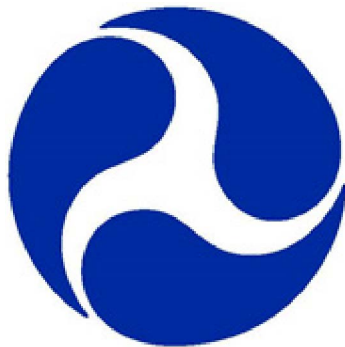


Quarterly Report on the Performance and Service Quality of Intercity Passenger Train Operations



Covering the Quarter Ending March 2022
(Second Quarter of Fiscal Year 2022)

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 second quarter of FY 2022 from January 1 to March 31, 2022, includes data about Amtrak's on-time performance, minutes of delay, causes of delay, cost recovery, ridership, customer satisfaction, station arrivals, and other services. The data in this report is provided to FRA by Amtrak.

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.

Key highlights from the FY 2022 second quarter report are below.

COVID-19 Impacts

Although Amtrak continues to recover from reduced demand due to the COVID-19 public health emergency, it experienced constrained capacity during the second quarter of FY 2022 due to COVID-19-related impacts. As a result, many routes operated at reduced frequencies during this quarter, and system-wide train miles decreased by 16 percent from the first quarter of FY 2022 to the second quarter of FY 2022 (from 8,689,839 train miles to 7,270,083 train miles). The only service with no operations during this quarter was the Adirondack; the Silver Meteor service was suspended in late January 2022 and remained suspended for the remainder of the second quarter of FY 2022.

Customer On-Time Performance

Customer on-time performance (OTP) is included in this quarterly report for all routes and trains in operation during the second quarter of FY 2022, regardless of schedule status. This is the second report to include customer OTP for all routes and trains in operation during the quarter.

The routes with the highest OTP this quarter were the Keystone (94.4 percent), Hiawatha (93.4 percent), and the Ethan Allen Express (92.3 percent), and those with the lowest were the Capitol Ltd (28.6 percent), Sunset Ltd (29.3 percent), and the Silver Star (30.3 percent).

This quarter's report provides the second opportunity to apply the customer OTP minimum standard described in the rule that establishes metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations (see 49 C.F.R 273): 80 percent customer OTP for any two consecutive calendar quarters. Of the trains that operated in either the first or second quarter of FY 2022, 64 percent met the 80 percent customer OTP standard, 23 percent did not meet the standard, and 13 percent did not operate in one of the two quarters.

FRA Quarterly Report | I. Executive Summary

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 approximately 1.1 million minutes of delay during the second quarter of FY 2022, down 15 percent from the previous quarter. The largest cause of delays was freight train interference at 258,988 minutes of delay – 23 percent of total delay minutes, a decrease of 13 percent from the previous quarter. Other significant causes of delay were unused recovery time, passenger train interference, and slow orders.

A normalized delay metric – minutes of delay per 10,000 train miles – is included in the report data for all Amtrak-responsible and host-responsible delays. In the second quarter of FY 2022, the Class I host railroad with the most host-responsible delay minutes per 10,000 train miles was Norfolk Southern (1,803 minutes); the Class I host railroad the smallest number of host-responsible delay minutes per 10,000 train miles was Canadian Pacific (310 minutes). For each Class I host railroad, freight train interference comprised the largest number of delay minutes per 10,000 train miles.

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 one route below 70 percent (Capitol Ltd). Only one Long Distance route – the Palmetto – was rated over 80%.

Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned \$584M in adjusted operating revenue, a decrease of 13 percent from the previous quarter, and incurred \$895M in fully allocated operating expenses, an increase of 9 percent from the previous quarter. Amtrak's cost recovery ratio for the second quarter of FY 2022 was 65 percent, also down from the first quarter of FY 2022's cost recovery ratio of 82 percent.

Amtrak had 4,152,551 total riders during the quarter, a decrease of 25 percent over the previous quarter. The Northeast Regional (1,218,418 riders), Acela Express (387,203 riders), and Pacific Surfliner (307,964 riders) accounted for 46 percent of the total ridership. These routes, along with the Auto Train, also accounted for 35 percent of Amtrak's adjusted operating revenue: Northeast Regional (\$96.4M), Acela Express (\$55.6M), Auto Train (\$30.1M), and Pacific Surfliner (\$23.8M).

Public Benefits

Public benefits metrics are reported annually, and were included for the first time in the FY 2022 first quarter report, covering all of FY 2021. They will be published next in the FY 2023 first quarter report. The public benefits metrics track connectivity, missed connections, community access, and service availability across Amtrak's network. Public benefits metrics data for FY 2021 is also available for download at railroads.dot.gov.



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 fourth quarterly report covers the fourth full calendar quarter three months after the publication of the final rule in the Federal Register, which is the second quarter (Q2) of Federal fiscal year (FY) 2022, running from January 1, 2022, to March 31, 2022. 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 second quarter of FY 2022. Additional information about the final rule and the supporting data files are available at [railroads.dot.gov](https://www.railroads.dot.gov).

FRA is pleased to publish this fourth 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 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. 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	July 1 – September 30, 2021 (except disputed schedules) October 1 – December 31, 2021 (all schedules)	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

Category	Metric	First Period Reported	Summary Description
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
	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



Category	Metric	First Period Reported	Summary Description
Public Benefits	Connectivity	October 1 – December 31, 2021 (covering all of FY2021)	Percent of passengers connecting to and from other Amtrak routes
	Missed connections	October 1 – December 31, 2021 (covering all of FY2021)	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 (covering all of FY2021)	Percent of Amtrak passenger-trips to and from not well-served communities
	Service availability	October 1 – December 31, 2021 (covering all of FY2021)	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



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, and Table 3 for a list of host railroads for each route.

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	Adirondack	Between New York (Penn Station) and Montreal
	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 Chicago 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

Table 3. Routes and Hosts

Service Line	Route	Host ¹	Route Miles
Long Distance	Auto Train	Central Florida Rail Corridor	16
		CSX	898
	California Zephyr	BNSF	1,027
		UP	1,381
	Capitol Ltd	CSX	307
		Norfolk Southern	481
	Cardinal	Amtrak	226
		Buckingham Branch Railroad	132
		CSX	703
		Norfolk Southern	79
	City Of New Orleans	CN	930
	Coast Starlight	BNSF	158
		SCRRA	48
		Sound Transit	20
		UP	1,162
	Crescent	Amtrak	226
		Norfolk Southern	1,141
	Empire Builder	BNSF	2,147
		CP	384
		Metra	29
	Lake Shore Ltd	Amtrak	111
		CSX	741
		Metro-North Railroad	64
		Norfolk Southern	339
	Palmetto	Amtrak	226
		CSX	659
	Silver Meteor	Central Florida Rail Corridor	61
		CSX	1152
		Florida DOT	68
	Silver Star	Amtrak	226
		Central Florida Rail Corridor	61
		CSX	1,209
Florida DOT		68	
Norfolk Southern		28	
Southwest Chief	BNSF	2,206	
	New Mexico DOT	80	

¹ Excludes hosts with fewer than 15 route miles.

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Service Line	Route	Host	Route Miles
Long Distance	Sunset Ltd	BNSF	190
		UP	1,784
	Texas Eagle	BNSF	116
		CN	35
		Trinity Rail Express	33
	UP	1,073	
NEC	Acela Express	Amtrak	401
		Metro-North Railroad	56
	On Spine Northeast Regional	Amtrak	463
		Metro-North Railroad	56
	Richmond / Newport News / Norfolk	Amtrak	463
		CSX	189
		Metro-North Railroad	56
		Norfolk Southern	81
	Roanoke	Amtrak	463
		Norfolk Southern	216
		Metro-North Railroad	56
	Springfield Shuttles	Amtrak	62
		Massachusetts DOT	36
State Supported	Blue Water	Amtrak	99
		CN	159
		Michigan DOT	22
		Norfolk Southern	39
	Capitol Corridor	UP	171
	Carl Sandburg / Illinois Zephyr	BNSF	257
	Carolinian	CSX	295
		Norfolk Southern	202
	Cascades	BNSF	317
		Sound Transit	20
		UP	125
	Downeaster	MBTA	38
		PanAm	107
	Ethan Allen Express	Amtrak	100
		CP	60
		Metro-North Railroad	64
Vermont Railway		24	
Heartland Flyer	BNSF	236	



FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Service Line	Route	Host	Route Miles
State Supported	Hiawatha	CP	53
		Metra	29
	Illini / Saluki	CN	304
	Keystone	Amtrak	195
	Lincoln Service	CN	35
		UP	231
	Maple Leaf	Amtrak	109
		CSX	298
		Metro-North Railroad	64
	Missouri	UP	271
	New York - Albany	Amtrak	81
		Metro-North Railroad	64
	New York - Niagara Falls	Amtrak	109
		CSX	296
		Metro-North Railroad	64
	Pacific Surfliner	BNSF	22
		San Diego Northern	60
		SCRRA	95
		UP	174
	Pennsylvanian	Amtrak	195
		Norfolk Southern	249
	Pere Marquette	CSX	135
		Norfolk Southern	39
	Piedmont	Norfolk Southern	173
	San Joaquins	BNSF	284
		UP	88
	Vermont	Amtrak	304
		Massachusetts DOT	50
		Metro-North Railroad	56
		New England Central	192
	Wolverine	Amtrak	99
		CN	27
		Michigan DOT	134
		Norfolk Southern	39

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 these quarterly reports, all customer OTP and train delay metrics are reported using the physical route structure (Table 2), and financial, customer service, and public benefits metrics are reported using the financial route structure (Table 4).

Table 4. 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	Charlotte, NC – 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 Express	New York, NY – Rutland, VT	New York – Albany, NY (Empire Service)
		Albany, NY – Rutland, VT (Ethan Allen Service)
Keystone	Harrisburg, PA – New York, NY	Harrisburg – Philadelphia, PA

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

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

Table 5. 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, at the route-level and by train, are included in this report.</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 means, in a machine-readable format: 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>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>The metric was reported monthly through May 2021 after which it is reported annually, most recently in the FY2021 Quarter 4 report available at railroads.dot.gov.</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: (1) A published train schedule for which a specific change is sought: (i) 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; (ii) 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 (iii) 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; 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, available for download railroads.dot.gov, the third-party delays are coded as "Neither."</p>

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Metric	Definition	Data Description and Notes
Disputed 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 6 for a list of host railroads and abbreviated host railroad codes used in the delay reports. See Table 7 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.	<p><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 and Amtrak-responsible delay, divided by the number of Amtrak train-miles operated over that host, multiplied by 10,000. The complete quarterly dataset is available for download at railroads.dot.gov.</p>
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 railroads.dot.gov .
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 railroads.dot.gov.</p>

Table 6. 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 ¹	CT
CN – IC (Former GTW and IC)	CC
Conrail Shared Assets	CR
CP Rail (Soo Line)	CP
CSX Corporation	CS
Delaware & Hudson (CP Rail)(StL&H)	DH
Florida DOT	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 England Central	NE
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
Sound Transit (XNI-XTW =Tacoma, WA vicinity)	ST
Terminal Railroad Assn. Of St. Louis (TRRA)	TR
Trinity Rail Express	TE
Union Pacific	UP
Vermont Railway	VR

¹ Amtrak records delays experienced by Illini/Saluki and City of New Orleans trains on any of the routes they may use between 16th St. and Control Point-Roosevelt in Chicago to Chicago Terminal (CT).



Table 7. Amtrak Delay Code Definitions

Responsibility	Code	Code Description	Explanation
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 Centralized Electrification and Traffic Control (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

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Responsibility	Code	Code Description	Explanation
Host-responsible delays	DTR	Detour	Delays from detours
	FTI	Freight train interference	Delays from freight trains
	PBB	Planned B&B work	Scheduled bridge and building maintenance
	PET	Planned ET work	Scheduled catenary or other electrical work
	PSC	Planned C&S work	Scheduled communications and signal work
	PSR	Planned speed restrictions	Scheduled speed restrictions
	PTI	Passenger train 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 8. Customer On-Time Performance by Route

Service Line / Route	OTP
Long Distance	
Auto Train	37.0%
California Zephyr	41.1%
Capitol Ltd	28.6%
Cardinal	53.3%
City Of New Orleans	63.9%
Coast Starlight	60.8%
Crescent	60.3%
Empire Builder	42.1%
Lake Shore Ltd	61.1%
Palmetto	78.9%
Silver Meteor	57.5%
Silver Star	30.3%
Southwest Chief	40.4%
Sunset Ltd	29.3%
Texas Eagle	62.2%
Northeast Corridor	
Acela Express	84.1%
On Spine Northeast Regional	85.7%
Richmond / Newport News / Norfolk	74.7%
Roanoke	76.8%
Springfield Shuttles	88.9%
State Supported	
Blue Water	46.1%
Capitol Corridor	84.2%
Carl Sandburg / Illinois Zephyr	76.6%
Carolinian	73.4%
Cascades	61.4%
Downeaster	82.3%
Ethan Allen Express	92.3%
Heartland Flyer	59.8%
Hiawatha	93.4%
Illini / Saluki	51.2%
Keystone	94.4%
Lincoln Service	73.7%
Maple Leaf	83.0%
Missouri	83.4%
New York - Albany	91.8%
New York - Niagara Falls	82.5%
Pacific Surfliner	83.5%
Pennsylvanian	74.5%
Pere Marquette	64.6%
Piedmont	78.2%
San Joaquins	75.4%
Vermont	84.4%
Wolverine	52.2%



Figure 3. Customer OTP by Service Line & Route

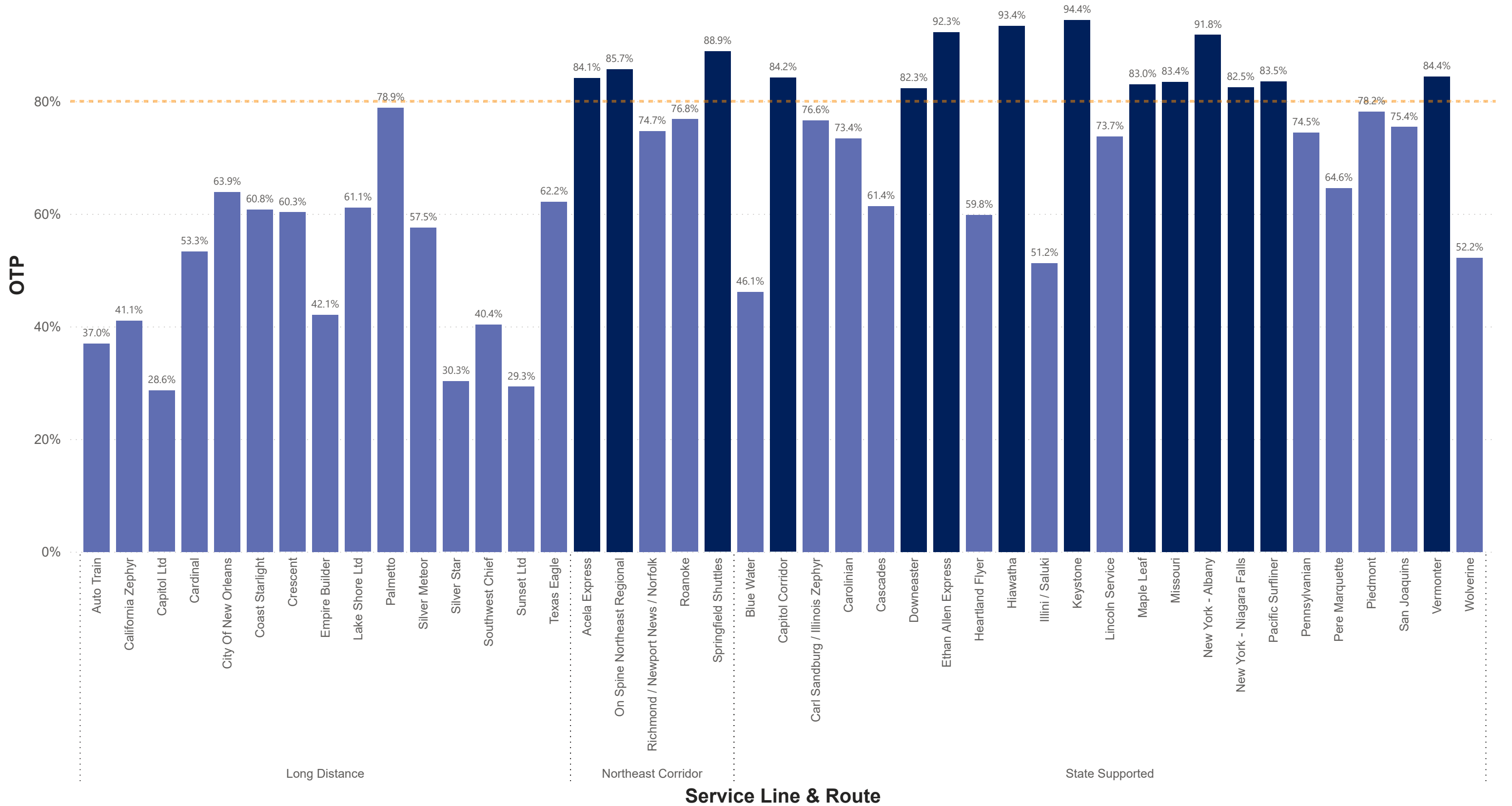


Figure 4. Customer OTP by Route

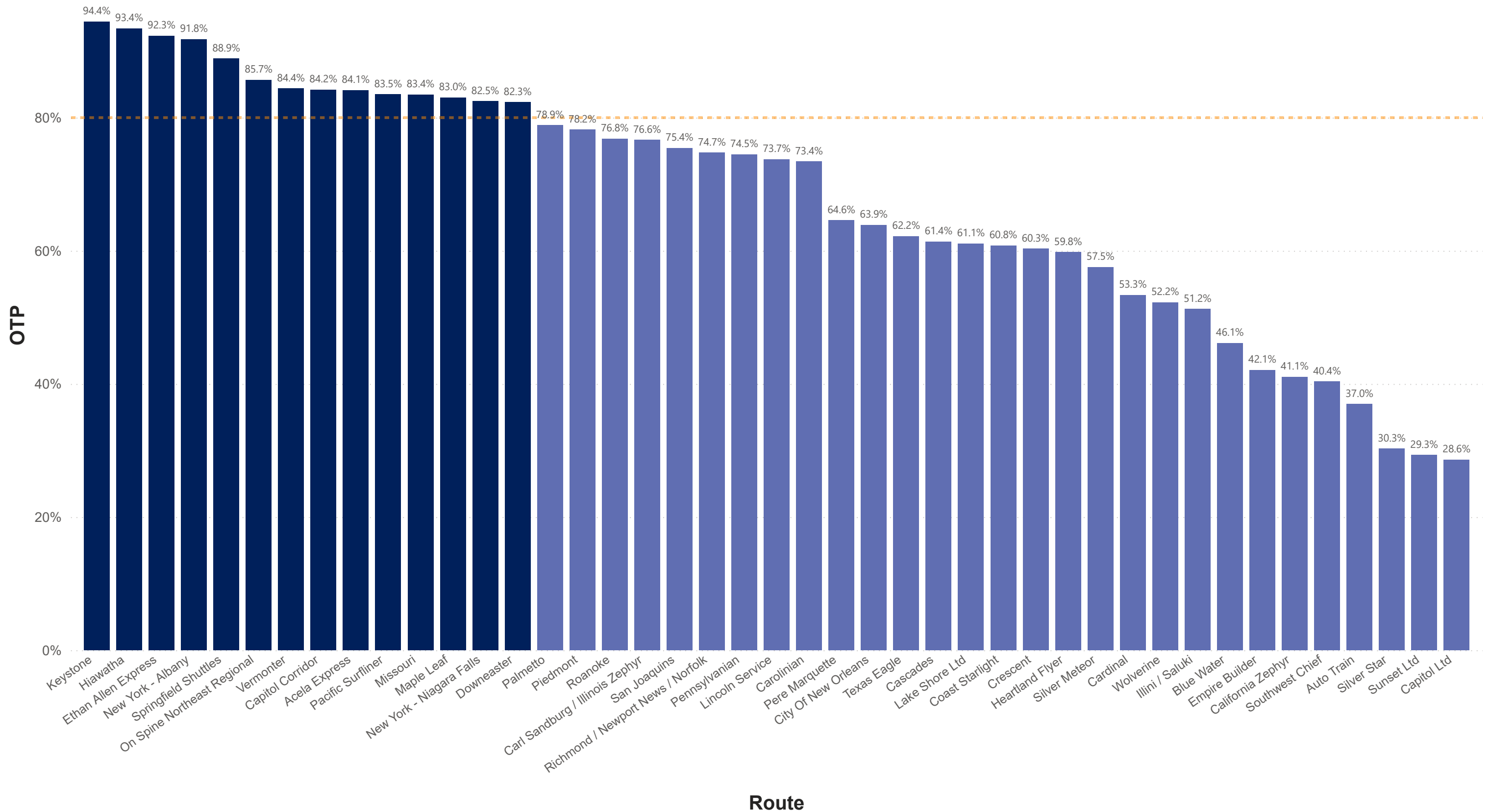


Table 9. Ridership Data Metrics

Host Railroad Name	January 2022	February 2022	March 2022
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
Sound Transit	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 10. Disputed Delay Minutes

Host Railroad	Disputed Delay Minutes	Unresolved Disputed Delay Minutes
BNSF	16	0
Buckingham Branch	8	0
Canadian National	8,362	0
Canadian Pacific	78	0
Norfolk Southern	1,128	0
Union Pacific	1,167	0
Total	10,759	0



Table 12. Host Railroad Responsible Train Delay Minutes

Service Line / Route	Delay Cause									Total
	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	
Long Distance										
Auto Train	350	1,507		238	5,541		7,845	4,659	1,522	21,662
California Zephyr	392	4,362		1,611	6,500	89	21,685	3,838	3,511	41,988
Capitol Ltd	106	947		187	1,005	363	15,170	1,531	2,325	21,634
Cardinal	140	1,042		168	1,193		3,686	886	810	7,925
City Of New Orleans	49	1,143		344	2,215		6,523	1,548	1,671	13,493
Coast Starlight	406	3,185		964	5,071	47	10,961	5,707	969	27,310
Crescent	123	2,499		419	2,308		13,336	2,173	1,459	22,317
Empire Builder	340	1,861		960	4,093	702	18,776	2,330	943	30,005
Lake Shore Ltd	2,198	1,393		262	906		12,638	2,759	2,069	22,225
Palmetto	174	967		745	2,366		5,325	2,404	368	12,349
Silver Meteor	245	506		99	699		1,297	893	144	3,883
Silver Star	1,706	2,090		576	6,863		6,627	4,951	1,432	24,245
Southwest Chief	1,575	3,206		764	4,490		12,019	2,576	1,015	25,645
Sunset Ltd	79	2,000		1,470	3,633	28	17,590	356	3,297	28,453
Texas Eagle	87	1,897		489	3,629	60	17,358	1,807	923	26,250
Northeast Corridor										
Acela Express	1,957	233	41	104	5,368			82	563	8,348
On Spine Northeast Regional	2,700	392		55	4,648	2	3	55	306	8,161
Richmond / Newport News / Norfolk	3,265	2,440		477	4,774	12	3,266	1,562	2,740	18,536
Roanoke	537	464		91	1,306		1,178	257	85	3,918
Springfield Shuttles		108			107		393		93	701
State Supported										
Blue Water	22	537		126	123		4,552	508	198	6,066
Capitol Corridor	882	1,838		738	9,761	11	1,697	4,753	1,325	21,005
Carl Sandburg / Illinois Zephyr	806	633		203	485		3,654	332	804	6,917
Carolinian	116	1,289		473	1,620		1,906	2,782	1,369	9,555
Cascades	290	2,353		1,282	4,002		7,193	3,476	1,304	19,900
Downeaster	1,170	3,350		963	2,807	94	1,512	2,947	227	13,070
Ethan Allen Express	523	306		254	317		134	2	171	1,707
Heartland Flyer		255		50	3,105	6	3,115		5	6,536
Hiawatha	2,123	520		404	181		395	169	151	3,943
Illini / Saluki	240	432		166	2,206		2,105	477	142	5,768
Lincoln Service	56	2,637		522	1,123	423	12,535	5,783	1,690	24,769
Maple Leaf	318	280		238	711		2,029	266	1,271	5,113
Missouri		288		124	746	19	3,114	32	313	4,636
New York - Albany	3,178	169		188	643			124	787	5,089
New York - Niagara Falls	1,671	1,068		511	1,380		3,305	380	2,489	10,804
Pacific Surfliner	6,820	7,915		2,144	3,812	174	2,128	11,581	1,849	36,423
Pennsylvanian		358		135	237		4,041		1,074	5,845
Pere Marquette		347		171	75		2,406	380	122	3,501
Piedmont		1,384		576	1,563		2,377	1,042	266	7,208
San Joaquins	36	2,836		771	7,366	325	13,354	13,770	879	39,337
Vermont	513	397		120	5,865		95	61	37	7,088
Wolverine	67	2,431		575	1,120		9,146	4,240	949	18,528

