

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



Covering the Quarter Ending June 2023  
(Third 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 third quarter of FY 2023 from April 1, 2023 to June 30, 2023, includes data about Amtrak's on-time performance, minutes of delay, causes of delay, cost recovery, ridership, customer satisfaction, and station arrivals. 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 third 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 third quarter of FY 2023, regardless of schedule certification status.

The routes with the highest OTP in this quarter were the Keystone (94 percent), Pere Marquette (93 percent), and Hiawatha (89 percent), and those with the lowest were the California Zephyr (22 percent), Southwest Chief (28 percent), and the Sunset Limited (35 percent).

This quarter's report again provides an 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 second or third quarter of FY 2023, 66 percent met the 80 percent customer OTP standard, 21 percent did not meet the standard, and 13 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 1.42 million minutes of delay during the third quarter of FY 2023, up 9 percent from the previous quarter and an increase of 10 percent over FY 2022 Q3. The largest cause of delay was freight train interference at 240,886 minutes of delay – 17 percent of total delay minutes, an increase of 3 percent from the previous quarter and a decrease of 19 percent from

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the third 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 for all Amtrak-responsible and host-responsible delays. In the third quarter of FY 2023, Amtrak trains traveled 9.3 million train miles, an increase of 7 percent from the second quarter of FY 2023 and an increase of 16 percent over the third 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 (1,347 minutes); the Class I host railroad with the smallest number of host-responsible delay minutes per 10,000 train miles was Canadian Pacific (506 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 third quarter of FY 2023, customers rated 65 percent (30 of 46) of routes as 80 percent or higher in terms of overall satisfaction, and no routes were below 70 percent.

### Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned \$886M in adjusted operating revenue and incurred \$1,064M in fully allocated operating expenses, achieving a cost recovery ratio of 83 percent. Routes that operated in the third quarter with high cost recovery ratios include the Missouri River Runner (138 percent), Acela Express (133 percent), Auto Train (125 percent), and Northeast Regional (125 percent).

Amtrak had 7,492,595 total riders during the quarter, an increase of 27 percent over the previous quarter and 19 percent higher than the third quarter of FY 2022. The Northeast Regional (2,390,046 riders), Acela Express (779,022 riders), and Pacific Surfliner (371,260 riders) accounted for 47 percent of the total ridership. These routes, along with the Auto Train, also accounted for 46 percent of Amtrak’s adjusted operating revenue: Northeast Regional (\$213.8M), Acela Express (\$140.7M), Auto Train (\$32.8M), and Pacific Surfliner (\$23.9M).

### 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 available at [railroads.dot.gov](https://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 ninth full calendar quarter three months after the publication of the final rule in the Federal Register, which is the third quarter (Q3) of Federal fiscal year (FY) 2023, running from April 1, 2023, to June 30, 2023. 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 third 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 ninth 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) October 1 – December 31, 2021 (all schedules)	Standard: 80% for two consecutive quarters  Percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time
	Ridership data	Prior Month	Number of host railroads to whom Amtrak has provided host-specific ridership data
	Certified schedules	Prior Month	Number of certified schedules, uncertified schedules, and disputed schedules
	Train delays	April 1 – June 30, 2021	Minutes of delay for all Amtrak-responsible delays, host-responsible delays, and third-party delays, reported by delay code
	Train delays per 10K train miles	April 1 – June 30, 2021	Minutes of delay per 10,000 train miles for all Amtrak-responsible and host-responsible delays
	Station performance	July 1 – September 30, 2021	Number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations
	Host running time	July 1 – September 30, 2021	Average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton

Category	Metric	First Period Reported	Summary Description
Customer Service	Customer satisfaction	April 1 – June 30, 2021	Percent of respondents who provided a score of 70 percent or greater for their “overall satisfaction” on a 100-point scale for their most recent trip, shown both adjusted for performance and unadjusted
	Amtrak personnel	April 1 – June 30, 2021	Average score from respondents for their overall review of Amtrak personnel
	Information given	April 1 – June 30, 2021	Average score from respondents for their overall review of information provided by Amtrak
	On-board comfort	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board comfort
	On-board cleanliness	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board cleanliness
	On-board food service	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board food service
Financial	Cost recovery	April 1 – June 30, 2021	Amtrak’s adjusted operating revenue divided by Amtrak’s adjusted operating expense
	Avoidable operating costs covered by passenger revenue	April 1 – June 30, 2021	Percent of avoidable operating costs divided by passenger revenue for each route, shown with and without State operating payments
	Fully allocated costs covered by passenger revenue	April 1 – June 30, 2021	Percent of fully allocated core operating costs divided by passenger revenue for each route, shown with and without State operating payments
	Average ridership	April 1 – June 30, 2021	Number of passenger-miles divided by train-miles for each route
	Total ridership	April 1 – June 30, 2021	Total number of passengers

Category	Metric	First Period Reported	Summary Description
Public Benefits	Connectivity	October 1 – December 31, 2021 (covering all of FY2021)	Percent of passengers connecting to and from other Amtrak routes
	Missed connections	October 1 – December 31, 2021 (covering all of FY2021)	Percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train
	Community access	October 1 – December 31, 2021 (covering all of FY2021)	Percent of Amtrak passenger-trips to and from not well-served communities
	Service availability	October 1 – December 31, 2021 (covering all of FY2021)	Total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day



**IV. Amtrak Route Structure and Descriptions**

Amtrak provides intercity passenger rail service across the nation, serving more than 500 destinations in 46 states. Amtrak has three operating service lines: Northeast Corridor (NEC), which provides service between Boston, MA, and Washington, DC; State Supported, which provides service on corridor routes of not more than 750 miles through cost-sharing agreements with State Partners; and Long Distance, which includes all routes over 750 miles nationwide. See Table 2 for a description of the service lines and routes and Table 3 for a list of host railroads for each route.

**Table 2. Route Descriptions**

Service Line	Route Name	Sub Service	Route Description
Northeast Corridor	Acela Express	Acela Express	Between Boston, New York (Penn Station), and Washington, DC
	Northeast Regional	On Spine Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station), and Washington, DC
State Supported	Capitol Corridor	Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station), and San Jose
	Carolinian	Carolinian	Between Charlotte, NC and New York (Penn Station)
	Cascades	Cascades	Between Eugene, Portland, Seattle, and Vancouver
	Downeaster	Downeaster	Between Boston (North Station), Portland, and Brunswick, ME
	Empire	Adirondack	Between New York (Penn Station) and Montreal
	Empire	Berkshire Flyer	Between New York (Penn Station) and Pittsfield, MA <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 1. Amtrak Route Map



All route/map data provided by Amtrak

**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	Adirondack	CN	49
		CP	178
		Amtrak	100
	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	



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

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



**V. Quarterly Reporting Data Categories**

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

This section includes definitions of each of the metrics and any associated standard. There are also descriptions of the reported data for each metric, including definitions of key terms, and other notes as needed. This section includes reporting tables and charts for selected metrics; to access the complete data files, please visit [railroads.dot.gov](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<sup>1</sup>.</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>

<sup>1</sup> The Metrics and Minimum Standards for Intercity Passenger Rail Service rule defines OTP as 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. Amtrak uses the 15-minute maximum when calculating OTP for all routes and trains except the Acela. Amtrak uses a 10-minute maximum when calculating OTP for the Acela.

## 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.	<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> .
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>2</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
Regional Transportation District (Denver)	RT
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>2</sup> Amtrak records delays 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 (FY23 Q2)	OTP (FY23 Q3)
<b>Long Distance</b>		
Auto Train	56.5%	61.9%
California Zephyr	30.6%	21.6%
Capitol Ltd	66.5%	74.0%
Cardinal	59.3%	59.2%
City Of New Orleans	72.1%	79.4%
Coast Starlight	46.3%	61.7%
Crescent	59.8%	43.2%
Empire Builder	37.8%	48.9%
Lake Shore Ltd	80.8%	68.4%
Palmetto	76.7%	56.2%
Silver Meteor	53.0%	47.1%
Silver Star	43.3%	48.5%
Southwest Chief	42.1%	27.8%
Sunset Ltd	42.0%	35.2%
Texas Eagle	63.6%	55.5%
<b>Northeast Corridor</b>		
Acela	89.5%	79.1%
On Spine Northeast Regional	89.8%	79.7%
Richmond / Newport News / Norfolk	83.1%	70.8%
Roanoke	81.6%	77.6%
Springfield Shuttles	91.7%	88.4%
<b>State Supported</b>		
Adirondack	92.6%	66.3%
Berkshire Flyer	Did not operate	66.0%
Blue Water	74.7%	60.8%
Capitol Corridor	81.3%	87.4%
Carl Sandburg / Illinois Zephyr	81.0%	75.9%
Carolinian	70.5%	56.1%
Cascades	56.6%	62.7%
Downeaster	83.3%	84.3%
Ethan Allen Express	90.0%	67.3%
Heartland Flyer	37.9%	72.8%
Hiawatha	87.2%	88.6%
Illini / Saluki	73.5%	74.1%
Keystone	95.8%	94.0%
Lincoln / Missouri	57.8%	61.9%
Lincoln Service	73.8%	82.5%
Maple Leaf	88.2%	70.0%
Missouri	66.3%	65.8%
New York - Albany	92.2%	81.7%
New York - Niagara Falls	87.0%	73.4%
Pacific Surfliner	79.1%	78.6%
Pennsylvanian	85.5%	78.5%
Pere Marquette	87.0%	93.0%
Piedmont	69.9%	60.5%
San Joaquins	67.9%	53.9%
Vermont	87.3%	80.1%
Wolverine	76.7%	73.9%

Figure 3. Customer OTP by Service Line and Route

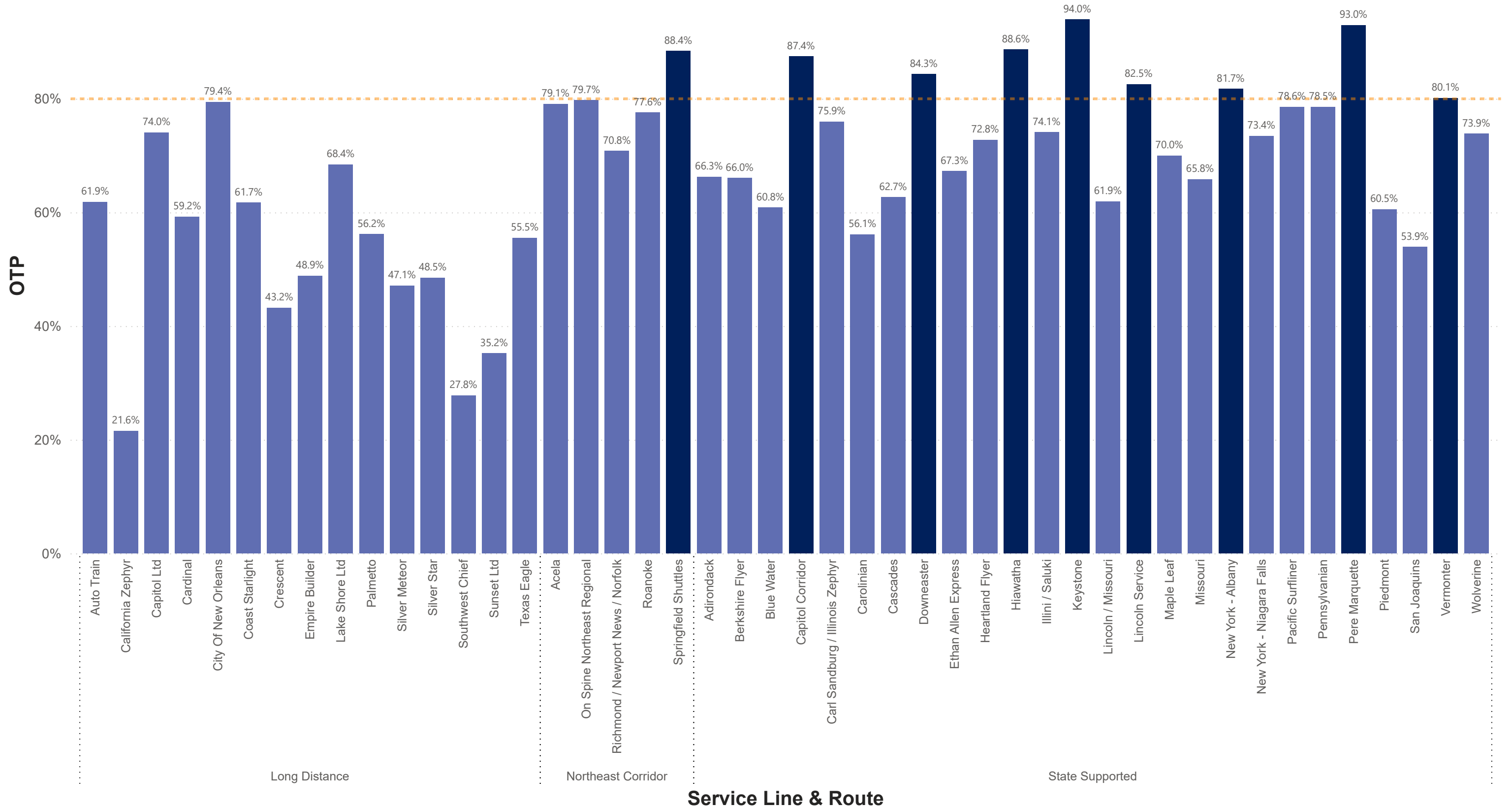
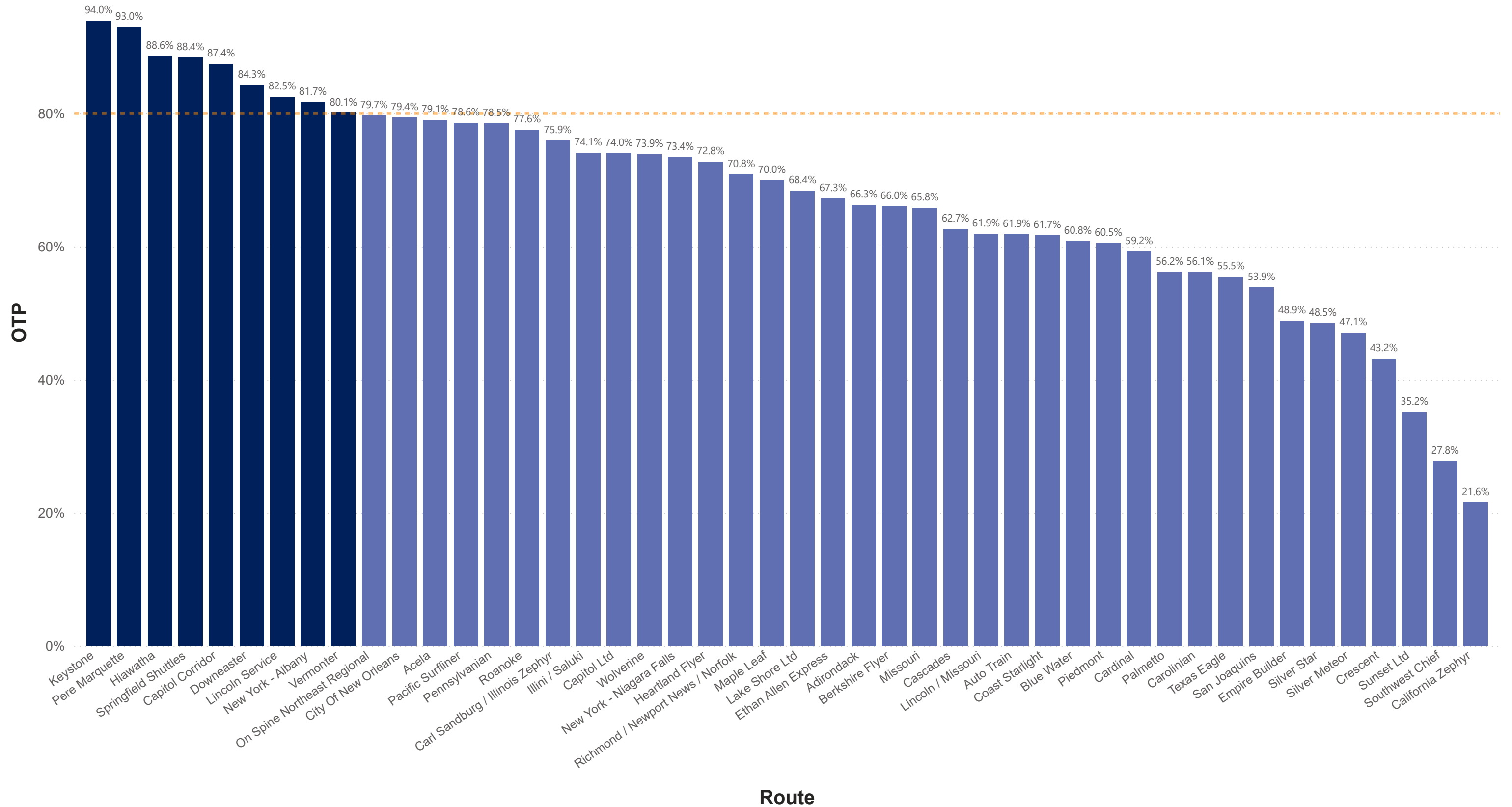


Figure 4. Customer OTP by Route



**Table 9. Ridership Data Metrics**

Host Railroad Name	April 2023	May 2023	June 2023
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	1,932	0
Buckingham Branch	21	0
Canadian National	10,303	0
Canadian Pacific	112	0
Norfolk Southern	988	0
SCRRA (Metrolink)	140	0
Union Pacific	1,579	0
<b>Total</b>	<b>15,075</b>	<b>0</b>

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



Table 11. Amtrak Responsible Train Delay Minutes

Service Line / Route	Amtrak (Host)																		Amtrak (Non-Host)											Amtrak Total Responsible Delay Minutes			
	CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	DTR	FTI	PBB	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
<b>Long Distance</b>																																	
Auto Train																				301				549		34	1,208		292	426	1,140	3,950	3,950
California Zephyr	27			34											26	4		91	814	1,337		78	2,513	2,554	669	1,082		1,585	3,597	4,237	18,466	18,557	
Capitol Ltd	14			72			29	31		14					33	33		226	193	73		151	418	550	134	21		300	107	529	2,476	2,702	
Cardinal	50			97		14	12	11		26				33	267	14	51	575	440	113		138	451	302	26	244		885	441	716	3,756	4,331	
City Of New Orleans	8			50											78	1		137	618	466		28	701	1,417	160	410		326	685	1,502	6,313	6,450	
Coast Starlight																			685	428		587	1,262	1,706	131	105		1,227	1,768	3,130	11,029	11,029	
Crescent	63	33		120			84	72		86				11	279	63	68	879	2,195	384	2		1,036	1,896	238	87	11	625	1,602	3,583	11,659	12,538	
Empire Builder	45			69											3	68		185	557	798		1,988	2,461	2,384	171	2,254		1,080	2,938	5,426	20,057	20,242	
Lake Shore Ltd	25			344		34	3	902		1					258	154	5	1,726	537	397		328	964	2,162	183	78		740	647	1,077	7,113	8,839	
Palmetto	136	9		71	23	35	19	42		7	14			45	247	11	168	827	999	130			16	1,292	707	84		5	118	647	1,353	5,351	6,178
Silver Meteor	310	14		157		74	69	86						30	393	8	102	1,243	2,769	115	9	7	10	1,279	1,637	71	8	40	527	892	1,961	9,325	10,568
Silver Star	281	20		90			153	54						9	245	68	8	928	2,687	608		31	1,891	2,170	74	10	26	213	869	2,929	11,508	12,436	
Southwest Chief	29			24			3								9	7		72	938	705		280	2,528	3,462	340	93		658	4,246	3,057	16,307	16,379	
Sunset Ltd				7				13							12	6		38	609	82	3	569	970	1,608	118			607	1,878	1,841	8,285	8,323	
Texas Eagle	49			38											97			184	748	486		739	933	2,807	39	208		656	2,390	4,221	13,227	13,411	
<b>Northeast Corridor</b>																																	
Acela	1,976	263	110	2,674	25	1,329	519	1,029		6	3	5	39	594	1,523	202	2,496	12,793	573	1,717		8	183	2,564	2,033	69	429	419	192	173	756	9,116	21,909
On Spine Northeast Regional	1,878	214	279	1,933	31	873	779	333	33	26	80		8	335	2,204	117	2,749	11,872	1,166	562	14	156	61	2,522	2,699	75	380	326	371	1,345	1,137	10,814	22,686
Richmond / Newport News / Norfolk	1,247	122	58	1,624	6	556	780	457	212	13	180			346	1,896	337	1,379	9,213	2,740	289	23	281	54	3,171	3,635	137	76	370	1,526	1,520	3,222	17,044	26,257
Roanoke	249	53	27	417		164	182	111		14	49			60	583	49	431	2,389	930	607	39	25	5	1,255	1,715	48	288	88	333	683	712	6,728	9,117
Springfield Shuttles	258	13		205		4	30	71		112				52	407	91	106	1,349	59	26	255	2,173	43	661	41	6	606	13	68	314	235	4,500	5,849
<b>State Supported</b>																																	
Adirondack	22	6		228			89	38							252	131	10	776	162	61		18		205	412	32		79	139	140	487	1,735	2,511
Berkshire Flyer								89							22	18		129	4	21		23		17	24	19	177		17	37	92	431	560
Blue Water	24			135			9	877		20					112	26		1,203	406	171		7		266	291	13	45		606	268	609	2,682	3,885
Capitol Corridor																			992	580	222	110		392	1,043	114	261		1,090	588	1,492	6,884	6,884
Carl Sandburg / Illinois Zephyr	19			2			2	4							2	10		39	371	93				234	487		161			272	1,681	1,720	
Carolinian	38	11	6	46			302	36					3	14	100	12	25	593	2,007	81				531	1,418	188	129		139	477	1,968	6,938	7,531
Cascades																			1,810	635	126	303		1,293	1,470	18	298		1,811	319	3,304	11,387	11,387
Downeaster																			233		28	14		318	465		262		87	124	269	1,800	1,800
Ethan Allen Express	4			71			32	58		4					259	111		539	275	79		-	14	505	583	8		123	323	377	2,287	2,826	
Heartland Flyer																			215			47		91	254			15		35	657	657	
Hiawatha	180			94						5					12	39		330	151	141	329			426	430	22	1,125		1,758	621	972	5,975	6,305
Illini / Saluki	23			29			5			1					77	9		144	762	201				730	858	43	584		196	192	1,790	5,356	5,500
Keystone	1,026	99		953	29	116	331	37					57	661	66	929	4,304	88	54	545				1,116	200	35	186	213	210	22	187	2,856	7,160
Lincoln / Missouri	33			43				4		11					131	14		236	1,170	164		3		98	396	18		270	178	678	2,975	3,211	
Lincoln Service	11			104			6	11	15	35					82	24		288	647	407				522	529	9	27		553	89	522	3,305	3,593
Maple Leaf	2			184			46	123		3					176	205		739	473	38				741	731	38		9	276	646	1,703	4,655	5,394
Missouri																			279	51				157	292		88		19	8	461	1,355	1,355
New York - Albany	115	3		389			45	192		11					669	546	58	2,028	448	35		98	12	1,096	1,245	2	81	14	123	98	335	3,587	5,615
New York - Niagara Falls	10	80		275		3	35	167		6					446	288	2	1,312	859	30		6	3	280	1,163	47	77		298	322	1,097	4,182	5,494
Pacific Surfliner																			1,560	678	282	1,782		1,236	3,628	26	2,172		655	469	2,382	14,870	14,870
Pennsylvanian	39	30		122				4					4	120	12	143	474	421	59		163		657	452	4		36	1,179	193	140	3,304	3,778	
Pere Marquette	10			57						9					36			112	161	2				6	192			242	5	129	737	849	
Piedmont																			915	68		77		529	657	19	867		839		659	4,630	4,630
San Joaquins																			1,463	361	269	751		908	948	132	443		1,441	318	1,173	8,207	8,207
Vermont	208	16		233		188	60	25		74	3			29	266	38	359	1,499	241	64		56	14	506	432	7	2	94	707	183	211	2,517	4,016
Wolverine	33			442			34	3,084	150	131					1,279	147		5,300	1,612	852				492	1,374	45	209		1,037	962	2,076	8,659	13,959

