

**Pursuant to Section 207  
of the Passenger Rail Investment and Improvement Act  
of 2008 (Public Law 110-432, Division B):**

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

**Covering the Quarter Ended June, 2019  
(Third Quarter of Fiscal Year 2019)**



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

**Published August 2019**

**Table of Contents**  
(Notes follow on the next page.)

**Financial**

- Table 1 (A/B): Short-Term Avoidable Operating Costs (Note 1)
- Table 2 (A/B): Fully Allocated Operating Cost covered by Passenger-Related Revenue
- Table 3 (A/B): Long-Term Avoidable Operating Loss (Note 1)
- Table 4 (A/B): Adjusted Loss per Passenger- Mile
- Table 5: Passenger-Miles per Train-Mile

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

- Test No. 1 Change in Effective Speed
- Test No. 2 Endpoint OTP
- Test No. 3 All-Stations OTP

**Train Delays**

- Train Delays - Off NEC
  - Table 7: Off-NEC Host Responsible Delays per 10,000 Train-Miles
  - Table 8: Off-NEC Amtrak Responsible Delays per 10,000 Train-Miles
- Train Delays - On NEC
  - Table 9: On-NEC Total Host and Amtrak Responsible Delays per 10,000 Train-Miles

**Other Service Quality**

- Table 10: Customer Satisfaction Indicator (eCSI) Scores
- Table 11: Service Interruptions per 10,000 Train-Miles due to Equipment-related Problems
- Table 12: Complaints Received
- Table 13: Food-related Complaints
- Table 14: Personnel-related Complaints
- Table 15: Equipment-related Complaints
- Table 16: Station-related Complaints

**Public Benefits (Table 17)**

- Connectivity Measure
- Availability of Other Modes

**Reference Materials**

- Table 18: Route Descriptions  
Terminology &  
Definitions
  - Table 19: Delay Code Definitions
  - Table 20: Host Railroad Code Definitions

**Appendixes**

- A. On-Time Performance (OTP) by Train
- B. Off-NEC Host Responsible Delays by Train
- C. Off-NEC Amtrak Responsible Delays by Train
- D. On-NEC Total Host and Amtrak Responsible Delays by Train
- E. Methodologies for PRIIA 207
- F. Final Metrics and Standards under PRIIA Section 207 (May 12, 2010)

## Notes

<b>Note No.</b>	<b>Applies to Tables—</b>	<b>Note</b>
<b>1</b>	<b>1 &amp; 3</b>	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.
<b>2</b>	<b>All Route-Specific Tables</b>	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.
<b>3</b>	<b>On-Time Performance, Train Delays, and Other Service Quality Tables</b>	For the non-financial metrics for which standards exist, numbers shown in <b>red</b> indicate that the established standard was not met.
<b>4</b>	<b>Entire Report</b>	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
	JUL 17 - JUN 19	JUL 16 - JUN 18	APR 17 - MAR 19

***Acela Express***

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

***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
Vermont	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
	JUL 17 - JUN 19	JUL 16 - JUN 18	APR 17 - MAR 19
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
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
<b><i>Non-NEC Corridor Routes</i></b>			
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
Vermont	Not Available	Not Available	Not Available
<b><i>Long-Distance Routes</i></b>			
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
	JUL 17 - JUN 19	JUL 16 - JUN 18	APR 17 - MAR 19
<b><i>Acela Express</i></b>			
Acela Express	192%	190%	190%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	86%	90%	87%
Northeast Regional (Boston - Washington)	141%	140%	141%
Newport News	124%	128%	126%
Lynchburg	140%	144%	142%
Norfolk	109%	113%	113%
Richmond	115%	118%	118%
New Haven - Springfield	81%	71%	82%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	85%	83%	85%
Carolinian	116%	114%	117%
Cascades	88%	87%	85%
Downeaster	88%	82%	86%
Empire Corridor			
Adirondack	90%	89%	90%
Empire Service	88%	98%	88%
Ethan Allen Express	83%	78%	83%
Maple Leaf	71%	68%	71%
Heartland Flyer	87%	91%	86%
Hiawatha	101%	102%	102%
Hoosier State	67%	76%	68%
Illinois			
Carl Sandburg / Illinois Zephyr	104%	101%	105%
Illini / Saluki	105%	98%	104%
Lincoln Service	106%	105%	105%
Michigan			
Blue Water	88%	89%	87%
Pere Marquette	91%	92%	90%
Wolverine	88%	70%	88%
Kansas City - St. Louis	106%	103%	106%
Pacific Surfliner	84%	83%	84%
Pennsylvanian	81%	82%	81%
Piedmont	89%	101%	96%
San Joaquins	87%	84%	86%
Vermont	103%	108%	104%
<b><i>Long-Distance Routes</i></b>			
Auto Train	87%	87%	87%
California Zephyr	50%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	32%	33%	32%
City of New Orleans	46%	48%	48%
Coast Starlight	49%	47%	49%
Crescent	44%	43%	44%
Empire Builder	52%	51%	52%
Lake Shore Ltd	45%	45%	45%
Palmetto	81%	87%	83%
Silver Meteor	51%	51%	51%
Silver Star	51%	48%	50%
Southwest Chief	44%	45%	45%
Sunset Limited	25%	25%	25%
Texas Eagle	44%	43%	44%

*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
	JUL 17 - JUN 19	JUL 16 - JUN 18	APR 17 - MAR 19
<b><i>Acela Express</i></b>			
Acela Express	192%	190%	190%
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	79%	78%	79%
Northeast Regional (Boston - Washington)	141%	140%	141%
Newport News	115%	120%	118%
Lynchburg	145%	149%	146%
Norfolk	100%	98%	101%
Richmond	93%	98%	95%
New Haven - Springfield	43%	40%	43%
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	51%	48%	50%
Carolinian	94%	95%	95%
Cascades	58%	56%	57%
Downeaster	56%	53%	55%
Empire Corridor			
Adirondack	52%	51%	52%
Empire Service	54%	55%	53%
Ethan Allen Express	69%	66%	69%
Maple Leaf	79%	75%	79%
Heartland Flyer	28%	27%	27%
Hiawatha	89%	84%	88%
Hoosier State	18%	21%	18%
Illinois			
Carl Sandburg / Illinois Zephyr	36%	35%	36%
Illini / Saluki	44%	42%	44%
Lincoln Service	55%	50%	53%
Michigan			
Blue Water	53%	50%	53%
Pere Marquette	52%	46%	51%
Wolverine	70%	51%	69%
Kansas City - St. Louis	43%	42%	43%
Pacific Surfliner	64%	66%	65%
Pennsylvanian	70%	73%	71%
Piedmont	53%	52%	55%
San Joaquins	37%	39%	38%
Vermont	64%	68%	65%
<b><i>Long-Distance Routes</i></b>			
Auto Train	87%	87%	87%
California Zephyr	50%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	32%	33%	32%
City of New Orleans	46%	48%	48%
Coast Starlight	49%	47%	49%
Crescent	44%	43%	44%
Empire Builder	52%	51%	52%
Lake Shore Ltd	45%	45%	45%
Palmetto	81%	87%	83%
Silver Meteor	51%	51%	51%
Silver Star	51%	48%	50%
Southwest Chief	44%	45%	45%
Sunset Limited	25%	25%	25%
Texas Eagle	44%	43%	44%

*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
	JUL 17 - JUN 19	JUL 16 - JUN 18	APR 17 - MAR 19
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
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
<b><i>Non-NEC Corridor Routes</i></b>			
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
Vermont	Not Available	Not Available	Not Available
<b><i>Long-Distance Routes</i></b>			
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
	JUL 17 - JUN 19	JUL 16 - JUN 18	APR 17 - MAR 19
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
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
<b><i>Non-NEC Corridor Routes</i></b>			
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
Vermont	Not Available	Not Available	Not Available
<b><i>Long-Distance Routes</i></b>			
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*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>JUL 17 - JUN 19</b>	<b>JUL 16 - JUN 18</b>	<b>APR 17 - MAR 19</b>

(\$0.007)	(\$0.023)	(\$0.012)
-----------	-----------	-----------

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*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>JUL 17 - JUN 19</b>	<b>JUL 16 - JUN 18</b>	<b>APR 17 - MAR 19</b>
(\$0.043)	(\$0.059)	(\$0.048)

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
	JUL 17 - JUN 19	JUL 16 - JUN 18	APR 17 - MAR 19
<b><i>Acela Express</i></b>			
Acela Express	190	189	189
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	161	158	161
Northeast Regional (Boston - Washington)	247	240	246
Newport News	251	254	255
Lynchburg	333	344	337
Norfolk	183	179	185
Richmond	180	186	182
New Haven - Springfield	94	107	91
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	99	94	98
Carolinian	216	224	217
Cascades	138	137	138
Downeaster	93	93	93
Empire Corridor			
Adirondack	189	194	188
Empire Service	127	131	126
Ethan Allen Express	144	141	143
Maple Leaf	119	119	119
Heartland Flyer	80	82	81
Hiawatha	162	156	160
Hoosier State	54	56	54
Illinois			
Carl Sandburg / Illinois Zephyr	83	86	84
Illini / Saluki	99	100	99
Lincoln Service	135	130	135
Michigan			
Blue Water	156	157	157
Pere Marquette	112	110	112
Wolverine	157	150	156
Kansas City - St. Louis	79	79	80
Pacific Surfliner	150	158	152
Pennsylvanian	199	203	201
Piedmont	66	68	66
San Joaquins	98	99	98
Vermont	145	145	147
<b><i>Long-Distance Routes</i></b>			
Auto Train	331	329	332
California Zephyr	165	173	168
Capitol Limited	172	181	174
Cardinal	112	117	113
City of New Orleans	145	154	150
Coast Starlight	204	205	204
Crescent	134	136	134
Empire Builder	167	174	169
Lake Shore Ltd	191	203	196
Palmetto	162	173	166
Silver Meteor	198	202	198
Silver Star	160	164	161
Southwest Chief	168	180	171
Sunset Limited	121	123	123
Texas Eagle	163	172	166

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 Q4 to FY 2019 Q3)	Test #2 End Point OTP for FY 2019 Q3	Test #3 All Stations OTP for FY 2019 Q3
<b><i>Acela Express</i></b>			
<b><i>Standard</i></b>	<b><i>&gt;=0</i></b>	<b><i>90.0%</i></b>	<b><i>90.0%</i></b>
Acela Express	-4.2	90.2%	90.7%
<b><i>Other NEC Corridor Routes</i></b>			
<b><i>Standard</i></b>	<b><i>&gt;=0</i></b>	<b><i>85.0%</i></b>	<b><i>85.0%</i></b>
Keystone	-2.1	89.9%	95.1%
Total Northeast Regional	-2.0	86.0%	88.1%
All Other Northeast Regional	-1.8	92.4%	93.6%
Richmond / Newport News / Norfolk	-0.7	68.7%	79.9%
Roanoke	-8.1	53.3%	75.8%
Springfield Shuttles	6.6	92.3%	93.4%
<b><i>Non-NEC Corridor Routes</i></b>			
<b><i>Standard</i></b>	<b><i>&gt;=0</i></b>	<b><i>80.0%</i></b>	<b><i>80.0%</i></b>
Capitol Corridor	1.6	89.3%	89.2%
Carolinian	-0.6	60.4%	61.3%
Cascades	-1.6	64.5%	67.6%
Downeaster	-2.7	80.0%	92.6%
Empire	1.7	84.0%	80.4%
Adirondack	1.8	70.9%	73.9%
Ethan Allen Express	4.4	92.3%	90.9%
Maple Leaf	1.2	84.6%	70.5%
New York - Albany	1.1	90.8%	92.8%
New York - Niagara Falls	2.3	64.0%	69.3%
Heartland Flyer	1.2	28.3%	54.1%
Hiawatha	0.4	90.4%	95.5%
Hoosier	4.8	76.0%	72.1%
Illinois	1.6	63.8%	64.8%
Carl Sandburg / Illinois Zephyr	1.5	77.1%	76.5%
Illini / Saluki	-1.5	29.7%	36.0%
Lincoln Service	2.9	74.3%	74.5%
Michigan	5.1	43.1%	52.1%

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

<b>Service</b>	<b>Test #1</b>	<b>Test #2</b>	<b>Test #3</b>
	<b>Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q4 to FY 2019 Q3)</b>	<b>End Point OTP for FY 2019 Q3</b>	<b>All Stations OTP for FY 2019 Q3</b>
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Blue Water	7.4	53.8%	62.0%
Pere Marquette	3.4	69.2%	75.1%
Wolverine	4.7	30.8%	46.6%
Missouri	5.9	73.8%	50.9%
Pacific Surfliner	-2.7	75.4%	78.5%
Pennsylvanian	-1.1	60.4%	59.9%
Piedmont	-0.8	58.1%	76.6%
Vermont	3.5	92.9%	80.3%
San Joaquins	-1.7	68.8%	71.9%
<b>Long Distance Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	0.9	60.4%	69.5%
California Zephyr	1.8	26.4%	31.8%
Capitol Ltd	-1.0	30.8%	37.7%
Cardinal	0.5	47.4%	51.6%
Coast Starlight	0.2	62.6%	47.1%
Crescent	-2.8	16.5%	29.1%
Empire Builder	-1.0	68.2%	45.7%
Lake Shore Ltd	0.3	61.5%	48.4%
Palmetto	0.0	52.2%	58.0%
Silver Meteor	0.5	46.7%	47.9%
Silver Star	-0.1	33.5%	35.9%
Southwest Chief	-0.9	38.5%	34.9%
Sunset Ltd	0.9	19.2%	15.2%
Texas Eagle	1.6	26.4%	22.6%
City Of New Orleans	0.6	74.7%	47.5%

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 2019 Q3 Largest Two Delay Codes				Route Miles
			#1	#2			
<b>Standard</b>		<b>900</b>					
<b>Acela Express</b>							
Acela Express	MNRR	2,078	DSR	929	CTI	798	56
<b>Other NEC Corridor Routes</b>							
Northeast Regional	Roanoke	2,695	DSR	1,708	CTI	599	56
		700	FTI	312	DSR	145	216
	Richmond / Newport News / Norfolk	1,155	RTE	283	FTI	234	189
		2,473	DSR	1,196	CTI	895	56
		876	DCS	263	DSR	234	81
	All Other Northeast Regional	2,314	DSR	1,271	CTI	776	56
<b>Non-NEC Corridor Routes</b>							
Capitol Corridor	Capitol Corridor	594	PTI	257	DCS	92	168
Carolinian	Carolinian	1,406	RTE	321	FTI	320	295
		872	PTI	289	DCS	202	202
Cascades	Cascades	1,109	DSR	316	FTI	296	343
		1,782	FTI	603	DSR	501	125
Downeaster	Downeaster	793	CTI	407	DTR	101	38
		808	PTI	304	FTI	167	77
Empire	Adirondack	27	PTI	17	DCS	7	104
		4,040	DSR	2,200	RTE	849	49
		871	PTI	483	DSR	213	178
		1,230	CTI	400	DMW	317	64
	Ethan Allen Express	105	PTI	90	RTE	9	104
		919	DSR	352	PTI	293	60
		1,845	CTI	591	RTE	424	64
		531	DSR	477	DCS	49	24
	Maple Leaf	2	DCS	2			109
		1,218	FTI	445	RTE	317	298
		1,326	CTI	523	RTE	399	64
	New York - Albany	1,225	CTI	520	RTE	226	64

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

Service	Host Railroad	Total Delay	FY 2019 Q3 Largest Two Delay Codes				Route Miles	
			#1	#2				
<i>Standard</i>		<b>900</b>						
<b>Non-NEC Corridor Routes</b>								
	New York - Niagara Falls	Amtrak	11	DCS	8	DMW	3	109
		CSX	990	RTE	347	FTI	312	296
		MNRR	1,899	CTI	793	DMW	423	64
Heartland Flyer	Heartland Flyer	BNSF	2,250	DSR	1,311	FTI	799	238
Hiawatha	Hiawatha	CP	318	FTI	95	DCS	62	53
		Metra	1,749	CTI	864	DSR	436	29
Hoosier	Hoosier	CSX	430	FTI	200	DCS	118	175
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	753	DSR	286	FTI	212	257
	Illini / Saluki	CN	1,809	DCS	791	FTI	460	306
	Lincoln Service	CN	3,117	DSR	1,235	FTI	1,184	37
		UP	885	FTI	325	PTI	301	231
Michigan	Blue Water	Amtrak	1,047	DSR	566	PTI	233	99
		CN	993	FTI	771	DCS	97	159
		MIDOT	614	DCS	519	PTI	65	22
		NS	3,502	FTI	2,588	RTE	301	39
	Pere Marquette	CSX	473	DSR	250	DCS	94	135
		NS	3,235	FTI	2,229	PTI	428	39
	Wolverine	Amtrak	1,288	DSR	624	PTI	403	99
		CN	2,633	FTI	1,049	DSR	757	27
		MIDOT	792	PTI	365	DCS	213	134
		NS	3,737	FTI	2,511	DMW	344	39
Missouri	Missouri	UP	994	FTI	531	DSR	234	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,260	DCS	425	DSR	178	22
		SCRRA	988	PTI	372	CTI	356	95
		SDNRR	1,528	CTI	638	PTI	509	60
		UP	1,496	PTI	814	DCS	204	174
Pennsylvanian	Pennsylvanian	NS	1,793	FTI	1,198	DCS	273	249
Piedmont	Piedmont	NS	814	DSR	211	DCS	208	173
San Joaquins	San Joaquins	BNSF	1,067	PTI	401	FTI	334	284
		UP	1,086	PTI	508	FTI	245	88



