

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



Covering the Quarter Ending September 2023
(Fourth 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 fourth quarter of FY 2023 from July 1, 2023 to September 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. Highlights from the FY 2023 fourth quarter report are below.

Customer On-Time Performance

Customer on-time performance (OTP) is included in this quarterly report for all routes and trains in operation during the fourth quarter of FY 2023, regardless of schedule certification status. Appendix 1 of the report lists the schedule certification status of every Amtrak train.

The routes with the highest OTP in this quarter were the Keystone (93 percent), Capitol Corridor (86 percent), and Illini/Saluki (83 percent), and those with the lowest were the California Zephyr (24 percent), Southwest Chief (25 percent), and Sunset Limited (31 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 third or fourth quarter of FY 2023, 60 percent met the 80 percent customer OTP standard, 33 percent did not meet the standard, and 7 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 1.51 million minutes of delay during the fourth quarter of FY 2023, up 6 percent from the previous quarter and an increase of 7 percent over FY 2022 Q4. The largest cause of delay was freight train interference at 217,958 minutes of delay – 14 percent of total

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delay minutes, a decrease of 10 percent from the previous quarter and a decrease of 20 percent from the fourth 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 fourth quarter of FY 2023, Amtrak trains traveled 9.4 million train miles, an increase of 1 percent from the previous quarter and an increase of 9 percent over the fourth quarter of FY 2022. The Class I host railroad with the largest number of host-responsible delay minutes per 10,000 train miles was Union Pacific (1,376 minutes); the Class I host railroad with the smallest number of host-responsible delay minutes per 10,000 train miles was Canadian Pacific (692 minutes). For each Class I host railroad except for Canadian Pacific, freight train interference comprised the largest number of delay minutes per 10,000 train miles. Slow orders caused the most minutes of delay per 10,000 train miles on Canadian Pacific.

Customer Service

Responses to Amtrak’s customer satisfaction survey are reported by route in this report. In the fourth quarter of FY 2023, customers rated 78 percent (36 of 46) of routes as 80 percent or higher in terms of overall satisfaction and no routes below 70 percent. A copy of the survey Amtrak uses to measure customer satisfaction can be found in Appendix 2.

Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned \$919M in adjusted operating revenue and incurred \$1,107M in fully allocated operating expenses, achieving a cost recovery ratio of 83 percent.

Amtrak had 7,492,595 total riders during the quarter, an increase of 10 percent over the previous quarter and 18 percent higher than the fourth quarter of FY 2022. The Northeast Regional (2,740,687 riders), Acela Express (818,326 riders), and Pacific Surfliner (498,516 riders) accounted for 49 percent of the total ridership. These routes, along with the Auto Train, also accounted for 42 percent of Amtrak’s adjusted operating revenue: Northeast Regional (\$204.6M), Acela Express (\$126.6M), Auto Train (\$26.1M), and Pacific Surfliner (\$30.4M).

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.



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 Administration 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 fourth quarter (Q4) of Federal fiscal year (FY) 2023, running from July 1, 2023, to September 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 fourth quarter of FY 2023. Additional information about the final rule and the supporting data files are available at railroads.dot.gov.

FRA is pleased to publish this 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
	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 Greenfield, MA, Springfield, MA, New Haven, CT, 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



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Service Line	Route Name	Sub Service	Route Description
State Supported	Empire	New York - Niagara Falls	Between New York (Penn Station) and Niagara Falls
	Heartland Flyer	Heartland Flyer	Between Fort Worth, TX and Oklahoma City, OK
	Hiawatha	Hiawatha	Between Chicago and Milwaukee, WI
	Illinois	Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy, IL
	Illinois	Illini / Saluki	Between Chicago and Carbondale
	Illinois	Lincoln Service	Between Chicago and St. Louis
	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
	Pacific Surfliner	Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles, and San Diego, CA
	Pennsylvanian	Pennsylvanian	Between New York (Penn Station) and Pittsburgh
	Piedmont	Piedmont	Between Charlotte and Raleigh, NC
	San Joaquins	San Joaquins	Between Bakersfield, Oakland (Jack London Square Station), and Sacramento, CA
Vermont	Vermont	Between St. Albans, VT, and Washington, DC	
Long Distance	Auto Train	Auto Train	Between Lorton, VA, and Sanford, FL
	California Zephyr	California Zephyr	Between Chicago and Emeryville, CA
	Capitol Ltd	Capitol Ltd	Between Chicago and Washington, DC
	Cardinal	Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
	City Of New Orleans	City Of New Orleans	Between Chicago and New Orleans
	Coast Starlight	Coast Starlight	Between Los Angeles and Seattle
	Crescent	Crescent	Between New York (Penn Station) and New Orleans



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



1 Excludes hosts with fewer than 15 route miles.

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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	



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Service Line	Route	Host	Route Miles
State Supported	Ethan Allen Express	Amtrak	100
		CP	60
		Metro-North Railroad	64
		Vermont Railway	24
	Heartland Flyer	BNSF	236
	Hiawatha	CP	53
		Metra	29
	Illini / Saluki	CN	304
	Keystone	Amtrak	195
	Lincoln Service	CN	35
		UP	231
	Maple Leaf	Amtrak	109
		CSX	298
		Metro-North Railroad	64
	Missouri	UP	271
	New York - Albany	Amtrak	81
		Metro-North Railroad	64
	New York - Niagara Falls	Amtrak	109
		CSX	296
		Metro-North Railroad	64
	Pacific Surfliner	BNSF	22
		San Diego Northern	60
		SCRRA	95
		UP	174
	Pennsylvanian	Amtrak	195
		Norfolk Southern	249
	Pere Marquette	CSX	135
		Norfolk Southern	39
	Piedmont	Norfolk Southern	173
	San Joaquins	BNSF	284
		UP	88
	Vermonter	Amtrak	304
		Massachusetts DOT	50
		Metro-North Railroad	56
		New England Central	192
	Wolverine	Amtrak	99
		CN	27
		Michigan DOT	134
		Norfolk Southern	39



FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

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

Amtrak has two route hierarchies within its reporting systems to account for these arrangements.

The first route hierarchy is used to track the physical versions of the routes on the network. This hierarchy includes the entire physical train that moves between its origin and ultimate destination. The second hierarchy, financial routes, are a financial construction in Amtrak’s accounting that breaks the physical train up into the Amtrak-supported portion of the route and State-supported portion of the route. These financial routes exist to allocate financials between the State-supported segment and the Amtrak-supported segment for various accounting purposes. See Table 4 for a summary of where financial routes may be different from physical routes.

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

Table 4. Financial Routes Descriptions Different than Physical Routes

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

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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.

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 route¹.</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>

¹ 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 railroads.dot.gov, the third-party delays are coded as "Neither."</p>

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Metric	Definition	Data Description and Notes
Disputed Train Delays		<p><i>Delay minutes disputed by host railroad and not resolved by Amtrak</i> means delay minutes for which a host railroad disputed the code used by Amtrak to classify the delay, or the number of delay minutes assigned to the host railroad, but were not changed by Amtrak after the host's initial request. Ultimately, Amtrak and the host railroads may agree that a different delay code or number of delay minutes is appropriate following further discussion; this data only reports delay minutes that were not adjusted after the host railroad's initial request for reclassification.</p> <p>Delays are reported by operating business line, which is similar to the service line structure (see Amtrak Route Structure and Descriptions). The NEC business line includes the following routes: Acela, Northeast Regional, Northeast Regional – Richmond / Newport News / Norfolk, Northeast Regional – Roanoke, and Northeast Regional – Springfield Shuttles. See Table 6 for a list of host railroads and abbreviated host railroad codes used in the delay reports. See Table 7 for a list of the delay codes, abbreviations, and responsibilities.</p>
Train Delays per 10,000 Train Miles	The minutes of delay per 10,000 train-miles for all Amtrak-responsible and host-responsible delays, for the host railroad territory within each route.	<p><i>Delays per 10,000 train-miles</i> is the number of minutes of delay normalized by train-miles so that routes of different lengths, and hosts with different amounts of Amtrak service, can be compared to each other. Specifically, it is the number of minutes of host-responsible and Amtrak-responsible delay, divided by the number of Amtrak train-miles operated over that host, multiplied by 10,000. The complete quarterly dataset is available for download at railroads.dot.gov.</p>
Station Performance	The number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations, reported by route, by train, and by station. The average minutes late per late customer calculation excludes on-time customers that arrive no later than 15 minutes after their scheduled time.	Data is available for download at railroads.dot.gov .
Host Running Time	The average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton, reported by route, by train, and by host railroad (excluding switching and terminal railroads).	<p><i>Actual running time</i> means the actual elapsed travel time of a train's travel on a host railroad, between the departure time at the first reporting point for a host railroad segment and the arrival time at the reporting point at the end of the host railroad segment.</p> <p><i>Scheduled running time</i> means the scheduled duration of a train's travel on a host railroad, as set forth in the Amtrak schedule skeleton.</p> <p><i>Schedule skeleton</i> means a schedule grid used by Amtrak and host railroads to communicate the public schedule of an Amtrak train and the schedule of operations of an Amtrak train on host railroads.</p> <p>Data is available for download at railroads.dot.gov.</p>



Table 6. Host Railroad Names and Codes

Host Railroad Name	Host Railroad Code
Amtrak	AM
Belt Railway of Chicago	BR
BNSF Railway Company	BN
Buckingham Branch Railroad	BB
Canadian National	CN
Canadian National - Other	XC
Central Florida Rail Corridor	FR
Chicago Terminal ²	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

² Amtrak records delays between 16th St. and Control Point-Roosevelt in Chicago to Chicago Terminal (CT).



Table 7. Amtrak Delay Code Definitions

Responsibility	Code	Code Description	Explanation
Amtrak-responsible delays	ADA	Passenger-related	All delays related to disabled passengers, wheelchair lifts, guide dogs, etc.
	CAR	Car failure	Mechanical failure on all types of cars
	CCR	Cab car failure	Mechanical failure on Cab Cars
	CON	Hold for guaranteed connection	Holding for connections from other trains or buses
	CTC	CETC system failure	Failure of the Centralized Electrification and Traffic Control (CETC) train control system
	ENG	Locomotive failure	Mechanical failure on engines
	HLD	Passenger-related	All delays related to passengers, checked baggage, large groups, etc.
	INJ	Injured/Ill guest/ Employee	Delay due to injured passengers or employees
	ITI	Initial terminal delay	Delay at initial terminal due to late arriving inbound trains causing late release of equipment
	MTI	Disabled train ahead	Disabled train ahead due to mechanical failure
	OTH	Miscellaneous delays	Lost-on-run, heavy trains, unable to make normal speed, etc.
	SVS	Servicing	All switching and servicing delays
	SYS	Crew & system	Delays related to crews including lateness, lone-engineer delays
Host-responsible delays	CTI	Commuter train interference	Delays for meeting or following commuter trains
	CTP	Commuter train problems	Delays directly caused by abnormal occurrences to commuter trains
	DBB	B&B work due to defect	Delays caused by bridge or building maintenance
	DCS	C&S work due to defect	Signal failure or other signal delays, wayside defect-detector false alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
	DCT	Defective concrete ties	Delays caused by the replacement of concrete ties
	DDA	Defect detector actuation	Delays caused by train inspection following a defect detector actuation
	DET	ET work due to defect	Catenary or other electrical maintenance
	DMW	M/W work due to defect	Maintenance of Way delays including holds for track repairs or MW foreman to clear
	DSR	Slow order delays	Temporary slow orders, except heat or cold orders

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Responsibility	Code	Code Description	Explanation
Host-responsible delays	DTR	Detour	Delays from detours
	FTI	Freight train interference	Delays from freight trains
	PBB	Planned B&B work	Scheduled bridge and building maintenance
	PET	Planned ET work	Scheduled catenary or other electrical work
	PSC	Planned C&S work	Scheduled communications and signal work
	PSR	Planned speed restrictions	Scheduled speed restrictions
	PTI	Passenger train interference	Delays for meeting or following other passenger trains (not commuter trains)
	RTE	Routing delays, including late bulletins	Routing-dispatching delays including diversions, late track bulletins, etc.
	SMW	Scheduled M/W work	Scheduled maintenance of way work
Third-party delays	BSP	Bridge strike	Delay due to train striking an overhead bridge
	CUI	Customs and immigration	U.S. and Canadian customs delays; Immigration-related delays
	DBS	Debris strike, damage, set outs	Debris strikes
	MBO	Movable bridge opening	Movable bridge openings for marine traffic where no bridge failure is involved
	NOD	Unused recovery time	Waiting for scheduled departure time at a station
	POL	Police-related delay	Police/fire department holds on right-of-way or on board trains
	TRS	Trespasser incident	Trespasser incidents including road crossing accidents, trespasser/animal strikes, vehicle stuck on track ahead, bridge strikes
	UTL	Utility company failure	Failure due to utility company issue
	WTR	Weather-related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders



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Table 8. Customer On-Time Performance by Route

Service Line / Route	OTP (FY23 Q3)	OTP (FY23 Q4)
Long Distance		
Auto Train	61.9%	74.4%
California Zephyr	21.6%	23.9%
Capitol Ltd	74.0%	57.9%
Cardinal	59.2%	53.2%
City Of New Orleans	79.4%	75.2%
Coast Starlight	61.7%	57.4%
Crescent	43.2%	55.4%
Empire Builder	48.9%	50.2%
Lake Shore Ltd	68.4%	51.7%
Palmetto	56.2%	56.6%
Silver Meteor	47.1%	44.5%
Silver Star	48.5%	45.3%
Southwest Chief	27.8%	25.4%
Sunset Ltd	35.2%	31.3%
Texas Eagle	55.5%	50.5%
Northeast Corridor		
Acela	79.1%	76.0%
On Spine Northeast Regional	79.7%	78.8%
Richmond / Newport News / Norfolk	70.8%	63.3%
Roanoke	77.6%	61.6%
Springfield Shuttles	88.4%	82.1%
State Supported		
Adirondack	66.3%	62.4%
Berkshire Flyer	66.0%	49.9%
Blue Water	60.8%	57.5%
Capitol Corridor	87.4%	86.4%
Carl Sandburg / Illinois Zephyr	75.9%	79.9%
Carolinian	56.1%	52.2%
Cascades	62.7%	67.0%
Downeaster	84.3%	73.1%
Ethan Allen Express	67.3%	69.2%
Heartland Flyer	72.8%	71.2%
Hiawatha	88.6%	82.7%
Illini / Saluki	74.1%	83.2%
Keystone	94.0%	93.2%
Lincoln / Missouri	61.9%	59.6%
Lincoln Service	82.5%	75.8%
Maple Leaf	70.0%	62.7%
Missouri	65.8%	72.4%
New York - Albany	81.7%	78.8%
New York - Niagara Falls	73.4%	61.1%
Pacific Surfliner	78.6%	76.3%
Pennsylvanian	78.5%	79.0%
Pere Marquette	93.0%	82.0%
Piedmont	60.5%	72.9%
San Joaquins	53.9%	68.4%
Vermont	80.1%	49.4%
Wolverine	73.9%	61.4%

Figure 3. Customer OTP by Service Line and Route

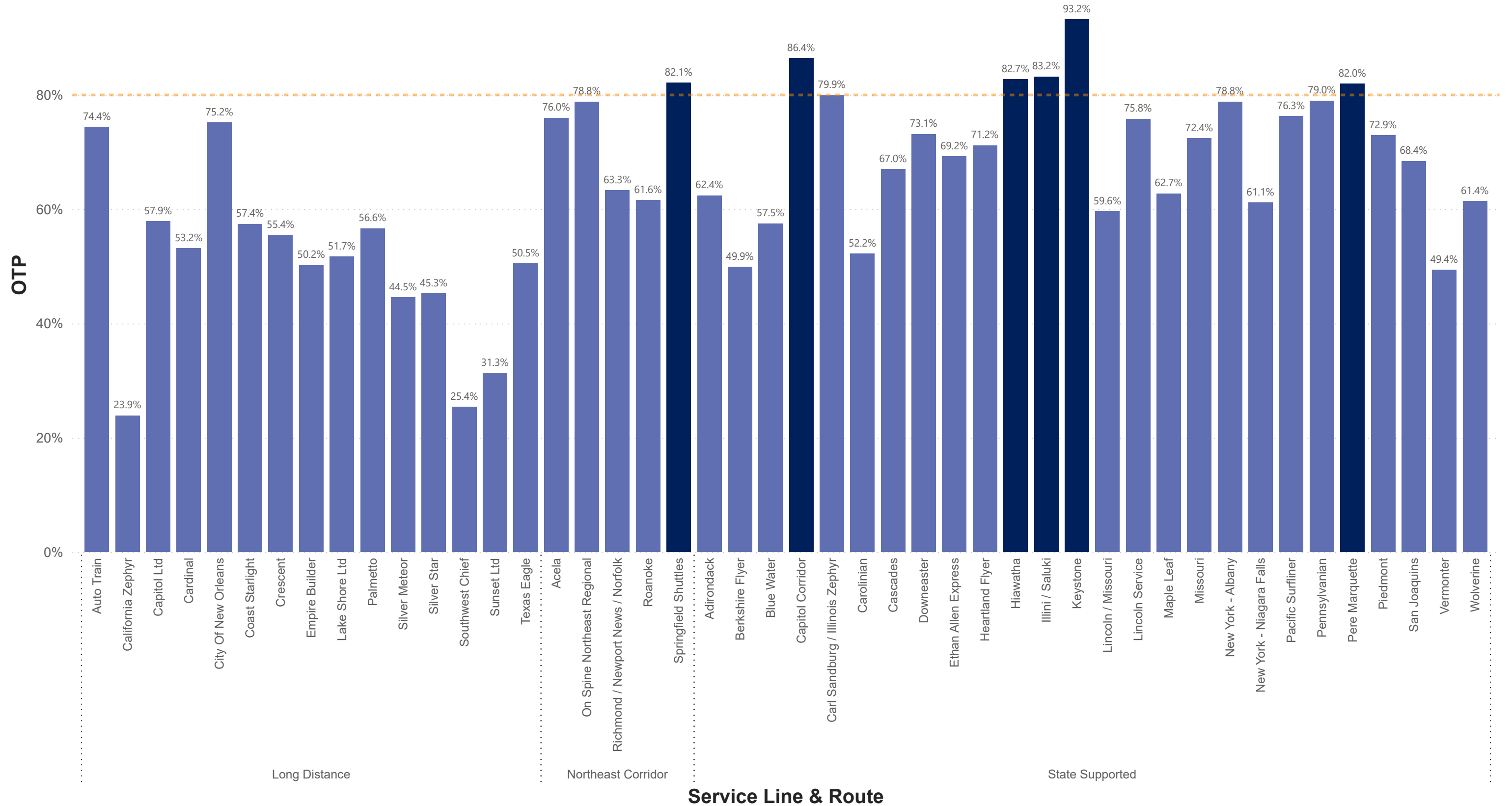


Figure 4. Customer OTP by Route

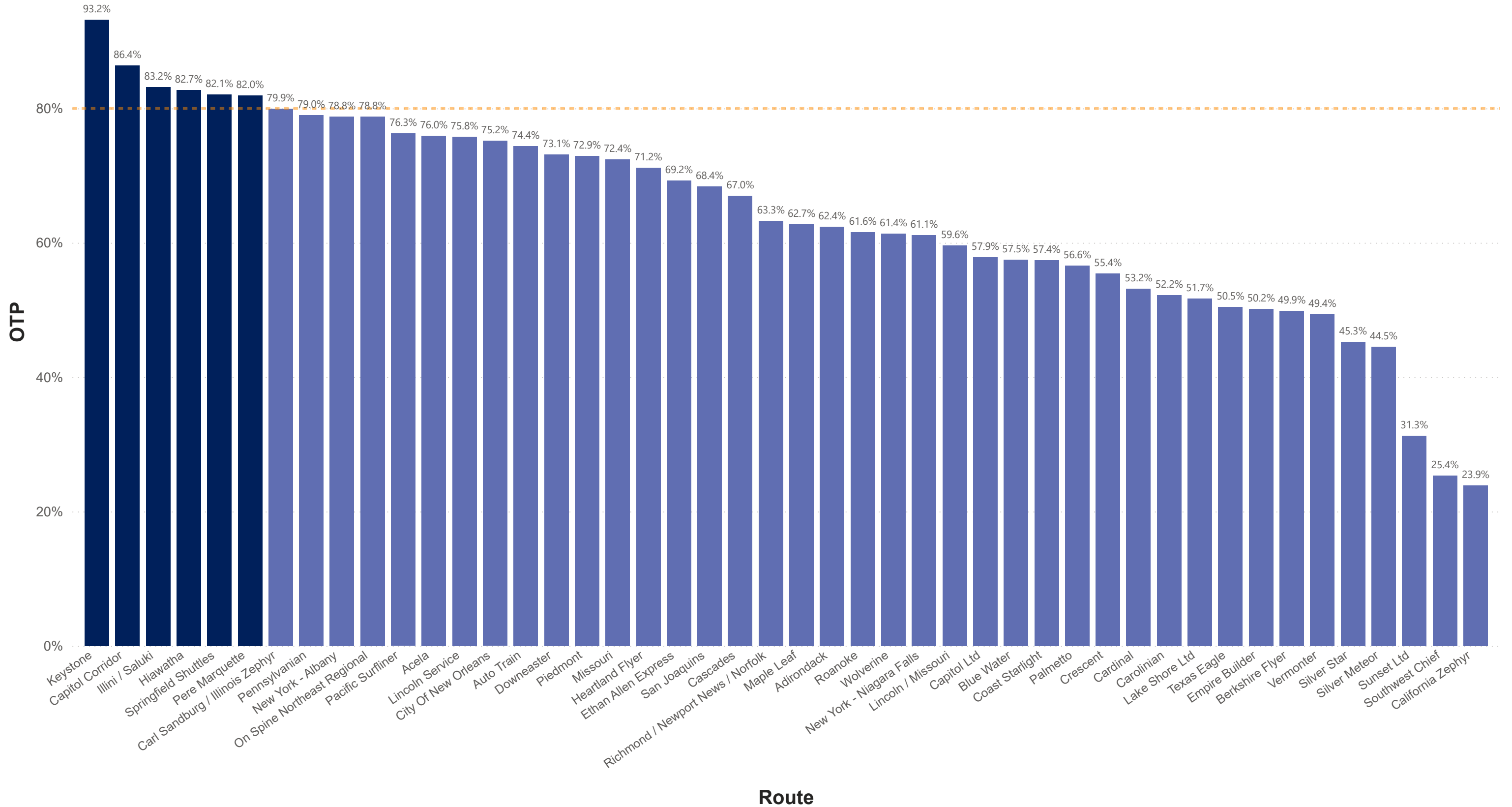


Table 9. Ridership Data Metrics

Host Railroad Name	July 2023	August 2023	September 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 Minutes¹