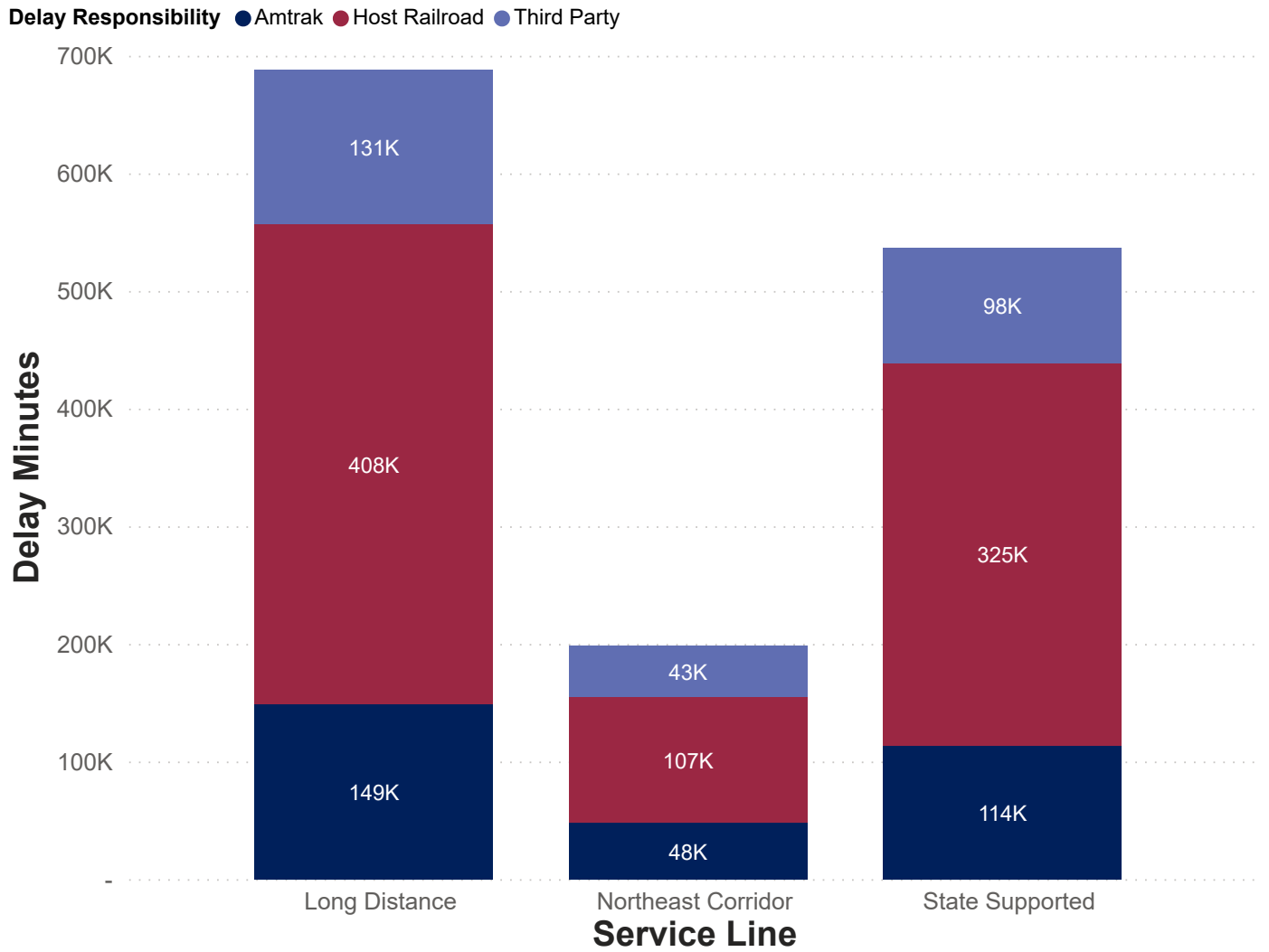
**Table 12. Host Railroad Responsible Train Delay Minutes**

Service Line / Route	Delay Cause									Total
	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	
<b>Long Distance</b>										
Auto Train	572	1,105		230	7,564		4,595	3,916	1,507	19,489
California Zephyr	698	6,903		1,797	18,468	1,869	20,001	5,790	4,008	59,534
Capitol Ltd	191	719		188	1,292		8,332	894	2,661	14,277
Cardinal	129	903		166	1,788	15	2,691	1,024	502	7,218
City Of New Orleans	48	1,134		305	4,201		4,205	2,178	1,785	13,856
Coast Starlight	1,070	8,178		486	8,381	20	8,374	7,568	1,294	35,371
Crescent	338	4,884		591	3,947		21,589	3,952	2,185	37,486
Empire Builder	1,056	2,284		906	11,610	12	19,993	3,277	1,299	40,437
Lake Shore Ltd	2,240	1,202		855	1,798		7,707	2,049	2,770	18,621
Palmetto	74	1,202		859	2,628		4,139	2,872	282	12,056
Silver Meteor	2,057	2,065		598	6,693		4,687	5,407	914	22,421
Silver Star	1,556	2,775		419	7,268		4,969	4,709	1,275	22,971
Southwest Chief	2,863	4,393		715	6,769	101	14,695	4,499	1,435	35,470
Sunset Ltd	152	2,684		576	5,044	23	14,254	403	2,587	25,723
Texas Eagle	198	2,828		664	5,657	167	21,490	2,860	2,452	36,316
<b>Northeast Corridor</b>										
Acela	4,254	444	46	711	10,414	44		211	646	16,770
On Spine Northeast Regional	4,254	642	6	346	6,423	28	192	261	714	12,866
Richmond / Newport News / Norfolk	3,986	3,504		1,074	9,008	15	4,134	3,063	4,016	28,800
Roanoke	1,178	593	62	229	2,296		2,043	2,338	346	9,085
Springfield Shuttles	158	423			421		462	154	37	1,655
<b>State Supported</b>										
Adirondack	1,468	517		314	4,400		611	1,545	1,267	10,122
Berkshire Flyer	65				17		226	99	24	431
Blue Water	15	348		87	792		2,054	132	133	3,561
Capitol Corridor	896	2,444		597	1,936	60	1,326	6,434	1,679	15,372
Carl Sandburg / Illinois Zephyr	953	616		216	890		4,257	391	777	8,100
Carolinian	20	1,315		323	2,554		1,709	2,247	1,159	9,327
Cascades	373	2,277		1,046	7,476		7,249	6,365	2,863	27,649
Downeaster	1,145	3,859		351	415	-	288	3,265	228	9,551
Ethan Allen Express	1,044	261		277	1,722	20	111	1,683	417	5,535
Heartland Flyer		370		124	4,052	15	1,020		43	5,624
Hiawatha	4,788	872		759	2,486		462	714	362	10,443
Illini / Saluki	401	704		422	3,868		3,109	2,092	332	10,928
Lincoln / Missouri	12	1,123		699	2,885	192	5,424	2,509	783	13,627
Lincoln Service	54	1,526		447	2,235	301	6,234	3,593	748	15,138
Maple Leaf	952	455		288	777		2,099	159	1,239	5,969
Missouri		183		327	1,391		3,637	766	254	6,558
New York - Albany	6,358	142		626	1,322		52	423	2,619	11,542
New York - Niagara Falls	2,779	673		584	1,384		3,624	392	1,967	11,403
Pacific Surfliner	5,366	12,782		1,999	4,245	152	1,716	9,402	834	36,496
Pennsylvanian		274		152	477		1,983		1,026	3,912
Pere Marquette	5	296		70	169		523	223	80	1,366
Piedmont		1,076		405	2,677	2	2,610	1,449	392	8,611
San Joaquins	52	3,767		1,385	14,414		18,225	18,216	673	56,732
Vermont	732	402		92	5,511	13	50	11	176	6,987
Wolverine	14	1,460		412	1,366		3,100	3,080	781	10,213

**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			192	21	900	407	316		1,277	3,113
California Zephyr			1,054	384	2,565	1,250	392		5,076	10,721
Capitol Ltd			45	163	4,346	336	241		612	5,743
Cardinal			229	18	2,610	111	849		96	3,913
City Of New Orleans			1,193	24	8,642	306	688		860	11,713
Coast Starlight			49	471	7,498	742	2,351		641	11,752
Crescent	217		100	71	4,402	1,059	1,175		1,305	8,329
Empire Builder			86	478	9,464	1,157	1,093		1,120	13,398
Lake Shore Ltd			150	107	5,815	698	393		952	8,115
Palmetto			10	28	932	138	218		3,570	4,896
Silver Meteor	165		605	47	3,207	772	879	9	2,260	7,944
Silver Star	164		352	21	3,083	912	423		4,363	9,318
Southwest Chief			53	141	2,907	1,520	928		4,065	9,614
Sunset Ltd		112	137	115	2,926	950	965		1,001	6,206
Texas Eagle			513	206	10,983	726	1,074		3,078	16,580
<b>Northeast Corridor</b>										
Acela	960		512	563	2,675	1,829	1,272	74	1,583	9,468
On Spine Northeast Regional	584		409	364	2,083	2,139	2,210	112	2,493	10,394
Richmond / Newport News / Norfolk	359		501	323	5,001	1,280	1,958	20	5,802	15,244
Roanoke	31		310	116	2,278	566	332		860	4,493
Springfield Shuttles	145			25	1,437	274	542	24	1,114	3,561
<b>State Supported</b>										
Adirondack		501	43	7	1,787	79	197		1,152	3,766
Berkshire Flyer					7				32	39
Blue Water			9	116	2,942	123	668		45	3,903
Capitol Corridor			258	2,690	2,140	1,582	3,043		5	9,718
Carl Sandburg / Illinois Zephyr			8		589	116	762		1,025	2,500
Carolinian	62		52	24	1,065	274	836		2,986	5,299
Cascades		478	178	1,453	1,907	980	1,167		263	6,426
Downeaster				8	1,785	321	37		72	2,223
Ethan Allen Express			2		2,519	225	34		25	2,805
Heartland Flyer					20	444	154		527	1,145
Hiawatha			30	54	196	30	3			313
Illini / Saluki			38		1,823	195	61		498	2,615
Keystone	159		352	31	17	706	519	7	2,032	3,823
Lincoln / Missouri			147	22	2,004	206	124		856	3,359
Lincoln Service			115	63	7,974	114	426		1,074	9,766
Maple Leaf		95	2		2,881	104	393		1,071	4,546
Missouri			78		316	4	37		95	530
New York - Albany			32		945	348	179		77	1,581
New York - Niagara Falls			13	21	2,188	414	49		1,001	3,686
Pacific Surfliner			216		9,945	1,615	1,818		435	14,029
Pennsylvanian	24		144		66	33	104		152	523
Pere Marquette			6	99	367	60	256		71	859
Piedmont			56		316	117	567		350	1,406
San Joaquins			265		3,720	2,013	1,641		18	7,657
Vermont	25		50	65	1,437	116	193		157	2,043
Wolverine			216	239	1,291	391	889		227	3,253

Figure 5. Delay Minutes by Service Line and Responsibility



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

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

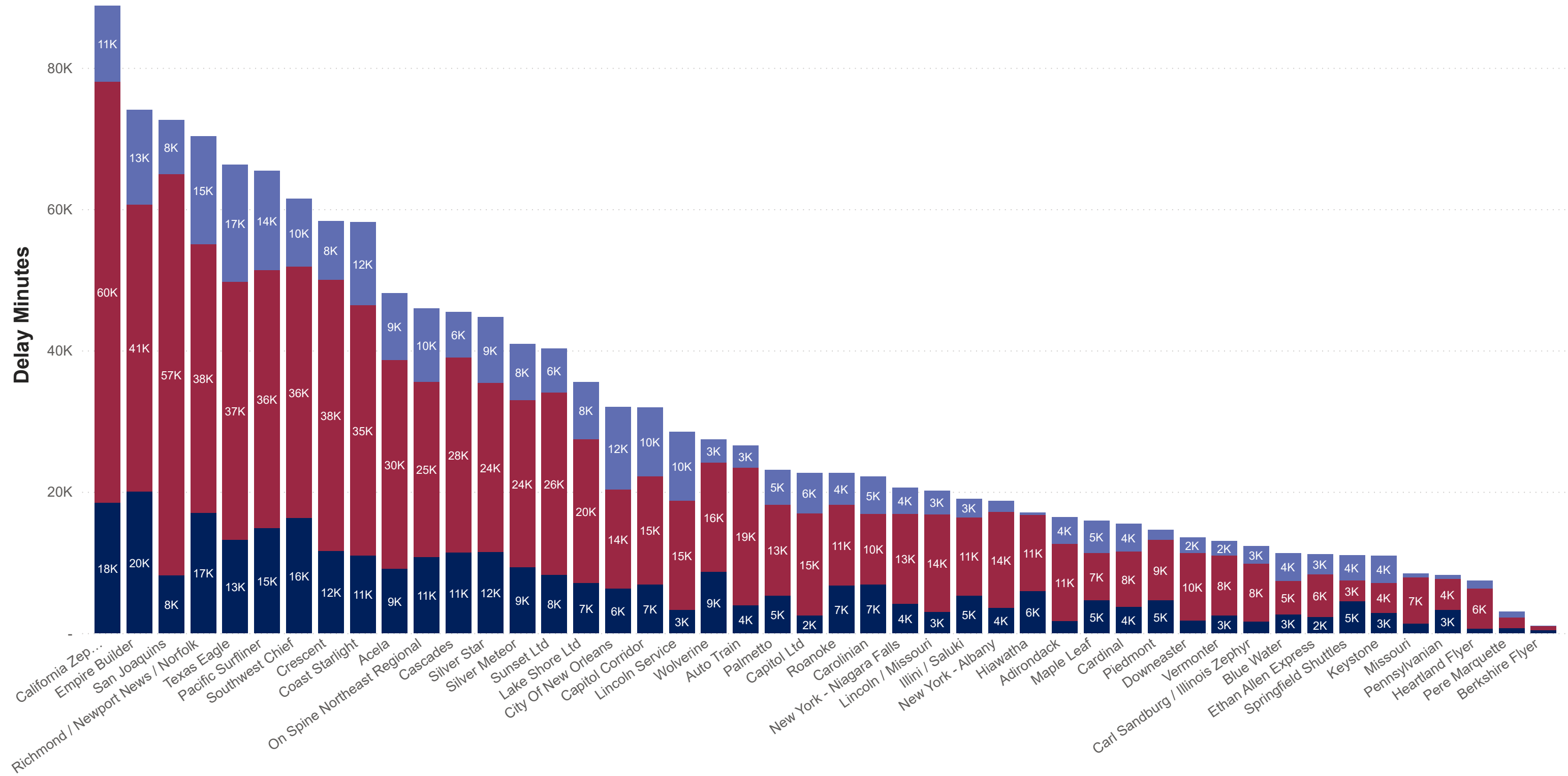
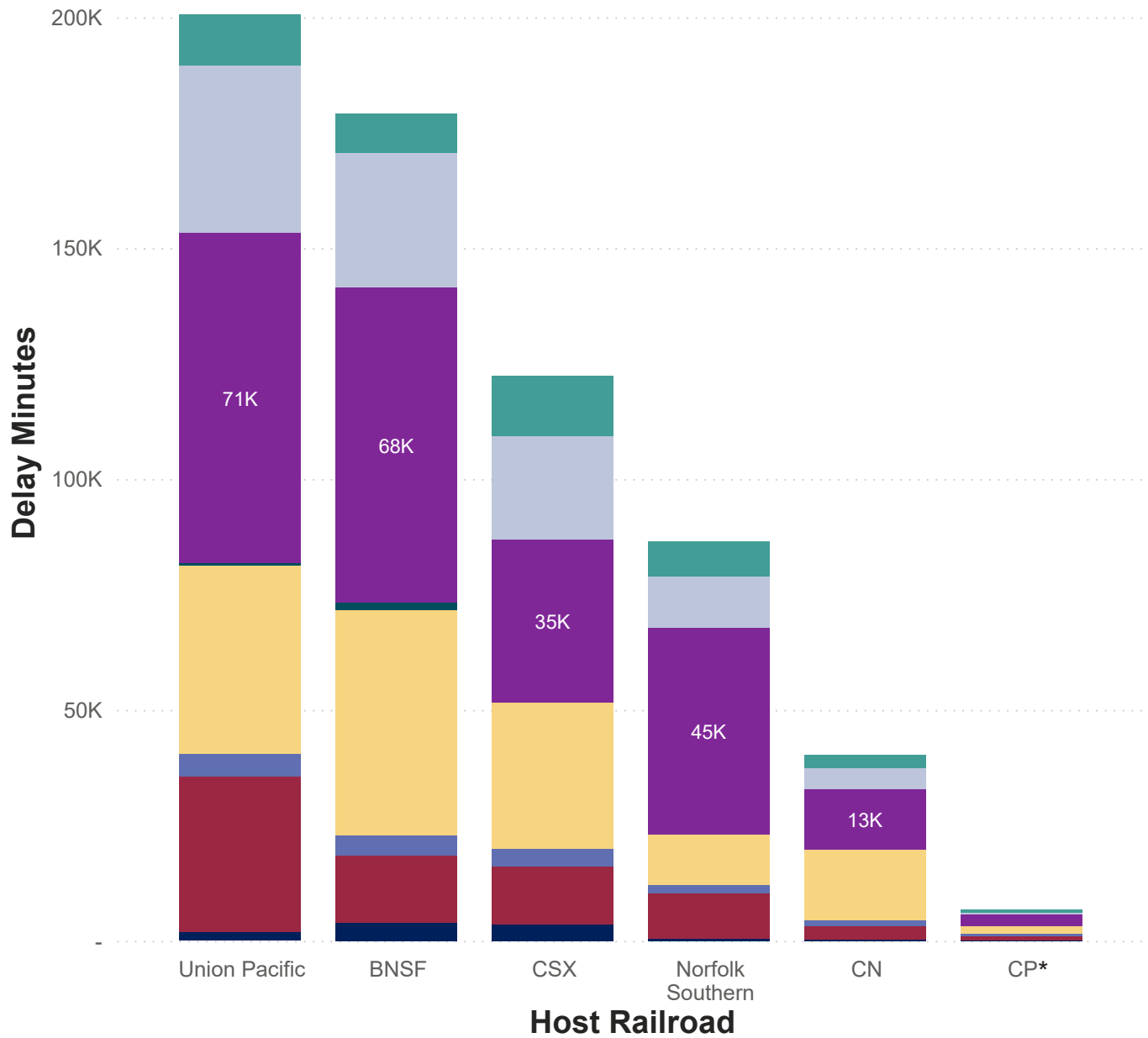


Figure 7. Class I Host Responsible Train Delay Minutes

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



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

Figure 8. Train Delay Minutes by Responsibility

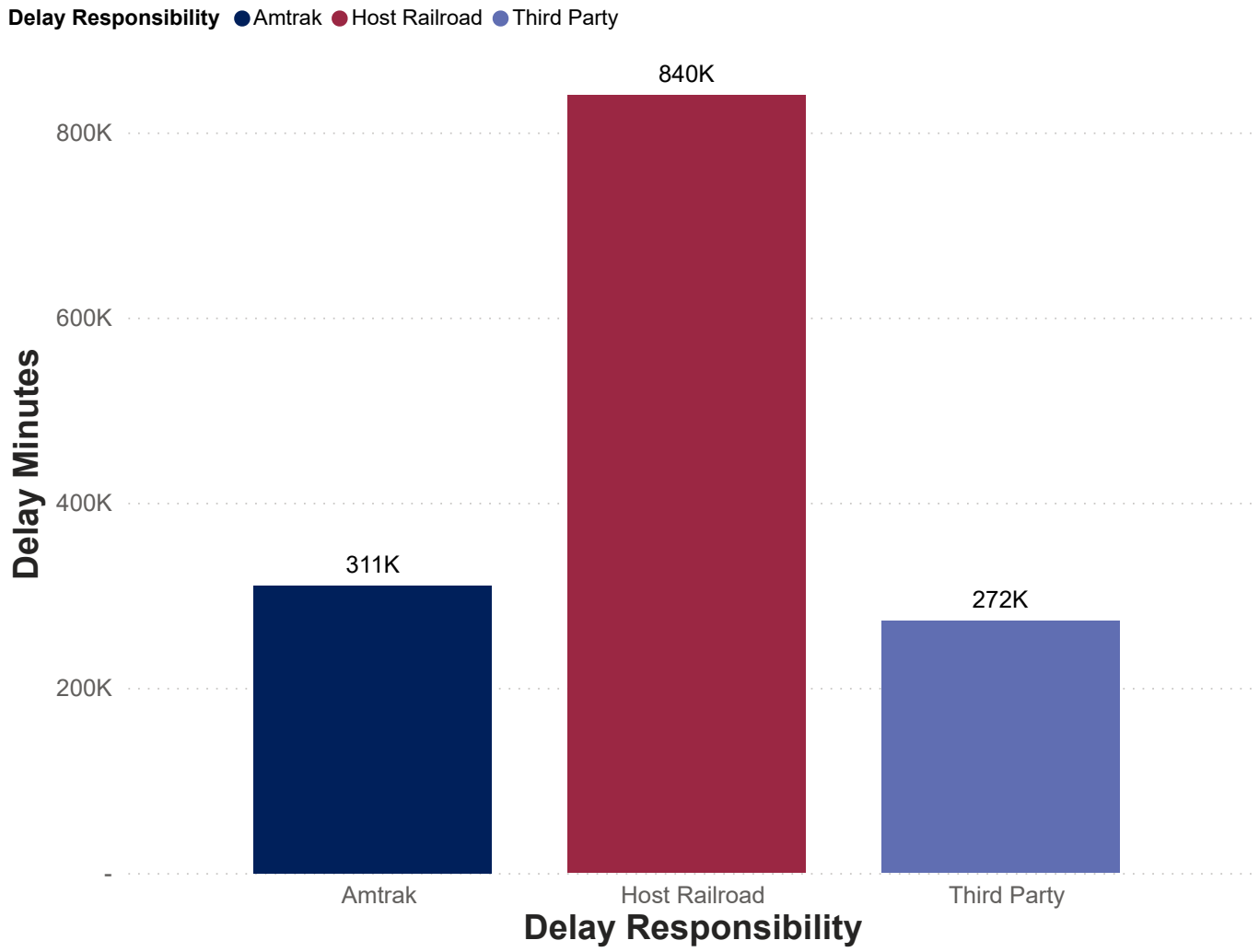


Figure 9. Train Delay Minutes per 10,000 Train Miles by Service Line

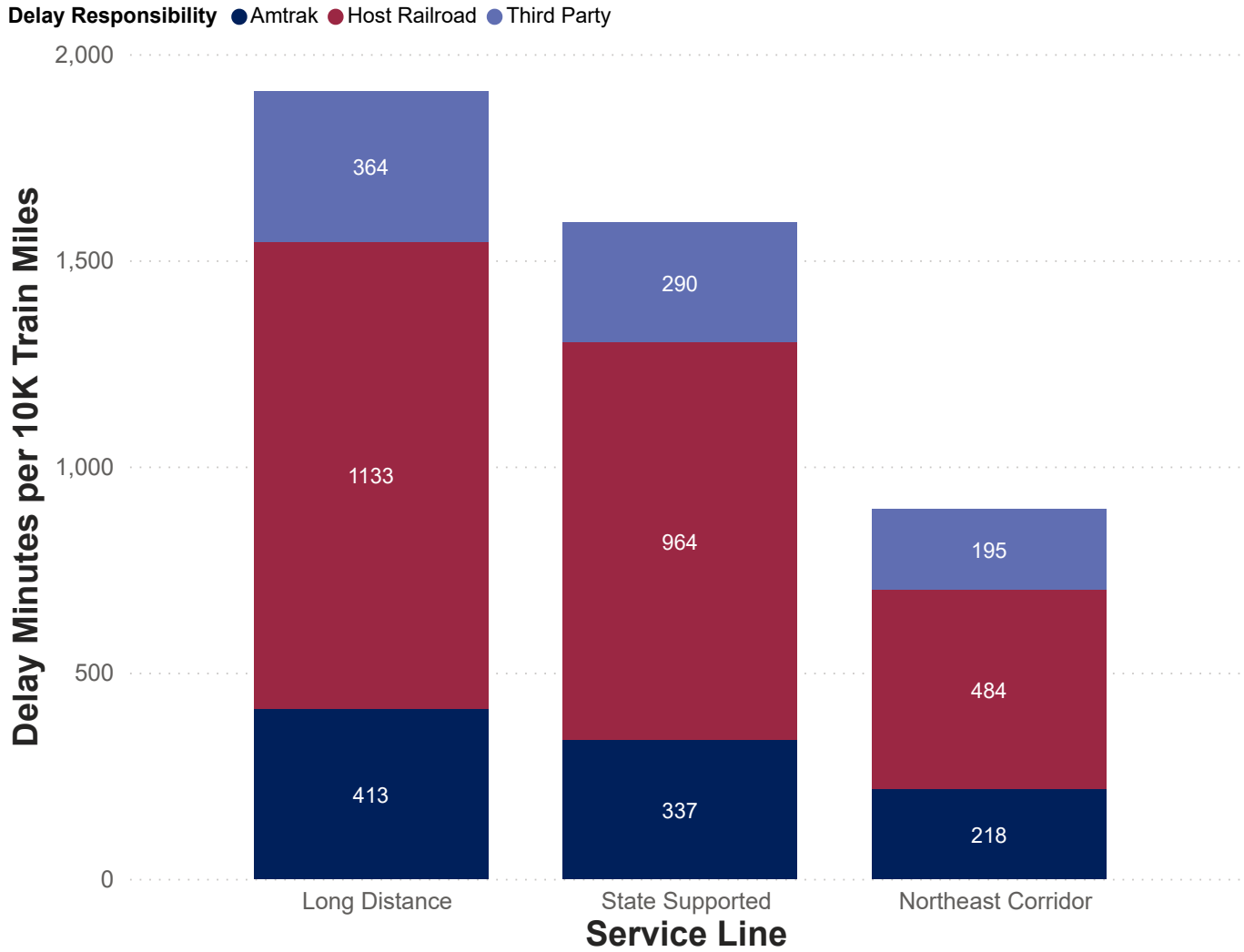




Figure 10. Delay Minutes per 10,000 Train Miles by Service Line, Route and Responsibility

