

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

**Covering the Quarter Ended September, 2018
(Fourth Quarter of Fiscal Year 2018)**



**Federal Railroad Administration
United States Department of Transportation**

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Notes

Note No.	Applies to Tables—	Note
1	1 & 3	Data for tables 1 and 3 will not be available until the avoidable costing methodology for the Amtrak Performance Tracking (APT) System has been completed.
2	All Route-Specific Tables	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
3	On-Time Performance, Train Delays, and Other Service Quality Tables	For the non-financial metrics for which standards exist, numbers shown in red indicate that the established standard was not met.
4	Entire Report	The data in this report is provided by Amtrak and reviewed by FRA.

TABLE 1 (A):
PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE
Including State Revenue (See Note 1 at the beginning of this document)

Service	Current Period	Prior Period	Prior Report
	Oct 16 - Sep 18	Oct 15 - Sep 17	Jul 16 - Jun 18

Acela Express

Acela Express	Not Available	Not Available	Not Available
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Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermonteer	Not Available	Not Available	Not Available

Long-Distance Routes

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

TABLE 1 (B):
PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE
Excluding State Revenue

Service	Current Period	Prior Period	Prior Report
	Oct 16 - Sep 18	Oct 15 - Sep 17	Jul 16 - Jun 18

Acela Express

Acela Express	Not Available	Not Available	Not Available
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Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermonteer	Not Available	Not Available	Not Available

Long-Distance Routes

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

TABLE 2 (A):
PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE
Including State Revenue

Service	Current Period	Prior Period	Prior Report
	Oct 16 - Sep 18	Oct 15 - Sep 17	Jul 16 - Jun 18
<i>Acela Express</i>			
Acela Express	192%	186%	190%
<i>Other NEC Corridor Routes</i>			
Keystone Service	89%	92%	90%
Northeast Regional (Boston - Washington)	142%	140%	140%
Newport News	128%	131%	128%
Lynchburg	145%	137%	144%
Norfolk	117%	110%	113%
Richmond	121%	116%	118%
New Haven - Springfield	77%	60%	71%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	85%	80%	83%
Carolinian	116%	114%	114%
Cascades	86%	86%	87%
Downeaster	84%	74%	82%
Empire Corridor			
Adirondack	88%	89%	89%
Empire Service	94%	101%	98%
Ethan Allen Express	83%	66%	78%
Maple Leaf	72%	66%	68%
Heartland Flyer	89%	91%	91%
Hiawatha	105%	94%	102%
Hoosier State	74%	92%	76%
Illinois			
Carl Sandburg / Illinois Zephyr	105%	95%	101%
Illini / Saluki	102%	89%	98%
Lincoln Service	109%	96%	105%
Michigan			
Blue Water	86%	80%	89%
Pere Marquette	89%	86%	92%
Wolverine	88%	48%	70%
Kansas City - St. Louis	105%	97%	103%
Pacific Surfliner	84%	82%	83%
Pennsylvanian	81%	81%	82%
Piedmont	98%	100%	101%
San Joaquins	86%	83%	84%
Vermonteer	105%	108%	108%
<i>Long-Distance Routes</i>			
Auto Train	87%	94%	87%
California Zephyr	50%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	33%	33%	33%
City of New Orleans	49%	47%	48%
Coast Starlight	48%	48%	47%
Crescent	44%	43%	43%
Empire Builder	53%	50%	51%
Lake Shore Ltd	46%	43%	45%
Palmetto	88%	87%	87%
Silver Meteor	51%	53%	51%
Silver Star	50%	49%	48%
Southwest Chief	45%	45%	45%
Sunset Limited	25%	25%	25%
Texas Eagle	44%	43%	43%

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

TABLE 2 (B):
PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE
Excluding State Revenue

Service	Current Period	Prior Period	Prior Report
	Oct 16 - Sep 18	Oct 15 - Sep 17	Jul 16 - Jun 18

Acela Express

Acela Express	192%	186%	190%
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Other NEC Corridor Routes

Keystone Service	79%	77%	78%
Northeast Regional (Boston - Washington)	142%	140%	140%
Newport News	121%	122%	120%
Lynchburg	150%	144%	149%
Norfolk	101%	100%	98%
Richmond	98%	102%	98%
New Haven - Springfield	43%	33%	40%

Non-NEC Corridor Routes

Capitol Corridor	49%	45%	48%
Carolinian	96%	99%	95%
Cascades	57%	54%	56%
Downeaster	55%	52%	53%
Empire Corridor			
Adirondack	51%	51%	51%
Empire Service	54%	49%	55%
Ethan Allen Express	71%	55%	66%
Maple Leaf	81%	72%	75%
Heartland Flyer	27%	26%	27%
Hiawatha	86%	77%	84%
Hoosier State	20%	25%	21%
Illinois			
Carl Sandburg / Illinois Zephyr	36%	33%	35%
Illini / Saluki	43%	41%	42%
Lincoln Service	52%	47%	50%
Michigan			
Blue Water	52%	47%	50%
Pere Marquette	48%	42%	46%
Wolverine	68%	34%	51%
Kansas City - St. Louis	42%	40%	42%
Pacific Surfliner	66%	65%	66%
Pennsylvanian	72%	73%	73%
Piedmont	53%	48%	52%
San Joaquins	39%	40%	39%
Vermonteer	66%	64%	68%

Long-Distance Routes

Auto Train	87%	94%	87%
California Zephyr	50%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	33%	33%	33%
City of New Orleans	49%	47%	48%
Coast Starlight	48%	48%	47%
Crescent	44%	43%	43%
Empire Builder	53%	50%	51%
Lake Shore Ltd	46%	43%	45%
Palmetto	88%	87%	87%
Silver Meteor	51%	53%	51%
Silver Star	50%	49%	48%
Southwest Chief	45%	45%	45%
Sunset Limited	25%	25%	25%
Texas Eagle	44%	43%	43%

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 3 (A):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Including State Revenue. Year 2016 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Oct 16 - Sep 18	Oct 15 - Sep 17	Jul 16 - Jun 18

Acela Express

Acela Express	Not Available	Not Available	Not Available
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Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermonteer	Not Available	Not Available	Not Available

Long-Distance Routes

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 3 (B):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Excluding State Revenue. Year 2016 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Oct 16 - Sep 18	Oct 15 - Sep 17	Jul 16 - Jun 18

Acela Express

Acela Express	Not Available	Not Available	Not Available
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Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermonteer	Not Available	Not Available	Not Available

Long-Distance Routes

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2016 Constant Dollars

Current Period	Prior Period	Prior Report
Oct 16 - Sep 18	Oct 15 - Sep 17	Jul 16 - Jun 18
(\$0.020)	(\$0.027)	(\$0.021)

Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

TABLE 4 (B):
ADJUSTED (LOSS) PER PASSENGER-MILE
Excluding State Revenue. Year 2016 Constant Dollars

Current Period	Prior Period	Prior Report
Oct 16 - Sep 18	Oct 15 - Sep 17	Jul 16 - Jun 18
(\$0.055)	(\$0.062)	(\$0.057)

Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

**TABLE 5:
PASSENGER-MILES PER TRAIN-MILE**

Service	Current Period	Prior Period	Prior Report
	Oct 16 - Sep 18	Oct 15 - Sep 17	Jul 16 - Jun 18

Acela Express

Acela Express	189	189	189
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Other NEC Corridor Routes

Keystone Service	159	156	158
Northeast Regional (Boston - Washington)	243	237	240
Newport News	255	260	254
Lynchburg	341	329	344
Norfolk	182	179	179
Richmond	183	193	186
New Haven - Springfield	97	122	107

Non-NEC Corridor Routes

Capitol Corridor	96	91	94
Carolinian	220	234	224
Cascades	138	138	137
Downeaster	94	89	93
Empire Corridor			
Adirondack	188	199	194
Empire Service	128	129	131
Ethan Allen Express	141	143	141
Maple Leaf	118	117	119
Heartland Flyer	81	79	82
Hiawatha	157	154	156
Hoosier State	56	58	56
Illinois			
Carl Sandburg / Illinois Zephyr	85	88	86
Illini / Saluki	99	103	100
Lincoln Service	132	130	130
Michigan			
Blue Water	156	155	157
Pere Marquette	109	107	110
Wolverine	152	147	150
Kansas City - St. Louis	79	79	79
Pacific Surfliner	156	159	158
Pennsylvanian	203	206	203
Piedmont	67	69	68
San Joaquins	99	106	99
Vermont	145	141	145

Long-Distance Routes

Auto Train	331	338	329
California Zephyr	171	177	173
Capitol Limited	179	183	181
Cardinal	115	119	117
City of New Orleans	153	158	154
Coast Starlight	204	208	205
Crescent	136	139	136
Empire Builder	172	174	174
Lake Shore Ltd	197	203	203
Palmetto	172	178	173
Silver Meteor	201	211	202
Silver Star	163	169	164
Southwest Chief	175	187	180
Sunset Limited	123	126	123
Texas Eagle	170	170	172

Note: This report reflects the information as it existed in SAM_APT at the time it was produced. Future changes to SAM_APT data may affect the placement of data within this report.

Table 6
On Time Performance (OTP)

Service	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	Test #2 End Point OTP for FY 2018 Q4	Test #3 All Stations OTP for FY 2018 Q4
<i>Acela Express</i>			
Standard	>=0	90.0%	90.0%
Acela Express	-3.7	75.8%	72.7%
<i>Other NEC Corridor Routes</i>			
Standard	>=0	85.0%	85.0%
Keystone	-1.9	86.6%	91.5%
Total Northeast Regional	-1.8	76.4%	77.2%
All Other Northeast Regional	-1.8	82.6%	83.7%
Lynchburg	-7.7	57.6%	69.0%
Richmond / Newport News / Norfolk	-0.7	56.7%	69.0%
Springfield Shuttles	5.6	83.2%	77.5%
<i>Non-NEC Corridor Routes</i>			
Standard	>=0	80.0%	80.0%
Capitol Corridor	1.4	93.6%	94.1%
Carolinian	-0.3	46.6%	42.5%
Cascades	-1.4	54.5%	61.3%
Downeaster	-2.7	45.7%	69.7%
Empire	1.4	73.9%	72.4%
Adirondack	2.0	59.2%	58.2%
Ethan Allen Express	4.5	91.3%	85.8%
Maple Leaf	1.0	69.6%	58.7%
New York - Albany	0.5	78.7%	85.7%
New York - Niagara Falls	1.5	59.0%	65.9%
Heartland Flyer	1.6	20.1%	48.0%
Hiawatha	1.1	92.7%	96.4%
Hoosier	3.7	88.7%	86.6%
Illinois	1.3	73.3%	72.0%
Carl Sandburg / Illinois Zephyr	1.8	89.4%	89.9%
Illini / Saluki	-2.8	38.9%	40.1%
Lincoln Service	3.1	82.6%	80.2%
Michigan	5.6	61.1%	64.2%

**Table 6
On Time Performance (OTP)**

Service	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	Test #2 End Point OTP for FY 2018 Q4	Test #3 All Stations OTP for FY 2018 Q4
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Blue Water	7.9	66.8%	75.1%
Pere Marquette	4.0	78.8%	83.8%
Wolverine	5.1	53.3%	58.9%
Missouri	6.7	75.0%	76.4%
Pacific Surfliner	-2.4	73.7%	76.5%
Pennsylvanian	-0.5	62.0%	66.4%
Piedmont	-2.3	51.7%	71.0%
Vermont	2.7	71.7%	58.4%
San Joaquins	-1.1	66.2%	69.2%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	0.6	73.1%	67.4%
California Zephyr	2.8	34.2%	37.8%
Capitol Ltd	-0.8	13.0%	27.8%
Cardinal	0.0	54.4%	55.6%
Coast Starlight	0.4	53.3%	47.7%
Crescent	-2.6	13.5%	28.2%
Empire Builder	-0.9	29.2%	25.0%
Lake Shore Ltd	-0.7	30.4%	31.4%
Palmetto	-0.4	49.5%	54.6%
Silver Meteor	-0.1	38.9%	38.6%
Silver Star	-0.4	40.8%	35.5%
Southwest Chief	-0.5	22.3%	27.9%
Sunset Ltd	2.2	22.5%	19.8%
Texas Eagle	2.3	28.3%	29.5%
City Of New Orleans	-0.3	93.5%	61.1%

Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.
All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.
Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.
Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Table 7
Off-NEC Host Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Acela Express							
Acela Express	MNRR	2,267	DSR	1,174	CTI	810	56
Other NEC Corridor Routes							
Northeast Regional	Richmond / Newport News / Norfolk	1,929	FTI	530	DSR	352	189
		2,984	DSR	1,397	CTI	858	56
		384	RTE	123	DSR	113	81
	Lynchburg	3,071	DSR	2,194	CTI	532	56
		761	FTI	418	DSR	159	216
	All Other Northeast Regional	2,545	DSR	1,304	CTI	942	56
Non-NEC Corridor Routes							
Capitol Corridor	Capitol Corridor	385	PTI	189	DCS	62	168
Carolinian	Carolinian	1,760	FTI	523	PTI	388	295
		1,056	PTI	302	FTI	295	202
Cascades	Cascades	1,329	DSR	373	FTI	362	343
		1,266	FTI	545	PTI	351	125
Downeaster	Downeaster	1,317	CTI	584	DTR	282	38
		1,502	DSR	582	PTI	462	77
Empire	Adirondack	37	PTI	15	DCS	15	104
		3,263	DSR	1,502	RTE	945	49
		817	PTI	409	DSR	188	178
		2,163	CTI	1,292	DSR	534	64
	Ethan Allen Express	58	RTE	26	PTI	17	104
		669	PTI	273	FTI	117	60
		1,885	CTI	894	DSR	541	64
		399	DSR	306	FTI	80	24
	Maple Leaf	16	PTI	16			109
		1,286	FTI	680	RTE	283	298
		1,990	CTI	1,052	DSR	544	64
	New York - Albany	1,920	CTI	979	DSR	530	64

Table 7
Off-NEC Host Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Non-NEC Corridor Routes							
	New York - Niagara Falls	Amtrak	1	PTI	1		109
		CSX	1,007	FTI	486	RTE	248
		MNRR	2,418	CTI	1,313	DSR	556
Heartland Flyer	Heartland Flyer	BNSF	2,414	DSR	1,555	FTI	606
Hiawatha	Hiawatha	CP	312	DCS	100	FTI	73
		Metra	1,434	CTI	894	DCS	143
Hoosier	Hoosier	CSX	615	FTI	390	DCS	146
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	573	FTI	205	DSR	127
	Illini / Saluki	CN	1,668	DCS	737	FTI	431
	Lincoln Service	CN	1,405	FTI	935	DCS	237
		UP	947	FTI	365	PTI	333
Michigan	Blue Water	Amtrak	766	DSR	258	PTI	192
		CN	685	FTI	545	DCS	49
		MIDOT	474	DSR	250	DCS	153
		NS	3,899	FTI	1,545	DCS	780
	Pere Marquette	CSX	415	FTI	269	DCS	100
		NS	3,019	FTI	1,711	DSR	413
	Wolverine	Amtrak	880	PTI	327	DSR	297
		CN	1,989	DSR	873	FTI	457
		MIDOT	588	PTI	278	DCS	194
		NS	3,767	FTI	1,858	DSR	581
Missouri	Missouri	UP	957	FTI	479	DSR	156
Pacific Surfliner	Pacific Surfliner	BNSF	1,531	DCS	417	DSR	354
		SCRRA	1,118	PTI	459	CTI	314
		SDNRR	1,569	CTI	750	PTI	525
		UP	1,254	PTI	677	DSR	154
Pennsylvanian	Pennsylvanian	NS	1,562	FTI	995	DSR	232
Piedmont	Piedmont	NS	1,220	FTI	563	DSR	236
San Joaquins	San Joaquins	BNSF	1,020	PTI	393	FTI	359
		UP	941	PTI	450	FTI	193

Table 7
Off-NEC Host Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Non-NEC Corridor Routes								
Vermont	Vermont	MADOT	2,297	DSR	1,923	DCS	342	50
		MNRR	3,404	DSR	1,610	CTI	1,165	56
		NECR	1,529	DSR	1,429	FTI	67	238
Long-Distance Routes								
Auto Train	CSX	1,185	FTI	506	PTI	287	898	
	FR	4,871	DSR	1,267	CTI	1,258	16	
California Zephyr	BNSF	1,317	DSR	519	FTI	450	1027	
	UP	726	FTI	235	DSR	166	1431	
Capitol Ltd	CSX	1,163	FTI	549	DSR	205	307	
	NS	2,793	FTI	1,932	RTE	263	481	
Cardinal	BBrRR	1,402	PTI	560	FTI	423	132	
	CSX	885	FTI	515	DSR	148	698	
	NS	1,248	PTI	383	CTI	349	79	
City Of New Orleans	CN	1,044	FTI	488	RTE	170	930	
Coast Starlight	BNSF	743	DSR	164	FTI	163	186	
	SCRRA	2,419	PTI	1,043	CTI	771	48	
	UP	1,380	PTI	418	FTI	393	1159	
Crescent	NS	1,936	FTI	1,262	DSR	274	1141	
Empire Builder	BNSF	1,326	FTI	618	DSR	473	2147	
	CP	1,062	FTI	421	DSR	359	384	
	Metra	1,985	CTI	1,434	DCS	301	29	
Lake Shore Ltd	CSX	1,048	FTI	431	RTE	209	741	
	MBTA	3,714	CTI	2,694	RTE	465	64	
	MNRR	2,290	CTI	1,276	DSR	625	64	
	NS	3,116	FTI	2,104	PTI	429	339	
Palmetto	CSX	1,175	FTI	485	PTI	246	659	
Silver Meteor	CSX	834	FTI	358	PTI	170	1152	
	Fla DOT	1,178	CTI	506	DSR	391	68	
	FR	2,537	DSR	660	DCS	615	61	
Silver Star	CSX	1,081	FTI	303	PTI	251	1209	
	Fla DOT	1,434	CTI	615	DSR	589	68	
	FR	1,658	DSR	700	DCS	477	61	
	NS	766	FTI	258	PTI	254	28	
Southwest Chief	BNSF	814	FTI	268	DSR	209	2198	
	NMDOT	2,209	DSR	846	CTI	578	80	
Sunset Ltd	BNSF	1,192	DSR	519	FTI	369	190	
	UP	2,071	FTI	1,194	DSR	356	1784	
Texas Eagle	BNSF	2,559	DSR	1,418	FTI	777	126	

