo
Palmetto	Between New York (Penn Station) and Savannah
Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC
Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
Southwest Chief	Between Chicago and Los Angeles
Sunset Limited	Between Los Angeles and New Orleans
Texas Eagle	Between Chicago and San Antonio

[1] Applicable only to financial tables; data is included in "All Other Northeast Regional" in All Other Northeast Regional tables.
[2] Not-applicable to financial tables; data included in "Empire Service" in financial tables

TABLE 19:
AMTRAK DELAY CODE DEFINITIONS

Host Railroad - Responsible Delays		
Code	**Code Description**	**Explanation**
CTI	Commuter Train Interfere	Delays for meeting or following commuter trains
CTP	Commuter Train Problems	Delays directly caused by abnormal occurrences to commuter trains
DBB	B&B work due to defect	Delays caused by bridge or building maintenance
DBS	Debris	Debris strikes
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	Miscelaneous 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
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**
Amtrak	Amtrak
BBRR	Buckingham Branch Railroad
BNSF	Burlington Northern Santa Fe
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CSX	CSX Corporation
Fla DOT	Florida Department of Transportation
MBTA	Massachusetts Bay Transportation Authority
Metra	Metra
MNRR	Metro-North Railroad
NECR	New England Central Railroad
NMDOT	New Mexico Department of Transportation
NS	Norfolk Southern
PanAm	Pan Am Railways
SCRRA	Southern California Regional Rail Authority
SDNRR	San Diego Northern Railway Inc.
UP	Union Pacific
VTR	Vermont Railway System

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 4th Quarter FY 2012	Test #3 All-Stations OTP[b] 4th Quarter FY 2012
Acela Express				
Standard		***≥ 0***	***90%***	***90%***
Acela Express	2100	0.5	**84.1%**	94.3%
	2103	0.6	95.2%	98.0%
	2104	0.7	92.1%	94.8%
	2107	**-1.0**	96.8%	98.9%
	2109	0.2	92.1%	93.3%
	2110	1.8	96.8%	96.5%
	2117	0.0	93.5%	97.5%
	2119	1.8	93.7%	95.9%
	2121	**-0.7**	**87.3%**	95.9%
	2122	0.5	**82.5%**	**87.6%**
	2124	**-1.1**	**84.1%**	**86.5%**
	2126	**-1.6**	90.5%	**89.0%**
	2150	0.8	**69.8%**	**81.0%**
	2151	0.2	90.5%	91.8%
	2153	**-1.3**	96.8%	97.8%
	2154	0.8	**84.1%**	**89.1%**
	2155	0.7	90.5%	92.7%
	2158	1.6	**87.3%**	91.7%
	2159	0.7	**82.5%**	**88.8%**
	2160	1.2	**82.5%**	90.9%
	2163	0.0	**79.4%**	91.9%
	2164	**-0.5**	95.2%	97.5%
	2165	0.9	**82.5%**	**88.7%**
	2166	**-0.6**	**77.8%**	**88.5%**
	2167	0.9	**82.5%**	**89.0%**
	2168	0.2	**76.2%**	**87.5%**
	2170	**-0.7**	**76.2%**	**89.2%**
	2171	**-1.2**	**68.3%**	**81.0%**
	2172	**-0.3**	**71.4%**	**79.6%**
	2173	**-1.1**	**84.1%**	**88.2%**
	2190	**-0.4**	95.2%	95.5%
	2193	0.3	93.7%	**88.7%**
	2203	0.8	100.0%	99.2%
	2205	**-0.2**	92.3%	94.2%
	2207	**-2.7**	100.0%	98.3%
	2208	1.4	92.3%	93.2%
	2211	**-0.6**	92.9%	92.8%
	2212	**-1.6**	**89.3%**	91.9%
	2213	**-1.0**	**76.9%**	**81.6%**
	2216	**-1.6**	93.3%	97.4%
	2220	**-2.3**	**80.0%**	**82.4%**
	2221	1.3	**78.6%**	92.4%
	2222	0.7	100.0%	95.5%
	2225	0.4	92.9%	95.5%
	2228	**-1.3**	**85.7%**	**89.0%**
	2250	1.8	**86.2%**	**88.9%**
	2251	**-0.9**	100.0%	100.0%
	2252	1.0	**57.1%**	**72.6%**
	2253	0.3	**86.2%**	93.1%
	2254	0.9	**57.1%**	**83.3%**
	2255	0.1	**85.7%**	**89.6%**
	2256	0.5	92.9%	91.6%
	2257	0.5	92.9%	**87.8%**
	2258	0.6	92.9%	91.4%
	2259	0.9	**78.6%**	**82.5%**
	2290	**-0.2**	100.0%	100.0%
	2297	**-1.4**	**78.6%**	**88.8%**

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 4th Quarter FY 2012	Test #3 All-Stations OTP[b] 4th Quarter FY 2012
Other NEC Corridor Routes				
Standard		***≥ 0***	***85.0%***	***85.0%***
Northeast Regional				
Richmond / Newport News[c]	66	1.5	89.1%	**72.7%**
	67	**-0.5**	90.2%	92.1%
	82	0.6	86.7%	**78.9%**
	83	1.7	**38.5%**	**48.6%**
	84	**-2.0**	90.5%	**77.7%**
	85	0.6	**66.7%**	**87.3%**
	86	2.1	85.7%	**84.4%**
	87	3.0	**72.4%**	**82.4%**
	88	1.0	93.1%	**87.2%**
	93	1.5	**78.0%**	**86.5%**
	94	1.2	87.3%	**77.4%**
	95	1.6	**47.6%**	**79.1%**
	99	0.6	**62.1%**	**73.9%**
	125	Not Available	**82.5%**	92.2%
	157	Not Available	**53.3%**	**82.3%**
	164	Not Available	93.1%	91.1%
	174	Not Available	92.1%	91.3%
	194	**-0.8**	93.1%	**70.9%**
	195	1.9	86.2%	**86.1%**
Lynchburg[d]	145	**-1.3**	**66.7%**	**78.1%**
	147	**-1.5**	85.7%	90.3%
	156	**-13.8**	**79.3%**	**82.7%**
	171	**-6.5**	**77.8%**	**84.6%**
	176	**-5.6**	**81.0%**	**82.3%**
All Other Northeast Regional	110	**-0.7**	**79.0%**	91.2%
	111	1.4	90.3%	96.3%
	123	Not Available	85.7%	97.1%
	126	Not Available	**80.0%**	**88.0%**
	127	**-1.4**	88.7%	94.5%
	129	**-0.4**	85.7%	93.8%
	130	**-0.4**	**73.0%**	**85.2%**
	131	**-1.3**	86.2%	93.9%
	132	Not Available	93.3%	**82.6%**
	133	**-2.8**	**69.2%**	**86.9%**
	134	1.5	92.3%	92.2%
	135	**-0.1**	**69.0%**	**69.4%**
	136	2.8	92.3%	**84.2%**
	137	**-0.2**	**84.1%**	92.2%
	138	0.2	**76.2%**	**83.8%**
	139	Not Available	**60.0%**	**71.3%**
	140	1.6	93.1%	90.7%
	141	2.6	87.3%	**88.7%**
	143	1.6	96.4%	95.6%
	146	2.9	**78.6%**	**85.7%**
	148	1.5	**77.8%**	**83.5%**
	150	0.5	89.7%	**89.4%**
	151	0.6	90.5%	97.4%
	152	**-0.1**	**79.3%**	**84.1%**
	153	**-1.3**	89.7%	95.5%
	154	**-1.3**	**71.4%**	**85.3%**
	155	**-0.2**	92.9%	96.4%
	158	**-0.2**	**78.6%**	91.7%
	159	3.2	**82.8%**	91.3%
	160	**-0.1**	96.6%	98.1%
	161	1.6	**82.8%**	**88.7%**
	162	1.3	93.1%	**87.7%**
	163	**-0.8**	86.2%	**86.8%**
	165	**-1.2**	86.2%	**84.9%**
	166	**-1.9**	**66.7%**	**70.3%**
	167	**-0.3**	85.7%	**88.6%**
	168	**-0.6**	**71.4%**	**77.7%**
	169	0.1	**82.8%**	**82.5%**
	170	**-0.9**	87.3%	**84.3%**
	172	0.9	85.7%	**87.9%**
	173	2.5	88.9%	90.8%

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 4th Quarter FY 2012	Test #3 All-Stations OTP[b] 4th Quarter FY 2012
	175	0.6	**79.4%**	**80.2%**
	177	0.4	87.3%	**89.6%**
	178	**-5.9**	85.7%	**88.4%**
	179	0.3	**74.6%**	91.7%
	180	0.2	**84.1%**	94.1%
	181	**-0.1**	87.3%	95.6%
	182	**-2.3**	**79.3%**	**87.9%**
	183	**-0.6**	93.7%	94.9%
	184	**-1.6**	**82.3%**	**86.0%**
	185	**-0.6**	**82.5%**	93.3%
	186	0.3	85.7%	**89.9%**
	187	**-1.5**	**81.0%**	92.9%
	188	2.5	88.9%	92.6%
	190	0.1	85.7%	**87.7%**
	192	0.7	**71.4%**	**81.8%**
	193	1.8	**82.5%**	**84.8%**
	196	1.5	86.0%	**87.8%**
	198	**-13.8**	**83.7%**	93.3%
	401	7.6	93.1%	99.5%
	405	6.8	93.1%	93.7%
	432	Not Available	86.7%	96.4%
	450	5.7	**75.9%**	**83.5%**
	460	5.9	93.1%	92.5%
	463	5.8	100.0%	100.0%
	464	4.2	86.2%	91.2%
	465	Not Available	**73.3%**	93.3%
	467	5.5	100.0%	100.0%
	470	4.9	92.1%	94.7%
	475	6.9	98.4%	99.1%
	476	5.0	**77.8%**	**80.5%**
	479	8.3	90.5%	94.4%
	488	9.0	**79.3%**	**85.6%**
	490	6.4	87.3%	**87.4%**
	493	8.3	93.7%	96.6%
	494	9.0	**69.8%**	**70.5%**
	495	5.6	98.4%	98.9%
	497	10.1	86.7%	90.8%
Keystone	600	0.6	98.4%	100.0%
	601	0.9	98.4%	100.0%
	605	1.5	95.2%	98.0%
	607	**-0.1**	93.7%	94.0%
	609	1.7	96.8%	99.4%
	610	2.0	92.9%	96.3%
	611	0.6	85.7%	93.0%
	612	1.1	93.3%	**87.6%**
	615	0.7	100.0%	100.0%
	618	**-2.9**	98.0%	98.6%
	619	1.1	95.2%	96.7%
	620	0.6	96.8%	98.4%
	622	1.3	98.4%	100.0%
	637	**-2.0**	92.9%	100.0%
	639	0.3	95.2%	96.5%
	640	0.9	**84.1%**	95.1%
	641	0.9	88.9%	93.9%
	642	1.5	92.1%	97.4%
	643	1.5	92.1%	95.7%
	644	0.5	90.5%	97.9%
	645	1.1	93.7%	96.8%
	646	1.4	95.2%	98.0%
	647	0.7	95.2%	98.8%
	648	0.2	96.8%	99.0%
	649	**-0.7**	92.1%	99.1%
	650	0.7	92.1%	98.9%
	651	1.0	92.1%	95.6%
	652	0.6	87.3%	95.7%
	653	2.6	90.5%	93.9%
	654	0.7	95.2%	96.2%
	655	2.0	85.7%	92.0%
	656	0.4	96.8%	96.4%