Host Railroad	Disputed Delay Minutes	Unresolved Disputed Delay Minutes
BNSF	983	0
Buckingham Branch	18	0
Canadian National	11,195	0
Canadian Pacific	156	0
Norfolk Southern	739	0
SCRRA (Metrolink)	397	0
Sound Transit	54	0
TRE	0	0
Union Pacific	1,005	0
Total	14,547	0

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



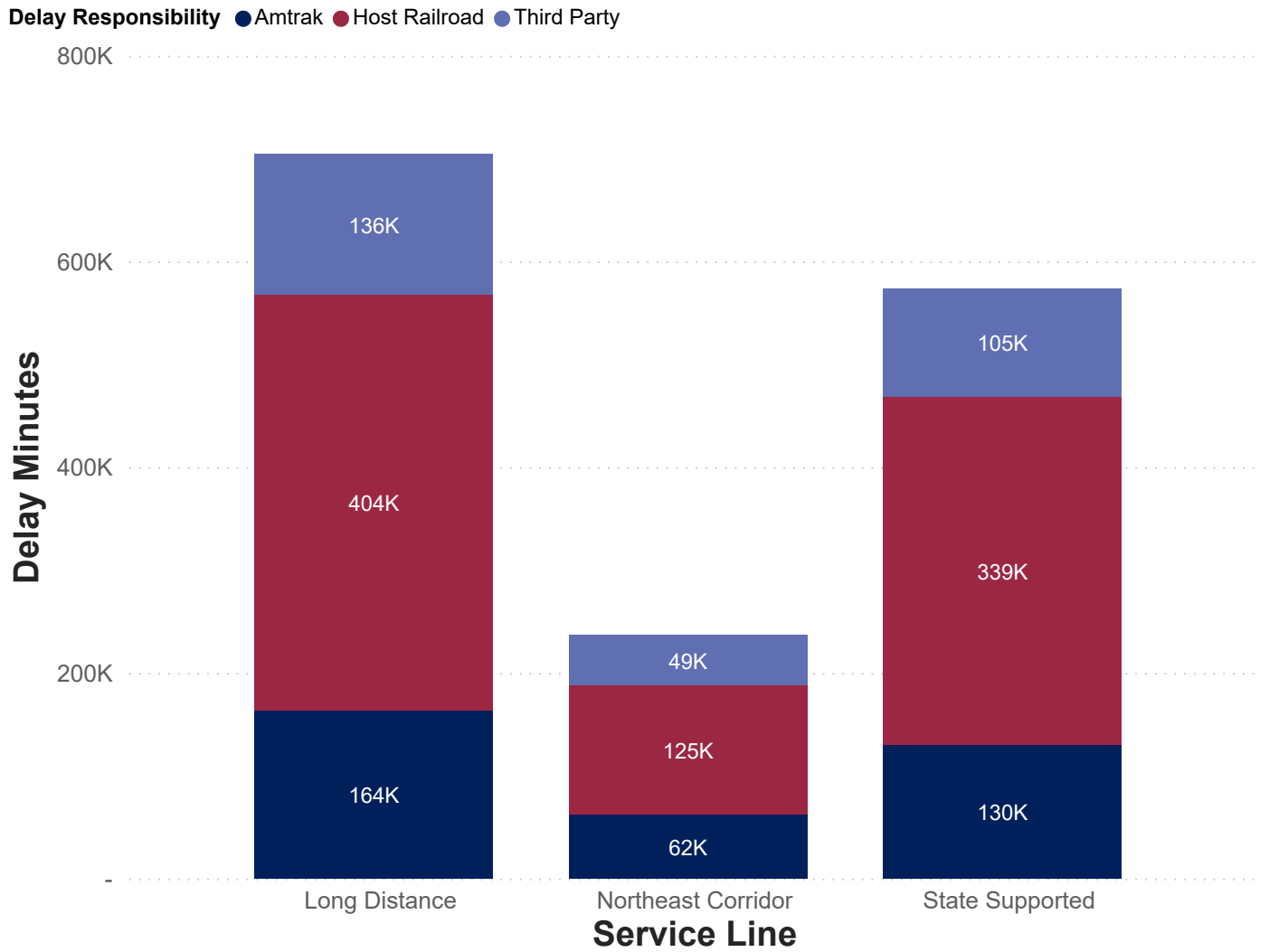
Table 12. Host Railroad Responsible Train Delay Minutes

Service Line / Route	Delay Cause									Total
	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	
Long Distance										
Auto Train	572	1,218		331	6,179		4,759	3,542	1,039	17,640
California Zephyr	405	4,928		2,259	17,593		19,793	5,556	4,077	54,611
Capitol Ltd	110	1332		272	1,801		9,238	1235	2,533	16,521
Cardinal	189	752		118	1,742		2,279	1,197	417	6,694
City Of New Orleans	64	918		426	3,229		3,968	2,166	2,016	12,787
Coast Starlight	1,286	7,222	2	596	9,785	83	7,522	7,681	1,174	35,351
Crescent	329	5,035		366	3,881		12,033	3,805	1,599	27,048
Empire Builder	1,033	2,349		1,749	13,103	465	16,675	3,212	1,409	39,995
Lake Shore Ltd	2,641	1,739		1,229	2,473		8,743	2,337	3,114	22,276
Palmetto	113	1,061		648	2,470		4,207	2,747	263	11,509
Silver Meteor	2,317	2,026		384	5,383	3	4,884	4,182	1039	20,218
Silver Star	2,153	2,796		458	6,518	2	4,199	5,012	1,485	22,623
Southwest Chief	3,427	4,656		871	9,643	156	11,575	5,192	1,282	36,802
Sunset Ltd	45	2,910		599	6,589	138	14,608	465	2,728	28,082
Texas Eagle	218	2,613		1,128	11,426	309	21,496	2,507	2,094	41,791
Northeast Corridor										
Acela	2,906	427	1	556	11,410	8		117	339	15,764
On Spine Northeast Regional	5,659	425		259	5,622			62	380	12,407
Richmond / Newport News / Norfolk	4,952	3,288		1,385	9,285	597	4,501	3,191	4,360	31,559
Roanoke	1,265	1597	76	306	3,343	4	2,877	2,750	689	12,907
Springfield Shuttles	205	218	13	22	1,340	4	184	78	122	2,186
State Supported										
Adirondack	1,404	280		280	1,558		144	751	570	4,987
Berkshire Flyer	284	11			63		763	239	70	1430
Blue Water	7	375		261	922		2,355	347	175	4,442
Capitol Corridor	1041	3,187		464	2,601	24	1,257	6,686	1,768	17,028
Carl Sandburg / Illinois Zephyr	845	668		475	1953	13	2,459	134	562	7,109
Carolinian	58	1,433		573	1,643		1,814	2,379	1,526	9,426
Cascades	475	3,136		828	6,622		5,373	5,440	2,594	24,468
Downeaster	1,707	3,833		314	1045	154	429	4,111	479	12,072
Ethan Allen Express	1,009	169		199	1,400		46	482	413	3,718
Heartland Flyer		297		282	3,837		841		86	5,343
Hiawatha	4,369	1268		807	4,315	6	513	1485	612	13,375
Illini / Saluki	469	862		342	3,266		2,233	2,243	570	9,985
Lincoln / Missouri	23	1,410		290	2,143	285	4,057	2,105	773	11,086
Lincoln Service	112	1,973		156	2,566	434	6,587	4,289	867	16,984
Maple Leaf	810	326		337	804		2,259	290	1,005	5,831
Missouri		532		116	803		2,018	728	243	4,440
New York - Albany	5,758	137		600	1,749			518	1,891	10,653
New York - Niagara Falls	3,331	996		655	1,601		3,757	654	2,148	13,142
Pacific Surfliner	9,757	15,400		1,351	5,580	16	1,631	14,725	1408	49,868
Pennsylvanian		677		219	377		1,947		1,138	4,358
Pere Marquette	18	369		192	501	3	715	103	104	2,005
Piedmont		1,927		183	1,215		2,540	3,432	636	9,933
San Joaquins	68	4,956		679	6,813	36	16,831	14,810	964	45,157
Vermont	830	752		190	12,111		196	712	171	14,962
Wolverine	34	1,780		789	2,972		2,698	3,022	739	12,034

Table 13. Third Party Responsible Train Delay Minutes

Service Line / Route	Delay Cause									Total
	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Long Distance										
Auto Train			172	7	986	188	152		1,690	3,195
California Zephyr			480	454	2,780	1,355	689		10,175	15,933
Capitol Ltd			183	63	2,708	167	217		2,016	5,354
Cardinal			132	7	2,160	73	28		1,624	4,024
City Of New Orleans			622		8,275	268	311		1,535	11,011
Coast Starlight			1,078	349	6,613	2,087	1,745		1,684	13,556
Crescent	23		113	91	6,248	917	763	3	3,018	11,176
Empire Builder			89	217	10,996	929	124		1,987	14,342
Lake Shore Ltd			201	161	5,633	227	470		1,637	8,329
Palmetto			143	62	928	212	218	3	4,476	6,042
Silver Meteor	16		77	91	3,035	704	1,178	2	2,323	7,426
Silver Star	18		229	95	2,350	727	694	5	4,799	8,917
Southwest Chief			474	260	2,362	1,641	874		3,651	9,262
Sunset Ltd		32	177	88	1,765	726	514		2,006	5,308
Texas Eagle			187	58	8,966	431	1,450		1,424	12,516
Northeast Corridor										
Acela	361		284	411	2,394	1,075	1,346	207	4,677	10,755
On Spine Northeast Regional	278		281	348	1,700	1,262	1,094	205	4,420	9,588
Richmond / Newport News / Norfolk	139		679	392	3,531	1,361	461	113	10,269	16,945
Roanoke	53		669	185	1,482	343	358	9	3,226	6,325
Springfield Shuttles	18		26	138	1,820	594	136		2,639	5,371
State Supported										
Adirondack		98	18	5	1,715	56	44		74	2,010
Berkshire Flyer					10				276	286
Blue Water				84	2,347	89	227		632	3,379
Capitol Corridor			148	1,897	2,300	2,333	4,283		286	11,247
Carl Sandburg / Illinois Zephyr			73		668	95	47		1,200	2,083
Carolinian	3		94	6	889	384	630	14	4,439	6,459
Cascades		432	102	1,423	2,653	2,120	1,387		853	8,970
Downeaster			183	12	952	324	476		294	2,241
Ethan Allen Express				41	1,708	18	243		918	2,928
Heartland Flyer			4		21	12	18		325	380
Hiawatha			4	24	142	103	188		73	534
Illini / Saluki			35	17	2,154	103	144		574	3,027
Keystone	222		124	36		113	68	300	1,453	2,316
Lincoln / Missouri			20	50	1,229	149	329		1,437	3,214
Lincoln Service			225	62	4,371	79	1,040		1,275	7,052
Maple Leaf		312	88	6	2,377	46	114		1,258	4,201
Missouri			224		639	85	91		1,191	2,230
New York - Albany			54	24	811	82	283		956	2,210
New York - Niagara Falls			96	7	2,149	33	227		1,202	3,714
Pacific Surfliner			472		11,667	2,882	1,806		374	17,201
Pennsylvanian	12			10	86	39	37	8	879	1,071
Pere Marquette			136	61	267	2	33		276	775
Piedmont			300		852	463	741		1,172	3,528
San Joaquins			239	3	5,595	2,235	1,770		294	10,136
Vermonter	2		15	66	526	206	99		240	1,154
Wolverine			306	189	928	251	748		648	3,070

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

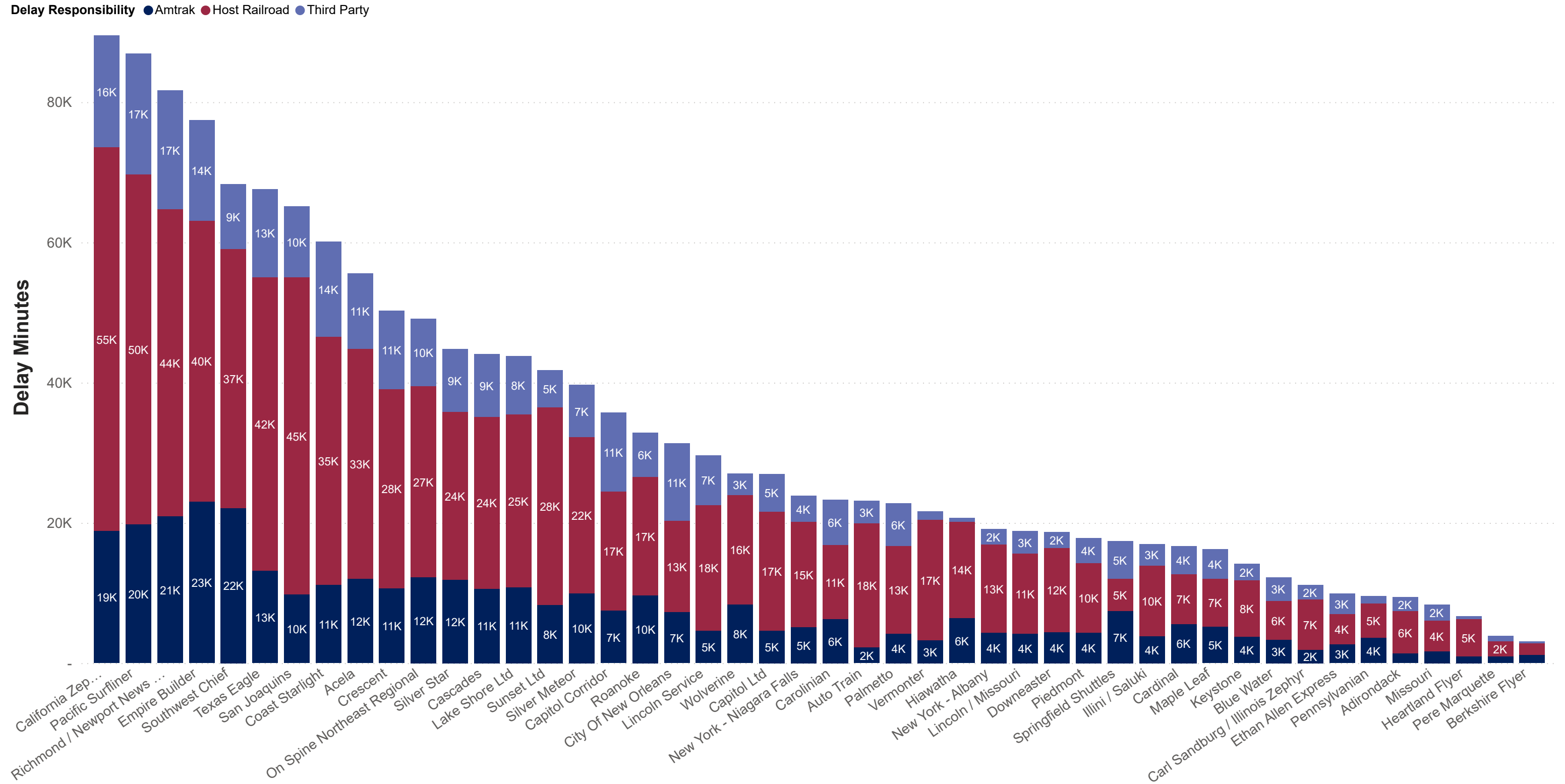
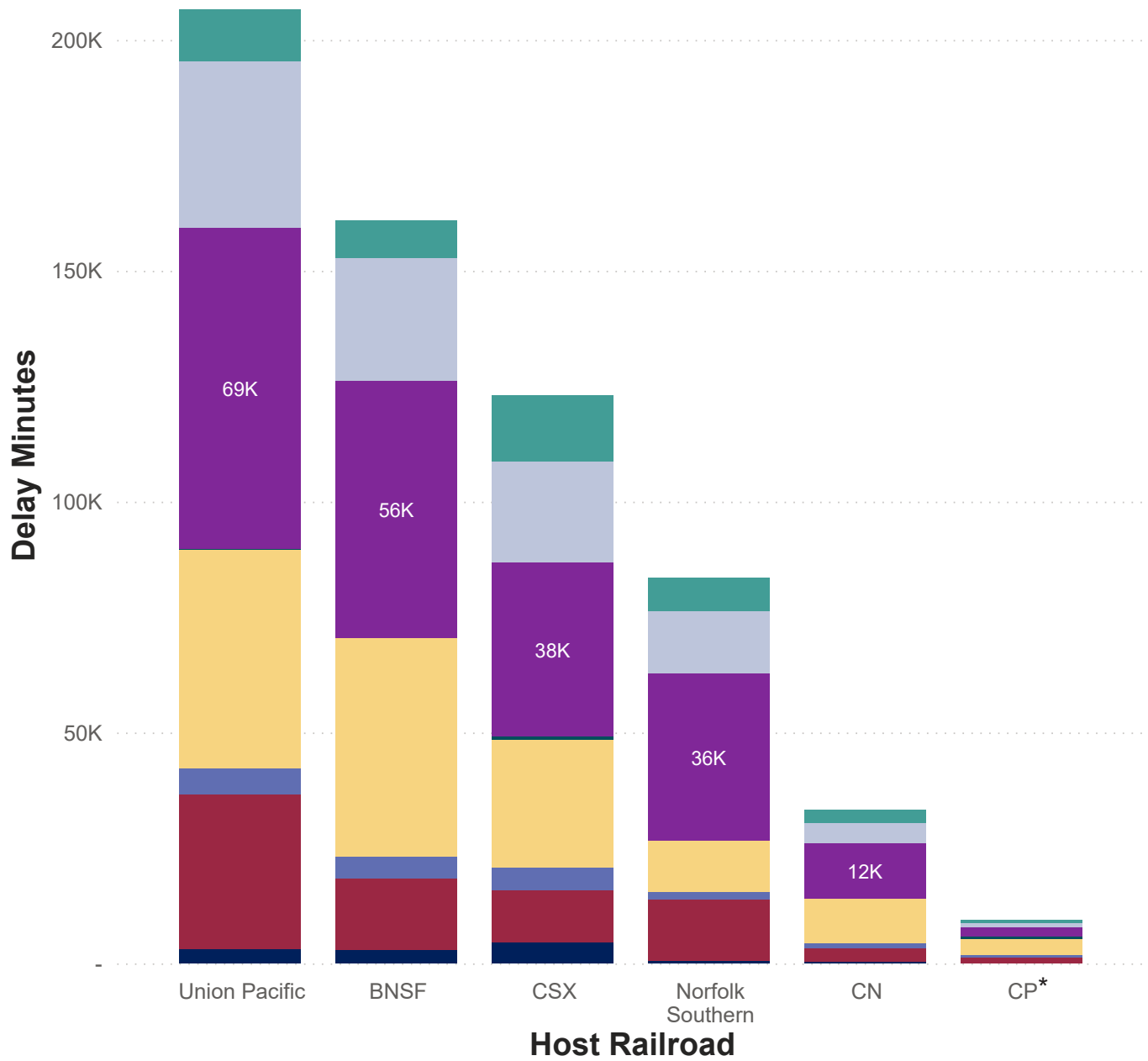