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

Service	Host Railroad	Total Delay	FY 2019 Q3 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Non-NEC Corridor Routes</b>								
Vermont	Vermont	MADOT	3,442	DSR	3,316	DCS	88	50
		MNRR	3,179	CTI	1,204	DSR	1,194	56
		NECR	1,014	DSR	932	DCS	51	238
<b>Long-Distance Routes</b>								
Auto Train	CSX	1,264	FTI	512	PTI	302	898	
	FR	2,231	CTI	1,073	DSR	509	16	
California Zephyr	BNSF	1,820	DSR	836	FTI	564	1027	
	UP	753	FTI	276	PTI	164	1431	
Capitol Ltd	CSX	955	DSR	285	FTI	281	307	
	NS	2,220	FTI	1,587	PTI	206	481	
Cardinal	BBrRR	991	PTI	450	DSR	168	132	
	CSX	731	DSR	253	FTI	192	698	
	NS	1,857	FTI	467	CTI	462	79	
City Of New Orleans	CN	1,212	FTI	632	DSR	189	930	
Coast Starlight	BNSF	558	FTI	157	PTI	119	186	
	SCRRA	2,234	PTI	1,088	CTI	700	48	
	UP	1,360	FTI	419	PTI	370	1159	
Crescent	NS	1,362	FTI	630	DSR	269	1141	
Empire Builder	BNSF	952	FTI	465	DSR	341	2147	
	CP	594	FTI	351	DCS	90	384	
	Metra	1,794	CTI	1,275	DCS	189	29	
Lake Shore Ltd	CSX	876	FTI	335	RTE	184	741	
	MBTA	2,930	CTI	2,120	DCS	337	64	
	MNRR	1,969	CTI	970	DMW	346	64	
	NS	2,228	FTI	1,463	PTI	402	339	
Palmetto	CSX	947	FTI	304	PTI	245	659	
Silver Meteor	CSX	828	FTI	340	PTI	167	1152	
	Fla DOT	2,090	DSR	1,200	CTI	515	68	
	FR	1,709	CTI	539	DCS	469	61	
Silver Star	CSX	885	PTI	252	FTI	199	1209	
	Fla DOT	1,923	DSR	973	CTI	728	68	
	FR	1,096	DCS	383	DSR	334	61	
	NS	1,151	FTI	483	PTI	186	28	
Southwest Chief	BNSF	805	FTI	311	DSR	162	2198	
	NMDOT	848	CTI	527	DCS	165	80	
Sunset Ltd	BNSF	3,003	DSR	1,252	FTI	1,129	190	
	UP	1,818	FTI	1,157	RTE	215	1784	
Texas Eagle	BNSF	2,648	DSR	1,577	FTI	860	126	

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

Service	Host Railroad	Total Delay	FY 2019 Q3 Largest Two Delay Codes				Route Miles
			#1	#2			
<i>Standard</i>		900					
<b>Long-Distance Routes</b>							
	CN	5,460	FTI	2,346	DSR	1,375	37
	TRE	2,921	CTI	1,505	DTR	583	33
	UP	1,846	FTI	848	DSR	439	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 2019 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>					
Acela Express	143	HLD	39	ENG	33
<b>Other NEC Corridor Routes - Amtrak Responsible</b>					
Northeast Regional	378	SYS	108	HLD	83
Richmond / Newport News / Norfolk	392	SYS	107	HLD	82
All Other Northeast Regional	210	HLD	58	ENG	43
Roanoke	530	SYS	239	HLD	116
<b>Non NEC Corridor Routes - Amtrak Responsible</b>					
Capitol Corridor	449	HLD	125	ADA	81
Carolinian	525	ADA	152	SYS	148
Cascades	430	SYS	149	CCR	53
Downeaster	190	ITI	62	HLD	45
Empire	331	SYS	123	HLD	57
Adirondack	317	ENG	101	HLD	80
Ethan Allen Express	194	HLD	54	SYS	54
Maple Leaf	562	SYS	269	HLD	91
New York - Albany	102	ENG	41	HLD	27
New York - Niagara Falls	381	SYS	149	ENG	68
Heartland Flyer	416	HLD	141	SYS	129
Hiawatha	356	OTH	222	ITI	46
Hoosier	446	SYS	274	ENG	80
Illinois	255	SYS	65	ENG	52
Carl Sandburg / Illinois Zephyr	232	SYS	79	ADA	61
Illini / Saluki	388	OTH	96	SYS	96
Lincoln Service	194	ENG	41	SYS	41
Michigan	685	OTH	196	SYS	195
Blue Water	541	OTH	140	SYS	121
Pere Marquette	386	SYS	114	OTH	114
Wolverine	822	SYS	239	OTH	239
Missouri	363	SYS	105	ITI	84

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

Service	Total Delay	FY 2019 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
Pacific Surfliner	655	SYS	184	HLD	116
Pennsylvanian	360	HLD	95	ADA	90
Piedmont	475	SYS	147	ADA	109
San Joaquins	409	SYS	121	ADA	70
Vermonteer	298	OTH	172	ENG	49
<b>Long Distance Routes - Amtrak Responsible</b>					
Auto Train	417	ITI	164	SVS	57
California Zephyr	543	SYS	132	SVS	122
Capitol Ltd	379	HLD	126	SYS	106
Cardinal	559	SYS	160	OTH	95
City Of New Orleans	401	HLD	86	SYS	74
Coast Starlight	590	SYS	155	HLD	136
Crescent	701	SYS	332	HLD	127
Empire Builder	360	SYS	88	HLD	70
Lake Shore Ltd	400	HLD	151	SYS	116
Palmetto	332	SYS	116	ADA	64
Silver Meteor	493	SYS	147	ADA	115
Silver Star	551	SYS	226	ADA	110
Southwest Chief	402	SYS	109	HLD	96
Sunset Ltd	657	SYS	172	SVS	102
Texas Eagle	722	SYS	192	SVS	144

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 2019 Q3				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<b><i>Acela Express</i></b>							
<b><i>Standard</i></b>		<b>265</b>					
Acela Express	Amtrak	221	SMW	51	PSR	37	401
<b><i>Other Services</i></b>							
<b><i>Standard</i></b>		<b>475</b>					
Keystone	Amtrak	424	DSR	122	SMW	59	195
Cardinal	Amtrak	653	ENG	98	DCS	90	226
Carolinian	Amtrak	452	SMW	122	SVS	84	226
Crescent	Amtrak	662	PTI	145	PSR	82	226
Northeast Regional	Amtrak	327	SMW	42	PTI	35	463
Springfield Shuttles	Amtrak	637	CON	183	PTI	108	463
Roanoke	Amtrak	441	SMW	71	PTI	60	463
Richmond / Newport News / Norfolk	Amtrak	428	SMW	62	PTI	47	463
All Other Northeast Regional	Amtrak	234	SMW	33	CTI	29	463
Palmetto	Amtrak	346	CAR	50	ENG	38	226
Pennsylvanian	Amtrak	601	SMW	138	DSR	137	195
Silver Meteor	Amtrak	743	SVS	107	ITI	85	226
Silver Star	Amtrak	469	PTI	98	SMW	89	226
Vermonter	Amtrak	410	PTI	141	PSR	31	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	3rd Quarter FY 2019					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
<b>2010 Standard</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>
<b>Acela Express</b>						
Acela Express	<b>75</b>	82	<b>77</b>	<b>78</b>	<b>68</b>	<b>58</b>
<b>Other NEC Corridor Routes</b>						
Keystone Service	86	89	<b>76</b>	85	<b>67</b>	
Northeast Regional (Boston - Washington)	<b>78</b>	82	<b>72</b>	81	<b>65</b>	<b>59</b>
Newport News <sup>b</sup>	<b>79</b>	80	<b>68</b>	<b>79</b>	<b>65</b>	<b>59</b>
Norfolk <sup>c</sup>	<b>81</b>	83	<b>70</b>	84	<b>69</b>	<b>65</b>
Richmond <sup>d</sup>	<b>80</b>	81	<b>70</b>	85	<b>71</b>	<b>62</b>
Lynchburg <sup>e</sup>	83	85	<b>72</b>	82	<b>65</b>	<b>64</b>
New Haven - Springfield	<b>81</b>	85	<b>74</b>	82	<b>70</b>	<b>67</b>
<b>Non-NEC Corridor Routes</b>						
Capitol Corridor	84	88	<b>77</b>	84	<b>73</b>	<b>66</b>
Carolinian	<b>73</b>	85	<b>70</b>	<b>75</b>	<b>64</b>	<b>69</b>
Cascades	<b>80</b>	90	<b>79</b>	<b>78</b>	<b>65</b>	<b>66</b>
Downeaster	90	91	82	85	<b>79</b>	<b>75</b>
Empire Corridor						
Adirondack	<b>74</b>	80	<b>69</b>	<b>76</b>	<b>63</b>	<b>57</b>
Ethan Allen Express	90	91	<b>79</b>	85	<b>75</b>	<b>71</b>
Maple Leaf	84	86	<b>78</b>	85	<b>65</b>	<b>64</b>
New York - Albany <sup>f</sup>	<b>77</b>	86	<b>72</b>	80	<b>68</b>	
Heartland Flyer	84	90	82	84	<b>78</b>	<b>64</b>
Hiawatha	84	93	81	82	<b>76</b>	
Hoosier State	85	94	82	85	81	
Illinois						
Carl Sandburg / Illinois Zephyr	84	85	<b>76</b>	84	<b>77</b>	<b>70</b>
Illini / Saluki	<b>73</b>	83	<b>73</b>	<b>75</b>	<b>64</b>	<b>66</b>
Lincoln Service	<b>76</b>	85	<b>75</b>	<b>77</b>	<b>67</b>	<b>67</b>
Michigan						
Blue Water	<b>74</b>	<b>78</b>	<b>68</b>	<b>75</b>	<b>70</b>	<b>62</b>
Pere Marquette	82	88	80	81	<b>74</b>	<b>67</b>
Wolverine	<b>69</b>	84	<b>69</b>	<b>74</b>	<b>61</b>	<b>60</b>
Kansas City - St. Louis	<b>79</b>	87	<b>74</b>	82	<b>66</b>	<b>65</b>
Pacific Surfliner	<b>77</b>	84	<b>70</b>	80	<b>65</b>	<b>62</b>
Pennsylvanian	<b>79</b>	86	<b>72</b>	81	<b>60</b>	<b>66</b>
Piedmont	90	92	84	89	88	
San Joaquins	<b>81</b>	84	<b>77</b>	<b>79</b>	<b>65</b>	<b>68</b>
Vermont	<b>81</b>	87	<b>71</b>	82	<b>67</b>	<b>64</b>
<b>Long-Distance Routes</b>						
Auto Train	<b>74</b>	86	80	<b>65</b>	<b>72</b>	<b>70</b>
California Zephyr	<b>66</b>	80	<b>65</b>	<b>72</b>	<b>57</b>	<b>66</b>
Capitol Limited	<b>66</b>	80	<b>64</b>	<b>72</b>	<b>66</b>	<b>52</b>
Cardinal	<b>72</b>	80	<b>70</b>	<b>73</b>	<b>54</b>	<b>64</b>
City of New Orleans	<b>70</b>	<b>76</b>	<b>71</b>	<b>70</b>	<b>66</b>	<b>53</b>
Coast Starlight	<b>73</b>	80	<b>68</b>	<b>75</b>	<b>61</b>	<b>60</b>
Crescent	<b>66</b>	<b>78</b>	<b>60</b>	<b>71</b>	<b>54</b>	<b>72</b>
Empire Builder	<b>75</b>	82	<b>69</b>	<b>74</b>	<b>59</b>	<b>66</b>
Lake Shore Ltd	<b>67</b>	81	<b>63</b>	<b>70</b>	<b>57</b>	<b>54</b>
Palmetto	<b>71</b>	<b>79</b>	<b>64</b>	<b>76</b>	<b>60</b>	<b>66</b>
Silver Meteor	<b>69</b>	<b>79</b>	<b>68</b>	<b>69</b>	<b>57</b>	<b>68</b>
Silver Star	<b>68</b>	<b>78</b>	<b>64</b>	<b>74</b>	<b>55</b>	<b>53</b>
Southwest Chief	<b>66</b>	<b>79</b>	<b>63</b>	<b>69</b>	<b>55</b>	<b>64</b>
Sunset Limited	<b>61</b>	80	<b>62</b>	<b>73</b>	<b>58</b>	<b>68</b>
Texas Eagle	<b>61</b>	80	<b>64</b>	<b>74</b>	<b>59</b>	<b>64</b>

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

<sup>b</sup> Newport News includes all trains between Newport News and points on the NEC.

<sup>c</sup> Norfolk includes all trains between Norfolk and points on the NEC.

<sup>d</sup> Richmond includes all trains between Richmond and points on the NEC.

<sup>e</sup> Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>f</sup> 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	3rd Quarter FY 2019		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	17	90	0.19
---------------	----	----	------

***Other NEC Corridor Routes***

Keystone Service	14	36	0.39
Total Northeast Regional	41	142	0.29
Richmond / Newport News <sup>b</sup>	15	42	0.36
Lynchburg <sup>c</sup>	2	11	0.18
All Other Northeast Regional	24	89	0.27

***Non-NEC Corridor Routes***

Capitol Corridor	30	32	0.94
Carolinian	3	13	0.23
Cascades	21	20	1.03
Downeaster	2	13	0.15
Empire Corridor	27	54	0.50
Adirondack	7	7	1.00
Ethan Allen Express	0	4	0.00
Maple Leaf	2	9	0.23
New York - Albany <sup>d</sup>	9	17	0.53
New York - Niagara Falls	9	17	0.53
Heartland Flyer	0	4	0.00
Hiawatha	2	11	0.19
Hoosier State	5	2	2.47
Illinois	20	41	0.49
Carl Sandburg / Illinois Zephyr	6	9	0.64
Illini / Saluki	4	11	0.36
Lincoln Service	10	21	0.49
Michigan	14	26	0.55
Blue Water	4	6	0.69
Pere Marquette	0	3	0.00
Wolverine	10	17	0.60
Kansas City - St. Louis	4	7	0.59
Pacific Surfliner	23	42	0.55
Pennsylvanian	2	8	0.25
Piedmont	2	8	0.26
San Joaquins	27	39	0.69
Vermont	2	11	0.18

***Long-Distance Routes***

Auto Train	13	17	0.78
California Zephyr	35	44	0.80
Capitol Limited	3	14	0.21
Cardinal	6	9	0.66
City of New Orleans	9	15	0.61
Coast Starlight	12	25	0.47
Crescent	9	25	0.36
Empire Builder	23	46	0.50
Lake Shore Ltd	17	20	0.85
Palmetto	7	14	0.49
Silver Meteor	15	26	0.57
Silver Star	10	28	0.36
Southwest Chief	17	42	0.41
Sunset Limited	12	15	0.78
Texas Eagle	13	23	0.56

<sup>a</sup> Service Interruptions are defined as delays 30 min. or greater and any cancelled/terminated train due to equipment problems.

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

<sup>c</sup> Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

<sup>d</sup> Includes only trains that operate solely between New York and Albany.

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

Service	3rd Quarter FY 2019	
	Food-Related	Train-Related

***Amtrak Premium***

Acela Express	0.01	1.13
---------------	------	------

***Amtrak Corridor***

Keystone	0.01	2.78
Northeast Regional	0.01	0.98

***Short Distance***

Capitols	0.02	9.07
Carolinian	0.19	1.87
Cascades	0.01	1.30
Downeaster	0.01	1.36
Empire Corridor		
Adirondack	0.02	6.91
Empire Service	0.00	1.49
Ethan Allen Express	0.06	2.48
Maple Leaf	0.03	8.13
Heartland Flyer	0.00	0.50
Hiawatha	0.00	1.83
Hoosier State	0.00	2.58
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.71
Illini / Saluki	0.00	1.76
Lincoln Service	0.04	1.38
Michigan		
Blue Water	0.00	0.30
Pere Marquette	0.00	1.30
Wolverine	0.02	1.91
Kansas City - St. Louis	0.03	0.00
Pacific Surfliner	0.00	4.74
Pennsylvanian	0.00	1.46
Piedmont	0.03	1.67
San Joaquins	0.04	0.00
Vermonter	0.04	5.51

***Long Distance***

Auto Train	0.57	23.19
California Zephyr	7.05	23.14
Capitol Limited	0.22	7.00
Cardinal	0.43	14.03
City of New Orleans	0.51	8.40
Coast Starlight	0.37	20.93
Crescent	0.27	10.08
Empire Builder	0.65	10.09
Lake Shore Ltd	0.06	7.72
Palmetto	1.26	23.61
Silver Meteor	0.45	15.03
Silver Star	0.51	15.44
Southwest Chief	1.18	36.98
Sunset Limited	0.45	24.63
Texas Eagle	0.89	15.92

*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	3rd Quarter FY 2019					
	Menu / Selection / Availability	Other	Pricing	Quality	Service	Total
<b>Amtrak System</b>	<b>763</b>	<b>46</b>	<b>19</b>	<b>89</b>	<b>322</b>	<b>1,239</b>
<b>Amtrak Premium</b>	<b>13</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>22</b>
Acela Express	13	2	0	0	7	22
<b>Amtrak Corridor</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>13</b>
Keystone	1	0	0	0	0	1
Northeast Regional	2	0	1	2	7	12
<b>Short Distance</b>	<b>56</b>	<b>2</b>	<b>0</b>	<b>11</b>	<b>27</b>	<b>96</b>
Capitols	0	0	0	0	1	1
Carolinian	0	1	0	1	1	3
Cascades	41	0	0	0	0	41
Downeaster	1	0	0	0	0	1
Empire Corridor	2	0	0	2	3	7
Adirondack	0	0	0	1	0	1
Empire Service	1	0	0	1	2	4
Ethan Allen Express	0	0	0	0	0	0
Maple Leaf	1	0	0	0	1	2
Heartland Flyer	0	0	0	1	0	1
Hiawatha	0	0	0	0	0	0
Hoosier State	0	0	0	0	0	0
Illinois	1	1	0	0	1	3
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0
Illini / Saluki	0	0	0	0	0	0
Lincoln Service	1	1	0	0	1	3
Michigan	4	0	0	1	1	6
Blue Water	1	0	0	0	0	1
Pere Marquette	0	0	0	0	0	0
Wolverine	3	0	0	1	1	5
Kansas City - St. Louis	1	0	0	0	0	1
Pacific Surfliner	1	0	0	2	17	20
Pennsylvanian	0	0	0	0	0	0
Piedmont	0	0	0	0	0	0
San Joaquins	4	0	0	3	1	8
Vermont	1	0	0	1	2	4
<b>Long Distance</b>	<b>691</b>	<b>42</b>	<b>18</b>	<b>76</b>	<b>281</b>	<b>1,108</b>
Auto Train	42	1	9	8	39	99
California Zephyr	31	4	1	7	18	61
Capitol Limited	385	2	0	7	28	422
Cardinal	4	0	0	0	3	7
City of New Orleans	13	1	0	1	13	28
Coast Starlight	19	3	0	9	29	60
Crescent	14	9	1	5	11	40
Empire Builder	12	10	2	5	10	39
Lake Shore Ltd	20	0	0	9	30	59
Palmetto	3	2	0	1	0	6
Silver Meteor	69	2	2	11	35	119
Silver Star	27	0	0	1	18	46
Southwest Chief	23	2	0	3	20	48
Sunset Limited	14	0	2	2	13	31
Texas Eagle	15	6	1	7	14	43