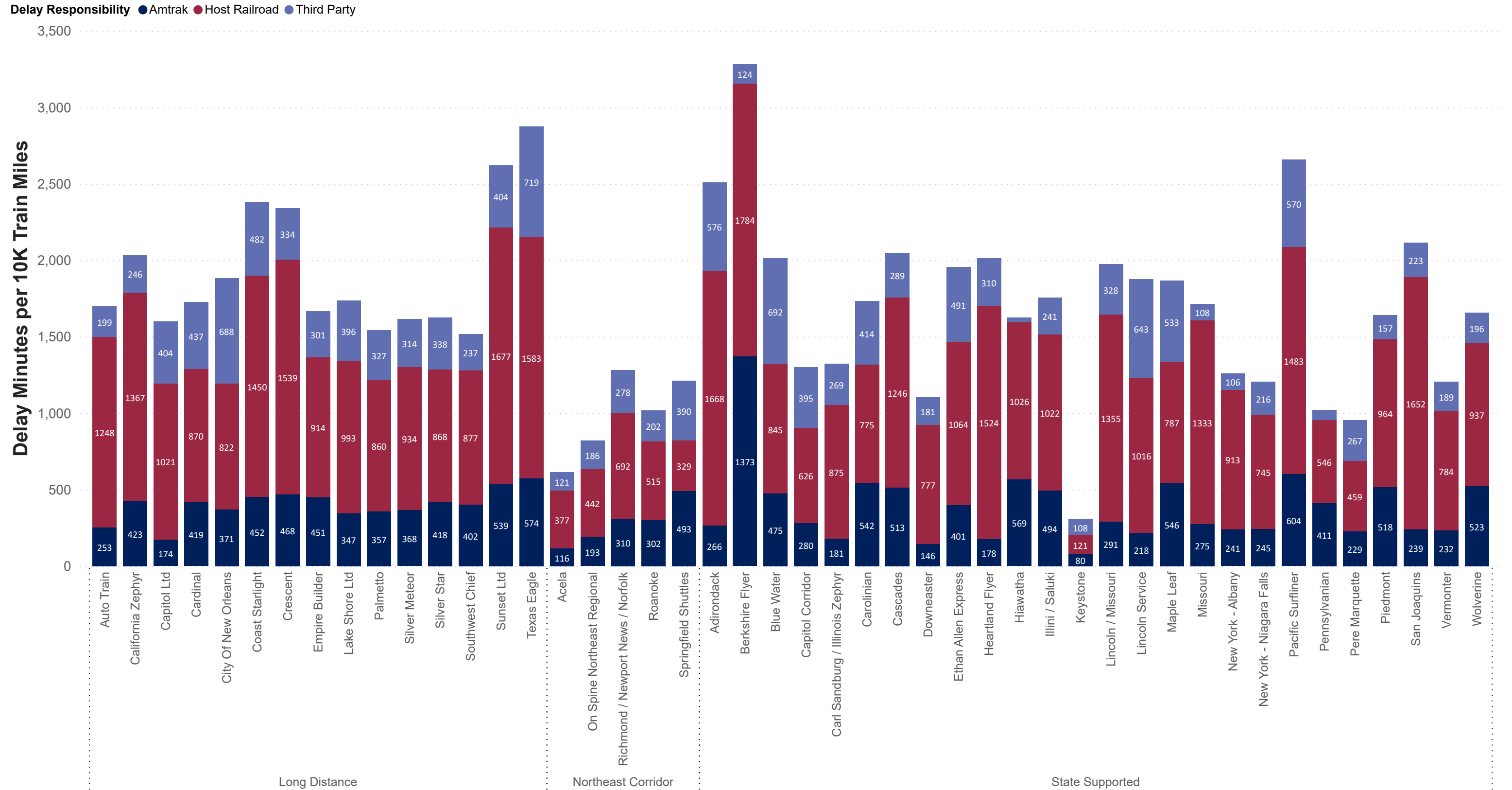
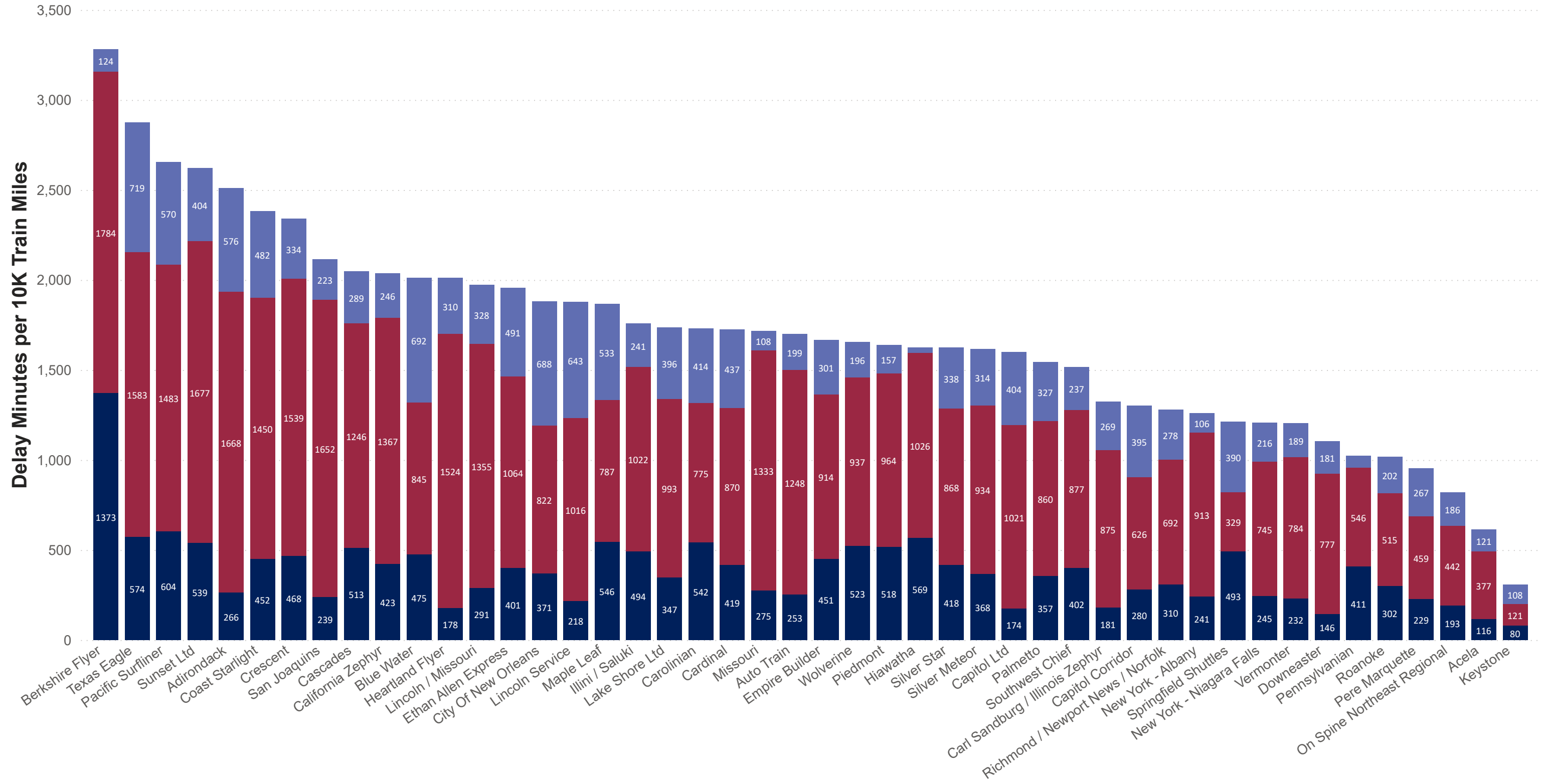
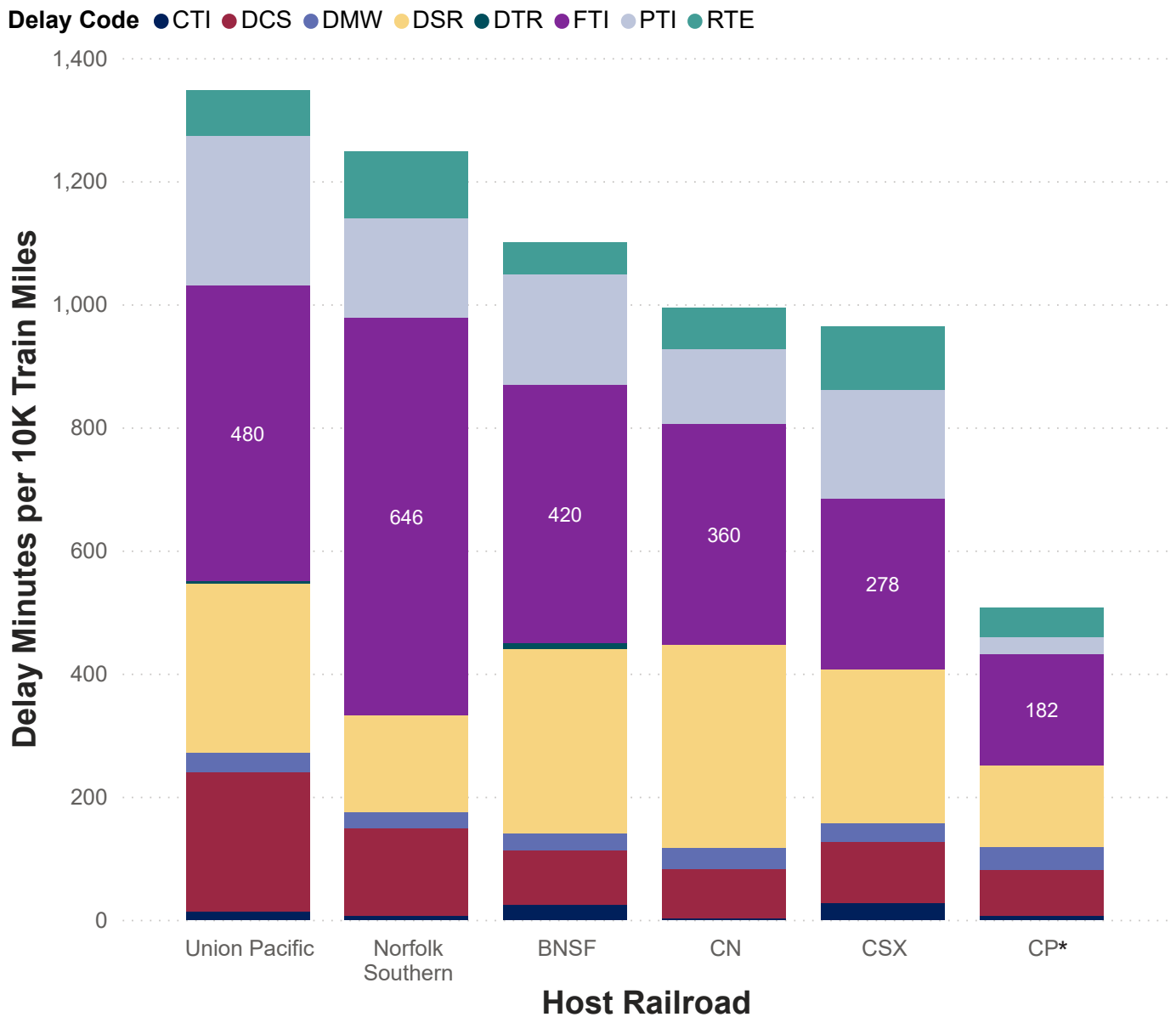


Figure 11. Delay Minutes per 10,000 Train Miles by Route and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party



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



\*The CP delays do not include those on the portions of the Adirondack and Ethan Allen routes 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	77%	91%	81%	84%	74%	67%
California Zephyr	72%	86%	67%	67%	78%	68%
Capitol Limited	85%	91%	86%	88%	85%	66%
Cardinal	79%	84%	77%	74%	83%	64%
City of New Orleans	83%	89%	85%	83%	84%	69%
Coast Starlight	78%	88%	75%	76%	82%	72%
Crescent	71%	81%	70%	71%	77%	57%
Empire Builder	76%	87%	73%	71%	80%	68%
Lake Shore Limited	79%	85%	79%	77%	79%	59%
Palmetto	79%	84%	75%	78%	85%	69%
Silver Meteor	78%	85%	78%	75%	79%	63%
Silver Star	78%	83%	77%	76%	81%	68%
Southwest Chief	72%	86%	73%	70%	76%	72%
Sunset Limited	79%	86%	75%	72%	83%	76%
Texas Eagle	70%	83%	71%	69%	78%	59%
<b>Northeast Corridor</b>						
Acela	87%	91%	83%	87%	88%	74%
Northeast Regional	84%	89%	80%	88%	89%	70%
<b>State Supported</b>						
Adirondack	79%	92%	81%	85%	90%	62%
Berkshire Flyer	100%	100%	100%	100%	100%	
Blue Water	89%	89%	84%	90%	87%	75%
Capitol Corridor	91%	93%	86%	92%	93%	80%
Carolinian	78%	84%	75%	77%	82%	68%
Cascades	81%	90%	78%	83%	83%	67%
Downeaster	90%	95%	87%	94%	94%	80%
Empire	88%	92%	82%	90%	91%	44%
Ethan Allen	88%	91%	78%	88%	89%	72%
Heartland Flyer	94%	96%	88%	90%	95%	87%
Hiawatha	88%	93%	85%	89%	91%	56%
Illini	83%	89%	78%	83%	88%	70%
Illinois Zephyr	89%	95%	88%	95%	90%	81%
Keystone	91%	93%	88%	90%	93%	56%
Lincoln Service	84%	89%	83%	88%	85%	72%
Maple Leaf	86%	90%	84%	82%	88%	72%
Missouri River Runner	87%	94%	82%	90%	90%	72%
New Haven-Springfield	84%	92%	80%	85%	87%	76%
Pacific Surfliner	79%	90%	75%	85%	89%	71%
Pennsylvanian	90%	92%	85%	86%	91%	74%
Pere Marquette	90%	97%	91%	92%	84%	81%
Piedmont	90%	94%	86%	92%	93%	66%
San Joaquins	82%	88%	81%	81%	85%	66%
Vermont	87%	91%	80%	86%	89%	71%
Washington-Lynchburg	86%	89%	81%	86%	90%	73%
Washington-Newport News	87%	90%	82%	87%	90%	75%
Washington-Norfolk	88%	91%	82%	85%	92%	76%
Washington-Richmond	84%	89%	76%	86%	93%	79%
Wolverine	84%	91%	81%	88%	86%	70%

**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	80%	92%	85%	75%	85%	68%
California Zephyr	79%	88%	74%	81%	71%	70%
Capitol Limited	85%	91%	86%	85%	88%	66%
Cardinal	82%	85%	80%	85%	76%	65%
City of New Orleans	85%	90%	88%	84%	85%	70%
Coast Starlight	81%	89%	77%	83%	77%	72%
Crescent	76%	83%	74%	79%	74%	59%
Empire Builder	80%	88%	78%	81%	73%	69%
Lake Shore Limited	80%	85%	79%	80%	77%	59%
Palmetto	81%	85%	76%	86%	79%	70%
Silver Meteor	81%	86%	81%	81%	76%	64%
Silver Star	80%	85%	80%	83%	78%	69%
Southwest Chief	81%	89%	81%	80%	75%	77%
Sunset Limited	82%	88%	79%	84%	74%	78%
Texas Eagle	76%	84%	75%	80%	71%	61%
<b>Northeast Corridor</b>						
Acela	87%	91%	83%	88%	87%	74%
Northeast Regional	84%	89%	80%	89%	88%	70%
<b>State Supported</b>						
Adirondack	86%	94%	86%	92%	88%	65%
Berkshire Flyer	100%	100%	100%	100%	100%	
Blue Water	90%	89%	85%	87%	90%	75%
Capitol Corridor	92%	93%	86%	94%	92%	81%
Carolinian	85%	87%	83%	87%	80%	73%
Cascades	86%	92%	84%	85%	85%	70%
Downeaster	92%	95%	89%	94%	94%	81%
Empire	90%	93%	85%	92%	91%	46%
Ethan Allen	94%	93%	86%	91%	92%	72%
Heartland Flyer	95%	96%	89%	96%	90%	86%
Hiawatha	90%	94%	87%	92%	91%	57%
Illini	90%	93%	84%	91%	86%	74%
Illinois Zephyr	92%	95%	90%	90%	95%	80%
Keystone	92%	93%	89%	93%	91%	57%
Lincoln Service	87%	90%	85%	87%	89%	73%
Maple Leaf	89%	91%	88%	90%	85%	75%
Missouri River Runner	91%	95%	87%	92%	92%	72%
New Haven-Springfield	87%	93%	82%	89%	86%	78%
Pacific Surfliner	84%	91%	80%	91%	88%	74%
Pennsylvanian	92%	92%	88%	91%	88%	75%
Pere Marquette	91%	97%	93%	85%	93%	82%
Piedmont	94%	95%	90%	95%	92%	68%
San Joaquins	85%	89%	84%	86%	83%	67%
Vermont	90%	92%	83%	91%	87%	72%
Washington-Lynchburg	89%	90%	85%	92%	88%	75%
Washington-Newport News	90%	91%	86%	92%	88%	77%
Washington-Norfolk	92%	93%	87%	94%	87%	79%
Washington-Richmond	88%	88%	80%	94%	86%	78%
Wolverine	89%	92%	86%	88%	90%	72%

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

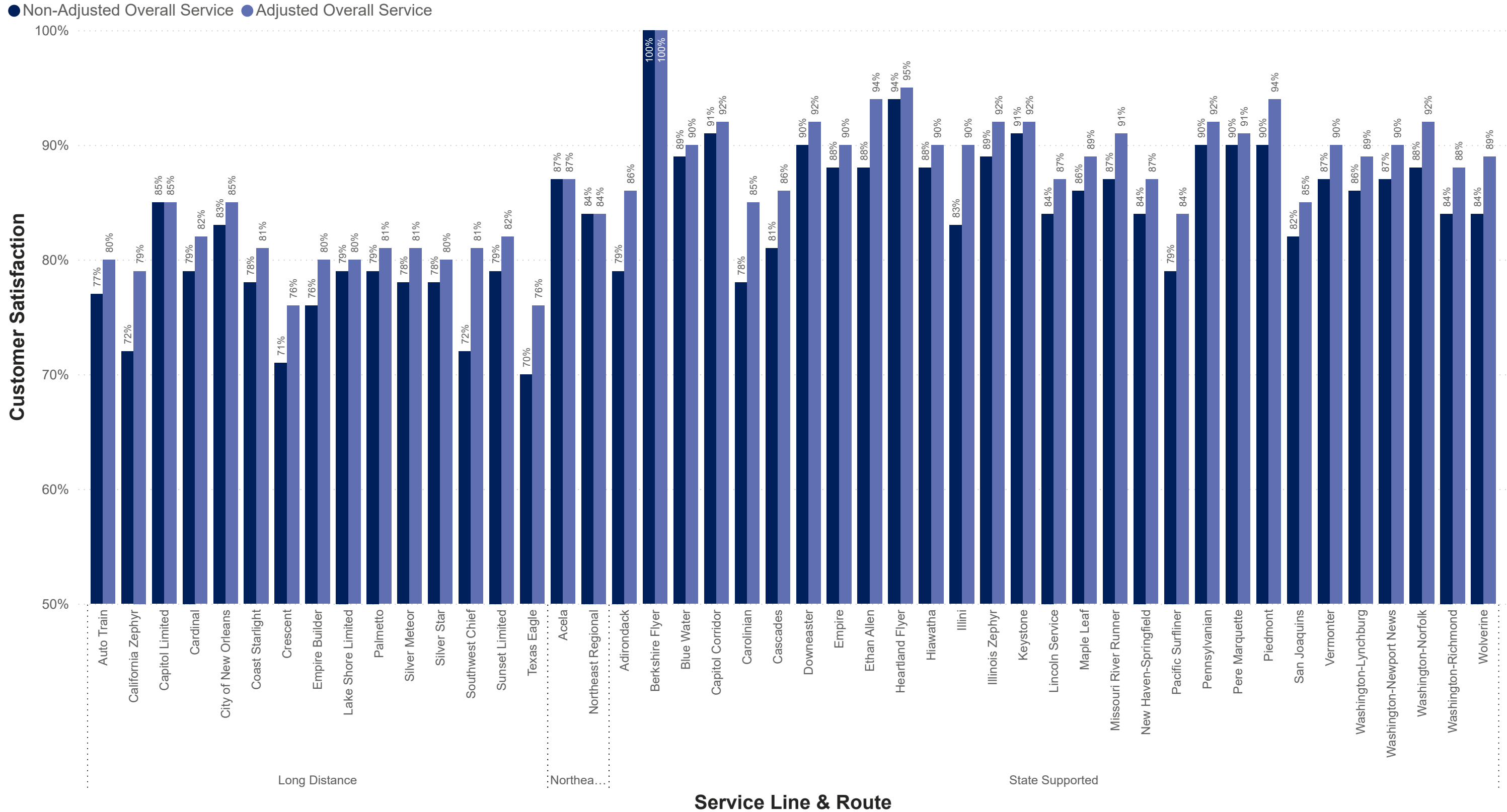
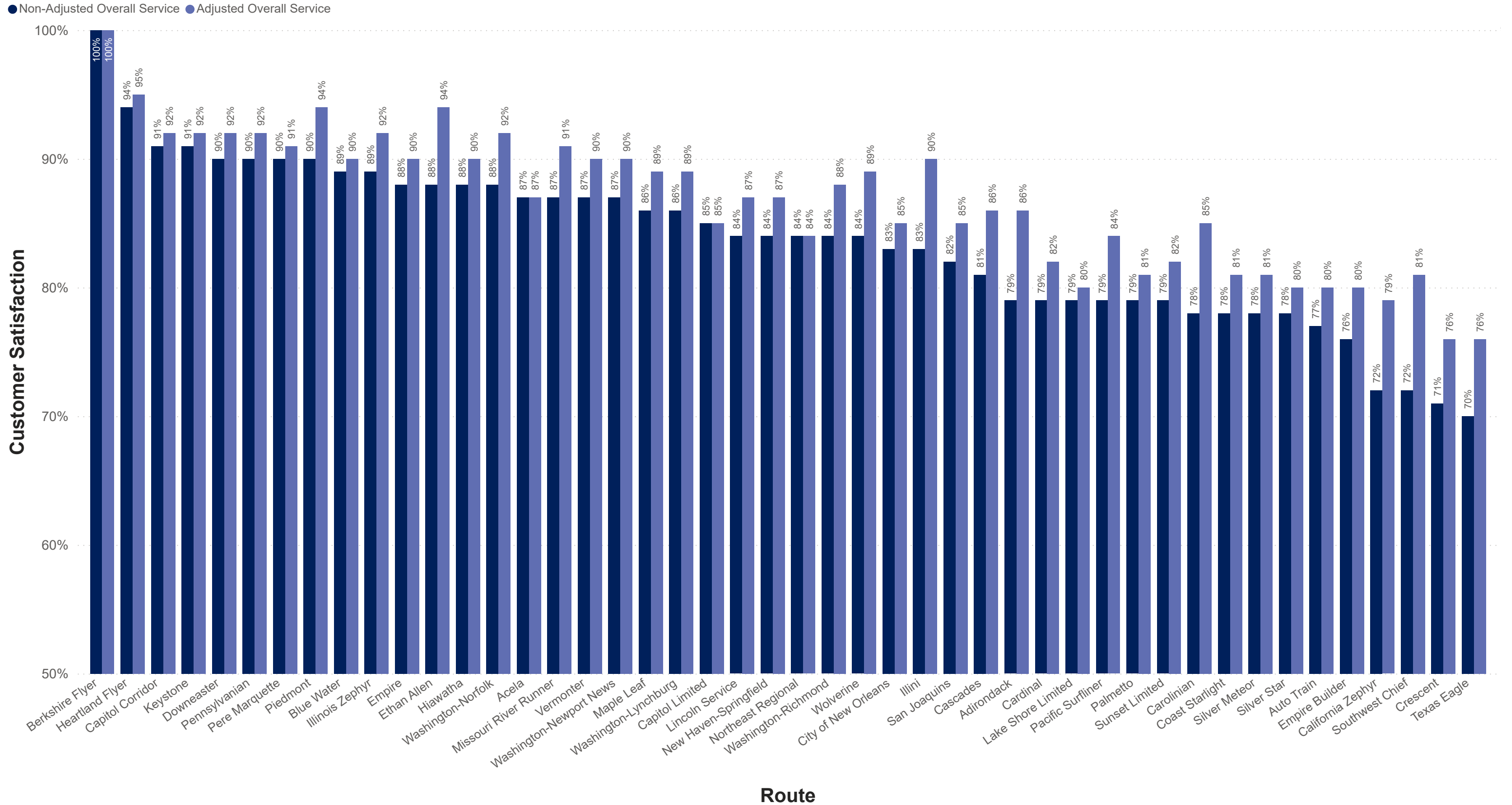


Figure 14. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance





**C. Financial**

**Table 17. Financial Metrics – Definitions and Notes**

Metric	Definition	Data Description and Notes
Cost Recovery	Amtrak’s adjusted operating revenue divided by Amtrak’s adjusted operating expense. This metric is reported at the corporate level/system-wide and for each route and is reported in constant dollars of the reporting year based on the Office of Management and Budget’s gross domestic product chain deflator.	<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	125%
California Zephyr	47%
Capitol Limited	43%
Cardinal	34%
City of New Orleans	48%
Coast Starlight	52%
Crescent	50%
Empire Builder	57%
Lake Shore Ltd	51%
Palmetto	72%
Silver Meteor	57%
Silver Star	44%
Southwest Chief	38%
Sunset Limited	20%
Texas Eagle	42%
<b>Northeast Corridor</b>	
Acela Express	133%
NEC Special Trains	22%
Northeast Regional	125%
<b>State Supported</b>	
Adirondack	92%
Berkshire Flyer	57%
Blue Water	67%
Capitol Corridor	89%
Carolinian	88%
Cascades	92%
Downeaster	87%
Empire South	72%
Empire West/Maple Leaf	92%
Ethan Allen	113%
Twin Cities-Milwaukee-Chicago	100%
Gulf Coast Limited	0%
Heartland Flyer	79%
Hiawatha	55%
Illini / Saluki	32%
Illinois Zephyr/Carl Sandburg	22%
Keystone	40%
Lincoln Service	46%
Missouri River Runner	138%
New Haven - Springfield	58%
Non-NEC Special Trains	6%
Pacific Surfliner	73%
Pennsylvanian	84%
Pere Marquette	89%
Piedmont	92%
San Joaquin	84%
Vermont	81%
Washington-Lynchburg/ Roanoke	49%
Washington-Newport News	67%
Washington-Norfolk	52%
Washington-Richmond	67%
Wolverine	90%
<b>System-Wide</b>	
National Train Service	83%
System-wide (Total Amtrak)	83%