Figure 7. Class I Host Responsible Train Delay Minutes

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

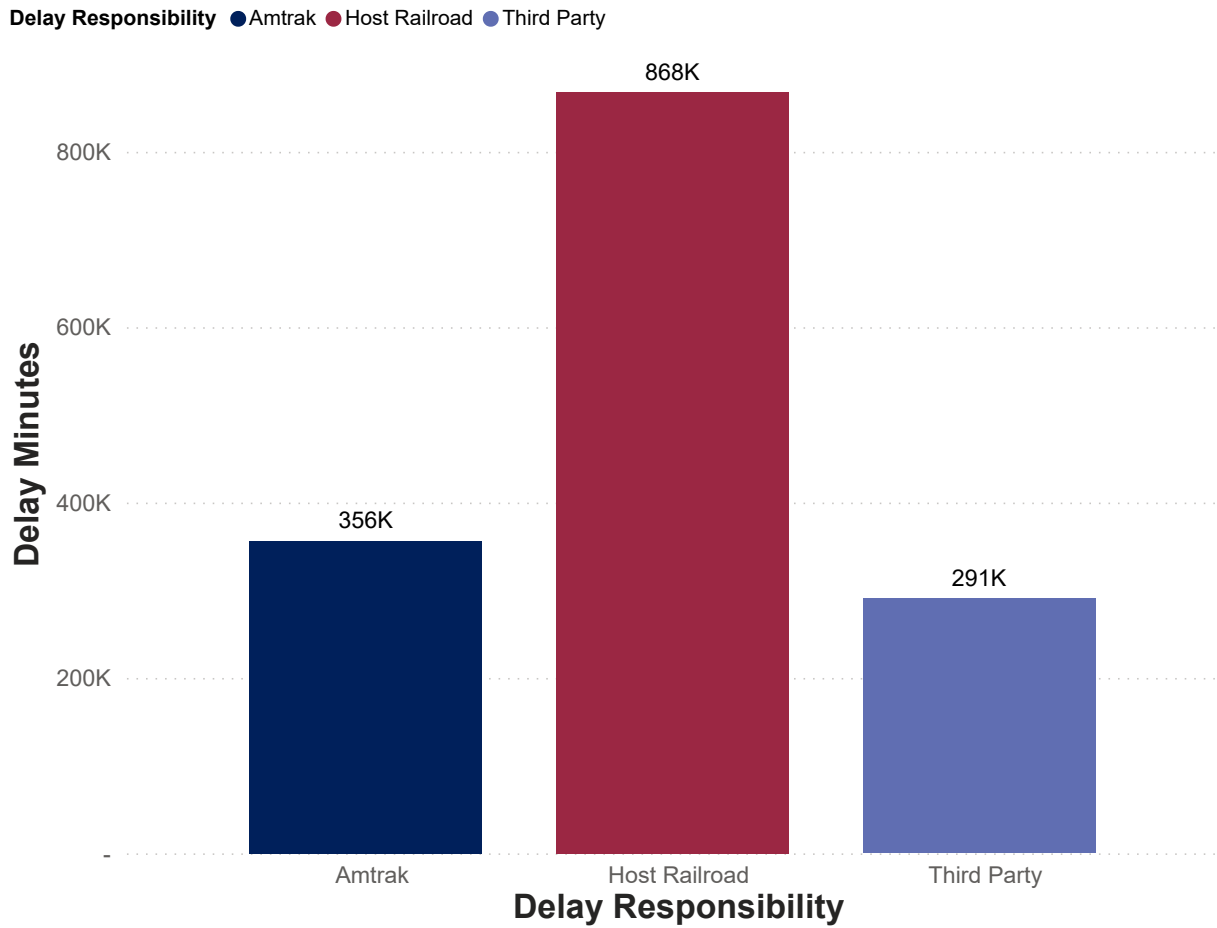


Figure 9. Train Delay Minutes per 10,000 Train Miles by Service Line

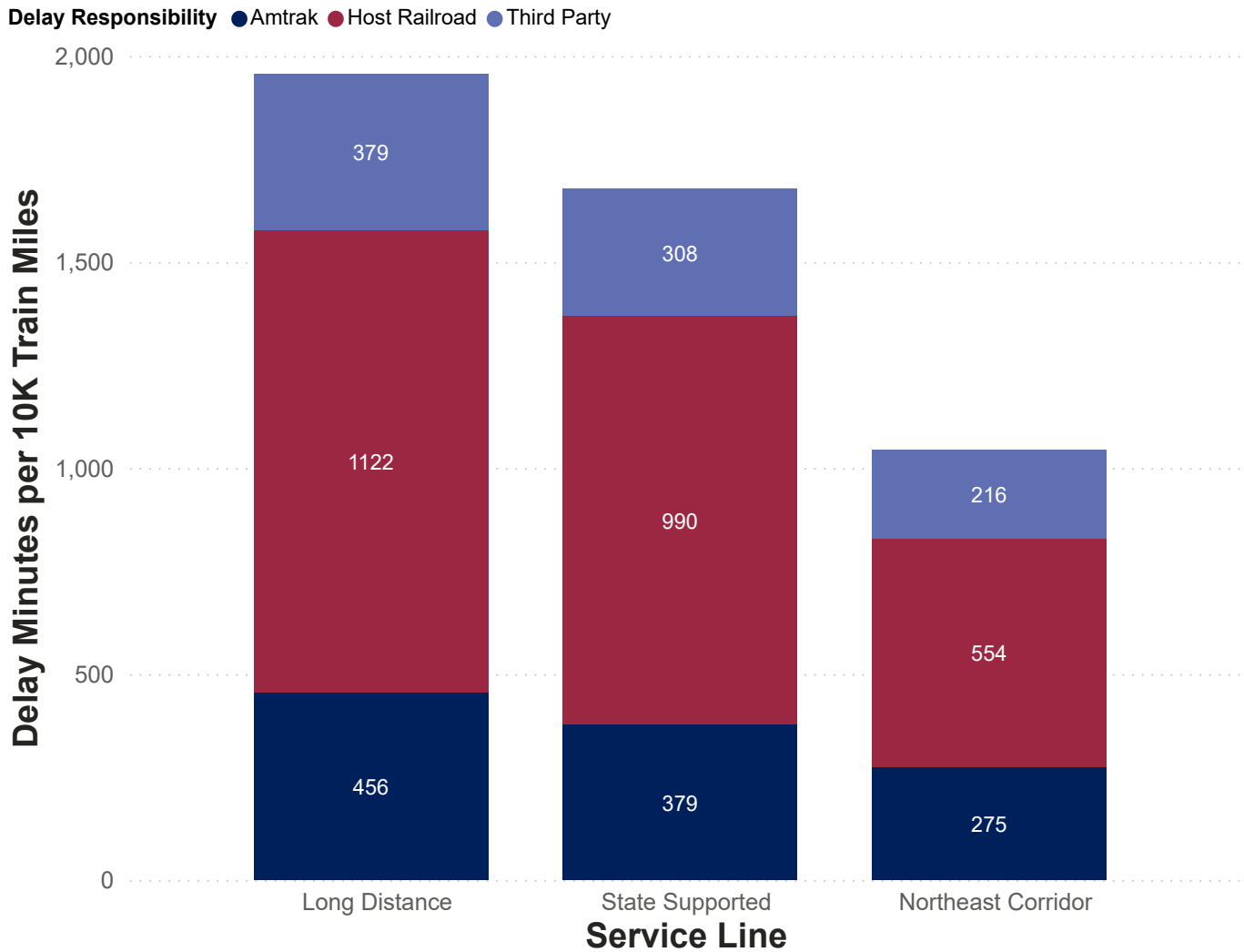


Figure 10. Delay Minutes per 10,000 Train Miles by Service Line, Route and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

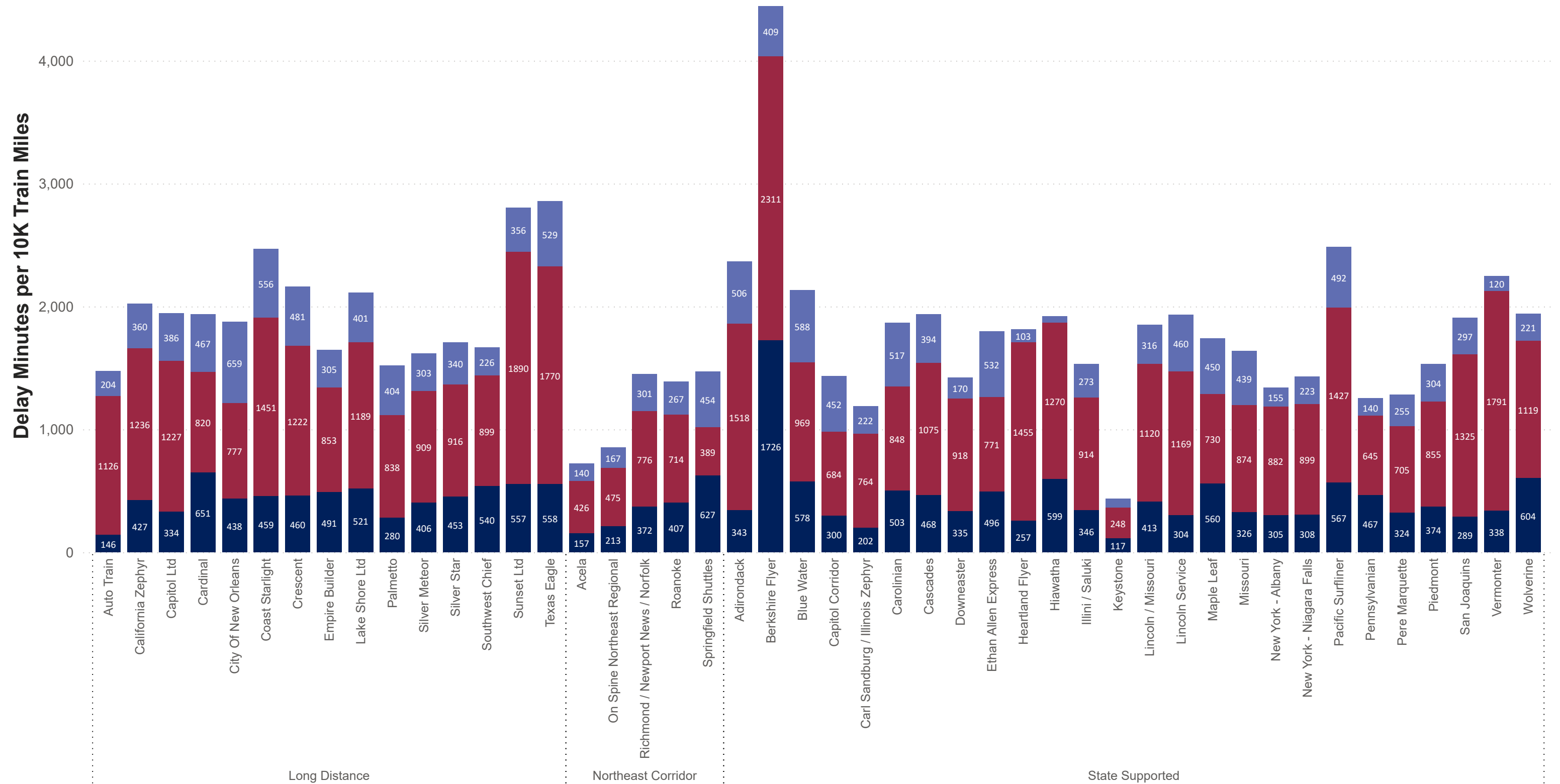


Figure 11. Delay Minutes per 10,000 Train Miles by Route and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

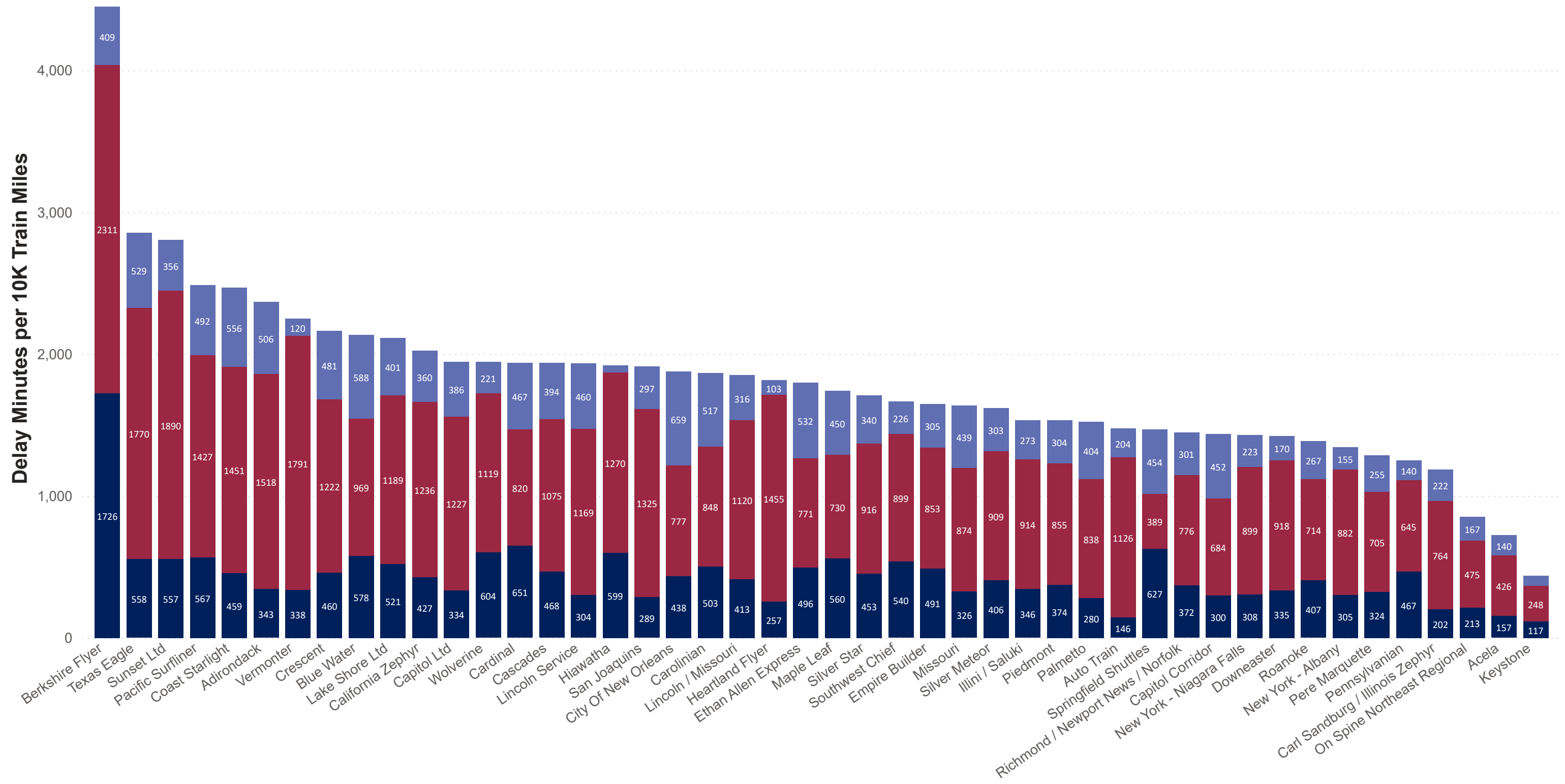
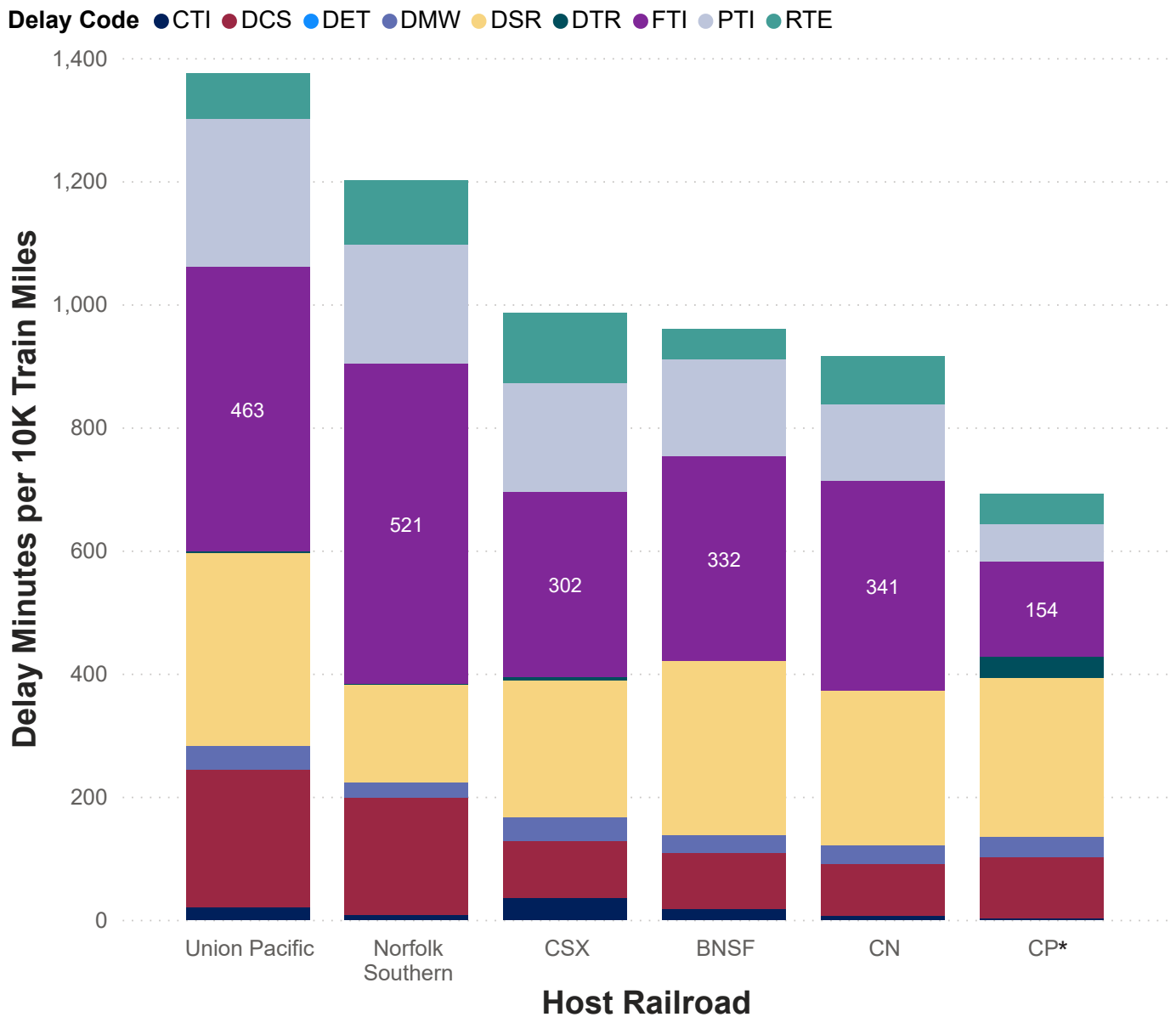


Figure 12. Class I Host Responsible Train Delay Minutes per 10,000 Train Miles



*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 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 2 of this report.

