

**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 September, 2019
(Fourth Quarter of Fiscal Year 2019)**



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

Published November 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

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

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

Service	Current Period	Prior Period	Prior Report
	OCT 17 - SEP 19	OCT 16 - SEP 18	JUL 17 - JUN 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
Vermonteer	Not Available	Not Available	Not Available

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	OCT 17 - SEP 19	OCT 16 - SEP 18	JUL 17 - JUN 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 2 (A):
PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE
Including State Revenue

Service	Current Period	Prior Period	Prior Report
	OCT 17 - SEP 19	OCT 16 - SEP 18	JUL 17 - JUN 19

Acela Express

Acela Express	193%	191%	192%
---------------	------	------	------

Other NEC Corridor Routes

Keystone Service	86%	88%	86%
Northeast Regional (Boston - Washington)	140%	142%	141%
Newport News	124%	128%	124%
Lynchburg	140%	145%	140%
Norfolk	107%	114%	109%
Richmond	114%	121%	115%
New Haven - Springfield	79%	77%	81%

Non-NEC Corridor Routes

Capitol Corridor	87%	84%	85%
Carolinian	117%	117%	116%
Cascades	91%	87%	88%
Downeaster	92%	85%	88%
Empire Corridor			
Adirondack	91%	89%	90%
Empire Service	87%	93%	88%
Ethan Allen Express	85%	83%	83%
Maple Leaf	71%	72%	71%
Heartland Flyer	86%	86%	87%
Hiawatha	99%	104%	101%
Hoosier State	66%	73%	67%
Illinois			
Carl Sandburg / Illinois Zephyr	101%	104%	104%
Illini / Saluki	103%	102%	105%
Lincoln Service	102%	109%	106%
Michigan			
Blue Water	91%	85%	88%
Pere Marquette	92%	88%	91%
Wolverine	90%	87%	88%
Kansas City - St. Louis	103%	105%	106%
Pacific Surfliner	86%	84%	84%
Pennsylvanian	82%	81%	81%
Piedmont	89%	97%	89%
San Joaquins	87%	86%	87%
Vermonteer	103%	105%	103%

Long-Distance Routes

Auto Train	86%	87%	87%
California Zephyr	48%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	32%	32%	32%
City of New Orleans	44%	49%	46%
Coast Starlight	50%	48%	49%
Crescent	45%	44%	44%
Empire Builder	51%	52%	52%
Lake Shore Ltd	45%	46%	45%
Palmetto	79%	87%	81%
Silver Meteor	50%	51%	51%
Silver Star	50%	49%	51%
Southwest Chief	43%	45%	44%
Sunset Limited	25%	25%	25%
Texas Eagle	44%	45%	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
	OCT 17 - SEP 19	OCT 16 - SEP 18	JUL 17 - JUN 19
<i>Acela Express</i>			
Acela Express	193%	191%	192%
<i>Other NEC Corridor Routes</i>			
Keystone Service	81%	78%	79%
Northeast Regional (Boston - Washington)	140%	142%	141%
Newport News	115%	120%	115%
Lynchburg	144%	148%	145%
Norfolk	104%	100%	100%
Richmond	93%	97%	93%
New Haven - Springfield	42%	43%	43%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	51%	49%	51%
Carolinian	92%	96%	94%
Cascades	59%	57%	58%
Downeaster	57%	54%	56%
Empire Corridor			
Adirondack	53%	50%	52%
Empire Service	56%	53%	54%
Ethan Allen Express	71%	70%	69%
Maple Leaf	80%	80%	79%
Heartland Flyer	28%	27%	28%
Hiawatha	89%	85%	89%
Hoosier State	17%	20%	18%
Illinois			
Carl Sandburg / Illinois Zephyr	35%	36%	36%
Illini / Saluki	43%	43%	44%
Lincoln Service	54%	51%	55%
Michigan			
Blue Water	53%	52%	53%
Pere Marquette	54%	48%	52%
Wolverine	70%	68%	70%
Kansas City - St. Louis	42%	42%	43%
Pacific Surfliner	63%	65%	64%
Pennsylvanian	70%	72%	70%
Piedmont	53%	53%	53%
San Joaquins	36%	39%	37%
Vermonteer	63%	65%	64%
<i>Long-Distance Routes</i>			
Auto Train	86%	87%	87%
California Zephyr	48%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	32%	32%	32%
City of New Orleans	44%	49%	46%
Coast Starlight	50%	48%	49%
Crescent	45%	44%	44%
Empire Builder	51%	52%	52%
Lake Shore Ltd	45%	46%	45%
Palmetto	79%	87%	81%
Silver Meteor	50%	51%	51%
Silver Star	50%	49%	51%
Southwest Chief	43%	45%	44%
Sunset Limited	25%	25%	25%
Texas Eagle	44%	45%	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
	OCT 17 - SEP 19	OCT 16 - SEP 18	JUL 17 - JUN 19
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
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
<i>Non-NEC Corridor Routes</i>			
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
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	OCT 17 - SEP 19	OCT 16 - SEP 18	JUL 17 - JUN 19
<i>Acela Express</i>			
Acela Express	Not Available	Not Available	Not Available
<i>Other NEC Corridor Routes</i>			
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
<i>Non-NEC Corridor Routes</i>			
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
<i>Long-Distance Routes</i>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

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

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

Current Period	Prior Period	Prior Report
OCT 17 - SEP 19	OCT 16 - SEP 18	JUL 17 - JUN 19

(\$0.006)	(\$0.020)	(\$0.007)
-----------	-----------	-----------

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

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

Current Period	Prior Period	Prior Report
OCT 17 - SEP 19	OCT 16 - SEP 18	JUL 17 - JUN 19

(\$0.043)	(\$0.057)	(\$0.044)
-----------	-----------	-----------

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

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

Service	Current Period	Prior Period	Prior Report
	OCT 17 - SEP 19	OCT 16 - SEP 18	JUL 17 - JUN 19

Acela Express

Acela Express	191	189	190
---------------	-----	-----	-----

Other NEC Corridor Routes

Keystone Service	164	159	161
Northeast Regional (Boston - Washington)	250	243	247
Newport News	249	255	251
Lynchburg	331	341	333
Norfolk	191	182	183
Richmond	181	183	180
New Haven - Springfield	97	97	94

Non-NEC Corridor Routes

Capitol Corridor	100	96	99
Carolinian	208	220	216
Cascades	137	138	138
Downeaster	92	94	93
Empire Corridor			
Adirondack	188	188	189
Empire Service	128	128	127
Ethan Allen Express	147	141	144
Maple Leaf	120	118	119
Heartland Flyer	80	81	80
Hiawatha	163	157	162
Hoosier State	54	56	54
Illinois			
Carl Sandburg / Illinois Zephyr	83	85	83
Illini / Saluki	100	99	99
Lincoln Service	137	132	135
Michigan			
Blue Water	156	156	156
Pere Marquette	112	109	112
Wolverine	159	152	157
Kansas City - St. Louis	79	79	79
Pacific Surfliner	147	156	150
Pennsylvanian	198	203	199
Piedmont	65	67	66
San Joaquins	97	99	98
Vermont	145	145	145

Long-Distance Routes

Auto Train	329	331	331
California Zephyr	164	171	165
Capitol Limited	169	179	172
Cardinal	109	115	112
City of New Orleans	141	153	145
Coast Starlight	200	204	204
Crescent	135	136	134
Empire Builder	166	172	167
Lake Shore Ltd	186	197	191
Palmetto	156	172	162
Silver Meteor	197	201	198
Silver Star	157	163	160
Southwest Chief	165	175	168
Sunset Limited	120	122	121
Texas Eagle	161	170	163

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 2019 Q1 to FY 2019 Q4)	Test #2 End Point OTP for FY 2019 Q4	Test #3 All Stations OTP for FY 2019 Q4
Acela Express			
Standard	>=0	90.0%	90.0%
Acela Express	-4.0	79.2%	82.4%
Other NEC Corridor Routes			
Standard	>=0	85.0%	85.0%
Keystone	-1.8	87.4%	93.1%
Total Northeast Regional	-2.0	79.5%	83.1%
All Other Northeast Regional	-1.9	85.6%	89.1%
Richmond / Newport News / Norfolk	-0.7	64.3%	75.5%
Roanoke	-8.2	43.5%	66.8%
Springfield Shuttles	5.7	84.7%	86.8%
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Capitol Corridor	1.5	88.8%	89.0%
Carolinian	-0.4	64.7%	48.2%
Cascades	-1.4	66.3%	67.4%
Downeaster	-2.6	54.8%	82.7%
Empire	2.1	82.9%	76.9%
Adirondack	1.8	61.4%	63.7%
Ethan Allen Express	4.7	92.4%	89.0%
Maple Leaf	1.8	69.0%	60.7%
New York - Albany	2.0	92.5%	94.9%
New York - Niagara Falls	2.2	64.7%	65.6%
Heartland Flyer	1.7	38.8%	57.9%
Hiawatha	0.1	84.7%	92.7%
Illinois	1.4	69.8%	68.6%
Carl Sandburg / Illinois Zephyr	1.1	78.8%	81.0%
Illini / Saluki	-1.5	39.3%	36.9%
Lincoln Service	2.8	80.5%	79.5%
Michigan	4.5	34.5%	46.2%
Blue Water	7.0	48.4%	51.9%

Table 6
On Time Performance (OTP)

Service	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Pere Marquette	3.1	58.7%	66.0%
Wolverine	3.9	21.8%	42.2%
Missouri	4.7	41.5%	52.1%
Pacific Surfliner	-2.7	72.2%	75.9%
Pennsylvanian	-1.0	67.9%	66.2%
Piedmont	-0.3	66.2%	81.0%
Vermont	3.7	88.0%	79.7%
San Joaquins	-2.0	67.2%	71.6%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	0.6	53.6%	62.5%
California Zephyr	1.6	20.1%	25.5%
Capitol Ltd	-0.8	31.0%	29.7%
Cardinal	1.0	47.4%	44.1%
Coast Starlight	0.5	72.3%	54.5%
Crescent	-2.5	25.5%	33.5%
Empire Builder	-0.5	62.1%	40.1%
Lake Shore Ltd	0.5	55.7%	46.8%
Palmetto	-0.3	46.9%	55.6%
Silver Meteor	0.5	37.6%	37.0%
Silver Star	-0.1	21.8%	33.4%
Southwest Chief	-1.0	24.5%	30.2%
Sunset Ltd	1.0	11.5%	12.4%
Texas Eagle	1.7	31.0%	26.6%
City Of New Orleans	0.7	85.9%	59.9%

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 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Acela Express								
Acela Express	MNRR	2,203	DSR	1,053	CTI	837	56	
Other NEC Corridor Routes								
Northeast Regional	Springfield Shuttles	MADOT	623	DCS	296	DSR	275	UND
	Roanoke	MNRR	3,253	DSR	1,989	CTI	694	UND
		NS	970	FTI	435	DSR	189	216
	Richmond / Newport News / Norfolk	CSX	1,098	RTE	265	DSR	219	189
		MNRR	2,811	DSR	1,313	CTI	1,099	56
		NS	729	DSR	233	RTE	202	81
	All Other Northeast Regional	MNRR	2,640	DSR	1,474	CTI	866	56
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	UP	532	PTI	242	DCS	81	168
Carolinian	Carolinian	CSX	1,312	PTI	330	FTI	321	295
		NS	679	PTI	262	DSR	137	202
Cascades	Cascades	BNSF	1,010	DSR	252	FTI	251	343
		UP	1,225	FTI	376	DSR	350	125
Downeaster	Downeaster	MBTA	1,156	CTI	594	DCS	171	38
		PanAm	1,390	DSR	682	PTI	427	77
Empire	Adirondack	Amtrak	7	PTI	7			104
		CN	4,402	DSR	2,883	RTE	851	49
		CP	889	PTI	561	DSR	139	178
		MNRR	1,099	CTI	493	DMW	235	64
	Ethan Allen Express	Amtrak	92	PTI	72	RTE	9	104
		CP	605	PTI	338	DCS	101	60
		MNRR	1,378	CTI	730	RTE	281	64
		VTR	256	DSR	165	RTE	41	24
	Maple Leaf	Amtrak	21	PTI	21			109
		CSX	1,410	FTI	615	RTE	390	298
		MNRR	1,124	CTI	608	RTE	214	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 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Non-NEC Corridor Routes								
	New York - Albany	MNRR	875	CTI	473	RTE	149	64
	New York - Niagara Falls	Amtrak	4	RTE	3	DCS	1	109
		CSX	1,083	RTE	378	FTI	351	296
		MNRR	1,421	CTI	616	DMW	349	64
Heartland Flyer	Heartland Flyer	BNSF	2,023	DSR	1,334	FTI	567	238
Hiawatha	Hiawatha	CP	361	FTI	144	DCS	59	53
		Metra	1,966	CTI	970	DSR	419	29
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	833	FTI	287	DSR	255	257
	Illini / Saluki	CN	1,514	DCS	772	PTI	237	306
	Lincoln Service	CN	2,221	FTI	1,097	DCS	409	37
		UP	793	PTI	281	FTI	230	231
Michigan	Blue Water	Amtrak	410	PTI	133	DSR	88	99
		CN	1,089	FTI	755	DCS	146	159
		MIDOT	2,122	DSR	1,655	DCS	259	22
		NS	4,190	FTI	3,120	DMW	334	39
	Pere Marquette	CSX	500	DSR	334	FTI	101	135
		NS	3,236	FTI	2,062	PTI	584	39
	Wolverine	Amtrak	680	PTI	332	DCS	165	99
		CN	2,702	FTI	1,266	DSR	748	27
		MIDOT	958	PTI	431	DSR	302	134
		NS	4,438	FTI	3,319	DMW	401	39
Missouri	Missouri	UP	1,965	FTI	1,102	DSR	410	271
Pacific Surfliner	Pacific Surfliner	BNSF	968	DCS	232	CTI	166	22
		SCRRA	1,007	PTI	429	CTI	342	95
		SDNRR	1,639	CTI	706	PTI	607	60
		UP	1,443	PTI	730	DCS	273	174
Pennsylvanian	Pennsylvanian	NS	1,386	FTI	905	RTE	161	249
Piedmont	Piedmont	NS	586	FTI	179	DCS	125	173
San Joaquins	San Joaquins	BNSF	1,192	PTI	414	FTI	386	284
		UP	1,039	PTI	464	FTI	219	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 Q4 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Non-NEC Corridor Routes								
Vermonter	Vermonter	MADOT	1,951	DSR	1,672	DCS	151	50
		MNRR	3,298	DSR	1,419	CTI	1,152	56
		NECR	731	DSR	641	FTI	42	238
Long-Distance Routes								
Auto Train		CSX	1,274	FTI	468	DSR	371	898
		FR	2,718	CTI	1,298	DSR	737	16
California Zephyr		BNSF	1,620	DSR	855	FTI	453	1027
		UP	883	DSR	297	FTI	234	1431
Capitol Ltd		CSX	988	DSR	340	RTE	220	307
		NS	2,155	FTI	1,517	PTI	223	481
Cardinal		BBrRR	1,064	PTI	479	DCS	227	132
		CSX	792	DSR	274	FTI	243	698
		NS	1,633	CTI	489	FTI	393	79
City Of New Orleans		CN	958	FTI	358	DSR	224	930
Coast Starlight		BNSF	498	FTI	124	PTI	104	186
		SCRRA	3,222	DTR	1,436	PTI	876	48
		UP	1,236	FTI	378	PTI	344	1159
Crescent		NS	1,301	FTI	702	DCS	223	1141
Empire Builder		BNSF	862	FTI	403	DSR	300	2147
		CP	520	FTI	292	DSR	97	384
		Metra	1,994	CTI	1,274	DCS	330	29
Lake Shore Ltd		CSX	909	FTI	315	RTE	206	741
		MBTA	3,517	CTI	2,720	RTE	301	64
		MNRR	1,526	CTI	933	RTE	299	64
		NS	2,200	FTI	1,442	PTI	382	339
Palmetto		CSX	945	FTI	334	PTI	222	659
Silver Meteor		CSX	821	FTI	271	DSR	234	1152
		Fla DOT	1,107	CTI	432	DSR	256	68
		FR	1,791	CTI	621	PTI	542	61
Silver Star		CSX	1,019	DSR	265	PTI	256	1209
		Fla DOT	1,056	CTI	550	DSR	287	68
		FR	870	CTI	323	DSR	285	61
		NS	516	DCS	173	DSR	117	28
Southwest Chief		BNSF	842	FTI	304	DSR	187	2198
		NMDOT	1,171	CTI	758	DCS	202	80
Sunset Ltd		BNSF	2,116	DSR	1,249	FTI	641	190
		UP	1,926	FTI	1,064	DSR	403	1784
Texas Eagle		BNSF	1,441	DSR	916	FTI	360	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 Q4 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Long-Distance Routes							
	CN	3,957	FTI	1,866	DCS	701	37
	TRE	3,372	CTI	1,516	DTR	661	33
	UP	1,878	FTI	729	DSR	646	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.

Major Maintenance and Construction Allowance (by service/train and host railroad): Illini/Saluki on CN: 6; City of New Orleans on CN: 3.

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

Service	Total Delay	FY 2019 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	125	HLD	45	ADA	22
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	413	SYS	84	ENG	81
Richmond / Newport News / Norfolk	441	ENG	98	SYS	91
All Other Northeast Regional	276	ENG	64	HLD	60
Roanoke	451	SYS	131	ADA	112
Springfield Shuttles	679	ITI	331	OTH	282
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	429	HLD	101	ADA	77
Carolinian	499	SYS	127	ADA	122
Cascades	530	SYS	145	ENG	77
Downeaster	245	HLD	80	ITI	66
Empire	384	SYS	148	HLD	92
Adirondack	349	HLD	180	OTH	50
Ethan Allen Express	288	HLD	122	OTH	95
Maple Leaf	749	SYS	329	HLD	146
New York - Albany	92	HLD	31	ENG	30
New York - Niagara Falls	403	SYS	206	HLD	58
Heartland Flyer	378	SYS	107	HLD	85
Hiawatha	424	OTH	230	ITI	81
Illinois	271	SYS	68	ENG	63
Carl Sandburg / Illinois Zephyr	200	HLD	50	ADA	44
Illini / Saluki	447	OTH	125	SYS	114
Lincoln Service	208	ENG	82	SYS	56
Michigan	1042	SYS	552	OTH	201
Blue Water	849	SYS	418	OTH	124
Pere Marquette	622	SYS	374	OTH	111
Wolverine	1231	SYS	652	OTH	255
Missouri	573	ITI	233	SYS	112

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

Service	Total Delay	FY 2019 Q4			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pacific Surfliner	855	SYS	230	ITI	166
Pennsylvanian	323	ADA	119	HLD	90
Piedmont	492	SYS	168	ADA	103
San Joaquins	402	SYS	106	ENG	61
Vermonter	367	OTH	222	ENG	51
Long Distance Routes - Amtrak Responsible					
Auto Train	313	SYS	96	SVS	87
California Zephyr	609	SYS	170	SVS	152
Capitol Ltd	373	HLD	129	SYS	111
Cardinal	681	SYS	195	OTH	113
City Of New Orleans	334	HLD	89	SYS	80
Coast Starlight	593	SYS	156	HLD	128
Crescent	552	SYS	226	HLD	122
Empire Builder	519	HLD	106	SYS	99
Lake Shore Ltd	429	SYS	155	HLD	145
Palmetto	300	SYS	92	ADA	74
Silver Meteor	567	SYS	156	ADA	143
Silver Star	531	SYS	222	ADA	99
Southwest Chief	542	SYS	121	ENG	120
Sunset Ltd	771	SYS	208	SVS	105
Texas Eagle	824	SYS	236	HLD	139

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 Q4				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<i>Acela Express</i>							
<i>Standard</i>		265					
Acela Express	Amtrak	384	SMW	117	PSR	45	401
<i>Other Services</i>							
<i>Standard</i>		475					
Keystone	Amtrak	443	DSR	145	SMW	74	195
Cardinal	Amtrak	1,201	SMW	197	CAR	166	226
Carolinian	Amtrak	430	SMW	154	PTI	61	226
Crescent	Amtrak	848	SMW	194	PTI	107	226
Northeast Regional	Amtrak	466	SMW	108	PTI	45	463
Springfield Shuttles	Amtrak	1,171	CON	381	PTI	164	463
Roanoke	Amtrak	587	SMW	115	PTI	63	463
Richmond / Newport News / Norfolk	Amtrak	514	SMW	129	PTI	53	463
All Other Northeast Regional	Amtrak	370	SMW	105	ENG	30	463
Palmetto	Amtrak	478	SMW	80	ENG	48	226
Pennsylvanian	Amtrak	617	DSR	227	SMW	119	195
Silver Meteor	Amtrak	1,121	SMW	213	DCS	139	226
Silver Star	Amtrak	713	SMW	129	PTI	101	226
Vermonter	Amtrak	540	PTI	105	SMW	93	304

This table excludes third-party delays.

