

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



Covering the Quarter Ending September 2021  
(Fourth Quarter of Fiscal Year 2021)

**Federal Railroad Administration**  
U.S. Department of Transportation

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## Abbreviations, Acronyms, and Phrases in this Report

Term	Meaning
C.F.R.	Code of Federal Regulations
FRA	Federal Railroad Administration
FY	Fiscal Year (October 1 to September 30)
NEC	Northeast Corridor, rail line between Boston, Massachusetts, and Washington, D.C.
OTP	On-Time Performance
P.L.	Public Law
PRIIA	<i>Passenger Rail Investment and Improvement Act of 2008</i> , P.L. 110-432
MSA	Metropolitan Statistical Area
U.S.C.	United States Code
U.S. DOT	United States Department of Transportation

## **I. Executive Summary**

The Federal Railroad Administration (FRA) must publish a quarterly report on the performance and service quality of intercity train operations, in accordance with Section 207 of the Passenger Rail Investment and Improvement Act of 2008, Pub. L. 110-432, 122 Stat. 4907 (PRIIA). This report, covering the fourth quarter of FY 2021 from July 1 to September 30, 2021, includes data about Amtrak's on-time performance, minutes of delay, causes of delay, cost recovery, ridership, onboard services, stations, and other services. In addition to the data in this report, other supporting data files and information about FRA's quarterly reporting requirements are available at [railroads.dot.gov](https://www.railroads.dot.gov). Key highlights from the FY 2021 fourth quarter report are below.

### Customer On-Time Performance

Customer on-time performance by train is included in this quarterly report, except for schedules that were disputed during the fourth quarter of FY 2022. During this time, over 20 routes had one or more disputed train schedules on either a section or the entirety of a route. As a result, FRA has not published route-level on-time performance data for this quarter. Customer on-time performance for all schedules, by route and by train, will be included in the FY 2022 first quarter report covering October 1 to December 31, 2021.

### Train Delays

Delay minutes are tracked for each Amtrak train according to 40 individual delay codes across three major categories: Host Responsible Delays (including freight train interference and slow orders on the track), Amtrak Responsible Delays (including equipment problems and delays related to passenger loading and unloading), and Third Party Responsible Delays (primarily weather-related).

Amtrak trains experienced more than 1.2 million minutes of delay during the fourth quarter of FY 2021, up 37 percent from the previous quarter. System-wide, train miles increased by 33 percent from the third quarter of FY 2021 to the fourth quarter of FY 2021 (from 6,158,028 train miles to 8,168,324 train miles), as Amtrak restored service. The largest cause of delays was freight train interference – 22 percent of total delay minutes, an increase of 36 percent from the previous quarter. The following host railroads were responsible for 93 percent of the freight train interference delay minutes: Union Pacific (87,907 minutes), Norfolk Southern (59,414 minutes), BNSF Railway (59,400 minutes), and CSX Transportation (43,632 minutes).

### Customer Service

Responses to Amtrak's customer satisfaction survey are reported by route in this report. Customers rated the majority (27 of 41) of routes as 80 percent or higher in terms of overall satisfaction, with only

three routes dipping slightly below 70 percent (all on the Long Distance network). Several of the Long Distance routes improved their customer service scores from the previous quarter.

## Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned \$671M in adjusted operating revenue and incurred \$864.8M in fully allocated operating expenses, achieving a cost recovery ratio of 78 percent. Routes that operated in the fourth quarter high cost recovery ratios include the Illini/Saluki (142 percent), Auto Train (134 percent), Missouri River Runner (120 percent), and Hiawatha (118 percent).

Amtrak had 5,164,708 total riders during the quarter, an increase of 48 percent over the previous quarter. The Northeast Regional (1,542,912 riders), Acela Express (442,026 riders), and Pacific Surfliner (359,761 riders) accounted for approximately 45 percent of the total ridership. These routes, along with the Auto Train, also accounted for 34 percent of Amtrak's total revenue: Northeast Regional (\$112.9M), Acela Express (\$63.2M), Auto Train (\$27.5M), and Pacific Surfliner (\$21.4M).

## Public Benefit

Public benefits metrics are reported annually and will be included in the next quarterly report for the first quarter of FY 2022, covering October 1 to December 31, 2021.

## **Updates and Revisions - April 2022**

*In March 2022, Amtrak provided FRA with revised FY 2021 fourth quarter financial metrics data. After submitting the original data, Amtrak found and corrected a formula error for calculating the avoidable operating expense metric. While correcting the error, Amtrak also recalculated the avoidable operating expense, fully allocated adjusted operating expense, and cost recovery metrics using the company's FY 2021 period 14 financial results, which include end of year adjustments not available when it submitted the original data to FRA. The corrected data is available at [railroads.dot.gov](https://railroads.dot.gov).*

*The first version of the FY 2021 fourth quarter report posted by FRA in February 2022 included several charts and a table that summarized train delays per 10,000 train miles. Subsequently, FRA found that these items contained errors, and it posted a revised version of the report with the items removed. The calculation errors occurred in the summarization of the data, and the raw data provided by Amtrak in the data tables available at [railroads.dot.gov](https://railroads.dot.gov) were unaffected.*

*The delay data in this report include a host railroad named "Florida DOT (CSX Dispatched)." The correct name is "Florida DOT" as CSX does not dispatch this segment of railroad. Amtrak has corrected the host name in its data systems, and it will appear as Florida DOT in the report covering FY2022 Q2.*

### II. Introduction

This report responds to Section 207 of the *Passenger Rail Investment and Improvement Act of 2008*, Pub. L. 110-432, 122 Stat. 4907 (PRIIA) that requires the Federal Railroad Administrator to collect the necessary data and publish a quarterly report on the performance and service quality of intercity passenger train operations, including Amtrak's cost recovery, ridership, on-time performance, minutes of delay, causes of delay, onboard services, stations, and other services.

The Federal Railroad Administration (FRA) published a final rule on November 16, 2020 (see 49 C.F.R 273) that established metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations. Consistent with the rule (preamble section IV), this second quarterly report covers the second full calendar quarter 3 months after the publication of the final rule in the Federal Register, which is the fourth quarter (Q4) of Federal fiscal year (FY) 2021, running from July 1, 2021, to September 30, 2021.

This report provides an overview of the metrics and standards established in FRA's final rule, a description of Amtrak's route structure, and metrics reporting tables for the fourth quarter of FY 2021. Additional information about the final rule and the supporting data files are available at [railroads.dot.gov](https://www.railroads.dot.gov).

The Q4 report includes most, but not all, of the established metrics: customer on-time performance (except disputed schedules), train delays, train delays per 10,000 train miles, station performance, host running time, customer service, and financial metrics. Customer on-time performance for all schedules and public benefits metrics will be included in the FY 2022 first quarter (Q1) report covering October 1 to December 31, 2021.

FRA is pleased to publish this second report and set of quarterly data using the metrics established in 2020. Standardized, consistent reporting will provide key stakeholders, including host railroads, Congress, and the Surface Transportation Board (STB), along with Amtrak's customers and the general public, a way to measure the performance of intercity passenger train operations.

**III. Summary of Metrics and Standards**

49 C.F.R. Part 273 establishes metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations in four categories: on-time performance (OTP) and train delays, customer service, financial, and public benefits. FRA will publish quarterly reports on the metrics and minimum standards according to the reporting structure established in the final rule. Certain metrics are not included in this second quarterly report but will be published in subsequent quarterly reports. See Table 1 for a summary of the metrics and reporting schedule.

**Table 1. Metrics Summary and Reporting Schedule**

Category	Metric	First Period Reported	Summary Description
OTP & Delays	Customer OTP (except disputed schedules)	July 1 – September 30, 2021	Standard: 80% for two consecutive quarters  Percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time
	Ridership data	Prior Month	Number of host railroads to whom Amtrak has provided host-specific ridership data
	Certified schedules	Prior Month	Number of certified schedules, uncertified schedules, and disputed schedules
	Train delays	April 1 – June 30, 2021	Minutes of delay for all Amtrak-responsible delays, host-responsible delays, and third-party delays, reported by delay code
	Train delays per 10K train miles	April 1 – June 30, 2021	Minutes of delay per 10,000 train miles for all Amtrak-responsible and host-responsible delays
	Station performance	July 1 – September 30, 2021	Number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations
	Host running time	July 1 – September 30, 2021	Average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton
Customer Service	Customer satisfaction	April 1 – June 30, 2021	Percent of respondents who provided a score of 70 percent or greater for their “overall satisfaction” on a 100-point scale for their most recent trip, shown both adjusted for performance and unadjusted
	Amtrak personnel	April 1 – June 30, 2021	Average score from respondents for their overall review of Amtrak personnel
	Information given	April 1 – June 30, 2021	Average score from respondents for their overall review of information provided by Amtrak

## FRA Quarterly Report | III. Summary of Metrics and Standards

Category	Metric	First Period Reported	Summary Description
Customer Service	On-board comfort	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board comfort
	On-board cleanliness	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board cleanliness
	On-board food service	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board food service
Financial	Cost recovery	April 1 – June 30, 2021	Amtrak's adjusted operating revenue divided by Amtrak's adjusted operating expense
	Avoidable operating costs covered by passenger revenue	April 1 – June 30, 2021	Percent of avoidable operating costs divided by passenger revenue for each route, shown with and without State operating payments
	Fully allocated costs covered by passenger revenue	April 1 – June 30, 2021	Percent of fully allocated core operating costs divided by passenger revenue for each route, shown with and without State operating payments
	Average ridership	April 1 – June 30, 2021	Number of passenger-miles divided by train-miles for each route
	Total ridership	April 1 – June 30, 2021	Total number of passengers
Public Benefits	Connectivity	October 1 – December 31, 2021	Percent of passengers connecting to and from other Amtrak routes
	Missed connections	October 1 – December 31, 2021	Percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train
	Community access	October 1 – December 31, 2021	Percent of Amtrak passenger-trips to and from not well-served communities
	Service availability	October 1 – December 31, 2021	Total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day

<sup>1</sup> If a schedule is disputed, FRA will report customer OTP metric data, station performance metric data, and host running time metric data for that particular train, beginning with the quarter covering October 1 to December 31, 2021.



**IV. Amtrak Route Structure and Descriptions**

Amtrak provides intercity passenger rail service across the nation, serving more than 500 destinations in 46 states. Amtrak has three operating service lines: **Northeast Corridor (NEC)**, which provides service between Boston, MA, and Washington, DC; **State-Supported**, which provides service on corridor routes of not more than 750 miles through cost-sharing agreements with State Partners; and **Long Distance**, which includes all routes over 750 miles nationwide. See Table 2 for a description of the service lines and routes.

**Table 2. Route Descriptions**

Service Line	Route Name	Sub Service	Route Description
Northeast Corridor	Acela Express	Acela Express	Between Boston, New York (Penn Station), and Washington, DC
	Northeast Regional	On Spine Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station), and Washington, DC
State-Supported	Capitol Corridor	Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station), and San Jose
	Carolinian	Carolinian	Between Charlotte, NC and New York (Penn Station)
	Cascades	Cascades	Between Eugene, Portland, Seattle, and Vancouver
	Downeaster	Downeaster	Between Boston (North Station), Portland, and Brunswick, ME
	Empire	Ethan Allen Express	Between New York (Penn Station) and Rutland, VT
	Empire	Maple Leaf	Between New York (Penn Station) and Toronto
	Empire	New York - Albany	Between New York (Penn Station) and Albany, NY
	Empire	New York - Niagara Falls	Between New York (Penn Station) and Niagara Falls
	Heartland Flyer	Heartland Flyer	Between Fort Worth, TX and Oklahoma City, OK
	Hiawatha	Hiawatha	Between Chicago and Milwaukee, WI
	Illinois	Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy, IL
	Illinois	Illini / Saluki	Between Chicago and Carbondale
	Illinois	Lincoln Service	Between Chicago and St. Louis



## FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Service Line	Route Name	Sub Service	Route Description
State Supported	Keystone	Keystone	Between Harrisburg, PA, Philadelphia, and New York (Penn Station)
	Michigan	Blue Water	Between Chicago and Port Huron
	Michigan	Pere Marquette	Between Chicago and Grand Rapids
	Michigan	Wolverine	Between Chicago and Pontiac
	Missouri	Missouri	Between Kansas City and St. Louis
	Northeast Regional	Richmond / Newport News / Norfolk	Between Norfolk, Newport News, Richmond, New York (Penn Station) and Boston
	Northeast Regional	Roanoke	Between Lynchburg/Roanoke, VA and Boston
	Northeast Regional	Springfield Shuttles	Between New Haven, CT, and Springfield, MA
	Pacific Surfliner	Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles, and San Diego, CA
	Pennsylvanian	Pennsylvanian	Between New York (Penn Station) and Pittsburgh
	Piedmont	Piedmont	Between Charlotte and Raleigh, NC
	San Joaquins	San Joaquins	Between Bakersfield, Oakland (Jack London Square Station), and Sacramento, CA
	Vermont	Vermont	Between St. Albans, VT, and Washington, DC
Long Distance	Auto Train	Auto Train	Between Lorton, VA, and Sanford, FL
	California Zephyr	California Zephyr	Between Chicago and Emeryville, CA
	Capitol Ltd	Capitol Ltd	Between Chicago and Washington, DC
	Cardinal	Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
	City Of New Orleans	City Of New Orleans	Between New York (Penn Station) and New Orleans
	Coast Starlight	Coast Starlight	Between Los Angeles and Seattle
	Crescent	Crescent	Between New York (Penn Station) and New Orleans
	Empire Builder	Empire Builder	Between Chicago, Portland, and Seattle
	Lake Shore Ltd	Lake Shore Ltd	Between Chicago, New York (Penn Station), and Boston via Cleveland and Buffalo
	Palmetto	Palmetto	Between New York (Penn Station) and Savannah, GA
	Silver Meteor	Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC





FRA Quarterly Report | **IV. Amtrak Route Structure and Descriptions**

Service Line	Route Name	Sub Service	Route Description
Long Distance	Silver Star	Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
	Southwest Chief	Southwest Chief	Between Chicago and Los Angeles
	Sunset Ltd	Sunset Ltd	Between Los Angeles and New Orleans
	Texas Eagle	Texas Eagle	Between Chicago and San Antonio



Figure 1. Amtrak Route Map



All route/map data provided by Amtrak

Figure 2. Amtrak Host Map



All route/map data provided by Amtrak

## FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

For some routes, Amtrak reports operational (train performance) data differently than it reports financial or ridership data. In some State-supported service arrangements, a State, under a contractual agreement with Amtrak, will provide financial support for a portion of a larger route.

Amtrak has two route hierarchies within its reporting systems to account for these arrangements. The first route hierarchy is used to track the physical versions of the routes on the network. This hierarchy includes the entire physical train that moves between its origin and ultimate destination. The second hierarchy, financial routes, are a financial construction in Amtrak’s accounting that breaks the physical train up into the Amtrak-supported portion of the route and State-supported portion of the route. These financial routes exist to allocate financials between the State-supported segment and the Amtrak-Supported segment for various accounting purposes. See Table 3 for a summary of where financial routes may be different from physical routes.

In this quarterly report, all OTP and train delay metrics will be reported using the physical route structure (Table 2), and financial and customer service metrics will be reported using the financial route structure (Table 3).

**Table 3. Financial Routes Descriptions Different than Physical Routes**

Route	Physical Route	Financial Route
Adirondack	New York, NY – Montreal, Canada	New York, NY – Albany, NY (Empire Service)
		Albany, NY – Montreal, Canada (Adirondack Service)
Carolinian	Washington, DC – New York, NY	Charlotte, NC – Washington, DC
Cascades	Eugene, OR – Vancouver, WA	Eugene – Portland, OR (Oregon Service)
		Portland, OR – Vancouver, WA (Washington Service)
Empire West / Maple Leaf	New York, NY – Niagara Falls, NY	New York – Albany, NY (Empire Service)
		Albany – Niagara Falls, NY (Empire West/Maple Leaf Service)
Ethan Allen	New York, NY – Rutland, VT	New York – Albany, NY (Empire Service)
		Albany, NY – Rutland, VT (Ethan Allen Service)
Keystone	Philadelphia, PA – New York, NY	Harrisburg – Philadelphia, PA

## FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Route	Physical Route	Financial Route
Lynchburg	Washington, DC – New Haven, CT/ Boston, MA	Lynchburg, VA – Washington, DC
Newport News	Washington, DC – New Haven, CT/ Boston, MA	Newport News, VA – Washington, DC
Norfolk	Washington, DC – New Haven, CT/ Boston, MA	Norfolk, VA – Washington, DC
Springfield Shuttles	Washington, DC – New Haven, CT/ Boston, MA	New Haven, CT – Springfield, MA
Pennsylvanian	Philadelphia, PA – New York, NY	Pittsburgh – Philadelphia, PA
Richmond	Washington, DC – New Haven, CT/ Boston, MA	Richmond, VA – Washington, DC
Vermont	Washington, DC – New Haven, CT	New Haven, CT – Springfield, MA; Springfield, MA – St. Albans, VT



**V. Quarterly Reporting Data Categories**

**A. On-Time Performance and Train Delays**

This section includes definitions of each of the metrics and any associated standard. There are also descriptions of the reported data for each metric, including definitions of key terms, and other notes as needed. This section includes reporting tables and charts for selected metrics; to access the complete data files, please visit [railroads.dot.gov](https://railroads.dot.gov).

The following services did not operate during FY21 Q4: Adirondack, and Northeast Regional service between Washington DC and Richmond, VA. In addition, many routes were still operating at reduced frequency from pre-COVID service levels during F21 Q4, including: Northeast Regional, Acela, Capitol Corridor, Cascades, Empire Service, Keystone, Pacific Surfliner, and San Joaquins.

**Table 4. On-Time Performance and Train Delays Metrics – Definitions and Notes**

Metric	Definition	Data Description and Notes
Customer On-Time Performance	<p>The percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time, reported by train and by route.</p> <p>The customer on-time performance minimum standard is 80 percent for any 2 consecutive quarters.</p>	<p>Customer on-time performance for all schedules, except disputed schedules, is included by train in the report for this quarter (see Appendix 1). The final rule requires Amtrak and the host railroads to certify individual train schedules (see Certified Schedule metric). If a schedule is disputed, FRA will report customer OTP metric data, station performance metric data, and host running time metric data for that particular train, beginning with the quarter covering October 1 to December 31, 2021. For FY21 Q4, there were several routes with were either one or more disputed train schedules on either a section or the entirety of a route. Due to these inconsistencies, FRA has not published route level OTP data for this quarter. Customer on-time performance for all schedules, at the route-level and by train, will be included in the FY 2022 first quarter (Q1) report covering October 1 – December 31, 2021.</p>
Ridership Data	<p>The number of host railroads to whom Amtrak has provided ridership data reported by host railroad and by month.</p>	<p>Ridership data in a machine-readable format includes: the total number of passengers, by train and by day; the station-specific number of detraining passengers, reported by host railroad, whose railroad right-of-way serves the station, by train and by day; and the station-specific number of on-time passengers reported by host railroad whose railroad right-of-way serves the station, by train and by day.</p> <p>There are two host railroads not listed in the data over which Amtrak does not currently operate: Florida East Coast Railway and Sound Transit. Ridership data will be provided to these host railroads in advance of operations. Amtrak provided ridership data to Portland Terminal Railroad Company via BNSF Railway.</p>

## FRA Quarterly Report | V. Quarterly Reporting Data Categories

Metric	Definition	Data Description and Notes
Certified Schedules	The number of certified schedules, uncertified schedules, and disputed schedules, reported by train, by route, and by host railroad (excluding switching and terminal railroads), identified in a notice to the Federal Railroad Administrator by Amtrak.	<p>Monthly reports are available at <a href="https://railroads.dot.gov">railroads.dot.gov</a>.</p> <p><i>Certified schedule</i> means a published train schedule that Amtrak and the host railroad jointly certify is aligned with the customer on-time performance metric and standard.</p> <p><i>Uncertified schedule</i> means a published train schedule that has not been reported as a certified schedule or a disputed schedule.</p> <p><i>Disputed schedule</i> means: A published train schedule for which a specific change is sought: (1) that is the only subject of a non-binding dispute resolution process led by a neutral third party and involving Amtrak and one or more host railroads; (2) that is the only subject of a non-binding dispute resolution process led by a neutral third party that has been initiated by one or more host railroads and Amtrak has not consented to participate in the process within 30 calendar days; or (3) that is the only subject of a non-binding dispute resolution process led by a neutral third party that has been initiated by Amtrak and the host railroad has not consented to participate in the process within 30 calendar days.</p>
Train Delays	The train delays metric is the minutes of delay for all Amtrak-responsible delays, host-responsible delays, and third party delays, for the host railroad territory within each route. The train delays metric is reported by delay code by: total minutes of delay; Amtrak-responsible delays; Amtrak's host-responsible delays; Amtrak's host-responsible delays and Amtrak-responsible delays combined; non-Amtrak host-responsible delays; and third party delays. The train delays metric is also reported by the number of non-Amtrak host-responsible delay minutes disputed by host railroad and not resolved by Amtrak.	<p><i>Amtrak-responsible</i> delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as Amtrak-responsible delays, including passenger-related delays at stations, Amtrak equipment failures, holding for connections, injuries, initial terminal delays, servicing delays, crew and system delays, and other miscellaneous Amtrak-responsible delays.</p> <p><i>Host-responsible</i> delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as host-responsible delays, including freight train interference, slow orders, signals, routing, maintenance of way, commuter train interference, passenger train interference, catenary or wayside power system failure, and detours.</p> <p><i>Third party</i> delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as third-party delays, including bridge strikes, debris strikes, customs, drawbridge openings, police-related delays, trespassers, vehicle strikes, utility company delays, weather-related delays (including heat or cold orders, storms, floods/washouts, earthquake-related delays, slippery rail due to leaves, flash-flood warnings, wayside defect detector actuations caused by ice, and high-wind restrictions), acts of God, or waiting for scheduled departure time. In this quarterly dataset, the third-party delays are coded as "Neither."</p>

## FRA Quarterly Report | V. Quarterly Reporting Data Categories

Metric	Definition	Data Description and Notes
Train Delays		<p><i>Delay minutes disputed by host railroad and not resolved by Amtrak</i> means delay minutes for which a host railroad disputed the code used by Amtrak to classify the delay, or the number of delay minutes assigned to the host railroad, but were not changed by Amtrak after the host's initial request. Ultimately, Amtrak and the host railroads may agree that a different delay code or number of delay minutes is appropriate following further discussion; this data only reports delay minutes that were not adjusted after the host railroad's initial request for reclassification.</p> <p>Delays are reported by operating business line, which is similar to the service line structure (see Amtrak Route Structure and Descriptions). The NEC business line includes the following routes: Acela, Northeast Regional, Northeast Regional – Richmond / Newport News / Norfolk, Northeast Regional – Roanoke, and Northeast Regional – Springfield Shuttles. See Table 4 for a list of host railroads and abbreviated host railroad codes used in the delay reports. See Table 5 for a list of the delay codes, abbreviations, and responsibilities.</p>
Train Delays per 10,000 Train Miles	The minutes of delay per 10,000 train miles for all Amtrak-responsible and host-responsible delays, for the host railroad territory within each route.	<i>Delays per 10,000 train miles</i> is the number of minutes of delay normalized by train miles so that routes of different lengths, and hosts with different amounts of Amtrak service, can be compared to each other. Specifically, it is the number of minutes of host-responsible delay, divided by the number of Amtrak train miles operated over that host, multiplied by 10,000. Data is available for download at <a href="https://railroads.dot.gov">railroads.dot.gov</a> .
Station Performance	The number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations, reported by route, by train, and by station. The average minutes late per late customer calculation excludes on-time customers that arrive no later than 15 minutes after their scheduled time.	Data is available for download at <a href="https://railroads.dot.gov">railroads.dot.gov</a> .
Host Running Time	The average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton, reported by route, by train, and by host railroad (excluding switching and terminal railroads).	<p><i>Actual running time</i> means the actual elapsed travel time of a train's travel on a host railroad, between the departure time at the first reporting point for a host railroad segment and the arrival time at the reporting point at the end of the host railroad segment.</p> <p><i>Scheduled running time</i> means the scheduled duration of a train's travel on a host railroad, as set forth in the Amtrak schedule skeleton.</p> <p><i>Schedule skeleton</i> means a schedule grid used by Amtrak and host railroads to communicate the public schedule of an Amtrak train and the schedule of operations of an Amtrak train on host railroads.</p> <p>Data is available for download at <a href="https://railroads.dot.gov">railroads.dot.gov</a>.</p>



**Table 5. Host Railroad Names and Codes**

Host Railroad Name	Host Railroad Code
Amtrak	AM
Belt Railway of Chicago	BR
BNSF Railway Company	BN
Buckingham Branch Railroad	BB
Central Florida Rail Corridor	FR
Chicago Terminal	CT
CN – IC (Former GTW and IC)	CC
Conrail Shared Assets	CR
CP Rail (Soo Line)	CP
CSX Corporation	CS
Florida DOT (CSX Dispatched)	FL
Kansas City Terminal	KC
Long Island Railroad	LG
Massachusetts DOT	MA
MBTA	MT
Metra	ME
Metro-North Railroad	MN
Michigan DOT	MI
Minnesota Commercial	MC
New Mexico DOT	NM
Norfolk Southern	NS
Pan Am Railways (formerly Guilford)	GT
S.C.R.R.A (Moorpark to LAX)	SC
San Diego Northern	SN
Terminal Railroad Assn. Of St. Louis (TRRA)	TR
Trinity Rail Express	TE
Union Pacific	UP



**Table 6. Amtrak Delay Code Definitions**

<b>Responsibility</b>	<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
Amtrak-responsible delays	ADA	Passenger-related	All delays related to disabled passengers, wheelchair 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 guaranteed 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	Injured/Ill guest/ Employee	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	All switching and servicing delays
	SYS	Crew & system	Delays related to crews including lateness, lone-engineer delays
Host-responsible delays	CTI	Commuter train interference	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	C&S work due to defect	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	M/W work due to defect	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

## FRA Quarterly Report | V. Quarterly Reporting Data Categories

Responsibility	Code	Code Description	Explanation
Host-responsible delays	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 interference	Delays for meeting or following other passenger trains (not commuter trains)
	RTE	Routing delays, including late bulletins	Routing-dispatching delays including diversions, late track bulletins, etc.
	SMW	Scheduled M/W work	Scheduled maintenance of way work
Third-party delays	BSP	Bridge strike	Delay due to train striking an overhead bridge
	CUI	Customs and immigration	U.S. and Canadian customs delays; Immigration-related delays
	DBS	Debris strike, damage, set outs	Debris strikes
	MBO	Movable bridge opening	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 delay	Police/fire department holds on right-of-way or on board trains
	TRS	Trespasser incident	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 7. Ridership Data Metrics**

Host Railroad Name	July 2021	August 2021	September 2021
Belt Railway Company of Chicago	Yes	Yes	Yes
BNSF Railway	Yes	Yes	Yes
Buckingham Branch Railroad	Yes	Yes	Yes
Canadian National	Yes	Yes	Yes
Canadian Pacific	Yes	Yes	Yes
Central Florida Rail Corridor (Florida Rail)	Yes	Yes	Yes
Conrail	Yes	Yes	Yes
CSX Transportation	Yes	Yes	Yes
Golden Isles Terminal Railroad	Yes	Yes	Yes
Kansas City Terminal Railway	Yes	Yes	Yes
Massachusetts Bay Transportation Authority	Yes	Yes	Yes
Massachusetts Department of Transportation	Yes	Yes	Yes
Metra	Yes	Yes	Yes
Metro-North Railroad	Yes	Yes	Yes
Michigan Department of Transportation	Yes	Yes	Yes
Minnesota Commercial Railway	Yes	Yes	Yes
New England Central Railroad	Yes	Yes	Yes
New Mexico Department of Transportation	Yes	Yes	Yes
Norfolk Southern	Yes	Yes	Yes
North County Transit District (San Diego Northern)	Yes	Yes	Yes
Pan Am Railways	Yes	Yes	Yes
Portland Terminal Railroad Company	Yes	Yes	Yes
Regional Transportation District (Denver Union Station)	Yes	Yes	Yes
South Florida Regional Transportation Authority (Florida Department of Transportation)	Yes	Yes	Yes
Southern California Regional Rail Authority	Yes	Yes	Yes
Terminal Railroad Association of St. Louis	Yes	Yes	Yes
Trinity Railway Express	Yes	Yes	Yes
Union Pacific Railroad	Yes	Yes	Yes
Vermont Railway	Yes	Yes	Yes



