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

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

**Covering the Quarter Ended December, 2012**
**(First Quarter of Fiscal Year 2013)**

**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 December 2012, covering the quarter ended September 30, 2012. |
| 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 Jan. 11 - Dec. 12 | Prior Period Jan. 10 - Dec. 11 | Prior Report Oct. 10 - Sep. 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 |
| Norfolk* | 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 |
|---|---|---|
| Jan. 11 - Dec. 12 | Oct. 09 - Sep. 11 | Oct. 10 - Sep. 12 |
| ($0.063) | ($0.069) | ($0.065) |

*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 |
|---|---|---|
| Jan. 11 - Dec. 12 | Oct. 09 - Sep. 11 | Oct. 10 - Sep. 12 |
| ($0.094) | ($0.096) | ($0.093) |

*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 Jan. 11 - Dec. 12 | Prior Period Oct. 09 - Sep. 11 | Prior Report Oct. 10 - Sep. 12 |
|---|---|---|---|
| ***Acela Express*** | | | |
| Acela Express | 193 | 191 | 193 |
| ***Other NEC Corridor Routes*** | | | |
| Keystone Service | 143 | 140 | 143 |
| Northeast Regional (Boston - Washington) | 212 | 199 | 209 |
| Richmond / Newport News | 252 | 236 | 246 |
| Lynchburg | 330 | 293 | 322 |
| Norfolk | n/a | n/a | n/a |
| New Haven - Springfield | 122 | 117 | 121 |
| ***Non-NEC Corridor Routes*** | | | |
| Capitol Corridor | 93 | 90 | 92 |
| Carolinian | 273 | 279 | 275 |
| Cascades | 144 | 144 | 145 |
| Downeaster | 104 | 98 | 104 |
| Empire Corridor | | | |
| Adirondack | 230 | 218 | 227 |
| Empire Service | 135 | 126 | 132 |
| Ethan Allen Express | 166 | 163 | 166 |
| Maple Leaf | 108 | 105 | 107 |
| Heartland Flyer | 101 | 98 | 100 |
| Hiawatha | 156 | 153 | 156 |
| Hoosier State | 69 | 67 | 69 |
| Illinois | | | |
| Carl Sandburg / Illinois Zephyr | 103 | 99 | 103 |
| Illini / Saluki | 134 | 124 | 133 |
| Lincoln Service | 145 | 143 | 146 |
| Michigan | | | |
| Blue Water | 165 | 155 | 166 |
| Pere Marquette | 131 | 128 | 131 |
| Wolverine | 156 | 159 | 158 |
| Kansas City - St. Louis | 93 | 88 | 92 |
| Pacific Surfliner | 145 | 140 | 144 |
| Pennsylvanian | 192 | 191 | 192 |
| Piedmont | 68 | 68 | 67 |
| San Joaquins | 123 | 113 | 121 |
| Vermonter | 141 | 147 | 142 |
| ***Long-Distance Routes*** | | | |
| Auto Train | 367 | 356 | 365 |
| California Zephyr | 175 | 174 | 175 |
| Capitol Limited | 200 | 198 | 200 |
| Cardinal | 133 | 128 | 133 |
| City of New Orleans | 172 | 164 | 170 |
| Coast Starlight | 223 | 220 | 221 |
| Crescent | 168 | 172 | 169 |
| Empire Builder | 205 | 201 | 205 |
| Lake Shore Ltd | 246 | 239 | 245 |
| Palmetto | 152 | 150 | 151 |
| Silver Meteor | 231 | 225 | 230 |
| Silver Star | 199 | 196 | 198 |
| Southwest Chief | 195 | 198 | 195 |
| Sunset Limited | 136 | 132 | 135 |
| Texas Eagle | 191 | 185 | 186 |

**TABLE 6:**
**ON-TIME PERFORMANCE (OTP)**

| Service[a] | Test #1<br>Change in Effective Speed from FY 2008 Baseline (mph)<br>Last Four Quarters | Test #2<br>Endpoint OTP[b]<br>1st Quarter FY 2013 | Test #3<br>All-Stations OTP[c]<br>1st Quarter FY 2013 |
|---|---|---|---|
| ***Acela Express*** | | | |
| ***Standard*** | **>=0** | **90.0%** | **90.0%** |
| Acela Express | 0.1 | **89.7%** | 92.7% |
| ***Other NEC Corridor Routes*** | | | |
| ***Standard*** | **>=0** | **85.0%** | **85.0%** |
| Keystone | 0.6 | 89.6% | 96.1% |
| Total Northeast Regional | | 86.0% | 89.4% |
| Richmond / Newport News/Norfolk[d] | 0.2 | 85.9% | 86.6% |
| Lynchburg[e] | Not Available | 87.8% | 87.9% |
| All Other Northeast Regional | 0.7 | 85.9% | 91.0% |
| ***Non-NEC Corridor Routes*** | | | |
| ***Standard*** | **>=0** | **80.0%** | **80.0%** |
| Capitol Corridor | 2.1 | 93.8% | 94.6% |
| Carolinian | 1.3 | **70.7%** | **70.7%** |
| Cascades | 0.5 | 81.2% | 81.3% |
| Downeaster | 0.8 | 81.2% | 92.5% |
| Empire Corridor | 1.6 | 86.3% | 81.6% |
| Adirondack | 1.1 | **69.6%** | **54.5%** |
| Ethan Allen Express | 3.3 | **77.8%** | 85.3% |
| Maple Leaf | 0.6 | **70.7%** | **72.9%** |
| New York - Albany[f] | 2.7 | 92.3% | 95.5% |
| New York - Niagara Falls | 0.5 | 88.6% | 84.0% |
| Heartland Flyer | 0.6 | **61.2%** | **79.9%** |
| Hiawatha | **-0.9** | 88.5% | 88.4% |
| Hoosier State | 3.0 | **79.0%** | 86.3% |
| Illinois | 3.0 | 84.0% | **77.7%** |
| Carl Sandburg / Illinois Zephyr | 1.1 | 91.3% | 93.0% |
| Illini / Saluki | 2.3 | **70.4%** | **54.8%** |
| Lincoln Service | 3.4 | 87.1% | 82.5% |
| Michigan | 2.9 | **60.2%** | **68.2%** |
| Blue Water | 4.3 | **73.4%** | 81.9% |
| Pere Marquette | 2.7 | **63.6%** | 82.6% |
| Wolverine | 2.4 | **54.9%** | **62.9%** |
| Kansas City - St. Louis | 8.3 | 93.2% | 91.3% |
| Pacific Surfliner | 0.2 | 85.7% | 91.2% |
| Pennsylvanian | 0.8 | 96.6% | 90.2% |
| Piedmont | 1.4 | **76.1%** | 91.0% |
| San Joaquin | 1.0 | 87.3% | 85.7% |
| Vermonter | 2.4 | 92.6% | 89.1% |
| ***Long-Distance Routes*** | | | |
| ***Standard*** | **>=0** | **80.0%** | **80.0%** |
| Auto Train | **-0.1** | **77.5%** | 83.7% |
| California Zephyr | 3.2 | **75.5%** | **62.2%** |
| Capitol Limited | 2.4 | 85.8% | **65.2%** |
| Cardinal | 1.1 | **65.4%** | **51.3%** |
| City of New Orleans | 1.5 | 85.9% | **63.9%** |
| Coast Starlight | 1.0 | **73.9%** | **53.5%** |
| Crescent | 0.5 | 83.3% | **77.7%** |
| Empire Builder | **-0.7** | **60.6%** | **39.9%** |
| Lake Shore Ltd | 1.4 | 81.5% | **59.9%** |
| Palmetto | 1.1 | **79.5%** | **76.7%** |
| Silver Meteor | **-0.1** | **61.7%** | **51.0%** |
| Silver Star | 0.7 | **61.2%** | **55.3%** |
| Southwest Chief | 0.1 | 91.8% | **70.2%** |
| Sunset Limited | 0.3 | 85.9% | **65.2%** |
| Texas Eagle | 2.6 | 84.8% | **56.6%** |

[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/Norfolk includes all trains between Richmond, Newport News or Norfolk 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 | | 1st Quarter FY 2013 | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | Total Delay | Largest 2 Delay Categories[b] | | | | MM&C Allowance[c] | *Route Miles* |
| | | | | #1 | Minutes | #2 | Minutes | | |
| ***Standard*** | | | **900** | | | | | | |
| ***Acela Express*** | | | | | | | | | |
| Acela Express | MNRR | | 416 | CTI | 202 | DSR | 115 | *0* | *56* |
| ***Other NEC Corridor Routes*** | | | | | | | | | |
| Northeast Regional | | | | | | | | | |
| Richmond / Newport News/Norfolk[d] | CSX | | **1328** | FTI | 324 | DSR | 246 | *0* | *189* |
| | MNRR | | 449 | CTI | 242 | DSR | 70 | *0* | *56* |
| | NS | | **948** | DCS | 343 | DSR | 265 | *0* | *81* |
| Lynchburg[e] | MNRR | | 497 | CTI | 278 | DSR | 122 | *0* | *56* |
| | NS | | 185 | DCS | 60 | FTI | 34 | *0* | *166* |
| All Other Northeast Regional | MNRR | | 501 | CTI | 338 | DSR | 95 | *0* | *56* |
| ***Non-NEC Corridor Routes*** | | | | | | | | | |
| Capitol Corridor | UP | | 509 | PTI | 215 | RTE | 111 | *0* | *168* |
| Carolinian | CSX | | **1491** | FTI | 552 | PTI | 321 | *0* | *295* |
| | NS | | 382 | PTI | 172 | DSR | 88 | *0* | *202* |
| Cascades | BNSF | | **1067** | DSR | 292 | FTI | 215 | *0* | *343* |
| | UP | | 680 | FTI | 368 | DCS | 101 | *0* | *125* |
| Downeaster | MBTA | | **1188** | DSR | 602 | CTI | 339 | *0* | *38* |
| | PanAm | | 444 | PTI | 172 | FTI | 133 | *0* | *77* |
| Empire Corridor | | | | | | | | | |
| Adirondack | CN | | **1605** | RTE | 530 | FTI | 494 | *0* | *49* |
| | CP | | **2699** | DSR | 1462 | PTI | 612 | *0* | *178* |
| | CSX | | 466 | DSR | 194 | PTI | 108 | *0* | *89* |
| | MNRR | | 805 | CTI | 299 | DSR | 223 | *0* | *64* |
| Ethan Allen Express | CP | | **2835** | DSR | 2031 | FTI | 322 | *0* | *60* |
| | CSX | | 680 | PTI | 349 | DSR | 150 | *0* | *89* |
| | MNRR | | 850 | CTI | 388 | DSR | 175 | *0* | *64* |
| | VTR | | 114 | DMW | 54 | DSR | 42 | *0* | *24* |
| Maple Leaf | CSX | | **1290** | FTI | 403 | RTE | 264 | *0* | *396* |
| | MNRR | | 803 | CTI | 394 | DSR | 174 | *0* | *64* |
| New York - Albany[f] | CSX | | 209 | DCS | 84 | PTI | 57 | *0* | *71* |
| | MNRR | | 723 | CTI | 330 | DSR | 159 | *0* | *64* |
| New York - Niagara Falls | CSX | | **1156** | FTI | 451 | RTE | 271 | *0* | *394* |
| | MNRR | | **979** | CTI | 372 | DSR | 180 | *0* | *64* |
| Heartland Flyer | BNSF | | **1695** | DSR | 1189 | FTI | 385 | *0* | *238* |
| Hiawatha | CP | | 971 | FTI | 302 | DMW | 294 | *514* | *53* |
| | Metra | | **1690** | CTI | 911 | FTI | 230 | *0* | *29* |
| Hoosier State | CSX | | 807 | DCS | 323 | FTI | 217 | *0* | *169* |
| Illinois | | | | | | | | | |
| Carl Sandburg / Illinois Zephyr | BNSF | | 597 | DSR | 194 | FTI | 152 | *0* | *257* |
| Illini / Saluki | CN | | **1239** | FTI | 587 | PTI | 229 | *0* | *306* |
| Lincoln Service | CN | | **1197** | FTI | 580 | DCS | 219 | *0* | *37* |
| | UP | | **918** | PTI | 494 | DCS | 159 | *0* | *231* |
| Michigan | | | | | | | | | |
| Blue Water | Amtrak | | 573 | PTI | 280 | DSR | 108 | *0* | *99* |
| | CN | | 792 | FTI | 593 | DCS | 62 | *0* | *159* |
| | NS | | **2412** | FTI | 609 | RTE | 538 | *0* | *61* |
| Pere Marquette | CSX | | 602 | DSR | 248 | DCS | 226 | *0* | *135* |
| | NS | | **2937** | FTI | 816 | DCS | 585 | *1671* | *39* |
| Wolverine | Amtrak | | 641 | PTI | 362 | DSR | 112 | *0* | *99* |
| | CN | | 862 | FTI | 413 | DCS | 225 | *0* | *27* |
| | NS | | **1764** | DSR | 515 | PTI | 504 | *0* | *173* |
| Kansas City - St. Louis | UP | | 393 | FTI | 138 | PTI | 104 | *0* | *271* |
| Pacific Surfliner | BNSF | | **1189** | DSR | 408 | RTE | 239 | *0* | *22* |
| | SCRRA | | 877 | PTI | 391 | CTI | 269 | *0* | *95* |
| | SDNRR | | **1277** | PTI | 416 | CTI | 408 | *0* | *60* |
| | UP | | 873 | PTI | 617 | DCS | 83 | *0* | *174* |

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

| Service | Host | | 1st Quarter FY 2013 | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | Total Delay | Largest 2 Delay Categories[b] | | | | MM&C Allowance[c] | *Route Miles* |
| | | | | #1 | Minutes | #2 | Minutes | | |
| ***Standard*** | | | **900** | | | | | | |
| Pennsylvanian | NS | | 421 | FTI | 200 | RTE | 110 | *0* | *249* |
| Piedmont | NS | | 430 | DSR | 143 | FTI | 86 | *0* | *173* |
| San Joaquin | BNSF | | 701 | PTI | 336 | FTI | 177 | *0* | *284* |
| | UP | | 760 | PTI | 284 | DCS | 185 | *0* | *88* |
| Vermonter | MNRR | | 502 | CTI | 311 | DSR | 124 | *0* | *56* |
| | NECR | | 380 | DSR | 284 | DCS | 44 | *0* | *238* |
| ***Long-Distance Routes*** | | | | | | | | | |
| Auto Train | CSX | | **1312** | FTI | 631 | PTI | 244 | *0* | *914* |
| California Zephyr | BNSF | | 843 | DSR | 415 | FTI | 163 | *0* | *1,027* |
| | UP | | 670 | FTI | 242 | DCS | 154 | *0* | *1,431* |
| Capitol Limited | CSX | | 839 | DSR | 242 | DCS | 204 | *0* | *307* |
| | NS | | **960** | FTI | 379 | RTE | 236 | *0* | *481* |
| Cardinal | BBrRR | | **2704** | DSR | 910 | PTI | 644 | *0* | *132* |
| | CSX | | 882 | FTI | 379 | DSR | 195 | *0* | *698* |
| | NS | | 574 | PTI | 211 | FTI | 177 | *0* | *79* |
| City of New Orleans | CN | | **1159** | FTI | 554 | DSR | 168 | *87* | *930* |
| Coast Starlight | BNSF | | 893 | DSR | 256 | FTI | 225 | *0* | *186* |
| | SCRRA | | **2219** | CTI | 968 | PTI | 707 | *0* | *48* |
| | UP | | **1136** | PTI | 354 | DCS | 350 | *0* | *1,159* |
| Crescent | NS | | 557 | FTI | 164 | DSR | 125 | *0* | *1,141* |
| Empire Builder | BNSF | | **911** | DSR | 343 | FTI | 289 | *0* | *2,147* |
| | CP | | **1382** | FTI | 718 | DSR | 144 | *198* | *384* |
| | Metra | | **1426** | CTI | 986 | DMW | 125 | *0* | *29* |
| Lake Shore Ltd | CSX | | **984** | FTI | 276 | RTE | 202 | *0* | *741* |
| | MNRR | | **1435** | CTI | 728 | RTE | 325 | *0* | *64* |
| | NS | | **1021** | FTI | 423 | RTE | 230 | *0* | *339* |
| Palmetto | CSX | | 850 | FTI | 370 | PTI | 206 | *0* | *659* |
| Silver Meteor | CSX | | 737 | FTI | 310 | PTI | 125 | *0* | *1,152* |
| | Fla DOT | | **1110** | CTI | 432 | DSR | 220 | *0* | *68* |
| Silver Star | CSX | | 870 | FTI | 303 | PTI | 188 | *0* | *1,209* |
| | Fla DOT | | **1241** | CTI | 517 | DSR | 309 | *0* | *68* |
| | NS | | **950** | PTI | 676 | FTI | 197 | *0* | *28* |
| Southwest Chief | BNSF | | 442 | DSR | 151 | FTI | 84 | *0* | *2,198* |
| | NMDOT | | **1012** | DSR | 565 | DCS | 277 | *0* | *80* |
| Sunset Limited | BNSF | | **1113** | DSR | 447 | FTI | 253 | *0* | *190* |
| | UP | | **1055** | FTI | 410 | DCS | 202 | *0* | *1,784* |
| Texas Eagle | BNSF | | **2448** | DSR | 1837 | FTI | 298 | *0* | *126* |
| | CN | | **1617** | FTI | 1172 | DCS | 259 | *0* | *37* |
| | UP | | **1227** | FTI | 387 | DSR | 231 | *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/Norfolk includes all trains between Richmond, Newport News or Norfolk 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 | 1st Quarter FY 2013 | | | | | | |
|---|---|---|---|---|---|---|---|
| | Total Delay | Largest 2 Delay Categories[b] | | | | MM&C Allowance[c] |
| | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | **325** | | | | | |
| ***Acela Express*** | | | | | | |
| Acela Express | 116 | OTH | 95 | ENG | 7 | *0* |
| ***Other NEC Corridor Routes*** | | | | | | |
| Northeast Regional | | | | | | |
| Richmond / Newport News/Norfolk[d] | **452** | HLD | 215 | OTH | 73 | *0* |
| Lynchburg[e] | 266 | HLD | 115 | OTH | 88 | *0* |
| All Other Northeast Regional | **338** | OTH | 184 | HLD | 59 | *0* |
| ***Non-NEC Corridor Routes*** | | | | | | |
| Capitol Corridor | 286 | HLD | 69 | ENG | 66 | *0* |
| Carolinian | **431** | HLD | 174 | ADA | 128 | *0* |
| Cascades | 281 | ENG | 75 | HLD | 45 | *0* |
| Downeaster | 114 | OTH | 34 | ITI | 27 | *0* |
| Empire Corridor | | | | | | |
| Adirondack | 184 | HLD | 95 | ENG | 56 | *0* |
| Ethan Allen Express | 156 | HLD | 89 | ADA | 31 | *0* |
| Maple Leaf | 298 | HLD | 130 | SYS | 91 | *0* |
| New York - Albany[f] | 77 | HLD | 47 | ENG | 18 | *0* |
| New York - Niagara Falls | 272 | HLD | 118 | SYS | 79 | *0* |
| Heartland Flyer | 317 | HLD | 98 | ENG | 91 | *0* |
| Hiawatha | **550** | OTH | 264 | ITI | 208 | *0* |
| Hoosier State | 318 | OTH | 137 | SYS | 118 | *0* |
| Illinois | | | | | | |
| Carl Sandburg / Illinois Zephyr | 204 | HLD | 76 | OTH | 49 | *0* |
| Illini / Saluki | 286 | OTH | 107 | HLD | 101 | *0* |
| Lincoln Service | 99 | HLD | 38 | ADA | 32 | *0* |
| Michigan | | | | | | |
| Blue Water | **452** | HLD | 221 | OTH | 144 | *0* |
| Pere Marquette | **345** | SYS | 151 | HLD | 89 | *0* |
| Wolverine | **384** | OTH | 223 | ENG | 89 | *0* |
| Kansas City - St. Louis | 164 | HLD | 102 | ADA | 36 | *0* |
| Pacific Surfliner | 311 | HLD | 77 | SYS | 36 | *0* |
| Pennsylvanian | 297 | HLD | 163 | OTH | 53 | *0* |
| Piedmont | **503** | HLD | 84 | ADA | 62 | *0* |
| San Joaquin | 247 | HLD | 58 | ADA | 51 | *0* |
| Vermonter | 241 | HLD | 66 | ADA | 44 | *0* |
| ***Long-Distance Routes*** | | | | | | |
| Auto Train | 234 | SYS | 56 | ENG | 41 | *0* |
| California Zephyr | 243 | SYS | 75 | HLD | 51 | *0* |
| Capitol Limited | 295 | HLD | 148 | SYS | 68 | *0* |
| Cardinal | **391** | HLD | 103 | ADA | 86 | *0* |
| City of New Orleans | 197 | HLD | 75 | OTH | 47 | *0* |
| Coast Starlight | **568** | HLD | 183 | SVS | 97 | *0* |
| Crescent | 199 | HLD | 72 | ADA | 53 | *0* |
| Empire Builder | 321 | HLD | 106 | CON | 74 | *0* |
| Lake Shore Ltd | **456** | HLD | 263 | ADA | 48 | *0* |
| Palmetto | 161 | HLD | 64 | ADA | 56 | *0* |
| Silver Meteor | **369** | ADA | 136 | HLD | 128 | *0* |
| Silver Star | **486** | HLD | 233 | ADA | 111 | *0* |
| Southwest Chief | 187 | HLD | 91 | ENG | 36 | *0* |
| Sunset Limited | **361** | HLD | 118 | SVS | 53 | *0* |
| Texas Eagle | **429** | HLD | 224 | ADA | 58 | *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/Norfolk includes all trains between Richmond, Newport News or Norfolk 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] | 1st Quarter FY 2013 | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | Total Delay** | Largest 2 Delay Categories | | | | *MM&C Allowance*[c] | *Route Miles* |
| | | | #1 | Minutes | #2 | Minutes | | |
| ***Acela Express*** | | | | | | | | |
| ***Standard*** | | **265** | | | | | | |
| Acela Express | Amtrak | 203 | CTI | 30 | HLD | 21 | *0* | *401* |
| ***Other Services*** | | | | | | | | |
| ***Standard*** | | **475** | | | | | | |
| Keystone | Amtrak | 329 | PSR | 65 | HLD | 44 | *0* | *195* |
| Cardinal | Amtrak | 461 | PTI | 107 | OTH | 64 | *0* | *226* |
| Carolinian | Amtrak | 305 | HLD | 38 | PTI | 35 | *0* | *226* |
| Crescent | Amtrak | **526** | CAR | 133 | PTI | 87 | *0* | *226* |
| Northeast Regional | Amtrak | 376 | HLD | 49 | ENG | 49 | *0* | |
| Richmond / Newport News/Norfolk[d] | Amtrak | 368 | HLD | 55 | ENG | 52 | *0* | *463* |
| Lynchburg[e] | Amtrak | 365 | HLD | 83 | CTI | 46 | *0* | *463* |
| All Other Northeast Regional | Amtrak | 380 | ENG | 49 | HLD | 44 | *0* | *463* |
| Palmetto | Amtrak | 405 | HLD | 54 | DET | 42 | *0* | *226* |
| Pennsylvanian | Amtrak | 386 | HLD | 94 | DET | 44 | *0* | *195* |
| Silver Meteor | Amtrak | **588** | PTI | 196 | HLD | 76 | *0* | *226* |
| Silver Star | Amtrak | 389 | PTI | 77 | HLD | 50 | *0* | *226* |
| Vermonter | Amtrak | 402 | PTI | 66 | SVS | 56 | *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/Norfolk includes all trains between Richmond, Newport News or Norfolk 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 | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|
| | | 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 | | 79 | 82 | 76 | 80 | 66 | 57 |
| ***Other NEC Corridor Routes*** | | | | | | | |
| Keystone Service | | 83 | 82 | 76 | 80 | 66 | N/A |
| Northeast Regional (Boston - Washington) | | 83 | 82 | 76 | 81 | 60 | 53 |
| Richmond / Newport News/Norfolk[b] | | 85 | 86 | 71 | 81 | 60 | 73 |
| Lynchburg[c] | | 87 | 83 | 73 | 84 | 56 | 63 |
| New Haven - Springfield | | 80 | 83 | 69 | 80 | 55 | 59 |
| ***Non-NEC Corridor Routes*** | | | | | | | |
| Capitol Corridor | | 90 | 93 | 86 | 91 | 76 | 69 |
| Carolinian | | 81 | 81 | 76 | 85 | 56 | 63 |
| Cascades | | 89 | 92 | 85 | 88 | 76 | 72 |
| Downeaster | | 94 | 90 | 83 | 89 | 73 | 62 |
| Empire Corridor | | | | | | | |
| Adirondack | | 80 | 81 | 70 | 83 | 60 | 53 |
| Ethan Allen Express | | 77 | 80 | 66 | 79 | 58 | 64 |
| Maple Leaf | | 85 | 88 | 71 | 85 | 55 | 65 |
| New York - Albany[d] | | 83 | 83 | 72 | 81 | 58 | N/A |
| Heartland Flyer | | 91 | 93 | 89 | 91 | 83 | 75 |
| Hiawatha | | 90 | 93 | 86 | 88 | 74 | N/A |
| Hoosier State | | 92 | 90 | 84 | 81 | 67 | N/A |
| Illinois | | | | | | | |
| Carl Sandburg / Illinois Zephyr | | 90 | 90 | 81 | 83 | 75 | 80 |
| Illini / Saluki | | 84 | 86 | 76 | 80 | 68 | 68 |
| Lincoln Service | | 87 | 87 | 75 | 82 | 71 | 70 |
| Michigan | | | | | | | |
| Blue Water | | 83 | 86 | 77 | 83 | 70 | 68 |
| Pere Marquette | | 87 | 90 | 83 | 88 | 78 | 75 |
| Wolverine | | 83 | 87 | 77 | 83 | 63 | 66 |
| Kansas City - St. Louis | | 93 | 87 | 81 | 80 | 68 | 71 |
| Pacific Surfliner | | 89 | 83 | 81 | 84 | 68 | 67 |
| Pennsylvanian | | 85 | 81 | 78 | 87 | 67 | 64 |
| Piedmont | | 95 | 92 | 84 | 90 | 87 | N/A |
| San Joaquins | | 85 | 86 | 82 | 83 | 62 | 74 |
| Vermonter | | 85 | 85 | 78 | 84 | 59 | 63 |
| ***Long-Distance Routes*** | | | | | | | |
| Auto Train | | 90 | 91 | 84 | 72 | 78 | 82 |
| California Zephyr | | 85 | 84 | 76 | 79 | 65 | 72 |
| Capitol Limited | | 84 | 84 | 78 | 79 | 72 | 70 |
| Cardinal | | 77 | 83 | 67 | 74 | 55 | 70 |
| City of New Orleans | | 85 | 84 | 79 | 77 | 71 | 73 |
| Coast Starlight | | 82 | 80 | 72 | 79 | 63 | 64 |
| Crescent | | 81 | 81 | 66 | 76 | 60 | 74 |
| Empire Builder | | 80 | 80 | 70 | 77 | 62 | 73 |
| Lake Shore Ltd | | 84 | 83 | 66 | 74 | 61 | 70 |
| Palmetto | | 79 | 83 | 73 | 81 | 56 | 69 |
| Silver Meteor | | 74 | 77 | 64 | 70 | 54 | 65 |
| Silver Star | | 81 | 84 | 69 | 76 | 57 | 74 |
| Southwest Chief | | 83 | 84 | 75 | 73 | 62 | 72 |
| Sunset Limited | | 82 | 84 | 77 | 76 | 67 | 73 |
| Texas Eagle | | 80 | 77 | 74 | 76 | 62 | 74 |