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

Amtrak provided the percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their overall satisfaction (Top 4) and the percent of respondents who provided a score of 80 percent or greater (Top 3). The tables and charts in this report reflect the percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their overall satisfaction (Top 4).

Table 14. Customer Service Metrics – Definitions and Notes

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

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

Service Line / Route	Overall Service	Amtrak Personnel	Information Given	On-Board Cleanliness	On-Board Comfort	On-Board Food Service
Long Distance						
Auto Train	82%	93%	88%	85%	75%	70%
California Zephyr	69%	85%	66%	66%	77%	69%
Capitol Limited	74%	88%	78%	80%	80%	57%
Cardinal	67%	83%	67%	74%	74%	57%
City of New Orleans	80%	87%	81%	82%	82%	68%
Coast Starlight	78%	87%	74%	74%	81%	70%
Crescent	68%	81%	71%	69%	75%	57%
Empire Builder	74%	86%	71%	71%	78%	67%
Lake Shore Limited	71%	81%	72%	73%	76%	57%
Palmetto	77%	84%	75%	80%	82%	70%
Silver Meteor	78%	86%	77%	74%	80%	68%
Silver Star	76%	82%	76%	73%	78%	65%
Southwest Chief	71%	85%	70%	69%	74%	69%
Sunset Limited	71%	86%	70%	71%	81%	73%
Texas Eagle	70%	83%	70%	70%	77%	60%
Northeast Corridor						
Acela	85%	90%	82%	87%	87%	74%
Northeast Regional	81%	88%	76%	86%	87%	69%
State Supported						
Adirondack	78%	87%	72%	88%	87%	71%
Berkshire Flyer	41%	84%	51%	92%	83%	0
Blue Water	85%	90%	79%	92%	88%	70%
Capitol Corridor	87%	91%	85%	90%	92%	78%
Carolinian	76%	84%	75%	78%	82%	69%
Cascades	80%	90%	79%	80%	83%	68%
Downeaster	87%	94%	83%	92%	92%	80%
Empire	81%	89%	77%	87%	86%	43%
Ethan Allen	82%	85%	77%	85%	83%	63%
Heartland Flyer	94%	94%	90%	93%	91%	84%
Hiawatha	88%	94%	83%	90%	91%	53%
Illini	87%	92%	84%	87%	90%	71%
Illinois Zephyr	89%	93%	86%	93%	90%	82%
Keystone	90%	93%	87%	90%	92%	50%
Lincoln Service	83%	90%	80%	88%	86%	71%
Maple Leaf	80%	88%	78%	79%	86%	68%
Missouri River Runner	90%	95%	86%	89%	91%	74%
New Haven-Springfield	82%	90%	73%	87%	90%	73%
Pacific Surfliner	81%	90%	78%	85%	88%	73%
Pennsylvanian	87%	91%	86%	86%	91%	74%
Pere Marquette	88%	95%	88%	92%	83%	77%
Piedmont	89%	95%	89%	92%	90%	70%
San Joaquins	84%	91%	85%	85%	88%	70%
Vermont	63%	83%	54%	79%	82%	58%
Washington-Lynchburg	74%	85%	68%	78%	84%	66%
Washington-Newport News	82%	88%	77%	83%	87%	72%
Washington-Norfolk	80%	89%	75%	81%	88%	73%
Washington-Richmond	79%	86%	71%	81%	87%	69%
Wolverine	79%	87%	76%	87%	83%	68%

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
Long Distance						
Auto Train	83%	93%	89%	75%	86%	70%
California Zephyr	78%	88%	74%	81%	71%	73%
Capitol Limited	77%	89%	80%	81%	81%	58%
Cardinal	74%	84%	75%	77%	78%	61%
City of New Orleans	82%	88%	84%	83%	83%	69%
Coast Starlight	81%	89%	78%	82%	76%	72%
Crescent	76%	83%	79%	78%	72%	59%
Empire Builder	80%	87%	78%	80%	73%	69%
Lake Shore Limited	75%	82%	76%	78%	75%	59%
Palmetto	78%	85%	76%	83%	80%	71%
Silver Meteor	81%	87%	81%	81%	75%	69%
Silver Star	81%	85%	80%	81%	76%	68%
Southwest Chief	79%	88%	78%	79%	73%	74%
Sunset Limited	81%	89%	79%	85%	76%	80%
Texas Eagle	77%	86%	76%	80%	74%	64%
Northeast Corridor						
Acela	86%	90%	82%	87%	87%	74%
Northeast Regional	82%	88%	77%	87%	86%	69%
State Supported						
Adirondack	76%	84%	76%	84%	86%	64%
Berkshire Flyer	80%	80%	80%	100%	100%	0
Blue Water	90%	93%	85%	91%	94%	74%
Capitol Corridor	90%	92%	87%	93%	91%	79%
Carolinian	85%	87%	84%	85%	81%	73%
Cascades	84%	92%	84%	85%	82%	69%
Downeaster	93%	96%	88%	94%	94%	83%
Empire	85%	90%	82%	89%	89%	44%
Ethan Allen	88%	87%	85%	84%	89%	62%
Heartland Flyer	94%	94%	91%	91%	93%	84%
Hiawatha	91%	95%	86%	92%	91%	54%
Illini	89%	93%	87%	91%	88%	72%
Illinois Zephyr	90%	93%	87%	90%	93%	83%
Keystone	92%	93%	89%	93%	91%	52%
Lincoln Service	89%	91%	86%	88%	90%	75%
Maple Leaf	86%	89%	84%	88%	82%	71%
Missouri River Runner	95%	96%	92%	93%	92%	77%
New Haven-Springfield	88%	91%	80%	92%	89%	77%
Pacific Surfliner	86%	91%	84%	90%	88%	75%
Pennsylvanian	89%	92%	87%	91%	88%	74%
Pere Marquette	88%	95%	89%	82%	92%	77%
Piedmont	91%	95%	91%	91%	93%	73%
San Joaquins	88%	92%	88%	90%	86%	71%
Vermont	79%	86%	72%	86%	86%	63%
Washington-Lynchburg	86%	89%	80%	89%	84%	72%
Washington-Newport News	87%	90%	82%	89%	86%	75%
Washington-Norfolk	88%	91%	82%	91%	85%	77%
Washington-Richmond	86%	87%	77%	89%	83%	74%
Wolverine	85%	89%	82%	85%	89%	71%

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

● Non-Adjusted Overall Service ● Adjusted Overall Service

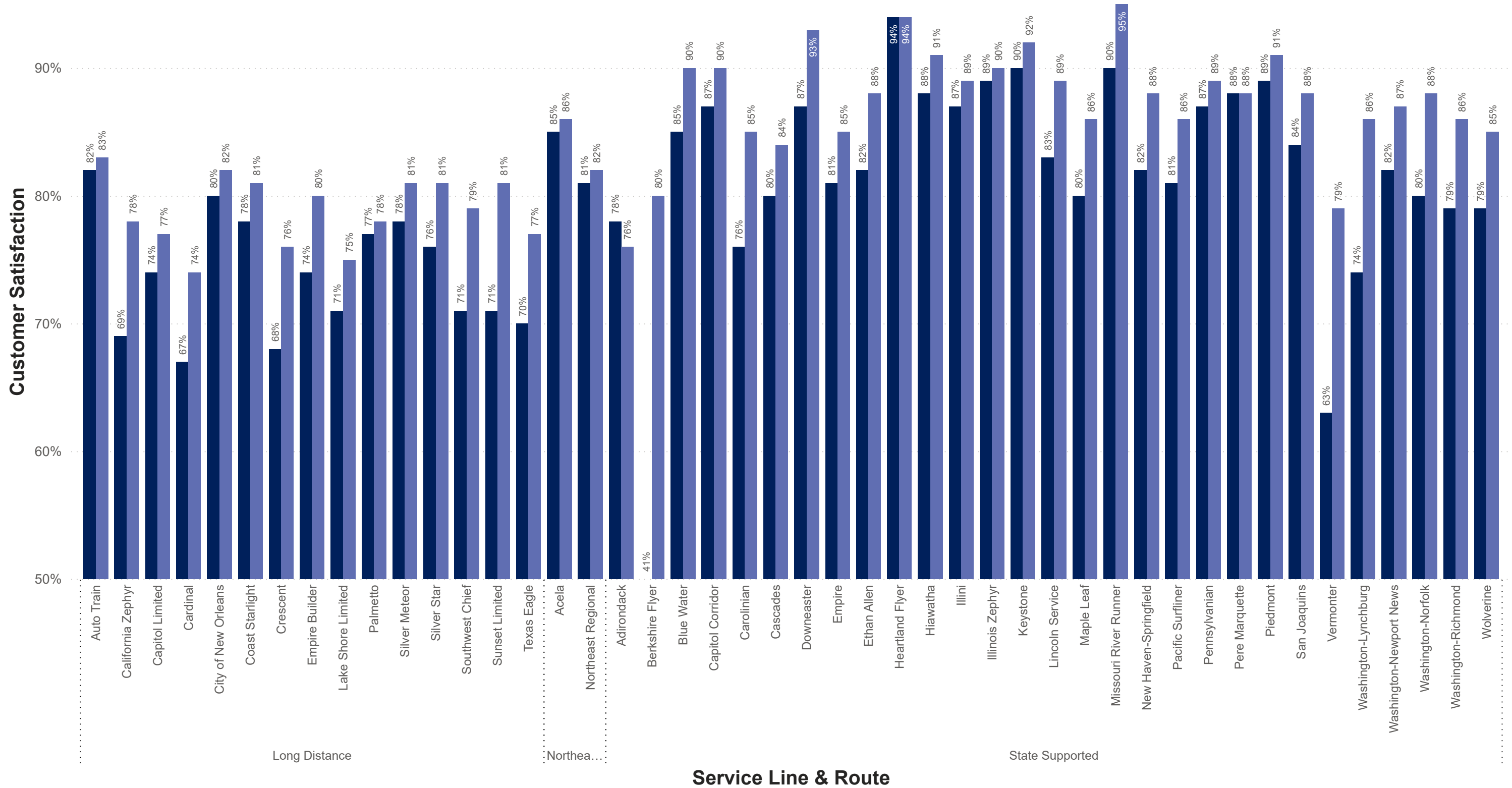
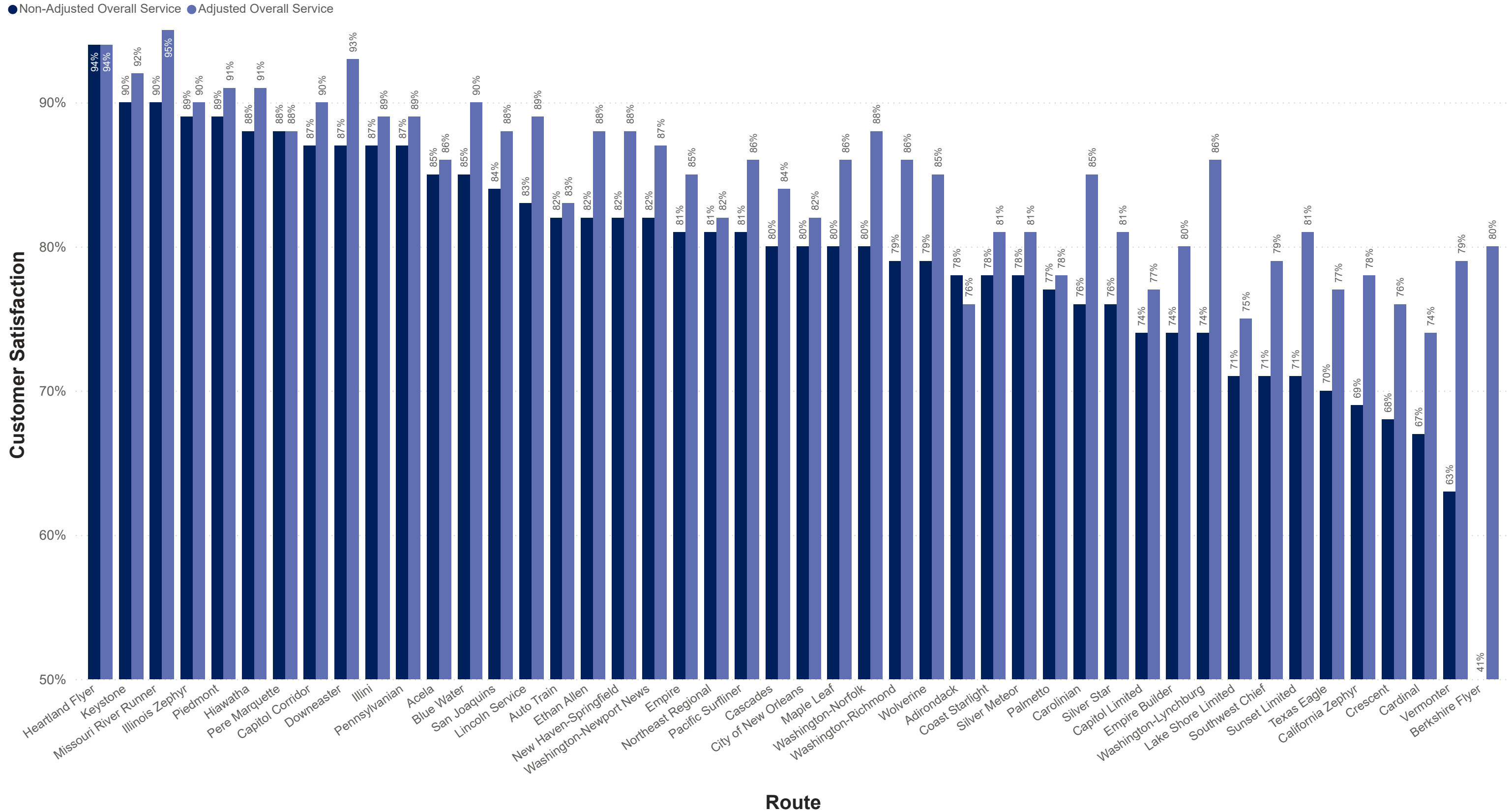


Figure 14. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance



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 & 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
Long Distance	
Auto Train	100%
California Zephyr	52%
Capitol Limited	37%
Cardinal	30%
City of New Orleans	44%
Coast Starlight	54%
Crescent	43%
Empire Builder	78%
Lake Shore Ltd	57%
Palmetto	68%
Silver Meteor	47%
Silver Star	41%
Southwest Chief	36%
Sunset Limited	19%
Texas Eagle	39%
Northeast Corridor	
Acela Express	119%
NEC Special Trains	11%
Northeast Regional	110%
State Supported	
Adirondack	129%
Berkshire Flyer	61%
Blue Water	101%
Capitol Corridor	91%
Carolinian	88%
Cascades	95%
Downeaster	84%
Empire South	65%
Empire West/Maple Leaf	89%
Ethan Allen	90%
Twin Cities-Milwaukee-Chicago	100%
Gulf Coast Limited	0%
Heartland Flyer	70%
Hiawatha	143%
Illini / Saluki	138%
Illinois Zephyr/Carl Sandburg	235%
Keystone	32%
Lincoln Service	173%
Missouri River Runner	98%
New Haven - Springfield	68%
Non-NEC Special Trains	21%
Pacific Surfliner	91%
Pennsylvanian	70%
Pere Marquette	98%
Piedmont	80%
San Joaquin	84%
Vermont	63%
Washington-Lynchburg/Roanoke	138%
Washington-Newport News	52%
Washington-Norfolk	99%
Washington-Richmond	106%
Wolverine	89%
System-Wide	
National Train Service	84%
System-wide (Total Amtrak)	83%