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 4th Quarter FY 2012	Test #3 All-Stations OTP[b] 4th Quarter FY 2012
	658	0.6	**84.6%**	97.0%
	660	2.0	96.6%	100.0%
	661	1.0	93.1%	97.5%
	662	1.5	100.0%	100.0%
	663	**-3.0**	93.1%	96.1%
	664	0.8	96.6%	97.1%
	665	2.0	96.6%	97.2%
	666	0.4	96.6%	99.1%
	667	**-1.6**	**82.8%**	91.1%
	668	**-0.7**	Not Available	Not Available
	669	**-2.3**	93.1%	93.7%
	670	**-0.8**	86.2%	94.9%
	671	**-5.1**	89.7%	92.9%
	672	**-0.1**	86.2%	95.1%
Non-NEC Corridor Routes				
Standard		***≥ 0***	***80.0%***	***80.0%***
Capitol Corridor	518	3.7	100.0%	100.0%
	520	2.0	98.4%	99.4%
	521	1.6	96.8%	98.5%
	522	3.1	98.4%	99.0%
	523	2.0	96.8%	98.5%
	524	3.9	92.1%	93.1%
	525	2.9	100.0%	99.5%
	526	2.4	93.7%	97.5%
	527	2.2	96.8%	92.2%
	528	3.9	95.2%	94.1%
	529	1.7	93.7%	95.9%
	530	4.0	96.8%	99.0%
	531	3.1	95.0%	98.3%
	532	3.9	93.7%	95.4%
	533	1.8	93.7%	95.4%
	534	1.8	95.2%	98.0%
	535	2.7	93.7%	93.8%
	536	0.9	93.7%	96.5%
	537	2.7	93.7%	96.0%
	538	1.7	92.1%	98.2%
	540	2.8	98.4%	99.0%
	541	2.9	95.2%	95.2%
	542	2.5	96.8%	98.6%
	543	2.6	93.7%	95.4%
	544	3.0	95.2%	96.3%
	545	1.9	95.2%	95.0%
	546	3.2	95.2%	91.7%
	547	1.9	92.1%	91.6%
	548	**-2.1**	88.9%	95.1%
	549	1.5	95.2%	97.9%
	551	1.2	93.7%	95.5%
	553	1.3	93.1%	96.0%
	720	2.4	100.0%	100.0%
	723	0.9	96.6%	97.8%
	724	2.4	93.1%	93.9%
	727	1.7	100.0%	94.7%
	728	2.1	96.6%	97.5%
	729	1.0	100.0%	98.8%
	732	1.4	96.6%	98.7%
	733	2.3	93.1%	92.5%
	734	2.2	93.1%	93.4%
	736	2.1	82.8%	95.1%
	737	2.7	93.1%	88.1%
	738	2.6	93.1%	94.7%
	741	1.0	93.1%	91.7%
	742	1.9	**75.9%**	87.2%
	743	0.4	82.8%	83.2%
	744	0.9	86.2%	86.9%
	745	1.4	93.1%	82.7%
	746	1.3	89.7%	98.2%
	747	1.6	**75.9%**	86.3%
	748	1.4	82.8%	89.2%
	749	0.9	96.6%	98.2%

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Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 4th Quarter FY 2012	Test #3 All-Stations OTP[b] 4th Quarter FY 2012
	751	2.3	100.0%	98.6%
Carolinian	79	0.9	**48.9%**	**56.1%**
	80	1.8	82.6%	**78.1%**
Cascades	500	1.9	**72.8%**	**79.4%**
	501	1.1	**68.5%**	84.4%
	504	3.0	92.3%	93.1%
	506	2.0	**66.3%**	**71.6%**
	507	2.6	80.4%	**73.3%**
	508	3.6	**69.6%**	**72.3%**
	509	2.6	**78.3%**	**73.8%**
	510	0.4	80.0%	94.5%
	513	**-2.9**	**48.9%**	**71.3%**
	516	**-2.6**	**71.7%**	**72.5%**
	517	**-0.2**	82.2%	87.7%
Downeaster	680	1.4	95.2%	99.2%
	681	0.5	93.7%	93.1%
	682	0.8	95.2%	98.2%
	683	1.0	85.7%	93.5%
	684	1.2	**77.8%**	87.6%
	685	1.6	82.5%	93.8%
	686	**-0.2**	81.0%	93.5%
	687	0.0	**71.4%**	88.7%
	688	1.3	85.7%	89.9%
	689	0.4	90.5%	94.7%
	690	0.7	89.7%	97.9%
	691	4.0	82.8%	94.5%
	692	1.6	89.7%	95.2%
	693	1.2	82.8%	95.9%
	694	0.1	**51.7%**	85.9%
	695	0.1	**75.9%**	89.3%
	696	1.8	**65.5%**	89.6%
	697	1.5	86.2%	94.8%
	698	0.6	**72.4%**	**78.1%**
	699	**-0.5**	93.1%	96.5%

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ON-TIME PERFORMANCE (OTP) BY TRAIN

Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 4th Quarter FY 2012	Test #3 All-Stations OTP[b] 4th Quarter FY 2012
Empire Corridor				
Adirondack	68	0.7	**75.0%**	**46.1%**
	69	1.6	**50.0%**	**53.5%**
Maple Leaf	63	1.6	**56.5%**	**56.9%**
	64	**-0.1**	**37.0%**	**48.7%**
New York - Albany[e]	230	3.2	93.7%	97.8%
	232	0.9	92.1%	97.8%
	233	3.1	**70.7%**	87.8%
	234	2.7	87.3%	96.8%
	235	2.4	**74.6%**	91.2%
	236	2.8	96.0%	96.7%
	237	3.9	**77.8%**	92.0%
	238	3.8	84.0%	88.8%
	239	0.4	**60.0%**	88.8%
	241	2.6	83.7%	93.2%
	242	4.0	**71.4%**	**79.7%**
	243	2.4	89.1%	93.7%
	244	2.0	**73.3%**	81.4%
	245	3.1	86.0%	92.2%
	250	2.8	96.6%	96.6%
	252	2.0	100.0%	96.2%
	253	2.6	82.8%	92.6%
	254	4.4	100.0%	100.0%
	255	2.0	**76.9%**	89.0%
	261	2.6	95.2%	96.8%
New York - Niagara Falls	280	0.4	**75.6%**	**73.6%**
	281	1.1	**75.0%**	**62.4%**
	283	2.1	81.5%	**65.1%**
	284	**-0.8**	81.8%	**74.8%**
	288	1.3	92.9%	**70.0%**
Ethan Allen Express	290	2.9	**76.2%**	82.0%
	291	2.6	**59.5%**	**78.7%**
	293	3.4	**76.9%**	86.7%
	296	2.1	**72.7%**	**79.5%**
Heartland Flyer	821	0.7	**20.7%**	**66.3%**
	822	1.2	**39.1%**	**47.7%**
Hiawatha	329	0.6	94.9%	97.4%
	330	0.0	92.3%	97.4%
	331	0.9	87.6%	93.3%
	332	0.2	93.3%	96.9%
	333	0.5	93.3%	95.3%
	334	0.8	86.5%	96.6%
	335	0.3	**70.7%**	87.8%
	336	1.3	**78.3%**	91.5%
	337	0.8	**79.3%**	89.8%
	338	0.0	82.6%	89.3%
	339	0.1	89.1%	91.1%
	340	**-1.4**	81.5%	93.7%
	341	**-0.3**	**76.1%**	89.6%
	342	**-0.9**	81.5%	90.7%
Hoosier State	850	1.4	**60.4%**	**73.2%**
	851	4.5	81.1%	83.6%
Illinois				
Carl Sandburg / Illinois Zephyr	380	1.0	80.4%	**77.5%**
	381	**-0.7**	**73.9%**	80.7%
	382	1.7	92.3%	92.4%
	383	1.4	90.2%	88.7%

APPENDIX A:
ON-TIME PERFORMANCE (OTP) BY TRAIN

Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 4th Quarter FY 2012	Test #3 All-Stations OTP[b] 4th Quarter FY 2012
Illini / Saluki	390	3.3	70.7%	60.4%
	391	3.0	56.5%	40.8%
	392	2.3	41.3%	48.6%
	393	0.9	66.3%	44.8%
Lincoln Service	300	3.2	70.7%	82.6%
	301	4.0	65.5%	74.1%
	302	3.2	60.3%	73.0%
	303	2.3	67.2%	57.7%
	304	2.9	75.9%	65.4%
	305	3.0	62.1%	54.7%
	306	3.5	67.2%	64.8%
	307	3.8	69.0%	69.4%
Michigan				
Blue Water	364	2.7	93.5%	79.3%
	365	4.9	66.3%	86.4%
Pere Marquette	370	1.8	51.1%	67.5%
	371	3.1	25.0%	53.5%
Wolverine	350	0.8	62.0%	58.9%
	351	2.9	64.1%	86.7%
	352	1.4	30.4%	33.8%
	353	3.2	46.7%	68.8%
	354	0.2	63.0%	59.0%
	355	3.6	58.7%	59.9%
Kansas City - St. Louis	311	5.3	87.0%	85.5%
	313	7.5	71.7%	77.4%
	314	8.9	80.4%	78.8%
	316	10.1	76.9%	79.4%
Pacific Surfliner	562	1.6	83.3%	91.8%
	564	-1.0	74.4%	88.2%
	565	2.3	70.4%	88.9%
	566	0.4	76.1%	86.4%
	567	-0.7	72.8%	93.1%
	572	-1.3	54.3%	85.0%
	573	-0.2	64.4%	78.2%
	579	0.7	69.7%	84.8%
	580	1.4	83.5%	93.7%
	582	0.3	67.4%	79.3%
	583	-2.9	73.9%	91.8%
	591	0.5	65.2%	74.6%
	595	-2.1	42.9%	76.2%
	597	-0.3	48.8%	73.8%
	763	0.0	83.7%	92.6%
	768	0.0	44.6%	84.5%
	769	-0.4	73.9%	78.9%
	774	0.4	81.5%	88.8%
	784	-0.4	79.3%	90.7%
	785	-0.7	71.7%	72.8%
	796	0.0	66.3%	82.9%
Pennsylvanian	42	0.6	91.3%	90.6%
	43	0.8	90.2%	85.4%

APPENDIX A:
ON-TIME PERFORMANCE (OTP) BY TRAIN

Service	Train Number	Test #1 Change in Effective Speed Last Four Quarters	Test #2 Endpoint OTP[a] 4th Quarter FY 2012	Test #3 All-Stations OTP[b] 4th Quarter FY 2012
Piedmont	73	1.2	90.2%	94.6%
	76	Not Available	**60.9%**	82.5%
San Joaquin	701	1.4	95.7%	93.7%
	702	0.0	83.7%	83.7%
	703	1.9	85.9%	82.8%
	704	1.5	93.5%	93.6%
	711	0.6	90.2%	93.8%
	712	0.3	83.7%	**76.3%**
	713	0.6	**70.7%**	**78.0%**
	714	0.5	85.9%	87.8%
	715	1.3	81.5%	80.9%
	716	1.6	93.5%	90.0%
	717	1.5	87.0%	86.3%
	718	1.2	87.0%	89.0%
Vermonter	54	2.0	**75.9%**	**70.0%**
	55	1.8	90.5%	84.0%
	56	2.4	81.0%	**77.1%**
	57	2.2	93.1%	89.1%
Long Distance Routes				
Standard		***≥ 0***	***80.0%***	***80.0%***
Auto Train	52	1.0	94.3%	90.9%
	53	**-0.1**	93.2%	93.8%
California Zephyr	5	3.1	**71.7%**	**45.4%**
	6	2.8	**52.2%**	**51.0%**
Cardinal	50	0.5	**23.1%**	**35.1%**
	51	1.5	**65.0%**	**45.0%**
Capitol Limited	29	1.7	**73.9%**	**60.0%**
	30	2.2	**71.4%**	**31.2%**
City of New Orleans	58	1.4	90.2%	**68.9%**
	59	1.5	88.0%	**70.5%**
Coast Starlight	11	0.7	**75.0%**	**71.6%**
	14	1.5	**69.6%**	**29.8%**
Crescent	19	0.6	**75.0%**	**70.5%**
	20	0.5	**78.3%**	**65.6%**
Empire Builder	27	**-0.3**	**35.6%**	**29.4%**
	28	**-0.7**	**59.8%**	**19.1%**
	7	**-0.3**	**37.0%**	**28.7%**
	8	**-0.9**	**3.3%**	**20.4%**
Lake Shore Ltd	448	9.8	**59.5%**	**43.6%**
	449	6.9	**77.5%**	**37.3%**
	48	1.8	**56.5%**	**50.0%**
	49	0.3	**37.0%**	**32.8%**
Palmetto	89	1.1	**70.7%**	**63.6%**
	90	1.0	**75.0%**	**76.5%**
Silver Meteor	97	**-0.4**	**63.0%**	**54.1%**
	98	0.7	**47.8%**	**38.8%**
Silver Star	91	0.3	**51.1%**	**53.3%**
	92	1.1	**67.4%**	**50.2%**
Southwest Chief	3	0.0	**79.3%**	**61.8%**
	4	**-0.3**	**67.4%**	**45.0%**
Sunset Limited	1	3.1	82.5%	**63.5%**
	2	2.3	**75.0%**	**43.2%**
Texas Eagle	21	2.5	**55.4%**	**34.9%**
	22	2.7	**38.0%**	**38.6%**

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

[b] *All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.*
Note: All Stations OTP data provided as information. Standard is effective starting in FY 2012.