Table 7
Off-NEC Host Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Long-Distance Routes							
	CN	1,907	FTI	1,221	DCS	298	37
	TRE	3,130	CTI	1,476	DSR	588	33
	UP	2,181	FTI	1,268	DSR	358	1073

This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Table 8
Off-NEC Amtrak Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2018 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	256	OTH	89	HLD	53
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	396	HLD	106	OTH	82
Richmond / Newport News / Norfolk	411	HLD	109	ADA	83
Lynchburg	376	HLD	134	ADA	112
All Other Northeast Regional	369	OTH	75	HLD	75
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	318	HLD	119	ADA	72
Carolinian	716	ADA	226	HLD	155
Cascades	473	ENG	100	SYS	85
Downeaster	277	ITI	108	HLD	55
Empire	260	SYS	81	HLD	68
Adirondack	299	HLD	81	SYS	81
Ethan Allen Express	209	HLD	10	OTH	63
Maple Leaf	500	SYS	186	HLD	138
New York - Albany	140	ITI	13	ENG	40
New York - Niagara Falls	211	SYS	86	HLD	43
Heartland Flyer	499	SYS	144.5	HLD	144.5
Hiawatha	332	OTH	190	ENG	33
Hoosier	118	SYS	40	OTH	31
Illinois	192	SYS	46	ADA	44
Carl Sandburg / Illinois Zephyr	169	HLD	18	ADA	47
Illini / Saluki	312	OTH	74	SYS	74
Lincoln Service	136	SYS	44	ADA	29
Michigan	556	OTH	176	SYS	109
Blue Water	415	ADA	109	OTH	109
Pere Marquette	328	SYS	75	HLD	87
Wolverine	671	OTH	229	SYS	123
Missouri	191	HLD	62	ADA	60

Table 8
Off-NEC Amtrak Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2018 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pacific Surfliner	717	SYS	153	HLD	147
Pennsylvanian	293	OTH	90	HLD	76
Piedmont	378	ADA	119	HLD	80
San Joaquins	466	SYS	148	ADA	84
Vermonter	380	OTH	164	HLD	63
Long Distance Routes - Amtrak Responsible					
Auto Train	257	ITI	85	SVS	71
California Zephyr	440	SYS	127	HLD	81
Capitol Ltd	318	HLD	168	SYS	52
Cardinal	378	HLD	88	ADA	81
City Of New Orleans	337	HLD	122	OTH	74
Coast Starlight	661	HLD	162	SYS	130
Crescent	367	HLD	142	ADA	79
Empire Builder	857	CON	236	SYS	200
Lake Shore Ltd	347	HLD	118	SYS	86
Palmetto	257	ADA	69	SYS, HLD	56.5
Silver Meteor	487	HLD	152	ADA	142
Silver Star	444	SYS	144	ADA	120
Southwest Chief	457	HLD	120	SYS	108
Sunset Ltd	647	HLD	126	ENG	107
Texas Eagle	685	SYS	168	HLD	149

This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Table 9
On-NEC Total Host and Amtrak Responsible Delays

Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Host Railroad	Total Delay	FY 2018 Q4				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<i>Acela Express</i>							
<i>Standard</i>		265					
Acela Express	Amtrak	399	SMW	148	DMW	41	401
<i>Other Services</i>							
<i>Standard</i>		475					
Keystone	Amtrak	349	SMW	82	DMW	48	195
Cardinal	Amtrak	NA	NA	NA	NA	NA	226
Carolinian	Amtrak	601	SMW	167	SVS	87	226
Crescent	Amtrak	925	SMW	151	ITI	139	226
Northeast Regional	Amtrak	523	SMW	125	DCS	49	463
Springfield Shuttles	Amtrak	1,262	CON	511	PTI	161	463
Richmond / Newport News / Norfolk	Amtrak	565	SMW	154	DCS	54	463
Lynchburg	Amtrak	605	SMW	151	HLD	51	463
All Other Northeast Regional	Amtrak	415	SMW	121	DCS	37	463
Palmetto	Amtrak	800	SMW	146	HLD	73	226
Pennsylvanian	Amtrak	426	SMW	150	DCS	45	195
Silver Meteor	Amtrak	1,076	SVS	169	SMW	158	226
Silver Star	Amtrak	759	SMW	193	PTI	95	226
Vermonter	Amtrak	480	SVS	143	SYS	55	304

This table excludes third-party delays.

Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**TABLE 10:
CUSTOMER SERVICE INDICATOR (eCSI) SCORES**

Service	4th Quarter FY 2018					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Standard	82	80	80	80	80	80
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Acela Express

Acela Express	74	83	76	78	77	78
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Other NEC Corridor Routes

Keystone Service	76	81	83	79	83	84
Northeast Regional (Boston - Washington)	77	77	83	77	84	80
Newport News ^d	85	84	88	84	88	85
Norfolk ^c	83	81	89	81	88	84
Richmond ^d	83	86	84	73	82	80
Lynchburg ^e	84	88	86	82	86	87
New Haven - Springfield	78	78	83	82	85	83

Non-NEC Corridor Routes

Capitol Corridor	87	88	82	84	85	85
Carolinian	73	80	80	74	80	78
Cascades	76	79	71	76	82	73
Downeaster	85	83	89	89	87	92
Empire Corridor						
Adirondack	66	76	74	62	74	66
Ethan Allen Express	84	81	83	84	83	81
Maple Leaf	85	85	84	77	82	80
New York - Albany ^f	78	77	81	81	81	84
Heartland Flyer	82	79	88	86	82	85
Hiawatha	88	88	82	85	86	88
Hoosier State	83	85	82	83	79	81
Illinois						
Carl Sandburg / Illinois Zephyr	91	90	83	85	86	88
Illini / Saluki	76	82	78	77	76	78
Lincoln Service	84	83	80	80	83	81
Michigan						
Blue Water	81	83	74	77	74	77
Pere Marquette	86	84	86	79	88	85
Wolverine	77	82	73	77	75	79
Kansas City - St. Louis	86	90	82	80	87	80
Pacific Surfliner	76	77	77	81	83	75
Pennsylvanian	83	84	87	79	82	81
Piedmont	88	90	91	83	89	94
San Joaquins	78	80	74	75	75	77
Vermont	73	78	83	78	82	76

Long-Distance Routes

Auto Train	77	91	66	73	66	84
California Zephyr	70	75	71	67	74	64
Capitol Limited	62	72	72	65	71	71
Cardinal	72	76	76	76	73	75
City of New Orleans	78	85	78	70	75	79
Coast Starlight	66	71	73	71	77	69
Crescent	58	69	70	65	68	65
Empire Builder	56	64	69	64	68	60
Lake Shore Ltd	63	74	69	68	66	67
Palmetto	68	75	79	72	73	74
Silver Meteor	71	75	74	70	73	70
Silver Star	68	76	75	72	72	71
Southwest Chief	69	73	69	68	69	66
Sunset Limited	61	66	72	67	71	66
Texas Eagle	68	68	78	72	76	71

^a Percentages indicate, as an example, 80 percent of respondents rated Amtrak in the top three of the eleven steps of the scale.

^b Newport News includes all trains between Newport News and points on the NEC.

^c Norfolk includes all trains between Norfolk and points on the NEC.

^d Richmond includes all trains between Richmond and points on the NEC.

^e Lynchburg includes all trains between Lynchburg and points on the NEC.

^f Includes only trains that operate solely between New York and Albany.

**TABLE 11:
SERVICE INTERRUPTIONS PER 10,000 TRAIN MILES DUE TO EQUIPMENT-RELATED
PROBLEMS**

Service	4th Quarter FY 2018		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	29	88	0.33
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Other NEC Corridor Routes

Keystone Service	16	36	0.45
Total Northeast Regional	67	140	0.48
Richmond / Newport News ^d	13	40	0.33
Lynchburg ^c	7	11	0.63
All Other Northeast Regional	47	89	0.53

Non-NEC Corridor Routes

Capitol Corridor	15	32	0.47
Carolinian	7	12	0.60
Cascades	33	20	1.62
Downeaster	6	11	0.54
Empire Corridor	26	55	0.47
Adirondack	3	7	0.42
Ethan Allen Express	4	5	0.88
Maple Leaf	3	9	0.35
New York - Albany ^d	9	17	0.52
New York - Niagara Falls	7	17	0.40
Heartland Flyer	1	4	0.26
Hiawatha	6	11	0.56
Hoosier State	0	2	0.00
Illinois	12	41	0.29
Carl Sandburg / Illinois Zephyr	7	9	0.74
Illini / Saluki	2	11	0.18
Lincoln Service	3	20	0.15
Michigan	11	26	0.43
Blue Water	2	6	0.34
Pere Marquette	1	3	0.31
Wolverine	8	17	0.48
Kansas City - St. Louis	0	10	0.00
Pacific Surfliner	21	43	0.49
Pennsylvanian	1	8	0.13
Piedmont	1	8	0.13
San Joaquins	30	38	0.79
Vermont	7	11	0.65

Long-Distance Routes

Auto Train	11	15	0.75
California Zephyr	18	45	0.40
Capitol Limited	9	14	0.63
Cardinal	3	7	0.42
City of New Orleans	2	17	0.12
Coast Starlight	10	25	0.39
Crescent	3	23	0.13
Empire Builder	18	46	0.39
Lake Shore Ltd	14	19	0.73
Palmetto	4	15	0.28
Silver Meteor	19	23	0.81
Silver Star	5	25	0.20
Southwest Chief	22	42	0.52
Sunset Limited	19	16	1.20
Texas Eagle	12	24	0.50

^aService Interruptions are defined as delays 30 min. or greater and any cancelled/terminated train due to equipment problems.

^b Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

^c Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^d Includes only trains that operate solely between New York and Albany.

**TABLE 12:
COMPLAINTS RECEIVED**
Complaints per 1,000 Passengers

Service	4th Quarter FY 2018	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.02	2.72
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Amtrak Corridor

Keystone	0.01	2.13
Northeast Regional	0.02	2.40

Short Distance

Capitol	0.21	15.74
Carolinian	0.02	3.19
Cascades	0.01	1.17
Downeaster	0.03	1.41
Empire Corridor		
Adirondack	0.04	1.59
Empire Service	0.00	1.69
Ethan Allen Express	0.06	3.27
Maple Leaf	0.02	3.69
Heartland Flyer	0.00	1.05
Hiawatha	0.00	1.26
Hoosier State	0.00	4.54
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	1.46
Illini / Saluki	0.06	1.06
Lincoln Service	0.06	2.43
Michigan		
Blue Water	0.00	0.29
Pere Marquette	0.02	1.71
Wolverine	0.05	2.45
Kansas City - St. Louis	0.00	1.31
Pacific Surfliner	0.08	5.52
Pennsylvanian	0.00	2.14
Piedmont	0.05	3.06
San Joaquins	0.05	5.27
Vermont	0.02	4.25

Long Distance

Auto Train	2.44	23.54
California Zephyr	1.92	21.07
Capitol Limited	0.50	13.70
Cardinal	0.32	8.33
City of New Orleans	0.73	17.25
Coast Starlight	0.56	41.17
Crescent	1.09	28.93
Empire Builder	1.27	14.40
Lake Shore Ltd	0.12	15.18
Palmetto	0.58	21.92
Silver Meteor	0.55	17.09
Silver Star	1.13	19.34
Southwest Chief	1.04	33.73
Sunset Limited	0.61	28.47
Texas Eagle	0.94	20.94

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2018						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	713	50	15	72	591		1,441
Amtrak Premium	13	2	1	4	9		29
Acela Express	13	2	1	4	9		29
Amtrak Corridor	21	0	2	7	10		40
Keystone	0	0	0	0	0		0
Northeast Regional	21	0	2	7	10		40
Short Distance	55	3	4	12	125		199
Capitol	1	0	0	0	1		2
Carolinian	8	0	3	1	5		17
Cascades	3	1	0	2	1		7
Downeaster	1	0	0	0	1		2
Empire Corridor	6	0	0	2	5		13
Adirondack	2	0	0	0	0		2
Empire Service	3	0	0	1	4		8
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	1	0	0	1	1		3
Heartland Flyer	0	0	0	0	1		1
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	0	0	0	1	4		5
Carl Sandburg / Illinois Zephyr	0	0	0	0	3		3
Illini / Saluki	0	0	0	0	0		0
Lincoln Service	0	0	0	1	1		2
Michigan	2	0	0	2	1		5
Blue Water	1	0	0	0	1		2
Pere Marquette	0	0	0	0	0		0
Wolverine	1	0	0	2	0		3
Kansas City - St. Louis	1	0	0	0	0		1
Pacific Surfliner	13	0	1	3	102		119
Pennsylvanian	5	2	0	0	1		8
Piedmont	0	0	0	0	1		1
San Joaquins	11	0	0	1	1		13
Vermont	4	0	0	0	1		5
Long Distance	624	45	8	49	447		1,173
Auto Train	9	1	0	2	15		27
California Zephyr	182	4	1	4	92		283
Capitol Limited	50	4	1	9	60		124
Cardinal	8	0	0	0	4		12
City of New Orleans	7	2	0	1	13		23
Coast Starlight	49	3	1	5	33		91
Crescent	24	1	2	4	10		41
Empire Builder	93	8	0	3	41		145
Lake Shore Ltd	39	9	0	2	67		117
Palmetto	4	1	0	5	3		13
Silver Meteor	34	4	0	1	15		54
Silver Star	32	0	1	4	14		51
Southwest Chief	61	3	1	3	40		108
Sunset Limited	10	1	1	2	14		28
Texas Eagle	22	4	0	4	26		56

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2018					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	613	81	3,964	1,213	1,590	7,461
Amtrak Premium	24	4	64	43	50	185
Acela Express	24	4	64	43	50	185
Amtrak Corridor	130	17	183	157	234	721
Keystone	9	0	10	17	22	58
Northeast Regional	121	17	173	140	212	663
Short Distance	156	24	516	309	357	1,362
Capitols	7	3	12	6	8	36
Carolinian	18	1	98	37	38	192
Cascades	12	1	44	8	25	90
Downeaster	2	0	5	9	5	21
Empire Corridor	9	6	51	19	40	125
Adirondack	0	0	7	2	6	15
Empire Service	6	1	27	14	19	67
Ethan Allen Express	1	4	6	2	4	17
Maple Leaf	2	1	11	1	11	26
Heartland Flyer	2	1	6	1	5	15
Hiawatha	3	0	6	3	9	21
Hoosier State	0	0	2	2	0	4
Illinois	12	2	74	25	31	144
Carl Sandburg / Illinois Zephyr	2	0	3	4	1	10
Illini / Saluki	1	0	31	1	8	41
Lincoln Service	9	2	40	20	22	93
Michigan	17	0	59	46	33	155
Blue Water	1	0	23	7	2	33
Pere Marquette	1	0	8	4	1	14
Wolverine	15	0	28	35	30	108
Kansas City - St. Louis	2	1	8	8	4	23
Pacific Surfliner	41	4	80	89	96	310
Pennsylvanian	5	0	12	11	9	37
Piedmont	2	0	4	6	3	15
San Joaquins	15	3	33	30	30	111
Vermont	9	2	22	9	21	63
Long Distance	303	36	3,201	704	949	5,193
Auto Train	5	0	72	9	20	106
California Zephyr	24	8	315	47	121	515
Capitol Limited	11	3	157	35	39	245
Cardinal	5	2	35	10	16	68
City of New Orleans	9	2	63	29	33	136
Coast Starlight	36	4	155	91	120	406
Crescent	31	2	126	54	62	275
Empire Builder	34	1	776	77	94	982
Lake Shore Ltd	20	2	198	39	52	311
Palmetto	23	1	28	13	30	95
Silver Meteor	28	1	272	55	79	435
Silver Star	14	2	236	59	44	355
Southwest Chief	23	3	436	76	81	619
Sunset Limited	9	1	48	28	56	142
Texas Eagle	31	4	284	82	102	503

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2018					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	727	2,128	508	1,468	1,376	6,207
Amtrak Premium	13	21	3	49	5	91
Acela Express	13	21	3	49	5	91
Amtrak Corridor	29	339	18	211	64	661
Keystone	0	31	1	23	3	58
Northeast Regional	29	308	17	188	61	603
Short Distance	72	590	46	250	164	1,122
Capitol	0	2	0	5	1	8
Carolinian	5	63	6	33	35	142
Cascades	10	94	8	23	16	151
Downeaster	0	15	1	8	0	24
Empire Corridor	9	128	1	37	21	196
Adirondack	0	33	1	10	5	49
Empire Service	8	68	0	20	11	107
Ethan Allen Express	0	15	0	3	3	21
Maple Leaf	1	12	0	4	2	19
Heartland Flyer	0	3	1	5	1	10
Hiawatha	0	16	3	3	2	24
Hoosier State	0	0	0	0	0	0
Illinois	3	28	3	15	18	67
Carl Sandburg / Illinois Zephyr	1	1	0	1	3	6
Illini / Saluki	0	8	2	2	8	20
Lincoln Service	2	19	1	12	7	41
Michigan	2	25	3	25	10	65
Blue Water	0	5	0	2	3	10
Pere Marquette	0	1	1	2	0	4
Wolverine	2	19	2	21	7	51
Kansas City - St. Louis	0	40	2	4	8	54
Pacific Surfliner	33	31	12	47	22	145
Pennsylvanian	4	18	3	17	6	48
Piedmont	0	9	0	0	0	9
San Joaquins	3	45	1	14	17	80
Vermont	3	73	2	14	7	99
Long Distance	613	1,178	441	958	1,143	4,333
Auto Train	24	31	1	42	31	129
California Zephyr	139	264	177	143	197	920
Capitol Limited	34	36	11	35	25	141
Cardinal	6	25	2	11	10	54
City of New Orleans	26	51	8	33	29	147
Coast Starlight	61	55	19	89	65	289
Crescent	21	74	24	72	98	289
Empire Builder	81	196	68	127	151	623
Lake Shore Ltd	40	27	18	60	38	183
Palmetto	4	47	9	42	61	163
Silver Meteor	30	47	20	74	98	269
Silver Star	27	67	21	59	69	243
Southwest Chief	56	86	29	61	125	357
Sunset Limited	16	46	11	27	25	125
Texas Eagle	48	126	23	83	121	401

