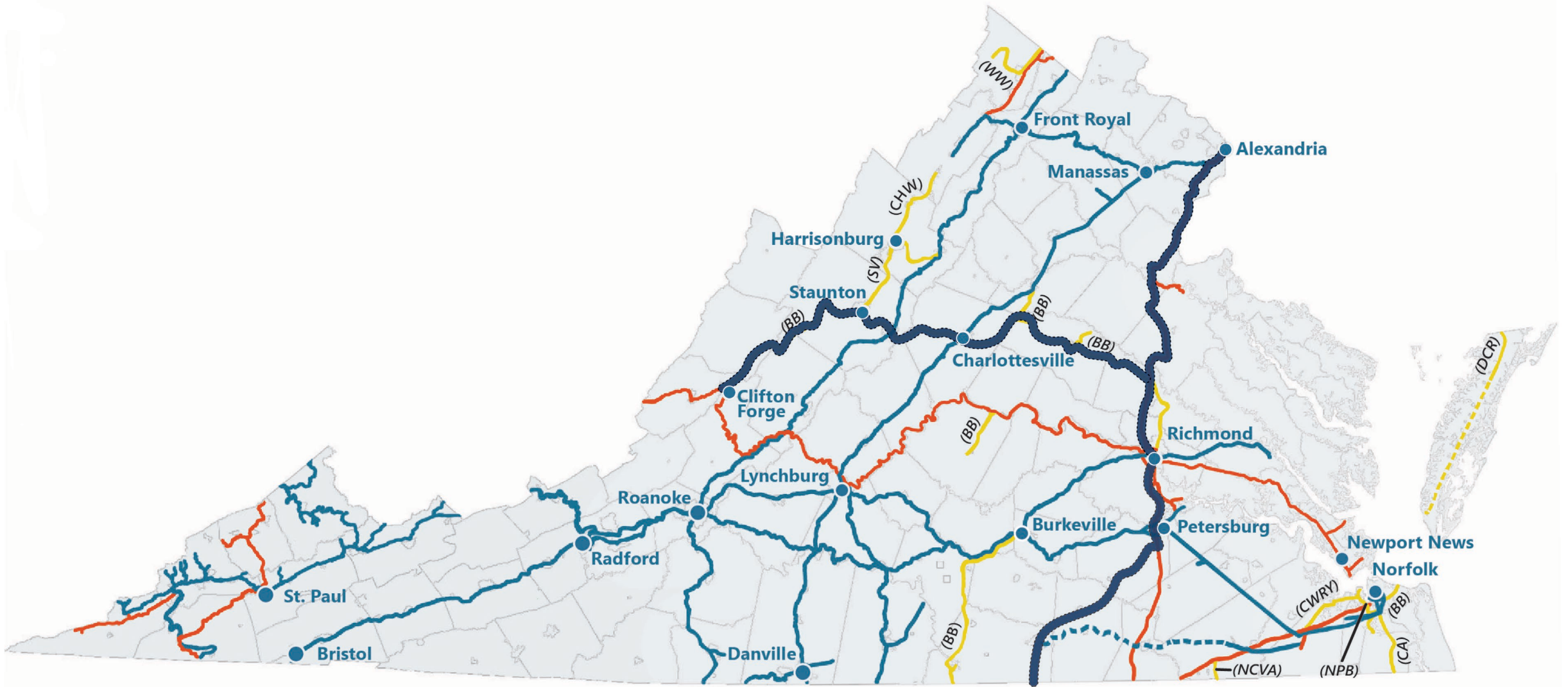


July 21, 2022

Service Performance Monitoring

Jeremy Latimer
Director of Rail Services





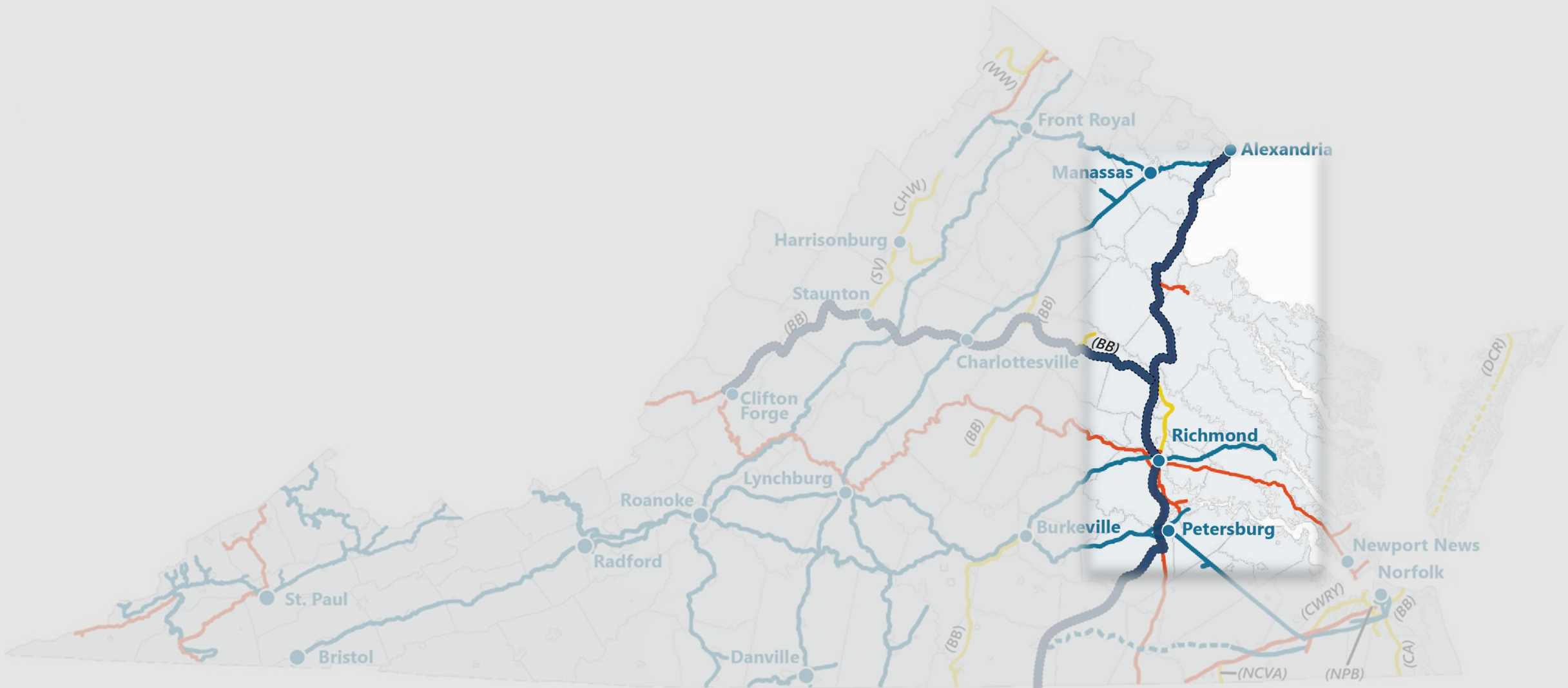
Freight Routes in Virginia

- Norfolk Southern
- CSX Transportation
- Shortline
- Discontinued
- Cities/Towns

Host Railroads

- DCR* Delmarva Central Railroad
- BB* Buckingham Branch Railroad
- CA* Chesapeake & Albemarle Railroad
- CHW* Chesapeake Western Railway
- Virginia

- CWRV* Commonwealth Railway
- NPB* Norfolk & Portsmouth Belt Line Railroad