[c] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[d] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[e] *Includes only trains that operate solely between New York and Albany.*

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Acela Express									
Acela Express	2150	MNRR		**1145**	CTI	567	DSR	431	0
	2151	MNRR		737	CTI	510	DCS	170	0
	2153	MNRR		779	DCS	621	CTI	147	0
	2154	MNRR		459	DSR	275	CTI	85	0
	2155	MNRR		207	CTI	108	DSR	74	0
	2158	MNRR		323	DCS	164	CTI	99	0
	2159	MNRR		711	CTI	434	DSR	125	0
	2160	MNRR		485	CTI	295	DSR	142	0
	2163	MNRR		811	CTI	411	DSR	272	0
	2164	MNRR		215	CTI	102	DMW	65	0
	2165	MNRR		842	DSR	510	CTI	145	0
	2166	MNRR		782	CTI	454	DMW	130	0
	2167	MNRR		499	DSR	278	CTI	111	0
	2168	MNRR		385	CTI	309	DSR	57	0
	2170	MNRR		**1207**	CTI	942	DCS	141	0
	2171	MNRR		**1052**	DSR	496	CTI	292	0
	2172	MNRR		717	CTI	295	RTE	190	0
	2173	MNRR		516	DSR	289	RTE	94	0
	2190	MNRR		804	DSR	665	CTI	130	0
	2193	MNRR		451	DSR	247	CTI	125	0
	2250	MNRR		308	DSR	222	CTI	86	0
	2251	MNRR		167	CTI	107	DMW	60	0
	2252	MNRR		242	DSR	204	CTI	38	0
	2253	MNRR		394	DSR	357	DCS	25	0
	2254	MNRR		395	DSR	242	CTI	89	0
	2255	MNRR		485	CTI	255	DCS	179	0
	2256	MNRR		140	CTI	77	PTI	51	0
	2257	MNRR		587	DSR	293	DCS	153	0
	2258	MNRR		77	DSR	38	CTI	38	0
	2259	MNRR		740	CTI	319	DSR	230	0
	2290	MNRR		0	-	-	-	-	0
	2297	MNRR		300	CTI	261	DSR	39	0
Other NEC Corridor Routes									
Northeast Regional									
Richmond / Newport News[d]	194	CSX		**1681**	DSR	571	RTE	432	0
		MNRR		363	CTI	216	DSR	123	0
	195	CSX		631	DCS	187	FTI	159	0
		MNRR		751	CTI	425	DSR	246	0
	66	CSX		**1448**	DSR	393	DCS	317	0
		MNRR		408	DSR	212	RTE	104	0
	67	CSX		**1441**	DSR	487	FTI	314	0
		MNRR		**1147**	CTI	454	DMW	307	0
	82	CSX		886	RTE	246	FTI	201	0
		MNRR		230	DSR	140	CTI	51	0
	83	CSX		**2023**	DSR	690	DCS	406	0
		MNRR		508	CTI	412	DSR	96	0
	84	CSX		**2061**	DSR	554	FTI	531	0
	85	CSX		**1104**	CTI	403	RTE	275	0
	86	CSX		790	RTE	370	DSR	134	0
		MNRR		859	DCS	541	DMW	181	0
	87	CSX		747	DCS	203	FTI	172	0
	88	CSX		**1265**	RTE	472	FTI	294	0
		MNRR		382	CTI	240	DSR	86	0
	93	CSX		**1087**	CTI	391	RTE	201	0
		MNRR		729	CTI	561	DSR	150	0
	94	CSX		**1865**	DSR	480	RTE	414	0
		MNRR		**1336**	CTI	1081	DSR	183	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	95	CSX		**2700**	DSR	1053	DCS	527	0
		MNRR		502	DSR	320	RTE	116	0
	99	CSX		**1367**	DSR	506	DCS	268	0
		MNRR		653	CTI	419	DSR	191	0
	125	CSX		**1712**	CTI	799	RTE	276	0
	157	CSX		**1029**	FTI	446	PTI	259	0
	164	CSX		628	RTE	247	DSR	156	0
		MNRR		376	CTI	135	DSR	86	0
	174	CSX		**1432**	RTE	559	FTI	290	0
		MNRR		884	DCS	510	DSR	236	0
Lynchburg[e]	145	MNRR		702	CTI	369	DSR	190	0
		NS		**1226**	DCS	599	DSR	407	0
	147	MNRR		523	CTI	306	DSR	217	0
		NS		410	DMW	131	DSR	113	0
	156	NS		571	DSR	255	DCS	154	0
	171	MNRR		513	DSR	198	CTI	156	0
		NS		336	DSR	162	DCS	87	0
	176	MNRR		**981**	RTE	422	CTI	320	0
		NS		251	DSR	139	RTE	44	0
All Other Northeast Regional	132	MNRR		24	DSR	24	-	-	0
	135	MNRR		616	DSR	468	DCS	135	0
	136	MNRR		234	DSR	124	DMW	55	0
	137	MNRR		573	CTI	354	DSR	173	0
	139	MNRR		595	CTI	310	DSR	286	0
	140	MNRR		345	CTI	148	PTI	117	0
	141	MNRR		**1392**	DCS	757	CTI	411	0
	143	MNRR		681	DSR	271	CTI	258	0
	146	MNRR		102	DSR	64	RTE	38	0
	148	MNRR		**913**	CTI	570	DSR	264	0
	150	MNRR		382	CTI	277	DSR	105	0
	160	MNRR		68	CTI	31	DMW	25	0
	161	MNRR		**1502**	DSR	1392	DCS	49	0
	162	MNRR		727	CTI	394	DSR	203	0
	163	MNRR		369	CTI	246	DSR	74	0
	165	MNRR		745	CTI	394	FTI	129	0
	166	MNRR		434	CTI	408	DSR	26	0
	167	MNRR		591	DSR	288	CTI	124	0
	168	MNRR		255	DSR	255	-	-	0
	169	MNRR		320	DSR	185	CTI	105	0
	170	MNRR		**1239**	CTI	975	DSR	130	0
	172	MNRR		558	DSR	320	CTI	145	0
	173	MNRR		**1067**	CTI	481	DSR	389	0
	175	MNRR		**1533**	CTI	1293	DSR	108	0
	177	MNRR		675	CTI	298	DSR	232	0
	178	MNRR		150	CTI	96	DSR	26	0
	179	MNRR		490	CTI	283	DSR	173	0
	190	MNRR		**978**	CTI	828	DSR	125	0
Non-NEC Corridor Routes									
Capitol Corridor	518	UP		481	RTE	193	PTI	193	0
	520	UP		180	RTE	65	FTI	45	0
	521	UP		374	DCS	138	PTI	121	0
	522	UP		360	RTE	120	PTI	96	0
	523	UP		296	PTI	107	DCS	80	0
	524	UP		511	PTI	182	RTE	128	0
	525	UP		214	PTI	92	DCS	51	0
	526	UP		869	PTI	596	DCS	149	0
	527	UP		659	PTI	326	RTE	153	0
	528	UP		781	PTI	314	RTE	209	0
	529	UP		461	RTE	141	PTI	133	0
	530	UP		**926**	DCS	256	RTE	249	0
	531	UP		807	PTI	449	RTE	155	0
	532	UP		637	RTE	240	DMW	139	0
	533	UP		307	RTE	109	DCS	75	0
	534	UP		825	DCS	334	RTE	182	0
	535	UP		402	DCS	91	PTI	90	0
	536	UP		709	DCS	192	FTI	186	0
	537	UP		609	PTI	163	RTE	132	0
	538	UP		436	RTE	139	PTI	139	0
	540	UP		360	DCS	163	RTE	82	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	541	UP		543	PTI	285	RTE	69	0
	542	UP		394	DCS	168	PTI	126	0
	543	UP		677	PTI	200	DCS	164	0
	544	UP		634	RTE	145	PTI	139	0
	545	UP		596	DCS	396	RTE	93	0
	546	UP		725	RTE	258	PTI	188	0
	547	UP		740	PTI	359	DCS	194	0
	548	UP		**1166**	PTI	670	DCS	244	0
	549	UP		362	DCS	148	PTI	88	0
	551	UP		417	PTI	151	RTE	95	0
	553	UP		639	DCS	249	RTE	209	0
	720	UP		481	RTE	205	PTI	172	0
	723	UP		280	PTI	136	DCS	97	0
	724	UP		613	PTI	334	DCS	130	0
	727	UP		429	RTE	186	PTI	120	0
	728	UP		457	CTI	141	PTI	123	0
	729	UP		537	PTI	278	DCS	130	0
	732	UP		827	DCS	432	PTI	190	0
	733	UP		725	PTI	361	RTE	225	0
	734	UP		429	PTI	217	RTE	100	0
	736	UP		618	DCS	187	PTI	153	0
	737	UP		391	RTE	154	PTI	146	0
	738	UP		574	RTE	229	DCS	160	0
	741	UP		614	PTI	256	DMW	105	0
	742	UP		841	RTE	277	DCS	255	0
	743	UP		686	PTI	388	RTE	157	0
	744	UP		626	PTI	247	DCS	137	0
	745	UP		282	RTE	97	DCS	65	0
	746	UP		566	PTI	180	RTE	156	0
	747	UP		801	PTI	327	RTE	118	0
	748	UP		647	RTE	304	PTI	146	0
	749	UP		682	PTI	373	RTE	197	0
	751	UP		377	PTI	213	RTE	120	0
Carolinian	79	CSX		**1535**	FTI	503	PTI	429	0
		NS		581	PTI	278	DSR	150	0
	80	CSX		**1509**	FTI	399	PTI	302	0
		NS		235	DSR	106	PTI	61	0
Cascades	500	BNSF		**983**	DSR	292	RTE	227	0
		UP		875	FTI	352	DSR	194	0
	501	BNSF		**1079**	DSR	424	FTI	185	0
	504	UP		**944**	DSR	276	DCS	211	0
	506	BNSF		**1053**	DSR	393	FTI	166	0
	507	BNSF		**1368**	PTI	399	DSR	289	0
		UP		780	DCS	315	FTI	311	0
	508	BNSF		**927**	DSR	378	FTI	187	0
	509	BNSF		**1163**	DSR	362	RTE	233	0
		UP		529	FTI	324	DCS	71	0
	510	BNSF		**1458**	PTI	530	FTI	359	0
	513	BNSF		**1086**	DSR	344	RTE	201	0
	516	BNSF		**1128**	DSR	370	FTI	273	0
	517	BNSF		**1411**	PTI	375	FTI	320	0
Downeaster	680	MBTA		**907**	DSR	798	FTI	84	0
		PanAm		25	DCS	25	-	-	0
	681	MBTA		**1428**	DSR	768	CTI	336	0
		PanAm		62	DCS	25	FTI	21	0
	682	MBTA		420	DSR	386	CTI	34	0
		PanAm		35	DSR	31	DCS	4	0
	683	MBTA		512	DSR	311	FTI	76	0
		PanAm		229	PTI	116	DSR	93	0
	684	MBTA		**1407**	DSR	781	FTI	374	0
		PanAm		794	PTI	510	DSR	130	0
	685	MBTA		**1314**	DSR	983	CTI	172	0
		PanAm		581	FTI	486	DSR	60	0
	686	MBTA		**1797**	DSR	1041	CTI	567	0
		PanAm		624	FTI	234	DSR	207	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	687	MBTA		**1990**	DSR	1193	CTI	626	0
		PanAm		**938**	FTI	339	PTI	331	0
	688	MBTA		449	DSR	365	DCS	42	0
		PanAm		498	PTI	287	DCS	136	0
	689	MBTA		512	DSR	248	DCS	176	0
		PanAm		70	FTI	37	DSR	19	0
	690	MBTA		**921**	DSR	812	DCS	109	0
		PanAm		189	FTI	108	DCS	76	0
	691	MBTA		812	DSR	766	DCS	46	0
		PanAm		494	DCS	202	FTI	180	0
	692	MBTA		**921**	DSR	639	FTI	182	0
		PanAm		157	DCS	112	FTI	36	0
	693	MBTA		529	DSR	392	FTI	91	0
		PanAm		817	PTI	615	DCS	171	0
	694	MBTA		**985**	DSR	766	CTI	164	0
		PanAm		822	DCS	427	PTI	189	0
	695	MBTA		**940**	DSR	712	FTI	146	0
		PanAm		772	FTI	453	DCS	175	0
	696	MBTA		**1514**	DSR	1022	PTI	219	0
		PanAm		409	DSR	166	DCS	166	0
	697	MBTA		**930**	DSR	830	DCS	100	0
		PanAm		**1015**	PTI	687	FTI	130	0
	698	MBTA		438	DSR	301	DCS	137	0
		PanAm		391	PTI	278	FTI	81	0
	699	MBTA		210	CTI	109	DSR	100	0
		PanAm		72	FTI	54	DSR	18	0
Empire Corridor									
Adirondack	68	CN		**1568**	DSR	1272	RTE	138	0
		CP		**2957**	DSR	1318	PTI	1138	0
		CSX		**1051**	PTI	685	DCS	131	0
		MNRR		**927**	DSR	334	CTI	297	0
	69	CN		**2800**	DSR	1592	RTE	527	0
		CP		**2290**	DSR	1315	PTI	306	0
		CSX		**907**	DCS	275	DSR	266	0
		MNRR		**1169**	CTI	462	DSR	442	0
Maple Leaf	63	CSX		**1548**	FTI	340	DSR	313	0
		MNRR		**1102**	CTI	519	DSR	355	0
	64	CSX		**1880**	FTI	781	RTE	349	0
		MNRR		819	CTI	369	DSR	247	0
New York - Albany[f]	230	CSX		252	DCS	202	DSR	43	0
		MNRR		511	CTI	274	DSR	150	0
	232	CSX		265	DCS	182	DSR	49	0
		MNRR		**1428**	CTI	845	RTE	289	0
	233	CSX		547	DSR	214	DCS	211	0
		MNRR		**1604**	CTI	549	RTE	394	0
	234	CSX		196	DCS	166	DSR	25	0
		MNRR		356	CTI	264	DSR	60	0
	235	CSX		790	DCS	278	DSR	264	0
		MNRR		**1034**	RTE	329	DSR	294	0
	236	CSX		280	DCS	121	DSR	47	0
		MNRR		379	CTI	157	DSR	136	0
	237	CSX		735	PTI	283	DSR	263	0
		MNRR		449	CTI	169	DBS	150	0
	238	CSX		**1076**	PTI	415	DCS	414	0
		MNRR		605	DMW	178	DSR	153	0
	239	CSX		639	DSR	431	DCS	90	0
		MNRR		**2595**	CTI	2182	RTE	253	0
	241	CSX		455	DCS	148	DSR	114	0
		MNRR		**971**	DSR	352	CTI	307	0
	242	CSX		634	DCS	270	DMW	172	0
		MNRR		**995**	DSR	317	CTI	306	0
	243	CSX		448	DCS	239	RTE	55	0
		MNRR		**959**	DSR	421	RTE	234	0
	244	CSX		**903**	DCS	544	PTI	202	0
		MNRR		**1197**	CTI	463	DCS	316	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	245	CSX		292	DCS	190	DSR	51	0
		MNRR		612	DSR	361	FTI	75	0
	250	CSX		313	DCS	195	RTE	73	0
		MNRR		411	CTI	141	DSR	87	0
	252	CSX		151	DCS	142	DSR	9	0
		MNRR		848	DMW	586	DCS	126	0
	253	CSX		**908**	DSR	293	RTE	239	0
		MNRR		**937**	DSR	368	CTI	281	0
	254	CSX		455	PTI	192	DSR	101	0
		MNRR		673	CTI	303	DSR	235	0
	255	CSX		**1242**	RTE	534	DSR	338	0
		MNRR		**906**	DSR	386	CTI	386	0
	261	CSX		169	DCS	98	DSR	40	0
		MNRR		392	DSR	273	DCS	41	0
New York - Niagara Falls	280	CSX		**1243**	FTI	336	DSR	303	0
		MNRR		**1514**	CTI	628	DMW	445	0
	281	CSX		**1699**	FTI	523	DCS	312	0
		MNRR		**1860**	CTI	785	RTE	445	0
	283	CSX		**1465**	FTI	433	RTE	313	0
		MNRR		**1203**	CTI	370	DSR	336	0
	284	CSX		**1924**	FTI	500	RTE	331	0
		MNRR		**1107**	DSR	332	CTI	302	0
	288	CSX		**1727**	FTI	623	RTE	580	0
		MNRR		606	DSR	269	CTI	191	0
Ethan Allen Express	290	CP		**2988**	DSR	2216	DCS	458	0
		CSX		**1403**	PTI	831	DCS	215	0
		MNRR		**1022**	CTI	421	RTE	214	0
		VTR		784	DSR	671	DCS	106	996
	291	CP		**3382**	DSR	2347	DCS	584	0
		CSX		**1064**	PTI	373	DCS	294	0
		MNRR		**1300**	CTI	511	DSR	316	0
		VTR		461	DSR	450	DCS	11	847
	293	CP		**2590**	DSR	2156	DCS	217	0
		CSX		747	DSR	425	DCS	165	0
		MNRR		**2234**	CTI	1920	RTE	314	0
		VTR		257	DSR	257	-	-	966
	296	CP		**3822**	DSR	1998	PTI	1010	0
		CSX		**1421**	PTI	1031	DCS	226	0
		MNRR		**1099**	CTI	535	DSR	307	0
		VTR		761	DSR	304	DBS	247	380
Heartland Flyer	821	BNSF		**2859**	DSR	1773	FTI	818	0
	822	BNSF		**2311**	DSR	1726	FTI	356	0
Hiawatha	329	CP		618	DMW	229	DSR	155	0
		Metra		477	DCS	226	CTI	109	0
	330	CP		367	DSR	140	FTI	72	0
		Metra		**2867**	CTI	2601	FTI	106	0
	331	CP		440	DCS	135	DSR	102	0
		Metra		**1155**	CTI	457	DMW	354	0
	332	CP		595	DSR	176	DMW	167	0
		Metra		**1099**	FTI	450	DSR	216	0
	333	CP		485	DSR	125	DCS	106	0
		Metra		**1233**	DMW	330	DCS	284	0
	334	CP		800	FTI	313	DSR	163	0
		Metra		826	DCS	213	CTI	202	0
	335	CP		538	FTI	242	DSR	143	0
		Metra		**1800**	CTI	878	FTI	353	0
	336	CP		**954**	FTI	242	DSR	209	0
		Metra		**1396**	CTI	614	FTI	230	0
	337	CP		493	DMW	156	FTI	133	0
		Metra		**1742**	FTI	672	CTI	463	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	338	CP		635	FTI	293	DSR	151	0
		Metra		**1663**	CTI	1101	DCS	254	0
	339	CP		479	FTI	231	PTI	94	0
		Metra		**3518**	CTI	3127	DCS	216	0
	340	CP		721	FTI	248	DSR	156	0
		Metra		**1663**	CTI	929	FTI	322	0
	341	CP		334	FTI	123	DSR	88	0
		Metra		**1636**	CTI	1108	DCS	237	0
	342	CP		610	FTI	225	DCS	197	0
		Metra		**1752**	CTI	994	DCS	377	0
Hoosier State	850	CSX		**1337**	DCS	499	FTI	307	0
	851	CSX		857	DCS	408	DSR	239	0
Illinois									
Carl Sandburg / Illinois Zephyr	380	BNSF		**1109**	DSR	558	RTE	220	0
	381	BNSF		**1208**	DSR	440	DMW	223	0
	382	BNSF		670	DSR	307	FTI	186	0
	383	BNSF		**976**	DSR	467	FTI	244	0
Illini / Saluki	390	CN		**1139**	FTI	469	DSR	182	0
	391	CN		**1317**	FTI	628	DSR	198	0
	392	CN		**1563**	FTI	661	PTI	267	0
	393	CN		**920**	FTI	282	PTI	216	0
Lincoln Service	300	CN		**2251**	FTI	1049	DCS	507	0
		UP		**1074**	DSR	295	PTI	277	0
	301	CN		**1103**	FTI	626	CTI	333	0
		UP		**1457**	PTI	584	DSR	318	0
	302	CN		**1978**	FTI	1245	DCS	371	0
		UP		**1817**	PTI	1093	DSR	305	0
	303	CN		**3150**	FTI	972	PTI	669	0
		UP		**1123**	PTI	369	DSR	261	0
	304	CN		**1978**	FTI	1133	RTE	230	0
		UP		**1248**	PTI	504	DSR	317	0
	305	CN		**1485**	CTI	557	FTI	396	0
		UP		**1463**	PTI	760	DSR	271	0
	306	CN		**1531**	FTI	711	RTE	422	0
		UP		**1602**	PTI	961	DSR	302	0
	307	CN		**1626**	FTI	1206	PTI	186	0
		UP		**1039**	PTI	426	DSR	257	0
Michigan									
Blue Water	364	Amtrak		284	PTI	118	DCS	104	0
		CN		491	FTI	390	DSR	32	0
		NS		**2484**	FTI	675	DCS	648	0
	365	Amtrak		650	PTI	471	DCS	77	0
		CN		**1253**	FTI	580	PTI	354	0
		NS		**3000**	FTI	757	DCS	655	0
Pere Marquette	370	CSX		514	DCS	188	DSR	134	0
		NS		**4158**	DCS	1090	FTI	1084	1108
	371	CSX		836	FTI	326	DCS	262	0
		NS		**4060**	DCS	1025	PTI	956	1108