*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	3rd Quarter FY 2019					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
<b>Amtrak System</b>	<b>476</b>	<b>62</b>	<b>2,584</b>	<b>984</b>	<b>1,129</b>	<b>5,235</b>
<b>Amtrak Premium</b>	<b>14</b>	<b>3</b>	<b>38</b>	<b>31</b>	<b>35</b>	<b>121</b>
Acela Express	14	3	38	31	35	121
<b>Amtrak Corridor</b>	<b>81</b>	<b>10</b>	<b>218</b>	<b>139</b>	<b>151</b>	<b>599</b>
Keystone	10	1	17	13	16	57
Northeast Regional	71	9	201	126	135	542
<b>Short Distance</b>	<b>126</b>	<b>19</b>	<b>512</b>	<b>281</b>	<b>230</b>	<b>1,168</b>
Capitols	3	1	10	7	6	27
Carolinian	10	0	204	34	32	280
Cascades	7	2	29	7	18	63
Downeaster	3	1	5	12	0	21
Empire Corridor	15	2	25	20	24	86
Adirondack	3	0	9	1	3	16
Empire Service	12	1	9	12	19	53
Ethan Allen Express	0	0	2	3	0	5
Maple Leaf	0	1	5	4	2	12
Heartland Flyer	2	0	1	2	1	6
Hiawatha	0	0	6	5	0	11
Hoosier State	0	0	3	0	0	3
Illinois	21	0	82	29	24	156
Carl Sandburg / Illinois Zephyr	7	0	19	5	4	35
Illini / Saluki	1	0	16	8	8	33
Lincoln Service	13	0	47	16	12	88
Michigan	17	0	42	30	22	111
Blue Water	5	0	3	9	7	24
Pere Marquette	0	0	10	3	1	14
Wolverine	12	0	29	18	14	73
Kansas City - St. Louis	3	1	12	2	1	19
Pacific Surfliner	22	6	51	90	55	224
Pennsylvanian	4	1	19	7	11	42
Piedmont	1	0	2	6	2	11
San Joaquins	10	4	16	18	25	73
Vermont	8	1	5	12	9	35
<b>Long Distance</b>	<b>255</b>	<b>30</b>	<b>1,816</b>	<b>533</b>	<b>713</b>	<b>3,347</b>
Auto Train	14	0	112	13	29	168
California Zephyr	22	2	205	31	52	312
Capitol Limited	14	5	88	36	36	179
Cardinal	8	0	43	7	9	67
City of New Orleans	11	4	44	31	32	122
Coast Starlight	10	3	120	56	92	281
Crescent	15	0	102	37	55	209
Empire Builder	18	2	254	42	49	365
Lake Shore Ltd	20	0	160	23	45	248
Palmetto	11	1	42	19	29	102
Silver Meteor	37	2	185	55	54	333
Silver Star	16	2	102	42	52	214
Southwest Chief	26	6	93	58	72	255
Sunset Limited	9	1	64	28	33	135
Texas Eagle	24	2	202	55	74	357

*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	3rd Quarter FY 2019					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
<b>Amtrak System</b>	<b>547</b>	<b>1,048</b>	<b>273</b>	<b>1,232</b>	<b>1,077</b>	<b>4,177</b>
<b>Amtrak Premium</b>	<b>6</b>	<b>17</b>	<b>3</b>	<b>44</b>	<b>6</b>	<b>76</b>
Acela Express	6	17	3	44	6	76
<b>Amtrak Corridor</b>	<b>14</b>	<b>98</b>	<b>16</b>	<b>146</b>	<b>40</b>	<b>314</b>
Keystone	0	11	0	15	0	26
Northeast Regional	14	87	16	131	40	288
<b>Short Distance</b>	<b>39</b>	<b>294</b>	<b>31</b>	<b>198</b>	<b>99</b>	<b>661</b>
Capitols	0	1	0	3	0	4
Carolinian	3	48	1	28	20	100
Cascades	5	7	2	11	7	32
Downeaster	0	0	1	0	0	1
Empire Corridor	7	39	2	40	20	108
Adirondack	0	6	1	5	4	16
Empire Service	4	24	0	24	10	62
Ethan Allen Express	0	1	0	5	2	8
Maple Leaf	3	8	1	6	4	22
Heartland Flyer	0	0	1	1	1	3
Hiawatha	1	0	1	0	0	2
Hoosier State	1	0	0	1	0	2
Illinois	2	19	2	17	10	50
Carl Sandburg / Illinois Zephyr	2	0	0	2	0	4
Illini / Saluki	0	3	0	2	2	7
Lincoln Service	0	16	2	13	8	39
Michigan	2	72	4	22	5	105
Blue Water	0	56	1	8	0	65
Pere Marquette	0	2	1	5	1	9
Wolverine	2	14	2	9	4	31
Kansas City - St. Louis	1	3	1	2	1	8
Pacific Surfliner	13	7	7	37	15	79
Pennsylvanian	1	8	3	12	5	29
Piedmont	0	1	0	1	0	2
San Joaquins	2	51	4	14	14	85
Vermonteer	1	38	2	9	1	51
<b>Long Distance</b>	<b>488</b>	<b>639</b>	<b>223</b>	<b>844</b>	<b>932</b>	<b>3,126</b>
Auto Train	57	36	7	29	49	178
California Zephyr	50	129	14	75	162	430
Capitol Limited	25	42	5	138	22	232
Cardinal	4	9	4	18	16	51
City of New Orleans	24	33	8	42	33	140
Coast Starlight	39	20	8	42	41	150
Crescent	23	30	10	53	93	209
Empire Builder	70	27	23	58	124	302
Lake Shore Ltd	31	37	10	66	31	175
Palmetto	5	19	7	27	21	79
Silver Meteor	31	89	17	68	111	316
Silver Star	26	104	62	69	57	318
Southwest Chief	43	20	15	64	57	199
Sunset Limited	15	10	4	25	24	78
Texas Eagle	45	34	29	70	91	269

*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

<b>3rd Quarter FY 2019</b>
----------------------------

<b>Amtrak System</b>		<b>1910</b>
----------------------	--	-------------

**Division**

Boston		98
California		279
Central		100
Empire		272
New York		42
Southeast		295
Southwest		420
Northwest		68
Washington		336

*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**

	<b>FY 2017</b>	<b>FY 2018</b>
<b>Connectivity</b>	<b>18.9%</b>	<b>17.4%</b>
- Percent of passengers traveling on long distance routes connecting to or from other train routes		
<b>Availability of Other Modes</b>	<b>5.3%</b>	<b>5.2%</b>
- Percent of passengers, system-wide, traveling to or from underserved communities		

**TABLE 18:  
ROUTE DESCRIPTIONS**

Service	Routing
<b>Acela Express</b>	
Acela Express	Between Boston, New York (Penn Station) and Washington
<b>Other NEC Corridor Routes</b>	
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 <sup>1</sup>	Between New Haven and Springfield
<b>Non-NEC Corridor Routes</b>	
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 <sup>1</sup>	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 <sup>2</sup>	Between New York (Penn Station) and Albany
New York - Niagara Falls <sup>2</sup>	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
Vermonteer	Between St. Albans and Washington
<b>Long-Distance Routes</b>	
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

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

<sup>2</sup> Not-applicable to financial tables; data included in "Empire Service" in financial tables.

**TABLE 19:  
AMTRAK DELAY CODE DEFINITIONS**

<b>Host Railroad - Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
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

<b>Amtrak - Responsible Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
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

<b>Third-Party Delays</b>		
<b>Code</b>	<b>Code Description</b>	<b>Explanation</b>
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

**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



## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2100	-5.9	100.0%	98.7%
	2103	-3.7	96.9%	99.2%
	2104	-5.4	93.8%	96.4%
	2107	-5.9	98.4%	99.3%
	2109	-4.3	96.9%	98.7%
	2110	-5.2	92.2%	90.0%
	2117	-4.9	95.3%	96.9%
	2119	-4.1	96.9%	94.4%
	2121	-5.2	93.8%	97.8%
	2122	-4.4	96.9%	96.7%
	2124	-4.3	95.3%	95.8%
	2126	-4.3	90.6%	92.2%
	2128	NA	98.4%	96.7%
	2150	-2.7	89.1%	92.2%
	2151	-3.2	89.1%	93.2%
	2153	-3.7	93.8%	96.0%
	2154	-3.9	87.5%	77.6%
	2155	-3.0	92.2%	94.0%
	2158	-3.8	85.9%	86.6%
	2159	-3.2	92.2%	95.3%
	2160	-4.3	89.1%	89.2%
	2163	-4.5	90.6%	92.7%
	2164	-2.7	89.1%	93.2%
	2165	-2.2	89.1%	92.8%
	2166	-3.1	87.5%	89.3%
	2167	-3.7	90.6%	93.9%
	2168	-3.8	92.2%	91.6%
	2170	-3.4	79.7%	86.4%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2171	-3.5	89.1%	87.0%
	2172	-3.4	87.5%	85.7%
	2173	-3.8	95.3%	90.9%
	2175	NA	70.3%	72.0%
	2190	-2.5	93.8%	92.2%
	2203	-2.3	92.9%	99.1%
	2205	-4.6	84.6%	90.4%
	2208	-4.3	100.0%	96.4%
	2213	-3.8	92.3%	99.0%
	2215	-2.5	92.3%	95.2%
	2218	NA	90.0%	88.8%
	2220	-4.3	75.0%	84.4%
	2222	-5.5	100.0%	98.1%
	2224	-7.1	92.3%	91.3%
	2228	-4.0	92.3%	87.5%
	2248	-4.6	92.3%	90.7%
	2249	-1.7	71.4%	83.2%
	2250	-1.9	50.0%	76.5%
	2251	-0.7	100.0%	96.4%
	2252	-3.3	56.5%	79.5%
	2253	-1.5	88.9%	90.7%
	2254	-2.1	77.8%	86.0%
	2255	-1.7	87.0%	91.3%
	2256	-4.0	61.5%	84.1%
	2257	-3.6	100.0%	89.0%
	2258	-2.9	92.3%	89.6%
	2259	-3.8	84.6%	66.5%
	2260	NA	84.6%	90.1%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2261	NA	69.2%	87.9%
	2275	NA	84.6%	84.6%
	2290	-6.0	71.4%	76.5%
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Springfield Shuttles	405	5.5	100.0%	98.4%
	409	NA	92.3%	95.7%
	412	NA	88.2%	93.6%
	416	NA	84.6%	84.6%
	417	NA	96.9%	95.2%
	432	NA	92.3%	92.3%
	450	7.5	92.6%	93.8%
	451	NA	95.3%	95.1%
	460	6.1	92.6%	92.2%
	461	NA	100.0%	100.0%
	463	7.8	100.0%	97.6%
	464	5.4	77.8%	87.7%
	465	NA	100.0%	100.0%
	467	9.3	100.0%	100.0%
	470	5.4	85.9%	91.5%
	471	NA	100.0%	99.8%
	473	NA	100.0%	98.8%
	474	NA	89.1%	90.8%
	475	7.9	98.4%	98.1%
	476	4.1	75.0%	80.7%
	478	1.1	98.4%	99.0%
	479	6.1	89.1%	91.0%
	488	7.5	63.0%	61.3%
	490	5.6	98.4%	98.3%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Springfield Shuttles	494	6.0	85.9%	86.6%
	495	6.0	98.4%	98.8%
	497	4.7	92.3%	90.6%
Northeast Regional - Roanoke	145	1.0	53.8%	84.6%
	147	-2.3	28.6%	84.3%
	156	-15.8	77.8%	79.9%
	171	-9.7	29.7%	80.1%
	176	-8.3	71.9%	67.6%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	77.8%	83.7%
	66	2.3	90.1%	79.8%
	67	-1.2	70.3%	84.9%
	82	0.8	100.0%	87.9%
	84	-3.2	68.8%	77.4%
	85	-1.2	62.5%	87.6%
	86	0.5	67.2%	67.6%
	87	1.0	59.3%	67.9%
	88	-1.3	77.8%	77.0%
	93	-0.9	34.4%	65.1%
	94	0.3	82.8%	82.7%
	95	2.0	51.6%	86.2%
	96	NA	84.6%	89.1%
	99	0.0	55.6%	81.2%
	125	-17.0	60.9%	86.6%
	157	-22.1	61.5%	84.1%
	164	-3.8	88.9%	91.9%
	174	-9.0	81.3%	76.5%
	194	-0.7	78.6%	68.0%
	195	0.3	48.1%	88.5%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	111	-1.9	95.3%	97.9%
	123	NA	100.0%	99.3%
	124	NA	100.0%	100.0%
	126	NA	92.3%	92.3%
	129	-2.0	96.8%	95.0%
	130	-3.1	96.9%	97.7%
	131	-1.7	100.0%	98.9%
	132	NA	92.3%	92.6%
	133	-2.1	84.6%	96.2%
	134	-1.2	84.6%	94.7%
	135	-0.6	92.6%	93.7%
	136	0.9	53.8%	77.2%
	137	-2.1	87.5%	93.0%
	138	-1.6	95.3%	95.6%
	139	NA	100.0%	92.3%
	140	1.4	70.4%	91.8%
	141	1.3	95.3%	96.5%
	143	-0.4	96.3%	87.1%
	146	0.7	71.4%	84.4%
	148	-0.9	96.9%	96.1%
	149	NA	100.0%	87.6%
	150	-1.2	92.6%	93.8%
	151	-1.4	92.2%	98.7%
	152	-1.7	100.0%	99.1%
	153	-2.0	100.0%	99.7%
	154	0.4	100.0%	100.0%
	155	-2.0	96.3%	93.0%
	158	1.0	96.3%	96.3%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	159	1.5	92.9%	94.2%
	160	-2.2	88.9%	90.2%
	161	0.6	81.5%	85.5%
	162	-1.4	92.6%	96.5%
	163	-1.6	78.6%	75.5%
	165	-1.6	88.9%	82.4%
	166	-2.6	92.3%	93.7%
	167	-2.6	100.0%	99.7%
	168	-0.1	92.9%	94.3%
	169	-2.0	85.2%	82.4%
	170	-3.7	96.9%	95.6%
	172	-1.8	85.9%	90.6%
	173	-1.4	93.8%	94.1%
	175	-0.7	82.8%	89.7%
	177	-0.4	84.4%	89.3%
	178	-2.5	96.9%	96.9%
	179	-0.8	95.3%	95.8%
	180	-2.9	93.8%	97.9%
	182	-2.7	90.6%	90.9%
	183	-0.4	100.0%	99.1%
	184	-5.2	95.3%	96.2%
	185	-4.4	98.4%	95.9%
	186	-0.7	92.2%	93.9%
	187	-2.5	87.5%	93.3%
	189	NA	92.3%	96.5%
	190	-1.1	98.4%	98.8%
	192	2.1	100.0%	100.0%
	193	-0.1	81.3%	89.2%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	196	0.8	94.1%	97.4%
Keystone - Keystone	600	-0.8	89.1%	98.3%
	601	-0.1	96.9%	97.0%
	605	-1.4	96.9%	97.1%
	607	-3.7	95.3%	96.9%
	609	-9.6	90.6%	94.9%
	610	-3.0	64.3%	93.5%
	611	-3.5	100.0%	92.3%
	612	-4.3	76.9%	87.8%
	615	-3.5	92.3%	97.2%
	618	-7.2	88.2%	91.6%
	619	-4.9	93.8%	91.6%
	620	-3.8	81.3%	93.5%
	622	-2.6	92.2%	96.0%
	637	-3.8	100.0%	100.0%
	639	-3.4	87.5%	97.9%
	640	0.1	89.1%	98.7%
	641	-3.2	96.9%	97.1%
	642	-7.2	90.6%	98.8%
	643	-2.3	93.8%	95.4%
	644	0.9	90.6%	94.7%
	645	-0.5	96.9%	96.9%
	646	-5.6	75.0%	92.2%
	647	0.0	92.2%	96.1%
	648	1.9	85.9%	92.8%
	649	-2.3	89.1%	96.0%
	650	0.7	90.6%	98.2%
	651	-1.9	82.8%	89.8%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	652	-1.0	84.4%	90.4%
	653	-2.3	92.2%	96.1%
	654	-0.1	98.4%	97.9%
	655	0.1	93.8%	95.5%
	656	-1.5	96.9%	95.6%
	658	-4.9	92.3%	95.7%
	660	0.3	74.1%	96.1%
	661	-1.6	96.3%	96.3%
	662	1.2	100.0%	96.7%
	663	-5.8	92.6%	92.1%
	664	-2.6	81.5%	97.9%
	665	-1.2	85.2%	94.3%
	666	-0.3	100.0%	98.8%
	667	-3.0	85.2%	91.6%
	669	-4.5	77.8%	90.9%
	670	-1.9	55.6%	84.9%
	671	-5.7	88.9%	91.9%
	672	-1.2	92.6%	96.3%
	674	NA	92.3%	92.3%
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	520	0.9	93.8%	92.9%
	521	0.8	96.9%	95.3%
	522	1.3	92.2%	92.6%
	523	0.4	93.8%	96.6%
	524	1.6	87.5%	78.6%
	525	-2.9	82.8%	93.2%
	527	1.2	95.3%	93.8%
	528	3.6	90.6%	81.8%



## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	529	1.8	93.8%	97.6%
	530	4.7	92.2%	94.8%
	531	1.9	79.7%	92.5%
	532	3.5	89.1%	91.9%
	534	3.3	96.9%	92.7%
	535	4.5	85.9%	92.9%
	536	1.1	92.2%	87.6%
	537	2.1	82.8%	88.1%
	538	1.6	93.8%	89.9%
	540	3.2	95.3%	97.2%
	541	2.4	95.3%	96.9%
	542	1.7	85.9%	83.2%
	543	2.1	84.4%	88.2%
	544	5.7	89.1%	93.4%
	545	2.0	90.6%	96.2%
	546	0.8	85.9%	81.7%
	547	2.5	93.8%	91.1%
	548	-3.0	81.3%	78.9%
	549	-0.9	85.9%	93.8%
	550	NA	82.8%	88.7%
	551	2.2	93.8%	93.8%
	553	2.0	96.9%	95.1%
	720	2.0	88.9%	92.2%
	723	0.0	100.0%	98.5%
	724	1.2	92.6%	94.1%
	727	0.8	96.3%	97.3%
	728	0.0	85.2%	89.9%
	729	0.2	88.9%	84.0%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	732	-2.7	74.1%	70.4%
	733	4.8	85.2%	85.2%
	734	5.0	100.0%	100.0%
	736	3.9	85.2%	89.7%
	737	3.2	81.5%	77.4%
	738	-1.0	96.3%	87.6%
	741	0.7	85.2%	90.4%
	742	-0.4	59.3%	53.3%
	743	0.6	63.0%	83.5%
	744	1.0	96.3%	85.2%
	745	-0.1	92.6%	95.1%
	746	1.6	92.6%	90.5%
	747	1.5	88.9%	92.8%
	748	1.3	70.4%	66.4%
	749	1.5	92.6%	96.7%
	751	3.2	96.3%	96.3%
Carolinian - Carolinian	79	-0.7	47.3%	59.4%
	80	-0.4	73.6%	63.2%
Cascades - Cascades	500	1.4	45.3%	59.5%
	501	-1.7	62.6%	74.5%
	502	4.6	85.2%	78.7%
	504	3.6	76.6%	69.9%
	505	-2.7	52.7%	59.1%
	506	-2.2	85.2%	78.4%
	507	4.5	73.6%	68.0%
	508	-3.1	67.0%	59.7%
	511	3.5	78.1%	66.9%
	513	4.3	66.7%	68.1%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Cascades - Cascades	516	-9.3	53.9%	76.2%
	517	3.2	54.9%	59.0%
	518	NA	50.5%	76.1%
	519	NA	83.1%	77.6%
Downeaster - Downeaster	680	-1.9	90.6%	96.4%
	681	-3.2	67.2%	88.8%
	682	-3.4	75.0%	92.1%
	683	-3.5	84.1%	92.0%
	684	-1.6	78.1%	93.9%
	685	-1.9	81.3%	96.0%
	686	-3.7	71.4%	91.2%
	687	-2.3	92.1%	92.5%
	688	-3.6	79.7%	95.5%
	689	-1.8	88.2%	90.2%
	690	-3.1	77.8%	96.9%
	691	-2.3	51.9%	90.1%
	692	-3.0	88.9%	95.2%
	693	-2.4	88.9%	93.9%
	694	-3.5	85.2%	95.9%
	695	-3.9	70.4%	87.7%
	696	-0.6	74.1%	88.6%
	697	-1.9	77.8%	82.9%
	698	-4.0	77.8%	91.4%
	699	-3.2	72.2%	80.4%
	1689	NA	97.4%	98.7%
Empire - Adirondack	68	2.8	79.1%	68.3%
	69	1.0	62.6%	79.5%
Empire - Ethan Allen Express	290	4.5	95.3%	96.1%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - Ethan Allen Express	291	5.3	100.0%	94.8%
	292	2.6	57.1%	72.0%
	293	4.9	100.0%	91.6%
	295	NA	85.2%	79.4%
	296	1.3	92.3%	94.2%
Empire - Maple Leaf	63	1.6	81.3%	71.7%
	64	0.9	87.9%	69.3%
Empire - New York - Albany	230	2.9	96.9%	98.8%
	232	1.3	92.2%	98.1%
	233	0.5	82.4%	88.2%
	234	1.0	90.6%	96.9%
	235	-0.4	87.5%	90.6%
	236	-0.8	92.2%	94.4%
	237	1.8	92.2%	93.4%
	238	1.8	87.9%	89.8%
	239	-0.5	94.1%	96.7%
	241	1.4	86.8%	89.6%
	242	3.2	93.8%	96.4%
	243	3.1	96.9%	96.4%
	244	-1.5	86.8%	89.7%
	245	2.5	98.4%	93.8%
	250	2.7	100.0%	97.4%
	252	-0.9	92.9%	93.9%
	253	8.3	88.9%	86.2%
	254	0.5	92.3%	97.4%
	255	0.6	84.6%	86.8%
	256	1.1	92.3%	85.7%
	259	0.2	92.6%	95.2%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - New York - Albany	260	NA	74.1%	86.8%
	261	7.0	100.0%	100.0%
Empire - New York - Niagara Falls	280	0.8	76.9%	81.4%
	281	2.3	52.7%	61.1%
	283	3.3	48.4%	67.8%
	284	2.1	80.2%	70.5%
	288	13.8	61.5%	56.4%
Heartland Flyer - Heartland Flyer	821	1.5	25.6%	73.6%
	822	0.8	31.1%	34.5%
Hiawatha - Hiawatha	329	0.9	96.9%	98.8%
	330	0.2	97.4%	99.0%
	331	2.1	94.5%	96.9%
	332	1.0	92.3%	98.7%
	333	-0.2	86.8%	93.4%
	334	0.9	85.6%	96.3%
	335	1.0	83.3%	89.0%
	336	1.8	93.4%	99.3%
	337	1.1	94.5%	98.9%
	338	-0.6	85.7%	93.6%
	339	0.2	79.1%	86.4%
	340	-0.4	90.1%	96.7%
	341	0.3	97.8%	98.5%
	342	-1.1	90.1%	93.2%
	343	NA	92.3%	92.3%
Hoosier - Hoosier	850	3.8	71.2%	61.8%
	851	6.2	80.8%	82.4%
Illinois - Carl Sandburg / Illinois Zephyr	380	1.5	74.7%	69.5%
	381	1.5	85.6%	87.0%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Illinois - Carl Sandburg / Illinois Zephyr	382	1.9	81.3%	73.3%
	383	1.3	67.0%	76.0%
Illinois - Illini / Saluki	390	0.0	30.8%	44.3%
	391	-0.8	26.4%	27.6%
	392	-2.5	11.0%	35.0%
	393	-2.8	50.5%	37.2%
Illinois - Lincoln Service	300	1.9	60.4%	74.8%
	301	4.1	70.3%	71.4%
	302	3.8	72.5%	81.7%
	303	3.4	81.3%	69.2%
	304	3.6	87.9%	84.5%
	305	1.3	64.8%	58.0%
	306	2.8	79.1%	80.0%
	307	2.9	78.0%	74.7%
Michigan - Blue Water	364	6.3	76.9%	52.7%
	365	9.0	30.8%	70.4%
Michigan - Pere Marquette	370	2.2	58.2%	57.4%
	371	5.9	80.2%	92.8%
Michigan - Wolverine	350	2.0	29.7%	48.7%
	351	8.6	24.2%	70.6%
	352	3.8	35.2%	31.1%
	353	8.1	30.8%	58.7%
	354	2.5	36.3%	32.3%
	355	7.1	28.9%	41.8%
Missouri - Missouri	311	3.6	74.2%	52.7%
	313	4.6	71.7%	51.5%
	314	7.8	75.8%	51.0%
	316	7.4	73.3%	48.3%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pacific Surfliner - Pacific Surfliner	561	NA	92.2%	94.1%
	562	-1.3	84.3%	90.4%
	564	-4.4	79.7%	83.4%
	565	-3.0	78.1%	90.2%
	566	-1.4	73.4%	85.1%
	569	NA	79.7%	84.1%
	572	-5.7	43.8%	71.7%
	573	-3.4	87.5%	93.2%
	579	-3.0	89.1%	94.8%
	580	-3.1	85.7%	91.8%
	583	-6.3	75.3%	72.1%
	584	NA	71.9%	85.5%
	590	-3.6	88.9%	90.3%
	591	-2.1	83.5%	88.1%
	595	-3.7	73.6%	77.4%
	759	NA	81.3%	87.5%
	763	-2.0	63.7%	78.5%
	767	NA	57.8%	71.1%
	768	-1.4	87.9%	94.0%
	774	-1.9	72.5%	65.5%
	777	NA	52.7%	61.0%
	782	NA	74.7%	67.6%
	785	-3.1	46.2%	47.3%
	792	-1.8	76.9%	89.6%
	796	-0.3	76.9%	73.4%
	1564	NA	88.9%	95.2%
	1565	NA	100.0%	100.0%
	1566	NA	96.0%	95.3%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pacific Surfliner - Pacific Surfliner	1569	NA	68.0%	75.6%
	1572	NA	12.0%	60.8%
	1573	NA	84.0%	88.3%
	1579	NA	88.9%	89.2%
	1584	NA	92.6%	95.4%
	1590	NA	80.0%	82.8%
	1761	NA	74.1%	91.8%
	1767	NA	92.6%	87.4%
Pennsylvanian - Pennsylvanian	42	-0.5	69.2%	62.3%
	43	-1.8	51.6%	57.3%
Piedmont - Piedmont	73	-0.1	72.5%	88.5%
	74	0.0	55.2%	73.0%
	75	NA	49.4%	69.4%
	76	NA	49.4%	76.4%
	77	NA	63.2%	73.3%
	78	NA	58.2%	78.9%
San Joaquins - San Joaquins	701	-3.1	90.9%	88.6%
	702	-1.5	74.7%	77.0%
	703	-2.9	82.4%	83.6%
	704	-0.6	82.4%	71.6%
	710	NA	50.5%	63.2%
	711	-0.9	80.2%	82.6%
	712	-2.5	59.3%	70.1%
	713	0.0	62.6%	68.2%
	714	-1.9	74.7%	76.6%
	715	-0.6	39.6%	61.9%
	716	-0.7	76.9%	73.3%
	717	-1.5	60.4%	60.5%



## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
San Joaquins - San Joaquins	718	-1.4	70.1%	67.6%
	719	NA	67.0%	74.6%
	1701	NA	57.1%	55.4%
	1718	NA	50.0%	58.0%
Vermont - Vermont	54	3.0	92.6%	84.2%
	55	4.0	95.3%	78.5%
	56	3.3	89.1%	76.8%
	57	3.2	96.3%	87.9%
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train - Auto Train	52	2.2	64.8%	70.9%
	53	-0.2	56.0%	68.1%
California Zephyr - California Zephyr	5	1.6	45.1%	25.0%
	6	2.2	7.7%	38.5%
Capitol Ltd - Capitol Ltd	29	-1.5	37.4%	51.7%
	30	-0.7	24.2%	23.8%
Cardinal - Cardinal	50	0.0	28.2%	51.0%
	51	1.1	66.7%	52.2%
City Of New Orleans - City Of New Orleans	58	0.6	78.0%	48.4%
	59	0.6	71.4%	46.5%
Coast Starlight - Coast Starlight	11	-0.3	80.2%	60.0%
	14	0.3	45.1%	34.2%
Crescent - Crescent	19	-2.8	11.0%	35.7%
	20	-2.7	22.0%	22.6%
Empire Builder - Empire Builder	7	-0.8	74.7%	54.1%
	8	-1.0	34.1%	32.9%
	27	-1.9	74.2%	49.5%
	28	-0.9	90.9%	71.6%
Lake Shore Ltd - Lake Shore Ltd	48	1.8	68.1%	44.8%

## 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 Q4 to FY 2019 Q3)	End Point OTP for FY 2019 Q3	All Stations OTP for FY 2019 Q3
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Lake Shore Ltd - Lake Shore Ltd	49	-1.1	45.1%	54.2%
	448	2.4	51.7%	27.8%
	449	4.1	83.6%	62.8%
Palmetto - Palmetto	89	-0.3	46.2%	65.6%
	90	0.2	58.2%	50.1%
Silver Meteor - Silver Meteor	97	0.5	60.4%	60.2%
	98	0.5	33.0%	35.7%
Silver Star - Silver Star	91	-0.5	27.5%	42.2%
	92	0.3	39.6%	29.6%
Southwest Chief - Southwest Chief	3	-1.0	57.1%	32.3%
	4	-0.7	19.8%	37.5%
Sunset Ltd - Sunset Ltd	1	1.5	23.1%	6.9%
	2	0.5	15.4%	30.0%
Texas Eagle - Texas Eagle	21	1.3	34.1%	24.0%
	22	1.9	18.7%	21.3%

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 2019 Q3 Largest Two Delay Codes				
				#1		#2		
<i>Standard</i>			900					
<b>Acela Express</b>								
Acela Express	2150	MNRR	2,843	DSR	2,137	CTI	647	
	2151	MNRR	2,254	DSR	1,515	CTI	564	
	2153	MNRR	2,015	CTI	1,565	DSR	349	
	2154	MNRR	2,893	DSR	1,526	CTI	949	
	2155	MNRR	1,716	CTI	792	DSR	505	
	2158	MNRR	2,542	DSR	1,370	CTI	611	
	2159	MNRR	2,028	CTI	1,080	DSR	435	
	2160	MNRR	2,056	CTI	1,314	DSR	578	
	2163	MNRR	2,227	DSR	1,180	DMW	435	
	2164	MNRR	1,297	DSR	617	CTI	432	
	2165	MNRR	1,576	DSR	915	CTI	371	
	2166	MNRR	1,802	CTI	1,049	DSR	460	
	2167	MNRR	1,702	CTI	865	DSR	619	
	2168	MNRR	1,722	CTI	1,010	DSR	494	
	2170	MNRR	2,015	CTI	1,395	DET	371	
	2171	MNRR	2,969	DSR	2,400	CTI	296	
	2172	MNRR	1,797	CTI	739	DSR	645	
	2173	MNRR	2,154	DSR	1,158	CTI	843	
	2175	MNRR	1,719	DSR	1,230	CTI	299	
	2190	MNRR	3,318	CTI	1,526	DSR	1,459	
	2248	MNRR	3,475	DSR	1,484	DET	1,470	
	2249	MNRR	2,156	CTI	1,059	DSR	536	
	2250	MNRR	1,811	DSR	1,186	CTI	306	
	2251	MNRR	1,964	DSR	651	DCS, CTI	434	
	2252	MNRR	2,578	DSR	1,110	CTI	800	
	2253	MNRR	1,878	CTI	1,131	DET	357	
	2254	MNRR	1,283	DSR	595	CTI	377	
	2255	MNRR	1,700	CTI	955	DCS	380	
	2256	MNRR	1,387	DSR	907	CTI	234	
	2257	MNRR	1,841	CTI	1,442	DSR	343	
	2258	MNRR	1,113	CTI	852	DCS	110	
	2259	MNRR	1,731	CTI	1,168	DSR	522	
	2260	MNRR	783	CTI	591	RTE	69	
	2261	MNRR	2,239	DSR	1,113	DCS	604	
	2275	MNRR	1,030	DSR	687	RTE	179	
	2290	MNRR	1,990	DSR	1,199	DMW	740	
<b>Other NEC Corridor Routes</b>								
Northeast Regional	All Other Northeast Regional	132	MNRR	1,786	CTI	701	DSR	673

**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 2019 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			<i>900</i>				
	135	MNRR	1,766	CTI	655	DSR	496
	136	MNRR	2,225	DSR	1,277	CTI	591
	137	MNRR	2,126	CTI	1,244	DSR	745
	139	MNRR	1,868	DSR	1,305	CTI	398
	140	MNRR	2,877	CTI	1,389	DSR	1,376
	141	MNRR	1,950	DSR	1,133	CTI	798
	143	MNRR	2,731	DSR	1,495	CTI	628
	146	MNRR	1,607	DSR	1,352	CTI	242
	148	MNRR	1,850	DSR	996	CTI	410
	149	MNRR	2,995	CTI	1,154	DSR	1,085
	150	MNRR	1,944	DSR	1,138	CTI	489
	160	MNRR	2,454	DSR	1,104	CTI	622
	161	MNRR	2,030	DSR	1,210	CTI	562
	162	MNRR	1,991	DSR	939	CTI	496
	163	MNRR	2,181	DSR	906	CTI	791
	165	MNRR	2,249	DSR	1,230	CTI	1,019
	166	MNRR	1,648	CTI	1,621	RTE	27
	167	MNRR	1,556	DSR	1,071	CTI	293
	168	MNRR	1,390	DSR	599	CTI	472
	169	MNRR	2,130	DSR	1,448	CTI	351
	170	MNRR	3,078	DSR	2,667	CTI	368

## 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 2019 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	172	MNRR	2,252	DSR	1,219	CTI	547
	173	MNRR	2,458	DSR	1,537	CTI	686
	175	MNRR	3,703	CTI	2,773	DSR	720
	177	MNRR	2,017	DSR	1,124	CTI	603
	178	MNRR	1,660	DSR	1,161	CTI	382
	179	MNRR	1,886	DSR	1,493	CTI	226
	190	MNRR	3,507	DSR	2,266	CTI	996
	65	CSX	1,553	FTI	619	DCS	289
Richmond / Newport News / Norfolk	65	MNRR	3,201	DSR	1,515	RTE	522
	66	CSX	774	DSR	261	FTI	220
	66	MNRR	2,447	DSR	1,684	PET	330
	67	CSX	1,778	RTE	420	FTI	363
	67	MNRR	2,648	DSR	2,238	CTI	385
	82	CSX	622	DCS	279	RTE	186
	82	MNRR	2,296	DSR	1,429	DMW, CTI	268
	84	CSX	887	RTE	279	DSR	173
	84	NS	464	DSR	201	FTI	123
	85	CSX	1,432	CTI	576	RTE	425
	86	CSX	1,615	CTI	775	RTE	308
	86	MNRR	3,147	CTI	1,621	DMW	809
	87	CSX	577	FTI	187	RTE	182

## 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 2019 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	87	NS	1,289	DCS	393	RTE	380
	88	CSX	524	RTE	294	FTI	61
	88	MNRR	2,937	DSR	1,409	CTI	939
	88	NS	283	DSR	137	DCS	128
	93	CSX	1,131	CTI	422	RTE	367
	93	MNRR	2,796	DSR	1,370	CTI	938
	93	NS	944	DSR	362	DCS	227
	94	CSX	1,147	RTE	345	FTI	292
	94	MNRR	2,497	DSR	1,250	CTI	1,102
	94	NS	546	DSR	157	RTE	151
	95	CSX	1,030	RTE	376	FTI	262
	95	MNRR	1,808	CTI	1,356	DSR	368
	95	NS	1,452	DCS	434	RTE	406
	96	CSX	955	PTI	380	DSR	215
	96	MNRR	1,896	DSR	1,058	CTI	687
	99	CSX	464	DSR	199	RTE	129
	99	MNRR	2,116	DSR	959	CTI	780
	125	CSX	1,348	RTE	301	DSR	290
	157	CSX	660	FTI	300	RTE	139
	157	MNRR	2,143	DSR	893	CTI	893
	157	NS	1,728	DCS	1,111	RTE	266