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 16:
STATION-RELATED COMPLAINTS**

Number of Complaints Received

4th Quarter FY 2018

Amtrak System		2433
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Division

Boston		150
California		373
Central		135
Empire		307
New York		44
Southeast		308
Southwest		530
Northwest		136
Washington		450

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 17:
PUBLIC BENEFITS**

	FY 2017
Connectivity	18.9%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	5.3%
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:
ROUTE DESCRIPTIONS**

Service	Routing
Acela Express	
Acela Express	Between Boston, New York (Penn Station) and Washington
Other NEC Corridor Routes	
Keystone	Between Harrisburg, Philadelphia and New York (Penn Station)
Northeast Regional	
Richmond / Newport News/Norfolk	Between Norfolk, Newport News, Richmond , New York (Penn Station) and Boston
Lynchburg	Between Lynchburg/Roanoke and Boston
All Other Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station) and Washington
New Haven - Springfield ¹	Between New Haven and Springfield
Non-NEC Corridor Routes	
Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station) and San Jose
Carolinian	Between Charlotte and New York (Penn Station)
Cascades	Between Eugene, Portland, Seattle and Vancouver
Downeaster	Between Boston (North Station), Portland and Brunswick
Empire Corridor	
Adirondack	Between New York (Penn Station) and Montreal
Empire Service ¹	Between New York (Penn Station) to Albany and Niagara Falls
Ethan Allen Express	Between New York (Penn Station) and Rutland
Maple Leaf	Between New York (Penn Station) and Toronto
New York - Albany ²	Between New York (Penn Station) and Albany
New York - Niagara Falls ²	Between New York (Penn Station) and Niagara Falls
Heartland Flyer	Between Fort Worth and Oklahoma City
Hiawatha	Between Chicago and Milwaukee
Hoosier State	Between Chicago and Indianapolis
Illinois	
Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy
Illini / Saluki	Between Chicago and Carbondale
Lincoln Service	Between Chicago and St. Louis
Michigan	
Blue Water	Between Chicago and Port Huron
Pere Marquette	Between Chicago and Grand Rapids
Wolverine	Between Chicago and Pontiac
Kansas City - St. Louis	Between Kansas City and St. Louis
Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles and San Diego
Pennsylvanian	Between New York (Penn Station) and Pittsburgh
Piedmont	Between Charlotte and Raleigh
San Joaquin	Between Bakersfield, Oakland (Jack London Square Station) and Sacramento
Vermonter	Between St. Albans and Washington
Long-Distance Routes	
Auto Train	Between Lorton and Sanford
California Zephyr	Between Chicago and Emeryville
Capitol Limited	Between Chicago and Washington
Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
City of New Orleans	Between New York (Penn Station) and New Orleans
Coast Starlight	Between Los Angeles and Seattle
Crescent	Between New York (Penn Station) and New Orleans
Empire Builder	Between Chicago, Portland and Seattle
Lake Shore Ltd	Between Chicago, New York (Penn Station) and Boston via Cleveland and Buffalo
Palmetto	Between New York (Penn Station) and Savannah
Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC
Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
Southwest Chief	Between Chicago and Los Angeles
Sunset Limited	Between Los Angeles and New Orleans
Texas Eagle	Between Chicago and San Antonio

¹ Applicable only to financial tables; data is included in "All Other Northeast Regional" in All Other Northeast Regional tables.

² Not-applicable to financial tables; data included in "Empire Service" in financial tables.

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

Host Railroad - Responsible Delays		
Code	Code Description	Explanation
CTI	Commuter Train Interfere	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	Signal Delays	Signal failure or other signal delays, wayside defect-detector false-alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
DCT	Defective Concrete Ties	Delays caused by the replacement of concrete ties
DDA	Defect Detector Actuation	Delays caused by train inspection following a defect detector actuation
DET	ET work due to defect	Catenary or other electrical maintenance
DMW	Maintenance of Way	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 Interfere	Delays for meeting or following other passenger trains
RTE	Routing	Routing-dispatching delays including diversions, late track bulletins, etc.
SMW	Scheduled M/W work	Scheduled maintenance way work

Amtrak - Responsible Delays		
Code	Code Description	Explanation
ADA	Passenger Related	All delays related to disabled passengers, wheel chair 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 Connection	Holding for connections from other trains or buses
CTC	CETC System failure	Failure of the 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	Injury Delay	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 (SVS)	All switching and servicing delays
SYS	Crew & System	Delays related to crews including lateness, lone-engineer delays

Third-Party Delays		
Code	Code Description	Explanation
BSP	Bridge Strike	Delay due to train striking an overhead bridge
DBS	Debris	Debris strikes
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	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	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	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

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-5.4	82.5%	95.0%
	2103	-3.5	86.4%	92.8%
	2104	-5.2	74.6%	84.5%
	2107	-5.5	90.5%	92.7%
	2109	-4.8	86.7%	80.7%
	2110	-4.1	87.3%	89.1%
	2117	-5.3	86.4%	85.5%
	2119	-3.6	87.3%	87.8%
	2121	-5.3	90.5%	93.9%
	2122	-4.5	87.3%	86.2%
	2124	-4.4	79.4%	83.7%
	2126	-5.1	81.7%	85.4%
	2128	NA	72.9%	81.1%
	2150	-2.4	54.2%	60.8%
	2151	0.0	88.9%	75.7%
	2153	-3.0	81.0%	76.8%
	2154	-3.9	69.8%	67.6%
	2155	-3.2	73.0%	71.0%
	2158	-3.1	60.3%	64.3%
	2159	-2.8	79.4%	76.4%
	2160	-3.5	65.1%	61.3%
	2163	-4.4	79.4%	77.4%
	2164	-2.0	76.2%	74.9%
	2165	-2.3	63.5%	62.5%
	2166	-2.2	82.5%	71.8%
	2167	-3.6	60.3%	60.4%
	2168	-2.9	71.4%	65.7%
	2170	-2.7	66.7%	66.4%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2171	-3.5	66.7%	66.1%
	2172	-3.1	85.7%	73.9%
	2173	-3.1	71.4%	65.9%
	2175	NA	30.5%	30.2%
	2190	-2.1	87.3%	71.6%
	2192	-5.8	75.0%	75.0%
	2193	-2.1	25.0%	60.7%
	2203	-3.7	92.9%	92.9%
	2205	-3.9	92.9%	98.2%
	2207	-1.7	100.0%	100.0%
	2208	-4.7	100.0%	90.2%
	2213	-3.7	86.7%	93.3%
	2215	-3.2	85.7%	92.0%
	2220	-4.1	100.0%	99.1%
	2222	-6.3	85.7%	86.6%
	2224	-7.1	80.0%	90.2%
	2228	-4.8	85.7%	90.2%
	2245	-2.1	0.0%	64.3%
	2248	-5.3	92.3%	75.3%
	2249	-2.5	57.1%	57.0%
	2250	-1.7	43.8%	69.2%
	2251	-0.3	92.9%	83.2%
	2252	-2.5	33.3%	61.0%
	2253	-1.8	75.9%	76.4%
	2254	-1.7	72.4%	74.6%
	2255	-1.3	73.3%	66.2%
	2256	-2.8	66.7%	69.0%
	2257	-2.8	73.3%	54.8%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2258	-2.0	71.4%	64.8%
	2259	-2.8	57.1%	42.3%
	2260	NA	64.3%	74.0%
	2261	NA	71.4%	69.9%
	2262	NA	100.0%	28.6%
	2275	NA	57.1%	58.2%
	2290	-3.8	85.7%	81.6%
	2297	-13.1	0.0%	28.6%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	405	4.6	92.6%	81.0%
	409	NA	100.0%	91.9%
	412	NA	78.0%	79.9%
	416	NA	71.4%	74.0%
	417	NA	84.1%	80.7%
	432	NA	78.6%	60.3%
	450	6.3	70.4%	61.7%
	451	NA	95.2%	88.4%
	460	5.7	63.0%	56.3%
	461	NA	100.0%	88.2%
	463	4.6	84.6%	84.3%
	464	3.2	66.7%	72.7%
	465	NA	92.9%	74.1%
	467	6.7	92.3%	89.6%
	470	5.6	63.5%	57.7%
	471	NA	95.2%	90.2%
	473	NA	98.4%	91.3%
	474	NA	84.1%	76.0%
	475	6.6	93.7%	81.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	476	3.7	50.8%	49.4%
	478	1.0	82.5%	85.3%
	479	5.9	84.1%	83.8%
	488	6.4	77.8%	70.2%
	490	6.5	90.5%	86.9%
	494	4.4	76.2%	69.0%
	495	5.1	96.8%	83.5%
	497	2.6	78.6%	64.2%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	32.1%	61.9%
	66	2.9	81.5%	62.0%
	67	-1.7	34.4%	65.6%
	71	NA	78.6%	68.4%
	82	0.3	75.0%	72.6%
	83	1.4	53.8%	64.3%
	84	-3.1	61.9%	79.6%
	85	-0.7	66.1%	81.1%
	86	0.1	38.1%	55.0%
	87	2.3	60.0%	79.3%
	88	-1.4	51.7%	57.7%
	93	-0.6	30.0%	66.1%
	94	-0.7	55.6%	61.3%
	95	0.7	36.5%	64.7%
	96	NA	53.3%	70.3%
	99	0.0	37.9%	76.1%
	125	-15.6	68.3%	78.0%
	157	-21.8	60.0%	79.0%
	164	-3.9	69.0%	75.3%
	174	-8.4	79.4%	78.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	194	-0.1	92.9%	79.6%
	195	0.3	51.7%	81.8%
Northeast Regional - Lynchburg	145	1.1	66.7%	82.9%
	147	-1.9	42.9%	74.6%
	156	-15.5	79.3%	85.1%
	171	-9.2	38.1%	63.2%
	176	-8.0	68.3%	66.8%
Northeast Regional - All Other Northeast Regional	111	-2.3	90.3%	94.2%
	123	NA	78.6%	84.4%
	124	NA	89.7%	89.1%
	126	NA	93.3%	94.0%
	129	-2.0	81.0%	87.3%
	130	-3.2	83.9%	90.7%
	131	-4.6	92.9%	91.2%
	132	NA	93.3%	90.0%
	133	-4.0	83.3%	87.7%
	134	-0.5	92.6%	98.6%
	135	-0.5	65.5%	77.4%
	136	1.3	46.2%	74.1%
	137	-1.8	81.0%	85.6%
	138	-0.8	82.5%	88.0%
	139	NA	66.7%	70.9%
	140	1.4	58.6%	74.7%
	141	0.6	87.3%	85.1%
	143	-0.4	89.7%	76.9%
	146	1.0	50.0%	70.7%
	148	0.0	76.2%	80.6%
	149	NA	80.0%	66.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	150	-0.7	72.4%	75.2%
	151	-2.4	95.2%	95.7%
	152	-0.5	100.0%	100.0%
	153	-1.3	100.0%	100.0%
	154	-0.1	100.0%	98.1%
	155	-1.8	100.0%	97.2%
	158	0.5	93.1%	94.6%
	159	3.1	100.0%	95.5%
	160	-1.3	58.6%	74.0%
	161	0.2	86.2%	89.7%
	162	-2.6	96.6%	93.4%
	163	-2.6	92.9%	95.0%
	165	-1.1	82.8%	78.6%
	166	-3.6	73.3%	81.2%
	167	-1.6	93.3%	91.6%
	168	0.5	92.9%	96.1%
	169	-2.0	82.8%	85.4%
	170	-3.0	68.3%	64.6%
	172	-2.8	88.9%	87.7%
	173	-1.5	90.5%	88.5%
	175	-0.4	60.3%	64.9%
	177	-1.2	60.3%	74.8%
	178	-2.2	88.9%	76.1%
	179	-0.8	82.3%	84.7%
	180	-2.8	88.5%	94.2%
	182	-3.3	82.5%	87.6%
	183	-1.1	88.9%	91.5%
	184	-4.8	90.3%	92.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	185	-4.5	81.0%	88.0%
	186	0.0	93.7%	95.1%
	187	-1.3	80.6%	85.2%
	189	NA	93.3%	91.5%
	190	-0.1	88.9%	89.9%
	192	1.6	85.7%	86.9%
	193	-1.5	68.3%	76.5%
	196	0.0	86.0%	88.3%
Keystone - Keystone	600	-1.1	85.7%	97.7%
	601	-0.7	100.0%	99.1%
	605	-0.5	98.4%	97.9%
	607	-3.1	100.0%	99.3%
	609	-9.3	90.5%	78.8%
	610	-1.7	100.0%	88.1%
	611	-1.7	78.6%	81.5%
	612	-2.3	80.0%	90.6%
	615	-2.1	80.0%	81.2%
	618	-5.3	91.8%	96.7%
	619	-3.7	85.7%	85.7%
	620	-2.0	95.2%	97.8%
	622	0.2	93.7%	92.8%
	637	-3.1	86.7%	93.3%
	639	-3.5	85.7%	95.2%
	640	1.3	84.1%	97.1%
	641	-2.3	93.7%	93.3%
	642	-7.3	87.3%	97.5%
	643	-1.5	88.9%	89.1%
	644	0.8	84.1%	98.2%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	645	-0.1	81.0%	86.6%
	646	-5.5	60.3%	94.9%
	647	0.0	95.2%	97.7%
	648	1.9	88.9%	97.4%
	649	-2.3	90.5%	95.3%
	650	0.8	76.2%	93.8%
	651	-1.9	82.5%	83.9%
	652	-1.3	87.3%	94.0%
	653	-2.7	90.5%	86.1%
	654	-0.1	93.7%	95.9%
	655	0.4	88.9%	90.7%
	656	-1.2	87.3%	94.2%
	658	-4.4	78.6%	86.3%
	660	-0.4	62.1%	84.6%
	661	-1.6	72.4%	80.9%
	662	-0.1	85.7%	90.5%
	663	-4.9	89.7%	82.8%
	664	-3.1	41.4%	81.0%
	665	-0.8	79.3%	83.9%
	666	-0.2	82.8%	92.9%
	667	-3.6	89.7%	80.7%
	669	-4.1	96.6%	87.8%
	670	-1.3	75.9%	92.2%
	671	-6.4	93.1%	93.3%
	672	-1.6	82.8%	86.9%
	674	NA	73.3%	78.2%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	0.6	98.4%	97.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	521	-0.2	98.4%	98.6%
	522	1.6	93.7%	96.8%
	523	-0.2	96.8%	97.7%
	524	1.2	95.2%	92.6%
	525	-2.8	92.1%	94.9%
	527	0.8	93.7%	94.0%
	528	3.6	95.2%	91.6%
	529	1.2	96.8%	96.7%
	530	4.9	95.2%	96.1%
	531	2.4	92.1%	95.1%
	532	3.6	95.2%	93.2%
	534	3.1	93.7%	94.4%
	535	4.9	92.1%	94.6%
	536	0.4	90.5%	91.1%
	537	1.4	90.5%	94.3%
	538	1.9	96.8%	94.5%
	540	3.4	96.8%	95.8%
	541	2.8	95.2%	97.7%
	542	1.8	90.5%	86.2%
	543	1.4	90.5%	93.5%
	544	5.2	96.8%	98.2%
	545	3.0	95.2%	94.5%
	546	1.5	95.2%	90.7%
	547	1.9	98.4%	97.2%
	548	-3.1	90.5%	92.3%
	549	-1.3	93.7%	97.3%
	550	NA	92.1%	91.4%
	551	1.2	95.2%	97.0%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	553	1.4	88.9%	94.9%
	720	1.5	96.6%	98.9%
	723	0.3	100.0%	100.0%
	724	1.3	89.7%	96.7%
	727	0.2	96.6%	96.1%
	728	0.0	89.7%	91.5%
	729	-0.4	79.3%	88.3%
	732	-1.6	100.0%	92.4%
	733	4.4	86.2%	94.1%
	734	5.0	93.1%	94.3%
	736	4.6	96.6%	95.8%
	737	2.0	89.7%	95.6%
	738	-1.1	100.0%	95.4%
	741	0.6	82.8%	91.1%
	742	-0.3	79.3%	75.1%
	743	-0.1	89.7%	90.6%
	744	1.2	89.7%	91.2%
	745	0.7	93.1%	94.3%
	746	1.9	100.0%	97.7%
	747	1.3	96.6%	96.6%
	748	1.1	89.7%	93.6%
	749	1.2	86.2%	97.3%
	751	2.1	100.0%	100.0%
Carolinian - Carolinian	79	-0.1	33.3%	40.3%
	80	-0.5	59.8%	44.6%
Cascades - Cascades	500	0.9	39.7%	57.1%
	501	-1.3	55.4%	65.4%
	502	5.0	62.1%	65.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Cascades - Cascades	504	3.4	54.0%	53.0%
	505	-1.7	45.7%	52.9%
	506	-2.4	72.4%	67.2%
	507	2.7	66.3%	65.6%
	508	-2.6	65.2%	63.8%
	511	5.1	82.1%	78.4%
	513	-1.1	80.0%	76.4%
	516	-7.7	20.9%	61.9%
	517	2.7	41.3%	47.6%
	518	NA	37.0%	64.5%
	519	NA	83.3%	76.4%
Downeaster - Downeaster	680	-0.9	58.1%	76.1%
	681	-0.8	71.0%	80.0%
	682	-3.6	38.7%	73.8%
	683	-4.5	47.2%	60.5%
	684	-1.1	45.8%	66.1%
	685	-2.5	32.3%	60.2%
	686	-3.7	17.7%	58.7%
	687	-2.5	27.9%	61.9%
	688	-4.5	61.3%	67.4%
	689	-1.3	84.6%	98.3%
	690	-1.7	34.5%	81.3%
	691	-2.2	24.1%	67.7%
	692	-3.8	37.9%	79.3%
	693	-3.0	13.8%	70.9%
	694	-3.9	31.0%	75.3%
	695	-3.9	58.6%	74.1%
	696	-0.6	55.2%	77.6%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Downeaster - Downeaster	697	-1.5	62.1%	75.6%
	698	-3.5	41.4%	68.6%
	699	-3.0	74.1%	82.2%
	1689	NA	41.7%	60.3%
	1981	NA	60.0%	29.0%
	1982	NA	20.0%	42.9%
	1985	NA	0.0%	0.0%
	1986	NA	20.0%	29.0%
	1988	NA	20.0%	38.7%
Empire - Adirondack	68	2.8	66.3%	56.7%
	69	1.3	52.2%	59.7%
Empire - Ethan Allen Express	290	3.7	92.1%	93.5%
	291	5.2	92.0%	73.5%
	292	2.5	100.0%	91.7%
	293	4.3	84.6%	74.8%
	295	NA	96.6%	87.4%
	296	1.2	84.0%	93.0%
Empire - Maple Leaf	63	1.3	72.8%	61.3%
	64	0.7	66.3%	56.2%
Empire - New York - Albany	230	2.9	95.2%	96.2%
	232	0.4	88.9%	95.9%
	233	0.6	36.6%	64.0%
	234	-0.4	92.1%	98.0%
	235	-1.3	44.4%	72.8%
	236	-0.9	71.4%	80.3%
	237	0.1	84.1%	88.5%
	238	1.3	82.6%	87.7%
	239	-2.0	78.0%	83.3%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	241	0.2	82.6%	88.2%
	242	1.5	73.0%	79.6%
	243	2.3	87.3%	90.5%
	244	-1.5	88.0%	86.8%
	245	2.7	85.7%	86.3%
	250	2.0	96.6%	96.6%
	251	NA	57.1%	75.5%
	252	-0.5	92.0%	93.7%
	253	9.3	82.8%	89.7%
	254	0.1	25.0%	62.5%
	255	1.1	23.1%	71.4%
	256	1.2	84.0%	90.3%
	259	0.0	89.7%	95.9%
	260	NA	82.8%	94.6%
	261	1.7	93.1%	90.2%
Empire - New York - Niagara Falls	280	0.6	62.5%	81.3%
	281	1.7	55.4%	53.9%
	283	2.4	53.3%	60.6%
	284	1.9	63.0%	68.5%
	288	2.2	100.0%	68.3%
Heartland Flyer - Heartland Flyer	821	1.4	20.7%	70.3%
	822	1.7	19.6%	25.6%
Hiawatha - Hiawatha	329	0.8	98.5%	98.5%
	330	0.7	97.4%	99.5%
	331	2.1	96.7%	98.3%
	332	1.3	98.9%	98.7%
	333	1.8	95.7%	97.8%
	334	1.5	89.1%	97.4%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Hiawatha - Hiawatha	335	1.6	86.8%	93.0%
	336	2.1	91.3%	98.7%
	337	1.5	91.3%	96.7%
	338	-0.2	86.8%	92.0%
	339	1.2	93.5%	95.4%
	340	0.2	90.2%	94.1%
	341	0.9	91.3%	95.2%
	342	0.1	91.3%	95.2%
	343	NA	100.0%	100.0%
Hoosier - Hoosier	850	2.6	90.6%	85.2%
	851	5.8	86.8%	88.1%
Illinois - Carl Sandburg / Illinois Zephyr	380	1.8	90.2%	90.8%
	381	1.8	94.6%	93.3%
	382	2.1	90.2%	89.1%
	383	1.6	82.6%	86.5%
Illinois - Illini / Saluki	390	-0.3	67.4%	57.6%
	391	-2.6	31.5%	28.3%
	392	-3.8	6.5%	38.4%
	393	-4.6	50.0%	36.4%
Illinois - Lincoln Service	300	2.8	76.4%	80.3%
	301	3.4	75.3%	76.3%
	302	3.7	89.9%	81.3%
	303	3.4	78.7%	72.2%
	304	3.3	93.5%	83.2%
	305	1.6	78.3%	76.4%
	306	3.3	78.3%	80.8%
	307	3.2	90.2%	89.2%
Michigan - Blue Water	364	6.5	81.5%	68.4%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Michigan - Blue Water	365	9.9	52.2%	81.2%
Michigan - Pere Marquette	370	2.8	78.3%	78.0%
	371	6.2	79.3%	89.6%
Michigan - Wolverine	350	2.0	56.5%	55.4%
	351	8.9	38.0%	82.7%
	352	4.1	54.3%	45.7%
	353	9.0	53.3%	70.9%
	354	2.8	55.4%	43.6%
	355	8.1	62.0%	59.6%
Missouri - Missouri	311	4.3	73.9%	77.1%
	313	6.0	81.5%	85.5%
	314	8.0	70.7%	70.8%
	316	8.3	73.9%	72.4%
Pacific Surfliner - Pacific Surfliner	561	NA	100.0%	98.6%
	562	-0.7	92.2%	96.1%
	564	-2.9	87.9%	89.2%
	565	-1.8	92.2%	96.0%
	566	-1.1	88.9%	86.4%
	567	-5.9	60.3%	67.3%
	568	NA	100.0%	56.7%
	572	-5.2	55.4%	79.6%
	573	-2.8	69.2%	77.4%
	579	-2.6	86.5%	87.9%
	580	-2.4	73.9%	85.4%
	583	-7.2	57.6%	64.2%
	584	NA	76.7%	83.2%
	590	-4.5	88.9%	90.3%
	591	-1.8	69.6%	76.4%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	593	NA	80.0%	84.0%
	595	-4.0	75.0%	78.3%
	597	-5.7	71.4%	72.5%
	759	NA	96.8%	98.2%
	763	-1.3	68.5%	76.5%
	768	-1.4	90.2%	90.0%
	769	-1.4	67.4%	70.5%
	774	-1.3	56.5%	68.1%
	777	NA	60.9%	63.3%
	782	NA	72.8%	75.1%
	785	-2.8	30.4%	34.2%
	792	-1.4	73.9%	82.1%
	796	0.0	64.1%	68.4%
	1566	NA	72.4%	80.5%
	1567	NA	79.3%	89.9%
	1568	NA	0.0%	15.0%
	1588	NA	82.8%	83.1%
	1761	NA	93.1%	96.7%
Pennsylvanian - Pennsylvanian	42	-0.2	69.7%	68.4%
	43	-1.0	54.4%	64.2%
Piedmont - Piedmont	73	-1.2	64.4%	82.6%
	74	-2.4	48.8%	62.6%
	75	NA	27.9%	60.9%
	76	NA	34.5%	62.7%
	77	NA	72.4%	81.3%
	78	NA	62.1%	76.0%
San Joaquins - San Joaquins	701	-2.2	93.7%	88.7%
	702	-1.4	81.5%	81.9%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
San Joaquins - San Joaquins	703	-2.2	73.9%	82.4%
	704	0.1	82.6%	73.2%
	710	NA	33.7%	57.7%
	711	-0.4	76.1%	77.5%
	712	-1.1	54.3%	67.4%
	713	1.1	78.3%	75.4%
	714	-1.3	68.5%	75.8%
	715	-0.7	38.0%	54.6%
	716	-0.3	78.3%	71.7%
	717	-0.5	34.8%	39.7%
	718	-1.2	66.3%	77.0%
	719	NA	66.3%	63.4%
	1701	NA	96.6%	85.8%
Vermonter - Vermonter	54	2.0	65.5%	60.1%
	55	3.5	87.3%	63.6%
	56	2.1	57.1%	51.5%
	57	3.2	75.9%	60.8%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	1.3	80.0%	69.0%
	53	0.0	66.3%	65.8%
California Zephyr - California Zephyr	5	2.6	54.3%	31.1%
	6	3.1	14.1%	44.6%
Capitol Ltd - Capitol Ltd	29	-1.2	7.6%	36.8%
	30	-0.6	18.5%	18.7%
Cardinal - Cardinal	50	-0.7	35.9%	51.7%
	51	0.8	72.5%	59.4%
City Of New Orleans - City Of New Orleans	58	-0.4	93.5%	62.9%
	59	-0.2	93.5%	59.2%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Coast Starlight - Coast Starlight	11	0.0	68.5%	57.5%
	14	0.3	38.0%	37.8%
Crescent - Crescent	19	-2.7	14.1%	37.1%
	20	-2.5	12.9%	19.1%
Empire Builder - Empire Builder	7	-0.9	29.7%	36.1%
	8	-0.8	14.3%	12.8%
	27	-1.4	20.2%	9.0%
	28	-0.4	53.4%	48.2%
Lake Shore Ltd - Lake Shore Ltd	48	1.2	51.7%	29.7%
	49	-1.6	33.3%	45.4%
	448	1.3	20.7%	18.4%
	449	3.6	32.6%	40.2%
Palmetto - Palmetto	89	-0.7	43.5%	53.6%
	90	-0.2	55.4%	55.6%
Silver Meteor - Silver Meteor	97	-0.4	51.9%	40.7%
	98	0.2	25.9%	36.4%
Silver Star - Silver Star	91	-1.0	35.9%	32.6%
	92	0.3	45.6%	38.8%
	1092	6.5	50.0%	18.3%
Southwest Chief - Southwest Chief	3	-0.6	32.6%	35.3%
	4	-0.5	12.0%	20.6%
Sunset Ltd - Sunset Ltd	1	2.8	40.0%	14.0%
	2	1.5	5.0%	30.2%
Texas Eagle - Texas Eagle	21	2.1	27.2%	35.5%
	22	2.5	29.3%	23.6%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q1 to FY 2018 Q4)	End Point OTP for FY 2018 Q4	All Stations OTP for FY 2018 Q4
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Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.

