

April 17, 2014

Chairman Daniel R. Elliott III  
Vice Chairman Ann D. Begeman

235910



Surface Transportation Board  
395 E Street SW  
Washington, DC 20423-0001

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Office of Proceedings  
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Part of  
Public Record

**Re: Supplement to April 10, 2014 Testimony of DJ Stadler – Docket No. EP 724  
United States Rail Service Issues**

To the Surface Transportation Board,

Amtrak appreciates having had the opportunity to testify at the STB hearing regarding rail service held on April 10, 2014, and the chance to call attention to poor performance experienced by Amtrak passengers on host railroads.

Amtrak offers the following comments to supplement my testimony during the hearing:

In response to the Board's questions during the April 10 testimony regarding delay measurements, we would like to clarify that Amtrak measures of performance, including on-time performance and minutes of delay per 10,000 train miles, have been in use by Amtrak and host railroads since before the Passenger Rail Investment and Improvement Act of 2008 (PRIIA). Although the PRIIA Section 207 process made use of these existing measures, the measures pre-date PRIIA and are not dependent on PRIIA Section 207.

Amtrak would also like to clarify its request of the STB with respect to monitoring performance of Amtrak Services on host railroads. Amtrak's request is that the STB require each Class I host to report to the STB each month on the steps the host is taking to reduce its delays (see Page 1 of the attached) on any Amtrak Services(s) where on-time performance is less than 80% (see Page 2 of the attached).

Respectfully submitted,

A handwritten signature in black ink, appearing to read "DJ Stadler". The signature is written in a cursive, somewhat stylized font.