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

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

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

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

| Service | | 1st Quarter FY 2013 | | |
|---|---|---|---|---|
| | | Service Interruptions | Train - Miles | Ratio |
| ***Acela Express*** | | | | |
| Acela Express | | 16 | 77 | 0.32 |
| ***Other NEC Corridor Routes*** | | | | |
| Keystone Service | | 13 | 33 | 0.72 |
| Total Northeast Regional | | 80 | 137 | 0.58 |
| Richmond / Newport News[b] | | 20 | 39 | 0.65 |
| Lynchburg[c] | | 3 | 10 | 0.56 |
| All Other Northeast Regional | | 57 | 88 | 0.56 |
| ***Non-NEC Corridor Routes*** | | | | |
| Capitol Corridor | | 33 | 29 | 0.51 |
| Carolinian | | 5 | 13 | 0.23 |
| Cascades | | 17 | 22 | 0.80 |
| Downeaster | | 4 | 11 | 0.09 |
| Empire Corridor | | 11 | 50 | 0.22 |
| Adirondack | | 8 | 6 | 0.14 |
| Ethan Allen Express | | 0 | 4 | 0.00 |
| Maple Leaf | | 0 | 8 | 0.58 |
| New York - Albany[d] | | 3 | 15 | 0.41 |
| New York - Niagara Falls | | 0 | 16 | 0.64 |
| Heartland Flyer | | 1 | 4 | 0.26 |
| Hiawatha | | 4 | 11 | 0.75 |
| Hoosier State | | 1 | 2 | 0.99 |
| Illinois | | 13 | 42 | 0.31 |
| Carl Sandburg / Illinois Zephyr | | 3 | 9 | 0.11 |
| Illini / Saluki | | 3 | 11 | 0.00 |
| Lincoln Service | | 7 | 21 | 0.30 |
| Michigan | | 17 | 26 | 0.65 |
| Blue Water | | 4 | 6 | 0.68 |
| Pere Marquette | | 0 | 3 | 1.86 |
| Wolverine | | 13 | 17 | 0.42 |
| Kansas City - St. Louis | | 0 | 10 | 0.00 |
| Pacific Surfliner | | 28 | 40 | 0.72 |
| Pennsylvanian | | 1 | 8 | 0.61 |
| Piedmont | | 2 | 6 | 0.63 |
| San Joaquins | | 16 | 34 | 0.50 |
| Vermonter | | 6 | 11 | 0.80 |
| ***Long-Distance Routes*** | | | | |
| Auto Train | | 11 | 16 | 0.25 |
| California Zephyr | | 25 | 45 | 0.25 |
| Capitol Limited | | 4 | 14 | 0.34 |
| Cardinal | | 1 | 9 | 0.48 |
| City of New Orleans | | 8 | 17 | 0.19 |
| Coast Starlight | | 18 | 26 | 0.62 |
| Crescent | | 11 | 25 | 0.20 |
| Empire Builder | | 11 | 47 | 0.54 |
| Lake Shore Ltd | | 7 | 20 | 0.87 |
| Palmetto | | 3 | 15 | 0.56 |
| Silver Meteor | | 6 | 26 | 0.99 |
| Silver Star | | 13 | 27 | 0.47 |
| Southwest Chief | | 14 | 42 | 0.47 |
| Sunset Limited | | 4 | 16 | 0.45 |
| Texas Eagle | | 12 | 24 | 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/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.*

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

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

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

| Service | | 1st Quarter FY 2013 | | |
|---|---|---|---|---|
| | | Food-Related | | Train-Related |
| ***Amtrak Premium*** | | | | |
| Acela Express | | 0.05 | | 1.19 |
| ***Amtrak Corridor*** | | | | |
| Keystone | | 0.00 | | 0.76 |
| Northeast Regional | | 0.03 | | 1.97 |
| ***Short Distance*** | | | | |
| Capitols | | 0.01 | | 0.26 |
| Carolinian | | 0.09 | | 5.94 |
| Cascades | | 0.04 | | 7.32 |
| Downeaster | | 0.03 | | 0.58 |
| Empire Corridor | | | | |
| Adirondack | | 0.00 | | 3.32 |
| Empire Service | | 0.01 | | 1.23 |
| Ethan Allen Express | | 0.06 | | 0.74 |
| Maple Leaf | | 0.09 | | 2.81 |
| Heartland Flyer | | 0.10 | | 12.06 |
| Hiawatha | | 0.00 | | 1.19 |
| Hoosier State | | 0.00 | | 2.27 |
| Illinois | | | | |
| Carl Sandburg / Illinois Zephyr | | 0.03 | | 3.16 |
| Illini / Saluki | | 0.01 | | 2.26 |
| Lincoln Service | | 0.01 | | 1.61 |
| Michigan | | | | |
| Blue Water | | 0.00 | | 4.94 |
| Pere Marquette | | 0.00 | | 1.88 |
| Wolverine | | 0.10 | | 10.35 |
| Kansas City - St. Louis | | 0.00 | | 1.94 |
| Pacific Surfliner | | 0.01 | | 1.40 |
| Pennsylvanian | | 0.08 | | 1.24 |
| Piedmont | | 0.00 | | 0.80 |
| San Joaquins | | 0.02 | | 4.71 |
| Vermonter | | 0.03 | | 2.57 |
| ***Long Distance*** | | | | |
| Auto Train | | 1.21 | | 18.81 |
| California Zephyr | | 0.97 | | 13.26 |
| Capitol Limited | | 0.48 | | 8.42 |
| Cardinal | | 0.43 | | 11.11 |
| City of New Orleans | | 0.40 | | 6.54 |
| Coast Starlight | | 0.93 | | 14.52 |
| Crescent | | 0.53 | | 9.90 |
| Empire Builder | | 0.27 | | 18.43 |
| Lake Shore Ltd | | 0.54 | | 6.60 |
| Palmetto | | 0.85 | | 11.72 |
| Silver Meteor | | 0.70 | | 21.46 |
| Silver Star | | 0.48 | | 12.55 |
| Southwest Chief | | 0.46 | | 11.63 |
| Sunset Limited | | 1.00 | | 12.59 |
| Texas Eagle | | 0.96 | | 15.59 |

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

# TABLE 13:
# FOOD-RELATED COMPLAINTS

Number of Complaints Received

| Service | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|
| | Menu / Selection / Availability | Other | Pricing | Quality | Service | Total |
| **Amtrak System** | **357** | **130** | **29** | **76** | **500** | **1,092** |
| ***Amtrak Premium*** | **12** | **0** | **2** | **4** | **25** | **43** |
| Acela Express | 12 | 0 | 2 | 4 | 25 | 43 |
| ***Amtrak Corridor*** | **39** | **1** | **2** | **4** | **22** | **68** |
| Keystone | 0 | 0 | 0 | 0 | 0 | 0 |
| Northeast Regional | 39 | 1 | 2 | 4 | 22 | 68 |
| ***Short Distance*** | **30** | **0** | **6** | **10** | **30** | **76** |
| Capitols | 1 | 0 | 0 | 1 | 2 | 4 |
| Carolinian | 3 | 0 | 1 | 0 | 4 | 8 |
| Cascades | 1 | 0 | 1 | 0 | 6 | 8 |
| Downeaster | 1 | 0 | 0 | 1 | 2 | 4 |
| Empire Corridor | 2 | 0 | 0 | 3 | 4 | 9 |
| Adirondack | 0 | 0 | 0 | 0 | 0 | 0 |
| Empire Service | 0 | 0 | 0 | 2 | 1 | 3 |
| Ethan Allen Express | 0 | 0 | 0 | 0 | 2 | 2 |
| Maple Leaf | 2 | 0 | 0 | 1 | 1 | 4 |
| Heartland Flyer | 2 | 0 | 0 | 0 | 0 | 2 |
| Hiawatha | 1 | 0 | 0 | 0 | 0 | 1 |
| Hoosier State | 0 | 0 | 0 | 0 | 0 | 0 |
| Illinois | 2 | 0 | 2 | 1 | 0 | 5 |
| Carl Sandburg / Illinois Zephyr | 2 | 0 | 0 | 0 | 0 | 2 |
| Illini / Saluki | 0 | 0 | 0 | 1 | 0 | 1 |
| Lincoln Service | 0 | 0 | 2 | 0 | 0 | 2 |
| Michigan | 8 | 0 | 2 | 1 | 2 | 13 |
| Blue Water | 0 | 0 | 0 | 0 | 0 | 0 |
| Pere Marquette | 0 | 0 | 0 | 0 | 0 | 0 |
| Wolverine | 8 | 0 | 2 | 1 | 2 | 13 |
| Kansas City - St. Louis | 0 | 0 | 0 | 0 | 0 | 0 |
| Pacific Surfliner | 2 | 0 | 0 | 0 | 7 | 9 |
| Pennsylvanian | 1 | 0 | 0 | 2 | 3 | 6 |
| Piedmont | 0 | 0 | 0 | 0 | 0 | 0 |
| San Joaquins | 5 | 0 | 0 | 0 | 0 | 5 |
| Vermonter | 1 | 0 | 0 | 1 | 0 | 2 |
| ***Long Distance*** | **276** | **129** | **19** | **58** | **423** | **905** |
| Auto Train | 28 | 4 | 0 | 15 | 33 | 80 |
| California Zephyr | 20 | 5 | 8 | 9 | 52 | 94 |
| Capitol Limited | 10 | 4 | 0 | 0 | 17 | 31 |
| Cardinal | 8 | 2 | 0 | 0 | 4 | 14 |
| City of New Orleans | 7 | 0 | 0 | 0 | 18 | 25 |
| Coast Starlight | 33 | 6 | 1 | 19 | 57 | 116 |
| Crescent | 14 | 13 | 1 | 4 | 20 | 52 |
| Empire Builder | 13 | 46 | 2 | 1 | 19 | 81 |
| Lake Shore Ltd | 4 | 0 | 0 | 0 | 49 | 53 |
| Palmetto | 44 | 0 | 0 | 0 | 0 | 44 |
| Silver Meteor | 17 | 37 | 0 | 0 | 48 | 102 |
| Silver Star | 26 | 0 | 0 | 2 | 24 | 52 |
| Southwest Chief | 16 | 1 | 2 | 3 | 20 | 42 |
| Sunset Limited | 9 | 1 | 0 | 1 | 16 | 27 |
| Texas Eagle | 27 | 10 | 5 | 4 | 46 | 92 |

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

# TABLE 14:
# PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

| Service | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|
| | Communication | Other | Praise | Rude | Slow / Inefficient / Unhelpful | Total |
| **Amtrak System** | **707** | **680** | **2,383** | **1,320** | **2,100** | **7,190** |
| ***Amtrak Premium*** | **15** | **58** | **28** | **34** | **61** | **196** |
| Acela Express | 15 | 58 | 28 | 34 | 61 | 196 |
| ***Amtrak Corridor*** | **125** | **211** | **110** | **200** | **234** | **880** |
| Keystone | 16 | 25 | 7 | 16 | 23 | 87 |
| Northeast Regional | 109 | 186 | 103 | 184 | 211 | 793 |
| ***Short Distance*** | **177** | **232** | **407** | **475** | **427** | **1,718** |
| Capitols | 1 | 7 | 5 | 5 | 12 | 30 |
| Carolinian | 13 | 9 | 19 | 28 | 74 | 143 |
| Cascades | 6 | 17 | 31 | 20 | 22 | 96 |
| Downeaster | 10 | 3 | 10 | 2 | 7 | 32 |
| Empire Corridor | 21 | 29 | 29 | 26 | 46 | 151 |
| Adirondack | 1 | 0 | 2 | 15 | 2 | 20 |
| Empire Service | 12 | 26 | 18 | 9 | 36 | 101 |
| Ethan Allen Express | 1 | 1 | 1 | 1 | 2 | 6 |
| Maple Leaf | 7 | 2 | 8 | 1 | 6 | 24 |
| Heartland Flyer | 2 | 0 | 73 | 5 | 2 | 82 |
| Hiawatha | 2 | 0 | 0 | 2 | 5 | 9 |
| Hoosier State | 0 | 0 | 0 | 3 | 3 | 6 |
| Illinois | 16 | 57 | 63 | 32 | 38 | 206 |
| Carl Sandburg / Illinois Zephyr | 3 | 7 | 1 | 7 | 10 | 28 |
| Illini / Saluki | 4 | 22 | 1 | 9 | 18 | 54 |
| Lincoln Service | 9 | 28 | 61 | 16 | 10 | 124 |
| Michigan | 55 | 23 | 108 | 14 | 41 | 241 |
| Blue Water | 8 | 4 | 57 | 0 | 11 | 80 |
| Pere Marquette | 0 | 5 | 7 | 0 | 3 | 15 |
| Wolverine | 47 | 14 | 44 | 14 | 27 | 146 |
| Kansas City - St. Louis | 7 | 5 | 4 | 7 | 12 | 35 |
| Pacific Surfliner | 23 | 25 | 32 | 70 | 73 | 223 |
| Pennsylvanian | 3 | 4 | 3 | 10 | 16 | 36 |
| Piedmont | 2 | 4 | 0 | 4 | 6 | 16 |
| San Joaquins | 12 | 45 | 21 | 233 | 54 | 365 |
| Vermonter | 4 | 4 | 9 | 14 | 16 | 47 |
| ***Long Distance*** | **390** | **179** | **1,838** | **611** | **1,378** | **4,396** |
| Auto Train | 8 | 10 | 85 | 20 | 30 | 153 |
| California Zephyr | 26 | 7 | 197 | 47 | 98 | 375 |
| Capitol Limited | 21 | 3 | 62 | 12 | 42 | 140 |
| Cardinal | 8 | 6 | 37 | 15 | 40 | 106 |
| City of New Orleans | 11 | 22 | 35 | 11 | 47 | 126 |
| Coast Starlight | 33 | 17 | 153 | 77 | 138 | 418 |
| Crescent | 66 | 3 | 294 | 53 | 75 | 491 |
| Empire Builder | 34 | 10 | 227 | 56 | 142 | 469 |
| Lake Shore Ltd | 35 | 12 | 74 | 33 | 77 | 231 |
| Palmetto | 12 | 4 | 96 | 14 | 37 | 163 |
| Silver Meteor | 34 | 21 | 97 | 63 | 170 | 385 |
| Silver Star | 34 | 10 | 87 | 51 | 91 | 273 |
| Southwest Chief | 32 | 10 | 203 | 70 | 115 | 430 |
| Sunset Limited | 6 | 17 | 45 | 15 | 42 | 125 |
| Texas Eagle | 30 | 27 | 146 | 74 | 234 | 511 |