All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
Acela Express							
Acela Express	2150	MNRR	3,245	DSR	2,485	CTI	754
	2151	MNRR	1,593	CTI	1,012	DSR	343
	2153	MNRR	2,543	CTI	2,001	DSR	380
	2154	MNRR	3,047	DSR	1,942	CTI	873
	2155	MNRR	1,712	DSR	794	CTI	745
	2158	MNRR	3,260	CTI	1,414	DSR	1,131
	2159	MNRR	2,477	DSR	2,239	DMW	122
	2160	MNRR	3,478	CTI	1,341	DSR	1,193
	2163	MNRR	2,613	DSR	1,570	DMW	609
	2164	MNRR	1,570	DSR	910	CTI	587
	2165	MNRR	2,044	DSR	1,003	CTI	488
	2166	MNRR	1,723	DSR	1,593	CTI	108
	2167	MNRR	1,964	CTI	1,159	DSR	607
	2168	MNRR	1,553	CTI	811	DSR	539
	2170	MNRR	2,072	CTI	1,797	DCS	130
	2171	MNRR	2,619	DSR	1,823	CTI	502
	2172	MNRR	1,687	DSR	794	CTI	473
	2173	MNRR	2,194	DSR	1,145	CTI	978
	2175	MNRR	2,167	DSR	1,671	CTI	333
	2190	MNRR	3,410	DSR	2,027	CTI	1,355
	2192	MNRR	2,143	DSR	1,429	CTI	714
	2193	MNRR	1,696	DSR	1,696		
	2248	MNRR	2,184	DSR	1,415	CTI	467
	2249	MNRR	2,028	DSR	1,531	CTI	319
	2250	MNRR	2,824	DSR	2,768	DCS	33
	2251	MNRR	1,263	DSR	727	DCS	293
	2252	MNRR	2,369	DSR	1,500	CTI	619
	2253	MNRR	1,884	CTI	862	DSR	634
	2254	MNRR	967	DSR	591	CTI	154
	2255	MNRR	2,119	CTI	1,512	DSR	464
	2256	MNRR	1,571	DSR	798	RTE	393
	2257	MNRR	2,393	CTI	2,298	RTE	95
	2258	MNRR	2,117	CTI	1,735	DSR	268
	2259	MNRR	1,735	CTI	791	DSR	421
	2260	MNRR	1,722	DSR	944	CTI	523
	2261	MNRR	2,156	DSR	1,212	RTE	332
	2262	MNRR	1,607	DSR	1,429	RTE	179
	2275	MNRR	1,658	DSR	1,543	CTI	115
	2290	MNRR	2,347	DSR	1,709	DMW	344

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
	2297	MNRR	2,679	DSR	2,679		
Other NEC Corridor Routes							
Northeast Regional	All Other Northeast Regional	132	MNRR	2,060	CTI	1,214	DSR 762
		135	MNRR	1,700	CTI	1,595	DSR 105
		136	MNRR	2,473	DSR	1,896	CTI 508
		137	MNRR	3,438	CTI	1,658	DSR 1,224
		139	MNRR	2,321	DSR	1,548	CTI 536
		140	MNRR	2,137	DSR	1,595	CTI 376
		141	MNRR	1,961	DSR	1,052	CTI 890
		143	MNRR	2,647	DSR	1,390	CTI 714
		146	MNRR	2,793	DSR	2,500	CTI 268
		148	MNRR	1,990	DSR	1,122	CTI 848
		149	MNRR	2,143	DSR	2,024	CTI 71
		150	MNRR	3,091	DSR	1,232	CTI 1,028
		160	MNRR	3,350	DSR	1,324	CTI 1,053
		161	MNRR	1,718	DSR	1,299	CTI 333
		162	MNRR	2,845	DSR	1,755	CTI 622
		163	MNRR	1,862	DSR	1,212	DCS 383
		165	MNRR	2,204	CTI	1,127	DSR 917
		166	MNRR	2,631	CTI	2,250	DSR 190
		167	MNRR	1,440	DSR	1,310	CTI 131

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
	168	MNRR	931	CTI	651	DSR	281	
	169	MNRR	2,204	DSR	1,921	CTI	203	
	170	MNRR	3,628	CTI	1,522	DSR	1,499	
	172	MNRR	2,650	DSR	1,247	DMW	709	
	173	MNRR	2,126	DSR	1,324	CTI	425	
	175	MNRR	3,458	CTI	2,832	DSR	385	
	177	MNRR	2,696	DSR	1,743	CTI	842	
	178	MNRR	1,565	DSR	1,020	CTI	445	
	179	MNRR	1,823	DSR	1,440	CTI	190	
	190	MNRR	4,090	DSR	2,406	CTI	1,406	
	Lynchburg	145	NS	1,221	FTI	705	DCS	228
		147	MNRR	2,691	DSR	1,773	CTI	383
		147	NS	762	FTI	477	DMW	200
		156	NS	328	FTI	136	DCS	93
		171	MNRR	3,387	DSR	2,364	CTI	675
		171	NS	1,206	FTI	734	DSR	257
		176	MNRR	2,840	DSR	2,117	CTI	422
		176	NS	401	FTI	148	DSR	111
	Richmond / Newport News / Norfolk	65	CSX	2,142	PTI	803	FTI	656
		65	MNRR	5,580	DSR	2,628	DMW	1,875
		66	CSX	1,859	FTI	656	DSR	444
		66	MNRR	3,090	DSR	2,071	RTE	375
		67	CSX	2,788	FTI	895	PTI	718

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	67	MNRR	4,593	CTI	1,621	DMW	1,504
	71	CSX	849	FTI	305	DSR	255
	71	NS	332	DSR	104	DCS	95
	82	CSX	1,146	DCS	387	RTE, DSR	263
	82	MNRR	2,060	DSR	1,536	CTI	286
	83	CSX	2,285	FTI	641	PTI	394
	83	MNRR	2,651	DSR	2,225	CTI	343
	84	CSX	1,568	DSR	429	FTI	322
	84	NS	328	DSR	101	RTE	99
	85	CSX	1,704	DSR	668	DCS	349
	86	CSX	1,710	DCS	388	FTI	340
	86	MNRR	3,761	CTI	1,823	DSR	734
	87	CSX	1,190	PTI	632	DSR	254
	88	CSX	1,355	FTI	428	PTI	265
	88	MNRR	2,167	DSR	1,607	CTI	456
	88	NS	128	DSR	73	RTE	27
	93	CSX	2,147	CTI	671	DSR	455
	93	MNRR	2,914	DSR	2,571	CTI	225
	94	CSX	2,276	FTI	793	DCS	395
	94	MNRR	2,480	DSR	1,993	CTI	428
	95	CSX	2,361	FTI	827	PTI, DCS	389

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	95	MNRR	2,310	CTI	1,621	DSR	454
	96	CSX	992	FTI	258	PTI	243
	96	MNRR	1,940	DSR	1,810	CTI	119
	99	CSX	1,499	FTI	643	DSR	261
	99	MNRR	2,365	CTI	973	DSR	942
	125	CSX	1,811	DSR	452	FTI	337
	125	NS	512	RTE	223	DSR	138
	157	CSX	3,741	RTE	1,417	FTI	1,381
	157	MNRR	3,202	DSR	1,631	DMW	702
	157	NS	608	DCS	256	FTI	185
	164	CSX	1,091	FTI	386	PTI	231
	164	MNRR	2,340	CTI	1,170	DSR	850
	174	CSX	1,847	CTI	594	DSR	326
	174	MNRR	2,307	DSR	916	CTI	890
	194	CSX	1,170	FTI	447	DSR	227
	194	MNRR	2,270	CTI	2,168	DSR	102
	195	CSX	1,656	PTI	777	FTI	335
	195	MNRR	2,518	CTI	1,305	DSR	899

Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	451	PTI	280	DCS	69
		521	UP	339	PTI	141	RTE	91
		522	UP	318	FTI	107	PTI	80

