

**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 March, 2021
(Second Quarter of Fiscal Year 2021)**



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

Published May 2021

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Notes

Note No.	Applies to Tables—	Note
1	1 & 3	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.
2	All Route-Specific Tables	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.
3	On-Time Performance, Train Delays, and Other Service Quality Tables	For the non-financial metrics for which standards exist, numbers shown in red indicate that the established standard was not met.
4	Entire Report	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
	APR 19 - MAR 21	APR 18 - MAR 20	JAN 19 - DEC 20

Acela Express

Acela Express	Not Available	Not Available	Not Available
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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
	APR 19 - MAR 21	APR 18 - MAR 20	JAN 19 - DEC 20

Acela Express

Acela Express	Not Available	Not Available	Not Available
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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
	APR 19 - MAR 21	APR 18 - MAR 20	JAN 19 - DEC 20

Acela Express

Acela Express	118%	186%	137%
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Other NEC Corridor Routes

Keystone Service	69%	84%	73%
Northeast Regional (Boston - Washington)	84%	137%	95%
Newport News	75%	117%	84%
Lynchburg	108%	135%	109%
Norfolk	98%	106%	98%
Richmond	258%	115%	183%
New Haven - Springfield	76%	79%	77%

Non-NEC Corridor Routes

Capitol Corridor	85%	86%	85%
Carolinian	101%	116%	105%
Cascades	89%	91%	89%
Downeaster	90%	88%	89%
Empire Corridor			
Adirondack	95%	92%	93%
Empire Service	76%	89%	76%
Ethan Allen Express	87%	87%	87%
Maple Leaf	72%	75%	71%
Heartland Flyer	84%	87%	88%
Hiawatha	86%	94%	89%
Hoosier State	62%	67%	65%
Illinois			
Carl Sandburg / Illinois Zephyr	91%	98%	102%
Illini / Saluki	107%	104%	114%
Lincoln Service	92%	103%	94%
Michigan			
Blue Water	92%	96%	95%
Pere Marquette	92%	98%	96%
Wolverine	90%	93%	92%
Kansas City - St. Louis	93%	102%	95%
Pacific Surfliner	83%	87%	83%
Pennsylvanian	90%	83%	100%
Piedmont	88%	89%	88%
San Joaquins	86%	88%	86%
Vermont	90%	99%	86%

Long-Distance Routes

Auto Train	75%	88%	77%
California Zephyr	34%	47%	35%
Capitol Limited	32%	42%	33%
Cardinal	22%	30%	23%
City of New Orleans	30%	42%	31%
Coast Starlight	36%	49%	38%
Crescent	33%	44%	34%
Empire Builder	36%	50%	37%
Lake Shore Ltd	33%	45%	34%
Palmetto	48%	75%	51%
Silver Meteor	39%	50%	41%
Silver Star	35%	49%	37%
Southwest Chief	31%	42%	32%
Sunset Limited	17%	25%	19%
Texas Eagle	34%	44%	35%

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
	APR 19 - MAR 21	APR 18 - MAR 20	JAN 19 - DEC 20

Acela Express

Acela Express	118%	186%	137%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service	44%	80%	52%
Northeast Regional (Boston - Washington)	84%	137%	95%
Newport News	68%	107%	75%
Lynchburg	81%	145%	90%
Norfolk	68%	100%	74%
Richmond	81%	88%	80%
New Haven - Springfield	25%	41%	29%

Non-NEC Corridor Routes

Capitol Corridor	36%	51%	40%
Carolinian	60%	91%	66%
Cascades	44%	58%	46%
Downeaster	39%	58%	44%
Empire Corridor			
Adirondack	47%	53%	47%
Empire Service	41%	55%	43%
Ethan Allen Express	55%	71%	56%
Maple Leaf	53%	80%	59%
Heartland Flyer	19%	29%	21%
Hiawatha	56%	86%	65%
Hoosier State	18%	18%	16%
Illinois			
Carl Sandburg / Illinois Zephyr	24%	33%	26%
Illini / Saluki	34%	43%	36%
Lincoln Service	35%	53%	39%
Michigan			
Blue Water	28%	53%	33%
Pere Marquette	34%	55%	41%
Wolverine	51%	70%	56%
Kansas City - St. Louis	29%	42%	31%
Pacific Surfliner	41%	60%	45%
Pennsylvanian	50%	68%	54%
Piedmont	41%	54%	46%
San Joaquins	26%	34%	27%
Vermont	58%	63%	54%

Long-Distance Routes

Auto Train	75%	88%	77%
California Zephyr	34%	47%	35%
Capitol Limited	32%	42%	33%
Cardinal	22%	30%	23%
City of New Orleans	30%	42%	31%
Coast Starlight	36%	49%	38%
Crescent	33%	44%	34%
Empire Builder	36%	50%	37%
Lake Shore Ltd	33%	45%	34%
Palmetto	48%	75%	51%
Silver Meteor	39%	50%	41%
Silver Star	35%	49%	37%
Southwest Chief	31%	42%	32%
Sunset Limited	17%	25%	19%
Texas Eagle	34%	44%	35%

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
	APR 19 - MAR 21	APR 18 - MAR 20	JAN 19 - DEC 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
	APR 19 - MAR 21	APR 18 - MAR 20	JAN 19 - DEC 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

Current Period	Prior Period	Prior Report
APR 19 - MAR 21	APR 18 - MAR 20	JAN 19 - DEC 20
(\$0.169)	(\$0.001)	(\$0.121)

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

Current Period	Prior Period	Prior Report
APR 19 - MAR 21	APR 18 - MAR 20	JAN 19 - DEC 20
(\$0.255)	(\$0.042)	(\$0.195)

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
	APR 19 - MAR 21	APR 18 - MAR 20	JAN 19 - DEC 20
<i>Acela Express</i>			
Acela Express	158	190	168
<i>Other NEC Corridor Routes</i>			
Keystone Service	110	165	122
Northeast Regional (Boston - Washington)	187	249	203
Newport News	175	237	185
Lynchburg	190	307	208
Norfolk	155	198	164
Richmond	181	178	173
New Haven - Springfield	58	80	63
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	73	100	81
Carolinian	150	198	157
Cascades	116	135	119
Downeaster	62	90	70
Empire Corridor			
Adirondack	190	187	179
Empire Service	130	127	126
Ethan Allen Express	127	149	129
Maple Leaf	89	119	96
Heartland Flyer	54	78	59
Hiawatha	125	163	135
Hoosier State	56	55	52
Illinois			
Carl Sandburg / Illinois Zephyr	65	81	68
Illini / Saluki	88	100	89
Lincoln Service	112	139	117
Michigan			
Blue Water	93	150	104
Pere Marquette	77	111	86
Wolverine	138	159	142
Kansas City - St. Louis	62	76	64
Pacific Surfliner	104	141	112
Pennsylvanian	141	197	153
Piedmont	56	65	60
San Joaquins	73	93	77
Vermont	146	146	142
<i>Long-Distance Routes</i>			
Auto Train	253	326	266
California Zephyr	119	158	120
Capitol Limited	120	162	123
Cardinal	77	104	80
City of New Orleans	95	135	99
Coast Starlight	145	193	148
Crescent	97	130	100
Empire Builder	122	159	122
Lake Shore Ltd	139	181	141
Palmetto	107	148	110
Silver Meteor	152	190	156
Silver Star	131	153	133
Southwest Chief	120	160	123
Sunset Limited	77	116	84
Texas Eagle	118	153	121

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 Q3 to FY 2021 Q2)	Test #2 End Point OTP for FY 2021 Q2	Test #3 All Stations OTP for FY 2021 Q2
Acela Express			
Standard	>=0	90.0%	90.0%
Acela Express	-5.0	85.8%	87.7%
Other NEC Corridor Routes			
Standard	>=0	85.0%	85.0%
Keystone	-0.3	94.8%	95.3%
Total Northeast Regional	-2.9	89.8%	89.8%
On Spine Northeast Regional	-3.1	90.0%	91.0%
Richmond / Newport News / Norfolk	0.6	85.8%	87.6%
Roanoke	-6.7	88.8%	87.9%
Springfield Shuttles	3.0	93.8%	94.1%
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Capitol Corridor	2.3	89.6%	91.9%
Carolinian	-0.1	88.3%	79.1%
Cascades	2.3	64.8%	65.5%
Downeaster	-2.9	75.4%	91.1%
Empire	7.1	92.7%	89.5%
Ethan Allen Express	16.0	96.1%	95.8%
Maple Leaf	15.4	92.8%	84.9%
New York - Albany	3.1	95.8%	94.6%
New York - Niagara Falls	2.6	83.8%	83.7%
Heartland Flyer	4.6	77.4%	73.0%
Hiawatha	1.2	89.4%	94.6%
Illinois	3.9	84.7%	82.1%
Carl Sandburg / Illinois Zephyr	2.8	91.1%	91.2%
Illini / Saluki	4.1	87.6%	79.5%
Lincoln Service	4.0	80.1%	79.1%
Michigan	5.4	76.2%	78.1%
Blue Water	7.1	76.5%	79.2%
Pere Marquette	4.8	89.4%	88.1%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Wolverine	5.4	62.6%	73.1%
Missouri	7.0	87.7%	89.3%
Pacific Surfliner	-1.2	84.1%	84.5%
Pennsylvanian	-0.5	71.6%	69.5%
Piedmont	0.7	70.0%	86.4%
Vermont	14.8	96.0%	92.8%
San Joaquins	-1.1	88.2%	88.6%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	-1.6	65.2%	74.4%
California Zephyr	3.2	62.3%	53.4%
Capitol Ltd	1.1	42.9%	45.0%
Cardinal	1.8	64.9%	59.6%
Coast Starlight	1.2	75.6%	62.4%
Crescent	-0.3	31.6%	39.4%
Empire Builder	0.4	73.7%	56.1%
Lake Shore Ltd	2.0	64.5%	56.4%
Palmetto	-1.5	90.7%	72.0%
Silver Meteor	-0.4	68.9%	57.6%
Silver Star	0.4	49.4%	42.9%
Southwest Chief	-0.1	50.7%	47.3%
Sunset Ltd	2.1	30.6%	20.3%
Texas Eagle	3.3	74.4%	50.6%
City Of New Orleans	1.1	90.7%	67.0%

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.

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

Service	Host Railroad	Total Delay	FY 2021 Q2 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Acela Express								
Acela Express	MNRR	1,926	DSR	1,494	CTI	292	56	
Other NEC Corridor Routes								
Northeast Regional	Springfield Shuttles	MADOT	425	DSR	271	FTI	104	36
	Roanoke	MNRR	2,471	DSR	1,861	CTI	286	56
		NS	357	FTI	142	DCS	96	216
	Richmond / Newport News / Norfolk	CSX	1,107	FTI	358	RTE	233	189
		MNRR	2,612	DSR	1,833	CTI	445	56
		NS	883	DSR	509	DCS	162	81
	On Spine Northeast Regional	MNRR	2,282	DSR	1,650	CTI	459	UND
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	UP	469	PTI	158	DCS	81	168
Carolinian	Carolinian	CSX	1,521	FTI	313	DCS	306	295
		NS	755	PTI	307	FTI	190	202
Cascades	Cascades	BNSF	1,221	FTI	570	DCS	203	343
		UP	1,171	FTI	667	DSR	326	125
Downeaster	Downeaster	MBTA	1,465	DSR	604	CTI	297	38
		PanAm	900	DSR	301	FTI	227	77
Empire	Ethan Allen Express	MNRR	914	CTI	533	RTE	175	64
	Maple Leaf	CSX	1,014	FTI	595	RTE	182	298
		MNRR	531	CTI	315	RTE	80	64
	New York - Albany	MNRR	633	CTI	348	RTE	107	64
	New York - Niagara Falls	Amtrak	2	DCS	2			109
		CSX	903	FTI	427	RTE	242	296
		MNRR	930	CTI	528	RTE	165	64
Heartland Flyer	Heartland Flyer	BNSF	1,498	DSR	1,120	FTI	313	238
Hiawatha	Hiawatha	CP	230	RTE	65	FTI	65	53
		Metra	891	CTI	357	DSR	136	29
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	491	FTI	184	DCS	89	257