Table 13. Third Party Responsible Train Delay Minutes

Service Line / Route	Delay Cause									Total
	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Long Distance										
Auto Train			76	7	1,206	144	1,099		1,772	4,304
California Zephyr			714	284	4,109	573	714		1,738	8,132
Capitol Ltd			28	97	2,046	510	205		372	3,258
Cardinal			38	4	2,144	458	81		335	3,060
City Of New Orleans			223	6	4,904	115	988		352	6,588
Coast Starlight			193	426	6,746	1,861	1,209		1,069	11,504
Crescent	6		133	58	4,242	477	741		2046	7,703
Empire Builder			753	115	5,478	218	219		2,180	8,963
Lake Shore Ltd			36	99	4,017	215	270		288	4,925
Palmetto	4		71		2,766	199	478	7	1,570	5,095
Silver Meteor			37		639	177	355		811	2,019
Silver Star	47		115		1,556	971	1,456		2,869	7,014
Southwest Chief			32	15	4,894	867	440		681	6,929
Sunset Ltd		6	60	42	1,941	574	585		80	3,288
Texas Eagle			53	49	11,882	172	520		553	13,229
Northeast Corridor										
Acela Express	115		86	52	1,770	416	1,341	3	2,955	6,738
On Spine Northeast Regional	174		117	8	1,704	788	843	127	3,694	7,455
Richmond / Newport News / Norfolk	90		365	3	4,685	442	533	34	2,771	8,923
Roanoke	16		52	5	1,279	247	408		695	2,702
Springfield Shuttles					616	71	308		1,354	2,349
State Supported										
Blue Water			49	239	2,174	133	552		359	3,506
Capitol Corridor		1	85	2,568	2,455	1,640	1,281		18	8,048
Carl Sandburg / Illinois Zephyr			25		750	229	2		105	1,111
Carolinian	4		119		2,222	233	299		375	3,252
Cascades			44	425	1,154	525	1024		138	3,310
Downeaster					3,331	166	74		75	3,646
Ethan Allen Express					1,332	72	400		89	1,893
Heartland Flyer					45	59	95		249	448
Hiawatha				5	357	73	46		69	550
Illini / Saluki				12	95	82	15		173	377
Keystone	99		295			153	343	4	1,115	2,009
Lincoln Service			111	7	6,095	109	543		803	7,668
Maple Leaf			15		2,258	53	116		416	2,858
Missouri			6		1438	20	128		73	1,665
New York - Albany			12		1,936	188	443		272	2,851
New York - Niagara Falls			38		1,760	173	301		689	2,961
Pacific Surfliner			440		16,251	3,727	1,853		187	22,458
Pennsylvanian			63		119	50	213		500	945
Pere Marquette				151	185	15	259		90	700
Piedmont			73		741	185	694		227	1,920
San Joaquins			110		6,934	2,837	949		139	10,969
Vermont	25		49	18	572	65	60		324	1,113
Wolverine			150	320	830	261	651		1,171	3,383

Figure 5. Delay Minutes by Service Line

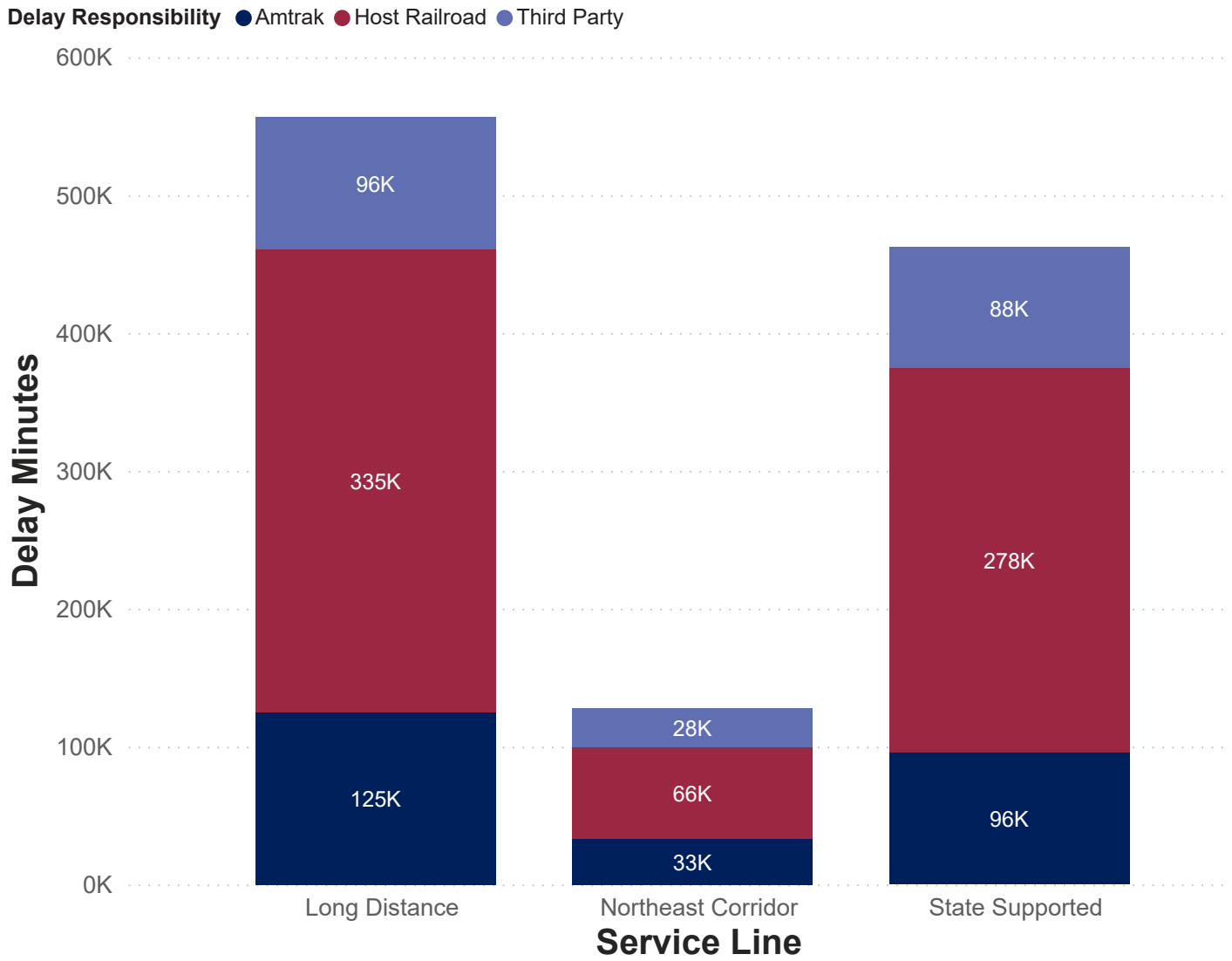


Figure 6. Delay Minutes by Service Line, Route, and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

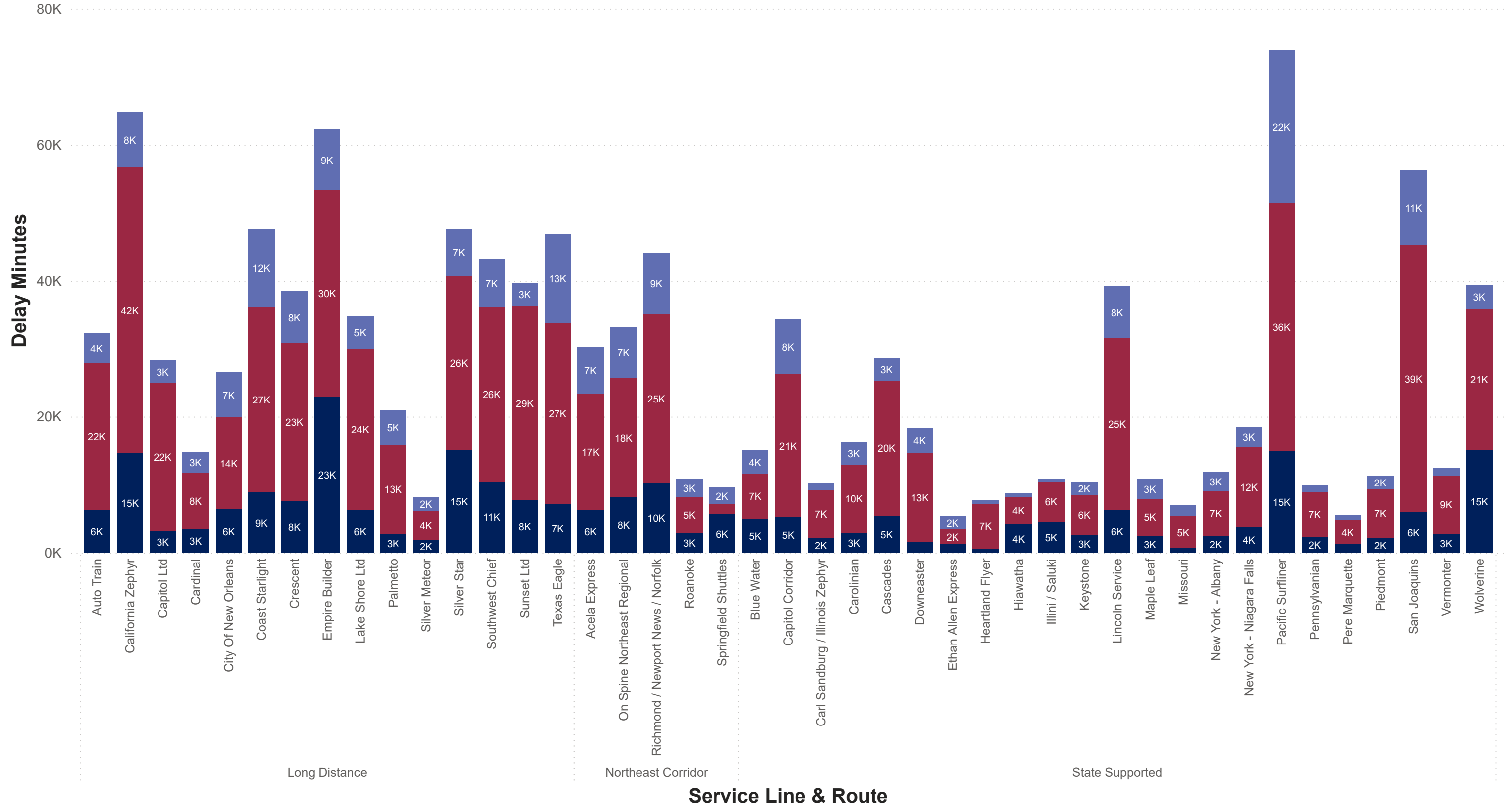


Figure 7. Delay Minutes by Route and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

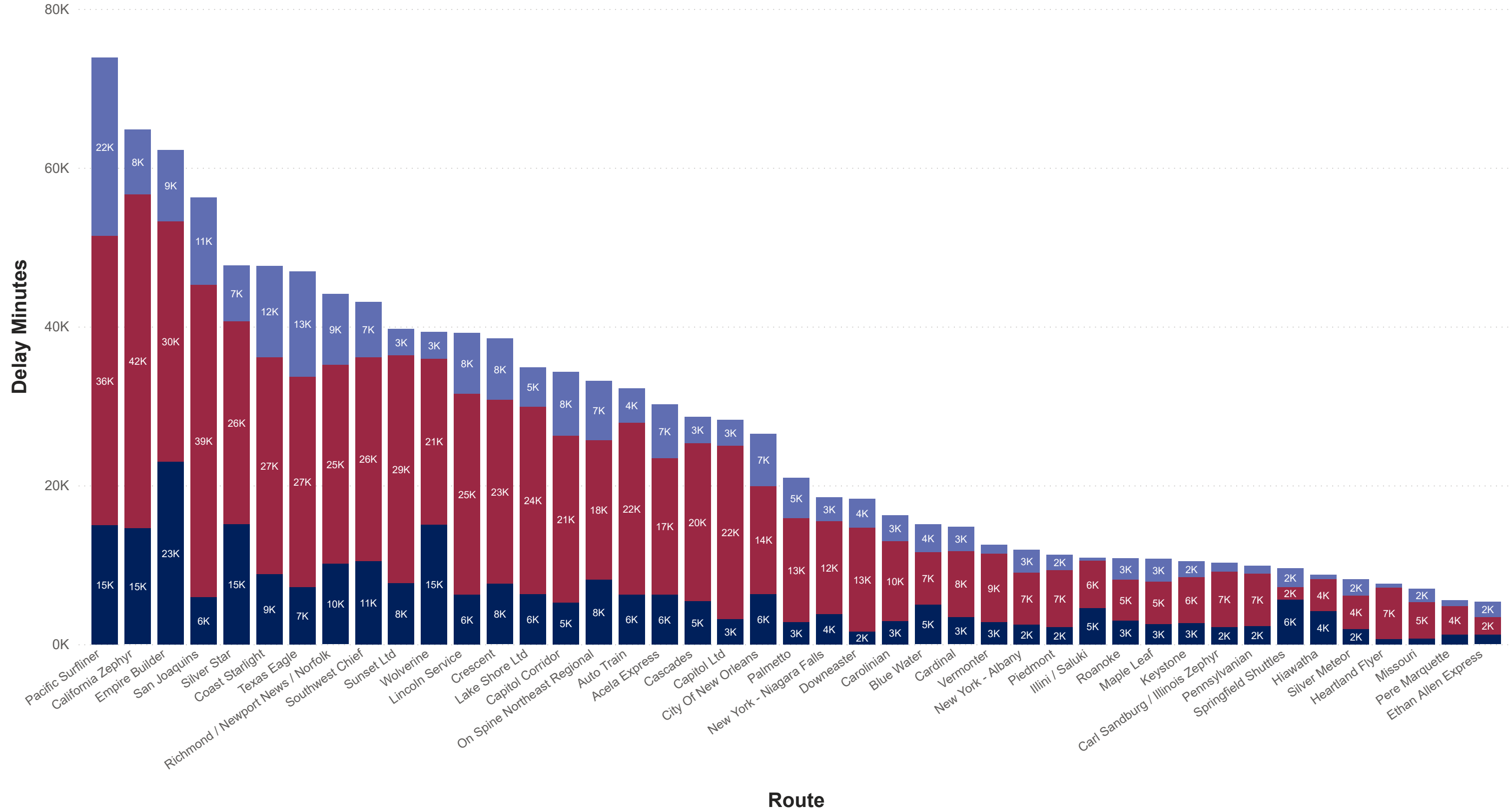
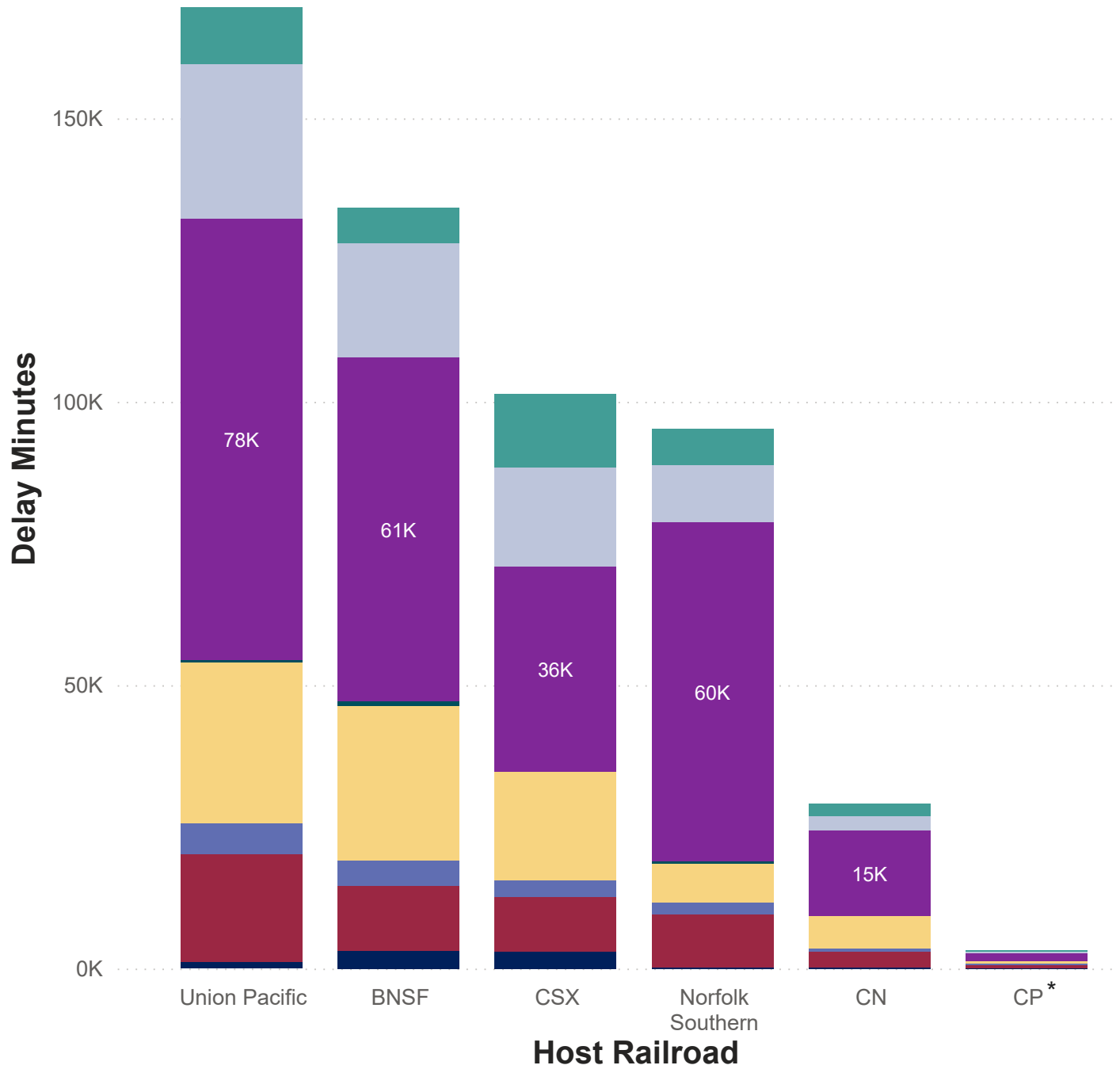


Figure 8. Class I Host Responsible Train Delay Minutes

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



* The CP delays do not include those on the portions of the Ethan Allen route where the Delaware & Hudson, a CP subsidiary, is the host railroad.