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

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

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

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

Service	4th Quarter FY 2019					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
2010 Standard	82	80	80	80	80	80
Acela Express						
Acela Express	72	80	73	76	66	55
Other NEC Corridor Routes						
Keystone Service	76	82	69	80	65	63
Northeast Regional (Boston - Washington)	79	84	72	80	66	67
Newport News ^u	82	84	74	84	67	64
Norfolk ^c	83	85	70	82	67	67
Richmond ^d	80	85	70	80	63	62
Lynchburg ^e	85	88	74	83	67	
New Haven - Springfield	81	87	73	81	67	61
Non-NEC Corridor Routes						
Capitol Corridor	82	91	75	82	71	65
Carolinian	72	84	73	78	67	68
Cascades	75	85	74	74	59	63
Downeaster	85	91	79	88	78	73
Empire Corridor						
Adirondack	74	78	66	76	59	55
Ethan Allen Express	81	80	75	81	65	57
Maple Leaf	82	86	73	80	64	66
New York - Albany ^f	81	90	73	82	67	
Heartland Flyer	87	90	84	87	78	76
Hiawatha	87	88	79	82	72	
Hoosier State	100	100	100	100	100	
Illinois						
Carl Sandburg / Illinois Zephyr	88	88	81	84	79	75
Illini / Saluki	79	84	73	79	71	65
Lincoln Service	81	86	77	79	71	67
Michigan						
Blue Water	70	80	65	74	65	63
Pere Marquette	79	88	78	76	71	68
Wolverine	57	78	62	66	59	57
Kansas City - St. Louis	71	88	71	77	64	66
Pacific Surfliner	72	82	68	77	64	60
Pennsylvanian	82	89	77	81	57	64
Piedmont	87	88	84	85	88	
San Joaquins	80	87	77	76	65	66
Vermont	80	84	73	78	61	61
Long-Distance Routes						
Auto Train	76	90	84	66	73	72
California Zephyr	61	78	62	67	54	60
Capitol Limited	65	79	62	69	62	50
Cardinal	63	74	60	65	52	56
City of New Orleans	74	84	72	72	67	60
Coast Starlight	73	83	68	77	59	62
Crescent	65	81	61	71	58	72
Empire Builder	71	80	65	69	54	63
Lake Shore Ltd	72	82	67	72	60	56
Palmetto	76	84	69	78	59	69
Silver Meteor	69	78	64	71	54	66
Silver Star	70	80	68	74	57	56
Southwest Chief	59	78	60	65	55	63
Sunset Limited	59	77	57	69	55	59
Texas Eagle	68	84	65	76	63	74

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

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

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

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

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

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

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

Service	4th Quarter FY 2019		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	32	89	0.36
---------------	----	----	------

Other NEC Corridor Routes

Keystone Service	8	35	0.23
Total Northeast Regional	63	144	0.44
Richmond / Newport News ^b	18	42	0.43
Lynchburg ^c	6	11	0.53
All Other Northeast Regional	39	90	0.43

Non-NEC Corridor Routes

Capitol Corridor	26	32	0.81
Carolinian	3	10	0.29
Cascades	30	21	1.46
Downeaster	4	13	0.31
Empire Corridor	37	55	0.67
Adirondack	4	7	0.56
Ethan Allen Express	5	5	1.10
Maple Leaf	13	9	1.50
New York - Albany ^d	6	17	0.35
New York - Niagara Falls	9	17	0.52
Heartland Flyer	2	4	0.53
Hiawatha	14	11	1.32
Hoosier State			
Illinois	22	41	0.53
Carl Sandburg / Illinois Zephyr	6	9	0.63
Illini / Saluki	4	11	0.36
Lincoln Service	12	21	0.58
Michigan	21	26	0.81
Blue Water	5	6	0.85
Pere Marquette	2	3	0.61
Wolverine	14	17	0.84
Kansas City - St. Louis	6	9	0.63
Pacific Surfliner	37	43	0.87
Pennsylvanian	2	8	0.25
Piedmont	2	8	0.26
San Joaquins	23	40	0.58
Vermont	2	11	0.18

Long-Distance Routes

Auto Train	6	16	0.39
California Zephyr	24	45	0.54
Capitol Limited	12	14	0.84
Cardinal	13	9	1.44
City of New Orleans	6	16	0.38
Coast Starlight	17	26	0.66
Crescent	9	25	0.36
Empire Builder	25	47	0.53
Lake Shore Ltd	19	21	0.90
Palmetto	7	16	0.44
Silver Meteor	20	25	0.80
Silver Star	12	26	0.46
Southwest Chief	36	42	0.85
Sunset Limited	16	15	1.07
Texas Eagle	28	24	1.18

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

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

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

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

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

Service	4th Quarter FY 2019	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.01	1.86
---------------	------	------

Amtrak Corridor

Keystone	0.00	2.02
Northeast Regional	0.02	1.98

Short Distance

Capitols	0.06	9.35
Carolinian	0.03	2.14
Cascades	0.01	1.04
Downeaster	0.02	1.49
Empire Corridor		
Adirondack	0.02	4.23
Empire Service	0.00	2.84
Ethan Allen Express	0.00	2.68
Maple Leaf	0.00	13.95
Heartland Flyer	0.00	1.09
Hiawatha	0.00	0.00
Hoosier State	0.00	6.93
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	1.18
Illini / Saluki	0.00	1.49
Lincoln Service	0.04	3.67
Michigan		
Blue Water	0.00	0.32
Pere Marquette	0.00	1.66
Wolverine	0.02	2.55
Kansas City - St. Louis	0.00	1.74
Pacific Surfliner	0.00	3.55
Pennsylvanian	0.00	1.16
Piedmont	0.03	2.33
San Joaquins	0.03	3.91
Vermont	0.03	7.83

Long Distance

Auto Train	0.69	26.93
California Zephyr	1.23	18.84
Capitol Limited	0.41	18.11
Cardinal	0.33	14.53
City of New Orleans	0.37	9.48
Coast Starlight	0.99	37.58
Crescent	0.70	13.23
Empire Builder	0.43	10.20
Lake Shore Ltd	0.06	12.27
Palmetto	0.45	25.89
Silver Meteor	0.72	21.99
Silver Star	1.72	29.22
Southwest Chief	0.85	48.54
Sunset Limited	0.64	32.49
Texas Eagle	0.69	20.44

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2019						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	466	44	9	114	382	1,015	
Amtrak Premium	13	1	0	3	14	31	
Acela Express	13	1	0	3	14	31	
Amtrak Corridor	8	1	2	4	11	26	
Keystone	0	0	0	0	1	1	
Northeast Regional	8	1	2	4	10	25	
Short Distance	16	1	1	7	41	66	
Capitol	0	0	0	0	2	2	
Carolinian	1	0	0	1	2	4	
Cascades	2	0	0	2	3	7	
Downeaster	1	0	0	0	1	2	
Empire Corridor	0	1	0	0	9	10	
Adirondack	0	0	0	0	1	1	
Empire Service	0	1	0	0	6	7	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	0	0	0	0	2	2	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	0	0	0	0	0	
Hoosier State	0	0	0	0	0	0	
Illinois	0	0	0	0	0	0	
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0	
Illini / Saluki	0	0	0	0	0	0	
Lincoln Service	0	0	0	0	0	0	
Michigan	0	0	1	1	3	5	
Blue Water	0	0	0	0	1	1	
Pere Marquette	0	0	0	0	0	0	
Wolverine	0	0	1	1	2	4	
Kansas City - St. Louis	0	0	0	0	0	0	
Pacific Surfliner	5	0	0	1	18	24	
Pennsylvanian	0	0	0	0	0	0	
Piedmont	0	0	0	0	0	0	
San Joaquins	5	0	0	1	3	9	
Vermont	2	0	0	1	0	3	
Long Distance	429	41	6	100	316	892	
Auto Train	14	2	0	12	27	55	
California Zephyr	49	5	2	8	18	82	
Capitol Limited	36	2	0	5	34	77	
Cardinal	3	0	1	1	7	12	
City of New Orleans	4	0	0	1	14	19	
Coast Starlight	17	2	1	3	23	46	
Crescent	59	4	0	1	17	81	
Empire Builder	39	6	0	7	49	101	
Lake Shore Ltd	17	1	0	2	25	45	
Palmetto	1	0	0	1	3	5	
Silver Meteor	16	3	0	7	18	44	
Silver Star	26	0	1	7	34	68	
Southwest Chief	121	7	0	36	12	176	
Sunset Limited	4	0	0	4	11	19	
Texas Eagle	23	9	1	5	24	62	

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

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2019						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	586	84	2,500	1,438	1,293	5,901	
Amtrak Premium	20	4	59	180	49	312	
Acela Express	20	4	59	180	49	312	
Amtrak Corridor	107	16	159	174	235	691	
Keystone	8	2	22	23	25	80	
Northeast Regional	99	14	137	151	210	611	
Short Distance	138	31	477	301	271	1,218	
Capitols	4	0	12	6	9	31	
Carolinian	6	1	44	19	24	94	
Cascades	4	0	43	13	19	79	
Downeaster	5	1	9	5	3	23	
Empire Corridor	13	5	33	36	28	115	
Adirondack	2	0	4	5	3	14	
Empire Service	8	3	18	23	16	68	
Ethan Allen Express	0	0	4	3	1	8	
Maple Leaf	3	2	7	5	8	25	
Heartland Flyer	0	0	6	4	3	13	
Hiawatha	1	2	1	7	7	18	
Hoosier State	0	0	0	0	0	0	
Illinois	16	2	75	35	23	151	
Carl Sandburg / Illinois Zephyr	2	0	15	3	5	25	
Illini / Saluki	7	1	21	8	10	47	
Lincoln Service	7	1	39	24	8	79	
Michigan	23	2	37	30	30	122	
Blue Water	2	0	8	5	6	21	
Pere Marquette	1	0	9	1	0	11	
Wolverine	20	2	20	24	24	90	
Kansas City - St. Louis	3	0	23	4	2	32	
Pacific Surfliner	48	7	138	94	70	357	
Pennsylvanian	4	0	18	12	5	39	
Piedmont	0	1	3	7	4	15	
San Joaquins	7	6	22	18	34	87	
Vermont	4	4	13	11	10	42	
Long Distance	321	33	1,805	783	738	3,680	
Auto Train	5	0	86	12	22	125	
California Zephyr	26	3	257	73	59	418	
Capitol Limited	11	2	68	32	41	154	
Cardinal	6	1	30	20	11	68	
City of New Orleans	10	2	41	21	60	134	
Coast Starlight	15	1	115	76	65	272	
Crescent	39	2	80	58	53	232	
Empire Builder	15	4	407	71	67	564	
Lake Shore Ltd	22	2	131	45	32	232	
Palmetto	17	1	37	24	23	102	
Silver Meteor	37	3	120	89	76	325	
Silver Star	17	2	79	67	48	213	
Southwest Chief	36	4	113	97	97	347	
Sunset Limited	4	0	55	30	26	115	
Texas Eagle	61	6	186	68	58	379	

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	4th Quarter FY 2019					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	811	2,390	365	1,642	1,937	7,145
Amtrak Premium	23	50	5	65	10	153
Acela Express	23	50	5	65	10	153
Amtrak Corridor	33	665	12	183	74	967
Keystone	1	61	1	21	3	87
Northeast Regional	32	604	11	162	71	880
Short Distance	62	481	53	259	172	1,027
Capitol	2	1	2	5	1	11
Carolinian	2	76	3	18	20	119
Cascades	5	31	11	26	12	85
Downeaster	1	2	0	3	0	6
Empire Corridor	8	102	3	45	33	191
Adirondack	0	26	0	9	5	40
Empire Service	4	61	1	18	13	97
Ethan Allen Express	1	7	0	4	3	15
Maple Leaf	3	8	2	14	12	39
Heartland Flyer	0	2	0	0	1	3
Hiawatha	0	4	0	1	2	7
Hoosier State	0	0	0	0	0	0
Illinois	0	19	8	25	10	62
Carl Sandburg / Illinois Zephyr	0	0	0	2	0	2
Illini / Saluki	0	8	2	8	4	22
Lincoln Service	0	11	6	15	6	38
Michigan	2	35	6	28	19	90
Blue Water	0	11	0	6	5	22
Pere Marquette	1	0	1	3	0	5
Wolverine	1	24	5	19	14	63
Kansas City - St. Louis	3	5	2	4	2	16
Pacific Surfliner	33	27	11	67	23	161
Pennsylvanian	5	12	3	9	12	41
Piedmont	0	15	0	4	1	20
San Joaquins	0	55	2	15	26	98
Vermont	1	95	2	9	10	117
Long Distance	693	1,194	295	1,135	1,681	4,998
Auto Train	44	55	16	56	28	199
California Zephyr	121	108	59	107	257	652
Capitol Limited	37	34	12	42	26	151
Cardinal	7	81	9	19	39	155
City of New Orleans	17	27	10	38	28	120
Coast Starlight	55	29	15	73	63	235
Crescent	16	149	22	251	340	778
Empire Builder	144	79	29	131	192	575
Lake Shore Ltd	25	43	12	51	57	188
Palmetto	10	85	6	36	54	191
Silver Meteor	38	173	27	92	153	483
Silver Star	29	126	21	77	114	367
Southwest Chief	80	74	23	80	177	434
Sunset Limited	17	43	9	23	56	148
Texas Eagle	53	88	25	59	97	322

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

TABLE 16:
STATION-RELATED COMPLAINTS
 Number of Complaints Received

4th Quarter FY 2019

Amtrak System		2332
----------------------	--	-------------

Division

Boston		111
California		383
Central		130
Empire		357
New York		0
Southeast		318
Southwest		498
Northwest		89
Washington		446

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

**TABLE 17:
PUBLIC BENEFITS**

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

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

Host Railroad - Responsible Delays		
Code	Code Description	Explanation
CTI	Commuter Train Interfere	Delays for meeting or following commuter trains
CTP	Commuter Train Problems	Delays directly caused by abnormal occurrences to commuter trains
DBB	B&B work due to defect	Delays caused by bridge or building maintenance
DCS	Signal Delays	Signal failure or other signal delays, wayside defect-detector false-alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
DCT	Defective Concrete Ties	Delays caused by the replacement of concrete ties
DDA	Defect Detector Actuation	Delays caused by train inspection following a defect detector actuation
DET	ET work due to defect	Catenary or other electrical maintenance
DMW	Maintenance of Way	Maintenance of Way delays including holds for track repairs or MW foreman to clear
DSR	Slow Order Delays	Temporary slow orders, except heat or cold orders
DTR	Detour	Delays from detours
FTI	Freight Train Interference	Delays from freight trains
PBB	Planned B&B work	Scheduled bridge and building maintenance
PET	Planned ET work	Scheduled catenary or other electrical work
PSC	Planned C&S work	Scheduled communications and signal work
PSR	Planned speed restrictions	Scheduled speed restrictions
PTI	Passenger Train Interfere	Delays for meeting or following other passenger trains
RTE	Routing	Routing-dispatching delays including diversions, late track bulletins, etc.
SMW	Scheduled M/W work	Scheduled maintenance way work

Amtrak - Responsible Delays		
Code	Code Description	Explanation
ADA	Passenger Related	All delays related to disabled passengers, wheel chair lifts, guide dogs, etc.
CAR	Car Failure	Mechanical failure on all types of cars
CCR	Cab Car Failure	Mechanical failure on Cab Cars
CON	Hold for Connection	Holding for connections from other trains or buses
CTC	CETC System failure	Failure of the CETC train control system
ENG	Locomotive Failure	Mechanical failure on engines.
HLD	Passenger Related	All delays related to passengers, checked-baggage, large groups, etc.
INJ	Injury Delay	Delay due to injured passengers or employees.
ITI	Initial Terminal Delay	Delay at initial terminal due to late arriving inbound trains causing late release of equipment.
MTI	Disabled train ahead	Disabled train ahead due to mechanical failure
OTH	Miscellaneous Delays	Lost-on-run, heavy trains, unable to make normal speed, etc.
SVS	Servicing (SVS)	All switching and servicing delays
SYS	Crew & System	Delays related to crews including lateness, lone-engineer delays

Third-Party Delays		
Code	Code Description	Explanation
BSP	Bridge Strike	Delay due to train striking an overhead bridge
DBS	Debris	Debris strikes
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	Movable bridge openings for marine traffic where no bridge failure is involved
NOD	Unused Recovery Time	Waiting for scheduled departure time at a station
POL	Police-Related	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	Trespasser incidents including road crossing accidents, trespasser / animal strikes, vehicle stuck on track ahead, bridge strikes
UTL	Utility company failure	Failure due to utility company issue
WTR	Weather-Related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders

