



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 2026 (October 1, 2025 – December 31, 2025)

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## Abbreviations, Acronyms, and Phrases in this Report

| <b>Term</b> | <b>Meaning</b>  |
|-------------|---|
| 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       | <i>Passenger Rail Investment and Improvement Act of 2008</i> , P.L. 110-432     |
| MSA         | Metropolitan Statistical Area   |
| U.S.C.      | United States Code  |
| U.S. DOT    | United States Department of Transportation                                      |

## I. 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 2026 from October 1, 2025, to December 31, 2025**.

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](https://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](https://railroads.dot.gov).

### FY 2026 Q1 Updates

#### Route Name Change

Effective November 3, 2025, “San Joaquins” became “Gold Runner”. The new route name is now reflected in Metrics and Minimum Standards reports and datasets.

#### New 15-minute maximum for Acela OTP

The Metrics and Minimum Standards for Intercity Passenger Rail Service final 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. In previous quarters, Amtrak used the 15-minute maximum when calculating OTP for all routes and trains except the Acela, which used a 10-minute maximum. As of October 1, 2025, Amtrak began using the 15-minute maximum when calculating OTP for the Acela. Amtrak now uses the same 15-minute maximum for all of its intercity passenger rail routes.

#### New Customer Service Index (CSI) Scores

In Metrics and Standards reporting prior to October 1, 2025, Amtrak reported both adjusted (removing excessively delayed passengers) and unadjusted CSI scores (responses from all survey respondents and passengers regardless of on-time status). From FY2026 Q1 onwards, Amtrak will report adjusted overall satisfaction score performance based on survey responses from passengers that depart and arrive no more than five minutes behind schedule and self-report satisfaction with their on-time performance of either a 9 or 10 out of 10. Amtrak will also report unadjusted CSI data for all passengers. The Route Profiles in the Metrics and Standards Quarterly report include both an “on-time” CSI score and an all survey respondents CSI score.

## 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).

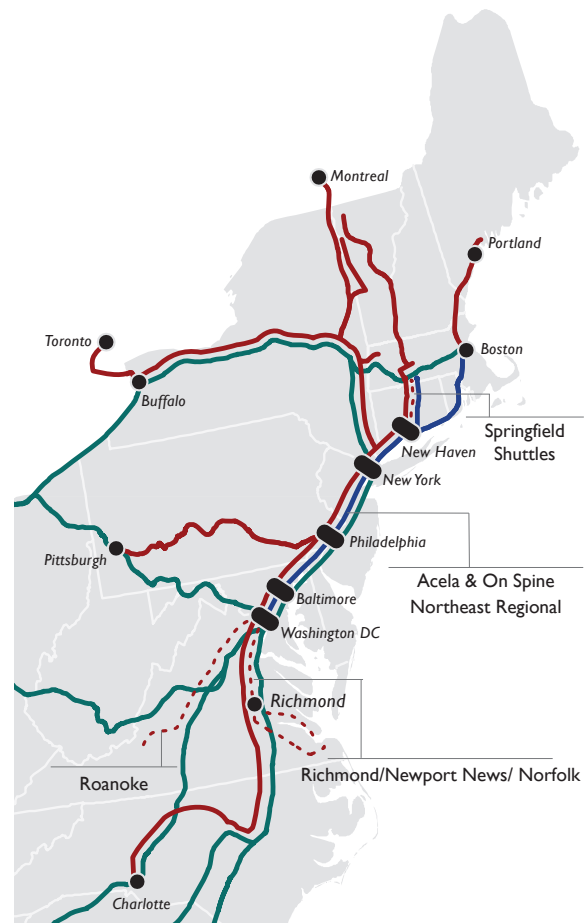
For some routes, Amtrak reports operational (train performance) data differently than it reports financial or ridership data. Specifically, in some State Supported service arrangements, a State, under a contractual agreement with Amtrak, provides financial support for a portion of a larger route. Amtrak 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 in 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](http://railroads.dot.gov).

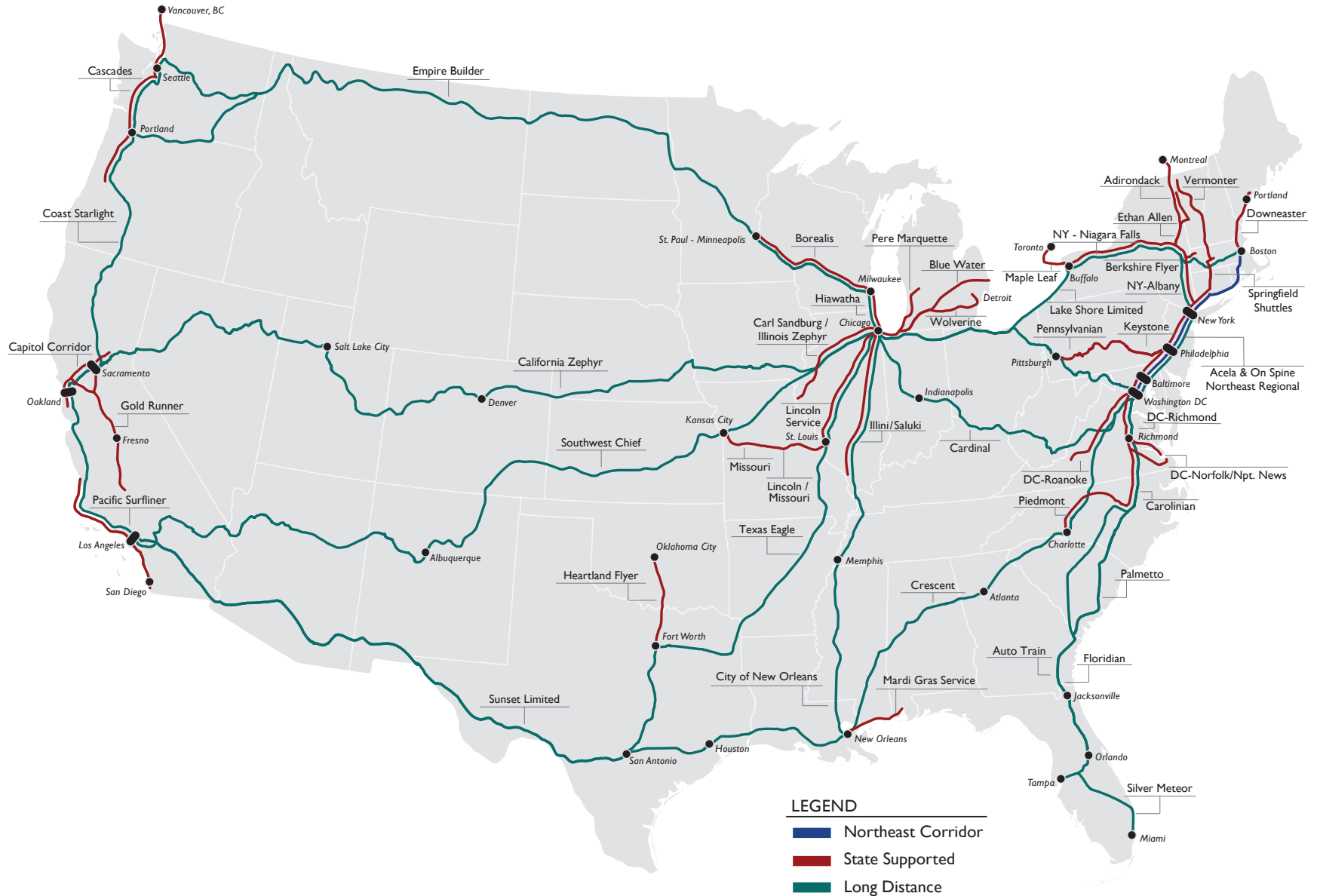
Figure 1. Amtrak Northeast Corridor



### LEGEND

- █ Northeast Corridor Route
- State Supported Portion of Northeast Corridor Route
- █ State Supported Route
- █ Long Distance Route

Figure 2. Amtrak System Map | FY2026 Q1



## 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–D and the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at [railroads.dot.gov](https://www.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.

FRA's 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

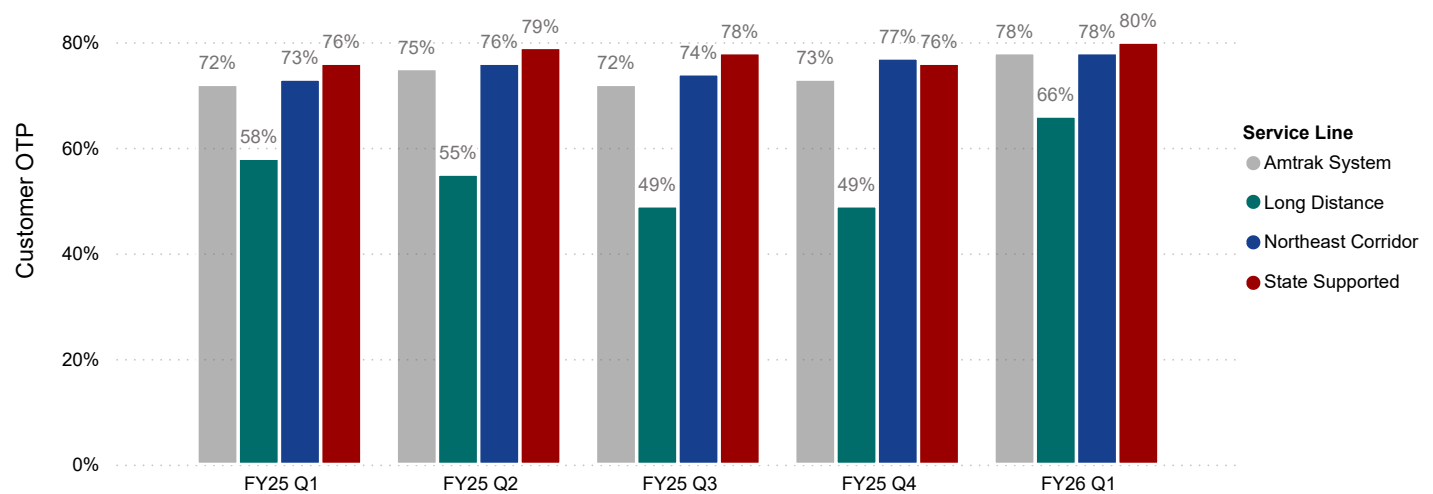
### Customer OTP Highlights

Customer OTP for the Amtrak system was 78 percent in FY 2026 Q1 which was five points higher than the previous quarter and an improvement from FY 2025 Q1. Customer OTP for Amtrak’s Long Distance service line was 66 percent, an improvement from the previous quarter, and eight points higher than FY 2025 Q1. State Supported OTP was 80 percent, an increase of four points from the previous quarter, and up four points from FY 2025 Q4. Northeast Corridor OTP was 78 percent, up one point from FY 2025 Q4 and up five points from FY 2025 Q1 (**Figure 3**).

Customer OTP for each route is shown in **Table 4**. The routes with the highest Customer OTP in FY 2026 Q1 were the Keystone (90%), Capitol Corridor (89%), and Pennsylvanian (86%) (**Table 1**). The poorest performing routes were the Southwest Chief (40%), Floridian (44%), and Lincoln / Missouri (51%) (**Table 2**).

Customer OTP on eight routes improved by ten or more points from FY 2025 Q1 to FY 2026 Q1: Auto Train (+49), Pennsylvanian (+26), Palmetto (+21), Coast Starlight (+20), Downeaster (+15), Silver Meteor (+15), Carolinian (+15), and New York - Niagara Falls (+15) (**Table 3**).

**Figure 3. Customer OTP by Service Line**



**Table 1. Highest Customer OTP by Route**

| Route            | FY 2026 Q1 | FY 2025 Q1 |
|------------------|------------|------------|
| Keystone         | 90%        | 83%        |
| Capitol Corridor | 89%        | 85%        |
| Pennsylvanian    | 89%        | 63%        |

**Table 2. Lowest Customer OTP by Route**

| Route              | FY 2026 Q1 | FY 2025 Q1 |
|--------------------|------------|------------|
| Southwest Chief    | 40%        | 40%        |
| Floridian          | 44%        | 36%        |
| Lincoln / Missouri | 51%        | 46%        |

**Table 3. Routes with Significant OTP Improvement**

| Route                    | FY 2026 Q1 | FY 2025 Q1 | Points Improved |
|--------------------------|------------|------------|-----------------|
| Auto Train               | 83%        | 34%        | 49              |
| Pennsylvanian            | 89%        | 63%        | 26              |
| Palmetto                 | 83%        | 62%        | 21              |
| Coast Starlight          | 68%        | 48%        | 20              |
| Downeaster               | 86%        | 71%        | 15              |
| Silver Meteor            | 67%        | 52%        | 15              |
| Carolinian               | 71%        | 56%        | 15              |
| New York - Niagara Falls | 83%        | 68%        | 15              |

## OTP and Delay Metrics

### Customer OTP Highlights

**Table 4. Customer OTP by Route**

| Service Line       | Route                             | FY 2026 Q1 | FY 2025 Q4 |
|--------------------|-----------------------------------|------------|------------|
| Long Distance      | Auto Train                        | 83%        | 66%        |
|                    | California Zephyr                 | 71%        | 37%        |
|                    | Cardinal                          | 56%        | 55%        |
|                    | City Of New Orleans               | 78%        | 60%        |
|                    | Coast Starlight                   | 68%        | 65%        |
|                    | Crescent                          | 76%        | 75%        |
|                    | Empire Builder                    | 61%        | 40%        |
|                    | Floridian                         | 44%        | 27%        |
|                    | Lake Shore Ltd                    | 78%        | 66%        |
|                    | Palmetto                          | 83%        | 67%        |
|                    | Silver Meteor                     | 67%        | 51%        |
|                    | Southwest Chief                   | 40%        | 15%        |
|                    | Sunset Ltd                        | 75%        | 57%        |
|                    | Texas Eagle                       | 62%        | 42%        |
| Northeast Corridor | Acela                             | 76%        | 76%        |
|                    | On Spine Northeast Regional       | 80%        | 80%        |
|                    | Richmond / Newport News / Norfolk | 76%        | 71%        |
|                    | Roanoke                           | 82%        | 76%        |
|                    | Springfield Shuttles              | 88%        | 86%        |
| State Supported    | Adirondack                        | 63%        | 42%        |
|                    | Blue Water                        | 69%        | 64%        |
|                    | Borealis                          | 74%        | 48%        |
|                    | Capitol Corridor                  | 89%        | 87%        |
|                    | Carl Sandburg / Illinois Zephyr   | 73%        | 73%        |
|                    | Carolinian                        | 71%        | 65%        |
|                    | Cascades                          | 76%        | 72%        |
|                    | Downeaster                        | 86%        | 85%        |
|                    | Ethan Allen Express               | 70%        | 41%        |
|                    | Gold Runner                       | 63%        | 47%        |
|                    | Heartland Flyer                   | 57%        | 39%        |
|                    | Hiawatha                          | 87%        | 85%        |
|                    | Illini / Saluki                   | 72%        | 79%        |
|                    | Keystone                          | 90%        | 91%        |
|                    | Lincoln / Missouri                | 51%        | 47%        |
|                    | Lincoln Service                   | 68%        | 66%        |
|                    | Maple Leaf                        | 59%        | 44%        |
|                    | Mardi Gras Service                | 88%        | 86%        |
|                    | Missouri                          | 77%        | 70%        |
|                    | New York - Albany                 | 86%        | 73%        |
|                    | New York - Niagara Falls          | 83%        | 71%        |
|                    | Pacific Surfliner                 | 85%        | 85%        |
|                    | Pennsylvanian                     | 89%        | 75%        |
| Pere Marquette     | 82%                               | 82%        |            |
| Piedmont           | 76%                               | 78%        |            |
| Vermont            | 72%                               | 71%        |            |
| Wolverine          | 66%                               | 61%        |            |

## OTP and Delay Metrics

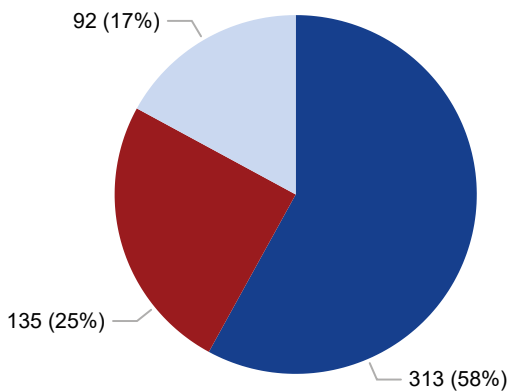
### Customer OTP Minimum Standard

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 fourth quarter of FY 2025 and first quarter of FY 2026, 58 percent met the 80 percent Customer OTP standard, 25 percent did not meet the standard, and 17 percent did not operate in one of the two quarters (**Figure 4**).

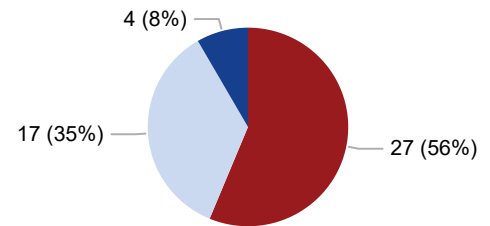
**Figure 4. Train Level Customer OTP**

- Met the 80 percent Customer OTP Standard
- Train did not operate
- Did not meet the standard

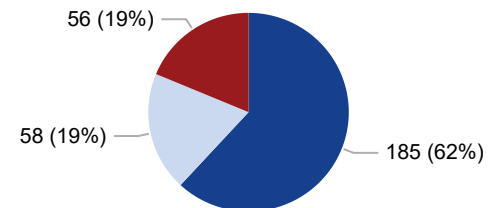
Amtrak System



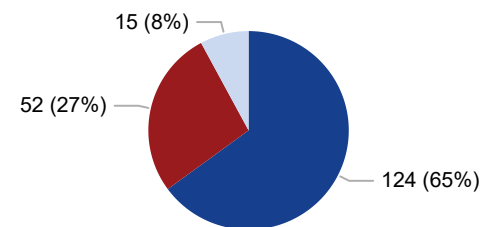
Long Distance



State Supported



Northeast Corridor



## OTP and Delay Metrics

### Train Delay Highlights

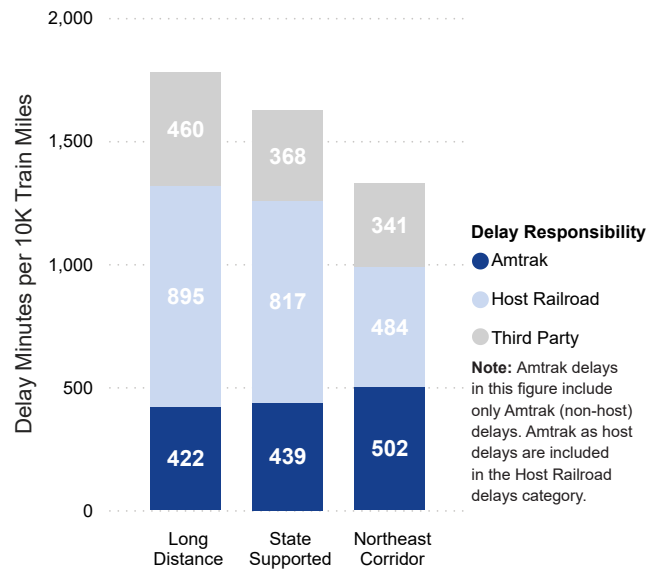
In FY 2026 Q1, the Long Distance service line had the most delay minutes per 10,000 train miles (**Figure 6**).

In FY 2026 Q1, CN-IC and Union Pacific 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 decreased year-over-year for all Class I host railroads, except CN-IC and CPKC which increased by 37 percent and three percent respectively.

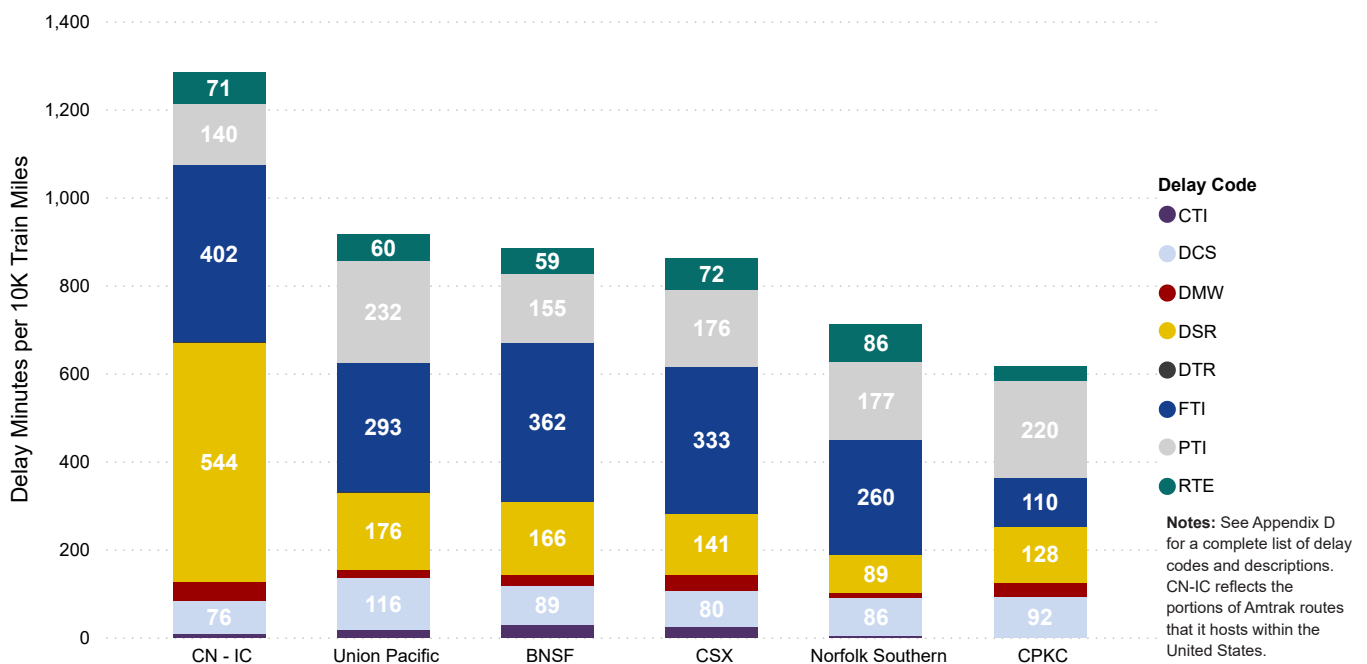
For all Class I Amtrak hosts except CN-IC and CPKC, freight train interference (FTI) accounted for the largest number of delay minutes per 10,000 train miles (**Figure 5**). For CN-IC and CPKC, slow orders (DSR) and passenger train interference (PTI) were the largest cause of delays to Amtrak trains.

For a complete 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](https://railroads.dot.gov).

**Figure 6. FY 2026 Q1 Train Delay Minutes per 10K Train Miles by Service Line**



**Figure 5. FY 2026 Q1 Class I Host Responsible Train Delay Minutes per 10K Train Miles**



## Financial Metrics

### Total Ridership Highlights

Total Amtrak ridership increased from 8.93 million to 9.36 million, or 4.7 percent, from FY 2025 Q1 to FY 2026 Q1. Passenger miles for the entire system increased by more than five percent over the same period. A passenger mile is one passenger traveling one train mile. Long Distance ridership in FY 2026 Q1 was 1.19 million, up nearly three percent from FY 2025 Q1. During the same period, Long

Distance passenger miles increased by 6.7 percent. Northeast Corridor ridership in FY 2026 Q1 was 4.16 million, up 7.6 percent from FY 2025 Q1. State Supported ridership was 4.01 million, or 2.4 percent higher than the first quarter of the previous year. Year-over-year, Northeast Corridor passenger miles grew by 7.1 percent, while State Supported passenger miles grew by less than two percent (Figure 7 and 8).

Figure 7. Total Ridership by Service Line

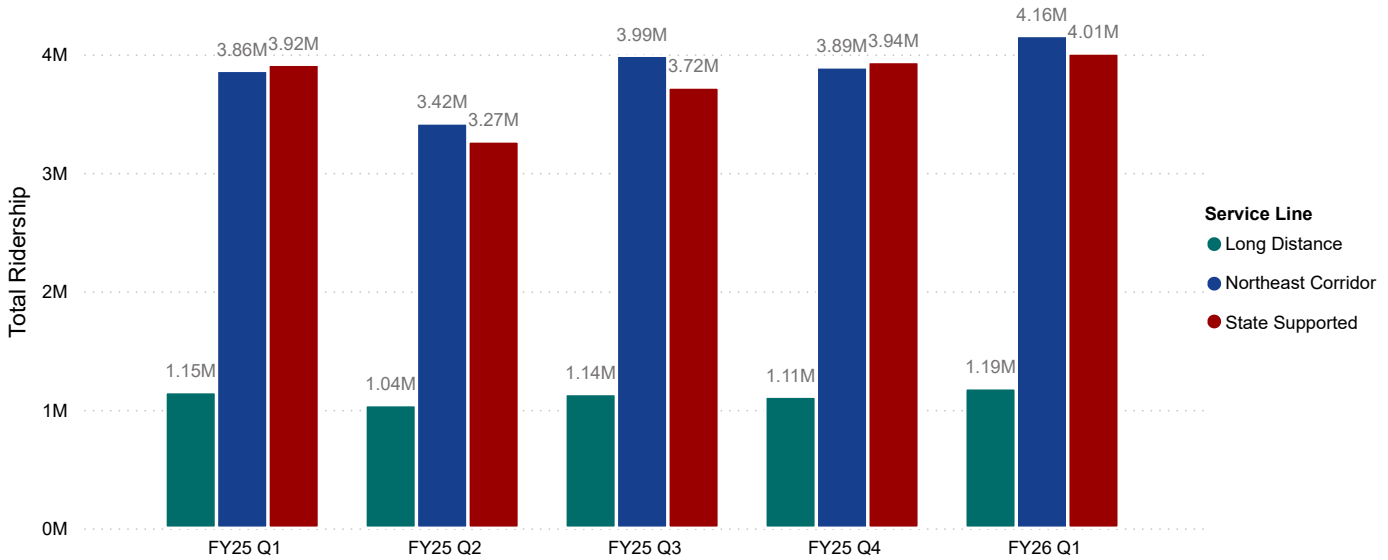
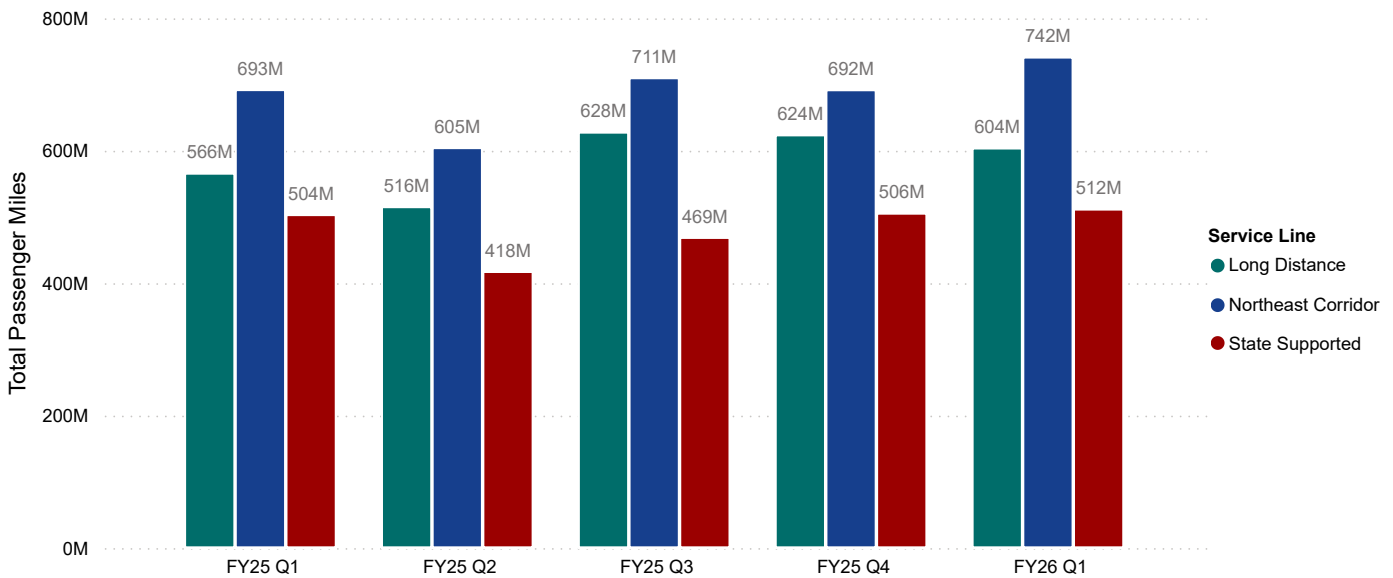


Figure 8. Passenger Miles by Service Line



### 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–D and the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at [railroads.dot.gov](http://railroads.dot.gov).

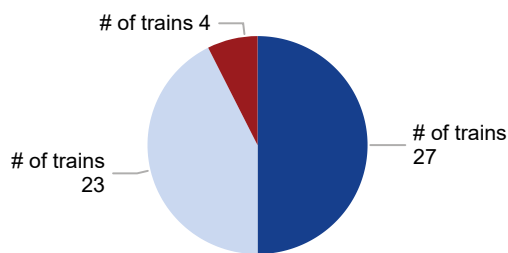
#### Route Profile Explainer

##### Customer On-Time Performance

Route Level Customer OTP **76%**

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. OTP figures in the report are rounded down to the nearest whole number. The raw data includes numerous decimal places.

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. 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. Train Level Customer OTP figures in the report are rounded down to the nearest whole number. 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 |
|-----------------------|----------------------|-----------|
| OTH                   | Miscellaneous delays | 14,061    |
| DSR                   | Slow order delays    | 10,158    |
| NOD                   | Unused recovery time | 9,711     |

##### 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)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 88%                 | 70%                    |

##### Customer Service Index

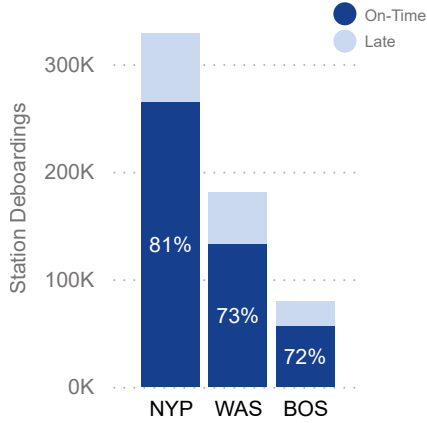
The route's overall customer satisfaction scores in the current quarter adjusted for on-time performance and an all survey respondents score. See Appendix B for more information on Customer Service Metrics.

Data Source: Customer Service Metric

## Route Profile Explainer

### Station Performance

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



### 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

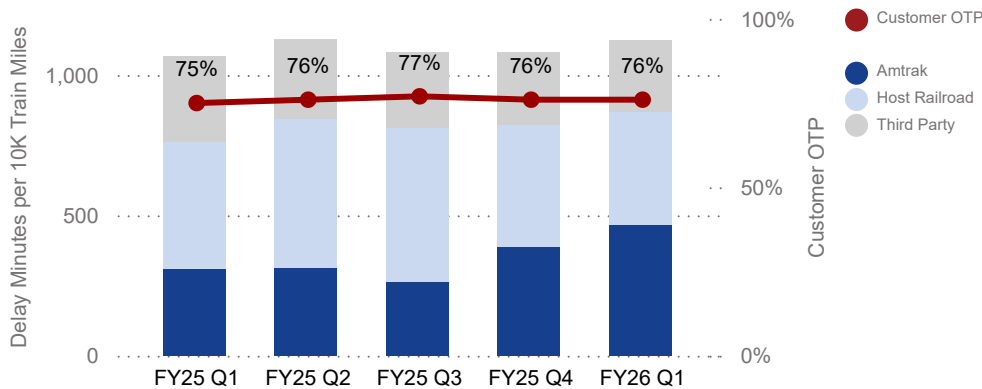
- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128 (Westwood), MA
- PVD - Providence, RI
- NHV - New Haven (Union Station), CT
- STM - Stamford, CT
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- MET - Metropark (Iselin), 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 Level Customer OTP

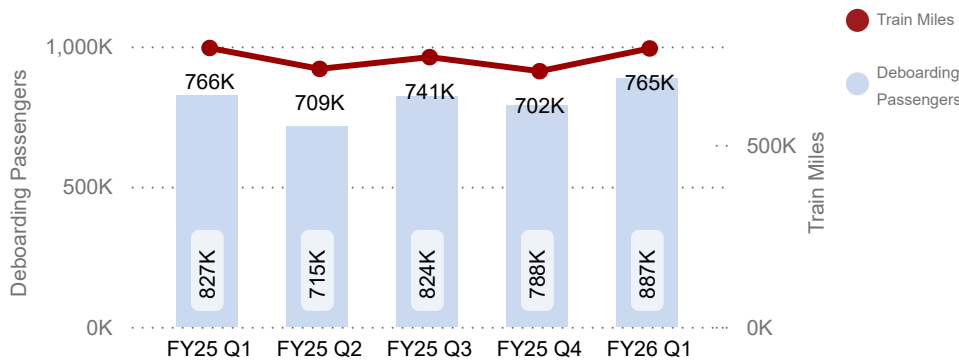


### Delays and Route Customer OTP

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



### 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.

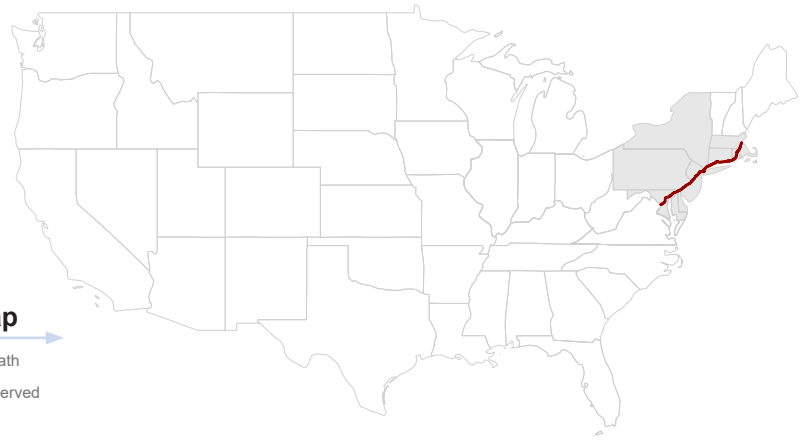
Presenting trend data for deboarding passengers in parallel with train miles provides insight about the quantity of service offered and capacity.