Figure 9. Train Delay Minutes by Responsibility

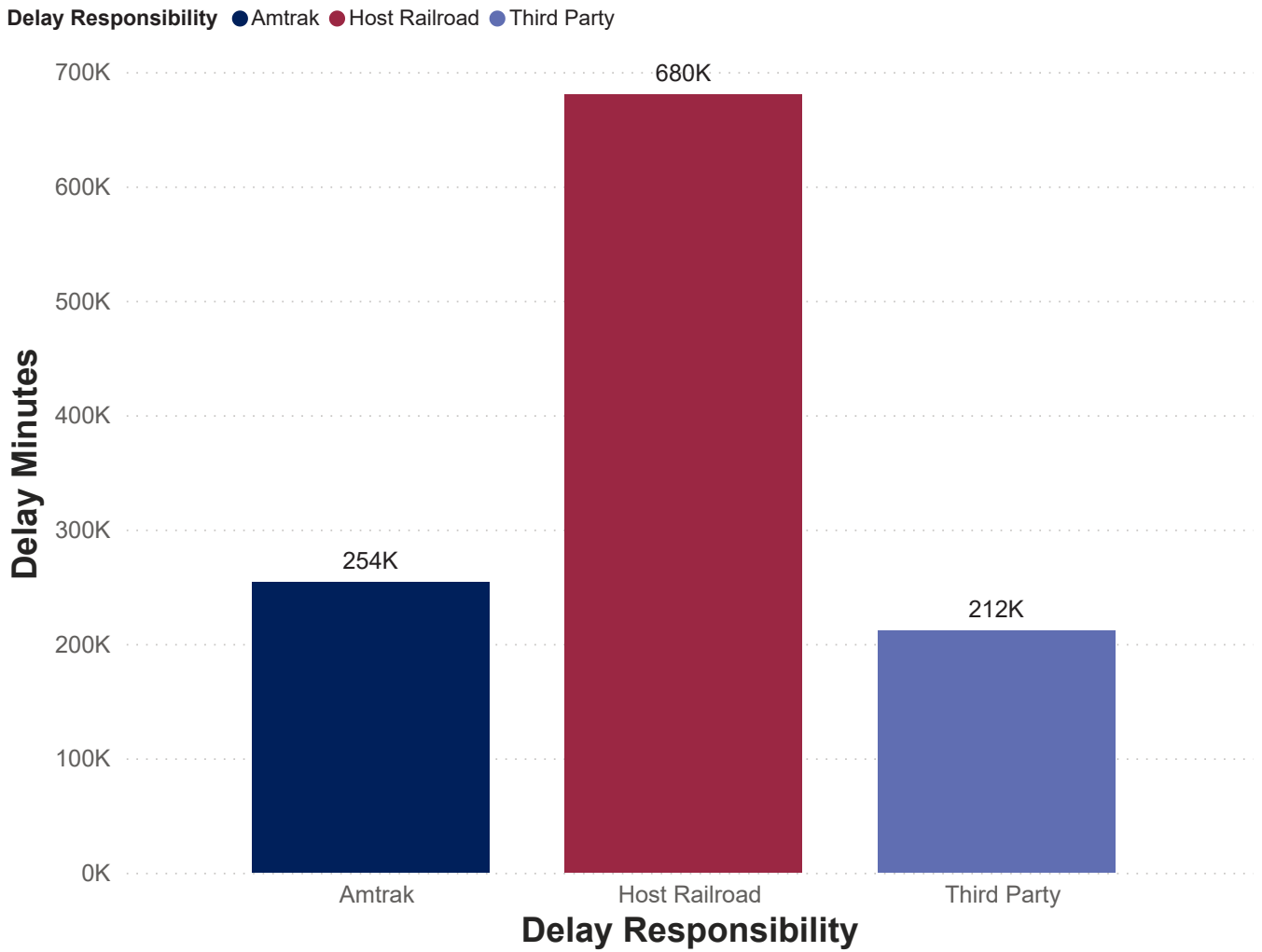


Figure 10. Train Delay Minutes per 10,000 Train Miles by Service Line

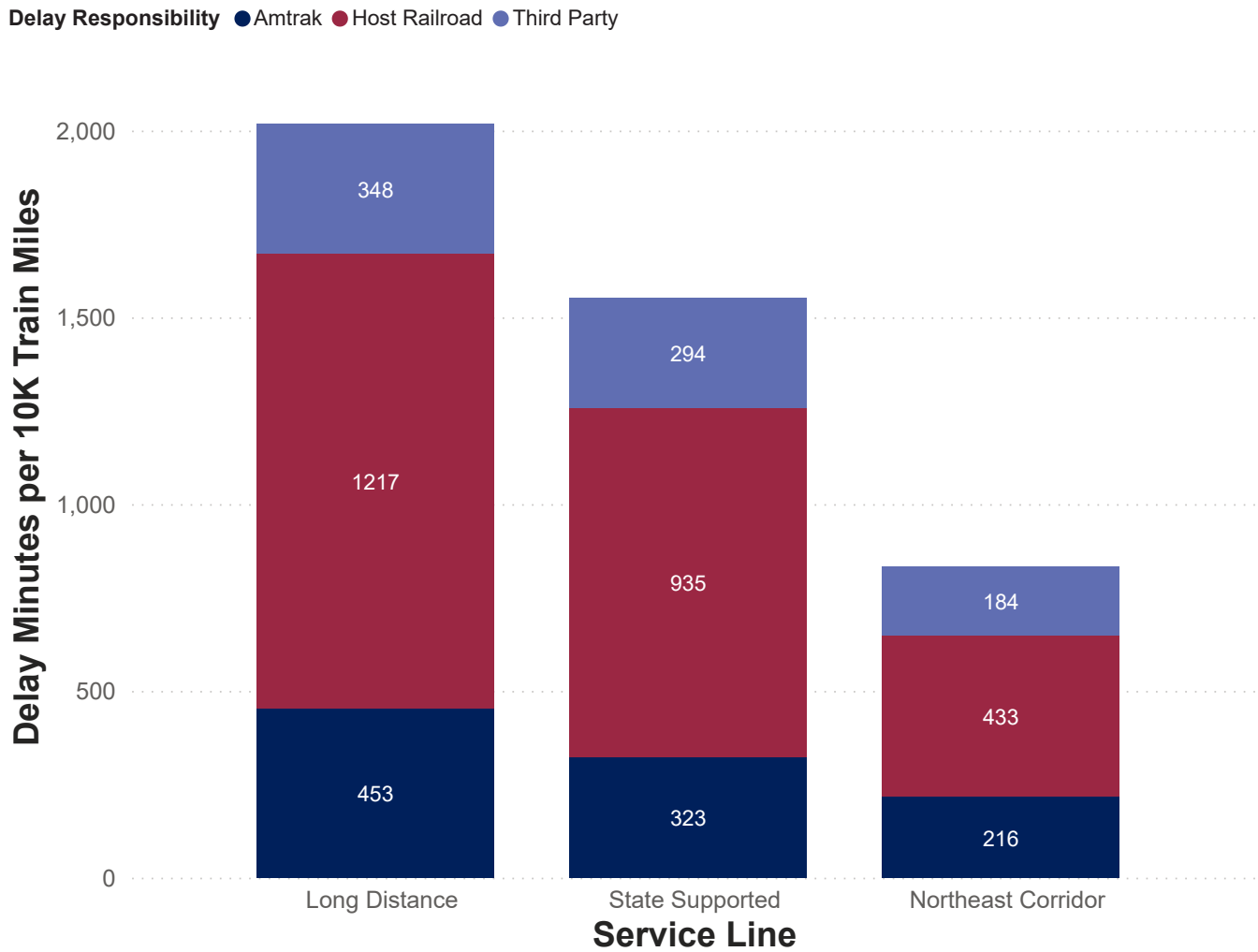


Figure 11. Delay Minutes per 10,000 Train Miles by Route and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

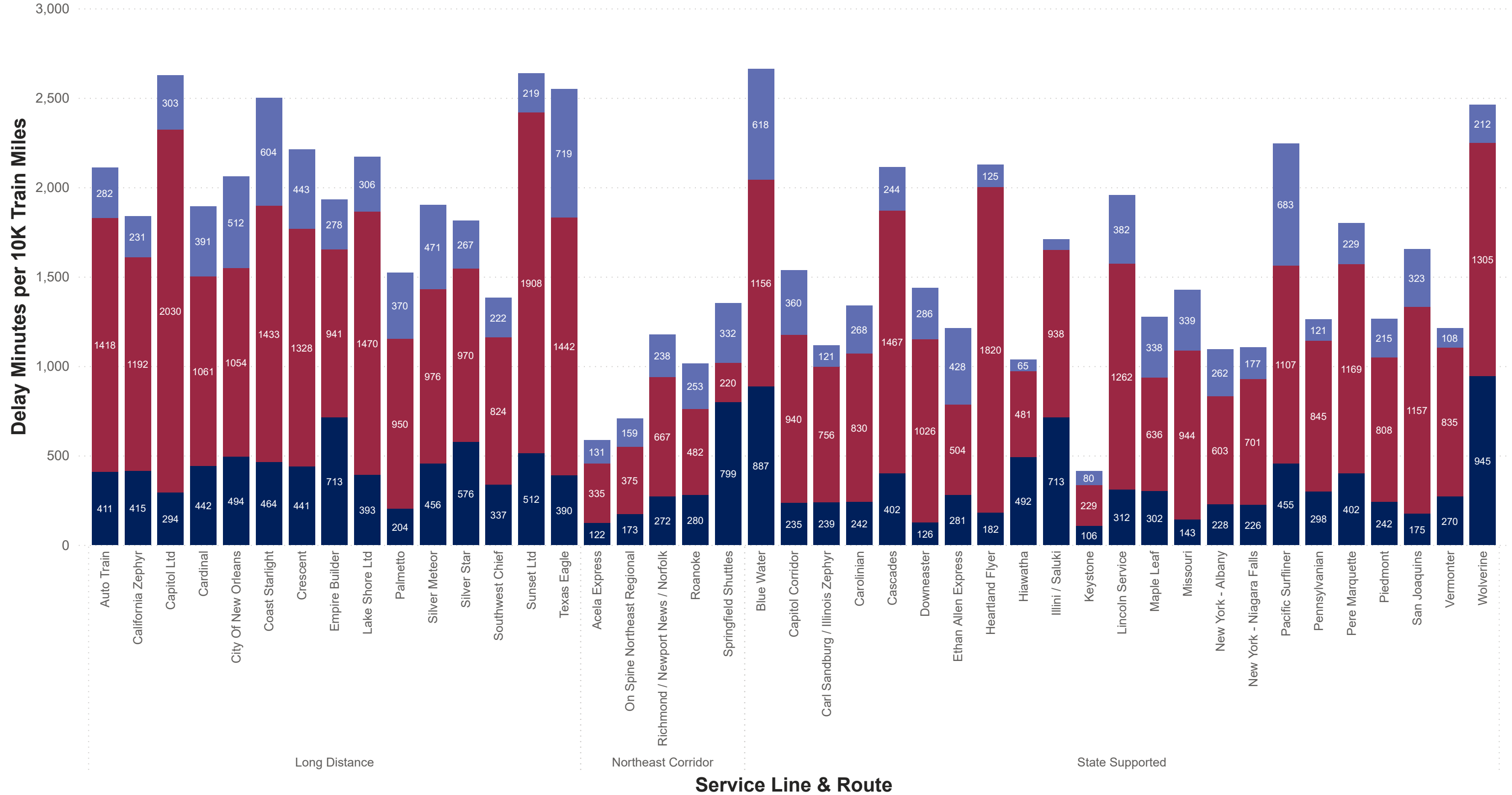


Figure 12. Delay Minutes per 10,000 Train Miles by Service Line, Route, and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

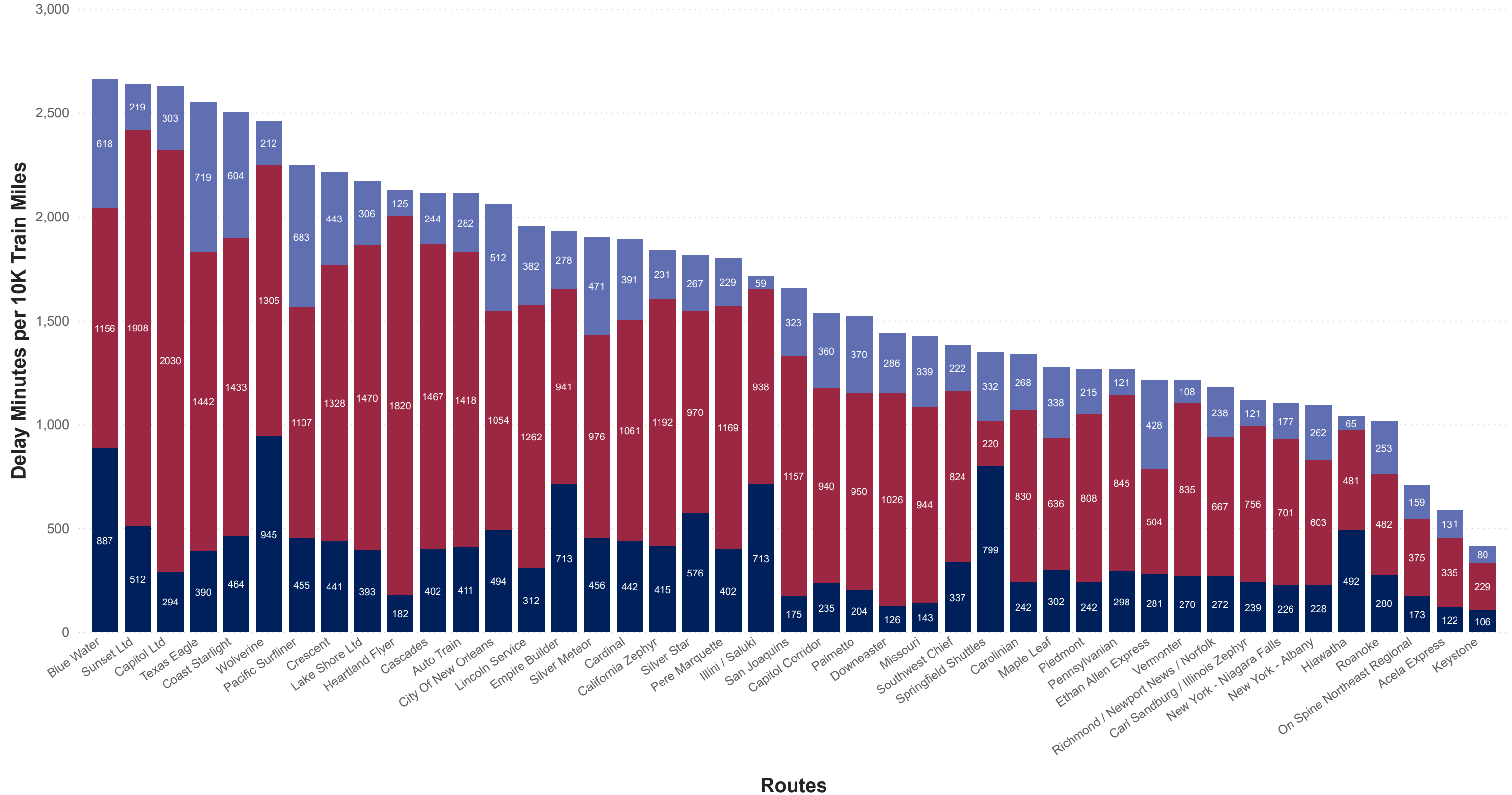
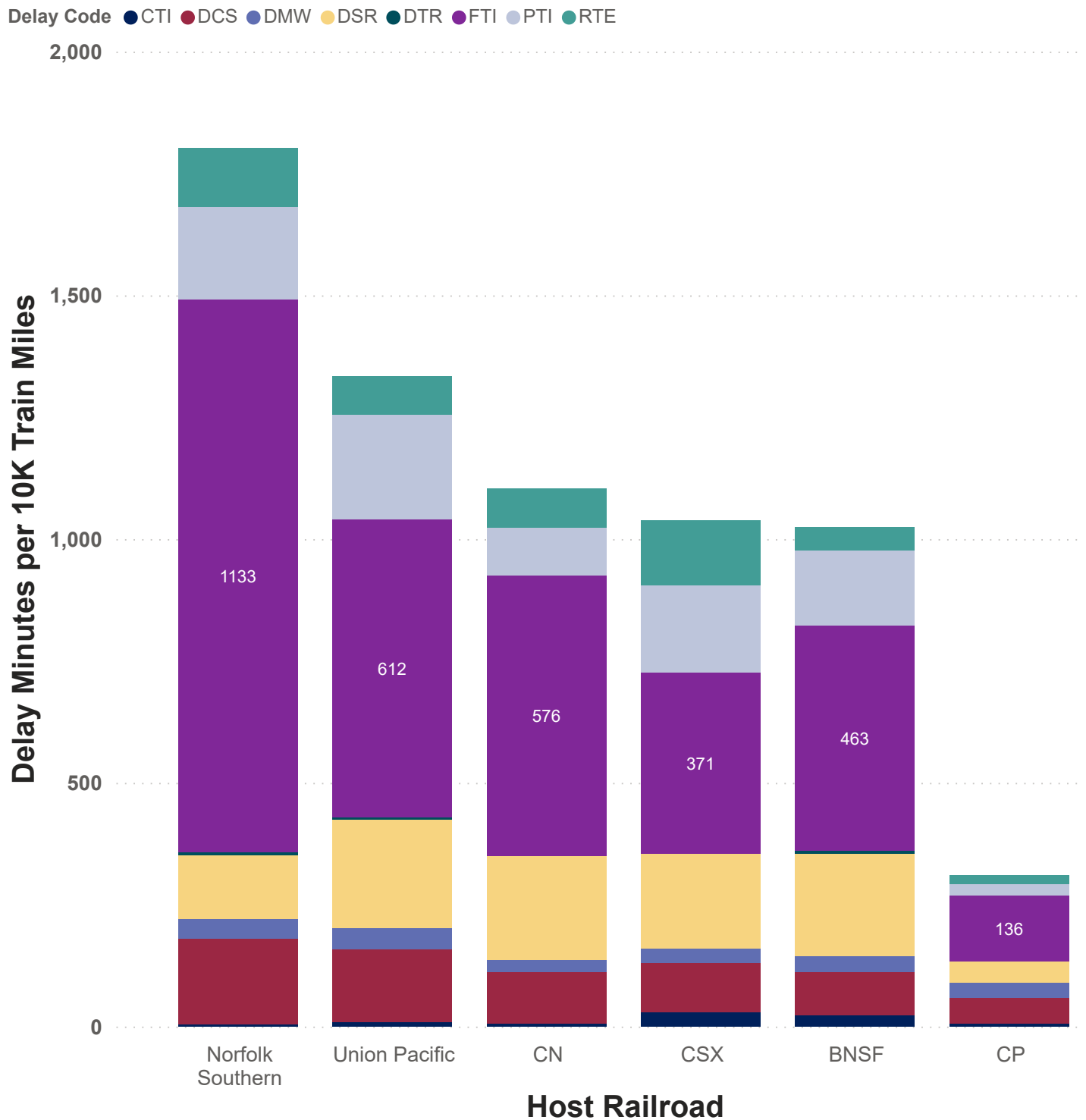


Figure 13. Class I Host Responsible Train Delay Minutes per 10,000 Train Miles



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 publishes information about Amtrak’s customer satisfaction survey (including the survey questions and methodology) annually as an appendix to the quarterly report. For the most recent customer satisfaction survey publication, see Appendix 4 of the FY 2021 fourth quarter report.

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 tables and charts in this report reflect 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).

Table 14. Customer Service Metrics – Definitions and Notes

Metric	Definition
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 onboard 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 onboard comfort 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 15. Customer Satisfaction by Route - Not Adjusted for Train Performance

Service Line / Route	Overall Service	Amtrak Personnel	Information Given	On-Board Cleanliness	On-Board Comfort	On-Board Food Service
Long Distance						
Auto Train	75%	88%	78%	84%	73%	59%
California Zephyr	79%	87%	73%	74%	86%	65%
Capitol Limited	64%	81%	65%	75%	77%	57%
Cardinal	71%	82%	68%	75%	83%	54%
City of New Orleans	77%	87%	75%	80%	81%	63%
Coast Starlight	78%	87%	75%	78%	83%	59%
Crescent	74%	81%	70%	76%	79%	54%
Empire Builder	70%	82%	66%	68%	78%	55%
Lake Shore Ltd	76%	85%	73%	78%	79%	59%
Palmetto	82%	85%	80%	84%	87%	69%
Silver Meteor	71%	82%	69%	74%	76%	59%
Silver Star	71%	80%	66%	74%	78%	54%
Southwest Chief	78%	89%	75%	72%	80%	66%
Sunset Limited	76%	87%	72%	77%	81%	64%
Texas Eagle	75%	83%	75%	73%	81%	58%
Northeast Corridor						
Acela Express	88%	91%	86%	90%	90%	72%
Northeast Regional	86%	89%	81%	89%	90%	70%
State Supported						
Blue Water	78%	85%	73%	82%	82%	65%
Capitol Corridor	91%	94%	85%	92%	95%	77%
Carolinian	84%	87%	82%	85%	88%	73%
Cascades	84%	92%	81%	86%	88%	64%
Downeaster	91%	94%	87%	95%	95%	82%
Empire South	89%	92%	86%	91%	91%	47%
Empire West/Maple Leaf	91%	93%	89%	90%	91%	73%
Ethan Allen	89%	92%	88%	87%	91%	68%
Heartland Flyer	91%	94%	90%	91%	93%	83%
Hiawatha	91%	94%	89%	92%	94%	54%
Illini / Saluki	76%	88%	72%	83%	86%	66%
Illinois Zephyr/Carl Sandburg	85%	88%	83%	90%	87%	76%
Keystone	92%	93%	88%	93%	95%	52%
Lincoln Service	83%	87%	80%	84%	84%	70%
Missouri River Runner	87%	90%	88%	82%	92%	74%
New Haven - Springfield	88%	92%	83%	89%	94%	73%
Pacific Surfliner	86%	91%	82%	88%	92%	77%
Pennsylvanian	90%	94%	85%	88%	92%	73%
Pere Marquette	88%	96%	87%	92%	93%	77%
Piedmont	92%	94%	90%	96%	95%	70%
San Joaquin	87%	92%	88%	87%	91%	71%
Vermonter	89%	92%	81%	88%	92%	68%
Washington-Lynchburg/Roanoke	86%	89%	79%	87%	90%	70%
Washington-Newport News	84%	89%	77%	88%	90%	73%
Washington-Norfolk	86%	89%	80%	88%	91%	72%
Washington-Richmond	84%	86%	77%	86%	89%	70%
Wolverine	75%	86%	75%	82%	81%	66%

Table 16. Customer Satisfaction by Route - Adjusted for Train Performance

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

Figure 14. Customer Satisfaction by Service Line and Route - Adjusted and Not Adjusted for Train Performance

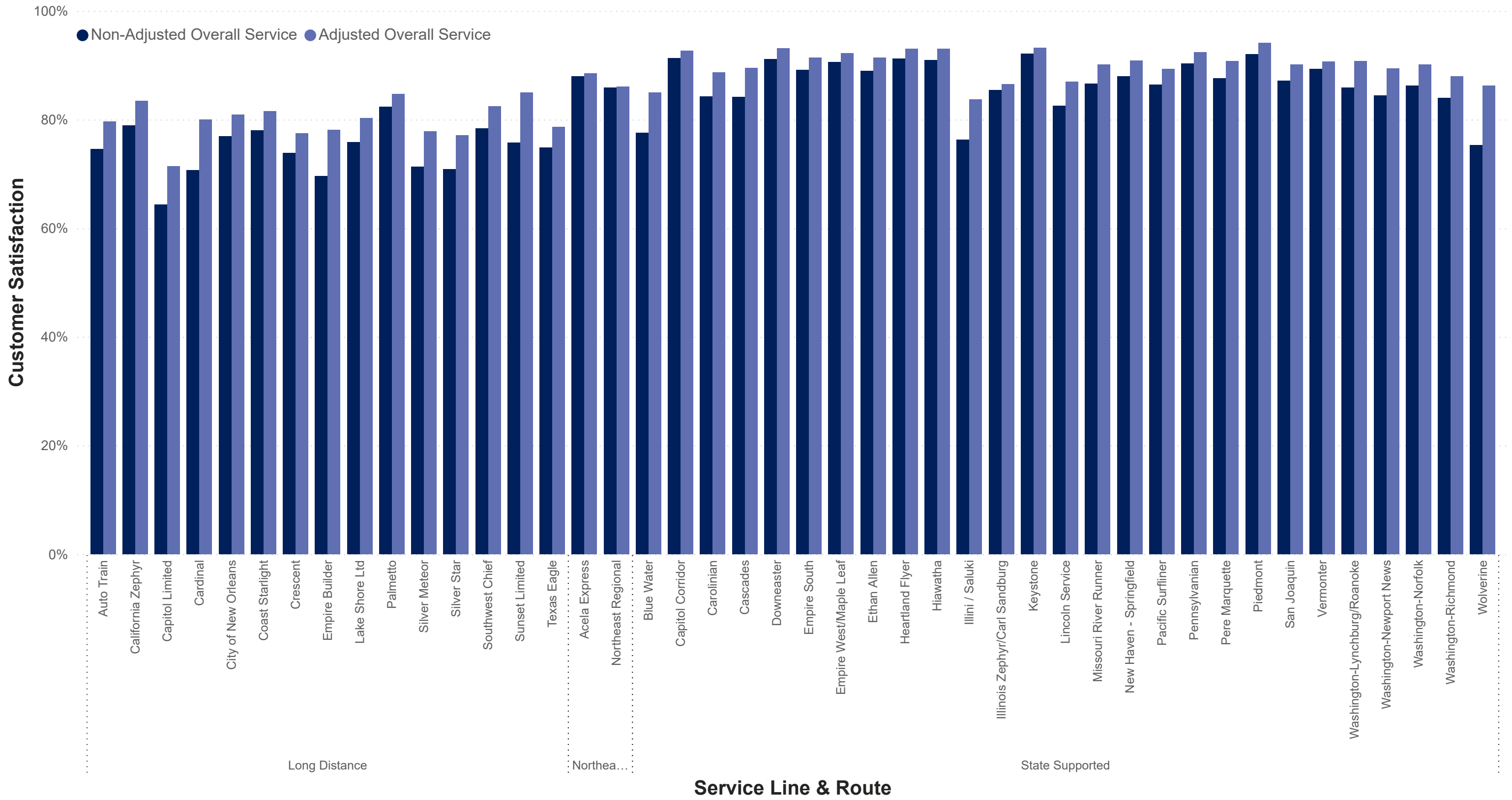
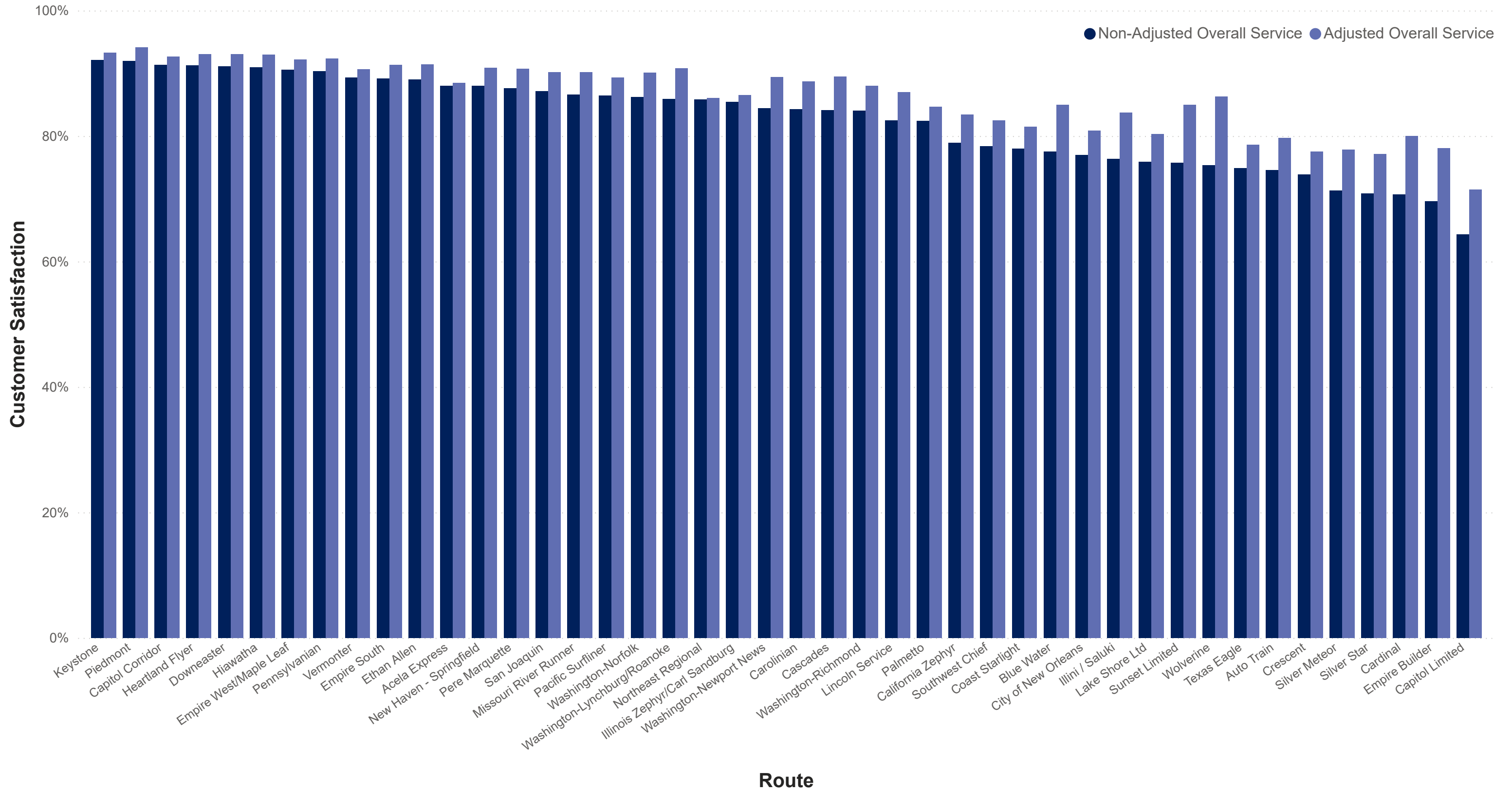


