U.S. Department of Transportation
Federal Railroad Administration

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

First Quarter of Fiscal Year 2024 (Oct. 1, 2023 – Dec. 31, 2023)

Table of Contents

Abbreviations, Acronyms, and Phrases in this Report....4
I. Introduction....5
Amtrak Route Structure....6
II. Quarterly Performance Overview....8
Definitions for Highlighted Metrics....8
OTP and Delay Metrics....9
Financial Metrics....12
III. Quarterly Route Performance....13
Route Profile Explainer....13
Route Profiles....15
Appendix A. On-Time Performance and Train Delay Metrics....60
Certified Schedules....60
Customer On-Time Performance....60
Disputed Train Delays....61
Host Running Time....61
Ridership....62
Station Performance....62
Train Delays....62
Train Delays per 10,000 Train Miles....63
Appendix B. Customer Service Metrics....64
Customer Satisfaction....64
Amtrak Personnel....64
Information Given....64
On-board Comfort....64
On-board Cleanliness....64
On-board food service....64
Appendix C. Financial Metrics....65
Average Ridership....65
Avoidable Operating Costs Covered by Passenger Revenue....65
Cost Recovery....65
Fully Allocated Core Operating Costs Covered by Passenger Revenue....66
Total Ridership....66
Appendix D. Amtrak Delay Code Definitions....67

List of Tables and Figures

Figure 1. Amtrak Northeast Corridor……6
Figure 2. Amtrak System Map……7
Figure 3. Customer OTP by Service Line……9
Table 1. Highest Customer OTP by Route……9
Table 2. Lowest Customer OTP by Route……9
Table 3. Routes with Significant OTP Improvement……9
Figure 4. Train Level Customer OTP……10
Figure 5. FY 2024 Q1 Class I Host Responsible Train Delay Minutes per 10K Train Miles……11
Figure 6. FY 2024 Q1 Train Delay Minutes per 10K Train Miles by Service Line……11
Figure 7. Total Ridership by Service Line……12
Figure 8. Passenger Miles by Service Line……12
Table 4. Amtrak Delay Code Definitions……67

Abbreviations, Acronyms, and Phrases in this Report

Term	Meaning
CFR	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, DC
OTP	On-Time Performance
PRIIA	*Passenger Rail Investment and Improvement Act of 2008*, P.L. 110-432
MSA	Metropolitan Statistical Area
U.S.C.	United States Code
U.S. DOT	United States Department of Transportation

I. Introduction

The Federal Railroad Administration (FRA) publishes a quarterly report on the performance and service quality of intercity passenger 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) and 49 CFR part 273.

This Quarterly Report on the Performance and Service Quality of Intercity Passenger Train Operations covers the **first quarter of FY 2024 from October 1, 2023, to December 31, 2023**.

Section II of this report provides an overview of Amtrak system performance for the most recent fiscal quarter, focusing on select metrics. OTP and Delay Metrics highlighted in this section include Customer On-Time Performance and Train Delays per 10,000 Train Miles. Financial Metrics highlighted include Total Ridership.

Section III of this report provides an individual performance profile for each Amtrak route that operated during the quarter. OTP and Delay Metrics highlighted in this section include Customer On-Time Performance, Station Performance, Train Delays, and Train Delays per 10,000 Train Miles. Customer Service Metrics highlighted include Overall Customer Satisfaction.

Performance data for some metrics are highlighted in this document; data for all reported metrics are available for download at railroads.dot.gov. Metrics data are provided to FRA by Amtrak. In addition, an explanation of each metric is presented in the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is also available at railroads.dot.gov.

Amtrak Route Structure

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

For some routes, Amtrak reports operational (train performance) data differently than it reports financial or ridership data. Specifically, in some State Supported service arrangements, a State, under a contractual agreement with Amtrak, provides 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 is reflected on the individual performance profiles (Section III) and includes the entire physical train that moves between its origin and ultimate destination.

The second hierarchy, financial routes, is a financial construction in Amtrak's accounting system that breaks the physical train up into the State Supported portion of the route and the non-State Supported portion of the route. As a result, the Richmond / Newport News / Norfolk, Roanoke, and Springfield Shuttle routes are classified as Northeast Corridor service in Section III but include State Supported segments (**Figure 1**).

More information on Amtrak Route Structure is presented in the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at railroads.dot.gov.

Figure 1. Amtrak Northeast Corridor

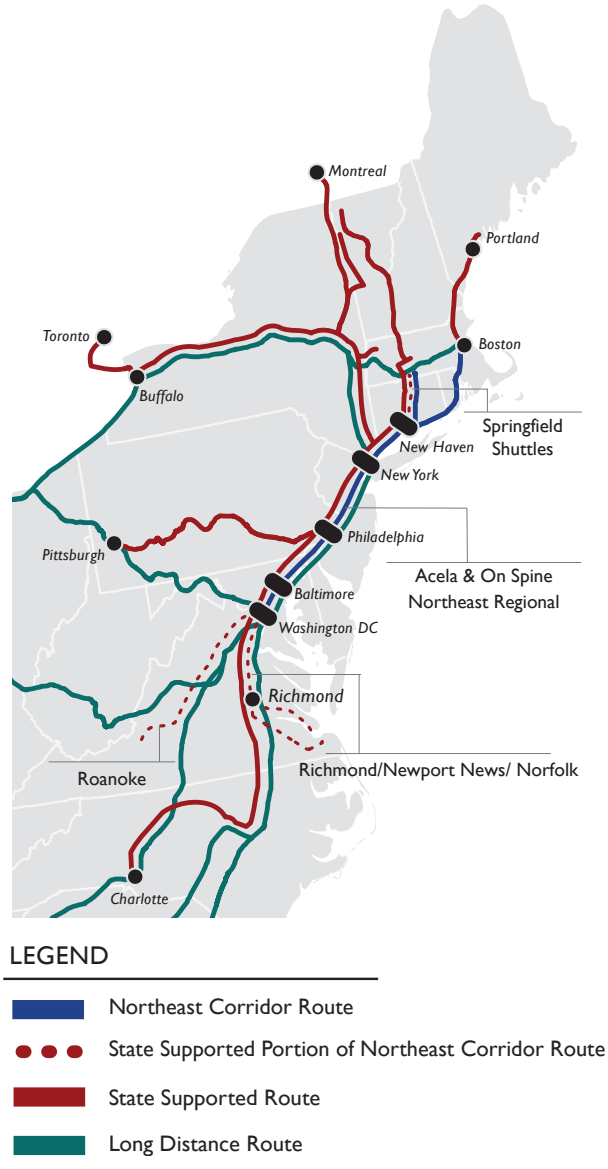
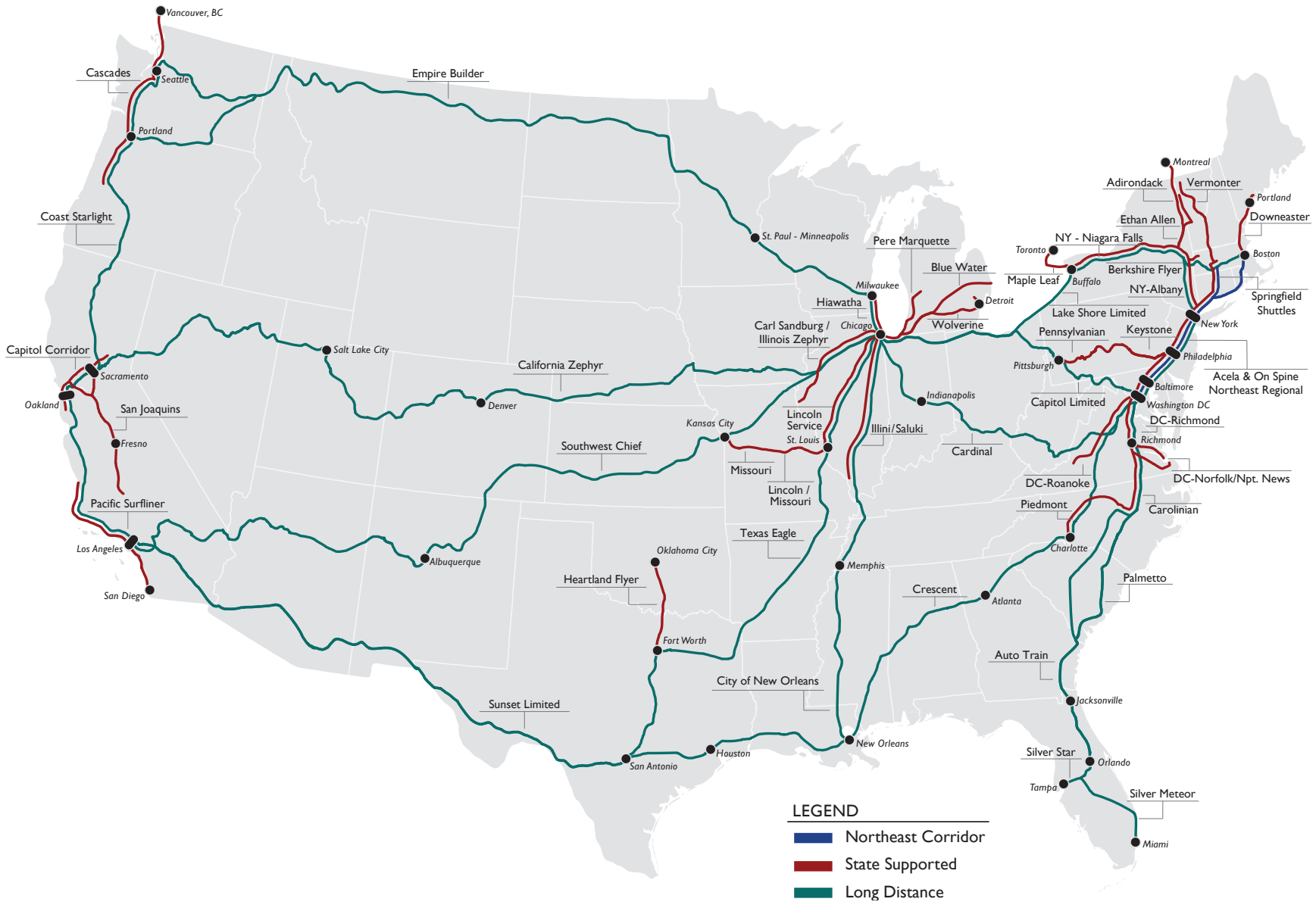


Figure 2. Amtrak System Map



II. Quarterly Performance Overview

This section provides an overview of Amtrak system performance for the most recent fiscal quarter, highlighting select metrics. OTP and Delay Metrics highlighted include Customer On-Time Performance (Customer OTP) and Train Delays per 10,000 Train Miles. Financial Metrics highlighted include Total Ridership.

Section III provides an individual performance profile for each route that operated during the quarter.

A summary of all metrics, including those not described in the performance overview, may be found in Appendices A–C and the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at railroads.dot.gov.

Definitions for Highlighted Metrics

Customer OTP

Customer OTP is the percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time, reported by train and by route. 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.

The customer on-time performance minimum standard is 80 percent for any two consecutive quarters.

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.

Total Ridership

The total number of passengers on Amtrak trains, reported by route.

OTP and Delay Metrics

Customer OTP Highlights

In FY 2024 Q1, Customer OTP for the Amtrak system was 78 percent, which was six points higher than the previous quarter and three points higher than FY 2023 Q1. Customer OTP on Amtrak's Long Distance routes was 67 percent, up from 50 percent in the previous quarter and 54 percent in FY 2023 Q1. State Supported OTP also improved; it was 81 percent in FY 2024 Q1 compared to 76 percent in FY 2023 Q4 and 78 percent in FY 2023 Q1. Northeast Corridor OTP rose six points to 78 percent from FY 2023 Q4 to FY 2024 Q1 but was flat year-over year (**Figure 3**).

The routes with the highest Customer OTP in FY 2024 Q1 were the Keystone (95 percent), Hiawatha (88 percent), New York - Albany (87 percent), and Missouri (87 percent), which improved from 55 percent in FY 2023 Q1 (**Table 1**). The poorest performing routes were the Silver Star (58 percent), California Zephyr (54 percent), and Southwest Chief (45 percent), although all three routes improved from FY 2023 Q1 (**Table 2**). Customer OTP on seven routes improved by more than 20 points from FY 2023 Q1 to FY 2024 Q1, including the Sunset Limited (+37), Auto Train (+37), and Missouri (+32) (**Table 3**).

Table 1. Highest Customer OTP by Route

Route	FY 2024 Q1	FY 2023 Q1
Keystone	95%	94%
Hiawatha	88%	88%
Missouri	87%	55%
New York - Albany	87%	87%

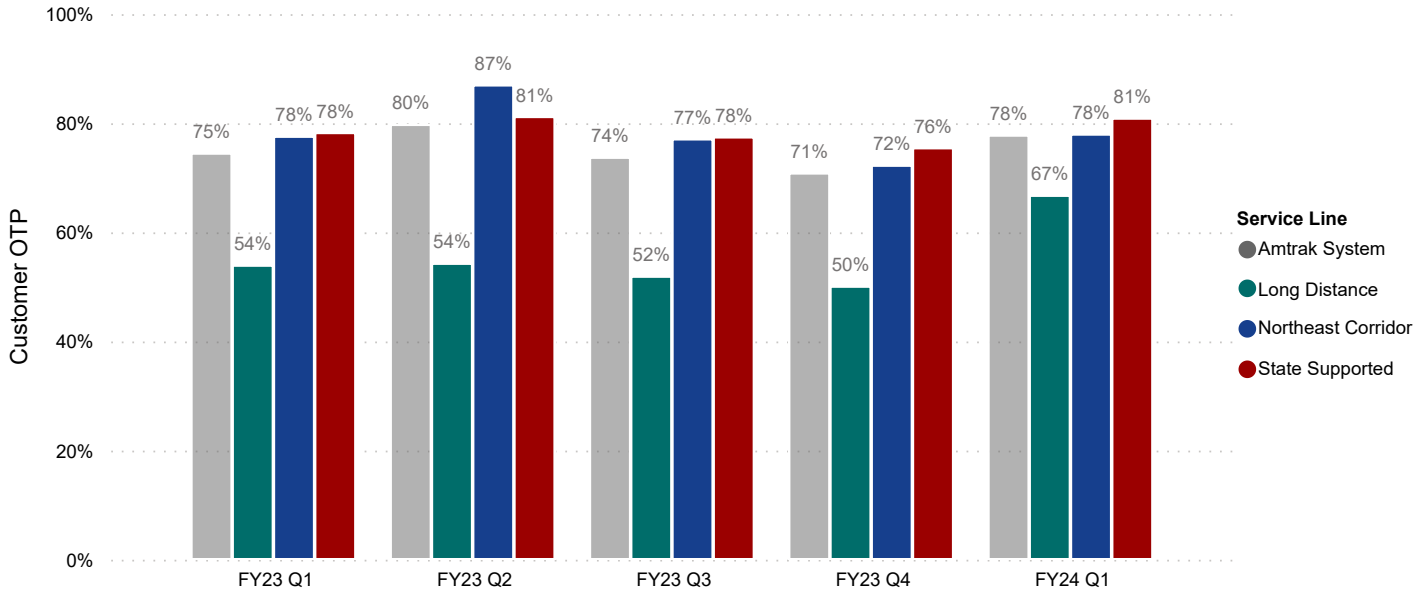
Table 2. Lowest Customer OTP by Route

Route	FY 2024 Q1	FY 2023 Q1
Silver Star	58%	49%
California Zephyr	54%	29%
Southwest Chief	45%	39%

Table 3. Routes with Significant OTP Improvement

Route	FY 2024 Q1	FY 2023 Q1	Points Improved
Sunset Ltd	66%	29%	37
Auto Train	75%	38%	37
Missouri	87%	55%	32
California Zephyr	54%	29%	25
Illini / Saluki	86%	63%	23
Empire Builder	64%	42%	22
Texas Eagle	71%	50%	21

Figure 3. Customer OTP by Service Line

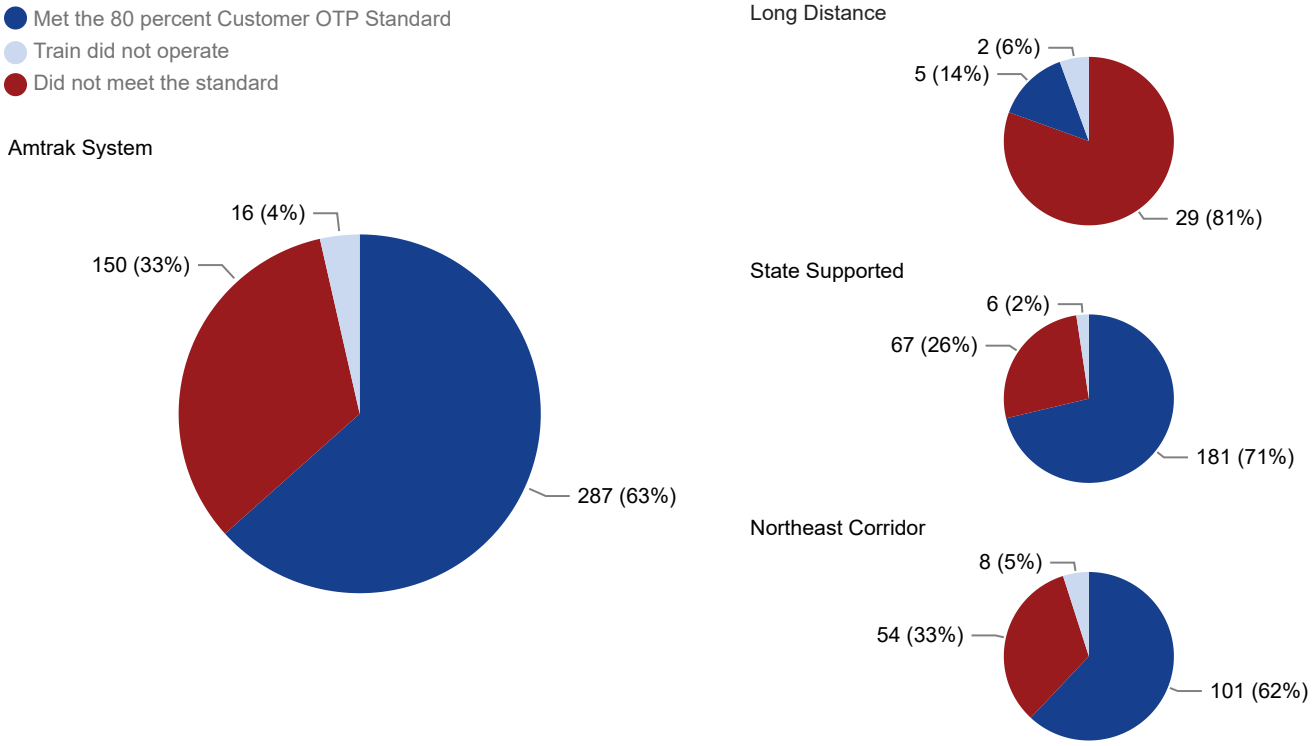


OTP and Delay Metrics

Customer OTP Minimum Standard

The Customer OTP minimum standard is 80 percent for any two consecutive calendar quarters (49 CFR 273.5(a)(2)). Of the trains that operated in the first quarter of FY 2024, 63 percent met the 80 percent Customer OTP standard, 33 percent did not meet the standard, and 4 percent did not operate in either the fourth quarter of FY 2023 or first quarter of FY 2024 (**Figure 4**).

Figure 4. Train Level Customer OTP



OTP and Delay Metrics

Train Delay Highlights

In FY 2024 Q1, the Long Distance service line had the most delay minutes per 10,000 train miles (**Figure 6**).

In FY 2024 Q1, Norfolk Southern had the most host-responsible delay minutes per 10,000 train miles among the Class I railroads, and CPKC had the least (**Figure 5**). Host-responsible delay minutes dropped year-over-year on BNSF, CPKC, CSX, and UP. CN- and Norfolk Southern-responsible delay minutes were flat compared to FY 2023 Q1.

For all Class I Amtrak hosts, freight train interference accounted for the largest number of delay minutes per 10,000 train miles (**Figure 5**).

For a compete list of Host Railroad Names and Class I Hosts, see the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at railroads.dot.gov.

Figure 6. FY 2024 Q1 Train Delay Minutes per 10K Train Miles by Service Line

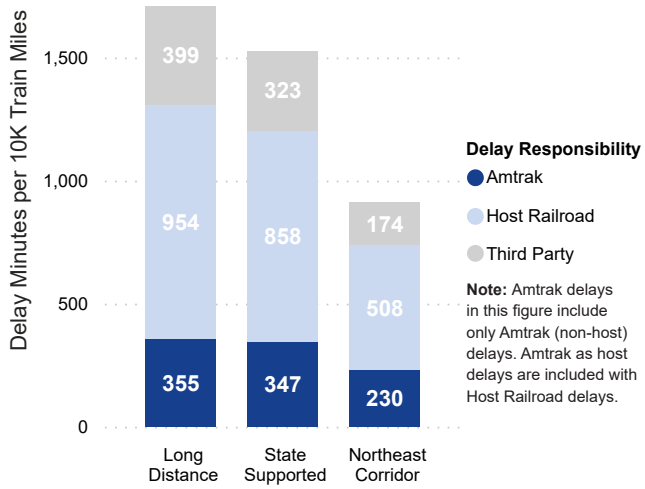
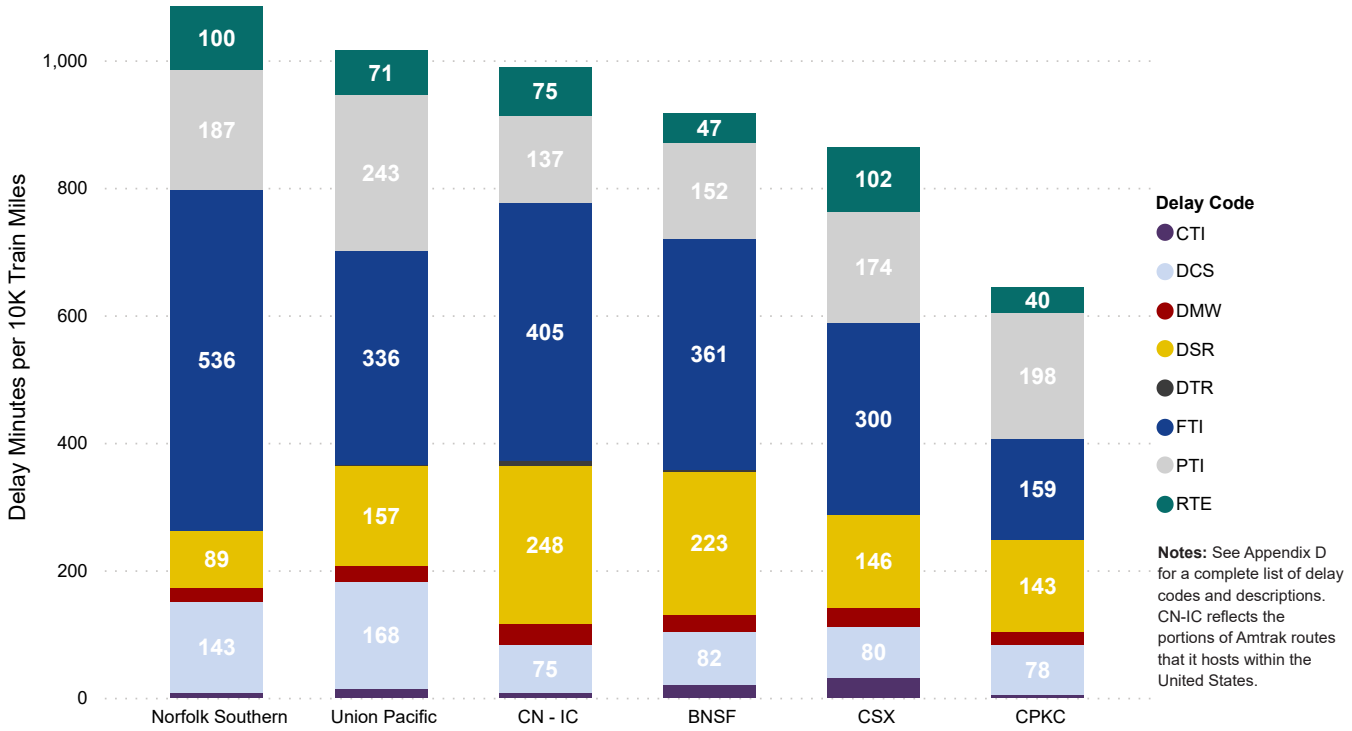


Figure 5. FY 2024 Q1 Class I Host Responsible Train Delay Minutes per 10K Train Miles



Financial Metrics

Total Ridership Highlights

Total Amtrak ridership grew from 6.9 million to 8.3 million, or 20 percent, from FY 2023 Q1 to FY 2024 Q1. Passenger miles for the entire system increased by 16 percent over the same period. A passenger mile is one passenger traveling one train mile. Long Distance ridership was 1.1 million, up 11 percent from FY 2023 Q1, and passenger miles increased by 9 percent. Northeast Corridor ridership in FY 2024 Q1 was 3.5 million, growing 20 percent from FY 2023, and State Supported ridership was 3.7 million, or 23 percent more than the previous year. Northeast Corridor and State Supported passenger miles grew by 17 percent and 26 percent, respectively. (**Figure 7 and 8**).

Figure 7. Total Ridership by Service Line

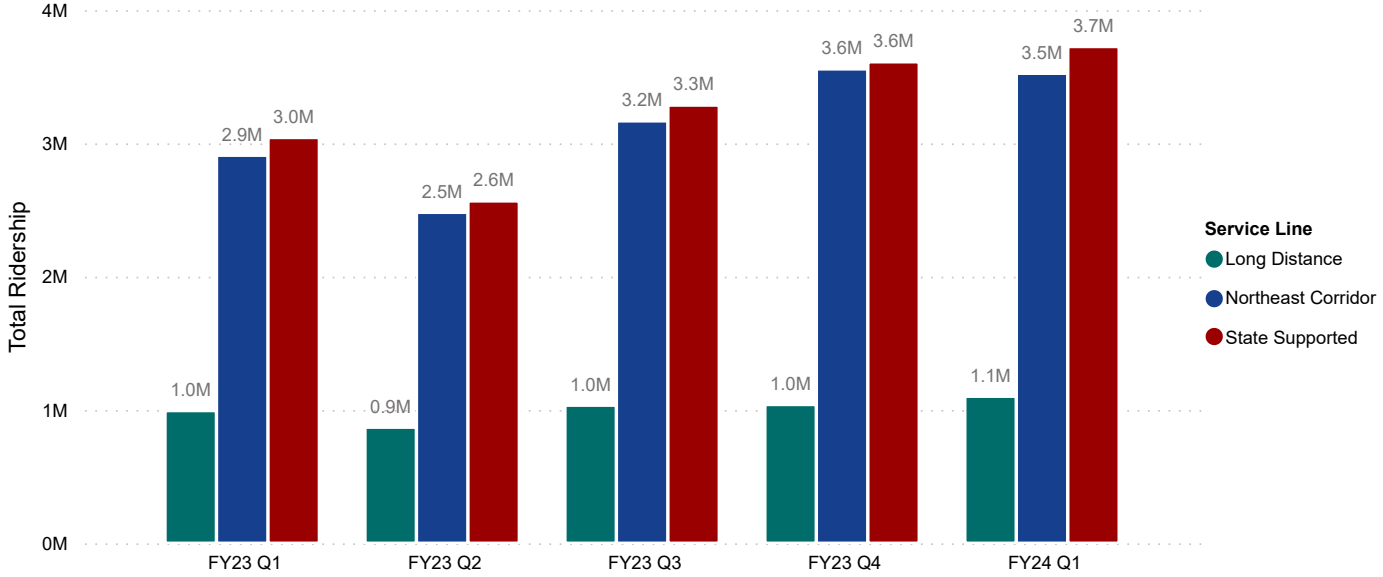
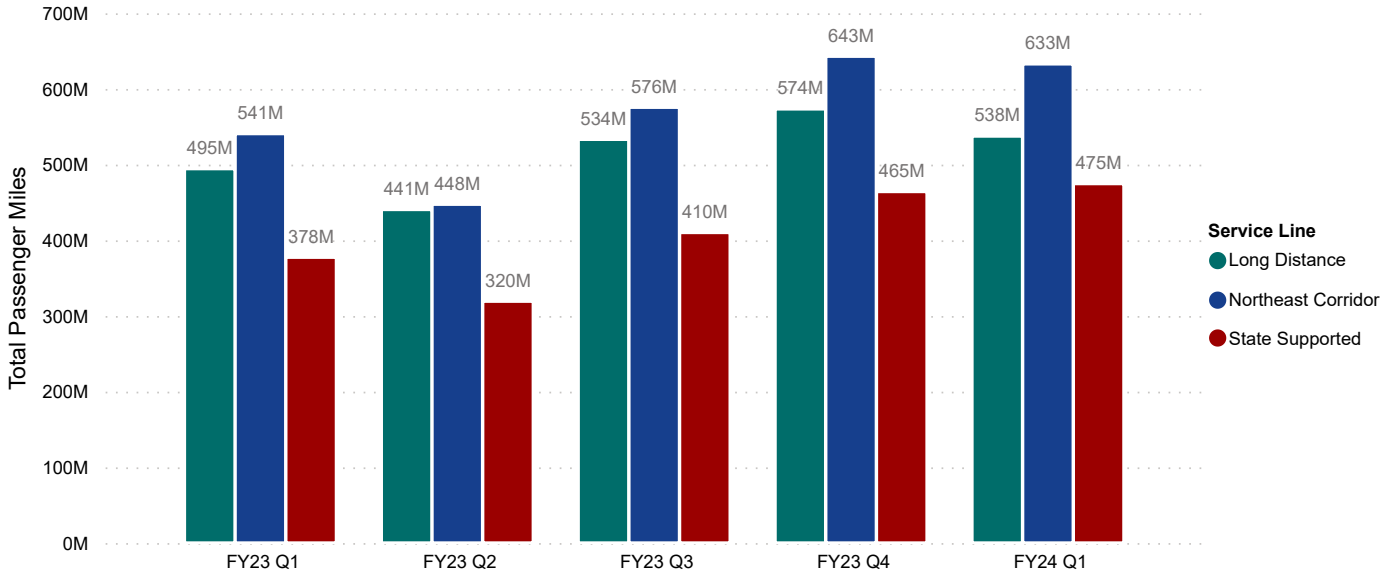


Figure 8. Passenger Miles by Service Line



III. Quarterly Route Performance

This section provides an individual performance profile for each route that operated during the quarter. Each Amtrak route has at least two trains (one in each direction), and many routes have significantly more depending on frequency and other service variations. The Route Profile Explainer immediately below describes the charts and graphs included on each subsequent route profile.

For more information regarding the metrics, please see Appendices A–C and the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at railroads.dot.gov.

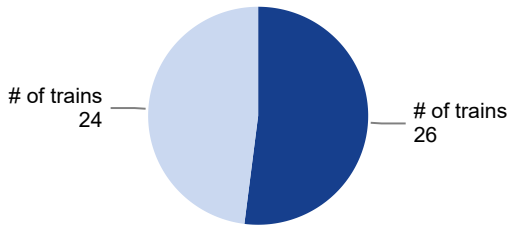
Route Profile Explainer

Customer On-Time Performance

Route Level Customer OTP 82%

Train Level Customer OTP

Below 50% From 50 to 79% 80% and Greater



Route Level Customer OTP

The Customer OTP of the route in the current quarter.

Data Source: Customer OTP Metric, Route-level.

Train Level Customer OTP

The chart provides information on train level Customer OTP for routes in the current quarter. Customer OTP is defined as the percent of 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 Customer OTP for all routes and trains except the Acela. Amtrak uses a 10-minute maximum when calculating OTP for the Acela. Each Amtrak route has at least two trains (one in each direction), and many routes have significantly more depending on frequency and other service variations. For routes with five or fewer trains, the chart shows the Customer OTP for each train in the current quarter. For routes with more than five trains, the chart shows the number of trains with OTP below 50%, between 50% and 80%, and above 80%.

Data Source: Customer OTP Metric, Train Level

Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	10,540
CTI	Commuter train interference	5,023
SMW	Scheduled M/W work	3,412

Delays

The table lists the top three causes of delay and the associated number of delay minutes on the route in the current quarter. See Appendix D for the complete list of delay codes and descriptions.

Data Source: Train Delays Metric.

Customer Service Index (CSI)

Overall Service 79%

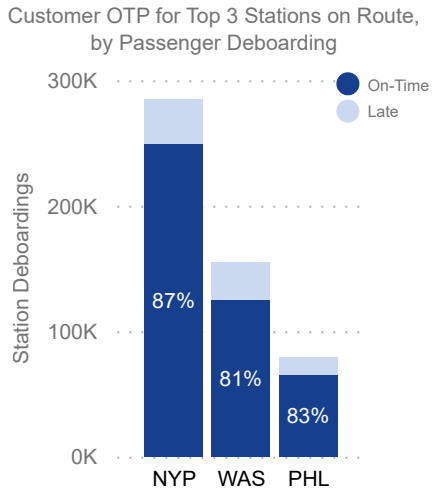
Customer Service Index

The route's overall customer satisfaction score in the current quarter adjusted for on-time performance in the current quarter. See Appendix B for more information on Customer Service Metrics.

Data Source: Customer Service Metric, Adjusted Top 3.

Route Profile Explainer

Station Performance



Station Performance

The chart shows the total number of on-time and late deboarding passengers for the three stations on the route with the highest number of deboarding passengers in the current quarter. It also shows the percentage of deboarding passengers that were on-time at each station.

Data Source: Station Performance Metric.

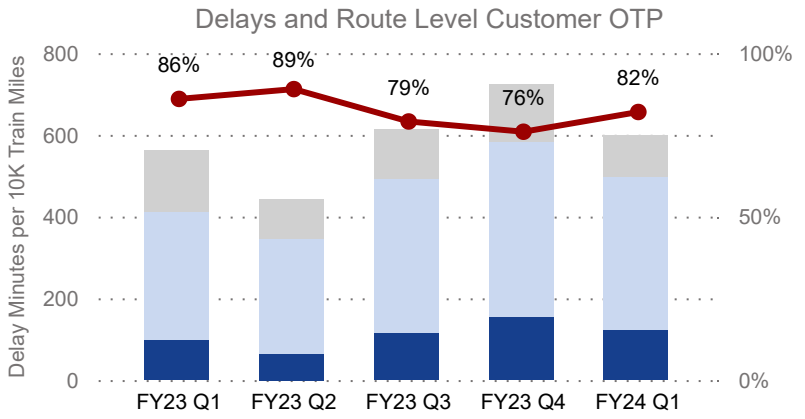
Route Stops

- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128 (Westwood), MA
- PVD - Providence, RI
- NHV - New Haven (Union Station), CT
- STM - Stamford, CT
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- MET - Metropark (Iselin), NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- WAS - Washington, DC

Route Stop Schematic

Not all trains on a route serve all stops, and some stops may be seasonal; check Amtrak.com for the most up-to-date stop information by route.

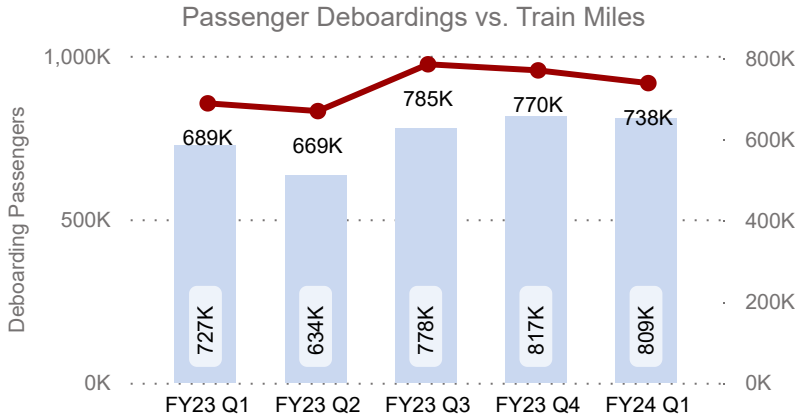
Trends



Delays and Route Customer OTP

The chart compares a route's delay minutes per 10,000 train miles (bars) to its Customer OTP (line) for the current and four previous quarters. It also shows the number of delay minutes per 10,000 train miles categorized as host-, Amtrak-, or third party-responsible.

Data Source: Train Delays Metric and Customer OTP Metric, Route Level.



Passenger Deboardings vs Train Miles

The chart compares a route's total number of deboarding passengers (bars) to the total number of operated train miles (line) for the current and four previous quarters. Figures are rounded to the nearest thousand.

Presenting trend data for deboarding passengers in parallel with train miles provides insight about the quantity of service offered and capacity.

Data Source: Station Performance Metric and Train Delays Metric.