DJ Stadler  
Vice President-Operations  
Amtrak

**MINUTES OF DELAY BY HOST**  
Per 10K Train Miles  
(Red numbers indicate not meeting standard)

| Host        | Amtrak Service                  | Total Host Responsible Delays |                       | Largest Two Delay Categories - Quarter to Date |       |                       |     | Route Miles |
|-------------|---------------------------------|-------------------------------|-----------------------|--|-------|-----------------------|-----|-------------|
|             |                                 | Current Month                 | Quarter to Date       | #1   |       | #2                    |     |             |
|             |                                 | March 2014                    | Jan. 2014 - Mar. 2014 | Jan. 2014 - Mar. 2014                          |       | Jan. 2014 - Mar. 2014 |     |             |
| <b>Goal</b> |                                 | <b>900</b>                    | <b>900</b>            |  |       |                       |     |             |
| Amtrak      | Adirondack                      | 744                           | 843                   | PTI  | 354   | DCS                   | 226 | 104         |
|             | Blue Water                      | 369                           | 705                   | PTI  | 327   | DCS                   | 255 | 99          |
|             | Ethan Allen Express             | 854                           | 1,078                 | PTI  | 535   | DCS                   | 209 | 104         |
|             | Maple Leaf                      | 849                           | 943                   | PTI  | 451   | DCS                   | 263 | 109         |
|             | New York - Albany**             | 329                           | 495                   | DCS  | 153   | PTI                   | 132 | 81          |
|             | New York - Niagara Falls        | 785                           | 884                   | PTI  | 422   | DCS                   | 209 | 109         |
|             | Wolverine                       | 587                           | 822                   | PTI  | 401   | DCS                   | 224 | 99          |
| BBrRR       | Cardinal                        | 1,807                         | 1,792                 | FTI  | 732   | PTI                   | 519 | 125         |
| BNSF        | California Zephyr               | 1,101                         | 1,203                 | DSR  | 450   | FTI                   | 390 | 1,027       |
|             | Carl Sandburg / Illinois Zephyr | 1,291                         | 1,503                 | FTI  | 462   | DSR                   | 431 | 257         |
|             | Cascades                        | 1,496                         | 1,691                 | FTI  | 612   | DSR                   | 291 | 343         |
|             | Coast Starlight                 | 952                           | 1,105                 | FTI  | 414   | PTI                   | 205 | 186         |
|             | Empire Builder                  | 1,859                         | 1,790                 | FTI  | 1,013 | DSR                   | 417 | 2,147       |
|             | Heartland Flyer                 | 1,818                         | 1,328                 | DSR  | 572   | FTI                   | 486 | 238         |
|             | Pacific Surfliner               | 1,204                         | 1,334                 | DSR  | 448   | DCS                   | 287 | 22          |
|             | San Joaquin                     | 807                           | 850                   | PTI  | 350   | FTI                   | 271 | 284         |
|             | Southwest Chief                 | 597                           | 602                   | DSR  | 160   | FTI                   | 159 | 2,198       |
|             | Sunset Limited                  | 398                           | 601                   | DSR  | 460   | DCS                   | 88  | 190         |
|             | Texas Eagle                     | 1,523                         | 1,552                 | DSR  | 1,035 | FTI                   | 230 | 126         |
| CFRC        | Auto Train                      | 1,553                         | 1,467                 | DSR  | 496   | DCS                   | 443 | 16          |
|             | Silver Meteor                   | 3,077                         | 3,190                 | DCS  | 1,100 | PTI                   | 750 | 61          |
|             | Silver Star                     | 1,454                         | 1,565                 | DCS  | 800   | DMW                   | 277 | 61          |
| CN          | Adirondack                      | 1,414                         | 1,907                 | FTI  | 795   | DSR                   | 375 | 49          |
|             | Blue Water                      | 1,232                         | 1,213                 | FTI  | 908   | DCS                   | 136 | 159         |
|             | City of New Orleans             | 1,386                         | 1,329                 | FTI  | 831   | PTI                   | 165 | 930         |
|             | Illini / Saluki                 | 1,418                         | 1,459                 | FTI  | 977   | PTI                   | 219 | 306         |
|             | Lincoln Service                 | 1,324                         | 1,858                 | FTI  | 1,001 | DCS                   | 400 | 37          |
|             | Texas Eagle                     | 2,410                         | 2,731                 | FTI  | 1,696 | PTI                   | 367 | 37          |
|             | Wolverine                       | 1,479                         | 2,251                 | FTI  | 828   | DCS                   | 697 | 27          |
| CP          | Adirondack                      | 2,979                         | 2,611                 | FTI  | 1,062 | PTI                   | 653 | 178         |
|             | Empire Builder                  | 2,583                         | 2,217                 | FTI  | 1,557 | DSR                   | 252 | 384         |
|             | Ethan Allen Express             | 1,825                         | 1,666                 | FTI  | 650   | PTI                   | 478 | 60          |
|             | Hiawatha                        | 475                           | 438                   | FTI  | 148   | DCS                   | 138 | 53          |
| CSX         | Auto Train                      | 1,507                         | 1,560                 | FTI  | 602   | DSR                   | 341 | 698         |
|             | Capitol Limited                 | 1,798                         | 1,297                 | FTI  | 779   | DCS                   | 191 | 307         |
|             | Cardinal                        | 1,000                         | 1,479                 | FTI  | 619   | DCS                   | 435 | 698         |
|             | Carolinian                      | 1,838                         | 1,560                 | FTI  | 680   | PTI                   | 336 | 295         |
|             | Hoosier State                   | 1,448                         | 2,385                 | DCS  | 1,127 | FTI                   | 856 | 169         |
|             | Lake Shore Ltd                  | 1,747                         | 1,813                 | FTI  | 843   | RTE                   | 290 | 633         |
|             | Maple Leaf                      | 2,648                         | 2,138                 | FTI  | 929   | DSR                   | 402 | 298         |
|             | New York - Niagara Falls        | 2,221                         | 1,969                 | FTI  | 851   | RTE                   | 369 | 296         |
|             | Palmetto                        | 1,226                         | 971                   | FTI  | 356   | PTI                   | 188 | 659         |
|             | Pere Marquette                  | 627                           | 1,149                 | FTI  | 326   | RTE                   | 275 | 135         |
|             | Richmond/Newport News/Norfolk   | 2,192                         | 1,790                 | FTI  | 465   | DSR                   | 420 | 189         |
