

**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 December, 2019
(First Quarter of Fiscal Year 2020)**



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

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Notes

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

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

Service	Current Period	Prior Period	Prior Report
	JAN 18 - DEC 19	JAN 17 - DEC 18	OCT 17 - SEP 19

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	JAN 18 - DEC 19	JAN 17 - DEC 18	OCT 17 - SEP 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
	JAN 18 - DEC 19	JAN 17 - DEC 18	OCT 17 - SEP 19

Acela Express

Acela Express	193%	191%	193%
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Other NEC Corridor Routes

Keystone Service	86%	88%	86%
Northeast Regional (Boston - Washington)	141%	142%	140%
Newport News	123%	128%	124%
Lynchburg	140%	145%	140%
Norfolk	110%	115%	107%
Richmond	113%	120%	114%
New Haven - Springfield	79%	82%	79%

Non-NEC Corridor Routes

Capitol Corridor	87%	85%	87%
Carolinian	118%	117%	117%
Cascades	90%	86%	91%
Downeaster	97%	84%	92%
Empire Corridor			
Adirondack	92%	88%	91%
Empire Service	88%	91%	87%
Ethan Allen Express	87%	82%	85%
Maple Leaf	74%	71%	71%
Heartland Flyer	87%	85%	86%
Hiawatha	97%	102%	99%
Hoosier State	66%	69%	66%
Illinois			
Carl Sandburg / Illinois Zephyr	110%	104%	101%
Illini / Saluki	112%	103%	103%
Lincoln Service	108%	110%	102%
Michigan			
Blue Water	93%	86%	91%
Pere Marquette	95%	89%	92%
Wolverine	91%	87%	90%
Kansas City - St. Louis	105%	105%	103%
Pacific Surfliner	87%	83%	86%
Pennsylvanian	84%	81%	82%
Piedmont	91%	97%	89%
San Joaquins	87%	86%	87%
Vermont	102%	104%	103%

Long-Distance Routes

Auto Train	88%	88%	86%
California Zephyr	49%	50%	48%
Capitol Limited	43%	43%	43%
Cardinal	31%	32%	32%
City of New Orleans	44%	48%	44%
Coast Starlight	50%	49%	50%
Crescent	45%	44%	45%
Empire Builder	51%	53%	51%
Lake Shore Ltd	45%	45%	45%
Palmetto	79%	86%	79%
Silver Meteor	51%	52%	50%
Silver Star	50%	50%	50%
Southwest Chief	43%	45%	43%
Sunset Limited	26%	25%	25%
Texas Eagle	45%	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
	JAN 18 - DEC 19	JAN 17 - DEC 18	OCT 17 - SEP 19

Acela Express

Acela Express	193%	191%	193%
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Other NEC Corridor Routes

Keystone Service	82%	78%	81%
Northeast Regional (Boston - Washington)	141%	142%	140%
Newport News	112%	120%	115%
Lynchburg	145%	149%	144%
Norfolk	110%	101%	104%
Richmond	92%	97%	93%
New Haven - Springfield	42%	44%	42%

Non-NEC Corridor Routes

Capitol Corridor	52%	49%	51%
Carolinian	93%	96%	92%
Cascades	59%	57%	59%
Downeaster	58%	55%	57%
Empire Corridor			
Adirondack	54%	51%	53%
Empire Service	57%	53%	56%
Ethan Allen Express	73%	70%	71%
Maple Leaf	82%	80%	80%
Heartland Flyer	29%	28%	28%
Hiawatha	89%	86%	89%
Hoosier State	17%	19%	17%
Illinois			
Carl Sandburg / Illinois Zephyr	35%	35%	35%
Illini / Saluki	44%	43%	43%
Lincoln Service	55%	52%	54%
Michigan			
Blue Water	54%	52%	53%
Pere Marquette	55%	49%	54%
Wolverine	72%	68%	70%
Kansas City - St. Louis	44%	42%	42%
Pacific Surfliner	64%	65%	63%
Pennsylvanian	70%	72%	70%
Piedmont	55%	55%	53%
San Joaquins	36%	38%	36%
Vermont	63%	65%	63%

Long-Distance Routes

Auto Train	88%	88%	86%
California Zephyr	49%	50%	48%
Capitol Limited	43%	43%	43%
Cardinal	31%	32%	32%
City of New Orleans	44%	48%	44%
Coast Starlight	50%	49%	50%
Crescent	45%	44%	45%
Empire Builder	51%	53%	51%
Lake Shore Ltd	45%	45%	45%
Palmetto	79%	86%	79%
Silver Meteor	51%	52%	50%
Silver Star	50%	50%	50%
Southwest Chief	43%	45%	43%
Sunset Limited	26%	25%	25%
Texas Eagle	45%	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
	JAN 18 - DEC 19	JAN 17 - DEC 18	OCT 17 - SEP 19

Acela Express

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

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

Non-NEC Corridor Routes

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
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 3 (B):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE
Excluding State Revenue. Year 2016 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	JAN 18 - DEC 19	JAN 17 - DEC 18	OCT 17 - SEP 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 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2016 Constant Dollars

Current Period	Prior Period	Prior Report
JAN 18 - DEC 19	JAN 17 - DEC 18	OCT 17 - SEP 19

\$0.004	(\$0.018)	(\$0.007)
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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
JAN 18 - DEC 19	JAN 17 - DEC 18	OCT 17 - SEP 19

(\$0.034)	(\$0.054)	(\$0.044)
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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
	JAN 18 - DEC 19	JAN 17 - DEC 18	OCT 17 - SEP 19

Acela Express

Acela Express	191	190	191
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Other NEC Corridor Routes

Keystone Service	165	160	164
Northeast Regional (Boston - Washington)	252	246	250
Newport News	242	256	249
Lynchburg	327	343	331
Norfolk	202	186	191
Richmond	181	184	181
New Haven - Springfield	98	91	97

Non-NEC Corridor Routes

Capitol Corridor	101	97	100
Carolinian	205	219	208
Cascades	137	137	137
Downeaster	91	93	92
Empire Corridor			
Adirondack	187	189	188
Empire Service	128	127	128
Ethan Allen Express	150	142	147
Maple Leaf	121	119	120
Heartland Flyer	80	81	80
Hiawatha	164	159	163
Hoosier State	54	55	54
Illinois			
Carl Sandburg / Illinois Zephyr	83	85	83
Illini / Saluki	101	99	100
Lincoln Service	139	134	137
Michigan			
Blue Water	155	157	156
Pere Marquette	112	111	112
Wolverine	161	154	159
Kansas City - St. Louis	78	80	79
Pacific Surfliner	146	154	147
Pennsylvanian	198	203	198
Piedmont	66	67	65
San Joaquins	96	99	97
Vermont	147	147	145

Long-Distance Routes

Auto Train	328	331	329
California Zephyr	162	170	164
Capitol Limited	166	177	169
Cardinal	107	113	109
City of New Orleans	140	152	141
Coast Starlight	198	203	200
Crescent	133	134	135
Empire Builder	163	170	166
Lake Shore Ltd	185	197	186
Palmetto	153	169	156
Silver Meteor	195	199	197
Silver Star	156	162	157
Southwest Chief	164	173	165
Sunset Limited	119	122	120
Texas Eagle	157	168	161

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	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Acela Express			
Standard	>=0	90.0%	90.0%
Acela Express	-3.7	87.1%	88.7%
Other NEC Corridor Routes			
Standard	>=0	85.0%	85.0%
Keystone	-1.5	88.2%	94.3%
Total Northeast Regional	-2.0	83.4%	86.3%
All Other Northeast Regional	-1.9	86.7%	89.6%
Richmond / Newport News / Norfolk	-0.6	76.5%	82.8%
Roanoke	-8.2	54.3%	74.1%
Springfield Shuttles	4.4	86.8%	88.1%
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Capitol Corridor	1.6	84.5%	87.3%
Carolinian	-0.1	84.8%	77.3%
Cascades	-1.2	76.2%	73.9%
Downeaster	-2.7	66.4%	87.5%
Empire	2.4	84.3%	80.5%
Adirondack	2.0	72.3%	73.9%
Ethan Allen Express	4.7	89.1%	86.5%
Maple Leaf	3.0	78.8%	69.6%
New York - Albany	2.3	92.2%	94.9%
New York - Niagara Falls	1.9	65.2%	68.9%
Heartland Flyer	2.2	63.6%	76.0%
Hiawatha	-0.1	88.0%	93.8%
Illinois	1.6	76.8%	71.9%
Carl Sandburg / Illinois Zephyr	1.0	80.9%	81.5%
Illini / Saluki	-1.1	59.2%	44.0%
Lincoln Service	2.9	83.4%	82.0%
Michigan	4.0	41.1%	49.8%
Blue Water	6.6	54.3%	60.5%

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 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Pere Marquette	3.0	64.7%	76.0%
Wolverine	3.3	28.8%	43.7%
Missouri	4.5	73.9%	75.7%
Pacific Surfliner	-2.7	73.1%	76.4%
Pennsylvanian	-0.8	81.5%	76.1%
Piedmont	0.3	68.7%	83.2%
Vermont	3.6	78.8%	69.8%
San Joaquins	-2.0	72.9%	74.4%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	0.1	61.0%	68.8%
California Zephyr	1.6	58.2%	46.1%
Capitol Ltd	-0.2	42.9%	44.4%
Cardinal	1.2	63.3%	61.9%
Coast Starlight	0.5	67.4%	56.0%
Crescent	-1.9	24.5%	36.4%
Empire Builder	-0.4	80.9%	62.9%
Lake Shore Ltd	0.9	65.5%	53.0%
Palmetto	-0.3	69.6%	69.1%
Silver Meteor	0.6	70.1%	61.9%
Silver Star	0.0	53.8%	49.4%
Southwest Chief	-1.1	52.7%	41.0%
Sunset Ltd	1.1	32.9%	18.7%
Texas Eagle	1.9	56.0%	44.9%
City Of New Orleans	0.9	90.2%	74.3%

Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.

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

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

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

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

Service		Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes				Route Miles
				#1		#2		
Standard			900					
Acela Express								
Acela Express		MNRR	1,677	DSR	814	CTI	697	56
Other NEC Corridor Routes								
Northeast Regional	Springfield Shuttles	MADOT	849	DSR	572	FTI, DCS	118	UND
	Roanoke	MNRR	2,593	DSR	1,502	CTI	855	UND
		NS	756	FTI	463	DSR	82	216
	Richmond / Newport News / Norfolk	CSX	877	RTE	247	DSR	145	189
		MNRR	2,165	DSR	1,036	CTI	872	56
		NS	803	DSR	264	DCS	228	81
	All Other Northeast Regional	CSX	569	RTE	284	DCS	162	UND
		MNRR	2,172	DSR	1,137	CTI	821	56
		NS	741	DCS	741			UND
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	UP	580	PTI	235	DCS	104	168
Carolinian	Carolinian	CSX	1,233	PTI	313	FTI	268	295
		NS	616	PTI	268	DSR	138	202
Cascades	Cascades	BNSF	922	FTI	244	DSR	210	343
		UP	1,389	FTI	571	PTI	339	125
Downeaster	Downeaster	MBTA	1,397	CTI	784	DCS	180	38
		PanAm	1,121	DSR	433	PTI	377	77
Empire	Adirondack	Amtrak	19	PTI	15	RTE, DCS	2	104
		CN	4,135	DSR	2,461	RTE	819	49
		CP	654	PTI	462	DCS	64	178
		MNRR	758	CTI	427	RTE	152	64
	Ethan Allen Express	Amtrak	97	PTI	67	DCS	23	104
		CP	642	PTI	365	DSR	98	60
		MNRR	1,026	CTI	514	DMW	204	64
		VTR	178	DMW	103	DCS	40	24