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

# TABLE 15:
# EQUIPMENT-RELATED COMPLAINTS

Number of Complaints Received

| Service | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|
| | Accommodations | Climate | Dirty/Cleanliness | Other | Restrooms | Total |
| **Amtrak System** | **721** | **1,069** | **264** | **1,967** | **1,594** | **5,615** |
| ***Amtrak Premium*** | **10** | **4** | **1** | **36** | **0** | **51** |
| Acela Express | 10 | 4 | 1 | 36 | 0 | 51 |
| ***Amtrak Corridor*** | **32** | **106** | **14** | **219** | **101** | **472** |
| Keystone | 0 | 1 | 1 | 9 | 3 | 14 |
| Northeast Regional | 32 | 105 | 13 | 210 | 98 | 458 |
| ***Short Distance*** | **36** | **181** | **29** | **429** | **406** | **1,081** |
| Capitols | 0 | 0 | 0 | 1 | 2 | 3 |
| Carolinian | 9 | 23 | 2 | 32 | 34 | 100 |
| Cascades | 2 | 5 | 0 | 46 | 3 | 56 |
| Downeaster | 0 | 3 | 0 | 0 | 2 | 5 |
| Empire Corridor | 4 | 37 | 13 | 37 | 31 | 122 |
| Adirondack | 0 | 2 | 0 | 7 | 15 | 24 |
| Empire Service | 2 | 27 | 6 | 18 | 3 | 56 |
| Ethan Allen Express | 0 | 2 | 0 | 1 | 4 | 7 |
| Maple Leaf | 2 | 6 | 7 | 11 | 9 | 35 |
| Heartland Flyer | 0 | 0 | 0 | 10 | 2 | 12 |
| Hiawatha | 0 | 1 | 0 | 0 | 0 | 1 |
| Hoosier State | 0 | 0 | 0 | 0 | 0 | 0 |
| Illinois | 5 | 40 | 1 | 34 | 6 | 86 |
| Carl Sandburg / Illinois Zephyr | 2 | 5 | 0 | 6 | 0 | 13 |
| Illini / Saluki | 1 | 10 | 1 | 5 | 0 | 17 |
| Lincoln Service | 2 | 25 | 0 | 23 | 6 | 56 |
| Michigan | 3 | 26 | 9 | 86 | 8 | 132 |
| Blue Water | 1 | 1 | 0 | 57 | 2 | 61 |
| Pere Marquette | 0 | 0 | 0 | 3 | 1 | 4 |
| Wolverine | 2 | 25 | 9 | 26 | 5 | 67 |
| Kansas City - St. Louis | 2 | 19 | 1 | 7 | 10 | 39 |
| Pacific Surfliner | 8 | 11 | 1 | 44 | 17 | 81 |
| Pennsylvanian | 2 | 4 | 0 | 11 | 4 | 21 |
| Piedmont | 0 | 3 | 0 | 0 | 0 | 3 |
| San Joaquins | 0 | 3 | 1 | 103 | 282 | 389 |
| Vermonter | 1 | 6 | 1 | 18 | 5 | 31 |
| ***Long Distance*** | **643** | **778** | **220** | **1,283** | **1,087** | **4,011** |
| Auto Train | 59 | 33 | 8 | 85 | 95 | 280 |
| California Zephyr | 77 | 73 | 16 | 88 | 77 | 331 |
| Capitol Limited | 28 | 15 | 4 | 30 | 14 | 91 |
| Cardinal | 13 | 9 | 7 | 16 | 32 | 77 |
| City of New Orleans | 29 | 46 | 9 | 65 | 13 | 162 |
| Coast Starlight | 81 | 52 | 17 | 149 | 114 | 413 |
| Crescent | 28 | 55 | 11 | 79 | 79 | 252 |
| Empire Builder | 60 | 58 | 11 | 120 | 76 | 325 |
| Lake Shore Ltd | 33 | 53 | 11 | 60 | 32 | 189 |
| Palmetto | 8 | 28 | 10 | 97 | 49 | 192 |
| Silver Meteor | 49 | 138 | 29 | 141 | 238 | 595 |
| Silver Star | 27 | 90 | 47 | 138 | 77 | 379 |
| Southwest Chief | 51 | 69 | 13 | 82 | 99 | 314 |
| Sunset Limited | 17 | 11 | 2 | 35 | 25 | 90 |
| Texas Eagle | 83 | 48 | 25 | 98 | 67 | 321 |

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

# TABLE 16:
# STATION-RELATED COMPLAINTS

Number of Complaints Received

| | 1st Quarter FY 2013 |
|---|---|
| **Amtrak System** | **1872** |

**Division**

| | | |
|---|---|---|
| Central | | 393 |
| Mid-Atlantic | | 311 |
| Northeast | | 383 |
| Pacific | | 237 |
| Pacific Northwest | | 113 |
| Southern | | 221 |
| Southwest | | 214 |

*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 2012 |
|---|---|
| **Connectivity** | **19.6%** |
| - Percent of passengers traveling on long distance routes connecting to or from other train routes | |
| **Availability of Other Modes** | **4.8%** |
| - Percent of passengers, system-wide, traveling to or from underserved communities | |

**TABLE 18:**
**ROUTE DESCRIPTIONS**

| Service | Routing |
|---|---|
| | |
| ***Acela Express*** | |
| Acela Express | Between Boston, New York (Penn Station) and Washington |
| | |
| ***Other NEC Corridor Routes*** | |
| Keystone | Between Harrisburg, Philadelphia and New York (Penn Station) |
| Northeast Regional | |
| Richmond / Newport News/Norfolk | Between Norfolk, Newport News, Richmond , New York (Penn Station) and Boston |
| Lynchburg | Between Lynchburg 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 |

## 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] 1st Quarter FY 2013 | Test #3 All-Stations OTP[b] 1st Quarter FY 2013 |
|---|---|---|---|---|
| **Acela Express** | | | | |
| ***Standard*** | | ***≥ 0*** | ***90%*** | ***90%*** |
| Acela Express | 2100 | 0.3 | **77.4%** | 91.7% |
| | 2103 | 0.5 | **88.9%** | 97.6% |
| | 2104 | 0.3 | **87.3%** | 93.4% |
| | 2107 | **-0.8** | 96.6% | 99.3% |
| | 2109 | 0.1 | 90.9% | 93.7% |
| | 2110 | 2.0 | 96.2% | 98.4% |
| | 2117 | 0.3 | 90.7% | 95.0% |
| | 2119 | 2.1 | 92.7% | 93.5% |
| | 2121 | **-0.9** | **88.9%** | 94.4% |
| | 2122 | 0.6 | 94.3% | 95.7% |
| | 2124 | **-1.2** | 92.5% | 96.5% |
| | 2126 | **-2.1** | **85.5%** | 93.2% |
| | 2150 | 0.9 | **81.1%** | **85.8%** |
| | 2151 | 0.3 | **88.3%** | 90.3% |
| | 2153 | **-1.2** | 93.9% | 96.7% |
| | 2154 | 0.7 | **83.3%** | 92.6% |
| | 2155 | 0.9 | 90.0% | 91.2% |
| | 2158 | 1.6 | **88.9%** | 93.4% |
| | 2159 | 0.9 | 95.0% | 95.4% |
| | 2160 | 1.1 | 90.9% | 92.4% |
| | 2163 | **-0.1** | 90.7% | 92.6% |
| | 2164 | **-0.3** | 95.0% | 94.1% |
| | 2165 | 0.7 | **87.3%** | **90.0%** |
| | 2166 | **-0.4** | 94.5% | 94.5% |
| | 2167 | 1.1 | 91.7% | 93.0% |
| | 2168 | **-0.1** | 95.0% | 95.9% |
| | 2170 | **-0.7** | **80.0%** | 90.7% |
| | 2171 | **-0.5** | **83.3%** | **88.2%** |
| | 2172 | **-0.5** | **71.7%** | **81.1%** |
| | 2173 | **-0.8** | **83.6%** | 90.1% |
| | 2190 | **-0.9** | 96.7% | 91.9% |
| | 2193 | Not Available | **88.9%** | 90.7% |
| | 2203 | 1.0 | 92.9% | 94.4% |
| | 2205 | 0.1 | 92.9% | 92.9% |
| | 2207 | **-2.5** | 100.0% | 98.1% |
| | 2208 | 1.3 | 100.0% | 100.0% |
| | 2211 | **-0.1** | 100.0% | 94.1% |
| | 2212 | **-1.7** | 96.0% | 95.0% |
| | 2213 | **-0.5** | 91.7% | 99.0% |
| | 2216 | **-2.1** | 91.7% | 95.8% |
| | 2220 | **-2.9** | 92.3% | 96.2% |
| | 2221 | 1.2 | 91.7% | 96.9% |
| | 2222 | 0.4 | 92.3% | 95.2% |
| | 2225 | 1.3 | 91.7% | 95.8% |
| | 2228 | **-1.4** | 100.0% | 100.0% |
| | 2250 | 1.8 | 96.3% | 98.2% |
| | 2251 | **-0.8** | 100.0% | 97.9% |
| | 2252 | 0.9 | **78.6%** | **87.2%** |
| | 2253 | 0.3 | **80.8%** | **87.1%** |
| | 2254 | 1.4 | **85.7%** | 91.0% |
| | 2255 | 1.0 | 100.0% | 97.4% |
| | 2256 | 0.9 | **85.7%** | 94.8% |
| | 2257 | 0.6 | 92.9% | 91.0% |
| | 2258 | 1.1 | **84.6%** | 95.8% |
| | 2259 | 1.1 | 92.9% | 91.1% |
| | 2290 | **-0.1** | 100.0% | 91.7% |
| | 2297 | **-0.9** | **84.6%** | **84.9%** |

## 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] 1st Quarter FY 2013 | Test #3 All-Stations OTP[b] 1st Quarter FY 2013 |
|---|---|---|---|---|
| ***Other NEC Corridor Routes*** | | | | |
| ***Standard*** | | ***≥ 0*** | ***85.0%*** | ***85.0%*** |
| Northeast Regional | | | | |
| Richmond / Newport News/Norfolk[c] | 66 | 1.6 | 95.6% | **86.9%** |
| | 67 | **-0.5** | 92.2% | 94.1% |
| | 82 | 0.8 | 92.9% | **62.2%** |
| | 83 | 1.8 | **84.6%** | 93.1% |
| | 84 | **-2.2** | 91.9% | 93.1% |
| | 85 | 0.3 | **56.5%** | **87.3%** |
| | 86 | 2.3 | 93.5% | **89.3%** |
| | 87 | 3.0 | **84.0%** | **87.8%** |
| | 88 | 1.1 | **78.6%** | **77.5%** |
| | 93 | 1.1 | **71.4%** | **82.3%** |
| | 94 | 1.2 | 90.3% | **76.2%** |
| | 95 | 1.6 | **80.6%** | **78.6%** |
| | 99 | 0.7 | **75.0%** | **85.0%** |
| | 125 | Not Available | 85.5% | 94.3% |
| | 157 | Not Available | 85.7% | 97.3% |
| | 164 | Not Available | 92.6% | 90.8% |
| | 174 | Not Available | 95.2% | 91.1% |
| | 194 | **-0.5** | 89.3% | **84.3%** |
| | 195 | 2.1 | **82.1%** | **88.6%** |
| Lynchburg[d] | 145 | **-1.3** | 92.9% | 91.2% |
| | 147 | **-1.7** | 92.3% | **87.7%** |
| | 156 | **-13.9** | 89.3% | 91.2% |
| | 171 | **-6.5** | 85.5% | **86.6%** |
| | 176 | **-5.7** | 87.1% | **87.9%** |
| All Other Northeast Regional | 110 | **-0.7** | 87.7% | 97.1% |
| | 111 | 1.2 | **83.9%** | 93.1% |
| | 123 | Not Available | 92.9% | 99.3% |
| | 126 | Not Available | **71.4%** | **87.5%** |
| | 127 | **-1.2** | 98.3% | 98.5% |
| | 129 | **-0.1** | 89.3% | 92.4% |
| | 130 | **-0.5** | **80.6%** | 91.2% |
| | 131 | **-1.6** | 92.9% | 97.0% |
| | 132 | Not Available | 92.9% | 96.2% |
| | 133 | **-3.6** | **61.5%** | **88.8%** |
| | 134 | 1.3 | 88.5% | 95.8% |
| | 135 | **-0.1** | 89.3% | 92.4% |
| | 136 | 3.0 | 100.0% | 98.1% |
| | 137 | **-0.2** | 85.7% | 90.0% |
| | 138 | 0.2 | **79.0%** | 90.5% |
| | 139 | Not Available | 85.7% | **85.6%** |
| | 140 | 1.7 | 92.6% | 94.2% |
| | 141 | 2.6 | 96.7% | 95.3% |
| | 143 | 1.6 | 92.9% | 93.4% |
| | 146 | 2.4 | 85.7% | 90.6% |
| | 148 | 1.4 | 87.9% | 90.5% |
| | 150 | 0.6 | 96.4% | 95.9% |
| | 151 | 0.5 | 88.7% | 97.7% |
| | 152 | **-0.6** | 96.4% | 99.7% |
| | 153 | **-1.2** | 96.4% | 95.4% |
| | 154 | **-0.9** | 100.0% | 100.0% |
| | 155 | **-0.6** | 85.7% | 91.8% |
| | 158 | 0.8 | 92.9% | 97.7% |
| | 159 | 3.0 | **78.6%** | **88.2%** |
| | 160 | **-0.7** | **82.1%** | **85.7%** |
| | 161 | 1.8 | 89.3% | 92.9% |
| | 162 | 1.5 | 92.9% | 93.1% |
| | 163 | **-0.6** | 85.7% | **86.3%** |
| | 165 | **-1.1** | 92.9% | 90.7% |
| | 166 | **-1.6** | **71.4%** | **88.8%** |
| | 167 | **-0.3** | 92.9% | 90.0% |
| | 168 | **-0.2** | 92.9% | **87.5%** |
| | 169 | 0.5 | 89.3% | **86.6%** |
| | 170 | **-1.2** | **80.6%** | **85.9%** |
| | 172 | 1.2 | 85.2% | **89.6%** |
| | 173 | 2.4 | **83.3%** | **88.3%** |
| | 175 | 1.3 | 86.9% | **85.0%** |
| | 177 | 0.5 | 85.5% | 90.1% |

## 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] 1st Quarter FY 2013 | Test #3 All-Stations OTP[b] 1st Quarter FY 2013 |
|---|---|---|---|---|
| | 178 | -6.4 | 91.5% | 94.0% |
| | 179 | 0.8 | 80.0% | 89.3% |
| | 180 | 0.2 | 73.3% | 93.2% |
| | 181 | 0.3 | 81.7% | 93.1% |
| | 182 | -2.2 | 85.7% | 86.9% |
| | 183 | -0.7 | 88.5% | 93.5% |
| | 184 | -1.4 | 63.8% | 71.1% |
| | 185 | -0.8 | 75.8% | 88.5% |
| | 186 | 0.3 | 96.3% | 97.6% |
| | 187 | -1.5 | 82.0% | 92.1% |
| | 188 | 2.4 | 87.1% | 94.5% |
| | 190 | 0.1 | 80.6% | 88.4% |
| | 192 | 0.6 | 85.7% | 96.1% |
| | 193 | 1.5 | 80.0% | 85.4% |
| | 196 | 1.3 | 86.7% | 94.4% |
| | 198 | -4.9 | 90.0% | 96.5% |
| | 401 | 7.5 | 96.4% | 98.1% |
| | 405 | 6.7 | 96.4% | 96.5% |
| | 432 | Not Available | 92.3% | 92.2% |
| | 450 | 6.1 | 92.9% | 92.2% |
| | 460 | 5.6 | 67.9% | 72.5% |
| | 463 | 5.6 | 100.0% | 100.0% |
| | 464 | 4.1 | 78.6% | 89.3% |
| | 465 | Not Available | 92.9% | 99.1% |
| | 467 | 6.5 | 92.9% | 90.0% |
| | 470 | 5.1 | 85.2% | 90.8% |
| | 475 | 6.7 | 91.8% | 91.0% |
| | 476 | 5.0 | 80.3% | 82.7% |
| | 479 | 8.3 | 90.2% | 93.4% |
| | 488 | 8.9 | 57.1% | 65.9% |
| | 490 | 6.3 | 90.2% | 88.6% |
| | 493 | 8.0 | 86.9% | 94.1% |
| | 494 | 9.3 | 68.9% | 74.3% |
| | 495 | 5.7 | 98.4% | 99.3% |
| | 497 | 10.1 | 84.6% | 96.0% |
| Keystone | 600 | 0.8 | 91.9% | 96.8% |
| | 601 | 0.6 | 87.1% | 97.5% |
| | 605 | 1.6 | 95.2% | 98.2% |
| | 607 | 0.3 | 91.9% | 97.9% |
| | 609 | 1.1 | 96.8% | 97.5% |
| | 610 | 0.9 | 85.7% | 95.8% |
| | 611 | 1.0 | 92.9% | 99.4% |
| | 612 | 1.5 | 100.0% | 100.0% |
| | 615 | 0.3 | 92.9% | 97.3% |
| | 618 | -2.9 | 95.7% | 97.2% |
| | 619 | 0.8 | 87.1% | 90.8% |
| | 620 | 0.5 | 93.5% | 99.4% |
| | 622 | 1.6 | 98.4% | 98.9% |
| | 637 | -1.1 | 93.3% | 97.3% |
| | 639 | 0.7 | 95.2% | 97.6% |
| | 640 | 0.7 | 69.4% | 95.0% |
| | 641 | 1.0 | 87.1% | 95.3% |
| | 642 | 1.6 | 91.9% | 98.0% |
| | 643 | 1.6 | 88.7% | 94.6% |
| | 644 | 0.4 | 91.9% | 97.6% |
| | 645 | 1.4 | 88.7% | 94.3% |
| | 646 | 1.4 | 88.7% | 97.0% |
| | 647 | 0.8 | 88.7% | 96.0% |
| | 648 | 0.1 | 95.2% | 99.1% |
| | 649 | -0.6 | 88.7% | 98.1% |
| | 650 | 0.7 | 91.9% | 98.1% |
| | 651 | 1.2 | 79.0% | 94.4% |
| | 652 | 0.8 | 85.5% | 98.5% |
| | 653 | 2.7 | 85.5% | 94.4% |
| | 654 | 1.0 | 93.5% | 99.0% |
| | 655 | 1.6 | 72.6% | 81.2% |
| | 656 | 0.4 | 95.2% | 99.5% |
| | 658 | 0.7 | 100.0% | 99.5% |
| | 660 | 2.1 | 92.9% | 97.1% |
| | 661 | 0.6 | 78.6% | 88.0% |
| | 662 | 1.2 | 85.7% | 95.2% |
| | 663 | -3.0 | 92.9% | 91.3% |

## 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] 1st Quarter FY 2013 | Test #3 All-Stations OTP[b] 1st Quarter FY 2013 |
|---|---|---|---|---|
| | 664 | 0.7 | 89.3% | 98.1% |
| | 665 | 1.9 | 92.9% | 99.0% |
| | 666 | 0.5 | 96.4% | 99.5% |
| | 667 | **-2.0** | **64.3%** | **88.8%** |
| | 668 | Not Available | Not Available | Not Available |
| | 669 | **-1.9** | 89.3% | 94.9% |
| | 670 | **-1.1** | 96.4% | 99.3% |
| | 671 | **-5.3** | 96.4% | 99.0% |
| | 672 | **-0.2** | 89.3% | 97.8% |
| ***Non-NEC Corridor Routes*** | | | | |
| ***Standard*** | | ***≥ 0*** | ***80.0%*** | ***80.0%*** |
| Capitol Corridor | 518 | 3.7 | Not Available | Not Available |
| | 520 | 2.1 | 95.2% | 98.2% |
| | 521 | 1.5 | 95.2% | 97.9% |
| | 522 | 2.9 | 92.1% | 93.0% |
| | 523 | 1.8 | 92.1% | 94.6% |
| | 524 | 3.7 | 93.7% | 93.3% |
| | 525 | 2.9 | 93.7% | 97.8% |
| | 526 | 2.4 | 90.5% | 95.3% |
| | 527 | 2.3 | 100.0% | 96.1% |
| | 528 | 3.8 | 95.2% | 95.5% |
| | 529 | 1.7 | 95.2% | 97.1% |
| | 530 | 4.1 | 95.2% | 95.5% |
| | 531 | 3.0 | 90.5% | 96.4% |
| | 532 | 4.0 | 96.8% | 93.5% |
| | 533 | 1.8 | 93.7% | 97.0% |
| | 534 | 2.2 | 96.8% | 99.4% |
| | 535 | 2.8 | 92.1% | 91.2% |
| | 536 | 1.1 | 96.8% | 95.9% |
| | 537 | 2.6 | 93.7% | 92.3% |
| | 538 | 2.0 | 100.0% | 97.7% |
| | 540 | 2.9 | 95.2% | 96.3% |
| | 541 | 3.0 | 96.8% | 97.6% |
| | 542 | 2.3 | 90.5% | 92.9% |
| | 543 | 2.2 | 82.5% | 93.0% |
| | 544 | 2.9 | 93.7% | 91.8% |
| | 545 | 2.1 | 96.8% | 98.4% |
| | 546 | 2.4 | 85.7% | **79.2%** |
| | 547 | 1.3 | 87.3% | 88.1% |
| | 548 | **-2.4** | 93.7% | 95.5% |
| | 549 | 1.4 | 95.2% | 99.0% |
| | 551 | 1.3 | 93.5% | 98.3% |
| | 553 | 1.6 | Not Available | Not Available |
| | 720 | 2.3 | 93.1% | 94.8% |
| | 723 | 1.1 | 100.0% | 100.0% |
| | 724 | 2.4 | 96.6% | 94.1% |
| | 727 | 1.7 | 96.6% | 97.3% |
| | 728 | 1.9 | 96.6% | 95.0% |
| | 729 | 1.1 | 93.1% | 96.5% |
| | 732 | 1.7 | 89.7% | 95.3% |
| | 733 | 2.2 | 86.2% | 91.3% |
| | 734 | 2.4 | 96.6% | 97.5% |
| | 736 | 1.9 | 93.1% | 93.0% |
| | 737 | 2.7 | 93.1% | 95.1% |
| | 738 | 2.7 | 100.0% | 98.3% |
| | 741 | 0.9 | 93.1% | 97.0% |
| | 742 | 2.0 | 93.1% | 89.0% |
| | 743 | 0.2 | 93.1% | 96.0% |
| | 744 | 0.6 | 89.7% | 92.9% |
| | 745 | 1.8 | 96.6% | 97.3% |
| | 746 | 0.5 | 92.9% | 94.6% |
| | 747 | 1.2 | 89.7% | 94.7% |
| | 748 | 0.6 | 89.7% | 90.7% |
| | 749 | 0.6 | 100.0% | 98.7% |
| | 751 | 2.3 | 100.0% | 100.0% |
| Carolinian | 79 | 0.9 | **54.3%** | **64.8%** |
| | 80 | 1.8 | 87.0% | **76.6%** |
| Cascades | 500 | 1.7 | 83.7% | 82.4% |
| | 501 | 0.8 | **78.9%** | 84.0% |
| | 504 | 3.3 | 95.0% | 92.5% |
| | 506 | 1.7 | **73.3%** | **71.6%** |

