

**Pursuant to Section 207  
of the Passenger Rail Investment and Improvement Act  
of 2008 (Public Law 110-432, Division B):**

**Quarterly Report  
on the Performance and Service Quality  
of Intercity Passenger Train Operations**

**Covering the Quarter Ended September, 2020  
(Fourth Quarter of Fiscal Year 2020)**



**Federal Railroad Administration  
United States Department of Transportation**

**Published November 2020**

**Table of Contents**  
(Notes follow on the next page.)

**Financial**

- Table 1 (A/B): Short-Term Avoidable Operating Costs (Note 1)
- Table 2 (A/B): Fully Allocated Operating Cost covered by Passenger-Related Revenue
- Table 3 (A/B): Long-Term Avoidable Operating Loss (Note 1)
- Table 4 (A/B): Adjusted Loss per Passenger- Mile
- Table 5: Passenger-Miles per Train-Mile

**On-Time Performance (Table 6)**

- Test No. 1 Change in Effective Speed
- Test No. 2 Endpoint OTP
- Test No. 3 All-Stations OTP

**Train Delays**

- Train Delays - Off NEC
  - Table 7: Off-NEC Host Responsible Delays per 10,000 Train-Miles
  - Table 8: Off-NEC Amtrak Responsible Delays per 10,000 Train-Miles
- Train Delays - On NEC
  - Table 9: On-NEC Total Host and Amtrak Responsible Delays per 10,000 Train-Miles

**Other Service Quality**

- Table 10: Customer Satisfaction Indicator (eCSI) Scores
- Table 11: Service Interruptions per 10,000 Train-Miles due to Equipment-related Problems
- Table 12: Complaints Received
- Table 13: Food-related Complaints
- Table 14: Personnel-related Complaints
- Table 15: Equipment-related Complaints
- Table 16: Station-related Complaints

**Public Benefits (Table 17)**

- Connectivity Measure
- Availability of Other Modes

**Reference Materials**

- Table 18: Route Descriptions  
Terminology &  
Definitions
  - Table 19: Delay Code Definitions
  - Table 20: Host Railroad Code Definitions

**Appendixes**

- A. On-Time Performance (OTP) by Train
- B. Off-NEC Host Responsible Delays by Train
- C. Off-NEC Amtrak Responsible Delays by Train
- D. On-NEC Total Host and Amtrak Responsible Delays by Train
- E. Methodologies for PRIIA 207
- F. Final Metrics and Standards under PRIIA Section 207 (May 12, 2010)

## Notes

<b>Note No.</b>	<b>Applies to Tables—</b>	<b>Note</b>
<b>1</b>	<b>1 &amp; 3</b>	Data for tables 1 and 3 will not be available until the avoidable costing methodology for the Amtrak Performance Tracking (APT) System has been completed.
<b>2</b>	<b>All Route-Specific Tables</b>	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
<b>3</b>	<b>On-Time Performance, Train Delays, and Other Service Quality Tables</b>	For the non-financial metrics for which standards exist, numbers shown in <b>red</b> indicate that the established standard was not met.
<b>4</b>	<b>Entire Report</b>	The data in this report is provided by Amtrak and reviewed by FRA.

**TABLE 1 (A):**  
**PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE**  
*Including State Revenue (See Note 1 at the beginning of this document)*

Service	Current Period	Prior Period	Prior Report
	OCT 18 - SEP 20	OCT 17 - SEP 19	JUL 18 - JUN 20

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

***Other NEC Corridor Routes***

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

***Non-NEC Corridor Routes***

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available

***Long-Distance Routes***

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 1 (B):**  
**PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE**  
*Excluding State Revenue*

Service	Current Period	Prior Period	Prior Report
	OCT 18 - SEP 20	OCT 17 - SEP 19	JUL 18 - JUN 20

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

***Other NEC Corridor Routes***

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

***Non-NEC Corridor Routes***

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available

***Long-Distance Routes***

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 2 (A):**  
**PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE**  
*Including State Revenue*

Service	Current Period	Prior Period	Prior Report
	OCT 18 - SEP 20	OCT 17 - SEP 19	JUL 18 - JUN 20
<b><i>Acela Express</i></b>			
Acela Express	156%	193%	172%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	77%	86%	82%
Northeast Regional (Boston - Washington)	110%	140%	122%
Newport News	96%	124%	108%
Lynchburg	118%	140%	127%
Norfolk	100%	107%	103%
Richmond	147%	114%	132%
New Haven - Springfield	78%	79%	78%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	85%	87%	85%
Carolinian	110%	117%	114%
Cascades	90%	91%	90%
Downeaster	87%	92%	89%
Empire Corridor			
Adirondack	89%	91%	91%
Empire Service	77%	87%	90%
Ethan Allen Express	85%	85%	86%
Maple Leaf	71%	71%	73%
Heartland Flyer	87%	86%	85%
Hiawatha	88%	99%	89%
Hoosier State	66%	66%	37%
Illinois			
Carl Sandburg / Illinois Zephyr	94%	101%	96%
Illini / Saluki	100%	103%	103%
Lincoln Service	84%	102%	95%
Michigan			
Blue Water	95%	91%	94%
Pere Marquette	97%	92%	95%
Wolverine	91%	90%	92%
Kansas City - St. Louis	96%	103%	99%
Pacific Surfliner	83%	86%	84%
Pennsylvanian	110%	82%	94%
Piedmont	91%	89%	92%
San Joaquins	86%	87%	87%
Vermont	92%	103%	97%
<b><i>Long-Distance Routes</i></b>			
Auto Train	79%	86%	84%
California Zephyr	38%	48%	43%
Capitol Limited	34%	43%	38%
Cardinal	24%	32%	27%
City of New Orleans	34%	44%	38%
Coast Starlight	41%	50%	46%
Crescent	37%	45%	41%
Empire Builder	39%	51%	45%
Lake Shore Ltd	36%	45%	40%
Palmetto	57%	79%	65%
Silver Meteor	43%	50%	47%
Silver Star	40%	50%	45%
Southwest Chief	34%	43%	38%
Sunset Limited	21%	25%	23%
Texas Eagle	37%	44%	41%

*Excludes Capital Charges.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 2 (B):**  
**PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE**  
*Excluding State Revenue*

Service	Current Period	Prior Period	Prior Report
	OCT 18 - SEP 20	OCT 17 - SEP 19	JUL 18 - JUN 20
<b><i>Acela Express</i></b>			
Acela Express	156%	193%	172%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	63%	81%	72%
Northeast Regional (Boston - Washington)	110%	140%	122%
Newport News	87%	115%	99%
Lynchburg	107%	144%	122%
Norfolk	83%	104%	91%
Richmond	86%	93%	88%
New Haven - Springfield	33%	42%	36%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	44%	51%	48%
Carolinian	75%	92%	87%
Cascades	49%	59%	54%
Downeaster	49%	57%	54%
Empire Corridor			
Adirondack	48%	53%	51%
Empire Service	45%	56%	54%
Ethan Allen Express	60%	71%	64%
Maple Leaf	66%	80%	74%
Heartland Flyer	23%	28%	26%
Hiawatha	73%	89%	81%
Hoosier State	17%	17%	18%
Illinois			
Carl Sandburg / Illinois Zephyr	28%	35%	31%
Illini / Saluki	36%	43%	39%
Lincoln Service	44%	54%	48%
Michigan			
Blue Water	39%	53%	45%
Pere Marquette	48%	54%	54%
Wolverine	60%	70%	65%
Kansas City - St. Louis	35%	42%	38%
Pacific Surfliner	49%	63%	55%
Pennsylvanian	60%	70%	64%
Piedmont	50%	53%	52%
San Joaquins	30%	36%	32%
Vermont	59%	63%	61%
<b><i>Long-Distance Routes</i></b>			
Auto Train	79%	86%	84%
California Zephyr	38%	48%	43%
Capitol Limited	34%	43%	38%
Cardinal	24%	32%	27%
City of New Orleans	34%	44%	38%
Coast Starlight	41%	50%	46%
Crescent	37%	45%	41%
Empire Builder	39%	51%	45%
Lake Shore Ltd	36%	45%	40%
Palmetto	57%	79%	65%
Silver Meteor	43%	50%	47%
Silver Star	40%	50%	45%
Southwest Chief	34%	43%	38%
Sunset Limited	21%	25%	23%
Texas Eagle	37%	44%	41%

*Excludes Capital Charges.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 3 (A):  
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**  
*Including State Revenue. Year 2016 Constant Dollars*

Service	Current Period	Prior Period	Prior Report
	OCT 18 - SEP 20	OCT 17 - SEP 19	JUL 18 - JUN 20

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

***Other NEC Corridor Routes***

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

***Non-NEC Corridor Routes***

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available

***Long-Distance Routes***

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.



**TABLE 3 (B):  
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**  
*Excluding State Revenue. Year 2016 Constant Dollars*

Service	Current Period	Prior Period	Prior Report
	OCT 18 - SEP 20	OCT 17 - SEP 19	JUL 18 - JUN 20

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

***Other NEC Corridor Routes***

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

***Non-NEC Corridor Routes***

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available

***Long-Distance Routes***

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 4 (A):**  
**ADJUSTED (LOSS) PER PASSENGER-MILE**  
*Including State Revenue. Year 2016 Constant Dollars*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>OCT 18 - SEP 20</b>	<b>OCT 17 - SEP 19</b>	<b>JUL 18 - JUN 20</b>
(\$0.075)	(\$0.006)	(\$0.034)

Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

**TABLE 4 (B):**  
**ADJUSTED (LOSS) PER PASSENGER-MILE**  
*Excluding State Revenue. Year 2016 Constant Dollars*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>OCT 18 - SEP 20</b>	<b>OCT 17 - SEP 19</b>	<b>JUL 18 - JUN 20</b>
(\$0.133)	(\$0.044)	(\$0.082)

Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

**TABLE 5:  
PASSENGER-MILES PER TRAIN-MILE**

Service	Current Period	Prior Period	Prior Report
	OCT 18 - SEP 20	OCT 17 - SEP 19	JUL 18 - JUN 20
<b><i>Acela Express</i></b>			
Acela Express	181	191	186
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	143	164	159
Northeast Regional (Boston - Washington)	222	250	236
Newport News	208	249	224
Lynchburg	241	331	267
Norfolk	179	191	187
Richmond	181	181	179
New Haven - Springfield	97	97	96
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	89	100	95
Carolinian	171	208	189
Cascades	123	137	131
Downeaster	79	92	89
Empire Corridor			
Adirondack	183	188	190
Empire Service	126	128	126
Ethan Allen Express	135	147	142
Maple Leaf	106	120	112
Heartland Flyer	65	80	71
Hiawatha	149	163	162
Hoosier State	55	54	56
Illinois			
Carl Sandburg / Illinois Zephyr	73	83	77
Illini / Saluki	94	100	97
Lincoln Service	124	137	132
Michigan			
Blue Water	118	156	134
Pere Marquette	98	112	110
Wolverine	149	159	155
Kansas City - St. Louis	68	79	72
Pacific Surfliner	121	147	132
Pennsylvanian	172	198	190
Piedmont	64	65	64
San Joaquins	83	97	88
Vermont	147	145	147
<b><i>Long-Distance Routes</i></b>			
Auto Train	280	329	301
California Zephyr	125	164	141
Capitol Limited	129	169	144
Cardinal	86	109	94
City of New Orleans	106	141	119
Coast Starlight	157	200	175
Crescent	105	135	116
Empire Builder	126	166	143
Lake Shore Ltd	149	186	164
Palmetto	120	156	134
Silver Meteor	163	197	174
Silver Star	137	157	142
Southwest Chief	129	165	144
Sunset Limited	94	120	104
Texas Eagle	126	161	138

Note: This report reflects the information as it existed in SAM\_APT at the time it was produced. Future changes to SAM\_APT data may affect the placement of data within this report.

**Table 6**  
**On Time Performance (OTP)**

Service	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	Test #2 End Point OTP for FY 2020 Q4	Test #3 All Stations OTP for FY 2020 Q4
<b>Acela Express</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	-3.0	86.6%	88.9%
<b>Other NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>85.0%</b>	<b>85.0%</b>
Keystone	-0.9	95.3%	96.8%
Total Northeast Regional	-2.2	86.3%	88.5%
On Spine Northeast Regional	-1.8	89.4%	91.0%
Richmond / Newport News / Norfolk	0.3	78.2%	84.5%
Roanoke	-7.3	83.7%	89.0%
Springfield Shuttles	2.7	88.2%	89.3%
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor	1.8	87.1%	89.9%
Carolinian	-0.2	84.8%	76.4%
Cascades	0.1	64.1%	68.8%
Downeaster	-2.5	65.1%	86.4%
Empire	4.9	84.4%	81.0%
Ethan Allen Express	8.0	87.5%	89.1%
Maple Leaf	8.1	82.8%	68.7%
New York - Albany	3.2	93.7%	94.9%
New York - Niagara Falls	2.5	65.5%	70.1%
Heartland Flyer	3.7	69.8%	72.7%
Hiawatha	0.3	91.9%	95.2%
Illinois	3.2	86.7%	82.1%
Carl Sandburg / Illinois Zephyr	2.0	92.4%	91.6%
Illini / Saluki	2.0	86.4%	67.5%
Lincoln Service	4.0	84.0%	84.5%
Michigan	4.9	87.3%	85.2%
Blue Water	6.8	90.8%	90.1%
Pere Marquette	3.7	83.7%	86.4%

**Table 6**  
**On Time Performance (OTP)**

Service	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Wolverine	4.3	87.5%	80.3%
Missouri	5.9	75.0%	80.2%
Pacific Surfliner	-1.9	91.9%	90.9%
Pennsylvanian	-0.4	71.7%	71.4%
Piedmont	0.6	86.5%	93.1%
Vermonter	6.1	93.5%	94.4%
San Joaquins	-1.5	87.3%	88.2%
<b>Long Distance Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	-0.9	79.4%	82.9%
California Zephyr	3.1	48.9%	49.6%
Capitol Ltd	1.0	57.6%	47.6%
Cardinal	1.7	73.4%	66.6%
Coast Starlight	1.1	84.2%	74.3%
Crescent	-0.8	68.9%	59.5%
Empire Builder	0.3	80.8%	62.9%
Lake Shore Ltd	1.8	77.4%	62.9%
Palmetto	-0.5	65.8%	70.7%
Silver Meteor	0.6	73.2%	61.6%
Silver Star	0.7	53.0%	46.2%
Southwest Chief	-0.1	69.0%	52.4%
Sunset Ltd	1.7	32.9%	21.4%
Texas Eagle	2.8	64.7%	46.2%
City Of New Orleans	1.3	92.5%	72.4%

Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.

