



# Amtrak-Host Railroad Collaboration

MIPRC 2019 Annual Meeting

October 22, 2019

Confidential. For internal use.

## Opportunities for collaboration are abundant

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### 1. Service and capacity expansion

- Add capacity: Chicago-St. Louis, Indiana Gateway
- New frequencies/stops: Cascades, Virginia Service, Piedmont, Downeaster
- New routing: Vermonter

### 2. Operating improvements and on-time performance

- Schedule modifications
- Delay reduction initiatives



## State of the Network

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FY19 On-Time Performance for Select Services <i>vs. prior year</i>		
Hiawatha	92%	-3 pts
Carl Sandburg / Illinois Zephyr	78%	-8 pts
Illini / Saluki	26%	+5 pts
Lincoln Service	71%	-3 pts
Blue Water	45%	-14 pts
Pere Marquette	64%	-13 pts
Wolverine	34%	-16 pts
Missouri River Runner	67%	-11 pts
California Zephyr	34%	-11 pts
Capitol Limited	28%	0 pts
Cardinal	53%	-1 pts
City Of New Orleans	70%	+13 pts
Empire Builder	46%	+2 pts
Lake Shore Limited	44%	+14 pts
Southwest Chief	32%	-11 pts
Hoosier State	77%	+1 pts

### FY19 OTP by Service Line

Northeast Corridor	83%
State Supported	75%
Long Distance	42%
System	74%



## Improving on-time performance through continuous improvement

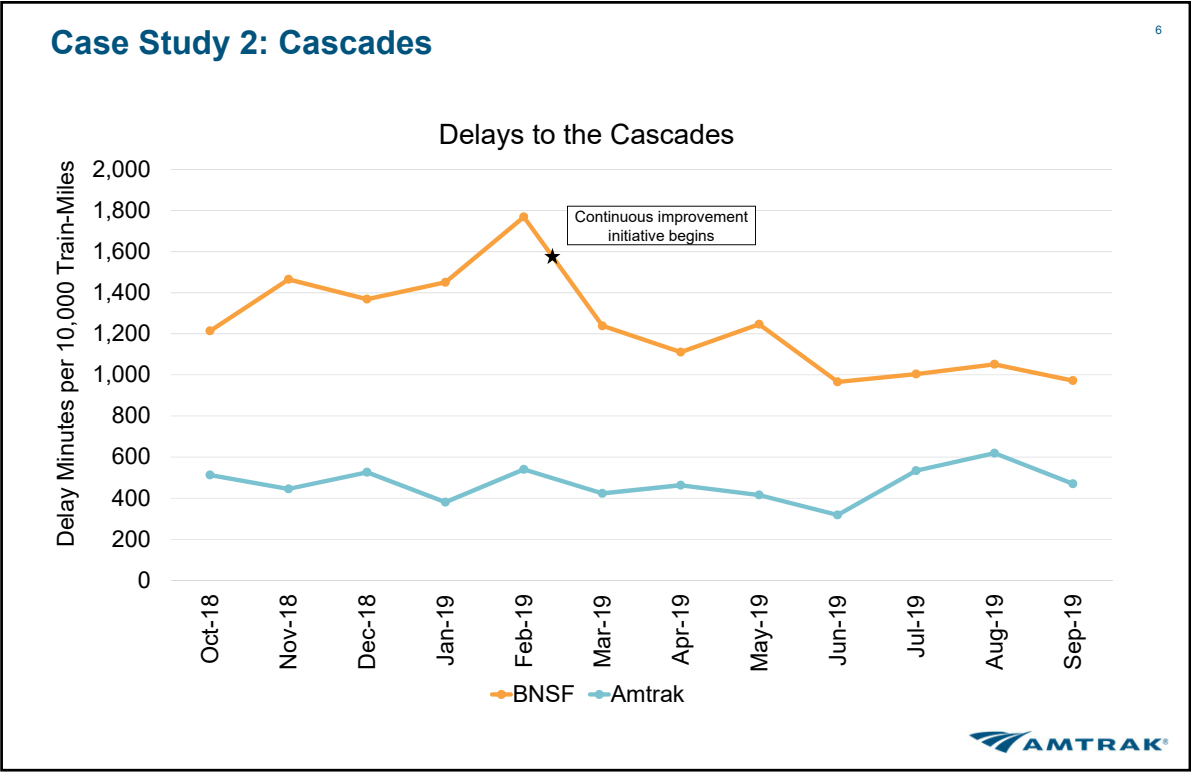
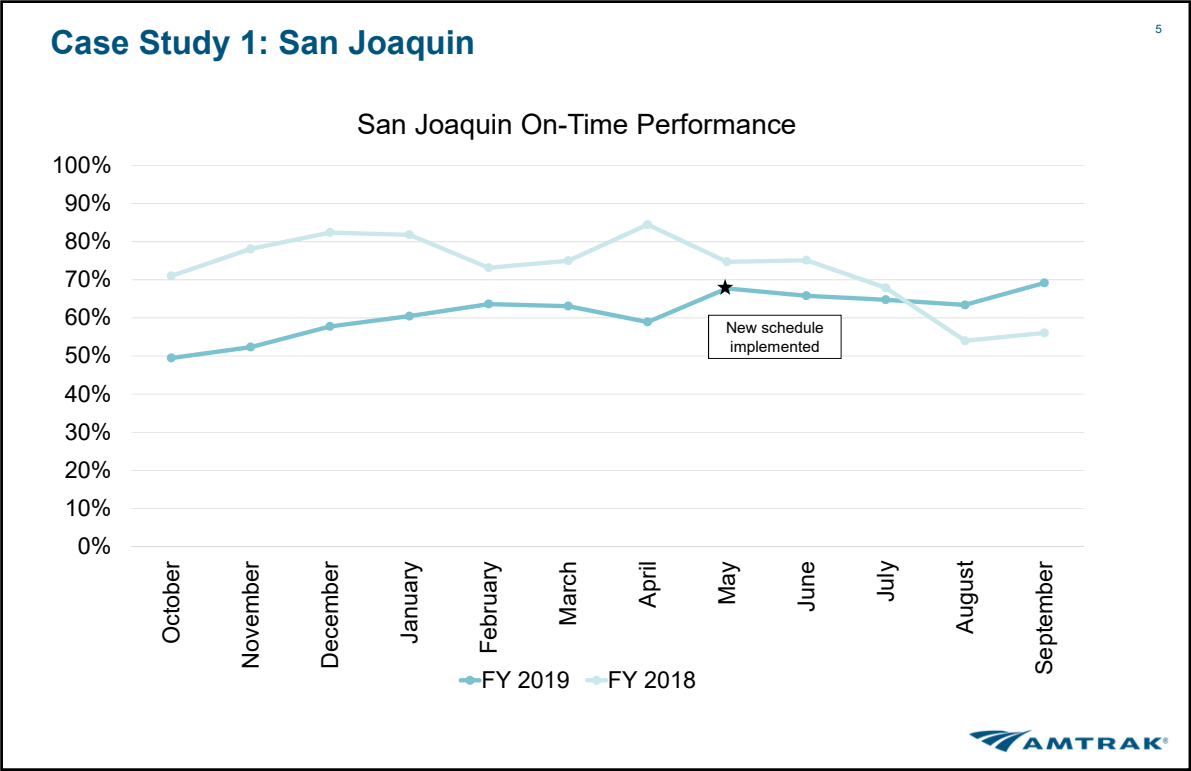
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Amtrak is using continuous improvement principles to reduce delays.