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Wolverine	350	Amtrak		723	PTI	597	DCS	82	0
		CN		**1547**	FTI	498	RTE	311	0
		NS		**2333**	PTI	651	DSR	485	0
	351	Amtrak		378	PTI	257	DCS	35	0
		CN		**1812**	PTI	726	RTE	452	0
		NS		**1453**	DSR	498	PTI	275	0
	352	Amtrak		299	PTI	195	DCS	35	0
		CN		**1058**	FTI	480	DCS	402	0
		NS		**2305**	FTI	611	DSR	481	0
	353	Amtrak		471	PTI	362	DCS	44	0
		CN		**1870**	FTI	611	DCS	500	0
		NS		**2221**	DSR	596	FTI	515	0
	354	Amtrak		260	DCS	117	PTI	79	0
		CN		853	DCS	275	FTI	250	0
		NS		**1940**	PTI	515	DCS	487	0
	355	Amtrak		288	DCS	121	PTI	81	0
		CN		**1333**	FTI	656	RTE	279	0
		NS		**1947**	PTI	704	DSR	454	0
Kansas City - St. Louis	311	UP		780	FTI	307	PTI	256	0
	313	UP		853	FTI	337	PTI	205	0
	314	UP		797	FTI	423	DSR	131	0
	316	UP		708	FTI	289	PTI	154	0
Pacific Surfliner	562	BNSF		**2031**	DSR	1535	DCS	212	0
		SCRRA		**1040**	CTI	560	PTI	328	0
		SDNRR		**1716**	PTI	848	CTI	740	0
	564	BNSF		**3297**	DSR	2300	RTE	310	0
		SCRRA		**1704**	PTI	1005	CTI	483	0
		SDNRR		**1589**	PTI	576	CTI	554	0
	565	BNSF		**1120**	RTE	534	DSR	482	0
		SCRRA		471	PTI	196	RTE	141	0
		SDNRR		**1099**	PTI	602	DSR	375	0
	566	BNSF		**2453**	DSR	1850	PTI	164	0
		SCRRA		719	PTI	398	CTI	88	0
		SDNRR		**1432**	PTI	574	CTI	559	0
	567	BNSF		**1559**	RTE	731	DSR	419	0
		SCRRA		657	CTI	377	DCS	95	0
		SDNRR		**1760**	PTI	881	DSR	366	0
	572	BNSF		**2472**	DSR	1775	DCS	207	0
		SCRRA		**1722**	PTI	796	DCS	372	0
		SDNRR		**1678**	CTI	487	PTI	485	0
	573	BNSF		**999**	DSR	375	DCS	349	0
		SCRRA		867	CTI	443	DCS	152	0
		SDNRR		**1522**	PTI	636	CTI	561	0
	579	BNSF		**1401**	DSR	719	FTI	217	0
		SCRRA		797	CTI	301	RTE	193	0
		SDNRR		**1754**	PTI	712	CTI	511	0
	580	BNSF		**2055**	DSR	1784	RTE	118	0
		SCRRA		547	PTI	214	CTI	161	0
		SDNRR		**2144**	CTI	1536	DSR	302	0
	582	BNSF		**2356**	DSR	1795	CTI	283	0
		SCRRA		**2524**	PTI	1361	CTI	799	0
		SDNRR		**2291**	CTI	1219	PTI	653	0
	583	BNSF		**1943**	DSR	786	FTI	357	0
		SCRRA		**1584**	PTI	1144	CTI	202	0
		SDNRR		**1671**	CTI	902	PTI	365	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
	591	BNSF		**1840**	DSR	870	RTE	415	0
		SCRRA		438	CTI	212	RTE	90	0
		SDNRR		**2123**	CTI	851	RTE	459	0
	595	BNSF		**3550**	DSR	2240	DMW	456	0
		SCRRA		502	DCS	177	PTI	156	0
		SDNRR		**1997**	PTI	785	FTI	657	0
	597	BNSF		**2153**	DSR	1709	FTI	227	0
		SCRRA		631	CTI	177	DCS	168	0
		SDNRR		**1366**	PTI	482	DSR	378	0
	763	BNSF		**1097**	DSR	556	DCS	192	0
		SCRRA		609	PTI	223	CTI	176	0
		SDNRR		**1202**	CTI	706	PTI	337	0
		UP		**1409**	PTI	1104	DMW	144	0
	768	BNSF		**2397**	DSR	1927	DCS	296	0
		SCRRA		**1623**	PTI	957	CTI	353	0
		SDNRR		736	PTI	396	CTI	202	0
		UP		203	RTE	105	DSR	34	0
	769	BNSF		849	DSR	399	RTE	288	0
		SCRRA		483	CTI	201	DCS	109	0
		SDNRR		**1826**	PTI	814	CTI	580	0
		UP		**1425**	PTI	1269	DCS	52	0
	774	BNSF		**2462**	DSR	2088	RTE	167	0
		SCRRA		**1175**	PTI	661	CTI	234	0
		SDNRR		**1777**	PTI	662	CTI	640	0
		UP		817	PTI	596	DCS	107	0
	784	BNSF		**2523**	DSR	1845	DCS	187	0
		SCRRA		**1755**	CTI	1058	PTI	397	0
		SDNRR		**2280**	CTI	1296	PTI	373	0
		UP		657	PTI	437	DCS	80	0
	785	BNSF		**2356**	DSR	875	FTI	369	0
		SCRRA		**1026**	PTI	475	DCS	201	0
		SDNRR		**2628**	CTI	1061	PTI	672	0
		UP		328	PTI	244	RTE	37	0
	796	BNSF		**3215**	DSR	2118	DMW	253	0
		SCRRA		**972**	PTI	566	DCS	131	0
		SDNRR		**968**	DSR	339	RTE	334	0
		UP		619	PTI	339	CTI	125	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Pennsylvanian	42	NS		653	DSR	210	FTI	207	0
	43	NS		774	FTI	353	DSR	128	0
Piedmont	73	NS		491	DSR	203	PTI	77	0
	76	NS		521	DSR	128	DCS	124	0
San Joaquin	701	BNSF		860	PTI	426	FTI	219	0
		UP		775	DCS	294	FTI	214	0
	702	BNSF		**1077**	PTI	591	FTI	331	0
		UP		**1187**	DMW	452	FTI	423	0
	703	BNSF		615	PTI	290	DSR	141	0
		UP		837	DCS	430	RTE	136	0
	704	BNSF		633	PTI	210	FTI	148	0
		UP		597	OTH	180	FTI	172	0
	711	BNSF		393	FTI	135	DSR	132	0
		UP		**938**	PTI	504	DCS	193	0
	712	BNSF		**998**	PTI	496	FTI	222	0
		UP		460	RTE	166	PTI	163	0
	713	BNSF		**972**	PTI	482	FTI	201	0
		UP		**1236**	PTI	810	RTE	205	0
	714	BNSF		577	DSR	190	FTI	181	0
		UP		**915**	PTI	485	RTE	267	0
	715	BNSF		730	PTI	324	FTI	130	0
		UP		765	PTI	585	DCS	62	0
	716	BNSF		702	PTI	334	FTI	178	0
		UP		168	DCS	90	PTI	34	0
	717	BNSF		785	PTI	431	FTI	116	0
		UP		821	DCS	328	PTI	303	0
	718	BNSF		594	PTI	268	FTI	139	0
		UP		835	PTI	535	DCS	157	0
Vermonter	54	MNRR		265	CTI	92	DSR	74	0
		NECR		714	DSR	489	DCS	160	0
	55	MNRR		**1570**	CTI	1406	DSR	102	0
		NECR		**1091**	DSR	913	DCS	126	0
	56	MNRR		575	CTI	272	DSR	156	0
		NECR		872	DSR	619	DCS	95	0
	57	MNRR		511	DSR	271	CTI	240	0
		NECR		768	DSR	669	DCS	60	0
Long Distance Routes									
Auto Train	52	CSX		**1041**	FTI	426	DSR	199	0
	53	CSX		**1322**	FTI	511	PTI	288	0
California Zephyr	5	BNSF		887	DSR	513	FTI	119	0
		UP		810	FTI	278	DCS	160	0
	6	BNSF		**942**	DSR	542	FTI	187	0
		UP		**901**	FTI	224	DCS	180	0
Cardinal	50	BBrRR		**4368**	FTI	1359	DSR	1284	0
		CSX		**911**	FTI	379	DCS	244	0
		NS		892	PTI	584	DSR	119	0
	51	BBrRR		**3058**	DSR	1362	PTI	722	0
		CSX		783	FTI	319	DSR	209	0
		NS		432	DSR	216	FTI	101	0
Capitol Limited	29	CSX		**1103**	FTI	451	DSR	249	0
		NS		**1435**	FTI	557	DSR	267	0
	30	CSX		**1299**	DSR	429	RTE	300	0
		NS		**1158**	FTI	391	RTE	276	0
City of New Orleans	58	CN		931	FTI	273	DSR	224	125
	59	CN		956	FTI	336	DSR	203	88
Coast Starlight	11	BNSF		**1279**	DSR	405	FTI	226	0
		SCRRA		**1703**	PTI	828	CTI	783	0
		UP		**1117**	PTI	462	DCS	227	0
	14	BNSF		**1096**	DSR	442	PTI	196	0
		SCRRA		**1854**	CTI	1178	PTI	311	0
		UP		**1150**	DCS	377	PTI	294	0
Crescent	19	NS		689	PTI	170	FTI	166	0
	20	NS		707	FTI	226	DSR	165	0