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>				<b>900</b>				
	164	CSX	830	PTI	286	FTI	286	
	164	MNRR	2,169	DSR	1,257	CTI	655	
	174	CSX	1,505	FTI	441	RTE	355	
	174	MNRR	2,307	CTI	1,063	DSR	1,038	
	194	CSX	1,743	DCS	342	DMW	338	
	194	MNRR	1,837	CTI	1,620	DSR	217	
	195	CSX	692	PTI	337	DSR	107	
	195	MNRR	2,011	CTI	1,250	DSR	642	
	Roanoke	145	NS	755	FTI	353	PTI	189
		147	MNRR	3,444	CTI	1,314	DSR	1,135
		147	NS	893	FTI	539	DSR	146
		156	NS	336	PTI	130	DSR	91
		171	MNRR	3,064	DSR	2,210	CTI	441
		171	NS	1,104	FTI	549	DSR	193
		176	MNRR	2,162	DSR	1,331	CTI	600
		176	NS	395	DSR	120	FTI	116
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	520	UP	620	PTI	289	DSR	151
		521	UP	286	PTI	92	FTI	49
		522	UP	341	DSR	162	PTI	101
		523	UP	512	PTI	239	DCS	95
		524	UP	789	PTI	471	DCS	97
		525	UP	767	PTI	267	CTI	210
		527	UP	817	PTI	243	CTI	208
		528	UP	963	PTI	358	DCS	151
		529	UP	439	PTI	264	DSR	61
		530	UP	606	PTI	308	RTE	85

## 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 2019 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	531	UP	856	PTI	422	DCS	204
	532	UP	354	DSR	99	DCS	67
	534	UP	355	PTI	166	FTI	79
	535	UP	460	DCS	209	PTI	98
	536	UP	759	FTI	248	DSR	151
	537	UP	619	PTI	296	CTI	148
	538	UP	437	PTI	146	DSR	119
	540	UP	338	PTI	157	FTI	86
	541	UP	415	PTI	135	DSR	89
	542	UP	825	PTI	476	DCS	122
	543	UP	741	PTI	261	CTI	188
	544	UP	667	PTI	388	DCS	157
	545	UP	450	PTI	264	DSR	149
	546	UP	843	PTI	502	DCS	114
	547	UP	708	PTI	237	CTI	199
	548	UP	739	PTI	450	DCS	106
	549	UP	448	PTI	211	DSR	106
	550	UP	796	PTI	411	DCS	136
	551	UP	347	PTI	130	RTE	76
	553	UP	609	DSR	203	PTI, DMW	124
	720	UP	477	FTI	270	DSR	95
	723	UP	279	DCS	112	PTI	67
	724	UP	511	PTI	321	DSR	64
	727	UP	368	DCS	87	DMW	73
	728	UP	514	PTI	253	DMW	78
	729	UP	442	PTI	168	DCS	80
	732	UP	787	PTI	274	FTI	187
	733	UP	401	FTI	138	DSR, DCS	94
	734	UP	149	DCS	58	RTE	41
	736	UP	494	PTI	191	DCS	145
	737	UP	497	PTI	157	FTI	149



## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		738	UP	452	PTI	182	DCS	115
		741	UP	254	PTI	117	DCS	67
		742	UP	1,118	PTI	568	FTI	250
		743	UP	963	PTI	592	DCS	198
		744	UP	628	PTI	486	DCS	75
		745	UP	523	PTI	307	DSR	83
		746	UP	423	PTI	294	RTE	46
		747	UP	723	PTI	349	DCS	154
		748	UP	597	PTI	159	DTR, DCS	120
		749	UP	431	PTI	216	RTE	95
		751	UP	408	PTI	187	DSR	92
Carolinian	Carolinian	79	CSX	1,393	PTI	318	FTI	307
		79	NS	969	PTI	339	DCS	301
		80	CSX	1,419	RTE	339	FTI	333
		80	NS	775	PTI	239	FTI	229
Cascades	Cascades	500	BNSF	1,133	RTE	304	DSR	284
		500	UP	1,341	FTI	695	DSR	466
		501	BNSF	1,130	FTI	414	DSR	232
		502	BNSF	736	RTE	216	DSR	143
		504	BNSF	947	FTI	266	PTI	168
		505	BNSF	824	RTE	204	FTI	181
		505	UP	1,808	FTI	592	DSR	554
		506	BNSF	539	FTI	190	RTE	151
		506	UP	1,323	FTI	636	DSR	443
		507	BNSF	931	FTI	266	RTE	188
		508	BNSF	836	FTI	262	DMW	219
		508	UP	2,501	PTI	1,031	FTI	677
		511	UP	1,460	DSR	662	FTI	558
		513	UP	1,564	PTI	562	DSR	434
		516	BNSF	1,949	DSR	815	PTI	505
		517	BNSF	1,073	DSR	338	FTI	248

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		518	BNSF	1,283	FTI	441	DSR	430
		519	BNSF	1,273	PTI	486	DSR	477
Downeaster	Downeaster	680	MBTA	1,203	CTI	1,112	DSR	54
		680	PanAm	427	FTI	190	DSR	176
		681	MBTA	430	DSR	178	CTI	112
		681	PanAm	1,229	PTI	616	DSR	243
		682	MBTA	1,264	CTI	458	DSR	370
		682	PanAm	420	DSR	143	DCS	113
		683	MBTA	701	DCS	218	CTI	210
		683	PanAm	761	PTI	444	DSR	211
		684	MBTA	1,095	CTI	794	DSR	136
		684	PanAm	1,033	PTI	270	DCS	210
		685	MBTA	678	CTI	508	DCS	54
		685	PanAm	522	DSR	176	PTI	158
		686	MBTA	1,370	CTI	742	FTI	414
		686	PanAm	679	PTI	255	DMW	140
		687	MBTA	491	CTI	319	FTI	80
		687	PanAm	1,311	PTI	844	FTI	392
		688	MBTA	823	CTI	641	DCS	124
		688	PanAm	990	PTI	508	FTI	313
		689	MBTA	420	CTI	265	DCS	132
		689	PanAm	941	FTI	836	DSR	61
		690	MBTA	932	DTR	545	PTI, CTI	94
		690	PanAm	499	FTI	267	DSR	153
		691	MBTA	859	DTR	545	RTE	105
		691	PanAm	1,033	PTI	718	DSR	232
		692	MBTA	670	DTR	377	FTI	115
		692	PanAm	926	FTI	683	DSR	135
		693	MBTA	607	DTR	429	DCS	84
		693	PanAm	1,080	PTI	625	DSR	264
		694	MBTA	806	DTR	587	CTI	178

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			<b>900</b>					
<b>Non-NEC Corridor Routes</b>								
		694	PanAm	551	PTI	395	DCS	83
		695	MBTA	461	DTR	189	DMW, DCS	136
		695	PanAm	1,276	PTI	583	DCS	486
		696	MBTA	796	DTR	492	CTI	220
		696	PanAm	418	DSR	166	DCS	158
		697	MBTA	126	DTR	73	DMW	31
		697	PanAm	860	PTI	329	DCS	288
		698	MBTA	524	DTR	272	CTI	199
		698	PanAm	1,183	DMW	541	PTI	205
		699	MBTA	423	DCS	260	CTI	114
		699	PanAm	723	DCS	364	RTE	166
		1689	MBTA	678	CTI	482	PTI	61
		1689	PanAm	175	DSR	115	FTI	58
Empire	Adirondack	68	Amtrak	53	PTI	34	DCS	14
		68	CN	2,920	DSR	1,969	DMW	350
		68	CP	693	PTI	276	DSR	217
		68	MNRR	1,270	CTI	562	RTE	262
		69	CN	5,148	DSR	2,429	RTE	1,480
		69	CP	1,047	PTI	688	DSR	208
		69	MNRR	1,190	DMW	609	CTI	238
	Ethan Allen Express	290	Amtrak	238	PTI	197	RTE	27
		290	CP	965	DSR	482	DCS	244
		290	MNRR	1,479	DMW	557	CTI	397
		290	VTR	533	DSR	479	DCS	54
		291	CP	811	DSR	381	PTI	322
		291	MNRR	1,481	RTE	699	CTI	545
		291	VTR	476	DSR	443	FTI, DCS	16
		292	Amtrak	273	PTI	273		
		292	CP	2,314	PTI	1,626	FTI	415
		292	MNRR	4,597	PTI	2,388	DMW	1,603
		292	VTR	658	DSR	658		

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		293	CP	358	DSR	192	FTI	102
		293	MNRR	2,149	CTI	1,618	DSR	254
		293	VTR	676	DSR	579	DCS	97
		295	CP	505	DSR	177	DCS	170
		295	MNRR	2,023	CTI	1,047	RTE	587
		295	VTR	370	DSR	241	DCS	129
		296	CP	1,022	PTI	601	DSR	281
		296	MNRR	1,437	RTE	1,232	PTI, DSR	85
		296	VTR	772	DSR	772		
	Maple Leaf	63	CSX	1,128	FTI	348	RTE	316
		63	MNRR	1,161	CTI	497	RTE	395
		64	Amtrak	3	DCS	3		
		64	CSX	1,308	FTI	543	RTE	319
		64	MNRR	1,491	CTI	549	RTE	404
	New York - Albany	230	MNRR	724	CTI	383	DSR	208
		232	MNRR	598	CTI	299	RTE	179
		233	MNRR	1,879	CTI	785	RTE	547
		234	MNRR	1,072	CTI	469	DSR	292
		235	MNRR	763	CTI	432	RTE	186
		236	MNRR	877	CTI	324	RTE	222
		237	MNRR	1,155	CTI	863	DSR	118
		238	MNRR	1,565	DMW	495	CTI	428
		239	MNRR	2,025	CTI	1,631	PTI	222
		241	MNRR	1,114	DMW	626	CTI	252
		242	MNRR	944	CTI	581	DSR	252
		243	MNRR	588	CTI	244	RTE	229
		244	MNRR	2,165	CTI	688	RTE	623
		245	MNRR	1,121	CTI	679	RTE	270
		250	MNRR	413	CTI	174	RTE	145
		252	MNRR	1,155	CTI	370	RTE	359
		253	MNRR	1,849	CTI	523	DMW	483

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		254	MNRR	1,111	RTE	471	DSR	254
		255	MNRR	966	RTE	495	CTI	314
		256	MNRR	1,944	DMW	749	PTI	604
		259	MNRR	965	PTI	314	RTE	174
		260	MNRR	2,291	CTI	634	DMW	494
		261	MNRR	302	CTI	157	DSR	87
	New York - Niagara Falls	280	Amtrak	45	DCS	33	DMW	12
		280	CSX	651	RTE	235	FTI	178
		280	MNRR	2,045	CTI	974	DMW	600
		281	CSX	1,178	RTE	380	FTI	341
		281	MNRR	1,958	CTI	890	DMW	395
		283	CSX	1,104	FTI	460	RTE	419
		283	MNRR	1,918	CTI	907	RTE	445
		284	Amtrak	4	DCS	4		
		284	CSX	968	RTE	348	FTI	261
		284	MNRR	1,782	DMW	577	CTI	467
		288	CSX	1,077	RTE	277	FTI	241
		288	MNRR	1,248	RTE	624	CTI	471
Heartland Flyer	Heartland Flyer	821	BNSF	2,345	DSR	1,378	FTI	829
		822	BNSF	2,155	DSR	1,245	FTI	770
Hiawatha	Hiawatha	329	CP	85	DCS	38	DMW	29
		329	Metra	350	DSR	173	RTE, CTI	49
		330	CP	31	FTI	12	DMW	12
		330	Metra	4,183	CTI	3,588	DCS	376
		331	CP	180	DCS	93	DMW	50
		331	Metra	953	CTI	374	DSR	205
		332	CP	372	DMW	134	FTI	130
		332	Metra	1,854	DSR	865	DMW	303
		333	CP	468	FTI	172	CTI	124
		333	Metra	1,598	CTI	641	DCS	367
		334	CP	494	FTI	180	DCS	157

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		334	Metra	2,033	DSR	785	DMW	387
		335	CP	469	PTI	174	CTI	134
		335	Metra	1,560	CTI	676	DMW	312
		336	CP	446	FTI	207	RTE	107
		336	Metra	1,623	DSR	777	DMW	360
		337	CP	96	DCS	48	FTI	25
		337	Metra	719	DSR	179	CTI	154
		338	CP	476	FTI	128	DCS	128
		338	Metra	2,539	CTI	1,223	DSR	851
		339	CP	530	CTI	375	DCS	110
		339	Metra	2,423	CTI	1,945	DSR	274
		340	CP	356	CTI	124	FTI	120
		340	Metra	1,691	CTI	881	DSR	596
		341	CP	70	FTI	48	RTE	17
		341	Metra	950	CTI	645	DSR	142
		342	CP	275	FTI	128	DMW	83
		342	Metra	2,363	CTI	1,331	DSR	769
		343	CP	319	RTE	217	FTI	101
		343	Metra	655	DSR	315	DCS	243
Hoosier	Hoosier	850	CSX	437	FTI	261	DCS	127
		851	CSX	423	FTI	140	DCS	109
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	690	DSR	299	FTI	114
		381	BNSF	775	DSR	293	FTI	210
		382	BNSF	789	FTI	294	DSR	245
		383	BNSF	756	DSR	306	FTI	232
	Illini / Saluki	390	CN	1,708	DCS	664	FTI	535
		391	CN	2,162	DCS	936	FTI	582
		392	CN	1,953	DCS	903	FTI	389
		393	CN	1,413	DCS	663	FTI	334

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	Lincoln Service	300	CN	3,202	FTI	1,149	DSR	1,112
		300	UP	925	FTI	482	PTI	158
		301	CN	3,158	DSR	1,345	CTI	657
		301	UP	1,011	FTI	384	PTI	354
		302	CN	3,647	FTI	1,361	DSR	1,269
		302	UP	953	FTI	367	PTI	359
		303	CN	2,987	DSR	1,317	FTI	960
		303	UP	762	FTI	292	PTI	258
		304	CN	3,395	FTI	1,904	DSR	1,143
		304	UP	652	PTI	198	FTI	153
		305	CN	2,801	DSR	1,367	FTI	669
		305	UP	990	PTI	439	FTI	291
		306	CN	3,319	FTI	1,917	DSR	1,118
		306	UP	941	PTI	393	FTI	288
		307	CN	2,428	DSR	1,209	FTI	868
		307	UP	851	FTI	345	PTI	253
Michigan	Blue Water	364	Amtrak	672	DSR	529	FTI	61
		364	CN	834	FTI	653	DCS	127
		364	MIDOT	110	DCS	110		
		364	NS	2,780	FTI	2,367	RTE	246
		365	Amtrak	1,422	DSR	603	PTI	466
		365	CN	1,152	FTI	888	DMW	136
		365	MIDOT	1,119	DCS	929	PTI	130
		365	NS	4,223	FTI	2,808	DCS	395
	Pere Marquette	370	CSX	581	DSR	273	DCS	156
		370	NS	3,223	FTI	2,622	DCS	271
		371	CSX	365	DSR	227	FTI	66
		371	NS	3,246	FTI	1,836	PTI	723
	Wolverine	350	Amtrak	2,085	PTI	1,032	DSR	673
		350	CN	3,354	FTI	984	DSR	893
		350	MIDOT	738	PTI	309	DCS	198

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		350	NS	2,627	FTI	1,896	DMW	314
		351	Amtrak	1,404	DSR	566	PTI	414
		351	CN	1,819	FTI	774	DSR	638
		351	MIDOT	674	DCS	312	DMW	182
		351	NS	3,876	FTI	2,172	PTI	472
		352	Amtrak	978	DSR	567	PTI	206
		352	CN	2,443	DSR	1,136	FTI	886
		352	MIDOT	997	PTI	671	DCS	172
		352	NS	5,673	FTI	3,648	PTI	651
		353	Amtrak	1,073	DSR	672	PTI	198
		353	CN	3,474	FTI	1,309	DMW	864
		353	MIDOT	948	DCS	362	PTI	344
		353	NS	4,825	FTI	3,565	DMW	653
		354	Amtrak	853	DSR	556	PTI	151
		354	CN	2,210	FTI	1,025	DSR	724
		354	MIDOT	609	PTI	321	DSR	116
		354	NS	3,031	FTI	2,093	DCS	514
		355	Amtrak	1,334	DSR	712	PTI	414
		355	CN	2,493	FTI	1,319	DSR	487
		355	MIDOT	788	PTI	548	DCS	123
		355	NS	2,396	FTI	1,697	PTI	274
Missouri	Missouri	311	UP	889	FTI	436	DSR	183
		313	UP	958	FTI	579	DSR	237
		314	UP	998	FTI	496	DSR	288
		316	UP	1,135	FTI	619	DSR	227
Pacific Surfliner	Pacific Surfliner	561	BNSF	1,948	CTI	1,112	DCS	632
		561	SCRRA	775	CTI	381	DCS	262
		561	SDNRR	1,422	FTI	634	CTI	315
		562	BNSF	779	DCS	282	FTI	162
		562	SCRRA	916	CTI	462	PTI	290
		562	SDNRR	1,714	CTI	901	PTI	509



## 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 2019 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	564	BNSF	2,471	FTI	705	DCS	698
	564	SCRRA	2,101	CTI	1,371	PTI	328
	564	SDNRR	1,479	CTI	742	PTI	534
	565	BNSF	1,538	DCS	443	CTI	345
	565	SCRRA	1,729	PTI	755	CTI	403
	565	SDNRR	1,834	CTI	1,048	PTI	465
	566	BNSF	1,779	DCS	635	CTI	317
	566	SCRRA	2,842	PTI	2,001	CTI	713
	566	SDNRR	742	PTI	512	DMW	106
	569	BNSF	1,090	DCS	523	DSR	211
	569	SCRRA	1,099	PTI	841	DCS	126
	569	SDNRR	837	CTI	307	DCS	226
	572	BNSF	1,817	DCS	545	DMW	378
	572	SCRRA	1,003	DCS	318	PTI	268
	572	SDNRR	2,914	PTI	1,269	CTI	1,173
	573	BNSF	1,200	DCS	698	DSR	270
	573	SCRRA	304	DCS	171	PTI	79
	573	SDNRR	1,202	PTI	639	CTI	228
	579	BNSF	1,351	DCS	908	FTI	207
	579	SCRRA	414	CTI	282	DCS	108
	579	SDNRR	893	PTI	444	CTI	357
	580	BNSF	1,334	DCS	940	FTI	148
	580	SCRRA	1,381	PTI	623	CTI	553
	580	SDNRR	1,255	CTI	644	PTI	350
	583	BNSF	1,068	DCS	370	DSR	307
	583	SCRRA	1,425	CTI	624	PTI	551
	583	SDNRR	1,233	CTI	707	PTI	362
	584	BNSF	719	CTI	349	DSR	145
	584	SCRRA	910	PTI	331	CTI	209
	584	SDNRR	2,160	CTI	1,695	PTI	192
	590	BNSF	915	FTI	332	DCS	251