Data Source: Station Performance Metric and Train Delays Metric.

# Northeast Corridor

## Acela

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

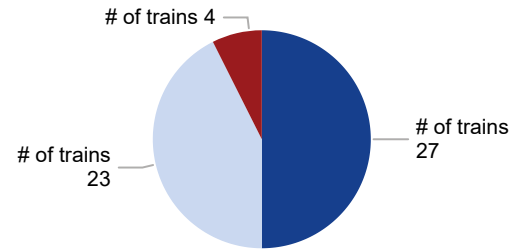


### Customer On-Time Performance

Route Level Customer OTP **76%**

Train Level Customer OTP

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

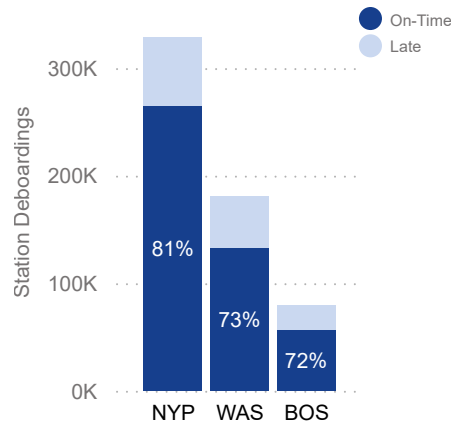


### Route Map

— Route Path  
— States Served

### 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 (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

### Delays

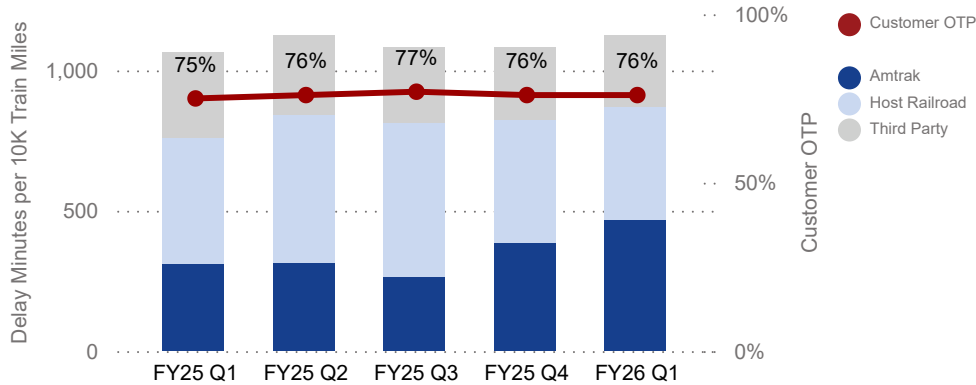
| Top 3 Causes of Delay |                      | Delay Min |
|-----------------------|----------------------|-----------|
| OTH                   | Miscellaneous delays | 14,061    |
| DSR                   | Slow order delays    | 10,158    |
| NOD                   | Unused recovery time | 9,711     |

### Customer Service Index (CSI)

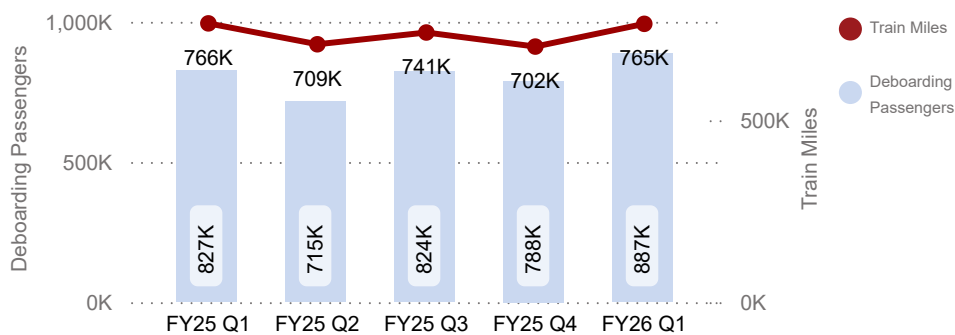
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 88%                 | 70%                    |

### Trends

#### Delays and Route Level Customer OTP



#### Passenger Deboardings vs. Train Miles



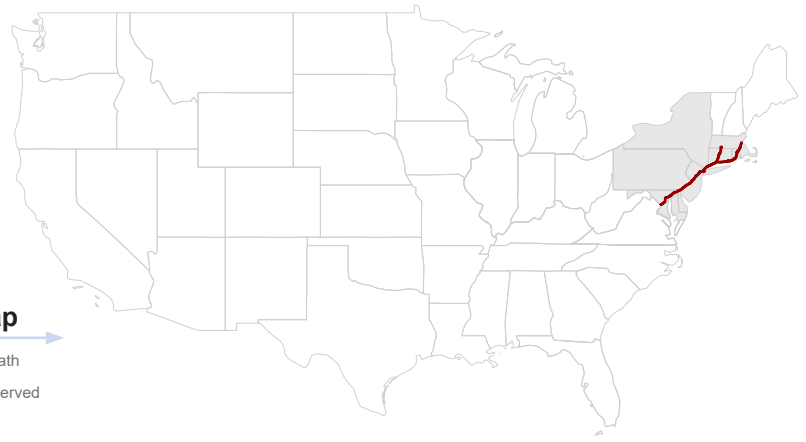
### Additional Notes

Amtrak considers Acela passengers who arrive at their detraining station more than 15-minutes behind schedule to be late.

# Northeast Corridor

## On Spine Northeast Regional

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

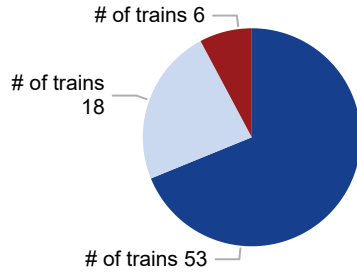


### Customer On-Time Performance

Route Level Customer OTP **80%**

Train Level Customer OTP

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

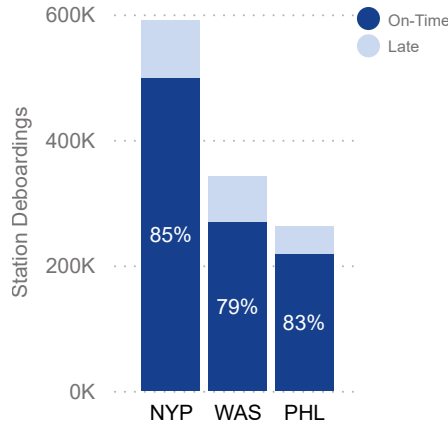


### Route Map

— Route Path  
— States Served

### 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
- 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
- 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

### Delays

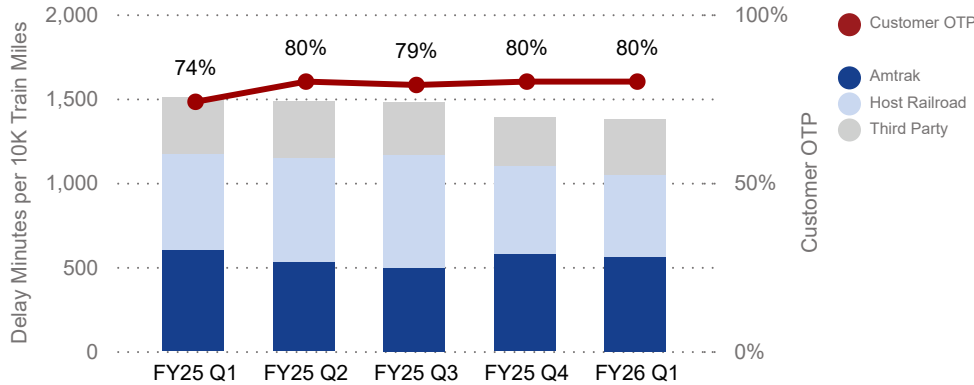
| Top 3 Causes of Delay           | Delay Min |
|---------------------------------|-----------|
| OTH Miscellaneous delays        | 20,146    |
| NOD Unused recovery time        | 16,204    |
| CTI Commuter train interference | 13,083    |

### Customer Service Index (CSI)

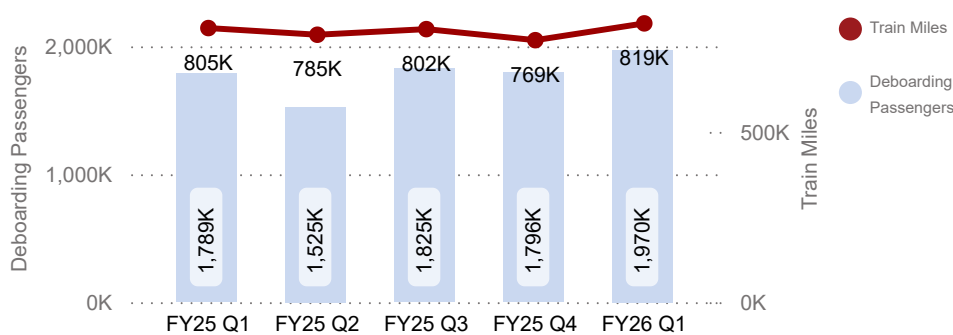
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 79%                    |

### Trends

#### Delays and Route Level Customer OTP



#### Passenger Deboardings vs. Train Miles



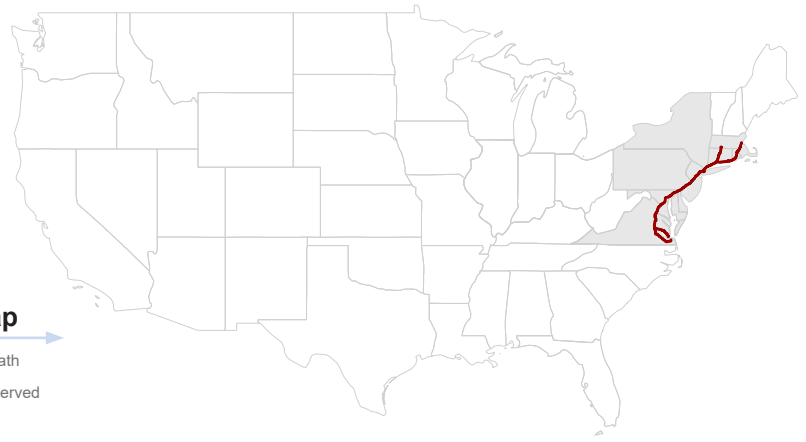
### Additional Notes

One Northeast Regional train - Train 1108 - had a few minutes of delays associated with it in the FY2026 Q1 delays data. However, this train was a deadhead move with no passengers, so those delays were included in error.

# Northeast Corridor

## Richmond / Newport News / Norfolk

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

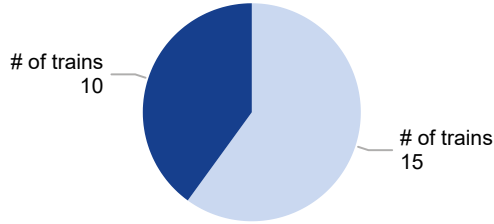


### Customer On-Time Performance

Route Level Customer OTP **76%**

Train Level Customer OTP

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



### Route Map

— Route Path  
— States Served

### Delays

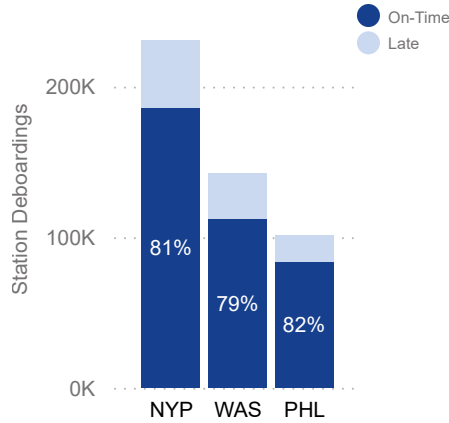
| Top 3 Causes of Delay |                      | Delay Min |
|-----------------------|----------------------|-----------|
| NOD                   | Unused recovery time | 15,515    |
| DSR                   | Slow order delays    | 8,949     |
| OTH                   | Miscellaneous delays | 8,751     |

### Customer Service Index (CSI)

| Overall Service Rating  | On-Time Respondents | All Survey Respondents |
|-------------------------|---------------------|------------------------|
| Washington-Newport News | 90 %                | 78 %                   |
| Washington-Norfolk      | 92 %                | 83 %                   |
| Washington-Richmond     | 93 %                | 79 %                   |

### Station Performance

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

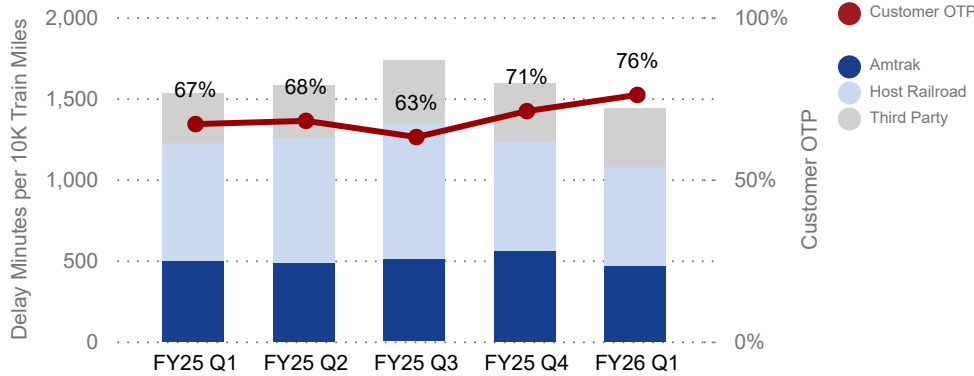


### Route Stops

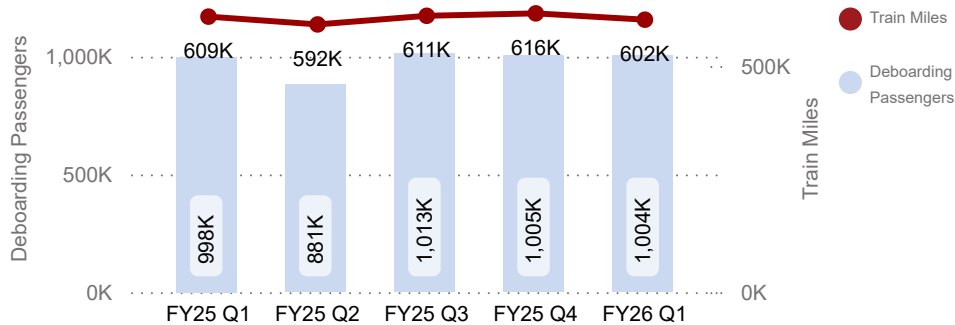
- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128, MA
- PVD - Providence, RI
- KIN - Kingston, RI
- WLY - Westerly, RI
- MYS - Mystic, CT
- NLC - New London, CT
- OSB - Old Saybrook, CT
- NHV - New Haven (Union Station), CT
- BRP - Bridgeport, CT
- STM - Stamford, 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
- 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
- PTB - Petersburg, VA
- NFK - Norfolk, VA

### Trends

#### Delays and Route Level Customer OTP



#### Passenger Deboardings vs. Train Miles



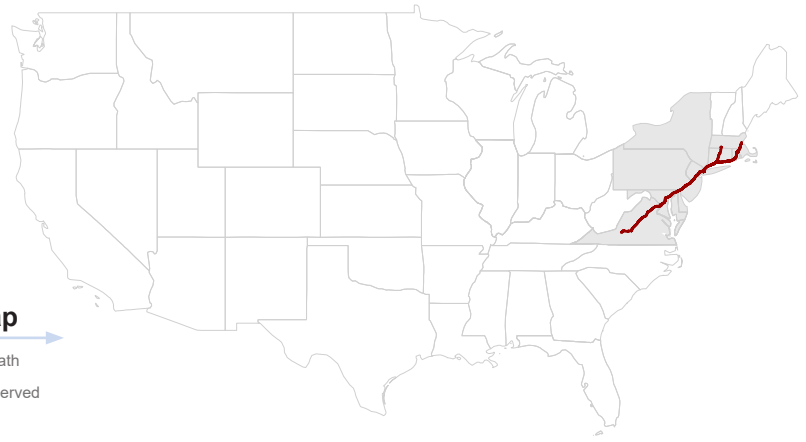
### Additional Notes

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 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

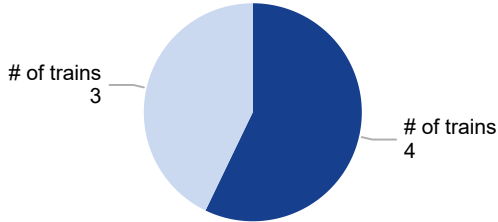


### Customer On-Time Performance

Route Level Customer OTP **82%**

Train Level Customer OTP

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

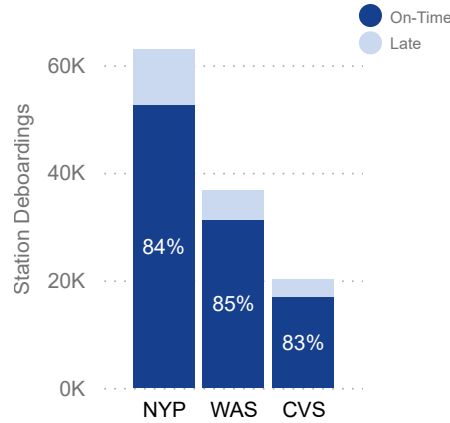


### Route Map

— Route Path  
— States Served

### 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
- 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
- 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

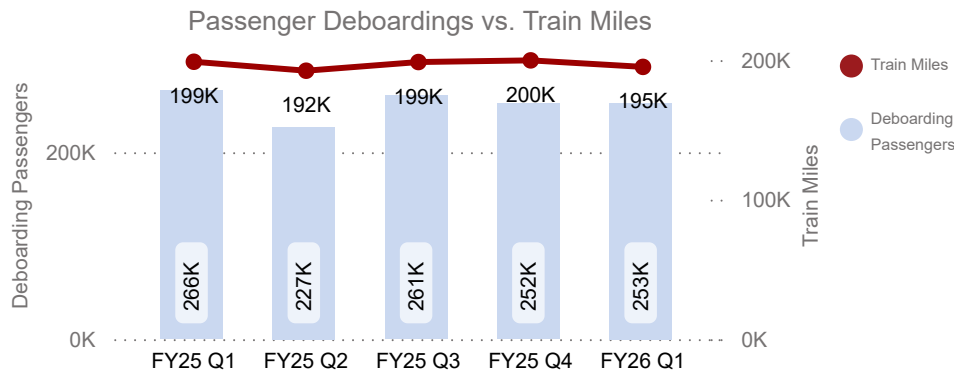
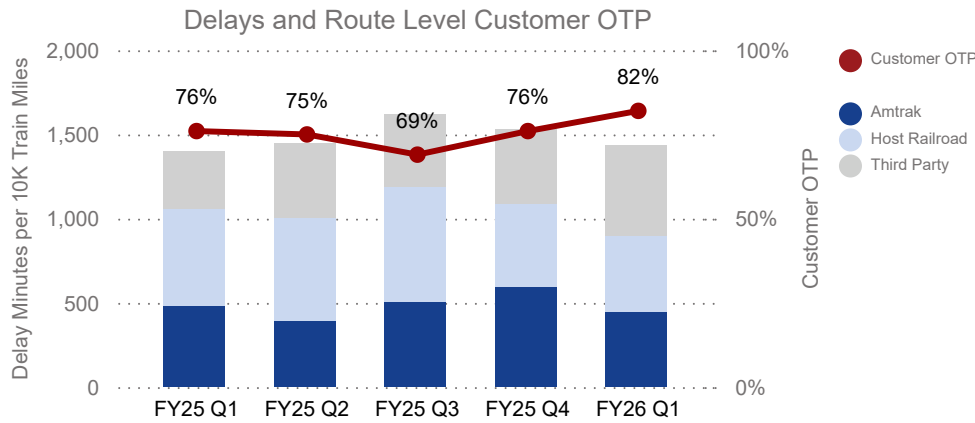
### Delays

| Top 3 Causes of Delay            | Delay Min |
|----------------------------------|-----------|
| NOD Unused recovery time         | 8,051     |
| OTH Miscellaneous delays         | 2,670     |
| PTI Passenger train interference | 2,472     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 82%                    |

### Trends



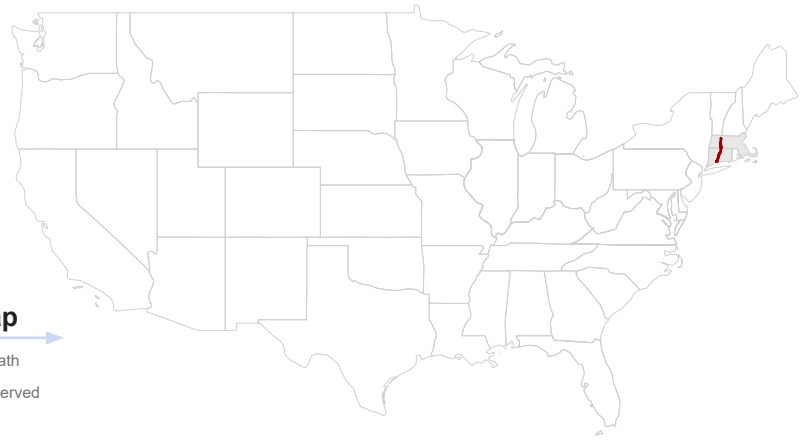
### Additional Notes

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 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

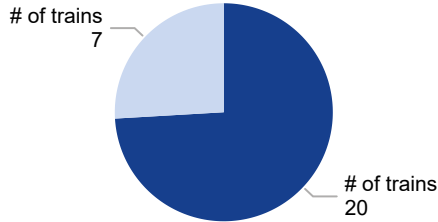


## Customer On-Time Performance

Route Level Customer OTP **88%**

Train Level Customer OTP

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

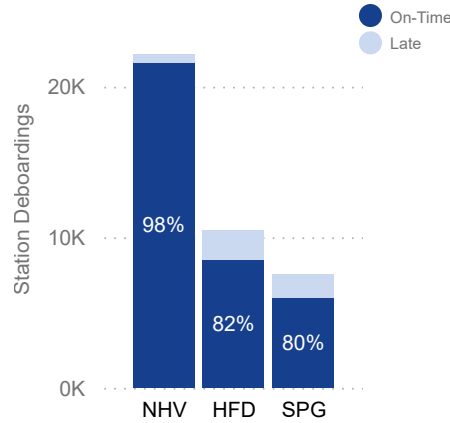


## Route Map

— Route Path  
— States Served

## 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

## Delays

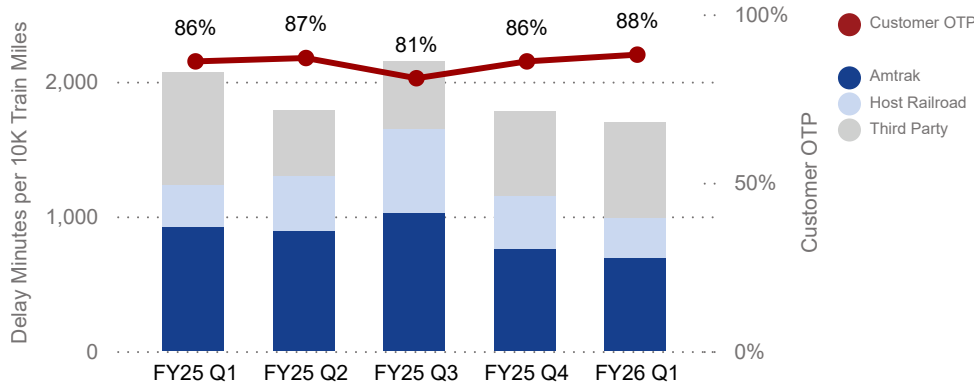
| Top 3 Causes of Delay              | Delay Min |
|------------------------------------|-----------|
| NOD Unused recovery time           | 3,032     |
| CON Hold for guaranteed connection | 2,281     |
| WTR Weather-related                | 1,580     |

## Customer Service Index (CSI)

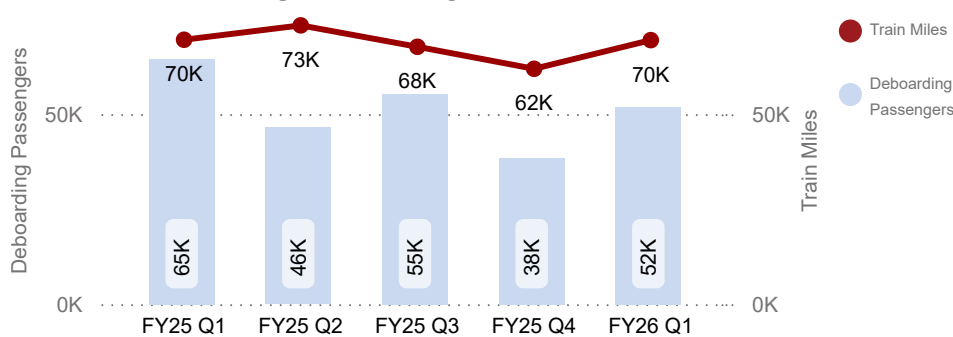
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 93%                 | 79%                    |

## Trends

### Delays and Route Level Customer OTP



### Passenger Deboardings vs. Train Miles



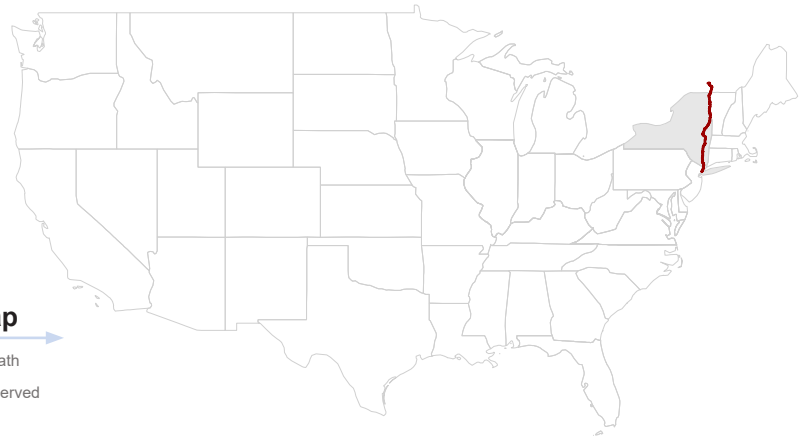
## Additional Notes

This route is classified as Northeast Corridor but, includes State Supported segments. See Figure 1 for additional details. Beginning in FY2024 Q4, two Springfield Shuttle routes were re-classified as On Spine Northeast Regional routes. **Page 20**

**State Supported**

**Adirondack**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

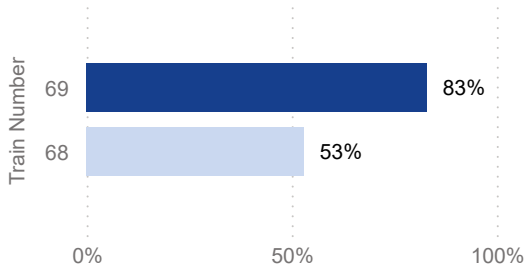


**Customer On-Time Performance**

Route Level Customer OTP **63%**

Train Level Customer OTP

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

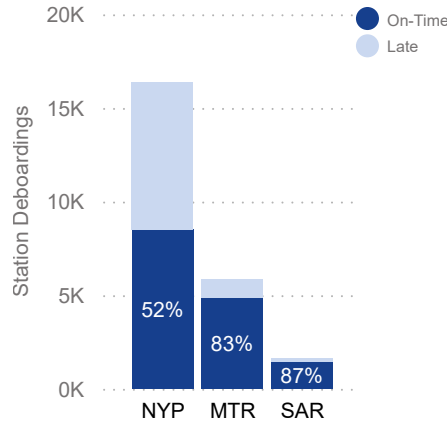


**Route Map**

— Route Path  
 ■ States Served

**Station Performance**

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



**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

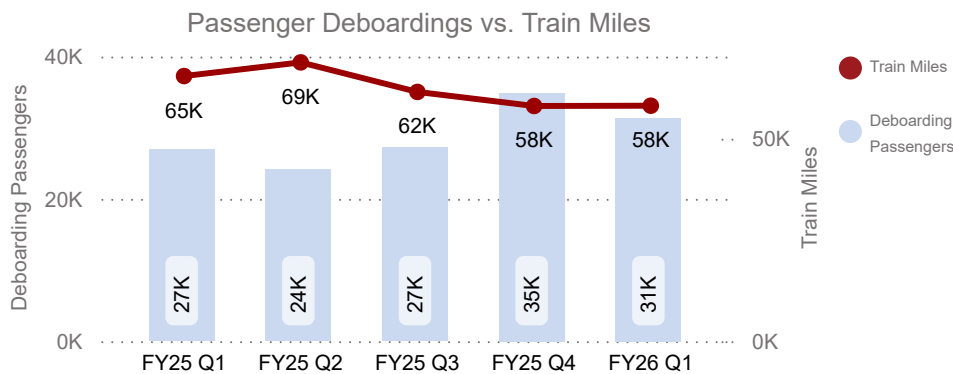
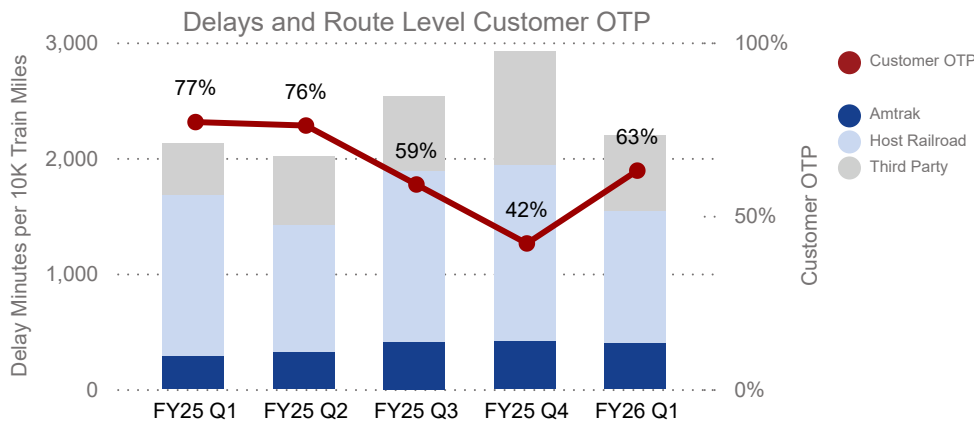
**Delays**

| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| PTI                   | Passenger train interference | 2,220     |
| NOD                   | Unused recovery time         | 2,207     |
| DSR                   | Slow order delays            | 1,309     |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 89%                 | 76%                    |

**Trends**

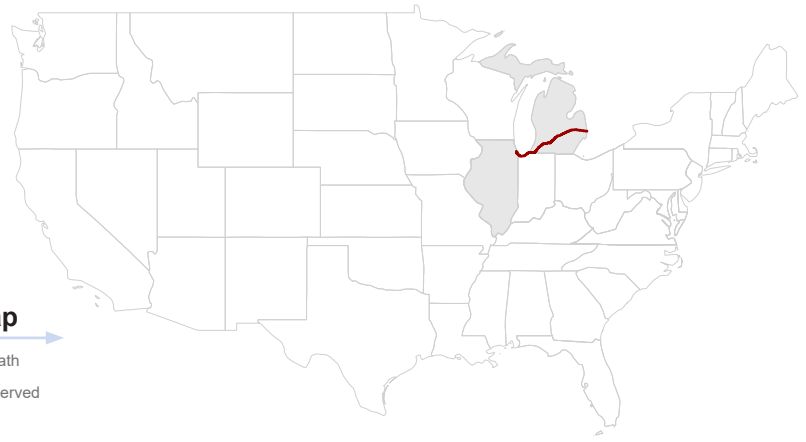


**Additional Notes**

**State Supported**

**Blue Water**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

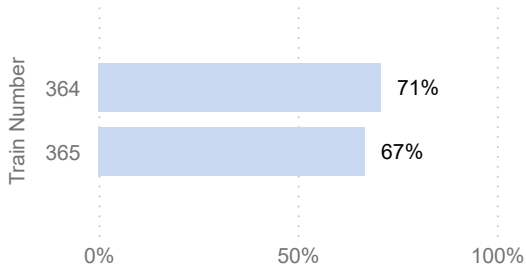


**Customer On-Time Performance**

Route Level Customer OTP **69%**

Train Level Customer OTP

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

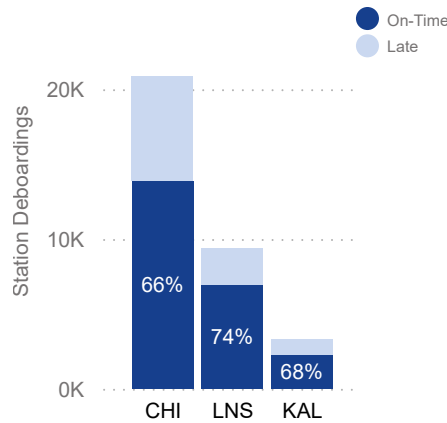


**Route Map**

— Route Path  
— States Served

**Station Performance**

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



**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

**Delays**

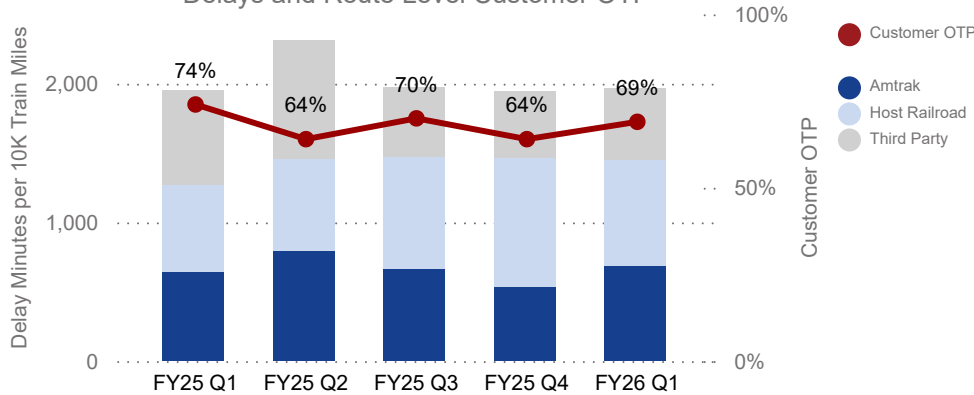
| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| NOD                   | Unused recovery time       | 2,153     |
| DSR                   | Slow order delays          | 1,680     |
| FTI                   | Freight train interference | 1,641     |