Figure 15. Cost Recovery by Service Line and Route

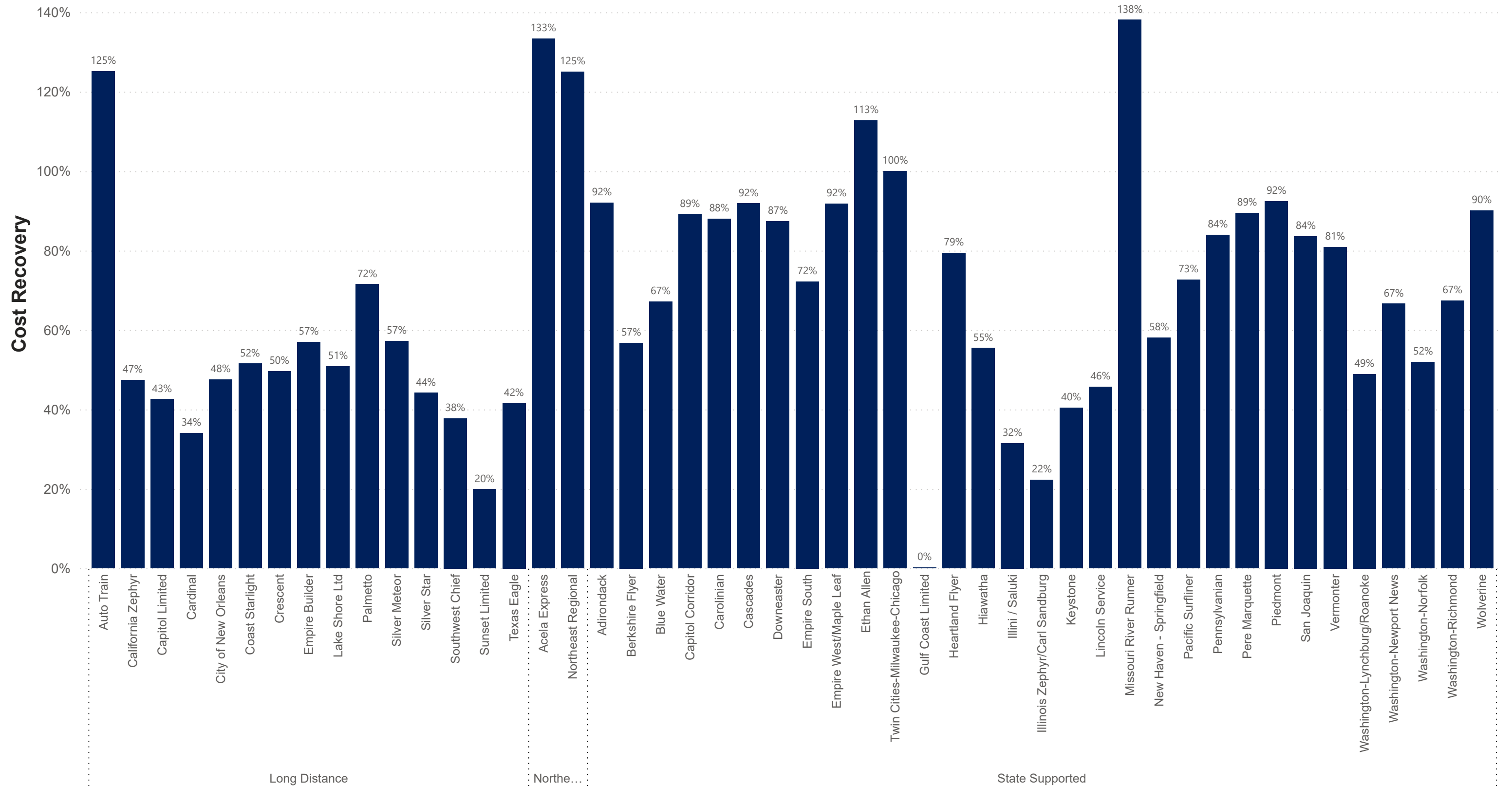
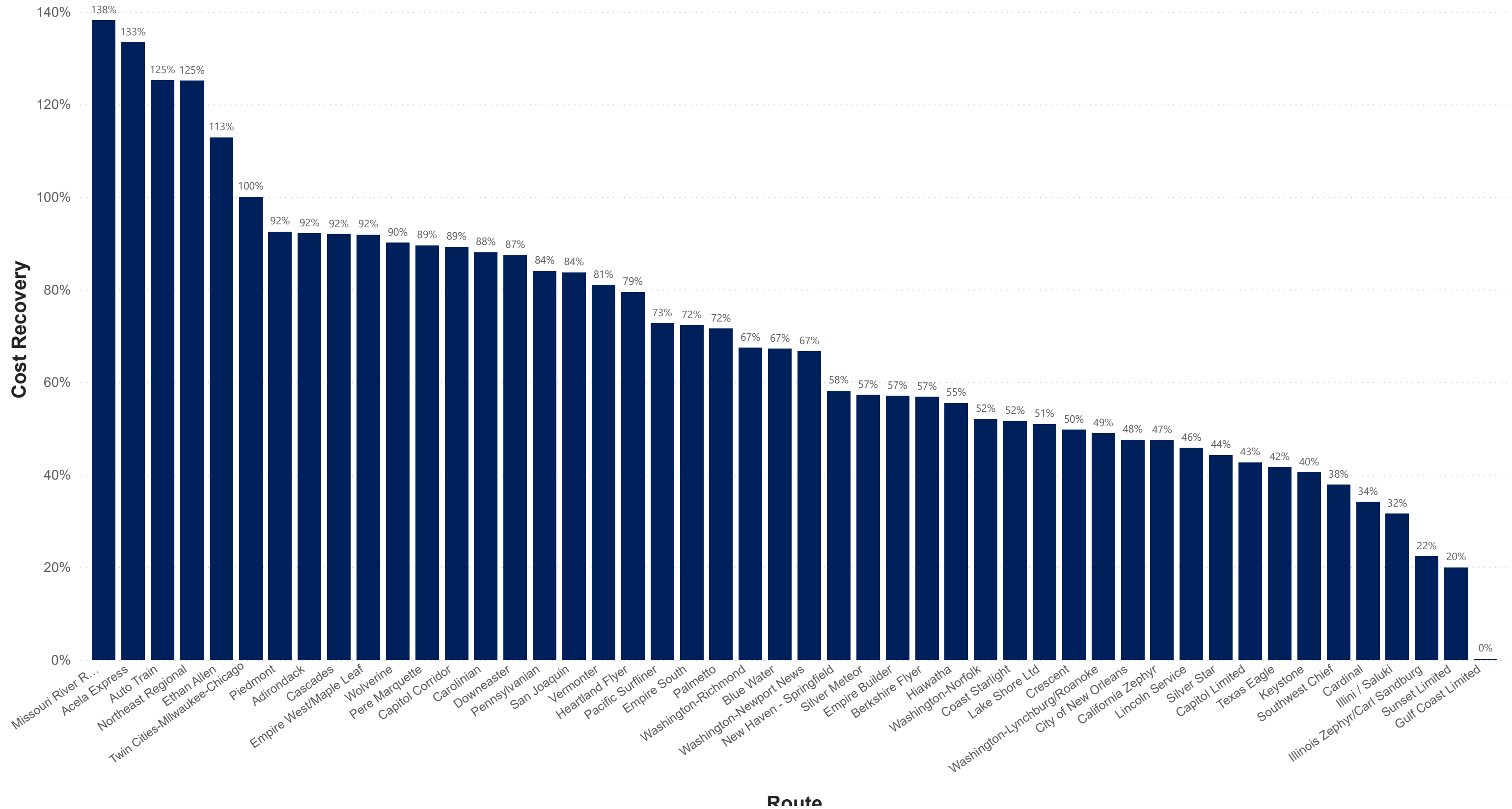


Figure 16. Cost Recovery by Route



**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	147%	147%
California Zephyr	61%	61%
Capitol Limited	55%	55%
Cardinal	44%	44%
City of New Orleans	59%	59%
Coast Starlight	64%	64%
Crescent	60%	60%
Empire Builder	72%	72%
Lake Shore Ltd	61%	61%
Palmetto	89%	89%
Silver Meteor	69%	69%
Silver Star	52%	52%
Southwest Chief	46%	46%
Sunset Limited	26%	26%
Texas Eagle	50%	50%
<b>Northeast Corridor</b>		
Acela Express	172%	172%
NEC Special Trains	54%	54%
Northeast Regional	169%	169%
<b>State Supported</b>		
Adirondack	37%	112%
Berkshire Flyer	13%	106%
Blue Water	38%	78%
Capitol Corridor	46%	112%
Carolinian	93%	105%
Cascades	70%	115%
Downeaster	62%	110%
Empire South	113%	90%
Empire West/Maple Leaf	57%	108%
Ethan Allen	35%	136%
Twin Cities-Milwaukee-Chicago	0%	0%
Gulf Coast Limited	0%	0%
Heartland Flyer	36%	109%
Hiawatha	61%	61%
Illini / Saluki	36%	36%
Illinois Zephyr/Carl Sandburg	25%	25%
Keystone	35%	52%
Lincoln Service	52%	52%
Missouri River Runner	43%	162%
New Haven - Springfield	30%	71%
Non-NEC Special Trains	11%	11%
Pacific Surfliner	45%	90%
Pennsylvanian	69%	108%
Pere Marquette	43%	104%
Piedmont	55%	113%
San Joaquin	33%	99%
Vermont	32%	102%
Washington-Lynchburg/Roanoke	84%	59%
Washington-Newport News	73%	81%
Washington-Norfolk	77%	64%
Washington-Richmond	56%	82%
Wolverine	55%	108%
<b>System-Wide</b>		
National Train Service	94%	105%
System-wide (Total Amtrak)	77%	86%

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

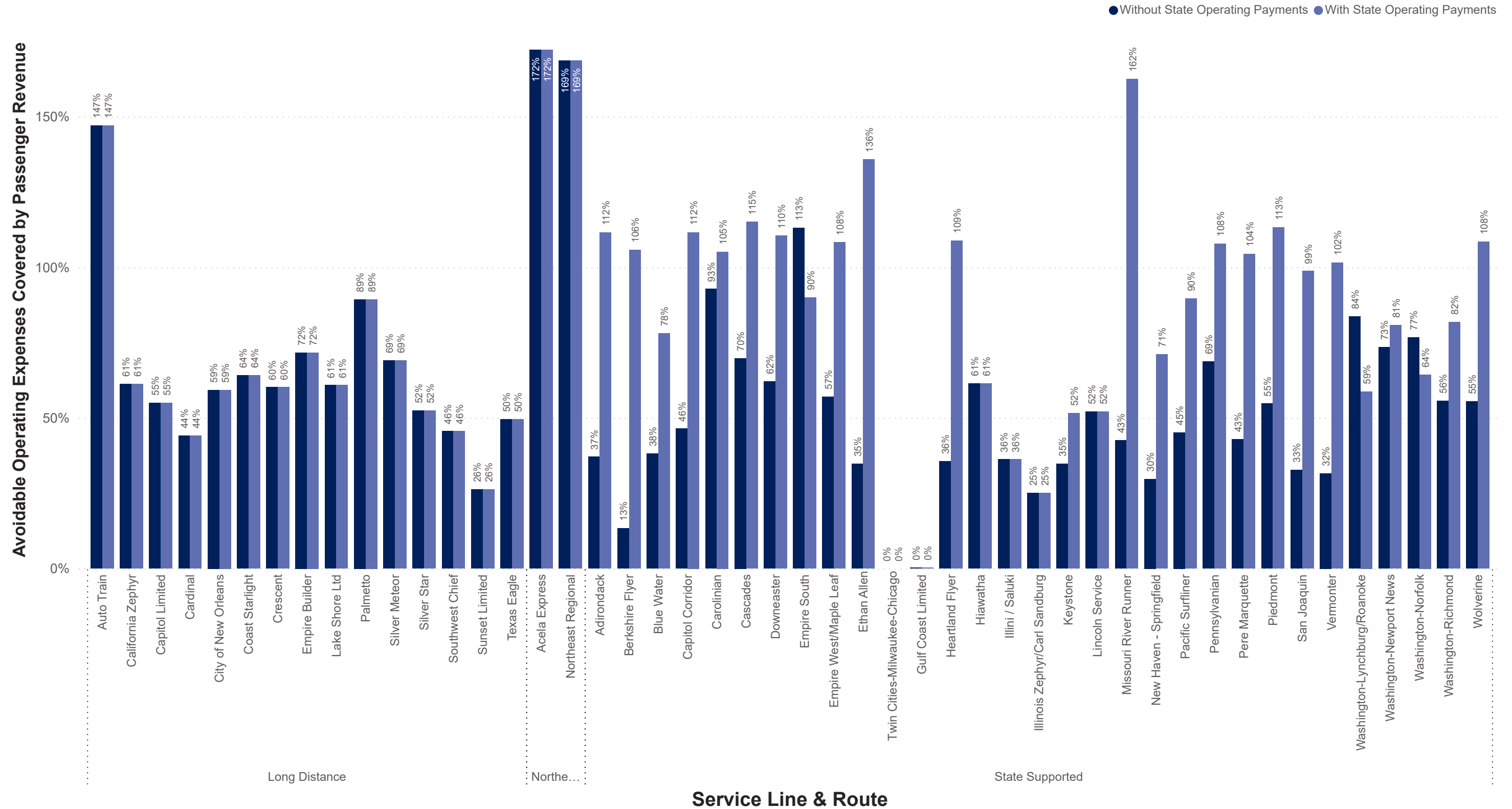
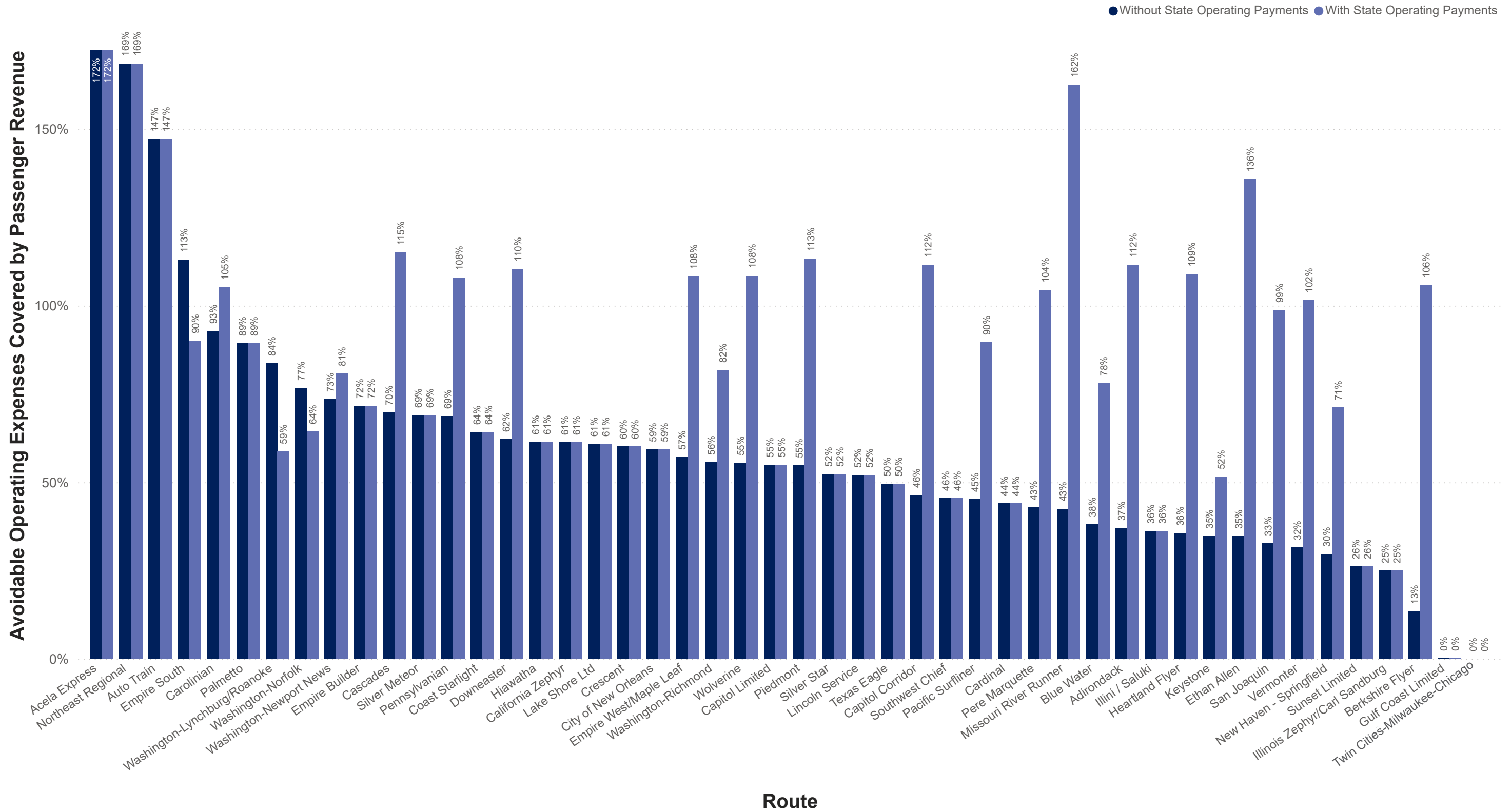


Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Route





**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	123%	123%
California Zephyr	47%	47%
Capitol Limited	42%	42%
Cardinal	33%	33%
City of New Orleans	47%	47%
Coast Starlight	51%	51%
Crescent	48%	48%
Empire Builder	56%	56%
Lake Shore Ltd	50%	50%
Palmetto	70%	70%
Silver Meteor	56%	56%
Silver Star	43%	43%
Southwest Chief	37%	37%
Sunset Limited	19%	19%
Texas Eagle	41%	41%
<b>Northeast Corridor</b>		
Acela Express	131%	131%
NEC Special Trains	21%	21%
Northeast Regional	122%	122%
<b>State Supported</b>		
Adirondack	30%	91%
Berkshire Flyer	7%	56%
Blue Water	32%	66%
Capitol Corridor	37%	88%
Carolinian	76%	86%
Cascades	55%	91%
Downeaster	48%	85%
Empire South	87%	69%
Empire West/Maple Leaf	48%	90%
Ethan Allen	29%	112%
Twin Cities-Milwaukee-Chicago	0%	0%
Gulf Coast Limited	0%	0%
Heartland Flyer	26%	79%
Hiawatha	54%	54%
Illini / Saluki	31%	31%
Illinois Zephyr/Carl Sandburg	22%	22%
Keystone	26%	39%
Lincoln Service	45%	45%
Missouri River Runner	36%	137%
New Haven - Springfield	24%	56%
Non-NEC Special Trains	5%	5%
Pacific Surfliner	36%	72%
Pennsylvanian	53%	83%
Pere Marquette	36%	89%
Piedmont	44%	91%
San Joaquin	27%	82%
Vermont	25%	80%
Washington-Lynchburg/Roanoke	68%	47%
Washington-Newport News	59%	65%
Washington-Norfolk	60%	51%
Washington-Richmond	45%	66%
Wolverine	45%	89%
<b>System-Wide</b>		
National Train Service	73%	81%
System-wide (Total Amtrak)	59%	65%



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

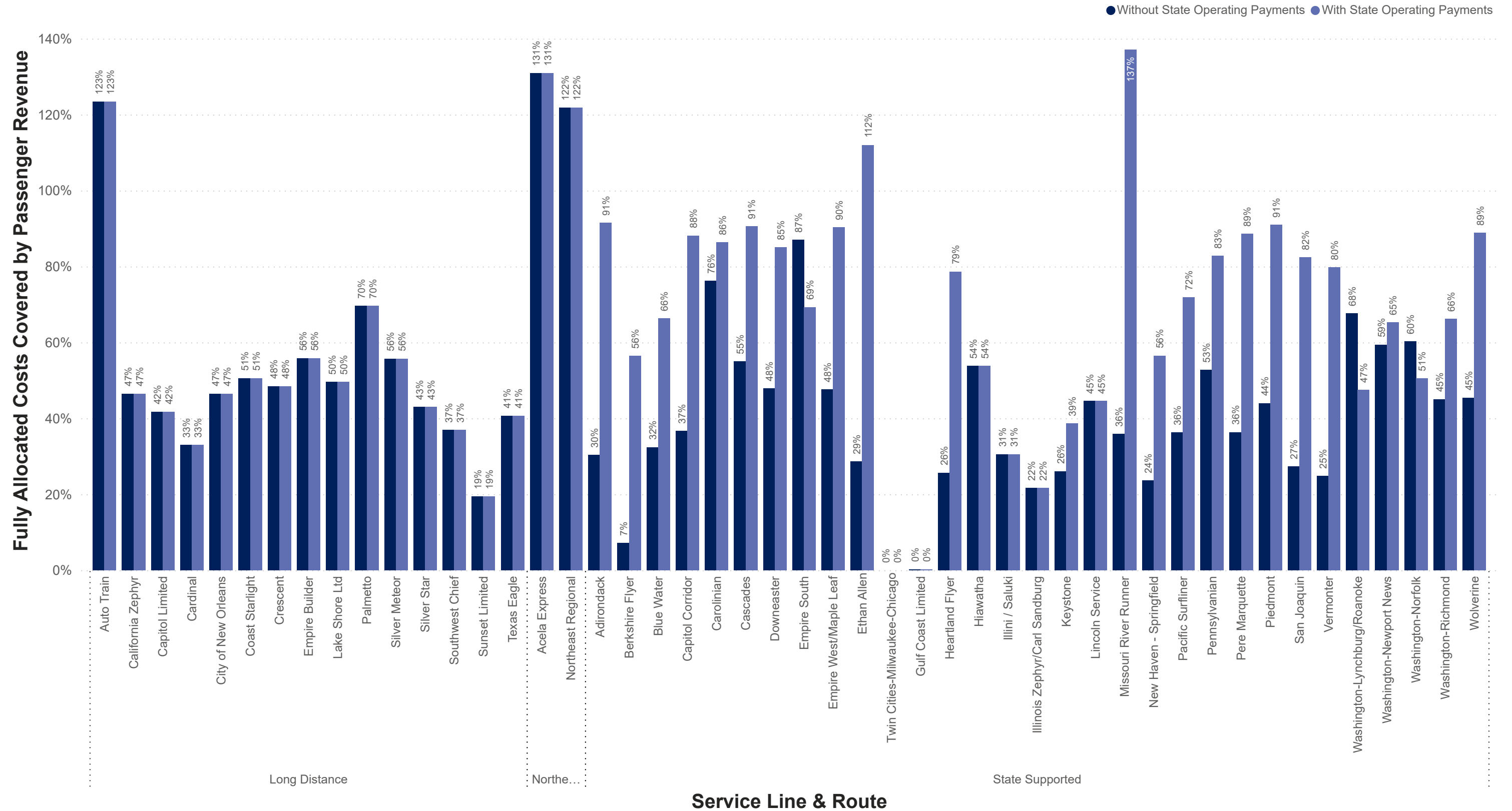
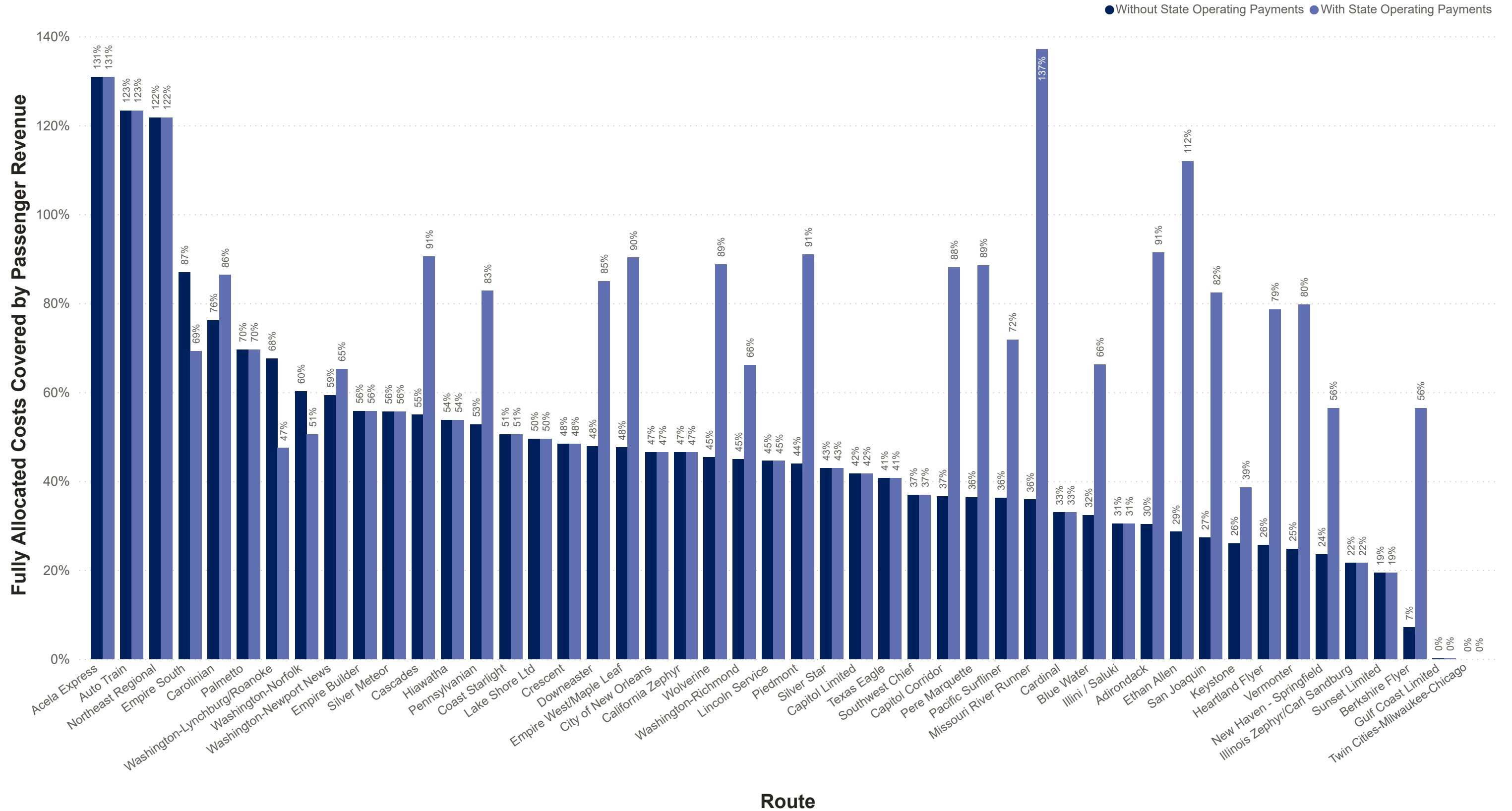