## 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 2019 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	590	SCRRA	511	DCS	172	CTI	121
	590	SDNRR	1,405	PTI	364	CTI	357
	591	BNSF	610	RTE	217	DCS	207
	591	SCRRA	557	CTI	264	RTE	109
	591	SDNRR	908	CTI	488	PTI	238
	595	BNSF	1,830	RTE	445	DMW	404
	595	SCRRA	513	RTE	132	CTI	115
	595	SDNRR	1,658	PTI	501	CTI	488
	759	SCRRA	1,102	CTI	832	DSR	128
	759	UP	2,209	PTI	1,026	CTI	589
	763	BNSF	1,360	DCS	608	PTI	276
	763	SCRRA	656	PTI	293	CTI	167
	763	SDNRR	1,015	CTI	516	FTI	236
	763	UP	1,200	PTI	556	DCS	236
	767	BNSF	1,635	RTE	501	PTI	407
	767	SCRRA	823	CTI	280	PTI	196
	767	SDNRR	2,553	PTI	1,183	CTI	1,071
	767	UP	2,207	PTI	1,418	DSR	389
	768	BNSF	1,017	FTI	312	DCS	240
	768	SCRRA	974	PTI	351	CTI	285
	768	SDNRR	603	PTI	282	CTI	156
	768	UP	564	DSR	287	PTI	144
	774	BNSF	1,370	DCS	731	DMW	215
	774	SCRRA	969	PTI	413	CTI	274
	774	SDNRR	1,970	PTI	1,041	CTI	727
	774	UP	1,115	PTI	543	DCS	334
	777	BNSF	1,319	DCS	480	DSR	291
	777	SCRRA	1,073	CTI	483	PTI	378
	777	SDNRR	1,215	PTI	996	CTI	84
	777	UP	1,326	PTI	943	DCS	176
	782	BNSF	1,312	DCS	601	CTI	559

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	782	SCRRA	1,387	CTI	680	PTI	433	
	782	SDNRR	2,107	CTI	1,223	PTI	608	
	782	UP	2,314	PTI	1,586	DSR	416	
	785	BNSF	1,871	CTI	475	DSR	465	
	785	SCRRA	1,095	PTI	476	CTI	332	
	785	SDNRR	2,520	CTI	1,580	PTI	712	
	785	UP	722	PTI	276	DSR	254	
	792	BNSF	797	DCS	337	DMW	266	
	792	SCRRA	917	CTI	475	DCS	142	
	792	SDNRR	1,622	PTI	577	FTI	503	
	792	UP	2,962	CTI	1,537	PTI	1,011	
	796	BNSF	1,097	DMW	329	FTI	287	
	796	SCRRA	763	PTI	316	CTI	174	
	796	SDNRR	1,537	FTI	1,162	CTI	134	
	796	UP	1,634	PTI	905	CTI	291	
	1564	BNSF	787	PTI	376	DCS	197	
	1564	SCRRA	660	PTI	440	CTI	144	
	1564	SDNRR	1,400	CTI	631	PTI	478	
	1565	BNSF	930	PTI	298	FTI	298	
	1565	SCRRA	898	PTI	881	RTE	17	
	1565	SDNRR	166	PTI	87	DCS	27	
	1566	BNSF	540	CTI	205	DCS	186	
	1566	SCRRA	1,322	PTI	1,008	CTI	127	
	1566	SDNRR	1,657	CTI	839	PTI	772	
	1569	BNSF	837	DCS	279	FTI	242	
	1569	SCRRA	576	PTI	525	DCS	42	
	1569	SDNRR	3,241	CTI	1,531	PTI	1,358	
	1572	BNSF	1,172	DSR	298	DCS	298	
	1572	SCRRA	1,492	PTI	1,203	CTI	186	
	1572	SDNRR	2,582	CTI	1,131	PTI	1,085	
	1573	BNSF	1,434	DCS	523	PTI	213	

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		1573	SCRRA	689	CTI	556	DCS	106
		1573	SDNRR	1,130	PTI	603	DCS	236
		1579	BNSF	758	CTI	258	DSR	207
		1579	SCRRA	301	CTI	252	PTI, DCS	24
		1579	SDNRR	1,710	CTI	918	PTI	586
		1584	BNSF	310	DCS	276	DSR	34
		1584	SCRRA	1,635	CTI	952	PTI	610
		1584	SDNRR	1,717	CTI	932	PTI	532
		1590	BNSF	298	PTI	149	CTI	112
		1590	SCRRA	1,339	PTI	1,246	DCS	68
		1590	SDNRR	679	PTI	426	DCS	93
		1761	BNSF	1,102	DCS	362	FTI	345
		1761	SCRRA	243	PTI	115	DCS	88
		1761	SDNRR	479	DCS	246	DSR	126
		1761	UP	2,365	PTI	2,097	DSR	222
		1767	BNSF	1,378	RTE	655	DSR	241
		1767	SCRRA	354	PTI	127	DCS	123
		1767	SDNRR	2,037	CTI	1,411	PTI	499
		1767	UP	1,658	PTI	1,185	DSR	239
Pennsylvanian	Pennsylvanian	42	NS	1,663	FTI	796	DCS	433
		43	NS	1,922	FTI	1,599	RTE	153
Piedmont	Piedmont	73	NS	564	DSR	179	DCS	140
		74	NS	889	DSR	290	DCS	247
		75	NS	957	FTI	320	DSR	250
		76	NS	1,036	DCS	388	DSR	228
		77	NS	670	DSR	201	DCS	174
		78	NS	779	DCS	217	FTI	210
San Joaquins	San Joaquins	701	BNSF	757	FTI	252	DSR	246
		701	UP	881	FTI	434	DTR	184
		702	BNSF	1,180	FTI	432	PTI	398
		702	UP	694	FTI	340	DMW	149

## 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 2019 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	703	BNSF	996	PTI	396	FTI	278	
	703	UP	912	FTI	385	DCS	209	
	704	BNSF	1,006	PTI	429	FTI	342	
	704	UP	1,175	FTI	750	DCS	117	
	710	BNSF	1,281	FTI	471	PTI	437	
	710	UP	692	PTI	401	FTI	100	
	711	BNSF	733	PTI	244	DSR	215	
	711	UP	1,090	PTI	593	FTI	258	
	712	BNSF	1,244	FTI	467	PTI	411	
	712	UP	755	PTI	352	DCS	247	
	713	BNSF	1,028	PTI	384	FTI	311	
	713	UP	1,349	PTI	812	FTI	227	
	714	BNSF	1,231	PTI	433	FTI	404	
	714	UP	1,053	PTI	568	DCS	153	
	715	BNSF	1,155	PTI	465	FTI	357	
	715	UP	1,784	PTI	1,582	DCS	162	
	716	BNSF	1,100	FTI	391	PTI	350	
	716	UP	782	PTI	407	DCS	122	
	717	BNSF	1,164	PTI	546	FTI	263	
	717	UP	1,360	PTI	798	DCS	173	
	718	BNSF	915	PTI	370	FTI	240	
	718	UP	1,454	PTI	1,059	DCS	179	
	719	BNSF	951	PTI	446	FTI	204	
	719	UP	1,468	PTI	911	RTE	206	
	1701	BNSF	1,265	PTI	650	FTI	306	
	1701	UP	1,039	FTI	951	DCS	88	
	1718	BNSF	899	FTI	315	DSR	294	
	1718	UP	854	PTI	816	DSR, DCS	19	
Vermont	Vermont	54	MADOT	3,040	DSR	2,906	DCS	75
		54	MNRR	3,175	DSR	1,620	DET	708
		54	NECR	1,004	DSR	950	DCS	54

## 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 2019 Q3 Largest Two Delay Codes			
				#1		#2	
<b>Standard</b>			<b>900</b>				
<b>Non-NEC Corridor Routes</b>							
	55	MADOT	4,198	DSR	4,086	DCS	113
	55	MNRR	3,583	CTI	2,056	DSR	940
	55	NECR	946	DSR	902	DCS	41
	56	MADOT	3,005	DSR	2,916	DCS	89
	56	MNRR	3,253	DSR	1,390	CTI	890
	56	NECR	1,074	DSR	942	FTI	69
	57	MADOT	3,110	DSR	2,877	PTI	195
	57	MNRR	2,050	DSR	906	CTI	608
	57	NECR	1,044	DSR	961	DCS	83
<b>Long-Distance Routes</b>							
Auto Train	52	CSX	1,249	FTI	471	PTI	294
	53	CSX	1,278	FTI	552	PTI	309
	53	FR	3,310	CTI	1,836	DSR	635
California Zephyr	5	BNSF	1,698	DSR	830	FTI	493
	5	UP	801	FTI	272	PTI	207
	6	BNSF	1,939	DSR	842	FTI	633
	6	UP	707	FTI	280	DSR	132
Capitol Ltd	29	CSX	716	FTI	193	DSR	182
	29	NS	2,415	FTI	1,794	PTI	249
	30	CSX	1,195	DSR	388	FTI	368
	30	NS	2,024	FTI	1,380	RTE	209
Cardinal	50	BBrRR	1,177	PTI	460	FTI	320
	50	CSX	717	DSR	277	FTI	169
	50	NS	2,331	CTI	908	FTI	731
	51	BBrRR	805	PTI	440	DSR	157
	51	CSX	744	DSR	228	FTI	214
	51	NS	1,384	PTI	466	DCS	341
City Of New Orleans	58	CN	1,173	FTI	550	RTE	200
	59	CN	1,251	FTI	715	DSR	193
Coast Starlight	11	BNSF	449	FTI	180	DMW	68
	11	SCRRA	1,786	CTI	918	PTI	548
	11	UP	1,392	PTI	428	FTI	409
	14	BNSF	667	PTI	198	FTI	134
	14	SCRRA	2,681	PTI	1,629	CTI	481
	14	UP	1,328	FTI	428	PTI	311
Crescent	19	NS	1,395	FTI	610	DSR	263
	20	NS	1,330	FTI	650	DSR	274

## 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 2019 Q3 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
Empire Builder	7	BNSF	911	FTI	389	DSR	372
	7	CP	572	FTI	405	DCS	72
	7	Metra	506	CTI	163	DSR, DCS	111
	8	BNSF	1,166	FTI	617	DSR	393
	8	CP	615	FTI	298	DCS	108
	8	Metra	3,188	CTI	2,479	DCS	274
	27	BNSF	664	FTI	341	DSR	181
	28	BNSF	412	FTI	226	DSR	110
Lake Shore Ltd	48	CSX	1,002	FTI	329	RTE	219
	48	MNRR	2,067	CTI	1,128	DMW	388
	48	NS	2,178	FTI	1,607	RTE	210
	49	CSX	527	FTI	194	RTE	176
	49	MNRR	1,872	CTI	813	PTI	342
	49	NS	2,278	FTI	1,320	PTI	661
	448	CSX	1,465	FTI	850	DSR	181
	448	MBTA	3,543	CTI	2,709	DCS	426
	449	CSX	1,252	FTI	452	PTI	242
	449	MBTA	2,381	CTI	1,593	RTE	288
Palmetto	89	CSX	1,025	FTI	355	PTI	227
	90	CSX	870	PTI	264	FTI	253
Silver Meteor	97	CSX	689	FTI	281	PTI	158
	97	Fla DOT	2,356	DSR	954	CTI	815
	97	FR	1,438	CTI	550	DCS	386
	98	CSX	966	FTI	399	PTI	176
	98	Fla DOT	1,825	DSR	1,446	CTI	215
	98	FR	1,979	DCS	552	CTI	527
Silver Star	91	CSX	806	PTI	189	FTI	188
	91	Fla DOT	2,240	CTI	1,061	DSR	879
	91	FR	1,178	DCS	493	CTI	318
	91	NS	676	RTE	167	DTR	167
	92	CSX	965	PTI	315	FTI	211
	92	Fla DOT	1,606	DSR	1,066	CTI	395
	92	FR	1,014	DSR	446	CTI	278
	92	NS	1,627	FTI	850	PTI	373
Southwest Chief	3	BNSF	819	FTI	330	DSR	154
	3	NMDOT	1,153	CTI	943	DCS	125
	4	BNSF	791	FTI	292	DSR	170
	4	NMDOT	543	DCS	205	CTI	112
Sunset Ltd	1	BNSF	3,267	FTI	1,403	DSR	1,281
	1	UP	1,724	FTI	1,122	DSR	169

## 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 2019 Q3 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
	2	BNSF	2,740	DSR	1,223	FTI	855
	2	UP	1,912	FTI	1,192	RTE	283
Texas Eagle	21	BNSF	2,522	DSR	1,423	FTI	905
	21	CN	5,103	FTI	2,113	DSR	1,734
	21	TRE	2,509	CTI	1,192	DTR	645
	21	UP	2,120	FTI	1,164	DSR	414
	22	BNSF	2,774	DSR	1,732	FTI	815
	22	CN	5,817	FTI	2,580	DCS	1,247
	22	TRE	3,333	CTI	1,817	DTR	520
	22	UP	1,571	FTI	532	DSR	464

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 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>						
Acela Express	2150	223	ENG	218	ADA	5
Acela Express	2151	98	ADA	45	CAR	28
Acela Express	2153	50	HLD	25	OTH	14
Acela Express	2154	50	OTH	29	ADA	13
Acela Express	2155	237	ENG	187	OTH	28
Acela Express	2158	37	HLD	21	ADA	16
Acela Express	2159	64	HLD	25	ADA	22
Acela Express	2160	73	CAR	47	ADA	21
Acela Express	2163	195	HLD	156	SYS, ADA	17
Acela Express	2164	97	OTH	42	ADA	34
Acela Express	2165	142	HLD	47	ADA	42
Acela Express	2166	52	CAR	52		
Acela Express	2167	145	HLD	53	SYS	42
Acela Express	2168	50	OTH	26	CON	13
Acela Express	2170	18	HLD	16	OTH	3
Acela Express	2171	209	HLD	95	OTH	64
Acela Express	2172	278	ENG	207	OTH	50
Acela Express	2173	109	HLD	70	SYS	17
Acela Express	2175	103	HLD	34	ADA	34
Acela Express	2190	71	HLD	37	OTH	31
Acela Express	2248	39	OTH	26	HLD	13
Acela Express	2249	204	ADA	140	HLD	26
Acela Express	2250	156	HLD	132	OTH, ADA	12
Acela Express	2251	89	HLD	64	OTH	26
Acela Express	2252	336	OTH	182	ENG	58
Acela Express	2253	284	ADA	179	OTH	66
Acela Express	2254	162	ADA	68	HLD	43
Acela Express	2255	272	ADA	194	HLD	78
Acela Express	2256	77	OTH	65	SYS	13
Acela Express	2257	371	HLD	275	CAR	55
Acela Express	2258	723	INJ	503	HLD	116
Acela Express	2259	522	ENG	220	HLD	192
Acela Express	2260	103	ADA	65	OTH	26
Acela Express	2261	302	HLD	165	OTH	69
Acela Express	2275	1,044	ENG	522	INJ	302
Acela Express	2290	36	HLD	24	OTH	12
<b>Other NEC Corridor Routes - Amtrak Responsible</b>						

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - All Other Northeast Regional	132	336	HLD	336		
Northeast Regional - All Other Northeast Regional	135	476	HLD	470	ADA	7
Northeast Regional - All Other Northeast Regional	136	232	HLD	142	OTH	90
Northeast Regional - All Other Northeast Regional	137	109	HLD	61	OTH, ADA	20
Northeast Regional - All Other Northeast Regional	139	261	ADA	96	ENG	82
Northeast Regional - All Other Northeast Regional	140	124	ADA	81	OTH	25
Northeast Regional - All Other Northeast Regional	141	193	ADA	70	SVS	67
Northeast Regional - All Other Northeast Regional	143	132	SVS	86	OTH	26
Northeast Regional - All Other Northeast Regional	146	324	ENG	228	HLD	48
Northeast Regional - All Other Northeast Regional	148	170	HLD	144	ENG	18
Northeast Regional - All Other Northeast Regional	149	275	ADA	137	HLD	82
Northeast Regional - All Other Northeast Regional	150	193	ADA	87	OTH	75
Northeast Regional - All Other Northeast Regional	160	360	ENG	255	HLD	68
Northeast Regional - All Other Northeast Regional	161	569	ADA	278	CON	106
Northeast Regional - All Other Northeast Regional	162	143	HLD	87	ADA	50
Northeast Regional - All Other Northeast Regional	163	140	HLD	102	OTH	38
Northeast Regional - All Other Northeast Regional	165	119	HLD	40	ADA	40
Northeast Regional - All Other Northeast Regional	166	77	HLD	52	ADA	26
Northeast Regional - All Other Northeast Regional	167	191	SYS	102	HLD	51
Northeast Regional - All Other Northeast Regional	168	228	HLD	228		
Northeast Regional - All Other Northeast Regional	169	615	ENG	351	OTH	126
Northeast Regional - All Other Northeast Regional	170	18	OTH	18		
Northeast Regional - All Other Northeast Regional	172	89	ADA	58	OTH	26
Northeast Regional - All Other Northeast Regional	173	368	ADA	179	ENG	70
Northeast Regional - All Other Northeast Regional	175	84	ENG	81	ADA	3
Northeast Regional - All Other Northeast Regional	177	271	ENG	84	OTH	50
Northeast Regional - All Other Northeast Regional	178	225	ENG	81	OTH	79
Northeast Regional - All Other Northeast Regional	179	419	CON	151	OTH	98
Northeast Regional - All Other Northeast Regional	190	10	ADA	10		