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

Service	Host Railroad	Total Delay	FY 2021 Q2 Largest Two Delay Codes				Route Miles	
			#1	#2				
<i>Standard</i>		900						
Non-NEC Corridor Routes								
	Illini / Saluki	CN	547	FTI	219	DSR	146	306
	Lincoln Service	CN	2,029	FTI	1,314	DSR	220	37
		UP	744	FTI	370	DCS	111	231
Michigan	Blue Water	Amtrak	221	DSR	73	DCS	55	99
		CN	427	FTI	339	DSR	43	159
		MIDOT	158	DCS	61	RTE	49	22
		NS	3,551	FTI	2,723	DSR	270	39
	Pere Marquette	CSX	155	DCS	62	FTI	57	135
		NS	2,565	FTI	1,505	DSR	344	39
	Wolverine	Amtrak	244	DCS	126	DMW	37	99
		CN	1,575	DSR	1,064	FTI	332	27
		MIDOT	121	DCS	90	FTI	17	134
		NS	3,699	FTI	2,654	DSR	387	39
Missouri	Missouri	UP	578	FTI	412	DSR	110	271
Pacific Surfliner	Pacific Surfliner	BNSF	929	DCS	298	CTI	153	22
		SCRRA	623	CTI	180	DCS	146	95
		SDNRR	899	CTI	370	PTI	159	60
		UP	1,975	DSR	880	DCS	639	174
Pennsylvanian	Pennsylvanian	NS	1,304	FTI	911	RTE	196	249
Piedmont	Piedmont	NS	850	FTI	367	DSR	178	173
San Joaquins	San Joaquins	BNSF	762	FTI	311	PTI	213	284
		UP	658	PTI	259	DCS	163	88
Long-Distance Routes								
Auto Train		CSX	1,268	FTI	625	DSR	316	898
		FR	1,715	DSR	813	CTI	625	16
California Zephyr		BNSF	786	FTI	308	DSR	243	1027
		UP	871	FTI	447	DSR	130	1431
Capitol Ltd		CSX	932	FTI	342	RTE	310	307
		NS	2,366	FTI	1,828	RTE	225	481
Cardinal		BBrRR	876	PTI	450	DCS	220	132
		CSX	1,145	FTI	707	DSR	160	698
		NS	1,108	FTI	374	DCS	309	79
City Of New Orleans		CN	736	FTI	273	DSR	243	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 Q2 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Long-Distance Routes							
Coast Starlight	BNSF	730	FTI	273	DCS	140	186
	SCRRA	1,038	PTI	793	CTI	121	48
	UP	1,330	FTI	437	DSR	353	1159
Crescent	NS	1,450	FTI	951	DCS	198	1141
Empire Builder	BNSF	769	FTI	546	DSR	102	2147
	CP	773	FTI	482	DCS	113	384
	Metra	1,105	CTI	664	DCS	149	29
Lake Shore Ltd	CSX	583	FTI	274	RTE	114	741
	MBTA	3,622	CTI	2,304	DCS	586	64
	MNRR	728	CTI	461	RTE	82	64
	NS	2,474	FTI	1,894	PTI	399	339
Palmetto	CSX	1,059	FTI	550	DSR	145	659
Silver Meteor	CSX	1,088	FTI	510	DSR	266	1152
	Fla DOT	695	CTI	506	DSR	93	68
	FR	1,499	CTI	569	DSR	466	61
Silver Star	CSX	935	FTI	357	DSR	214	1209
	Fla DOT	815	CTI	577	DSR	129	68
	FR	1,032	DSR	458	CTI	350	61
	NS	486	PTI	197	FTI	174	28
Southwest Chief	BNSF	772	FTI	440	DSR	138	2198
	NMDOT	3,993	FTI	2,666	DSR	707	80
Sunset Ltd	BNSF	1,181	DSR	715	DCS	193	190
	UP	1,885	FTI	1,155	DSR	285	1784
Texas Eagle	BNSF	995	DSR	616	FTI	276	126
	CN	1,720	FTI	1,312	RTE	147	37
	TRE	625	DTR	460	DSR	91	33
	UP	1,473	FTI	920	DSR	296	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 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	83	HLD	24	OTH	22
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	286	OTH	84	ENG	71
Richmond / Newport News / Norfolk	212	ENG	48	SYS	48
Roanoke	300	ENG	157	OTH	45
Springfield Shuttles	1620	OTH	1,380	ITI	190
On Spine Northeast Regional	288	ENG	73	SYS	52
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	299	SYS	98	OTH	75
Carolinian	209	SYS	75	SVS	38
Cascades	317	SYS	100	ADA	47
Downeaster	200	SYS	91	ITI	47
Empire	201	SYS	88	ENG	29
Ethan Allen Express	144	ENG	63	SYS	39
Maple Leaf	245	SYS	117	ENG	39
New York - Albany	107	SYS	37	ENG	35
New York - Niagara Falls	240	SYS	108	OTH	37
Heartland Flyer	73	ENG	20	HLD	17
Hiawatha	513	OTH	240	SYS	131
Illinois	191	ENG	62	SYS	34
Carl Sandburg / Illinois Zephyr	87	HLD	27	ADA	23
Illini / Saluki	284	ENG	111	OTH	61
Lincoln Service	189	ENG	61	SYS	41
Michigan	586	OTH	215	SYS	166
Blue Water	479	SYS	201	OTH	107
Pere Marquette	306	ENG	103	SYS	102
Wolverine	937	OTH	434	SYS	182
Missouri	91	ADA	25	HLD	16
Pacific Surfliner	377	SYS	144	HLD	57

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

Service	Total Delay	FY 2021 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pennsylvanian	483	SYS	282	OTH	84
Piedmont	238	SYS	156	ADA	24
San Joaquins	224	ENG	67	SYS	65
Long Distance Routes - Amtrak Responsible					
Auto Train	462	ITI	162	SVS	119
California Zephyr	368	SVS	84	ENG	70
Capitol Ltd	209	SYS	107	OTH	31
Cardinal	311	OTH	99	SYS	84
City Of New Orleans	413	ENG	129	OTH	79
Coast Starlight	385	SYS	89	OTH	85
Crescent	422	SYS	216	SVS	60
Empire Builder	278	SYS	61	HLD	45
Lake Shore Ltd	254	SYS	76	HLD	61
Palmetto	282	SYS	131	ENG	64
Silver Meteor	345	SYS	121	ADA	66
Silver Star	514	SYS	214	HLD	83
Southwest Chief	316	SYS	113	SVS	54
Sunset Ltd	384	SVS	81	OTH	79
Texas Eagle	481	SVS	139	SYS	126

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 Q2				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<i>Acela Express</i>							
<i>Standard</i>		265					
Acela Express	Amtrak	212	CTI	35	DCS	33	401
<i>Other Services</i>							
<i>Standard</i>		475					
Keystone	Amtrak	171	DCS	28	CCR	23	195
Cardinal	Amtrak	752	ENG	174	SYS	117	226
Carolinian	Amtrak	332	ENG	81	DCS	59	226
Crescent	Amtrak	722	SVS	232	ENG	195	226
Northeast Regional	Amtrak	306	ENG	54	DCS	37	463
Springfield Shuttles	Amtrak	864	CON	207	ENG	121	463
Roanoke	Amtrak	351	SVS	63	ENG	55	463
Richmond / Newport News / Norfolk	Amtrak	308	ENG	68	DCS	35	463
On Spine Northeast Regional	Amtrak	230	DCS	36	ENG	35	463
Palmetto	Amtrak	201	CAR	40	OTH	33	226
Pennsylvanian	Amtrak	330	SMW	69	ENG	59	195
Silver Meteor	Amtrak	315	DCS	77	PTI	37	226
Silver Star	Amtrak	881	ENG	204	SYS	171	226
Vermonter	Amtrak	179	ENG	38	DET	28	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	2nd Quarter FY 2021					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Standard	82	80	80	80	80	80
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Acela Express

Acela Express	87	88	86	88	87	61
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Other NEC Corridor Routes

Northeast Regional (Boston - Washington)	84	85	82	87	86	62
Newport News ^u	80	86	79	85	84	60
Norfolk ^c	84	88	81	86	87	60
Richmond ^d						
Lynchburg ^e	81	85	76	85	83	54
Keystone Service	89	89	86	91	90	66
New Haven - Springfield	87	90	82	91	89	70

Non-NEC Corridor Routes

Capitol Corridor	86	88	85	90	88	51
Carolinian	81	85	81	82	80	65
Cascades	76	85	74	78	81	39
Downeaster	91	94	84	92	93	80
Empire Corridor						
Adirondack						
Ethan Allen Express						
Maple Leaf	80	85	82	81	79	56
New York - Albany ^f	87	89	87	89	89	47
Heartland Flyer	87	89	86	92	88	70
Hiawatha	84	89	84	88	89	53
Hoosier State						
Illinois						
Carl Sandburg / Illinois Zephyr	83	86	83	85	86	66
Illini / Saluki	77	82	79	82	79	60
Lincoln Service	77	82	78	78	79	63
Michigan						
Blue Water	74	75	74	76	79	56
Pere Marquette	91	93	92	92	91	69
Wolverine	80	87	79	84	84	62
Kansas City - St. Louis	83	89	83	85	77	56
Pacific Surfliner	84	88	79	90	86	73
Pennsylvanian	83	91	79	88	83	63
Piedmont	90	92	87	94	94	60
San Joaquins	83	87	86	85	83	47
Vermont						

Long-Distance Routes

Auto Train	74	89	80	68	83	53
California Zephyr	74	84	72	78	65	47
Capitol Limited	72	79	71	74	73	53
Cardinal	71	79	69	75	73	53
City of New Orleans	79	85	79	83	77	60
Coast Starlight	68	82	72	76	73	44
Crescent	61	76	59	71	66	46
Empire Builder	71	80	72	73	67	42
Lake Shore Ltd	73	82	71	76	72	53
Palmetto	76	85	81	83	80	59
Silver Meteor	73	82	75	77	73	53
Silver Star	69	81	69	74	71	50
Southwest Chief	68	81	70	73	67	48
Sunset Limited	71	79	69	80	71	53
Texas Eagle	66	76	68	71	63	46

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

^b Newport News includes all trains between Newport News and points on the NEC.

^c Norfolk includes all trains between Norfolk and points on the NEC.

^d Richmond includes all trains between Richmond and points on the NEC.

^e Lynchburg includes all trains between Lynchburg and points on the NEC.

^f 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	2nd Quarter FY 2021		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	2	32	0.06
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Other NEC Corridor Routes

Keystone Service	5	17	0.30
Total Northeast Regional	56	97	0.58
Richmond / Newport News ^u	16	32	0.49
Lynchburg ^c	10	11	0.93
All Other Northeast Regional	30	54	0.55

Non-NEC Corridor Routes

Capitol Corridor	7	16	0.45
Carolinian	4	12	0.34
Cascades	4	5	0.73
Downeaster	1	10	0.00
Empire Corridor	9	34	0.26
Adirondack	0	0	0.00
Ethan Allen Express	0	3	0.00
Maple Leaf	2	6	0.36
New York - Albany ^d	4	12	0.33
New York - Niagara Falls	3	14	0.22
Heartland Flyer	0	3	0.00
Hiawatha	6	5	1.22
Hoosier State	0	0	0.00
Illinois	13	20	0.65
Carl Sandburg / Illinois Zephyr	1	5	0.22
Illini / Saluki	6	5	1.12
Lincoln Service	6	10	0.60
Michigan	21	14	1.47
Blue Water	12	6	2.12
Pere Marquette	6	3	0.00
Wolverine	3	5	0.55
Kansas City - St. Louis	1	5	0.20
Pacific Surfliner	7	21	0.33
Pennsylvanian	5	8	0.64
Piedmont	0	6	0.00
San Joaquins	18	23	0.78
Vermont	3	4	0.77

Long-Distance Routes

Auto Train	6	15	0.39
California Zephyr	9	18	0.49
Capitol Limited	2	6	0.33
Cardinal	5	9	0.56
City of New Orleans	8	7	1.22
Coast Starlight	4	10	0.38
Crescent	5	10	0.49
Empire Builder	7	19	0.37
Lake Shore Ltd	9	9	1.01
Palmetto	4	5	0.78
Silver Meteor	0	14	0.00
Silver Star	9	12	0.77
Southwest Chief	6	16	0.37
Sunset Limited	4	14	0.28
Texas Eagle	3	9	0.32

^aService Interruptions are defined as delays 30 min. or greater and any cancelled/terminated train due to equipment problems.

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

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

^d Includes only trains that operate solely between New York and Albany.