Figure 15. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance



C. Financial

Table 17. Financial Metrics – Definitions and Notes

Metric	Definition	Data Description and Notes
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 & 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 18. Cost Recovery by Service Line and Route

Service Line / Route	Cost Recovery
Long Distance	
Auto Train	124%
California Zephyr	36%
Capitol Limited	30%
Cardinal	21%
City of New Orleans	30%
Coast Starlight	34%
Crescent	32%
Empire Builder	28%
Lake Shore Ltd	31%
Palmetto	45%
Silver Meteor	30%
Silver Star	41%
Southwest Chief	30%
Sunset Limited	17%
Texas Eagle	33%
Northeast Corridor	
Acela Express	66%
NEC Special Trains	43%
Northeast Regional	71%
State Supported	
Adirondack	69%
Blue Water	83%
Capitol Corridor	84%
Carolinian	91%
Cascades	83%
Downeaster	87%
Empire South	56%
Empire West/Maple Leaf	108%
Ethan Allen	36%
Heartland Flyer	81%
Hiawatha	60%
Illini / Saluki	124%
Illinois Zephyr/Carl Sandburg	125%
Keystone	46%
Lincoln Service	88%
Missouri River Runner	99%
New Haven - Springfield	67%
Non-NEC Special Trains	1%
Pacific Surfliner	81%
Pennsylvanian	69%
Pere Marquette	70%
Piedmont	100%
San Joaquin	89%
Vermont	97%
Washington-Lynchburg/ Roanoke	95%
Washington-Newport News	101%
Washington-Norfolk	91%
Washington-Richmond	183%
Wolverine	78%
System-Wide	
National Train Service	62%
System-wide (Total Amtrak)	65%

Figure 16. Cost Recovery by Service Line and Route

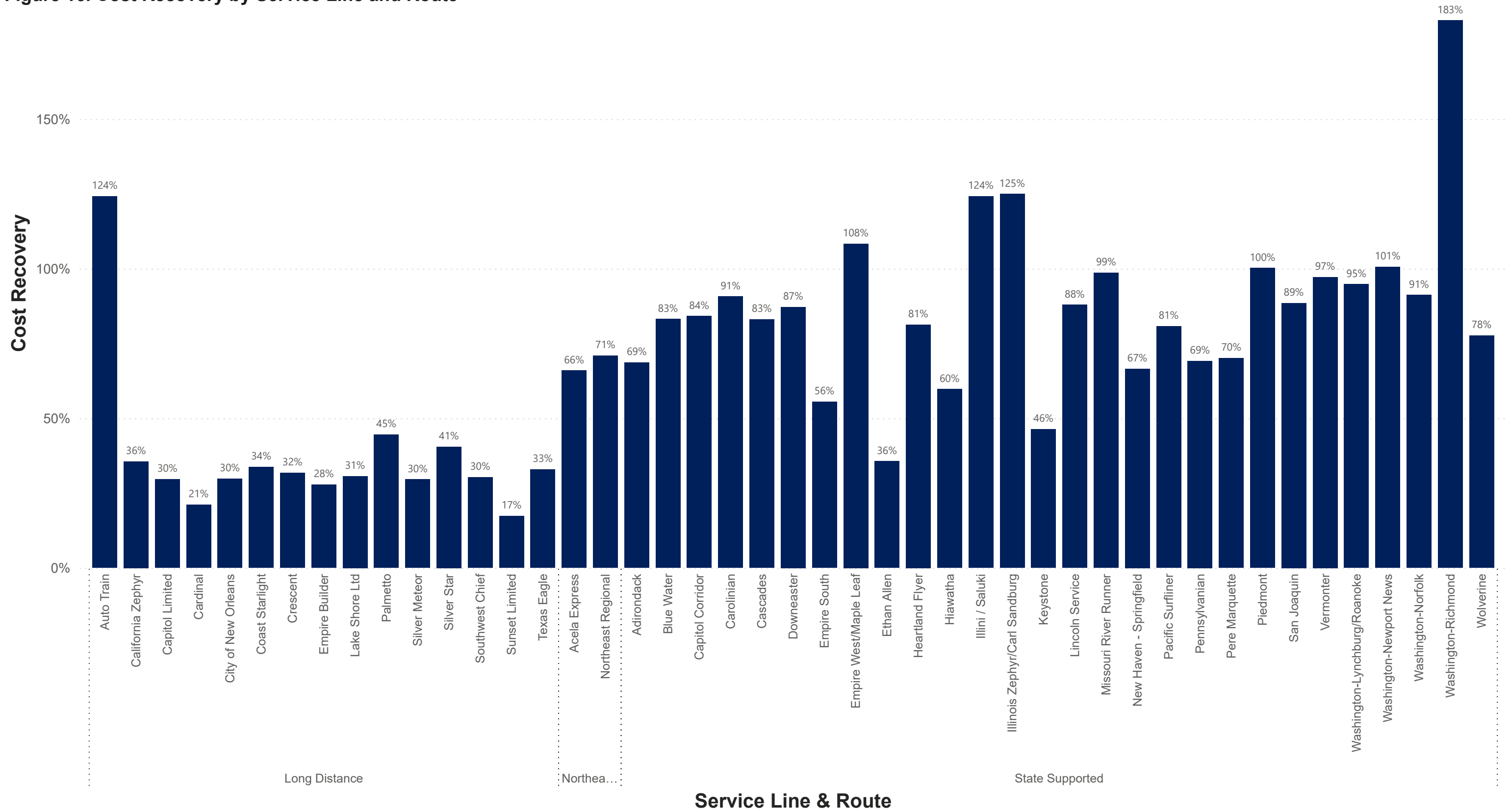


Figure 17. Cost Recovery by Route

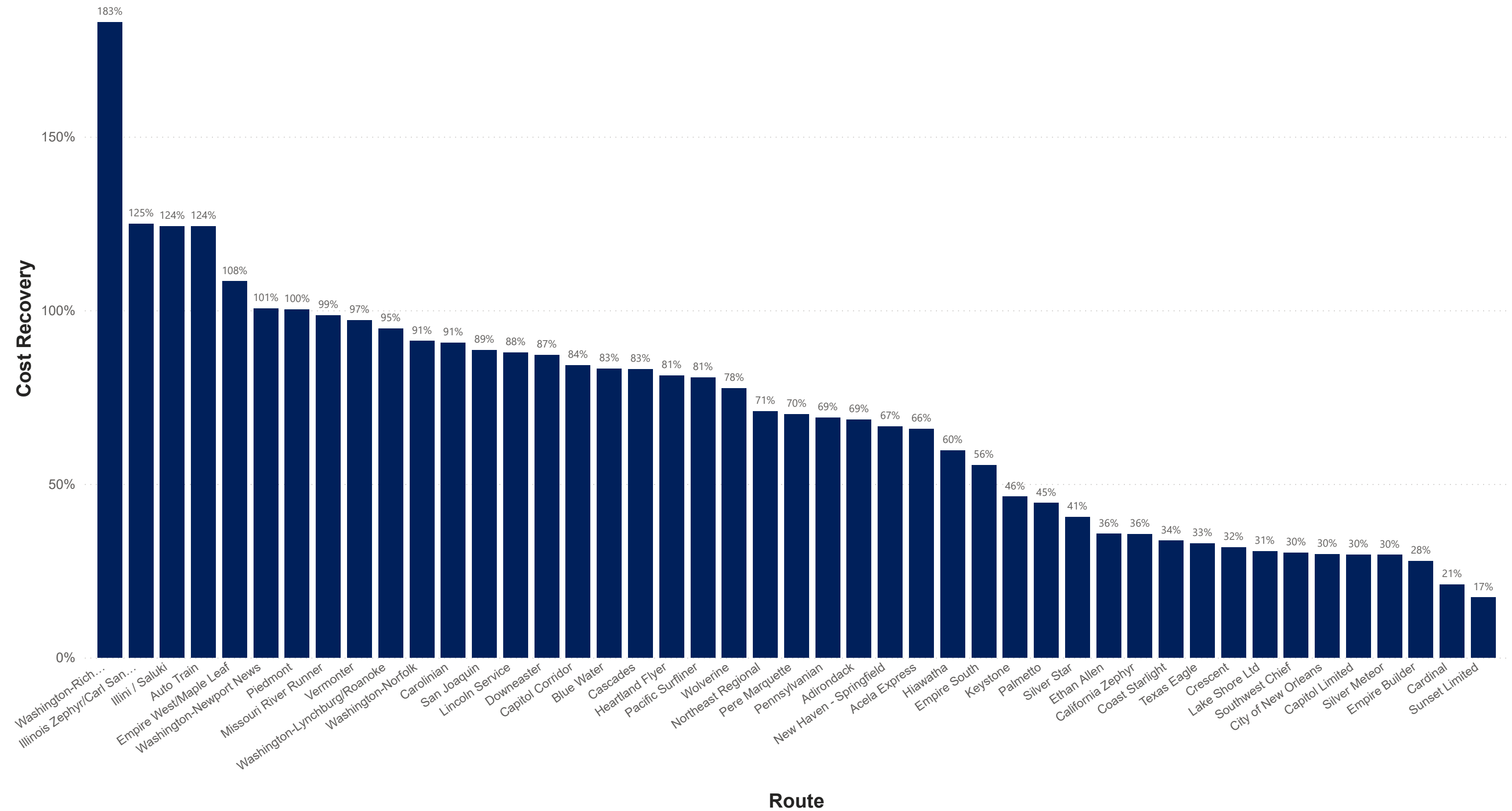


Table 19. Avoidable Operating Expenses Covered By Passenger Revenue

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	152%	152%
California Zephyr	44%	44%
Capitol Limited	39%	39%
Cardinal	27%	27%
City of New Orleans	37%	37%
Coast Starlight	42%	42%
Crescent	38%	38%
Empire Builder	34%	34%
Lake Shore Ltd	37%	37%
Palmetto	56%	56%
Silver Meteor	34%	34%
Silver Star	51%	51%
Southwest Chief	36%	36%
Sunset Limited	20%	20%
Texas Eagle	38%	38%
Northeast Corridor		
Acela Express	81%	81%
NEC Special Trains	62%	62%
Northeast Regional	93%	93%
State Supported		
Adirondack	0%	72%
Blue Water	28%	95%
Capitol Corridor	28%	106%
Carolinian	54%	112%
Cascades	33%	102%
Downeaster	43%	111%
Empire South	73%	69%
Empire West/Maple Leaf	42%	136%
Ethan Allen	16%	41%
Heartland Flyer	23%	107%
Hiawatha	37%	68%
Illini / Saluki	43%	156%
Illinois Zephyr/Carl Sandburg	21%	152%
Keystone	24%	54%
Lincoln Service	33%	102%
Missouri River Runner	38%	123%
New Haven - Springfield	16%	84%
Non-NEC Special Trains	1%	1%
Pacific Surfliner	44%	102%
Pennsylvanian	42%	84%
Pere Marquette	32%	112%
Piedmont	46%	128%
San Joaquin	26%	107%
Vermont	26%	123%
Washington-Lynchburg/ Roanoke	60%	117%
Washington-Newport News	50%	126%
Washington-Norfolk	44%	116%
Washington-Richmond	28%	236%
Wolverine	37%	90%
System-Wide		
National Train Service	58%	78%
System-wide (Total Amtrak)	45%	60%

Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Service Line and Route

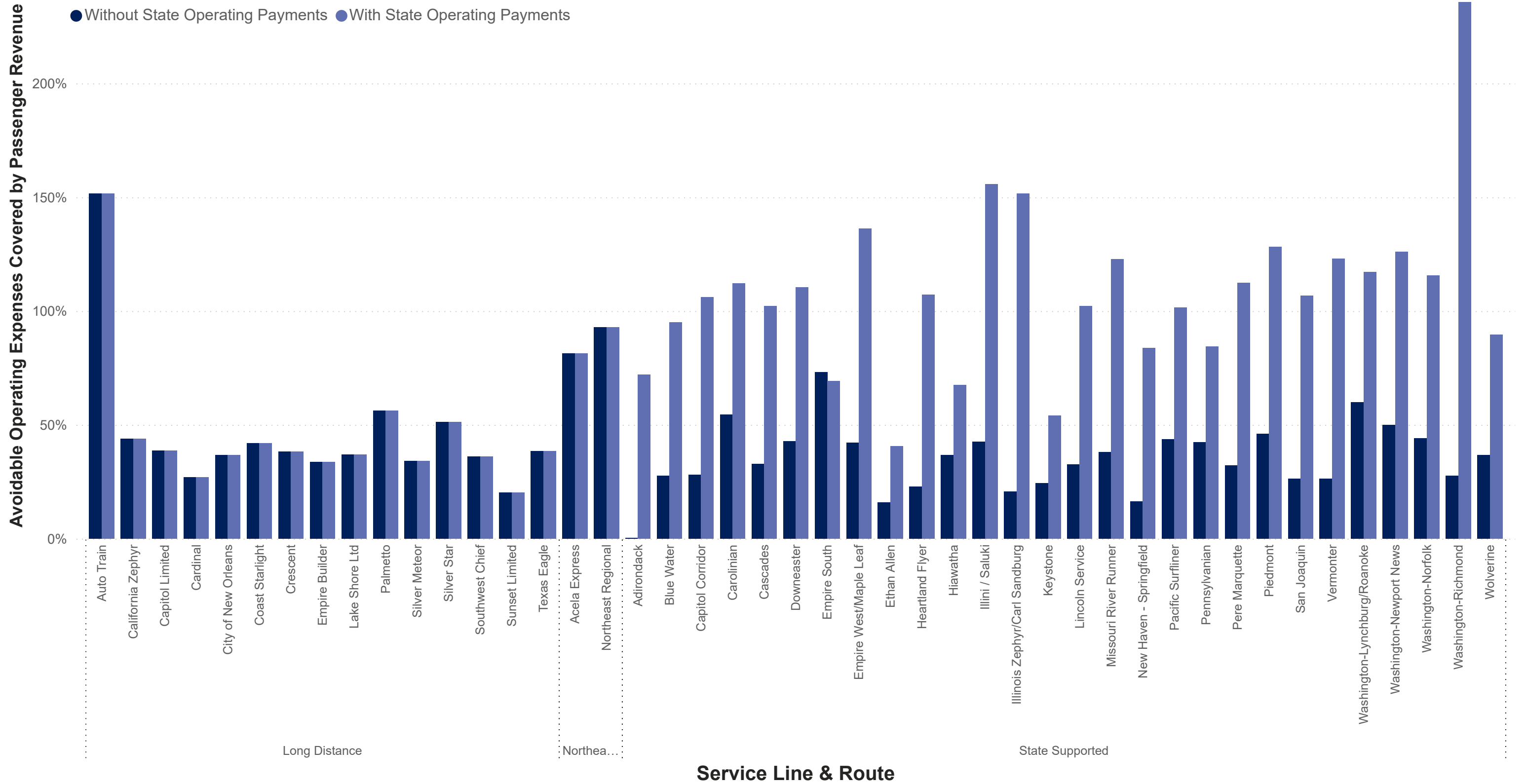


Figure 19. Avoidable Operating Expenses Covered By Passenger Revenue By Route

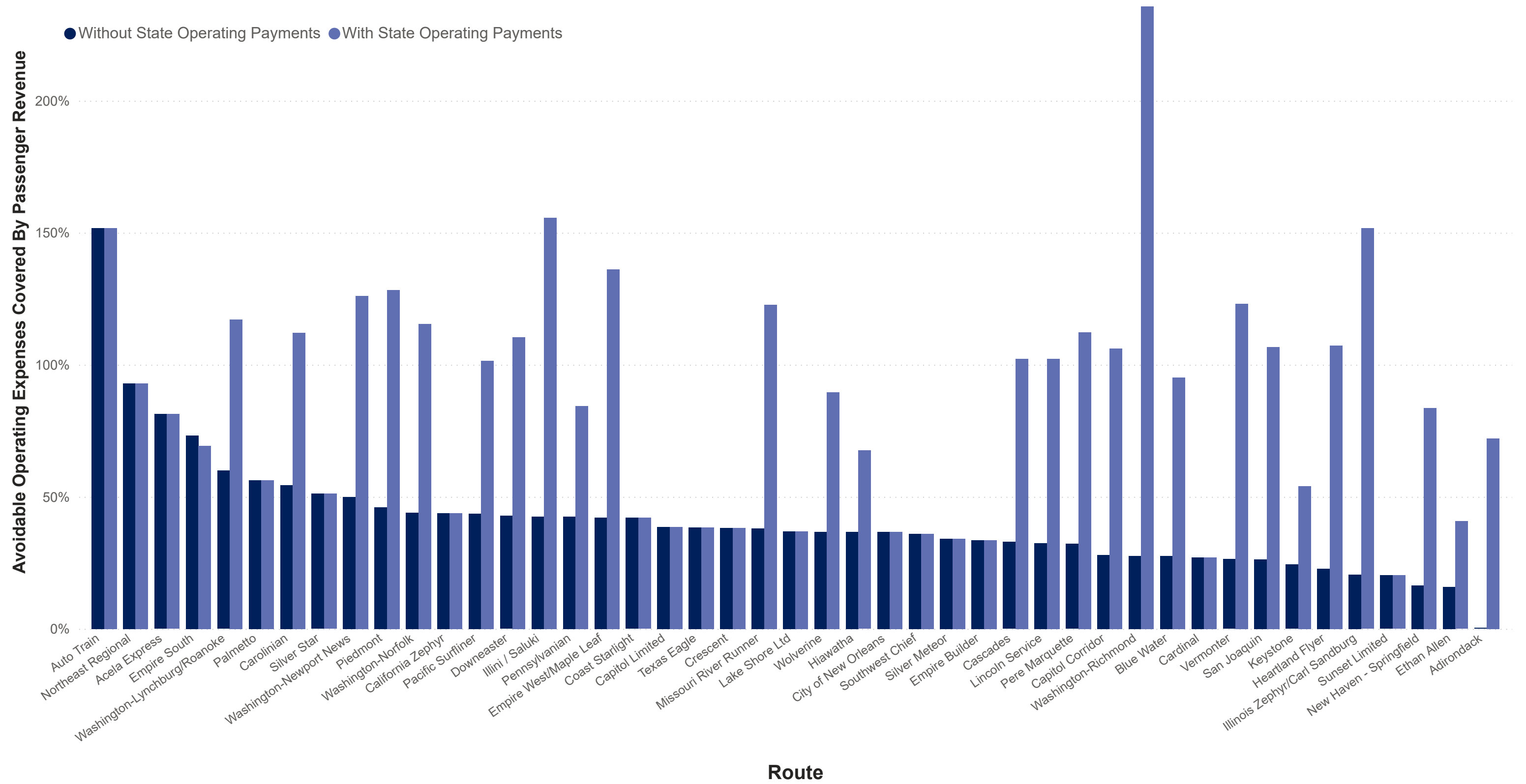


Table 20. Fully Allocated Costs Covered by Passenger Revenue by Route

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	121%	121%
California Zephyr	34%	34%
Capitol Limited	28%	28%
Cardinal	20%	20%
City of New Orleans	28%	28%
Coast Starlight	32%	32%
Crescent	30%	30%
Empire Builder	26%	26%
Lake Shore Ltd	29%	29%
Palmetto	42%	42%
Silver Meteor	27%	27%
Silver Star	39%	39%
Southwest Chief	29%	29%
Sunset Limited	16%	16%
Texas Eagle	31%	31%
Northeast Corridor		
Acela Express	64%	64%
NEC Special Trains	36%	36%
Northeast Regional	68%	68%
State Supported		
Adirondack	0%	68%
Blue Water	24%	82%
Capitol Corridor	22%	83%
Carolinian	43%	89%
Cascades	26%	82%
Downeaster	33%	84%
Empire South	56%	53%
Empire West/Maple Leaf	33%	106%
Ethan Allen	13%	34%
Heartland Flyer	17%	80%
Hiawatha	32%	58%
Illini / Saluki	33%	122%
Illinois Zephyr/Carl Sandburg	17%	124%
Keystone	18%	40%
Lincoln Service	27%	86%
Missouri River Runner	30%	97%
New Haven - Springfield	13%	65%
Non-NEC Special Trains	0%	0%
Pacific Surfliner	34%	79%
Pennsylvanian	33%	66%
Pere Marquette	19%	68%
Piedmont	35%	98%
San Joaquin	22%	87%
Vermont	20%	95%
Washington-Lynchburg/ Roanoke	47%	93%
Washington-Newport News	39%	99%
Washington-Norfolk	34%	89%
Washington-Richmond	21%	181%
Wolverine	31%	76%
System-Wide		
National Train Service	45%	60%
System-wide (Total Amtrak)	34%	46%

