

**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 December, 2020  
(First Quarter of Fiscal Year 2021)**



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

**Published February 2021**

**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
	JAN 19 - DEC 20	JAN 18 - DEC 19	OCT 18 - SEP 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
	JAN 19 - DEC 20	JAN 18 - DEC 19	OCT 18 - SEP 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
	JAN 19 - DEC 20	JAN 18 - DEC 19	OCT 18 - SEP 20

***Acela Express***

Acela Express	137%	193%	156%
---------------	------	------	------

***Other NEC Corridor Routes***

Keystone Service	73%	86%	77%
Northeast Regional (Boston - Washington)	95%	141%	110%
Newport News	84%	123%	96%
Lynchburg	109%	140%	118%
Norfolk	98%	110%	101%
Richmond	183%	113%	147%
New Haven - Springfield	77%	79%	78%

***Non-NEC Corridor Routes***

Capitol Corridor	85%	87%	85%
Carolinian	105%	118%	110%
Cascades	89%	90%	91%
Downeaster	89%	97%	87%
Empire Corridor			
Adirondack	93%	92%	90%
Empire Service	76%	88%	77%
Ethan Allen Express	87%	87%	85%
Maple Leaf	71%	74%	71%
Heartland Flyer	88%	87%	87%
Hiawatha	89%	97%	88%
Hoosier State	65%	66%	66%
Illinois			
Carl Sandburg / Illinois Zephyr	102%	110%	94%
Illini / Saluki	114%	112%	100%
Lincoln Service	81%	108%	85%
Michigan			
Blue Water	95%	93%	96%
Pere Marquette	96%	95%	97%
Wolverine	92%	91%	91%
Kansas City - St. Louis	95%	105%	96%
Pacific Surfliner	83%	87%	83%
Pennsylvanian	124%	84%	110%
Piedmont	88%	91%	91%
San Joaquins	86%	87%	86%
Vermont	86%	102%	93%

***Long-Distance Routes***

Auto Train	77%	88%	79%
California Zephyr	35%	49%	38%
Capitol Limited	33%	43%	34%
Cardinal	23%	31%	24%
City of New Orleans	31%	44%	34%
Coast Starlight	38%	50%	41%
Crescent	34%	45%	37%
Empire Builder	37%	51%	39%
Lake Shore Ltd	34%	45%	36%
Palmetto	51%	79%	57%
Silver Meteor	41%	51%	43%
Silver Star	37%	50%	40%
Southwest Chief	32%	43%	34%
Sunset Limited	19%	26%	21%
Texas Eagle	35%	45%	37%

*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
	JAN 19 - DEC 20	JAN 18 - DEC 19	OCT 18 - SEP 20
<b><i>Acela Express</i></b>			
Acela Express	137%	193%	156%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	52%	82%	63%
Northeast Regional (Boston - Washington)	95%	141%	110%
Newport News	75%	112%	87%
Lynchburg	90%	145%	107%
Norfolk	74%	110%	83%
Richmond	80%	92%	86%
New Haven - Springfield	29%	42%	33%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	40%	52%	44%
Carolinian	66%	93%	75%
Cascades	46%	59%	49%
Downeaster	44%	58%	49%
Empire Corridor			
Adirondack	47%	54%	48%
Empire Service	43%	57%	45%
Ethan Allen Express	56%	73%	60%
Maple Leaf	59%	82%	66%
Heartland Flyer	21%	29%	23%
Hiawatha	65%	89%	73%
Hoosier State	16%	17%	17%
Illinois			
Carl Sandburg / Illinois Zephyr	26%	35%	28%
Illini / Saluki	36%	44%	36%
Lincoln Service	39%	55%	44%
Michigan			
Blue Water	33%	54%	39%
Pere Marquette	41%	55%	48%
Wolverine	56%	72%	60%
Kansas City - St. Louis	31%	44%	35%
Pacific Surfliner	45%	64%	49%
Pennsylvanian	54%	70%	60%
Piedmont	46%	55%	50%
San Joaquins	27%	36%	30%
Vermont	54%	63%	60%
<b><i>Long-Distance Routes</i></b>			
Auto Train	77%	88%	79%
California Zephyr	35%	49%	38%
Capitol Limited	33%	43%	34%
Cardinal	23%	31%	24%
City of New Orleans	31%	44%	34%
Coast Starlight	38%	50%	41%
Crescent	34%	45%	37%
Empire Builder	37%	51%	39%
Lake Shore Ltd	34%	45%	36%
Palmetto	51%	79%	57%
Silver Meteor	41%	51%	43%
Silver Star	37%	50%	40%
Southwest Chief	32%	43%	34%
Sunset Limited	19%	26%	21%
Texas Eagle	35%	45%	37%

*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
	JAN 19 - DEC 20	JAN 18 - DEC 19	OCT 18 - SEP 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
	JAN 19 - DEC 20	JAN 18 - DEC 19	OCT 18 - SEP 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>JAN 19 - DEC 20</b>	<b>JAN 18 - DEC 19</b>	<b>OCT 18 - SEP 20</b>
<b>(\$0.121)</b>	<b>\$0.004</b>	<b>(\$0.075)</b>

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>JAN 19 - DEC 20</b>	<b>JAN 18 - DEC 19</b>	<b>OCT 18 - SEP 20</b>
<b>(\$0.195)</b>	<b>(\$0.035)</b>	<b>(\$0.135)</b>

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
	JAN 19 - DEC 20	JAN 18 - DEC 19	OCT 18 - SEP 20
<b><i>Acela Express</i></b>			
Acela Express	168	191	181
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	122	165	143
Northeast Regional (Boston - Washington)	203	252	222
Newport News	185	242	208
Lynchburg	208	327	241
Norfolk	164	202	179
Richmond	173	181	181
New Haven - Springfield	63	83	70
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	81	101	89
Carolinian	157	205	171
Cascades	119	137	123
Downeaster	70	91	79
Empire Corridor			
Adirondack	179	187	183
Empire Service	126	128	126
Ethan Allen Express	129	150	135
Maple Leaf	96	121	106
Heartland Flyer	59	80	65
Hiawatha	135	164	149
Hoosier State	52	54	55
Illinois			
Carl Sandburg / Illinois Zephyr	68	83	73
Illini / Saluki	89	101	94
Lincoln Service	117	139	124
Michigan			
Blue Water	104	155	118
Pere Marquette	86	112	98
Wolverine	142	161	149
Kansas City - St. Louis	64	78	68
Pacific Surfliner	112	146	121
Pennsylvanian	153	198	172
Piedmont	60	66	64
San Joaquins	77	96	83
Vermont	142	147	147
<b><i>Long-Distance Routes</i></b>			
Auto Train	266	328	280
California Zephyr	120	162	125
Capitol Limited	123	166	129
Cardinal	80	107	86
City of New Orleans	99	140	106
Coast Starlight	148	198	157
Crescent	100	133	105
Empire Builder	122	163	126
Lake Shore Ltd	141	185	149
Palmetto	110	153	120
Silver Meteor	156	195	163
Silver Star	133	156	137
Southwest Chief	123	164	129
Sunset Limited	84	119	94
Texas Eagle	121	157	126

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 Q2 to FY 2021 Q1)	Test #2 End Point OTP for FY 2021 Q1	Test #3 All Stations OTP for FY 2021 Q1
<b><i>Acela Express</i></b>			
<b><i>Standard</i></b>	<b><i>&gt;=0</i></b>	<b><i>90.0%</i></b>	<b><i>90.0%</i></b>
Acela Express	-3.6	89.9%	90.2%
<b><i>Other NEC Corridor Routes</i></b>			
<b><i>Standard</i></b>	<b><i>&gt;=0</i></b>	<b><i>85.0%</i></b>	<b><i>85.0%</i></b>
Keystone	-0.3	95.9%	95.9%
Total Northeast Regional	-2.5	90.4%	91.9%
On Spine Northeast Regional	-2.2	91.3%	92.9%
Richmond / Newport News / Norfolk	0.6	87.8%	90.8%
Roanoke	-7.0	85.9%	89.9%
Springfield Shuttles	2.9	92.8%	93.3%
<b><i>Non-NEC Corridor Routes</i></b>			
<b><i>Standard</i></b>	<b><i>&gt;=0</i></b>	<b><i>80.0%</i></b>	<b><i>80.0%</i></b>
Capitol Corridor	2.1	91.2%	92.8%
Carolinian	-0.2	91.3%	84.8%
Cascades	0.9	63.0%	72.0%
Downeaster	-2.6	58.7%	85.8%
Empire	5.8	86.2%	80.4%
Ethan Allen Express	11.2	92.3%	90.5%
Maple Leaf	10.6	90.2%	80.2%
New York - Albany	3.2	91.6%	92.2%
New York - Niagara Falls	2.5	68.6%	64.2%
Heartland Flyer	4.3	86.4%	83.0%
Hiawatha	1.0	95.4%	97.6%
Illinois	3.8	92.6%	88.4%
Carl Sandburg / Illinois Zephyr	2.7	95.1%	92.5%
Illini / Saluki	3.3	91.2%	77.9%
Lincoln Service	4.3	92.1%	91.2%
Michigan	5.5	80.3%	83.4%
Blue Water	7.2	89.1%	90.3%
Pere Marquette	4.6	89.0%	89.3%



**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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Wolverine	5.3	62.8%	74.7%
Missouri	6.2	84.7%	87.0%
Pacific Surfliner	-1.4	88.9%	89.0%
Pennsylvanian	-0.4	79.3%	77.4%
Piedmont	0.8	74.5%	87.5%
Vermont	9.0	97.8%	95.9%
San Joaquins	-1.3	82.5%	85.5%
<b>Long Distance Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	-1.1	79.2%	84.7%
California Zephyr	3.1	81.0%	65.4%
Capitol Ltd	1.2	69.9%	56.0%
Cardinal	1.8	58.2%	57.7%
Coast Starlight	1.2	84.8%	67.4%
Crescent	-0.6	38.6%	46.6%
Empire Builder	0.3	81.0%	63.5%
Lake Shore Ltd	2.1	75.8%	66.6%
Palmetto	-1.0	85.0%	81.4%
Silver Meteor	0.3	83.8%	69.7%
Silver Star	0.9	58.2%	56.8%
Southwest Chief	0.1	55.4%	49.9%
Sunset Ltd	1.9	42.3%	26.2%
Texas Eagle	2.9	81.1%	68.7%
City Of New Orleans	1.3	94.9%	71.4%

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 2021 Q1 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Acela Express</b>								
Acela Express	MNRR	1,756	DSR	1,204	CTI	365	56	
<b>Other NEC Corridor Routes</b>								
Northeast Regional	Springfield Shuttles	MADOT	728	DSR	305	FTI	207	36
	Roanoke	MNRR	2,330	DSR	1,296	CTI	632	56
		NS	404	FTI	218	DCS	59	216
	Richmond / Newport News / Norfolk	CSX	965	FTI	322	RTE	222	189
		MNRR	2,010	DSR	1,382	CTI	410	56
		NS	662	DSR	280	DCS	169	81
	On Spine Northeast Regional	MNRR	2,089	DSR	1,394	CTI	500	56
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	UP	411	PTI	142	DCS	76	168
Carolinian	Carolinian	CSX	1,167	FTI	248	PTI	246	295
		NS	666	PTI	224	FTI	155	202
Cascades	Cascades	BNSF	987	FTI	438	DSR	188	343
		UP	1,177	FTI	580	DCS	280	125
Downeaster	Downeaster	MBTA	1,767	DSR	528	CTI	458	38
		PanAm	952	DSR	449	PTI	241	77
Empire	Ethan Allen Express	MNRR	1,633	CTI	686	DMW	355	64
	Maple Leaf	CSX	1,111	FTI	576	RTE	206	298
		MNRR	595	CTI	280	RTE	100	64
	New York - Albany	MNRR	986	CTI	455	RTE	182	64
	New York - Niagara Falls	CSX	1,154	FTI	550	RTE	286	296
		MNRR	1,867	CTI	677	DMW	557	64
Heartland Flyer	Heartland Flyer	BNSF	1,382	DSR	792	FTI	502	238
Hiawatha	Hiawatha	CP	208	RTE	57	FTI	47	53
		Metra	821	CTI	461	DCS	120	29
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	440	FTI	175	DSR	89	257
	Illini / Saluki	CN	623	FTI	190	DCS	183	306