Figure 20. Fully Allocated Costs Covered by Passenger Revenue by Route



**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	159	74,830
California Zephyr	144	80,632
Capitol Limited	94	31,005
Cardinal	101	22,742
City of New Orleans	159	63,249
Coast Starlight	155	83,545
Crescent	126	72,849
Empire Builder	160	93,127
Lake Shore Ltd	184	89,110
Palmetto	154	90,162
Silver Meteor	168	80,521
Silver Star	142	92,010
Southwest Chief	156	70,010
Sunset Limited	96	18,766
Texas Eagle	157	73,498
<b>Northeast Corridor</b>		
Acela Express	196	779,022
Northeast Regional	322	2,390,046
<b>State Supported</b>		
Adirondack	73	18,106
Berkshire Flyer	13	302
Blue Water	148	43,538
Capitol Corridor	77	281,222
Carolinian	218	83,487
Cascades	134	194,509
Downeaster	87	131,798
Empire South	194	321,954
Empire West/Maple Leaf	120	115,428
Ethan Allen	55	19,792
Heartland Flyer	84	17,606
Hiawatha	128	169,593
Illini / Saluki	104	69,568
Illinois Zephyr/Carl Sandburg	57	32,421
Keystone	90	311,450
Lincoln Service	135	135,511
Missouri River Runner	74	40,381
New Haven - Springfield	55	107,018
Pacific Surfliner	113	371,260
Pennsylvanian	163	49,182
Pere Marquette	104	22,028
Piedmont	84	67,435
San Joaquin	93	220,102
Vermont	64	26,716
Washington-Lynchburg/ Roanoke	130	81,230
Washington-Newport News	152	87,708
Washington-Norfolk	138	118,435
Washington-Richmond	139	34,463
Wolverine	154	115,228
<b>System-Wide</b>		
National Train Service	164	7,492,595
System-wide (Total Amtrak)	164	7,492,595

Figure 21. Total Ridership by Service Line and Route

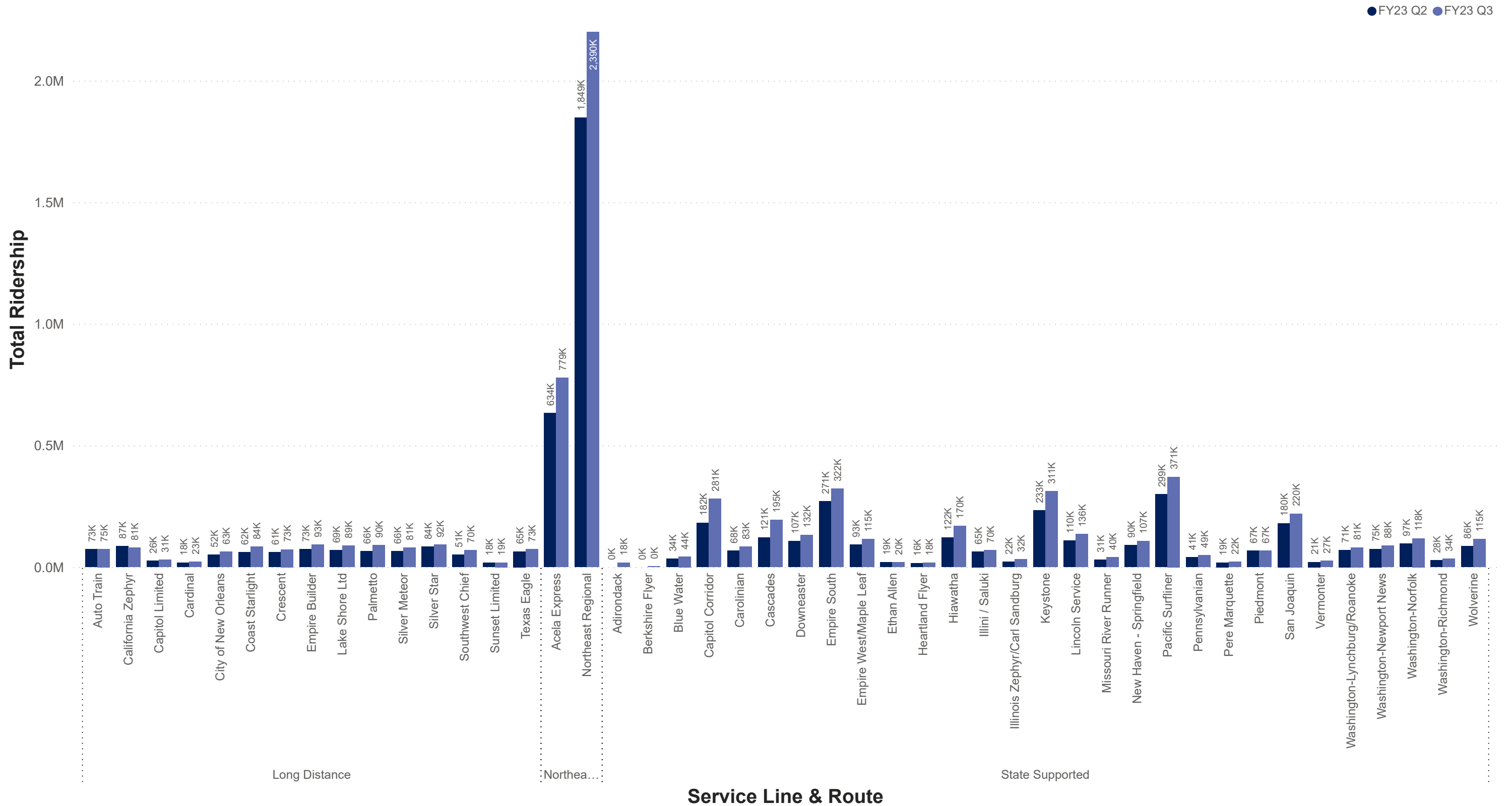


Figure 22. Total Ridership by Route

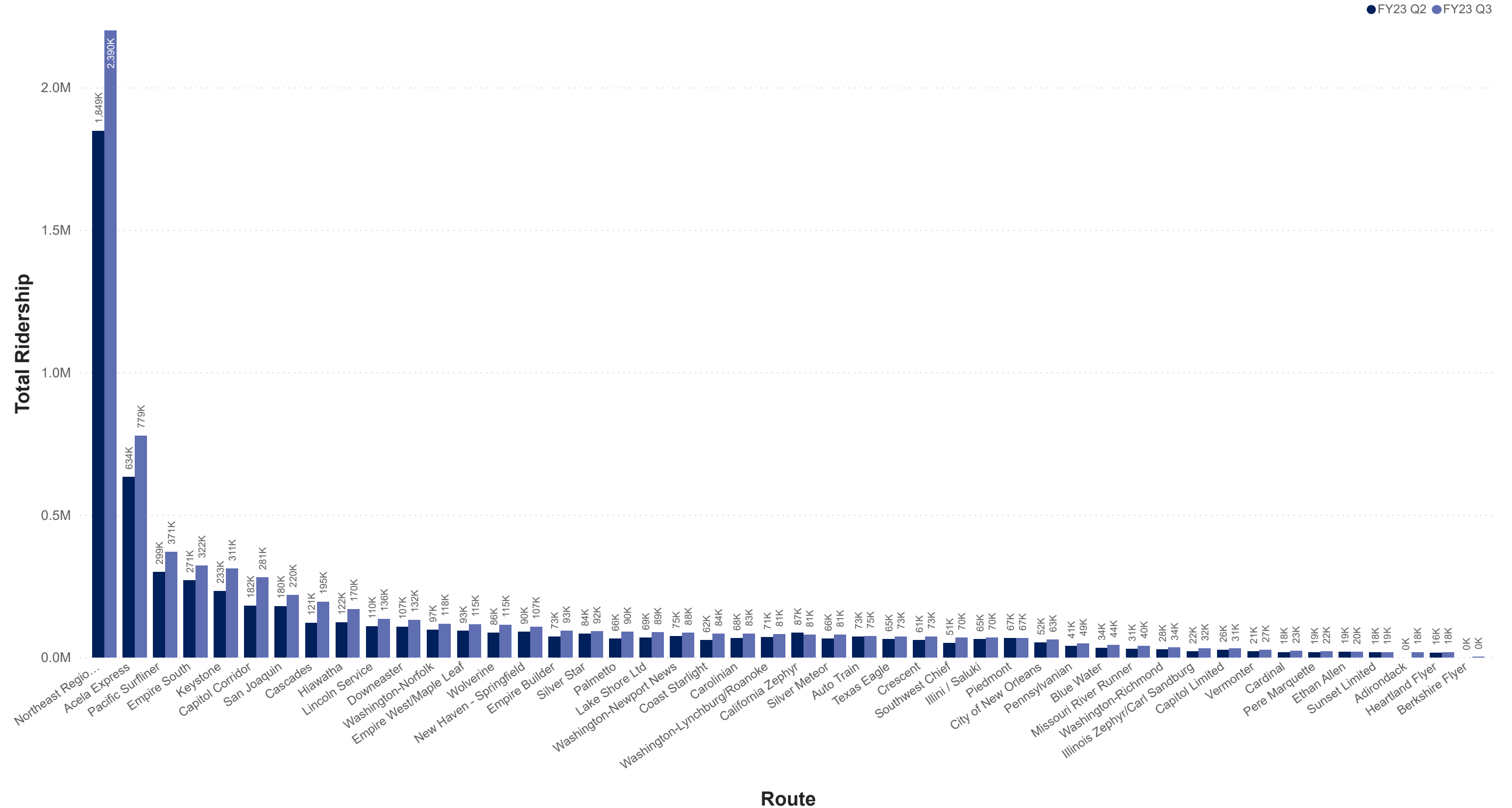


Figure 23. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

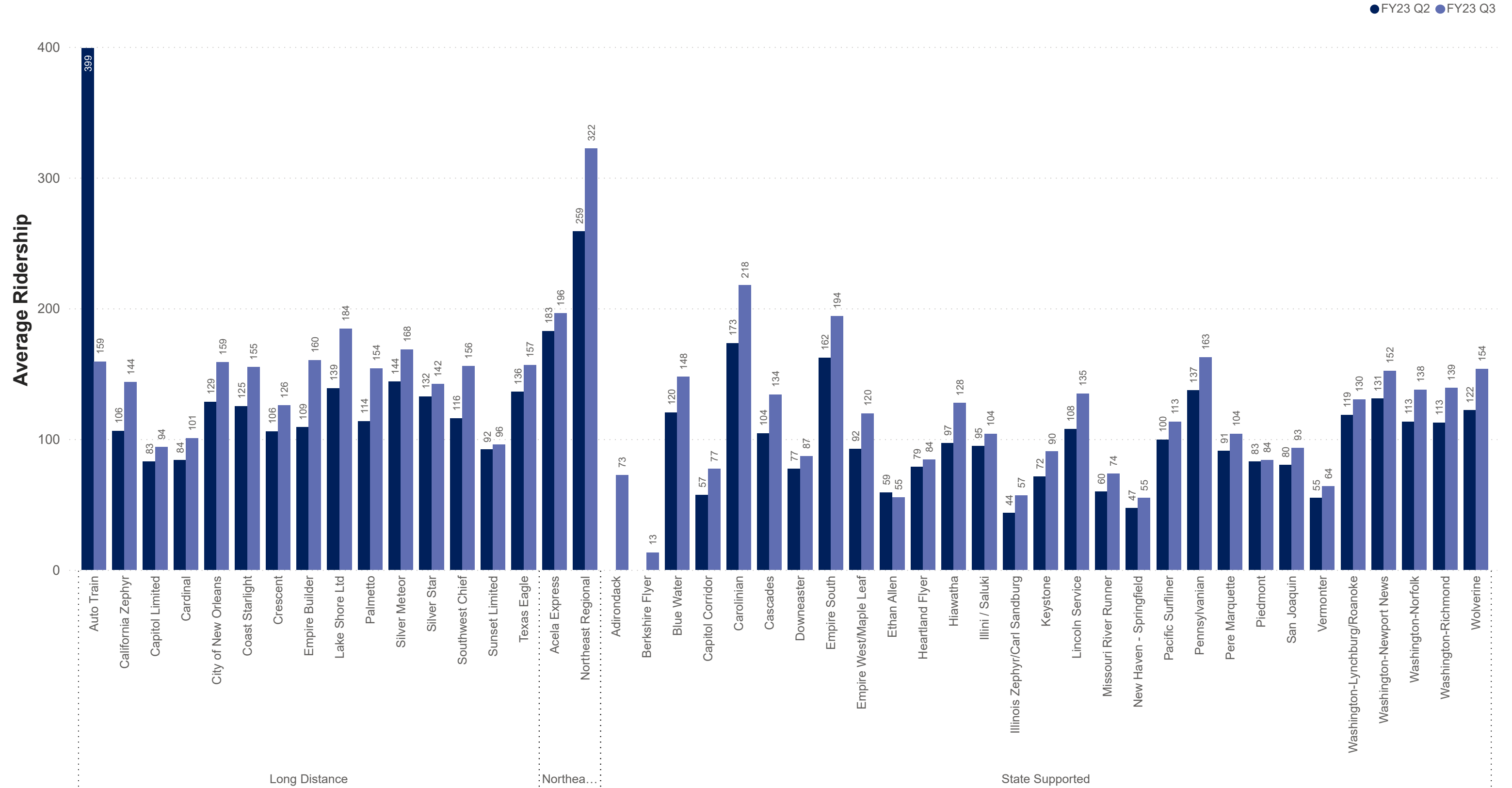
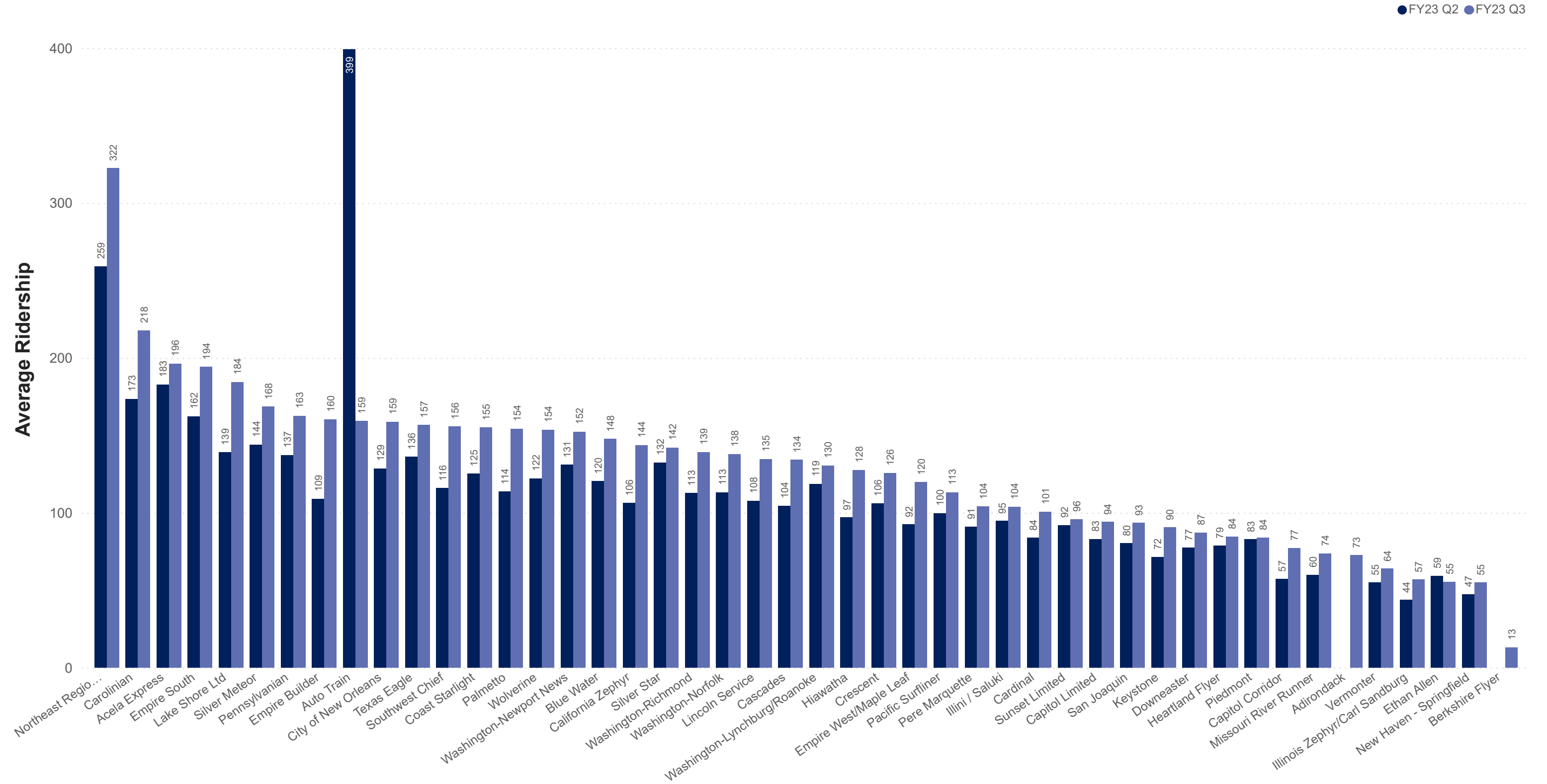


Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Route



**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 available 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.  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.  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.  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	2103	93.8%	Acela	2226	92.0%	Capitol Corridor	524	87.8%
	2104	72.6%		2248	79.3%		525	97.7%
	2107	96.3%		2249	79.2%		527	94.2%
	2121	74.2%		2250	84.1%		528	78.0%
	2122	81.2%		2251	86.5%		529	79.1%
	2126	81.1%		2252	77.9%		531	82.8%
	2128	93.1%		2253	72.2%		532	93.8%
	2150	77.6%		2254	62.1%		534	92.8%
	2151	89.0%		2255	69.1%		536	96.0%
	2152	60.1%		2256	60.4%		538	80.9%
	2153	88.0%		2257	45.8%		540	96.2%
	2154	73.9%		2258	92.1%		541	78.7%
	2155	86.6%		2259	60.2%		542	97.3%
	2158	75.8%		2260	80.0%		543	87.7%
	2159	79.5%		2263	70.9%		544	94.9%
	2160	81.7%		2265	71.3%		545	91.5%
	2163	84.1%		2271	60.2%		546	86.9%
	2164	74.2%		2275	93.8%		547	86.4%
	2165	63.9%		2290	63.8%		548	97.7%
	2167	75.3%		2292	55.7%		549	91.5%
2168	82.1%	Adirondack	68	59.1%	551	94.0%		
2169	82.0%		69	71.9%	720	97.1%		
2170	81.3%	Auto Train	52	59.4%	723	92.2%		
2172	82.2%		53	65.5%	724	84.5%		
2173	81.3%	Berkshire Flyer	1234	0.0%	727	100.0%		
2175	65.9%		1235	92.4%	728	78.6%		
2190	86.4%		1244	34.3%	729	75.7%		
2193	84.2%		1245	66.7%	732	84.3%		
2203	100.0%	Blue Water	364	76.4%	733	77.2%		
2205	92.3%		365	46.4%	734	99.4%		
2213	100.0%	California Zephyr	5	26.2%	736	70.3%		
2216	75.5%		6	17.0%	737	81.9%		
2218	100.0%	Capitol Corridor	521	94.5%	738	100.0%		
2222	100.0%		522	93.9%	741	72.1%		
2224	79.7%		523	93.0%	742	95.5%		

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

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Capitol Corridor	743	80.7%	Downeaster	681	88.7%	Hiawatha	336	93.3%
	744	93.5%		682	87.0%		337	84.8%
	745	87.2%		683	71.4%		338	79.5%
	746	99.1%		684	73.9%		339	88.8%
	747	90.9%		685	92.2%		340	92.0%
	748	82.5%		686	80.5%		341	95.6%
	749	97.6%		687	87.2%		342	87.9%
	751	87.4%		688	83.1%		343	100.0%
Capitol Ltd	29	74.4%	Empire Builder	689	96.7%	Illini / Saluki	390	74.2%
	30	73.7%		690	100.0%		391	77.2%
Cardinal	50	39.1%	Ethan Allen Express	691	95.8%		Keystone	392
	51	73.6%		692	87.0%	393		82.7%
Carl Sandburg / Illinois Zephyr	380	86.9%	Heartland Flyer	693	79.0%	600	600	93.9%
	381	74.0%		694	71.3%		601	96.7%
	382	65.6%		695	96.2%		605	96.9%
	383	72.8%		696	69.7%		607	94.3%
Carolinian	79	62.4%	Hiawatha	697	76.7%	609	95.6%	
	80	46.7%		698	71.0%	610	100.0%	
Cascades	500	52.4%	Hiawatha	699	82.8%	611	100.0%	
	503	73.1%		1689	93.5%	612	100.0%	
	504	80.1%	Empire Builder	7	55.3%	615	89.1%	
	505	63.5%		8	38.6%	618	97.8%	
	507	71.3%		27	61.9%	620	94.6%	
	508	53.6%		28	62.9%	622	97.5%	
	516	48.4%	Ethan Allen Express	290	55.1%	624	81.2%	
	517	65.4%		291	80.1%	637	93.1%	
	518	59.1%	Heartland Flyer	821	77.0%	639	92.2%	
	519	66.5%		822	68.2%	640	94.8%	
City Of New Orleans	58	78.9%	Hiawatha	329	93.5%	641	98.2%	
	59	79.9%		330	97.3%	642	97.3%	
Coast Starlight	11	71.6%	Hiawatha	331	84.7%	643	96.4%	
	14	51.9%		332	83.7%	644	93.2%	
Crescent	19	47.3%	Hiawatha	333	89.7%	645	92.4%	
	20	38.7%		334	87.7%	646	86.8%	
Downeaster	680	95.3%	Hiawatha	335	89.8%	647	96.5%	

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

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Keystone	648	88.7%	Lincoln Service	307	81.8%	On Spine Northeast Regional	128	100.0%
	649	90.7%	Maple Leaf	63	74.1%		129	80.9%
	650	96.6%	Missouri	64	65.6%		130	92.6%
	651	90.6%		311	71.3%		132	81.7%
	652	98.9%	New York - Albany	316	57.9%		135	67.2%
	653	84.6%		232	78.9%		137	71.8%
	654	95.0%		233	58.5%		139	78.9%
	655	89.8%		234	98.0%		140	68.4%
	656	97.6%		235	81.0%		148	87.2%
	657	94.5%		236	89.2%		149	94.7%
	658	100.0%		237	62.7%		150	72.3%
	660	95.9%		238	89.4%		152	70.9%
	661	97.4%		239	94.5%		154	70.0%
	662	90.4%		240	84.6%		155	99.9%
	663	93.8%	241	83.6%	159		25.9%	
	664	100.0%	243	87.4%	160		79.1%	
	665	96.7%	244	80.7%	161		43.6%	
	666	98.2%	246	100.0%	162		75.6%	
	667	96.9%	250	92.5%	163		79.7%	
	669	89.5%	253	48.1%	165		55.7%	
	670	92.8%	256	88.9%	166		81.5%	
	671	99.6%	259	86.5%	167		91.0%	
	672	89.2%	260	92.7%	168		72.2%	
	674	90.5%	261	98.1%	169		87.3%	
Lake Shore Ltd	48	72.5%	New York - Niagara Falls	280	89.5%	170	87.7%	
	49	63.5%		281	67.6%	172	79.2%	
	448	69.3%		283	51.1%	173	72.8%	
	449	79.6%		284	87.8%	175	56.4%	
Lincoln / Missouri	318	61.9%	On Spine Northeast Regional	111	94.8%	177	83.2%	
	319	61.9%		120	73.2%	178	92.7%	
Lincoln Service	300	81.2%		121	92.6%	179	94.6%	
	301	83.4%		122	73.0%	180	93.0%	
	302	87.2%		123	86.1%	182	85.0%	
	305	83.2%		126	83.2%	184	89.1%	
	306	76.9%		127	82.0%	185	84.2%	