Figure 20. Fully Allocated Costs Covered by Passenger Revenue by Service Line and Route

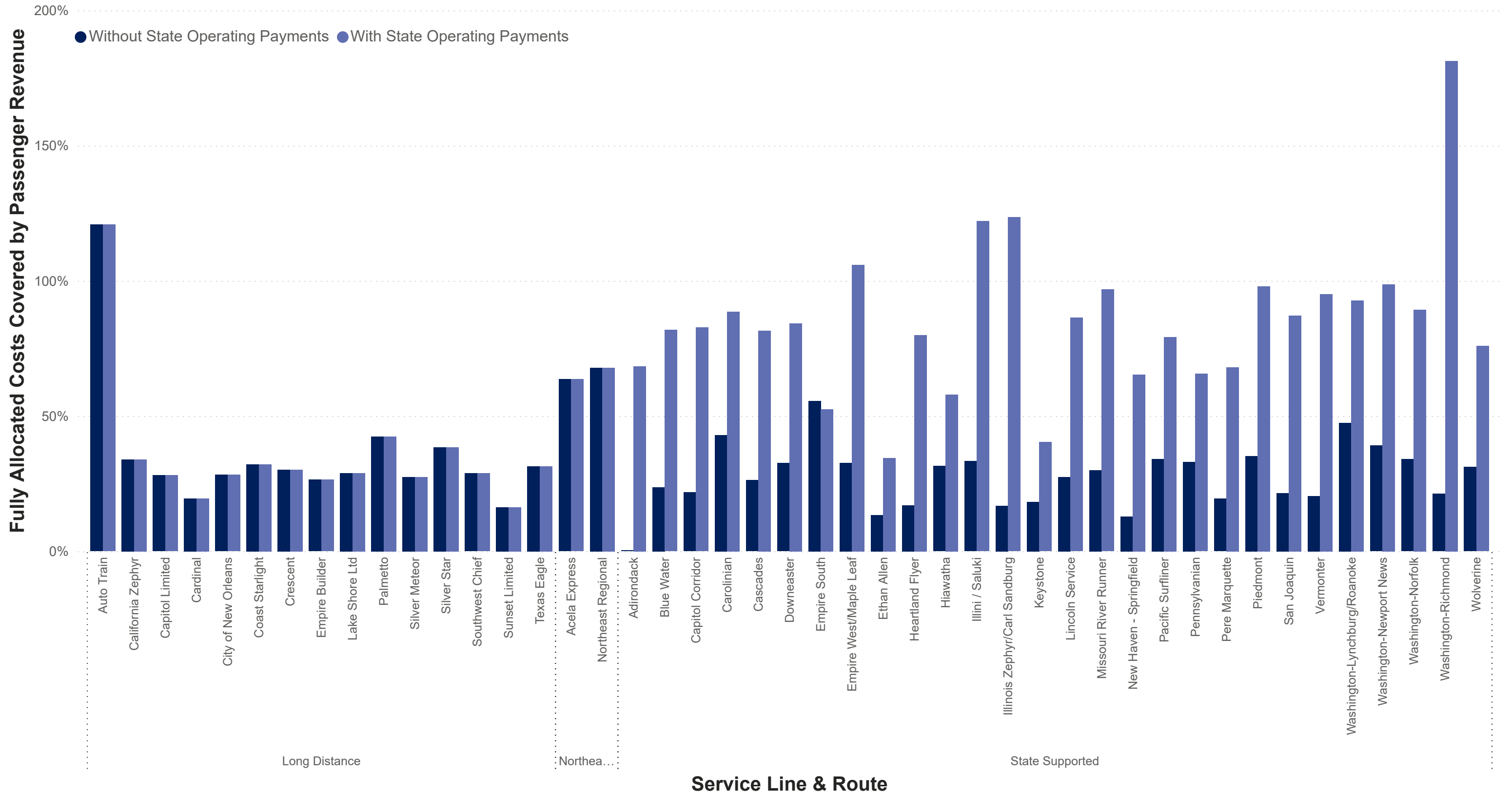


Figure 21. Fully Allocated Costs Covered by Passenger Revenue by Route

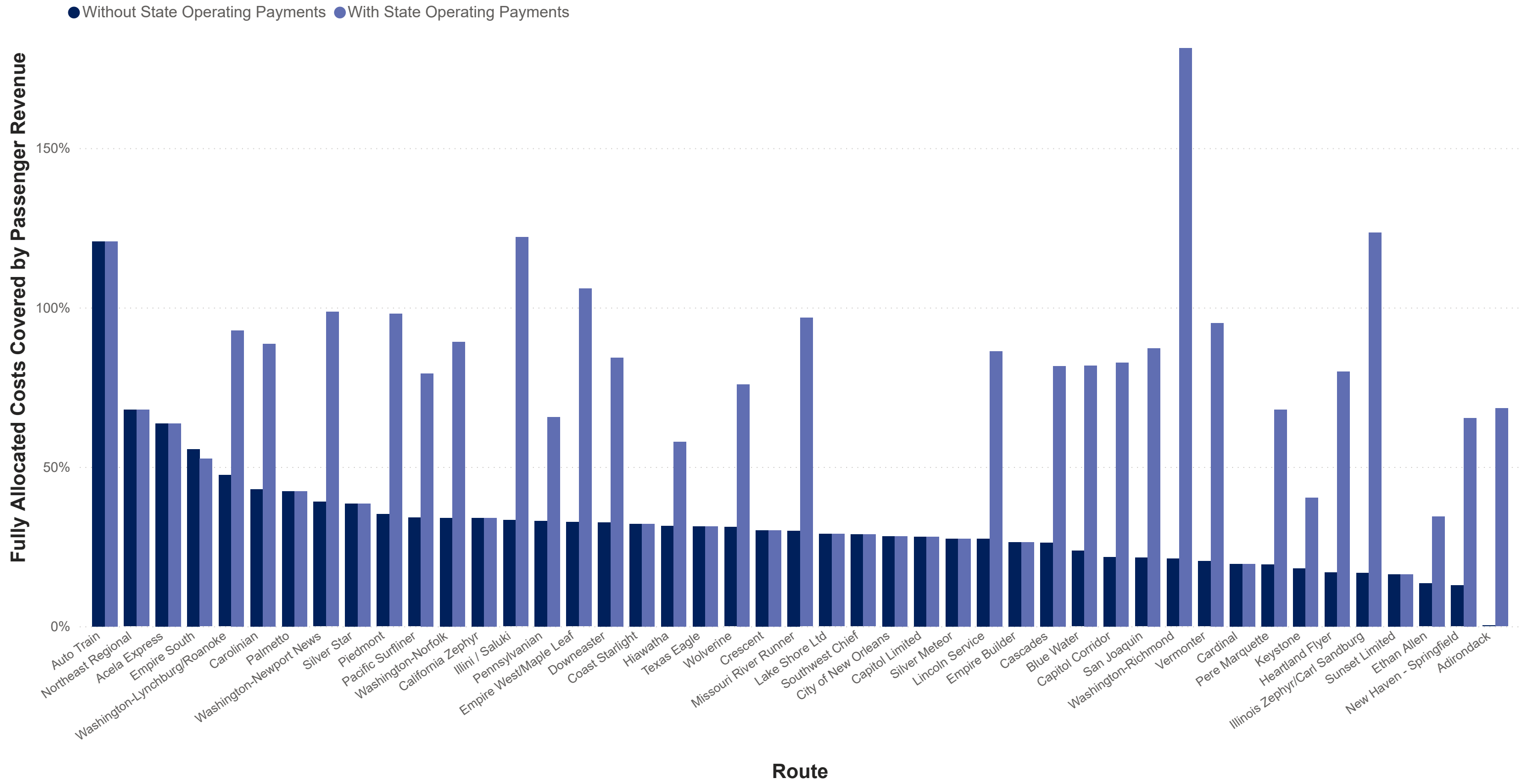


Table 21. Average Ridership (Passenger Miles divided by Train Miles) and Total Ridership

Service Line / Route	Average Ridership	Total Ridership
Long Distance		
Auto Train	133	70,052
California Zephyr	105	71,679
Capitol Limited	99	24,994
Cardinal	67	14,599
City of New Orleans	99	32,422
Coast Starlight	127	56,010
Crescent	89	40,359
Empire Builder	92	46,128
Lake Shore Ltd	125	51,489
Palmetto	102	60,969
Silver Meteor	137	10,002
Silver Star	180	95,699
Southwest Chief	106	37,460
Sunset Limited	74	15,188
Texas Eagle	121	44,545
Northeast Corridor		
Acela Express	150	387,203
NEC Special Trains	-	-
Northeast Regional	220	1,218,418
State Supported		
Adirondack	-	-
Blue Water	91	26,627
Capitol Corridor	42	126,123
Carolinian	122	47,320
Cascades	81	73,889
Downeaster	56	79,515
Empire South	151	190,180
Empire West/Maple Leaf	84	78,065
Ethan Allen	29	9,442
Heartland Flyer	62	12,250
Hiawatha	79	82,843
Illini / Saluki	112	44,342
Illinois Zephyr/Carl Sandburg	49	27,313
Keystone	67	148,444
Lincoln Service	90	97,268
Missouri River Runner	74	17,540
New Haven - Springfield	33	61,268
Non-NEC Special Trains	-	-
Pacific Surfliner	76	307,964
Pennsylvanian	113	33,263
Pere Marquette	71	14,334
Piedmont	55	42,317
San Joaquin	62	142,575
Vermont	43	15,400
Washington-Lynchburg/ Roanoke	127	35,303
Washington-Newport News	131	33,352
Washington-Norfolk	89	43,358
Washington-Richmond	60	13,428
Wolverine	98	71,612
System-Wide		
National Train Service	115	4,152,551
System-wide (Total Amtrak)	115	4,152,551

Figure 22. Total Ridership by Service Line and Route

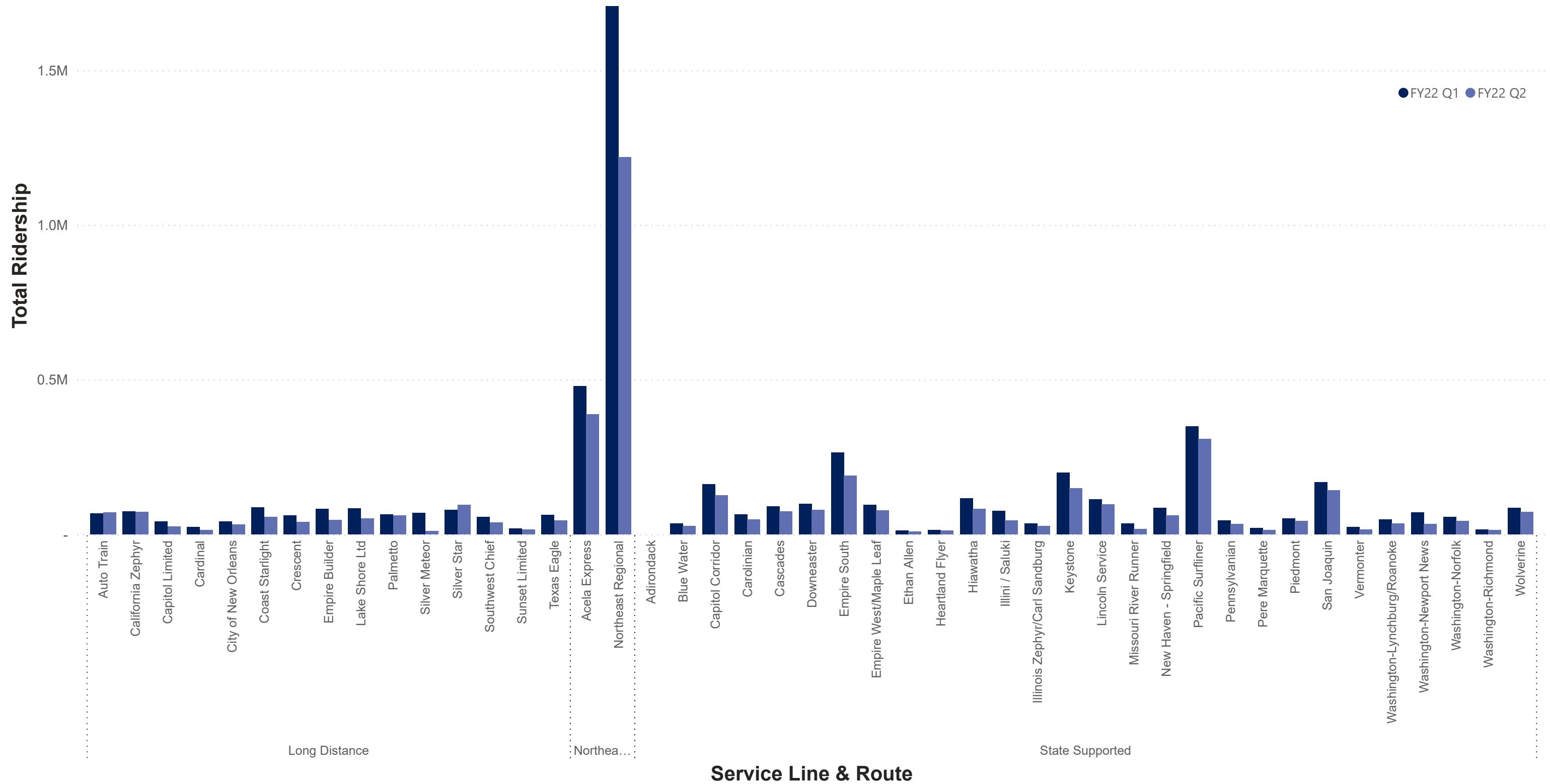


Figure 23. Total Ridership by Route

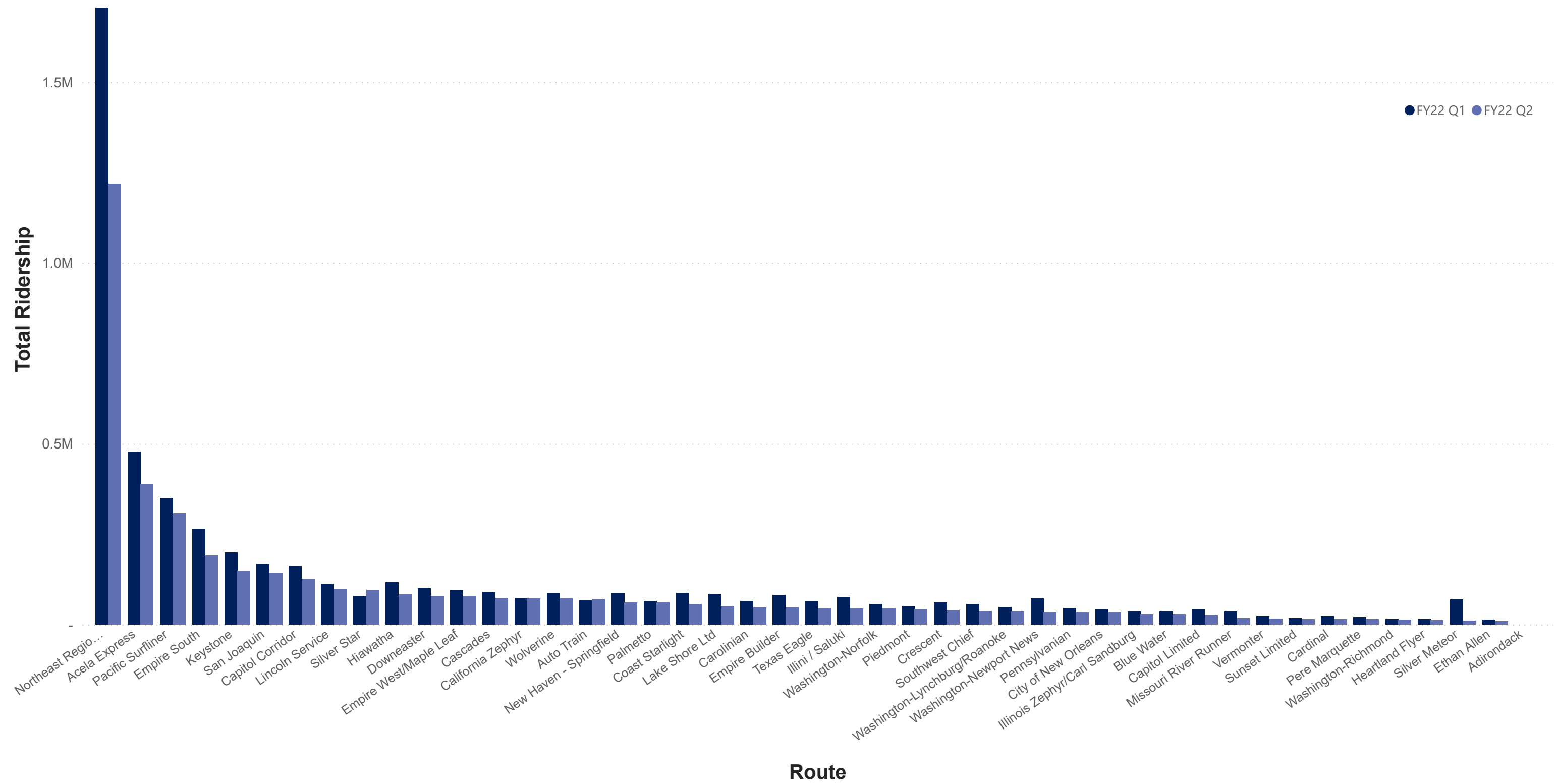


Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

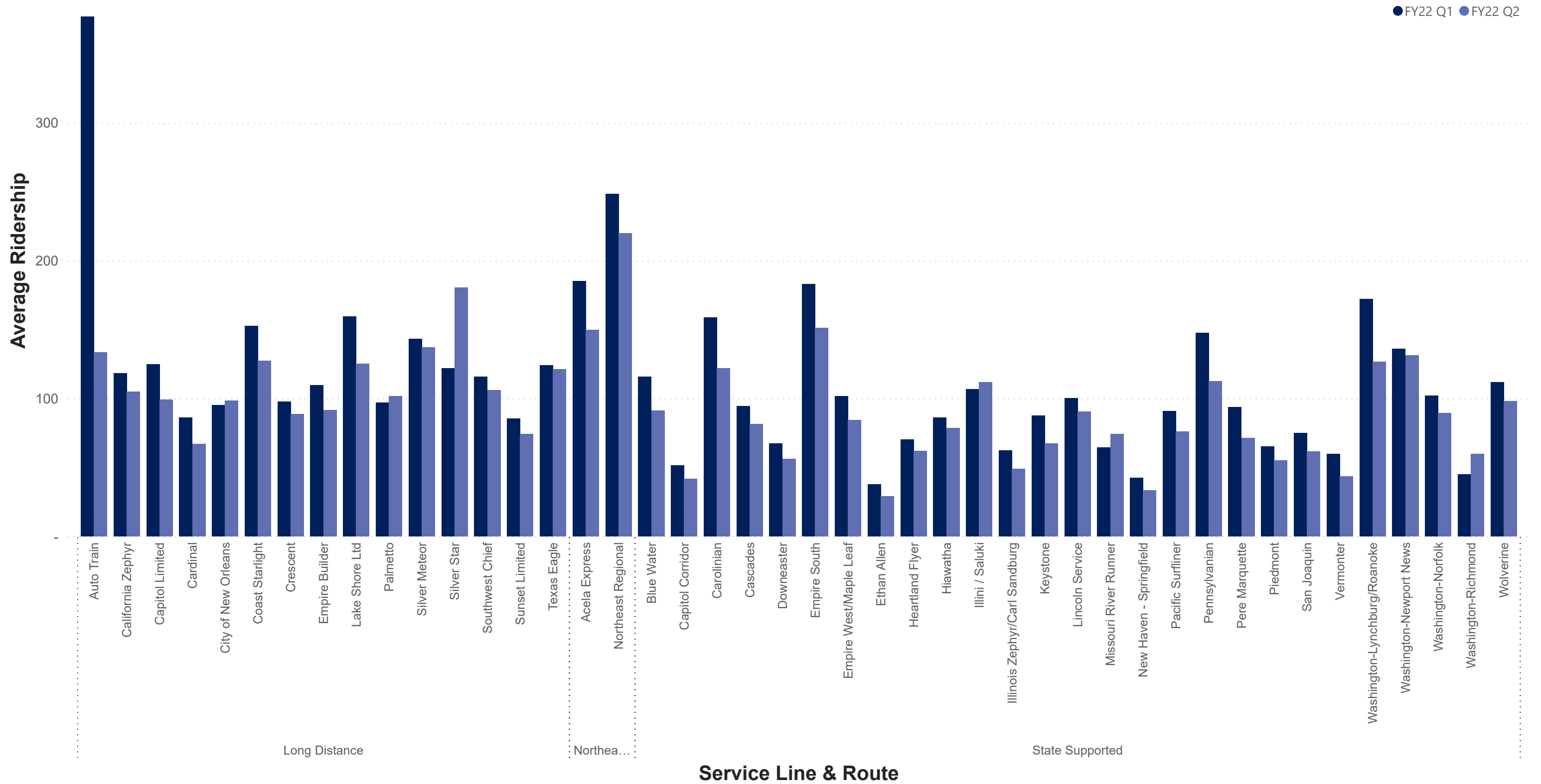
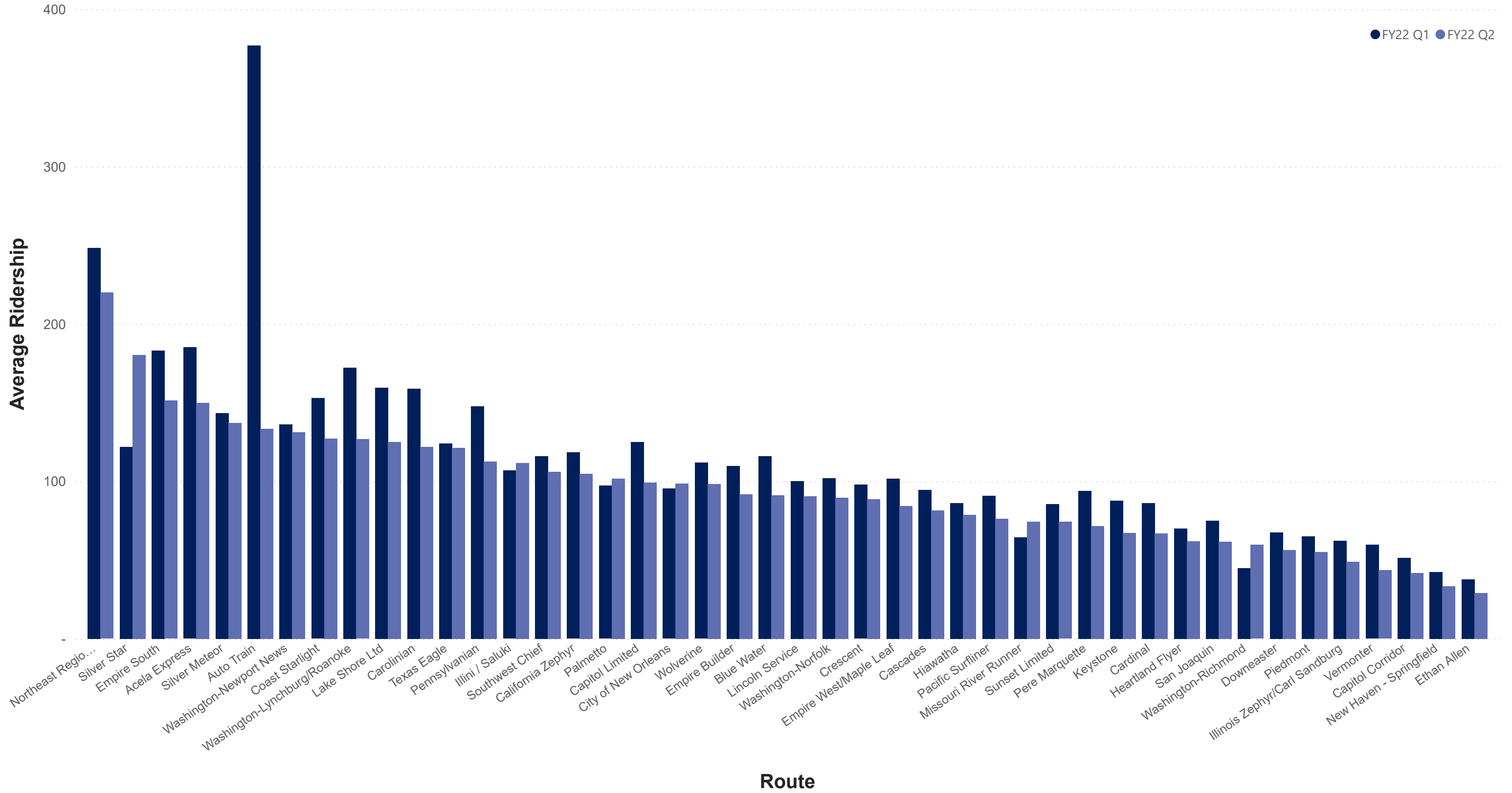


Figure 25. Average Ridership (Passenger Miles divided by Train Miles) by Route



D. Public Benefits

Public benefits metrics are reported annually, and they were included for the first time in the FY 2022 first quarter report, covering all of FY 2021. Public benefits metrics data for FY 2021 is also available for download at railroads.dot.gov.