## 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] 1st Quarter FY 2013 | Test #3 All-Stations OTP[b] 1st Quarter FY 2013 |
|---|---|---|---|---|
| | 507 | 2.6 | 90.2% | 86.1% |
| | 508 | 3.2 | 84.4% | 80.6% |
| | 509 | 2.4 | **79.3%** | **77.4%** |
| | 510 | 0.4 | **76.4%** | 91.3% |
| | 513 | **-3.0** | **63.3%** | **72.1%** |
| | 516 | **-2.5** | 81.1% | **79.2%** |
| | 517 | **-0.2** | 88.6% | 95.6% |
| Downeaster | 680 | 1.8 | 83.9% | 95.8% |
| | 681 | **-0.2** | 88.7% | 94.9% |
| | 682 | 0.2 | 90.5% | 94.5% |
| | 683 | 1.1 | 90.3% | 93.3% |
| | 684 | 1.4 | **75.4%** | 93.0% |
| | 685 | 0.6 | **72.6%** | 86.8% |
| | 686 | **-0.3** | **74.2%** | 86.9% |
| | 687 | 0.0 | **56.5%** | **78.1%** |
| | 688 | 0.1 | **75.4%** | 91.9% |
| | 689 | 1.1 | 95.1% | 96.5% |
| | 690 | 1.0 | 96.2% | 96.0% |
| | 691 | 2.8 | **76.9%** | 91.1% |
| | 692 | 0.8 | 85.7% | 98.6% |
| | 693 | 1.7 | 92.9% | 96.8% |
| | 694 | 0.2 | **65.4%** | 91.1% |
| | 695 | 0.1 | 96.2% | 97.7% |
| | 696 | 2.3 | **78.6%** | 93.7% |
| | 697 | 2.6 | 89.3% | 95.2% |
| | 698 | 0.3 | 92.6% | 98.9% |
| | 699 | 0.9 | 88.9% | 94.9% |

## 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] 1st Quarter FY 2013 | Test #3 All-Stations OTP[b] 1st Quarter FY 2013 |
|---|---|---|---|---|
| Empire Corridor | | | | |
| Adirondack | 68 | 0.6 | **72.9%** | **45.0%** |
| | 69 | 1.5 | **66.3%** | **63.8%** |
| Maple Leaf | 63 | 1.6 | 80.4% | **76.7%** |
| | 64 | **-0.2** | **60.9%** | **69.1%** |
| New York - Albany[e] | 230 | 3.1 | 96.4% | 99.2% |
| | 232 | 0.7 | 94.6% | 97.8% |
| | 233 | 3.1 | 90.1% | 93.7% |
| | 234 | 2.6 | 96.2% | 98.9% |
| | 235 | 2.2 | 83.3% | 90.2% |
| | 236 | 3.1 | 98.8% | 98.1% |
| | 237 | 3.7 | 88.5% | 92.7% |
| | 238 | 3.7 | 91.4% | 93.2% |
| | 239 | 0.2 | 83.0% | 92.8% |
| | 241 | 2.6 | 92.6% | 95.2% |
| | 242 | 3.9 | 90.9% | 95.1% |
| | 243 | 2.7 | 94.5% | 97.0% |
| | 244 | 2.1 | 90.8% | 96.7% |
| | 245 | 3.3 | 90.9% | 94.0% |
| | 250 | 2.7 | 96.6% | 99.5% |
| | 252 | 1.8 | 100.0% | 94.2% |
| | 253 | 3.2 | 100.0% | 100.0% |
| | 254 | 3.5 | 86.7% | 90.1% |
| | 255 | 1.6 | **66.7%** | 90.2% |
| | 261 | 2.8 | 96.4% | 96.6% |
| New York - Niagara Falls | 280 | 0.3 | 89.7% | 87.4% |
| | 281 | 0.9 | 90.1% | 81.6% |
| | 283 | 1.8 | 86.0% | 81.3% |
| | 284 | **-0.8** | 88.9% | 87.4% |
| | 288 | 1.1 | 85.7% | **76.8%** |
| Ethan Allen Express | 290 | 3.5 | 83.1% | 89.7% |
| | 291 | 3.1 | **72.6%** | 83.8% |
| | 293 | 3.8 | 83.3% | 93.1% |
| | 296 | 2.3 | 84.6% | 86.7% |
| Heartland Flyer | 821 | 0.3 | **49.5%** | 86.5% |
| | 822 | 0.9 | **72.8%** | **73.3%** |
| Hiawatha | 329 | **-1.9** | 89.9% | 85.1% |
| | 330 | **-1.0** | 87.3% | 93.1% |
| | 331 | **-0.7** | 81.5% | 85.1% |
| | 332 | **-0.8** | 90.2% | 89.7% |
| | 333 | **-0.5** | 90.2% | 88.1% |
| | 334 | 0.3 | 93.4% | 94.2% |
| | 335 | **-0.9** | 90.2% | 84.1% |
| | 336 | 0.1 | 95.7% | 94.3% |
| | 337 | **-0.4** | 84.8% | 86.5% |
| | 338 | **-1.1** | 83.7% | 84.5% |
| | 339 | **-0.7** | 89.1% | 86.3% |
| | 340 | **-1.8** | 92.4% | 91.2% |
| | 341 | **-1.8** | 87.0% | 86.9% |
| | 342 | **-1.0** | 83.7% | 88.7% |
| Hoosier State | 850 | 1.8 | **79.2%** | 86.3% |
| | 851 | 5.4 | **78.8%** | 86.3% |
| Illinois | | | | |
| Carl Sandburg / Illinois Zephyr | 380 | 1.3 | 89.0% | 88.8% |
| | 381 | **-0.5** | 92.3% | 96.5% |
| | 382 | 2.0 | 94.5% | 92.3% |
| | 383 | 1.3 | 89.1% | 94.2% |

## 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] 1st Quarter FY 2013 | Test #3 All-Stations OTP[b] 1st Quarter FY 2013 |
|---|---|---|---|---|
| Illini / Saluki | 390 | 3.5 | 82.6% | **67.6%** |
| | 391 | 3.0 | **77.2%** | **47.4%** |
| | 392 | 2.0 | **40.2%** | **54.2%** |
| | 393 | 0.6 | 81.5% | **49.8%** |
| Lincoln Service | 300 | 3.5 | 84.8% | 87.5% |
| | 301 | 4.3 | 88.0% | 89.2% |
| | 302 | 3.7 | 80.4% | 85.9% |
| | 303 | 2.9 | 82.6% | **75.0%** |
| | 304 | 3.3 | 91.3% | **79.0%** |
| | 305 | 2.2 | 82.6% | **68.5%** |
| | 306 | 3.8 | 94.6% | 86.6% |
| | 307 | 4.1 | 92.4% | 91.0% |
| Michigan | | | | |
| Blue Water | 364 | 3.3 | 92.4% | **79.0%** |
| | 365 | 5.8 | **54.3%** | 84.8% |
| Pere Marquette | 370 | 1.9 | **71.7%** | 81.3% |
| | 371 | 3.8 | **55.4%** | 83.9% |
| Wolverine | 350 | 1.1 | **75.0%** | **73.1%** |
| | 351 | 4.3 | **56.5%** | 88.9% |
| | 352 | 1.8 | **37.0%** | **47.8%** |
| | 353 | 4.1 | **43.5%** | **65.9%** |
| | 354 | 0.6 | **51.6%** | **47.4%** |
| | 355 | 4.9 | **60.0%** | **60.8%** |
| Kansas City - St. Louis | 311 | 5.5 | 93.5% | 92.9% |
| | 313 | 7.7 | 95.7% | 92.4% |
| | 314 | 9.0 | 90.2% | 87.4% |
| | 316 | 10.5 | 93.5% | 92.6% |
| Pacific Surfliner | 562 | 2.2 | 98.9% | 99.9% |
| | 564 | **-1.0** | 91.3% | 96.3% |
| | 565 | 2.7 | 89.3% | 97.6% |
| | 566 | 0.3 | 90.2% | 97.2% |
| | 567 | **-0.7** | 91.2% | 97.1% |
| | 572 | **-1.2** | 84.8% | 96.4% |
| | 573 | 0.3 | 87.0% | 94.4% |
| | 579 | 0.6 | 92.4% | 98.3% |
| | 580 | 1.7 | 91.3% | 96.1% |
| | 582 | 0.0 | 82.4% | 92.7% |
| | 583 | **-3.7** | 87.0% | 95.8% |
| | 591 | 0.7 | 83.7% | 87.8% |
| | 595 | **-2.1** | **73.5%** | 82.9% |
| | 597 | 0.1 | 88.4% | 92.1% |
| | 763 | 0.2 | 84.8% | 89.3% |
| | 768 | 0.0 | **78.3%** | 94.5% |
| | 769 | **-0.3** | 84.8% | 92.9% |
| | 774 | 0.5 | 85.9% | 88.4% |
| | 784 | **-0.2** | 91.3% | 94.1% |
| | 785 | **-0.6** | **72.8%** | 86.0% |
| | 796 | 0.1 | **75.0%** | 88.1% |
| Pennsylvanian | 42 | 0.6 | 96.6% | 94.0% |
| | 43 | 1.1 | 96.6% | 86.1% |

## 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] 1st Quarter FY 2013 | Test #3 All-Stations OTP[b] 1st Quarter FY 2013 |
|---|---|---|---|---|
| Piedmont | 73 | 1.4 | 89.1% | 95.6% |
| | 76 | Not Available | **73.9%** | 90.6% |
| San Joaquin | 701 | 1.4 | 94.6% | 88.8% |
| | 702 | 0.0 | 93.5% | 89.4% |
| | 703 | 1.8 | 85.9% | 81.0% |
| | 704 | 1.4 | 92.4% | 94.3% |
| | 711 | 0.3 | 81.5% | 87.4% |
| | 712 | 0.2 | 85.9% | 81.1% |
| | 713 | 0.5 | **76.1%** | **76.1%** |
| | 714 | 0.4 | 83.7% | 82.0% |
| | 715 | 1.2 | 82.6% | 85.4% |
| | 716 | 1.7 | 91.2% | 89.3% |
| | 717 | 1.7 | 84.8% | 85.6% |
| | 718 | 1.4 | 95.7% | 90.3% |
| Vermonter | 54 | 2.2 | 100.0% | 96.8% |
| | 55 | 2.0 | 86.7% | 87.3% |
| | 56 | 2.6 | 91.7% | 85.0% |
| | 57 | 2.3 | 100.0% | 93.6% |

***Long Distance Routes***

| | | | | |
|---|---|---|---|---|
| ***Standard*** | | ***≥ 0*** | ***80.0%*** | ***80.0%*** |
| Auto Train | 52 | 0.3 | 80.9% | 84.8% |
| | 53 | **-0.4** | **74.2%** | 82.6% |
| California Zephyr | 5 | 3.3 | **78.3%** | **65.4%** |
| | 6 | 3.1 | **72.8%** | **59.1%** |
| Cardinal | 50 | 0.7 | **46.2%** | **49.1%** |
| | 51 | 1.7 | 84.6% | **53.6%** |
| Capitol Limited | 29 | 2.3 | 92.0% | 81.6% |
| | 30 | 2.4 | **79.5%** | **48.9%** |
| City of New Orleans | 58 | 1.4 | 83.7% | **59.9%** |
| | 59 | 1.6 | 88.0% | **67.9%** |
| Coast Starlight | 11 | 0.7 | **75.0%** | **70.1%** |
| | 14 | 1.4 | **72.8%** | **36.9%** |
| Crescent | 19 | 0.5 | **76.7%** | **75.3%** |
| | 20 | 0.5 | 90.0% | 80.2% |
| Empire Builder | 27 | **-0.3** | **77.2%** | **42.9%** |
| | 28 | **-1.0** | 84.8% | **38.1%** |
| | 7 | **-0.3** | **68.5%** | **43.4%** |
| | 8 | **-1.1** | **12.0%** | **35.3%** |
| Lake Shore Ltd | 448 | 9.8 | 89.7% | **66.3%** |
| | 449 | 7.1 | 93.0% | **53.8%** |
| | 48 | 1.9 | 85.6% | **71.5%** |
| | 49 | 0.5 | **60.0%** | **47.5%** |
| Palmetto | 89 | 1.0 | **75.0%** | **67.6%** |
| | 90 | 1.2 | 84.1% | 86.0% |
| Silver Meteor | 97 | **-0.5** | **66.7%** | **62.0%** |
| | 98 | 0.4 | **56.7%** | **40.0%** |
| Silver Star | 91 | 0.3 | **52.2%** | **55.8%** |
| | 92 | 1.1 | **70.3%** | **54.9%** |
| Southwest Chief | 3 | 0.2 | 91.3% | **73.3%** |
| | 4 | 0.0 | 92.4% | **67.1%** |
| Sunset Limited | 1 | 3.1 | 84.6% | **70.8%** |
| | 2 | 2.6 | 87.2% | **59.7%** |
| Texas Eagle | 21 | 2.5 | 91.3% | **54.4%** |
| | 22 | 2.7 | **78.3%** | **58.8%** |

[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/Norfolk includes all trains between Richmond, Newport News or Norfolk 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 | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| ***Acela Express*** | | | | | | | | | |
| Acela Express | 2150 | MNRR | | 666 | CTI | 294 | DSR | 275 | *0* |
| | 2151 | MNRR | | **1280** | CTI | 920 | DSR | 321 | *0* |
| | 2153 | MNRR | | 496 | DCS | 466 | CTI | 15 | *0* |
| | 2154 | MNRR | | 366 | DSR | 265 | CTI | 57 | *0* |
| | 2155 | MNRR | | 333 | CTI | 235 | DCS | 48 | *0* |
| | 2158 | MNRR | | 261 | CTI | 182 | DSR | 43 | *0* |
| | 2159 | MNRR | | 497 | CTI | 237 | DMW | 231 | *0* |
| | 2160 | MNRR | | 273 | DSR | 133 | CTI | 123 | *0* |
| | 2163 | MNRR | | 473 | CTI | 241 | DMW | 149 | *0* |
| | 2164 | MNRR | | 19 | CTI | 13 | DSR | 6 | *0* |
| | 2165 | MNRR | | 653 | CTI | 227 | DMW | 175 | *0* |
| | 2166 | MNRR | | 168 | CTI | 131 | PTI | 36 | *0* |
| | 2167 | MNRR | | 357 | CTI | 152 | DMW | 107 | *0* |
| | 2168 | MNRR | | 185 | CTI | 131 | DSR | 42 | *0* |
| | 2170 | MNRR | | 839 | CTI | 686 | RTE | 129 | *0* |
| | 2171 | MNRR | | 302 | DSR | 201 | RTE | 62 | *0* |
| | 2172 | MNRR | | 565 | CTI | 256 | DSR | 131 | *0* |
| | 2173 | MNRR | | 490 | CTI | 263 | DSR | 166 | *0* |
| | 2190 | MNRR | | 708 | DSR | 485 | CTI | 164 | *0* |
| | 2193 | MNRR | | 179 | CTI | 119 | DSR | 50 | *0* |
| | 2250 | MNRR | | 231 | CTI | 99 | RTE | 60 | *0* |
| | 2251 | MNRR | | 631 | CTI | 298 | DMW | 286 | *0* |
| | 2252 | MNRR | | 421 | CTI | 268 | DMW | 153 | *0* |
| | 2253 | MNRR | | 199 | DSR | 172 | DCS | 14 | *0* |
| | 2254 | MNRR | | 26 | DSR | 13 | DSR | 13 | *0* |
| | 2255 | MNRR | | 0 | - | - | - | - | *0* |
| | 2256 | MNRR | | 102 | RTE | 64 | CTI | 38 | *0* |
| | 2257 | MNRR | | 523 | DSR | 268 | RTE | 166 | *0* |
| | 2258 | MNRR | | 0 | - | - | - | - | *0* |
| | 2259 | MNRR | | 115 | DSR | 77 | CTI | 38 | *0* |
| | 2290 | MNRR | | 0 | - | - | - | - | *0* |
| | 2297 | MNRR | | 124 | DCS | 69 | DSR | 55 | *0* |
| ***Other NEC Corridor Routes*** | | | | | | | | | |
| Northeast Regional | | | | | | | | | |
| Richmond / Newport News/Norfolk[d] | 194 | CSX | | **1341** | FTI | 630 | DCS | 249 | *0* |
| | | MNRR | | 408 | RTE | 153 | CTI | 140 | *0* |
| | 195 | CSX | | **916** | FTI | 214 | DCS | 210 | *0* |
| | | MNRR | | 784 | CTI | 459 | DSR | 121 | *0* |
| | 66 | CSX | | **1183** | FTI | 365 | PTI | 273 | *0* |
| | | MNRR | | 140 | RTE | 68 | DMW | 52 | *0* |
| | 67 | CSX | | **1257** | FTI | 355 | DSR | 289 | *0* |
| | | MNRR | | 389 | CTI | 267 | DMW | 68 | *0* |
| | 71 | CSX | | 566 | RTE | 212 | FTI | 189 | *0* |
| | | NS | | **1029** | DCS | 453 | DSR | 329 | *0* |
| | 82 | CSX | | **1294** | FTI | 686 | RTE | 343 | *0* |
| | | MNRR | | **989** | CTI | 659 | DSR | 192 | *0* |
| | 83 | CSX | | **1474** | FTI | 638 | DCS | 264 | *0* |
| | | MNRR | | 563 | CTI | 330 | DSR | 165 | *0* |
| | 84 | CSX | | **1201** | DCS | 294 | RTE | 292 | *0* |
| | 85 | CSX | | **1638** | CTI | 514 | DSR | 348 | *0* |
| | 86 | CSX | | 849 | RTE | 317 | DSR | 196 | *0* |
| | | MNRR | | 470 | DCS | 390 | CTI | 45 | *0* |
| | 87 | CSX | | 594 | DSR | 210 | DCS | 130 | *0* |
| | 88 | CSX | | **1285** | FTI | 490 | RTE | 287 | *0* |
| | | MNRR | | 332 | CTI | 172 | DSR | 140 | *0* |
| | | NS | | 653 | RTE | 370 | DSR | 265 | *0* |
| | 93 | CSX | | **1479** | DSR | 372 | CTI | 368 | *0* |
| | | MNRR | | 452 | CTI | 296 | DMW | 95 | *0* |
| | 94 | CSX | | **1439** | RTE | 303 | DSR | 291 | *0* |
| | | MNRR | | 896 | CTI | 726 | DSR | 91 | *0* |

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

| Service | Train | Host | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| | 95 | CSX | | **1666** | PTI | 594 | FTI | 393 | *0* |
| | | MNRR | | 243 | RTE | 91 | CTI | 76 | *0* |
| | 99 | CSX | | **1343** | FTI | 721 | DSR | 179 | *0* |
| | | MNRR | | 714 | CTI | 574 | DSR | 128 | *0* |
| | 125 | CSX | | **1990** | CTI | 619 | PTI | 409 | *0* |
| | | NS | | 646 | DSR | 237 | RTE | 180 | *0* |
| | 157 | CSX | | 880 | PTI | 377 | DCS | 180 | *0* |
| | | NS | | 463 | RTE | 216 | DSR | 185 | *0* |
| | 164 | CSX | | **1060** | FTI | 463 | RTE | 221 | *0* |
| | | MNRR | | 516 | CTI | 212 | DSR | 185 | *0* |
| | 174 | CSX | | **1298** | RTE | 440 | PTI | 268 | *0* |
| | | MNRR | | 516 | CTI | 212 | DSR | 185 | *0* |
| | | NS | | **1538** | DCS | 750 | DSR | 304 | *0* |
| Lynchburg[e] | 145 | MNRR | | **1071** | CTI | 804 | DSR | 166 | *0* |
| | | NS | | 65 | DSR | 26 | RTE | 22 | *0* |
| | 147 | MNRR | | 769 | CTI | 673 | DMW | 96 | *0* |
| | | NS | | 371 | FTI | 221 | DCS | 113 | *0* |
| | 156 | NS | | 332 | DCS | 131 | PTI | 109 | *0* |
| | 171 | MNRR | | 407 | CTI | 263 | DSR | 111 | *0* |
| | | NS | | 189 | CTI | 58 | DCS | 52 | *0* |
| | 176 | MNRR | | 405 | RTE | 164 | DSR | 152 | *0* |
| | | NS | | 100 | RTE | 42 | DCS | 29 | *0* |
| All Other Northeast Regional | 132 | MNRR | | 0 | - | - | - | - | *0* |
| | 135 | MNRR | | 83 | CTI | 64 | DSR | 19 | *0* |
| | 136 | MNRR | | 495 | DSR | 179 | CTI | 179 | *0* |
| | 137 | MNRR | | 370 | CTI | 263 | DSR | 97 | *0* |
| | 139 | MNRR | | 206 | CTI | 179 | DSR | 27 | *0* |
| | 140 | MNRR | | 317 | DSR | 126 | DCS | 112 | *0* |
| | 141 | MNRR | | 814 | CTI | 560 | DCS | 169 | *0* |
| | 143 | MNRR | | 542 | CTI | 331 | DMW | 106 | *0* |
| | 146 | MNRR | | 255 | CTI | 153 | DSR | 89 | *0* |
| | 148 | MNRR | | 690 | CTI | 459 | DSR | 197 | *0* |
| | 150 | MNRR | | 32 | DSR | 32 | - | - | *0* |
| | 160 | MNRR | | 523 | DMW | 210 | CTI | 179 | *0* |
| | 161 | MNRR | | 580 | DSR | 434 | CTI | 96 | *0* |
| | 162 | MNRR | | **938** | CTI | 727 | DSR | 134 | *0* |
| | 163 | MNRR | | 765 | CTI | 593 | DSR | 102 | *0* |
| | 165 | MNRR | | 580 | CTI | 478 | RTE | 64 | *0* |
| | 166 | MNRR | | 110 | DSR | 110 | - | - | *0* |
| | 167 | MNRR | | 548 | CTI | 395 | RTE | 102 | *0* |
| | 168 | MNRR | | 268 | CTI | 268 | - | - | *0* |
| | 169 | MNRR | | 304 | CTI | 172 | DSR | 73 | *0* |
| | 170 | MNRR | | 884 | CTI | 761 | DCS | 67 | *0* |
| | 172 | MNRR | | 322 | DSR | 147 | CTI | 143 | *0* |
| | 173 | MNRR | | 741 | CTI | 360 | DSR | 295 | *0* |
| | 175 | MNRR | | 673 | CTI | 598 | DSR | 33 | *0* |
| | 177 | MNRR | | 442 | CTI | 272 | RTE | 85 | *0* |
| | 178 | MNRR | | 108 | CTI | 83 | DCS | 9 | *0* |
| | 179 | MNRR | | 318 | CTI | 199 | DSR | 107 | *0* |
| | 190 | MNRR | | 686 | CTI | 611 | PTI | 41 | *0* |
| ***Non-NEC Corridor Routes*** | | | | | | | | | |
| Capitol Corridor | 518 | UP | | Not Available | Not Available | Not Available | Not Available | Not Available | *0* |
| | 520 | UP | | 294 | PTI | 115 | DCS | 57 | *0* |
| | 521 | UP | | 297 | DCS | 124 | PTI | 116 | *0* |
| | 522 | UP | | 421 | PTI | 120 | RTE | 107 | *0* |
| | 523 | UP | | 379 | PTI | 118 | RTE | 93 | *0* |
| | 524 | UP | | 639 | PTI | 290 | DCS | 172 | *0* |
| | 525 | UP | | 151 | RTE | 38 | DCS | 29 | *0* |
| | 526 | UP | | **912** | PTI | 489 | DCS | 254 | *0* |
| | 527 | UP | | 677 | PTI | 227 | RTE | 217 | *0* |
| | 528 | UP | | 523 | PTI | 228 | RTE | 134 | *0* |
| | 529 | UP | | 393 | RTE | 127 | DCS | 96 | *0* |
| | 530 | UP | | 695 | PTI | 231 | RTE | 202 | *0* |
| | 531 | UP | | 681 | PTI | 454 | DCS | 113 | *0* |
| | 532 | UP | | 599 | RTE | 221 | PTI | 164 | *0* |
| | 533 | UP | | 396 | PTI | 153 | DCS | 130 | *0* |
| | 534 | UP | | 380 | RTE | 119 | PTI | 107 | *0* |
| | 535 | UP | | 233 | DCS | 83 | DMW | 64 | *0* |
| | 536 | UP | | 362 | RTE | 113 | PTI | 77 | *0* |

