

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



Covering the Quarter Ending December 2022  
(First Quarter of Fiscal Year 2023)

**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 first quarter of FY 2023 from October 1, 2022 to December 31, 2022, includes data about Amtrak's on-time performance, minutes of delay, causes of delay, cost recovery, ridership, customer satisfaction, station arrivals, and public benefits. 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](https://railroads.dot.gov). Highlights from the FY 2023 first quarter report are below.

### Customer On-Time Performance

Customer on-time performance is included in this quarterly report for all routes and trains in operation during the first quarter of FY 2023, regardless of schedule status. This is the fifth report to include customer on-time performance for all routes and trains in operation during the quarter.

The routes with the highest OTP in this quarter were the Keystone (94 percent), Hiawatha (88 percent), and Pere Marquette (88 percent), and those with the lowest were the Sunset Ltd (29 percent), California Zephyr (29 percent), and the Auto Train (38 percent).

This quarter's report provides the fifth 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 fourth quarter of FY 2022 or first quarter of FY 2023, 55 percent met the 80 percent customer OTP standard, 31 percent did not meet the standard, and 14 percent did not operate in one of the two quarters.

### Train Delays

Delay minutes are tracked for each Amtrak train according to 40 individual delay codes across three 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 1.36 million minutes of delay during the first quarter of FY 2023, down 3 percent from the previous quarter and an increase of 2 percent over FY 2022 Q1. The largest cause of delays was freight train interference at 252,957 minutes of delay – 18 percent of total

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delay minutes, a decrease of 8 percent from the previous quarter and a decrease of 15 percent from the first quarter of FY 2022. Other significant causes of delay were passenger train interference, slow orders, and signals.

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 first quarter of FY 2023, Amtrak trains traveled 8.8 million train miles, an increase of 3 percent over the fourth quarter of FY 2022. The Class I host railroad with the largest number of host-responsible delay minutes per 10,000 train miles was Union Pacific (1,438 minutes); the Class I host railroad with the smallest number of host-responsible delay minutes per 10,000 train miles was CP (490 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. In the first quarter of FY 2023, customers rated 68 percent (30 of 44) of routes as 80 percent or higher in terms of overall satisfaction, with three routes below 70 percent.

### Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned \$850M in adjusted operating revenue and incurred \$987M in fully allocated operating expenses, achieving a cost recovery ratio of 86 percent. Routes that operated in the fourth quarter with high cost recovery ratios include the Acela Express (142 percent), Northeast Regional (132 percent), Missouri River Runner (118 percent), and the Auto Train (116 percent).

Amtrak had 6,951,382 total riders during the quarter, an increase of less than 1 percent over the previous quarter but 25 percent higher than first quarter of FY 2022. Several long-distance routes returned to daily service in the first quarter of FY 2023 — the Silver Meteor, City of New Orleans, and Crescent. The Adirondack also resumed operations between New York City and Albany. The Northeast Regional (2,183,349 riders), Acela Express (727,877 riders), and Pacific Surfliner (348,185 riders) accounted for 47 percent of the total ridership. These routes, along with the Auto Train, also accounted for 47 percent of Amtrak’s adjusted operating revenue: Northeast Regional (\$214.1M), Acela Express (\$129.9M), Auto Train (\$30.7M), and Pacific Surfliner (\$26.8M).

### Public Benefits

The public benefits metrics track connectivity, missed connections, community access, and service availability across Amtrak’s network. They are reported annually and were published first in the FY 2022 Q1 report, covering all of FY 2021. Data for FY 2022 are at [railroads.dot.gov](https://www.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 quarterly report covers the seventh full calendar quarter three months after the publication of the final rule in the Federal Register, which is the first quarter (Q1) of Federal fiscal year (FY) 2023, running from October 1, 2022, to December 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 first quarter of FY 2023. Additional information about the final rule and the supporting data files are available at [railroads.dot.gov](https://railroads.dot.gov).

FRA is pleased to publish this seventh report and set of quarterly data using the metrics established in 2020. Standardized, consistent reporting provides 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)<br>October 1 – December 31, 2021 (all schedules) | Standard: 80% for two consecutive quarters<br><br>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             | Berkshire Flyer                 | Between New York (Penn Station) and Pittsfield, MA<br><i>Seasonal service, July - September</i> |
|                    | Empire             | Ethan Allen Express             | Between New York (Penn Station) and Burlington, 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  |   |



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| Service Line    | Route Name         | Sub Service                                | Route Description   |
|-----------------|--------------------|--|---|
| State Supported | Illinois           | Lincoln Service                            | Between Chicago and St. Louis   |
|                 | Keystone           | Keystone                                   | Between Harrisburg, PA, Philadelphia, and New York (Penn Station)             |
|                 | Lincoln / Missouri | Lincoln / Missouri                         | Between Kansas City, St. Louis, and Chicago                                   |
|                 | 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 |   |



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| Service Line  | Route Name          | Sub Service         | Route Description  |
|---------------|---------------------|---------------------|--|
| 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                   |
|               | 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 2. Amtrak Host Map



All route/map data provided by Amtrak. The map depicts Amtrak host railroads as of the first quarter of FY 2023.



**Table 3. Routes and Hosts**

| Service Line                  | Route               | Host <sup>1</sup>             | 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.

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| 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   | Berkshire Flyer                   | Amtrak               | 97          |
|                   |                                   | CSX                  | 46          |
|                   |                                   | Metro-North Railroad | 64          |
|                   | 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                  |             |



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| Service Line    | Route                    | Host                 | Route Miles |
|-----------------|--------------------------|----------------------|-------------|
| State Supported | Ethan Allen Express      | Amtrak               | 100         |
|                 |                          | CP                   | 60          |
|                 |                          | Metro-North Railroad | 64          |
|                 |                          | Vermont Railway      | 24          |
|                 | Heartland Flyer          | BNSF                 | 236         |
|                 | 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          |
|                 | Vermonter                | 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 4 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)          |
| Berkshire Flyer          | New York, NY - Pittsfield, MA    | New York, NY – Albany, NY (Empire Service)                  |
|                          |                                  | Albany, NY – Pittsfield, MA (Berkshire Flyer)               |
| Carolinian               | Charlotte, NC – New York, NY     | Charlotte, NC – Washington, DC                              |
| Cascades                 | Eugene, OR – Vancouver, BC       | Eugene – Portland, OR (Oregon Service)                      |
|                          |                                  | Portland, OR – Vancouver, BC (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 – Burlington, 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   |
|-----------------------|--|---|
| Lincoln / Missouri    | Kansas City, MO – Chicago, IL                    | Kansas City, MO – St. Louis (Missouri River Runner)               |
|                       |  | St. Louis – Chicago (Lincoln Service)                             |
| Lynchburg/<br>Roanoke | Lynchburg/Roanoke – New Haven, CT/<br>Boston, MA | Lynchburg, VA – Washington, DC                                    |
| Newport News          | Newport News, VA – New Haven, CT/<br>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/<br>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](https://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.</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 <a href="https://railroads.dot.gov">railroads.dot.gov</a>, the third-party delays are coded as "Neither."</p> |

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

| 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 <a href="https://railroads.dot.gov">railroads.dot.gov</a>.</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 <a href="https://railroads.dot.gov">railroads.dot.gov</a> .   |
| Host Running Time                   | The average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton, reported by route, by train, and by host railroad (excluding switching and terminal railroads).                                   | <p><i>Actual running time</i> means the actual elapsed travel time of a train's travel on a host railroad, between the departure time at the first reporting point for a host railroad segment and the arrival time at the reporting point at the end of the host railroad segment.</p> <p><i>Scheduled running time</i> means the scheduled duration of a train's travel on a host railroad, as set forth in the Amtrak schedule skeleton.</p> <p><i>Schedule skeleton</i> means a schedule grid used by Amtrak and host railroads to communicate the public schedule of an Amtrak train and the schedule of operations of an Amtrak train on host railroads.</p> <p>Data is available for download at <a href="https://railroads.dot.gov">railroads.dot.gov</a>.</p>  |



**Table 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                 |
| Canadian National                            | CN                 |
| Canadian National - Other                    | XC                 |
| Central Florida Rail Corridor                | FR                 |
| Chicago Terminal <sup>1</sup>                | 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                 |

<sup>1</sup> Amtrak records delays experienced by Illini/Saluki and City of New Orleans trains between 16th St. and Control Point-Roosevelt in Chicago to Chicago Terminal (CT).



**Table 7. Amtrak Delay Code Definitions**

| <b>Responsibility</b>     | <b>Code</b>   | <b>Code Description</b>  | <b>Explanation</b>   |
|---------------------------|---------------|--|--|
| Amtrak-responsible delays | ADA           | Passenger-related  | All delays related to disabled passengers, wheelchair lifts, guide dogs, etc.  |
|                           | CAR           | Car failure  | Mechanical failure on all types of cars  |
|                           | CCR           | Cab car failure  | Mechanical failure on Cab Cars   |
|                           | CON           | Hold for guaranteed connection                                   | Holding for connections from other trains or buses   |
|                           | CTC           | CETC system failure  | Failure of the 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  |

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

| 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                               |



# FRA Quarterly Report | V. Quarterly Reporting Data Categories

## Table 8. Customer On-Time Performance by Route

| Service Line / Route              | OTP (FY22 Q4)   | OTP (FY23 Q1)   |
|-----------------------------------|-----------------|-----------------|
| <b>Long Distance</b>              |                 |                 |
| Auto Train                        | 55.0%           | 38.5%           |
| California Zephyr                 | 12.1%           | 29.2%           |
| Capitol Ltd                       | 35.9%           | 65.8%           |
| Cardinal                          | 38.8%           | 47.9%           |
| City Of New Orleans               | 51.1%           | 77.4%           |
| Coast Starlight                   | 42.7%           | 53.8%           |
| Crescent                          | 56.9%           | 70.4%           |
| Empire Builder                    | 53.9%           | 42.4%           |
| Lake Shore Ltd                    | 62.5%           | 72.0%           |
| Palmetto                          | 64.6%           | 78.8%           |
| Silver Meteor                     | Did not operate | 53.8%           |
| Silver Star                       | 20.3%           | 48.6%           |
| Southwest Chief                   | 18.0%           | 38.9%           |
| Sunset Ltd                        | 8.8%            | 28.7%           |
| Texas Eagle                       | 31.9%           | 49.7%           |
| <b>Northeast Corridor</b>         |                 |                 |
| Acela Express                     | 77.1%           | 85.7%           |
| On Spine Northeast Regional       | 81.4%           | 79.7%           |
| Richmond / Newport News / Norfolk | 69.0%           | 71.9%           |
| Roanoke                           | 59.1%           | 64.8%           |
| Springfield Shuttles              | 81.4%           | 87.2%           |
| <b>State Supported</b>            |                 |                 |
| Adirondack                        | Did not operate | 80.2%           |
| Berkshire Flyer                   | 51.0%           | Did not operate |
| Blue Water                        | 50.6%           | 67.2%           |
| Capitol Corridor                  | 83.7%           | 82.1%           |
| Carl Sandburg / Illinois Zephyr   | 76.7%           | 77.7%           |
| Carolinian                        | 51.8%           | 70.9%           |
| Cascades                          | 52.0%           | 56.1%           |
| Downeaster                        | 79.0%           | 82.0%           |
| Ethan Allen Express               | 66.7%           | 77.1%           |
| Heartland Flyer                   | 45.8%           | 56.5%           |
| Hiawatha                          | 92.9%           | 88.3%           |
| Illini / Saluki                   | 61.2%           | 62.8%           |
| Keystone                          | 94.2%           | 94.2%           |
| Lincoln / Missouri                | 32.1%           | 50.9%           |
| Lincoln Service                   | 65.3%           | 67.3%           |
| Maple Leaf                        | 73.4%           | 77.4%           |
| Missouri                          | 33.0%           | 55.5%           |
| New York - Albany                 | 86.2%           | 87.4%           |
| New York - Niagara Falls          | 74.8%           | 69.9%           |
| Pacific Surfliner                 | 76.0%           | 83.4%           |
| Pennsylvanian                     | 67.9%           | 78.0%           |
| Pere Marquette                    | 79.1%           | 87.8%           |
| Piedmont                          | 73.3%           | 65.4%           |
| San Joaquins                      | 73.3%           | 70.3%           |
| Vermont                           | 68.6%           | 69.8%           |
| Wolverine                         | 63.4%           | 57.5%           |

Figure 3. Customer OTP by Service Line and Route

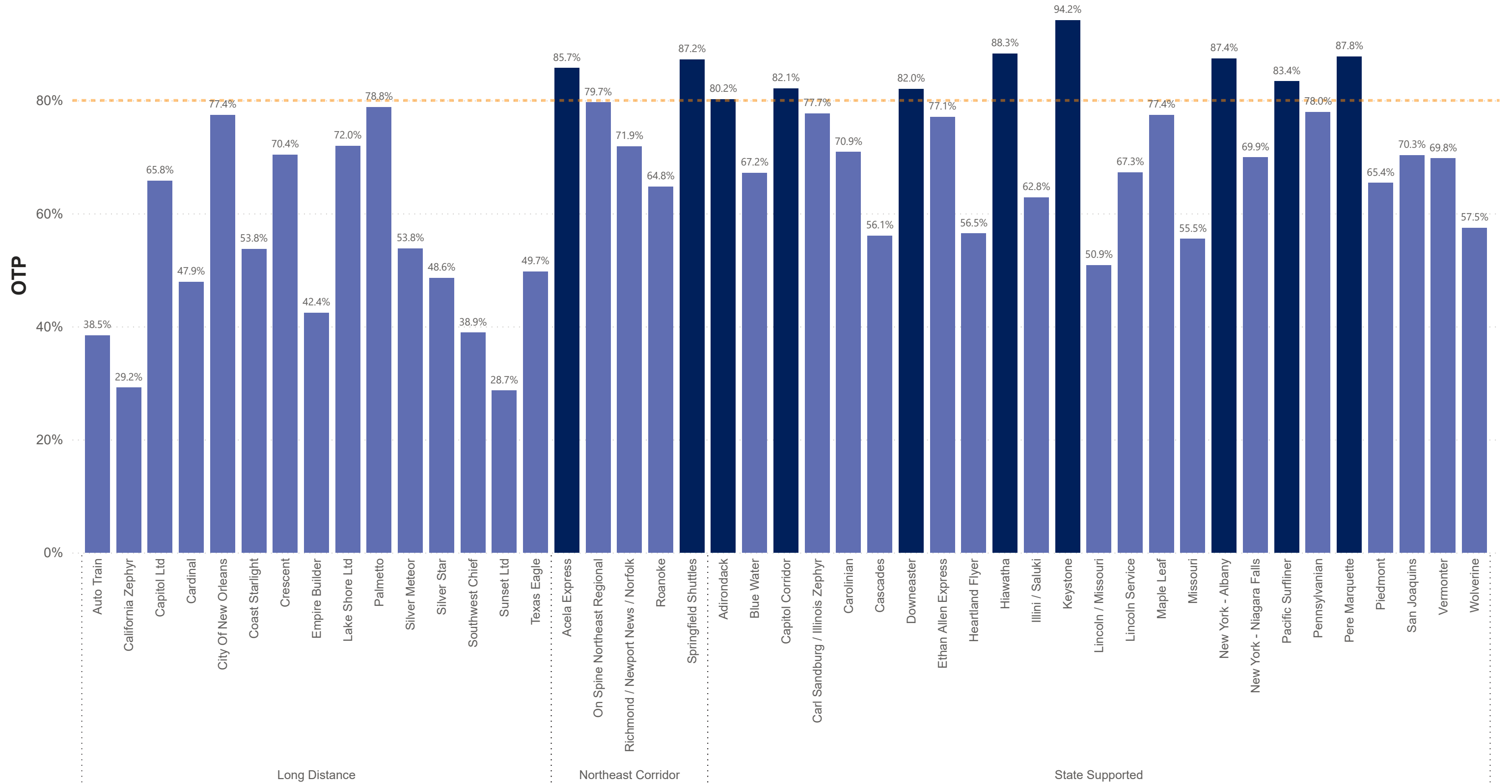
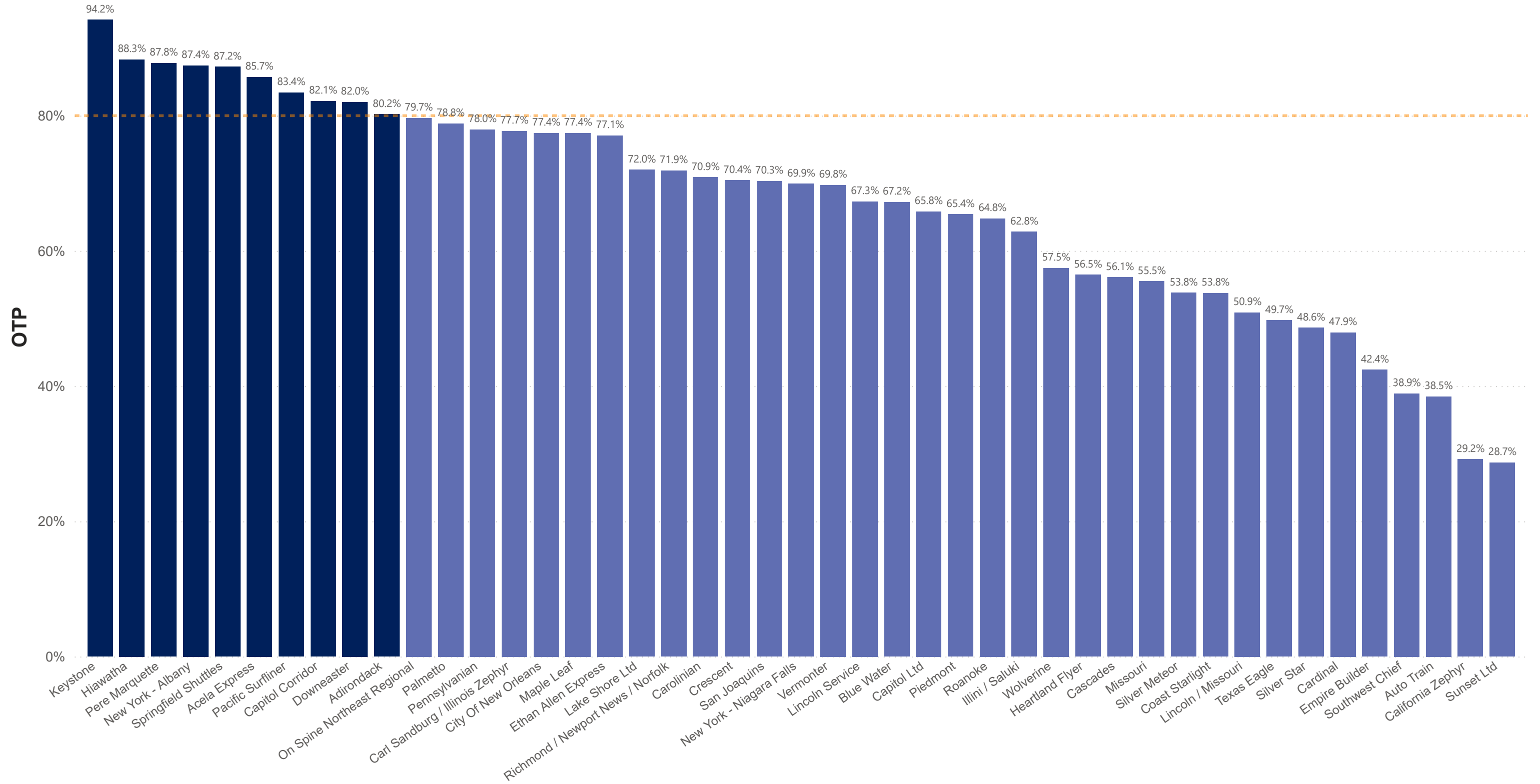


Figure 4. Customer OTP by Route



**Table 9. Ridership Data Metrics**

| <b>Host Railroad Name</b>  | <b>Oct 2022</b> | <b>Nov 2022</b> | <b>Dec 2022</b> |
|--|-----------------|-----------------|-----------------|
| 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<sup>1</sup>**

| <b>Host Railroad</b> | <b>Disputed Delay Minutes</b> | <b>Unresolved Disputed Delay Minutes</b> |
|----------------------|-------------------------------|--|
| BNSF                 | 110                           | 0  |
| Buckingham Branch    | 84                            | 0  |
| Canadian National    | 9,529                         | 0  |
| Canadian Pacific     | 293                           | 0  |
| Norfolk Southern     | 915                           | 0  |
| SCRRA (Metrolink)    | 82                            | 0  |
| Union Pacific        | 941                           | 0  |
| <b>Total</b>         | <b>11,954</b>                 | <b>0</b>                                 |

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1 Amtrak or host railroads may identify minutes that are not resolved.





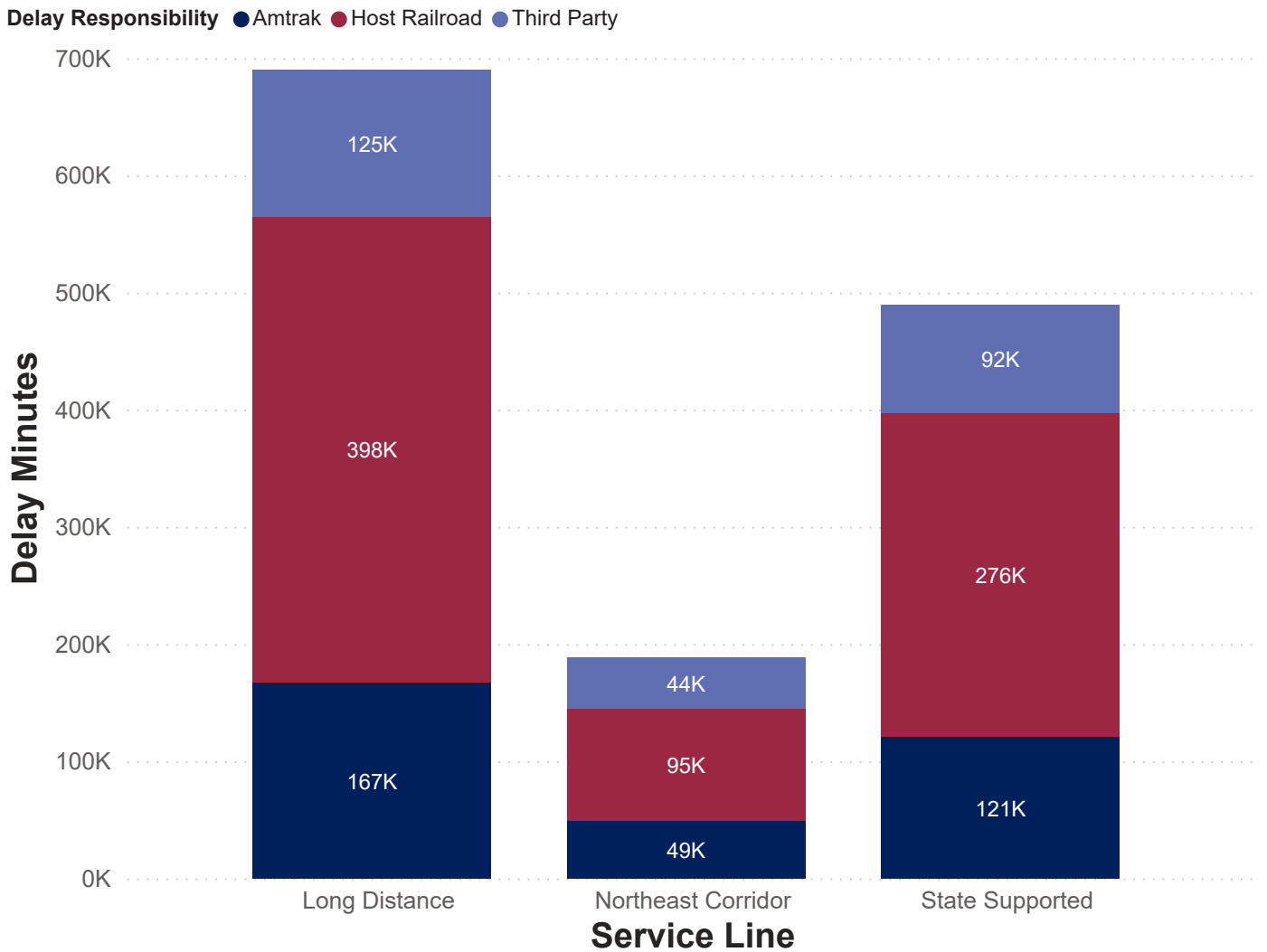
**Table 12. Host Railroad Responsible Train Delay Minutes**

| Service Line / Route              | Delay Cause |        |     |       |        |     |        |        |       | Total         |
|-----------------------------------|-------------|--------|-----|-------|--------|-----|--------|--------|-------|---------------|
|                                   | CTI         | DCS    | DET | DMW   | DSR    | DTR | FTI    | PTI    | RTE   |               |
| <b>Long Distance</b>              |             |        |     |       |        |     |        |        |       |               |
| Auto Train                        | 693         | 1,527  |     | 494   | 5,710  |     | 7,623  | 3,788  | 1,714 | <b>21,549</b> |
| California Zephyr                 | 797         | 6,016  |     | 3,080 | 11,788 | 67  | 23,725 | 5,605  | 4,707 | <b>55,785</b> |
| Capitol Ltd                       | 88          | 886    |     | 306   | 1,394  | 341 | 7,417  | 1,113  | 2,570 | <b>14,115</b> |
| Cardinal                          | 135         | 840    |     | 321   | 1,309  |     | 3,529  | 1,183  | 906   | <b>8,223</b>  |
| City Of New Orleans               | 46          | 2,175  |     | 830   | 3,315  |     | 4,986  | 1,995  | 1,847 | <b>15,194</b> |
| Coast Starlight                   | 602         | 11,408 |     | 854   | 4,093  | 102 | 11,107 | 8,603  | 969   | <b>37,738</b> |
| Crescent                          | 187         | 4,951  |     | 555   | 2,313  |     | 11,964 | 3,637  | 1,950 | <b>25,557</b> |
| Empire Builder                    | 650         | 2,837  |     | 1,445 | 4,471  | 135 | 27,357 | 2,981  | 1,308 | <b>41,184</b> |
| Lake Shore Ltd                    | 2,917       | 948    |     | 592   | 1,398  | 269 | 6,713  | 2,072  | 2,457 | <b>17,366</b> |
| Palmetto                          | 87          | 744    |     | 628   | 2,340  | 1   | 3,786  | 2,640  | 282   | <b>10,508</b> |
| Silver Meteor                     | 2,083       | 1,812  |     | 258   | 4,065  | 12  | 4,736  | 3,878  | 832   | <b>17,676</b> |
| Silver Star                       | 1,318       | 3,100  |     | 606   | 5,290  |     | 5,338  | 4,660  | 1,386 | <b>21,698</b> |
| Southwest Chief                   | 2,903       | 5,138  |     | 1,035 | 5,041  |     | 14,058 | 4,085  | 1,128 | <b>33,388</b> |
| Sunset Ltd                        | 60          | 3,339  |     | 629   | 4,218  | 78  | 15,829 | 749    | 3,041 | <b>27,943</b> |
| Texas Eagle                       | 206         | 2,520  |     | 540   | 9,626  | 146 | 25,383 | 3,180  | 1,574 | <b>43,175</b> |
| <b>Northeast Corridor</b>         |             |        |     |       |        |     |        |        |       |               |
| Acela Express                     | 3,111       | 652    | 10  | 331   | 7,801  | 22  |        | 45     | 518   | <b>12,490</b> |
| On Spine Northeast Regional       | 4,055       | 505    | 97  | 483   | 5,313  |     |        | 98     | 235   | <b>10,786</b> |
| Richmond / Newport News / Norfolk | 4,448       | 2,929  |     | 1,446 | 8,918  | 19  | 6,406  | 3,224  | 4,124 | <b>31,514</b> |
| Roanoke                           | 1,674       | 937    |     | 268   | 1,689  | 8   | 2,373  | 2,254  | 329   | <b>9,532</b>  |
| Springfield Shuttles              | 40          | 118    | 20  |       | 399    |     | 321    | 66     | 87    | <b>1,051</b>  |
| <b>State Supported</b>            |             |        |     |       |        |     |        |        |       |               |
| Adirondack                        | 110         | 2      |     | 21    | 10     |     |        |        | 61    | <b>204</b>    |
| Blue Water                        |             | 584    |     | 201   | 303    |     | 2,359  | 137    | 164   | <b>3,748</b>  |
| Capitol Corridor                  | 723         | 2,885  |     | 408   | 3,804  | 112 | 1,536  | 5,609  | 959   | <b>16,036</b> |
| Carl Sandburg / Illinois Zephyr   | 693         | 377    |     | 357   | 909    |     | 1,965  | 442    | 431   | <b>5,174</b>  |
| Carolinian                        | 97          | 1,086  |     | 414   | 1,525  |     | 1,687  | 2,614  | 1,183 | <b>8,606</b>  |
| Cascades                          | 176         | 3,031  |     | 1,025 | 6,083  |     | 8,034  | 3,855  | 1,923 | <b>24,127</b> |
| Downeaster                        | 1,319       | 2,900  |     | 634   | 2,514  | 12  | 1,324  | 3,000  | 363   | <b>12,066</b> |
| Ethan Allen Express               | 535         | 329    |     | 219   | 1,063  |     | 241    | 72     | 231   | <b>2,690</b>  |
| Heartland Flyer                   |             | 414    |     | 103   | 3,770  |     | 3,424  | 48     | 45    | <b>7,804</b>  |
| Hiawatha                          | 3,710       | 772    |     | 772   | 1,737  |     | 798    | 783    | 309   | <b>8,881</b>  |
| Illini / Saluki                   | 258         | 555    |     | 222   | 1,937  |     | 1,915  | 563    | 236   | <b>5,686</b>  |
| Lincoln / Missouri                |             | 1,088  |     | 405   | 1,692  | 165 | 7,775  | 2,285  | 542   | <b>13,952</b> |
| Lincoln Service                   | 49          | 1,433  |     | 311   | 738    | 359 | 6,979  | 3,161  | 860   | <b>13,890</b> |
| Maple Leaf                        | 539         | 303    |     | 253   | 601    |     | 2,144  | 258    | 1,194 | <b>5,292</b>  |
| Missouri                          |             | 154    |     | 89    | 529    |     | 1,390  | 305    | 125   | <b>2,592</b>  |
| New York - Albany                 | 3,613       | 210    |     | 294   | 609    |     | 4      | 155    | 870   | <b>5,755</b>  |
| New York - Niagara Falls          | 2,236       | 640    |     | 785   | 1,484  | 4   | 4,061  | 460    | 2,504 | <b>12,174</b> |
| Pacific Surfliner                 | 5,181       | 17,190 |     | 444   | 1,540  | 6   | 979    | 7,718  | 740   | <b>33,798</b> |
| Pennsylvanian                     |             | 239    |     | 126   | 378    |     | 1,597  |        | 845   | <b>3,185</b>  |
| Pere Marquette                    | 16          | 196    |     | 102   | 112    |     | 625    | 190    | 84    | <b>1,325</b>  |
| Piedmont                          |             | 1,260  |     | 301   | 917    |     | 1,672  | 1,406  | 632   | <b>6,188</b>  |
| San Joaquins                      |             | 2,627  |     | 799   | 7,803  | 150 | 15,171 | 14,877 | 702   | <b>42,129</b> |
| Vermont                           | 550         | 385    |     | 386   | 7,795  |     | 224    | 163    | 63    | <b>9,566</b>  |
| Wolverine                         | 33          | 1,878  |     | 444   | 3,515  |     | 3,501  | 3,042  | 1,381 | <b>13,794</b> |

**Table 13. Third Party Responsible Train Delay Minutes**

| Service Line / Route              | Delay Cause |     |     |       |        |       |       |     |       | Total  |
|-----------------------------------|-------------|-----|-----|-------|--------|-------|-------|-----|-------|--------|
|                                   | BSP         | CUI | DBS | MBO   | NOD    | POL   | TRS   | UTL | WTR   |        |
| <b>Long Distance</b>              |             |     |     |       |        |       |       |     |       |        |
| Auto Train                        |             |     | 95  |       | 401    | 313   | 934   |     | 490   | 2,233  |
| California Zephyr                 |             |     | 761 | 325   | 4,467  | 1,000 | 789   |     | 2,180 | 9,522  |
| Capitol Ltd                       |             |     | 46  | 73    | 3,672  | 101   | 157   | 38  | 261   | 4,348  |
| Cardinal                          | 6           |     | 40  |       | 2,055  | 82    | 382   |     | 221   | 2,786  |
| City Of New Orleans               |             |     | 49  | 6     | 8,198  | 710   | 910   |     | 481   | 10,354 |
| Coast Starlight                   |             |     | 186 | 566   | 6,965  | 1,990 | 2,677 |     | 3,880 | 16,264 |
| Crescent                          |             |     | 72  | 30    | 10,365 | 626   | 1,089 | 215 | 779   | 13,176 |
| Empire Builder                    |             |     | 252 | 379   | 13,613 | 543   | 595   |     | 2,214 | 17,596 |
| Lake Shore Ltd                    |             |     | 64  | 87    | 6,473  | 787   | 666   |     | 366   | 8,443  |
| Palmetto                          |             |     | 22  | 9     | 2,211  | 308   | 388   |     | 480   | 3,418  |
| Silver Meteor                     | 20          |     | 233 | 44    | 2,962  | 472   | 781   | 79  | 305   | 4,896  |
| Silver Star                       | 10          |     | 131 | 28    | 2,527  | 668   | 151   | 178 | 1,085 | 4,778  |
| Southwest Chief                   |             |     | 726 | 255   | 5,039  | 756   | 782   |     | 1,934 | 9,492  |
| Sunset Ltd                        |             | 548 | 220 | 136   | 1,845  | 552   | 667   |     | 377   | 4,345  |
| Texas Eagle                       |             |     | 42  | 43    | 10,813 | 929   | 980   |     | 919   | 13,726 |
| <b>Northeast Corridor</b>         |             |     |     |       |        |       |       |     |       |        |
| Acela Express                     | 320         |     | 541 | 458   | 3,243  | 1,159 | 843   | 428 | 3,344 | 10,336 |
| On Spine Northeast Regional       | 137         |     | 654 | 374   | 2,304  | 862   | 1,268 | 99  | 5,119 | 10,817 |
| Richmond / Newport News / Norfolk | 142         |     | 391 | 363   | 6,151  | 1,173 | 1,611 | 516 | 3,573 | 13,920 |
| Roanoke                           | 47          |     | 323 | 21    | 1,742  | 439   | 464   | 152 | 1,283 | 4,471  |
| Springfield Shuttles              |             |     | 147 |       | 1,505  | 262   | 58    |     | 2,032 | 4,004  |
| <b>State Supported</b>            |             |     |     |       |        |       |       |     |       |        |
| Adirondack                        |             |     |     |       | 103    |       |       |     | 231   | 334    |
| Blue Water                        |             |     | 45  | 53    | 2,542  | 121   | 66    |     | 854   | 3,681  |
| Capitol Corridor                  |             |     | 693 | 2,167 | 2,695  | 4,170 | 4,448 |     | 525   | 14,698 |
| Carl Sandburg / Illinois Zephyr   |             |     |     |       | 605    | 5     | 114   |     | 91    | 815    |
| Carolinian                        | 9           |     | 58  | 66    | 2,003  | 295   | 141   | 6   | 548   | 3,126  |
| Cascades                          |             | 175 | 643 | 1,330 | 1,344  | 977   | 1,561 |     | 2,440 | 8,470  |
| Downeaster                        |             |     | 508 |       | 2,712  | 61    | 265   |     | 498   | 4,044  |
| Ethan Allen Express               |             |     | 61  |       | 2,844  | 160   | 119   |     | 567   | 3,751  |
| Heartland Flyer                   |             |     | 1   |       | 33     | 22    | 159   |     | 34    | 249    |
| Hiawatha                          |             |     | 33  | 1     | 268    | 89    | 229   |     | 128   | 748    |
| Illini / Saluki                   |             |     | 8   | 8     | 72     | 16    | 66    |     | 132   | 302    |
| Keystone                          | 239         |     | 88  | 171   | 177    | 270   | 560   | 9   | 1,620 | 3,134  |
| Lincoln / Missouri                |             |     | 27  | 3     | 1,179  | 7     | 653   |     | 472   | 2,341  |
| Lincoln Service                   |             |     | 17  | 22    | 3,450  | 144   | 103   |     | 985   | 4,721  |
| Maple Leaf                        |             |     | 4   |       | 3,186  | 194   | 179   |     | 310   | 3,873  |
| Missouri                          |             |     | 107 |       | 89     | 12    |       |     |       | 208    |
| New York - Albany                 |             |     | 304 | 6     | 723    | 362   | 554   |     | 1,601 | 3,550  |
| New York - Niagara Falls          |             |     | 18  |       | 1,735  | 318   | 482   |     | 1,106 | 3,659  |
| Pacific Surfliner                 |             |     | 68  |       | 7,225  | 1,459 | 613   |     | 112   | 9,477  |
| Pennsylvanian                     | 62          |     | 8   | 32    | 143    | 60    |       |     | 741   | 1,046  |
| Pere Marquette                    |             |     | 6   | 84    | 286    | 11    | 45    |     | 156   | 588    |
| Piedmont                          |             |     | 304 |       | 448    | 577   | 448   |     | 977   | 2,754  |
| San Joaquins                      |             |     | 59  | 11    | 5,668  | 1,762 | 2,415 |     | 249   | 10,164 |
| Vermont                           | 1           |     | 53  | 52    | 1,251  | 58    | 132   | 4   | 655   | 2,206  |
| Wolverine                         |             |     | 253 | 251   | 969    | 174   | 980   |     | 1,909 | 4,536  |

Figure 5. Delay Minutes by Service Line



1 In Figure 5, Amtrak delays include only Amtrak (non-host) delays. Amtrak as host delays are included with Host Railroad delays. This applies also to Figure 6, Figure 7, Figure 9, Figure 10, Figure 11, and Figure 12.