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	523	UP	505	PTI	212	CTI	187
	524	UP	468	PTI	315	DCS	63
	525	UP	499	PTI	251	CTI	117
	527	UP	686	PTI	391	CTI	87
	528	UP	428	PTI	164	DCS	103
	529	UP	319	PTI	147	FTI	70
	530	UP	284	PTI	171	FTI	39
	531	UP	496	PTI	344	DCS	105
	532	UP	353	PTI	80	DMW	68
	534	UP	373	PTI	224	DCS	55
	535	UP	346	DCS	143	RTE	62
	536	UP	416	FTI	143	PTI	139
	537	UP	403	PTI	207	RTE	49
	538	UP	312	PTI	117	DCS	86
	540	UP	201	PTI	98	DCS	53
	541	UP	256	PTI	132	RTE	59
	542	UP	538	PTI	245	DCS	93
	543	UP	678	PTI	431	CTI	86
	544	UP	220	PTI	148	DCS	39
	545	UP	254	PTI	151	DCS	43
	546	UP	404	PTI	213	FTI	47
	547	UP	272	DCS	90	PTI	53
	548	UP	516	PTI	349	DCS	94
	549	UP	197	PTI	74	DCS	56
	550	UP	480	PTI	327	RTE	59
	551	UP	324	DCS	112	RTE	89
	553	UP	358	PTI	135	RTE	107
	720	UP	185	PTI	62	FTI	62
	723	UP	320	PTI	182	DCS	62
	724	UP	304	FTI	148	PTI	70
	727	UP	252	PTI	109	RTE	94

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		728	UP	426	PTI	146	DCS	96
		729	UP	376	PTI	226	FTI	68
		732	UP	301	PTI	130	DCS	81
		733	UP	311	DCS	161	FTI	59
		734	UP	266	PTI	85	FTI	77
		736	UP	216	PTI	147	DCS	58
		737	UP	390	DCS	169	PTI	91
		738	UP	190	DCS	57	FTI	55
		741	UP	290	PTI	137	DCS	84
		742	UP	703	PTI	389	FTI	199
		743	UP	496	PTI	374	DCS	65
		744	UP	396	PTI	361	DCS	19
		745	UP	282	PTI	197	RTE, DCS	42
		746	UP	201	PTI	93	RTE	58
		747	UP	447	PTI	294	CTI	125
		748	UP	234	PTI	70	FTI	62
		749	UP	356	PTI	193	RTE	85
		751	UP	170	RTE	70	PTI	66
Carolinian	Carolinian	79	CSX	1,811	FTI	499	PTI	399
		79	NS	969	PTI	330	DSR	264
		80	CSX	1,709	FTI	548	PTI	377
		80	NS	1,142	FTI	446	PTI	273
Cascades	Cascades	500	BNSF	1,229	DSR	340	RTE	273
		500	UP	683	FTI	469	DSR	97
		501	BNSF	1,144	DSR	381	FTI	280
		502	BNSF	849	DSR	267	RTE	197
		504	BNSF	1,250	DSR	362	FTI	291
		505	BNSF	1,043	DSR	260	PTI	234
		505	UP	1,648	PTI	721	FTI	527
		506	BNSF	573	FTI	184	DSR	171
		506	UP	941	FTI	689	DMW	89

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		507	BNSF	953	DSR	322	FTI	211
		508	BNSF	698	FTI	279	DSR	262
		508	UP	1,525	FTI	590	PTI	546
		511	UP	1,194	FTI	575	DSR	211
		513	UP	1,037	FTI	424	PTI	369
		516	BNSF	2,830	PTI	1,020	FTI	829
		517	BNSF	1,484	FTI	418	DSR	414
		518	BNSF	1,544	FTI	544	DSR	393
		519	BNSF	1,369	PTI	495	DSR	341
Downeaster	Downeaster	680	MBTA	1,858	CTI	1,066	DSR	405
		680	PanAm	1,155	FTI	464	DCS	258
		681	MBTA	563	CTI	242	DCS	150
		681	PanAm	1,642	PTI	737	DSR	533
		682	MBTA	1,677	CTI	1,404	DSR	145
		682	PanAm	1,054	DSR	409	DMW	268
		683	MBTA	402	CTI	132	DSR	99
		683	PanAm	1,502	PTI	427	DSR	378
		684	MBTA	1,641	CTI	912	DSR	431
		684	PanAm	829	DSR	422	PTI	195
		685	MBTA	2,166	CTI	1,411	DCS	475
		685	PanAm	969	DSR	464	FTI	243
		686	MBTA	2,458	CTI	1,604	DSR	388
		686	PanAm	1,757	PTI	559	DCS	434
		687	MBTA	1,041	CTI	494	DSR	299
		687	PanAm	2,875	DSR	1,172	PTI	1,082
		688	MBTA	811	CTI	439	DSR	205
		688	PanAm	1,934	PTI	1,061	DSR	390
		689	MBTA	432	CTI	321	FTI	66
		689	PanAm	889	DSR	615	FTI	176
		690	MBTA	2,116	DTR	1,587	DCS	310
		690	PanAm	1,351	DSR	997	FTI	216

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		691	MBTA	1,989	DTR	1,396	DSR	292
		691	PanAm	1,777	DSR	904	PTI	440
		692	MBTA	1,742	DTR	1,213	DSR	255
		692	PanAm	1,004	DSR	668	DCS	205
		693	MBTA	1,213	DTR	748	CTI	429
		693	PanAm	2,878	PTI	2,106	DSR	718
		694	MBTA	1,350	DTR	1,286	DSR	64
		694	PanAm	1,461	PTI	732	DSR	665
		695	MBTA	1,177	DTR	775	DCS	383
		695	PanAm	1,068	DSR	521	PTI	309
		696	MBTA	1,314	DTR	538	DCS	237
		696	PanAm	902	DSR	678	DCS	139
		697	MBTA	675	PTI	210	DTR	192
		697	PanAm	1,758	PTI	791	DSR	726
		698	MBTA	903	DTR	429	DCS	246
		698	PanAm	2,123	PTI	1,061	DSR	726
		699	MBTA	588	DTR	392	DCS	186
		699	PanAm	1,797	FTI	786	DSR	770
		1689	MBTA	573	CTI	573		
		1689	PanAm	805	DSR	387	FTI	214
		1981	PanAm	2,796	FTI	2,419	DSR	376
		1982	PanAm	323	DSR	323		
		1985	PanAm	780	DSR	538	DCS	242
		1986	PanAm	403	DCS	242	DSR	161
Empire	Adirondack	68	Amtrak	73	PTI	30	DCS	30
		68	CN	1,946	DSR	1,335	RTE	306
		68	CP	694	PTI	384	DSR	190
		68	MNRR	1,886	CTI	1,007	DSR	686
		69	CN	4,580	DSR	1,669	RTE	1,583
		69	CP	941	PTI	434	DSR	187
		69	MNRR	2,438	CTI	1,577	DSR	382

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
	Ethan Allen Express	290	Amtrak	163	RTE	71	PTI	43
		290	CP	809	FTI	276	DCS	212
		290	MNRR	1,864	DSR	759	CTI	510
		290	VTR	358	DSR	337	DCS	20
		291	CP	397	PTI	253	DSR	61
		291	MNRR	1,843	CTI	728	DSR	606
		291	VTR	453	DSR	453		
		292	Amtrak	216	PTI	154	RTE	62
		292	CP	2,698	PTI	2,698		
		292	MNRR	3,068	PTI	1,761	DCS	805
		292	VTR	163	DSR	163		
		293	CP	153	DCS	89	FTI	64
		293	MNRR	2,719	CTI	1,980	RTE	300
		293	VTR	354	DSR	354		
		295	CP	274	DCS	99	PTI	76
		295	MNRR	1,804	CTI	1,566	RTE	104
		295	VTR	554	FTI	407	DSR	113
		296	Amtrak	9	RTE	9		
		296	CP	1,409	PTI	1,017	RTE	186
		296	MNRR	1,581	CTI	734	DSR	690
		296	VTR	218	DSR	218		
	Maple Leaf	63	CSX	1,220	FTI	600	RTE	313
		63	MNRR	1,898	CTI	957	DSR	545
		64	Amtrak	31	PTI	31		
		64	CSX	1,352	FTI	759	RTE	253
		64	MNRR	2,081	CTI	1,147	DSR	543
	New York - Albany	230	MNRR	1,666	CTI	783	RTE	472
		232	MNRR	2,134	CTI	1,474	DSR	357
		233	MNRR	2,676	RTE	1,323	CTI	805
		234	MNRR	1,880	CTI	1,227	DSR	488
		235	MNRR	2,228	CTI	1,189	DSR	554

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		236	MNRR	2,275	CTI	889	DSR	860
		237	MNRR	1,397	CTI	907	DSR	300
		238	MNRR	2,042	DSR	824	CTI	751
		239	MNRR	2,312	CTI	1,573	DSR	523
		241	MNRR	1,064	CTI	478	DSR	330
		242	MNRR	3,014	CTI	1,648	DSR	794
		243	MNRR	993	DSR	415	CTI	384
		244	MNRR	2,526	CTI	1,352	DSR	748
		245	MNRR	1,157	CTI	539	DSR	530
		250	MNRR	1,484	CTI	764	DSR	453
		251	MNRR	2,365	CTI	1,734	DSR	315
		252	MNRR	1,951	DSR	793	CTI	712
		253	MNRR	1,666	CTI	1,064	DSR	439
		254	MNRR	3,611	CTI	3,611		
		255	MNRR	1,627	CTI	1,060	RTE	278
		256	MNRR	2,603	CTI	1,109	DSR	777
		259	MNRR	1,162	CTI	556	DSR	335
		260	MNRR	2,305	CTI	1,437	DSR	492
		261	MNRR	964	DSR	415	CTI	248
	New York - Niagara Falls	280	CSX	724	FTI	358	RTE	160
		280	MNRR	2,895	CTI	1,866	DSR	548
		281	CSX	1,228	FTI	624	RTE	322
		281	MNRR	2,627	CTI	1,479	DSR	501
		283	CSX	1,129	FTI	613	RTE	231
		283	MNRR	2,158	CTI	1,151	DSR	478
		284	Amtrak	5	PTI	5		
		284	CSX	944	FTI	358	RTE	274
		284	MNRR	2,060	CTI	816	DSR	685
		288	CSX	774	PTI	294	RTE	261
		288	MNRR	1,177	DSR	824	CTI	275
Heartland Flyer	Heartland Flyer	821	BNSF	2,306	DSR	1,582	FTI	462

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		822	BNSF	2,523	DSR	1,527	FTI	749
Hiawatha	Hiawatha	329	CP	139	DCS	119	DMW	14
		329	Metra	306	CTI	136	RTE	126
		330	CP	36	DCS	24	CTI	12
		330	Metra	2,936	CTI	2,643	DCS	193
		331	CP	92	DMW	57	DCS	23
		331	Metra	771	CTI	360	DCS	154
		332	CP	248	FTI	61	DMW	51
		332	Metra	1,265	DMW	338	CTI	326
		333	CP	244	CTI	70	DMW	57
		333	Metra	1,279	CTI	699	FTI	175
		334	CP	364	RTE	115	DCS	82
		334	Metra	1,358	CTI	549	DMW	360
		335	CP	461	DCS	265	CTI	87
		335	Metra	1,303	CTI	614	FTI	402
		336	CP	375	FTI	106	DMW	85
		336	Metra	1,436	CTI	600	DMW	296
		337	CP	433	DCS	261	FTI	159
		337	Metra	884	DCS	517	CTI	163
		338	CP	406	DCS	161	FTI	106
		338	Metra	2,119	CTI	1,365	DCS	259
		339	CP	410	DCS	187	CTI	125
		339	Metra	1,786	CTI	1,615	RTE	34
		340	CP	524	FTI	197	DMW	162
		340	Metra	1,732	CTI	1,313	RTE	108
		341	CP	327	DMW	249	FTI, DCS	37
		341	Metra	854	CTI	645	DCS	154
		342	CP	180	FTI	43	DSR	41
		342	Metra	2,293	CTI	1,784	RTE	167
		343	CP	594	FTI	333	DCS	203
		343	Metra	534	DCS	291	FTI, CTI	97

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
Standard				900				
Non-NEC Corridor Routes								
Hoosier	Hoosier	850	CSX	674	FTI	391	DCS	195
		851	CSX	556	FTI	388	DCS	96
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	520	DSR	150	FTI	142
		381	BNSF	493	FTI	145	DSR	122
		382	BNSF	581	FTI	257	RTE	127
		383	BNSF	697	FTI	275	DSR	152
	Illini / Saluki	390	CN	1,303	DCS	586	FTI	377
		391	CN	1,816	DCS	834	FTI	399
		392	CN	1,951	DCS	884	FTI	433
		393	CN	1,600	DCS	643	FTI	513
	Lincoln Service	300	CN	1,802	FTI	1,230	DCS	300
		300	UP	884	FTI	563	PTI	115
		301	CN	710	CTI	181	RTE, DCS	178
		301	UP	1,078	PTI	472	FTI	311
		302	CN	1,304	FTI	894	DCS	287
		302	UP	989	PTI	427	FTI	405
		303	CN	1,579	FTI	875	DCS	291
		303	UP	1,169	FTI	535	PTI	318
		304	CN	1,727	FTI	1,162	DCS	334
		304	UP	724	FTI	262	PTI	254
		305	CN	1,377	FTI	1,040	CTI	159
		305	UP	946	PTI	457	FTI	244
		306	CN	1,887	FTI	1,449	DCS	328
		306	UP	1,108	PTI	483	FTI	354
		307	CN	850	FTI	637	RTE	134
		307	UP	687	FTI	256	DCS	147
Michigan	Blue Water	364	Amtrak	508	DSR	260	DMW	92
		364	CN	514	FTI	419	DCS	45
		364	MIDOT	583	DSR	380	DCS	148

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		364	NS	3,834	FTI	1,596	DCS	861
		365	Amtrak	1,023	PTI	340	DSR	257
		365	CN	855	FTI	671	DMW	92
		365	MIDOT	366	DCS	158	DSR	119
		365	NS	3,965	FTI	1,495	DSR	738
	Pere Marquette	370	CSX	518	FTI	371	DCS	75
		370	NS	2,062	FTI	1,151	DSR	386
		371	CSX	311	FTI	166	DCS	125
		371	NS	3,986	FTI	2,277	DSR	441
	Wolverine	350	Amtrak	1,644	PTI	1,058	DSR	329
		350	CN	2,501	DSR	806	DMW	650
		350	MIDOT	714	PTI	319	DCS	236
		350	NS	3,113	FTI	1,925	DSR	626
		351	Amtrak	739	DSR	268	DCS	228
		351	CN	1,185	DSR	535	FTI	276
		351	MIDOT	379	DCS	169	DMW	132
		351	NS	3,876	FTI	1,308	DCS	852
		352	Amtrak	675	DSR	305	PTI	175
		352	CN	2,366	DSR	1,177	FTI	545
		352	MIDOT	718	PTI	417	DCS	216
		352	NS	4,904	FTI	1,688	DSR	830
		353	Amtrak	520	DSR	241	PTI	156
		353	CN	2,128	DSR	1,062	FTI	428
		353	MIDOT	527	DCS	227	PTI	223
		353	NS	4,822	FTI	3,283	DMW	1,291
		354	Amtrak	720	DSR	298	PTI	205
		354	CN	1,904	DSR	1,118	FTI	387
		354	MIDOT	451	PTI	226	DCS	146
		354	NS	3,426	FTI	1,663	DSR	704
		355	Amtrak	977	DSR	339	DMW	217
		355	CN	1,851	FTI	634	DSR	547

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		355	MIDOT	737	PTI	482	DCS	169
		355	NS	2,476	FTI	1,297	DSR	576
Missouri	Missouri	311	UP	847	FTI	254	PTI	172
		313	UP	792	FTI	323	PTI	274
		314	UP	995	FTI	578	DSR	196
		316	UP	1,195	FTI	761	DSR	150
Pacific Surfliner	Pacific Surfliner	561	BNSF	1,860	CTI	768	DCS	628
		561	SCRRA	467	DCS	306	CTI	131
		561	SDNRR	601	CTI	264	DCS	174
		562	BNSF	724	DCS	496	DSR	160
		562	SCRRA	1,111	PTI	671	CTI	254
		562	SDNRR	1,781	CTI	1,015	PTI	645
		564	BNSF	1,099	DCS	363	DSR	240
		564	SCRRA	1,376	PTI	745	CTI	400
		564	SDNRR	1,895	PTI	1,205	CTI	535
		565	BNSF	2,057	RTE	646	DSR	367
		565	SCRRA	520	DCS	250	CTI	129
		565	SDNRR	1,063	CTI	760	PTI	161
		566	BNSF	1,565	DCS	879	DSR	236
		566	SCRRA	2,398	PTI	1,880	DCS	276
		566	SDNRR	985	PTI	504	CTI	280
		567	BNSF	2,082	RTE	709	DSR	488
		567	SCRRA	550	PTI	316	CTI	89
		567	SDNRR	3,457	CTI	1,830	PTI	1,409
		568	BNSF	8,372	PTI	4,651	DMW	1,860
		568	SCRRA	4,873	PTI	3,531	DCS	1,342
		568	SDNRR	1,775	PTI	1,331	CTI	333
		572	BNSF	2,240	DCS	723	FTI	460
		572	SCRRA	1,432	PTI	976	DCS	295
		572	SDNRR	1,852	CTI	1,160	PTI	539
		573	BNSF	2,413	DSR	966	DCS	956

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	573	SCRRA	664	DCS	421	CTI	195
	573	SDNRR	1,323	CTI	608	PTI	404
	579	BNSF	1,761	DCS	632	DSR	580
	579	SCRRA	443	DCS	257	CTI	133
	579	SDNRR	1,369	PTI	617	CTI	581
	580	BNSF	713	DCS	207	DSR	192
	580	SCRRA	1,732	PTI	872	CTI	551
	580	SDNRR	2,114	CTI	1,407	PTI	418
	583	BNSF	1,714	DSR	602	CTI	339
	583	SCRRA	1,430	CTI	877	DCS	203
	583	SDNRR	2,331	CTI	1,121	PTI	1,062
	584	BNSF	1,116	DCS	305	CTI	305
	584	SCRRA	1,481	PTI	763	CTI	339
	584	SDNRR	1,902	CTI	1,224	PTI	379
	590	BNSF	1,137	CTI	502	FTI, DSR	177
	590	SCRRA	1,517	PTI	810	CTI	360
	590	SDNRR	1,487	PTI	433	CTI	372
	591	BNSF	1,068	DCS	358	DSR	286
	591	SCRRA	875	CTI	345	DCS	191
	591	SDNRR	1,600	CTI	759	PTI	546
	593	BNSF	1,023	PTI	558	DSR	279
	593	SCRRA	847	DCS	339	DMW	212
	593	SDNRR	1,231	CTI	532	FTI	333
	595	BNSF	1,729	DSR	506	RTE	374
	595	SCRRA	532	DCS	175	DMW	111
	595	SDNRR	1,202	PTI	457	FTI	362
	597	BNSF	3,256	PTI	1,262	FTI	1,196
	597	SCRRA	1,843	PTI	1,555	DMW	173
	759	SCRRA	942	CTI	722	DCS	90
	759	UP	938	PTI	415	DSR	261
	763	BNSF	2,295	FTI	804	DCS	516