- NCVA* North Carolina & Virginia Railroad
- SV* Shenandoah Valley Railroad
- WW* Winchester & Western Railroad



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AMTRAK ROUTES OPERATING IN VIRGINIA - 2022

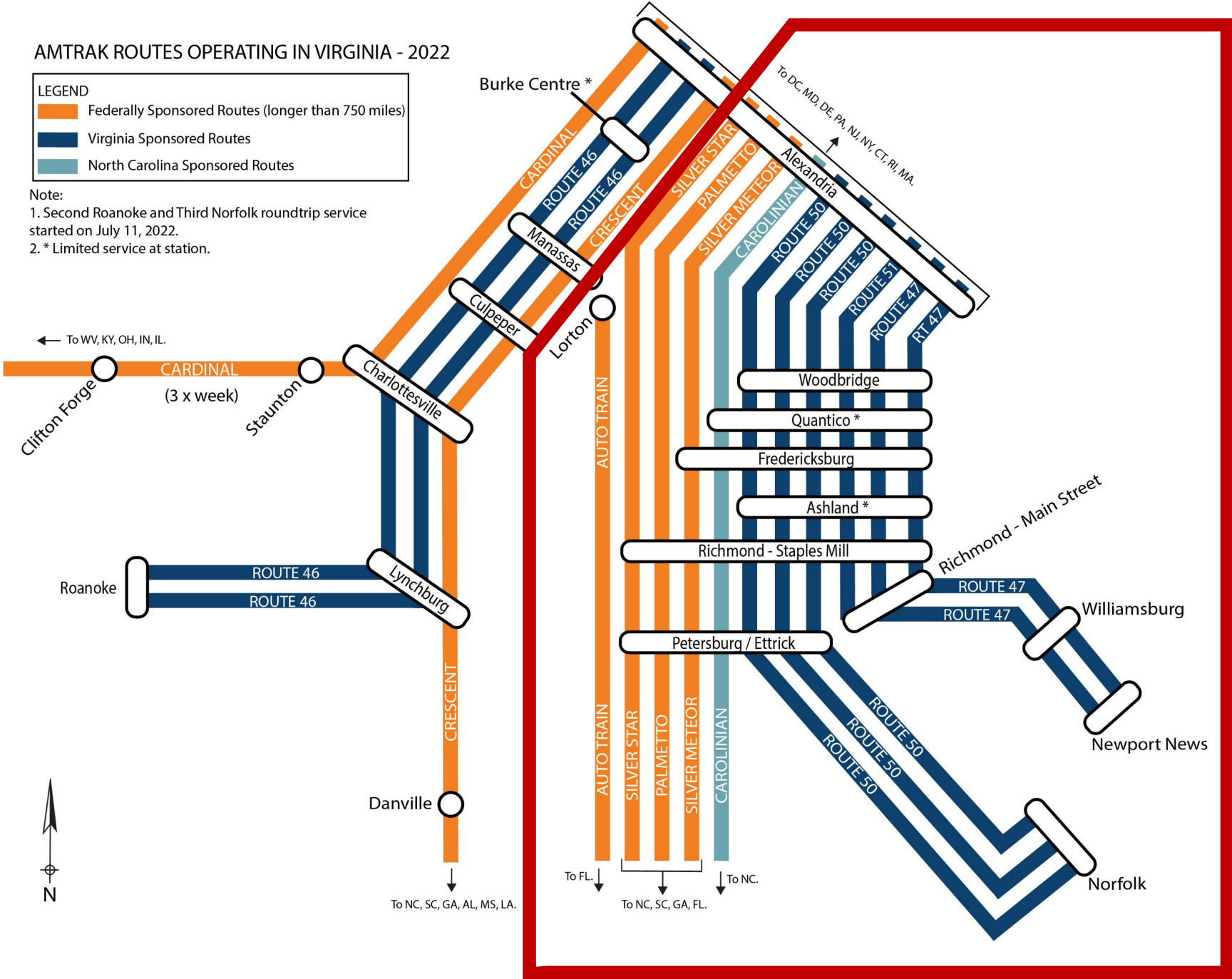
LEGEND

Federally Sponsored Routes (longer than 750 miles)

Virginia Sponsored Routes

North Carolina Sponsored Routes

Note:
1. Second Roanoke and Third Norfolk roundtrip service started on July 11, 2022.
2. * Limited service at station.



