

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

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

**Covering the Quarter Ended September, 2013  
(Fourth Quarter of Fiscal Year 2013)**



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

**Published October 2013**

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## Notes

<b>Note No.</b>	<b>Applies to Tables—</b>	<b>Note</b>
<b>1</b>	<b>1 &amp; 3</b>	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.
<b>2</b>	<b>All route-specific tables</b>	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.
<b>3</b>	<b>On-Time Performance, Train Delays, and Other Service Quality Tables</b>	For the non-financial metrics for which standards exist, numbers shown in <b>red</b> 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	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

***Acela Express***

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

Keystone Service*	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
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
Vermonteer*	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.*

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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

***Acela Express***

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

Keystone Service*	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
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
Vermonteer*	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.*

*\* Excludes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

***Acela Express***

Acela Express	170%	156%	171%
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***Other NEC Corridor Routes***

Keystone Service*	89%	83%	89%
Northeast Regional (Boston - Washington)	121%	108%	120%
Richmond / Newport News*	105%	104%	109%
Lynchburg*	142%	145%	143%
Norfolk*	106%	n/a	107%
New Haven - Springfield	50%	47%	51%

***Non-NEC Corridor Routes***

Capitol Corridor*	79%	79%	79%
Carolinian*	99%	98%	100%
Cascades*	82%	76%	76%
Downeaster*	82%	84%	84%
Empire Corridor			
Adirondack*	90%	92%	101%
Empire Service	77%	77%	81%
Ethan Allen Express*	83%	84%	86%
Maple Leaf	65%	61%	64%
Heartland Flyer*	59%	63%	59%
Hiawatha*	90%	88%	88%
Hoosier State	13%	18%	13%
Illinois			
Carl Sandburg / Illinois Zephyr*	84%	84%	87%
Illini / Saluki*	75%	75%	76%
Lincoln Service*	70%	72%	70%
Michigan			
Blue Water*	81%	80%	82%
Pere Marquette*	87%	90%	90%
Wolverine	46%	51%	50%
Kansas City - St. Louis*	91%	92%	92%
Pacific Surfliner*	79%	74%	79%
Pennsylvanian	65%	58%	65%
Piedmont*	77%	82%	79%
San Joaquins*	81%	85%	85%
Vermonteer*	73%	75%	72%

***Long-Distance Routes***

Auto Train	68%	67%	58%
California Zephyr	42%	43%	42%
Capitol Limited	48%	47%	48%
Cardinal	32%	30%	32%
City of New Orleans	49%	47%	50%
Coast Starlight	44%	44%	45%
Crescent	44%	43%	43%
Empire Builder	54%	52%	56%
Lake Shore Ltd	49%	48%	49%
Palmetto	58%	55%	59%
Silver Meteor	51%	50%	51%
Silver Star	44%	43%	44%
Southwest Chief	41%	41%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	46%	45%	47%

*Excludes Capital Charges.*

*\* Includes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13
<b><i>Acela Express</i></b>			
Acela Express	170%	156%	171%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service*	72%	65%	71%
Northeast Regional (Boston - Washington)	121%	108%	120%
Richmond / Newport News*	110%	104%	109%
Lynchburg*	142%	145%	143%
Norfolk*	106%	n/a	107%
New Haven - Springfield	50%	47%	51%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor*	40%	39%	40%
Carolinian*	93%	89%	93%
Cascades*	54%	56%	54%
Downeaster*	51%	52%	51%
Empire Corridor			
Adirondack*	56%	54%	56%
Empire Service	50%	46%	48%
Ethan Allen Express*	83%	84%	86%
Maple Leaf	65%	61%	64%
Heartland Flyer*	25%	24%	25%
Hiawatha*	65%	61%	64%
Hoosier State	13%	18%	13%
Illinois			
Carl Sandburg / Illinois Zephyr*	35%	34%	35%
Illini / Saluki*	45%	45%	47%
Lincoln Service*	41%	38%	41%
Michigan			
Blue Water*	44%	43%	44%
Pere Marquette*	53%	53%	55%
Wolverine	46%	51%	50%
Kansas City - St. Louis*	38%	36%	37%
Pacific Surfliner*	55%	50%	54%
Pennsylvanian	65%	58%	65%
Piedmont*	41%	39%	41%
San Joaquins*	47%	48%	48%
Vermonteer*	46%	46%	47%
<b><i>Long-Distance Routes</i></b>			
Auto Train	68%	67%	58%
California Zephyr	42%	43%	42%
Capitol Limited	48%	47%	48%
Cardinal	32%	30%	32%
City of New Orleans	49%	47%	50%
Coast Starlight	44%	44%	45%
Crescent	44%	43%	43%
Empire Builder	54%	52%	56%
Lake Shore Ltd	49%	48%	49%
Palmetto	58%	55%	59%
Silver Meteor	51%	50%	51%
Silver Star	44%	43%	44%
Southwest Chief	41%	41%	41%
Sunset Limited	24%	24%	24%
Texas Eagle	46%	45%	47%

*Excludes Capital Charges.*

*\* Excludes state revenue.*

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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

***Acela Express***

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

Keystone Service*	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
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
Vermonteer*	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.*



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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

***Acela Express***

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

***Other NEC Corridor Routes***

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

***Non-NEC Corridor Routes***

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

*\* Excludes state revenue.*

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

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Oct. 11 - Sep. 13</b>	<b>Oct. 10 - Sep. 12</b>	<b>Jul. 11 - Jun. 13</b>
(\$0.055)	(\$0.066)	(\$0.062)

*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.*

The Prior Report column above may not match previously reported figures for that period due to the chain deflator now being used for 2013 which reflects the current period.

**TABLE 4 (B):**  
**ADJUSTED (LOSS) PER PASSENGER-MILE**  
*Excluding State Revenue. Year 2010 Constant Dollars*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>Oct. 11 - Sep. 13</b>	<b>Oct. 10 - Sep. 12</b>	<b>Jul. 11 - Jun. 13</b>
(\$0.082)	(\$0.094)	(\$0.090)

*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.*

The Prior Report column above may not match previously reported figures for that period due to the chain deflator now being used for 2013 which reflects the current period.

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

Service	Current Period	Prior Period	Prior Report
	Oct. 11 - Sep. 13	Oct. 10 - Sep. 12	Jul. 11 - Jun. 13

***Acela Express***

Acela Express	192	195	193
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***Other NEC Corridor Routes***

Keystone Service	148	143	147
Northeast Regional (Boston - Washington)	217	210	219
Richmond / Newport News	262	250	267
Lynchburg	337	325	341
Norfolk	180	n/a	178
New Haven - Springfield	120	122	124

***Non-NEC Corridor Routes***

Capitol Corridor	94	91	93
Carolinian	271	277	272
Cascades	138	146	141
Downeaster	101	104	102
Empire Corridor			
Adirondack	234	230	233
Empire Service	136	133	137
Ethan Allen Express	163	167	165
Maple Leaf	110	108	110
Heartland Flyer	99	101	100
Hiawatha	156	158	157
Hoosier State	70	71	70
Illinois			
Carl Sandburg / Illinois Zephyr	103	103	104
Illini / Saluki	135	134	136
Lincoln Service	142	147	143
Michigan			
Blue Water	168	168	167
Pere Marquette	130	132	131
Wolverine	124	160	138
Kansas City - St. Louis	93	93	94
Pacific Surfliner	145	150	150
Pennsylvanian	196	194	196
Piedmont	69	68	69
San Joaquins	126	122	126
Vermont	132	143	136

***Long-Distance Routes***

Auto Train	377	365	372
California Zephyr	175	176	173
Capitol Limited	200	201	201
Cardinal	134	134	134
City of New Orleans	175	172	177
Coast Starlight	229	221	227
Crescent	164	170	166
Empire Builder	211	206	208
Lake Shore Ltd	242	247	243
Palmetto	150	152	152
Silver Meteor	229	232	231
Silver Star	196	200	197
Southwest Chief	191	196	193
Sunset Limited	137	136	138
Texas Eagle	194	188	194

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

Service <sup>a</sup>	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph)	Endpoint OTP <sup>b</sup>	All-Stations OTP <sup>c</sup>
	Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013

**Acela Express**

Standard	>=0	90.0%	90.0%
Acela Express	-0.2	76.9%	81.6%

**Other NEC Corridor Routes**

Standard	>=0	85.0%	85.0%
Keystone	0.4	90.0%	96.1%
Total Northeast Regional		79.4%	83.7%
Richmond / Newport News/Norfolk <sup>d</sup>	0.2	80.5%	80.4%
Lynchburg <sup>e</sup>	Not Available	77.2%	79.8%
All Other Northeast Regional	0.2	79.2%	85.9%

**Non-NEC Corridor Routes**

Standard	>=0	80.0%	80.0%
Capitol Corridor	2.2	95.3%	96.5%
Carolinian	1.1	60.9%	59.4%
Cascades	0.5	79.5%	80.9%
Downeaster	-1.3	60.4%	83.5%
Empire Corridor	1.0	74.2%	71.3%
Adirondack	0.9	35.3%	40.8%
Ethan Allen Express	2.8	64.1%	80.3%
Maple Leaf	0.3	47.3%	56.0%
New York - Albany <sup>f</sup>	2.7	87.2%	93.0%
New York - Niagara Falls	-0.3	70.1%	66.4%
Heartland Flyer	0.0	36.5%	63.2%
Hiawatha	-1.3	88.5%	95.7%
Hoosier State	2.9	72.1%	76.9%
Illinois	3.3	81.5%	73.9%
Carl Sandburg / Illinois Zephyr	1.1	89.9%	87.1%
Illini / Saluki	2.9	75.0%	55.7%
Lincoln Service	4.2	80.4%	77.7%
Michigan	3.0	26.5%	49.4%
Blue Water	6.2	52.7%	70.0%
Pere Marquette	3.1	34.2%	68.7%
Wolverine	1.8	15.2%	41.3%
Kansas City - St. Louis	8.8	95.9%	95.2%
Pacific Surfliner	0.3	79.1%	87.9%
Pennsylvanian	1.2	90.8%	86.9%
Piedmont	1.9	75.2%	89.9%
San Joaquin	0.0	80.8%	78.5%
Vermont	3.4	62.0%	60.6%

**Long-Distance Routes**

Standard	>=0	80.0%	80.0%
Auto Train	-0.2	88.6%	91.3%
California Zephyr	3.4	62.0%	48.7%
Capitol Limited	2.4	62.5%	44.1%
Cardinal	1.2	43.6%	37.0%
City of New Orleans	1.6	86.4%	67.1%
Coast Starlight	1.1	80.4%	61.7%
Crescent	0.2	59.2%	56.6%
Empire Builder	-0.6	41.4%	24.1%
Lake Shore Ltd	0.2	54.1%	35.4%
Palmetto	1.1	69.6%	67.0%
Silver Meteor	-0.4	53.3%	47.1%
Silver Star	0.6	58.7%	55.2%
Southwest Chief	0.3	73.4%	47.1%
Sunset Limited	0.9	74.4%	54.7%
Texas Eagle	2.9	76.1%	44.8%

<sup>a</sup> For train-by-train detail, please refer to Appendix A.

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

<sup>c</sup> 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.

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

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

Service	Host	4th Quarter FY 2013							
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>	Route Miles	
			#1	Minutes	#2	Minutes			
<b>Standard</b>		<b>900</b>							
<b>Acela Express</b>									
Acela Express	MNRR	<b>1235</b>	DSR	666	CTI	381	0	56	
<b>Other NEC Corridor Routes</b>									
Northeast Regional									
Richmond / Newport News/Norfolk <sup>d</sup>	CSX	<b>1208</b>	DSR	319	FTI	232	0	189	
	MNRR	<b>1352</b>	DSR	821	CTI	271	0	56	
	NS	590	DSR	272	DCS	150	0	81	
Lynchburg <sup>e</sup>	MNRR	<b>1339</b>	DSR	599	CTI	425	0	56	
	NS	556	DSR	275	FTI	148	0	166	
All Other Northeast Regional	MNRR	<b>1378</b>	DSR	750	CTI	516	0	56	
<b>Non-NEC Corridor Routes</b>									
Capitol Corridor	UP	481	PTI	177	DCS	105	0	168	
Carolinian	CSX	<b>1701</b>	FTI	534	PTI	324	0	295	
	NS	477	PTI	173	DSR	152	0	202	
Cascades	BNSF	<b>1105</b>	DSR	289	FTI	241	0	343	
	UP	743	FTI	393	DCS	187	0	125	
Downeaster	MBTA	<b>1917</b>	DSR	993	CTI	613	0	38	
	PanAm	607	PTI	231	FTI	177	0	77	
Empire Corridor									
Adirondack	CN	<b>2156</b>	FTI	906	DSR	584	0	49	
	CP	<b>2488</b>	DSR	1249	PTI	460	0	178	
	Amtrak	582	PTI	204	DCS	116	0	104	
	MNRR	<b>1391</b>	CTI	602	DSR	462	0	64	
Ethan Allen Express	CP	<b>3228</b>	DSR	1775	FTI	482	0	60	
	Amtrak	507	PTI	285	DCS	67	0	104	
	MNRR	<b>1540</b>	CTI	917	DSR	268	0	64	
	VTR	232	DSR	146	DCS	52	0	24	
Maple Leaf	CSX	<b>2142</b>	FTI	663	DSR	419	0	298	
	Amtrak	461	PTI	147	DCS	97	0	109	
	MNRR	<b>1124</b>	CTI	527	DSR	269	0	64	
New York - Albany <sup>f</sup>	Amtrak	334	DCS	88	PTI	82	0	81	
	MNRR	<b>1079</b>	CTI	494	DSR	293	0	64	
New York - Niagara Falls	CSX	<b>2021</b>	FTI	660	DSR	433	0	296	
	Amtrak	609	PTI	200	DCS	120	0	109	
	MNRR	<b>1311</b>	CTI	571	DSR	229	0	64	
Heartland Flyer	BNSF	<b>2409</b>	DSR	1249	FTI	889	0	238	
Hiawatha	CP	774	DMW	420	FTI	159	0	53	
	Metra	<b>1598</b>	CTI	757	DCS	323	0	29	
Hoosier State	CSX	<b>1210</b>	DSR	404	DCS	346	0	169	
Illinois									
Carl Sandburg / Illinois Zephyr	BNSF	<b>935</b>	DSR	453	FTI	160	0	257	
Illini / Saluki	CN	<b>1057</b>	FTI	521	PTI	208	0	306	
Lincoln Service	CN	736	FTI	378	DCS	203	0	37	
	UP	<b>1035</b>	PTI	467	DCS	166	0	231	
Michigan									
Blue Water	Amtrak	483	PTI	184	DCS	149	0	99	
	CN	<b>927</b>	FTI	495	DSR	211	0	159	
	MIDOT	<b>1877</b>	DSR	1480	DCS	193	0	22	
	NS	<b>3938</b>	FTI	1389	DSR	784	1671	39	
Pere Marquette	CSX	715	DSR	372	RTE	121	0	135	
	NS	<b>4221</b>	DSR	1059	DCS	858	1671	39	
Wolverine	Amtrak	685	PTI	365	DCS	170	0	99	
	CN	<b>1862</b>	FTI	733	DSR	377	0	27	
	MIDOT	<b>2492</b>	DSR	828	PTI	742	0	134	
	NS	<b>3799</b>	FTI	1520	DSR	766	1671	39	
Kansas City - St. Louis	UP	364	FTI	105	PTI	73	0	271	
Pacific Surfliner	BNSF	<b>1429</b>	DSR	495	RTE	273	0	22	
	SCRRA	<b>1005</b>	PTI	431	CTI	333	0	95	
	SDNRR	<b>1562</b>	CTI	532	PTI	530	0	60	
	UP	782	PTI	593	DCS	58	0	174	

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

Service	Host	4th Quarter FY 2013						MM&C Allowance <sup>c</sup>	Route Miles
		Total Delay	Largest 2 Delay Categories <sup>b</sup>						
			#1	Minutes	#2	Minutes			
<b>Standard</b>		<b>900</b>							
Pennsylvanian	NS	509	FTI	289	DSR	84	0	249	
Piedmont	NS	582	DSR	237	FTI	109	0	173	
San Joaquin	BNSF	878	PTI	356	FTI	224	0	284	
	UP	658	PTI	284	DCS	121	0	88	
Vermont	MNRR	1917	DSR	881	CTI	734	0	56	
	NECR	1361	DSR	978	FTI	222	0	238	
<b>Long-Distance Routes</b>									
Auto Train	CSX	1154	FTI	427	PTI	255	0	898	
	CFRC	3659	DSR	1462	DCS	1100	0	16	
California Zephyr	BNSF	976	DSR	491	FTI	231	0	1,027	
	UP	751	FTI	255	DCS	158	0	1,431	
Capitol Limited	CSX	1303	FTI	370	DSR	309	0	307	
	NS	1409	FTI	563	RTE	302	0	481	
Cardinal	BBrRR	2411	PTI	793	FTI	632	0	132	
	CSX	1273	FTI	559	DCS	281	0	698	
	NS	1228	DSR	472	PTI	348	0	79	
City of New Orleans	CN	895	FTI	453	PTI	137	0	930	
Coast Starlight	BNSF	442	FTI	128	DSR	81	0	186	
	SCRRA	2501	CTI	1018	PTI	976	0	48	
	UP	952	PTI	334	FTI	265	0	1,159	
Crescent	NS	971	FTI	420	DSR	208	0	1,141	
Empire Builder	BNSF	1222	DSR	621	FTI	359	0	2,147	
	CP	1199	FTI	577	DSR	315	0	384	
	Metra	1325	CTI	996	DCS	165	0	29	
Lake Shore Ltd	CSX	1546	FTI	522	DSR	328	0	741	
	MNRR	1391	CTI	540	DSR	333	0	64	
	NS	1431	FTI	541	DSR	315	0	339	
Palmetto	CSX	998	FTI	395	PTI	223	0	659	
Silver Meteor	CSX	814	FTI	258	DCS	176	0	1,152	
	CFRC	5901	PTI	1548	DSR	1438	0	61	
	Fla DOT	896	CTI	251	DSR	233	0	68	
Silver Star	CSX	1041	FTI	265	DCS	250	0	1,209	
	CFRC	3266	DSR	1300	DCS	1069	0	61	
	Fla DOT	1399	CTI	700	DSR	431	0	68	
	NS	878	PTI	615	DCS	215	0	28	
Southwest Chief	BNSF	640	DSR	212	FTI	140	0	2,198	
	NMDOT	1392	DSR	614	DCS	318	0	80	
Sunset Limited	BNSF	567	DSR	331	FTI	117	0	190	
	UP	1137	FTI	480	DCS	222	0	1,784	
Texas Eagle	BNSF	1964	DSR	977	FTI	628	0	126	
	CN	902	FTI	479	DCS	256	0	37	
	UP	1601	FTI	554	DSR	319	0	1,104	

<sup>a</sup> 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.