**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 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-5.3	93.4%	95.8%
	2103	-3.8	85.2%	94.5%
	2104	-5.1	83.6%	89.2%
	2107	-5.9	96.8%	97.3%
	2108	-2.0	100.0%	100.0%
	2109	-4.2	91.8%	96.2%
	2110	-5.2	90.2%	91.4%
	2117	-4.7	85.2%	94.1%
	2119	-4.0	82.0%	85.5%
	2121	-5.6	86.9%	93.0%
	2122	-4.4	77.0%	77.8%
	2124	-4.1	90.5%	87.3%
	2126	-3.8	73.8%	78.7%
	2128	NA	90.0%	88.3%
	2150	-2.0	82.0%	82.8%
	2151	-3.0	68.3%	90.2%
	2153	-4.0	90.2%	94.8%
	2154	-3.2	84.1%	75.9%
	2155	-2.1	95.2%	96.3%
	2158	-3.6	74.6%	75.0%
	2159	-3.2	82.5%	87.4%
	2160	-4.3	82.0%	78.6%
	2163	-4.6	77.8%	82.5%
	2164	-2.7	50.8%	70.2%
	2165	-2.3	60.7%	76.2%
	2166	-3.4	77.0%	74.0%
	2167	-3.6	69.8%	79.2%
	2168	-3.5	73.0%	68.4%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2170	-3.4	60.7%	70.4%
	2171	-3.5	66.7%	78.6%
	2172	-3.8	68.3%	70.3%
	2173	-3.6	88.5%	88.7%
	2175	NA	58.3%	70.9%
	2190	-2.3	90.5%	89.7%
	2192	-6.3	100.0%	42.9%
	2193	-4.3	33.3%	71.4%
	2203	-2.5	100.0%	100.0%
	2205	-4.8	92.3%	95.2%
	2208	-5.2	87.5%	87.5%
	2213	-4.3	84.6%	93.3%
	2215	-2.2	92.3%	96.2%
	2218	NA	86.7%	89.2%
	2222	-7.0	46.2%	71.2%
	2224	-6.3	69.2%	77.9%
	2228	-2.4	100.0%	100.0%
	2245	0.5	100.0%	92.3%
	2248	-4.9	85.7%	84.2%
	2249	-0.6	80.0%	82.9%
	2250	-1.8	43.8%	68.3%
	2251	1.0	75.0%	79.9%
	2252	-3.3	35.7%	64.5%
	2253	-1.7	82.8%	94.6%
	2254	-2.2	75.9%	81.3%
	2255	-2.0	82.1%	92.6%
	2256	-4.3	78.6%	55.1%
	2257	-2.6	92.9%	88.8%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2258	-2.9	57.1%	65.8%
	2259	-2.7	69.2%	70.9%
	2260	NA	92.3%	84.1%
	2261	NA	57.1%	84.2%
	2275	NA	84.6%	82.7%
	2290	-6.3	93.8%	89.3%
	2297	0.2	100.0%	100.0%
	2401	NA	83.3%	91.7%
	2402	NA	100.0%	100.0%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	400	NA	100.0%	100.0%
	405	6.1	100.0%	100.0%
	432	NA	69.2%	76.1%
	450	7.1	82.8%	85.8%
	460	5.7	62.1%	78.5%
	461	NA	100.0%	99.3%
	463	7.8	100.0%	100.0%
	464	5.4	69.0%	75.1%
	465	NA	100.0%	99.1%
	467	9.4	100.0%	100.0%
	470	4.8	63.5%	73.4%
	471	NA	96.8%	94.9%
	473	NA	98.4%	96.8%
	474	NA	81.0%	84.9%
	475	7.7	95.2%	95.9%
	476	3.5	44.4%	56.8%
	478	0.1	90.5%	87.9%
	479	5.9	84.1%	82.9%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	488	5.5	65.5%	70.1%
	490	5.3	95.2%	97.0%
	494	5.1	85.7%	84.0%
	495	4.7	96.8%	94.5%
	497	6.0	92.3%	93.2%
	499	NA	90.9%	84.1%
Northeast Regional - Roanoke	145	1.0	38.5%	76.4%
	147	-2.6	6.3%	75.4%
	156	-15.9	58.6%	78.6%
	171	-10.0	14.3%	65.5%
	176	-8.3	76.2%	61.3%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	57.1%	73.3%
	66	2.1	92.4%	78.9%
	67	-0.8	65.6%	82.8%
	82	0.5	81.3%	78.5%
	84	-3.2	65.1%	74.9%
	85	-1.1	65.1%	83.9%
	86	0.8	63.5%	66.7%
	87	0.8	62.1%	62.2%
	88	-1.3	72.4%	70.6%
	93	-1.2	34.9%	61.9%
	94	1.0	73.0%	76.3%
	95	2.5	44.4%	79.7%
	96	NA	92.3%	77.2%
	99	0.0	41.4%	76.2%
	125	-17.8	49.2%	75.4%
	157	-21.7	53.8%	79.9%
	164	-3.8	82.8%	87.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	174	-9.2	77.8%	75.0%
	194	-1.1	93.8%	72.4%
	195	0.1	34.5%	78.9%
Northeast Regional - All Other Northeast Regional	111	-1.6	92.1%	98.0%
	123	NA	92.3%	94.4%
	124	NA	100.0%	100.0%
	126	NA	61.5%	76.2%
	127	-3.4	100.0%	93.9%
	129	-2.8	82.5%	91.8%
	130	-2.8	98.4%	99.9%
	131	-3.4	93.8%	99.5%
	132	NA	85.7%	86.7%
	133	-3.1	46.2%	77.7%
	134	-1.5	84.6%	91.3%
	135	-0.6	89.7%	88.5%
	136	1.2	66.7%	84.7%
	137	-2.6	73.0%	89.0%
	138	-1.4	88.9%	89.9%
	139	NA	92.9%	87.0%
	140	1.4	65.5%	86.5%
	141	1.3	90.5%	91.9%
	143	-0.3	93.1%	89.6%
	146	1.0	93.8%	94.0%
	148	-0.9	82.5%	90.0%
	149	NA	78.6%	74.5%
	150	-0.9	86.2%	90.0%
	151	-1.1	96.7%	95.9%
	152	-2.2	93.1%	97.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	153	-2.2	100.0%	97.2%
	154	0.2	100.0%	100.0%
	155	-2.0	100.0%	99.7%
	158	0.7	100.0%	100.0%
	159	0.8	100.0%	100.0%
	160	-2.2	89.7%	90.6%
	161	0.3	72.4%	85.5%
	162	-0.7	82.8%	93.7%
	163	-0.9	86.7%	77.4%
	165	-0.9	82.8%	74.9%
	166	-2.4	69.2%	67.5%
	167	-3.1	93.3%	96.5%
	168	-0.4	93.3%	86.9%
	169	-1.9	93.1%	91.8%
	170	-3.2	95.2%	88.3%
	172	-0.9	87.3%	89.6%
	173	-0.6	58.7%	76.2%
	175	-0.7	50.8%	74.1%
	177	-0.3	79.4%	83.9%
	178	-2.5	87.3%	85.7%
	179	-0.9	81.0%	87.9%
	180	-2.6	95.2%	98.4%
	182	-2.3	93.7%	95.4%
	183	0.3	92.1%	94.4%
	184	-5.4	81.0%	84.9%
	185	-4.3	93.7%	97.8%
	186	-0.3	95.2%	98.4%
	187	-2.7	85.7%	91.1%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	189	NA	78.6%	90.3%
	190	-1.2	95.2%	94.3%
	192	2.2	93.8%	99.5%
	193	-0.5	46.0%	70.1%
	196	0.9	86.3%	92.8%
	409	NA	100.0%	100.0%
	412	NA	78.0%	85.0%
	416	NA	84.6%	82.9%
	417	NA	90.5%	92.1%
	451	NA	98.4%	98.4%
Keystone - Keystone	600	-0.7	85.9%	96.2%
	601	-0.3	98.4%	96.4%
	605	-2.2	96.8%	95.3%
	607	-4.0	96.8%	97.1%
	609	-9.5	92.2%	95.1%
	610	-3.5	86.7%	93.9%
	611	-3.8	86.7%	90.6%
	612	-3.9	92.3%	96.8%
	615	-4.2	92.3%	95.1%
	618	-7.2	88.0%	93.7%
	619	-7.1	85.7%	88.7%
	620	-3.8	88.7%	90.7%
	622	-2.3	95.3%	97.5%
	637	-3.9	92.3%	100.0%
	639	-2.4	92.2%	98.2%
	640	5.7	90.6%	95.1%
	641	-3.4	90.6%	95.5%
	642	-0.9	93.7%	93.6%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	643	-1.9	93.8%	94.8%
	644	1.1	92.1%	94.3%
	645	-0.4	85.7%	89.6%
	646	-5.4	73.4%	93.6%
	647	-0.4	93.8%	96.9%
	648	1.7	90.5%	94.7%
	649	-2.7	77.4%	88.9%
	650	0.8	90.6%	97.7%
	651	-2.2	75.0%	89.4%
	652	-1.0	85.9%	93.9%
	653	-3.5	85.9%	94.6%
	654	0.0	93.8%	92.8%
	655	-1.9	76.6%	87.0%
	656	-1.1	96.9%	96.5%
	658	-1.5	100.0%	97.8%
	660	4.2	82.1%	90.8%
	661	-1.4	82.1%	90.7%
	662	4.4	100.0%	96.9%
	663	-5.7	85.7%	89.7%
	664	-2.5	53.6%	93.4%
	665	-1.9	67.9%	84.3%
	666	-0.3	92.9%	93.8%
	667	-3.5	78.6%	90.7%
	669	-5.4	71.4%	84.5%
	670	-1.8	71.4%	87.9%
	671	-6.2	85.7%	90.2%
	672	-1.0	67.9%	91.8%
	674	NA	76.9%	95.4%
Non NEC Corridor Routes				

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	0.8	98.4%	98.3%
	521	1.0	96.9%	97.2%
	522	1.3	93.8%	95.0%
	523	0.6	85.9%	92.4%
	524	1.5	95.3%	79.9%
	525	-3.0	81.3%	95.5%
	527	1.4	92.2%	94.7%
	528	3.3	85.9%	59.0%
	529	2.0	96.9%	98.2%
	530	4.4	95.3%	91.5%
	531	1.8	93.8%	97.7%
	532	3.5	85.9%	89.2%
	534	3.0	90.6%	95.0%
	535	4.4	89.1%	95.6%
	536	0.8	87.5%	87.4%
	537	2.6	90.6%	95.8%
	538	1.4	89.1%	87.5%
	540	3.0	96.9%	94.4%
	541	2.6	96.9%	97.4%
	542	1.9	85.9%	88.5%
	543	2.1	82.8%	87.5%
	544	5.4	87.5%	92.6%
	545	1.5	93.8%	95.0%
	546	0.4	76.6%	74.4%
	547	2.2	87.5%	87.7%
	548	-3.1	82.8%	78.1%
	549	-1.0	85.9%	90.6%
	550	NA	81.3%	87.0%
	551	1.9	89.1%	91.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	553	2.3	92.2%	96.0%
	720	2.0	96.4%	96.0%
	723	0.3	92.9%	94.8%
	724	1.0	82.1%	86.9%
	727	0.8	92.9%	91.7%
	728	0.0	78.6%	85.5%
	729	0.1	82.1%	80.4%
	732	-2.9	89.3%	76.9%
	733	5.2	92.9%	97.5%
	734	5.3	96.4%	98.0%
	736	3.6	96.4%	97.2%
	737	3.0	75.0%	81.7%
	738	-1.4	82.1%	83.1%
	741	1.3	96.4%	97.6%
	742	-0.6	67.9%	72.4%
	743	0.3	71.4%	81.0%
	744	1.0	89.3%	87.4%
	745	-0.1	92.9%	93.7%
	746	1.5	96.4%	96.4%
	747	1.2	82.1%	90.5%
	748	0.7	64.3%	75.0%
	749	1.8	89.3%	96.4%
	751	3.4	96.4%	98.8%
Carolinian - Carolinian	79	-0.5	64.1%	51.4%
	80	-0.2	65.2%	44.9%
Cascades - Cascades	500	1.7	67.2%	70.7%
	501	-1.8	54.3%	60.2%
	502	5.1	85.7%	80.8%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Cascades - Cascades	504	4.0	75.0%	68.8%
	505	-2.4	53.3%	59.6%
	506	-2.2	85.7%	86.6%
	507	4.5	66.3%	65.9%
	508	-3.0	77.2%	73.6%
	511	3.5	87.3%	78.8%
	513	4.6	96.4%	89.3%
	516	-8.8	52.7%	71.6%
	517	3.4	54.3%	51.4%
	518	NA	44.6%	66.8%
	519	NA	85.6%	79.7%
Downeaster - Downeaster	680	-1.8	84.4%	95.5%
	681	-3.8	31.3%	74.0%
	682	-3.2	57.8%	86.4%
	683	-3.4	33.9%	72.9%
	684	-1.8	39.0%	71.0%
	685	-1.6	21.9%	78.4%
	686	-2.9	64.4%	78.0%
	687	-1.6	67.2%	84.9%
	688	-3.2	68.3%	88.6%
	689	-2.6	64.7%	91.2%
	690	-2.7	75.0%	93.7%
	691	-2.2	0.0%	76.1%
	692	-2.3	89.3%	99.1%
	693	-2.4	60.7%	87.7%
	694	-3.7	46.4%	73.9%
	695	-4.4	42.9%	73.9%
	696	-1.6	53.6%	82.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Downeaster - Downeaster	697	-2.2	60.7%	76.1%
	698	-3.7	53.6%	84.3%
	699	-3.0	77.8%	97.5%
	1689	NA	80.0%	92.6%
Empire - Adirondack	68	3.0	73.9%	54.2%
	69	0.9	48.9%	73.2%
Empire - Ethan Allen Express	290	4.7	96.9%	97.3%
	291	5.7	100.0%	95.1%
	292	3.2	71.4%	90.5%
	293	4.8	76.9%	73.4%
	295	NA	89.3%	65.2%
	296	1.6	81.0%	89.1%
Empire - Maple Leaf	63	2.3	63.0%	64.1%
	64	1.3	75.0%	57.5%
Empire - New York - Albany	230	3.8	96.9%	99.1%
	232	2.7	90.5%	95.9%
	233	1.2	85.9%	91.1%
	234	1.9	90.5%	97.6%
	235	0.6	93.8%	95.1%
	236	0.9	98.4%	98.2%
	237	2.8	90.5%	92.9%
	238	2.5	95.7%	94.1%
	239	-0.4	90.2%	96.7%
	241	2.1	91.3%	93.8%
	242	5.0	92.2%	98.2%
	243	3.7	96.8%	96.6%
	244	-0.6	91.3%	93.5%
	245	3.9	96.9%	97.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	250	3.2	96.6%	97.0%
	252	0.3	93.8%	97.3%
	253	8.1	69.0%	79.3%
	254	1.1	100.0%	97.4%
	255	1.5	92.3%	97.8%
	256	1.2	76.2%	79.6%
	259	0.5	100.0%	99.5%
	260	NA	96.6%	95.6%
	261	7.7	100.0%	98.8%
Empire - New York - Niagara Falls	280	0.8	87.3%	74.9%
	281	2.2	34.8%	50.0%
	283	3.4	53.3%	68.5%
	284	1.9	87.0%	69.3%
	288	11.7	61.5%	69.0%
Heartland Flyer - Heartland Flyer	821	1.9	36.3%	79.7%
	822	1.4	41.3%	36.2%
Hiawatha - Hiawatha	329	0.5	92.4%	97.5%
	330	0.1	98.7%	100.0%
	331	1.8	91.3%	94.8%
	332	0.4	83.7%	95.9%
	333	-1.0	78.3%	91.8%
	334	0.7	88.0%	96.9%
	335	0.7	75.0%	88.2%
	336	0.7	77.2%	90.0%
	337	1.1	88.0%	91.2%
	338	-0.8	76.9%	92.4%
	339	-0.4	83.5%	88.0%
	340	-0.6	85.9%	94.6%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Hiawatha - Hiawatha	341	0.7	88.0%	89.8%
	342	-1.3	85.9%	91.7%
	343	NA	61.5%	70.8%
Illinois - Carl Sandburg / Illinois Zephyr	380	1.1	75.0%	77.3%
	381	1.1	92.4%	93.3%
	382	1.6	81.5%	77.6%
	383	0.8	66.3%	75.7%
Illinois - Illini / Saluki	390	-0.2	44.0%	46.2%
	391	-0.9	29.7%	26.1%
	392	-2.5	19.6%	38.4%
	393	-2.5	64.1%	36.9%
Illinois - Lincoln Service	300	1.8	66.3%	73.4%
	301	4.2	83.7%	83.3%
	302	3.6	80.4%	86.0%
	303	3.7	84.8%	72.5%
	304	3.4	91.2%	88.6%
	305	1.0	68.5%	67.9%
	306	2.4	84.8%	87.0%
	307	2.6	84.8%	78.9%
Michigan - Blue Water	364	6.0	66.3%	42.0%
	365	8.3	30.4%	61.0%
Michigan - Pere Marquette	370	1.8	47.8%	45.0%
	371	5.7	69.6%	87.0%
Michigan - Wolverine	350	1.4	12.0%	35.4%
	351	7.8	18.5%	65.9%
	352	3.1	26.1%	27.0%
	353	7.6	33.7%	62.0%
	354	1.9	22.0%	30.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Michigan - Wolverine	355	5.6	18.5%	37.7%
Missouri - Missouri	311	2.1	37.9%	59.3%
	313	3.2	43.8%	56.6%
	314	6.7	42.7%	51.5%
	316	6.6	41.4%	40.8%
Pacific Surfliner - Pacific Surfliner	561	NA	93.8%	94.5%
	562	-1.5	92.4%	91.3%
	564	-4.7	84.4%	88.0%
	565	-3.2	89.1%	91.3%
	566	-0.9	92.2%	95.7%
	568	NA	100.0%	86.7%
	569	NA	65.6%	79.9%
	572	-6.0	35.9%	67.1%
	573	-2.8	90.6%	94.6%
	579	-3.0	93.8%	94.4%
	580	-3.3	71.7%	87.6%
	583	-5.7	67.4%	69.7%
	584	NA	76.6%	85.8%
	590	-3.8	75.8%	80.9%
	591	-1.8	75.0%	83.4%
	593	NA	40.0%	58.0%
	595	-4.0	58.7%	67.6%
	759	NA	89.1%	94.1%
	763	-2.2	66.3%	79.3%
	767	NA	64.1%	78.3%
	768	-1.3	85.9%	85.0%
	774	-2.1	58.7%	56.6%
	777	NA	69.6%	71.6%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	782	NA	77.2%	73.4%
	785	-3.1	38.0%	35.3%
	792	-1.9	66.3%	86.2%
	796	-0.2	73.9%	71.2%
	1564	NA	89.3%	91.4%
	1565	NA	92.6%	90.4%
	1566	NA	85.7%	88.6%
	1568	NA	50.0%	55.0%
	1569	NA	17.9%	44.6%
	1572	NA	46.4%	67.9%
	1573	NA	57.1%	73.6%
	1579	NA	64.3%	63.9%
	1584	NA	60.7%	79.3%
	1590	NA	78.6%	81.5%
	1761	NA	85.7%	85.3%
	1763	NA	0.0%	0.0%
	1767	NA	71.4%	74.9%
	1768	NA	100.0%	100.0%
	1774	NA	33.3%	77.8%
	1777	NA	66.7%	13.9%
	1782	NA	33.3%	33.3%
	1785	NA	66.7%	25.0%
	1792	NA	66.7%	63.0%
	1796	NA	33.3%	36.4%
	3561	NA	100.0%	50.0%
	3767	NA	33.3%	37.5%
Pennsylvanian - Pennsylvanian	42	-0.4	73.9%	69.4%
	43	-1.8	62.0%	62.7%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Piedmont - Piedmont	73	0.4	78.3%	90.8%
	74	0.3	59.8%	76.9%
	75	NA	56.3%	76.2%
	76	NA	66.7%	85.4%
	77	NA	67.8%	76.9%
	78	NA	67.4%	80.1%
San Joaquins - San Joaquins	701	-4.0	87.0%	89.1%
	702	-2.0	78.3%	79.7%
	703	-3.3	63.0%	71.9%
	704	-1.0	89.1%	80.0%
	710	NA	47.8%	62.0%
	711	-1.2	81.5%	86.7%
	712	-2.7	70.7%	75.7%
	713	-0.5	64.1%	69.0%
	714	-2.0	67.4%	72.6%
	715	-1.1	41.3%	61.7%
	716	-1.1	73.9%	74.2%
	717	-1.2	65.2%	66.6%
	718	-2.1	65.2%	62.7%
	719	NA	45.7%	57.6%
Vermont - Vermont	54	3.2	86.2%	90.5%
	55	4.0	85.7%	75.9%
	56	3.8	88.9%	75.9%
	57	3.2	93.1%	84.6%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	1.9	67.9%	67.4%
	53	-0.5	39.3%	57.6%
California Zephyr - California Zephyr	5	1.2	28.3%	19.3%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Long Distance Routes				
Standard		>=0	80.0%	80.0%
California Zephyr - California Zephyr	6	2.0	12.0%	31.6%
Capitol Ltd - Capitol Ltd	29	-1.1	32.6%	41.0%
	30	-0.6	29.3%	18.4%
Cardinal - Cardinal	50	0.6	25.6%	39.5%
	51	1.4	69.2%	48.7%
City Of New Orleans - City Of New Orleans	58	0.6	85.6%	59.0%
	59	0.9	88.0%	61.4%
	1158	NA	0.0%	35.0%
Coast Starlight - Coast Starlight	11	-0.1	84.8%	66.2%
	14	0.7	59.8%	42.8%
Crescent - Crescent	19	-2.5	21.7%	39.2%
	20	-2.4	29.3%	27.8%
Empire Builder - Empire Builder	7	-0.4	65.2%	42.9%
	8	-0.4	30.4%	31.9%
	27	-0.9	63.3%	38.0%
	28	0.0	90.0%	77.9%
Lake Shore Ltd - Lake Shore Ltd	48	1.8	68.5%	42.7%
	49	-1.0	40.2%	48.1%
	448	1.6	31.7%	25.2%
	449	-0.3	82.9%	76.7%
Palmetto - Palmetto	89	-0.8	39.1%	62.4%
	90	0.1	51.1%	49.6%
	1090	NA	87.5%	45.8%
Silver Meteor - Silver Meteor	97	0.5	49.4%	39.0%
	98	0.6	25.9%	35.1%
Silver Star - Silver Star	91	-0.5	18.8%	28.1%
	92	0.5	31.1%	39.8%
	1092	4.4	8.3%	35.6%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q1 to FY 2019 Q4)	End Point OTP for FY 2019 Q4	All Stations OTP for FY 2019 Q4
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Southwest Chief - Southwest Chief	3	-1.3	34.8%	31.9%
	4	-0.7	14.1%	28.5%
Sunset Ltd - Sunset Ltd	1	1.6	12.8%	5.9%
	2	0.6	10.3%	23.9%
Texas Eagle - Texas Eagle	21	1.5	44.6%	27.6%
	22	1.9	17.4%	25.6%