Table 22. 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.	Under this metric, a <i>connection</i> means a passenger arriving on one train and connecting to a departing train within 23 hours. Data is available for download at railroads.dot.gov .
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.	Data is available for download at railroads.dot.gov .
Community Access	The percent of Amtrak passenger-trips to and from not well-served communities, updated on an annual basis.	<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. Data is available for download at railroads.dot.gov .
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.	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. Data is available for download at railroads.dot.gov .

Appendix 1: Customer OTP by Train

Table 23. Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Acela Express	2103	89.8%	Acela Express	2254	72.0%	Capitol Corridor	544	92.5%
	2109	83.3%		2255	72.5%		545	96.0%
	2122	88.1%		2256	91.0%		546	80.6%
	2126	90.5%		2257	84.9%		547	83.4%
	2150	74.5%		2259	79.0%		548	95.4%
	2151	84.5%	Auto Train	52	41.1%		549	87.8%
	2152	100.0%		53	33.6%		551	96.4%
	2153	74.5%	Blue Water	364	44.4%		720	74.9%
	2154	82.4%		365	47.8%		723	96.8%
	2155	79.9%	California Zephyr	5	30.7%		724	69.5%
	2158	85.9%		6	32.4%	727	71.4%	
	2159	88.1%		1005	0.0%	728	78.0%	
	2163	89.3%		1006	24.7%	729	75.9%	
	2164	71.4%	Capitol Corridor	1105	72.5%	732	73.2%	
	2165	90.8%		1106	79.9%	736	62.6%	
	2166	67.9%		520	99.2%	737	79.8%	
	2167	75.6%		521	91.8%	741	81.1%	
	2168	93.2%		522	94.9%	742	86.5%	
	2169	82.1%		523	84.3%	743	86.1%	
	2170	94.6%		524	84.0%	744	70.6%	
2172	82.3%		525	98.2%	745	89.7%		
2173	81.6%		526	100.0%	746	89.8%		
2190	89.6%		527	85.0%	747	81.4%		
2203	98.6%		528	76.2%	748	85.3%		
2205	85.9%		531	92.9%	751	89.6%		
2213	82.2%		532	89.0%	Capitol Ltd	29	33.9%	
2218	98.7%		534	91.0%		30	24.2%	
2222	97.7%		535	93.5%	Cardinal	50	37.3%	
2224	100.0%		536	94.1%		51	66.4%	
2248	82.6%		537	87.8%	Carl Sandburg / Illinois Zephyr	380	81.3%	
2249	79.2%		538	80.8%		381	79.1%	
2250	81.2%		540	99.2%		382	77.6%	
2251	63.9%		541	79.0%		383	70.1%	
2252	90.5%		542	86.8%	Carolinian	79	74.8%	
2253	93.8%		543	98.0%		80	71.5%	

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Cascades	500	63.8%	Empire Builder	27	49.4%	Keystone	615	100.0%
	503	58.6%		28	27.2%		619	93.9%
	504	61.6%		1007	58.3%		620	94.9%
	505	70.1%		1008	0.0%		622	96.9%
	507	66.1%		1027	100.0%		637	100.0%
	508	42.6%		1028	94.6%		639	97.1%
City Of New Orleans	58	62.0%	Ethan Allen Express	290	93.3%		640	87.5%
	59	65.5%		291	91.3%		642	95.5%
Coast Starlight	11	70.1%	Heartland Flyer	821	61.8%		643	95.8%
	14	51.9%		822	57.7%		645	96.7%
Crescent	19	60.5%	Hiawatha	329	100.0%		646	89.6%
	20	60.1%		330	93.4%		647	92.3%
Downeaster	680	93.4%		331	88.2%		650	95.6%
	681	90.9%		332	99.5%	651	92.9%	
	682	90.3%		333	86.1%	652	96.7%	
	683	90.9%		334	93.0%	653	94.2%	
	684	84.7%		335	90.8%	654	93.3%	
	685	84.6%		336	94.9%	655	90.0%	
	686	69.1%		337	90.8%	660	95.8%	
	687	85.9%		338	98.5%	661	92.8%	
	688	92.3%		339	93.1%	662	100.0%	
	689	99.5%		340	94.0%	663	100.0%	
	690	90.2%		341	95.8%	664	97.6%	
	691	92.7%		342	100.0%	665	95.1%	
	692	78.7%		343	100.0%	666	93.9%	
	693	84.1%		Illini / Saluki	390	63.4%	667	99.9%
	694	60.4%	391		33.5%	669	93.6%	
	695	78.5%	392		66.0%	670	91.7%	
696	55.4%	393	40.4%		671	100.0%		
697	74.0%	Keystone	600	94.5%	672	100.0%		
698	77.0%		601	95.3%	Lake Shore Ltd	48	54.4%	
699	93.8%		605	95.2%		49	62.0%	
1689	100.0%		610	99.6%		448	70.1%	
Empire Builder	7		57.0%	611		99.7%	449	95.6%
	8	27.9%	612	100.0%	Lincoln Service	300	82.6%	

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Lincoln Service	301	70.4%	On Spine Northeast Regional	129	96.8%	On Spine Northeast Regional	177	92.0%
	302	75.0%		130	89.0%		178	88.8%
	303	67.4%		132	93.5%		179	98.3%
	304	79.3%		134	90.3%		182	78.6%
	305	69.8%		135	79.0%		183	94.2%
	306	69.6%		136	76.2%		184	96.1%
	307	77.2%		137	78.4%		185	88.8%
Maple Leaf	63	73.5%		138	89.1%	189	91.7%	
	64	90.8%		139	83.0%	190	88.3%	
Missouri	311	67.8%		140	89.3%	192	90.0%	
	313	87.9%		141	82.7%	193	90.3%	
	314	79.0%		143	91.9%	196	91.4%	
	316	98.0%		146	93.1%	Pacific Surfliner	562	90.6%
New York - Albany	232	95.8%		148	85.3%		564	81.7%
	233	83.3%		149	80.5%		567	86.1%
	234	99.9%		150	81.6%		572	92.2%
	236	95.2%		152	89.4%		573	90.7%
	237	86.6%	153	90.0%	580		88.7%	
	238	94.2%	154	78.8%	581		89.4%	
	239	89.8%	155	95.1%	583		90.7%	
	241	98.0%	158	88.9%	586		90.7%	
	243	89.3%	159	100.0%	588		88.2%	
	244	94.1%	160	82.8%	591		77.0%	
	250	98.4%	161	80.7%	594		81.9%	
	253	89.4%	162	83.0%	595		88.4%	
	256	100.0%	163	91.6%	761		81.8%	
259	97.9%	165	82.4%	765	88.3%			
260	89.1%	166	71.8%	770	88.6%			
261	100.0%	167	83.0%	774	69.9%			
New York - Niagara Falls	280	84.7%	168	80.5%	777	80.1%		
	281	85.3%	169	97.0%	784	85.6%		
	283	74.5%	170	72.0%	785	75.7%		
	284	86.1%	172	75.2%	794	80.2%		
On Spine Northeast Regional	123	91.0%	173	88.3%	1761	100.0%		
	126	100.0%	175	74.0%	1765	47.4%		

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP
Pacific Surfliner	1770	100.0%
	1774	100.0%
	1777	82.6%
	1784	96.3%
	1785	92.0%
	1794	90.9%
Palmetto	89	79.4%
	90	78.4%
Pennsylvanian	42	75.8%
	43	73.2%
Pere Marquette	370	60.8%
	371	68.2%
Piedmont	73	83.5%
	74	72.1%
	75	68.8%
	76	76.8%
	77	88.6%
	78	84.9%
Richmond / Newport News / Norfolk	82	73.0%
	84	84.7%
	85	89.7%
	86	87.3%
	87	57.3%
	88	66.3%
	93	74.9%
	94	61.3%
	95	73.9%
	96	76.4%
	99	68.1%
	125	82.2%
	157	60.2%
164	74.8%	
174	84.5%	
194	84.3%	
195	58.6%	

Route	Train	OTP
Roanoke	145	74.0%
	147	67.1%
	156	81.1%
	171	76.2%
	176	78.7%
	702	84.0%
San Joaquins	703	76.9%
	710	78.4%
	711	81.0%
	712	78.5%
	713	70.3%
	714	81.0%
	715	69.5%
	716	73.3%
	717	73.9%
	718	76.8%
Silver Meteor	97	48.4%
	98	67.4%
Silver Star	91	26.7%
	92	34.6%
Southwest Chief	3	41.2%
	4	38.9%
	1003	78.2%
	1004	25.1%
Springfield Shuttles	400	100.0%
	405	100.0%
	409	95.1%
	412	100.0%
	416	100.0%
	417	94.8%
	432	100.0%
	450	100.0%
451	100.0%	
458	100.0%	

Route	Train	OTP
Springfield Shuttles	460	98.0%
	461	95.1%
	463	100.0%
	464	70.5%
	465	99.6%
	467	94.4%
	470	79.6%
	471	94.6%
	473	100.0%
	474	92.1%
Sunset Ltd	475	96.5%
	476	81.3%
	478	88.7%
	479	94.8%
	488	74.2%
	490	83.6%
	494	64.5%
Texas Eagle	495	93.3%
	497	92.1%
	499	66.7%
	1	24.2%
	2	34.6%
Vermont	21	52.6%
	22	71.8%
Wolverine	54	81.7%
	55	84.7%
	56	84.3%
Wolverine	57	86.8%
	350	46.1%
	351	48.5%
	352	51.3%
	353	67.9%
	354	45.4%
	355	47.0%

Appendix 2: Delay Minutes by Train and Responsibility

Table 24: 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	FTI	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total	
Acela Express	2103	59		6	41	12	16		28	38			59			18	277		85		8	13	14				3		10	133	410	
	2109	2			10	5				21				4		6	48		14			13								27	75	
	2122	30	25		15		140	8	61	40			15	3		5	342	4	25			137	23		123	7	3		2	324	666	
	2126	30	12		7		6	6	26	44			176	31		27	365	2	12			63	10		102		7		4	200	565	
	2150	41	64		100	3	58	43	50	58			14	114	18	2	565	9	40		38	288	30				15			420	985	
	2151	7			46	30	22	36	13	14			69	15		135	387	9	98		31	102	59		6		31		2	338	725	
	2152	6					6						7				19														19	19
	2153	10		3	45	7				19			14				98		25			4	12					3			44	142
	2154	73		5	36		8	33	54	40			176	82		28	535	3	57			202	34			12	20		7	335	870	
	2155	31	58	17	49			31	9	44	6	2	23	75	5	42	392	28	32		5	165	20				37		9	296	688	
	2158	56	31		88		7	14	72	52			148	67		5	540	4	19			129	58				46		12	268	808	
	2159	20	10	50	38			5	29	24	4		11	88		37	316	17	15			70	45			5	6		4	162	478	
	2163	56		3	45		6	20	17	13			27	131		79	397	3	20			81	56	21			33	69	13	296	693	
	2164	71	152		51		11		36	33			31	16	3	10	414	15	33			40	34	7		21	15	12	22	199	613	
	2165	24	6	5	41			10	9	7			13	35		66	216	8	14	14		43	33		23	6	5	56			202	418
	2166	41	3			15		3	10	20			19	16		11	138	6				73	15			31			12	137	275	
	2167	17														19	36	1					4								5	41
	2168	44	73		19		6	10	35	25			11	86		7	316	22	35			92	27							176	492	
	2169	95	6	5	27			13	3	33			34	14		35	265	13	89			219	30			13	16	17		397	662	
	2170	5			16				12	11			25	17		27	113		38			99	6				5		3	151	264	
	2172	27	34	2	62			13	67	39			143	54	9	41	491	18	94			32	73			15	20		3	255	746	
	2173	83	19		77	29	24	18	11	14			26	56		122	479	20	63			101	75		49	4	5		5	322	801	
	2190	35			49			6									90	1	44			133	28				15		5	226	316	
	2203				4			2					7			60	73	2	5			4	8				4			23	96	
	2205	4			7				6	5			6			33	61		2			37					4			43	104	
	2213	6		4	10				7	3			6	11		52	99		9			112	1				7			129	228	
	2218								3	3			23	6	2	5	42					7	1							8	50	
	2222	5			5				3	9			23			3	48					45								45	93	
	2224	17							3	2			62			9	93									2				2	95	
	2248	11		42	7		6		2	3	24		24			47	166		4			7	5				9		6	31	197	
	2249	4		42	38		7	2			94		16	8		58	269	3	68	9		54	19				1			154	423	
	2250	9			7		55	49	13	3			24			5	165	1	13			10	20			22	33		9	108	273	
	2251	10			44		22		2		5		7	11	5	53	159	5	13			4	37				5		3	67	226	
	2252	8		4	3			15	5	7			72	15	3	42	174	15	18			69	15	16			10		7	150	324	
	2253	10		2	15	16		2	4				19	16		60	144	19	23			23	60				15			140	284	

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	DCS	DDA	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		Total	
Acela Express	2254	10		9		2	5	32	9	89	28		51	235	3	33				93	26				1			156	391	
	2255	28		3			14	3	3	4	5		41	101	3				7		25			4	2		41	142		
	2256			8					2	25	1		5	41		0				38	4						42	83		
	2257	8	12						2		4	8		31	65	4	16			7	56	6			6		95	160		
	2259			17	8				2		8	4	3	23	65	3	6			7	20	15	41				17	109	174	
Auto Train	52														2	5				143		20	1,660		162	492	449	2,933	2,933	
	53														5	133				69		145	1,396		146	879	565	3,338	3,338	
Blue Water	364	14		45			2	15	8		34	6		124	71	396				1,416	71		157		129	773	294	3,307	3,431	
	365			39			8	17	24		278	2		368	66	7				427	82				644	59	438	1,723	2,091	
California Zephyr	5	5										16		21	213	1,225		14		810	776	100			817	1,356	2,523	7,834	7,855	
	6	3		18							15			36	248	268	12			1,072	888	80	313		594	1,740	1,418	6,633	6,669	
	1005															43					12				11	32	35	133	133	
	1006			1										1	2							12			2	9	3	28	29	
	1105																			5					19			24	24	
Capitol Corridor	520																3										2	5	5	
	521														2	4	2			16	17	7			8	2	29	87	87	
	522														8	13	4			21	13				1	2	12	74	74	
	523														2	9				10	33				60	1	39	154	154	
	524														8					13	17				21	16	25	100	100	
	525														35	3						24			12		21	95	95	
	526																				1		18		3		4	26	26	
	527														32	1				8	29				44	67	59	240	240	
	528														54	11	22				18		31		26	54	26	242	242	
	531														50	9					10		86		7		5	167	167	
	532														51	1	20				23	31		59		68	5	71	329	329
	534														6	5	4				47	4						19	85	85
	535																					2			5		7	14	14	
	536														13	66	22									18		14	133	133
	537															1						5			4		20	30	30	
	538														73	9	34				3	33				51	4	169	376	376
	540														3	3		11			12	11		14			6	60	60	
	541														51	22		12			23	133			12		51	304	304	
	542														13		1				8	48			54		50	174	174	
	543														15						14	12					15	56	56	

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	DCS	DDA	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
Capitol Corridor	544														1					8				12	1	8	30	30
	545														10	2				19				5		12	48	48
	546														17	13		10	1	50				45		27	163	163
	547														22	2	7		12	43		14		27	2	32	161	161
	548															5	3			8						115	131	131
	549														4	2			4			73				23	106	106
	551														14				141	11		38				39	243	243
	720														7	23	46		67	6				2		31	182	182
	723														2	2			8	9				3		14	38	38
	724														13		1		10	24				9		40	97	97
	727														6	2	3		2	41				39	6	4	103	103
	728														22					46				7		15	90	90
	729														16	7	3		4	9				26	102	13	180	180
	732														9	2				30				70	3	7	121	121
	736														50	2			52	9		28		22	3	13	179	179
	737														24	2				61				22		5	114	114
	741														15	9				23					12	41	100	100
	742														5				1	50		19		19		5	99	99
	743														14	8			44	23					2	9	100	100
	744														4	5	3		24	17				4		15	72	72
745														3				34	12				2		1	52	52	
746														5					1				1		13	20	20	
747														2	3				12				10	1	13	41	41	
748															2				13				3		4	22	22	
751														4					11							15	15	
Capitol Ltd	29	3		3			2		8		13	35		64	38	2	27	143	56	73	2			173	387	327	1,228	1,292
	30	49		50					2		24	39		164	77	136		7	235	150	16	147		233	381	551	1,933	2,097
Cardinal	50	17		33			54	4	10	14	66	5	7	210	69	36			565	144	13			386	1,020	171	2,404	2,614
	51	45	3	34		17	10	12	4	13	15	2	11	166	93	63			21	83	50			353	26	360	1,049	1,215
Carl Sandburg / Illinois Zephyr	380	1		3										4	69	18			28	88	3	22		60		73	361	365
	381			2										2	32	31			196	24		36			29	293	641	643
	382			4					2					6	18				32	18				13		71	152	158
	383	7		18							4			29	59	335			168	107		7		54	213	106	1,049	1,078
Carolinian	79	7		8	17	29	6	24	17	23	11		56	198	253	8		11	187	141	40	41		207	495	325	1,708	1,906
	80	20	19	6		5	17	19	20	4	116	49	39	314	188	37		59	64	153	50		5	402	56	210	1,224	1,538

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	DCS	DDA	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
Cascades	500													114	71	14		28	83		7			117	23	102	559	559
	503													99	5	448	111	93	66	20				251	67	287	1,447	1,447
	504													52	155			4	41	22				282	116	54	726	726
	505													135	134	100	48	302	63					63	31	155	1,031	1,031
	507													37	87			42	20					215	7	340	748	748
	508													88	9	36		82	51	14	274			301		80	935	935
City Of New Orleans	58	3		18				2			8	2		33	202	129		17	257	449	27	3		396	534	685	2,699	2,732
	59			21			3				5	10		39	266	99		10	860	518		41		614	806	444	3,658	3,697
Coast Starlight	11													332	156		18	329	497	23				636	655	1,505	4,151	4,151
	14													254	107		208	172	771	83	102			900	692	1,401	4,690	4,690
Crescent	19	28	9	100	5		2	19	5	9	38		15	230	266	26		103	448	243	62	24	7	100	1,382	1,539	4,200	4,430
	20	58	79	174		9	9	13	47	25	106	10	36	566	496	94	4		114	445	26		98	152	761	1,278	3,468	4,034
Downeaster	680																	21	5					5			31	31
	681																	76	15	9	8					4	112	112
	682													10				3	3					7		20	43	43
	683													8				2	11							33	54	54
	684																	11	7					4	3	21	46	46
	685														2				6					4		13	25	25
	686													12				18	29		11			19		51	140	140
	687													11				23	12		222			3		42	313	313
	688																	4	4		7				20	16	51	51
	689													2					14					2		4	22	22
	690																		4					2		4	10	10
	691																		2					1		2	5	5
	692													14					29					5		5	53	53
	693													14					5					2			21	21
	694													9				11	29							23	72	72
	695																		9		42			3		4	58	58
	696													4				3	4		38			20		28	97	97
	697													1					9		239			2		10	261	261
	698													7				2	2							16	27	27
	699																	7	2		145					14	168	168
1689																		3								3	3	
Empire Builder	7	10							291			2		303	111	759		10	1,625	510	11	40		316	1,340	3,240	7,962	8,265
	8										5			5	107	325		737	2,099	665	13	1,450		787	2,658	1,306	10,147	10,152

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	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Empire Builder	27												15	8		2,199		32	85		781		12	119	62	3,313	3,313
	28												14			121		73	66	26	405		8	277	322	1,312	1,312
	1007																	6	30				5	9	4	54	54
	1008												3					118	12				17	26	21	197	197
Ethan Allen Express	290		31			3			69	2	5	110	22	91			136	106				153	40	72	620	730	
	291	2	110	205	6	6			42	38		409	21	25			9	181	11		12	185	130	50	624	1,033	
Heartland Flyer	821												62					45	102				6		47	262	262
	822												61	5				30	68	20			6		202	392	392
Hiawatha	329													7					1				27	14	1	50	50
	330	3										3										12	1	41	54	57	
	331	12	4							15		31	2	84			33	8		71		195	52	40	485	516	
	332		1		1							2	4	9			143	10				83	16	23	288	290	
	333		2									2	9	17			129	10		42		148	93	40	488	490	
	334	2	8			2				7		19	13	53			101	20				105	23	36	351	370	
	335	5	14							3		22	13				24	12		39		178	26	84	376	398	
	336	7								2	1	10	16	13			13	7		141		125	16	22	353	363	
	337	3	10							2		15	9				26	14		49		201	79	74	452	467	
	338	6										6	6				22	18		84		142	60	24	356	362	
	339									10		10	1	19			144	27		23		156	26	33	429	439	
	340												10				34	31				143	19	14	251	251	
	341									2		2		67					2			61	17	6	153	155	
	342									1		1					14			8		42	1	0	65	66	
343																					4		5	9	9		
Illini / Saluki	390		27		2		29		50	2	110	163	3				236	256				368	101	181	1,308	1,418	
	391											16					8	43		18		153	96	95	429	429	
	392	11	53						2	6	72	11					14				86	22	123	256	328		
	393	5							17		22	164	528				599	246		318		240	317	137	2,549	2,571	
Keystone	600	28		21	7	11		120	24		211		21	104		3	36	5			29				198	409	
	601		8	57				7			72					8	4							3	15	87	
	605		9	143				11			163					15	12								27	190	
	610					5		30			35	13					5								18	53	
	611		13								13						10	4				3			17	30	
	612	10				4		6			20		5												5	25	