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

Service	Host Railroad	Total Delay	FY 2021 Q1 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Non-NEC Corridor Routes</b>								
	Lincoln Service	CN	1,428	FTI	920	DCS	201	37
		UP	530	FTI	317	PTI	92	231
Michigan	Blue Water	Amtrak	209	DSR	89	DCS	80	99
		CN	276	FTI	180	DCS	41	159
		MIDOT	141	DSR	96	PTI	15	22
		NS	2,458	FTI	1,599	DCS	412	39
	Pere Marquette	CSX	231	DCS	123	FTI	56	135
		NS	1,963	FTI	1,346	DMW	195	39
	Wolverine	Amtrak	191	DSR	62	DCS	59	99
		CN	1,759	DSR	860	FTI	370	27
		MIDOT	270	DSR	199	DCS	28	134
		NS	2,815	FTI	1,774	DCS	439	39
Missouri	Missouri	UP	715	FTI	540	DSR	115	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,110	DCS	373	FTI	288	22
		SCRRA	612	CTI	191	DCS	163	95
		SDNRR	803	CTI	326	PTI	155	60
		UP	1,394	DCS	842	PTI	313	174
Pennsylvanian	Pennsylvanian	NS	1,134	FTI	795	RTE	169	249
Piedmont	Piedmont	NS	708	FTI	246	DCS	189	173
San Joaquins	San Joaquins	BNSF	836	FTI	365	PTI	216	284
		UP	1,022	PTI	348	DSR	303	88
Vermont	Vermont	MNRR	2,060	DSR	1,278	CTI	564	56
<b>Long-Distance Routes</b>								
Auto Train		CSX	1,027	FTI	526	DSR	246	898
		FR	3,165	DSR	1,612	FTI	733	16
California Zephyr		BNSF	591	FTI	221	DSR	160	1027
		UP	870	FTI	433	DSR	156	1431
Capitol Ltd		CSX	958	FTI	363	RTE	279	307
		NS	1,573	FTI	1,017	RTE	271	481
Cardinal		BBrRR	920	PTI	477	FTI	300	132
		CSX	1,231	FTI	857	DSR	157	698
		NS	1,170	FTI	376	PTI	345	79
City Of New Orleans		CN	697	FTI	305	DSR	170	930

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

Service	Host Railroad	Total Delay	FY 2021 Q1 Largest Two Delay Codes				Route Miles
			#1	#2			
<b>Standard</b>		<b>900</b>					
<b>Long-Distance Routes</b>							
Coast Starlight	BNSF	655	FTI	220	DCS	111	186
	SCRRA	1,735	PTI	1,245	CTI	356	48
Crescent	UP	1,162	FTI	392	DSR	292	1159
	NS	1,267	FTI	779	DCS	208	1141
Empire Builder	BNSF	784	FTI	553	DSR	113	2147
	CP	806	FTI	531	DSR	110	384
	Metra	725	CTI	334	DCS	134	29
Lake Shore Ltd	CSX	825	FTI	431	RTE	142	741
	MBTA	3,112	CTI	2,273	DCS	248	64
	MNRR	1,130	CTI	473	RTE	279	64
	NS	1,449	FTI	1,222	PTI	78	339
Palmetto	CSX	816	FTI	348	DSR	169	659
Silver Meteor	CSX	790	FTI	393	DSR	159	1152
	Fla DOT	1,171	CTI	647	DSR	241	68
	FR	1,500	DSR	551	CTI	520	61
Silver Star	CSX	769	FTI	313	PTI	140	1209
	Fla DOT	745	CTI	420	DSR	246	68
	FR	1,311	DSR	596	CTI	300	61
	NS	935	DCS	358	DSR	322	28
Southwest Chief	BNSF	700	FTI	316	DSR	146	2198
	NMDOT	1,667	DSR	618	DCS	554	80
Sunset Ltd	BNSF	1,617	DSR	818	FTI	415	190
	UP	1,648	FTI	1,041	RTE	221	1784
Texas Eagle	BNSF	822	FTI	457	DSR	256	126
	CN	1,577	FTI	1,207	DCS	313	37
	TRE	402	DTR	115	DCS	88	33
	UP	1,360	FTI	723	DSR	318	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 2021 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>					
Acela Express	156	SYS	42	OTH	34
<b>Other NEC Corridor Routes - Amtrak Responsible</b>					
Northeast Regional	256	OTH	84	SYS	53
Richmond / Newport News / Norfolk	201	SYS	53	OTH	45
Roanoke	140	OTH	43	SYS	32
Springfield Shuttles	1336	OTH	1,154	ITI	86
On Spine Northeast Regional	374	ENG	108	SYS	75
<b>Non NEC Corridor Routes - Amtrak Responsible</b>					
Capitol Corridor	361	SYS	126	OTH	68
Carolinian	221	SYS	74	ADA	37
Cascades	291	SYS	118	ADA	59
Downeaster	280	SYS	166	ENG	39
Empire	298	SYS	143	ENG	58
Ethan Allen Express	112	HLD	41	ENG	39
Maple Leaf	416	SYS	186	ENG	119
New York - Albany	137	ENG	76	HLD	31
New York - Niagara Falls	358	SYS	206	HLD	36
Heartland Flyer	70	ADA	23	SYS	20
Hiawatha	356	OTH	182	SYS	100
Illinois	179	ENG	58	SYS	41
Carl Sandburg / Illinois Zephyr	199	ENG	93	HLD	32
Illini / Saluki	308	ENG	114	SYS	62
Lincoln Service	100	SYS	35	ADA	19
Michigan	468	OTH	191	SYS	149
Blue Water	302	OTH	99	SYS	95
Pere Marquette	204	SYS	117	OTH	69
Wolverine	873	OTH	396	SYS	235
Missouri	91	HLD	32	SYS	20
Pacific Surfliner	339	SYS	94	HLD	52



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

Service	Total Delay	FY 2021 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
Pennsylvanian	488	SYS	300	OTH	84
Piedmont	282	SYS	114	ENG	64
San Joaquins	261	SYS	97	ENG	49
Vermonter	190	ENG	110	INJ	39
<b>Long Distance Routes - Amtrak Responsible</b>					
Auto Train	384	SVS	115	ITI	111
California Zephyr	264	SYS	79	OTH	51
Capitol Ltd	288	ENG	84	SYS	69
Cardinal	357	SYS	111	OTH	110
City Of New Orleans	399	ENG	121	OTH	98
Coast Starlight	380	SYS	94	HLD	86
Crescent	410	SYS	216	ENG	57
Empire Builder	283	SYS	66	CON	55
Lake Shore Ltd	232	SYS	71	HLD	52
Palmetto	185	SYS	63	OTH	46
Silver Meteor	334	SYS	113	ADA	61
Silver Star	456	SYS	171	SVS	77
Southwest Chief	327	SYS	95	SVS	76
Sunset Ltd	470	OTH	105	SYS	96
Texas Eagle	400	SYS	116	SVS	112

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 2021 Q1				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	200	ENG	27	PSR, DCS	26	401
<b><i>Other Services</i></b>							
<b><i>Standard</i></b>		<b>475</b>					
Keystone	Amtrak	219	PSR	63	DCS	26	195
Cardinal	Amtrak	464	SYS	95	ITI	88	226
Carolinian	Amtrak	238	PTI	31	ENG	26	226
Crescent	Amtrak	388	SVS	88	PTI	66	226
Northeast Regional	Amtrak	276	ENG	43	CTI	32	463
Springfield Shuttles	Amtrak	1,057	CON	202	HLD	143	62
Roanoke	Amtrak	214	CTI	33	ENG	30	463
Richmond / Newport News / Norfolk	Amtrak	239	ENG	31	DCS	27	463
On Spine Northeast Regional	Amtrak	223	ENG	46	CTI	40	463
Palmetto	Amtrak	180	DET	35	DCS	32	226
Pennsylvanian	Amtrak	277	ENG	149	PSR	48	195
Silver Meteor	Amtrak	335	PTI	70	SMW	55	226
Silver Star	Amtrak	445	ENG	126	PTI	104	226
Vermonter	Amtrak	156	SYS	41	PSR	18	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	1st Quarter FY 2021					
	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>
----------------------	-----------	-----------	-----------	-----------	-----------	-----------

**Acela Express**

Acela Express	85	87	85	88	88	56
---------------	----	----	----	----	----	----

**Other NEC Corridor Routes**

Northeast Regional (Boston - Washington)	84	85	83	87	86	64
Newport News <sup>u</sup>	85	87	83	88	85	62
Norfolk <sup>c</sup>	89	88	85	90	88	64
Richmond <sup>d</sup>						
Lynchburg <sup>e</sup>	86	86	80	86	83	58
Keystone Service	88	89	85	89	88	60
New Haven - Springfield	85	88	79	88	86	64

**Non-NEC Corridor Routes**

Capitol Corridor	83	87	82	88	87	52
Carolinian	80	87	84	83	80	61
Cascades	80	87	77	85	86	35
Downeaster	87	92	78	91	93	78
Empire Corridor						
Adirondack						
Ethan Allen Express						
Maple Leaf	73	84	72	78	76	55
New York - Albany <sup>f</sup>	85	88	85	88	90	49
Heartland Flyer	86	87	84	90	84	66
Hiawatha	86	87	84	89	89	62
Hoosier State						
Illinois						
Carl Sandburg / Illinois Zephyr	82	83	82	84	90	68
Illini / Saluki	74	82	76	78	77	61
Lincoln Service	79	82	80	83	81	61
Michigan						
Blue Water	83	84	81	84	83	64
Pere Marquette	89	92	89	92	88	69
Wolverine	77	82	74	80	80	59
Kansas City - St. Louis	82	87	80	82	79	61
Pacific Surfliner	86	89	83	89	86	71
Pennsylvanian	82	90	81	86	83	59
Piedmont	87	90	83	90	91	61
San Joaquins	81	86	84	84	83	45
Vermont						

**Long-Distance Routes**

Auto Train	78	91	86	69	83	55
California Zephyr	75	83	77	78	69	43
Capitol Limited	70	80	72	73	68	44
Cardinal	69	79	72	73	71	45
City of New Orleans	82	88	83	83	79	60
Coast Starlight	74	82	77	77	71	45
Crescent	72	82	67	76	72	49
Empire Builder	73	83	75	77	71	43
Lake Shore Ltd	72	81	72	76	69	50
Palmetto	78	84	79	79	77	54
Silver Meteor	79	84	82	80	77	56
Silver Star	77	83	75	80	75	54
Southwest Chief	70	82	73	70	70	51
Sunset Limited	74	84	74	82	77	51
Texas Eagle	72	82	76	79	73	47

<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.

CSI not reported in FY2020 Q3.

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

Service	1st Quarter FY 2021		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	10	33	0.30
---------------	----	----	------

***Other NEC Corridor Routes***

Keystone Service	14	24	0.59
Total Northeast Regional	43	100	0.43
Richmond / Newport News <sup>o</sup>	9	34	0.27
Lynchburg <sup>c</sup>	1	11	0.09
All Other Northeast Regional	33	55	0.60

***Non-NEC Corridor Routes***

Capitol Corridor	6	16	0.38
Carolinian	4	13	0.31
Cascades	3	6	0.53
Downeaster	5	11	0.47
Empire Corridor	20	35	0.57
Adirondack	0	0	
Ethan Allen Express	0	3	0.00
Maple Leaf	7	6	1.24
New York - Albany <sup>d</sup>	8	12	0.65
New York - Niagara Falls	5	14	0.35
Heartland Flyer	0	4	0.00
Hiawatha	0	6	0.00
Hoosier State	0	0	0.00
Illinois	12	21	0.58
Carl Sandburg / Illinois Zephyr	4	5	0.84
Illini / Saluki	7	6	1.26
Lincoln Service	1	10	0.10
Michigan	6	15	0.41
Blue Water	0	6	0.00
Pere Marquette	0	3	0.00
Wolverine	6	6	1.09
Kansas City - St. Louis	0	5	0.00
Pacific Surfliner	7	22	0.32
Pennsylvanian	8	8	0.98
Piedmont	2	4	0.52
San Joaquins	14	24	0.59
Vermont	1	5	0.20

***Long-Distance Routes***

Auto Train	4	16	0.26
California Zephyr	10	20	0.49
Capitol Limited	3	6	0.46
Cardinal	3	9	0.33
City of New Orleans	5	7	0.68
Coast Starlight	4	13	0.31
Crescent	4	11	0.36
Empire Builder	7	26	0.27
Lake Shore Ltd	10	11	0.95
Palmetto	2	8	0.24
Silver Meteor	4	14	0.28
Silver Star	5	12	0.42
Southwest Chief	8	21	0.38
Sunset Limited	2	15	0.13
Texas Eagle	5	12	0.43

<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	1st Quarter FY 2021	
	Food-Related	Train-Related
<b>Amtrak Premium</b>		
Acela Express	0.01	1.98
<b>Amtrak Corridor</b>		
Keystone	0.02	1.57
Northeast Regional	0.02	2.08
<b>Short Distance</b>		
Capitols	0.02	4.40
Carolinian	0.00	3.16
Cascades	0.05	0.81
Downeaster	0.01	2.49
Empire Corridor		
Adirondack	0.00	3.37
Empire Service	0.00	1.92
Ethan Allen Express	0.00	2.35
Maple Leaf	0.00	6.49
Heartland Flyer	0.00	0.41
Hiawatha	0.00	3.57
Hoosier State		
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.73
Illini / Saluki	0.00	1.44
Lincoln Service	0.00	5.04
Michigan		
Blue Water	0.00	0.00
Pere Marquette	0.00	2.08
Wolverine	0.01	2.27
Kansas City - St. Louis	0.00	0.67
Pacific Surfliner	0.04	2.49
Pennsylvanian	0.00	0.90
Piedmont	0.04	2.28
San Joaquins	0.00	1.34
Vermont	0.00	2.28
<b>Long Distance</b>		
Auto Train	1.28	11.40
California Zephyr	0.94	10.34
Capitol Limited	0.45	8.83
Cardinal	0.57	12.99
City of New Orleans	0.43	6.89
Coast Starlight	0.51	14.90
Crescent	0.54	9.09
Empire Builder	0.41	8.26
Lake Shore Ltd	0.10	6.62
Palmetto	0.25	9.39
Silver Meteor	0.40	11.87
Silver Star	1.02	14.10
Southwest Chief	0.74	18.33
Sunset Limited	1.01	18.25
Texas Eagle	0.66	11.24