What is On Time Performance? (OTP)

Customer OTP

- Percentage of all customers who arrive at their destination no later than 15 mins after scheduled arrival.
- Recovery in schedule to benefit busiest stations.
- Federal Standard
- Goal: 80%

All Station OTP

- Percentage of trains arriving at a station no later than 15 mins after scheduled arrival.
- Not a federal standard
- Does not account for recovery time in schedule
- Identifies where delays happen.

Virginia Customer OTP – Quarter 1

Richmond, Newport News, Norfolk – 74%

Roanoke – 81%

Performance Committees support all operators in the RF&P

Why Performance Committees?

Commonwealth of Virginia, VRE and Amtrak are investing significant dollars in the RF&P corridor

VPRA/VRE/Amtrak must demonstrate value from the investment

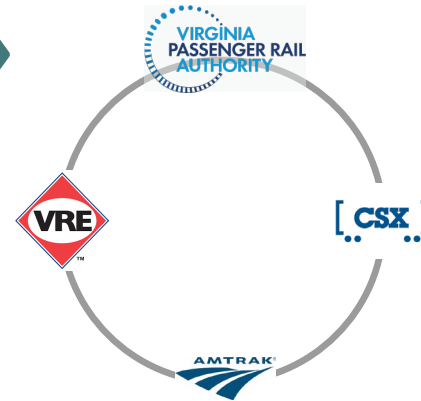
What Topics?

The Committees will focus on topics that affect the delivery of reliable service

- On-Time Performance
- Schedule changes
- MOW work
- Seasonal impacts

Who Participates?

JOMA, SOIP outlines participants

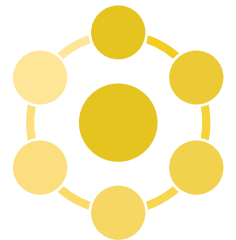


How are meetings conducted?

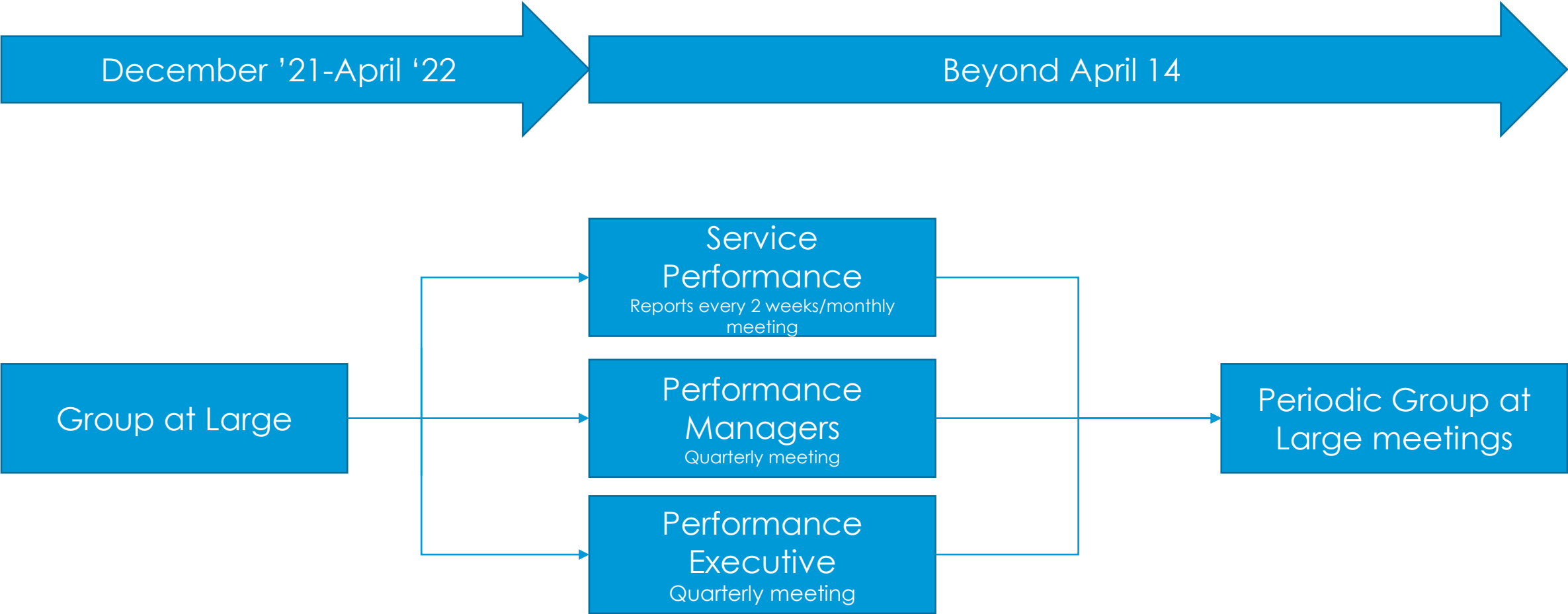
Meetings have structured agenda and action item driven objectives