**Customer Service Index (CSI)**

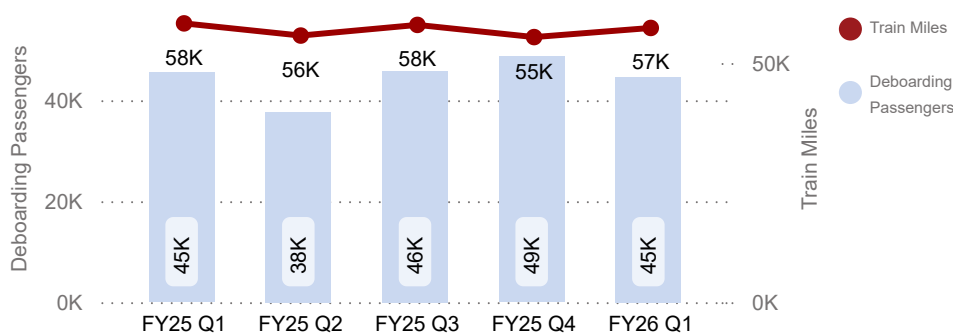
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 77%                    |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**

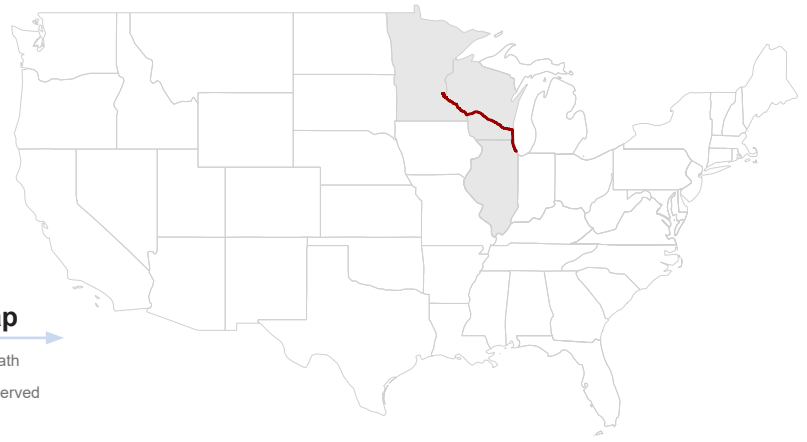


**Additional Notes**

**State Supported**

**Borealis**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

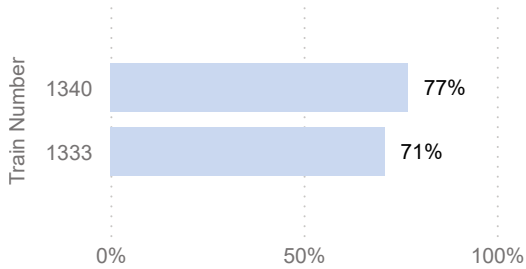


**Customer On-Time Performance**

Route Level Customer OTP **74%**

Train Level Customer OTP

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

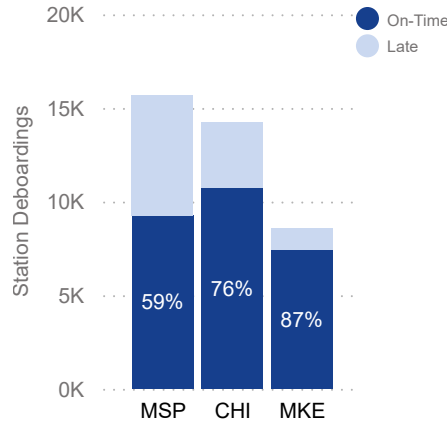


**Route Map**

— Route Path  
■ States Served

**Station Performance**

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



**Route Stops**

- CHI - Chicago, IL
- GLN - Glenview, IL
- SVT - Sturtevant, WI
- MKA - Milwaukee Airport, WI
- MKE - Milwaukee, WI
- CBS - Columbus, WI
- POG - Portage, WI
- WDL - Wisconsin Dells, WI
- TOH - Tomah, WI
- LSE - La Crosse, WI
- WIN - Winona, MN
- RDW - Red Wing, MN
- MSP - St. Paul-Minneapolis, MN

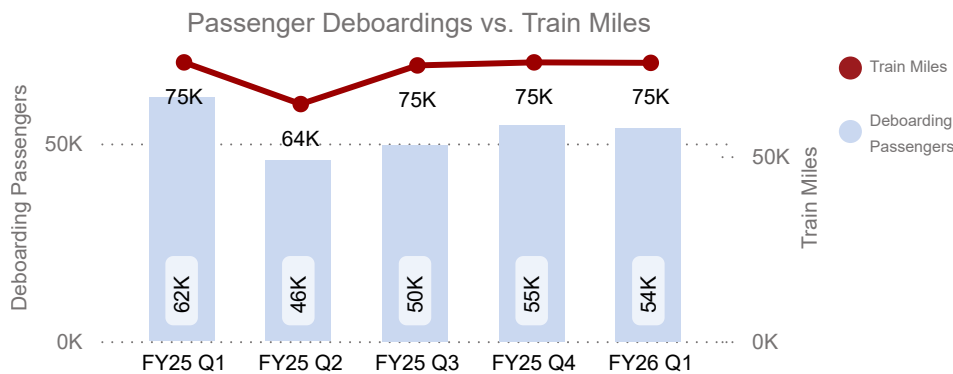
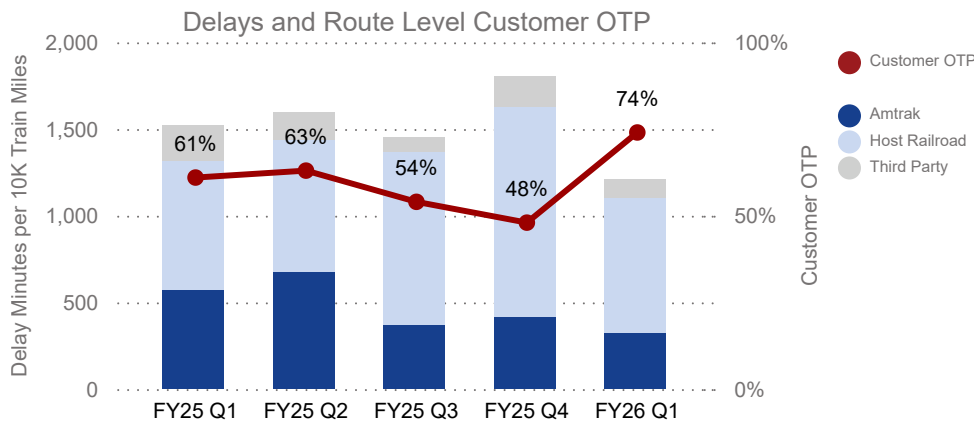
**Delays**

| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| DSR                   | Slow order delays            | 1,564     |
| FTI                   | Freight train interference   | 1,110     |
| PTI                   | Passenger train interference | 1,110     |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 91%                 | 83%                    |

**Trends**



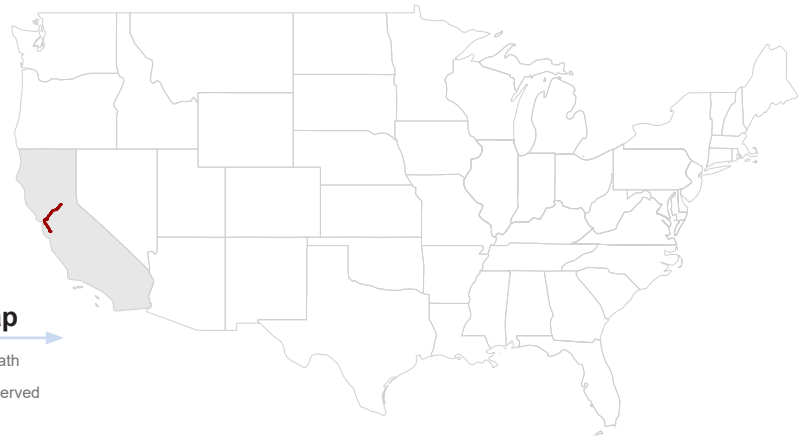
**Additional Notes**

Amtrak began operating the Borealis in May 2024.

**State Supported**

**Capitol Corridor**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

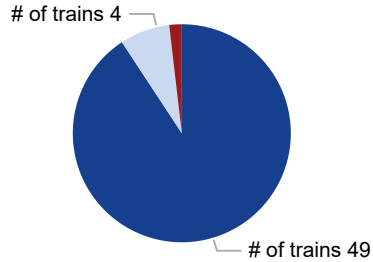


**Customer On-Time Performance**

Route Level Customer OTP **89%**

Train Level Customer OTP

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

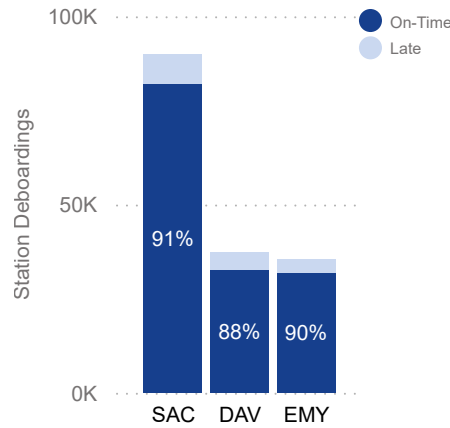


**Route Map**

— Route Path  
 ■ States Served

**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

**Delays**

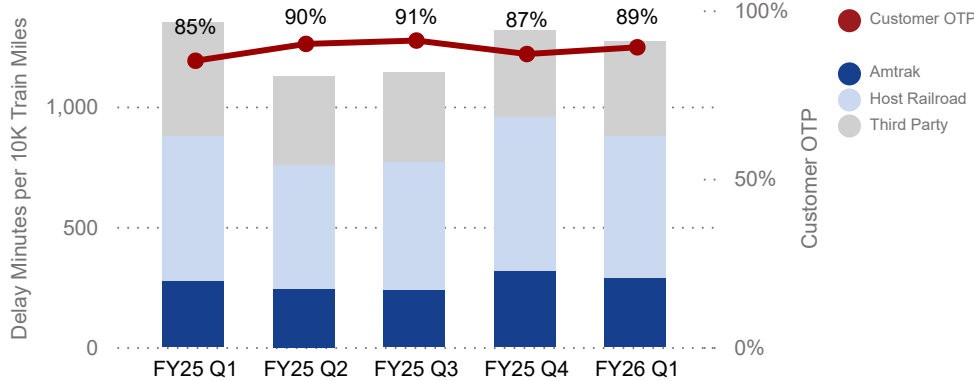
| Top 3 Causes of Delay            | Delay Min |
|----------------------------------|-----------|
| PTI Passenger train interference | 8,444     |
| TRS Trespasser incident          | 3,756     |
| NOD Unused recovery time         | 2,449     |

**Customer Service Index (CSI)**

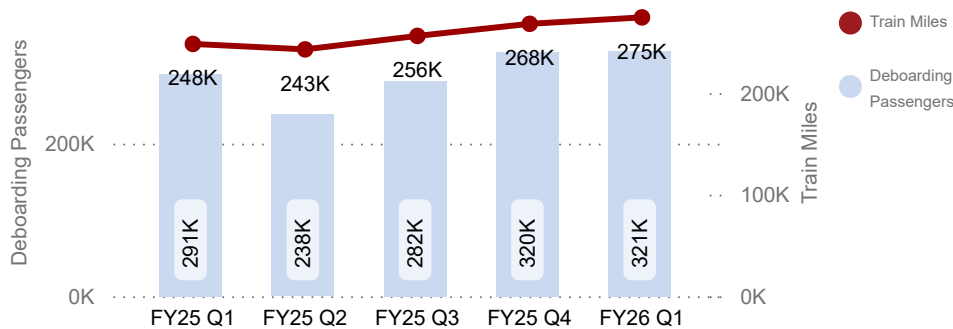
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 93%                 | 85%                    |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**

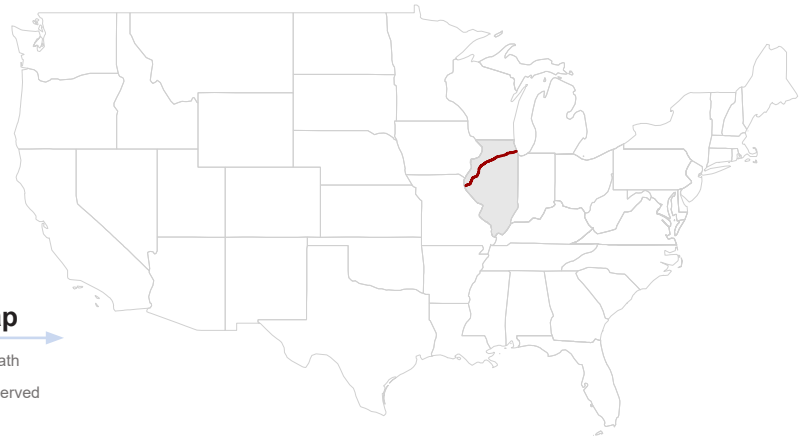


**Additional Notes**

**State Supported**

**Carl Sandburg / Illinois Zephyr**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

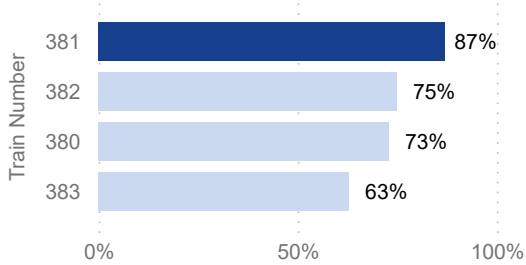


**Customer On-Time Performance**

Route Level Customer OTP **73%**

Train Level Customer OTP

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

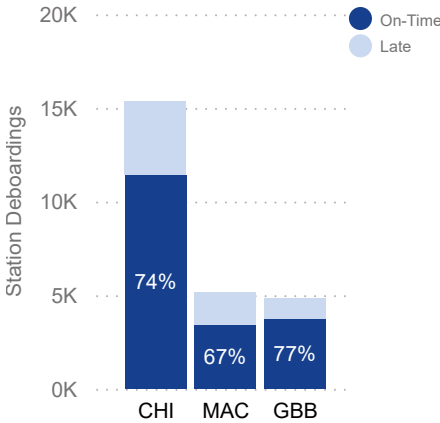


**Route Map**

— Route Path  
 ■ States Served

**Station Performance**

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



**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

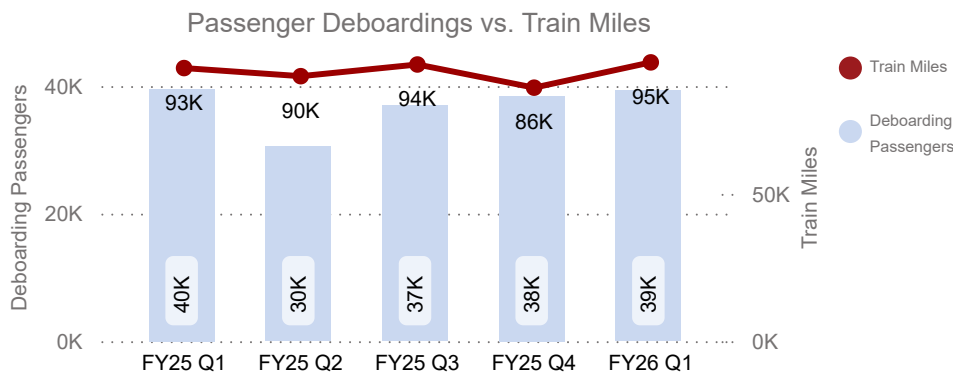
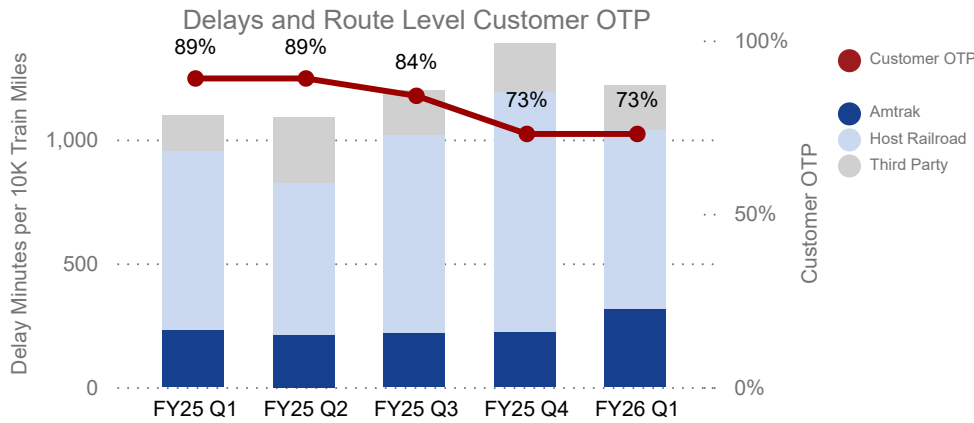
**Delays**

| Top 3 Causes of Delay |                             | Delay Min |
|-----------------------|-----------------------------|-----------|
| FTI                   | Freight train interference  | 3,077     |
| CTI                   | Commuter train interference | 1,110     |
| DSR                   | Slow order delays           | 866       |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 84%                    |

**Trends**

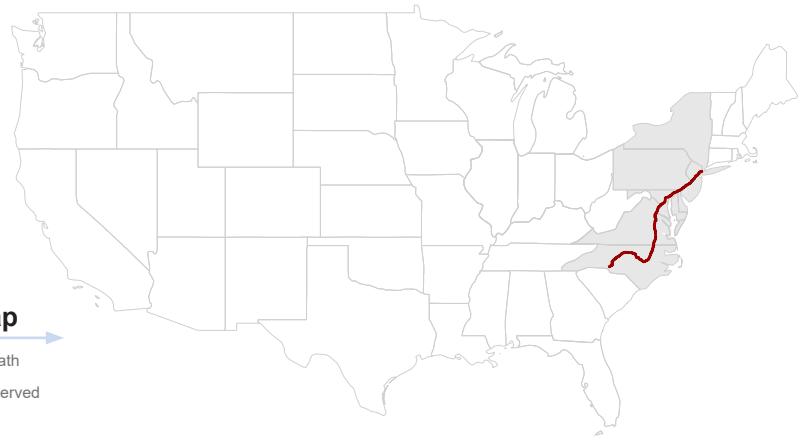


**Additional Notes**

**State Supported**

**Carolinian**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

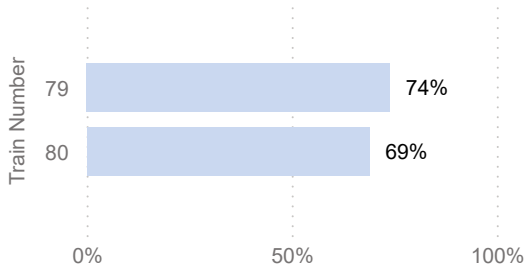


**Customer On-Time Performance**

Route Level Customer OTP **71%**

Train Level Customer OTP

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

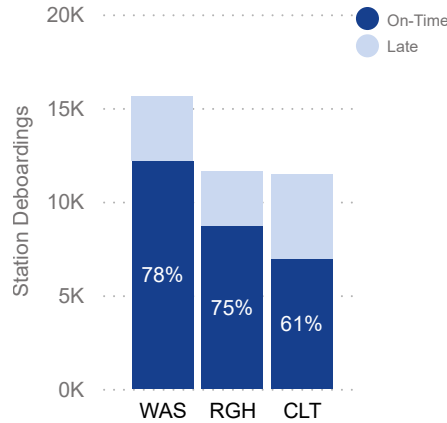


**Route Map**

— Route Path  
— States Served

**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

**Delays**

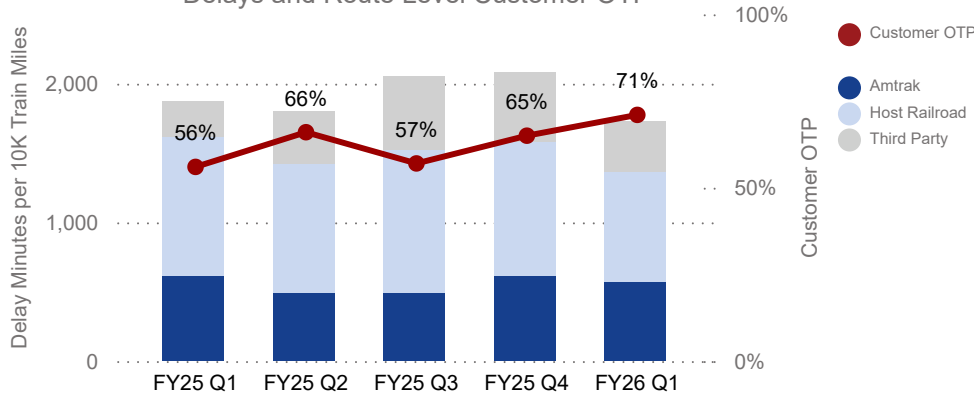
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| PTI                   | Passenger train interference | 3,658     |
| NOD                   | Unused recovery time         | 3,202     |
| ADA                   | Passenger-related            | 2,299     |

**Customer Service Index (CSI)**

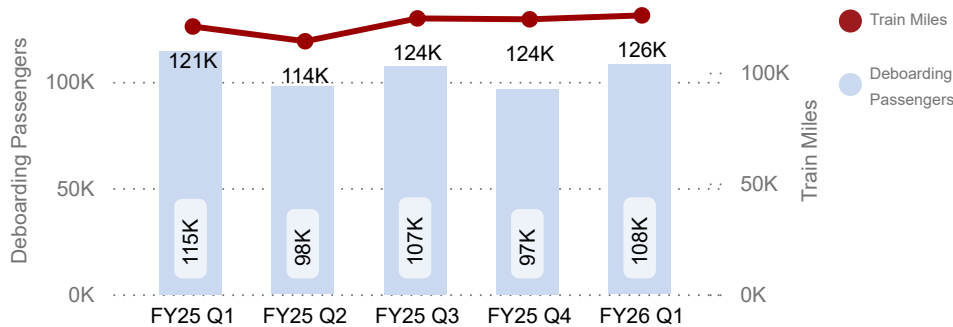
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 89%                 | 78%                    |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**

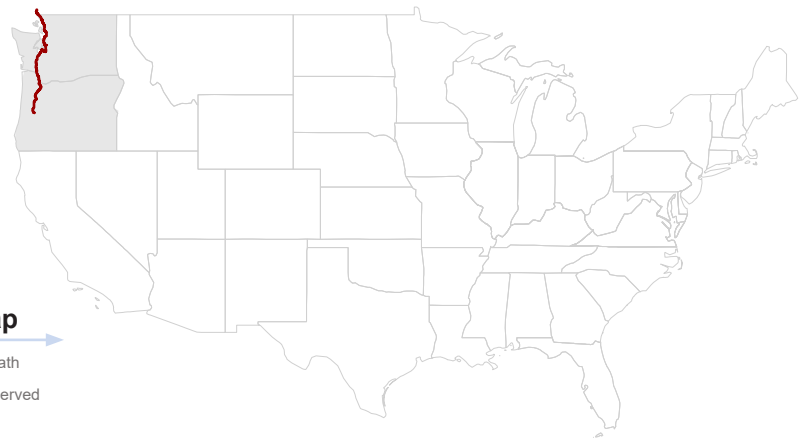


**Additional Notes**

**State Supported**

**Cascades**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

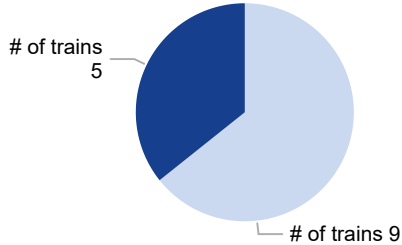


**Customer On-Time Performance**

Route Level Customer OTP **76%**

Train Level Customer OTP

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

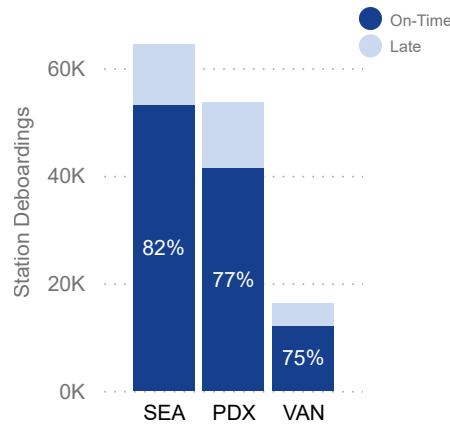


**Route Map**

— Route Path  
— States Served

**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

**Delays**

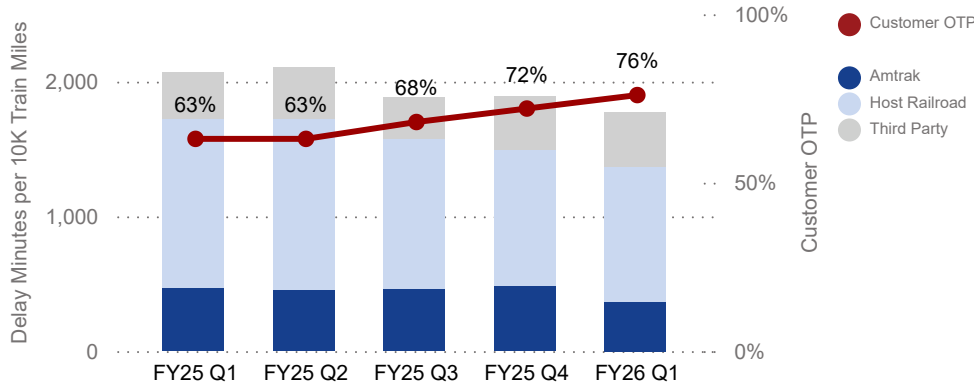
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| FTI                   | Freight train interference   | 8,385     |
| PTI                   | Passenger train interference | 8,246     |
| DSR                   | Slow order delays            | 5,085     |

**Customer Service Index (CSI)**

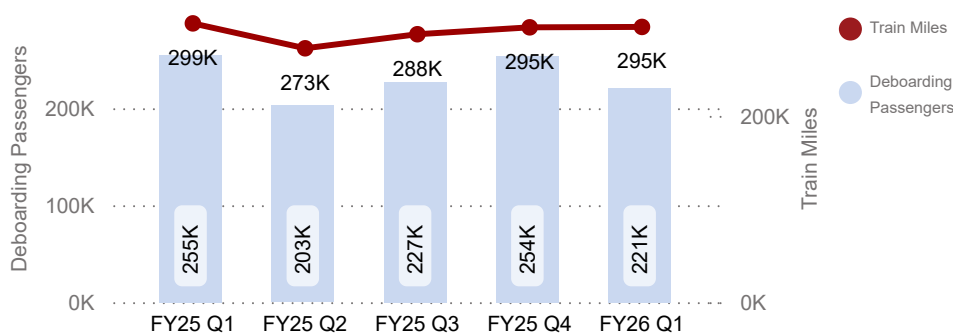
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 89%                 | 79%                    |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**

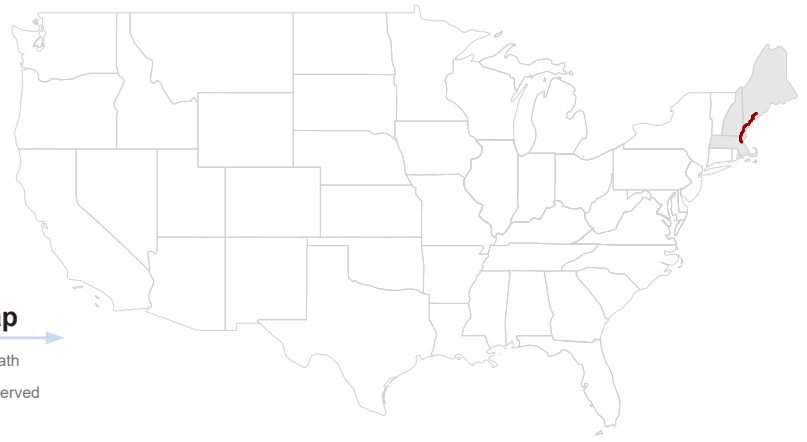


**Additional Notes**

**State Supported**

**Downeaster**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

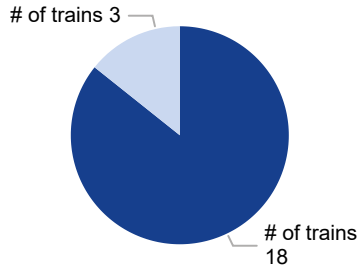


**Customer On-Time Performance**

Route Level Customer OTP **86%**

Train Level Customer OTP

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

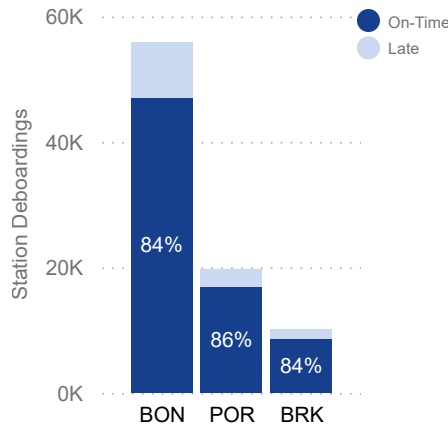


**Route Map**

— Route Path  
— States Served

**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

**Delays**

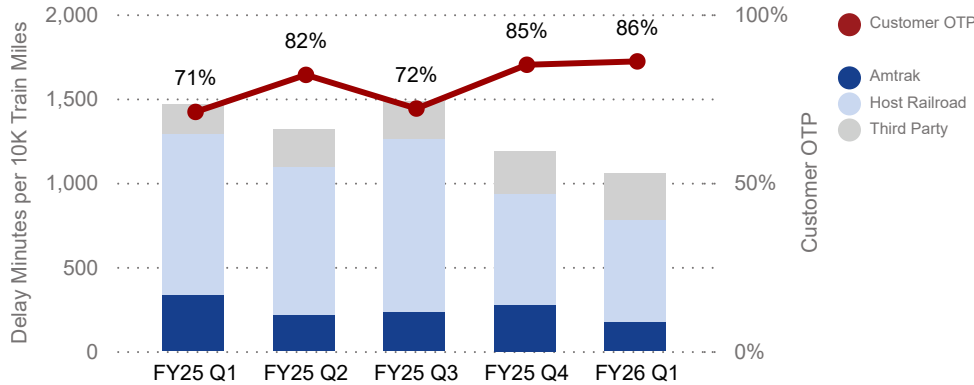
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| PTI                   | Passenger train interference | 3,147     |
| NOD                   | Unused recovery time         | 2,755     |
| DCS                   | C&S work due to defect       | 2,135     |

**Customer Service Index (CSI)**

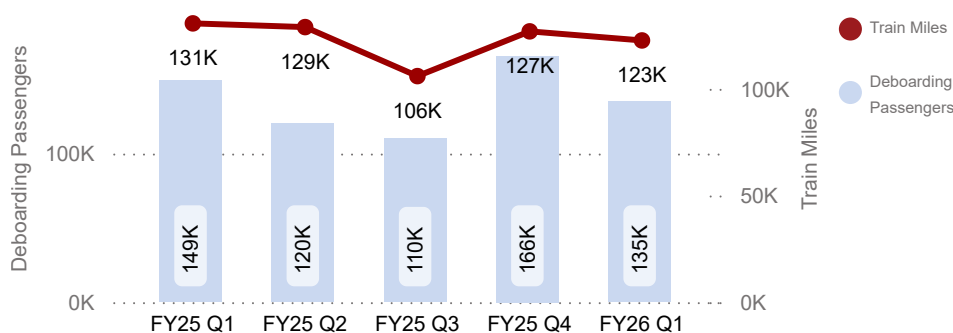
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 95%                 | 90%                    |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**