TABLE 12:
COMPLAINTS RECEIVED
 Complaints per 1,000 Passengers

Service	2nd Quarter FY 2021	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.01	2.43
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Amtrak Corridor

Keystone	0.00	3.32
Northeast Regional	0.02	2.57

Short Distance

Capitols	0.03	5.81
Carolinian	0.05	4.20
Cascades	0.00	1.97
Downeaster	0.00	1.54
Empire Corridor		
Adirondack	0.00	5.98
Empire Service	0.08	0.98
Ethan Allen Express	0.00	1.19
Maple Leaf	0.08	3.41
Heartland Flyer	0.00	1.67
Hiawatha	0.00	3.81
Hoosier State		
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.89
Illini / Saluki	0.00	1.63
Lincoln Service	0.00	2.43
Michigan		
Blue Water	0.00	0.00
Pere Marquette	0.00	1.64
Wolverine	0.01	2.31
Kansas City - St. Louis	0.00	1.28
Pacific Surfliner	0.07	2.75
Pennsylvanian	0.00	2.09
Piedmont	0.03	1.77
San Joaquins	0.00	1.24
Vermont	0.00	4.87

Long Distance

Auto Train	0.81	13.79
California Zephyr	0.19	8.32
Capitol Limited	0.16	14.09
Cardinal	0.20	8.98
City of New Orleans	0.48	10.10
Coast Starlight	0.43	17.47
Crescent	0.71	11.12
Empire Builder	0.20	8.55
Lake Shore Ltd	0.15	12.63
Palmetto	0.60	13.41
Silver Meteor	0.32	16.35
Silver Star	0.50	21.09
Southwest Chief	0.40	16.12
Sunset Limited	1.42	21.34
Texas Eagle	0.57	13.56

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	2nd Quarter FY 2021						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	96	2	4	26	81	209	
Amtrak Premium	3	0	0	0	2	5	
Acela Express	3	0	0	0	2	5	
Amtrak Corridor	0	0	1	1	5	7	
Keystone	0	0	0	0	0	0	
Northeast Regional	0	0	1	1	5	7	
Short Distance	2	0	0	1	6	9	
Capitols	0	0	0	0	0	0	
Carolinian	1	0	0	0	0	1	
Cascades	0	0	0	0	1	1	
Downeaster	0	0	0	0	0	0	
Empire Corridor	0	0	0	0	1	1	
Adirondack	0	0	0	0	0	0	
Empire Service	0	0	0	0	0	0	
Ethan Allen Express	0	0	0	0	1	1	
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	0	0	
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0	
Illini / Saluki	0	0	0	0	0	0	
Lincoln Service	0	0	0	0	0	0	
Michigan	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	1	0	1	
Pacific Surfliner	0	0	0	0	1	1	
Pennsylvanian	0	0	0	0	2	2	
Piedmont	0	0	0	0	0	0	
San Joaquins	1	0	0	0	1	2	
Vermont	0	0	0	0	0	0	
Long Distance	91	2	3	24	68	188	
Auto Train	10	0	1	8	19	38	
California Zephyr	13	0	0	1	7	21	
Capitol Limited	2	0	0	0	0	2	
Cardinal	2	0	0	0	0	2	
City of New Orleans	2	0	0	0	1	3	
Coast Starlight	4	0	0	1	7	12	
Crescent	3	0	0	0	4	7	
Empire Builder	9	0	1	2	9	21	
Lake Shore Ltd	1	0	0	2	2	5	
Palmetto	1	0	0	0	1	2	
Silver Meteor	13	1	0	3	6	23	
Silver Star	8	0	0	0	3	11	
Southwest Chief	4	1	0	2	2	9	
Sunset Limited	2	0	0	1	1	4	
Texas Eagle	17	0	1	4	6	28	

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	2nd Quarter FY 2021						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	147	164	396	386	490	1,583	
Amtrak Premium	3	19	20	7	17	66	
Acela Express	3	19	20	7	17	66	
Amtrak Corridor	25	52	29	61	106	273	
Keystone	1	5	1	3	7	17	
Northeast Regional	24	47	28	58	99	256	
Short Distance	46	38	69	101	98	352	
Capitols	1	3	1	10	4	19	
Carolinian	5	3	6	17	12	43	
Cascades	2	0	1	0	4	7	
Downeaster	2	1	19	5	1	28	
Empire Corridor	6	12	5	12	13	48	
Adirondack	0	0	0	0	0	0	
Empire Service	4	7	3	8	10	32	
Ethan Allen Express	0	1	0	0	0	1	
Maple Leaf	2	4	2	4	3	15	
Heartland Flyer	0	0	0	0	2	2	
Hiawatha	3	1	0	1	1	6	
Hoosier State							
Illinois	6	2	15	19	10	52	
Carl Sandburg / Illinois Zephyr	1	1	9	3	3	17	
Illini / Saluki	3	0	2	11	5	21	
Lincoln Service	2	1	4	5	2	14	
Michigan	4	0	3	5	1	13	
Blue Water	1	0	2	1	0	4	
Pere Marquette	0	0	1	0	0	1	
Wolverine	3	0	0	4	1	8	
Kansas City - St. Louis	1	1	3	0	5	10	
Pacific Surfliner	7	3	10	24	20	64	
Pennsylvanian	2	5	0	3	6	16	
Piedmont	0	1	1	0	1	3	
San Joaquins	6	5	5	5	18	39	
Vermont	1	1	0	0	0	2	
Long Distance	73	55	278	217	269	892	
Auto Train	11	5	33	6	32	87	
California Zephyr	4	9	29	18	20	80	
Capitol Limited	1	2	6	5	5	19	
Cardinal	1	2	8	7	22	40	
City of New Orleans	5	1	3	4	7	20	
Coast Starlight	4	1	26	11	15	57	
Crescent	1	4	12	10	12	39	
Empire Builder	8	2	53	16	18	97	
Lake Shore Ltd	2	5	10	14	16	47	
Palmetto	4	3	2	8	2	19	
Silver Meteor	9	6	18	41	31	105	
Silver Star	11	5	13	35	26	90	
Southwest Chief	1	6	27	7	17	58	
Sunset Limited	4	1	12	12	9	38	
Texas Eagle	7	3	26	23	37	96	

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	2nd Quarter FY 2021						Total
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		
Amtrak System	305	178	153	292	212	1,140	
Amtrak Premium	8	1	2	15	4	30	
Acela Express	8	1	2	15	4	30	
Amtrak Corridor	10	24	15	52	9	110	
Keystone	0	3	1	3	0	7	
Northeast Regional	10	21	14	49	9	103	
Short Distance	13	35	18	39	11	116	
Capitols	0	0	1	0	0	1	
Carolinian	4	4	1	4	2	15	
Cascades	0	0	1	2	0	3	
Downeaster	0	0	0	0	0	0	
Empire Corridor	3	11	2	6	2	24	
Adirondack	0	0	0	0	0	0	
Empire Service	2	8	1	6	2	19	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	1	3	1	0	0	5	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	1	0	1	0	2	
Hoosier State							
Illinois	2	4	2	9	2	19	
Carl Sandburg / Illinois Zephyr	0	0	0	2	0	2	
Illini / Saluki	2	0	1	4	1	8	
Lincoln Service	0	4	1	3	1	9	
Michigan	1	13	1	8	1	24	
Blue Water	0	4	0	4	0	8	
Pere Marquette	0	0	0	0	0	0	
Wolverine	1	9	1	4	1	16	
Kansas City - St. Louis	0	1	2	0	1	4	
Pacific Surfliner	2	0	3	3	0	8	
Pennsylvanian	1	0	2	1	1	5	
Piedmont	0	0	0	0	0	0	
San Joaquins	0	1	2	5	2	10	
Vermont	0	0	1	0	0	1	
Long Distance	274	118	118	186	188	884	
Auto Train	77	20	14	37	19	167	
California Zephyr	26	8	10	18	14	76	
Capitol Limited	5	1	0	8	0	14	
Cardinal	12	2	7	5	5	31	
City of New Orleans	5	1	2	3	1	12	
Coast Starlight	11	6	4	5	8	34	
Crescent	11	2	6	6	12	37	
Empire Builder	20	16	19	17	23	95	
Lake Shore Ltd	12	7	5	8	18	50	
Palmetto	2	2	2	2	2	10	
Silver Meteor	26	17	19	23	26	111	
Silver Star	24	15	12	20	22	93	
Southwest Chief	20	5	8	14	17	64	
Sunset Limited	7	4	3	7	2	23	
Texas Eagle	16	12	7	13	19	67	

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

2nd Quarter FY 2021

Amtrak System		679
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Division

Boston		33
California		107
Central		47
Empire		102
New York		0
Southeast		136
Southwest		126
Northwest		27
Washington		101

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**

	FY 2020
Connectivity	13.0%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	5.6%
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:
ROUTE DESCRIPTIONS**

Service	Routing
<i>Acela Express</i>	
Acela Express	Between Boston, New York (Penn Station) and Washington
<i>Other NEC Corridor Routes</i>	
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 ¹	Between New Haven and Springfield
<i>Non-NEC Corridor Routes</i>	
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 ¹	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 ²	Between New York (Penn Station) and Albany
New York - Niagara Falls ²	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
<i>Long-Distance Routes</i>	
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

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

² Not-applicable to financial tables; data included in "Empire Service" in financial tables.