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

Service		Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes				Route Miles
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
	Maple Leaf	Amtrak	4	PTI	4			109
		CSX	1,324	FTI	671	RTE	347	298
		MNRR	726	CTI	449	RTE	157	64
	New York - Albany	MNRR	888	CTI	572	RTE	138	64
	New York - Niagara Falls	Amtrak	2	RTE	2			109
		CSX	1,069	FTI	355	RTE	349	296
		MNRR	1,022	CTI	573	DMW	167	64
Heartland Flyer	Heartland Flyer	BNSF	1,665	DSR	1,088	FTI	447	238
Hiawatha	Hiawatha	CP	266	FTI	113	DCS	66	53
		Metra	1,718	CTI	1,021	DSR	197	29
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	714	FTI	225	DSR	195	257
	Illini / Saluki	CN	1,328	DCS	781	PTI	195	306
	Lincoln Service	CN	2,031	FTI	1,097	DCS	358	37
		UP	708	PTI	272	FTI	242	231
Michigan	Blue Water	Amtrak	275	PTI	158	DCS	77	99
		CN	808	FTI	607	PTI	55	159
		MIDOT	1,173	DSR	534	DCS	348	22
		NS	3,055	FTI	2,275	DCS	319	39
	Pere Marquette	CSX	461	FTI	204	DSR	184	135
		NS	3,033	FTI	1,780	PTI	715	39
	Wolverine	Amtrak	529	PTI	334	DCS	136	99
		CN	2,821	DSR	876	FTI	701	27
		MIDOT	778	PTI	450	DSR	129	134
		NS	3,364	FTI	2,583	PTI	269	39
Missouri	Missouri	UP	1,023	FTI	566	PTI	164	271
Pacific Surfliner	Pacific Surfliner	BNSF	1,541	DCS	374	CTI	364	22
		SCRRA	1,079	PTI	414	CTI	349	95
		SDNRR	1,744	PTI	745	CTI	691	60
		UP	1,572	PTI	751	DCS	397	174
Pennsylvanian	Pennsylvanian	NS	1,070	FTI	681	RTE	153	249

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

Service		Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes				Route Miles
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
Piedmont	Piedmont	NS	482	FTI	149	DSR	129	173
San Joaquins	San Joaquins	BNSF	1,159	PTI	430	FTI	390	284
		UP	1,100	PTI	515	FTI	194	88
Vermonter	Vermonter	MADOT	913	DSR	835	PTI	50	50
		MNRR	2,851	CTI	1,142	DSR	1,072	56
		NECR	1,348	DSR	1,196	DCS	75	192
Long-Distance Routes								
Auto Train		CSX	1,167	FTI	393	DSR	290	898
		FR	2,766	CTI	1,044	DCS	974	16
California Zephyr		BNSF	1,165	DSR	451	FTI	394	1027
		UP	658	FTI	223	PTI	133	1431
Capitol Ltd		CSX	736	DSR	256	RTE	196	307
		NS	2,153	FTI	1,658	PTI	214	481
Cardinal		BBrRR	1,016	PTI	464	FTI	246	132
		CSX	734	FTI	282	DSR	191	698
		NS	1,364	PTI	440	FTI	356	79
City Of New Orleans		CN	743	FTI	238	PTI	177	930
Coast Starlight		BNSF	487	DCS	123	FTI	112	186
		SCRRA	1,943	PTI	880	CTI	727	48
		UP	1,273	FTI	386	PTI	374	1159
Crescent		NS	1,380	FTI	826	DCS	193	1141
Empire Builder		BNSF	663	FTI	341	DSR	160	2147
		CP	477	FTI	240	DSR	89	384
		Metra	1,219	CTI	567	DCS	201	29
Lake Shore Ltd		CSX	759	FTI	315	RTE	168	741
		MBTA	4,448	CTI	3,643	RTE	583	64
		MNRR	1,400	CTI	944	RTE	114	64
		NS	2,225	FTI	1,580	PTI	332	339
Palmetto		CSX	821	FTI	283	PTI	216	659
Silver Meteor		CSX	692	FTI	266	DSR	158	1152
		Fla DOT	913	CTI	346	DSR	296	68
		FR	1,521	CTI	489	PTI	486	61
Silver Star		CSX	841	PTI	236	FTI	218	1209
		Fla DOT	901	CTI	495	DSR	247	68
		FR	1,080	DCS	468	CTI	394	61
		NS	371	DSR	257	PTI	61	28
Southwest Chief		BNSF	791	FTI	339	DCS	140	2198

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

Service	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes				Route Miles
			#1		#2		
<i>Standard</i>		<i>900</i>					
<i>Long-Distance Routes</i>							
	NMDOT	1,150	CTI	496	PTI	265	80
Sunset Ltd	BNSF	1,989	FTI	786	DSR	703	190
	UP	1,662	FTI	983	DSR	264	1784
Texas Eagle	BNSF	1,744	DSR	779	FTI	670	126
	CN	2,936	FTI	2,013	DCS	445	37
	TRE	2,471	CTI	1,513	DTR	297	33
	UP	1,618	DSR	641	FTI	567	1073

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

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

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

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

Service	Total Delay	FY 2020 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	158	HLD	33	ENG	27
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	426	HLD	100	OTH	97
Richmond / Newport News / Norfolk	395	HLD	104	OTH	90
All Other Northeast Regional	369	OTH	84	HLD	68
Roanoke	524	HLD	150	ADA	127
Springfield Shuttles	811	OTH	520	SYS	135
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	452	HLD	104	SYS	90
Carolinian	371	ADA	135	HLD	83
Cascades	366	SYS	87	ENG	55
Downeaster	171	HLD	48	ITI	32
Empire	333	SYS	121	HLD	76
Adirondack	282	HLD	98	ENG	61
Ethan Allen Express	339	OTH	114	HLD	107
Maple Leaf	527	SYS	253	HLD	88
New York - Albany	95	HLD	34	ENG	25
New York - Niagara Falls	391	SYS	166	HLD	80
Heartland Flyer	267	HLD	89	ADA	68
Hiawatha	500	OTH	271	ITI	85
Illinois	239	SYS	59	ADA	49
Carl Sandburg / Illinois Zephyr	232	HLD	63	SYS	52
Illini / Saluki	363	OTH	97	SYS	86
Lincoln Service	175	SYS	49	ADA	43
Michigan	985	SYS	467	OTH	235
Blue Water	769	SYS	386	OTH	152
Pere Marquette	498	SYS	316	OTH	140
Wolverine	1202	SYS	539	OTH	293
Missouri	306	ITI	92	ADA	73

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

Service	Total Delay	FY 2020 Q1			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pacific Surfliner	663	SYS	164	ITI	126
Pennsylvanian	342	HLD	112	ADA	95
Piedmont	484	SYS	155	ADA	118
San Joaquins	327	SYS	76	ADA	60
Vermonter	539	OTH	341	HLD	67
Long Distance Routes - Amtrak Responsible					
Auto Train	796	ITI	313	SYS	166
California Zephyr	420	SVS	94	SYS	79
Capitol Ltd	329	SYS	93	HLD	85
Cardinal	639	SYS	169	OTH	124
City Of New Orleans	396	SYS	104	OTH	92
Coast Starlight	644	SYS	167	HLD	129
Crescent	494	SYS	204	HLD	115
Empire Builder	380	SVS	79	ENG	71
Lake Shore Ltd	394	HLD	137	SYS	121
Palmetto	400	SYS	80	ADA	70
Silver Meteor	414	ADA	132	HLD	103
Silver Star	565	SYS	184	ADA	110
Southwest Chief	388	SVS	90	HLD	84
Sunset Ltd	665	SYS	136	HLD	128
Texas Eagle	590	SYS	141	SVS	126

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 2020 Q1				Route Miles
				Largest 2 Delay Codes				
				#1	Min	#2	Min	
Acela Express								
Standard			265					
Acela Express		Amtrak	230	CTI	31	ENG	27	401
Other Services								
Standard			475					
Keystone		Amtrak	410	DSR	120	CTI	53	195
Cardinal		Amtrak	707	SVS	129	SYS	93	226
Carolinian		Amtrak	342	PTI	58	CTI	47	226
Crescent		Amtrak	576	PTI	112	ENG	100	226
Northeast Regional		Amtrak	416	PTI	50	CTI	44	463
	Springfield Shuttles	Amtrak	1,324	CON	368	DSR	229	463
	Roanoke	Amtrak	527	PTI	89	CTI	63	463
	Richmond / Newport News / Norfolk	Amtrak	435	PTI	53	ENG	52	463
	All Other Northeast Regional	Amtrak	318	CTI	40	PTI	34	463
Palmetto		Amtrak	381	PTI	73	DMW	51	226
Pennsylvanian		Amtrak	519	DSR	193	SMW	67	195
Silver Meteor		Amtrak	651	PTI	120	SVS	102	226
Silver Star		Amtrak	488	PTI	118	ENG	73	226
Vermonteer		Amtrak	548	PTI	104	SYS	63	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		1st Quarter FY 2020					
		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		75	81	76	78	66	56
Other NEC Corridor Routes							
Keystone Service		78	83	71	80	66	62
Northeast Regional (Boston - Washington)		83	83	74	82	72	61
Newport News ^b		85	85	73	85	67	67
Norfolk ^c		83	86	74	86	69	69
Richmond ^d		81	86	70	81	65	63
Lynchburg ^e		83	87	72	82	67	0
New Haven - Springfield		81	84	71	82	69	62
Non-NEC Corridor Routes							
Capitol Corridor		80	88	75	81	68	67
Carolinian		85	90	78	83	69	74
Cascades		78	87	76	76	67	63
Downeaster		89	91	80	87	80	80
Empire Corridor							
Adirondack		75	81	69	76	56	47
Ethan Allen Express		89	90	82	84	72	63
Maple Leaf		78	85	74	77	60	64
New York - Albany ^f		80	89	73	80	68	0
Heartland Flyer		86	87	83	88	80	71
Hiawatha		88	94	85	86	75	0
Hoosier State							
Illinois							
Carl Sandburg / Illinois Zephyr		90	86	78	82	77	74
Illini / Saluki		81	88	75	80	67	71
Lincoln Service		80	86	76	75	64	68
Michigan							
Blue Water		81	85	73	78	73	67
Pere Marquette		90	89	84	89	81	68
Wolverine		63	81	65	68	57	57
Kansas City - St. Louis		85	90	79	81	63	0
Pacific Surfliner		74	86	71	79	64	59
Pennsylvanian		85	89	76	82	62	66
Piedmont		92	90	86	90	90	
San Joaquins		78	85	77	80	61	65
Vermont		75	84	67	81	60	54
Long-Distance Routes							
Auto Train		69	87	76	65	74	67
California Zephyr		78	84	74	77	59	67
Capitol Limited		68	82	67	73	67	52
Cardinal		64	72	64	69	49	43
City of New Orleans		84	89	80	78	73	63
Coast Starlight		71	80	68	75	59	58
Crescent		66	80	62	73	59	52
Empire Builder		81	83	74	76	59	66
Lake Shore Ltd		71	82	66	73	60	59
Palmetto		80	85	70	82	63	66
Silver Meteor		70	81	69	71	58	53
Silver Star		73	78	67	78	59	55
Southwest Chief		72	83	67	70	57	67
Sunset Limited		71	85	67	74	65	72
Texas Eagle		74	82	71	77	62	70

^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	1st Quarter FY 2020		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	27	90	0.36
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Other NEC Corridor Routes

Keystone Service	16	36	0.23
Total Northeast Regional	71	145	0.49
Richmond / Newport News ^b	28	42	0.43
Lynchburg ^c	6	11	0.53
All Other Northeast Regional	37	92	0.43

Non-NEC Corridor Routes

Capitol Corridor	25	32	0.81
Carolinian	2	13	0.29
Cascades	17	20	1.46
Downeaster	5	13	0.31
Empire Corridor	28	55	0.51
Adirondack	4	7	0.56
Ethan Allen Express	1	4	1.10
Maple Leaf	9	9	1.50
New York - Albany ^d	5	17	0.35
New York - Niagara Falls	9	17	0.52
Heartland Flyer	1	4	0.53
Hiawatha	12	11	1.32
Hoosier State			
Illinois	13	42	0.31
Carl Sandburg / Illinois Zephyr	4	10	0.63
Illini / Saluki	4	11	0.36
Lincoln Service	5	21	0.58
Michigan	17	26	0.66
Blue Water	5	6	0.85
Pere Marquette	0	3	0.61
Wolverine	12	17	0.84
Kansas City - St. Louis	1	10	0.63
Pacific Surfliner	39	43	0.87
Pennsylvanian	0	8	0.25
Piedmont	1	8	0.26
San Joaquins	21	40	0.58
Vermont	2	11	0.18