Northeast Corridor

Acela

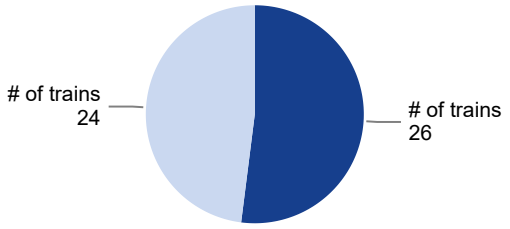
Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

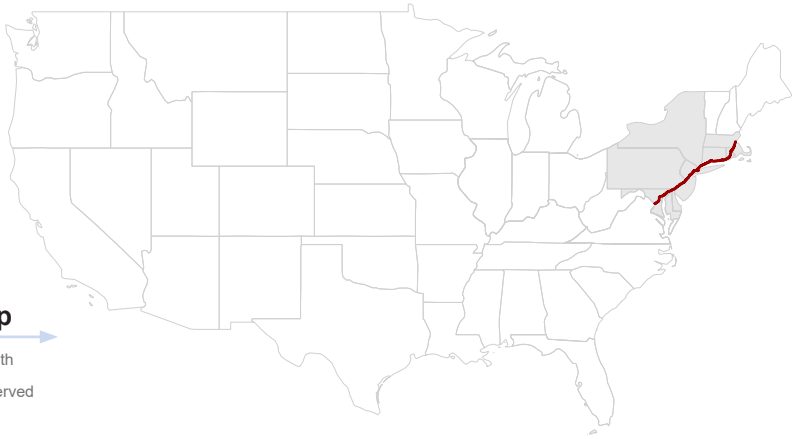
Route Level Customer OTP 82%

Train Level Customer OTP

Below 50% | From 50 to 79% | 80% and Greater



Route Map



Delays

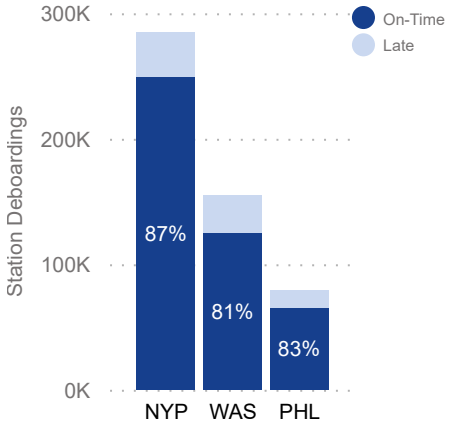
Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	10,540
CTI	Commuter train interference	5,023
SMW	Scheduled M/W work	3,412

Customer Service Index (CSI)

Overall Service 79%

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding



Route Stops

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- BBY - Boston (Back Bay Station), MA
- RTE - Route 128 (Westwood), MA
- PVD - Providence, RI
- NHV - New Haven (Union Station), CT
- STM - Stamford, CT
- NYP - NY Moynihan Train Hall at Penn Station, NY
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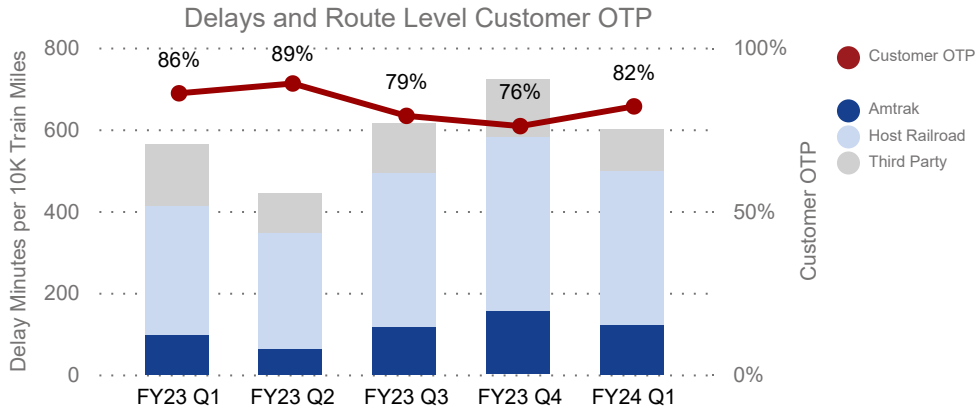
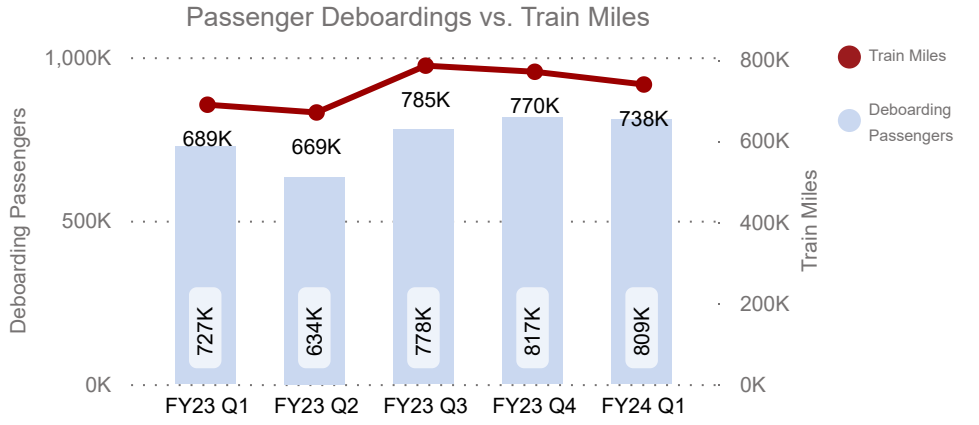
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- WAS - Washington, DC

Trends





Additional Notes

Amtrak considers Acela passengers who arrive at their detraning station more than 10 minutes behind schedule to be late.

Northeast Corridor

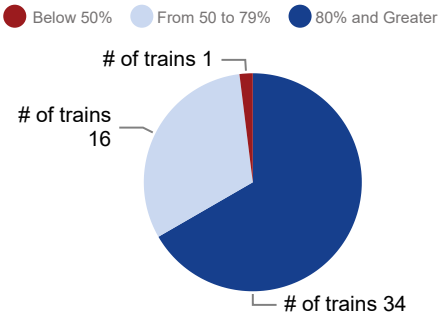
On Spine Northeast Regional

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

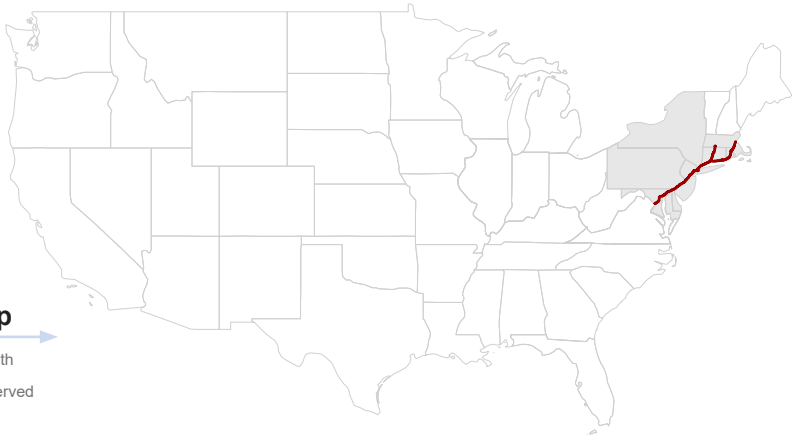
Customer On-Time Performance

Route Level Customer OTP 83%

Train Level Customer OTP



Route Map



Delays

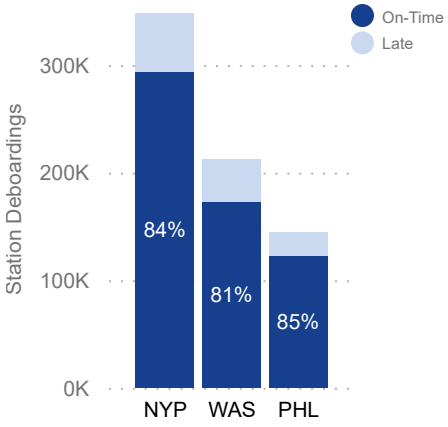
Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	6,849
CTI	Commuter train interference	6,700
HLD	Passenger-related	3,556

Customer Service Index (CSI)

Overall Service 77%

Station Performance

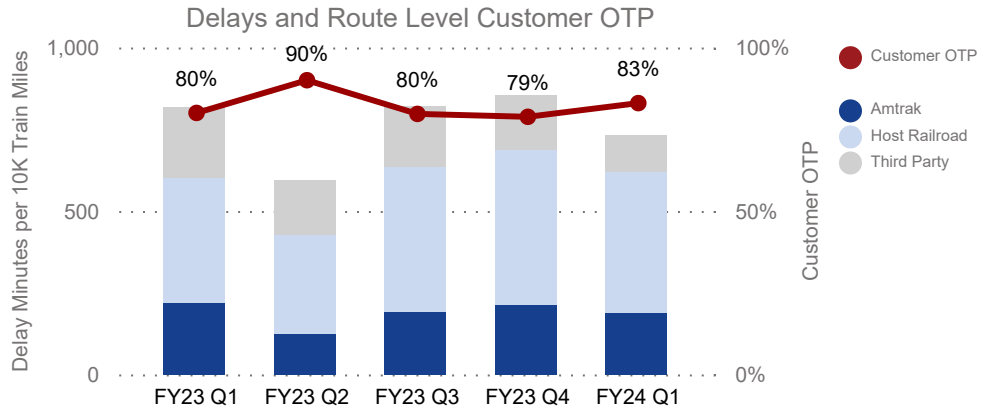
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

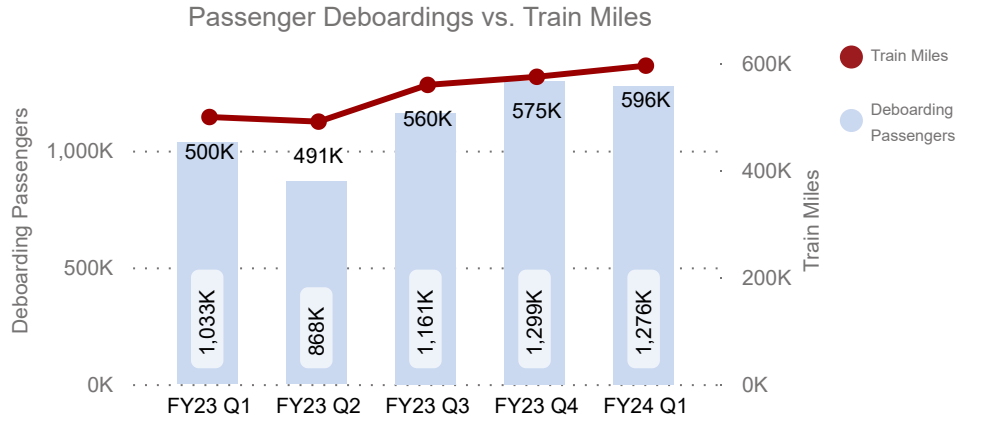


Route Stops

- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128, MA
- PVD - Providence, RI
- KIN - Kingston, RI
- WLY - Westerly, RI
- MYS - Mystic, CT
- NLC - New London, CT
- OSB - Old Saybrook, CT
- SPG - Springfield, MA
- WNL - Windsor Locks, CT
- WND - Windsor, CT
- HFD - Hartford, CT
- BER - Berlin, CT
- MDN - Meriden, CT
- WFD - Wallingford, CT
- STS - New Haven (State St Station), CT
- NHV - New Haven (Union Station), CT
- BRP - Bridgeport, CT
- STM - Stamford, CT
- NRO - New Rochelle, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- EWR - Newark Liberty International Airport, NJ
- MET - Metropark (Iselin), NJ
- NBK - New Brunswick, NJ
- PJC - Princeton Junction, NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- NRK - Newark, DE
- ABE - Aberdeen, MD
- BAL - Baltimore, MD
- BWI - BWI Airport, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC

Trends





Additional Notes

Northeast Corridor

Richmond / Newport News / Norfolk

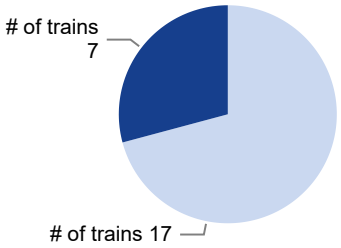
Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

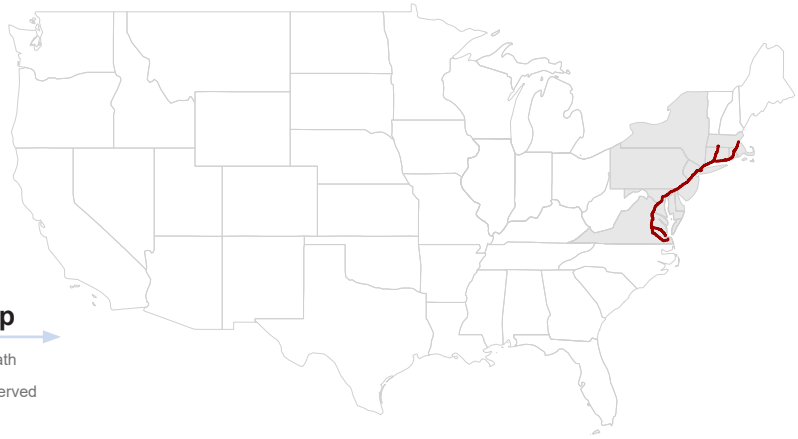
Route Level Customer OTP 73%

Train Level Customer OTP

Below 50% | From 50 to 79% | 80% and Greater



Route Map



Delays

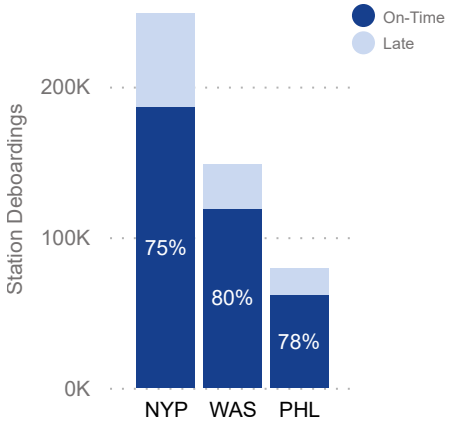
Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	9,117
DSR	Slow order delays	8,883
FTI	Freight train interference	6,827

Customer Service Index (CSI)

Overall Service	82%	Washington-Newport News
	86%	Washington-Norfolk
	79%	Washington-Richmond

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

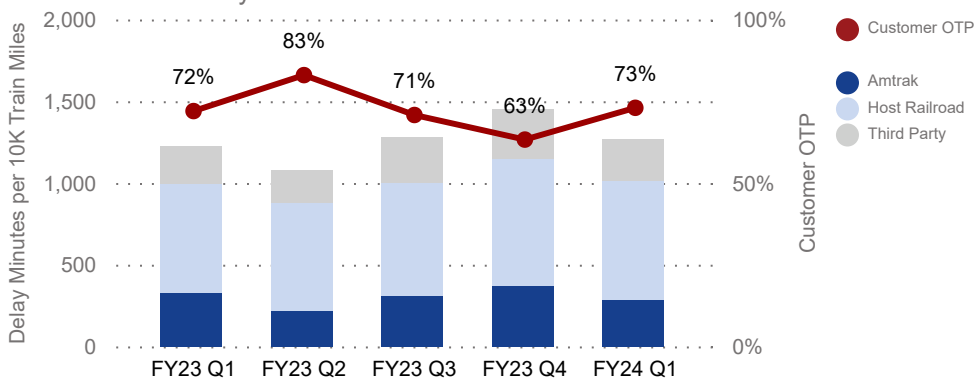


Route Stops

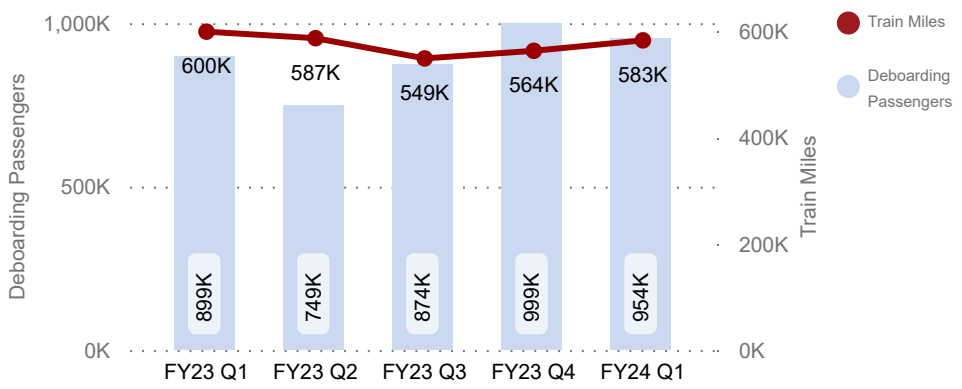
- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128, MA
- PVD - Providence, RI
- KIN - Kingston, RI
- WLY - Westerly, RI
- MYS - Mystic, CT
- NLC - New London, CT
- OSB - Old Saybrook, CT
- SPG - Springfield, MA
- WNL - Windsor Locks, CT
- WND - Windsor, CT
- HFD - Hartford, CT
- BER - Berlin, CT
- MDN - Meriden, CT
- WFD - Wallingford, CT
- STS - New Haven (State Street Station), CT
- NHV - New Haven (Union Station), CT
- BRP - Bridgeport, CT
- STM - Stamford, CT
- NRO - New Rochelle, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- EWR - Newark Liberty International Airport, NJ
- MET - Metropark (Iselin), NJ
- NBK - New Brunswick, NJ
- PJC - Princeton Junction, NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- NRK - Newark, DE
- ABE - Aberdeen, MD
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- WDB - Woodbridge, VA
- QAN - Quantico, VA
- FBG - Fredericksburg, VA
- ASD - Ashland, VA
- RVR - Richmond (Staples Mill Rd), VA
- RVM - Richmond, VA
- WBG - Williamsburg, VA
- NPN - Newport News, VA
- PTB - Petersburg, VA
- NFK - Norfolk, VA

Trends

Delays and Route Level Customer OTP



Passenger Deboardings vs. Train Miles



Additional Notes

This route is classified as Northeast Corridor but includes State Supported segments. See Figure 1 for additional details.

Northeast Corridor

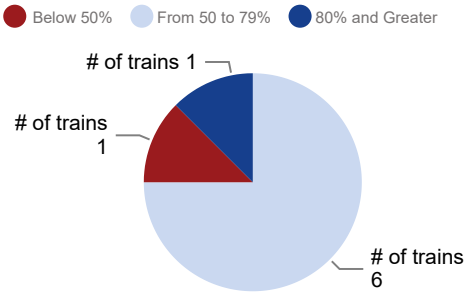
Roanoke

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

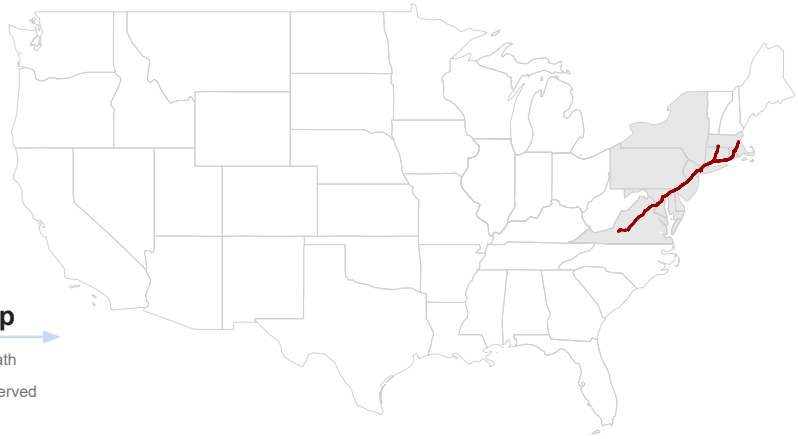
Customer On-Time Performance

Route Level Customer OTP 62%

Train Level Customer OTP

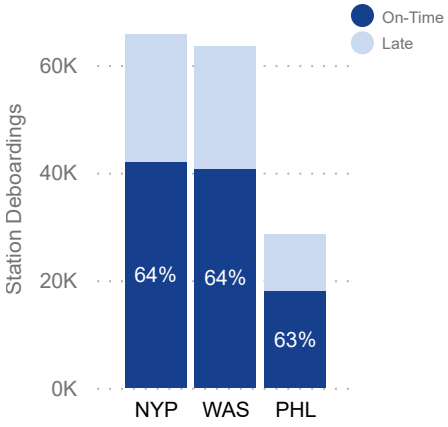


Route Map



Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding



Route Stops

- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128, MA
- PVD - Providence, RI
- KIN - Kingston, RI
- WLY - Westerly, RI
- MYS - Mystic, CT
- NLC - New London, CT
- OSB - Old Saybrook, CT
- SPG - Springfield, MA
- WNL - Windsor Locks, CT
- WND - Windsor, CT
- HFD - Hartford, CT
- BER - Berlin, CT
- MDN - Meriden, CT
- WFD - Wallingford, CT
- STS - New Haven (State Street Station), CT
- NHV - New Haven (Union Station), CT
- BRP - Bridgeport, CT
- STM - Stamford, CT
- NRO - New Rochelle, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- EWR - Newark Liberty International Airport, NJ
- MET - Metropark (Iselin), NJ
- NBK - New Brunswick, NJ
- PJC - Princeton Junction, NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- NRK - Newark, DE
- ABE - Aberdeen, MD
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- BCV - Burke Centre, VA
- MSS - Manassas, VA
- CLP - Culpeper, VA
- CVS - Charlottesville, VA
- LYH - Lynchburg, VA
- RNK - Roanoke, VA

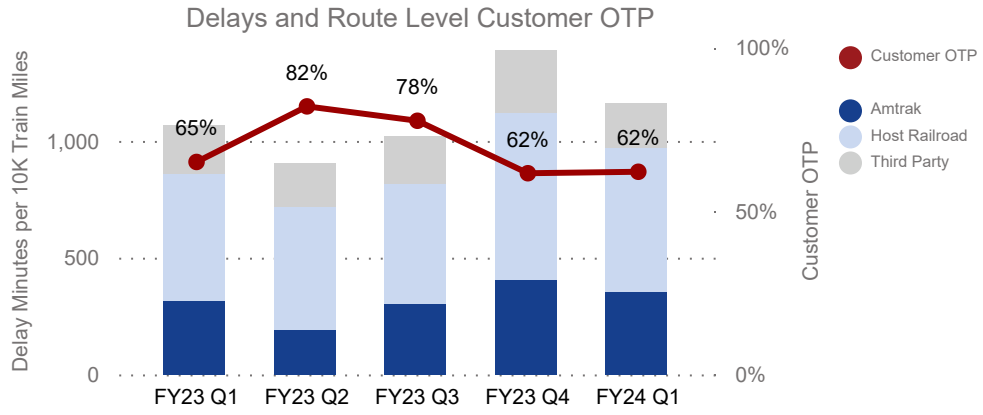
Delays

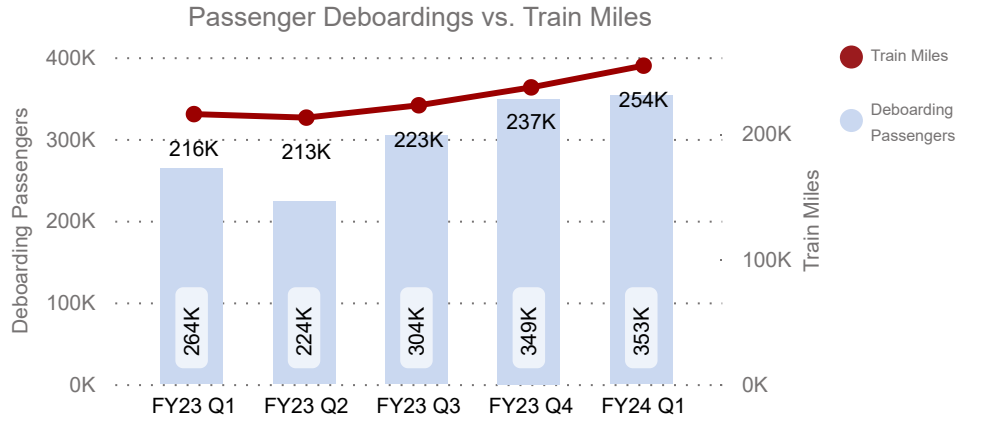
Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	3,254
FTI	Freight train interference	2,657
DSR	Slow order delays	2,625

Customer Service Index (CSI)

Overall Service 79%

Trends





Additional Notes

This route is classified as Northeast Corridor but includes State Supported segments. See Figure 1 for additional details.

Northeast Corridor

Springfield Shuttles

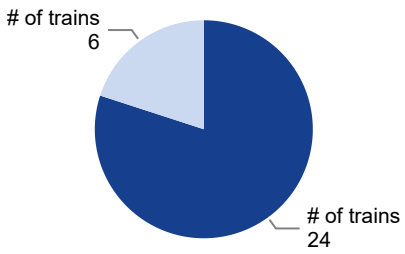
Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

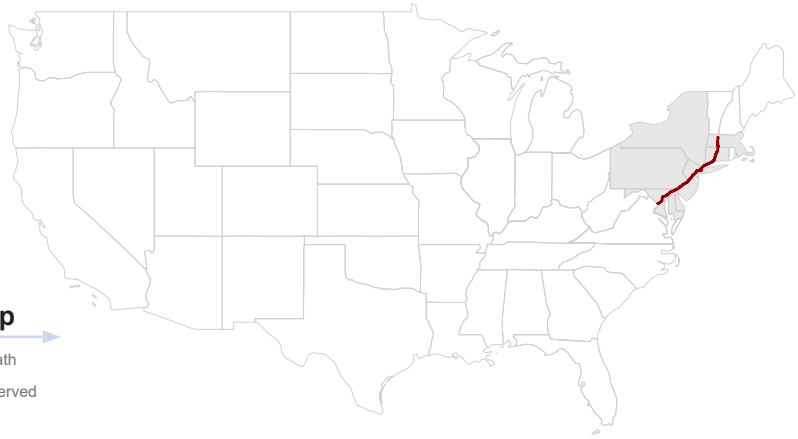
Route Level Customer OTP 84%

Train Level Customer OTP

Below 50% | From 50 to 79% | 80% and Greater



Route Map



Delays

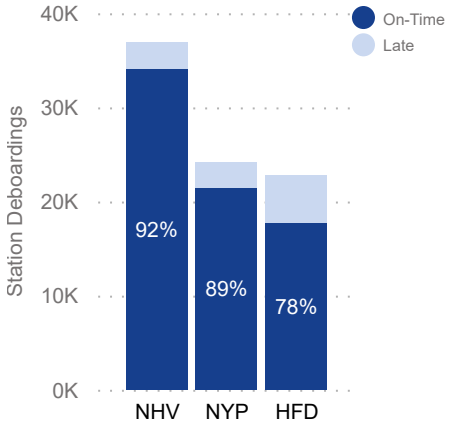
Top 3 Causes of Delay		Delay Min
WTR	Weather-related	3,070
CON	Hold for guaranteed connection	3,021
NOD	Unused recovery time	2,512

Customer Service Index (CSI)

Overall Service 84%

Station Performance

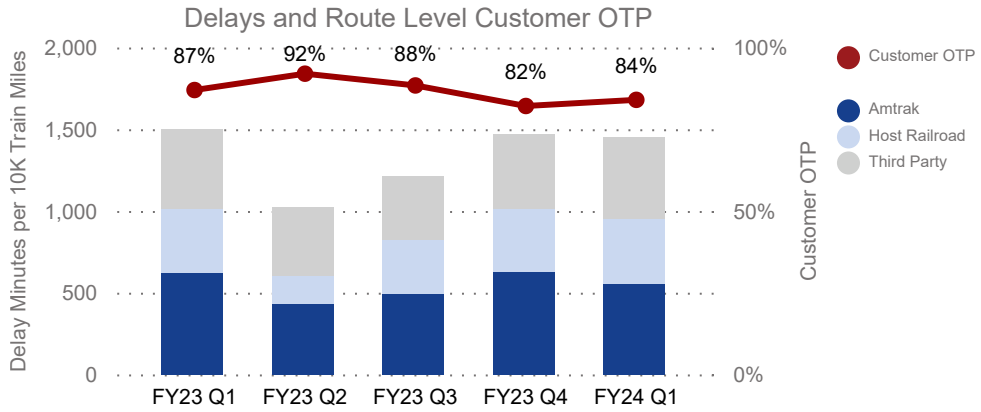
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

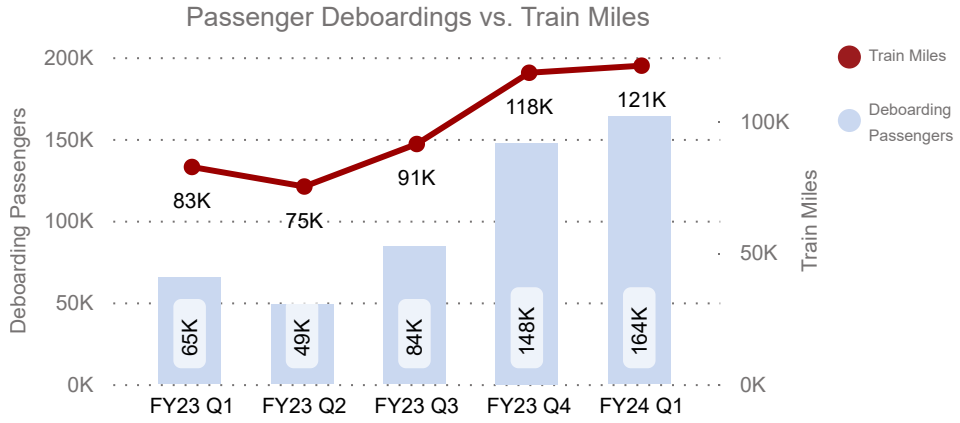


Route Stops

- GFD - Greenfield, MA
- NHT - Northampton, MA
- HLK - Holyoke, MA
- SPG - Springfield, MA
- WNL - Windsor Locks, CT
- WND - Windsor, CT
- HFD - Hartford, CT
- BER - Berlin, CT
- MDN - Meriden, CT
- WFD - Wallingford, CT
- STS - New Haven (State Street Station), CT
- NHV - New Haven (Union Station), CT
- BRP - Bridgeport, CT
- STM - Stamford, CT
- NRO - New Rochelle, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- EWR - Newark Liberty International Airport, NJ
- MET - Metropark (Iselin), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC

Trends





Additional Notes

This route is classified as Northeast Corridor but includes State Supported segments. See Figure 1 for additional details.

State Supported

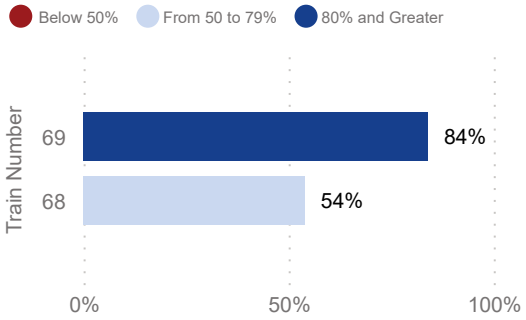
Adirondack

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

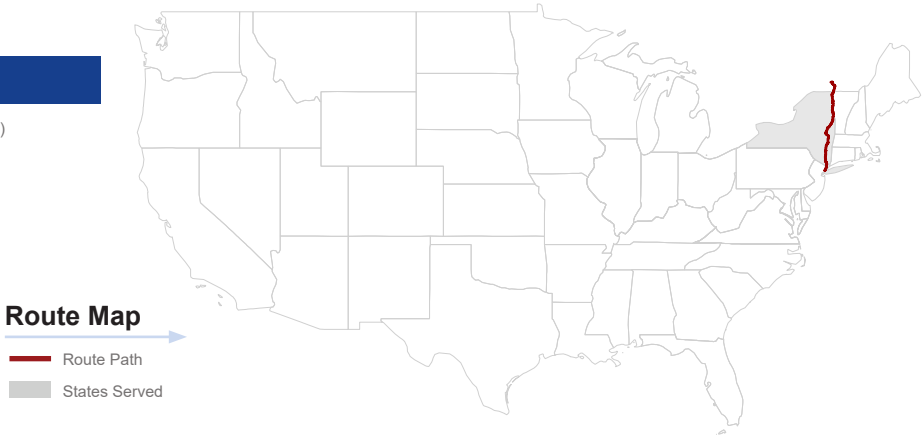
Customer On-Time Performance

Route Level Customer OTP 70%

Train Level Customer OTP



Route Map



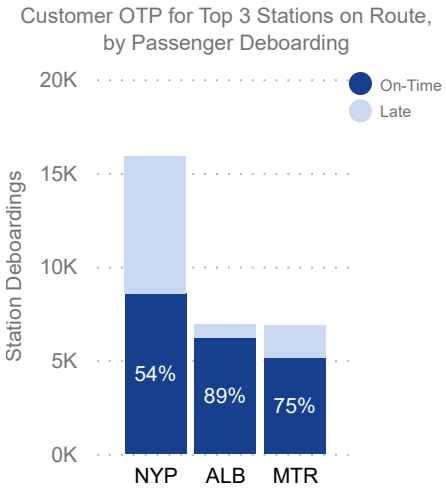
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	5,166
PTI	Passenger train interference	1,892
NOD	Unused recovery time	1,790

Customer Service Index (CSI)

Overall Service 71%

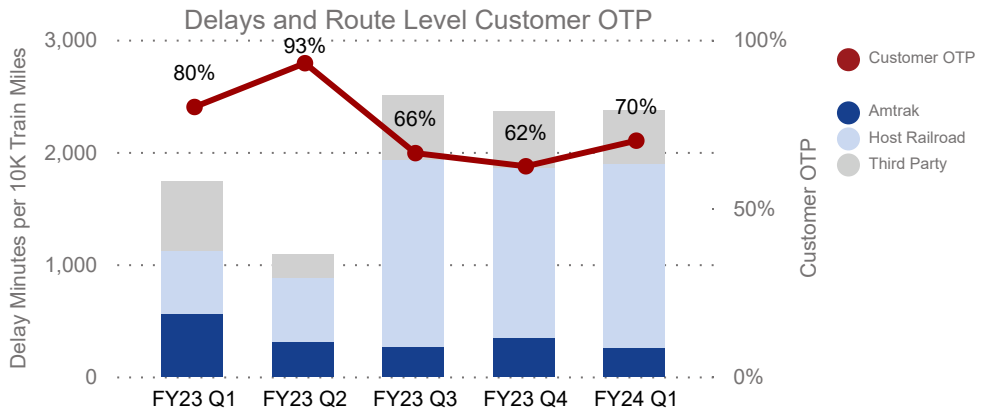
Station Performance

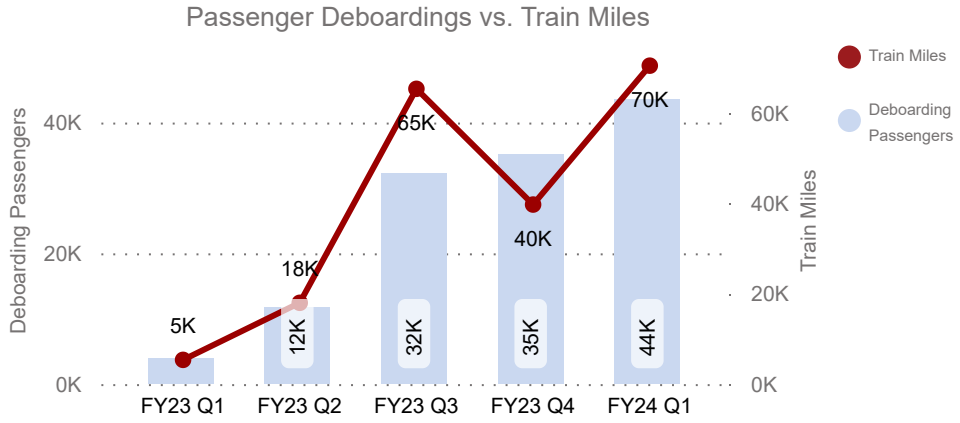


Route Stops

- MTR - Montreal, Quebec, Canada
- SLQ - Saint-Lambert, Quebec, Canada
- RSP - Rouses Point, NY
- PLB - Plattsburgh, NY
- PRK - Port Kent, NY
- WSP - Westport, NY
- POH - Port Henry, NY
- FTC - Ticonderoga, NY
- WHL - Whitehall, NY
- FED - Fort Edward-Glens Falls, NY
- SAR - Saratoga Springs, NY
- SDY - Schenectady, NY
- ALB - Albany-Rensselaer, NY
- HUD - Hudson, NY
- RHI - Rhinecliff, NY
- POU - Poughkeepsie, NY
- CRT - Croton-Harmon, NY
- YNY - Yonkers, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY

Trends





Additional Notes

State Supported

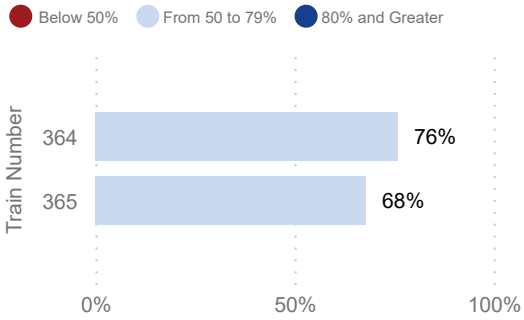
Blue Water

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

Route Level Customer OTP 72%

Train Level Customer OTP

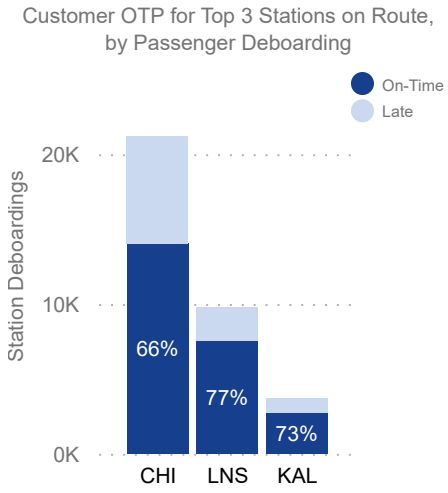


Route Map

Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	2,933
FTI	Freight train interference	2,359
DSR	Slow order delays	858

Station Performance



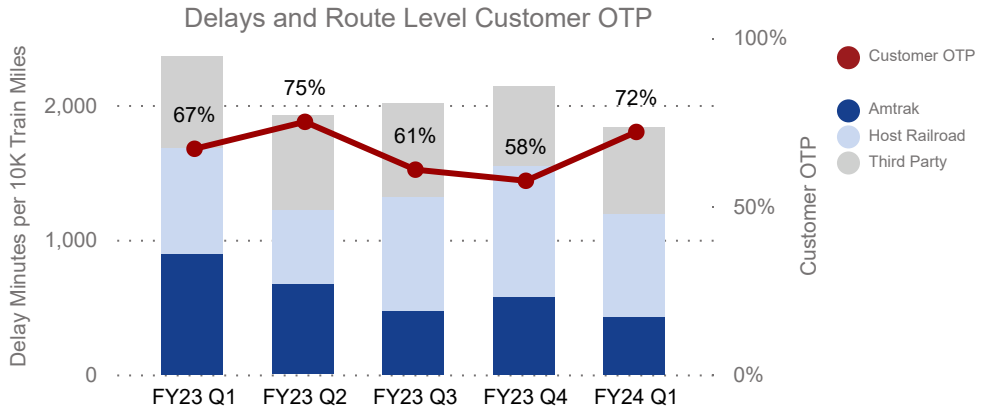
Route Stops

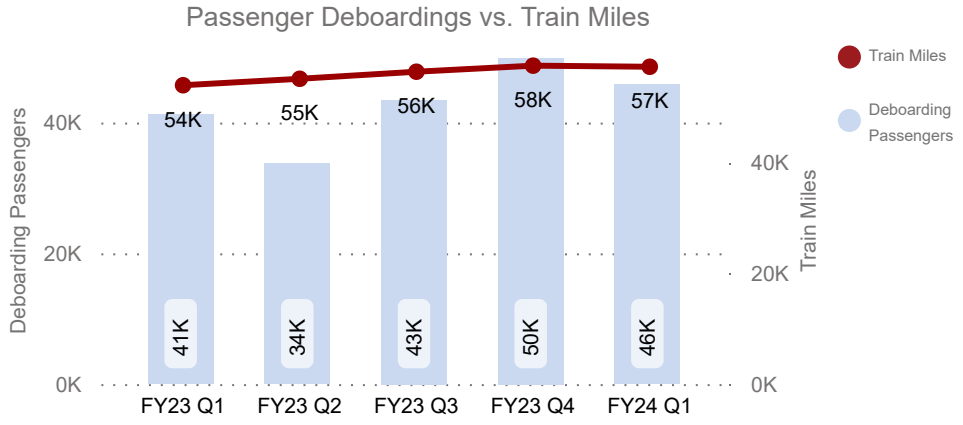
- PTH - Port Huron, MI
- LPE - Lapeer, MI
- FLN - Flint, MI
- DRD - Durand, MI
- LNS - East Lansing, MI
- BTL - Battle Creek, MI
- KAL - Kalamazoo, MI
- DOA - Dowagiac, MI
- NLS - Niles, MI
- NBU - New Buffalo, MI
- CHI - Chicago (Union Station), IL

