If the train is unreliable, why not just change the schedule?
Collaboration in Shared Use Corridors

• Myth #1: “Passenger trains are reliable everywhere else in the world because they have dedicated tracks.”
  
  **In fact…**
  • Shared use is a standard throughout the world
  • The US has numerous successful shared-use corridors

• Myth #2: “Reliability is a zero-sum game.”
  
  **In fact…**
  • Disciplined operation helps all users of the corridor – freight railroad, intercity passengers, commuters, and shippers
  • “When Amtrak is running well, we know our freight trains are running well.”
  • “If I know this [freight] train has to be out of Amtrak’s way by 3AM, it makes me run my whole operation on time.”
  • “Passenger trains make us run the freight trains on time.”
  • “Working on Amtrak performance helped us realize how much our signal issues were hurting our freight operation.”
OTP Measurements Have Improved

• Historic measures of OTP were train-centric
  – Legacy: End Point OTP
    – Simplified metric in a world of paper-based records and manual calculations
  – Recent: All Stations OTP
    – Computer systems made it practical to track and calculate OTP at all locations

• New: Customer OTP
  • Amtrak’s information infrastructure allows merging ridership and train performance data
  • Customer OTP measures the percentage of customers who arrive at their detraining stations on time
Where is OTP measured?

A train may be on time at end point (EP), but most passengers may be late.

A train may be late at end point (EP), but most passengers may be on time.
Lengthening schedules to improve performance

• Where to put the time?
• Parkinson’s Law: “Work expands so as to fill the time available for its completion.”
• Lost revenue
• Increased costs (equipment, crew)
• Slower schedules slow down the corridor
• 100% of passengers have a longer schedule
  • 60% to 80% OTP: 20% of passengers become on time. 60% would have been on time anyway and now have a longer trip.

➢ The most effective way to improve performance is to prevent trains from being delayed in the first place.