**Table 8. Certified Schedule**

Host Railroad	Certified	Uncertified	Disputed	Total
Amtrak	333	0	0	333
BNSF Railway	75	0	6	81
Buckingham Branch Railroad	2	0	0	2
Canadian National	20	0	8	28
Canadian Pacific	25	0	0	25
Central Florida Rail Corridor (Florida Rail)	6	0	0	6
CSX Transportation	44	0	10	54
Massachusetts Bay Transportation Authority	22	0	0	22
Massachusetts Department of Transportation	12	0	0	12
Metra	19	0	0	19
Metro-North Railroad	89	40	0	129
Michigan Department of Transportation	8	0	0	8
New England Central Railroad	4	0	0	4
New Mexico Department of Transportation	2	0	0	2
Norfolk Southern	22	0	21	43
North County Transit District (San Diego Northern)	37	0	0	37
Pan Am Railways	20	0	0	20
South Florida Regional Transportation Authority (Florida Department of Transportation)	4	0	0	4
Southern California Regional Rail Authority	44	0	0	44
Trinity Railway Express	2	0	0	2
Union Pacific Railroad	98	0	6	104
Vermont Railway	6	0	0	6
Total	894	40	51	985
Percentage (%)	91	4	5	100

**Table 9. Disputed Delay Minutes**

<b>Host Railroad</b>	<b>Disputed Delay Minutes</b>	<b>Unresolved Disputed Delay Minutes</b>
Buckingham Branch	17	0
Canadian National	655	0
Canadian Pacific	100	0
Norfolk Southern	1,746	0
Union Pacific	10	0
<b>Total Disputed Delay Minutes</b>	<b>2,528</b>	<b>0</b>



Table 10. Amtrak Responsible Train Delay Minutes

Service Line/ Route	Amtrak (Host)																			Amtrak (Non-Host)													Amtrak Total Responsible Delay Minutes																		
	CTI	CTP	DBB	DCS	DCT	DDA	DET	DMW	DSR	DTR	FTI	PBB	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		Total																	
<b>Northeast Corridor</b>																																																			
Acela Express	1,262	207	314	851		22	530	607	373	3			20	67	1,157	976	72	2,268	8,729	680	502			21	1,532	1,087	50	100	345	464	16	470	5,267	13,996																	
On Spine Northeast Regional	2,070	155	308	1,244		12	394	579	369	7		16	15	18	930	1,025	212	2,141	9,495	1,095	347	3	322	115	3,134	1,436	104	192	786	553	522	821	9,430	18,925																	
Richmond / Newport News / Norfolk	1,037	119	531	779	4		261	466	219		21		7		558	968	213	1,538	6,721	1,948	257	26	335	73	2,664	2,101	175	195	216	1,517	1,259	1,466	12,232	18,953																	
Roanoke	206		94	174			42	94	65					7	126	466	29	234	1,537	489	188	7	202	3	717	764		15	9	284	462	224	3,364	4,901																	
Springfield Shuttles	241			406				7	101		260				5	139	588	184	21	1,952	76	54	97	2,744	3	711	91		429	3	1,132	265	174	5,779	7,731																
<b>State Supported</b>																																																			
Blue Water	5			134				14	127		8						256	194	738	283	12				490	331	42			665	318	720	2,861	3,599																	
Capitol Corridor																					875	229	401	17		541	698		434		1,323	324	1,143	5,985	5,985																
Carl Sandburg / Illinois Zephyr	3			8					2							7	15		35	348	6				9	389	45	6		71	19	532	1,425	1,460																	
Carolinian	40	19	115	156			58	119	16						36	123	36	281	999	822	162		29		562	708	37	12	59	454	479	645	3,969	4,968																	
Cascades																					1,182	359	54	66		1,171	908	23	96		948	135	1,159	6,101	6,101																
Downeaster																					164			35		200	457	5	654		99	5	579	2,198	2,198																
Ethan Allen Express	15	10		173					27							101	114		440	73			23		308	388				258	34	304	1,388	1,828																	
Heartland Flyer																					177					101	179					4	45	506	506																
Hiawatha	85			58					7								19		169	187		185			598	336	5	262		2,270	471	808	5,122	5,291																	
Illini / Saluki	1			49					5							59	27		141	440	80		35		198	618		16		1,264	29	539	3,219	3,360																	
Keystone	588	127	8	696		23	172	94	160			4				208	300	32	432	2,844	62	7	404	1		613	98	41	200	163	48	29	54	1,720	4,564																
Lincoln Service	3			107				29	26		529						45	17		756	382	135				573	385	52	108		369	20	454	2,478	3,234																
Maple Leaf	56			186				84	101								66	132	18	643	213	1				275	480	23			214	243	652	2,101	2,744																
Missouri																					557	5		2		35	324		386		137	19	459	1,924	1,924																
New York - Albany	112	78		561			25	71	44		11				7	557	302	95	1,863	203	15		20		236	736		29	9	95	4	290	1,637	3,500																	
New York - Niagara Falls	28	65		438				26	209		5					484	161	45	1,461	548	18		15		306	861	40		5	354	226	1,393	3,766	5,227																	
Pacific Surfliner																					1,159	442	455	1,161		906	2,974	200	1,710		1,178	245	2,944	13,374	13,374																
Pennsylvanian	58	9		32			19	15							13	86		53	285	329	75	24	214		393	183			12	417	82	1,095	2,824	3,109																	
Pere Marquette	8			16				8			29						23		84	27						112				255		605	999	1,083																	
Piedmont																					467	64		87		124	243		504		409	6	378	2,282	2,282																
San Joaquins																					1,026	568	188	496		1,128	587	7	193		801	368	1,394	6,756	6,756																
Vermont	209	25	15	203			44	52	97		61				74	583	13	252	1,628	177	24		166	37	234	230		46	45	1,161	62	363	2,545	4,173																	
Wolverine	79			628			4	301	132							1,406	55		2,605	680	96		167		586	619	83	111		2,253	1,276	1,846	7,717	10,322																	
<b>Long Distance</b>																																																			
Auto Train																																							640			527	7	159	1,324		182	2,040	1,175	6,054	6,054
California Zephyr	36			47					4							5	23		115	1,041	903		758		1,416	2,244	262	246		1,938	3,150	3,812	15,770	15,885																	
Capitol Ltd	43		3	86				129	4							77	35		377	387	277	24	159		1,161	1,056	64	25		876	350	1,547	5,926	6,303																	
Cardinal	72	15	28	70				76	7						26	34	17	208	553	400	102	59	80		283	475	115	4		680	344	1,168	3,710	4,263																	
City Of New Orleans				31												20	25		76	452	71		106		442	1,015	61			1,269	623	824	4,863	4,939																	
Coast Starlight																					420	252		267		550	1,334	117			1,672	2,013	2,687	9,312	9,312																
Crescent	26	77	87	186				62	9		48				11	56	44	314	920	601	265	31	296	8	780	609	48	166	19	446	1,686	4,525	9,480	10,400																	
Empire Builder	13			4					9										26	726	323		1,482		850	2,199	164	461		1,844	2,222	2,503	12,774	12,800																	
Lake Shore Ltd	94	23		613				35	508		13					388	121	34	1,829	530	299		2,608		1,216	1,398	237	17		631	805	1,968	9,709	11,538																	
Palmetto	112	29	66	79			20	30	17						54	120	24	336	887	797	69				563	453	95		42	598	262	792	3,671	4,558																	
Silver Meteor	89	77	74	155			23	47	21						19	135	46	363	1,049	1,246	259		4		948	993	63	22	70	444	713	1,666	6,428	7,477																	
Silver Star	76	13	93	169			16	108	6				13		8	289	73	262	1,126	1,186	270	8	146		966	1,016	174		103	565	1,006	2,795	8,235	9,361																	
Southwest Chief	1			29															30	617	413		137		2,767	2,626	444	864		414	2,853	3,943	15,078	15,108																	
Sunset Ltd				92					12							49	45		198	457	38	1	233		414	1,387	106	378		922	1,315	2,299	7,550	7,748																	
Texas Eagle				38				10			168					42	84		342	725	167	3	1,699		388	1,670	41	22		651	2,642	2,541	10,549	10,891																	

**Table 11. Host Railroad Responsible Train Delay Minutes**

Service Line/ Route	Delay Cause																	Total	
	CTI	CTP	DBB	DCS	DCT	DDA	DET	DMW	DSR	DTR	FTI	PBB	PET	PSC	PSR	PTI	RTE		SMW
<b>Northeast Corridor</b>																			
Acela Express	2,252	207	314	1,166		22	557	781	6,672	57			20	67	1,157	995	276	2,268	<b>16,811</b>
On Spine Northeast Regional	4,583	155	308	1,682		12	417	676	7,646	8		16	15	18	930	1,060	529	2,141	<b>20,196</b>
Richmond / Newport News / Norfolk	3,427	119	531	3,238	4		293	1,156	7,601	317	4,220		7		558	3,011	3,631	1,538	<b>29,651</b>
Roanoke	935		94	658			42	180	1,288	35	908			7	126	841	190	234	<b>5,538</b>
Springfield Shuttles	248			669				7	826		467			5	139	660	230	21	<b>3,272</b>
<b>State Supported</b>																			
Blue Water	5			571				378	242		3,392					375	341		<b>5,304</b>
Capitol Corridor	1,063			2,187				378	680	22	1,358					4,779	1,357		<b>11,824</b>
Carl Sandburg / Illinois Zephyr	750			336				227	1,526		2,977					235	691		<b>6,742</b>
Carolinian	148	19	115	1,253			58	569	1,502		2,262				36	2,465	1,330	281	<b>10,038</b>
Cascades	113			2,280				514	3,583		7,266					3,351	1,352		<b>18,459</b>
Downeaster	1,610			2,559				239	4,284	148	1,218					3,069	243		<b>13,370</b>
Ethan Allen Express	839	10		351				118	613		119					283	367		<b>2,700</b>
Heartland Flyer				162				185	4,186		1,911					22	69		<b>6,535</b>
Hiawatha	2,853			741				664	340		500					281	280		<b>5,659</b>
Illini / Saluki	325			1,122				429	2,672		2,029					2,280	358		<b>9,215</b>
Keystone	588	127	8	696		23	172	94	160			4			208	300	32	432	<b>2,844</b>
Lincoln Service	131			2,104				484	830	245	9,876					3,719	1,280		<b>18,669</b>
Maple Leaf	469			606				417	1,082	6	1,822					354	1,325	18	<b>6,099</b>
Missouri	9			582				229	2,764		6,447					1,837	524		<b>12,392</b>
New York - Albany	3,558	78		789			25	238	1,224		11				7	734	1,298	95	<b>8,057</b>
New York - Niagara Falls	1,963	65		1,117				677	2,173	5	3,692					899	2,732	45	<b>13,368</b>
Pacific Surfliner	5,911			7,357				1,466	3,810		1,386					6,424	1,712		<b>28,066</b>
Pennsylvanian	58	9		383			19	179	197		3,832				13	86	948	53	<b>5,777</b>
Pere Marquette	11			618				51	649		2,487					346	92		<b>4,254</b>
Piedmont				1,029				273	1,324		3,796					909	289		<b>7,620</b>
San Joaquins				2,955				552	5,275		9,299					10,548	514		<b>29,143</b>
Vermont	393	25	15	445			48	218	6,610		73				74	599	40	252	<b>8,792</b>
Wolverine	149			1,802				363	3,165		5,755					3,059	543		<b>14,836</b>
<b>Long Distance</b>																			
Auto Train	449			1,476				232	4,464		7,628					4,398	878		<b>19,525</b>
California Zephyr	622			5,554				1,478	13,958	78	30,424					5,622	3,257		<b>60,993</b>
Capitol Ltd	72		3	1,585				539	2,055		18,243					2,353	3,987		<b>28,837</b>
Cardinal	271	15	28	1,129				342	1,896		3,706				26	994	663	208	<b>9,278</b>
City Of New Orleans	110			901				236	2,506	11	2,885					1,993	1,513		<b>10,155</b>
Coast Starlight	350			4,318				412	4,845	118	7,788					5,600	1,341		<b>24,772</b>
Crescent	343	77	87	3,878				330	3,472		14,402				11	2,970	1,925	314	<b>27,809</b>
Empire Builder	431			2,050				899	8,292	195	18,605					2,197	846		<b>33,515</b>
Lake Shore Ltd	3,780	23		2,315				891	2,851		11,890					4,744	2,526	34	<b>29,054</b>
Palmetto	191	29	66	993			20	1,008	1,665	8	4,253				54	2,810	406	336	<b>11,839</b>
Silver Meteor	2,338	77	74	1,913			23	436	3,699		6,575				19	3,383	952	363	<b>19,852</b>
Silver Star	1,617	13	93	2,472			16	538	4,420		5,997		13		8	4,751	1,230	262	<b>21,430</b>
Southwest Chief	1,974			5,321				802	8,243	427	15,979					4,480	1,162		<b>38,388</b>
Sunset Ltd	98			3,210				709	3,738		19,254					385	3,440		<b>30,834</b>
Texas Eagle	14			2,842				910	12,154	441	23,214					2,297	2,062		<b>43,934</b>



**Table 12. Third Party Responsible Train Delay Minutes**

Service Line/ Route	Delay Cause									Total
	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	
<b>Northeast Corridor</b>										
Acela Express	290		268	195	1,717	420	1,229	500	3,761	<b>8,380</b>
On Spine Northeast Regional	165		102	214	1,958	1,226	1,587	578	5,288	<b>11,118</b>
Richmond / Newport News / Norfolk	226		593	270	4,034	1,153	1,263	99	7,572	<b>15,210</b>
Roanoke	32		115	27	985	187	224		722	<b>2,292</b>
Springfield Shuttles			161		660	181	160		2,432	<b>3,594</b>
<b>State Supported</b>										
Blue Water			55	175	3,330	58	251		107	<b>3,976</b>
Capitol Corridor			364	1,969	4,213	2,982	1,292			<b>10,820</b>
Carl Sandburg / Illinois Zephyr			13		557	19	244		281	<b>1,114</b>
Carolinian	5		18	26	1,917	413	263	230	3,178	<b>6,050</b>
Cascades			96	623	998	714	683		1,403	<b>4,517</b>
Downeaster			2	15	2,044	147	209		740	<b>3,157</b>
Ethan Allen Express			21	8	696	47	25		282	<b>1,079</b>
Heartland Flyer					22	54			49	<b>125</b>
Hiawatha			16	7	607	107	509		39	<b>1,285</b>
Illini / Saluki			71	18	133	33	280		68	<b>603</b>
Keystone	102		12			131	339	357	3,537	<b>4,478</b>
Lincoln Service			98	51	9,756	531	289		304	<b>11,029</b>
Maple Leaf			18		1,384	48	4		830	<b>2,284</b>
Missouri			21		1,168	251	48		119	<b>1,607</b>
New York - Albany			222	17	613	140	18		927	<b>1,937</b>
New York - Niagara Falls			50		2,636	322	15		1,110	<b>4,133</b>
Pacific Surfliner			220		9,539	1,414	1,636		311	<b>13,120</b>
Pennsylvanian	42		1		5	15	78	2	519	<b>662</b>
Pere Marquette			7	425	337		297		159	<b>1,225</b>
Piedmont			80		934	306	649		276	<b>2,245</b>
San Joaquins			216	2	6,125	1,493	1,712			<b>9,548</b>
Vermonter	16		70	89	270	47	83	34	740	<b>1,349</b>
Wolverine			195	326	762	109	903		439	<b>2,734</b>
<b>Long Distance</b>										
Auto Train			351		1,148	50	139		1,996	<b>3,684</b>
California Zephyr			484	451	2,959	1,108	574		5,151	<b>10,727</b>
Capitol Ltd			41	185	1,039	548	366		1,889	<b>4,068</b>
Cardinal	8		271	7	1,325	148	686	92	1,114	<b>3,651</b>
City Of New Orleans			26	24	7,985	164	133		1,233	<b>9,565</b>
Coast Starlight			118	497	5,597	1,261	1,838		1,042	<b>10,353</b>
Crescent	11		318		8,439	343	1,099		844	<b>11,054</b>
Empire Builder			223	310	12,936	643	771		699	<b>15,582</b>
Lake Shore Ltd			123	117	3,046	650	144		1,564	<b>5,644</b>
Palmetto	11		184	32	788	450	274	27	3,514	<b>5,280</b>
Silver Meteor	16		56	65	4,484	671	666		1,570	<b>7,528</b>
Silver Star	43		369		3,302	553	727		3,152	<b>8,146</b>
Southwest Chief			12	168	5,919	609	395		1,644	<b>8,747</b>
Sunset Ltd		70	83	47	1,038	1,364	756		1,206	<b>4,564</b>
Texas Eagle			264	30	8,326	739	559		475	<b>10,393</b>

Figure 3. Delay Minutes by Service Line

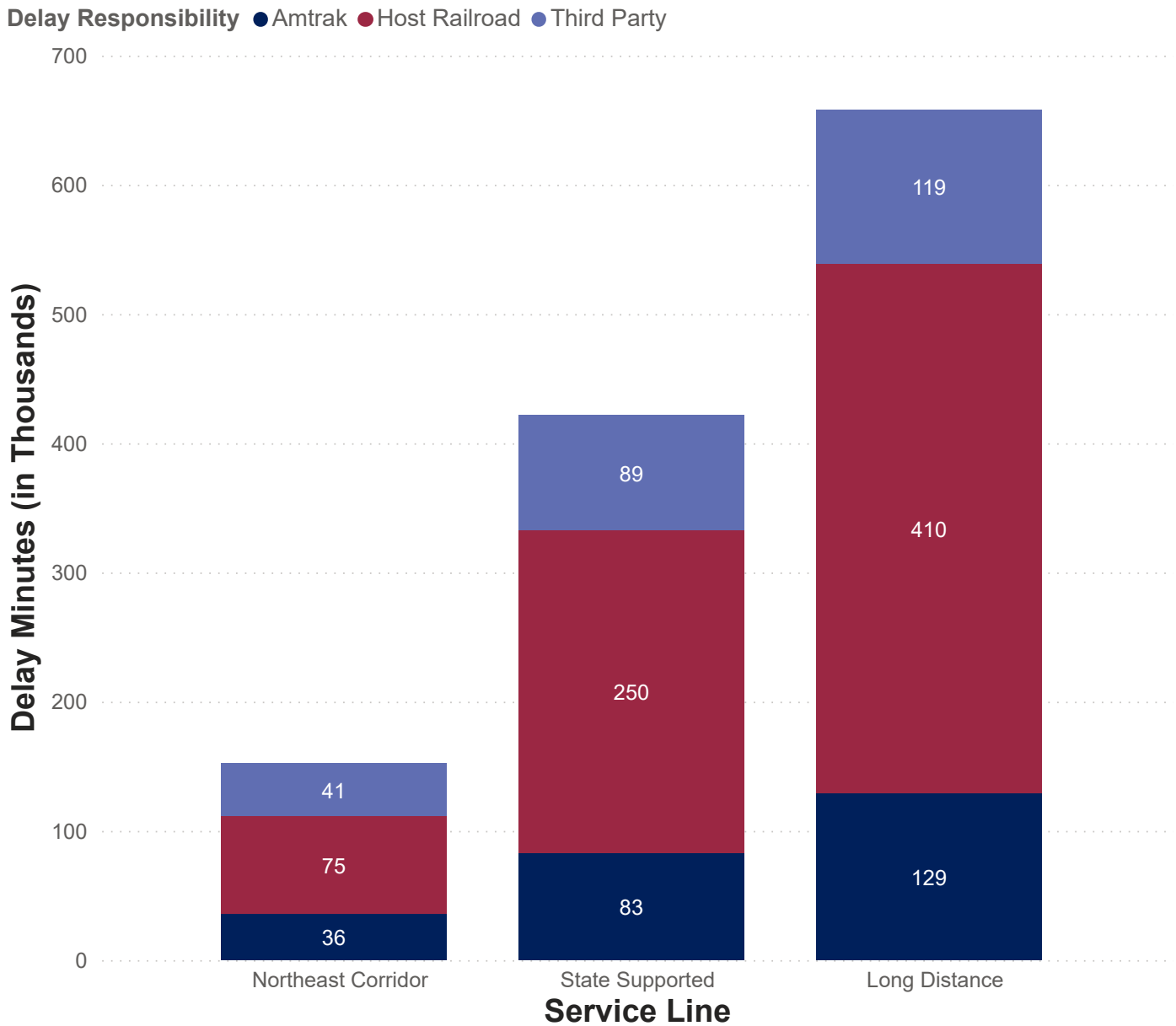


Figure 4. Delay Minutes by Route

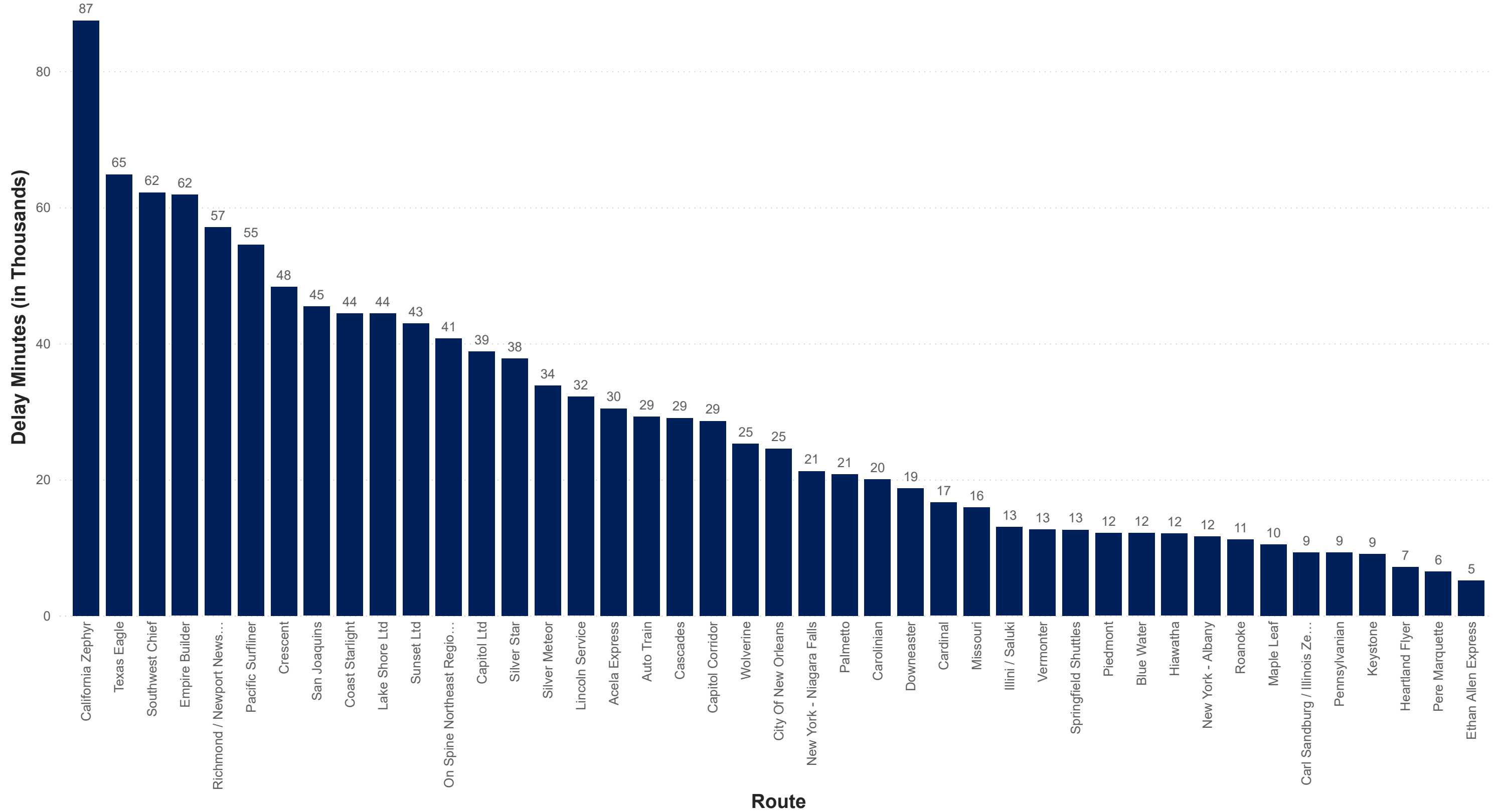


Figure 5. Class I Host Responsible Train Delay Minutes

Delay Code ● CTI ● DCS ● DMW ● DSR ● DTR ● FTI ● PTI ● RTE

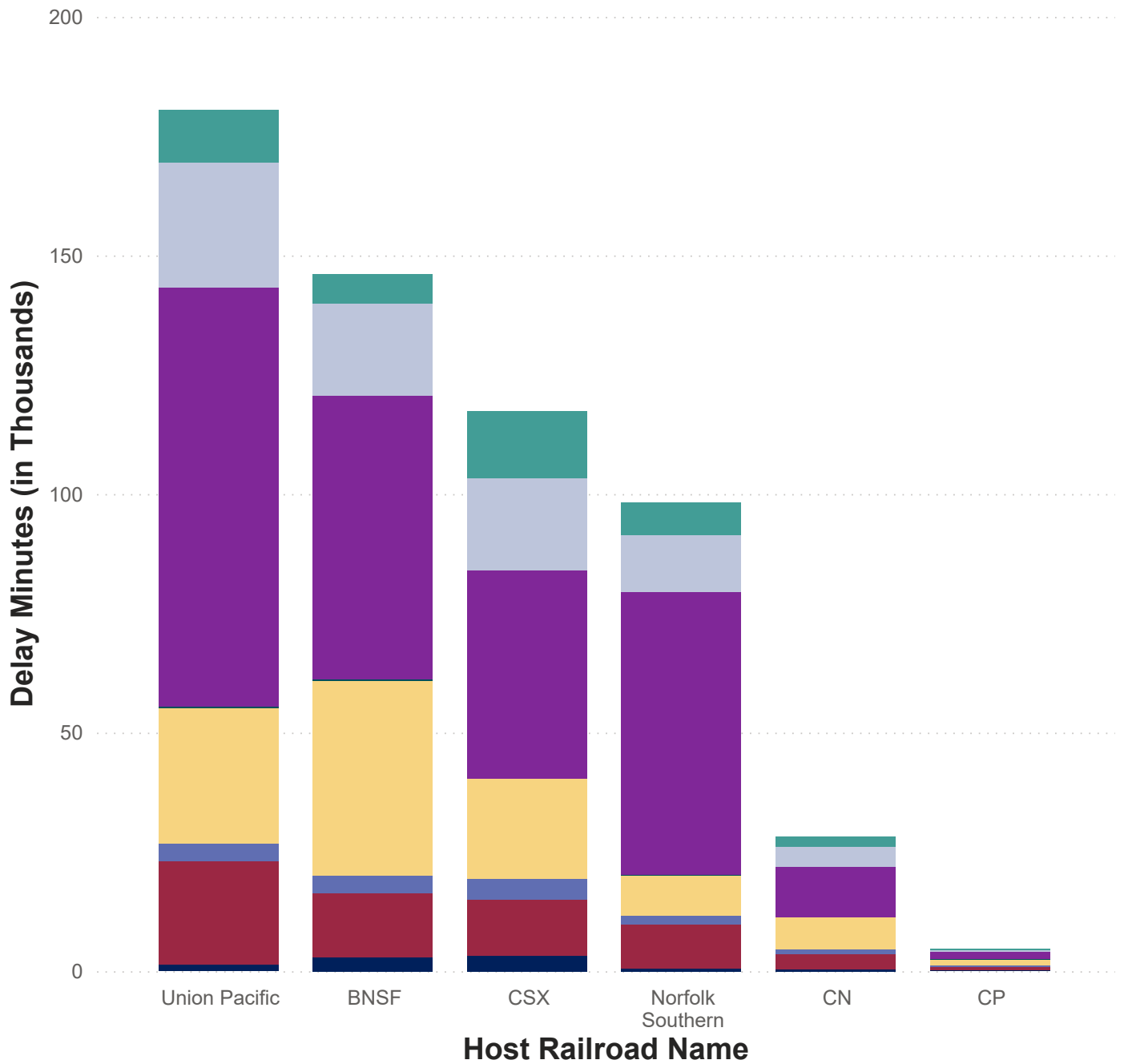
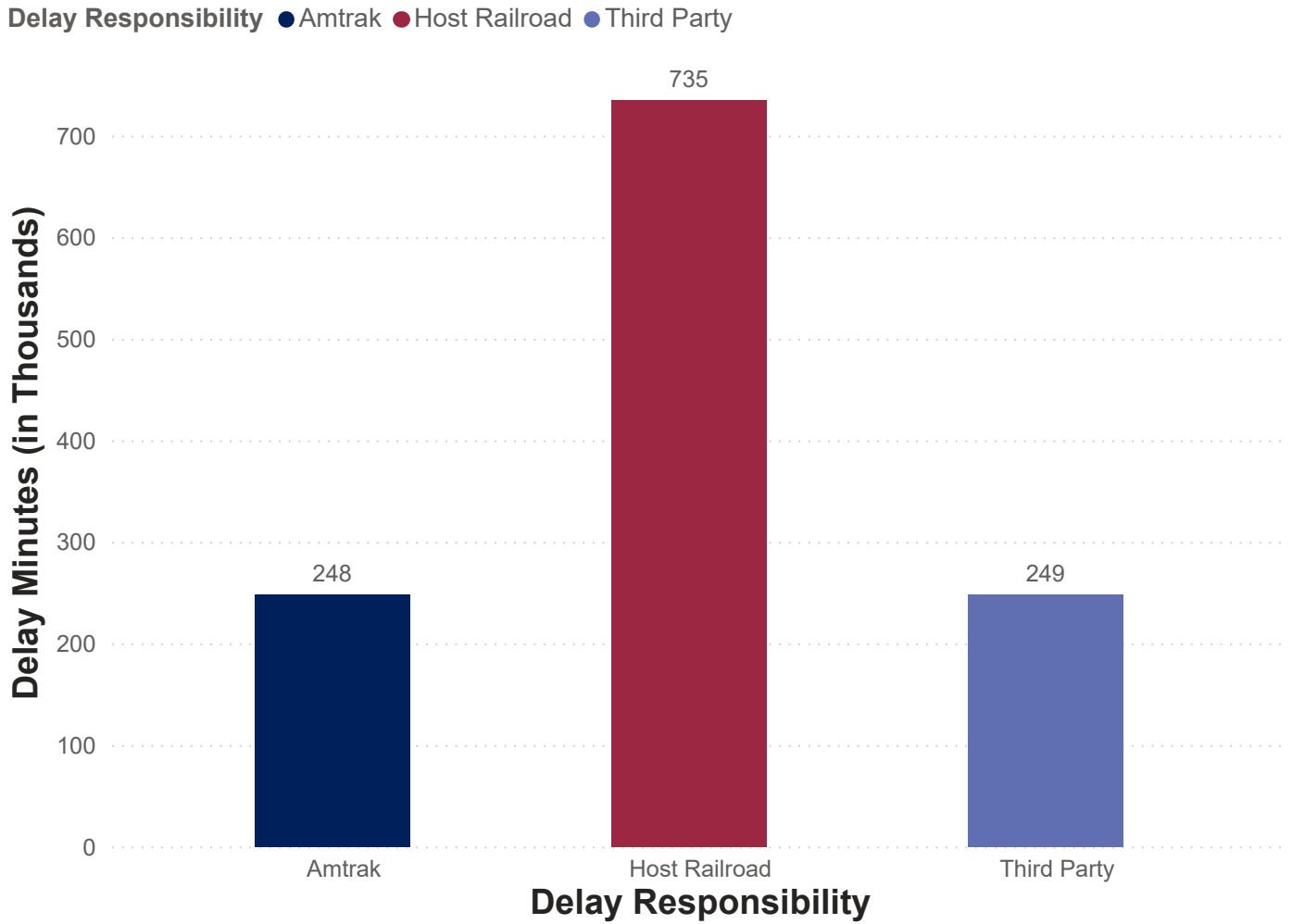


Figure 6. Train Delay Minutes by Delay Responsibility



**B. Customer Service**

Amtrak’s customer satisfaction survey means a market-research survey that measures Amtrak’s satisfaction score as measured by specific service attributes that cover the entire customer journey.