*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	1st Quarter FY 2021						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
<b>Amtrak System</b>	<b>107</b>	<b>10</b>	<b>4</b>	<b>34</b>	<b>109</b>	<b>264</b>	
<b>Amtrak Premium</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>10</b>	
Acela Express	3	0	0	1	6	10	
<b>Amtrak Corridor</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>	
Keystone	0	0	0	0	0	0	
Northeast Regional	0	0	2	1	0	3	
<b>Short Distance</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>8</b>	
Capitols	0	0	0	0	0	0	
Carolinian	0	0	0	0	1	1	
Cascades	0	0	0	0	0	0	
Downeaster	0	0	0	0	1	1	
Empire Corridor	0	0	0	0	1	1	
Adirondack	0	0	0	0	0	0	
Empire Service	0	0	0	0	1	1	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	0	0	0	0	0	0	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	0	0	0	0	0	
Hoosier State							
Illinois	0	0	0	0	1	1	
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0	
Illini / Saluki	0	0	0	0	0	0	
Lincoln Service	0	0	0	0	1	1	
Michigan	0	0	0	0	0	0	
Blue Water	0	0	0	0	0	0	
Pere Marquette	0	0	0	0	0	0	
Wolverine	0	0	0	0	0	0	
Kansas City - St. Louis	0	0	0	0	0	0	
Pacific Surfliner	0	0	0	0	0	0	
Pennsylvanian	0	0	0	0	1	1	
Piedmont	0	0	0	0	0	0	
San Joaquins	2	0	0	0	1	3	
Vermont	0	0	0	0	0	0	
<b>Long Distance</b>	<b>102</b>	<b>10</b>	<b>2</b>	<b>32</b>	<b>97</b>	<b>243</b>	
Auto Train	18	2	1	7	22	50	
California Zephyr	11	5	0	3	13	32	
Capitol Limited	5	0	0	1	6	12	
Cardinal	3	0	0	0	3	6	
City of New Orleans	4	0	0	2	2	8	
Coast Starlight	7	0	0	1	6	14	
Crescent	5	0	0	1	3	9	
Empire Builder	11	0	0	1	7	19	
Lake Shore Ltd	7	1	0	0	5	13	
Palmetto	0	0	1	0	1	2	
Silver Meteor	4	1	0	2	2	9	
Silver Star	5	0	0	4	4	13	
Southwest Chief	9	0	0	6	8	23	
Sunset Limited	3	1	0	2	3	9	
Texas Eagle	10	0	0	2	12	24	

*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	1st Quarter FY 2021						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
<b>Amtrak System</b>	<b>154</b>	<b>225</b>	<b>444</b>	<b>336</b>	<b>654</b>	<b>1,813</b>	
<b>Amtrak Premium</b>	<b>6</b>	<b>14</b>	<b>11</b>	<b>6</b>	<b>36</b>	<b>73</b>	
Acela Express	6	14	11	6	36	73	
<b>Amtrak Corridor</b>	<b>32</b>	<b>60</b>	<b>19</b>	<b>47</b>	<b>140</b>	<b>298</b>	
Keystone	1	6	3	3	7	20	
Northeast Regional	31	54	16	44	133	278	
<b>Short Distance</b>	<b>48</b>	<b>49</b>	<b>76</b>	<b>76</b>	<b>139</b>	<b>388</b>	
Capitols	2	0	1	2	9	14	
Carolinian	4	7	21	9	17	58	
Cascades	2	2	5	1	3	13	
Downeaster	0	0	1	0	0	1	
Empire Corridor	12	17	7	10	25	71	
Adirondack	0	0	0	0	0	0	
Empire Service	7	12	2	7	16	44	
Ethan Allen Express	0	0	1	1	6	8	
Maple Leaf	5	5	4	2	3	19	
Heartland Flyer	1	0	0	1	2	4	
Hiawatha	1	0	0	1	0	2	
Hoosier State							
Illinois	3	5	16	22	17	63	
Carl Sandburg / Illinois Zephyr	0	0	12	0	1	13	
Illini / Saluki	1	3	0	5	5	14	
Lincoln Service	2	2	4	17	11	36	
Michigan	0	1	2	5	9	17	
Blue Water	0	0	1	2	2	5	
Pere Marquette	0	1	0	0	1	2	
Wolverine	0	0	1	3	6	10	
Kansas City - St. Louis	2	0	3	1	5	11	
Pacific Surfliner	9	7	10	16	21	63	
Pennsylvanian	1	2	4	3	7	17	
Piedmont	2	0	1	0	2	5	
San Joaquins	9	6	4	4	20	43	
Vermont	0	2	1	1	2	6	
<b>Long Distance</b>	<b>68</b>	<b>102</b>	<b>338</b>	<b>207</b>	<b>339</b>	<b>1,054</b>	
Auto Train	7	11	30	13	29	90	
California Zephyr	7	8	48	16	19	98	
Capitol Limited	0	1	19	9	9	38	
Cardinal	1	1	11	6	16	35	
City of New Orleans	0	6	0	4	9	19	
Coast Starlight	5	6	22	16	34	83	
Crescent	2	6	10	10	21	49	
Empire Builder	10	8	55	14	35	122	
Lake Shore Ltd	6	14	20	13	28	81	
Palmetto	3	5	3	4	11	26	
Silver Meteor	4	11	11	21	29	76	
Silver Star	5	9	23	27	31	95	
Southwest Chief	4	7	40	11	33	95	
Sunset Limited	2	2	14	12	7	37	
Texas Eagle	12	7	32	31	28	110	

*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	1st Quarter FY 2021						Total
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		
<b>Amtrak System</b>	<b>379</b>	<b>151</b>	<b>173</b>	<b>335</b>	<b>216</b>	<b>1,254</b>	
<b>Amtrak Premium</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>10</b>	<b>1</b>	<b>27</b>	
Acela Express	13	1	2	10	1	27	
<b>Amtrak Corridor</b>	<b>21</b>	<b>16</b>	<b>14</b>	<b>48</b>	<b>18</b>	<b>117</b>	
Keystone	0	0	1	3	0	4	
Northeast Regional	21	16	13	45	18	113	
<b>Short Distance</b>	<b>21</b>	<b>19</b>	<b>19</b>	<b>51</b>	<b>24</b>	<b>134</b>	
Capitols	1	0	1	0	0	2	
Carolinian	3	6	5	10	9	33	
Cascades	1	0	0	2	0	3	
Downeaster	0	0	0	1	0	1	
Empire Corridor	4	6	2	3	4	19	
Adirondack	0	0	0	0	0	0	
Empire Service	1	2	1	2	4	10	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	3	4	1	1	0	9	
Heartland Flyer	1	0	0	2	1	4	
Hiawatha	0	0	0	0	0	0	
Hoosier State							
Illinois	4	3	2	4	3	16	
Carl Sandburg / Illinois Zephyr	1	0	0	1	1	3	
Illini / Saluki	2	3	1	0	2	8	
Lincoln Service	1	0	1	3	0	5	
Michigan	1	1	0	5	0	7	
Blue Water	1	1	0	2	0	4	
Pere Marquette	0	0	0	0	0	0	
Wolverine	0	0	0	3	0	3	
Kansas City - St. Louis	2	1	0	1	0	4	
Pacific Surfliner	4	0	4	10	1	19	
Pennsylvanian	0	0	1	6	1	8	
Piedmont	0	0	0	1	0	1	
San Joaquins	0	2	4	6	5	17	
Vermont	0	0	0	0	0	0	
<b>Long Distance</b>	<b>324</b>	<b>115</b>	<b>138</b>	<b>226</b>	<b>173</b>	<b>976</b>	
Auto Train	75	21	22	42	17	177	
California Zephyr	25	14	9	24	17	89	
Capitol Limited	11	9	2	12	4	38	
Cardinal	12	3	3	3	8	29	
City of New Orleans	10	6	6	7	3	32	
Coast Starlight	24	10	11	13	9	67	
Crescent	17	1	6	11	11	46	
Empire Builder	25	9	13	23	17	87	
Lake Shore Ltd	13	2	2	12	4	33	
Palmetto	5	5	2	9	6	27	
Silver Meteor	24	10	8	10	22	74	
Silver Star	18	3	13	11	17	62	
Southwest Chief	29	10	14	14	13	80	
Sunset Limited	12	4	7	13	10	46	
Texas Eagle	24	8	20	22	15	89	

*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>1st Quarter FY 2021</b>
----------------------------

<b>Amtrak System</b>		<b>702</b>
----------------------	--	------------

**Division**

Boston		29
California		108
Central		37
Empire		102
New York		0
Southeast		156
Southwest		116
Northwest		24
Washington		130

*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 2020</b>
<b>Connectivity</b>	<b>13.0%</b>
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
<b>Availability of Other Modes</b>	<b>5.6%</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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2109	-4.4	88.5%	91.5%
	2126	-3.5	98.3%	95.4%
	2154	-2.1	78.7%	85.2%
	2155	-1.5	85.2%	83.4%
	2158	-3.1	90.2%	88.0%
	2163	-3.3	93.4%	89.7%
	2164	-0.1	100.0%	100.0%
	2165	-1.3	100.0%	100.0%
	2167	-4.1	73.8%	78.2%
	2168	-4.0	91.8%	92.2%
	2170	-1.8	85.2%	90.3%
	2173	-4.3	95.1%	94.7%
	2203	-2.7	100.0%	92.2%
	2205	-4.3	92.3%	99.0%
	2218	NA	93.8%	97.7%
	2224	-2.8	84.6%	88.1%
	2235	NA	100.0%	100.0%
	2238	NA	100.0%	92.3%
	2239	NA	100.0%	100.0%
	2248	-5.4	92.9%	96.9%
	2249	-0.3	100.0%	97.8%
	2250	-1.1	80.0%	92.4%
	2251	-4.2	93.8%	92.9%
	2252	-2.7	96.7%	93.8%
	2253	-0.3	93.3%	94.2%
	2254	-0.8	96.6%	96.6%
	2255	-0.6	100.0%	96.7%
	2256	-1.2	84.6%	92.9%

## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2257	-1.6	100.0%	98.4%
	2259	-0.7	92.3%	94.5%
	2262	NA	100.0%	100.0%
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Springfield Shuttles	400	NA	93.3%	95.0%
	409	NA	100.0%	100.0%
	417	NA	91.8%	89.8%
	450	6.9	88.2%	94.8%
	460	7.1	92.3%	92.3%
	461	NA	96.7%	95.8%
	463	8.7	100.0%	100.0%
	464	6.5	96.7%	96.7%
	465	NA	92.3%	92.3%
	467	9.4	94.1%	94.8%
	470	5.0	87.1%	90.3%
	471	NA	100.0%	100.0%
	473	NA	96.8%	98.9%
	474	NA	88.7%	91.8%
	475	8.0	95.2%	95.9%
	476	5.4	83.9%	87.3%
	488	-0.5	90.0%	89.2%
	494	-2.2	90.2%	87.3%
	499	NA	100.0%	95.0%
Northeast Regional - Roanoke	145	2.5	61.5%	93.8%
	147	-1.1	82.4%	92.2%
	156	-14.3	100.0%	95.8%
	171	-8.3	85.5%	91.6%
	176	-7.4	85.5%	85.0%

## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<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	65	NA	75.0%	93.5%
	66	1.7	95.6%	91.5%
	67	0.2	85.7%	89.0%
	82	4.3	88.2%	92.6%
	84	-2.4	77.4%	84.2%
	86	1.3	100.0%	94.4%
	87	2.5	76.7%	90.5%
	88	0.0	96.7%	92.9%
	93	0.8	87.1%	90.7%
	94	2.9	90.2%	89.6%
	95	4.0	83.6%	90.0%
	96	NA	92.3%	89.7%
	99	0.8	76.7%	83.5%
	125	-18.1	91.9%	95.1%
	157	-20.1	84.6%	93.1%
	164	-1.2	96.7%	98.6%
	174	-8.2	88.7%	90.5%
	194	-0.3	88.2%	90.5%
	195	3.9	100.0%	98.6%
Northeast Regional - On Spine Northeast Regional	126	NA	92.3%	96.9%
	133	-0.1	100.0%	100.0%
	134	-1.0	100.0%	100.0%
	135	0.4	83.3%	92.1%
	137	-0.7	93.4%	94.9%
	138	-1.9	98.4%	96.8%
	139	NA	76.9%	88.8%
	140	1.9	70.0%	87.5%
	141	1.2	91.8%	91.1%

## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<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	143	0.1	100.0%	90.3%
	146	1.2	76.9%	85.7%
	148	-0.7	91.8%	93.7%
	150	-0.8	88.2%	88.2%
	155	-2.7	100.0%	100.0%
	158	-2.4	92.3%	97.0%
	160	-1.2	92.3%	92.3%
	161	1.8	88.2%	92.1%
	162	0.6	100.0%	100.0%
	165	-0.6	84.6%	90.5%
	166	-2.9	76.9%	92.7%
	167	-2.2	88.2%	91.8%
	168	0.1	94.1%	94.1%
	169	-1.5	84.6%	92.3%
	170	-1.1	90.3%	91.4%
	172	0.0	83.6%	89.4%
	173	0.7	95.2%	92.7%
	175	0.0	93.5%	94.5%
	178	-1.5	96.8%	98.1%
	179	-0.2	95.1%	93.8%
	181	5.2	100.0%	97.2%
	189	NA	100.0%	91.6%
	190	-1.7	90.2%	93.0%
	192	2.4	94.1%	94.1%
	193	0.6	83.6%	86.4%
	198	3.4	97.6%	95.3%
	1135	3.7	100.0%	100.0%
Keystone - Keystone	600	1.1	100.0%	96.5%

## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	601	2.5	93.5%	97.6%
	605	-0.2	100.0%	95.8%
	607	-3.3	96.7%	94.7%
	609	-7.1	98.3%	94.1%
	610	-2.2	94.1%	95.6%
	611	-2.2	100.0%	100.0%
	612	-2.2	92.3%	99.4%
	615	-1.9	100.0%	100.0%
	618	-4.9	100.0%	100.0%
	619	-4.1	96.8%	96.6%
	620	-2.0	95.0%	95.2%
	622	-2.3	91.9%	96.3%
	640	6.4	85.5%	94.6%
	641	-1.6	93.5%	94.4%
	642	-0.6	100.0%	96.5%
	643	-2.0	100.0%	96.3%
	644	3.1	98.4%	100.0%
	645	-3.3	95.0%	91.3%
	646	-3.8	91.7%	95.3%
	647	0.7	95.2%	95.6%
	648	4.1	98.3%	96.1%
	649	1.2	98.3%	92.3%
	650	2.2	96.7%	94.5%
	651	-2.4	96.7%	94.4%
	652	-0.8	98.4%	96.2%
	653	-0.2	93.5%	95.9%
	654	1.2	98.3%	96.8%
	655	0.3	96.7%	94.2%

## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	656	-1.3	91.7%	91.5%
	658	-0.5	81.8%	95.5%
	660	3.2	93.3%	97.4%
	661	-0.3	100.0%	97.8%
	662	4.1	94.1%	98.5%
	663	-3.6	100.0%	99.4%
	664	3.6	96.7%	98.5%
	665	-0.2	86.7%	90.0%
	666	1.3	80.0%	96.1%
	667	-0.8	100.0%	99.7%
	669	-2.9	96.7%	98.2%
	670	0.0	96.7%	99.7%
	671	-2.8	100.0%	99.7%
	672	0.9	93.3%	98.4%
	674	NA	100.0%	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	1.4	98.4%	99.6%
	522	3.1	93.7%	96.3%
	523	1.5	90.5%	90.9%
	524	3.2	96.8%	92.1%
	525	-0.7	93.7%	97.0%
	529	3.6	98.4%	97.2%
	532	4.3	90.5%	93.2%
	534	4.2	93.7%	96.8%
	536	2.5	90.5%	92.1%
	537	3.6	84.1%	93.0%
	538	2.9	100.0%	95.4%
	542	3.6	85.7%	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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<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	543	6.4	82.5%	95.0%
	545	2.4	95.2%	96.6%
	546	2.0	95.2%	91.1%
	547	3.0	88.9%	89.3%
	723	1.9	96.6%	96.6%
	724	1.2	89.7%	96.0%
	728	0.9	89.7%	94.0%
	729	-0.1	89.7%	90.8%
	732	0.3	89.7%	89.7%
	737	3.0	89.7%	89.2%
	738	-0.8	82.8%	80.7%
	742	1.0	69.0%	82.6%
	743	2.1	96.6%	91.7%
	747	4.6	79.3%	88.5%
Carolinian - Carolinian	79	-0.3	89.1%	87.0%
	80	0.0	93.4%	82.5%
Cascades - Cascades	500	2.5	59.8%	71.1%
	505	-1.1	66.3%	73.0%
Downeaster - Downeaster	680	-2.7	66.7%	93.5%
	681	-2.8	60.3%	78.8%
	682	-2.9	52.4%	92.3%
	683	-3.3	77.8%	79.9%
	684	-2.2	14.1%	80.6%
	685	-2.7	70.3%	84.4%
	688	-4.1	35.9%	88.1%
	689	-3.5	81.3%	87.0%
	690	-3.5	35.7%	90.5%
	691	-0.9	71.4%	76.8%

## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Downeaster - Downeaster	692	-3.2	35.7%	89.5%
	693	-2.5	77.8%	78.5%
	694	-1.7	57.1%	94.4%
	695	-2.6	78.6%	88.4%
	698	-2.8	57.1%	85.2%
	699	-3.0	82.1%	87.3%
Empire - Ethan Allen Express	290	11.3	90.3%	90.3%
	291	12.9	93.3%	88.7%
	292	13.5	93.3%	96.2%
Empire - Maple Leaf	63	8.1	93.5%	93.6%
	64	12.0	87.0%	74.4%
Empire - New York - Albany	232	1.7	88.7%	92.5%
	233	2.1	76.7%	78.9%
	234	1.5	96.7%	93.8%
	236	2.9	87.1%	90.6%
	237	2.2	80.6%	90.6%
	238	4.8	97.8%	91.9%
	239	0.4	98.3%	96.5%
	241	4.1	96.7%	96.4%
	243	3.8	96.8%	97.5%
	244	1.7	90.1%	91.2%
	250	4.1	96.7%	97.6%
	253	12.2	100.0%	97.6%
	259	2.4	93.3%	91.0%
	260	NA	96.7%	97.6%
Empire - New York - Niagara Falls	280	3.8	97.8%	96.6%
	281	2.6	50.0%	50.0%
	283	3.6	58.7%	73.0%



## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - New York - Niagara Falls	284	2.4	68.5%	56.2%
Heartland Flyer - Heartland Flyer	821	4.2	85.9%	95.3%
	822	4.2	87.0%	70.7%
Hiawatha - Hiawatha	329	0.3	96.9%	97.5%
	330	1.7	98.4%	97.8%
	331	1.9	92.4%	95.4%
	332	1.3	95.7%	97.0%
	337	1.4	91.3%	94.6%
	338	0.5	93.5%	98.9%
	339	2.3	100.0%	99.8%
	342	0.4	96.7%	99.6%
Illinois - Carl Sandburg / Illinois Zephyr	380	2.9	95.7%	90.5%
	383	3.3	94.6%	94.6%
Illinois - Illini / Saluki	390	4.4	92.2%	81.1%
	393	1.3	90.2%	74.8%
Illinois - Lincoln Service	300	3.7	90.2%	91.3%
	303	5.3	92.4%	90.2%
	306	4.1	94.6%	95.6%
	307	3.4	91.3%	87.8%
Michigan - Blue Water	364	5.5	94.6%	84.7%
	365	9.8	83.7%	95.5%
Michigan - Pere Marquette	370	3.2	87.9%	84.1%
	371	7.4	90.1%	94.6%
Michigan - Wolverine	351	7.9	50.5%	73.3%
	352	4.2	75.0%	75.9%
Missouri - Missouri	313	5.5	86.8%	89.4%
	314	8.1	82.6%	84.5%
Pacific Surfliner - Pacific Surfliner	564	-1.7	96.9%	96.6%

## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<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	572	-3.6	100.0%	100.0%
	579	-2.5	91.3%	95.3%
	580	-1.0	90.2%	95.7%
	584	NA	89.1%	92.8%
	591	-6.2	100.0%	100.0%
	593	NA	87.0%	90.4%
	763	-1.5	76.1%	92.1%
	767	NA	95.3%	97.3%
	768	-0.4	94.6%	94.9%
	774	-0.2	83.7%	70.2%
	777	NA	82.6%	88.1%
	785	-0.8	85.9%	86.0%
	796	-0.4	93.5%	91.3%
	1564	NA	100.0%	100.0%
	1572	NA	100.0%	100.0%
	1584	NA	89.3%	85.4%
	1591	NA	100.0%	100.0%
	1767	NA	92.9%	93.0%
Pennsylvanian - Pennsylvanian	42	0.7	93.5%	85.2%
	43	-1.6	65.2%	69.0%
Piedmont - Piedmont	73	1.1	76.1%	88.0%
	74	-0.8	66.7%	80.9%
	75	NA	83.3%	93.2%
	76	NA	72.8%	87.1%
San Joaquins - San Joaquins	710	NA	80.4%	83.7%
	711	-1.0	79.3%	88.0%
	712	-0.9	83.7%	82.9%
	713	0.8	84.8%	86.2%

## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
San Joaquins - San Joaquins	715	-0.7	75.0%	81.8%
	716	-0.5	87.0%	86.2%
	718	-0.8	80.4%	86.0%
	719	NA	89.1%	89.0%
	1710	NA	100.0%	77.8%
	1711	NA	0.0%	20.0%
	1712	NA	100.0%	88.9%
	1713	NA	100.0%	100.0%
	1715	NA	100.0%	100.0%
	1716	NA	100.0%	100.0%
	1718	NA	100.0%	100.0%
	1719	NA	100.0%	100.0%
Vermont - Vermont	54	7.4	93.3%	92.2%
	55	9.0	96.7%	96.1%
	56	11.1	100.0%	95.9%
	57	7.2	100.0%	99.4%
<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	0.1	84.6%	86.4%
	53	-2.1	73.9%	83.0%
California Zephyr - California Zephyr	5	3.0	78.9%	69.2%
	6	3.9	83.3%	62.2%
	1105	NA	75.0%	62.5%
Capitol Ltd - Capitol Ltd	29	1.0	70.7%	66.0%
	30	1.3	69.0%	46.3%
Cardinal - Cardinal	50	1.6	47.5%	36.6%
	51	2.0	69.2%	79.3%
City Of New Orleans - City Of New Orleans	58	1.3	94.9%	65.3%
	59	1.3	95.0%	77.3%

## 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 Q2 to FY 2021 Q1)	End Point OTP for FY 2021 Q1	All Stations OTP for FY 2021 Q1
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Coast Starlight - Coast Starlight	11	0.6	93.5%	73.6%
	14	1.5	76.1%	61.3%
Crescent - Crescent	19	-1.0	14.6%	59.3%
	20	-0.2	61.9%	34.3%
Empire Builder - Empire Builder	7	0.3	88.0%	72.1%
	8	0.5	70.0%	54.5%
	27	0.9	80.0%	57.7%
	28	-0.1	86.0%	72.0%
Lake Shore Ltd - Lake Shore Ltd	48	3.1	87.0%	67.7%
	49	1.0	60.0%	61.4%
	448	1.8	67.4%	61.3%
	449	0.0	88.9%	83.2%
Palmetto - Palmetto	89	-1.0	78.0%	82.3%
	90	-1.0	92.0%	80.4%
Silver Meteor - Silver Meteor	97	0.3	90.6%	73.9%
	98	0.3	76.9%	65.3%
Silver Star - Silver Star	91	0.6	59.0%	56.5%
	92	1.2	57.5%	57.0%
Southwest Chief - Southwest Chief	3	-0.3	54.3%	59.9%
	4	0.5	56.5%	39.9%
Sunset Ltd - Sunset Ltd	1	1.8	48.7%	12.3%
	2	1.9	35.9%	50.8%
Texas Eagle - Texas Eagle	21	2.2	73.3%	68.1%
	22	3.5	88.9%	69.3%

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 2021 Q1 Largest Two Delay Codes				
				#1		#2		
<i>Standard</i>			900					
<i>Acela Express</i>								
Acela Express	2154	MNRR	2,242	DSR	1,710	CTI	343	
	2155	MNRR	1,566	DSR	1,332	CTI	208	
	2158	MNRR	1,906	DSR	1,268	CTI	351	
	2163	MNRR	2,365	DSR	1,724	CTI	392	
	2164	MNRR	982	CTI	982			
	2167	MNRR	1,821	DSR	1,036	CTI	427	
	2168	MNRR	1,587	DSR	1,434	CTI	105	
	2170	MNRR	1,915	CTI	1,028	DSR	828	
	2173	MNRR	1,253	DSR	948	CTI	193	
	2248	MNRR	2,685	DSR	1,625	CTI	926	
	2249	MNRR	1,708	DSR	837	DCS	413	
	2250	MNRR	1,536	DSR	1,036	CTI	333	
	2251	MNRR	1,752	CTI	759	DSR	525	
	2252	MNRR	1,214	DSR	1,060	CTI	107	
	2253	MNRR	1,755	DSR	1,262	CTI	406	
	2254	MNRR	1,496	DSR	862	DCS	382	
	2255	MNRR	1,621	DSR	1,195	CTI	343	
	2256	MNRR	1,511	DSR	907	DCS	604	
	2257	MNRR	1,456	DSR	1,264	CTI	192	
	2259	MNRR	1,250	DSR	975	CTI	275	
<i>Other NEC Corridor Routes</i>								
Northeast Regional	On Spine Northeast Regional	135	MNRR	2,235	DSR	1,539	CTI	320
		137	MNRR	1,663	DSR	934	CTI	711
		139	MNRR	2,102	DSR	1,387	RTE	563
		140	MNRR	2,119	DSR	1,696	DCS	179
		141	MNRR	2,529	DSR	1,879	DCS	509
		143	MNRR	2,129	CTI	1,690	DSR	385
		146	MNRR	2,170	DSR	1,951	RTE	124
		148	MNRR	2,046	DSR	1,724	RTE	214
		150	MNRR	1,922	DSR	1,649	CTI	137