Figure 15. Cost Recovery by Service Line and Route

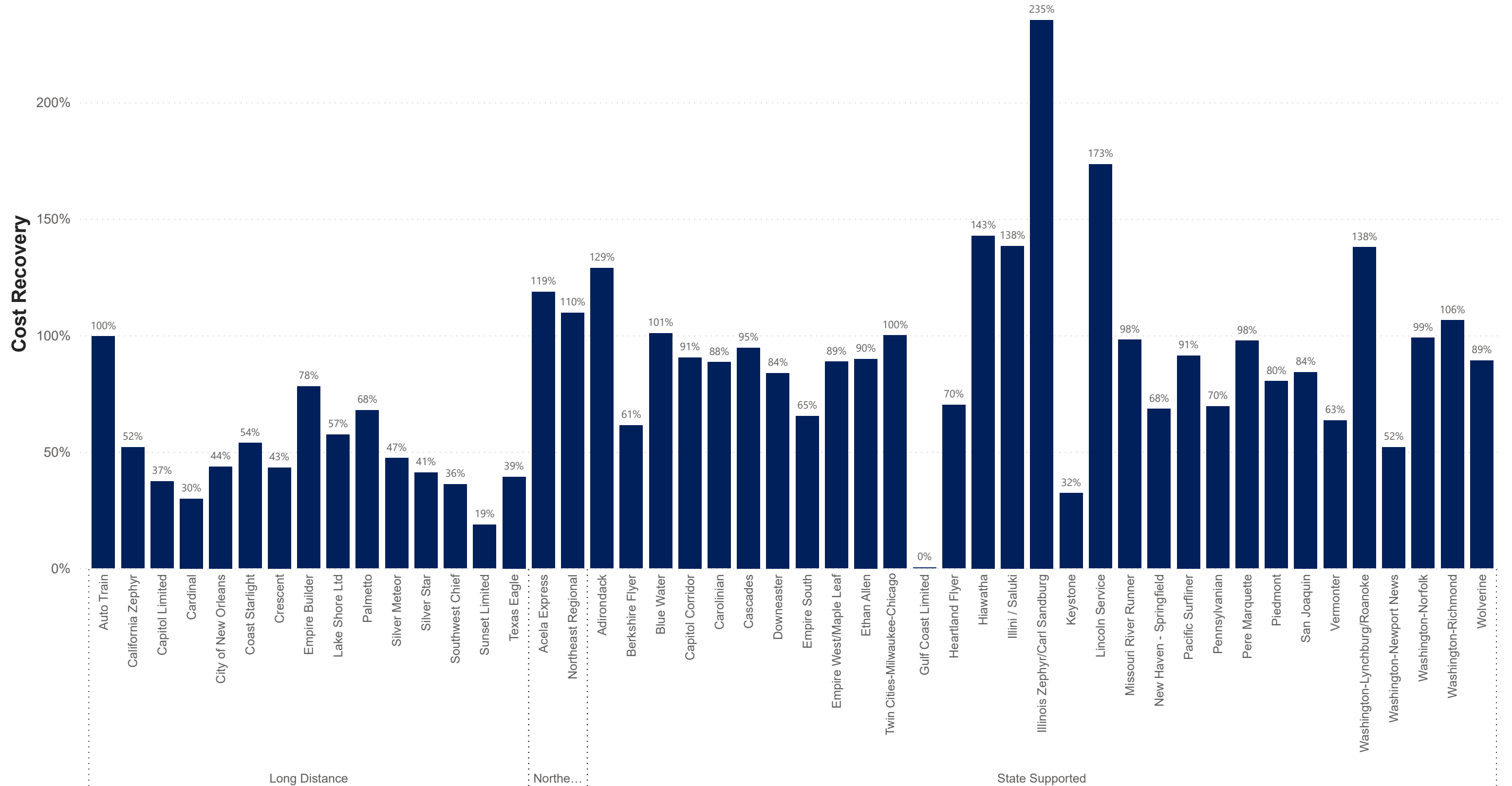


Figure 16. Cost Recovery by Route

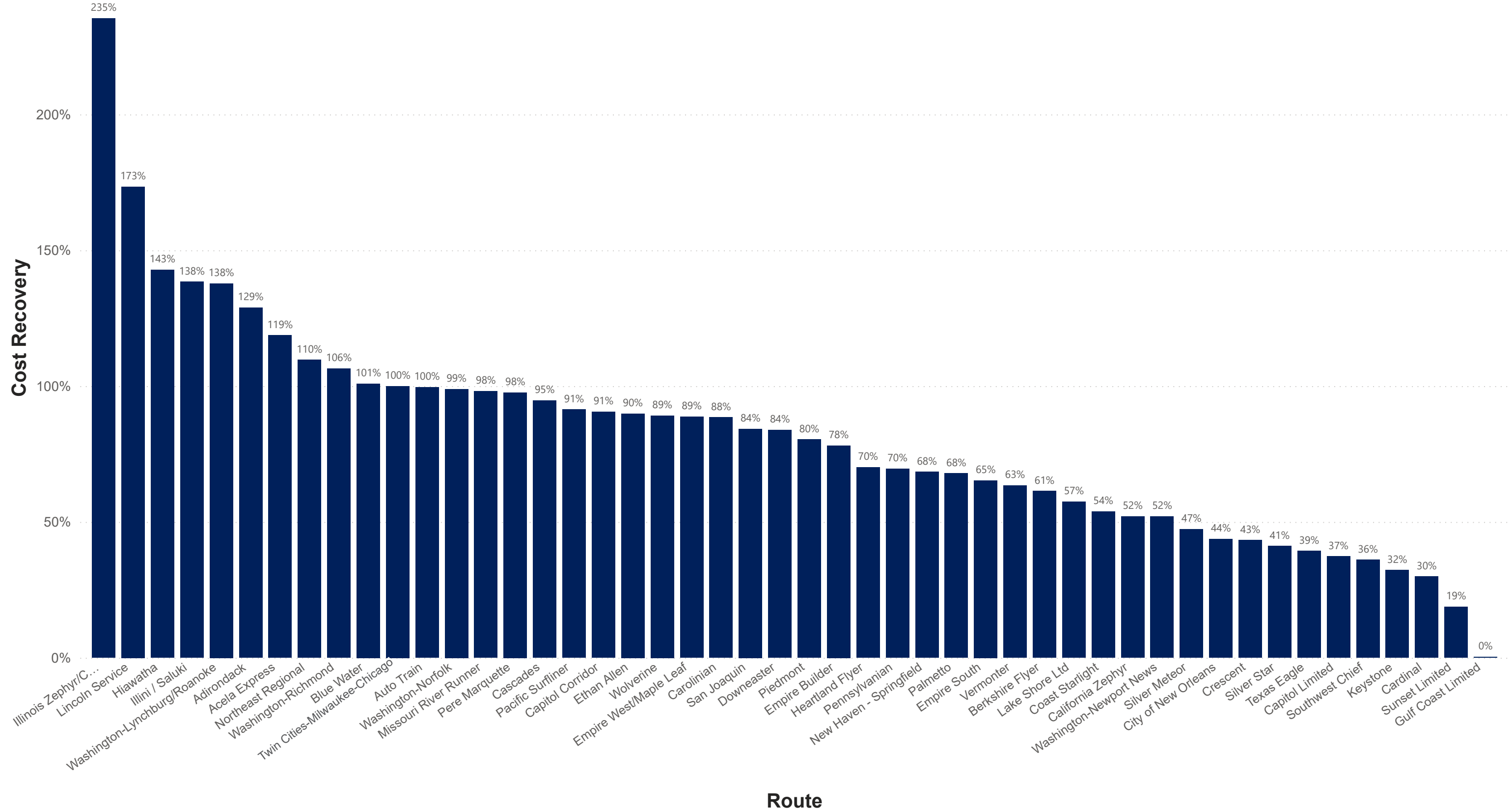


Table 19. Avoidable Operating Expenses Covered By Passenger Revenue

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	116%	116%
California Zephyr	65%	65%
Capitol Limited	48%	48%
Cardinal	39%	39%
City of New Orleans	55%	55%
Coast Starlight	67%	67%
Crescent	53%	53%
Empire Builder	99%	99%
Lake Shore Ltd	69%	69%
Palmetto	85%	85%
Silver Meteor	57%	57%
Silver Star	49%	49%
Southwest Chief	43%	43%
Sunset Limited	23%	23%
Texas Eagle	47%	47%
Northeast Corridor		
Acela Express	150%	150%
NEC Special Trains	50%	50%
Northeast Regional	145%	145%
State Supported		
Adirondack	15%	149%
Berkshire Flyer	16%	113%
Blue Water	45%	118%
Capitol Corridor	42%	110%
Carolinian	87%	103%
Cascades	88%	119%
Downeaster	76%	104%
Empire South	114%	80%
Empire West/Maple Leaf	63%	105%
Ethan Allen	41%	103%
Twin Cities-Milwaukee-Chicago	0%	0%
Gulf Coast Limited	0%	0%
Heartland Flyer	21%	74%
Hiawatha	65%	166%
Illini / Saluki	36%	162%
Illinois Zephyr/Carl Sandburg	28%	272%
Keystone	36%	38%
Lincoln Service	55%	200%
Missouri River Runner	43%	112%
New Haven - Springfield	25%	77%
Non-NEC Special Trains	8%	8%
Pacific Surfliner	66%	113%
Pennsylvanian	63%	88%
Pere Marquette	53%	119%
Piedmont	51%	97%
San Joaquin	35%	100%
Vermont	33%	75%
Washington-Lynchburg/Roanoke	59%	168%
Washington-Newport News	62%	61%
Washington-Norfolk	66%	124%
Washington-Richmond	47%	129%
Wolverine	64%	107%
System-Wide		
National Train Service	88%	104%
System-wide (Total Amtrak)	72%	85%

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

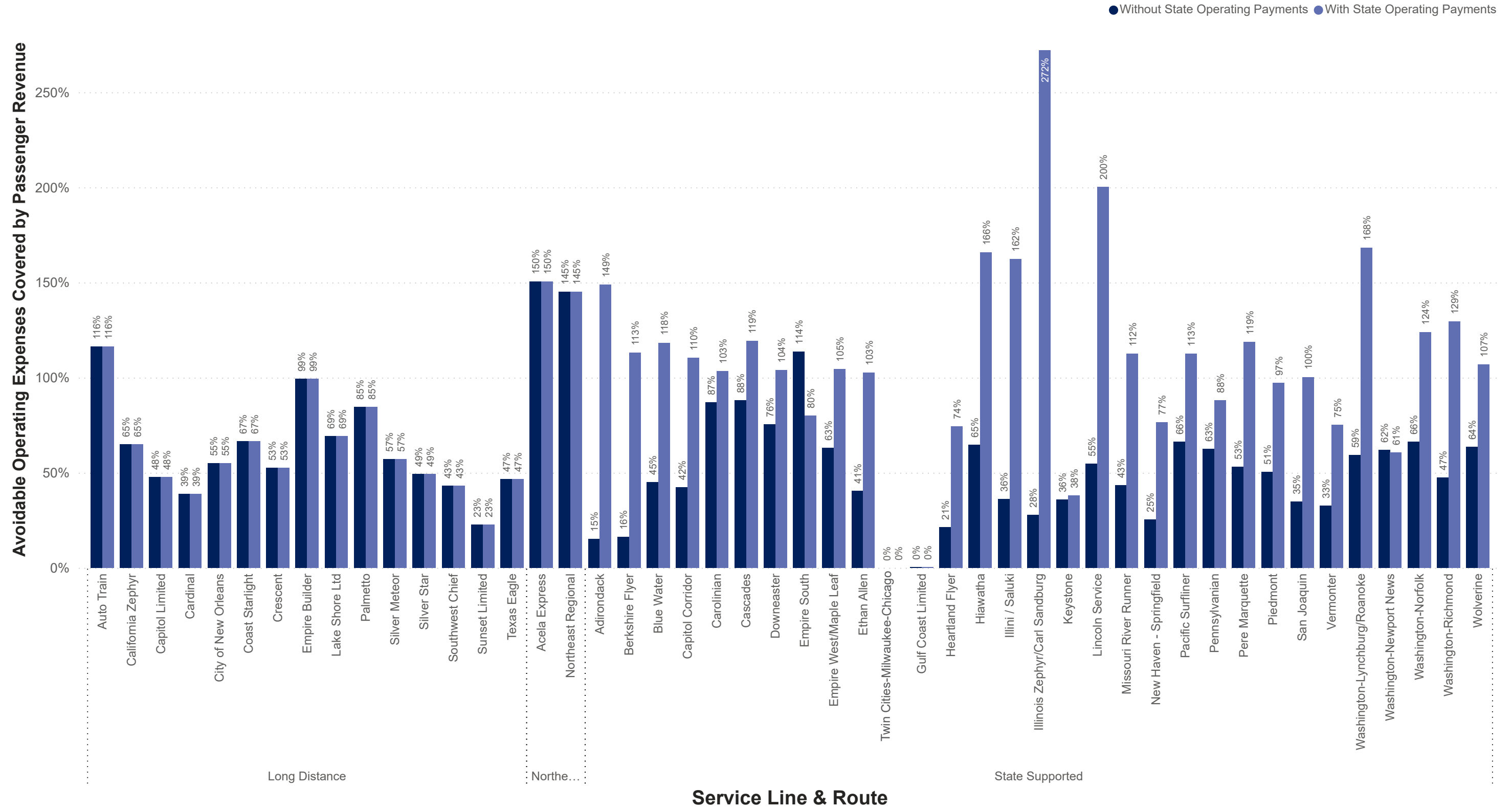


Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Route

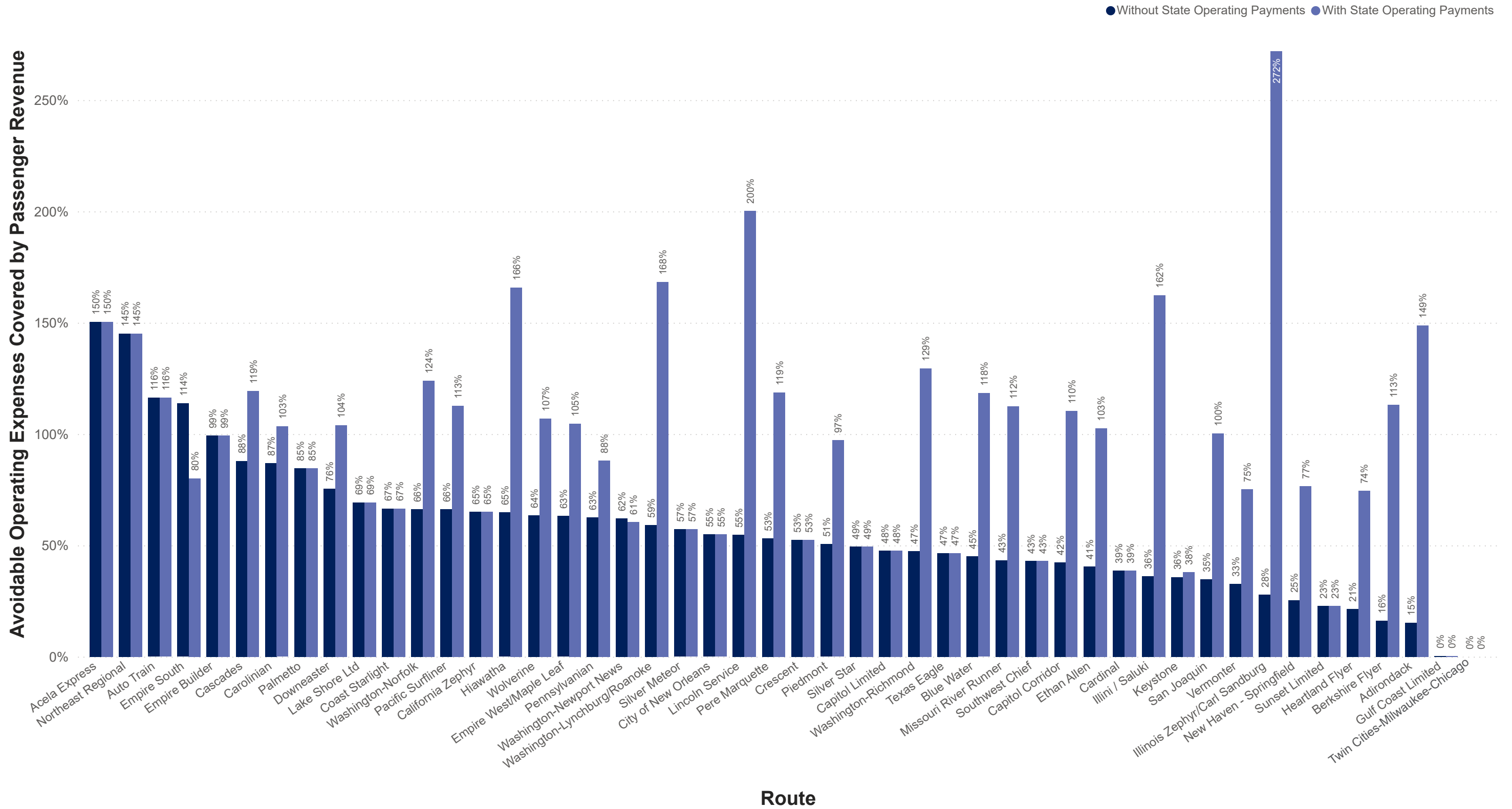


Table 20. Fully Allocated Costs Covered by Passenger Revenue by Route

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	116%	116%
California Zephyr	65%	65%
Capitol Limited	48%	48%
Cardinal	39%	39%
City of New Orleans	55%	55%
Coast Starlight	67%	67%
Crescent	53%	53%
Empire Builder	99%	99%
Lake Shore Ltd	69%	69%
Palmetto	85%	85%
Silver Meteor	57%	57%
Silver Star	49%	49%
Southwest Chief	43%	43%
Sunset Limited	23%	23%
Texas Eagle	47%	47%
Northeast Corridor		
Acela Express	150%	150%
NEC Special Trains	50%	50%
Northeast Regional	145%	145%
State Supported		
Adirondack	15%	149%
Berkshire Flyer	16%	113%
Blue Water	45%	118%
Capitol Corridor	42%	110%
Carolinian	87%	103%
Cascades	88%	119%
Downeaster	76%	104%
Empire South	114%	80%
Empire West/Maple Leaf	63%	105%
Ethan Allen	41%	103%
Twin Cities-Milwaukee-Chicago	0%	0%
Gulf Coast Limited	0%	0%
Heartland Flyer	21%	74%
Hiawatha	65%	166%
Illini / Saluki	36%	162%
Illinois Zephyr/Carl Sandburg	28%	272%
Keystone	36%	38%
Lincoln Service	55%	200%
Missouri River Runner	43%	112%
New Haven - Springfield	25%	77%
Non-NEC Special Trains	8%	8%
Pacific Surfliner	66%	113%
Pennsylvanian	63%	88%
Pere Marquette	53%	119%
Piedmont	51%	97%
San Joaquin	35%	100%
Vermont	33%	75%
Washington-Lynchburg/Roanoke	59%	168%
Washington-Newport News	62%	61%
Washington-Norfolk	66%	124%
Washington-Richmond	47%	129%
Wolverine	64%	107%
System-Wide		
National Train Service	88%	104%
System-wide (Total Amtrak)	72%	85%