Long-Distance Routes

Auto Train	22	16	0.39
California Zephyr	34	45	0.54
Capitol Limited	11	14	0.84
Cardinal	11	9	1.44
City of New Orleans	3	17	0.38
Coast Starlight	12	25	0.66
Crescent	6	25	0.36
Empire Builder	29	47	0.53
Lake Shore Ltd	26	21	0.90
Palmetto	5	16	0.44
Silver Meteor	11	26	0.80
Silver Star	14	28	0.46
Southwest Chief	22	42	0.85
Sunset Limited	6	16	1.07
Texas Eagle	8	24	1.18

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

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

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

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

TABLE 12:
COMPLAINTS RECEIVED
Complaints per 1,000 Passengers

Service		1st Quarter FY 2020	
		Food-Related	Train-Related

Amtrak Premium

Acela Express		0.07	2.59
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Amtrak Corridor

Keystone		0.01	1.75
Northeast Regional		0.06	2.35

Short Distance

Capitols		0.06	2.47
Carolinian		0.01	1.89
Cascades		0.01	0.73
Downeaster		0.01	1.04
Empire Corridor			
Adirondack		0.05	4.51
Empire Service		0.03	0.88
Ethan Allen Express		0.00	1.28
Maple Leaf		0.00	4.76
Heartland Flyer		0.00	0.58
Hiawatha		0.00	0.00
Hoosier State		0.01	1.58
Illinois			
Carl Sandburg / Illinois Zephyr		0.00	1.33
Illini / Saluki		0.00	1.12
Lincoln Service		0.00	4.64
Michigan			
Blue Water		0.00	0.41
Pere Marquette		0.00	1.13
Wolverine		0.01	1.86
Kansas City - St. Louis		0.00	1.63
Pacific Surfliner		0.04	2.21
Pennsylvanian		0.00	1.17
Piedmont		0.01	2.14
San Joaquins		0.01	2.42
Vermont		0.02	6.85

Long Distance

Auto Train		0.40	9.55
California Zephyr		1.29	11.97
Capitol Limited		1.03	12.86
Cardinal		0.37	6.24
City of New Orleans		0.56	10.71
Coast Starlight		1.53	14.74
Crescent		0.33	7.19
Empire Builder		0.51	9.15
Lake Shore Ltd		0.05	4.62
Palmetto		1.49	10.05
Silver Meteor		0.34	12.82
Silver Star		0.29	17.21
Southwest Chief		0.26	22.59
Sunset Limited		0.25	15.28
Texas Eagle		0.65	11.28

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	1st Quarter FY 2020						
	Menu / Selection / Availability	Other	Pricing	Quality	Service		Total
Amtrak System	291	40	6	76	599		1,012
Amtrak Premium	8	0	0	3	13		24
Acela Express	8	0	0	3	13		24
Amtrak Corridor	15	1	3	0	161		180
Keystone	0	0	0	0	0		0
Northeast Regional	15	1	3	0	161		180
Short Distance	16	0	0	7	18		41
Capitol	0	0	0	0	1		1
Carolinian	1	0	0	1	3		5
Cascades	1	0	0	1	0		2
Downeaster	1	0	0	0	1		2
Empire Corridor	3	0	0	1	0		4
Adirondack	0	0	0	0	0		0
Empire Service	2	0	0	1	0		3
Ethan Allen Express	1	0	0	0	0		1
Maple Leaf	0	0	0	0	0		0
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	0		0
Hoosier State	0	0	0	0	0		0
Illinois	1	0	0	0	2		3
Carl Sandburg / Illinois Zephyr	0	0	0	0	0		0
Illini / Saluki	0	0	0	0	1		1
Lincoln Service	1	0	0	0	1		2
Michigan	1	0	0	2	1		4
Blue Water	1	0	0	1	0		2
Pere Marquette	0	0	0	0	0		0
Wolverine	0	0	0	1	1		2
Kansas City - St. Louis	0	0	0	0	0		0
Pacific Surfliner	3	0	0	1	9		13
Pennsylvanian	2	0	0	0	1		3
Piedmont	0	0	0	0	0		0
San Joaquins	2	0	0	1	0		3
Vermont	1	0	0	0	0		1
Long Distance	252	39	3	66	407		767
Auto Train	52	0	0	8	48		108
California Zephyr	15	6	0	7	16		44
Capitol Limited	19	0	0	4	41		64
Cardinal	6	2	0	3	21		32
City of New Orleans	5	0	1	2	13		21
Coast Starlight	23	4	0	9	28		64
Crescent	46	0	0	11	55		112
Empire Builder	8	9	0	3	22		42
Lake Shore Ltd	13	5	1	3	33		55
Palmetto	2	0	0	0	2		4
Silver Meteor	32	1	0	10	86		129
Silver Star	14	0	0	1	17		32
Southwest Chief	8	4	0	2	13		27
Sunset Limited	1	2	0	0	5		8
Texas Eagle	8	6	1	3	7		25

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	1st Quarter FY 2020						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	377	84	1,723	1,062	990		4,236
Amtrak Premium	12	4	37	29	37		119
Acela Express	12	4	37	29	37		119
Amtrak Corridor	85	19	127	152	185		568
Keystone	12	4	15	22	26		79
Northeast Regional	73	15	112	130	159		489
Short Distance	103	18	284	260	207		872
Capitol	3	1	8	13	11		36
Carolinian	7	0	29	23	12		71
Cascades	5	1	30	6	6		48
Downeaster	1	0	2	3	4		10
Empire Corridor	16	0	12	26	20		74
Adirondack	1	0	3	4	3		11
Empire Service	10	0	9	13	11		43
Ethan Allen Express	1	0	0	5	1		7
Maple Leaf	4	0	0	4	5		13
Heartland Flyer	1	0	13	6	1		21
Hiawatha	0	1	5	2	0		8
Hoosier State	0	0	0	0	0		0
Illinois	10	1	39	24	26		100
Carl Sandburg / Illinois Zephyr	0	0	2	4	3		9
Illini / Saluki	3	0	3	2	4		12
Lincoln Service	7	1	34	18	19		79
Michigan	8	1	27	30	21		87
Blue Water	1	0	2	2	5		10
Pere Marquette	0	0	2	0	1		3
Wolverine	7	1	23	28	15		74
Kansas City - St. Louis	1	0	13	2	1		17
Pacific Surfliner	32	10	70	76	49		237
Pennsylvanian	3	0	19	7	13		42
Piedmont	3	0	5	7	4		19
San Joaquins	10	1	10	26	29		76
Vermont	3	2	2	9	10		26
Long Distance	177	43	1,275	621	561		2,677
Auto Train	11	0	85	14	39		149
California Zephyr	9	2	206	29	37		283
Capitol Limited	9	1	51	22	29		112
Cardinal	3	4	34	9	17		67
City of New Orleans	8	3	37	20	24		92
Coast Starlight	13	3	87	61	60		224
Crescent	15	0	62	36	49		162
Empire Builder	13	4	203	38	44		302
Lake Shore Ltd	16	2	91	20	36		165
Palmetto	9	3	16	23	14		65
Silver Meteor	14	3	81	42	53		193
Silver Star	16	2	77	37	35		167
Southwest Chief	16	8	73	198	58		353
Sunset Limited	8	1	44	19	12		84
Texas Eagle	17	7	128	53	54		259

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	1st Quarter FY 2020						
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		Total
Amtrak System	507	647	211	997	788		3,150
Amtrak Premium	13	5	12	68	6		104
Acela Express	13	5	12	68	6		104
Amtrak Corridor	17	121	15	173	51		377
Keystone	0	14	2	15	2		33
Northeast Regional	17	107	13	158	49		344
Short Distance	45	117	23	152	68		405
Capitol	0	0	0	5	1		6
Carolinian	2	10	1	15	7		35
Cascades	4	0	0	10	5		19
Downeaster	0	0	0	2	1		3
Empire Corridor	5	29	3	40	8		85
Adirondack	0	2	1	8	2		13
Empire Service	4	20	2	22	2		50
Ethan Allen Express	0	1	0	3	0		4
Maple Leaf	1	6	0	7	4		18
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	3	1		4
Hoosier State	0	0	0	0	0		0
Illinois	2	21	3	14	7		47
Carl Sandburg / Illinois Zephyr	1	2	0	3	0		6
Illini / Saluki	1	3	0	4	4		12
Lincoln Service	0	16	3	7	3		29
Michigan	6	22	4	16	6		54
Blue Water	1	8	1	3	0		13
Pere Marquette	0	0	0	0	1		1
Wolverine	5	14	3	13	5		40
Kansas City - St. Louis	1	1	0	3	8		13
Pacific Surfliner	17	9	9	24	5		64
Pennsylvanian	3	3	1	10	7		24
Piedmont	0	6	0	2	2		10
San Joaquins	4	3	1	4	7		19
Vermont	1	13	1	4	3		22
Long Distance	432	404	161	604	663		2,264
Auto Train	52	24	9	42	25		152
California Zephyr	44	29	14	53	105		245
Capitol Limited	31	19	8	34	17		109
Cardinal	13	23	13	23	35		107
City of New Orleans	15	29	2	25	14		85
Coast Starlight	41	17	10	50	45		163
Crescent	22	45	9	41	51		168
Empire Builder	55	24	11	53	66		209
Lake Shore Ltd	21	41	10	42	32		146
Palmetto	2	25	7	21	13		68
Silver Meteor	23	34	20	60	66		203
Silver Star	24	34	11	38	37		144
Southwest Chief	46	19	12	58	76		211
Sunset Limited	4	10	0	16	13		43
Texas Eagle	39	31	25	48	68		211

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

1st Quarter FY 2020		
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Amtrak System		1918
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Division

Boston		122
California		323
Central		112
Empire		307
New York		0
Southeast		264
Southwest		357
Northwest		92
Washington		341

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 2018	FY 2019
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Connectivity	17.4%	16.4%
- Percent of passengers traveling on long distance routes connecting to or from other train routes (FY18)		

Availability of Other Modes	5.2%	5.0%
- Percent of passengers, system-wide, traveling to or from underserved communities		