<sup>b</sup> For explanation of delay codes, see Table 19.

<sup>c</sup> "Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

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

Service	4th Quarter FY 2013					
	Total Delay	Largest 2 Delay Categories <sup>b</sup>				MM&C Allowance <sup>c</sup>
		#1	Minutes	#2	Minutes	
<b>Standard</b>	<b>325</b>					
<b>Acela Express</b>						
Acela Express	137	OTH	95	ENG	29	0
<b>Other NEC Corridor Routes</b>						
Northeast Regional						
Richmond / Newport News/Norfolk <sup>d</sup>	426	HLD	202	ADA	74	0
Lynchburg <sup>e</sup>	434	HLD	125	OTH	117	0
All Other Northeast Regional	395	OTH	224	HLD	52	0
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	218	HLD	56	ADA	41	0
Carolinian	528	HLD	216	ADA	182	0
Cascades	317	ENG	78	HLD	62	0
Downeaster	257	ITI	129	OTH	69	0
Empire Corridor						
Adirondack	210	HLD	141	OTH	62	0
Ethan Allen Express	241	HLD	185	ITI	60	0
Maple Leaf	406	HLD	146	SYS	142	0
New York - Albany <sup>f</sup>	76	HLD	113	OTH	52	0
New York - Niagara Falls	482	SYS	190	HLD	159	0
Heartland Flyer	325	OTH	100	SYS	91	0
Hiawatha	401	OTH	240	HLD	67	0
Hoosier State	447	SYS	393	OTH	116	0
Illinois						
Carl Sandburg / Illinois Zephyr	149	HLD	79	ADA	32	0
Illini / Saluki	288	OTH	133	HLD	86	0
Lincoln Service	139	ADA	37	HLD	35	0
Michigan						
Blue Water	488	OTH	209	HLD	194	0
Pere Marquette	584	HLD	192	SYS	167	0
Wolverine	528	OTH	207	SYS	203	0
Kansas City - St. Louis	161	HLD	79	ADA	32	0
Pacific Surfliner	376	HLD	136	ENG	57	0
Pennsylvanian	270	HLD	83	OTH	81	0
Piedmont	437	ADA	157	HLD	126	0
San Joaquin	343	ENG	81	ADA	62	0
Vermonteer	345	SYS	121	HLD	49	0
<b>Long-Distance Routes</b>						
Auto Train	136	SYS	34	ITI	28	0
California Zephyr	332	SYS	92	HLD	65	0
Capitol Limited	253	HLD	155	CON	82	0
Cardinal	462	SYS	103	HLD	91	0
City of New Orleans	247	HLD	86	OTH	63	0
Coast Starlight	624	HLD	170	SYS	105	0
Crescent	261	HLD	82	ADA	69	0
Empire Builder	564	CON	167	HLD	108	0
Lake Shore Ltd	527	HLD	359	CON	89	0
Palmetto	200	HLD	64	ADA	63	0
Silver Meteor	372	ADA	151	HLD	92	0
Silver Star	438	HLD	148	ADA	100	0
Southwest Chief	261	HLD	108	ENG	48	0
Sunset Limited	434	HLD	115	SVS	90	0
Texas Eagle	500	HLD	195	SVS	88	0

<sup>a</sup> 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.

<sup>b</sup> For explanation of delay codes, see Table 19.

<sup>c</sup> "Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> 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 <sup>b</sup>	4th Quarter FY 2013						
		Total Delay**	Largest 2 Delay Categories				MM&C Allowance <sup>c</sup>	Route Miles
			#1	Minutes	#2	Minutes		
<b>Acela Express</b>								
<b>Standard</b>		265						
Acela Express	Amtrak	343	SMW	57	DET	41	0	401
<b>Other Services</b>								
<b>Standard</b>		475						
Keystone	Amtrak	339	ENG	58	PSR	40	0	195
Cardinal	Amtrak	1132	ITI	393	CON	142	0	226
Carolinian	Amtrak	518	CTI	65	DET	65	0	226
Crescent	Amtrak	681	PTI	126	ENG	82	0	226
Northeast Regional	Amtrak	490	ENG	60	SMW	56	0	
Richmond / Newport News/Norfolk	Amtrak	473	PTI	56	HLD	54	0	463
Lynchburg <sup>e</sup>	Amtrak	576	ENG	89	HLD	78	0	463
All Other Northeast Regional	Amtrak	490	ENG	61	SMW	58	0	463
Palmetto	Amtrak	562	ENG	99	HLD	72	0	226
Pennsylvanian	Amtrak	443	ENG	140	HLD	52	0	195
Silver Meteor	Amtrak	720	PTI	202	CAR	98	0	226
Silver Star	Amtrak	598	PTI	94	ENG	80	0	226
Vermonter	Amtrak	471	PTI	88	ENG	58	0	304

<sup>a</sup> This table excludes third-party delays. For train-by-train detail, please refer to Appendix D.

<sup>b</sup> Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.

<sup>c</sup> "Major Maintenance & Construction Allowance": minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

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

Service	4th Quarter FY 2013					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

<b>2010 Standard</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>
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**Acela Express**

Acela Express	<b>79</b>	83	<b>77</b>	82	<b>67</b>	<b>61</b>
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**Other NEC Corridor Routes**

Keystone Service	86	85	<b>74</b>	82	<b>61</b>	N/A
Northeast Regional (Boston - Washington)	83	83	<b>73</b>	82	<b>61</b>	<b>62</b>
Richmond / Newport News/Norfolk <sup>b</sup>	<b>80</b>	<b>79</b>	<b>66</b>	<b>78</b>	<b>52</b>	<b>60</b>
Lynchburg <sup>c</sup>	87	81	<b>70</b>	84	<b>53</b>	<b>58</b>
New Haven - Springfield	<b>76</b>	<b>75</b>	<b>68</b>	<b>79</b>	<b>58</b>	<b>56</b>

**Non-NEC Corridor Routes**

Capitol Corridor	89	90	83	91	<b>75</b>	<b>73</b>
Carolinian	<b>79</b>	81	<b>71</b>	<b>78</b>	<b>55</b>	<b>61</b>
Cascades	88	84	82	85	<b>69</b>	<b>70</b>
Downeaster	94	89	86	90	<b>73</b>	<b>72</b>
Empire Corridor						
Adirondack	<b>62</b>	<b>71</b>	<b>61</b>	<b>74</b>	<b>50</b>	<b>48</b>
Ethan Allen Express	<b>76</b>	<b>77</b>	<b>70</b>	<b>78</b>	<b>57</b>	<b>54</b>
Maple Leaf	<b>76</b>	83	<b>69</b>	81	<b>56</b>	<b>60</b>
New York - Albany <sup>d</sup>	<b>79</b>	84	<b>69</b>	<b>78</b>	<b>60</b>	N/A
Heartland Flyer	91	94	86	92	81	<b>78</b>
Hiawatha	92	89	80	87	<b>79</b>	N/A
Hoosier State	83	86	<b>76</b>	81	<b>76</b>	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	93	91	84	85	80	<b>74</b>
Illini / Saluki	86	80	81	82	<b>66</b>	<b>60</b>
Lincoln Service	89	86	80	85	<b>70</b>	<b>68</b>
Michigan						
Blue Water	88	84	<b>76</b>	86	<b>73</b>	<b>73</b>
Pere Marquette	<b>81</b>	85	<b>75</b>	83	<b>68</b>	<b>61</b>
Wolverine	<b>72</b>	80	<b>70</b>	<b>79</b>	<b>68</b>	<b>60</b>
Kansas City - St. Louis	94	90	84	86	<b>72</b>	<b>76</b>
Pacific Surfliner	88	86	81	88	<b>73</b>	<b>66</b>
Pennsylvanian	84	<b>79</b>	<b>71</b>	80	<b>57</b>	<b>64</b>
Piedmont	91	91	86	92	81	N/A
San Joaquins	87	88	82	84	<b>67</b>	<b>74</b>
Vermont	<b>72</b>	80	<b>66</b>	<b>73</b>	<b>51</b>	<b>54</b>

**Long-Distance Routes**

Auto Train	87	89	81	<b>70</b>	<b>75</b>	<b>78</b>
California Zephyr	82	81	<b>72</b>	<b>78</b>	<b>61</b>	<b>69</b>
Capitol Limited	82	84	<b>72</b>	<b>76</b>	<b>65</b>	<b>73</b>
Cardinal	<b>71</b>	<b>73</b>	<b>59</b>	<b>72</b>	<b>53</b>	<b>58</b>
City of New Orleans	83	82	<b>77</b>	<b>78</b>	<b>72</b>	<b>75</b>
Coast Starlight	82	<b>78</b>	<b>72</b>	81	<b>63</b>	<b>67</b>
Crescent	<b>77</b>	81	<b>65</b>	<b>74</b>	<b>52</b>	<b>71</b>
Empire Builder	<b>70</b>	80	<b>64</b>	<b>72</b>	<b>55</b>	<b>70</b>
Lake Shore Ltd	<b>68</b>	<b>74</b>	<b>57</b>	<b>67</b>	<b>50</b>	<b>65</b>
Palmetto	<b>80</b>	86	<b>76</b>	80	<b>58</b>	<b>75</b>
Silver Meteor	<b>76</b>	81	<b>67</b>	<b>71</b>	<b>57</b>	<b>71</b>
Silver Star	<b>79</b>	80	<b>68</b>	<b>73</b>	<b>53</b>	<b>69</b>
Southwest Chief	82	83	<b>74</b>	<b>74</b>	<b>62</b>	<b>73</b>
Sunset Limited	82	84	<b>75</b>	<b>79</b>	<b>67</b>	<b>79</b>
Texas Eagle	82	81	<b>73</b>	<b>79</b>	<b>61</b>	<b>74</b>

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

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

<sup>c</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup> Includes only trains that operate solely between New York and Albany.

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

Service	4th Quarter FY 2013		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	30	86	0.27
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***Other NEC Corridor Routes***

Keystone Service	27	35	0.35
Total Northeast Regional	98	144	0.68
Richmond / Newport News <sup>b</sup>	21	40	0.94
Lynchburg <sup>c</sup>	9	11	0.29
All Other Northeast Regional	68	93	0.46

***Non-NEC Corridor Routes***

Capitol Corridor	11	29	0.45
Carolinian	8	13	0.46
Cascades	17	24	0.45
Downeaster	2	12	0.17
Empire Corridor	11	55	0.20
Adirondack	2	7	0.43
Ethan Allen Express	1	5	0.22
Maple Leaf	0	9	0.23
New York - Albany <sup>d</sup>	4	17	0.41
New York - Niagara Falls	4	17	0.42
Heartland Flyer	0	4	0.00
Hiawatha	4	11	0.38
Hoosier State	0	2	0.50
Illinois	9	39	0.23
Carl Sandburg / Illinois Zephyr	1	10	0.11
Illini / Saluki	2	11	0.27
Lincoln Service	6	18	0.10
Michigan	12	26	0.47
Blue Water	2	6	0.00
Pere Marquette	1	3	0.96
Wolverine	9	17	0.66
Kansas City - St. Louis	1	10	0.30
Pacific Surfliner	33	40	0.53
Pennsylvanian	4	8	0.25
Piedmont	3	6	0.33
San Joaquins	25	34	0.50
Vermont	8	11	0.54

***Long-Distance Routes***

Auto Train	4	17	0.66
California Zephyr	26	45	0.43
Capitol Limited	10	15	0.14
Cardinal	4	9	0.11
City of New Orleans	6	17	0.76
Coast Starlight	17	26	0.63
Crescent	14	25	0.16
Empire Builder	24	47	0.28
Lake Shore Ltd	15	21	0.67
Palmetto	8	16	0.46
Silver Meteor	10	26	0.43
Silver Star	13	28	0.40
Southwest Chief	19	42	0.43
Sunset Limited	8	16	0.58
Texas Eagle	20	23	0.52

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

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

<sup>c</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup> Includes only trains that operate solely between New York and Albany.

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

Service	4th Quarter FY 2013	
	Food-Related	Train-Related

**Amtrak Premium**

Acela Express	0.04	3.75
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**Amtrak Corridor**

Keystone	0.00	0.77
Northeast Regional	0.05	3.13

**Short Distance**

Capitols	0.00	0.18
Carolinian	0.15	10.74
Cascades	0.03	2.51
Downeaster	0.02	0.86
Empire Corridor		
Adirondack	0.23	9.62
Empire Service	0.04	1.90
Ethan Allen Express	0.02	1.44
Maple Leaf	0.35	5.08
Hearland Flyer	0.14	4.89
Hiawatha	0.00	0.71
Hoosier State	0.00	6.24
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.89
Illini / Saluki	0.00	1.52
Lincoln Service	0.02	3.61
Michigan		
Blue Water	0.11	4.00
Pere Marquette	0.00	2.92
Wolverine	0.14	10.32
Kansas City - St. Louis	0.02	1.59
Pacific Surfliner	0.02	1.68
Pennsylvanian	0.16	6.35
Piedmont	0.00	0.99
San Joaquins	0.03	3.11
Vermont	0.09	5.36

**Long Distance**

Auto Train	0.67	8.18
California Zephyr	1.62	28.63
Capitol Limited	0.72	13.05
Cardinal	1.00	31.77
City of New Orleans	0.95	12.85
Coast Starlight	0.81	14.60
Crescent	0.68	24.05
Empire Builder	2.22	47.84
Lake Shore Ltd	1.00	21.14
Palmetto	0.10	16.20
Silver Meteor	1.04	24.65
Silver Star	1.26	29.17
Southwest Chief	1.22	26.49
Sunset Limited	2.43	28.82
Texas Eagle	1.83	32.87

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

**TABLE 13:  
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2013					
	Menu / Selection / Availability	Other	Pricing	Quality	Service	Total
<b>Amtrak System</b>	<b>777</b>	<b>111</b>	<b>39</b>	<b>91</b>	<b>906</b>	<b>1,924</b>
<b>Amtrak Premium</b>	<b>18</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>31</b>
Acela Express	18	0	1	1	11	31
<b>Amtrak Corridor</b>	<b>46</b>	<b>0</b>	<b>7</b>	<b>5</b>	<b>35</b>	<b>93</b>
Keystone	0	0	0	0	0	0
Northeast Regional	46	0	7	5	35	93
<b>Short Distance</b>	<b>63</b>	<b>7</b>	<b>7</b>	<b>15</b>	<b>58</b>	<b>150</b>
Capitol	0	0	0	0	0	0
Carolinian	5	0	2	2	5	14
Cascades	7	0	0	0	0	7
Downeaster	1	0	0	0	2	3
Empire Corridor	20	4	2	6	18	50
Adirondack	8	4	0	0	5	17
Empire Service	2	0	0	3	9	14
Ethan Allen Express	1	0	0	0	0	1
Maple Leaf	9	0	2	3	4	18
Heartland Flyer	0	0	0	0	3	3
Hiawatha	0	0	0	0	0	0
Hoosier State	0	0	0	0	0	0
Illinois	2	0	0	1	0	3
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0
Illini / Saluki	0	0	0	0	0	0
Lincoln Service	2	0	0	1	0	3
Michigan	14	0	0	2	9	25
Blue Water	4	0	0	0	2	6
Pere Marquette	0	0	0	0	0	0
Wolverine	10	0	0	2	7	19
Kansas City - St. Louis	0	0	0	0	1	1
Pacific Surfliner	3	1	0	1	10	15
Pennsylvanian	5	1	3	0	3	12
Piedmont	0	0	0	0	0	0
San Joaquins	5	0	0	2	2	9
Vermont	1	1	0	1	5	8
<b>Long Distance</b>	<b>650</b>	<b>104</b>	<b>24</b>	<b>70</b>	<b>802</b>	<b>1,650</b>
Auto Train	5	19	0	6	35	65
California Zephyr	66	2	0	4	97	169
Capitol Limited	20	7	2	0	25	54
Cardinal	12	1	2	4	13	32
City of New Orleans	8	3	0	0	54	65
Coast Starlight	50	9	0	3	57	119
Crescent	18	2	0	1	38	59
Empire Builder	182	23	2	11	134	352
Lake Shore Ltd	46	2	2	2	62	114
Palmetto	2	0	0	1	3	6
Silver Meteor	27	14	3	1	71	116
Silver Star	46	3	10	6	73	138
Southwest Chief	59	8	2	4	49	122
Sunset Limited	37	4	0	2	24	67
Texas Eagle	72	7	1	25	67	172