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

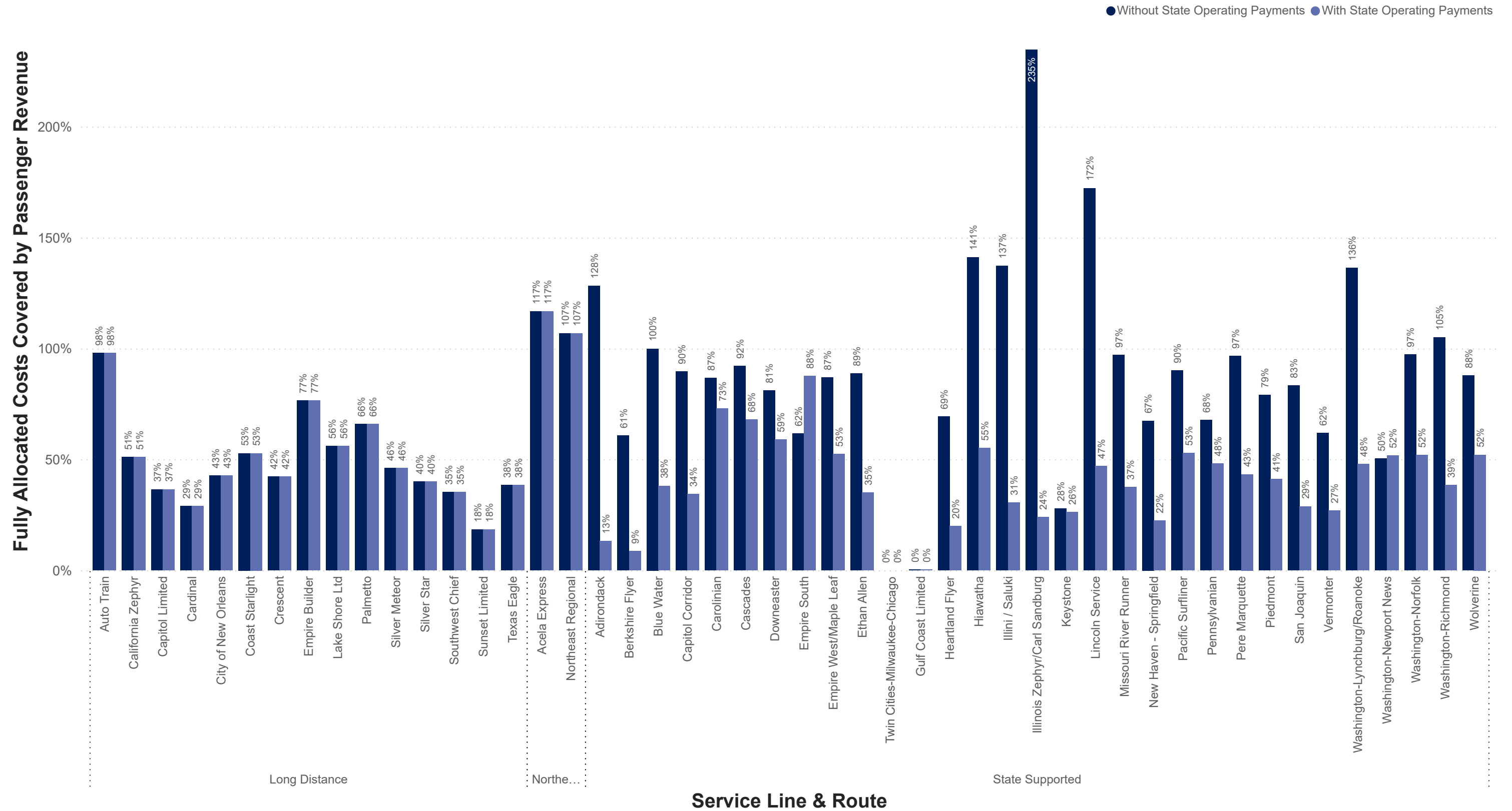


Figure 20. Fully Allocated Costs Covered by Passenger Revenue by Route

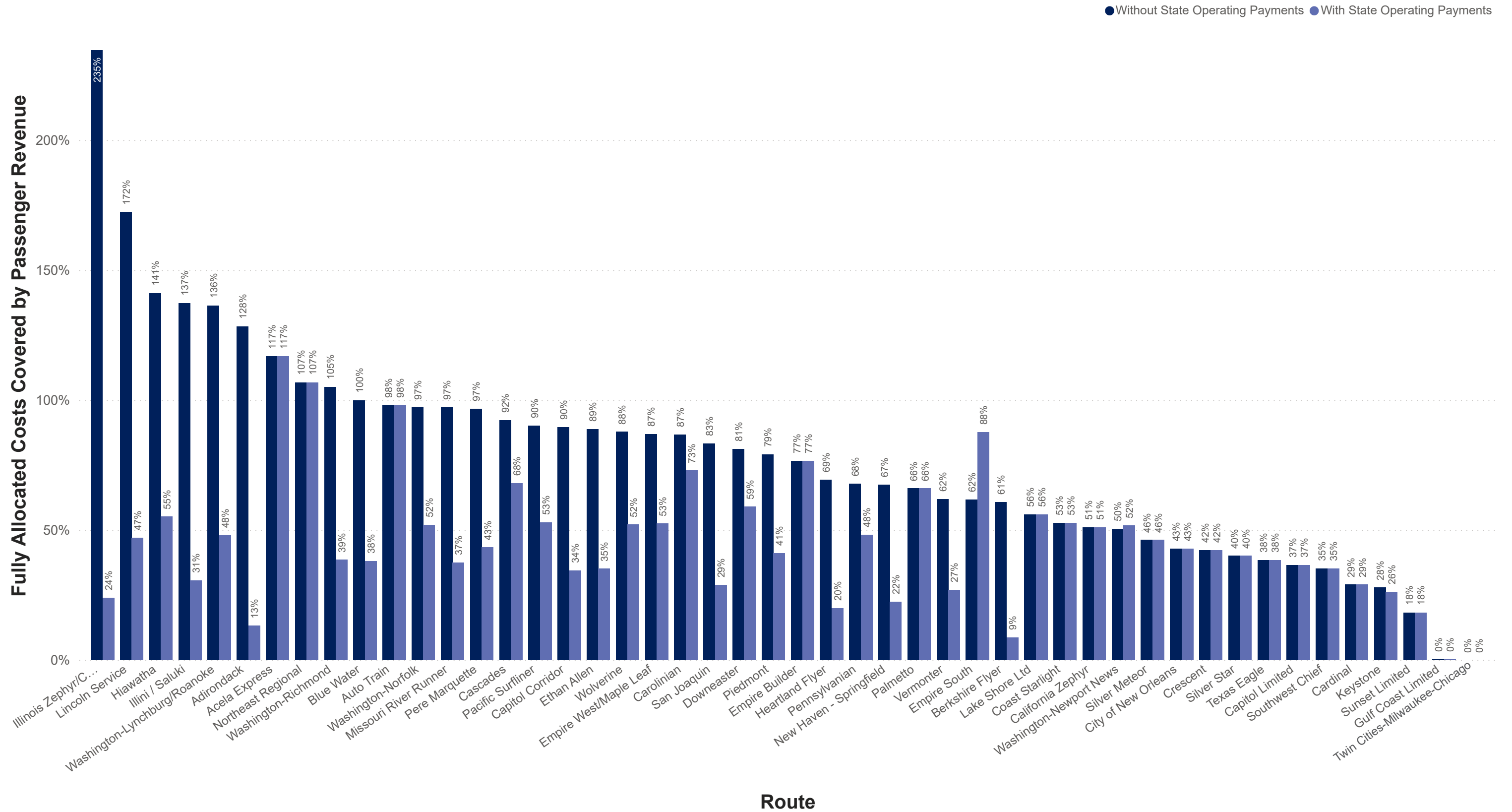


Table 21. Average Ridership (Passenger Miles divided by Train Miles) and Total Ridership

Service Line	Average Ridership	Total Ridership
Long Distance		
Auto Train	268	65,759
California Zephyr	153	82,713
Capitol Limited	88	27,468
Cardinal	98	20,693
City of New Orleans	156	63,377
Coast Starlight	165	87,026
Crescent	131	67,448
Empire Builder	189	105,451
Lake Shore Ltd	210	100,371
Palmetto	157	86,955
Silver Meteor	176	79,810
Silver Star	143	87,938
Southwest Chief	150	70,706
Sunset Limited	89	17,457
Texas Eagle	151	78,201
Northeast Corridor		
Acela Express	212	818,326
Northeast Regional	351	2,740,687
State Supported		
Adirondack	61	8,786
Berkshire Flyer	18	908
Blue Water	163	49,967
Capitol Corridor	71	238,213
Carolinian	224	84,197
Cascades	153	227,499
Downeaster	115	172,639
Empire South	209	338,622
Empire West/Maple Leaf	153	137,794
Ethan Allen	67	23,923
Heartland Flyer	94	19,461
Hiawatha	141	186,699
Illini / Saluki	105	73,585
Illinois Zephyr/Carl Sandburg	59	34,201
Keystone	88	289,222
Lincoln Service	151	154,974
Missouri River Runner	87	47,310
New Haven - Springfield	64	130,888
Non-NEC Special Trains	-	-
Pacific Surfliner	144	498,516
Pennsylvanian	165	49,328
Pere Marquette	108	23,368
Piedmont	75	79,393
San Joaquin	94	221,146
Vermont	68	21,900
Washington-Lynchburg/ Roanoke	152	90,377
Washington-Newport News	185	105,506
Washington-Norfolk	174	143,980
Washington-Richmond	157	39,785
Wolverine	184	120,107
System-Wide		
National Train Service	179	8,212,680
System-wide (Total Amtrak)	179	8,212,680

Figure 21. Total Ridership by Service Line and Route

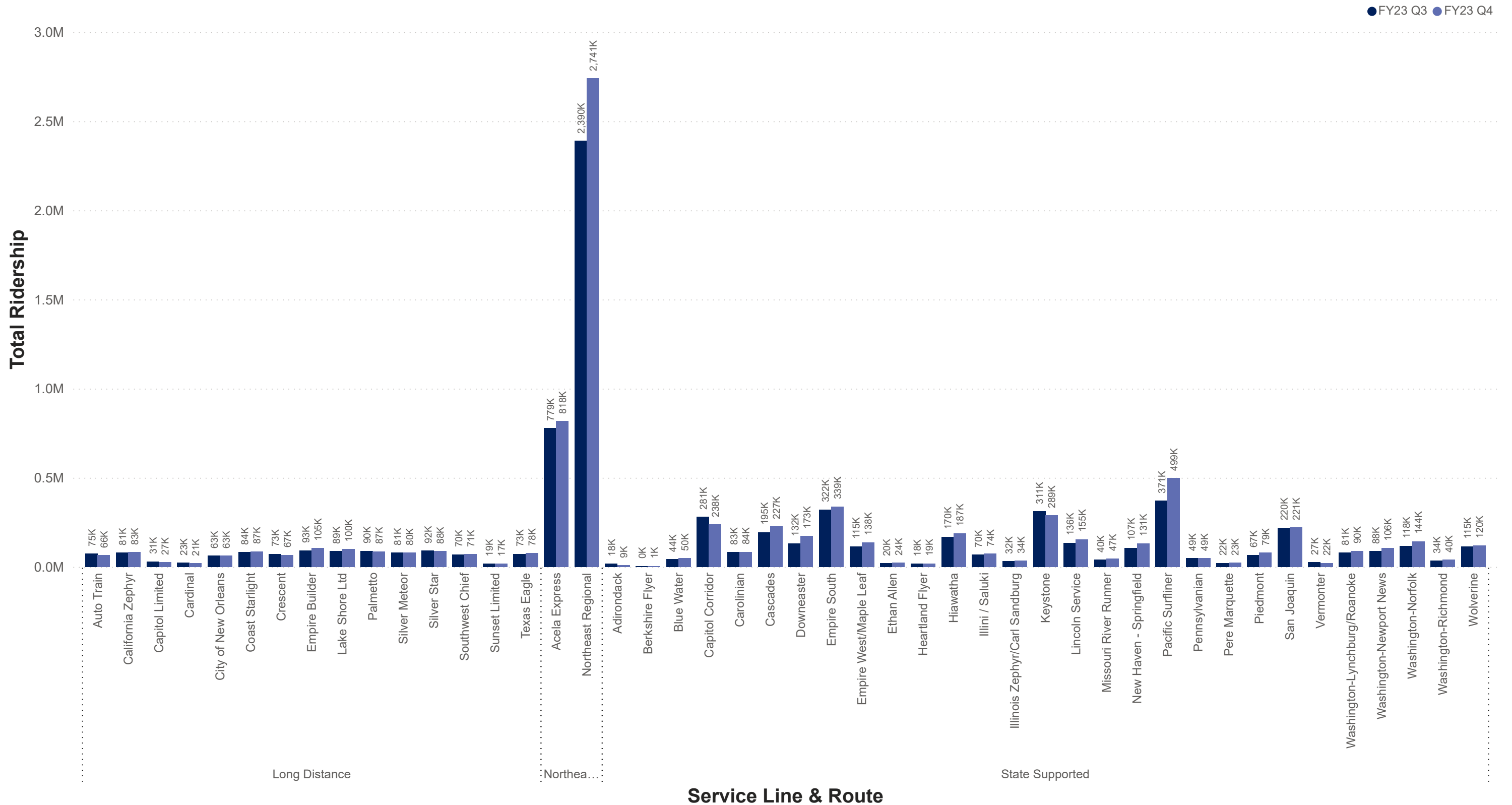


Figure 22. Total Ridership by Route

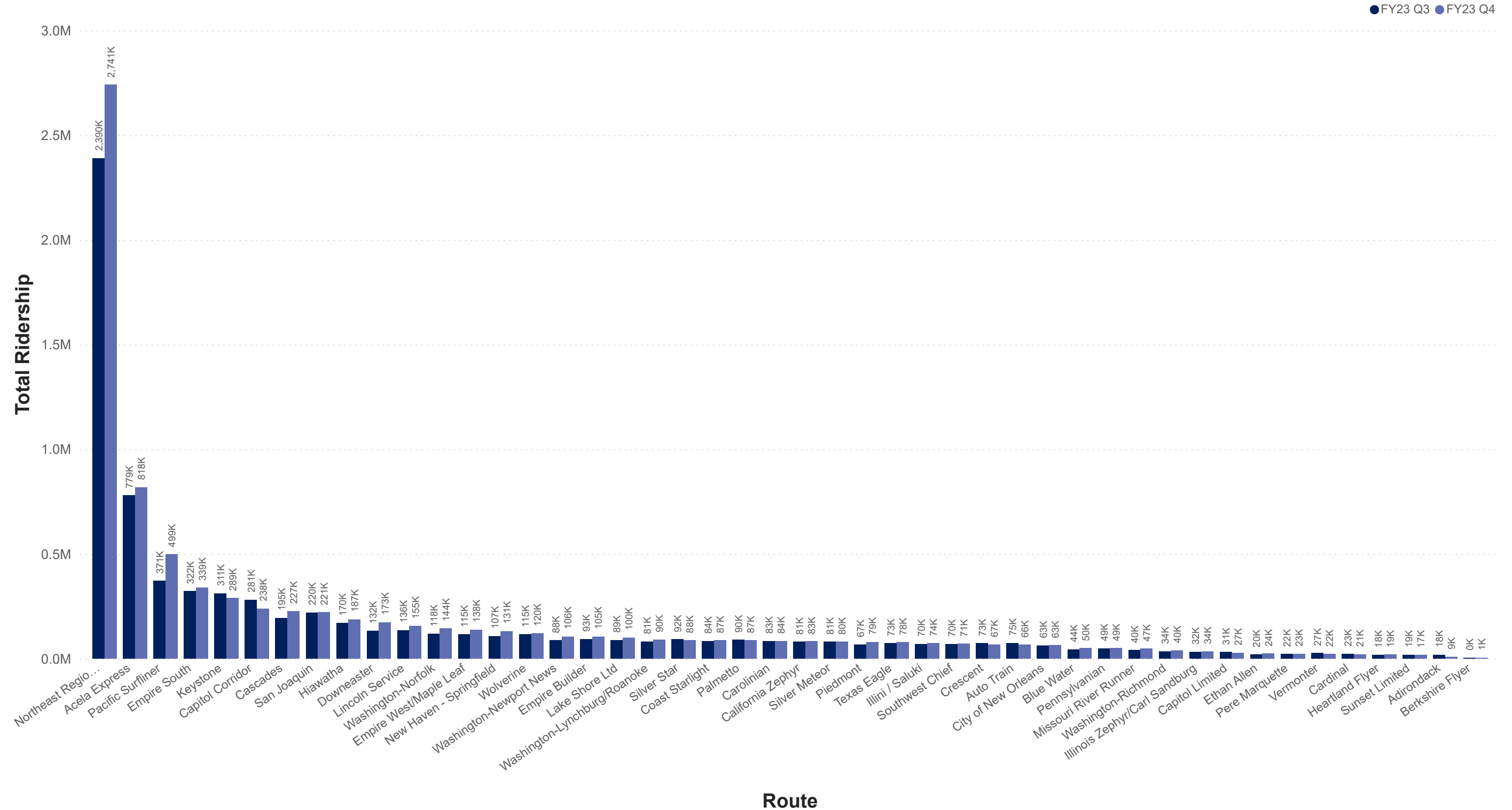


Figure 23. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

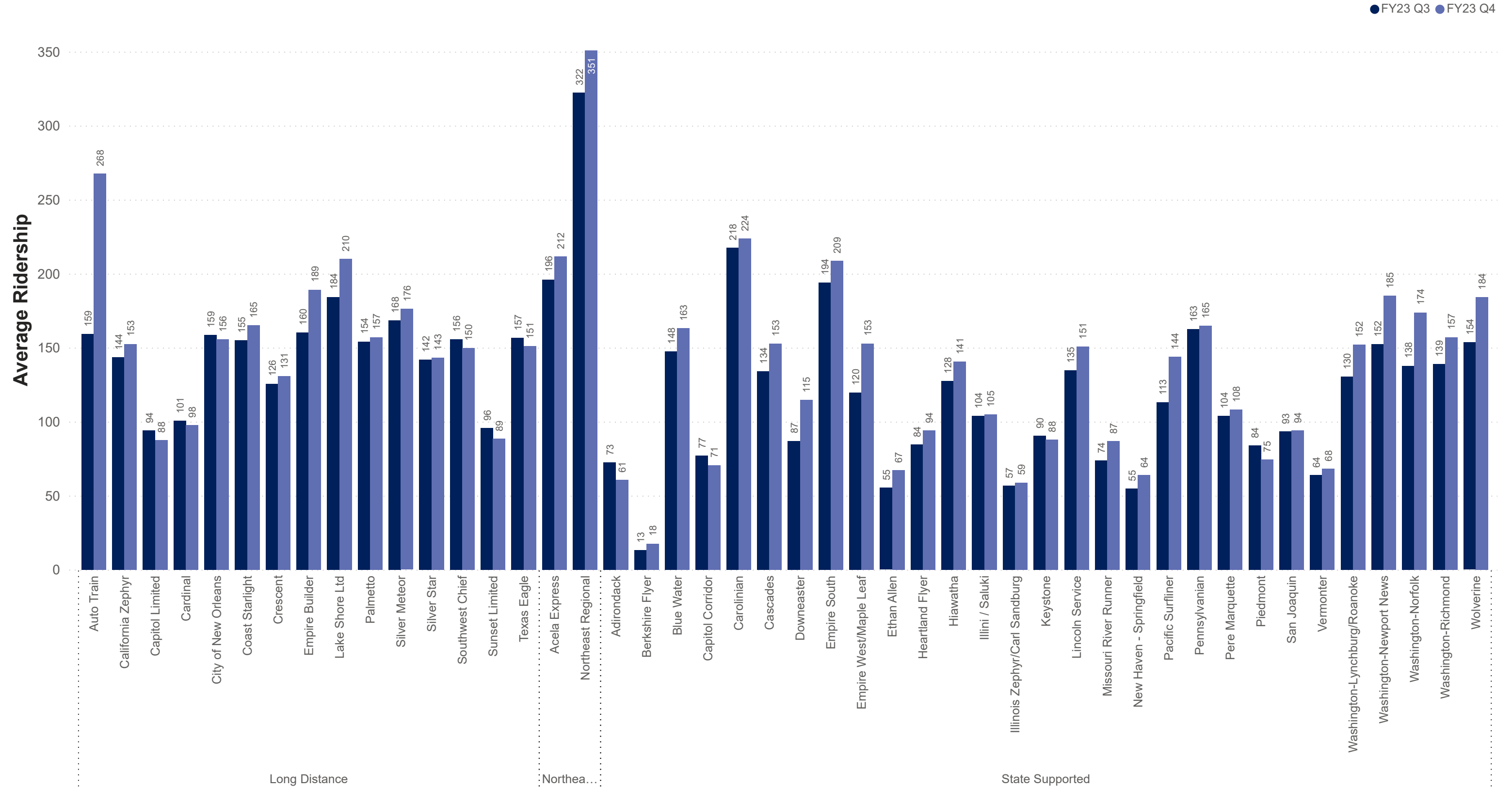
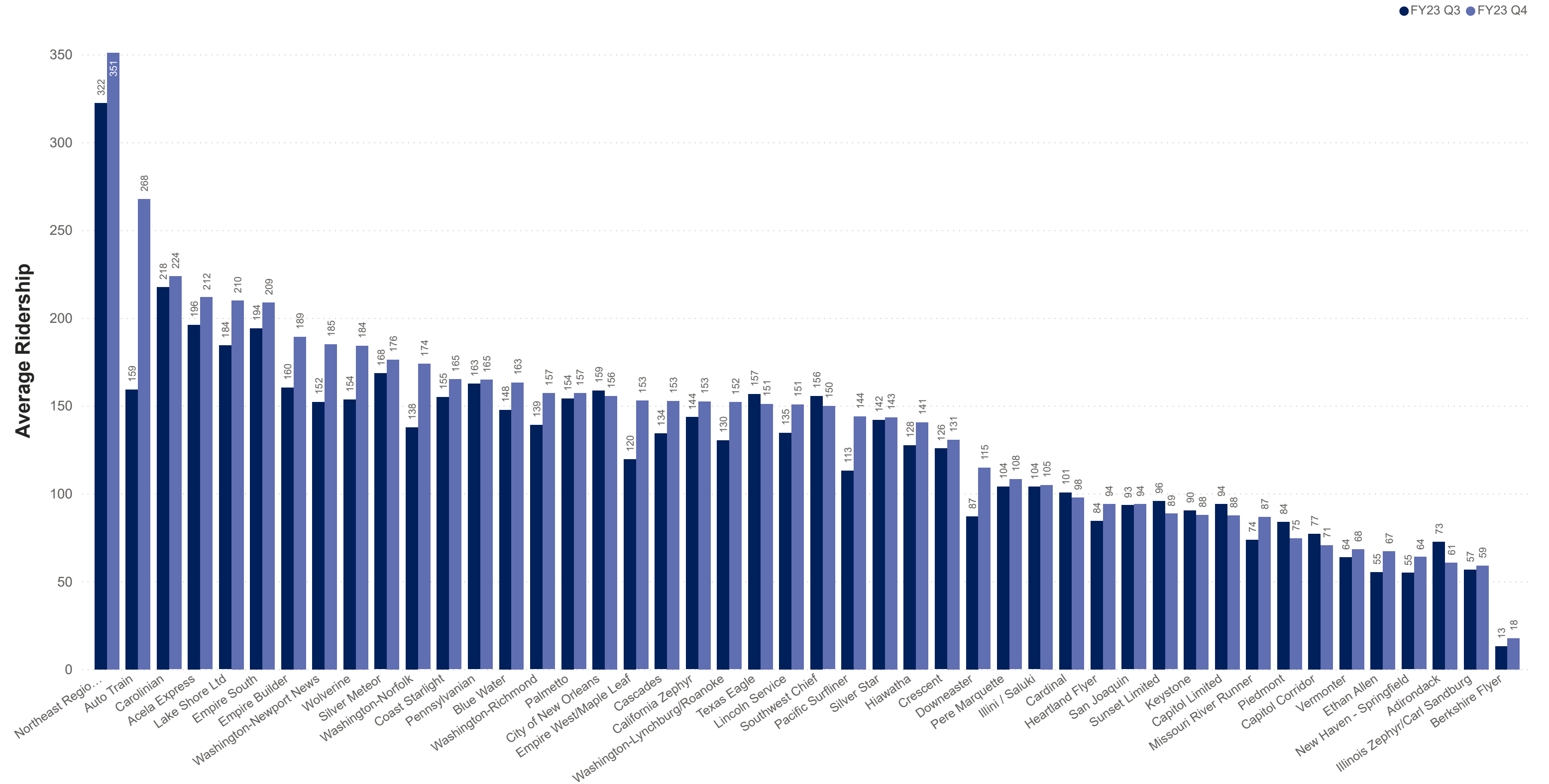


Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Route



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.