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - Richmond / Newport News / Norfolk	65	467	HLD	205	SYS	112
Northeast Regional - Richmond / Newport News / Norfolk	66	404	ENG	108	ADA	88
Northeast Regional - Richmond / Newport News / Norfolk	67	306	SYS	104	HLD	73
Northeast Regional - Richmond / Newport News / Norfolk	82	237	SYS	103	OTH	58
Northeast Regional - Richmond / Newport News / Norfolk	84	530	SYS	191	OTH	145
Northeast Regional - Richmond / Newport News / Norfolk	85	173	OTH	81	SYS	44
Northeast Regional - Richmond / Newport News / Norfolk	86	394	HLD	112	OTH	108
Northeast Regional - Richmond / Newport News / Norfolk	87	239	SYS	86	OTH	81
Northeast Regional - Richmond / Newport News / Norfolk	88	431	SYS	131	HLD	113
Northeast Regional - Richmond / Newport News / Norfolk	93	636	SYS	256	OTH	109
Northeast Regional - Richmond / Newport News / Norfolk	94	250	SYS	97	ADA	60
Northeast Regional - Richmond / Newport News / Norfolk	95	444	SYS	180	ADA	83
Northeast Regional - Richmond / Newport News / Norfolk	96	601	HLD	279	ENG	132
Northeast Regional - Richmond / Newport News / Norfolk	99	289	ADA	98	HLD	77
Northeast Regional - Richmond / Newport News / Norfolk	125	437	HLD	107	ADA	99
Northeast Regional - Richmond / Newport News / Norfolk	157	382	OTH	98	ENG	81
Northeast Regional - Richmond / Newport News / Norfolk	164	140	HLD	55	ADA	40
Northeast Regional - Richmond / Newport News / Norfolk	174	337	HLD	119	ADA	67
Northeast Regional - Richmond / Newport News / Norfolk	194	550	HLD	253	OTH, ADA	125
Northeast Regional - Richmond / Newport News / Norfolk	195	281	ADA	122	HLD	77
Northeast Regional - Roanoke	145	742	SYS	337	ADA	237
Northeast Regional - Roanoke	147	352	SYS	176	ADA	64
Northeast Regional - Roanoke	156	508	SYS	260	HLD	136
Northeast Regional - Roanoke	171	501	SYS	176	HLD	140
Northeast Regional - Roanoke	176	570	SYS	292	HLD	104
<b>Non NEC Corridor Routes - Amtrak Responsible</b>						
Capitol Corridor - Capitol Corridor	520	630	CAR	200	ENG	116
Capitol Corridor - Capitol Corridor	521	244	HLD	102	ENG	37
Capitol Corridor - Capitol Corridor	522	567	ADA	212	SYS	155

## Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	523	411	HLD	162	OTH	59
Capitol Corridor - Capitol Corridor	524	366	ENG	124	ADA	122
Capitol Corridor - Capitol Corridor	525	531	HLD	273	OTH	73
Capitol Corridor - Capitol Corridor	527	226	SYS	53	HLD	49
Capitol Corridor - Capitol Corridor	528	319	HLD	139	ADA	62
Capitol Corridor - Capitol Corridor	529	275	HLD	151	SYS	50
Capitol Corridor - Capitol Corridor	530	376	ENG	124	ADA	103
Capitol Corridor - Capitol Corridor	531	664	HLD	285	ADA	149
Capitol Corridor - Capitol Corridor	532	430	ENG	137	SYS	117
Capitol Corridor - Capitol Corridor	534	366	SYS	117	ENG	110
Capitol Corridor - Capitol Corridor	535	490	ADA	289	OTH	106
Capitol Corridor - Capitol Corridor	536	634	HLD	338	ADA	118
Capitol Corridor - Capitol Corridor	537	247	ADA	84	HLD	75
Capitol Corridor - Capitol Corridor	538	568	HLD	195	ADA	86
Capitol Corridor - Capitol Corridor	540	576	HLD	206	ENG	205
Capitol Corridor - Capitol Corridor	541	472	HLD	276	ADA	150
Capitol Corridor - Capitol Corridor	542	483	ITI	191	ENG	106
Capitol Corridor - Capitol Corridor	543	592	HLD	192	ADA	157
Capitol Corridor - Capitol Corridor	544	241	HLD	68	SYS	63
Capitol Corridor - Capitol Corridor	545	362	HLD	116	SYS, ENG	90
Capitol Corridor - Capitol Corridor	546	590	HLD	201	SYS	101
Capitol Corridor - Capitol Corridor	547	284	HLD	126	OTH	47
Capitol Corridor - Capitol Corridor	548	996	ITI	516	HLD	187
Capitol Corridor - Capitol Corridor	549	334	ITI	101	ADA	67
Capitol Corridor - Capitol Corridor	550	567	ITI	197	SYS	154
Capitol Corridor - Capitol Corridor	551	180	ADA	64	HLD	55
Capitol Corridor - Capitol Corridor	553	199	HLD	73	OTH	54
Capitol Corridor - Capitol Corridor	720	319	ENG	141	HLD	66
Capitol Corridor - Capitol Corridor	723	195	SYS	59	SVS	50

## Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	724	402	ADA	145	HLD	123
Capitol Corridor - Capitol Corridor	727	293	HLD	109	ADA	92
Capitol Corridor - Capitol Corridor	728	365	ADA	132	ENG	103
Capitol Corridor - Capitol Corridor	729	709	HLD	285	SVS	172
Capitol Corridor - Capitol Corridor	732	854	SYS	315	CAR	285
Capitol Corridor - Capitol Corridor	733	417	ITI	260	HLD	75
Capitol Corridor - Capitol Corridor	734	236	HLD	95	ADA	50
Capitol Corridor - Capitol Corridor	736	606	SYS	174	SVS	133
Capitol Corridor - Capitol Corridor	737	642	HLD	222	SYS	219
Capitol Corridor - Capitol Corridor	738	497	ENG	281	ADA	95
Capitol Corridor - Capitol Corridor	741	608	SVS	173	ENG	170
Capitol Corridor - Capitol Corridor	742	943	SYS	488	HLD	181
Capitol Corridor - Capitol Corridor	743	257	ADA	87	SVS	59
Capitol Corridor - Capitol Corridor	744	167	SYS	81	ADA	42
Capitol Corridor - Capitol Corridor	745	311	HLD	87	ITI	83
Capitol Corridor - Capitol Corridor	746	572	SYS	303	HLD	191
Capitol Corridor - Capitol Corridor	747	301	ADA	117	OTH	114
Capitol Corridor - Capitol Corridor	748	650	ITI	366	ENG	106
Capitol Corridor - Capitol Corridor	749	382	HLD	178	ADA	100
Capitol Corridor - Capitol Corridor	751	67	ADA	37	HLD	29
Carolinian - Carolinian	79	491	ADA	151	SYS	134
Carolinian - Carolinian	80	560	SYS	163	ADA	154
Cascades - Cascades	500	394	SYS	124	SVS	69
Cascades - Cascades	501	581	CAR	159	SYS	141
Cascades - Cascades	502	184	ADA	101	HLD	54
Cascades - Cascades	504	184	ADA	45	HLD	34
Cascades - Cascades	505	559	SYS	189	ENG	104
Cascades - Cascades	506	246	SYS	103	OTH	47
Cascades - Cascades	507	493	SYS	206	CCR	99

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

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Cascades - Cascades	508	233	SYS	131	ADA	27
Cascades - Cascades	511	627	SYS	426	CCR	159
Cascades - Cascades	513	806	CCR	306	SYS	279
Cascades - Cascades	516	551	OTH	205	SYS	158
Cascades - Cascades	517	532	SYS	127	CCR	108
Cascades - Cascades	518	335	SVS	81	SYS	76
Cascades - Cascades	519	419	SYS	272	OTH	83
Downeaster - Downeaster	680	80	HLD	66	OTH	8
Downeaster - Downeaster	681	156	HLD	78	ITI	42
Downeaster - Downeaster	682	83	SYS	32	HLD	21
Downeaster - Downeaster	683	64	ADA	41	HLD	16
Downeaster - Downeaster	684	92	HLD	41	OTH, ADA	21
Downeaster - Downeaster	685	236	HLD	192	ADA	23
Downeaster - Downeaster	686	166	OTH	81	ITI	55
Downeaster - Downeaster	687	170	OTH	96	HLD	32
Downeaster - Downeaster	688	255	ENG	186	OTH	29
Downeaster - Downeaster	689	587	ENG	497	CAR	31
Downeaster - Downeaster	690					
Downeaster - Downeaster	691	109	HLD	78	ADA	29
Downeaster - Downeaster	692	89	ADA	36	HLD	34
Downeaster - Downeaster	693	573	ITI	509	HLD	47
Downeaster - Downeaster	694	70	HLD	39	ADA	23
Downeaster - Downeaster	695	94	HLD	76	ADA	18
Downeaster - Downeaster	696	565	ITI	404	OTH	64
Downeaster - Downeaster	697	453	ITI	388	OTH	52
Downeaster - Downeaster	698	52	OTH	34	SYS	10
Downeaster - Downeaster	699	816	ITI	816		
Downeaster - Downeaster	1689	92	OTH	41	ITI	27
Empire - Adirondack	68	239	SYS	65	HLD	50

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Empire - Adirondack	69	394	ENG	168	HLD	109
Empire - Ethan Allen Express	290	221	SYS	62	OTH	57
Empire - Ethan Allen Express	291	98	HLD	48	OTH	29
Empire - Ethan Allen Express	292	208	HLD	135	OTH	58
Empire - Ethan Allen Express	293	286	HLD	114	OTH	104
Empire - Ethan Allen Express	295	323	SYS	191	HLD	84
Empire - Ethan Allen Express	296	68	HLD	52	OTH	16
Empire - Maple Leaf	63	376	SYS	150	SVS	63
Empire - Maple Leaf	64	748	SYS	389	HLD	124
Empire - New York - Albany	230	17	CAR	7	SYS, HLD	5
Empire - New York - Albany	232	20	HLD	12	ADA	7
Empire - New York - Albany	233	36	HLD	22	ADA	9
Empire - New York - Albany	234					
Empire - New York - Albany	235	61	HLD	32	ADA	22
Empire - New York - Albany	236	765	ENG	550	HLD	132
Empire - New York - Albany	237	93	SYS	76	OTH	10
Empire - New York - Albany	238	55	HLD	26	SYS	17
Empire - New York - Albany	239	58	ADA	31	HLD	22
Empire - New York - Albany	241	97	HLD	35	ADA	33
Empire - New York - Albany	242	35	SYS	17	HLD	12
Empire - New York - Albany	243	30	SYS	22	HLD	7
Empire - New York - Albany	244	35	HLD	14	OTH, ADA	11
Empire - New York - Albany	245	29	OTH	29		
Empire - New York - Albany	250	58	HLD	47	ADA	12
Empire - New York - Albany	252	67	HLD	45	OTH	22
Empire - New York - Albany	253	41	HLD	18	ADA	18
Empire - New York - Albany	254	217	HLD	145	ADA	72
Empire - New York - Albany	255	1,292	ENG	1,026	OTH	169
Empire - New York - Albany	256	169	HLD	169		

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Empire - New York - Albany	259	41	HLD	41		
Empire - New York - Albany	260	134	ADA	81	HLD	29
Empire - New York - Albany	261					
Empire - New York - Niagara Falls	280	312	SYS	128	HLD	51
Empire - New York - Niagara Falls	281	392	SYS	136	ENG	126
Empire - New York - Niagara Falls	283	386	SYS	210	SVS	53
Empire - New York - Niagara Falls	284	438	SYS	120	ENG	105
Empire - New York - Niagara Falls	288	277	SYS	151	HLD	56
Heartland Flyer - Heartland Flyer	821	388	HLD	153	SYS	136
Heartland Flyer - Heartland Flyer	822	445	HLD	129	SYS	123
Hiawatha - Hiawatha	329	258	OTH	230	ENG	17
Hiawatha - Hiawatha	330	79	HLD	75	OTH	5
Hiawatha - Hiawatha	331	263	OTH	202	ENG	29
Hiawatha - Hiawatha	332	328	OTH	229	SYS	24
Hiawatha - Hiawatha	333	362	OTH	251	HLD	38
Hiawatha - Hiawatha	334	402	OTH	204	ITI	63
Hiawatha - Hiawatha	335	305	OTH	212	ADA	39
Hiawatha - Hiawatha	336	325	OTH	235	ADA	28
Hiawatha - Hiawatha	337	396	OTH	274	HLD	51
Hiawatha - Hiawatha	338	555	ITI	244	OTH	240
Hiawatha - Hiawatha	339	266	OTH	122	HLD	83
Hiawatha - Hiawatha	340	414	OTH	311	HLD	23
Hiawatha - Hiawatha	341	338	OTH	293	HLD	35
Hiawatha - Hiawatha	342	632	ITI	300	OTH	268
Hiawatha - Hiawatha	343	345	OTH	263	ENG	54
Hoosier - Hoosier	850	369	SYS	294	OTH	43
Hoosier - Hoosier	851	522	SYS	254	ENG	159
Illinois - Carl Sandburg / Illinois Zephyr	380	331	ADA	134	SYS	62
Illinois - Carl Sandburg / Illinois Zephyr	381	145	SYS	67	ADA	32



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

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Illinois - Carl Sandburg / Illinois Zephyr	382	231	SYS	120	ENG	53
Illinois - Carl Sandburg / Illinois Zephyr	383	222	ENG	85	SYS	67
Illinois - Illini / Saluki	390	403	SYS	128	HLD	91
Illinois - Illini / Saluki	391	344	OTH	137	SYS	91
Illinois - Illini / Saluki	392	407	OTH	170	SYS	88
Illinois - Illini / Saluki	393	399	ENG	91	SYS	76
Illinois - Lincoln Service	300	303	ENG	183	ITI	48
Illinois - Lincoln Service	301	94	ENG	40	ADA	20
Illinois - Lincoln Service	302	259	SYS	86	ADA	59
Illinois - Lincoln Service	303	134	ADA	64	HLD	32
Illinois - Lincoln Service	304	106	ADA	42	SYS	41
Illinois - Lincoln Service	305	221	HLD	51	SYS	50
Illinois - Lincoln Service	306	276	ENG	158	SYS	38
Illinois - Lincoln Service	307	156	SYS	62	HLD	33
Michigan - Blue Water	364	395	ADA	94	ENG	91
Michigan - Blue Water	365	687	OTH	235	SYS	157
Michigan - Pere Marquette	370	511	OTH	206	SYS	168
Michigan - Pere Marquette	371	260	HLD	121	SYS	70
Michigan - Wolverine	350	869	SYS	377	OTH	176
Michigan - Wolverine	351	771	OTH	229	SYS	219
Michigan - Wolverine	352	758	SYS	319	ADA	164
Michigan - Wolverine	353	740	OTH	238	SYS	190
Michigan - Wolverine	354	827	OTH	290	SYS	163
Michigan - Wolverine	355	967	OTH	346	ENG	274
Missouri - Missouri	311	409	SYS	139	CAR	100
Missouri - Missouri	313	362	ITI	130	SYS	100
Missouri - Missouri	314	284	HLD	91	ADA	90
Missouri - Missouri	316	398	ITI	212	SYS	110
Pacific Surfliner - Pacific Surfliner	561	335	SYS	164	HLD	45

## Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Pacific Surfliner - Pacific Surfliner	562	483	SVS	135	SYS	99
Pacific Surfliner - Pacific Surfliner	564	437	SYS	106	HLD	106
Pacific Surfliner - Pacific Surfliner	565	253	SYS	113	OTH	54
Pacific Surfliner - Pacific Surfliner	566	520	SYS	242	HLD	142
Pacific Surfliner - Pacific Surfliner	569	927	ITI	308	HLD	186
Pacific Surfliner - Pacific Surfliner	572	1,048	SYS	318	OTH	232
Pacific Surfliner - Pacific Surfliner	573	654	SYS	268	HLD	163
Pacific Surfliner - Pacific Surfliner	579	531	SYS	166	ITI	118
Pacific Surfliner - Pacific Surfliner	580	481	HLD	181	SYS	122
Pacific Surfliner - Pacific Surfliner	583	907	ITI	481	SYS	109
Pacific Surfliner - Pacific Surfliner	584	546	SYS	314	ENG	107
Pacific Surfliner - Pacific Surfliner	590	412	SYS	174	OTH	70
Pacific Surfliner - Pacific Surfliner	591	672	ITI	254	SYS	184
Pacific Surfliner - Pacific Surfliner	595	977	ITI	454	SYS	216
Pacific Surfliner - Pacific Surfliner	759	567	SYS	157	ENG	118
Pacific Surfliner - Pacific Surfliner	763	624	SYS	200	OTH	170
Pacific Surfliner - Pacific Surfliner	767	479	SYS	161	HLD	80
Pacific Surfliner - Pacific Surfliner	768	378	HLD	133	SYS	95
Pacific Surfliner - Pacific Surfliner	774	659	SYS	168	OTH	140
Pacific Surfliner - Pacific Surfliner	777	752	SYS	219	OTH	134
Pacific Surfliner - Pacific Surfliner	782	734	HLD	290	SYS	231
Pacific Surfliner - Pacific Surfliner	785	1,378	ITI	475	HLD	184
Pacific Surfliner - Pacific Surfliner	792	391	SYS	124	ENG	114
Pacific Surfliner - Pacific Surfliner	796	696	SYS	299	OTH	161
Pacific Surfliner - Pacific Surfliner	1564	650	HLD	273	SYS	185
Pacific Surfliner - Pacific Surfliner	1565	335	SYS	130	SVS	78
Pacific Surfliner - Pacific Surfliner	1566	512	ADA	124	HLD	118
Pacific Surfliner - Pacific Surfliner	1569	522	HLD	186	SYS	118
Pacific Surfliner - Pacific Surfliner	1572	1,130	ENG	351	SYS	289