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

**TABLE 14:**  
**PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2013						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
<b>Amtrak System</b>	<b>1,196</b>	<b>450</b>	<b>2,591</b>	<b>1,585</b>	<b>3,139</b>		<b>8,961</b>
<b>Amtrak Premium</b>	<b>25</b>	<b>26</b>	<b>45</b>	<b>34</b>	<b>89</b>		<b>219</b>
Acela Express	25	26	45	34	89		219
<b>Amtrak Corridor</b>	<b>205</b>	<b>89</b>	<b>101</b>	<b>180</b>	<b>301</b>		<b>876</b>
Keystone	15	5	10	17	16		63
Northeast Regional	190	84	91	163	285		813
<b>Short Distance</b>	<b>243</b>	<b>168</b>	<b>311</b>	<b>345</b>	<b>599</b>		<b>1,666</b>
Capitol	3	2	3	15	8		31
Carolinian	21	17	44	28	49		159
Cascades	18	6	15	19	61		119
Downeaster	9	3	11	1	11		35
Empire Corridor	38	13	45	48	68		212
Adirondack	11	3	15	7	13		49
Empire Service	21	6	14	29	42		112
Ethan Allen Express	2	0	0	1	2		5
Maple Leaf	4	4	16	11	11		46
Heartland Flyer	0	7	2	1	1		11
Hiawatha	1	1	2	8	7		19
Hoosier State	4	4	0	2	6		16
Illinois	9	21	32	38	70		170
Carl Sandburg / Illinois Zephyr	2	1	2	4	9		18
Illini / Saluki	0	13	1	8	16		38
Lincoln Service	7	7	29	26	45		114
Michigan	39	16	44	54	67		220
Blue Water	2	1	8	25	12		48
Pere Marquette	4	1	3	3	3		14
Wolverine	33	14	33	26	52		158
Kansas City - St. Louis	7	0	28	2	10		47
Pacific Surfliner	49	21	28	69	93		260
Pennsylvanian	11	2	9	18	25		65
Piedmont	0	10	4	0	5		19
San Joaquins	28	39	28	34	97		226
Vermont	6	6	16	8	21		57
<b>Long Distance</b>	<b>723</b>	<b>167</b>	<b>2,134</b>	<b>1,026</b>	<b>2,150</b>		<b>6,200</b>
Auto Train	6	6	71	15	46		144
California Zephyr	45	17	190	60	165		477
Capitol Limited	9	6	106	24	91		236
Cardinal	33	7	62	40	40		182
City of New Orleans	18	4	52	39	92		205
Coast Starlight	40	11	200	81	178		510
Crescent	57	2	73	63	155		350
Empire Builder	163	14	342	124	231		874
Lake Shore Ltd	64	9	152	81	163		469
Palmetto	29	4	24	10	39		106
Silver Meteor	60	18	181	81	190		530
Silver Star	59	20	198	98	158		533
Southwest Chief	40	14	211	123	217		605
Sunset Limited	10	7	89	24	67		197
Texas Eagle	90	28	183	163	318		782

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

**TABLE 15:  
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2013					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
<b>Amtrak System</b>	<b>1,205</b>	<b>2,576</b>	<b>453</b>	<b>3,028</b>	<b>3,261</b>	<b>10,523</b>
<b>Amtrak Premium</b>	<b>14</b>	<b>37</b>	<b>1</b>	<b>109</b>	<b>7</b>	<b>168</b>
Acela Express	14	37	1	109	7	168
<b>Amtrak Corridor</b>	<b>19</b>	<b>254</b>	<b>43</b>	<b>273</b>	<b>206</b>	<b>795</b>
Keystone	0	9	4	17	12	42
Northeast Regional	19	245	39	256	194	753
<b>Short Distance</b>	<b>63</b>	<b>452</b>	<b>68</b>	<b>407</b>	<b>456</b>	<b>1,446</b>
Capitol	0	0	0	4	0	4
Carolinian	4	45	14	46	102	211
Cascades	13	43	6	23	33	118
Downeaster	0	2	0	4	1	7
Empire Corridor	3	89	14	71	111	288
Adirondack	0	29	1	21	51	102
Empire Service	3	49	7	29	19	107
Ethan Allen Express	0	5	0	2	9	16
Maple Leaf	0	6	6	19	32	63
Heartland Flyer	0	1	0	1	0	2
Hiawatha	0	13	0	5	0	18
Hoosier State	0	0	0	0	2	2
Illinois	11	74	6	36	22	149
Carl Sandburg / Illinois Zephyr	1	1	0	4	0	6
Illini / Saluki	3	10	0	10	2	25
Lincoln Service	7	63	6	22	20	118
Michigan	3	45	15	43	29	135
Blue Water	0	14	4	8	8	34
Pere Marquette	0	0	4	1	0	5
Wolverine	3	31	7	34	21	96
Kansas City - St. Louis	4	9	1	1	1	16
Pacific Surfliner	12	26	0	113	23	174
Pennsylvanian	5	43	7	28	59	142
Piedmont	0	1	0	1	0	2
San Joaquins	3	37	1	13	46	100
Vermont	5	24	4	18	27	78
<b>Long Distance</b>	<b>1,109</b>	<b>1,833</b>	<b>341</b>	<b>2,239</b>	<b>2,592</b>	<b>8,114</b>
Auto Train	55	84	12	71	69	291
California Zephyr	147	178	42	221	236	824
Capitol Limited	55	84	14	50	70	273
Cardinal	8	4	7	54	91	164
City of New Orleans	35	40	20	107	42	244
Coast Starlight	117	96	15	206	138	572
Crescent	23	97	25	155	207	507
Empire Builder	183	433	44	435	419	1,514
Lake Shore Ltd	54	133	21	174	203	585
Palmetto	1	94	8	81	75	259
Silver Meteor	77	96	41	135	235	584
Silver Star	39	163	33	172	337	744
Southwest Chief	167	81	17	153	181	599
Sunset Limited	36	72	11	59	100	278
Texas Eagle	112	178	31	166	189	676

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

<b>4th Quarter FY 2013</b>
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<b>Amtrak System</b>		<b>2301</b>
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**Division**

Central		582
Mid-Atlantic		370
Northeast		472
Pacific		199
Pacific Northwest		119
Southern		303
Southwest		256

*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**

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

**TABLE 18:  
ROUTE DESCRIPTIONS**

<b>Service</b>	<b>Routing</b>
<b><i>Acela Express</i></b>	
Acela Express	Between Boston, New York (Penn Station) and Washington
<b><i>Other NEC Corridor Routes</i></b>	
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 <sup>1</sup>	Between New Haven and Springfield
<b><i>Non-NEC Corridor Routes</i></b>	
Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station) and San Jose
Carolinian	Between Charlotte and New York (Penn Station)
Cascades	Between Eugene, Portland, Seattle and Vancouver
Downeaster	Between Boston (North Station), Portland and Brunswick
Empire Corridor	
Adirondack	Between New York (Penn Station) and Montreal
Empire Service <sup>1</sup>	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 <sup>2</sup>	Between New York (Penn Station) and Albany
New York - Niagara Falls <sup>2</sup>	Between New York (Penn Station) and Niagara Falls
Heartland Flyer	Between Fort Worth and Oklahoma City
Hiawatha	Between Chicago and Milwaukee
Hoosier State	Between Chicago and Indianapolis
Illinois	
Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy
Illini / Saluki	Between Chicago and Carbondale
Lincoln Service	Between Chicago and St. Louis
Michigan	
Blue Water	Between Chicago and Port Huron
Pere Marquette	Between Chicago and Grand Rapids
Wolverine	Between Chicago and Pontiac
Kansas City - St. Louis	Between Kansas City and St. Louis
Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles and San Diego
Pennsylvanian	Between New York (Penn Station) and Pittsburgh
Piedmont	Between Charlotte and Raleigh
San Joaquin	Between Bakersfield, Oakland (Jack London Square Station) and Sacramento
Vermont	Between St. Albans and Washington
<b><i>Long-Distance Routes</i></b>	
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

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

<sup>2</sup> Not-applicable to financial tables; data included in "Empire Service" in financial tables

**TABLE 19:  
AMTRAK DELAY CODE DEFINITIONS**

<b>Host Railroad - Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
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

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

<b>Third-Party Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
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
CFRC	Central Florida Rail Corridor
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
MIDOT	Michigan Department of Transportation
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	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013

**Acela Express**

Standard		≥ 0	90%	90%
Acela Express	2100	-0.4	76.2%	89.5%
	2103	-0.6	93.7%	97.2%
	2104	-0.1	85.7%	92.3%
	2107	-0.9	90.6%	95.1%
	2108	Not Available	100.0%	100.0%
	2109	-0.1	90.5%	95.0%
	2110	1.1	93.7%	96.8%
	2117	-0.9	84.1%	93.2%
	2119	1.3	90.5%	90.2%
	2121	-1.2	87.3%	90.9%
	2122	0.3	87.3%	85.4%
	2124	-2.8	82.8%	84.6%
	2126	-0.8	87.3%	90.1%
	2128	Not Available	83.9%	87.6%
	2150	-0.2	66.7%	75.0%
	2151	0.0	89.1%	83.8%
	2153	-1.8	87.3%	92.6%
	2154	-0.2	65.6%	80.6%
	2155	0.5	79.7%	86.0%
	2158	1.2	84.4%	86.7%
	2159	0.6	71.9%	77.0%
	2160	0.4	77.8%	82.8%
	2163	-0.8	45.3%	59.2%
	2164	-0.7	87.5%	87.2%
	2165	0.4	52.4%	66.3%
	2166	-0.4	81.0%	83.8%
	2167	0.4	60.9%	71.5%
	2168	-0.8	76.6%	81.0%
	2170	-1.4	38.1%	68.3%
	2171	-0.8	39.1%	60.2%
	2172	-1.2	46.9%	61.7%
	2173	-0.6	34.9%	51.7%
	2175	Not Available	68.3%	78.2%
	2190	0.1	89.1%	84.0%
	2192	Not Available	100.0%	83.3%
	2193	Not Available	0.0%	80.0%
	2203	0.1	100.0%	100.0%
	2205	-0.8	84.6%	92.3%
	2207	1.1	100.0%	100.0%
	2208	-0.8	92.3%	94.1%
	2211	0.7	84.6%	88.5%
	2212	1.6	96.4%	96.9%
	2213	-0.6	92.3%	89.4%
	2216	-1.8	100.0%	100.0%
	2220	1.5	100.0%	97.5%
	2221	0.2	84.6%	94.2%
	2222	0.7	100.0%	100.0%
	2225	1.7	92.3%	95.2%
	2228	0.4	100.0%	97.1%
	2250	1.7	67.9%	80.8%
	2251	-0.2	93.3%	91.8%
	2252	1.6	61.5%	75.5%
	2253	0.2	78.6%	85.0%
	2254	1.2	69.2%	86.4%
	2255	1.5	84.6%	91.7%
	2256	0.9	92.3%	89.2%
	2257	0.3	76.9%	79.9%
	2258	0.6	92.3%	88.8%
	2259	1.0	84.6%	77.2%
	2290	-1.4	92.9%	82.9%
	2297	-0.9	83.3%	85.9%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013

**Other NEC Corridor Routes**

Standard		≥ 0	85.0%	85.0%
Northeast Regional				
Richmond / Newport News/Norfolk <sup>c</sup>	66	2.5	88.0%	81.2%
	67	-0.6	90.2%	91.6%
	71	Not Available	100.0%	77.4%
	82	0.4	85.7%	72.7%
	83	2.2	58.3%	60.5%
	84	-2.1	92.3%	95.0%
	85	0.1	76.9%	86.5%
	86	2.2	84.6%	82.5%
	87	2.6	76.9%	80.4%
	88	-0.3	77.8%	77.3%
	93	0.4	62.3%	70.9%
	94	0.7	63.1%	56.5%
	95	1.8	69.2%	78.8%
	99	1.0	74.1%	73.8%
	125	Not Available	84.6%	88.2%
	157	Not Available	92.3%	91.2%
	164	Not Available	77.8%	88.9%
	174	Not Available	81.5%	83.2%
	194	-0.7	92.6%	81.1%
195	2.3	77.8%	78.1%	
Lynchburg <sup>d</sup>	145	-0.9	76.9%	78.5%
	147	-0.6	71.4%	86.1%
	156	-13.5	81.5%	88.2%
	171	-6.7	70.8%	74.8%
	176	-6.1	83.1%	81.6%
All Other Northeast Regional	110	-0.3	85.5%	94.8%
	111	0.8	90.8%	95.8%
	121	-1.9	100.0%	94.2%
	123	Not Available	69.2%	96.8%
	126	Not Available	76.9%	83.8%
	127	-1.4	70.8%	88.4%
	129	-1.1	66.2%	82.9%
	130	-0.8	86.2%	92.6%
	131	-2.1	81.5%	87.7%
	132	Not Available	92.3%	83.7%
	133	-2.6	66.7%	84.1%
	134	0.6	68.0%	86.5%
	135	0.6	88.9%	85.6%
	136	2.3	53.8%	68.7%
	137	-0.6	72.3%	81.7%
	138	-0.2	78.5%	88.5%
	139	Not Available	76.9%	85.6%
	140	2.2	85.2%	92.7%
	141	1.9	87.7%	89.8%
	143	1.7	85.2%	87.7%
	146	2.6	85.7%	87.3%
	148	1.3	67.7%	80.2%
	150	0.6	85.2%	90.3%
	151	0.0	96.8%	98.4%
	152	-1.2	70.4%	83.9%
	153	-0.7	96.3%	96.3%
	154	2.1	84.6%	92.3%
	155	0.0	92.6%	96.3%
	158	1.7	96.3%	97.0%
	159	2.4	92.6%	98.6%
	160	-1.2	81.5%	88.3%
	161	1.7	88.9%	77.9%
	162	1.2	92.6%	92.6%
	163	-0.2	81.5%	64.9%
	165	-0.8	85.2%	84.4%
166	-1.5	84.6%	88.2%	
167	0.1	85.7%	80.6%	
168	1.1	78.6%	83.3%	
169	-0.2	70.4%	82.8%	
170	-1.4	78.5%	77.9%	
172	0.9	81.5%	85.1%	
173	1.0	55.4%	65.9%	

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013
	175	0.9	63.1%	68.5%
	177	0.6	70.8%	78.3%
	178	-7.4	81.5%	86.3%
	179	0.9	59.4%	90.0%
	180	-0.1	81.3%	96.0%
	181	0.7	90.5%	96.4%
	182	-0.9	88.9%	97.3%
	183	-0.5	84.6%	93.2%
	184	-1.8	83.1%	93.1%
	185	-2.8	80.0%	91.4%
	186	0.5	86.2%	95.6%
	187	-0.2	70.8%	91.3%
	188	1.9	92.3%	94.9%
	190	0.0	84.6%	89.1%
	192	2.5	100.0%	100.0%
	193	-0.3	76.9%	83.6%
	196	0.6	82.7%	92.4%
	198	-12.7	69.6%	87.6%
	401	6.7	88.9%	97.2%
	405	7.1	100.0%	100.0%
	432	Not Available	84.6%	83.2%
	450	5.8	63.0%	77.5%
	460	3.3	63.0%	65.0%
	463	4.5	92.6%	99.4%
	464	3.4	59.3%	69.9%
	465	Not Available	84.6%	91.3%
	467	6.7	85.7%	93.7%
	470	4.4	80.0%	84.5%
	475	5.9	95.4%	97.0%
	476	4.0	67.7%	71.0%
	479	7.4	76.9%	82.7%
	488	7.6	55.6%	58.9%
	490	6.1	87.7%	87.6%
	493	6.4	70.8%	91.7%
	494	5.3	44.6%	47.8%
	495	5.5	100.0%	100.0%
	497	8.7	76.9%	86.5%

**APPENDIX A:  
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Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013
Keystone	600	0.9	96.9%	99.9%
	601	0.7	93.8%	96.0%
	605	2.5	95.3%	97.4%
	607	0.8	95.3%	98.2%
	609	1.3	93.8%	97.0%
	610	-0.5	93.3%	93.8%
	611	1.9	93.3%	94.9%
	612	2.5	100.0%	100.0%
	615	0.4	100.0%	100.0%
	618	-3.2	94.1%	96.9%
	619	0.6	95.3%	97.6%
	620	0.6	95.3%	97.8%
	622	1.6	96.9%	98.3%
	637	-1.8	92.3%	100.0%
	639	0.4	82.8%	94.2%
	640	0.4	79.7%	97.2%
	641	0.6	84.4%	94.4%
	642	1.3	87.5%	95.9%
	643	1.0	89.1%	92.9%
	644	0.1	85.9%	97.2%
	645	1.3	90.6%	96.4%
	646	1.0	89.1%	95.7%
	647	0.3	81.3%	94.5%
	648	-0.2	92.2%	97.9%
	649	-1.1	87.5%	94.9%
	650	0.6	89.1%	96.0%
	651	1.0	82.8%	94.6%
	652	0.5	84.4%	95.7%
	653	2.4	78.1%	91.9%
	654	0.6	98.4%	96.0%
	655	1.3	81.3%	90.8%
	656	-0.4	92.2%	96.3%
	658	1.1	100.0%	98.8%
	660	2.3	82.1%	97.4%
	661	-0.1	96.4%	96.7%
	662	0.8	93.3%	99.1%
	663	-3.0	89.3%	97.7%
	664	0.7	96.4%	99.7%
	665	1.0	96.4%	99.3%
	666	0.3	92.9%	99.3%
	667	-1.6	92.9%	99.5%
669	-2.2	85.7%	89.6%	
670	-0.3	92.9%	97.1%	
671	-5.3	92.9%	94.2%	
672	0.3	89.3%	97.5%	
674	Not Available	100.0%	97.3%	