APPENDIX B:
OFF-NEC HOST - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	Host		4th Quarter FY 2012					
				Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
					#1	Minutes	#2	Minutes	
Standard				***900***					
Empire Builder	27	BNSF		760	FTI	296	DSR	183	0
	28	BNSF		833	FTI	446	DSR	237	0
	7	BNSF		**1104**	DSR	650	FTI	233	0
		CP		**978**	FTI	597	DSR	191	0
		Metra		**1186**	CTI	398	FTI	240	0
	8	BNSF		**1381**	DSR	674	FTI	390	0
		CP		**1309**	FTI	589	DSR	249	0
		Metra		**2105**	CTI	1608	DCS	223	0
Lake Shore Ltd	448	CSX		**1945**	CTI	422	FTI	388	0
	449	CSX		**1883**	PTI	445	DSR	409	0
	48	CSX		**1623**	FTI	495	RTE	308	0
		MNRR		**2300**	CTI	892	RTE	737	0
		NS		**1274**	FTI	544	RTE	279	0
	49	CSX		**1059**	DSR	279	FTI	271	0
		MNRR		**1056**	CTI	503	DSR	290	0
		NS		**1318**	FTI	557	DSR	280	0
Palmetto	89	CSX		**1007**	FTI	398	PTI	226	0
	90	CSX		848	FTI	315	PTI	187	0
Silver Meteor	97	CSX		786	FTI	265	DSR	150	0
		Fla DOT		**989**	CTI	531	DSR	169	0
	98	CSX		737	FTI	270	DSR	146	0
		Fla DOT		660	DCS	193	RTE	147	0
Silver Star	91	CSX		**1011**	FTI	307	DCS	242	0
		Fla DOT		**1242**	CTI	737	DSR	236	0
		NS		**1026**	PTI	1010	DSR	12	0
	92	CSX		**1049**	FTI	397	PTI	221	0
		Fla DOT		617	DSR	228	DCS	203	0
		NS		273	DBS	250	RTE	15	0
Southwest Chief	3	BNSF		497	DSR	197	FTI	79	0
		NMDOT		**2083**	DSR	1095	DCS	530	0
	4	BNSF		590	DSR	220	FTI	115	0
		NMDOT		**2058**	DSR	1223	DCS	512	0
Sunset Limited	1	BNSF		**1001**	DSR	504	FTI	268	0
		UP		**1153**	FTI	532	DCS	250	0
	2	BNSF		**1037**	FTI	376	DSR	249	0
		UP		**1264**	FTI	584	DCS	227	0
Texas Eagle	21	BNSF		**2651**	DSR	1289	FTI	867	0
		CN		**1399**	FTI	781	DCS	322	0
		UP		**2012**	FTI	686	DSR	400	0
	22	BNSF		**2589**	DSR	1693	FTI	562	0
		CN		**1679**	FTI	1205	DCS	296	0
		UP		**1829**	FTI	542	OTH	394	0

[a] *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 (Appendix D), 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.*

[b] *For explanation of delay codes, see Table 19.*

[c] *"Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[f] *Includes only trains that operate solely between New York and Albany.*