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

| Service | Train | Host | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| | 537 | UP | | 642 | PTI | 327 | RTE | 87 | *0* |
| | 538 | UP | | 399 | PTI | 173 | DCS | 70 | *0* |
| | 540 | UP | | 194 | RTE | 90 | DCS | 38 | *0* |
| | 541 | UP | | 313 | PTI | 117 | DCS | 77 | *0* |
| | 542 | UP | | 547 | DCS | 192 | PTI | 181 | *0* |
| | 543 | UP | | 892 | CTI | 358 | PTI | 196 | *0* |
| | 544 | UP | | 461 | RTE | 188 | PTI | 116 | *0* |
| | 545 | UP | | 292 | DCS | 94 | PTI | 70 | *0* |
| | 546 | UP | | 774 | PTI | 271 | RTE | 223 | *0* |
| | 547 | UP | | **1319** | PTI | 975 | RTE | 103 | *0* |
| | 548 | UP | | 793 | PTI | 330 | RTE | 306 | *0* |
| | 549 | UP | | 648 | PTI | 247 | RTE | 238 | *0* |
| | 551 | UP | | 229 | RTE | 78 | PTI | 54 | *0* |
| | 553 | UP | | 0 | 0 | 0 | 0 | 0 | *0* |
| | 720 | UP | | 288 | PTI | 134 | RTE | 103 | *0* |
| | 723 | UP | | 315 | PTI | 199 | FTI | 36 | *0* |
| | 724 | UP | | 648 | PTI | 459 | RTE | 62 | *0* |
| | 727 | UP | | 361 | RTE | 194 | PTI | 124 | *0* |
| | 728 | UP | | 594 | PTI | 392 | RTE | 85 | *0* |
| | 729 | UP | | 624 | PTI | 366 | DCS | 104 | *0* |
| | 732 | UP | | 564 | PTI | 268 | DCS | 166 | *0* |
| | 733 | UP | | 619 | PTI | 297 | RTE | 168 | *0* |
| | 734 | UP | | 400 | PTI | 237 | RTE | 93 | *0* |
| | 736 | UP | | 333 | PTI | 106 | RTE | 98 | *0* |
| | 737 | UP | | 403 | PTI | 157 | RTE | 142 | *0* |
| | 738 | UP | | 253 | RTE | 91 | PTI | 87 | *0* |
| | 741 | UP | | 441 | PTI | 294 | FTI | 57 | *0* |
| | 742 | UP | | 441 | DCS | 152 | PTI | 136 | *0* |
| | 743 | UP | | 666 | PTI | 449 | RTE | 129 | *0* |
| | 744 | UP | | 244 | RTE | 80 | PTI | 77 | *0* |
| | 745 | UP | | 112 | PTI | 52 | DCS | 48 | *0* |
| | 746 | UP | | 192 | PTI | 98 | FTI | 37 | *0* |
| | 747 | UP | | 663 | PTI | 395 | DCS | 114 | *0* |
| | 748 | UP | | 534 | RTE | 232 | PTI | 194 | *0* |
| | 749 | UP | | 660 | RTE | 281 | PTI | 257 | *0* |
| | 751 | UP | | 229 | PTI | 119 | RTE | 111 | *0* |
| Carolinian | 79 | CSX | | **1474** | FTI | 524 | PTI | 355 | *0* |
| | | NS | | 393 | PTI | 214 | DSR | 84 | *0* |
| | 80 | CSX | | **1508** | FTI | 579 | PTI | 286 | *0* |
| | | NS | | 370 | PTI | 130 | DSR | 92 | *0* |
| Cascades | 500 | BNSF | | **982** | DSR | 336 | FTI | 208 | *0* |
| | | UP | | 660 | FTI | 327 | DCS | 120 | *0* |
| | 501 | BNSF | | **1050** | DSR | 426 | RTE | 210 | *0* |
| | 504 | UP | | 733 | FTI | 187 | DCS | 164 | *0* |
| | 506 | BNSF | | **1081** | DSR | 303 | RTE | 239 | *0* |
| | 507 | BNSF | | **1022** | DSR | 246 | FTI | 245 | *0* |
| | | UP | | 465 | FTI | 287 | PTI | 63 | *0* |
| | 508 | BNSF | | 806 | DSR | 326 | RTE | 199 | *0* |
| | 509 | BNSF | | **1066** | RTE | 347 | DSR | 269 | *0* |
| | | UP | | 868 | FTI | 661 | DCS | 78 | *0* |
| | 510 | BNSF | | **1412** | PTI | 431 | FTI | 314 | *0* |
| | 513 | BNSF | | **1253** | DSR | 300 | FTI | 281 | *0* |
| | 516 | BNSF | | **955** | DSR | 254 | FTI | 211 | *0* |
| | 517 | BNSF | | **1162** | PTI | 372 | FTI | 305 | *0* |
| Downeaster | 680 | MBTA | | **1246** | DSR | 794 | CTI | 388 | *0* |
| | | PanAm | | 151 | DCS | 76 | DSR | 46 | *0* |
| | 681 | MBTA | | **1609** | DSR | 994 | CTI | 572 | *0* |
| | | PanAm | | 147 | DSR | 63 | FTI | 42 | *0* |
| | 682 | MBTA | | 626 | DSR | 382 | DCS | 197 | *0* |
| | | PanAm | | 270 | DCS | 172 | FTI | 71 | *0* |
| | 683 | MBTA | | 798 | DSR | 345 | CTI | 203 | *0* |
| | | PanAm | | 211 | DCS | 73 | DSR | 47 | *0* |
| | 684 | MBTA | | **989** | DSR | 546 | CTI | 304 | *0* |
| | | PanAm | | 741 | PTI | 472 | DSR | 130 | *0* |
| | 685 | MBTA | | **1395** | DSR | 550 | CTI | 363 | *0* |
| | | PanAm | | 860 | FTI | 572 | PTI | 182 | *0* |
| | 686 | MBTA | | **2010** | DSR | 888 | CTI | 721 | *0* |
| | | PanAm | | 676 | FTI | 389 | DSR | 134 | *0* |

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

| Service | Train | Host | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| | 687 | MBTA | | **2040** | DSR | 939 | CTI | 849 | *0* |
| | | PanAm | | **1239** | PTI | 794 | DSR | 183 | *0* |
| | 688 | MBTA | | **1639** | CTI | 802 | DSR | 572 | *0* |
| | | PanAm | | **945** | PTI | 494 | FTI | 274 | *0* |
| | 689 | MBTA | | 481 | DSR | 386 | DCS | 78 | *0* |
| | | PanAm | | 109 | DSR | 64 | PTI | 26 | *0* |
| | 690 | MBTA | | **1140** | DSR | 580 | DMW | 560 | *0* |
| | | PanAm | | 65 | FTI | 40 | DSR | 25 | *0* |
| | 691 | MBTA | | **1842** | CTI | 753 | DSR | 560 | *0* |
| | | PanAm | | 75 | FTI | 55 | DSR | 20 | *0* |
| | 692 | MBTA | | **1124** | DSR | 728 | DCS | 246 | *0* |
| | | PanAm | | 124 | DSR | 80 | FTI | 22 | *0* |
| | 693 | MBTA | | 860 | DSR | 576 | CTI | 189 | *0* |
| | | PanAm | | 288 | PTI | 126 | FTI | 84 | *0* |
| | 694 | MBTA | | **967** | DSR | 438 | CTI | 387 | *0* |
| | | PanAm | | 726 | PTI | 561 | FTI | 80 | *0* |
| | 695 | MBTA | | 804 | DSR | 336 | PTI | 193 | *0* |
| | | PanAm | | 24 | DCS | 20 | DSR | 4 | *0* |
| | 696 | MBTA | | **1181** | DSR | 718 | CTI | 170 | *0* |
| | | PanAm | | 363 | DCS | 181 | FTI | 144 | *0* |
| | 697 | MBTA | | 671 | DSR | 444 | DCS | 208 | *0* |
| | | PanAm | | 195 | PTI | 81 | FTI | 63 | *0* |
| | 698 | MBTA | | 353 | DSR | 353 | - | - | *0* |
| | | PanAm | | 477 | PTI | 427 | DSR | 30 | *0* |
| | 699 | MBTA | | 794 | DSR | 402 | DCS | 392 | *0* |
| | | PanAm | | 53 | DSR | 53 | - | - | *0* |
| Empire Corridor | | | | | | | | | |
| Adirondack | 68 | CN | | **1102** | RTE | 412 | DSR | 322 | *0* |
| | | CP | | **2909** | DSR | 1384 | PTI | 966 | *0* |
| | | CSX | | 484 | DSR | 192 | PTI | 138 | *0* |
| | | MNRR | | 661 | CTI | 306 | RTE | 178 | *0* |
| | 69 | CN | | **2101** | FTI | 783 | RTE | 647 | *0* |
| | | CP | | **2495** | DSR | 1538 | FTI | 318 | *0* |
| | | CSX | | 451 | DSR | 195 | RTE | 108 | *0* |
| | | MNRR | | **941** | DSR | 312 | CTI | 292 | *0* |
| Maple Leaf | 63 | CSX | | **1096** | FTI | 297 | RTE | 280 | *0* |
| | | MNRR | | 786 | CTI | 285 | DSR | 264 | *0* |
| | 64 | CSX | | **1486** | FTI | 510 | PTI | 320 | *0* |
| | | MNRR | | 820 | CTI | 497 | DCS | 104 | *0* |
| New York - Albany[f] | 230 | CSX | | 81 | DCS | 73 | DSR | 4 | *0* |
| | | MNRR | | 519 | CTI | 285 | DSR | 123 | *0* |
| | 232 | CSX | | 28 | DSR | 16 | RTE | 8 | *0* |
| | | MNRR | | **1435** | CTI | 746 | RTE | 353 | *0* |
| | 233 | CSX | | 153 | RTE | 71 | DCS | 48 | *0* |
| | | MNRR | | **1177** | CTI | 538 | DSR | 275 | *0* |
| | 234 | CSX | | 53 | DSR | 35 | DCS | 18 | *0* |
| | | MNRR | | 208 | CTI | 148 | DSR | 42 | *0* |
| | 235 | CSX | | 425 | DCS | 162 | DSR | 125 | *0* |
| | | MNRR | | **1017** | CTI | 269 | DSR | 248 | *0* |
| | 236 | CSX | | 90 | DCS | 51 | DSR | 21 | *0* |
| | | MNRR | | 217 | CTI | 107 | RTE | 39 | *0* |
| | 237 | CSX | | 329 | PTI | 200 | DSR | 100 | *0* |
| | | MNRR | | 252 | CTI | 161 | DSR | 58 | *0* |
| | 238 | CSX | | 499 | PTI | 193 | DCS | 153 | *0* |
| | | MNRR | | 667 | CTI | 200 | DMW | 188 | *0* |
| | 239 | CSX | | 178 | PTI | 101 | DSR | 55 | *0* |
| | | MNRR | | **2418** | CTI | 1995 | RTE | 299 | *0* |
| | 241 | CSX | | 139 | DSR | 45 | RTE | 40 | *0* |
| | | MNRR | | **916** | CTI | 390 | DSR | 255 | *0* |
| | 242 | CSX | | 364 | PTI | 210 | DCS | 107 | *0* |
| | | MNRR | | 514 | DSR | 225 | CTI | 80 | *0* |
| | 243 | CSX | | 145 | DCS | 57 | FTI | 34 | *0* |
| | | MNRR | | 820 | DSR | 341 | CTI | 227 | *0* |
| | 244 | CSX | | 336 | DCS | 243 | PTI | 60 | *0* |
| | | MNRR | | 464 | CTI | 300 | DSR | 83 | *0* |

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

| Service | Train | Host | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| | 245 | CSX | | 31 | DSR | 16 | RTE | 16 | *0* |
| | | MNRR | | 365 | DCS | 124 | DSR | 106 | *0* |
| | 250 | CSX | | 86 | DCS | 48 | RTE | 29 | *0* |
| | | MNRR | | 92 | CTI | 43 | RTE | 27 | *0* |
| | 252 | CSX | | 52 | DCS | 34 | RTE | 17 | *0* |
| | | MNRR | | 245 | DSR | 98 | RTE | 98 | *0* |
| | 253 | CSX | | 150 | PTI | 115 | DCS | 27 | *0* |
| | | MNRR | | **959** | CTI | 463 | DSR | 245 | *0* |
| | 254 | CSX | | **1395** | DCS | 1326 | PTI | 52 | *0* |
| | | MNRR | | 701 | DSR | 440 | CTI | 178 | *0* |
| | 255 | CSX | | 319 | PTI | 230 | DSR | 89 | *0* |
| | | MNRR | | 817 | DSR | 501 | CTI | 132 | *0* |
| | 261 | CSX | | 8 | RTE | 8 | - | - | *0* |
| | | MNRR | | 367 | DSR | 209 | RTE | 113 | *0* |
| New York - Niagara Falls | 280 | CSX | | 713 | FTI | 223 | RTE | 206 | *0* |
| | | MNRR | | **1023** | DMW | 335 | CTI | 302 | *0* |
| | 281 | CSX | | **1390** | FTI | 626 | RTE | 342 | *0* |
| | | MNRR | | **1403** | CTI | 698 | DSR | 318 | *0* |
| | 283 | CSX | | **1223** | FTI | 563 | RTE | 255 | *0* |
| | | MNRR | | 807 | CTI | 204 | DSR | 189 | *0* |
| | 284 | CSX | | **1283** | FTI | 349 | RTE | 281 | *0* |
| | | MNRR | | 887 | CTI | 314 | DMW | 231 | *0* |
| | 288 | CSX | | **1262** | FTI | 687 | RTE | 210 | *0* |
| | | MNRR | | 531 | CTI | 374 | DSR | 85 | *0* |
| Ethan Allen Express | 290 | CP | | **2865** | DSR | 2089 | FTI | 403 | *0* |
| | | CSX | | 786 | PTI | 434 | DSR | 114 | *0* |
| | | MNRR | | 721 | CTI | 221 | RTE | 133 | *0* |
| | | VTR | | 260 | DMW | 159 | DSR | 87 | *0* |
| | 291 | CP | | **2485** | DSR | 2004 | FTI | 279 | *0* |
| | | CSX | | 559 | PTI | 270 | DSR | 184 | *0* |
| | | MNRR | | 712 | DSR | 281 | CTI | 251 | *0* |
| | | VTR | | 29 | DSR | 29 | - | - | *0* |
| | 293 | CP | | **1866** | DSR | 1769 | FTI | 55 | *0* |
| | | CSX | | 494 | PTI | 296 | DSR | 169 | *0* |
| | | MNRR | | **2452** | CTI | 2307 | RTE | 145 | *0* |
| | | VTR | | 0 | - | - | - | - | *0* |
| | 296 | CP | | **3414** | DSR | 2342 | FTI | 490 | *0* |
| | | CSX | | **1149** | PTI | 555 | DCS | 345 | *0* |
| | | MNRR | | 379 | RTE | 222 | CTI | 118 | *0* |
| | | VTR | | 161 | PTI | 161 | - | - | *0* |
| Heartland Flyer | 821 | BNSF | | **1802** | DSR | 1225 | FTI | 435 | *0* |
| | 822 | BNSF | | **1589** | DSR | 1153 | FTI | 336 | *0* |
| Hiawatha | 329 | CP | | **2503** | DMW | 1201 | PTI | 541 | *584* |
| | | Metra | | 827 | FTI | 204 | CTI | 204 | *0* |
| | 330 | CP | | 1007 | FTI | 596 | DCS | 304 | *592* |
| | | Metra | | **3325** | CTI | 3137 | DCS | 61 | *0* |
| | 331 | CP | | 632 | FTI | 224 | DMW | 213 | *513* |
| | | Metra | | **1879** | CTI | 841 | DMW | 554 | *0* |
| | 332 | CP | | 658 | FTI | 172 | DMW | 157 | *507* |
| | | Metra | | **1109** | CTI | 288 | FTI | 277 | *0* |
| | 333 | CP | | 902 | FTI | 284 | DMW | 284 | *507* |
| | | Metra | | **1588** | CTI | 489 | FTI | 367 | *0* |
| | 334 | CP | | 906 | FTI | 345 | DMW | 224 | *513* |
| | | Metra | | 890 | CTI | 333 | FTI | 224 | *0* |
| | 335 | CP | | 985 | DMW | 389 | FTI | 282 | *502* |
| | | Metra | | **2088** | CTI | 775 | FTI | 679 | *0* |
| | 336 | CP | | 989 | DMW | 379 | FTI | 309 | *502* |
| | | Metra | | **1200** | FTI | 381 | DSR | 261 | *0* |
| | 337 | CP | | 764 | DMW | 442 | FTI | 172 | *502* |
| | | Metra | | **1437** | CTI | 531 | DMW | 305 | *0* |

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**Minutes of Delay Per 10,000 Train-Miles**

| Service | Train | Host | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| | 338 | CP | | 944 | FTI | 297 | DCS | 203 | *502* |
| | | Metra | | **1824** | CTI | 1341 | DCS | 319 | *0* |
| | 339 | CP | | 821 | FTI | 385 | DMW | 184 | *502* |
| | | Metra | | **3384** | CTI | 2448 | DCS | 487 | *0* |
| | 340 | CP | | 956 | DMW | 321 | FTI | 227 | *502* |
| | | Metra | | **1039** | CTI | 538 | DSR | 219 | *0* |
| | 341 | CP | | 958 | DCS | 422 | FTI | 221 | *502* |
| | | Metra | | **1783** | CTI | 1066 | DCS | 271 | *0* |
| | 342 | CP | | 778 | FTI | 338 | DCS | 225 | *491* |
| | | Metra | | **1502** | CTI | 922 | DCS | 346 | *0* |
| Hoosier State | 850 | CSX | | 862 | DCS | 374 | RTE | 190 | *0* |
| | 851 | CSX | | 750 | DCS | 270 | FTI | 258 | *0* |
| Illinois | | | | | | | | | |
| Carl Sandburg / Illinois Zephyr | 380 | BNSF | | 680 | DSR | 224 | RTE | 139 | *0* |
| | 381 | BNSF | | 581 | DSR | 198 | FTI | 133 | *0* |
| | 382 | BNSF | | 428 | DSR | 153 | RTE | 122 | *0* |
| | 383 | BNSF | | 701 | FTI | 254 | DSR | 200 | *0* |
| Illini / Saluki | 390 | CN | | **997** | FTI | 474 | PTI | 145 | *0* |
| | 391 | CN | | **1268** | FTI | 624 | PTI | 165 | *0* |
| | 392 | CN | | **1714** | FTI | 785 | PTI | 395 | *0* |
| | 393 | CN | | **977** | FTI | 466 | PTI | 208 | *0* |
| Lincoln Service | 300 | CN | | **1262** | DCS | 360 | DSR | 354 | *0* |
| | | UP | | 770 | PTI | 265 | DCS | 250 | *0* |
| | 301 | CN | | **1010** | FTI | 754 | CTI | 114 | *0* |
| | | UP | | 880 | PTI | 335 | FTI | 169 | *0* |
| | 302 | CN | | **1586** | FTI | 908 | DCS | 388 | *0* |
| | | UP | | **1388** | PTI | 1048 | DCS | 117 | *0* |
| | 303 | CN | | **1580** | FTI | 582 | DSR | 225 | *0* |
| | | UP | | **900** | PTI | 410 | DCS | 176 | *0* |
| | 304 | CN | | **1074** | FTI | 638 | DSR | 165 | *0* |
| | | UP | | 707 | PTI | 305 | DCS | 126 | *0* |
| | 305 | CN | | **1386** | CTI | 490 | FTI | 354 | *0* |
| | | UP | | **1055** | PTI | 605 | DCS | 202 | *0* |
| | 306 | CN | | 681 | FTI | 329 | DSR | 129 | *0* |
| | | UP | | **1078** | PTI | 782 | DCS | 152 | *0* |
| | 307 | CN | | **995** | FTI | 724 | DCS | 92 | *0* |
| | | UP | | 560 | PTI | 202 | DCS | 140 | *0* |
| Michigan | | | | | | | | | |
| Blue Water | 364 | Amtrak | | 273 | DCS | 86 | DSR | 83 | *0* |
| | | CN | | 503 | FTI | 413 | RTE | 32 | *0* |
| | | NS | | **2020** | FTI | 636 | RTE | 361 | *0* |
| | 365 | Amtrak | | 873 | PTI | 510 | DSR | 133 | *0* |
| | | CN | | **1081** | FTI | 774 | DCS | 94 | *0* |
| | | NS | | **2804** | RTE | 715 | FTI | 582 | *0* |
| Pere Marquette | 370 | CSX | | 440 | DSR | 208 | DCS | 142 | *0* |
| | | NS | | **2755** | FTI | 889 | CTI | 601 | *1671* |
| | 371 | CSX | | 765 | DCS | 310 | DSR | 289 | *0* |
| | | NS | | **3118** | FTI | 743 | PTI | 740 | *1671* |