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 Q4 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
<i>Acela Express</i>							
Acela Express	2150	MNRR	2,889	DSR	2,272	CTI	597
	2151	MNRR	2,022	DSR	1,875	CTI	147
	2153	MNRR	2,037	CTI	1,610	DSR	325
	2154	MNRR	2,248	DSR	1,409	CTI	680
	2155	MNRR	1,593	DSR	802	CTI	711
	2158	MNRR	2,381	DSR	1,769	CTI	337
	2159	MNRR	2,562	CTI	2,041	DMW	286
	2160	MNRR	2,011	CTI	1,112	DSR	574
	2163	MNRR	2,730	DSR	1,310	DMW	853
	2164	MNRR	2,248	DSR	876	CTI	686
	2165	MNRR	2,131	DSR	688	CTI	498
	2166	MNRR	2,248	CTI	1,991	DSR	102
	2167	MNRR	2,270	DSR	1,321	CTI	499
	2168	MNRR	1,837	CTI	938	DSR	658
	2170	MNRR	2,327	CTI	1,929	DCS	129
	2171	MNRR	2,920	DSR	2,392	CTI	261
	2172	MNRR	1,817	CTI	794	DSR	726
	2173	MNRR	2,181	DSR	1,285	CTI	679
	2175	MNRR	1,958	DSR	1,521	CTI	301
	2190	MNRR	3,299	DSR	1,789	CTI	1,315
	2192	MNRR	4,107	DSR	2,857	CTI	1,250
	2193	MNRR	1,905	DSR	1,726	CTI	179
	2245	MNRR	1,071	DSR	1,071		
	2248	MNRR	1,952	DSR	1,314	CTI	523
	2249	MNRR	1,569	CTI	1,135	DMW	217
	2250	MNRR	2,366	DSR	1,484	CTI	759
	2251	MNRR	2,243	DSR	1,585	CTI	368
	2252	MNRR	2,232	DSR	1,505	CTI	313
	2253	MNRR	1,521	CTI	1,028	DSR	388
	2254	MNRR	1,515	DSR	610	CTI	548
	2255	MNRR	1,977	CTI	753	DSR	657
	2256	MNRR	2,092	DSR	957	CTI	676
	2257	MNRR	1,747	CTI	1,365	DET	230
	2258	MNRR	1,684	CTI	1,288	DSR	306
	2259	MNRR	2,047	CTI	1,621	DSR	330
	2260	MNRR	1,374	CTI	1,003	DSR	288
	2261	MNRR	1,811	DSR	1,250	CTI	485
	2275	MNRR	1,484	DSR	975	CTI	398
	2290	MNRR	1,685	DSR	1,239	CTI	246

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 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
	2297	MNRR	1,964	DSR	1,964		
Other NEC Corridor Routes							
Northeast Regional	All Other Northeast Regional	132	MNRR	2,181	DSR	906	CTI 689
		135	MNRR	2,124	CTI	788	DSR 745
		136	MNRR	2,202	DSR	1,652	CTI 536
		137	MNRR	2,551	CTI	1,040	DSR 975
		139	MNRR	2,207	DSR	1,416	CTI 536
		140	MNRR	2,654	DSR	1,361	CTI 1,108
		141	MNRR	2,304	CTI	1,182	DSR 964
		143	MNRR	1,990	DSR	1,091	CTI 708
		146	MNRR	2,098	DSR	1,730	CTI 313
		148	MNRR	2,024	DSR	1,375	CTI 524
		149	MNRR	2,449	DSR	1,875	CTI 446
		150	MNRR	2,826	DSR	998	CTI 930
		160	MNRR	2,845	CTI	1,681	DSR 1,053
		161	MNRR	2,278	DSR	1,817	CTI 246
		162	MNRR	2,432	DSR	1,410	CTI 622
		163	MNRR	2,464	DSR	1,071	CTI 702
		165	MNRR	2,248	DSR	1,730	PTI 197
		166	MNRR	4,519	CTI	2,637	DMW 1,882
		167	MNRR	1,821	DSR	1,488	CTI 310

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 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
	168	MNRR	1,262	CTI	643	DSR	619
	169	MNRR	3,424	DSR	2,087	DET	1,010
	170	MNRR	3,333	DSR	2,347	CTI	813
	172	MNRR	2,483	CTI	1,035	DSR	1,015
	173	MNRR	3,152	DSR	2,117	CTI	845
	175	MNRR	4,135	CTI	2,466	DSR	1,378
	177	MNRR	2,183	DSR	1,488	CTI	522
	178	MNRR	1,998	DSR	1,247	CTI	598
	179	MNRR	2,392	DSR	2,041	CTI	210
	190	MNRR	3,549	DSR	2,268	CTI	1,168
	65	Richmond / Newport News / Norfolk CSX	1,692	RTE	436	PTI, FTI	373
	65	MNRR	6,001	CTI	1,849	DCS	1,754
	66	CSX	803	DSR	246	PTI	161
	66	MNRR	3,261	DSR	2,401	DET	318
	67	CSX	1,761	FTI	505	DSR	343
	67	MNRR	3,825	CTI	2,450	DSR	1,172
	82	CSX	1,344	DCS	622	RTE	336
	82	MNRR	2,087	DSR	1,339	CTI	435
	84	CSX	1,015	RTE	326	FTI	214
	84	NS	621	DSR	287	DCS	159
	85	CSX	1,040	RTE	267	DSR	196

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 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			<i>900</i>				
	86	CSX	1,183	CTI	420	RTE	297
	86	MNRR	2,764	CTI	2,137	DSR	505
	87	CSX	627	RTE	194	PTI	167
	87	NS	719	RTE	268	DSR	175
	88	CSX	1,327	FTI	505	RTE	371
	88	MNRR	2,087	DSR	1,373	CTI	628
	88	NS	366	DSR	203	DCS	106
	93	CSX	1,114	CTI	471	RTE	298
	93	MNRR	3,112	DSR	1,905	CTI	762
	93	NS	838	DSR	271	FTI	263
	94	CSX	945	RTE	269	DMW	166
	94	MNRR	2,554	CTI	1,559	DSR	762
	94	NS	814	FTI	251	DSR	205
	95	CSX	784	RTE	273	FTI	181
	95	MNRR	1,763	CTI	1,088	DSR	595
	95	NS	818	RTE	324	DSR	231
	96	CSX	1,352	PTI	591	FTI	298
	96	MNRR	1,717	DSR	1,484	CTI	220
	99	CSX	597	DSR	206	FTI	180
	99	MNRR	2,155	DSR	924	CTI	924
	125	CSX	1,148	DSR	311	RTE	231

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 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
	157	CSX	1,032	RTE	783	FTI	89	
	157	MNRR	1,978	DSR	1,305	CTI	385	
	157	NS	712	DCS	294	RTE	266	
	164	CSX	578	DCS	305	RTE	119	
	164	MNRR	2,340	DSR	2,106	CTI	222	
	174	CSX	1,271	DSR	366	RTE	345	
	174	MNRR	2,673	DSR	1,188	CTI	1,003	
	194	CSX	1,743	FTI	759	PTI	400	
	194	MNRR	2,444	CTI	1,674	DSR	558	
	195	CSX	621	PTI	173	RTE	146	
	195	MNRR	1,958	DSR	1,515	CTI	277	
	Roanoke	145	NS	652	FTI	264	DCS	167
		147	MNRR	3,549	CTI	1,819	DSR	1,239
		147	NS	1,456	FTI	868	DCS	301
		156	NS	434	FTI	160	DCS	123
		171	MNRR	3,418	DSR	2,350	DMW	539
		171	NS	1,404	FTI	634	DSR	287
		176	MNRR	3,013	DSR	1,820	CTI	748
		176	NS	721	FTI	286	DSR	203
	Springfield Shuttles	400	MADOT	51	DSR	51		
		471	MADOT	163	DSR	163		
		478	MADOT	1,157	DCS	818	DSR	185
		488	MADOT	404	DSR	404		
		494	MADOT	478	DCS	340	DSR	139
		495	MADOT	1,892	DSR	976	DCS	739

Non-NEC Corridor Routes

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 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	520	UP	539	PTI	261	DCS	103
		521	UP	326	PTI	120	CTI	93
		522	UP	387	PTI	212	DCS	79
		523	UP	471	PTI	185	DCS	141
		524	UP	837	PTI	446	RTE	165
		525	UP	808	CTI	334	PTI	316
		527	UP	527	PTI	246	CTI	140
		528	UP	1,245	PTI	540	CTI	403
		529	UP	322	PTI	150	DCS	53
		530	UP	682	PTI	285	RTE	94
		531	UP	617	PTI	338	DCS	116
		532	UP	370	DCS	88	DMW	82
		534	UP	261	DSR	65	DCS	61
		535	UP	264	DCS	149	PTI	63
		536	UP	558	FTI	175	PTI	128
		537	UP	428	PTI	152	FTI, CTI	66
		538	UP	539	PTI	223	DCS	126
		540	UP	408	PTI	220	DCS	94
		541	UP	388	PTI	205	DSR	52
		542	UP	427	PTI	215	DSR	72
		543	UP	712	PTI	412	CTI	112
		544	UP	322	PTI	151	DCS	71
		545	UP	766	PTI	364	DSR	178
		546	UP	792	PTI	504	CTI	97
		547	UP	922	PTI	284	CTI	266
		548	UP	650	PTI	379	DCS	113
		549	UP	504	PTI	213	DCS	98
		550	UP	729	PTI	441	RTE, FTI	74
		551	UP	481	PTI	210	RTE	180
		553	UP	347	PTI	130	RTE	124
		720	UP	284	DCS	84	PTI	68

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 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		723	UP	299	DCS	191	PTI	57
		724	UP	638	DCS	164	PTI	116
		727	UP	479	PTI	164	DCS	164
		728	UP	423	PTI	202	DCS	124
		729	UP	447	PTI	221	DCS	92
		732	UP	431	PTI	293	DCS	83
		733	UP	236	DSR	76	FTI	57
		734	UP	72	RTE	32	PTI	20
		736	UP	328	DSR	88	DCS	72
		737	UP	458	PTI	137	DCS	102
		738	UP	404	PTI	180	DCS	170
		741	UP	312	PTI	167	DCS	86
		742	UP	575	PTI	383	RTE	100
		743	UP	759	PTI	530	RTE	94
		744	UP	401	PTI	296	DCS	57
		745	UP	332	PTI	212	FTI	64
		746	UP	352	RTE	164	PTI	140
		747	UP	926	PTI	581	CTI	110
		748	UP	293	PTI	151	DCS	48
		749	UP	248	PTI	104	RTE	88
		751	UP	152	PTI	68	RTE	48
Carolinian	Carolinian	79	CSX	1,376	PTI	393	FTI	294
		79	NS	660	PTI	218	DSR	169
		80	CSX	1,248	FTI	347	PTI	266
		80	NS	699	PTI	306	DCS	130
Cascades	Cascades	500	BNSF	798	RTE	242	DSR	196
		500	UP	701	DSR	318	FTI	247
		501	BNSF	1,002	FTI	321	DSR	182
		502	BNSF	591	RTE	200	FTI	113
		504	BNSF	929	FTI	200	DCS	188
		505	BNSF	775	FTI	215	RTE	176

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 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		505	UP	1,544	PTI	694	DSR	390
		506	BNSF	531	PTI	165	RTE	161
		506	UP	1,017	FTI	654	DSR	273
		507	BNSF	954	FTI	236	RTE	190
		508	BNSF	530	FTI	234	DSR	111
		508	UP	1,472	PTI	568	FTI	505
		511	UP	1,246	FTI	454	DSR	450
		513	UP	751	PTI	307	DSR	269
		516	BNSF	1,938	PTI	650	DSR	594
		517	BNSF	1,041	DSR	293	FTI	245
		518	BNSF	1,098	DSR	365	FTI	332
		519	BNSF	1,304	PTI	595	DSR	311
Downeaster	Downeaster	680	MBTA	1,244	CTI	1,116	DCS	58
		680	PanAm	822	DSR	594	DCS	147
		681	MBTA	582	DCS	207	CTI	123
		681	PanAm	2,426	PTI	1,121	DSR	701
		682	MBTA	2,584	CTI	970	DSR	908
		682	PanAm	924	DSR	739	DCS	127
		683	MBTA	1,439	CTI	650	DSR	534
		683	PanAm	1,796	DSR	806	PTI	694
		684	MBTA	2,856	CTI	1,964	DSR	296
		684	PanAm	1,411	DSR	925	PTI	175
		685	MBTA	1,219	CTI	781	DCS	194
		685	PanAm	1,555	DSR	889	PTI	408
		686	MBTA	1,366	CTI	1,091	DCS	176
		686	PanAm	1,373	DSR	586	PTI	277
		687	MBTA	698	CTI	332	DCS	187
		687	PanAm	1,675	PTI	951	DSR	557
		688	MBTA	999	CTI	747	DCS	210
		688	PanAm	1,323	DSR	622	PTI	508
		689	MBTA	646	CTI	428	DCS	171

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 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		689	PanAm	917	DSR	658	DCS	189
		690	MBTA	454	DTR	208	DCS	113
		690	PanAm	1,040	DSR	642	FTI	288
		691	MBTA	831	DTR	425	PTI	170
		691	PanAm	2,063	PTI	1,257	DSR	482
		692	MBTA	321	DTR	189	FTI	57
		692	PanAm	806	DSR	699	RTE	60
		693	MBTA	557	DTR	397	RTE	66
		693	PanAm	1,581	PTI	713	DSR	669
		694	MBTA	1,427	DTR	671	CTI	416
		694	PanAm	1,284	DSR	508	PTI	505
		695	MBTA	387	DCS	321	DTR	66
		695	PanAm	1,886	PTI	1,137	DSR	565
		696	MBTA	1,408	DTR	794	DCS	274
		696	PanAm	1,304	DSR	733	PTI	294
		697	MBTA	737	DTR	633	PTI	47
		697	PanAm	1,120	DSR	532	PTI	314
		698	MBTA	973	DTR	406	CTI	321
		698	PanAm	1,615	DSR	856	PTI	381
		699	MBTA	367	DCS	206	DTR	162
		699	PanAm	957	DSR	728	DCS	140
		1689	MBTA	476	CTI	278	DCS	172
		1689	PanAm	724	DSR	594	DCS	66
Empire	Adirondack	68	Amtrak	13	PTI	13		
		68	CN	3,317	DSR	2,673	RTE	305
		68	CP	674	PTI	414	DSR	144
		68	MNRR	995	CTI	614	RTE	160
		69	CN	5,488	DSR	3,094	RTE	1,397
		69	CP	1,104	PTI	708	DSR	133
		69	MNRR	1,203	DMW	427	CTI	372
	Ethan Allen Express	290	Amtrak	177	PTI	127	RTE	27

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 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		290	CP	366	FTI	88	DSR	83
		290	MNRR	996	DMW	353	CTI	329
		290	VTR	353	DSR	235	RTE	118
		291	CP	710	PTI	541	DCS	94
		291	MNRR	1,308	RTE	613	CTI	480
		291	VTR	312	DSR	238	FTI	57
		292	Amtrak	503	PTI	431	DCS	72
		292	CP	2,397	PTI	2,088	RTE	308
		292	MNRR	2,288	CTI	1,503	DMW	583
		292	VTR	359	DCS	239	DSR	120
		293	CP	179	FTI	128	DCS	38
		293	MNRR	2,198	CTI	1,763	DSR	193
		293	VTR	225	DSR	161	DCS	64
		295	CP	623	FTI	220	PTI	190
		295	MNRR	2,198	CTI	1,755	PTI	129
		296	Amtrak	101	PTI	101		
		296	CP	723	PTI	565	DCS	158
		296	MNRR	807	RTE	381	CTI	299
	Maple Leaf	63	CSX	1,349	FTI	533	RTE	434
		63	MNRR	1,314	CTI	712	RTE	261
		64	Amtrak	43	PTI	43		
		64	CSX	1,472	FTI	697	RTE	346
		64	MNRR	933	CTI	505	RTE	167
	New York - Albany	230	MNRR	461	CTI	341	DSR	98
		232	MNRR	718	CTI	371	RTE	247
		233	MNRR	1,113	CTI	445	RTE	346
		234	MNRR	1,047	CTI	620	RTE	212
		235	MNRR	574	CTI	361	RTE	140
		236	MNRR	316	RTE	150	CTI	110
		237	MNRR	974	CTI	725	DSR	135
		238	MNRR	619	CTI	212	DMW	162

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 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		239	MNRR	1,967	CTI	1,705	RTE	102
		241	MNRR	631	DMW	224	CTI	172
		242	MNRR	568	CTI	449	DSR	70
		243	MNRR	443	CTI	304	DCS	71
		244	MNRR	1,493	CTI	734	RTE	270
		245	MNRR	692	CTI	368	RTE	174
		250	MNRR	509	CTI	227	DSR	114
		252	MNRR	912	DMW	285	CTI	235
		253	MNRR	2,311	CTI	1,359	DMW	417
		254	MNRR	954	CTI	374	PTI	145
		255	MNRR	712	RTE	278	PTI, CTI	157
		256	MNRR	2,190	CTI	1,226	DMW	516
		259	MNRR	417	DSR	162	RTE	114
		260	MNRR	1,332	CTI	563	DMW	487
		261	MNRR	336	CTI	135	DMW	84
	New York - Niagara Falls	280	Amtrak	7	DCS	7		
		280	CSX	796	RTE	267	FTI	245
		280	MNRR	1,238	CTI	658	DMW	225
		281	CSX	1,389	RTE	514	FTI	409
		281	MNRR	1,901	CTI	884	DMW	526
		283	CSX	1,092	RTE	401	FTI	398
		283	MNRR	1,534	CTI	618	RTE	449
		284	CSX	1,014	RTE	333	FTI	321
		284	MNRR	1,113	DMW	413	CTI	387
		288	Amtrak	85	RTE	85		
		288	CSX	1,084	FTI	466	PTI	256
		288	MNRR	531	PTI	302	RTE, DMW	72
Heartland Flyer	Heartland Flyer	821	BNSF	2,040	DSR	1,425	FTI	476
		822	BNSF	2,007	DSR	1,245	FTI	656
Hiawatha	Hiawatha	329	CP	100	FTI	38	CTI	24
		329	Metra	518	DSR	197	CTI	138