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	4th Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
Acela Express							
Acela Express	2150	119	OTH	102	HLD	17	0
	2151	96	ENG	48	OTH	45	0
	2153	312	OTH	309	ADA	3	0
	2154	45	OTH	37	HLD	6	0
	2155	30	OTH	22	ENG	8	0
	2158	99	OTH	77	ENG	20	0
	2159	159	OTH	113	HLD	43	0
	2160	77	OTH	34	ENG	23	0
	2163	108	OTH	40	ENG	34	0
	2164	37	OTH	24	HLD	13	0
	2165	133	OTH	96	ADA	11	0
	2166	278	OTH	230	SVS	34	0
	2167	**425**	OTH	397	ENG	11	0
	2168	91	OTH	74	INJ	14	0
	2170	208	OTH	208	-	-	0
	2171	77	HLD	45	OTH	31	0
	2172	317	OTH	230	CCR	68	0
	2173	266	ENG	218	OTH	43	0
	2190	271	MTI	225	OTH	32	0
	2193	303	SYS	232	OTH	60	0
	2250	129	ENG	62	OTH	43	0
	2251	202	OTH	202	-	-	0
	2252	51	OTH	26	ENG	13	0
	2253	148	OTH	80	ADA	37	0
	2254	191	OTH	140	HLD	38	0
	2255	77	OTH	77	-	-	0
	2256	115	OTH	115	-	-	0
	2257	13	OTH	13	-	-	0
	2258	89	OTH	89	-	-	0
	2259	153	OTH	140	HLD	13	0
	2290	12	OTH	12	-	-	0
	2297	26	OTH	26	-	-	0
Other NEC Corridor Routes							
Northeast Regional							
Richmond / Newport News[d]	66	**464**	HLD	150	ITI	81	0
	67	**613**	SVS	188	HLD	118	0
	82	**1116**	ENG	794	OTH	193	0
	83	**755**	HLD	263	SYS	210	0
	84	**404**	HLD	272	ADA	63	0
	85	220	HLD	164	SYS	35	0
	86	**432**	HLD	309	OTH	52	0
	87	219	HLD	128	SYS	59	0
	88	**342**	HLD	178	ADA	46	0
	93	**376**	HLD	197	OTH	75	0
	94	**558**	HLD	247	ADA	98	0
	95	**463**	HLD	259	ADA	100	0
	99	**478**	HLD	287	ADA	115	0
	125	299	HLD	164	OTH	79	0
	157	149	HLD	97	ADA	32	0
	164	205	OTH	79	HLD	77	0
	174	**360**	HLD	212	OTH	67	0
	194	**634**	HLD	317	ADA	136	0
	195	**356**	HLD	128	SYS	91	0
Lynchburg[e]	145	**331**	OTH	168	HLD	107	0
	147	**429**	OTH	165	HLD	115	0
	156	**713**	SYS	529	HLD	84	0
	171	238	HLD	102	OTH	56	0
	176	**487**	OTH	154	ITI	131	0
All Other Northeast Regional	132	179	ADA	155	HLD	24	0
	135	**394**	ENG	265	SVS	123	0
	136	**361**	OTH	284	ADA	39	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	4th Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
	137	196	OTH	133	HLD	40	0
	139	**512**	OTH	321	HLD	119	0
	140	**758**	ENG	457	OTH	260	0
	141	**996**	ENG	639	OTH	188	0
	143	226	OTH	77	ENG	52	0
	146	84	OTH	48	ENG	36	0
	148	96	HLD	56	ITI	32	0
	150	314	OTH	277	HLD	37	0
	160	**425**	OTH	296	ADA	92	0
	161	**671**	OTH	209	ENG	154	0
	162	296	OTH	154	HLD	80	0
	163	**474**	OTH	314	ADA	86	0
	165	**998**	HLD	591	OTH	357	0
	166	**485**	INJ	268	OTH	204	0
	167	124	OTH	124	-	-	0
	168	0	-	-	-	-	0
	169	166	OTH	123	HLD	37	0
	170	**349**	OTH	326	HLD	17	0
	172	187	OTH	108	HLD	45	0
	173	**366**	HLD	132	ENG	92	0
	175	213	OTH	153	HLD	26	0
	177	**485**	OTH	275	HLD	82	0
	178	255	OTH	150	ENG	102	0
	179	**405**	OTH	281	HLD	125	0
	190	215	OTH	207	HLD	9	0
Non-NEC Corridor Routes							
Capitol Corridor	518	253	ENG	87	OTH	67	0
	520	60	OTH	13	ADA	9	0
	521	52	CAR	31	ADA	19	0
	522	203	ENG	87	ADA	47	0
	523	72	HLD	34	SVS	15	0
	524	**326**	ENG	91	INJ	59	0
	525	46	HLD	29	SVS	7	0
	526	146	ADA	81	CON	25	0
	527	**346**	ENG	184	ADA	46	0
	528	**341**	ENG	112	ADA	86	0
	529	101	HLD	62	ADA	16	0
	530	180	ADA	71	HLD	35	0
	531	142	OTH	55	HLD	31	0
	532	295	HLD	101	ADA	74	0
	533	189	ENG	61	ADA	50	0
	534	136	ADA	36	HLD	33	0
	535	233	ITI	109	ADA	42	0
	536	305	CAR	107	HLD	69	0
	537	183	HLD	70	ADA	56	0
	538	105	HLD	33	OTH	30	0
	540	109	CON	69	HLD	27	0
	541	49	ADA	22	HLD	22	0
	542	**446**	OTH	154	ADA	150	0
	543	184	HLD	80	ADA	56	0
	544	**339**	HLD	132	OTH	109	0
	545	285	HLD	100	ADA	65	0
	546	**547**	ENG	238	HLD	112	0
	547	190	ENG	101	HLD	34	0
	548	168	ENG	78	HLD	31	0
	549	64	ADA	26	ITI	19	0
	551	106	CON	55	ADA	29	0
	553	55	ADA	36	HLD	20	0
	720	257	ADA	72	SYS	64	0
	723	225	ENG	134	CON	89	0
	724	170	ADA	70	HLD	42	0
	727	**403**	ADA	160	CON	152	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	4th Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
	728	136	CON	57	OTH	21	0
	729	127	ADA	56	HLD	37	0
	732	270	HLD	93	ENG	77	0
	733	**348**	CON	134	ADA	65	0
	734	**605**	ENG	152	HLD	149	0
	736	**407**	ADA	174	HLD	102	0
	737	**650**	ENG	256	HLD	115	0
	738	305	ENG	172	ADA	76	0
	741	237	HLD	100	CON	48	0
	742	**526**	ADA	156	HLD	144	0
	743	**571**	CON	254	OTH	115	0
	744	287	HLD	163	ADA	45	0
	745	**367**	CON	214	ADA	44	0
	746	108	ENG	64	SVS	28	0
	747	175	CON	102	ADA	39	0
	748	**439**	OTH	127	ADA	96	0
	749	217	CON	68	ADA	64	0
	751	185	CON	160	ADA	24	0
Carolinian	79	**409**	HLD	195	ADA	143	0
	80	**416**	HLD	163	ADA	112	0
Cascades	500	250	HLD	72	OTH	69	0
	501	306	ENG	100	ADA	54	0
	504	**646**	ENG	254	OTH	166	0
	506	277	SYS	111	CON	46	0
	507	258	ENG	99	HLD	60	0
	508	145	HLD	44	ITI	29	0
	509	276	ENG	82	CON	80	0
	510	173	ENG	76	HLD	39	0
	513	**393**	ADA	113	ENG	77	0
	516	**406**	ENG	138	CAR	94	0
	517	110	ENG	35	OTH	35	0
Downeaster	680	11	OTH	7	HLD	4	0
	681	287	ITI	127	HLD	90	0
	682	62	HLD	66	OTH	3	0
	683	93	ITI	62	HLD	30	0
	684	219	HLD	96	ITI	87	0
	685	86	HLD	60	ADA	26	0
	686	68	HLD	37	ADA	22	0
	687	**346**	ITI	209	ENG	84	0
	688	**338**	ITI	306	OTH	22	0
	689	157	ITI	148	HLD	8	0
	690	18	HLD	12	ADA	6	0
	691	169	ADA	81	HLD	54	0
	692	75	HLD	48	ADA	27	0
	693	111	HLD	72	OTH	30	0
	694	295	HLD	226	ADA	54	0
	695	138	CAR	90	HLD	36	0
	696	150	HLD	81	ADA	54	0
	697	96	HLD	93	ADA	3	0
	698	**451**	ITI	367	HLD	33	0
	699	126	ITI	108	HLD	18	0
Empire Corridor							0
Adirondack	68	216	SYS	79	HLD	70	0
	69	226	HLD	153	ENG	35	0
Maple Leaf	63	319	SYS	99	HLD	98	0
	64	**339**	SYS	107	HLD	100	0
New York - Albany[f]	230	2	ENG	2	-	-	0
	232	18	ENG	13	HLD	12	0
	233	113	HLD	70	SYS	27	0
	234	57	HLD	30	SYS	11	0
	235	**417**	ENG	338	HLD	51	0
	236	136	ADA	48	ENG	32	0
	237	87	HLD	57	ADA	27	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	4th Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
	238	94	HLD	50	ADA	21	0
	239	71	HLD	38	ADA	27	0
	241	135	HLD	87	ITI	79	0
	242	**643**	ENG	348	ITI	111	0
	243	47	HLD	24	ITI	19	0
	244	**338**	ENG	65	CAR	64	0
	245	69	SYS	171	ADA	19	0
	250	69	HLD	39	ADA	15	0
	252	15	HLD	15	-	-	0
	253	72	ITI	62	HLD	44	0
	254	191	HLD	122	ADA	69	0
	255	206	HLD	172	ITI	149	0
	261	18	SYS	92	ADA	18	0
New York - Niagara Falls	280	243	HLD	84	SYS	81	0
	281	**416**	SYS	172	HLD	136	0
	283	**360**	HLD	128	SYS	127	0
	284	**378**	ENG	126	SYS	125	0
	288	234	SYS	109	HLD	90	0
Ethan Allen Express	290	236	HLD	117	ADA	40	0
	291	195	HLD	121	ITI	97	0
	292	103	HLD	54	ADA	48	0
	293	283	HLD	267	ITI	16	0
	296	115	HLD	69	OTH	15	0
Heartland Flyer	821	313	HLD	90	OTH	83	0
	822	168	HLD	75	SYS	35	0
Hiawatha	329	**340**	OTH	281	ENG	41	0
	330	194	CCR	115	HLD	38	0
	331	**551**	OTH	461	ITI	134	0
	332	**563**	OTH	254	ENG	113	0
	333	**367**	OTH	253	ITI	199	0
	334	**500**	HLD	284	OTH	176	0
	335	**770**	OTH	443	HLD	199	0
	336	**504**	OTH	219	HLD	197	0
	337	**545**	OTH	285	HLD	146	0
	338	**667**	OTH	249	ITI	236	0
	339	**340**	ITI	237	OTH	183	0
	340	**540**	HLD	208	OTH	191	0
	341	**422**	OTH	238	ENG	190	0
	342	**520**	OTH	209	ITI	205	0
Hoosier State	850	**469**	OTH	199	SYS	194	0
	851	**461**	SYS	168	OTH	142	0
Illinois							
Carl Sandburg / Illinois Zephyr	380	137	HLD	76	ADA	48	0
	381	168	HLD	62	ENG	47	0
	382	123	HLD	85	OTH	13	0
	383	139	HLD	74	ADA	25	0
Illini / Saluki	390	**332**	OTH	158	HLD	91	0
	391	253	OTH	120	HLD	61	0
	392	240	OTH	77	HLD	76	0
	393	261	OTH	120	HLD	85	0
Lincoln Service	300	88	ADA	26	HLD	19	0
	301	57	SYS	40	ENG	31	0
	302	195	ENG	100	ADA	42	0
	303	101	ADA	38	SYS	22	0
	304	163	HLD	57	ENG	37	0
	305	171	HLD	70	ADA	55	0
	306	85	ITI	30	HLD	27	0
	307	35	SYS	47	ENG	33	0
Michigan							
Blue Water	364	**470**	HLD	195	ENG	159	0
	365	**650**	OTH	330	HLD	197	0
Pere Marquette	370	293	CAR	109	HLD	103	0
	371	**1568**	SYS	1225	HLD	114	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	4th Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
Wolverine	350	**348**	OTH	246	ENG	94	0
	351	**594**	OTH	305	HLD	103	0
	352	**636**	OTH	280	ITI	186	0
	353	**351**	OTH	234	ADA	103	0
	354	**508**	OTH	338	ENG	109	0
	355	312	OTH	138	SYS	93	0
Kansas City - St. Louis	311	102	HLD	56	OTH	42	0
	313	197	HLD	122	CON	83	0
	314	187	HLD	101	ADA	51	0
	316	135	HLD	46	ITI	37	0
Pacific Surfliner	562	279	ENG	132	HLD	60	0
	564	129	ENG	56	HLD	36	0
	563	0	-	-	-	-	0
	565	**339**	HLD	224	SYS	37	0
	566	**548**	HLD	220	OTH	118	0
	567	206	HLD	94	SYS	49	0
	571	0	-	-	-	-	0
	572	**325**	HLD	130	OTH	79	0
	573	**610**	ITI	173	ENG	137	0
	577	0	-	-	-	-	0
	578	0	-	-	-	-	0
	579	**566**	HLD	304	ITI	185	0
	580	214	HLD	138	ADA	37	0
	582	291	ITI	76	ENG	75	0
	583	**525**	HLD	208	ITI	171	0
	587	0	-	-	-	-	0
	589	0	-	-	-	-	0
	590	0	-	-	-	-	0
	591	**681**	HLD	323	ITI	166	0
	592	0	-	-	-	-	0
	595	**577**	ENG	261	HLD	89	0
	597	**657**	HLD	254	OTH	146	0
	763	282	HLD	166	ADA	55	0
	768	**534**	HLD	348	SYS	49	0
	769	**735**	HLD	229	ITI	165	0
	774	**370**	HLD	176	ITI	50	0
	775	0	-	-	-	-	0
	784	**409**	HLD	251	ADA	56	0
	785	**728**	ITI	286	HLD	196	0
	792	0	-	-	-	-	0
	796	**573**	SYS	166	HLD	153	0
	798	0	-	-	-	-	0
	799	0	-	-	-	-	0
Pennsylvanian	42	**349**	HLD	136	ENG	65	0
	43	231	HLD	82	ADA	56	0
Piedmont	73	277	ADA	74	HLD	69	0
	76	**697**	HLD	238	ENG	181	0
San Joaquin	701	96	HLD	45	ADA	23	0
	702	97	HLD	42	CAR	24	0
	703	290	CON	97	ENG	72	0
	704	127	HLD	41	ADA	25	0
	711	179	HLD	50	OTH	43	0
	712	297	ADA	93	HLD	63	0
	713	280	ADA	78	HLD	68	0
	714	324	ENG	108	HLD	52	0
	715	273	HLD	71	SYS	41	0
	716	231	SYS	81	ADA	42	0
	717	322	CON	88	HLD	85	0
	718	225	HLD	67	CON	46	0
Vermonter	54	170	ENG	96	ADA	18	0
	55	224	HLD	60	SYS	48	0
	56	134	OTH	47	HLD	28	0
	57	163	ADA	48	HLD	47	0