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	763	SCRRA	632	PTI	312	CTI	135
	763	SDNRR	1,100	CTI	780	DCS	152
	763	UP	928	PTI	388	DMW	266
	768	BNSF	1,218	DCS	490	FTI	263
	768	SCRRA	1,201	PTI	583	CTI	293
	768	SDNRR	944	PTI	470	CTI	272
	768	UP	527	DSR	234	PTI	125
	769	BNSF	2,042	DCS	617	DSR	556
	769	SCRRA	629	PTI	291	CTI	188
	769	SDNRR	1,472	CTI	628	PTI	446
	769	UP	1,642	PTI	1,126	DSR	269
	774	BNSF	1,052	DCS	389	FTI, DSR	202
	774	SCRRA	1,275	CTI	398	PTI	379
	774	SDNRR	2,262	CTI	1,138	PTI	841
	774	UP	1,057	PTI	623	DCS	186
	777	BNSF	1,213	DSR	475	FTI	238
	777	SCRRA	770	DCS	285	CTI	220
	777	SDNRR	1,070	PTI	755	CTI	140
	777	UP	1,223	PTI	729	DCS	269
	782	BNSF	976	CTI	420	DCS	243
	782	SCRRA	1,468	CTI	621	PTI	552
	782	SDNRR	2,078	CTI	1,280	PTI	608
	782	UP	1,575	PTI	1,062	DSR	294
	785	BNSF	3,180	DCS	895	DSR	662
	785	SCRRA	1,924	PTI	823	CTI	560
	785	SDNRR	2,095	CTI	1,349	PTI	288
	785	UP	456	DSR	252	PTI	137
	792	BNSF	410	RTE	137	DSR	116
	792	SCRRA	1,100	CTI	429	PTI	256
	792	SDNRR	1,461	PTI	649	FTI	383
	792	UP	2,552	CTI	1,226	PTI	886

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		796	BNSF	1,244	FTI	460	DCS	258
		796	SCRRA	1,143	PTI	480	DCS, CTI	178
		796	SDNRR	777	FTI	363	CTI	198
		796	UP	1,658	PTI	983	CTI	351
		1566	BNSF	1,047	DCS	299	CTI	282
		1566	SCRRA	2,679	PTI	1,687	CTI	522
		1566	SDNRR	1,381	CTI	1,112	PTI	237
		1567	BNSF	2,342	RTE	962	DSR	738
		1567	SCRRA	979	DCS	358	PTI	351
		1567	SDNRR	1,867	CTI	1,439	PTI	367
		1568	BNSF	930	DMW	465	DCS	465
		1568	SCRRA	7,097	PTI	5,403	CTI	1,271
		1568	SDNRR	2,246	CTI	1,248	PTI	749
		1588	BNSF	754	FTI	353	PTI	160
		1588	SCRRA	1,790	PTI	1,629	DCS	95
		1588	SDNRR	1,295	PTI	777	FTI	199
		1761	BNSF	1,043	PTI	305	DMW	241
		1761	SCRRA	193	DCS	95	PTI	66
		1761	UP	1,671	PTI	1,257	FTI	249
Pennsylvanian	Pennsylvanian	42	NS	1,445	FTI	803	DSR	268
		43	NS	1,680	FTI	1,187	RTE	208
Piedmont	Piedmont	73	NS	1,202	FTI	644	DSR	224
		74	NS	1,225	FTI	575	DSR	242
		75	NS	1,757	FTI	1,002	DSR	289
		76	NS	1,349	FTI	537	PTI	279
		77	NS	892	FTI	351	DSR	211
		78	NS	901	FTI	277	PTI	204
San Joaquins	San Joaquins	701	BNSF	593	DMW	288	FTI	149
		701	UP	1,197	PTI	517	CTI	263
		702	BNSF	986	FTI	410	PTI	300
		702	UP	920	FTI	541	DCS	127

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	703	BNSF	1,136	PTI	490	FTI	428
	703	UP	751	FTI	354	DCS	138
	704	BNSF	851	PTI	397	FTI	319
	704	UP	953	FTI	570	DCS	114
	710	BNSF	1,473	PTI	516	FTI	460
	710	UP	315	FTI	79	DCS	74
	711	BNSF	623	FTI	250	PTI	166
	711	UP	1,017	PTI	584	DCS	233
	712	BNSF	1,157	PTI	471	FTI	413
	712	UP	803	PTI	416	DCS	183
	713	BNSF	982	FTI	333	PTI	331
	713	UP	1,039	PTI	789	DCS	177
	714	BNSF	1,076	FTI	492	PTI	328
	714	UP	680	PTI	374	FTI	115
	715	BNSF	1,103	PTI	552	FTI	315
	715	UP	1,272	PTI	994	DCS	118
	716	BNSF	858	FTI	341	PTI	281
	716	UP	757	PTI	380	DMW	158
	717	BNSF	1,300	PTI	540	FTI	387
	717	UP	1,553	PTI	961	DCS	272
	718	BNSF	877	PTI	404	FTI	247
	718	UP	386	PTI	282	DCS	51
	719	BNSF	944	PTI	486	FTI	300
	719	UP	1,719	PTI	1,194	DCS	253
	1701	BNSF	554	FTI	379	PTI	85
	1701	UP	657	FTI	261	PTI	205
Vermont	54	MADOT	2,139	DSR	1,923	DCS	216
	54	MNRR	3,430	DSR	1,675	CTI	850
	54	NECR	1,507	DSR	1,486	DCS	21
	55	MADOT	2,397	DSR	1,929	DCS	399
	55	MNRR	2,939	CTI	1,956	DSR	711

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1		#2	
Standard			900				
Non-NEC Corridor Routes							
	55	NECR	1,515	DSR	1,455	DCS	31
	56	MADOT	2,045	DSR	1,949	DCS	73
	56	MNRR	4,246	DSR	2,633	CTI	692
	56	NECR	1,612	DSR	1,401	FTI	169
	57	MADOT	2,802	DSR	1,848	DCS	954
	57	MNRR	2,555	DSR	1,275	CTI	788
	57	NECR	1,395	DSR	1,374	DCS	21
Long-Distance Routes							
Auto Train	52	CSX	1,085	FTI	428	PTI	295
	53	CSX	1,286	FTI	585	PTI	278
	53	FR	7,003	CTI	2,127	RTE	1,871
California Zephyr	5	BNSF	1,264	DSR	528	FTI	433
	5	UP	716	FTI	206	DSR	175
	6	BNSF	1,371	DSR	510	FTI	468
	6	UP	736	FTI	263	DSR	157
Capitol Ltd	29	CSX	703	FTI	272	DSR	136
	29	NS	3,129	FTI	2,214	PTI	276
	30	CSX	1,622	FTI	826	DSR	274
	30	NS	2,458	FTI	1,651	RTE	311
Cardinal	50	BBrRR	1,963	FTI	844	PTI	648
	50	CSX	896	FTI	543	DSR	143
	50	NS	1,308	PTI	466	CTI	417
	51	BBrRR	856	PTI	474	DSR	189
	51	CSX	873	FTI	486	DCS	152
	51	NS	1,189	PTI	302	DCS	299
City Of New Orleans	58	CN	986	FTI	411	RTE	176
	59	CN	1,103	FTI	566	DSR	173
Coast Starlight	11	BNSF	628	FTI	162	DSR	141
	11	SCRRA	2,161	CTI	979	PTI	627
	11	UP	1,304	PTI	463	FTI	380
	14	BNSF	859	PTI	195	DSR	187
	14	SCRRA	2,675	PTI	1,455	CTI	565
	14	UP	1,456	FTI	405	PTI	373
Crescent	19	NS	2,019	FTI	1,334	DSR	281
	20	NS	1,853	FTI	1,191	DSR	267
Empire Builder	7	BNSF	1,247	FTI	643	DSR	420
	7	CP	847	FTI	354	DSR	340

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	7	Metra	534	DCS	281	RTE, CTI	66
	8	BNSF	1,379	FTI	694	DSR	447
	8	CP	1,277	FTI	488	DSR	378
	8	Metra	3,555	CTI	2,914	DCS	323
	27	BNSF	1,564	DSR	748	FTI	413
	28	BNSF	1,213	DSR	574	FTI	340
Lake Shore Ltd	48	CSX	815	FTI	305	RTE	204
	48	MNRR	2,452	CTI	1,656	DSR	411
	48	NS	2,693	FTI	2,087	RTE	249
	49	CSX	626	FTI	408	RTE	103
	49	MNRR	2,116	CTI	866	DSR	855
	49	NS	3,467	FTI	2,168	PTI	897
	448	CSX	1,327	FTI	509	RTE	259
	448	MBTA	4,892	CTI	3,847	RTE	695
	448	NS	3,296	FTI	2,365	DSR	362
	449	CSX	964	FTI	398	DCS	235
	449	MBTA	2,564	CTI	1,568	DCS	276
	449	NS	2,985	FTI	1,833	PTI	620
Palmetto	89	CSX	1,267	FTI	530	PTI	244
	90	CSX	1,084	FTI	441	PTI	247
Silver Meteor	97	CSX	751	FTI	322	PTI	164
	97	Fla DOT	1,346	CTI	839	DSR	252
	97	FR	2,050	DSR	570	DCS	476
	98	CSX	917	FTI	393	PTI	176
	98	Fla DOT	1,009	DSR	530	CTI	174
	98	FR	3,025	DCS	754	DSR	750
Silver Star	91	CSX	1,029	FTI	269	PTI	249
	91	Fla DOT	1,396	CTI	907	DSR	295
	91	FR	1,555	DSR	596	DCS	448
	91	NS	843	FTI	430	DCS	199
	92	CSX	1,137	FTI	338	PTI	254
	92	Fla DOT	1,421	DSR	886	CTI	262
	92	FR	1,735	DSR	805	DCS	518
	92	NS	698	PTI	390	DCS	211
	1092	CSX	885	FTI	337	PTI	192
	1092	Fla DOT	3,736	CTI	3,017	DSR	718
	1092	FR	2,956	RTE	2,053	DSR	739
Southwest Chief	3	BNSF	808	FTI	277	DSR	216
	3	NMDOT	2,302	DSR	934	CTI	749
	4	BNSF	821	FTI	260	DSR	202

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	4	NMDOT	2,115	DSR	757	DCS	433
Sunset Ltd	1	BNSF	953	DSR	515	DCS	147
	1	UP	1,956	FTI	1,114	DSR	371
	2	BNSF	1,431	FTI	606	DSR	524
	2	UP	2,185	FTI	1,274	DSR	342
Texas Eagle	21	BNSF	2,520	DSR	1,308	FTI	909
	21	CN	1,190	FTI	684	DCS	353
	21	TRE	2,719	CTI	989	DSR	748
	21	UP	2,663	FTI	1,659	DSR	406
	22	BNSF	2,598	DSR	1,527	FTI	645
	22	CN	2,624	FTI	1,758	CTI	262
	22	TRE	3,541	CTI	1,964	DSR	428
	22	UP	1,699	FTI	877	DSR	311

This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table, with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2150	23	HLD	17	OTH	6
Acela Express	2151	601	OTH	275	CCR	196
Acela Express	2153	102	HLD	40	OTH	31
Acela Express	2154	293	ENG	232	OTH	24
Acela Express	2155	170	OTH	153	HLD, ADA	6
Acela Express	2158	208	CCR	69	OTH	67
Acela Express	2159	420	ADA	196	OTH	96
Acela Express	2160	280	INJ	157	OTH	69
Acela Express	2163	289	HLD	213	OTH	51
Acela Express	2164	168	OTH	152	ADA	11
Acela Express	2165	159	HLD	96	ADA	31
Acela Express	2166	117	SVS	67	OTH	51
Acela Express	2167	207	OTH	91	HLD	91
Acela Express	2168	162	OTH	136	HLD	13
Acela Express	2170	104	OTH	64	CAR	21
Acela Express	2171	275	OTH	111	ADA	91
Acela Express	2172	24	ADA	16	HLD	5
Acela Express	2173	499	CAR	159	ENG	119
Acela Express	2175	463	ENG	136	CON	127
Acela Express	2190	141	HLD	77	OTH	64
Acela Express	2192					
Acela Express	2193	45	HLD	45		
Acela Express	2245	1,250	OTH	1,250		
Acela Express	2248	103	SYS	65	OTH	26
Acela Express	2249	421	ADA	217	OTH, HLD	102
Acela Express	2250	63	HLD	42	OTH	21
Acela Express	2251	599	OTH	268	HLD	191
Acela Express	2252	537	HLD	168	ENG	157
Acela Express	2253	351	ADA	197	OTH	80
Acela Express	2254	451	OTH	220	ADA	139
Acela Express	2255	369	ADA	226	OTH	107
Acela Express	2256	123	OTH	89	HLD	22
Acela Express	2257	500	HLD	286	OTH	131
Acela Express	2258	108	CAR	84	OTH	24
Acela Express	2259	306	HLD	230	SYS, OTH	39
Acela Express	2260	204	ADA	168	OTH	24
Acela Express	2261	306	INJ	89	OTH, HLD	77

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express	2262					
Acela Express	2275	1,467	OTH	855	ENG	319
Acela Express	2290	120	HLD	60	SVS	48
Acela Express	2297	357	HLD	357		
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - All Other Northeast Regional	132	101	HLD	101		
Northeast Regional - All Other Northeast Regional	135	603	HLD	603		
Northeast Regional - All Other Northeast Regional	136	323	ADA	181	OTH	116
Northeast Regional - All Other Northeast Regional	137	332	HLD	142	OTH	82
Northeast Regional - All Other Northeast Regional	139	524	ADA	190	HLD	155
Northeast Regional - All Other Northeast Regional	140	133	OTH	104	ADA	29
Northeast Regional - All Other Northeast Regional	141	1,207	SVS	737	OTH	218
Northeast Regional - All Other Northeast Regional	143	1,409	SVS	1,193	OTH	172
Northeast Regional - All Other Northeast Regional	146	132	OTH	108	ADA	24
Northeast Regional - All Other Northeast Regional	148	205	HLD	162	OTH	29
Northeast Regional - All Other Northeast Regional	149	1,000	ENG	762	ADA	155
Northeast Regional - All Other Northeast Regional	150	104	HLD	64	OTH	40
Northeast Regional - All Other Northeast Regional	160	336	OTH	179	HLD	93
Northeast Regional - All Other Northeast Regional	161	1,071	OTH	369	HLD	296
Northeast Regional - All Other Northeast Regional	162	162	HLD	110	SYS	40
Northeast Regional - All Other Northeast Regional	163	217	CON	128	HLD	64
Northeast Regional - All Other Northeast Regional	165	425	ADA	166	HLD	129
Northeast Regional - All Other Northeast Regional	166	168	OTH	89	HLD	45
Northeast Regional - All Other Northeast Regional	167	333	ENG	119	SYS	107
Northeast Regional - All Other Northeast Regional	168	180	HLD	180		
Northeast Regional - All Other Northeast Regional	169	523	CON	419	OTH	55
Northeast Regional - All Other Northeast Regional	170	293	OTH	266	HLD	16
Northeast Regional - All Other Northeast Regional	172	146	OTH	101	ADA	45
Northeast Regional - All Other Northeast Regional	173	170	OTH	82	HLD	34
Northeast Regional - All Other Northeast Regional	175	193	CON	68	OTH	48

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	177	394	SYS	116	OTH	79
Northeast Regional - All Other Northeast Regional	178	240	OTH	221	ADA	11
Northeast Regional - All Other Northeast Regional	179	334	CON	109	OTH	101
Northeast Regional - All Other Northeast Regional	190	53	ENG	40	ADA	11
Northeast Regional - Lynchburg	145	300	HLD	169	ADA	61
Northeast Regional - Lynchburg	147	371	SVS	257	HLD, ADA	41
Northeast Regional - Lynchburg	156	324	HLD	152	ADA	121
Northeast Regional - Lynchburg	171	442	HLD	164	ADA	147
Northeast Regional - Lynchburg	176	342	HLD	112	ADA	99
Northeast Regional - Richmond / Newport News / Norfolk	65	715	HLD	237	SVS	168
Northeast Regional - Richmond / Newport News / Norfolk	66	498	HLD	117	ITI	109
Northeast Regional - Richmond / Newport News / Norfolk	67	479	OTH	123	ADA	91
Northeast Regional - Richmond / Newport News / Norfolk	71	235	HLD	91	OTH	63
Northeast Regional - Richmond / Newport News / Norfolk	82	151	SVS	82	HLD	32
Northeast Regional - Richmond / Newport News / Norfolk	83	429	OTH	176	HLD	115
Northeast Regional - Richmond / Newport News / Norfolk	84	246	ADA	101	HLD	57
Northeast Regional - Richmond / Newport News / Norfolk	85	150	HLD	65	OTH	56
Northeast Regional - Richmond / Newport News / Norfolk	86	282	HLD	164	ENG	48
Northeast Regional - Richmond / Newport News / Norfolk	87	235	OTH	136	ADA	50
Northeast Regional - Richmond / Newport News / Norfolk	88	311	OTH	95	ADA	94
Northeast Regional - Richmond / Newport News / Norfolk	93	202	OTH	62	HLD	31
Northeast Regional - Richmond / Newport News / Norfolk	94	362	SYS	129	ADA	93
Northeast Regional - Richmond / Newport News / Norfolk	95	571	ADA	184	HLD	150
Northeast Regional - Richmond / Newport News / Norfolk	96	569	SYS	200	HLD	178
Northeast Regional - Richmond / Newport News / Norfolk	99	530	HLD	175	OTH	122
Northeast Regional - Richmond / Newport News / Norfolk	125	347	HLD	117	ADA	114
Northeast Regional - Richmond / Newport News / Norfolk	157	856	SVS	373	HLD	217
Northeast Regional - Richmond / Newport News / Norfolk	164	423	ENG	162	HLD	127
Northeast Regional - Richmond / Newport News / Norfolk	174	304	OTH	145	HLD	59