**TABLE 18:
ROUTE DESCRIPTIONS**

Service	Routing
<i>Acela Express</i>	
Acela Express	Between Boston, New York (Penn Station) and Washington
<i>Other NEC Corridor Routes</i>	
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
<i>Non-NEC Corridor Routes</i>	
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
<i>Long-Distance Routes</i>	
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 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-4.4	87.3%	95.3%
	2103	-3.9	94.8%	99.6%
	2104	-4.3	86.2%	91.4%
	2107	-6.1	94.5%	97.9%
	2108	-0.7	100.0%	100.0%
	2109	-3.9	94.9%	96.1%
	2110	-5.0	90.9%	94.8%
	2117	-4.4	94.8%	97.3%
	2119	-3.8	85.5%	85.5%
	2120	-11.8	50.0%	71.4%
	2121	-5.6	94.6%	95.1%
	2122	-3.4	94.6%	93.9%
	2123	NA	66.7%	81.0%
	2124	-3.9	83.9%	86.4%
	2126	-3.0	91.4%	90.1%
	2128	NA	94.4%	93.7%
	2150	-1.7	67.2%	83.3%
	2151	-3.1	82.3%	87.7%
	2153	-3.9	86.2%	89.8%
	2154	-2.7	79.0%	86.7%
	2155	-1.8	90.3%	90.4%
	2157	NA	66.7%	43.6%
	2158	-3.4	82.3%	86.8%
	2159	-3.2	87.1%	88.1%
	2160	-4.0	91.7%	91.0%
	2161	NA	33.3%	77.8%
	2162	1.5	100.0%	100.0%
	2163	-4.6	83.9%	91.8%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2164	-2.2	85.5%	88.3%
	2165	-2.3	87.9%	87.8%
	2166	-3.1	81.0%	84.2%
	2167	-3.7	79.0%	87.0%
	2168	-3.1	87.1%	86.8%
	2169	NA	100.0%	71.8%
	2170	-3.1	74.6%	81.0%
	2171	-3.6	80.6%	84.4%
	2172	-3.6	86.7%	81.8%
	2173	-3.8	86.2%	89.5%
	2174	-2.4	100.0%	88.5%
	2175	NA	70.2%	75.6%
	2190	-2.0	87.1%	90.8%
	2192	-5.8	100.0%	91.8%
	2193	-0.6	80.0%	91.4%
	2195	4.9	66.7%	85.7%
	2197	NA	100.0%	85.7%
	2201	-3.7	100.0%	100.0%
	2202	NA	100.0%	100.0%
	2203	-2.9	100.0%	97.1%
	2205	-5.1	100.0%	99.2%
	2207	-3.6	100.0%	100.0%
	2208	-4.9	68.8%	89.8%
	2209	NA	100.0%	100.0%
	2210	7.2	100.0%	100.0%
	2213	-4.6	100.0%	99.0%
	2214	NA	100.0%	100.0%
	2215	-2.3	100.0%	97.9%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2216	-2.0	100.0%	100.0%
	2218	NA	100.0%	100.0%
	2219	NA	100.0%	100.0%
	2220	-3.4	100.0%	100.0%
	2221	-0.6	100.0%	100.0%
	2222	-6.8	84.6%	88.5%
	2224	-6.0	92.3%	92.3%
	2226	-4.5	100.0%	100.0%
	2228	-2.0	90.9%	90.9%
	2230	NA	100.0%	100.0%
	2231	NA	100.0%	100.0%
	2232	NA	100.0%	100.0%
	2233	NA	50.0%	73.1%
	2234	NA	0.0%	92.3%
	2235	NA	100.0%	100.0%
	2236	NA	100.0%	100.0%
	2237	NA	100.0%	100.0%
	2238	NA	100.0%	100.0%
	2239	NA	100.0%	100.0%
	2240	-0.4	100.0%	92.3%
	2241	-0.4	100.0%	100.0%
	2242	-7.6	100.0%	81.8%
	2243	-3.0	100.0%	85.7%
	2244	-2.1	100.0%	90.9%
	2245	1.1	100.0%	100.0%
	2246	-2.8	100.0%	100.0%
	2247	-0.4	100.0%	100.0%
	2248	-5.0	87.5%	92.9%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2249	-0.5	80.0%	84.8%
	2250	-1.8	86.7%	93.8%
	2251	1.0	82.4%	89.1%
	2252	-3.1	79.3%	82.5%
	2253	-1.8	96.4%	95.2%
	2254	-2.1	85.2%	82.5%
	2255	-1.8	96.0%	94.3%
	2256	-4.0	61.5%	79.1%
	2257	-2.7	84.6%	80.2%
	2258	-2.7	75.0%	82.1%
	2259	-2.5	100.0%	97.3%
	2260	NA	100.0%	92.9%
	2261	NA	83.3%	87.5%
	2262	NA	100.0%	85.7%
	2263	NA	100.0%	100.0%
	2265	NA	0.0%	46.2%
	2267	NA	100.0%	38.5%
	2269	NA	0.0%	33.3%
	2275	NA	100.0%	97.7%
	2290	-5.8	100.0%	96.2%
	2291	NA	0.0%	71.4%
	2292	NA	100.0%	92.9%
	2293	-6.4	100.0%	57.1%
	2401	NA	98.2%	99.1%
	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	96.7%	96.7%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	432	NA	92.9%	92.9%
	450	7.0	90.0%	93.0%
	460	5.7	83.3%	87.8%
	461	NA	93.3%	95.3%
	463	7.4	75.0%	83.3%
	464	5.3	70.0%	77.8%
	465	NA	64.3%	69.8%
	467	9.3	100.0%	100.0%
	470	4.8	79.0%	82.6%
	471	NA	95.2%	94.6%
	473	NA	100.0%	96.1%
	474	NA	87.1%	90.5%
	475	7.6	87.1%	89.6%
	476	3.3	66.1%	76.3%
	478	-2.8	79.0%	86.7%
	479	5.5	91.9%	90.5%
	488	3.3	80.0%	65.0%
	490	5.3	93.5%	96.0%
	494	2.4	80.6%	78.1%
	495	1.2	96.8%	96.2%
	497	5.8	78.6%	77.8%
	499	NA	90.0%	90.0%
Northeast Regional - Roanoke	145	0.9	56.3%	77.3%
	147	-2.7	30.8%	82.6%
	156	-15.8	70.0%	77.7%
	171	-10.0	33.9%	72.3%
	176	-8.3	72.6%	72.6%
	1171	0.6	0.0%	65.5%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	58.6%	80.6%
	66	1.8	92.4%	90.1%
	67	-0.5	90.5%	92.1%
	82	0.1	73.3%	77.9%
	84	-2.8	75.8%	85.2%
	85	-0.7	77.4%	86.7%
	86	0.7	72.6%	74.8%
	87	1.2	67.9%	75.2%
	88	-1.4	56.7%	64.9%
	93	-1.3	64.5%	76.8%
	94	1.5	72.6%	79.1%
	95	3.0	71.0%	78.0%
	96	NA	85.7%	96.1%
	99	0.2	53.3%	79.0%
	125	-18.1	90.3%	95.3%
	157	-21.4	93.8%	86.1%
	164	-4.1	80.0%	85.2%
	174	-9.3	82.3%	85.5%
	194	-0.9	93.8%	77.6%
	195	0.1	56.7%	78.0%
	1194	NA	50.0%	68.2%
Northeast Regional - All Other Northeast Regional	110	-4.1	50.0%	59.1%
	111	-2.9	93.5%	98.0%
	123	NA	100.0%	100.0%
	124	NA	92.9%	92.6%
	126	NA	85.7%	95.0%
	127	-3.1	84.2%	87.8%
	129	-2.9	90.2%	96.0%