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

Host Railroad - Responsible Delays		
Code	Code Description	Explanation
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		
Code	Code Description	Explanation
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		
Code	Code Description	Explanation
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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2109	-6.2	94.8%	89.2%
	2126	-4.7	84.5%	89.8%
	2154	-2.2	58.3%	78.4%
	2155	-2.4	81.0%	77.1%
	2158	-2.7	87.9%	85.4%
	2163	-3.4	80.0%	87.9%
	2166	-6.3	85.0%	85.9%
	2167	-3.9	86.7%	88.9%
	2170	-1.3	88.3%	92.7%
	2173	-5.1	100.0%	97.4%
	2203	-2.9	100.0%	100.0%
	2205	-3.7	92.3%	95.2%
	2218	NA	100.0%	98.4%
	2224	-4.5	84.6%	88.5%
	2248	-5.2	71.4%	83.9%
	2249	-0.3	100.0%	96.4%
	2250	-1.1	86.7%	83.8%
	2251	-4.1	87.5%	92.4%
	2252	-2.4	93.1%	92.1%
	2253	-2.2	86.2%	87.3%
	2254	-1.0	79.3%	88.9%
	2255	-0.8	78.6%	84.6%
	2256	-1.8	84.6%	94.0%
	2257	-2.3	92.3%	91.8%
	2259	-1.0	92.3%	86.1%
	2260	NA	100.0%	100.0%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	400	NA	100.0%	100.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2020 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	409	NA	100.0%	100.0%
	417	NA	93.3%	94.7%
	450	6.8	93.8%	99.3%
	460	7.4	92.3%	92.3%
	461	NA	96.6%	97.4%
	463	9.2	100.0%	100.0%
	464	7.1	96.6%	96.6%
	465	NA	100.0%	94.0%
	467	9.2	100.0%	99.3%
	470	4.9	88.5%	91.5%
	471	NA	95.1%	97.5%
	473	NA	96.7%	99.1%
	474	NA	90.2%	93.9%
	475	8.5	95.0%	95.4%
	476	6.2	90.0%	89.3%
	488	-0.5	93.1%	89.4%
	494	-2.3	91.5%	86.2%
	499	NA	93.1%	93.1%
Northeast Regional - Roanoke	145	2.5	53.8%	81.2%
	147	-0.7	93.8%	89.6%
	156	-14.3	89.7%	87.8%
	171	-8.0	88.3%	88.8%
	176	-7.2	95.0%	87.5%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	82.1%	81.8%
	66	1.8	95.5%	89.2%
	67	0.1	83.3%	88.3%
	82	7.4	100.0%	100.0%
	84	-2.4	84.7%	85.9%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	87	2.4	79.3%	87.7%
	88	0.1	86.2%	85.7%
	93	1.3	85.2%	86.8%
	94	2.9	89.8%	86.0%
	95	4.0	79.7%	85.1%
	96	NA	76.9%	89.0%
	99	0.7	69.0%	88.3%
	125	-18.0	81.4%	85.0%
	157	-20.3	76.9%	89.6%
	164	0.6	89.7%	90.8%
	174	-8.0	91.8%	91.0%
	194	-0.1	87.5%	82.3%
	195	6.2	86.2%	94.2%
Northeast Regional - On Spine Northeast Regional	126	NA	92.3%	96.9%
	135	0.0	72.4%	83.4%
	137	-0.8	94.9%	90.9%
	138	-1.6	94.9%	94.4%
	139	NA	84.6%	93.0%
	140	2.1	93.1%	94.5%
	141	1.0	88.3%	91.2%
	143	0.1	92.3%	97.0%
	146	1.7	84.6%	90.8%
	148	-0.6	88.3%	90.6%
	150	-2.2	100.0%	100.0%
	155	-3.0	100.0%	100.0%
	158	-3.4	92.3%	95.9%
	160	-2.6	84.6%	82.7%
	161	1.6	87.5%	89.7%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - On Spine Northeast Regional	162	0.2	69.2%	87.6%
	165	-1.0	53.8%	67.5%
	166	-3.2	92.3%	94.6%
	167	-2.7	81.3%	85.6%
	168	0.4	100.0%	95.1%
	169	-3.4	92.3%	97.0%
	170	-1.0	88.5%	93.8%
	172	-0.4	86.4%	86.2%
	173	0.7	90.2%	87.9%
	175	0.1	83.6%	89.9%
	178	-1.0	98.4%	97.5%
	179	-0.4	96.6%	93.7%
	181	5.3	98.0%	95.3%
	189	NA	69.2%	80.4%
	190	-2.9	93.1%	92.2%
	192	2.4	100.0%	100.0%
	193	0.8	81.4%	84.8%
	198	3.1	98.0%	93.5%
Keystone - Keystone	600	1.4	100.0%	98.1%
	601	2.4	96.6%	93.6%
	605	-0.8	96.7%	96.7%
	610	-1.8	87.5%	96.4%
	611	-2.2	100.0%	100.0%
	612	-3.8	100.0%	100.0%
	615	-1.8	100.0%	100.0%
	620	-3.3	94.9%	94.4%
	640	6.4	88.1%	94.6%
	641	-1.9	96.6%	92.7%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	645	-5.9	96.6%	93.0%
	646	-3.9	93.2%	94.6%
	647	1.5	90.0%	92.0%
	650	2.2	98.3%	94.4%
	651	-1.4	96.6%	93.6%
	652	-0.8	98.3%	96.1%
	653	0.1	93.2%	93.9%
	654	2.7	98.3%	97.4%
	660	6.1	86.2%	95.3%
	661	-1.0	100.0%	100.0%
	662	4.2	100.0%	100.0%
	663	-3.0	93.1%	94.2%
	664	4.4	89.7%	97.5%
	665	-0.1	89.7%	92.3%
	666	2.2	89.7%	97.1%
	667	0.3	93.1%	97.1%
	669	-2.9	93.1%	96.6%
	670	-0.7	100.0%	100.0%
	671	-3.2	66.7%	97.2%
	672	0.1	89.7%	94.7%
	674	NA	100.0%	100.0%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	4.4	66.7%	70.4%
	521	1.7	88.9%	92.2%
	522	3.5	93.3%	95.9%
	523	1.8	93.7%	94.9%
	524	3.6	92.1%	90.0%
	525	-0.6	86.7%	95.8%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	527	3.1	100.0%	100.0%
	528	4.8	100.0%	100.0%
	529	3.6	90.0%	91.5%
	532	4.5	90.5%	90.1%
	534	5.0	96.7%	97.2%
	536	3.1	96.8%	96.5%
	537	3.0	74.6%	83.8%
	538	2.9	93.7%	90.8%
	541	1.2	100.0%	100.0%
	542	3.7	87.3%	89.9%
	543	7.7	85.0%	95.0%
	545	2.9	90.5%	95.7%
	546	2.7	93.7%	94.8%
	547	3.7	85.7%	90.1%
	551	3.5	100.0%	100.0%
	723	1.7	88.9%	94.2%
	724	1.6	92.6%	94.3%
	728	1.4	77.8%	82.7%
	729	0.1	81.5%	88.3%
	732	1.8	88.9%	89.3%
	737	3.6	100.0%	99.8%
	738	-0.8	92.6%	91.1%
	742	1.0	77.8%	81.1%
	743	2.3	92.6%	90.4%
	747	6.9	88.9%	92.6%
Carolinian - Carolinian	79	-0.2	89.9%	82.0%
	80	0.0	86.7%	76.3%
Cascades - Cascades	500	2.2	58.6%	62.5%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Cascades - Cascades	505	-1.0	70.8%	68.4%
Downeaster - Downeaster	680	-2.8	79.0%	95.0%
	681	-2.6	91.9%	94.7%
	682	-3.8	56.5%	94.9%
	683	-3.8	87.1%	85.2%
	684	-3.2	29.0%	84.6%
	685	-2.5	82.3%	87.4%
	688	-3.9	67.7%	93.0%
	689	-3.3	87.1%	93.1%
	690	-3.5	85.7%	95.4%
	691	-0.4	92.9%	97.9%
	692	-3.4	82.1%	97.1%
	693	-1.8	89.3%	93.9%
	694	-3.1	60.7%	88.9%
	695	-3.4	78.6%	77.9%
	698	-3.5	71.4%	86.8%
	699	-3.1	92.9%	93.6%
Empire - Ethan Allen Express	290	16.1	98.4%	97.0%
	291	15.8	94.4%	94.8%
	292	17.0	96.6%	96.6%
Empire - Maple Leaf	63	20.6	94.4%	94.9%
	64	15.3	91.1%	80.5%
Empire - New York - Albany	232	1.1	90.2%	94.5%
	233	2.4	94.3%	92.9%
	234	1.4	94.9%	94.8%
	236	2.6	91.8%	94.4%
	237	1.6	95.0%	95.4%
	238	4.5	97.7%	92.7%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	239	0.5	100.0%	95.9%
	241	4.2	100.0%	97.1%
	243	3.9	100.0%	97.9%
	244	2.3	97.8%	95.6%
	250	4.0	93.1%	93.1%
	253	12.1	93.1%	94.6%
	259	2.4	100.0%	94.1%
	260	NA	82.8%	87.7%
Empire - New York - Niagara Falls	280	5.4	100.0%	97.4%
	281	2.7	66.7%	77.9%
	283	3.6	76.7%	83.9%
	284	2.5	92.2%	84.0%
Heartland Flyer - Heartland Flyer	821	4.6	72.6%	87.8%
	822	4.6	82.1%	58.3%
Hiawatha - Hiawatha	329	0.6	100.0%	100.0%
	330	2.4	100.0%	100.0%
	331	1.1	87.8%	93.1%
	332	1.1	92.2%	97.3%
	337	0.9	86.5%	93.9%
	338	0.9	88.9%	96.9%
	339	2.3	87.8%	89.3%
	342	1.8	88.8%	94.6%
Illinois - Carl Sandburg / Illinois Zephyr	380	3.2	93.3%	91.2%
	383	3.3	88.9%	91.2%
Illinois - Illini / Saluki	390	4.9	89.8%	83.0%
	393	2.0	85.4%	76.0%
Illinois - Lincoln Service	300	3.4	70.8%	74.3%
	303	5.0	85.4%	81.3%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Illinois - Lincoln Service	306	3.8	79.8%	83.3%
	307	3.3	84.3%	77.6%
Michigan - Blue Water	364	5.4	87.8%	70.3%
	365	9.9	65.2%	87.1%
Michigan - Pere Marquette	370	3.3	90.0%	81.1%
	371	7.9	88.8%	95.1%
Michigan - Wolverine	351	7.7	53.9%	81.1%
	352	4.4	71.1%	66.3%
Missouri - Missouri	313	5.9	89.9%	92.6%
	314	8.6	85.6%	86.0%
Pacific Surfliner - Pacific Surfliner	564	-1.6	92.1%	93.9%
	579	-2.4	91.1%	92.6%
	580	-0.9	87.8%	94.7%
	584	NA	92.1%	95.1%
	593	NA	78.9%	80.8%
	763	-2.0	72.2%	89.5%
	767	NA	90.5%	93.2%
	768	-0.3	92.2%	88.2%
	774	0.0	87.8%	62.0%
	777	NA	58.9%	83.1%
	785	-0.8	77.8%	83.4%
	796	-0.7	86.7%	85.2%
	1564	NA	92.6%	90.8%
	1584	NA	88.9%	92.9%
	1767	NA	96.3%	98.3%
Pennsylvanian - Pennsylvanian	42	0.8	84.1%	79.4%
	43	-1.9	59.1%	59.0%
Piedmont - Piedmont	73	0.9	76.7%	90.9%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Piedmont - Piedmont	74	-0.1	57.8%	79.3%
	75	NA	61.1%	84.4%
	76	NA	84.4%	91.2%
San Joaquins - San Joaquins	710	NA	86.7%	86.4%
	711	-1.0	90.0%	92.1%
	712	-0.7	90.0%	88.5%
	713	1.2	84.4%	90.4%
	715	-0.3	83.3%	85.3%
	716	-0.5	88.9%	84.1%
	718	-0.5	94.4%	91.9%
	719	NA	87.8%	89.8%
Vermonter - Vermonter	54	14.0	96.6%	92.1%
	55	13.7	94.8%	92.3%
	56	17.1	96.6%	90.9%
	57	13.5	96.6%	97.9%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	-0.4	66.3%	74.2%
	53	-2.6	64.0%	74.7%
California Zephyr - California Zephyr	5	3.1	68.4%	59.2%
	6	3.9	59.5%	48.7%
	1105	NA	0.0%	37.1%
	1106	NA	0.0%	28.6%
Capitol Ltd - Capitol Ltd	29	0.9	38.5%	61.9%
	30	1.1	47.4%	27.6%
Cardinal - Cardinal	50	1.6	57.9%	41.0%
	51	2.0	71.8%	77.7%
City Of New Orleans - City Of New Orleans	58	1.3	95.8%	62.5%
	59	1.0	89.2%	73.7%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Long Distance Routes				
Standard		>=0	80.0%	80.0%
City Of New Orleans - City Of New Orleans	1058	NA	60.0%	57.9%
	1158	NA	100.0%	56.8%
Coast Starlight - Coast Starlight	11	0.4	82.1%	72.0%
	14	1.5	69.2%	52.8%
Crescent - Crescent	19	-0.5	25.0%	51.9%
	20	0.0	38.5%	26.7%
Empire Builder - Empire Builder	7	0.5	83.8%	66.8%
	8	0.4	40.5%	37.5%
	27	0.7	81.1%	73.1%
	28	0.3	89.2%	81.0%
	1007	NA	100.0%	67.5%
	1008	NA	100.0%	92.5%
	1027	NA	0.0%	16.7%
	1028	NA	100.0%	100.0%
Lake Shore Ltd - Lake Shore Ltd	48	3.1	76.3%	42.4%
	49	0.9	53.8%	65.8%
	448	1.4	37.8%	38.1%
	449	-0.2	89.5%	86.9%
Palmetto - Palmetto	89	-1.5	89.2%	76.9%
	90	-1.4	92.1%	67.1%
Silver Meteor - Silver Meteor	97	-0.4	78.4%	62.8%
	98	-0.3	59.6%	52.6%
Silver Star - Silver Star	91	0.3	51.3%	43.8%
	92	0.6	47.4%	42.1%
Southwest Chief - Southwest Chief	3	-0.7	50.0%	57.7%
	4	0.5	54.3%	37.5%
	1003	NA	0.0%	56.3%
	1004	NA	0.0%	28.1%

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 Q3 to FY 2021 Q2)	End Point OTP for FY 2021 Q2	All Stations OTP for FY 2021 Q2
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Sunset Ltd - Sunset Ltd	1	2.1	30.6%	12.9%
	2	2.1	30.6%	33.6%
Texas Eagle - Texas Eagle	21	2.5	74.4%	51.3%
	22	4.0	74.4%	49.9%

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 Q2 Largest Two Delay Codes				
				#1		#2		
<i>Standard</i>			900					
<i>Acela Express</i>								
Acela Express	2154	MNRR	2,927	DSR	2,530	CTI	160	
	2155	MNRR	1,826	DSR	1,607	CTI	191	
	2158	MNRR	2,749	DSR	2,004	RTE	391	
	2163	MNRR	1,834	DSR	1,150	CTI	484	
	2166	MNRR	2,074	DSR	1,580	CTI	426	
	2167	MNRR	1,619	DSR	1,333	CTI	125	
	2170	MNRR	2,089	DSR	1,107	CTI	976	
	2173	MNRR	1,250	DSR	940	CTI	247	
	2248	MNRR	2,423	DSR	1,837	CTI	357	
	2249	MNRR	1,384	DSR	1,027	CTI	279	
	2250	MNRR	2,131	DSR	1,714	RTE	250	
	2251	MNRR	1,306	DSR	1,060	CTI	134	
	2252	MNRR	1,872	DSR	1,656	CTI	191	
	2253	MNRR	1,552	DSR	1,429	CTI	86	
	2254	MNRR	1,589	DSR	1,466	CTI	117	
	2255	MNRR	1,416	DSR	1,224	CTI	191	
	2256	MNRR	1,621	DSR	1,538	CTI	82	
	2257	MNRR	1,497	DSR	1,209	CTI	151	
	2259	MNRR	1,319	DSR	1,085	CTI	234	
	2260	MNRR	1,964	DSR	1,964			
<i>Other NEC Corridor Routes</i>								
Northeast Regional	On Spine Northeast Regional	135	MNRR	2,131	DSR	1,817	RTE	179
		137	MNRR	2,137	DSR	1,525	CTI	239
		139	MNRR	1,277	DSR	1,126	RTE	151
		140	MNRR	2,260	CTI	1,133	DSR	948
		141	MNRR	2,223	DSR	1,643	CTI	336
		143	MNRR	1,676	DSR	1,250	CTI	426
		146	MNRR	2,253	DSR	1,841	CTI	288
		148	MNRR	2,446	DSR	1,976	CTI	396
		150	MNRR	2,132	DSR	1,797	CTI	313