## 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 2021 Q1 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
	160	MNRR	1,799	DSR	1,607	CTI	137	
	161	MNRR	2,416	DSR	2,017	CTI	389	
	162	MNRR	2,060	DSR	1,882	CTI	179	
	165	MNRR	2,940	DSR	1,497	CTI	920	
	166	MNRR	920	CTI	604	DSR	316	
	167	MNRR	1,996	DSR	1,492	CTI	315	
	168	MNRR	1,733	CTI	861	DSR	756	
	169	MNRR	2,212	DSR	1,607	CTI	604	
	170	MNRR	2,679	DSR	2,183	CTI	351	
	172	MNRR	1,756	DSR	1,426	DCS	120	
	173	MNRR	2,802	CTI	1,607	DSR	913	
	175	MNRR	2,376	DSR	1,299	CTI	878	
	178	MNRR	1,259	DSR	772	CTI	446	
	179	MNRR	1,601	DSR	1,019	CTI	501	
	190	MNRR	2,278	DSR	1,619	CTI	460	
	Richmond / Newport News / Norfolk	65	CSX	1,482	FTI	703	RTE	365
		65	MNRR	2,577	DSR	1,448	CTI	657
		66	CSX	734	FTI	249	PTI	152
		66	MNRR	1,663	DSR	1,181	CTI	187
		67	CSX	1,564	FTI	615	RTE	380

## 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 2021 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	67	MNRR	2,751	DSR	1,587	CTI	616
	84	CSX	712	RTE	199	DCS	146
	84	NS	553	DCS	253	DSR	239
	87	CSX	835	FTI	286	RTE	247
	87	NS	634	DSR	337	RTE	185
	88	CSX	904	FTI	276	DCS	252
	88	MNRR	1,310	DSR	798	CTI	399
	88	NS	626	DSR	366	DCS	202
	93	CSX	790	RTE	196	FTI	166
	93	MNRR	2,523	DSR	2,134	CTI	228
	93	NS	817	DSR	257	FTI	231
	94	CSX	1,005	FTI	328	RTE	216
	94	MNRR	2,081	DSR	1,513	CTI	410
	94	NS	599	DSR	261	DCS	130
	95	CSX	1,042	FTI	424	RTE	284
	95	MNRR	2,380	DSR	1,358	CTI	972
	95	NS	698	DSR	276	DCS	175
	96	CSX	893	FTI	343	RTE	223
	96	MNRR	1,923	DSR	1,511	CTI	412
	99	CSX	832	FTI	351	RTE	188

## 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 2021 Q1 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
	99	MNRR	1,976	DSR	1,292	CTI	274	
	125	CSX	939	RTE	192	PTI	183	
	157	CSX	873	FTI	340	RTE	253	
	157	MNRR	1,717	CTI	769	DSR	632	
	157	NS	902	DSR	323	RTE	304	
	164	MNRR	1,292	DSR	887	CTI	357	
	174	CSX	842	FTI	300	RTE	189	
	174	MNRR	1,437	DSR	1,135	CTI	161	
	194	CSX	1,009	FTI	266	PTI	221	
	194	MNRR	1,975	DSR	1,565	CTI	284	
	195	MNRR	1,927	DSR	1,626	CTI	302	
	Roanoke	145	NS	802	FTI	431	DMW	135
		147	MNRR	2,395	DSR	1,292	CTI	735
		147	NS	281	FTI	139	DCS	109
		156	NS	293	FTI	168	DCS	86
		171	MNRR	2,716	DSR	1,083	CTI	916
		171	NS	356	FTI	176	PTI	49
		176	MNRR	1,927	DSR	1,509	CTI	320
		176	NS	455	FTI	260	RTE	63
	Springfield Shuttles	400	MADOT	1,296	FTI	657	DSR	454
		461	MADOT	1,348	FTI	562	DSR	393
		471	MADOT	417	DSR	249	FTI	77
		488	MADOT	852	DSR	383	DCS	326
		494	MADOT	395	DSR	242	DCS	64
		499	MADOT	688	DCS	417	DSR	223



## 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 2021 Q1 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			<b>900</b>					
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	521	UP	410	CTI	135	DCS	71
		522	UP	448	DCS	130	PTI	116
		523	UP	707	CTI	189	PTI	178
		524	UP	647	PTI	336	DSR	134
		525	UP	446	CTI	173	DCS	75
		529	UP	253	PTI	84	FTI	60
		532	UP	332	PTI	104	DSR	69
		534	UP	105	RTE	36	DSR	36
		536	UP	389	RTE	108	FTI	103
		537	UP	515	PTI	196	DCS	83
		538	UP	386	PTI	128	DSR	74
		542	UP	330	PTI	140	DSR	89
		543	UP	524	PTI	381	RTE	61
		545	UP	275	PTI	144	DSR	49
		546	UP	348	RTE	118	DSR	87
		547	UP	378	DCS	113	DSR	77
		723	UP	226	PTI	52	DCS	49
		724	UP	402	PTI	189	FTI	59
		728	UP	413	PTI	200	DCS	91
		729	UP	294	PTI	121	DCS	107
		732	UP	521	PTI	340	DSR	85
		737	UP	326	DCS	122	DSR	64
		738	UP	468	PTI	223	DCS	92
		742	UP	586	PTI	257	DCS	181
		743	UP	528	PTI	325	DCS	91
		747	UP	263	DCS	151	RTE	46
Carolinian	Carolinian	79	CSX	1,035	RTE	248	PTI	227
		79	NS	682	PTI	367	DSR	125
		80	CSX	1,301	FTI	310	PTI	266
		80	NS	649	FTI	242	DSR	121
Cascades	Cascades	500	BNSF	935	FTI	387	DSR	183

## 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 2021 Q1 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		500	UP	864	FTI	437	DSR	229
		505	BNSF	1,039	FTI	488	DSR	192
		505	UP	1,490	FTI	722	DCS	379
Downeaster	Downeaster	680	MBTA	1,461	CTI	663	DSR	584
		680	PanAm	597	DSR	459	FTI	89
		681	MBTA	2,196	DSR	735	DCS	542
		681	PanAm	952	DSR	485	PTI	166
		682	MBTA	2,406	DCS	773	CTI	621
		682	PanAm	672	DSR	511	DCS	95
		683	MBTA	1,579	DSR	588	CTI	454
		683	PanAm	997	DSR	461	PTI	282
		684	MBTA	2,451	DSR	761	DMW	661
		684	PanAm	1,555	PTI	705	DSR	602
		685	MBTA	1,666	DSR	860	CTI	360
		685	PanAm	1,024	DSR	561	FTI	225
		688	MBTA	2,261	CTI	1,091	DSR	976
		688	PanAm	1,431	PTI	824	DSR	225
		689	MBTA	1,232	DSR	657	FTI	219
		689	PanAm	441	DSR	254	FTI	179
		690	MBTA	1,927	DTR	1,238	CTI	406
		690	PanAm	649	DSR	421	DCS	174
		691	MBTA	2,022	DTR	1,285	DCS	246
		691	PanAm	806	DSR	431	FTI	120
		692	MBTA	2,518	DTR	1,254	PTI	852
		692	PanAm	1,197	DSR	650	FTI, DCS	273
		693	MBTA	1,146	DTR	970	DCS	88
		693	PanAm	919	DSR	409	PTI	340
		694	MBTA	1,049	DTR	548	CTI	274
		694	PanAm	1,184	PTI	508	DSR	508
		695	MBTA	964	DTR	633	DCS	246
		695	PanAm	863	DSR	425	PTI	194

## 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 2021 Q1 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Non-NEC Corridor Routes</b>							
		698 MBTA	888	CTI	406	DCS	293
		698 PanAm	1,338	DSR	485	PTI	475
		699 MBTA	1,096	DCS	548	FTI	189
		699 PanAm	518	DSR	351	DCS	117
Empire	Ethan Allen Express	290 MNRR	1,952	RTE	603	DMW	466
		291 MNRR	1,511	CTI	870	DMW	293
		292 MNRR	1,340	CTI	623	DMW	309
	Maple Leaf	63 MNRR	837	CTI	406	RTE	113
		64 CSX	1,111	FTI	576	RTE	206
		64 MNRR	355	CTI	155	RTE	87
	New York - Albany	232 MNRR	1,033	CTI	560	RTE	187
		233 MNRR	1,940	CTI	848	DMW	447
		234 MNRR	782	CTI	565	RTE	118
		236 MNRR	838	CTI	360	RTE	197
		237 MNRR	1,182	CTI	696	RTE	238
		238 MNRR	1,055	CTI	342	DMW	274
		239 MNRR	989	CTI	484	RTE	340
		241 MNRR	445	CTI	231	DSR	83
		243 MNRR	273	DSR	106	RTE	76
		244 MNRR	1,369	CTI	440	RTE	319
		250 MNRR	832	CTI	440	DCS	215
		253 MNRR	565	CTI	251	DCS	120
		259 MNRR	220	CTI	131	RTE	37
		260 MNRR	1,434	CTI	900	DMW	251
	New York - Niagara Falls	280 MNRR	2,079	CTI	911	DMW	487
		281 CSX	1,222	FTI	580	RTE	303
		281 MNRR	2,440	DMW	1,000	CTI	539
		283 CSX	1,095	FTI	605	RTE	272
		283 MNRR	1,524	CTI	631	DMW	449
		284 CSX	1,144	FTI	464	RTE	284
		284 MNRR	1,423	CTI	633	DMW	290

## 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 2021 Q1 Largest Two Delay Codes	
				#1	#2
<i>Standard</i>			900		
<b>Non-NEC Corridor Routes</b>					
Heartland Flyer	Heartland Flyer	821	BNSF	1,233	DSR 769 FTI 352
		822	BNSF	1,530	DSR 816 FTI 652
Hiawatha	Hiawatha	329	CP	124	RTE 47 DCS 24
		329	Metra	690	RTE 463 DCS 153
		330	CP	53	FTI 50 DSR 3
		330	Metra	1,877	CTI 1,600 DCS 139
		331	CP	313	DCS 84 FTI 80
		331	Metra	734	CTI 473 PTI 86
		332	CP	332	DCS 106 RTE 74
		332	Metra	660	DCS 137 RTE, CTI 130
		337	CP	211	PTI 72 RTE 61
		337	Metra	418	DCS 117 DSR 93
		338	CP	334	RTE 125 FTI 63
		338	Metra	1,254	CTI 868 DCS 163
		339	CP	37	FTI 23 RTE 6
		339	Metra	507	CTI 377 DCS 62
		342	CP	190	RTE 100 FTI 59
		342	Metra	783	CTI 467 DCS 171
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	424	FTI 158 DSR 98
		383	BNSF	457	FTI 193 CTI 85
	Illini / Saluki	390	CN	590	DCS 169 FTI, DSR 164
		393	CN	655	FTI 216 DCS 196
	Lincoln Service	300	CN	1,565	FTI 806 DCS 262
		300	UP	585	FTI 439 RTE 57
		303	CN	1,124	FTI 578 RTE, DSR 166
		303	UP	573	FTI 306 DCS 80
		306	CN	1,412	FTI 1,134 DCS 134
		306	UP	435	FTI 211 PTI 168
		307	CN	1,612	FTI 1,162 DCS 259
		307	UP	526	FTI 311 PTI 128

## 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 2021 Q1 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			<b>900</b>					
<b>Non-NEC Corridor Routes</b>								
Michigan	Blue Water	364	Amtrak	176	DSR	75	DCS	65
		364	CN	204	FTI	141	DCS	32
		364	MIDOT	153	DSR	124	FTI, DCS	15
		364	NS	2,415	FTI	1,766	DMW	271
		365	Amtrak	243	DSR	103	DCS	95
		365	CN	347	FTI	220	DCS	50
		365	MIDOT	128	DSR	69	PTI	30
		365	NS	2,500	FTI	1,432	DCS	644
	Pere Marquette	370	CSX	174	DCS	77	DSR	62
		370	NS	2,260	FTI	1,963	RTE	150
		371	CSX	287	DCS	170	FTI	76
		371	NS	1,667	FTI	729	DMW	390
	Wolverine	351	Amtrak	218	DSR	66	CTI	54
		351	CN	2,058	DSR	1,059	RTE	535
		351	MIDOT	340	DSR	220	DCS	44
		351	NS	2,805	FTI	1,342	DCS	706
		352	Amtrak	164	DCS	67	DSR	58
		352	CN	1,461	DSR	663	FTI	429
		352	MIDOT	200	DSR	178	DCS	12
		352	NS	2,825	FTI	2,201	DMW	311
Missouri	Missouri	313	UP	503	FTI	353	DSR	109
		314	UP	927	FTI	727	DSR	120
Pacific Surfliner	Pacific Surfliner	564	BNSF	749	DCS	371	FTI	225
		564	SCRRA	1,735	CTI	1,347	DMW	126
		564	SDNRR	361	CTI	135	PTI	109
		572	BNSF	930	DCS	930		
		572	SDNRR	1,997	DCS	1,165	PTI	832
		579	BNSF	1,365	DCS	491	FTI	373
		579	SCRRA	494	DCS	232	CTI	106
		579	SDNRR	446	DCS	136	DSR	119
		580	BNSF	726	DCS	399	DSR	215