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Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013
<b>Non-NEC Corridor Routes</b>				
<b>Standard</b>		<b>≥ 0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor	520	2.3	100.0%	99.2%
	521	1.1	98.4%	99.6%
	522	2.9	98.4%	98.6%
	523	1.3	98.4%	99.4%
	524	3.6	100.0%	97.3%
	525	2.7	100.0%	100.0%
	526	2.9	96.9%	98.6%
	527	2.4	95.3%	95.8%
	528	3.9	93.8%	93.1%
	529	1.5	98.4%	98.7%
	530	4.5	96.9%	96.8%
	531	3.0	95.3%	99.4%
	532	4.1	87.5%	92.4%
	533	1.8	90.6%	98.7%
	534	3.4	96.9%	97.7%
	535	3.0	92.2%	96.8%
	536	1.5	95.3%	96.0%
	537	2.3	90.6%	93.3%
	538	3.0	100.0%	99.7%
	540	3.9	98.4%	97.5%
	541	3.0	95.3%	97.1%
	542	2.6	100.0%	98.8%
	543	1.9	85.9%	93.0%
	544	3.1	96.9%	98.7%
	545	3.5	96.9%	96.4%
	546	2.8	98.4%	92.2%
	547	1.2	96.9%	97.3%
	548	<b>-2.2</b>	93.8%	96.3%
	549	0.7	93.8%	95.5%
	551	2.5	96.8%	98.2%
	720	2.4	96.4%	93.3%
	723	1.1	100.0%	100.0%
	724	2.8	96.4%	98.4%
	727	1.6	100.0%	99.0%
	728	2.1	96.4%	98.7%
	729	0.9	89.3%	94.3%
	732	2.1	92.3%	99.0%
	733	2.3	92.9%	94.8%
	734	1.5	89.3%	91.4%
	736	2.8	96.4%	96.1%
	737	2.6	89.3%	95.3%
	738	3.6	96.2%	98.1%
	741	1.6	92.9%	94.6%
	742	2.4	<b>71.4%</b>	84.8%
	743	0.4	92.9%	96.3%
	744	2.2	96.4%	95.1%
	745	2.0	96.2%	97.1%
746	1.8	96.4%	99.5%	
747	2.3	85.7%	94.0%	
748	0.9	92.9%	90.9%	
749	1.5	96.4%	100.0%	
751	2.5	96.2%	95.7%	
Carolinian	79	0.6	<b>38.0%</b>	<b>52.2%</b>
	80	1.6	83.7%	<b>66.6%</b>

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ON-TIME PERFORMANCE (OTP) BY TRAIN**

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013
Cascades	500	1.7	89.1%	81.5%
	501	0.9	92.4%	84.1%
	504	4.9	91.0%	93.5%
	506	2.2	87.0%	77.8%
	507	2.8	85.9%	85.8%
	508	3.5	91.3%	87.6%
	509	1.0	87.0%	89.0%
	510	0.2	60.4%	86.9%
	513	-2.6	77.2%	68.2%
	516	-3.1	56.5%	73.9%
	517	-0.7	57.1%	73.8%
Downeaster	676	Not Available	63.0%	80.5%
	678	Not Available	100.0%	100.0%
	679	Not Available	95.7%	99.6%
	680	0.6	60.9%	96.9%
	681	-3.0	39.1%	72.0%
	682	-2.7	82.8%	96.2%
	683	-0.7	71.9%	87.0%
	684	0.0	42.2%	71.1%
	685	-2.5	64.1%	81.6%
	686	-1.2	62.5%	80.1%
	687	-1.6	23.4%	73.7%
	688	-3.2	31.3%	77.6%
	689	0.6	81.3%	92.1%
	690	0.2	85.2%	98.8%
	691	-0.9	64.3%	70.9%
	692	-3.1	75.0%	89.8%
	693	1.3	63.0%	76.2%
	694	-0.9	46.4%	78.9%
	695	-2.6	64.3%	85.9%
	696	0.4	77.8%	87.8%
697	2.9	88.9%	96.3%	
698	-3.5	42.9%	78.8%	
699	0.3	100.0%	99.6%	

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Service	Train Number	Test #1	Test #2	Test #3
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		Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013
<b>Empire Corridor</b>				
Adirondack	68	0.4	<b>28.3%</b>	<b>27.1%</b>
	69	1.3	<b>42.4%</b>	<b>54.4%</b>
Maple Leaf	63	1.4	<b>62.0%</b>	<b>64.5%</b>
	64	<b>-0.7</b>	<b>32.6%</b>	<b>47.5%</b>
New York - Albany <sup>e</sup>	230	1.9	87.3%	94.9%
	232	<b>-0.4</b>	85.7%	93.0%
	233	3.9	88.0%	92.8%
	234	1.9	84.1%	96.4%
	235	3.8	93.7%	96.4%
	236	1.9	93.5%	97.7%
	237	4.0	88.9%	93.7%
	238	3.8	84.8%	88.7%
	239	0.6	86.0%	92.7%
	241	2.7	<b>76.1%</b>	83.4%
	242	4.8	<b>76.2%</b>	95.9%
	243	2.9	92.1%	94.9%
	244	2.8	96.7%	97.5%
	245	3.3	<b>79.4%</b>	85.2%
	250	1.6	96.6%	99.5%
	252	0.1	100.0%	99.1%
	253	2.1	<b>69.0%</b>	84.7%
	254	3.3	92.3%	94.9%
	255	1.4	<b>76.9%</b>	<b>79.8%</b>
256	5.6	92.3%	93.4%	
259	Not Available	93.1%	97.5%	
261	2.5	100.0%	99.4%	
266	Not Available	<b>75.0%</b>	94.6%	
New York - Niagara Falls	280	<b>-0.5</b>	<b>73.4%</b>	<b>74.6%</b>
	281	0.2	<b>66.3%</b>	<b>64.1%</b>
	283	0.9	<b>65.2%</b>	<b>63.1%</b>
	284	<b>-1.2</b>	80.3%	<b>68.1%</b>
	286	0.6	<b>50.0%</b>	<b>48.4%</b>
	288	0.1	<b>76.9%</b>	<b>70.3%</b>
Ethan Allen Express	290	2.3	<b>58.7%</b>	87.8%
	291	3.4	<b>67.1%</b>	<b>79.4%</b>
	292	3.1	<b>75.0%</b>	<b>64.2%</b>
	293	3.4	<b>53.8%</b>	<b>63.4%</b>
	296	1.3	<b>71.4%</b>	<b>77.5%</b>
Heartland Flyer	821	<b>-0.3</b>	<b>28.9%</b>	<b>73.5%</b>
	822	0.3	<b>44.0%</b>	<b>52.9%</b>
Hiawatha	329	<b>-3.9</b>	96.2%	98.0%
	330	<b>-1.0</b>	96.2%	99.0%
	331	<b>-0.9</b>	94.6%	96.1%
	332	<b>-1.6</b>	87.0%	95.4%
	333	<b>-1.5</b>	92.4%	96.7%
	334	<b>-0.5</b>	83.7%	98.9%
	335	<b>-1.5</b>	83.7%	94.6%
	336	<b>-0.2</b>	90.2%	97.8%
	337	<b>-0.4</b>	95.7%	99.6%
	338	<b>-1.8</b>	80.4%	94.3%
	339	<b>-0.8</b>	83.7%	91.5%
	340	<b>-2.1</b>	85.9%	95.2%
	341	<b>-1.9</b>	85.9%	91.7%
	342	<b>-0.9</b>	85.9%	92.3%
Hoosier State	850	1.9	<b>66.0%</b>	<b>74.5%</b>
	851	4.8	<b>78.4%</b>	<b>79.4%</b>

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Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013
<b>Illinois</b>				
Carl Sandburg / Illinois Zephyr	380	1.2	87.0%	82.0%
	381	0.0	90.2%	91.6%
	382	1.7	92.4%	85.3%
	383	1.3	90.2%	89.5%
	390	4.4	<b>79.3%</b>	<b>64.1%</b>
Illini / Saluki	391	4.3	80.4%	<b>53.1%</b>
	392	2.1	<b>56.5%</b>	<b>56.1%</b>
	393	0.7	83.7%	<b>49.6%</b>
Lincoln Service	300	4.3	84.5%	84.7%
	301	5.7	<b>79.8%</b>	88.6%
	302	4.4	<b>75.0%</b>	<b>72.1%</b>
	303	4.3	<b>69.0%</b>	<b>79.0%</b>
	304	4.3	82.1%	<b>64.1%</b>
	305	2.5	<b>79.8%</b>	<b>75.6%</b>
	306	4.2	83.3%	<b>74.4%</b>
	307	4.4	89.3%	88.1%
<b>Michigan</b>				
Blue Water	364	5.8	87.0%	<b>71.4%</b>
	365	6.7	<b>18.5%</b>	<b>68.7%</b>
Pere Marquette	370	2.1	<b>42.4%</b>	<b>61.8%</b>
	371	5.0	<b>26.1%</b>	<b>75.7%</b>
Wolverine	350	0.1	<b>27.2%</b>	<b>51.7%</b>
	351	4.5	<b>7.6%</b>	<b>67.5%</b>
	352	1.4	<b>6.5%</b>	<b>30.3%</b>
	353	3.6	<b>25.0%</b>	<b>43.3%</b>
	354	0.0	<b>7.6%</b>	<b>25.6%</b>
	355	3.7	<b>17.4%</b>	<b>37.3%</b>
Kansas City - St. Louis	311	5.9	96.7%	97.2%
	313	8.7	96.7%	97.0%
	314	9.7	94.6%	91.3%
	316	10.6	95.6%	95.4%
Pacific Surfliner	562	2.8	96.6%	96.9%
	564	<b>-0.8</b>	<b>73.6%</b>	96.9%
	565	2.4	86.5%	93.3%
	566	0.0	<b>53.8%</b>	85.8%
	567	<b>-0.5</b>	81.3%	92.6%
	572	<b>-1.3</b>	<b>79.1%</b>	92.5%
	573	0.3	84.3%	94.1%
	579	0.5	85.4%	92.6%
	580	2.1	89.0%	95.2%
	582	0.4	<b>68.1%</b>	88.6%
	583	<b>-4.0</b>	<b>65.9%</b>	82.5%
	591	1.1	<b>76.1%</b>	82.7%
	595	<b>-0.6</b>	88.0%	94.5%
	761	Not Available	85.9%	93.2%
	763	0.2	<b>78.3%</b>	85.2%
	768	0.1	<b>56.5%</b>	90.1%
	769	<b>-0.1</b>	<b>78.3%</b>	84.0%
	774	0.5	<b>76.1%</b>	88.5%
	777	Not Available	87.0%	81.2%
	784	0.0	88.0%	95.0%
785	<b>-0.2</b>	<b>76.1%</b>	<b>79.9%</b>	
790	Not Available	85.9%	<b>69.2%</b>	
796	<b>-0.1</b>	<b>79.3%</b>	89.2%	
1761	Not Available	92.9%	92.2%	
1790	Not Available	82.1%	91.6%	
Pennsylvanian	42	1.1	88.0%	88.1%
	43	1.3	93.5%	85.6%

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

Service	Train Number	Test #1	Test #2	Test #3
		Change in Effective Speed	Endpoint OTP <sup>a</sup>	All-Stations OTP <sup>b</sup>
		Last Four Quarters	4th Quarter FY 2013	4th Quarter FY 2013
Piedmont	73	1.9	92.4%	95.7%
	74	Not Available	83.5%	91.0%
	75	Not Available	60.9%	86.0%
	76	Not Available	64.1%	86.9%
San Joaquin	701	0.6	95.7%	90.3%
	702	-0.5	92.4%	90.2%
	703	0.4	78.3%	76.9%
	704	0.5	95.7%	91.9%
	711	-0.2	84.8%	86.8%
	712	-0.8	78.3%	76.2%
	713	-0.7	57.6%	63.8%
	714	-0.5	83.7%	85.3%
	715	0.3	69.6%	68.2%
	716	0.2	82.6%	78.7%
	717	0.6	64.1%	63.4%
	718	0.6	87.0%	77.6%
Vermont	54	3.8	81.5%	78.5%
	55	3.0	61.5%	46.9%
	56	3.6	44.6%	64.2%
	57	3.2	85.2%	66.1%

**Long Distance Routes**

<b>Standard</b>		<b>≥ 0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	52	0.0	89.1%	91.3%
	53	-0.4	88.0%	91.3%
California Zephyr	5	3.4	76.1%	51.2%
	6	3.4	47.8%	46.1%
Cardinal	50	0.7	23.1%	26.6%
	51	1.9	64.1%	47.2%
Capitol Limited	29	2.2	63.0%	57.5%
	30	2.5	62.0%	30.5%
City of New Orleans	58	1.5	85.9%	74.5%
	59	1.8	87.0%	59.8%
Coast Starlight	11	0.7	78.3%	72.9%
	14	1.6	82.6%	50.5%
Crescent	19	0.3	47.8%	56.8%
	20	0.3	70.7%	56.5%
Empire Builder	27	-0.1	38.2%	24.3%
	28	-0.9	85.1%	25.8%
	7	-0.2	43.5%	24.1%
Lake Shore Ltd	8	-1.1	1.1%	22.4%
	448	8.7	60.9%	35.7%
	449	4.7	81.5%	35.3%
	48	1.8	54.3%	40.7%
Palmetto	49	-0.5	19.6%	29.6%
	89	1.4	64.1%	61.0%
Silver Meteor	90	0.8	75.0%	73.1%
	97	-0.8	53.3%	56.7%
Silver Star	98	0.1	53.3%	37.5%
	91	0.1	50.0%	51.5%
Southwest Chief	92	1.1	67.4%	58.9%
	3	0.5	76.1%	55.6%
Sunset Limited	4	0.2	70.7%	38.6%
	1	3.5	71.8%	66.7%
Texas Eagle	2	3.2	76.9%	43.3%
	21	2.8	85.9%	42.7%
	22	3.1	66.3%	47.0%

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

<sup>b</sup>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.

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

<sup>d</sup>Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>e</sup>Includes only trains that operate solely between New York and Albany.

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

Service	Train	Host	4th Quarter FY 2013				MM&C Allowance <sup>c</sup>	
			Total Delay	Largest 2 Delay Categories <sup>b</sup>		#2		Minutes
				#1	Minutes			

<b>Standard</b>	<b>900</b>					
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**Acela Express**

Acela Express	2150	MNRR		1152	DSR	1018	CTI	134	0
	2151	MNRR		2059	CTI	1743	DSR	297	0
	2153	MNRR		902	DSR	422	DCS	337	0
	2154	MNRR		1221	DSR	1025	DMW	109	0
	2155	MNRR		714	DSR	506	CTI	138	0
	2158	MNRR		626	CTI	237	DSR	231	0
	2159	MNRR		1420	DSR	683	CTI	340	0
	2160	MNRR		607	DSR	405	CTI	128	0
	2163	MNRR		1142	DSR	442	DMW	293	0
	2164	MNRR		536	DSR	272	CTI	240	0
	2165	MNRR		1348	DSR	598	CTI	369	0
	2166	MNRR		1289	CTI	808	DSR	406	0
	2167	MNRR		1307	DSR	741	CTI	280	0
	2168	MNRR		943	CTI	530	DSR	313	0
	2170	MNRR		1926	CTI	1256	DSR	298	0
	2171	MNRR		2854	DSR	2003	CTI	610	0
	2172	MNRR		1276	DSR	723	CTI	348	0
	2173	MNRR		2316	DSR	1429	CTI	465	0
	2175	MNRR		1065	DSR	687	CTI	237	0
	2190	MNRR		1265	DSR	1151	CTI	58	0
	2192	MNRR		893	DSR	893	-	-	0
	2250	MNRR		1007	CTI	500	DSR	479	0
	2251	MNRR		676	DSR	536	CTI	102	0
	2252	MNRR		1101	CTI	565	DSR	402	0
	2253	MNRR		1030	DSR	755	DMW	234	0
	2254	MNRR		729	DSR	595	CTI	74	0
	2255	MNRR		179	DSR	134	DCS	45	0
	2256	MNRR		402	DSR	402	-	-	0
	2257	MNRR		923	DSR	863	CTI	60	0
	2258	MNRR		223	CTI	149	DSR	74	0
	2259	MNRR		967	DSR	774	CTI	149	0
	2290	MNRR		855	DSR	599	DMW	255	0
	2297	MNRR		1057	DSR	1012	DCS	30	0

**Other NEC Corridor Routes**

Northeast Regional									
Richmond / Newport News/Norfolk	194	CSX		1126	DSR	444	RTE	209	0
		MNRR		761	DSR	562	CTI	126	0
	195	CSX		694	RTE	211	FTI	171	0
		MNRR		1534	DSR	767	CTI	496	0
	66	CSX		1170	DSR	455	FTI	222	0
		MNRR		771	DSR	373	DMW	239	0
	67	CSX		1314	DSR	534	FTI	218	0
		MNRR		1236	DSR	656	DMW	359	0
	71	CSX		546	FTI	227	RTE	152	0
		NS		335	FTI	132	DSR	106	0
	82	CSX		550	RTE	272	FTI	125	0
		MNRR		1964	DSR	1645	CTI	268	0
	83	CSX		1795	DSR	528	FTI	466	0
		MNRR		1324	CTI	729	DSR	417	0
	84	CSX		764	RTE	389	DCS	134	0
	85	CSX		708	FTI	181	RTE	171	0
	86	CSX		783	PTI	273	RTE	210	0
		MNRR		1325	DSR	583	DCS	564	0
	87	CSX		446	FTI	174	DCS	98	0
		NS		412	DSR	183	DCS	169	0
	88	CSX		909	RTE	280	PTI	257	0
		MNRR		1131	DSR	972	CTI	99	0
		NS		412	DSR	183	DCS	169	0
	93	CSX		1068	CTI	579	RTE	197	0
		MNRR		1910	DSR	1115	CTI	347	0
	94	CSX		2007	DSR	637	FTI	390	0
		MNRR		3104	DSR	2231	CTI	714	0