FRA will publish information about Amtrak’s customer satisfaction survey (including the survey questions and methodology) annually as an appendix to the quarterly report. See Appendix 4.

Amtrak adjusts overall satisfaction score performance by removing passengers who arrive at their destinations on State-supported and long-distance routes excessively late (30 minutes late for State-supported routes and 120 minutes for long-distance routes) from the system-wide calculation.

Amtrak provided the percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their overall satisfaction (Top 4) and the percent of respondents who provided a score of 80 percent or greater (Top 3).

The following services did not operate during FY21 Q4: Adirondack, and Northeast Regional service between Washington DC and Richmond, VA. In addition, many routes were still operating at reduced frequency from pre-COVID service levels during F21 Q4, including: Northeast Regional, Acela, Capitol Corridor, Cascades, Empire Service, Keystone, Pacific Surfliner, and San Joaquins.

**Table 13. Customer Service Metrics – Definitions and Notes**

<b>Metric</b>	<b>Definition</b>
Customer Satisfaction	The percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their “overall satisfaction” on a 100-point scale for their most recent trip, by route, shown both adjusted for performance and unadjusted
Amtrak Personnel	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of Amtrak personnel on their most recent trip, by route
Information Given	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of information provided by Amtrak on their most recent trip, by route
On-board Comfort	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of on-board comfort on their most recent trip, by route
On-board Cleanliness	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of on-board cleanliness on their most recent trip, by route
On-board Food Service	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of on-board food service on their most recent trip, by route

**Table 14. Customer Satisfaction by Route - Not Adjusted for Train Performance**

Service Line	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
<b>Northeast Corridor</b>						
Acela Express	88%	90%	86%	89%	90%	70%
Northeast Regional	86%	88%	82%	89%	89%	66%
<b>State Supported</b>						
Adirondack	0%	0%	0%	0%	0%	0%
Blue Water	86%	91%	83%	90%	91%	73%
Capitol Corridor	89%	94%	88%	93%	92%	67%
Carolinian	78%	85%	80%	81%	81%	67%
Cascades	79%	91%	76%	85%	87%	61%
Downeaster	91%	95%	85%	95%	94%	82%
Empire South	88%	91%	86%	91%	92%	43%
Empire West/Maple Leaf	86%	91%	87%	89%	86%	67%
Ethan Allen	88%	91%	87%	92%	93%	63%
Heartland Flyer	91%	91%	89%	94%	91%	74%
Hiawatha	91%	94%	90%	93%	93%	48%
Illini / Saluki	86%	90%	84%	90%	88%	70%
Illinois Zephyr/Carl Sandburg	91%	92%	90%	92%	94%	81%
Keystone	91%	93%	88%	93%	92%	50%
Lincoln Service	86%	89%	87%	89%	89%	68%
Missouri River Runner	84%	91%	82%	89%	84%	66%
New Haven - Springfield	87%	91%	81%	92%	91%	68%
Pacific Surfliner	87%	91%	82%	93%	90%	78%
Pennsylvanian	87%	92%	84%	90%	87%	66%
Pere Marquette	89%	95%	88%	94%	91%	72%
Piedmont	93%	94%	90%	95%	96%	73%
San Joaquin	87%	92%	88%	89%	86%	69%
Vermont	87%	92%	76%	92%	87%	61%
Washington-Lynchburg/Roanoke	86%	88%	80%	89%	87%	65%
Washington-Newport News	82%	87%	77%	86%	84%	67%
Washington-Norfolk	85%	89%	78%	90%	85%	67%
Washington-Richmond	100%	100%	73%	82%	73%	83%
Wolverine	78%	89%	78%	83%	85%	62%
<b>Long Distance</b>						
Auto Train	74%	91%	84%	72%	84%	57%
California Zephyr	67%	82%	62%	74%	66%	58%
Capitol Limited	69%	83%	68%	77%	78%	52%
Cardinal	70%	79%	70%	76%	74%	54%
City of New Orleans	85%	92%	87%	85%	87%	67%
Coast Starlight	76%	88%	74%	86%	81%	63%
Crescent	75%	85%	77%	79%	78%	56%
Empire Builder	80%	88%	79%	80%	76%	62%
Lake Shore Ltd	74%	85%	73%	77%	78%	55%
Palmetto	77%	84%	77%	83%	81%	62%
Silver Meteor	80%	86%	82%	80%	78%	61%
Silver Star	80%	86%	81%	81%	78%	63%
Southwest Chief	73%	84%	70%	76%	72%	62%
Sunset Limited	66%	80%	60%	79%	70%	58%
Texas Eagle	70%	80%	71%	80%	73%	50%

**Table 15. Customer Satisfaction by Route - Adjusted for Train Performance**

Service Line	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
<b>Northeast Corridor</b>						
Acela Express	88%	90%	86%	89%	90%	70%
Northeast Regional	86%	88%	82%	89%	90%	66%
<b>State Supported</b>						
Blue Water	90%	93%	88%	91%	92%	73%
Capitol Corridor	90%	95%	89%	94%	92%	68%
Carolinian	81%	86%	84%	82%	82%	69%
Cascades	86%	93%	83%	88%	89%	64%
Downeaster	93%	96%	88%	95%	95%	83%
Empire South	89%	91%	88%	91%	92%	44%
Empire West/Maple Leaf	88%	91%	89%	90%	86%	67%
Ethan Allen	91%	91%	90%	93%	94%	66%
Heartland Flyer	92%	92%	91%	95%	91%	75%
Hiawatha	93%	94%	91%	94%	93%	50%
Illini / Saluki	88%	90%	85%	90%	88%	71%
Illinois Zephyr/Carl Sandburg	92%	92%	91%	92%	94%	81%
Keystone	92%	93%	89%	93%	92%	50%
Lincoln Service	89%	90%	89%	90%	90%	69%
Missouri River Runner	89%	92%	88%	92%	87%	69%
New Haven - Springfield	89%	92%	84%	93%	92%	70%
Pacific Surfliner	88%	91%	84%	93%	90%	78%
Pennsylvanian	89%	93%	86%	90%	88%	66%
Pere Marquette	93%	96%	92%	95%	94%	74%
Piedmont	96%	95%	93%	96%	97%	74%
San Joaquin	88%	92%	90%	89%	86%	70%
Vermont	90%	93%	81%	92%	89%	62%
Washington-Lynchburg/Roanoke	90%	89%	84%	91%	89%	67%
Washington-Newport News	86%	88%	82%	87%	86%	68%
Washington-Norfolk	89%	91%	83%	92%	87%	69%
Washington-Richmond	100%	100%	73%	82%	73%	83%
Wolverine	86%	91%	85%	87%	89%	68%
<b>Long Distance</b>						
Auto Train	78%	92%	89%	73%	85%	58%
California Zephyr	76%	85%	73%	78%	71%	61%
Capitol Limited	74%	84%	73%	79%	80%	53%
Cardinal	73%	81%	73%	78%	76%	56%
City of New Orleans	86%	92%	88%	85%	87%	67%
Coast Starlight	81%	90%	78%	88%	83%	65%
Crescent	77%	85%	80%	80%	78%	57%
Empire Builder	81%	88%	80%	81%	77%	63%
Lake Shore Ltd	78%	86%	77%	79%	80%	58%
Palmetto	80%	85%	79%	85%	83%	64%
Silver Meteor	81%	87%	84%	81%	79%	62%
Silver Star	82%	87%	82%	82%	79%	65%
Southwest Chief	82%	87%	78%	80%	77%	67%
Sunset Limited	78%	84%	73%	83%	78%	65%
Texas Eagle	76%	83%	77%	84%	76%	53%



Figure 7. Customer Satisfaction by Service Line and Route - Adjusted and Not Adjusted for Train Performance

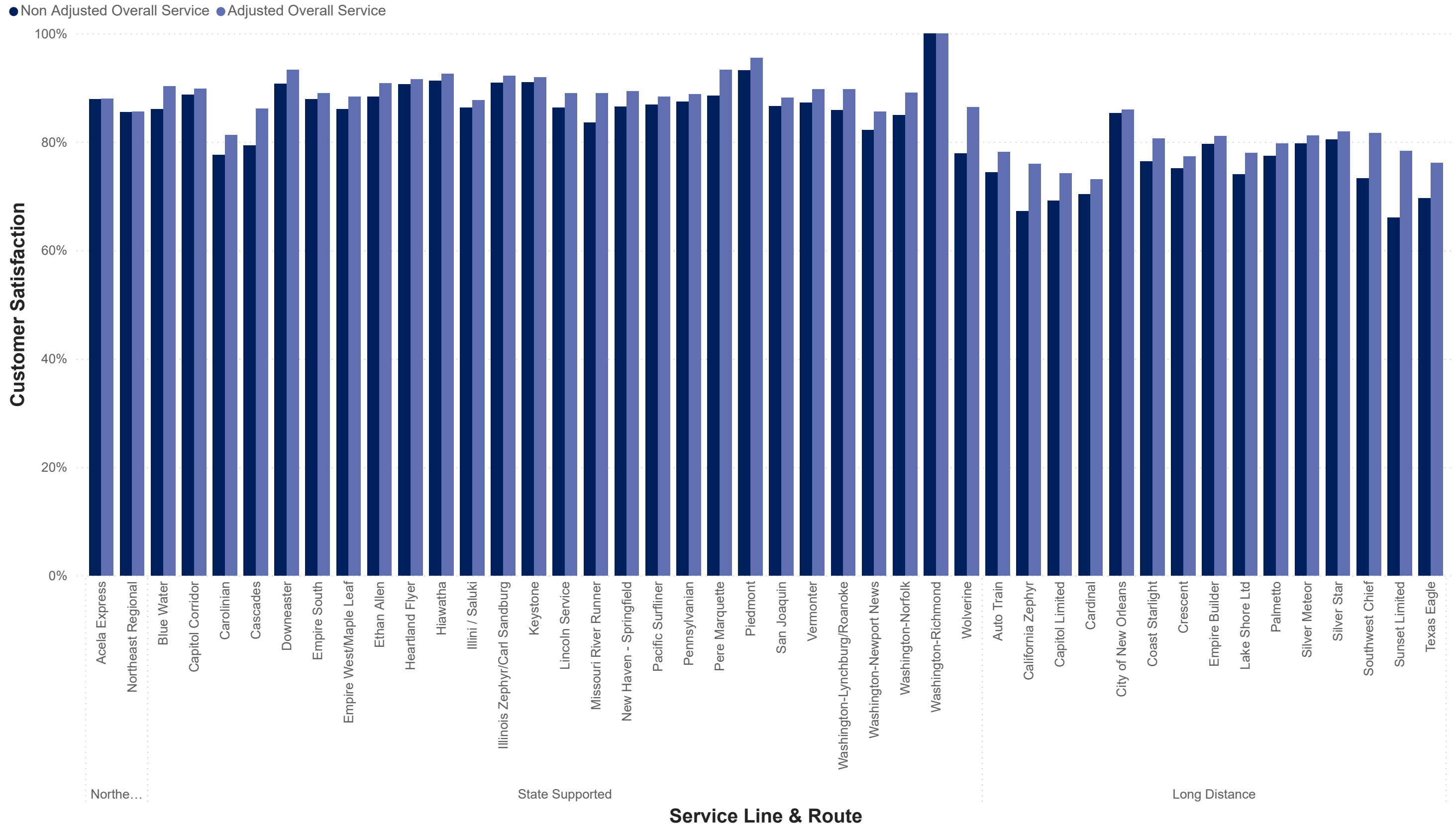
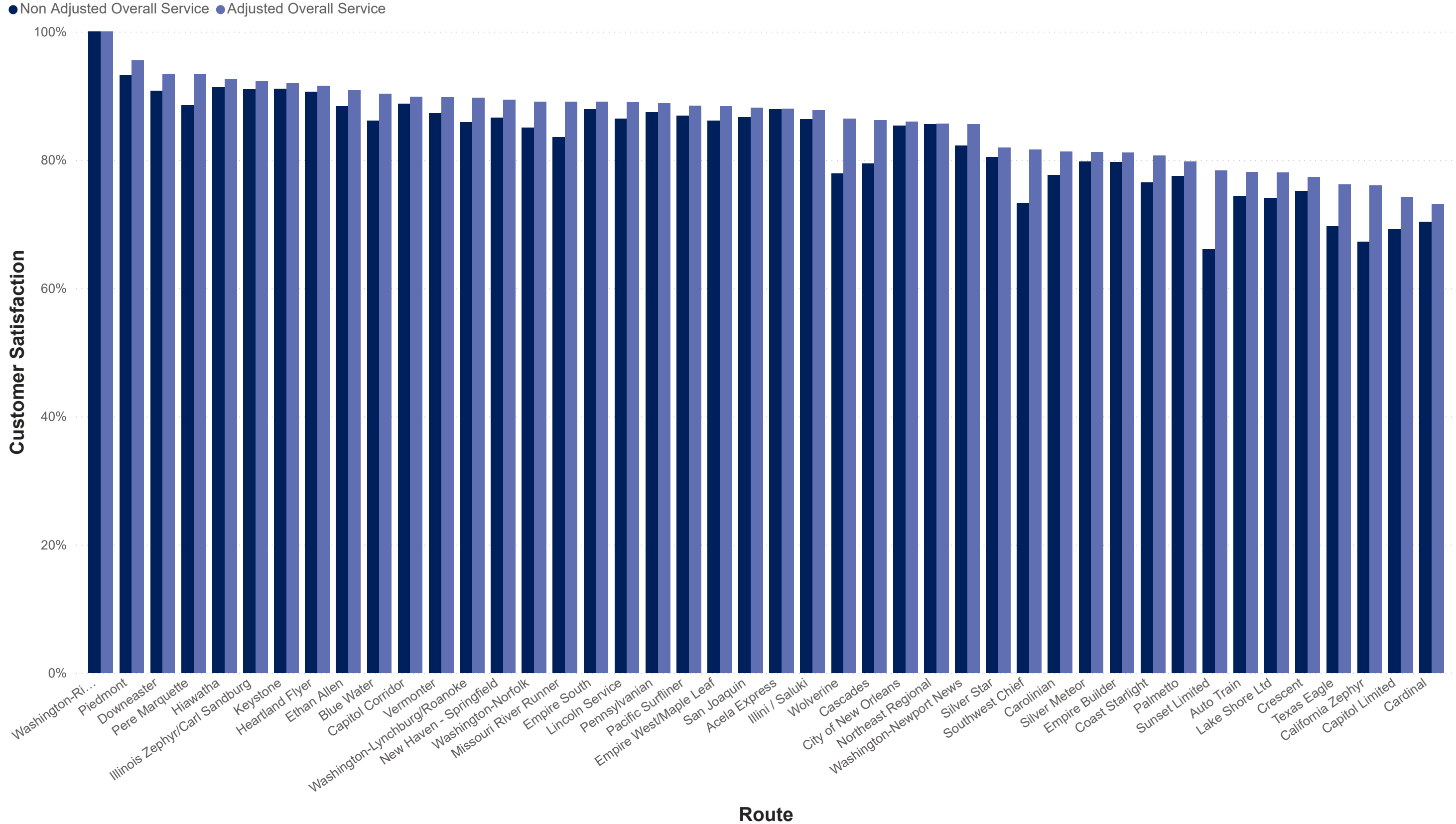


Figure 8. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance



**C. Financial**

**Table 16. Financial Metrics – Definitions and Notes**

The following services did not operate during FY21 Q4: Adirondack, and Northeast Regional service between Washington DC and Richmond, VA. In addition, many routes were still operating at reduced frequency from pre-COVID service levels during F21 Q4, including: Northeast Regional, Acela, Capitol Corridor, Cascades, Empire Service, Keystone, Pacific Surfliner, and San Joaquins.

<b>Metric</b>	<b>Definition</b>	<b>Data Description and Notes</b>
Cost Recovery	Amtrak’s adjusted operating revenue divided by Amtrak’s adjusted operating expense. This metric is reported at the corporate level/system-wide and for each route and is reported in constant dollars of the reporting year based on the Office of Management and Budget’s gross domestic product chain deflator.	<i>Adjusted operating expenses</i> means Amtrak’s operating expenses adjusted to exclude certain Amtrak expenses that are not considered core to operating the business. The major exclusions are depreciation, capital project-related expenditures not eligible for capitalization, the non-cash portion of pension and post-retirement benefits, and Amtrak’s Office of Inspector General expenses. Adjusted operating expenses do not include any operating expenses for State-supported routes that are paid for separately by States.  <i>System-wide</i> (Total Amtrak) includes ancillary and infrastructure expenses not related to train operations. National Train Service includes expenses from all train operations and routes. Special Trains includes expenses related to contracting of Amtrak’s equipment crews for private excursion.
Avoidable Operating Costs Covered by Passenger Revenue	The percent of avoidable operating costs divided by passenger revenue for each route, shown with and without State operating payments.	<i>Avoidable operating costs</i> means costs incurred by Amtrak to operate train service along a route that would no longer be incurred if the route were no longer operated. For this quarterly report, avoidable operating expense is calculated by adding frequency variable and route variable costs.  <i>Passenger revenue</i> means intercity passenger rail revenue generated from passenger train operations, including ticket revenue, food and beverage sales, operating payments collected from States or other sponsoring entities, special trains, and private car operations.
Fully Allocated Core Operating Costs Covered by Passenger Revenue	The percent of fully allocated core operating costs divided by passenger revenue for each route, shown with and without State operating payments.	<i>Fully allocated core operating costs</i> means Amtrak’s total costs associated with operating an Amtrak route, including direct operating expenses, a portion of shared expenses, and a portion of corporate overhead expenses. Fully allocated core operating costs exclude ancillary and other expenses that are not directly reimbursed by passenger revenue to match revenues with expenses.  <i>Passenger revenue</i> means intercity passenger rail revenue generated from passenger train operations, including ticket revenue, food and beverage sales, operating payments collected from States or other sponsoring entities, special trains, and private car operations.
Average Ridership	The number of passenger-miles divided by train-miles for each route	None
Total Ridership	The total number of passengers on Amtrak trains, reported by route	None

**Table 17. Cost Recovery by Route**

Service Line	Cost Recovery
<b>Northeast Corridor</b>	
Acela Express	83%
NEC Special Trains	80%
Northeast Regional	93%
<b>State Supported</b>	
Adirondack	120%
Blue Water	93%
Capitol Corridor	95%
Carolinian	112%
Cascades	98%
Downeaster	104%
Empire South	78%
Empire West/Maple Leaf	81%
Ethan Allen	83%
Heartland Flyer	100%
Hiawatha	118%
Illini / Saluki	142%
Illinois Zephyr/Carl Sandburg	112%
Keystone	56%
Lincoln Service	105%
Missouri River Runner	120%
New Haven - Springfield	91%
Non-NEC Special Trains	1%
Pacific Surfliner	80%
Pennsylvanian	76%
Pere Marquette	101%
Piedmont	98%
San Joaquin	87%
Vermont	133%
Washington-Lynchburg/Roanoke	167%
Washington-Newport News	104%
Washington-Norfolk	106%
Washington-Richmond	602%
Wolverine	93%
<b>Long Distance</b>	
Auto Train	134%
California Zephyr	59%
Capitol Limited	59%
Cardinal	40%
City of New Orleans	43%
Coast Starlight	35%
Crescent	43%
Empire Builder	72%
Lake Shore Ltd	61%
Palmetto	73%
Silver Meteor	54%
Silver Star	44%
Southwest Chief	58%
Sunset Limited	23%
Texas Eagle	53%
<b>System-Wide</b>	
National Train Service	78%
System-wide (Total Amtrak)	78%

Figure 9. Cost Recovery by Service Line and Route

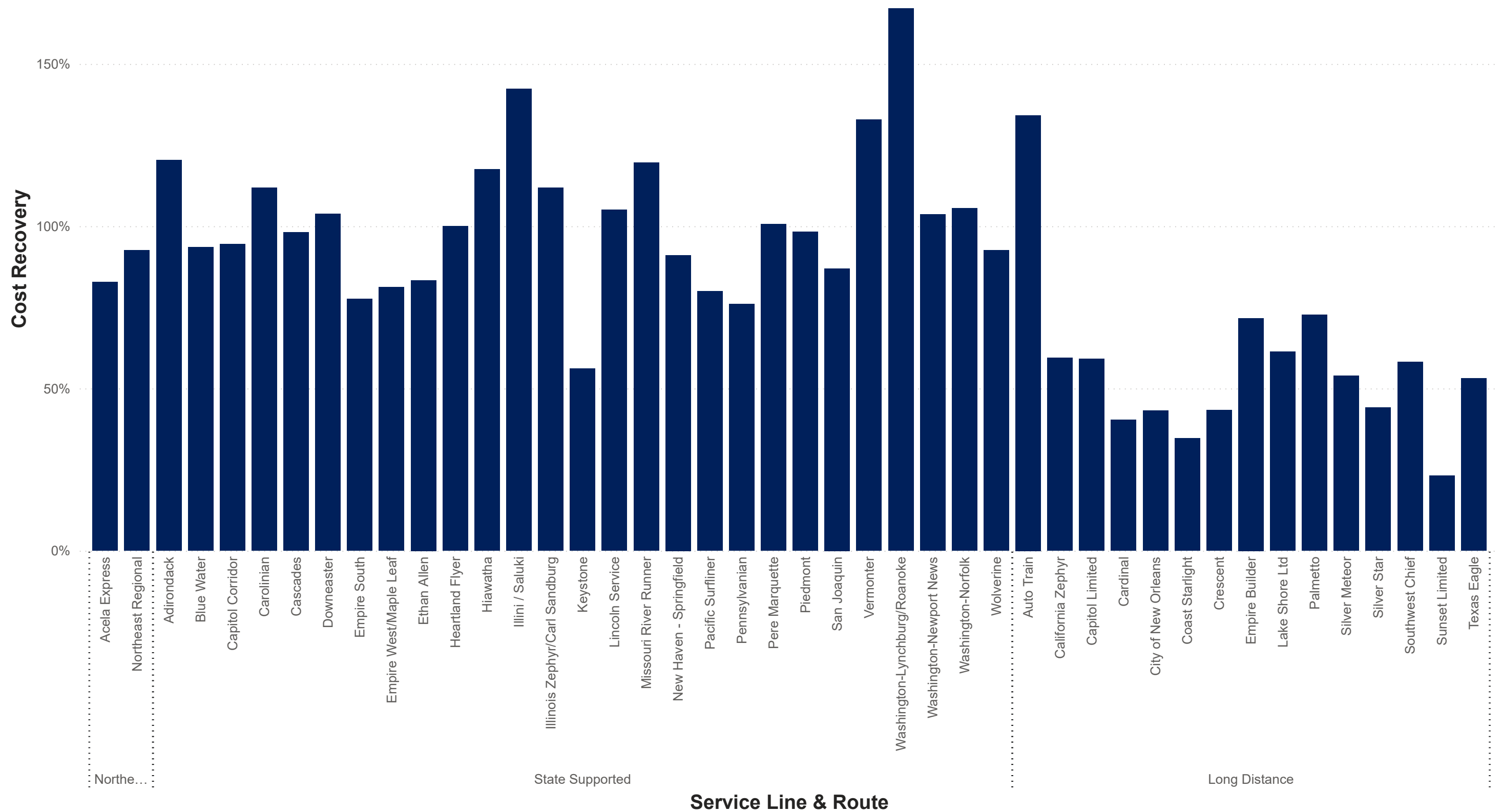
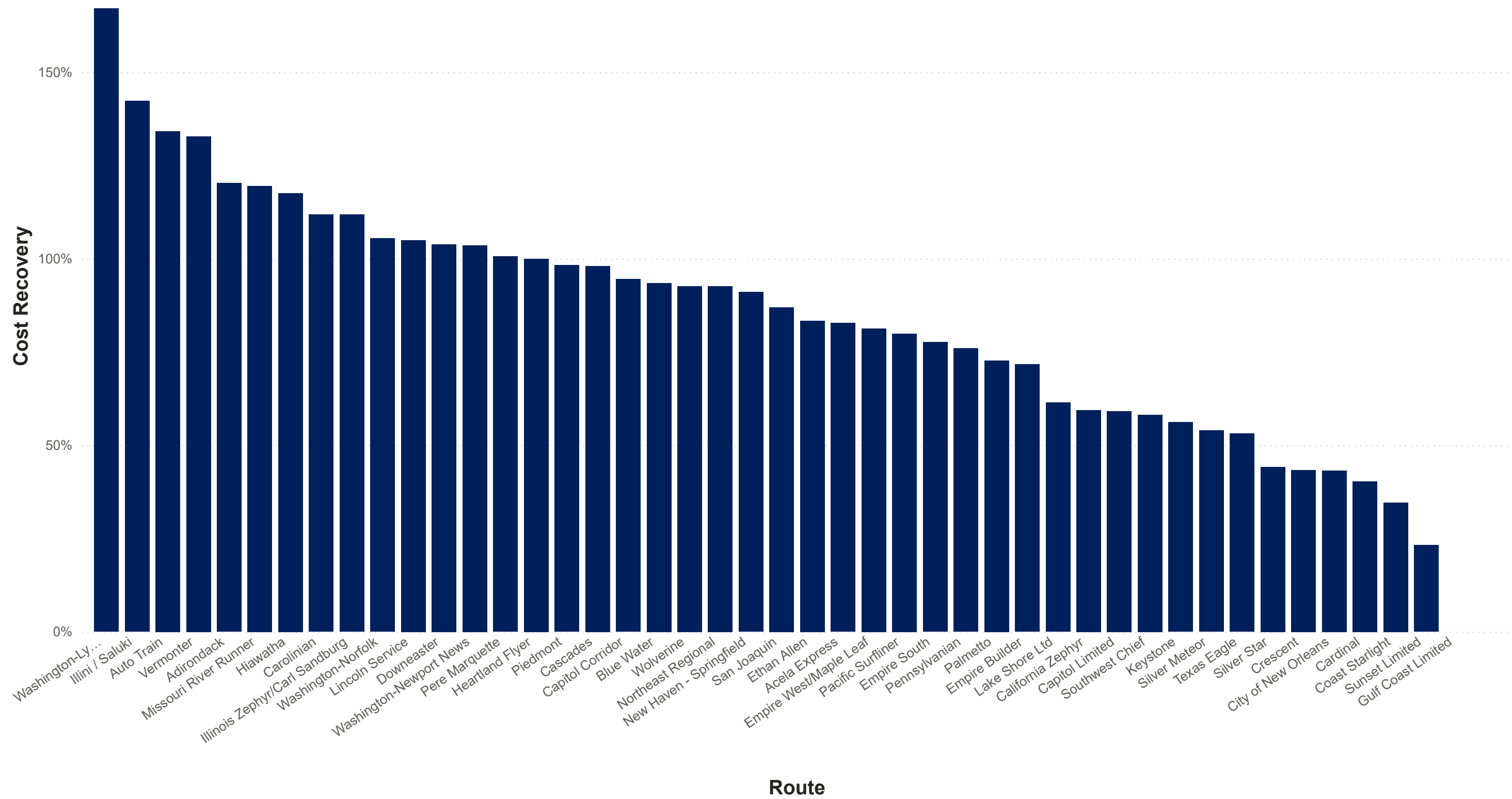