Figure 6. Delay Minutes by Route and Responsibility

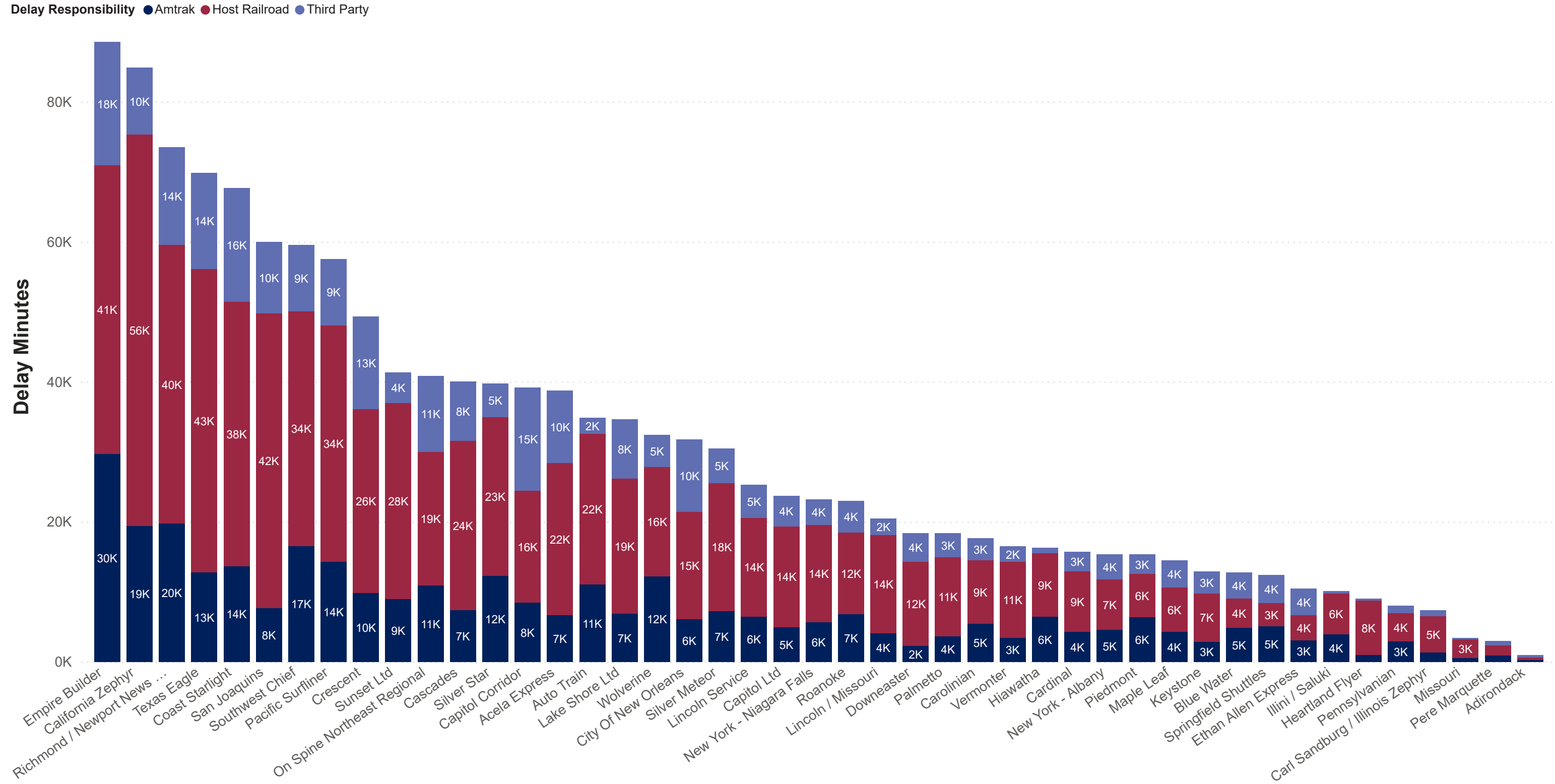
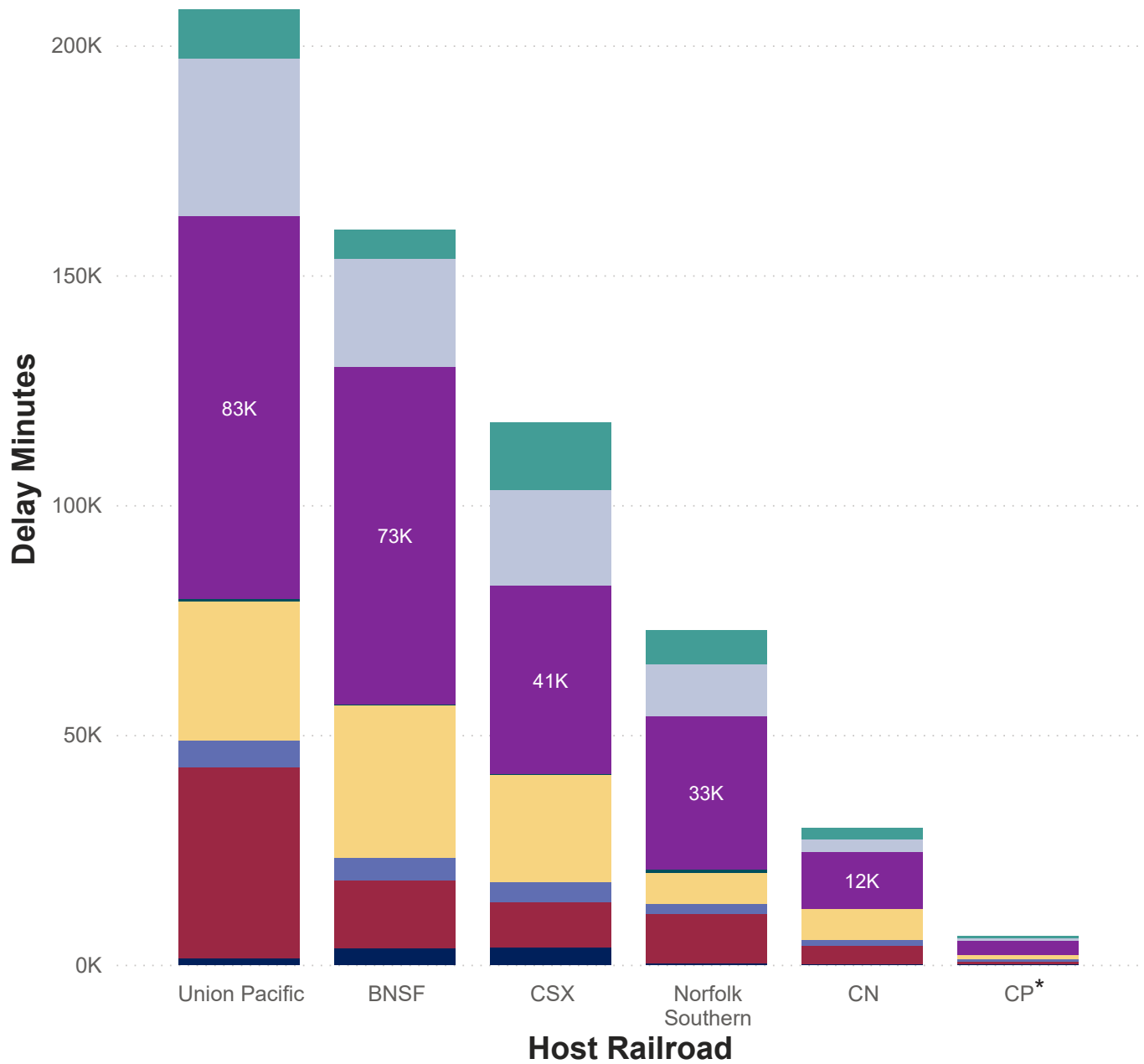


Figure 7. Class I Host Responsible Train Delay Minutes

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 8. Train Delay Minutes by Responsibility

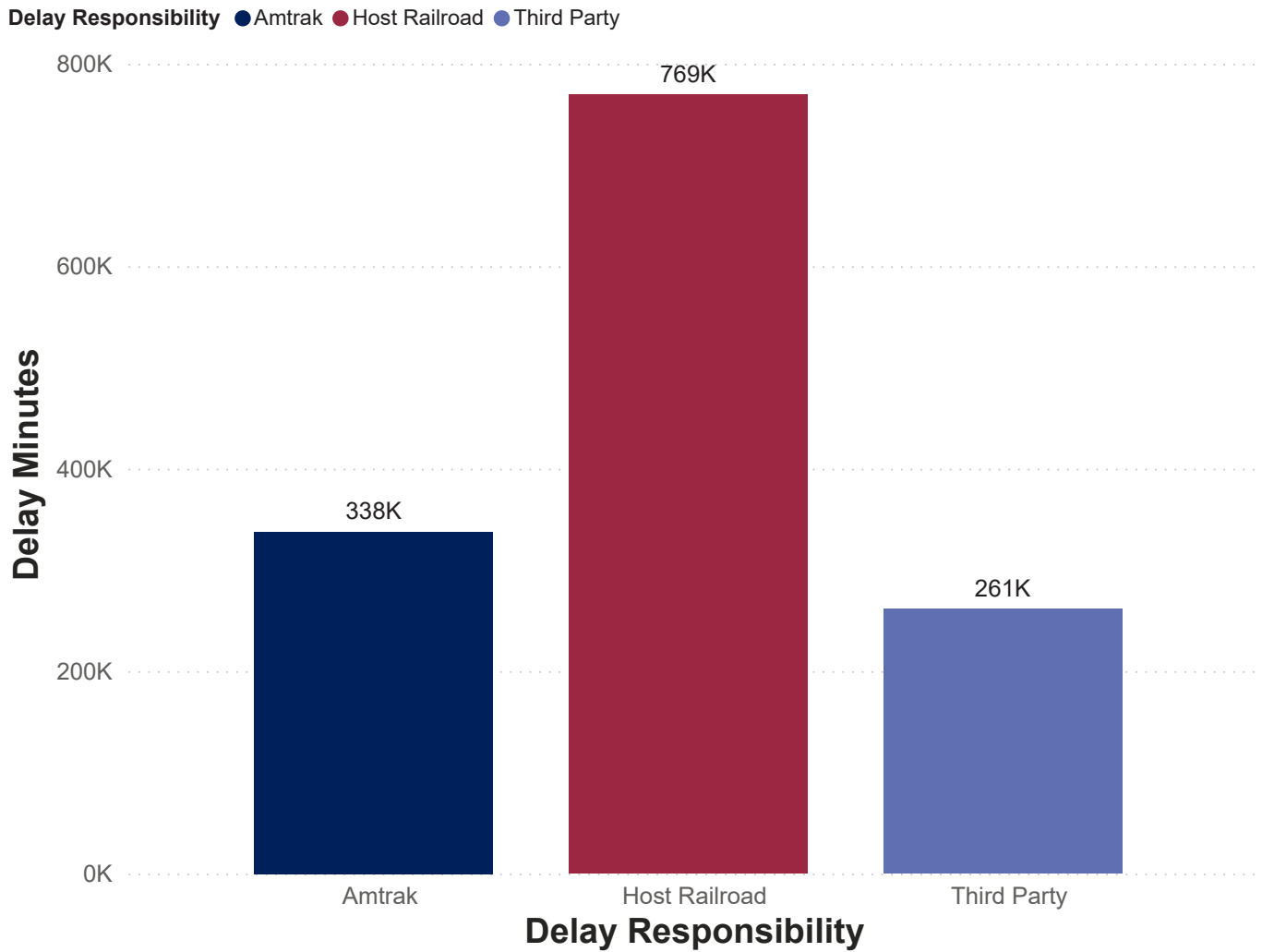


Figure 9. Train Delay Minutes per 10,000 Train Miles by Service Line

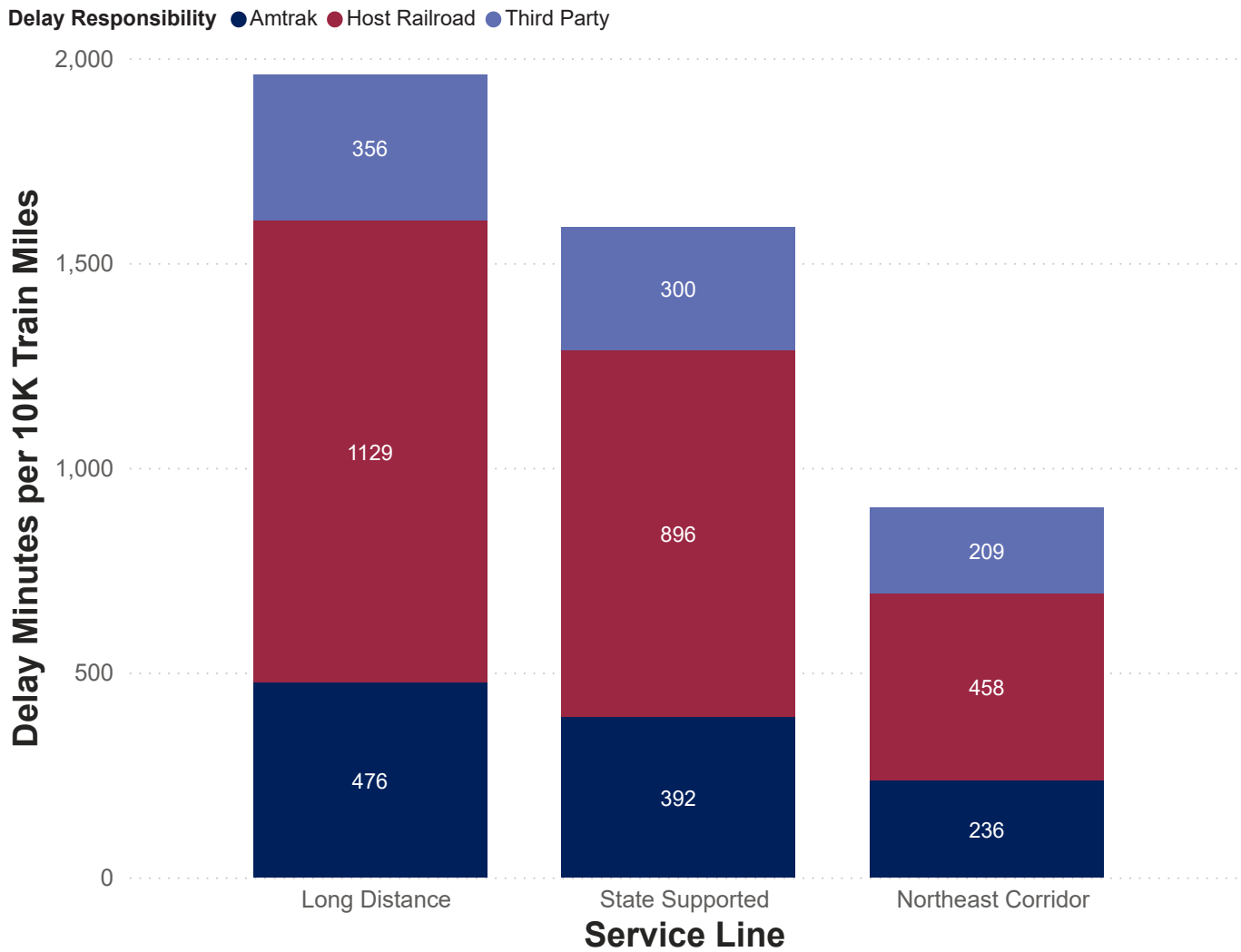




Figure 10. Delay Minutes per 10,000 Train Miles by Service Line, Route and Responsibility

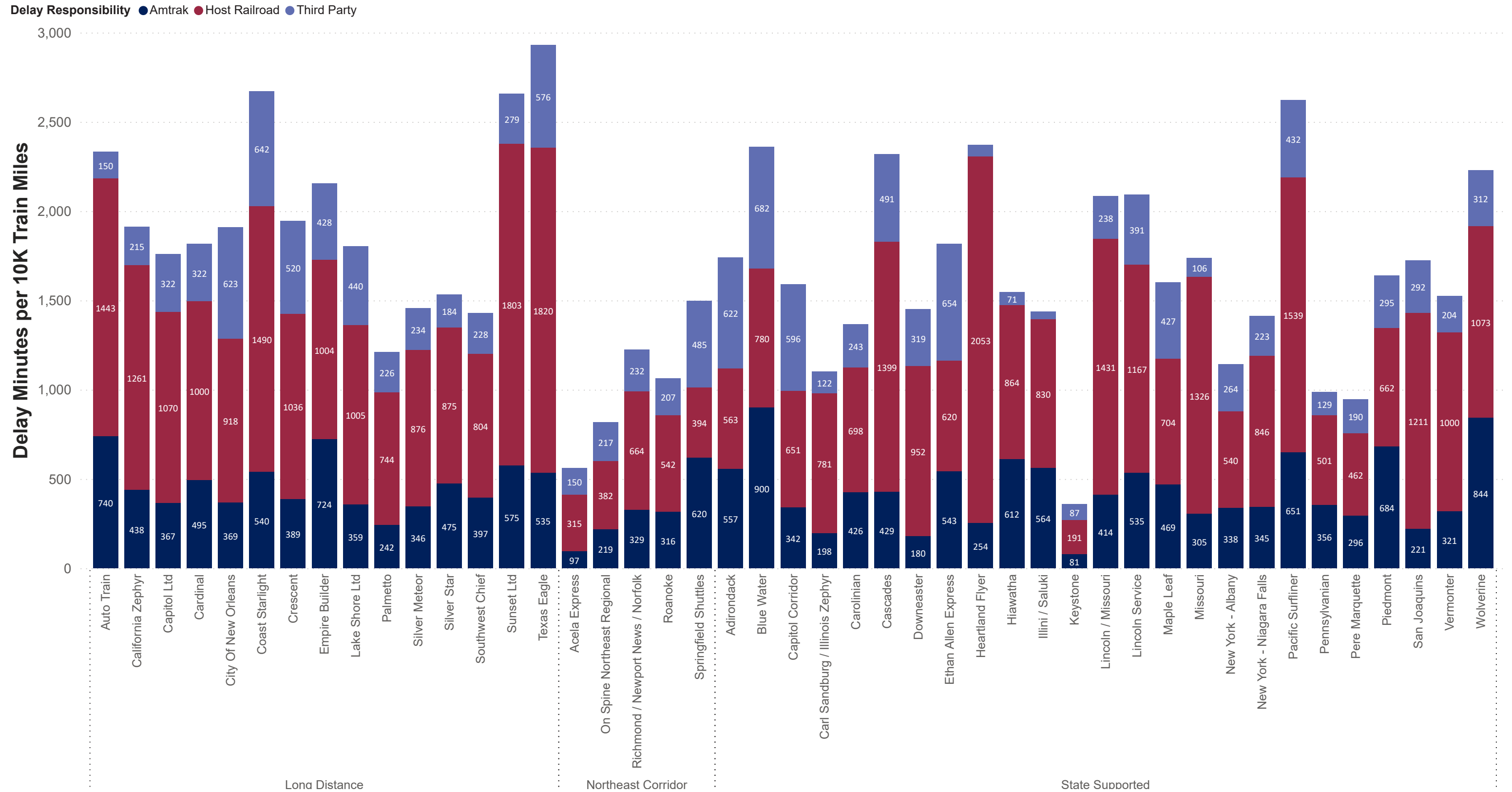
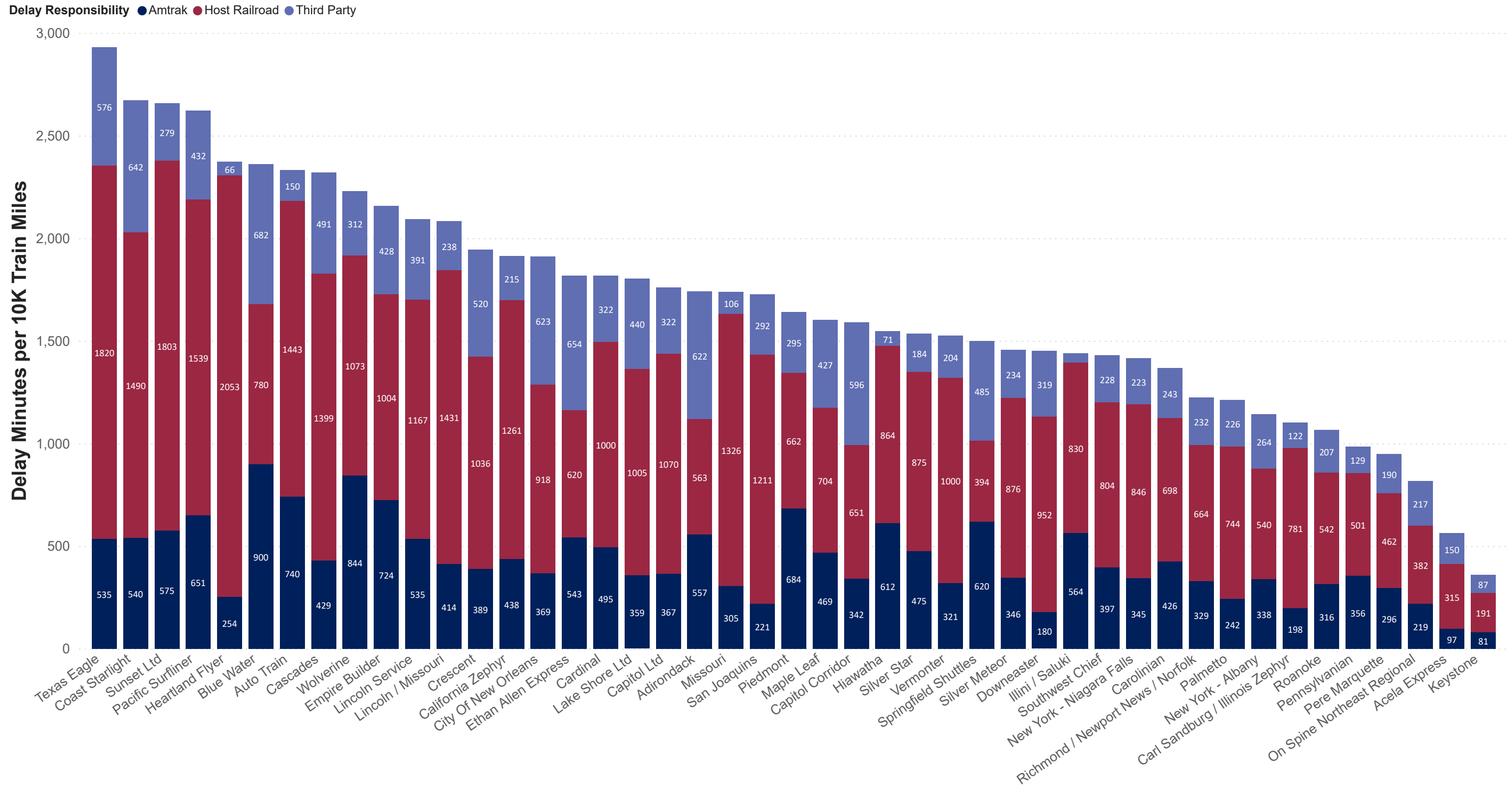
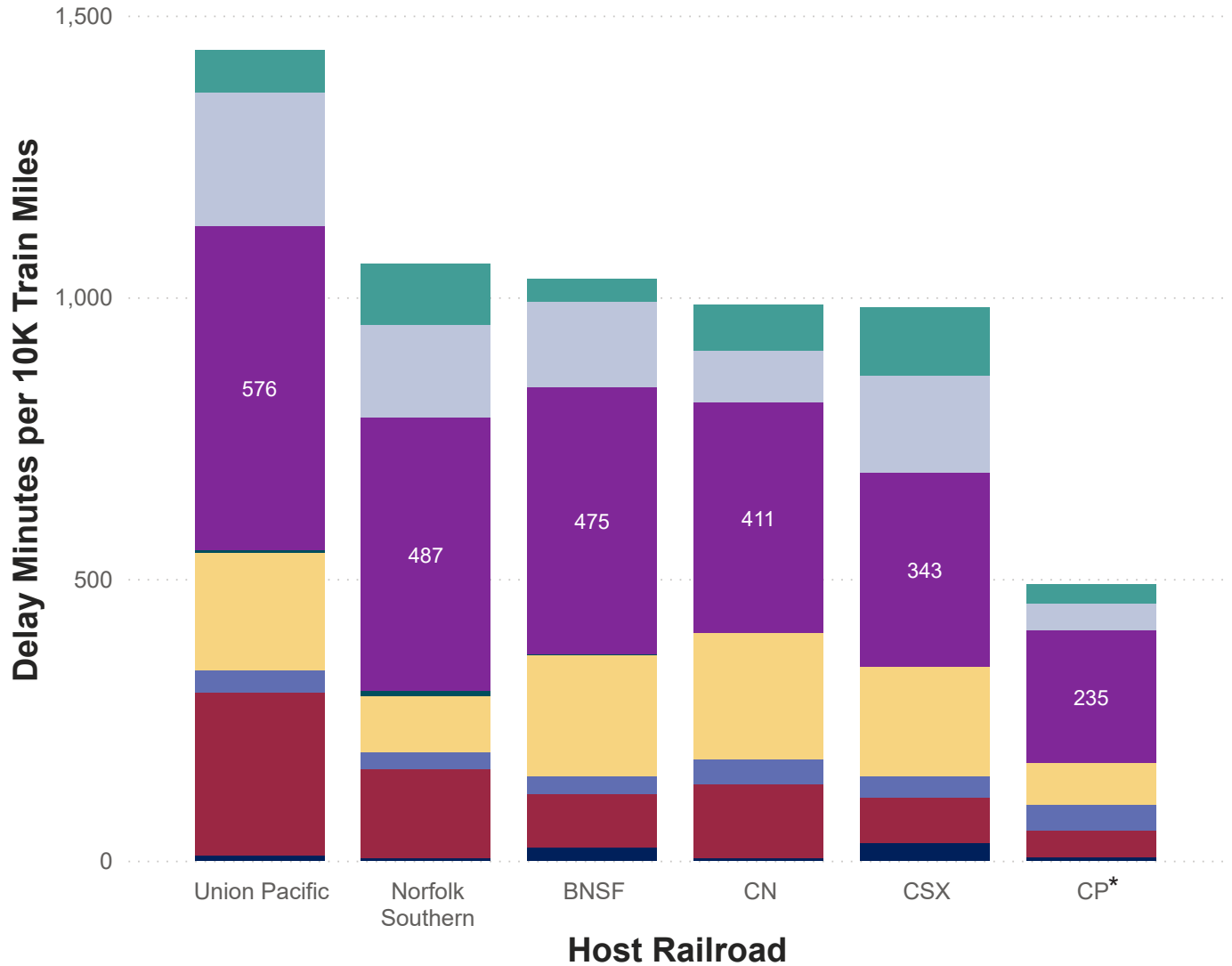


Figure 11. Delay Minutes per 10,000 Train Miles by Route and Responsibility



**Figure 12. Class I Host Responsible Train Delay Minutes per 10,000 Train Miles**

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.

**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. The most recent customer satisfaction survey is available in Appendix 4 of the FY 2022 Q4 report at [railroads.dot.gov](https://railroads.dot.gov).

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 |
|-------------------------------|-----------------|------------------|-------------------|----------------------|------------------|-----------------------|
| <b>Long Distance</b>          |                 |                  |                   |                      |                  |                       |
| Auto Train                    | 66%             | 88%              | 65%               | 79%                  | 70%              | 60%                   |
| California Zephyr             | 73%             | 86%              | 68%               | 67%                  | 80%              | 64%                   |
| Capitol Limited               | 82%             | 88%              | 78%               | 84%                  | 83%              | 61%                   |
| Cardinal                      | 80%             | 87%              | 77%               | 81%                  | 85%              | 62%                   |
| City of New Orleans           | 84%             | 92%              | 83%               | 83%                  | 84%              | 63%                   |
| Coast Starlight               | 74%             | 83%              | 71%               | 73%                  | 80%              | 63%                   |
| Crescent                      | 77%             | 84%              | 76%               | 74%                  | 79%              | 60%                   |
| Empire Builder                | 68%             | 85%              | 64%               | 68%                  | 79%              | 58%                   |
| Lake Shore Ltd                | 80%             | 86%              | 77%               | 78%                  | 81%              | 63%                   |
| Palmetto                      | 85%             | 87%              | 82%               | 85%                  | 89%              | 72%                   |
| Silver Meteor                 | 81%             | 87%              | 79%               | 75%                  | 83%              | 61%                   |
| Silver Star                   | 77%             | 84%              | 76%               | 74%                  | 80%              | 63%                   |
| Southwest Chief               | 75%             | 88%              | 72%               | 70%                  | 77%              | 67%                   |
| Sunset Limited                | 74%             | 86%              | 69%               | 69%                  | 81%              | 64%                   |
| Texas Eagle                   | 70%             | 82%              | 68%               | 69%                  | 78%              | 56%                   |
| <b>Northeast Corridor</b>     |                 |                  |                   |                      |                  |                       |
| Acela Express                 | 88%             | 91%              | 85%               | 88%                  | 88%              | 73%                   |
| Northeast Regional            | 84%             | 88%              | 78%               | 87%                  | 89%              | 68%                   |
| <b>State Supported</b>        |                 |                  |                   |                      |                  |                       |
| Blue Water                    | 73%             | 86%              | 70%               | 80%                  | 82%              | 61%                   |
| Capitol Corridor              | 86%             | 91%              | 81%               | 89%                  | 90%              | 73%                   |
| Carolinian                    | 83%             | 85%              | 80%               | 80%                  | 84%              | 68%                   |
| Cascades                      | 82%             | 93%              | 78%               | 85%                  | 86%              | 67%                   |
| Downeaster                    | 88%             | 94%              | 81%               | 94%                  | 94%              | 79%                   |
| Empire South                  | 85%             | 92%              | 80%               | 89%                  | 89%              | 46%                   |
| Empire West/Maple Leaf        | 84%             | 90%              | 81%               | 85%                  | 87%              | 68%                   |
| Ethan Allen                   | 76%             | 89%              | 70%               | 84%                  | 86%              | 77%                   |
| Heartland Flyer               | 86%             | 92%              | 83%               | 90%                  | 92%              | 79%                   |
| Hiawatha                      | 90%             | 95%              | 87%               | 91%                  | 92%              | 48%                   |
| Illini / Saluki               | 87%             | 93%              | 81%               | 89%                  | 90%              | 74%                   |
| Illinois Zephyr/Carl Sandburg | 67%             | 81%              | 66%               | 82%                  | 77%              | 62%                   |
| Keystone                      | 91%             | 93%              | 86%               | 91%                  | 93%              | 48%                   |
| Lincoln Service               | 75%             | 85%              | 73%               | 83%                  | 81%              | 66%                   |
| Missouri River Runner         | 83%             | 93%              | 77%               | 85%                  | 88%              | 69%                   |
| New Haven - Springfield       | 82%             | 91%              | 76%               | 88%                  | 91%              | 70%                   |
| Pacific Surfliner             | 82%             | 91%              | 79%               | 86%                  | 90%              | 74%                   |
| Pennsylvanian                 | 91%             | 94%              | 88%               | 87%                  | 91%              | 79%                   |
| Pere Marquette                | 86%             | 97%              | 88%               | 90%                  | 84%              | 76%                   |
| Piedmont                      | 91%             | 94%              | 89%               | 93%                  | 94%              | 63%                   |
| San Joaquin                   | 84%             | 89%              | 84%               | 83%                  | 88%              | 68%                   |
| Vermont                       | 82%             | 90%              | 71%               | 86%                  | 90%              | 70%                   |
| Washington-Lynchburg/Roanoke  | 81%             | 87%              | 73%               | 83%                  | 87%              | 69%                   |
| Washington-Newport News       | 83%             | 88%              | 76%               | 85%                  | 89%              | 70%                   |
| Washington-Norfolk            | 87%             | 91%              | 78%               | 85%                  | 90%              | 74%                   |
| Washington-Richmond           | 82%             | 87%              | 68%               | 82%                  | 88%              | 72%                   |
| Wolverine                     | 70%             | 82%              | 67%               | 79%                  | 77%              | 59%                   |

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

| Service Line / Route          | Overall Service | Amtrak Personnel | Information Given | On-Board Comfort | On-Board Cleanliness | On-Board Food Service |
|-------------------------------|-----------------|------------------|-------------------|------------------|----------------------|-----------------------|
| <b>Long Distance</b>          |                 |                  |                   |                  |                      |                       |
| Auto Train                    | 77%             | 91%              | 77%               | 74%              | 83%                  | 65%                   |
| California Zephyr             | 81%             | 89%              | 75%               | 84%              | 72%                  | 67%                   |
| Capitol Limited               | 83%             | 88%              | 80%               | 83%              | 84%                  | 62%                   |
| Cardinal                      | 84%             | 88%              | 80%               | 87%              | 84%                  | 65%                   |
| City of New Orleans           | 85%             | 92%              | 85%               | 85%              | 84%                  | 64%                   |
| Coast Starlight               | 79%             | 85%              | 76%               | 82%              | 76%                  | 64%                   |
| Crescent                      | 79%             | 85%              | 78%               | 80%              | 75%                  | 61%                   |
| Empire Builder                | 78%             | 87%              | 74%               | 83%              | 72%                  | 63%                   |
| Lake Shore Ltd                | 82%             | 87%              | 80%               | 82%              | 79%                  | 63%                   |
| Palmetto                      | 86%             | 87%              | 83%               | 90%              | 85%                  | 73%                   |
| Silver Meteor                 | 82%             | 88%              | 80%               | 83%              | 76%                  | 62%                   |
| Silver Star                   | 80%             | 85%              | 80%               | 82%              | 75%                  | 64%                   |
| Southwest Chief               | 80%             | 89%              | 78%               | 79%              | 72%                  | 69%                   |
| Sunset Limited                | 78%             | 88%              | 74%               | 82%              | 71%                  | 66%                   |
| Texas Eagle                   | 76%             | 84%              | 74%               | 80%              | 73%                  | 59%                   |
| <b>Northeast Corridor</b>     |                 |                  |                   |                  |                      |                       |
| Acela Express                 | 88%             | 91%              | 85%               | 89%              | 88%                  | 73%                   |
| Northeast Regional            | 84%             | 88%              | 78%               | 89%              | 87%                  | 68%                   |
| <b>State Supported</b>        |                 |                  |                   |                  |                      |                       |
| Blue Water                    | 83%             | 90%              | 81%               | 87%              | 87%                  | 67%                   |
| Capitol Corridor              | 90%             | 93%              | 85%               | 92%              | 90%                  | 74%                   |
| Carolinian                    | 87%             | 88%              | 86%               | 87%              | 83%                  | 72%                   |
| Cascades                      | 88%             | 93%              | 85%               | 88%              | 88%                  | 71%                   |
| Downeaster                    | 94%             | 95%              | 87%               | 95%              | 96%                  | 83%                   |
| Empire South                  | 90%             | 93%              | 85%               | 91%              | 91%                  | 48%                   |
| Empire West/Maple Leaf        | 89%             | 92%              | 86%               | 89%              | 87%                  | 71%                   |
| Ethan Allen                   | 88%             | 92%              | 83%               | 92%              | 89%                  | 85%                   |
| Heartland Flyer               | 88%             | 92%              | 85%               | 93%              | 90%                  | 80%                   |
| Hiawatha                      | 92%             | 95%              | 89%               | 93%              | 92%                  | 49%                   |
| Illini / Saluki               | 90%             | 93%              | 85%               | 89%              | 89%                  | 75%                   |
| Illinois Zephyr/Carl Sandburg | 75%             | 83%              | 72%               | 78%              | 82%                  | 67%                   |
| Keystone                      | 94%             | 94%              | 89%               | 94%              | 92%                  | 49%                   |
| Lincoln Service               | 83%             | 88%              | 81%               | 85%              | 86%                  | 70%                   |
| Missouri River Runner         | 89%             | 95%              | 83%               | 89%              | 88%                  | 73%                   |
| New Haven - Springfield       | 87%             | 93%              | 81%               | 93%              | 90%                  | 72%                   |
| Pacific Surfliner             | 84%             | 91%              | 81%               | 91%              | 87%                  | 75%                   |
| Pennsylvanian                 | 93%             | 94%              | 89%               | 92%              | 88%                  | 79%                   |
| Pere Marquette                | 88%             | 97%              | 91%               | 86%              | 91%                  | 76%                   |
| Piedmont                      | 97%             | 96%              | 93%               | 96%              | 95%                  | 67%                   |
| San Joaquin                   | 87%             | 91%              | 88%               | 89%              | 85%                  | 70%                   |
| Vermont                       | 88%             | 92%              | 81%               | 92%              | 89%                  | 73%                   |
| Washington- Lynchburg/Roanoke | 86%             | 88%              | 80%               | 89%              | 85%                  | 72%                   |
| Washington-Newport News       | 88%             | 89%              | 82%               | 91%              | 87%                  | 72%                   |
| Washington-Norfolk            | 91%             | 93%              | 84%               | 92%              | 87%                  | 75%                   |
| Washington-Richmond           | 89%             | 90%              | 75%               | 91%              | 86%                  | 75%                   |
| Wolverine                     | 85%             | 90%              | 82%               | 86%              | 88%                  | 69%                   |

Figure 13. Customer Satisfaction by Service Line and Route - Adjusted and Not Adjusted for Train Performance

● Non-Adjusted Overall Service ● Adjusted Overall Service

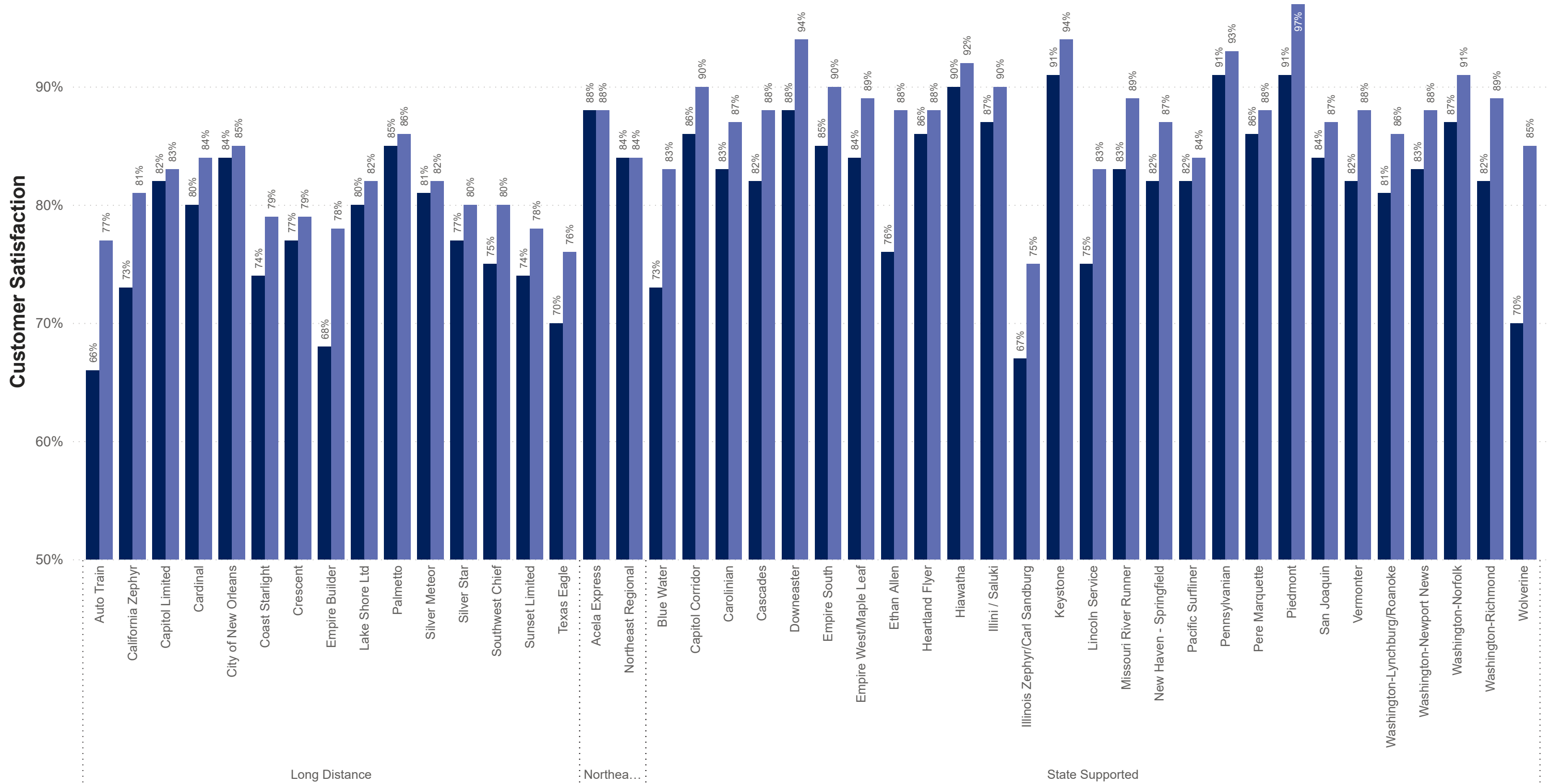
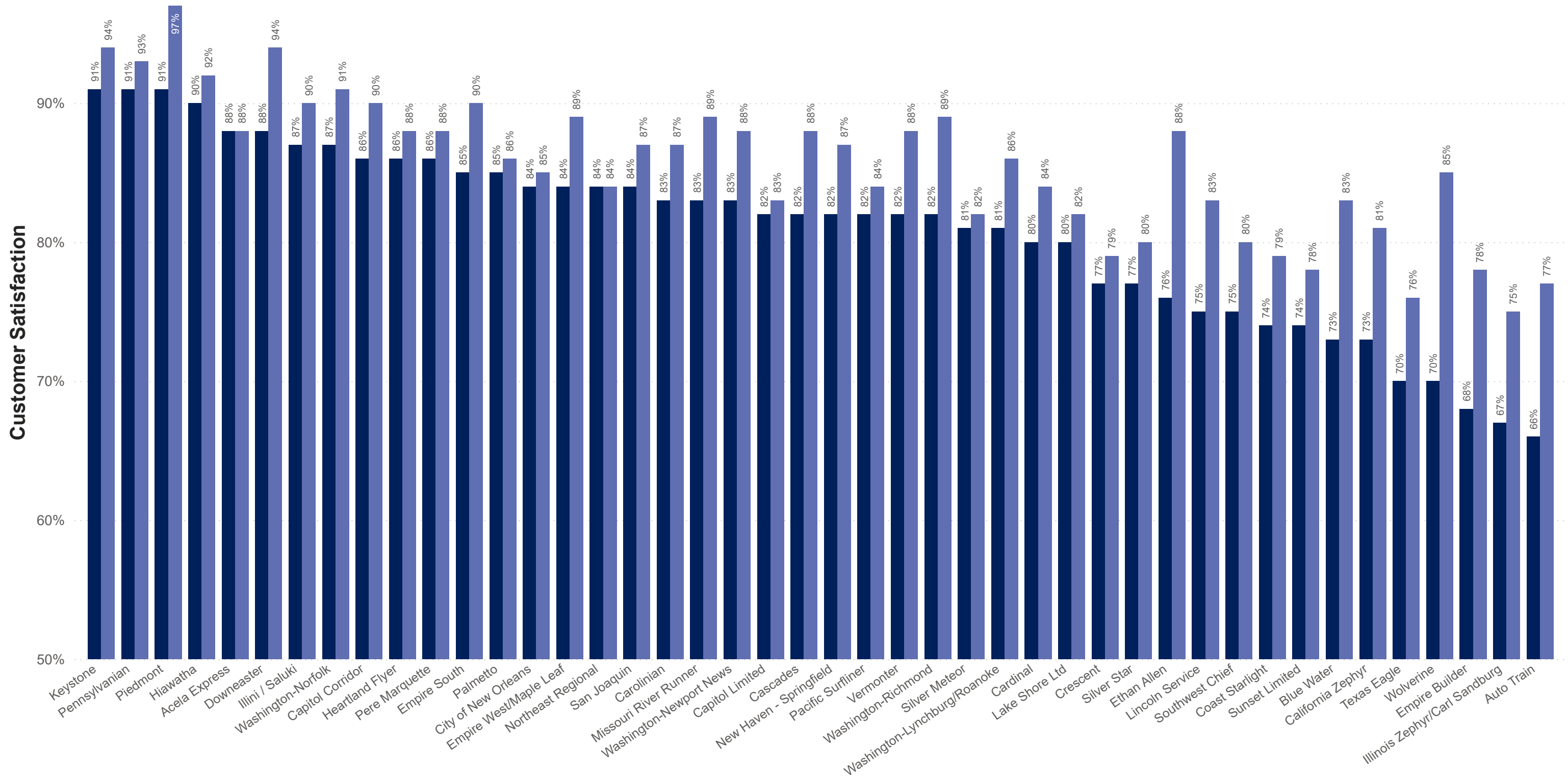