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

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
On Spine Northeast Regional	189	92.1%	Pacific Surfliner	1579	100.0%	Richmond / Newport News / Norfolk	96	48.8%
	190	88.2%		1584	100.0%		99	63.8%
	192	73.7%		1585	100.0%		124	66.4%
	193	79.8%		1590	77.5%		125	74.4%
	196	91.2%		1594	49.8%		138	42.6%
Pacific Surfliner	562	86.5%		1765	100.0%		153	92.0%
	564	83.3%		1769	100.0%		157	66.7%
	567	81.7%		1770	87.0%		158	67.4%
	572	80.9%		1774	61.2%		164	72.7%
	573	96.5%		1777	100.0%		174	71.0%
	580	88.4%		1784	60.7%		186	72.3%
	581	94.4%		1785	90.6%		194	64.0%
	583	95.6%	Palmetto	89	62.6%		195	66.6%
	586	93.6%		90	48.7%	Roanoke	66	76.6%
	587	78.7%	Pennsylvanian	42	79.3%		141	84.0%
	588	82.0%		43	77.8%		145	74.6%
	591	89.7%	Pere Marquette	370	89.9%		147	80.2%
	595	83.5%		371	96.0%		151	86.3%
	761	78.2%	Piedmont	73	66.5%		156	69.7%
	765	82.1%		74	60.4%		171	68.3%
	769	81.0%		75	47.3%		176	80.3%
	770	81.2%		76	57.5%	San Joaquins	702	50.8%
	774	76.6%		77	70.7%		703	51.2%
	777	75.3%		78	66.6%		710	68.6%
	784	79.7%	Richmond / Newport News / Norfolk	65	77.1%		711	74.7%
785	75.3%		67	87.9%		712	56.9%	
790	83.0%		82	88.1%		713	40.6%	
794	39.8%		84	59.2%		714	60.7%	
1561	100.0%		85	77.3%		715	35.8%	
1562	95.1%		86	63.6%		716	58.4%	
1565	100.0%		87	60.3%		717	48.5%	
1567	89.8%		88	79.1%		718	59.7%	
1570	100.0%		93	83.7%		719	49.4%	
1574	90.9%		94	71.4%	Silver Meteor	97	52.1%	
1577	82.9%		95	80.7%		98	41.7%	

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

Route	Train	OTP	Route	Train	OTP
Silver Star	91	50.8%	Springfield Shuttles	497	99.2%
	92	45.7%		499	73.3%
Southwest Chief	3	32.1%	Sunset Ltd	1	38.1%
	4	23.5%		2	31.8%
Springfield Shuttles	136	91.7%	Texas Eagle	21	61.1%
	143	82.0%		22	50.0%
	146	84.2%	Vermont	54	87.4%
	400	100.0%		55	72.6%
	405	99.6%		56	78.9%
	409	100.0%		57	91.1%
	412	100.0%	Wolverine	350	74.5%
	416	100.0%		351	81.8%
	417	95.5%		352	62.5%
	432	82.2%		353	86.2%
	450	87.8%		354	65.0%
	451	100.0%		355	72.6%
	453	100.0%			
	460	74.7%			
	461	94.4%			
	463	100.0%			
	464	70.3%			
	465	85.9%			
	467	100.0%			
	470	80.1%			
471	96.3%				
473	97.6%				
474	74.6%				
475	98.0%				
476	83.0%				
478	86.6%				
479	96.3%				
488	74.7%				
490	97.9%				
494	88.9%				
495	92.7%				

Appendix 2: Delay Minutes by Train and Responsibility

Table 24: Amtrak Responsible Train Delay Minutes

Route	Train	Amtrak (Host)															Amtrak (Non-Host)											Total Amtrak Resp. Delay Minutes			
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PBB	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Acela	2103	12			27	9	24	5	6				6	10	6	12	117		26			7	12			4			49	166	
	2104	25	15		10		15		40				7	32		2	146	5	63		12	102	11		13	6		212	358		
	2107	38	12		12		14		3				8	9	16		112		5			92	14		3	1		115	227		
	2121	34	19		16			8	20				7			3	107	6	70				6					82	189		
	2122	109	31		22			24	63				28	56			333	3	16			79	11		25	30	3	6	72	245	578
	2126	28			21	7	2	7	37		1		21	35		190	349	12	24			43	10		21	3			37	150	499
	2128	70	7		6								10	5		25	123					4					8		12	135	
	2150	82	8		144		6	41	14				17	28	11	33	384	5	131			45	58	6			4	9	14	272	656
	2151	22			54		18	34	12				22	18		13	193	7	50		5	81	39			2		12		196	389
	2152	335	4		172		15	59	59				25	98	10	36	813	33	37			44	52			18	7	3		194	1,007
	2153	45	4		142			13	18	6		5	8	18		59	318	7	27		6	19	96			5	3		27	190	508
	2154	80	19		138		12	50	45				11	55	15	76	501	4	88		80	71	110			28		12	6	399	900
	2155	23	5		92			13	8				12	59		28	240	64	57		25	31	67	3				28	275	515	
	2158	65	10		127			27	92				21	103		126	571	39	141			215	103		4	15		27	61	605	1,176
	2159	59	7		80		16	30	14				5	37		68	316	19	28		11	13	142	4			32	2	7	258	574
	2160	64			93		39	7	55		2		24	60		116	460	23	109			165	67	6		84	15			469	929
	2163	35			86		80	23	23				6	65		15	333	23	37			67	117			14	2		6	266	599
	2164	33		18	157		78	31	54				25	72	7	47	522	28	41			104	80		91	22	1		59	426	948
	2165	96		26	82		94	34	92				20	141	67	71	723	17	6	8		40	79		3	27	2	4	25	211	934
	2167	71			34		46	17	6				5	40		37	256	11	16			71	71		81	10	5	34	17	316	572
	2168	9	31		76		79	10	91				36	32		19	383	29	29			61	36	4		12		2	2	175	558
	2169	70			45		107	9	11				8	31	5	61	347	4	24			55	78			8			12	181	528
	2170	38	16	4	95	9	159	9	48				23	32		68	501	9	111		7	32	60	12	5	4	7	3	10	260	761
	2172	62	32	5	31		35		68				45	59		60	397	12	98			144	48		71	9	25		11	418	815
	2173	104		24	94		86	3	19				26	50		108	514	7	7		5	122	62	5	19	84	6		65	382	896
	2175	57			10		78		13				35	4		38	235	5	92		5	105	35		21	6	4	6	112	391	626
2190	25		2	100		17	5	2					18	7	2	178		54		27	10	33				1	8	7	140	318	
2193	15			11		2		3				16	6			53	21	23				18						51	113	166	
2203																		4			2	5							11	11	
2205	15			14									6		6	41		4			22	13							39	80	
2216				15				11				2	3		34	65		4			80	2							86	151	
2218				5				1								6													6	6	
2222	5							5					9		10	29	1	2											3	32	
2224								4				1	4		21	30		9				7		24			15	2	57	87	

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

Route	Train	Amtrak (Host)													Amtrak (Non-Host)											Total Amtrak Resp. Delay Mins.				
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total	
Acela	2226															17												17	17	
	2248	10	16	5	62	42		18			8	53		128	342	7	41			133	33							214	556	
	2249	16			3						11			16	46	5	17			39	18				3	7		89	135	
	2250	22			55		14	15			5	29	2	82	224	16	10				67				2		7	102	326	
	2251	20			8	1					2		2	28	61	7	14			29	3	5						58	119	
	2252	29		15	31	56	1	24			6	24	3	148	337	16	19			46	39	3			6	2		131	468	
	2253	28			21	19	13	3		4	7	93		50	238	28	32			9	62			3	39			173	411	
	2254	31	8		17	38		19		14	37	28		134	326	21	36			63	62			7	3		35	227	553	
	2255	30			6	107				21	11	11		102	288	14	12			246	62		22		8	7	9	380	668	
	2256								1					4	5						3							3	8	
	2257	11	19				22					2	5		80	139	21	20			11	61				2			115	254
	2258				4						3		40	33	80	1	28			1	11		18		2		5	66	146	
	2259	17			11						1	4		79	112	5	17			8	13		18				44	105	217	
	2260	1			17	3		7			3	8	3	53	95	15	16			8	19	21	6				2	87	182	
	2263	7			72						5	12		24	120	8				4	5				3			20	140	
	2265	10			37						3	6		27	83	3					2						13	18	101	
	2271	2			54			2			5	22	6	56	147	5				9	19			8		6	4	51	198	
	2275	7			74	19		2			5	2		35	144						1						3	4	148	
2290				93		19	1				21		27	161	7				23	5						3	38	199		
2292	9		11	98		13					10	2	6	149		5			9	6							20	169		
Adirondack	68				91			31				166	20	308	73	47		18	38	172	32			48	91	239	758	1,066		
	69	22	6		137		89	7				86	111	10	468	89	14			167	240			79	91	49	248	977	1,445	
Auto Train	52																179			285		34	729		122	244	629	2,222	2,222	
	53																122			264			479		170	182	511	1,728	1,728	
Berkshire Flyer	1234							34							34								177		3	14	48	242	276	
	1235							14				7	5		26	1	21			3	13				12	19	34	103	129	
	1244							18				15			33	3			23	14	11	19			2	4	10	86	119	
	1245							23				13			36												-	-	36	
Blue Water	364	17			59			450	3			5	14	548	141	90		7	213	121	13	45		45	242	231	1,148	1,696		
	365	7			76		9	427	17			107	12	655	265	81			53	170				561	26	378	1,534	2,189		
California Zephyr	5	17			26									43	366	877			1,237	1,124	401	103		882	1,231	1,933	8,154	8,197		
	6	10			8							26	4	48	448	460		78	1,276	1,430	268	979		703	2,366	2,304	10,312	10,360		
Capitol Corridor	521																10			8	33	81			52	12	52	248	248	
	522															12	73	37		52					27		8	209	209	
	523															6				9	23	14			6	7	55	120	120	

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	524	35	4	1	5	16	39			28	6	73	207	207
	525	5	14			10	13		15	6		7	70	70
	527	16	4			13	18			18	2	73	144	144
	528	55	5	43			58			50	6	32	249	249
	529	48	26			56	51			47	23	284	535	535
	531	24	4			33				16		6	83	83
	532	56	1	47		14	40		2	34	2	25	221	221
	534	15	21	6	9	40	3			7		8	109	109
	536	16	9				4			2		44	75	75
	538	52	19			2	53		22	79	327	166	720	720
	540	4	11	1			8		48				72	72
	541	66	16		4	5	94		25	85		88	383	383
	542	40	2	20	3	12	35			10	7	19	148	148
	543	36	4		24	12	13				7	10	106	106
	544	31	8	4	6	2	3		67	2		16	139	139
	545	35	6			5	34			10		3	93	93
	546	21	45		5		50			122		16	259	259
	547	37	112		6		55	12	63	20	8	38	351	351
	548	2	4				13			18	24	49	110	110
	549	2	2			14	20			1		5	44	44
	551	14	4		3	6	10			2		23	62	62
	720	10	3				5					6	24	24
	723					4	2			26	8	4	44	44
	724	17	5	43			22			11	51	13	162	162
	727	16	4			5	23			12	4	12	76	76
	728	30	25				34			27	2	21	139	139
	729	29	7			2	25			25	12	58	158	158
	732	25	1	3	2		40			13		35	119	119
	733	7					8			2		33	50	50
	734	9	7	2		2	13		2				35	35
	736	31	48		7		20		17	42	76	7	248	248
	737	14	8				15	7		32		31	107	107
	738	6	18	1			20				1	11	57	57
	741	34	10			19	32			41	1	39	176	176
	742	4	2			39	12			16		5	78	78



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	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Capitol Corridor	743														57	7		12			28				59		8	171	171
	744														3	1	7	7			20				38		15	91	91
	745														28	16					6				4		33	87	87
	746														2	4					5				8		4	23	23
	747														29	1					18				4	2	13	67	67
	748														4	8	7	17	4		18				82		12	152	152
	749														7				5	1							1	14	14
	751														2	1			3	6					6		31	49	49
Capitol Ltd	29	8			16			17					21	62	82	28		62	180	304	134			141	27	291	1,249	1,311	
	30	6			56		29	14	14				12	164	111	45		89	238	246		21		159	80	238	1,227	1,391	
Cardinal	50	18			84		2	7	13			32	148	369	176	95		20	385	149	26	244		430	398	437	2,360	2,729	
	51	32			13	14	10	4	13			1	119	206	264	18		118	66	153				455	43	279	1,396	1,602	
Carl Sandburg / Illinois Zephyr	380				2		2	2					7	13	148	11			100	257				32		94	642	655	
	381	10												10	51	38			24	24		35				113	285	295	
	382	5									2			7	78	17			26	40		54		4		34	253	260	
	383	4						2					3	9	94	27			84	166		72		27		31	501	510	
Carolinian	79	6	3	6	41		252	10		3	1	28	2	352	1,133	22			365	591	115	8		87	417	1,014	3,752	4,104	
	80	32	8		5		50	26				13	72	241	874	59			166	827	73	121		52	60	954	3,186	3,427	
Cascades	500														302	41	18		135	237		100		416	152	471	1,872	1,872	
	503														207	10	21	67	118	178		21		222	22	675	1,541	1,541	
	504														126	39	6	9	223	123				152	64	172	914	914	
	505														350	128	43	23	266	128	5	44		144	2	609	1,742	1,742	
	507														133	86		21	41	99		72		179	23	95	749	749	
	508														226	3	4		121	197		61		183	8	609	1,412	1,412	
	516														55	70	6		66	143				50	2	71	463	463	
	517														209	98	28		89	186				192	8	351	1,161	1,161	
	518														172	104		183	112	155	13			206	38	216	1,199	1,199	
	519														30	56			122	24				67		35	334	334	
City Of New Orleans	58	8			45							68	1	122	355	87			333	717	136			106	194	924	2,852	2,974	
	59				5			-				10		15	263	379		28	368	700	24	410		220	491	578	3,461	3,476	
Coast Starlight	11														376	202		191	861	651	43	35		404	970	1,329	5,062	5,062	
	14														309	226		396	401	1,055	88	70		823	798	1,801	5,967	5,967	
Crescent	19	20	27		34		84	27			3	67	48	313	911	137	2		554	828	140	80	11	246	1,068	1,827	5,804	6,117	
	20	43	6		86			45	86		8	212	15	566	1,284	247			482	1,068	98	7		379	534	1,756	5,855	6,421	
Downeaster	680														3					27				8		8	46	46	

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	Total
Downeaster	681									10			7			22		14	4		14	71	71
	682									29						58			15		4	106	106
	683									20					166	27		7		58	278	278	
	684									12					27	33		2		92	166	166	
	685									12						58	85	4		25	184	184	
	686									18					9	25		38	4	4	98	98	
	687									12					78	34		50	4	9	187	187	
	688									10		28				12				71	2	123	123
	689									5					2	4				44	11	66	66
	690														12				8		4	24	24
	691									10						13		7	3		19	52	52
	692									21						29			9		3	62	62
	693									10			7			12		3	12		11	55	55
	694									14						41						55	55
	695									16					22	10			2			50	50
	696									10						13		19				42	42
	697									12						10		46	2			70	70
	698									5					2	8				9	5	29	29
699									2						11						13	13	
1689									2						18			3			23	23	
Empire Builder	7	13	67				3	11	94	251	676		12		1,408	1,164	28	7	254	765	2,740	7,305	7,399
	8	32	2					57	91	260	117		1,786		751	1,173	93	950	801	1,692	2,446	10,069	10,160
	27									20			28		284	8			16	51	187	594	594
	28									26	5		162		18	39	50	1,297	9	430	53	2,089	2,089
Ethan Allen Express	290		37	15	36	4	120	26	238	145	3		-		219	287	8		84	104	235	1,085	1,323
	291	4	34	17	22		139	85	301	130	76			14	286	296			39	219	142	1,202	1,503
Heartland Flyer	821									84					7	169			2		33	295	295
	822									131			47		84	85			13		2	362	362
Hiawatha	329		5					3	8		34	62			45	2			86	27	9	265	273
	330	5						2	7	5					12	12			19	1	34	83	90
	331	28						7	35	12	7	13			169	31		22	241	69	171	735	770
	332	34				5	6	1	46	9		20			80	51		207	85	26	23	501	547
	333		3					3	6	16		48			42	47			165	61	49	428	434
	334	20						2	22	27	16				1	66		110	154	49	54	477	499
	335	4						3	7	17	1	34			9	51		92	221	72	34	531	538

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Route	Train	Amtrak (Host)											Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes		
		CTI	CTP	DCS	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
Hiawatha	336	31		13					4	2		50	7			12	18		67		111	36	9	260	310	
	337			3								3	12	18			35		40		198	101	41	445	448	
	338	46		23						9		78	17			41	45		141		77	12	209	542	620	
	339	6		17								23	12	52	110	15	32		161		70	39	276	767	790	
	340	5		11					2			18	5	12			18		15		117	22	27	216	234	
	341			12						1		13	7	1	42		11		16		150	72	13	312	325	
	342	1		5						6		12	2				11	22	254		58	13	23	383	395	
	343			2								2	3								6	21		30	32	
Illini / Saluki	390			14		3			13			30	277	1		82	280	28	261		48	63	232	1,272	1,302	
	391	20						1	22	1		44	161	105		49	180		16		54	13	549	1,127	1,171	
	392	1		9		2			30	8		50	183	41		372	259	15	258		53	5	530	1,716	1,766	
	393	2		6					12			20	141	54		227	139		49		41	111	479	1,241	1,261	
Keystone	600	17		130		28		2	8		4	189	20		15	18							30	83	272	
	601			13		64						77				13							9	22	99	
	605			10								10													10	
	607	7	5	14								26	6		23	65	2							96	122	
	609	68	4	24		11			3	87		197			33	22	2				3			60	257	
	610																				3			3	3	
	611	4		3					3		16	26							8		7			15	41	
	615										39	39														39
	618	6		17							2	25														25
	620			4						12	31	47			14	24				10			4	52	99	
	622										75	75														75
	624		9						3		34	46														46
	637			23		2			2	4	9	40				20					3			23	63	
	639	8									59	67														67
	640	292	14	22	14	76			2	5	11	436		19		20	8			18			17	82	518	
	641	6	13	31		13	2				22	87				20					13		39	72	159	
	642	26	12	5		27				4	4	78	9			62									71	149
643	24		24	17		2			2	17	86	9		54	105	4	18			3		6	199	285		
644	7		95		3				31		136			12								27	39	175		
645	7		81	6	16				2	10	122	8		12	16	16				21	31	9	113	235		
646	28	7	104		3				106	15	293	3		18	42	17				8	4	10	102	395		
647	15		19		21	2			25	7	89				35	11				6			52	141		

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Route	Train	Amtrak (Host)													Amtrak (Non-Host)													Total Amtrak Responsible Delay Minutes		
		CTI	CTP	DCS	DDA	DET	DMW	DSR	DTR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		Total	
Keystone	648	2		61			16					54	8		141			57		139	2			7				205	346	
	649	53		25			4	3			7	26	4	11	133	7		54		109	10		82	16				278	411	
	650	4		12			8				2	12		16	54	8				6	4			5		8		31	85	
	651	45	3	42		3		12			6	50			161	1				58	16		14	9	12			110	271	
	652	31		8				5						4	48	7	8			16	2		14	6		14	14	81	129	
	653	124	10	42		10	3	2			1	41		10	243		2	26		6	19			5	16			74	317	
	654	33		2	29						2	29		26	121	2		21		39			7					69	190	
	655	77		52				7			5	69	23	2	235			90		7	5			53	8		22	185	420	
	656	5					18					5		9	37		22	6		86	2				2			118	155	
	657	15		15		12	18				2	5			67		3			64	2	17		56	4			146	213	
	658	5	7								2	4			18															18
	660	18		6		5					11	11		74	125					30	5				8			43	168	
	661	5												58	63					15	11				15			41	104	
	662	5		2		16								46	69					3	4				11			18	87	
	663	37		24		33		2			2	13	5	73	189	2		15			3				25			45	234	
	664	26		22								4	4	42	98			9							17			26	124	
	665	7	5									8		31	51	4					7							11	62	
	666													24	24						20		11		21			52	76	
	667	5									2	14			21			20										20	41	
	669	3	10											1	39			25		53	12		40	3				133	172	
670	11		21										75	107			41		11					4			56	163		
671													14	14	2				3	16							21	35		
672											5		7	12					9								9	21		
674													43	43															43	
Lake Shore Ltd	48			117				63				201	57	438	189	281		57	120	783	93			360	92	561	2,536	2,974		
	49			163		34	3	54		1		57	79	396	169	107		268	740	1,151	90			297	454	445	3,721	4,117		
	448	25		18				312					17	372	51	9			22	117				42	91	4	336	708		
	449			46				473					1	520	128			3	82	111		78		41	10	67	520	1,040		
Lincoln / Missouri	318	26		32				2		11		45	12	128	594	20		3	58	218	6			154	18	317	1,388	1,516		
	319	7		11				2				86	2	108	576	144			40	178	12			116	160	361	1,587	1,695		
Lincoln Service	300			26				3	15	7		46		97	73	2			76	81	9	14		59		83	397	494		
	301			10						6				16	107	168			139	50				53		136	653	669		
	302	2		8						4		23		37	145	10			13	55				169	47	64	503	540		
	305	7		6				8						21	174	52			56	173		13		73	5	136	682	703		
	306	2		23			6			18				49	81	9			228	101				72	23	63	577	626		

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	CTC	ENG	HLD	INJ	ITI	MTI		OTH	SVS	SYS
Lincoln Service	307				31							13	24		68	67	166				10	69				127	14	40	493	561
Maple Leaf	63	2			87			11	48	3		35	161		347	219	28				412	318	13		9	108	432	476	2,015	2,362
	64				97			35	75			141	44		392	254	10				329	413	25			168	214	1,227	2,640	3,032
Missouri	311															188	43				105	202				6	6	354	904	904
	316															91	8				52	90		88		13	2	107	451	451
New York - Albany	232	53			34				13			2	16		118	4						30						28	62	180
	233	2	3		31			31	16			41	192		316	46					112	99			7	20		13	297	613
	234	16			17				4			4	12		53	10						34				2	20	4	70	123
	235				40				14			25	19	5	103	8	15				64	222				14		35	358	461
	236	9			37				13			45	39		143	94					27	100				10		6	237	380
	237				22				11			28	23	9	93	30	14				451	97				11	15	7	625	718
	238				28				17	11		252	33		341	57	3			12	67	170				2	29	29	369	710
	239	3			17				11			41	51		123	11						82			7	15		54	169	292
	240				17				31			146	53		247	44						12	136		35			12	239	486
	241	16			29				4			6	54	2	111	30					119	75		11		8		44	287	398
	243	2			3				8			5	10	21	49	22	3		26		142	61		35		12		38	339	388
	244	11			48			14	29			56	16		174	25					70	39				14	30	24	202	376
	246																						2						2	2
	250				9				7						16	41						8					2		51	67
	253				39				2			18	26		85	15			5			53					6		4	83
256																					10	2						18	18	
259				14									21	35	2			67			4					4	37	114	149	
260	3							12					2	17	3						32	23				4		62	79	
261				4										4												3		3	7	
New York - Niagara Falls	280		26		76			5	80	2		52	58		299	157	5				81	275	8	63		94	49	246	978	1,277
	281	7			99				16	4		208	61		395	184	6		3		17	276				38	85	335	944	1,339
	283		54		58		3		19			101	50	2	287	301	11		6		128	305	31			37	168	231	1,218	1,505
	284	3			42			30	52			85	119		331	217	8				54	307	8	14		129	20	285	1,042	1,373
On Spine Northeast Regional	111	19			25	7	39		5		3	83			181	25	9				49	25						4	112	293
	120				71			33	2			4		51	161	3						5		5			75	88	249	
	121				11							11	3	12	37						15	13						10	38	75
	122	8							3		1	30		49	91		24	5			6	7			5		4	51	142	
	123													4	4									38				29	67	71
	126	4		3	21				10		3	10	35		145						34	6						40	185	
	127	191		4	31		4	6	20			10	184	10	460	2	13					168	12			23	11		8	237

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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		
On Spine Northeast Regional	128															4	4																	4	4
	129	108			20		4	12					4	22		2	172		4					29	39				6		40	118	290		
	130	21		5	115		3	13	18		13	2		10	60	3	12	275	9	2			13	10	47				61	47	189	464			
	132	32		31	15				5			8		2	17		45	155	8	2				26	80			15	1	13		145	300		
	135	1	9		4		51	7						2	36		128	238	48	8					207			34	5	21	27	350	588		
	137	116	8		105		78	4	17			2		14	102		100	546	112	4				7	309	23		34	17		62	568	1114		
	139	5			28									11	10		69	123	5	5				10	25		17			2	14	78	201		
	140	27	6	6	6		27		16					11	11	5	185	300	44	29				156	39	7			11	278	3	567	867		
	148	29	8		110		42	8	17			3		8	67	10	112	414	96	20		14		124	43			15	66	56	17	451	865		
	149	5		8			12							3	17		23	68	4			36			33			3	13			89	157		
	150	30			82		77	53	3					26	22		68	361	17			14		52	100				19	29	231	592			
	152	17		36	7		9	10	1	19		4		2	57		83	245	8						41				3	221	25	298	543		
	154	6			16		6	16	4						19		74	141	7						19				1	152		179	320		
	155				16		10							1	24	12	6	69	12					16	22				4			54	123		
	159	3																3																3	
	160	46			47		16	3	14					12	25	3	124	290	21	2	9			16	52				6	8	117	231	521		
	161	23	6		32		41	8	12			14		5	89	2	180	412	56	3		4	34	30	134				2		6	269	681		
	162	12			47		21	72	6			2		3	19		164	346	20				4	32	26					49	5	136	482		
	163	6	8	10	11	13	33	12	4								42	139	18	5		4		4	29								60	199	
	165	33	30	45	67			2						8	12	11	180	388	54	31		25		74	67		3		4	43		301	689		
	166	6										4		2	15	6	40	73	28	87				149	52				7		60	383	456		
	167		4		9	11		2					8	7			25	66	8			4		67	28								107	173	
	168	9		66	15				6			3		4	6		15	124	7	5				46	48				1	73	57	237	361		
	169	19			35		16	5						4			49	128	25	14				16	32		39		4	7	6	143	271		
	170	135			176		26	13	8					10	229		59	656	19					151	47			10	13	48	44	332	988		
	172	81	5		98		17	31	10					6	135	11	49	443	76	23				158	59			4	17	49	37	423	866		
	173	68	10		109		56	43	16			8		2	280		86	678	108	20		41		79	185	18	20	27	62		17	577	1,255		
	175	68		58	167		43	4	22					42	210	6	368	988	56	13		9		300	216		153	66	25	3	9	850	1,838		
	177	117	3		84		65		10		6	1		30	19	5	171	511	20	86		5		142	71		72	23	4		118	541	1,052		
	178	1	22		48		88	154	11			6		9	12	8	4	363	41	102				78	154			4	9		59	447	810		
179	99			15						7						4	125	7						63				2		22		94	219		
180	185	5		35			50	2					6	82			365	1	4				60	10					12	22	109	474			
182	25	8		58			6	9						34			140	7					3	4			10		31		55	195			
184	37	29		87		73	34	49		7	12		33	65	3	63	492	50	5				10	88				6	2	13	174	666			
185	101	27		50		16	153	8			1		4	65	10	9	444	99	9				10	49	112	22		54	78	162	595	1,039			