Figure 10. Cost Recovery by Route



**Table 18. Avoidable Operating Expenses Covered by Passenger Revenue**

Service Line	With State Operating Payment	Without State Operating Payment
<b>Northeast Corridor</b>		
Acela Express	67%	67%
NEC Special Trains	63%	63%
Northeast Regional	83%	83%
<b>State Supported</b>		
Adirondack	-905%	0%
Blue Water	86%	37%
Capitol Corridor	128%	34%
Carolinian	139%	133%
Cascades	147%	78%
Downeaster	124%	65%
Empire South	97%	98%
Empire West/Maple Leaf	104%	116%
Ethan Allen	145%	137%
Heartland Flyer	154%	43%
Hiawatha	101%	47%
Illini / Saluki	188%	59%
Illinois Zephyr/Carl Sandburg	134%	35%
Keystone	60%	43%
Lincoln Service	111%	43%
Missouri River Runner	133%	39%
New Haven - Springfield	91%	28%
Non-NEC Special Trains	0%	0%
Pacific Surfliner	119%	67%
Pennsylvanian	96%	87%
Pere Marquette	112%	59%
Piedmont	266%	110%
San Joaquin	153%	46%
Vermont	125%	72%
Washington-Lynchburg/Roanoke	115%	86%
Washington-Newport News	123%	122%
Washington-Norfolk	123%	115%
Washington-Richmond	107%	7%
Wolverine	80%	42%
<b>Long Distance</b>		
Auto Train	105%	105%
California Zephyr	226%	226%
Capitol Limited	138%	138%
Cardinal	476%	476%
City of New Orleans	267%	267%
Coast Starlight	1,408%	1,408%
Crescent	114%	114%
Empire Builder	187%	187%
Lake Shore Ltd	130%	130%
Palmetto	100%	100%
Silver Meteor	116%	116%
Silver Star	145%	145%
Southwest Chief	195%	195%
Sunset Limited	813%	813%
Texas Eagle	828%	828%
<b>System-Wide</b>		
National Train Service	104%	88%
System-wide (Total Amtrak)	63%	53%

Figure 11. Avoidable Operating Expenses Covered By Passenger Revenue by Service Line and Route

Adjusted with State Operating Payments ● With State Operating Payment ● Without State Operating Payment

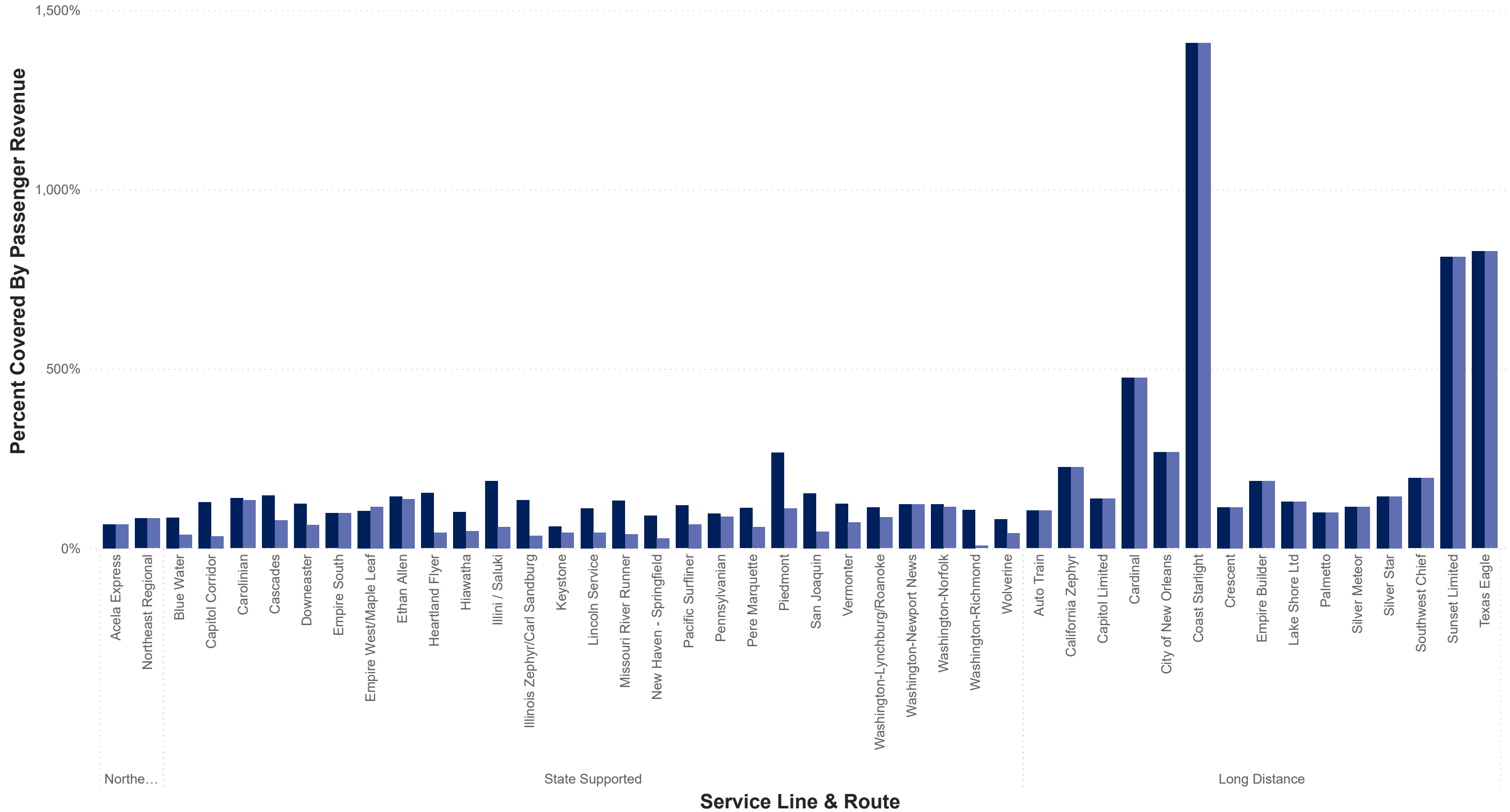
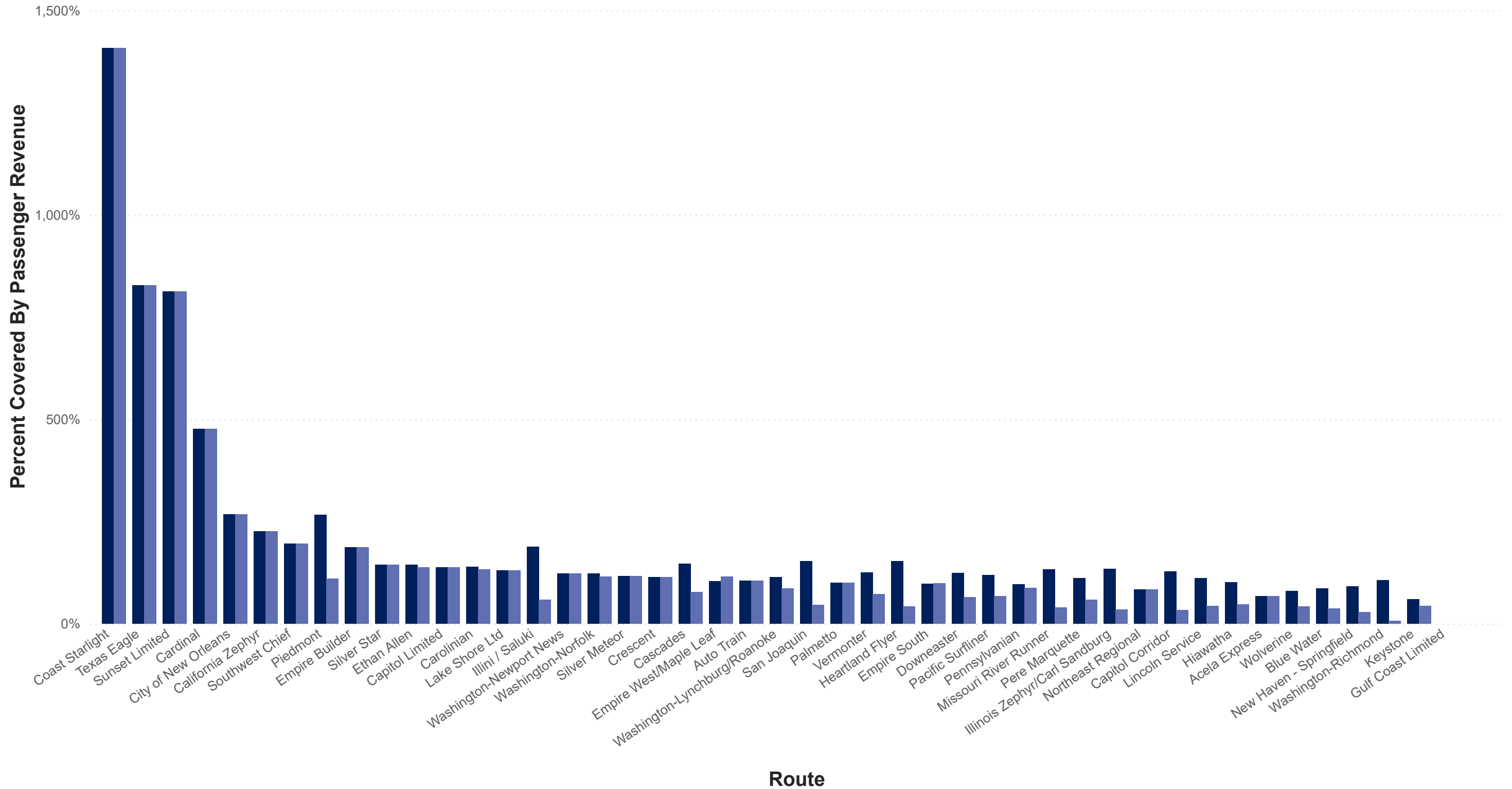




Figure 12. Avoidable Operating Expenses Covered By Passenger Revenue by Route

Adjusted with State Operating Payments ● With State Operating Payment ● Without State Operating Payment



**Table 19. Fully Allocated Costs Covered by Passenger Revenue by Route**

Service Line	With State Operating Payments	Without State Operating Payments
<b>Northeast Corridor</b>		
Acela Express	80%	80%
Northeast Regional	90%	90%
<b>State Supported</b>		
Adirondack	120%	0%
Blue Water	92%	40%
Capitol Corridor	93%	25%
Carolinian	109%	104%
Cascades	94%	50%
Downeaster	100%	52%
Empire South	72%	73%
Empire West/Maple Leaf	78%	87%
Ethan Allen	81%	77%
Heartland Flyer	99%	27%
Hiawatha	115%	54%
Illini / Saluki	139%	44%
Illinois Zephyr/Carl Sandburg	110%	29%
Keystone	51%	36%
Lincoln Service	103%	40%
Missouri River Runner	118%	35%
New Haven - Springfield	87%	26%
Pacific Surfliner	78%	44%
Pennsylvanian	73%	66%
Pere Marquette	99%	52%
Piedmont	96%	40%
San Joaquin	86%	26%
Vermont	130%	75%
Washington-Lynchburg/Roanoke	164%	123%
Washington-Newport News	101%	101%
Washington-Norfolk	103%	96%
Washington-Richmond	600%	39%
Wolverine	91%	48%
<b>Long Distance</b>		
Auto Train	132%	132%
California Zephyr	58%	58%
Capitol Limited	58%	58%
Cardinal	39%	39%
City of New Orleans	42%	42%
Coast Starlight	33%	33%
Crescent	42%	42%
Empire Builder	70%	70%
Lake Shore Ltd	59%	59%
Palmetto	70%	70%
Silver Meteor	52%	52%
Silver Star	43%	43%
Southwest Chief	57%	57%
Sunset Limited	22%	22%
Texas Eagle	52%	52%
<b>System-Wide</b>		
National Train Service	76%	64%
System-wide (Total Amtrak)	55%	47%

Figure 13. Fully Allocated Costs Covered by Passenger Revenue by Service Line and Route

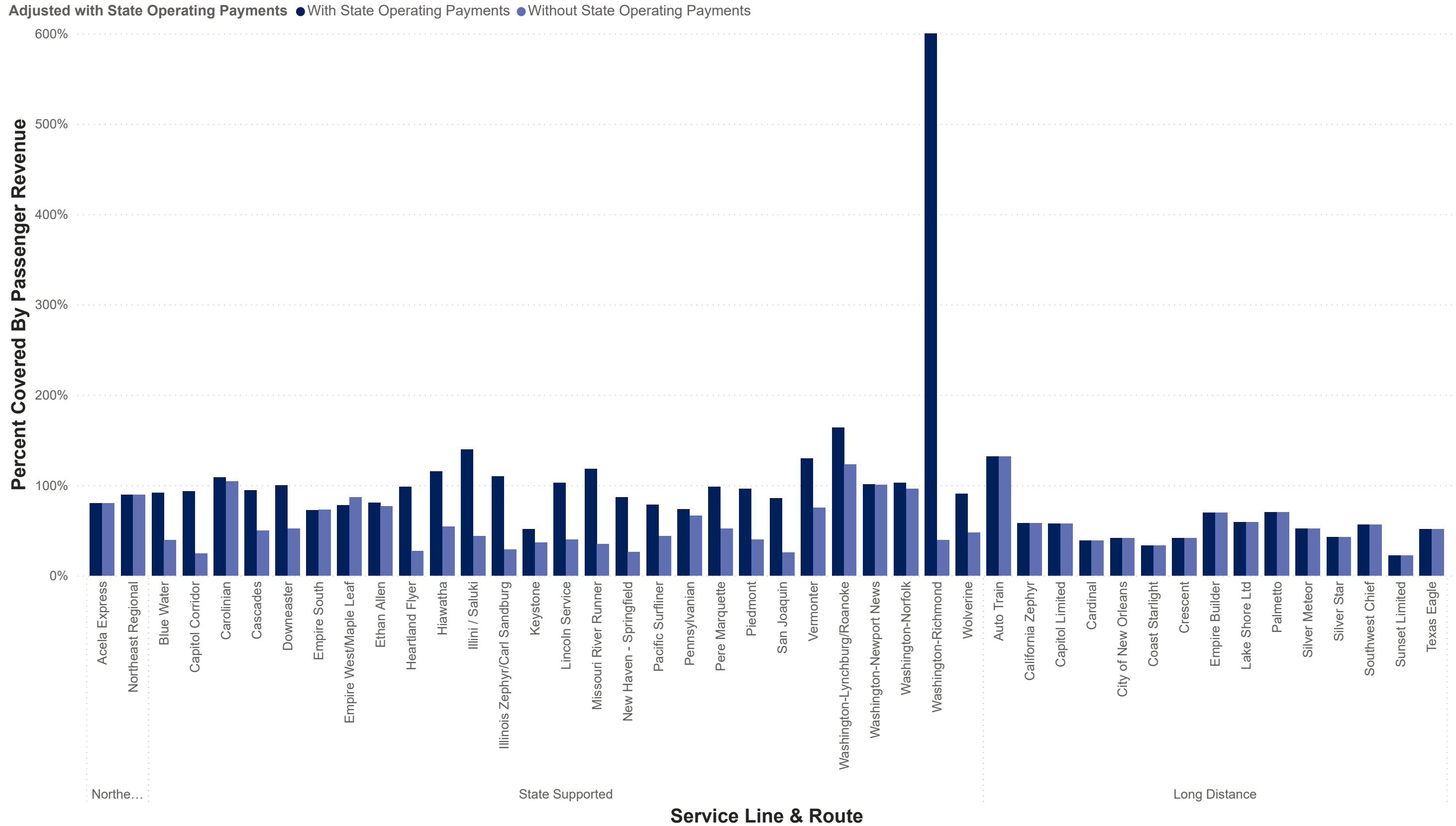
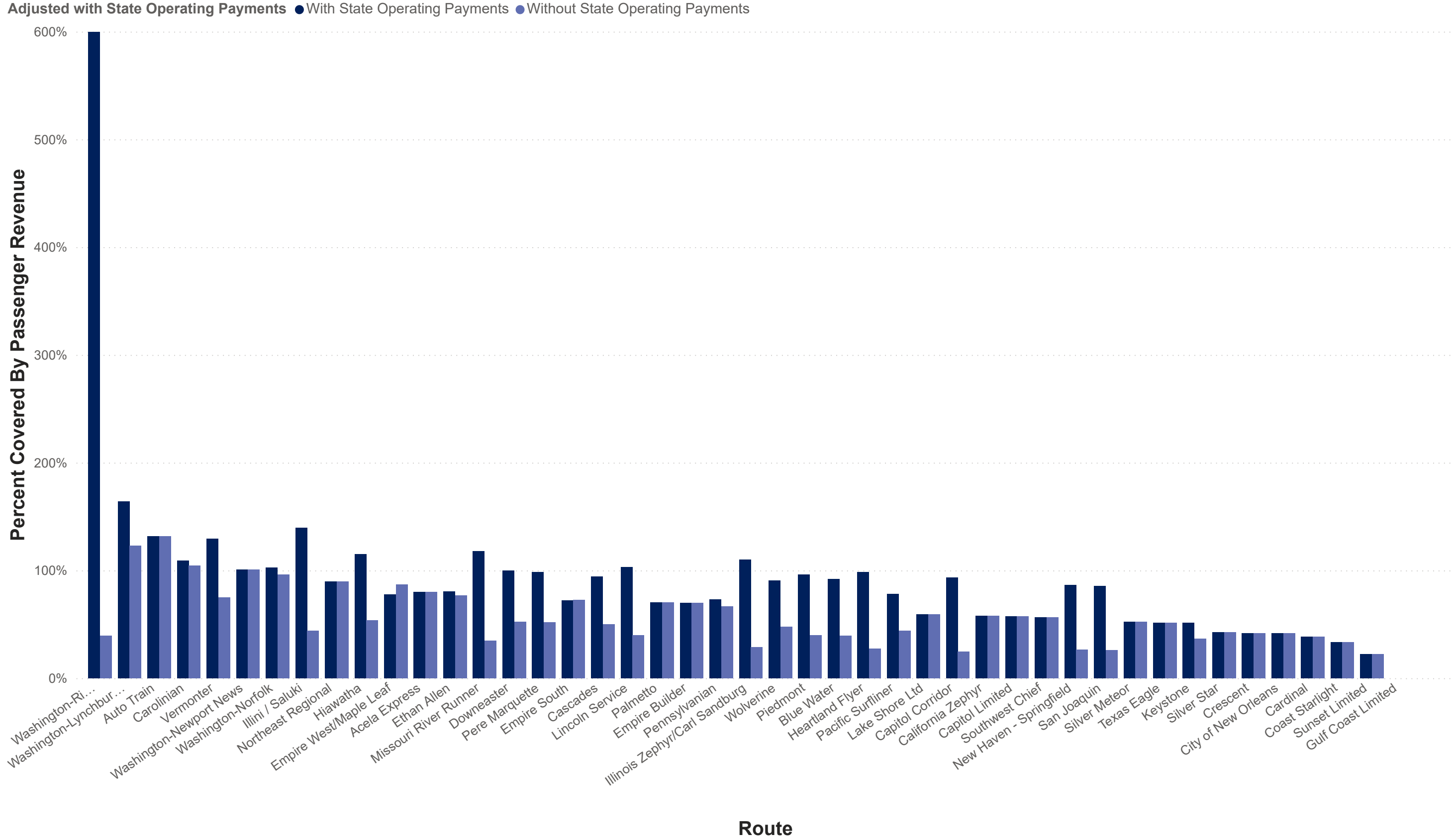


Figure 14. Fully Allocated Costs Covered by Passenger Revenue by Route



**Table 20. Average Ridership (Passenger Miles divided by Train Miles) and Total Ridership**

Service Line	Average Ridership	Total Ridership
<b>Northeast Corridor</b>		
Acela Express	181	442,026
NEC Special Trains	23	1,190
Northeast Regional	228	1,542,912
<b>State Supported</b>		
Adirondack	0	0
Blue Water	130	40,801
Capitol Corridor	42	140,922
Carolinian	257	69,508
Cascades	108	97,394
Downeaster	72	108,476
Empire South	132	244,113
Empire West/Maple Leaf	176	95,201
Ethan Allen	138	12,456
Heartland Flyer	74	15,584
Hiawatha	91	121,619
Illini / Saluki	91	57,192
Illinois Zephyr/Carl Sandburg	61	32,282
Keystone	111	155,509
Lincoln Service	106	105,529
Missouri River Runner	69	32,092
New Haven - Springfield	60	73,481
Non-NEC Special Trains	0	43
Pacific Surfliner	118	359,761
Pennsylvanian	182	48,028
Pere Marquette	106	22,894
Piedmont	49	39,939
San Joaquin	75	148,328
Vermont	135	18,468
Washington-Lynchburg/Roanoke	266	44,209
Washington-Newport News	262	74,979
Washington-Norfolk	206	57,484
Washington-Richmond	37	376
Wolverine	145	73,397
<b>Long Distance</b>		
Auto Train	332	60,788
California Zephyr	152	78,283
Capitol Limited	148	47,057
Cardinal	95	22,053
City of New Orleans	103	40,742
Coast Starlight	130	70,348
Crescent	93	47,034
Empire Builder	176	96,757
Lake Shore Ltd	193	89,368
Palmetto	135	76,319
Silver Meteor	125	58,027
Silver Star	108	63,352
Southwest Chief	131	57,262
Sunset Limited	100	18,329
Texas Eagle	136	62,796
<b>System-Wide</b>		
National Train Service	146	5,164,708
System-wide (Total Amtrak)	146	5,164,708