Figure 14. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance

● Non-Adjusted Overall Service ● Adjusted Overall Service





**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. | <p><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.</p> <p><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.</p> |
| 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.  | <p><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 &amp; Route Variable costs.</p> <p><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.</p>  |
| 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.   | <p><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.</p> <p><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.</p>  |
| 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 |
|----------------------------------|---------------|
| <b>Long Distance</b>             |               |
| Auto Train                       | 116%          |
| California Zephyr                | 43%           |
| Capitol Limited                  | 47%           |
| Cardinal                         | 34%           |
| City of New Orleans              | 41%           |
| Coast Starlight                  | 54%           |
| Crescent                         | 50%           |
| Empire Builder                   | 41%           |
| Lake Shore Ltd                   | 47%           |
| Palmetto                         | 68%           |
| Silver Meteor                    | 52%           |
| Silver Star                      | 45%           |
| Southwest Chief                  | 36%           |
| Sunset Limited                   | 25%           |
| Texas Eagle                      | 44%           |
| <b>Northeast Corridor</b>        |               |
| Acela Express                    | 142%          |
| NEC Special Trains               | 43%           |
| Northeast Regional               | 132%          |
| <b>State Supported</b>           |               |
| Adirondack                       | 166%          |
| Berkshire Flyer                  | 0%            |
| Blue Water                       | 85%           |
| Capitol Corridor                 | 85%           |
| Carolinian                       | 94%           |
| Cascades                         | 83%           |
| Downeaster                       | 78%           |
| Empire South                     | 78%           |
| Empire West/Maple Leaf           | 92%           |
| Ethan Allen                      | 84%           |
| Heartland Flyer                  | 69%           |
| Hiawatha                         | 90%           |
| Illini / Saluki                  | 105%          |
| Illinois Zephyr/Carl Sandburg    | 107%          |
| Keystone                         | 31%           |
| Lincoln Service                  | 101%          |
| Missouri River Runner            | 118%          |
| New Haven - Springfield          | 58%           |
| Non-NEC Special Trains           | 19%           |
| Pacific Surfliner                | 88%           |
| Pennsylvanian                    | 70%           |
| Pere Marquette                   | 85%           |
| Piedmont                         | 83%           |
| San Joaquin                      | 84%           |
| Vermont                          | 91%           |
| Washington-Lynchburg/<br>Roanoke | 56%           |
| Washington-Newport News          | 79%           |
| Washington-Norfolk               | 55%           |
| Washington-Richmond              | 62%           |
| Wolverine                        | 79%           |
| <b>System-Wide</b>               |               |
| National Train Service           | 86%           |
| System-wide (Total Amtrak)       | 86%           |

Figure 15. Cost Recovery by Service Line and Route

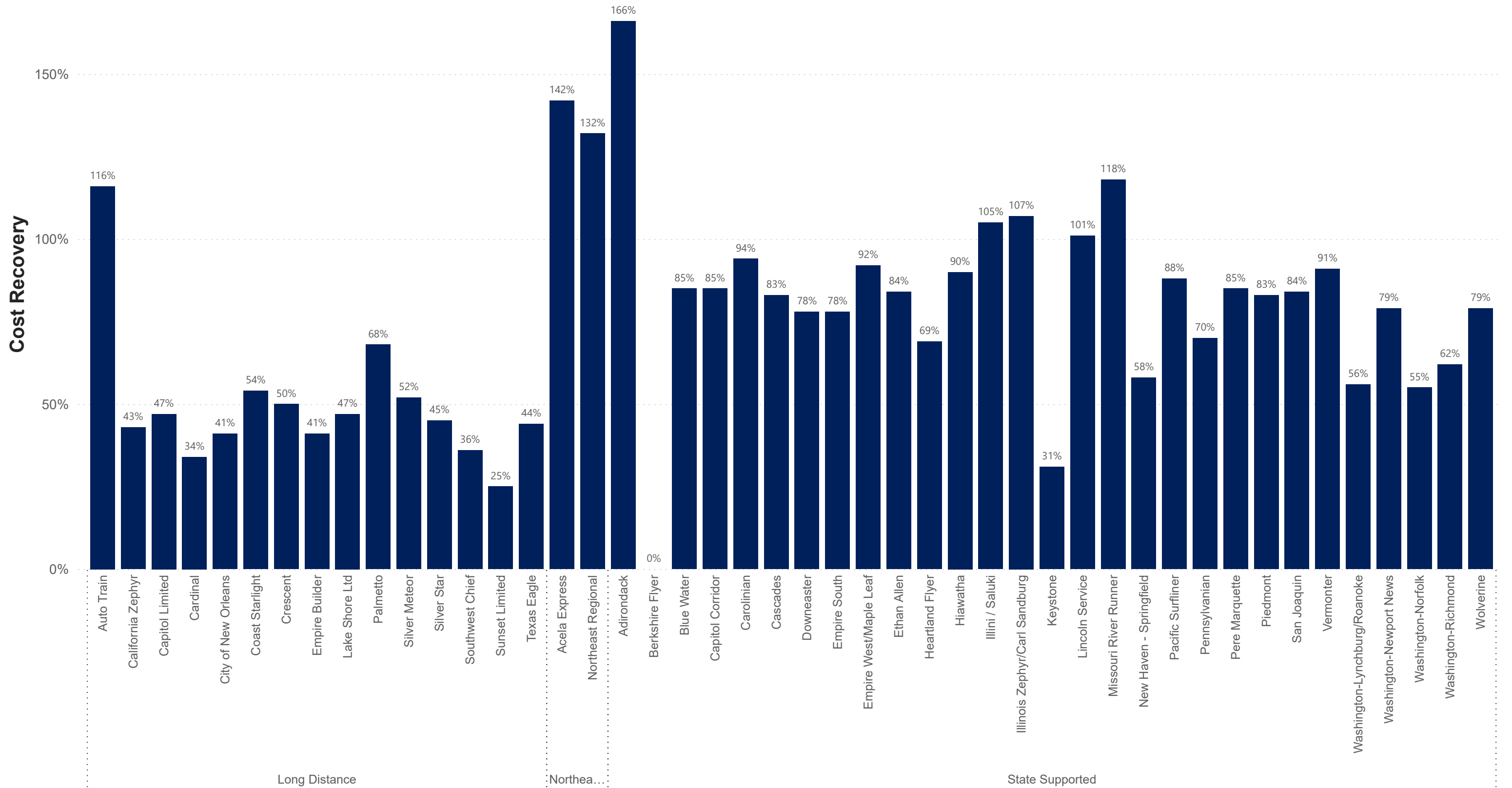
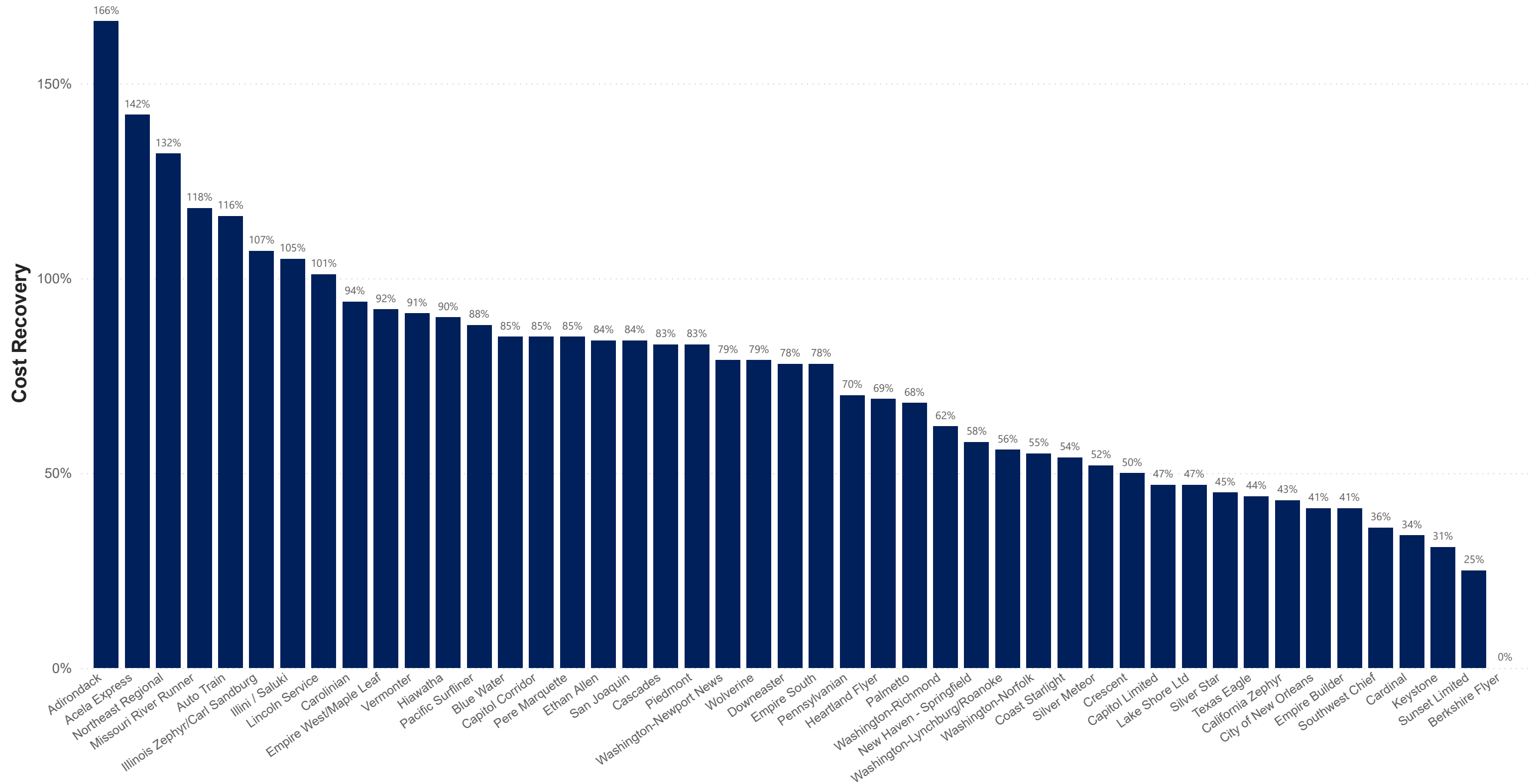


Figure 16. Cost Recovery by Route



**Table 19. Avoidable Operating Expenses Covered By Passenger Revenue**

| Service Line / Route             | Without State Operating Payments | With State Operating Payments |
|----------------------------------|----------------------------------|-------------------------------|
| <b>Long Distance</b>             |                                  |                               |
| Auto Train                       | 128%                             | 128%                          |
| California Zephyr                | 49%                              | 49%                           |
| Capitol Limited                  | 58%                              | 58%                           |
| Cardinal                         | 41%                              | 41%                           |
| City of New Orleans              | 47%                              | 47%                           |
| Coast Starlight                  | 61%                              | 61%                           |
| Crescent                         | 56%                              | 56%                           |
| Empire Builder                   | 46%                              | 46%                           |
| Lake Shore Ltd                   | 53%                              | 53%                           |
| Palmetto                         | 78%                              | 78%                           |
| Silver Meteor                    | 58%                              | 58%                           |
| Silver Star                      | 50%                              | 50%                           |
| Southwest Chief                  | 40%                              | 40%                           |
| Sunset Limited                   | 29%                              | 29%                           |
| Texas Eagle                      | 47%                              | 47%                           |
| <b>Northeast Corridor</b>        |                                  |                               |
| Acela Express                    | 170%                             | 170%                          |
| NEC Special Trains               | 126%                             | 126%                          |
| Northeast Regional               | 167%                             | 167%                          |
| <b>State Supported</b>           |                                  |                               |
| Adirondack                       | 0%                               | 212%                          |
| Berkshire Flyer                  | 0%                               | 0%                            |
| Blue Water                       | 47%                              | 96%                           |
| Capitol Corridor                 | 40%                              | 98%                           |
| Carolinian                       | 87%                              | 103%                          |
| Cascades                         | 61%                              | 103%                          |
| Downeaster                       | 62%                              | 90%                           |
| Empire South                     | 127%                             | 91%                           |
| Empire West/Maple Leaf           | 58%                              | 101%                          |
| Ethan Allen                      | 47%                              | 95%                           |
| Heartland Flyer                  | 33%                              | 81%                           |
| Hiawatha                         | 57%                              | 100%                          |
| Illini / Saluki                  | 48%                              | 115%                          |
| Illinois Zephyr/Carl Sandburg    | 24%                              | 120%                          |
| Keystone                         | 33%                              | 34%                           |
| Lincoln Service                  | 54%                              | 114%                          |
| Missouri River Runner            | 57%                              | 139%                          |
| New Haven - Springfield          | 29%                              | 67%                           |
| Non-NEC Special Trains           | 37%                              | 37%                           |
| Pacific Surfliner                | 39%                              | 103%                          |
| Pennsylvanian                    | 74%                              | 79%                           |
| Pere Marquette                   | 57%                              | 101%                          |
| Piedmont                         | 65%                              | 95%                           |
| San Joaquin                      | 36%                              | 95%                           |
| Vermont                          | 45%                              | 106%                          |
| Washington-Lynchburg/<br>Roanoke | 85%                              | 63%                           |
| Washington-Newport News          | 78%                              | 87%                           |
| Washington-Norfolk               | 78%                              | 64%                           |
| Washington-Richmond              | 51%                              | 70%                           |
| Wolverine                        | 59%                              | 89%                           |
| <b>System-Wide</b>               |                                  |                               |
| National Train Service           | 91%                              | 101%                          |
| System-wide (Total Amtrak)       | 73%                              | 82%                           |

Figure 17. Avoidable Operating Expenses Covered By Passenger Revenue By Service Line and Route

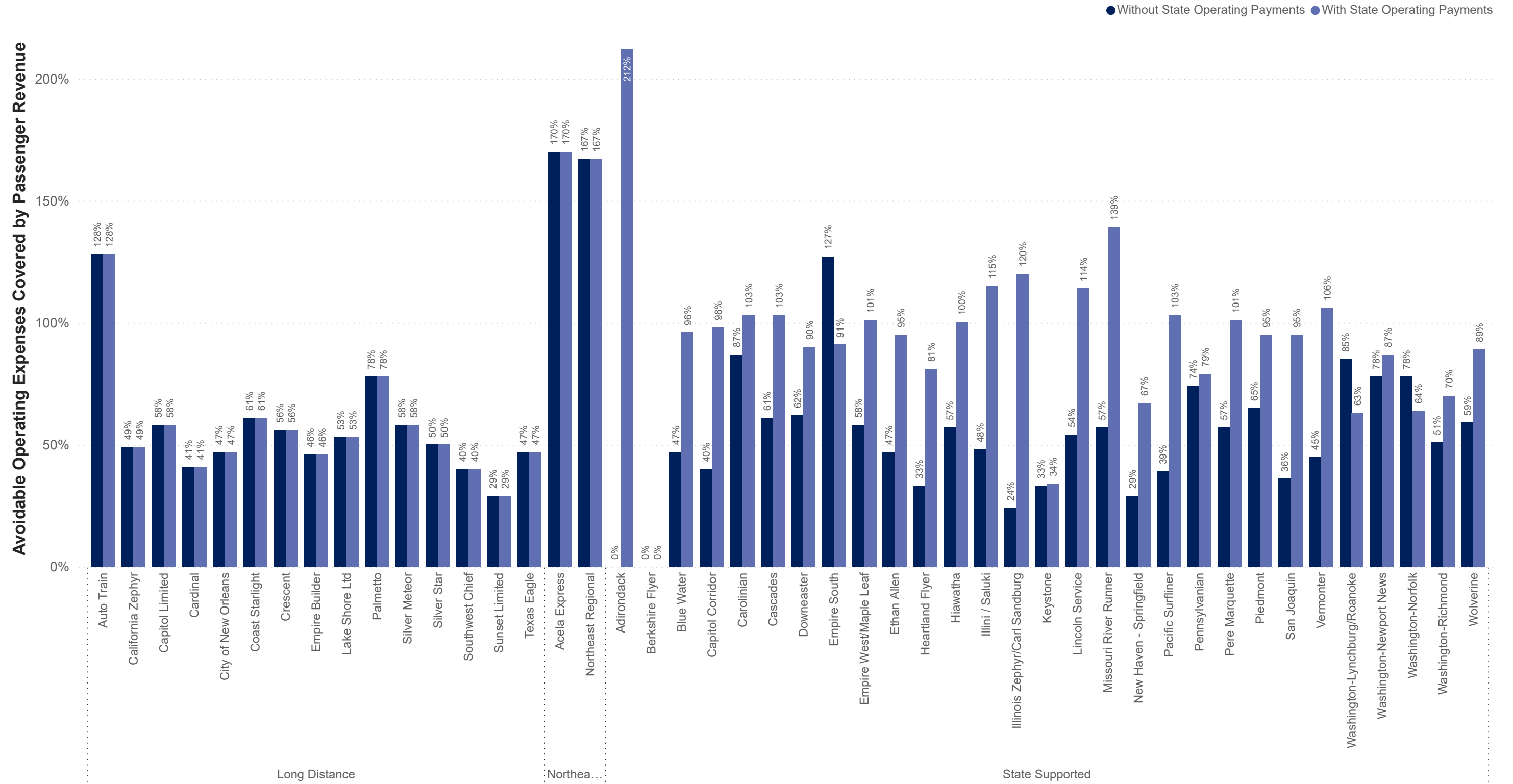


Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Route

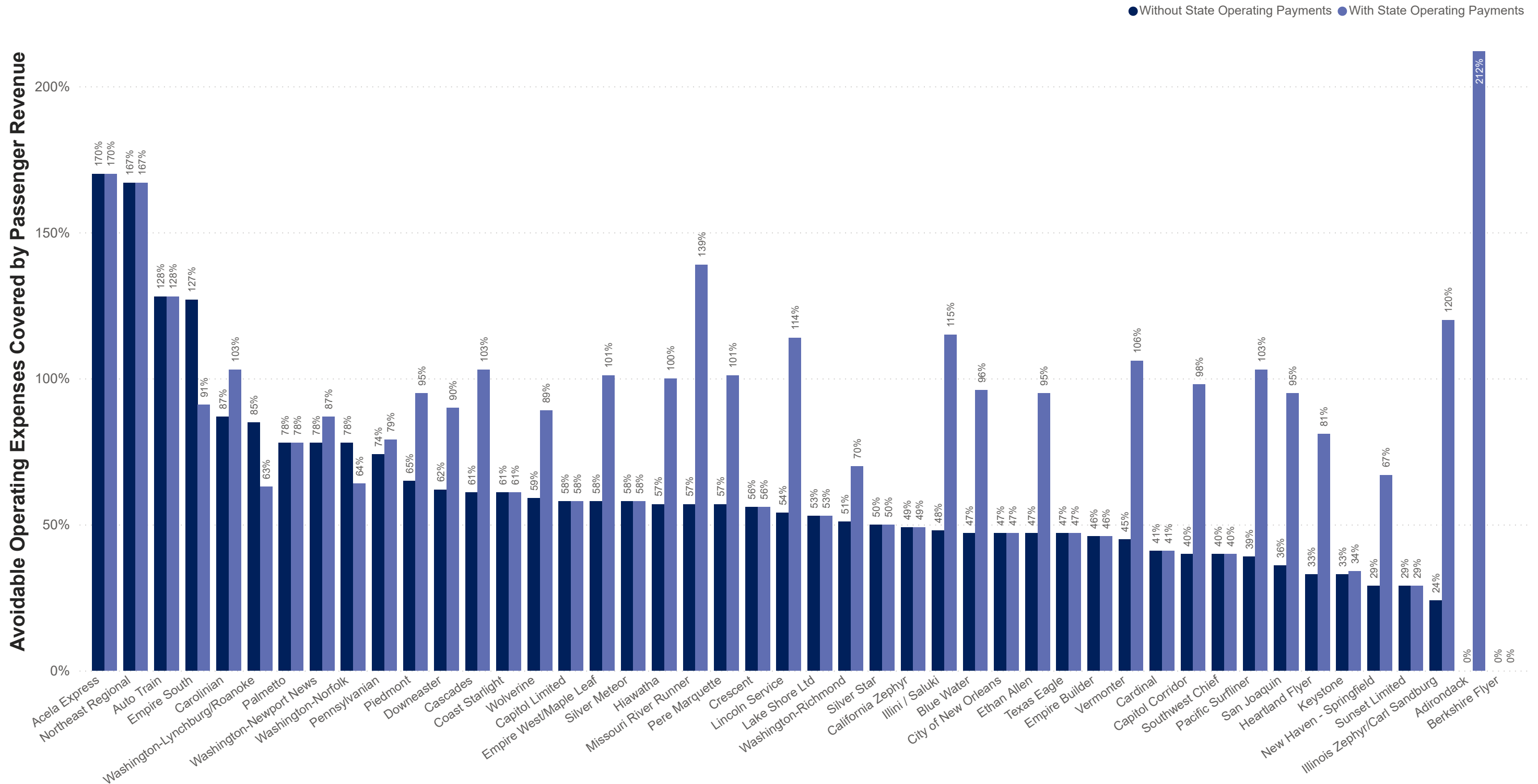


Table 20. Fully Allocated Costs Covered by Passenger Revenue by Route

| Service Line / Route             | Without State Operating Payments | With State Operating Payments |
|----------------------------------|----------------------------------|-------------------------------|
| <b>Long Distance</b>             |                                  |                               |
| Auto Train                       | 115%                             | 115%                          |
| California Zephyr                | 42%                              | 42%                           |
| Capitol Limited                  | 47%                              | 47%                           |
| Cardinal                         | 33%                              | 33%                           |
| City of New Orleans              | 40%                              | 40%                           |
| Coast Starlight                  | 53%                              | 53%                           |
| Crescent                         | 49%                              | 49%                           |
| Empire Builder                   | 40%                              | 40%                           |
| Lake Shore Ltd                   | 46%                              | 46%                           |
| Palmetto                         | 67%                              | 67%                           |
| Silver Meteor                    | 51%                              | 51%                           |
| Silver Star                      | 44%                              | 44%                           |
| Southwest Chief                  | 35%                              | 35%                           |
| Sunset Limited                   | 25%                              | 25%                           |
| Texas Eagle                      | 42%                              | 42%                           |
| <b>Northeast Corridor</b>        |                                  |                               |
| Acela Express                    | 140%                             | 140%                          |
| NEC Special Trains               | 40%                              | 40%                           |
| Northeast Regional               | 129%                             | 129%                          |
| <b>State Supported</b>           |                                  |                               |
| Adirondack                       | 0%                               | 166%                          |
| Berkshire Flyer                  | 0%                               | 0%                            |
| Blue Water                       | 41%                              | 84%                           |
| Capitol Corridor                 | 34%                              | 84%                           |
| Carolinian                       | 78%                              | 93%                           |
| Cascades                         | 49%                              | 82%                           |
| Downeaster                       | 53%                              | 76%                           |
| Empire South                     | 106%                             | 76%                           |
| Empire West/Maple Leaf           | 52%                              | 90%                           |
| Ethan Allen                      | 40%                              | 83%                           |
| Heartland Flyer                  | 28%                              | 68%                           |
| Hiawatha                         | 50%                              | 88%                           |
| Illini / Saluki                  | 43%                              | 104%                          |
| Illinois Zephyr/Carl Sandburg    | 22%                              | 107%                          |
| Keystone                         | 28%                              | 28%                           |
| Lincoln Service                  | 47%                              | 100%                          |
| Missouri River Runner            | 48%                              | 117%                          |
| New Haven - Springfield          | 25%                              | 57%                           |
| Non-NEC Special Trains           | 18%                              | 18%                           |
| Pacific Surfliner                | 33%                              | 87%                           |
| Pennsylvanian                    | 63%                              | 68%                           |
| Pere Marquette                   | 48%                              | 84%                           |
| Piedmont                         | 56%                              | 81%                           |
| San Joaquin                      | 32%                              | 84%                           |
| Vermont                          | 38%                              | 90%                           |
| Washington-Lynchburg/<br>Roanoke | 74%                              | 54%                           |
| Washington-Newport News          | 69%                              | 77%                           |
| Washington-Norfolk               | 67%                              | 54%                           |
| Washington-Richmond              | 44%                              | 61%                           |
| Wolverine                        | 51%                              | 78%                           |
| <b>System-Wide</b>               |                                  |                               |
| National Train Service           | 76%                              | 85%                           |
| System-wide (Total Amtrak)       | 60%                              | 68%                           |



Figure 19. Fully Allocated Costs Covered by Passenger Revenue by Service Line and Route

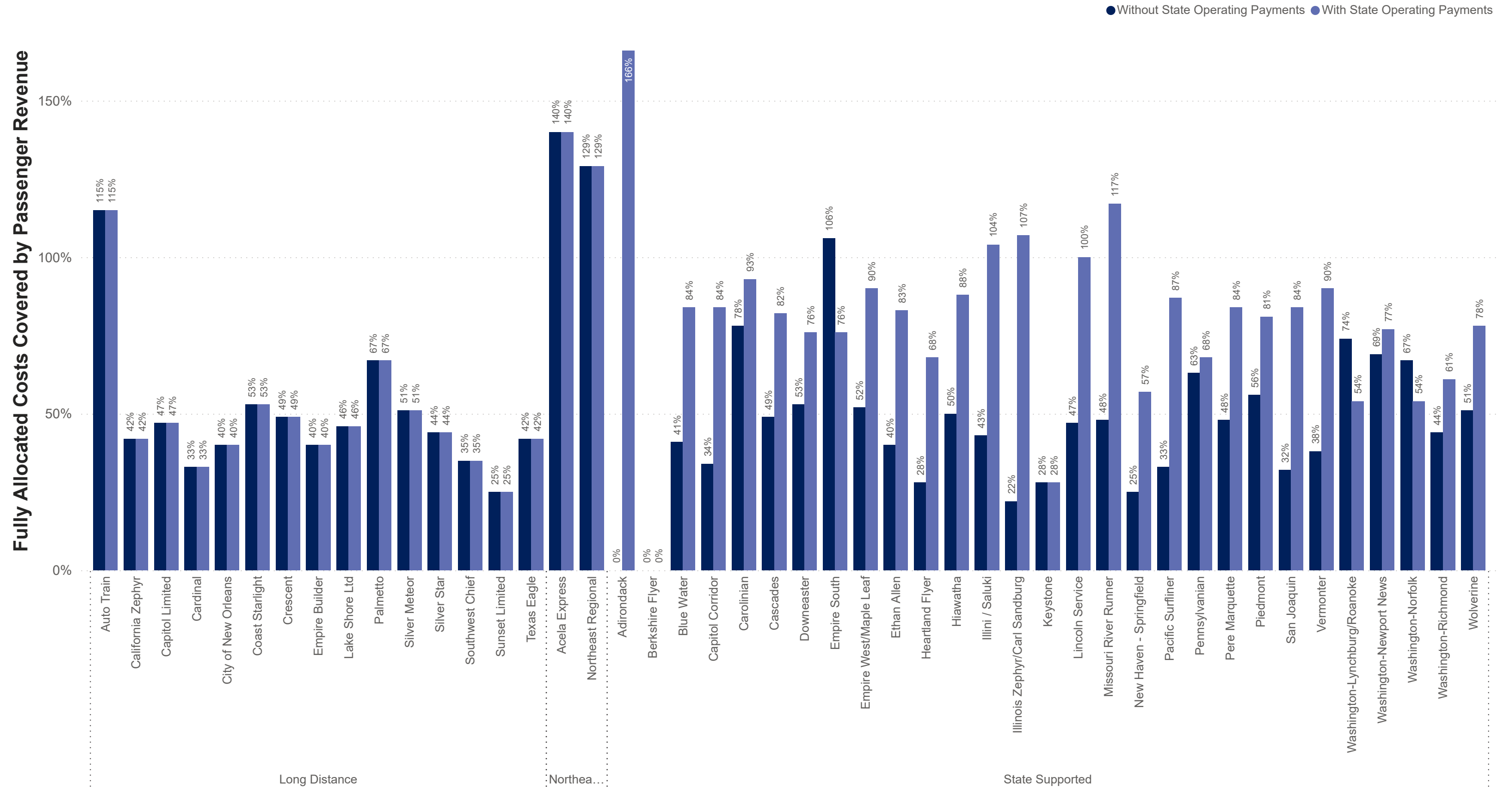
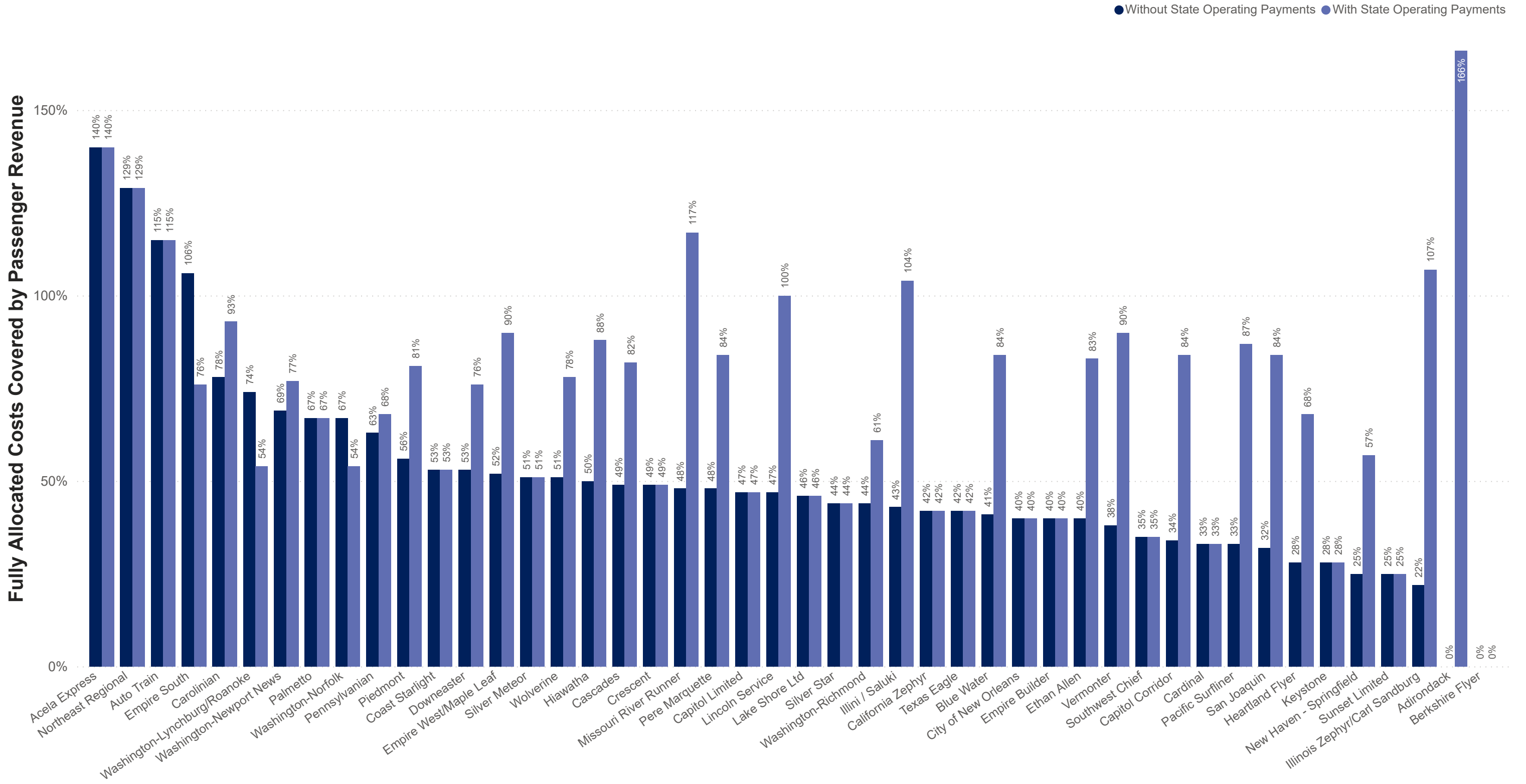


Figure 20. Fully Allocated Costs Covered by Passenger Revenue by Route



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

| Service Line / Route          | Average Ridership | Total Ridership |
|-------------------------------|-------------------|-----------------|
| <b>Long Distance</b>          |                   |                 |
| Auto Train                    | 256               | 69,566          |
| California Zephyr             | 118               | 78,208          |
| Capitol Limited               | 131               | 41,944          |
| Cardinal                      | 91                | 21,447          |
| City of New Orleans           | 131               | 55,485          |
| Coast Starlight               | 176               | 105,736         |
| Crescent                      | 121               | 69,843          |
| Empire Builder                | 124               | 77,283          |
| Lake Shore Ltd                | 192               | 92,495          |
| Palmetto                      | 128               | 75,227          |
| Silver Meteor                 | 150               | 57,657          |
| Silver Star                   | 150               | 87,971          |
| Southwest Chief               | 128               | 61,863          |
| Sunset Limited                | 110               | 22,931          |
| Texas Eagle                   | 149               | 78,043          |
| <b>Northeast Corridor</b>     |                   |                 |
| Acela Express                 | 206               | 727,877         |
| Northeast Regional            | 303               | 2,183,349       |
| <b>State Supported</b>        |                   |                 |
| Adirondack                    |                   | 1,586           |
| Blue Water                    | 145               | 41,540          |
| Capitol Corridor              | 67                | 219,676         |
| Carolinian                    | 205               | 80,113          |
| Cascades                      | 109               | 126,839         |
| Downeaster                    | 89                | 131,107         |
| Empire South                  | 201               | 311,396         |
| Empire West/Maple Leaf        | 111               | 106,248         |
| Ethan Allen                   | 54                | 23,645          |
| Heartland Flyer               | 92                | 19,330          |
| Hiawatha                      | 120               | 158,294         |
| Illini / Saluki               | 145               | 62,293          |
| Illinois Zephyr/Carl Sandburg | 66                | 26,156          |
| Keystone                      | 86                | 282,273         |
| Lincoln Service               | 129               | 122,989         |
| Missouri River Runner         | 75                | 34,716          |
| New Haven - Springfield       | 56                | 114,033         |
| Pacific Surfliner             | 100               | 348,185         |
| Pennsylvanian                 | 184               | 53,297          |
| Pere Marquette                | 107               | 21,730          |
| Piedmont                      | 96                | 75,740          |
| San Joaquin                   | 99                | 225,674         |
| Vermont                       | 79                | 30,292          |
| Washington-Lynchburg/Roanoke  | 134               | 86,864          |
| Washington-Newport News       | 154               | 88,072          |
| Washington-Norfolk            | 128               | 120,280         |
| Washington-Richmond           | 117               | 33,298          |
| Wolverine                     | 149               | 98,791          |
| <b>System-Wide</b>            |                   |                 |
| National Train Service        | 160               | 6,951,382       |
| System-wide (Total Amtrak)    | 160               | 6,951,382       |