Table 22. Public Benefits Metrics – Definitions and Notes

Metric	Definition	Data Description and Notes
Connectivity	The percent of passengers connecting to and from other Amtrak routes, updated on an annual basis.	Under this metric, a <i>connection</i> means a passenger arriving on one train and connecting to a departing train within 23 hours. Data is available for download at railroads.dot.gov .
Missed Connections	The percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train, reported by route and updated on an annual basis.	Data is available for download at railroads.dot.gov .
Community Access	The percent of Amtrak passenger-trips to and from not well-served communities, updated on an annual basis.	<i>Not well-served communities</i> means those rural communities: within 25 miles of an intercity passenger rail station; more than 75 miles from a large airport; and more than 25 miles from any other airport with scheduled commercial service or an intercity bus stop. Data is available for download at railroads.dot.gov .
Service Availability	The total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day, updated on an annual basis.	The metric, as adjusted for time of day, shows only those trains that arrive or depart between 5:00 a.m. and 11:00 p.m. Data is available for download at railroads.dot.gov .

Appendix 1: Schedule Certification Tables

Table 22: Train Schedule Certification Status

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
Acela	2100	Amtrak	Certified	Acela	2166	Amtrak	Certified
	2103	Amtrak	Certified			MNRR	Certified
	2104	Amtrak	Certified		2167	Amtrak	Certified
	2107	Amtrak	Certified			MNRR	Certified
	2109	Amtrak	Certified		2168	Amtrak	Certified
	2110	Amtrak	Certified			MNRR	Certified
	2117	Amtrak	Certified		2169	Amtrak	Certified
	2119	Amtrak	Certified			MNRR	Certified
	2121	Amtrak	Certified		2170	Amtrak	Certified
	2122	Amtrak	Certified			MNRR	Certified
	2124	Amtrak	Certified		2171	Amtrak	Certified
	2126	Amtrak	Certified			MNRR	Uncertified
	2128	Amtrak	Certified		2172	Amtrak	Certified
	2150	Amtrak	Certified			MNRR	Certified
		MNRR	Certified		2173	Amtrak	Certified
	2151	Amtrak	Certified			MNRR	Certified
		MNRR	Certified		2175	Amtrak	Certified
	2153	Amtrak	Certified			MNRR	Uncertified
		MNRR	Certified		2190	Amtrak	Certified
	2154	Amtrak	Certified			MNRR	Certified
		MNRR	Certified		2203	Amtrak	Certified
	2155	Amtrak	Certified		2205	Amtrak	Certified
		MNRR	Certified		2208	Amtrak	Certified
	2158	Amtrak	Certified		2213	Amtrak	Certified
		MNRR	Certified		2215	Amtrak	Certified
	2159	Amtrak	Certified		2218	Amtrak	Certified
	MNRR	Certified	2222	Amtrak	Certified		
2160	Amtrak	Certified	2224	Amtrak	Certified		
	MNRR	Certified	2228	Amtrak	Certified		
2163	Amtrak	Certified	2248	Amtrak	Certified		
	MNRR	Certified		MNRR	Certified		
2164	Amtrak	Certified	2249	Amtrak	Certified		
	MNRR	Certified		MNRR	Certified		
2165	Amtrak	Certified	2250	Amtrak	Certified		
	MNRR	Certified		MNRR	Certified		

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status	
Acela	2251	Amtrak	Certified	Adirondack	69	MNRR	Certified	
		MNRR	Certified	Auto Train	52	CSX	Certified	
	2252	Amtrak	Certified			FR	Certified	
		MNRR	Certified		53	CSX	Certified	
	2253	Amtrak	Certified			FR	Certified	
		MNRR	Certified		364	Amtrak	Certified	
	2254	Amtrak	Certified			CN	Certified	
		MNRR	Certified			MIDOT	Certified	
	2255	Amtrak	Certified			NS	Disputed	
		MNRR	Certified		365	Amtrak	Certified	
	2256	Amtrak	Certified			CN	Certified	
		MNRR	Certified			MIDOT	Certified	
	2257	Amtrak	Certified			NS	Disputed	
		MNRR	Certified		5	Amtrak	Certified	
	2258	Amtrak	Certified			BNSF	Certified	
		MNRR	Certified			UP	Disputed	
	2259	Amtrak	Certified		6	Amtrak	Certified	
		MNRR	Certified			BNSF	Certified	
	2260	Amtrak	Certified			UP	Disputed	
		MNRR	Certified		Capitol Corridor	520	UP	Certified
	2261	Amtrak	Certified			521	UP	Certified
		MNRR	Uncertified			522	UP	Certified
	2275	Amtrak	Certified			523	UP	Certified
		MNRR	Certified			524	UP	Certified
	2290	Amtrak	Certified			525	UP	Certified
		MNRR	Certified			526	UP	Certified
	2401	Amtrak	Certified			527	UP	Certified
	2402	Amtrak	Certified		528	UP	Certified	
Adirondack	68	Amtrak	Certified		529	UP	Certified	
		CN	Disputed		530	UP	Certified	
		CP	Certified		531	UP	Certified	
		MNRR	Certified		532	UP	Certified	
	69	Amtrak	Certified		534	UP	Certified	
		CN	Disputed		535	UP	Certified	
		CP	Certified		536	UP	Certified	

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
Capitol Corridor	537	UP	Certified	Capitol Corridor	751	UP	Certified
	538	UP	Certified	Capitol Limited	29	Amtrak	Certified
	540	UP	Certified			CSX	Certified
	541	UP	Certified			NS	Disputed
	542	UP	Certified		30	Amtrak	Certified
	543	UP	Certified			CSX	Certified
	544	UP	Certified			NS	Disputed
	545	UP	Certified	Cardinal	50	Amtrak	Certified
	546	UP	Certified			BBrRR	Certified
	547	UP	Certified			CSX	Certified
	548	UP	Certified			Metra	Certified
	549	UP	Certified			NS	Disputed
	551	UP	Certified		UP	Certified	
	553	UP	Certified		51	Amtrak	Certified
	720	UP	Certified			BBrRR	Certified
	723	UP	Certified			CSX	Certified
	724	UP	Certified			Metra	Certified
	727	UP	Certified	NS		Disputed	
	728	UP	Certified	UP	Certified		
	729	UP	Certified	Carl Sandburg / Illinois Zephyr	380	Amtrak	Certified
732	UP	Certified	BNSF			Certified	
733	UP	Certified	381		Amtrak	Certified	
734	UP	Certified			BNSF	Certified	
736	UP	Certified	382		Amtrak	Certified	
737	UP	Certified			BNSF	Certified	
738	UP	Certified	383	Amtrak	Certified		
741	UP	Certified		BNSF	Certified		
742	UP	Certified	Carolinian	79	Amtrak	Certified	
743	UP	Certified			CSX	Certified	
744	UP	Certified			NS	Certified	
745	UP	Certified		80	Amtrak	Certified	
746	UP	Certified			CSX	Certified	
747	UP	Certified	Cascades	500	NS	Certified	
748	UP	Certified			BNSF	Certified	
749	UP	Certified			UP	Certified	

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
Cascades	503	BNSF	Certified	Downeaster	683	PanAm	Certified
		UP	Certified		684	MBTA	Certified
	504	BNSF	Certified			PanAm	Certified
	505	BNSF	Certified		685	MBTA	Certified
		UP	Certified			PanAm	Certified
	507	BNSF	Certified		686	MBTA	Certified
	508	BNSF	Certified			PanAm	Certified
		UP	Certified		687	MBTA	Certified
	516	BNSF	Disputed			PanAm	Certified
	517	BNSF	Disputed		688	MBTA	Certified
	518	BNSF	Disputed			PanAm	Certified
	519	BNSF	Disputed		689	MBTA	Certified
City Of New Orleans	58	Amtrak	Certified		PanAm	Certified	
		CN	Disputed	690	MBTA	Certified	
	59	Amtrak	Certified		PanAm	Certified	
		CN	Disputed	691	MBTA	Certified	
Coast Starlight	11	BNSF	Certified		PanAm	Certified	
		SCRRA	Certified	692	MBTA	Certified	
		UP	Certified		PanAm	Certified	
	14	BNSF	Certified	693	MBTA	Certified	
		SCRRA	Certified		PanAm	Certified	
		UP	Certified	694	MBTA	Certified	
Crescent	19	Amtrak	Certified		PanAm	Certified	
		CSX	Certified	695	MBTA	Certified	
		NS	Certified		PanAm	Certified	
	20	Amtrak	Certified	696	MBTA	Certified	
		CSX	Certified		PanAm	Certified	
		NS	Certified	697	MBTA	Certified	
Downeaster	680	MBTA	Certified		PanAm	Certified	
		PanAm	Certified	698	MBTA	Certified	
	681	MBTA	Certified		PanAm	Certified	
		PanAm	Certified	699	MBTA	Certified	
	682	MBTA	Certified		PanAm	Certified	
		PanAm	Certified	Empire Builder	7	Amtrak	Certified
	683	MBTA	Certified		BNSF	Certified	

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
Empire Builder	7	CP	Certified	Hiawatha	329	CP	Certified
		Metra	Certified			Metra	Certified
	8	Amtrak	Certified		330	Amtrak	Certified
		BNSF	Certified			CP	Certified
		CP	Certified			Metra	Certified
	27	BNSF	Certified		331	Amtrak	Certified
		Metra	Certified			CP	Certified
28	BNSF	Certified	Metra	Certified			
Ethan Allen Express	290	Amtrak	Certified	332	Amtrak	Certified	
		CP	Certified		CP	Certified	
		MNRR	Certified		Metra	Certified	
		VTR	Certified		333	Amtrak	Certified
	291	Amtrak	Certified	CP		Certified	
		CP	Certified	Metra	Certified		
	292	MNRR	Certified	334	Amtrak	Certified	
		VTR	Certified		CP	Certified	
		293	Amtrak		Certified	Metra	Certified
			CP		Certified	335	Amtrak
	294	MNRR	Certified	CP	Certified		
		VTR	Certified	Metra	Certified		
		295	Amtrak	Certified	336	Amtrak	Certified
			CP	Certified		CP	Certified
	MNRR		Certified	Metra		Certified	
	VTR		Certified	337		Amtrak	Certified
	296	Amtrak	Certified		CP	Certified	
		CP	Certified	Metra	Certified		
	297	MNRR	Certified	338	Amtrak	Certified	
		VTR	Certified		CP	Certified	
		298	Amtrak		Certified	Metra	Certified
			CP		Certified	339	Amtrak
	299	MNRR	Certified	CP	Certified		
		VTR	Certified	Metra	Certified		
Heartland Flyer	821	BNSF	Certified	340	Amtrak	Certified	
	822	BNSF	Certified		CP	Certified	
Hiawatha	329	Amtrak	Certified	Metra	Certified		

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
Hiawatha	341	Amtrak	Certified	Keystone	643	Amtrak	Certified
		CP	Certified		644	Amtrak	Certified
		Metra	Certified		645	Amtrak	Certified
	342	Amtrak	Certified		646	Amtrak	Certified
		CP	Certified		647	Amtrak	Certified
		Metra	Certified		648	Amtrak	Certified
	343	Amtrak	Certified		649	Amtrak	Certified
		CP	Certified		650	Amtrak	Certified
		Metra	Certified		651	Amtrak	Certified
Illini / Saluki	390	Amtrak	Certified	652	Amtrak	Certified	
		CN	Disputed	653	Amtrak	Certified	
	391	Amtrak	Certified	654	Amtrak	Certified	
		CN	Disputed	655	Amtrak	Certified	
	392	Amtrak	Certified	656	Amtrak	Certified	
		CN	Disputed	658	Amtrak	Certified	
	393	Amtrak	Certified	660	Amtrak	Certified	
		CN	Disputed	661	Amtrak	Certified	
	600	Amtrak	Certified	662	Amtrak	Certified	
	601	Amtrak	Certified	663	Amtrak	Certified	
	605	Amtrak	Certified	664	Amtrak	Certified	
	607	Amtrak	Certified	665	Amtrak	Certified	
	609	Amtrak	Certified	666	Amtrak	Certified	
	610	Amtrak	Certified	667	Amtrak	Certified	
	611	Amtrak	Certified	669	Amtrak	Certified	
	612	Amtrak	Certified	670	Amtrak	Certified	
	615	Amtrak	Certified	671	Amtrak	Certified	
	618	Amtrak	Certified	672	Amtrak	Certified	
	619	Amtrak	Certified	674	Amtrak	Certified	
	620	Amtrak	Certified	Lake Shore Limited	48	Amtrak	Certified
	622	Amtrak	Certified			CSX	Certified
	637	Amtrak	Certified			MNRR	Certified
	639	Amtrak	Certified			NS	Disputed
	640	Amtrak	Certified		49	Amtrak	Certified
	641	Amtrak	Certified			CSX	Certified
	642	Amtrak	Certified			MNRR	Certified

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
Lake Shore Limited	49	NS	Disputed	Maple Leaf	64	CSX	Certified
	448	Amtrak	Certified			MNRR	Certified
		CSX	Certified	Missouri	311	UP	Certified
		MBTA	Certified		313	UP	Certified
	449	Amtrak	Certified	314	UP	Certified	
		CSX	Certified	316	UP	Certified	
MBTA		Certified	New York - Albany	230	Amtrak	Certified	
Lincoln Service	300	Amtrak		Certified	MNRR	Uncertified	
		CN	Certified	232	Amtrak	Certified	
		UP	Certified	MNRR	Certified		
	301	Amtrak	Certified	233	Amtrak	Certified	
		CN	Certified	MNRR	Certified		
		UP	Certified	234	Amtrak	Certified	
	302	Amtrak	Certified	MNRR	Certified		
		CN	Certified	235	Amtrak	Certified	
		UP	Certified	MNRR	Certified		
	303	Amtrak	Certified	236	Amtrak	Certified	
		CN	Certified	MNRR	Certified		
		UP	Certified	237	Amtrak	Certified	
	304	Amtrak	Certified	MNRR	Certified		
		CN	Certified	238	Amtrak	Certified	
		UP	Certified	MNRR	Certified		
	305	Amtrak	Certified	239	Amtrak	Certified	
		CN	Certified	MNRR	Certified		
		UP	Certified	241	Amtrak	Certified	
306	Amtrak	Certified	MNRR	Certified			
	CN	Certified	242	Amtrak	Certified		
	UP	Certified	MNRR	Uncertified			
307	Amtrak	Certified	243	Amtrak	Certified		
	CN	Certified	MNRR	Certified			
	UP	Certified	244	Amtrak	Certified		
Maple Leaf	63	Amtrak	Certified	MNRR	Certified		
		CSX	Certified	245	Amtrak	Certified	
		MNRR	Certified	MNRR	Uncertified		
	64	Amtrak	Certified	250	Amtrak	Certified	

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
New York - Albany	250	MNRR	Certified	Northeast Regional	126	Amtrak	Certified
	252	Amtrak	Certified		127	Amtrak	Certified
		MNRR	Uncertified		129	Amtrak	Certified
	253	Amtrak	Certified		130	Amtrak	Certified
		MNRR	Certified		131	Amtrak	Certified
	254	Amtrak	Certified		132	Amtrak	Certified
		MNRR	Uncertified			MNRR	Certified
	255	Amtrak	Certified		133	Amtrak	Certified
		MNRR	Certified		134	Amtrak	Certified
	256	Amtrak	Certified		135	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	259	Amtrak	Certified		136	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	260	Amtrak	Certified		137	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	261	Amtrak	Certified		138	Amtrak	Certified
		MNRR	Certified		139	Amtrak	Certified
	New York - Niagara Falls	280	Amtrak		Certified	140	Amtrak
CSX			Certified	MNRR	Certified		
MNRR			Certified	141	Amtrak		Certified
281		Amtrak	Certified	141	MNRR	Certified	
		CSX	Certified		143	Amtrak	Certified
		MNRR	Certified	143	MNRR	Certified	
283		Amtrak	Certified		146	Amtrak	Certified
		CSX	Certified	MNRR		Certified	
		MNRR	Certified	148	Amtrak	Certified	
284		Amtrak	Certified	148	MNRR	Certified	
		CSX	Certified		149	Amtrak	Certified
		MNRR	Certified	149	MNRR	Certified	
288		Amtrak	Certified		150	Amtrak	Certified
		CSX	Certified	MNRR		Certified	
		MNRR	Uncertified	151	Amtrak	Certified	
Northeast Regional		111	Amtrak	Certified	152	Amtrak	Certified
		123	Amtrak	Certified	153	Amtrak	Certified
		124	Amtrak	Certified			

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status	
Northeast Regional	154	Amtrak	Certified	Northeast Regional	179	MNRR	Certified	
	155	Amtrak	Certified		180	Amtrak	Certified	
	158	Amtrak	Certified		182	Amtrak	Certified	
	159	Amtrak	Certified		183	Amtrak	Certified	
	160	Amtrak	Certified		184	Amtrak	Certified	
		MNRR	Certified		185	Amtrak	Certified	
	161	Amtrak	Certified		186	Amtrak	Certified	
		MNRR	Certified		187	Amtrak	Certified	
	162	Amtrak	Certified		189	Amtrak	Certified	
		MNRR	Certified		190	Amtrak	Certified	
	163	Amtrak	Certified		MNRR	Certified		
		MNRR	Certified					
	165	Amtrak	Certified		192	Amtrak	Certified	
		MNRR	Certified		193	Amtrak	Certified	
	166	Amtrak	Certified		196	Amtrak	Certified	
		MNRR	Certified		Pacific Surfliner	561	BNSF	Certified
	167	Amtrak	Certified				SCRRA	Certified
		168	Amtrak				Certified	SDNRR
	169		Amtrak		Certified	562	BNSF	Certified
		MNRR	Certified	SCRRA	Certified			
170	Amtrak	Certified	SDNRR	Certified				
	172	Amtrak	Certified	564	BNSF	Certified		
173		Amtrak	Certified		SCRRA	Certified		
	175	Amtrak	Certified		SDNRR	Certified		
177		Amtrak	Certified	565	BNSF	Certified		
	178	Amtrak	Certified		SCRRA	Certified		
179		Amtrak	Certified		SDNRR	Certified		
	179	Amtrak	Certified	566	BNSF	Certified		
SCRRA					Certified			
SDNRR	Certified							
179	Amtrak	Certified	569	BNSF	Certified			
				SCRRA	Certified			
				SDNRR	Certified			
179	Amtrak	Certified	572	BNSF	Certified			
				SCRRA	Certified			
				SDNRR	Certified			