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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	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI		OTH	SVS	SYS
Keystone	615	3							2						5											2			2	7
	619	5									2			3	10			37	10		7			14			11		79	89
	620	9	22		12			19	32					34	218						5	4			40			49	267	
	622		30		5			32	9						81	2		5			27							34	115	
	637				3			16							33														33	33
	639	12	122						58			15	46		15	28	296					60	12				2		74	370
	640	228	83		38		72		13			142	11			587		5			19	24	3				6		57	644
	642	19	10		44		57		5			66	3			204			50		4			7				61	265	
	643	15			15		3					3	15			51		4	80			28				29		3	144	195
	645	12	11		9	8	3						11			54			57			3	3			29			92	146
	646	5			5		31	24	11	3		234	26			339	16		79			35	18			22			170	509
	647	20			44			4				14	51	5	4	142			31			69	9			9	25	9	152	294
	650	16			5		17	16	5	7		167	62	8		303			27			52	3						82	385
	651	40	9		24		35	55	4			13	45		3	228			81			102	14				24		221	449
	652	13	54		50		5		44	6		122	7			301			10				1						11	312
	653	51	52		7		12	31	3			33	9			198	3	16	8			109	14			10	41		201	399
	654	44	21		11			38	45			188	36			383		39				58	9			3	10		119	502
	655	43	301		38		14	4	3			34	109		7	553			10			121	19			10	12	38	210	763
	660				19		8	10	18			143	11	6	5	220	7	12	5			15	2			5			46	266
	661	5			12							5			10	32							19				13	93	125	157
	662	13			10					13		105				141										48			48	189
	663			3											10	13							5						5	18
664	3			19			6	14			116			5	163	3		18			3	4					2	30	193	
665	31			11							2	7			51	5		21			73	34			8			141	192	
666	6		9	4				9		3	120	6		27	184	2		60			17	6						85	269	
667	9										9	26		2	46		3		1		27	11						42	88	
669	14	6		10	10	5		2			14	19		15	95			16			21	6	6	20		11		80	175	
670				17		67		15			73	13		28	213		8				20					5		33	246	
671	18			7							17			22	64														64	
672								6			40			4	50							2				3		5	55	
Lake Shore Ltd	48				243			26	4	10		177	20		480	44	141		15		356	106	5	72		276	140	618	1,773	2,253
	49				57		77	2	2			12	61	13	224	58	88		65		995	208	116			196	434	143	2,303	2,527
	448	50			153				139				10		352	20	6		1,752		13	80				41	25	15	1,952	2,304
	449	3			84				229			21	8		345	19					145	20		53		42		15	294	639
Lincoln Service	300				2			6	7			46	4		65	27	18				44	37				107	6	105	344	409

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Route	Train	Amtrak (Host)											Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes				
		CTI	CTP	DCS	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total	
Lincoln Service	301	9		27		25	2			7			70	22	23			184	42				145	135	170	721	791	
	302			49		2				8	4		63	50	26			125	80	19			220	35	77	632	695	
	303						27	23		55	2		107	74	19			162	167		39		153	39	369	1,022	1,129	
	304	1		16			3	30		4	19		73	79	2			115	104	1	225		127	20	159	832	905	
	305	20		6				16		17			59	65	103			74	148				80	102	110	682	741	
	306			59		4		22		3			88	13	177			155	53		44		145	44	163	794	882	
	307			11			2	2			12		27	32	354			216	52		28		122	269	151	1,224	1,251	
Maple Leaf	63	7		45		12	12			43	94		213	57	13		5	406	116	22			68	216	553	1,456	1,669	
	64			30			4			14	2		50	70	18	1		265	167				131	93	351	1,096	1,146	
Missouri	311																							14		14	14	
	313													147				10	15		37		89		3	301	301	
	314													169				46	55				52		61	383	383	
	316																						4			4	4	
New York - Albany	232	28	7	28			9			3		5	80	13	134			107	6				5		20	285	365	
	233		30	16						61	75		182	15	40			208	64			8	20		3	358	540	
	234	2											2	2												2	4	
	236			3						4	37		44	10				19	20	2				8	17	76	120	
	237	2		13						13	12		40	6				53	63				1		89	212	252	
	238			21		3				58	10		92	10	60			244	46	24			7	3	29	423	515	
	239	8	254	37						2	16	8	325	17				39	61		56		1		4	178	503	
	241	2		47						3	26	6	84	3				7	37							47	131	
	243	2	255	70							5		332	15	7		211	237	98				12		12	592	924	
	244	4	42	29							36	1	12	124	8	5							9		14	106	230	
	250			12									12	6	2												22	34
	253	2		11	93	3					8		117				36						8				69	186
	256														4												6	6
	259			15			2	3			4		24	2									1		16	45	69	
260			13							2		15		8			33	21				3		2	67	82		
New York - Niagara Falls	280			108			30			9	9		156	49	74		7	140	87	14			192	27	265	855	1,011	
	281	10		53		10	11			166	52		302	67				71	134				122	46	299	739	1,041	
	283		11	64		9	2			177	53		316	103	9			162	187	2		13	146	206	426	1,254	1,570	
	284	22		45			6			82	11		166	101	28			71	112				145	63	421	941	1,107	
On Spine Northeast Regional	123	6		11			4		8			30	59					10	2							12	71	
	126							2	6			1	9		6										3	12	21	

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On Spine Northeast Regional	129	19										23			2	44						13					1			14	58		
	130	55	14		25		19	42	34	23		71	82		11	376	7	2			14	73	6				20	2	124	500			
	132	15						7	1	3		20			10	56	2	5					39				6		35	87	143		
	134	9			2					3		18	11		3	46						5	3				9			17	63		
	135	13		13	9					13	6		26	22		67	169	7	11				113	38	90			13		272	441		
	136	3											2				5	1						1				20		22	27		
	137	158	93		115			18	46	3			33	263		37	766	73					126	123			78	14		9	423	1,189	
	138	27	20		18			57		25	44		66	15			272	9	80				82	20	4		16		29	2	242	514	
	139	7						7					12				26	2	12					7		45	18	5		15	104	130	
	140	29			26					16	2		35	28	9	19	164	15	13				53	24				10	30	34	179	343	
	141	103	27		12			22	5	9	27		2	91	42	3	6	349	31	4	7		33	405	125		7	18	12	72	33	747	1,096
	143	7		4	7			10					113	9		16	166	3					9	9			15		3		39	205	
	146				8								2				10		9					4				2	6		21	31	
	148	94	39		35	11	34	20	21	56			46	62	5	32	455	10	35		8		304	58			16	54	52	17	554	1,009	
	149				13			10					17	8	1	29	78	7	9				266	35				3			320	398	
	150	3			55		28	237				80	17				420	4	3				210	32			36	86	9	380	800		
	152	5						37		7	8		24	2		7	90	1	17									11		29	119		
	153	36			2					6			13	3		55	115						53	4						2	59	174	
	154	5		6	12					3	6		4	4		19	59	8	104											32	144	203	
	155	8			10								4			31	53				4		29	8				2			43	96	
	158	5			20			4	2				1			10	42				98		28	9				8		63	206	248	
	159												2			3	5															5	
	160					18		120								10	148						1	6				1			8	156	
	161	38		4	10			8	10				36	5	2	76	189	15	15		20		100	81				19		4	254	443	
	162	7	3		25		6	70	5	27	55		22			10	230	3	10				36	20				4			73	303	
	163				5		12						17			28	62	9	31		7		65	28	61			3			204	266	
	165	7											17	39	5	5	73	10				5	23	35				2		13	88	161	
	166				12					1	4		3	5		37	62	18					46	49		82		14			209	271	
167	10		40									2			7	59	1			18		40	5				1			65	124		
168	3			55			4	6				16	9		31	124	3						25				80	40		148	272		
169																		5	2		20		1	7		32		4		6	77	77	
170	88	33		21					3	36		15	23	2		221	2	184				21	7			23	2		17	256	477		
172	60	19	19	159		21	21	49	54			132	68		18	620	19	44			10	89	62			30	18	111	44	427	1,047		
173	81	6	27	82			29	11	9			24	101	12	37	419	24	4		20		102	89			49	20	29	4	341	760		
175	44	13		197	31	39	10		6			39	61	4	63	507	13	3		2		77	81			3	15	45	8	247	754		

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On Spine Northeast Regional	177	53	7		63		11	2	8	16			66	226	14	52			15	9		34		6		16	146	372	
	178	33	36		66	16	11	24	44	76	22	2	17	347	15	29		62	113	107			27	21	23	83	480	827	
	179	16												16	6									12	21	39	55		
	182	7		3						7			4	33		14			21				8		113	156	189		
	183	31		8			19	19	32	6	8		43	166	3	10			13	4			29			5	64	230	
	184	24	168				7	20	27	72	30		9	357	2	4			5	26		13	15				65	422	
	185	101	65	16	33	28	5	7	14	71	12		72	424	8	22			83	15			55				183	607	
	189	3			3	142	4				3	23		203		20					1						21	224	
	190	17		15	16		7				2	52	3	112	8	13			121	1				42	40	4	229	341	
	192				39		27	3	2	5				78					3	2						18	23	101	
	193	64	397			2	80	18			33	40	8	738	2				42	21		9	24	11	16	6	131	869	
	196	8	36		25		4	8	25	41	9		13	169	10				108	2				2	28		150	319	
Pacific Surfliner	562														8	26			42	25		2		20	19	165	307	307	
	564														10	29	99		83	50		70		40	135	106	622	622	
	567														34	40	35		269	110		35		190	13	258	984	984	
	572														22	8			60	40		10		33		156	329	329	
	573														44		113		52	35				12	2	51	309	309	
	580														29	6			14	178	39	28		79		135	508	508	
	581														91	8	5		4	83	2	16		54	13	133	409	409	
	583														11	6	55		84	30		30		8		188	412	412	
	586														32	6		4	39	31		14		100	2	50	278	278	
	588														5	12		36	113	27		147		45		115	500	500	
	591														61	31	133				118		81		67	27	188	706	706
	594														27	42		162	83	48	10	306		36		104	818	818	
	595														28	10	58	6	3	53		200		40	2	274	674	674	
	761														36	35	56		195	123		12		98	126	415	1,096	1,096	
	765														126	76	69	7	90	160		11		57		266	862	862	
	770														112	48	70	8	2	335		9		45	4	139	772	772	
	774														227	37	7	5	173	383		59		271	5	310	1,477	1,477	
777														127	57	9	4	106	278	27	13		83	17	216	937	937		
784														161	40	268		105	230	19	288		113	21	225	1,470	1,470		
785														119	32	202		45	277	20	192		52	3	180	1,122	1,122		
794														29	36	58				101				75		81	380	380	
1761																							3		5	8	8		

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Pacific Surfliner	1794																						2					3	5	5		
Palmetto	89	63	35		42	25	48		15	15		11	32		29	315	137	39	12			149	119	94		8	300	175	305	1,338	1,653	
	90	48	8		40		18	34	6	8		29	106	79	21	397	171	121		5		108	94	10		55	268	92	540	1,464	1,861	
Pennsylvanian	42	58	9		92			18	62			185	214		9	647	53	231				127	64	19		4	156		534	1,188	1,835	
	43	4			45			42				15	10		2	118	32			13		196	64			5	163	37	632	1,142	1,260	
Pere Marquette	370				2								8	20		30	18					94	22				395		420	949	979	
	371	5			5			4	4				24	2		44	6										82		180	280	324	
Piedmont	73																25					73	10	16			51		133	308	308	
	74																81					42	20		272		77	7	148	647	647	
	75																108			62		7	78				51		60	366	366	
	76																90						66				32		153	341	341	
	77																83					5	44		21		64		60	277	277	
	78																4					48	25		48		35		55	215	215	
Richmond / Newport News / Norfolk	82	13							2	4		24	34		38	115	9					5	5	10		12	54	3	2	100	215	
	84	9	3		15				17	38		66	93	13	19	273	21	33				45	56				200	48	114	517	790	
	85	108	13	2	61			33	18	18		4	59		40	356	4	2				103	10				35	134	64	352	708	
	86	34		22	115		26	6	18	32	3	41	162		7	466	11				52	305	72				97	59	108	704	1,170	
	87	41			13		161	31	10			28	12		73	369	22	11			8	21	77				145	275	25	584	953	
	88	53		37	87				12	8		55	15		40	307	34					172	104	28	21		103	32	95	589	896	
	93	123	5	9	116	8	6	3	32	47			95	172		137	753	79	115		5		73	171			11	150	512	97	1,213	1,966
	94	220	115		206		24	31	43	51			136	169	2	73	1,070	120	62			10	241	145			8	138	47	322	1,093	2,163
	95	133	88		131			34	15	5		4	63	272	9	28	782	81	4		131	10	182	96			36	228	65	73	906	1,688
	96	10	28					5	2	3			18	21		37	124	28						71				14		6	119	243
	99	49	20	6	55		26	8	7				24	16		50	261	85	13				25	195		2		70	392	41	823	1,084
	125	13	69		18		28		5	22				105	4	15	279	104	70		12		227	85	2		38	123	231	51	943	1,222
	157			8	21				3				5	5	20	31	93	7					58	88		5	29	64	52	38	341	434
	164	28			27		27		10	5			29	17	5	84	232	25	59				96	94	66			14	61	40	455	687
174	68	9	5	58		5	9	34	71			80	38		2	379	65	24				128	72	26	77	39	91	33	109	664	1,043	
194								2	3			11			24	40	30					29	44		1		10		10	124	164	
195	77		23	160				95	5			44	48	2	106	560	29	45				232	104		4		41	140	58	653	1,213	

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

Route	Train	Amtrak (Host)														Amtrak (Non-Host)											Total	Total Amtrak Responsible Delay Minutes		
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH			SVS	SYS
Roanoke	145	2		6	7			12	7	3	2	4		32	75	34						81				25	37	2	179	254
	147	2			19			7	4		17	13		72	134	44	15				78	57			7	131		332	466	
	156	7						4	9	8	9	18		67	122	27					302	61	19		20	2	30	461	583	
	171	104		18	127	3	3	20	10	3	29	96	7	22	442	66	40		21		286	334	36	18	63	106	278	45	1,293	1,735
	176	83	18		77			8	25	35	120	86	2	3	457	77	74			3	122	168		169	25	42		41	721	1,178
San Joaquins	702															42	9	4			31	31			27		78	222	222	
	703															19	11	2	42		9	41		83	153		50	410	410	
	710															61	90	16	9		158	47			49	4	128	562	562	
	711															68	16		78		108	50			28	8	74	430	430	
	712															65	22	66	28		5	58		16	63	2	168	493	493	
	713															233	2		53		3	109			51	17	61	529	529	
	714															32	12	281				27		7	32	73	66	530	530	
	715															78	4		2		35	73	25		56	66	79	418	418	
	716															49	22	5	30		130	39		46	82	43	135	581	581	
	717															51	11		3		42	71		7	25	43	69	322	322	
	718															95		25	185		114	111		121	75	37	40	803	803	
719															12	80		42		150	42		26	25	19	266	662	662		
Silver Meteor	97	9					163		4			29		30	235	85	33				46	162			176	270	210	982	1,217	
	98	8			30					20		13			71	157	34				66	108	1		40	23	545	974	1,045	
Silver Star	91	65	73	11	158		53	10	25	42	31	150	12	62	692	1,186	379		235		535	1,767	102	58	57	357	1,367	1,811	7,854	8,546
	92	31	74		67			11	6	23	24	196	99	57	588	1,577	103	3	12		362	2,152	117	155		298	682	1,832	7,293	7,881
Southwest Chief	3											2			2	187	461		90		1,553	682	91	5		132	1,154	1,603	5,958	5,960
	4	4			21							5			30	223	33				696	891	152	4		167	1,476	773	4,415	4,445
	1003															4					14	15					7	40	40	
1004																15		6		64	7			1	9	1	103	103		
Springfield Shuttles	400									23					23										107			107	130	
	405				10								11		21						10							10	31	
	409				6										6							2		94				96	102	
	412																	16				1						17	17	
	416															2						3						5	5	
	417	11										69			80				93		47			24		16		180	260	
	432				11									8	19	2						6				9		17	36	
	450																				11							11	11	

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	FTI	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	
Springfield Shuttles	460																	15			3							18	18	
	461	13			16				53												1		9		153		3	166	248	
	463																			10								10	10	
	464	16										32				3		81		94	1		25			7	211	269		
	465	5										22																27	27	
	470	8			8					8			25					214		156			100		11	111		592	641	
	471							10						5		15	3	42		42					560	1	9	657	672	
	473				12																								12	12
	474	3										9				12	5		99		42					164		310	322	
	475	5			26				5				28								3							3	67	
	476	7			5								34	9					299		8	2		45				354	409	
	478	4											8				1		111	5	18	11			69	62	13	290	302	
	479	25							3				24					33	41		40			9				123	175	
	488									6			3	3					281							71		352	364	
	490		8							8			18	3					70		21					38	156	285	322	
	494	28											16				1	7	812		56	1	5	83	65		134	1,164	1,208	
	495	11											88											83	181		43	307	409	
497												65									4						4	69		
499									9										6	23			210	89	8	18	354	363		
Sunset Ltd	1				63			15							78	176	57		75		917	531	12		442	407	1,308	3,925	4,003	
	2				102			31				18			151	223	50	15	26		750	863	180		531	539	602	3,779	3,930	
Texas Eagle	21				177							8			185	148	35		25		833	537	39		485	880	903	3,885	4,070	
	22				10		7					21	66		104	233	49		369		188	600	12	22	217	735	874	3,299	3,403	
Vermont	54	4			50	142	75	14	11	11	30	113	37	17	504	9	75			14	38		28	216	24		404	908		
	55	86	11	3	42		2	18	11		24	105	2	66	370	42	113			35	66		27	5	496	13	179	976	1,346	
	56	38	5		79	22	14	62	86		121	94		22	543	40	73			122	23			468	75	261	1,062	1,605		
	57	3	11		33			2			6	32		17	104	33	15			10	40		7	204	21	18	348	452		
Wolverine	350	35			83		188	9	10			902	5		1,232	88				308	37	13	15	409	377	695	1,942	3,174		
	351	9			94		62		5			220	18		408	57	67			213	84		3	505	282	406	1,617	2,025		
	352				39			20	9			48	3		119	104	287			240	136		267	462	215	1,025	2,736	2,855		
	353	9			44		2	46	4			39	9		153	79	51	5		958	82		20	425	142	428	2,190	2,343		
	354	19						3				229	13		264	110	380			364	73		635	910	272	678	3,422	3,686		
	355	2			15			9	19				116	2		163	49	80			293	61	13	855	616	302	927	3,196	3,359	

Table 25: Host Responsible Train Delay Minutes

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total	
Acela Express	2150	30	16	4		552					602	
	2151	306	4			174			3	3	490	
	2152					33					33	
	2153	23				73				8	104	
	2154	163	10		36	463				23	695	
	2155	56	12			275				9	352	
	2158	178	1		22	287				9	497	
	2159	23	54	8		350				9	444	
	2163	47	10			234			21	12	324	
	2164	124	8			332				37	501	
	2165	13	7			93				113	226	
	2166	18				94					112	
	2167	10				34					44	
	2168	47	4			306				7	364	
	2169	393	4			147			2		546	
	2170	18				66			6	25	115	
	2172	25	2	29		239					254	549
	2173	109	23			315					33	480
	2190	91	17			466						574
	2248	78				36						121
2249	8				71					5	84	
2250	33				74						107	
2251	31	1			5	13			38		88	
2252	29	36				110			9		184	
2253	7	2				119				1	129	
2254	70	16				159				3	248	
2255	4	6				40			3	2	55	
2256	7					60				10	77	
2257	15				34	72					121	
2259	1					81					82	
Auto Train	52	50	772		107	2,608		3,637	1,986	820	9,980	
	53	300	735		131	2,933		4,208	2,673	702	11,682	
Blue Water	364	22	317		80	55		2,292	107	146	3,019	
	365		220		46	68		2,260	401	52	3,047	
California Zephyr	5	132	2,127		964	3,327	89	10,383	1,840	2,010	20,872	
	6	252	2,171		643	3,053		11,160	1,947	1,456	20,682	
	1005	4	32			70		32	51	26	215	
	1006	4	14		4	50		88		19	179	
	1105		18					22			40	
Capitol Corridor	520		5		2	32		15	19	2	75	
	521	132	47		82	472		37	28	24	822	
	522		2		33	47		46	92	18	238	
	523	25	77		15	493		31	277	36	954	
	524	120	52		62	507		35	284	49	1,109	
	525		36		16	72		24	115	21	284	
	526		25		4	45		6	19	11	110	
	527	130	60		24	510		232	196	81	1,233	
	528	70	89		71	571		63	179	39	1,082	
	531	81	102		14	433		38	160	43	871	

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Capitol Corridor	532	7	54	73	588		23	135	56	936
	534		46	24	24		24	91	20	229
	535		7		28		14	25	3	77
	536		34	22	62		50	11	18	197
	537	14	45	26	43		7	33	29	197
	538		69	25	546	11	303	130	98	1,182
	540		37	18	39		26	51	49	220
	541	121	60	70	513	0	43	361	52	1,220
	542	3	114	9	533		21	86	43	809
	543		49	33	31		15	73	45	246
	544	2	46		43		2	44	10	147
	545		28		76		57	165	26	352
	546	4	42	8	553		38	178	42	865
	547	93	54		476		47	342	70	1,082
	548		47		29		9	70	10	165
	549		36		15		50	84	7	192
	551		22	9	70		2	48	11	162
	720		23	4	25		3	58	23	136
	723		39	17	187			22	29	294
	724		16	11	173		42	119	35	396
	727	31	38	3	221		20	163	38	514
	728	4	37	4	201		6	81	28	361
	729	14	40		199		59	164	83	559
	732	7	58	6	250		2	76	6	405
	736		38		250		184	72	38	582
	737		31	23	196		17	48	42	357
	741	4	15	2	183			73	13	290
742		42		212		13	61	17	345	
743	9	32	2	172			97	2	314	
744		43	2	212		31	50	6	344	
745		24		15		19	55	16	129	
746		7		18			27	10	62	
747	11	30		189		20	175	14	439	
748		9		194		23	65	7	298	
751		31	24	13			51	5	124	
Capitol Ltd	29	95	529	129	356	277	8,567	809	774	11,536
	30	11	418	58	649	86	6,603	722	1,551	10,098
Cardinal	50	140	454	54	643		1,727	535	372	3,925
	51		588	114	550		1,959	351	438	4,000
Carl Sandburg / Illinois Zephyr	380	92	142	60	151		602	113	186	1,346
	381	287	87	50	124		729	93	212	1,582
	382	118	243	77	91		945	15	294	1,783
	383	309	161	16	119		1,378	111	112	2,206
Carolinian	79		589	229	841		667	1,357	749	4,432
	80	116	700	244	779		1,239	1,425	620	5,123
Cascades	500		469	365	694		1,438	394	215	3,575
	503	101	323	436	999		1,585	595	184	4,223
	504	120	223	298	341		445	198	307	1,932
	505		570	98	851		1,682	865	225	4,291
	507	69	294	10	356		551	369	217	1,866
	508		474	75	761		1,492	1,055	156	4,013
City Of New Orleans	58	38	713	192	1,173		2,888	920	848	6,772
	59	11	430	152	1,042		3,635	628	823	6,721
Coast Starlight	11	145	1,421	646	2,658	27	5,316	2,841	252	13,306
	14	261	1,764	318	2,413	20	5,645	2,866	717	14,004
Crescent	19	96	1,104	392	1,226		6,875	1,143	873	11,709
	20	27	1,395	27	1,082		6,461	1,030	586	10,608
Downeaster	680	68	230	37	212		25		7	579
	681	87	191	144	187		21	396	25	1,051
	682	35	253	56	349			12	10	715