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

| Service | Train | Host | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| Wolverine | 350 | Amtrak | | **1280** | PTI | 965 | DCS | 115 | *0* |
| | | CN | | 642 | DCS | 218 | FTI | 189 | *0* |
| | | NS | | **1724** | DSR | 507 | PTI | 476 | *0* |
| | 351 | Amtrak | | 558 | PTI | 226 | DSR | 152 | *0* |
| | | CN | | **1050** | FTI | 570 | RTE | 221 | *0* |
| | | NS | | **1485** | DSR | 591 | DCS | 306 | *0* |
| | 352 | Amtrak | | 670 | PTI | 359 | DSR | 131 | *0* |
| | | CN | | **997** | DCS | 439 | FTI | 422 | *0* |
| | | NS | | **1869** | DSR | 560 | PTI | 392 | *0* |
| | 353 | Amtrak | | 701 | PTI | 418 | DSR | 109 | *0* |
| | | CN | | 710 | FTI | 320 | DCS | 263 | *0* |
| | | NS | | **1930** | DSR | 592 | FTI | 446 | *0* |
| | 354 | Amtrak | | 363 | DSR | 134 | PTI | 98 | *0* |
| | | CN | | 522 | FTI | 249 | DCS | 170 | *0* |
| | | NS | | **1782** | PTI | 772 | DSR | 436 | *0* |
| | 355 | Amtrak | | 322 | DCS | 121 | PTI | 92 | *0* |
| | | CN | | **1229** | FTI | 734 | RTE | 226 | *0* |
| | | NS | | **1773** | PTI | 780 | DSR | 455 | *0* |
| Kansas City - St. Louis | 311 | UP | | 391 | FTI | 151 | DMW | 75 | *0* |
| | 313 | UP | | 235 | PTI | 65 | DSR | 51 | *0* |
| | 314 | UP | | 556 | FTI | 259 | DMW | 95 | *0* |
| | 316 | UP | | 389 | PTI | 219 | FTI | 105 | *0* |
| Pacific Surfliner | 562 | BNSF | | 424 | DSR | 317 | DCS | 26 | *0* |
| | | SCRRA | | 414 | PTI | 289 | CTI | 105 | *0* |
| | | SDNRR | | **1928** | PTI | 999 | CTI | 745 | *0* |
| | 564 | BNSF | | **986** | DSR | 475 | CTI | 167 | *0* |
| | | SCRRA | | **1964** | PTI | 1133 | CTI | 486 | *0* |
| | | SDNRR | | **1173** | PTI | 492 | DSR | 287 | *0* |
| | 565 | BNSF | | 748 | RTE | 415 | FTI | 216 | *0* |
| | | SCRRA | | 129 | PTI | 68 | RTE | 61 | *0* |
| | | SDNRR | | 652 | DSR | 332 | PTI | 225 | *0* |
| | 566 | BNSF | | **1105** | DSR | 476 | CTI | 185 | *0* |
| | | SCRRA | | 549 | PTI | 243 | DCS | 140 | *0* |
| | | SDNRR | | **1191** | CTI | 597 | PTI | 296 | *0* |
| | 567 | BNSF | | **1339** | RTE | 603 | DMW | 302 | *0* |
| | | SCRRA | | 200 | CTI | 77 | DSR | 65 | *0* |
| | | SDNRR | | **1228** | DSR | 408 | PTI | 395 | *0* |
| | 572 | BNSF | | **1247** | DSR | 583 | DCS | 337 | *0* |
| | | SCRRA | | **1340** | PTI | 1056 | DCS | 106 | *0* |
| | | SDNRR | | 844 | DSR | 293 | CTI | 256 | *0* |
| | 573 | BNSF | | **1057** | DCS | 370 | RTE | 317 | *0* |
| | | SCRRA | | 567 | CTI | 498 | DCS | 43 | *0* |
| | | SDNRR | | **1144** | PTI | 391 | CTI | 244 | *0* |
| | 579 | BNSF | | **1416** | RTE | 501 | DSR | 315 | *0* |
| | | SCRRA | | 273 | CTI | 141 | DCS | 99 | *0* |
| | | SDNRR | | **1227** | PTI | 715 | DSR | 299 | *0* |
| | 580 | BNSF | | 844 | DSR | 490 | DCS | 182 | *0* |
| | | SCRRA | | 334 | CTI | 147 | PTI | 122 | *0* |
| | | SDNRR | | **1417** | CTI | 1071 | DSR | 224 | *0* |
| | 582 | BNSF | | 756 | DSR | 388 | CTI | 240 | *0* |
| | | SCRRA | | **1832** | PTI | 1611 | CTI | 137 | *0* |
| | | SDNRR | | **1097** | CTI | 614 | PTI | 301 | *0* |
| | 583 | BNSF | | **1602** | DSR | 434 | FTI | 367 | *0* |
| | | SCRRA | | **1238** | PTI | 1005 | CTI | 89 | *0* |
| | | SDNRR | | 893 | CTI | 507 | PTI | 153 | *0* |

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

| Service | Train | Host | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| | 591 | BNSF | | **2096** | RTE | 1329 | DSR | 363 | *0* |
| | | SCRRA | | 549 | RTE | 379 | DCS | 79 | *0* |
| | | SDNRR | | **2103** | CTI | 652 | RTE | 556 | *0* |
| | 595 | BNSF | | **1936** | DSR | 693 | DMW | 399 | *0* |
| | | SCRRA | | 406 | DCS | 221 | CTI | 78 | *0* |
| | | SDNRR | | **914** | PTI | 267 | DSR | 230 | *0* |
| | 597 | BNSF | | 736 | DSR | 389 | DMW | 173 | *0* |
| | | SCRRA | | 335 | PTI | 123 | CTI | 118 | *0* |
| | | SDNRR | | **987** | PTI | 586 | DSR | 231 | *0* |
| | 763 | BNSF | | **925** | DCS | 307 | DSR | 291 | *0* |
| | | SCRRA | | 502 | PTI | 136 | CTI | 135 | *0* |
| | | SDNRR | | **1157** | CTI | 543 | PTI | 293 | *0* |
| | | UP | | **1498** | PTI | 1266 | DCS | 65 | *0* |
| | 768 | BNSF | | 900 | DSR | 334 | DCS | 243 | *0* |
| | | SCRRA | | **1086** | PTI | 697 | CTI | 254 | *0* |
| | | SDNRR | | 370 | PTI | 148 | CTI | 121 | *0* |
| | | UP | | 145 | DCS | 107 | DSR | 25 | *0* |
| | 769 | BNSF | | 854 | DSR | 354 | DMW | 172 | *0* |
| | | SCRRA | | 209 | DCS | 67 | CTI | 49 | *0* |
| | | SDNRR | | **1348** | PTI | 678 | DSR | 348 | *0* |
| | | UP | | **1405** | PTI | 1253 | DCS | 89 | *0* |
| | 774 | BNSF | | **1092** | DSR | 516 | RTE | 177 | *0* |
| | | SCRRA | | 766 | PTI | 367 | CTI | 212 | *0* |
| | | SDNRR | | **1195** | CTI | 436 | PTI | 409 | *0* |
| | | UP | | 848 | PTI | 642 | DCS | 86 | *0* |
| | 784 | BNSF | | **1062** | DSR | 410 | DCS | 278 | *0* |
| | | SCRRA | | **1769** | CTI | 1028 | PTI | 329 | *0* |
| | | SDNRR | | **2140** | CTI | 1173 | PTI | 566 | *0* |
| | | UP | | 567 | PTI | 378 | DCS | 69 | *0* |
| | 785 | BNSF | | **1921** | DCS | 1047 | DSR | 460 | *0* |
| | | SCRRA | | 803 | PTI | 467 | DCS | 157 | *0* |
| | | SDNRR | | **2486** | PTI | 836 | CTI | 797 | *0* |
| | | UP | | 665 | PTI | 528 | DCS | 52 | *0* |
| | 796 | BNSF | | **1400** | DSR | 536 | RTE | 374 | *0* |
| | | SCRRA | | **1166** | PTI | 596 | DMW | 235 | *0* |
| | | SDNRR | | 662 | FTI | 263 | DSR | 240 | *0* |
| | | UP | | 362 | DCS | 157 | PTI | 71 | *0* |

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

| Service | Train | Host | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| Pennsylvanian | 42 | NS | | 434 | FTI | 187 | RTE | 132 | *0* |
| | 43 | NS | | 409 | FTI | 213 | RTE | 89 | *0* |
| Piedmont | 73 | NS | | 400 | DSR | 136 | FTI | 64 | *0* |
| | 76 | NS | | 482 | PTI | 174 | FTI | 133 | *0* |
| San Joaquin | 701 | BNSF | | 843 | PTI | 406 | FTI | 195 | *0* |
| | | UP | | 421 | FTI | 151 | DCS | 127 | *0* |
| | 702 | BNSF | | **1070** | PTI | 543 | FTI | 328 | *0* |
| | | UP | | 528 | FTI | 290 | DCS | 180 | *0* |
| | 703 | BNSF | | 528 | PTI | 269 | FTI | 106 | *0* |
| | | UP | | **1116** | DCS | 472 | RTE | 343 | *0* |
| | 704 | BNSF | | 481 | PTI | 203 | DSR | 104 | *0* |
| | | UP | | 345 | DCS | 129 | FTI | 67 | *0* |
| | 711 | BNSF | | 513 | FTI | 222 | PTI | 100 | *0* |
| | | UP | | **979** | PTI | 569 | DCS | 188 | *0* |
| | 712 | BNSF | | **961** | PTI | 539 | FTI | 225 | *0* |
| | | UP | | 476 | PTI | 174 | DCS | 142 | *0* |
| | 713 | BNSF | | **960** | PTI | 515 | FTI | 222 | *0* |
| | | UP | | **1066** | PTI | 633 | RTE | 220 | *0* |
| | 714 | BNSF | | 619 | FTI | 216 | DSR | 151 | *0* |
| | | UP | | **995** | PTI | 443 | RTE | 259 | *0* |
| | 715 | BNSF | | 670 | PTI | 363 | FTI | 107 | *0* |
| | | UP | | 818 | PTI | 556 | DCS | 183 | *0* |
| | 716 | BNSF | | 573 | PTI | 325 | FTI | 134 | *0* |
| | | UP | | 603 | DCS | 184 | FTI | 172 | *0* |
| | 717 | BNSF | | 741 | PTI | 437 | FTI | 134 | *0* |
| | | UP | | 723 | PTI | 369 | DCS | 133 | *0* |
| | 718 | BNSF | | 474 | PTI | 205 | FTI | 139 | *0* |
| | | UP | | **1218** | PTI | 729 | FTI | 265 | *0* |
| Vermonter | 54 | MNRR | | 313 | CTI | 210 | DSR | 77 | *0* |
| | | NECR | | 74 | DSR | 72 | DCS | 2 | *0* |
| | 55 | MNRR | | 536 | CTI | 429 | DSR | 77 | *0* |
| | | NECR | | 642 | DSR | 466 | FTI | 82 | *0* |
| | 56 | MNRR | | 574 | CTI | 244 | DSR | 190 | *0* |
| | | NECR | | 275 | DSR | 178 | DCS | 51 | *0* |
| | 57 | MNRR | | 466 | CTI | 306 | DSR | 128 | *0* |
| | | NECR | | 358 | DSR | 341 | FTI | 11 | *0* |
| ***Long Distance Routes*** | | | | | | | | | |
| Auto Train | 52 | CSX | | **1208** | FTI | 606 | PTI | 196 | *0* |
| | 53 | CSX | | **1416** | FTI | 657 | PTI | 291 | *0* |
| California Zephyr | 5 | BNSF | | 855 | DSR | 432 | FTI | 144 | *0* |
| | | UP | | 703 | FTI | 289 | DCS | 147 | *0* |
| | 6 | BNSF | | 830 | DSR | 398 | FTI | 183 | *0* |
| | | UP | | 638 | FTI | 195 | DCS | 162 | *0* |
| Cardinal | 50 | BBrRR | | **2928** | FTI | 979 | DSR | 914 | *0* |
| | | CSX | | **975** | FTI | 392 | DSR | 208 | *0* |
| | | NS | | 726 | PTI | 303 | CTI | 280 | *0* |
| | 51 | BBrRR | | **2480** | PTI | 949 | DSR | 906 | *0* |
| | | CSX | | 788 | FTI | 366 | DSR | 181 | *0* |
| | | NS | | 423 | FTI | 239 | PTI | 119 | *0* |
| Capitol Limited | 29 | CSX | | 655 | FTI | 212 | DSR | 158 | *0* |
| | | NS | | **1023** | FTI | 417 | RTE | 203 | *0* |
| | 30 | CSX | | **1028** | DSR | 329 | DCS | 288 | *0* |
| | | NS | | 897 | FTI | 341 | RTE | 268 | *0* |
| City of New Orleans | 58 | CN | | **1222** | FTI | 566 | PTI | 214 | *134* |
| | 59 | CN | | **1095** | FTI | 542 | RTE | 165 | *39* |
| Coast Starlight | 11 | BNSF | | **965** | FTI | 258 | DSR | 250 | *0* |
| | | SCRRA | | **2432** | PTI | 920 | CTI | 757 | *0* |
| | | UP | | **1178** | PTI | 467 | DCS | 287 | *0* |
| | 14 | BNSF | | 821 | DSR | 261 | FTI | 191 | *0* |
| | | SCRRA | | **2005** | CTI | 1178 | PTI | 494 | *0* |
| | | UP | | **1094** | DCS | 414 | PTI | 241 | *0* |
| Crescent | 19 | NS | | 604 | FTI | 176 | PTI | 174 | *0* |
| | 20 | NS | | 510 | FTI | 151 | DSR | 122 | *0* |

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

| Service | Train | Host | | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | | | ***900*** | | | | | |
| Empire Builder | 27 | BNSF | | 526 | FTI | 279 | DCS | 96 | *0* |
| | 28 | BNSF | | 575 | FTI | 347 | DSR | 108 | *0* |
| | 7 | BNSF | | **951** | DSR | 387 | FTI | 237 | *0* |
| | | CP | | **1144** | FTI | 807 | DSR | 123 | *204* |
| | | Metra | | 603 | DMW | 240 | CTI | 151 | *0* |
| | 8 | BNSF | | **1028** | DSR | 405 | FTI | 330 | *0* |
| | | CP | | **1620** | FTI | 630 | OTH | 247 | *191* |
| | | Metra | | **2249** | CTI | 1821 | DCS | 182 | *0* |
| Lake Shore Ltd | 448 | CSX | | **1443** | CTI | 600 | DSR | 259 | *0* |
| | 449 | CSX | | 783 | FTI | 183 | DSR | 168 | *0* |
| | 48 | CSX | | **1073** | FTI | 366 | RTE | 283 | *0* |
| | | MNRR | | **2058** | CTI | 1066 | RTE | 626 | *0* |
| | | NS | | **1006** | FTI | 361 | RTE | 252 | *0* |
| | 49 | CSX | | 801 | FTI | 281 | RTE | 217 | *0* |
| | | MNRR | | 857 | CTI | 413 | DSR | 328 | *0* |
| | | NS | | **1036** | FTI | 484 | RTE | 209 | *0* |
| Palmetto | 89 | CSX | | **934** | FTI | 428 | PTI | 214 | *0* |
| | 90 | CSX | | 765 | FTI | 311 | PTI | 198 | *0* |
| Silver Meteor | 97 | CSX | | 755 | FTI | 274 | PTI | 148 | *0* |
| | | Fla DOT | | **1188** | CTI | 378 | PTI | 295 | *0* |
| | 98 | CSX | | 718 | FTI | 347 | PTI | 103 | *0* |
| | | Fla DOT | | **1033** | CTI | 487 | DSR | 237 | *0* |
| Silver Star | 91 | CSX | | 820 | FTI | 229 | PTI | 223 | *0* |
| | | Fla DOT | | **1539** | CTI | 796 | DCS | 310 | *0* |
| | | NS | | **1885** | PTI | 1353 | FTI | 386 | *0* |
| | 92 | CSX | | **919** | FTI | 377 | DSR | 153 | *0* |
| | | Fla DOT | | **942** | DSR | 326 | CTI | 239 | *0* |
| | | NS | | 16 | FTI | 8 | DSR | 8 | *0* |
| Southwest Chief | 3 | BNSF | | 419 | DSR | 150 | DCS | 91 | *0* |
| | | NMDOT | | **1103** | DSR | 594 | DCS | 294 | *0* |
| | 4 | BNSF | | 465 | DSR | 152 | FTI | 98 | *0* |
| | | NMDOT | | **921** | DSR | 535 | DCS | 259 | *0* |
| Sunset Limited | 1 | BNSF | | **1642** | DSR | 578 | DCS | 410 | *0* |
| | | UP | | **908** | FTI | 356 | DCS | 191 | *0* |
| | 2 | BNSF | | 583 | DSR | 315 | FTI | 147 | *0* |
| | | UP | | **1202** | FTI | 463 | DCS | 213 | *0* |
| Texas Eagle | 21 | BNSF | | **2164** | DSR | 1549 | FTI | 245 | *0* |
| | | CN | | **2051** | FTI | 1475 | DCS | 311 | *0* |
| | | UP | | **1352** | FTI | 477 | DSR | 240 | *0* |
| | 22 | BNSF | | **2758** | DSR | 2151 | FTI | 357 | *0* |
| | | CN | | **1182** | FTI | 868 | DCS | 206 | *0* |
| | | UP | | **1102** | FTI | 298 | DSR | 222 | *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/Norfolk includes all trains between Richmond, Newport News or Norfolk 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 | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|
| | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | ***325*** | | | | | |
| ***Acela Express*** | | | | | | | |
| Acela Express | 2150 | **495** | OTH | 443 | ENG | 48 | 0 |
| | 2151 | 24 | ENG | 12 | HLD | 9 | 0 |
| | 2153 | **372** | OTH | 372 | - | - | 0 |
| | 2154 | 101 | OTH | 80 | HLD | 15 | 0 |
| | 2155 | 9 | OTH | 9 | - | - | 0 |
| | 2158 | 17 | OTH | 10 | ADA | 3 | 0 |
| | 2159 | 120 | OTH | 71 | ENG | 26 | 0 |
| | 2160 | 45 | ADA | 42 | OTH | 3 | 0 |
| | 2163 | 73 | OTH | 43 | INJ | 26 | 0 |
| | 2164 | 0 | - | - | - | - | 0 |
| | 2165 | 214 | OTH | 175 | HLD | 36 | 0 |
| | 2166 | 33 | OTH | 33 | - | - | 0 |
| | 2167 | 74 | OTH | 74 | - | - | 0 |
| | 2168 | 0 | - | - | - | - | 0 |
| | 2170 | 34 | OTH | 34 | - | - | 0 |
| | 2171 | 143 | OTH | 143 | - | - | 0 |
| | 2172 | 265 | OTH | 167 | ENG | 80 | 0 |
| | 2173 | 65 | OTH | 42 | HLD | 23 | 0 |
| | 2190 | 143 | OTH | 143 | - | - | 0 |
| | 2193 | 162 | OTH | 159 | HLD | 3 | 0 |
| | 2250 | 40 | OTH | 26 | HLD | 13 | 0 |
| | 2251 | 60 | OTH | 60 | - | - | 0 |
| | 2252 | 13 | HLD | 13 | - | - | 0 |
| | 2253 | 172 | OTH | 124 | ADA | 27 | 0 |
| | 2254 | 13 | CAR | 13 | - | - | 0 |
| | 2255 | **332** | OTH | 332 | - | - | 0 |
| | 2256 | 77 | OTH | 77 | - | - | 0 |
| | 2257 | 64 | ADA | 64 | - | - | 0 |
| | 2258 | 27 | OTH | 27 | - | - | 0 |
| | 2259 | 191 | OTH | 153 | HLD | 38 | 0 |
| | 2290 | 255 | OTH | 255 | - | - | 0 |
| | 2297 | 247 | OTH | 247 | - | - | 0 |
| ***Other NEC Corridor Routes*** | | | | | | | |
| Northeast Regional | | | | | | | |
| Richmond / Newport News/Norfolk[d] | 66 | **442** | HLD | 169 | CON | 74 | 0 |
| | 67 | **433** | HLD | 114 | SVS | 91 | 0 |
| | 82 | 277 | HLD | 136 | OTH | 70 | 0 |
| | 83 | **489** | HLD | 216 | ADA | 141 | 0 |
| | 84 | **359** | HLD | 244 | ADA | 54 | 0 |
| | 85 | 190 | HLD | 91 | ADA | 60 | 0 |
| | 86 | **523** | HLD | 347 | OTH | 140 | 0 |
| | 87 | 261 | HLD | 167 | OTH | 40 | 0 |
| | 88 | **422** | HLD | 165 | ENG | 93 | 0 |
| | 93 | **461** | HLD | 175 | ENG | 107 | 0 |
| | 94 | **579** | HLD | 292 | ADA | 122 | 0 |
| | 95 | **498** | HLD | 297 | ADA | 93 | 0 |
| | 99 | **603** | HLD | 295 | OTH | 124 | 0 |
| | 125 | 311 | HLD | 188 | OTH | 81 | 0 |
| | 157 | 206 | HLD | 130 | ADA | 40 | 0 |
| | 164 | 325 | HLD | 145 | OTH | 138 | 0 |
| | 174 | **498** | HLD | 232 | ENG | 126 | 0 |
| | 194 | **733** | HLD | 355 | ADA | 250 | 0 |
| | 195 | **328** | HLD | 195 | OTH | 62 | 0 |
| Lynchburg[e] | 145 | 277 | HLD | 128 | OTH | 100 | 0 |
| | 147 | **422** | OTH | 198 | HLD | 134 | 0 |
| | 156 | 207 | HLD | 102 | OTH | 91 | 0 |
| | 171 | 233 | HLD | 124 | ADA | 58 | 0 |
| | 176 | 269 | OTH | 109 | HLD | 105 | 0 |
| All Other Northeast Regional | 132 | 96 | OTH | 96 | - | - | 0 |
| | 135 | **344** | HLD | 140 | ENG | 108 | 0 |
| | 136 | 0 | - | - | - | - | 0 |
| | 137 | 169 | OTH | 120 | ENG | 32 | 0 |