Committees have technical support to provide analysis and empower decisions

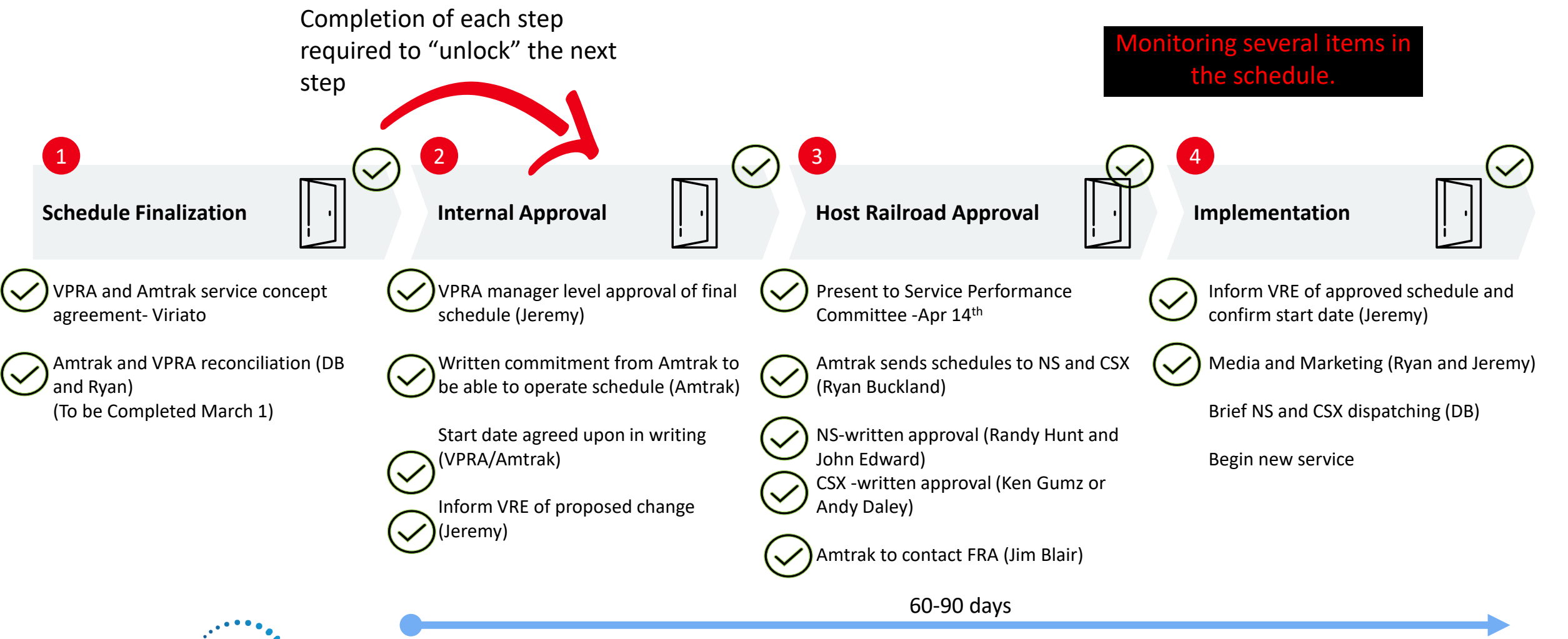
Technical support



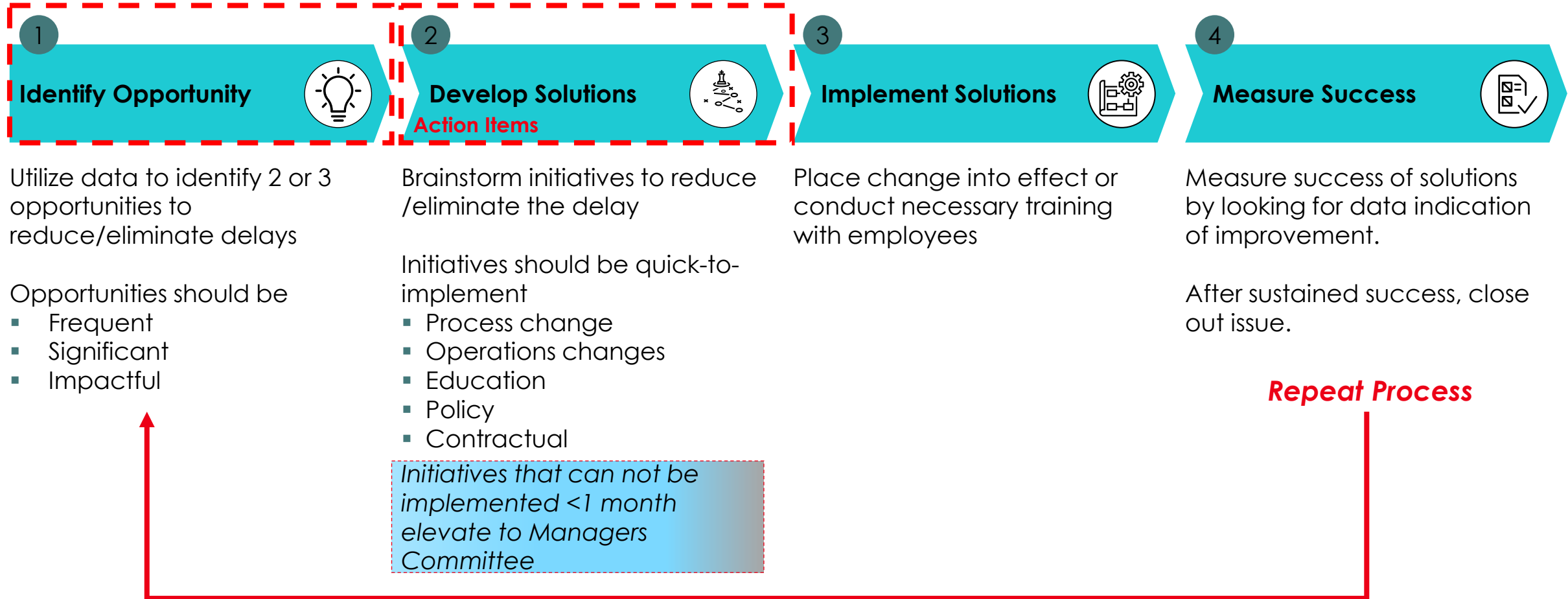
After April 14, the Group At Large will divide into 3 groups