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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			<i>900</i>				
	160	MNRR	2,569	DSR	2,390	DCS, CTI	69
	161	MNRR	2,400	CTI	2,020	DSR	379
	162	MNRR	2,376	DSR	2,294	RTE	55
	165	MNRR	2,706	CTI	1,937	DSR	769
	166	MNRR	1,992	DSR	1,992		
	167	MNRR	2,154	DSR	2,154		
	168	MNRR	2,210	DSR	1,942	CTI	268
	169	MNRR	2,679	DSR	2,280	CTI	261
	170	MNRR	2,641	DSR	1,865	CTI	688
	172	MNRR	2,439	DSR	1,771	DMW	306
	173	MNRR	2,670	CTI	1,654	DSR	998
	175	MNRR	2,655	DSR	1,699	RTE	589
	178	MNRR	1,878	DSR	1,738	CTI	110
	179	MNRR	1,964	DSR	1,715	CTI	206
	190	MNRR	2,044	DSR	1,761	CTI	123
	65	CSX	1,260	FTI	376	RTE	356
Richmond / Newport News / Norfolk	65	MNRR	4,477	DSR	1,601	DMW	1,588
	66	CSX	1,052	FTI	415	DSR	231
	66	MNRR	2,520	DSR	2,175	CTI	213
	67	CSX	1,558	FTI	630	RTE	286
	67	MNRR	3,506	DSR	1,699	CTI	1,045

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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	84	CSX	945	RTE	219	PTI	207
	84	NS	715	DSR	474	DCS	160
	87	CSX	908	FTI	301	DSR	194
	87	NS	842	DSR	511	RTE	159
	88	CSX	743	DCS	249	RTE	165
	88	MNRR	1,995	DSR	1,422	CTI	573
	88	NS	907	DSR	515	DCS	336
	93	CSX	784	RTE	203	CTI	172
	93	MNRR	2,711	DSR	2,046	CTI	665
	93	NS	996	DSR	537	DCS	325
	94	CSX	900	FTI	264	RTE	243
	94	MNRR	2,573	DSR	1,904	CTI	487
	94	NS	823	DSR	479	DMW	108
	95	CSX	1,160	FTI	394	RTE	319
	95	MNRR	2,676	DSR	2,458	RTE	85
	95	NS	1,037	DSR	548	DMW	230
	96	CSX	893	FTI	265	DCS	240
	96	MNRR	2,239	DSR	2,088	CTI	151
	99	CSX	948	FTI	237	RTE	214
	99	MNRR	1,823	DSR	1,552	CTI	265
	125	CSX	1,467	FTI	446	RTE	274

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 Q2 Largest Two Delay Codes				
				#1	#2			
Standard				900				
	157	CSX	994	PTI	346	FTI	214	
	157	MNRR	2,047	DSR	1,291	CTI	577	
	157	NS	836	DSR	503	RTE	266	
	164	MNRR	1,927	DSR	1,447	CTI	419	
	174	CSX	1,022	FTI	407	RTE	224	
	174	MNRR	2,687	DSR	1,458	DMW	662	
	194	CSX	1,436	FTI	670	PTI	307	
	194	MNRR	2,065	DSR	1,696	DCS	268	
	195	MNRR	1,632	DSR	1,496	CTI	92	
	145	NS	592	PTI	243	DCS	174	
Roanoke	147	MNRR	1,574	DSR	1,217	CTI	313	
	147	NS	173	FTI	102	DCS	49	
	156	NS	341	FTI	151	DCS	129	
	171	MNRR	2,393	DSR	1,440	RTE	351	
	171	NS	303	FTI	177	DSR	50	
	176	MNRR	2,789	DSR	2,452	CTI	244	
	176	NS	416	DCS	144	FTI	119	
	400	MADOT	479	DSR	287	FTI	192	
Springfield Shuttles	461	MADOT	833	FTI	465	DSR	291	
	471	MADOT	520	DSR	345	DCS	92	
	488	MADOT	421	DSR	297	DCS	125	
	494	MADOT	181	DSR	181			
	499	MADOT	223	DSR	223			
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	521	UP	355	CTI	139	PTI	59
		522	UP	428	PTI	157	FTI	71
		523	UP	597	PTI	184	RTE	115

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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		524	UP	715	PTI	394	DCS	168
		525	UP	499	CTI	252	DCS	113
		528	UP	100	RTE	50	DCS	50
		529	UP	563	FTI	195	RTE	122
		532	UP	368	DCS	113	PTI	95
		534	UP	156	PTI	34	RTE, DCS	30
		536	UP	313	FTI	129	DSR	52
		537	UP	740	PTI	328	CTI	117
		538	UP	419	PTI	168	RTE	65
		542	UP	554	PTI	156	RTE	82
		543	UP	670	PTI	419	FTI	105
		545	UP	441	PTI	228	DCS	57
		546	UP	510	RTE	181	CTI	81
		547	UP	336	DCS	134	FTI	52
		551	UP	261	PTI	187	FTI	75
		723	UP	466	RTE	184	PTI	106
		724	UP	346	DCS	187	PTI	70
		728	UP	715	PTI	279	FTI	167
		729	UP	481	PTI	230	DCS	113
		732	UP	473	PTI	274	DSR	62
		737	UP	207	PTI	50	DCS	47
		738	UP	285	PTI	159	DMW	61
		742	UP	561	PTI	243	DCS	133
		743	UP	561	PTI	279	DCS	162
Carolinian	Carolinian	79	CSX	1,404	DCS	391	RTE	294
		79	NS	591	PTI	241	DSR	161
		80	CSX	1,637	PTI	411	FTI	402
		80	NS	918	PTI	373	FTI	293
Cascades	Cascades	500	BNSF	1,305	FTI	501	DCS	240
		500	UP	998	FTI	560	DSR	290
		505	BNSF	1,141	FTI	636	DSR	180

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 Q2 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		505	UP	1,339	FTI	772	DSR	360
Downeaster	Downeaster	680	MBTA	1,609	DSR	755	CTI	687
		680	PanAm	603	DSR	338	DCS	219
		681	MBTA	1,417	DSR	930	DCS	209
		681	PanAm	805	DSR	359	FTI	165
		682	MBTA	2,936	CTI	1,493	DSR	538
		682	PanAm	621	DSR	261	DCS	207
		683	MBTA	1,673	DSR	700	CTI	474
		683	PanAm	1,133	DSR	394	PTI	331
		684	MBTA	1,959	DSR	969	DMW	704
		684	PanAm	1,744	PTI	609	DSR	562
		685	MBTA	1,293	DSR	1,109	DCS	107
		685	PanAm	950	DSR	365	FTI	272
		688	MBTA	1,357	DSR	841	CTI	269
		688	PanAm	1,019	PTI	456	FTI	240
		689	MBTA	708	DSR	478	DCS	171
		689	PanAm	729	FTI	590	DSR	85
		690	MBTA	983	DTR	331	DSR	283
		690	PanAm	625	DSR	375	DCS	134
		691	MBTA	1,181	PTI	406	DSR	255
		691	PanAm	625	DSR	244	FTI	177
		692	MBTA	1,531	DTR	822	CTI	274
		692	PanAm	508	DSR	314	DCS	100
		693	MBTA	794	DTR	557	DCS	151
		693	PanAm	1,010	PTI	505	DSR	257
		694	MBTA	1,833	DTR	822	FTI	614
		694	PanAm	1,063	DSR	398	FTI	324
		695	MBTA	1,342	DTR	652	DCS	274
		695	PanAm	806	FTI	395	DSR	161
		698	MBTA	368	DSR	217	FTI	104
		698	PanAm	1,455	DMW	445	PTI	388

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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		699	MBTA	954	DTR	416	FTI	293
		699	PanAm	211	DSR	204	FTI	7
Empire	Ethan Allen Express	290	MNRR	1,132	CTI	546	RTE	322
		291	MNRR	792	CTI	580	RTE	76
		292	MNRR	828	CTI	363	RTE, PTI	173
	Maple Leaf	63	MNRR	495	CTI	276	RTE	68
		64	CSX	1,014	FTI	595	RTE	182
		64	MNRR	568	CTI	355	RTE	92
	New York - Albany	232	MNRR	721	CTI	486	RTE	149
		233	MNRR	815	CTI	498	RTE	130
		234	MNRR	593	CTI	450	RTE	51
		236	MNRR	687	CTI	242	RTE	108
		237	MNRR	769	CTI	542	RTE	115
		238	MNRR	578	CTI	280	RTE	116
		239	MNRR	939	CTI	617	RTE	189
		241	MNRR	346	CTI	161	PTI	55
		243	MNRR	115	DSR	63	DCS	29
		244	MNRR	840	CTI	321	PTI	224
		250	MNRR	660	CTI	319	RTE	173
		253	MNRR	281	CTI	141	DCS	65
		259	MNRR	244	CTI	119	RTE	49
		260	MNRR	1,148	CTI	693	RTE	173
	New York - Niagara Falls	280	MNRR	1,172	CTI	871	RTE	112
		281	CSX	1,112	FTI	493	RTE	304
		281	MNRR	855	CTI	328	DMW	215
		283	CSX	911	FTI	554	RTE	221
		283	MNRR	842	CTI	429	DMW	153
		284	Amtrak	9	DCS	9		
		284	CSX	683	FTI	233	RTE	200
		284	MNRR	855	CTI	492	RTE	204
Heartland Flyer	Heartland Flyer	821	BNSF	1,492	DSR	1,084	FTI	300

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 Q2 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		822	BNSF	1,503	DSR	1,156	FTI	326
Hiawatha	Hiawatha	329	CP	75	FTI	75		
		329	Metra	252	CTI	126	RTE	47
		330	Metra	1,621	CTI	1,621		
		331	CP	272	PTI	107	FTI	88
		331	Metra	743	PTI	340	DCS	126
		332	CP	347	DCS	110	RTE	97
		332	Metra	959	DSR	330	CTI	180
		337	CP	167	RTE	87	FTI	54
		337	Metra	348	PTI	152	DSR	54
		338	CP	291	FTI	142	PTI	59
		338	Metra	1,365	DCS	444	CTI	360
		339	CP	123	DCS	42	CTI	40
		339	Metra	824	CTI	620	DMW	84
		342	CP	257	RTE	148	DCS	81
		342	Metra	1,148	CTI	675	DSR	175
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	444	FTI	146	DCS	92
		383	BNSF	539	FTI	223	CTI	91
	Illini / Saluki	390	CN	520	FTI	188	DSR	146
		393	CN	574	FTI	250	DSR	146
	Lincoln Service	300	CN	2,191	FTI	1,159	PTI	264
		300	UP	920	FTI	614	DCS	144
		303	CN	2,060	FTI	1,391	DCS	229
		303	UP	748	FTI	323	DCS	129
		306	CN	2,328	FTI	1,618	DCS	313
		306	UP	671	FTI	290	PTI	171
		307	CN	1,537	FTI	1,088	DSR	236
		307	UP	639	FTI	255	PTI	152
Michigan	Blue Water	364	Amtrak	209	DSR	83	DCS	44
		364	CN	475	FTI	433	DSR	30

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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		364	MIDOT	199	DCS	123	RTE	61
		364	NS	3,821	FTI	3,111	DSR	289
		365	Amtrak	234	DCS	65	DSR	64
		365	CN	379	FTI	246	DSR	55
		365	MIDOT	117	DSR	66	RTE	36
		365	NS	3,278	FTI	2,331	DCS	389
	Pere Marquette	370	CSX	112	FTI	42	DCS	29
		370	NS	2,396	FTI	1,480	DCS	348
		371	CSX	197	DCS	96	FTI	73
		371	NS	2,737	FTI	1,531	DSR	342
	Wolverine	351	Amtrak	310	DCS	201	DMW	40
		351	CN	1,580	DSR	1,112	FTI	324
		351	MIDOT	180	DCS	144	FTI	23
		351	NS	3,757	FTI	2,463	DCS	447
		352	Amtrak	180	DCS	53	FTI	39
		352	CN	1,570	DSR	1,016	FTI	340
		352	MIDOT	62	DCS	36	DSR	12
		352	NS	3,642	FTI	2,842	DSR	383
Missouri	Missouri	313	UP	458	FTI	338	DSR	94
		314	UP	698	FTI	485	DSR	126
Pacific Surfliner	Pacific Surfliner	564	BNSF	563	CTI	165	FTI, DSR	135
		564	SCRRA	1,363	CTI	1,093	DCS	144
		564	SDNRR	510	RTE	199	CTI	115
		579	BNSF	611	DCS	413	DSR	131
		579	SCRRA	531	DCS	258	CTI	106
		579	SDNRR	503	CTI	142	DSR	138
		580	BNSF	460	DCS	212	CTI	93
		580	SCRRA	700	DMW	284	CTI	231
		580	SDNRR	1,719	CTI	997	PTI	226
		584	BNSF	967	CTI	568	DCS	140
		584	SCRRA	521	PTI	161	DCS, CTI	124