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

Service	Train	Host	4th Quarter FY 2013				MM&C Allowance <sup>c</sup>	
			Total Delay	Largest 2 Delay Categories <sup>b</sup>		#2		Minutes
				#1	Minutes			

<b>Standard</b>	<b>900</b>						
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	95	CSX		1846	DSR	589	FTI	356	0
		MNRR		484	DSR	299	RTE	159	0
	99	CSX		956	DSR	352	FTI	201	0
		MNRR		1283	DSR	840	CTI	357	0
	125	CSX		1554	CTI	567	FTI	370	0
		NS		896	DSR	467	FTI	184	0
	157	CSX		811	FTI	283	PTI	250	0
		NS		703	DCS	475	DSR	209	0
	164	CSX		513	RTE	285	PTI	91	0
		MNRR		1184	DSR	767	CTI	284	0
	174	CSX		962	FTI	289	RTE	233	0
		MNRR		1264	DSR	775	CTI	453	0
		NS		389	DSR	163	DCS	141	0
Lynchburg <sup>e</sup>	145	MNRR		1140	DSR	687	CTI	371	0
		NS		716	DSR	301	PTI	179	0
	147	MNRR		2041	CTI	1352	DSR	625	0
		NS		296	DSR	165	DMW	107	0
	156	NS		501	DSR	285	FTI	71	0
	171	MNRR		1563	DSR	890	CTI	445	0
		NS		722	DSR	299	FTI	288	0
	176	MNRR		999	RTE	477	DSR	279	0
		NS		429	DSR	263	DCS	75	0
All Other Northeast Regional	132	MNRR		165	DSR	165	-	-	0
	135	MNRR		212	DSR	165	PTI	46	0
	136	MNRR		1236	DSR	1058	CTI	137	0
	137	MNRR		1121	CTI	618	DSR	481	0
	139	MNRR		1099	DSR	907	PTI	110	0
	140	MNRR		919	CTI	536	DSR	370	0
	141	MNRR		1497	DSR	1033	CTI	368	0
	143	MNRR		1283	DSR	919	CTI	185	0
	146	MNRR		702	DSR	638	CTI	51	0
	148	MNRR		1885	CTI	934	DSR	904	0
	150	MNRR		456	DSR	231	CTI	119	0
	160	MNRR		1224	DSR	820	DBS	364	0
	161	MNRR		1607	DSR	1323	CTI	185	0
	162	MNRR		813	DCS	324	DSR	278	0
	163	MNRR		820	DSR	317	DCS	231	0
	165	MNRR		813	DSR	602	CTI	212	0
	166	MNRR		810	DSR	549	CTI	261	0
	167	MNRR		459	DSR	281	DCS	115	0
	168	MNRR		64	DSR	64	-	-	0
	169	MNRR		1257	DSR	1131	CTI	126	0
	170	MNRR		1192	DSR	615	CTI	525	0
	172	MNRR		1341	DSR	1066	CTI	200	0
	173	MNRR		2242	DSR	1146	CTI	742	0
	175	MNRR		2838	CTI	2236	DSR	412	0
	177	MNRR		981	DSR	918	DCS	41	0
	178	MNRR		827	CTI	492	DSR	332	0
	179	MNRR		1769	DSR	1499	CTI	122	0
	190	MNRR		2363	CTI	1470	DSR	761	0

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

Service	Train	Host	4th Quarter FY 2013				MM&C Allowance <sup>c</sup>	
			Total Delay	Largest 2 Delay Categories <sup>b</sup>		#2		Minutes
				#1	Minutes			

<b>Standard</b>	<b>900</b>					
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**Non-NEC Corridor Routes**

Capitol Corridor	518	UP		Not Available	Not Available	Not Available	Not Available	Not Available	0
	520	UP		370	PTI	123	FTI	111	0
	521	UP		296	PTI	92	DCS	75	0
	522	UP		272	PTI	111	RTE	68	0
	523	UP		414	DCS	146	PTI	129	0
	524	UP		564	PTI	289	DCS	137	0
	525	UP		232	RTE	139	PTI	30	0
	526	UP		1050	PTI	636	RTE	285	0
	527	UP		647	PTI	339	RTE	132	0
	528	UP		772	PTI	243	DCS	202	0
	529	UP		354	PTI	139	RTE	88	0
	530	UP		648	DCS	187	RTE	147	0
	531	UP		799	PTI	562	RTE	106	0
	532	UP		661	DCS	203	PTI	200	0
	533	UP		212	PTI	77	RTE	48	0
	534	UP		340	DCS	86	RTE	86	0
	535	UP		746	DCS	306	PTI	157	0
	536	UP		576	RTE	137	DCS	133	0
	537	UP		800	PTI	309	DCS	203	0
	538	UP		282	PTI	108	RTE	60	0
	540	UP		207	RTE	88	PTI	48	0
	541	UP		454	RTE	163	PTI	113	0
	542	UP		295	PTI	126	RTE	53	0
	543	UP		622	PTI	196	DCS	157	0
	544	UP		379	DCS	153	PTI	112	0
	545	UP		200	PTI	107	DCS	32	0
	546	UP		618	RTE	277	DCS	170	0
	547	UP		594	PTI	315	RTE	125	0
	548	UP		651	PTI	354	DCS	123	0
	549	UP		413	PTI	161	RTE	109	0
	551	UP		240	DCS	125	RTE	71	0
	720	UP		335	RTE	98	DMW	78	0
	723	UP		267	FTI	83	DCS	53	0
	724	UP		441	PTI	187	DMW	88	0
	727	UP		369	RTE	233	DCS	67	0
	728	UP		385	DCS	152	PTI	128	0
	729	UP		494	PTI	261	RTE	95	0
	732	UP		444	RTE	150	PTI	119	0
	733	UP		589	PTI	264	RTE	164	0
	734	UP		497	PTI	203	DCS	139	0
	736	UP		183	DCS	81	RTE	40	0
	737	UP		337	PTI	182	DCS	94	0
	738	UP		308	RTE	150	PTI	110	0
	741	UP		588	PTI	385	DMW	96	0
	742	UP		635	PTI	157	DMW	151	0
	743	UP		620	DCS	251	PTI	246	0
	744	UP		315	PTI	75	DBS	61	0
	745	UP		123	DSR	66	RTE	22	0
	746	UP		155	PTI	76	RTE	34	0
	747	UP		644	PTI	390	CTI	112	0
	748	UP		618	PTI	211	DCS	190	0
749	UP		273	PTI	193	DCS	25	0	
751	UP		194	RTE	79	DCS	57	0	
Carolinian	79	CSX		1674	FTI	623	PTI	316	0
		NS		621	PTI	298	DSR	162	0
	80	CSX		1728	FTI	446	DSR	333	0
		NS		334	DSR	142	DCS	85	0



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

Service	Train	Host	4th Quarter FY 2013				MM&C Allowance <sup>c</sup>		
			Total Delay	Largest 2 Delay Categories <sup>b</sup>		#2		Minutes	
				#1	Minutes				
<b>Standard</b>			<b>900</b>						
Cascades	500	BNSF	806	FTI	193	RTE	174	0	
		UP	865	FTI	558	DCS	215	0	
	501	BNSF	781	FTI	197	DSR	187	0	
	504	UP	846	DCS	270	FTI	237	0	
	506	BNSF	953	FTI	194	DSR	180	0	
	507	BNSF	919	PTI	271	RTE	216	0	
		UP	674	FTI	397	DCS	133	0	
	508	BNSF	561	FTI	136	RTE	129	0	
	509	BNSF	884	DSR	195	RTE	177	0	
		UP	590	FTI	374	DCS	133	0	
	510	BNSF	1787	DSR	483	PTI	460	0	
	513	BNSF	1192	DSR	378	FTI	305	0	
	516	BNSF	1346	DSR	426	FTI	288	0	
	517	BNSF	1742	DSR	542	PTI	502	0	
	Downeaster	676	PanAm	522	DSR	467	DCS	47	0
		678	PanAm	96	DCS	96	-	-	0
		679	PanAm	228	DCS	145	FTI	51	0
680		MBTA	2001	CTI	951	DSR	893	0	
		PanAm	108	DSR	87	FTI	10	0	
681		MBTA	2832	CTI	1451	DSR	1286	0	
		PanAm	250	DSR	162	DMW	45	0	
682		MBTA	1190	DSR	616	DCS	252	0	
		PanAm	236	DCS	133	DSR	76	0	
683		MBTA	1376	DSR	872	DCS	471	0	
		PanAm	576	DCS	234	DSR	175	0	
684		MBTA	1695	DSR	1174	CTI	500	0	
		PanAm	1546	PTI	1017	DSR	179	0	
685		MBTA	2141	DSR	1257	CTI	628	0	
		PanAm	885	FTI	386	PTI	247	0	
686		MBTA	2947	CTI	1314	DSR	914	0	
		PanAm	431	DMW	136	DSR	108	0	
687		MBTA	2976	CTI	2183	DSR	413	0	
		PanAm	2102	FTI	1512	PTI	413	0	
688		MBTA	1269	DSR	934	CTI	306	0	
		PanAm	789	PTI	617	DCS	104	0	
689		MBTA	1083	DSR	860	FTI	149	0	
		PanAm	256	FTI	163	DSR	43	0	
690		MBTA	1391	DSR	882	CTI	206	0	
		PanAm	82	DSR	72	FTI	10	0	
691		MBTA	2769	CTI	1589	DSR	790	0	
		PanAm	334	DSR	217	PTI	64	0	
692		MBTA	2730	DSR	1687	DMW	653	0	
		PanAm	174	DSR	64	PTI	50	0	
693		MBTA	2587	DSR	1509	CTI	686	0	
		PanAm	236	FTI	135	PTI	53	0	
694		MBTA	1502	DSR	917	DMW	293	0	
		PanAm	1251	PTI	1014	DSR	191	0	
695	MBTA	1453	DSR	1277	DMW	156	0		
	PanAm	492	DSR	161	FTI	140	0		
696	MBTA	2352	DSR	1382	DMW	353	0		
	PanAm	468	FTI	207	DSR	130	0		
697	MBTA	1626	DSR	1166	DMW	265	0		
	PanAm	77	DSR	58	FTI	19	0		
698	MBTA	1172	DSR	1172	-	-	0		
	PanAm	839	PTI	746	DSR	94	0		
699	MBTA	831	DSR	831	-	-	0		
	PanAm	0	-	-	-	-	0		

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

Service	Train	Host	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	

<b>Standard</b>	<b>900</b>						
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Empire Corridor								
Adirondack	68	CN	1796	FTI	811	DSR	521	0
		CP	2745	DSR	1320	PTI	628	0
		Amtrak	616	PTI	258	DSR	150	0
		MNRR	1947	CTI	940	DSR	580	0
	69	CN	2519	FTI	1002	DSR	647	0
		CP	2233	DSR	1178	FTI	368	0
		Amtrak	547	PTI	151	DCS	142	0
		MNRR	834	DSR	345	CTI	264	0
Maple Leaf	63	CSX	1826	FTI	476	RTE	454	0
		Amtrak	423	DCS	102	DMW	81	0
		MNRR	947	CTI	507	DSR	200	0
	64	CSX	2467	FTI	856	DSR	403	0
		Amtrak	496	PTI	214	DCS	94	0
		MNRR	1300	CTI	548	DSR	338	0
New York - Albany <sup>f</sup>	230	Amtrak	468	DCS	174	DMW	92	0
		MNRR	1049	CTI	710	RTE	234	0
	232	Amtrak	807	PTI	382	DCS	205	0
		MNRR	735	CTI	369	DSR	247	0
	233	Amtrak	279	DCS	107	RTE	65	0
		MNRR	1183	CTI	553	RTE	259	0
	234	Amtrak	267	DCS	121	PTI	74	0
		MNRR	967	CTI	598	DSR	209	0
	235	Amtrak	283	PTI	187	CTI	33	0
		MNRR	862	DSR	304	RTE	227	0
	236	Amtrak	322	DCS	116	CTI	59	0
		MNRR	822	DSR	363	CTI	278	0
	237	Amtrak	359	DMW	164	PTI	105	0
		MNRR	556	CTI	316	DSR	150	0
	238	Amtrak	343	DCS	128	PTI	88	0
		MNRR	1703	CTI	659	DCS	346	0
	239	Amtrak	366	DMW	125	PTI	103	0
		MNRR	1868	CTI	1510	DCS	176	0
	241	Amtrak	200	CTI	57	DSR	55	0
		MNRR	1053	CTI	503	DSR	367	0
	242	Amtrak	495	PTI	236	DSR	84	0
		MNRR	994	DSR	508	CTI	239	0
	243	Amtrak	388	DCS	164	DMW	162	0
		MNRR	1151	CTI	561	DSR	426	0
	244	Amtrak	262	PTI	72	CTI	69	0
		MNRR	1183	CTI	568	DSR	302	0
	245	Amtrak	226	DBS	115	DMW	37	0
		MNRR	1298	CTI	533	DSR	498	0
	250	Amtrak	110	DSR	55	CTI	34	0
		MNRR	601	DSR	281	CTI	162	0
252	Amtrak	61	DCS	61	-	-	0	
	MNRR	942	DSR	363	DMW	314	0	
253	Amtrak	313	PTI	72	DBS	72	0	
	MNRR	1315	CTI	807	DCS	195	0	
254	Amtrak	274	DCS	246	PTI	28	0	
	MNRR	616	DSR	350	DMW	181	0	
255	Amtrak	113	PTI	76	DSR	28	0	
	MNRR	1630	CTI	1002	DSR	519	0	
256	Amtrak	747	DCS	406	PTI	198	0	
	MNRR	495	CTI	229	DSR	193	0	
259	Amtrak	390	DCS	292	CTI	47	0	
	MNRR	1056	RTE	411	DSR	276	0	
261	Amtrak	68	DSR	30	DCS	30	0	
	MNRR	780	DSR	552	CTI	97	0	
266	Amtrak	307	PTI	154	RTE	107	0	
	MNRR	922	DCS	255	PTI	255	0	

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

Service	Train	Host	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>	
			Total Delay	Largest 2 Delay Categories <sup>b</sup>					
				#1	Minutes	#2	Minutes		
<b>Standard</b>			<b>900</b>						
New York - Niagara Falls	280	CSX	<b>1634</b>	DSR	509	FTI	497	0	
		Amtrak	516	DMW	153	DCS	113	0	
		MNRR	<b>1866</b>	CTI	864	DMW	519	0	
	281	CSX	<b>2303</b>	FTI	914	RTE	510	0	
		Amtrak	623	PTI	221	DCS	152	0	
		MNRR	<b>971</b>	CTI	420	RTE	232	0	
	283	CSX	<b>1989</b>	FTI	650	DSR	394	0	
		Amtrak	651	PTI	173	DMW	166	0	
		MNRR	<b>985</b>	CTI	381	RTE	292	0	
	284	CSX	<b>2107</b>	FTI	603	RTE	512	0	
		Amtrak	696	PTI	348	DCS	109	0	
		MNRR	<b>1543</b>	CTI	717	DSR	343	0	
	286	CSX	<b>2023</b>	DCS	780	DSR	415	0	
		Amtrak	544	DMW	197	PTI	139	0	
		MNRR	<b>1599</b>	CTI	687	RTE	422	0	
	288	CSX	<b>2051</b>	FTI	583	DSR	575	0	
		Amtrak	374	RTE	158	DSR	138	0	
		MNRR	<b>942</b>	DSR	531	CTI	217	0	
	Ethan Allen Express	290	CP	<b>3040</b>	DSR	1956	DCS	308	0
			Amtrak	597	PTI	317	DCS	137	0
			MNRR	<b>2203</b>	CTI	1515	DMW	187	0
			VTR	166	DSR	139	DCS	27	0
		291	CP	<b>2820</b>	DSR	1672	FTI	559	0
			Amtrak	430	PTI	280	RTE	57	0
MNRR			<b>1067</b>	CTI	407	DSR	386	0	
VTR			344	DSR	228	FTI	79	0	
293		CP	<b>2722</b>	DSR	1738	FTI	434	0	
		Amtrak	804	DBS	286	RTE	170	0	
		MNRR	<b>2089</b>	CTI	1968	RTE	72	0	
		VTR	386	DCS	386	-	-	0	
296		CP	<b>4770</b>	DSR	1701	PTI	1321	0	
		Amtrak	383	PTI	278	RTE	53	0	
		MNRR	860	DSR	314	CTI	202	0	
		VTR	0	-	-	-	-	0	
Heartland Flyer		821	BNSF	<b>2671</b>	DSR	1323	FTI	1011	0
		822	BNSF	<b>2147</b>	DSR	1175	FTI	768	0
Hiawatha		329	CP	818	DMW	486	DSR	129	0
			Metra	499	DSR	331	DCS	92	0
		330	CP	319	DMW	107	DCS	67	0
			Metra	<b>2946</b>	CTI	2843	DCS	35	0
		331	CP	456	DMW	260	FTI	76	0
			Metra	<b>1286</b>	CTI	648	DCS	233	0
	332	CP	847	DMW	604	FTI	108	0	
		Metra	<b>1193</b>	DCS	387	DSR	261	0	
	333	CP	<b>927</b>	DMW	528	FTI	190	0	
		Metra	<b>1231</b>	DMW	350	DCS	346	0	
	334	CP	747	DMW	375	FTI	244	0	
		Metra	<b>1629</b>	DSR	470	DCS	446	0	
	335	CP	715	DMW	451	FTI	123	0	
		Metra	<b>1708</b>	CTI	785	FTI	449	0	
	336	CP	780	DMW	389	FTI	258	0	
		Metra	<b>1344</b>	CTI	442	DCS	381	0	
	337	CP	849	DMW	556	FTI	148	0	
		Metra	833	DCS	274	FTI	243	0	
	338	CP	779	DMW	424	FTI	139	0	
		Metra	<b>1845</b>	CTI	871	DCS	672	0	
	339	CP	<b>1109</b>	DMW	613	FTI	195	0	
		Metra	<b>2908</b>	CTI	2095	DCS	504	0	
	340	CP	838	DMW	246	FTI	195	0	
		Metra	<b>1612</b>	CTI	878	DCS	367	0	
341	CP	839	DMW	514	FTI	205	0		
	Metra	<b>1152</b>	CTI	816	DCS	175	0		
342	CP	754	DMW	289	FTI	184	0		
	Metra	<b>2308</b>	CTI	881	DSR	624	0		
Hoosier State	850	CSX	<b>984</b>	DSR	385	DCS	385	0	
	851	CSX	<b>1445</b>	FTI	473	DSR	425	0	