Figure 21. Total Ridership by Service Line and Route

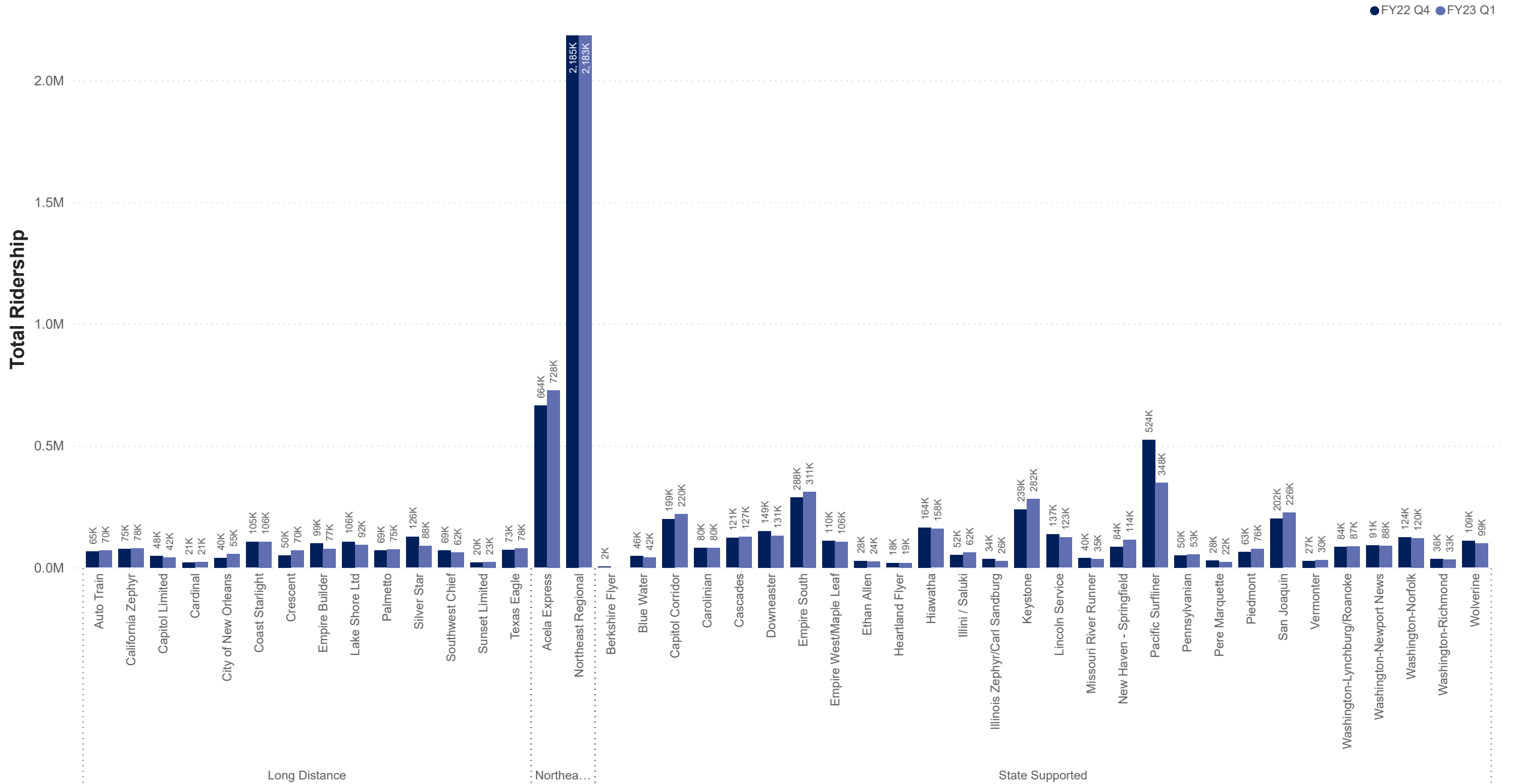


Figure 22. Total Ridership by Route

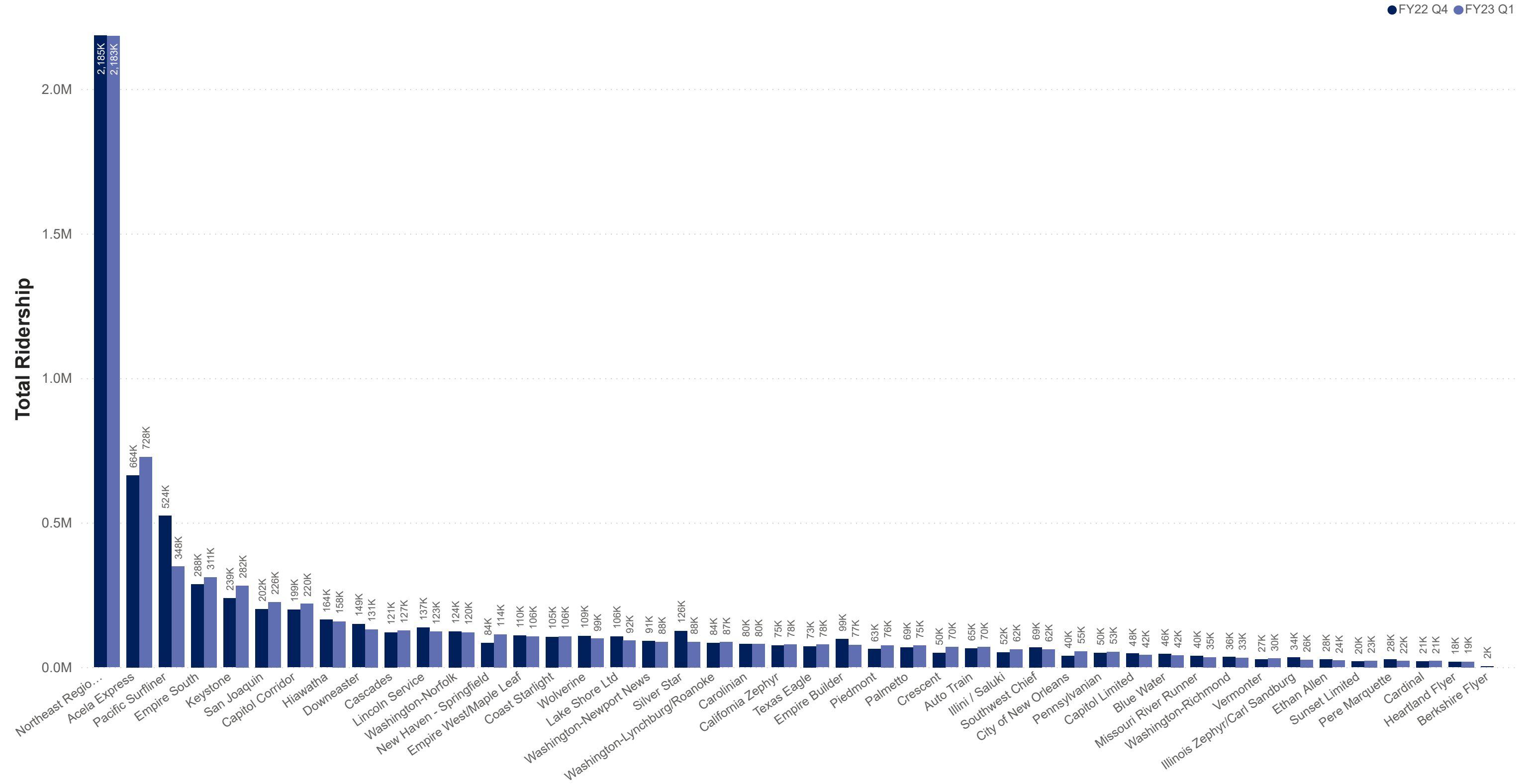


Figure 23. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

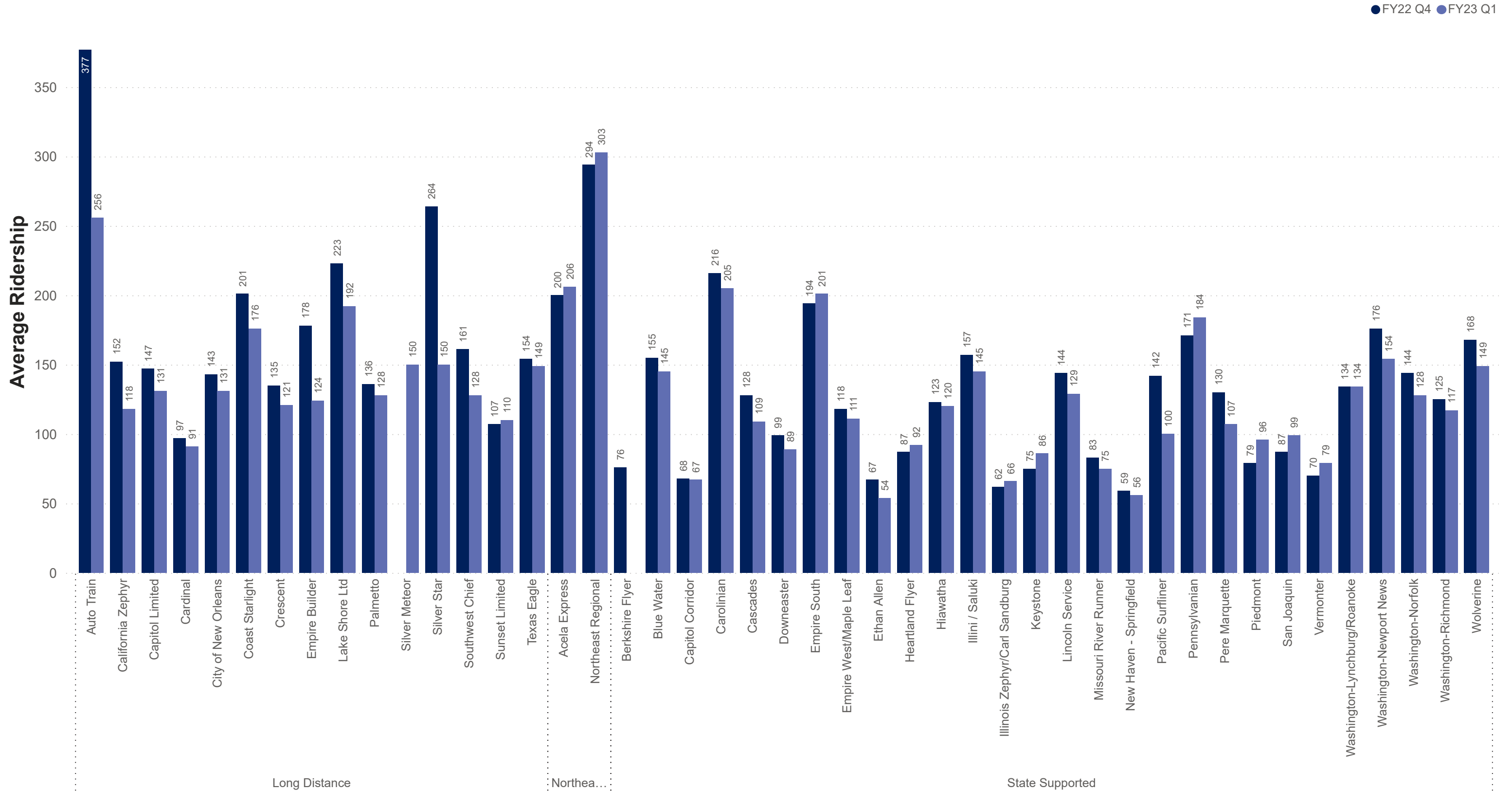
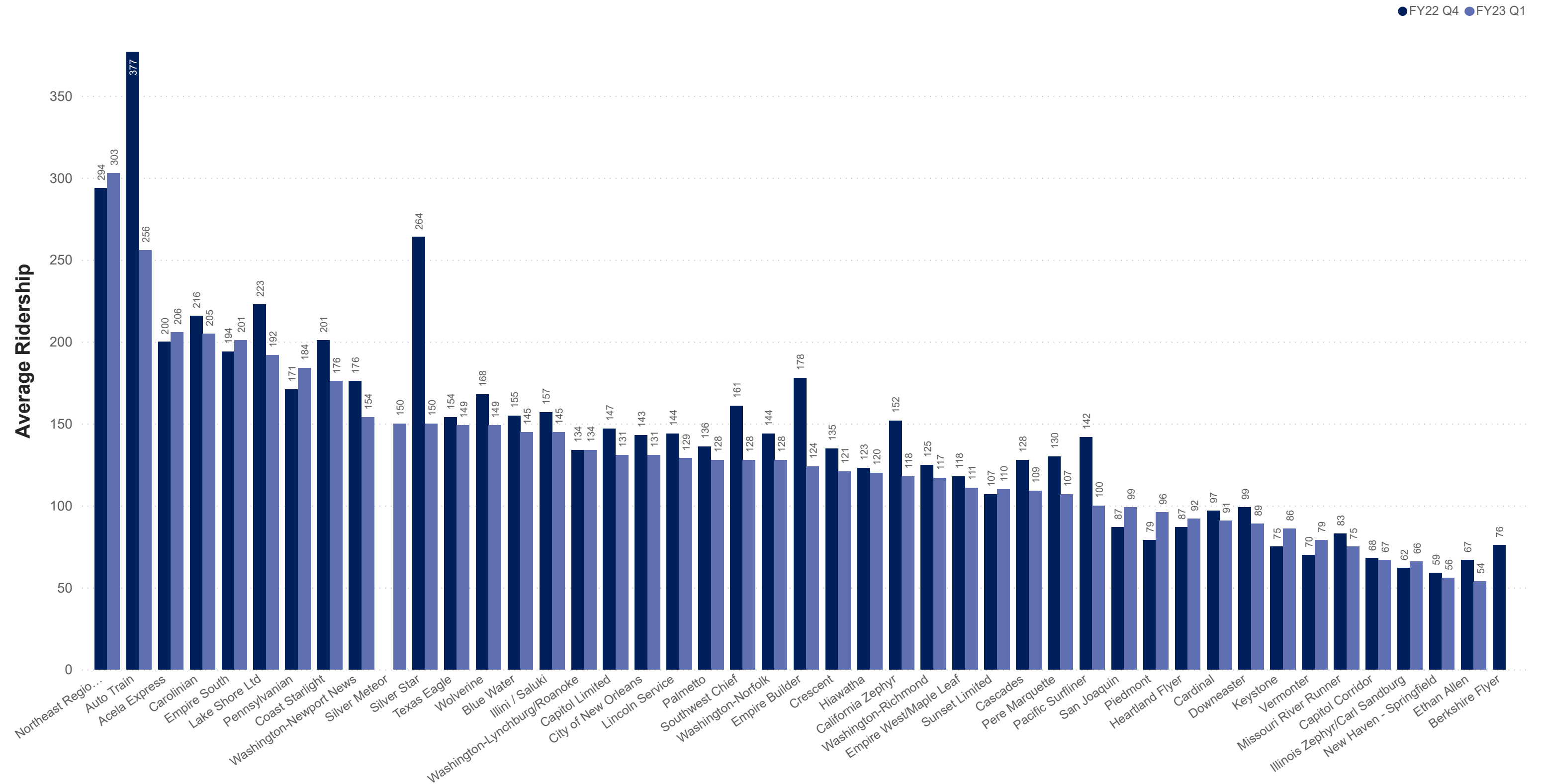


Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Route



**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. Data for FY 2022 are at [railroads.dot.gov](https://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.<br><br>Data is available for download at <a href="https://railroads.dot.gov">railroads.dot.gov</a> .  |
| 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 <a href="https://railroads.dot.gov">railroads.dot.gov</a> .   |
| 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.<br><br>Data is available for download at <a href="https://railroads.dot.gov">railroads.dot.gov</a> . |
| 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.<br><br>Data is available for download at <a href="https://railroads.dot.gov">railroads.dot.gov</a> .  |





**Appendix 1: Customer OTP by Train**

**Table 23. Customer OTP by Train**

| Route         | Train  | OTP               | Route         | Train  | OTP    | Route            | Train | OTP   |
|---------------|--------|-------------------|---------------|--------|--------|------------------|-------|-------|
| Acela Express | 2103   | 95.7%             | Acela Express | 2233   | 39.3%  | Capitol Corridor | 534   | 92.1% |
|               | 2106   | 90.7%             |               | 2235   | 32.4%  |                  | 536   | 92.0% |
|               | 2121   | 95.0%             |               | 2239   | 100.0% |                  | 538   | 75.9% |
|               | 2122   | 83.5%             |               | 2248   | 87.1%  |                  | 540   | 93.5% |
|               | 2126   | 90.9%             |               | 2249   | 84.4%  |                  | 541   | 86.9% |
|               | 2128   | 93.5%             |               | 2250   | 90.8%  |                  | 542   | 88.4% |
|               | 2150   | 77.5%             |               | 2251   | 84.5%  |                  | 543   | 88.4% |
|               | 2151   | 91.1%             |               | 2252   | 73.8%  |                  | 544   | 83.5% |
|               | 2152   | 75.2%             |               | 2253   | 85.2%  |                  | 545   | 90.6% |
|               | 2153   | 91.4%             |               | 2254   | 89.2%  |                  | 546   | 81.9% |
|               | 2154   | 82.6%             |               | 2255   | 77.6%  |                  | 547   | 82.5% |
|               | 2155   | 72.6%             |               | 2256   | 94.8%  |                  | 548   | 91.8% |
|               | 2156   | 58.1%             |               | 2257   | 97.6%  |                  | 549   | 86.6% |
|               | 2159   | 87.8%             |               | 2259   | 93.5%  |                  | 551   | 86.9% |
|               | 2160   | 81.3%             |               | 2275   | 66.4%  |                  | 720   | 85.0% |
|               | 2163   | 82.3%             | 2290          | 100.0% | 723    |                  | 81.6% |       |
|               | 2164   | 83.7%             | 2292          | 100.0% | 724    |                  | 88.8% |       |
|               | 2165   | 84.2%             | Adirondack    | 68     | 79.6%  |                  | 727   | 83.3% |
|               | 2167   | 86.2%             |               | 69     | 80.7%  |                  | 728   | 73.5% |
|               | 2168   | 92.8%             | Auto Train    | 52     | 50.0%  |                  | 729   | 62.9% |
| 2169          | 82.6%  | 53                |               | 30.7%  | 732    | 78.0%            |       |       |
| 2170          | 78.9%  | Blue Water        | 364           | 57.2%  | 733    | 83.3%            |       |       |
| 2172          | 92.8%  |                   | 365           | 76.5%  | 734    | 88.2%            |       |       |
| 2173          | 87.1%  | California Zephyr | 5             | 29.8%  | 736    | 62.6%            |       |       |
| 2175          | 61.7%  |                   | 6             | 28.6%  | 737    | 92.4%            |       |       |
| 2190          | 91.4%  | Capitol Corridor  | 521           | 94.2%  | 738    | 81.9%            |       |       |
| 2203          | 99.5%  |                   | 522           | 88.3%  | 741    | 78.9%            |       |       |
| 2205          | 98.4%  |                   | 523           | 87.4%  | 742    | 52.1%            |       |       |
| 2213          | 71.3%  |                   | 524           | 79.7%  | 743    | 86.3%            |       |       |
| 2217          | 100.0% |                   | 525           | 89.3%  | 744    | 52.8%            |       |       |
| 2218          | 88.0%  |                   | 527           | 88.4%  | 745    | 84.7%            |       |       |
| 2220          | 100.0% |                   | 528           | 88.7%  | 746    | 85.4%            |       |       |
| 2222          | 98.0%  |                   | 529           | 65.3%  | 747    | 83.2%            |       |       |
| 2224          | 92.4%  |                   | 531           | 89.2%  | 748    | 92.5%            |       |       |
| 2226          | 100.0% |                   | 532           | 76.9%  | 749    | 92.0%            |       |       |

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

| Route                           | Train | OTP             | Route               | Train          | OTP    | Route           | Train  | OTP    |       |
|---------------------------------|-------|-----------------|---------------------|----------------|--------|-----------------|--------|--------|-------|
| Capitol Corridor                | 751   | 88.6%           | Downeaster          | 687            | 85.8%  | Hiawatha        | 342    | 91.3%  |       |
| Capitol Ltd                     | 29    | 69.6%           |                     | 688            | 90.1%  |                 | 343    | 81.0%  |       |
|                                 | 30    | 62.5%           |                     | 689            | 96.5%  | Illini / Saluki | 390    | 76.3%  |       |
| Cardinal                        | 50    | 36.3%           |                     | 690            | 100.0% |                 | 391    | 31.4%  |       |
|                                 | 51    | 58.1%           |                     | 691            | 81.7%  |                 | 392    | 65.0%  |       |
| Carl Sandburg / Illinois Zephyr | 380   | 75.1%           |                     | 692            | 78.9%  |                 | 393    | 51.6%  |       |
|                                 | 381   | 82.7%           |                     | 693            | 71.9%  | Keystone        | 600    | 96.4%  |       |
|                                 | 382   | 80.6%           |                     | 694            | 70.3%  |                 | 601    | 92.0%  |       |
|                                 | 383   | 74.3%           |                     | 695            | 77.3%  |                 | 605    | 99.1%  |       |
| Carolinian                      | 79    | 76.8%           |                     | 696            | 59.4%  |                 | 607    | 96.4%  |       |
|                                 | 80    | 62.8%           |                     | 697            | 80.2%  |                 | 609    | 97.6%  |       |
| Cascades                        | 500   | 40.2%           |                     | 698            | 81.7%  |                 | 610    | 100.0% |       |
|                                 | 502   | 0.0%            |                     | 699            | 94.1%  |                 | 611    | 99.5%  |       |
|                                 | 503   | 68.3%           |                     | 1689           | 96.7%  |                 | 612    | 100.0% |       |
|                                 | 504   | 70.5%           |                     | Empire Builder | 7      |                 | 51.1%  | 615    | 93.7% |
|                                 | 505   | 54.3%           |                     |                | 8      |                 | 33.3%  | 618    | 95.8% |
|                                 | 507   | 56.0%           | 27                  |                | 43.6%  | 620             | 96.1%  |        |       |
|                                 | 508   | 61.7%           | 28                  |                | 48.0%  | 622             | 100.0% |        |       |
|                                 | 509   | 60.7%           | Ethan Allen Express | 290            | 76.6%  | 624             | 86.6%  |        |       |
|                                 | 516   | 49.1%           |                     | 291            | 77.5%  | 637             | 93.6%  |        |       |
| 519                             | 60.0% | Heartland Flyer | 821                 | 60.9%          | 639    | 92.9%           |        |        |       |
| City Of New Orleans             | 58    |                 | 83.9%               | 822            | 51.7%  | 640             | 90.6%  |        |       |
|                                 | 59    | 72.1%           | Hiawatha            | 329            | 95.4%  | 641             | 96.5%  |        |       |
| Orleans                         | 1058  | 75.2%           |                     | 330            | 98.1%  | 642             | 95.0%  |        |       |
| Coast Starlight                 | 11    | 66.8%           |                     | 331            | 92.4%  | 643             | 91.9%  |        |       |
|                                 | 14    | 41.0%           |                     | 332            | 83.6%  | 644             | 94.3%  |        |       |
| Crescent                        | 19    | 63.9%           |                     | 333            | 91.5%  | 645             | 94.5%  |        |       |
|                                 | 20    | 77.2%           |                     | 334            | 89.5%  | 646             | 87.6%  |        |       |
| Downeaster                      | 680   | 86.2%           |                     | 335            | 86.0%  | 647             | 100.0% |        |       |
|                                 | 681   | 79.6%           |                     | 336            | 82.5%  | 648             | 96.3%  |        |       |
|                                 | 682   | 86.9%           |                     | 337            | 83.6%  | 649             | 95.9%  |        |       |
|                                 | 683   | 78.5%           |                     | 338            | 87.2%  | 650             | 98.6%  |        |       |
|                                 | 684   | 85.8%           |                     | 339            | 87.1%  | 651             | 95.9%  |        |       |
|                                 | 685   | 88.6%           | 340                 | 91.1%          | 652    | 98.2%           |        |        |       |
|                                 | 686   | 75.0%           | 341                 | 92.8%          | 653    | 89.9%           |        |        |       |

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

| Route              | Train | OTP    | Route                             | Train | OTP               | Route                             | Train | OTP    |
|--------------------|-------|--------|-----------------------------------|-------|-------------------|-----------------------------------|-------|--------|
| Keystone           | 654   | 90.3%  | New York - Albany                 | 233   | 65.1%             | On Spine<br>Northeast<br>Regional | 149   | 61.2%  |
|                    | 655   | 91.6%  |                                   | 234   | 86.8%             |                                   | 150   | 66.8%  |
|                    | 656   | 92.5%  |                                   | 235   | 88.5%             |                                   | 152   | 92.2%  |
|                    | 657   | 93.9%  |                                   | 236   | 88.4%             |                                   | 154   | 74.8%  |
|                    | 658   | 86.7%  |                                   | 237   | 92.4%             |                                   | 155   | 100.0% |
|                    | 660   | 82.4%  |                                   | 238   | 88.7%             |                                   | 159   | 92.8%  |
|                    | 661   | 99.8%  |                                   | 239   | 94.3%             |                                   | 160   | 87.8%  |
|                    | 662   | 94.6%  |                                   | 240   | 90.0%             |                                   | 161   | 63.6%  |
|                    | 663   | 95.0%  |                                   | 241   | 89.9%             |                                   | 162   | 71.6%  |
|                    | 664   | 90.2%  |                                   | 243   | 93.4%             |                                   | 163   | 67.8%  |
|                    | 665   | 95.9%  |                                   | 244   | 87.8%             |                                   | 165   | 85.3%  |
|                    | 666   | 94.2%  |                                   | 250   | 99.9%             |                                   | 166   | 70.9%  |
|                    | 667   | 90.9%  |                                   | 253   | 82.0%             |                                   | 167   | 87.7%  |
|                    | 669   | 88.2%  |                                   | 256   | 74.0%             |                                   | 168   | 72.7%  |
|                    | 670   | 97.6%  |                                   | 259   | 86.9%             |                                   | 169   | 72.6%  |
|                    | 671   | 100.0% |                                   | 260   | 87.3%             |                                   | 172   | 75.3%  |
| Lake Shore Ltd     | 48    | 77.0%  | New York -<br>Niagara Falls       | 261   | 95.6%             | 173                               | 78.9% |        |
|                    | 49    | 67.7%  |                                   | 280   | 81.0%             | 175                               | 59.3% |        |
|                    | 448   | 66.8%  |                                   | 281   | 68.4%             | 178                               | 88.7% |        |
|                    | 449   | 83.2%  |                                   | 283   | 54.0%             | 179                               | 79.4% |        |
|                    |       |        |                                   | 284   | 76.9%             | 180                               | 84.4% |        |
| Lincoln / Missouri | 318   | 53.3%  | On Spine<br>Northeast<br>Regional | 121   | 71.8%             | 182                               | 88.8% |        |
|                    | 319   | 48.3%  |                                   | 122   | 65.5%             | 183                               | 94.6% |        |
| Lincoln Service    | 300   | 57.4%  | 126                               | 75.7% | 184               | 88.4%                             |       |        |
|                    | 301   | 75.5%  | 129                               | 93.1% | 189               | 96.2%                             |       |        |
|                    | 302   | 78.8%  | 132                               | 78.3% | 190               | 84.4%                             |       |        |
|                    | 305   | 44.5%  | 134                               | 91.1% | 192               | 87.3%                             |       |        |
|                    | 306   | 82.5%  | 135                               | 86.4% | 193               | 68.9%                             |       |        |
|                    | 307   | 46.7%  | 137                               | 66.1% | 196               | 92.0%                             |       |        |
| Maple Leaf         | 63    | 75.6%  | 139                               | 86.7% | 1195              | 100.0%                            |       |        |
|                    | 64    | 79.2%  | 140                               | 86.8% | Pacific Surfliner | 562                               | 95.5% |        |
| Missouri           | 311   | 60.6%  | 141                               | 81.0% |                   | 564                               | 95.5% |        |
|                    | 316   | 48.7%  | 143                               | 94.7% |                   | 567                               | 93.1% |        |
| New York - Albany  | 232   | 96.7%  | 146                               | 84.4% |                   | 580                               | 97.4% |        |
|                    |       |        | 148                               | 81.2% |                   | 581                               | 98.5% |        |

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

| Route                                   | Train | OTP   | Route                                   | Train        | OTP   | Route                   | Train         | OTP    |       |
|---|-------|-------|---|--------------|-------|-------------------------|---------------|--------|-------|
| Pacific Surfliner                       | 588   | 94.5% | Richmond /<br>Newport News /<br>Norfolk | 82           | 64.5% | San Joaquins            | 713           | 63.7%  |       |
|   | 591   | 96.5% |   | 84           | 62.8% |                         | 714           | 73.4%  |       |
|   | 595   | 98.1% |   | 85           | 83.8% |                         | 715           | 65.5%  |       |
|   | 761   | 72.0% |   | 86           | 56.0% |                         | 716           | 70.0%  |       |
|   | 765   | 80.4% |   | 87           | 61.5% |                         | 717           | 64.2%  |       |
|   | 770   | 94.0% |   | 88           | 78.4% |                         | 718           | 69.2%  |       |
|   | 774   | 80.5% |   | 93           | 69.3% |                         | 719           | 72.0%  |       |
|   | 777   | 73.0% |   | 94           | 66.3% |                         | Silver Meteor | 97     | 59.8% |
|   | 784   | 92.1% |   | 95           | 73.5% |                         |               | 98     | 47.0% |
|   | 785   | 82.7% |   | 96           | 58.2% | Silver Star             | 91            | 48.6%  |       |
|   | 794   | 56.2% |   | 99           | 52.4% |                         | 92            | 48.7%  |       |
|   | 1562  | 96.2% |   | 124          | 79.4% | Southwest Chief         | 3             | 37.5%  |       |
|   | 1567  | 91.8% |   | 125          | 86.1% |                         | 4             | 40.4%  |       |
|   | 1579  | 94.1% |   | 138          | 70.8% | Springfield<br>Shuttles | 400           | 100.0% |       |
|   | 1590  | 75.8% |   | 153          | 84.0% |                         | 405           | 100.0% |       |
|   | 1765  | 96.1% |   | 157          | 73.0% |                         | 409           | 100.0% |       |
|   | 1770  | 77.5% |   | 158          | 82.4% |                         | 412           | 99.2%  |       |
|   | 1774  | 58.1% |   | 164          | 65.1% |                         | 416           | 92.7%  |       |
|   | 1777  | 94.1% |   | 174          | 72.5% |                         | 417           | 88.6%  |       |
| 1784                                    | 64.1% | 185   | 85.7%                                   | 432          | 80.8% |                         |               |        |       |
| 1785                                    | 97.1% | 186   | 84.9%                                   | 450          | 85.6% |                         |               |        |       |
| Palmetto                                | 89    | 81.2% | 194                                     | 73.4%        | 451   |                         | 96.3%         |        |       |
|   | 90    | 76.1% | 195                                     | 65.6%        | 460   | 92.3%                   |               |        |       |
| Pennsylvanian                           | 42    | 79.5% | Roanoke                                 | 66           | 79.0% | 461                     | 96.7%         |        |       |
|   | 43    | 76.3% |   | 145          | 52.2% | 463                     | 100.0%        |        |       |
| Pere Marquette                          | 370   | 82.2% |   | 147          | 74.7% | 464                     | 56.0%         |        |       |
|   | 371   | 93.1% |   | 151          | 83.7% | 465                     | 84.0%         |        |       |
| Piedmont                                | 73    | 79.7% |   | 156          | 62.7% | 467                     | 100.0%        |        |       |
|   | 74    | 61.4% |   | 171          | 72.1% | 470                     | 89.7%         |        |       |
|   | 75    | 64.1% |   | 176          | 37.6% | 471                     | 97.2%         |        |       |
|   | 76    | 59.8% |   | San Joaquins | 702   | 75.5%                   | 473           | 100.0% |       |
|   | 77    | 59.0% |   |              | 703   | 82.2%                   | 474           | 84.0%  |       |
|   | 78    | 78.1% | 710                                     |              | 66.7% | 475                     | 95.5%         |        |       |
| Richmond /<br>Newport News /<br>Norfolk | 65    | 83.0% | 711                                     |              | 78.9% | 476                     | 66.1%         |        |       |
|   | 67    | 85.1% | 712                                     |              | 74.9% | 478                     | 86.6%         |        |       |

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

| Route                | Train | OTP    |
|----------------------|-------|--------|
| Springfield Shuttles | 479   | 90.4%  |
|                      | 488   | 77.0%  |
|                      | 490   | 96.1%  |
|                      | 494   | 65.8%  |
|                      | 495   | 91.3%  |
|                      | 497   | 100.0% |
|                      | 499   | 85.7%  |
| Sunset Ltd           | 1     | 31.5%  |
|                      | 2     | 25.9%  |
| Texas Eagle          | 21    | 50.6%  |
|                      | 22    | 48.9%  |
| Vermonteer           | 54    | 81.7%  |
|                      | 55    | 52.0%  |
|                      | 56    | 76.1%  |
|                      | 57    | 75.0%  |
| Wolverine            | 350   | 50.8%  |
|                      | 351   | 54.8%  |
|                      | 352   | 54.7%  |
|                      | 353   | 71.4%  |
|                      | 354   | 45.4%  |
|                      | 355   | 67.3%  |



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 | DCT | DDA | DET | DMW | DSR | DTR | FTI | PBB | PSC | PSR | PTI | RTE | SMW | Total             | ADA | CAR | CCR | CON | CTC | ENG | HLD | INJ | ITI | MTI |  | OTH | SVS | SYS   | Total |  |
| Acela Express | 2103  | 26            | 41  |     | 14  |     |     |     | 16  |     |     |     |     | 28  |     |     |     | 125 |                   | 10  |     |     |     | 86  | 7   |     |     |     |     | 11                                     | 114 | 239 |       |       |  |
|               | 2106  | 29            | 17  |     | 10  |     |     | 32  | 38  | 11  |     |     |     | 63  | 31  |     | 5   | 236 |                   | 15  |     |     | 8   | 40  | 13  |     |     | 23  | 2   | 7                                      | 108 | 344 |       |       |  |
|               | 2121  | 13            | 7   |     | 26  |     |     |     | 6   |     |     | 8   |     | 12  | 18  |     |     | 90  | 3                 | 9   |     |     |     | 104 | 17  |     |     | 2   |     | 3                                      | 138 | 228 |       |       |  |
|               | 2122  | 38            |     |     | 83  |     |     | 17  | 1   | 13  |     |     | 9   | 146 | 82  | 5   | 13  | 407 | 5                 | 76  |     |     |     | 29  | 27  | 5   | 65  |     | 2   | 2                                      | 47  | 258 | 665   |       |  |
|               | 2126  | 29            |     |     | 67  |     |     | 3   | 2   | 5   |     |     | 2   | 56  | 12  | 4   | 12  | 192 | 11                | 22  |     |     |     | 14  | 10  |     | 3   |     |     | 4                                      | 11  | 75  | 267   |       |  |
|               | 2128  | 71            |     |     | 2   |     |     |     |     | 7   |     |     | 3   | 40  | 22  |     | 3   | 148 | 4                 | 3   |     |     |     | 97  | 5   | 6   | 27  | 3   |     | 3                                      |     | 148 | 296   |       |  |
|               | 2150  | 44            | 12  | 36  | 55  |     |     | 10  | 3   |     |     |     |     | 25  | 31  | 12  |     | 228 | 11                | 39  |     |     |     | 51  | 19  |     |     |     | 4   |  | 25  | 149 | 377   |       |  |
|               | 2151  | 35            | 4   |     | 13  | 3   |     | 18  | 26  | 4   |     |     | 3   | 11  |     | 4   |     | 121 | 17                | 25  |     |     |     | 75  | 18  |     |     | 4   | 1   |  | 64  | 204 | 325   |       |  |
|               | 2152  | 184           | 13  | 43  | 38  |     |     | 12  | 35  | 26  |     | 12  |     | 1   | 103 | 5   | 21  | 3   | 496               | 2   | 64  |     |     | 545 | 25  |     |     | 34  | 8   |  | 4   | 682 | 1,178 |       |  |
|               | 2153  | 17            |     | 35  | 32  |     |     | 25  | 26  | 8   |     |     |     | 14  | 21  | 7   | 4   | 189 | 14                | 12  |     |     |     | 13  | 44  |     |     | 17  |     | 42                                     | 15  | 157 | 346   |       |  |
|               | 2154  | 45            |     | 39  | 68  |     |     |     | 17  | 26  |     |     |     | 144 | 7   | 3   | 26  | 375 | 13                | 72  |     |     | 8   | 91  | 59  |     |     | 12  | 9   | 7                                      |     | 271 | 646   |       |  |
|               | 2155  | 47            | 8   | 133 | 59  |     |     |     | 24  | 6   |     |     |     | 30  | 106 | 1   | 5   | 419 | 74                | 80  |     |     |     | 16  | 46  | 5   |     | 6   | 2   |  | 20  | 249 | 668   |       |  |
|               | 2156  | 3             |     |     | 5   |     |     |     |     |     |     |     |     | 9   | 3   |     |     | 20  | 1                 | 1   |     |     |     |     | 3   |     |     |     |     |  |     | 5   | 25    |       |  |
|               | 2159  | 47            | 12  | 32  | 10  |     | 3   |     | 26  | 2   |     |     | 5   | 13  | 44  | 8   | 3   | 205 | 22                | 40  | 10  | 3   |     | 85  | 70  |     |     | 17  |     | 3                                      | 6   | 256 | 461   |       |  |
|               | 2160  | 47            | 8   | 202 | 106 |     |     | 41  | 18  | 8   |     |     | 2   | 52  | 51  | 7   | 3   | 545 | 21                | 30  |     |     | 67  | 144 | 46  |     |     | 4   | 2   | 8                                      | 39  | 361 | 906   |       |  |
|               | 2163  | 84            | 12  | 21  | 24  |     |     |     | 18  | 5   |     | 4   | 6   | 27  | 59  |     |     | 260 | 31                | 30  |     | 2   |     | 72  | 71  |     | 5   | 8   | 9   |  | 1   | 229 | 489   |       |  |
|               | 2164  | 39            |     | 43  | 57  |     |     |     | 23  | 17  |     |     |     | 101 | 57  | 20  | 5   | 362 | 30                | 40  |     |     |     | 130 | 53  |     |     | 13  | 2   | 3                                      | 78  | 349 | 711   |       |  |
|               | 2165  | 52            | 3   | 31  | 30  |     |     | 5   | 20  | 6   |     |     | 6   | 24  | 183 |     | 2   | 362 | 10                | 71  |     | 3   |     | 18  | 80  |     |     | 8   | 25  |  |     | 215 | 577   |       |  |
|               | 2167  | 121           |     | 78  | 16  |     |     |     | 18  | 7   |     |     | 6   | 4   | 32  | 49  |     | 331 | 6                 | 10  |     |     |     | 43  | 122 | 19  | 11  |     | 1   |  | 11  | 223 | 554   |       |  |
|               | 2168  | 79            | 11  |     | 42  |     |     | 9   | 12  | 12  | 5   |     | 6   | 85  | 50  |     | 12  | 323 | 22                | 12  |     |     |     | 63  | 133 |     |     | 9   | 3   | 1                                      | 243 | 566 |       |       |  |
|               | 2169  | 185           | 16  | 31  | 86  |     |     | 6   | 5   | 14  | 13  |     | 6   | 15  | 42  | 3   |     | 422 | 14                | 109 |     |     |     | 13  | 67  | 20  | 80  | 18  | 9   |  | 45  | 375 | 797   |       |  |
|               | 2170  | 52            | 47  | 39  | 83  |     |     |     | 32  | 12  | 6   |     | 3   | 79  | 44  | 2   | 3   | 402 | 3                 | 16  |     |     |     | 117 | 25  |     | 10  | 8   |     |  | 8   | 187 | 589   |       |  |
|               | 2172  | 63            | 19  | 5   | 52  |     |     | 6   | 7   | 19  | 3   |     | 5   | 144 | 66  | 6   | 2   | 397 | 10                | 40  |     |     |     | 17  | 33  |     | 33  | 5   | 2   | 3                                      |     | 143 | 540   |       |  |
|               | 2173  | 74            |     | 11  | 58  |     |     |     |     | 16  | 3   | 4   | 9   | 35  | 39  |     | 9   | 258 | 21                | 11  |     |     |     | 135 | 85  |     | 81  |     | 2   |  | 26  | 361 | 619   |       |  |
|               | 2175  | 4             |     |     |     |     |     |     |     |     |     |     |     | 3   |     |     | 6   | 13  | 1                 |     |     |     |     | 8   | 7   |     |     |     |     |  |     | 16  | 29    |       |  |
|               | 2190  | 27            | 15  | 35  | 43  |     |     |     | 33  |     |     |     |     | 13  | 26  | 3   |     | 195 | 3                 | 4   |     |     |     | 56  | 33  |     |     |     |     | 7                                      |     | 103 | 298   |       |  |
|               | 2203  | 14            |     |     | 12  |     |     |     |     | 6   |     |     |     | 5   |     |     | 6   | 43  | 1                 | 8   |     |     |     | 3   | 28  |     |     | 9   | 7   |  |     | 56  | 99    |       |  |
|               | 2205  | 13            | 10  |     |     |     |     |     |     | 3   |     |     |     | 2   |     |     | 15  | 43  | 5                 | 14  |     |     |     | 1   | 8   |     |     |     |     |  | 3   | 31  | 74    |       |  |
|               | 2213  | 6             |     |     |     |     |     |     | 30  | 2   |     |     |     | 6   | 16  |     | 21  | 81  | 2                 | 6   |     |     |     | 2   | 12  |     |     | 10  | 2   |  |     | 34  | 115   |       |  |
|               | 2217  | 6             |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     | 6   |                   |     |     |     |     |     |     |     |     |     |     |  |     |     | 6     | 6     |  |
|               | 2218  |               |     |     | 8   |     |     |     | 2   | 1   |     |     |     | 19  | 7   |     | 24  | 61  |                   | 4   |     |     |     |     | 4   |     |     |     |     |  |     | 8   | 69    |       |  |
|               | 2220  | 1             |     |     |     |     |     |     |     |     |     |     |     | 6   |     |     |     | 7   | 2                 |     |     |     |     |     |     |     |     |     |     |  |     | 2   | 9     |       |  |
|               | 2222  | 3             |     |     |     |     |     |     |     |     |     |     |     | 17  |     |     | 9   | 29  |                   |     |     |     |     |     | 3   |     |     | 1   |     |  |     | 4   | 33    |       |  |
|               | 2224  | 7             |     |     |     |     |     |     |     |     |     |     |     | 26  | 18  |     | 17  | 68  | 2                 |     |     |     |     | 7   | 7   |     |     |     |     |  |     | 16  | 84    |       |  |
|               | 2226  |               |     |     |     |     |     |     |     |     |     |     |     | 1   |     |     |     | 1   |                   |     |     |     |     |     |     |     |     |     |     |  |     |     | 1     | 1     |  |

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 | PSR | PTI | RTE | SMW        | Total      | ADA               | CAR | CCR | CON   | ENG   | HLD | INJ   | ITI | MTI   | OTH   | SVS      |  | SYS           | Total      |
| Acela Express     | 2233  | 12            |     |     |     |     |     |     |     | 11  |     |     | <b>23</b>  | 2          |                   |     |     |       | 2     |     |       |     |       |       |          | <b>4</b>                               | <b>27</b>     |            |
|                   | 2235  |               |     |     |     |     |     |     | 2   | 10  |     |     | <b>12</b>  |            |                   |     |     |       | 7     |     |       |     |       |       |          | <b>7</b>                               | <b>19</b>     |            |
|                   | 2239  | 3             | 4   |     |     |     |     |     | 4   | 3   |     |     | <b>14</b>  |            |                   |     |     |       |       |     |       |     |       |       |          |  | <b>14</b>     |            |
|                   | 2248  | 11            | 13  | 26  | 24  |     |     | 3   | 33  | 24  | 14  | 10  | <b>158</b> | 13         | 17                |     |     | 24    | 18    | 4   |       |     | 1     | 3     |          | <b>80</b>                              | <b>238</b>    |            |
|                   | 2249  | 4             |     | 2   | 9   |     |     | 1   | 9   |     |     | 18  | <b>43</b>  | 11         | 20                |     |     | 35    | 18    |     |       |     |       |       | 17       | <b>101</b>                             | <b>144</b>    |            |
|                   | 2250  | 8             | 4   |     | 4   |     |     | 2   | 28  | 27  |     | 5   | <b>78</b>  | 6          | 10                |     |     | 5     | 5     |     |       |     |       |       |          | <b>26</b>                              | <b>104</b>    |            |
|                   | 2251  | 17            |     |     | 11  |     | 10  | 2   | 30  | 6   | 4   |     | 25         | <b>105</b> | 24                |     |     | 29    | 22    |     |       |     | 2     |       |          | <b>77</b>                              | <b>182</b>    |            |
|                   | 2252  | 13            |     |     | 79  |     | 0   | 4   | 24  | 64  | 62  |     | 106        | <b>352</b> | 17                | 18  |     |       | 4     | 38  | 14    |     | 12    | 6     |          | <b>109</b>                             | <b>461</b>    |            |
|                   | 2253  | 41            | 6   |     | 56  | 16  |     | 3   |     | 14  | 48  |     | 48         | <b>232</b> | 26                | 2   |     | 48    |       | 44  |       |     | 2     | 8     |          | 75                                     | <b>205</b>    | <b>437</b> |
|                   | 2254  | 13            |     |     | 57  | 17  | 4   | 3   | 9   | 63  | 24  |     | 71         | <b>261</b> | 15                | 6   |     |       | 13    | 57  |       |     | 9     | 7     |          | <b>107</b>                             | <b>368</b>    |            |
|                   | 2255  | 11            | 4   |     | 14  | 10  |     | 4   |     | 11  | 19  |     | 78         | <b>151</b> | 8                 | 21  |     |       | 2     | 18  |       |     |       |       | 8        | 2                                      | <b>59</b>     | <b>210</b> |
|                   | 2256  |               |     |     | 24  | 21  | 5   |     |     | 33  | 21  |     | 23         | <b>127</b> | 3                 |     |     |       |       | 14  |       |     | 2     |       |          | <b>19</b>                              | <b>146</b>    |            |
|                   | 2257  | 1             |     |     | 12  |     | 3   | 13  |     | 8   | 14  |     | 12         | <b>63</b>  | 2                 | 11  |     |       | 7     | 24  |       |     |       |       |          | <b>44</b>                              | <b>107</b>    |            |
|                   | 2259  | 4             |     |     | 22  |     |     |     |     | 9   | 20  |     | 28         | <b>83</b>  | 5                 | 5   | 7   |       | 52    | 9   |       |     |       |       |          | <b>78</b>                              | <b>161</b>    |            |
|                   | 2275  | 2             |     |     |     |     |     |     |     | 5   | 3   |     |            | <b>10</b>  |                   | 15  |     |       |       |     |       |     |       |       |          | <b>15</b>                              | <b>25</b>     |            |
| 2290              |       |               |     |     |     |     |     |     |     | 11  |     |     | <b>11</b>  |            |                   |     |     |       | 3     |     |       |     |       |       | <b>3</b> | <b>14</b>                              |               |            |
| Adirondack        | 68    |               |     |     | 13  |     |     |     |     | 14  | 3   |     | <b>30</b>  | 6          |                   |     |     |       | 21    |     | 34    |     | 5     | 133   | 2        | <b>201</b>                             | <b>231</b>    |            |
|                   | 69    |               |     |     | 22  |     |     |     |     | 21  | 25  |     | <b>68</b>  | 5          | 57                |     |     |       | 26    |     |       |     |       |       | 10       | <b>98</b>                              | <b>166</b>    |            |
| Auto Train        | 52    |               |     |     |     |     |     |     |     |     |     |     |            |            | 149               |     |     | 251   | 3     | 58  | 3,704 |     | 113   | 138   | 451      | <b>4,867</b>                           | <b>4,867</b>  |            |
|                   | 53    |               |     |     |     |     |     |     |     |     |     |     |            |            | 359               |     |     | 582   | 5     | 115 | 2,857 |     | 189   | 970   | 1,110    | <b>6,187</b>                           | <b>6,187</b>  |            |
| Blue Water        | 364   | 12            |     |     | 22  |     | 37  | 68  |     | 58  | 11  |     | <b>208</b> | 186        | 532               |     |     | 594   | 170   |     | 1,120 |     | 128   | 226   | 349      | <b>3,305</b>                           | <b>3,513</b>  |            |
|                   | 365   | 7             |     |     | 51  |     |     | 27  | 8   | 130 | 30  |     | <b>253</b> | 179        | 44                |     |     | 80    | 139   |     | 134   |     | 418   | 55    | 502      | <b>1,551</b>                           | <b>1,804</b>  |            |
| California Zephyr | 5     |               |     |     | 3   |     |     | 3   |     | 7   |     |     | <b>13</b>  | 350        | 846               |     | 10  | 1,647 | 1,155 | 119 |       |     | 1,064 | 1,664 | 3,432    | <b>10,287</b>                          | <b>10,300</b> |            |
|                   | 6     | 34            |     |     | 34  |     |     |     |     | 16  | 15  |     | <b>99</b>  | 441        | 413               |     | 15  | 338   | 1,265 | 214 | 502   |     | 938   | 2,023 | 2,993    | <b>9,142</b>                           | <b>9,241</b>  |            |
| Capitol Corridor  | 521   |               |     |     |     |     |     |     |     |     |     |     |            | 3          |                   |     |     | 21    | 4     |     |       |     | 40    | 13    | 115      | <b>196</b>                             | <b>196</b>    |            |
|                   | 522   |               |     |     |     |     |     |     |     |     |     |     |            | 17         | 6                 | 3   |     | 63    |       |     |       |     | 4     |       | 70       | <b>163</b>                             | <b>163</b>    |            |
|                   | 523   |               |     |     |     |     |     |     |     |     |     |     |            | 16         | 4                 |     |     | 26    | 43    |     |       |     | 17    |       | 102      | <b>208</b>                             | <b>208</b>    |            |
|                   | 524   |               |     |     |     |     |     |     |     |     |     |     |            | 17         | 17                |     |     |       | 39    |     |       |     | 22    |       | 21       | <b>116</b>                             | <b>116</b>    |            |
|                   | 525   |               |     |     |     |     |     |     |     |     |     |     |            | 20         | 16                |     |     | 2     | 9     |     |       |     | 2     |       | 11       | <b>60</b>                              | <b>60</b>     |            |
|                   | 527   |               |     |     |     |     |     |     |     |     |     |     |            | 50         | 11                |     |     | 28    | 40    |     |       |     | 28    | 4     | 42       | <b>203</b>                             | <b>203</b>    |            |
|                   | 528   |               |     |     |     |     |     |     |     |     |     |     |            | 41         | 2                 |     |     |       | 6     |     | 54    |     | 17    |       | 49       | <b>169</b>                             | <b>169</b>    |            |
|                   | 529   |               |     |     |     |     |     |     |     |     |     |     |            | 42         | 7                 |     |     | 16    | 22    | 17  |       |     | 19    | 200   | 355      | <b>678</b>                             | <b>678</b>    |            |
|                   | 531   |               |     |     |     |     |     |     |     |     |     |     |            | 64         | 3                 |     |     | 69    |       |     | 36    |     | 3     |       | 16       | <b>191</b>                             | <b>191</b>    |            |
|                   | 532   |               |     |     |     |     |     |     |     |     |     |     |            |            | 100               | 20  | 2   |       | 5     | 54  |       | 145 |       | 22    | 2        | 32                                     | <b>382</b>    | <b>382</b> |