Performance Committees Managed Schedule Implementation: Early Success

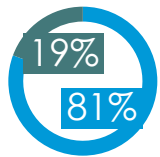


The Service Performance Committee Process for Improvement



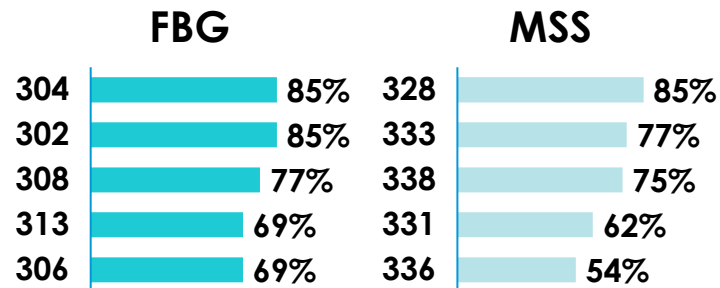
Quarterly Review of VRE Performance

March-June 2022 OTP by Line¹

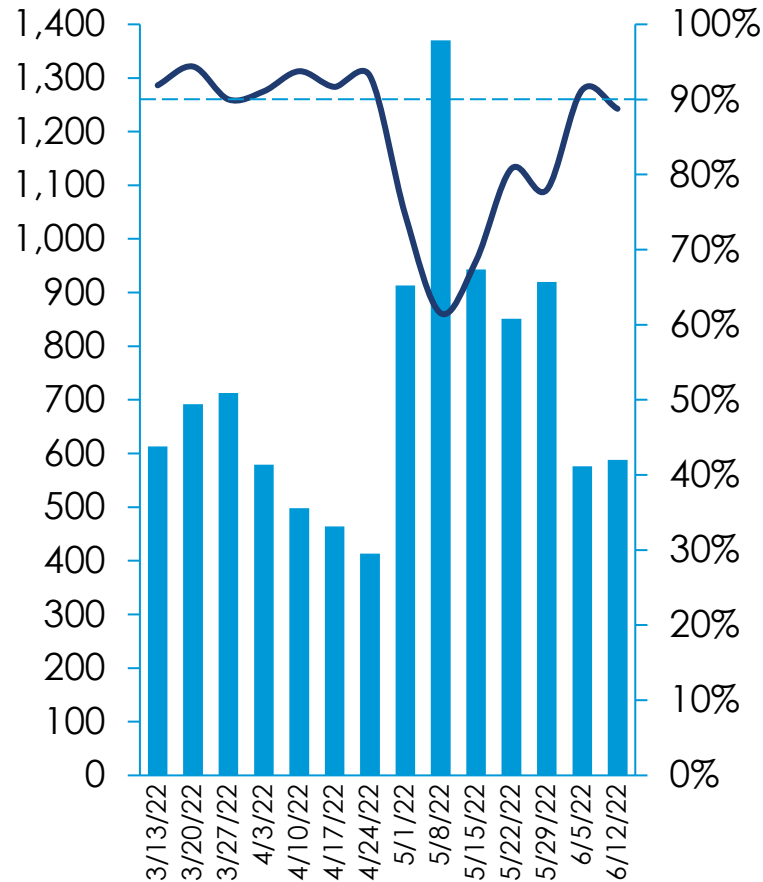


■ On-Time ■ Late

June MTD¹ bottom 5 trains by OTP%