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Pacific Surfliner - Pacific Surfliner	1573	906	HLD	301	SYS	285
Pacific Surfliner - Pacific Surfliner	1579	552	HLD	139	ADA	136
Pacific Surfliner - Pacific Surfliner	1584	347	SYS	124	ADA	69
Pacific Surfliner - Pacific Surfliner	1590	901	SYS	394	ITI	283
Pacific Surfliner - Pacific Surfliner	1761	531	HLD	164	SYS	157
Pacific Surfliner - Pacific Surfliner	1767	556	SYS	135	OTH	98
Pennsylvanian - Pennsylvanian	42	463	HLD	122	SYS	115
Pennsylvanian - Pennsylvanian	43	256	ADA	86	HLD	68
Piedmont - Piedmont	73	278	SYS	127	OTH	88
Piedmont - Piedmont	74	413	SYS	127	ADA	88
Piedmont - Piedmont	75	597	ADA	207	SYS	124
Piedmont - Piedmont	76	564	SYS	193	ADA	149
Piedmont - Piedmont	77	442	SYS	181	ADA	102
Piedmont - Piedmont	78	563	ITI	290	SYS	132
San Joaquins - San Joaquins	701	385	SYS	178	SVS	87
San Joaquins - San Joaquins	702	283	SYS	86	ENG	79
San Joaquins - San Joaquins	703	391	ENG	125	SYS	119
San Joaquins - San Joaquins	704	258	SYS	125	SVS	42
San Joaquins - San Joaquins	710	611	ADA	163	SYS	118
San Joaquins - San Joaquins	711	267	ADA	62	SVS	60
San Joaquins - San Joaquins	712	480	SYS	148	SVS	83
San Joaquins - San Joaquins	713	408	SYS	146	ADA	108
San Joaquins - San Joaquins	714	304	SYS	113	SVS	39
San Joaquins - San Joaquins	715	352	SYS	85	HLD	63
San Joaquins - San Joaquins	716	447	ENG	105	SYS	100
San Joaquins - San Joaquins	717	527	ADA	134	SYS	100
San Joaquins - San Joaquins	718	483	SYS	119	SVS	79
San Joaquins - San Joaquins	719	414	SYS	151	ADA	64
San Joaquins - San Joaquins	1701	443	SYS	206	SVS	121

## Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
San Joaquins - San Joaquins	1718	967	SYS	473	CCR	151
Vermont - Vermont	54	199	OTH	128	ADA	37
Vermont - Vermont	55	315	OTH	194	HLD	43
Vermont - Vermont	56	237	OTH	158	ADA	28
Vermont - Vermont	57	506	ENG	219	OTH	199
<b>Long Distance Routes - Amtrak Responsible</b>						
Auto Train - Auto Train	52	367	ITI	159	ENG	46
Auto Train - Auto Train	53	467	ITI	169	SVS	87
California Zephyr - California Zephyr	5	581	SVS	159	SYS	150
California Zephyr - California Zephyr	6	506	SYS	116	SVS	86
Capitol Ltd - Capitol Ltd	29	347	HLD	124	SYS	104
Capitol Ltd - Capitol Ltd	30	410	HLD	128	SYS	108
Cardinal - Cardinal	50	497	SYS	126	HLD	96
Cardinal - Cardinal	51	621	SYS	194	OTH	97
City Of New Orleans - City Of New Orleans	58	391	SYS	77	HLD	76
City Of New Orleans - City Of New Orleans	59	411	HLD	96	ENG	91
Coast Starlight - Coast Starlight	11	569	SYS	175	HLD	100
Coast Starlight - Coast Starlight	14	610	HLD	172	SYS	136
Crescent - Crescent	19	611	SYS	316	HLD	103
Crescent - Crescent	20	790	SYS	347	HLD	151
Empire Builder - Empire Builder	7	273	SYS	83	HLD	69
Empire Builder - Empire Builder	8	375	SYS	93	HLD	86
Empire Builder - Empire Builder	27	806	CON	567	SYS	120
Empire Builder - Empire Builder	28	340	CON	92	SYS	61
Lake Shore Ltd - Lake Shore Ltd	48	470	SYS	176	HLD	134
Lake Shore Ltd - Lake Shore Ltd	49	399	HLD	205	SYS	78
Lake Shore Ltd - Lake Shore Ltd	448	127	HLD	36	ADA	30
Lake Shore Ltd - Lake Shore Ltd	449	232	ENG	93	SYS	56
Palmetto - Palmetto	89	320	SYS	114	ADA	74

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Palmetto - Palmetto	90	344	SYS	117	ADA	53
Silver Meteor - Silver Meteor	97	476	SYS	139	ADA	97
Silver Meteor - Silver Meteor	98	510	SYS	155	ADA	132
Silver Star - Silver Star	91	540	SYS	228	ADA	101
Silver Star - Silver Star	92	562	SYS	225	ADA	119
Southwest Chief - Southwest Chief	3	374	SYS	89	HLD	79
Southwest Chief - Southwest Chief	4	430	SYS	130	HLD	114
Sunset Ltd - Sunset Ltd	1	646	SYS	200	OTH	104
Sunset Ltd - Sunset Ltd	2	669	SVS	148	SYS	144
Texas Eagle - Texas Eagle	21	652	SYS	205	HLD	132
Texas Eagle - Texas Eagle	22	793	SVS	180	SYS	179

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 2019 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>			<b>265</b>				
Acela Express - Acela Express	2100	Amtrak	146	PSR	87	DCS	15
	2103	Amtrak	119	PTI	26	DCS	14
	2104	Amtrak	255	PSR	134	DET	76
	2107	Amtrak	94	CTI	23	RTE	10
	2109	Amtrak	133	CTI	63	DCS	25
	2110	Amtrak	321	PSR	127	ENG	93
	2117	Amtrak	143	DET	43	ENG	20
	2119	Amtrak	109	CTI	24	DCS	23
	2121	Amtrak	146	SMW	46	DET	20
	2122	Amtrak	170	SMW	59	DCS	31
	2124	Amtrak	142	SMW	91	OTH, CAR	11
	2126	Amtrak	119	SMW	37	CAR	17
	2128	Amtrak	60	PSR	17	DMW	9
	2150	Amtrak	153	ENG	38	PSR	20
	2151	Amtrak	153	ENG	34	SMW	27
	2153	Amtrak	131	DET	42	DCS	29
	2154	Amtrak	326	PSR	167	DET	24
	2155	Amtrak	169	SMW	36	DET	24
	2158	Amtrak	354	PSR	112	DET	48
	2159	Amtrak	164	SMW	30	DCS	18
	2160	Amtrak	326	PSR	124	SMW	42
	2163	Amtrak	178	SMW	57	ENG	28
	2164	Amtrak	206	PSR	78	SMW	35
	2165	Amtrak	192	SMW	44	PTI	27
	2166	Amtrak	421	PSR	110	SMW	104
	2167	Amtrak	233	SMW	82	DCS	31
	2168	Amtrak	330	SMW	110	PSR	92
	2170	Amtrak	250	SMW	87	CTI	43
	2171	Amtrak	148	SMW	36	ENG	25
	2172	Amtrak	311	SMW	123	ENG	47
	2173	Amtrak	244	CTI	92	SMW	48
	2175	Amtrak	320	CTI	133	DCS	41
	2190	Amtrak	178	ENG	75	SMW	44
	2203	Amtrak	117	DCS	51	SMW	22
	2205	Amtrak	161	DBB	116	SMW	21
	2208	Amtrak	140	DCS	57	SMW	35
	2213	Amtrak	157	SMW	85	CTP	27
	2215	Amtrak	171	PTI	44	SMW	38
	2218	Amtrak	147	SMW	102	PSR	18

**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 2019 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>							
			<b>265</b>				
Acela Express - Acela Express	2220	Amtrak	444	DCS	200	SMW	178
	2222	Amtrak	68	ENG	27	PSR	24
	2224	Amtrak	120	SMW	75	PSR	21
	2228	Amtrak	72	SMW	48	PSR	24
	2248	Amtrak	188	SMW	83	PSR	29
	2249	Amtrak	339	CAR	103	SMW, ITI	54
	2250	Amtrak	299	SMW	135	CTI	32
	2251	Amtrak	93	OTH	34	SMW	23
	2252	Amtrak	262	SMW	130	DCS	51
	2253	Amtrak	249	DBB	62	SMW	53
	2254	Amtrak	497	SMW	182	DET	88
	2255	Amtrak	187	SMW	87	HLD	18
	2256	Amtrak	262	SMW	78	DCS	50
	2257	Amtrak	163	ENG	48	SMW	31
	2258	Amtrak	217	SMW	107	PSR	45
	2259	Amtrak	238	SMW	136	HLD	38
	2260	Amtrak	448	SMW	155	ENG	128
	2261	Amtrak	256	SMW	148	HLD	38
	2275	Amtrak	234	CTI	63	SMW, ENG	50
	2290	Amtrak	445	SMW	216	DET	83
<b>Other Services</b>							
<b>Standard</b>							
			<b>475</b>				
Cardinal - Cardinal	50	Amtrak	894	ENG	168	PTI	114
	51	Amtrak	413	SMW	87	DCS	84
Carolinian - Carolinian	79	Amtrak	477	SVS	162	ENG	70
	80	Amtrak	426	SMW	230	PTI	62
Crescent - Crescent	19	Amtrak	631	PTI	93	SYS	92
	20	Amtrak	693	PTI	197	PSR	152
Keystone - Keystone	600	Amtrak	308	DSR	51	SMW	48
	601	Amtrak	135	SYS	59	DSR	30
	605	Amtrak	286	ENG	179	DSR	53
	607	Amtrak	169	MTI	90	DCS	39
	609	Amtrak	360	DSR	157	OTH	65
	610	Amtrak	1,249	SMW	423	DSR	250
	611	Amtrak	1,000	OTH	396	DSR	340

**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 2019 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	612	Amtrak	927	SMW	411	DSR	202
	615	Amtrak	591	DSR	284	DCS	164
	618	Amtrak	743	DSR	261	DMW	152
	619	Amtrak	70	CON	60	DSR	11
	620	Amtrak	969	DSR	376	PSR	238
	622	Amtrak	459	DSR	155	DMW	102
	637	Amtrak	331	DMW	204	SMW	51
	639	Amtrak	291	DMW	103	DCS	72
	640	Amtrak	502	CTI	189	DCS	81
	641	Amtrak	138	DSR	45	CTI	27
	642	Amtrak	208	SMW	80	ENG, CTI	27
	643	Amtrak	254	DET	104	CCR	40
	644	Amtrak	256	DET	99	DCS	36
	645	Amtrak	201	DSR	62	DCS	33
	646	Amtrak	541	ENG	107	DET	89
	647	Amtrak	450	DSR	159	DCS	113
	648	Amtrak	325	DSR	78	DET	58
	649	Amtrak	461	DSR	153	OTH	108
	650	Amtrak	261	DSR	73	SMW	50
	651	Amtrak	610	DSR	203	OTH	143
	652	Amtrak	613	DSR	204	PSR	109
	653	Amtrak	487	CTI	143	DSR	124
	654	Amtrak	501	DSR	193	SMW	147
	655	Amtrak	439	DSR	153	PTI	99
	656	Amtrak	361	DSR	148	SMW	74
	658	Amtrak	363	DSR	163	SMW	96
	660	Amtrak	894	DSR	289	SMW	167
	661	Amtrak	331	DSR	132	SMW	109
	662	Amtrak	624	DSR	229	SMW	199



**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 2019 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	663	Amtrak	584	DSR	197	ENG	109
	664	Amtrak	720	DSR	258	SMW	161
	665	Amtrak	448	DSR	193	SMW	105
	666	Amtrak	611	DSR	226	SMW	165
	667	Amtrak	526	DSR	170	OTH	80
	669	Amtrak	622	DSR	197	OTH	124
	670	Amtrak	781	SMW	396	DSR	122
	671	Amtrak	337	CCR	103	DSR	77
	672	Amtrak	438	SMW	199	DSR	134
	674	Amtrak	441	SMW	199	DSR	103
Northeast Regional - All Other Northeast Regional	111	Amtrak	71	CTP	12	CAR	11
	123	Amtrak	31	CTI	21	HLD	7
	124	Amtrak	179	SMW	69	CON	28
	126	Amtrak	215	ENG	154	SMW	34
	129	Amtrak	220	PTI	80	CTI	30
	130	Amtrak	247	PSR	75	PTI	72
	131	Amtrak	73	SMW	35	OTH	19
	132	Amtrak	211	SMW	64	PTI	52
	133	Amtrak	314	SMW	82	CTI	72
	134	Amtrak	374	PTI	121	DCS	99
	135	Amtrak	274	CTI	96	HLD	67
	136	Amtrak	463	SMW	99	DCS	74
	137	Amtrak	322	CTI	84	DET	39
	138	Amtrak	201	ENG	47	DMW	45
	139	Amtrak	336	DET	158	SMW	61
	140	Amtrak	352	SMW	83	PTI	75
	141	Amtrak	229	DET	65	ENG	20
	143	Amtrak	234	HLD	53	ENG	34
	146	Amtrak	532	CON	170	ENG	111

**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 2019 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	148	Amtrak	220	HLD	44	CAR	28
	149	Amtrak	256	HLD	83	CTI	69
	150	Amtrak	278	DET	150	DBB	44
	151	Amtrak	113	SMW	26	DCS	24
	152	Amtrak	145	PTI	56	SVS	30
	153	Amtrak	107	CTI	26	CAR	23
	154	Amtrak	68	SMW	24	PSR	14
	155	Amtrak	168	DBB	54	ENG	43
	158	Amtrak	150	ENG	90	SMW	21
	159	Amtrak	175	ENG	57	SMW	48
	160	Amtrak	315	DBB	89	SMW	74
	161	Amtrak	315	HLD	67	SMW	54
	162	Amtrak	228	MTI	58	DBB	56
	163	Amtrak	448	ENG	98	DCS	86
	165	Amtrak	456	SMW	75	HLD	64
	166	Amtrak	76	SMW	39	HLD	12
	167	Amtrak	55	HLD	27	SMW	14
	168	Amtrak	133	SMW	49	OTH	23
	169	Amtrak	305	ENG	67	SMW	53
	170	Amtrak	270	CTI	152	DCS	64
	172	Amtrak	252	SMW	69	PSR	69
	173	Amtrak	226	PTI	51	SMW	47
	175	Amtrak	266	DCS	47	ENG	41
	177	Amtrak	268	SMW	80	ENG	38
	178	Amtrak	140	SMW	47	DCS	20
	179	Amtrak	260	SMW	55	CTI	51
	180	Amtrak	320	CTI	123	DCS	54
	182	Amtrak	464	PSR	96	ENG	92
	183	Amtrak	104	DCS	26	DDA	22

**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 2019 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	184	Amtrak	190	PSR	81	DMW	15
	185	Amtrak	176	CAR	41	DCS	26
	186	Amtrak	218	CTP	89	DMW	56
	187	Amtrak	144	SMW	32	ENG	19
	189	Amtrak	133	ENG	41	SMW	38
	190	Amtrak	96	CTI	32	ENG	15
	192	Amtrak	168	SMW	89	PTI	32
	193	Amtrak	310	CTI	140	PTI	35
	196	Amtrak	260	DCS	101	PSR	29
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	388	PET	173	SVS	64
	66	Amtrak	360	PET	85	DCS	44
	67	Amtrak	384	SVS	120	ENG	65
	82	Amtrak	302	DCS	138	SMW, ADA	25
	84	Amtrak	528	PSR	118	PTI	91
	85	Amtrak	432	SMW	125	PTI	73
	86	Amtrak	473	PSR	117	PTI	81
	87	Amtrak	830	SVS	138	SMW	110
	88	Amtrak	464	SMW	96	PTI	70
	93	Amtrak	559	SMW	178	PTI	76
	94	Amtrak	447	PTI	137	CTI	111
	95	Amtrak	268	DET	42	ADA	33
	96	Amtrak	265	SMW	87	HLD	37
	99	Amtrak	580	SVS	221	ENG	103
	125	Amtrak	175	DET	34	DCS	34
	157	Amtrak	672	SYS	293	ENG	78
	164	Amtrak	233	SMW	125	HLD	27
	174	Amtrak	582	PSR	145	SMW	76
	194	Amtrak	539	CAR	158	ENG	117
	195	Amtrak	321	DET	48	SVS	38

**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 2019 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - Roanoke	145	Amtrak	184	PTI	54	SMW	48
	147	Amtrak	582	SVS	198	ADA	142
	156	Amtrak	273	SMW	82	ADA	56
	171	Amtrak	355	ENG	67	SVS	60
	176	Amtrak	575	SMW	114	PTI	104
Northeast Regional - Springfield Shuttles	405	Amtrak	138	RTE	96	DCS	30
	409	Amtrak	386	ENG	236	HLD	100
	412	Amtrak	353	CON	107	PTI	104
	416	Amtrak	2,016	ITI	1,431	CTI	349
	417	Amtrak	537	ITI	170	PTI	152
	432	Amtrak	548	ENG	261	HLD	137
	450	Amtrak	443	CON	264	CTI	60
	451	Amtrak	493	ENG	255	DSR	76
	460	Amtrak	941	CON	455	MTI, CTI	138
	461	Amtrak	240	RTE	72	DCS	54
	463	Amtrak	277	PTI	220	DCS	35
	464	Amtrak	1,115	PTI	461	CON	258
	465	Amtrak	822	PTI	672	HLD	87
	467	Amtrak	451	PTI	289	ADA	69
	470	Amtrak	594	CON	235	CTI	164
	471	Amtrak	205	ENG	91	DCS	56
	473	Amtrak	147	ENG	38	ADA	38
	474	Amtrak	843	CON	447	PTI	155
	475	Amtrak	442	PTI	139	CTI	88
	476	Amtrak	1,782	CON	723	HLD	278
	478	Amtrak	460	CTI	126	HLD	88
	479	Amtrak	880	CTI	324	ITI	164
	488	Amtrak	1,900	CON	1,414	SMW	192
	490	Amtrak	359	PTI	207	CON	78

**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 2019 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>							
Northeast Regional - Springfield Shuttles	494	Amtrak	996	CON	551	PTI	124
	495	Amtrak	182	ENG	71	DSR	33
	497	Amtrak	921	PTI	734	HLD	87
Palmetto - Palmetto	89	Amtrak	347	ENG	43	CAR	39
	90	Amtrak	346	CAR	62	DMW	49
Pennsylvanian - Pennsylvanian	42	Amtrak	678	SMW	172	DSR	137
	43	Amtrak	524	DSR	136	SMW	104
Silver Meteor - Silver Meteor	97	Amtrak	802	ITI	170	SVS	158
	98	Amtrak	683	PTI	127	SMW	100
Silver Star - Silver Star	91	Amtrak	445	PTI	91	CON	69
	92	Amtrak	493	SMW	163	PTI	105
Vermont - Vermonter	54	Amtrak	456	PTI	159	CAR	60
	55	Amtrak	202	PTI	60	CTI	36
	56	Amtrak	717	PTI	266	DET	89
	57	Amtrak	139	CAR	36	SMW, PTI	24

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.