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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	584	SDNRR	1,498	CTI	956	DCS		238
	593	BNSF	1,129	DCS	455	DMW		178
	593	SCRRA	975	DCS	346	DMW		312
	593	SDNRR	649	DSR	202	CTI		178
	763	BNSF	1,550	CTI	1,003	DCS		300
	763	SCRRA	615	CTI	185	DCS		157
	763	SDNRR	570	CTI	311	DSR		105
	763	UP	2,282	PTI	1,188	DSR		596
	767	BNSF	705	FTI	248	DMW		173
	767	SCRRA	308	DMW	157	PTI		62
	767	SDNRR	1,956	CTI	1,275	PTI		250
	768	BNSF	1,054	DCS	408	RTE		202
	768	SCRRA	613	CTI	231	DCS		123
	768	SDNRR	538	RTE	155	CTI		137
	768	UP	1,238	DSR	703	DCS		397
	774	BNSF	1,034	DCS	460	RTE		227
	774	SCRRA	426	CTI	170	PTI		79
	774	SDNRR	854	PTI	372	CTI		166
	774	UP	2,044	DSR	1,040	DCS		722
	777	BNSF	382	RTE	93	DSR		88
	777	SCRRA	272	CTI	75	DCS		61
	777	SDNRR	480	PTI	313	DSR		63
	777	UP	2,389	DSR	1,101	DCS		864
	785	BNSF	992	DCS	377	PTI		202
	785	SCRRA	694	DCS	188	CTI		181
	785	SDNRR	1,286	CTI	467	DCS		291
	785	UP	1,485	DSR	704	DCS		402
	796	BNSF	1,843	DCS	528	DMW		482
	796	SCRRA	893	PTI	509	DCS		212
	796	SDNRR	602	DCS	207	DSR		201
	796	UP	1,643	DSR	532	DCS		501

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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		1564	BNSF	413	DCS	258	DSR	86
		1564	SCRRA	289	PTI	184	DCS	96
		1564	SDNRR	230	PTI	127	DCS	48
		1584	BNSF	293	FTI	207	DCS	69
		1584	SCRRA	693	PTI	447	CTI	96
		1584	SDNRR	578	DCS	364	PTI	127
		1767	BNSF	1,344	CTI	603	RTE, DCS	310
		1767	SCRRA	588	CTI	325	DMW	149
		1767	SDNRR	1,648	PTI	776	CTI	737
Pennsylvanian	Pennsylvanian	42	NS	1,186	FTI	733	RTE	219
		43	NS	1,423	FTI	1,089	RTE	173
Piedmont	Piedmont	73	NS	753	FTI	372	DSR	178
		74	NS	1,009	FTI	406	DCS	242
		75	NS	1,058	FTI	541	DSR	169
		76	NS	579	DSR	170	FTI	149
San Joaquins	San Joaquins	710	BNSF	956	FTI	375	PTI	263
		710	UP	667	DCS	293	FTI	164
		711	BNSF	494	FTI	173	DSR	121
		711	UP	555	PTI	207	DCS	152
		712	BNSF	783	FTI	337	DSR	172
		712	UP	689	DCS	250	PTI	235
		713	BNSF	919	FTI	333	PTI	309
		713	UP	784	PTI	418	DCS	89
		715	BNSF	1,068	PTI	464	FTI	388
		715	UP	709	PTI	322	DCS	167
		716	BNSF	722	FTI	361	DSR	135
		716	UP	903	PTI	515	DSR, DCS	127
		718	BNSF	517	FTI	260	DSR	105
		718	UP	669	PTI	256	DCS	158
		719	BNSF	636	FTI	261	PTI	243
		719	UP	288	FTI	83	DMW, DCS	66

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 Q2 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
Auto Train	52	CSX	1,165	FTI	559	DSR	301
	53	CSX	1,372	FTI	691	DSR	331
	53	FR	2,603	DSR	1,228	CTI	1,165
California Zephyr	5	BNSF	831	FTI	307	DSR	256
	5	UP	794	FTI	368	DSR	134
	6	BNSF	741	FTI	302	DSR	235
	6	UP	913	FTI	527	DSR	122
	1105	BNSF	301	DSR	156	FTI, DCS	58
	1105	UP	2,092	DMW	1,325	FTI	369
	1106	BNSF	1,245	FTI	788	DCS	224
	1106	UP	971	FTI	419	PTI	245
Capitol Ltd	29	CSX	632	FTI	304	RTE	200
	29	NS	2,562	FTI	2,027	RTE	210
	30	CSX	1,240	RTE	424	FTI	382
	30	NS	2,165	FTI	1,624	RTE	241
Cardinal	50	BBrRR	1,065	PTI	561	FTI	271
	50	CSX	1,304	FTI	810	DSR	170
	50	NS	1,252	FTI	515	DCS	340
	51	BBrRR	692	PTI	341	DCS	248
	51	CSX	990	FTI	607	DSR	151
	51	NS	967	DCS	279	PTI	246
City Of New Orleans	58	CN	683	FTI	254	DSR	211
	59	CN	775	FTI	312	DSR	227
	1058	CN	780	DSR	319	FTI	244
	1158	CN	690	DSR	351	FTI	178
Coast Starlight	11	BNSF	669	FTI	271	DCS	119
	11	SCRRA	749	PTI	532	CTI	117
	11	UP	1,304	FTI	476	DSR	346
	14	BNSF	791	FTI	275	PTI	165
	14	SCRRA	1,320	PTI	1,047	CTI	125
	14	UP	1,355	FTI	397	DCS	388
Crescent	19	NS	1,391	FTI	863	DCS	211
	20	NS	1,511	FTI	1,042	DCS	185
Empire Builder	7	BNSF	623	FTI	389	DSR	94
	7	CP	760	FTI	588	DCS	53
	7	Metra	486	CTI	205	DCS	153
	8	BNSF	944	FTI	723	DSR	107
	8	CP	789	FTI	372	DCS	181
	8	Metra	1,820	CTI	1,204	FTI	246
	27	BNSF	883	FTI	614	DSR	143

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 Q2 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	28	BNSF	544	FTI	373	DSR	89
	1007	BNSF	810	FTI	742	DCS	40
	1007	CP	1,069	FTI	1,017	DSR	52
	1008	BNSF	504	FTI	311	DSR	96
	1008	Metra	1,365	DCS	1,024	CTI	341
	1027	BNSF	1,812	FTI	1,576	DSR	131
	1028	BNSF	420	FTI	420		
Lake Shore Ltd	48	CSX	581	FTI	280	RTE	120
	48	MNRR	768	CTI	541	DMW	87
	48	NS	2,674	FTI	2,402	RTE	79
	49	CSX	577	FTI	290	RTE	142
	49	MNRR	688	CTI	382	RTE	113
	49	NS	2,278	FTI	1,400	PTI	716
	448	CSX	748	FTI	412	RTE	113
	448	MBTA	4,023	CTI	2,175	DCS	918
	449	CSX	434	PTI	289	FTI	59
	449	MBTA	3,231	CTI	2,430	RTE	496
Palmetto	89	CSX	1,012	FTI	406	RTE	189
	90	CSX	1,103	FTI	686	PTI	150
Silver Meteor	97	CSX	1,079	FTI	502	DSR	282
	97	Fla DOT	1,017	CTI	873	DSR	68
	97	FR	1,632	CTI	644	DSR	515
	98	CSX	1,098	FTI	517	DSR	250
	98	Fla DOT	379	CTI	146	DSR	119
	98	FR	1,367	CTI	496	DSR	417
Silver Star	91	CSX	896	FTI	361	DSR	200
	91	Fla DOT	822	CTI	630	DCS	114
	91	FR	598	DSR	240	RTE	168
	92	CSX	975	FTI	353	DSR	228
	92	Fla DOT	809	CTI	522	DSR	181
	92	FR	1,478	DSR	683	CTI	566
	92	NS	883	PTI	400	FTI	353
Southwest Chief	3	BNSF	764	FTI	422	DSR	141
	3	NMDOT	6,538	FTI	5,435	DSR	781
	4	BNSF	765	FTI	459	DSR	134
	4	NMDOT	1,633	DSR	630	PTI	243
	1003	BNSF	814	FTI	264	DCS	250
	1003	NMDOT	752	DSR	752		
	1004	BNSF	1,251	FTI	623	DCS	369
	1004	NMDOT	752	DSR	752		

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 Q2 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
Sunset Ltd	1	BNSF	1,268	DSR	725	FTI	234
	1	UP	1,845	FTI	1,143	DSR	330
	2	BNSF	1,093	DSR	704	DCS	219
	2	UP	1,925	FTI	1,168	RTE	282
Texas Eagle	21	BNSF	842	DSR	557	FTI	147
	21	CN	2,144	FTI	1,599	DSR	287
	21	TRE	217	DTR	139	DSR, CTI	26
	21	UP	1,741	FTI	1,196	DSR	268
	22	BNSF	1,148	DSR	675	FTI	405
	22	CN	1,297	FTI	1,024	RTE	155
	22	TRE	1,033	DTR	782	DSR	156
	22	UP	1,205	FTI	644	DSR	324

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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2154	54	SYS	40	OTH	14
Acela Express	2155	94	OTH	63	HLD, CAR	10
Acela Express	2158	52	ENG	23	SYS	14
Acela Express	2163	58	HLD	30	SYS, ENG	9
Acela Express	2166	159	ENG	112	CAR	20
Acela Express	2167	42	OTH	27	SYS	9
Acela Express	2170	62	OTH	42	HLD	20
Acela Express	2173	42	HLD	18	ADA	15
Acela Express	2248	84	HLD	60	CAR	24
Acela Express	2249	78	ADA	67	HLD	11
Acela Express	2250	112	HLD	89	SYS, OTH	11
Acela Express	2251	145	HLD	100	OTH	45
Acela Express	2252	98	HLD	64	OTH	35
Acela Express	2253	135	OTH	55	ENG	49
Acela Express	2254	179	ENG	110	HLD	46
Acela Express	2255	153	HLD	128	OTH	26
Acela Express	2256	39	OTH	39		
Acela Express	2257	14	HLD	14		
Acela Express	2259	96	ENG	69	HLD, ADA	14
Acela Express	2260					
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - On Spine Northeast Regional	135	308	HLD	117	OTH, CAR	68
Northeast Regional - On Spine Northeast Regional	137	166	ENG	79	OTH	67
Northeast Regional - On Spine Northeast Regional	139	41	HLD	27	ENG	14
Northeast Regional - On Spine Northeast Regional	140	46	ENG	18	ADA	18
Northeast Regional - On Spine Northeast Regional	141	813	ENG	443	HLD	119
Northeast Regional - On Spine Northeast Regional	143	1,140	SVS	838	ENG	151
Northeast Regional - On Spine Northeast Regional	146	620	CCR	490	SYS	103
Northeast Regional - On Spine Northeast Regional	148	235	OTH	81	HLD	81
Northeast Regional - On Spine Northeast Regional	150					
Northeast Regional - On Spine Northeast Regional	160	52	HLD	52		
Northeast Regional - On Spine Northeast Regional	161	324	ITI	123	ADA	67
Northeast Regional - On Spine Northeast Regional	162	77	HLD	26	ADA	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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - On Spine Northeast Regional	165	151	HLD	69	ADA	41
Northeast Regional - On Spine Northeast Regional	166	26	HLD	26		
Northeast Regional - On Spine Northeast Regional	167	547	SYS	547		
Northeast Regional - On Spine Northeast Regional	168	63	HLD	52	OTH	10
Northeast Regional - On Spine Northeast Regional	169	179	SYS	110	HLD	41
Northeast Regional - On Spine Northeast Regional	170	223	SYS	118	CAR	52
Northeast Regional - On Spine Northeast Regional	172	176	OTH	128	HLD	40
Northeast Regional - On Spine Northeast Regional	173	700	ENG	173	CON	146
Northeast Regional - On Spine Northeast Regional	175	155	ENG	54	HLD	33
Northeast Regional - On Spine Northeast Regional	178	137	ENG	84	OTH	42
Northeast Regional - On Spine Northeast Regional	179	323	SYS	191	OTH, ENG	37
Northeast Regional - On Spine Northeast Regional	190	159	SYS	90	ENG	38
Northeast Regional - Richmond / Newport News / Norfolk	65	208	HLD	73	ENG	56
Northeast Regional - Richmond / Newport News / Norfolk	66	250	SYS	103	HLD	41
Northeast Regional - Richmond / Newport News / Norfolk	67	144	OTH	35	HLD	33
Northeast Regional - Richmond / Newport News / Norfolk	84	101	SYS	41	OTH	37
Northeast Regional - Richmond / Newport News / Norfolk	87	333	ENG	108	SYS	95
Northeast Regional - Richmond / Newport News / Norfolk	88	316	ITI	81	OTH	64
Northeast Regional - Richmond / Newport News / Norfolk	93	170	ENG	46	CAR	37
Northeast Regional - Richmond / Newport News / Norfolk	94	344	ENG	158	SYS	73
Northeast Regional - Richmond / Newport News / Norfolk	95	127	OTH	61	SYS	20
Northeast Regional - Richmond / Newport News / Norfolk	96	147	HLD	50	ENG	47
Northeast Regional - Richmond / Newport News / Norfolk	99	233	OTH	76	ENG	50
Northeast Regional - Richmond / Newport News / Norfolk	125	208	SYS	76	OTH	53
Northeast Regional - Richmond / Newport News / Norfolk	157	566	SVS	158	ENG	142
Northeast Regional - Richmond / Newport News / Norfolk	164	110	OTH	58	HLD	29
Northeast Regional - Richmond / Newport News / Norfolk	174	110	HLD	34	OTH	26
Northeast Regional - Richmond / Newport News / Norfolk	194	306	ENG	169	INJ	47
Northeast Regional - Richmond / Newport News / Norfolk	195	142	OTH	99	HLD	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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Roanoke	145	1,103	ENG	1,001	HLD	49
Northeast Regional - Roanoke	147	186	OTH	75	ENG	47
Northeast Regional - Roanoke	156	549	ENG	417	SYS	49
Northeast Regional - Roanoke	171	212	OTH	51	ENG	34
Northeast Regional - Roanoke	176	179	SYS	66	ENG	58
Northeast Regional - Springfield Shuttles	400	785	OTH	766	SYS	19
Northeast Regional - Springfield Shuttles	461	872	OTH	775	SYS, ENG	49
Northeast Regional - Springfield Shuttles	471	1,649	OTH	1,589	SYS	60
Northeast Regional - Springfield Shuttles	488	1,370	OTH	1,370		
Northeast Regional - Springfield Shuttles	494	1,835	OTH	1,752	CCR	52
Northeast Regional - Springfield Shuttles	499	3,003	ITI	1,521	OTH	1,482
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	933	ENG	896	HLD	37
Capitol Corridor - Capitol Corridor	521	189	OTH	50	SYS	45
Capitol Corridor - Capitol Corridor	522	269	SYS	206	HLD	21
Capitol Corridor - Capitol Corridor	523	252	SYS	95	OTH	89
Capitol Corridor - Capitol Corridor	524	335	OTH	228	ENG	38
Capitol Corridor - Capitol Corridor	525	94	SYS	42	OTH	15
Capitol Corridor - Capitol Corridor	527	199	SVS	80	HLD, ADA	60
Capitol Corridor - Capitol Corridor	528	50	ADA	50		
Capitol Corridor - Capitol Corridor	529	172	SYS	68	OTH	63
Capitol Corridor - Capitol Corridor	532	319	SYS	143	HLD	71
Capitol Corridor - Capitol Corridor	534	104	OTH	43	ADA	34
Capitol Corridor - Capitol Corridor	536	229	SYS	94	OTH	88
Capitol Corridor - Capitol Corridor	537	450	CAR	125	SYS	117
Capitol Corridor - Capitol Corridor	538	344	SYS	159	OTH	73
Capitol Corridor - Capitol Corridor	541	50	SYS	50		
Capitol Corridor - Capitol Corridor	542	315	OTH	116	SYS	70
Capitol Corridor - Capitol Corridor	543	86	OTH	30	SYS	24