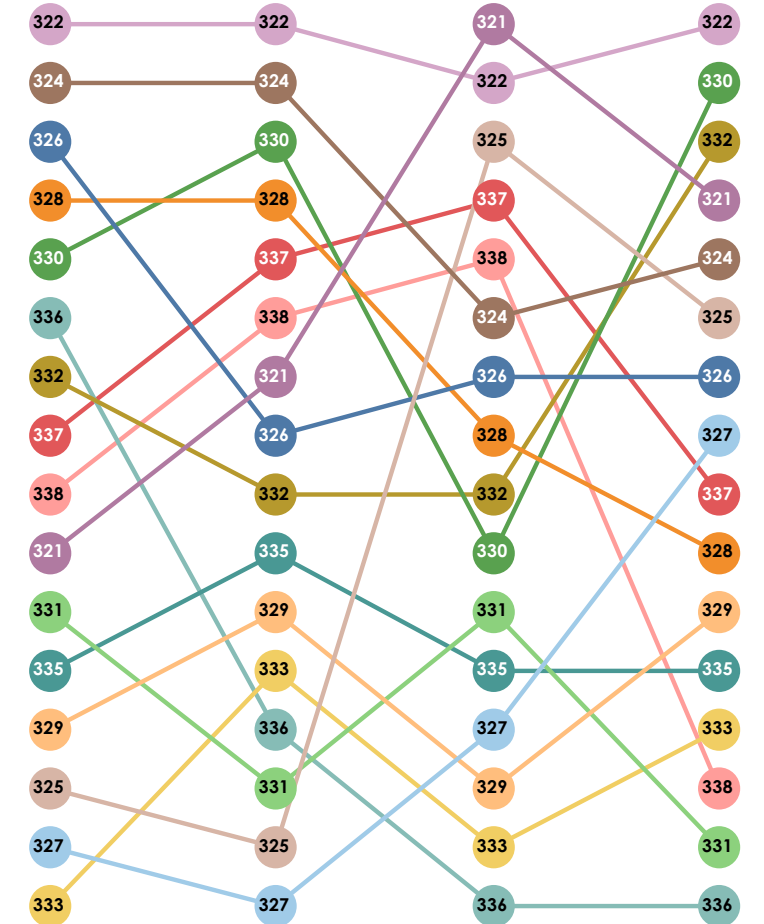


VRE End Point OTP v. Delay Minutes



— Daily OTP % ■ Minutes of Delay

Ranking of MSS Line Trains by OTP



Mar 2022

Apr 2022

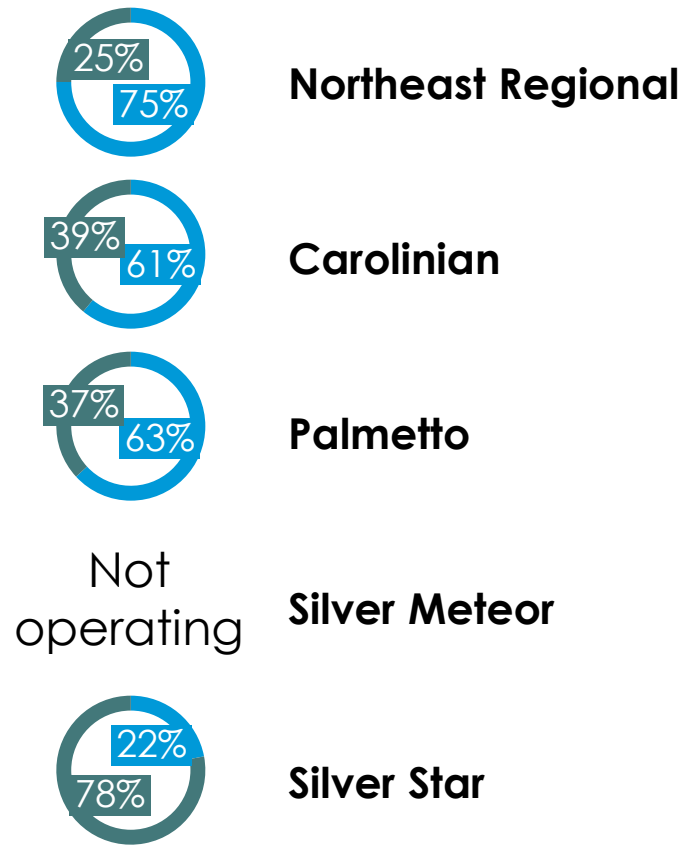
May 2022

Jun 2022

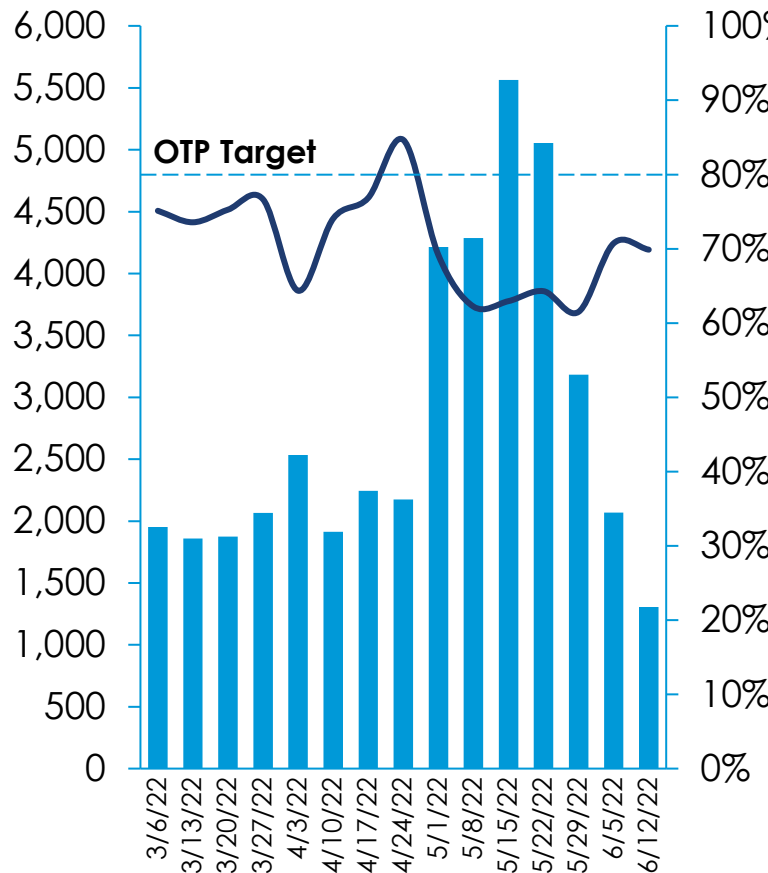
(1) Data thru June 17

Quarterly Review of Amtrak Performance in the RF&P