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Richmond / Newport News / Norfolk	194	424	ADA	215	HLD	160
Northeast Regional - Richmond / Newport News / Norfolk	195	722	ENG	242	OTH	162
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	144	HLD	67	ADA	47
Capitol Corridor - Capitol Corridor	521	158	HLD	102	SVS	29
Capitol Corridor - Capitol Corridor	522	403	ADA	184	ENG	98
Capitol Corridor - Capitol Corridor	523	437	ENG	160	HLD	144
Capitol Corridor - Capitol Corridor	524	146	ADA	60	HLD	28
Capitol Corridor - Capitol Corridor	525	454	HLD	275	ADA	62
Capitol Corridor - Capitol Corridor	527	395	HLD	224	SYS	49
Capitol Corridor - Capitol Corridor	528	305	HLD	136	ADA	97
Capitol Corridor - Capitol Corridor	529	222	HLD	128	ADA	41
Capitol Corridor - Capitol Corridor	530	210	ADA	91	ITI	44
Capitol Corridor - Capitol Corridor	531	432	HLD	230	ADA	155
Capitol Corridor - Capitol Corridor	532	469	HLD	151	ADA	139
Capitol Corridor - Capitol Corridor	534	169	HLD	55	CAR	48
Capitol Corridor - Capitol Corridor	535	415	ADA	187	ITI	126
Capitol Corridor - Capitol Corridor	536	578	HLD	269	ENG	143
Capitol Corridor - Capitol Corridor	537	276	ADA	93	HLD	72
Capitol Corridor - Capitol Corridor	538	365	HLD	213	ADA	80
Capitol Corridor - Capitol Corridor	540	409	HLD	151	ITI	108
Capitol Corridor - Capitol Corridor	541	382	HLD	199	ADA	96
Capitol Corridor - Capitol Corridor	542	245	HLD	80	SYS	66
Capitol Corridor - Capitol Corridor	543	413	HLD	172	ADA	97
Capitol Corridor - Capitol Corridor	544	139	HLD	76	ADA	44
Capitol Corridor - Capitol Corridor	545	387	ADA	114	HLD	80
Capitol Corridor - Capitol Corridor	546	402	HLD	230	ADA	60
Capitol Corridor - Capitol Corridor	547	191	HLD	90	ADA	47
Capitol Corridor - Capitol Corridor	548	342	ITI	121	HLD	106

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	549	241	HLD	56	ADA	46
Capitol Corridor - Capitol Corridor	550	369	ENG	219	ITI	64
Capitol Corridor - Capitol Corridor	551	105	ADA	46	HLD	28
Capitol Corridor - Capitol Corridor	553	130	ITI	39	ADA	32
Capitol Corridor - Capitol Corridor	720	386	ENG	139	ADA	89
Capitol Corridor - Capitol Corridor	723	151	HLD	107	ADA	16
Capitol Corridor - Capitol Corridor	724	349	HLD	156	ADA	97
Capitol Corridor - Capitol Corridor	727	431	SYS	255	ADA	70
Capitol Corridor - Capitol Corridor	728	296	HLD	177	ADA	78
Capitol Corridor - Capitol Corridor	729	648	HLD	350	SVS	138
Capitol Corridor - Capitol Corridor	732	379	SYS	156	ADA	135
Capitol Corridor - Capitol Corridor	733	245	ITI	91	ADA	51
Capitol Corridor - Capitol Corridor	734	239	CAR	127	HLD	39
Capitol Corridor - Capitol Corridor	736	332	ENG	154	HLD	104
Capitol Corridor - Capitol Corridor	737	398	HLD	226	ADA	91
Capitol Corridor - Capitol Corridor	738	257	ADA	127	HLD	60
Capitol Corridor - Capitol Corridor	741	208	ADA	97	HLD	66
Capitol Corridor - Capitol Corridor	742	668	SYS	278	HLD	111
Capitol Corridor - Capitol Corridor	743	203	HLD	88	ADA	78
Capitol Corridor - Capitol Corridor	744	213	ADA	62	ITI	57
Capitol Corridor - Capitol Corridor	745	178	ADA	58	HLD	50
Capitol Corridor - Capitol Corridor	746	143	HLD	77	ENG	42
Capitol Corridor - Capitol Corridor	747	294	ADA	138	HLD	60
Capitol Corridor - Capitol Corridor	748	333	ITI	120	HLD	83
Capitol Corridor - Capitol Corridor	749	209	HLD	128	ADA	58
Capitol Corridor - Capitol Corridor	751	93	ADA	50	CAR	23
Carolinian - Carolinian	79	706	ADA	250	HLD	161
Carolinian - Carolinian	80	726	ADA	201	SYS	179
Cascades - Cascades	500	441	HLD	88	ENG	86

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Cascades - Cascades	501	724	ENG	228	CAR	149
Cascades - Cascades	502	580	CAR	192	HLD	128
Cascades - Cascades	504	263	ADA	77	SYS	66
Cascades - Cascades	505	539	ENG	199	SYS	107
Cascades - Cascades	506	378	HLD	90	ENG	78
Cascades - Cascades	507	510	ENG	138	SYS	91
Cascades - Cascades	508	422	SYS	96	ENG	85
Cascades - Cascades	511	358	OTH	110	ENG	97
Cascades - Cascades	513	273	ENG	128	SYS	67
Cascades - Cascades	516	774	CAR	272	ENG	129
Cascades - Cascades	517	397	ADA	106	SYS	79
Cascades - Cascades	518	465	ADA	99	SYS	89
Cascades - Cascades	519	309	SYS	97	OTH	45
Downeaster - Downeaster	680	250	HLD	112	ENG	92
Downeaster - Downeaster	681	151	ITI	51	HLD	46
Downeaster - Downeaster	682	217	HLD	95	SVS	47
Downeaster - Downeaster	683	273	ITI	105	HLD	85
Downeaster - Downeaster	684	51	HLD	26	ADA	25
Downeaster - Downeaster	685	97	HLD	34	ADA	26
Downeaster - Downeaster	686	648	OTH	279	ITI	178
Downeaster - Downeaster	687	572	ITI	446	OTH	35
Downeaster - Downeaster	688	363	ITI	332	CON	24
Downeaster - Downeaster	689	55	SVS	29	HLD	18
Downeaster - Downeaster	690	394	ENG	316	HLD	27
Downeaster - Downeaster	691	736	ITI	412	HLD	135
Downeaster - Downeaster	692	258	HLD	140	OTH	86
Downeaster - Downeaster	693	93	ADA	45	HLD	42
Downeaster - Downeaster	694	194	HLD	147	ADA	27
Downeaster - Downeaster	695	199	ENG	145	HLD	37

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Downeaster - Downeaster	696	373	ITI	262	HLD	48
Downeaster - Downeaster	697	213	ITI	75	OTH	54
Downeaster - Downeaster	698	101	OTH	54	HLD	42
Downeaster - Downeaster	699	199	ITI	96	HLD	50
Downeaster - Downeaster	1689					
Downeaster - Downeaster	1981					
Downeaster - Downeaster	1982					
Downeaster - Downeaster	1985	2,473	CON	2,473		
Downeaster - Downeaster	1986	672	ITI	672		
Downeaster - Downeaster	1988					
Empire - Adirondack	68	311	HLD	100	SYS	97
Empire - Adirondack	69	286	HLD	144	SYS	66
Empire - Ethan Allen Express	290	318	OTH	85	HLD	81
Empire - Ethan Allen Express	291	171	OTH	75	HLD	54
Empire - Ethan Allen Express	292	332	OTH	166	ADA	104
Empire - Ethan Allen Express	293	266	HLD	173	OTH	74
Empire - Ethan Allen Express	295	119	HLD	72	ADA	31
Empire - Ethan Allen Express	296	104	OTH	38	ENG	20
Empire - Maple Leaf	63	318	HLD	99	SYS	95
Empire - Maple Leaf	64	682	SYS	277	HLD	177
Empire - New York - Albany	230	2	OTH	2		
Empire - New York - Albany	232	31	OTH	15	HLD	11
Empire - New York - Albany	233	135	ENG	115	OTH, HLD	8
Empire - New York - Albany	234	33	SYS	22	OTH	11
Empire - New York - Albany	235	40	HLD	20	OTH	18
Empire - New York - Albany	236	51	HLD	31	ADA	15
Empire - New York - Albany	237	4	OTH	2	HLD	2
Empire - New York - Albany	238	36	HLD	27	ENG	6
Empire - New York - Albany	239	217	ITI	128	ADA	31

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Albany	241	243	ITI	171	ENG	24
Empire - New York - Albany	242	168	SYS	73	OTH	44
Empire - New York - Albany	243	183	ITI	110	OTH	31
Empire - New York - Albany	244	109	ADA	45	HLD	33
Empire - New York - Albany	245	1,012	ENG	488	ITI	448
Empire - New York - Albany	250	134	ENG	91	HLD	33
Empire - New York - Albany	251	95	HLD	32	SYS, ENG	25
Empire - New York - Albany	252	27	ADA	16	OTH	11
Empire - New York - Albany	253	19	HLD	19		
Empire - New York - Albany	254	157	HLD	79	ADA	79
Empire - New York - Albany	255	75	ADA	54	HLD	21
Empire - New York - Albany	256	49	HLD	38	ADA	11
Empire - New York - Albany	259	10	OTH	10		
Empire - New York - Albany	260	186	SYS	143	ADA	24
Empire - New York - Albany	261	33	OTH	33		
Empire - New York - Niagara Falls	280	102	HLD	24	ENG	22
Empire - New York - Niagara Falls	281	247	SYS	101	HLD	56
Empire - New York - Niagara Falls	283	196	SYS	80	ADA	35
Empire - New York - Niagara Falls	284	295	SYS	139	HLD	63
Empire - New York - Niagara Falls	288	229	SYS	111	ADA	83
Heartland Flyer - Heartland Flyer	821	486	SYS	164	HLD	144
Heartland Flyer - Heartland Flyer	822	513	HLD	145	SYS	125
Hiawatha - Hiawatha	329	134	OTH	109	ENG	13
Hiawatha - Hiawatha	330	67	HLD	30	OTH	22
Hiawatha - Hiawatha	331	272	OTH	232	ENG	19
Hiawatha - Hiawatha	332	280	OTH	175	ITI	46
Hiawatha - Hiawatha	333	223	OTH	138	ADA	37
Hiawatha - Hiawatha	334	616	OTH	344	ENG	113
Hiawatha - Hiawatha	335	385	OTH	240	HLD	76

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Off-NEC Amtrak Responsible Delay by Train
 Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Hiawatha - Hiawatha	336	327	OTH	253	ADA	29
Hiawatha - Hiawatha	337	312	ENG	145	OTH	101
Hiawatha - Hiawatha	338	543	OTH	280	ITI	147
Hiawatha - Hiawatha	339	154	HLD	60	OTH	40
Hiawatha - Hiawatha	340	574	OTH	260	ITI	123
Hiawatha - Hiawatha	341	228	OTH	181	HLD	21
Hiawatha - Hiawatha	342	489	OTH	263	SVS	103
Hiawatha - Hiawatha	343	73	OTH	73		
Hoosier - Hoosier	850	132	SYS	52	OTH	36
Hoosier - Hoosier	851	103	SYS	28	OTH	26
Illinois - Carl Sandburg / Illinois Zephyr	380	348	HLD	126	ENG	106
Illinois - Carl Sandburg / Illinois Zephyr	381	77	ADA	45	SYS	16
Illinois - Carl Sandburg / Illinois Zephyr	382	93	ADA	41	ENG	22
Illinois - Carl Sandburg / Illinois Zephyr	383	159	HLD	84	ADA	31
Illinois - Illini / Saluki	390	240	ADA	72	OTH	63
Illinois - Illini / Saluki	391	352	SYS	109	OTH	89
Illinois - Illini / Saluki	392	343	OTH	105	SYS	89
Illinois - Illini / Saluki	393	314	OTH	61	ADA	60
Illinois - Lincoln Service	300	80	SYS	32	ADA	16
Illinois - Lincoln Service	301	86	SYS	34	ENG	27
Illinois - Lincoln Service	302	197	ENG	92	ADA	47
Illinois - Lincoln Service	303	131	ADA	43	SYS	36
Illinois - Lincoln Service	304	82	SYS	37	ADA	26
Illinois - Lincoln Service	305	199	SYS	63	OTH	58
Illinois - Lincoln Service	306	167	ITI	71	SYS	45
Illinois - Lincoln Service	307	148	SYS	70	OTH	32
Michigan - Blue Water	364	338	ADA	105	SYS	91
Michigan - Blue Water	365	492	OTH	190	ADA	125
Michigan - Pere Marquette	370	396	OTH	131	SYS	117

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Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Michigan - Pere Marquette	371	260	HLD	86	SYS	66
Michigan - Wolverine	350	466	OTH	158	ADA	104
Michigan - Wolverine	351	601	OTH	238	ADA	94
Michigan - Wolverine	352	825	SYS	251	ADA	202
Michigan - Wolverine	353	813	ENG	224	SYS	192
Michigan - Wolverine	354	650	OTH	245	HLD	138
Michigan - Wolverine	355	675	OTH	385	ITI	71
Missouri - Missouri	311	191	HLD	82	ADA	59
Missouri - Missouri	313	160	ADA	58	HLD	39
Missouri - Missouri	314	222	ADA	83	HLD	81
Missouri - Missouri	316	190	ITI	58	HLD	45
Pacific Surfliner - Pacific Surfliner	561	273	SYS	87	HLD	67
Pacific Surfliner - Pacific Surfliner	562	245	OTH	48	SVS	38
Pacific Surfliner - Pacific Surfliner	564	412	HLD	94	ITI	64
Pacific Surfliner - Pacific Surfliner	565	361	HLD	102	OTH	91
Pacific Surfliner - Pacific Surfliner	566	442	HLD	142	OTH	127
Pacific Surfliner - Pacific Surfliner	567	504	SYS	211	HLD	126
Pacific Surfliner - Pacific Surfliner	568	1,501	SYS	983	OTH	336
Pacific Surfliner - Pacific Surfliner	572	550	OTH	156	SYS	127
Pacific Surfliner - Pacific Surfliner	573	1,023	ITI	426	ADA	123
Pacific Surfliner - Pacific Surfliner	579	778	ITI	298	HLD	147
Pacific Surfliner - Pacific Surfliner	580	860	HLD	263	SYS	255
Pacific Surfliner - Pacific Surfliner	583	1,057	ITI	473	SYS	252
Pacific Surfliner - Pacific Surfliner	584	440	ITI	141	SYS	114
Pacific Surfliner - Pacific Surfliner	590	486	HLD	134	OTH	112
Pacific Surfliner - Pacific Surfliner	591	845	ITI	382	HLD	206
Pacific Surfliner - Pacific Surfliner	593	1,102	HLD	342	ENG	280
Pacific Surfliner - Pacific Surfliner	595	1,060	ITI	629	HLD	149
Pacific Surfliner - Pacific Surfliner	597	617	OTH	401	ADA	154

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	759	303	OTH	116	SYS, HLD	51
Pacific Surfliner - Pacific Surfliner	763	581	SYS	149	OTH	125
Pacific Surfliner - Pacific Surfliner	768	565	HLD	228	SYS	106
Pacific Surfliner - Pacific Surfliner	769	884	SYS	260	HLD	252
Pacific Surfliner - Pacific Surfliner	774	804	HLD	185	ENG	174
Pacific Surfliner - Pacific Surfliner	777	807	SYS	164	ITI	162
Pacific Surfliner - Pacific Surfliner	782	800	HLD	265	ADA	197
Pacific Surfliner - Pacific Surfliner	785	1,381	ITI	738	HLD	165
Pacific Surfliner - Pacific Surfliner	792	698	ITI	223	SYS	135
Pacific Surfliner - Pacific Surfliner	796	708	SYS	299	OTH	105
Pacific Surfliner - Pacific Surfliner	1566	684	ENG	253	HLD	176
Pacific Surfliner - Pacific Surfliner	1567	391	CAR	109	SYS	85
Pacific Surfliner - Pacific Surfliner	1568	2,950	HLD	1,126	ITI	854
Pacific Surfliner - Pacific Surfliner	1588	920	SYS	285	HLD	200
Pacific Surfliner - Pacific Surfliner	1761	341	HLD	110	SYS	74
Pennsylvanian - Pennsylvanian	42	310	OTH	105	HLD	98
Pennsylvanian - Pennsylvanian	43	277	OTH	76	ADA	71
Piedmont - Piedmont	73	99	SYS	31	ADA	27
Piedmont - Piedmont	74	581	ITI	247	ADA	109
Piedmont - Piedmont	75	573	ADA	242	HLD	152
Piedmont - Piedmont	76	543	ADA	207	HLD	160
Piedmont - Piedmont	77	226	ADA	82	HLD	61
Piedmont - Piedmont	78	249	ITI	115	ADA	50
San Joaquins - San Joaquins	701	457	SYS	322	OTH	54
San Joaquins - San Joaquins	702	225	ENG	67	SYS	66
San Joaquins - San Joaquins	703	157	OTH	53	HLD	25
San Joaquins - San Joaquins	704	297	SYS	163	ENG	44
San Joaquins - San Joaquins	710	600	SYS	205	ADA	155
San Joaquins - San Joaquins	711	352	ADA	128	SYS	106