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

| Route            | Train | Amtrak (Non-Host) |     |     |     |     |     |     |     |     |     |     | Total | Total Amtrak Responsible Delay Minutes |
|------------------|-------|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
|                  |       | ADA               | CAR | CCR | CON | ENG | HLD | INJ | ITI | OTH | SVS | SYS |       |  |
| Capitol Corridor | 534   | 13                | 4   | 92  |     |     | 14  |     |     | 4   |     | 4   | 131   | 131                                    |
|                  | 536   | 25                | 2   | 11  |     | 65  |     |     | 11  | 1   |     | 5   | 120   | 120                                    |
|                  | 538   | 103               | 10  | 20  | 11  | 22  | 40  | 32  |     | 23  | 97  | 357 | 715   | 715                                    |
|                  | 540   | 1                 | 5   |     |     | 41  | 3   |     |     | 2   |     | 8   | 60    | 60                                     |
|                  | 541   | 95                | 77  |     | 24  |     | 88  |     |     | 29  | 3   | 26  | 342   | 342                                    |
|                  | 542   | 44                | 16  |     |     | 2   | 61  |     |     | 23  | 1   | 19  | 166   | 166                                    |
|                  | 543   | 52                | 8   | 5   | 15  | 12  | 23  |     | 60  |     |     | 11  | 186   | 186                                    |
|                  | 544   | 10                | 7   | 3   | 2   | 39  | 15  |     | 6   | 4   | 2   | 12  | 100   | 100                                    |
|                  | 545   | 23                | 2   |     |     | 4   | 25  |     | 54  | 5   |     | 30  | 143   | 143                                    |
|                  | 546   | 46                | 20  | 13  | 25  | 65  | 34  |     | 20  | 15  | 3   | 64  | 305   | 305                                    |
|                  | 547   | 45                | 11  |     | 13  | 31  | 82  |     | 45  | 17  |     | 66  | 310   | 310                                    |
|                  | 548   | 6                 | 4   | 2   |     | 6   | 9   |     |     | 10  |     | 52  | 89    | 89                                     |
|                  | 549   | 8                 | 1   |     | 41  | 7   | 22  |     | 67  | 2   |     | 15  | 163   | 163                                    |
|                  | 551   | 27                | 5   |     | 4   |     | 13  |     | 137 | 7   |     | 11  | 204   | 204                                    |
|                  | 720   | 20                |     |     |     |     | 13  |     |     | 9   |     | 52  | 94    | 94                                     |
|                  | 723   | 9                 | 7   |     |     |     | 3   |     |     | 13  |     | 25  | 57    | 57                                     |
|                  | 724   | 28                |     |     |     |     | 22  |     |     | 6   | 6   | 3   | 65    | 65                                     |
|                  | 727   | 12                |     |     |     | 8   | 13  |     |     | 4   | 2   | 13  | 52    | 52                                     |
|                  | 728   | 27                | 12  |     |     | 2   | 20  |     |     | 6   | 2   | 14  | 83    | 83                                     |
|                  | 729   | 85                | 5   | 2   | 13  | 2   | 72  |     |     | 18  | 115 | 65  | 377   | 377                                    |
|                  | 732   | 47                |     |     |     |     | 22  |     | 98  | 11  |     | 16  | 194   | 194                                    |
|                  | 733   | 11                |     |     |     | 23  | 13  |     | 26  |     |     | 5   | 78    | 78                                     |
|                  | 734   | 29                | 5   | 3   |     |     | 6   |     | 23  | 5   |     | 7   | 78    | 78                                     |
|                  | 736   | 24                |     | 5   | 2   | 7   | 37  |     |     | 26  | 49  | 28  | 178   | 178                                    |
|                  | 737   | 30                |     |     | 3   |     | 23  |     |     | 14  | 4   | 15  | 89    | 89                                     |
|                  | 738   | 2                 | 6   |     |     | 16  | 2   |     |     | 4   |     | 21  | 51    | 51                                     |
|                  | 741   | 42                | 7   |     |     | 59  | 26  |     |     | 6   | 6   | 24  | 170   | 170                                    |
|                  | 742   | 24                | 6   |     |     |     | 58  | 16  |     | 24  | 3   | 3   | 134   | 134                                    |
|                  | 743   | 45                | 4   | 5   | 15  | 28  | 41  |     |     | 7   | 8   | 13  | 166   | 166                                    |
|                  | 744   | 12                |     |     | 17  | 73  | 16  |     | 60  | 54  | 12  | 14  | 258   | 258                                    |
| 745              | 10    |                   |     |     |     | 18  |     |     | 2   |     | 14  | 44  | 44    |  |
| 746              | 2     |                   |     |     |     | 9   |     | 199 | 4   |     | 5   | 219 | 219   |  |
| 747              | 33    |                   |     |     |     | 20  | 38  | 148 | 10  | 3   | 5   | 257 | 257   |  |
| 748              | 10    | 85                |     |     | 3   | 18  | 5   |     | 7   | 2   | 44  | 174 | 174   |  |
| 749              | 14    | 1                 |     |     |     | 2   |     |     | 5   | 8   | 6   | 36  | 36    |  |



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 | PBB | PSR | PTI | RTE | SMW | Total             | ADA | CAR | CCR | CON | ENG | HLD   | INJ | ITI | MTI | OTH   |  | SVS   | SYS   | Total |       |
| Capitol Corridor                | 751   |               |     |     |     |     |     |     |     |     |     |     |     |     | 2                 | 2   |     |     | 3   | 11  |       | 152 |     | 4   |       | 7                                      | 181   | 181   |       |       |
| Capitol Ltd                     | 29    | 8             |     |     | 16  |     |     |     | 11  |     |     | 29  | 3   |     | 67                | 126 | 84  | 9   | 42  | 891 | 345   |     |     | 175 | 245   | 496                                    | 2,413 | 2,480 |       |       |
|                                 | 30    | 14            |     |     | 15  |     |     |     | 128 |     |     | 26  | 64  |     | 247               | 177 | 95  |     | 86  | 734 | 366   | 99  | 129 |     | 182   | 265                                    | 399   | 2,532 | 2,779 |       |
| Cardinal                        | 50    | 38            |     |     | 53  | 3   | 11  | 4   | 8   |     | 15  | 136 | 30  | 30  | 328               | 228 | 19  |     | 493 | 220 | 10    |     | 11  | 350 | 583   | 581                                    | 2,495 | 2,823 |       |       |
|                                 | 51    | 10            | 6   |     | 6   |     | 22  |     |     |     | 8   | 33  | 18  | 6   | 109               | 229 | 311 |     | 37  | 137 | 173   | 45  |     | 344 | 103   | 415                                    | 1,794 | 1,903 |       |       |
| Carl Sandburg / Illinois Zephyr | 380   |               |     |     |     |     |     |     |     |     |     |     | 1   |     | 1                 | 64  | 10  |     |     | 6   | 38    |     |     |     | 20    |  | 65    | 203   | 204   |       |
|                                 | 381   |               |     |     |     |     |     |     |     |     |     |     | 11  |     | 11                | 14  |     |     |     | 4   | 12    |     | 10  |     |       | 70                                     | 116   | 127   |       |       |
|                                 | 382   | 6             |     |     | 2   |     |     |     |     |     |     | 2   |     |     | 10                | 59  | 7   |     |     |     | 190   |     |     |     | 17    | 4                                      | 147   | 424   | 434   |       |
|                                 | 383   | 6             |     |     | 2   |     |     |     |     |     |     |     |     |     | 8                 | 103 | 157 |     |     | 26  | 147   |     |     |     | 19    | 16                                     | 111   | 579   | 587   |       |
| Carolinian                      | 79    | 6             | 26  |     | 25  |     | 11  | 3   |     |     | 6   | 35  | 14  | 39  | 165               | 801 | 22  | 1   |     | 214 | 589   | 6   |     | 5   | 80    | 427                                    | 570   | 2,715 | 2,880 |       |
|                                 | 80    | 9             |     |     | 43  | 15  | 0   | 3   |     |     | 3   | 32  | 88  | 9   | 24                | 226 | 835 | 10  |     |     | 175   | 783 | 29  | 14  | 33    | 95                                     | 126   | 676   | 2,776 | 3,002 |
| Cascades                        | 500   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 409 | 101 | 111 |     |     | 184   | 398 |     | 8   |       | 206                                    | 119   | 291   | 1,827 | 1,827 |
|                                 | 502   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 2   |     |     |     |     |       | 4   |     |     |       | 8                                      | 15    |       | 29    | 29    |
|                                 | 503   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 190 | 16  | 15  |     |     | 65    | 93  | 22  | 6   |       | 45                                     | 105   | 234   | 791   | 791   |
|                                 | 504   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 234 | 5   |     |     |     | 34    | 47  | 4   |     |       | 33                                     | 10    | 62    | 429   | 429   |
|                                 | 505   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 440 | 311 | 5   |     |     | 138   | 219 | 25  |     |       | 105                                    | 83    | 538   | 1,864 | 1,864 |
|                                 | 507   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 113 | 1   | 132 | 12  | 181 | 52    | 20  | 262 |     | 12    | 7                                      | 234   | 1,026 | 1,026 |       |
|                                 | 508   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 165 |     | 62  | 340 | 37  | 97    |     |     |     | 30    | 0                                      | 167   | 898   | 898   |       |
|                                 | 509   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 3   |     |     |     |     |       | 7   |     |     |       | 20                                     |       | 30    | 30    | 30    |
|                                 | 516   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 37  | 1   | 1   |     | 27  | 35    |     |     |     | 10    | 11                                     | 154   | 276   | 276   |       |
|                                 | 519   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 17  |     | 6   |     | 29  | 14    | 7   |     |     | 20    | 25                                     | 120   | 238   | 238   |       |
| City Of New Orleans             | 58    |               |     |     | 4   |     |     | 5   |     |     |     | 10  |     |     | 19                | 262 | 14  |     |     | 162 | 444   | 87  |     |     | 222   | 180                                    | 603   | 1,974 | 1,993 |       |
|                                 | 59    |               |     |     | 35  |     |     |     |     |     |     | 17  | 3   |     | 55                | 301 | 387 |     | 6   | 714 | 548   | 76  | 31  |     | 566   | 673                                    | 581   | 3,883 | 3,938 |       |
|                                 | 1058  |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 41  |     |     |     | 13  | 62    |     |     |     | 56    | 29                                     | 72    | 273   | 273   |       |
| Coast Starlight                 | 11    |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 449 | 29  |     | 160 | 843 | 905   | 109 | 325 |     | 505   | 1,008                                  | 1,526 | 5,859 | 5,859 |       |
|                                 | 14    |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 404 | 227 |     | 177 | 602 | 1,325 | 170 | 369 |     | 1,066 | 992                                    | 2,497 | 7,829 | 7,829 |       |
| Crescent                        | 19    | 42            | 19  |     | 33  | 19  | 21  | 2   |     |     | 3   | 17  | 143 | 25  | 18                | 342 | 809 | 72  |     | 45  | 500   | 652 | 8   |     | 34    | 313                                    | 1,409 | 1,239 | 5,081 | 5,423 |
|                                 | 20    | 22            | 9   | 5   | 28  |     | 33  | 2   |     |     | 8   | 236 | 15  | 17  | 375               | 975 | 207 |     |     | 586 | 628   | 62  | 120 |     | 383   | 553                                    | 1,267 | 4,781 | 5,156 |       |
| Downeaster                      | 680   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   |     |     | 3   |     |     |       | 40  |     |     |       |  | 23    | 66    | 66    |       |
|                                 | 681   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 6   |     |     |     | 32  | 58    |     |     |     |       | 10                                     | 106   | 106   |       |       |
|                                 | 682   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 23  |     |     |     | 10  | 37    |     |     |     | 4     | 13                                     | 87    | 87    |       |       |
|                                 | 683   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 43  |     |     |     | 24  | 40    |     |     |     | 9     | 10                                     | 126   | 126   |       |       |
|                                 | 684   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 9   |     |     |     | 55  | 48    |     |     |     | 2     | 11                                     | 125   | 125   |       |       |
|                                 | 685   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 8   |     |     |     | 13  | 48    |     | 71  |     | 1     | 5                                      | 146   | 146   |       |       |
|                                 | 686   |               |     |     |     |     |     |     |     |     |     |     |     |     |                   | 18  |     |     | 12  | 34  | 67    |     | 86  |     | 2     | 4                                      | 223   | 223   |       |       |

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

| Route               | Train | Amtrak (Host) |     |     |     |     |     |     |       | Amtrak (Non-Host) |     |     |       |       |       |     |       |     |       |       | Total Amtrak Responsible Delay Minutes |        |
|---------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-------|-------------------|-----|-----|-------|-------|-------|-----|-------|-----|-------|-------|--|--------|
|                     |       | CTI           | DCS | DMW | DSR | FTI | PTI | RTE | Total | ADA               | CAR | CCR | CON   | CTC   | ENG   | HLD | INJ   | ITI | OTH   | SVS   |  | SYS    |
| Downeaster          | 687   |               |     |     |     |     |     |     | 16    |                   |     |     |       |       | 35    | 30  | 194   | 7   | 35    | 27    | 344                                    | 344    |
|                     | 688   |               |     |     |     |     |     |     | 7     |                   |     |     |       | 13    | 20    |     |       | 2   | 102   | 11    | 155                                    | 155    |
|                     | 689   |               |     |     |     |     |     |     | 3     |                   |     |     |       | 10    | 24    |     | 81    | 16  |       |       | 134                                    | 134    |
|                     | 690   |               |     |     |     |     |     |     | 3     |                   |     |     |       |       | 12    |     |       |     |       |       | 15                                     | 15     |
|                     | 691   |               |     |     |     |     |     |     | 4     |                   |     | 6   |       | 24    | 52    |     |       | 2   |       | 2     | 90                                     | 90     |
|                     | 692   |               |     |     |     |     |     |     | 4     |                   |     |     |       |       | 53    |     |       | 9   |       | 5     | 71                                     | 71     |
|                     | 693   |               |     |     |     |     |     |     | 14    |                   |     |     |       |       | 38    |     | 23    | 2   |       | 17    | 94                                     | 94     |
|                     | 694   |               |     |     |     |     |     |     | 12    |                   |     |     |       |       | 50    |     |       |     |       | 9     | 71                                     | 71     |
|                     | 695   |               |     |     |     |     |     |     | 5     |                   |     |     |       | 11    | 15    |     | 41    |     |       | 14    | 86                                     | 86     |
|                     | 696   |               |     |     |     |     |     |     | 4     |                   |     | 11  |       | 9     | 6     |     | 42    |     | 4     | 8     | 84                                     | 84     |
|                     | 697   |               |     |     |     |     |     |     | 16    |                   |     |     |       | 8     | 11    |     | 81    |     |       |       | 116                                    | 116    |
|                     | 698   |               |     |     |     |     |     |     | 2     |                   |     |     |       |       | 27    |     |       |     | 17    | 4     | 50                                     | 50     |
|                     | 699   |               |     |     |     |     |     |     | 2     |                   |     |     |       |       | 18    |     | 33    | 6   |       |       | 59                                     | 59     |
|                     | 1689  |               |     |     |     |     |     |     | 4     |                   |     |     |       |       | 23    |     |       |     |       |       | 27                                     | 27     |
| Empire Builder      | 7     | 2             | 3   |     |     |     | 3   | 3   | 11    | 175               | 619 |     | 5     | 2,103 | 888   | 37  | 56    | 345 | 1,166 | 3,775 | 9,169                                  | 9,180  |
|                     | 8     | 16            | 2   |     |     |     | 7   |     | 25    | 245               | 260 |     | 1,328 | 3,143 | 1,001 | 21  | 3,423 | 961 | 2,300 | 4,073 | 16,755                                 | 16,780 |
|                     | 27    |               |     |     |     |     |     |     |       | 41                |     |     | 6     | 88    | 81    | 29  |       | 9   | 150   | 347   | 751                                    | 751    |
|                     | 28    |               |     |     |     |     |     |     |       | 24                |     |     | 260   | 3     | 74    | 20  | 2,551 |     | 58    | 54    | 3,044                                  | 3,044  |
| Ethan Allen Express | 290   | 4             | 85  | 16  | 16  |     | 192 | 63  | 376   | 153               |     |     |       | 276   | 345   | 20  | 182   | 158 | 129   | 344   | 1,607                                  | 1,983  |
|                     | 291   |               | 339 |     | 8   | 5   | 77  | 56  | 485   | 125               | 4   |     | 25    | 9     | 427   | 406 |       | 105 | 119   | 285   | 1,505                                  | 1,990  |
| Heartland Flyer     | 821   |               |     |     |     |     |     |     |       | 103               |     |     | 28    | 9     | 237   |     |       | 5   | 5     | 20    | 407                                    | 407    |
|                     | 822   |               |     |     |     |     |     |     |       | 104               |     |     | 2     | 194   | 168   |     | 1     | 1   | 4     | 83    | 557                                    | 557    |
| Hiawatha            | 329   | 5             |     |     |     |     |     | 5   | 10    |                   |     | 8   |       | 63    | 4     | 14  | 129   | 53  | 38    | 309   | 319                                    |        |
|                     | 330   | 4             | 2   |     |     |     |     | 3   | 9     | 3                 |     | 1   |       |       | 19    |     | 29    | 11  | 42    | 105   | 114                                    |        |
|                     | 331   | 16            |     |     |     |     |     |     | 16    | 10                |     | 33  |       | 61    | 31    | 4   | 215   | 78  | 110   | 542   | 558                                    |        |
|                     | 332   | 6             |     |     |     |     |     | 1   | 7     | 10                | 15  | 33  |       | 12    | 37    |     | 77    | 154 | 67    | 45    | 450                                    | 457    |
|                     | 333   |               |     |     |     |     |     | 2   | 2     | 18                | 17  |     |       | 47    | 53    |     |       | 197 | 78    | 40    | 450                                    | 452    |
|                     | 334   | 24            | 11  |     |     |     |     | 2   | 37    | 28                |     | 26  |       |       | 78    |     | 32    | 184 | 51    | 35    | 434                                    | 471    |
|                     | 335   | 4             |     |     |     |     |     | 4   | 8     | 23                |     | 40  |       | 6     | 70    |     | 97    | 190 | 71    | 29    | 526                                    | 534    |
|                     | 336   | 30            | 25  |     |     |     |     | 1   | 56    | 22                | 21  |     |       | 54    | 35    |     | 41    | 130 | 57    | 39    | 399                                    | 455    |
|                     | 337   | 6             | 23  |     |     |     | 2   | 2   | 33    | 16                |     |     |       | 87    | 48    |     | 55    | 158 | 104   | 12    | 480                                    | 513    |
|                     | 338   | 10            | 12  |     |     |     |     | 2   | 24    | 21                |     | 40  |       |       | 28    |     | 182   | 145 | 30    | 40    | 486                                    | 510    |
|                     | 339   |               |     |     |     |     |     | 2   | 2     | 32                |     | 186 |       |       | 72    |     | 143   | 68  | 64    | 13    | 578                                    | 580    |
|                     | 340   |               |     |     |     |     |     | 3   | 3     | 2                 |     | 6   |       |       | 20    |     | 121   | 200 | 46    | 43    | 438                                    | 441    |
| 341                 |       |               |     |     |     |     | 6   | 6   | 5     | 79                | 13  |     |       | 113   | 30    |     | 170   | 191 | 82    | 36    | 719                                    | 725    |

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 | PBB | PSC | PSR | PTI | RTE | SMW | Total             | ADA | CAR | CCR | CON | ENG | HLD | INJ | ITI | MTI |  | OTH | SVS   | SYS   | Total |
| Hiawatha        | 342   |               |     |     |     |     |     |     |     |     |     |     | 8   |     | 8   | 8                 | 2   | 6   |     | 2   | 16  |     | 207 |     | 165 | 38                                     | 51  | 495   | 503   |       |
|                 | 343   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   |     |     |     |     |     |     |     |     | 1   | 19                                     | 22  | 42    | 42    |       |
| Illini / Saluki | 390   | 11            |     |     | 29  |     |     |     | 2   |     |     | 19  | 2   |     | 63  | 303               |     |     |     | 138 | 593 |     |     |     | 172 | 19                                     | 180 | 1,405 | 1,468 |       |
|                 | 391   |               |     |     |     |     |     |     |     |     |     | 9   |     |     | 9   | 53                | 25  |     |     | 288 | 51  |     |     |     | 41  | 1                                      | 50  | 509   | 518   |       |
|                 | 392   |               |     |     | 9   |     |     |     | 4   |     |     | 19  | 5   |     | 37  | 32                |     |     |     | 21  | 114 |     |     |     | 33  | 5                                      | 82  | 287   | 324   |       |
|                 | 393   |               |     |     | 3   |     |     | 3   |     |     |     |     | 6   |     | 12  | 279               | 80  |     |     | 310 | 339 |     |     |     | 235 | 75                                     | 425 | 1,743 | 1,755 |       |
| Keystone        | 600   | 4             |     |     | 47  |     | 17  |     |     |     |     |     |     | 16  | 84  |                   |     | 20  |     | 43  | 3   |     |     |     |     |  |     | 66    | 150   |       |
|                 | 601   |               |     |     | 40  | 74  | 11  |     |     |     |     |     |     | 26  | 151 |                   | 8   | 22  |     |     |     | 3   | 9   | 22  |     |  | 9   | 73    | 224   |       |
|                 | 605   |               |     |     |     | 85  |     |     |     |     |     |     |     | 5   | 90  |                   |     | 4   |     | 8   |     |     |     |     |     |  |     | 12    | 102   |       |
|                 | 607   | 15            |     |     | 9   | 30  |     |     |     |     |     |     |     | 6   | 60  |                   | 39  |     |     | 10  |     |     |     |     |     |  |     | 49    | 109   |       |
|                 | 609   | 48            | 41  |     | 15  |     | 26  |     |     |     | 3   | 48  |     | 49  | 230 |                   |     |     |     | 32  | 5   |     |     |     | 4   | 90                                     |     | 131   | 361   |       |
|                 | 611   | 11            |     |     | 9   |     |     |     |     |     |     |     | 2   | 10  | 32  |                   |     |     |     |     |     |     |     |     | 11  |  |     | 11    | 43    |       |
|                 | 615   |               |     |     |     |     |     |     |     |     |     |     |     | 10  | 10  |                   |     | 30  |     |     |     |     |     |     |     |  |     | 30    | 40    |       |
|                 | 618   |               |     |     | 11  |     |     |     | 8   |     |     | 2   | 6   | 85  | 112 | 2                 |     | 46  |     |     |     |     |     |     |     |  |     |       | 48    | 160   |
|                 | 620   |               |     |     |     |     |     |     | 18  |     |     | 7   | 5   | 25  | 55  |                   |     | 43  |     | 8   | 6   |     |     |     | 6   |  |     | 63    | 118   |       |
|                 | 622   |               |     |     |     |     |     |     | 6   |     |     | 2   |     |     | 8   |                   |     |     |     |     |     | 2   |     |     | 3   |  |     |       | 5     | 13    |
|                 | 624   | 5             |     |     |     |     |     |     |     |     |     |     |     | 19  | 24  |                   |     |     |     |     |     |     |     |     |     |  | 3   | 3     | 27    |       |
|                 | 637   | 5             | 17  |     |     |     |     |     |     |     |     | 11  | 10  | 3   | 73  |                   |     |     |     |     |     |     |     |     |     |  | 9   | 9     | 82    |       |
|                 | 639   |               |     |     |     |     |     |     |     |     |     |     |     | 21  | 21  | 2                 |     |     |     | 3   | 3   |     | 111 |     |     |  |     | 119   | 140   |       |
|                 | 640   | 240           | 32  |     | 117 |     | 14  | 2   |     |     |     | 7   |     | 26  | 438 |                   |     | 29  |     | 3   |     |     |     | 5   |     |  |     | 37    | 475   |       |
|                 | 641   | 21            | 15  |     | 38  |     |     |     |     |     |     | 8   | 5   | 48  | 135 |                   | 4   | 38  |     | 3   | 3   |     |     |     |     |  |     | 48    | 183   |       |
|                 | 642   | 46            | 22  |     | 47  |     | 7   |     |     |     |     | 8   |     | 6   | 136 |                   |     |     |     | 21  |     |     |     | 5   |     |  |     | 26    | 162   |       |
|                 | 643   | 34            |     |     | 3   |     |     |     |     |     |     | 3   | 13  | 36  | 89  |                   | 11  | 75  |     | 57  | 3   |     |     |     | 7   |  | 8   | 161   | 250   |       |
|                 | 644   | 8             | 15  |     | 17  |     | 10  |     |     |     |     |     | 30  | 11  | 91  |                   |     |     |     | 58  |     |     | 38  |     |     |  |     | 96    | 187   |       |
|                 | 645   | 10            | 9   |     | 15  |     | 56  |     |     |     |     | 4   |     | 46  | 140 | 5                 | 7   | 53  |     | 13  | 2   |     |     | 4   |     |  |     | 84    | 224   |       |
|                 | 646   | 6             | 9   |     | 28  |     | 15  |     |     | 13  |     | 10  | 50  | 75  | 206 | 1                 |     |     |     | 28  | 6   |     | 46  | 24  | 6   |  | 3   | 114   | 320   |       |
| 647             | 50    | 8             |     | 33  |     | 6   |     |     |     |     | 22  | 116 | 20  | 255 |     |                   |     |     | 14  | 5   |     |     | 4   | 6   |     |  | 29  | 284   |       |       |
| 648             | 29    | 45            |     | 26  |     | 9   | 2   |     |     |     | 2   | 15  |     | 128 |     | 42                | 21  |     | 2   | 4   |     |     |     | 4   |     |  | 73  | 201   |       |       |
| 649             | 73    | 11            |     | 25  |     |     |     | 4   |     | 16  | 36  | 41  | 7   | 280 |     | 11                | 10  |     | 58  | 10  |     |     | 10  | 3   |     | 6                                      | 108 | 388   |       |       |
| 650             | 2     |               |     | 4   |     | 5   | 10  |     |     |     |     | 29  |     | 50  |     |                   |     |     | 5   |     |     |     |     |     |     |  | 5   | 55    |       |       |
| 651             | 30    | 7             |     | 16  |     | 6   |     |     |     |     | 6   | 55  | 86  | 206 |     |                   |     | 28  | 11  | 15  |     | 23  | 2   | 2   | 7   | 2                                      | 90  | 296   |       |       |
| 652             | 88    | 20            | 7   | 31  |     | 3   | 4   |     |     |     | 4   | 22  | 21  | 200 | 3   |                   | 11  |     |     | 4   | 19  |     |     | 3   |     |  | 40  | 240   |       |       |
| 653             | 109   | 6             | 67  | 144 | 196 | 22  | 4   |     |     |     | 24  | 30  | 92  | 694 |     |                   |     |     | 45  | 28  |     |     |     | 26  |     |  | 99  | 793   |       |       |

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 | PET | PSR | PTI | RTE | SMW        | Total             | ADA | CAR | CCR | CON | ENG | HLD | INJ | ITI | MTI | OTH |  | SVS          | SYS          | Total        |            |
| Keystone           | 654   | 15            |     | 13  | 13  |     | 7   | 6   |     |     | 4   | 23  |     | 51         | <b>132</b>        |     | 4   | 94  |     | 6   | 3   |     |     |     | 3   |  | 10           | <b>120</b>   | <b>252</b>   |            |
|                    | 655   | 115           | 16  | 21  |     | 106 | 15  |     | 17  |     | 6   | 68  | 4   | 49         | <b>417</b>        |     |     | 54  | 14  | 5   | 5   |     |     |     |     |  |              | <b>78</b>    | <b>495</b>   |            |
|                    | 656   | 6             | 6   | 13  |     |     |     | 8   |     |     | 5   | 5   |     | 155        | <b>198</b>        |     | 3   | 81  |     | 90  | 5   |     |     |     | 4   |  |              | <b>183</b>   | <b>381</b>   |            |
|                    | 657   | 19            |     | 27  |     | 29  |     |     |     |     | 10  | 16  |     | 36         | <b>137</b>        |     |     | 90  |     | 76  | 2   |     |     | 6   |     |  | 5            | <b>179</b>   | <b>316</b>   |            |
|                    | 658   | 15            |     | 12  |     |     |     |     |     |     |     |     |     | 45         | <b>72</b>         | 4   |     |     |     | 112 |     |     |     |     |     |  |              | <b>116</b>   | <b>188</b>   |            |
|                    | 660   | 34            |     | 9   |     |     |     | 9   |     | 2   | 18  | 22  |     | 89         | <b>183</b>        |     |     |     |     | 9   | 14  |     |     |     | 9   |  |              | <b>32</b>    | <b>215</b>   |            |
|                    | 661   |               |     | 12  |     |     |     |     |     |     | 5   |     | 5   | 30         | <b>52</b>         | 6   |     | 10  |     | 2   |     |     |     |     | 22  | 3                                      |              | <b>43</b>    | <b>95</b>    |            |
|                    | 662   | 3             |     | 9   |     |     |     | 2   |     |     | 4   | 9   |     | 40         | <b>67</b>         |     |     |     |     |     | 4   |     |     |     | 13  |  |              | <b>17</b>    | <b>84</b>    |            |
|                    | 663   | 21            |     | 15  |     | 297 | 2   |     |     |     | 6   | 5   |     | 37         | <b>383</b>        |     |     |     |     | 80  | 4   |     |     |     | 12  |  |              | <b>96</b>    | <b>479</b>   |            |
|                    | 664   | 16            |     | 32  |     | 212 |     | 5   | 39  |     | 8   | 15  |     | 33         | <b>360</b>        |     |     |     |     | 11  | 19  |     |     |     | 7   | 3                                      |              | <b>40</b>    | <b>400</b>   |            |
|                    | 665   |               |     | 37  |     | 74  |     |     | 18  |     |     | 5   |     | 21         | <b>155</b>        | 1   |     |     |     | 9   |     |     |     |     |     |  |              | <b>10</b>    | <b>165</b>   |            |
|                    | 666   | 5             |     | 14  |     | 175 | 6   | 13  | 12  |     | 6   | 18  |     | 42         | <b>291</b>        | 11  |     | 7   |     |     | 23  |     |     |     | 2   |  |              | <b>43</b>    | <b>334</b>   |            |
|                    | 667   |               |     | 10  |     | 17  |     |     |     |     |     | 8   |     | 12         | <b>47</b>         | 3   |     |     |     |     | 12  |     | 76  |     |     |  |              | <b>91</b>    | <b>138</b>   |            |
|                    | 669   | 35            |     | 7   |     |     |     |     |     |     | 21  | 35  |     | 50         | <b>148</b>        |     |     |     |     |     | 2   | 18  | 26  | 70  |     |  |              | <b>116</b>   | <b>264</b>   |            |
|                    | 670   |               |     | 4   |     | 98  |     |     |     |     |     |     |     | 8          | <b>110</b>        |     |     |     |     |     |     |     |     |     |     |  |              |              | <b>110</b>   | <b>110</b> |
|                    | 671   | 12            |     | 5   |     |     |     |     |     |     |     |     |     | 36         | <b>53</b>         |     | 4   |     | 6   |     | 3   |     |     |     |     |  |              | <b>13</b>    | <b>66</b>    |            |
| 672                |       |               |     |     | 17  |     |     |     |     |     |     |     | 27  | <b>44</b>  | 4                 |     | 10  |     | 15  |     |     | 33  |     |     |     | 32                                     | <b>94</b>    | <b>138</b>   |              |            |
| 674                |       |               |     |     |     |     |     |     |     | 2   |     |     |     | <b>2</b>   |                   |     |     |     | 6   |     |     |     |     |     |     |  | <b>6</b>     | <b>8</b>     |              |            |
| Lake Shore Ltd     | 48    | 11            |     | 164 |     |     | 5   | 22  |     |     |     | 188 | 49  | <b>439</b> | 125               | 167 |     | 23  | 605 | 318 | 98  |     |     | 271 | 106 | 633                                    | <b>2,346</b> | <b>2,785</b> |              |            |
|                    | 49    |               |     | 275 |     |     | 3   | 73  | 2   |     |     | 32  | 55  | <b>440</b> | 149               | 20  |     | 462 | 526 | 558 | 44  |     |     | 141 | 605 | 672                                    | <b>3,177</b> | <b>3,617</b> |              |            |
|                    | 448   | 18            |     | 40  |     |     |     | 365 |     |     |     | 12  | 5   | <b>440</b> | 48                | 5   | 24  | 18  | 119 | 147 |     |     |     | 47  | 62  | 48                                     | <b>518</b>   | <b>958</b>   |              |            |
|                    | 449   | 4             |     | 34  |     |     |     | 530 |     |     |     | 22  | 5   | <b>595</b> | 124               | 2   |     |     | 403 | 128 | 37  |     |     | 68  | 3   | 80                                     | <b>845</b>   | <b>1,440</b> |              |            |
| Lincoln / Missouri | 318   |               |     | 15  |     |     |     |     | 15  |     |     | 12  | 8   | <b>50</b>  | 803               | 8   |     |     | 153 | 311 |     |     |     | 350 | 11  | 183                                    | <b>1,819</b> | <b>1,869</b> |              |            |
|                    | 319   | 3             |     | 15  |     |     | 4   | 18  |     |     |     | 18  |     | <b>58</b>  | 966               | 91  |     |     | 172 | 451 | 12  |     |     | 115 | 52  | 392                                    | <b>2,251</b> | <b>2,309</b> |              |            |
| Lincoln Service    | 300   |               |     |     |     |     |     |     |     |     |     | 12  | 3   | <b>15</b>  | 39                | 14  |     |     | 20  | 63  |     |     |     | 25  | 52  | 81                                     | <b>294</b>   | <b>309</b>   |              |            |
|                    | 301   | 9             |     | 34  |     |     |     |     |     |     |     |     |     | <b>43</b>  | 35                | 24  |     |     | 44  | 31  |     |     |     | 119 | 23  | 128                                    | <b>404</b>   | <b>447</b>   |              |            |
|                    | 302   | 5             |     | 11  |     |     |     |     | 2   |     |     | 14  | 5   | <b>37</b>  | 242               | 24  |     |     | 309 | 207 | 30  | 132 |     | 155 | 14  | 111                                    | <b>1,224</b> | <b>1,261</b> |              |            |
|                    | 305   |               |     | 10  |     |     |     |     |     |     |     | 5   |     | <b>15</b>  | 77                | 312 |     |     | 4   | 118 |     | 28  |     | 35  | 229 | 127                                    | <b>930</b>   | <b>945</b>   |              |            |
|                    | 306   |               |     | 7   |     |     |     |     | 27  |     |     | 4   |     | <b>38</b>  | 119               | 9   |     | 81  | 14  | 156 |     |     |     | 172 |     | 170                                    | <b>721</b>   | <b>759</b>   |              |            |
|                    | 307   |               |     | 15  |     |     | 37  |     |     |     |     |     | 13  |            | <b>65</b>         | 162 | 416 | 21  |     | 845 | 193 |     | 20  |     | 218 | 690                                    | 335          | <b>2,900</b> | <b>2,965</b> |            |
| Maple Leaf         | 63    |               |     | 209 |     |     | 14  | 67  |     |     |     | 9   | 211 | 32         | <b>542</b>        | 290 | 3   |     |     | 379 | 425 |     |     |     | 168 | 338                                    | 555          | <b>2,158</b> | <b>2,700</b> |            |
|                    | 64    |               |     | 300 |     |     |     | 123 |     |     |     | 46  | 85  |            | <b>554</b>        | 164 | 7   |     | 23  | 142 | 376 |     |     |     | 177 | 219                                    | 990          | <b>2,098</b> | <b>2,652</b> |            |
| Missouri           | 311   |               |     |     |     |     |     |     |     |     |     |     |     |            |                   | 129 | 16  |     |     | 152 |     |     |     | 3   | 12  | 86                                     | <b>398</b>   | <b>398</b>   |              |            |
|                    | 316   |               |     |     |     |     |     |     |     |     |     |     |     |            |                   | 74  |     |     |     | 6   | 74  |     | 6   | 9   |     | 30                                     | <b>199</b>   | <b>199</b>   |              |            |
| New York - Albany  | 232   | 74            |     | 8   |     |     |     | 38  |     |     |     |     | 16  |            | <b>136</b>        | 5   |     |     |     | 20  | 39  |     |     | 5   | 5   |  | 8            | <b>82</b>    | <b>218</b>   |            |