|             | Silver Meteor                   | 1,004                         | 1,144                 | FTI  | 421   | DSR                   | 229 | 1,091       |
|             | Silver Star                     | 1,157                         | 1,098                 | FTI  | 332   | DSR                   | 245 | 1,148       |
| Fla DOT     | Silver Meteor                   | 674                           | 916                   | CTI  | 331   | DSR                   | 156 | 68          |
|             | Silver Star                     | 842                           | 1,026                 | CTI  | 641   | DCS                   | 200 | 68          |
| MBTA        | Downeaster                      | 1,291                         | 1,370                 | DSR  | 590   | CTI                   | 506 | 38          |
| Metra       | Empire Builder                  | 1,526                         | 1,522                 | CTI  | 1,084 | DSR                   | 160 | 29          |
|             | Hiawatha                        | 1,735                         | 1,908                 | DSR  | 572   | FTI                   | 468 | 29          |
|             | Blue Water                      | 814                           | 912                   | DCS  | 395   | DSR                   | 292 | 22          |
| MIDOT       | Wolverine                       | 609                           | 1,034                 | PTI  | 449   | DCS                   | 362 | 134         |
|             | Acela Express                   | 661                           | 843                   | DSR  | 367   | CTI                   | 296 | 56          |
| MNRR        | Adirondack                      | 1,266                         | 1,652                 | CTI  | 752   | DSR                   | 344 | 64          |
|             | All Other NE Regional           | 812                           | 791                   | CTI  | 348   | DSR                   | 338 | 56          |
|             | Ethan Allen Express             | 919                           | 1,072                 | CTI  | 630   | DSR                   | 204 | 64          |
|             | Lake Shore Ltd                  | 1,780                         | 1,891                 | CTI  | 904   | RTE                   | 499 | 64          |
|             | Lynchburg                       | 1,710                         | 1,340                 | RTE  | 469   | CTI                   | 439 | 56          |
|             | Maple Leaf                      | 1,307                         | 1,617                 | CTI  | 721   | DCS                   | 293 | 64          |
|             | New York - Albany**             | 961                           | 994                   | CTI  | 496   | DSR                   | 221 | 64          |
|             | New York - Niagara Falls        | 1,279                         | 1,389                 | CTI  | 697   | RTE                   | 302 | 64          |
|             | Richmond/Newport News/Norfolk   | 707                           | 619                   | DSR  | 214   | DCS                   | 162 | 56          |
|             | Vermont                         | 867                           | 1,221                 | DSR  | 502   | CTI                   | 449 | 56          |
|             | NECR                            | Vermont                       | 850                   | 721  | DSR   | 539                   | FTI | 132         |
| NMDOT       | Southwest Chief                 | 1,589                         | 1,280                 | DSR  | 729   | CTI                   | 251 | 80          |
| NS          | Blue Water                      | 4,573                         | 4,148                 | FTI  | 1,275 | DSR                   | 857 | 39          |
|             | Capitol Limited                 | 1,794                         | 2,018                 | FTI  | 1,083 | RTE                   | 323 | 481         |
|             | Cardinal                        | 503                           | 793                   | PTI  | 242   | FTI                   | 163 | 79          |
|             | Carolinian                      | 347                           | 334                   | DSR  | 112   | PTI                   | 107 | 202         |
|             | Crescent                        | 1,031                         | 1,019                 | FTI  | 538   | DSR                   | 178 | 1,141       |
|             | Lake Shore Ltd                  | 2,105                         | 2,403                 | FTI  | 1,344 | RTE                   | 327 | 339         |
|             | Lynchburg                       | 272                           | 247                   | FTI  | 81    | DCS                   | 76  | 166         |
|             | Pennsylvanian                   | 501                           | 378                   | FTI  | 193   | RTE                   | 76  | 249         |
|             | Pere Marquette                  | 4,105                         | 4,717                 | FTI  | 1,496 | DSR                   | 942 | 39          |
|             | Piedmont                        | 579                           | 661                   | DSR  | 184   | FTI                   | 159 | 173         |
|             | Richmond/Newport News/Norfolk   | 428                           | 490                   | DSR  | 214   | DCS                   | 162 | 81          |
|             | Silver Star                     | 348                           | 424                   | PTI  | 133   | DCS                   | 118 | 28          |
|             | Wolverine                       | 4,556                         | 4,567                 | FTI  | 1,814 | DCS                   | 790 | 39          |
| PanAm       | Downeaster                      | 652                           | 628                   | PTI  | 269   | FTI                   | 136 | 77          |
| SCRRA       | Coast Starlight                 | 1,976                         | 2,047                 | PTI  | 1,222 | CTI                   | 586 | 48          |
|             | Pacific Surfliner               | 1,036                         | 959                   | PTI  | 449   | CTI                   | 292 | 95          |
| SDNRR       | Pacific Surfliner               | 1,390                         | 1,420                 | CTI  | 559   | PTI                   | 506 | 60          |
| UP          | California Zephyr               | 827                           | 988                   | FTI  | 367   | DCS                   | 252 | 1,431       |
|             | Capitol Corridor                | 481                           | 676                   | PTI  | 169   | DSR                   | 164 | 168         |
|             | Cascades                        | 1,222                         | 1,481                 | FTI  | 603   | PTI                   | 503 | 125         |
|             | Coast Starlight                 | 1,038                         | 1,107                 | PTI  | 386   | FTI                   | 275 | 1,159       |
|             | Lincoln Service                 | 1,213                         | 1,589                 | PTI  | 559   | DCS                   | 432 | 231         |
|             | Missouri River Runner           | 576                           | 509                   | FTI  | 302   | DCS                   | 80  | 271         |
|             | Pacific Surfliner               | 958                           | 852                   | PTI  | 589   | DCS                   | 117 | 174         |
|             | San Joaquin                     | 973                           | 1,346                 | PTI  | 357   | DSR                   | 265 | 88          |
|             | Sunset Limited                  | 1,242                         | 1,456                 | FTI  | 699   | DSR                   | 270 | 1,784       |
|             | Texas Eagle                     | 2,195                         | 1,886                 | FTI  | 881   | DCS                   | 356 | 1,104       |
| VTR         | Ethan Allen Express             | 135                           | 249                   | FTI  | 195   | DCS                   | 54  | 24          |