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
San Joaquins - San Joaquins	712	534	SYS	160	ENG	116
San Joaquins - San Joaquins	713	365	ENG	117	SYS	95
San Joaquins - San Joaquins	714	698	SYS	218	ENG	200
San Joaquins - San Joaquins	715	399	SYS	120	ADA	79
San Joaquins - San Joaquins	716	584	ADA	157	SYS	156
San Joaquins - San Joaquins	717	638	ADA	214	SYS	174
San Joaquins - San Joaquins	718	800	SYS	291	ITI	175
San Joaquins - San Joaquins	719	429	CON	158	SYS	101
San Joaquins - San Joaquins	1701	471	ENG	171	SYS	165
Vermont - Vermont	54	245	OTH	126	HLD	47
Vermont - Vermont	55	456	OTH	186	ENG	104
Vermont - Vermont	56	255	OTH	152	HLD	35
Vermont - Vermont	57	627	SVS	181	OTH	179
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	246	ITI	113	ENG	44
Auto Train - Auto Train	53	268	SVS	134	ITI	56
California Zephyr - California Zephyr	5	438	SYS	136	SVS	82
California Zephyr - California Zephyr	6	442	SYS	118	HLD	86
Capitol Ltd - Capitol Ltd	29	325	HLD	186	SYS	47
Capitol Ltd - Capitol Ltd	30	311	HLD	150	SYS	58
Cardinal - Cardinal	50	412	OTH	87	ADA	86
Cardinal - Cardinal	51	346	HLD	110	ADA	76
City Of New Orleans - City Of New Orleans	58	315	HLD	103	OTH	66
City Of New Orleans - City Of New Orleans	59	360	HLD	142	OTH	82
Coast Starlight - Coast Starlight	11	646	HLD	139	SYS	131
Coast Starlight - Coast Starlight	14	675	HLD	185	SYS	128
Crescent - Crescent	19	351	HLD	119	SVS	71
Crescent - Crescent	20	383	HLD	164	ADA	95
Empire Builder - Empire Builder	7	480	SYS	247	HLD	105

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2018 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire Builder - Empire Builder	8	827	SYS	187	ITI	161
Empire Builder - Empire Builder	27	2,977	CON	2,591	SYS	156
Empire Builder - Empire Builder	28	1,137	ITI	749	CON	207
Lake Shore Ltd - Lake Shore Ltd	48	418	ENG	155	SYS	111
Lake Shore Ltd - Lake Shore Ltd	49	187	HLD	100	SYS	41
Lake Shore Ltd - Lake Shore Ltd	448	320	SYS	123	HLD	84
Lake Shore Ltd - Lake Shore Ltd	449	403	HLD	167	ENG	83
Palmetto - Palmetto	89	281	ADA	77	HLD	70
Palmetto - Palmetto	90	234	SYS	68	ADA	61
Silver Meteor - Silver Meteor	97	437	HLD	132	ADA	112
Silver Meteor - Silver Meteor	98	536	HLD	172	ADA	171
Silver Star - Silver Star	91	462	SYS	164	ADA	106
Silver Star - Silver Star	92	419	ADA	136	SYS	123
Silver Star - Silver Star	1092	826	CON	338	HLD	205
Southwest Chief - Southwest Chief	3	416	SYS	119	HLD	96
Southwest Chief - Southwest Chief	4	498	HLD	145	SYS	97
Sunset Ltd - Sunset Ltd	1	634	CON	142	HLD	112
Sunset Ltd - Sunset Ltd	2	659	HLD	141	ENG	132
Texas Eagle - Texas Eagle	21	518	HLD	148	SYS	144
Texas Eagle - Texas Eagle	22	852	SYS	193	CON	175

This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table, with tighter delay standards.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	358	DMW	130	SMW	94
	2103	Amtrak	400	SMW	103	PSR	54
	2104	Amtrak	460	SMW	126	DMW	116
	2107	Amtrak	456	SMW	190	DET	50
	2109	Amtrak	543	SMW	226	CTI	82
	2110	Amtrak	355	SMW	116	DMW	99
	2117	Amtrak	498	SMW	215	DCS	53
	2119	Amtrak	261	SMW	41	CTI	39
	2121	Amtrak	331	SMW	108	DET	45
	2122	Amtrak	355	SMW	159	ENG	87
	2124	Amtrak	354	SMW	220	ENG	24
	2126	Amtrak	371	SMW	144	ITI	50
	2128	Amtrak	331	ITI	125	SMW	60
	2150	Amtrak	502	SMW	203	DMW	116
	2151	Amtrak	411	SMW	123	DET	57
	2153	Amtrak	312	SMW	101	MTI	32
	2154	Amtrak	412	SMW	148	DMW	95
	2155	Amtrak	352	SMW	111	DMW	59
	2158	Amtrak	505	SMW	156	DMW	81
	2159	Amtrak	250	SMW	74	MTI	29
	2160	Amtrak	469	SMW	187	DMW	104
	2163	Amtrak	283	SMW	74	DCS	40
	2164	Amtrak	406	SMW	222	DMW	58
	2165	Amtrak	415	SMW	119	PTI	59
	2166	Amtrak	482	SMW	246	DMW	66
	2167	Amtrak	335	SMW	90	DCS	36
	2168	Amtrak	624	SMW	365	DMW	71
	2170	Amtrak	460	SMW	240	ENG	30
	2171	Amtrak	291	SMW	121	CTI	23
	2172	Amtrak	383	SMW	212	DCS	36
	2173	Amtrak	418	CTI	96	ITI	62
	2175	Amtrak	481	SMW	126	CTI	104
	2190	Amtrak	461	SMW	206	DMW	91
	2192	Amtrak	320	CTI	189	DCS	87
	2193	Amtrak	314	DCS	114	SMW	100
	2203	Amtrak	130	SMW	48	DCS	35
	2205	Amtrak	105	SMW	51	OTH	22
	2207	Amtrak					
	2208	Amtrak	200	SMW	51	DCS	41

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2213	Amtrak	216	SMW	68	DCS	44
	2215	Amtrak	209	SMW	45	HLD	45
	2220	Amtrak	111	SMW	67	DCS	35
	2222	Amtrak	273	DCS	143	SVS	79
	2224	Amtrak	171	DCS	98	SMW	63
	2228	Amtrak	270	SMW	124	DMW	44
	2245	Amtrak	300	SMW	225	PSR	50
	2248	Amtrak	300	SMW	169	CTI	41
	2249	Amtrak	398	DCS	113	SMW	102
	2250	Amtrak	356	SMW	169	DCS	52
	2251	Amtrak	127	SMW	32	CAR	27
	2252	Amtrak	543	SMW	286	HLD	64
	2253	Amtrak	289	SMW	72	HLD	49
	2254	Amtrak	415	SMW	209	DCS	44
	2255	Amtrak	298	SMW	75	DET	65
	2256	Amtrak	393	SMW	232	DMW	35
	2257	Amtrak	351	DCS	87	SMW	70
	2258	Amtrak	614	ENG	259	DCS	97
	2259	Amtrak	844	SMW	280	RTE	253
	2260	Amtrak	518	SMW	216	DMW	88
	2261	Amtrak	432	DBB	200	DCS	73
	2262	Amtrak	202	SMW	101	CTP	101
	2275	Amtrak	775	RTE	292	SMW	197
	2290	Amtrak	196	SMW	75	DET	46
	2297	Amtrak	1,654	SYS	799	DCS	513
Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	NA	NA	NA	NA	NA
	51	Amtrak	NA	NA	NA	NA	NA
Carolinian - Carolinian	79	Amtrak	555	SVS	167	SMW	96
	80	Amtrak	647	SMW	237	PTI, DCS	68
Crescent - Crescent	19	Amtrak	648	SVS	148	PTI	105
	20	Amtrak	1,204	ITI	280	SMW	246
Keystone - Keystone	600	Amtrak	249	DMW	107	SMW	65
	601	Amtrak	60	ENG	15	OTH	14
	605	Amtrak	71	SMW	19	DSR	17

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	607	Amtrak	35	DCS	22	SMW	6
	609	Amtrak	293	CCR	65	PTI	43
	610	Amtrak	292	SMW	222	ENG	69
	611	Amtrak	1,576	DCS	826	OTH	319
	612	Amtrak	486	SMW	285	DMW	149
	615	Amtrak	531	ITI	343	OTH	149
	618	Amtrak	177	ENG	77	DMW	38
	619	Amtrak	492	CON	287	ENG	133
	620	Amtrak	93	DSR	47	CON	19
	622	Amtrak	82	CCR	40	DCS	15
	637	Amtrak	434	SMW	199	DMW	125
	639	Amtrak	459	ENG	158	DET	86
	640	Amtrak	421	CTI	179	DMW	112
	641	Amtrak	200	CTI	50	CCR	25
	642	Amtrak	283	DMW	116	SMW	52
	643	Amtrak	271	SMW	82	ENG	50
	644	Amtrak	263	DMW	120	SMW	56
	645	Amtrak	339	SMW	90	ENG	72
	646	Amtrak	494	DMW	186	SMW	96
	647	Amtrak	328	SMW	71	OTH	62
	648	Amtrak	226	DMW	100	SMW	84
	649	Amtrak	343	OTH	71	CTI	66
	650	Amtrak	532	SMW	262	DMW	157
	651	Amtrak	315	OTH	73	PTI	59
	652	Amtrak	381	SMW	158	DCS	61
	653	Amtrak	355	CTI	133	DCS	72
	654	Amtrak	319	SMW	100	DCS	50
	655	Amtrak	296	PTI	100	CTI	66
	656	Amtrak	402	SMW	171	ENG	70

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	658	Amtrak	111	SMW	96	PTI	12
	660	Amtrak	930	SMW	184	DCS	178
	661	Amtrak	604	DCS	166	OTH	119
	662	Amtrak	546	DCS	258	SMW	185
	663	Amtrak	431	OTH	135	DSR	118
	664	Amtrak	1,000	SMW	331	DSR	164
	665	Amtrak	406	SMW	162	CCR	73
	666	Amtrak	650	SMW	246	DSR	125
	667	Amtrak	410	DCS	100	CCR	82
	669	Amtrak	187	DET	41	PTI	36
	670	Amtrak	397	SMW	214	DMW	73
	671	Amtrak	196	DCS	61	DET	30
	672	Amtrak	307	SMW	157	ENG	53
	674	Amtrak	596	CCR	200	SMW	162
Northeast Regional - All Other Northeast Regional	111	Amtrak	474	ENG	151	SMW	121
	123	Amtrak	1,044	RTE	543	SYS	244
	124	Amtrak	181	SMW	54	SVS	37
	126	Amtrak	163	OTH	68	SMW	50
	129	Amtrak	375	SMW	76	PTI	75
	130	Amtrak	479	SMW	125	DMW	113
	131	Amtrak	622	DET	352	OTH	86
	132	Amtrak	234	SMW	71	DCS	54
	133	Amtrak	378	SMW	115	CTI	93
	134	Amtrak	181	SMW	76	MTI	49
	135	Amtrak	588	SMW	138	OTH	62
	136	Amtrak	1,016	DET	230	DCS	166
	137	Amtrak	402	SMW	77	DCS	59
	138	Amtrak	475	SMW	154	MTI	62
	139	Amtrak	527	ENG	131	RTE	102

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	140	Amtrak	814	SVS	301	PTI	148
	141	Amtrak	489	SMW	129	DCS	89
	143	Amtrak	347	ENG	74	OTH	65
	146	Amtrak	413	SVS	130	SMW	122
	148	Amtrak	543	SMW	140	SVS	114
	149	Amtrak	526	HLD	95	DET	72
	150	Amtrak	394	SMW	104	DET	100
	151	Amtrak	178	SMW	126	CTP	14
	152	Amtrak					
	153	Amtrak	267	SMW	267		
	154	Amtrak	236	SMW	96	HLD	44
	155	Amtrak	84	SMW	43	HLD	14
	158	Amtrak	166	ENG	61	SMW	31
	159	Amtrak	92	SMW	51	DMW	22
	160	Amtrak	420	SMW	200	DCS	61
	161	Amtrak	304	SMW	119	CTC	43
	162	Amtrak	123	SMW	51	OTH	21
	163	Amtrak	111	SMW	80	HLD	18
	165	Amtrak	711	RTE	232	ENG	122
	166	Amtrak	247	SMW	72	DCS	72
	167	Amtrak	325	SMW	220	DCS	20
	168	Amtrak	113	OTH	65	SMW	23
	169	Amtrak	251	SMW	40	OTH	35
	170	Amtrak	560	SMW	214	CTI	87
	172	Amtrak	335	SVS	69	DCS	50
	173	Amtrak	303	SMW	113	DCS	38
	175	Amtrak	583	SMW	235	HLD	75
	177	Amtrak	429	SMW	182	DCS	61
	178	Amtrak	417	SMW	244	CTI	35

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	179	Amtrak	636	ITI	179	CAR	132
	180	Amtrak	376	DMW	122	CTI	90
	182	Amtrak	626	SMW	230	DMW	90
	183	Amtrak	626	SMW	240	CTI	67
	184	Amtrak	371	DMW	116	SMW	77
	185	Amtrak	616	SMW	264	CTI	67
	186	Amtrak	245	ENG	68	SMW	56
	187	Amtrak	288	PTI	74	DET	43
	189	Amtrak	169	DCS	44	SMW	41
	190	Amtrak	202	SMW	60	ENG	45
	192	Amtrak	279	SMW	63	CTC	57
	193	Amtrak	568	ENG	91	CTI	79
	196	Amtrak	458	SMW	237	DCS	62
Northeast Regional - Lynchburg	145	Amtrak	348	SMW	171	PTI	47
	147	Amtrak	909	HLD	213	SVS	158
	156	Amtrak	442	SMW	101	CAR	81
	171	Amtrak	588	SMW	157	HLD	71
	176	Amtrak	649	SMW	162	DMW	74
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	543	DET	293	PET	70
	66	Amtrak	533	DET	166	DCS	71
	67	Amtrak	526	SMW	181	DCS	92
	71	Amtrak	682	SVS	177	SMW	174
	82	Amtrak	318	SMW	199	DCS	40
	83	Amtrak	410	SMW	105	PTI	71
	84	Amtrak	559	DMW	114	SMW	109
	85	Amtrak	700	SMW	277	SYS	76
	86	Amtrak	730	SMW	208	DCS	107
	87	Amtrak	660	SYS	245	SVS	121
	88	Amtrak	804	SMW	338	SVS	110

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Richmond / Newport News / Norfolk	93	Amtrak	653	SMW	152	SYS	76
	94	Amtrak	668	SMW	287	CTI	76
	95	Amtrak	563	SMW	136	HLD	58
	96	Amtrak	496	SMW	134	DET, CAR	66
	99	Amtrak	481	SVS	161	SMW	90
	125	Amtrak	543	SMW	215	PTI	48
	157	Amtrak	518	ENG	150	HLD	86
	164	Amtrak	405	SMW	156	HLD	65
	174	Amtrak	470	SMW	105	DMW	103
	194	Amtrak	242	SMW	110	SVS	29
	195	Amtrak	472	SMW	100	SYS	87
Northeast Regional - Springfield Shuttles	401	Amtrak		OTH			
	405	Amtrak	316	HLD	89	ENG	70
	409	Amtrak	589	PTI	266	OTH	104
	412	Amtrak	1,162	CON	566	CTI	262
	416	Amtrak	1,815	ENG	543	CON	520
	417	Amtrak	925	ITI	511	PTI	231
	432	Amtrak	1,407	CON	373	ITI	361
	450	Amtrak	2,070	CON	1,004	HLD	317
	451	Amtrak	478	ENG	141	CTI	113
	460	Amtrak	2,499	CON	1,163	ITI	683
	461	Amtrak	426	PTI	132	ITI	84
	463	Amtrak	635	INJ	398	SMW	100
	464	Amtrak	2,415	CON	947	PTI	773
	465	Amtrak	2,092	DCS	1,029	PTI	821
	467	Amtrak	597	PTI	212	DMW	199
	470	Amtrak	2,635	CON	2,071	MTI	213
	471	Amtrak	679	RTE	170	MTI	120
	473	Amtrak	270	ENG	90	DCS, CTI	72

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2018 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Springfield Shuttles	474	Amtrak	1,264	CON	609	PTI	280
	475	Amtrak	586	SYS	370	PTI	77
	476	Amtrak	2,818	CON	2,001	PTI	249
	478	Amtrak	1,109	CTI	480	DCS, CON	196
	479	Amtrak	1,300	ITI	506	CTI	428
	488	Amtrak	2,325	CON	1,127	PTI	342
	490	Amtrak	791	CON	318	PTI	162
	494	Amtrak	2,168	CON	1,402	PTI	467
	495	Amtrak	371	CTI	68	HLD	65
	497	Amtrak	1,607	PTI	601	DCS	520
Palmetto - Palmetto	89	Amtrak	947	SMW	194	DCS	96
	90	Amtrak	653	SMW	97	PTI	87
Pennsylvanian - Pennsylvanian	42	Amtrak	503	SMW	211	DMW	85
	43	Amtrak	350	SMW	89	DET	75
Silver Meteor - Silver Meteor	97	Amtrak	1,113	SVS	264	ENG	154
	98	Amtrak	1,038	SMW	203	DMW	142
Silver Star - Silver Star	91	Amtrak	852	PTI	148	SVS	142
	92	Amtrak	667	SMW	251	DCS	102
	1092	Amtrak	619	DCS	354	SMW	265
Vermont - Vermonter	54	Amtrak	597	SYS	213	SVS	167
	55	Amtrak	205	PTI	59	DCS	35
	56	Amtrak	795	SVS	342	DMW	73
	57	Amtrak	287	DMW	101	SMW	54

This table excludes third-party delays.

Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

Host Railroad Codes	
Code	Company
AM	Amtrak
BB	Buckingham Branch Railroad
BN	Burlington Northern Santa Fe
FR	Central Florida Rail Corridor
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CS	CSX Corporation
FL	Florida Department of Transportation
MT	Massachusetts Bay Transportation Authority
ME	Metra
MI	Michigan Department of Transportation
MN	Metro-North Railroad
NE	New England Central Railroad
NM	New Mexico Department of Transportation
NS	Norfolk Southern
GT	Pan Am Railways
SC	Southern California Regional Rail Authority
SN	San Diego Northern Railway Inc.
UP	Union Pacific
VR	Vermont Railway System