All Stations OTP is within 10 minutes of schedule for Amtrak Express; Within 15 minutes of schedule for all other services.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**Table 7**  
**Off-NEC Host Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Acela Express</b>								
Acela Express	MNRR	1,875	DSR	973	CTI	498	56	
<b>Other NEC Corridor Routes</b>								
Northeast Regional	Springfield Shuttles	MADOT	1,117	DSR	524	FTI	340	36
	Roanoke	MNRR	2,422	DSR	1,749	CTI	375	56
		NS	383	FTI	264	DCS	62	216
	Richmond / Newport News / Norfolk	CSX	964	FTI	250	RTE	197	189
		MNRR	2,031	DSR	891	CTI	747	56
		NS	573	DSR	166	DCS	147	81
	On Spine Northeast Regional	MNRR	2,015	DSR	1,106	CTI	515	UND
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	UP	558	PTI	175	DSR	153	168
Carolinian	Carolinian	CSX	1,141	FTI	277	PTI	276	295
		NS	505	DSR	170	PTI	108	202
Cascades	Cascades	BNSF	853	DSR	269	DCS	200	343
		UP	1,114	DSR	460	FTI	459	125
Downeaster	Downeaster	MBTA	1,254	CTI	376	DSR	286	38
		PanAm	1,443	DSR	775	PTI	256	77
Empire	Ethan Allen Express	MNRR	1,497	CTI	782	DSR	229	64
	Maple Leaf	CSX	1,470	FTI	763	RTE	292	298
		MNRR	678	CTI	336	RTE	133	64
	New York - Albany	MNRR	952	CTI	416	RTE	240	64
	New York - Niagara Falls	Amtrak	2	DCS	2			109
		CSX	1,357	FTI	570	RTE	382	296
		MNRR	1,519	CTI	854	RTE	222	64
Heartland Flyer	Heartland Flyer	BNSF	1,578	DSR	1,042	FTI	401	238
Hiawatha	Hiawatha	CP	314	DCS	76	DSR	56	53
		Metra	1,040	CTI	517	DSR	149	29
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	603	FTI	221	DSR	156	257

**Table 7**  
**Off-NEC Host Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Non-NEC Corridor Routes</b>								
	Illini / Saluki	CN	888	DCS	577	FTI	142	306
	Lincoln Service	CN	2,022	FTI	970	DCS	453	37
		UP	650	FTI	331	PTI	120	231
Michigan	Blue Water	Amtrak	214	DCS	74	DSR	72	99
		CN	704	FTI	466	DSR	84	159
		MIDOT	74	DCS	64	RTE, DSR	5	22
		NS	3,192	FTI	2,349	DCS	277	39
	Pere Marquette	CSX	374	FTI	164	DCS	111	135
		NS	2,494	FTI	1,582	RTE	247	39
	Wolverine	Amtrak	311	DCS	77	DMW	69	99
		CN	3,643	DSR	2,822	RTE	303	27
		MIDOT	353	DSR	243	DCS	60	134
		NS	3,158	FTI	1,870	DMW	372	39
Missouri	Missouri	UP	1,070	FTI	566	DSR	330	271
Pacific Surfliner	Pacific Surfliner	BNSF	774	DCS	307	FTI	167	22
		SCRRA	637	CTI	198	DCS	169	95
		SDNRR	974	DCS	326	CTI	303	60
		UP	974	DCS	411	PTI	298	174
Pennsylvanian	Pennsylvanian	NS	1,317	FTI	817	RTE	220	249
Piedmont	Piedmont	NS	476	DCS	141	FTI	130	173
San Joaquins	San Joaquins	BNSF	767	FTI	273	DSR	199	284
		UP	861	PTI	382	DSR	273	88
Vermonter	Vermonter	MNRR	2,403	DSR	1,158	CTI	742	56
<b>Long-Distance Routes</b>								
Auto Train		CSX	1,099	FTI	491	DSR	291	898
		FR	2,715	DSR	2,019	CTI	619	16
California Zephyr		BNSF	678	DSR	291	FTI	190	1027
		UP	1,246	FTI	464	DSR	369	1431
Capitol Ltd		CSX	994	FTI	394	RTE	238	307
		NS	1,773	FTI	1,249	RTE	212	481
Cardinal		BBrRR	961	PTI	445	DCS	273	132
		CSX	748	FTI	324	DSR	234	698



**Table 7**  
**Off-NEC Host Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				Route Miles
			#1	#2			
<b>Standard</b>		<b>900</b>					
<b>Long-Distance Routes</b>							
	NS	940	FTI	374	PTI	283	79
City Of New Orleans	CN	746	DSR	254	FTI	205	930
Coast Starlight	BNSF	668	FTI	178	DSR	176	186
	SCRRA	2,073	PTI	1,217	CTI	636	48
	UP	1,075	FTI	325	DSR	322	1159
Crescent	NS	1,025	FTI	523	DSR	181	1141
Empire Builder	BNSF	773	FTI	432	DSR	219	2147
	CP	626	FTI	353	DSR	121	384
	Metra	1,142	CTI	558	DCS	285	29
Lake Shore Ltd	CSX	887	FTI	443	RTE	145	741
	MBTA	4,035	CTI	2,941	DMW	373	64
	MNRR	1,049	CTI	476	DSR	160	64
	NS	1,782	FTI	1,189	PTI	353	339
Palmetto	CSX	906	FTI	339	DSR	193	659
Silver Meteor	CSX	810	FTI	324	DSR	200	1152
	Fla DOT	1,288	CTI	590	DCS	389	68
	FR	1,581	DSR	531	DCS	506	61
Silver Star	CSX	781	FTI	243	DSR	210	1209
	Fla DOT	804	CTI	255	DCS	227	68
	FR	1,307	DCS	651	DSR	530	61
	NS	983	DSR	426	DCS	362	28
Southwest Chief	BNSF	704	FTI	265	DSR	178	2198
	NMDOT	582	DCS	210	CTI	97	80
Sunset Ltd	BNSF	1,214	DSR	550	FTI	336	190
	UP	1,909	FTI	1,228	DSR	249	1784
Texas Eagle	BNSF	1,172	DSR	612	FTI	304	126
	CN	2,757	FTI	1,669	DCS	644	37
	TRE	630	DTR	250	CTI	153	33
	UP	1,830	FTI	808	DSR	691	1073

This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**Table 8**  
**Off-NEC Amtrak Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2020 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>					
Acela Express	105	HLD	36	ADA	20
<b>Other NEC Corridor Routes - Amtrak Responsible</b>					
Northeast Regional	279	OTH	96	ENG	66
Richmond / Newport News / Norfolk	240	ENG	69	SYS	50
Roanoke	195	ENG	61	OTH	60
Springfield Shuttles	1309	OTH	1,011	HLD	153
On Spine Northeast Regional	294	OTH	110	ENG	73
<b>Non NEC Corridor Routes - Amtrak Responsible</b>					
Capitol Corridor	272	SYS	70	OTH	61
Carolinian	211	SYS	99	ADA	34
Cascades	495	OTH	124	SYS	96
Downeaster	97	ENG	22	ITI	21
Empire	232	SYS	123	ENG	34
Ethan Allen Express	62	HLD	26	SYS	16
Maple Leaf	255	SYS	165	HLD	41
New York - Albany	87	SYS	27.5	ENG	27.5
New York - Niagara Falls	304	SYS	162	ENG	49
Heartland Flyer	117	ENG	46	ADA	27
Hiawatha	376	OTH	163	SYS	76
Illinois	142	SYS	42	OTH	31
Carl Sandburg / Illinois Zephyr	74	HLD	25	SYS	21
Illini / Saluki	240	SYS	70	OTH	52
Lincoln Service	121	SYS	36	OTH	29
Michigan	530	OTH	168	SYS	159
Blue Water	413	OTH	121	SYS	120
Pere Marquette	225	SYS	103	OTH	74
Wolverine	921	OTH	299	SYS	250
Missouri	139	ENG	35	ADA	24
Pacific Surfliner	333	SYS	84	HLD	72

**Table 8**  
**Off-NEC Amtrak Responsible Delays by Service**  
 Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2020 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
Pennsylvanian	360	SYS	185	OTH	75
Piedmont	274	ENG	122	SYS	89
San Joaquins	194	SYS	49	ENG	28
Vermonter	315	OTH	197	ENG	63
<b>Long Distance Routes - Amtrak Responsible</b>					
Auto Train	226	SYS	81	SVS	79
California Zephyr	303	SYS	75	SVS	70
Capitol Ltd	280	ENG	75	SYS	64
Cardinal	353	SYS	140	OTH	90
City Of New Orleans	264	OTH	94	ENG	46
Coast Starlight	324	SYS	105	OTH	71
Crescent	279	SYS	174	SVS	36
Empire Builder	220	SYS	49	SVS	38
Lake Shore Ltd	218	SYS	90	ENG	39
Palmetto	198	SYS	100	OTH	36
Silver Meteor	297	SYS	98	ENG	58
Silver Star	474	SYS	191	SVS	70
Southwest Chief	297	SYS	80	ENG	79
Sunset Ltd	466	SYS	130	OTH	98
Texas Eagle	498	SYS	163	SVS	90

This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**Table 9**  
**On-NEC Total Host and Amtrak Responsible Delays**

Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Host Railroad	Total Delay	FY 2020 Q4				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<b><i>Acela Express</i></b>							
<b><i>Standard</i></b>		<b>265</b>					
Acela Express	Amtrak	243	SMW	70	PSR	34	401
<b><i>Other Services</i></b>							
<b><i>Standard</i></b>		<b>475</b>					
Keystone	Amtrak	286	PSR	149	DCS	23	195
Cardinal	Amtrak	652	ENG	177	CAR	115	226
Carolinian	Amtrak	321	SMW	112	DCS	44	226
Crescent	Amtrak	570	ENG	127	DCS	67	226
Northeast Regional	Amtrak	367	SMW	52	DCS	41	463
Springfield Shuttles	Amtrak	1,128	CON	282	DSR	208	463
Roanoke	Amtrak	350	ENG	57	DCS	50	463
Richmond / Newport News / Norfolk	Amtrak	376	SMW	72	DCS	49	463
On Spine Northeast Regional	Amtrak	263	SMW	50	DCS	32	463
Palmetto	Amtrak	236	SMW	71	ENG	39	226
Pennsylvanian	Amtrak	390	PSR	161	ENG	106	195
Silver Meteor	Amtrak	454	ENG	129	SMW	71	226
Silver Star	Amtrak	496	DCS	89	CON	81	226
Vermonter	Amtrak	266	SMW	53	CTI	48	304

This table excludes third-party delays.

Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**TABLE 10:  
CUSTOMER SERVICE INDICATOR (eCSI) SCORES**

Service	4th Quarter FY 2020					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
<b>2010 Standard</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>
<b>Acela Express</b>						
Acela Express	84	87	83	87		56
<b>Other NEC Corridor Routes</b>						
Northeast Regional (Boston - Washington)	82	84	80	86		60
Newport News <sup>u</sup>	84	89	81	87		63
Norfolk <sup>c</sup>	83	88	78	87		61
Richmond <sup>d</sup>						
Lynchburg <sup>e</sup>	80	84	78	84		53
Keystone Service	86	88	84	89		53
New Haven - Springfield	82	86	77	85		54
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	81	87	80	86		47
Carolinian	81	87	85	83		66
Cascades	76	87	74	77		39
Downeaster	84	88	76	89		72
Empire Corridor						
Adirondack						
Ethan Allen Express						
Maple Leaf	76	84	74	82		53
New York - Albany <sup>f</sup>	83	86	84	87		47
Heartland Flyer	82	88	82	86		62
Hiawatha	86	88	85	89		56
Hoosier State						
Illinois						
Carl Sandburg / Illinois Zephyr	86	88	81	84		66
Illini / Saluki	80	82	74	80		59
Lincoln Service	78	80	78	79		59
Michigan						
Blue Water	82	82	82	83		60
Pere Marquette	85	89	84	84		68
Wolverine	81	86	79	81		61
Kansas City - St. Louis	76	85	74	80		57
Pacific Surfliner	86	87	83	89		67
Pennsylvanian	82	87	79	85		59
Piedmont	85	84	87	86		
San Joaquins	79	83	82	82		47
Vermont						
<b>Long-Distance Routes</b>						
Auto Train	77	89	85	71		55
California Zephyr	68	80	67	72		42
Capitol Limited	68	78	69	74		43
Cardinal	73	81	74	79		48
City of New Orleans	82	90	82	86		55
Coast Starlight	74	84	76	79		44
Crescent	76	84	76	78		51
Empire Builder	74	83	76	76		44
Lake Shore Ltd	74	82	73	75		53
Palmetto	79	84	77	81		57
Silver Meteor	73	83	73	75		47
Silver Star	72	82	74	78		52
Southwest Chief	73	84	77	74		50
Sunset Limited	69	81	62	74		49
Texas Eagle	70	79	66	76		49

<sup>a</sup> Percentages indicate, as an example, 80 percent of respondents rated Amtrak in the top three of the eleven steps of the scale.

<sup>b</sup> Newport News includes all trains between Newport News and points on the NEC.

<sup>c</sup> Norfolk includes all trains between Norfolk and points on the NEC.

<sup>d</sup> Richmond includes all trains between Richmond and points on the NEC.

<sup>e</sup> Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> Includes only trains that operate solely between New York and Albany.

**TABLE 11:  
SERVICE INTERRUPTIONS PER 10,000 TRAIN MILES DUE TO EQUIPMENT-RELATED PROBLEMS**

Service	4th Quarter FY 2020		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	5	26	0.19
---------------	---	----	------

***Other NEC Corridor Routes***

Keystone Service	2	18	0.11
Total Northeast Regional	34	81	0.42
Richmond / Newport News <sup>o</sup>	8	21	0.38
Lynchburg <sup>c</sup>	6	11	0.53
All Other Northeast Regional	20	49	0.41

***Non-NEC Corridor Routes***

Capitol Corridor	6	16	0.37
Carolinian	3	13	0.23
Cascades	8	6	1.44
Downeaster	-	9	0.00
Empire Corridor	25	32	0.79
Adirondack			
Ethan Allen Express	1	3	0.37
Maple Leaf	2	5	0.43
New York - Albany <sup>d</sup>	6	10	0.59
New York - Niagara Falls	16	14	1.12
Heartland Flyer	1	4	0.27
Hiawatha	7	6	1.21
Hoosier State			
Illinois	5	21	0.24
Carl Sandburg / Illinois Zephyr	-	5	0.00
Illini / Saluki	5	6	0.89
Lincoln Service	-	10	0.00
Michigan	14	15	0.96
Blue Water	6	6	1.02
Pere Marquette	1	3	0.31
Wolverine	7	6	1.26
Kansas City - St. Louis	2	5	0.39
Pacific Surfliner	9	22	0.41
Pennsylvanian	3	8	0.37
Piedmont	1	2	0.55
San Joaquins	9	24	0.38
Vermont	1	5	0.18

***Long-Distance Routes***

Auto Train	3	15	0.19
California Zephyr	17	45	0.38
Capitol Limited	18	14	1.26
Cardinal	10	9	1.09
City of New Orleans	8	16	0.51
Coast Starlight	6	26	0.23
Crescent	7	24	0.29
Empire Builder	18	47	0.39
Lake Shore Ltd	6	21	0.29
Palmetto	4	15	0.26
Silver Meteor	7	16	0.45
Silver Star	4	12	0.32
Southwest Chief	27	42	0.64
Sunset Limited	1	15	0.07
Texas Eagle	10	24	0.42

<sup>a</sup>Service Interruptions are defined as delays 30 min. or greater and any cancelled/terminated train due to equipment problems.

<sup>b</sup> Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

<sup>c</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup> Includes only trains that operate solely between New York and Albany.