Figure 15. Total Ridership Q3 and Q4 by Service Line and Route

Year/Quarter ● FY21 Q3 ● FY21 Q4

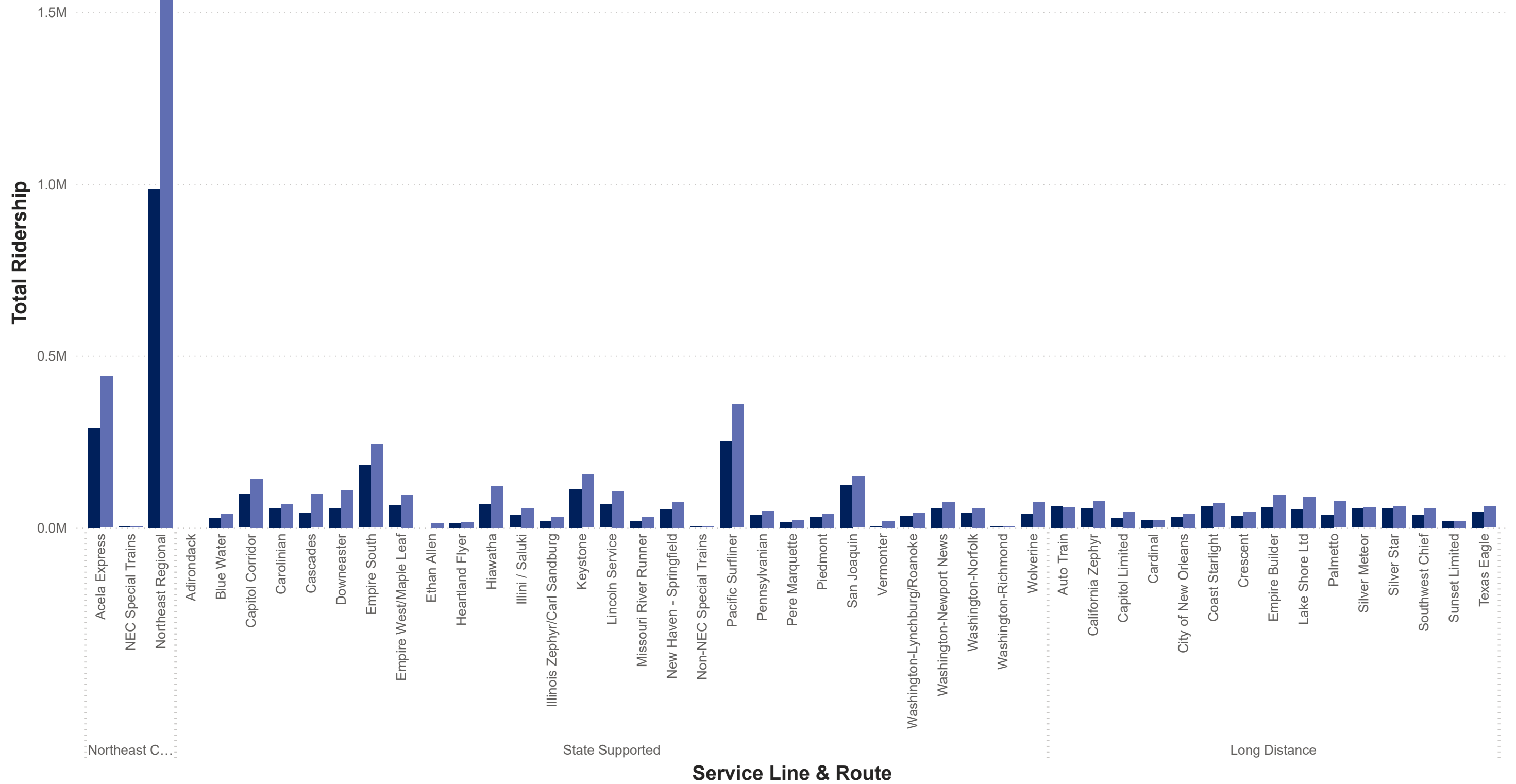


Figure 16. Total Ridership Q3 and Q4 by Route

Year/Quarter ● FY21 Q3 ● FY21 Q4

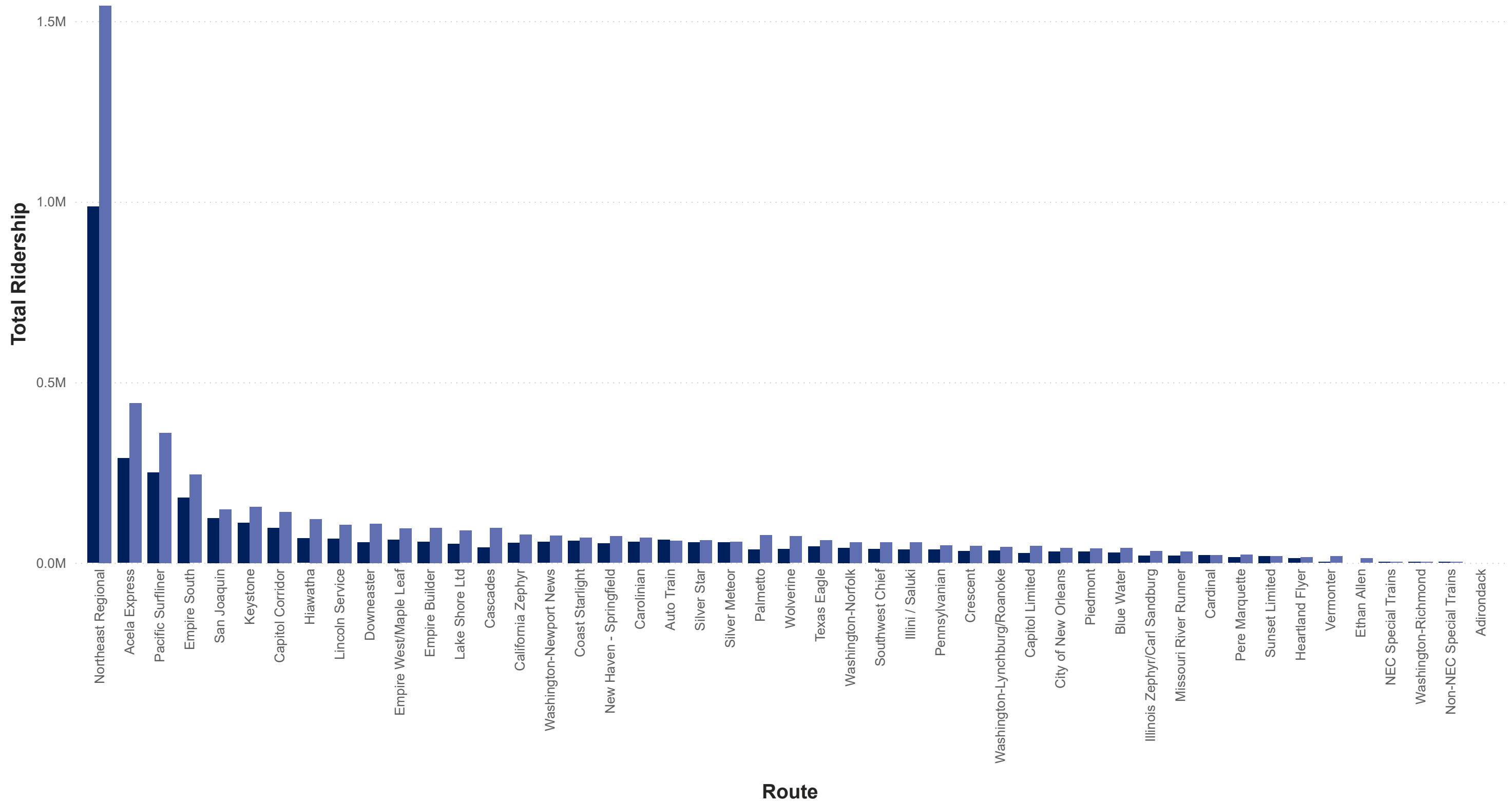


Figure 17. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

Year/Quarter ● FY21 Q3 ● FY21 Q4

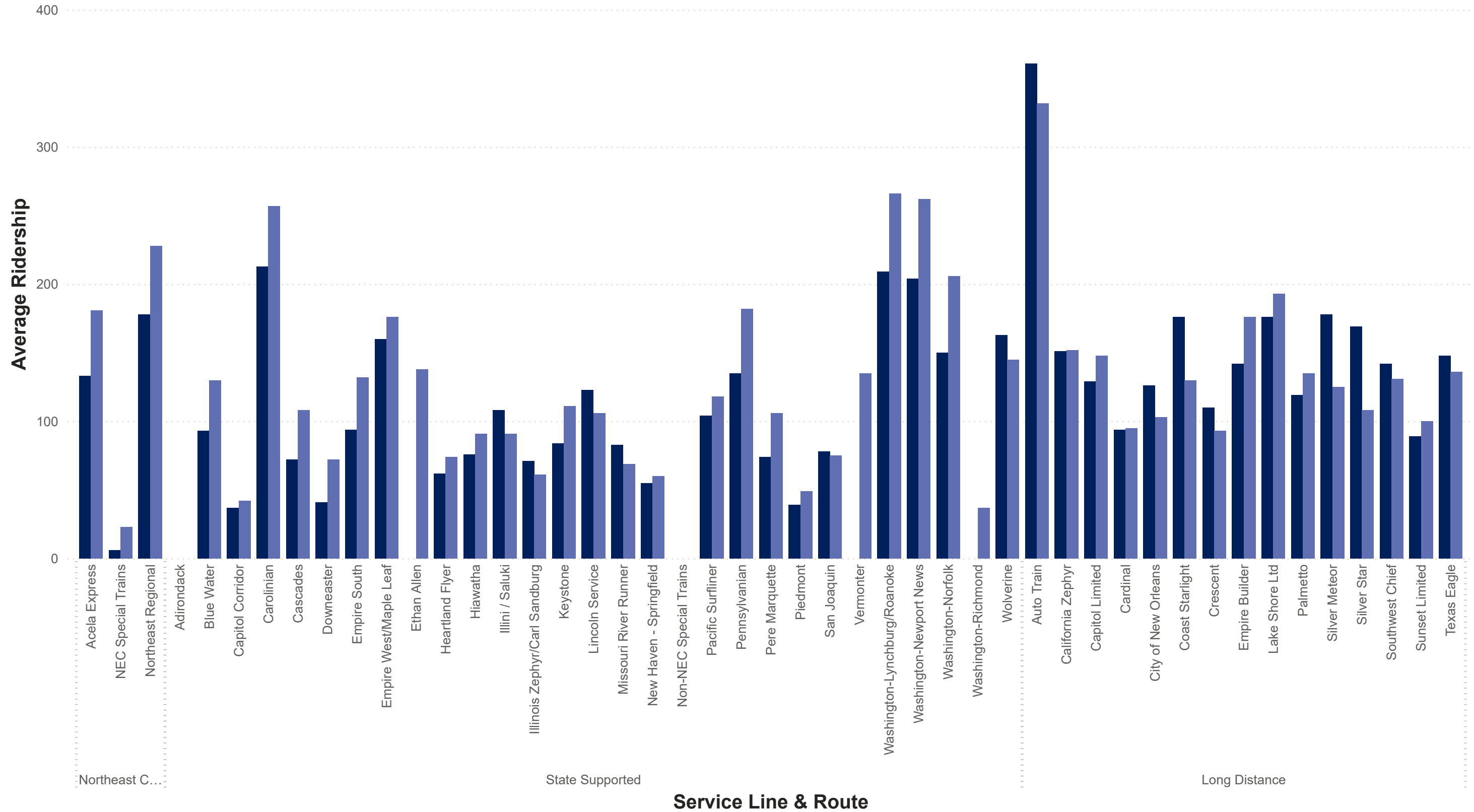
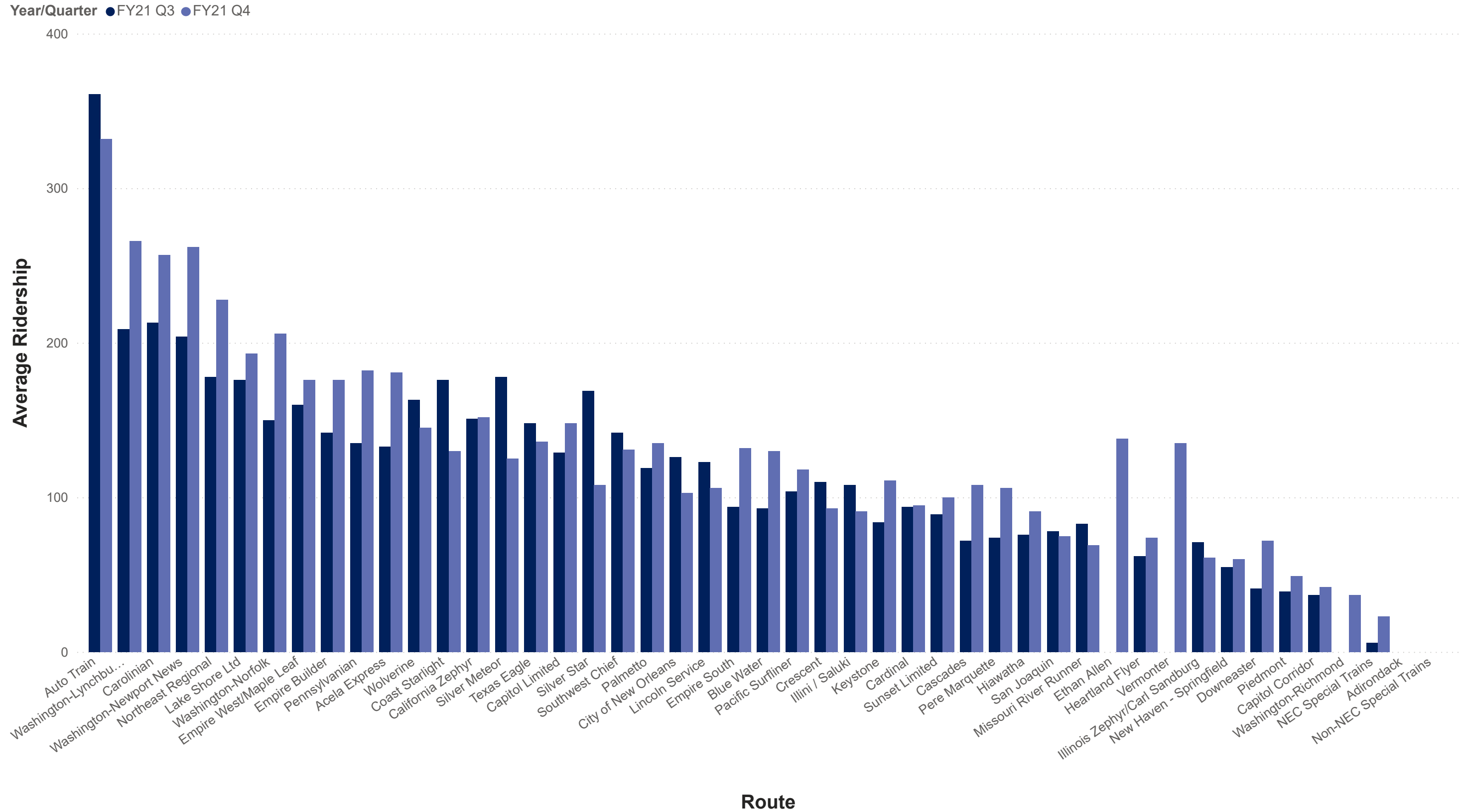




Figure 18. Average Ridership (Passenger Miles divided by Train Miles) by Route



**D. Public Benefits**

**Table 21. Public Benefits Metrics – Definitions and Notes**

Metric	Definition	Data Description and Notes
Connectivity	The percent of passengers connecting to and from other Amtrak routes, updated on an annual basis.	<p>Under this metric, a <i>connection</i> means a passenger arriving on one train and connecting to a departing train within 23 hours.</p> <p>No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.</p>
Missed Connections	The percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train, reported by route and updated on an annual basis.	<p>No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.</p>
Community Access	The percent of Amtrak passenger-trips to and from not well-served communities, updated on an annual basis.	<p><i>Not well-served communities</i> means those rural communities: within 25 miles of an intercity passenger rail station; more than 75 miles from a large airport; and more than 25 miles from any other airport with scheduled commercial service or an intercity bus stop.</p> <p>No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.</p>
Service Availability	The total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day, updated on an annual basis.	<p>The metric, as adjusted for time of day, shows only those trains that arrive or depart between 5:00 a.m. and 11:00 p.m.</p> <p>No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.</p>

**Appendix 1: Customer OTP by Train**

**Table 22. Customer OTP by Train**

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP	
Acela Express	2103	88%	Capitol Corridor	520	93%	Capitol Corridor	729	92%	
	2107	93%		521	96%		732	95%	
	2109	97%		522	97%		736	82%	
	2122	91%		523	95%		737	92%	
	2126	88%		524	85%		741	83%	
	2150	80%		525	96%		742	87%	
	2153	92%		526	91%		743	80%	
	2154	88%		527	92%		744	85%	
	2155	74%		528	95%		745	84%	
	2158	82%		531	94%		746	80%	
	2159	76%		532	93%		747	92%	
	2163	67%		535	94%		748	79%	
	2166	71%		536	98%		751	87%	
	2169	68%		537	93%		Carl Sandburg / Illinois Zephyr	380	95%
	2170	86%		538	86%			381	86%
	2172	76%		541	90%	382		85%	
	2173	86%		542	92%	383		77%	
	2203	83%		544	87%				
	2205	100%		545	94%				
	2213	100%		546	95%				
	2218	99%		547	91%				
	2222	79%		551	89%				
	2224	85%		720	96%				
	2248	93%		723	95%				
	2249	90%		724	95%				
	2250	96%		727	100%				
	2251	67%		728	87%				
	2252	90%							
2253	77%								
2254	85%								
2255	60%								
2256	98%								
2257	92%								
2259	74%								

# FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Crescent	19	66%	Heartland Flyer	821	64%	Keystone	640	92%
Downeaster	680	90%	Hiawatha	329	98%	641	97%	
	681	70%		330	99%	642	96%	
	682	89%		331	98%	643	75%	
	683	59%		332	95%	645	96%	
	684	53%		333	91%	646	90%	
	685	76%		334	97%	647	83%	
	686	67%		335	96%	650	93%	
	687	76%		336	94%	651	90%	
	688	81%		337	97%	652	87%	
	689	96%		338	98%	653	90%	
	690	99%		339	97%	654	90%	
	691	69%		340	97%	655	61%	
	692	98%		341	90%	660	86%	
	693	72%	342	97%	661	100%		
	694	68%	343	77%	662	81%		
	695	86%	Keystone	600	98%	663	96%	
	696	60%		601	96%	664	96%	
	697	91%		605	98%	665	92%	
698	90%	610		94%	666	89%		
699	95%	611		100%	667	78%		
1689	94%	612		100%	669	100%		
Empire Builder	7	74%		615	100%	670	83%	
	27	78%		619	100%	671	82%	
Ethan Allen Ex-press	290	89%		620	85%	672	89%	
	291	80%		622	62%	674	100%	
	292	94%	637	95%				
	293	92%	639	79%				
	295	78%						
	296	99%						

# FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Lincoln Service	300	76%	On Spine North-east Regional	123	91%	On Spine North-east Regional	172	86%
	301	83%		126	84%		173	90%
	302	80%		129	87%		175	76%
	303	81%		130	91%		177	87%
	304	85%		132	100%		178	77%
	305	85%		134	67%		179	95%
	306	88%		135	82%		182	88%
	307	80%		136	70%		183	98%
Missouri	311	73%	137	72%	184	94%		
	313	78%	138	91%	185	84%		
	314	68%	139	92%	189	91%		
	316	65%	140	78%	190	85%		
New York - Albany	232	89%	141	80%	192	95%		
	233	76%	143	86%	193	73%		
	234	89%	146	93%	196	89%		
	236	93%	148	81%				
	237	85%	149	89%				
	238	84%	150	94%				
	239	95%	152	100%				
	241	96%	153	100%				
	243	96%	154	100%				
	244	85%	155	100%				
	250	94%	158	91%				
	253	76%	159	99%				
	255	98%	160	79%				
	256	100%	161	74%				
	259	99%	162	88%				
	260	92%	163	92%				
		165	82%					
		166	83%					
		167	90%					
		168	84%					
		169	100%					
		170	82%					

# FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP
Pacific Surfliner	562	94%
	564	92%
	567	85%
	569	84%
	572	89%
	579	88%
	580	90%
	583	87%
	584	80%
	590	89%
	593	90%
	595	89%
	763	84%
	768	81%
	774	72%
	777	87%
	785	80%
	796	87%
	1564	86%
	1567	92%
	1572	91%
	1584	94%
	1763	59%
	1768	71%
	1774	63%
	1777	92%
	1784	92%
1785	93%	
1790	93%	
1793	100%	
1796	58%	

Route	Train	OTP
Pennsylvanian	42	65%
Piedmont	73	78%
	76	84%
	77	83%
	78	85%
Richmond / Newport News / Norfolk	82	99%
	84	68%
	86	90%
	88	80%
	94	58%
	164	83%
	174	79%

Route	Train	OTP
Roanoke	145	83%
	156	86%
	171	68%
San Joaquins	710	85%
	711	93%
	712	84%
	713	73%
	714	76%
	715	73%
	716	86%
	717	75%
	718	81%
719	74%	

# FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP
Springfield Shuttles	400	100%
	405	100%
	409	91%
	412	100%
	416	100%
	417	86%
	432	86%
	450	88%
	451	97%
	460	85%
	461	96%
	463	93%
	464	92%
	465	100%
	467	100%
	470	75%
	471	98%
	473	95%
	474	85%
	475	93%
476	78%	
478	81%	
479	98%	
488	85%	
490	93%	
494	58%	
495	93%	
497	100%	
499	87%	

Route	Train	OTP
Vermont	54	88%
	55	60%
	56	85%
	57	89%

Appendix 2: Delay Minutes by Train and Responsibility

Table 23: Amtrak Responsible Train Delay Minutes

Route	Train	Amtrak (Host)															Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes		
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	DTR	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
Acela Express	2103	31	8		50		91	12	3			46			80	321		8		21	1							2	32	353
	2107	10										3	2		61	76					3								3	79
	2109	51	36		1		29	6	6			20			176	325		4		21				20					45	370
	2122	7		11			12	52	15			33	3		21	154		16		98			30	82		2			228	382
	2126	37	5	4			27		12			89	10	3	29	216	4	8			4		24	54	2		6	102	318	
	2150	68	12		65		17	64	25			71	39	6	58	425	2	12		26	38			10	9	1	57	155	580	
	2153	14	3		37			19	9			112	13		102	309	39	4		69	36			9	8		3	168	477	
	2154	68	9	2	31		10	13	31			79	21	7	59	330	17	8		8	54			8	47		11	153	483	
	2155	63	20	4	64		194	29	35			55	102	7	189	762	39	6		97	85		14		29	8	26	304	1,066	
	2158	50			71		33	55	27		15	57	263		50	621	43	40		65	41	14			45		17	265	886	
	2159	15		6	54		4	74	13			5	55	50	4	175	455	61	72		118	125		10	17		10	413	868	
	2163	128	28	76	65		13	28	22			30	85	37	9	225	746	48	72		29	119		13	10	70		25	386	1,132
	2166	159	60	10	69		13	51	29				48	46	6	75	566	33	20		63	61	6		4	3	2	2	194	760
	2169	180	9	11	65		14	4	19			6	25	66	4	312	715	60	75	14	154	53			60	17		35	468	1,183
	2170	15	4	31	93		14	16	42				68	101	3	35	422	18	5	3	255	31		5	5	1		109	432	854
	2172	58		67	41		31	101	29				30	45		119	521	25	3		14	20		11	22	36		12	143	664
	2173	138		4	53		23	16	10			3	30	54		133	464	45	25		43	56			31	14		7	221	685
	2203												26			35	61	3	22		5	2				18			50	111
	2205								4				3			4	11					2				13			15	26
	2213								4				7	4			15									8			8	23
	2218												14	10			24				92				2	1			95	119
	2222												7	1			8					3						51	54	62
	2224												10			5	15				19								19	34
	2248	32		80	4			14	6				5			12	153	8	15			21							44	197
	2249												12	23		14	49	9			14	18			14	5	3	4	67	116
	2250							6	3				3	14		15	41	8	5	4		19				10			46	87
	2251	11	5		40			3	10		3		17	7		33	129	24	21		5	32	7			32		49	170	299
	2252	11			10			18	7				15	6	23	27	117	12	4		195	20	23	3		16		3	276	393
	2253	30			27				2		2	1	34	14		70	180	83	6		69	75				29		5	267	447
2254	52	4		6		5	16	2	3			11	15		22	136	42	19		36	51				7			155	291	
2255	16				22			3			8	18	14		53	134	31	16		3	57				15			122	256	
2256		4	8				6	2				22	5		19	66	9	7			7				5		1	29	95	
2257	7			3				2			6	17			28	63	4	2		10	34				1			51	114	
2259	11			2				5			8	30	11		32	99	13	7		3	19			4	6		35	87	186	
Auto Train	52																	495		456		99	1,024		94	272	668	3,108	3,108	
	53																	145		71	7	60	300		88	1,768	507	2,946	2,946	



FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Amtrak (Host)								Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes	
		CTI	DCS	DMW	DSR	FTI	PTI	RTE	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	OTH	SVS	SYS		Total
Blue Water	364	5	65		57		23	172	322	102	6			391	118	10		247	222	393	1,489	1,811
	365		69	14	70	8	233	22	416	181	6			99	213	32		418	96	327	1,372	1,788
California Zephyr	5		43		4				47	505	480		655	646	1,093	68		1,110	1,568	2,076	8,201	8,248
	6	36	4				5	23	68	536	423		103	770	1,151	194	246	828	1,582	1,736	7,569	7,637
Capitol Corridor	520									13	3			7	3		2	70	5	18	121	121
	521										13	2		9	27			4		17	72	72
	522									15	5	49		7	2		24	2			104	104
	523									8	6	5		28	29			54		29	159	159
	524									24	24	42		69	24			83		23	289	289
	525									10	4				6			31		7	58	58
	526									18	3	74		8	4			30		8	145	145
	527									24	10	1		2	3		5	59	38	29	171	171
	528									14	11	4			22			17		16	84	84
	531									80					8			51		33	172	172
	532									41	10			7	23			34		18	133	133
	535									6	12			9	2		4			8	41	41
	536									23	2	68			3			16	7	2	121	121
	537									31	2	4		8	18			55	34	48	200	200
	538									114	2	10	3	66	73		28	117	9	241	663	663
	541									46	8			6	47		107	40	31	48	333	333
	542									43	1	11		19	25			77		18	194	194
	544									9	17	17	2	2	20		54	74		65	260	260
	545									39	15			3	13			1		2	73	73
	546									23	11			17	40			114	11	34	250	250
547									50	15		7	85	88			68	3	24	340	340	
551									18	4			18	27		110	34		13	224	224	
720									3	12	12			34					3	64	64	
723											2			20	4			3		4	33	33
724									22					17	27			45		13	124	124
727									3	4	2		6	6				8		20	49	49
728									21	3	10			9				11		23	77	77
729									33	5				4	15			6	67	32	162	162

FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Amtrak (Host)											Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DET	DMW	DSR	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Capitol Corridor	732												24					13					34	46	19	<b>136</b>	<b>136</b>
	736												22			5	19	9					37		53	<b>145</b>	<b>145</b>
	737												30					5					12		34	<b>81</b>	<b>81</b>
	741													2				10					17	26	70	<b>125</b>	<b>125</b>
	742												16	7	20		60	11							10	<b>124</b>	<b>124</b>
	743												9	4			5	8		72			20	4	15	<b>137</b>	<b>137</b>
	744													2	5			5					10	2	61	<b>85</b>	<b>85</b>
	745												12	4	1			19					7	15	4	<b>62</b>	<b>62</b>
	746												3		62			6					8	21	16	<b>116</b>	<b>116</b>
	747												8					28					15		6	<b>57</b>	<b>57</b>
	748												12	7				15					52	5	58	<b>149</b>	<b>149</b>
751												8	1			6	1		28			7		1	<b>52</b>	<b>52</b>	
Capitol Ltd	29	32		3	28		118	4		49	12		<b>246</b>	196	217	21	30	406	574	7			487	222	587	<b>2,747</b>	<b>2,993</b>
	30	11			58		11			28	23		<b>131</b>	191	60	3	129	755	482	57	25		389	128	960	<b>3,179</b>	<b>3,310</b>
Cardinal	50	30	15	28	43		40	1	15	14	1	23	<b>210</b>	203	27	59	80	120	269	106	4		376	279	781	<b>2,304</b>	<b>2,514</b>
	51	42			27		36	6	11	20	16	185	<b>343</b>	197	75			163	206	9			304	65	387	<b>1,406</b>	<b>1,749</b>
Carl Sandburg / Illinois Zephyr	380				3			2		3	4		<b>12</b>	154					214	9			24	10	186	<b>597</b>	<b>609</b>
	381	3			3								<b>6</b>	30			6	5		6			4		48	<b>99</b>	<b>105</b>
	382				2					4	11		<b>17</b>	28				19	19				12		18	<b>96</b>	<b>113</b>
	383													136	6			3	151	17			31	9	280	<b>633</b>	<b>633</b>
Carolinian	79	18	19	16	72	31	54	15	19	58		276	<b>578</b>	397	133			338	366	32		3	219	273	345	<b>2,106</b>	<b>2,684</b>
	80	22		99	84	27	65	1	17	65	36	5	<b>421</b>	425	29		29	224	342	5	12	56	235	206	300	<b>1,863</b>	<b>2,284</b>
Cascades	500													344	17			27	269				160	14	170	<b>1,001</b>	<b>1,001</b>
	503													161	237	25	4	59	117				186	44	344	<b>1,177</b>	<b>1,177</b>
	504													186	19			243	112		60		115		69	<b>804</b>	<b>804</b>
	505													249	56	25		178	194				116	37	301	<b>1,156</b>	<b>1,156</b>
	507													149	17		55	474	98	3	36		170	40	117	<b>1,159</b>	<b>1,159</b>
	508													93	13	4	7	190	118	20			201		158	<b>804</b>	<b>804</b>
City Of New Orleans	58				19						2		<b>21</b>	259	35		4	295	521	22			497	235	343	<b>2,211</b>	<b>2,232</b>
	59				12					20	23		<b>55</b>	193	36		102	147	494	39			772	388	481	<b>2,652</b>	<b>2,707</b>
Coast Starlight	11													200	41		42	221	398	39			631	803	1,123	<b>3,498</b>	<b>3,498</b>
	14													177	57		66	312	801	68			674	1,002	1,073	<b>4,230</b>	<b>4,230</b>
	1011													10	154		42		36				24	113	281	<b>660</b>	<b>660</b>
	1014													33			117	17	99	10			343	95	210	<b>924</b>	<b>924</b>

FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Amtrak (Host)											Amtrak (Non-Host)													Total Amtrak Responsible Delay Minutes		
		CTI	CTP	DBB	DCS	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
Crescent	19	23	69	44	101	45	4		9	45	40	306	<b>686</b>	247	146		80	8	591	260	17	47	19	188	1,113	2,546	<b>5,262</b>	<b>5,948</b>
	20	3	8	43	85	17	5	48	2	11	4	8	<b>234</b>	354	119	31	216		189	349	31	119		258	573	1,979	<b>4,218</b>	<b>4,452</b>
Downeaster	680																	7	8				1			22	<b>38</b>	<b>38</b>
	681													11			8		63				3			11	<b>96</b>	<b>96</b>
	682													21				5	23	5			4	5	64	<b>127</b>	<b>127</b>	
	683													17					23		51		3			16	<b>110</b>	<b>110</b>
	684													4					50	12				21		30	<b>117</b>	<b>117</b>
	685													13					48	5		62		28		25	<b>181</b>	<b>181</b>
	686													7					45	29		23				90	<b>194</b>	<b>194</b>
	687													5					3	36		315		8		111	<b>478</b>	<b>478</b>
	688													4						10						7	<b>21</b>	<b>21</b>
	689													3						15		60		15		4	<b>97</b>	<b>97</b>
	690																			4				2		32	<b>38</b>	<b>38</b>
	691														18			8		7	46					14	<b>93</b>	<b>93</b>
	692														14					19				12		11	<b>56</b>	<b>56</b>
	693														14					17		2				31	<b>64</b>	<b>64</b>
	694														4					10	32					33	<b>79</b>	<b>79</b>
	695														7					7	19		27			23	<b>83</b>	<b>83</b>
	696														9					18	18		12			16	<b>73</b>	<b>73</b>
	697														3						14		21			9	<b>47</b>	<b>47</b>
698														7						37						<b>44</b>	<b>44</b>	
699														2			4			11			2		12	<b>31</b>	<b>31</b>	
1689														1			15			16		81			18	<b>131</b>	<b>131</b>	
Empire Builder	7	5				9							<b>14</b>	337	122		52		313	888	67			473	305	1,144	<b>3,701</b>	<b>3,715</b>
	8	8			4								<b>12</b>	338	197		470		330	1,258	97	402		1,34	1,858	1,111	<b>7,402</b>	<b>7,414</b>
	27													16			665		177	27		43		27	10	106	<b>1,071</b>	<b>1,071</b>
	28													35	4		295		30	26		16		3	49	142	<b>600</b>	<b>600</b>
Ethan Allen Express	290	3			43		7			35	32		<b>120</b>	12					223	100				84		174	<b>593</b>	<b>713</b>
	291	10	10		33		6			66	61		<b>186</b>	23			23		51	134				99	11	86	<b>427</b>	<b>613</b>
	292				14								<b>14</b>	23					19	19				25	4	13	<b>103</b>	<b>117</b>
	293	2			38		3				13		<b>56</b>	5					15	60				13	12	8	<b>113</b>	<b>169</b>
	295				41		11				8		<b>60</b>	10						55				27	7	3	<b>102</b>	<b>162</b>
	296				4								<b>4</b>							20				10		20	<b>50</b>	<b>54</b>
Heartland Flyer	821													80						13	117				4	26	<b>240</b>	<b>240</b>
	822													97						88	62					19	<b>266</b>	<b>266</b>