Customer Service Index (CSI)

Overall Service 86%

Trends





Additional Notes

State Supported

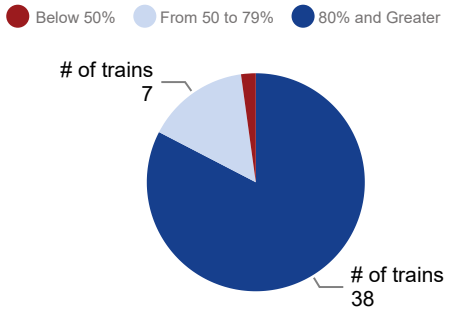
Capitol Corridor

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

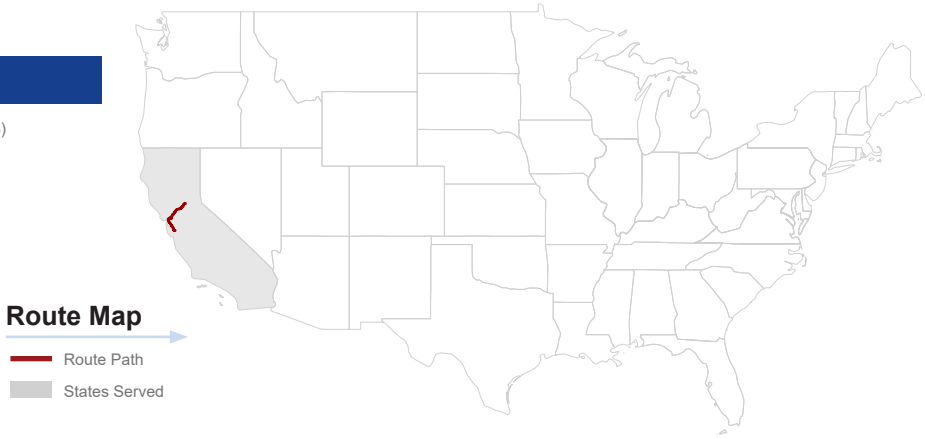
Customer On-Time Performance

Route Level Customer OTP 85%

Train Level Customer OTP



Route Map



Delays

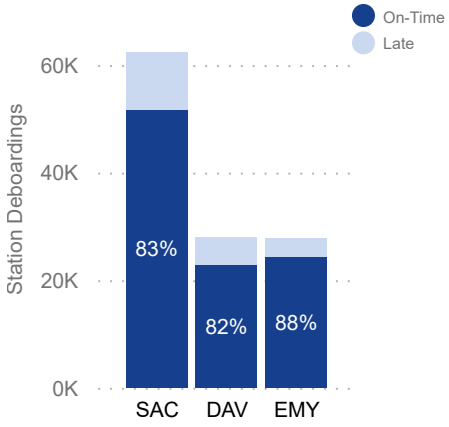
Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	6,816
TRS	Trespasser incident	5,193
DCS	C&S work due to defect	2,807

Customer Service Index (CSI)

Overall Service 85%

Station Performance

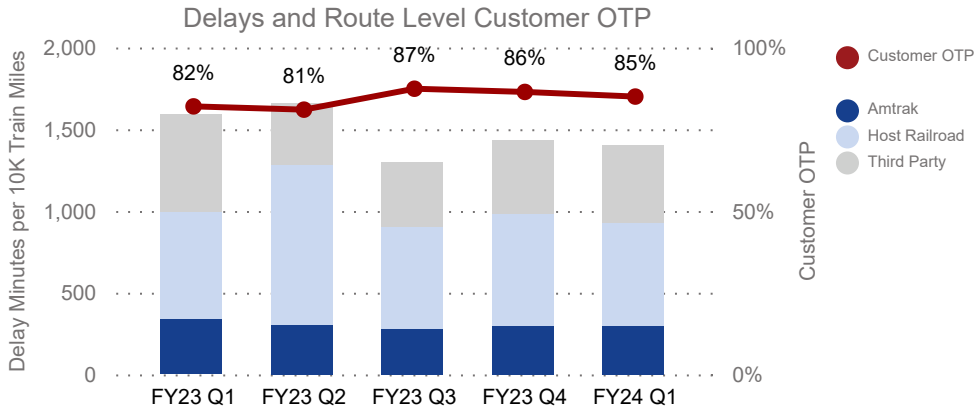
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

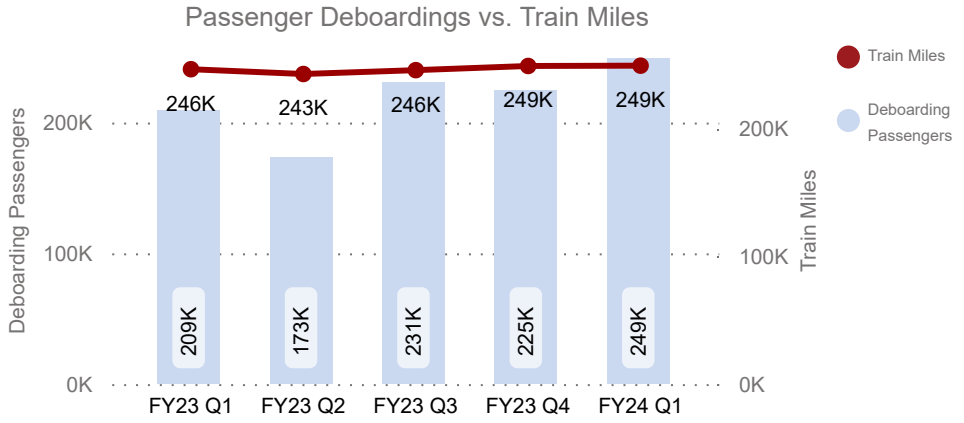


Route Stops

- ARN - Auburn, CA
- RLN - Rocklin, CA
- RSV - Roseville, CA
- SAC - Sacramento, CA
- DAV - Davis, CA
- FFV - Fairfield-Vacaville, CA
- SUI - Suisun-Fairfield, CA
- MTZ - Martinez, CA
- RIC - Richmond, CA
- BKY - Berkeley, CA
- EMY - Emeryville, CA
- OKJ - Oakland (Jack London Square), CA
- OAC - Oakland (Coliseum/Airport), CA
- HAY - Hayward, CA
- FMT - Fremont (Capitol Trains), CA
- GAC - Santa Clara (Great America), CA
- SCC - Santa Clara (Transit Center), CA
- SJC - San Jose, CA

Trends





Additional Notes

State Supported

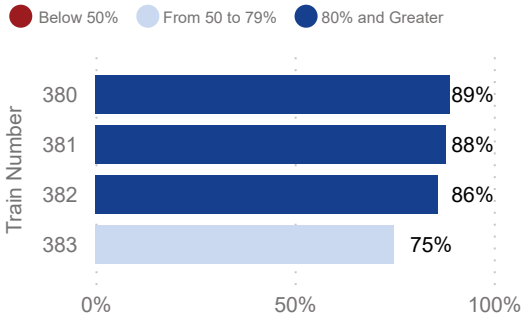
Carl Sandburg / Illinois Zephyr

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

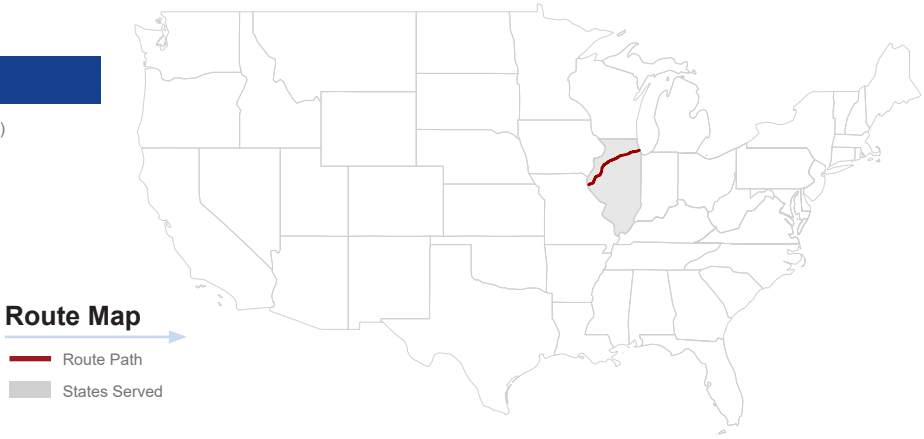
Customer On-Time Performance

Route Level Customer OTP 84%

Train Level Customer OTP



Route Map



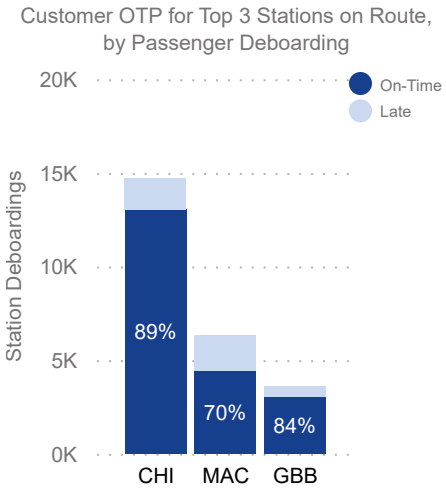
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	2,247
DSR	Slow order delays	1,732
CTI	Commuter train interference	1,009

Customer Service Index (CSI)

Overall Service 88%

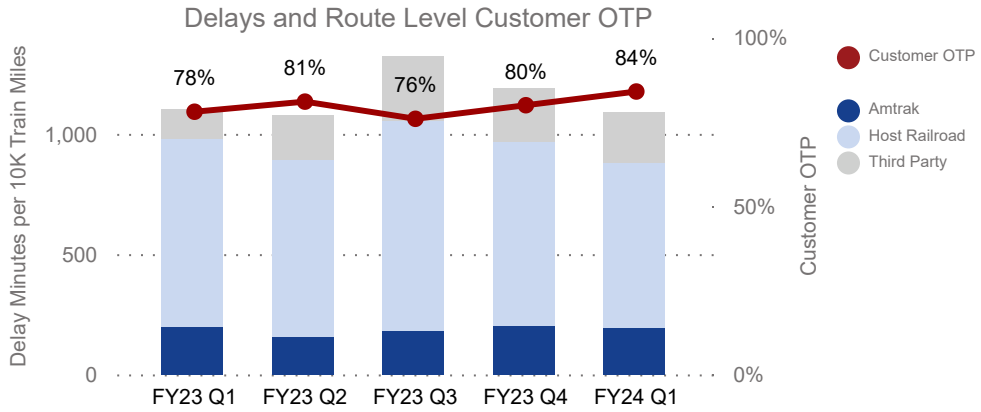
Station Performance

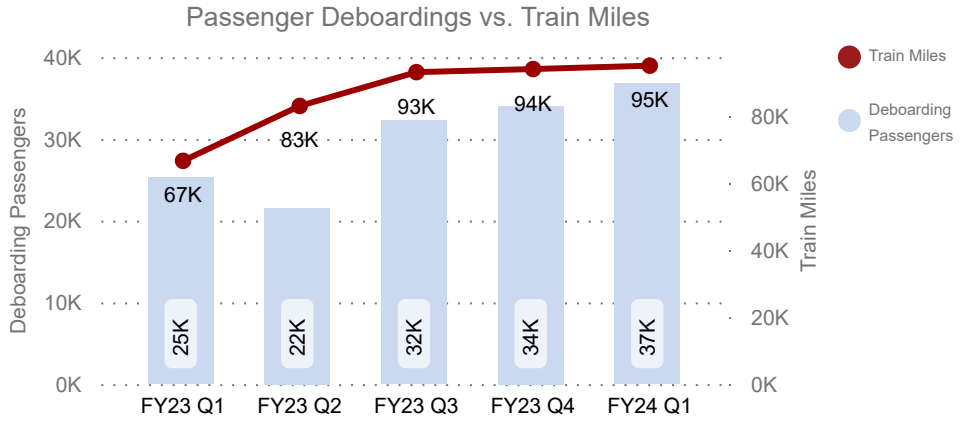


Route Stops

- CHI - Chicago (Union Station), IL
- LAG - La Grange, IL
- NPV - Naperville, IL
- PLO - Plano, IL
- MDT - Mendota, IL
- PCT - Princeton, IL
- KEE - Kewanee, IL
- GBB - Galesburg, IL
- MAC - Macomb, IL
- QCY - Quincy, IL

Trends





Additional Notes

State Supported

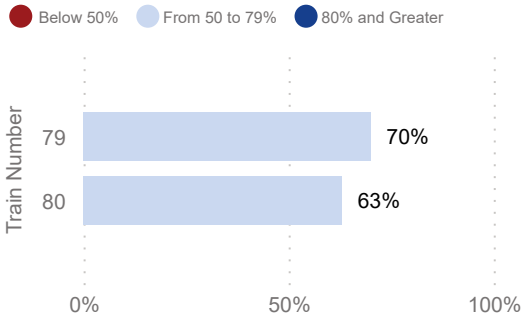
Carolinian

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

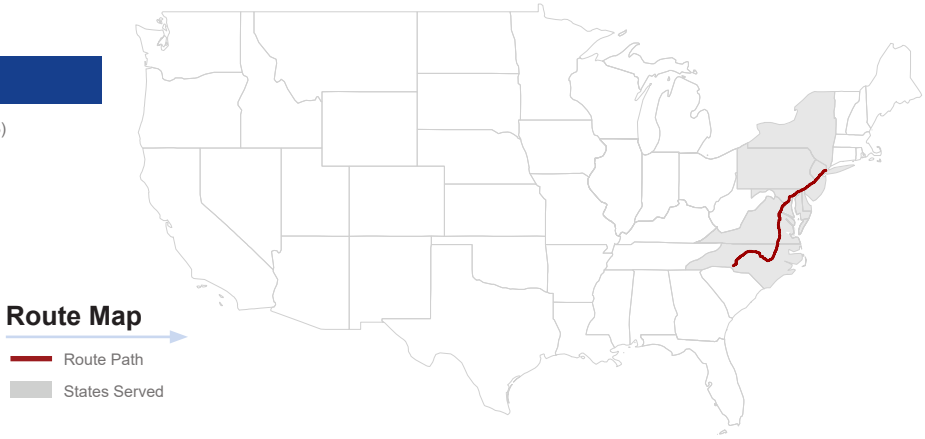
Customer On-Time Performance

Route Level Customer OTP 67%

Train Level Customer OTP



Route Map



Delays

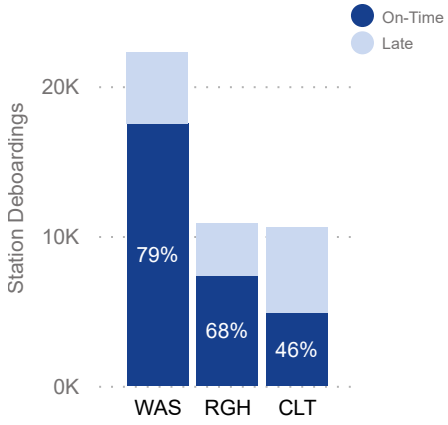
Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	3,036
FTI	Freight train interference	2,450
DCS	C&S work due to defect	1,913

Customer Service Index (CSI)

Overall Service 76%

Station Performance

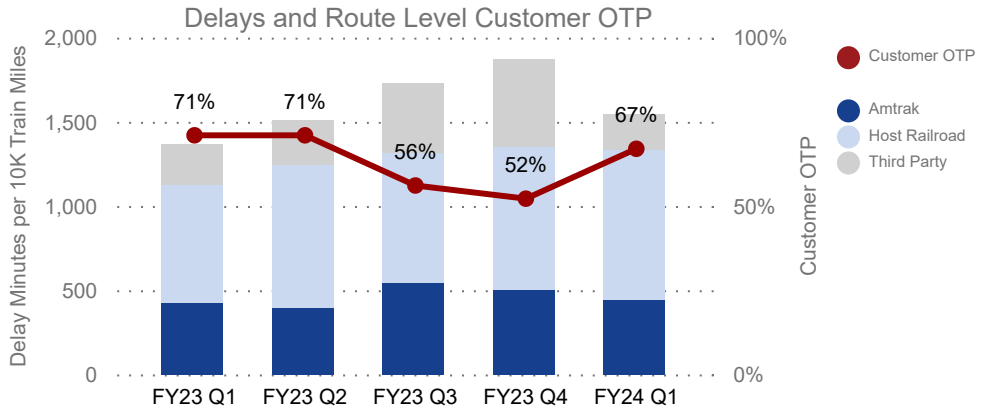
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

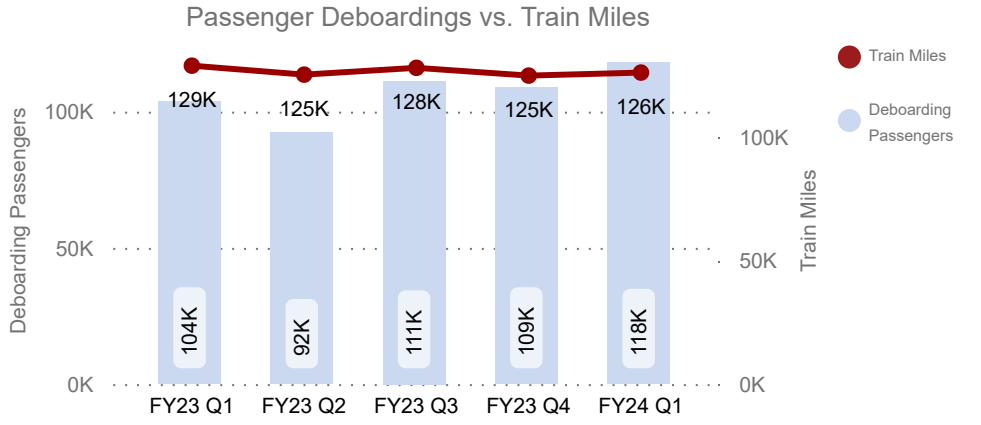


Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- QAN - Quantico, VA
- FBG - Fredericksburg, VA
- RVR - Richmond (Staples Mill Rd), VA
- PTB - Petersburg, VA
- RMT - Rocky Mount, NC
- WLN - Wilson, NC
- SSM - Selma, NC
- RGH - Raleigh, NC
- NSF - North Carolina State Fair, NC (Seasonal)
- CYN - Cary, NC
- DNC - Durham, NC
- BNC - Burlington, NC
- GRO - Greensboro, NC
- HPT - High Point, NC
- SAL - Salisbury, NC
- KAN - Kannapolis, NC
- CLT - Charlotte, NC

Trends





Additional Notes

State Supported

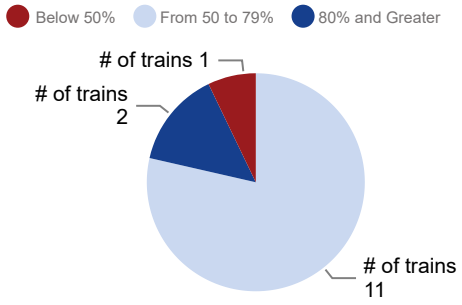
Cascades

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

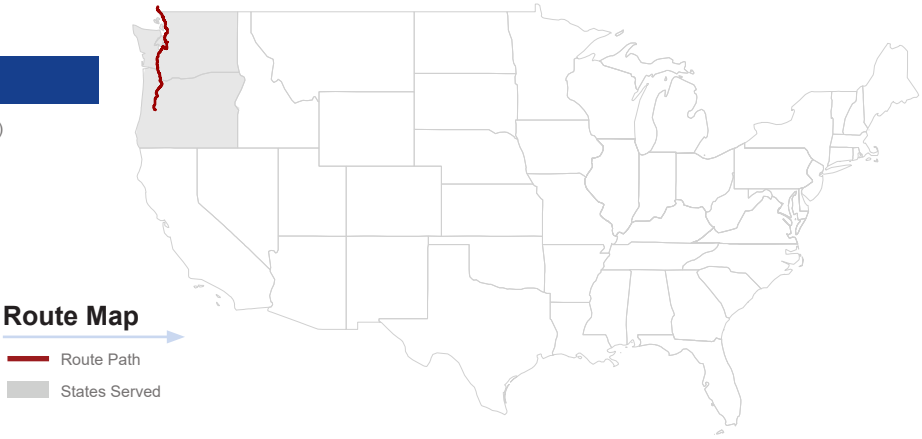
Customer On-Time Performance

Route Level Customer OTP 65%

Train Level Customer OTP



Route Map



Delays

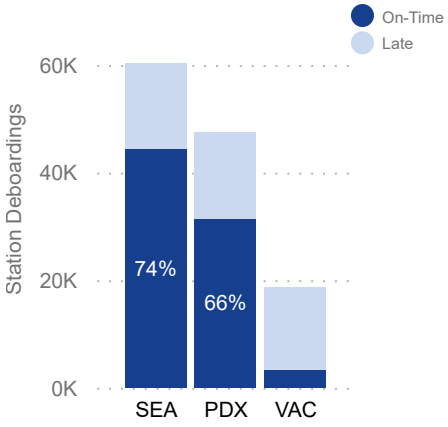
Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	9,865
DSR	Slow order delays	7,117
PTI	Passenger train interference	6,991

Customer Service Index (CSI)

Overall Service 79%

Station Performance

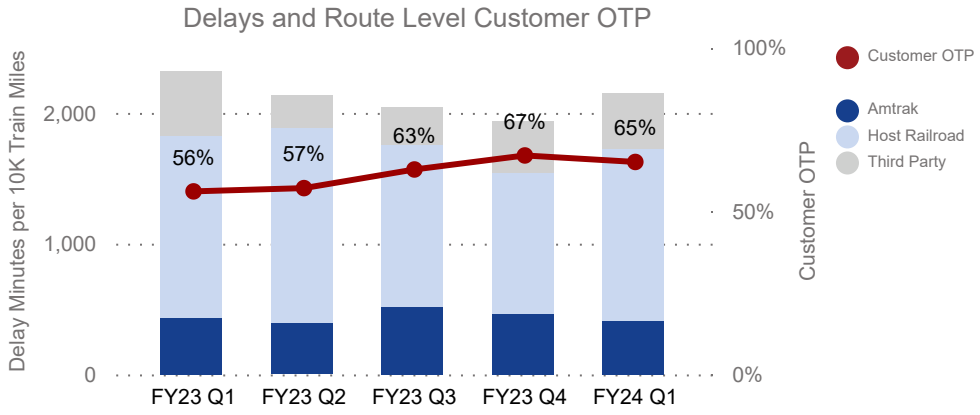
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

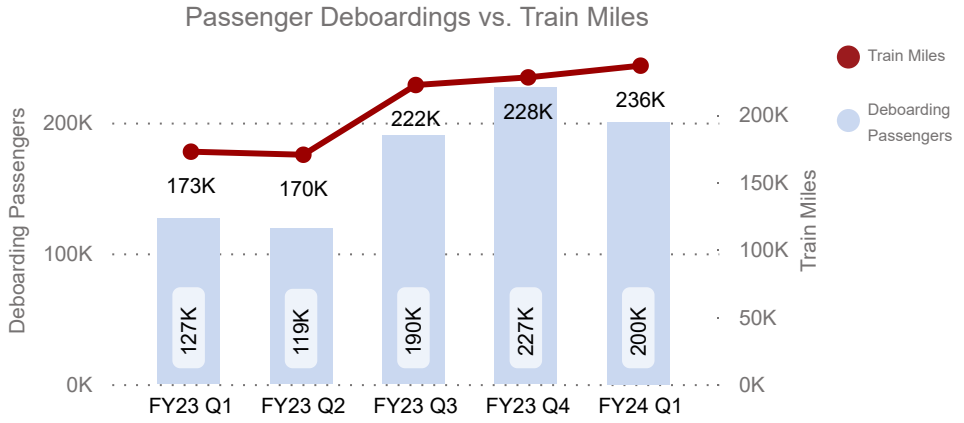


Route Stops

- VAC - Vancouver, British Columbia, Canada
- BEL - Bellingham, WA
- MVW - Mount Vernon, WA
- STW - Stanwood, WA
- EVR - Everett, WA
- EDM - Edmonds, WA
- SEA - Seattle (King Street Station), WA
- TUK - Tukwila, WA
- TAC - Tacoma, WA
- OLW - Olympia-Lacey, WA
- CTL - Centralia, WA
- KEL - Kelso-Longview, WA
- VAN - Vancouver, WA
- PDX - Portland (Union Station), Oregon
- ORC - Oregon City, OR
- SLM - Salem, OR
- ALY - Albany, OR
- EUG - Eugene, OR

Trends





Additional Notes

State Supported

Downeaster

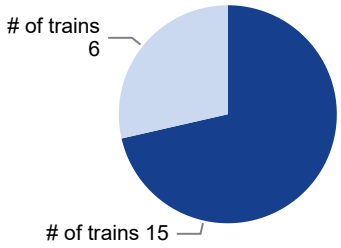
Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

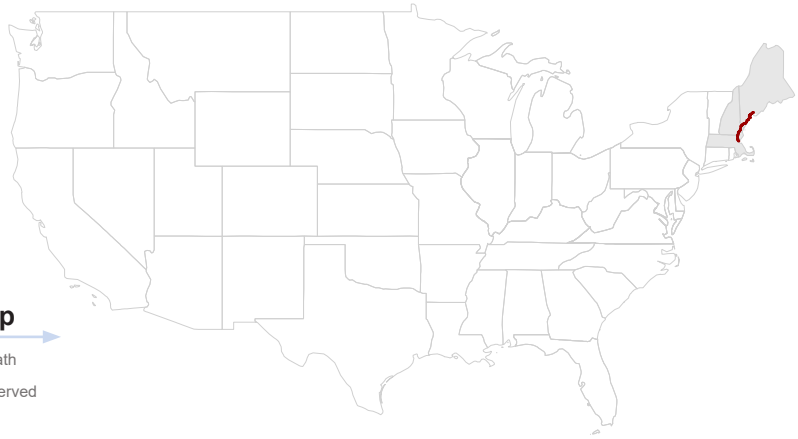
Route Level Customer OTP 84%

Train Level Customer OTP

Below 50% | From 50 to 79% | 80% and Greater



Route Map



Delays

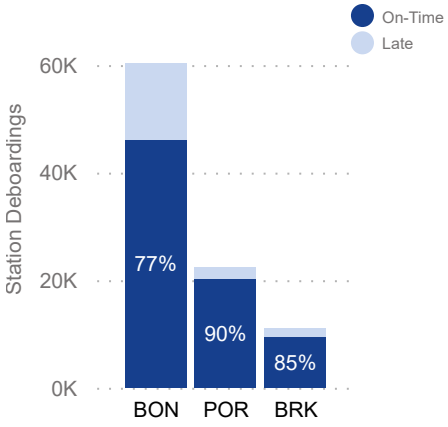
Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	2,830
NOD	Unused recovery time	2,730
DCS	C&S work due to defect	2,332

Customer Service Index (CSI)

Overall Service 91%

Station Performance

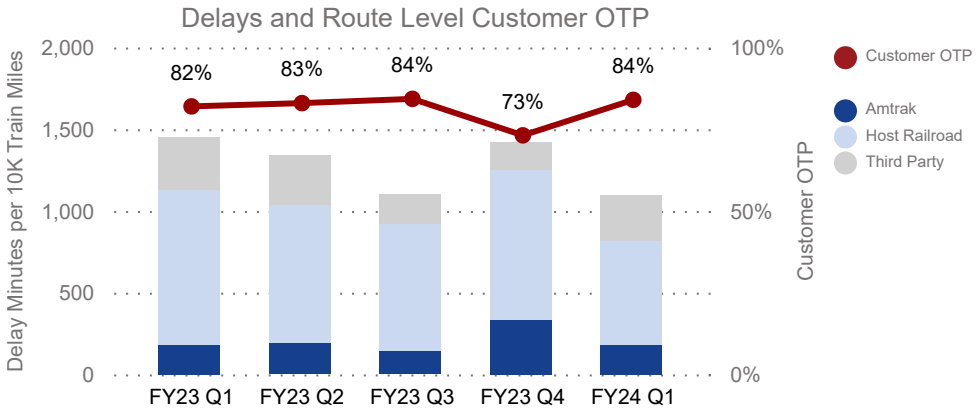
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

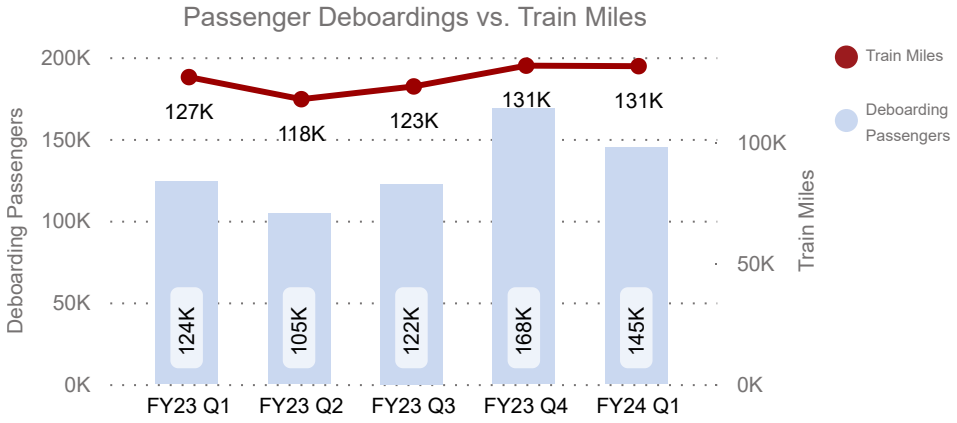


Route Stops

- BRK - Brunswick, ME
- FRE - Freeport, ME
- POR - Portland, ME
- ORB - Old Orchard Beach (Seasonal)
- SAO - Saco, ME
- WEM - Wells, ME
- DOV - Dover, NH
- DHM - Durham, NH
- EXR - Exeter, NH
- HHL - Haverhill, MA
- WOB - Woburn, MA
- BON - Boston (North Station), MA

Trends





Additional Notes

State Supported

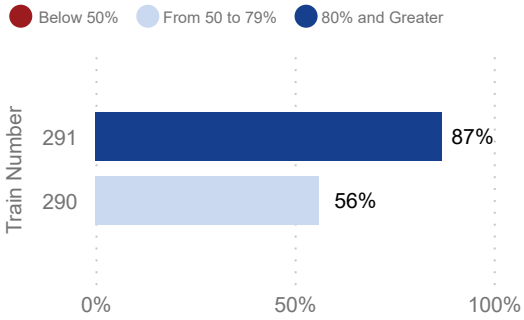
Ethan Allen Express

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

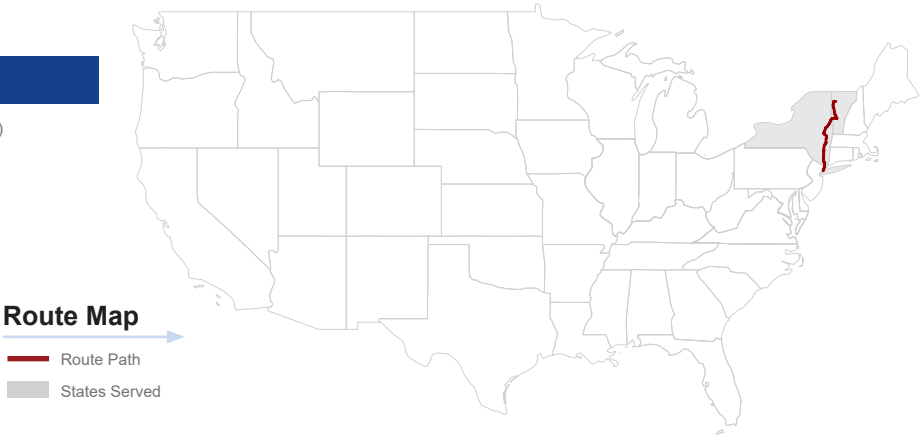
Customer On-Time Performance

Route Level Customer OTP 71%

Train Level Customer OTP



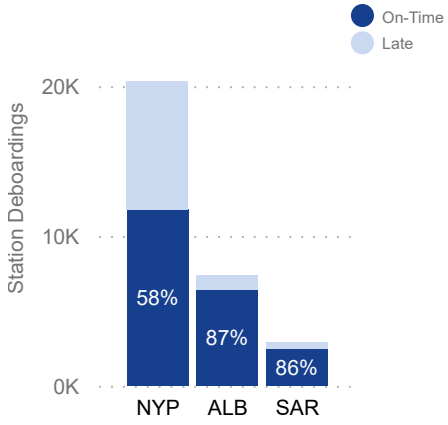
Route Map



Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	2,769
PTI	Passenger train interference	1,679
DSR	Slow order delays	827

Station Performance



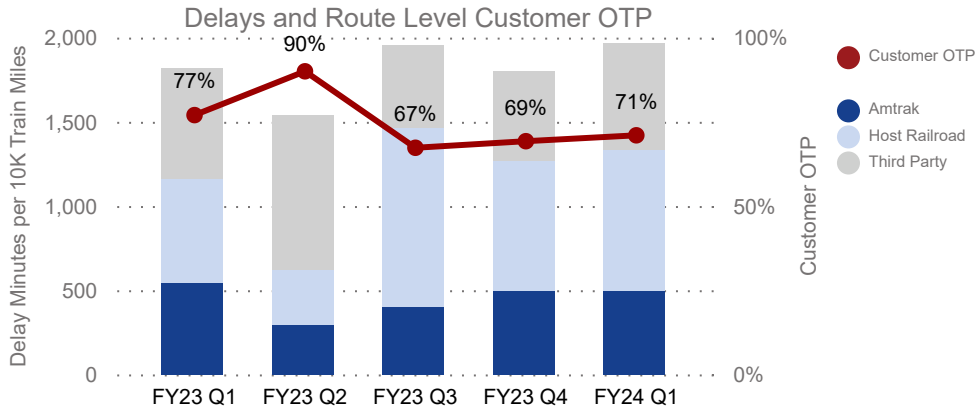
Route Stops

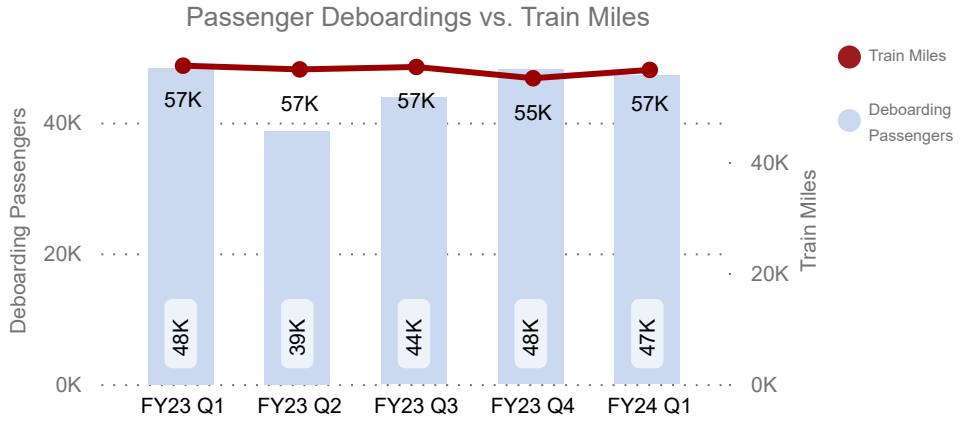
- BTN - Burlington (Union Station), VT
- VRN - Ferrisburgh-Vergennes, VT
- MBY - Middlebury, VT
- RUD - Rutland, VT
- CNV - Castleton, VT
- FED - Fort Edward-Glens Falls, NY
- SAR - Saratoga Springs, NY
- SDY - Schenectady, NY
- ALB - Albany-Rensselaer, NY
- HUD - Hudson, NY
- RHI - Rhinecliff, NY
- POU - Poughkeepsie, NY
- CRT - Croton-Harmon, NY
- YNY - Yonkers, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY

Customer Service Index (CSI)

Overall Service 85%

Trends





Additional Notes

State Supported

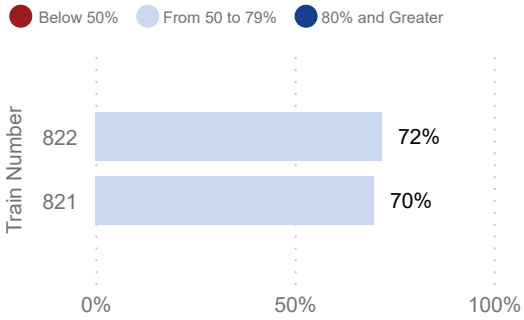
Heartland Flyer

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

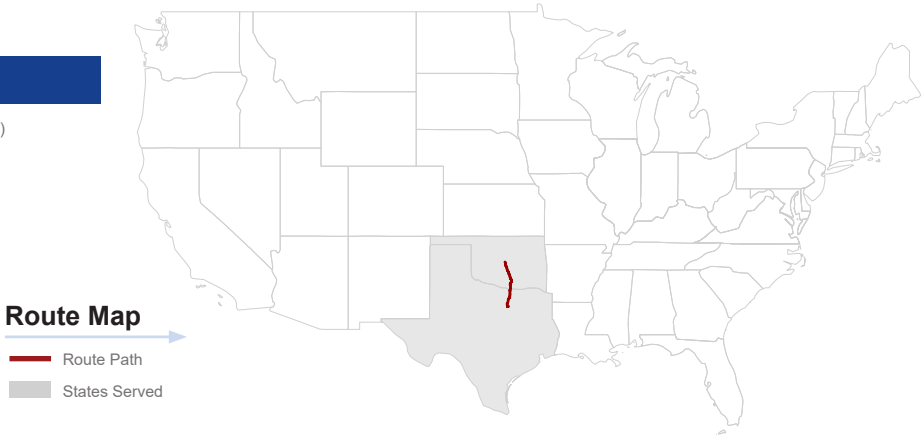
Customer On-Time Performance

Route Level Customer OTP 71%

Train Level Customer OTP



Route Map



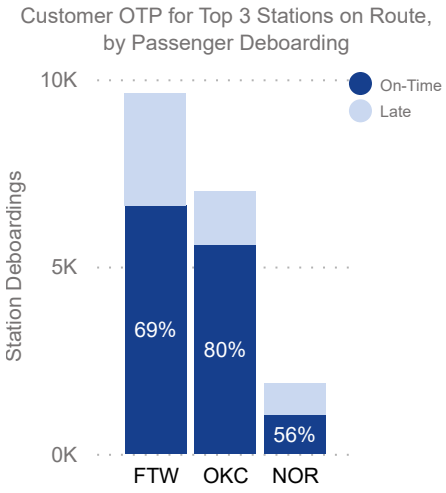
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	3,482
FTI	Freight train interference	2,186
TRS	Trespasser incident	496

Customer Service Index (CSI)