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	545	202	HLD	69	SYS	51
Capitol Corridor - Capitol Corridor	546	268	SYS	98	OTH	97
Capitol Corridor - Capitol Corridor	547	307	OTH	138	ITI	60
Capitol Corridor - Capitol Corridor	551	75	ADA	75		
Capitol Corridor - Capitol Corridor	723	659	ENG	313	SYS	167
Capitol Corridor - Capitol Corridor	724	204	SYS	61	OTH	56
Capitol Corridor - Capitol Corridor	728	530	ITI	251	SYS	140
Capitol Corridor - Capitol Corridor	729	822	SYS	446	SVS	236
Capitol Corridor - Capitol Corridor	732	245	SYS	104	ADA	66
Capitol Corridor - Capitol Corridor	737	251	SYS	84	OTH	73
Capitol Corridor - Capitol Corridor	738	321	ENG	109	OTH	84
Capitol Corridor - Capitol Corridor	742	665	SYS	221	SVS, CCR	157
Capitol Corridor - Capitol Corridor	743	229	HLD	106	OTH	89
Capitol Corridor - Capitol Corridor	747	315	SYS	108	OTH, ENG	62
Carolinian - Carolinian	79	205	SYS	91	HLD	39
Carolinian - Carolinian	80	214	SVS	69	SYS	60
Cascades - Cascades	500	230	SYS	82	ADA	40
Cascades - Cascades	505	400	SYS	118	CCR	58
Downeaster - Downeaster	680	109	SYS	65	ENG	20
Downeaster - Downeaster	681	162	SYS	97	ENG	31
Downeaster - Downeaster	682	186	SYS	160	ENG	18
Downeaster - Downeaster	683	254	SYS	193	ENG	49
Downeaster - Downeaster	684	204	SYS	148	INJ, HLD	15
Downeaster - Downeaster	685	127	ITI	69	SYS	31
Downeaster - Downeaster	688	73	SYS	20	ENG	16
Downeaster - Downeaster	689	115	ITI	51	SVS	37
Downeaster - Downeaster	690	91	SYS	64	CCR	17
Downeaster - Downeaster	691	141	SYS	104	CAR	15
Downeaster - Downeaster	692	49	SYS	27	HLD	22

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Downeaster - Downeaster	693	47	SYS	22	ADA	15
Downeaster - Downeaster	694	408	SYS	190	CAR	119
Downeaster - Downeaster	695	652	ITI	546	SYS	91
Downeaster - Downeaster	698	496	ENG	190	CON	148
Downeaster - Downeaster	699	531	ITI	400	SYS	121
Empire - Ethan Allen Express	290	111	ENG	54	HLD	33
Empire - Ethan Allen Express	291	173	ENG	90	SYS	44
Empire - Ethan Allen Express	292	125	SYS	54	OTH	38
Empire - Maple Leaf	63	65	CAR	37	ENG	14
Empire - Maple Leaf	64	277	SYS	137	ENG	43
Empire - New York - Albany	232	62	SYS	26	ENG	21
Empire - New York - Albany	233	48	ENG	20	SYS	12
Empire - New York - Albany	234	98	ENG	93	ADA	5
Empire - New York - Albany	236	190	ENG	75	SYS	69
Empire - New York - Albany	237	123	ADA	44	ENG	37
Empire - New York - Albany	238	152	SYS	71	HLD	43
Empire - New York - Albany	239	35	OTH	24	HLD	11
Empire - New York - Albany	241	49	ENG	19	SYS, HLD	14
Empire - New York - Albany	243	99	ENG	58	SYS, HLD	19
Empire - New York - Albany	244	78	SYS	23	OTH, HLD	20
Empire - New York - Albany	250	114	SYS	103	HLD, ADA	6
Empire - New York - Albany	253	244	ENG	70	ADA	60
Empire - New York - Albany	259	157	ENG	92	HLD	38
Empire - New York - Albany	260	287	SYS	206	ENG	81
Empire - New York - Niagara Falls	280	202	SYS	93	ENG	87
Empire - New York - Niagara Falls	281	219	SYS	86	HLD	40
Empire - New York - Niagara Falls	283	262	SYS	126	HLD	40
Empire - New York - Niagara Falls	284	247	SYS	117	OTH	48
Heartland Flyer - Heartland Flyer	821	71	HLD	20	SYS	15

Appendix C
Off-NEC Amtrak Responsible Delay by Train
 Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Heartland Flyer - Heartland Flyer	822	74	ENG	28	SYS	18
Hiawatha - Hiawatha	329	206	OTH	94	SYS	77
Hiawatha - Hiawatha	330	225	SYS	133	OTH	85
Hiawatha - Hiawatha	331	642	OTH	329	SVS	134
Hiawatha - Hiawatha	332	545	OTH	260	ENG	116
Hiawatha - Hiawatha	337	755	OTH	339	SYS	194
Hiawatha - Hiawatha	338	491	OTH	229	SYS	123
Hiawatha - Hiawatha	339	384	OTH	212	SYS	121
Hiawatha - Hiawatha	342	394	OTH	138	SYS	113
Illinois - Carl Sandburg / Illinois Zephyr	380	116	HLD	30	ADA	30
Illinois - Carl Sandburg / Illinois Zephyr	383	57	HLD	24	ADA	17
Illinois - Illini / Saluki	390	252	ENG	77	SYS	57
Illinois - Illini / Saluki	393	316	ENG	144	OTH	66
Illinois - Lincoln Service	300	312	ENG	176	SYS	44
Illinois - Lincoln Service	303	88	SYS	41	HLD	20
Illinois - Lincoln Service	306	204	ITI	87	SYS	43
Illinois - Lincoln Service	307	151	OTH	40	SYS	35
Michigan - Blue Water	364	345	SYS	169	SVS	85
Michigan - Blue Water	365	613	SYS	233	OTH	185
Michigan - Pere Marquette	370	399	OTH	146	ENG	124
Michigan - Pere Marquette	371	211	SYS	85	ENG	83
Michigan - Wolverine	351	1,027	OTH	402	SYS	241
Michigan - Wolverine	352	849	OTH	464	SVS	143
Missouri - Missouri	313	80	ITI	31	ADA	16
Missouri - Missouri	314	103	ADA	34	ENG	21
Pacific Surfliner - Pacific Surfliner	564	224	SYS	86	ENG	66
Pacific Surfliner - Pacific Surfliner	579	682	ITI	295	SYS	179
Pacific Surfliner - Pacific Surfliner	580	255	SYS	109	OTH	54
Pacific Surfliner - Pacific Surfliner	584	280	SYS	148	OTH	46

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	593	899	ITI	288	SYS	178
Pacific Surfliner - Pacific Surfliner	763	354	SYS	149	HLD	74
Pacific Surfliner - Pacific Surfliner	767	238	SYS	98	SVS	56
Pacific Surfliner - Pacific Surfliner	768	364	SYS	184	HLD	98
Pacific Surfliner - Pacific Surfliner	774	308	SYS	129	OTH	42
Pacific Surfliner - Pacific Surfliner	777	314	SYS	184	OTH	36
Pacific Surfliner - Pacific Surfliner	785	445	HLD	127	SYS	97
Pacific Surfliner - Pacific Surfliner	796	359	SYS	140	HLD	69
Pacific Surfliner - Pacific Surfliner	1564	399	ENG	211	SYS	144
Pacific Surfliner - Pacific Surfliner	1584	121	SYS	54	HLD	34
Pacific Surfliner - Pacific Surfliner	1767	322	SYS	158	HLD	84
Pennsylvanian - Pennsylvanian	42	460	SYS	242	OTH	95
Pennsylvanian - Pennsylvanian	43	506	SYS	322	OTH	74
Piedmont - Piedmont	73	189	SYS	171	OTH	10
Piedmont - Piedmont	74	311	SYS	221	ITI	27
Piedmont - Piedmont	75	220	SYS	101	ADA	47
Piedmont - Piedmont	76	231	SYS	128	ADA	30
San Joaquins - San Joaquins	710	298	ENG	101	SYS	91
San Joaquins - San Joaquins	711	168	ENG	79	ADA	41
San Joaquins - San Joaquins	712	315	ENG	172	SYS	79
San Joaquins - San Joaquins	713	161	SYS	73	ENG	25
San Joaquins - San Joaquins	715	207	ENG	88	SYS	42
San Joaquins - San Joaquins	716	259	SYS	91	ENG	43
San Joaquins - San Joaquins	718	135	SYS	48	HLD	20
San Joaquins - San Joaquins	719	251	SYS	69	CON	48
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	396	ITI	200	SYS	103
Auto Train - Auto Train	53	529	SVS	184	SYS	126
California Zephyr - California Zephyr	5	256	SYS	69	OTH	59

Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2021 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
California Zephyr - California Zephyr	6	348	SVS	97	SYS	58
California Zephyr - California Zephyr	1105	5,225	ENG	4,030	SVS	772
California Zephyr - California Zephyr	1106	488	SVS	390	SYS	49
Capitol Ltd - Capitol Ltd	29	208	SYS	91	OTH	39
Capitol Ltd - Capitol Ltd	30	209	SYS	123	HLD	32
Cardinal - Cardinal	50	362	OTH	103	SYS	96
Cardinal - Cardinal	51	261	OTH	96	SYS	72
City Of New Orleans - City Of New Orleans	58	343	ENG	103	OTH	70
City Of New Orleans - City Of New Orleans	59	455	ENG	174	OTH	94
City Of New Orleans - City Of New Orleans	1058	613	SYS	217	HLD	146
City Of New Orleans - City Of New Orleans	1158	317	HLD	81	SVS	65
Coast Starlight - Coast Starlight	11	342	SYS	117	HLD	60
Coast Starlight - Coast Starlight	14	428	OTH	114	HLD	106
Crescent - Crescent	19	398	SYS	225	SVS	80
Crescent - Crescent	20	447	SYS	206	ENG	84
Empire Builder - Empire Builder	7	189	SYS	57	HLD	39
Empire Builder - Empire Builder	8	386	SVS	95	SYS	84
Empire Builder - Empire Builder	27	283	CON	246	SYS	14
Empire Builder - Empire Builder	28	124	CON	88	HLD	19
Empire Builder - Empire Builder	1007	215	SYS	114	HLD	46
Empire Builder - Empire Builder	1008	151	HLD	69	OTH	41
Empire Builder - Empire Builder	1027	3,467	CON	3,362	HLD, ADA	53
Empire Builder - Empire Builder	1028	26	SYS	26		
Lake Shore Ltd - Lake Shore Ltd	48	245	SYS	96	ENG	43
Lake Shore Ltd - Lake Shore Ltd	49	260	HLD	82	CAR	53
Lake Shore Ltd - Lake Shore Ltd	448	309	SYS	164	HLD	101
Lake Shore Ltd - Lake Shore Ltd	449	206	HLD	59	ENG	58
Palmetto - Palmetto	89	298	SYS	120	ENG	109
Palmetto - Palmetto	90	266	SYS	141	CON	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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Silver Meteor - Silver Meteor	97	300	ADA	66	SYS	66
Silver Meteor - Silver Meteor	98	390	SYS	176	ADA	66
Silver Star - Silver Star	91	454	SYS	205	HLD	72
Silver Star - Silver Star	92	576	SYS	224	SVS	116
Southwest Chief - Southwest Chief	3	332	SYS	176	HLD	45
Southwest Chief - Southwest Chief	4	283	HLD	60	SYS	56
Southwest Chief - Southwest Chief	1003	74	SVS	39	HLD	35
Southwest Chief - Southwest Chief	1004	1,179	ENG	406	SVS	362
Sunset Ltd - Sunset Ltd	1	393	SYS	97	SVS	79
Sunset Ltd - Sunset Ltd	2	374	HLD	97	OTH	87
Texas Eagle - Texas Eagle	21	347	SVS	115	SYS	95
Texas Eagle - Texas Eagle	22	615	SVS	163	SYS	156

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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2109	Amtrak	179	CTI	57	PSR	31
	2126	Amtrak	205	ENG	54	MTI	31
	2154	Amtrak	215	DCS	44	DSR	40
	2155	Amtrak	301	CTI	109	ENG	52
	2158	Amtrak	171	DCS	34	DSR	28
	2163	Amtrak	204	CTI	44	DCS	33
	2166	Amtrak	208	CTI	80	DCS	42
	2167	Amtrak	197	CTI	56	DCS	28
	2170	Amtrak	186	DCS	49	DSR	42
	2173	Amtrak	115	HLD	45	DCS	29
	2203	Amtrak	122	OTH	58	SMW	36
	2205	Amtrak	222	DET	140	DCS	34
	2218	Amtrak	83	DET	36	SMW	17
	2224	Amtrak	260	DET	174	CTI	27
	2248	Amtrak	400	DET	198	SMW	49
	2249	Amtrak	155	PSR	56	DCS	44
	2250	Amtrak	239	DET	96	ENG	57
	2251	Amtrak	209	RTE	48	OTH, CAR	25
	2252	Amtrak	156	DET	42	ENG	37
	2253	Amtrak	278	DBB	49	DET	42
	2254	Amtrak	224	DET	42	CTI	33
	2255	Amtrak	307	DET	68	DDA	62
	2256	Amtrak	279	DET	120	PTI	76
	2257	Amtrak	273	DCS	90	DET	75
	2259	Amtrak	206	PTI	73	DCS	37
	2260	Amtrak	76	PTI	50	DSR	25
Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	1,090	ENG	319	SYS	237
	51	Amtrak	424	SMW	73	DET	63
Carolinian - Carolinian	79	Amtrak	407	ENG	135	DCS	77
	80	Amtrak	257	PTI	67	DET	48
Crescent - Crescent	19	Amtrak	989	SVS	446	ENG	285
	20	Amtrak	448	ENG	104	PTI	94
Keystone - Keystone	600	Amtrak	70	ENG	47	SMW	11
	601	Amtrak	133	DMW	46	SMW	40

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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	605	Amtrak	21	DCS	13	SYS	5
	610	Amtrak	371	CCR	267	ENG	61
	611	Amtrak	140	DMW	61	SMW	55
	612	Amtrak					
	615	Amtrak					
	620	Amtrak	132	CCR	96	HLD, DCS	15
	640	Amtrak	270	CTI	88	DCS	55
	641	Amtrak	145	DCS	44	ENG	19
	645	Amtrak	173	DCS	49	SMW, CCR	37
	646	Amtrak	93	DCS	34	CCR	22
	647	Amtrak	313	DCS	81	CON	65
	650	Amtrak	54	DET	30	DCS	17
	651	Amtrak	223	CCR	81	CTI	53
	652	Amtrak	73	ENG	44	DCS	15
	653	Amtrak	218	DCS	74	CTI	52
	654	Amtrak	60	OTH	16	DBB	15
	660	Amtrak	315	DET	200	DMW	50
	661	Amtrak	94	DMW	40	DBB	34
	662	Amtrak	97	HLD	97		
	663	Amtrak	315	DET	73	ENG	62
	664	Amtrak	178	DET	75	SMW	22
	665	Amtrak	230	DET	75	PSR	51
	666	Amtrak	204	ENG	101	SMW	50
	667	Amtrak	201	CCR	97	CTI	47
	669	Amtrak	305	DET	86	SMW, PSR	43
	670	Amtrak	70	SMW	34	DBB	30
	671	Amtrak	518	ENG	518		
	672	Amtrak	194	DET	107	CCR	78
	674	Amtrak	164	CCR	112	CAR	30

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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - On Spine Northeast Regional	126	Amtrak	287	DET	164	ENG	62
	135	Amtrak	357	DET	67	PSR	47
	137	Amtrak	223	SMW	49	DCS	47
	138	Amtrak	106	MTI	31	DCS	26
	139	Amtrak	188	DCS	37	DET	25
	140	Amtrak	301	DET	90	ENG	54
	141	Amtrak	490	ENG	126	PSR	102
	143	Amtrak	287	DET	88	PSR	83
	146	Amtrak	109	SMW	46	SVS	25
	148	Amtrak	277	ENG	75	DCS	42
	150	Amtrak	113	SYS	37	CTI	37
	155	Amtrak	92	PSR	31	SMW	22
	158	Amtrak	157	DET	137	PTI, HLD	11
	160	Amtrak	403	ENG	287	DCS	49
	161	Amtrak	131	DET	41	PSR	34
	162	Amtrak	299	DET	163	DBB	56
	165	Amtrak	574	DCS	158	ENG	134
	166	Amtrak	205	DET	118	ENG	50
	167	Amtrak	375	ENG	145	DCS	62
	168	Amtrak	101	DET	54	CTI	11
	169	Amtrak	136	DCS	44	CTI	31
	170	Amtrak	150	CTI	61	DCS	23
	172	Amtrak	300	DCS	89	ENG	38
	173	Amtrak	240	SMW	40	ENG	40
	175	Amtrak	205	DCS	30	CTI	29
	178	Amtrak	153	CTI	61	ENG	28
	179	Amtrak	87	CTP	32	DCS	16
	181	Amtrak	61	DET	32	ENG	13
	189	Amtrak	574	DET	338	CAR	65

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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - On Spine Northeast Regional	190	Amtrak	97	CTP	43	ENG	15
	192	Amtrak	42	DCS	33	DSR	6
	193	Amtrak	379	DCS	102	CTI	72
	198	Amtrak	102	ENG	73	DMW	13
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	414	ENG	126	DET	117
	66	Amtrak	217	ENG	58	CTP	49
	67	Amtrak	215	ENG	80	DCS	30
	82	Amtrak	94	SMW	64	DMW	19
	84	Amtrak	303	DCS	71	ENG	61
	87	Amtrak	497	ENG	140	SVS	98
	88	Amtrak	260	PTI	65	ENG	34
	93	Amtrak	350	ENG	109	CTP	47
	94	Amtrak	459	PTI	137	CTI	101
	95	Amtrak	411	PSR	68	CTP	65
	96	Amtrak	346	DET	141	CTI	97
	99	Amtrak	311	SVS	90	DET	60
	125	Amtrak	606	SVS	226	ENG	199
	157	Amtrak	286	DET	110	SVS	43
	164	Amtrak	137	DET	30	CAR	20
	174	Amtrak	165	ENG	45	CAR	32
	194	Amtrak	229	SYS	88	DCS	47
	195	Amtrak	250	DCS	41	CAR	34
Northeast Regional - Roanoke	145	Amtrak	653	ENG	350	DET	116
	147	Amtrak	481	ENG	173	SVS	132
	156	Amtrak	160	DET	64	ENG	30
	171	Amtrak	423	SVS	130	CTP	62
	176	Amtrak	266	PTI	100	DCS	56
Northeast Regional - Springfield Shuttles	400	Amtrak	#DIV/0	FTI	#DIV/0	DCS	#DIV/0
	409	Amtrak					

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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Springfield Shuttles	417	Amtrak	575	HLD	139	ITI	131
	450	Amtrak	415	DCS	121	ENG	91
	460	Amtrak	1,195	CON	809	CTI	386
	461	Amtrak	832	OTH	261	CTI	227
	463	Amtrak	81	DCS	51	ENG	30
	464	Amtrak	552	CON	223	RTE	162
	465	Amtrak	697	PTI	286	CTC	187
	467	Amtrak	152	DCS	71	OTH	51
	470	Amtrak	1,200	CON	299	PTI	237
	471	Amtrak	589	OTH	236	FTI	174
	473	Amtrak	299	ENG	108	PSR	78
	474	Amtrak	965	RTE	328	CON	270
	475	Amtrak	436	HLD	165	DCS	140
	476	Amtrak	1,348	CON	653	RTE	272
	488	Amtrak	1,412	ENG	960	CON	167
	494	Amtrak	1,711	CON	672	ENG	376
	499	Amtrak	55,172	OTH	41,379	SYS	9,483
Palmetto - Palmetto	89	Amtrak	129	OTH	50	SMW, CAR	21
	90	Amtrak	271	CAR	59	ENG	43
Pennsylvanian - Pennsylvanian	42	Amtrak	247	ENG	69	DET	27
	43	Amtrak	413	SMW	117	DCS	62
Silver Meteor - Silver Meteor	97	Amtrak	362	DCS	53	OTH	51
	98	Amtrak	270	DCS	101	PTI	60
Silver Star - Silver Star	91	Amtrak	1,261	SYS	324	ENG	224
	92	Amtrak	491	ENG	184	PTI	115
Vermont - Vermonter	54	Amtrak	123	DET	98	PTI	18
	55	Amtrak	242	ENG	73	CTI	57
	56	Amtrak	180	DCS	55	ENG	42
	57	Amtrak	109	DET	60	PTI	14

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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min

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>
Financial	Percent of Short-Term Avoidable Operating Cost ¹¹ 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 ¹² Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss ¹³ per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) ¹⁴ per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

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

¹² “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.

¹³ 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.

¹⁴ 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>
On-Time Performance	On-Time Performance (OTP). 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.	Route ¹⁵	✓		
	Test No. 1: Change in “Effective Speed” —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.
	Test No. 2: Endpoint OTP ¹⁶				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). ¹⁷ By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, ¹⁸ 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.

¹⁵ 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.

¹⁶ 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.

¹⁷ 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.

¹⁸ “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><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u>—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.¹⁹</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>
Train Delays	<p>Train Delays.²⁰ This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)²¹: 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>Train Delays—Off NEC</p>				
	<p>Amtrak-Responsible²² Delays per 10,000 Train-Miles</p>	<p>Route¹⁵</p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

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

²⁰ As calculated by Amtrak according to its existing procedures and definitions.

²¹ 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.

²² “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 ²³ Delays per 10,000 Train-Miles	Route¹⁵ and host			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.
	Train Delays— On NEC: Total Delays ²⁴ per 10,000 Train-Miles	Route¹⁵ and host			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.

²³ “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).

²⁴ “Total delays” for purposes of the NEC delay standard is all delays except 3rd 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>
Other Service Quality	The following metrics and standards are based on Amtrak's Customer Satisfaction Index:				
	Percent of Passengers "Very Satisfied" ²⁵ 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
	The following measures are for information only and are based on sources other than the Customer Satisfaction Index.				
	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.

²⁵ "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>
Public Benefits	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	long-distance route	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. ²⁶ To be updated annually.	route, system	✓		Metric only. No standard possible; improvement could require network changes
	Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.” 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.				

²⁶ “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.