**TABLE 12:**  
**COMPLAINTS RECEIVED**  
 Complaints per 1,000 Passengers

Service	4th Quarter FY 2020	
	Food-Related	Train-Related

**Amtrak Premium**

Acela Express	0.01	5.51
---------------	------	------

**Amtrak Corridor**

Keystone	0.00	2.73
Northeast Regional	0.02	5.45

**Short Distance**

Capitols	0.04	9.20
Carolinian	0.00	3.07
Cascades	0.00	1.84
Downeaster	0.01	3.13
Empire Corridor		
Adirondack	0.00	2.89
Empire Service	0.08	2.77
Ethan Allen Express	0.15	2.27
Maple Leaf	0.00	5.43
Heartland Flyer	0.00	1.22
Hiawatha	0.00	2.41
Hoosier State	#N/A	#N/A
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.61
Illini / Saluki	0.00	1.71
Lincoln Service	0.06	5.79
Michigan		
Blue Water	0.00	0.00
Pere Marquette	0.00	1.88
Wolverine	0.02	2.69
Kansas City - St. Louis	0.00	1.93
Pacific Surfliner	0.03	3.47
Pennsylvanian	0.12	2.03
Piedmont	0.06	1.93
San Joaquins	0.00	3.49
Vermont	0.04	2.96

**Long Distance**

Auto Train	1.74	18.39
California Zephyr	0.62	10.78
Capitol Limited	0.16	8.65
Cardinal	0.09	6.25
City of New Orleans	0.51	6.79
Coast Starlight	0.49	9.95
Crescent	1.20	9.66
Empire Builder	0.38	5.87
Lake Shore Ltd	0.03	7.11
Palmetto	0.54	18.56
Silver Meteor	0.52	15.08
Silver Star	1.29	20.19
Southwest Chief	1.98	25.51
Sunset Limited	0.93	17.50
Texas Eagle	0.77	12.00

*These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.*

**TABLE 13:  
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2020						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
<b>Amtrak System</b>	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	
<b>Amtrak Premium</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>		<b>9</b>
Acela Express	5	0	0	0	4		9
<b>Amtrak Corridor</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>		<b>4</b>
Keystone	0	0	0	0	0		0
Northeast Regional	0	0	0	0	4		4
<b>Short Distance</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>		<b>#N/A</b>
Capitols	0	0	0	0	0		0
Carolinian	0	0	0	2	0		2
Cascades	0	0	0	0	0		0
Downeaster	0	0	0	0	0		0
Empire Corridor	0	0	0	1	2		3
Adirondack	0	0	0	0	0		0
Empire Service	0	0	0	1	0		1
Ethan Allen Express	0	0	0	0	1		1
Maple Leaf	0	0	0	0	1		1
Heartland Flyer	1	0	0	0	0		1
Hiawatha	0	0	0	0	0		0
Hoosier State	#N/A	#N/A	#N/A	#N/A	#N/A		#N/A
Illinois	0	0	0	0	0		0
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	0	0	0	0	0		0
Michigan	1	0	0	1	0		2
Blue Water	0	0	0	0	0		0
Pere Marquette	0	0	0	1	0		1
Wolverine	1	0	0	0	0		1
Kansas City - St. Louis	0	0	0	0	0		0
Pacific Surfliner	2	0	0	0	0		2
Pennsylvanian	1	0	0	0	0		1
Piedmont	0	0	0	0	0		0
San Joaquins	1	0	0	0	4		5
Vermont	0	0	0	0	0		0
<b>Long Distance</b>	<b>186</b>	<b>11</b>	<b>0</b>	<b>41</b>	<b>162</b>		<b>400</b>
Auto Train	14	1	0	2	15		32
California Zephyr	32	1	0	10	34		77
Capitol Limited	9	0	0	1	8		18
Cardinal	1	0	0	0	1		2
City of New Orleans	0	0	0	0	2		2
Coast Starlight	15	1	0	3	10		29
Crescent	4	2	0	2	10		18
Empire Builder	32	3	0	7	27		69
Lake Shore Ltd	7	0	0	2	8		17
Palmetto	0	0	0	1	0		1
Silver Meteor	12	0	0	1	4		17
Silver Star	11	0	0	1	4		16
Southwest Chief	24	1	0	6	14		45
Sunset Limited	11	0	0	1	7		19
Texas Eagle	14	2	0	4	18		38

*These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.*



**TABLE 14:  
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2020						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
<b>Amtrak System</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>
<b>Amtrak Premium</b>	<b>4</b>	<b>17</b>	<b>8</b>	<b>8</b>	<b>22</b>	<b>59</b>	
Acela Express	4	17	8	8	22	59	
<b>Amtrak Corridor</b>	<b>48</b>	<b>80</b>	<b>32</b>	<b>50</b>	<b>172</b>	<b>382</b>	
Keystone	1	2	2	0	3	8	
Northeast Regional	47	78	30	50	169	374	
<b>Short Distance</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	
Capitols	1	3	1	6	8	19	
Carolinian	4	9	11	11	18	53	
Cascades	0	2	3	2	2	9	
Downeaster	2	2	3	5	0	12	
Empire Corridor	11	18	9	12	43	93	
Adirondack	0	0	0	0	0	0	
Empire Service	6	11	5	10	35	67	
Ethan Allen Express	1	4	1	2	3	11	
Maple Leaf	4	3	3	0	5	15	
Heartland Flyer	0	2	2	2	1	7	
Hiawatha	0	2	0	0	1	3	
Hoosier State	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	
Illinois	8	8	15	14	14	59	
Carl Sandburg / Illinois Zephyr	0	1	11	1	3	16	
Illini / Saluki	4	5	2	4	4	19	
Lincoln Service	4	2	2	9	7	24	
Michigan	5	9	5	12	11	42	
Blue Water	4	4	3	8	5	24	
Pere Marquette	0	1	0	0	2	3	
Wolverine	1	4	2	4	4	15	
Kansas City - St. Louis	1	6	2	3	6	18	
Pacific Surfliner	6	11	15	16	38	86	
Pennsylvanian	1	12	6	3	14	36	
Piedmont	1	1	0	1	0	3	
San Joaquins	5	6	5	8	19	43	
Vermont	5	5	1	2	8	21	
<b>Long Distance</b>	<b>104</b>	<b>144</b>	<b>559</b>	<b>270</b>	<b>418</b>	<b>1,495</b>	
Auto Train	5	6	37	12	25	85	
California Zephyr	11	10	91	30	39	181	
Capitol Limited	4	6	29	27	27	93	
Cardinal	2	1	7	2	12	24	
City of New Orleans	5	7	9	6	10	37	
Coast Starlight	14	11	59	26	44	154	
Crescent	4	13	20	10	25	72	
Empire Builder	7	13	118	34	48	220	
Lake Shore Ltd	8	19	18	10	32	87	
Palmetto	1	14	6	14	12	47	
Silver Meteor	12	9	21	17	24	83	
Silver Star	4	8	16	12	24	64	
Southwest Chief	12	11	53	22	35	133	
Sunset Limited	6	3	14	6	21	50	
Texas Eagle	9	13	61	42	40	165	

*These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.*

**TABLE 15:  
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2020						Total
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		
<b>Amtrak System</b>	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
<b>Amtrak Premium</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>2</b>		<b>20</b>
Acela Express	4	1	7	6	2		20
<b>Amtrak Corridor</b>	<b>19</b>	<b>27</b>	<b>22</b>	<b>59</b>	<b>13</b>		<b>140</b>
Keystone	0	1	0	0	1		2
Northeast Regional	19	26	22	59	12		138
<b>Short Distance</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>	<b>#N/A</b>		<b>#N/A</b>
Capitol	0	0	0	2	0		2
Carolinian	1	20	7	5	3		36
Cascades	2	1	0	4	8		15
Downeaster	0	0	0	1	0		1
Empire Corridor	1	9	7	13	5		35
Adirondack	0	0	0	0	0		0
Empire Service	1	7	6	8	4		26
Ethan Allen Express	0	0	1	3	1		5
Maple Leaf	0	2	0	2	0		4
Heartland Flyer	0	1	0	0	0		1
Hiawatha	0	0	1	0	2		3
Hoosier State	#N/A	#N/A	#N/A	#N/A	#N/A		#N/A
Illinois	1	8	6	5	2		22
Carl Sandburg / Illinois Zephyr	1	1	1	0	0		3
Illini / Saluki	0	1	0	1	1		3
Lincoln Service	0	6	5	4	1		16
Michigan	3	0	4	10	2		19
Blue Water	0	0	1	2	1		4
Pere Marquette	1	0	1	3	0		5
Wolverine	2	0	2	5	1		10
Kansas City - St. Louis	0	2	1	0	0		3
Pacific Surfliner	7	2	4	5	5		23
Pennsylvanian	2	1	5	6	5		19
Piedmont	0	0	0	1	0		1
San Joaquins	1	8	5	2	5		21
Vermont	0	0	0	4	1		5
<b>Long Distance</b>	<b>306</b>	<b>240</b>	<b>235</b>	<b>324</b>	<b>261</b>		<b>1,366</b>
Auto Train	45	20	10	27	9		111
California Zephyr	34	18	35	26	28		141
Capitol Limited	18	18	6	9	6		57
Cardinal	7	1	6	4	7		25
City of New Orleans	5	7	4	11	8		35
Coast Starlight	28	17	14	33	24		116
Crescent	12	5	17	13	13		60
Empire Builder	36	27	34	35	26		158
Lake Shore Ltd	24	15	11	16	7		73
Palmetto	3	4	3	26	11		47
Silver Meteor	10	23	9	26	28		96
Silver Star	9	12	17	22	24		84
Southwest Chief	34	27	34	31	26		152
Sunset Limited	8	11	11	8	19		57
Texas Eagle	33	35	24	37	25		154

*These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.*

**TABLE 16:**  
**STATION-RELATED COMPLAINTS**  
 Number of Complaints Received

<b>4th Quarter FY 2020</b>
----------------------------

<b>Amtrak System</b>		<b>814</b>
----------------------	--	------------

**Division**

Boston		42
California		124
Central		52
Empire		114
New York		0
Southeast		138
Southwest		173
Northwest		33
Washington		138

*These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.*

**TABLE 17:  
PUBLIC BENEFITS**

	<b>FY 2019</b>
<b>Connectivity</b>	<b>16.4%</b>
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
<b>Availability of Other Modes</b>	<b>5.0%</b>
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:  
ROUTE DESCRIPTIONS**

Service	Routing
<b><i>Acela Express</i></b>	
Acela Express	Between Boston, New York (Penn Station) and Washington
<b><i>Other NEC Corridor Routes</i></b>	
Keystone	Between Harrisburg, Philadelphia and New York (Penn Station)
Northeast Regional	
Richmond / Newport News/Norfolk	Between Norfolk, Newport News, Richmond , New York (Penn Station) and Boston
Lynchburg	Between Lynchburg/Roanoke and Boston
All Other Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station) and Washington
New Haven - Springfield <sup>1</sup>	Between New Haven and Springfield
<b><i>Non-NEC Corridor Routes</i></b>	
Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station) and San Jose
Carolinian	Between Charlotte and New York (Penn Station)
Cascades	Between Eugene, Portland, Seattle and Vancouver
Downeaster	Between Boston (North Station), Portland and Brunswick
Empire Corridor	
Adirondack	Between New York (Penn Station) and Montreal
Empire Service <sup>1</sup>	Between New York (Penn Station) to Albany and Niagara Falls
Ethan Allen Express	Between New York (Penn Station) and Rutland
Maple Leaf	Between New York (Penn Station) and Toronto
New York - Albany <sup>2</sup>	Between New York (Penn Station) and Albany
New York - Niagara Falls <sup>2</sup>	Between New York (Penn Station) and Niagara Falls
Heartland Flyer	Between Fort Worth and Oklahoma City
Hiawatha	Between Chicago and Milwaukee
Hoosier State	Between Chicago and Indianapolis
Illinois	
Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy
Illini / Saluki	Between Chicago and Carbondale
Lincoln Service	Between Chicago and St. Louis
Michigan	
Blue Water	Between Chicago and Port Huron
Pere Marquette	Between Chicago and Grand Rapids
Wolverine	Between Chicago and Pontiac
Kansas City - St. Louis	Between Kansas City and St. Louis
Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles and San Diego
Pennsylvanian	Between New York (Penn Station) and Pittsburgh
Piedmont	Between Charlotte and Raleigh
San Joaquin	Between Bakersfield, Oakland (Jack London Square Station) and Sacramento
Vermont	Between St. Albans and Washington
<b><i>Long-Distance Routes</i></b>	
Auto Train	Between Lorton and Sanford
California Zephyr	Between Chicago and Emeryville
Capitol Limited	Between Chicago and Washington
Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
City of New Orleans	Between New York (Penn Station) and New Orleans
Coast Starlight	Between Los Angeles and Seattle
Crescent	Between New York (Penn Station) and New Orleans
Empire Builder	Between Chicago, Portland and Seattle
Lake Shore Ltd	Between Chicago, New York (Penn Station) and Boston via Cleveland and Buffalo
Palmetto	Between New York (Penn Station) and Savannah
Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC
Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
Southwest Chief	Between Chicago and Los Angeles
Sunset Limited	Between Los Angeles and New Orleans
Texas Eagle	Between Chicago and San Antonio

<sup>1</sup> Applicable only to financial tables; data is included in "All Other Northeast Regional" in All Other Northeast Regional tables.

<sup>2</sup> Not-applicable to financial tables; data included in "Empire Service" in financial tables.

**TABLE 19:  
AMTRAK DELAY CODE DEFINITIONS**

**Host Railroad - Responsible Delays**

<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
CTI	Commuter Train Interfere	Delays for meeting or following commuter trains
CTP	Commuter Train Problems	Delays directly caused by abnormal occurrences to commuter trains
DBB	B&B work due to defect	Delays caused by bridge or building maintenance
DCS	Signal Delays	Signal failure or other signal delays, wayside defect-detector false-alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
DCT	Defective Concrete Ties	Delays caused by the replacement of concrete ties
DDA	Defect Detector Actuation	Delays caused by train inspection following a defect detector actuation
DET	ET work due to defect	Catenary or other electrical maintenance
DMW	Maintenance of Way	Maintenance of Way delays including holds for track repairs or MW foreman to clear
DSR	Slow Order Delays	Temporary slow orders, except heat or cold orders
DTR	Detour	Delays from detours
FTI	Freight Train Interference	Delays from freight trains
PBB	Planned B&B work	Scheduled bridge and building maintenance
PET	Planned ET work	Scheduled catenary or other electrical work
PSC	Planned C&S work	Scheduled communications and signal work
PSR	Planned speed restrictions	Scheduled speed restrictions
PTI	Passenger Train Interfere	Delays for meeting or following other passenger trains
RTE	Routing	Routing-dispatching delays including diversions, late track bulletins, etc.
SMW	Scheduled M/W work	Scheduled maintenance way work

**Amtrak - Responsible Delays**

<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
ADA	Passenger Related	All delays related to disabled passengers, wheel chair lifts, guide dogs, etc.
CAR	Car Failure	Mechanical failure on all types of cars
CCR	Cab Car Failure	Mechanical failure on Cab Cars
CON	Hold for Connection	Holding for connections from other trains or buses
CTC	CETC System failure	Failure of the CETC train control system
ENG	Locomotive Failure	Mechanical failure on engines.
HLD	Passenger Related	All delays related to passengers, checked-baggage, large groups, etc.
INJ	Injury Delay	Delay due to injured passengers or employees.
ITI	Initial Terminal Delay	Delay at initial terminal due to late arriving inbound trains causing late release of equipment.
MTI	Disabled train ahead	Disabled train ahead due to mechanical failure
OTH	Miscellaneous Delays	Lost-on-run, heavy trains, unable to make normal speed, etc.
SVS	Servicing (SVS)	All switching and servicing delays
SYS	Crew & System	Delays related to crews including lateness, lone-engineer delays

**Third-Party Delays**

<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
BSP	Bridge Strike	Delay due to train striking an overhead bridge
DBS	Debris	Debris strikes
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	Movable bridge openings for marine traffic where no bridge failure is involved
NOD	Unused Recovery Time	Waiting for scheduled departure time at a station
POL	Police-Related	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	Trespasser incidents including road crossing accidents, trespasser / animal strikes, vehicle stuck on track ahead, bridge strikes
UTL	Utility company failure	Failure due to utility company issue
WTR	Weather-Related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders

**TABLE 20:  
HOST RAILROAD CODE DEFINITIONS**

Host Railroad Codes	
Code	Company
AM	Amtrak
BB	Buckingham Branch Railroad
BN	Burlington Northern Santa Fe
FR	Central Florida Rail Corridor
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CS	CSX Corporation
FL	Florida Department of Transportation
MT	Massachusetts Bay Transportation Authority
ME	Metra
MI	Michigan Department of Transportation
MN	Metro-North Railroad
NE	New England Central Railroad
NM	New Mexico Department of Transportation
NS	Norfolk Southern
GT	Pan Am Railways
SC	Southern California Regional Rail Authority
SN	San Diego Northern Railway Inc.
UP	Union Pacific
VR	Vermont Railway System

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2107	-4.8	95.7%	96.7%
	2109	-2.2	100.0%	100.0%
	2126	-2.6	88.2%	78.4%
	2154	-2.0	76.6%	89.1%
	2155	-1.3	88.2%	81.9%
	2158	-3.3	93.7%	93.0%
	2159	-3.5	63.8%	78.7%
	2163	-3.7	88.2%	97.7%
	2167	-4.1	85.9%	88.6%
	2168	-3.0	82.8%	83.3%
	2170	-1.8	94.1%	95.5%
	2172	-0.4	85.1%	88.1%
	2173	-3.8	93.7%	93.6%
	2203	-2.3	100.0%	95.8%
	2205	-4.7	100.0%	100.0%
	2218	NA	100.0%	100.0%
	2224	-2.7	100.0%	100.0%
	2248	-4.2	100.0%	98.1%
	2249	-0.7	92.3%	77.1%
	2250	-0.9	84.6%	86.8%
	2251	-4.4	100.0%	97.6%
	2252	-2.8	100.0%	97.7%
	2253	-0.3	67.9%	82.1%
	2254	-1.0	87.5%	92.9%
	2255	-0.7	73.3%	83.3%
	2256	-1.2	75.0%	89.3%
	2257	-2.1	100.0%	87.5%
	2259	-0.7	100.0%	92.3%
<b>Other NEC Corridor Routes</b>				



## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Springfield Shuttles	400	NA	92.6%	87.5%
	409	NA	92.3%	91.5%
	417	NA	85.7%	82.4%
	450	7.0	80.0%	85.7%
	460	6.6	100.0%	100.0%
	461	NA	96.4%	94.9%
	463	7.8	100.0%	100.0%
	464	6.0	89.3%	94.4%
	465	NA	100.0%	100.0%
	467	9.5	100.0%	100.0%
	470	5.0	76.6%	84.9%
	471	NA	93.8%	92.2%
	473	NA	96.9%	95.0%
	474	NA	82.8%	88.0%
	475	7.5	91.9%	93.5%
	476	4.7	76.2%	82.7%
	488	-0.3	92.9%	96.2%
	494	-2.1	84.1%	78.8%
	499	NA	88.9%	93.3%
Northeast Regional - Roanoke	145	2.2	100.0%	97.6%
	147	-1.4	86.7%	92.4%
	156	-14.6	100.0%	94.7%
	171	-8.9	64.1%	85.9%
	176	-7.6	92.2%	89.0%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	100.0%	93.1%
	66	1.6	87.5%	84.6%
	67	0.3	88.9%	86.1%
	82	1.8	100.0%	94.6%
	84	-2.1	94.1%	96.3%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Richmond / Newport News / Norfolk	87	2.3	92.9%	82.7%
	88	-0.4	96.4%	95.5%
	93	-0.4	94.1%	98.1%
	94	2.5	87.5%	75.4%
	95	3.8	45.3%	81.0%
	96	NA	84.6%	92.0%
	99	0.5	35.7%	73.7%
	125	-18.2	64.1%	82.1%
	157	-20.1	84.6%	91.8%
	164	-2.7	93.8%	95.5%
	174	-8.6	89.1%	83.5%
	194	-0.4	100.0%	93.8%
	195	2.3	68.8%	82.4%
Northeast Regional - On Spine Northeast Regional	126	NA	100.0%	96.2%
	133	-0.8	100.0%	98.0%
	134	-0.7	96.9%	97.7%
	135	0.3	100.0%	97.8%
	137	-1.7	88.1%	90.7%
	138	-2.3	95.3%	96.2%
	139	NA	100.0%	96.6%
	140	2.0	82.1%	89.8%
	141	1.4	90.6%	89.4%
	143	-0.1	100.0%	79.7%
	146	1.8	100.0%	87.3%
	148	-0.8	78.1%	85.2%
	149	NA	88.9%	92.8%
	150	-0.7	93.3%	90.6%
	155	-2.7	100.0%	100.0%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - On Spine Northeast Regional	158	-2.3	100.0%	95.3%
	160	-1.0	92.3%	89.4%
	161	1.3	93.3%	93.6%
	162	0.4	84.6%	92.6%
	163	-0.3	100.0%	99.6%
	165	-0.8	100.0%	97.1%
	166	-2.8	76.9%	86.7%
	167	-1.8	66.7%	91.3%
	168	0.1	93.3%	95.6%
	169	-1.1	92.3%	90.5%
	170	-1.1	90.6%	92.9%
	172	0.0	100.0%	99.3%
	173	0.2	70.3%	78.6%
	175	-0.5	81.3%	88.4%
	178	-2.2	85.7%	88.8%
	179	-0.8	95.2%	97.0%
	182	-0.8	88.0%	94.8%
	189	NA	100.0%	100.0%
	190	-1.4	89.1%	94.8%
	192	2.2	100.0%	87.8%
	193	0.1	90.6%	90.7%
Keystone - Keystone	600	-0.8	98.4%	99.9%
	601	2.4	96.9%	96.7%
	605	-0.5	100.0%	100.0%
	607	-3.7	96.9%	97.8%
	609	-9.3	94.1%	96.3%
	610	-2.6	100.0%	100.0%
	611	-2.9	100.0%	100.0%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	612	-4.3	66.7%	69.4%
	615	-3.7	100.0%	100.0%
	618	-5.2	96.2%	97.7%
	619	-3.6	90.6%	93.6%
	620	-1.5	100.0%	100.0%
	622	-1.7	92.2%	97.3%
	640	5.4	90.6%	96.6%
	641	-1.9	100.0%	99.4%
	642	0.4	94.1%	99.5%
	643	-2.2	98.4%	98.4%
	644	2.3	96.9%	99.1%
	645	-2.1	98.4%	97.2%
	646	-4.3	94.1%	100.0%
	647	-0.8	100.0%	100.0%
	648	3.3	95.3%	96.6%
	649	-1.5	93.8%	95.3%
	650	1.6	98.4%	99.2%
	651	-2.7	100.0%	100.0%
	652	-0.7	89.1%	94.9%
	653	-0.8	84.4%	87.1%
	654	0.7	92.2%	95.7%
	655	-0.8	93.8%	93.1%
	656	-0.6	100.0%	100.0%
	658	0.1	91.7%	97.5%
	660	5.3	96.4%	100.0%
	661	-0.6	100.0%	100.0%
	662	3.2	100.0%	100.0%
	663	-4.5	100.0%	97.3%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	664	1.0	100.0%	100.0%
	665	-1.1	92.9%	94.0%
	666	0.4	96.4%	99.1%
	667	-2.2	92.9%	94.0%
	669	-3.7	96.4%	97.3%
	670	-1.4	100.0%	100.0%
	671	-3.6	96.4%	97.3%
	672	0.4	100.0%	100.0%
	674	NA	84.6%	100.0%
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	521	0.8	85.9%	91.3%
	522	2.5	89.1%	91.8%
	523	1.4	87.5%	89.9%
	524	2.5	90.6%	85.4%
	525	-1.4	95.3%	96.9%
	529	2.9	93.8%	95.8%
	532	3.8	85.9%	89.9%
	534	3.7	90.6%	92.5%
	536	1.8	95.3%	93.7%
	537	3.4	76.6%	84.7%
	538	2.2	90.6%	91.3%
	542	3.3	89.1%	90.9%
	543	5.2	78.1%	95.4%
	545	1.7	89.1%	92.2%
	546	1.3	87.5%	90.7%
	547	3.1	89.1%	89.4%
	723	1.5	96.4%	96.4%
	724	1.7	85.7%	90.7%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	728	0.0	85.7%	91.4%
	729	-0.2	82.1%	81.5%
	732	-1.3	89.3%	90.3%
	737	3.0	82.1%	84.8%
	738	-1.5	78.6%	89.1%
	742	0.4	75.0%	74.6%
	743	0.7	78.6%	77.9%
	747	2.6	71.4%	89.7%
Carolinian - Carolinian	79	-0.2	81.5%	76.5%
	80	-0.1	88.0%	76.3%
Cascades - Cascades	500	2.6	68.5%	69.7%
	505	-1.2	59.8%	68.0%
Downeaster - Downeaster	680	-2.6	70.8%	89.4%
	681	-3.0	65.4%	89.4%
	682	-2.8	50.0%	89.6%
	683	-3.9	53.8%	77.6%
	684	-1.1	48.1%	82.8%
	685	-2.5	50.8%	74.4%
	688	-3.5	75.0%	89.7%
	689	-3.2	78.8%	86.7%
	690	-3.1	76.2%	97.4%
	691	-1.7	76.2%	85.3%
	692	-2.6	61.9%	94.8%
	693	-3.1	81.0%	87.0%
	694	-1.2	81.0%	94.4%
	695	-2.6	81.0%	86.6%
	698	-2.4	57.1%	94.4%
	699	-2.9	81.0%	88.7%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - Ethan Allen Express	290	8.0	85.9%	91.1%
	291	10.0	87.0%	85.9%
	292	9.5	92.9%	94.9%
Empire - Maple Leaf	63	6.1	95.8%	92.9%
	64	9.6	79.3%	65.9%
Empire - New York - Albany	232	2.5	94.1%	98.0%
	233	2.7	80.3%	86.5%
	234	1.6	96.9%	98.9%
	236	2.9	96.9%	93.5%
	237	3.1	93.8%	96.0%
	238	4.5	95.8%	92.3%
	239	0.1	88.2%	93.1%
	241	3.7	92.4%	94.7%
	243	4.8	94.1%	93.3%
	244	1.2	94.6%	96.2%
	245	6.2	91.5%	91.8%
	250	3.3	100.0%	99.0%
	253	11.6	100.0%	100.0%
	259	2.2	100.0%	98.0%
	260	NA	100.0%	100.0%
	261	3.8	100.0%	100.0%
Empire - New York - Niagara Falls	280	2.5	97.8%	98.4%
	281	2.5	38.0%	59.6%
	283	3.5	44.6%	69.5%
	284	2.8	81.5%	70.0%
Heartland Flyer - Heartland Flyer	821	3.3	64.8%	90.4%
	822	4.0	74.7%	55.1%
Hiawatha - Hiawatha	329	-0.4	90.8%	95.1%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Hiawatha - Hiawatha	330	1.0	98.5%	98.5%
	331	1.6	92.4%	93.3%
	332	0.0	90.2%	93.7%
	337	0.9	90.2%	93.9%
	338	-0.5	85.9%	94.9%
	339	1.1	94.6%	95.4%
	342	-0.6	94.6%	97.6%
Illinois - Carl Sandburg / Illinois Zephyr	380	2.1	92.4%	87.6%
	383	2.6	92.4%	95.7%
Illinois - Illini / Saluki	390	3.5	88.0%	71.7%
	393	0.4	84.8%	63.4%
Illinois - Lincoln Service	300	3.2	79.3%	84.6%
	303	5.5	89.1%	82.9%
	306	3.7	89.1%	88.4%
	307	3.0	78.3%	82.1%
Michigan - Blue Water	364	5.3	90.2%	86.3%
	365	9.0	91.3%	93.6%
Michigan - Pere Marquette	370	2.5	83.7%	78.5%
	371	6.2	83.7%	94.3%
Michigan - Wolverine	351	7.3	85.9%	69.4%
	352	3.6	89.1%	89.8%
Missouri - Missouri	313	5.4	72.8%	84.7%
	314	7.7	77.2%	75.7%
Pacific Surfliner - Pacific Surfliner	564	-2.7	98.5%	95.8%
	579	-3.0	93.5%	95.2%
	580	-1.5	89.1%	94.8%
	584	NA	96.9%	96.9%
	593	NA	88.0%	91.6%



## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pacific Surfliner - Pacific Surfliner	763	-1.5	82.6%	92.3%
	767	NA	96.9%	91.5%
	768	-0.7	94.6%	94.8%
	774	-0.7	92.4%	79.3%
	777	NA	85.9%	90.0%
	785	-1.4	92.4%	89.6%
	796	-0.3	91.3%	92.1%
	1564	NA	100.0%	99.6%
	1584	NA	96.3%	91.5%
	1767	NA	100.0%	91.1%
Pennsylvanian - Pennsylvanian	42	0.4	90.2%	81.0%
	43	-1.4	53.3%	61.3%
Piedmont - Piedmont	73	1.5	92.3%	93.4%
	76	NA	80.8%	92.7%
San Joaquins - San Joaquins	710	NA	85.9%	86.4%
	711	-1.0	93.5%	92.6%
	712	-1.1	92.4%	87.6%
	713	0.4	87.0%	89.0%
	715	-1.2	75.0%	84.1%
	716	-0.5	88.0%	85.2%
	718	-0.5	93.5%	91.9%
	719	NA	84.8%	90.1%
	1718	NA	0.0%	0.0%
	1719	NA	0.0%	0.0%
Vermont - Vermonter	54	5.2	100.0%	94.5%
	55	6.2	89.1%	92.8%
	56	7.2	92.2%	94.2%
	57	5.3	100.0%	98.1%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train - Auto Train	52	0.2	85.6%	84.8%
	53	-1.7	73.3%	81.0%
California Zephyr - California Zephyr	5	3.0	62.3%	64.0%
	6	3.7	55.4%	45.4%
	1105	NA	15.4%	39.7%
Capitol Ltd - Capitol Ltd	29	0.8	54.3%	49.3%
	30	1.0	60.9%	46.0%
Cardinal - Cardinal	50	1.5	66.7%	61.0%
	51	2.0	80.0%	72.0%
City Of New Orleans - City Of New Orleans	58	1.3	92.8%	66.3%
	59	1.3	91.4%	78.3%
	1058	NA	100.0%	68.4%
	1059	NA	100.0%	76.7%
Coast Starlight - Coast Starlight	11	0.5	87.0%	80.2%
	14	1.4	81.5%	68.4%
Crescent - Crescent	19	-1.1	57.1%	65.8%
	20	-0.4	80.4%	53.2%
Empire Builder - Empire Builder	7	0.3	90.2%	72.3%
	8	0.4	62.0%	49.8%
	27	1.2	85.2%	72.6%
	28	0.3	86.2%	78.0%
Lake Shore Ltd - Lake Shore Ltd	48	2.8	93.5%	67.2%
	49	0.6	75.0%	64.0%
	448	1.6	54.8%	42.9%
	449	0.5	83.1%	67.7%
Palmetto - Palmetto	89	-0.7	47.8%	72.0%
	90	-0.4	83.7%	69.4%
Silver Meteor - Silver Meteor	97	0.5	80.4%	66.6%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q1 to FY 2020 Q4)	End Point OTP for FY 2020 Q4	All Stations OTP for FY 2020 Q4
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Silver Meteor - Silver Meteor	98	0.6	66.1%	56.7%
Silver Star - Silver Star	91	0.4	52.4%	42.1%
	92	1.1	53.7%	50.3%
Southwest Chief - Southwest Chief	3	-0.4	64.1%	52.6%
	4	0.2	73.9%	52.1%
Sunset Ltd - Sunset Ltd	1	1.6	30.8%	9.0%
	2	1.7	35.0%	43.0%
Texas Eagle - Texas Eagle	21	2.2	60.9%	52.2%
	22	3.2	68.5%	40.1%

Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.