Overall Service 89%

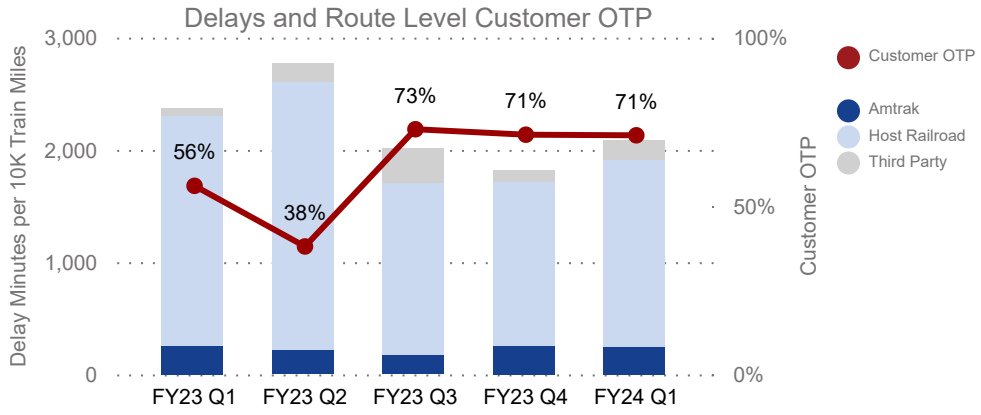
Station Performance

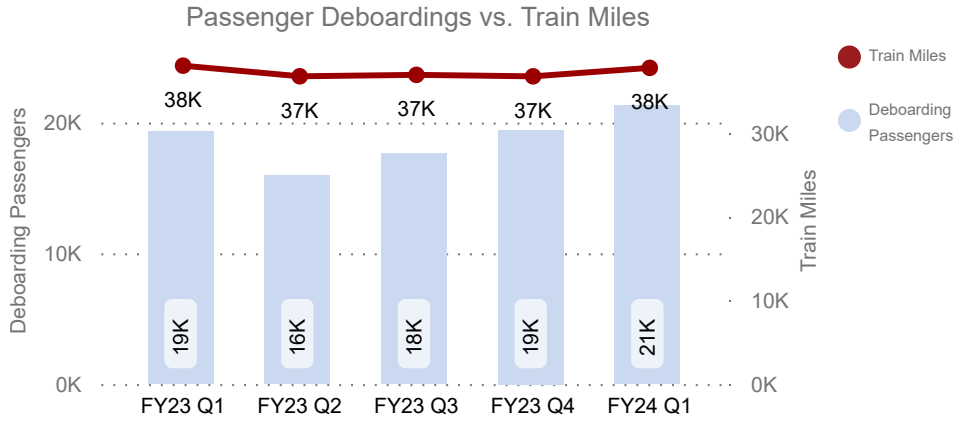


Route Stops

- OKC - OK City, OK
- NOR - Norman, OK
- PUR - Purcell, OK
- PVL - Pauls Valley, OK
- ADM - Ardmore, OK
- GLE - Gainesville, TX
- FTW - Fort Worth, TX

Trends





Additional Notes

State Supported

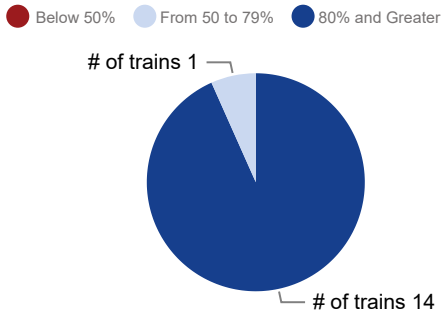
Hiawatha

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

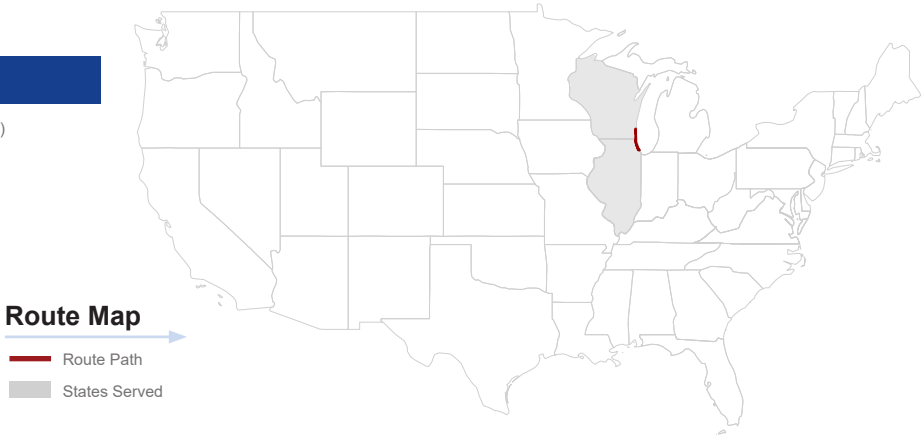
Customer On-Time Performance

Route Level Customer OTP 88%

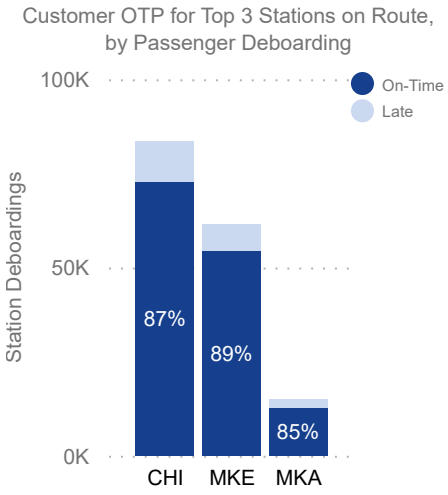
Train Level Customer OTP



Route Map



Station Performance



Route Stops

- MKE - Milwaukee (Downtown), WI
- MKA - Milwaukee Airport, WI
- SVT - Sturtevant, WI
- GLN - Glenview, IL
- CHI - Chicago (Union Station), IL

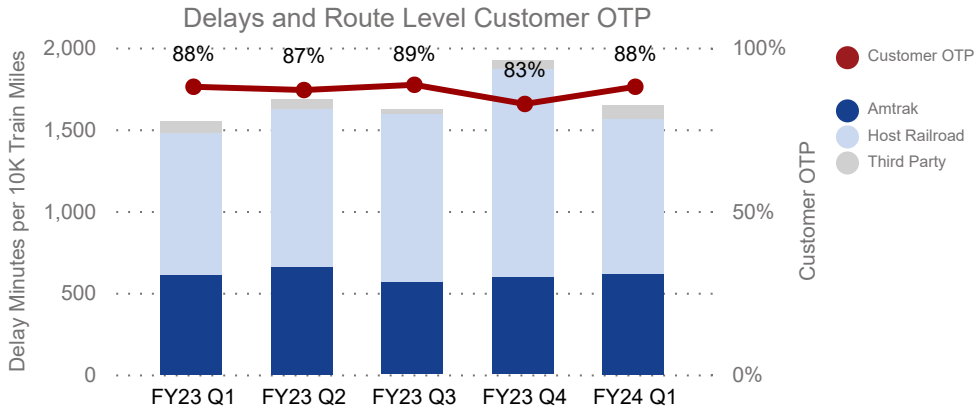
Delays

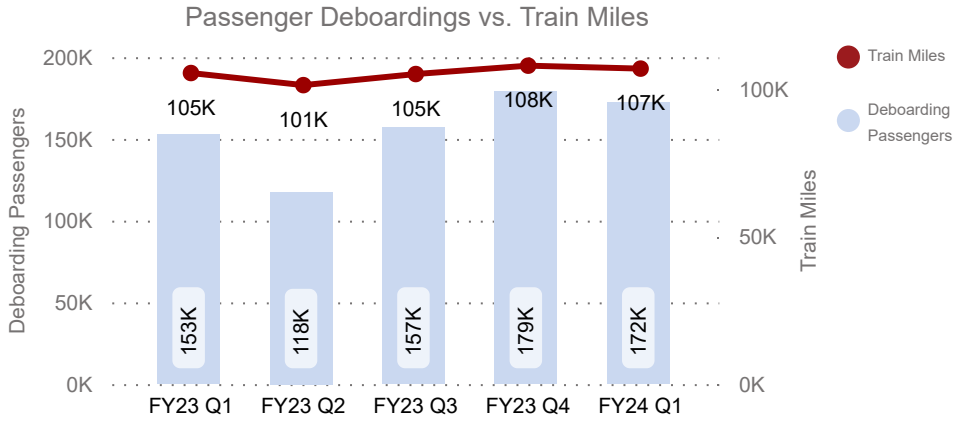
Top 3 Causes of Delay		Delay Min
CTI	Commuter train interference	3,830
DSR	Slow order delays	3,133
OTH	Miscellaneous delays	2,326

Customer Service Index (CSI)

Overall Service 84%

Trends





Additional Notes

State Supported

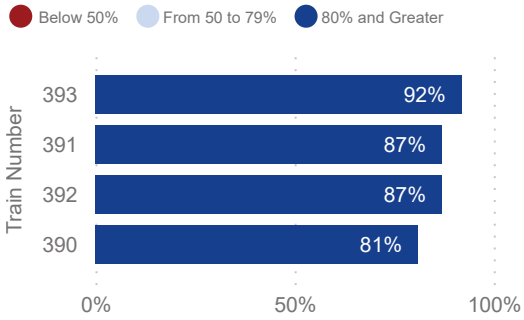
Illini / Saluki

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

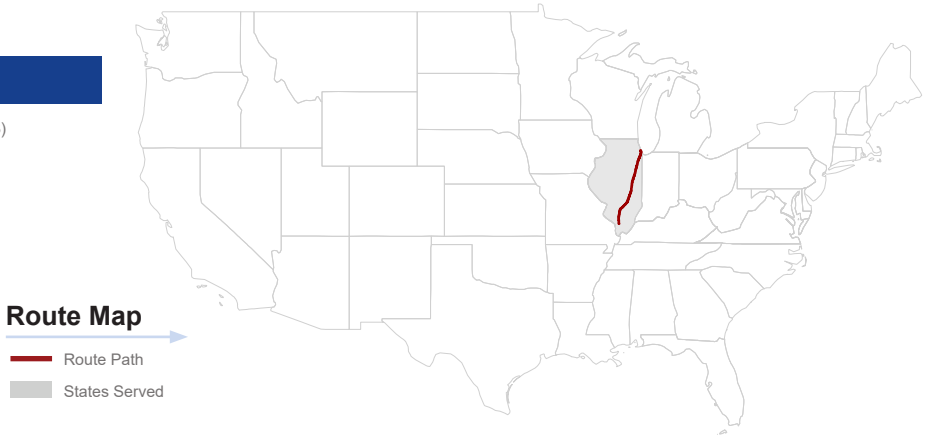
Customer On-Time Performance

Route Level Customer OTP 86%

Train Level Customer OTP



Route Map



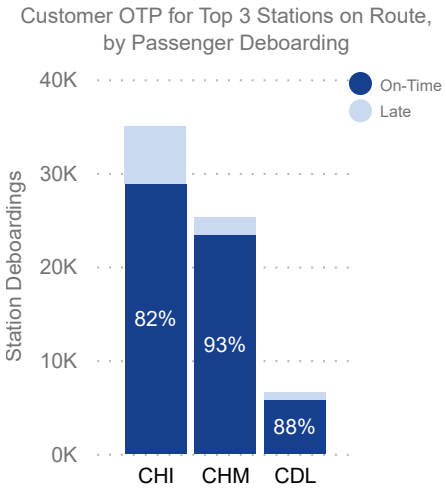
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	2,713
DSR	Slow order delays	2,526
NOD	Unused recovery time	2,306

Customer Service Index (CSI)

Overall Service 83%

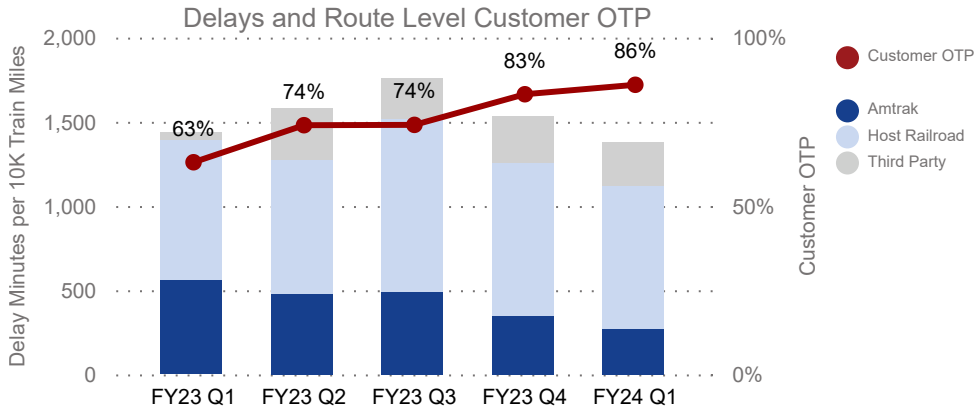
Station Performance

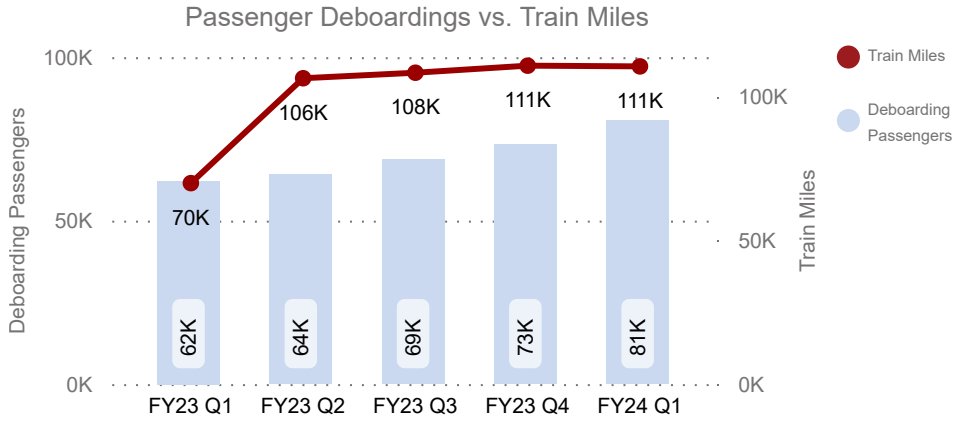


Route Stops

- CHI - Chicago (Union Station), IL
- HMW - Homewood, IL
- KKI - Kankakee, IL
- GLM - Gilman, IL
- RTL - Rantoul, IL
- CHM - Champaign-Urbana, IL
- MAT - Mattoon, IL
- EFG - Effingham, IL
- CEN - Centralia, IL
- DQN - Du Quoin, IL
- CDL - Carbondale, IL

Trends





Additional Notes

State Supported

Keystone

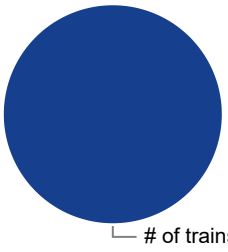
Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

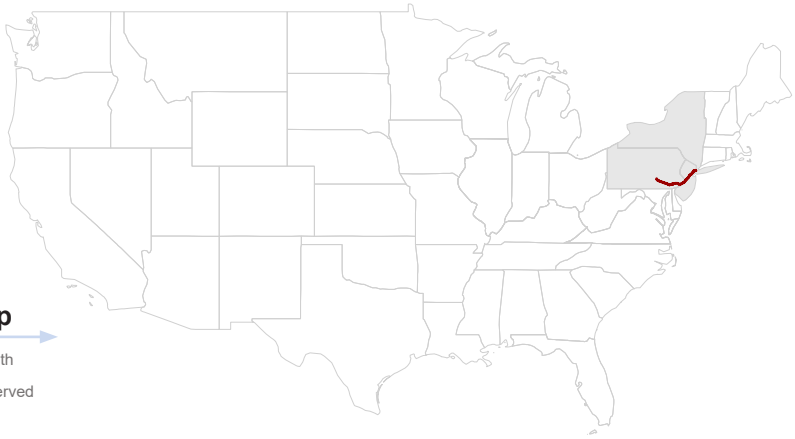
Route Level Customer OTP 95%

Train Level Customer OTP

Below 50% | From 50 to 79% | 80% and Greater



Route Map



Delays

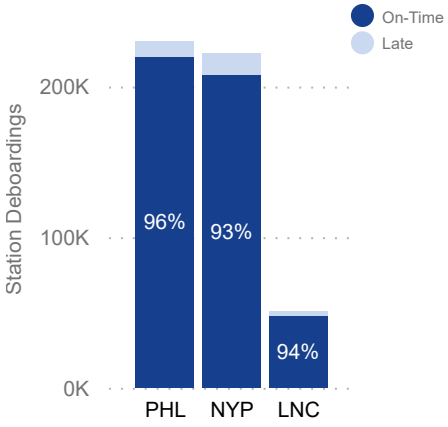
Top 3 Causes of Delay		Delay Min
WTR	Weather-related	2,048
DCS	C&S work due to defect	1,306
CTI	Commuter train interference	1,044

Customer Service Index (CSI)

Overall Service 88%

Station Performance

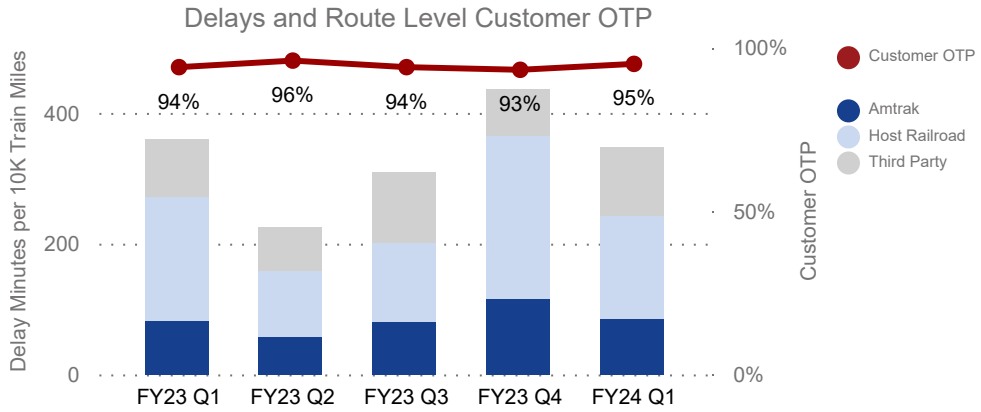
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

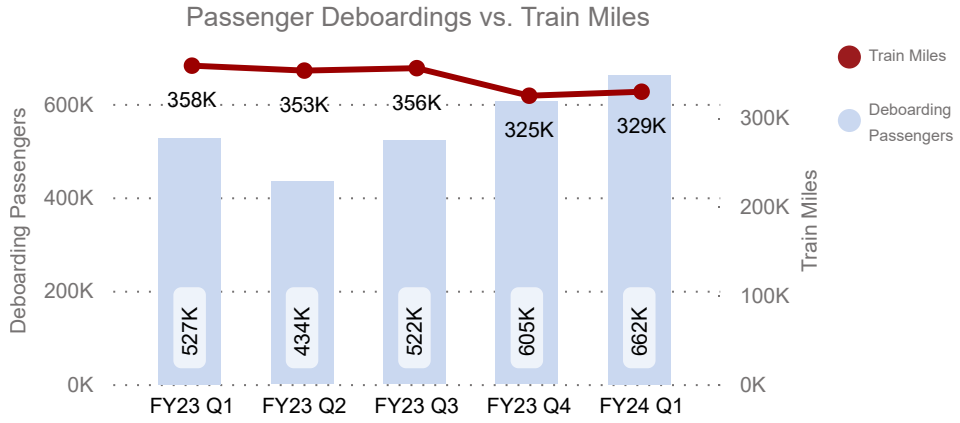


Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- EWR - Newark Liberty International Airport, NJ
- MET - Metropark, NJ
- NBK - New Brunswick, NJ
- PJC - Princeton Junction
- TRE - Trenton, NJ
- CWH - Cornwells Heights, PA
- PHN - North Philadelphia, PA
- PHL - Philadelphia (30th St Station), PA
- ARD - Ardmore, PA
- PAO - Paoli, PA
- EXT - Exton, PA
- DOW - Downingtown, PA
- COT - Coatesville, PA
- PAR - Parkesburg, PA
- LNC - Lancaster, PA
- MJY - Mount Joy, PA
- ELT - Elizabethtown, PA
- MID - Middletown, PA
- HAR - Harrisburg, PA

Trends





Additional Notes

State Supported

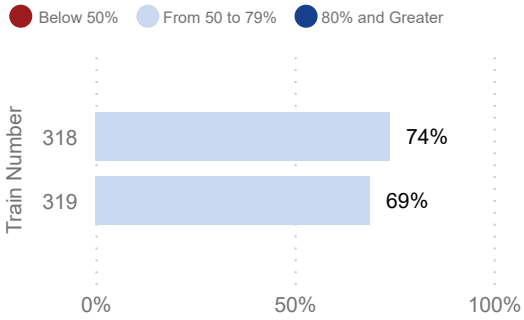
Lincoln Missouri

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

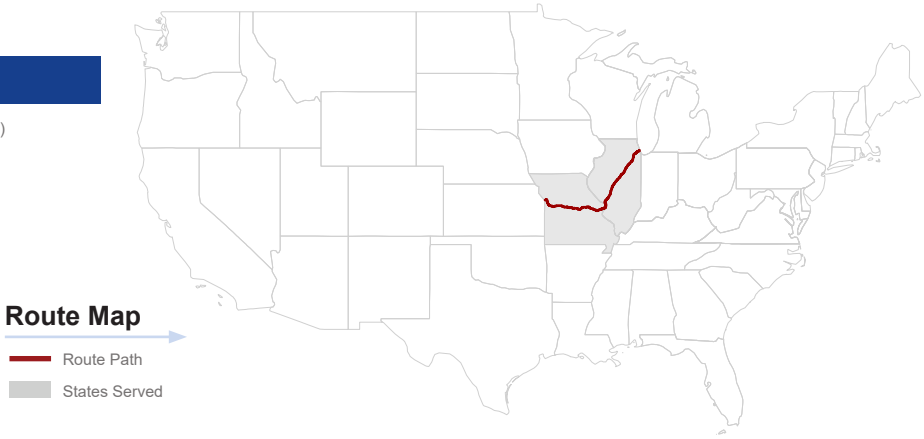
Customer On-Time Performance

Route Level Customer OTP 71%

Train Level Customer OTP



Route Map



Delays

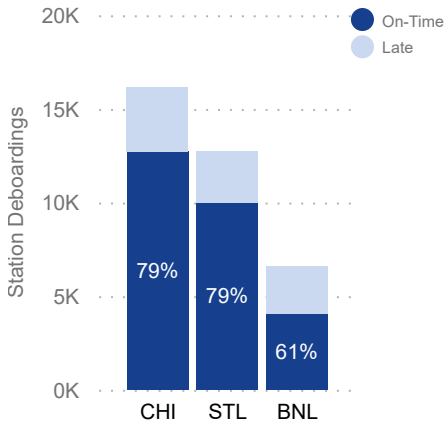
Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	3,558
PTI	Passenger train interference	2,335
NOD	Unused recovery time	1,922

Customer Service Index (CSI)

Overall Service See note below

Station Performance

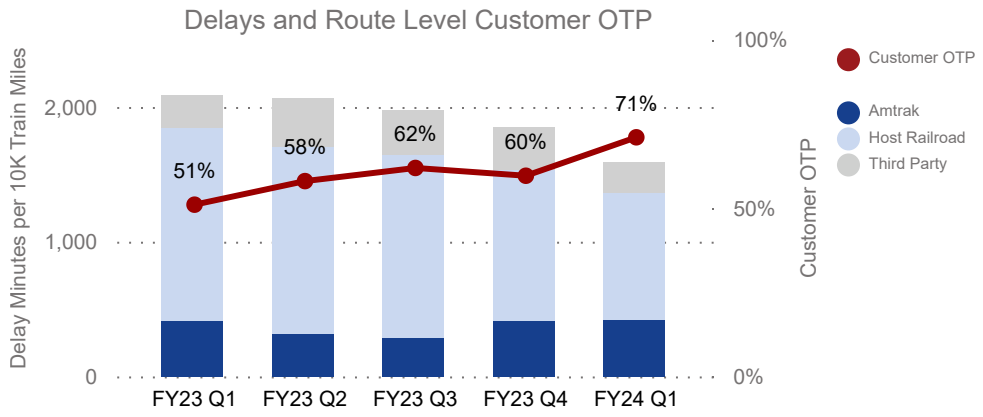
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

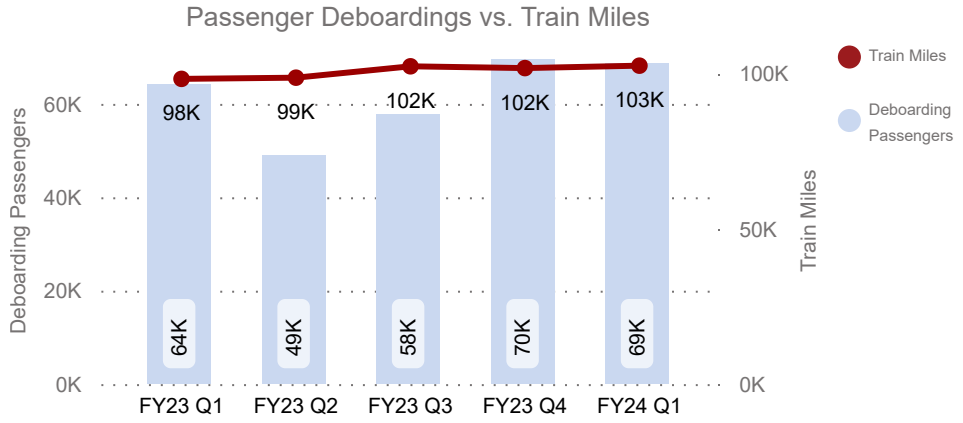


Route Stops

- CHI - Chicago (Union Station), IL
- SMT - Summit, IL
- JOL - Joliet, IL
- DWT - Dwight, IL
- PON - Pontiac, IL
- BNL - Bloomington-Normal, IL
- LCN - Lincoln, IL
- SPI - Springfield, IL
- CRV - Carlinville, IL
- ALN - Alton, IL
- STL - St. Louis, MO
- KWD - Kirkwood, MO
- WAH - Washington, MO
- HEM - Hermann, MO
- JEF - Jefferson City, MO
- SED - Sedalia, MO
- WAR - Warrensburg, MO
- LEE - Lee's Summit, MO
- IDP - Independence, MO
- KCY - KS City (Union Station), MO

Trends





Additional Notes

Amtrak reports CSI separately for the Illinois (Lincoln) and Missouri (Missouri) portions of the route.

State Supported

Lincoln Service

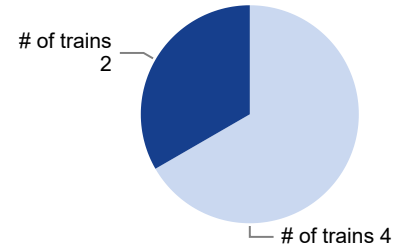
Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

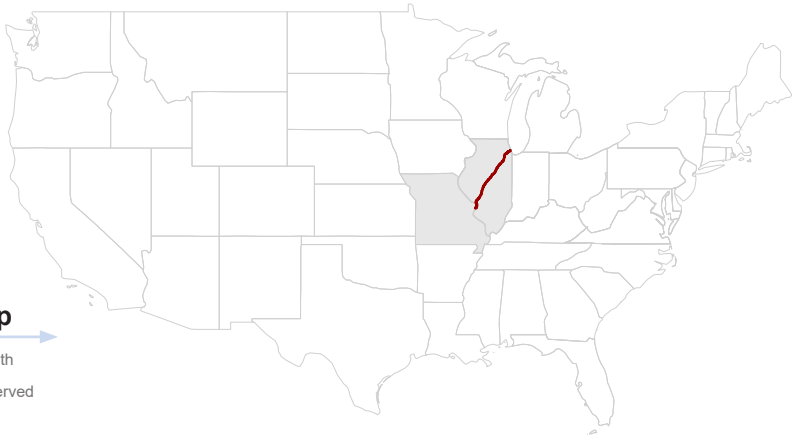
Route Level Customer OTP 78%

Train Level Customer OTP

Below 50% | From 50 to 79% | 80% and Greater



Route Map



Delays

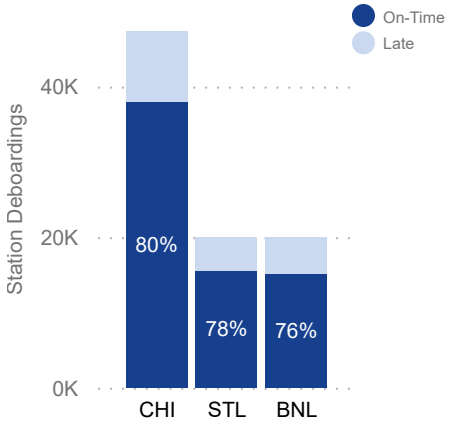
Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	6,436
NOD	Unused recovery time	5,176
PTI	Passenger train interference	4,304

Customer Service Index (CSI)

Overall Service 83%

Station Performance

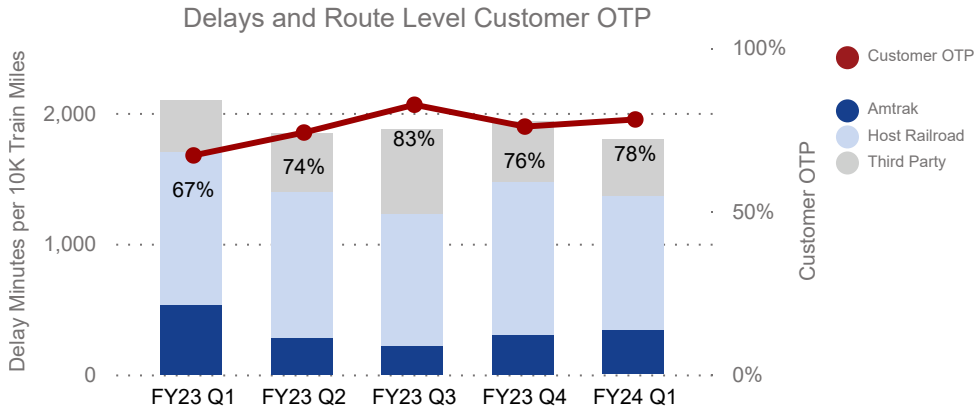
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

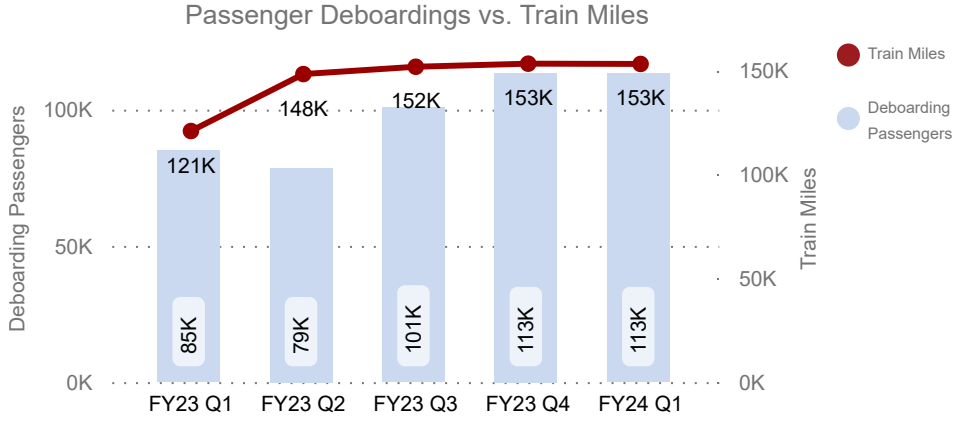


Route Stops

- CHI - Chicago (Union Station), IL
- SMT - Summit, IL
- JOL - Joliet, IL
- DWT - Dwight, IL
- PON - Pontiac, IL
- BNL - Bloomington-Normal, IL
- LCN - Lincoln, IL
- SPI - Springfield, IL
- CRV - Carlinville, IL
- ALN - Alton, IL
- STL - St. Louis, MO

Trends





Additional Notes

CSI data includes the Illinois portion of the Lincoln Missouri.

State Supported

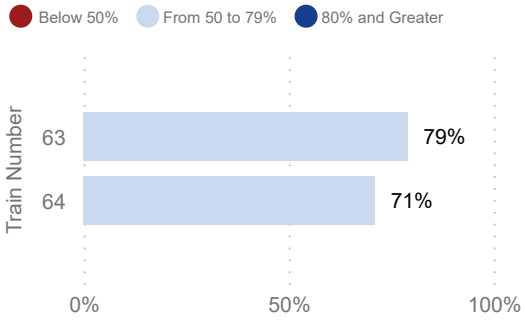
Maple Leaf

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

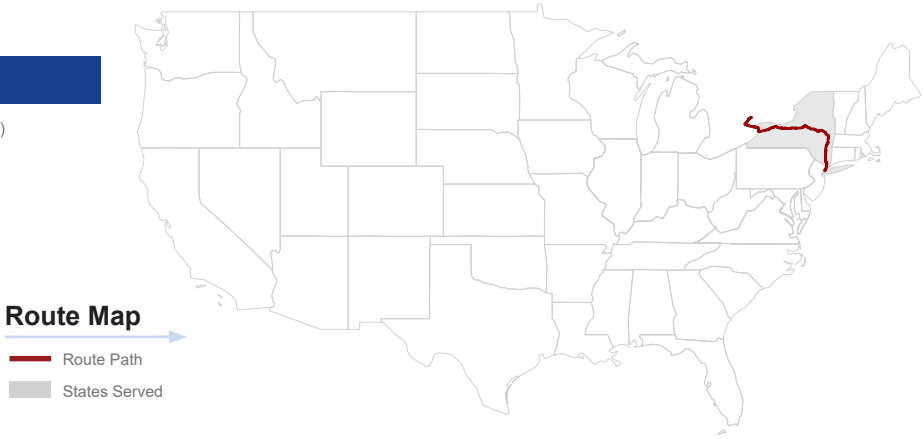
Customer On-Time Performance

Route Level Customer OTP 75%

Train Level Customer OTP



Route Map



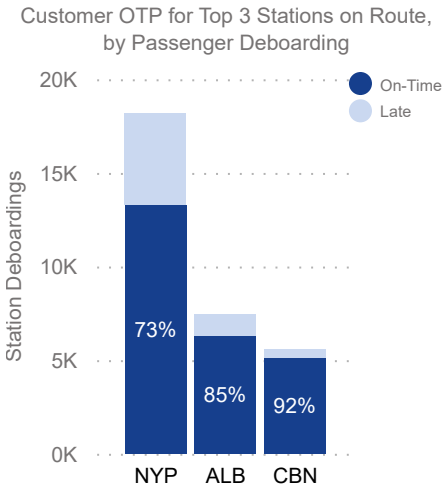
Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	4,063
FTI	Freight train interference	2,189
SVS	Servicing	882

Customer Service Index (CSI)

Overall Service 83%

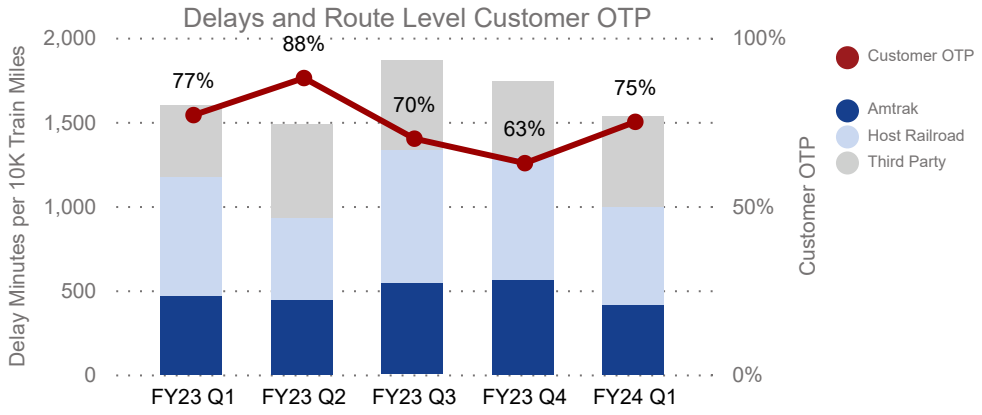
Station Performance

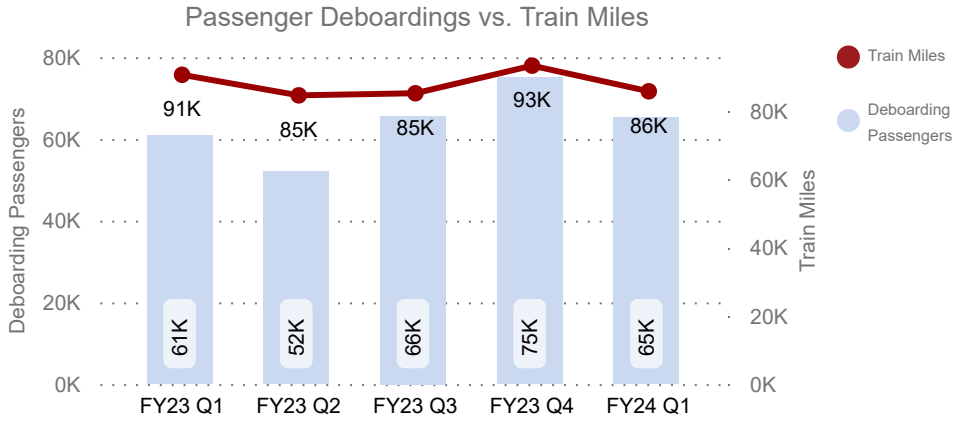


Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- YNY - Yonkers, NY
- CRT - Croton-Harmon, NY
- POU - Poughkeepsie, NY
- RHI - Rhinecliff, NY
- HUD - Hudson, NY
- ALB - Albany-Rensselaer, NY
- SDY - Schenectady, NY
- AMS - Amsterdam, NY
- UCA - Utica, NY
- ROM - Rome, NY
- SYR - Syracuse, NY
- NYF - New York State Fair, NY (Seasonal)
- ROC - Rochester, NY
- BUF - Buffalo-Depew, NY
- BFX - Buffalo, NY
- NFL - Niagara Falls, NY
- CBN - Canadian Border NY
- NFS - Niagara Falls, Ontario, Canada
- SCA - St. Catharines, Ontario, Canada
- GMS - Grimsby, Ontario, Canada
- AST - Aldershot, Ontario, Canada
- OKL - Oakville, Ontario, Canada
- TWO - Toronto Union, Ontario, Canada

Trends





Additional Notes

Station Performance data does not include stops west of Niagara Falls.