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

| Service | Train | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|
| | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | ***325*** | | | | | |
| | 139 | **371** | HLD | 288 | ADA | 55 | 0 |
| | 140 | 311 | OTH | 211 | ADA | 75 | 0 |
| | 141 | **635** | OTH | 242 | ENG | 154 | 0 |
| | 143 | 161 | OTH | 77 | SVS | 39 | 0 |
| | 146 | 264 | OTH | 264 | - | - | 0 |
| | 148 | 127 | HLD | 75 | OTH | 29 | 0 |
| | 150 | 128 | OTH | 77 | ENG | 51 | 0 |
| | 160 | **408** | ENG | 140 | OTH | 134 | 0 |
| | 161 | **427** | OTH | 153 | HLD | 140 | 0 |
| | 162 | **485** | OTH | 255 | HLD | 134 | 0 |
| | 163 | **612** | OTH | 255 | HLD | 191 | 0 |
| | 165 | **912** | OTH | 466 | ENG | 313 | 0 |
| | 166 | 110 | OTH | 110 | - | - | 0 |
| | 167 | **676** | CON | 561 | HLD | 64 | 0 |
| | 168 | 230 | OTH | 230 | - | - | 0 |
| | 169 | **575** | OTH | 225 | CON | 212 | 0 |
| | 170 | **506** | OTH | 430 | HLD | 38 | 0 |
| | 172 | 316 | OTH | 220 | ADA | 48 | 0 |
| | 173 | 185 | HLD | 134 | ADA | 33 | 0 |
| | 175 | 277 | OTH | 128 | HLD | 92 | 0 |
| | 177 | 217 | ENG | 85 | OTH | 73 | 0 |
| | 178 | 145 | OTH | 142 | HLD | 3 | 0 |
| | 179 | 304 | OTH | 250 | CON | 27 | 0 |
| | 190 | **536** | OTH | 501 | INJ | 22 | 0 |
| ***Non-NEC Corridor Routes*** | | | | | | | |
| Capitol Corridor | 518 | 0 | - | - | - | - | 0 |
| | 520 | 188 | ITI | 137 | SYS | 22 | 0 |
| | 521 | 99 | CAR | 32 | ADA | 27 | 0 |
| | 522 | **442** | ENG | 177 | OTH | 131 | 0 |
| | 523 | 277 | ENG | 158 | HLD | 69 | 0 |
| | 524 | **331** | ENG | 110 | HLD | 99 | 0 |
| | 525 | 99 | HLD | 81 | OTH | 12 | 0 |
| | 526 | 166 | ADA | 92 | HLD | 54 | 0 |
| | 527 | 206 | HLD | 84 | ENG | 55 | 0 |
| | 528 | 251 | ENG | 72 | HLD | 51 | 0 |
| | 529 | 131 | HLD | 63 | ADA | 28 | 0 |
| | 530 | 321 | CON | 165 | ADA | 49 | 0 |
| | 531 | 89 | ITI | 45 | SYS | 16 | 0 |
| | 532 | **499** | HLD | 240 | ADA | 192 | 0 |
| | 533 | 153 | ADA | 57 | HLD | 45 | 0 |
| | 534 | 305 | CON | 156 | ADA | 83 | 0 |
| | 535 | 320 | ITI | 183 | SVS | 32 | 0 |
| | 536 | **423** | CON | 176 | HLD | 89 | 0 |
| | 537 | **367** | ADA | 105 | HLD | 101 | 0 |
| | 538 | 115 | HLD | 39 | SYS | 29 | 0 |
| | 540 | 293 | CON | 268 | ADA | 20 | 0 |
| | 541 | 92 | ADA | 29 | HLD | 29 | 0 |
| | 542 | **385** | ENG | 244 | CON | 53 | 0 |
| | 543 | 202 | HLD | 107 | ADA | 44 | 0 |
| | 544 | **497** | ENG | 193 | HLD | 110 | 0 |
| | 545 | 244 | HLD | 68 | SYS | 66 | 0 |
| | 546 | **891** | ENG | 568 | HLD | 114 | 0 |
| | 547 | 178 | ITI | 65 | HLD | 51 | 0 |
| | 548 | 173 | ITI | 42 | CON | 37 | 0 |
| | 549 | 87 | ADA | 36 | HLD | 27 | 0 |
| | 551 | 46 | HLD | 20 | OTH | 13 | 0 |
| | 553 | 0 | - | - | - | - | 0 |
| | 720 | **758** | ITI | 367 | HLD | 91 | 0 |
| | 723 | 23 | ENG | 13 | SYS | 8 | 0 |
| | 724 | 132 | OTH | 49 | SYS | 31 | 0 |
| | 727 | 191 | HLD | 75 | ENG | 54 | 0 |
| | 728 | 157 | ADA | 83 | HLD | 31 | 0 |
| | 729 | 138 | ADA | 50 | HLD | 42 | 0 |

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

| Service | Train | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|
| | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | ***325*** | | | | | |
| | 732 | **343** | CCR | 158 | ADA | 95 | 0 |
| | 733 | **374** | HLD | 150 | ADA | 145 | 0 |
| | 734 | **462** | HLD | 188 | ADA | 134 | 0 |
| | 736 | **591** | ENG | 139 | HLD | 129 | 0 |
| | 737 | **367** | HLD | 121 | ENG | 119 | 0 |
| | 738 | 154 | ENG | 71 | CON | 24 | 0 |
| | 741 | **387** | HLD | 137 | ENG | 121 | 0 |
| | 742 | **570** | HLD | 277 | SYS | 101 | 0 |
| | 743 | **511** | OTH | 150 | CON | 88 | 0 |
| | 744 | **353** | ENG | 148 | HLD | 85 | 0 |
| | 745 | 324 | ENG | 316 | ADA | 8 | 0 |
| | 746 | 290 | ENG | 163 | OTH | 74 | 0 |
| | 747 | 165 | CON | 46 | HLD | 44 | 0 |
| | 748 | **341** | OTH | 145 | HLD | 80 | 0 |
| | 749 | 233 | HLD | 95 | ADA | 67 | 0 |
| | 751 | 4 | SYS | 4 | - | - | 0 |
| Carolinian | 79 | **419** | HLD | 183 | ADA | 156 | 0 |
| | 80 | **444** | HLD | 165 | ADA | 99 | 0 |
| Cascades | 500 | 269 | OTH | 78 | ADA | 62 | 0 |
| | 501 | 311 | ENG | 88 | HLD | 53 | 0 |
| | 504 | **422** | OTH | 154 | SYS | 106 | 0 |
| | 506 | 264 | ENG | 146 | ADA | 41 | 0 |
| | 507 | **338** | ENG | 126 | ADA | 71 | 0 |
| | 508 | **330** | SYS | 146 | HLD | 64 | 0 |
| | 509 | 204 | CON | 95 | HLD | 34 | 0 |
| | 510 | **337** | ENG | 139 | CAR | 68 | 0 |
| | 513 | **328** | ENG | 123 | SYS | 69 | 0 |
| | 516 | 216 | HLD | 69 | ENG | 60 | 0 |
| | 517 | 125 | OTH | 43 | HLD | 36 | 0 |
| Downeaster | 680 | 118 | OTH | 91 | SVS | 21 | 0 |
| | 681 | 94 | OTH | 47 | HLD | 29 | 0 |
| | 682 | 113 | ITI | 65 | OTH | 27 | 0 |
| | 683 | 87 | ITI | 79 | HLD | 6 | 0 |
| | 684 | 69 | OTH | 47 | HLD | 19 | 0 |
| | 685 | 175 | OTH | 76 | ENG | 56 | 0 |
| | 686 | 267 | ITI | 103 | MTI | 94 | 0 |
| | 687 | 167 | ENG | 125 | HLD | 23 | 0 |
| | 688 | 106 | OTH | 90 | HLD | 9 | 0 |
| | 689 | 152 | ITI | 136 | HLD | 9 | 0 |
| | 690 | 70 | OTH | 70 | - | - | 0 |
| | 691 | 77 | ITI | 48 | ADA | 17 | 0 |
| | 692 | 60 | HLD | 26 | ADA | 16 | 0 |
| | 693 | 19 | HLD | 9 | ADA | 9 | 0 |
| | 694 | 111 | OTH | 44 | HLD | 40 | 0 |
| | 695 | 116 | HLD | 65 | ADA | 43 | 0 |
| | 696 | 12 | HLD | 9 | ADA | 3 | 0 |
| | 697 | 80 | HLD | 43 | ENG | 15 | 0 |
| | 698 | 30 | OTH | 16 | HLD | 14 | 0 |
| | 699 | 116 | ENG | 116 | - | - | 0 |
| Empire Corridor | | | | | | | 0 |
| Adirondack | 68 | 213 | HLD | 68 | CAR | 51 | 0 |
| | 69 | 156 | HLD | 121 | ENG | 85 | 0 |
| Maple Leaf | 63 | 287 | HLD | 119 | SYS | 102 | 0 |
| | 64 | 309 | HLD | 141 | SYS | 79 | 0 |
| New York - Albany[f] | 230 | 9 | ENG | 36 | HLD | 3 | 0 |
| | 232 | 35 | MTI | 30 | CAR | 20 | 0 |
| | 233 | 119 | HLD | 84 | ADA | 27 | 0 |
| | 234 | 21 | ADA | 13 | HLD | 9 | 0 |
| | 235 | 72 | HLD | 55 | SYS | 53 | 0 |
| | 236 | 72 | HLD | 31 | ENG | 29 | 0 |
| | 237 | 70 | HLD | 54 | SYS | 39 | 0 |

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

| Service | Train | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|
| | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | ***325*** | | | | | |
| | 238 | 90 | HLD | 59 | ADA | 40 | 0 |
| | 239 | 81 | HLD | 58 | ADA | 25 | 0 |
| | 241 | 77 | ITI | 70 | HLD | 61 | 0 |
| | 242 | 34 | HLD | 27 | OTH | 12 | 0 |
| | 243 | 149 | ITI | 100 | ENG | 87 | 0 |
| | 244 | 85 | HLD | 50 | SYS | 26 | 0 |
| | 245 | 22 | ENG | 93 | HLD | 70 | 0 |
| | 250 | 48 | ENG | 35 | ADA | 7 | 0 |
| | 252 | 188 | ITI | 131 | HLD | 56 | 0 |
| | 253 | 111 | HLD | 64 | ADA | 64 | 0 |
| | 254 | 215 | ADA | 91 | HLD | 65 | 0 |
| | 255 | 310 | ITI | 272 | HLD | 234 | 0 |
| | 261 | 57 | HLD | 64 | CAR | 37 | 0 |
| New York - Niagara Falls | 280 | 236 | HLD | 100 | SYS | 52 | 0 |
| | 281 | 322 | HLD | 123 | SYS | 119 | 0 |
| | 283 | 278 | HLD | 120 | SYS | 96 | 0 |
| | 284 | 235 | HLD | 131 | SYS | 54 | 0 |
| | 288 | 309 | HLD | 197 | SYS | 81 | 0 |
| Ethan Allen Express | 290 | 192 | HLD | 109 | ENG | 32 | 0 |
| | 291 | 152 | HLD | 80 | ADA | 52 | 0 |
| | 292 | 132 | HLD | 113 | OTH | 31 | 0 |
| | 293 | 85 | HLD | 93 | ADA | 4 | 0 |
| | 296 | 110 | SVS | 76 | HLD | 17 | 0 |
| Heartland Flyer | 821 | 307 | HLD | 119 | OTH | 79 | 0 |
| | 822 | **328** | ENG | 161 | HLD | 77 | 0 |
| Hiawatha | 329 | 322 | OTH | 288 | SYS | 37 | 0 |
| | 330 | 121 | CCR | 59 | OTH | 36 | 0 |
| | 331 | **503** | OTH | 426 | ITI | 421 | 0 |
| | 332 | **962** | ITI | 412 | OTH | 334 | 0 |
| | 333 | **425** | OTH | 257 | ITI | 235 | 0 |
| | 334 | **600** | HLD | 276 | OTH | 231 | 0 |
| | 335 | **705** | OTH | 455 | HLD | 187 | 0 |
| | 336 | **513** | OTH | 208 | HLD | 186 | 0 |
| | 337 | **523** | OTH | 270 | HLD | 218 | 0 |
| | 338 | **910** | ITI | 449 | OTH | 255 | 0 |
| | 339 | **437** | ITI | 409 | OTH | 226 | 0 |
| | 340 | **518** | OTH | 210 | HLD | 205 | 0 |
| | 341 | **468** | ITI | 238 | OTH | 233 | 0 |
| | 342 | **595** | ITI | 283 | OTH | 237 | 0 |
| Hoosier State | 850 | 283 | OTH | 142 | SYS | 95 | 0 |
| | 851 | **354** | SYS | 142 | OTH | 131 | 0 |
| Illinois | | | | | | | |
| Carl Sandburg / Illinois Zephyr | 380 | 199 | ADA | 89 | HLD | 86 | 0 |
| | 381 | 197 | OTH | 88 | HLD | 54 | 0 |
| | 382 | 156 | HLD | 99 | ADA | 30 | 0 |
| | 383 | 264 | OTH | 91 | HLD | 68 | 0 |
| Illini / Saluki | 390 | 294 | OTH | 125 | HLD | 103 | 0 |
| | 391 | 233 | OTH | 84 | HLD | 79 | 0 |
| | 392 | 303 | HLD | 131 | OTH | 79 | 0 |
| | 393 | 312 | OTH | 138 | HLD | 91 | 0 |
| Lincoln Service | 300 | 88 | HLD | 41 | ADA | 23 | 0 |
| | 301 | 31 | ENG | 75 | HLD | 16 | 0 |
| | 302 | 89 | ADA | 34 | HLD | 33 | 0 |
| | 303 | 105 | ADA | 49 | HLD | 35 | 0 |
| | 304 | 160 | HLD | 60 | ADA | 57 | 0 |
| | 305 | 175 | HLD | 60 | ADA | 57 | 0 |
| | 306 | 68 | HLD | 35 | ENG | 14 | 0 |
| | 307 | 80 | SYS | 28 | HLD | 26 | 0 |
| Michigan | | | | | | | |
| Blue Water | 364 | **412** | HLD | 222 | CAR | 148 | 0 |
| | 365 | **493** | OTH | 223 | HLD | 221 | 0 |
| Pere Marquette | 370 | 275 | SYS | 111 | HLD | 79 | 0 |
| | 371 | **416** | SYS | 191 | HLD | 99 | 0 |

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

| Service | Train | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|
| | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | ***325*** | | | | | |
| Wolverine | 350 | **493** | OTH | 248 | ENG | 167 | 0 |
| | 351 | **371** | OTH | 269 | ENG | 115 | 0 |
| | 352 | **561** | OTH | 283 | ITI | 205 | 0 |
| | 353 | 309 | OTH | 150 | SYS | 99 | 0 |
| | 354 | 320 | OTH | 251 | ITI | 166 | 0 |
| | 355 | 246 | OTH | 174 | HLD | 60 | 0 |
| Kansas City - St. Louis | 311 | 149 | HLD | 122 | ADA | 24 | 0 |
| | 313 | 148 | HLD | 98 | ADA | 39 | 0 |
| | 314 | 218 | HLD | 109 | ADA | 56 | 0 |
| | 316 | 140 | HLD | 77 | ITI | 30 | 0 |
| Pacific Surfliner | 562 | 25 | ENG | 15 | HLD | 3 | 0 |
| | 564 | 43 | HLD | 13 | OTH | 13 | 0 |
| | 563 | 0 | - | - | - | - | 0 |
| | 565 | 252 | HLD | 83 | ADA | 75 | 0 |
| | 566 | 131 | HLD | 71 | ENG | 24 | 0 |
| | 567 | 140 | HLD | 57 | SYS | 21 | 0 |
| | 571 | 0 | - | - | - | - | 0 |
| | 572 | 152 | ADA | 43 | ENG | 37 | 0 |
| | 573 | 280 | OTH | 77 | SYS | 62 | 0 |
| | 577 | 0 | - | - | - | - | 0 |
| | 578 | 0 | - | - | - | - | 0 |
| | 579 | 177 | HLD | 71 | ITI | 29 | 0 |
| | 580 | 138 | HLD | 86 | ADA | 25 | 0 |
| | 582 | 213 | ENG | 102 | HLD | 56 | 0 |
| | 583 | 311 | HLD | 83 | ADA | 82 | 0 |
| | 587 | 0 | - | - | - | - | 0 |
| | 589 | 0 | - | - | - | - | 0 |
| | 590 | 0 | - | - | - | - | 0 |
| | 591 | 296 | ITI | 83 | ENG | 78 | 0 |
| | 592 | 0 | - | - | - | - | 0 |
| | 595 | **555** | ITI | 364 | CCR | 93 | 0 |
| | 597 | 187 | HLD | 137 | ADA | 16 | 0 |
| | 763 | 249 | HLD | 117 | ENG | 48 | 0 |
| | 768 | 264 | HLD | 127 | ADA | 37 | 0 |
| | 769 | **527** | HLD | 213 | ADA | 122 | 0 |
| | 774 | **346** | HLD | 110 | SYS | 64 | 0 |
| | 775 | 0 | - | - | - | - | 0 |
| | 784 | **331** | HLD | 235 | ADA | 53 | 0 |
| | 785 | **400** | HLD | 122 | SYS | 88 | 0 |
| | 792 | 0 | - | - | - | - | 0 |
| | 796 | **492** | SYS | 227 | CON | 92 | 0 |
| | 798 | 0 | - | - | - | - | 0 |
| | 799 | 0 | - | - | - | - | 0 |
| Pennsylvanian | 42 | 309 | HLD | 184 | OTH | 50 | 0 |
| | 43 | 285 | HLD | 141 | OTH | 57 | 0 |
| Piedmont | 73 | 225 | HLD | 92 | ADA | 53 | 0 |
| | 76 | **614** | HLD | 247 | ADA | 197 | 0 |
| San Joaquin | 701 | 173 | HLD | 73 | CON | 30 | 0 |
| | 702 | 192 | ENG | 74 | HLD | 62 | 0 |
| | 703 | **348** | CON | 169 | HLD | 65 | 0 |
| | 704 | 193 | ENG | 68 | HLD | 47 | 0 |
| | 711 | 220 | ADA | 55 | HLD | 54 | 0 |
| | 712 | 267 | ADA | 97 | ENG | 57 | 0 |
| | 713 | **333** | ADA | 121 | HLD | 59 | 0 |
| | 714 | **363** | ENG | 92 | ADA | 69 | 0 |
| | 715 | 195 | HLD | 45 | CON | 42 | 0 |
| | 716 | 128 | ADA | 30 | ENG | 30 | 0 |
| | 717 | 260 | HLD | 89 | ITI | 40 | 0 |
| | 718 | 284 | ENG | 77 | HLD | 68 | 0 |
| Vermonter | 54 | 127 | ADA | 57 | HLD | 35 | 0 |
| | 55 | 263 | HLD | 85 | ENG | 55 | 0 |
| | 56 | 241 | HLD | 58 | SVS | 56 | 0 |
| | 57 | 307 | ADA | 91 | HLD | 74 | 0 |