APPENDIX C:
OFF-NEC AMTRAK - RESPONSIBLE DELAYS BY TRAIN
Minutes of Delay Per 10,000 Train-Miles

Service	Train	4th Quarter FY 2012					
		Total Delay	Largest 2 Delay Categories[b]				*MM&C Allowance*[c]
			#1	Minutes	#2	Minutes	
Standard		***325***					
Long Distance Routes							
Auto Train	52	143	ITI	87	SVS	20	0
	53	175	ITI	55	ENG	42	0
California Zephyr	5	292	SYS	98	HLD	65	0
	6	288	SYS	86	HLD	67	0
Cardinal	50	**549**	CON	135	HLD	123	0
	51	**470**	SYS	122	HLD	110	0
Capitol Limited	29	281	HLD	177	SYS	52	0
	30	**354**	HLD	160	SYS	116	0
City of New Orleans	58	159	HLD	61	OTH	39	0
	59	234	HLD	81	ITI	77	0
Coast Starlight	11	**544**	HLD	149	SYS	98	0
	14	**692**	HLD	237	SVS	127	0
Crescent	19	233	HLD	60	ADA	54	0
	20	267	ADA	82	HLD	72	0
Empire Builder	27	**2926**	CON	2839	ENG	53	0
	28	**592**	ITI	267	CON	142	0
	7	**399**	HLD	141	SYS	140	0
	8	**525**	HLD	130	ITI	112	0
Lake Shore Ltd	448	**1503**	CON	1181	ENG	146	0
	449	**706**	HLD	471	ENG	230	0
	48	**422**	HLD	208	SYS	53	0
	49	**662**	HLD	374	SVS	84	0
Palmetto	89	236	ADA	58	SYS	54	0
	90	**326**	ITI	101	HLD	73	0
Silver Meteor	97	**337**	ADA	117	HLD	104	0
	98	**401**	ADA	158	HLD	132	0
Silver Star	91	**365**	HLD	165	ADA	74	0
	92	**465**	HLD	155	ADA	125	0
Southwest Chief	3	264	HLD	120	ENG	59	0
	4	302	HLD	129	ENG	43	0
Sunset Limited	1	**357**	HLD	125	SVS	56	0
	2	**498**	HLD	141	OTH	102	0
Texas Eagle	21	**360**	HLD	195	CAR	60	0
	22	**479**	HLD	240	SVS	82	0

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

[b] *For explanation of delay codes, see Table 19.*

[c] *"Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*

[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*

[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

[f] *Includes only trains that operate solely between New York and Albany.*

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	Host[b]	4th Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance[c]
				#1	Minutes	#2	Minutes	
Acela Express								
Standard			***265***					
Acela Express	2100	Amtrak	**279**	CTI	51	DCS	48	*0*
	2103	Amtrak	148	CTP	26	CTI	24	*0*
	2104	Amtrak	177	CTP	36	CAR	26	*0*
	2107	Amtrak	107	PTI	32	MTI	18	*0*
	2109	Amtrak	**298**	ENG	82	CTI	39	*0*
	2110	Amtrak	83	ENG	38	CTI	8	*0*
	2117	Amtrak	**305**	ENG	64	MTI	42	*0*
	2119	Amtrak	148	CTI	32	PTI	24	*0*
	2121	Amtrak	248	DET	92	PTI	26	*0*
	2122	Amtrak	257	ENG	53	MTI	34	*0*
	2124	Amtrak	**479**	CTI	132	SVS	86	*0*
	2126	Amtrak	255	CTI	57	SVS	44	*0*
	2150	Amtrak	258	ENG	69	CTI	50	*0*
	2151	Amtrak	253	ENG	33	CAR	30	*0*
	2153	Amtrak	101	ENG	17	HLD	17	*0*
	2154	Amtrak	190	ENG	56	SMW	33	*0*
	2155	Amtrak	196	HLD	38	PTI	22	*0*
	2158	Amtrak	145	ENG	29	PTI	21	*0*
	2159	Amtrak	**311**	HLD	68	DET	60	*0*
	2160	Amtrak	190	ENG	42	PTI	27	*0*
	2163	Amtrak	247	HLD	43	PTI	40	*0*
	2164	Amtrak	140	SMW	40	PTI	22	*0*
	2165	Amtrak	**281**	PTI	52	DCS	30	*0*
	2166	Amtrak	252	DCS	74	SMW	56	*0*
	2167	Amtrak	219	CTI	36	PTI	27	*0*
	2168	Amtrak	**268**	SMW	67	DET	49	*0*
	2170	Amtrak	248	ENG	47	DET	39	*0*
	2171	Amtrak	**304**	HLD	46	DCS	40	*0*
	2172	Amtrak	**286**	ENG	97	CTI	35	*0*
	2173	Amtrak	242	SMW	42	HLD	39	*0*
	2190	Amtrak	**341**	SMW	177	ENG	121	*0*
	2193	Amtrak	**401**	CTI	96	SMW	71	*0*
	2203	Amtrak	56	DMW	39	SMW	18	*0*
	2205	Amtrak	178	SMW	103	CAR	41	*0*
	2207	Amtrak	80	SMW	44	CAR	9	*0*
	2208	Amtrak	137	DET	58	SMW	58	*0*
	2211	Amtrak	136	DET	51	SMW	29	*0*
	2212	Amtrak	213	SMW	86	DET	54	*0*
	2213	Amtrak	**277**	DET	96	SMW	65	*0*
	2216	Amtrak	59	DCS	21	SMW	21	*0*
	2220	Amtrak	**509**	SYS	267	SVS	133	*0*
	2221	Amtrak	224	SMW	105	ENG	44	*0*
	2222	Amtrak	70	SMW	51	CAR	19	*0*
	2225	Amtrak	213	SMW	60	DET	41	*0*
	2228	Amtrak	**378**	ENG	175	ITI	127	*0*
	2250	Amtrak	224	HLD	51	SMW	41	*0*
	2251	Amtrak	130	SMW	40	HLD	37	*0*
	2252	Amtrak	**341**	SMW	87	DET	68	*0*
	2253	Amtrak	**330**	HLD	78	SMW	69	*0*
	2254	Amtrak	260	SMW	84	OTH	71	*0*
	2255	Amtrak	**293**	SMW	84	HLD	82	*0*
	2256	Amtrak	187	SMW	54	ENG	39	*0*
	2257	Amtrak	203	SMW	45	DET	36	*0*
	2258	Amtrak	211	ENG	121	DET	30	*0*
	2259	Amtrak	**310**	SMW	132	HLD	62	*0*
	2290	Amtrak	95	PTI	30	SMW	19	*0*
	2297	Amtrak	**394**	OTH	90	CTI	74	*0*
Other NEC Routes								
Standard			***475***					
Cardinal	50	Amtrak	**934**	SVS	134	HLD	107	*0*
	51	Amtrak	339	HLD	58	PTI	44	*0*
Carolinian	79	Amtrak	421	HLD	75	CTI	61	*0*
	80	Amtrak	247	SVS	44	PTI	38	*0*
Crescent	19	Amtrak	**587**	PTI	100	SVS	82	*0*
	20	Amtrak	**536**	PTI	147	SVS	128	*0*
Keystone	600	Amtrak	373	PSR	185	HLD	137	*0*
	601	Amtrak	59	ENG	23	DBS	8	*0*
	605	Amtrak	426	CTI	142	HLD	74	*0*
	607	Amtrak	369	ENG	180	CTI	73	*0*
	609	Amtrak	474	DBS	190	CTI	89	*0*
	610	Amtrak	160	PSR	125	HLD	35	*0*
	611	Amtrak	403	SYS	264	ENG	118	*0*
	612	Amtrak	**628**	ENG	194	PSR	188	*0*
	615	Amtrak	227	HLD	104	CTI	65	*0*
	618	Amtrak	247	PSR	148	MTI	62	*0*
	619	Amtrak	136	ENG	74	CON	32	*0*
	620	Amtrak	369	PSR	236	CCR	71	*0*
	622	Amtrak	39	MTI	22	DCS	14	*0*
	637	Amtrak	331	PSR	134	CTI	95	*0*
	639	Amtrak	410	SYS	207	OTH	98	*0*
	640	Amtrak	**728**	PSR	173	HLD	158	*0*
	641	Amtrak	372	CTI	75	HLD	70	*0*
	642	Amtrak	314	PSR	67	HLD	49	*0*
	643	Amtrak	262	HLD	50	MTI	49	*0*
	644	Amtrak	409	PSR	121	HLD	94	*0*
	645	Amtrak	226	HLD	54	PTI	40	*0*
	646	Amtrak	242	PSR	62	DET	52	*0*
	647	Amtrak	203	CTI	46	PTI	45	*0*
	648	Amtrak	318	PSR	121	HLD	70	*0*