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 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	130	-2.4	87.1%	92.2%
	131	-3.8	94.1%	95.0%
	132	NA	85.7%	91.5%
	133	-3.1	92.9%	97.9%
	134	-1.0	84.6%	95.7%
	135	-0.7	83.3%	88.3%
	136	1.7	46.2%	72.8%
	137	-2.9	82.0%	87.4%
	138	-1.1	91.9%	91.8%
	139	NA	78.6%	84.4%
	140	1.5	55.2%	83.2%
	141	1.2	82.3%	86.3%
	143	-0.2	96.6%	81.8%
	146	1.2	75.0%	88.1%
	148	-0.8	85.5%	92.3%
	149	NA	92.9%	86.3%
	150	-0.7	73.3%	85.1%
	151	-0.6	96.0%	98.0%
	152	-1.9	90.0%	93.6%
	153	-2.5	100.0%	99.7%
	154	0.0	78.6%	93.5%
	155	-2.4	100.0%	100.0%
	158	-0.2	93.3%	97.2%
	159	0.5	93.3%	98.2%
	160	-2.1	93.3%	95.0%
	161	0.1	83.3%	90.6%
	162	-0.3	93.3%	93.3%
	163	-1.1	75.0%	77.7%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	165	-1.1	83.3%	84.1%
	166	-2.6	78.6%	80.2%
	167	-3.2	87.5%	90.5%
	168	-0.4	92.9%	83.0%
	169	-2.1	72.4%	78.5%
	170	-2.8	83.9%	90.6%
	172	-0.6	80.6%	84.5%
	173	-0.3	79.0%	85.0%
	175	-0.9	77.4%	84.1%
	177	-0.6	87.1%	86.8%
	178	-2.5	85.5%	87.2%
	179	-1.3	85.2%	90.7%
	180	-2.1	95.2%	98.9%
	182	-1.9	91.9%	94.4%
	183	0.5	98.4%	99.4%
	184	-5.0	90.0%	95.0%
	185	-4.2	90.3%	91.5%
	186	0.3	93.5%	94.3%
	187	-2.6	86.2%	93.4%
	189	NA	100.0%	92.2%
	190	-1.3	83.9%	93.8%
	192	2.1	93.3%	95.6%
	193	-0.4	83.9%	89.0%
	196	0.9	76.6%	91.1%
	409	NA	100.0%	100.0%
	412	NA	93.3%	91.1%
	416	NA	78.6%	79.4%
	417	NA	82.3%	81.9%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	451	NA	91.9%	95.6%
	1054	NA	100.0%	100.0%
	1063	NA	0.0%	70.0%
	1065	NA	100.0%	100.0%
	1121	NA	100.0%	100.0%
	1129	NA	100.0%	100.0%
	1134	NA	100.0%	100.0%
	1135	2.4	100.0%	100.0%
	1136	2.6	100.0%	100.0%
	1139	NA	100.0%	66.7%
	1140	2.5	100.0%	100.0%
	1141	NA	0.0%	40.0%
	1143	NA	0.0%	19.0%
	1163	NA	100.0%	100.0%
	1164	3.8	100.0%	100.0%
	1167	12.0	100.0%	88.9%
	1168	-5.5	0.0%	47.6%
	1173	1.8	100.0%	93.3%
	1174	11.1	100.0%	100.0%
	1175	-2.8	0.0%	37.5%
	1179	NA	100.0%	100.0%
	1182	NA	100.0%	100.0%
	1184	NA	100.0%	100.0%
	1186	NA	100.0%	100.0%
	1193	NA	100.0%	100.0%
	1195	NA	100.0%	100.0%
	1196	NA	100.0%	90.0%
	1198	NA	50.0%	59.1%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	600	-0.9	87.5%	96.1%
	601	-0.2	96.9%	97.8%
	605	-1.8	96.9%	97.0%
	607	-3.8	98.4%	98.4%
	609	-9.6	92.2%	95.2%
	610	-4.6	71.4%	88.5%
	611	-4.2	85.7%	95.2%
	612	-4.3	85.7%	94.6%
	615	-4.7	92.9%	94.2%
	618	-6.2	93.8%	95.2%
	619	-6.4	92.2%	93.1%
	620	-3.3	93.8%	96.4%
	622	-2.0	98.4%	98.4%
	637	-3.3	93.3%	100.0%
	639	-2.2	87.5%	97.7%
	640	8.2	71.9%	94.7%
	641	-2.9	95.3%	97.3%
	642	1.6	96.9%	98.7%
	643	-1.7	90.6%	92.7%
	644	1.4	90.6%	95.7%
	645	-0.4	93.8%	96.7%
	646	-5.2	75.0%	92.3%
	647	-0.7	89.1%	94.6%
	648	2.0	90.6%	93.9%
	649	-2.9	78.1%	91.5%
	650	0.9	93.8%	97.2%
	651	-2.4	75.0%	84.1%
	652	-0.9	87.5%	95.9%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	653	-3.5	85.9%	89.3%
	654	0.3	96.9%	97.5%
	655	-2.1	73.4%	87.8%
	656	-0.7	98.4%	98.1%
	658	-0.1	93.8%	89.4%
	660	6.3	67.9%	88.0%
	661	-1.3	89.3%	96.7%
	662	5.2	92.9%	98.1%
	663	-5.3	96.4%	97.1%
	664	-3.1	53.6%	88.7%
	665	-2.2	85.7%	93.3%
	666	-0.5	89.3%	98.1%
	667	-3.5	75.0%	90.2%
	669	-5.7	71.4%	88.6%
	670	-2.3	78.6%	94.3%
	671	-5.7	96.4%	100.0%
	672	-0.9	89.3%	95.8%
	674	NA	78.6%	84.8%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	1.1	90.5%	96.4%
	521	1.1	88.9%	93.3%
	522	1.5	85.7%	91.9%
	523	0.9	92.1%	93.0%
	524	1.4	82.5%	73.0%
	525	-2.8	74.6%	92.7%
	527	1.8	85.7%	87.2%
	528	3.1	84.1%	63.0%
	529	2.2	90.5%	93.7%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	530	4.4	95.2%	94.5%
	531	1.9	77.8%	93.8%
	532	3.3	81.0%	82.6%
	534	3.2	95.2%	96.6%
	535	4.5	85.7%	93.8%
	536	0.6	90.5%	84.8%
	537	2.9	77.8%	88.9%
	538	1.3	88.9%	89.7%
	540	2.7	85.7%	95.2%
	541	2.9	95.2%	97.9%
	542	2.3	79.4%	84.4%
	543	2.3	82.5%	90.1%
	544	5.7	90.5%	95.0%
	545	1.5	90.5%	93.8%
	546	0.3	71.4%	70.6%
	547	2.4	92.1%	91.2%
	548	-2.8	85.7%	90.6%
	549	-1.0	85.7%	90.0%
	550	NA	82.5%	87.7%
	551	1.7	87.3%	94.3%
	553	2.4	88.9%	98.7%
	720	2.4	100.0%	98.5%
	723	0.8	93.1%	96.3%
	724	1.4	79.3%	92.4%
	727	0.9	79.3%	84.4%
	728	-0.1	65.5%	71.0%
	729	-0.1	62.1%	64.2%
	732	-2.8	72.4%	72.0%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	733	5.4	96.6%	97.2%
	734	5.6	93.1%	95.8%
	736	4.7	89.7%	92.7%
	737	3.0	86.2%	89.7%
	738	-1.5	75.9%	83.9%
	741	1.3	79.3%	85.7%
	742	-0.7	58.6%	64.4%
	743	0.0	65.5%	81.1%
	744	0.7	75.9%	78.2%
	745	0.7	82.8%	92.0%
	746	1.1	79.3%	90.1%
	747	1.3	65.5%	89.9%
	748	0.7	69.0%	76.3%
	749	2.0	96.6%	99.2%
	751	3.1	86.2%	92.3%
Carolinian - Carolinian	79	-0.4	81.5%	77.3%
	80	0.2	88.0%	77.2%
Cascades - Cascades	500	1.9	64.5%	71.1%
	501	-1.3	77.8%	73.5%
	502	5.7	100.0%	80.8%
	504	4.3	87.1%	76.6%
	505	-2.4	55.4%	64.4%
	506	-1.9	90.0%	76.7%
	507	4.4	74.4%	71.1%
	508	-2.9	73.6%	70.8%
	511	3.0	85.2%	82.2%
	513	5.2	100.0%	93.3%
	516	-7.9	72.2%	82.6%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Cascades - Cascades	517	3.6	70.7%	65.4%
	518	NA	67.4%	79.2%
	519	NA	93.3%	86.0%
Downeaster - Downeaster	680	-1.8	76.6%	91.2%
	681	-3.8	54.7%	87.2%
	682	-3.1	71.9%	90.0%
	683	-3.8	67.2%	86.6%
	684	-1.6	71.9%	93.5%
	685	-1.6	75.0%	89.6%
	686	-3.2	46.9%	80.3%
	687	-1.4	70.3%	85.2%
	688	-3.2	60.9%	87.6%
	689	-2.8	72.3%	85.3%
	690	-2.8	69.2%	88.2%
	691	-2.3	15.4%	79.8%
	692	-2.3	71.4%	92.6%
	693	-2.8	46.4%	73.9%
	694	-3.3	71.4%	89.4%
	695	-4.5	78.6%	92.6%
	696	-2.0	73.1%	87.0%
	697	-2.4	80.8%	90.1%
	698	-3.7	66.7%	92.3%
	699	-3.7	73.9%	85.0%
	1689	NA	81.0%	87.4%
Empire - Adirondack	68	3.0	72.8%	63.3%
	69	1.1	71.7%	84.5%
Empire - Ethan Allen Express	290	4.7	82.8%	85.8%
	291	5.8	96.1%	93.2%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - Ethan Allen Express	292	3.2	85.7%	81.0%
	293	5.0	100.0%	88.1%
	295	NA	89.3%	78.3%
	296	1.6	85.7%	86.3%
Empire - Maple Leaf	63	3.4	73.9%	74.2%
	64	2.6	83.7%	65.3%
Empire - New York - Albany	230	3.9	89.1%	96.5%
	232	2.9	84.1%	92.4%
	233	1.9	88.0%	91.1%
	234	2.1	85.7%	94.0%
	235	0.7	92.2%	94.6%
	236	2.0	88.9%	89.6%
	237	3.1	92.1%	92.5%
	238	3.1	95.7%	93.0%
	239	-0.2	96.1%	98.4%
	241	2.3	93.5%	96.0%
	242	5.4	95.3%	96.2%
	243	4.1	96.8%	100.0%
	244	-0.8	88.0%	91.7%
	245	4.5	95.2%	97.4%
	250	2.8	100.0%	98.5%
	252	0.8	100.0%	98.1%
	253	8.4	96.6%	96.1%
	254	1.3	92.9%	96.4%
	255	1.8	100.0%	100.0%
	256	1.7	100.0%	96.9%
	259	0.7	96.6%	99.0%
	260	NA	82.8%	92.6%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	261	8.8	100.0%	100.0%
Empire - New York - Niagara Falls	280	0.8	75.6%	71.5%
	281	2.1	37.0%	61.9%
	283	3.0	60.9%	73.1%
	284	2.1	88.0%	70.0%
	288	2.7	71.4%	63.3%
Heartland Flyer - Heartland Flyer	821	2.1	54.3%	89.0%
	822	2.1	72.8%	62.9%
Hiawatha - Hiawatha	329	0.0	89.4%	91.5%
	330	0.0	94.9%	98.5%
	331	1.6	94.6%	96.7%
	332	-0.3	87.0%	92.4%
	333	-1.7	75.0%	87.8%
	334	0.3	82.6%	93.3%
	335	0.9	90.2%	94.6%
	336	0.5	91.3%	95.3%
	337	0.7	88.0%	92.4%
	338	-1.1	84.8%	94.3%
	339	-0.7	90.2%	93.0%
	340	-0.6	87.0%	94.6%
	341	1.0	90.2%	93.0%
	342	-0.8	87.0%	95.4%
	343	NA	92.3%	92.3%
Illinois - Carl Sandburg / Illinois Zephyr	380	0.7	72.8%	67.6%
	381	1.0	84.8%	88.9%
	382	1.9	90.2%	87.3%
	383	0.6	78.3%	83.9%
	384	NA	0.0%	5.0%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Illinois - Carl Sandburg / Illinois Zephyr	385	NA	50.0%	65.0%
Illinois - Illini / Saluki	390	0.1	59.8%	50.7%
	391	-0.8	56.5%	36.0%
	392	-1.9	46.7%	47.4%
	393	-2.0	73.9%	41.8%
Illinois - Lincoln Service	300	1.6	70.7%	78.0%
	301	4.6	87.0%	85.9%
	302	3.7	78.3%	79.3%
	303	4.2	88.0%	77.2%
	304	3.5	94.6%	91.6%
	305	1.5	82.6%	78.8%
	306	2.4	80.4%	89.5%
	307	2.4	87.0%	78.6%
	308	NA	50.0%	50.0%
	309	NA	50.0%	58.3%
Michigan - Blue Water	364	5.8	76.1%	50.1%
	365	7.8	32.6%	69.9%
Michigan - Pere Marquette	370	1.8	62.0%	62.8%
	371	5.4	67.4%	89.1%
Michigan - Wolverine	350	0.9	32.6%	46.9%
	351	6.6	8.7%	61.1%
	352	2.8	38.0%	35.2%
	353	6.9	48.9%	55.7%
	354	1.3	22.8%	29.2%
	355	4.8	21.7%	37.4%
Missouri - Missouri	311	1.6	72.8%	82.2%
	313	3.1	78.3%	84.0%
	314	6.2	79.3%	69.8%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
<i>Non NEC Corridor Routes</i>				
Standard		>=0	80.0%	80.0%
Missouri - Missouri	316	6.7	65.2%	67.0%
Pacific Surfliner - Pacific Surfliner	561	NA	95.3%	97.2%
	562	-2.0	79.5%	85.8%
	564	-4.4	73.4%	77.8%
	565	-3.2	81.3%	89.7%
	566	-0.7	70.3%	80.4%
	569	NA	65.6%	79.0%
	572	-6.2	73.4%	83.8%
	573	-2.4	84.4%	93.9%
	578	-4.8	55.6%	78.1%
	579	-3.5	77.3%	80.4%
	580	-2.9	79.3%	87.4%
	583	-5.5	71.8%	75.7%
	584	NA	67.2%	84.6%
	590	-3.7	88.1%	89.7%
	591	-2.2	82.1%	85.3%
	593	NA	79.7%	78.0%
	595	-4.0	73.9%	76.3%
	759	NA	92.2%	95.1%
	763	-1.9	56.5%	77.1%
	767	NA	79.7%	79.4%
	768	-1.4	78.3%	87.6%
	774	-2.0	59.8%	53.2%
	777	NA	54.3%	64.9%
	782	NA	71.7%	73.0%
	785	-3.1	51.1%	46.0%
	792	-1.9	78.3%	86.1%
	796	-0.3	78.3%	71.7%

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On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	1564	NA	82.1%	86.1%
	1565	NA	90.5%	94.5%
	1566	NA	79.2%	86.0%
	1569	NA	45.8%	68.3%
	1572	NA	38.1%	61.9%
	1573	NA	71.4%	79.0%
	1579	NA	50.0%	57.5%
	1584	NA	76.0%	77.5%
	1590	NA	90.5%	84.5%
	1591	NA	70.6%	73.3%
	1761	NA	67.9%	79.7%
	1767	NA	75.0%	75.6%
	1792	NA	100.0%	100.0%
	1796	NA	100.0%	100.0%
Pennsylvanian - Pennsylvanian	42	-0.2	89.1%	77.8%
	43	-1.6	73.9%	74.3%
Piedmont - Piedmont	73	1.2	77.2%	88.2%
	74	0.3	61.5%	81.3%
	75	NA	63.7%	78.5%
	76	NA	68.1%	85.3%
	77	NA	68.9%	80.8%
	78	NA	72.5%	84.9%
San Joaquins - San Joaquins	701	-4.6	81.3%	83.7%
	702	-2.5	78.3%	81.1%
	703	-3.0	87.0%	86.4%
	704	-1.3	89.0%	83.8%
	710	NA	68.5%	69.8%
	711	-1.1	75.0%	84.4%

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 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
San Joaquins - San Joaquins	712	-2.5	64.1%	67.6%
	713	-0.5	53.3%	67.7%
	714	-1.9	79.3%	76.9%
	715	-1.5	41.3%	61.3%
	716	-1.2	73.9%	71.8%
	717	-0.8	77.2%	72.5%
	718	-1.9	76.1%	64.2%
	719	NA	81.5%	79.2%
	1701	NA	100.0%	100.0%
	1702	NA	0.0%	0.0%
	1703	NA	0.0%	0.0%
	1710	NA	0.0%	0.0%
	1712	NA	0.0%	0.0%
	1713	NA	0.0%	25.0%
	1714	NA	0.0%	0.0%
	1715	NA	100.0%	100.0%
	1716	NA	0.0%	0.0%
	1717	NA	100.0%	100.0%
	1718	NA	0.0%	0.0%
	1719	NA	100.0%	100.0%
Vermont - Vermont	54	3.2	73.3%	83.3%
	55	4.0	82.3%	64.1%
	56	3.5	69.4%	70.8%
	57	3.5	96.7%	65.7%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	1.1	70.3%	73.9%
	53	-0.8	51.6%	63.6%
California Zephyr - California Zephyr	5	1.2	69.6%	45.1%

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 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Long Distance Routes				
Standard		>=0	80.0%	80.0%
California Zephyr - California Zephyr	6	2.0	46.7%	47.1%
Capitol Ltd - Capitol Ltd	29	-0.3	41.3%	64.1%
	30	-0.3	44.6%	24.7%
Cardinal - Cardinal	50	1.0	55.0%	58.8%
	51	1.5	71.8%	65.1%
City Of New Orleans - City Of New Orleans	58	0.8	88.0%	70.2%
	59	1.1	92.4%	78.4%
Coast Starlight - Coast Starlight	11	-0.1	77.2%	67.2%
	14	0.7	57.6%	44.9%
Crescent - Crescent	19	-1.9	13.0%	45.8%
	20	-1.9	35.9%	26.9%
Empire Builder - Empire Builder	7	-0.5	83.7%	70.4%
	8	-0.4	62.0%	51.3%
	27	0.0	84.6%	69.4%
	28	0.5	93.4%	83.2%
Lake Shore Ltd - Lake Shore Ltd	48	2.0	73.9%	48.3%
	49	-0.6	40.2%	45.9%
	448	1.7	52.2%	47.1%
	449	0.2	95.7%	93.2%
Palmetto - Palmetto	89	-0.9	55.4%	70.4%
	90	0.2	83.7%	67.8%
Silver Meteor - Silver Meteor	97	0.6	76.1%	63.0%
	98	0.6	64.8%	60.9%
	1098	NA	0.0%	45.5%
Silver Star - Silver Star	91	-0.3	64.1%	55.4%
	92	0.6	42.5%	42.9%
	1092	4.4	0.0%	43.2%
	1192	NA	75.0%	53.4%