All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				
				#1		#2		
<b>Standard</b>			900					
<b>Acela Express</b>								
Acela Express	2154	MNRR	2,208	DSR	1,023	CTI	643	
	2155	MNRR	1,355	DSR	840	CTI	410	
	2158	MNRR	2,293	CTI	1,465	DMW	334	
	2159	MNRR	2,706	DSR	2,178	DMW	245	
	2163	MNRR	2,069	DSR	1,534	CTI	389	
	2167	MNRR	2,100	DSR	752	CTI	498	
	2168	MNRR	1,736	DSR	887	DET	378	
	2170	MNRR	1,639	DSR	872	CTI	609	
	2173	MNRR	1,200	DSR	849	CTI	100	
	2248	MNRR	1,369	DSR	1,060	CTI	190	
	2249	MNRR	1,964	CTI	1,250	DSR	577	
	2250	MNRR	1,854	DSR	1,168	CTI	481	
	2252	MNRR	1,983	DSR	989	CTI	548	
	2253	MNRR	1,537	DSR	848	CTI	561	
	2254	MNRR	1,750	DSR	1,286	CTI	464	
	2255	MNRR	1,393	DSR	1,250	CTI	107	
	2256	MNRR	1,920	DSR	1,696	CTI	223	
	2257	MNRR	1,473	DSR	1,295	RTE	179	
	2259	MNRR	755	DSR	714	RTE	41	
<b>Other NEC Corridor Routes</b>								
Northeast Regional	On Spine Northeast Regional	135	MNRR	1,103	DSR	651	CTI	364
		137	MNRR	2,241	DSR	862	CTI	763
		139	MNRR	1,473	DSR	1,161	CTI	223
		140	MNRR	1,716	DSR	765	DCS	472
		141	MNRR	2,503	DSR	1,666	CTI	463
		143	MNRR	2,917	CTI	2,024	DSR	893
		146	MNRR	2,143	DSR	1,905	DCS	179
		148	MNRR	1,607	CTI	675	DSR	670
		149	MNRR	1,230	DSR	913	CTI	258

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	150	MNRR	2,321	DSR	1,560	DCS, CTI	345
	160	MNRR	2,225	DSR	1,841	CTI	302
	161	MNRR	2,226	CTI	1,095	DSR	976
	162	MNRR	2,500	DSR	1,085	DCS	948
	163	MNRR	2,054	DSR	833	CTI	610
	165	MNRR	1,493	DSR	1,100	CTI	321
	166	MNRR	659	DSR	508	CTI	151
	167	MNRR	1,548	DSR	1,131	CTI	417
	168	MNRR	726	DSR	452	CTI	274
	169	MNRR	1,566	DSR	879	DET	549
	170	MNRR	2,738	DSR	2,024	CTI	388
	172	MNRR	1,565	DSR	1,145	DMW	200
	173	MNRR	3,262	CTI	1,136	DSR	1,091
	175	MNRR	1,682	DSR	720	CTI	631
	178	MNRR	1,534	DSR	783	CTI	559
	179	MNRR	1,276	DSR	711	DET	252
	190	MNRR	2,531	DSR	1,687	CTI	425
	65	CSX	887	FTI	475	RTE	134
Richmond / Newport News / Norfolk	65	MNRR	4,077	RTE	2,202	CTI	774
	66	CSX	844	FTI	400	PTI	178

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
	66	MNRR	1,421	DSR	1,126	CTI	295
	67	CSX	965	RTE	281	FTI	176
	67	MNRR	3,361	DSR	1,303	CTI	746
	82	MNRR	2,009	DSR	1,086	DCS	521
	84	CSX	945	DCS	256	RTE	193
	84	NS	349	DSR	203	RTE	102
	87	CSX	602	FTI	186	RTE	150
	87	NS	375	RTE	150	FTI	110
	88	CSX	890	DCS	314	FTI	206
	88	MNRR	1,065	DSR	504	CTI	491
	88	NS	128	DSR	97	DCS	31
	93	CSX	515	FTI	178	DCS	158
	93	MNRR	2,290	DSR	1,082	CTI	515
	93	NS	511	DSR	168	FTI	159
	94	CSX	1,306	DMW	314	RTE	225
	94	MNRR	1,976	CTI	1,069	DSR	850
	94	NS	852	DCS	292	DSR	216
	95	CSX	1,180	FTI	361	RTE	245
	95	MNRR	2,256	CTI	1,414	DSR	442
	95	NS	667	RTE	187	DCS	174

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
	96	CSX	728	DCS	211	DSR	153	
	96	MNRR	1,332	DSR	659	DET	508	
	99	CSX	640	FTI	168	DSR	158	
	99	MNRR	2,302	DSR	1,652	CTI	376	
	125	CSX	1,181	FTI	350	DSR	216	
	157	CSX	857	FTI	410	RTE	232	
	157	MNRR	2,624	CTI	1,209	DCS	687	
	157	NS	340	FTI	185	DSR	154	
	164	MNRR	1,629	CTI	1,049	DSR	480	
	174	CSX	790	RTE	242	DSR	193	
	174	MNRR	1,944	DSR	1,233	CTI	334	
	194	CSX	953	DSR	272	FTI	222	
	194	MNRR	1,321	DSR	714	CTI	607	
	195	MNRR	2,511	DSR	949	CTI	781	
	Roanoke	145	NS	89	FTI	57	RTE	14
		147	MNRR	1,774	CTI	940	DSR	833
		147	NS	80	FTI	56	DCS	19
		156	NS	278	FTI	184	DCS	65
		171	MNRR	3,404	DSR	2,404	CTI	499
		171	NS	486	FTI	323	DCS	62
		176	MNRR	1,581	DSR	1,305	DCS	132
		176	NS	455	FTI	330	DCS	82
	Springfield Shuttles	400	MADOT	1,379	DSR	967	DCS	247
		461	MADOT	988	DSR	541	DCS	323

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>				<b>900</b>				
	471	MADOT	1,115	FTI	759	DSR	207	
	488	MADOT	744	DSR	600	DCS	144	
	494	MADOT	1,274	DSR	602	FTI	380	
	499	MADOT	1,022	DSR	528	DCS	315	
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	521	UP	612	PTI	147	CTI	142
		522	UP	619	DSR	289	PTI	191
		523	UP	795	PTI	179	CTI	174
		524	UP	795	PTI	443	DSR	110
		525	UP	434	CTI	151	PTI	115
		529	UP	384	PTI	163	DSR	123
		532	UP	528	DSR	162	CTI	104
		534	UP	312	DSR	180	RTE	60
		536	UP	443	DSR	209	FTI	77
		537	UP	725	PTI	261	DSR	131
		538	UP	432	PTI	210	DSR	121
		542	UP	367	DSR	170	PTI	98
		543	UP	682	PTI	336	DSR	248
		545	UP	600	PTI	250	DSR	240
		546	UP	530	RTE	147	PTI	120
		547	UP	416	DSR	187	CTI	63
		723	UP	404	PTI	129	DCS	129
		724	UP	764	PTI	336	DSR	145
		728	UP	684	DCS	213	DSR	175
		729	UP	643	DCS	226	PTI	213
		732	UP	640	DSR	338	PTI	194
		737	UP	519	DCS	155	DMW	111
		738	UP	452	DSR	125	PTI	106
		742	UP	860	PTI	343	DSR	245
		743	UP	630	DSR	199	PTI	180
		747	UP	388	DSR	196	PTI	92



## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>				900				
<b>Non-NEC Corridor Routes</b>								
Carolinian	Carolinian	79	CSX	1,093	PTI	300	FTI	206
		79	NS	563	DSR	194	PTI	161
		80	CSX	1,189	FTI	348	PTI	252
		80	NS	447	DSR	147	FTI	123
Cascades	Cascades	500	BNSF	780	DSR	305	FTI	169
		500	UP	958	DSR	431	FTI	416
		505	BNSF	925	DCS	323	DSR	233
		505	UP	1,272	FTI	503	DSR	490
Downeaster	Downeaster	680	MBTA	1,604	CTI	997	DSR	399
		680	PanAm	1,724	DSR	1,242	DCS	245
		681	MBTA	1,404	DSR	458	DMW	361
		681	PanAm	1,399	DSR	672	DCS	297
		682	MBTA	1,943	CTI	641	DMW	585
		682	PanAm	1,392	DSR	944	DCS	216
		683	MBTA	1,152	CTI	441	DSR	337
		683	PanAm	1,871	PTI	964	DSR	564
		684	MBTA	1,743	DMW	846	CTI	633
		684	PanAm	1,728	DSR	692	DCS	362
		685	MBTA	1,005	DSR	440	CTI	224
		685	PanAm	2,167	DSR	1,464	PTI	294
		688	MBTA	992	CTI	432	DSR	417
		688	PanAm	1,147	DSR	429	PTI	285
		689	MBTA	987	FTI	336	DSR	290
		689	PanAm	945	DSR	409	FTI	238
		690	MBTA	857	DTR	718	DSR, CTI	50
		690	PanAm	869	DSR	673	FTI	129
		691	MBTA	1,953	DTR	1,436	PTI, CTI	189
		691	PanAm	1,155	DSR	647	PTI	383
		692	MBTA	768	DTR	630	DCS	76
		692	PanAm	1,182	DSR	852	DCS	174
		693	MBTA	454	DTR	340	DCS	76

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		693	PanAm	1,641	PTI	780	DSR	522
		694	MBTA	605	DTR	353	FTI, DSR	76
		694	PanAm	1,280	DSR	553	DCS	379
		695	MBTA	227	DTR	151	DSR	50
		695	PanAm	1,115	DSR	575	PTI	299
		698	MBTA	2,041	CTI	995	DCS	756
		698	PanAm	945	DSR	611	PTI	134
		699	MBTA	1,121	DCS	768	DSR	214
		699	PanAm	727	DSR	522	DCS	111
Empire	Ethan Allen Express	290	MNRR	1,587	CTI	692	PTI	297
		291	MNRR	1,614	CTI	947	DSR	246
		292	MNRR	908	CTI	449	DSR	241
	Maple Leaf	63	MNRR	798	CTI	392	DSR	229
		64	CSX	1,470	FTI	763	RTE	292
		64	MNRR	647	CTI	321	RTE	128
	New York - Albany	232	MNRR	1,330	CTI	887	DSR	231
		233	MNRR	1,915	CTI	1,203	RTE	378
		234	MNRR	1,366	CTI	915	RTE	213
		236	MNRR	773	DMW	216	RTE	211
		237	MNRR	969	DSR	431	CTI	419
		238	MNRR	883	CTI	347	DCS	190
		239	MNRR	1,191	CTI	406	RTE	379
		241	MNRR	495	RTE	186	CTI	135
		243	MNRR	416	DSR	203	CTI	129
		244	MNRR	1,344	RTE	664	CTI	357
		245	MNRR	370	DSR	133	CTI	104
		250	MNRR	549	RTE	207	DSR	163
		253	MNRR	336	DSR	123	CTI	123
		259	MNRR	314	CTI	224	RTE	39
		260	MNRR	1,233	CTI	505	DSR	314
		261	MNRR	436	CTI	297	RTE, DMW	70

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	New York - Niagara Falls	280	MNRR	1,797	CTI	1,058	DSR	234
		281	CSX	1,415	FTI	591	RTE	384
		281	MNRR	1,599	CTI	908	RTE	336
		283	CSX	1,591	FTI	798	RTE	404
		283	MNRR	1,437	CTI	797	DSR	206
		284	Amtrak	7	DCS	7		
		284	CSX	1,066	RTE	358	FTI	320
		284	MNRR	1,244	CTI	654	RTE	227
Heartland Flyer	Heartland Flyer	821	BNSF	1,533	DSR	1,030	FTI	331
		822	BNSF	1,622	DSR	1,054	FTI	471
Hiawatha	Hiawatha	329	CP	246	DCS	119	FTI	67
		329	Metra	529	DSR	218	CTI	155
		330	CP	139	DSR	52	FTI	32
		330	Metra	1,628	CTI	1,475	DCS	89
		331	CP	334	DCS	76	PTI	72
		331	Metra	998	CTI	357	PTI, DMW	161
		332	CP	344	RTE	98	DSR	74
		332	Metra	1,009	CTI	289	DCS	193
		337	CP	481	DCS	215	PTI	84
		337	Metra	922	DSR	254	CTI	206
		338	CP	542	PTI	143	FTI	126
		338	Metra	915	CTI	439	PTI	150
		339	CP	46	DSR	25	RTE, FTI	8
		339	Metra	946	CTI	544	DCS	194
		342	CP	311	DMW	156	RTE	66
		342	Metra	1,443	CTI	905	DSR	219
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	605	DSR	211	FTI	174
		383	BNSF	601	FTI	268	CTI	104
	Illini / Saluki	390	CN	847	DCS	580	DSR	125
		393	CN	929	DCS	575	FTI	167

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	Lincoln Service	300	CN	2,636	FTI	1,028	DCS	731
		300	UP	680	FTI	478	DSR	101
		303	CN	1,849	FTI	622	DCS	568
		303	UP	626	FTI	288	PTI	133
		306	CN	2,049	FTI	1,321	DCS	334
		306	UP	638	PTI	210	FTI	204
		307	CN	1,555	FTI	909	DSR	315
		307	UP	657	FTI	353	PTI	132
Michigan	Blue Water	364	Amtrak	212	DSR	71	DCS	64
		364	CN	647	FTI	452	DCS	101
		364	MIDOT	104	DCS	84	RTE, DSR	10
		364	NS	3,132	FTI	2,386	DCS	346
		365	Amtrak	216	DCS	84	DSR	73
		365	CN	762	FTI	481	DSR	105
		365	MIDOT	44	DCS	44		
		365	NS	3,252	FTI	2,311	DMW	444
	Pere Marquette	370	CSX	411	FTI	153	DCS	138
		370	NS	2,244	FTI	1,582	RTE	279
		371	CSX	337	FTI	176	DCS	85
		371	NS	2,744	FTI	1,582	PTI	492
	Wolverine	351	Amtrak	317	DMW	102	DCS	60
		351	CN	3,499	DSR	2,938	FTI	180
		351	MIDOT	413	DSR	309	DCS	76
		351	NS	3,689	FTI	2,243	PTI	525
		352	Amtrak	304	DCS	94	DSR	69
		352	CN	3,787	DSR	2,705	RTE	437
		352	MIDOT	292	DSR	178	RTE	64
		352	NS	2,629	FTI	1,500	DCS	424
Missouri	Missouri	313	UP	1,003	FTI	516	DSR	329
		314	UP	1,137	FTI	617	DSR	331
Pacific Surfliner	Pacific Surfliner	564	BNSF	859	FTI	365	CTI	200

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	564	SCRRA	2,037	CTI	1,687	DCS	137
	564	SDNRR	520	CTI	205	DCS	177
	579	BNSF	755	DCS	377	FTI	181
	579	SCRRA	374	DCS	131	CTI	131
	579	SDNRR	525	DCS	253	CTI	166
	580	BNSF	561	DCS	222	DSR	197
	580	SCRRA	647	CTI	375	DCS	161
	580	SDNRR	1,793	CTI	869	DCS	534
	584	BNSF	894	DCS	580	CTI	165
	584	SCRRA	310	DCS	156	PTI	75
	584	SDNRR	1,748	CTI	980	DCS	453
	593	BNSF	890	DCS	475	DSR	207
	593	SCRRA	759	DCS	482	DMW	102
	593	SDNRR	904	DCS	425	CTI	205
	763	BNSF	1,330	DCS	425	CTI	324
	763	SCRRA	505	DCS	300	PTI	100
	763	SDNRR	778	DCS	495	CTI	168
	763	UP	1,462	PTI	1,135	DCS	192
	767	BNSF	1,224	FTI	458	RTE	272
	767	SCRRA	398	DMW	231	DCS	68
	767	SDNRR	2,117	CTI	909	PTI	627
	768	BNSF	1,062	DCS	581	FTI	268
	768	SCRRA	737	DCS	300	CTI	189
	768	SDNRR	666	DCS	385	CTI	105
	768	UP	249	DCS	219	FTI	15
	774	BNSF	647	DCS	253	RTE	172
	774	SCRRA	647	PTI	276	CTI	135
	774	SDNRR	886	DCS	279	PTI	268
	774	UP	1,062	DCS	676	DSR	266
	777	BNSF	415	FTI	238	DCS	66
	777	SCRRA	287	DCS	90	CTI	75

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		777	SDNRR	721	PTI	372	DCS	168
		777	UP	1,121	DCS	496	PTI	373
		785	BNSF	460	FTI	142	DCS	142
		785	SCRRA	677	PTI	348	CTI	208
		785	SDNRR	852	CTI	301	DCS	257
		785	UP	343	PTI	221	DCS	79
		796	BNSF	538	FTI	152	DSR	152
		796	SCRRA	744	PTI	387	DCS	132
		796	SDNRR	634	RTE	232	DCS	226
		796	UP	1,202	CTI	828	DCS	216
		1564	BNSF	86	PTI	52	DCS	34
		1564	SCRRA	301	PTI	203	DCS	49
		1564	SDNRR	732	PTI	526	DCS	140
		1584	BNSF	844	DCS	534	DSR	310
		1584	SCRRA	919	CTI	651	DCS	179
		1584	SDNRR	692	DCS	466	PTI	133
		1767	BNSF	861	DCS	362	DSR	293
		1767	SCRRA	651	CTI	277	RTE	138
		1767	SDNRR	1,258	CTI	772	DCS	173
Pennsylvanian	Pennsylvanian	42	NS	1,128	FTI	522	RTE, DSR	228
		43	NS	1,507	FTI	1,111	RTE	213
Piedmont	Piedmont	73	NS	338	FTI	135	DSR	91
		76	NS	614	DCS	198	PTI	135
San Joaquins	San Joaquins	710	BNSF	983	FTI	354	PTI	239
		710	UP	559	DSR	235	PTI	190
		711	BNSF	547	FTI	283	DSR	166
		711	UP	626	DSR	242	PTI	171
		712	BNSF	874	FTI	350	DSR	255
		712	UP	826	DSR	278	PTI	256
		713	BNSF	806	FTI	266	PTI	238
		713	UP	1,034	PTI	472	DSR	323