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Route	Train	Amtrak (Host)												Amtrak (Non-Host)												Total Amtrak Responsible Delay Minutes	
		CTI	CTP	DCS	DDA	DET	DMW	DSR	PBB	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS
Hiawatha	329													5					4				90	16	50	<b>165</b>	<b>165</b>
	330	4											<b>4</b>	5		105		67	4				21	5	58	<b>265</b>	<b>269</b>
	331	34											<b>34</b>	6		2		33	14				228	32	52	<b>367</b>	<b>401</b>
	332										2		<b>2</b>	7		56		18	30		47		144	29	21	<b>352</b>	<b>354</b>
	333										1		<b>1</b>	23		19		51	30				250	54	99	<b>526</b>	<b>527</b>
	334	5		19									<b>24</b>	20				18	44		4		144	52	31	<b>313</b>	<b>337</b>
	335			4							6		<b>10</b>	12				22	39				214	18	55	<b>360</b>	<b>370</b>
	336	17		11							4		<b>32</b>	30				28	50		36		145	33	17	<b>339</b>	<b>371</b>
	337	4		7							1		<b>12</b>	28				10	35	5	25		221	41	66	<b>431</b>	<b>443</b>
	338	18		8							3		<b>29</b>	31					17		2		184	21	28	<b>283</b>	<b>312</b>
	339	3		7							2		<b>12</b>	3				44	8				75	33	76	<b>239</b>	<b>251</b>
	340			2									<b>2</b>	12				10	30		81		180	41	46	<b>400</b>	<b>402</b>
	341													3				294	22		54		238	64	148	<b>823</b>	<b>823</b>
	342							7					<b>7</b>					3	7		13		119	28	28	<b>198</b>	<b>205</b>
343													2		3			2				17	4	33	<b>61</b>	<b>61</b>	
Illini / Saluki	390			40			5			5	7	<b>57</b>	187				21	27	250				151	8	124	<b>768</b>	<b>825</b>
	391	1										<b>1</b>	45	80			60	82				438	10	253	<b>968</b>	<b>969</b>	
	392			9						47	20	<b>76</b>	38				14	38	120		16		423	8	63	<b>720</b>	<b>796</b>
	393									7		<b>7</b>	170					73	166				252	3	99	<b>763</b>	<b>770</b>
Keystone	600	5		12								10	<b>27</b>					16	2					3	<b>21</b>	<b>48</b>	
	601			35			19				15		<b>69</b>					17			5		12		<b>34</b>	<b>103</b>	
	605			4		3				3			<b>10</b>			5		21						4	<b>30</b>	<b>40</b>	
	610				4							25	<b>29</b>								6				<b>6</b>	<b>35</b>	
	619			11								5	<b>16</b>												<b>16</b>	<b>16</b>	
	620			32				15		12		37	<b>96</b>	5		86		28	10		135		15		<b>279</b>	<b>375</b>	
	622			50					2	3	45		<b>100</b>					26							<b>26</b>	<b>126</b>	
	637	4					5			4	1	2	<b>16</b>												<b>16</b>	<b>16</b>	
	639	13	35				27			4	4	25	<b>108</b>					52	2						<b>54</b>	<b>162</b>	
	640	223	21	41			9	3		14	4	16	<b>331</b>			21									<b>21</b>	<b>352</b>	
	641		6	9						4	3	4	<b>26</b>	7		72		17						9	<b>105</b>	<b>131</b>	
	642	11											<b>11</b>									12			<b>12</b>	<b>23</b>	
	643	31		21							13	3	12	<b>80</b>	3				135						<b>138</b>	<b>218</b>	
	645			11				17					<b>28</b>					28							<b>28</b>	<b>56</b>	
646	23	10	43			5	30		10	25		<b>146</b>	18		19		59	16		9	7		5	<b>133</b>	<b>279</b>		
647	14		62				17		2	4		38	<b>137</b>								7	9			<b>16</b>	<b>153</b>	

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Route	Train	Amtrak (Host)														Amtrak (Non-Host)												Total Amtrak Responsible Delay Minutes		
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		Total	
Keystone	650							9			12	3			24	3		10		5			4		6	6	34	58		
	651	35			37		9	5	18		5	39	5		153			5		14	11			2		10	42	195		
	652	17		3	78		34		2		18	48			200					30	2		35				67	267		
	653	79	7		19		33	2	26		30		14	42	252	6	7		1	42	10			93	8	11	5	183	435	
	654	12	44		32		44	10	6		2	10		17	177	7		6		7	2			25			47	224		
	655	40			27		49		4		20	32		48	220					18		31		10			59	279		
	660	10			11			3	6		15	13	5	35	98	4					3						7	105		
	661									2				10	12													12	12	
	662				18										18													18	18	
	663	7	4		3	10					4				28	3		46		11	11						12	83	111	
	664	3			55				6		7	4		30	105	6				2	9				7		24	129		
	665				11	9					5				25			103		5	2		15				125	150		
	666	5			31				6		2	3		11	58			17		7							24	82		
	667	19			24						6	11		17	77			7		4							11	88		
	669	33		5							25	12		5	80						5	10			7		22	102		
	670				9							9		24	42			7		32	5						44	86		
	671	4									3				7												7	7		
672										2	7		19	28					37	8						45	73			
674				10										10												10	10			
Lake Shore Ltd	48	21			157			35	51	3		253	52	26	598	178	51		26	564	491	70	17		321	175	1,186	3,079	3,677	
	49	2	5		339				42	10		25	57	8	488	205	169		300	348	738	73			176	458	661	3,128	3,616	
	448	49			86				150			2	10		297	51	79		2,282	77	84	94			74	69	51	2,861	3,158	
	449	22	18		31				265			108	2		446	96				227	85				60	103	70	641	1,087	
Lincoln Service	300				4				4	218		5	4	235	36	36				28	40	14			17	3	61	235	470	
	301	3			27			10						40	6	7				49	5				18		5	90	130	
	302				12			2		13		10		37	57	81				224	58				2		56	478	515	
	303				21			5	22	233		3		284	108	2				9	84		62		75	10	84	434	718	
	304				4					30		23		57	24					75	40	30	7		4		31	211	268	
	305				13						3		1		17	58	4			10	79	8			70		15	244	261	
	306				22			12			14			48	41					9	14		39		41	2	72	218	266	
	307				4						18		3	13	38	52	5			169	65				142	5	130	568	606	
Maple Leaf	63	41			82			84	42			38	106	18	411	71				198	229	23			77	192	311	1,101	1,512	
	64	15			104				59			28	26	232	142	1				77	251				137	51	341	1,000	1,232	
Missouri	311															68					79				4	10	150	311	311	
	313																181	5			22	96		207		46		77	634	634
	314																263			2	6	131		22		77	9	112	622	622
	316																45				7	18		157		10		120	357	357

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Route	Train	Amtrak (Host)													Amtrak (Non-Host)													Total Amtrak Responsible Delay Minutes	
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		Total
New York - Albany	232	60			33		3	6	5		7	8		122					34	3		21		9		5	72	194	
	233	3			46	13	30					99	148	26	365	21		5		96	140			3	5	3	273	638	
	234	7	63		22		6		6			11	15		130	8					3						8	19	149
	236	8			103		9	3				33	11		167	20	4				30				1	35	90	257	
	237				39			9				30	38		116	14				4	85				36		83	222	338
	238	2			49		20	3				223	12		309	47		5		18	92		8		5	3	8	186	495
	239		12		91			3				29	19		154	6	1			9	34			3	8		11	72	226
	241	14			60							10	32	3	119	16	4			26	38			3	13		16	116	235
	243		3		25			6				20	2		56	16		10			60				2		83	171	227
	244	6			52	12		9				69	4	51	203	45	6			31	122				5		33	242	445
	250				12								2	5	19					11	6							17	36
	253	7			6							17	10	8	48	2					11				2			15	63
	255	2			1							8	4		15						48				3			51	66
	256				4										4	3					47							50	54
	259	3			13			5					5	2	28	1					6				4			11	39
260				5		3								8	4				7	11				3		5	30	38	
New York - Niagara Falls	280	25			115		2	45				30		217	48				76	108	14			74	23	317	660	877	
	281				101		12	51	3			253	51	5	476	158	6			57	220				104	116	403	1,064	1,540
	283	3	65		153		2	68				37	60	40	428	248	12	15		146	277	26			70	72	456	1,322	1,750
	284				69		10	45	2			194	20		340	94				27	256			5	106	15	217	720	1,060
On Spine Northeast Regional	123	14									8		2	24						2					3		5	29	
	126	4					1				4	7	9	25	6	25				129				4			164	189	
	129	87	10	5	40		19	16			67	20	6	134	404				7	5		79	31	11	11	16	160	564	
	130	46	19		7	19	3				18	28	6	7	153				23	51	7						81	234	
	132	4					1				4		2	17	28	8					15					3	26	54	
	134	8			27		4	6			11	5		9	70	3				61				11		66	141	211	
	135	13			29			8			19	16	2	172	259	23	9	24		27	81				36		3	203	462
	136	10			12			8			6	4			40	2				95	17	4			112	66	296	336	
	137	178	12	3	80	47	15	26		4	33	172	12	289	871	134	40		17	99	114	6		17	16	1	33	477	1,348
	138	19					42	4			26		14		105	1	18			14	8	37	20	93	9		20	220	325
	139	9			16						13		1		39	17				92	15				3		4	131	170
	140	5			23		4	4			18	23	1	30	108	9					24			6	1	16	29	85	193
	141	144			84	28	25	54			106	94	10	96	641	52				141	185	18	5		25	85	5	516	1,157
143	17			17						29	48	2	96	209	9				147	17		3	5	8	54		243	452	

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On Spine Northeast Regional	146	11			6								3	2	2		24	2					24	9			10	7	34		86	110	
	148	61		111	46		12	75	10				38	60	3	23	439	40	45				107	36			90	35	117	171	641	1,080	
	149				12				14					19		14	59	26	12		30			11			4				83	142	
	150	7						20			16	8		8			59	17	17				26	15			8				83	142	
	152				10									8		6	24						14								14	38	
	153	6								4				5		16	31						18						8	8	34	65	
	154				14										2		16											10			10	26	
	155													2		2	4	5	6								9				20	24	
	158	27			21									3	1		52						7							62	69	121	
	159													6		3	9						13								13	22	
	160							8								16	24	3				5	33	22						37	100	124	
	161	26			42				2			4	6	19	49	4	86	238	53				62	58		14	4	12			203	441	
	162	4			10			16	8					5	2		12	57	16				155	16				2			189	246	
	163				22									5	14		7	48	4		13			16			62	4			99	147	
	165	4			13									11	30	22	25	105	14	5			12	53		2				8	94	199	
	166	2												2	6	3	2	15	2		12		39	30				7			90	105	
	167	2			6					12						1		21	42	12			7	12				3		10	86	107	
	168	2			15			7	7					8	7		8	54	13				17	16			63		11	6	126	180	
	169			2						4						3		9	3	2				12		6		6		5	34	43	
	170	329	3	5	91		12	38	1					59	62	36	22	658	32	27			62	372	66		15	27		33	634	1,292	
	172	188	13	32	89		9	47	21	7		3	3	77	24	7	7	527	109	21			142	69	7	6	2	26		9	391	918	
	173	44	23	49	95		18	11	7					26	66	10	225	574	142	7		109	68	120		11	61	36		13	567	1,141	
	175	96		4	107		55	20	7					35	70	9	103	506	70	32		43	7	227	89		46		15		16	545	1,051
	177	163			13		24	32	1					52	10	3	141	439	20		3		1	59	75	14			33	20	29	254	693
	178	145	6	59	163		44	117	41					36	74	12	8	705	52	57		91		383	110	2		75	24	5	152	951	1,656
	179	6			20				20							11		57	50					65	17						132	189	
	182	39	5		7		27	12	1					14	8	5	22	140	4				37	4			11		48	28	132	272	
	183	52	2	9	12		9		8					5	8		110	215						7			43	3		5	58	273	
	184	15	4		9				16					39	13		44	140	11				7	2	16		13			24	73	213	
	185	106	16		8	12	3	24	14					23	2	2	105	315	5					162	6			6			179	494	
189	2							5					5			19	31					13							3	16	47		
190	48	11	20	36		10	10	26					7	12	18		198	45	12			77	43			44	33			254	452		
192	4												9				13											4		4	17		
193	105	31	4	36		31	9	12					43	54		265	590	49				74	25			98	17		19	282	872		
196	18		5	6		46	21						22			5	123	2					51	7			76			136	259		

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Pacific Surfliner	562												21	9			12	84		3		23		64	216	216
	564												16	42			35	13		27		22	2	17	174	174
	567												9	1	10		61	69				94		254	498	498
	569												61	10	14		76	65	10	42		44	8	109	439	439
	572												16	35	2		3	68		102		59		113	398	398
	579												97	17	4		6	38		138		29	7	130	466	466
	580												60	9		3	81	79	20			39	24	17	332	332
	583												18	16	2			35		66		36	8	140	321	321
	584												14	10		22		52		128		41	2	46	315	315
	590												22	17		7	34	16		58		45	4	11	214	214
	593												14	9	31	12	30	261	37	229		62	18	133	836	836
	595												21	11	19		47	126		388		78		76	766	766
	763												114	35	28		171	367	30	3		162	6	321	1,237	1,237
	768												101	42	98	13	37	507		22		63	51	320	1,254	1,254
	774												190	56	56	81	147	259	7			35	1	315	1,147	1,147
	777												142	25	92	98	44	218	41	8		42	75	249	1,034	1,034
	785												117	17	71	74	14	375	55	418		38	16	266	1,461	1,461
	796												57	39		84	74	167				73	2	169	665	665
	1564												6	27	28		28	4		43		5		9	150	150
	1567												12	5				18				28		48	111	111
1572												11	1			3	26		9		86	5	17	158	158	
1584												15			2		54				38	9	39	157	157	
1763												2			169		8				6	2	20	207	207	
1768												2	6		90		9		26		2		7	142	142	
1774												6			61		7				1		4	79	79	
1777												11	1		194	3	14						7	230	230	
1784															46		14				3			63	63	
1785															125		13				5		2	145	145	
1790															80		2				13			95	95	
1793												4	2				5				6			17	17	
1796																	1					5	41	47	47	
Palmetto	89	66	29	5	68	20		15	27	65	4	301	600	406	61		355	239	38		42	335	212	407	2,095	2,695
	90	46		61	11		30	2	27	55	20	35	287	391	8		208	214	57			263	50	385	1,576	1,863
Pennsylvanian	42	46	3		13	8	5		5	75		23	178	159	25	24	168	156	93		12	230	70	517	1,454	1,632
	43	12	6		19	11	10		8	11		30	107	170	50		46	237	90			187	12	578	1,370	1,477



FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Amtrak (Host)																Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DCT	DET	DMW	DSR	FTI	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Pere Marquette	370												6			6	11						63				228		336	638	644	
	371	8			16			8		29			17			78	16						49				27		269	361	439	
Piedmont	73																19						14				60		10	103	103	
	74																111					25	15		234	70	6	64	525	525		
	75																136	64		87		32	100			68		89	576	576		
	76																84					2	56		32	30		84	288	288		
	77																95					58	40		50		128		74	445	445	
	78																22					7	18		188		53		57	345	345	
Richmond / Newport News / Norfolk	65			1	17			5				100	5	91	106	325	93	16				123	112	16		28	69	42	499	824		
	66	15	5	69	53		2	48	6	16			12	22	148	396	251	62		123		248	266		70		118	93	274	1,505	1,901	
	67	57	29	10	104		6	63	6	5			50	7	6	131	474	56	20				272	142	16	13	49	123	103	100	894	1,368
	82	9			13			12	27				12	5	3	7	88	7					18				11			36	124	
	84		5	35	44		27	6	26				39	42		164	388	60	3				324	61	23		171	13	64	719	1,107	
	85	124	31	10	34			10	7				16	54		87	373						45				78	2	2	127	500	
	86	33			6		11	87	14				27	215	8	15	416	80					90	46			29	6	16	9	276	692
	87	13			49				13				32	35		93	235	15	4				60	60	29			72	131	168	539	774
	88	40		67	21		10	8	2				5	58		14	225	71	6				42	115			79	20	79	412	637	
	93	111	3	68	86		29	24	21				91	58	10	322	823	190	27	18	38		326	123	6		6	138	142	77	1,091	1,914
	94	266	29	204	49		17	10	59				47	278	2	40	1,001	173	34	8	17		321	186			10	72	83	153	1,057	2,058
	95	165	11	14	52	4	80	45	8				46	50	33	127	635	205			71		212	156			172	117	144	1,077	1,712	
	96	4		17	5			8	7				4	8	3		56	79	15				5	92			18		12	221	277	
	99	40			67			3	6		4		9	13	5	56	203	180				33	112	181	2		14	89	156	58	825	1,028
	125	34			70		11	82	6		3		8	42		76	332	144	4		79		82	136	18		7	102	109	157	838	1,170
	157	3			4			3							4	24	38	53	10				53	64			30	41	32	283	321	
	164	35	6		28			13					9	2	2	44	139	46	24			40	124	49			201	4	24	512	651	
	174	86		32	50		68	22	10				34	34	6	41	383	158	32				65	200	50	112	23	45	145	41	871	1,254
194			4	8			17	1				9	9	9	6	63	51			7		89	87	15		26	3	29	307	370		
195	2			19								8	53	9	37	128	36					53	25			14	12	3	143	271		
Roanoke	145				17			4	4			2	2		36	65	15			147		53	51			17	38		321	386		
	147			2	24				3		1	23	2		38	93	71	3				244	95		5	21	66	39	544	637		
	156			19	6				1			8	23	3	10	70	41	24				51	74			20			210	280		
	171	78		20	62		42	77	18			6	54	219	26	146	748	264	75	7	55	3	188	357		7	148	353	131	1,588	2,336	
	176	128		53	65			13	39				39	220		4	561	98	86				181	187		10	2	78	5	54	701	1,262

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Route	Train	Amtrak (Host)														Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes				
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI		OTH	SVS	SYS	Total
San Joaquins	710															159	78	28			181	35		10		70	32	153	746	746	
	711															95	30		4		23	22	4			66	13	114	371	371	
	712															61	83	73	38		113	37				89	28	164	686	686	
	713															272	22	18	10		153	137				38	40	103	793	793	
	714															60	62	44	10		217	45				78	84	182	782	782	
	715															69	68	5	39		76	61				126	2	77	523	523	
	716															60	118	6	53		19	31				141	4	142	574	574	
	717															50	16	2	42		150	45		2		74	25	150	556	556	
	718															169	42	12	42		83	118		107		78	134	216	1,001	1,001	
	719															31	49		258		113	56	3	74		41	6	93	724	724	
Silver Meteor	97	5	42	20	99		3	11				12	43	2	326	563	579	201		4		334	433	15		70	321	477	776	3,210	3,773
	98	84	35	54	56	23	44	10				7	92	44	37	486	667	58				614	560	48	22		123	236	890	3,218	3,704
Silver Star	91	62	6		69	8	42	6		13		6	167		235	614	541	217		146		664	443	50		16	280	590	1,479	4,426	5,040
	92	14	7	93	100	8	66					2	122	73	27	512	645	53	8			302	573	124		87	285	416	1,316	3,809	4,321
Southwest Chief	3				5											5	278	349		137		1,706	1,247	127	683		198	1,038	2,204	7,967	7,972
	4	1			24											25	339	64				1,061	1,379	317	181		216	1,815	1,739	7,111	7,136
Springfield Shuttles	400				1				28							29	3					40	2				128	36		209	238
	405												2							2			18	4					23	45	47
	409	16										8	2			26								14			19		36	62	
	412				11							3	12			26							4			3	2	3		12	38
	417				46			7				3	97			153		11		18		22	5		50		6			112	265
	432																										24		24	24	
	450				3								20	6		29				15		59	9				22		105	134	
	451				43			14				58				115						9							9	124	
	460	10								18			9	9		46	7						3						65	111	
	461				16					9			13	7		45	7					6			78	130		221	266		
	463	10			2								3			15						27							27	42	
	464	10			11					18			46	26		111	4		4	67			1						76	187	
	465												36	2		38														38	
	467																					2	2						5	9	9
	470	17			27				4				19	92	30	10	199	8	18		509		36	13			8	17		609	808
471				23			7	34	21		3	27	5		127	10				4		18	10			233		275	402		

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Route	Train	Amtrak (Host)														Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes				
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total	
Springfield Shuttles	473	18			35			3		2	12	7		4	<b>81</b>			32			5							38	<b>75</b>	<b>156</b>	
	474	15			20						11	44			<b>90</b>		16		96		22	6		25					<b>165</b>	<b>255</b>	
	475	3			57						1	13			<b>74</b>	3			19		89	4							<b>115</b>	<b>189</b>	
	476	29			3			1			8	5			<b>46</b>	15	9	11	386		6	10		9					<b>446</b>	<b>492</b>	
	478				38							13	12		<b>118</b>			6	387		114	4				90	78	48	<b>727</b>	<b>845</b>	
	479	27			2							4			<b>33</b>				24										<b>24</b>	<b>57</b>	
	488				11							5	19		<b>87</b>			19	185							76	1		<b>281</b>	<b>368</b>	
	490	9			8			2	22			61	4		<b>106</b>			25	2					24			33		<b>84</b>	<b>190</b>	
	494	77			38			1	30			72	5		<b>223</b>	14			977		201	14				139		11	<b>1,356</b>	<b>1,579</b>	
	495								35						<b>35</b>						22			25		136		45	<b>228</b>	<b>263</b>	
	497											32			<b>32</b>															<b>32</b>	<b>32</b>
	499				11								48		<b>66</b>	5					15			204		184	32	4	<b>444</b>	<b>510</b>	
Sunset Ltd	1			8								45		<b>53</b>	239		1	30		203	577	85	378		452	714	1,598	<b>4,277</b>	<b>4,330</b>		
	2			84				12				49		<b>145</b>	218	38		203		211	810	21			470	601	701	<b>3,273</b>	<b>3,418</b>		
Texas Eagle	21			28					161		4	54		<b>247</b>	295	55		213		254	753	29	22		352	1,476	1,542	<b>4,991</b>	<b>5,238</b>		
	22			10			10		7		38	30		<b>95</b>	430	112	3	1,486		134	917	12			299	1,166	999	<b>5,558</b>	<b>5,653</b>		
Vermont	54	19			38		9	2			5	89		10	<b>172</b>	9	12			21	30				143	18	91	<b>324</b>	<b>496</b>		
	55	132		15	97	44	9	25			12	142	7	133	<b>616</b>	63			60	13	116	116		32	438	22	38	<b>898</b>	<b>1,514</b>		
	56	54	9		61		34	64	61		45	334		74	<b>736</b>	84	12		106	24	83	34		46	6	431	17	183	<b>1,026</b>	<b>1,762</b>	
	57	4	16		7			6			12	18	6	35	<b>104</b>	21					14	50		7	149	5	51	<b>297</b>	<b>401</b>		
Wolverine	350	27			149			59	14			741	20	<b>1,010</b>	101					21	101				342	263	278	<b>1,106</b>	<b>2,116</b>		
	351	8			84		2	94	21			317	3	<b>529</b>	234	1		167		18	221	31	36		520	208	279	<b>1,715</b>	<b>2,244</b>		
	352				299			20	17			13	12	<b>361</b>	125	3				258	145	10	25		205	166	479	<b>1,416</b>	<b>1,777</b>		
	353				23		2	30				4	7	<b>66</b>	34	4						18	42		71	62	66	<b>297</b>	<b>363</b>		
	354	44			24			30	8			146	5	<b>257</b>	135	65					114	71		30		698	348	465	<b>1,926</b>	<b>2,183</b>	
	355				49			68	72			185	8	<b>382</b>	51	23					175	63		20		417	229	279	<b>1,257</b>	<b>1,639</b>	

**Table 24: Host Railroad Responsible Train Delay Minutes**

Route	Train	Delay Cause															Total	
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	DTR	FTI	PET	PSC	PSR	PTI	RTE		SMW
Acela Express	2103	31	8		50		91	12	3					46			80	321
	2107	10												3	2		61	76
	2109	51	36		1		29	6	6					20			176	325
	2122	7		11			12	52	15					33	3		21	154
	2126	37	5	4			27		12					89	10	3	29	216
	2150	112	12		86		17	74	581	20				71	42	6	58	1,079
	2153	25	3		51			19	379					112	13	20	102	724
	2154	149	9	2	36		24	41	512					79	21	20	59	952
	2155	141	20	4	76		194	29	447	3				55	104	16	189	1,278
	2158	155			118		37	112	321			15		57	263	12	50	1,140
	2159	159		6	65		4	74	558				5	55	50	15	175	1,166
	2163	159	28	76	76		13	47	520				30	85	39	11	225	1,309
	2166	270	60	10	103		17	59	476					48	46	19	75	1,183
	2169	276	9	11	77		14	9	455				6	25	66	16	312	1,276
	2170	70	4	31	143		14	16	538					68	101	9	35	1,029
	2172	130		67	72		31	101	186	31				30	45	6	119	818
	2173	175		4	91		23	16	478				3	30	57	17	133	1,027
	2203													26			35	61
	2205								4					3			4	11
	2213								4					7	4			15
	2218													14	10			24
	2222													7	1			8
	2224													10			5	15
	2248	81		80	4			19	72					5			12	273
	2249	10			6				71					12	23	14	14	150
	2250	5							12	70				3	14	13	15	132
	2251	12	5		41			9	116			3		17	7	11	33	254
	2252	18			17			30	189					15	6	23	27	325
	2253	34			29			2	224			2	1	34	14	13	70	423
	2254	82	4		11		5	24	165	3				11	20	10	22	357
2255	16			7	22		7	70				8	18	14		53	215	
2256	5	4	8	1			7	62					22	8	9	19	145	
2257	17			3		5		59				6	17	1	2	28	138	
2259	15			2				83				8	30	11	11	32	192	
Auto Train	52	181			673			153	2,243		3,793			1,581	396		9,020	
	53	268			803			79	2,221		3,835			2,817	482		10,505	
Blue Water	364	5			304			86	115		1,345			45	279		2,179	
	365				267			292	127		2,047			330	62		3,125	
California Zephyr	5	138			2,578			501	6,564	51	15,184			2,893	1,537		29,446	
	6	484			2,976			977	7,394	27	15,240			2,729	1,720		31,547	
Capitol Corridor	520				38				15		33			60	10		156	
	521	262			70				24	8	35			21	10		430	
	522				20				2	6	20			43	14		105	
	523	8			27				22	15	22			162	33		326	
	524	53			40				2	35	28			237	39		434	
	525				10				2	12	41			99	37		201	
	526				40				6	19	25			201	55		346	
	527	135			78					21	123			391	50		798	
	528	14			65				32	20	34			214	38		417	
	531	5			312				3	24	52			116	27		539	
	532	8			76				9	20	42			163	50		368	
	535				67				7	7	26			130	17		254	

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Route	Train	Delay Cause													Total
		CTI	CTP	DBB	DCS	DET	DMW	DSR	DTR	FTI	PSR	PTI	RTE	SMW	
Capitol Corridor	536				13		5	18		8		64	10		118
	537	42			72		35	12		96		76	155		488
	538	7			97		19	41		184		89	71		508
	541	152			74		75	26		29		198	44		598
	542	30			31		12	13		39		126	53		304
	544	38			88		8	66		36		61	47		344
	545				47		3	17		19		142	14		242
	546	2			44		3	39		39		116	35		278
	547	94			69		2	24		28		308	57		582
	551				196			22		2		154	27		401
	720				23			6		17		31	19		96
	723	65			44			7		26		77	11		230
	724				55		1	15		11		130	56		268
	727	43			57		11	8		4		121	14		258
	728				17		5	12		8		199	17		258
	729	5			24			29		42		138	65		303
	732				15		61	14		23		41	21		175
	736				5		23	23		135		73	38		297
	737	22			35			8		9		82	42		198
	741	19			99		2	8		12		79	16		235
742				19			10		8		63	9		109	
743	34			22		4	8		9		87	8		172	
744	2			22			23		24		88	28		187	
745				3			2		27		72	7		111	
746				20			5		6		66	19		116	
747	21			118			4				122	57		322	
748	2			35			16		21		102	10		186	
751							2				37	27		66	
Capitol Ltd	29	59		3	806		271	754		10,054		1,655	1,591		15,193
	30	13			779		268	1,301		8,189		698	2,396		13,644
Cardinal	50	229	15	28	509		149	995		2,030	15	354	365	23	4,712
	51	42			620		193	901		1,676	11	640	298	185	4,566
Carl Sandburg / Illinois Zephyr	380	106			85		40	364		373		67	177		1,212
	381	240			100		79	312		1,057		30	155		1,973
	382	162			73		97	394		547		30	159		1,462
	383	242			78		11	456		1,000		108	200		2,095
Carolinian	79	18	19	16	604	31	230	668		1,023	19	1,247	737	276	4,888
	80	130		99	649	27	339	834		1,239	17	1,218	593	5	5,150
Cascades	500	8			391		148	537		850		244	174		2,352
	503	59			327		210	886		1,749		822	238		4,291
	504	44			339		78	194		596		204	314		1,769
	505				614		74	919		1,904		727	129		4,367
	507	2			132			329		489		296	311		1,559
	508				477		4	718		1,678		1,058	186		4,121
City Of New Orleans	58	95			536		77	1,218		1,418		1,180	823		5,347
	59	15			365		159	1,288	11	1,467		813	690		4,808
Coast Starlight	11	173			1,579		134	2,066	52	3,956		2,704	642		11,306
	14	67			1,951		167	1,605	62	2,871		1,894	273		8,890
	1011	110			570		49	422	4	2		558	27		1,742
	1014				218		62	752		959		444	399		2,834
Crescent	19	321	69	44	1,775		260	1,625		7,117	9	1,593	1,106	306	14,225
	20	22	8	43	2,103		70	1,847		7,285	2	1,377	819	8	13,584