State Supported

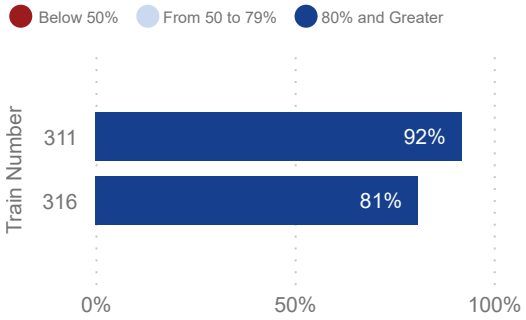
Missouri

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

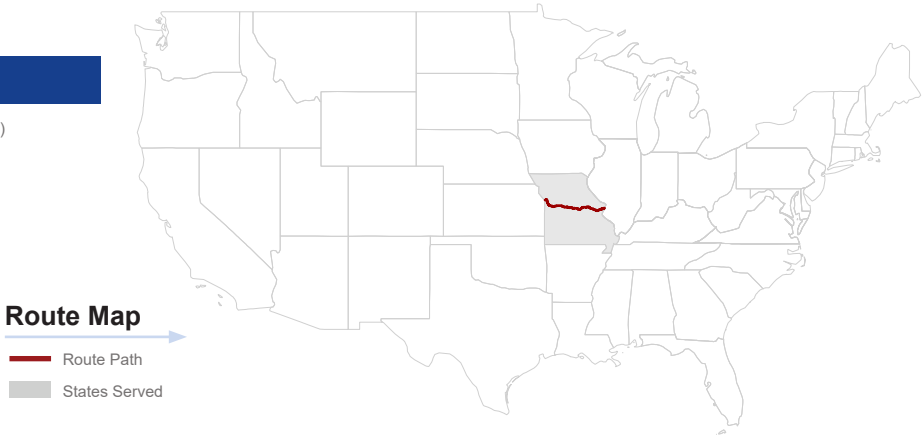
Customer On-Time Performance

Route Level Customer OTP 87%

Train Level Customer OTP



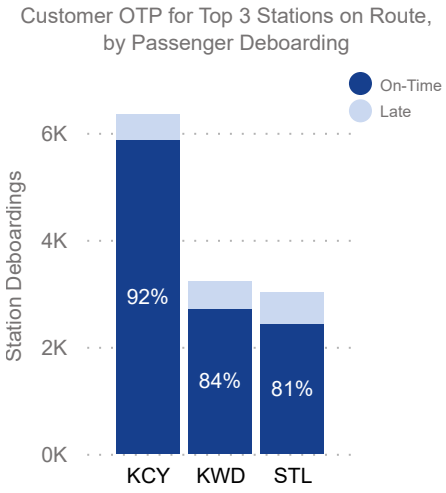
Route Map



Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	2,137
DSR	Slow order delays	732
PTI	Passenger train interference	702

Station Performance



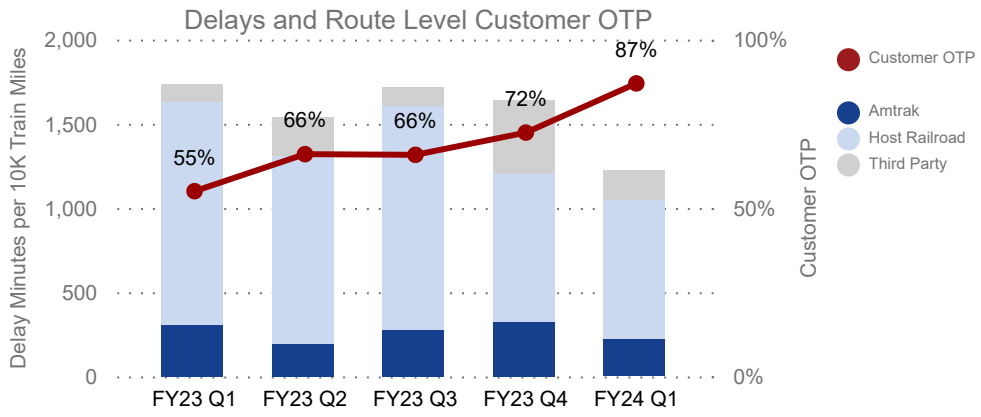
Route Stops

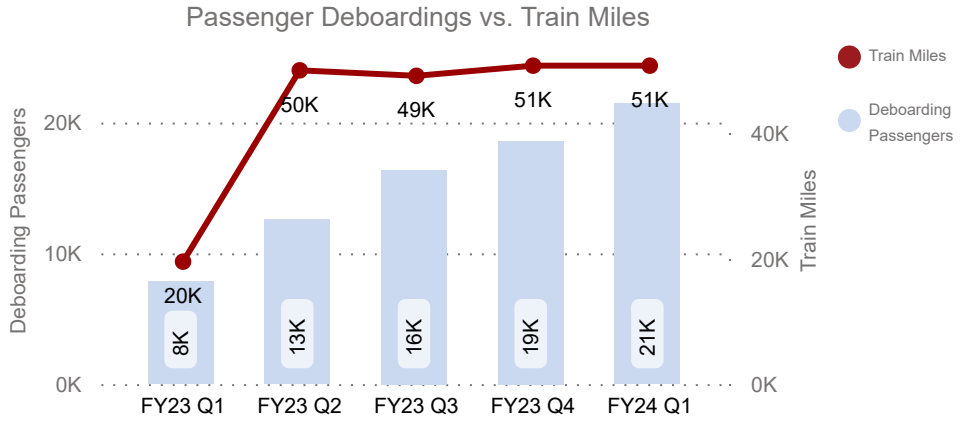
- STL - St. Louis, MO
- KWD - Kirkwood, MO
- WAH - Washington, MO
- HEM - Hermann, MO
- JEF - Jefferson City, MO
- SED - Sedalia, MO
- WAR - Warrensburg, MO
- LEE - Lee's Summit, MO
- IDP - Independence, MO
- KCY - Kansas City (Union Station), MO

Customer Service Index (CSI)

Overall Service 88%

Trends





Additional Notes

CSI data includes the Missouri portion of the Lincoln Missouri.

State Supported

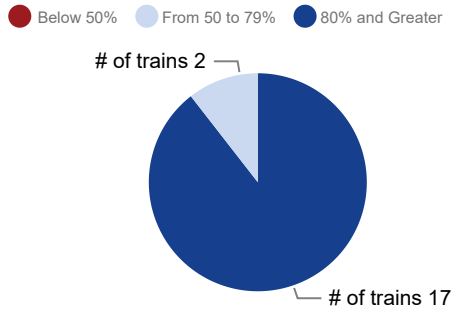
New York - Albany

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

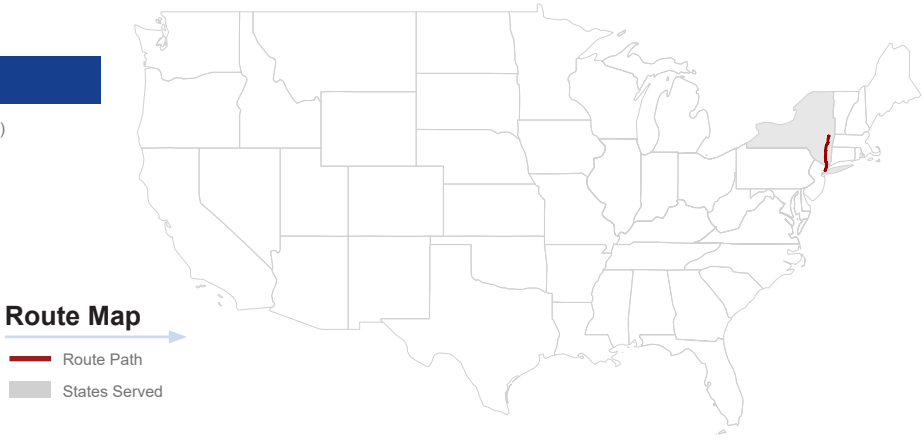
Customer On-Time Performance

Route Level Customer OTP 87%

Train Level Customer OTP

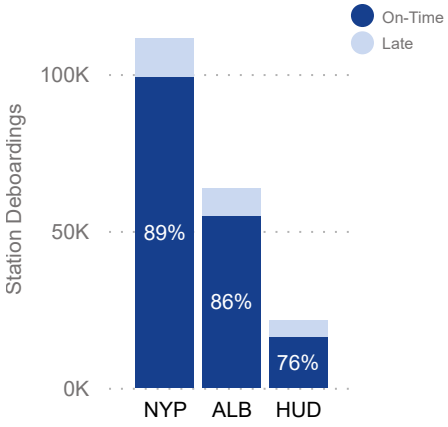


Route Map



Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding



Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- YNY - Yonkers, NY
- CRT - Croton-Harmon, NY
- POU - Poughkeepsie, NY
- RHI - Rhinecliff, NY
- HUD - Hudson, NY
- ALB - Albany-Rensselaer, NY

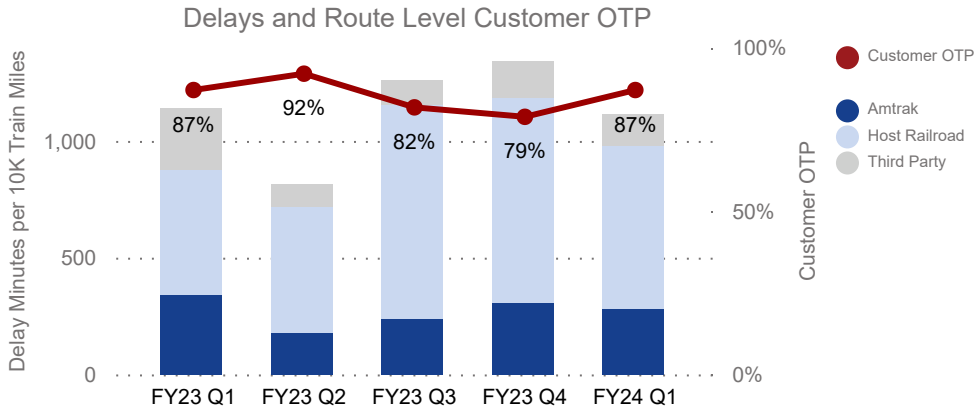
Delays

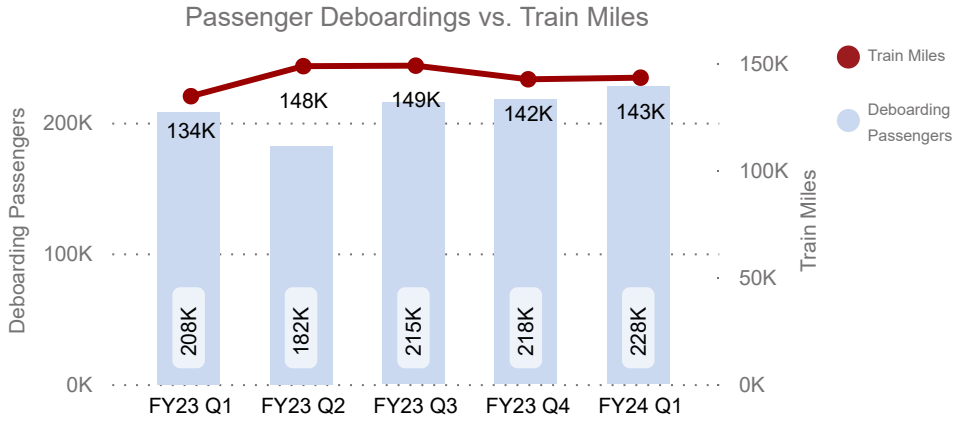
Top 3 Causes of Delay		Delay Min
CTI	Commuter train interference	4,489
RTE	Routing delays, including late …	1,798
HLD	Passenger-related	1,264

Customer Service Index (CSI)

Overall Service 79%

Trends





Additional Notes

The New York - Albany and New York - Niagara Falls routes are combined in the CSI dataset as Empire.

State Supported

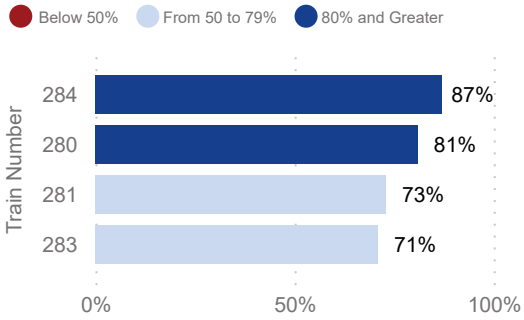
New York - Niagara Falls

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

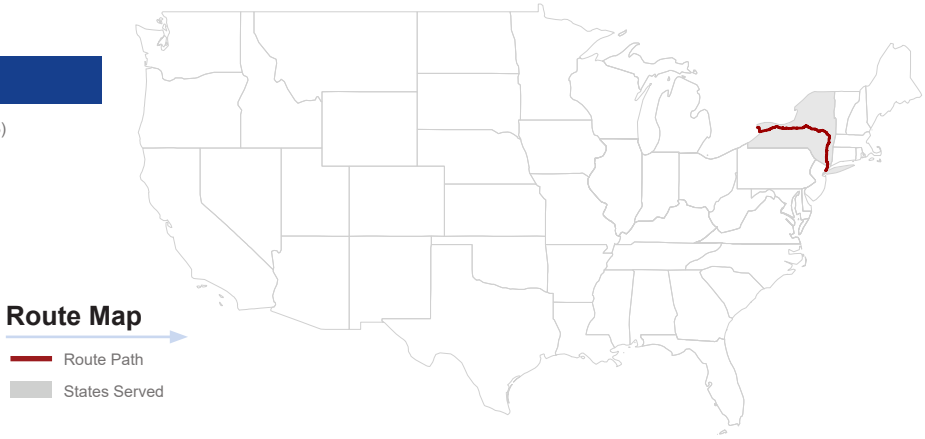
Customer On-Time Performance

Route Level Customer OTP 78%

Train Level Customer OTP



Route Map



Delays

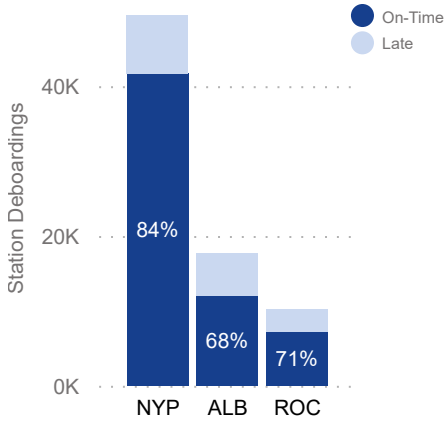
Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	3,301
CTI	Commuter train interference	2,145
RTE	Routing delays, including late …	1,827

Customer Service Index (CSI)

Overall Service 79%

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding



Route Stops

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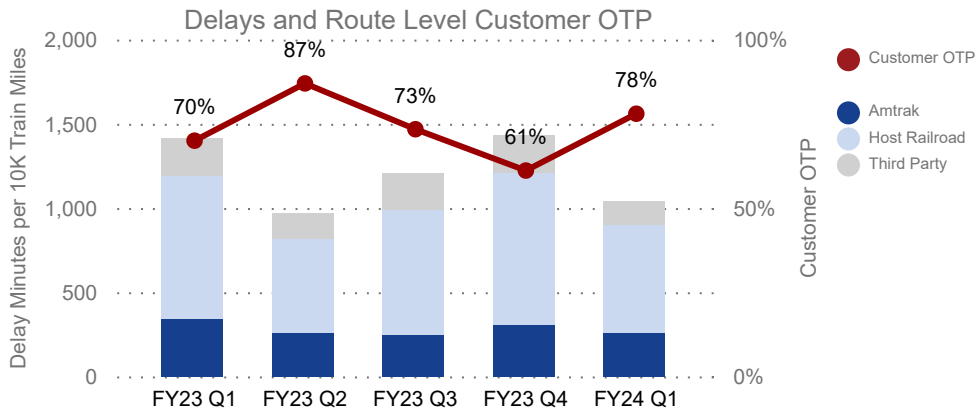
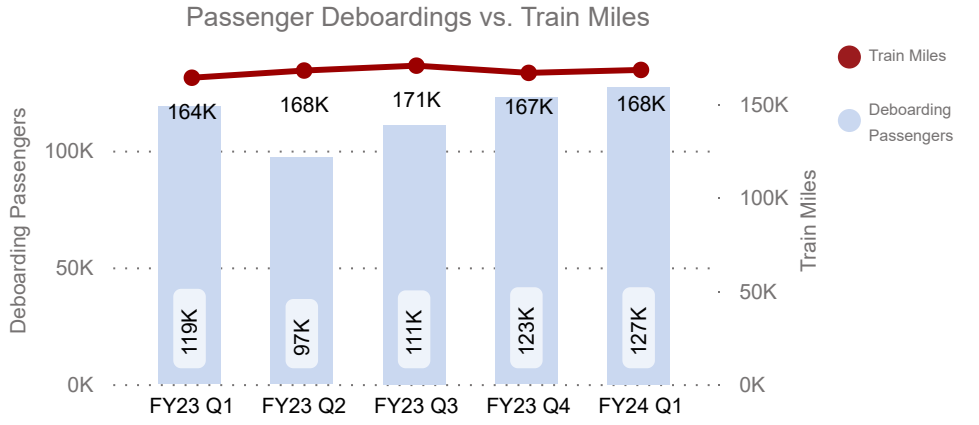
- CRT - Croton-Harmon, NY
- POU - Poughkeepsie, NY
- RHI - Rhinecliff, NY
- HUD - Hudson, NY
- ALB - Albany-Rensselaer, NY
- SDY - Schenectady, NY
- AMS - Amsterdam, NY
- UCA - Utica, NY
- ROM - Rome, NY
- SYR - Syracuse, NY
- NYF - New York State Fair, NY (Seasonal)
- ROC - Rochester, NY
- BUF - Buffalo-Depew, NY
- BFX - Buffalo, NY
- NFL - Niagara Falls, NY

Trends





Additional Notes

The New York - Albany and New York - Niagara Falls routes are combined in the CSI dataset as Empire.

State Supported

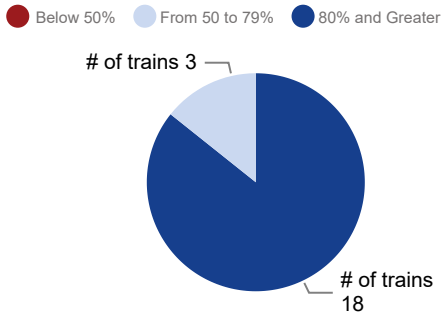
Pacific Surfliner

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

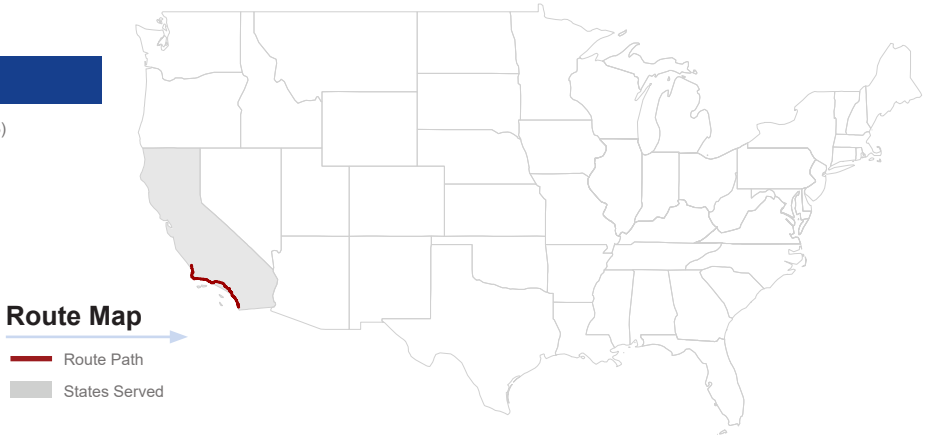
Customer On-Time Performance

Route Level Customer OTP 84%

Train Level Customer OTP



Route Map



Delays

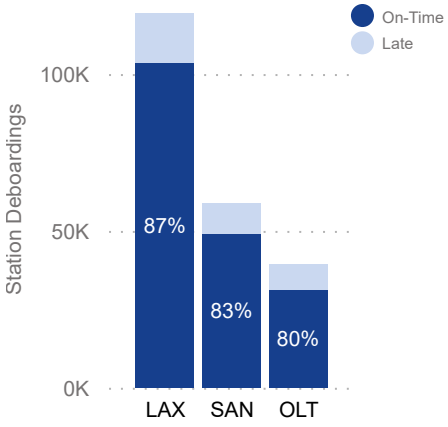
Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	16,222
PTI	Passenger train interference	13,565
DCS	C&S work due to defect	10,895

Customer Service Index (CSI)

Overall Service 82%

Station Performance

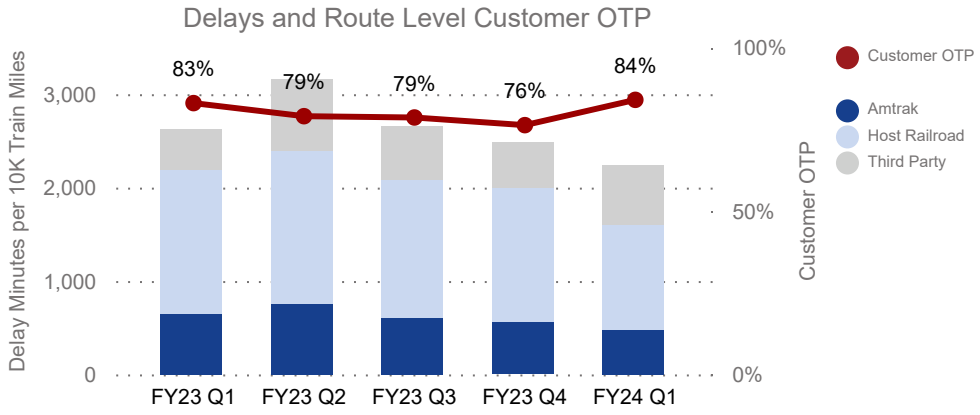
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

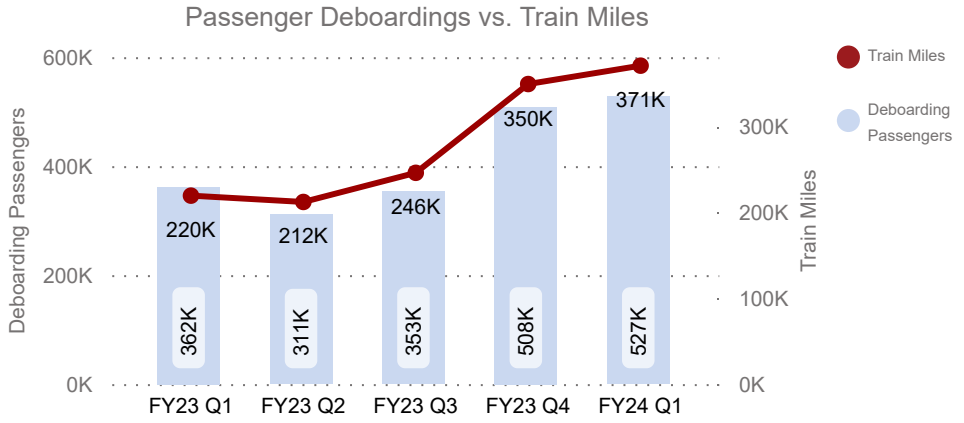


Route Stops

- SLO - San Luis Obispo, CA
- GVB - Grover Beach, CA
- GUA - Guadalupe-Santa Maria, CA
- LPS - Lompoc-Surf, CA
- GTA - Goleta, CA
- SBA - Santa Barbara, CA
- CPN - Carpinteria, CA
- VEC - Ventura, CA
- OXN - Oxnard, CA
- CML - Camarillo, CA
- MPK - Moorpark, CA
- SIM - Simi Valley, CA
- CWT - Chatsworth, CA
- NRG - Northridge Station
- VNC - Van Nuys, CA
- BUR - Burbank (Airport), CA
- BBK - Burbank, CA
- GDL - Glendale, CA
- LAX - Los Angeles (Union Station), CA
- FUL - Fullerton, CA
- ANA - Anaheim, CA
- SNA - Santa Ana, CA
- IRV - Irvine, CA
- SNC - San Juan Capistrano, CA
- SNP - San Clemente Pier, CA
- OSD - Oceanside, CA
- SOL - Solana Beach, CA
- OLT - San Diego (Old Town), CA
- SAN - San Diego (Downtown), CA

Trends





Additional Notes

State Supported

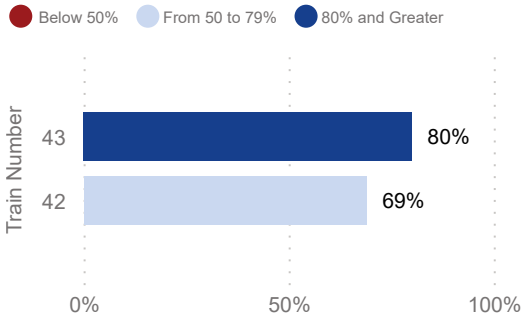
Pennsylvanian

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

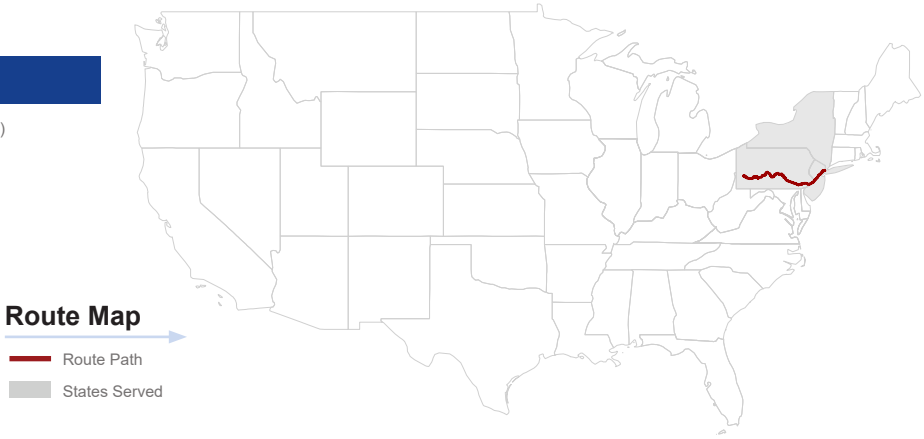
Customer On-Time Performance

Route Level Customer OTP 74%

Train Level Customer OTP



Route Map



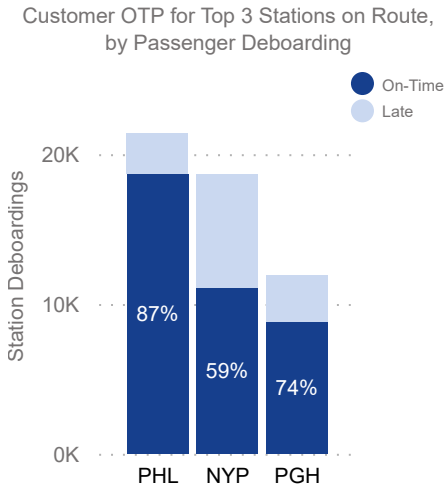
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	1,591
OTH	Miscellaneous delays	1,455
RTE	Routing delays, including late …	1,081

Customer Service Index (CSI)

Overall Service 83%

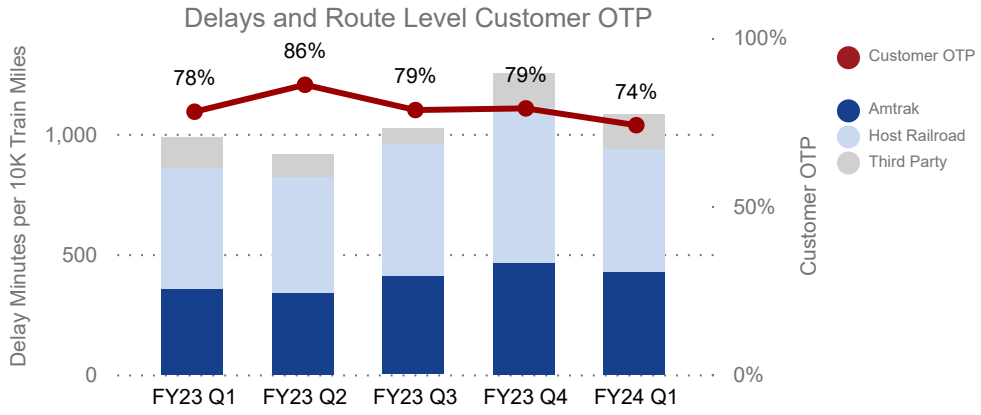
Station Performance

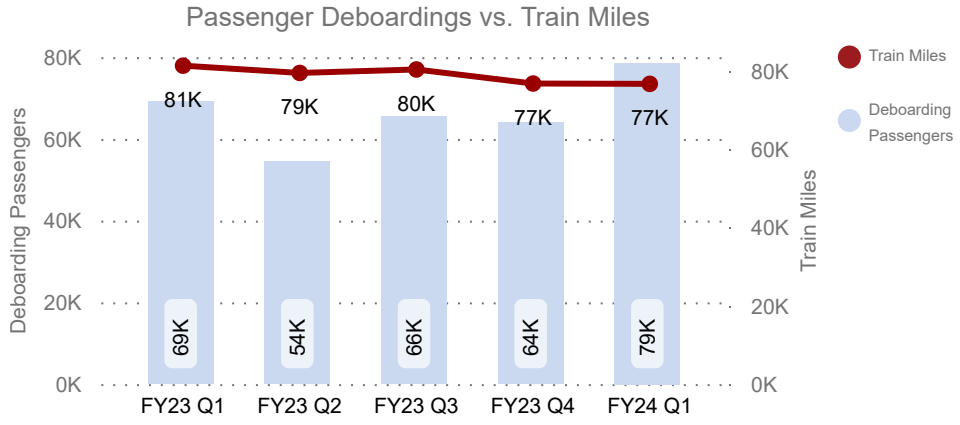


Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- PAO - Paoli, PA
- EXT - Exton, PA
- LNC - Lancaster, PA
- ELT - Elizabethtown, PA
- HAR - Harrisburg, PA
- LEW - Lewistown, PA
- HGD - Huntingdon, PA
- TYR - Tyrone, PA
- ALT - Altoona, PA
- JST - Johnstown, PA
- LAB - Latrobe, PA
- GNB - Greensburg, PA
- PGH - Pittsburgh (Union Station), PA

Trends



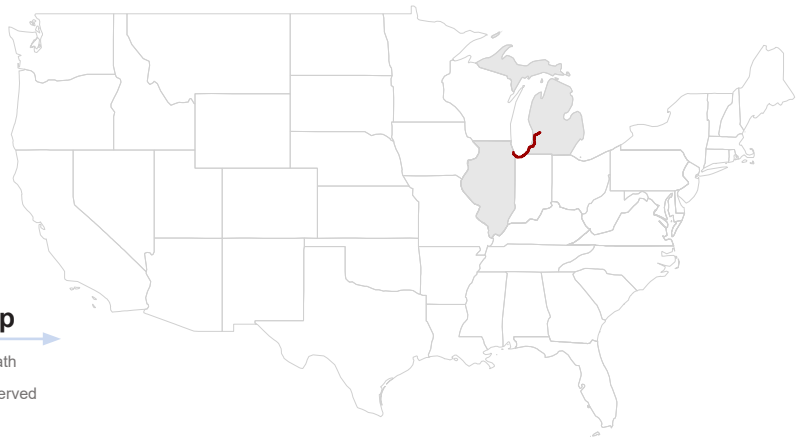


Additional Notes

State Supported

Pere Marquette

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)



Route Map

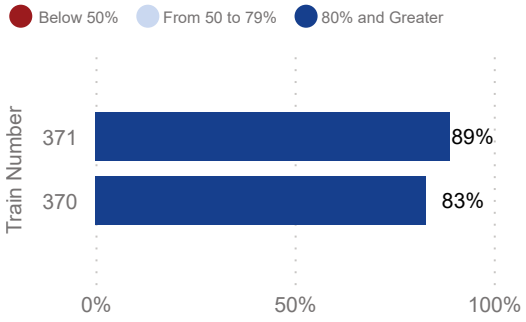
Route Path

States Served

Customer On-Time Performance

Route Level Customer OTP 86%

Train Level Customer OTP



Delays

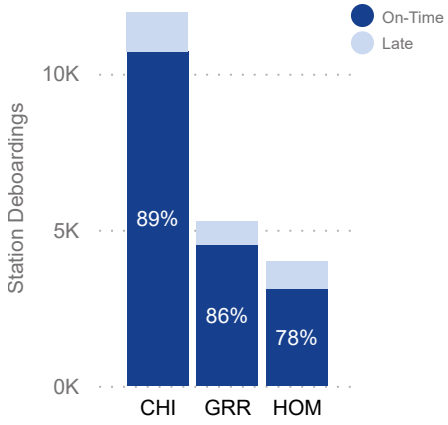
Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	770
ENG	Locomotive failure	477
NOD	Unused recovery time	320

Customer Service Index (CSI)

Overall Service 78%

Station Performance

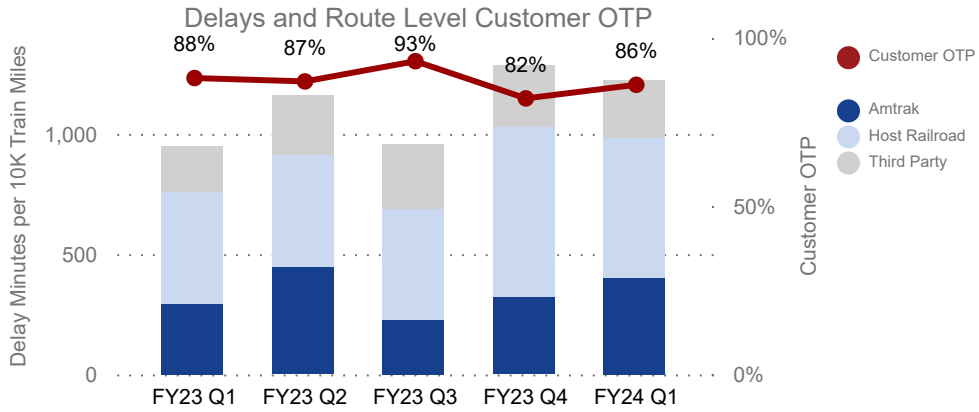
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

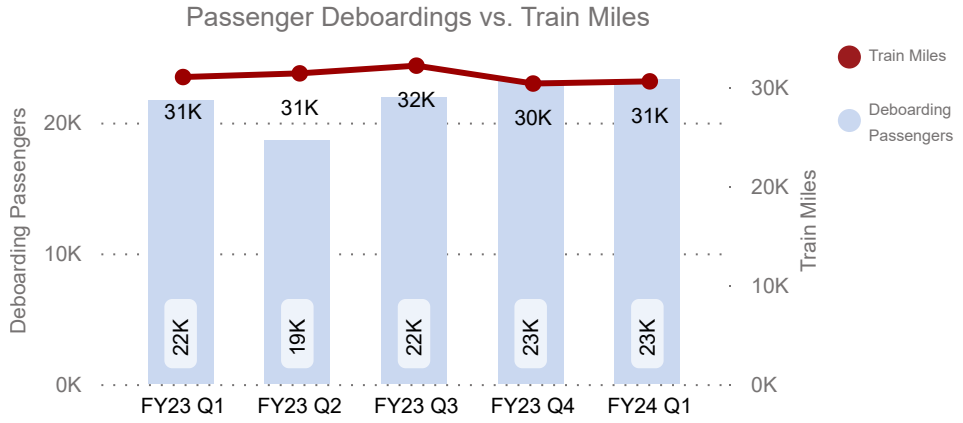


Route Stops

- GRR - Grand Rapids, MI
- HOM - Holland, MI
- BAM - Bangor, MI
- SJM - St. Joseph, MI
- CHI - Chicago (Union Station), IL

Trends





Additional Notes

State Supported

Piedmont

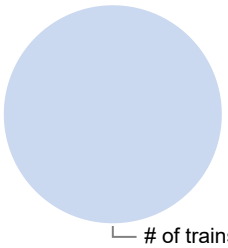
Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

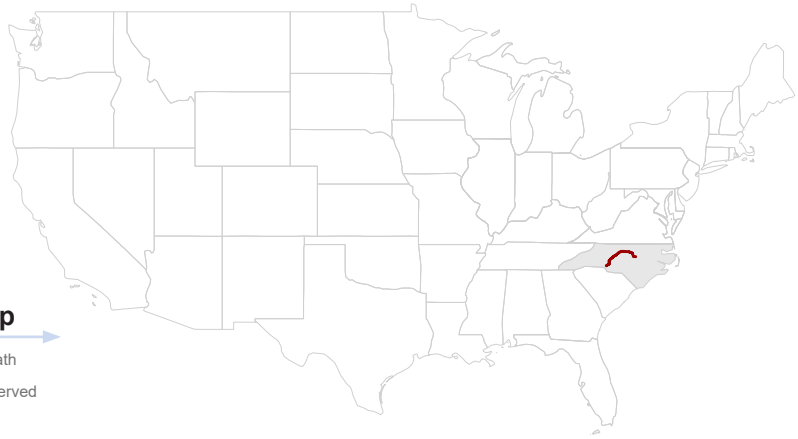
Route Level Customer OTP 69%

Train Level Customer OTP

Below 50% | From 50 to 79% | 80% and Greater



Route Map



Delays

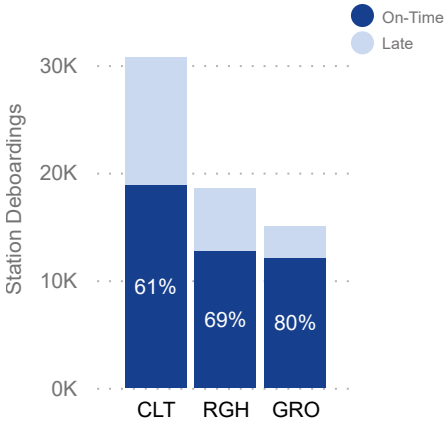
Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	3,724
FTI	Freight train interference	2,948
DSR	Slow order delays	1,527

Customer Service Index (CSI)

Overall Service 88%

Station Performance

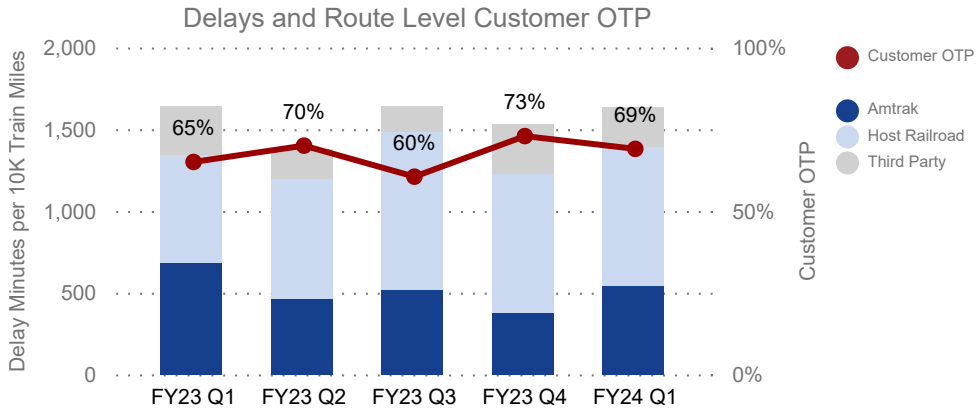
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