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

| Route                       | Train | Amtrak (Host) |     |     |     |     |     |     |     |     |     |     |     |     |     | Amtrak (Non-Host) |     |     |     |     |     |     |     |     |     |     | Total Amtrak Responsible Delay Minutes |       |       |       |       |
|-----------------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|-------|-------|-------|-------|
|                             |       | CTI           | CTP | DBB | DCS | DET | DMW | DSR | DTR | FTI | PBB | PSR | PTI | RTE | SMW | Total             | ADA | CAR | CCR | CON | CTC | ENG | HLD | INJ | ITI | MTI |  | OTH   | SVS   | SYS   | Total |
| New York - Albany           | 233   | 2             |     |     | 18  |     |     | 5   |     |     |     | 67  | 185 | 3   | 280 | 43                | 53  |     |     |     | 371 | 136 |     |     | 36  | 26  | 20                                     | 46    | 731   | 1,011 |       |
|                             | 234   | 3             |     |     | 14  |     |     | 30  |     |     |     |     | 10  |     | 57  | 30                |     |     |     |     | 76  | 44  |     | 21  |     | 8   | 44                                     | 26    | 249   | 306   |       |
|                             | 235   |               |     |     | 5   |     |     |     |     |     |     |     | 30  | 13  | 48  |                   |     |     |     |     | 7   | 116 |     |     |     |     |  |       | 123   | 171   |       |
|                             | 236   |               |     |     | 17  |     |     | 5   |     |     |     |     | 13  | 33  | 68  | 57                | 2   |     |     |     | 190 | 120 |     |     | 6   |     | 3                                      | 23    | 401   | 469   |       |
|                             | 237   |               |     |     | 3   |     |     | 2   |     |     |     |     | 15  | 7   | 27  | 22                |     |     | 9   |     | 2   | 193 |     |     |     | 4   |  | 9     | 239   | 266   |       |
|                             | 238   | 4             |     |     | 6   |     |     |     |     |     |     |     | 307 | 17  | 334 | 53                | 5   |     |     |     | 41  | 287 |     | 63  |     | 17  | 88                                     | 38    | 592   | 926   |       |
|                             | 239   | 2             |     | 15  | 5   |     | 2   | 6   |     |     |     |     | 6   | 10  | 46  | 18                |     |     |     |     | 189 | 87  |     |     | 9   | 24  |  |       | 327   | 373   |       |
|                             | 240   |               |     |     |     |     | 9   | 2   | 14  |     |     |     |     | 7   | 32  |                   |     |     |     |     |     | 57  |     | 6   |     | 8   | 43                                     |       | 114   | 146   |       |
|                             | 241   | 5             |     |     | 12  |     | 7   |     |     |     |     |     |     | 73  | 97  | 44                |     |     | 7   |     | 46  | 77  |     |     |     | 12  |  | 136   | 322   | 419   |       |
|                             | 243   |               |     |     | 2   |     |     | 2   |     |     |     |     | 17  | 10  | 31  | 33                | 30  |     | 7   |     | 97  | 74  |     | 97  |     | 5   |  | 16    | 359   | 390   |       |
|                             | 244   | 5             |     |     | 79  |     |     | 5   |     |     |     |     | 35  | 3   | 42  | 169               | 37  | 2   |     |     | 35  | 95  |     | 140 |     | 26  | 6                                      | 15    | 356   | 525   |       |
|                             | 250   |               |     |     | 2   |     |     | 2   |     |     |     |     |     |     | 4   | 26                |     |     |     |     |     | 21  |     |     |     | 7   |  | 12    | 66    | 70    |       |
|                             | 253   |               |     |     | 37  |     |     | 1   |     |     |     |     | 10  | 15  | 63  | 7                 |     |     | 6   |     |     | 60  |     |     |     |     |  | 10    | 83    | 146   |       |
|                             | 256   |               |     |     |     |     | 76  |     |     |     |     |     | 12  | 6   | 94  | 14                |     |     |     |     | 4   | 82  |     |     |     | 14  |  | 2     | 116   | 210   |       |
|                             | 259   |               |     |     |     |     | 6   |     |     |     |     |     |     |     | 6   | 11                |     |     |     |     | 116 | 15  |     |     |     |     |  | 14    | 156   | 162   |       |
|                             | 260   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 18                |     |     |     |     | 43  | 43  |     |     | 9   |     |  |       | 113   | 113   |       |
| 261                         | 3     |               |     |     |     |     |     |     |     |     |     |     | 2   | 5   | 13  |                   |     |     |     | 105 | 2   |     |     |     |     |     |  | 120   | 125   |       |       |
| New York - Niagara Falls    | 280   |               | 25  |     | 60  |     |     | 137 |     |     |     | 46  | 58  | 326 | 176 | 5                 |     |     |     | 138 | 303 |     |     |     | 65  | 52  | 309                                    | 1,048 | 1,374 |       |       |
|                             | 281   | 3             |     |     | 151 |     | 17  | 62  |     |     |     | 115 | 97  | 445 | 143 | 3                 |     |     |     | 415 | 287 | 5   |     |     | 98  | 50  | 259                                    | 1,260 | 1,705 |       |       |
|                             | 283   | 7             | 48  |     | 54  | 7   | 17  | 85  |     |     |     | 65  | 64  | 19  | 366 | 235               | 2   |     | 19  |     | 865 | 354 |     |     | 36  | 70  | 166                                    | 283   | 2,030 | 2,396 |       |
|                             | 284   | 6             |     |     | 205 |     | 18  | 97  |     |     |     | 147 | 109 |     | 582 | 132               | 5   |     | 95  |     | 110 | 398 |     |     |     | 102 | 72                                     | 413   | 1,327 | 1,909 |       |
| On Spine Northeast Regional | 121   | 17            |     |     | 6   |     |     |     |     |     | 10  | 8   |     | 33  | 74  |                   |     |     | 3   |     | 49  | 52  | 17  |     | 4   | 5   | 8                                      | 138   | 212   |       |       |
|                             | 122   |               |     |     |     |     | 22  |     |     |     | 6   | 16  |     | 28  | 72  | 6                 | 14  | 3   |     |     |     | 4   |     | 153 |     |     |  | 180   | 252   |       |       |
|                             | 126   | 6             |     |     |     |     | 51  |     |     |     | 5   |     |     | 3   | 65  |                   |     |     |     | 60  | 3   |     |     |     |     | 13  |  | 76    | 141   |       |       |
|                             | 129   | 199           | 2   |     | 7   |     | 23  | 2   |     |     | 2   | 33  | 62  |     | 330 | 6                 |     |     |     |     |     | 4   | 12  |     |     | 18  |  | 7     | 47    | 377   |       |
|                             | 132   | 1             |     | 14  |     | 23  | 20  |     |     |     |     | 11  | 7   |     | 61  | 137               | 16  | 14  |     |     |     | 19  |     |     |     |     | 29                                     | 13    | 91    | 228   |       |
|                             | 134   | 16            |     | 4   |     |     |     |     |     |     |     | 1   | 38  |     | 2   | 61                |     |     |     |     | 9   | 13  |     |     | 4   |     |  | 30    | 56    | 117   |       |
|                             | 135   | 15            |     |     | 81  | 23  |     |     |     |     |     | 17  | 25  |     | 16  | 177               | 23  |     |     |     |     | 147 |     | 37  | 3   |     |  | 210   | 387   |       |       |
|                             | 137   | 149           | 35  | 101 | 60  | 3   | 14  | 12  |     |     | 6   | 56  | 224 | 14  |     | 674               | 75  | 45  |     | 2   |     | 101 | 395 |     | 3   | 8   | 38                                     | 35    | 21    | 723   | 1,397 |
|                             | 139   | 8             | 3   |     | 14  |     | 8   |     |     |     |     | 13  |     |     | 44  | 90                | 14  |     |     |     |     | 49  |     |     |     |     | 10                                     |       | 73    | 163   |       |
|                             | 140   | 3             |     |     | 10  | 14  | 11  | 2   |     | 12  |     | 19  | 49  |     | 30  | 150               | 25  | 13  |     |     |     | 20  | 28  |     |     | 63  | 149                                    | 55    | 353   | 503   |       |
|                             | 141   | 91            | 31  |     | 31  | 22  | 13  | 6   |     |     |     | 60  | 155 | 13  | 5   | 427               | 86  | 2   |     |     |     | 93  | 160 |     | 3   | 16  | 17                                     | 159   | 3     | 539   | 966   |
|                             | 143   | 3             |     |     | 1   |     |     |     |     |     |     | 9   |     |     | 16  | 29                |     |     |     |     |     | 150 | 14  |     |     |     |  | 16    | 180   | 209   |       |
| 146                         | 6     |               |     |     |     | 10  |     |     |     |     | 4   |     |     | 19  | 39  |                   | 5   |     |     |     |     |     |     | 94  |     | 41  | 45                                     | 185   | 224   |       |       |
| 148                         | 65    | 2             | 10  | 21  |     |     | 3   |     |     | 3   | 54  | 101 | 8   | 21  | 288 | 50                | 26  |     |     | 19  | 459 | 70  | 18  |     | 6   | 36  | 130                                    | 53    | 867   | 1,155 |       |

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 | DTR | FTI | PBB | PSR | PTI | RTE | SMW | Total             | ADA | CAR | CCR | CON | CTC | ENG | HLD | INJ | ITI | MTI |  | OTH | SVS | SYS | Total |
| On Spine Northeast Regional | 149   | 34            |     |     | 14  | 30  |     | 2   |     |     |     | 11  | 47  |     | 46  | 184               | 18  | 30  |     |     |     | 32  | 64  |     |     | 6   | 2                                      |     | 3   | 155 | 339   |
|                             | 150   | 12            |     |     | 16  | 24  | 5   |     |     |     |     | 5   | 13  |     | 29  | 104               | 12  | 27  |     |     |     | 5   | 62  |     |     |     | 1                                      | 42  | 177 | 326 | 430   |
|                             | 152   | 5             |     |     | 139 | 5   |     |     |     |     |     | 17  | 27  | 7   | 42  | 242               | 4   | 14  |     |     |     | 14  | 39  |     |     | 16  |  |     |     | 87  | 329   |
|                             | 154   | 14            |     | 5   |     |     |     |     |     |     |     | 20  | 26  |     | 34  | 99                | 20  |     |     |     | 69  | 47  | 39  |     |     |     | 15                                     |     | 190 | 289 |       |
|                             | 155   |               |     |     | 5   |     | 19  | 1   |     |     |     | 6   | 3   |     | 16  | 50                | 2   | 1   |     |     |     |     | 18  |     |     |     |  |     | 3   | 24  | 74    |
|                             | 159   | 16            |     |     |     |     |     |     |     |     |     | 13  |     |     | 3   | 32                |     |     |     |     |     |     |     |     | 13  |     |  |     |     | 13  | 45    |
|                             | 160   | 8             |     |     | 2   | 26  | 8   |     |     |     |     | 3   | 4   |     | 14  | 65                |     | 3   |     |     |     | 13  | 27  |     |     |     |  |     |     | 43  | 108   |
|                             | 161   | 32            |     |     | 39  | 24  | 2   | 2   |     | 6   |     | 32  | 54  | 6   | 44  | 241               | 62  | 30  |     |     |     | 89  | 101 |     | 3   |     | 30                                     |     |     | 315 | 556   |
|                             | 162   | 35            |     | 45  | 189 | 13  |     |     |     |     |     | 34  | 6   | 2   | 37  | 361               | 17  |     |     |     | 19  | 138 | 121 |     |     |     | 24                                     |     |     | 319 | 680   |
|                             | 163   | 4             |     |     | 21  |     |     |     |     |     |     | 18  |     |     | 10  | 53                | 38  |     |     |     |     | 100 | 93  |     |     |     |  |     |     | 231 | 284   |
|                             | 165   | 15            |     |     | 10  |     |     |     |     |     |     | 10  | 13  |     | 32  | 80                | 37  | 8   |     | 5   |     |     | 28  |     | 12  |     |  | 14  | 1   | 105 | 185   |
|                             | 166   | 5             |     |     | 16  |     | 60  |     |     |     |     | 1   | 3   | 5   | 31  | 121               | 23  |     |     |     |     | 28  | 32  |     |     | 4   | 7                                      |     |     | 94  | 215   |
|                             | 167   | 11            |     |     | 127 |     |     |     |     |     |     | 4   | 5   |     |     | 147               | 6   |     |     |     |     | 18  | 37  | 4   |     |     |  |     |     | 65  | 212   |
|                             | 168   |               |     |     | 6   |     | 30  |     |     |     |     | 4   | 25  |     | 25  | 90                | 14  |     |     | 7   |     | 153 | 43  |     |     |     |  | 100 | 7   | 324 | 414   |
|                             | 169   | 35            | 30  |     | 10  |     | 4   |     |     |     |     | 21  |     |     | 57  | 157               | 23  | 11  |     |     |     | 18  | 41  |     | 9   |     | 88                                     | 61  | 2   | 253 | 410   |
|                             | 172   | 83            | 36  | 66  | 40  | 20  | 15  | 8   |     |     |     | 91  | 38  | 2   | 18  | 417               | 118 | 3   |     |     |     | 216 | 144 |     |     | 2   | 24                                     | 20  | 8   | 535 | 952   |
|                             | 173   | 82            |     | 31  | 45  |     | 10  | 8   |     |     | 10  | 40  | 199 |     |     | 425               | 71  | 4   |     | 3   |     | 204 | 173 | 40  | 111 | 12  | 46                                     | 67  | 6   | 737 | 1,162 |
|                             | 175   | 62            | 9   |     | 80  | 7   | 16  | 12  | 6   | 5   | 4   | 76  | 168 | 7   | 6   | 458               | 60  | 38  |     |     |     | 75  | 249 |     |     | 15  | 4                                      |     | 27  | 468 | 926   |
|                             | 178   | 63            | 17  | 17  | 103 |     |     |     | 5   |     |     | 3   | 21  | 59  | 10  | 13                | 311 | 37  | 48  |     |     | 168 | 181 | 21  |     | 14  | 22                                     | 58  | 65  | 614 | 925   |
|                             | 179   | 37            |     |     | 58  |     | 11  |     | 8   |     |     | 14  | 3   |     | 11  | 142               | 87  |     |     | 64  |     | 17  | 112 | 12  |     |     | 96                                     | 12  | 44  | 444 | 586   |
| 180                         | 92    |               |     | 31  |     | 21  | 4   |     | 5   |     | 26  | 9   | 1   | 4   | 193 | 14                | 6   |     |     |     | 180 | 17  |     |     |     | 6   | 23                                     | 18  | 264 | 457 |       |
| 182                         | 30    | 17            |     | 24  | 3   | 27  | 4   |     |     |     | 28  | 35  | 9   | 5   | 182 | 2                 | 69  |     |     |     | 103 | 4   |     |     | 39  |     | 29                                     |     | 246 | 428 |       |
| 183                         | 32    | 29            |     |     |     | 3   | 2   |     |     |     | 21  | 8   |     |     | 95  | 7                 | 40  |     |     |     | 13  | 14  |     |     |     | 3   |  | 15  | 92  | 187 |       |
| 184                         | 83    | 7             |     | 76  |     | 12  | 1   |     | 6   | 4   | 43  | 126 |     | 16  | 374 | 64                | 15  |     |     |     | 58  | 86  |     |     | 3   | 45  |  | 87  | 358 | 732 |       |
| 189                         | 3     |               |     |     | 9   |     | 2   |     |     |     | 11  | 20  |     | 19  | 64  |                   |     |     |     |     |     | 4   |     |     |     |     |  |     | 4   | 68  |       |
| 190                         | 41    | 21            | 14  | 91  |     | 16  |     |     |     |     | 18  | 19  | 8   |     | 228 | 40                | 20  |     |     |     | 14  | 51  |     |     | 10  | 75  |  | 34  | 244 | 472 |       |
| 192                         |       |               |     | 15  |     | 1   |     |     |     |     | 2   | 4   |     | 2   | 24  | 3                 |     |     |     |     |     |     |     |     | 40  |     |  |     | 43  | 67  |       |
| 193                         | 158   | 49            | 46  | 4   |     | 21  | 9   |     |     | 9   | 27  | 103 |     |     | 426 | 23                | 11  |     |     |     | 37  | 117 | 8   | 147 | 41  | 51  |  | 6   | 441 | 867 |       |
| 196                         | 7     |               |     | 180 | 17  |     | 4   |     |     | 5   | 41  | 29  | 22  | 13  | 318 | 2                 |     |     |     |     | 29  | 5   |     |     | 20  |     | 72                                     | 44  | 172 | 490 |       |
| Pacific Surfliner           | 562   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 29  | 4   |     |     | 11  |     |     | 30  |     | 13  | 9                                      | 6   | 102 | 102 |       |
|                             | 564   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 4   | 22  | 3   |     |     | 52  | 1   |     | 20  |     | 22                                     |     | 67  | 191 | 191   |
|                             | 567   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 6   | 12  | 2   | 86  |     | 40  | 2   |     | 74  |     | 16                                     | 6   | 27  | 271 | 271   |
|                             | 580   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 20  | 11  | 55  | 6   |     | 32  | 27  |     |     |     | 18                                     | 3   | 55  | 227 | 227   |
|                             | 581   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 17  | 1   | 4   |     |     | 12  | 11  |     |     |     | 3                                      |     | 11  | 59  | 59    |

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 | DDA | DET | DMW | DSR | FTI | PBB | PSR | PTI | RTE | SMW | Total             | ADA | CAR | CCR   | CON | ENG | HLD | INJ | ITI | MTI | OTH |  | SVS   | SYS   | Total |
| Pacific Surfliner                 | 588   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 21                | 11  | 2   | 29    |     | 61  |     | 196 |     | 28  | 2   | 43                                     | 393   | 393   |       |
|                                   | 591   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 23                | 2   |     | 176   |     | 60  |     | 83  |     | 34  | 23  | 29                                     | 430   | 430   |       |
|                                   | 595   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 9                 | 6   |     |       |     | 60  |     | 45  |     | 21  |     | 119                                    | 260   | 260   |       |
|                                   | 761   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 51                | 33  | 8   |       | 30  | 159 |     |     |     | 35  | 11  | 301                                    | 628   | 628   |       |
|                                   | 765   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 89                | 82  | 108 | 278   | 311 | 253 |     | 49  |     | 30  | 12  | 175                                    | 1,387 | 1,387 |       |
|                                   | 770   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 115               | 56  | 2   |       | 96  | 217 |     | 3   |     | 38  | 7   | 136                                    | 670   | 670   |       |
|                                   | 774   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 182               | 22  | 54  | 20    | 132 | 301 |     |     |     | 37  | 4   | 119                                    | 871   | 871   |       |
|                                   | 777   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 194               | 47  | 8   | 258   | 40  | 502 | 10  |     |     | 51  | 83  | 90                                     | 1,283 | 1,283 |       |
|                                   | 784   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 101               | 46  | 14  | 66    | 24  | 335 |     | 33  |     | 48  | 1   | 150                                    | 818   | 818   |       |
|                                   | 785   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 136               | 63  | 1   | 214   | 57  | 300 |     |     |     | 48  | 50  | 44                                     | 913   | 913   |       |
|                                   | 794   |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 39                | 26  | 4   | 5     | 39  | 240 |     | 34  |     | 44  |     | 132                                    | 563   | 563   |       |
|                                   | 1562  |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 5                 | 4   | 4   | 57    | 2   | 72  |     |     |     | 2   |     | 5                                      | 151   | 151   |       |
|                                   | 1567  |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 17                |     |     |       | 12  | 28  |     | 70  |     | 70  | 4   | 21                                     | 222   | 222   |       |
|                                   | 1579  |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 39                | 3   |     |       | 120 | 50  |     |     |     | 18  |     | 9                                      | 239   | 239   |       |
|                                   | 1590  |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 17                | 3   |     | 806   | 7   | 64  |     | 39  |     | 9   |     | 7                                      | 952   | 952   |       |
|                                   | 1765  |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 6                 | 6   | 34  |       |     | 107 |     |     |     | 29  |     | 247                                    | 429   | 429   |       |
|                                   | 1770  |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 46                | 2   |     | 504   |     | 74  |     | 44  |     | 23  | 24  | 11                                     | 728   | 728   |       |
|                                   | 1774  |               |     |     |     |     |     |     |     |     |     |     |     |     |     | 56                | 3   |     | 1,034 |     | 144 |     |     |     | 11  |     | 7                                      | 1,255 | 1,255 |       |
| 1777                              |       |               |     |     |     |     |     |     |     |     |     |     |     |     | 45  |                   |     |     |       | 161 |     | 4   |     | 23  |     | 28  | 261                                    | 261   |       |       |
| 1784                              |       |               |     |     |     |     |     |     |     |     |     |     |     |     | 31  | 10                | 3   | 605 |       | 66  |     |     |     | 13  |     | 5   | 733                                    | 733   |       |       |
| 1785                              |       |               |     |     |     |     |     |     |     |     |     |     |     |     | 53  | 6                 | 8   |     |       | 165 |     |     |     | 12  | 2   | 8   | 254                                    | 254   |       |       |
| Palmetto                          | 89    | 11            | 17  |     | 20  |     |     | 9   | 5   |     |     | 11  | 27  |     | 3   | 103               | 434 | 103 |       | 3   | 200 | 259 | 59  |     | 73  | 180 | 572                                    | 1,883 | 1,986 |       |
|                                   | 90    | 35            |     |     | 5   |     | 3   | 22  | 3   | 13  | 4   | 19  | 434 | 61  | 55  | 654               | 461 | 27  |       |     | 216 | 286 | 28  |     | 8   | 46  | 112                                    | 604   | 1,788 | 2,442 |
| Pennsylvanian                     | 42    | 25            | 6   | 51  | 102 |     | 41  | 22  |     |     |     | 16  | 161 |     | 75  | 499               | 234 | 8   |       | 3   | 139 | 294 |     |     | 33  | 511 | 77                                     | 186   | 1,485 | 1,984 |
|                                   | 43    | 5             | 7   |     | 15  |     | 166 | 31  |     | 40  |     | 4   | 27  |     | 95  | 390               | 184 | 73  |       |     | 180 | 242 | 7   |     | 15  | 556 | 97                                     | 57    | 1,411 | 1,801 |
| Pere Marquette                    | 370   | 3             |     |     | 8   |     |     | 3   |     |     |     |     | 23  | 3   |     | 40                | 69  | 17  |       |     | 49  | 53  |     |     |     | 187 | 10                                     | 255   | 640   | 680   |
|                                   | 371   | 2             |     |     | 4   |     |     |     |     | 14  |     |     | 47  |     |     | 67                | 105 | 16  |       |     | 15  | 74  |     |     |     | 15  |  | 54    | 279   | 346   |
| Piedmont                          | 73    |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 58  |     |       |     | 7   | 25  |     |     |     | 260 |  | 193   | 543   | 543   |
|                                   | 74    |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 182 |     |       |     | 84  | 146 | 34  | 123 |     | 223 | 9                                      | 283   | 1,084 | 1,084 |
|                                   | 75    |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 326 | 3   |       | 54  | 63  | 222 |     | 8   |     | 53  |  | 239   | 968   | 968   |
|                                   | 76    |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 214 |     |       |     | 13  | 197 |     | 519 |     | 40  |  | 262   | 1,245 | 1,245 |
|                                   | 77    |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 204 |     |       |     | 184 | 135 |     | 186 |     | 296 |  | 228   | 1,233 | 1,233 |
|                                   | 78    |               |     |     |     |     |     |     |     |     |     |     |     |     |     |                   | 55  |     |       |     | 115 | 44  |     | 748 |     | 160 |  | 195   | 1,317 | 1,317 |
| Richmond / Newport News / Norfolk | 65    |               |     |     | 387 |     | 13  | 30  |     |     |     | 7   | 3   |     | 49  | 489               | 70  |     |       |     | 138 | 172 | 22  |     |     | 54  | 16                                     | 130   | 602   | 1,091 |
|                                   | 67    | 22            | 6   |     | 113 | 10  |     |     |     | 5   |     | 14  | 40  | 1   | 51  | 262               | 89  | 10  |       |     | 174 | 144 | 10  |     | 20  | 165 | 267                                    | 250   | 1,129 | 1,391 |

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 | DDA | DET | DMW | DSR | DTR | FTI | PBB | PSC | PSR | PTI | RTE | SMW | Total | ADA               | CAR | CCR | CON | CTC | ENG | HLD | INJ | ITI | MTI | OTH |  | SVS | SYS   | Total |       |     |
| Richmond / Newport News / Norfolk | 82    | 12            |     |     | 71  |     |     | 0   | 3   |     | 31  |     |     | 22  | 62  | 2   | 52  | 255   | 49                | 12  |     | 10  |     | 57  | 47  |     |     | 8   | 30  | 8                                      | 12  | 233   | 488   |       |     |
|                                   | 84    | 42            |     |     | 41  |     |     | 15  | 10  |     |     |     |     | 54  | 109 | 24  | 11  | 306   | 146               | 26  |     |     |     | 302 | 140 |     |     | 12  | 66  | 72                                     | 116 | 880   | 1,186 |       |     |
|                                   | 85    | 186           | 8   | 108 | 24  |     |     | 5   | 2   |     |     | 2   |     | 38  | 231 | 10  |     | 614   | 125               |     |     |     |     | 84  | 172 |     | 3   |     | 127 | 122                                    | 203 | 836   | 1,450 |       |     |
|                                   | 86    | 75            | 19  | 151 | 127 |     |     | 74  | 38  | 5   |     |     |     | 48  | 314 | 10  | 34  | 895   | 198               | 34  |     |     |     | 195 | 194 | 4   | 11  | 39  | 29  | 69                                     | 46  | 819   | 1,714 |       |     |
|                                   | 87    | 40            |     |     | 32  |     |     | 23  | 4   | 3   |     |     |     | 15  | 88  | 1   | 70  | 276   | 71                |     | 52  |     |     | 188 | 238 | 40  |     | 15  | 102 | 262                                    | 102 | 1,070 | 1,346 |       |     |
|                                   | 88    | 10            |     |     | 28  |     |     | 20  | 0   | 2   |     | 19  |     |     | 32  | 55  |     | 45    | 211               | 107 | 6   |     |     |     | 96  | 142 |     | 16  | 12  | 80                                     | 3   | 50    | 512   | 723   |     |
|                                   | 93    | 109           | 6   | 140 | 98  |     |     |     | 24  | 7   |     |     | 8   |     | 106 | 230 | 4   | 11    | 743               | 173 | 59  |     | 96  |     | 393 | 354 |     | 18  |     | 278                                    | 234 | 132   | 1,737 | 2,480 |     |
|                                   | 94    | 201           | 9   | 65  | 97  |     |     | 2   | 23  | 11  |     |     | 4   |     | 92  | 177 | 2   | 5     | 688               | 347 | 60  |     |     |     | 136 | 485 | 11  | 21  | 20  | 190                                    | 52  | 115   | 1,437 | 2,125 |     |
|                                   | 95    | 90            | 65  | 65  | 58  |     |     | 24  | 7   | 5   |     |     |     | 3   | 32  | 183 | 6   | 2     | 540               | 220 | 21  |     | 53  |     | 202 | 173 | 2   |     |     | 145                                    | 43  | 63    | 922   | 1,462 |     |
|                                   | 96    | 6             |     |     | 33  |     |     | 37  | 0   |     |     |     |     |     | 14  | 31  | 2   | 37    | 160               | 62  |     |     |     |     | 47  | 60  |     |     |     | 14                                     |     | 10    | 193   | 353   |     |
|                                   | 99    | 62            |     |     | 108 |     |     | 30  |     | 13  |     | 21  |     |     | 10  | 11  | 3   | 54    | 312               | 187 | 87  |     |     |     | 39  | 282 | 14  | 4   | 38  | 123                                    | 318 | 44    | 1,136 | 1,448 |     |
|                                   | 124   | 4             |     |     | 4   | 30  |     |     | 10  |     |     |     |     |     | 9   | 43  | 3   | 25    | 128               | 18  |     |     | 12  |     | 7   | 123 |     | 168 | 13  | 33                                     | 115 | 37    | 526   | 654   |     |
|                                   | 125   | 16            | 28  |     | 24  |     |     |     | 16  |     |     |     |     |     | 8   | 31  |     | 4     | 127               | 270 | 17  |     |     |     | 242 | 363 | 9   |     | 16  | 145                                    | 50  | 159   | 1,271 | 1,398 |     |
|                                   | 138   | 80            |     |     | 73  |     |     | 5   | 10  | 2   |     |     | 7   |     | 43  | 68  | 4   | 26    | 318               | 55  | 4   |     |     |     | 77  | 157 | 6   | 23  |     | 175                                    | 23  | 146   | 666   | 984   |     |
|                                   | 153   | 9             |     |     | 9   |     |     |     | 8   | 4   |     |     |     |     | 12  |     |     | 16    | 58                | 75  |     |     |     |     | 33  | 91  |     |     |     | 50                                     | 71  | 203   | 523   | 581   |     |
|                                   | 157   | 32            |     |     |     |     |     |     | 3   | 1   |     |     |     |     | 8   |     |     | 4     | 48                | 38  |     |     |     |     | 71  | 96  |     | 2   |     | 73                                     | 192 | 22    | 494   | 542   |     |
|                                   | 158   |               |     |     | 9   |     |     |     |     |     |     |     |     |     | 13  | 35  |     | 14    | 71                | 51  | 4   |     |     |     | 11  | 104 |     |     | 13  | 53                                     | 27  | 198   | 461   | 532   |     |
|                                   | 164   | 29            |     |     | 130 |     |     |     | 21  | 2   |     | 14  |     |     | 47  | 42  | 27  | 84    | 396               | 106 | 15  |     |     |     | 63  | 168 |     | 1   | 6   | 26                                     | 90  | 38    | 513   | 909   |     |
|                                   | 174   | 94            | 4   | 92  | 40  |     |     | 12  | 49  | 3   |     |     |     |     | 47  | 243 | 26  | 23    | 633               | 189 | 43  |     |     |     | 209 | 287 |     |     | 19  | 141                                    | 68  | 107   | 1,063 | 1,696 |     |
|                                   | 185   | 129           | 49  |     | 7   |     |     |     | 29  |     |     |     |     |     | 35  | 15  | 12  |       | 276               | 124 | 9   |     |     |     | 255 | 205 |     |     | 5   | 64                                     | 159 | 259   | 1,080 | 1,356 |     |
| 186                               | 32    | 20            |     | 3   |     |     | 0   |     |     |     |     |     |     | 26  | 2   | 3   | 26  | 112   | 119               |     |     | 18  |     | 53  | 178 | 23  | 220 | 5   | 54  | 19                                     | 71  | 760   | 872   |       |     |
| 194                               |       |               |     | 6   |     |     |     | 4   | 2   |     |     |     |     | 1   | 9   | 17  | 18  | 57    | 26                | 3   |     |     |     | 67  | 153 |     |     |     | 41  |  | 13  | 303   | 360   |       |     |
| 195                               | 23    | 5             |     | 38  |     |     |     | 23  | 1   |     | 40  |     |     | 31  | 83  | 2   | 57  | 303   | 139               | 4   |     |     |     | 10  | 236 | 4   |     | 6   | 28  | 102                                    | 55  | 584   | 887   |       |     |
| Roanoke                           | 66    | 15            |     |     | 105 |     | 79  | 19  | 2   |     |     |     |     | 5   | 4   |     | 89  | 318   | 115               | 2   |     |     | 7   | 432 | 258 | 95  | 34  |     | 83  | 73                                     | 311 | 1,410 | 1,728 |       |     |
|                                   | 145   | 4             |     |     | 26  |     |     |     |     |     |     |     |     | 5   | 17  | 5   | 19  | 76    | 37                | 22  |     |     |     | 83  | 149 |     |     |     | 23  | 97                                     | 26  | 437   | 513   |       |     |
|                                   | 147   | 3             |     |     | 11  |     |     |     | 2   |     | 16  |     |     | 3   | 15  | 2   | 36  | 88    | 72                | 11  |     |     |     | 36  | 94  | 9   |     |     | 45  | 21                                     | 42  | 330   | 418   |       |     |
|                                   | 151   | 41            |     |     | 47  |     |     |     | 34  |     |     |     |     | 29  | 8   | 9   | 22  | 190   | 99                | 35  |     |     |     | 126 | 176 |     | 29  | 7   | 22  | 163                                    | 206 | 863   | 1,053 |       |     |
|                                   | 156   | 2             |     |     | 23  |     |     |     | 21  |     |     |     |     |     | 7   | 74  |     | 51    | 178               | 92  |     |     |     |     | 74  | 191 |     |     | 5   | 28                                     | 56  | 102   | 548   | 726   |     |
|                                   | 171   | 163           | 25  | 78  | 135 |     |     | 7   | 39  | 6   | 42  |     | 6   |     | 16  | 158 | 25  |       | 700               | 386 | 50  |     | 4   |     | 137 | 795 | 29  | 6   | 10  | 105                                    | 65  | 66    | 1,653 | 2,353 |     |
|                                   | 176   | 260           |     |     | 98  |     |     | 5   | 20  | 13  | 6   |     | 4   |     | 101 | 90  | 7   | 4     | 608               | 311 | 16  |     |     |     | 131 | 767 | 25  |     | 33  | 37                                     | 36  | 214   | 1,570 | 2,178 |     |
| San Joaquins                      | 702   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |       |                   | 49  | 14  | 53  |     |     | 48  | 76  | 5   |     | 23  | 10                                     | 50  | 328   | 328   |       |     |
|                                   | 703   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |       |                   |     | 25  | 16  |     | 78  |     | 5   | 49  |     | 11  |  | 186 |       | 96    | 466   | 466 |
|                                   | 710   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |       |                   |     | 147 | 85  | 158 |     |     | 23  | 97  |     |     | 49                                     | 16  | 117   | 692   | 692   |     |
|                                   | 711   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |       |                   |     | 69  | 41  |     | 34  |     | 147 | 40  |     |     | 35                                     |     | 134   | 500   | 500   |     |
|                                   | 712   |               |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |       |                   |     | 154 | 6   |     | 119 |     | 66  | 78  |     |     | 94                                     | 7   | 131   | 655   | 655   |     |



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 | DET | DMW | DSR | FTI | PBB | PSR | PTI | RTE | SMW | Total             | ADA   | CAR | CCR | CON | CTC | ENG   | HLD   | INJ | ITI | MTI | OTH |  | SVS   | SYS   | Total |
| San Joaquins         | 713   |               |     |     |     |     |     |     |     |     |     |     |     | 464               | 17    |     | 3   |     | 170 | 275   | 12    |     |     | 5   | 3   | 95                                     | 1,044 | 1,044 |       |
|                      | 714   |               |     |     |     |     |     |     |     |     |     |     |     | 94                | 16    | 27  | 10  |     | 37  | 77    |       |     |     | 29  | 21  | 131                                    | 442   | 442   |       |
|                      | 715   |               |     |     |     |     |     |     |     |     |     |     |     | 153               | 67    |     | 25  |     | 28  | 130   | 14    |     |     | 87  | 21  | 120                                    | 645   | 645   |       |
|                      | 716   |               |     |     |     |     |     |     |     |     |     |     |     | 95                | 47    | 5   | 28  |     | 178 | 53    |       | 142 |     | 91  | 28  | 91                                     | 758   | 758   |       |
|                      | 717   |               |     |     |     |     |     |     |     |     |     |     |     | 141               | 23    |     | 35  |     | 119 | 54    |       | 83  |     | 29  | 25  | 146                                    | 655   | 655   |       |
|                      | 718   |               |     |     |     |     |     |     |     |     |     |     |     | 234               | 15    | 26  | 106 |     | 115 | 59    | 2     | 89  |     | 61  | 127 | 138                                    | 972   | 972   |       |
|                      | 719   |               |     |     |     |     |     |     |     |     |     |     |     | 64                | 23    | 68  | 84  |     | 7   | 75    |       | 63  |     | 49  | 8   | 94                                     | 535   | 535   |       |
| Silver Meteor        | 97    | 68            |     | 35  | 6   | 24  | 2   |     | 6   | 12  | 116 | 3   | 7   | 279               | 1,074 | 140 |     | 85  |     | 543   | 468   | 9   |     | 5   | 175 | 742                                    | 852   | 4,093 | 4,372 |
|                      | 98    | 61            | 34  | 59  |     | 66  |     |     | 8   | 109 | 25  | 8   | 370 | 1,196             | 218   |     |     |     | 393 | 695   | 89    |     | 18  | 29  | 66  | 450                                    | 3,154 | 3,524 |       |
| Silver Star          | 91    | 98            | 2   | 36  | 49  | 53  | 7   |     |     | 15  | 242 | 11  | 62  | 575               | 1,492 | 338 | 55  | 79  |     | 820   | 1,074 | 88  | 88  | 5   | 91  | 629                                    | 2,216 | 6,975 | 7,550 |
|                      | 92    | 40            | 18  | 28  | 6   | 56  |     |     | 5   | 4   | 172 | 50  | 20  | 399               | 1,661 | 62  | 12  | 6   |     | 381   | 1,104 | 135 |     | 14  | 89  | 586                                    | 1,267 | 5,317 | 5,716 |
| Southwest Chief      | 3     |               |     | 50  |     | 3   |     |     |     |     |     | 5   |     | 58                | 500   | 624 |     | 167 |     | 1,006 | 1,186 | 7   |     |     | 211 | 961                                    | 2,801 | 7,463 | 7,521 |
|                      | 4     | 2             |     | 47  |     | 5   |     |     |     | 5   | 9   |     |     | 68                | 396   | 289 |     | 64  |     | 2,001 | 1,574 | 92  | 168 |     | 278 | 2,329                                  | 1,909 | 9,100 | 9,168 |
| Springfield Shuttles | 400   |               |     |     |     |     |     | 19  |     |     |     |     |     | 19                |       |     |     |     |     | 8     |       |     |     |     | 5   | 5                                      | 100   | 118   | 137   |
|                      | 405   |               |     |     |     |     |     |     |     |     | 1   |     |     | 1                 |       |     |     |     |     | 9     |       |     |     |     |     | 10                                     |       | 19    | 20    |
|                      | 409   |               |     |     |     |     |     |     |     |     | 3   |     |     | 3                 |       |     |     |     |     |       | 1     |     |     |     |     |  |       | 1     | 4     |
|                      | 412   |               |     |     |     |     |     | 6   |     | 3   | 11  | 20  |     | 40                |       |     | 7   |     |     |       |       |     |     |     |     |  | 21    | 28    | 68    |
|                      | 416   | 3             |     |     |     |     |     |     |     |     | 10  |     |     | 13                |       |     | 3   | 5   |     | 47    |       |     |     |     |     | 20                                     |       | 75    | 88    |
|                      | 417   | 10            |     |     |     |     |     |     |     | 1   | 140 |     | 33  | 184               |       |     |     |     |     | 69    |       |     |     | 62  |     |  | 9     | 140   | 324   |
|                      | 432   |               |     |     |     |     |     |     |     | 7   |     | 13  |     | 20                |       |     |     |     |     | 2     | 3     |     |     |     |     | 33                                     |       | 38    | 58    |
|                      | 450   | 31            |     | 13  |     | 4   | 2   |     |     | 4   | 9   | 2   |     | 65                |       |     | 7   | 49  |     | 5     | 1     |     |     | 36  |     |  |       | 98    | 163   |
|                      | 451   |               |     | 19  |     |     |     | 5   |     | 34  |     | 3   | 9   | 70                |       |     | 3   |     |     | 3     | 5     |     |     |     |     |  |       | 11    | 81    |
|                      | 460   | 23            |     |     |     |     | 3   |     |     | 4   | 11  | 8   |     | 49                |       |     | 53  | 35  |     |       |       |     |     |     |     | 25                                     |       | 113   | 162   |
|                      | 461   | 25            |     |     |     |     |     |     |     |     | 17  | 1   |     | 43                |       |     |     |     |     |       | 1     |     |     | 87  |     |  | 10    | 98    | 141   |
|                      | 463   |               |     |     |     |     | 2   |     |     |     | 7   | 2   |     | 11                |       |     |     |     |     | 6     |       |     |     |     |     |  |       | 6     | 17    |
|                      | 464   | 3             |     | 22  |     | 12  |     | 5   |     | 3   | 67  | 1   |     | 113               |       |     | 19  | 229 |     | 49    |       |     |     | 6   |     | 18                                     |       | 321   | 434   |
|                      | 465   | 10            |     | 5   |     |     |     |     |     |     | 54  |     |     | 69                |       |     |     |     |     | 13    |       |     |     |     |     |  |       | 13    | 82    |
|                      | 467   |               |     | 7   |     |     |     |     |     |     |     |     |     | 7                 |       |     |     |     |     |       | 4     |     |     |     |     |  |       | 4     | 11    |
|                      | 470   | 20            |     | 10  |     |     |     |     |     | 4   | 22  | 17  | 38  | 111               |       |     | 7   |     |     | 67    |       |     |     | 169 |     | 16                                     |       | 259   | 370   |
|                      | 471   | 44            |     | 33  |     |     |     | 29  |     | 16  |     | 17  | 15  | 154               | 2     | 2   | 20  |     |     | 38    | 20    |     |     | 15  | 4   |  | 10    | 111   | 265   |
|                      | 473   | 23            | 26  |     |     |     |     |     |     | 3   | 14  | 4   |     | 70                |       |     |     |     |     |       |       |     |     |     | 10  | 5                                      |       | 15    | 85    |
| 474                  | 7     |               | 4   |     |     |     |     |     | 5   | 61  |     | 18  | 95  | 3                 |       |     | 168 |     | 29  |       | 9     |     |     |     |     |  | 209   | 304   |       |
| 475                  | 64    |               |     |     |     |     |     |     |     | 39  |     | 13  | 116 |                   |       |     |     |     | 15  |       |       |     |     |     |     | 10                                     | 25    | 141   |       |
| 476                  | 10    |               | 14  |     |     |     |     |     | 16  | 79  |     | 27  | 146 |                   |       |     | 629 |     | 28  | 1     |       | 10  |     |     |     |  | 668   | 814   |       |
| 478                  | 7     |               | 12  |     | 7   |     | 5   |     | 7   |     | 16  | 10  | 64  | 2                 |       | 22  | 266 |     | 39  | 12    |       | 35  | 2   | 64  | 33  | 108                                    | 583   | 647   |       |

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 | PBB | PSR | PTI | RTE | SMW        | Total             | ADA | CAR | CCR | CON | ENG   | HLD | INJ | ITI | MTI | OTH   |  | SVS          | SYS          |
| Springfield Shuttles | 479   | 71            |     |     | 3   |     |     |     |     |     | 20  |     | 3   | <b>97</b>  |                   |     |     | 36  | 3   |       |     | 93  |     |     |       | 17                                     | <b>149</b>   | <b>246</b>   |
|                      | 488   | 5             |     |     | 16  |     |     |     |     | 3   | 12  |     |     | <b>36</b>  |                   |     |     | 244 | 30  | 10    |     | 37  |     |     |       |  | <b>321</b>   | <b>357</b>   |
|                      | 490   | 18            |     |     | 20  |     |     |     |     | 7   | 50  | 10  | 120 | <b>225</b> |                   |     |     | 27  | 66  | 6     |     |     |     |     |       |  | <b>99</b>    | <b>324</b>   |
|                      | 494   | 60            |     |     |     |     |     | 8   |     | 11  | 54  |     | 62  | <b>195</b> | 6                 |     | 66  | 688 | 38  | 16    | 30  | 11  |     | 33  | 10    | 36                                     | <b>934</b>   | <b>1,129</b> |
|                      | 495   | 54            |     |     | 10  |     |     | 7   |     | 10  |     | 40  |     | <b>121</b> | 5                 |     | 5   |     | 37  | 3     |     | 109 | 7   | 7   |       | 40                                     | <b>213</b>   | <b>334</b>   |
|                      | 497   |               |     |     |     |     |     |     |     |     |     | 15  |     | <b>15</b>  | 3                 |     |     | 1   |     |       |     |     |     |     |       |  | <b>4</b>     | <b>19</b>    |
|                      | 499   |               |     |     |     |     |     |     | 53  |     |     |     |     | <b>53</b>  |                   |     |     | 25  | 302 |       |     | 64  |     | 37  |       | 14                                     | <b>442</b>   | <b>495</b>   |
| Sunset Ltd           | 1     |               |     |     | 32  |     |     | 5   |     |     | 43  |     |     | <b>80</b>  | 424               | 67  |     | 531 | 302 | 683   | 41  | 901 |     | 298 | 470   | 1,137                                  | <b>4,854</b> | <b>4,934</b> |
|                      | 2     |               |     |     | 4   |     |     | 9   |     |     |     |     |     | <b>13</b>  | 275               | 62  | 16  | 549 | 142 | 715   | 22  | 87  |     | 303 | 924   | 998                                    | <b>4,093</b> | <b>4,106</b> |
| Texas Eagle          | 21    | 4             |     |     | 31  |     | 6   |     |     |     | 37  |     |     | <b>78</b>  | 424               | 225 |     | 225 | 902 | 1,073 | 56  |     |     | 247 | 1,233 | 1,847                                  | <b>6,232</b> | <b>6,310</b> |
|                      | 22    |               |     |     | 43  |     | 13  |     | 19  |     | 50  | 6   |     | <b>131</b> | 482               | 107 |     | 479 | 686 | 1,197 | 125 | 544 |     | 199 | 1,275 | 1,431                                  | <b>6,525</b> | <b>6,656</b> |
| Vermont              | 54    | 10            | 10  |     | 116 |     |     |     |     | 19  | 47  | 2   | 52  | <b>256</b> | 11                | 12  |     |     | 141 | 93    | 30  | 19  | 9   | 169 | 84    | 93                                     | <b>661</b>   | <b>917</b>   |
|                      | 55    | 54            | 26  |     | 47  |     | 5   | 10  | 29  | 6   | 32  | 187 | 7   | 22         | <b>425</b>        | 110 | 47  |     | 133 | 260   |     |     |     | 285 | 64    | 117                                    | <b>1,016</b> | <b>1,441</b> |
|                      | 56    | 49            | 35  | 6   | 43  | 4   | 19  | 2   | 18  |     | 65  | 159 | 17  | 12         | <b>429</b>        | 126 | 19  |     | 212 | 172   |     | 49  | 6   | 257 | 46    | 332                                    | <b>1,219</b> | <b>1,648</b> |
|                      | 57    | 35            |     |     | 26  |     |     |     |     | 4   | 39  |     | 33  | <b>137</b> | 40                | 26  |     | 29  | 15  | 120   |     | 39  |     | 125 | 165   | 12                                     | <b>571</b>   | <b>708</b>   |
| Wolverine            | 350   | 29            |     |     | 19  |     | 5   | 117 |     |     | 533 | 33  |     | <b>736</b> | 208               | 242 |     |     | 203 | 211   |     | 67  |     | 62  | 207   | 499                                    | <b>1,699</b> | <b>2,435</b> |
|                      | 351   | 4             |     |     | 64  |     | 10  | 135 | 29  |     | 131 | 2   |     | <b>375</b> | 290               | 91  |     |     | 996 | 337   | 17  | 255 |     | 95  | 93    | 430                                    | <b>2,604</b> | <b>2,979</b> |
|                      | 352   | 4             |     |     | 45  |     |     | 88  | 21  |     | 33  | 19  |     | <b>210</b> | 379               | 332 |     |     | 335 | 305   |     | 178 |     | 79  | 296   | 315                                    | <b>2,219</b> | <b>2,429</b> |
|                      | 353   | 2             |     |     | 29  |     | 14  | 36  |     |     | 20  | 7   |     | <b>108</b> | 314               | 5   |     |     | 353 | 288   |     |     |     | 73  | 78    | 693                                    | <b>1,804</b> | <b>1,912</b> |
|                      | 354   | 3             |     |     | 25  |     | 2   | 44  | 3   |     | 145 | 15  |     | <b>237</b> | 78                | 80  |     |     | 131 | 187   | 36  | 320 |     | 292 | 347   | 1,254                                  | <b>2,725</b> | <b>2,962</b> |
|                      | 355   |               |     |     | 5   |     |     | 39  | 13  |     | 55  | 2   |     | <b>114</b> | 102               | 16  |     |     | 65  | 172   |     | 251 |     | 87  | 71    | 441                                    | <b>1,205</b> | <b>1,319</b> |