\*\* Includes only trains that operate solely between New York and Albany

Excludes hosts with fewer than 15 route miles.

Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate report, with tighter delay standards.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC; Richmond / Newport News includes all trains between Richmond or Newport news and points on the NEC.

**ON-TIME PERFORMANCE**  
(Red numbers indicate not meeting standard)

|  | All-Stations OTP |                       | Endpoint OTP  |                       | Change in Effective Speed<br>Last Twelve Months Ending<br>Mar. 2014 vs. FY08 |
|--|------------------|-----------------------|---------------|-----------------------|--|
|  | Current Month    | Quarter to Date       | Current Month | Quarter to Date       |  |
|  | March 2014       | Jan. 2014 - Mar. 2014 | March 2014    | Jan. 2014 - Mar. 2014 |  |

**Acela Express**

| PRIIA Section 213 Standard | 80.0% | 80.0% | 80.0% | 80.0% |      |
|----------------------------|-------|-------|-------|-------|------|
| Acela Express              | 82.6% | 77.2% | 77.1% | 69.5% | -1.1 |

**All Other NEC Corridor Services**

| PRIIA Section 213 Standard    | 80.0% | 80.0% | 80.0% | 80.0% |      |
|-------------------------------|-------|-------|-------|-------|------|
| Keystone                      | 95.5% | 88.6% | 87.2% | 73.3% | -0.8 |
| Northeast Regional            | 81.4% | 77.5% | 77.0% | 71.2% | -0.4 |
| Richmond/Newport News/Norfolk | 74.8% | 73.9% | 77.9% | 74.6% | -0.1 |
| Lynchburg                     | 75.1% | 69.8% | 85.5% | 77.2% | NA   |
| All Other Northeast Regional  | 85.5% | 80.2% | 76.2% | 69.9% | -0.3 |