## 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 2021 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	580	SCRRA	756	DCS	304	CTI	295
	580	SDNRR	1,593	CTI	911	PTI	266
	584	BNSF	1,621	CTI	1,177	FTI	153
	584	SCRRA	745	PTI	311	DCS	192
	584	SDNRR	1,399	CTI	858	DCS	270
	591	SCRRA	424	DCS	424		
	591	SDNRR	2,995	CTI	2,662	PTI	333
	593	BNSF	814	FTI	389	DCS	177
	593	SCRRA	745	DCS	315	CTI	183
	593	SDNRR	440	DCS	146	DSR	85
	763	BNSF	1,957	DCS	1,026	CTI	399
	763	SCRRA	382	DCS	216	RTE	50
	763	SDNRR	454	CTI	185	DCS	164
	763	UP	2,905	PTI	1,502	DCS	1,331
	767	BNSF	974	DCS	320	FTI	254
	767	SCRRA	487	DMW	232	DCS	122
	767	SDNRR	1,817	CTI	1,102	PTI	354
	768	BNSF	1,375	DCS	597	FTI	384
	768	SCRRA	520	DCS	219	CTI	186
	768	SDNRR	563	DCS	229	CTI	186
	768	UP	803	DCS	747	RTE	43
	774	BNSF	1,001	DCS	339	FTI	288
	774	SCRRA	607	PTI	204	CTI	184
	774	SDNRR	1,104	PTI	363	RTE	232
	774	UP	1,309	DCS	843	DSR	338
	777	BNSF	895	DCS	349	FTI	217
	777	SCRRA	267	CTI	89	DCS	71
	777	SDNRR	511	PTI	244	CTI	117
	777	UP	1,129	DCS	571	PTI	256
	785	BNSF	667	FTI	228	DCS	162
	785	SCRRA	783	PTI	327	CTI	241

## 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 2021 Q1 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		785	SDNRR	791	CTI	384	DSR	144
		785	UP	1,336	DCS	1,075	PTI	179
		796	BNSF	1,741	FTI	757	RTE	622
		796	SCRRA	675	PTI	380	DCS	84
		796	UP	1,475	DCS	936	PTI	241
		1564	BNSF	432	FTI	282	PTI	66
		1564	SCRRA	81	DCS	32	PTI, DSR	24
		1564	SDNRR	382	PTI	272	CTI	96
		1572	BNSF	3,256	DCS	3,256		
		1572	SDNRR	832	PTI	499	DCS	333
		1584	BNSF	615	DCS	316	DSR	166
		1584	SCRRA	925	DCS	503	CTI	211
		1584	SDNRR	485	DCS	194	PTI, CTI	69
		1591	SDNRR	1,498	PTI	998	CTI	499
		1767	BNSF	482	DSR	133	PTI, CTI	116
		1767	SCRRA	649	CTI	381	DMW	122
		1767	SDNRR	1,567	CTI	791	PTI	525
Pennsylvanian	Pennsylvanian	42	NS	966	FTI	560	RTE	193
		43	NS	1,303	FTI	1,030	RTE	144
Piedmont	Piedmont	73	NS	751	FTI	302	DSR	185
		74	NS	657	DCS	324	FTI	224
		75	NS	622	FTI	305	DCS	234
		76	NS	692	DSR	186	FTI	183
San Joaquins	San Joaquins	710	BNSF	1,157	FTI	552	PTI	272
		710	UP	829	DSR	270	PTI	239
		711	BNSF	651	FTI	316	DCS	164
		711	UP	853	PTI	299	DSR	213
		712	BNSF	973	FTI	451	PTI	206
		712	UP	949	DSR	475	PTI	244
		713	BNSF	883	FTI	356	PTI	272
		713	UP	929	PTI	341	DSR	304

## 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 2021 Q1 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			900					
<b>Non-NEC Corridor Routes</b>								
		715	BNSF	975	PTI	473	FTI	283
		715	UP	1,324	PTI	606	DCS	324
		716	BNSF	739	FTI	347	PTI	177
		716	UP	1,239	PTI	590	DSR	390
		718	BNSF	611	FTI	314	DSR, DCS	101
		718	UP	1,632	DTR	725	PTI	449
		719	BNSF	682	FTI	300	PTI	209
		719	UP	446	DSR	222	DCS	176
		1710	BNSF	722	PTI	529	DSR	144
		1711	BNSF	7,991	RTE	4,566	PTI	3,425
		1711	UP	517	DSR	517		
		1712	BNSF	2,117	FTI	1,059	DMW	433
		1715	UP	517	DSR	517		
		1716	BNSF	962	FTI	674	DCS	192
		1718	BNSF	385	FTI	241	DSR	144
		1719	UP	775	PTI	775		
Vermonter	Vermonter	54	MNRR	2,304	DSR	893	CTI	830
		55	MNRR	2,156	DSR	1,460	CTI	545
		56	MNRR	2,138	DSR	1,491	CTI	513
		57	MNRR	1,464	DSR	875	CTI	438
<b>Long-Distance Routes</b>								
Auto Train		52	CSX	881	FTI	421	DSR	236
		53	CSX	1,173	FTI	632	DSR	256
		53	FR	4,812	DSR	1,966	FTI	1,365
California Zephyr		5	BNSF	580	FTI	231	DSR	148
		5	UP	868	FTI	414	DSR	152
		6	BNSF	606	FTI	216	DSR	164
		6	UP	814	FTI	456	DSR	146
		1105	BNSF	542	DSR	231	FTI	190
		1105	UP	1,497	DMW	514	FTI	362
Capitol Ltd		29	CSX	885	FTI	399	RTE	210
		29	NS	1,743	FTI	1,135	RTE	282
		30	CSX	1,030	RTE	346	FTI	328



## 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 2021 Q1 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
Cardinal	30	NS	1,408	FTI	903	RTE	259
	50	BBrRR	1,473	PTI	751	FTI	586
	50	CSX	1,344	FTI	938	DSR	164
	50	NS	965	PTI	342	FTI	233
	51	BBrRR	353	PTI	196	DCS	116
City Of New Orleans	51	CSX	1,114	FTI	775	DSR	149
	51	NS	1,380	FTI	521	PTI	348
	58	CN	719	FTI	285	DSR	174
	59	CN	676	FTI	325	DSR	167
	Coast Starlight	11	BNSF	540	FTI	182	DCS
11		SCRRA	1,324	CTI	720	PTI	463
11		UP	1,237	FTI	452	DCS	312
14		BNSF	771	FTI	258	PTI	169
14		SCRRA	2,137	PTI	2,009	DCS	101
14		UP	1,087	FTI	333	DSR	293
Crescent		19	NS	1,237	FTI	731	DCS
	20	NS	1,295	FTI	826	DCS	212
	Empire Builder	7	BNSF	681	FTI	449	DSR
7		CP	719	FTI	497	DCS	99
7		Metra	404	PTI	126	DCS, CTI	101
8		BNSF	875	FTI	644	DSR	118
8		CP	894	FTI	565	DSR	145
8		Metra	1,072	CTI	587	DCS	171
27		BNSF	855	FTI	547	DSR	171
28		BNSF	765	FTI	618	DSR	68
Lake Shore Ltd	48	CSX	838	FTI	384	RTE	160
	48	MNRR	1,300	CTI	689	RTE	246
	48	NS	1,445	FTI	1,273	RTE	90
	49	CSX	757	FTI	377	RTE	171
	49	MNRR	956	RTE	314	CTI	251
	49	NS	1,452	FTI	1,170	PTI	131
	448	CSX	867	FTI	557	RTE	117
	448	MBTA	4,052	CTI	3,054	RTE	434
Palmetto	449	CSX	952	FTI	607	PTI	188
	449	MBTA	2,151	CTI	1,475	DMW	296
	89	CSX	790	FTI	316	DSR	179
	90	CSX	842	FTI	381	PTI	194
Silver Meteor	97	CSX	688	FTI	362	DSR	156
	97	Fla DOT	1,415	CTI	1,188	DSR	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 2021 Q1 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
	97	FR	1,383	CTI	584	DSR	559
	98	CSX	895	FTI	426	DSR	163
	98	Fla DOT	917	RTE	353	DSR	310
	98	FR	1,622	DSR	542	CTI	453
Silver Star	91	CSX	714	FTI	306	DSR	134
	91	Fla DOT	920	CTI	761	DSR	116
	91	FR	1,287	DSR	501	PTI	342
	91	NS	535	DSR	317	DCS	136
	92	CSX	823	FTI	320	PTI	174
	92	Fla DOT	578	DSR	368	CTI	96
	92	FR	1,335	DSR	686	CTI	379
	92	NS	1,325	DCS	574	PTI	398
Southwest Chief	3	BNSF	708	FTI	307	DSR	148
	3	NMDOT	1,820	DCS	673	DSR	665
	4	BNSF	693	FTI	324	DSR	144
	4	NMDOT	1,515	DSR	572	DCS	436
Sunset Ltd	1	BNSF	1,760	DSR	924	FTI	601
	1	UP	1,731	FTI	1,101	RTE	184
	2	BNSF	1,474	DSR	712	DCS	286
	2	UP	1,566	FTI	981	RTE	259
Texas Eagle	21	BNSF	737	FTI	423	DSR	194
	21	CN	1,373	FTI	1,092	DCS	236
	21	TRE	209	DCS	81	DSR	68
	21	UP	1,794	FTI	1,092	DSR	362
	22	BNSF	908	FTI	492	DSR	317
	22	CN	1,782	FTI	1,322	DCS	390
	22	TRE	594	DTR	230	DMW	122
	22	UP	927	FTI	354	DSR	275

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 2021 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>						
Acela Express	2154	33	OTH	28	SYS	6
Acela Express	2155	193	OTH	135	ADA	23
Acela Express	2158	85	CTC	55	SYS	14
Acela Express	2163	91	HLD	53	ENG	26
Acela Express	2164					
Acela Express	2165					
Acela Express	2167	184	ENG	79	CAR	67
Acela Express	2168	50	OTH	19	SYS, CAR	14
Acela Express	2170	52	HLD	20	ENG	20
Acela Express	2173	141	HLD	88	SYS	44
Acela Express	2235					
Acela Express	2238					
Acela Express	2248	1,735	SYS	1,735		
Acela Express	2249	324	OTH	145	ENG	112
Acela Express	2250	347	ENG	168	HLD	134
Acela Express	2251	190	HLD	100	SVS	78
Acela Express	2252	190	HLD	112	OTH, ENG	34
Acela Express	2253	191	OTH	68	ENG	55
Acela Express	2254	179	OTH	121	HLD	58
Acela Express	2255	206	ENG	151	OTH	41
Acela Express	2256	13	HLD	13		
Acela Express	2257	55	OTH	41	HLD	14
Acela Express	2259	124	OTH	69	HLD	55
<b>Other NEC Corridor Routes - Amtrak Responsible</b>						
Northeast Regional - On Spine Northeast Regional	135	530	INJ	216	OTH	123
Northeast Regional - On Spine Northeast Regional	137	237	OTH	164	CCR	29
Northeast Regional - On Spine Northeast Regional	139	192	HLD	110	SVS	41
Northeast Regional - On Spine Northeast Regional	140	1,253	ENG	1,096	OTH	112
Northeast Regional - On Spine Northeast Regional	141	477	OTH	193	ITI	126
Northeast Regional - On Spine Northeast Regional	143	1,374	CON	962	OTH	165
Northeast Regional - On Spine Northeast Regional	146	142	ENG	116	HLD	26
Northeast Regional - On Spine Northeast Regional	148	308	ENG	149	SYS	99
Northeast Regional - On Spine Northeast Regional	150					
Northeast Regional - On Spine Northeast Regional	160	26	ENG	26		