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 Q2 to FY 2020 Q1)	End Point OTP for FY 2020 Q1	All Stations OTP for FY 2020 Q1
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Southwest Chief - Southwest Chief	3	-1.4	59.8%	51.3%
	4	-0.8	45.7%	30.8%
Sunset Ltd - Sunset Ltd	1	1.5	42.5%	11.1%
	2	0.7	23.1%	32.5%
Texas Eagle - Texas Eagle	21	1.7	63.0%	51.8%
	22	2.0	48.9%	38.0%

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 2020 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Acela Express</i>							
Acela Express	2150	MNRR	2,397	DSR	1,877	CTI	382
	2151	MNRR	1,909	DSR	1,512	CTI	382
	2153	MNRR	1,811	CTI	1,513	DSR	154
	2154	MNRR	1,967	DSR	1,238	CTI	547
	2155	MNRR	1,209	CTI	703	DSR	255
	2157	MNRR	1,131	CTI	1,131		
	2158	MNRR	2,056	DSR	1,443	CTI	297
	2159	MNRR	1,889	CTI	1,498	DSR	170
	2160	MNRR	1,774	DSR	982	CTI	366
	2161	MNRR	2,381	PTI	1,488	CTI	536
	2162	MNRR	964	DSR	857	CTI	107
	2163	MNRR	1,472	DSR	1,195	CTI	95
	2164	MNRR	1,048	DSR	469	CTI	377
	2165	MNRR	1,601	DSR	853	CTI	425
	2166	MNRR	1,740	CTI	1,604	DSR	92
	2167	MNRR	1,587	DSR	942	CTI	588
	2168	MNRR	1,466	CTI	985	DSR	380
	2170	MNRR	1,650	CTI	1,471	DCS	109
	2171	MNRR	2,100	DSR	1,486	CTI	397
	2172	MNRR	1,521	DSR	655	CTI	568
	2173	MNRR	1,715	CTI	874	DSR	788
	2174	MNRR	1,607	DSR	714	CTI	714
	2175	MNRR	1,820	DSR	1,378	RTE	251
	2190	MNRR	2,951	DSR	1,686	CTI	1,194
	2192	MNRR	2,117	DSR	969	CTI	842
	2193	MNRR	929	DSR	786	CTI	143
	2195	MNRR	1,667	DSR	893	CTI	536
	2231	MNRR	1,429	DSR	1,429		
	2240	MNRR	3,036	CTI	1,964	DSR	1,071
	2241	MNRR	1,071	CTI	1,071		
	2242	MNRR	2,679	DSR	2,321	CTI	357
	2245	MNRR	1,429	DSR	982	CTI	446
	2246	MNRR	1,607	CTI	1,607		
	2247	MNRR	1,250	DSR	1,250		
	2248	MNRR	1,752	CTI	1,306	DSR	290
	2249	MNRR	1,643	CTI	1,357	DSR	190
	2250	MNRR	1,238	DSR	1,119	CTI	119
	2251	MNRR	1,513	DSR	966	CTI	378
	2252	MNRR	1,546	DSR	1,004	CTI	369

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
				#1		#2	
Standard			900				
	2253	MNRR	1,199	CTI	912	DSR	191
	2254	MNRR	985	CTI	496	DSR	397
	2255	MNRR	1,421	CTI	943	DSR	450
	2256	MNRR	1,319	DSR	618	CTI	508
	2257	MNRR	1,593	CTI	1,456	DSR	137
	2258	MNRR	1,116	CTI	1,116		
	2259	MNRR	1,580	CTI	1,030	DSR	522
	2260	MNRR	948	CTI	495	DSR	288
	2261	MNRR	1,801	DSR	1,339	RTE	238
	2262	MNRR	1,071	CTI	714	DSR	357
	2267	MNRR	536	DSR	536		
	2275	MNRR	1,364	DSR	1,104	CTI	260
	2290	MNRR	1,393	DSR	1,202	DMW	119
	2293	MNRR	893	DSR	893		

Other NEC Corridor Routes

Northeast Regional	All Other Northeast Regional	132	MNRR	1,378	DSR	587	CTI	459
		135	MNRR	1,774	CTI	964	DSR	685
		136	MNRR	1,717	DSR	1,058	CTI	453
		137	MNRR	2,529	CTI	1,183	DSR	843
		139	MNRR	1,658	DSR	1,314	CTI	344
		140	MNRR	2,118	DSR	1,022	CTI	856
		141	MNRR	2,146	CTI	1,311	DSR	594
		143	MNRR	1,667	CTI	1,455	DSR	152
		146	MNRR	1,696	DSR	1,507	CTI	156
		148	MNRR	1,581	DSR	811	CTI	512
		149	MNRR	1,926	DSR	1,199	CTI	548
		150	MNRR	2,125	DSR	1,196	CTI	673
		160	MNRR	2,101	CTI	1,155	DSR	946

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	161	MNRR	1,655	DSR	1,113	CTI	458
	162	MNRR	1,857	DSR	1,274	CTI	530
	163	MNRR	1,875	DSR	837	CTI	770
	165	MNRR	2,107	DSR	1,506	CTI	423
	166	MNRR	1,390	CTI	1,071	DSR	191
	167	MNRR	1,462	DSR	1,261	CTI	134
	168	MNRR	1,492	CTI	816	DSR	676
	169	MNRR	2,254	DSR	2,038	CTI	172
	170	MNRR	2,753	DSR	2,036	CTI	527
	172	MNRR	2,229	CTI	1,328	DSR	573
	173	MNRR	2,209	DSR	1,178	CTI	732
	175	MNRR	3,113	CTI	1,884	DSR	936
	177	MNRR	1,774	DSR	1,175	CTI	423
	178	MNRR	2,013	DSR	910	CTI	648
	179	MNRR	2,237	DSR	1,774	CTI	225
	190	MNRR	3,437	DSR	2,216	CTI	1,191
	1135	MNRR	2,857	CTI	2,857		
	1136	MNRR	2,589	CTI	2,143	DSR	446
	1139	CSX	361	PTI	216	RTE	144
	1139	MNRR	2,321	DSR	2,321		
	1139	NS	741	DCS	741		

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	1143	MNRR	2,143	CTI	2,143		
	1163	MNRR	1,429	DSR	893	CTI	536
	1164	MNRR	1,964	CTI	1,071	DSR	893
	1167	MNRR	2,500	DSR	1,786	CTI	714
	1168	MNRR	1,429	CTI	1,429		
	1173	MNRR	3,571	CTI	2,679	DSR	893
	1175	MNRR	2,143	DSR	2,143		
	1179	MNRR	2,143	DSR	2,143		
	1182	CSX	836	RTE	465	DCS	372
	1182	MNRR	1,071	DSR	536	CTI	536
	65	CSX	1,357	FTI	528	RTE	326
	65	MNRR	2,740	DSR	1,188	DMW	739
	66	CSX	601	FTI	144	DSR	140
	66	MNRR	2,139	DSR	1,752	PET	171
	67	CSX	1,214	RTE	385	FTI	208
	67	MNRR	2,638	CTI	1,397	DSR	1,086
	82	CSX	954	FTI	279	RTE	229
	82	MNRR	1,417	DSR	762	CTI	607
	84	CSX	1,052	RTE	330	DSR	211
	84	NS	403	DSR	293	RTE	87
	85	CSX	868	RTE	342	DSR	205

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1	#2		
Standard				900				
		86	CSX	785	CTI	247	RTE	184
		86	MNRR	2,549	CTI	1,956	DSR	291
		87	CSX	505	RTE	184	DCS	143
		87	NS	1,054	DCS	525	FTI	176
		88	CSX	834	DCS	232	RTE	208
		88	MNRR	1,696	CTI	964	DSR	631
		88	NS	918	DCS	531	DSR	214
		93	CSX	914	CTI	351	RTE	271
		93	MNRR	2,082	DSR	1,247	CTI	749
		93	NS	902	DSR	311	RTE	243
		94	CSX	992	RTE	276	FTI	232
		94	MNRR	2,229	CTI	1,141	DSR	887
		94	NS	988	DCS	319	DSR	293
		95	CSX	894	RTE	292	PTI	192
		95	MNRR	2,005	DSR	875	CTI	609
		95	NS	745	DSR	279	RTE	247
		96	CSX	841	RTE	246	PTI	215
		96	MNRR	1,186	DSR	1,046	CTI	140
		99	CSX	471	RTE	204	DSR	122
		99	MNRR	1,917	DSR	1,083	CTI	726
		125	CSX	982	PTI	214	CTI	193

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1	#2		
Standard				900				
		157	CSX	672	PTI	314	FTI	121
		157	MNRR	1,752	DSR	1,049	CTI	469
		157	NS	802	DCS	363	RTE	262
		164	CSX	288	FTI	105	RTE	87
		164	MNRR	1,655	DSR	1,196	CTI	429
		174	CSX	958	RTE	396	DSR	180
		174	MNRR	2,379	CTI	1,077	DSR	1,034
		194	CSX	1,089	PTI	487	RTE	185
		194	MNRR	1,875	CTI	1,741	DMW	112
		195	CSX	688	RTE	220	DCS	143
		195	MNRR	2,256	DSR	1,286	CTI	780
		1194	MNRR	2,500	PTI	982	CTI	982
	Roanoke	145	NS	509	FTI	423	DCS	29
		147	MNRR	3,049	CTI	1,291	DSR	1,058
		147	NS	656	FTI	481	DSR	82
		156	NS	434	FTI	241	DCS	77
		171	MNRR	2,710	DSR	1,803	CTI	602
		171	NS	1,142	FTI	722	DSR	145
		176	MNRR	2,370	DSR	1,319	CTI	979
		176	NS	613	FTI	315	DCS	77
		1171	MNRR	3,214	CTI	3,214		
		1171	NS	695	FTI	695		
	Springfield Shuttles	400	MADOT	731	DSR	500	DCS	213
		461	MADOT	684	DSR	496	FTI	131
		471	MADOT	749	DSR	538	DCS	140

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
				#1		#2	

Standard				900				
		478	MADOT	770	FTI	396	DCS	132
		488	MADOT	611	DSR	481	PTI, FTI	65
		494	MADOT	681	DSR	524	FTI	85
		495	MADOT	1,608	DSR	1,296	DCS	231
		499	MADOT	524	DSR	449	DCS	75

Non-NEC Corridor Routes

Capitol Corridor	Capitol Corridor	520	UP	810	PTI	353	DCS	253
		521	UP	492	DCS	156	PTI	129
		522	UP	475	PTI	276	DSR	100
		523	UP	553	PTI	252	DCS	135
		524	UP	871	PTI	467	RTE	176
		525	UP	796	PTI	309	CTI	254
		527	UP	636	PTI	241	DCS	121
		528	UP	1,059	PTI	536	CTI	151
		529	UP	337	PTI	114	DSR	83
		530	UP	620	PTI	251	DCS	133
		531	UP	596	PTI	266	DSR	110
		532	UP	362	DSR	101	DCS	59
		534	UP	329	DSR	119	PTI	66
		535	UP	251	DSR	82	PTI	81
		536	UP	693	PTI	244	FTI	153
		537	UP	657	PTI	267	CTI	117
		538	UP	498	PTI	123	DCS	110
		540	UP	467	PTI	177	DCS	170
		541	UP	465	PTI	179	DSR	101
		542	UP	395	PTI	159	RTE	75
		543	UP	721	PTI	335	CTI	124
		544	UP	323	PTI	139	DCS	87
		545	UP	594	PTI	320	DSR	128
		546	UP	888	PTI	512	CTI	130
		547	UP	751	CTI	219	PTI	182