Objectives	Method
<ul style="list-style-type: none"> <li>Reduce Amtrak-responsible delays that affect initial terminal performance and on-time performance.</li> <li>Engage team at all levels efficiently to identify and implement solutions.</li> <li>Focus on goals and the actions we should take to increase the likelihood of meeting them.</li> </ul>	<ul style="list-style-type: none"> <li>Perform data analysis to identify performance drivers and prioritize efforts.</li> <li>Set relatable goals.</li> <li>Use the "5 Why" approach to conduct After Action Reviews to determine:                             <ol style="list-style-type: none"> <li>What happened?</li> <li>Why did it happen?</li> <li>What should have happened?</li> <li>What are the short-term and long-term fixes?</li> </ol> </li> <li>Identify and implement corrective actions.</li> <li>Monitor performance against goals.</li> </ul>

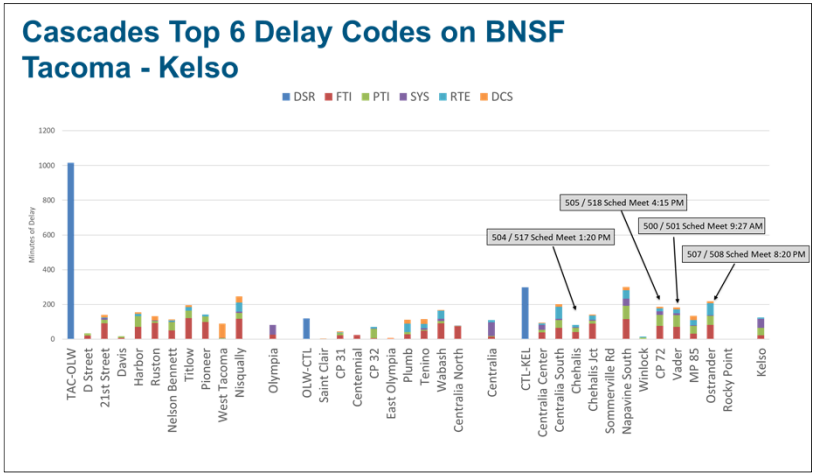
We are working to pursue a similar approach with joint host railroad initiatives