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 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	330	CP	50	FTI	29	DCS	17	
	330	Metra	3,772	CTI	3,391	DSR	121	
	331	CP	278	DCS	113	FTI	57	
	331	Metra	1,145	CTI	470	DSR	243	
	332	CP	330	DMW	118	FTI	98	
	332	Metra	1,986	DSR	791	DMW	345	
	333	CP	548	FTI	251	CTI	92	
	333	Metra	1,907	CTI	610	DMW	505	
	334	CP	536	FTI	190	DMW	166	
	334	Metra	1,913	DSR	660	CTI	548	
	335	CP	418	FTI	197	PTI	90	
	335	Metra	1,861	CTI	564	DMW	515	
	336	CP	778	FTI	385	DMW	125	
	336	Metra	2,296	DMW	727	DSR	642	
	337	CP	365	DCS	209	FTI	91	
	337	Metra	1,123	DMW	336	CTI	225	
	338	CP	425	FTI	220	PTI	76	
	338	Metra	2,673	CTI	1,296	DSR	790	
	339	CP	470	CTI	246	DCS	114	
	339	Metra	2,791	CTI	2,250	DSR	208	
	340	CP	317	FTI	143	CTI	72	
	340	Metra	2,007	CTI	1,091	DSR	645	
	341	CP	133	FTI	98	DSR, DCS	10	
	341	Metra	1,046	CTI	730	DSR	189	
	342	CP	147	FTI	102	DCS	23	
	342	Metra	2,745	CTI	1,955	DSR	657	
	343	CP	623	RTE	304	FTI	261	
	343	Metra	752	DSR	437	DCS	267	
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	788	DSR	300	FTI	151
		381	BNSF	654	DSR	254	FTI	172

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 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		382	BNSF	859	FTI	411	DSR	185
		383	BNSF	1,030	FTI	410	DSR	280
	Illini / Saluki	390	CN	1,361	DCS	626	FTI	270
		391	CN	1,814	DCS	930	FTI	240
		392	CN	1,651	DCS	847	PTI	317
		393	CN	1,227	DCS	682	DSR	198
	Lincoln Service	300	CN	3,164	FTI	1,312	DCS	859
		300	UP	811	FTI	405	PTI	125
		301	CN	2,191	FTI	688	CTI	584
		301	UP	755	PTI	297	FTI	168
		302	CN	2,664	FTI	1,243	DCS	643
		302	UP	874	PTI	403	FTI	176
		303	CN	2,305	FTI	1,009	DCS	540
		303	UP	808	PTI	255	FTI	231
		304	CN	2,098	FTI	1,204	DCS	351
		304	UP	556	FTI	194	PTI	167
		305	CN	1,643	FTI	903	DCS	275
		305	UP	911	PTI	348	FTI	231
		306	CN	2,119	FTI	1,421	DSR	385
		306	UP	873	PTI	408	FTI	216
		307	CN	1,577	FTI	996	DCS	209
		307	UP	753	PTI	242	FTI	220
Michigan	Blue Water	364	Amtrak	148	DCS	59	DSR	56
		364	CN	673	FTI	368	DCS	216
		364	MIDOT	2,184	DSR	1,784	DCS	366
		364	NS	4,211	FTI	3,392	DCS	344
		365	Amtrak	672	PTI	263	DSR	121
		365	CN	1,504	FTI	1,142	DMW	118
		365	MIDOT	2,060	DSR	1,527	PTI	198
		365	NS	4,169	FTI	2,847	DMW	391

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 Q4 Largest Two Delay Codes				
				#1	#2			
Standard				900				
Non-NEC Corridor Routes								
	Pere Marquette	370	CSX	543	DSR	330	FTI	123
		370	NS	3,755	FTI	3,169	PTI	260
		371	CSX	457	DSR	339	FTI	80
		371	NS	2,716	FTI	956	PTI	908
	Wolverine	350	Amtrak	1,782	PTI	1,042	DCS	539
		350	CN	3,398	FTI	1,444	DSR	979
		350	MIDOT	1,102	PTI	492	DSR	351
		350	NS	2,593	FTI	1,869	DMW	305
		351	Amtrak	720	PTI	381	DCS	128
		351	CN	1,983	FTI	912	DSR	704
		351	MIDOT	600	DSR	328	DMW	184
		351	NS	4,208	FTI	2,328	DMW	623
		352	Amtrak	389	PTI	135	DCS	87
		352	CN	3,550	FTI	1,966	DSR	981
		352	MIDOT	1,059	PTI	457	DSR	317
		352	NS	7,556	FTI	6,024	PTI	509
		353	Amtrak	281	DSR	91	DCS	77
		353	CN	1,994	DSR	665	FTI	374
		353	MIDOT	808	PTI	345	DSR	307
		353	NS	6,638	FTI	5,090	DMW	943
		354	Amtrak	285	PTI	134	DSR	71
		354	CN	1,880	FTI	774	DSR	674
		354	MIDOT	1,266	PTI	703	DSR	316
		354	NS	3,523	FTI	3,045	RTE, PTI	147
		355	Amtrak	609	PTI	237	DCS	123
		355	CN	3,383	FTI	2,099	DSR	477
		355	MIDOT	914	PTI	591	DSR	193
		355	NS	2,124	FTI	1,573	PTI	294
Missouri	Missouri	311	UP	2,047	FTI	1,270	DSR	329
		313	UP	2,063	FTI	1,159	DSR	487
		314	UP	1,908	FTI	1,020	DSR	426

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 Q4 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		316	UP	1,840	FTI	959	DSR	395
Pacific Surfliner	Pacific Surfliner	561	BNSF	1,672	CTI	1,170	DCS	283
		561	SCRRA	371	DCS	225	CTI	146
		561	SDNRR	580	CTI	364	DCS	127
		562	BNSF	728	DCS	394	CTI	167
		562	SCRRA	477	PTI	260	DCS	92
		562	SDNRR	2,011	PTI	959	CTI	936
		564	BNSF	1,265	FTI	414	CTI	225
		564	SCRRA	2,331	CTI	1,606	PTI	536
		564	SDNRR	1,318	CTI	871	PTI	338
		565	BNSF	1,490	FTI	443	CTI	225
		565	SCRRA	1,215	PTI	798	CTI	189
		565	SDNRR	1,339	CTI	946	PTI	200
		566	BNSF	871	DCS	303	FTI	192
		566	SCRRA	1,920	PTI	1,396	CTI	296
		566	SDNRR	629	PTI	420	DCS	90
		568	BNSF	3,256	FTI	1,860	DCS	930
		568	SCRRA	424	DCS	141	CTI	141
		568	SDNRR	1,220	PTI	610	DMW	333
		569	BNSF	872	DCS	342	FTI	211
		569	SCRRA	986	PTI	675	CTI	146
		569	SDNRR	1,290	PTI	542	CTI	400
		572	BNSF	1,650	PTI	465	DMW	356
		572	SCRRA	1,126	PTI	559	CTI	205
		572	SDNRR	3,282	PTI	2,042	CTI	953
		573	BNSF	495	DCS	173	DSR	105
		573	SCRRA	242	CTI	92	DCS	68
		573	SDNRR	1,083	PTI	758	CTI	188
		579	BNSF	399	FTI	155	DCS	140
		579	SCRRA	296	CTI	161	DCS	81
		579	SDNRR	618	PTI	285	CTI	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 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	580	BNSF	485	FTI	116	DCS	116
	580	SCRRA	1,513	CTI	682	PTI	622
	580	SDNRR	1,707	CTI	930	PTI	439
	583	BNSF	997	CTI	341	FTI	227
	583	SCRRA	1,356	PTI	720	CTI	450
	583	SDNRR	1,302	CTI	615	PTI	355
	584	BNSF	487	CTI	153	FTI, DCS	94
	584	SCRRA	672	PTI	457	RTE	119
	584	SDNRR	2,808	CTI	2,163	PTI	231
	590	BNSF	383	CTI	180	DCS	128
	590	SCRRA	871	CTI	303	DCS	234
	590	SDNRR	1,386	PTI	436	FTI	278
	591	BNSF	511	RTE	179	PTI	128
	591	SCRRA	650	CTI	193	PTI	182
	591	SDNRR	1,232	PTI	698	CTI	430
	593	BNSF	930	DCS	465	FTI	372
	593	SCRRA	381	DCS	212	PTI	169
	593	SDNRR	3,062	CTI	1,364	PTI	1,098
	595	BNSF	1,375	RTE	854	FTI	157
	595	SCRRA	765	RTE	327	CTI	189
	595	SDNRR	1,848	PTI	893	FTI	378
	759	SCRRA	928	CTI	746	DCS	101
	759	UP	1,265	PTI	479	CTI	278
	763	BNSF	1,370	FTI	465	DCS	276
	763	SCRRA	643	PTI	318	CTI	158
	763	SDNRR	867	CTI	578	DCS	82
	763	UP	1,301	PTI	566	DCS	282
	767	BNSF	1,563	RTE	603	DCS	298
	767	SCRRA	1,091	PTI	542	CTI	220
	767	SDNRR	1,575	CTI	806	PTI	627
	767	UP	2,351	PTI	1,414	DCS	502

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 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	768	BNSF	713	DCS	298	FTI	182
	768	SCRRA	1,114	PTI	449	CTI	357
	768	SDNRR	805	PTI	342	CTI	246
	768	UP	674	DCS	339	PTI	178
	774	BNSF	895	DCS	308	FTI, DMW	142
	774	SCRRA	1,119	PTI	579	CTI	288
	774	SDNRR	2,398	PTI	1,110	CTI	959
	774	UP	1,187	PTI	512	DCS	372
	777	BNSF	1,077	DCS	465	DSR	192
	777	SCRRA	583	CTI	272	PTI	165
	777	SDNRR	1,058	PTI	883	DCS	82
	777	UP	1,345	PTI	905	DCS	224
	782	BNSF	613	CTI	404	PTI	87
	782	SCRRA	1,380	CTI	686	PTI	408
	782	SDNRR	2,468	CTI	1,510	PTI	638
	782	UP	1,977	PTI	1,221	DSR	423
	785	BNSF	2,305	PTI	839	CTI	546
	785	SCRRA	1,450	PTI	707	CTI	468
	785	SDNRR	2,849	CTI	1,488	PTI	1,201
	785	UP	679	DSR	175	FTI	171
	792	BNSF	425	DCS	233	PTI	96
	792	SCRRA	897	CTI	460	PTI	231
	792	SDNRR	1,535	DSR	425	PTI	329
	792	UP	2,927	CTI	1,609	PTI	833
	796	BNSF	319	DMW	101	FTI	81
	796	SCRRA	670	PTI	322	FTI	119
	796	SDNRR	740	CTI	268	DSR	139
	796	UP	1,633	PTI	943	DCS	312
	1564	BNSF	449	PTI	249	DCS	100
	1564	SCRRA	817	PTI	507	CTI	182
	1564	SDNRR	897	PTI	452	CTI	279

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 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	1565	BNSF	1,447	CTI	396	PTI, DCS	224
	1565	SCRRA	753	PTI	581	DCS	110
	1565	SDNRR	487	CTI	160	PTI	142
	1566	BNSF	758	FTI	207	DCS, CTI	172
	1566	SCRRA	3,501	CTI	1,821	PTI	1,540
	1566	SDNRR	1,572	CTI	877	PTI	388
	1568	SCRRA	1,377	PTI	742	DCS	636
	1568	SDNRR	1,747	DCS	1,082	PTI, CTI	250
	1569	BNSF	1,478	DCS	897	PTI	233
	1569	SCRRA	295	PTI	189	DCS	83
	1569	SDNRR	5,503	CTI	2,734	PTI	2,413
	1572	BNSF	1,262	FTI	349	DCS	282
	1572	SCRRA	2,610	PTI	1,400	CTI	1,120
	1572	SDNRR	3,750	PTI	1,670	DSR	862
	1573	BNSF	2,093	DCS	1,213	CTI	449
	1573	SCRRA	681	CTI	424	PTI	159
	1573	SDNRR	2,775	CTI	1,545	PTI	945
	1579	BNSF	859	FTI	394	DMW, CTI	125
	1579	SCRRA	416	CTI	269	PTI	114
	1579	SDNRR	2,034	CTI	1,253	PTI	472
	1584	BNSF	861	DCS	310	CTI	276
	1584	SCRRA	1,875	PTI	910	CTI	745
	1584	SDNRR	1,849	CTI	789	PTI	592
	1590	BNSF	429	CTI	250	FTI	72
	1590	SCRRA	2,176	PTI	1,752	DMW, DCS	130
	1590	SDNRR	1,114	PTI	595	FTI	205
	1761	BNSF	332	PTI	183	DCS	116
	1761	SCRRA	243	CTI	80	DCS	76
	1761	SDNRR	624	DCS	285	DSR	166
	1761	UP	2,203	PTI	1,422	DMW	615
	1763	SCRRA	2,094	PTI	1,571	DCS	524

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 Q4 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
		1763	UP	822	DCS	822	
		1767	BNSF	1,678	RTE	581	DCS 581
		1767	SCRRA	790	DCS	243	PTI 219
		1767	SDNRR	3,459	CTI	2,918	PTI 422
		1767	UP	1,296	PTI	1,160	DSR 124
		1768	SCRRA	175	PTI	175	
		1768	UP	410	DCS	410	
		1774	SCRRA	1,920	PTI	1,222	DCS 698
		1774	UP	726	PTI	478	DCS 248
		1777	UP	1,663	PTI	1,510	DCS 153
		1782	SCRRA	873	PTI	873	
		1782	UP	1,641	PTI	1,487	DSR 154
		1785	SCRRA	3,839	PTI	2,618	DCS 1,222
		1785	UP	154	DCS	154	
		1792	SCRRA	175	CTI	175	
		1792	UP	1,077	PTI	923	DSR 154
		1796	UP	669	PTI	497	CTI 134
		3561	UP	538	PTI	538	
		3767	UP	615	PTI	615	
Pennsylvanian	Pennsylvanian	42	NS	1,283	FTI	766	DSR 189
		43	NS	1,489	FTI	1,045	RTE 144
Piedmont	Piedmont	73	NS	513	FTI	211	DSR 127
		74	NS	668	FTI	216	DCS 194
		75	NS	736	FTI	311	PTI 174
		76	NS	629	PTI	231	DCS 143
		77	NS	531	FTI	147	PTI 124
		78	NS	451	DSR	129	DCS 124
San Joaquins	San Joaquins	701	BNSF	1,089	FTI	368	PTI 285
		701	UP	942	FTI	343	DSR 229
		702	BNSF	1,221	FTI	516	PTI 275
		702	UP	907	FTI	368	DSR 283

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 Q4 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		703	BNSF	1,205	PTI	423	FTI	370
		703	UP	1,796	FTI	795	DMW	513
		704	BNSF	1,179	PTI	446	FTI	352
		704	UP	1,005	FTI	379	DSR	305
		710	BNSF	1,436	FTI	495	PTI	482
		710	UP	684	PTI	428	FTI	113
		711	BNSF	737	FTI	208	DSR	188
		711	UP	910	PTI	632	DCS	104
		712	BNSF	1,476	FTI	564	PTI	433
		712	UP	890	PTI	621	DCS	98
		713	BNSF	1,147	FTI	450	PTI	372
		713	UP	712	PTI	340	FTI	166
		714	BNSF	1,414	PTI	491	FTI	471
		714	UP	931	PTI	368	DCS	281
		715	BNSF	1,174	PTI	453	FTI	376
		715	UP	1,538	PTI	1,339	DCS	90
		716	BNSF	1,172	PTI	427	FTI	395
		716	UP	671	PTI	527	DCS	56
		717	BNSF	1,306	PTI	616	FTI	311
		717	UP	1,099	PTI	789	DCS	166
		718	BNSF	972	PTI	388	FTI	240
		718	UP	1,063	PTI	945	DSR, DCS	37
		719	BNSF	1,135	PTI	478	FTI	295
		719	UP	1,280	PTI	799	DCS	182
Vermonter	Vermonter	54	MADOT	1,984	DSR	1,700	PTI	167
		54	MNRR	2,654	DSR	1,761	CTI	369
		54	NECR	828	DSR	590	FTI	131
		55	MADOT	2,214	DSR	1,815	DCS	186
		55	MNRR	3,895	CTI	1,701	DSR	1,154
		55	NECR	731	DSR	643	FTI	56
		56	MADOT	1,900	DSR	1,664	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 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Non-NEC Corridor Routes							
	56	MNRR	3,518	DSR	1,627	CTI	1,224
	56	NECR	692	DSR	643	DCS	43
	57	MADOT	1,471	DSR	1,355	DCS	116
	57	MNRR	2,167	DSR	1,201	CTI	585
	57	NECR	715	DSR	685	DCS	30
Long-Distance Routes							
Auto Train	52	CSX	1,149	DSR	367	FTI	333
	53	CSX	1,400	FTI	604	DSR	375
	53	FR	4,633	CTI	2,302	DSR	1,089
California Zephyr	5	BNSF	1,606	DSR	855	FTI	454
	5	UP	923	DSR	314	FTI	231
	6	BNSF	1,634	DSR	856	FTI	453
	6	UP	844	DSR	281	FTI	236
Capitol Ltd	29	CSX	879	DSR	264	FTI	203
	29	NS	2,162	FTI	1,499	PTI	281
	30	CSX	1,096	DSR	416	RTE	276
	30	NS	2,149	FTI	1,534	RTE	228
Cardinal	50	BBrRR	1,096	PTI	357	FTI	343
	50	CSX	795	DSR	275	FTI	252
	50	NS	1,961	CTI	964	FTI	449
	51	BBrRR	1,032	PTI	601	DCS	208
	51	CSX	788	DSR	273	FTI	235
	51	NS	1,305	PTI	416	DCS	341
City Of New Orleans	58	CN	933	FTI	280	DSR	234
	59	CN	966	FTI	430	DSR	209
	1158	CN	1,638	FTI	539	DCS	474
Coast Starlight	11	BNSF	387	FTI	104	DCS	78
	11	SCRRA	2,565	DTR	1,092	CTI	860
	11	UP	1,356	PTI	422	FTI	409
	14	BNSF	608	PTI	152	FTI	144
	14	SCRRA	3,879	DTR	1,780	PTI	1,343
	14	UP	1,117	FTI	347	DSR	268
Crescent	19	NS	1,352	FTI	718	DCS	228
	20	NS	1,251	FTI	687	DCS	218
Empire Builder	7	BNSF	833	FTI	354	DSR	312
	7	CP	496	FTI	322	DSR	69
	7	Metra	1,056	CTI	473	DCS	240
	8	BNSF	983	FTI	501	DSR	329

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 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	8	CP	545	FTI	262	DSR	125
	8	Metra	3,009	CTI	2,141	DCS	427
	27	BNSF	822	FTI	388	DSR	233
	28	BNSF	463	FTI	190	DSR	175
Lake Shore Ltd	48	CSX	1,136	FTI	429	RTE	264
	48	MNRR	1,935	CTI	1,196	RTE	527
	48	NS	2,081	FTI	1,553	RTE	207
	49	CSX	610	RTE	206	FTI	175
	49	MNRR	1,118	CTI	669	DMW	162
	49	NS	2,319	FTI	1,332	PTI	605
	448	CSX	1,002	FTI	357	PTI	338
	448	MBTA	3,985	CTI	3,344	RTE	261
	449	CSX	1,056	PTI	367	FTI	360
	449	MBTA	3,049	CTI	2,096	RTE	340
Palmetto	89	CSX	1,036	FTI	373	PTI	234
	90	CSX	854	FTI	296	PTI	211
Silver Meteor	97	CSX	745	FTI	282	DSR	228
	97	Fla DOT	1,761	CTI	781	DSR	318
	97	FR	1,675	CTI	666	PTI	516
	98	CSX	897	FTI	260	DSR	239
	98	Fla DOT	453	DSR	194	DCS	123
	98	FR	1,907	CTI	576	PTI	568
Silver Star	91	CSX	946	DSR	263	FTI	232
	91	Fla DOT	1,535	CTI	933	DSR	262
	91	FR	883	CTI	309	PTI	211
	91	NS	403	DSR	136	FTI	86
	92	CSX	954	PTI	300	DSR	241
	92	Fla DOT	645	DSR	309	CTI	212
	92	FR	878	DSR	388	CTI	385
	92	NS	370	PTI	125	DSR	91
	1092	CSX	1,448	FTI	435	PTI	339
	1092	Fla DOT	401	DSR	323	CTI	54
	1092	FR	807	DSR	445	CTI	212
	1092	NS	1,296	DCS	810	PTI	221
Southwest Chief	3	BNSF	819	FTI	319	DSR	188
	3	NMDOT	1,862	CTI	1,368	DCS	210
	4	BNSF	865	FTI	289	DSR	187
	4	NMDOT	481	DCS	195	CTI	148
Sunset Ltd	1	BNSF	2,283	DSR	1,379	FTI	557
	1	UP	1,954	FTI	1,139	DSR	415

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 Q4 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	2	BNSF	1,947	DSR	1,119	FTI	724
	2	UP	1,897	FTI	988	DSR	392
Texas Eagle	21	BNSF	1,340	DSR	779	FTI	351
	21	CN	3,695	FTI	1,774	DCS	515
	21	TRE	2,521	CTI	1,064	DSR	525
	21	UP	2,104	FTI	957	DSR	645
	22	BNSF	1,543	DSR	1,052	FTI	369
	22	CN	4,220	FTI	1,958	DCS	887
	22	TRE	4,222	CTI	1,969	DTR	961
	22	UP	1,652	DSR	647	FTI	500

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.