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes				
				#1		#2		
Standard				900				
Non-NEC Corridor Routes								
		548	UP	588	PTI	332	DCS	94
		549	UP	386	DSR	113	DCS	96
		550	UP	690	PTI	231	DSR	155
		551	UP	355	RTE	114	PTI	83
		553	UP	317	PTI	100	RTE	87
		720	UP	313	DSR	97	DCS	97
		723	UP	330	PTI	114	DSR	83
		724	UP	577	PTI	210	DCS	148
		727	UP	489	PTI	255	RTE	73
		728	UP	746	PTI	489	RTE, DSR	75
		729	UP	499	PTI	178	FTI	93
		732	UP	756	PTI	283	DCS	138
		733	UP	556	RTE	143	FTI	106
		734	UP	460	DCS	143	DSR	85
		736	UP	382	DCS	143	DSR	127
		737	UP	265	DSR	96	DCS	73
		738	UP	543	PTI	244	DCS	99
		741	UP	681	PTI	253	DCS	230
		742	UP	770	PTI	415	DSR	128
		743	UP	1,086	PTI	496	DCS	200
		744	UP	876	PTI	491	DCS	239
		745	UP	622	PTI	328	DSR	170
		746	UP	492	DCS	240	RTE, DSR	92
		747	UP	660	PTI	374	DCS	96
		748	UP	499	PTI	166	DSR	122
		749	UP	367	DSR	151	RTE	100
		751	UP	314	DCS	120	DSR	109
Carolinian	Carolinian	79	CSX	1,367	PTI	432	RTE	304
		79	NS	577	PTI	285	DSR	159
		80	CSX	1,099	FTI	255	RTE	213
		80	NS	655	PTI	252	DCS	141

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1	#2		
Standard				900				
Non-NEC Corridor Routes								
Cascades	Cascades	500	BNSF	972	RTE	284	DSR	165
		500	UP	945	FTI	534	DSR	316
		501	BNSF	1,000	FTI	275	DSR	230
		502	BNSF	599	RTE	183	DSR	152
		504	BNSF	783	FTI	201	RTE	196
		505	BNSF	681	RTE	211	FTI	127
		505	UP	1,851	PTI	711	FTI	565
		506	BNSF	611	PTI	181	RTE	130
		506	UP	832	DSR	316	FTI	308
		507	BNSF	962	RTE	259	FTI	231
		508	BNSF	543	FTI	193	DSR	157
		508	UP	1,671	FTI	673	PTI	541
		511	UP	1,344	FTI	755	DSR	413
		513	UP	690	FTI	251	DSR	209
		516	BNSF	1,732	FTI	637	PTI	514
		517	BNSF	844	FTI	244	DSR	210
		518	BNSF	1,063	DSR	318	FTI	299
		519	BNSF	854	PTI	401	DSR	222
Downeaster	Downeaster	680	MBTA	1,537	CTI	1,214	DCS	143
		680	PanAm	1,116	DSR	470	FTI	300
		681	MBTA	588	CTI	361	DCS	134
		681	PanAm	1,555	PTI	791	DSR	589
		682	MBTA	2,298	CTI	1,418	DSR	430
		682	PanAm	878	DSR	479	DCS	206
		683	MBTA	1,959	CTI	1,372	DSR	380
		683	PanAm	1,083	DSR	468	PTI	396
		684	MBTA	1,877	CTI	682	DSR	637
		684	PanAm	783	DSR	406	DCS	149
		685	MBTA	1,575	CTI	959	PTI	236
		685	PanAm	785	DSR	341	DCS	223
		686	MBTA	2,765	CTI	1,699	DCS	682

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1	#2		
Standard				900				
Non-NEC Corridor Routes								
		686	PanAm	1,411	DSR	494	PTI	362
		687	MBTA	955	CTI	744	FTI	116
		687	PanAm	1,783	PTI	933	DSR	459
		688	MBTA	1,682	CTI	1,381	DSR	128
		688	PanAm	1,321	PTI	825	DSR	346
		689	MBTA	1,221	CTI	478	DSR	343
		689	PanAm	643	DSR	325	FTI	184
		690	MBTA	1,348	CTI	811	DTR	274
		690	PanAm	1,156	DSR	475	FTI	459
		691	MBTA	1,042	DTR	463	PTI	326
		691	PanAm	1,514	PTI	1,013	DSR	403
		692	MBTA	1,427	CTI	642	PTI	463
		692	PanAm	683	DSR	460	DCS	178
		693	MBTA	189	RTE	76	DSR	47
		693	PanAm	1,907	PTI	1,230	DSR	512
		694	MBTA	699	DTR	321	DCS	170
		694	PanAm	680	DSR	401	PTI	132
		695	MBTA	633	DCS	274	DTR	208
		695	PanAm	1,115	PTI	460	DSR	317
		696	MBTA	1,252	DTR	956	DCS	153
		696	PanAm	900	DSR	392	PTI	301
		697	MBTA	346	DCS	163	DTR	142
		697	PanAm	1,081	PTI	693	DSR	328
		698	MBTA	715	DTR	402	CTI	235
		698	PanAm	1,180	DSR	471	PTI	377
		699	MBTA	357	DTR	242	DSR, DCS	58
		699	PanAm	891	DSR	450	FTI	296
		1689	MBTA	1,134	DSR	353	CTI	340
		1689	PanAm	415	DSR	392	DCS	22
Empire	Adirondack	68	Amtrak	38	PTI	29	RTE, DCS	4
		68	CN	3,121	DSR	2,239	DMW	434

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		68	CP	427	PTI	291	DCS	54
		68	MNRR	782	CTI	445	RTE	213
		69	CN	5,150	DSR	2,684	RTE	1,388
		69	CP	881	PTI	632	FTI	92
		69	MNRR	735	CTI	410	DMW	164
	Ethan Allen Express	290	Amtrak	264	PTI	178	DCS	65
		290	CP	648	FTI	171	DSR	153
		290	MNRR	856	CTI	442	DMW	142
		290	VTR	418	DMW	297	DSR	101
		291	CP	403	PTI	142	DSR	105
		291	MNRR	471	RTE	215	CTI	182
		292	Amtrak	65	PTI	65		
		292	CP	2,913	PTI	2,824	DSR	77
		292	MNRR	1,727	CTI	718	DMW	650
		292	VTR	64	DCS	64		
		293	CP	166	FTI	102	DSR	64
		293	MNRR	2,125	CTI	1,666	RTE	399
		295	CP	190	PTI	142	DSR	24
		295	MNRR	1,828	CTI	847	DMW	690
		295	VTR	179	DCS	179		
		296	CP	688	PTI	629	DSR	36
		296	MNRR	493	RTE	303	CTI	112
	Maple Leaf	63	CSX	1,389	FTI	692	RTE	380
		63	MNRR	640	CTI	454	DSR	82
		64	Amtrak	7	PTI	7		
		64	CSX	1,259	FTI	650	RTE	314
		64	MNRR	812	CTI	444	RTE	238
	New York - Albany	230	MNRR	461	CTI	302	DSR	80
		232	MNRR	987	CTI	643	RTE	247
		233	MNRR	1,003	RTE	433	CTI	398
		234	MNRR	1,273	CTI	947	RTE	242

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		235	MNRR	665	CTI	495	RTE	110
		236	MNRR	593	RTE	247	CTI	244
		237	MNRR	982	CTI	738	PTI	189
		238	MNRR	636	CTI	346	DMW	130
		239	MNRR	2,053	CTI	2,001	RTE	43
		241	MNRR	601	CTI	254	PTI	121
		242	MNRR	675	CTI	469	RTE	91
		243	MNRR	182	CTI	114	RTE	51
		244	MNRR	2,012	CTI	1,379	PTI	273
		245	MNRR	137	CTI	102	RTE	17
		250	MNRR	742	CTI	498	DSR	141
		252	MNRR	816	DMW	387	DSR	136
		253	MNRR	904	CTI	395	DSR	200
		254	MNRR	1,861	CTI	1,200	DMW	404
		255	MNRR	254	CTI	193	RTE	36
		256	MNRR	1,390	CTI	740	RTE	235
		259	MNRR	541	CTI	438	RTE	87
		260	MNRR	1,684	CTI	1,001	DMW	449
		261	MNRR	308	RTE	129	CTI	101
	New York - Niagara Falls	280	CSX	797	RTE	293	FTI	192
		280	MNRR	1,132	CTI	559	DMW	343
		281	CSX	1,448	FTI	538	RTE	442
		281	MNRR	1,375	CTI	879	DMW	261
		283	CSX	1,100	FTI	369	RTE	360
		283	MNRR	816	CTI	319	RTE	184
		284	Amtrak	7	RTE	7		
		284	CSX	903	FTI	313	RTE	290
		284	MNRR	850	CTI	570	RTE	113
		288	CSX	971	RTE	368	FTI	240
		288	MNRR	594	CTI	325	RTE	112
Heartland Flyer	Heartland Flyer	821	BNSF	1,950	DSR	1,184	FTI	588

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		822	BNSF	1,380	DSR	992	FTI	306
Hiawatha	Hiawatha	329	CP	148	FTI	100	PTI	17
		329	Metra	722	CTI	397	DSR	119
		330	CP	64	DCS	38	RTE	17
		330	Metra	3,499	CTI	3,253	DCS	143
		331	CP	86	DMW	39	FTI	27
		331	Metra	1,186	CTI	411	DMW	339
		332	CP	248	FTI	92	RTE	72
		332	Metra	2,404	DMW	1,028	CTI	438
		333	CP	580	FTI	375	DCS	96
		333	Metra	1,675	CTI	904	FTI	389
		334	CP	667	FTI	270	DCS	219
		334	Metra	1,232	CTI	349	DSR	312
		335	CP	188	PTI	76	FTI	76
		335	Metra	1,265	CTI	806	DCS	144
		336	CP	398	DCS	130	FTI	123
		336	Metra	1,126	CTI	372	DSR	341
		337	CP	256	DCS	149	FTI	66
		337	Metra	1,162	CTI	418	PTI	233
		338	CP	340	FTI	166	DCS	82
		338	Metra	2,293	CTI	1,551	DSR	286
		339	CP	70	DCS	25	RTE	23
		339	Metra	2,811	CTI	2,704	DCS	52
		340	CP	373	FTI	168	PTI	72
		340	Metra	2,018	CTI	901	FTI	438
		341	CP	72	DCS	35	FTI	27
		341	Metra	905	CTI	586	DCS	113
		342	CP	156	FTI	74	RTE	27
		342	Metra	2,055	CTI	1,558	DSR	215
		343	CP	449	DCS	377	RTE	43
		343	Metra	655	DSR	388	DCS	218

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	837	FTI	273	DSR	224
		381	BNSF	728	DSR	212	FTI	201
		382	BNSF	536	FTI	167	DSR	153
		383	BNSF	727	FTI	260	DSR	191
		384	BNSF	1,830	RTE	993	FTI	370
		385	BNSF	993	PTI	506	DCS	253
	Illini / Saluki	390	CN	1,144	DCS	696	FTI	206
		391	CN	1,486	DCS	786	PTI	267
		392	CN	1,468	DCS	818	PTI	281
		393	CN	1,213	DCS	824	PTI	128
	Lincoln Service	300	CN	2,586	FTI	1,131	PTI	472
		300	UP	822	FTI	501	PTI	110
		301	CN	2,258	FTI	659	CTI	612
		301	UP	652	PTI	317	FTI	139
		302	CN	2,696	FTI	1,705	DCS	640
		302	UP	974	PTI	391	FTI	381
		303	CN	1,727	FTI	912	DCS	459
		303	UP	642	PTI	304	FTI	148
		304	CN	1,696	FTI	840	DCS	372
		304	UP	436	PTI	186	FTI	154
		305	CN	1,178	FTI	618	DCS	287
		305	UP	842	PTI	343	FTI	201
		306	CN	2,561	FTI	1,824	DCS	281
		306	UP	753	PTI	416	FTI	208
		307	CN	1,587	FTI	1,112	DCS	150
		307	UP	548	FTI	205	PTI	116
		309	CN	2,011	FTI	1,006	DCS	1,006
Michigan	Blue Water	364	Amtrak	121	DCS	76	PTI	29