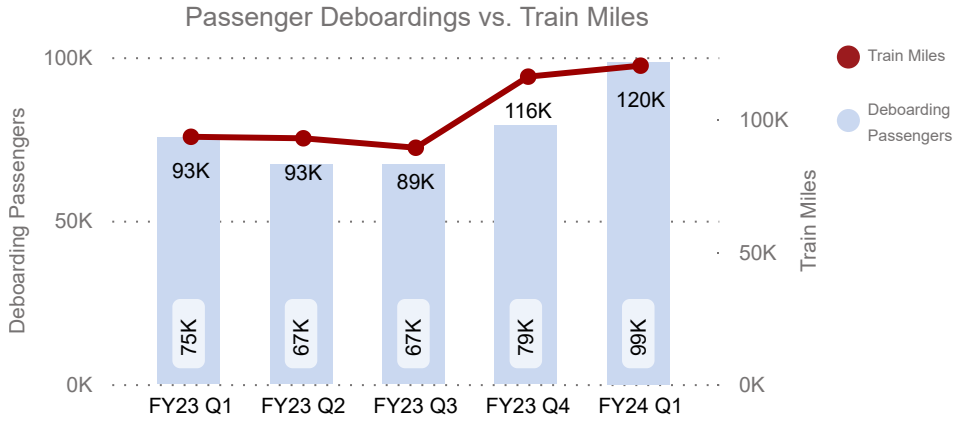


Route Stops

- RGH - Raleigh, NC
- NSF - North Carolina State Fair, NC (Seasonal)
- CYN - Cary, NC
- DNC - Durham, NC
- BNC - Burlington, NC
- GRO - Greensboro, NC
- HPT - High Point, NC
- LEX - Lexington, NC
- SAL - Salisbury, NC
- KAN - Kannapolis, NC
- CLT - Charlotte, NC

Trends





Additional Notes

State Supported

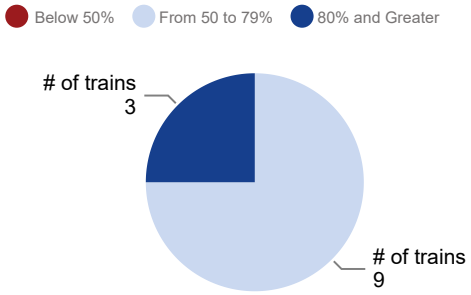
San Joaquins

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

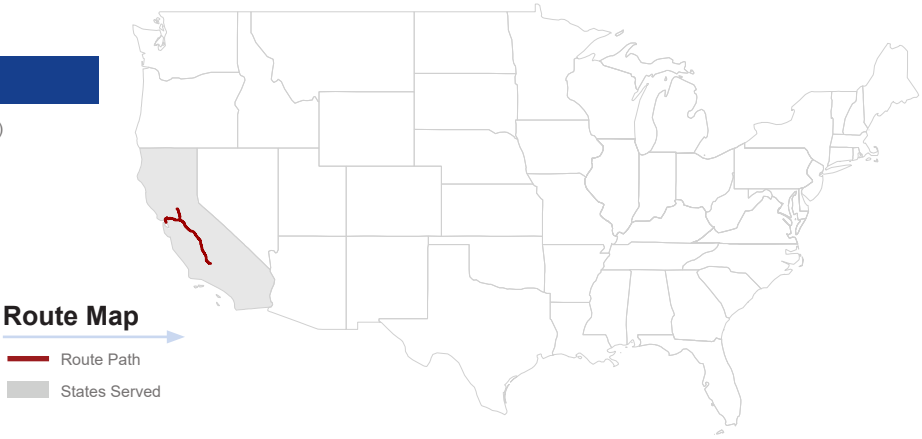
Customer On-Time Performance

Route Level Customer OTP 74%

Train Level Customer OTP



Route Map



Delays

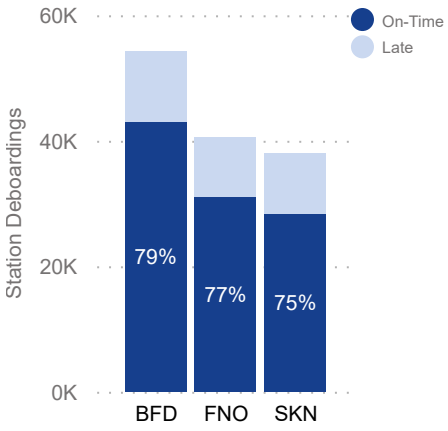
Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	14,346
FTI	Freight train interference	13,481
NOD	Unused recovery time	6,597

Customer Service Index (CSI)

Overall Service 80%

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

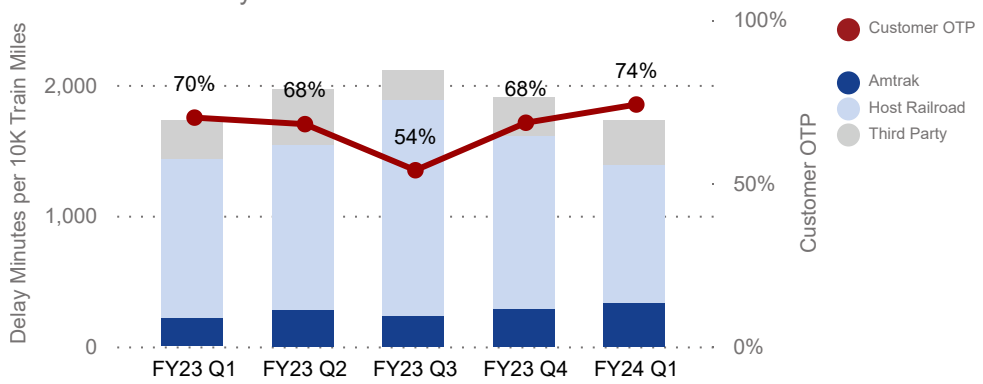


Route Stops

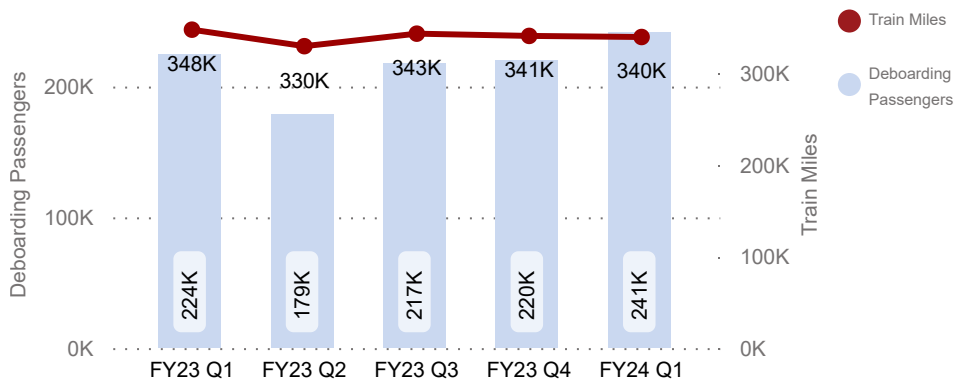
- OKJ - Oakland (Jack London Square), CA
- OAC - Oakland (Coliseum/Airport), CA
- EMY - Emeryville, CA
- RIC - Richmond, CA
- MTZ - Martinez, CA
- ACA - Antioch-Pittsburg, CA
- SAC - Sacramento, CA
- LOD - Lodi, CA
- SKT - Stockton (Channel Street), CA
- SKN - Stockton (San Joaquin Street), CA
- MOD - Modesto, CA
- TRK - Turlock-Denair, CA
- MCD - Merced, CA
- MDR - Madera, CA
- FNO - Fresno, CA
- HNF - Hanford, CA
- COC - Corcoran, CA
- CNL - Colonel Allensworth State Park, CA (Seasonal)
- WAC - Wasco, CA
- BFD - Bakersfield, CA

Trends

Delays and Route Level Customer OTP



Passenger Deboardings vs. Train Miles



Additional Notes

State Supported

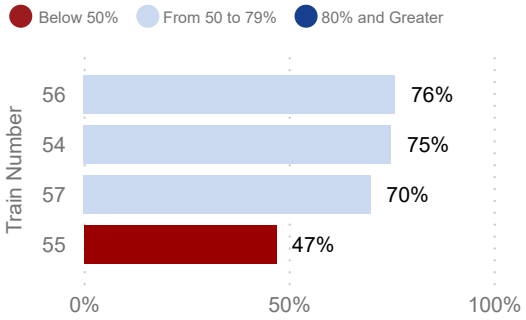
Vermonter

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

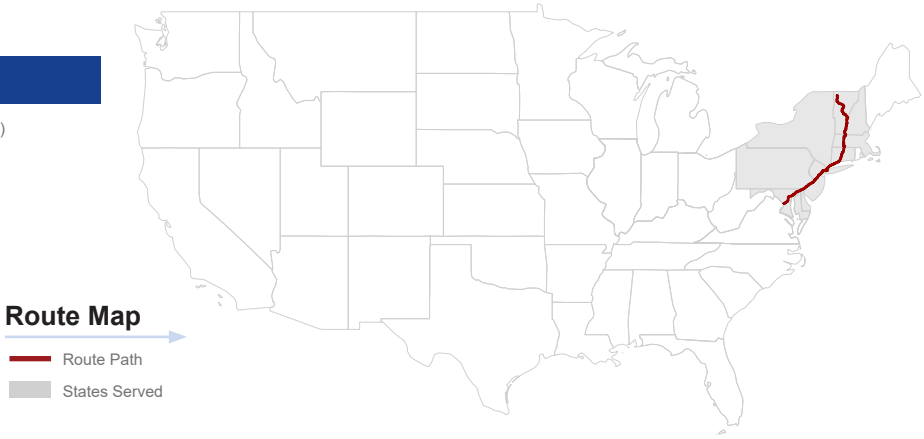
Customer On-Time Performance

Route Level Customer OTP 66%

Train Level Customer OTP



Route Map



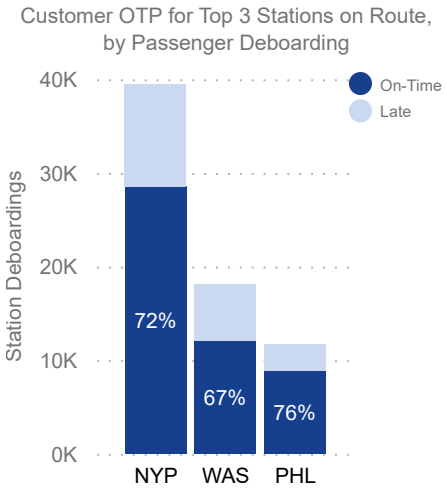
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	10,096
SYS	Crew & system	1,020
DCS	C&S work due to defect	863

Customer Service Index (CSI)

Overall Service 76%

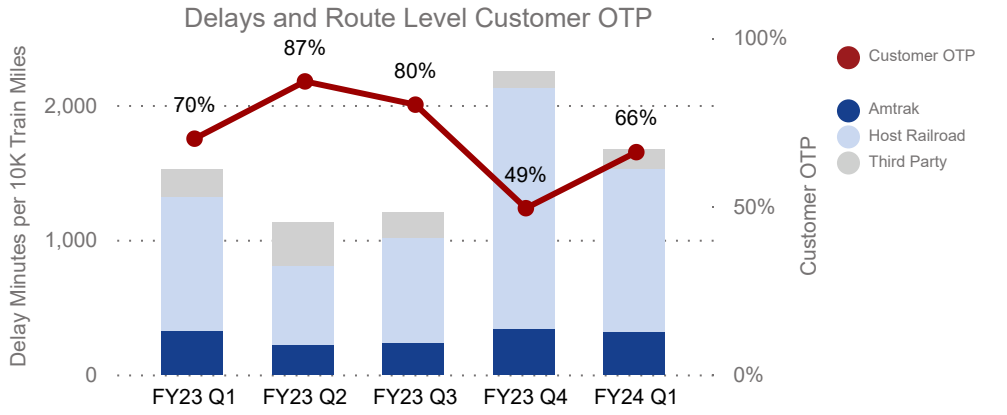
Station Performance

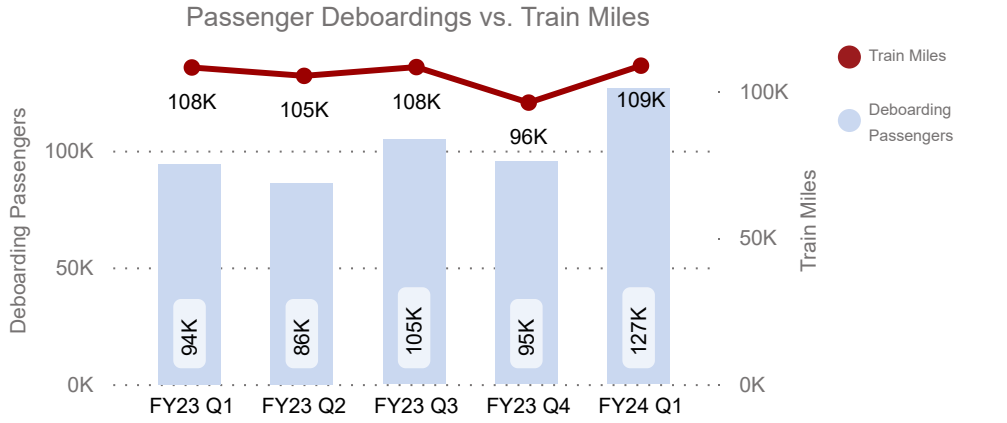


Route Stops

- SAB - St. Albans, VT
- ESX - Essex Junction, VT
- WAB - Waterbury, VT
- MPR - Montpelier-Berlin, VT
- RPH - Randolph, VT
- WRJ - White River Junction, VT
- WNM - Windsor, VT
- CLA - Claremont, NH
- BLF - Bellows Falls, VT
- BRA - Brattleboro, VT
- GFD - Greenfield, MA
- NHT - Northampton, MA
- HLK - Holyoke, MA
- SPG - Springfield, MA
- WNL - Windsor Locks, CT
- HFD - Hartford, CT
- MDN - Meriden, CT
- NHV - New Haven (Union Station), CT
- BRP - Bridgeport, CT
- STM - Stamford, CT
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- MET - Metropark (Iselin), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC

Trends





Additional Notes

State Supported

Wolverine

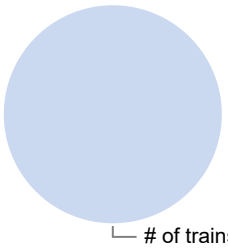
Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

Route Level Customer OTP 67%

Train Level Customer OTP

Below 50% | From 50 to 79% | 80% and Greater



Route Map

Delays

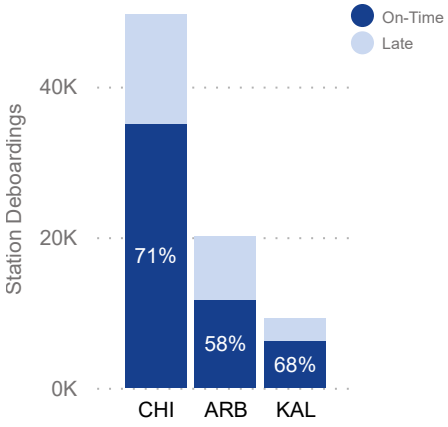
Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	4,871
FTI	Freight train interference	3,390
DSR	Slow order delays	2,549

Customer Service Index (CSI)

Overall Service 83%

Station Performance

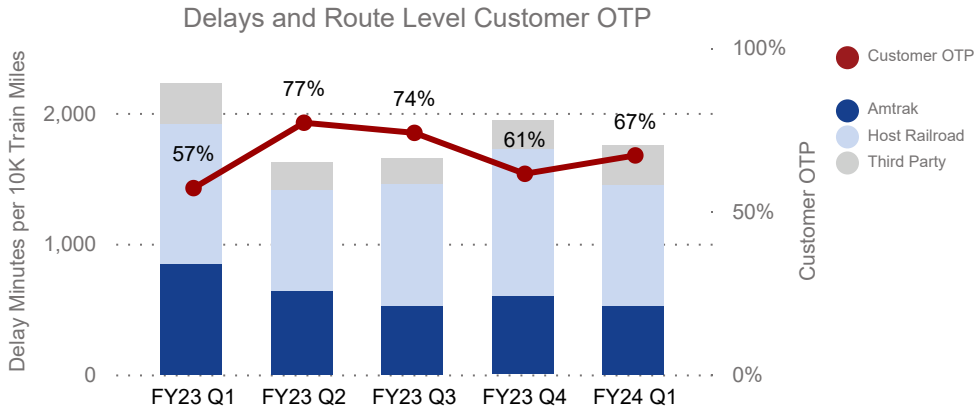
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

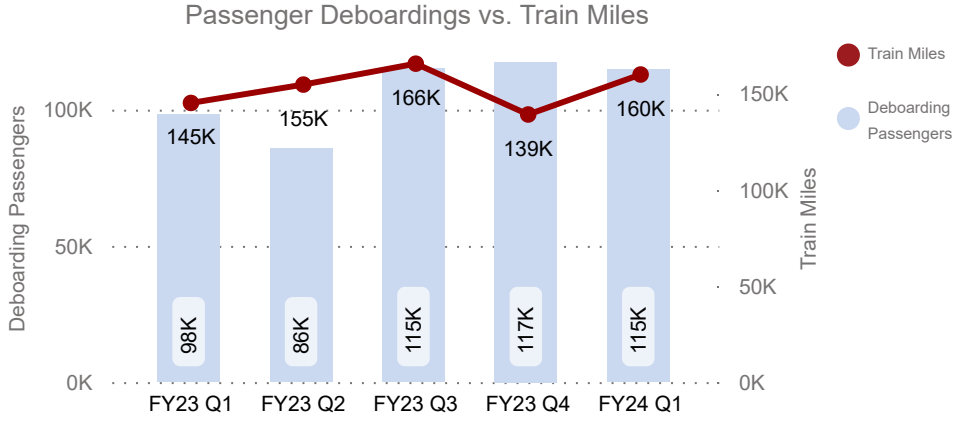


Route Stops

- PNT - Pontiac, MI
- TRM - Troy, MI
- ROY - Royal Oak, MI
- DET - Detroit, MI
- DER - Dearborn, MI
- ARB - Ann Arbor, MI
- JXN - Jackson, MI
- ALI - Albion, MI
- BTL - Battle Creek, MI
- KAL - Kalamazoo, MI
- DOA - Dowagiac, MI
- NLS - Niles, MI
- NBU - New Buffalo, MI
- HMI - Hammond-Whiting, IN
- CHI - Chicago (Union Station), IL

Trends





Additional Notes

Long Distance

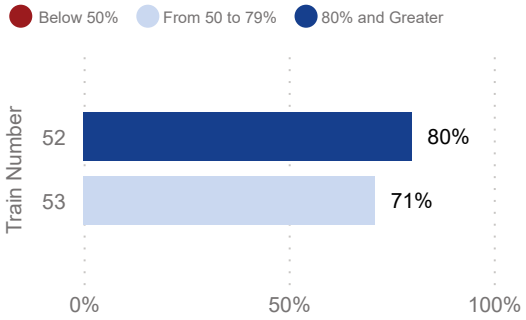
Auto Train

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

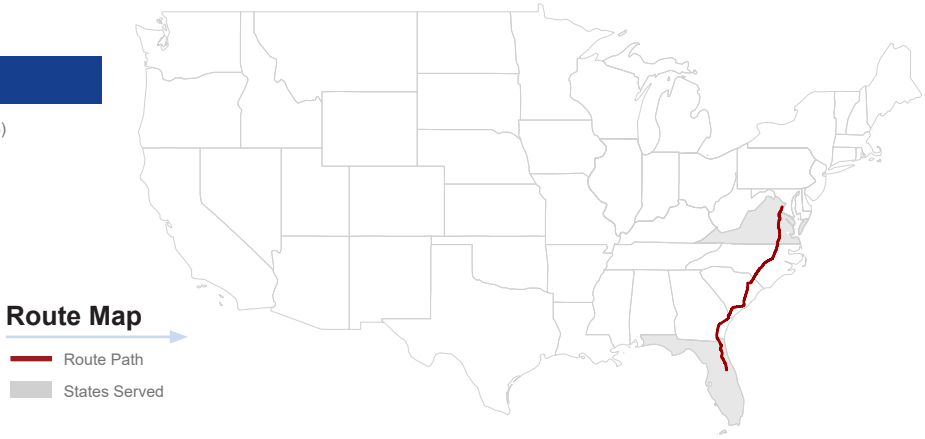
Customer On-Time Performance

Route Level Customer OTP 75%

Train Level Customer OTP



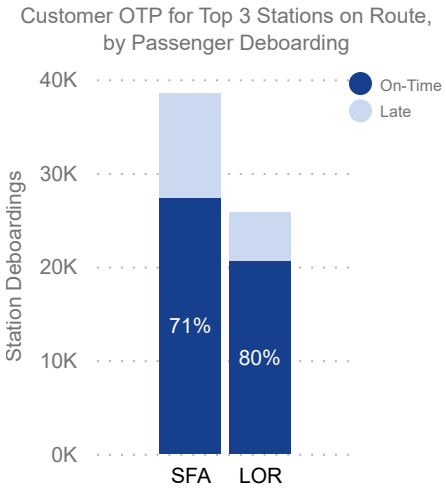
Route Map



Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	6,728
DSR	Slow order delays	5,795
PTI	Passenger train interference	3,599

Station Performance



Route Stops

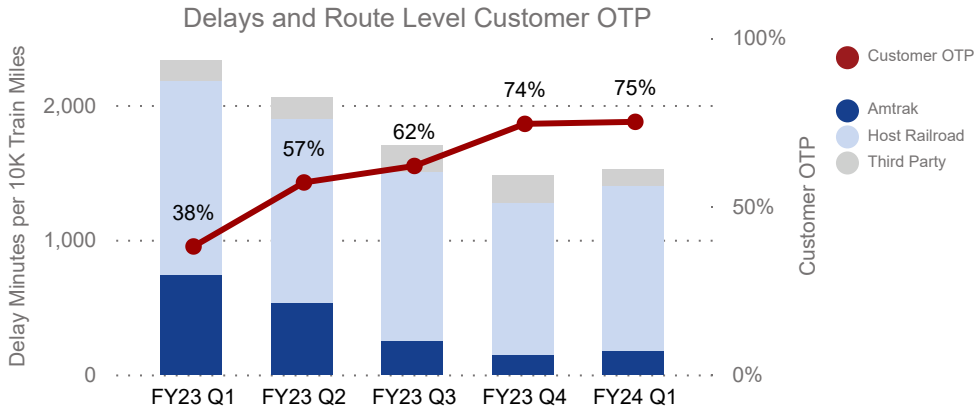
LOR - Lorton (Auto Train), VA

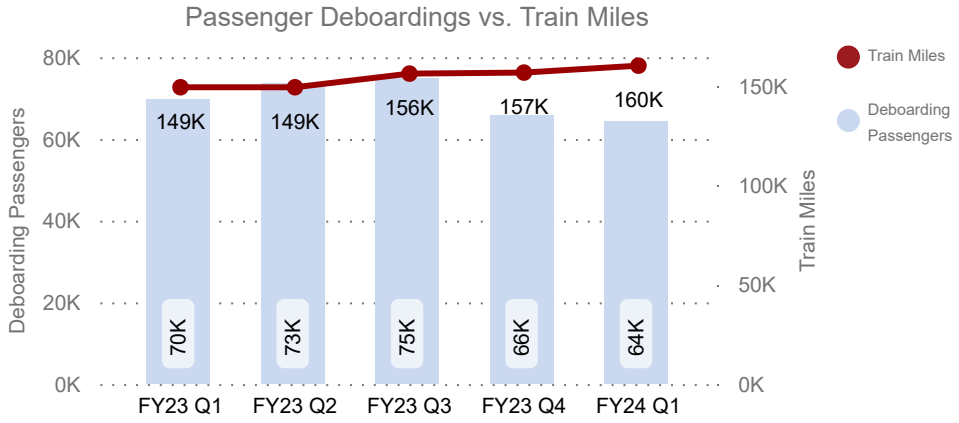
SFA - Sanford (Auto Train), FL

Customer Service Index (CSI)

Overall Service 74%

Trends





Additional Notes

Long Distance

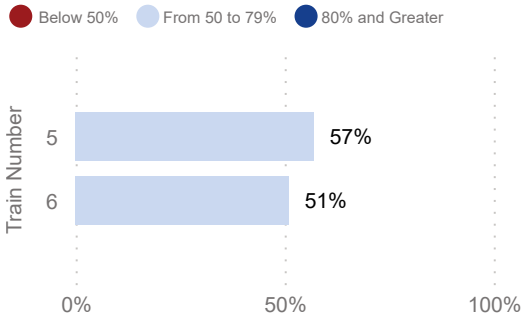
California Zephyr

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

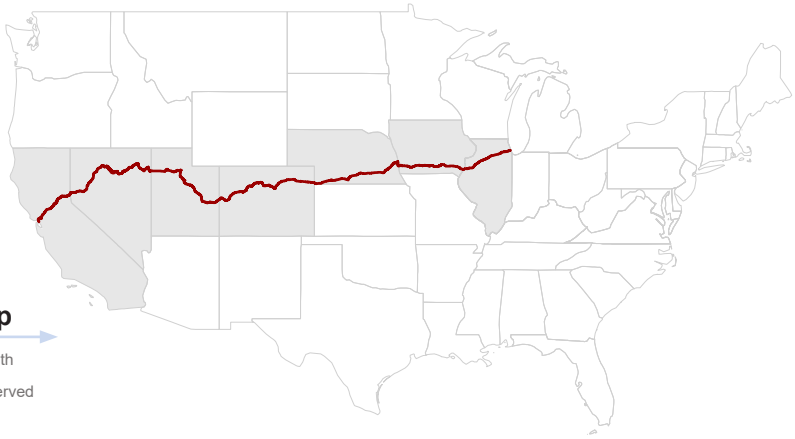
Customer On-Time Performance

Route Level Customer OTP 54%

Train Level Customer OTP



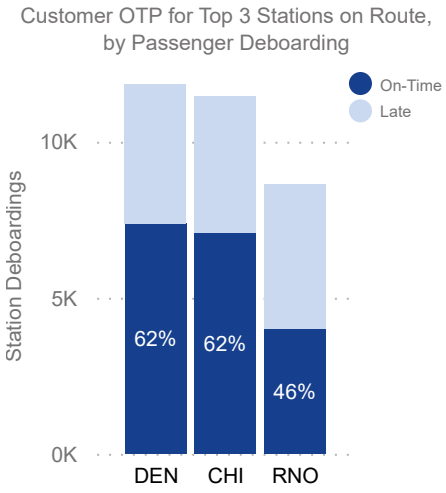
Route Map



Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	16,108
DSR	Slow order delays	8,462
NOD	Unused recovery time	8,093

Station Performance



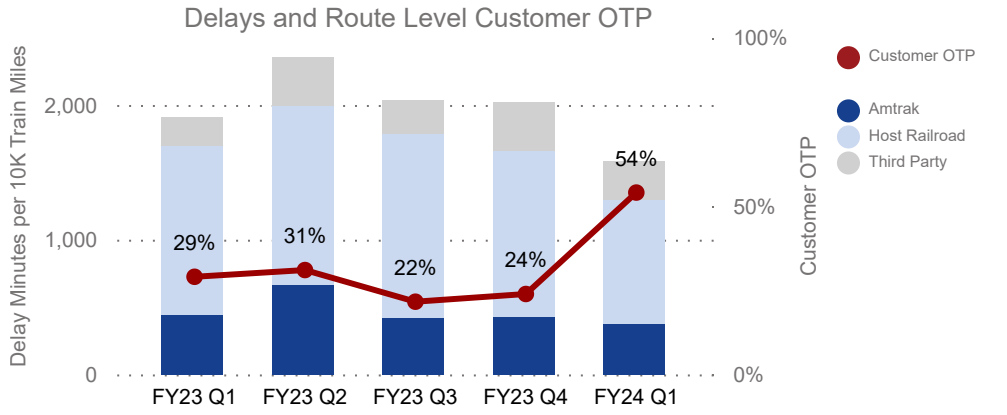
Route Stops

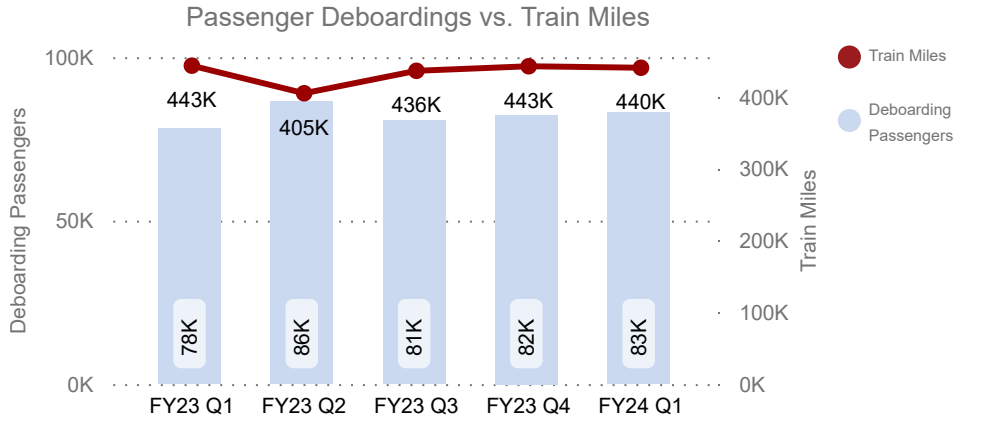
- CHI - Chicago (Union Station), IL
- NPV - Naperville, IL
- PCT - Princeton, IL
- GBB - Galesburg, IL
- BRL - Burlington, IA
- MTP - Mount Pleasant, IA
- OTM - Ottumwa, IA
- OSC - Osceola, IA
- CRN - Creston, IA
- OMA - Omaha, NE
- LNK - Lincoln, NE
- HAS - Hastings, NE
- HLD - Holdrege, NE
- MCK - McCook, NE
- FMG - Fort Morgan, CO
- DEN - Denver (Union Station), CO
- WIP - Winter Park/Fraser, CO
- GRA - Granby, CO
- GSC - Glenwood Springs, CO
- GJT - Grand Junction, CO
- GRI - Green River, UT
- HER - Helper, UT
- PRO - Provo, UT
- SLC - Salt Lake City, UT
- ELK - Elko, NV
- WNN - Winnemucca, NV
- RNO - Reno, NV
- TRU - Truckee, CA
- COX - Colfax, CA
- RSV - Roseville, CA
- SAC - Sacramento, CA
- DAV - Davis, CA
- MTZ - Martinez, CA
- RIC - Richmond, CA
- EMY - Emeryville, CA

Customer Service Index (CSI)

Overall Service 72%

Trends





Additional Notes

Long Distance

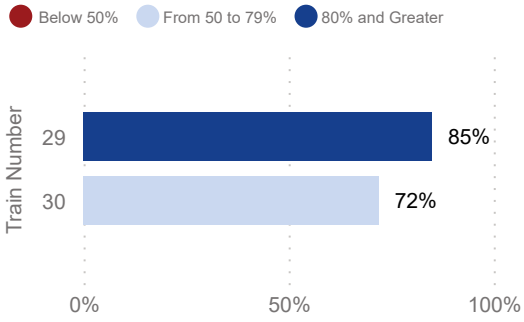
Capitol Limited

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

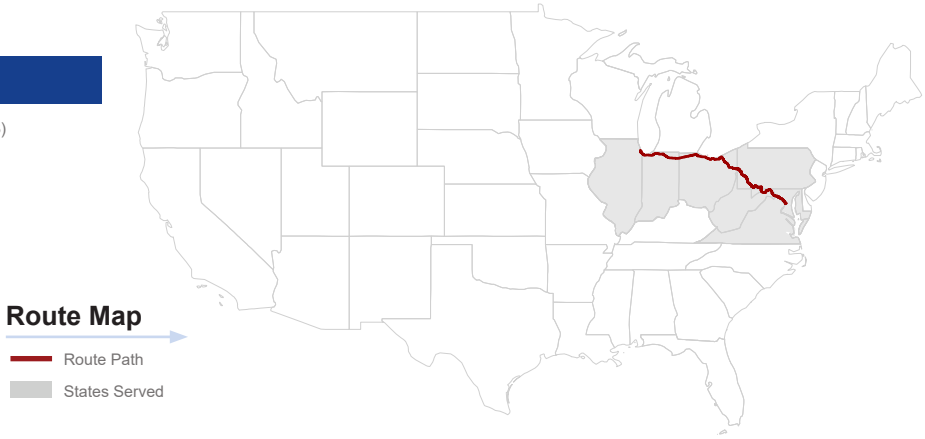
Customer On-Time Performance

Route Level Customer OTP 78%

Train Level Customer OTP



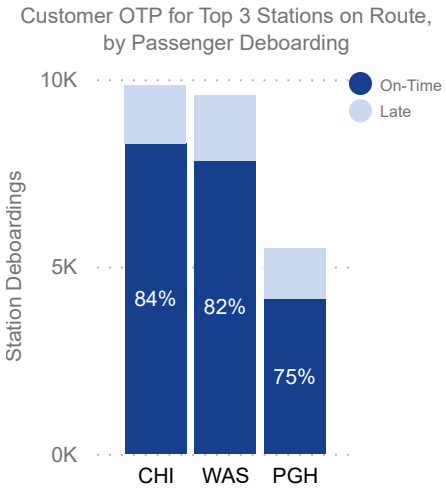
Route Map



Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	8,216
NOD	Unused recovery time	5,611
RTE	Routing delays, including late …	2,320

Station Performance



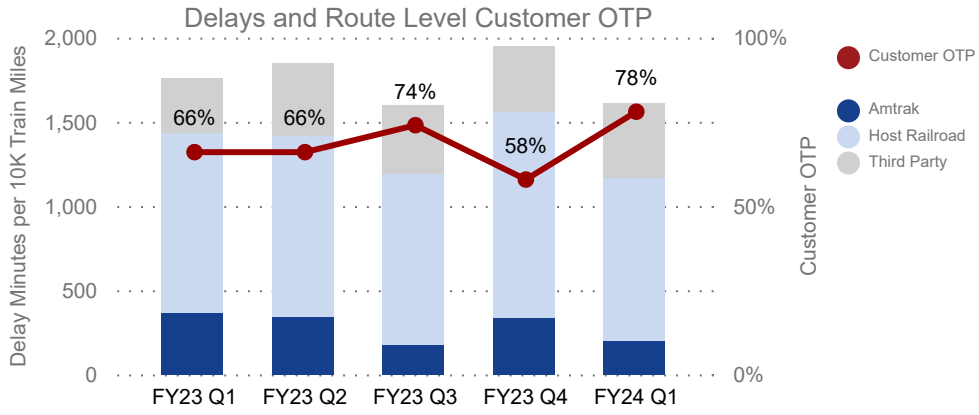
Route Stops

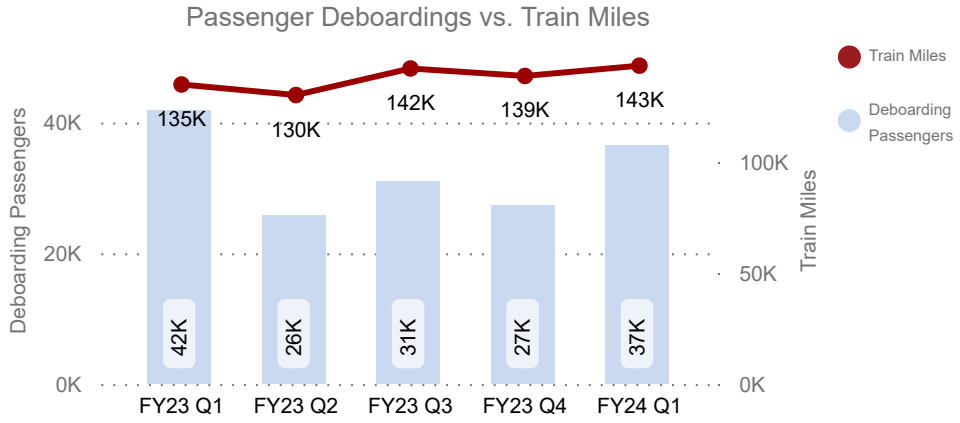
- WAS - Washington, DC
- RKV - Rockville, MD
- HFY - Harpers Ferry, WV
- MRB - Martinsburg, WV
- CUM - Cumberland, MD
- COV - Connellsville, PA
- PGH - Pittsburgh (Union Station), PA
- ALC - Alliance, OH
- CLE - Cleveland, OH
- ELY - Elyria, OH
- SKY - Sandusky, OH
- TOL - Toledo, OH
- WTI - Waterloo, IN
- EKH - Elkhart, IN
- SOB - South Bend, IN
- CHI - Chicago (Union Station), IL

Customer Service Index (CSI)

Overall Service 76%

Trends





Additional Notes

Long Distance

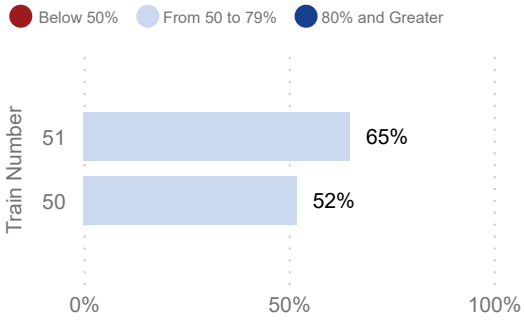
Cardinal

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

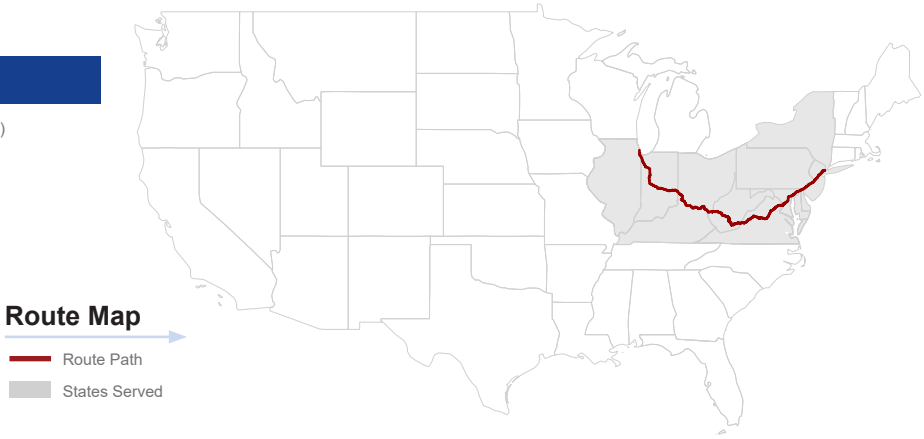
Customer On-Time Performance

Route Level Customer OTP 59%

Train Level Customer OTP



Route Map



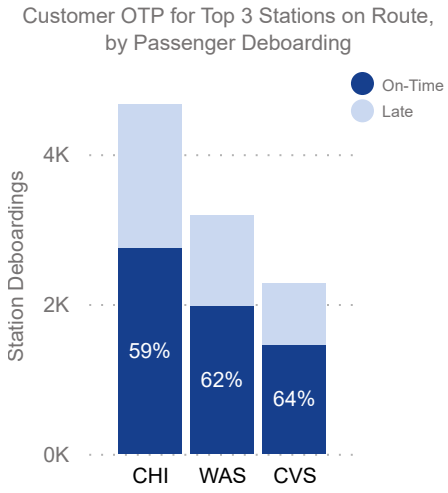
Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	3,319
FTI	Freight train interference	3,294
PTI	Passenger train interference	1,554

Customer Service Index (CSI)

Overall Service 67%

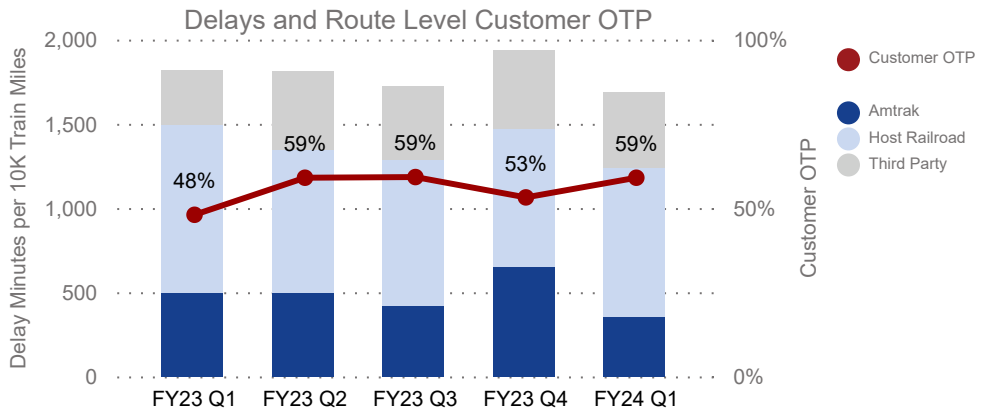
Station Performance

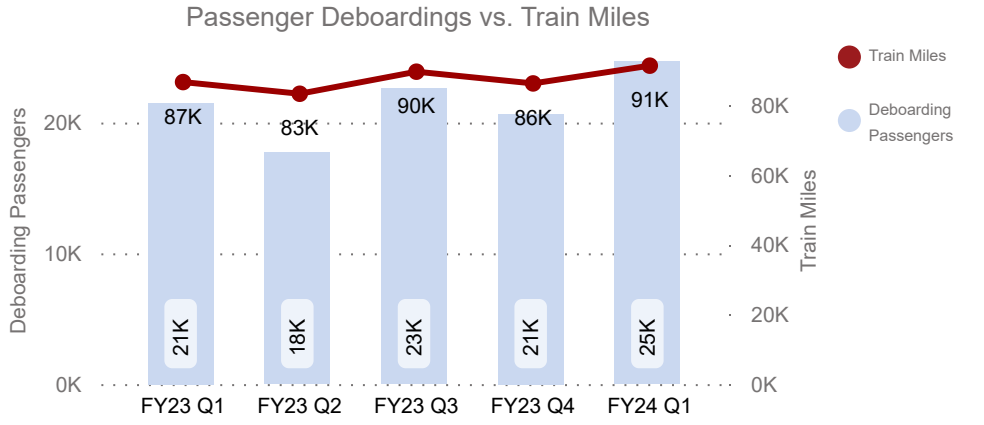


Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- MSS - Manassas, VA
- CLP - Culpeper, VA
- CVS - Charlottesville, VA
- STA - Staunton, VA
- CLF - Clifton Forge, VA
- WSS - White Sulphur Springs, WV
- ALD - Alderson, WV
- HIN - Hinton, WV
- PRC - Prince, WV
- THN - Thurmond, WV
- MNG - Montgomery, WV
- CHW - Charleston, WV
- HUN - Huntington, WV
- AKY - Ashland, KY
- SPM - South Shore, KY - Portsmouth, OH
- MAY - Maysville, KY
- CIN - Cincinnati (Union Terminal), OH
- COI - Connersville, IN
- IND - Indianapolis, IN
- CRF - Crawfordsville, IN
- LAF - Lafayette, IN
- REN - Rensselaer, IN
- DYE - Dyer, IN
- CHI - Chicago (Union Station), IL

Trends





Additional Notes

The Cardinal runs three times per week in each direction.