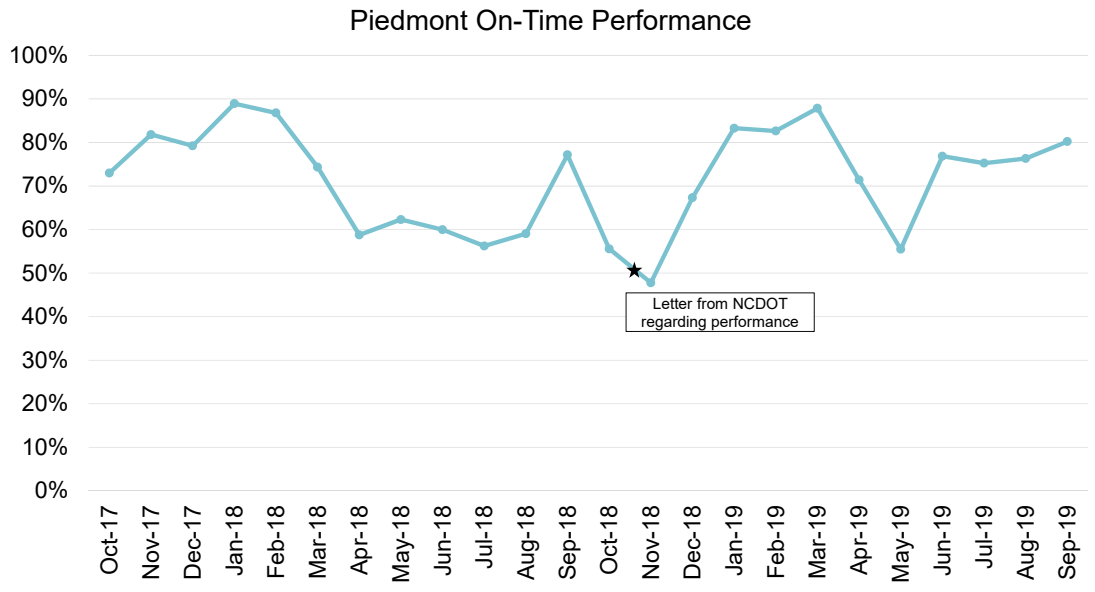
### Case Study 2: Cascades

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### Case Study 3: Piedmont

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**What makes joint initiatives successful?**

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We have found that collaborative initiatives work best when the following exists:

- 1. Free, open, and candid sharing of information.
- 2. Engagement with operating, dispatching, and scheduling/network design representatives of both parties.
- 3. Robust tracking of concrete action items.
- 4. Involvement and support from state partners.

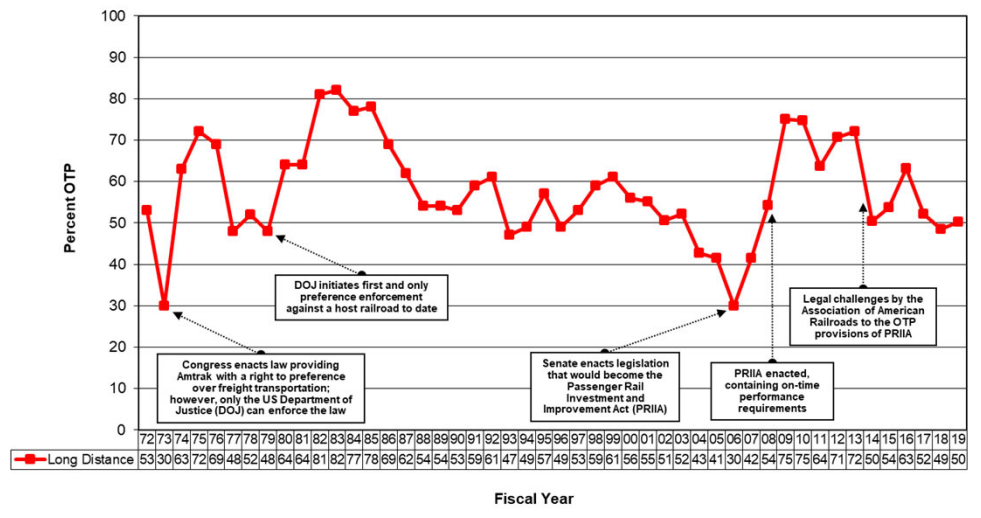


**Appendix**

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### Amtrak Long Distance On-Time Performance since 1972



Note: FY 2019 data through July 2019.