**Non-NEC Corridor Services**

| PRIIA Section 213 Standard      | 80.0% | 80.0% | 80.0% | 80.0% |      |
|---------------------------------|-------|-------|-------|-------|------|
| Capitol Corridor                | 96.6% | 95.1% | 95.4% | 94.9% | 2.3  |
| Carolinian                      | 64.9% | 68.8% | 66.1% | 72.0% | 0.9  |
| Cascades                        | 70.0% | 66.9% | 73.1% | 67.9% | -0.6 |
| Downeaster                      | 92.0% | 90.1% | 81.3% | 77.0% | -1.7 |
| Empire Corridor                 | 71.1% | 67.5% | 74.6% | 69.8% | 0.5  |
| Adirondack                      | 62.0% | 54.0% | 53.2% | 48.3% | 0.8  |
| Ethan Allen Express             | 86.5% | 79.4% | 82.3% | 73.9% | 2.2  |
| Maple Leaf                      | 51.0% | 47.8% | 62.9% | 56.1% | -0.1 |
| New York - Albany**             | 94.0% | 90.0% | 88.2% | 81.7% | 1.3  |
| New York - Niagara Falls        | 52.3% | 53.6% | 43.5% | 47.8% | -0.9 |
| Heartland Flyer                 | 78.3% | 87.3% | 54.8% | 75.0% | 0.0  |
| Hiawatha                        | 94.7% | 87.3% | 86.3% | 76.7% | -1.2 |
| Hoosier State                   | 60.8% | 50.9% | 48.6% | 39.6% | 0.8  |
| Illinois                        | 63.9% | 54.3% | 63.5% | 50.7% | 1.5  |
| Carl Sandburg / Illinois Zephyr | 71.3% | 64.0% | 74.2% | 61.2% | -1.4 |
| Illini / Satuki                 | 47.5% | 42.1% | 49.2% | 41.6% | 1.7  |
| Lincoln Service                 | 69.1% | 56.2% | 65.3% | 50.0% | 2.3  |
| Michigan                        | 63.9% | 47.7% | 51.9% | 31.6% | 1.4  |
| Blue Water                      | 52.9% | 49.0% | 41.9% | 35.4% | 5.0  |
| Pere Marquette                  | 80.3% | 58.2% | 53.2% | 30.7% | 1.4  |
| Wolverine                       | 64.8% | 46.0% | 54.8% | 30.7% | 0.1  |
| Missouri River Runner           | 87.8% | 87.5% | 87.9% | 86.9% | 8.5  |
| Pacific Surfliner               | 87.2% | 89.1% | 76.8% | 78.2% | -0.2 |
| Pennsylvanian                   | 87.8% | 82.4% | 91.9% | 86.7% | 1.1  |
| Piedmont                        | 90.3% | 89.2% | 69.5% | 71.3% | 1.7  |
| San Joaquin                     | 81.3% | 80.1% | 81.5% | 80.9% | -0.3 |
| Vermont                         | 75.9% | 67.1% | 80.6% | 73.3% | 3.5  |

**Long-Distance Services**

| PRIIA Section 213 Standard | 80.0% | 80.0% | 80.0% | 80.0% |      |
|----------------------------|-------|-------|-------|-------|------|
| Auto Train                 | 75.0% | 66.4% | 71.0% | 60.9% | -0.7 |
| California Zephyr          | 46.5% | 37.1% | 64.5% | 48.3% | 2.9  |
| Capitol Limited            | 34.7% | 40.0% | 43.5% | 42.7% | 1.5  |
| Cardinal                   | 54.5% | 41.3% | 76.9% | 45.5% | 0.5  |
| City of New Orleans        | 39.0% | 41.4% | 58.1% | 55.6% | 1.0  |
| Coast Starlight            | 64.1% | 58.1% | 88.7% | 77.2% | 1.0  |
| Crescent                   | 54.9% | 56.5% | 50.0% | 52.8% | -0.1 |
| Empire Builder             | 17.1% | 16.0% | 17.4% | 20.4% | -2.3 |
| Lake Shore Ltd             | 29.2% | 24.5% | 37.1% | 32.7% | -1.1 |
| Palmetto                   | 66.3% | 64.5% | 68.4% | 72.7% | 0.5  |
| Silver Meteor              | 41.3% | 38.0% | 56.5% | 48.6% | -0.6 |
| Silver Star                | 48.3% | 50.3% | 54.8% | 59.4% | 0.7  |
| Southwest Chief            | 51.6% | 53.3% | 77.4% | 70.0% | -0.2 |
| Sunset Limited             | 49.6% | 48.5% | 73.1% | 63.6% | 3.1  |
| Texas Eagle                | 29.5% | 36.5% | 32.3% | 45.5% | 2.3  |

\*\* Includes only trains that operate solely between New York and Albany.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC; Richmond/Newport News includes all trains between Richmond or Newport news and points on the NEC.

Change in Effective Speed is calculated as Last Twelve Months Effective Speed (ending March ) minus FY08 Effective Speed