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**Testimony of
Scot Naparstek
Executive Vice President, Chief Operating Officer**

**Public Listening Session
Regarding CSX Transportation, Inc.'s Rail Service Issues**

October 11, 2017

Good morning, and thank you for the invitation to testify today. My name is Chris Jagodzinski, and I am Amtrak's Assistant Vice President, Operations. I am here today on behalf of Scot Naparstek, Amtrak's Chief Operating Officer, who was unable to attend.

As you know, Amtrak is America's intercity passenger rail provider. We operate the 21,300 mile national passenger rail system, which reaches more than 500 communities in 46 states. Amtrak's national network of passenger trains relies upon our access to host railroad networks. More than 95% of our route-mileage is owned, maintained, and dispatched by a railroad other than Amtrak. Even our Northeast Corridor operations, which many people think of as an Amtrak-specific operation, depend on 56 track-miles of Metro North Railroad between New Rochelle, New York and New Haven, Connecticut.

Over the last decade, Amtrak has made significant improvements to its cost recovery and general efficiency. Our company's financial position has improved, but increased ridership is heavily dependent on train performance, particularly on-time performance. The handling of our trains by host railroads is a key contributor to our customer satisfaction, and consequently to our ridership, revenue, and cost recovery.

In recent months, Amtrak on-time performance has worsened significantly on host carriers. Taken as a whole, the largest single category of delay for our National Network trains has been freight train interference, which are instances when an Amtrak train is held or slowed because of freight trains. Amtrak trains are performing poorly on several of the Class I hosts.

Through August of Amtrak's fiscal year 2017, over 1.7 million passengers arrived late to their destinations on Amtrak trains hosted by CSX. On our *Empire Service*, which connects New York City, Albany, and upstate destinations like Rochester, Buffalo, and Toronto, delays caused by CSX freight train interference in August 2017 were 27% higher than the year before. Our

Hoosier State service between Indianapolis and Chicago has seen even more dramatic increases in freight train interference, with August 2017's delays up 2,200% against the previous August. Additionally, the Northeast to Florida *Silver Service* has suffered from significant freight train interference, resulting in on-time performance that averaged only 29% at all stations for the month of July 2017. The endpoint on-time performance for the same service was only 19% for the same month.

To address this, we are pursuing direct engagement at the executive level with our host carriers. One recent example has been the *Auto Train*, which runs almost entirely on CSX tracks from Lorton, Virginia to Sanford, Florida. Earlier this year, on-time performance on the *Auto Train* was suffering, with trains arriving on schedule well under 50% of the time. Following discussions between senior management at Amtrak and CSX, the *Auto Train's* performance has improved substantially in recent months, with on-time performance now greater than 70%.

This singular example of performance improvement demonstrates that executive engagement is a simple, but effective tool to address rail network performance issues. Amtrak appreciates CSX's senior management attention to the *Auto Train's* performance, and we invite CSX to engage in a similar effort for the *Hoosier State*, *Empire*, and *Silver Services*.

Amtrak works closely with the freight railroads on a daily basis, and we have effective relationships with our counterparts, all of whom are experienced and knowledgeable railroaders. There is, however, still considerable room for improvement, and we believe the Surface Transportation Board (STB) can help.

Amtrak asks that the STB include Amtrak performance, and the steps CSX is taking to improve Amtrak performance, in the reporting that the STB is already requiring of CSX. Amtrak believes such regular reporting will provide both an improved level of transparency and a resource to help managers at every level to understand the importance both the Board and Congress attach to Amtrak performance on freight carriers.

In conclusion, Amtrak desires strong relationships with all of our host carriers. Amtrak is the country's only national railroad, providing essential passenger service to over 30 million Americans annually. We strongly support the STB's efforts to improve CSX service to the benefit of all users of CSX's network, including Amtrak. Amtrak believes executive and network-wide engagement are necessary for national operating efficiency and success, and we believe that the simple step of requiring the host carriers to regularly report on Amtrak performance on their railroads will help us engage successfully.

Thank you for the opportunity to testify today.