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

| Service | Train | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|
| | | Total Delay | Largest 2 Delay Categories[b] | | | | *MM&C Allowance*[c] |
| | | | #1 | Minutes | #2 | Minutes | |
| ***Standard*** | | ***325*** | | | | | |
| ***Long Distance Routes*** | | | | | | | |
| Auto Train | 52 | 150 | ENG | 54 | SYS | 43 | 0 |
| | 53 | 318 | SYS | 69 | CAR | 65 | 0 |
| California Zephyr | 5 | 221 | SYS | 74 | HLD | 47 | 0 |
| | 6 | 266 | SYS | 75 | HLD | 55 | 0 |
| Cardinal | 50 | **407** | HLD | 110 | ADA | 86 | 0 |
| | 51 | **376** | HLD | 97 | ADA | 85 | 0 |
| Capitol Limited | 29 | 221 | HLD | 138 | ENG | 27 | 0 |
| | 30 | **369** | HLD | 158 | SYS | 113 | 0 |
| City of New Orleans | 58 | 158 | HLD | 63 | OTH | 22 | 0 |
| | 59 | 235 | HLD | 88 | OTH | 71 | 0 |
| Coast Starlight | 11 | **521** | HLD | 153 | SVS | 108 | 0 |
| | 14 | **615** | HLD | 214 | ENG | 95 | 0 |
| Crescent | 19 | 194 | HLD | 74 | ADA | 49 | 0 |
| | 20 | 204 | HLD | 70 | ADA | 57 | 0 |
| Empire Builder | 27 | **828** | CON | 755 | SYS | 33 | 0 |
| | 28 | 188 | CON | 50 | ENG | 37 | 0 |
| | 7 | 224 | HLD | 114 | SYS | 36 | 0 |
| | 8 | **353** | HLD | 128 | OTH | 40 | 0 |
| Lake Shore Ltd | 448 | 261 | HLD | 128 | ADA | 56 | 0 |
| | 449 | **574** | HLD | 312 | ADA | 133 | 0 |
| | 48 | 318 | HLD | 164 | ENG | 42 | 0 |
| | 49 | **610** | HLD | 381 | SVS | 74 | 0 |
| Palmetto | 89 | 166 | HLD | 62 | ADA | 58 | 0 |
| | 90 | 156 | HLD | 66 | ADA | 54 | 0 |
| Silver Meteor | 97 | **352** | HLD | 127 | ADA | 119 | 0 |
| | 98 | **386** | ADA | 153 | HLD | 130 | 0 |
| Silver Star | 91 | **449** | HLD | 223 | ADA | 92 | 0 |
| | 92 | **524** | HLD | 243 | ADA | 130 | 0 |
| Southwest Chief | 3 | 191 | HLD | 88 | ENG | 46 | 0 |
| | 4 | 183 | HLD | 94 | ENG | 26 | 0 |
| Sunset Limited | 1 | **353** | HLD | 104 | SYS | 48 | 0 |
| | 2 | **369** | HLD | 131 | SVS | 61 | 0 |
| Texas Eagle | 21 | **344** | HLD | 210 | ADA | 51 | 0 |
| | 22 | **514** | HLD | 239 | SYS | 66 | 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/Norfolk includes all trains between Richmond, Newport News or Norfolk 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] | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | Total Delay | Largest 2 Delay Categories | | | | MM&C Allowance[c] |
| | | | | #1 | Minutes | #2 | Minutes | |
| ***Acela Express*** | | | | | | | | |
| ***Standard*** | | | ***265*** | | | | | |
| Acela Express | 2100 | Amtrak | 377 | CTI | 86 | ENG | 85 | *0* |
| | 2103 | Amtrak | 175 | ENG | 44 | DCS | 28 | *0* |
| | 2104 | Amtrak | 156 | MTI | 23 | ENG | 20 | *0* |
| | 2107 | Amtrak | 129 | PTI | 42 | CAR | 25 | *0* |
| | 2109 | Amtrak | 246 | CAR | 61 | ITI | 55 | *0* |
| | 2110 | Amtrak | 104 | ENG | 49 | DCS | 11 | *0* |
| | 2117 | Amtrak | 264 | CTI | 39 | DBS | 28 | *0* |
| | 2119 | Amtrak | 209 | DBS | 98 | CTI | 24 | *0* |
| | 2121 | Amtrak | 216 | CTP | 44 | PTI | 43 | *0* |
| | 2122 | Amtrak | 270 | DBS | 130 | SVS | 32 | *0* |
| | 2124 | Amtrak | 282 | CTI | 118 | DBS | 73 | *0* |
| | 2126 | Amtrak | 269 | DBS | 90 | CTI | 35 | *0* |
| | 2150 | Amtrak | 200 | CTI | 62 | ENG | 54 | *0* |
| | 2151 | Amtrak | 169 | CTI | 27 | HLD | 21 | *0* |
| | 2153 | Amtrak | 131 | ENG | 33 | HLD | 14 | *0* |
| | 2154 | Amtrak | 141 | MTI | 26 | CTI | 21 | *0* |
| | 2155 | Amtrak | 185 | HLD | 41 | DBB | 18 | *0* |
| | 2158 | Amtrak | 149 | SMW | 26 | MTI | 20 | *0* |
| | 2159 | Amtrak | 193 | HLD | 65 | CTI | 34 | *0* |
| | 2160 | Amtrak | 172 | SMW | 37 | PTI | 36 | *0* |
| | 2163 | Amtrak | 313 | CAR | 67 | PTI | 57 | *0* |
| | 2164 | Amtrak | 306 | CTI | 111 | MTI | 36 | *0* |
| | 2165 | Amtrak | 241 | PTI | 63 | HLD | 34 | *0* |
| | 2166 | Amtrak | 135 | SMW | 36 | CTI | 21 | *0* |
| | 2167 | Amtrak | 153 | CTI | 38 | CAR | 31 | *0* |
| | 2168 | Amtrak | 207 | CTI | 60 | SMW | 34 | *0* |
| | 2170 | Amtrak | 257 | CTI | 57 | SMW | 50 | *0* |
| | 2171 | Amtrak | 282 | DBS | 63 | HLD | 42 | *0* |
| | 2172 | Amtrak | 292 | DBS | 77 | ENG | 34 | *0* |
| | 2173 | Amtrak | 203 | HLD | 42 | DBS | 37 | *0* |
| | 2190 | Amtrak | 268 | SMW | 129 | HLD | 42 | *0* |
| | 2193 | Amtrak | 374 | CTI | 95 | HLD | 73 | *0* |
| | 2203 | Amtrak | 113 | SMW | 92 | FTI | 14 | *0* |
| | 2205 | Amtrak | 175 | OTH | 108 | SMW | 32 | *0* |
| | 2207 | Amtrak | 133 | SMW | 96 | PTI | 27 | *0* |
| | 2208 | Amtrak | 51 | DMW | 27 | SMW | 17 | *0* |
| | 2211 | Amtrak | 126 | SYS | 41 | SMW | 31 | *0* |
| | 2212 | Amtrak | 142 | CAR | 85 | SMW | 23 | *0* |
| | 2213 | Amtrak | 207 | SMW | 67 | HLD | 59 | *0* |
| | 2216 | Amtrak | 237 | DET | 144 | SMW | 41 | *0* |
| | 2220 | Amtrak | 48 | DET | 38 | CAR | 10 | *0* |
| | 2221 | Amtrak | 67 | SMW | 30 | PTI | 19 | *0* |
| | 2222 | Amtrak | 55 | SVS | 24 | SMW | 14 | *0* |
| | 2225 | Amtrak | 159 | CAR | 44 | DMW | 30 | *0* |
| | 2228 | Amtrak | 154 | CAR | 85 | HLD | 27 | *0* |
| | 2250 | Amtrak | 99 | SMW | 18 | HLD | 16 | *0* |
| | 2251 | Amtrak | 130 | HLD | 55 | SMW | 23 | *0* |
| | 2252 | Amtrak | 146 | HLD | 64 | CTI | 36 | *0* |
| | 2253 | Amtrak | 356 | CAR | 85 | HLD | 63 | *0* |
| | 2254 | Amtrak | 57 | SMW | 25 | HLD | 14 | *0* |
| | 2255 | Amtrak | 89 | HLD | 30 | SMW | 23 | *0* |
| | 2256 | Amtrak | 48 | SMW | 18 | DCS | 14 | *0* |
| | 2257 | Amtrak | 152 | HLD | 34 | SMW | 25 | *0* |
| | 2258 | Amtrak | 106 | PTI | 71 | CAR | 17 | *0* |
| | 2259 | Amtrak | 152 | HLD | 39 | DCS | 29 | *0* |
| | 2290 | Amtrak | 159 | SMW | 86 | ENG | 57 | *0* |
| | 2297 | Amtrak | 430 | OTH | 154 | CAR | 88 | *0* |
| ***Other NEC Routes*** | | | | | | | | |
| ***Standard*** | | | ***475*** | | | | | |
| Cardinal | 50 | Amtrak | 433 | PTI | 141 | SVS | 87 | *0* |
| | 51 | Amtrak | 488 | OTH | 128 | PTI | 73 | *0* |
| Carolinian | 79 | Amtrak | 436 | HLD | 73 | OTH | 64 | *0* |
| | 80 | Amtrak | 175 | DBS | 40 | SVS | 34 | *0* |
| Crescent | 19 | Amtrak | 687 | CAR | 146 | PTI | 90 | *0* |
| | 20 | Amtrak | 365 | CAR | 121 | PTI | 84 | *0* |
| Keystone | 600 | Amtrak | 212 | ENG | 52 | HLD | 41 | *0* |
| | 601 | Amtrak | 371 | PSR | 216 | DCS | 53 | *0* |
| | 605 | Amtrak | 459 | PSR | 185 | CTI | 97 | *0* |
| | 607 | Amtrak | 414 | PSR | 158 | ENG | 99 | *0* |
| | 609 | Amtrak | 650 | PSR | 202 | CTI | 138 | *0* |
| | 610 | Amtrak | 147 | ITI | 70 | HLD | 42 | *0* |
| | 611 | Amtrak | 271 | PSR | 194 | HLD | 49 | *0* |
| | 612 | Amtrak | 97 | HLD | 76 | OTH | 21 | *0* |
| | 615 | Amtrak | 382 | PSR | 222 | HLD | 132 | *0* |
| | 618 | Amtrak | 99 | ITI | 63 | ENG | 19 | *0* |
| | 619 | Amtrak | 451 | ITI | 179 | DBS | 130 | *0* |
| | 620 | Amtrak | 139 | ENG | 51 | PSR | 36 | *0* |
| | 622 | Amtrak | 155 | MTI | 99 | DBS | 19 | *0* |
| | 637 | Amtrak | 213 | SYS | 103 | CTI | 66 | *0* |
| | 639 | Amtrak | 166 | DBS | 75 | DCS | 29 | *0* |
| | 640 | Amtrak | 491 | CTI | 197 | ENG | 101 | *0* |
| | 641 | Amtrak | 444 | PSR | 128 | CTI | 59 | *0* |
| | 642 | Amtrak | 154 | PTI | 48 | DMW | 41 | *0* |
| | 643 | Amtrak | 356 | PSR | 105 | CTI | 42 | *0* |
| | 644 | Amtrak | 220 | HLD | 49 | ENG | 35 | *0* |
| | 645 | Amtrak | 258 | PSR | 101 | CTI | 38 | *0* |
| | 646 | Amtrak | 202 | ENG | 74 | DCS | 50 | *0* |
| | 647 | Amtrak | 379 | PSR | 111 | ENG | 109 | *0* |
| | 648 | Amtrak | 213 | HLD | 83 | MTI | 49 | *0* |
| | 649 | Amtrak | 397 | PSR | 115 | HLD | 96 | *0* |
| | 650 | Amtrak | 214 | ENG | 76 | HLD | 41 | *0* |
| | 651 | Amtrak | 380 | PSR | 129 | HLD | 77 | *0* |
| | 652 | Amtrak | 373 | DBS | 142 | PTI | 56 | *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] | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | Total Delay | Largest 2 Delay Categories | | | | MM&C Allowance[c] |
| | | | | #1 | Minutes | #2 | Minutes | |
| | 653 | Amtrak | 388 | CTI | 154 | PSR | 119 | *0* |
| | 654 | Amtrak | 332 | DBS | 115 | HLD | 94 | *0* |
| | 655 | Amtrak | **886** | DBS | 132 | PSR | 125 | *0* |
| | 656 | Amtrak | 168 | DBS | 70 | HLD | 25 | *0* |
| | 658 | Amtrak | 103 | MTI | 52 | PTI | 26 | *0* |
| | 660 | Amtrak | 247 | PTI | 114 | CAR | 26 | *0* |
| | 661 | Amtrak | **554** | OTH | 203 | PSR | 105 | *0* |
| | 662 | Amtrak | 310 | PTI | 92 | DMW | 66 | *0* |
| | 663 | Amtrak | **478** | ENG | 120 | PSR | 107 | *0* |
| | 664 | Amtrak | 135 | PTI | 42 | HLD | 37 | *0* |
| | 665 | Amtrak | 299 | PSR | 111 | HLD | 105 | *0* |
| | 666 | Amtrak | 172 | PTI | 50 | SYS | 37 | *0* |
| | 667 | Amtrak | **672** | DET | 135 | CTI | 124 | *0* |
| | 669 | Amtrak | 377 | PSR | 92 | ENG | 79 | *0* |
| | 670 | Amtrak | 404 | DET | 214 | HLD | 90 | *0* |
| | 671 | Amtrak | 74 | HLD | 35 | DBS | 26 | *0* |
| | 672 | Amtrak | 220 | HLD | 61 | ADA | 37 | *0* |
| Northeast Regional | | | | | | | | |
| Richmond / Newport News/Norfolk[d] | 66 | Amtrak | 286 | OTH | 89 | ENG | 53 | *0* |
| | 67 | Amtrak | 341 | MTI | 74 | ENG | 60 | *0* |
| | 82 | Amtrak | 389 | HLD | 222 | SMW | 44 | *0* |
| | 83 | Amtrak | 218 | MTI | 80 | HLD | 48 | *0* |
| | 84 | Amtrak | 216 | ENG | 47 | CAR | 45 | *0* |
| | 85 | Amtrak | **560** | ENG | 140 | SVS | 125 | *0* |
| | 86 | Amtrak | 277 | PTI | 115 | CTI | 44 | *0* |
| | 87 | Amtrak | **744** | ENG | 131 | HLD | 118 | *0* |
| | 88 | Amtrak | 279 | HLD | 119 | PTI | 37 | *0* |
| | 93 | Amtrak | 412 | CAR | 68 | HLD | 65 | *0* |
| | 94 | Amtrak | 474 | CTI | 111 | SMW | 68 | *0* |
| | 95 | Amtrak | 442 | HLD | 80 | PTI | 76 | *0* |
| | 99 | Amtrak | **487** | HLD | 144 | INJ | 114 | *0* |
| | 125 | Amtrak | 454 | ENG | 132 | PTI | 104 | *0* |
| | 157 | Amtrak | 300 | ADA | 54 | CTI | 51 | *0* |
| | 164 | Amtrak | 231 | HLD | 82 | CAR | 49 | *0* |
| | 174 | Amtrak | 346 | ENG | 98 | CTI | 94 | *0* |
| | 194 | Amtrak | 248 | ENG | 68 | HLD | 36 | *0* |
| | 195 | Amtrak | 442 | HLD | 117 | DDA | 56 | *0* |
| Lynchburg[e] | 145 | Amtrak | 451 | PTI | 112 | HLD | 91 | *0* |
| | 147 | Amtrak | 405 | HLD | 118 | ADA | 101 | *0* |
| | 156 | Amtrak | 412 | DET | 183 | HLD | 60 | *0* |
| | 171 | Amtrak | 379 | CTI | 95 | HLD | 86 | *0* |
| | 176 | Amtrak | 309 | HLD | 81 | MTI | 59 | *0* |
| All Other Northeast Regional | 110 | Amtrak | 276 | ENG | 106 | HLD | 37 | *0* |
| | 111 | Amtrak | 421 | ENG | 128 | CTI | 106 | *0* |
| | 123 | Amtrak | 197 | HLD | 127 | ADA | 16 | *0* |
| | 126 | Amtrak | 209 | ENG | 46 | HLD | 42 | *0* |
| | 127 | Amtrak | 254 | CTI | 81 | PTI | 45 | *0* |
| | 129 | Amtrak | 285 | PTI | 75 | CTI | 64 | *0* |
| | 130 | Amtrak | 365 | CTI | 66 | SVS | 52 | *0* |
| | 131 | Amtrak | 322 | OTH | 176 | SMW | 65 | *0* |
| | 132 | Amtrak | 157 | HLD | 70 | FTI | 24 | *0* |
| | 133 | Amtrak | **779** | CTI | 249 | CAR | 215 | *0* |
| | 134 | Amtrak | **581** | DBS | 294 | PTI | 91 | *0* |
| | 135 | Amtrak | 309 | ENG | 110 | HLD | 61 | *0* |
| | 136 | Amtrak | 323 | CTI | 81 | HLD | 48 | *0* |
| | 137 | Amtrak | 417 | DBS | 79 | CTI | 73 | *0* |
| | 138 | Amtrak | **587** | CTI | 156 | ENG | 95 | *0* |
| | 139 | Amtrak | 295 | HLD | 112 | SMW | 76 | *0* |
| | 140 | Amtrak | **512** | CAR | 173 | ENG | 113 | *0* |
| | 141 | Amtrak | 334 | PTI | 67 | ADA | 50 | *0* |
| | 143 | Amtrak | 338 | HLD | 63 | ADA | 38 | *0* |
| | 146 | Amtrak | 255 | HLD | 99 | SYS | 45 | *0* |
| | 148 | Amtrak | **485** | DBS | 91 | PTI | 66 | *0* |
| | 150 | Amtrak | 215 | ENG | 68 | HLD | 42 | *0* |
| | 151 | Amtrak | 153 | ENG | 54 | CTI | 26 | *0* |
| | 152 | Amtrak | 197 | HLD | 46 | SMW | 35 | *0* |
| | 153 | Amtrak | 254 | OTH | 141 | SMW | 65 | *0* |
| | 154 | Amtrak | 82 | SYS | 31 | HLD | 21 | *0* |
| | 155 | Amtrak | 306 | OTH | 78 | SMW | 65 | *0* |
| | 158 | Amtrak | 133 | ENG | 29 | HLD | 25 | *0* |
| | 159 | Amtrak | 344 | ENG | 114 | CTI | 44 | *0* |
| | 160 | Amtrak | 230 | HLD | 73 | SMW | 28 | *0* |
| | 161 | Amtrak | 322 | DET | 95 | HLD | 61 | *0* |
| | 162 | Amtrak | 116 | SMW | 44 | HLD | 20 | *0* |
| | 163 | Amtrak | 418 | HLD | 109 | ENG | 101 | *0* |
| | 165 | Amtrak | 185 | SMW | 33 | HLD | 30 | *0* |
| | 166 | Amtrak | 398 | ENG | 147 | HLD | 99 | *0* |
| | 167 | Amtrak | 319 | MTI | 130 | ENG | 57 | *0* |
| | 168 | Amtrak | 235 | DET | 80 | PTI | 39 | *0* |
| | 169 | Amtrak | 281 | SMW | 72 | HLD | 49 | *0* |
| | 170 | Amtrak | 299 | CTI | 82 | ENG | 76 | *0* |
| | 172 | Amtrak | 312 | ENG | 105 | PTI | 35 | *0* |
| | 173 | Amtrak | 389 | PTI | 89 | ENG | 64 | *0* |
| | 175 | Amtrak | 333 | MTI | 56 | DBS | 46 | *0* |
| | 177 | Amtrak | 327 | ENG | 109 | SMW | 56 | *0* |
| | 178 | Amtrak | 256 | DBS | 75 | SVS | 48 | *0* |
| | 179 | Amtrak | 353 | SMW | 107 | HLD | 65 | *0* |
| | 180 | Amtrak | 427 | CTI | 119 | MTI | 57 | *0* |
| | 181 | Amtrak | 349 | PTI | 96 | CTI | 46 | *0* |
| | 182 | Amtrak | 177 | ENG | 62 | DBS | 40 | *0* |
| | 183 | Amtrak | 423 | CTI | 131 | PTI | 75 | *0* |
| | 184 | Amtrak | **762** | CAR | 222 | SVS | 202 | *0* |
| | 185 | Amtrak | **540** | CTI | 136 | ENG | 111 | *0* |
| | 186 | Amtrak | 196 | ENG | 58 | CTI | 36 | *0* |
| | 187 | Amtrak | 441 | DCS | 84 | HLD | 82 | *0* |
| | 188 | Amtrak | 269 | ENG | 121 | DBS | 50 | *0* |
| | 190 | Amtrak | 294 | ENG | 66 | SMW | 49 | *0* |
| | 192 | Amtrak | 51 | SVS | 19 | HLD | 13 | *0* |
| | 193 | Amtrak | **557** | DBS | 137 | PTI | 107 | *0* |
| | 196 | Amtrak | **505** | DBS | 223 | MTI | 111 | *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] | 1st Quarter FY 2013 | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | Total Delay | Largest 2 Delay Categories | | | | MM&C Allowance[c] |
| | | | | #1 | Minutes | #2 | Minutes | |
| | 198 | Amtrak | 256 | SVS | 56 | SMW | 44 | *0* |
| | 401 | Amtrak | **867** | PTI | 410 | HLD | 173 | *0* |
| | 405 | Amtrak | 254 | PTI | 162 | OTH | 46 | *0* |
| | 432 | Amtrak | **485** | CON | 373 | HLD | 112 | *0* |
| | 450 | Amtrak | **838** | PTI | 353 | CON | 225 | *0* |
| | 460 | Amtrak | **1722** | CON | 1029 | ITI | 295 | *0* |
| | 463 | Amtrak | 399 | PTI | 202 | HLD | 110 | *0* |
| | 464 | Amtrak | **1086** | PTI | 416 | CON | 358 | *0* |
| | 465 | Amtrak | **1503** | CAR | 855 | HLD | 381 | *0* |
| | 467 | Amtrak | 0 | - | 0 | - | 0 | *0* |
| | 470 | Amtrak | **1294** | PTI | 674 | CON | 233 | *0* |
| | 475 | Amtrak | 347 | OTH | 130 | PTI | 61 | *0* |
| | 476 | Amtrak | **1466** | CON | 1036 | PTI | 179 | *0* |
| | 479 | Amtrak | **780** | PTI | 425 | ITI | 158 | *0* |
| | 488 | Amtrak | **3017** | CON | 1959 | PTI | 613 | *0* |
| | 490 | Amtrak | **846** | CON | 772 | PTI | 58 | *0* |
| | 493 | Amtrak | **1210** | HLD | 427 | ADA | 308 | *0* |
| | 494 | Amtrak | **1499** | CON | 905 | PTI | 220 | *0* |
| | 495 | Amtrak | 170 | DCS | 53 | ADA | 50 | *0* |
| | 497 | Amtrak | **934** | SYS | 436 | PTI | 286 | *0* |
| Palmetto | 89 | Amtrak | **497** | DET | 83 | OTH | 74 | *0* |
| | 90 | Amtrak | 313 | SVS | 65 | ENG | 59 | *0* |
| Pennsylvanian | 42 | Amtrak | 336 | HLD | 88 | DET | 79 | *0* |
| | 43 | Amtrak | 436 | HLD | 100 | PSR | 69 | *0* |
| Silver Meteor | 97 | Amtrak | **547** | PTI | 155 | HLD | 115 | *0* |
| | 98 | Amtrak | **629** | PTI | 237 | SVS | 73 | *0* |
| Silver Star | 91 | Amtrak | 422 | HLD | 66 | ENG | 60 | *0* |
| | 92 | Amtrak | 355 | PTI | 102 | ENG | 59 | *0* |
| Vermonter | 54 | Amtrak | 216 | ENG | 69 | DCS | 24 | *0* |
| | 55 | Amtrak | **608** | PTI | 141 | DBS | 117 | *0* |
| | 56 | Amtrak | 385 | SVS | 137 | CTI | 45 | *0* |
| | 57 | Amtrak | 180 | ENG | 49 | MTI | 42 | *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 standarc*
[d] *Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk 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.<br>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.<br>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.<br>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.<br>Major reported causes of delay will also be shown for information (with no standard attached to them).<br>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.<br>Reported causes of delay will also be shown for information (with no standard attached to them).<br>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;<br>90 percent by 2014 |
| | Percent of Passengers "Very Satisfied" with Amtrak personnel | **route** | ✓ | | 80 percent in 2010;<br>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.