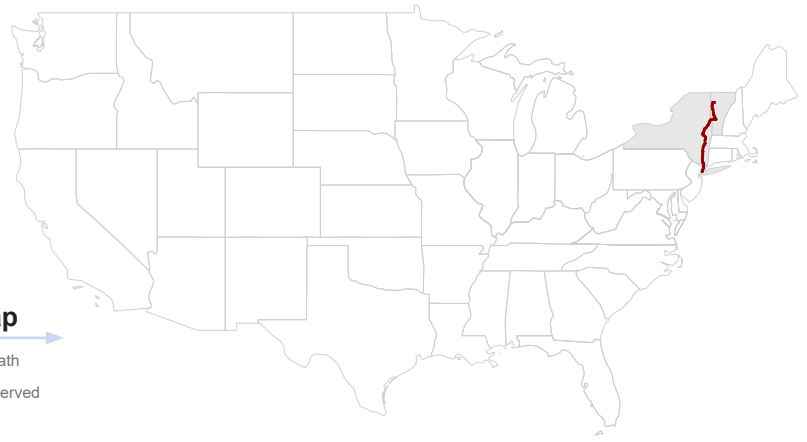


**Additional Notes**

**State Supported**

# Ethan Allen Express

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

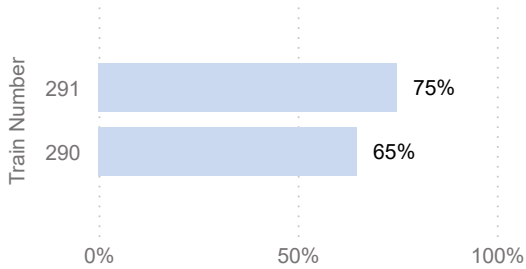


## Customer On-Time Performance

Route Level Customer OTP **70%**

Train Level Customer OTP

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

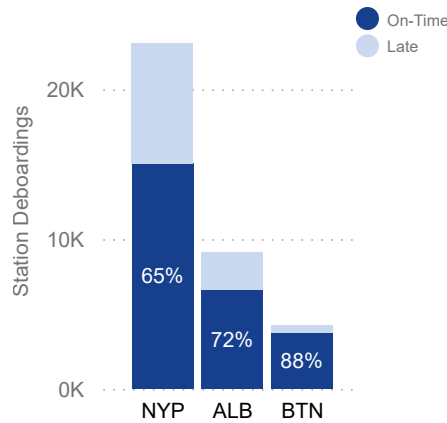


## Route Map

— Route Path  
— States Served

## Station Performance

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



## 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

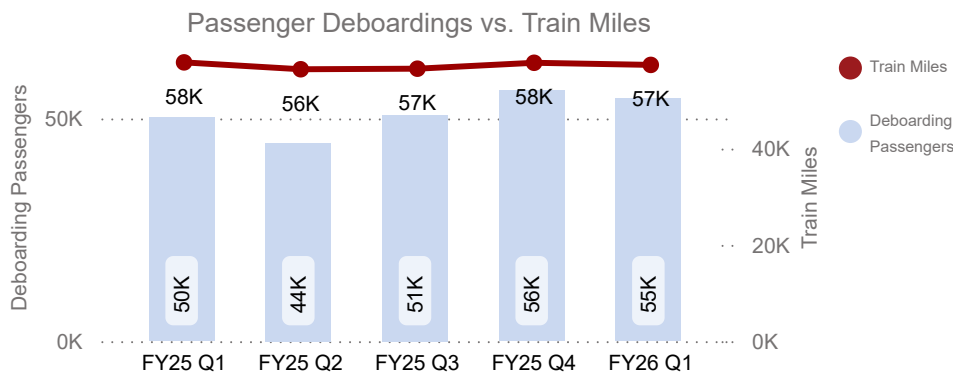
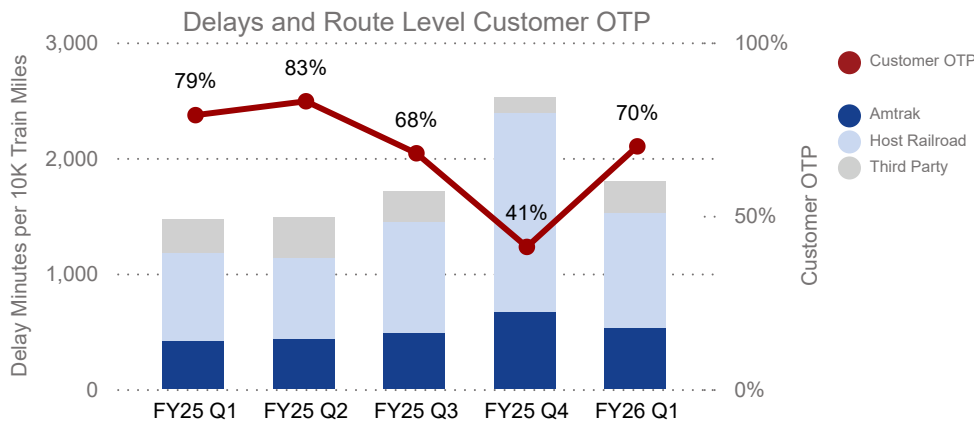
## Delays

| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| DSR                   | Slow order delays            | 1,796     |
| PTI                   | Passenger train interference | 1,469     |
| CTI                   | Commuter train interference  | 1,390     |

## Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 91%                 | 83%                    |

## Trends

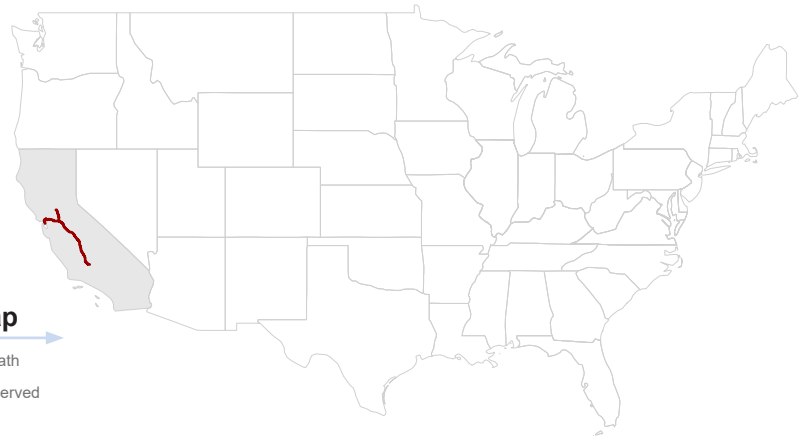


## Additional Notes

**State Supported**

**Gold Runner**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

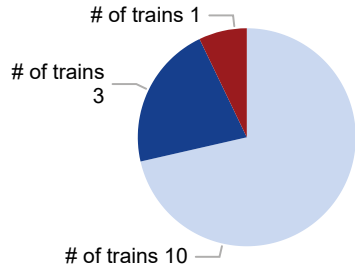


**Customer On-Time Performance**

Route Level Customer OTP **63%**

Train Level Customer OTP

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

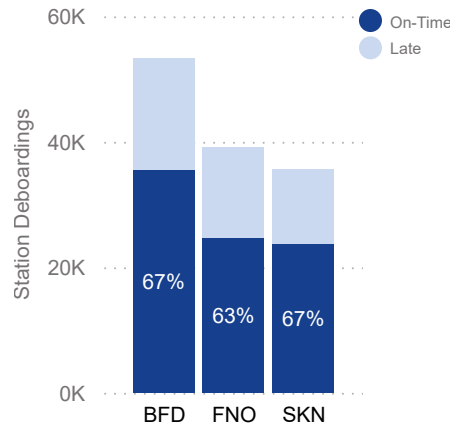


**Route Map**

— Route Path  
— States Served

**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

**Delays**

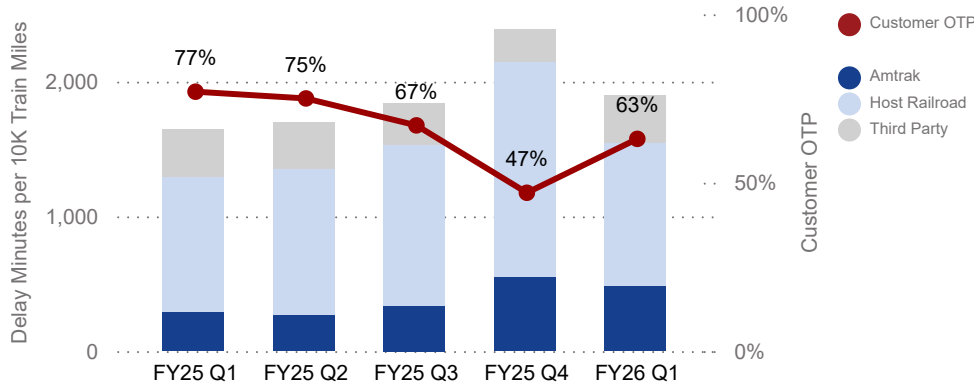
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| PTI                   | Passenger train interference | 16,124    |
| FTI                   | Freight train interference   | 11,188    |
| NOD                   | Unused recovery time         | 4,894     |

**Customer Service Index (CSI)**

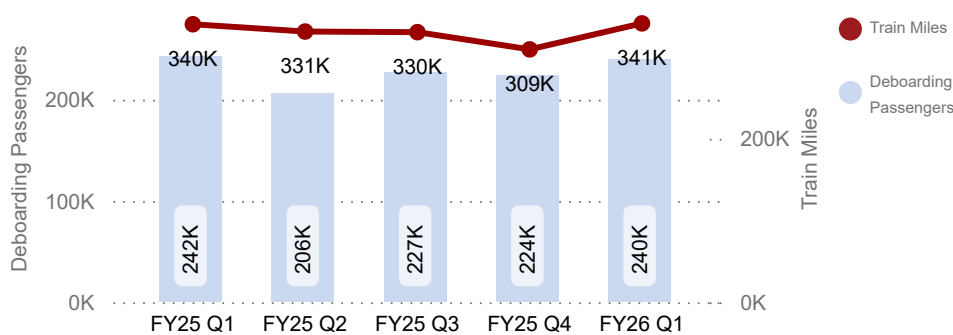
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 75%                    |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**

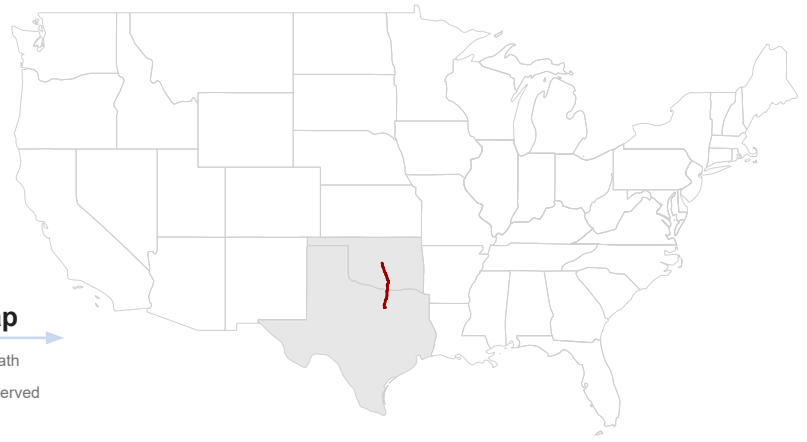


**Additional Notes**

**State Supported**

# Heartland Flyer

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

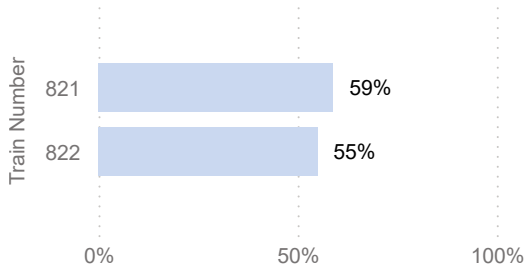


## Customer On-Time Performance

Route Level Customer OTP **57%**

Train Level Customer OTP

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

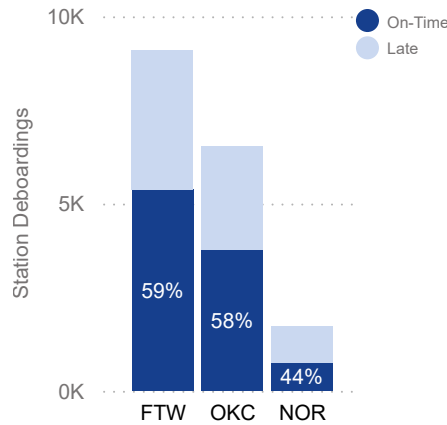


## Route Map

— Route Path  
 ■ States Served

## Station Performance

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



## 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

## Delays

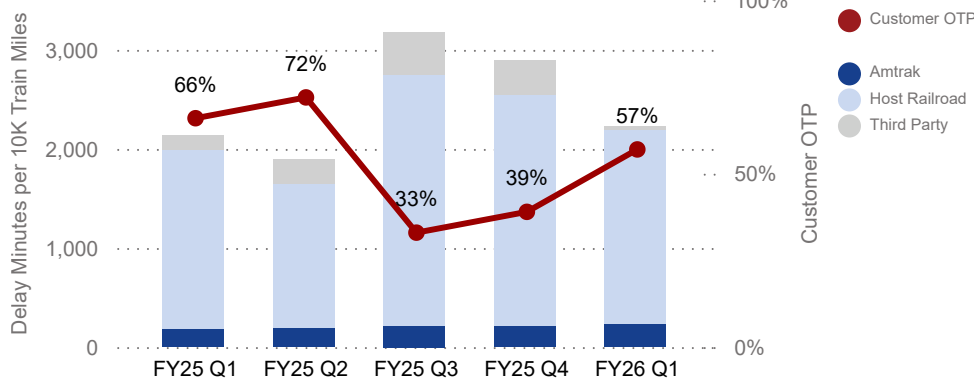
| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| DSR                   | Slow order delays          | 4,497     |
| FTI                   | Freight train interference | 2,553     |
| HLD                   | Passenger-related          | 389       |

## Customer Service Index (CSI)

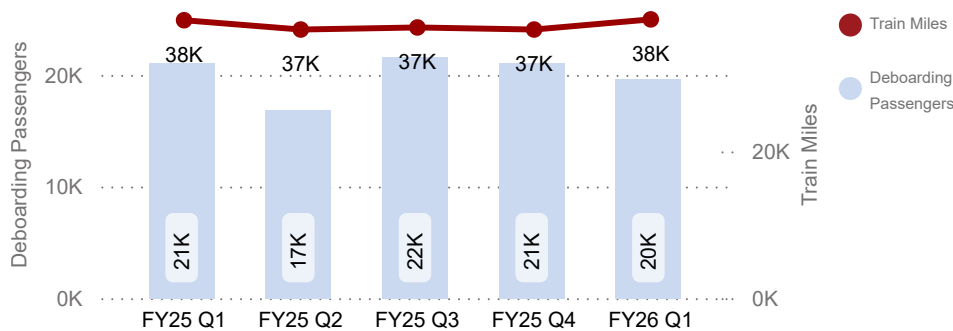
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 96%                 | 86%                    |

## Trends

### Delays and Route Level Customer OTP



### Passenger Deboardings vs. Train Miles



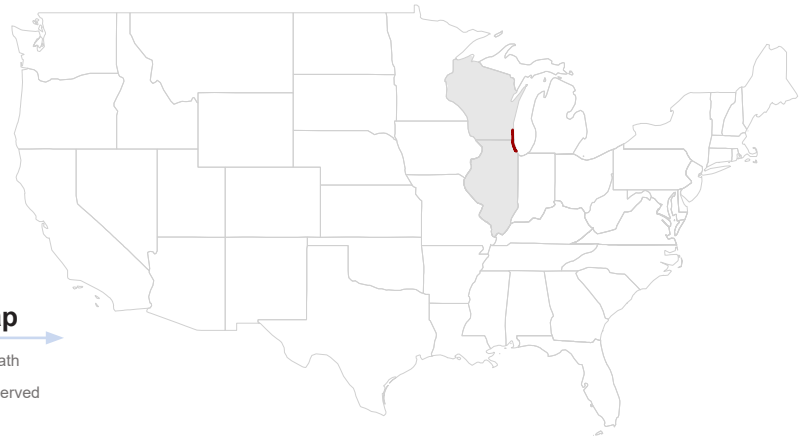
## Additional Notes

The Heartland Flyer typically runs between Fort Worth, TX and Oklahoma City, OK. On October 10, 2025, the Heartland Flyer ran its "Big Game Train" to Dallas, resulting in passengers deboarding at Eddie Bernice Johnson Union Station in Dallas, TX.

**State Supported**

**Hiawatha**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

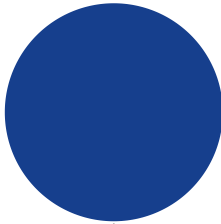


**Customer On-Time Performance**

Route Level Customer OTP **87%**

Train Level Customer OTP

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



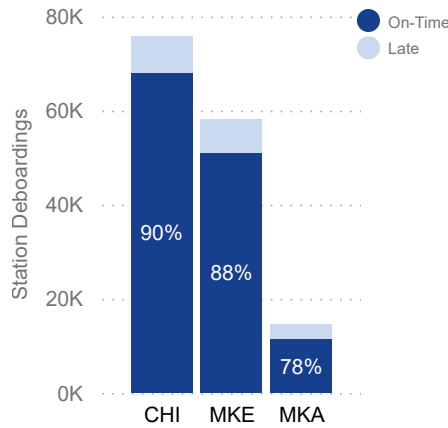
# of trains 13

**Route Map**

— Route Path  
— States Served

**Station Performance**

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



**Route Stops**

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

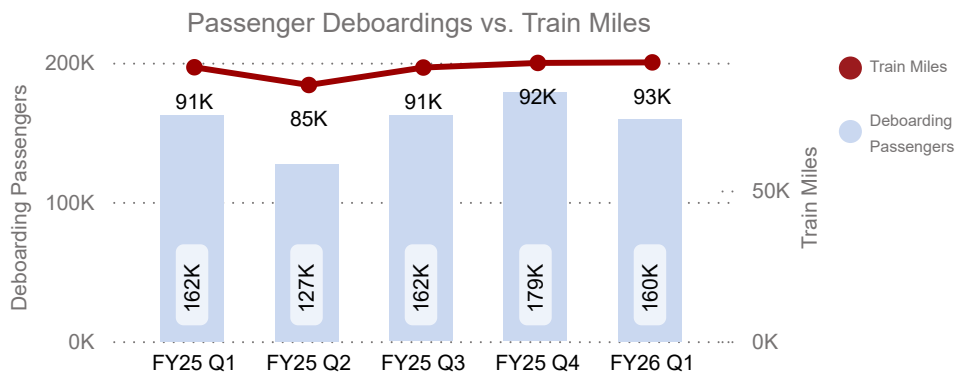
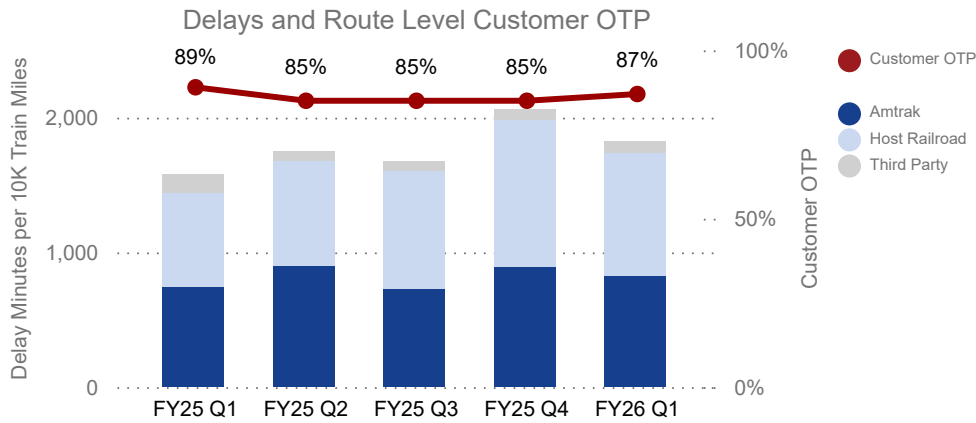
**Delays**

| Top 3 Causes of Delay           | Delay Min |
|---------------------------------|-----------|
| CTI Commuter train interference | 4,340     |
| OTH Miscellaneous delays        | 2,444     |
| ITI Initial terminal delay      | 1,700     |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 93%                 | 83%                    |

**Trends**

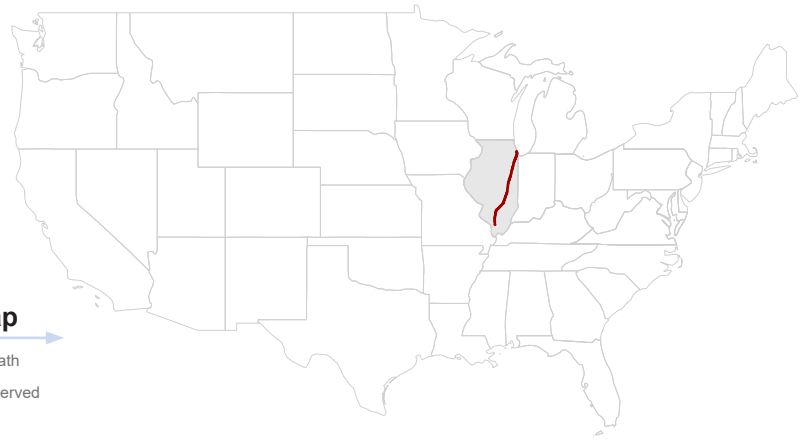


**Additional Notes**

**State Supported**

**Illini / Saluki**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

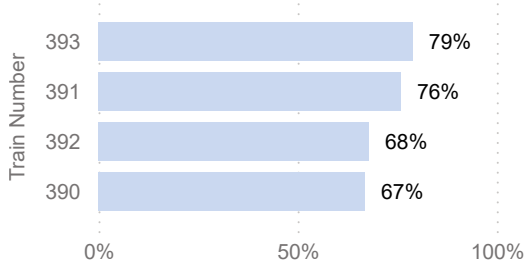


**Customer On-Time Performance**

Route Level Customer OTP **72%**

Train Level Customer OTP

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

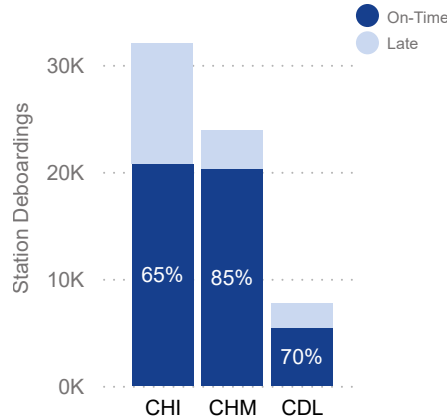


**Route Map**

— Route Path  
■ States Served

**Station Performance**

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



**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

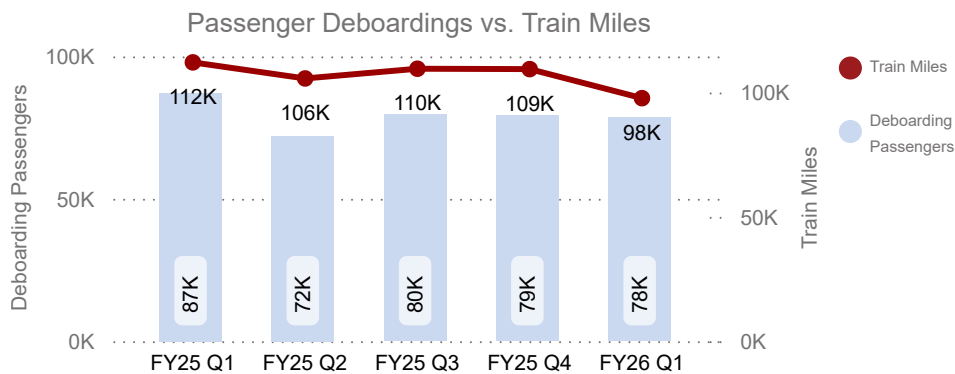
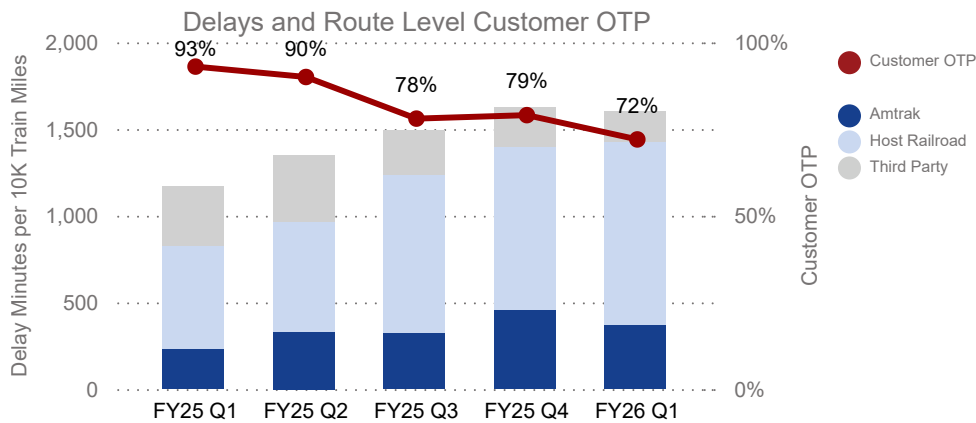
**Delays**

| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| DSR                   | Slow order delays            | 4,225     |
| FTI                   | Freight train interference   | 2,195     |
| PTI                   | Passenger train interference | 2,000     |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 79%                    |

**Trends**

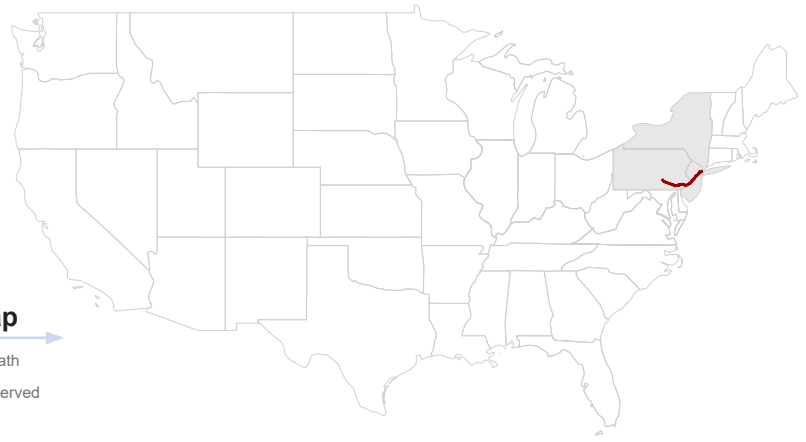


**Additional Notes**

**State Supported**

**Keystone**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

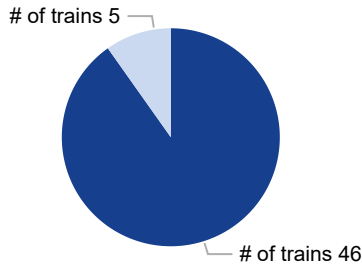


**Customer On-Time Performance**

Route Level Customer OTP **90%**

Train Level Customer OTP

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

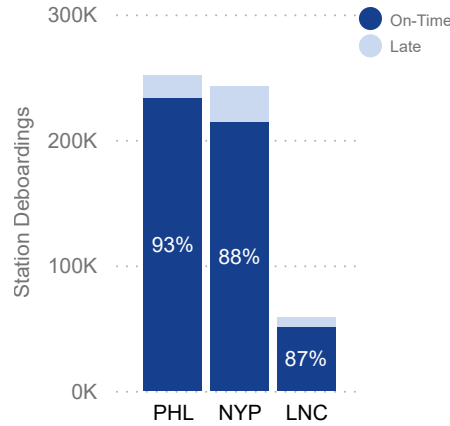


**Route Map**

— Route Path  
— States Served

**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

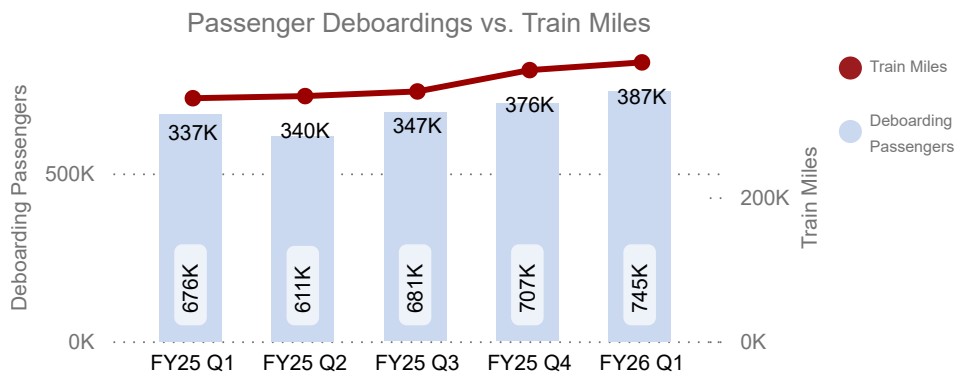
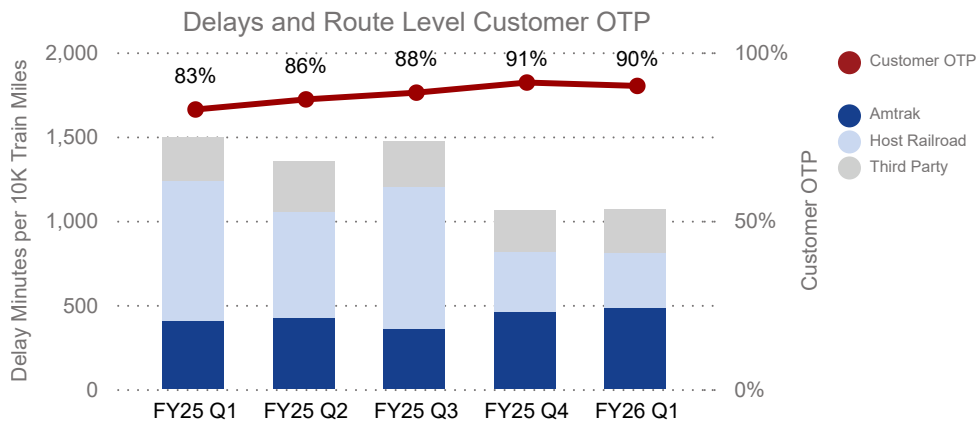
**Delays**

| Top 3 Causes of Delay |                             | Delay Min |
|-----------------------|-----------------------------|-----------|
| OTH                   | Miscellaneous delays        | 11,311    |
| NOD                   | Unused recovery time        | 5,154     |
| CTI                   | Commuter train interference | 4,795     |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 96%                 | 89%                    |

**Trends**

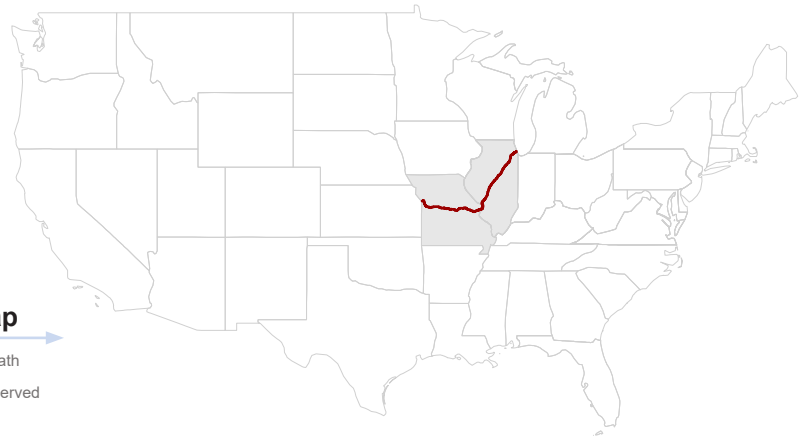


**Additional Notes**

**State Supported**

**Lincoln Missouri**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

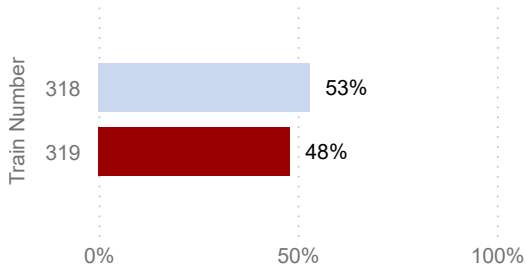


**Customer On-Time Performance**

Route Level Customer OTP **51%**

Train Level Customer OTP

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

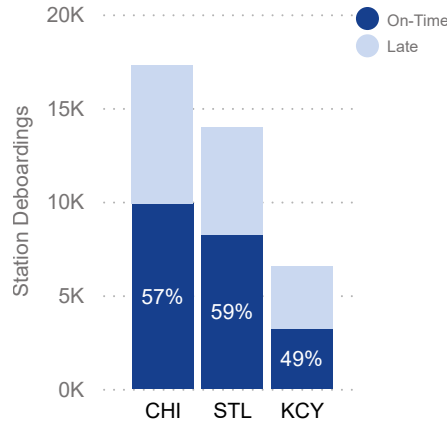


**Route Map**

— Route Path  
 ■ States Served

**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

**Delays**

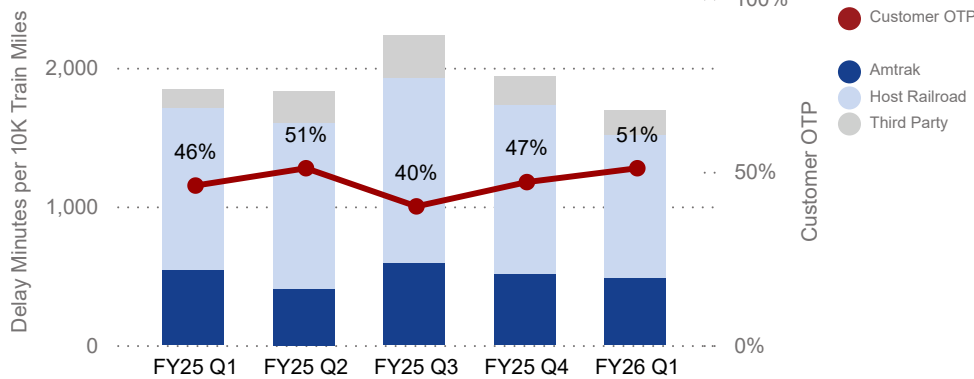
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| FTI                   | Freight train interference   | 3,785     |
| PTI                   | Passenger train interference | 2,697     |
| DSR                   | Slow order delays            | 2,136     |