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			<b>900</b>					
<b>Non-NEC Corridor Routes</b>								
		715	BNSF	1,030	PTI	383	FTI	272
		715	UP	1,171	PTI	562	DSR	315
		716	BNSF	743	FTI	280	DSR	231
		716	UP	1,314	PTI	604	DSR	435
		718	BNSF	485	FTI	204	DSR	132
		718	UP	969	PTI	601	DSR	264
		719	BNSF	653	PTI	229	FTI	167
		719	UP	384	PTI	202	DSR	94
		1718	BNSF	833	FTI	750	DSR	83
Vermonter	Vermonter	54	MNRR	2,085	DSR	1,282	CTI	523
		55	MNRR	2,295	CTI	1,146	DSR	799
		56	MNRR	3,030	DSR	1,514	CTI	754
		57	MNRR	1,550	DSR	1,027	DCS	185
<b>Long-Distance Routes</b>								
Auto Train		52	CSX	969	FTI	355	DSR	297
		53	CSX	1,230	FTI	628	DSR	285
		53	FR	4,065	DSR	2,857	CTI	1,153
California Zephyr		5	BNSF	717	DSR	307	FTI	196
		5	UP	1,085	FTI	438	DSR	356
		6	BNSF	671	DSR	306	FTI	184
		6	UP	1,209	FTI	439	DSR	365
		1105	BNSF	643	DSR	236	FTI	194
		1105	UP	1,555	FTI	564	DSR	395
Capitol Ltd		29	CSX	870	FTI	371	RTE	197
		29	NS	1,870	FTI	1,312	PTI	203
		30	CSX	1,119	FTI	417	RTE	280
		30	NS	1,676	FTI	1,186	RTE	245
Cardinal		50	BBrRR	1,253	PTI	473	DCS	370
		50	CSX	781	FTI	354	DSR	235
		50	NS	521	PTI	200	DMW	85
		51	BBrRR	677	PTI	418	DCS	178
		51	CSX	715	FTI	295	DSR	234
		51	NS	1,349	FTI	668	PTI	364
City Of New Orleans		58	CN	746	DSR	268	FTI	182
		59	CN	730	DSR	237	FTI	221

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
	1058	CN	781	DSR	323	RTE	186
	1059	CN	952	FTI	379	DSR	242
Coast Starlight	11	BNSF	512	FTI	174	DSR	110
	11	SCRRA	1,994	CTI	1,247	PTI	509
	11	UP	1,196	FTI	370	DSR	340
	14	BNSF	825	DSR	241	FTI	182
	14	SCRRA	2,151	PTI	1,918	DCS	135
	14	UP	955	DSR	304	FTI	280
Crescent	19	NS	1,075	FTI	547	DSR	184
	20	NS	976	FTI	499	DSR	177
Empire Builder	7	BNSF	690	FTI	359	DSR	219
	7	CP	661	FTI	403	DCS	111
	7	Metra	699	CTI	223	DCS	213
	8	BNSF	871	FTI	508	DSR	251
	8	CP	592	FTI	303	DSR	145
	8	Metra	1,621	CTI	920	DCS	364
	27	BNSF	720	FTI	431	DSR	178
	28	BNSF	753	FTI	410	DMW	153
Lake Shore Ltd	48	CSX	960	FTI	457	RTE	159
	48	MNRR	899	CTI	551	RTE	179
	48	NS	1,897	FTI	1,504	RTE	171
	49	CSX	754	FTI	374	RTE	170
	49	MNRR	1,200	CTI	401	DSR	270
	49	NS	1,667	FTI	874	PTI	577
	448	CSX	1,119	FTI	766	DCS	99
	448	MBTA	4,474	CTI	3,556	RTE	388
	449	CSX	864	FTI	308	PTI	182
	449	MBTA	3,585	CTI	2,309	DMW	757
Palmetto	89	CSX	962	FTI	328	DSR	211
	90	CSX	849	FTI	350	PTI	200
Silver Meteor	97	CSX	732	FTI	347	DSR	206
	97	Fla DOT	1,255	CTI	883	DCS	198
	97	FR	1,337	CTI	472	DSR	449
	98	CSX	889	FTI	300	DSR	194
	98	Fla DOT	1,322	DCS	588	CTI	287
	98	FR	1,834	DCS	642	DSR	617
Silver Star	91	CSX	733	FTI	215	DSR	197
	91	Fla DOT	814	CTI	479	DSR	140
	91	FR	1,179	DCS	648	DSR	434



## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
	91	NS	791	DSR	522	DCS	244
	92	CSX	829	FTI	271	DSR	224
	92	Fla DOT	794	DCS	395	DSR	259
	92	FR	1,433	DCS	653	DSR	624
	92	NS	1,181	DCS	483	DSR	328
Southwest Chief	3	BNSF	722	FTI	267	DSR	176
	3	NMDOT	652	DCS	215	DSR	142
	4	BNSF	685	FTI	263	DSR	180
	4	NMDOT	512	DCS	206	CTI	119
Sunset Ltd	1	BNSF	1,194	DSR	553	FTI	361
	1	UP	1,970	FTI	1,295	DSR	273
	2	BNSF	1,233	DSR	547	FTI	312
	2	UP	1,849	FTI	1,164	RTE	267
Texas Eagle	21	BNSF	1,164	DSR	495	FTI	416
	21	CN	2,514	FTI	1,543	DCS	597
	21	TRE	371	DTR	199	CTI	61
	21	UP	2,206	FTI	1,138	DSR	711
	22	BNSF	1,180	DSR	728	FTI	194
	22	CN	3,003	FTI	1,797	DCS	692
	22	TRE	885	DTR	301	CTI	244
	22	UP	1,454	DSR	672	FTI	477

This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table, with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>						
Acela Express	2154	53	HLD	21	ENG	19
Acela Express	2155	105	HLD	74	OTH	21
Acela Express	2158	43	ADA	21	CAR	11
Acela Express	2159	132	ADA	58	HLD, ENG	20
Acela Express	2163	116	HLD	105	ADA	11
Acela Express	2167	35	HLD	12	ENG	12
Acela Express	2168	44	OTH	44		
Acela Express	2170	178	ENG	128	HLD	39
Acela Express	2173	149	HLD	59	OTH	47
Acela Express	2248	11	HLD	11		
Acela Express	2249	206	ADA	137	HLD	69
Acela Express	2250	65	HLD	65		
Acela Express	2251					
Acela Express	2252	102	HLD	90	ADA	12
Acela Express	2253	198	HLD	96	ADA	57
Acela Express	2254	179	ADA	56	HLD, CAR	45
Acela Express	2255	560	ENG	321	OTH	119
Acela Express	2256	42	HLD	42		
Acela Express	2257	134	HLD	134		
Acela Express	2259	206	SYS	110	HLD	82
<b>Other NEC Corridor Routes - Amtrak Responsible</b>						
Northeast Regional - On Spine Northeast Regional	135	351	ENG	172	OTH	96
Northeast Regional - On Spine Northeast Regional	137	286	ENG	205	OTH, HLD	32
Northeast Regional - On Spine Northeast Regional	139	179	OTH	134	HLD	45
Northeast Regional - On Spine Northeast Regional	140	288	SYS	144	OTH	114
Northeast Regional - On Spine Northeast Regional	141	1,108	OTH	675	ENG	212
Northeast Regional - On Spine Northeast Regional	143	1,012	CON	536	ITI	298
Northeast Regional - On Spine Northeast Regional	146					
Northeast Regional - On Spine Northeast Regional	148	210	OTH	107	HLD	47
Northeast Regional - On Spine Northeast Regional	149	1,845	ENG	1,845		
Northeast Regional - On Spine Northeast Regional	150	22	HLD	11	ENG	11
Northeast Regional - On Spine Northeast Regional	160	129	HLD	103	OTH	26
Northeast Regional - On Spine Northeast Regional	161	310	HLD	250	SYS	60

## Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - On Spine Northeast Regional	162	13	HLD	13		
Northeast Regional - On Spine Northeast Regional	163	253	SYS	179	HLD, ADA	30
Northeast Regional - On Spine Northeast Regional	165	264	HLD	100	ENG	93
Northeast Regional - On Spine Northeast Regional	166	207	ENG	155	OTH, ADA	26
Northeast Regional - On Spine Northeast Regional	167	476	SYS	357	HLD	119
Northeast Regional - On Spine Northeast Regional	168	134	OTH	134		
Northeast Regional - On Spine Northeast Regional	169	357	OTH	124	SYS	82
Northeast Regional - On Spine Northeast Regional	170	53	HLD	37	OTH	16
Northeast Regional - On Spine Northeast Regional	172	118	OTH	69	HLD	49
Northeast Regional - On Spine Northeast Regional	173	251	HLD	92	ADA	81
Northeast Regional - On Spine Northeast Regional	175	349	CON	181	OTH	84
Northeast Regional - On Spine Northeast Regional	178	133	ENG	86	OTH	39
Northeast Regional - On Spine Northeast Regional	179	231	OTH	149	SYS	44
Northeast Regional - On Spine Northeast Regional	190	13	OTH	13		
Northeast Regional - Richmond / Newport News / Norfolk	65	200	OTH	110	ADA	34
Northeast Regional - Richmond / Newport News / Norfolk	66	211	SYS	117	SVS	30
Northeast Regional - Richmond / Newport News / Norfolk	67	230	OTH	74	ENG	53
Northeast Regional - Richmond / Newport News / Norfolk	82	70	HLD	70		
Northeast Regional - Richmond / Newport News / Norfolk	84	157	SYS	69	ENG	61
Northeast Regional - Richmond / Newport News / Norfolk	87	283	OTH	102	SYS	90
Northeast Regional - Richmond / Newport News / Norfolk	88	186	OTH	70	SYS	41
Northeast Regional - Richmond / Newport News / Norfolk	93	72	OTH	22	HLD	22
Northeast Regional - Richmond / Newport News / Norfolk	94	193	ENG	54	SYS	51
Northeast Regional - Richmond / Newport News / Norfolk	95	124	OTH	38	ENG	37
Northeast Regional - Richmond / Newport News / Norfolk	96	244	ENG	88	SYS	66
Northeast Regional - Richmond / Newport News / Norfolk	99	964	ENG	660	SYS	121
Northeast Regional - Richmond / Newport News / Norfolk	125	190	HLD	52	SYS, OTH	47
Northeast Regional - Richmond / Newport News / Norfolk	157	447	SVS	136	OTH	105

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - Richmond / Newport News / Norfolk	164	31	OTH	21	ADA	10
Northeast Regional - Richmond / Newport News / Norfolk	174	231	ITI	65	SYS	41
Northeast Regional - Richmond / Newport News / Norfolk	194	160	SYS	57	OTH	41
Northeast Regional - Richmond / Newport News / Norfolk	195	725	SVS	614	OTH, ADA	45
Northeast Regional - Roanoke	145	38	ADA	17	OTH	10
Northeast Regional - Roanoke	147	195	OTH	124	ADA	38
Northeast Regional - Roanoke	156	139	OTH	57	ADA	27
Northeast Regional - Roanoke	171	306	ENG	159	OTH	58
Northeast Regional - Roanoke	176	130	OTH	57	HLD	30
Northeast Regional - Springfield Shuttles	400	916	OTH	854	HLD	62
Northeast Regional - Springfield Shuttles	461	1,623	OTH	780	ITI	697
Northeast Regional - Springfield Shuttles	471	1,470	OTH	966	HLD	504
Northeast Regional - Springfield Shuttles	488	1,067	OTH	1,067		
Northeast Regional - Springfield Shuttles	494	1,269	OTH	1,247	SYS	22
Northeast Regional - Springfield Shuttles	499	1,348	OTH	989	CCR	292
<b>Non NEC Corridor Routes - Amtrak Responsible</b>						
Capitol Corridor - Capitol Corridor	521	131	SYS	65	OTH	37
Capitol Corridor - Capitol Corridor	522	255	CCR	68	SYS	66
Capitol Corridor - Capitol Corridor	523	89	OTH	42	SYS	21
Capitol Corridor - Capitol Corridor	524	414	OTH	157	ENG	141
Capitol Corridor - Capitol Corridor	525	187	SYS	73	OTH	37
Capitol Corridor - Capitol Corridor	529	207	SYS	77	OTH	48
Capitol Corridor - Capitol Corridor	532	419	OTH	150	HLD	82
Capitol Corridor - Capitol Corridor	534	174	CAR	65	OTH	39
Capitol Corridor - Capitol Corridor	536	167	ADA	63	SYS	34
Capitol Corridor - Capitol Corridor	537	331	ENG	118	OTH	74
Capitol Corridor - Capitol Corridor	538	145	OTH	42	SYS	40
Capitol Corridor - Capitol Corridor	542	330	SYS	121	OTH	71
Capitol Corridor - Capitol Corridor	543	192	SYS	49	OTH	45

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	545	292	SYS	66	ITI, CAR	53
Capitol Corridor - Capitol Corridor	546	140	OTH	58	SYS	40
Capitol Corridor - Capitol Corridor	547	368	OTH	111	HLD	103
Capitol Corridor - Capitol Corridor	723	207	SYS	124	CAR	32
Capitol Corridor - Capitol Corridor	724	366	CAR	124	OTH	118
Capitol Corridor - Capitol Corridor	728	196	ENG	43	SYS, OTH	38
Capitol Corridor - Capitol Corridor	729	701	SYS	345	SVS	228
Capitol Corridor - Capitol Corridor	732	569	CCR	169	SYS	144
Capitol Corridor - Capitol Corridor	737	283	HLD	68	SYS	65
Capitol Corridor - Capitol Corridor	738	182	HLD	79	SYS	65
Capitol Corridor - Capitol Corridor	742	451	SYS	292	OTH	55
Capitol Corridor - Capitol Corridor	743	493	HLD	202	OTH	167
Capitol Corridor - Capitol Corridor	747	184	SYS	96	HLD	36
Carolinian - Carolinian	79	178	SYS	82	ADA	33
Carolinian - Carolinian	80	245	SYS	117	ADA	35
Cascades - Cascades	500	355	OTH	117	ADA	74
Cascades - Cascades	505	635	CCR	184	OTH	130
Downeaster - Downeaster	680	57	CCR	36	ADA	10
Downeaster - Downeaster	681	132	ENG	80	SYS	23
Downeaster - Downeaster	682	108	CCR	44	ENG	23
Downeaster - Downeaster	683	41	ENG	24	ADA	12
Downeaster - Downeaster	684	127	HLD	41	SYS	25
Downeaster - Downeaster	685	100	SYS	45	HLD	29
Downeaster - Downeaster	688	69	ENG	23	CCR	23
Downeaster - Downeaster	689	178	ITI	156	ENG	12
Downeaster - Downeaster	690	30	HLD	16	CCR	13
Downeaster - Downeaster	691	102	CCR	49	HLD	36
Downeaster - Downeaster	692	3	HLD	3		