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Route	Train	Amtrak (Host)												Amtrak (Non-Host)												Total Amtrak Responsible Delay Minutes		
		CTI	CTP	DBB	DCS	DMW	DSR	DTR	PBB	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
On Spine Northeast Regional	189	5						3		5		6	19	3				50	6		10	15				84	103	
	190	42		7	10		6	7		18	7	9	23	129	23	6			96							125	254	
	192				13		1						14		24			78	3					30		135	149	
	193	131	12		26	8	13		2	10	68		2	272	11	3			228	43	5	28	11	17		68	414	686
	196	7	14		11	17	5		2	2	16			74	8					2			22		10		42	116
Pacific Surfliner	562														19	26			11	10		185		19	29	84	383	383
	564														24	13			13	62		89		9	10	76	296	296
	567														18	12	7	75		61				8	1	129	311	311
	572														38	6				20		7		15		14	100	100
	573														19	4				16		8			3	9	59	59
	580														24	10		59	91	162				26	19	42	433	433
	581														38	17				94	6	41		8	1	71	276	276
	583															2	5			23		15		13		3	61	61
	586														3	7	2			18		48		12		5	95	95
	587															3				10				8	12	29	62	62
	588														8	4	24	70	3	72		361		26	28	42	638	638
	591														31	7		84		94		389		18		75	698	698
	595														9	3	5			91		194		32	51	96	481	481
	761														66	17	76		38	222		52		48	33	156	708	708
	765														213	232	19	11	15	218	20	48		53	17	276	1,122	1,122
	769														63	18	18		27	112				25		71	334	334
	770														132	49	34	28	76	417		32		38	26	321	1,153	1,153
	774														198	50	43	64	61	404		9		51	31	172	1,083	1,083
	777														212	46	8	48	204	496		172		27	114	146	1,473	1,473
	784														152	73	12	284	136	250		301		48		72	1,328	1,328
785														136	27	11	447	201	294		206		41	30	213	1,606	1,606	
790														34	6	3	114		73		15		53		150	448	448	
794														69	38	8	100	347	245				57	13	97	974	974	
1561														2					14							16	16	
1562																			17							17	17	
1565														2					4						6	12	12	
1567																			3						2	5	5	
1570																			1							1	1	
1574														5		5										10	10	
1577														1					2					50	3	56	56	



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Pacific Surfliner	1579																10			3			4						2	19	19		
	1584																						9						5	14	14		
	1585																						5							5	5		
	1590																8	7		115										130	130		
	1594																						2							2	2		
	1765																1						13			2	1	3	20	20			
	1769																						4							4	4		
	1770																2			33		13	13							61	61		
	1774																4			205			15			5				229	229		
	1777																1		2				28			3		4	38	38			
	1784																5	1		42			7			4				59	59		
1785																13						23			6		8	50	50				
Palmetto	89	53	7		10		35	14	13		7		2	26		17	184	539	42			16	619	383	50		5	62	226	684	2,626	2,810	
	90	83	2		61	23		5	29			14	43	221	11	151	643	460	88				673	324	34		56	421	669	2,725	3,368		
Pennsylvanian	42	30	30		29				4				4	116	12	82	307	253	7				214	248		6	597	62	86	1,473	1,780		
	43	9			93									4		61	167	168	52		163		443	204	4		30	582	131	54	1,831	1,998	
Pere Marquette	370				6									8			14	82					4	89				224	3	82	484	498	
	371	10			51						9			28			98	79	2				2	103			18	2	47	253	351		
Piedmont	73																	58						63	39		24		143		133	460	460
	74																	155	51					36	127		546		140		121	1,176	1,176
	75																	269	17		77			75	191		27	80		227	963	963	
	76																	251						62	177		30	75		99	694	694	
	77																	148						15	83	3	59		218		41	567	567
	78																	34						278	40	16	181		183		38	770	770
Richmond / Newport News / Norfolk	65								9		13		4			152	178	50	61				42	92	9		40	107	148	549	727		
	67	40			118		129	93	11			16	7		29	443	93					43	97			10	97	113	84	537	980		
	82	20		8	34		36	2	9			10	6	12	3	38	178	33				84	12			10		6	145	323			
	84	65	6		39		3	209	41			8	6	166	30	2	575	117	5				294	141	10	50	40	46	57	760	1,335		
	85	233			99		69	29	32			8	9	164	3	17	663	166					5	134	115	24	51	122	174	48	839	1,502	
	86	139	21		224			29	27	203		6	9	322	21	24	1,025	154	28				284	166			42	34	70	257	1,035	2,060	
	87	52			40		11	36	2			15	9	104	3	111	383	79	40		60	21	523	157	15	4	52	137	80	1,168	1,551		
	88	6		28	35		24		8			2	5	20	14	166	308	90					97	144		8	58		55	452	760		
	93	161	36		177		19	94	36			7	15	116	3	24	688	214	20	14	48	8	150	299		53	88	148	262	1,304	1,992		
	94	67	23		85		93	31	45			55	63	80		40	582	272	12		13	2	370	361	5	12	144	3	321	1,515	2,097		
95	55			169		23	43	22			2	32	189	12	83	630	135	2		69	16	129	152			87	78	336	1,004	1,634			



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Richmond / Newport News / Norfolk	96	31			7		11		13			2	10	56		199	<b>329</b>	56			20		225	137	9			30		26	<b>503</b>	<b>832</b>		
	99	59		15	93			2	17			20	13	51	6	81	<b>357</b>	142					119	231	9	43		124	159	209	<b>1,036</b>	<b>1,393</b>		
	124											3	1	10	10	19	<b>43</b>	32	5				53	78			47	4	75	129	<b>423</b>	<b>466</b>		
	125	23	2		149				154	14				7	50		34	<b>433</b>	201	33				39	417				166	44	342	<b>1,242</b>	<b>1,675</b>	
	138	123	23		31		8	5	33			15	64	96	180	61		<b>639</b>	109	24				185	89			13	66	27	260	<b>773</b>	<b>1,412</b>	
	153	3			9													<b>12</b>	66				2	21	58			55	5	72	<b>279</b>	<b>291</b>		
	157	20			38			4				6		30	3	15		<b>116</b>	88	14	9			133	54		4		21	68	55	<b>446</b>	<b>562</b>	
	158	7					6			10		7		16		2		<b>48</b>	28					28	88				18	37	119	<b>318</b>	<b>366</b>	
	164	39		7	69		55		16			2	9	43	19	83		<b>342</b>	67					15	195				15	41	27	<b>360</b>	<b>702</b>	
	174	56	4		110		72	30	34			4	8	260	24	31		<b>633</b>	200	1		14		65	202	23	3	80	118	25	32	<b>763</b>	<b>1,396</b>	
	186	25	7		43				38				22	25		48		<b>208</b>	177	19		54		19	109	17	26		58	13	144	<b>636</b>	<b>844</b>	
	194	2			6			19	15			8	20	5		83		<b>158</b>	65					69	87				50	31	3	<b>305</b>	<b>463</b>	
	195	21			49		3		25	9			18	74	6	37		<b>242</b>	106	25		3		50	154	16			29	119	150	<b>652</b>	<b>894</b>	
	Roanoke	66				73			18		14	1	3	15		197		<b>321</b>	96					39	164		269	12	37	90	147	<b>854</b>	<b>1,175</b>	
141		59	4	2	54			10	27		3	24	159		10		<b>352</b>	99	7				90	179	4		14	22	269	41	<b>725</b>	<b>1,077</b>		
145					5			9					19	4	22		<b>59</b>	23					220	63				11	101	32	<b>450</b>	<b>509</b>		
147		7						3				2	16	5	37		<b>70</b>	63	49				5	57		14		7	32	60	<b>287</b>	<b>357</b>		
151		33			93		12	29	4				10		21	39		<b>241</b>	85	251				350	123	15		58	28	78	151	<b>1,139</b>	<b>1,380</b>	
156		5			29			23	3			33	9	12		39		<b>153</b>	65	44				122	165				31	11	97	<b>535</b>	<b>688</b>	
171		85	44	3	92			93	18			8	4	141	10	55		<b>553</b>	322	65	24	25	5	283	624		5		103	58	137	<b>1,651</b>	<b>2,204</b>	
176		60	5	22	71		152	18	38			4	8	221	9	32		<b>640</b>	177	191	15			146	340	29		4	94	44	47	<b>1,087</b>	<b>1,727</b>	
San Joaquins	702																	108	29	40			2	85		4		89		56	<b>413</b>	<b>413</b>		
	703																		24	17	2	133		6	22		99		356		28	<b>687</b>	<b>687</b>	
	710																		39	6	142	18		147	27			137	23	87	<b>626</b>	<b>626</b>		
	711																			26	9		100		3	40	15		122	2	80	<b>397</b>	<b>397</b>	
	712																			124	14	9	48		32	55	3	7		165	43	143	<b>643</b>	<b>643</b>
	713																			548	7				46	313	21			44	17	82	<b>1,078</b>	<b>1,078</b>
	714																			46	98	43	29		5	41	34		89	7	75	<b>467</b>	<b>467</b>	
	715																			159	24		23		85	94	25		93	29	69	<b>601</b>	<b>601</b>	
	716																			85	65		168		75	44	19	68		144	21	162	<b>851</b>	<b>851</b>
	717																			46	49	27	52		13	58		68		74	19	132	<b>538</b>	<b>538</b>
	718																			220	8	6	82		126	138	15	97		72	133	151	<b>1,048</b>	<b>1,048</b>
719																			38	35		98		368	31		100		56	24	108	<b>858</b>	<b>858</b>	
Silver Meteor	97	241			56		74	58	51				24	164		8		<b>676</b>	1,215	29	9	7		497	726	24		14	387	693	1,224	<b>4,825</b>	<b>5,501</b>	
	98	69	14		101			11	35				6	229	8	94		<b>567</b>	1,554	86			10	782	911	47	8	26	140	199	737	<b>4,500</b>	<b>5,067</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	DCS	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
Silver Star	91	226		39		143	18		7	142	10	4	589	1,246	208		31		939	1,011	44	10	12	122	509	1,616	5,748	6,337
	92	55	20	51		10	36		2	103	58	4	339	1,441	400				952	1,159	30		14	91	360	1,313	5,760	6,099
Southwest Chief	3	2		17						2			21	454	316		112		1,188	1,481	226	23		325	1,448	1,906	7,479	7,500
	4	27		7		3				7	7		51	484	389		168		1,340	1,981	114	70		333	2,798	1,151	8,828	8,879
Springfield Shuttles	136		7	12			9		1	21	8	25	83	8					19	7				1	25	6	66	149
	143	10		21	4				2	9		34	80			17			39	13	3			2	22		96	176
	146						4		3	7		16	30	12	3				8	4					37	27	91	121
	400						3						3	5		60			22					5	6	98	101	
	405							13	8		7		28						13					3		16	44	
	409											5	5													3	3	8
	412			3							10	3	16						10								10	26
	416																		7							14	21	21
	417		6	10			3		4	49			72			21						51				23	95	167
	432	10											10			14									10		24	34
	450	5					3			23			31			35	104		7								146	177
	451						10		8				18						4								4	22
	453																									2	2	2
	460	42									3		45			48			56			60				134	298	343
	461							10		4			14			8	43		8	1		44			1	21	126	140
	464			24				5	7	30			66			30	242									15	287	353
	465			23						39			62													22	22	84
	467			5						8			13															13
	470	55		5					2	62	31		155		18	25	65		176	1		96					381	536
	471	36		17		16	4	8			2		83	2					4	1				9	7	6	29	112
473	10								9	4	6	29															29	
474			4						11		5	20			448			20						6		474	494	
475	16		15			3	2	5			15	56	14					3	1							18	74	
476			9			3	3	3	56	3		74	8		302			26		3		13				352	426	
478	6		19						2	4		31	1		47	188		39	7		13		23	72	36	426	457	
479	15					4	10	7				36	5	3	19						177				7	211	247	
488	22		5						5			32	1	2	28	254		115					20		4	424	456	
490	2		15			3			15	9		44	3		20				4		3				5	35	79	
494	5					3	10	2	8			28	-		30	423		46							9	508	536	
495	24		8		14	19	66			17		148			-			11	2		53		5		26	97	245	

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	DTR	FTI	PBB	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
Springfield Shuttles	497										13			<b>13</b>						28								<b>28</b>	<b>41</b>	
	499			10							14			<b>24</b>									109				3	<b>112</b>	<b>136</b>	
Sunset Ltd	1			7			10					6		<b>23</b>	267	56		289		407	779	29			360	489	992	<b>3,668</b>	<b>3,691</b>	
	2						3				12			<b>15</b>	342	26	3	280		563	829	89			247	1,389	849	<b>4,617</b>	<b>4,632</b>	
Texas Eagle	21	28		4							79			<b>111</b>	291	316		242		616	1,168	27			439	962	2,130	<b>6,191</b>	<b>6,302</b>	
	22	21		34							18			<b>73</b>	457	170		497		317	1,639	12	208		217	1,428	2,091	<b>7,036</b>	<b>7,109</b>	
Vermont	54	23		36		38	8		5		5	31	5	83	<b>234</b>	20			4		7	25			112	114		<b>282</b>	<b>516</b>	
	55	130		57	86	16	9				19	123	11	166	<b>617</b>	88	39		10		304	135		2	48	289	42	55	<b>1,012</b>	<b>1,629</b>
	56	46	16	114	60	6	8		69	3		105	22	74	<b>523</b>	89	19			14	178	211	7		46	197	25	107	<b>893</b>	<b>1,416</b>
	57	9		26	42						5	7		36	<b>125</b>	44	6		42		17	61				109	2	49	<b>330</b>	<b>455</b>
Wolverine	350	20		161			561					535	26		<b>1,303</b>	260	164				35	276				74	161	166	<b>1,136</b>	<b>2,439</b>
	351			81		7	506					207	6		<b>807</b>	224	47				133	271		98	120	55	426	<b>1,374</b>	<b>2,181</b>	
	352			116			599	150	15			114	27		<b>1,021</b>	428	110				160	242	9	84		22	292	203	<b>1,550</b>	<b>2,571</b>
	353	2		51		14	483		28			108	25		<b>711</b>	343	9				21	217		3		26	75	251	<b>945</b>	<b>1,656</b>
	354	5		19		4	449		83			162	31		<b>753</b>	167	207				47	167	25	24		613	188	651	<b>2,089</b>	<b>2,842</b>
	355	6		14		9	486		5			153	32		<b>705</b>	190	315				96	201	11			182	191	379	<b>1,565</b>	<b>2,270</b>

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

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Acela	2150	141	29			738			13	11	932
	2151	9	43			483				3	538
	2152	114		5	28	600			18	50	815
	2153	375		14		87				16	492
	2154	185	24		77	548			21	33	888
	2155	79	1		7	324				4	415
	2158	25	89	5		581			10	45	755
	2159	36	39			408			5	16	504
	2160	293	28	3	138	303	16			4	785
	2163	94	5		121	462				71	753
	2164	57	39	19	15	370				43	543
	2165	319	7		74	640	5			9	1,054
	2167	131	33		40	543				145	892
	2168	331	9			430			27	13	810
	2169	115	29			126				10	280
	2170	367				40			54	59	520
	2172	720				306			16		1,042
	2173	280	9			491					780
	2175	43	3			201				25	272
	2190	218	7			623				51	899
	2193	6				150				13	169
	2248	56	3		51	213			-	7	330
	2249				31	107	14				152
	2250	33	10		21	147			29		240
	2251	36			27	104					167
	2252	20	5		23	204					252
	2253	16	3		48	141					208
	2254	27				203	9			13	252
	2255	8	4			185					197
	2256					20					20
2257	20	9			151			8		188	
2258	3				102			10		115	
2259	23	11			68					102	
2260	44				67					111	
2263					13					13	
2271	6	5		10	76					97	
2275	15				61					76	
2290	6				91				5	102	
2292	3				7					10	
Adirondack	68	821	160		149	2,067		246	652	644	4,739
	69	647	357		165	2,333		365	893	623	5,383
Auto Train	52	72	639		190	3,814		2,407	1,388	757	9,267
	53	500	466		40	3,750		2,188	2,528	750	10,222
Berkshire Flyer	1234							96	48		144

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

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Berkshire Flyer	1235	35			11		130	51	14	241
	1244	30			6				10	46
Blue Water	364	3	193	13	296		915	15	127	1,562
	365	12	155	74	496		1,139	117	6	1,999
California Zephyr	5	198	3,591	633	8,832	944	9,647	2,504	2,178	28,527
	6	500	3,312	1,164	9,636	925	10,354	3,286	1,830	31,007
Capitol Corridor	521	35	57	14	56			106	76	344
	522		38	10	129		56	177	8	418
	523	58	73	27	25		15	177	28	403
	524	48	32	57	61		48	353	29	628
	525		52	12	35		18	82	22	221
	527	338	51	11	47		12	103	48	610
	528	63	207	41	57		6	377	90	841
	529	41	117	68	87		114	537	190	1,154
	531		34	2	48		41	231	19	375
	532	5	113	43	54		37	165	115	532
	534		38	14	56		59	151	2	320
	536		31	45	63		5	116	21	281
	538		113	20	190		251	191	55	820
	540		94	14	58		40	105	23	334
	541	153	99	33	34		106	296	50	771
	542		100	2	27		20	131	58	338
	543		96	20	26		7	111	65	325
	544		49	2	40			119	31	241
	545		48		36		16	124	46	270
	546	7	80	20	48		15	237	53	460
	547	122	62	12	39	2	8	344	83	672
	548		106	35	56			93	48	338
	549		20	2	52		13	122	5	214
	551		57	2	22		22	85	16	204
	720		15	3	39		12	14	22	105
	723		57		14		43	38	42	194
	724		39	2	23	38	8	258	53	421
	727	2	19		13	16	10	87	21	168
	728		100		35	4		96	52	287
	729	3	38	14	37		74	123	30	319
	732	2	56		21		6	104	27	216
	733		61		31		19	68	2	181
734		15		20		27	81	4	147	
736		23	6	65		91	106	6	297	
737		31	7	33		2	114	14	201	
738		5	3	26		3	79	6	122	
741		16	17	22		49	80	15	199	
742		11	7	27		5	70	16	136	
743		52	2	10		15	102	24	205	
744		30	4	20		19	57	9	139	
745		9		13		3	67	11	103	
746		21	5	30		7	20	34	117	
747	19	16		34		24	122	42	257	
748		45	19	21			102	36	223	
749		7		28			74	18	127	
751		11	2	28			39	14	94	
Capitol Ltd	29	191	307	78	502		4,725	377	967	7,147
	30		412	110	790		3,607	517	1,694	7,130
Cardinal	50	108	518	63	988		1,346	564	253	3,840
	51	21	385	103	800	15	1,345	460	249	3,378
Carl Sandburg / Illinois Zephyr	380	155	90	27	227		713	82	184	1,478
	381	337	119	112	189		987	101	119	1,964
	382	44	217	65	255		1,528	109	252	2,470

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Carl Sandburg / Illinois Zephyr	383	417	190	12	219		1,029	99	222	<b>2,188</b>
Carolinian	79	9	673	249	1,428		588	1,225	496	<b>4,668</b>
	80	11	642	74	1,126		1,121	1,022	663	<b>4,659</b>
Cascades	500		138	168	721		915	305	424	<b>2,671</b>
	503	77	276	262	933		805	661	214	<b>3,228</b>
	504	4	123	32	235		93	292	319	<b>1,098</b>
	505		244	63	902		723	1,114	342	<b>3,388</b>
	507	62	140	7	221		219	389	327	<b>1,365</b>
	508		247	21	782		773	906	160	<b>2,889</b>
	516	35	151	90	1,184		841	754	54	<b>3,109</b>
	517		296	164	787		811	630	650	<b>3,338</b>
	518	195	348	168	1,305		1,320	876	323	<b>4,535</b>
	519		314	71	406		749	438	50	<b>2,028</b>
City Of New Orleans	58	41	409	62	2,116		2,004	1,174	903	<b>6,709</b>
	59	7	725	243	2,085		2,201	1,004	882	<b>7,147</b>
Coast Starlight	11	608	4,053	252	4,308	15	4,761	3,695	397	<b>18,089</b>
	14	462	4,125	234	4,073	5	3,613	3,873	897	<b>17,282</b>
Crescent	19	155	2,129	186	1,933		11,506	1,910	1,210	<b>19,029</b>
	20	183	2,755	405	2,014		10,083	2,042	975	<b>18,457</b>
Downeaster	680	97	198	91	32		10		15	<b>443</b>
	681	46	211	18	53		12	214	9	<b>563</b>
	682	97	332	17	50		5	6	20	<b>527</b>
	683	38	492	10	58		12	389	13	<b>1,012</b>
	684	79	164	58	40		9	539	8	<b>897</b>
	685	109	209		23		9	54		<b>404</b>
	686	88	200	13	48		16	476	10	<b>851</b>
	687	245	324		31		22	128	12	<b>762</b>
	688	67	182		9		16	541	36	<b>851</b>
	689	2	170	33	4	-	42			<b>251</b>
	690		59	7	1					<b>67</b>
	691	3	85	5	2			45	5	<b>145</b>
	692	14	129	21	16		14		8	<b>202</b>
	693	11	239	2	13			178	24	<b>467</b>
	694	83	70	11	9		2	157	29	<b>361</b>
	695	5	113	9	6			22	13	<b>168</b>
	696	56	143	16			8	173	12	<b>408</b>
	697	62	177	5	2			95		<b>341</b>
	698	17	76		9		35	240	14	<b>391</b>
	699		77	26	4		53	8		<b>168</b>
1689	26	209	9	5		23			<b>272</b>	
Empire Builder	7	211	853	122	5,091	12	7,007	1,692	623	<b>15,611</b>
	8	845	1,039	630	5,234		8,890	1,406	523	<b>18,567</b>
	27		239	88	714		1,751	136	108	<b>3,036</b>
	28		153	66	571		2,345	43	45	<b>3,223</b>
Ethan Allen Express	290	706	194	115	996	20	95	1,316	211	<b>3,653</b>
	291	338	67	162	726		16	367	206	<b>1,882</b>
Heartland Flyer	821		162	99	2,053	15	374		13	<b>2,716</b>
	822		208	25	1,999		646		30	<b>2,908</b>
Hiawatha	329	203	26	7	137		1	22	4	<b>400</b>
	330	979	34	7	108		7		3	<b>1,138</b>
	331	252	34	50	152		7	107	18	<b>620</b>
	332	188	93	70	259		95	26	47	<b>778</b>
	333	296	75	72	168		16	14	12	<b>653</b>
	334	139	58	78	262		56	61	53	<b>707</b>
	335	317	63	61	145		52	10	22	<b>670</b>
	336	173	43	143	205		65	21	31	<b>681</b>
	337	50	68	145	131		14	287	3	<b>698</b>
	338	447	119	55	254		39	92	86	<b>1,092</b>
	339	767	38	52	146		13	40	13	<b>1,069</b>
	340	413	106	16	193		42	29	8	<b>807</b>

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Hiawatha	341	219	30		83		23			<b>355</b>
	342	267	85	3	232		32	5	49	<b>673</b>
	343	78			11				13	<b>102</b>
Illini / Saluki	390	34	146	56	912		740	229	16	<b>2,133</b>
	391	265	152	189	999		760	829	100	<b>3,294</b>
	392	16	221	153	998		1,002	821	175	<b>3,386</b>
	393	86	185	24	959		607	213	41	<b>2,115</b>
Lake Shore Ltd	48	596	434	339	819		3,367	1,112	1,289	<b>7,956</b>
	49	444	295	347	716		3,624	419	1,342	<b>7,187</b>
	448	678	200	34	146		367	244	79	<b>1,748</b>
	449	522	273	135	117		349	274	60	<b>1,730</b>
Lincoln / Missouri	318	12	524	424	1,649	104	2,723	1,208	332	<b>6,976</b>
	319		599	275	1,236	88	2,701	1,301	451	<b>6,651</b>