**Customer Service Index (CSI)**

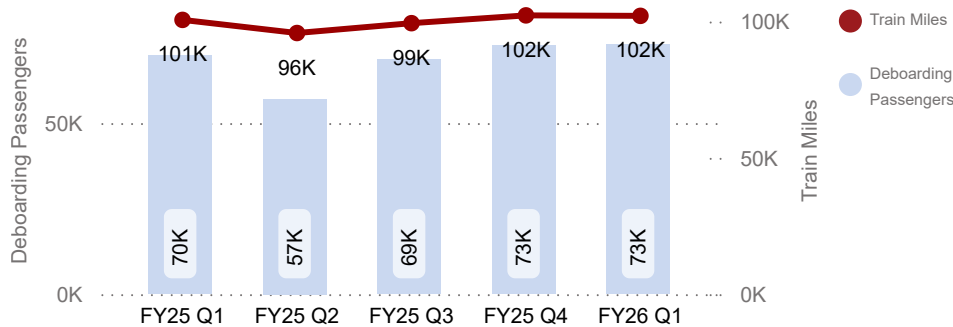
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | See note below      | See note below         |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**



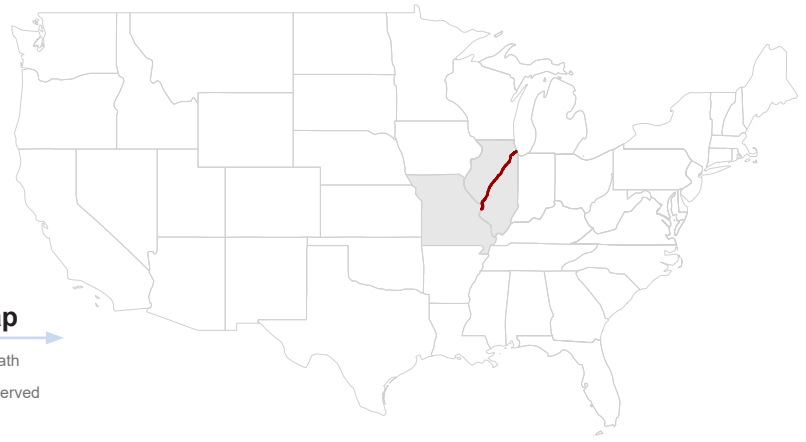
**Additional Notes**

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

**State Supported**

# Lincoln Service

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

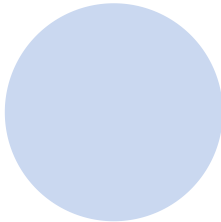


## Customer On-Time Performance

Route Level Customer OTP **68%**

Train Level Customer OTP

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



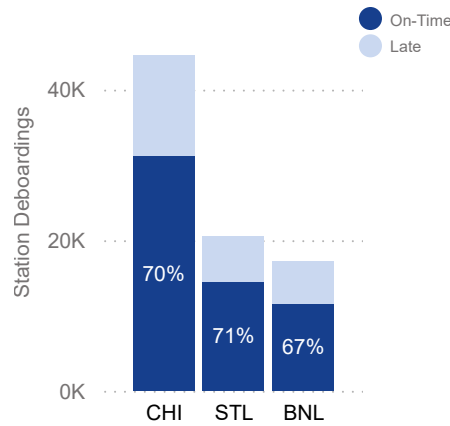
# of trains 6

## Route Map

— Route Path  
— States Served

## 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

## Delays

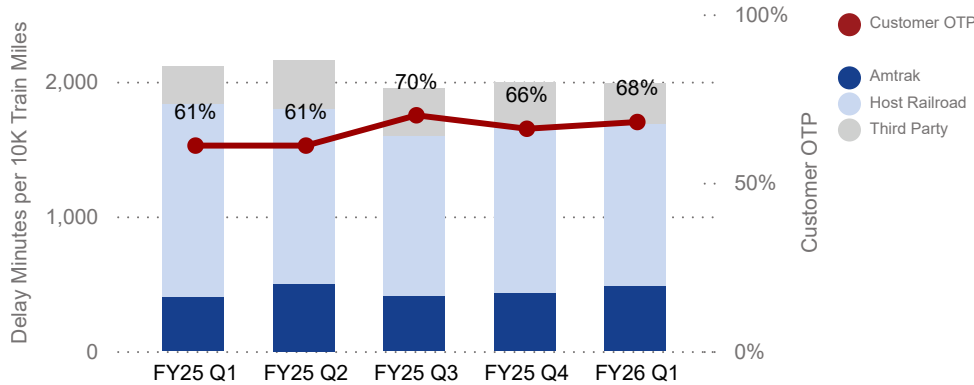
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| FTI                   | Freight train interference   | 6,581     |
| PTI                   | Passenger train interference | 4,694     |
| NOD                   | Unused recovery time         | 3,495     |

## Customer Service Index (CSI)

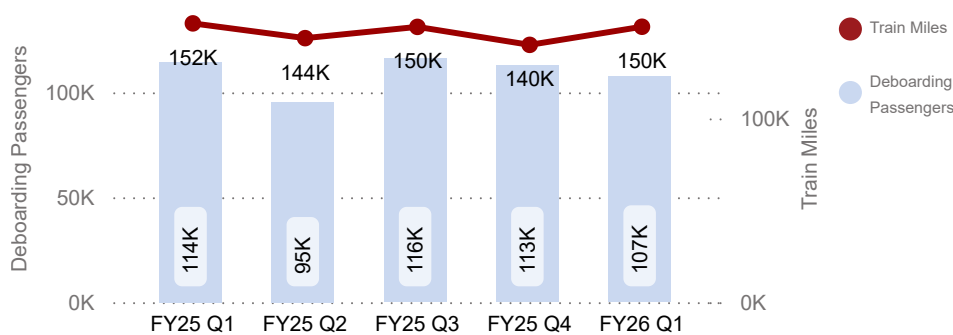
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 90%                 | 75%                    |

## Trends

### Delays and Route Level Customer OTP



### Passenger Deboardings vs. Train Miles



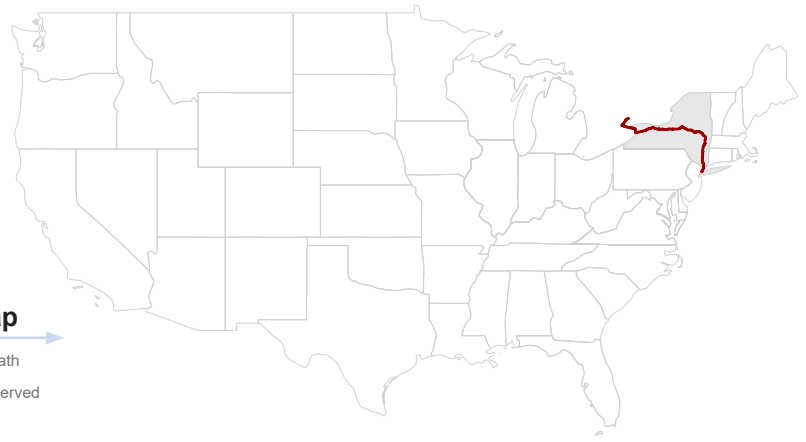
## Additional Notes

CSI data includes the Illinois portion of the Lincoln Missouri.

# State Supported

## Maple Leaf

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

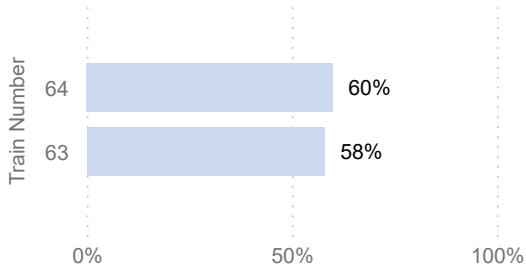


### Customer On-Time Performance

Route Level Customer OTP **59%**

Train Level Customer OTP

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

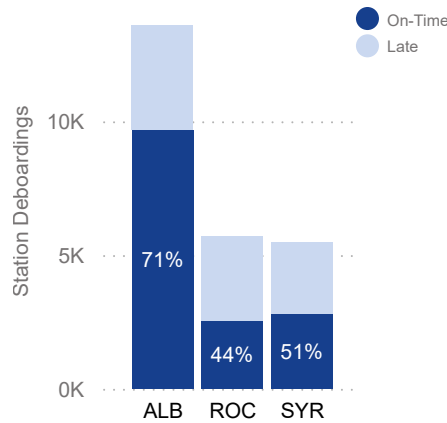


### Route Map

— Route Path  
— States Served

### 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
- 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

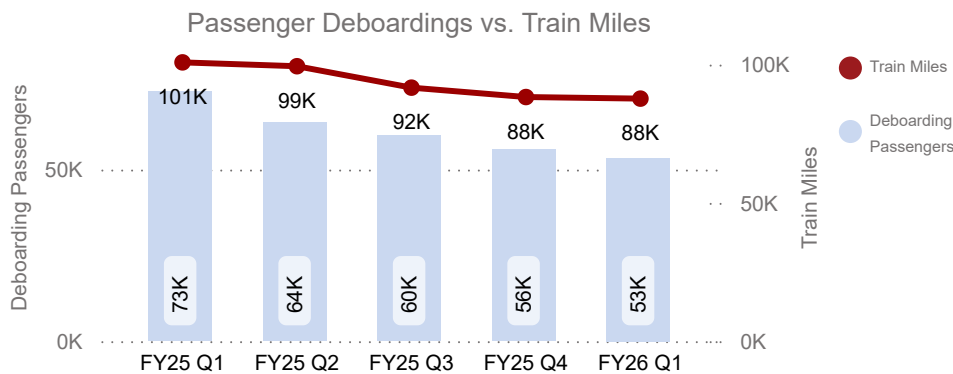
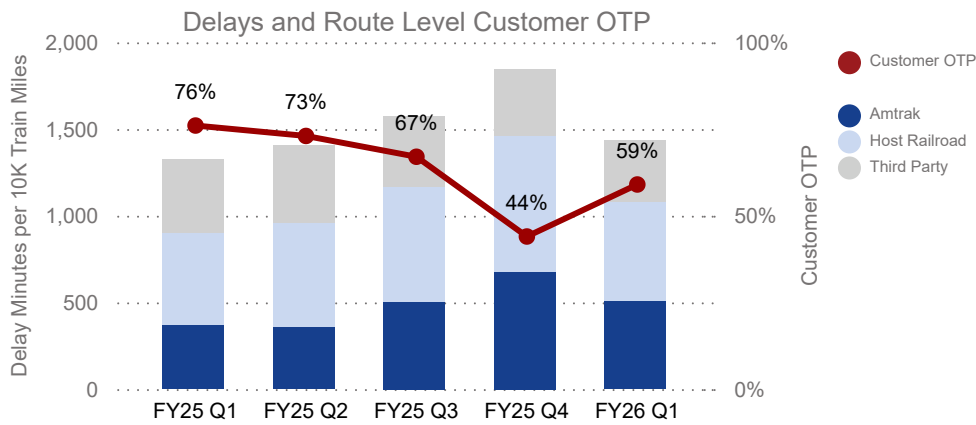
### Delays

| Top 3 Causes of Delay          | Delay Min |
|--------------------------------|-----------|
| NOD Unused recovery time       | 2,282     |
| FTI Freight train interference | 2,144     |
| HLD Passenger-related          | 1,187     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 91%                 | 81%                    |

### Trends



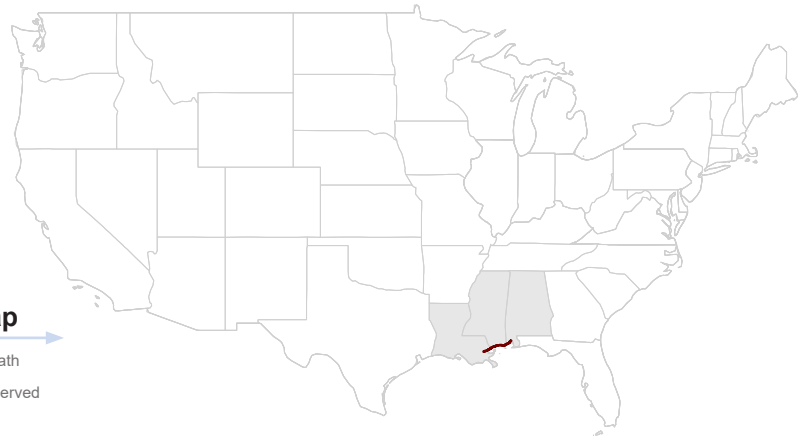
### Additional Notes

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

**State Supported**

**Mardi Gras Service**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

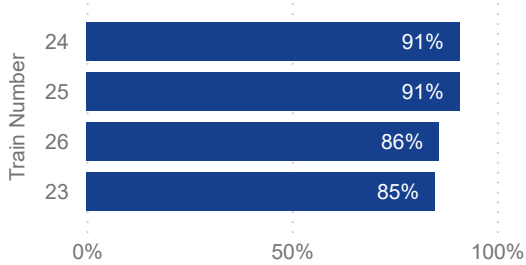


**Customer On-Time Performance**

Route Level Customer OTP **88%**

Train Level Customer OTP

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

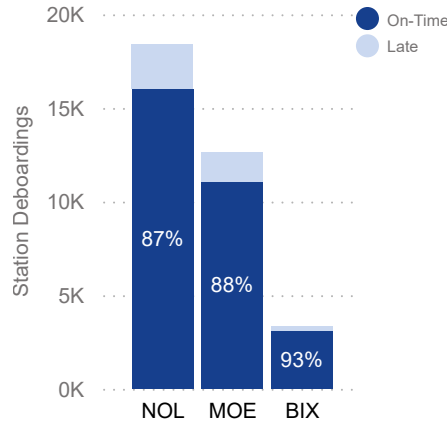


**Route Map**

— Route Path  
 ■ States Served

**Station Performance**

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



**Route Stops**

- MOE - Mobile, AL
- PAG - Pascagoula, MS
- BIX - Biloxi, MS
- GUF - Gulfport, MS
- BAS - Bay Saint Louis, MS
- NOL - New Orleans, LA

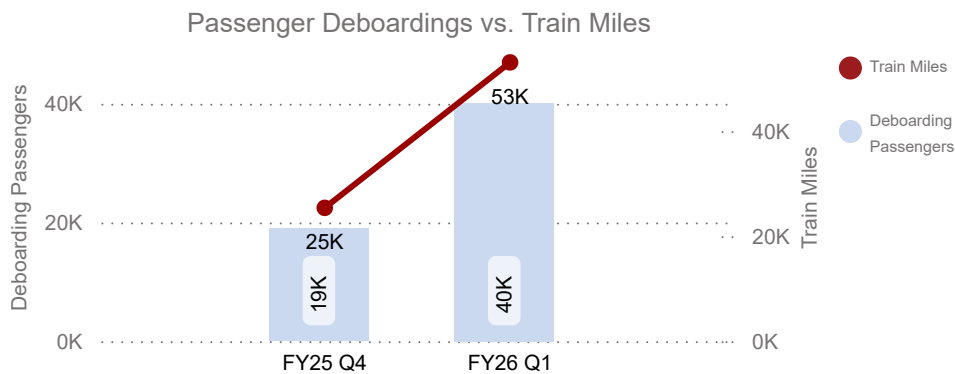
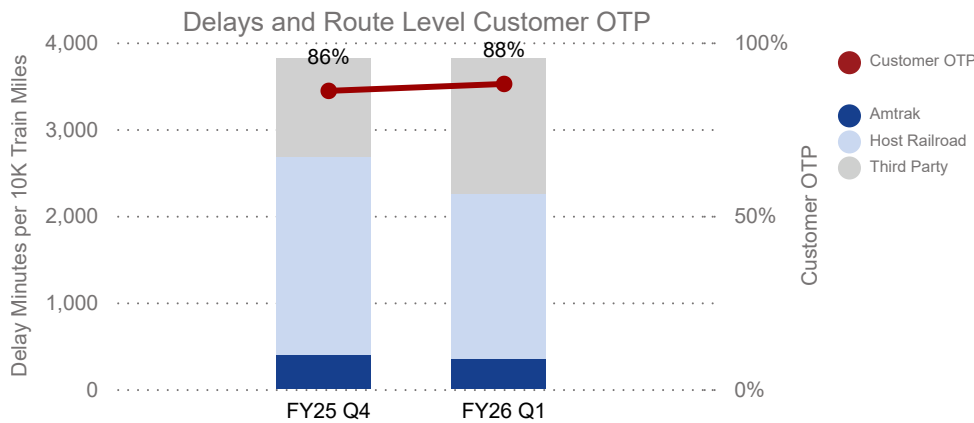
**Delays**

| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| NOD                   | Unused recovery time         | 7,318     |
| FTI                   | Freight train interference   | 4,851     |
| PTI                   | Passenger train interference | 2,371     |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 96%                 | 93%                    |

**Trends**



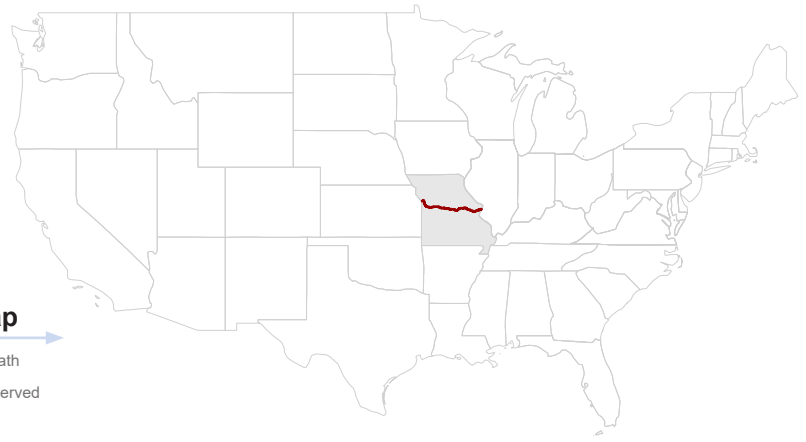
**Additional Notes**

Mardi Gras Service began operations in August 2025.

# State Supported

## Missouri

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

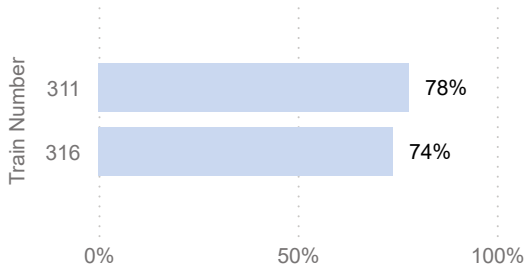


### Customer On-Time Performance

Route Level Customer OTP **77%**

Train Level Customer OTP

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

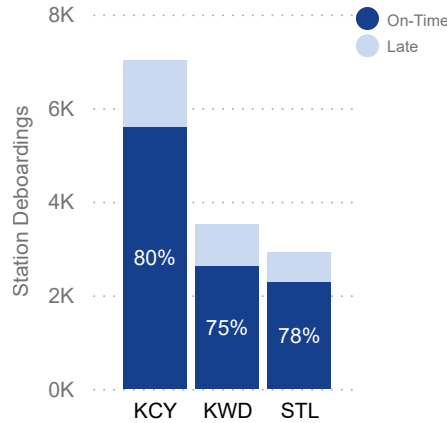


### Route Map

— Route Path  
■ States Served

### Station Performance

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



### 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

### Delays

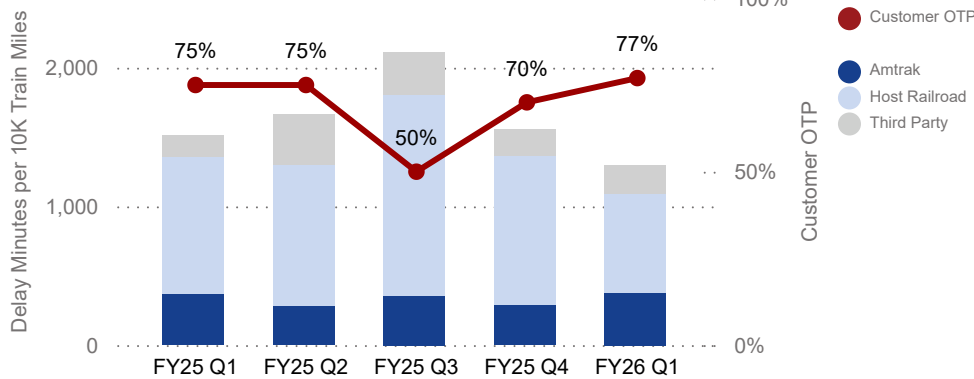
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| FTI                   | Freight train interference   | 1,732     |
| PTI                   | Passenger train interference | 787       |
| ADA                   | Passenger-related            | 541       |

### Customer Service Index (CSI)

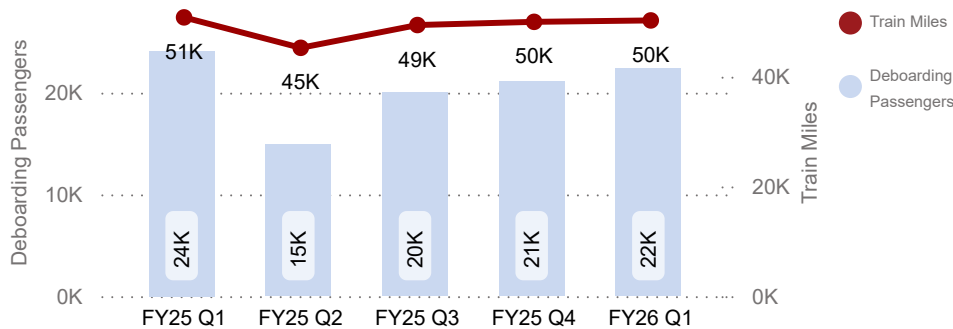
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 91%                 | 85%                    |

### Trends

#### Delays and Route Level Customer OTP



#### Passenger Deboardings vs. Train Miles



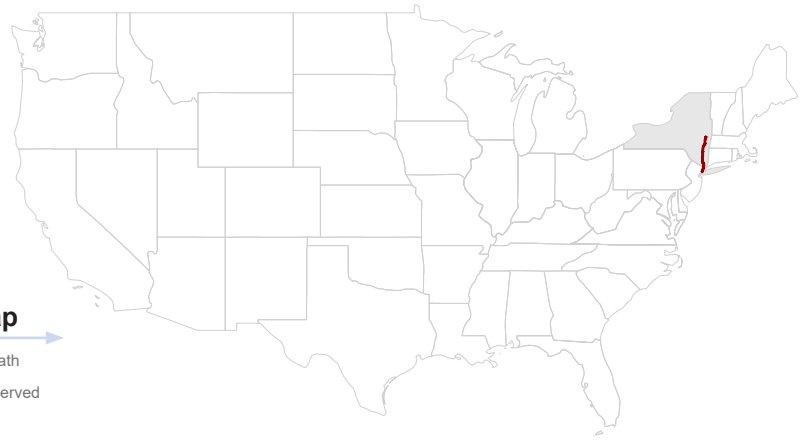
### Additional Notes

CSI data includes the Missouri portion of the Lincoln Missouri.

**State Supported**

**New York - Albany**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

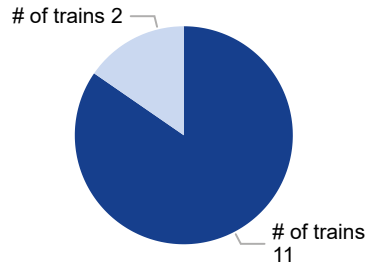


**Customer On-Time Performance**

Route Level Customer OTP **86%**

Train Level Customer OTP

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

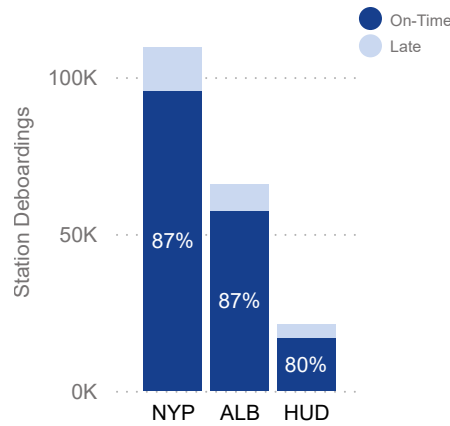


**Route Map**

— Route Path  
— States Served

**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**

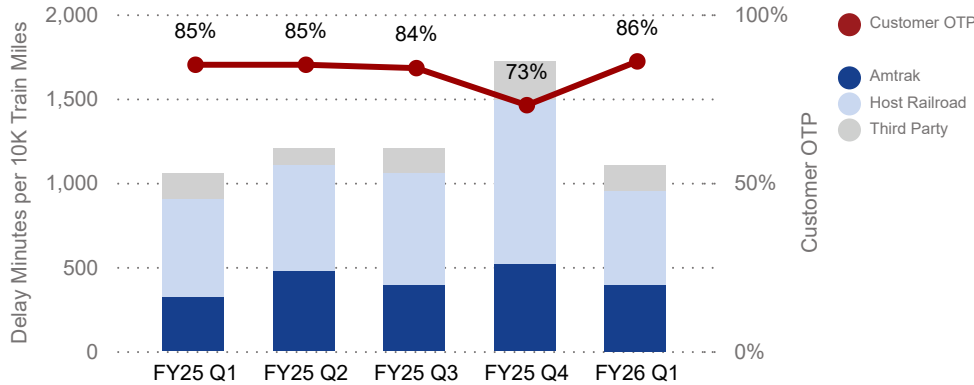
| Top 3 Causes of Delay |                             | Delay Min |
|-----------------------|-----------------------------|-----------|
| CTI                   | Commuter train interference | 4,045     |
| OTH                   | Miscellaneous delays        | 1,649     |
| HLD                   | Passenger-related           | 1,144     |

**Customer Service Index (CSI)**

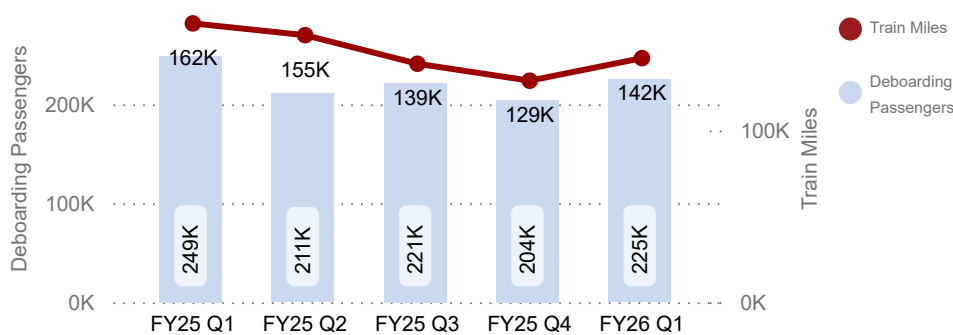
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 91%                 | 78%                    |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**



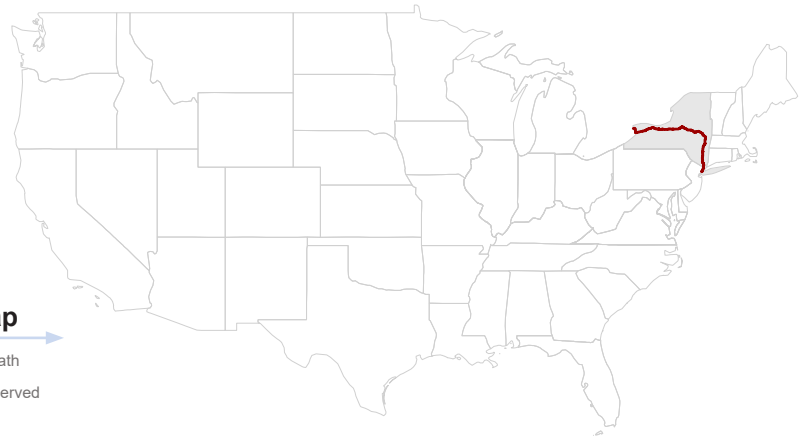
**Additional Notes**

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 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

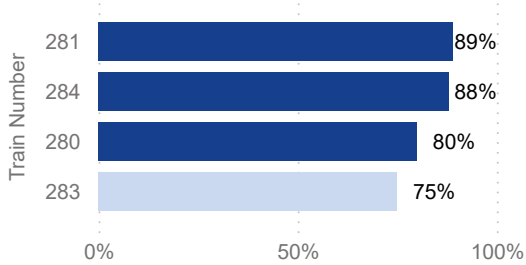


## Customer On-Time Performance

Route Level Customer OTP **83%**

Train Level Customer OTP

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

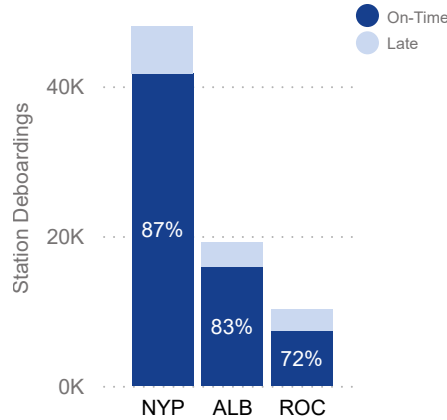


## Route Map

— Route Path  
— States Served

## 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
- 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

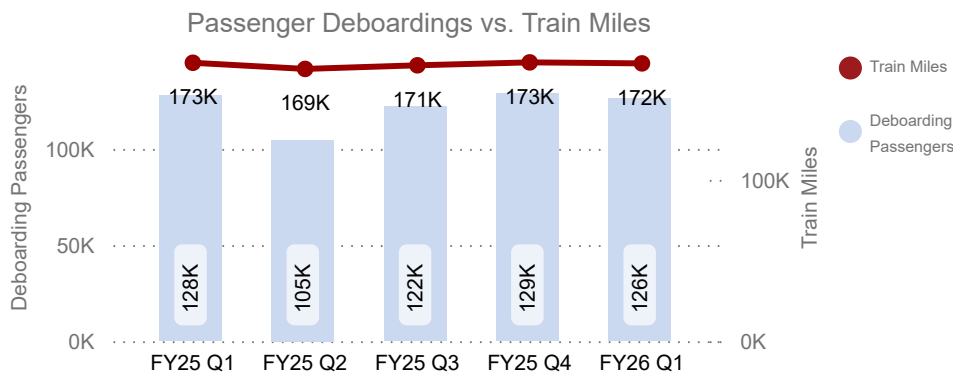
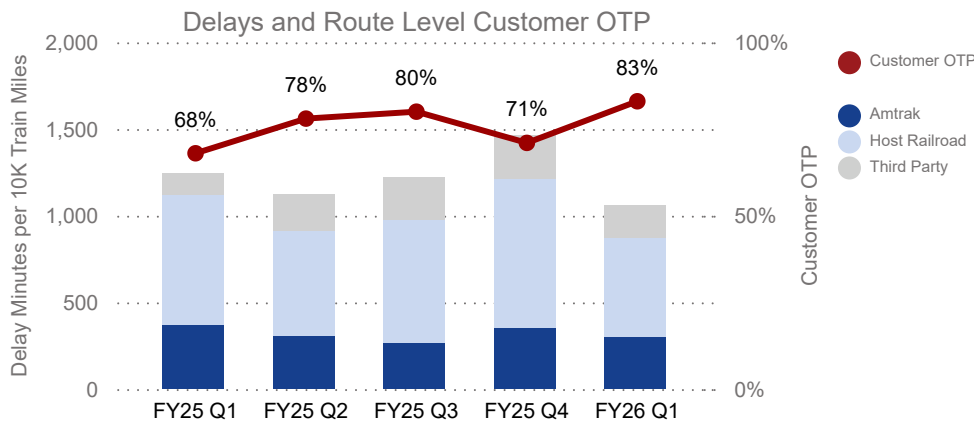
## Delays

| Top 3 Causes of Delay |                             | Delay Min |
|-----------------------|-----------------------------|-----------|
| FTI                   | Freight train interference  | 3,698     |
| NOD                   | Unused recovery time        | 1,746     |
| CTI                   | Commuter train interference | 1,531     |

## Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 91%                 | 78%                    |

## Trends



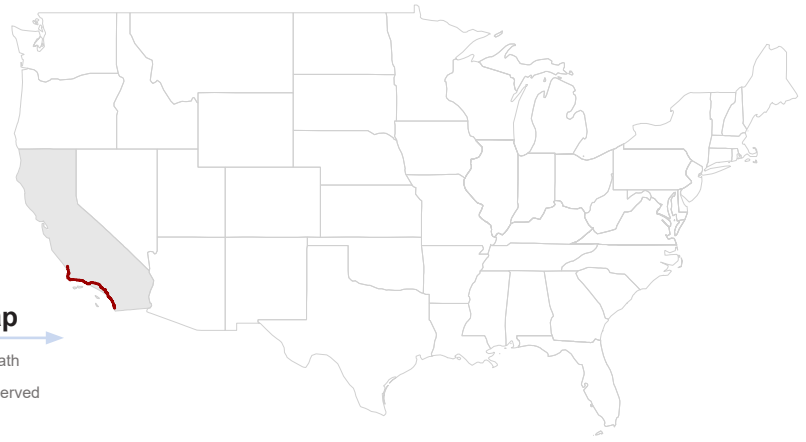
## Additional Notes

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 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