FRA Quarterly Report | **Appendix 2: Delay Minutes by Train and Responsibility**

Route	Train	Delay Cause									Total
		CTI	CTP	DCS	DMW	DSR	DTR	FTI	PTI	RTE	
Downeaster	680	128		140		324	0	21			<b>613</b>
	681	38		217	13	376	0	85	204	55	<b>988</b>
	682	63		213	12	322	5	39	34	10	<b>698</b>
	683	125		200	35	289	10	93	486	6	<b>1,244</b>
	684	140		148	113	402	26	156	364		<b>1,349</b>
	685	74		233	38	378	13	161	227	19	<b>1,143</b>
	686	114		127	16	320	19	165	378	2	<b>1,141</b>
	687	173		253	12	279		23	119		<b>859</b>
	688	178		261		250		101	258	114	<b>1,162</b>
	689	44		33		114	75	45		7	<b>318</b>
	690			32		71		37			<b>140</b>
	691	3		73		127		12	178	2	<b>395</b>
	692	9		43		101		8	55		<b>216</b>
	693	53		118		122		97	146		<b>536</b>
	694	49		78		153		42	178	3	<b>503</b>
	695	2		58		170		25	58	20	<b>333</b>
	696	114		71		113		52	182		<b>532</b>
	697	108		66		90		35	62		<b>361</b>
	698	44		61		105		3	140		<b>353</b>
	699	102		97		66		10			<b>275</b>
1689	49		37		112		8		5	<b>211</b>	
Empire Builder	7	42		722	236	3,499	42	6,141	1,136	502	<b>12,320</b>
	8	389		1,026	315	3,841	153	9,234	1,044	256	<b>16,258</b>
	27			137	292	484		1,394	14	36	<b>2,357</b>
	28			165	56	468		1,836	3	52	<b>2,580</b>
Ethan Allen Ex-press	290	294		117	77	245		26	93	136	<b>988</b>
	291	268	10	117		201		43	67	149	<b>855</b>
	292	94		18	7	38		39	16	9	<b>221</b>
	293	51		44		38				33	<b>166</b>
	295	116		43	34	65		11	5	30	<b>304</b>
	296	16		12		26			102	10	<b>166</b>
Heartland Flyer	821			100	167	2,085		1,110		39	<b>3,501</b>
	822			62	18	2,101		801	22	30	<b>3,034</b>
Hiawatha	329	43		30	8	9		23		46	<b>159</b>
	330	316		42	25	4		9	10		<b>406</b>
	331	154		76	110	17		22	31	11	<b>421</b>
	332	75		29	80	48		47	6	25	<b>310</b>
	333	275		67	60	34		28	25	21	<b>510</b>
	334	158		77	118	19		84		22	<b>478</b>
	335	453		63	38	13		29	34	7	<b>637</b>
	336	134		47	71	39		88	30	20	<b>429</b>
	337	58		25	86	8		23	32	5	<b>237</b>
	338	235		24	43	23		62	72	40	<b>499</b>
	339	410		24	3	9		13	24	3	<b>486</b>
	340	211		38	1	15		31	14	13	<b>323</b>
	341	192		162	12	3		14	3	3	<b>389</b>
	342	119		35	7	99		19		24	<b>303</b>
	343	20		2	2			8		40	<b>72</b>
Illini / Saluki	390	42		348	134	756		550	174	53	<b>2,057</b>
	391	150		224	147	492		528	819	146	<b>2,506</b>
	392	64		159	84	659		444	971	95	<b>2,476</b>
	393	69		391	64	765		507	316	64	<b>2,176</b>

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Route	Train	Delay Cause														Total	
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	DTR	FTI	PBB	PSR	PTI	RTE		SMW
Keystone	600	5			12											10	27
	601				35			19						15			69
	605				4		3						3				10
	610					4										25	29
	619				11											5	16
	620				32				15				12			37	96
	622				50				2				3	45			100
	637	4							5				4		1	2	16
	639	13	35						27				4		4	25	108
	640	223	21		41				9	3			14	4		16	331
	641		6		9								4		3	4	26
	642	11															11
	643	31			21									13	3	12	80
	645				11				17								28
	646	23	10		43				5	30			10	25			146
	647	14			62					17			2	4		38	137
	650								9				12	3			24
	651	35			37			9	5	18			5	39	5		153
	652	17		3	78			34		2			18	48			200
	653	79	7		19			33	2	26			30		14	42	252
	654	12	44		32			44	10	6			2	10		17	177
	655	40			27			49		4			20	32		48	220
	660	10			11				3	6			15	13	5	35	98
	661									2						10	12
	662				18												18
	663	7	4		3	10							4				28
	664	3			55					6			7	4		30	105
	665				11	9							5				25
666	5			31					6			2	3		11	58	
667	19			24								6	11		17	77	
669	33		5									25	12		5	80	
670				9									9		24	42	
671	4											3				7	
672												2	7		19	28	
674				10												10	
Lake Shore Ltd	48	470			675			454	1,131		5,664			1,010	1,306	26	10,736
	49	601	5		937			285	925		4,768			3,025	861	8	11,415
	448	1,698			358			17	359		835			321	230		3,818
	449	1,011	18		345			135	436		623			388	129		3,085
Lincoln Service	300				241			80	182	16	1,946			228	182		2,875
	301	90			272			78	65		694			567	315		2,081
	302				284			46	109	42	1,320			758	54		2,613
	303	8			352			70	156	60	1,232			447	255		2,580
	304				182			75	69	56	1,294			321	78		2,075
	305	28			230			17	60	19	827			572	102		1,855
	306	5			238			34	100	19	1,353			564	96		2,409
	307				305			84	89	33	1,210			262	198		2,181
Maple Leaf	63	219			350			255	498		635			206	692	18	2,873
	64	250			256			162	584	6	1,187			148	633		3,226
Missouri	311	9			120			83	637		1,400			536	103		2,888
	313				87			8	774		1,317			772	37		2,995
	314				204			128	774		1,921			233	124		3,384
	316				171			10	579		1,809			296	260		3,125



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		CTI	CTP	DBB	DCS	DET	DMW	DSR	DTR	FTI	PBB	PET	PSC	PSR	PTI	RTE		SMW
New York - Albany	232	391			70		3	85		5				7	8	31		600
	233	287			50	13	118	155							99	400	26	1,148
	234	380	63		38		10	81		6					11	102		691
	236	100			115		15	75							55	54		414
	237	357			54			89							35	156		691
	238	447			65		24	70							223	147		976
	239	389	12		110		13	37							53	122		736
	241	167			66		14	114							13	85	3	462
	243	54	3		33			113							24	4		231
	244	461			80	12	20	235							178	67	51	1,104
	250	89			35		4	50								18	5	201
	253	156			6		10	19							17	49	8	265
	255	10			1			9							8	17		45
	256	34			6			14							5	8		67
	259	55			18			53							5	15	2	148
	260	181			42		7	25								23		278
New York - Niagara Falls	280	695			198		101	499		589					54	507		2,643
	281	532			291		90	595		1,027					479	804	5	3,823
	283	461	65		398		144	564	5	1,487					78	880	40	4,122
	284	275			230		342	515	0	589					288	541		2,780
On Spine North-east Regional	123	14												8			2	24
	126	4						1						4	7		9	25
	129	87	10	5	40		19	16						67	20	6	134	404
	130	46	19		7	19	3							18	28	6	7	153
	132	4					3	122						4		6	17	156
	134	8			27		4	6						11	5		9	70
	135	35			29		6	284						19	16	29	172	590
	136	32			12			110						6	4	50		214
	137	422	12	3	96	47	29	371					4	33	172	23	289	1,501
	138	19					42	4						26		14		105
	139	19			16			103						13		1		152
	140	30			23		4	147	1					18	23	3	30	279
	141	344			153	33	30	498						106	106	16	96	1,382
	143	82			25			124						29	48	12	96	416
	146	15			6			145						3	2	2		173
	148	179			111	68	12	75	498					38	74	3	23	1,081
	149	2			12			123							19		14	170
	150	25			5		33	204			16	8			8	4		303
	152				10										8		6	24
	153	6						4							5		16	31
	154				14										2			16
	155														2		2	4
	158	27			21										3	1		52
	159														6		3	9
	160	16					10	77								22		125
	161	106			42			135				4	6	19	49	7	86	454
162	47			15		28	191						5	2		12	300	
163	15			22		9	80					5	14			7	152	
165	13			13			91						11	30	22	25	205	
166	8			5			77						2	6	3	2	103	
167	4			6			137								3		150	
168	24			15		7	185						8	7	10	8	264	
169	17			2			214								8		241	



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		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	DTR	FTI	PET	PSC	PSR	PTI	RTE		SMW
On Spine North-east Regional	170	614	3	5	226		19	44	547					59	62	36	22	1,637
	172	365	13	32	107		9	64	436	7		3	3	77	24	8	7	1,155
	173	223	23	49	129		18	18	533					26	75	27	225	1,346
	175	655		4	144		55	20	271					35	70	86	103	1,443
	177	264			35		24	35	633					52	10	21	141	1,215
	178	288	6	59	173		44	117	310					36	74	28	8	1,143
	179	34			20				428						11	33		526
	182	39	5		7		27	12	1					14	8	5	22	140
	183	52	2	9	12		9		8					5	8		110	215
	184	15	4		9				16					39	13		44	140
	185	106	16		8	12	3	24	14					23	2	2	105	315
	189	2							5					5			19	31
	190	149	11	20	88		21	10	485					7	12	33		836
	192	4												9				13
	193	105	31	4	36		31	9	12					43	54		265	590
	196	18		5	6		46	21						22			5	123
Pacific Surfliner	562	449			190			37	105		60				312	54		1,207
	564	392			132			29	49		151				124	27		904
	567	364			155			161	68		47				121	144		1,060
	569	243			113			93	92		89				452	42		1,124
	572	127			177			117	70		58				103	170		822
	579	326			146			24	94		71				176	15		852
	580	286			192			36	76		41				273	30		934
	583	318			147			28	56		58				204	8		819
	584	539			296			78	42		43				69	66		1,133
	590	72			203			32	83		68				173	70		701
	593	342			195			77	66		36				75	37		828
	595	76			285			107	118		205				77	93		961
	763	370			731			142	402		35				674	280		2,634
	768	339			529			150	438		62				356	71		1,945
	774	214			1,437			74	687		67				645	32		3,156
	777	132			979			111	488		70				993	139		2,912
	785	623			499			60	319		35				336	89		1,961
	796	82			498			55	334		155				929	227		2,280
	1564	73			25			15	37		9				58	7		224
	1567	237			92			20	19		9				98	20		495
	1572	66			77			12	35		3				37	57		287
	1584	96			52				33		5				41	12		239
	1763	58			27				19									104
	1768	15			10				7	14					14	1		61
1774	7			75				1	15					32	4		134	
1777	11			54					23					14	4		106	
1784				2											3		5	
1785				12					12					2	2		28	
1790	7			9						9					5		30	
1793	47			11										6	3		67	
1796				7					16						30		53	

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		CTI	CTP	DBB	DCS	DCT	DET	DMW	DSR	DTR	FTI	PET	PSC	PSR	PTI	RTE		SMW
Palmetto	89	69	29	5	572		20	528	920	8	1,984			27	1,526	238	301	6,227
	90	122		61	421			480	745		2,269			27	1,284	168	35	5,612
Pennsylvanian	42	46	3		122		8	108	128		1,747			5	75	529	23	2,794
	43	12	6		261		11	71	69		2,085			8	11	419	30	2,983
Pere Marquette	370				163			4	338		933				40	55		1,533
	371	11			455			47	311		1,554				306	37		2,721
Piedmont	73				117			31	124		959				97	38		1,366
	74				253			74	354		931				17	85		1,714
	75				160			28	278		1,106				134	18		1,724
	76				168			23	163		344				433	18		1,149
	77				172			109	286		300				99	25		991
	78				159			8	119		156				129	105		676
Richmond / Newport News / Norfolk	65	94		1	62			34	326		97			100	139	265	106	1,224
	66	88	5	69	272		2	74	1,227		932			12	366	348	148	3,543
	67	386	29	10	359		6	257	751	317	335			50	124	346	131	3,101
	82	11			13			12	142					12	5	5	7	207
	84		5	35	197		27	75	129		117			39	170	222	164	1,180
	85	124	31	10	38			10	9		4			16	60	5	87	394
	86	72			59		11	87	354		20			27	215	86	15	946
	87	13			266				83		107			32	49	149	93	792
	88	131		67	131		10	33	193		101			5	73	101	14	859
	93	637	3	68	362		61	40	836		248			91	116	304	322	3,088
	94	462	29	204	328		17	188	788		284			47	454	397	40	3,238
	95	522	11	14	454	4	80	94	521		307			46	289	309	127	2,778
	96	10		17	41			17	106		58			4	114	74		441
	99	64			135			3	355		123	4		9	47	167	56	963
	125	349			211		11	102	310		823	3		8	436	342	76	2,671
	157	25			67			3	131		46				42	71	24	409
	164	93	6		30			22	178					9	2	2	44	386
	174	239		32	146		68	78	738		555			34	144	343	41	2,418
194	39		4	44			24	221		63			9	113	83	6	606	
195	68			23			3	203					8	53	12	37	407	
Roanoke	145				40			4	5		49			2	92	2	36	230
	147	63		2	56				123		67		1	23	20	7	38	400
	156			19	52			54	29		185			8	73	21	10	451
	171	496		20	263		42	77	712		307		6	54	331	116	146	2,570
	176	376		53	247			45	419	35	300			39	325	44	4	1,887
San Joaquins	710				370			109	582		1,045				916	57		3,079
	711				230			21	542		555				261	55		1,664
	712				275			98	614		964				963	51		2,965
	713				287			38	501		1,076				897	92		2,891
	714				396			101	606		1,253				1,480	75		3,911
	715				308			47	586		1,014				1,537	23		3,515
	716				255			43	545		990				1,196	27		3,056
	717				372			17	484		993				1,367	36		3,269
	718				205			39	407		593				641	75		1,960
	719				257			39	408		816				1,290	23		2,833
Silver Meteor	97	752	42	20	1,026			207	1,725		2,797			12	1,600	382	326	8,889
	98	1,586	35	54	887		23	229	1,974		3,778			7	1,783	570	37	10,963
Silver Star	91	1,220	6		1,195		8	167	2,080		3,431	13		6	1,997	563	235	10,921
	92	397	7	93	1,277		8	371	2,340		2,566			2	2,754	667	27	10,509
Southwest Chief	3	1,081			2,323			298	4,328	215	7,694				2,438	543		18,920
	4	893			2,998			504	3,915	212	8,285				2,042	619		19,468

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		CTI	CTP	DBB	DCS	DET	DMW	DSR	DTR	FTI	PSC	PSR	PTI	RTE		SMW
Springfield Shuttles	400				61			45		28						<b>134</b>
	405												2			<b>2</b>
	409	16										8	2			<b>26</b>
	412				11							3	12			<b>26</b>
	417				46			7				3	97			<b>153</b>
	450				3								20	6		<b>29</b>
	451				43			14				58				<b>115</b>
	460	10								18			9	9		<b>46</b>
	461				16			36		22			13	17		<b>104</b>
	463	10			2								3			<b>15</b>
	464	10			11					18			46	26		<b>111</b>
	465												36	2		<b>38</b>
	470	17			27			4				19	92	38	10	<b>207</b>
	471				142			7	70		51	3	27	7	7	<b>314</b>
	473	18			35				3			2	12	7	4	<b>81</b>
	474	15			20								11	44		<b>90</b>
	475	3			57								1	13		<b>74</b>
	476	29			3				1				8	5		<b>46</b>
	478				45				51		85			60	40	<b>281</b>
	479	27			2									4		<b>33</b>
488				33				181		74			5	19	<b>312</b>	
490	9			8				2		22			61	4	<b>106</b>	
494	77			75				186		33			72	5	<b>448</b>	
495	7			12				47		106			23		<b>195</b>	
497													32		<b>32</b>	
499				17				179		10				48	<b>254</b>	
Sunset Ltd	1	94			1,602		396	1,944		10,039			137	1,559		<b>15,771</b>
	2	4			1,608		313	1,794		9,215			248	1,881		<b>15,063</b>
Texas Eagle	21	5			1,727		452	6,340	262	13,851			988	1,224		<b>24,849</b>
	22	9			1,115		458	5,814	179	9,363			1,309	838		<b>19,085</b>
Vermont	54	50			48		101	753				5	93	10	10	<b>1,070</b>
	55	235		15	223	44	21	2,500		12		12	154	12	133	<b>3,361</b>
	56	104	9		134	4	96	2,442		61		45	334		74	<b>3,303</b>
	57	4	16		40			915				12	18	18	35	<b>1,058</b>
Wolverine	350	79			464		54	500		1,585			1,106	141		<b>3,929</b>
	351	8			336		222	869		1,469			642	47		<b>3,593</b>
	352	2			367		36	440		921			244	86		<b>2,096</b>
	353				156		16	289		279			152	118		<b>1,010</b>
	354	60			128		4	490		647			410	58		<b>1,797</b>
	355				351		31	577		854			505	93		<b>2,411</b>

**Table 25: Third-Party Responsible Train Delay Minutes**

Route	Train	Delay Cause								Total
		BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Acela Express	2103	6						4	59	69
	2107								8	8
	2109						2		57	59
	2122	15				5			123	143
	2126		45			11		170	147	373
	2150	15	13	8	16		35		331	418
	2153	15	6	6	182	2	58	6	129	404
	2154	29		16	69	23	7		158	302
	2155	52	19	5	67	21	56	12	231	463
	2158	32		16	26	35			117	226
	2159	26		5	168	42	13	5	275	534
	2163	26		5	285	14	37		295	662
	2166	14		8	3	12			296	333
	2169	21	3		317		26	183	230	780
	2170	11		9	20			15	315	370
	2172	2		25	167	17	8		236	455
	2173	9	47	16	170	88	6	105	198	639
	2203		7						62	69
	2205								17	17
	2213								15	15
	2218						10		14	24
	2222				32			173	2	207
	2224			4		111	114		4	233
	2248	11		6	1	2			24	44
	2249	6		2	41			201	37	287
	2250			2					26	28
	2251				12			116	66	194
	2252			8	29			5	35	77
	2253		101	12	31	30	90		89	353
	2254		8	10	21	3	125		55	222
2255				12		115		35	162	
2256				1				38	39	
2257		19		41		29		21	110	
2259				38	4	3		16	61	
Auto Train	52		64		9	45	112		450	680
	53		287		1,139	5	27		1,546	3,004

# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause						Total
		DBS	MBO	NOD	POL	TRS	WTR	
Blue Water	364	55	116	1,211	38	240	23	1,683
	365		59	2,119	20	11	84	2,293
California Zephyr	5	297	191	1,460	500	460	2,160	5,068
	6	187	260	1,499	608	114	2,991	5,659
Capitol Corridor	520		45	112	41	35		233
	521	12	84	261	47	2		406
	522		27	152		23		202
	523	2	38	211	93	32		376
	524	22		80	151	153		406
	525		14	57	31	2		104
	526		90	46		6		142
	527		34	432	44	14		524
	528		111	302	47			460
	531	4	61	208	14	91		378
	532		173	431	24			628
	535		89	65	48			202
	536		57	178	102			337
	537	1	46	55	80	27		209
	538		69	438	232	3		742
	541	5	157	15	80	10		267
	542	4	73	90	430	5		602
	544	39	106	67	229	9		450
	545		70	71	12			153
	546	12	32	130	180	1		355
547		109	44	138	37		328	
551		40	142	68	144		394	
720		22	23	7			52	
723			13	16	36		65	
724		20	19		2		41	
727			68		1		69	
728		40	2	16	237		295	
729		48	139		1		188	



# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause								Total
		BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Capitol Corridor	732			21	44	7	13			85
	736			19	109	65	80			273
	737		18	18	14	36	30			116
	741			61		22	2			85
	742			26	33	39	19			117
	743		17	76	1	73				167
	744			21	45	162				228
	745			68	17	91	22			198
	746		175		8	96	161			440
	747				14	92	20			126
	748		3	4	54	108	74			243
751		50		23	61				134	
Capitol Ltd	29		8	122	918	364	301		1,208	2,921
	30		33	63	121	184	65		681	1,147
Cardinal	50		252		684	68	646	92	433	2,175
	51	8	19	7	641	80	40		681	1,476
Carl Sandburg / Illinois Zephyr	380		12		123	10	24		9	178
	381				189		74		33	296
	382		1		75		23		75	174
	383				170	9	123		164	466
Carolinian	79	5	18		941	306	23		1,301	2,594
	80			26	976	107	240	230	1,877	3,456
Cascades	500			108	552	194	430			1,284
	503		37	114	121	270	63		491	1,096
	504		17	78		13	99		9	216
	505		42	72	148	51	46		368	727
	507			104		89	9		3	205
	508			147	177	97	36		532	989
City Of New Orleans	58		3	24	3,379	86	95		791	4,378
	59		23		4,606	78	38		442	5,187
Coast Starlight	11		23	183	3,399	194	515		361	4,675
	14		58	248	1,573	588	1,306		66	3,839
	1011		15	15	616	57	9		76	788
	1014		22	51	9	422	8		539	1,051

# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause							Total
		BSP	DBS	MBO	NOD	POL	TRS	WTR	
Crescent	19		174		4,459	227	474	608	5,942
	20	11	144		3,980	116	625	236	5,112
Downeaster	680				308			2	310
	681				1	2	6	8	17
	682			3	158				161
	683			3	6	27	8	195	239
	684				24	2		40	66
	685				10		12	167	189
	686				118	4		184	306
	687				36	77	3	75	191
	688				616		173	54	843
	689		2		154		2		158
	690				145		2	2	149
	691				4			2	6
	692			6	72				78
	693					2			2
	694				22				22
	695				12	33			45
	696			3	71			4	78
	697				23			7	30
	698				177				177
699				17		3		20	
1689				70				70	
Empire Builder	7		66	128	8,539	263	495	240	9,731
	8		157	42	4,074	292	271	236	5,072
	27			78	185	88	4		355
	28			62	138		1	223	424
Ethan Allen Express	290		4		349			6	359
	291		14		91	40	25	218	388
	292			8	99			5	112
	293		3		40			5	48
	295				24			43	67
	296				93	7		5	105
Heartland Flyer	821				18	25		48	91
	822				4	29		1	34

# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause								Total
		BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Hiawatha	329				30					30
	330				385					385
	331				8		17			25
	332						71			71
	333			2	17					19
	334		3				159			162
	335				6		37			43
	336			5		10	29		6	50
	337				11	7	125			143
	339				135	65	50			250
	340						12			12
	341				15	25	2		12	54
	342			13			7		21	41
Illini / Saluki	390		3	18	47	9	8		21	106
	391				9				10	19
	392		56		18		1		32	107
	393		12		59	24	271		5	371
Keystone	600								71	71
	601							114	27	141
	605					13		55	196	264
	611								16	16
	615								15	15
	619								19	19
	620					9			478	487
	622								204	204
	637							15	10	25
	639								29	29
	640					6	6	32	20	64
	641						106		4	110
	642								30	30
643								164	164	
645		43						9	72	124



# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause								Total
		BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Keystone	646	25	12			5	4		114	160
	647							46	216	262
	650	5							98	103
	651					23		8	181	212
	652								182	182
	653	16				19	20		240	295
	654					27		17	254	298
	655								224	224
	660					5			110	115
	661								38	38
	662								38	38
	663	6							45	51
	664								69	69
	665						194		31	225
	666					3			44	47
	667	7							69	76
	669					10	9		39	58
	670					3			170	173
671							61	20	81	
672					8				8	
Lake Shore Ltd	48		20	23	1,351	329	42		781	2,546
	49		10	94	1,414	287	96		313	2,214
	448		93		81	22	6		213	415
	449				200	12			257	469
Lincoln Service	300			18	1,204	17	3		36	1,278
	301				832	29				861
	302		87	7	1,503	80	24			1,701
	303		2	6	844	16	105		126	1,099
	304			5	1,315	122	86		2	1,530
	305		9	10	651	32			33	735
	306				2,035	208	1		68	2,312
	307			5	1,372	27	70		39	1,513
Maple Leaf	63		15		367	21	4		392	799
	64		3		1,017	27			438	1,485

# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause							Total
		BSP	DBS	MBO	NOD	POL	TRS	WTR	
Missouri	311				374	38	9		421
	313		16		444	19	28	96	603
	314				181	107	7	21	316
	316		5		169	87	4	2	267
New York - Albany	232				9			71	80
	233			17	18	26		27	88
	234				20				20
	236						5	3	8
	237				99		2	43	144
	238				10	8	9	35	62
	239		2		275			25	302
	241				71	86		51	208
	243		135		54			54	243
	244				2	20		413	435
	250		72					22	94
	253							103	103
	255				21				21
	256							20	20
	259				14		2	28	44
	260		13		20			32	65
New York - Niagara Falls	280				963	25		42	1,030
	281		6		153	219		469	847
	283				113	51	12	523	699
	284		44		1,407	27	3	76	1,557
On Spine Northeast Regional	123					4	19	7	30
	126							11	11
	129	4	5			19	24	180	232
	130					20		44	64
	132				7			28	35
	134					4		37	41
	135			1	73		59	79	212

# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause								Total
		BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	
On Spine Northeast Regional	136				19				71	90
	137	18		28	41	45	12	190	382	716
	138	5						232	90	327
	139			2	7	42			18	69
	140				18		318		110	446
	141	19			139	27	3		197	385
	143				15		4		180	199
	146				5	18	14		133	170
	148	25			124	87	74	18	636	964
	149						83		22	105
	150			12	27				23	62
	152								30	30
	153		4						23	27
	154								4	4
	155								23	23
	158						77	296		373
	159					6			32	38
	160			5	4	7			26	42
	161		9	7	7	44	78		101	246
	162		4	17	1				67	89
	163						10	54	24	88
	165			9		107	14		42	172
	166			38	4	34	301		36	413
	167				43	66			43	152
	168			5	7	107	13		46	178
	169			13	23	10			7	53
	170	2			5	9	7		175	198
	172	15		9	31	42			108	205
	173	11		10	130	4	9		249	413
	175	13	72	34	11	88		84	215	517
177				533	59	62		309	963	
178	13			253	229	7		466	968	
179		8	5	248	12	3		286	562	
182	31		12		8			70	121	
183	9				9			82	100	
184					5			97	102	
185					35			121	156	

# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause						Total
		DBS	MBO	NOD	POL	TRS	WTR	
On Spine Northeast Regional	189					164	24	188
	190		7	174	5	13	105	304
	192						7	7
	193			3	3		165	171
	196						57	57
Pacific Surfliner	562			659		71		730
	564			276	74	4		354
	567			91	24	228		343
	569	2		220	142	34	40	438
	572	15		257				272
	579			343	41	86		470
	580			613	31	128		772
	583			532	58	25		615
	584			159	39	77		275
	590			377	110	54	40	581
	593			761	195	100		1,056
	595			294	60	6	11	371
	763	8		477	39	184	29	737
	768	4		681	205	68	13	971
	774			733	39	8	31	811
	777	83		852	60	261		1,256
	785	5		595	69	16		685
	796	86		1,141	188	125	125	1,665
	1564	17		150		1		168
	1567			76	11	3	20	110
	1572			57				57
	1584			92	11	155		258
	1763			5				5
	1768			20	5			25
	1774			37			2	39
	1777			1				1
1784			21				21	
1785			6		2		8	
1790					13		13	
1793			13				13	

# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause								Total
		BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Palmetto	89	11	6	32	584	26	3		1,517	2,179
	90		178		204	424	271	27	1,997	3,101
Pennsylvanian	42		1		4	11	65	2	237	320
	43	42			1	4	13		282	342
Pere Marquette	370			27	88		174		151	440
	371		7	398	249		123		8	785
Piedmont	73		6		220		5		55	286
	74		10		133	23	50		64	280
	75		38		67	65	20		11	201
	76				250	23	314		38	625
	77		4		41	140	4		52	241
	78		22		223	55	256		56	612
Richmond / Newport News / Norfolk	65	12			83	20			91	206
	66	16	274	16	219	215	282	37	1,175	2,234
	67	6	11	3	363	22	2		138	545
	82	4				18			42	64
	84	18	6		962	61	10	1	208	1,266
	85	11			6	11			85	113
	86	40		25	51	50	20		90	276
	87			38	29	20	185		152	424
	88	11			235	167	151	4	59	627
	93	11	20	19	431	201	21	4	885	1,592
	94	30	13	24	304	19		42	590	1,022
	95	26	38	40	239	120	90	7	1,475	2,035
	96				26	21	38		14	99
	99		90	27	9		209		445	780
	125	7	141		260	83	25	4	1,416	1,936
	157			20	43				368	431
	164	9		7	16	19			68	119
	174	25		34	645	93	15		159	971
194				53		44		48	145	
195			17	60	13	171		64	325	
Roanoke	145		3		28	14			43	88
	147		44	11	21	36	152		189	453
	156				157	6	19		8	190
	171	5	53	9	306	94	35		324	826
	176	27	15	7	473	37	18		158	735

# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause							Total
		BSP	DBS	MBO	NOD	POL	TRS	WTR	
San Joaquins	710				624	35	90		749
	711		4		1,329	45	88		1,466
	712		180		664	42	23		909
	713		3		736	121	65		925
	714		8		472	306	644		1,430
	715				223	141	148		512
	716				484	332	7		823
	717				421	235	137		793
	718		11	2	686	84	262		1,045
	719		10		486	152	248		896
Silver Meteor	97	5	25	30	2,619	114	381	535	3,709
	98	11	31	35	1,865	557	285	1,035	3,819
Silver Star	91	27	360		1,006	279	264	1,847	3,783
	92	16	9		2,296	274	463	1,305	4,363
Southwest Chief	3		8	113	3,066	462	117	1,021	4,787
	4		4	55	2,853	147	278	623	3,960
Springfield Shuttles	400				75				75
	405							33	33
	409							18	18
	412							29	29
	417					10		151	161
	432							32	32
	450							37	37
	451							189	189
	460					8	2	20	30
	461		21		88	8	13	20	150
	463							36	36
	464						10	53	63
	465						7	6	13
	467						8	2	10
	470							128	128
	471				159			214	373
	473							156	156
474					15	7	168	190	

# FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Delay Cause									Total
		BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Springfield Shuttles	475			89			26			113	228
	476			43						255	298
	478					83	40			172	295
	479									76	76
	488			8		48				28	84
	490					0				54	54
	494					137	74	113		313	637
	495					44				119	163
	497									2	2
	499					26				8	34
Sunset Ltd	1			24	18	609	678	511		745	2,585
	2		70	59	29	429	686	245		461	1,979
Texas Eagle	21			75	5	3,730	468	438		396	5,112
	22			189	25	4,596	271	121		79	5,281
Vermonter	54				47	116	6			84	253
	55			70		45	9	58		286	468
	56	16			42	83	19	17		324	501
	57					26	13	8	34	46	127
Wolverine	350			9	53	429	35	25		29	580
	351			50	101		10	53		168	382
	352			8	92	68	22	35		39	264
	353				16	20				14	50
	354			118	39	194	17	629		45	1,042
	355			10	25	51	25	161		144	416

**Appendix 3: Schedule Status by Train**

**Table 26. Schedule Status by Train**

Service	Train	Host Railroad	Status
Acela	2100	Amtrak	Certified
	2103	Amtrak	Certified
	2104	Amtrak	Certified
	2107	Amtrak	Certified
	2109	Amtrak	Certified
	2110	Amtrak	Certified
	2117	Amtrak	Certified
	2119	Amtrak	Certified
	2121	Amtrak	Certified
	2122	Amtrak	Certified
	2124	Amtrak	Certified
	2126	Amtrak	Certified
	2128	Amtrak	Certified
	2150	Amtrak	Certified
		MNRR	Certified
	2151	Amtrak	Certified
		MNRR	Uncertified
	2153	Amtrak	Certified
		MNRR	Certified
	2154	Amtrak	Certified
		MNRR	Certified
	2155	Amtrak	Certified
		MNRR	Certified
	2158	Amtrak	Certified
		MNRR	Certified
	2159	Amtrak	Certified
		MNRR	Certified
	2160	Amtrak	Certified
MNRR		Uncertified	
2163	Amtrak	Certified	
	MNRR	Certified	

Service	Train	Host Railroad	Status
Acela	2164	Amtrak	Certified
		MNRR	Uncertified
	2165	Amtrak	Certified
		MNRR	Uncertified
	2166	Amtrak	Certified
		MNRR	Certified
	2167	Amtrak	Certified
		MNRR	Uncertified
	2168	Amtrak	Certified
		MNRR	Uncertified
	2169	Amtrak	Certified
		MNRR	Certified
	2170	Amtrak	Certified
		MNRR	Certified
	2171	Amtrak	Certified
		MNRR	Uncertified
	2172	Amtrak	Certified
		MNRR	Certified
	2173	Amtrak	Certified
		MNRR	Certified
	2175	Amtrak	Certified
		MNRR	Uncertified
	2190	Amtrak	Certified
		MNRR	Uncertified
	2203	Amtrak	Certified
	2205	Amtrak	Certified
	2208	Amtrak	Certified
	2213	Amtrak	Certified
	2215	Amtrak	Certified
	2218	Amtrak	Certified
	2222	Amtrak	Certified



# FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Acela	2224	Amtrak	Certified
	2228	Amtrak	Certified
	2248	Amtrak	Certified
		MNRR	Certified
	2249	Amtrak	Certified
		MNRR	Certified
	2250	Amtrak	Certified
		MNRR	Certified
	2251	Amtrak	Certified
		MNRR	Certified
	2252	Amtrak	Certified
		MNRR	Certified
	2253	Amtrak	Certified
		MNRR	Certified
	2254	Amtrak	Certified
		MNRR	Certified
	2255	Amtrak	Certified
		MNRR	Certified
	2256	Amtrak	Certified
		MNRR	Certified
	2257	Amtrak	Certified
		MNRR	Certified
	2258	Amtrak	Certified
		MNRR	Uncertified
	2259	Amtrak	Certified
		MNRR	Certified
2260	Amtrak	Certified	
	MNRR	Uncertified	
2261	Amtrak	Certified	
	MNRR	Uncertified	
2275	Amtrak	Certified	
	MNRR	Uncertified	
2290	Amtrak	Certified	
	MNRR	Uncertified	
2401	Amtrak	Certified	
2402	Amtrak	Certified	

Service	Train	Host Railroad	Status
Adirondack	68	Amtrak	Certified
		CN	Disputed
		CP	Certified
		MNRR	Uncertified
	69	Amtrak	Certified
		CN	Disputed
		CP	Certified
		MNRR	Uncertified
Auto Train	52	CSX	Certified
		FR	Certified
	53	CSX	Disputed
		FR	Certified
Blue Water	364	Amtrak	Certified
		CN	Certified
		MIDOT	Certified
		NS	Disputed
	365	Amtrak	Certified
		CN	Certified
		MIDOT	Certified
		NS	Disputed
California Zephyr	5	Amtrak	Certified
		BNSF	Certified
		UP	Disputed
	6	Amtrak	Certified
		BNSF	Certified
		UP	Disputed

# FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Capitol Corridor	520	UP	Certified
	521	UP	Certified
	522	UP	Certified
	523	UP	Certified
	524	UP	Certified
	525	UP	Certified
	526	UP	Certified
	527	UP	Certified
	528	UP	Certified
	529	UP	Certified
	530	UP	Certified
	531	UP	Certified
	532	UP	Certified
	534	UP	Certified
	535	UP	Certified
	536	UP	Certified
	537	UP	Certified
	538	UP	Certified
	540	UP	Certified
	541	UP	Certified
	542	UP	Certified
	543	UP	Certified
	544	UP	Certified
	545	UP	Certified
	546	UP	Certified
	547	UP	Certified
	548	UP	Certified
	549	UP	Certified
551	UP	Certified	
553	UP	Certified	

Service	Train	Host Railroad	Status
Capitol Corridor	720	UP	Certified
	723	UP	Certified
	724	UP	Certified
	727	UP	Certified
	728	UP	Certified
	729	UP	Certified
	732	UP	Certified
	733	UP	Certified
	734	UP	Certified
	736	UP	Certified
	737	UP	Certified
	738	UP	Certified
	741	UP	Certified
	742	UP	Certified
	743	UP	Certified
	744	UP	Certified
	745	UP	Certified
	746	UP	Certified
	747	UP	Certified
	748	UP	Certified
	749	UP	Certified
	751	UP	Certified
	Capitol Limited	29	Amtrak
CSX			Certified
NS			Disputed
30		Amtrak	Certified
		CSX	Certified
		NS	Disputed

# FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
Cardinal	50	Amtrak	Certified	Cascades	500	BNSF	Certified
		BBrRR	Certified			UP	Certified
		CSX	Disputed		503	BNSF	Certified
		Metra	Certified			UP	Certified
		NS	Disputed		504	BNSF	Certified
		UP	Certified		505	BNSF	Certified
	51	Amtrak	Certified			UP	Certified
		BBrRR	Certified		507	BNSF	Certified
		CSX	Certified		508	BNSF	Certified
		Metra	Certified			UP	Certified
		NS	Disputed		516	BNSF	Disputed
		UP	Certified		517	BNSF	Disputed
Carl Sandburg / Illinois Zephyr	380	Amtrak	Certified	518	BNSF	Disputed	
		BNSF	Certified	519	BNSF	Disputed	
	381	Amtrak	Certified	City Of New Orleans	58	Amtrak	Certified
		BNSF	Certified		CN	Disputed	
	382	Amtrak	Certified		59	Amtrak	Certified
		BNSF	Certified			CN	Disputed
	383	Amtrak	Certified	Coast Starlight	11	BNSF	Certified
		BNSF	Certified			SCRRA	Certified
	79	Amtrak	Certified			UP	Certified
		CSX	Certified		14	BNSF	Certified
NS		Certified	SCRRA	Certified			
80	Amtrak	Certified	UP	Certified			
	CSX	Certified	Crescent	19	Amtrak	Certified	
	NS	Certified			CSX	Certified	
		NS			Certified		
		20		Amtrak	Certified		
				CSX	Certified		
				NS	Certified		

## FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Downeaster	680	MBTA	Certified
		PanAm	Certified
681	MBTA	Certified	
	PanAm	Certified	
682	MBTA	Certified	
	PanAm	Certified	
683	MBTA	Certified	
	PanAm	Certified	
684	MBTA	Certified	
	PanAm	Certified	
685	MBTA	Certified	
	PanAm	Certified	
686	MBTA	Certified	
	PanAm	Certified	
687	MBTA	Certified	
	PanAm	Certified	
688	MBTA	Certified	
	PanAm	Certified	
689	MBTA	Certified	
	PanAm	Certified	
690	MBTA	Certified	
	PanAm	Certified	
691	MBTA	Certified	
	PanAm	Certified	
692	MBTA	Certified	
	PanAm	Certified	
693	MBTA	Certified	
	PanAm	Certified	
694	MBTA	Certified	
	PanAm	Certified	

Service	Train	Host Railroad	Status	
Downeaster	695	MBTA	Certified	
		PanAm	Certified	
	696	MBTA	Certified	
		PanAm	Certified	
	697	MBTA	Certified	
		PanAm	Certified	
	698	MBTA	Certified	
		PanAm	Certified	
	699	MBTA	Certified	
		PanAm	Certified	
	Empire Builder	7	Amtrak	Certified
			BNSF	Certified
CP			Certified	
Metra			Certified	
8		Amtrak	Certified	
		BNSF	Certified	
		CP	Certified	
		Metra	Certified	
27		BNSF	Certified	
28		BNSF	Certified	

## FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Ethan Allen Ex-press	290	Amtrak	Certified
		CP	Certified
		MNRR	Uncertified
		VTR	Certified
	291	Amtrak	Certified
		CP	Certified
		MNRR	Uncertified
		VTR	Certified
	292	Amtrak	Certified
		CP	Certified
		MNRR	Certified
		VTR	Certified
	293	Amtrak	Certified
		CP	Certified
		MNRR	Uncertified
		VTR	Certified
295	Amtrak	Certified	
	CP	Certified	
	MNRR	Uncertified	
	VTR	Certified	
296	Amtrak	Certified	
	CP	Certified	
	MNRR	Certified	
	VTR	Certified	
Heartland Flyer	821	BNSF	Certified
	822	BNSF	Certified

Service	Train	Host Railroad	Status
Hiawatha	329	Amtrak	Certified
		CP	Certified
		Metra	Certified
	330	Amtrak	Certified
		CP	Certified
		Metra	Certified
	331	Amtrak	Certified
		CP	Certified
		Metra	Certified
	332	Amtrak	Certified
		CP	Certified
		Metra	Certified
	333	Amtrak	Certified
		CP	Certified
		Metra	Certified
	334	Amtrak	Certified
		CP	Certified
		Metra	Certified
	335	Amtrak	Certified
		CP	Certified
		Metra	Certified
336	Amtrak	Certified	
	CP	Certified	
	Metra	Certified	
337	Amtrak	Certified	
	CP	Certified	
	Metra	Certified	



# FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Hiawatha	338	Amtrak	Certified
		CP	Certified
		Metra	Certified
	339	Amtrak	Certified
		CP	Certified
		Metra	Certified
	340	Amtrak	Certified
		CP	Certified
		Metra	Certified
	341	Amtrak	Certified
		CP	Certified
		Metra	Certified
	342	Amtrak	Certified
		CP	Certified
		Metra	Certified
343	Amtrak	Certified	
	CP	Certified	
	Metra	Certified	
Illini / Saluki	390	Amtrak	Certified
		CN	Disputed
	391	Amtrak	Certified
		CN	Disputed
	392	Amtrak	Certified
		CN	Disputed
	393	Amtrak	Certified
		CN	Disputed

Service	Train	Host Railroad	Status
Keystone	600	Amtrak	Certified
	601	Amtrak	Certified
	605	Amtrak	Certified
	607	Amtrak	Certified
	609	Amtrak	Certified
	610	Amtrak	Certified
	611	Amtrak	Certified
	612	Amtrak	Certified
	615	Amtrak	Certified
	618	Amtrak	Certified
	619	Amtrak	Certified
	620	Amtrak	Certified
	622	Amtrak	Certified
	637	Amtrak	Certified
	639	Amtrak	Certified
	640	Amtrak	Certified
	641	Amtrak	Certified
	642	Amtrak	Certified
	643	Amtrak	Certified
	644	Amtrak	Certified
	645	Amtrak	Certified
	646	Amtrak	Certified
	647	Amtrak	Certified
	648	Amtrak	Certified
	649	Amtrak	Certified
	650	Amtrak	Certified
	651	Amtrak	Certified
	652	Amtrak	Certified
	653	Amtrak	Certified
	654	Amtrak	Certified

# FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Keystone	655	Amtrak	Certified
	656	Amtrak	Certified
	658	Amtrak	Certified
	660	Amtrak	Certified
	661	Amtrak	Certified
	662	Amtrak	Certified
	663	Amtrak	Certified
	664	Amtrak	Certified
	665	Amtrak	Certified
	666	Amtrak	Certified
	667	Amtrak	Certified
	669	Amtrak	Certified
	670	Amtrak	Certified
	671	Amtrak	Certified
	672	Amtrak	Certified
Lake Shore Limited	48	Amtrak	Certified
		CSX	Disputed
		MNRR	Certified
		NS	Disputed
	49	Amtrak	Certified
		CSX	Disputed
		MNRR	Certified
		NS	Disputed
	448	Amtrak	Certified
		CSX	Certified
		MBTA	Certified
	449	Amtrak	Certified
CSX		Certified	
MBTA		Certified	

Service	Train	Host Railroad	Status
Lincoln Service	300	Amtrak	Certified
		CN	Certified
		UP	Certified
	301	Amtrak	Certified
		CN	Certified
		UP	Certified
	302	Amtrak	Certified
		CN	Certified
		UP	Certified
	303	Amtrak	Certified
		CN	Certified
		UP	Certified
	304	Amtrak	Certified
		CN	Certified
		UP	Certified
	305	Amtrak	Certified
		CN	Certified
		UP	Certified
	306	Amtrak	Certified
		CN	Certified
		UP	Certified
307	Amtrak	Certified	
	CN	Certified	
	UP	Certified	
Maple Leaf	63	Amtrak	Certified
		CSX	Certified
		MNRR	Uncertified
	64	Amtrak	Certified
		CSX	Certified
		MNRR	Certified

# FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Missouri	311	UP	Certified
	313	UP	Certified
	314	UP	Certified
	316	UP	Certified
New York - Albany	230	Amtrak	Certified
		MNRR	Uncertified
	232	Amtrak	Certified
		MNRR	Certified
	233	Amtrak	Certified
		MNRR	Uncertified
	234	Amtrak	Certified
		MNRR	Certified
	235	Amtrak	Certified
		MNRR	Uncertified
	236	Amtrak	Certified
		MNRR	Certified
	237	Amtrak	Certified
		MNRR	Certified
	238	Amtrak	Certified
		MNRR	Certified
	239	Amtrak	Certified
		MNRR	Certified
	241	Amtrak	Certified
		MNRR	Certified
	242	Amtrak	Certified
		MNRR	Uncertified
	243	Amtrak	Certified
		MNRR	Certified
244	Amtrak	Certified	
	MNRR	Certified	
245	Amtrak	Certified	
	MNRR	Uncertified	
250	Amtrak	Certified	
	MNRR	Certified	

Service	Train	Host Railroad	Status
New York - Albany	252	Amtrak	Certified
		MNRR	Uncertified
	253	Amtrak	Certified
		MNRR	Certified
	254	Amtrak	Certified
		MNRR	Uncertified
	255	Amtrak	Certified
		MNRR	Certified
	256	Amtrak	Certified
		MNRR	Certified
	259	Amtrak	Certified
		MNRR	Certified
	260	Amtrak	Certified
		MNRR	Uncertified
	261	Amtrak	Certified
		MNRR	Uncertified
New York - Niagara Falls	280	Amtrak	Certified
		CSX	Certified
		MNRR	Uncertified
	281	Amtrak	Certified
		CSX	Certified
		MNRR	Uncertified
	283	Amtrak	Certified
		CSX	Certified
		MNRR	Uncertified
284	Amtrak	Certified	
	CSX	Certified	
	MNRR	Uncertified	
288	Amtrak	Certified	
	CSX	Certified	
	MNRR	Uncertified	



# FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Northeast Regional	111	Amtrak	Certified
	123	Amtrak	Certified
	124	Amtrak	Certified
	126	Amtrak	Certified
	127	Amtrak	Certified
	129	Amtrak	Certified
	130	Amtrak	Certified
	131	Amtrak	Certified
	132	Amtrak	Certified
		MNRR	Uncertified
	133	Amtrak	Certified
	134	Amtrak	Certified
	135	Amtrak	Certified
		MNRR	Certified
	136	Amtrak	Certified
		MNRR	Certified
	137	Amtrak	Certified
		MNRR	Certified
	138	Amtrak	Certified
	139	Amtrak	Certified
		MNRR	Certified
	140	Amtrak	Certified
		MNRR	Certified
	141	Amtrak	Certified
		MNRR	Certified
	143	Amtrak	Certified
		MNRR	Certified
	146	Amtrak	Certified
MNRR		Certified	

Service	Train	Host Railroad	Status
Northeast Regional	148	Amtrak	Certified
		MNRR	Certified
	149	Amtrak	Certified
		MNRR	Uncertified
	150	Amtrak	Certified
		MNRR	Certified
	151	Amtrak	Certified
	152	Amtrak	Certified
	153	Amtrak	Certified
	154	Amtrak	Certified
	155	Amtrak	Certified
	158	Amtrak	Certified
	159	Amtrak	Certified
	160	Amtrak	Certified
		MNRR	Certified
	161	Amtrak	Certified
		MNRR	Certified
	162	Amtrak	Certified
		MNRR	Certified
	163	Amtrak	Certified
		MNRR	Uncertified
	165	Amtrak	Certified
		MNRR	Certified
	166	Amtrak	Certified
		MNRR	Certified
	167	Amtrak	Certified
		MNRR	Certified
	168	Amtrak	Certified
MNRR		Certified	

## FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Northeast Regional	169	Amtrak	Certified
		MNRR	Certified
	170	Amtrak	Certified
		MNRR	Certified
	172	Amtrak	Certified
		MNRR	Certified
	173	Amtrak	Certified
		MNRR	Certified
	175	Amtrak	Certified
		MNRR	Certified
	177	Amtrak	Certified
		MNRR	Certified
	178	Amtrak	Certified
		MNRR	Certified
	179	Amtrak	Certified
		MNRR	Certified
	180	Amtrak	Certified
	182	Amtrak	Certified
	183	Amtrak	Certified
	184	Amtrak	Certified
185	Amtrak	Certified	
186	Amtrak	Certified	
187	Amtrak	Certified	
189	Amtrak	Certified	
190	Amtrak	Certified	
	MNRR	Certified	
192	Amtrak	Certified	
193	Amtrak	Certified	
196	Amtrak	Certified	

Service	Train	Host Railroad	Status
Pacific Surfliner	561	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	562	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	564	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	565	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	566	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	569	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	572	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	573	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
578	BNSF	Certified	
	SCRRA	Certified	
	SDNRR	Certified	

## FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Pacific Surfliner	579	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	580	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	583	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	584	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	590	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	591	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	593	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	595	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
759	SCRRA	Certified	
	UP	Certified	
763	BNSF	Certified	
	SCRRA	Certified	
	SDNRR	Certified	
	UP	Certified	

Service	Train	Host Railroad	Status
Pacific Surfliner	767	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
		UP	Certified
	768	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	774	BNSF	Certified
		SCRRA	Certified
		UP	Certified
	777	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
		UP	Certified
	782	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	785	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
		UP	Certified
	792	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
UP		Certified	



## FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Pacific Surfliner	796	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
		UP	Certified
	1564	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1565	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1566	BNSF	Certified
		SCRRA	Certified
SDNRR		Certified	
1569	BNSF	Certified	
	SCRRA	Certified	
	SDNRR	Certified	
1572	BNSF	Certified	
	SCRRA	Certified	
	SDNRR	Certified	
1573	BNSF	Certified	
	SCRRA	Certified	
	SDNRR	Certified	
1584	BNSF	Certified	
	SCRRA	Certified	
	SDNRR	Certified	
1590	BNSF	Certified	
	SCRRA	Certified	
	SDNRR	Certified	

Service	Train	Host Railroad	Status
Pacific Surfliner	1591	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1761	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
		UP	Certified
	1767	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
		UP	Certified
	Palmetto	89	Amtrak
CSX			Disputed
90		Amtrak	Certified
		CSX	Disputed
Pennsylvanian	42	Amtrak	Certified
		NS	Certified
	43	Amtrak	Certified
		NS	Disputed
Pere Marquette	370	Amtrak	Certified
		CSX	Certified
		NS	Disputed
	371	Amtrak	Certified
		NS	Disputed
Piedmont	73	NS	Certified
	74	NS	Disputed
	75	NS	Disputed
	76	NS	Certified
	77	NS	Certified
	78	NS	Certified

## FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Richmond / Newport News / Norfolk	65	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	66	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	67	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	82	Amtrak	Certified
		CSX	Certified
		MNRR	Uncertified
		NS	Certified
	84	Amtrak	Certified
		CSX	Certified
		NS	Certified
	85	Amtrak	Certified
		CSX	Certified
	86	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	87	Amtrak	Certified
		CSX	Certified
		NS	Certified
88	Amtrak	Certified	
	CSX	Certified	
	MNRR	Certified	
	NS	Certified	
93	Amtrak	Certified	
	CSX	Certified	
	MNRR	Certified	
	NS	Certified	

Service	Train	Host Railroad	Status
Richmond / Newport News / Norfolk	94	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	95	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	96	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	99	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	125	Amtrak	Certified
		CSX	Certified
	157	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	164	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	174	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
194	Amtrak	Certified	
	CSX	Certified	
	MNRR	Certified	
195	Amtrak	Certified	
	CSX	Certified	
	MNRR	Certified	

# FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Roanoke	145	Amtrak	Certified
		CSX	Certified
		NS	Certified
	147	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	156	Amtrak	Certified
		CSX	Certified
		NS	Certified
	171	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	176	Amtrak	Certified
		CSX	Certified
MNRR		Certified	
NS		Certified	
San Joaquins	701	BNSF	Certified
		UP	Certified
	702	BNSF	Certified
		UP	Certified
	703	BNSF	Certified
		UP	Certified
	704	BNSF	Certified
		UP	Certified
	710	BNSF	Certified
		UP	Certified
	711	BNSF	Certified
		UP	Certified
712	BNSF	Certified	
	UP	Certified	

Service	Train	Host Railroad	Status
San Joaquins	713	BNSF	Certified
		UP	Certified
	714	BNSF	Certified
		UP	Certified
	715	BNSF	Certified
		UP	Certified
	716	BNSF	Certified
		UP	Certified
	717	BNSF	Certified
		UP	Certified
	718	BNSF	Certified
		UP	Certified
719	BNSF	Certified	
	UP	Certified	
Silver Meteor	97	Amtrak	Certified
		CSX	Disputed
		Fla DOT	Certified
		FR	Certified
Silver Meteor	98	Amtrak	Certified
		CSX	Disputed
		Fla DOT	Certified
		FR	Certified
Silver Star	91	Amtrak	Certified
		CSX	Disputed
		Fla DOT	Certified
		FR	Certified
	92	NS	Disputed
		Amtrak	Certified
		CSX	Disputed
		Fla DOT	Certified
Silver Star	92	FR	Certified
		NS	Disputed

# FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Southwest Chief	3	Amtrak	Certified
		BNSF	Disputed
		NMDOT	Certified
		SCRRA	Certified
	4	Amtrak	Certified
		BNSF	Disputed
		NMDOT	Certified
		SCRRA	Certified
Springfield Shuttles	400	MADOT	Certified
	405	Amtrak	Certified
	409	Amtrak	Certified
	412	Amtrak	Certified
	416	Amtrak	Certified
	417	Amtrak	Certified
	432	Amtrak	Certified
	450	Amtrak	Certified
	451	Amtrak	Certified
	460	Amtrak	Certified
	461	Amtrak	Certified
		MADOT	Certified
	463	Amtrak	Certified
	464	Amtrak	Certified
	465	Amtrak	Certified
	467	Amtrak	Certified
	470	Amtrak	Certified
	471	Amtrak	Certified
MADOT		Certified	
473	Amtrak	Certified	
474	Amtrak	Certified	
475	Amtrak	Certified	
476	Amtrak	Certified	

Service	Train	Host Railroad	Status
Springfield Shuttles	478	Amtrak	Certified
		MADOT	Certified
	479	Amtrak	Certified
	488	Amtrak	Certified
		MADOT	Certified
	490	Amtrak	Certified
	494	Amtrak	Certified
		MADOT	Certified
	495	Amtrak	Certified
	497	Amtrak	Certified
		MADOT	Certified
	Sunset Limited	1	Amtrak
BNSF			Certified
CN			Certified
SCRRA			Certified
UP			Disputed
2		Amtrak	Certified
		BNSF	Certified
		CN	Certified
		SCRRA	Certified
		UP	Disputed
Texas Eagle	21	Amtrak	Certified
		BNSF	Certified
		CN	Certified
		TRE	Certified
		UP	Disputed
	22	Amtrak	Certified
		BNSF	Certified
		CN	Certified
		TRE	Certified
		UP	Disputed

## FRA Quarterly Report | Appendix 3: Schedule Status by Train

Service	Train	Host Railroad	Status
Vermont	54	Amtrak	Certified
		MADOT	Certified
		MNRR	Uncertified
		NECR	Certified
	55	Amtrak	Certified
		MADOT	Certified
		MNRR	Certified
		NECR	Certified
	56	Amtrak	Certified
		MADOT	Certified
		MNRR	Certified
		NECR	Certified
	57	Amtrak	Certified
		MADOT	Certified
		MNRR	Certified
		NECR	Certified

Service	Train	Host Railroad	Status
Wolverine	350	Amtrak	Certified
		CN	Certified
		MIDOT	Certified
		NS	Disputed
	351	Amtrak	Certified
		CN	Certified
		MIDOT	Certified
		NS	Disputed
	352	Amtrak	Certified
		CN	Certified
		MIDOT	Certified
		NS	Disputed
	353	Amtrak	Certified
		CN	Certified
		MIDOT	Certified
		NS	Disputed
	354	Amtrak	Certified
		CN	Certified
		MIDOT	Certified
		NS	Disputed
	355	Amtrak	Certified
		CN	Certified
		MIDOT	Certified
		NS	Disputed





# FRA Quarterly Report | Appendix 4: CSI Survey Questionnaire 9.1.2020

## CSI Survey Questionnaire 9.1.2020

Thank you for taking the time to provide feedback on your trip from [\[insert origin city\]](#) to [\[insert destination city\]](#) on [\[insert travel date\]](#).

Q1. Based on your recent trip experience, how likely are you to recommend Amtrak to a friend, colleague, or family member? [Required]

Not At All Likely  
Extremely Likely

0	1	2	3	4	5	6	7	8	9	10
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Q2. Overall, how satisfied were you with your trip?

Not At All Satisfied Extremely Satisfied

0	1	2	3	4	5	6	7	8	9	10
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Q3. We would love to hear more about your experience. What did we do well? What can we do better?

Thinking of your trip, how would you rate your experience with the following:

Not At All Satisfied Extremely Satisfied

		0	1	2	3	4	5	6	7	8	9
4a	Boarding station overall										
4b	On-time performance of the train										
4c	Communication about train status										
4d	Cleanliness of the train										
4e	Comfort of train ride										
4f	Food and Beverage on the train										
4g	Wi-Fi on the train <a href="#">[Ask only if the train has wi-fi]</a>										
4h	Friendliness of Amtrak personnel at the boarding station										
4i	Friendliness of Amtrak personnel on the train										



# FRA Quarterly Report | Appendix 4: CSI Survey Questionnaire 9.1.2020

How satisfied were you with: [\[Ask only if the customer traveled on Amtrak thruway bus before and/or after the train\]](#)

Not At All Satisfied                      Extremely Satisfied

		0	1	2	3	4	5	6	7	8	9		
5	The Amtrak Thruway bus portion of the trip from <a href="#">[insert pre-bus origin city]</a> to <a href="#">[insert train origin city]</a>												
6	The Amtrak Thruway bus portion of the trip from <a href="#">[insert train destination city]</a> to <a href="#">[insert post-bus destination city]</a>												

Q7. Please select your age range.

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older
- Prefer not to answer

Q8. Please let us know if you have anything else you would like to tell us about your trip.

We appreciate you taking the time to share your thoughts about your recent trip experience. Your opinion is very important to us, and we truly value your feedback.