Major Maintenance and Construction Allowance (by service/train and host railroad): Illini/Saluki on CN: 6; City of New Orleans on CN: 3.

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2150	138	ENG	94	HLD	17
Acela Express	2151	118	ADA	46	HLD	40
Acela Express	2153	64	ADA	29	OTH	23
Acela Express	2154	27	HLD	19	ADA	5
Acela Express	2155	116	SYS	60	OTH	26
Acela Express	2158	45	OTH	19	ADA	19
Acela Express	2159	65	HLD	34	ADA	17
Acela Express	2160	28	HLD	14	ADA	8
Acela Express	2163	215	HLD	164	SYS, ADA	17
Acela Express	2164	104	ADA	64	OTH	21
Acela Express	2165	152	SYS	56	HLD	38
Acela Express	2166	66	OTH	39	SYS	17
Acela Express	2167	130	SYS	51	HLD	43
Acela Express	2168	37	ENG	21	INJ	16
Acela Express	2170	102	ENG	94	HLD	8
Acela Express	2171	193	HLD	176	CAR	9
Acela Express	2172	205	ENG	107	OTH	56
Acela Express	2173	184	HLD	79	ENG	38
Acela Express	2175	229	INJ	71	HLD	54
Acela Express	2190	99	HLD	61	OTH	21
Acela Express	2192	0				
Acela Express	2193	357	HLD	238	CAR	119
Acela Express	2245	357	ADA	357		
Acela Express	2248	36	ADA	36		
Acela Express	2249	179	ADA	89	HLD	64
Acela Express	2250	210	HLD	105	OTH	42
Acela Express	2251	112	HLD	67	ADA	45
Acela Express	2252	306	OTH	162	HLD	72
Acela Express	2253	172	ADA	105	HLD	43
Acela Express	2254	156	HLD	64	ADA	46
Acela Express	2255	191	ADA	89	HLD	57
Acela Express	2256	84	OTH	60	HLD	24
Acela Express	2257	408	HLD	255	OTH	89
Acela Express	2258	12	HLD	12		
Acela Express	2259	206	HLD	165	ADA	41
Acela Express	2260	194	ADA	129	OTH	39
Acela Express	2261	166	OTH	89	HLD	51

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express	2275	151	HLD	137	ADA	14
Acela Express	2290	21	HLD	21		
Acela Express	2297	0				
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - All Other Northeast Regional	132	144	HLD	144		
Northeast Regional - All Other Northeast Regional	135	376	HLD	376		
Northeast Regional - All Other Northeast Regional	136	112	ADA	84	OTH, HLD	14
Northeast Regional - All Other Northeast Regional	137	502	ENG	244	HLD	116
Northeast Regional - All Other Northeast Regional	139	64	ADA	38	OTH, HLD	13
Northeast Regional - All Other Northeast Regional	140	156	HLD	81	OTH	40
Northeast Regional - All Other Northeast Regional	141	357	ADA	128	SVS	74
Northeast Regional - All Other Northeast Regional	143	236	ENG	153	OTH	57
Northeast Regional - All Other Northeast Regional	146	10	ADA	10		
Northeast Regional - All Other Northeast Regional	148	205	HLD	123	OTH	43
Northeast Regional - All Other Northeast Regional	149	395	OTH	115	ADA	115
Northeast Regional - All Other Northeast Regional	150	52	HLD	29	ADA	23
Northeast Regional - All Other Northeast Regional	160	185	HLD	133	ADA	35
Northeast Regional - All Other Northeast Regional	161	443	CON	209	ADA	129
Northeast Regional - All Other Northeast Regional	162	179	INJ	69	HLD	64
Northeast Regional - All Other Northeast Regional	163	321	HLD	238	ADA	83
Northeast Regional - All Other Northeast Regional	165	142	ADA	80	HLD	62
Northeast Regional - All Other Northeast Regional	166	65	ADA	39	HLD	26
Northeast Regional - All Other Northeast Regional	167	167	INJ	131	HLD	36
Northeast Regional - All Other Northeast Regional	168	268	HLD	268		
Northeast Regional - All Other Northeast Regional	169	425	CON	234	ENG	111
Northeast Regional - All Other Northeast Regional	170	104	ADA	53	OTH	37
Northeast Regional - All Other Northeast Regional	172	157	ADA	69	OTH	67
Northeast Regional - All Other Northeast Regional	173	884	ENG	411	ADA	207
Northeast Regional - All Other Northeast Regional	175	173	SYS	122	ADA	23
Northeast Regional - All Other Northeast Regional	177	51	HLD	26	OTH, ADA	12

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	178	447	ENG	221	ADA	85
Northeast Regional - All Other Northeast Regional	179	167	CON	108	OTH	26
Northeast Regional - All Other Northeast Regional	190	56	ENG	43	ADA	8
Northeast Regional - All Other Northeast Regional	412	0	SYS			
Northeast Regional - Richmond / Newport News / Norfolk	65	487	HLD	242	ADA	102
Northeast Regional - Richmond / Newport News / Norfolk	66	527	ENG	209	ADA	68
Northeast Regional - Richmond / Newport News / Norfolk	67	335	SYS	91	ADA	81
Northeast Regional - Richmond / Newport News / Norfolk	82	302	ENG	149	SYS	85
Northeast Regional - Richmond / Newport News / Norfolk	84	662	SYS	190	ENG	190
Northeast Regional - Richmond / Newport News / Norfolk	85	255	ENG	112	OTH	62
Northeast Regional - Richmond / Newport News / Norfolk	86	339	SYS	113	OTH	105
Northeast Regional - Richmond / Newport News / Norfolk	87	336	SYS	179	OTH	80
Northeast Regional - Richmond / Newport News / Norfolk	88	427	SYS	133	HLD	132
Northeast Regional - Richmond / Newport News / Norfolk	93	531	SYS	180	ADA	99
Northeast Regional - Richmond / Newport News / Norfolk	94	252	HLD	61	SYS	57
Northeast Regional - Richmond / Newport News / Norfolk	95	362	SYS	104	ADA	91
Northeast Regional - Richmond / Newport News / Norfolk	96	514	HLD	272	ENG	88
Northeast Regional - Richmond / Newport News / Norfolk	99	319	ADA	94	ENG	67
Northeast Regional - Richmond / Newport News / Norfolk	125	474	HLD	115	ADA	111
Northeast Regional - Richmond / Newport News / Norfolk	157	274	OTH	89	ENG	64
Northeast Regional - Richmond / Newport News / Norfolk	164	240	HLD	108	SYS	74
Northeast Regional - Richmond / Newport News / Norfolk	174	718	ENG	361	HLD	123
Northeast Regional - Richmond / Newport News / Norfolk	194	800	ENG	288	ADA	213
Northeast Regional - Richmond / Newport News / Norfolk	195	265	ADA	108	HLD	80
Northeast Regional - Roanoke	145	540	ADA	247	INJ, HLD	93
Northeast Regional - Roanoke	147	440	SYS	147	SVS	94
Northeast Regional - Roanoke	156	274	SYS	82	HLD	79
Northeast Regional - Roanoke	171	587	SYS	176	ADA	128
Northeast Regional - Roanoke	176	368	SYS	121	ADA	102

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Springfield Shuttles	400	556	OTH	480	CCR	76
Northeast Regional - Springfield Shuttles	461	306	OTH	306		
Northeast Regional - Springfield Shuttles	471	517	OTH	473	SYS	44
Northeast Regional - Springfield Shuttles	478	509	SYS	232	OTH	232
Northeast Regional - Springfield Shuttles	488	126	SYS	101	OTH	25
Northeast Regional - Springfield Shuttles	494	231	OTH	231		
Northeast Regional - Springfield Shuttles	495	724	OTH	370	ITI	355
Northeast Regional - Springfield Shuttles	499	2,962	ITI	2,962		
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	443	OTH	147	ENG	101
Capitol Corridor - Capitol Corridor	521	140	SYS	44	HLD	38
Capitol Corridor - Capitol Corridor	522	430	ADA	184	SYS	86
Capitol Corridor - Capitol Corridor	523	297	SYS	108	HLD	62
Capitol Corridor - Capitol Corridor	524	185	ADA	62	SYS	44
Capitol Corridor - Capitol Corridor	525	497	HLD	226	OTH	111
Capitol Corridor - Capitol Corridor	527	294	SYS	89	ADA	69
Capitol Corridor - Capitol Corridor	528	344	ADA	115	SYS	73
Capitol Corridor - Capitol Corridor	529	409	HLD	160	SYS	126
Capitol Corridor - Capitol Corridor	530	241	ENG	105	ADA	68
Capitol Corridor - Capitol Corridor	531	726	HLD	259	ADA	217
Capitol Corridor - Capitol Corridor	532	254	ADA	67	SYS	58
Capitol Corridor - Capitol Corridor	534	444	ENG	224	ADA	77
Capitol Corridor - Capitol Corridor	535	638	ADA	241	OTH	184
Capitol Corridor - Capitol Corridor	536	750	HLD	329	ADA	143
Capitol Corridor - Capitol Corridor	537	248	ADA	115	CAR	25
Capitol Corridor - Capitol Corridor	538	747	HLD	200	OTH	137
Capitol Corridor - Capitol Corridor	540	434	HLD	194	ITI	75
Capitol Corridor - Capitol Corridor	541	346	HLD	194	OTH	68
Capitol Corridor - Capitol Corridor	542	265	SYS	61	ADA	52

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	543	385	HLD	167	ADA	79
Capitol Corridor - Capitol Corridor	544	533	ITI	180	HLD	103
Capitol Corridor - Capitol Corridor	545	381	HLD	98	OTH	77
Capitol Corridor - Capitol Corridor	546	520	HLD	222	SYS	126
Capitol Corridor - Capitol Corridor	547	467	ENG	95	HLD	73
Capitol Corridor - Capitol Corridor	548	788	ITI	455	ADA	92
Capitol Corridor - Capitol Corridor	549	309	ITI	123	ADA	65
Capitol Corridor - Capitol Corridor	550	728	ENG	283	ITI	137
Capitol Corridor - Capitol Corridor	551	381	ENG	196	HLD	72
Capitol Corridor - Capitol Corridor	553	177	HLD	60	OTH	54
Capitol Corridor - Capitol Corridor	720	440	OTH	140	SYS	96
Capitol Corridor - Capitol Corridor	723	215	SYS	86	HLD	46
Capitol Corridor - Capitol Corridor	724	528	ENG	178	HLD	110
Capitol Corridor - Capitol Corridor	727	328	ADA	86	SYS	78
Capitol Corridor - Capitol Corridor	728	266	ADA	86	HLD	65
Capitol Corridor - Capitol Corridor	729	720	HLD	228	SVS	202
Capitol Corridor - Capitol Corridor	732	544	SYS	264	ADA	78
Capitol Corridor - Capitol Corridor	733	362	ITI	129	SYS	88
Capitol Corridor - Capitol Corridor	734	148	SYS	80	ADA	40
Capitol Corridor - Capitol Corridor	736	420	SYS	148	OTH	92
Capitol Corridor - Capitol Corridor	737	541	HLD	151	ADA	121
Capitol Corridor - Capitol Corridor	738	541	HLD	156	ENG	105
Capitol Corridor - Capitol Corridor	741	396	ADA	156	HLD	102
Capitol Corridor - Capitol Corridor	742	978	ENG	345	SYS	213
Capitol Corridor - Capitol Corridor	743	231	SVS	62	HLD	62
Capitol Corridor - Capitol Corridor	744	409	ENG	213	HLD	57
Capitol Corridor - Capitol Corridor	745	220	HLD	96	OTH, ADA	56
Capitol Corridor - Capitol Corridor	746	204	SYS	108	HLD	52
Capitol Corridor - Capitol Corridor	747	291	ADA	81	OTH	57

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	748	818	ITI	388	HLD	151
Capitol Corridor - Capitol Corridor	749	389	HLD	96	OTH, ADA	88
Capitol Corridor - Capitol Corridor	751	156	HLD	56	SYS, ADA	36
Carolinian - Carolinian	79	447	SYS	115	ADA	115
Carolinian - Carolinian	80	552	SYS	139	ADA	130
Cascades - Cascades	500	399	SYS	113	ADA	88
Cascades - Cascades	501	1,342	CAR	501	ENG	222
Cascades - Cascades	502	354	ADA	119	HLD	117
Cascades - Cascades	504	296	ADA	83	ENG	73
Cascades - Cascades	505	568	SYS	170	ENG	140
Cascades - Cascades	506	295	SYS	87	HLD	60
Cascades - Cascades	507	451	SYS	195	ENG	48
Cascades - Cascades	508	364	ENG	159	SYS	78
Cascades - Cascades	511	312	SYS	225	CCR	38
Cascades - Cascades	513	264	SYS	143	ADA	32
Cascades - Cascades	516	475	SYS	257	SVS	103
Cascades - Cascades	517	527	SYS	170	HLD	104
Cascades - Cascades	518	604	SYS	121	ENG	97
Cascades - Cascades	519	569	CAR	286	SYS	185
Downeaster - Downeaster	680	91	HLD	74	SYS	9
Downeaster - Downeaster	681	196	HLD	168	ADA	23
Downeaster - Downeaster	682	136	ADA	75	HLD, CON	31
Downeaster - Downeaster	683	125	ADA	76	HLD	48
Downeaster - Downeaster	684	248	ENG	114	HLD	81
Downeaster - Downeaster	685	218	HLD	186	ADA	23
Downeaster - Downeaster	686	335	CCR	215	OTH	39
Downeaster - Downeaster	687	275	ITI	140	HLD	51
Downeaster - Downeaster	688	114	CAR	38	ITI	27
Downeaster - Downeaster	689	113	OTH	81	SVS	15

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Downeaster - Downeaster	690	62	ENG	47	HLD	10
Downeaster - Downeaster	691	358	HLD	291	ADA	67
Downeaster - Downeaster	692	133	HLD	72	ADA	54
Downeaster - Downeaster	693	154	ADA	107	HLD	47
Downeaster - Downeaster	694	341	HLD	247	ADA	62
Downeaster - Downeaster	695	852	ITI	726	HLD	82
Downeaster - Downeaster	696	119	HLD	102	ITI	10
Downeaster - Downeaster	697	1,455	ITI	845	ENG	368
Downeaster - Downeaster	698	106	OTH	67	HLD	30
Downeaster - Downeaster	699	115	OTH	61	HLD	27
Downeaster - Downeaster	1689	176	HLD	73	OTH	54
Empire - Adirondack	68	280	HLD	99	OTH	60
Empire - Adirondack	69	418	HLD	261	ADA	43
Empire - Ethan Allen Express	290	319	OTH	125	HLD	109
Empire - Ethan Allen Express	291	230	HLD	107	OTH	68
Empire - Ethan Allen Express	292	280	HLD	164	SYS, OTH	58
Empire - Ethan Allen Express	293	500	HLD	302	OTH	109
Empire - Ethan Allen Express	295	254	HLD	118	OTH, ADA	46
Empire - Ethan Allen Express	296	255	OTH	142	HLD	76
Empire - Maple Leaf	63	613	SYS	225	HLD	142
Empire - Maple Leaf	64	884	SYS	434	HLD	149
Empire - New York - Albany	230	42	SYS	32	OTH, ADA	5
Empire - New York - Albany	232	70	ENG	45	HLD	17
Empire - New York - Albany	233	285	ENG	251	HLD	22
Empire - New York - Albany	234	5	OTH	5		
Empire - New York - Albany	235	86	HLD	54	ADA	20
Empire - New York - Albany	236	140	HLD	110	ADA	30
Empire - New York - Albany	237	62	SYS	32	OTH	25
Empire - New York - Albany	238	102	HLD	49	SYS	29

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Albany	239	49	HLD	31	ADA	18
Empire - New York - Albany	241	73	HLD	29	SYS	27
Empire - New York - Albany	242	102	HLD	50	ADA	27
Empire - New York - Albany	243	89	ENG	46	OTH	25
Empire - New York - Albany	244	68	HLD	31	ENG	27
Empire - New York - Albany	245	20	ENG	15	HLD	5
Empire - New York - Albany	250	70	HLD	43	SYS	22
Empire - New York - Albany	252	29	SYS	20	OTH	10
Empire - New York - Albany	253	65	HLD	54	ADA	11
Empire - New York - Albany	254	290	ADA	85	OTH, HLD	73
Empire - New York - Albany	255	0				
Empire - New York - Albany	256	351	ENG	142	HLD	97
Empire - New York - Albany	259	54	HLD	43	SYS	11
Empire - New York - Albany	260	103	HLD	49	SYS	38
Empire - New York - Albany	261	11	OTH	11		
Empire - New York - Niagara Falls	280	371	SYS	174	ENG	60
Empire - New York - Niagara Falls	281	417	SYS	225	HLD	73
Empire - New York - Niagara Falls	283	396	SYS	207	ADA	51
Empire - New York - Niagara Falls	284	442	SYS	220	HLD	69
Empire - New York - Niagara Falls	288	286	SYS	173	HLD	49
Heartland Flyer - Heartland Flyer	821	307	SYS	122	HLD	85
Heartland Flyer - Heartland Flyer	822	448	SYS	92	HLD	85
Hiawatha - Hiawatha	329	354	OTH	227	ENG	96
Hiawatha - Hiawatha	330	68	HLD	25	OTH	18
Hiawatha - Hiawatha	331	196	OTH	178	SYS	13
Hiawatha - Hiawatha	332	501	OTH	277	ENG	62
Hiawatha - Hiawatha	333	341	OTH	242	HLD	35
Hiawatha - Hiawatha	334	385	OTH	253	HLD	71
Hiawatha - Hiawatha	335	317	OTH	211	HLD	55