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

Service	Train	Host	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	
<b>Standard</b>			<b>900</b>					
<b>Illinois</b>								
Carl Sandburg / Illinois Zephyr	380	BNSF	949	DSR	490	RTE	167	0
	381	BNSF	920	DSR	434	RTE	136	0
	382	BNSF	846	DSR	397	FTI	182	0
	383	BNSF	1025	DSR	491	FTI	194	0
Illini / Saluki	390	CN	978	FTI	502	DSR	136	0
	391	CN	940	FTI	455	PTI	180	0
	392	CN	1367	FTI	641	PTI	322	0
	393	CN	942	FTI	485	PTI	214	0
Lincoln Service	300	CN	935	DCS	395	FTI	378	0
		UP	666	PTI	208	FTI	185	0
	301	CN	143	FTI	95	DCS	34	0
		UP	1140	PTI	412	RTE	181	0
	302	CN	1469	FTI	823	DCS	381	0
		UP	1383	PTI	760	DCS	259	0
	303	CN	1061	FTI	435	DCS	361	0
		UP	1197	PTI	400	RTE	269	0
	304	CN	813	FTI	578	RTE	88	0
		UP	1054	PTI	550	DCS	158	0
	305	CN	327	DCS	95	CTI	92	0
		UP	1029	PTI	480	FTI	136	0
306	CN	823	FTI	509	DCS	213	0	
	UP	1138	PTI	689	DCS	164	0	
307	CN	310	FTI	138	DCS	103	0	
	UP	667	PTI	239	FTI	136	0	
<b>Michigan</b>								
Blue Water	364	Amtrak	268	DCS	124	DSR	46	0
		CN	633	FTI	308	DSR	166	0
		MIDOT	1764	DSR	1413	DCS	262	0
		NS	3219	FTI	1215	DSR	578	1671
	365	Amtrak	699	PTI	333	DCS	173	0
		CN	1221	FTI	681	DSR	256	0
Pere Marquette	370	MIDOT	1991	DSR	1546	PTI	257	0
		NS	4658	FTI	1562	DSR	989	1671
	371	CSX	600	DSR	341	RTE	94	0
		NS	3750	FTI	1009	DSR	863	1671
	371	CSX	831	DSR	403	RTE	148	0
		NS	4692	DSR	1255	DCS	964	1671
Wolverine	350	Amtrak	886	PTI	619	DCS	166	0
		CN	1533	FTI	483	DMW	422	0
		MIDOT	2347	PTI	963	DSR	664	0
		NS	3761	FTI	1732	DSR	696	1671
	351	Amtrak	702	PTI	381	DCS	136	0
		CN	1833	FTI	1038	DCS	267	0
		MIDOT	1748	DSR	852	DCS	781	0
		NS	4158	DSR	944	FTI	903	1671
	352	Amtrak	771	PTI	386	DCS	141	0
		CN	1555	DSR	459	FTI	381	0
		MIDOT	2726	DSR	911	DCS	812	0
		NS	4929	FTI	2216	DSR	861	1671
	353	Amtrak	985	PTI	710	DCS	154	0
		CN	2798	FTI	1106	DMW	595	0
		MIDOT	2063	DCS	779	DSR	756	0
		NS	4317	FTI	2233	DSR	707	1671
	354	Amtrak	552	DCS	313	DSR	82	0
		CN	1038	DSR	386	FTI	369	0
		MIDOT	2526	PTI	884	DSR	855	0
		NS	3423	FTI	1129	DSR	928	1671
355	Amtrak	212	DCS	113	DSR	41	0	
	CN	2490	FTI	1034	DCS	582	0	
	MIDOT	3502	PTI	1534	DSR	913	0	
	NS	2205	FTI	905	DSR	458	1671	

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

Service	Train	Host	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	

<b>Standard</b>	<b>900</b>						
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Kansas City - St. Louis	311	UP		468	DBS	139	DCS	84	0
	313	UP		181	DSR	50	DCS	42	0
	314	UP		454	FTI	175	PTI	102	0
	316	UP		352	FTI	135	PTI	104	0
Pacific Surfliner	562	BNSF		706	DSR	308	DCS	287	0
		SCRRA		550	PTI	317	CTI	148	0
		SDNRR		1636	CTI	957	PTI	441	0
	564	BNSF		1463	DSR	706	FTI	298	0
		SCRRA		1370	PTI	952	CTI	320	0
		SDNRR		1056	PTI	370	CTI	294	0
	565	BNSF		2127	RTE	1124	DSR	449	0
		SCRRA		376	RTE	169	CTI	121	0
		SDNRR		1105	CTI	516	DSR	325	0
	566	BNSF		1712	DSR	766	FTI	328	0
		SCRRA		1481	PTI	1105	DCS	149	0
		SDNRR		1755	PTI	844	CTI	533	0
	567	BNSF		1576	RTE	786	DSR	331	0
		SCRRA		459	DCS	188	PTI	167	0
		SDNRR		1837	CTI	739	DSR	439	0
	572	BNSF		1576	DSR	817	DCS	279	0
		SCRRA		1281	PTI	742	DCS	299	0
		SDNRR		1290	PTI	538	CTI	429	0
	573	BNSF		1320	DCS	557	DSR	260	0
		SCRRA		673	CTI	374	DCS	229	0
		SDNRR		2087	PTI	965	CTI	858	0
	579	BNSF		1211	FTI	433	DCS	211	0
		SCRRA		230	CTI	151	DCS	25	0
		SDNRR		1668	PTI	662	DSR	350	0
580	BNSF		848	DSR	496	DCS	118	0	
	SCRRA		709	CTI	299	PTI	212	0	
	SDNRR		1398	CTI	1010	DSR	207	0	
582	BNSF		782	DSR	552	DCS	77	0	
	SCRRA		1881	PTI	1576	CTI	217	0	
	SDNRR		2032	PTI	1021	CTI	596	0	
583	BNSF		1871	RTE	557	FTI	470	0	
	SCRRA		1464	PTI	1041	CTI	251	0	
	SDNRR		2032	CTI	744	PTI	718	0	

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

Service	Train	Host	4th Quarter FY 2013				MM&C Allowance <sup>c</sup>	
			Total Delay	Largest 2 Delay Categories <sup>b</sup>		#2		Minutes
				#1	Minutes			

<b>Standard</b>	<b>900</b>						
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591	BNSF		<b>1304</b>	DSR	404	FTI	384	0
	SCRRA		355	DCS	143	CTI	115	0
	SDNRR		<b>1519</b>	CTI	772	PTI	377	0
595	BNSF		<b>1099</b>	RTE	281	DSR	245	0
	SCRRA		184	FTI	110	DCS	30	0
	SDNRR		<b>1558</b>	FTI	630	DSR	330	0
761	SCRRA		<b>1559</b>	CTI	615	PTI	609	0
	UP		548	PTI	240	RTE	74	0
763	BNSF		<b>1845</b>	DCS	662	DSR	415	0
	SCRRA		715	PTI	267	CTI	177	0
	SDNRR		<b>1087</b>	CTI	471	DSR	458	0
	UP		<b>1270</b>	PTI	1006	DCS	117	0
768	BNSF		<b>1605</b>	DSR	879	FTI	256	0
	SCRRA		<b>1321</b>	PTI	464	CTI	391	0
	SDNRR		842	DSR	280	PTI	269	0
	UP		87	DCS	29	DBS	27	0
769	BNSF		<b>1163</b>	DCS	394	RTE	364	0
	SCRRA		506	DCS	158	PTI	126	0
	SDNRR		<b>1632</b>	PTI	903	DSR	410	0
	UP		<b>1183</b>	PTI	1111	DCS	36	0
774	BNSF		<b>1370</b>	DSR	839	RTE	197	0
	SCRRA		<b>1115</b>	PTI	571	CTI	228	0
	SDNRR		<b>1389</b>	PTI	619	CTI	405	0
	UP		758	PTI	633	DCS	84	0
777	BNSF		<b>1709</b>	RTE	637	DSR	404	0
	SCRRA		818	PTI	297	CTI	270	0
	SDNRR		<b>1927</b>	PTI	908	DSR	330	0
	UP		<b>947</b>	PTI	781	DCS	60	0
784	BNSF		<b>1436</b>	DSR	581	CTI	339	0
	SCRRA		<b>1638</b>	CTI	1212	PTI	251	0
	SDNRR		<b>2064</b>	CTI	1083	PTI	508	0
	UP		543	PTI	445	DCS	74	0
785	BNSF		<b>1673</b>	PTI	561	DCS	374	0
	SCRRA		868	PTI	563	CTI	183	0
	SDNRR		<b>2576</b>	PTI	1127	CTI	937	0
	UP		409	PTI	286	FTI	49	0
790	BNSF		<b>1533</b>	DSR	719	RTE	291	0
	SCRRA		<b>2029</b>	CTI	1752	FTI	81	0
	SDNRR		<b>1342</b>	PTI	432	FTI	426	0
	UP		<b>1415</b>	PTI	969	CTI	111	0
796	BNSF		<b>1707</b>	DSR	634	DCS	394	0
	SCRRA		<b>1334</b>	PTI	856	DCS	207	0
	SDNRR		603	DSR	221	CTI	159	0
	UP		463	PTI	243	CTI	117	0
1761	SCRRA		<b>1099</b>	PTI	749	CTI	125	0
	UP		403	PTI	339	DSR	64	0
1790	BNSF		831	DSR	482	DCS	199	0
	SCRRA		269	PTI	129	DSR	74	0
	SDNRR		<b>1132</b>	DSR	536	PTI	417	0
	UP		741	PTI	665	DCS	55	0

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

Service	Train	Host	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	

<b>Standard</b>	<b>900</b>							
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Pennsylvanian	42	NS		426	FTI	194	DSR	92	0
	43	NS		594	FTI	384	DSR	77	0
Piedmont	73	NS		404	DSR	214	DCS	72	0
	74	NS		499	DSR	219	DCS	115	0
	75	NS		686	DSR	293	FTI	163	0
	76	NS		736	DSR	221	PTI	201	0
San Joaquin	701	BNSF		933	PTI	405	FTI	276	0
		UP		410	FTI	229	DCS	116	0
	702	BNSF		1157	PTI	574	FTI	331	0
		UP		225	FTI	114	DCS	58	0
	703	BNSF		942	PTI	429	DSR	218	0
		UP		686	DCS	368	RTE	111	0
	704	BNSF		639	PTI	236	FTI	179	0
		UP		488	CTI	205	FTI	134	0
	711	BNSF		540	FTI	178	DSR	160	0
		UP		840	PTI	552	DCS	131	0
	712	BNSF		1111	PTI	425	FTI	316	0
		UP		381	PTI	105	DSR	99	0
	713	BNSF		1093	PTI	499	FTI	238	0
		UP		1334	PTI	777	FTI	174	0
	714	BNSF		728	FTI	285	DSR	165	0
		UP		663	PTI	249	DSR	154	0
	715	BNSF		978	PTI	430	FTI	190	0
		UP		950	PTI	656	DCS	128	0
716	BNSF		847	PTI	379	FTI	196	0	
	UP		565	PTI	191	DCS	168	0	
717	BNSF		879	PTI	378	FTI	191	0	
	UP		524	PTI	277	DSR	96	0	
718	BNSF		712	PTI	308	FTI	160	0	
	UP		1058	PTI	807	DSR	140	0	
Vermont	54	MNRR		1237	DSR	754	CTI	410	0
		NECR		1004	DSR	703	FTI	248	0
	55	MNRR		2585	CTI	1503	DSR	750	0
		NECR		1563	DSR	1091	FTI	315	0
	56	MNRR		1710	DSR	1133	DMW	237	0
		NECR		1337	DSR	900	FTI	207	0
	57	MNRR		1481	DSR	728	CTI	622	0
		NECR		1310	DSR	1179	DCS	70	0

**Long Distance Routes**

Auto Train	52	CSX		1002	FTI	352	DSR	216	0
		CFRC		4125	DSR	1512	DCS	979	0
	53	CSX		1307	FTI	502	PTI	312	0
California Zephyr	5	CFRC		3193	DSR	1411	DCS	1222	0
		BNSF		951	DSR	482	FTI	178	0
	6	UP		672	FTI	241	DCS	153	0
		BNSF		1001	DSR	500	FTI	283	0
Cardinal	50	UP		827	FTI	269	DCS	164	0
		BBrRR		2706	FTI	1164	DCS	803	0
		CSX		1345	FTI	588	DCS	316	0
	51	NS		1370	PTI	472	DSR	443	0
		BBrRR		2116	PTI	1113	DCS	388	0
	52	CSX		1202	FTI	531	DSR	254	0
		NS		1087	DSR	501	FTI	244	0
	Capitol Limited	29	CSX		1247	FTI	453	DCS	306
NS				1450	FTI	624	RTE	258	0
30		CSX		1358	DSR	404	FTI	287	0
		NS		1367	FTI	501	RTE	347	0
City of New Orleans	58	CN		879	FTI	392	PTI	157	0
	59	CN		911	FTI	514	DSR	130	0
Coast Starlight	11	BNSF		565	DMW	141	FTI	138	0
		SCRRRA		2261	PTI	1002	CTI	890	0
		UP		1057	PTI	397	FTI	301	0
	14	BNSF		319	FTI	117	PTI	58	0
		SCRRRA		2741	CTI	1146	PTI	950	0
		UP		846	PTI	271	FTI	228	0
Crescent	19	NS		1027	FTI	447	DSR	209	0
	20	NS		914	FTI	393	DSR	207	0

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

Service	Train	Host	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories <sup>b</sup>				
				#1	Minutes	#2	Minutes	
<b>Standard</b>			<b>900</b>					
Empire Builder	27	BNSF	486	FTI	266	DSR	85	0
	28	BNSF	360	FTI	157	DCS	88	0
	7	BNSF	1280	DSR	724	FTI	337	0
		CP	1132	FTI	576	DSR	308	0
		Metra	796	CTI	408	DCS	175	0
	8	BNSF	1492	DSR	738	FTI	441	0
CP		1266	FTI	579	DSR	323	0	
Metra		1855	CTI	1584	DCS	154	0	
Lake Shore Ltd	448	CSX	1373	CTI	413	DSR	313	0
	449	CSX	1072	FTI	296	PTI	263	0
	48	CSX	1896	FTI	770	DSR	369	0
		MNRR	1845	CTI	597	DSR	497	0
		NS	1409	FTI	432	DSR	344	0
	49	CSX	1402	FTI	459	DSR	316	0
MNRR		937	CTI	483	RTE	183	0	
NS		1452	FTI	649	DSR	286	0	
Palmetto	89	CSX	1057	FTI	413	PTI	253	0
	90	CSX	939	FTI	376	PTI	192	0
Silver Meteor	97	CSX	826	FTI	257	DCS	187	0
		CFRC	5333	DSR	1478	PTI	1460	0
		Fla DOT	1008	CTI	402	PTI	332	0
	98	CSX	801	FTI	259	DCS	165	0
		CFRC	6470	PTI	1637	DCS	1480	0
		Fla DOT	784	DSR	394	DCS	155	0
Silver Star	91	CSX	1030	FTI	246	DCS	246	0
		CFRC	6470	PTI	1637	DCS	1480	0
		Fla DOT	1719	CTI	1178	DSR	186	0
		NS	1636	PTI	1125	DCS	430	0
	92	CSX	1052	FTI	284	DCS	254	0
		CFRC	3209	DSR	1217	DCS	1151	0
Fla DOT	1079	DSR	676	CTI	222	0		
NS	119	PTI	104	FTI	8	0		
Southwest Chief	3	BNSF	574	DSR	211	DCS	126	0
		NMDOT	1308	DSR	592	CTI	372	0
	4	BNSF	707	DSR	213	FTI	159	0
		NMDOT	1476	DSR	636	DCS	365	0
Sunset Limited	1	BNSF	647	DSR	459	FTI	101	0
		UP	978	FTI	427	DCS	216	0
	2	BNSF	486	DSR	203	FTI	132	0
		UP	1296	FTI	534	DCS	228	0
Texas Eagle	21	BNSF	1455	DSR	786	FTI	369	0
		CN	1180	FTI	643	DCS	295	0
		UP	1775	FTI	680	DSR	323	0
	22	BNSF	2531	DSR	1190	FTI	917	0
		CN	622	FTI	314	DCS	217	0
		UP	1426	FTI	427	DSR	314	0

<sup>a</sup> 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.