Long Distance

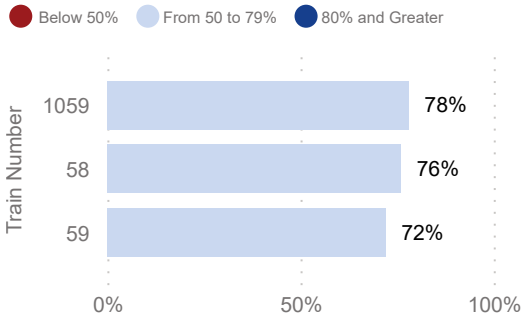
City of New Orleans

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

Route Level Customer OTP 74%

Train Level Customer OTP

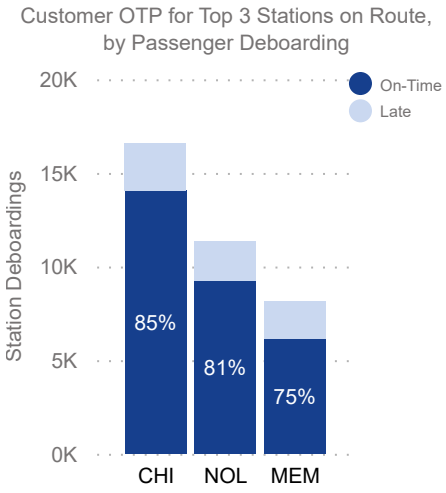


Route Map

Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	6,831
FTI	Freight train interference	5,906
DSR	Slow order delays	3,943

Station Performance



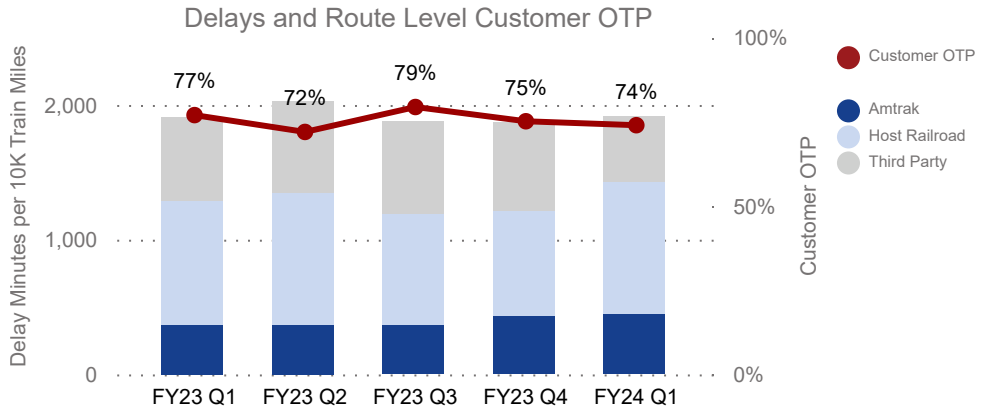
Route Stops

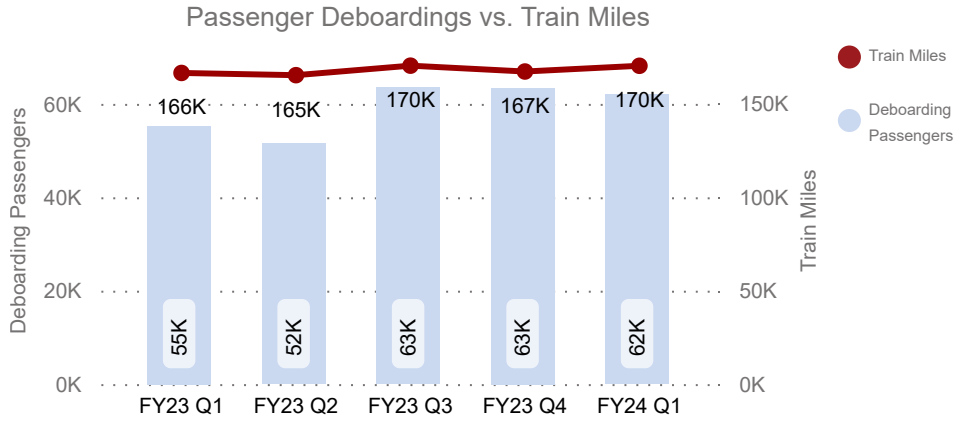
- CHI - Chicago (Union Station), IL
- HMW - Homewood, IL
- KKI - Kankakee, IL
- CHM - Champaign-Urbana, IL
- MAT - Mattoon, IL
- EFG - Effingham, IL
- CEN - Centralia, IL
- CDL - Carbondale, IL
- FTN - Fulton, KY
- NBN - Newbern-Dyersburg, TN
- MEM - Memphis, TN
- MKS - Marks, MS
- GWD - Greenwood, MS
- YAZ - Yazoo City, MS
- JAN - Jackson, MS
- HAZ - Hazlehurst, MS
- BRH - Brookhaven, MS
- MCB - McComb, MS
- HMD - Hammond, LA
- NOL - New Orleans, LA

Customer Service Index (CSI)

Overall Service 75%

Trends





Additional Notes

Long Distance

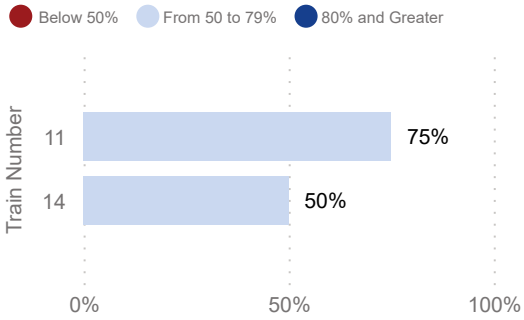
Coast Starlight

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

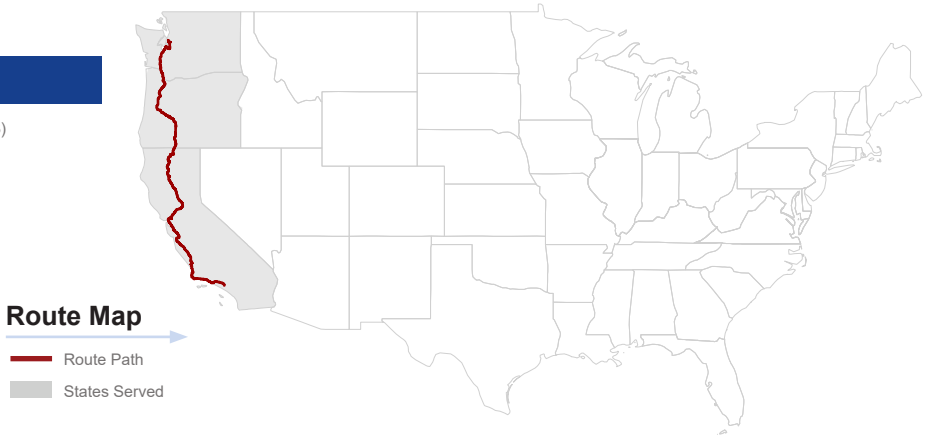
Customer On-Time Performance

Route Level Customer OTP 63%

Train Level Customer OTP



Route Map



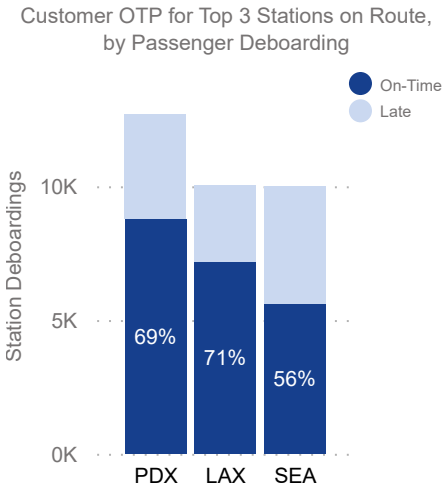
Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	9,480
PTI	Passenger train interference	7,997
FTI	Freight train interference	7,582

Customer Service Index (CSI)

Overall Service 70%

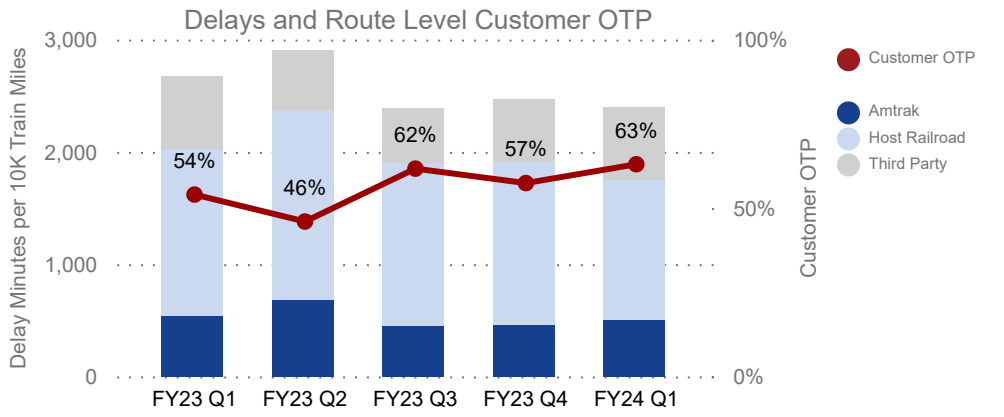
Station Performance

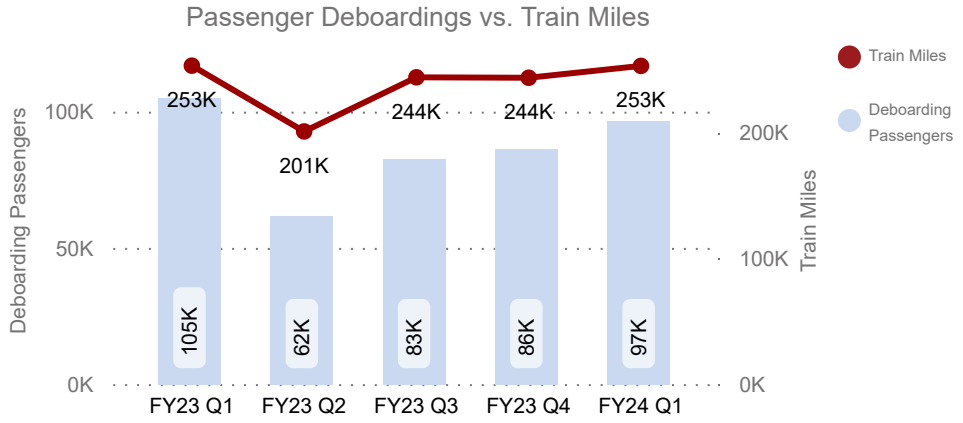


Route Stops

- SEA - Seattle (King Street Station), WA
- TAC - Tacoma, WA
- OLW - Olympia-Lacey, WA
- CTL - Centralia, WA
- KEL - Kelso-Longview, WA
- VAN - Vancouver, WA
- PDX - Portland (Union Station), OR
- SLM - Salem, Oregon
- ALY - Albany, Oregon
- EUG - Eugene, Oregon
- CMO - Chemult, Oregon
- KFS - Klamath Falls, Oregon
- DUN - Dunsmuir, CA
- RDD - Redding, CA
- CIC - Chico, CA
- SAC - Sacramento, CA
- DAV - Davis, CA
- MTZ - Martinez, CA
- EMY - Emeryville, CA
- OKJ - Oakland (Jack London Square), CA
- SJC - San Jose, CA
- SNS - Salinas, CA
- PRB - Paso Robles, CA
- SLO - San Luis Obispo, CA
- SBA - Santa Barbara, CA
- OXN - Oxnard, CA
- SIM - Simi Valley, CA
- VNC - Van Nuys, CA
- BUR - Burbank (Airport), CA
- LAX - Los Angeles (Union Station), CA

Trends





Additional Notes

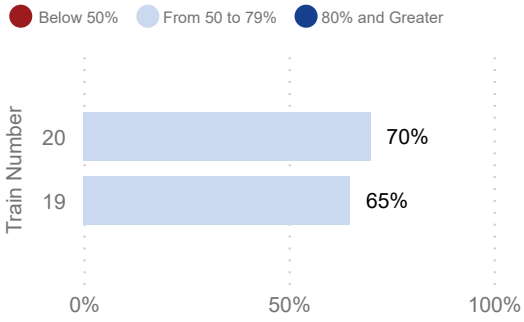
Crescent

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

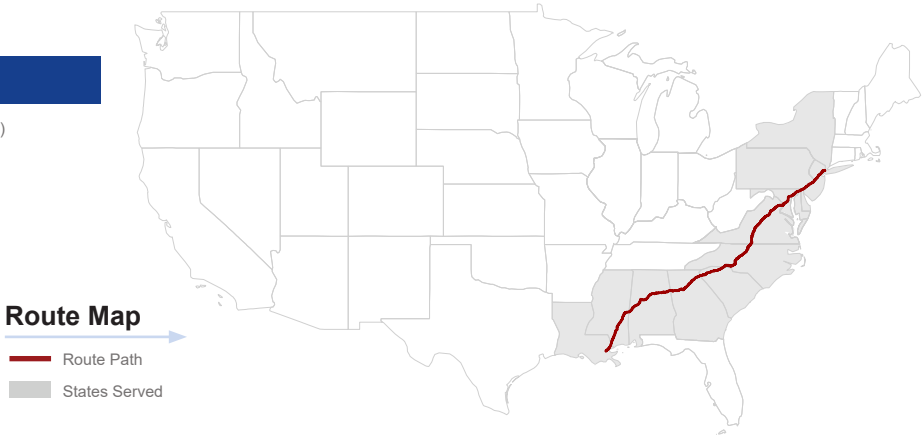
Customer On-Time Performance

Route Level Customer OTP 67%

Train Level Customer OTP



Route Map



Delays

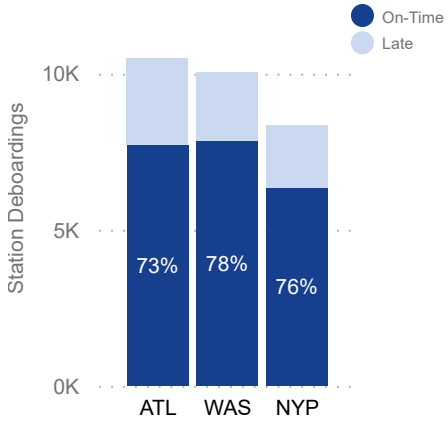
Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	14,093
NOD	Unused recovery time	9,826
DCS	C&S work due to defect	5,331

Customer Service Index (CSI)

Overall Service 68%

Station Performance

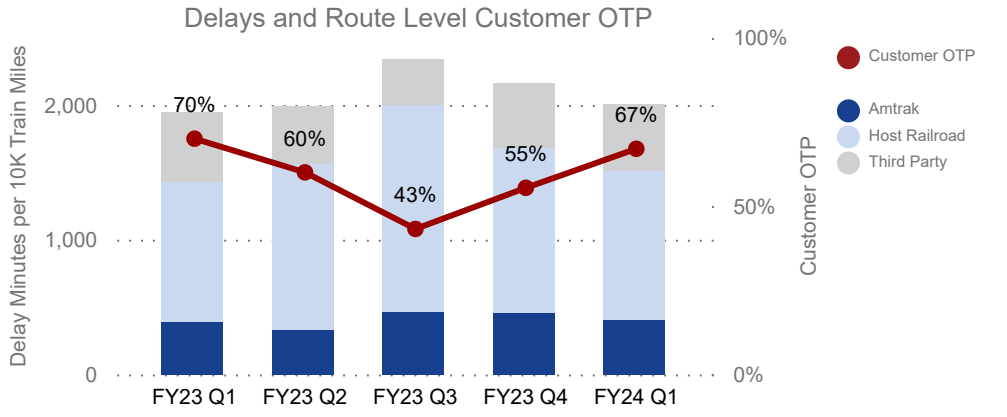
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

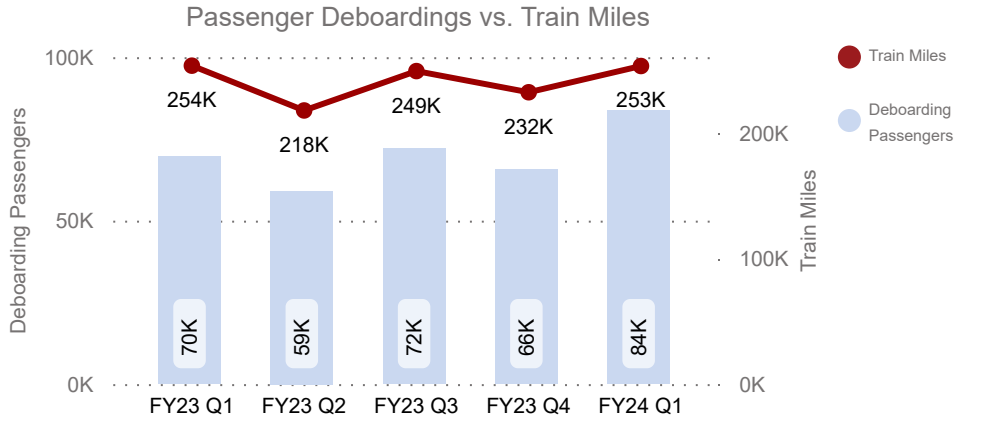


Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- MET - Metropark (Iselin), NJ
- NBK - New Brunswick, NJ
- PJC - Princeton Junction
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- MSS - Manassas, VA
- CLP - Culpeper, VA
- CVS - Charlottesville, VA
- LYH - Lynchburg, VA
- DAN - Danville, VA
- GRO - Greensboro, NC
- HPT - High Point, NC
- SAL - Salisbury, NC
- CLT - Charlotte, NC
- GAS - Gastonia, NC
- SPB - Spartanburg, SC
- GRV - Greenville, SC
- CSN - Clemson, SC
- TCA - Toccoa, GA
- GNS - Gainesville, GA
- ATL - Atlanta, GA
- ATN - Anniston, AL
- BHM - Birmingham, AL
- TCL - Tuscaloosa, AL
- MEI - Meridian, MS
- LAU - Laurel, MS
- HBG - Hattiesburg, MS
- PIC - Picayune, MS
- SDL - Slidell, LA
- NOL - New Orleans, LA

Trends





Additional Notes

Long Distance

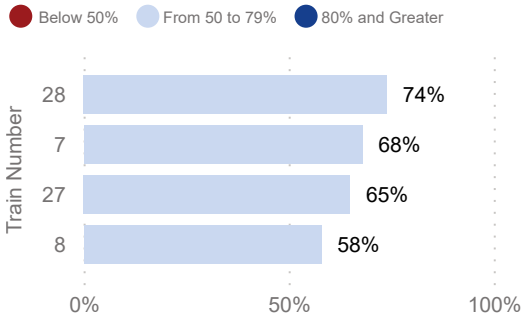
Empire Builder

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

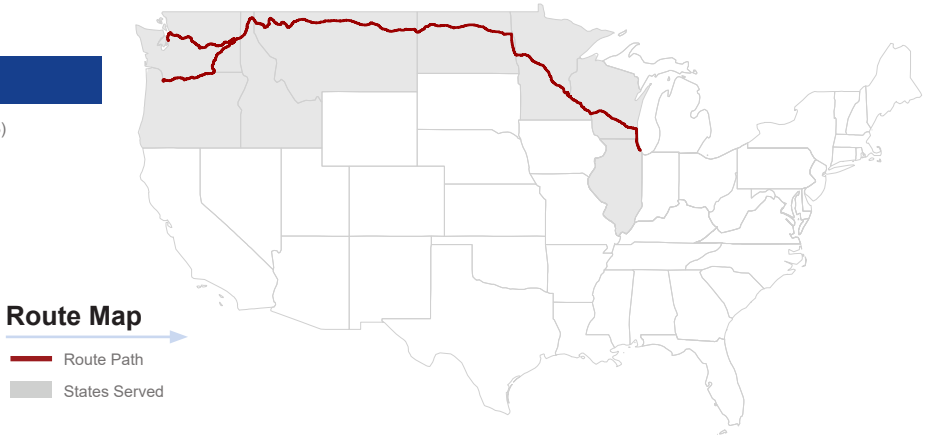
Customer On-Time Performance

Route Level Customer OTP 64%

Train Level Customer OTP



Route Map



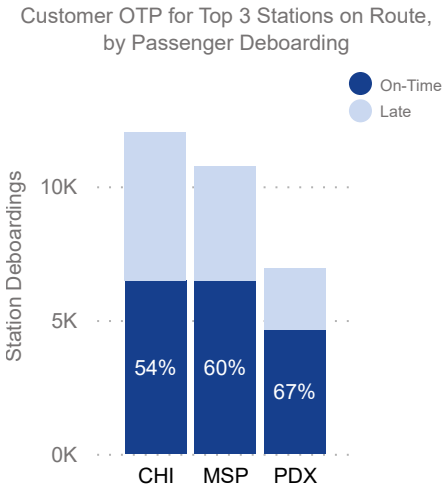
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	20,573
NOD	Unused recovery time	14,682
DSR	Slow order delays	8,048

Customer Service Index (CSI)

Overall Service 78%

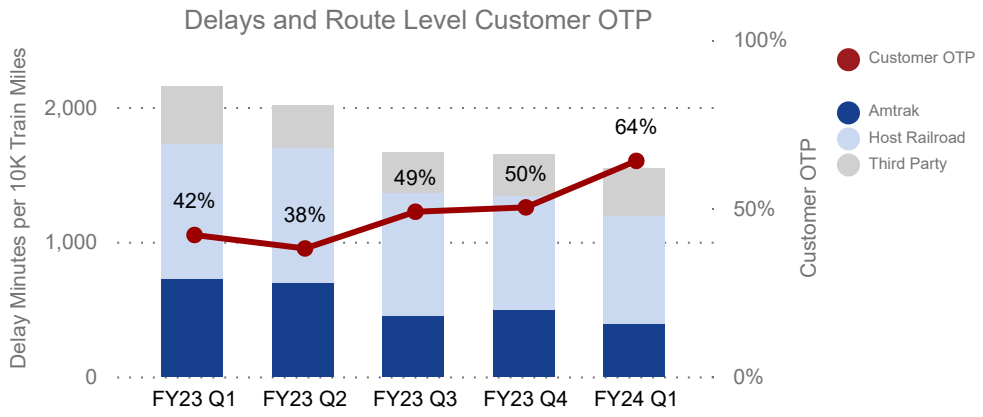
Station Performance

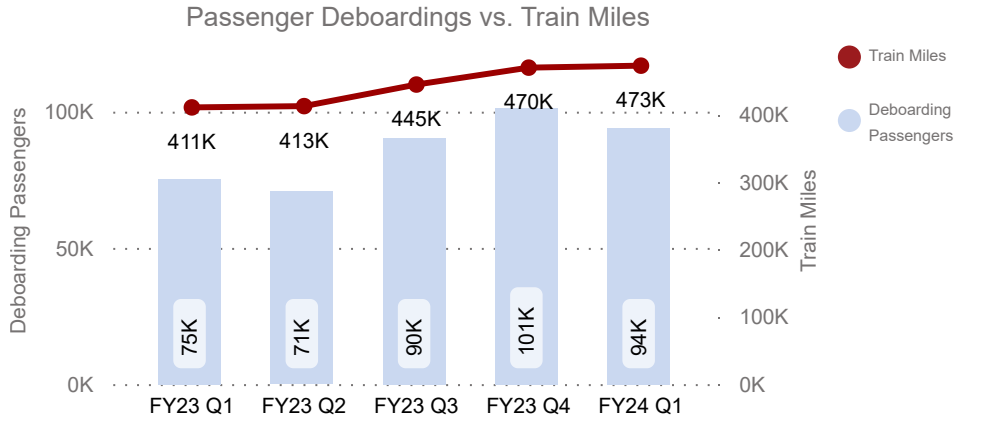


Route Stops

- CHI - Chicago (Union Station), IL
- GLN - Glenview, IL
- MKE - Milwaukee, WI
- CBS - Columbus, WI
- POG - Portage, WI
- WDL - WI Dells, WI
- TOH - Tomah, WI
- LSE - La Crosse, WI
- WIN - Winona, MN
- RDW - Red Wing, MN
- MSP - St. Paul-Minneapolis, MN
- SCD - St. Cloud, MN
- SPL - Staples, MN
- DLK - Detroit Lakes, MN
- FAR - Fargo, ND
- GFK - Grand Forks, ND
- DVL - Devils Lake, ND
- RUG - Rugby, ND
- MOT - Minot, ND
- STN - Stanley, ND
- WTN - Williston, ND
- WPT - Wolf Point, MT
- GGW - Glasgow, MT
- MAL - Malta, MT
- HAV - Havre, MT
- SBY - Shelby, MT
- CUT - Cut Bank, MT
- BRO - Browning, MT
- GPK - East Glacier Park, MT
- ESM - Essex, MT
- WGL - West Glacier, MT
- WFH - Whitefish, MT
- LIB - Libby, MT
- SPT - Sandpoint, ID
- SPK - Spokane, WA
- EPH - Ephrata, WA
- WEN - Wenatchee, WA
- LWA - Leavenworth, WA
- EVR - Everett, WA
- EDM - Edmonds, WA
- PSC - Pasco, WA
- WIH - Wishram, WA
- BNG - B-W Salmon, WA
- VAN - Vancouver, WA
- PDX - Portland, OR
- SEA - Seattle (King Street Station), WA

Trends





Additional Notes

Long Distance

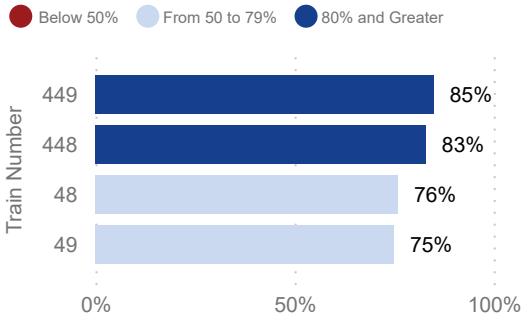
Lake Shore Limited

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

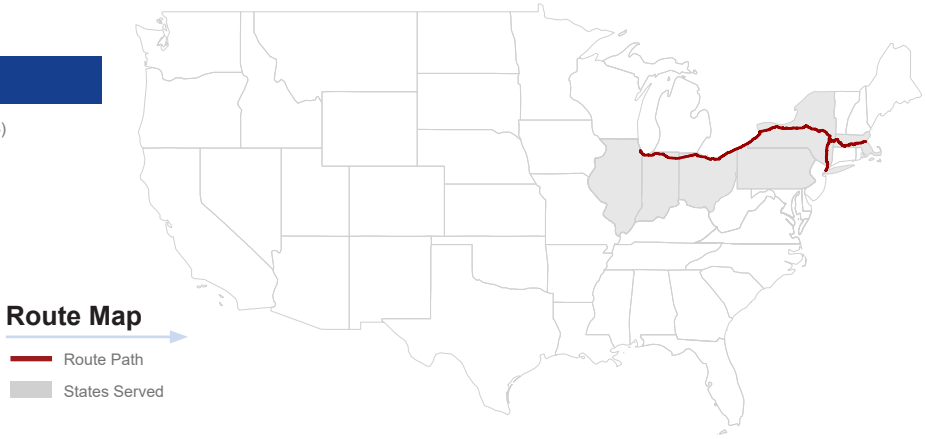
Customer On-Time Performance

Route Level Customer OTP 77%

Train Level Customer OTP



Route Map



Delays

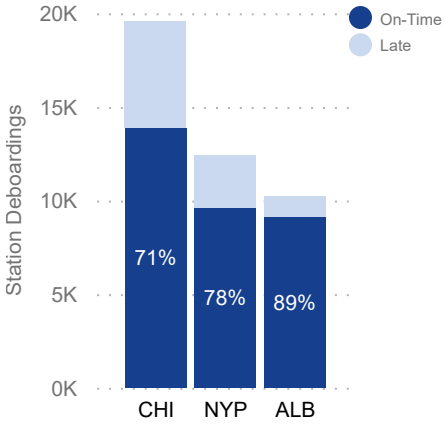
Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	7,445
FTI	Freight train interference	6,914
RTE	Routing delays, including late …	2,986

Customer Service Index (CSI)

Overall Service 71%

Station Performance

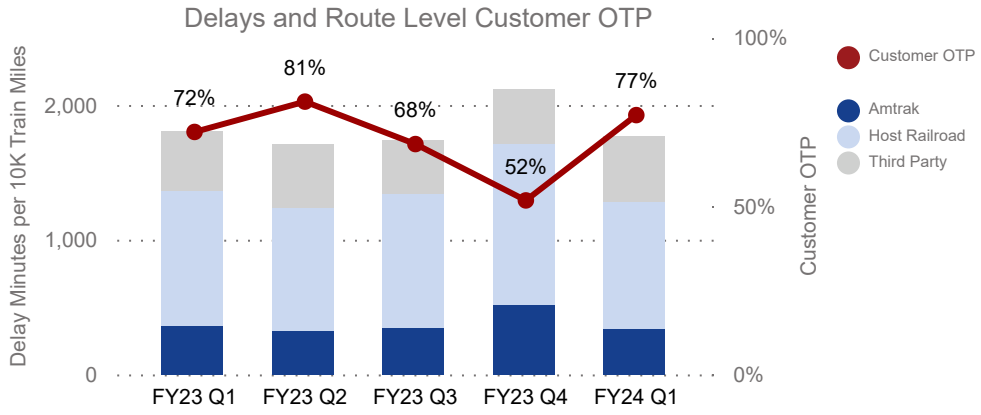
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

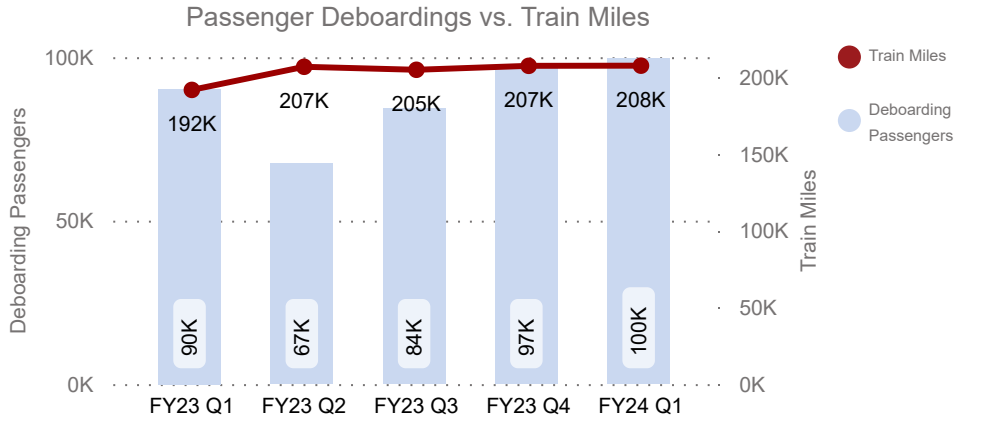


Route Stops

- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- FRA - Framingham, MA
- WOR - Worcester, MA
- SPG - Springfield, MA
- PIT - Pittsfield, MA
- NYP - NY Moynihan Train Hall at Penn Station, NY
- CRT - Croton-Harmon, NY
- POU - Poughkeepsie, NY
- RHI - Rhinecliff, NY
- ALB - Albany-Rensselaer, NY
- SDY - Schenectady, NY
- UCA - Utica, NY
- SYR - Syracuse, NY
- ROC - Rochester, NY
- BUF - Buffalo-Depew, NY
- ERI - Erie, PA
- CLE - Cleveland, OH
- ELY - Elyria, OH
- SKY - Sandusky, OH
- TOL - Toledo, OH
- BYN - Bryan, OH
- WTI - Waterloo, IN
- EKH - Elkhart, IN
- SOB - South Bend, IN
- CHI - Chicago (Union Station), IL

Trends





Additional Notes

Long Distance

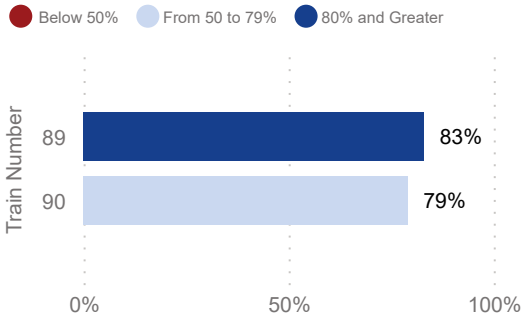
Palmetto

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

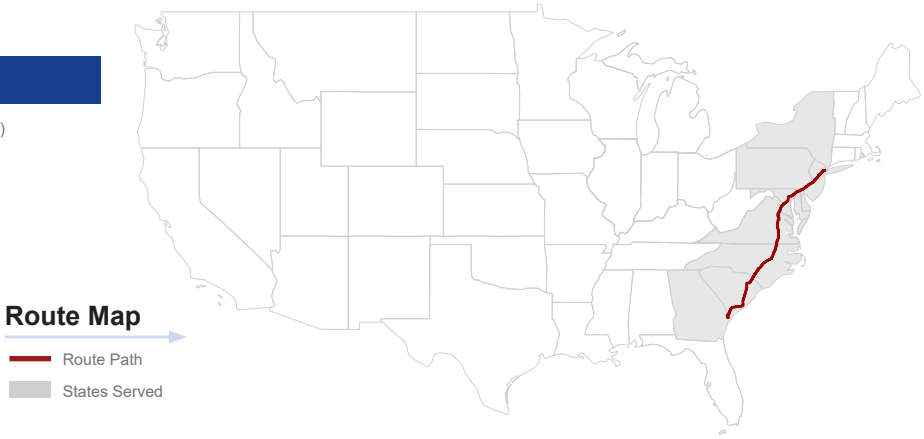
Customer On-Time Performance

Route Level Customer OTP 81%

Train Level Customer OTP



Route Map



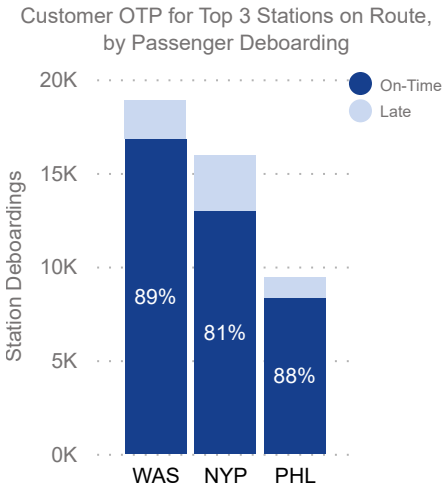
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	3,659
NOD	Unused recovery time	3,067
PTI	Passenger train interference	2,903

Customer Service Index (CSI)