**Table 25: Host Responsible Train Delay Minutes**

| Route             | Train | CTI | DCS   | DET | DMW   | DSR   | DTR | FTI    | PTI   | RTE   | Total  |
|-------------------|-------|-----|-------|-----|-------|-------|-----|--------|-------|-------|--------|
| Acela Express     | 2150  | 88  | 14    | 1   |       | 552   |     |        |       | 8     | 663    |
|                   | 2151  | 159 | 28    |     |       | 390   |     |        |       | 25    | 602    |
|                   | 2152  | 41  | 34    | 9   | 10    | 622   |     |        |       | 5     | 721    |
|                   | 2153  | 561 | 60    |     | 3     | 128   |     |        |       | 7     | 759    |
|                   | 2154  | 107 | 4     |     | 113   | 618   |     |        |       | 37    | 879    |
|                   | 2155  | 196 | 9     |     | 7     | 233   |     |        |       | 55    | 500    |
|                   | 2156  | 7   |       |     |       | 25    |     |        |       |       | 32     |
|                   | 2159  | 67  | 54    |     | 10    | 254   |     |        |       | 15    | 400    |
|                   | 2160  | 122 | 113   |     | 62    | 487   |     |        | 19    | 11    | 814    |
|                   | 2163  | 125 | 56    |     |       | 343   |     |        |       | 20    | 544    |
|                   | 2164  | 130 |       |     |       | 239   |     |        |       | 73    | 442    |
|                   | 2165  | 110 | 60    |     |       | 96    |     |        | 6     | 3     | 275    |
|                   | 2167  | 49  | 41    |     |       | 487   | 22  |        |       | 24    | 623    |
|                   | 2168  | 225 | 19    |     |       | 315   |     |        |       | 70    | 629    |
|                   | 2169  | 446 | 52    |     |       | 157   |     |        |       | 6     | 661    |
|                   | 2170  | 249 | 4     |     |       | 106   |     |        | 9     | 49    | 417    |
|                   | 2172  | 117 | 57    |     |       | 140   |     |        |       |       | 314    |
|                   | 2173  | 101 |       |     |       | 470   |     |        | 8     | 40    | 619    |
|                   | 2175  |     | 4     |     |       | 22    |     |        |       |       | 26     |
|                   | 2190  | 47  |       |     | 3     | 840   |     |        |       |       | 890    |
|                   | 2233  | 10  |       |     |       |       |     |        |       |       | 10     |
|                   | 2248  | 39  | 12    |     | 16    | 87    |     |        |       | 6     | 160    |
|                   | 2249  |     |       |     | 4     | 115   |     |        |       | 4     | 123    |
|                   | 2250  | 29  | 5     |     | 38    | 47    |     |        |       | 7     | 126    |
|                   | 2251  | 14  | 7     |     | 21    | 85    |     |        |       | 8     | 135    |
|                   | 2252  | 34  | 1     |     | 18    | 217   |     |        | 2     | 9     | 281    |
|                   | 2253  | 4   | 10    |     | 26    | 154   |     |        |       | 16    | 210    |
| 2254              | 9     |     |       |     | 221   |       |     |        | 3     | 233   |        |
| 2255              | 12    | 8   |       |     | 23    |       |     | 1      |       | 44    |        |
| 2256              | 5     |     |       |     | 103   |       |     |        | 3     | 111   |        |
| 2257              | 8     |     |       |     | 112   |       |     |        | 1     | 121   |        |
| 2259              |       |     |       |     | 87    |       |     |        | 13    | 100   |        |
| 2275              |       |     |       |     | 6     |       |     |        |       | 6     |        |
| 2290              |       |     |       |     | 10    |       |     |        |       | 10    |        |
| 2292              |       |     |       |     | 10    |       |     |        |       | 10    |        |
| Adirondack        | 68    | 56  | 2     |     | 15    | 9     |     |        |       | 44    | 126    |
|                   | 69    | 54  |       |     | 6     | 1     |     |        |       | 17    | 78     |
| Auto Train        | 52    | 101 | 556   |     | 382   | 2,695 |     | 3,841  | 1,180 | 702   | 9,457  |
|                   | 53    | 592 | 971   |     | 112   | 3,015 |     | 3,782  | 2,608 | 1,012 | 12,092 |
| Blue Water        | 364   |     | 390   |     | 26    | 100   |     | 1,225  | 54    | 95    | 1,890  |
|                   | 365   |     | 194   |     | 175   | 203   |     | 1,134  | 83    | 69    | 1,858  |
| California Zephyr | 5     | 150 | 2,940 |     | 896   | 6,082 | 39  | 10,789 | 2,582 | 2,485 | 25,963 |
|                   | 6     | 647 | 3,076 |     | 2,184 | 5,706 | 28  | 12,936 | 3,023 | 2,222 | 29,822 |

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

| Route                           | Train | CTI | DCS | DMW | DSR | DTR | FTI   | PTI   | RTE   | Total |
|---------------------------------|-------|-----|-----|-----|-----|-----|-------|-------|-------|-------|
| Capitol Corridor                | 521   | 125 | 127 | 4   | 195 |     | 24    | 63    | 18    | 556   |
|                                 | 522   |     | 21  | 18  | 14  | 4   | 51    | 66    | 5     | 179   |
|                                 | 523   | 26  | 62  | 3   | 179 |     | 7     | 275   | 22    | 574   |
|                                 | 524   | 55  | 46  | 26  | 228 |     | 70    | 152   | 9     | 586   |
|                                 | 525   |     | 29  |     | 11  |     |       | 94    | 5     | 139   |
|                                 | 527   | 163 | 58  |     | 181 | 16  | 20    | 125   | 21    | 584   |
|                                 | 528   | 47  | 149 | 7   | 218 | 54  | 59    | 279   | 53    | 866   |
|                                 | 529   | 27  | 225 | 10  | 217 |     | 262   | 395   | 69    | 1,205 |
|                                 | 531   |     | 16  |     | 11  |     | 36    | 93    | 15    | 171   |
|                                 | 532   | 5   | 141 | 39  | 204 |     | 17    | 147   | 29    | 582   |
|                                 | 534   |     | 74  | 3   | 30  |     | 25    | 168   | 4     | 304   |
|                                 | 536   |     | 39  | 4   | 35  |     | 17    | 117   |       | 212   |
|                                 | 538   | 36  | 111 | 41  | 205 |     | 301   | 59    | 41    | 794   |
|                                 | 540   |     | 25  | 3   | 17  |     | 37    | 95    | 28    | 205   |
|                                 | 541   | 80  | 107 | 24  | 114 |     | 26    | 158   | 28    | 537   |
|                                 | 542   | 3   | 49  | 13  | 213 |     | 55    | 171   | 49    | 553   |
|                                 | 543   |     | 38  | 8   | 40  |     | 6     | 58    | 43    | 193   |
|                                 | 544   |     | 79  | 4   | 25  |     | 8     | 186   | 23    | 325   |
|                                 | 545   |     | 88  | 7   | 26  |     | 21    | 131   | 35    | 308   |
|                                 | 546   |     | 73  | 6   | 185 |     | 10    | 183   | 23    | 480   |
|                                 | 547   | 71  | 80  | 9   | 125 |     | 32    | 266   | 24    | 607   |
|                                 | 548   |     | 95  | 17  | 37  |     | 10    | 83    | 33    | 275   |
|                                 | 549   |     | 41  | 2   | 26  |     | 18    | 144   | 4     | 235   |
|                                 | 551   |     | 41  | 8   | 42  |     | 15    | 55    | 5     | 166   |
|                                 | 720   |     | 19  | 2   | 3   |     | 3     | 59    | 15    | 101   |
|                                 | 723   | 16  | 20  |     | 109 |     | 10    | 48    | 38    | 241   |
|                                 | 724   | 5   | 20  | 2   | 64  |     | 45    | 174   | 6     | 316   |
|                                 | 727   | 12  | 20  | 8   | 43  |     | 6     | 168   | 4     | 261   |
|                                 | 728   |     | 31  | 9   | 102 |     | 10    | 172   | 33    | 357   |
|                                 | 729   | 9   | 39  | 7   | 62  |     | 57    | 105   | 18    | 297   |
|                                 | 732   |     | 32  | 5   | 61  |     | 5     | 82    | 12    | 197   |
|                                 | 733   |     | 44  |     | 2   |     | 7     | 123   | 9     | 185   |
|                                 | 734   |     | 14  | 15  | 9   |     | 15    | 72    | 10    | 135   |
|                                 | 736   |     | 94  | 19  | 84  |     | 151   | 92    | 12    | 452   |
|                                 | 737   | 2   | 39  | 12  | 63  |     | 4     | 46    | 11    | 177   |
| 738                             |       | 17  | 3   | 8   |     |     | 84    | 10    | 122   |       |
| 741                             | 14    | 46  | 3   | 80  | 38  | 8   | 79    | 15    | 283   |       |
| 742                             |       | 57  |     | 62  |     | 5   | 71    | 8     | 203   |       |
| 743                             | 8     | 101 | 11  | 51  |     | 29  | 108   | 25    | 333   |       |
| 744                             |       | 148 | 15  | 118 |     | 17  | 104   | 27    | 429   |       |
| 745                             |       | 14  | 2   | 2   |     |     | 68    | 18    | 104   |       |
| 746                             |       | 86  | 5   | 23  |     | 14  | 87    | 17    | 232   |       |
| 747                             | 14    | 80  | 6   | 82  |     | 6   | 124   | 26    | 338   |       |
| 748                             | 5     | 74  | 8   | 126 |     | 4   | 108   | 28    | 353   |       |
| 749                             |       | 34  | 10  | 13  |     | 5   | 38    | 19    | 119   |       |
| 751                             |       | 42  | 10  | 59  |     | 8   | 34    | 12    | 165   |       |
| Capitol Ltd                     | 29    | 88  | 424 | 116 | 464 | 119 | 4,218 | 666   | 901   | 6,996 |
|                                 | 30    |     | 462 | 190 | 930 | 222 | 3,199 | 447   | 1,669 | 7,119 |
| Cardinal                        | 50    | 111 | 378 | 72  | 605 |     | 2,269 | 554   | 398   | 4,387 |
|                                 | 51    | 24  | 462 | 249 | 704 |     | 1,260 | 629   | 508   | 3,836 |
| Carl Sandburg / Illinois Zephyr | 380   | 109 | 72  | 132 | 143 |     | 350   | 53    | 69    | 928   |
|                                 | 381   | 131 | 110 | 123 | 181 |     | 208   | 202   | 30    | 985   |
|                                 | 382   | 92  | 83  | 47  | 260 |     | 728   | 151   | 220   | 1,581 |
|                                 | 383   | 361 | 112 | 55  | 325 |     | 679   | 36    | 112   | 1,680 |
| Carolinian                      | 79    | 14  | 489 | 204 | 754 |     | 523   | 1,298 | 519   | 3,801 |
|                                 | 80    | 83  | 597 | 210 | 771 |     | 1,164 | 1,316 | 664   | 4,805 |
| Cascades                        | 500   | 17  | 573 | 182 | 751 |     | 1,762 | 261   | 323   | 3,869 |
|                                 | 502   |     |     | 70  | 11  |     | 36    | 21    | 25    | 163   |
|                                 | 503   | 94  | 320 | 193 | 767 |     | 1,130 | 662   | 233   | 3,399 |
|                                 | 504   | 46  | 315 | 29  | 391 |     | 385   | 249   | 367   | 1,782 |

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

| Route               | Train           | CTI | DCS   | DMW | DSR   | DTR | FTI    | PTI   | RTE       | Total         |
|---------------------|-----------------|-----|-------|-----|-------|-----|--------|-------|-----------|---------------|
| Cascades            | 505             | 5   | 500   | 60  | 814   |     | 984    | 1,071 | 212       | <b>3,646</b>  |
|                     | 507             | 8   | 361   | 21  | 568   |     | 679    | 467   | 374       | <b>2,478</b>  |
|                     | 508             |     | 366   | 97  | 666   |     | 857    | 941   | 227       | <b>3,154</b>  |
|                     | 509             |     | 5     |     | 6     |     | 10     | 9     |           | <b>30</b>     |
|                     | 516             | 6   | 369   | 186 | 1,280 |     | 1,400  | 14    | 76        | <b>3,331</b>  |
|                     | 519             |     | 222   | 187 | 829   |     | 791    | 160   | 86        | <b>2,275</b>  |
| City Of New Orleans | 58              | 32  | 981   | 278 | 1,390 |     | 1,622  | 840   | 802       | <b>5,945</b>  |
|                     | 59              | 9   | 1,007 | 515 | 1,611 |     | 2,955  | 1,064 | 961       | <b>8,122</b>  |
| Orleans             | 1058            | 5   | 187   | 37  | 314   |     | 409    | 91    | 84        | <b>1,127</b>  |
| Coast Starlight     | 11              | 436 | 5,491 | 326 | 1,987 | 81  | 6,350  | 4,494 | 280       | <b>19,445</b> |
|                     | 14              | 166 | 5,917 | 528 | 2,106 | 21  | 4,757  | 4,109 | 689       | <b>18,293</b> |
| Crescent            | 19              | 127 | 2,214 | 353 | 1,177 |     | 7,216  | 1,718 | 1,127     | <b>13,932</b> |
|                     | 20              | 60  | 2,737 | 202 | 1,136 |     | 4,748  | 1,919 | 823       | <b>11,625</b> |
| Downeaster          | 680             | 141 | 191   |     | 166   |     | 37     |       | 2         | <b>537</b>    |
|                     | 681             | 72  | 128   | 39  | 210   |     | 83     | 499   | 29        | <b>1,060</b>  |
|                     | 682             | 62  | 323   | 5   | 273   |     |        | 2     | 4         | <b>669</b>    |
|                     | 683             | 69  | 200   | 9   | 333   |     | 116    | 217   | 39        | <b>983</b>    |
|                     | 684             | 87  | 106   | 18  | 145   |     | 69     | 324   | 2         | <b>751</b>    |
|                     | 685             | 72  | 158   | 3   | 102   |     | 127    | 163   |           | <b>625</b>    |
|                     | 686             | 106 | 172   | 32  | 191   |     | 224    | 194   | 31        | <b>950</b>    |
|                     | 687             | 287 | 289   | 20  | 166   |     | 304    | 68    | 39        | <b>1,173</b>  |
|                     | 688             | 64  | 143   | 51  | 128   | 0   | 74     | 344   | 13        | <b>817</b>    |
|                     | 689             | 4   | 82    | 10  | 80    | 0   | 44     |       | 23        | <b>243</b>    |
|                     | 690             | 2   | 63    | 3   | 74    |     | 6      |       | 2         | <b>150</b>    |
|                     | 691             | 22  | 114   | 21  | 61    | 6   | 13     | 193   |           | <b>430</b>    |
|                     | 692             | 23  | 164   | 17  | 113   |     | 3      | 92    |           | <b>412</b>    |
|                     | 693             | 35  | 113   | 62  | 92    |     | 43     | 223   | 19        | <b>587</b>    |
|                     | 694             | 32  | 173   | 70  | 61    |     | 34     | 100   | 59        | <b>529</b>    |
|                     | 695             | 15  | 120   | 83  | 56    |     | 42     | 113   | 64        | <b>493</b>    |
|                     | 696             | 35  | 217   | 38  | 82    |     | 30     | 154   | 25        | <b>581</b>    |
|                     | 697             | 86  | 69    | 77  | 57    |     | 15     | 88    | 12        | <b>404</b>    |
|                     | 698             | 90  | 49    | 7   | 57    | 6   |        | 226   |           | <b>435</b>    |
|                     | 699             | 8   | 22    | 69  | 41    |     | 60     |       |           | <b>200</b>    |
| 1689                | 7               | 4   |       | 26  |       |     |        |       | <b>37</b> |               |
| Empire Builder      | 7               | 225 | 1,067 | 689 | 1,721 | 31  | 10,873 | 1,405 | 517       | <b>16,528</b> |
|                     | 8               | 420 | 1,024 | 415 | 1,991 | 104 | 12,084 | 1,428 | 610       | <b>18,076</b> |
|                     | 27              | 5   | 308   | 324 | 463   |     | 1,986  | 109   | 90        | <b>3,285</b>  |
|                     | 28              |     | 438   | 17  | 296   |     | 2,414  | 39    | 91        | <b>3,295</b>  |
| Ethan Allen Express | 290             | 251 | 234   | 204 | 944   |     | 192    | 61    | 112       | <b>1,998</b>  |
|                     | 291             | 284 | 95    | 15  | 119   |     | 49     | 11    | 119       | <b>692</b>    |
| Heartland Flyer     | 821             |     | 187   | 65  | 1,996 |     | 1,652  | 33    | 14        | <b>3,947</b>  |
|                     | 822             |     | 227   | 38  | 1,774 |     | 1,772  | 15    | 31        | <b>3,857</b>  |
| Hiawatha            | 329             | 68  | 30    | 29  | 97    |     | 9      |       | 13        | <b>246</b>    |
|                     | 330             | 627 | 56    | 22  | 134   |     | 20     | 17    | 36        | <b>912</b>    |
|                     | 331             | 130 | 30    | 77  | 100   |     | 22     | 36    | 27        | <b>422</b>    |
|                     | 332             | 63  | 62    | 103 | 175   |     | 67     | 66    | 37        | <b>573</b>    |
|                     | 333             | 391 | 17    | 59  | 78    |     | 34     | 43    | 11        | <b>633</b>    |
|                     | 334             | 67  | 106   | 103 | 165   |     | 191    | 3     | 38        | <b>673</b>    |
|                     | 335             | 481 | 78    | 39  | 72    |     | 52     | 14    | 13        | <b>749</b>    |
|                     | 336             | 106 | 74    | 116 | 132   |     | 109    | 150   | 11        | <b>698</b>    |
|                     | 337             | 68  | 97    | 82  | 61    |     | 27     | 307   |           | <b>642</b>    |
|                     | 338             | 311 | 55    | 40  | 216   |     | 71     | 63    | 35        | <b>791</b>    |
|                     | 339             | 592 | 47    | 30  | 93    |     | 18     | 49    | 9         | <b>838</b>    |
|                     | 340             | 384 | 46    | 11  | 92    |     | 120    | 3     | 16        | <b>672</b>    |
|                     | 341             | 140 | 25    | 27  | 69    |     | 8      |       | 3         | <b>272</b>    |
|                     | 342             | 226 | 26    | 14  | 228   |     | 43     | 32    | 48        | <b>617</b>    |
|                     | 343             | 56  | 23    | 20  | 25    |     | 7      |       | 12        | <b>143</b>    |
|                     | Illini / Saluki | 390 | 70    | 134 | 110   | 866 |        | 552   | 82        | 67            |
| 391                 |                 | 56  | 39    | 21  | 174   |     | 197    | 203   | 21        | <b>711</b>    |
| 392                 |                 | 8   | 58    | 2   | 188   |     | 442    | 155   | 54        | <b>907</b>    |

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

| Route              | Train | CTI   | DCS | DMW | DSR | DTR | FTI   | PTI   | RTE   | Total        |
|--------------------|-------|-------|-----|-----|-----|-----|-------|-------|-------|--------------|
| Illini / Saluki    | 393   | 124   | 324 | 89  | 709 |     | 724   | 123   | 94    | <b>2,187</b> |
| Lake Shore Ltd     | 48    | 440   | 193 | 167 | 655 | 137 | 2,435 | 1,137 | 1,239 | <b>6,403</b> |
|                    | 49    | 346   | 369 | 145 | 509 | 132 | 2,860 | 241   | 1,003 | <b>5,605</b> |
|                    | 448   | 1,175 | 97  | 204 | 161 |     | 918   | 197   | 107   | <b>2,859</b> |
|                    | 449   | 956   | 289 | 76  | 73  |     | 500   | 497   | 108   | <b>2,499</b> |
| Lincoln / Missouri | 318   |       | 630 | 132 | 823 | 71  | 4,413 | 1,012 | 233   | <b>7,314</b> |
|                    | 319   |       | 458 | 273 | 869 | 94  | 3,362 | 1,273 | 309   | <b>6,638</b> |
| Lincoln Service    | 300   |       | 179 | 19  | 126 | 13  | 942   | 80    | 241   | <b>1,600</b> |
|                    | 301   | 16    | 293 | 68  | 85  | 140 | 1,043 | 695   | 129   | <b>2,469</b> |
|                    | 302   |       | 326 | 215 | 217 | 86  | 1,396 | 439   | 130   | <b>2,809</b> |
|                    | 305   | 20    | 71  | 2   | 109 | 43  | 754   | 441   | 117   | <b>1,557</b> |
|                    | 306   | 13    | 330 | 4   | 80  | 42  | 1,476 | 994   | 105   | <b>3,044</b> |
|                    | 307   |       | 234 | 3   | 121 | 35  | 1,368 | 512   | 138   | <b>2,411</b> |

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

| Route                       | Train | CTI | DCS | DET | DMW | DSR | DTR | FTI   | PTI | RTE          | Total        |
|-----------------------------|-------|-----|-----|-----|-----|-----|-----|-------|-----|--------------|--------------|
| Maple Leaf                  | 63    | 260 | 120 |     | 117 | 278 |     | 826   | 120 | 622          | <b>2,343</b> |
|                             | 64    | 279 | 183 |     | 136 | 323 |     | 1,318 | 138 | 572          | <b>2,949</b> |
| Missouri                    | 311   |     | 27  |     | 57  | 293 |     | 571   | 119 | 69           | <b>1,136</b> |
|                             | 316   |     | 127 |     | 32  | 236 |     | 819   | 186 | 56           | <b>1,456</b> |
| New York - Albany           | 232   | 244 | 3   |     |     | 26  |     |       |     | 28           | <b>301</b>   |
|                             | 233   | 459 | 79  |     | 124 | 29  |     | 2     | 30  | 233          | <b>956</b>   |
|                             | 234   | 123 | 6   |     |     | 7   |     |       |     | 81           | <b>217</b>   |
|                             | 235   | 46  |     |     |     |     |     |       |     | 8            | <b>54</b>    |
|                             | 236   | 153 | 2   |     | 15  | 45  |     |       | 18  | 29           | <b>262</b>   |
|                             | 237   | 272 |     |     | 30  | 83  |     | 2     |     | 63           | <b>450</b>   |
|                             | 238   | 338 | 13  |     | 57  | 69  |     |       | 24  | 73           | <b>574</b>   |
|                             | 239   | 767 | 32  |     |     | 12  |     |       |     | 60           | <b>871</b>   |
|                             | 240   | 44  |     |     |     | 17  |     |       | 5   | 41           | <b>107</b>   |
|                             | 241   | 117 |     |     |     | 42  |     |       | 22  | 89           | <b>270</b>   |
|                             | 243   | 29  |     |     | 3   | 39  |     |       |     | 10           | <b>81</b>    |
|                             | 244   | 365 | 71  |     | 26  | 105 |     |       | 26  | 49           | <b>642</b>   |
|                             | 250   | 83  | 2   |     |     | 33  |     |       |     | 17           | <b>135</b>   |
|                             | 253   | 113 |     |     | 10  | 29  |     |       |     | 35           | <b>187</b>   |
|                             | 256   | 77  |     |     |     | 31  |     |       | 6   | 35           | <b>149</b>   |
|                             | 259   | 51  |     |     | 3   | 23  |     |       |     | 2            | <b>79</b>    |
|                             | 260   | 321 | 2   |     |     | 3   |     |       | 24  | 7            | <b>357</b>   |
| 261                         | 11    |     |     | 26  | 16  |     |     |       | 10  | <b>63</b>    |              |
| New York - Niagara Falls    | 280   | 575 | 148 |     | 193 | 373 |     | 664   | 64  | 594          | <b>2,611</b> |
|                             | 281   | 655 | 177 |     | 171 | 295 |     | 1,220 | 243 | 865          | <b>3,626</b> |
|                             | 283   | 566 | 122 |     | 201 | 404 |     | 1,486 | 95  | 619          | <b>3,493</b> |
|                             | 284   | 440 | 193 |     | 220 | 412 | 4   | 691   | 58  | 426          | <b>2,444</b> |
| On Spine Northeast Regional | 132   | 75  |     |     |     | 34  |     |       |     |              | <b>109</b>   |
|                             | 135   | 81  |     |     | 2   | 174 |     |       |     |              | <b>257</b>   |
|                             | 137   | 442 | 25  |     |     | 218 |     |       | 6   | 18           | <b>709</b>   |
|                             | 139   | 7   | 2   |     |     | 105 |     |       |     |              | <b>114</b>   |
|                             | 140   | 57  | 12  | 11  |     | 165 |     |       |     |              | <b>245</b>   |
|                             | 141   | 320 | 21  | 86  | 17  | 333 |     |       | 2   | 27           | <b>806</b>   |
|                             | 148   | 183 | 27  |     |     | 405 |     |       | 10  | 50           | <b>675</b>   |
|                             | 149   | 27  |     |     | 10  | 98  |     |       | 3   | 10           | <b>148</b>   |
|                             | 150   | 116 | 44  |     | 8   | 154 |     |       |     |              | <b>322</b>   |
|                             | 152   | 127 |     |     | 10  | 26  |     |       |     | 5            | <b>168</b>   |
|                             | 154   | 11  |     |     |     | 86  |     |       |     |              | <b>97</b>    |
|                             | 160   | 6   |     |     | 12  | 103 |     |       |     |              | <b>121</b>   |
|                             | 161   | 80  | 23  |     | 64  | 162 |     |       |     |              | <b>329</b>   |
|                             | 162   | 53  | 5   |     | 104 | 338 |     |       |     | 7            | <b>507</b>   |
|                             | 163   |     | 8   |     | 12  | 153 |     |       |     |              | <b>173</b>   |
|                             | 165   | 57  |     |     |     | 37  |     |       |     | 22           | <b>116</b>   |
|                             | 166   | 14  |     |     |     | 155 |     |       |     |              | <b>169</b>   |
|                             | 167   | 2   |     |     |     | 113 |     |       |     | 3            | <b>118</b>   |
|                             | 168   | 53  |     |     |     | 37  |     |       |     |              | <b>90</b>    |
|                             | 169   | 49  |     |     | 4   | 197 |     |       |     | 7            | <b>257</b>   |
| 172                         | 268   | 42  |     | 194 | 412 |     |     | 7     | 25  | <b>948</b>   |              |
| 173                         | 151   | 141 |     | 37  | 338 |     |     | 39    | 32  | <b>738</b>   |              |
| 175                         | 557   | 11  |     | 6   | 590 |     |     | 27    |     | <b>1,191</b> |              |
| 178                         | 137   |     |     |     | 142 |     |     |       | 2   | <b>281</b>   |              |
| 179                         | 321   | 38  |     | 3   | 222 |     |     |       |     | <b>584</b>   |              |

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

| Route                                   | Train | CTI | DCS   | DMW | DSR   | DTR | FTI   | PTI   | RTE        | Total        |
|---|-------|-----|-------|-----|-------|-----|-------|-------|------------|--------------|
| On Spine<br>Northeast Regional          | 184   | 489 | 82    |     | 301   |     |       | 4     | 27         | <b>903</b>   |
|   | 190   | 372 | 24    |     | 215   |     |       |       |            | <b>611</b>   |
| Pacific Surfliner                       | 562   | 63  | 211   | 11  | 12    |     | 18    | 3     | 15         | <b>333</b>   |
|   | 564   | 134 | 114   | 10  | 38    |     | 97    | 43    | 12         | <b>448</b>   |
|   | 567   | 49  | 114   | 22  | 43    |     | 24    | 56    | 36         | <b>344</b>   |
|   | 580   | 43  | 27    | 23  | 25    |     | 19    | 8     | 40         | <b>185</b>   |
|   | 581   | 641 | 62    | 7   | 21    |     | 61    | 19    | 5          | <b>816</b>   |
|   | 588   | 34  | 76    | 12  | 13    |     | 28    | 11    | 84         | <b>258</b>   |
|   | 591   | 10  | 63    | 2   | 87    |     | 28    | 35    | 3          | <b>228</b>   |
|   | 595   |     | 75    | 42  | 83    |     | 68    | 25    | 136        | <b>429</b>   |
|   | 761   | 217 | 2,114 | 53  | 140   |     | 62    | 957   |            | <b>3,543</b> |
|   | 765   | 127 | 1,468 | 41  | 54    | 6   | 55    | 323   | 1          | <b>2,075</b> |
|   | 770   | 118 | 1,817 | 90  | 124   |     | 30    | 281   | 60         | <b>2,520</b> |
|   | 774   | 87  | 2,633 | 14  | 233   |     | 100   | 608   | 25         | <b>3,700</b> |
|   | 777   | 76  | 2,339 | 43  | 161   |     | 72    | 1,784 | 5          | <b>4,480</b> |
|   | 784   | 508 | 1,431 | 15  | 79    |     | 67    | 613   | 29         | <b>2,742</b> |
|   | 785   | 116 | 1,655 | 37  | 88    |     | 80    | 753   | 150        | <b>2,879</b> |
|   | 794   | 351 | 2,564 | 9   | 186   |     | 89    | 1,446 | 29         | <b>4,674</b> |
|   | 1562  | 162 | 30    | 2   | 9     |     |       | 5     | 9          | <b>217</b>   |
|   | 1567  | 193 | 63    | 5   | 3     |     | 7     |       | 2          | <b>273</b>   |
|   | 1579  | 170 | 34    |     | 18    |     |       | 296   | 7          | <b>525</b>   |
|   | 1590  | 127 | 18    |     |       |     | 50    |       | 18         | <b>213</b>   |
| 1765                                    | 287   | 79  |       | 5   |       | 9   |       | 26    | <b>406</b> |              |
| 1770                                    | 199   | 28  | 2     | 14  |       | 1   | 16    | 18    | <b>278</b> |              |
| 1774                                    | 255   | 90  |       | 15  |       |     | 332   | 4     | <b>696</b> |              |
| 1777                                    | 95    | 52  | 2     | 72  |       | 8   | 39    | 4     | <b>272</b> |              |
| 1784                                    | 583   | 15  |       | 5   |       | 6   | 52    | 20    | <b>681</b> |              |
| 1785                                    | 536   | 18  | 2     | 12  |       |     | 13    | 2     | <b>583</b> |              |
| Palmetto                                | 89    |     | 455   | 414 | 1,278 |     | 1,897 | 1,456 | 185        | <b>5,685</b> |
|   | 90    | 87  | 289   | 214 | 1,062 | 1   | 1,889 | 1,184 | 97         | <b>4,823</b> |
| Pennsylvanian                           | 42    |     | 182   | 93  | 199   |     | 743   |       | 468        | <b>1,685</b> |
|   | 43    |     | 57    | 33  | 179   |     | 854   |       | 377        | <b>1,500</b> |
| Pere Marquette                          | 370   |     | 67    | 68  | 63    |     | 280   | 124   | 36         | <b>638</b>   |
|   | 371   | 16  | 129   | 34  | 49    |     | 345   | 66    | 48         | <b>687</b>   |
| Piedmont                                | 73    |     | 131   | 67  | 82    |     | 339   | 163   | 36         | <b>818</b>   |
|   | 74    |     | 229   | 148 | 148   |     | 261   | 167   | 98         | <b>1,051</b> |
|   | 75    |     | 350   | 47  | 126   |     | 379   | 331   | 22         | <b>1,255</b> |
|   | 76    |     | 170   | 8   | 204   |     | 274   | 612   | 67         | <b>1,335</b> |
|   | 77    |     | 268   | 24  | 190   |     | 227   | 93    | 237        | <b>1,039</b> |
|   | 78    |     | 112   | 7   | 167   |     | 192   | 40    | 172        | <b>690</b>   |
| Richmond /<br>Newport News /<br>Norfolk | 65    | 31  | 143   | 44  | 338   |     | 275   | 142   | 108        | <b>1,081</b> |
|   | 67    | 94  | 142   | 89  | 670   |     | 440   | 99    | 379        | <b>1,913</b> |
|   | 82    | 37  | 62    | 17  | 174   |     | 73    | 19    | 30         | <b>412</b>   |
|   | 84    | 37  | 118   | 51  | 322   |     | 250   | 112   | 171        | <b>1,061</b> |
|   | 85    | 410 | 174   | 43  | 590   |     | 235   | 121   | 275        | <b>1,848</b> |
|   | 86    | 546 | 95    | 211 | 511   | 16  | 277   | 73    | 140        | <b>1,869</b> |
|   | 87    | 104 | 136   | 80  | 256   |     | 28    | 90    | 163        | <b>857</b>   |
|   | 88    | 85  | 130   | 21  | 166   |     | 199   | 23    | 73         | <b>697</b>   |
|   | 93    | 689 | 400   | 50  | 663   |     | 242   | 69    | 233        | <b>2,346</b> |
|   | 94    | 369 | 164   | 89  | 598   |     | 256   | 103   | 440        | <b>2,019</b> |
|   | 95    | 815 | 151   | 37  | 647   |     | 671   | 138   | 367        | <b>2,826</b> |
| 96                                      | 25    | 99  | 24    | 172 |       | 65  | 65    | 29    | <b>479</b> |              |



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

| Route                             | Train   | CTI   | DCS   | DET | DMW | DSR   | DTR | FTI   | PTI   | RTE | Total  |
|-----------------------------------|---------|-------|-------|-----|-----|-------|-----|-------|-------|-----|--------|
| Richmond / Newport News / Norfolk | 99      | 85    | 62    |     | 60  | 261   |     | 109   | 122   | 77  | 776    |
|                                   | 124     |       | 24    |     | 4   | 77    |     | 143   | 153   | 30  | 431    |
|                                   | 125     | 478   | 103   |     | 33  | 348   | 3   | 626   | 225   | 180 | 1,996  |
|                                   | 138     | 119   | 159   |     | 163 | 397   |     | 401   | 313   | 243 | 1,795  |
|                                   | 153     |       | 69    |     | 31  | 173   |     | 234   | 95    | 126 | 728    |
|                                   | 157     | 8     | 46    |     | 4   | 173   |     | 15    | 151   | 38  | 435    |
|                                   | 158     |       | 133   |     |     | 137   |     | 218   | 120   | 147 | 755    |
|                                   | 164     | 101   | 79    |     | 10  | 185   |     | 105   | 4     | 52  | 536    |
|                                   | 174     | 198   | 44    |     | 137 | 916   |     | 260   | 107   | 298 | 1,960  |
|                                   | 185     | 26    | 192   |     | 142 | 483   |     | 418   | 302   | 260 | 1,823  |
|                                   | 186     | 16    | 83    |     | 40  | 346   |     | 521   | 300   | 117 | 1,423  |
|                                   | 194     | 30    | 88    |     |     | 167   |     | 254   | 82    | 63  | 684    |
|                                   | 195     | 145   | 33    |     | 66  | 148   |     | 91    | 196   | 85  | 764    |
|                                   | Roanoke | 66    | 364   | 215 |     | 50    | 651 | 8     | 875   | 645 | 178    |
| 145                               |         |       | 50    |     | 8   | 45    |     | 101   | 61    | 7   | 272    |
| 147                               |         | 14    | 105   |     | 17  | 153   |     | 75    | 66    | 14  | 444    |
| 151                               |         | 121   | 209   |     | 124 | 151   |     | 475   | 583   | 45  | 1,708  |
| 156                               |         | 32    | 78    |     |     | 28    |     | 183   | 36    | 7   | 364    |
| 171                               |         | 708   | 124   |     | 7   | 447   |     | 477   | 328   | 54  | 2,145  |
| 176                               |         | 435   | 156   |     | 62  | 214   |     | 187   | 535   | 24  | 1,613  |
| San Joaquins                      | 702     |       | 238   |     | 145 | 647   | 150 | 2,029 | 551   | 32  | 3,792  |
|                                   | 703     |       | 196   |     | 20  | 540   |     | 1,267 | 892   | 28  | 2,943  |
|                                   | 710     |       | 308   |     | 77  | 781   |     | 1,608 | 1,188 | 37  | 3,999  |
|                                   | 711     |       | 212   |     | 26  | 552   |     | 1,160 | 867   | 77  | 2,894  |
|                                   | 712     |       | 184   |     | 76  | 786   |     | 1,229 | 1,164 | 32  | 3,471  |
|                                   | 713     |       | 244   |     | 50  | 544   |     | 1,040 | 1,379 | 128 | 3,385  |
|                                   | 714     |       | 299   |     | 68  | 623   |     | 1,433 | 1,667 | 62  | 4,152  |
|                                   | 715     |       | 221   |     | 31  | 711   |     | 1,162 | 1,719 | 61  | 3,905  |
|                                   | 716     |       | 215   |     | 22  | 703   |     | 1,288 | 1,368 | 43  | 3,639  |
|                                   | 717     |       | 155   |     | 88  | 600   |     | 1,133 | 1,541 | 90  | 3,607  |
|                                   | 718     |       | 142   |     | 81  | 761   |     | 795   | 1,151 | 73  | 3,003  |
| Silver Meteor                     | 719     |       | 213   |     | 115 | 555   |     | 1,027 | 1,390 | 39  | 3,339  |
|                                   | 97      | 849   | 887   |     | 177 | 1,968 | 12  | 1,988 | 1,838 | 389 | 8,108  |
|                                   | 98      | 1,234 | 925   |     | 81  | 2,097 |     | 2,748 | 2,040 | 443 | 9,568  |
| Silver Star                       | 91      | 719   | 1,657 |     | 92  | 2,768 |     | 2,770 | 1,959 | 606 | 10,571 |
|                                   | 92      | 599   | 1,443 |     | 514 | 2,522 |     | 2,568 | 2,701 | 780 | 11,127 |
| Southwest Chief                   | 3       | 1,704 | 2,745 |     | 616 | 2,694 |     | 7,347 | 2,054 | 575 | 17,735 |
|                                   | 4       | 1,199 | 2,393 |     | 419 | 2,347 |     | 6,711 | 2,031 | 553 | 15,653 |
| Springfield Shuttles              | 400     |       | 5     |     |     | 6     |     | 7     |       |     | 18     |
|                                   | 461     |       | 12    |     |     | 2     |     | 29    |       |     | 43     |
|                                   | 471     |       | 7     |     |     | 244   |     | 51    |       |     | 302    |
|                                   | 474     |       |       |     |     |       |     |       |       | 6   | 6      |
|                                   | 475     |       |       | 20  |     |       |     |       |       |     | 20     |
|                                   | 478     | 40    | 4     |     |     | 2     |     | 53    | 22    | 63  | 184    |

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

| Route                | Train | CTI | DCS   | DMW | DSR   | DTR | FTI    | PTI   | RTE   | Total  |
|----------------------|-------|-----|-------|-----|-------|-----|--------|-------|-------|--------|
| Springfield Shuttles | 488   |     |       |     | 8     |     | 9      |       |       | 17     |
|                      | 494   |     | 45    |     | 114   |     | 18     | 4     | 16    | 197    |
|                      | 495   |     | 41    |     | 20    |     | 118    | 40    | 2     | 221    |
|                      | 499   |     | 4     |     | 3     |     | 36     |       |       | 43     |
| Sunset Ltd           | 1     | 60  | 1,586 | 296 | 2,197 | 40  | 8,336  | 279   | 1,173 | 13,967 |
|                      | 2     |     | 1,753 | 333 | 2,021 | 38  | 7,493  | 470   | 1,868 | 13,976 |
| Texas Eagle          | 21    | 52  | 1,168 | 379 | 4,821 | 58  | 17,093 | 1,502 | 878   | 25,951 |
|                      | 22    | 154 | 1,352 | 161 | 4,805 | 88  | 8,290  | 1,678 | 696   | 17,224 |
| Vermont              | 54    | 19  | 53    | 48  | 1,028 |     |        | 43    |       | 1,191  |
|                      | 55    | 341 | 172   | 68  | 2,891 |     | 80     |       | 52    | 3,604  |
|                      | 56    | 96  | 99    | 116 | 3,004 |     | 117    | 109   | 11    | 3,552  |
|                      | 57    | 94  | 61    | 154 | 872   |     | 27     | 11    |       | 1,219  |
| Wolverine            | 350   | 29  | 208   | 37  | 385   |     | 410    | 981   | 143   | 2,193  |
|                      | 351   | 4   | 213   | 154 | 717   |     | 300    | 47    | 261   | 1,696  |
|                      | 352   |     | 479   | 79  | 701   |     | 1,158  | 562   | 295   | 3,274  |
|                      | 353   |     | 344   | 141 | 694   |     | 749    | 189   | 300   | 2,417  |
|                      | 354   |     | 488   | 7   | 658   |     | 692    | 540   | 169   | 2,554  |
|                      | 355   |     | 146   | 26  | 360   |     | 192    | 723   | 213   | 1,660  |