<sup>b</sup> For explanation of delay codes, see Table 19.

<sup>c</sup> "Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.



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

Service	Train	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					

**Acela Express**

Acela Express	2150	62	OTH	62	-	-	0
	2151	43	SYS	26	OTH	23	0
	2153	357	OTH	328	HLD	26	0
	2154	87	OTH	87	-	-	0
	2155	202	ENG	181	OTH	20	0
	2158	91	OTH	88	HLD	3	0
	2159	95	OTH	63	ADA	20	0
	2160	87	OTH	81	HLD	6	0
	2163	348	OTH	299	ENG	26	0
	2164	36	INJ	14	ADA	11	0
	2165	92	HLD	36	OTH	33	0
	2166	97	OTH	97	-	-	0
	2167	89	OTH	71	SYS	9	0
	2168	264	ENG	215	OTH	44	0
	2170	229	OTH	176	ENG	53	0
	2171	232	OTH	256	HLD	24	0
	2172	124	OTH	85	CAR	17	0
	2173	143	OTH	114	HLD	20	0
	2175	28	OTH	18	HLD	6	0
	2190	67	OTH	67	-	-	0
	2192	0	-	-	-	-	0
	2193	0	-	-	-	-	0
	2250	134	OTH	128	HLD	7	0
	2251	13	OTH	13	-	-	0
	2252	713	ENG	643	OTH	70	0
	2253	96	OTH	96	-	-	0
	2254	98	OTH	98	-	-	0
	2255	223	OTH	119	HLD	60	0
	2256	84	OTH	56	ADA	28	0
	2257	0	-	-	-	-	0
	2258	42	ADA	42	-	-	0
	2259	149	SYS	89	HLD	30	0
	2290	12	OTH	12	-	-	0
	2297	30	SYS	30	-	-	0

**Other NEC Corridor Routes**

Northeast Regional							
Richmond / Newport News/Norfolk <sup>d</sup>	66	399	HLD	152	ADA	62	0
	67	465	SVS	136	HLD	134	0
	71	222	HLD	138	SYS	51	0
	82	291	ENG	123	HLD	75	0
	83	798	OTH	316	HLD	272	0
	84	361	HLD	297	SYS	42	0
	85	281	ENG	160	HLD	93	0
	86	659	HLD	285	OTH	244	0
	87	202	HLD	98	SYS	56	0
	88	209	OTH	116	HLD	64	0
	93	553	HLD	211	ADA	159	0
	94	594	HLD	293	ADA	182	0
	95	512	HLD	295	ADA	113	0
	99	530	HLD	264	OTH	151	0
	125	344	HLD	235	CON	34	0
	157	266	HLD	208	ADA	42	0
	164	179	HLD	89	OTH	68	0
	174	178	HLD	88	OTH	23	0
	194	753	HLD	507	ADA	146	0
	195	345	HLD	187	OTH	87	0
Lynchburg <sup>e</sup>	145	564	OTH	321	HLD	206	0
	147	392	OTH	196	HLD	112	0
	156	273	HLD	143	OTH	98	0
	171	570	ENG	287	HLD	120	0
	176	330	HLD	111	OTH	93	0

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

Service	Train	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
All Other Northeast Regional	132	52	OTH	52	-	-	0
	135	675	OTH	450	ADA	159	0
	136	671	OTH	400	ENG	271	0
	137	308	OTH	250	HLD	52	0
	139	824	SYS	646	HLD	110	0
	140	261	OTH	236	ADA	12	0
	141	574	OTH	349	ENG	96	0
	143	291	OTH	146	ENG	73	0
	146	228	OTH	204	ADA	24	0
	148	72	HLD	46	OTH	26	0
	150	659	OTH	659	-	-	0
	160	255	HLD	93	OTH	93	0
	161	642	OTH	278	CON	198	0
	162	174	OTH	174	-	-	0
	163	503	OTH	298	HLD	139	0
	165	79	HLD	53	OTH	26	0
	166	194	OTH	142	HLD	52	0
	167	523	OTH	383	CON	140	0
	168	300	OTH	300	-	-	0
	169	291	CON	212	HLD	33	0
	170	348	OTH	318	HLD	13	0
	172	725	ENG	449	OTH	211	0
	173	486	HLD	272	OTH	165	0
	175	195	OTH	104	HLD	41	0
	177	429	OTH	352	SVS	47	0
	178	222	OTH	186	ADA	23	0
	179	703	CON	405	HLD	130	0
	190	367	OTH	330	ENG	18	0

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

Service	Train	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					

**Non-NEC Corridor Routes**

Capitol Corridor	518	0	-	-	-	-	0	
	520	66	ITI	27	CAR	13	0	
	521	28	HLD	16	OTH	9	0	
	522	134	HLD	52	ITI	32	0	
	523	116	HLD	75	ADA	13	0	
	524	165	ADA	64	HLD	32	0	
	525	139	HLD	67	OTH	57	0	
	526	214	OTH	100	ADA	48	0	
	527	187	HLD	91	ITI	33	0	
	528	226	HLD	62	ADA	57	0	
	529	203	OTH	55	HLD	54	0	
	530	570	ENG	403	ADA	53	0	
	531	82	SYS	29	CAR	26	0	
	532	345	HLD	167	ADA	84	0	
	533	65	HLD	22	ADA	14	0	
	534	157	CON	39	HLD	38	0	
	535	80	CAR	30	HLD	16	0	
	536	383	ENG	107	OTH	85	0	
	537	273	ENG	126	HLD	55	0	
	538	143	ADA	34	HLD	33	0	
	540	207	CON	72	ENG	38	0	
	541	29	ENG	14	HLD	5	0	
	542	133	CON	41	HLD	28	0	
	543	250	HLD	88	ITI	53	0	
	544	257	HLD	91	OTH	71	0	
	545	113	ADA	34	ENG	21	0	
	546	331	HLD	105	ITI	88	0	
	547	193	ENG	94	OTH	50	0	
	548	157	ITI	63	ENG	54	0	
	549	116	ENG	41	HLD	36	0	
	551	33	ADA	15	SYS	9	0	
	720	306	ITI	123	HLD	78	0	
	723	24	HLD	16	SYS	5	0	
	724	356	OTH	120	CON	86	0	
	727	412	HLD	243	ADA	94	0	
	728	192	HLD	83	ADA	37	0	
	729	191	ADA	118	HLD	36	0	
	732	106	CON	40	HLD	26	0	
	733	274	ADA	148	HLD	38	0	
	734	540	HLD	275	ADA	107	0	
	736	293	ADA	113	HLD	83	0	
	737	270	ADA	86	SVS	80	0	
	738	185	HLD	44	ADA	40	0	
	741	206	HLD	112	ADA	91	0	
	742	746	ADA	140	OTH	140	0	
	743	674	ENG	222	OTH	152	0	
	744	294	HLD	120	ITI	83	0	
	745	163	ITI	106	ADA	31	0	
	746	269	CON	97	ENG	92	0	
	747	251	ENG	136	CON	53	0	
	748	489	OTH	136	ENG	104	0	
	749	105	SVS	50	ADA	17	0	
	751	48	HLD	26	ENG	13	0	
	Carolinian	79	531	HLD	238	ADA	200	0
		80	524	HLD	194	ADA	164	0

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

Service	Train	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
Cascades	500	365	OTH	100	ENG	88	0
	501	539	ENG	212	SVS	138	0
	504	448	OTH	119	SYS	95	0
	506	235	HLD	71	ADA	60	0
	507	243	ADA	64	HLD	49	0
	508	363	ENG	162	CCR	81	0
	509	207	ENG	86	ADA	37	0
	510	212	ENG	83	HLD	54	0
	513	290	HLD	101	ADA	97	0
	516	364	ENG	95	SYS	66	0
	517	326	SYS	156	ENG	95	0
Downeaster	676	1649	ITI	1598	OTH	51	0
	678	0	-	-	-	-	0
	679	11	OTH	11	-	-	0
	680	131	CAR	61	OTH	60	0
	681	428	OTH	214	HLD	119	0
	682	139	HLD	56	OTH	32	0
	683	115	OTH	45	HLD	40	0
	684	124	HLD	70	ITI	27	0
	685	374	ITI	95	OTH	81	0
	686	404	ITI	322	HLD	40	0
	687	903	ITI	789	OTH	44	0
	688	151	OTH	118	ADA	23	0
	689	131	OTH	75	ITI	41	0
	690	68	OTH	48	HLD	13	0
	691	503	HLD	264	OTH	142	0
	692	194	HLD	144	OTH	40	0
	693	326	ITI	265	HLD	42	0
	694	135	HLD	72	ADA	47	0
	695	75	HLD	42	ADA	27	0
	696	78	HLD	74	ADA	3	0
	697	90	HLD	45	OTH	23	0
	698	227	OTH	131	HLD	47	0
	699	59	OTH	47	HLD	12	0
Empire Corridor							
Adirondack	68	143	HLD	90	OTH	41	0
	69	278	HLD	191	OTH	82	0
Maple Leaf	63	420	HLD	165	SYS	165	0
	64	392	HLD	127	SYS	119	0
New York - Albany <sup>f</sup>	230	17	ENG	62	SYS	12	0
	232	17	ENG	316	HLD	27	0
	233	85	HLD	235	SVS	51	0
	234	40	ENG	122	HLD	80	0
	235	52	HLD	90	SYS	75	0
	236	101	HLD	109	ADA	48	0
	237	12	OTH	120	HLD	100	0
	238	96	HLD	94	OTH	49	0
	239	19	HLD	44	ADA	31	0
	241	89	ITI	389	HLD	203	0
	242	92	HLD	100	SYS	52	0
	243	135	HLD	247	OTH	67	0
	244	48	HLD	77	SYS	58	0
	245	162	SYS	117	ENG	87	0
	250	54	ENG	92	HLD	49	0
	252	0	-	-	-	-	0
	253	162	OTH	888	ENG	357	0
	254	229	HLD	242	ADA	205	0
	255	85	ITI	1171	HLD	350	0
	256	72	HLD	350	-	-	0
	259	146	HLD	152	ENG	49	0
	261	65	OTH	146	SYS	27	0
	266	39	OTH	137	HLD	78	0

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

Service	Train	4th Quarter FY 2013						MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>					
			#1	Minutes	#2	Minutes		
<b>Standard</b>		<b>325</b>						
New York - Niagara Falls	280	383	ENG	117	SYS	111	0	
	281	498	SYS	254	HLD	153	0	
	283	548	SYS	231	HLD	186	0	
	284	453	SYS	160	HLD	154	0	
	286	681	HLD	366	OTH	149	0	
	288	412	SYS	153	HLD	144	0	
Ethan Allen Express	290	220	HLD	141	SYS	89	0	
	291	272	HLD	245	ITI	140	0	
	292	313	ADA	228	HLD	110	0	
	293	333	HLD	302	OTH	57	0	
	296	100	ENG	64	OTH	58	0	
Heartland Flyer	821	401	SYS	139	OTH	119	0	
	822	249	OTH	80	HLD	75	0	
Hiawatha	329	657	OTH	631	ITI	24	0	
	330	49	HLD	31	OTH	12	0	
	331	422	OTH	354	HLD	42	0	
	332	418	OTH	208	ENG	53	0	
	333	282	OTH	186	SVS	90	0	
	334	363	HLD	269	OTH	76	0	
	335	518	OTH	335	HLD	142	0	
	336	504	OTH	367	HLD	53	0	
	337	249	OTH	162	HLD	47	0	
	338	743	OTH	385	ITI	222	0	
	339	221	ITI	144	OTH	135	0	
	340	508	ENG	204	OTH	173	0	
	341	256	ITI	269	OTH	145	0	
	342	402	OTH	210	ITI	113	0	
Hoosier State	850	606	SYS	608	OTH	176	0	
	851	282	SYS	170	OTH	54	0	
Illinois								
Carl Sandburg / Illinois Zephyr	380	167	HLD	112	ADA	46	0	
	381	142	HLD	43	OTH	29	0	
	382	122	HLD	66	ADA	24	0	
	383	164	HLD	94	ADA	35	0	
Illini / Saluki	390	325	OTH	156	HLD	107	0	
	391	301	OTH	160	HLD	60	0	
	392	258	OTH	103	HLD	86	0	
	393	267	OTH	114	HLD	90	0	
Lincoln Service	300	104	HLD	39	ADA	16	0	
	301	38	HLD	17	ADA	11	0	
	302	208	ADA	67	ENG	67	0	
	303	59	ENG	38	CAR	37	0	
	304	250	OTH	119	HLD	55	0	
	305	173	ADA	102	HLD	48	0	
	306	218	ITI	103	SYS	61	0	
	307	62	HLD	35	ENG	32	0	
Michigan								
Blue Water	364	363	HLD	199	SYS	104	0	
	365	613	OTH	375	HLD	189	0	
Pere Marquette	370	386	HLD	164	ENG	84	0	
	371	781	SYS	259	HLD	220	0	
Wolverine	350	380	OTH	223	SYS	57	0	
	351	453	OTH	300	HLD	121	0	
	352	646	OTH	264	SYS	186	0	
	353	505	SYS	171	ADA	139	0	
	354	727	SYS	420	OTH	264	0	
	355	446	SYS	311	OTH	93	0	
Kansas City - St. Louis	311	131	HLD	81	ADA	36	0	
	313	95	HLD	53	ITI	37	0	
	314	302	HLD	128	ENG	67	0	
	316	116	HLD	53	ADA	36	0	

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

Service	Train	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					
Pacific Surfliner	562	119	SYS	37	ENG	32	0
	564	107	SYS	32	ENG	27	0
	565	213	HLD	100	ENG	65	0
	566	379	HLD	154	OTH	67	0
	567	148	ENG	54	HLD	44	0
	572	411	ITI	147	HLD	146	0
	573	237	OTH	67	ITI	46	0
	579	446	OTH	161	HLD	151	0
	580	148	HLD	65	INJ	32	0
	582	138	ITI	54	HLD	45	0
	583	570	HLD	235	ADA	70	0
	591	753	HLD	269	ITI	181	0
	595	145	HLD	63	SYS	34	0
	761	323	HLD	114	SYS	90	0
	763	414	HLD	189	ENG	97	0
	768	497	HLD	236	ENG	61	0
	769	544	HLD	200	ENG	112	0
	774	275	HLD	109	ADA	39	0
	777	372	ENG	100	HLD	64	0
	784	286	HLD	203	ADA	24	0
	785	530	HLD	171	ENG	146	0
	790	582	ENG	148	HLD	126	0
	796	450	ITI	156	HLD	129	0
	1761	379	HLD	290	ADA	36	0
	1790	455	HLD	225	SVS	54	0
Pennsylvanian	42	339	OTH	119	HLD	91	0
	43	200	HLD	74	OTH	44	0
Piedmont	73	217	ADA	58	OTH	51	0
	74	371	HLD	112	ADA	100	0
	75	648	ADA	233	HLD	159	0
	76	508	ADA	237	HLD	193	0
San Joaquin	701	91	ADA	30	HLD	27	0
	702	149	HLD	74	ADA	26	0
	703	352	CON	160	ENG	81	0
	704	121	ADA	37	HLD	37	0
	711	211	ADA	60	ENG	59	0
	712	380	ENG	135	ADA	134	0
	713	548	ADA	150	ENG	135	0
	714	319	ENG	82	ADA	80	0
	715	370	HLD	98	CON	84	0
	716	348	OTH	77	ENG	58	0
	717	832	ENG	302	CON	164	0
	718	326	CON	120	ENG	47	0
Vermonter	54	396	SYS	131	INJ	84	0
	55	333	SYS	85	OTH	65	0
	56	342	SYS	199	SVS	32	0
	57	327	HLD	92	OTH	76	0

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

Service	Train	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
		Total Delay	Largest 2 Delay Categories <sup>b</sup>				
			#1	Minutes	#2	Minutes	
<b>Standard</b>		<b>325</b>					

**Long Distance Routes**

Auto Train	52	129	ITI	38	ENG	26	0
	53	144	SYS	58	ITI	19	0
California Zephyr	5	357	SYS	116	HLD	69	0
	6	307	SYS	69	HLD	62	0
Cardinal	50	550	SYS	148	HLD	91	0
	51	375	ADA	96	HLD	91	0
Capitol Limited	29	247	HLD	141	CAR	61	0
	30	260	HLD	170	CON	158	0
City of New Orleans	58	221	HLD	71	OTH	52	0
	59	274	HLD	101	OTH	73	0
Coast Starlight	11	591	SYS	134	HLD	128	0
	14	657	HLD	212	SVS	127	0
Crescent	19	292	HLD	82	ADA	66	0
	20	229	HLD	82	ADA	72	0
Empire Builder	27	2272	CON	2058	ENG	97	0
	28	437	ITI	224	CON	121	0
	7	323	HLD	118	ENG	81	0
	8	544	ITI	147	HLD	132	0
Lake Shore Ltd	448	142	CON	436	ITI	292	0
	449	597	HLD	439	ADA	151	0
	48	380	HLD	238	CON	115	0
	49	742	HLD	521	ENG	72	0
Palmetto	89	217	ADA	66	HLD	62	0
	90	184	HLD	66	ADA	61	0
Silver Meteor	97	316	ADA	129	HLD	78	0
	98	428	ADA	173	HLD	105	0
Silver Star	91	453	HLD	155	ADA	96	0
	92	423	HLD	142	ADA	103	0
Southwest Chief	3	270	HLD	101	ENG	68	0
	4	253	HLD	115	SVS	39	0
Sunset Limited	1	353	HLD	92	SVS	67	0
	2	515	HLD	139	SVS	112	0
Texas Eagle	21	425	HLD	174	SVS	64	0
	22	576	HLD	217	SVS	113	0

<sup>a</sup> 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.