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Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Lincoln Service	300		142		103	499	48	1,274	153	118	<b>2,337</b>
	301	9	310		84	534	87	704	594	140	<b>2,462</b>
	302		246		106	459	29	1,155	335	44	<b>2,374</b>
	305	19	361		75	234	61	770	600	242	<b>2,362</b>
	306	21	258		20	333	14	1,425	1,386	72	<b>3,529</b>
	307	5	209		59	176	62	906	525	132	<b>2,074</b>
Maple Leaf	63	420	214		141	390		710	20	620	<b>2,515</b>
	64	532	241		147	387		1,389	139	619	<b>3,454</b>
Missouri	311		103		314	719		1,026	319	87	<b>2,568</b>
	316		80		13	672		2,611	447	167	<b>3,990</b>
New York - Albany	232	513	11			112				150	<b>786</b>
	233	302	49		173	150			35	642	<b>1,351</b>
	234	27	15			40				53	<b>135</b>
	235	479	1		106	94			14	60	<b>754</b>
	236	167	5		14	89		6	15	91	<b>387</b>
	237	666				54			35	143	<b>898</b>
	238	362	21		93	90			64	186	<b>816</b>
	239	831	4		6	44			8	223	<b>1,116</b>
	240	514	10		132	65		8	31	245	<b>1,005</b>
	241	506	4		13	166			63	165	<b>917</b>
	243	306	12		13	117				142	<b>590</b>
	244	922			12	85			38	248	<b>1,305</b>
	246					4				3	<b>7</b>
	250	116			10	33			16	13	<b>188</b>
	253	265	2			51			59	108	<b>485</b>
	256	90	8		26	7			8	11	<b>150</b>
	259	100			11	72		12		37	<b>232</b>
	260	184			12	22			37	78	<b>333</b>
261	8			5	27		26		21	<b>87</b>	
New York - Niagara Falls	280	496	138		146	455		475	60	494	<b>2,264</b>
	281	1,008	255		52	285		1,146	169	368	<b>3,283</b>
	283	656	105		191	308		1,492	135	677	<b>3,564</b>
	284	619	175		195	336		511	28	428	<b>2,292</b>
On Spine Northeast Regional	132	85	3			40					<b>128</b>
	135	199	27			58					<b>284</b>
	137	612				165				46	<b>823</b>
	139	5				101					<b>106</b>
	140	73	29			137				8	<b>247</b>
	148	111	39			593				11	<b>754</b>
	149	30	6		4	93				4	<b>137</b>
	150	71	3		2	191					<b>267</b>
	152	110			10	13					<b>133</b>
	154	45			7	20				1	<b>73</b>
	160	43			33	220				36	<b>332</b>
	161	30		6	37	180				20	<b>273</b>
	162	48	49		68	207				22	<b>394</b>
	163	5			17	100			24	14	<b>160</b>
165	104				184					<b>288</b>	



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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
On Spine Northeast Regional	166	13	7		150					170
	167	7	4		101				5	117
	168	87			47	6				140
	169	151	5		103					259
	170	194	11	7	610	1			59	882
	172	421	47	55	243			19	52	837
	173	183	9	31	537	5		2	70	837
	175	491	49	2	738			7	25	1,312
	177	309	38	8	418			33	53	859
	178	223	4	4	109			4		344
	179	163	5		40	16				224
	184	243	14		567			33	26	883
	185		293	61	402		192	139	262	1,349
	190	198			56					254
	Pacific Surfliner	562	202	286	23	57		37	170	38
564		276	151	57	66		99	186	23	858
567		205	107	136	27		1	110	26	612
572		116	48	45	47		56	38	22	372
573		76	33	32	38		12	65	7	263
580		232	43	16	104	21	64	146	51	677
581		464	78	42	48	13	77	58	19	799
583		47	10		2		17	45	11	132
586		60	4	4	48		9	164	3	292
587		22	7	5	9				20	63
588		49	60	60	40		4	80	32	325
591		77	79	143	120	57	30	111	96	713
595		9	89	211	89	26	66	41	70	601
761		351	1,306	156	624		118	647	22	3,224
765		341	1,153	179	152		36	348	35	2,244
769		134	457	72	171		16	203	14	1,067
770		270	1,111	162	253		86	447	80	2,409
774		256	1,682	213	679		104	859	47	3,840
777		140	1,626	96	535		158	1,825	11	4,391
784		728	963	55	220	35	78	737	39	2,855
785		248	1,082	126	198		164	528	89	2,435
790		436	328	53	173		88	479	14	1,571
794		354	1,833	113	516		388	1,937	41	5,182
1561			20		9				3	32
1562		64	4						2	70
1565			18							18
1567		14	66							80
1570			13		3					16
1574			8		6			5		19
1577			37		2					39
1579		16	4					66		86
1584			15		2					17
1585			16		1			2		19
1590	2					2			4	
1594		18		2			11		31	
1765	32	4		2				9	47	
1770	1							3	4	
1774	19	4		2			90		115	
1777	3					6			9	

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

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Pacific Surfliner	1784	41	9						4	7	61
	1785	81	10								91
Palmetto	89		757		508	1,457		1,715	1,472	176	6,085
	90	74	445		351	1,171		2,424	1,400	106	5,971
Pennsylvanian	42		168		112	318		646		549	1,793
	43		106		40	159		1,337		477	2,119
Pere Marquette	370		164			67		236	53	48	568
	371	5	132		70	102		287	170	32	798
Piedmont	73		173		27	453		582	226	65	1,526
	74		120		81	391		213	128	67	1,000
	75		229		128	420		477	412	82	1,748
	76		217		26	402		590	437	48	1,720
	77		117		110	414	2	467	131	69	1,310
	78		220		33	597		281	115	61	1,307
Richmond / Newport News / Norfolk	65		105		25	85		145	118	48	526
	67	164	245		84	326		303	81	185	1,388
	82	24	94		7	120	2	5	71	33	356
	84	18	220		89	454		156	118	294	1,349
	85	468	256		50	947		160	131	230	2,242
	86	792	138		81	440		134	47	126	1,758
	87	53	98		73	292	13	38	79	128	774
	88	60	164		10	244		90	54	96	718
	93	425	278		138	1,071		415	98	328	2,753
	94	257	279		82	768		187	123	441	2,137
	95	412	256		35	732		354	152	457	2,398
	96	12	46		8	134		70	96	56	422
	99	36	65		23	222		155	37	101	639
	124		64		6	28		121	187	54	460
	125	589	237		19	544		336	159	244	2,128
	138	87	224		82	428		261	566	280	1,928
	153		86		26	124		65	107	158	566
	157	41	25			143		80	30	35	354
	158		89			93		136	148	86	552
	164	62	90		47	252		53	18	91	613
174	290	168		75	931		436	96	230	2,226	
186	38	160		30	344		378	316	215	1,481	
194	35	50			135		37	65	29	351	
195	123	67		84	151		19	166	71	681	
Roanoke	66	13	50		9	213		897	732	76	1,990
	141	326	172		42	397		69	39	109	1,154
	145		17			37		73	70	23	220
	147	50	16		4	117		49	47	2	285
	151	63	121		45	181		305	441	38	1,194
	156		63			29		133	227	3	455
	171	382	59	62	71	773		335	380	11	2,073
	176	344	95		58	549		182	402	84	1,714
San Joaquins	702	29	149		121	1,643		2,528	974	39	5,483
	703		266		157	1,479		1,862	992	33	4,789
	710		281		90	1,193		1,684	1,294	16	4,558
	711		273		113	986		970	1,081	159	3,582
	712		360		254	1,074		1,526	1,775	79	5,068
	713		331		137	1,113		1,340	1,608	79	4,608
	714		372		112	1,166		1,554	2,054	49	5,307
	715		426		66	1,273		1,318	2,012	51	5,146
	716		403		39	1,253		1,583	2,147	59	5,484
	717	3	319		243	1,257		1,322	1,588	31	4,763
	718		214		15	951		1,176	1,243	33	3,632
Silver Meteor	719	20	373		38	1,026		1,362	1,448	45	4,312
	97	960	1,048		166	3,345		1,998	2,502	440	10,459
	98	1,097	1,017		432	3,348		2,689	2,905	474	11,962

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Silver Star	91	1,023	1,569	125	3,653		2,579	2,284	563	<b>11,796</b>
	92	533	1,206	294	3,615		2,390	2,425	712	<b>11,175</b>
Southwest Chief	3	1,595	1,779	334	3,464	14	7,514	2,027	777	<b>17,504</b>
	4	1,268	2,614	381	3,305	87	7,181	2,472	658	<b>17,966</b>
Springfield Shuttles	136	87	3		171				17	<b>278</b>
	143				92					<b>92</b>
	146	23	1		37					<b>61</b>
	400				2		4			<b>6</b>
	461		1				9			<b>10</b>
	470								7	<b>7</b>
	471		82		117					<b>199</b>
	478	48	36				166	154	13	<b>417</b>
	494		157				19			<b>176</b>
	495		143		2		206			<b>351</b>
Sunset Ltd	1	122	1,355	311	2,724		7,191	242	864	<b>12,809</b>
	2	30	1,329	265	2,320	23	7,063	161	1,723	<b>12,914</b>
Texas Eagle	21	86	1,279	322	2,803	119	13,176	1,488	1,051	<b>20,324</b>
	22	112	1,549	342	2,854	48	8,314	1,372	1,401	<b>15,992</b>
Vermont	54	44	26	43	713				31	<b>857</b>
	55	310	173	18	2,100	13	9	6	52	<b>2,681</b>
	56	343	187	31	2,023		41	5	92	<b>2,722</b>
	57	35	16		675				1	<b>727</b>
Wolverine	350	10	408	79	255		642	1,088	137	<b>2,619</b>
	351		138	68	246		298	127	120	<b>997</b>
	352		293	41	225		856	659	221	<b>2,295</b>
	353	4	202	123	183		457	205	142	<b>1,316</b>
	354		181	28	281		555	349	77	<b>1,471</b>
	355		238	73	176		292	652	84	<b>1,515</b>

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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Acela	2103		5			42	8			55
	2104			7		22				29
	2107	3				20			5	28
	2121		14	3	7	82			3	109
	2122	114		9		83	119		22	347
	2126	106			5	51	53		8	223
	2128					9	32			41
	2150	12		46	1	45	17		32	153
	2151		10	21	238	78			26	373
	2152	8	14	19		51	25		43	160
	2153	8	10	72	385				24	499
	2154	12	11	52	6	63	5	17	17	183
	2155	23		2	34		9	5	75	148
	2158	3		9	7	23	6		59	107
	2159	11		77	181	81			61	411
	2160	21		16	45	40	7		41	170
	2163	150	11		353	50	81	16	28	689
	2164	20		17	99	17			111	264
	2165	166	22	23	66	29	179	3	14	502
	2167	130		29	153	155	138	5	15	625
	2168	5		8	42	53	117	15	89	329
	2169	55	10	2	251	76	109		12	515
	2170			10		139	36	6	168	359
	2172	7			154	75	57	7	119	419
	2173	17		8	230	72	17		16	360
	2175			12	11	84	13		30	150
	2190	63	13	8	6	5			41	136
	2193		13		3				73	89
	2203				8				5	13
	2205			7		4				11
2216	3	20							23	
2222								5	5	

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Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	WTR	Total
Acela	2248				20	45	51	21	12	149
	2249			19		18			111	148
	2250				32	11	22	7	8	80
	2251	5		2		53			75	135
	2252	6		59	4	3	50		17	139
	2253				6	73	8	128	25	240
	2254	1		24	9	7	47		30	118
	2255	5				36	72	62	48	223
	2257				3	26	42	19	6	96
	2258			1		27			26	54
	2259				9	60	13		1	83
	2260					10	4	7	8	29
	2263			65	4		9		18	96
	2265	6		13			32		4	55
	2271			70	17	1	25		17	130
	2275			7			5		3	15
2290			74		4			20	98	
2292			25	2	16			12	55	
Adirondack	68		202	12	5	924	70	183	661	2,057
	69		299	31	2	863	9	14	491	1,709
Auto Train	52				12	3	49	178	517	759
	53			192	9	897	358	138	760	2,354
Berkshire Flyer	1234								1	1
	1235					1			5	6
	1244					6			8	14
	1245								18	18
Blue Water	364			4	30	1,135	102	225	10	1,506
	365			5	86	1,807	21	443	35	2,397
California Zephyr	5			490	207	1,667	651	231	2,553	5,799
	6			564	177	898	599	161	2,523	4,922
Capitol Corridor	521			23	57	27	42	33		182
	522				37	44	12			93
	523				32	50		149		231

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Route	Train	DBS	MBO	NOD	POL	TRS	WTR	Total
Capitol Corridor	524	29	62	20	71	177		359
	525				3			3
	527		42	281	3	4		330
	528	32	55	24	28	85		224
	529		3	406		44		453
	531	3	197	5	7	360		572
	532	19	45	284	3	18		369
	534		192	15	29	70		306
	536		60	90	64	68		282
	538		99	29	19	226		373
	540		57	56	22	5		140
	541	33	168		31	194	5	431
	542		51	53		30		134
	543		214	6	144	3		367
	544		56	41	54	7		158
	545		174	5	44	2		225
	546	26	87	45	70	252		480
	547	60	20	13	83	179		355
	548	2	51	136	72	6		267
	549	4	55	30	117			206
	551	10	39	49	74	43		215
	720			15		2		17
	723		24	2	8	184		218
	724		21	5		105		131
	727		14	17		13		44
	728		71		99	12		182
	729	3		107	17	7		134
	732		36	34	11	103		184
	733		118		39	6		163
	734		10	7	7	13		37
	736		112	42		49		203
	737		76		78			154
738		12	12		1		25	
741		54	9	113	49		225	
742		18	21	3	15		57	

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Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	WTR	Total
Capitol Corridor	743			7	88	5	53	41		194
	744			7	32	88		60		187
	745							22		22
	746				35					35
	747					1	18	311		330
	748				16	31	112	28		187
	749				47	33		23		103
	751				53	2	32	44		131
Capitol Ltd	29				116	2,602	126	171	549	3,564
	30			45	47	1,744	210	70	63	2,179
Cardinal	50			108	11	1,456	71	309	29	1,984
	51			121	7	1,154	40	540	67	1,929
Carl Sandburg / Illinois Zephyr	380			4		190	10	237	10	451
	381					229		263	603	1,095
	382			1		111	41		305	458
	383			3		59	65	262	107	496
Carolinian	79	2		39		719	121	64	1,412	2,357
	80	60		13	24	346	153	772	1,574	2,942
Cascades	500				142	209	42	29		422
	503			23	105	287	108	215	7	745
	504			11	18	23	76	8	1	137
	505			11	76	59	62	357	26	591
	507				19	29	38	17	111	214
	508			57	99	107	211	291	30	795
	516		25		160	23		20	15	243
	517		225		228	556	55	25	21	1,110
	518		25	10	553	274	168	108	52	1,190
	519		203	66	53	340	220	97		979
City Of New Orleans	58			456	20	3,975	153	553	601	5,758
	59			737	4	4,667	153	135	259	5,955
Coast Starlight	11			27	156	5,518	489	1,313	445	7,948
	14			22	315	1,980	253	1,038	196	3,804
Crescent	19	197		64	66	2,805	527	521	814	4,994
	20	20		36	5	1,597	532	654	491	3,335
Downeaster	680				3	210			13	226

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Route	Train	DBS	MBO	NOD	POL	TRS	WTR	Total
Downeaster	681			114	50	29	10	<b>203</b>
	682			61		4		<b>65</b>
	683		5	17	6			<b>28</b>
	684			31				<b>31</b>
	685			177			2	<b>179</b>
	686			87				<b>87</b>
	687			63	69			<b>132</b>
	688			106				<b>106</b>
	689			243				<b>243</b>
	690			152		4	2	<b>158</b>
	691			103	29			<b>132</b>
	692			27	3			<b>30</b>
	693			11			2	<b>13</b>
	694			15	37			<b>52</b>
	695			91			8	<b>99</b>
	696			27	4			<b>31</b>
	697			38	30		2	<b>70</b>
	698			7			2	<b>9</b>
	699			63			31	<b>94</b>
1689			142	93			<b>235</b>	
Empire Builder	7	48	102	4,034	532	403	430	<b>5,549</b>
	8	38	92	2,823	356	667	355	<b>4,331</b>
	27		139	2,495	221			<b>2,855</b>
	28		145	112	48	23	335	<b>663</b>
Ethan Allen Express	290			1,826	91	4	18	<b>1,939</b>
	291	2		693	134	30	7	<b>866</b>
Heartland Flyer	821			20	433	40		<b>493</b>
	822				11	114	527	<b>652</b>
Hiawatha	330			158				<b>158</b>
	333	1						<b>1</b>
	334				7	1		<b>8</b>
	335	1						<b>1</b>



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Hiawatha	336						2		2
	337			37					37
	338			1					1
	339				38				38
	340			10		20			30
	341		28	6		3			37
Illini / Saluki	390		11		379	47	12	12	461
	391		14		413		24	20	471
	392		13		82	65	15	122	297
	393				949	83	10	344	1,386
Keystone	600	4			1			119	124
	601					8		37	45
	605		88		2			51	141
	607		42					155	197
	609	11						36	47
	610							14	14
	611							12	12
	612							7	7
	618							19	19
	620		69					25	94
	622						22	12	34
	624					4			4
	640		4					53	57
	641	14	21					62	97
	642		6		2	6		55	69
	643	2			1		5	23	31
	644	9	8	5				82	104
	645	5				38		15	58
646	22	46			7		35	110	
647	6				9		55	70	



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Keystone	648	1	33			97			105	236
	649	21							47	68
	650	4			11	40			36	91
	651	6				153	154	7	9	329
	652	5					26		7	38
	653			26		146	152		13	337
	654	20				66	8			94
	655	21				5	152		10	188
	656					24				24
	657					19			192	211
	660								7	7
	661					51			11	62
	662		35						8	43
	663					14			29	43
	664								15	15
	665								20	20
	666					5			85	90
	667					7			147	154
	669					7			107	114
	670	2							5	7
671	6							6	12	
672								196	196	
674								110	110	
Lake Shore Ltd	48		57	23	3,255	161	324		309	4,129
	49		93	81	1,790	211	45		88	2,308
	448			3	425	326			262	1,016
	449				345		24		293	662
Lincoln / Missouri	318			9	866	79	90		248	1,292
	319		147	13	1,138	127	34		608	2,067
Lincoln Service	300			26	1,543	38	9		215	1,831
	301			5	837		3		327	1,172
	302			21	2,384	45	116		105	2,671
	305		115		1,120		97		70	1,402
	306			11	1,040	12	201		240	1,504

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Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Lincoln Service	307					1,050	19			117	1,186
Maple Leaf	63		21			2,014	82	10		322	2,449
	64		74	2		867	22	383		749	2,097
Missouri	311					176		28		13	217
	316			78		140	4	9		82	313
New York - Albany	232									12	12
	233					25	18			3	46
	234			23		262					285
	235					42	74			10	126
	237			9		150	8			8	175
	238					64	37	2		2	105
	239					51	4	115		10	180
	240					11				17	28
	241					56	27	60		5	148
	243					35	56	2			93
	244					52	79			4	135
	250					2				2	4
	253					5	25				30
	256					40				4	44
	259					17					17
	260					133	20				153
New York - Niagara Falls	280			11	21	1,120	22			6	1,180
	281					202	40			609	851
	283			2		59	217	30		380	688
	284					807	135	19		6	967
On Spine Northeast Regional	111						67	7			74
	120				5		8				13
	121						8				8
	122									4	4
	123			21							21
	126							269		2	271
	127	118				8	12	71	220	3	17

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
On Spine Northeast Regional	129	116	2			159	47		8	332
	130	20		27		25			7	79
	132				13	18			63	94
	135			16	24	71	82		123	316
	137	19	6	12	119	41	24		54	275
	139				6				60	66
	140	4		22	86	49	3		70	234
	148	12			205	109	53	30	190	599
	149				2	52	11		7	72
	150		94	2	32	13	2		191	334
	152				63		17		16	96
	154	4		4		16			1	25
	155				8	14			6	28
	159					9				9
	160	3	26		93	169			67	358
	161		96	9	15	74	347		63	604
	162			11	5	54		11	56	137
	163				30	12	38		36	116
	165	13	64	10	12	28			139	266
	166			3	3				41	47
	167				37	35	17		10	99
	168	2					216		118	336
	169			10	27	36			29	102
	170	5	18	54	72	69	14		30	262
	172	3		25	79	60	4	14	53	238
	173	123	16	47	202	34	212	9	92	735
	175		12	11	15	18	46		194	296
	177	7			130	104	41		9	291
178	20			409	216	39	6	148	838	
179				51				13	64	
180		49			34				83	
182					10			2	12	
184	14	5	3	237	111	129	14	66	579	
185	4		47	59	26			412	548	

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
On Spine Northeast Regional	189					3				3
	190			2	15	12	13		13	55
	192			16	3		193	25	53	290
	193	97		20	1	177	154		23	472
	196				18	127	12		7	164
Pacific Surfliner	562				221	9	15			245
	564		6		304				99	409
	567				97		9			106
	572				31		8			39
	573				116					116
	580		22		306	213	2			543
	581				452	38	75			565
	583				63					63
	586				37					37
	587				2	22				24
	588				167		2			169
	591				589		40			629
	595				310	20	18		7	355
	761				554		117		7	678
	765				679	128	30			837
	769				324	4	20		184	532
	770		21		642	137	160		10	970
	774		26		996	334	118			1,474
	777				947	410	274		95	1,726
	784		3		1,314	128	208			1,653
	785				822	82	350			1,254
	790				450	31	66			547
	794		138		247	56	132		30	603
	1561				10					10
1565				5	3				8	
1567				22					22	
1570				27					27	
1574				8					8	
1577				58				3	61	

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Pacific Surfliner	1579				32		36			68
	1584				3					3
	1585				46					46
	1590						78			78
	1594				4					4
	1765				30					30
	1769				7					7
	1770				9					9
	1774				3		57			60
	1777				9		3			12
	1785				2					2
Palmetto	89			28	630	65	19		1,959	2,701
	90		10		302	73	199		1,611	2,195
Pennsylvanian	42	18	144		18		101		87	368
	43	6			48	33	3		65	155
Pere Marquette	370			41	106	60	215		55	477
	371		6	58	261		41		16	382
Piedmont	73				10	55	181		37	283
	74				20		184		34	238
	75				49	24			36	109
	76		4		56		1		68	129
	77		15		4	25	12		68	124
	78		37		177	13	189		107	523
Richmond / Newport News / Norfolk	65				126					126
	67		25		516	37	86		15	679
	82				77		4		22	103
	84		13	112	460	23			41	649
	85	146		79	116	93	256	10	56	756
	86	7	167	6	424	48	38		169	859
	87		11	24	83	82	181		92	473
	88	6	23		149	26			10	214
	93		55	25	406	122	485		287	1,380
	94			14	474	186	137	10	267	1,088
95	20		10	125	55	4		884	1,098	

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Richmond / Newport News / Norfolk	96		10	2	27		1		29	69
	99		64	3	7	45	2		379	500
	124		10		149	4	16		494	673
	125		9		221	176	5		679	1,090
	138	95			72	23	437		668	1,295
	153			6	76				209	291
	157				10	28	29		251	318
	158				119	46	168		286	619
	164			9	251	10	16		32	318
	174		4	23	559	63	34		78	761
	186	70	49		452	129	48		496	1,244
	194	7	23		89	40	3		11	173
	195	8	38	10	13	44	8		347	468
	Roanoke	66		79		400	36	5		52
141			7	57	46		2		455	567
145					31	31	4		9	75
147		5			94				77	176
151					743	105	42		2	892
156		2	14	37	32		261		87	433
171		24	197	15	563	344	18		79	1,240
176			13	7	369	50			99	538
San Joaquins	702		7		219	191	29			446
	703		3		81	432	77			593
	710		46		699	50	78			873
	711		59		612	110	176		3	960
	712				502	36	230			768
	713		7		93	191	20			311
	714				504	205	97		3	809
	715				16	165	149		12	342
	716				298	131	116			545
	717		39		160	72	172			443
	718		98		386	240	249			973
719		6		150	190	248			594	
Silver Meteor	97	142	275	33	1,893	606	529	9	844	4,331
	98	23	330	14	1,314	166	350		1,416	3,613

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Silver Star	91	10	258		1,563	243	25		1,942	4,041
	92	154	94	21	1,520	669	398		2,421	5,277
Southwest Chief	3		21	31	1,449	676	489		1,401	4,067
	4		32	110	1,458	844	439		2,664	5,547
Springfield Shuttles	136	143		25	67	13		14	60	322
	143				2	11			48	61
	146				28	6	3		90	127
	400				112					112
	405								24	24
	409					7	6		35	48
	412								6	6
	416								6	6
	417						162		6	168
	432								15	15
	450								60	60
	451								35	35
	453								2	2
	460								18	18
	461				118		5		33	156
	463								7	7
	464								51	51
	467								16	16
	470						50	-	44	94
	471				378	62	-		17	457
	473					32	67		10	109
	474						93		60	153
	475						38		13	51
476	2					127		113	242	
478				95		3	10	127	235	
479					48	19		52	119	
488				81	45	4		7	137	
490						7		24	31	
494				286		8		77	371	
495				213				23	236	





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Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	WTR	Total
Springfield Shuttles	497								31	31
	499					57			4	61
Sunset Ltd	1		3	84	39	2,076	521	317	408	3,448
	2		109	53	76	850	429	648	593	2,758
Texas Eagle	21			28	70	6,452	557	650	1,753	9,510
	22			485	136	4,531	169	424	1,325	7,070
Vermont	54			5	62	261			4	332
	55	25		16	3	452	51	106	32	685
	56			16		540	18	26	32	632
	57			13		184	47	61	89	394
Wolverine	350				41	665	41	145	7	899
	351			4	70	78	4	139	11	306
	352			5	45	130	28	4	131	343
	353				51	296	70	320	8	745
	354			6	21	77	195	131	48	478
	355			201	11	45	53	150	22	482