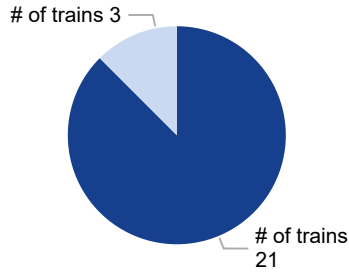


**Customer On-Time Performance**

Route Level Customer OTP **85%**

Train Level Customer OTP

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

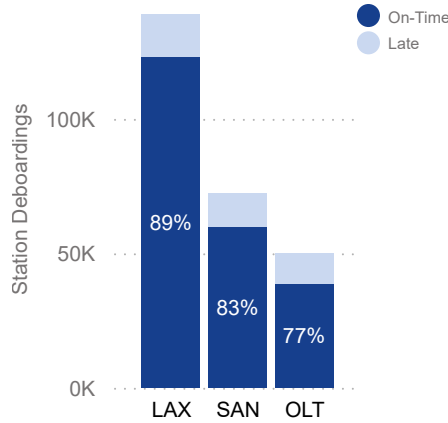


**Route Map**

— Route Path  
 ■ States Served

**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

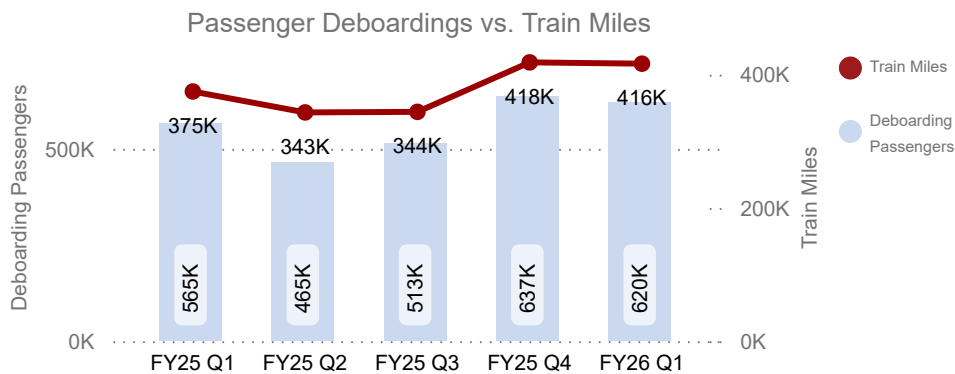
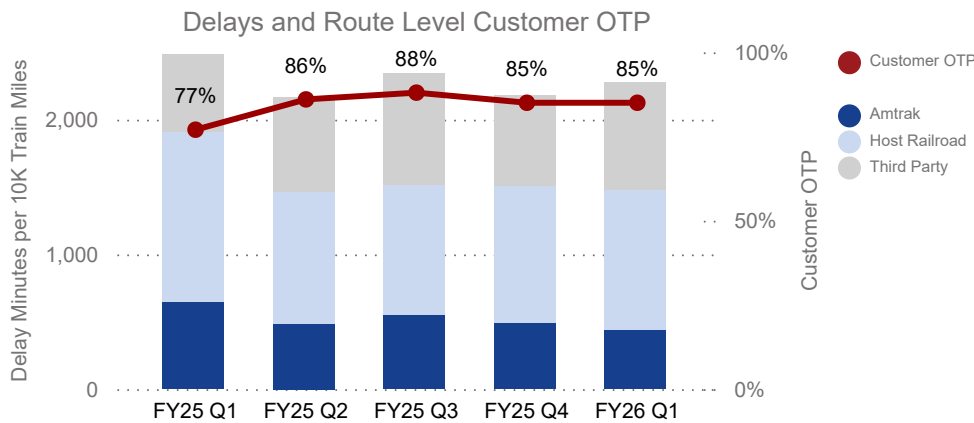
**Delays**

| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| NOD                   | Unused recovery time         | 21,989    |
| PTI                   | Passenger train interference | 13,923    |
| CTI                   | Commuter train interference  | 11,699    |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 82%                    |

**Trends**

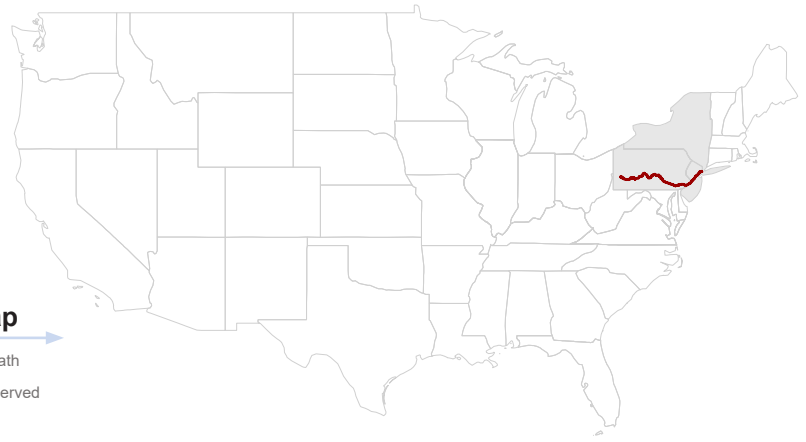


**Additional Notes**

**State Supported**

**Pennsylvanian**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

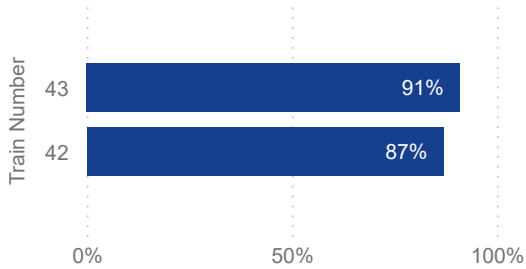


**Customer On-Time Performance**

Route Level Customer OTP **89%**

Train Level Customer OTP

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

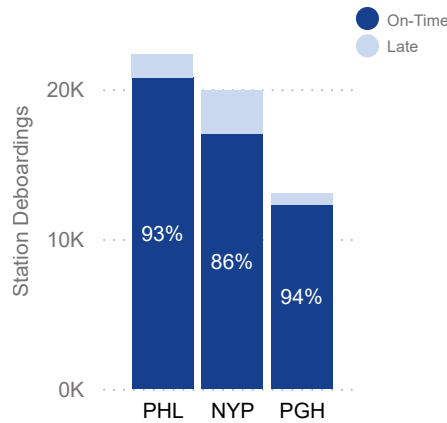


**Route Map**

— Route Path  
 ■ States Served

**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
- 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

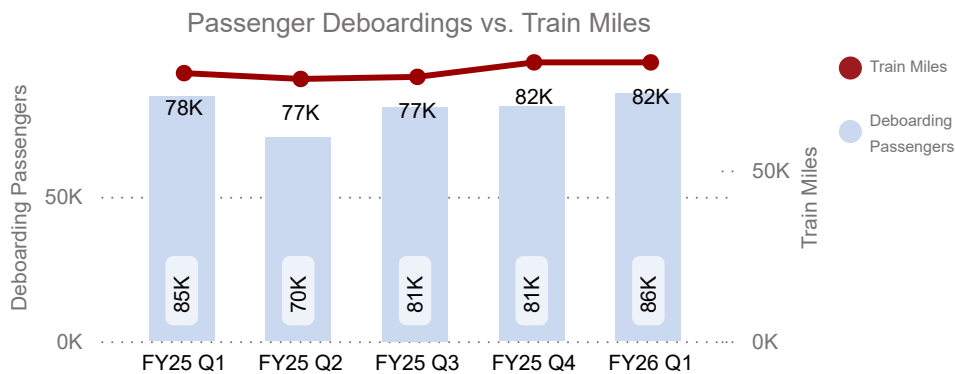
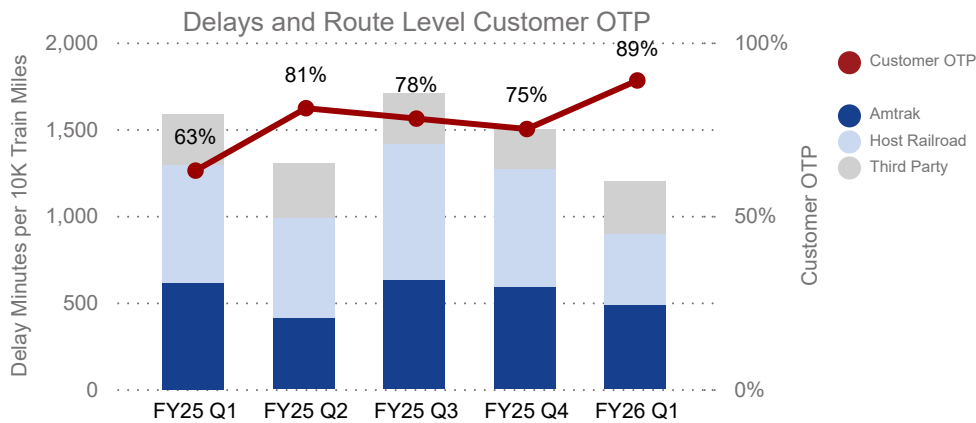
**Delays**

| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| NOD                   | Unused recovery time       | 1,863     |
| OTH                   | Miscellaneous delays       | 1,445     |
| FTI                   | Freight train interference | 706       |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 85%                    |

**Trends**

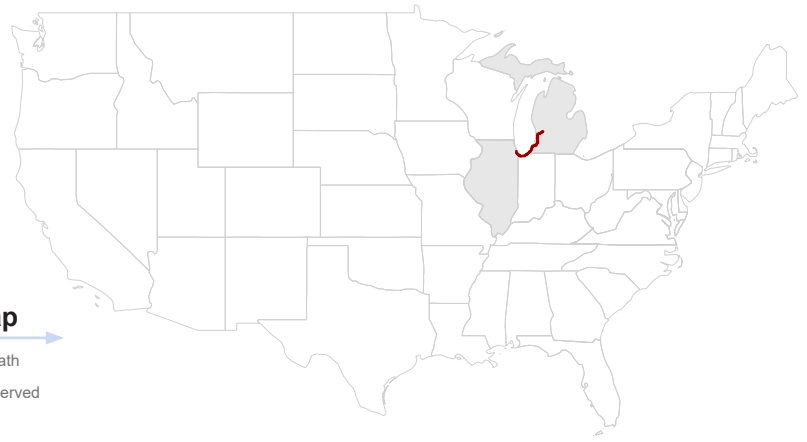


**Additional Notes**

**State Supported**

**Pere Marquette**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

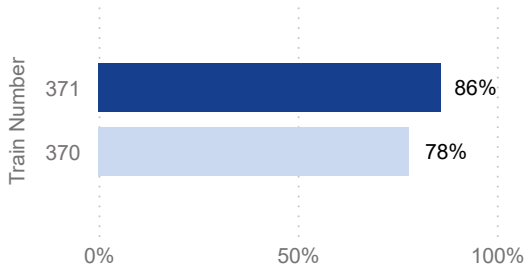


**Customer On-Time Performance**

Route Level Customer OTP **82%**

Train Level Customer OTP

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

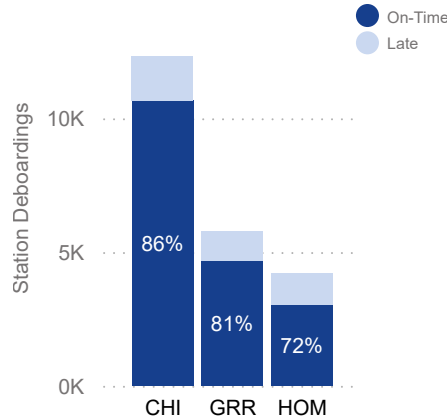


**Route Map**

— Route Path  
— States Served

**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

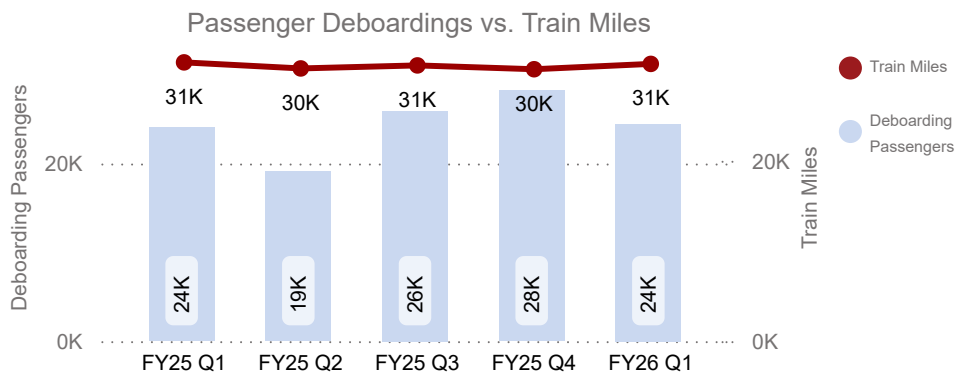
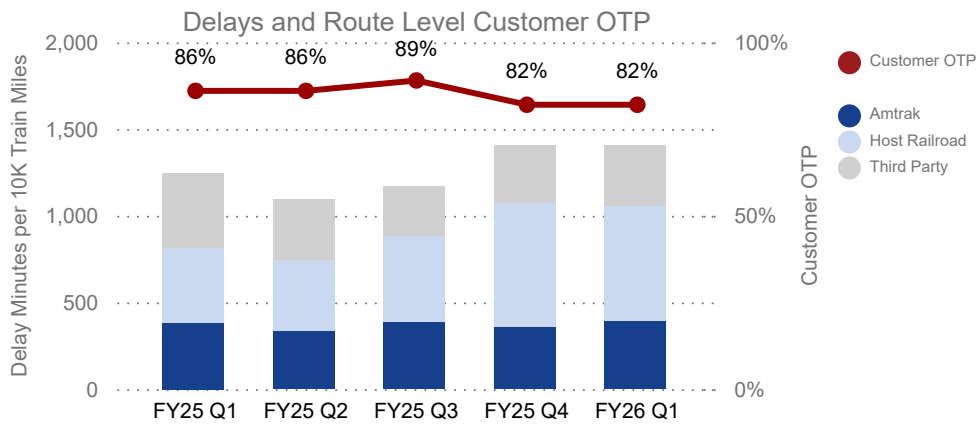
**Delays**

| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| FTI                   | Freight train interference | 1,355     |
| CAR                   | Car failure                | 406       |
| NOD                   | Unused recovery time       | 376       |

**Customer Service Index (CSI)**

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 83%                    |

**Trends**

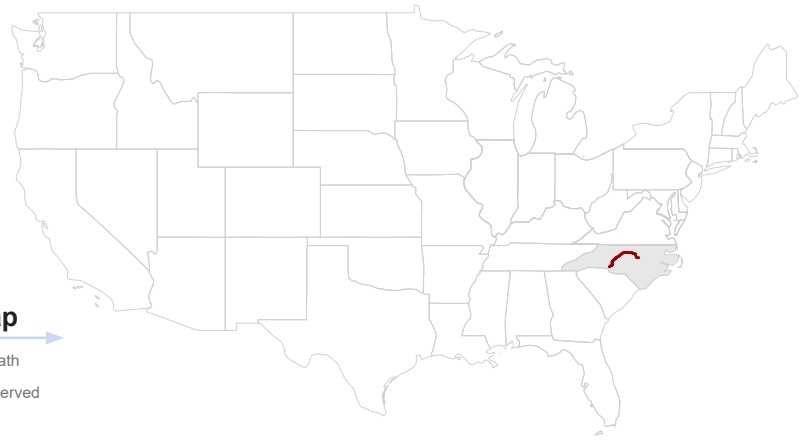


**Additional Notes**

**State Supported**

**Piedmont**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

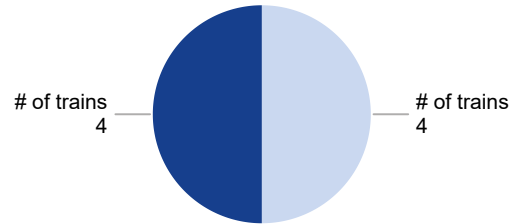


**Customer On-Time Performance**

Route Level Customer OTP **76%**

Train Level Customer OTP

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

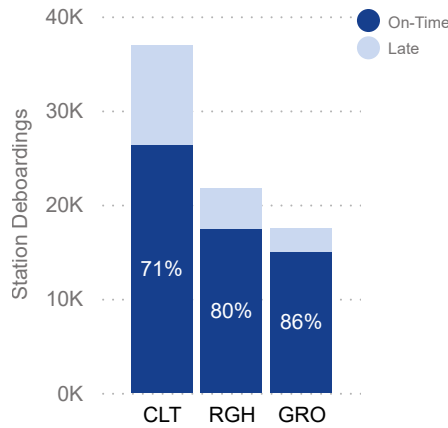


**Route Map**

— Route Path  
— States Served

**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

**Delays**

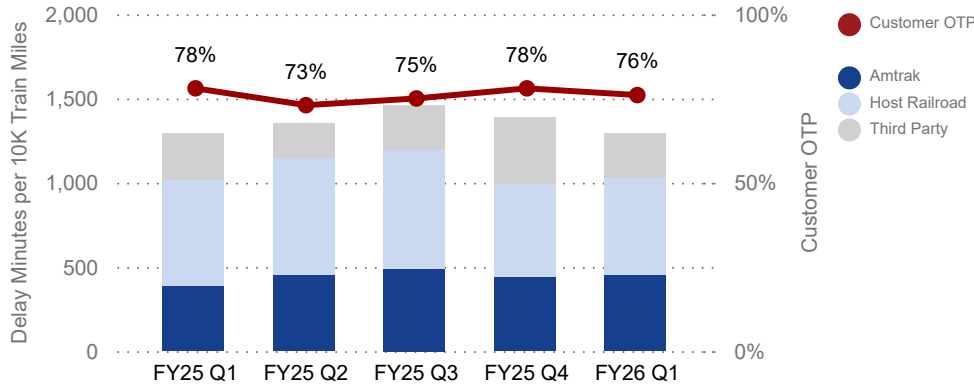
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| PTI                   | Passenger train interference | 3,354     |
| FTI                   | Freight train interference   | 1,459     |
| ADA                   | Passenger-related            | 1,341     |

**Customer Service Index (CSI)**

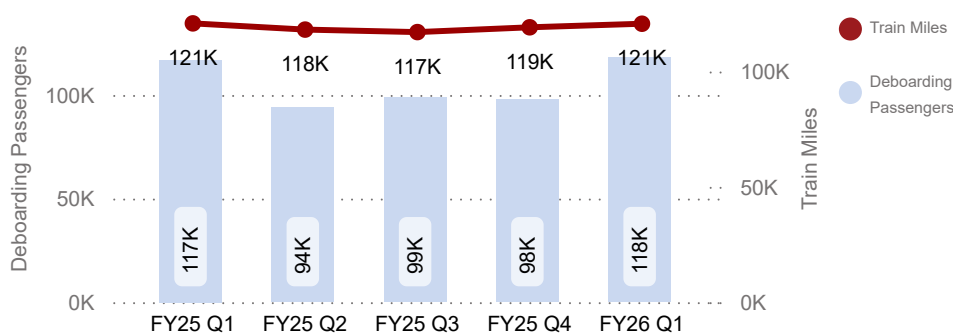
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 95%                 | 89%                    |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**

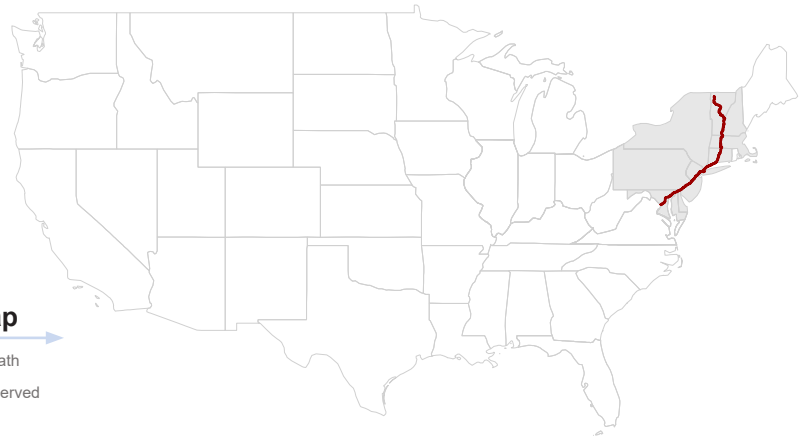


**Additional Notes**

# State Supported

## Vermont

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

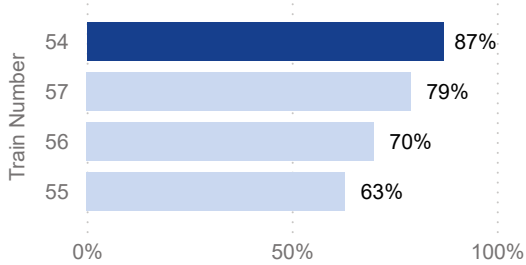


### Customer On-Time Performance

Route Level Customer OTP **72%**

Train Level Customer OTP

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

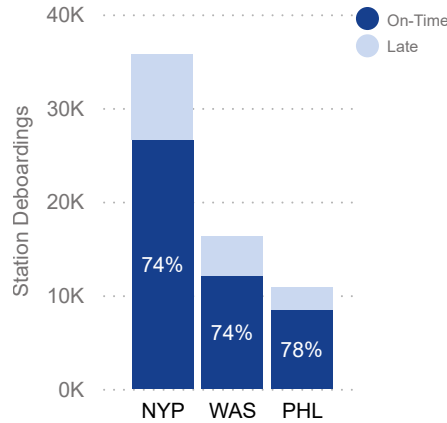


### Route Map

— Route Path  
 ■ States Served

### Station Performance

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



### 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

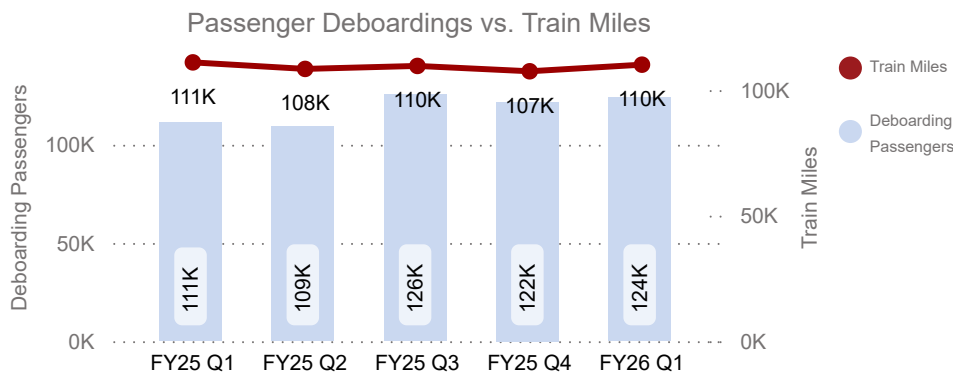
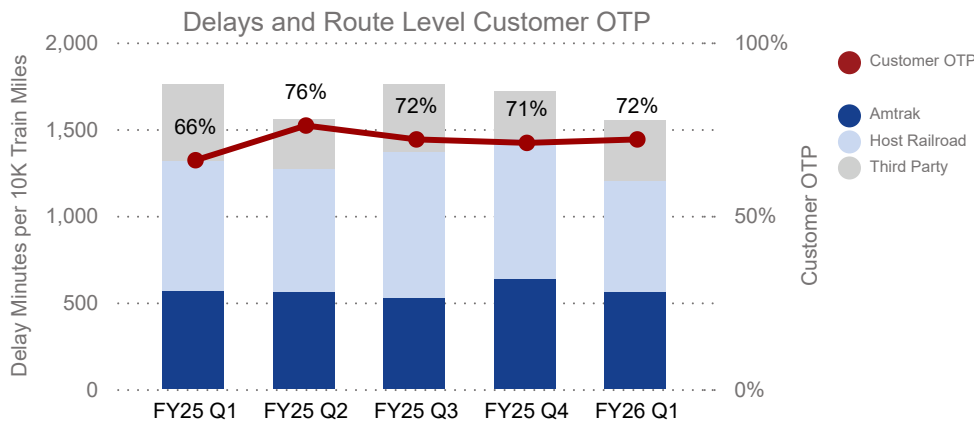
### Delays

| Top 3 Causes of Delay |                      | Delay Min |
|-----------------------|----------------------|-----------|
| OTH                   | Miscellaneous delays | 3,731     |
| DSR                   | Slow order delays    | 3,037     |
| NOD                   | Unused recovery time | 2,206     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 92%                 | 84%                    |

### Trends



### Additional Notes

**State Supported**

**Wolverine**

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

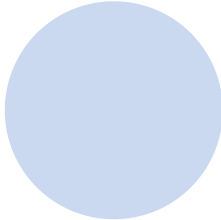


**Customer On-Time Performance**

Route Level Customer OTP **66%**

Train Level Customer OTP

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



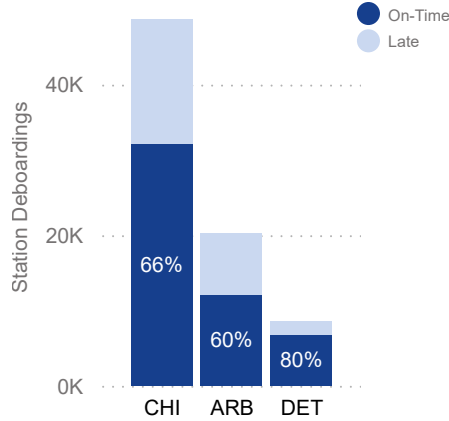
# of trains 6

**Route Map**

— Route Path  
— States Served

**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

**Delays**

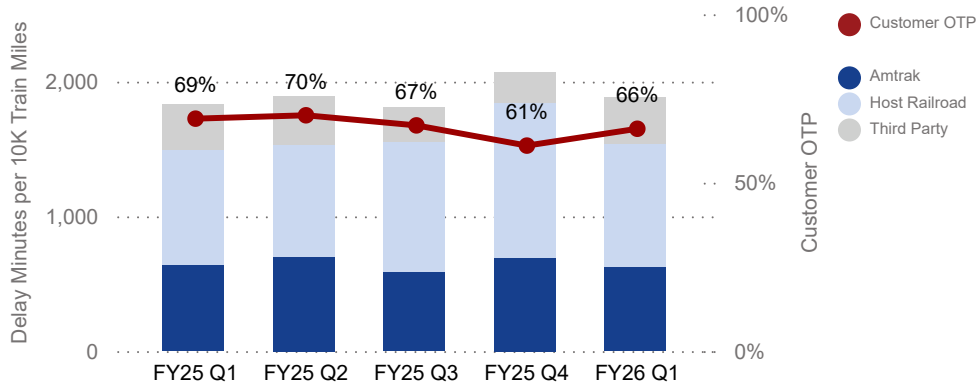
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| PTI                   | Passenger train interference | 5,131     |
| DSR                   | Slow order delays            | 3,930     |
| FTI                   | Freight train interference   | 2,920     |

**Customer Service Index (CSI)**

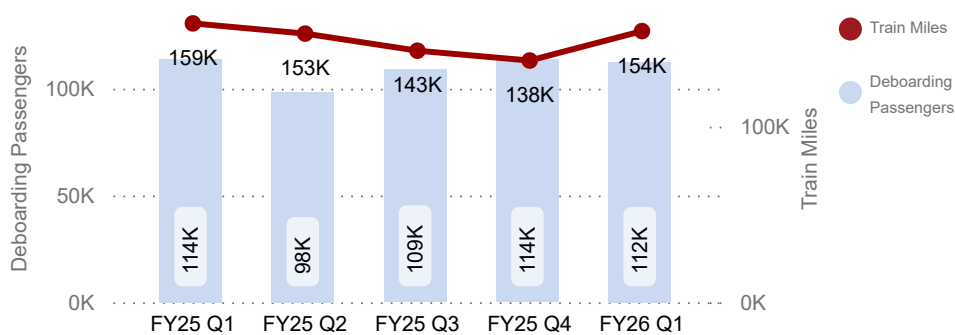
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 93%                 | 78%                    |

**Trends**

**Delays and Route Level Customer OTP**



**Passenger Deboardings vs. Train Miles**

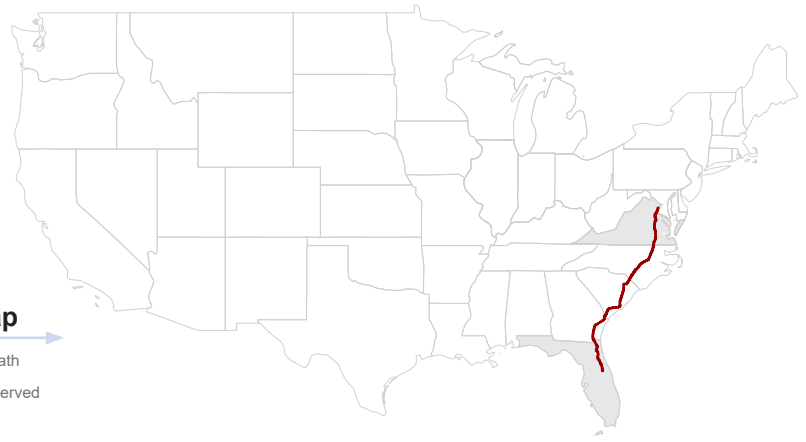


**Additional Notes**

# Long Distance

## Auto Train

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

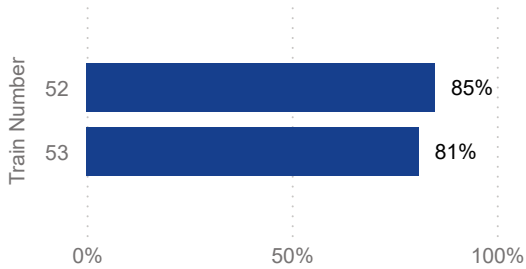


### Customer On-Time Performance

Route Level Customer OTP **83%**

Train Level Customer OTP

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

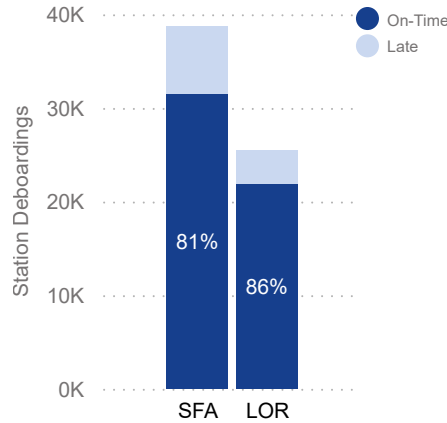


### Route Map

— Route Path  
 ■ States Served

### Station Performance

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



### Route Stops

○ LOR - Lorton (Auto Train), VA  
 ○ SFA - Sanford (Auto Train), FL

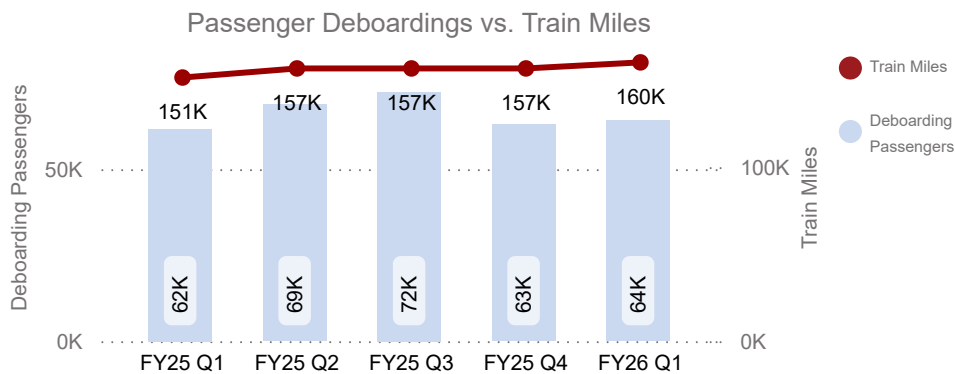
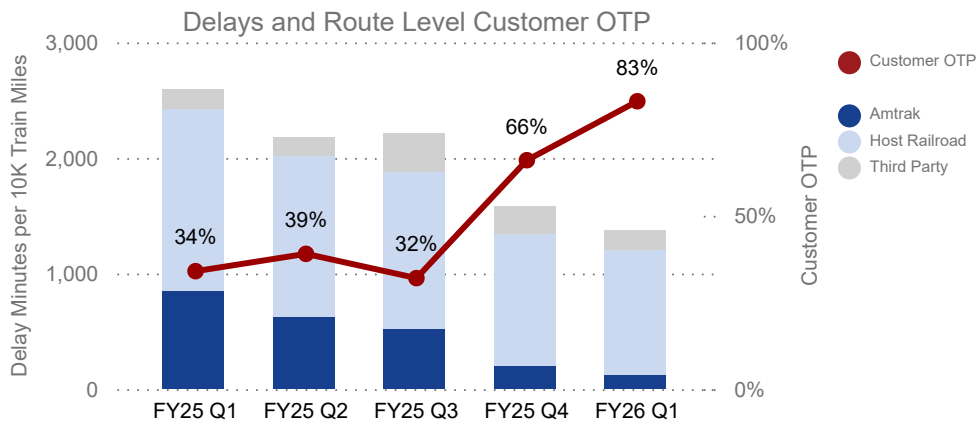
### Delays

| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| FTI                   | Freight train interference   | 6,958     |
| PTI                   | Passenger train interference | 3,566     |
| DSR                   | Slow order delays            | 3,436     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 85%                 | 80%                    |

### Trends

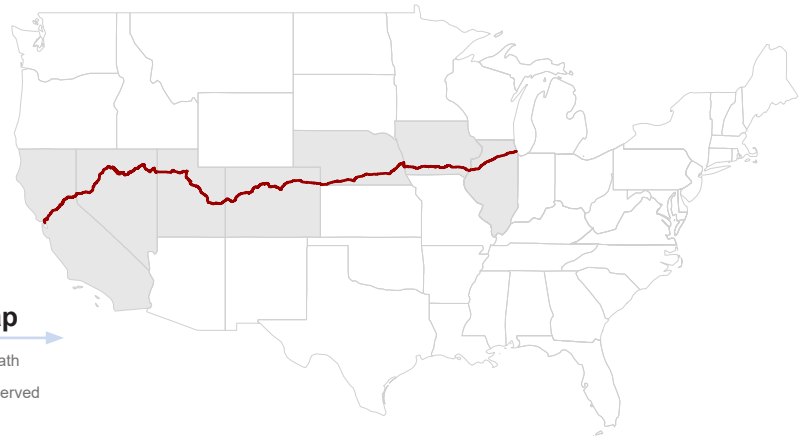


### Additional Notes

# Long Distance

## California Zephyr

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

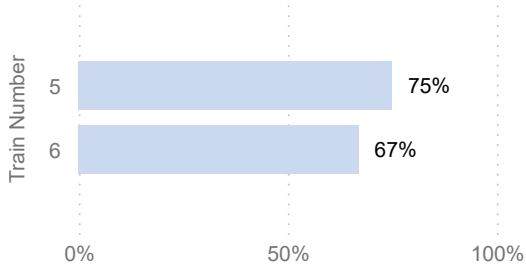


### Customer On-Time Performance

Route Level Customer OTP **71%**

Train Level Customer OTP

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



### Route Map

— Route Path  
 ■ States Served

### Delays

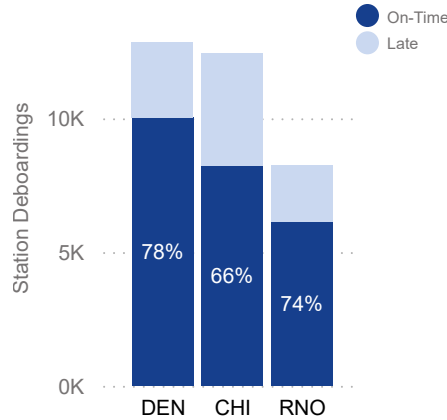
| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| NOD                   | Unused recovery time       | 19,481    |
| FTI                   | Freight train interference | 11,867    |
| DSR                   | Slow order delays          | 8,203     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 85%                 | 75%                    |