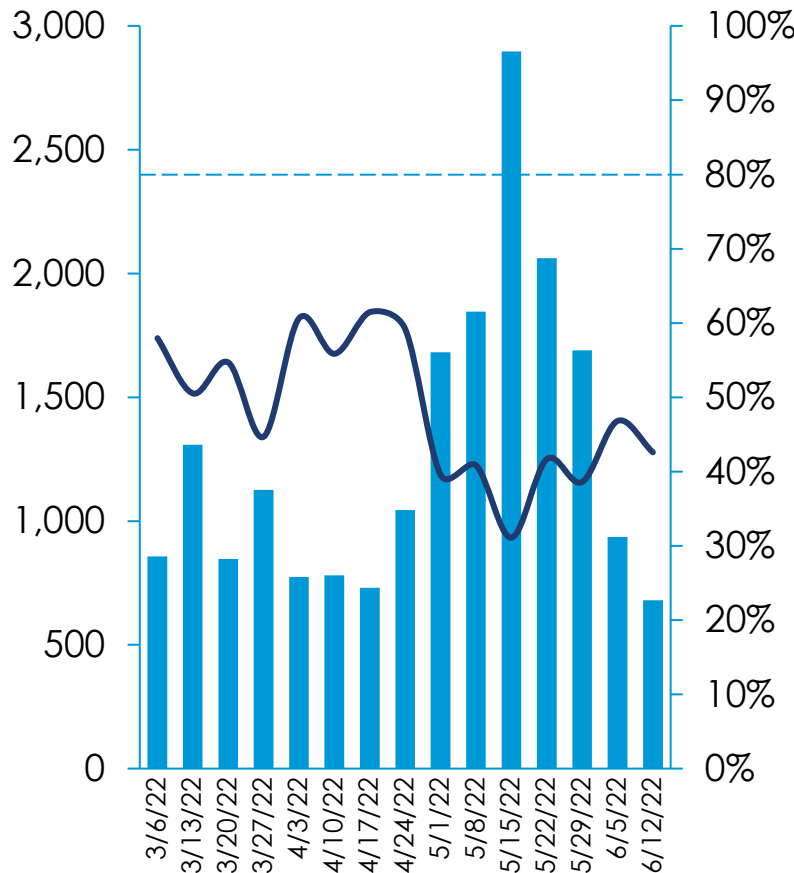
March-June 2022 All-Station OTP by Service¹



NE Regional All-Station OTP v. Delay Minutes



Long Distance All-Station OTP v. Delay Minutes

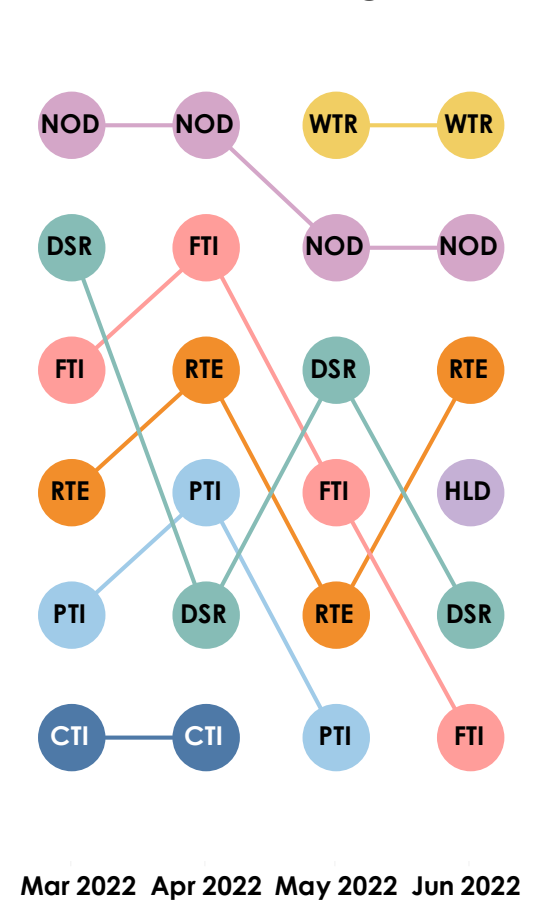


(1) Data thru June 15

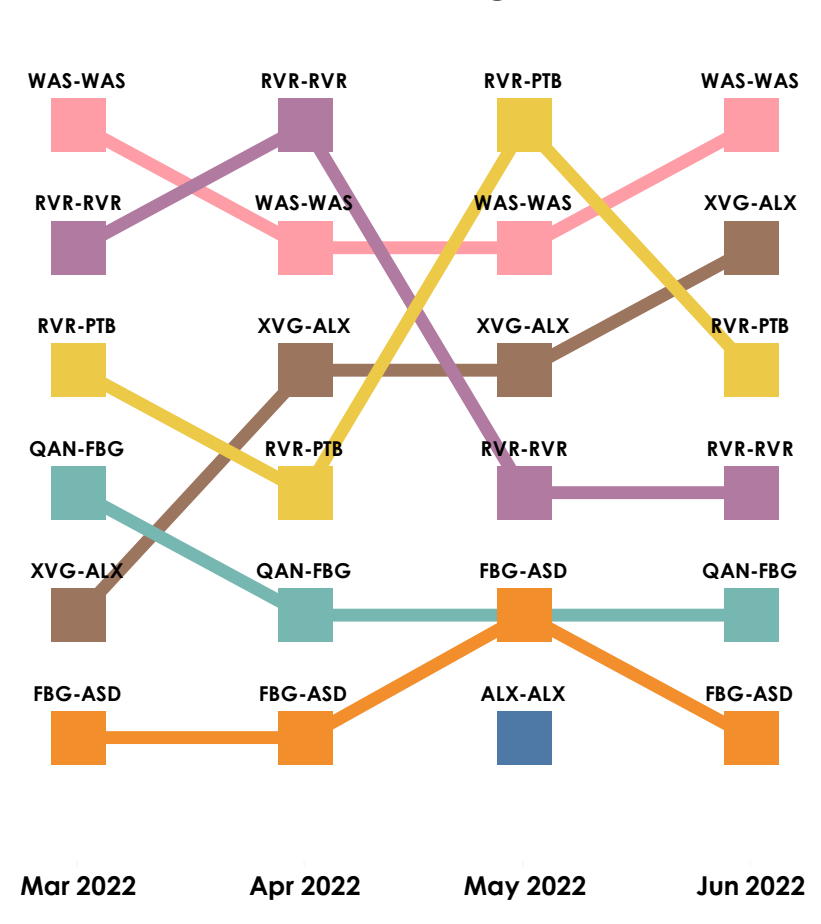
■ On-Time ■ Late — Weekly OTP % ■ Minutes of Delay

Delays: What, Where, and Which Trains?