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - On Spine Northeast Regional	161	473	ITI	189	OTH	137
Northeast Regional - On Spine Northeast Regional	162	116	SVS	65	OTH, HLD	26
Northeast Regional - On Spine Northeast Regional	165	234	CON	110	HLD	69
Northeast Regional - On Spine Northeast Regional	166	1,058	ENG	839	HLD	168
Northeast Regional - On Spine Northeast Regional	167	1,092	SYS	777	CON	231
Northeast Regional - On Spine Northeast Regional	168	89	HLD	30	ENG	30
Northeast Regional - On Spine Northeast Regional	169	1,360	SYS	1,332	HLD	27
Northeast Regional - On Spine Northeast Regional	170	68	ENG	43	HLD	11
Northeast Regional - On Spine Northeast Regional	172	250	OTH	143	ENG	63
Northeast Regional - On Spine Northeast Regional	173	458	HLD	179	ENG	81
Northeast Regional - On Spine Northeast Regional	175	207	HLD	72	CON	52
Northeast Regional - On Spine Northeast Regional	178	235	OTH	152	ENG	68
Northeast Regional - On Spine Northeast Regional	179	547	SYS	363	OTH	94
Northeast Regional - On Spine Northeast Regional	190	132	ENG	129	CAR	3
Northeast Regional - On Spine Northeast Regional	1135					
Northeast Regional - Richmond / Newport News / Norfolk	65	226	HLD	89	ENG	81
Northeast Regional - Richmond / Newport News / Norfolk	66	249	SYS	121	HLD	34
Northeast Regional - Richmond / Newport News / Norfolk	67	178	ENG	79	OTH	41
Northeast Regional - Richmond / Newport News / Norfolk	84	177	ENG	52	OTH	35
Northeast Regional - Richmond / Newport News / Norfolk	86					
Northeast Regional - Richmond / Newport News / Norfolk	87	220	OTH	81	SYS	68
Northeast Regional - Richmond / Newport News / Norfolk	88	134	OTH	54	HLD	54
Northeast Regional - Richmond / Newport News / Norfolk	93	143	OTH	67	HLD	28
Northeast Regional - Richmond / Newport News / Norfolk	94	173	SYS	77	HLD	32
Northeast Regional - Richmond / Newport News / Norfolk	95	161	OTH	64	ADA	27
Northeast Regional - Richmond / Newport News / Norfolk	96	426	ENG	238	HLD	110
Northeast Regional - Richmond / Newport News / Norfolk	99	172	OTH	66	SYS	33
Northeast Regional - Richmond / Newport News / Norfolk	125	173	OTH	62	HLD	48

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - Richmond / Newport News / Norfolk	157	536	SYS	244	SVS	86
Northeast Regional - Richmond / Newport News / Norfolk	164	117	OTH	78	ADA	22
Northeast Regional - Richmond / Newport News / Norfolk	174	242	ENG	96	SYS	69
Northeast Regional - Richmond / Newport News / Norfolk	194	228	ENG	156	OTH	31
Northeast Regional - Richmond / Newport News / Norfolk	195	172	OTH	74	ADA	49
Northeast Regional - Roanoke	145	148	SYS	58	HLD	45
Northeast Regional - Roanoke	147	250	OTH	80	ENG	69
Northeast Regional - Roanoke	156	119	OTH	39	HLD	27
Northeast Regional - Roanoke	171	124	OTH	40	HLD	31
Northeast Regional - Roanoke	176	133	SYS	43	OTH	43
Northeast Regional - Springfield Shuttles	400	667	OTH	667		
Northeast Regional - Springfield Shuttles	461	1,517	OTH	777	ITI	646
Northeast Regional - Springfield Shuttles	471	1,151	OTH	1,151		
Northeast Regional - Springfield Shuttles	488	1,475	OTH	1,351	SYS	125
Northeast Regional - Springfield Shuttles	494	1,504	OTH	1,371	SVS	89
Northeast Regional - Springfield Shuttles	499	1,773	OTH	1,434	SYS	184
<b>Non NEC Corridor Routes - Amtrak Responsible</b>						
Capitol Corridor - Capitol Corridor	521	177	SYS	111	OTH	45
Capitol Corridor - Capitol Corridor	522	183	ENG	66	SYS	46
Capitol Corridor - Capitol Corridor	523	244	SYS	92	SVS	72
Capitol Corridor - Capitol Corridor	524	349	OTH	203	ENG	57
Capitol Corridor - Capitol Corridor	525	237	SYS	124	ENG	39
Capitol Corridor - Capitol Corridor	529	389	ENG	184	OTH	94
Capitol Corridor - Capitol Corridor	532	389	HLD	92	SYS	86
Capitol Corridor - Capitol Corridor	534	314	ENG	79	CCR	72
Capitol Corridor - Capitol Corridor	536	278	OTH	96	ADA	77
Capitol Corridor - Capitol Corridor	537	553	SYS	430	HLD	42
Capitol Corridor - Capitol Corridor	538	199	SYS	96	OTH	32
Capitol Corridor - Capitol Corridor	542	313	ITI	122	SYS	108

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	543	242	SYS	72	ITI	61
Capitol Corridor - Capitol Corridor	545	186	SYS	67	OTH	56
Capitol Corridor - Capitol Corridor	546	563	ITI	243	SYS	157
Capitol Corridor - Capitol Corridor	547	643	SVS	264	OTH	120
Capitol Corridor - Capitol Corridor	723	244	SYS	120	OTH	49
Capitol Corridor - Capitol Corridor	724	240	SYS	101	OTH	67
Capitol Corridor - Capitol Corridor	728	278	SYS	81	OTH	60
Capitol Corridor - Capitol Corridor	729	781	SYS	376	SVS	228
Capitol Corridor - Capitol Corridor	732	386	SYS	178	OTH	112
Capitol Corridor - Capitol Corridor	737	459	SYS	146	OTH	98
Capitol Corridor - Capitol Corridor	738	649	SYS	366	OTH	170
Capitol Corridor - Capitol Corridor	742	502	SYS	193	SVS	130
Capitol Corridor - Capitol Corridor	743	322	SYS	130	OTH	78
Capitol Corridor - Capitol Corridor	747	332	SYS	108	ITI	85
Carolinian - Carolinian	79	188	SYS	74	ADA	31
Carolinian - Carolinian	80	255	SYS	75	ADA	42
Cascades - Cascades	500	260	SYS	101	ADA	56
Cascades - Cascades	505	323	SYS	134	ADA	61
Downeaster - Downeaster	680	373	SYS	195	CCR	85
Downeaster - Downeaster	681	239	SYS	108	ENG	85
Downeaster - Downeaster	682	307	SYS	252	ENG, ADA	16
Downeaster - Downeaster	683	319	SYS	251	ENG	37
Downeaster - Downeaster	684	335	SYS	220	ENG	55
Downeaster - Downeaster	685	191	SYS	131	HLD	26
Downeaster - Downeaster	688	214	SYS	76	ENG	68
Downeaster - Downeaster	689	362	ITI	221	SYS	50
Downeaster - Downeaster	690	321	SYS	217	CCR	62
Downeaster - Downeaster	691	390	SYS	151	ITI	136

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Downeaster - Downeaster	692	92	SYS	61	HLD	20
Downeaster - Downeaster	693	282	SYS	220	ENG	56
Downeaster - Downeaster	694	289	SYS	259	CCR	20
Downeaster - Downeaster	695	212	SYS	207	HLD	5
Downeaster - Downeaster	698	245	SYS	180	CCR	47
Downeaster - Downeaster	699	173	SYS	141	HLD	22
Empire - Ethan Allen Express	290	228	ENG	109	HLD	51
Empire - Ethan Allen Express	291	35	HLD	23	SYS	9
Empire - Ethan Allen Express	292	105	HLD	73	SYS, ENG	10
Empire - Maple Leaf	63	524	ENG	502	SYS	19
Empire - Maple Leaf	64	397	SYS	215	HLD, ENG	52
Empire - New York - Albany	232	33	SYS	15	HLD	13
Empire - New York - Albany	233	96	ENG	68	SYS	16
Empire - New York - Albany	234	10	OTH	5	HLD	5
Empire - New York - Albany	236	109	ENG	38	SYS	28
Empire - New York - Albany	237	28	SYS	13	ADA	10
Empire - New York - Albany	238	85	HLD	38	SYS	26
Empire - New York - Albany	239	39	OTH	18	SYS	13
Empire - New York - Albany	241	38	HLD	12	ENG	12
Empire - New York - Albany	243	919	ENG	838	HLD	68
Empire - New York - Albany	244	180	HLD	126	OTH	31
Empire - New York - Albany	250	105	SYS	37	OTH	26
Empire - New York - Albany	253					
Empire - New York - Albany	259	141	HLD	47	ENG	47
Empire - New York - Albany	260	73	SYS	58	HLD	16
Empire - New York - Niagara Falls	280	92	SYS	26	ENG	26
Empire - New York - Niagara Falls	281	307	SYS	184	SVS	33
Empire - New York - Niagara Falls	283	336	SYS	219	SVS	31

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Empire - New York - Niagara Falls	284	476	SYS	245	ENG	74
Heartland Flyer - Heartland Flyer	821	65	SYS	28	ADA	21
Heartland Flyer - Heartland Flyer	822	74	ADA	25	HLD	17
Hiawatha - Hiawatha	329	341	OTH	197	SYS	72
Hiawatha - Hiawatha	330	150	OTH	72	SYS	47
Hiawatha - Hiawatha	331	399	OTH	281	SYS	73
Hiawatha - Hiawatha	332	462	OTH	160	SYS	104
Hiawatha - Hiawatha	337	538	SYS	263	OTH	195
Hiawatha - Hiawatha	338	429	OTH	237	SYS	78
Hiawatha - Hiawatha	339	267	OTH	173	SYS	76
Hiawatha - Hiawatha	342	191	OTH	107	SYS	62
Illinois - Carl Sandburg / Illinois Zephyr	380	312	ENG	186	HLD	38
Illinois - Carl Sandburg / Illinois Zephyr	383	88	SYS	27	HLD	26
Illinois - Illini / Saluki	390	354	ENG	127	SYS	71
Illinois - Illini / Saluki	393	262	ENG	101	SYS	53
Illinois - Lincoln Service	300	102	SYS	67	ADA	19
Illinois - Lincoln Service	303	119	ENG	34	SYS	29
Illinois - Lincoln Service	306	81	HLD	36	SYS	23
Illinois - Lincoln Service	307	97	OTH	34	ADA	23
Michigan - Blue Water	364	271	SVS	119	SYS	85
Michigan - Blue Water	365	334	OTH	178	SYS	105
Michigan - Pere Marquette	370	234	OTH	115	SYS	108
Michigan - Pere Marquette	371	174	SYS	127	OTH	23
Michigan - Wolverine	351	916	OTH	344	SYS	305
Michigan - Wolverine	352	831	OTH	446	SYS	166
Missouri - Missouri	313	89	HLD	33	SYS	17
Missouri - Missouri	314	92	HLD	31	ADA	25
Pacific Surfliner - Pacific Surfliner	564	154	SYS	42	HLD	29



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

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Pacific Surfliner - Pacific Surfliner	572	388	SYS	388		
Pacific Surfliner - Pacific Surfliner	579	528	SYS	181	ENG	83
Pacific Surfliner - Pacific Surfliner	580	203	SYS	72	ENG	42
Pacific Surfliner - Pacific Surfliner	584	249	OTH	75	ITI	73
Pacific Surfliner - Pacific Surfliner	591					
Pacific Surfliner - Pacific Surfliner	593	644	ITI	219	ENG	151
Pacific Surfliner - Pacific Surfliner	763	286	SYS	85	HLD	62
Pacific Surfliner - Pacific Surfliner	767	332	SYS	129	OTH, CCR	52
Pacific Surfliner - Pacific Surfliner	768	250	HLD	85	SYS	70
Pacific Surfliner - Pacific Surfliner	774	259	SYS	94	HLD	52
Pacific Surfliner - Pacific Surfliner	777	299	SYS	94	ENG	54
Pacific Surfliner - Pacific Surfliner	785	566	ITI	199	SYS	97
Pacific Surfliner - Pacific Surfliner	796	312	OTH	93	SYS	73
Pacific Surfliner - Pacific Surfliner	1564	97	OTH	28	SYS	25
Pacific Surfliner - Pacific Surfliner	1572	78	OTH	78		
Pacific Surfliner - Pacific Surfliner	1584	583	ITI	229	SYS	177
Pacific Surfliner - Pacific Surfliner	1591	233	OTH	155	HLD	78
Pacific Surfliner - Pacific Surfliner	1767	577	SYS	236	SVS	167
Pennsylvanian - Pennsylvanian	42	410	SYS	277	OTH	98
Pennsylvanian - Pennsylvanian	43	566	SYS	323	OTH	70
Piedmont - Piedmont	73	238	SYS	100	OTH	56
Piedmont - Piedmont	74	199	SYS	147	ADA	22
Piedmont - Piedmont	75	218	SYS	106	ADA	77
Piedmont - Piedmont	76	355	SYS	124	ENG	98
San Joaquins - San Joaquins	710	295	SYS	110	ENG	50
San Joaquins - San Joaquins	711	208	SYS	94	ADA	47
San Joaquins - San Joaquins	712	291	SYS	140	ENG	50
San Joaquins - San Joaquins	713	203	SYS	88	ENG	65