Overall Service 79%

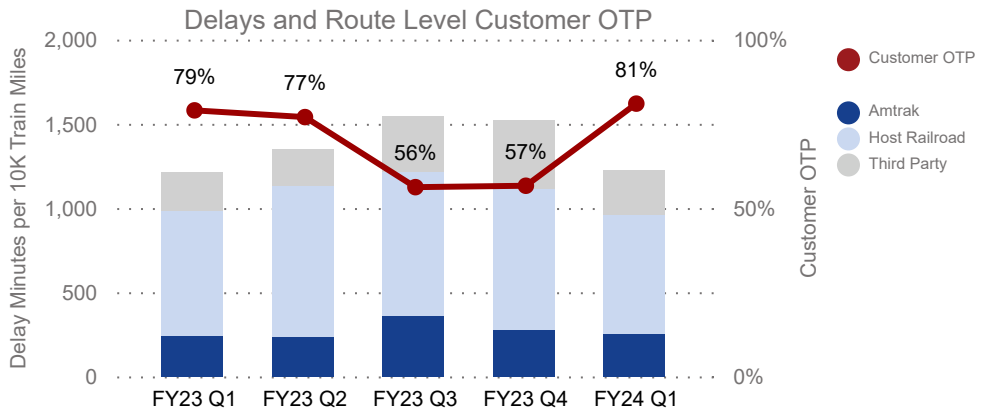
Station Performance

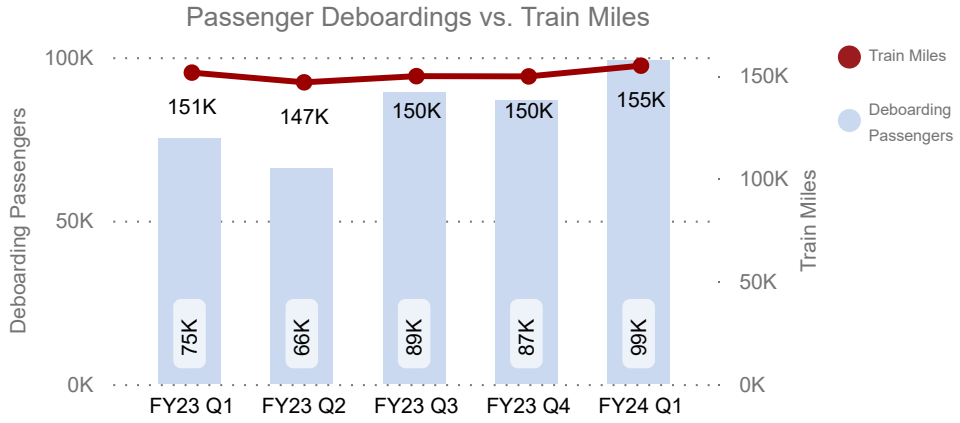


Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- MET - Metropark (Iselin), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- RVR - Richmond (Staples Mill Rd), VA
- PTB - Petersburg, VA
- RMT - Rocky Mount, NC
- WLN - Wilson, NC
- SSM - Selma, NC
- FAY - Fayetteville, NC
- DIL - Dillon, SC
- FLO - Florence, SC
- KTR - Kingstree, SC
- CHS - Charleston, SC
- YEM - Yemassee, SC
- SAV - Savannah, GA

Trends





Additional Notes

Long Distance

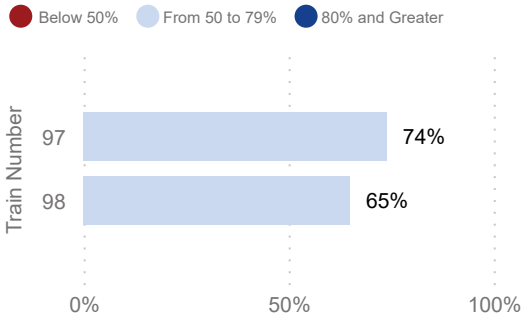
Silver Meteor

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

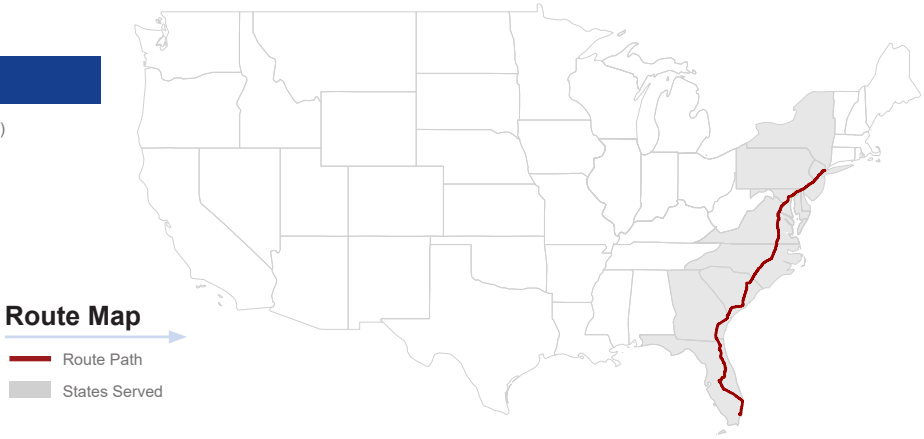
Customer On-Time Performance

Route Level Customer OTP 70%

Train Level Customer OTP



Route Map



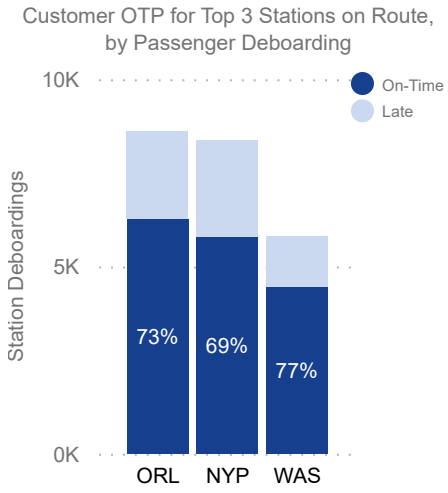
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	6,134
NOD	Unused recovery time	5,980
DSR	Slow order delays	4,288

Customer Service Index (CSI)

Overall Service 75%

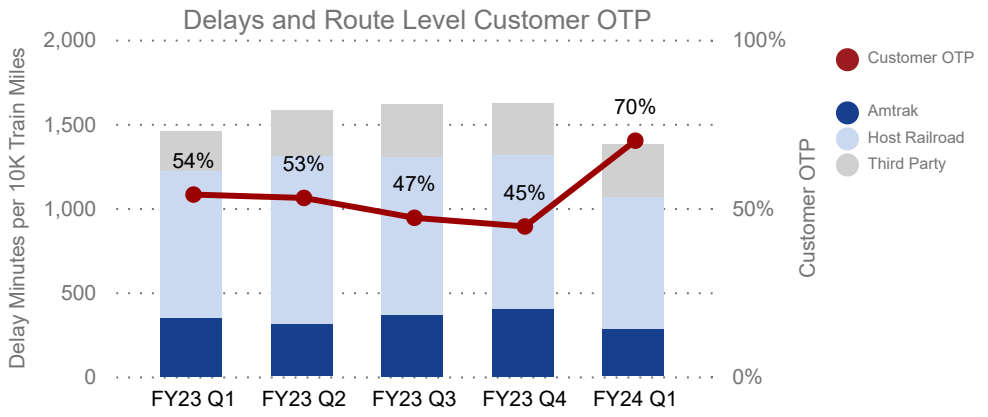
Station Performance

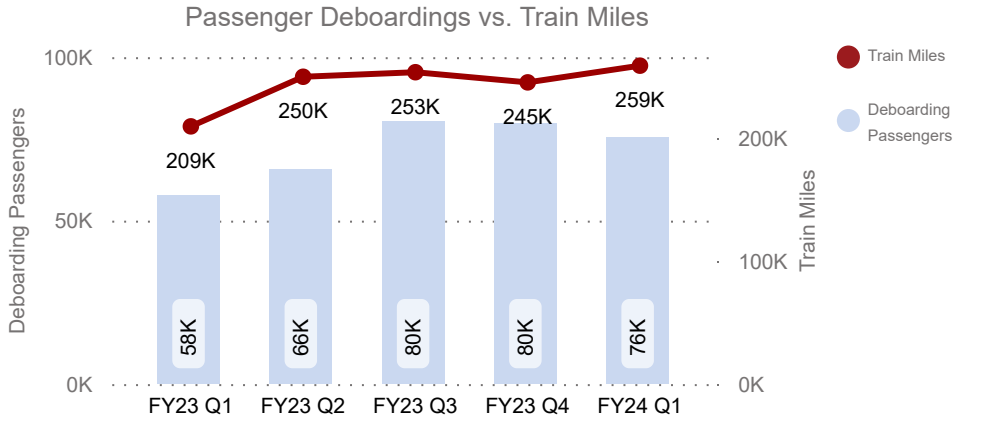


Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- FBG - Fredericksburg, VA
- RVR - Richmond (Staples Mill Rd), VA
- PTB - Petersburg, VA
- RMT - Rocky Mount, NC
- FAY - Fayetteville, NC
- FLO - Florence, SC
- KTR - Kingstree, SC
- CHS - Charleston, SC
- YEM - Yemassee, SC
- SAV - Savannah, GA
- JSP - Jesup, GA
- JAX - Jacksonville, FL
- PAK - Palatka, FL
- DLD - DeLand, FL
- WPK - Winter Park, FL
- ORL - Orlando, FL
- KIS - Kissimmee, FL
- WTH - Winter Haven, FL
- SBG - Sebring, FL
- WPB - West Palm Beach, FL
- DLB - Delray Beach, FL
- DFB - Deerfield Beach, FL
- FTL - Fort Lauderdale, FL
- HOL - Hollywood, FL
- MIA - Miami, FL

Trends





Additional Notes

Long Distance

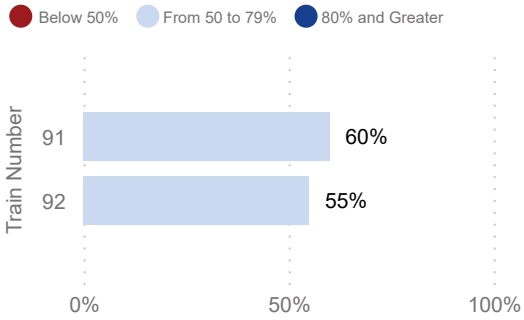
Silver Star

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

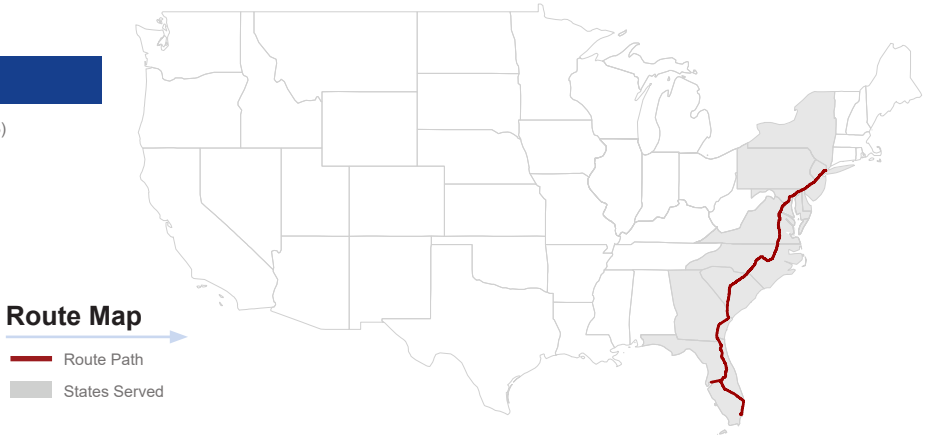
Customer On-Time Performance

Route Level Customer OTP 58%

Train Level Customer OTP



Route Map



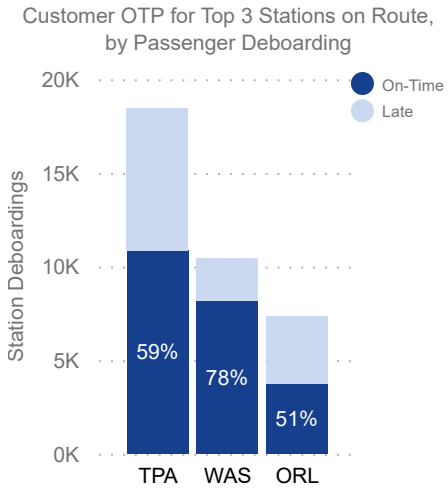
Delays

Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	5,503
FTI	Freight train interference	5,461
DSR	Slow order delays	5,419

Customer Service Index (CSI)

Overall Service 76%

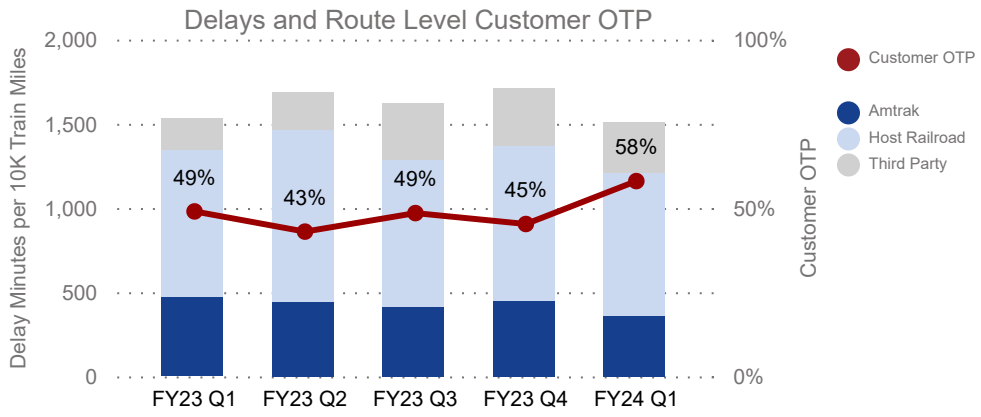
Station Performance

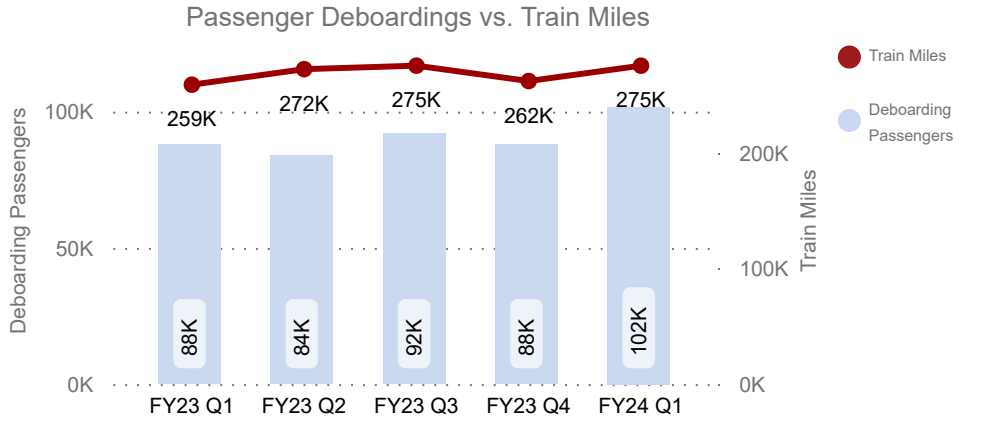


Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- RVR - Richmond (Staples Mill Rd), VA
- PTB - Petersburg, VA
- RMT - Rocky Mount, NC
- RGH - Raleigh, NC
- CYN - Cary, NC
- SOP - Southern Pines, NC
- HAM - Hamlet, NC
- CAM - Camden, SC
- CLB - Columbia, SC
- DNK - Denmark, SC
- SAV - Savannah, GA
- JAX - Jacksonville, FL
- PAK - Palatka, FL
- DLD - DeLand, FL
- WPK - Winter Park, FL
- ORL - Orlando, FL
- KIS - Kissimmee, FL
- LAK - Lakeland, FL
- TPA - Tampa, FL
- LKL - Lakeland, FL
- WTH - Winter Haven, FL
- SBG - Sebring, FL
- OKE - Okeechobee, FL
- WPB - West Palm Beach, FL
- DLB - Delray Beach, FL
- DFB - Deerfield Beach, FL
- FTL - Fort Lauderdale, FL
- HOL - Hollywood, FL
- MIA - Miami, FL

Trends





Additional Notes

Long Distance

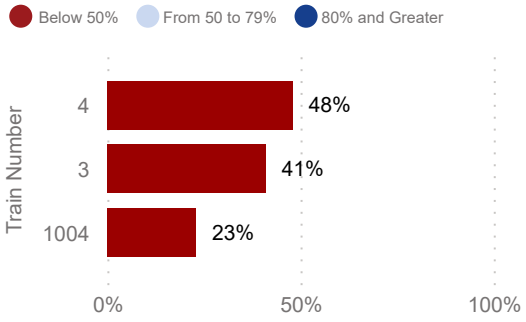
Southwest Chief

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

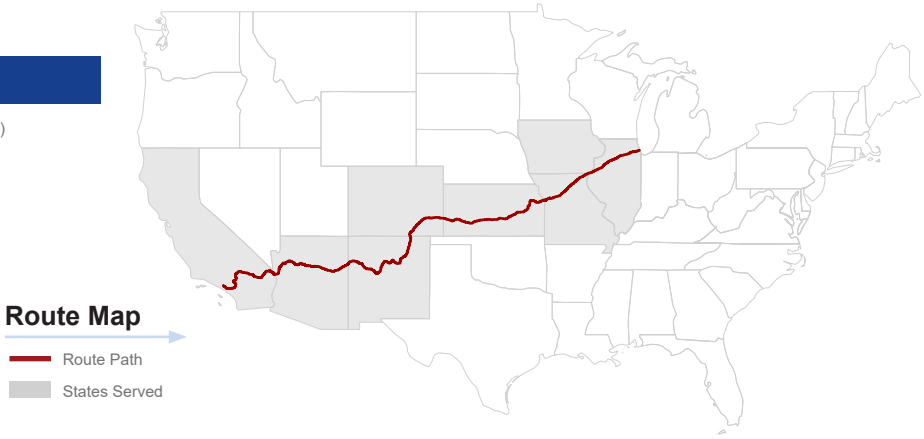
Customer On-Time Performance

Route Level Customer OTP 45%

Train Level Customer OTP



Route Map

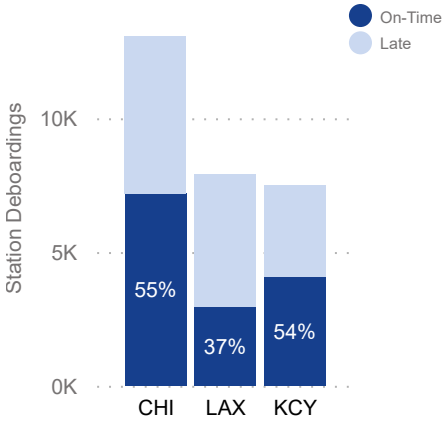


Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	10,301
FTI	Freight train interference	10,174
NOD	Unused recovery time	5,154

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding



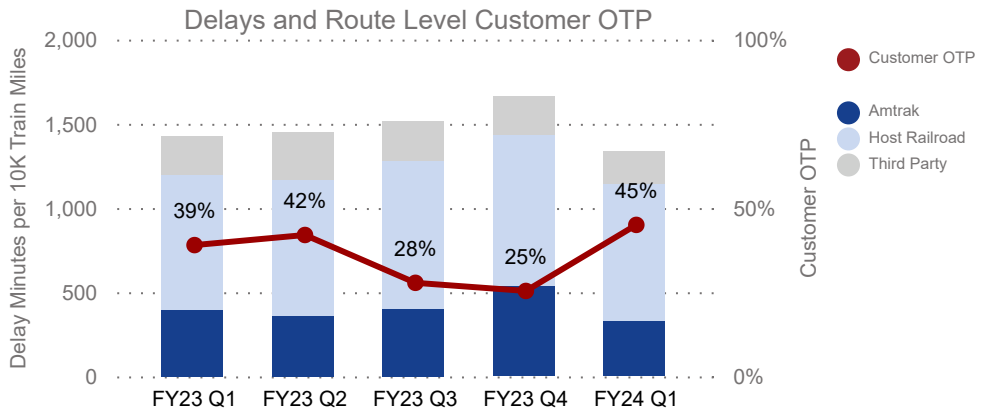
Route Stops

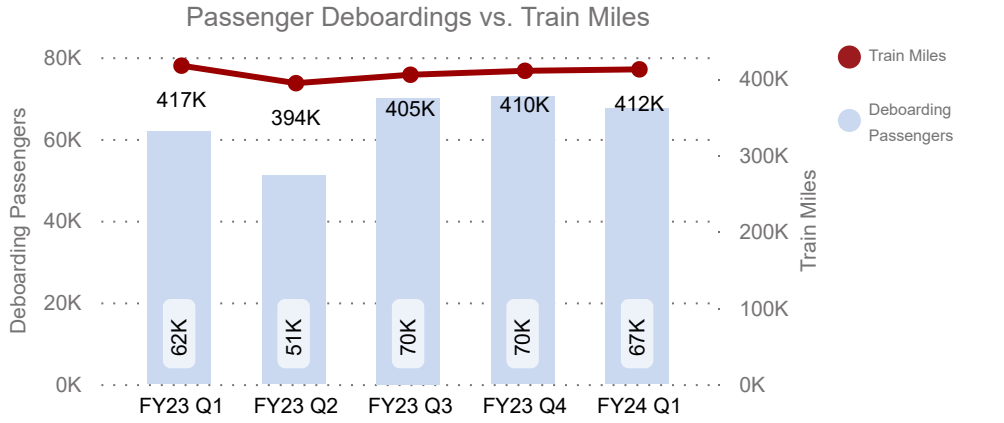
- CHI - Chicago (Union Station), IL
- NPV - Naperville, IL
- MDT - Mendota, IL
- PCT - Princeton, IL
- GBB - Galesburg, IL
- FMD - Fort Madison, IA
- LAP - La Plata, MO
- KCY - KS City (Union Station), MO
- LRC - Lawrence, KS
- TOP - Topeka, KS
- NEW - Newton, KS
- HUT - Hutchinson, KS
- DDG - Dodge City, KS
- GCK - Garden City, KS
- LMR - Lamar, CO
- LAJ - La Junta, CO
- TRI - Trinidad, CO
- RAT - Raton, NM
- LSV - Las Vegas, NM
- LMY - Lamy, NM
- ABQ - Albuquerque, NM
- GLP - Gallup, NM
- WLO - Winslow, AZ
- FLG - Flagstaff, AZ
- KNG - Kingman, AZ
- NDL - Needles, CA
- BAR - Barstow, CA
- VRV - Victorville, CA
- SNB - San Bernardino, CA
- RIV - Riverside (Downtown), CA
- FUL - Fullerton, CA
- LAX - Los Angeles (Union Station), CA

Customer Service Index (CSI)

Overall Service 76%

Trends





Additional Notes

Long Distance

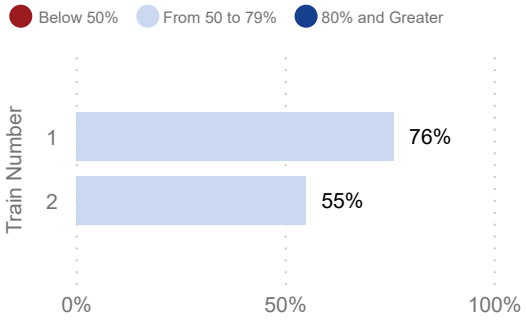
Sunset Limited

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

Customer On-Time Performance

Route Level Customer OTP 66%

Train Level Customer OTP

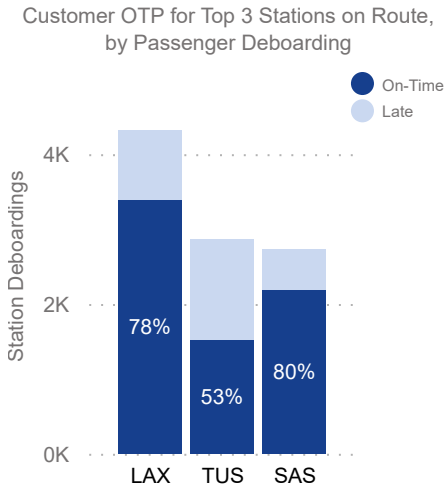


Route Map

Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	8,301
NOD	Unused recovery time	7,589
RTE	Routing delays, including late …	3,051

Station Performance



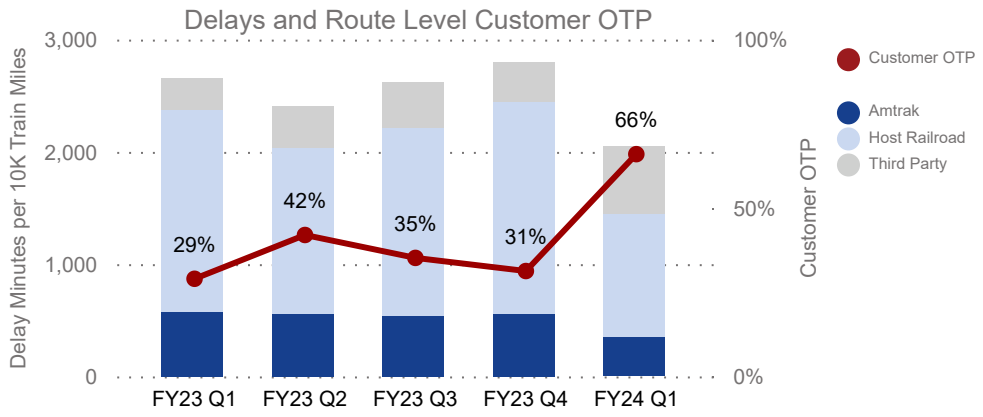
Route Stops

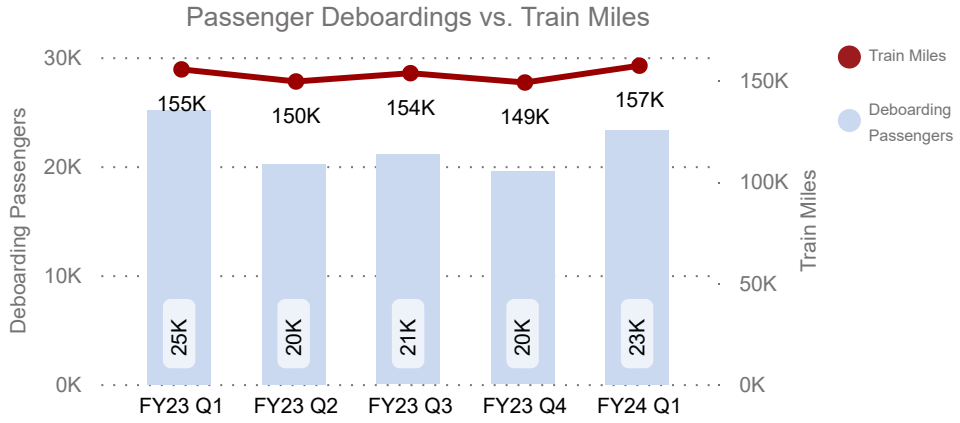
- NOL - New Orleans, LA
- SCH - Schriever, LA
- NIB - New Iberia, LA
- LFT - Lafayette, LA
- LCH - Lake Charles, LA
- BMT - Beaumont, TX
- HOS - Houston, TX
- SAS - San Antonio, TX
- DRT - Del Rio, TX
- SND - Sanderson, TX
- ALP - Alpine, TX
- ELP - El Paso, TX
- DEM - Deming, NM
- LDB - Lordsburg, NM
- BEN - Benson, AZ
- TUS - Tucson, AZ
- MRC - Maricopa, AZ
- YUM - Yuma, AZ
- PSN - Palm Springs, CA
- ONA - Ontario, CA
- POS - Pomona, CA
- LAX - Los Angeles (Union Station), CA

Customer Service Index (CSI)

Overall Service 78%

Trends





Additional Notes

The Sunset Limited runs three times per week in each direction.

Long Distance

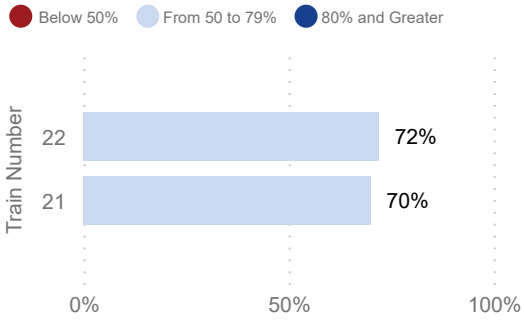
Texas Eagle

Route Performance Profile – FY 2024 Q1 (Oct. 1, 2023 – Dec. 31, 2023)

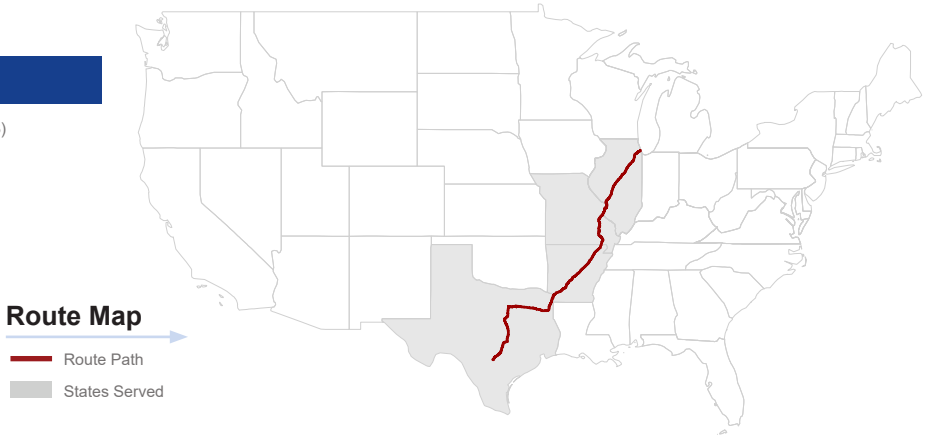
Customer On-Time Performance

Route Level Customer OTP 71%

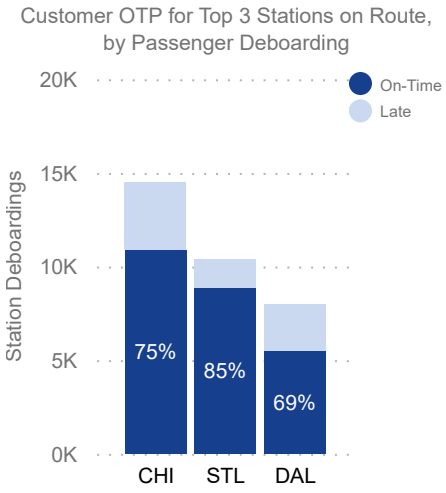
Train Level Customer OTP



Route Map



Station Performance



Route Stops

- CHI - Chicago (Union Station), IL
- JOL - Joliet, IL
- PON - Pontiac, IL
- BNL - Bloomington-Normal, IL
- LCN - Lincoln, IL
- SPI - Springfield, IL
- CRV - Carlinville, IL
- ALN - Alton, IL
- STL - St. Louis, MO
- ACD - Arcadia, MO
- PBF - Poplar Bluff, MO
- WNR - Walnut Ridge, AR
- LRK - Little Rock, AR
- MVN - Malvern, AR
- ARK - Arkadelphia, AR
- HOP - Hope, AR
- TXA - Texarkana, AR
- MHL - Marshall, TX
- LVW - Longview, TX
- MIN - Mineola, TX
- DAL - Dallas, TX
- FTW - Fort Worth, TX
- CBR - Cleburne, TX
- MCG - McGregor, TX
- TPL - Temple, TX
- TAY - Taylor, TX
- AUS - Austin, TX
- SMC - San Marcos, TX
- SAS - San Antonio, TX

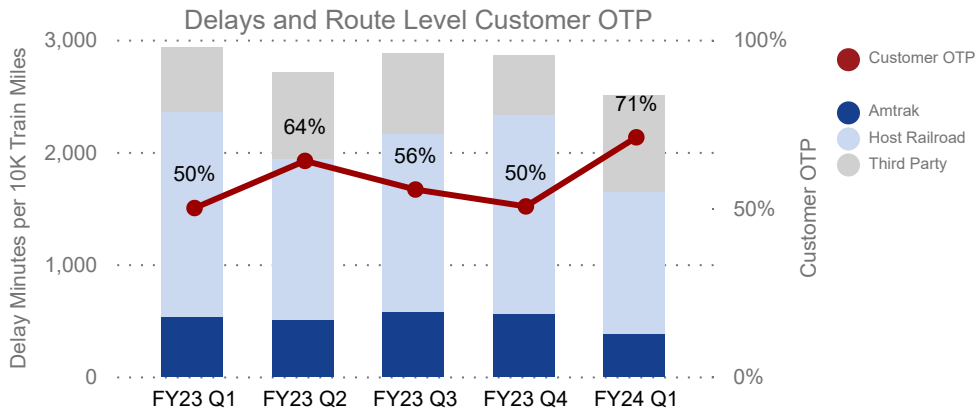
Delays

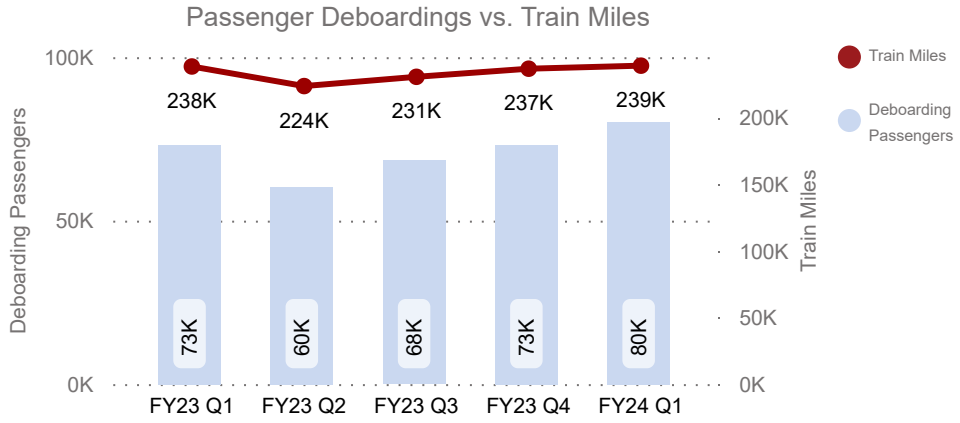
Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	18,026
FTI	Freight train interference	15,562
DSR	Slow order delays	7,640

Customer Service Index (CSI)

Overall Service 75%

Trends





Additional Notes

Data on this page represents Texas Eagle service between Chicago and San Antonio. Three days a week, some cars on the southbound Texas Eagle separate at San Antonio to join the westbound Sunset Limited.

Appendix A. On-Time Performance and Train Delay Metrics

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.

Notes

- The metric was reported monthly through May 2021, after which it is reported annually.
- *Certified schedule* means a published train schedule that Amtrak and the host railroad jointly certify is aligned with the customer on-time performance metric and standard.
- *Uncertified schedule* means a published train schedule that has not been reported as a certified schedule or a disputed schedule.
- *Disputed schedule* means 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.
- Certified Schedules data is available for download at railroads.dot.gov. See Schedule Certification Tables.

Customer On-Time Performance

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, reported by train and by route. 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.

The customer on-time performance minimum standard is 80 percent for any two consecutive quarters.

Notes

- Customer on-time performance for all schedules, at the route-level and by train, are available for download at railroads.dot.gov. See Customer OTP Metrics.

Disputed Train Delays

Notes

- *Delay minutes disputed by host railroad and not resolved by Amtrak* 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.
- Delays are reported by operating business line, which is similar to the service line structure (see Amtrak Route Structure and Descriptions). The NEC business line includes the following routes: Acela, Northeast Regional, Northeast Regional – Richmond / Newport News / Norfolk, Northeast Regional – Roanoke, and Northeast Regional – Springfield Shuttles. See **Table 4** for a list of host railroad codes used in the delay reports.
- Disputed Train Delays data is available for download at railroads.dot.gov. See Disputed Delay Minutes Metric.

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).

Notes

- *Actual running time* 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.
- *Scheduled running time* means the scheduled duration of a train's travel on a host railroad, as set forth in the Amtrak schedule skeleton.
- *Schedule skeleton* 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.
- Data is available for download at railroads.dot.gov.

Ridership

The number of host railroads to whom Amtrak has provided ridership data reported by host railroad and by month.

Notes

- 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.
- Amtrak provided ridership data to Portland Terminal Railroad Company via BNSF Railway.
- Ridership data is available for download at railroads.dot.gov.

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. Amtrak considers Acela passengers who arrive at their detraining station more than 10 minutes behind schedule to be late.

Notes

- Station Performance data is available for download at railroads.dot.gov. See Station Performance Metric.

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.

Notes

- *Amtrak-responsible* 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.
- *Host-responsible* 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.
- *Third-party* 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 at railroads.dot.gov, the third-party delays are coded as "Neither."
- Train Delays data is available for download at railroads.dot.gov. See Delay Metrics.

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.

Notes

- *Delays per 10,000 train miles* 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.
- Train Delays data is available for download at railroads.dot.gov. See Delays per 10K TM Metric.

Appendix B. Customer Service Metrics

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

FRA publishes information about Amtrak's customer satisfaction survey (including the survey questions and methodology) annually as an appendix to the quarterly report. The most recent customer satisfaction survey report can be accessed at railroads.dot.gov.

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

Amtrak provides 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).

Customer Satisfaction

The percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their "overall satisfaction" on a 100-point scale for their most recent trip, by route, shown both adjusted for performance and unadjusted.

Amtrak Personnel

The average score from respondents to the Amtrak customer satisfaction survey for their overall review of Amtrak personnel on their most recent trip, by route.

Information Given

The average score from respondents to the Amtrak customer satisfaction survey for their overall review of information provided by Amtrak on their most recent trip, by route.

On-board Comfort

The average score from respondents to the Amtrak customer satisfaction survey for their overall review of on-board comfort on their most recent trip, by route.

On-board Cleanliness

The average score from respondents to the Amtrak customer satisfaction survey for their overall review of on-board 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.

Appendix C. Financial Metrics

Average Ridership

The number of passenger-miles divided by train miles for each route.

Notes

- Financial Metrics data is available for download at railroads.dot.gov.

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.

Notes

- *Avoidable operating costs* 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.
- *Passenger revenue* 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.
- Financial Metrics data is available for download at railroads.dot.gov.

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.

Notes

- *Adjusted operating expenses* 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.
- *System-wide* (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.
- Financial Metrics data is available for download at railroads.dot.gov.

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.

Notes

- *Fully allocated core operating costs* 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.
- *Passenger revenue* 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.
- Financial Metrics data is available for download at railroads.dot.gov.

Total Ridership

The total number of passengers on Amtrak trains, reported by route.

Notes

- Financial Metrics data is available for download at railroads.dot.gov.

Appendix D. Amtrak Delay Code Definitions

Table 4. 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

Table 4. Amtrak Delay Code Definitions (Continued)

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