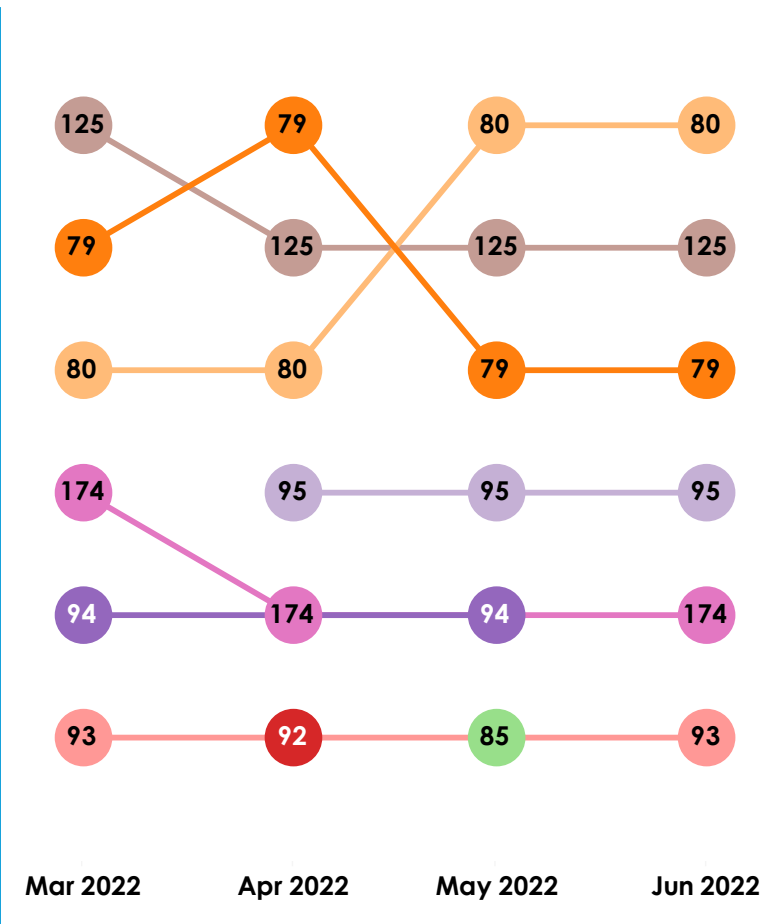
Top 6 Delay Categories^{1,2,3}



Top 6 Delay Segments²



Top 6 Delayed Trains^{2,4}



(1) All delays are measured in minutes of delay
(2) Data thru June 15
(3) NOD does not delay trains but is recorded in delay reporting
(4) Excludes NOD events

Quarterly Service Performance Committee Data (at a glance)

March-June 2022 All Station OTP (OT≤15") for all stations in Virginia¹

Station Name	Northbound				Southbound			
	Carolinian	Northeast Regional	Palmetto	Silver Star	Carolinian	Northeast Regional	Palmetto	Silver Star
Washington Union	41%	83%	54%	7%	94%	76%	92%	60%
Alexandria	37%	83%	34%	6%	79%	64%	91%	40%
Woodbridge		90%				64%		
Quantico	37%	84%			73%	51%		
Fredericksburg	36%	88%			76%	51%		
Ashland		90%				40%		
Richmond Staples Mill Road	54%	92%	32%	7%	79%	48%	80%	27%
Richmond Main Street		89%				58%		
Williamsburg		97%				54%		
Newport News						61%		
Petersburg	35%	90%	17%	5%	65%	48%	74%	25%
Norfolk						61%		

▲ ▼ Change from previous month

(1) Data thru June 15



Challenges in Virginia to Achieve High OTP

High on-time performance can be achieved when trains originate on time and maintain speeds consistent with the underlying service plan

Trains arrive VA in unplanned Slots

Trains operate at slower than planned speeds

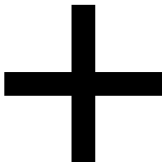
Fluid operating conditions difficult to dispatch, OTP suffers



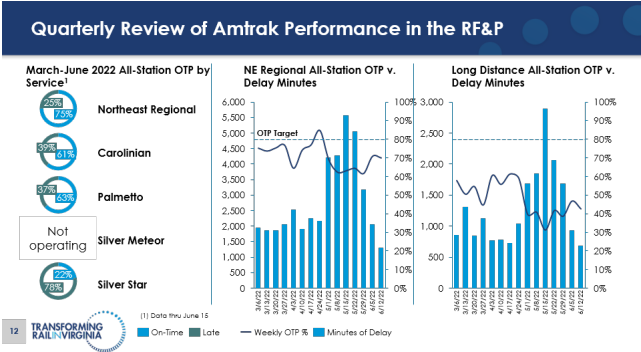
Carolinian Service performance

Train 99's late arrivals





Silver Star Performance



Heat Orders



Performance Focus Items

Issue	Next Steps
 Silver Star Performance	Schedule Solution vs. Consist Solution
 Carolinian service performance	Identify Areas Where Service is Most Affected
 Train 99 late arrivals at WAS off NEC	Identify Strategies to Improve Performance
 Heat Orders	Understand Decision Making Process and Risk

Service Performance Monitoring