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status	
Pacific Surfliner	573	BNSF	Certified	Pacific Surfliner	763	UP	Certified	
		SCRRA	Certified		767	BNSF	Certified	
		SDNRR	Certified			SCRRA	Certified	
	578	BNSF	Certified			SDNRR	Certified	
		SCRRA	Certified		UP	Certified		
		SDNRR	Certified		768	BNSF	Certified	
	579	BNSF	Certified			SCRRA	Certified	
		SCRRA	Certified			SDNRR	Certified	
		SDNRR	Certified		UP	Certified		
	580	BNSF	Certified		774	BNSF	Certified	
		SCRRA	Certified			SCRRA	Certified	
		SDNRR	Certified			SDNRR	Certified	
	583	BNSF	Certified		UP	Certified		
		584	BNSF		Certified	777	BNSF	Certified
			SCRRA		Certified		SCRRA	Certified
	SDNRR		Certified		SDNRR		Certified	
	584	BNSF	Certified		UP	Certified		
		590	BNSF		Certified	782	BNSF	Certified
			SCRRA		Certified		SCRRA	Certified
	SDNRR		Certified		SDNRR		Certified	
	591	BNSF	Certified		UP	Certified		
		593	BNSF		Certified	785	BNSF	Certified
			SCRRA		Certified		SCRRA	Certified
	SDNRR		Certified		SDNRR		Certified	
	595	BNSF	Certified		UP	Certified		
		759	SCRRA		Certified	792	BNSF	Certified
			UP		Certified		SCRRA	Certified
	763		BNSF		Certified		SDNRR	Certified
		SCRRA	Certified		UP	Certified		
		SDNRR	Certified		796	BNSF	Certified	
763	BNSF	Certified	SCRRA	Certified				
	SCRRA	Certified	SDNRR	Certified				
	SDNRR	Certified	UP	Certified				
763	BNSF	Certified	1564	BNSF	Certified			
	SCRRA	Certified		SCRRA	Certified			

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status	
Pacific Surfliner	1564	SDNRR	Certified	Palmetto	90	Amtrak	Certified	
	1565	BNSF	Certified			Pennsylvanian	42	CSX
		SCRRA	Certified	NS	Amtrak			Certified
		SDNRR	Certified		43	Amtrak	Certified	
	1566	BNSF	Certified	NS		Amtrak	Certified	
		SCRRA	Certified		NS	Certified		
		SDNRR	Certified	Pere Marquette	370	Amtrak	Certified	
	1569	BNSF	Certified		370	CSX	Certified	
		SCRRA	Certified			NS	Disputed	
		SDNRR	Certified	371	Amtrak	Certified		
	1572	BNSF	Certified		371	CSX	Certified	
		SCRRA	Certified			NS	Disputed	
		SDNRR	Certified	Piedmont	73	NS	Certified	
	1573	BNSF	Certified		73	74	NS	Disputed
		SCRRA	Certified			75	NS	Disputed
		SDNRR	Certified	76	NS	Certified		
	1584	BNSF	Certified		77	NS	Certified	
		SCRRA	Certified	78		NS	Certified	
		SDNRR	Certified		Richmond / Newport News / Norfolk	65	Amtrak	Certified
	1590	BNSF	Certified	65		CSX	Certified	
		SCRRA	Certified			MNRR	Certified	
		SDNRR	Certified	66	Amtrak	Certified		
	1591	BNSF	Certified		66	CSX	Certified	
		SCRRA	Certified	67		MNRR	Certified	
		SDNRR	Certified		67	Amtrak	Certified	
	1761	BNSF	Certified	67		CSX	Certified	
		SCRRA	Certified			82	MNRR	Certified
		SDNRR	Certified	82	Amtrak		Certified	
		UP	Certified		84	CSX	Certified	
	1767	BNSF	Certified	84		MNRR	Certified	
		SCRRA	Certified		NS	NS	Certified	
		SDNRR	Certified	84		Amtrak	Certified	
		UP	Certified		85	CSX	Certified	
	Palmetto	89	Amtrak	Certified		85	NS	Certified
			CSX	Certified	Amtrak		Certified	

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status		
Richmond / Newport News / Norfolk	85	CSX	Certified	Richmond / Newport News / Norfolk	164	Amtrak	Certified		
	86	Amtrak	Certified		164	CSX	Certified		
		CSX	Certified			MNRR	Certified		
		MNRR	Certified			174	Amtrak	Certified	
	87	Amtrak	Certified		174		CSX	Certified	
		CSX	Certified				MNRR	Certified	
		NS	Certified			194	Amtrak	Certified	
	88	Amtrak	Certified		194		CSX	Certified	
		CSX	Certified				MNRR	Certified	
		MNRR	Certified			195	Amtrak	Certified	
		NS	Certified				195	CSX	Certified
	93	Amtrak	Certified		195	MNRR		Certified	
		CSX	Certified			145	Amtrak	Certified	
		MNRR	Certified				147	CSX	Certified
		NS	Certified					147	NS
	94	Amtrak	Certified		147				Amtrak
		CSX	Certified			156	CSX		Certified
		MNRR	Certified				156	NS	Certified
		NS	Certified					171	Amtrak
	95	Amtrak	Certified		171	CSX			Certified
		CSX	Certified			176	MNRR		Certified
		MNRR	Certified				176		NS
		NS	Certified					176	Amtrak
	96	Amtrak	Certified		176	CSX			Certified
CSX		Certified	176	MNRR		Certified			
MNRR		Certified		176		NS	Certified		
99	Amtrak	Certified			176	Amtrak	Certified		
	CSX	Certified	176			CSX	Certified		
	MNRR	Certified		176		MNRR	Certified		
125	Amtrak	Certified			176	NS	Certified		
	CSX	Certified	701			BNSF	Certified		
157	Amtrak	Certified		701		UP	Certified		
	CSX	Certified			702	BNSF	Certified		
	MNRR	Certified	702			UP	Certified		
	NS	Certified		703	BNSF	Certified			

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
San Joaquins	703	UP	Certified	Silver Star	91	NS	Disputed
	704	BNSF	Certified		92	Amtrak	Certified
		UP	Certified			CSX	Certified
	710	BNSF	Certified			Fla DOT	Certified
		UP	Certified			FR	Certified
	711	BNSF	Certified			NS	Disputed
		UP	Certified		Southwest Chief	3	Amtrak
	712	BNSF	Certified			BNSF	Disputed
		UP	Certified			NMDOT	Certified
	713	BNSF	Certified			SCRRA	Certified
		UP	Certified	4	Amtrak	Certified	
	714	BNSF	Certified		BNSF	Disputed	
		UP	Certified		NMDOT	Certified	
	715	BNSF	Certified		SCRRA	Certified	
		UP	Certified	Springfield Shuttles	400	MADOT	Certified
	716	BNSF	Certified		405	Amtrak	Certified
		UP	Certified		409	Amtrak	Certified
	717	BNSF	Certified		412	Amtrak	Certified
		UP	Certified		416	Amtrak	Certified
	718	BNSF	Certified		417	Amtrak	Certified
UP		Certified	432		Amtrak	Certified	
719	BNSF	Certified	450		Amtrak	Certified	
	UP	Certified	451		Amtrak	Certified	
Silver Meteor	97	Amtrak	Certified		460	Amtrak	Certified
		CSX	Certified	461	Amtrak	Certified	
		Fla DOT	Certified		MADOT	Certified	
		FR	Certified	463	Amtrak	Certified	
	98	Amtrak	Certified	464	Amtrak	Certified	
		CSX	Certified	465	Amtrak	Certified	
		Fla DOT	Certified	467	Amtrak	Certified	
		FR	Certified	470	Amtrak	Certified	
Silver Star	91	Amtrak	Certified	471	Amtrak	Certified	
		CSX	Certified	MADOT	Certified		
		Fla DOT	Certified		473	Amtrak	Certified
		FR	Certified	474	Amtrak	Certified	

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status	Service	Train	Host Railroad	Status
Springfield Shuttles	475	Amtrak	Certified	Vermont	54	Amtrak	Certified
		Amtrak	Certified			MADOT	Certified
		Amtrak	Certified			MNRR	Certified
		MADOT	Certified			NECR	Certified
	479	Amtrak	Certified		55	Amtrak	Certified
		Amtrak	Certified			MADOT	Certified
	488	Amtrak	Certified		56	MADOT	Certified
		MADOT	Certified			MNRR	Certified
	490	Amtrak	Certified		57	NECR	Certified
		Amtrak	Certified			Amtrak	Certified
	494	Amtrak	Certified		56	MADOT	Certified
		MADOT	Certified			MNRR	Certified
	495	Amtrak	Certified		57	NECR	Certified
		MADOT	Certified			MADOT	Certified
497	Amtrak	Certified	57	MNRR	Certified		
	Amtrak	Certified		NECR	Certified		
499	Amtrak	Certified	57	MADOT	Certified		
	MADOT	Certified		MNRR	Certified		
Sunset Limited	1	Amtrak	Certified	Wolverine	350	Amtrak	Certified
		BNSF	Certified			CN	Certified
		CN	Certified			MIDOT	Certified
		SCRRA	Certified			NS	Disputed
		UP	Disputed			351	Amtrak
	2	Amtrak	Certified		CN		Certified
		BNSF	Certified		MIDOT		Certified
		CN	Certified		NS		Disputed
		SCRRA	Certified		352		Amtrak
		UP	Disputed			CN	Certified
Texas Eagle	21	Amtrak	Certified	353		Amtrak	Certified
		BNSF	Certified			CN	Certified
		CN	Certified			MIDOT	Certified
		TRE	Certified		NS	Disputed	
		UP	Disputed		354	Amtrak	Certified
	22	Amtrak	Certified			CN	Certified
		BNSF	Certified			MIDOT	Certified
		CN	Certified			NS	Disputed
22	TRE	Certified	354	Amtrak		Certified	
	UP	Disputed		CN	Certified		
						MIDOT	Certified

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Service	Train	Host Railroad	Status
Wolverine	354	NS	Disputed
	355	Amtrak	Certified
		CN	Certified
		MIDOT	Certified
		NS	Disputed



Appendix 2: Amtrak Customer Satisfaction Survey

CSI 3.1

Introduction

[PAGE 1]

Thank you for taking the time to provide feedback on your trip on the [route name] from [insert origin city] [insert origin station code] to [insert destination city] [insert destination station code] on [insert travel date].

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

- 0 – Not at All Likely , 10 – Extremely Likely

2. Overall, how satisfied were you with your trip? • 0 – Not at all Satisfied ,10 – Extremely Satisfied

3. We would love to hear more about your experience. What did we do well? What can we do better?

- Open-End

[Page 2]

Thinking about your trip, how would you rate your experience with the following (Note – If the statement does not apply to your experience, please select “NA: on the rightmost side of the answer choices):

Response options – Grid Format

- 0 – Not at all Satisfied 10 – Extremely Satisfied, NA

4. Clarity of signage at the boarding station

5. Boarding process

6. On-time arrival of the train

7. Communications about train status

8. Comfort of your seat on the train

9. The train ride itself (for example, whether it’s bumpy or smooth)

10. Cleanliness of the train

11. Food and beverage on the train

12. Wi-Fi on the train **[note: only show if train has Wi-Fi]**

13. Condition of the train interior (as in, things are in good working order)

14. Quality of interactions with Amtrak personnel on the train (for example, friendliness, service, availability)

15. Quality of interactions with Amtrak personnel at the boarding station (for example, friendliness, service, availability) **[MEDALLIA NOTE – SHOW ONLY FOR STAFFED BOARDING STATIONS]**

[Page 3]

16. Is this your first-time riding Amtrak?

- Yes
- No

17. Which of the following best describes the purpose of your Amtrak trip?

- Regular commute to or from work or school
- Business travel that is not a regular commute
- Long pleasure trip for (as in, a week or more)
- Short pleasure trip (as in, less than a week)
- Visiting friends or relatives
- Personal or family business (as in, weddings, funerals, or medical trips)
- Specific interest in train travel (as in, desire to view country by train or curiosity about train travel)
- Other

18. How did you feel about the number of people around you on the train?

- The train felt crowded
- The train did not feel crowded
- Don't remember

19. Are you travelling by yourself or with others?

- Traveling by myself

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- Traveling with other adults only
- Traveling with others, including children

20. Please select your age range.

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

[PAGE 4]

Exception-Based Feedback for Driver Topics

[Cleanliness (Based on Q10 if <=6)]

21. Please select any areas on the train for which the cleanliness did not meet your expectations during your trip. (Select all that apply) **[Randomize]**

- Restroom
- Train exterior
- Windows
- Seat area
- Smell/odor of the train
- Floors

[Food and Beverage (Based on Q11 if <=6) [MEDALLIA NOTE – BLOCK F&B EXCEPTION FOR FIRST CLASS AND SLEEPER CUSTOMERS]

22. Please select any aspects of the Café Car that did not meet your expectations during your trip. (Select all that apply) **[randomize]**

- Quality of food and beverages
- Variety of food and beverage options
- Price of food and beverage options
- Wait time in the Café Car to purchase food and beverage



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- Availability of food and beverage items stocked on train
- Hour of Café Car operation

[Wi-Fi (Based on Q12 if <=6)]

23. Please select any aspects of the **Wi-Fi** onboard the train that did not meet your expectations during your trip. (Select all that apply) **[Randomize]**

- Ease of connecting to Amtrak Wi-Fi
- Ability to stay connected to Amtrak Wi-Fi
- Speed of Amtrak Wi-Fi connection

[Train Condition (Based on Q13, if <=6)]

24. Please select any train features for which the **train maintenance** did not meet your expectations during your trip. (Select all that apply) **[Randomize]**

- Train seats
- Train restroom
- Train window blind
- Train carpet or floor
- Train lighting
- Tray table
- Train signage
- Air conditioner

[Page 5]

STAFF INTERACTION RATINGS

Amtrak would like to learn more about your interactions with Amtrak staff during your trip.

How would you rate your specific interactions with following Amtrak staff **on the train** [GRID FORMAT]:

25. Conductor **[MEDALLIA NOTE – Show for All]**

26. Cafe car attendant **[MEDALLIA NOTE – Show for Acela Business Class, NER Coach Class, NER Business Class, NER Sleeper Class, State any class, LD Coach Class, LD Business Class, LD Sleeper Class]**



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27. First class car attendant [**MEDALLIA NOTE – Show for Acela First Class**]

28. Coach or business class car attendant [**MEDALLIA NOTE – Show for State Business Class, LD Coach Class, LD Business Class**]

29. Sleeper car attendant [**MEDALLIA NOTE – Show for LD Sleeper Class**]

30. Dining car attendant [**MEDALLIA NOTE – Show for California Zephyr, Coast Starlight, Empire Builder, Southwest Chief, Sunset Limited, Silver Meteor, Silver Star**]

31. Cleaning attendant [**MEDALLIA NOTE – show for Acela and NER**]

- Response options – Grid Format o 0 – Not at all Satisfied ,o 10 – Extremely Satisfied, NA

Staff Interaction Exceptions (Based on Q25-Q31)

[Medallia Note: For each response in Q25-Q31 where the score is 6 or below, introduce exception-based questions Q32-Q34]

How would you rate the following aspects about your interactions with staff type in Q25-Q31:

32. Availability when needed

33. Quality of service provided

34. Friendliness during interactions

35. Please select the Amtrak staff who you interacted with at the boarding station (select all that apply):

- Staff at the boarding gate
- Red Cap
- Ticketing agent
- Amtrak Police
- Other station staff

36. How would you rate your specific interactions with each staff type selected in Q35 at the station?

Response options – Grid Format

- 0 – Not at all Satisfied, • 10 – Extremely Satisfied, NA



[Medallia Note: For each response in Q36 where the score is 6 or below, introduce exception-based questions]

How would you rate the following aspects about your interactions with [staff type in Q36 with scores less than or equal to 6] at the station?:

- 37. Availability when needed
- 38. Quality of service provided
- 39. Friendliness during interactions

[Medallia Note: Once any associated exception-based questions – are completed, finish staff section with Q40]

40. Is there any additional feedback you would like to provide about your interactions with Amtrak staff? *[Open-end]*

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DELAYED CUSTOMERS

IF CUSTOMER IDENTIFIED AS BEING TRAIN DELAYED BY 15 MINUTES OR MORE (Field for Medallia ArrP)

We are sorry that your train was delayed. We would like to learn more about how we handled the delay of your train.

41. Overall, how satisfied were you with how Amtrak Handled your train's delay?

- 0 – Not at all Satisfied 10 – Extremely Satisfied, NA

[If train departed 15 or more minutes later than scheduled (Medallia field DrrP)]

42. How did you hear about the delay before the trip? (Select all that apply)

- I did not hear about the delay (**MEDALLIA NOTE: Make this option exclusive**)
- Station announcement
- Text from Amtrak
- Email from Amtrak
- Phone call from Amtrak

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- Twitter
- Amtrak App
- Amtrak website (Amtrak.com)
- Other (Please specify) (**MEDALLIA NOTE: Allow for open-end comment if selected**)

43. How did you hear about the delay **while on the train?** (Select all that apply)

- I did not hear about the delay (**MEDALLIA NOTE: Make this option exclusive**)
- Onboard announcement
- Text from Amtrak
- Email from Amtrak
- Phone call from Amtrak
- Twitter
- Amtrak App
- Amtrak website (Amtrak.com)
- Other (Please specify) (**MEDALLIA NOTE: Allow for open-end comment if selected**)

[If “I did not hear about delay” selected in Q43, do not show Q44-47]

Please rate your level of satisfaction with the information provided about the delay **while onboard the train.**

Response options – Grid Format

- 0 – Not at all Satisfied, 10 – Extremely Satisfied. NA

44. Frequency of information

45. Accuracy of information

46. Availability of staff to provide explanation

47. Resolution of any comments or complaints you shared with train

48. **OPEN-END:** If Amtrak could do one thing to improve your experience during a train delay, what would it be?

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SLEEPER CUSTOMERS

IF CUSTOMER IDENTIFIED AS A LONG-DISTANCE SLEEPER CUSTOMER

Amtrak would like to learn more about your experience in your private room.

How satisfied were you with the following aspects of the **private room** experience?

Response options – Grid Format

- 0 – Not at all Satisfied, 10 – Extremely Satisfied, NA

49. Condition of your private room (as in, room features are in good working order)

50. Cleanliness of your private room (for example, floor, windows)

51. Comfort of your bed (including mattress, bedding, and linens)

52. Did you eat any meals during your trip?

- Yes [*if “yes”, continue with additional questions in this section, Q53-60*]
- No [*Medallia note – if “no”, skip to final open-end question in section, Q60*]

53. Where did you eat your meals during your trip?

- Had all my meals outside of my room (1)
- Had all my meals in my room (2)
- Had some meals outside of my room and some in my room (3)

54. (*If option 2 or 3 in Q53*): Why did you choose to eat all or some of your meals in your room? [Open-end]

Medallia note – Show Q53-Q58 to these routes only: California Zephyr, Coast Starlight, Empire Builder, Southwest Chief, Sunset Limited, Silver Meteor, Silver Star.

(*If option 1 or 3 in 53*): How would you rate the following aspects of eating in the **dining car**?

Response options

- 0 – Not at all Satisfied, 10 – Extremely Satisfied, NA

55. Quality of food and beverages

56. Quality of the service

57. Atmosphere in the dining car

58. **(If option 1 or 3 in 53):** Was the dining car open at the times that you wanted to visit it?

- Yes
- No

59. **(if option 1 or 3 in 53)** Did you eat by yourself or with others in the dining car?

- Ate by myself or only with my traveling party
- Ate with others

60. **[All sleeper customers]** Is there any additional feedback you'd like to provide about your private room experience? [Open-end]

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FIRST CLASS CUSTOMERS

[IF CUSTOMER IS IDENTIFIED AS AN ACELA FIRST CLASS CUSTOMER]

Amtrak would like to learn more about your experience in the Acela first-class car.

61. Did the first-class travel experience meet your expectations?

- Yes
- No

[Medallia note: If "yes" in previous section, skip to next section. If "no", show Q62-Q63]

62. What aspects of your first-class travel experience did not meet your expectations? [Open-end]

63. How can we improve the first-class travel experience in the future? [Open-end]

[FINAL PAGE]

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