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Downeaster	683	25	225	54	207		186	288	7	992
	684	89	145	73	225		45	256	6	839
	685	90	163		104		365	111		833
	686	95	274	55	262		157	177	4	1,024
	687	137	212		173		115	233		870
	688	100	94		147		119	413	29	902
	689	69	63		51		31		8	222
	690	1	123		73	0	15			212
	691	7	161	38	73	0	23	119	10	431
	692	70	164		117	0		0	24	375
	693	20	183		81	7	62	182	22	557
	694	48	158	80	118	18	48	161		631
	695	10	139		59	18	74	55		355
	696	107	161	136	119	18	176	149	20	886
	697	67	175	108	105	13	29	81	38	616
	698	24	100	182	92	11	10	314	9	742
	699	19	122		37	9			4	191
1689	2	14		16		11		4	47	
Empire Builder	7	49	895	193	1,463	332	6,033	913	460	10,338
	8	269	733	597	1,816	370	8,467	1,366	387	14,005
	27		117	116	450		1,738	19	54	2,494
	28		100	48	272		2,336	18	40	2,814
	1007				46		84	8		138
	1008	22	16	6	31		106		2	183
	1027				12		11	6		29
	1028				3		1			4
Ethan Allen Express	290	325	145	210	126		73		83	962
	291	198	161	44	191		61	2	88	745
Heartland Flyer	821		108	29	1,629		1,207		5	2,978
	822		147	21	1,476	6	1,908			3,558
Hiawatha	329		10	1	11		2		3	27
	330	79	41	5	2		4	2	23	156
	331	202	47	29	28		6	8	12	332
	332	60	35	44	15		51	3	11	219
	333	377	42	80	18		69	23	2	611
	334	89	83	76	15		23	2	24	312
	335	357	33	58	10		17	5	1	481
	336	63	63	18	9		56	20	14	243
	337	53	35	35	26		22	42	5	218
	338	224	45	15	10		43	44	25	406
	339	350	27	1	13		52	5	1	449
	340	220	51	42	20		33	15	24	405
	341	38	8		1		5			52
	342	11			3		12		5	31
343								1	1	
Illini / Saluki	390	53	141	95	983		1,130	80	71	2,553
	391	58	32	71	65		157	129	9	521
	392	28	17		85		185	139	6	460
	393	101	242		1,073		633	129	56	2,234

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Lake Shore Ltd	48	181	686	125	379		6,199	525	1,114	9,209
	49	163	477	43	314		5,822	1,821	776	9,416
	448	1,063	106	29	118		450	125	134	2,025
	449	791	124	65	95		167	288	45	1,575
Lincoln Service	300		294	32	202	9	2,220	366	198	3,321
	301	21	490	127	123	25	1,262	809	305	3,162
	302		376	54	223	4	2,021	567	90	3,335
	303		318	114	190	38	1,433	828	417	3,338
	304	12	344	34	89	76	1,317	745	126	2,743
	305	7	264	52	72	74	1,679	816	215	3,179
	306	6	271	94	125	136	1,248	1,139	94	3,113
	307	10	280	15	99	61	1,355	513	245	2,578
Maple Leaf	63	214	170	143	335		1,006	162	765	2,795
	64	104	110	95	376		1,023	104	506	2,318
Missouri	311		34		2					36
	313		97	25	339		1,348	14	166	1,989
	314		157	99	402	19	1,734	18	144	2,573
	316				3		32		3	38
New York - Albany	232	376	5		58			3	85	527
	233	231	9	66	53			25	309	693
	234	92			34				25	151
	236	127			42			6	107	282
	237	102	15		83			41	29	270
	238	288	30	50	104			23	55	550
	239	404	10		26				51	491
	241	82	14	50	29				16	191
	243	65	7	4	45				14	135
	244	1,077	4		60			15	21	1,177
	250	41	51	4	30				41	167
	253	50	10	4	36			4	10	114
	256	5			6			7		18
	259	54	4		15				7	80
	260	169	7	10	18				15	219
261	15	3		4				2	24	
New York - Niagara Falls	280	350	385	76	357		715	107	502	2,492

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
New York - Niagara Falls	281	655	243	79	382		914	192	687	3,152
	283	412	179	39	324		1,099	32	699	2,784
	284	254	261	317	317		577	49	601	2,376
On Spine Northeast Regional	132	55			42			8		105
	135	90	98		124				7	319
	136	24	4		4					32
	137	200	4	2	262			7	14	489
	139	21			61				6	88
	140	110		28	173	2				313
	141	186	98		284					568
	143	81			26					107
	146	2			15					17
	148	316	47		335		3	7	7	715
	149	17			106					123
	150	18			195				2	215
	160	10			91					101
	161	47	26	11	93			12	8	197
	162	34			220					254
	163	14			91					105
	165	20			66			5		91
	166	15			100				7	122
	167	12			92				69	173
	168	53			69				2	124
169	13			182					195	
170	111	7		53					171	
172	133	15	11	215					374	
173	278	4	3	305			4	10	604	
175	294	55		360			10	101	820	
177	97	3		349				24	473	
178	121	31		262				3	417	
179	30			101					131	
190	298			372			2	46	718	
Pacific Surfliner	562	443	135	49	136		29	516	28	1,336
	564	333	128	27	52		81	306	43	970
	567	384	212	155	75		58	258	156	1,298
	572	169	106	161	47		82	251	71	887
	573	304	166	65	108		52	318	48	1,061
	580	259	186	124	56	15	75	319	195	1,229
	581	530	242	45	109	49	91	214	75	1,355
	583	265	160	58	96		89	273	6	947

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

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Pacific Surfliner	586	203	226	25	57	3	209	548	53	1,324
	588	256	208	30	45		64	565	8	1,176
	591	393	107	257	106		97	463	38	1,461
	594	40	136	168	110		144	27	46	671
	595	34	151	218	63		170	130	58	824
	761	322	875	74	594		54	555	166	2,640
	765	481	593	168	131		50	472	99	1,994
	770	188	632	81	144		50	503	273	1,871
	774	299	909	172	768		74	953	59	3,234
	777	158	710	120	471	11	91	2,256	69	3,886
	784	851	798	54	91	49	240	700	121	2,904
	785	908	373	57	145	47	223	656	175	2,584
	794		847	36	408		105	1,275	62	2,733
	1761		9					10		19
	1794		6					13		19
Palmetto	89		559	386	1,260		2,842	1,363	172	6,582
	90	174	408	359	1,106		2,483	1,041	196	5,767
Pennsylvanian	42		239	122	139		1,863		640	3,003
	43		119	13	98		2,178		434	2,842
Pere Marquette	370		129	10	42		989	164	95	1,429
	371		218	161	33		1,417	216	27	2,072
Piedmont	73		279	39	249		517	71	32	1,187
	74		245	75	254		613	142	70	1,399
	75		183	151	286		433	252	41	1,346
	76		287	184	268		389	360	56	1,544
	77		182	102	258		208	146	18	914
	78		208	25	248		217	71	49	818
Richmond / Newport News / Norfolk	82	22	165		121		18	2	31	359
	84		113	33	173		218	45	180	762
	85	307	88	13	199		200	107	174	1,088
	86	322	200	52	385		191	17	95	1,262
	87		23	2	61		51	3	107	247
	88	70	131	5	122		65	13	48	454
	93	628	231	11	664		593	272	317	2,716
	94	274	368	143	694		248	111	363	2,201
	95	605	515	50	509		485	104	297	2,565
	96	20	25	5	135		55	5	76	321
	99	91	40	6	218		112	27	192	686
	125	429	202	19	273		435	532	322	2,212
	157	25	65	97	119		94	17	54	471
	164	72	69		83		44	13	21	302
	174	351	151	6	736		341	120	346	2,051
194		37		122		40	7	69	275	
195	49	17	35	160	12	76	167	48	564	
Roanoke	145		18		22		60	44	3	147
	147	23	17	11	152		33	14	2	252
	156		79		24		66	67	10	246
	171	267	104	25	623		780	85	44	1,928
	176	247	246	55	485		239	47	26	1,345
San Joaquins	702	32	179	84	565		1,673	471	10	3,014
	703		172	25	396	325	1,232	822	84	3,056
	710		218	54	758		1,184	1,175	74	3,463
	711		185	53	609		729	905	73	2,554
	712		246	83	773		1,206	1,097	61	3,466

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
San Joaquins	713		347	123	628		947	1,156	159	3,360
	714		239	170	649		1,031	1,318	143	3,550
	715		231	47	647		995	1,743	52	3,715
	716		314	38	645		1,244	1,347	61	3,649
	717	1	247	12	596		1,239	1,373	59	3,527
	718		178	23	556		865	1,014	57	2,693
	719	3	280	59	544		1,009	1,349	46	3,290
Silver Meteor	97	93	304	45	369		551	554	53	1,969
	98	152	202	54	330		746	339	91	1,914
Silver Star	91	1,238	1,156	197	3,305		3,539	1,762	510	11,707
	92	468	934	379	3,558		3,088	3,189	922	12,538
Southwest Chief	3	1,000	1,459	382	2,268		5,274	1,206	667	12,256
	4	517	1,699	382	2,155		6,626	1,339	347	13,065
	1003	28	39		46		38	22		173
	1004	30	9		21		81	9	1	151
Springfield Shuttles	400		5							5
	461		31				78		9	118
	471		23		22		107		12	164
	478				15		24		19	58
	488				7		29			36
	490		25							25
	494		12		54		38		45	149
	495						80		8	88
	499		12		9		37			58
Sunset Ltd	1	79	996	778	1,792	28	10,533	147	1,442	15,795
	2		1,004	692	1,841		7,057	209	1,855	12,658
Texas Eagle	21	10	1,094	335	1,816	31	11,620	891	523	16,320
	22	77	803	154	1,813	29	5,738	916	400	9,930
Vermont	54	46	53		845				16	960
	55	141	217	72	2,065			48	3	2,546
	56	250	58	15	2,090		77	13	7	2,510
	57	76	69	33	865		18		11	1,072
Wolverine	350	14	578	135	147		1,597	1,013	186	3,670
	351		377	130	99		1,708	298	141	2,753
	352		354	46	281		1,860	836	165	3,542
	353	53	287	114	181		1,426	631	182	2,874
	354		265	84	196		1,210	489	91	2,335
	355		570	66	216		1,345	973	184	3,354

Table 26: Third-Party Responsible Train Delay Minutes

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Acela Express	2103					24			32	56
	2109						22		16	38
	2122	17			5		86		18	126
	2126	2				8	16		3	29
	2150	8			5	5	128		227	373
	2151	8			22		133		509	672
	2153				62	8			129	199
	2154	3		19	13	41	21		165	262
	2155	17	7	4	45	35	89		205	402
	2158	7	22		11	30			199	269
	2159		23		277	5	83		89	477
	2163			10	351	22	216		36	635
	2164	4	3		23	4	142		212	388
	2165				197	21	76		21	315
	2166			5	5	16			95	121
	2167				17		15		3	35
	2168	4	17		49	51	13		40	174
	2169	17			221	31	56		79	404
	2170				4		10		11	25
	2172	14			54	55	68		161	352
	2173	3		5	163	23	4		108	306
	2190	4				4	161		86	255
	2203								2	2
	2205						2		16	18
	2213						2		6	8
	2218						3	3	2	8
	2222	1							8	9
	2224								5	5
	2248				3				35	38
	2249				15				23	38
	2250				2	13			27	42
	2251								53	53
	2252				41				35	76
2253				42	13	2		28	85	

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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Acela Express	2254			9	6			161	176
	2255	6			6			69	81
	2256		14		5			18	37
	2257				86			11	97
	2259				40			12	52
Auto Train	52		11	7	4	66	395	1,438	1,921
	53		65		1,202	78	704	334	2,383
Blue Water	364		49	44	552		511	181	1,337
	365			195	1,622	133	41	178	2,169
California Zephyr	5		315	64	2,451	308	347	856	4,341
	6		399	220	1,658	242	367	868	3,754
	1005					23		14	37
Capitol Corridor	520			24	5				29
	521			62	202	136	3	1	404
	522			79	50	132		4	265
	523			120	105	22	46	1	294
	524			207	22	31			260
	525			50	49		104	5	208
	526			3	3	17			23
	527			134	280	105	63	2	584
	528			136	81	14	3		234
	531			90	73	2	11		176
	532		4	100	151		14		269
	534			67	6		38		111
	535			32	11				43
	536			106	167		50		323
	537			32	15		170		217
	538		23	91	178	104	17		413
	540		4	41	29	7			81
	541		32	148	26	105	38		349
	542		4	45	26	97	7		179
	543		4	60	13	62			139



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Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	WTR	Total
Capitol Corridor	544				17	29		2	1	49
	545			4	39	39	46	7		135
	546				57	50	27	62	1	197
	547				46	62	139	50		297
	548				15	200		21		236
	549				28	39	32	53		152
	551				22	98	31	10		161
	720				27	9	94	4		134
	723				6	31		20	3	60
	724				154	33	2	1		190
	727			8	85	33	92			218
	728				14	3	57			74
	729				80	87		6		173
	732				83	19	42	62		206
	736					20	57	41		118
	737				56	42	65			163
	741				46	6		66		118
	742				10	28		1		39
	743			2	18	15	28	2		65
	744					34		108		142
745				10	7	44	5		66	
746				46	1	36	38		121	
747				58	29		40		127	
748			1		34		28		63	
751				24	15	14	90		143	
Capitol Ltd	29			16	62	1,822	120	40	292	2,352
	30			12	35	224	390	165	80	906
Cardinal	50				4	1,212	354	11	55	1,636
	51			38		932	104	70	280	1,424
Carl Sandburg / Illinois Zephyr	380			25		202	22		48	297
	381					209	5	2	13	229
	382					168	131			299
	383					171	71		44	286
Carolinian	79			38		1,294	183	156	124	1,795
	80	4		81		928	50	143	251	1,457

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Cascades	500			50	464	94	12	14	634
	503		14	179	194	89	116	46	638
	504			51	18	27	144		240
	505			44	220	145	356	22	787
	507			51	12	76	46	5	190
	508		30	50	246	94	350	51	821
City Of New Orleans	58		148	6	2,635	52	972	266	4,079
	59		75		2,269	63	16	86	2,509
Coast Starlight	11		122	279	4,365	958	228	481	6,433
	14		71	147	2,381	903	981	588	5,071
Crescent	19		122	19	2,467	101	269	293	3,271
	20	6	11	39	1,775	376	472	1,753	4,432
Downeaster	680				417			16	433
	681				241		22	2	265
	682				298		2	5	305
	683				64	5	11	2	82
	684				277		31		308
	685				282	12		2	296
	686				106	17	6	3	132
	687				139	20		5	164
	688				361	2			363
	689				299	19		4	322
	690				234			3	237
	691				133			2	135
	692				117			2	119
	693				8			9	17
	694				29	72			101
	695				84			10	94
	696				19	19	2		40
	697				18			4	22
	698				69				69
699				63			6	69	
1689				73				73	
Empire Builder	7		530		3,979	154	69	1,339	6,071
	8		223	4	1,419	55	150	821	2,672



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Route	Train	DBS	MBO	NOD	POL	TRS	WTR	Total
Empire Builder	27		77	8			14	99
	28		34	24	9		6	73
	1007			43				43
	1008			2				2
	1028			3				3
Ethan Allen Express	290			744	72	2	50	868
	291			588		398	39	1,025
Heartland Flyer	821			28	35			63
	822			17	24	95	249	385
Hiawatha	330			121				121
	331			15			3	18
	332					1	1	2
	333			6				6
	334		5		13		5	23
	335			13	10	14	2	39
	336			2	47	26	7	82
	337			4			1	5
	338					3		3
	339			191	3		40	234
	340					2	10	12
	341			4				4
	342			1				1
	Illini / Saluki	390		12	23	21	15	66
391					14		7	21
392				8			7	15
393				64	47		93	204
Keystone	600					79	88	167
	601	13					82	95
	605					66	13	79
	610						44	44
	612				3			3



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Keystone	619					9			33	42
	620						4		58	62
	622					2			4	6
	637					2				2
	639	14								14
	640		4				34	4	118	160
	642	8					94		67	169
	643						8		4	12
	645						16		8	24
	646	11				17			44	72
	647			142					4	146
	650					8			16	24
	651	16							46	62
	652	11	9			46	30		15	111
	653					15			60	75
	654	7	88			5	12		17	129
	655	32	20						80	132
	660					8			41	49
	661								75	75
	662			19					21	40
	663								18	18
	664								31	31
	665						21		4	25
666								74	74	
667								14	14	
669								26	26	
670						17		2	19	
671								8	8	
Lake Shore Ltd	48		1	37	1,536	76			102	1,752
	49		2	62	2,042	132	150		69	2,457
	448		33		70	7	95		100	305
	449				369		25		17	411
Lincoln Service	300			7	749	25			157	938

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Route	Train	DBS	NOD	POL	TRS	WTR	Total
Lincoln Service	301		534	9		150	693
	302	111	1,312	18	9	37	1,487
	303		355	31	83	29	498
	304		876		166	49	1,091
	305		677	14		38	729
	306		862	12	285	277	1,436
	307		730			66	796
Maple Leaf	63	5	685		14	184	888
	64	10	1,573	53	102	232	1,970
Missouri	311		31				31
	313	3	1,050	20	119	32	1,224
	314	3	355		9	41	408
	316		2				2
New York - Albany	232		6		43	11	60
	233		216	50	251	66	583
	234		22				22
	236		2		26	70	98
	237		404		72	43	519
	238		85	20			105
	239	12	574	48	51	17	702
	241		182	6			188
	243		256	8		4	268
	244		37	46		2	85
	250					2	2
	253		85				85
	256		2				2
	259		49	10		46	105
	260		14			11	25
	261		2				2
New York - Niagara Falls	280		563		20	123	706
	281	8	467	85		205	765
	283	6	236	46	158	227	673
	284	24	494	42	123	134	817
On Spine Northeast Regional	123			11			11
	126			9			9



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
On Spine	130	12			5	16	10		18	61
Northeast Regional	132				1				68	69
	134					22				22
	135				134	35			166	335
	136				10				12	22
	137	18			124	46	42		189	419
	138	6			6	20	65	75	10	182
	139		24		11				64	99
	140				14	2	29		163	208
	141	27			83	4	10	6	178	308
	143								88	88
	146						8		47	55
	148	4	6		160	52	34	3	298	557
	149	9				5	16		63	93
	150				22		4		83	109
	152		23			10			35	68
	153								15	15
	154					11			5	16
	155								10	10
	158								4	4
	159		6							6
	160			8	29	24	5		36	102
	161					1			192	193
	162				10	17			76	103
	163				3	11			34	48
	165								82	82
	166				8				75	83
	167				68	18			1	87
	168								170	170
	169				36				67	103
	170						26		154	180
	172	6			13	20	57		198	294
	173				150	7	99	5	216	477
	175	35	46		8	183	50		231	553



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Route	Train	BSP	DBS	NOD	POL	TRS	UTL	WTR	Total
On Spine	177	20		392	14			49	475
Northeast Regional	178	11	12	195	113	49	8	265	653
	179			86				11	97
	182							3	3
	183				61	58		18	137
	184	3			10			23	36
	185	9		4	4	52		69	138
	190	6		130	6	105		134	381
	192						30	9	39
	193				56	8		37	101
	196	8		2		116		28	154
Pacific Surfliner	562		50	253	181	34		36	554
	564		3	571	47	125		11	757
	567			96	35	10		23	164
	572			278		14		4	296
	573			394	100	15		2	511
	580			224		21			245
	581			293	2	39			334
	583			555	132	4			691
	586			249	133	63		6	451
	588			589	255	46			890
	591			100	164	17		3	284
	594			510	354	69			933
	595		15	632	49	174			870
	761		124	2,183	227	45			2,579
	765			830	470	3		9	1,312
	770		6	1,900	191	165		4	2,266
	774		8	1,671	360	457		72	2,568
	777		2	1,440	526	45		7	2,020
	784		18	1,832	116	106			2,072
	785		24	782	313	160		2	1,281
	794		190	850	72	241		8	1,361
	1761			19					19

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Palmetto	89	4			2,126	32	425	7	167	2,761
	90		71		640	167	53		1,403	2,334
Pennsylvanian	42		43		14	13	194		165	429
	43		20		105	37	19		335	516
Pere Marquette	370			13	27	15	86		48	189
	371			138	158		173		42	511
Piedmont	73		41		60	77	22		115	315
	74				162		19		28	209
	75				69	39	2		42	152
	76				189	4	120		36	349
	77		18		29		2		2	51
	78		14		232	65	529		4	844
Richmond / Newport News / Norfolk	82				63	9	3		33	108
	84		7		967				271	1,245
	85				47	41	57		15	160
	86	24	7	3	444	19	8		139	644
	87				6	9			109	124
	88		43		351	14	12		250	670
	93		24		617	30	246		165	1,082
	94	3	223		350	81	12		188	857
	95	29	11		331	42	105		296	814
	96		18		55	2			52	127
	99		6		26	3			215	250
	125	24	8		460	27	90		40	649
	157		5		64	27			88	184
	164	3	4		270				126	403
	174	7			478	70			564	1,119
194				136	64			52	252	
195		9		20	4		34	168	235	



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Roanoke	145				17		25	21	63
	147				70			156	226
	156		5		172			93	270
	171		44		520	20	259	226	1,069
	176	16	3	5	500	227	124	199	1,074
San Joaquins	702		11		698	186		13	908
	703		6		497	286	79	3	871
	710				605	183	102	12	902
	711		9		989	44	16	37	1,095
	712		23		602	114	15		754
	713		2		525	56	204	28	815
	714		1		743	104	14	14	876
	715		3		296	156	4		459
	716		31		485	503	246		1,265
	717		4		405	411	145	25	990
	718				615	232	51	5	903
	719		20		474	562	73	2	1,131
	Silver Meteor	97		37		354	139	351	42
98					285	38	4	769	1,096
Silver Star	91	20	109		465	312	568	892	2,366
	92	27	6		1,091	659	888	1,977	4,648
Southwest Chief	3		15	9	2,356	555	315	480	3,730
	4		17	6	2,468	312	125	201	3,129
	1003				38				38
	1004				32				32
Springfield Shuttles	400				19			29	48
	405							5	5
	409							28	28
	412							4	4
	417						68	11	79
	432							34	34
	451							62	62



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Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	WTR	Total	
Springfield Shuttles	460								138	138	
	461					32		10	6	48	
	463								10	10	
	464						26		44	70	
	465								5	5	
	467							25	13	38	
	470								95	95	
	471					70		1	119	190	
	473								67	67	
	474							5	6	11	
	475							11	49	60	
	476							5	10	93	108
	478						223		0	106	329
	479								7	33	40
	488						73	5		43	121
	490									68	68
	494						90		182	102	374
	495						31			85	116
497									21	21	
499						78	24		78	180	
Sunset Ltd	1			35	18	716	309	250	59	1,387	
	2		6	25	24	1,225	265	335	21	1,901	
Texas Eagle	21			5	41	4,771	134	267	442	5,660	
	22			48	8	7,111	38	253	111	7,569	
Vermonter	54					197		8	42	247	
	55	25			18	118	45	37	52	295	
	56			49		226		13	111	399	
	57					31	20	2	119	172	
Wolverine	350				44	275	20	181	224	744	
	351				62	76		57	123	318	
	352			111	63	175	10	121	189	669	
	353			23	48	202	225	8	145	651	
	354				85	79		247	175	586	
	355			16	18	23	6	37	315	415	