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	Host[b]	4th Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance[c]
				#1	Minutes	#2	Minutes	
	649	Amtrak	293	ENG	141	HLD	54	*0*
	650	Amtrak	273	PSR	88	HLD	32	*0*
	651	Amtrak	203	CTI	52	HLD	46	*0*
	652	Amtrak	340	PSR	156	PTI	71	*0*
	653	Amtrak	256	CTI	132	ENG	27	*0*
	654	Amtrak	366	PSR	177	CAR	52	*0*
	655	Amtrak	471	ENG	148	PTI	85	*0*
	656	Amtrak	218	PSR	98	ENG	75	*0*
	658	Amtrak	412	CCR	161	ENG	128	*0*
	660	Amtrak	241	PTI	96	HLD	32	*0*
	661	Amtrak	169	DET	37	SYS	34	*0*
	662	Amtrak	140	PTI	74	PSR	22	*0*
	663	Amtrak	351	ENG	93	CTI	75	*0*
	664	Amtrak	264	SMW	102	DET	50	*0*
	665	Amtrak	112	HLD	52	DET	41	*0*
	666	Amtrak	283	DET	77	HLD	48	*0*
	667	Amtrak	**658**	ENG	388	CTI	89	*0*
	669	Amtrak	233	CTI	37	PTI	36	*0*
	670	Amtrak	**478**	PSR	137	SMW	84	*0*
	671	Amtrak	232	ENG	146	DMW	25	*0*
	672	Amtrak	209	PSR	110	HLD	25	*0*
Northeast Regional								
Richmond / Newport News[d]	66	Amtrak	429	ENG	140	SVS	96	*0*
	67	Amtrak	221	ENG	34	SVS	32	*0*
	82	Amtrak	385	HLD	123	PET	55	*0*
	83	Amtrak	**985**	ENG	190	DCS	155	*0*
	84	Amtrak	142	PTI	32	DCS	19	*0*
	85	Amtrak	456	CTI	121	ENG	93	*0*
	86	Amtrak	405	PTI	81	SMW	57	*0*
	87	Amtrak	**703**	SMW	206	SVS	125	*0*
	88	Amtrak	176	HLD	52	SMW	25	*0*
	93	Amtrak	**478**	ADA	75	HLD	73	*0*
	94	Amtrak	**531**	CTI	121	ENG	76	*0*
	95	Amtrak	**541**	ENG	114	HLD	91	*0*
	99	Amtrak	**592**	HLD	143	SVS	105	*0*
	125	Amtrak	**498**	PTI	114	HLD	78	*0*
	157	Amtrak	**808**	ENG	248	DET	165	*0*
	164	Amtrak	275	SMW	94	ENG	37	*0*
	174	Amtrak	277	ENG	69	HLD	38	*0*
	194	Amtrak	185	SMW	53	HLD	40	*0*
	195	Amtrak	465	SMW	118	ENG	100	*0*
Lynchburg[e]	145	Amtrak	**714**	CAR	218	SMW	116	*0*
	147	Amtrak	**687**	SYS	339	CAR	112	*0*
	156	Amtrak	341	ENG	110	DET	52	*0*
	171	Amtrak	**528**	PTI	97	HLD	79	*0*
	176	Amtrak	403	ENG	81	SMW	80	*0*
All Other Northeast Regional	110	Amtrak	262	DCS	56	ENG	44	*0*
	111	Amtrak	257	ENG	64	CTI	39	*0*
	123	Amtrak	175	CTI	67	HLD	51	*0*
	126	Amtrak	127	SMW	50	CAR	24	*0*
	127	Amtrak	332	PTI	92	CTI	56	*0*
	129	Amtrak	325	PTI	91	ENG	69	*0*
	130	Amtrak	382	ENG	75	CTI	60	*0*
	131	Amtrak	142	SMW	52	ENG	37	*0*
	132	Amtrak	440	SMW	87	PTI	80	*0*
	133	Amtrak	**612**	CTI	208	PTI	164	*0*
	134	Amtrak	214	PTI	82	CAR	46	*0*
	135	Amtrak	**593**	ENG	133	HLD	85	*0*
	136	Amtrak	**929**	ENG	710	ITI	51	*0*
	137	Amtrak	340	CTI	65	PTI	54	*0*
	138	Amtrak	**531**	CTI	122	SVS	110	*0*
	139	Amtrak	**559**	HLD	165	ITI	128	*0*
	140	Amtrak	469	CON	78	PTI	70	*0*
	141	Amtrak	**508**	ENG	136	PTI	71	*0*
	143	Amtrak	198	ENG	53	HLD	26	*0*
	146	Amtrak	442	CON	132	ENG	128	*0*
	148	Amtrak	**611**	ENG	131	CTI	75	*0*
	150	Amtrak	322	ENG	100	SMW	48	*0*
	151	Amtrak	173	CTI	39	CTP	33	*0*
	152	Amtrak	303	SMW	93	SVS	66	*0*
	153	Amtrak	184	SMW	75	DMW	26	*0*
	154	Amtrak	**679**	ENG	235	DET	232	*0*
	155	Amtrak	292	CAR	162	SMW	76	*0*
	158	Amtrak	303	SVS	116	HLD	41	*0*
	159	Amtrak	291	SMW	84	ENG	66	*0*
	160	Amtrak	171	HLD	52	SMW	52	*0*
	161	Amtrak	324	ENG	68	SMW	56	*0*
	162	Amtrak	279	ENG	129	SMW	47	*0*
	163	Amtrak	454	HLD	88	ENG	77	*0*
	165	Amtrak	302	ENG	66	HLD	64	*0*
	166	Amtrak	367	SMW	111	HLD	58	*0*
	167	Amtrak	170	OTH	47	CTI	24	*0*
	168	Amtrak	405	DBB	205	PTI	59	*0*
	169	Amtrak	351	HLD	92	DCS	47	*0*
	170	Amtrak	335	ENG	52	CTI	44	*0*
	172	Amtrak	237	SMW	37	HLD	27	*0*
	173	Amtrak	282	DCS	52	PTI	51	*0*
	175	Amtrak	279	HLD	57	SMW	44	*0*
	177	Amtrak	370	SMW	99	HLD	50	*0*
	178	Amtrak	233	DCS	33	HLD	28	*0*
	179	Amtrak	**493**	SMW	175	ENG	114	*0*
	180	Amtrak	362	CTI	104	ENG	53	*0*
	181	Amtrak	334	PTI	99	MTI	78	*0*
	182	Amtrak	218	SVS	54	SMW	51	*0*
	183	Amtrak	449	CTI	118	PTI	111	*0*
	184	Amtrak	338	SVS	90	PTI	57	*0*

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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	Host[b]	4th Quarter FY 2012					
			Total Delay	Largest 2 Delay Categories				MM&C Allowance[c]
				#1	Minutes	#2	Minutes	
	185	Amtrak	332	CTI	123	ENG	46	*0*
	186	Amtrak	**499**	CAR	126	ENG	108	*0*
	187	Amtrak	254	ENG	52	HLD	42	*0*
	188	Amtrak	214	ENG	53	SVS	39	*0*
	190	Amtrak	312	ENG	67	DCS	39	*0*
	192	Amtrak	301	ITI	140	SYS	108	*0*
	193	Amtrak	**490**	ENG	164	PTI	96	*0*
	196	Amtrak	347	ENG	99	CTI	84	*0*
	198	Amtrak	259	SVS	65	SMW	34	*0*
	401	Amtrak	**937**	PTI	335	HLD	184	*0*
	405	Amtrak	**837**	ENG	681	CAR	117	*0*
	432	Amtrak	35	CON	35	-	0	*0*
	450	Amtrak	**1596**	CON	720	PTI	441	*0*
	460	Amtrak	**893**	CON	312	ITI	312	*0*
	463	Amtrak	206	ADA	84	PTI	56	*0*
	464	Amtrak	**1239**	CON	625	PTI	458	*0*
	465	Amtrak	**1381**	PTI	539	CON	313	*0*
	467	Amtrak	173	OTH	173	-	0	*0*
	470	Amtrak	**1071**	CON	431	PTI	306	*0*
	475	Amtrak	100	MTI	31	PTI	31	*0*
	476	Amtrak	**1508**	CON	1264	OTH	64	*0*
	479	Amtrak	**622**	PTI	241	HLD	100	*0*
	488	Amtrak	**742**	CON	558	PTI	145	*0*
	490	Amtrak	**1354**	CON	1076	ENG	208	*0*
	493	Amtrak	**945**	ADA	293	HLD	229	*0*
	494	Amtrak	**1973**	CON	1472	HLD	257	*0*
	495	Amtrak	231	MTI	72	ADA	57	*0*
	497	Amtrak	**787**	HLD	280	PTI	259	*0*
Palmetto	89	Amtrak	306	HLD	63	CTI	51	*0*
	90	Amtrak	335	SVS	101	ENG	91	*0*
Pennsylvanian	42	Amtrak	**488**	PSR	105	ENG	84	*0*
	43	Amtrak	409	ENG	93	HLD	63	*0*
Silver Meteor	97	Amtrak	**1441**	CAR	346	ENG	304	*0*
	98	Amtrak	**868**	PTI	271	CAR	111	*0*
Silver Star	91	Amtrak	**560**	CAR	94	ENG	94	*0*
	92	Amtrak	**817**	ENG	136	PTI	101	*0*
Vermonter	54	Amtrak	**957**	ENG	544	PTI	97	*0*
	55	Amtrak	318	PTI	83	ENG	53	*0*
	56	Amtrak	388	CTI	84	SVS	74	*0*
	57	Amtrak	186	SMW	64	PTI	47	*0*

[a] *This table excludes third-party delays.*
[b] *Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.*
[c] *"Major Maintenance & Construction Allowance": minutes are included in Total Delay minutes, but are excluded for determining performance to standard.*
[d] *Richmond / Newport News includes all trains between Richmond or Newport News and points on the NEC.*
[e] *Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.*

Appendix E
Methodologies for PRIIA 207

Financial Metrics

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

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

Short-Term Avoidable Costs are defined as costs that cease to exist within twelve months of a route no longer operating. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes. The 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. For additional information on APT and Short-Term Avoidable Operating Costs you can refer to the Intercity Passenger Rail Cost Analysis section of reports from the Volpe National Transportation Systems Center (VOLPE) which can be found at the following link, http://www.fra.dot.gov/Pages/1996.shtml.

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. Once eight quarters of the avoidable cost APT outputs are available, reporting will begin.

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 routes that have state revenue are identified in the financial metrics.

The system that generated this metric is APT, the Amtrak Performance Tracking system. Additional information on APT and Fully-Allocated Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center (VOLPE) which can be found at the following link, http://www.fra.dot.gov/Pages/1996.shtml.

As the fully-allocated cost components of the APT system were implemented as of October 2009, eight quarters of data have not yet been accumulated. These metrics therefore cannot be reported at this time. Once eight quarters of the fully-allocated cost APT outputs are available, reporting will begin.

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. Additional information on APT and Long-Term Avoidable Operating Costs can be found in the Intercity Passenger Rail Cost Analysis reports from the Volpe National Transportation Systems Center (VOLPE), at the following link, http://www.fra.dot.gov/Pages/1996.shtml.

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. For additional information on the OMB's GDP Chain Deflator refer to the following link, http://www.whitehouse.gov/sites/default/files/omb/budget/fy2011/assets/hist10z1.xls.

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. For additional information on the OMB's GDP Chain Deflator refer to the following link, http://www.whitehouse.gov/sites/default/files/omb/budget/fy2011/assets/hist10z1.xls.

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.]

Metric/ Stand-ard Category	Metric/Standard Subcategory	Standard Applies By	Statutory Require-ment	Added Measure	Standard; Comments
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.

Metric/ Stand-ard Category	Metric/Standard Subcategory	Standard Applies By	Statutory Require-ment	Added Measure	Standard; Comments
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.)

Metric/ Stand-ard Category	Metric/Standard Subcategory	Standard Applies By	Statutory Require-ment	Added Measure	Standard; Comments
	Test No. 3 (Effective as of FY 2012): All-Stations OTP—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).

Metric/ Stand-ard Category	Metric/Standard Subcategory	Standard Applies By	Statutory Require-ment	Added Measure	Standard; Comments
	Host-Responsible[23] Delays per 10,000 Train-Miles	**Route**[15] **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	**Route**[15] **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.

Metric/ Stand-ard Category	Metric/Standard Subcategory	Standard Applies By	Statutory Require-ment	Added Measure	Standard; Comments
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**	✓		
	Future: Percent of Passengers "Very Satisfied" with the overall station experience	**route**	✓		Future metric and standard; standard to be determined
	Future: 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.

Metric/ Stand-ard Category	Metric/Standard Subcategory	Standard Applies By	Statutory Require-ment	Added Measure	Standard; Comments
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.