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
San Joaquins - San Joaquins	715	206	SYS	75	ENG	51
San Joaquins - San Joaquins	716	366	ENG	138	SYS	99
San Joaquins - San Joaquins	718	198	SYS	68	CON	37
San Joaquins - San Joaquins	719	277	SYS	102	ITI	81
San Joaquins - San Joaquins	1710	3,417	OTH	2,454	ADA	914
San Joaquins - San Joaquins	1711	7,273	OTH	7,273		
San Joaquins - San Joaquins	1712	48	ADA	48		
San Joaquins - San Joaquins	1713	242	OTH	121	HLD	121
San Joaquins - San Joaquins	1715	242	HLD	242		
San Joaquins - San Joaquins	1716	48	OTH	48		
San Joaquins - San Joaquins	1718	914	SVS	770	SYS	144
San Joaquins - San Joaquins	1719	364	SYS	364		
Vermonter - Vermonter	54	8	HLD	8		
Vermonter - Vermonter	55	250	ENG	192	OTH	40
Vermonter - Vermonter	56	113	ENG	76	SYS	17
Vermonter - Vermonter	57	429	INJ	241	ENG	134
<b>Long Distance Routes - Amtrak Responsible</b>						
Auto Train - Auto Train	52	334	ITI	132	ENG	94
Auto Train - Auto Train	53	433	SVS	184	SYS	121
California Zephyr - California Zephyr	5	243	SYS	69	OTH	52
California Zephyr - California Zephyr	6	281	SYS	84	OTH	49
California Zephyr - California Zephyr	1105	282	SYS	120	OTH	61
Capitol Ltd - Capitol Ltd	29	244	SYS	74	OTH	50
Capitol Ltd - Capitol Ltd	30	331	ENG	121	OTH	80
Cardinal - Cardinal	50	385	OTH	123	SYS	123
Cardinal - Cardinal	51	328	SYS	100	OTH	97
City Of New Orleans - City Of New Orleans	58	452	ENG	175	SYS	71
City Of New Orleans - City Of New Orleans	59	347	OTH	126	ENG	69
Coast Starlight - Coast Starlight	11	366	SYS	117	SVS	77

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

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Coast Starlight - Coast Starlight	14	394	HLD	106	OTH	99
Crescent - Crescent	19	403	SYS	264	ADA	40
Crescent - Crescent	20	417	SYS	169	ENG	108
Empire Builder - Empire Builder	7	201	SYS	71	HLD	31
Empire Builder - Empire Builder	8	338	SVS	90	SYS	78
Empire Builder - Empire Builder	27	471	CON	386	CAR	42
Empire Builder - Empire Builder	28	256	CON	129	SVS	72
Lake Shore Ltd - Lake Shore Ltd	48	223	SYS	105	HLD	39
Lake Shore Ltd - Lake Shore Ltd	49	240	HLD	60	SYS	55
Lake Shore Ltd - Lake Shore Ltd	448	177	HLD	62	ADA	58
Lake Shore Ltd - Lake Shore Ltd	449	302	CAR	103	HLD	62
Palmetto - Palmetto	89	187	SYS	61	OTH	53
Palmetto - Palmetto	90	184	SYS	65	OTH	38
Silver Meteor - Silver Meteor	97	316	SYS	97	ADA	55
Silver Meteor - Silver Meteor	98	352	SYS	129	ADA	67
Silver Star - Silver Star	91	499	SYS	215	ADA	74
Silver Star - Silver Star	92	414	SYS	129	SVS	85
Southwest Chief - Southwest Chief	3	316	SYS	91	SVS	55
Southwest Chief - Southwest Chief	4	339	SYS	98	SVS	97
Sunset Ltd - Sunset Ltd	1	521	SYS	124	OTH	93
Sunset Ltd - Sunset Ltd	2	420	OTH	118	HLD	109
Texas Eagle - Texas Eagle	21	380	SVS	129	SYS	112
Texas Eagle - Texas Eagle	22	420	SYS	119	SVS	96

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 2021 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>			<b>265</b>				
Acela Express - Acela Express	2109	Amtrak	209	PSR	67	FTI	47
	2126	Amtrak	127	SMW	33	PSR	30
	2154	Amtrak	256	PSR	55	ENG	41
	2155	Amtrak	166	CTI	29	PSR	23
	2158	Amtrak	266	ENG	78	PSR	49
	2163	Amtrak	135	CTI	43	ENG	32
	2164	Amtrak	340	CTI	164	MTI	76
	2165	Amtrak	87	OTH	37	PSR, DSR	25
	2167	Amtrak	225	CTI	43	PTI	32
	2168	Amtrak	370	DCS	83	DET	82
	2170	Amtrak	278	DCS	90	PSR	39
	2173	Amtrak	333	HLD	124	RTE	104
	2203	Amtrak	228	DET	136	CAR	31
	2205	Amtrak	99	DMW	62	SMW	21
	2218	Amtrak	83	ENG	42	CTP	19
	2224	Amtrak	114	OTH	97	CAR	10
	2235	Amtrak					
	2238	Amtrak	227	HLD	126	CAR	101
	2239	Amtrak					
	2248	Amtrak	31	SMW	15	HLD	6
	2249	Amtrak	105	PSR	55	SMW	20
	2250	Amtrak	240	ENG	77	SYS	55
	2251	Amtrak	215	ENG	61	ITI	34
	2252	Amtrak	157	DCS	47	ENG	35
	2253	Amtrak	170	MTI	34	DCS	30
	2254	Amtrak	121	CTI	28	CAR	17
	2255	Amtrak	113	HLD	37	DCS	25
	2256	Amtrak	180	ENG	31	DMW	31
	2257	Amtrak	88	PSR	23	HLD	23
	2259	Amtrak	144	CTP	38	HLD, DSR	19
	2262	Amtrak					
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Cardinal - Cardinal	50	Amtrak	675	ITI	174	SYS	161
	51	Amtrak	247	SMW	38	DCS	38
Carolinian - Carolinian	79	Amtrak	239	ENG	51	SVS	43
	80	Amtrak	238	PTI	49	SMW	43
Crescent - Crescent	19	Amtrak	403	SVS	170	DMW	76

**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 2021 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Crescent - Crescent	20	Amtrak	372	PTI	126	ENG	68
Keystone - Keystone	600	Amtrak	37	CTP	23	DCS	15
	601	Amtrak	205	PSR	53	DCS	50
	605	Amtrak	178	PSR	100	DCS	44
	607	Amtrak	235	PSR	50	SVS	40
	609	Amtrak	290	PSR	206	ENG	47
	610	Amtrak	720	CCR	720		
	611	Amtrak	269	PSR	177	SMW	40
	612	Amtrak	15	HLD	15		
	615	Amtrak	232	PSR	120	CTP	112
	618	Amtrak	19	CCR	13	DCS	6
	619	Amtrak	16	ITI	8	DCS	8
	620	Amtrak	136	DCS	70	DET	45
	622	Amtrak	354	ENG	224	DCS	45
	640	Amtrak	302	CTI	54	CTP	46
	641	Amtrak	191	ENG	102	PSR	38
	642	Amtrak	45	ENG	29	DMW	16
	643	Amtrak	277	PSR	136	DSR	34
	644	Amtrak	24	DCS	16	CCR	8
	645	Amtrak	439	PSR	160	ENG	92
	646	Amtrak	264	CCR	131	SMW	70
	647	Amtrak	419	PSR	197	CON	61
	648	Amtrak	87	DMW	44	CCR	21
	649	Amtrak	450	PSR	190	DCS	126
	650	Amtrak	113	DMW	45	ITI	44
	651	Amtrak	533	PSR	207	CTI	201
	652	Amtrak	136	DET	52	DCS	34
	653	Amtrak	309	PSR	107	CTI	48
	654	Amtrak	33	DET	15	ENG	10

**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 2021 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	655	Amtrak	314	PSR	217	DET	29
	656	Amtrak	283	CCR	112	SYS	87
	658	Amtrak	486	MTI	362	DCS	97
	660	Amtrak	254	PTI	50	OTH	48
	661	Amtrak	324	PSR	181	DCS	81
	662	Amtrak	263	DET	131	ENG	86
	663	Amtrak	222	PSR	133	DCS	23
	664	Amtrak	97	DSR	49	DMW	26
	665	Amtrak	369	PSR	165	DCS	136
	666	Amtrak	282	MTI	172	SMW	71
	667	Amtrak	181	PSR	155	DCS	26
	669	Amtrak	139	PSR	80	HLD	25
	670	Amtrak	58	DCS	42	OTH	10
	671	Amtrak	136	PSR	107	ENG	29
	672	Amtrak	76	CCR	43	ENG	34
	674	Amtrak					
Northeast Regional - On Spine Northeast Regional	126	Amtrak	92	DMW	58	PSR, ENG	17
	133	Amtrak	67	OTH	67		
	134	Amtrak	311	CTI	222	PSR	89
	135	Amtrak	168	HLD	47	CTI	34
	137	Amtrak	152	CTI	28	CAR	23
	138	Amtrak	95	CAR	58	SVS	9
	139	Amtrak	346	SVS	142	SYS	94
	140	Amtrak	330	SYS	85	ENG	72
	141	Amtrak	508	CTI	137	ENG	85
	143	Amtrak	199	PSR	59	ENG	51
	146	Amtrak	409	SYS	282	SVS	41
	148	Amtrak	212	ENG	75	SVS	48
	150	Amtrak	617	ENG	397	CTI	123

**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 2021 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - On Spine Northeast Regional	155	Amtrak	99	PSR	29	DMW	18
	158	Amtrak	109	MTI	89	DCS	21
	160	Amtrak	349	ENG	179	DCS	76
	161	Amtrak	450	CTI	294	MTI	93
	162	Amtrak	99	HLD	17	DMW	16
	165	Amtrak	234	MTI	61	SMW	56
	166	Amtrak	320	ENG	227	DCS	27
	167	Amtrak	507	ENG	430	CTI	25
	168	Amtrak	79	HLD	21	SMW	13
	169	Amtrak	246	DCS	101	HLD	75
	170	Amtrak	226	CTI	72	ENG	52
	172	Amtrak	319	CTI	92	DCS	50
	173	Amtrak	117	CTI	21	PTI	18
	175	Amtrak	154	SYS	47	HLD	21
	178	Amtrak	143	DCS	34	CTI	26
	179	Amtrak	186	ENG	73	DCS	62
	181	Amtrak	86	SMW	29	DMW	20
	189	Amtrak	7	DSR	7		
	190	Amtrak	208	DCS	79	ENG	34
	192	Amtrak	282	MTI	222	HLD, ENG	19
	193	Amtrak	324	ENG	66	CTI	60
	198	Amtrak	110	CAR	79	CTI	8
	1135	Amtrak					
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	170	FTI	58	PET	22
	66	Amtrak	160	DCS	35	ENG	28
	67	Amtrak	223	ENG	57	SVS	34
	82	Amtrak	191	DCS	68	CAR	52
	84	Amtrak	343	PTI	67	PSR	63
	86	Amtrak	605	DCS	403	CTI	151

**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 2021 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - Richmond / Newport News / Norfolk	87	Amtrak	279	SVS	88	DMW	49
	88	Amtrak	161	PTI	48	CTI	23
	93	Amtrak	207	SMW	29	OTH	27
	94	Amtrak	463	PTI	135	CTI	112
	95	Amtrak	242	PSR	80	CTI	29
	96	Amtrak	124	PTI	29	DCS	27
	99	Amtrak	507	SVS	152	ENG	96
	125	Amtrak	132	ENG	66	CAR	9
	157	Amtrak	253	CTC	78	DCS	50
	164	Amtrak	148	ENG	74	HLD	24
	174	Amtrak	242	ENG	49	HLD	37
	194	Amtrak	226	SYS	81	CAR	37
	195	Amtrak	113	PTI	39	PSR	25
Northeast Regional - Roanoke	145	Amtrak	105	SVS	31	OTH	27
	147	Amtrak	500	ENG	176	SVS	128
	156	Amtrak	75	DMW	19	SYS	16
	171	Amtrak	164	CTI	23	OTH	14
	176	Amtrak	255	CTI	52	HLD	47
Northeast Regional - Springfield Shuttles	400	Amtrak					
	409	Amtrak	174	CTC	75	HLD	62
	417	Amtrak	859	ITI	366	HLD	236
	450	Amtrak	904	CTI	228	ENG	124
	460	Amtrak	672	CON	199	RTE	137
	461	Amtrak	552	OTH	193	DCS	177
	463	Amtrak	143	DCS	86	CTC	38
	464	Amtrak	604	CCR	264	RTE	108
	465	Amtrak	983	ITI	386	PTI	324
	467	Amtrak	295	CCR	143	HLD	105
	470	Amtrak	1,255	CON	553	PTI	175



**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 2021 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - Springfield Shuttles	471	Amtrak	762	OTH	228	CTC	171
	473	Amtrak	290	CTC	110	DSR	42
	474	Amtrak	1,519	ENG	376	HLD	326
	475	Amtrak	666	HLD	269	ENG	123
	476	Amtrak	1,600	CON	676	HLD	326
	488	Amtrak	960	CCR	275	SVS	205
	494	Amtrak	2,260	CON	814	RTE	342
	499	Amtrak	36,207	OTH	36,207		
Palmetto - Palmetto	89	Amtrak	220	DET	70	CAR	50
	90	Amtrak	139	PTI	34	DCS	23
Pennsylvanian - Pennsylvanian	42	Amtrak	115	ENG	57	SVS	19
	43	Amtrak	440	ENG	240	PSR	96
Silver Meteor - Silver Meteor	97	Amtrak	297	ENG	58	OTH	38
	98	Amtrak	373	PTI	114	SMW	81
Silver Star - Silver Star	91	Amtrak	621	ENG	220	PTI	120
	92	Amtrak	273	PTI	87	SMW	60
Vermont - Vermonter	54	Amtrak	265	SYS	195	SMW	16
	55	Amtrak	142	CTI	32	SYS	28
	56	Amtrak	178	PSR	43	DSR	26
	57	Amtrak	34	SMW	10	CTP	8

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.