### Station Performance

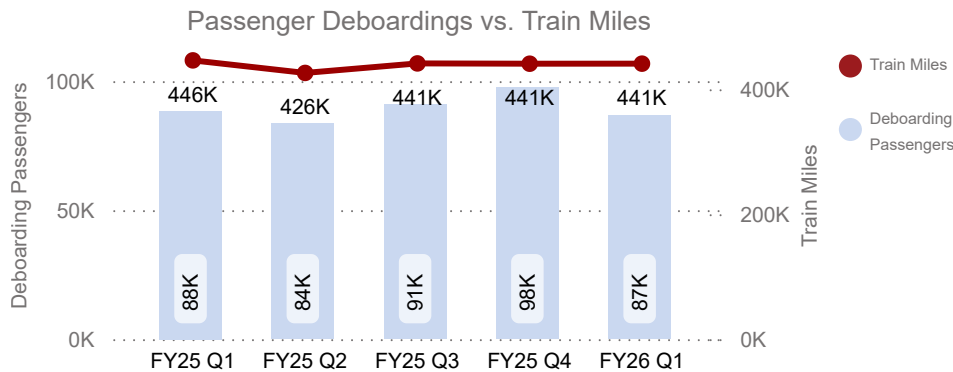
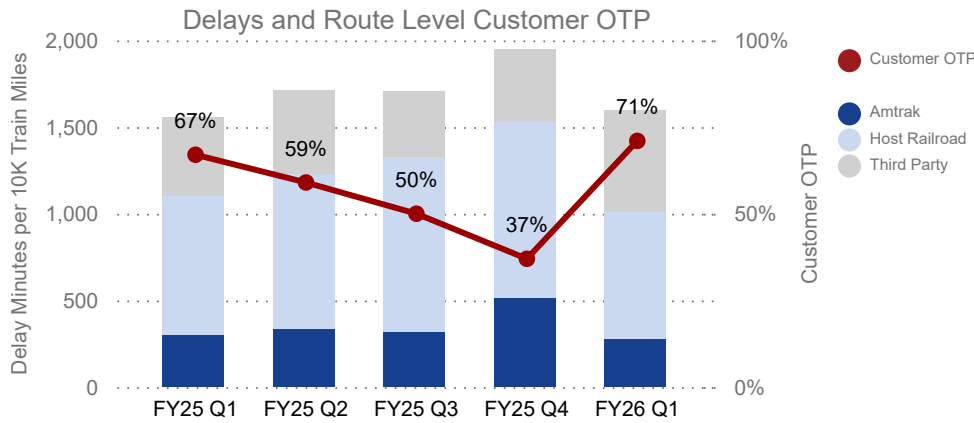
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding



### 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

### Trends



### Additional Notes

# Long Distance

## Cardinal

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

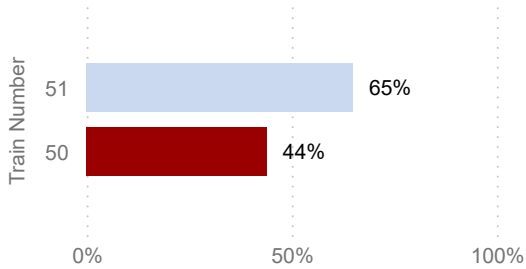


### Customer On-Time Performance

Route Level Customer OTP **56%**

Train Level Customer OTP

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

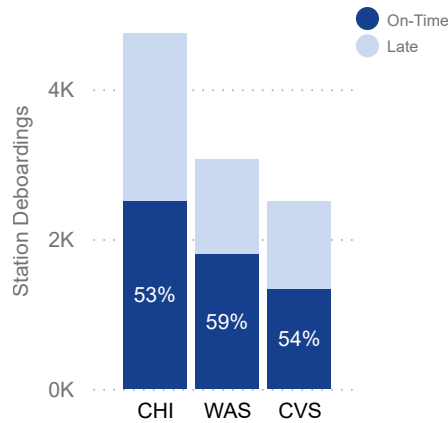


### Route Map

— Route Path  
— States Served

### 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
- 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

### Delays

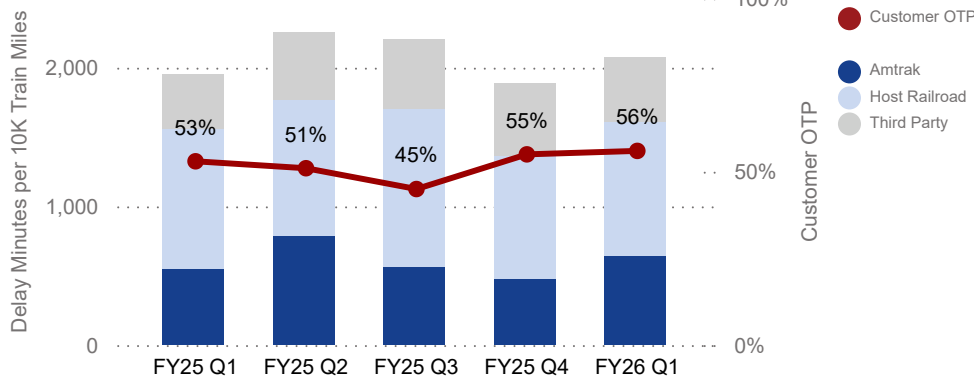
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| FTI                   | Freight train interference   | 3,876     |
| NOD                   | Unused recovery time         | 3,420     |
| PTI                   | Passenger train interference | 1,840     |

### Customer Service Index (CSI)

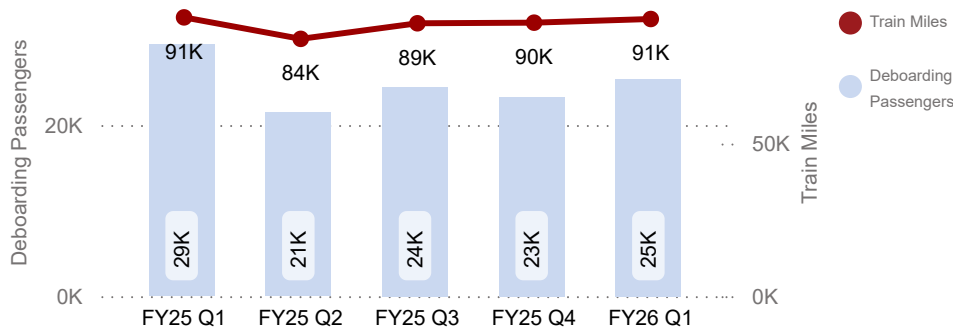
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 85%                 | 72%                    |

### Trends

#### Delays and Route Level Customer OTP



#### Passenger Deboardings vs. Train Miles



### Additional Notes

The Cardinal runs three times per week in each direction.

# Long Distance

## City of New Orleans

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

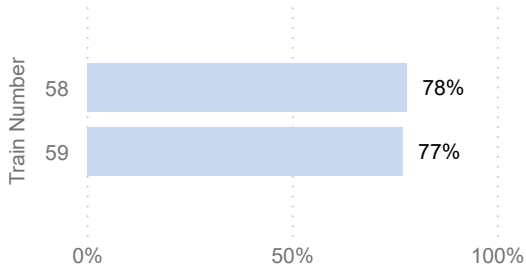


### Customer On-Time Performance

Route Level Customer OTP **78%**

Train Level Customer OTP

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

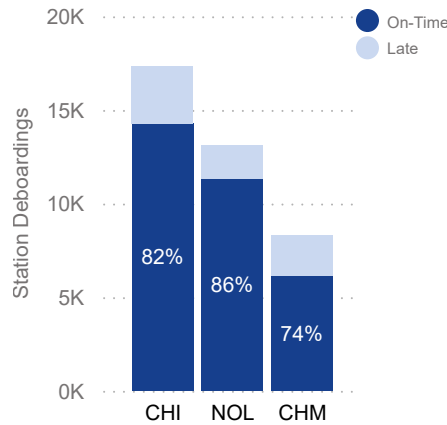


### Route Map

— Route Path  
— States Served

### Station Performance

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



### 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

### Delays

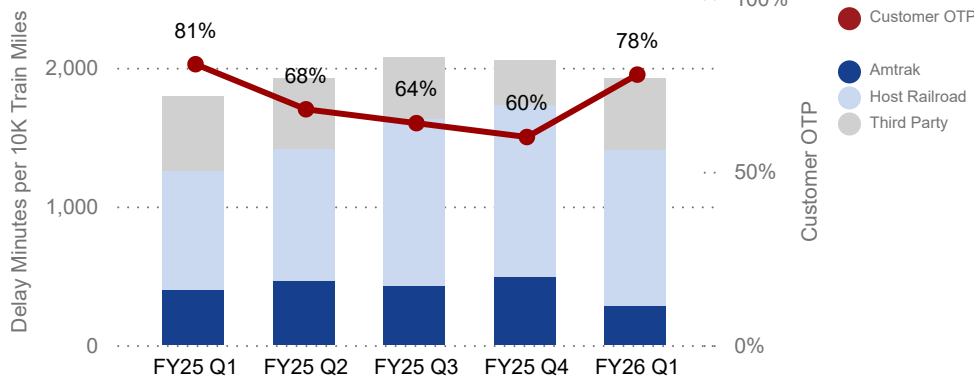
| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| NOD                   | Unused recovery time       | 7,606     |
| DSR                   | Slow order delays          | 7,038     |
| FTI                   | Freight train interference | 5,516     |

### Customer Service Index (CSI)

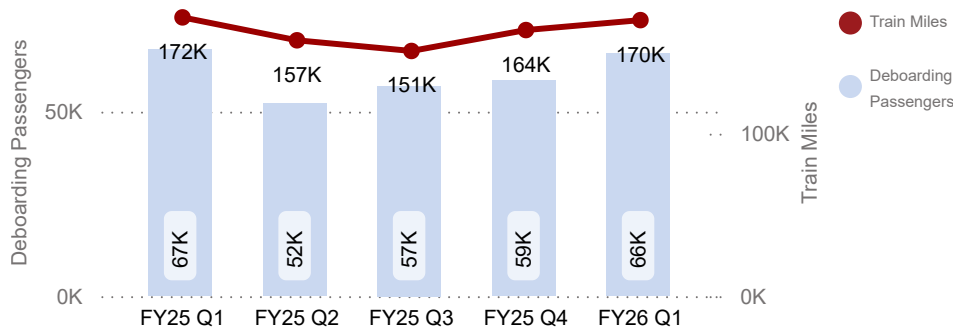
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 86%                 | 79%                    |

### Trends

#### Delays and Route Level Customer OTP



#### Passenger Deboardings vs. Train Miles

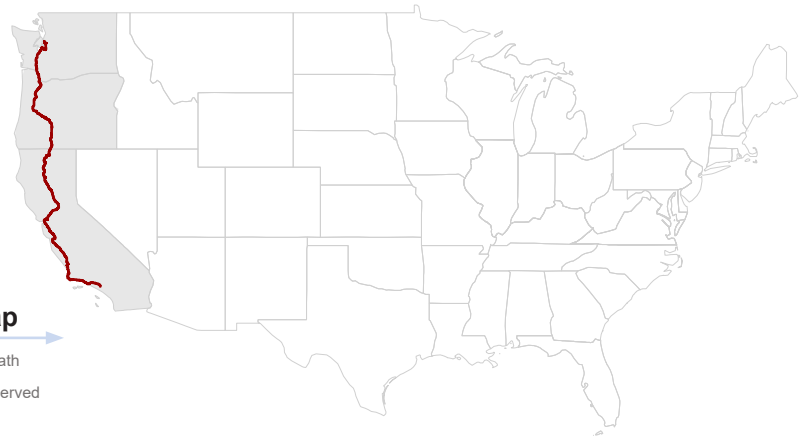


### Additional Notes

# Long Distance

## Coast Starlight

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

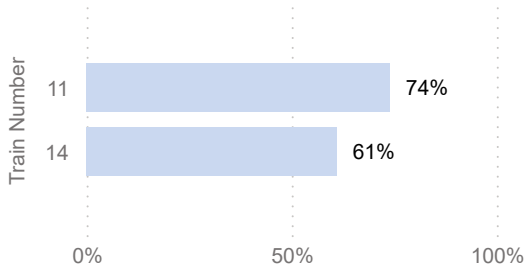


### Customer On-Time Performance

Route Level Customer OTP **68%**

Train Level Customer OTP

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

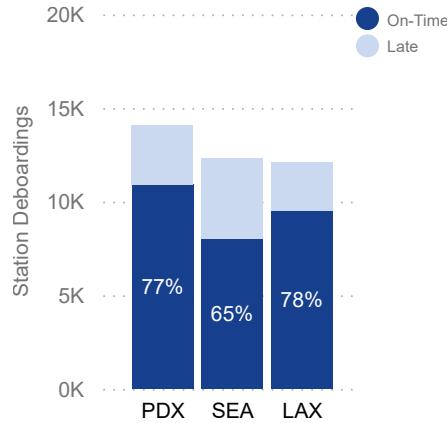


### Route Map

— Route Path  
 ■ States Served

### Station Performance

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



### 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 - Dunsuir, 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

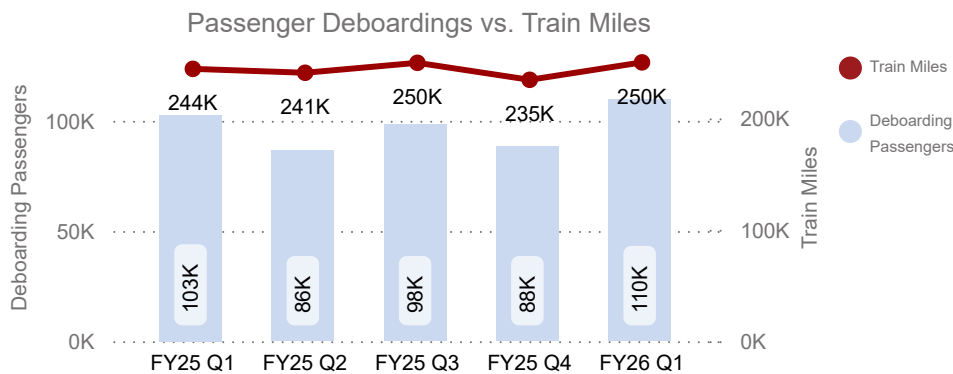
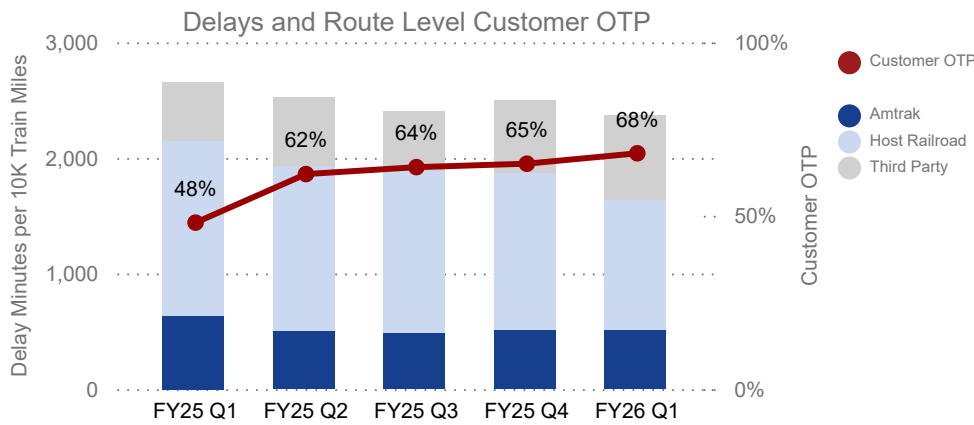
### Delays

| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| NOD                   | Unused recovery time         | 10,804    |
| PTI                   | Passenger train interference | 7,451     |
| FTI                   | Freight train interference   | 6,739     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 83%                 | 71%                    |

### Trends

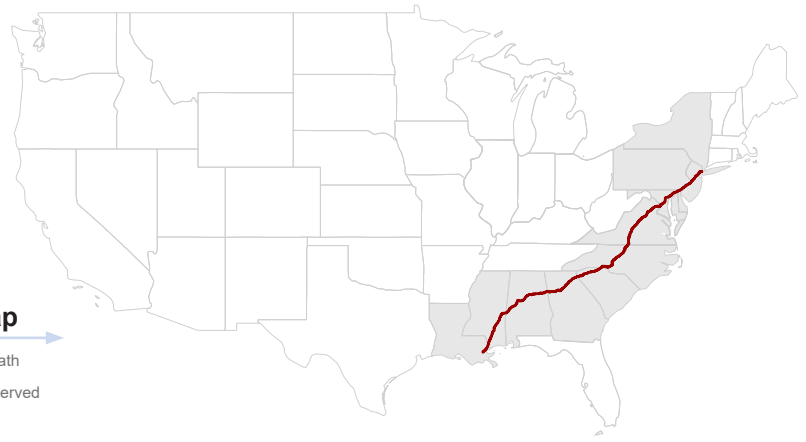


### Additional Notes

# Long Distance

## Crescent

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

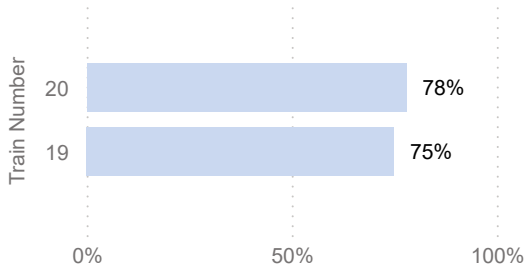


### Customer On-Time Performance

Route Level Customer OTP **76%**

Train Level Customer OTP

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

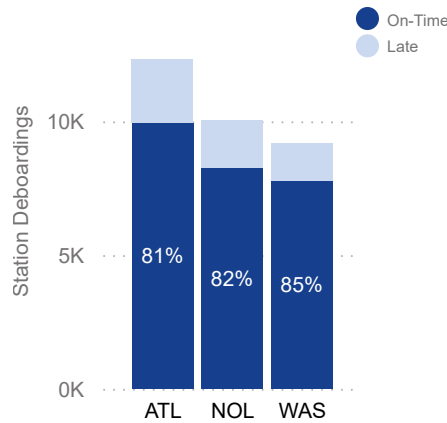


### Route Map

— Route Path  
— States Served

### 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 - Picaune, MS
- SDL - Slidell, LA
- NOL - New Orleans, LA

### Delays

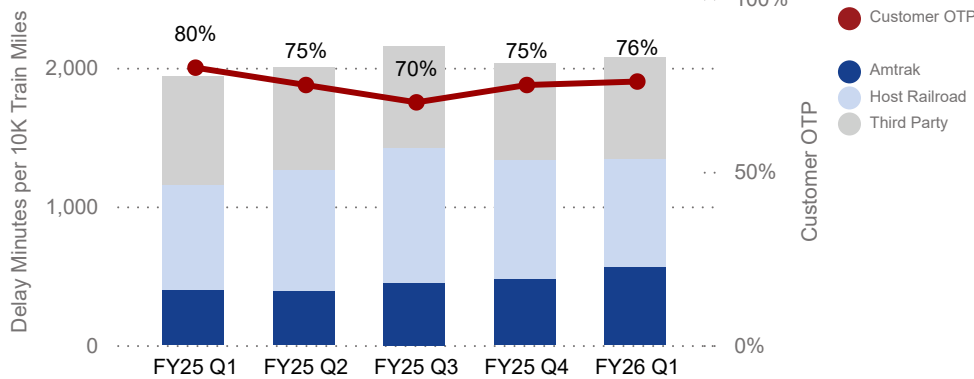
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| NOD                   | Unused recovery time         | 15,972    |
| FTI                   | Freight train interference   | 6,571     |
| PTI                   | Passenger train interference | 4,435     |

### Customer Service Index (CSI)

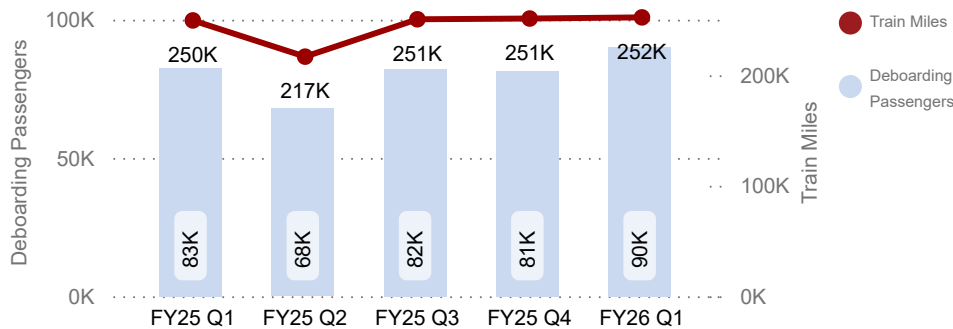
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 86%                 | 76%                    |

### Trends

#### Delays and Route Level Customer OTP



#### Passenger Deboardings vs. Train Miles

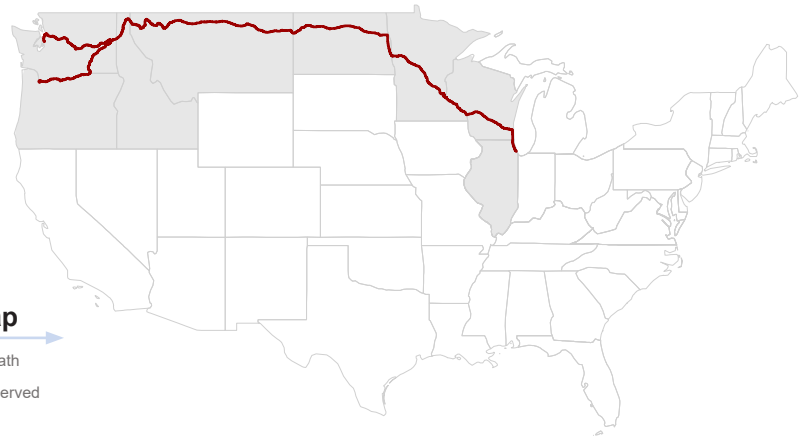


### Additional Notes

# Long Distance

# Empire Builder

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

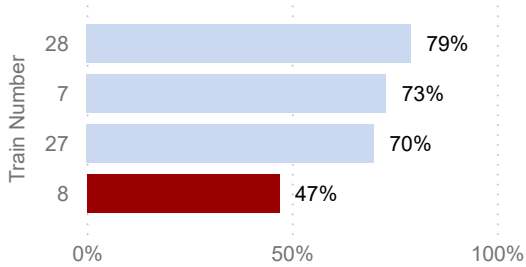


## Customer On-Time Performance

Route Level Customer OTP **61%**

Train Level Customer OTP

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

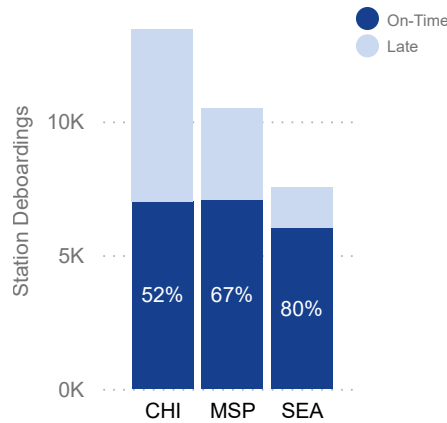


## Route Map

— Route Path  
— States Served

## Station Performance

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



## 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

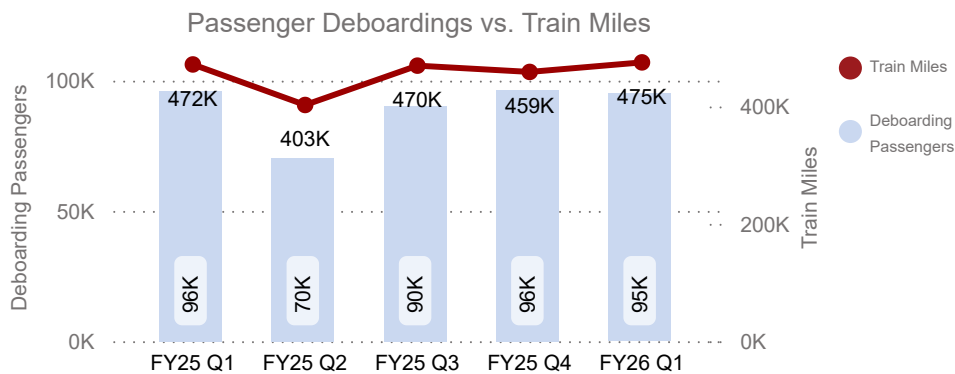
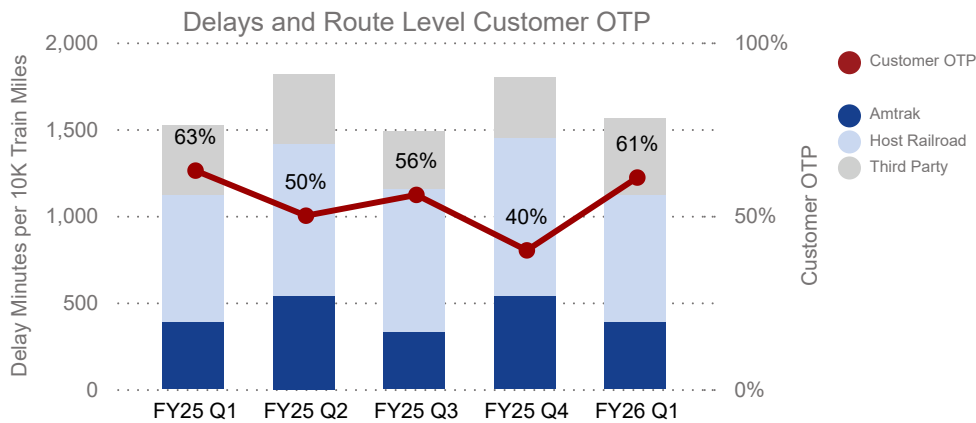
## Delays

| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| FTI                   | Freight train interference | 20,143    |
| NOD                   | Unused recovery time       | 15,221    |
| DSR                   | Slow order delays          | 4,955     |

## Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 84%                 | 72%                    |

## Trends

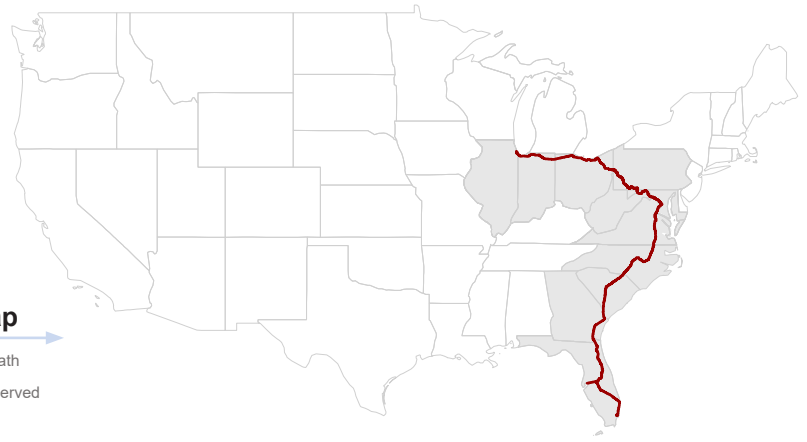


## Additional Notes

# Long Distance

## Floridian

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

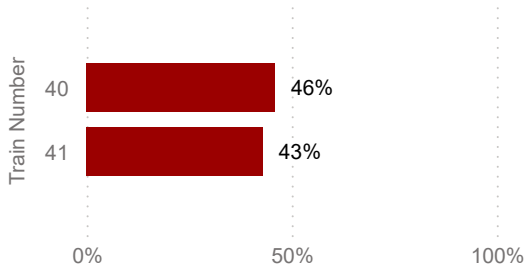


### Customer On-Time Performance

Route Level Customer OTP **44%**

Train Level Customer OTP

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

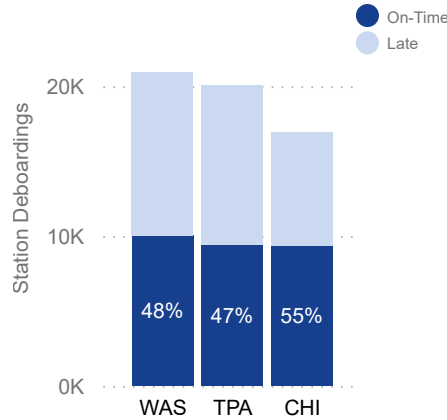


### Route Map

— Route Path  
 ■ States Served

### Station Performance

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



### Route Stops

- CHI - Chicago (Union Station), IL
- SOB - South Bend, IN
- EKH - Elkhart, IN
- WTI - Waterloo, IN
- TOL - Toledo, OH
- SKY - Sandusky, OH
- ELY - Elyria, OH
- CLE - Cleveland, OH
- ALC - Alliance, OH
- PGH - Pittsburgh (Union Station), PA
- COV - Connellsville, PA
- CUM - Cumberland, MD
- MRB - Martinsburg, WV
- HFY - Harpers Ferry, WV
- RKV - Rockville, 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
- 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
- WPK - Winter Park, FL
- FTL - Fort Lauderdale, FL
- ORL - Orlando, FL
- HOL - Hollywood, FL
- KIS - Kissimmee, FL
- MIA - Miami, FL

### Delays

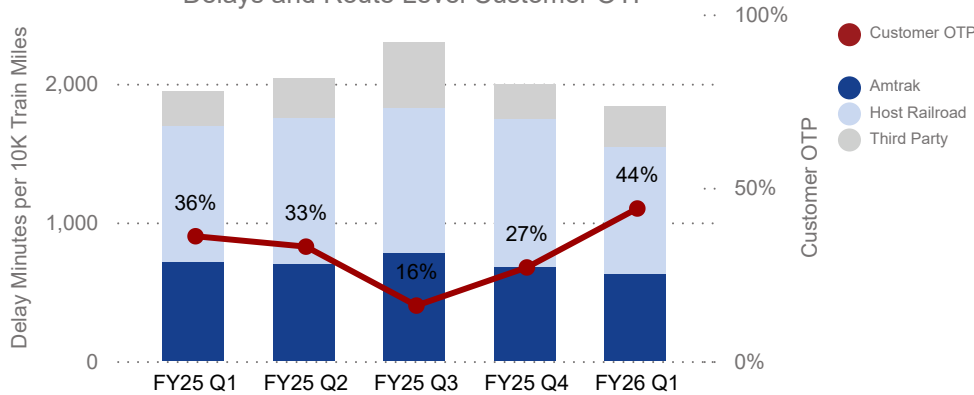
| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| FTI                   | Freight train interference | 11,238    |
| DSR                   | Slow order delays          | 6,469     |
| NOD                   | Unused recovery time       | 6,105     |

### Customer Service Index (CSI)

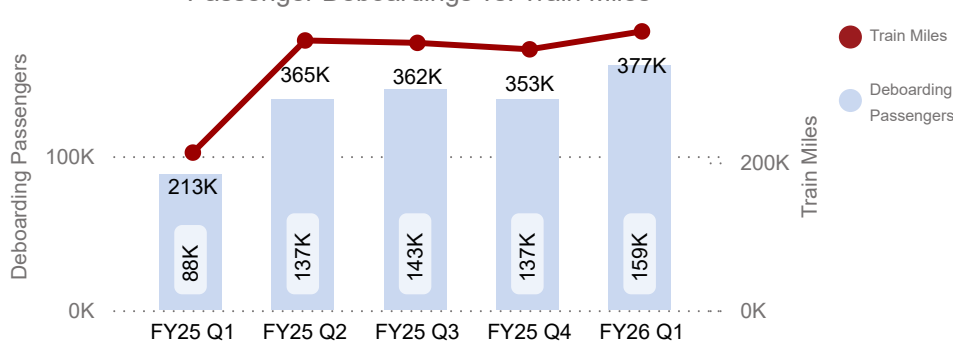
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 87%                 | 68%                    |

### Trends

#### Delays and Route Level Customer OTP



#### Passenger Deboardings vs. Train Miles



### Additional Notes

The Floridian, a temporary route with service between Chicago and Miami, began operations in November 2024.