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Hiawatha - Hiawatha	336	460	OTH	253	ITI	116
Hiawatha - Hiawatha	337	384	OTH	244	HLD	78
Hiawatha - Hiawatha	338	747	ITI	355	OTH	289
Hiawatha - Hiawatha	339	254	OTH	80	HLD	70
Hiawatha - Hiawatha	340	627	OTH	297	ITI	177
Hiawatha - Hiawatha	341	419	OTH	299	HLD	42
Hiawatha - Hiawatha	342	798	ITI	425	OTH	309
Hiawatha - Hiawatha	343	671	OTH	390	ENG	227
Illinois - Carl Sandburg / Illinois Zephyr	380	354	HLD	110	ADA	91
Illinois - Carl Sandburg / Illinois Zephyr	381	115	SYS	50	ADA	28
Illinois - Carl Sandburg / Illinois Zephyr	382	65	SYS	41	ADA	14
Illinois - Carl Sandburg / Illinois Zephyr	383	269	ENG	108	HLD	62
Illinois - Illini / Saluki	390	389	SYS	152	ADA	58
Illinois - Illini / Saluki	391	462	OTH	195	SYS	103
Illinois - Illini / Saluki	392	509	OTH	205	SYS	102
Illinois - Illini / Saluki	393	426	ENG	99	SYS	98
Illinois - Lincoln Service	300	126	SYS	45	ENG	36
Illinois - Lincoln Service	301	63	SYS	20	OTH	19
Illinois - Lincoln Service	302	192	SYS	67	ADA	53
Illinois - Lincoln Service	303	94	ADA	37	HLD	20
Illinois - Lincoln Service	304	188	ENG	112	SYS	33
Illinois - Lincoln Service	305	275	SYS	113	ADA	68
Illinois - Lincoln Service	306	555	ENG	407	SYS	99
Illinois - Lincoln Service	307	174	SYS	60	OTH	32
Michigan - Blue Water	364	758	SYS	400	SVS	123
Michigan - Blue Water	365	940	SYS	435	OTH	217
Michigan - Pere Marquette	370	725	SYS	404	OTH	166
Michigan - Pere Marquette	371	519	SYS	343	HLD	80
Michigan - Wolverine	350	1,212	SYS	779	OTH	205

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Michigan - Wolverine	351	945	SYS	362	OTH	262
Michigan - Wolverine	352	1,240	SYS	737	OTH	202
Michigan - Wolverine	353	913	SYS	452	OTH	252
Michigan - Wolverine	354	1,313	SYS	629	OTH	264
Michigan - Wolverine	355	1,762	SYS	947	OTH	344
Missouri - Missouri	311	399	SYS	212	ADA	79
Missouri - Missouri	313	590	ITI	225	SVS	106
Missouri - Missouri	314	385	ADA	119	SYS	98
Missouri - Missouri	316	924	ITI	691	SYS	67
Pacific Surfliner - Pacific Surfliner	561	513	SYS	222	OTH	172
Pacific Surfliner - Pacific Surfliner	562	586	SYS	217	SVS	118
Pacific Surfliner - Pacific Surfliner	564	445	SYS	130	HLD	126
Pacific Surfliner - Pacific Surfliner	565	488	SYS	164	ENG	89
Pacific Surfliner - Pacific Surfliner	566	327	SYS	149	HLD	81
Pacific Surfliner - Pacific Surfliner	568	828	SYS	311	OTH	259
Pacific Surfliner - Pacific Surfliner	569	661	HLD	161	SYS	152
Pacific Surfliner - Pacific Surfliner	572	1,200	ENG	291	SYS	290
Pacific Surfliner - Pacific Surfliner	573	655	ENG	169	SYS	159
Pacific Surfliner - Pacific Surfliner	579	884	SYS	578	ITI	110
Pacific Surfliner - Pacific Surfliner	580	581	HLD	169	SYS	158
Pacific Surfliner - Pacific Surfliner	583	1,402	ITI	820	SYS	176
Pacific Surfliner - Pacific Surfliner	584	467	SYS	215	SVS	69
Pacific Surfliner - Pacific Surfliner	590	616	SYS	294	ENG	132
Pacific Surfliner - Pacific Surfliner	591	823	ITI	310	SYS	228
Pacific Surfliner - Pacific Surfliner	593	606	SYS	311	OTH, HLD	124
Pacific Surfliner - Pacific Surfliner	595	1,827	ITI	872	SYS	491
Pacific Surfliner - Pacific Surfliner	759	424	ENG	113	SYS	109
Pacific Surfliner - Pacific Surfliner	763	585	SYS	189	OTH	146
Pacific Surfliner - Pacific Surfliner	767	610	SYS	219	HLD	113

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	768	603	SYS	188	HLD	166
Pacific Surfliner - Pacific Surfliner	774	884	SYS	262	OTH, HLD	166
Pacific Surfliner - Pacific Surfliner	777	662	SYS	168	OTH	144
Pacific Surfliner - Pacific Surfliner	782	965	HLD	313	SYS	242
Pacific Surfliner - Pacific Surfliner	785	2,078	ITI	1,123	SYS	248
Pacific Surfliner - Pacific Surfliner	792	830	SVS	194	SYS	174
Pacific Surfliner - Pacific Surfliner	796	773	SYS	328	ITI	147
Pacific Surfliner - Pacific Surfliner	1564	568	SVS	194	HLD	153
Pacific Surfliner - Pacific Surfliner	1565	621	SYS	256	SVS	101
Pacific Surfliner - Pacific Surfliner	1566	743	HLD	220	SYS	211
Pacific Surfliner - Pacific Surfliner	1568	1,747	CAR	1,165	ADA	311
Pacific Surfliner - Pacific Surfliner	1569	976	SYS	280	CCR	269
Pacific Surfliner - Pacific Surfliner	1572	1,239	SYS	444	ENG	313
Pacific Surfliner - Pacific Surfliner	1573	1,212	SYS	277	HLD	275
Pacific Surfliner - Pacific Surfliner	1579	1,677	ITI	1,120	SYS	202
Pacific Surfliner - Pacific Surfliner	1584	371	SYS	150	OTH	75
Pacific Surfliner - Pacific Surfliner	1590	881	ITI	648	HLD	90
Pacific Surfliner - Pacific Surfliner	1761	1,011	SYS	302	HLD	279
Pacific Surfliner - Pacific Surfliner	1763	2,429	CON	1,481	SYS	396
Pacific Surfliner - Pacific Surfliner	1767	756	ENG	233	SYS	170
Pacific Surfliner - Pacific Surfliner	1768	1,031	HLD	634	OTH	357
Pacific Surfliner - Pacific Surfliner	1774	775	OTH	327	SYS	189
Pacific Surfliner - Pacific Surfliner	1777	1,430	CON	1,137	OTH	155
Pacific Surfliner - Pacific Surfliner	1782	1,189	ENG	832	CAR	119
Pacific Surfliner - Pacific Surfliner	1785	5,945	CON	5,945		
Pacific Surfliner - Pacific Surfliner	1792	2,814	ITI	1,585	SYS	436
Pacific Surfliner - Pacific Surfliner	1796	1,568	SYS	568	SVS	448
Pacific Surfliner - Pacific Surfliner	3561	3,032	SYS	1,011	HLD	595
Pacific Surfliner - Pacific Surfliner	3767	5,906	CON	4,875	HLD	515

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pennsylvanian - Pennsylvanian	42	375	ADA	132	HLD	105
Pennsylvanian - Pennsylvanian	43	271	ADA	105	HLD	76
Piedmont - Piedmont	73	317	SYS	172	OTH	84
Piedmont - Piedmont	74	554	SYS	240	ITI	105
Piedmont - Piedmont	75	605	ADA	212	SYS	154
Piedmont - Piedmont	76	399	SYS	128	ADA	111
Piedmont - Piedmont	77	442	SYS	133	ADA	109
Piedmont - Piedmont	78	635	ITI	223	SYS	180
San Joaquins - San Joaquins	701	214	SYS	110	OTH	49
San Joaquins - San Joaquins	702	286	SYS	150	ENG	48
San Joaquins - San Joaquins	703	393	ITI	90	SYS	80
San Joaquins - San Joaquins	704	238	SYS	121	HLD	40
San Joaquins - San Joaquins	710	731	ENG	209	ADA	161
San Joaquins - San Joaquins	711	226	SYS	64	ENG	59
San Joaquins - San Joaquins	712	260	SYS	117	ADA	35
San Joaquins - San Joaquins	713	512	SYS	154	ADA	133
San Joaquins - San Joaquins	714	318	SYS	119	SVS	42
San Joaquins - San Joaquins	715	415	SYS	125	ADA	76
San Joaquins - San Joaquins	716	344	ENG	105	SYS	89
San Joaquins - San Joaquins	717	300	SYS	105	ITI	40
San Joaquins - San Joaquins	718	755	ENG	147	ITI	139
San Joaquins - San Joaquins	719	590	ITI	101	HLD	97
Vermont - Vermont	54	252	OTH	174	ADA	35
Vermont - Vermont	55	475	OTH	226	ENG	109
Vermont - Vermont	56	343	OTH	245	ENG	34
Vermont - Vermont	57	308	OTH	215	HLD	51
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	307	SYS	116	ENG	62
Auto Train - Auto Train	53	318	SVS	119	SYS	75

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
California Zephyr - California Zephyr	5	586	SVS	175	SYS	164
California Zephyr - California Zephyr	6	632	SYS	176	SVS	130
Capitol Ltd - Capitol Ltd	29	377	HLD	141	SYS	111
Capitol Ltd - Capitol Ltd	30	369	HLD	117	SYS	110
Cardinal - Cardinal	50	736	SYS	219	ENG	158
Cardinal - Cardinal	51	627	SYS	171	CAR	128
City Of New Orleans - City Of New Orleans	58	311	HLD	75	SYS	70
City Of New Orleans - City Of New Orleans	59	354	HLD	102	SYS	87
City Of New Orleans - City Of New Orleans	1158	393	SYS	220	HLD	118
Coast Starlight - Coast Starlight	11	571	SYS	178	HLD	114
Coast Starlight - Coast Starlight	14	616	HLD	142	SYS	135
Crescent - Crescent	19	521	SYS	208	HLD	102
Crescent - Crescent	20	583	SYS	244	HLD	142
Empire Builder - Empire Builder	7	394	SYS	117	HLD	113
Empire Builder - Empire Builder	8	550	HLD	128	SVS	111
Empire Builder - Empire Builder	27	1,254	CON	1,070	ENG	80
Empire Builder - Empire Builder	28	338	ITI	149	ENG	48
Lake Shore Ltd - Lake Shore Ltd	48	477	SYS	193	HLD	130
Lake Shore Ltd - Lake Shore Ltd	49	461	HLD	207	SYS	146
Lake Shore Ltd - Lake Shore Ltd	448	204	SYS	68	ADA	51
Lake Shore Ltd - Lake Shore Ltd	449	261	SYS	105	ADA	57
Palmetto - Palmetto	89	268	SYS	82	ADA	76
Palmetto - Palmetto	90	333	SYS	102	ADA	73
Silver Meteor - Silver Meteor	97	571	SYS	147	ADA	122
Silver Meteor - Silver Meteor	98	564	SYS	164	ADA	164
Silver Star - Silver Star	91	542	SYS	247	ADA	90
Silver Star - Silver Star	92	498	SYS	160	ADA	120
Silver Star - Silver Star	1092	580	SYS	292	ADA	80
Southwest Chief - Southwest Chief	3	599	ENG	184	SYS	143

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q4			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Southwest Chief - Southwest Chief	4	485	SVS	122	HLD	122
Sunset Ltd - Sunset Ltd	1	682	SYS	174	OTH	101
Sunset Ltd - Sunset Ltd	2	859	SYS	242	SVS	138
Texas Eagle - Texas Eagle	21	769	SYS	268	ENG	150
Texas Eagle - Texas Eagle	22	879	SYS	204	SVS	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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	296	PSR	120	ENG	80
	2103	Amtrak	413	SMW	119	PTI	68
	2104	Amtrak	460	SMW	135	PSR	127
	2107	Amtrak	267	SMW	128	PSR	37
	2108	Amtrak	0				
	2109	Amtrak	277	SMW	124	CTI	46
	2110	Amtrak	380	PSR	109	SMW	92
	2117	Amtrak	271	SMW	103	ENG	66
	2119	Amtrak	367	SMW	79	CTI	74
	2121	Amtrak	422	DET	160	SMW	101
	2122	Amtrak	476	SMW	224	DCS	55
	2124	Amtrak	307	SMW	161	DSR	30
	2126	Amtrak	379	SMW	188	ITI	74
	2128	Amtrak	359	SMW	148	ITI	113
	2150	Amtrak	269	SMW	69	PSR	64
	2151	Amtrak	308	SMW	105	PSR	51
	2153	Amtrak	176	SMW	51	PSR	25
	2154	Amtrak	529	SMW	148	PSR	136
	2155	Amtrak	237	SMW	58	PSR	53
	2158	Amtrak	528	SMW	137	PSR	101
	2159	Amtrak	242	SMW	42	CAR	38
	2160	Amtrak	457	SMW	139	PSR	103
	2163	Amtrak	354	SMW	100	DET	51
	2164	Amtrak	500	SMW	130	PSR	90
	2165	Amtrak	378	SMW	76	PTI	63
	2166	Amtrak	575	SMW	171	DET	119
	2167	Amtrak	395	SMW	75	ENG	58
	2168	Amtrak	646	SMW	208	DET	133
	2170	Amtrak	538	SMW	152	CTI	69
	2171	Amtrak	357	ENG	89	SMW	83
	2172	Amtrak	636	SMW	199	DCS	74
	2173	Amtrak	318	CTI	120	SMW	65
	2175	Amtrak	306	CTI	102	SMW	50
	2190	Amtrak	324	ENG	92	DCS	70
	2192	Amtrak	116	HLD	116		
	2193	Amtrak	742	CTI	475	SMW	209
	2203	Amtrak	172	SMW	50	OTH, MTI	28
	2205	Amtrak	140	SMW	96	PSR, DSR	10
	2208	Amtrak	677	ENG	197	SMW	180

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard							
			265				
Acela Express - Acela Express	2213	Amtrak	150	SMW	48	INJ	27
	2215	Amtrak	150	SMW	75	PTI	27
	2218	Amtrak	225	SMW	154	DSR	36
	2222	Amtrak	284	SMW	89	DCS	82
	2224	Amtrak	301	SMW	89	DCS	79
	2228	Amtrak	157	SMW	120	PSR	24
	2245	Amtrak	225	SMW	125	HLD	100
	2248	Amtrak	497	SMW	218	ENG	131
	2249	Amtrak	196	SMW	60	OTH	34
	2250	Amtrak	405	SMW	183	CTC	58
	2251	Amtrak	359	SMW	119	DCS	103
	2252	Amtrak	437	SMW	239	CTI	44
	2253	Amtrak	206	SMW	71	HLD	32
	2254	Amtrak	416	SMW	191	CTI	54
	2255	Amtrak	249	ENG	91	SMW	70
	2256	Amtrak	637	ENG	230	SMW	229
	2257	Amtrak	207	SMW	87	CTI	18
	2258	Amtrak	607	SMW	295	DCS	169
	2259	Amtrak	378	SMW	144	CTC	77
	2260	Amtrak	392	SMW	277	PTI, CAR	25
	2261	Amtrak	417	DCS	161	SMW	105
	2275	Amtrak	304	SMW	106	CTI	42
	2290	Amtrak	386	DCS	160	SMW	106
	2297	Amtrak	0				
	2401	Amtrak	170	MTI	126	SMW	44
	2402	Amtrak	81	DSR	52	PSR	30
Other Services							
Standard							
			475				
Cardinal - Cardinal	50	Amtrak	1,649	CAR	261	ITI	245
	51	Amtrak	752	SMW	236	PTI, DMW	82
Carolinian - Carolinian	79	Amtrak	439	SMW	116	SVS	80
	80	Amtrak	421	SMW	191	PTI	62
Crescent - Crescent	19	Amtrak	1,008	SMW	216	ENG	154
	20	Amtrak	688	SMW	173	PTI	129
Keystone - Keystone	600	Amtrak	317	SMW	171	DSR	50
	601	Amtrak	168	DSR	94	SMW	42

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	605	Amtrak	244	DSR	136	RTE	28
	607	Amtrak	113	DSR	103	OTH	6
	609	Amtrak	480	DSR	189	PTI	69
	610	Amtrak	609	DSR	233	SMW	143
	611	Amtrak	1,017	DSR	525	SMW	246
	612	Amtrak	463	SMW	284	DSR	82
	615	Amtrak	658	DSR	329	SMW	179
	618	Amtrak	582	DSR	270	DCS	112
	619	Amtrak	364	DET	115	CON	104
	620	Amtrak	685	DSR	413	PSR	107
	622	Amtrak	202	DSR	99	PSR	40
	637	Amtrak	433	DMW	297	PSR	93
	639	Amtrak	229	DMW	86	SMW	45
	640	Amtrak	352	CTI	98	SMW	77
	641	Amtrak	311	DSR	151	MTI	38
	642	Amtrak	213	SMW	89	CTI	37
	643	Amtrak	194	DSR	88	DMW	21
	644	Amtrak	180	DCS	51	SMW	36
	645	Amtrak	353	DSR	151	DCS	60
	646	Amtrak	354	SMW	72	DSR	68
	647	Amtrak	454	DET	130	DSR	100
	648	Amtrak	172	DSR	34	PTI	33
	649	Amtrak	829	DSR	247	OTH	152
	650	Amtrak	267	DSR	99	PSR	46
	651	Amtrak	647	DSR	247	CTI	93
	652	Amtrak	520	DSR	217	PSR	74
	653	Amtrak	563	CTI	190	DSR	164
	654	Amtrak	419	DSR	182	SMW	61
	655	Amtrak	887	DSR	279	PTI	136

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	656	Amtrak	282	DSR	116	DCS	63
	658	Amtrak	262	DSR	118	DMW	55
	660	Amtrak	836	DSR	225	SMW	218
	661	Amtrak	607	DSR	233	SMW	105
	662	Amtrak	506	DSR	231	SMW	172
	663	Amtrak	687	DSR	262	SMW	192
	664	Amtrak	1,034	SMW	312	DSR	255
	665	Amtrak	679	DSR	185	SMW	181
	666	Amtrak	681	SMW	201	DSR	197
	667	Amtrak	563	DSR	218	SMW	186
	669	Amtrak	703	SMW	225	DSR	212
	670	Amtrak	522	SMW	264	DSR	92
	671	Amtrak	214	SMW	98	DSR	59
	672	Amtrak	648	SMW	205	ENG	133
	674	Amtrak	441	DSR	171	SMW	147
Northeast Regional - All Other Northeast Regional	111	Amtrak	239	SMW	88	DMW	35
	123	Amtrak	188	CAR	65	SMW	51
	124	Amtrak	101	SMW	63	DCS	14
	126	Amtrak	1,866	ENG	1,459	DCS	161
	127	Amtrak	0				
	129	Amtrak	518	PTI	91	SMW	90
	130	Amtrak	264	PTI	66	PSR	59
	131	Amtrak	219	ENG	129	SMW	48
	132	Amtrak	583	DCS	216	SMW	196
	133	Amtrak	721	SMW	188	DCS	133
	134	Amtrak	453	SMW	150	PTI	99
	135	Amtrak	340	SMW	134	SYS	50
	136	Amtrak	667	SMW	176	ENG	102
	137	Amtrak	436	SMW	104	CTI	65