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Downeaster - Downeaster	693	86	ENG	79	HLD	7
Downeaster - Downeaster	694	40	OTH	30	HLD	10
Downeaster - Downeaster	695	296	ITI	198	ENG	82
Downeaster - Downeaster	698	53	CCR	23	ITI, HLD	13
Downeaster - Downeaster	699	105	SYS	49	ENG	40
Empire - Ethan Allen Express	290	52	HLD	17	SYS, ADA	15
Empire - Ethan Allen Express	291	65	HLD	31	SYS	19
Empire - Ethan Allen Express	292	78	ENG	34	HLD	28
Empire - Maple Leaf	63	65	SYS	33	HLD	20
Empire - Maple Leaf	64	264	SYS	171	HLD	42
Empire - New York - Albany	232	9	HLD	9		
Empire - New York - Albany	233	175	ENG	126	SYS	18
Empire - New York - Albany	234	22	HLD	12	OTH	7
Empire - New York - Albany	236	74	SYS	47	HLD	22
Empire - New York - Albany	237	142	SYS	122	HLD	15
Empire - New York - Albany	238	52	HLD	52		
Empire - New York - Albany	239					
Empire - New York - Albany	241	137	ENG	67	HLD	20
Empire - New York - Albany	243	9	OTH	9		
Empire - New York - Albany	244	135	HLD	35	ENG	33
Empire - New York - Albany	245	32	SYS	19	OTH	13
Empire - New York - Albany	250	22	SYS	17	HLD	6
Empire - New York - Albany	253	28	HLD	17	OTH	11
Empire - New York - Albany	259	45	SYS	22	OTH	17
Empire - New York - Albany	260	84	ENG	39	HLD	28
Empire - New York - Albany	261					
Empire - New York - Niagara Falls	280	78	ENG	49	SYS	26
Empire - New York - Niagara Falls	281	<b>366</b>	SYS	179	ENG	80

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Empire - New York - Niagara Falls	283	289	SYS	151	HLD	33
Empire - New York - Niagara Falls	284	298	SYS	179	ENG	34
Heartland Flyer - Heartland Flyer	821	109	ENG	42	ADA	30
Heartland Flyer - Heartland Flyer	822	126	ENG	50	ADA	24
Hiawatha - Hiawatha	329	414	ENG	145	OTH	129
Hiawatha - Hiawatha	330	237	CAR	127	SYS	62
Hiawatha - Hiawatha	331	247	OTH	169	SYS	58
Hiawatha - Hiawatha	332	636	OTH	220	ITI	187
Hiawatha - Hiawatha	337	364	OTH	201	SYS	79
Hiawatha - Hiawatha	338	689	OTH	276	ENG	149
Hiawatha - Hiawatha	339	130	OTH	83	SYS	30
Hiawatha - Hiawatha	342	270	OTH	150	SYS	63
Illinois - Carl Sandburg / Illinois Zephyr	380	105	HLD	34	SYS	31
Illinois - Carl Sandburg / Illinois Zephyr	383	42	HLD	15	SYS	11
Illinois - Illini / Saluki	390	186	SYS	61	OTH	58
Illinois - Illini / Saluki	393	294	CAR	104	SYS	78
Illinois - Lincoln Service	300	74	SYS	29	ADA	24
Illinois - Lincoln Service	303	109	SYS	35	ADA	24
Illinois - Lincoln Service	306	153	SYS	54	HLD	42
Illinois - Lincoln Service	307	147	OTH	75	SYS	28
Michigan - Blue Water	364	378	SYS	145	SVS	114
Michigan - Blue Water	365	447	OTH	185	SYS	95
Michigan - Pere Marquette	370	347	SYS	162	OTH	115
Michigan - Pere Marquette	371	102	SYS	45	OTH	32
Michigan - Wolverine	351	884	OTH	340	SYS	259
Michigan - Wolverine	352	958	ENG	260	OTH	258
Missouri - Missouri	313	151	ITI	46	ENG	25
Missouri - Missouri	314	127	ENG	45	ADA	27

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Pacific Surfliner - Pacific Surfliner	564	163	SYS	55	HLD	31
Pacific Surfliner - Pacific Surfliner	579	405	SYS	119	OTH	89
Pacific Surfliner - Pacific Surfliner	580	311	SYS	130	ENG	49
Pacific Surfliner - Pacific Surfliner	584	271	ITI	73	OTH	61
Pacific Surfliner - Pacific Surfliner	593	518	ITI	160	SYS	134
Pacific Surfliner - Pacific Surfliner	763	376	SYS	107	HLD	91
Pacific Surfliner - Pacific Surfliner	767	280	HLD	87	SYS	80
Pacific Surfliner - Pacific Surfliner	768	318	HLD	133	ENG	59
Pacific Surfliner - Pacific Surfliner	774	287	HLD	84	SYS	73
Pacific Surfliner - Pacific Surfliner	777	247	SYS	95	OTH	49
Pacific Surfliner - Pacific Surfliner	785	554	ITI	94	HLD	92
Pacific Surfliner - Pacific Surfliner	796	335	OTH	76	HLD	65
Pacific Surfliner - Pacific Surfliner	1564	27	OTH	15	HLD, ADA	6
Pacific Surfliner - Pacific Surfliner	1584	248	SYS	91	ENG	82
Pacific Surfliner - Pacific Surfliner	1767	223	SYS	109	HLD	57
Pennsylvanian - Pennsylvanian	42	296	SYS	153	OTH	81
Pennsylvanian - Pennsylvanian	43	423	SYS	217	OTH	68
Piedmont - Piedmont	73	347	ENG	243	SYS	49
Piedmont - Piedmont	76	201	SYS	129	ADA	31
San Joaquins - San Joaquins	710	240	ENG	70	ADA	37
San Joaquins - San Joaquins	711	140	SYS	59	ADA	34
San Joaquins - San Joaquins	712	151	SYS	53	OTH	23
San Joaquins - San Joaquins	713	116	SYS	28	OTH	20
San Joaquins - San Joaquins	715	178	SYS	66	ADA	29
San Joaquins - San Joaquins	716	323	CCR	85	SYS	63
San Joaquins - San Joaquins	718	139	SYS	29	ADA	28
San Joaquins - San Joaquins	719	211	SYS	56	ENG	49
San Joaquins - San Joaquins	1718	6,042	ENG	6,000	HLD	42



## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
San Joaquins - San Joaquins	1719	1,375	SYS	1,375		
Vermonter - Vermonter	54	48	HLD	30	SYS	18
Vermonter - Vermonter	55	663	OTH	457	ENG	119
Vermonter - Vermonter	56	117	OTH	107	ADA	8
Vermonter - Vermonter	57	306	ENG	159	OTH, CAR	51
<b>Long Distance Routes - Amtrak Responsible</b>						
Auto Train - Auto Train	52	254	SYS	114	SVS	63
Auto Train - Auto Train	53	198	SVS	95	SYS	47
California Zephyr - California Zephyr	5	226	SYS	65	OTH	42
California Zephyr - California Zephyr	6	307	SVS	78	SYS	73
California Zephyr - California Zephyr	1105	398	OTH	119	SVS	94
Capitol Ltd - Capitol Ltd	29	235	OTH	57	SYS	53
Capitol Ltd - Capitol Ltd	30	324	ENG	122	SYS	76
Cardinal - Cardinal	50	326	SYS	137	OTH	90
Cardinal - Cardinal	51	379	SYS	142	OTH	91
City Of New Orleans - City Of New Orleans	58	285	OTH	93	ENG	58
City Of New Orleans - City Of New Orleans	59	252	OTH	94	HLD	38
City Of New Orleans - City Of New Orleans	1058	188	OTH	99	HLD	70
City Of New Orleans - City Of New Orleans	1059	193	OTH	102	SYS, ADA	21
Coast Starlight - Coast Starlight	11	301	SYS	129	OTH	52
Coast Starlight - Coast Starlight	14	347	OTH	90	SYS	81
Crescent - Crescent	19	266	SYS	176	SVS	31
Crescent - Crescent	20	292	SYS	171	SVS	41
Empire Builder - Empire Builder	7	134	SYS	42	ENG	33
Empire Builder - Empire Builder	8	337	SVS	77	SYS	65
Empire Builder - Empire Builder	27	205	CON	174	SYS	17
Empire Builder - Empire Builder	28	53	SYS	23	CON	11
Lake Shore Ltd - Lake Shore Ltd	48	210	SYS	121	ENG	29
Lake Shore Ltd - Lake Shore Ltd	49	222	SYS	78	SVS	41

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Lake Shore Ltd - Lake Shore Ltd	448	181	OTH	64	ENG	50
Lake Shore Ltd - Lake Shore Ltd	449	272	ENG	98	OTH	74
Palmetto - Palmetto	89	210	SYS	99	OTH	43
Palmetto - Palmetto	90	187	SYS	102	OTH	29
Silver Meteor - Silver Meteor	97	358	SYS	107	ENG	97
Silver Meteor - Silver Meteor	98	236	SYS	89	ADA	53
Silver Star - Silver Star	91	482	SYS	200	ENG	75
Silver Star - Silver Star	92	466	SYS	182	HLD	77
Southwest Chief - Southwest Chief	3	286	SYS	107	ENG	63
Southwest Chief - Southwest Chief	4	308	ENG	95	SVS	73
Sunset Ltd - Sunset Ltd	1	534	SYS	157	OTH	95
Sunset Ltd - Sunset Ltd	2	400	SYS	104	OTH	101
Texas Eagle - Texas Eagle	21	471	SYS	188	SVS	99
Texas Eagle - Texas Eagle	22	525	SYS	139	CON	81

This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table, with tighter delay standards.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**Appendix D**  
**On-NEC Total Host and Amtrak Responsible Delays by Train**  
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>							
			<b>265</b>				
Acela Express - Acela Express	2107	Amtrak	269	SMW	144	PSR	26
	2109	Amtrak	55	CTI	21	PSR	16
	2126	Amtrak	312	SMW	147	CAR	40
	2154	Amtrak	264	PSR	75	SMW	50
	2155	Amtrak	222	CAR	54	DBB	43
	2158	Amtrak	306	PSR	83	ENG	55
	2159	Amtrak	244	SMW	100	PSR	38
	2163	Amtrak	129	SMW	59	MTI	15
	2167	Amtrak	300	SMW	119	PSR	34
	2168	Amtrak	290	DCS	82	SMW	58
	2170	Amtrak	160	MTI	33	SMW	30
	2172	Amtrak	108	SMW	25	CTP	21
	2173	Amtrak	230	DCS	75	ENG	49
	2203	Amtrak	311	SMW	163	PSR	89
	2205	Amtrak	244	SMW	222	SYS	22
	2218	Amtrak	74	PSR	74		
	2224	Amtrak	111	PSR	67	SMW	44
	2248	Amtrak	133	SMW	37	ENG	29
	2249	Amtrak	317	ENG	108	PSR	52
	2250	Amtrak	310	ENG	107	DCS	50
	2251	Amtrak	250	SMW	175	DSR	75
	2252	Amtrak	115	SMW	50	PSR	23
	2253	Amtrak	375	SMW	117	DCS	76
	2254	Amtrak	150	SMW	34	ENG	30
	2255	Amtrak	235	SMW	83	DMW	55
	2256	Amtrak	410	DCS	239	SMW	76
	2257	Amtrak	187	SMW	181	CTI	6
	2259	Amtrak	204	SMW	86	ENG	44
<b>Other Services</b>							
<b>Standard</b>							
			<b>475</b>				
Cardinal - Cardinal	50	Amtrak	964	ENG	339	CAR	210
	51	Amtrak	349	DCS	78	SMW	70
Carolinian - Carolinian	79	Amtrak	301	SMW	94	SVS	80
	80	Amtrak	341	SMW	131	DCS	69
Crescent - Crescent	19	Amtrak	542	ENG	181	SMW	89
	20	Amtrak	598	ITI	86	DCS	80
Keystone - Keystone	600	Amtrak	39	DET	33	DCS	6

**Appendix D**  
**On-NEC Total Host and Amtrak Responsible Delays by Train**  
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	601	Amtrak	422	PSR	298	SYS	56
	605	Amtrak	234	PSR	234		
	607	Amtrak	279	PSR	188	DET	73
	609	Amtrak	360	PSR	343	PTI	17
	610	Amtrak	39	INJ	20	ENG	20
	611	Amtrak	525	PSR	408	OTH	39
	612	Amtrak	3,466	CCR	3,466		
	615	Amtrak	518	PSR	518		
	618	Amtrak	69	DMW	24	ENG	21
	619	Amtrak	187	SMW	50	PSR	36
	620	Amtrak	40	DCS	29	HLD	11
	622	Amtrak	125	DCS	62	DET	27
	640	Amtrak	262	CTI	133	CCR	60
	641	Amtrak	390	PSR	289	DCS	30
	642	Amtrak	183	DET	183		
	643	Amtrak	437	PSR	311	SMW	41
	644	Amtrak	43	RTE	23	DCS	9
	645	Amtrak	527	PSR	352	SYS	76
	646	Amtrak	131	CCR	91	DMW	40
	647	Amtrak	440	PSR	400	OTH	29
	648	Amtrak	172	ENG	49	DCS	35
	649	Amtrak	577	PSR	371	INJ	76
	650	Amtrak	52	ENG	26	DET	20
	651	Amtrak	755	PSR	440	CTI	200
	652	Amtrak	144	DCS	50	DET	39
	653	Amtrak	469	PSR	223	DCS	44
	654	Amtrak	172	DCS	96	CCR	32
	655	Amtrak	624	PSR	427	DET	58
	656	Amtrak	23	DET	23		

**Appendix D**  
**On-NEC Total Host and Amtrak Responsible Delays by Train**  
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	658	Amtrak	121	ADA	121		
	660	Amtrak	56	RTE	42	DCS	14
	661	Amtrak	401	PSR	352	ENG, DCS	25
	662	Amtrak					
	663	Amtrak	385	PSR	333	OTH	28
	664	Amtrak					
	665	Amtrak	604	PSR	396	DMW	132
	666	Amtrak	104	DCS	49	CAR	24
	667	Amtrak	541	PSR	420	ENG	80
	669	Amtrak	545	PSR	416	DMW	35
	670	Amtrak					
	671	Amtrak	364	PSR	250	DMW	115
	672	Amtrak					
	674	Amtrak	157	CCR	97	DMW	60
Northeast Regional - On Spine Northeast Regional	126	Amtrak	41	PSR	14	CAR	14
	133	Amtrak	116	PSR	44	SMW, CTI	27
	134	Amtrak	139	SMW	24	CAR	22
	135	Amtrak	132	SMW	90	ENG	15
	137	Amtrak	193	CTI	48	HLD	28
	138	Amtrak	130	SMW	58	ENG	37
	139	Amtrak	275	SMW	181	DSR	44
	140	Amtrak	401	ENG	90	SVS	84
	141	Amtrak	605	CTI	114	PSR	80
	143	Amtrak	187	SMW	129	PSR	35
	146	Amtrak	178	SYS	154	HLD	24
	148	Amtrak	442	ENG	137	SVS	118
	149	Amtrak	139	SMW	67	DCS	42
	150	Amtrak	346	SYS	198	RTE	31
	155	Amtrak	158	SMW	81	PSR	21

**Appendix D**  
**On-NEC Total Host and Amtrak Responsible Delays by Train**  
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - On Spine Northeast Regional	158	Amtrak	195	CAR	130	DCS	24
	160	Amtrak	463	DCS	305	ENG	99
	161	Amtrak	137	SMW	65	DCS	33
	162	Amtrak	304	DCS	116	ENG	110
	163	Amtrak	77	SMW	56	HLD	8
	165	Amtrak	134	SMW	64	DCS	29
	166	Amtrak	349	ENG	122	PTI	33
	167	Amtrak	208	DET	167	PSR	42
	168	Amtrak	153	SMW	94	HLD	27
	169	Amtrak	307	DCS	79	ENG	70
	170	Amtrak	273	CTI	103	DET	33
	172	Amtrak	213	CTI	101	DBB	27
	173	Amtrak	334	SMW	89	DCS	63
	175	Amtrak	199	DCS	54	SMW	39
	178	Amtrak	212	CON	58	SMW	57
	179	Amtrak	94	SMW	38	ITI	18
	182	Amtrak	343	SMW	139	DET	92
	189	Amtrak	144	SMW	100	MTI	33
	190	Amtrak	239	PSR	80	SMW	39
	192	Amtrak	299	ENG	101	DCS	56
	193	Amtrak	265	SMW	101	ENG	43
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	419	SMW	141	SVS	91
	66	Amtrak	412	ENG	205	SVS	50
	67	Amtrak	320	SVS	111	DCS	47
	82	Amtrak	191	SMW	92	OTH	35
	84	Amtrak	252	DET	68	DSR	47
	87	Amtrak	613	SMW	194	ENG	153
	88	Amtrak	95	DCS	52	SMW	12
	93	Amtrak	221	SMW	81	CTI	26