**Table 26: Third-Party Responsible Train Delay Minutes**

| Route         | Train | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | Total |
|---------------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Acela Express | 2103  |     |     |     | 72  | 10  | 81  |     | 5   | 168   |
|               | 2106  | 17  |     |     |     | 15  |     |     | 8   | 40    |
|               | 2121  |     |     | 10  | 159 | 2   |     |     | 3   | 174   |
|               | 2122  | 6   | 5   |     | 2   | 11  | 58  | 7   | 182 | 271   |
|               | 2126  | 6   |     |     | 15  | 73  | 39  |     | 262 | 395   |
|               | 2128  |     | 7   |     | 51  | 24  |     |     | 202 | 284   |
|               | 2150  | 3   | 21  |     |     | 15  | 85  |     | 164 | 288   |
|               | 2151  | 3   | 31  | 60  | 84  | 1   | 7   |     | 131 | 317   |
|               | 2152  |     | 15  | 22  | 42  | 29  | 43  |     | 111 | 262   |
|               | 2153  | 8   | 32  | 8   | 355 | 118 |     |     | 32  | 553   |
|               | 2154  |     | 10  | 30  | 1   | 3   | 16  |     | 164 | 224   |
|               | 2155  | 21  | 33  | 9   | 46  | 50  | 5   |     | 233 | 397   |
|               | 2156  |     |     |     |     |     |     |     | 3   | 3     |
|               | 2159  | 14  | 64  | 20  | 349 | 18  | 89  |     | 42  | 596   |
|               | 2160  | 13  |     | 98  | 45  | 156 | 36  | 150 | 52  | 550   |
|               | 2163  | 72  | 141 | 15  | 387 | 27  | 20  |     | 160 | 822   |
|               | 2164  | 4   | 3   |     | 22  | 110 |     | 68  | 151 | 358   |
|               | 2165  | 47  | 6   | 30  | 73  | 35  | 65  | 3   | 104 | 363   |
|               | 2167  | 13  | 4   | 6   | 500 | 38  | 15  |     | 259 | 835   |
|               | 2168  | 22  | 3   |     | 39  | 7   |     |     | 34  | 105   |
|               | 2169  | 5   | 14  | 9   | 286 | 31  | 85  |     | 257 | 687   |
|               | 2170  | 15  | 35  | 3   | 22  | 175 | 9   | 30  | 79  | 368   |
|               | 2172  | 9   | 12  |     | 59  | 84  | 12  |     | 71  | 247   |
|               | 2173  | 15  | 25  |     | 212 | 54  | 79  | 9   | 218 | 612   |
|               | 2190  |     | 21  | 3   | 20  | 4   |     |     | 98  | 146   |
|               | 2203  |     |     |     | 7   |     |     |     | 2   | 9     |
| 2205          |       |     |     | 8   | 2   |     |     | 3   | 13  |       |
| 2213          |       |     |     | 14  |     |     |     | 41  | 55  |       |
| 2218          |       |     |     | 19  |     |     | 63  |     | 82  |       |
| 2222          | 18    |     | 8   |     |     |     |     |     | 26  |       |
| 2224          |       |     |     | 3   |     |     | 7   | 2   | 12  |       |

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| Route             | Train | BSP | DBS | MBO | NOD   | POL | TRS | UTL | WTR   | Total |
|-------------------|-------|-----|-----|-----|-------|-----|-----|-----|-------|-------|
| Acela Express     | 2239  |     |     |     |       |     |     |     | 2     | 2     |
|                   | 2248  | 4   | 6   | 18  | 5     |     |     |     | 4     | 37    |
|                   | 2249  |     | 6   |     | 37    | 16  |     |     | 55    | 114   |
|                   | 2250  |     |     | 13  | 2     | 4   |     |     | 11    | 30    |
|                   | 2251  |     | 8   |     | 48    | 2   |     | 91  | 54    | 203   |
|                   | 2252  |     | 4   | 15  | 10    | 20  |     |     | 70    | 119   |
|                   | 2253  | 5   | 15  | 64  | 141   | 21  | 99  |     | 36    | 381   |
|                   | 2254  |     |     |     | 6     |     |     |     | 10    | 16    |
|                   | 2255  |     | 3   | 4   | 2     | 4   |     |     | 14    | 27    |
|                   | 2256  |     |     |     |       |     |     |     | 2     | 2     |
|                   | 2257  |     | 7   | 13  | 40    |     |     |     | 8     | 68    |
|                   | 2259  |     | 10  |     | 60    |     |     |     | 5     | 75    |
| Adirondack        | 68    |     |     |     | 9     |     |     |     | 2     | 11    |
|                   | 69    |     |     |     | 94    |     |     |     | 229   | 323   |
| Auto Train        | 52    |     |     |     | 9     | 278 | 260 |     | 147   | 694   |
|                   | 53    |     | 95  |     | 392   | 35  | 674 |     | 343   | 1,539 |
| Blue Water        | 364   |     | 45  | 41  | 879   | 93  | 51  |     | 586   | 1,695 |
|                   | 365   |     |     | 12  | 1,663 | 28  | 15  |     | 268   | 1,986 |
| California Zephyr | 5     |     | 256 | 167 | 2,479 | 555 | 457 |     | 1,318 | 5,232 |
|                   | 6     |     | 505 | 158 | 1,988 | 445 | 332 |     | 862   | 4,290 |
| Capitol Corridor  | 521   |     |     | 26  | 147   | 169 |     |     | 10    | 352   |
|                   | 522   |     | 37  | 89  | 116   | 127 | 22  |     | 25    | 416   |
|                   | 523   |     |     | 59  | 81    | 265 | 45  |     | 4     | 454   |
|                   | 524   |     |     | 176 | 42    | 22  | 139 |     | 21    | 400   |
|                   | 525   |     |     | 105 | 27    | 44  | 153 |     | 38    | 367   |
|                   | 527   |     |     | 51  | 352   | 187 | 210 |     | 5     | 805   |
|                   | 528   |     |     | 20  | 32    | 19  | 63  |     |       | 134   |
|                   | 529   |     | 14  | 108 | 320   | 66  | 145 |     | 34    | 687   |
|                   | 531   |     | 11  | 82  | 13    | 3   | 42  |     |       | 151   |
|                   | 532   |     |     | 182 | 224   | 55  | 318 |     | 5     | 784   |



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| Route            | Train | DBS | MBO | NOD | POL | TRS | WTR | Total |
|------------------|-------|-----|-----|-----|-----|-----|-----|-------|
| Capitol Corridor | 534   |     | 99  | 37  | 70  | 108 |     | 314   |
|                  | 536   | 27  |     | 193 | 64  |     |     | 284   |
|                  | 538   | 4   |     | 84  | 254 | 67  |     | 409   |
|                  | 540   | 1   | 55  | 51  | 122 | 138 | 6   | 373   |
|                  | 541   |     | 36  | 1   | 66  | 2   |     | 105   |
|                  | 542   |     | 128 | 72  | 165 | 4   | 2   | 371   |
|                  | 543   |     | 113 | 45  | 101 | 46  |     | 305   |
|                  | 544   | 53  | 30  | 53  | 179 |     |     | 315   |
|                  | 545   |     | 32  | 15  | 49  | 58  |     | 154   |
|                  | 546   | 4   | 38  | 24  | 149 | 170 | 14  | 399   |
|                  | 547   |     | 34  | 33  | 152 | 217 | 2   | 438   |
|                  | 548   | 3   | 64  | 131 | 95  | 20  |     | 313   |
|                  | 549   |     | 32  | 47  | 88  | 191 |     | 358   |
|                  | 551   |     | 82  | 78  | 51  | 197 | 14  | 422   |
|                  | 720   |     | 50  | 13  | 34  | 12  | 28  | 137   |
|                  | 723   |     | 23  | 12  | 18  | 42  | 60  | 155   |
|                  | 724   |     | 8   | 15  | 35  | 185 | 9   | 252   |
|                  | 727   |     | 52  | 31  | 13  |     |     | 96    |
|                  | 728   |     | 40  | 3   | 38  | 117 | 11  | 209   |
|                  | 729   |     | 48  | 140 | 69  | 10  | 18  | 285   |
|                  | 732   |     | 33  | 18  | 58  | 436 | 55  | 600   |
|                  | 733   |     | 32  |     | 67  |     |     | 99    |
|                  | 734   |     | 43  | 13  | 42  | 3   |     | 101   |
|                  | 736   |     | 5   | 29  | 295 | 252 | 5   | 586   |
|                  | 737   |     | 51  | 19  | 50  | 8   |     | 128   |
|                  | 738   | 58  | 32  | 28  | 18  | 81  |     | 217   |
|                  | 741   | 116 | 42  | 2   | 16  | 145 | 5   | 326   |
|                  | 742   | 94  | 13  | 6   | 10  | 373 |     | 496   |
|                  | 743   | 2   | 15  | 7   | 239 | 22  | 4   | 289   |
|                  | 744   | 82  |     | 24  | 74  | 134 | 3   | 317   |
| 745              |       | 35  | 3   | 206 | 190 | 15  | 449 |       |
| 746              |       |     | 7   | 47  | 15  |     | 69  |       |
| 747              | 144   |     |     | 55  | 34  |     | 233 |       |
| 748              | 6     |     | 52  | 79  |     | 33  | 170 |       |
| 749              |       | 4   | 49  | 80  | 32  | 95  | 260 |       |

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| Route                           | Train | BSP | CUI | DBS | MBO | NOD   | POL   | TRS   | UTL | WTR   | Total |
|---------------------------------|-------|-----|-----|-----|-----|-------|-------|-------|-----|-------|-------|
| Capitol Corridor                | 751   |     |     | 37  |     | 6     | 65    | 2     |     | 4     | 114   |
| Capitol Ltd                     | 29    |     |     |     | 67  | 2,603 | 53    | 21    | 38  | 187   | 2,969 |
|                                 | 30    |     |     | 46  | 6   | 1,069 | 48    | 136   |     | 74    | 1,379 |
| Cardinal                        | 50    | 6   |     | 40  |     | 1,139 | 38    | 286   |     | 87    | 1,596 |
|                                 | 51    |     |     |     |     | 916   | 44    | 96    |     | 134   | 1,190 |
| Carl Sandburg / Illinois Zephyr | 380   |     |     |     |     | 221   |       | 3     |     | 69    | 293   |
|                                 | 381   |     |     |     |     | 110   |       |       |     |       | 110   |
|                                 | 382   |     |     |     |     | 119   | 5     | 88    |     | 3     | 215   |
|                                 | 383   |     |     |     |     | 155   |       | 23    |     | 19    | 197   |
| Carolinian                      | 79    |     |     | 23  |     | 1,407 | 132   | 60    |     | 207   | 1,829 |
|                                 | 80    | 9   |     | 35  | 66  | 596   | 163   | 81    | 6   | 341   | 1,297 |
| Cascades                        | 500   |     |     | 33  | 98  | 193   | 158   | 3     |     | 513   | 998   |
|                                 | 502   |     |     |     |     |       |       |       |     | 2     | 2     |
|                                 | 503   |     |     | 112 | 135 | 297   | 206   | 133   |     | 536   | 1,419 |
|                                 | 504   |     |     | 2   | 154 | 22    | 33    | 146   |     | 393   | 750   |
|                                 | 505   |     |     |     | 142 | 60    | 252   | 358   |     | 283   | 1,095 |
|                                 | 507   |     |     | 216 | 71  | 15    | 14    | 35    |     | 32    | 383   |
|                                 | 508   |     |     | 211 | 257 | 463   | 118   | 633   |     | 41    | 1,723 |
|                                 | 509   |     |     |     | 10  |       |       |       |     |       | 10    |
|                                 | 516   |     |     | 2   | 336 | 98    | 75    | 17    |     | 602   | 1,130 |
|                                 | 519   |     | 175 | 67  | 127 | 196   | 121   | 236   |     | 38    | 960   |
| City Of New Orleans             | 58    |     |     | 2   | 6   | 4,149 | 170   | 59    |     | 173   | 4,559 |
|                                 | 59    |     |     | 47  |     | 3,814 | 160   | 851   |     | 308   | 5,180 |
|                                 | 1058  |     |     |     |     | 235   | 380   |       |     |       | 615   |
| Coast Starlight                 | 11    |     |     | 98  | 323 | 5,347 | 857   | 1,326 |     | 1,535 | 9,486 |
|                                 | 14    |     |     | 88  | 243 | 1,618 | 1,133 | 1,351 |     | 2,345 | 6,778 |
| Crescent                        | 19    |     |     | 2   | 20  | 4,291 | 365   | 648   | 103 | 331   | 5,760 |
|                                 | 20    |     |     | 70  | 10  | 6,074 | 261   | 441   | 112 | 448   | 7,416 |
| Downeaster                      | 680   |     |     | 55  |     | 263   |       |       |     | 39    | 357   |
|                                 | 681   |     |     | 30  |     | 158   | 16    | 150   |     | 122   | 476   |
|                                 | 682   |     |     |     |     | 115   |       |       |     | 50    | 165   |
|                                 | 683   |     |     | 43  |     | 39    |       | 10    |     | 56    | 148   |
|                                 | 684   |     |     |     |     | 123   |       |       |     | 23    | 146   |
|                                 | 685   |     |     |     |     | 353   | 14    | 81    |     | 30    | 478   |
|                                 | 686   |     |     |     |     | 67    |       | 2     |     | 8     | 77    |

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| Route               | Train | DBS | MBO | NOD   | POL | TRS | WTR   | Total |
|---------------------|-------|-----|-----|-------|-----|-----|-------|-------|
| Downeaster          | 687   | 69  |     | 115   | 3   |     | 27    | 214   |
|                     | 688   | 152 |     | 182   |     |     | 6     | 340   |
|                     | 689   |     |     | 528   | 21  | 2   | 18    | 569   |
|                     | 690   |     |     | 163   |     | 2   | 15    | 180   |
|                     | 691   |     |     | 112   |     |     | 4     | 116   |
|                     | 692   | 4   |     | 40    |     |     | 16    | 60    |
|                     | 693   |     |     | 23    |     |     |       | 23    |
|                     | 694   | 3   |     | 30    |     | 18  | 4     | 55    |
|                     | 695   |     |     | 75    | 7   |     | 2     | 84    |
|                     | 696   |     |     | 14    |     |     |       | 14    |
|                     | 697   | 150 |     | 38    |     |     | 4     | 192   |
|                     | 698   | 2   |     | 20    |     |     |       | 22    |
|                     | 699   |     |     | 164   |     |     | 42    | 206   |
|                     | 1689  |     |     | 90    |     |     | 32    | 122   |
| Empire Builder      | 7     | 142 | 74  | 4,274 | 146 | 356 | 865   | 5,857 |
|                     | 8     | 103 | 27  | 2,212 | 275 | 216 | 1,255 | 4,088 |
|                     | 27    | 7   | 158 | 6,963 |     |     | 5     | 7,133 |
|                     | 28    |     | 120 | 164   | 122 | 23  | 89    | 518   |
| Ethan Allen Express | 290   | 61  |     | 1,562 | 133 | 6   | 147   | 1,909 |
|                     | 291   |     |     | 1,282 | 27  | 113 | 420   | 1,842 |
| Heartland Flyer     | 821   | 1   |     | 25    |     | 18  | 12    | 56    |
|                     | 822   |     |     | 8     | 22  | 141 | 22    | 193   |
| Hiawatha            | 329   | 5   |     |       |     |     | 8     | 13    |
|                     | 330   |     |     | 193   |     |     | 5     | 198   |
|                     | 331   |     |     | 3     |     |     | 11    | 14    |
|                     | 332   |     |     |       |     | 13  | 17    | 30    |
|                     | 333   |     |     |       |     | 8   | 9     | 17    |
|                     | 334   | 17  |     |       | 3   |     | 9     | 29    |
|                     | 335   |     |     | 11    | 7   |     | 2     | 20    |
|                     | 336   |     | 1   |       | 27  |     |       | 28    |
|                     | 337   |     |     | 2     |     | 58  |       | 60    |
|                     | 338   |     |     |       |     | 12  | 23    | 35    |
|                     | 339   |     |     | 57    | 52  |     | 9     | 118   |
| 340                 |       |     |     |       |     | 2   | 2     |       |
| 341                 | 11    |     | 2   |       | 67  |     | 80    |       |



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| Route           | Train | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR        | Total      |
|-----------------|-------|-----|-----|-----|-----|-----|-----|-----|------------|------------|
| Hiawatha        | 342   |     |     |     |     |     |     |     | 33         | <b>33</b>  |
|                 | 343   |     |     |     |     |     | 71  |     |            | <b>71</b>  |
| Illini / Saluki | 390   |     |     |     | 37  | 9   | 1   |     | 36         | <b>83</b>  |
|                 | 391   |     |     |     | 6   |     | 34  |     | 18         | <b>58</b>  |
|                 | 392   |     |     |     | 9   |     |     |     | 31         | <b>40</b>  |
|                 | 393   |     | 8   | 8   | 20  | 7   | 31  |     | 47         | <b>121</b> |
| Keystone        | 600   | 14  |     |     | 4   |     |     |     | 24         | <b>42</b>  |
|                 | 601   |     |     |     |     |     |     |     | 72         | <b>72</b>  |
|                 | 605   |     |     |     |     |     |     |     | 6          | <b>6</b>   |
|                 | 607   | 19  |     |     |     |     |     |     | 11         | <b>30</b>  |
|                 | 609   | 17  |     | 6   |     | 9   |     |     | 18         | <b>50</b>  |
|                 | 610   |     |     |     |     |     |     |     | 10         | <b>10</b>  |
|                 | 611   | 10  |     |     |     |     |     |     | 64         | <b>74</b>  |
|                 | 618   |     |     |     |     | 10  |     |     | 18         | <b>28</b>  |
|                 | 620   | 7   |     |     |     |     |     |     | 27         | <b>34</b>  |
|                 | 640   |     | 5   |     |     | 1   | 36  |     | 135        | <b>177</b> |
|                 | 641   | 7   |     |     | 2   |     | 3   |     | 80         | <b>92</b>  |
|                 | 642   |     |     |     | 4   |     |     |     | 80         | <b>84</b>  |
|                 | 643   |     |     |     | 1   |     |     |     | 195        | <b>196</b> |
|                 | 644   | 9   |     | 81  | 1   |     |     |     | 8          | <b>99</b>  |
|                 | 645   | 26  |     |     |     |     |     |     | 90         | <b>116</b> |
|                 | 646   | 27  |     | 4   |     |     |     |     | 35         | <b>66</b>  |
|                 | 647   |     |     | 8   |     | 6   |     |     | 8          | <b>22</b>  |
|                 | 648   |     |     | 7   |     |     |     |     | 6          | <b>13</b>  |
|                 | 649   | 18  |     | 6   |     | 4   | 64  |     | 37         | <b>129</b> |
|                 | 650   | 7   |     |     | 8   |     | 5   |     | 71         | <b>91</b>  |
| 651             | 10    | 6   |     | 32  | 60  | 16  | 9   |     | <b>133</b> |            |
| 652             |       |     |     | 8   | 32  |     |     |     | <b>40</b>  |            |
| 653             | 18    |     | 6   |     | 29  | 5   |     | 58  | <b>116</b> |            |



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| Route              | Train | BSP | DBS | MBO | NOD   | POL | TRS | WTR       | Total        |
|--------------------|-------|-----|-----|-----|-------|-----|-----|-----------|--------------|
| Keystone           | 654   | 12  | 32  |     | 80    |     | 58  | 63        | <b>245</b>   |
|                    | 655   |     |     |     |       |     | 114 | 12        | <b>126</b>   |
|                    | 656   | 21  |     |     | 3     | 42  | 44  | 54        | <b>164</b>   |
|                    | 657   |     | 7   |     |       | 14  | 43  | 46        | <b>110</b>   |
|                    | 658   | 3   |     |     |       |     | 30  |           | <b>33</b>    |
|                    | 660   |     |     | 30  |       |     |     | 137       | <b>167</b>   |
|                    | 661   |     |     |     |       | 6   |     | 28        | <b>34</b>    |
|                    | 662   |     | 11  |     |       |     |     | 39        | <b>50</b>    |
|                    | 663   | 7   |     |     |       | 7   |     | 17        | <b>31</b>    |
|                    | 664   |     |     |     |       | 28  |     | 35        | <b>63</b>    |
|                    | 665   |     |     |     | 2     | 5   |     | 5         | <b>12</b>    |
|                    | 666   |     |     |     |       |     |     | 92        | <b>92</b>    |
|                    | 667   |     |     | 11  | 25    | 4   | 115 | 26        | <b>181</b>   |
|                    | 669   |     |     |     |       | 1   | 27  | 8         | <b>36</b>    |
|                    | 670   |     |     |     | 6     |     |     |           | <b>6</b>     |
|                    | 671   |     |     | 12  |       | 12  |     |           | <b>24</b>    |
| 672                |       | 27  |     | 1   |       |     | 5   | <b>33</b> |              |
| 674                | 7     |     |     |     |       |     |     | <b>7</b>  |              |
| Lake Shore Ltd     | 48    |     | 41  | 37  | 3,389 | 425 | 95  | 106       | <b>4,093</b> |
|                    | 49    |     | 13  | 50  | 2,068 | 238 | 373 | 164       | <b>2,906</b> |
|                    | 448   |     | 10  |     | 742   | 70  | 179 | 63        | <b>1,064</b> |
|                    | 449   |     |     |     | 274   | 54  | 19  | 33        | <b>380</b>   |
| Lincoln / Missouri | 318   |     | 27  |     | 479   | 7   | 261 | 303       | <b>1,077</b> |
|                    | 319   |     |     | 3   | 700   |     | 392 | 169       | <b>1,264</b> |
| Lincoln Service    | 300   |     |     |     | 284   |     |     | 111       | <b>395</b>   |
|                    | 301   |     |     |     | 560   |     |     | 138       | <b>698</b>   |
|                    | 302   |     |     | 16  | 1,302 | 7   | 19  | 135       | <b>1,479</b> |
|                    | 305   |     |     |     | 86    | 96  |     | 270       | <b>452</b>   |
|                    | 306   |     |     | 6   | 837   |     | 84  | 111       | <b>1,038</b> |
|                    | 307   |     | 17  |     | 381   | 41  |     | 220       | <b>659</b>   |
| Maple Leaf         | 63    |     |     |     | 1,813 | 87  | 3   | 186       | <b>2,089</b> |
|                    | 64    |     | 4   |     | 1,373 | 107 | 176 | 124       | <b>1,784</b> |
| Missouri           | 311   |     | 3   |     | 33    | 12  |     |           | <b>48</b>    |
|                    | 316   |     | 104 |     | 56    |     |     |           | <b>160</b>   |
| New York - Albany  | 232   |     |     |     | 2     |     |     | 14        | <b>16</b>    |

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

| Route                       | Train | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | Total |
|-----------------------------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| New York - Albany           | 233   |     |     |     | 25  | 172 |     |     | 563 | 760   |
|                             | 234   |     |     | 2   | 98  |     |     |     | 9   | 109   |
|                             | 235   |     |     | 4   | 6   |     |     |     | 52  | 62    |
|                             | 236   |     |     |     | 4   | 4   |     |     | 249 | 257   |
|                             | 237   |     |     |     | 113 |     |     |     | 52  | 165   |
|                             | 238   |     |     |     | 11  | 5   | 246 |     | 168 | 430   |
|                             | 239   |     |     |     | 87  |     | 49  |     | 16  | 152   |
|                             | 240   |     |     |     | 4   |     |     |     | 278 | 282   |
|                             | 241   |     |     |     | 50  | 91  | 88  |     | 109 | 338   |
|                             | 243   |     |     |     | 140 |     |     |     | 16  | 156   |
|                             | 244   |     |     |     | 111 | 62  |     |     | 15  | 188   |
|                             | 250   |     |     |     |     |     |     |     | 46  | 46    |
|                             | 253   |     |     |     | 8   | 8   | 77  |     | 4   | 97    |
|                             | 256   |     |     |     |     |     |     |     | 4   | 4     |
|                             | 259   |     |     |     | 39  | 18  | 94  |     | 2   | 153   |
|                             | 260   |     | 304 |     | 18  | 2   |     |     | 4   | 328   |
| 261                         |       |     |     | 7   |     |     |     |     | 7   |       |
| New York - Niagara Falls    | 280   |     | 2   |     | 796 |     | 3   |     | 227 | 1,028 |
|                             | 281   |     |     |     | 201 | 156 |     |     | 581 | 938   |
|                             | 283   |     |     |     | 101 | 129 | 138 |     | 210 | 578   |
|                             | 284   |     | 16  |     | 637 | 33  | 341 |     | 88  | 1,115 |
| On Spine Northeast Regional | 121   |     |     | 9   |     |     |     |     | 173 | 182   |
|                             | 122   |     |     |     | 8   |     |     |     | 2   | 10    |
|                             | 126   |     |     | 48  | 7   | 5   |     |     | 4   | 64    |
|                             | 129   | 6   |     |     | 61  | 23  |     | 13  | 197 | 300   |
|                             | 132   |     |     |     | 6   |     |     |     | 103 | 109   |
|                             | 134   |     |     |     | 3   |     |     |     |     | 3     |
|                             | 135   |     | 26  | 13  | 85  | 2   |     |     | 62  | 188   |
|                             | 137   |     | 25  | 5   | 77  | 35  | 196 |     | 355 | 693   |
|                             | 139   |     | 18  |     | 2   | 21  |     |     | 32  | 73    |
|                             | 140   |     |     | 10  | 33  | 5   |     |     | 195 | 243   |
|                             | 141   |     | 7   | 7   | 156 | 130 |     |     | 272 | 572   |
|                             | 143   |     |     |     |     | 3   |     |     | 2   | 5     |
|                             | 146   |     | 4   | 52  | 2   |     |     |     |     | 58    |
| 148                         | 12    | 9   |     | 233 | 111 |     |     | 8   | 190 | 563   |

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

| Route                          | Train | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | Total |
|--------------------------------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| On Spine<br>Northeast Regional | 149   |     | 86  |     | 3   | 35  | 38  |     | 55  | 217   |
|                                | 150   |     | 11  | 6   | 17  | 24  |     |     | 165 | 223   |
|                                | 152   |     |     |     | 10  | 5   |     |     | 194 | 209   |
|                                | 154   |     |     |     |     | 57  |     |     | 24  | 81    |
|                                | 155   |     |     |     | 22  |     |     |     | 5   | 27    |
|                                | 159   |     |     |     | 18  | 5   | 21  |     |     | 44    |
|                                | 160   |     |     | 5   | 27  |     | 94  |     | 26  | 152   |
|                                | 161   |     | 9   |     | 51  | 8   | 205 |     | 81  | 354   |
|                                | 162   |     | 22  |     | 7   | 2   | 81  |     | 106 | 218   |
|                                | 163   |     | 36  | 9   |     | 19  | 54  |     | 31  | 149   |
|                                | 165   |     | 4   | 6   | 3   |     |     |     | 70  | 83    |
|                                | 166   |     | 3   |     | 17  | 4   |     |     | 71  | 95    |
|                                | 167   |     | 12  |     | 61  |     |     |     | 22  | 95    |
|                                | 168   |     |     |     | 3   | 22  |     | 71  | 67  | 163   |
|                                | 169   |     | 61  |     | 69  | 4   | 7   |     | 79  | 220   |
|                                | 172   | 22  | 4   | 43  | 8   | 32  | 33  |     | 121 | 263   |
|                                | 173   | 13  | 36  |     | 371 | 25  | 32  |     | 215 | 692   |
|                                | 175   | 18  | 23  | 17  | 7   | 45  | 86  | 7   | 559 | 762   |
|                                | 178   | 5   | 20  |     | 300 | 44  | 101 |     | 357 | 827   |
|                                | 179   |     | 190 |     | 115 | 14  | 8   |     | 281 | 608   |
|                                | 180   |     | 11  |     | 3   | 21  | 87  |     | 78  | 200   |
|                                | 182   | 10  |     | 62  |     | 2   |     |     | 3   | 77    |
|                                | 183   |     |     |     | 34  | 22  | 55  |     | 65  | 176   |
|                                | 184   | 43  |     | 8   | 192 | 14  | 31  |     | 63  | 351   |
|                                | 190   |     | 25  | 5   | 207 | 60  | 63  |     | 233 | 593   |
|                                | 192   |     |     | 44  | 32  |     | 18  |     |     | 94    |
|                                | 193   |     |     | 25  | 13  | 51  |     |     | 389 | 478   |
| 196                            | 8     | 12  |     | 39  | 12  | 58  |     | 172 | 301 |       |
| 1195                           |       |     |     | 2   |     |     |     |     | 2   |       |
| Pacific Surfliner              | 562   |     |     |     | 211 | 27  | 2   |     | 5   | 245   |
|                                | 564   |     |     |     | 182 |     |     |     | 1   | 183   |
|                                | 567   |     |     |     | 21  |     |     |     |     | 21    |
|                                | 580   |     |     |     | 339 | 84  | 4   |     |     | 427   |
|                                | 581   |     | 4   |     | 222 | 27  | 2   |     |     | 255   |

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

| Route                                   | Train | BSP | DBS | MBO | NOD   | POL | TRS | WTR | Total |
|---|-------|-----|-----|-----|-------|-----|-----|-----|-------|
| Pacific Surfliner                       | 588   |     |     |     | 213   | 40  | 2   |     | 255   |
|   | 591   |     |     |     | 185   | 51  | 7   |     | 243   |
|   | 595   |     |     |     | 36    | 38  |     |     | 74    |
|   | 761   |     | 14  |     | 368   | 49  | 211 |     | 642   |
|   | 765   |     | 6   |     | 1,052 | 191 | 26  |     | 1,275 |
|   | 770   |     |     |     | 301   | 6   | 57  | 4   | 368   |
|   | 774   |     | 8   |     | 764   | 183 | 83  |     | 1,038 |
|   | 777   |     | 3   |     | 691   | 449 | 43  |     | 1,186 |
|   | 784   |     |     |     | 1,050 | 10  | 43  | 2   | 1,105 |
|   | 785   |     |     |     | 932   | 43  | 47  | 39  | 1,061 |
|   | 794   |     | 33  |     | 69    | 153 | 51  |     | 306   |
|   | 1562  |     |     |     | 52    |     |     | 57  | 109   |
|   | 1567  |     |     |     | 93    |     | 9   | 4   | 106   |
|   | 1579  |     |     |     | 142   | 8   |     |     | 150   |
|   | 1590  |     |     |     | 12    | 34  | 2   |     | 48    |
|   | 1765  |     |     |     | 140   |     |     |     | 140   |
|   | 1770  |     |     |     | 28    | 2   | 2   |     | 32    |
|   | 1774  |     |     |     | 38    |     | 7   |     | 45    |
|   | 1777  |     |     |     | 75    | 33  | 9   |     | 117   |
|   | 1784  |     |     |     | 3     | 2   | 3   |     | 8     |
| 1785                                    |       |     |     | 6   | 29    | 3   |     | 38  |       |
| Palmetto                                | 89    |     |     | 9   | 1,372 | 46  | 184 | 57  | 1,668 |
|   | 90    |     | 22  |     | 839   | 262 | 204 | 423 | 1,750 |
| Pennsylvanian                           | 42    | 51  | 8   |     | 79    | 8   |     | 365 | 511   |
|   | 43    | 11  |     | 32  | 64    | 52  |     | 376 | 535   |
| Pere Marquette                          | 370   |     | 3   | 75  | 122   | 11  | 9   | 70  | 290   |
|   | 371   |     | 3   | 9   | 164   |     | 36  | 86  | 298   |
| Piedmont                                | 73    |     |     |     | 7     |     | 7   | 279 | 293   |
|   | 74    |     | 170 |     | 107   | 374 |     | 202 | 853   |
|   | 75    |     | 48  |     | 180   | 3   | 260 | 146 | 637   |
|   | 76    |     | 2   |     | 72    | 44  | 77  | 144 | 339   |
|   | 77    |     | 84  |     | 7     | 144 | 32  | 151 | 418   |
|   | 78    |     |     |     | 75    | 12  | 72  | 55  | 214   |
| Richmond /<br>Newport News /<br>Norfolk | 65    |     | 41  |     | 202   | 33  | 18  | 20  | 314   |
|   | 67    |     | 4   |     | 679   | 119 | 493 | 49  | 1,344 |

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

| Route                                   | Train        | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | Total |
|---|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Richmond /<br>Newport News /<br>Norfolk | 82           |     | 10  | 14  | 59  | 4   | 10  |     | 72  | 169   |
|   | 84           |     |     |     | 688 | 251 | 22  |     | 72  | 1,033 |
|   | 85           | 18  | 23  | 10  | 275 | 48  | 236 | 11  | 298 | 919   |
|   | 86           | 16  |     | 13  | 324 |     | 99  |     | 189 | 641   |
|   | 87           |     | 84  | 101 | 21  | 95  | 156 | 83  | 150 | 690   |
|   | 88           |     |     | 12  | 189 | 48  | 3   |     | 38  | 290   |
|   | 93           |     | 31  | 14  | 505 | 15  | 148 |     | 472 | 1,185 |
|   | 94           | 3   | 22  | 17  | 309 | 10  | 9   |     | 195 | 565   |
|   | 95           | 18  | 125 | 49  | 251 | 93  | 4   |     | 214 | 754   |
|   | 96           |     |     |     | 25  | 18  |     |     | 63  | 106   |
|   | 99           |     | 6   |     | 7   | 4   | 36  | 35  | 276 | 364   |
|   | 124          |     |     |     | 242 | 11  |     |     | 1   | 254   |
|   | 125          | 23  |     |     | 574 | 34  | 84  |     | 24  | 739   |
|   | 138          | 11  | 18  | 6   | 187 | 98  | 4   |     | 197 | 521   |
|   | 153          |     |     | 2   | 85  | 2   |     |     | 19  | 108   |
|   | 157          | 7   |     |     | 49  | 6   | 4   |     | 116 | 182   |
|   | 158          |     |     |     | 109 | 20  |     |     | 26  | 155   |
|   | 164          |     | 4   | 4   | 233 | 32  | 4   |     | 242 | 519   |
|   | 174          | 37  |     | 56  | 223 | 158 | 266 | 153 | 305 | 1,198 |
|   | 185          |     |     | 58  | 206 | 30  | 15  |     | 38  | 347   |
| 186                                     | 9            |     |     | 590 | 31  |     |     | 158 | 788 |       |
| 194                                     |              |     |     | 50  | 7   |     | 113 | 42  | 212 |       |
| 195                                     |              | 23  | 7   | 69  | 6   |     | 121 | 297 | 523 |       |
| Roanoke                                 | 66           |     | 173 |     | 519 | 62  | 120 |     | 200 | 1,074 |
|   | 145          |     |     |     | 15  |     | 5   |     | 281 | 301   |
|   | 147          |     | 30  |     | 56  | 85  |     | 27  | 143 | 341   |
|   | 151          |     | 31  |     | 538 | 38  | 146 |     | 64  | 817   |
|   | 156          |     | 2   | 6   | 18  | 49  |     | 80  | 46  | 201   |
|   | 171          | 10  | 87  | 7   | 424 | 102 | 193 |     | 333 | 1,156 |
|   | 176          | 37  |     | 8   | 172 | 103 |     | 45  | 216 | 581   |
|   | San Joaquins | 702 |     |     |     | 467 | 41  | 39  |     | 10    |
| 703                                     |              |     |     |     | 396 | 282 | 311 |     | 61  | 1,050 |
| 710                                     |              |     | 13  |     | 514 | 116 | 405 |     | 16  | 1,064 |
| 711                                     |              |     |     |     | 880 | 37  | 197 |     | 14  | 1,128 |
| 712                                     |              |     | 3   |     | 627 | 43  | 89  |     | 21  | 783   |

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

| Route                | Train | BSP | DBS | MBO | NOD   | POL | TRS | UTL | WTR   | Total |
|----------------------|-------|-----|-----|-----|-------|-----|-----|-----|-------|-------|
| San Joaquins         | 713   |     | 10  | 6   | 523   | 75  | 38  |     | 16    | 668   |
|                      | 714   |     | 2   |     | 494   | 168 | 189 |     | 16    | 869   |
|                      | 715   |     |     |     | 176   | 263 | 172 |     | 20    | 631   |
|                      | 716   |     | 4   | 5   | 511   | 205 | 216 |     | 29    | 970   |
|                      | 717   |     |     |     | 353   | 111 | 149 |     | 16    | 629   |
|                      | 718   |     | 19  |     | 387   | 116 | 296 |     | 24    | 842   |
|                      | 719   |     | 8   |     | 340   | 305 | 314 |     | 6     | 973   |
| Silver Meteor        | 97    | 20  | 116 | 38  | 1,715 | 262 | 567 | 79  | 194   | 2,991 |
|                      | 98    |     | 117 | 6   | 1,247 | 210 | 214 |     | 111   | 1,905 |
| Silver Star          | 91    | 10  | 131 | 10  | 1,128 | 344 | 15  | 119 | 388   | 2,145 |
|                      | 92    |     |     | 18  | 1,399 | 324 | 136 | 59  | 697   | 2,633 |
| Southwest Chief      | 3     |     | 545 | 134 | 2,119 | 471 | 606 |     | 1,360 | 5,235 |
|                      | 4     |     | 181 | 121 | 2,920 | 285 | 176 |     | 574   | 4,257 |
| Springfield Shuttles | 400   |     |     |     | 108   |     |     |     | 13    | 121   |
|                      | 405   |     |     |     |       | 5   |     |     | 52    | 57    |
|                      | 409   |     |     |     |       |     |     |     | 19    | 19    |
|                      | 412   |     |     |     |       |     |     |     | 4     | 4     |
|                      | 416   |     |     |     |       | 2   |     |     | 9     | 11    |
|                      | 417   |     | 103 |     |       | 19  |     |     | 87    | 209   |
|                      | 432   |     |     |     |       | 18  |     |     | 28    | 46    |
|                      | 450   |     |     |     |       | 7   |     |     | 48    | 55    |
|                      | 451   |     | 0   |     |       | 69  | 26  |     | 152   | 247   |
|                      | 460   |     |     |     |       | 10  |     |     | 27    | 37    |
|                      | 461   |     |     |     | 111   | 2   |     |     | 22    | 135   |
|                      | 463   |     |     |     |       | 4   |     |     | 8     | 12    |
|                      | 464   |     |     |     |       | 14  |     |     | 74    | 88    |
|                      | 465   |     |     |     |       | 10  |     |     | 18    | 28    |
|                      | 467   |     |     |     |       |     |     |     | 22    | 22    |
|                      | 470   |     |     |     |       | 9   |     |     | 162   | 171   |
|                      | 471   |     |     |     | 410   | 8   | 5   |     | 188   | 611   |
|                      | 473   |     |     |     |       |     |     |     | 50    | 50    |
|                      | 474   |     | 8   |     |       | 30  |     |     | 41    | 79    |
|                      | 475   |     | 12  |     |       | 24  | 4   |     | 71    | 111   |
| 476                  |       |     |     |     |       | 12  |     | 104 | 116   |       |
| 478                  |       |     |     | 101 | 3     | 11  |     | 193 | 308   |       |



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| Route                | Train | BSP | CUI | DBS | MBO | NOD   | POL | TRS | UTL | WTR | Total        |
|----------------------|-------|-----|-----|-----|-----|-------|-----|-----|-----|-----|--------------|
| Springfield Shuttles | 479   |     |     |     |     |       |     |     |     | 76  | <b>76</b>    |
|                      | 488   |     |     |     |     | 122   | 4   |     |     | 95  | <b>221</b>   |
|                      | 490   |     |     |     |     |       |     |     |     | 77  | <b>77</b>    |
|                      | 494   |     |     |     |     | 170   | 17  |     |     | 124 | <b>311</b>   |
|                      | 495   |     |     | 24  |     | 363   | 2   |     |     | 145 | <b>534</b>   |
|                      | 497   |     |     |     |     |       | 5   |     |     | 13  | <b>18</b>    |
|                      | 499   |     |     |     |     | 120   |     |     |     | 110 | <b>230</b>   |
| Sunset Ltd           | 1     |     | 14  | 100 | 90  | 1,143 | 124 | 531 |     | 118 | <b>2,120</b> |
|                      | 2     |     | 534 | 120 | 46  | 702   | 428 | 136 |     | 259 | <b>2,225</b> |
| Texas Eagle          | 21    |     |     |     | 14  | 6,123 | 637 | 322 |     | 495 | <b>7,591</b> |
|                      | 22    |     |     | 42  | 29  | 4,690 | 292 | 658 |     | 424 | <b>6,135</b> |
| Vermonter            | 54    | 1   |     | 22  | 22  | 209   | 5   | 13  |     | 124 | <b>396</b>   |
|                      | 55    |     |     | 14  | 6   | 447   | 11  | 119 |     | 305 | <b>902</b>   |
|                      | 56    |     |     | 17  | 24  | 429   | 32  |     |     | 162 | <b>664</b>   |
|                      | 57    |     |     |     |     | 166   | 10  |     | 4   | 64  | <b>244</b>   |
| Wolverine            | 350   |     |     | 6   | 8   | 444   | 15  | 17  |     | 254 | <b>744</b>   |
|                      | 351   |     |     | 13  | 19  | 4     | 17  | 62  |     | 501 | <b>616</b>   |
|                      | 352   |     |     | 78  | 49  | 187   | 56  | 200 |     | 208 | <b>778</b>   |
|                      | 353   |     |     | 84  | 55  | 65    | 12  | 71  |     | 186 | <b>473</b>   |
|                      | 354   |     |     | 55  | 120 | 229   | 30  | 325 |     | 468 | <b>1,227</b> |
|                      | 355   |     |     | 17  |     | 40    | 44  | 305 |     | 292 | <b>698</b>   |