<sup>b</sup> For explanation of delay codes, see Table 19.

<sup>c</sup> "Major Maintenance & Construction Allowance"; minutes are included in Total Delay minutes, but are excluded for determining performance to standard.

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

<sup>e</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> 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 <sup>b</sup>	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	

**Acela Express**

<b>Standard</b>			<b>265</b>					
Acela Express	2100	Amtrak	422	DSR	95	SMW	54	0
	2103	Amtrak	221	DSR	49	SMW	48	0
	2104	Amtrak	345	DSR	104	ENG	61	0
	2107	Amtrak	224	SMW	61	DSR	43	0
	2108	Amtrak	0	-	0	-	0	0
	2109	Amtrak	322	ENG	71	SMW	63	0
	2110	Amtrak	342	DET	178	DSR	37	0
	2117	Amtrak	431	DET	117	SMW	61	0
	2119	Amtrak	303	CTI	101	PTI	44	0
	2121	Amtrak	372	CTI	60	CAR	50	0
	2122	Amtrak	322	DET	77	DSR	70	0
	2124	Amtrak	470	CTI	82	DSR	78	0
	2126	Amtrak	381	MTI	97	CAR	42	0
	2128	Amtrak	344	SVS	95	DSR	55	0
	2150	Amtrak	357	CTI	88	SMW	65	0
	2151	Amtrak	264	DET	56	PSR	32	0
	2153	Amtrak	240	DET	104	SMW	40	0
	2154	Amtrak	265	SMW	46	DSR	46	0
	2155	Amtrak	395	DET	100	SMW	61	0
	2158	Amtrak	263	SMW	64	DSR	53	0
	2159	Amtrak	361	HLD	80	SMW	38	0
	2160	Amtrak	370	DET	107	DSR	59	0
	2163	Amtrak	525	CTI	116	SMW	70	0
	2164	Amtrak	355	DET	100	DSR	59	0
	2165	Amtrak	478	SMW	96	PTI	72	0
	2166	Amtrak	330	DET	103	SMW	60	0
	2167	Amtrak	473	SMW	103	ENG	61	0
	2168	Amtrak	463	SMW	81	CTI	79	0
	2170	Amtrak	464	SMW	143	DET	74	0
	2171	Amtrak	363	SMW	69	HLD	63	0
	2172	Amtrak	477	SMW	113	DET	59	0
	2173	Amtrak	365	CTI	83	SMW	76	0
	2175	Amtrak	314	CTI	64	SMW	62	0
	2190	Amtrak	253	SMW	128	DCS	29	0
	2192	Amtrak	0	-	0	-	0	0
	2193	Amtrak	742	CTC	742	-	0	0
	2203	Amtrak	80	PTI	27	FTI	21	0
	2205	Amtrak	229	PSR	62	SMW	62	0
	2207	Amtrak	121	PSR	39	ADA	30	0
	2208	Amtrak	152	HLD	36	PTI	29	0
	2211	Amtrak	352	DET	178	PSR	55	0
	2212	Amtrak	111	DSR	24	PTI	21	0
	2213	Amtrak	477	ITI	304	PTI	51	0
	2216	Amtrak	6	HLD	6	-	0	0
	2220	Amtrak	107	CAR	39	DCS	30	0
	2221	Amtrak	415	ENG	195	PTI	89	0
	2222	Amtrak	27	ADA	10	ENG	10	0
	2225	Amtrak	150	CAR	92	MTI	27	0
	2228	Amtrak	92	HLD	31	ENG	21	0
	2250	Amtrak	269	PTI	46	DET	39	0
	2251	Amtrak	218	HLD	41	PSR	36	0
	2252	Amtrak	291	SMW	118	CAR	76	0
	2253	Amtrak	322	HLD	100	PSR	44	0
	2254	Amtrak	217	SMW	68	ENG	44	0
	2255	Amtrak	173	HLD	46	ENG	28	0
	2256	Amtrak	116	SMW	22	HLD	18	0
	2257	Amtrak	127	HLD	42	DCS	24	0
	2258	Amtrak	191	ENG	78	SMW	40	0
	2259	Amtrak	223	HLD	87	SMW	38	0
	2290	Amtrak	395	SMW	96	DCS	92	0
	2297	Amtrak	285	SYS	76	HLD	52	0

**Other NEC Routes**

<b>Standard</b>			<b>475</b>					
Cardinal	50	Amtrak	1631	ITI	796	CON	287	0
	51	Amtrak	644	SMW	179	PTI	102	0
Carolinian	79	Amtrak	571	HLD	118	SMW	71	0
	80	Amtrak	465	DET	101	CTI	87	0
Crescent	19	Amtrak	701	PTI	143	ENG	106	0
	20	Amtrak	661	DET	123	PTI	109	0
Keystone	600	Amtrak	97	PSR	73	HLD	17	0
	601	Amtrak	111	ITI	40	DET	39	0
	605	Amtrak	141	CTI	39	MTI	39	0
	607	Amtrak	120	CAR	32	ENG	26	0
	609	Amtrak	463	ENG	87	CTI	79	0
	610	Amtrak	292	ADA	168	DMW	45	0
	611	Amtrak	52	HLD	26	PET	26	0
	612	Amtrak	30	HLD	15	PSR	15	0
	615	Amtrak	120	HLD	52	DCS	30	0
	618	Amtrak	305	DET	103	PSR	99	0
	619	Amtrak	109	ENG	47	CTI	30	0
	620	Amtrak	302	PSR	148	ENG	57	0
	622	Amtrak	207	PSR	118	ENG	56	0
	637	Amtrak	433	SMW	170	PSR	119	0
	639	Amtrak	624	SMW	197	OTH	155	0
	640	Amtrak	673	CTI	189	SMW	98	0
	641	Amtrak	421	CTI	82	SMW	66	0
	642	Amtrak	372	SMW	153	SYS	43	0
	643	Amtrak	369	ENG	87	DCS	66	0
	644	Amtrak	358	PSR	75	ENG	72	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 <sup>b</sup>	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	645	Amtrak	380	DET	134	ENG	56	0
	646	Amtrak	283	SMW	72	PSR	48	0
	647	Amtrak	431	PTI	80	CTI	53	0
	648	Amtrak	301	PSR	79	HLD	66	0
	649	Amtrak	344	ENG	87	DET	57	0
	650	Amtrak	295	PSR	73	ENG	44	0
	651	Amtrak	305	HLD	55	DET	41	0
	652	Amtrak	522	PSR	91	ENG	76	0
	653	Amtrak	440	CTI	112	ENG	101	0
	654	Amtrak	276	PSR	92	DET	86	0
	655	Amtrak	484	ENG	119	SMW	90	0
	656	Amtrak	391	DET	94	PSR	72	0
	658	Amtrak	215	CCR	91	PSR	48	0
	660	Amtrak	371	ENG	186	PTI	90	0
	661	Amtrak	277	DET	74	PTI	74	0
	662	Amtrak	327	PTI	117	MTI	76	0
	663	Amtrak	340	HLD	72	CTI	70	0
	664	Amtrak	275	PTI	85	SMW	48	0
	665	Amtrak	334	ENG	269	MTI	33	0
	666	Amtrak	209	MTI	41	PTI	35	0
	667	Amtrak	173	HLD	37	SYS	28	0
	669	Amtrak	421	ENG	153	MTI	150	0
	670	Amtrak	164	ENG	90	DCS	31	0
	671	Amtrak	395	ENG	312	PTI	31	0
	672	Amtrak	324	MTI	226	ENG	56	0
	674	Amtrak	32	SYS	12	HLD	8	0
Northeast Regional								
Richmond / Newport News/Norfolk <sup>2</sup>								
	66	Amtrak	294	DET	44	SMW	34	0
	67	Amtrak	218	SMW	35	CTI	35	0
	71	Amtrak	575	DCS	79	SYS	73	0
	82	Amtrak	524	HLD	138	ENG	113	0
	83	Amtrak	1027	ENG	484	HLD	110	0
	84	Amtrak	298	PTI	61	DCS	61	0
	85	Amtrak	869	PTI	235	ENG	195	0
	86	Amtrak	344	SMW	91	PTI	51	0
	87	Amtrak	714	PTI	279	ENG	105	0
	88	Amtrak	471	HLD	127	ENG	47	0
	93	Amtrak	514	CTI	102	PTI	92	0
	94	Amtrak	860	SMW	149	CTI	128	0
	95	Amtrak	519	DET	115	PTI	69	0
	99	Amtrak	506	HLD	167	ADA	67	0
	125	Amtrak	723	DET	207	PTI	97	0
	157	Amtrak	235	ADA	61	DCS	37	0
	164	Amtrak	272	HLD	87	SMW	56	0
	174	Amtrak	583	DET	127	ENG	119	0
	194	Amtrak	239	MTI	93	DCS	49	0
	195	Amtrak	335	HLD	75	PTI	54	0
Lynchburg <sup>3</sup>								
	145	Amtrak	574	ENG	108	PTI	95	0
	147	Amtrak	615	ENG	228	CAR	142	0
	156	Amtrak	431	CAR	90	ENG	67	0
	171	Amtrak	702	ENG	125	HLD	110	0
	176	Amtrak	476	DET	111	SMW	66	0
All Other Northeast Regional								
	110	Amtrak	317	CTI	59	ENG	56	0
	111	Amtrak	302	ENG	85	CTI	64	0
	121	Amtrak	130	SYS	57	SMW	41	0
	123	Amtrak	199	HLD	75	FTI	43	0
	126	Amtrak	154	ENG	99	PTI	24	0
	127	Amtrak	632	PTI	136	CTI	103	0
	129	Amtrak	904	SMW	143	PTI	130	0
	130	Amtrak	445	SVS	74	SMW	59	0
	131	Amtrak	242	ENG	61	DET	51	0
	132	Amtrak	479	CAR	116	HLD	91	0
	133	Amtrak	466	CTI	130	HLD	100	0
	134	Amtrak	617	ENG	275	SMW	98	0
	135	Amtrak	204	HLD	104	MTI	20	0
	136	Amtrak	820	ENG	443	PTI	76	0
	137	Amtrak	399	CTI	88	HLD	56	0
	138	Amtrak	663	CTI	173	MTI	123	0
	139	Amtrak	261	CAR	75	SMW	63	0
	140	Amtrak	411	ENG	146	PTI	82	0
	141	Amtrak	440	DET	123	HLD	50	0
	143	Amtrak	287	HLD	67	PSR	52	0
	146	Amtrak	284	HLD	106	ENG	95	0
	148	Amtrak	661	PTI	87	HLD	85	0
	150	Amtrak	260	SMW	65	ENG	56	0
	151	Amtrak	164	SMW	28	CTI	25	0
	152	Amtrak	576	ENG	186	SYS	110	0
	153	Amtrak	188	DET	67	SMW	28	0
	154	Amtrak	308	ENG	239	CTI	17	0
	155	Amtrak	89	SYS	25	DET	16	0
	158	Amtrak	276	ENG	156	SVS	23	0
	159	Amtrak	145	PTI	41	ENG	29	0
	160	Amtrak	180	HLD	62	INJ	31	0
	161	Amtrak	260	ENG	78	HLD	53	0
	162	Amtrak	176	HLD	46	SMW	35	0
	163	Amtrak	513	HLD	187	CTI	65	0
	165	Amtrak	296	SMW	121	HLD	59	0
	166	Amtrak	442	ENG	273	HLD	76	0
	167	Amtrak	284	ENG	159	DCS	21	0
	168	Amtrak	306	HLD	61	DBB	56	0
	169	Amtrak	431	HLD	84	SMW	76	0
	170	Amtrak	461	CTI	84	ENG	70	0
	172	Amtrak	435	ENG	105	CTI	53	0
	173	Amtrak	586	PTI	101	CTI	78	0
	175	Amtrak	464	SMW	97	ENG	86	0
	177	Amtrak	441	SMW	154	ENG	75	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 <sup>b</sup>	4th Quarter FY 2013					MM&C Allowance <sup>c</sup>
			Total Delay	Largest 2 Delay Categories				
				#1	Minutes	#2	Minutes	
	178	Amtrak	403	ENG	90	SMW	60	0
	179	Amtrak	263	SMW	85	HLD	41	0
	180	Amtrak	511	CTI	99	SMW	78	0
	181	Amtrak	287	PTI	90	CTI	34	0
	182	Amtrak	217	ENG	174	MTI	22	0
	183	Amtrak	491	PTI	173	SMW	120	0
	184	Amtrak	493	DET	132	ENG	74	0
	185	Amtrak	519	CTI	112	HLD	87	0
	186	Amtrak	371	CTI	86	CTP	49	0
	187	Amtrak	406	SMW	93	ENG	67	0
	188	Amtrak	259	MTI	91	CTI	25	0
	190	Amtrak	240	ENG	83	SMW	27	0
	192	Amtrak	63	HLD	38	DCS	10	0
	193	Amtrak	712	PTI	152	CTI	148	0
	196	Amtrak	438	ENG	83	CTI	63	0
	198	Amtrak	599	ENG	149	SMW	135	0
	401	Amtrak	1001	PSR	318	PTI	216	0
	405	Amtrak	12	DCS	12	-	0	0
	432	Amtrak	1593	CON	1469	PTI	75	0
	450	Amtrak	1798	CON	851	PTI	557	0
	460	Amtrak	2967	CON	1456	PTI	695	0
	463	Amtrak	647	PTI	264	ITI	108	0
	464	Amtrak	2565	CON	1265	PTI	1097	0
	465	Amtrak	1332	ITI	734	PTI	423	0
	467	Amtrak	532	ITI	301	PTI	231	0
	470	Amtrak	1949	CON	839	PTI	728	0
	475	Amtrak	149	OTH	42	PTI	42	0
	476	Amtrak	2136	CON	1494	PTI	224	0
	479	Amtrak	1309	ITI	597	PTI	259	0
	488	Amtrak	3128	CON	1840	PTI	803	0
	490	Amtrak	1384	CON	1359	CTC	25	0
	493	Amtrak	1566	PSR	578	HLD	341	0
	494	Amtrak	4397	CON	3705	PTI	491	0
	495	Amtrak	197	PSR	67	ADA	45	0
	497	Amtrak	1344	PTI	448	HLD	286	0
Palmetto	89	Amtrak	484	HLD	107	PTI	82	0
	90	Amtrak	640	ENG	198	SVS	74	0
Pennsylvanian	42	Amtrak	531	ENG	199	HLD	58	0
	43	Amtrak	356	ENG	80	HLD	46	0
Silver Meteor	97	Amtrak	968	PTI	205	CAR	195	0
	98	Amtrak	473	PTI	198	HLD	56	0
Silver Star	91	Amtrak	745	ENG	143	CAR	126	0
	92	Amtrak	450	PTI	107	MTI	86	0
Vermonter	54	Amtrak	354	ENG	93	CAR	72	0
	55	Amtrak	429	PTI	137	CTI	62	0
	56	Amtrak	665	SVS	107	PTI	89	0
	57	Amtrak	225	SYS	35	SMW	29	0

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>Financial</b>	Percent of Short-Term Avoidable Operating Cost <sup>11</sup> 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 <sup>12</sup> Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss <sup>13</sup> per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) <sup>14</sup> per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

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

<sup>12</sup> “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.

<sup>13</sup> 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.

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



<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>On-Time Performance</b>	<b>On-Time Performance (OTP).</b> 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.	<b>Route</b> <sup>15</sup>	✓		
	<b>Test No. 1: Change in “Effective Speed”</b> —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.
	<b>Test No. 2: Endpoint OTP</b> <sup>16</sup>				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). <sup>17</sup> By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, <sup>18</sup> and 85% for long-distance routes. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), Endpoint OTP will be calculated against the adjusted schedule.

<sup>15</sup> 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.

<sup>16</sup> 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.

<sup>17</sup> 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.

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

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

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

<sup>20</sup> As calculated by Amtrak according to its existing procedures and definitions.

<sup>21</sup> 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.

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	Host-Responsible <sup>23</sup> Delays per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			Delays must be not more than 900 minutes per 10,000 Train-Miles. Major reported causes of delay will also be shown for information (with no standard attached to them). The 900-minute standard is intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.
	<b>Train Delays— On NEC:</b> Total Delays <sup>24</sup> per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			Delays must be not more than 265 minutes per 10,000 Train-Miles for Acela, and 475 minutes per 10,000 Train-Miles for all other services on the NEC. Reported causes of delay will also be shown for information (with no standard attached to them). The 265- and 475-minute standards are intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.

<sup>23</sup> “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).

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>Other Service Quality</b>	<b>The following metrics and standards are based on Amtrak's Customer Satisfaction Index:</b>				
	Percent of Passengers "Very Satisfied" <sup>25</sup> with Overall Service	route	✓		82 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Amtrak personnel	route	✓		80 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Information Given	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Comfort	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Cleanliness	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Food Service	route	✓		
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall station experience	route	✓		Future metric and standard; standard to be determined
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall sleeping car experience	route	✓		Future metric and standard; standard to be determined
	<b>The following measures are for information only and are based on sources other than the Customer Satisfaction Index.</b>				
	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.

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>Public Benefits</b>	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	<b>long-distance route</b>	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. <sup>26</sup> To be updated annually.	<b>route, system</b>	✓		Metric only. No standard possible; improvement could require network changes
	<b>Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.”</b> 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.				

<sup>26</sup> “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.