# Long Distance

## Lake Shore Limited

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

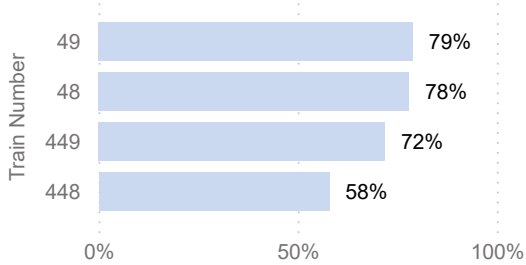


### Customer On-Time Performance

Route Level Customer OTP **78%**

Train Level Customer OTP

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

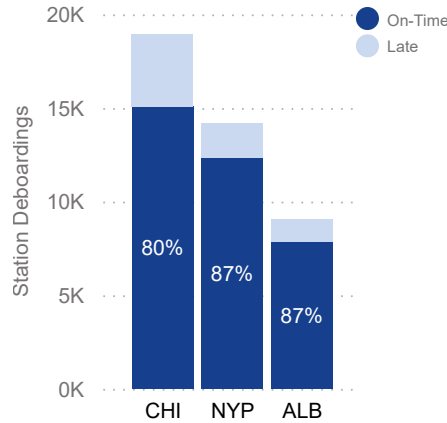


### Route Map

— Route Path  
— States Served

### 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

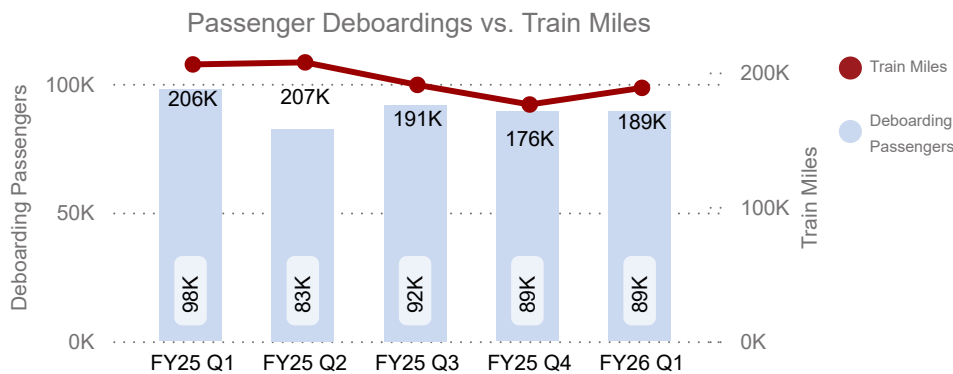
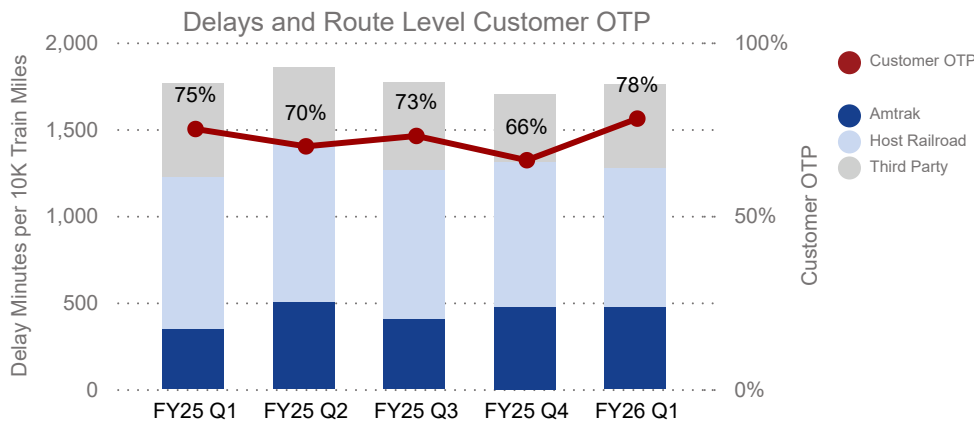
### Delays

| Top 3 Causes of Delay |                                    | Delay Min |
|-----------------------|------------------------------------|-----------|
| NOD                   | Unused recovery time               | 7,277     |
| FTI                   | Freight train interference         | 5,733     |
| RTE                   | Routing delays, including late ... | 2,579     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 84%                 | 73%                    |

### Trends

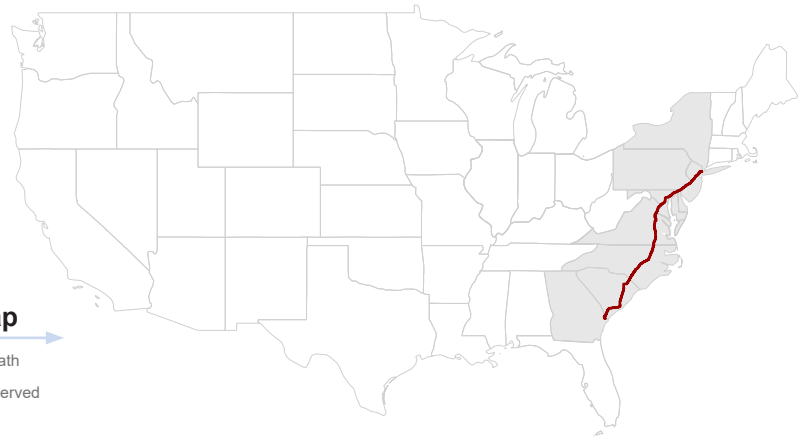


### Additional Notes

# Long Distance

## Palmetto

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

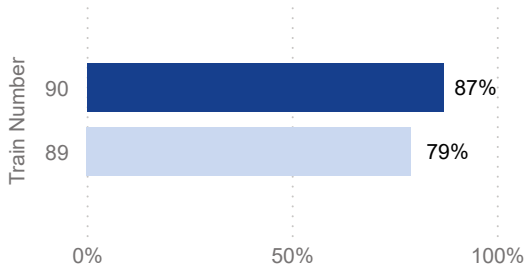


### Customer On-Time Performance

Route Level Customer OTP **83%**

Train Level Customer OTP

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

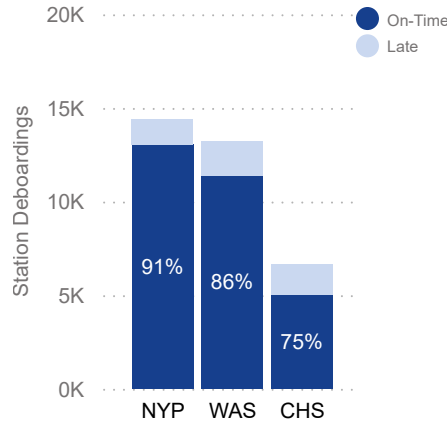


### Route Map

— Route Path  
 ■ States Served

### 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
- 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

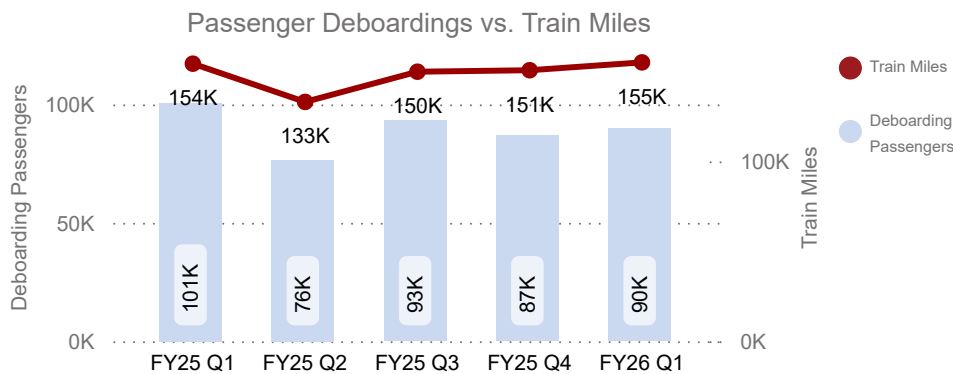
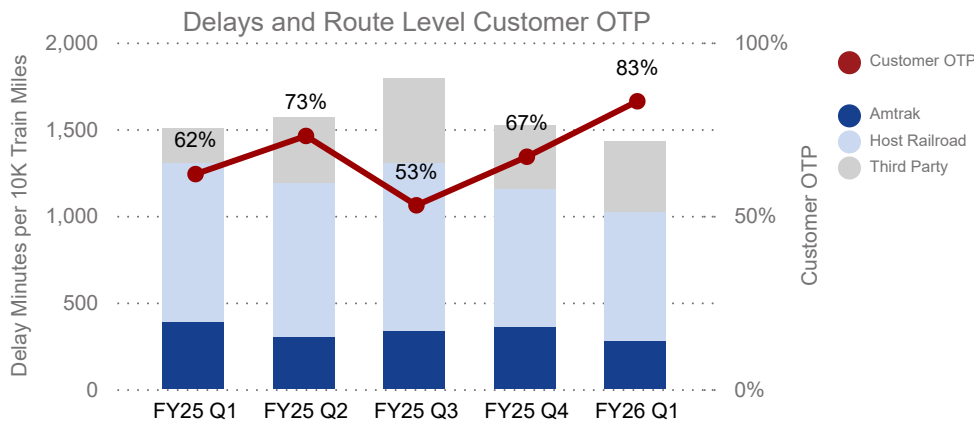
### Delays

| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| NOD                   | Unused recovery time         | 5,168     |
| FTI                   | Freight train interference   | 4,266     |
| PTI                   | Passenger train interference | 3,341     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 91%                 | 82%                    |

### Trends

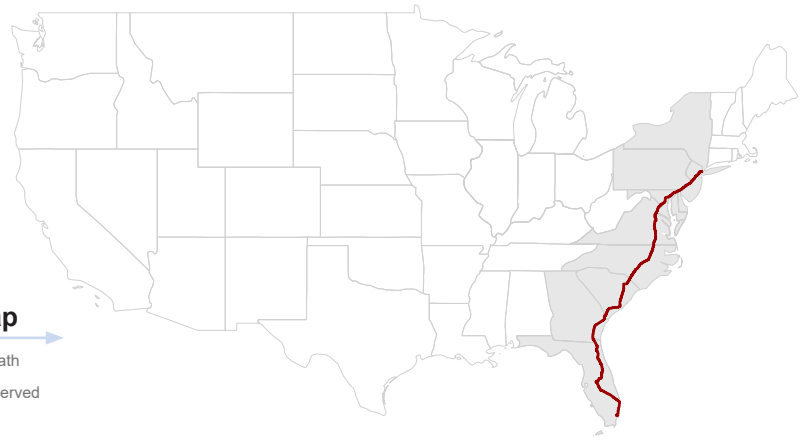


### Additional Notes

# Long Distance

## Silver Meteor

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

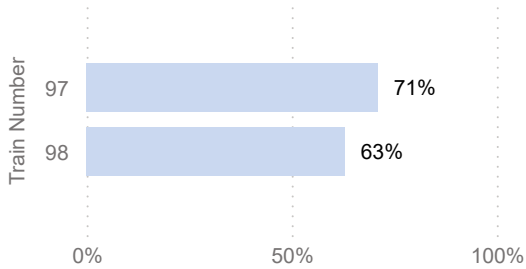


### Customer On-Time Performance

Route Level Customer OTP **67%**

Train Level Customer OTP

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



### Delays

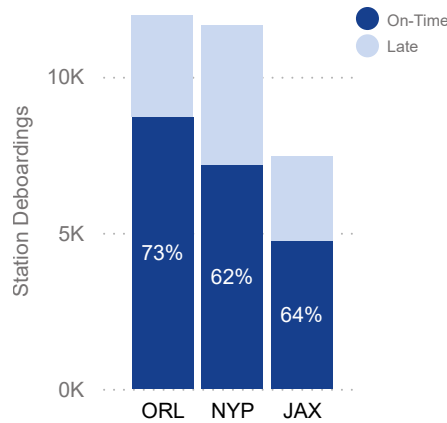
| Top 3 Causes of Delay |                              | Delay Min |
|-----------------------|------------------------------|-----------|
| NOD                   | Unused recovery time         | 8,061     |
| FTI                   | Freight train interference   | 5,058     |
| PTI                   | Passenger train interference | 4,944     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 85%                 | 74%                    |

### Station Performance

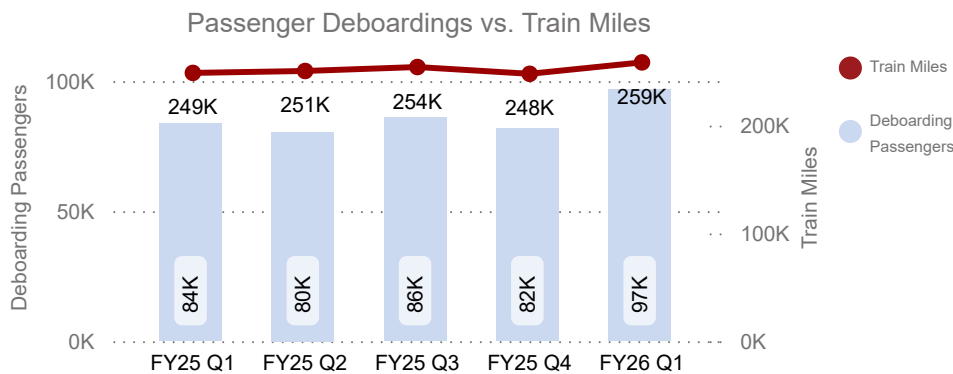
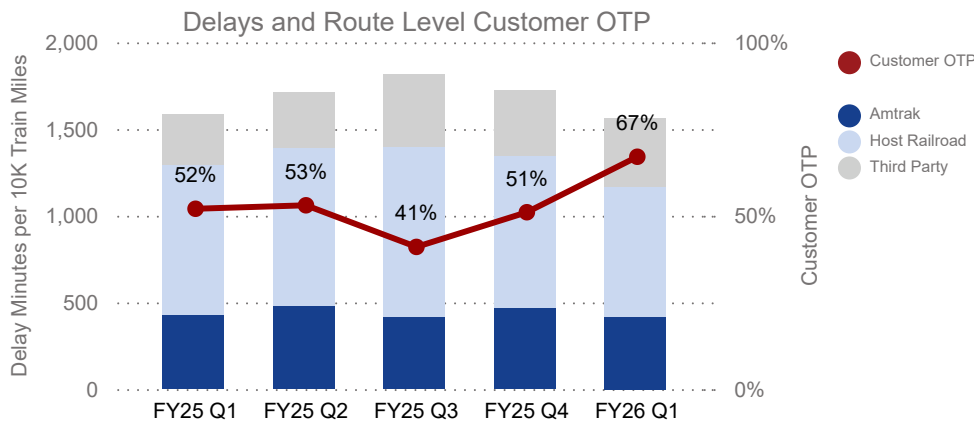
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding



### 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
- 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

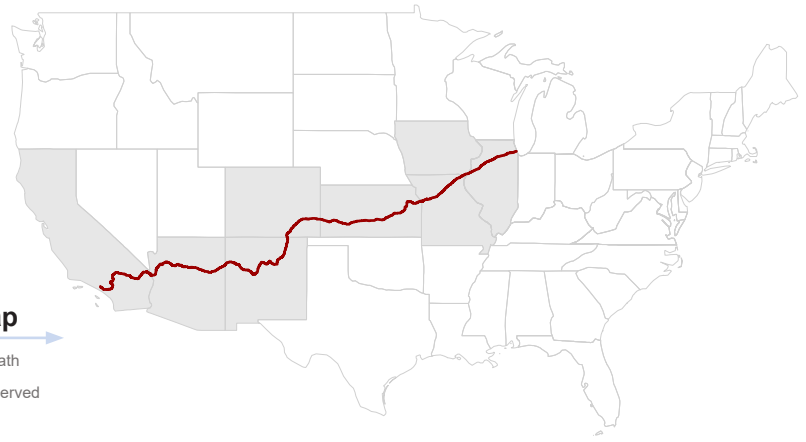


### Additional Notes

# Long Distance

## Southwest Chief

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

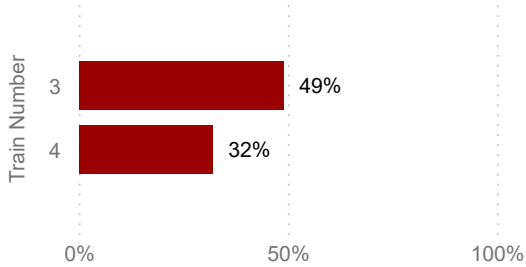


### Customer On-Time Performance

Route Level Customer OTP **40%**

Train Level Customer OTP

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



### Route Map

— Route Path  
 ■ States Served

### Delays

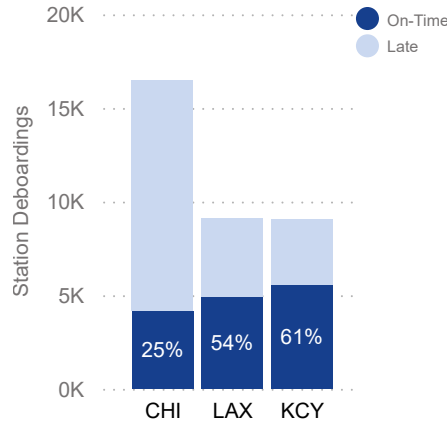
| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| FTI                   | Freight train interference | 13,565    |
| DSR                   | Slow order delays          | 7,762     |
| SVS                   | Servicing                  | 5,547     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 82%                 | 70%                    |

### Station Performance

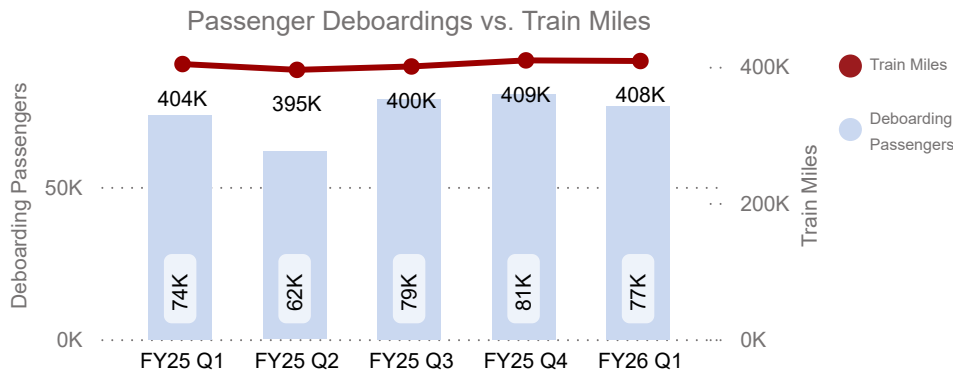
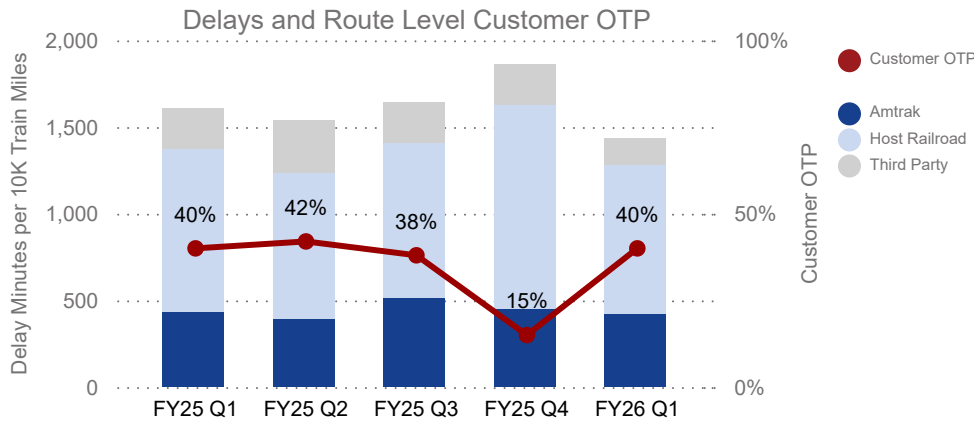
Customer OTP for Top 3 Stations on Route, by Passenger Deboarding



### 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

### Trends

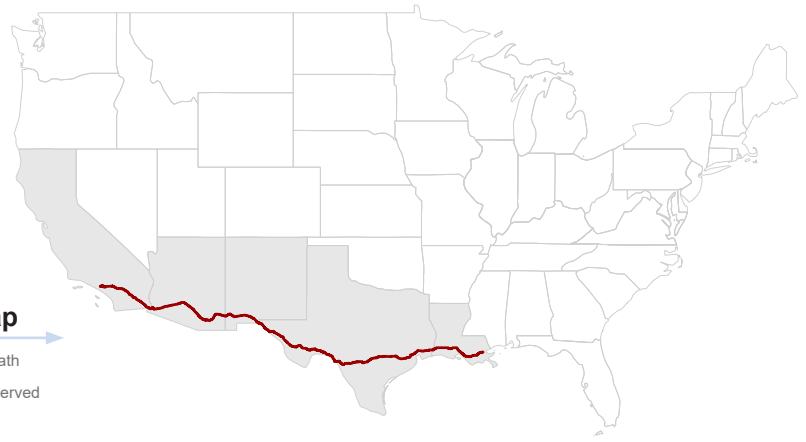


### Additional Notes

# Long Distance

## Sunset Limited

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

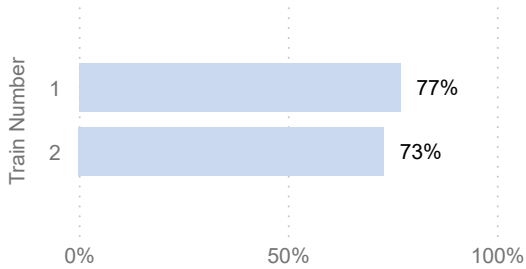


### Customer On-Time Performance

Route Level Customer OTP **75%**

Train Level Customer OTP

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

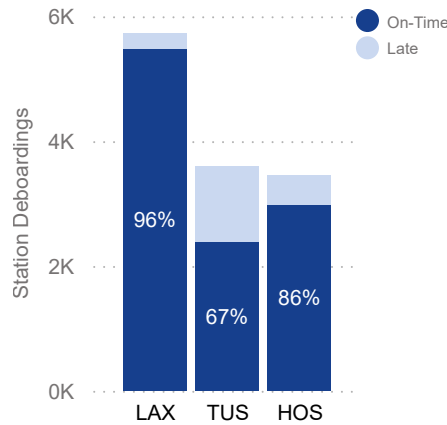


### Route Map

— Route Path  
 ■ States Served

### Station Performance

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



### 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

### Delays

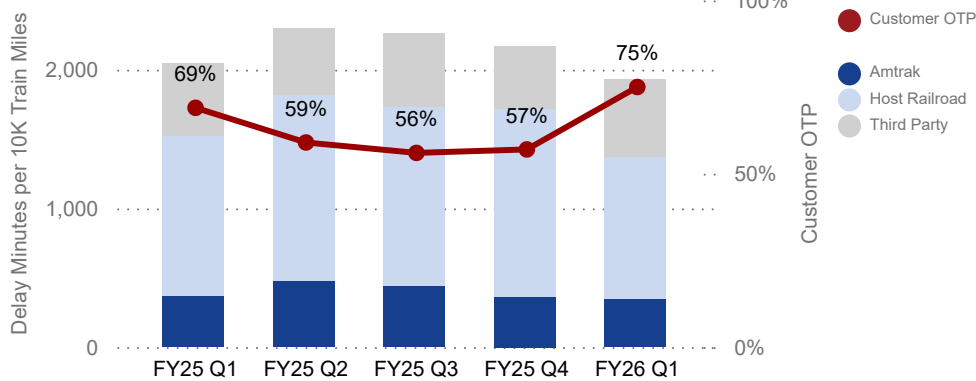
| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| NOD                   | Unused recovery time       | 7,710     |
| FTI                   | Freight train interference | 6,972     |
| DSR                   | Slow order delays          | 3,790     |

### Customer Service Index (CSI)

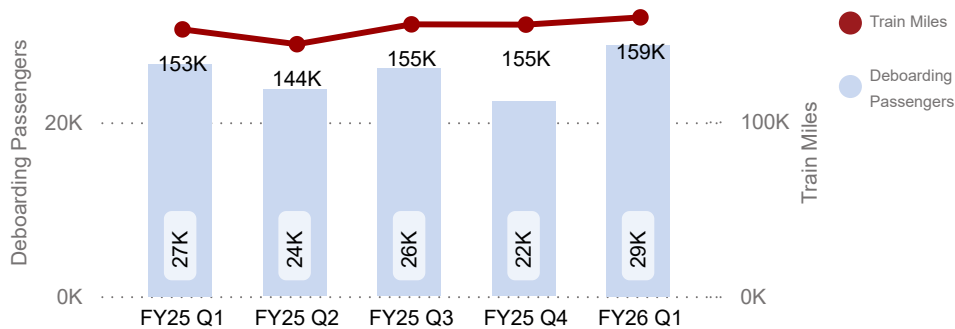
|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 86%                 | 78%                    |

### Trends

#### Delays and Route Level Customer OTP



#### Passenger Deboardings vs. Train Miles



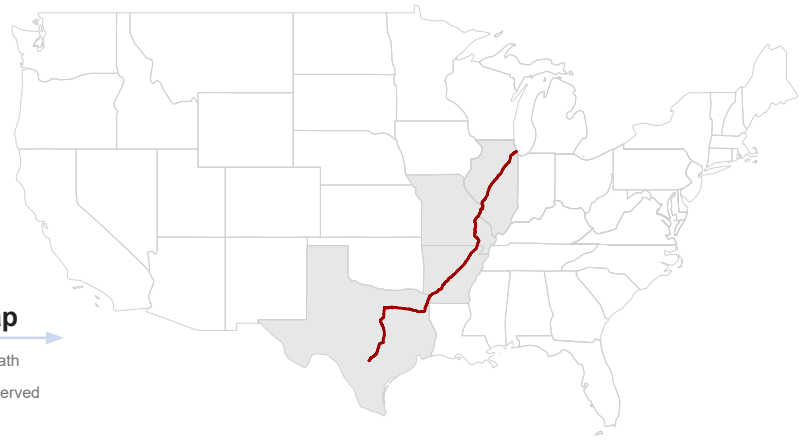
### Additional Notes

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

# Long Distance

## Texas Eagle

Route Performance Profile – FY 2026 Q1 (Oct. 1, 2025 – Dec. 31, 2025)

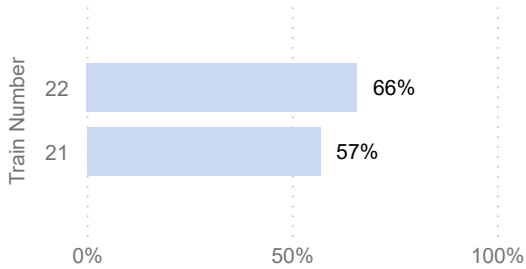


### Customer On-Time Performance

Route Level Customer OTP **62%**

Train Level Customer OTP

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

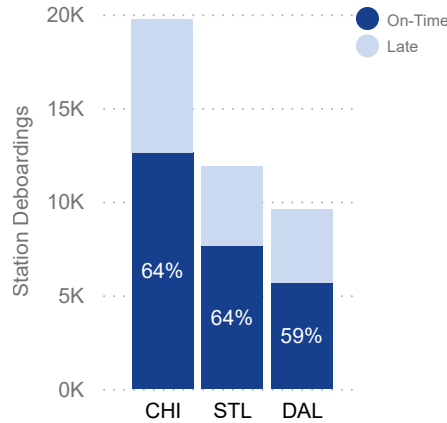


### Route Map

— Route Path  
— States Served

### Station Performance

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



### 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

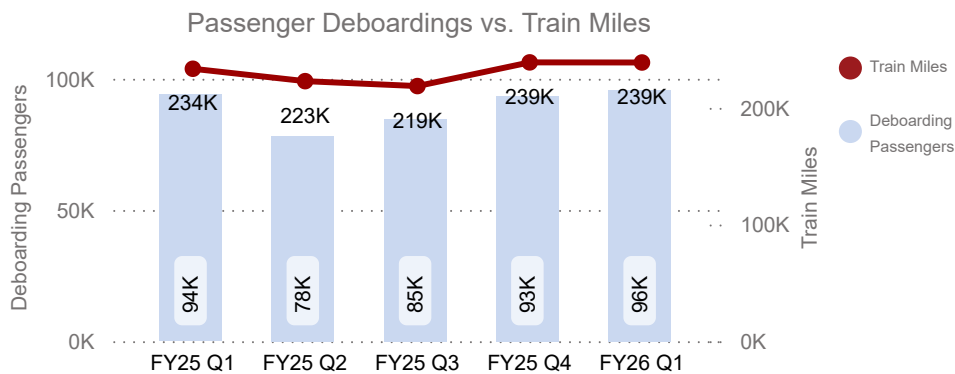
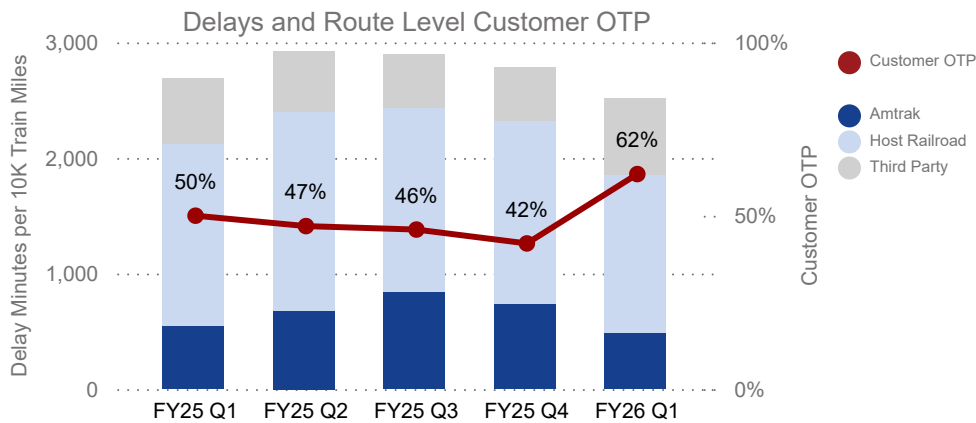
### Delays

| Top 3 Causes of Delay |                            | Delay Min |
|-----------------------|----------------------------|-----------|
| FTI                   | Freight train interference | 16,034    |
| NOD                   | Unused recovery time       | 12,810    |
| DSR                   | Slow order delays          | 7,965     |

### Customer Service Index (CSI)

|                 | On-Time Respondents | All Survey Respondents |
|-----------------|---------------------|------------------------|
| Overall Service | 87%                 | 76%                    |

### Trends



### Additional Notes

Data on this page represents Texas Eagle service between Chicago and San Antonio. On days when the Sunset Limited runs, some Texas Eagle cars separate at San Antonio to join the westbound Sunset Limited, and some eastbound Sunset Limited cars separate at San Antonio to join the northbound Texas Eagle.

## Appendix A. On-Time Performance and Train Delay Metrics

### Certified Schedules

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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](https://railroads.dot.gov). See Schedule Certification Tables.

### Customer On-Time Performance

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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.

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](https://railroads.dot.gov). See Customer OTP Metrics.

## Disputed Train Delays

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### 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 5** for a list of host railroad codes used in the delay reports.
- Disputed Train Delays data is available for download at [railroads.dot.gov](https://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](https://railroads.dot.gov).

## Ridership

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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](https://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.

### Notes

- Station Performance data is available for download at [railroads.dot.gov](https://railroads.dot.gov). See Station Performance Metric.

## Train Delays

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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](https://railroads.dot.gov), the third-party delays are coded as "Neither."
- Train Delays data is available for download at [railroads.dot.gov](https://railroads.dot.gov). See Delay Metrics.

## Train Delays per 10,000 Train Miles

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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](https://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](https://railroads.dot.gov).

Amtrak has changed how it calculates Customer Service Metrics (CSI) scores as of October 1, 2025 (FY2026 Q1). Previously, Amtrak adjusted 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. Scores were not adjusted for Northeast Corridor routes. In Metrics and Standards reporting prior to October 1, 2025, Amtrak reported both adjusted (removing delayed passengers) and unadjusted CSI scores (responses from all survey respondents and passengers regardless of on-time status). From FY2026 Q1 onwards, Amtrak will report adjusted overall satisfaction score performance based on survey responses from passengers that depart and arrive no more than five minutes behind schedule ("on-time") and self-report satisfaction with their on-time performance of either a 9 or 10 out of 10. Amtrak will also report to FRA unadjusted CSI data for all passenger survey responses. The Route Profiles in the Metrics and Standards Quarterly report include both an "on-time" CSI score and an all survey respondents CSI score.

Amtrak provides the percent of respondents to the Amtrak customer satisfaction survey who provided a score of 7 out of 10 or higher for their overall satisfaction (Top 4) and the percent of respondents who provided a score of 8 out of 10 or higher (Top 3).

### Customer Satisfaction

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The percent of respondents to the Amtrak customer satisfaction survey who provided a score of 7 out of 10 or higher for their "overall satisfaction" for their most recent trip, by route, shown both adjusted for performance and unadjusted.

### On-Board 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

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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 cleanliness 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

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

#### Notes

- Financial Metrics data is available for download at [railroads.dot.gov](https://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](https://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](https://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](https://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](https://railroads.dot.gov).

## Appendix D. Amtrak Delay Code Definitions

**Table 5. Amtrak Delay Code Definitions**

| <b>Responsibility</b>     | <b>Code</b> | <b>Code Description</b>                   | <b>Explanation</b>   |
|---------------------------|-------------|---|--|
| Amtrak-responsible delays | ADA         | Passenger-related                         | All delays related to disabled passengers, wheelchair lifts, guide dogs, etc.  |
|                           | CAR         | Car failure                               | Mechanical failure on all types of cars  |
|                           | CCR         | Cab car failure                           | Mechanical failure on Cab Cars   |
|                           | CON         | Hold for guaranteed connection            | Holding for connections from other trains or buses   |
|                           | CTC         | CETC system failure                       | Failure of the Centralized Electrification and Traffic Control (CETC) train control system   |
|                           | ENG         | Locomotive failure                        | Mechanical failure on engines  |
|                           | HLD         | Passenger-related                         | All delays related to passengers, checked baggage, large groups, etc.  |
|                           | INJ         | Injured/Ill guest/<br>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   |
|                           | TCC         | Cab car failure                           | Third Party Contractor Cab Car Failure Delay   |
|                           | TCR         | Car failure                               | Third Party Contractor Car Failure Delay   |
|                           | TEN         | Locomotive failure                        | Third Party Contractor Engine Failure Delay  |
|                           | TIP         | Train Interference<br>Planned             | Planned time added to the schedule to account for congestion between segments  |
| UND                       | Undefined   | Delays that are auto-entry 2 minute delay |  |
| 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   |

**Table 5. Amtrak Delay Code Definitions (Continued)**

| <b>Responsibility</b>   | <b>Code</b> | <b>Code Description</b>                  | <b>Explanation</b>  |
|-------------------------|-------------|--|---|
| Host-responsible delays | 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   |
|                         | 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   |
|                         | TCD         | Third party contractor delays            | Unplanned Contractor delays that affect service   |
| 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                               |