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	138	Amtrak	379	SMW	146	SVS	64
	139	Amtrak	269	SMW	77	ENG	66
	140	Amtrak	603	SMW	185	ENG	101
	141	Amtrak	390	SMW	69	DMW	51
	143	Amtrak	291	ENG	66	HLD	54
	146	Amtrak	356	SVS	113	SMW	84
	148	Amtrak	452	SMW	120	ENG	92
	149	Amtrak	524	SMW	211	HLD	82
	150	Amtrak	198	SMW	49	ENG	39
	151	Amtrak	288	SMW	130	CTP	33
	152	Amtrak	299	SMW	130	DET	55
	153	Amtrak	247	SMW	106	HLD	32
	154	Amtrak	342	SMW	297	PSR, HLD	17
	155	Amtrak	97	SMW	34	HLD, CTI	15
	158	Amtrak	225	SMW	113	CAR	32
	159	Amtrak	136	SMW	83	DCS	15
	160	Amtrak	313	SMW	181	HLD	30
	161	Amtrak	366	SMW	118	HLD	63
	162	Amtrak	241	SMW	143	CTC	30
	163	Amtrak	318	SMW	155	DCS	110
	165	Amtrak	409	SMW	133	HLD	74
	166	Amtrak	481	SMW	242	HLD	43
	167	Amtrak	170	SMW	83	PSR	22
	168	Amtrak	398	SMW	136	CON	119
	169	Amtrak	148	ENG	48	SMW	29
	170	Amtrak	278	CTI	134	SMW	34
	172	Amtrak	319	SMW	78	PSR	68
	173	Amtrak	419	PTI	114	SMW	73
	175	Amtrak	431	PTI	78	SMW	70

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

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	177	Amtrak	418	SMW	176	SYS	69
	178	Amtrak	423	SMW	129	ENG	55
	179	Amtrak	454	SMW	162	ITI	101
	180	Amtrak	284	CTI	123	SMW	59
	182	Amtrak	267	SMW	90	PSR	76
	183	Amtrak	329	SMW	143	CAR	47
	184	Amtrak	631	DET	154	SMW	132
	185	Amtrak	270	SMW	107	DMW	39
	186	Amtrak	207	SMW	124	SYS	13
	187	Amtrak	231	ENG	61	SMW	59
	189	Amtrak	495	DCS	203	SMW	130
	190	Amtrak	184	SMW	34	ENG	22
	192	Amtrak	164	SMW	119	PTI	19
	193	Amtrak	876	SMW	187	CTI	186
	196	Amtrak	399	SMW	193	DET	45
	409	Amtrak	386	DCS	162	ADA	75
	412	Amtrak	755	CON	337	PTI	115
	416	Amtrak	859	CON	510	SMW, PTI	125
	417	Amtrak	1,005	PTI	201	ITI	193
	451	Amtrak	498	DCS	226	DSR	82
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	282	SMW	79	PET	59
	66	Amtrak	238	DCS	95	SMW	27
	67	Amtrak	297	SVS	67	ENG	63
	82	Amtrak	387	SMW	174	MTI	60
	84	Amtrak	611	SMW	172	PSR	113
	85	Amtrak	747	SMW	160	PTI	98
	86	Amtrak	708	SMW	180	PTI	134
	87	Amtrak	811	SMW	280	PTI	96
	88	Amtrak	486	SMW	196	HLD	61

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Richmond / Newport News / Norfolk	93	Amtrak	735	SMW	160	PTI	87
	94	Amtrak	716	PTI	141	SMW	140
	95	Amtrak	506	SMW	130	HLD	59
	96	Amtrak	358	SMW	155	PTI	62
	99	Amtrak	625	SVS	156	SMW	121
	125	Amtrak	424	SMW	108	PTI, ENG	51
	157	Amtrak	748	SVS	260	SMW, HLD	105
	164	Amtrak	348	SMW	205	CTP	36
	174	Amtrak	586	SMW	170	PSR	86
	194	Amtrak	226	SMW	124	SYS	39
	195	Amtrak	458	SMW	88	PTI	74
Northeast Regional - Roanoke	145	Amtrak	588	DCS	116	ENG	112
	147	Amtrak	660	SVS	159	SMW	88
	156	Amtrak	395	SMW	235	CAR	38
	171	Amtrak	574	SMW	92	HLD	79
	176	Amtrak	636	SMW	115	DET	109
Northeast Regional - Springfield Shuttles	400	Amtrak	15	HLD	15		
	405	Amtrak	195	DSR	84	ENG	33
	432	Amtrak	1,332	CON	709	SVS	224
	450	Amtrak	1,138	CTP	312	ENG	290
	460	Amtrak	1,585	CON	485	CTI	446
	461	Amtrak	490	DCS	156	DSR	111
	463	Amtrak	131	DCS	71	ENG	40
	464	Amtrak	1,869	CON	887	PTI	631
	465	Amtrak	697	PTI	386	DSR	112
	467	Amtrak	111	OTH	51	PSR, DSR	31
	470	Amtrak	1,605	CON	693	CTI	398
	471	Amtrak	597	DCS	133	ENG	95
	473	Amtrak	378	ENG	190	SYS, DSR	39

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 Q4			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Springfield Shuttles	474	Amtrak	1,414	CON	623	DSR	145
	475	Amtrak	663	PTI	234	DSR	167
	476	Amtrak	3,259	CON	1,461	PTI	511
	478	Amtrak	1,194	CON	431	ENG	313
	479	Amtrak	1,623	ITI	501	CTI	421
	488	Amtrak	1,897	CON	971	ENG	212
	490	Amtrak	480	PTI	329	CON	44
	494	Amtrak	1,497	CON	935	PTI	205
	495	Amtrak	713	DCS	174	DSR	131
	497	Amtrak	1,108	PTI	896	DSR	87
	499	Amtrak	0				
Palmetto - Palmetto	89	Amtrak	678	SMW	106	ENG	83
	90	Amtrak	306	SMW	53	DMW	47
	1090	Amtrak	196	SMW	88	DCS	31
Pennsylvanian - Pennsylvanian	42	Amtrak	627	DSR	158	SMW	106
	43	Amtrak	607	DSR	295	SMW	131
Silver Meteor - Silver Meteor	97	Amtrak	1,342	DCS	237	SMW	174
	98	Amtrak	900	SMW	251	PTI	150
Silver Star - Silver Star	91	Amtrak	905	CAR	176	ENG	125
	92	Amtrak	635	SMW	168	DCS	142
	1092	Amtrak	227	SMW	74	PTI	70
Vermont - Vermont	54	Amtrak	444	SMW	149	SYS	114
	55	Amtrak	598	ITI	151	PTI	111
	56	Amtrak	689	PTI	159	SYS	98
	57	Amtrak	189	SMW	78	CAR	26

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.

Appendix E Methodologies for PRIIA 207

Financial Metrics

The PRIIA 207 Financial Metrics are compared on a continuous year-over-year improvement on a moving eight-quarter average basis. This compares the most recent eight quarters versus the eight quarters ending one year previously (i.e. April 2009 to March 2011 vs. April 2008 to March 2009). These two periods of time are also compared to the previous quarter's report (i.e. January 2009 to December 2010).

Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:

Short-Term Avoidable Costs are defined as costs that cease to exist within twelve months of a route no longer operating. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:

Fully-Allocated Operating Costs include Direct, Shared and Overhead costs that were allocated to an Amtrak route. Direct costs include costs directly associated with operating a route such as labor, fuel, commissary, and equipment maintenance costs. Shared costs are cost categories that benefit more than one route. Examples of Shared costs are shared stations and marketing costs. Overhead costs are the general and administrative, maintenance and crew overhead. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

The system that generated this metric is APT, the Amtrak Performance Tracking system. Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

Long-Term Avoidable Operating Loss per Passenger-Mile (excluding Capital Charges), both with and without state subsidy included in revenue:

Long-Term Avoidable Costs are defined as costs that would cease to be incurred five years after a route is no longer operated. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Long-Term Avoidable Operating Loss per Passenger-Mile is shown with and without the subsidy revenues that are provided from State-Supported routes. The routes that have State revenue are identified in the financial metrics.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

In order to make the revenue and cost figures for this metric comparable to earlier years, the OMB's GDP Chain Deflator is being applied.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

Adjusted (Loss) per Passenger-Mile, both with and without state subsidy included in revenue:

Adjusted (Loss) is defined as Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Adjusted (Loss) per Passenger Mile is shown with and without the subsidy revenues that are provided from State-Supported routes.

In order to make the revenue and cost figures for this metric comparable to earlier years the OMB's GDP Chain Deflator is being applied. This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). Similarly, a Train-Mile is one train moving one mile. For each route, therefore, the Passenger-Miles per Train-Mile is the total passenger-miles divided by the total train- miles. This metric depicts the average passenger loading on a route's trains over the course of the period.

This Metric is reported for each route in Amtrak's System.

On-Time Performance (OTP) Metrics

Effective Speed

Effective Speed is a metric that uses the scheduled departure time from the origination point of a train, the actual arrival time of that train at the scheduled endpoint, and the normal mileage that the train operates between the normal scheduled origination point and the normal scheduled arrival point.

Calculations are performed using the above parameters on each train which operated in FY 2008 to establish a baseline Effective Speed for the train.

Calculations are then performed using the above parameters on each train which operated during the last 12 months to determine the current Effective Speed.

A comparison is then completed by train number to determine the plus or minus actual deviation between the current Effective Speed and the baseline Effective Speed.

The following data rules apply to the current Effective Speed calculation:

- a new train operation (train number) that was not in operation in FY 2008 is not counted
- a train operation that does not begin passenger operation at the normal scheduled origin is not counted
- a train operation that does not end passenger operation at the normal scheduled endpoint is not counted
- a train that does not operate over the normal scheduled route is not counted
- a train operation where the normal published operation mileage is more than what the normal published operation miles were in FY 2008 is not counted
- a train operation where the normal published operation mileage is less than what the normal published operation miles were in FY 2008 is not counted
- a train operation that has had a normal station stop added after FY 2008 is not counted
- a train operation that has had a normal station stop removed after FY 2008 is not counted

The Amtrak and the FRA are currently reviewing the options for dealing with all the above situations in forthcoming reports of this series.

All-Stations On-Time Performance

All Stations OTP measures how a train actually performs compared to the published schedule at each station from the origin station to the final destination station. The metric uses the actual departure time at the origin point of a train and the actual arrival time at each passenger station along the train route, for all operations of a train for the measurement period. Each measured departure or arrival at each station may be considered an “instance”; if a route offers one round

trip per day, serving ten stations each way, then it would generate 20 “instances” per day (2 times 10), and 600 instances in a 30-day month (30 times 2 times 10). Each instance that occurs with 15 minutes’ or less deviation from schedule is considered "on time." If there is no time recorded at a station for a train and date, that instance is excluded from the calculations.

For each route, the total number of "on time" instances is divided by the total number of instances for the measurement period and expressed as a percent, to derive All-Stations OTP.

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

METRICS AND STANDARDS FOR INTERCITY PASSENGER RAIL SERVICE. In accordance with Section 207 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), the Federal Railroad Administration (FRA) and Amtrak are jointly issuing the following Metrics and Standards for intercity passenger rail service. All Metrics and Standards will be measured and applied on a quarterly basis, except where otherwise noted.

[The metrics and standards, exactly as published in May 2010, follow on the next page.]

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
Financial	Percent of Short-Term Avoidable Operating Cost ¹¹ Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		Continuous year-over-year improvement on a moving eight-quarter average basis. Dollar-denominated metrics (surpluses/losses per passenger-mile) will be reported in constant dollars of the reporting year (based on the OMB GDP Chain Deflator).
	Percent of Fully Allocated Operating Cost ¹² Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss ¹³ per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) ¹⁴ per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

¹¹ “Short-Term Avoidable Operating Costs” are those costs that would cease to exist one year after a specific route ceases to operate.

¹² “Fully-Allocated Costs” of a route are the total costs of operating the route, including all types of production costs (direct materials, direct labor, and fixed and variable overhead) and also a share of marketing, administrative, financing, and other central corporate expenses.

¹³The “long-term avoidable operating loss” of a route is the improvement in Amtrak’s bottom line that would accrue five years after, and solely due to, the elimination of a given route.

¹⁴ The definition of Adjusted (Loss) is: Net Loss of Amtrak’s Operating Business Lines, adjusted to eliminate the effects of Depreciation, Other Post-Employment Benefits (OPEB’s), project costs covered by capital funding, and net interest expense.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
On-Time Performance	On-Time Performance (OTP). This congressionally-mandated metric/standard will consist of two tests (Nos. 1 and 2) starting in FY 2010, and three tests (Nos. 1, 2, and 3) beginning in FY 2012. All tests applicable in a given quarter must be met.	Route ¹⁵	✓		
	Test No. 1: Change in “Effective Speed” —which is defined as a train’s mileage, divided by the sum of (a) the scheduled end-to-end running time plus (b) the average endpoint terminal lateness.				Effective speed for each rolling four-quarter period must be equal to or better than the average effective speed during FY 2008.
	Test No. 2: Endpoint OTP ¹⁶				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). ¹⁷ By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, ¹⁸ and 85% for long-distance routes. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), Endpoint OTP will be calculated against the adjusted schedule.

¹⁵ Each route comprises two or more trains (at least one in each direction). The Internet version of the quarterly Metrics and Standards report will contain a link to train-by-train information that will allow all stakeholders to characterize performance at the train level and facilitate compliance with all relevant sections of PRIIA.

¹⁶ A train is considered “late” if it arrives at its endpoint terminal more than 10 minutes after its scheduled arrival time for trips up to 250 miles; 15 minutes for trips 251-350 miles; 20 minutes for trips 351-450 miles; 25 minutes for trips 451-550 miles; and 30 minutes for trips of 551 or more miles. These tolerances are based on former ICC rules. The exception is that all Acela trips, regardless of run length, are considered late if they arrive at their endpoint terminal more than 10 minutes after their scheduled arrival time.

¹⁷ For purposes of the Change in Effective Speed, Endpoint OTP, and All-Stations OTP metrics and standards, “other NEC corridor trains” are all Northeast Regional and Keystone service trains, including the Northeast Regional trains operating between Washington and points in Virginia.

¹⁸ “Non-NEC corridor trains” refers to trains in all Amtrak services other than the Northeast Corridor trains (Acela, Northeast Regional, and Keystone), and other than the long-distance trains (Auto Train, California Zephyr, Capitol Limited, Cardinal, City of New Orleans, Coast Starlight, Crescent, Empire Builder, Lake Shore Limited, Palmetto, Silver Meteor, Silver Star, Southwest Chief, Sunset Limited, and Texas Eagle.)

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	<p><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u>—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train’s stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.¹⁹</p>				<p>Effective FY 2012, All-Stations OTP must be at least 80% for all routes except Acela (90%) and other NEC corridor routes (85%). By FY 2014, All-Stations OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, and 85% for long-distance routes. Results for this metric will be published beginning with the first report under Section 207, even though the test is not in effect until FY 2012. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), All-Stations OTP will be calculated against the adjusted schedule.</p>
Train Delays	<p>Train Delays.²⁰ This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)²¹: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.</p>		✓		<p>Annex 3 describes the rationale for the standards adopted in the Train Delay category.</p>
	<p>Train Delays—Off NEC</p>				
	<p>Amtrak-Responsible²² Delays per 10,000 Train-Miles</p>	<p>Route¹⁵</p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

¹⁹ The 15-minute tolerance for All-Stations OTP is based on 49 U.S.C. Section 24101(c)(4).

²⁰ As calculated by Amtrak according to its existing procedures and definitions.

²¹ 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.

²² “Amtrak-responsible” refers to delays coded on Amtrak Conductor Delay Reports as Passenger-Related (ADA, HLD), Car Failure (CAR), Cab Car Failure (CCR), Connections (CON), Engine Failure (ENG), Injuries (INJ), Late Inbound Train (ITI), Service (SVS), System (SYS), or Other Amtrak-Responsible (OTH).

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	Host-Responsible ²³ Delays per 10,000 Train-Miles	Route¹⁵ and host			Delays must be not more than 900 minutes per 10,000 Train-Miles. Major reported causes of delay will also be shown for information (with no standard attached to them). The 900-minute standard is intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.
	Train Delays— On NEC: Total Delays ²⁴ per 10,000 Train-Miles	Route¹⁵ and host			Delays must be not more than 265 minutes per 10,000 Train-Miles for Acela, and 475 minutes per 10,000 Train-Miles for all other services on the NEC. Reported causes of delay will also be shown for information (with no standard attached to them). The 265- and 475-minute standards are intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.

²³ “Host-responsible” refers to delays coded on Amtrak Conductor Delay Reports as Freight Train Interference (FTI), Slow Orders (DSR), Signals (DCS), Routing (RTE), Maintenance of Way (DMW), Commuter Train Interference (CTI), Passenger Train Interference (PTI), Debris Strikes (DBS), Catenary or Wayside Power System Failure (DET, used in electrified territory only), or Detours (DTR).

²⁴ “Total delays” for purposes of the NEC delay standard is all delays except 3rd Party delays.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
Other Service Quality	The following metrics and standards are based on Amtrak's Customer Satisfaction Index:				
	Percent of Passengers "Very Satisfied" ²⁵ with Overall Service	route	✓		82 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Amtrak personnel	route	✓		80 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Information Given	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Comfort	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Cleanliness	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Food Service	route	✓		
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall station experience	route	✓		Future metric and standard; standard to be determined
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall sleeping car experience	route	✓		Future metric and standard; standard to be determined
	The following measures are for information only and are based on sources other than the Customer Satisfaction Index.				
	Equipment-caused service interruptions per 10,000 train-miles	route	✓		Metric only. This is an initial metric, intended to reflect objectively the quality of mechanical maintenance as perceived by the passenger. No standard is proposed.
	Presentation of Amtrak passenger comment data by subject matter and major route grouping (NEC, other corridors, long-distance)	type of route			✓

²⁵ "Very Satisfied" with the service quality is defined as a score in the top three steps on a scale of eleven evaluation ratings that respondents can ascribe to each facet of the service. For a given service factor, "80 percent" means that 80 percent of respondents rated Amtrak in the top three of the eleven steps of the scale.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
Public Benefits	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	long-distance route	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. ²⁶ To be updated annually.	route, system	✓		Metric only. No standard possible; improvement could require network changes
	Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.” A forthcoming analysis will identify various methodologies for incorporating environmental benefits and energy savings into these Metrics and Standards at a later date. Any proposals in this regard will be made available for public comment.				

²⁶ “Underserved communities” would be defined for this purpose as those more than 25 miles from a place with 50,000 or more inhabitants. This definition, which assumes that places with a population of 50,000 or more (and their environs within a radius of 25 miles) are not “underserved,” is preliminary and subject to change as research progresses.