**Appendix D**  
**On-NEC Total Host and Amtrak Responsible Delays by Train**  
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - Richmond / Newport News / Norfolk	94	Amtrak	407	SMW	93	PTI	83
	95	Amtrak	469	SVS	65	SMW	60
	96	Amtrak	292	SMW	106	ENG	81
	99	Amtrak	581	SMW	164	SVS	136
	125	Amtrak	381	DCS	79	SMW	77
	157	Amtrak	460	SVS	118	SMW	80
	164	Amtrak	243	DMW	47	CAR	44
	174	Amtrak	416	DCS	64	PSR, CTI	53
	194	Amtrak	136	DCS	72	ENG	18
	195	Amtrak	378	SMW	128	DCS	67
Northeast Regional - Roanoke	145	Amtrak	245	SVS	75	OTH	65
	147	Amtrak	691	SVS	250	SMW	119
	156	Amtrak	196	DCS	84	SMW	44
	171	Amtrak	366	SVS	67	DCS	43
	176	Amtrak	324	ENG	98	DCS	55
Northeast Regional - Springfield Shuttles	400	Amtrak	#DIV/0	SVS	#DIV/0	RTE, ENG	#DIV/0
	409	Amtrak	299	PSR	149	FTI	75
	417	Amtrak	1,114	DSR	358	ITI	352
	450	Amtrak	1,271	ENG	532	CON	324
	460	Amtrak	137	ENG	112	PSR	25
	461	Amtrak	850	CTC	149	PSR	138
	463	Amtrak	345	DSR	183	SVS, ADA	32
	464	Amtrak	740	ENG	225	DCS	116
	465	Amtrak	971	DSR	398	PTI	386
	467	Amtrak	183	PSR	108	DSR	32
	470	Amtrak	1,226	CON	513	PTI	187
	471	Amtrak	809	DSR	183	OTH	151
	473	Amtrak	761	DSR	245	ITI	185
	474	Amtrak	1,592	CON	380	RTE	347

**Appendix D**  
**On-NEC Total Host and Amtrak Responsible Delays by Train**  
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - Springfield Shuttles	475	Amtrak	796	DSR	325	DCS	145
	476	Amtrak	1,412	CON	470	RTE	243
	488	Amtrak	330	ENG	143	CCR	56
	494	Amtrak	2,401	CON	1,511	DSR	271
	499	Amtrak	24,000	CCR	19,000	OTH	5,000
Palmetto - Palmetto	89	Amtrak	266	SMW	86	ENG	79
	90	Amtrak	205	SMW	56	CAR	36
Pennsylvanian - Pennsylvanian	42	Amtrak	260	ENG	129	DCS	27
	43	Amtrak	519	PSR	316	ENG	84
Silver Meteor - Silver Meteor	97	Amtrak	593	ENG	224	SMW	86
	98	Amtrak	315	SMW	57	DCS	56
Silver Star - Silver Star	91	Amtrak	656	CON	153	SVS	121
	92	Amtrak	332	DCS	136	SMW	54
Vermonter - Vermonter	54	Amtrak	132	SMW	49	DCS	31
	55	Amtrak	125	SMW	26	CTI	17
	56	Amtrak	527	CTI	119	DET	72
	57	Amtrak	124	SMW	108	SYS	10

This table excludes third-party delays.

Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.



## Appendix E Methodologies for PRIIA 207

### **Financial Metrics**

The PRIIA 207 Financial Metrics are compared on a continuous year-over-year improvement on a moving eight-quarter average basis. This compares the most recent eight quarters versus the eight quarters ending one year previously (i.e. April 2009 to March 2011 vs. April 2008 to March 2009). These two periods of time are also compared to the previous quarter's report (i.e. January 2009 to December 2010).

#### **Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:**

Short-Term Avoidable Costs are defined as costs that cease to exist within twelve months of a route no longer operating. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

#### **Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:**

Fully-Allocated Operating Costs include Direct, Shared and Overhead costs that were allocated to an Amtrak route. Direct costs include costs directly associated with operating a route such as labor, fuel, commissary, and equipment maintenance costs. Shared costs are cost categories that benefit more than one route. Examples of Shared costs are shared stations and marketing costs. Overhead costs are the general and administrative, maintenance and crew overhead. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

The system that generated this metric is APT, the Amtrak Performance Tracking system. Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

**Long-Term Avoidable Operating Loss per Passenger-Mile (excluding Capital Charges), both with and without state subsidy included in revenue:**

Long-Term Avoidable Costs are defined as costs that would cease to be incurred five years after a route is no longer operated. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Long-Term Avoidable Operating Loss per Passenger-Mile is shown with and without the subsidy revenues that are provided from State-Supported routes. The routes that have State revenue are identified in the financial metrics.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

In order to make the revenue and cost figures for this metric comparable to earlier years, the OMB's GDP Chain Deflator is being applied.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

**Adjusted (Loss) per Passenger-Mile, both with and without state subsidy included in revenue:**

Adjusted (Loss) is defined as Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Adjusted (Loss) per Passenger Mile is shown with and without the subsidy revenues that are provided from State-Supported routes.

In order to make the revenue and cost figures for this metric comparable to earlier years the OMB's GDP Chain Deflator is being applied. This Metric is reported at the Amtrak Corporate level.

**Passenger-Miles per Train-Mile:**

A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). Similarly, a Train-Mile is one train moving one mile. For each route, therefore, the Passenger-Miles per Train-Mile is the total passenger-miles divided by the total train- miles. This metric depicts the average passenger loading on a route's trains over the course of the period.

This Metric is reported for each route in Amtrak's System.

## **On-Time Performance (OTP) Metrics**

### **Effective Speed**

Effective Speed is a metric that uses the scheduled departure time from the origination point of a train, the actual arrival time of that train at the scheduled endpoint, and the normal mileage that the train operates between the normal scheduled origination point and the normal scheduled arrival point.

Calculations are performed using the above parameters on each train which operated in FY 2008 to establish a baseline Effective Speed for the train.

Calculations are then performed using the above parameters on each train which operated during the last 12 months to determine the current Effective Speed.

A comparison is then completed by train number to determine the plus or minus actual deviation between the current Effective Speed and the baseline Effective Speed.

The following data rules apply to the current Effective Speed calculation:

- a new train operation (train number) that was not in operation in FY 2008 is not counted
- a train operation that does not begin passenger operation at the normal scheduled origin is not counted
- a train operation that does not end passenger operation at the normal scheduled endpoint is not counted
- a train that does not operate over the normal scheduled route is not counted
- a train operation where the normal published operation mileage is more than what the normal published operation miles were in FY 2008 is not counted
- a train operation where the normal published operation mileage is less than what the normal published operation miles were in FY 2008 is not counted
- a train operation that has had a normal station stop added after FY 2008 is not counted
- a train operation that has had a normal station stop removed after FY 2008 is not counted

The Amtrak and the FRA are currently reviewing the options for dealing with all the above situations in forthcoming reports of this series.

### **All-Stations On-Time Performance**

All Stations OTP measures how a train actually performs compared to the published schedule at each station from the origin station to the final destination station. The metric uses the actual departure time at the origin point of a train and the actual arrival time at each passenger station along the train route, for all operations of a train for the measurement period. Each measured departure or arrival at each station may be considered an “instance”; if a route offers one round

trip per day, serving ten stations each way, then it would generate 20 “instances” per day (2 times 10), and 600 instances in a 30-day month (30 times 2 times 10). Each instance that occurs with 15 minutes’ or less deviation from schedule is considered "on time." If there is no time recorded at a station for a train and date, that instance is excluded from the calculations.

For each route, the total number of "on time" instances is divided by the total number of instances for the measurement period and expressed as a percent, to derive All-Stations OTP.

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

**METRICS AND STANDARDS FOR INTERCITY PASSENGER RAIL SERVICE.** In accordance with Section 207 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), the Federal Railroad Administration (FRA) and Amtrak are jointly issuing the following Metrics and Standards for intercity passenger rail service. All Metrics and Standards will be measured and applied on a quarterly basis, except where otherwise noted.

[The metrics and standards, exactly as published in May 2010, follow on the next page.]

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>Financial</b>	Percent of Short-Term Avoidable Operating Cost <sup>11</sup> Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		Continuous year-over-year improvement on a moving eight-quarter average basis. Dollar-denominated metrics (surpluses/losses per passenger-mile) will be reported in constant dollars of the reporting year (based on the OMB GDP Chain Deflator).
	Percent of Fully Allocated Operating Cost <sup>12</sup> Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss <sup>13</sup> per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) <sup>14</sup> per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

<sup>11</sup> “Short-Term Avoidable Operating Costs” are those costs that would cease to exist one year after a specific route ceases to operate.

<sup>12</sup> “Fully-Allocated Costs” of a route are the total costs of operating the route, including all types of production costs (direct materials, direct labor, and fixed and variable overhead) and also a share of marketing, administrative, financing, and other central corporate expenses.

<sup>13</sup> The “long-term avoidable operating loss” of a route is the improvement in Amtrak’s bottom line that would accrue five years after, and solely due to, the elimination of a given route.

<sup>14</sup> The definition of Adjusted (Loss) is: Net Loss of Amtrak’s Operating Business Lines, adjusted to eliminate the effects of Depreciation, Other Post-Employment Benefits (OPEB’s), project costs covered by capital funding, and net interest expense.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>On-Time Performance</b>	<b>On-Time Performance (OTP).</b> This congressionally-mandated metric/standard will consist of two tests (Nos. 1 and 2) starting in FY 2010, and three tests (Nos. 1, 2, and 3) beginning in FY 2012. All tests applicable in a given quarter must be met.	<b>Route</b> <sup>15</sup>	✓		
	<b>Test No. 1: Change in “Effective Speed”</b> —which is defined as a train’s mileage, divided by the sum of (a) the scheduled end-to-end running time plus (b) the average endpoint terminal lateness.				Effective speed for each rolling four-quarter period must be equal to or better than the average effective speed during FY 2008.
	<b>Test No. 2: Endpoint OTP</b> <sup>16</sup>				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). <sup>17</sup> By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, <sup>18</sup> and 85% for long-distance routes. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), Endpoint OTP will be calculated against the adjusted schedule.

<sup>15</sup> Each route comprises two or more trains (at least one in each direction). The Internet version of the quarterly Metrics and Standards report will contain a link to train-by-train information that will allow all stakeholders to characterize performance at the train level and facilitate compliance with all relevant sections of PRIIA.

<sup>16</sup> A train is considered “late” if it arrives at its endpoint terminal more than 10 minutes after its scheduled arrival time for trips up to 250 miles; 15 minutes for trips 251-350 miles; 20 minutes for trips 351-450 miles; 25 minutes for trips 451-550 miles; and 30 minutes for trips of 551 or more miles. These tolerances are based on former ICC rules. The exception is that all Acela trips, regardless of run length, are considered late if they arrive at their endpoint terminal more than 10 minutes after their scheduled arrival time.

<sup>17</sup> For purposes of the Change in Effective Speed, Endpoint OTP, and All-Stations OTP metrics and standards, “other NEC corridor trains” are all Northeast Regional and Keystone service trains, including the Northeast Regional trains operating between Washington and points in Virginia.

<sup>18</sup> “Non-NEC corridor trains” refers to trains in all Amtrak services other than the Northeast Corridor trains (Acela, Northeast Regional, and Keystone), and other than the long-distance trains (Auto Train, California Zephyr, Capitol Limited, Cardinal, City of New Orleans, Coast Starlight, Crescent, Empire Builder, Lake Shore Limited, Palmetto, Silver Meteor, Silver Star, Southwest Chief, Sunset Limited, and Texas Eagle.)

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	<p><b><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u></b>—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train’s stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.<sup>19</sup></p>				<p>Effective FY 2012, All-Stations OTP must be at least 80% for all routes except Acela (90%) and other NEC corridor routes (85%). By FY 2014, All-Stations OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, and 85% for long-distance routes. Results for this metric will be published beginning with the first report under Section 207, even though the test is not in effect until FY 2012. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), All-Stations OTP will be calculated against the adjusted schedule.</p>
<b>Train Delays</b>	<p><b>Train Delays.</b><sup>20</sup> This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and ”on” the Northeast Corridor (NEC)<sup>21</sup>: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.</p>		✓		<p>Annex 3 describes the rationale for the standards adopted in the Train Delay category.</p>
	<p><b>Train Delays—Off NEC</b></p>				
	<p>Amtrak-Responsible<sup>22</sup> Delays per 10,000 Train-Miles</p>	<p><b>Route</b><sup>15</sup></p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

<sup>19</sup> The 15-minute tolerance for All-Stations OTP is based on 49 U.S.C. Section 24101(c)(4).

<sup>20</sup> As calculated by Amtrak according to its existing procedures and definitions.

<sup>21</sup> For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

<sup>22</sup> “Amtrak-responsible” refers to delays coded on Amtrak Conductor Delay Reports as Passenger-Related (ADA, HLD), Car Failure (CAR), Cab Car Failure (CCR), Connections (CON), Engine Failure (ENG), Injuries (INJ), Late Inbound Train (ITI), Service (SVS), System (SYS), or Other Amtrak-Responsible (OTH).



<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	Host-Responsible <sup>23</sup> Delays per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			Delays must be not more than 900 minutes per 10,000 Train-Miles. Major reported causes of delay will also be shown for information (with no standard attached to them). The 900-minute standard is intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.
	<b>Train Delays— On NEC:</b> Total Delays <sup>24</sup> per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			Delays must be not more than 265 minutes per 10,000 Train-Miles for Acela, and 475 minutes per 10,000 Train-Miles for all other services on the NEC. Reported causes of delay will also be shown for information (with no standard attached to them). The 265- and 475-minute standards are intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.

<sup>23</sup> “Host-responsible” refers to delays coded on Amtrak Conductor Delay Reports as Freight Train Interference (FTI), Slow Orders (DSR), Signals (DCS), Routing (RTE), Maintenance of Way (DMW), Commuter Train Interference (CTI), Passenger Train Interference (PTI), Debris Strikes (DBS), Catenary or Wayside Power System Failure (DET, used in electrified territory only), or Detours (DTR).

<sup>24</sup> “Total delays” for purposes of the NEC delay standard is all delays except 3<sup>rd</sup> Party delays.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>Other Service Quality</b>	<b>The following metrics and standards are based on Amtrak's Customer Satisfaction Index:</b>				
	Percent of Passengers "Very Satisfied" <sup>25</sup> with Overall Service	route	✓		82 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Amtrak personnel	route	✓		80 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Information Given	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Comfort	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Cleanliness	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Food Service	route	✓		
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall station experience	route	✓		Future metric and standard; standard to be determined
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall sleeping car experience	route	✓		Future metric and standard; standard to be determined
	<b>The following measures are for information only and are based on sources other than the Customer Satisfaction Index.</b>				
	Equipment-caused service interruptions per 10,000 train-miles	route	✓		Metric only. This is an initial metric, intended to reflect objectively the quality of mechanical maintenance as perceived by the passenger. No standard is proposed.
	Presentation of Amtrak passenger comment data by subject matter and major route grouping (NEC, other corridors, long-distance)	type of route			✓ Information only. No standard proposed; presented as supplementary information.

<sup>25</sup> "Very Satisfied" with the service quality is defined as a score in the top three steps on a scale of eleven evaluation ratings that respondents can ascribe to each facet of the service. For a given service factor, "80 percent" means that 80 percent of respondents rated Amtrak in the top three of the eleven steps of the scale.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
<b>Public Benefits</b>	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	<b>long-distance route</b>	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. <sup>26</sup> To be updated annually.	<b>route, system</b>	✓		Metric only. No standard possible; improvement could require network changes
	<b>Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.”</b> A forthcoming analysis will identify various methodologies for incorporating environmental benefits and energy savings into these Metrics and Standards at a later date. Any proposals in this regard will be made available for public comment.				

---

<sup>26</sup> “Underserved communities” would be defined for this purpose as those more than 25 miles from a place with 50,000 or more inhabitants. This definition, which assumes that places with a population of 50,000 or more (and their environs within a radius of 25 miles) are not “underserved,” is preliminary and subject to change as research progresses.