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		364	CN	517	FTI	421	DCS	58
		364	MIDOT	1,245	DSR	603	DCS	573
		364	NS	2,934	FTI	2,157	DCS	545
		365	Amtrak	430	PTI	288	DCS	78
		365	CN	1,099	FTI	792	PTI	103
		365	MIDOT	1,102	DSR	464	PTI	395
		365	NS	3,177	FTI	2,392	PTI	344
	Pere Marquette	370	CSX	644	FTI	374	DSR	205
		370	NS	2,808	FTI	2,358	RTE	148
		371	CSX	279	DSR	162	DCS	70
		371	NS	3,258	PTI	1,294	FTI	1,202
	Wolverine	350	Amtrak	1,128	PTI	881	DCS	188
		350	CN	3,076	DSR	927	FTI	836
		350	MIDOT	914	PTI	451	DSR	169
		350	NS	2,445	FTI	1,855	DCS	260
		351	Amtrak	639	PTI	431	DCS	112
		351	CN	2,411	FTI	1,164	DSR	761
		351	MIDOT	464	DSR	146	DMW	123
		351	NS	4,482	FTI	3,149	DMW	447
		352	Amtrak	331	PTI	197	DCS	66
		352	CN	3,032	DSR	1,427	DCS	522
		352	MIDOT	626	PTI	374	DSR	118
		352	NS	5,183	FTI	4,216	PTI	436
		353	Amtrak	236	PTI	125	DCS	84
		353	CN	2,962	DSR	761	DMW	629
		353	MIDOT	764	PTI	476	DSR	125
		353	NS	3,333	FTI	2,743	PTI	206
		354	Amtrak	294	PTI	159	DCS	80
		354	CN	3,159	DCS	1,093	DSR	757
		354	MIDOT	874	PTI	612	DSR	103
		354	NS	2,748	FTI	2,082	PTI	274

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1	#2		
Standard				900				
Non-NEC Corridor Routes								
		355	Amtrak	539	DCS	287	PTI	208
		355	CN	2,295	FTI	694	DSR	619
		355	MIDOT	1,029	PTI	789	DSR	112
		355	NS	1,981	FTI	1,445	PTI	196
Missouri	Missouri	311	UP	1,009	FTI	509	DSR	155
		313	UP	824	FTI	376	PTI	273
		314	UP	1,061	FTI	710	DSR	138
		316	UP	1,199	FTI	669	PTI	195
Pacific Surfliner	Pacific Surfliner	561	BNSF	4,731	CTI	3,063	DCS	1,203
		561	SCRRA	474	DCS	262	CTI	196
		561	SDNRR	481	DCS	190	CTI	120
		562	BNSF	2,495	DCS	1,300	DMW	502
		562	SCRRA	1,050	DCS	289	PTI	265
		562	SDNRR	2,226	PTI	1,115	CTI	925
		564	BNSF	2,916	FTI	1,233	CTI	664
		564	SCRRA	2,489	CTI	1,382	PTI	753
		564	SDNRR	1,791	CTI	887	PTI	666
		565	BNSF	2,616	CTI	1,235	RTE	494
		565	SCRRA	1,228	PTI	619	CTI	437
		565	SDNRR	1,911	CTI	1,058	PTI	374
		566	BNSF	1,817	DCS	865	DSR	407
		566	SCRRA	2,465	PTI	1,850	CTI	312
		566	SDNRR	788	PTI	428	DSR	139
		569	BNSF	1,063	DCS	325	DSR	251
		569	SCRRA	989	PTI	693	DCS	128
		569	SDNRR	1,667	PTI	668	CTI	655
		572	BNSF	1,766	PTI	719	DCS	356
		572	SCRRA	1,079	CTI	427	PTI	262
		572	SDNRR	1,979	PTI	1,451	CTI	371
		573	BNSF	1,528	DCS	605	DSR	391
		573	SCRRA	415	CTI	186	PTI	108

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		573	SDNRR	1,838	PTI	1,444	CTI	193
		578	BNSF	1,019	DCS	458	PTI	253
		578	SCRRA	1,000	CTI	433	PTI	405
		578	SDNRR	3,384	CTI	1,813	PTI	1,309
		579	BNSF	846	DCS	258	DSR	252
		579	SCRRA	682	CTI	387	DCS	180
		579	SDNRR	2,020	PTI	1,265	CTI	387
		580	BNSF	753	CTI	278	DCS	162
		580	SCRRA	1,463	PTI	792	CTI	560
		580	SDNRR	1,713	CTI	1,014	PTI	525
		583	BNSF	1,412	DSR	420	DMW	370
		583	SCRRA	1,330	PTI	715	CTI	411
		583	SDNRR	1,189	CTI	493	PTI	449
		584	BNSF	1,255	CTI	546	DCS	214
		584	SCRRA	1,127	PTI	481	CTI	235
		584	SDNRR	3,069	CTI	1,807	PTI	507
		590	BNSF	725	DCS	205	FTI	150
		590	SCRRA	952	PTI	395	DCS	230
		590	SDNRR	821	CTI	237	PTI	217
		591	BNSF	1,445	RTE	324	FTI, CTI	296
		591	SCRRA	803	CTI	682	DMW	41
		591	SDNRR	3,052	CTI	1,416	PTI	1,406
		593	BNSF	1,148	DSR	359	FTI	324
		593	SCRRA	709	CTI	330	PTI	137
		593	SDNRR	1,914	PTI	1,223	CTI	306
		595	BNSF	910	RTE	368	DCS	215
		595	SCRRA	636	RTE	189	DCS	163
		595	SDNRR	1,690	PTI	800	FTI	374
		759	SCRRA	987	CTI	763	FTI	89
		759	UP	1,084	PTI	447	CTI	327
		763	BNSF	1,623	CTI	526	DCS	308

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes				
				#1		#2		
Standard			900					
Non-NEC Corridor Routes								
		763	SCRRA	862	PTI	420	CTI	230
		763	SDNRR	964	CTI	705	DSR	99
		763	UP	1,540	PTI	569	DCS	534
		767	BNSF	2,355	CTI	661	DMW	414
		767	SCRRA	754	PTI	401	CTI	137
		767	SDNRR	2,587	CTI	1,622	PTI	629
		767	UP	1,731	PTI	1,243	DCS	226
		768	BNSF	1,774	DCS	675	FTI	388
		768	SCRRA	1,013	DCS	318	PTI	316
		768	SDNRR	837	PTI	313	CTI	289
		768	UP	559	DCS	274	PTI	192
		774	BNSF	1,567	DMW	334	RTE	278
		774	SCRRA	1,109	PTI	444	CTI	321
		774	SDNRR	2,033	PTI	1,096	CTI	763
		774	UP	1,251	PTI	549	DCS	441
		777	BNSF	1,041	FTI	319	DSR	258
		777	SCRRA	680	CTI	310	DCS	133
		777	SDNRR	1,140	PTI	909	CTI	64
		777	UP	1,708	PTI	942	DCS	448
		782	BNSF	1,115	CTI	566	DCS	254
		782	SCRRA	1,304	CTI	591	PTI	427
		782	SDNRR	2,375	CTI	1,489	PTI	743
		782	UP	1,645	PTI	1,246	DCS	249
		785	BNSF	1,876	CTI	1,016	PTI	425
		785	SCRRA	1,641	PTI	858	CTI	428
		785	SDNRR	2,563	CTI	1,322	PTI	1,059
		785	UP	726	PTI	246	DCS	171
		792	BNSF	1,090	DCS	367	CTI	258
		792	SCRRA	1,013	CTI	598	DCS	190
		792	SDNRR	1,022	PTI	464	FTI	315
		792	UP	2,845	CTI	1,664	PTI	862

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		796	BNSF	449	RTE	189	DMW	97
		796	SCRRA	1,355	PTI	584	FTI	483
		796	SDNRR	750	FTI	362	DCS	110
		796	UP	1,984	PTI	849	DCS	566
		1564	BNSF	2,110	RTE	1,246	PTI	282
		1564	SCRRA	1,201	PTI	463	CTI	300
		1564	SDNRR	1,392	PTI	673	CTI	541
		1565	BNSF	1,949	DMW	975	FTI	709
		1565	SCRRA	706	PTI	494	RTE	111
		1565	SDNRR	467	PTI	277	DSR	127
		1566	BNSF	381	PTI	148	DCS	127
		1566	SCRRA	1,377	PTI	934	CTI	173
		1566	SDNRR	1,426	CTI	892	PTI	375
		1569	BNSF	445	DCS	243	FTI	142
		1569	SCRRA	1,280	PTI	755	DCS	322
		1569	SDNRR	3,392	PTI	1,914	CTI	1,239
		1572	BNSF	2,023	DCS	930	PTI	349
		1572	SCRRA	1,663	PTI	1,186	CTI	244
		1572	SDNRR	2,646	PTI	1,489	CTI	915
		1573	BNSF	2,814	DCS	2,209	CTI	256
		1573	SCRRA	720	CTI	540	PTI	85
		1573	SDNRR	1,955	PTI	1,406	CTI	433
		1579	BNSF	4,186	FTI	3,256	PTI	814
		1579	SCRRA	689	CTI	530	RTE	159
		1579	SDNRR	2,163	CTI	1,705	PTI	458
		1584	BNSF	893	PTI	298	DMW	298
		1584	SCRRA	1,421	CTI	715	PTI	541
		1584	SDNRR	1,696	CTI	776	PTI	404
		1590	BNSF	1,063	DCS	332	PTI	310
		1590	SCRRA	1,533	PTI	989	DCS	343
		1590	SDNRR	808	FTI	309	PTI	269

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		1591	SCRRA	411	FTI	212	RTE	100
		1591	SDNRR	3,024	PTI	2,232	CTI	754
		1761	BNSF	1,228	DCS	577	DMW	409
		1761	SCRRA	497	DCS	265	PTI	97
		1761	SDNRR	317	FTI	79	DCS	79
		1761	UP	2,672	PTI	2,245	RTE	228
		1767	BNSF	2,774	DMW	1,146	CTI	581
		1767	SCRRA	657	CTI	193	PTI	177
		1767	SDNRR	2,250	CTI	1,338	PTI	812
		1767	UP	1,413	PTI	1,282	DCS	120
		1792	UP	1,077	PTI	615	DCS	462
		1796	UP	1,606	DCS	745	PTI	573
Pennsylvanian	Pennsylvanian	42	NS	967	FTI	429	DSR	213
		43	NS	1,174	FTI	932	RTE	132
Piedmont	Piedmont	73	NS	442	FTI	214	DSR	108
		74	NS	570	FTI	186	DSR	158
		75	NS	505	FTI	190	DSR	124
		76	NS	601	PTI	214	DCS	123
		77	NS	420	DSR	138	FTI	98
		78	NS	357	DSR	127	FTI	101
San Joaquins	San Joaquins	701	BNSF	1,467	FTI	559	PTI	365
		701	UP	1,016	DSR	378	DMW	189
		702	BNSF	1,345	FTI	594	PTI	284
		702	UP	1,062	FTI	564	DSR	410
		703	BNSF	955	PTI	457	FTI	276
		703	UP	866	FTI	454	DSR	216
		704	BNSF	938	FTI	374	PTI	329
		704	UP	1,148	FTI	520	DSR	338
		710	BNSF	1,303	PTI	477	FTI	452
		710	UP	761	PTI	389	DCS	190
		711	BNSF	889	FTI	269	PTI	223

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 2020 Q1 Largest Two Delay Codes			
					#1		#2	
Standard				900				
Non-NEC Corridor Routes								
		711	UP	1,157	PTI	800	DCS	158
		712	BNSF	1,370	FTI	504	PTI	370
		712	UP	1,329	PTI	784	DCS	179
		713	BNSF	1,279	PTI	495	FTI	435
		713	UP	1,035	PTI	540	FTI	179
		714	BNSF	1,228	PTI	514	FTI	398
		714	UP	718	PTI	450	FTI	140
		715	BNSF	1,304	PTI	517	FTI	434
		715	UP	1,704	PTI	1,301	DCS	184
		716	BNSF	1,215	PTI	537	FTI	396
		716	UP	1,285	PTI	1,049	DSR, DCS	92
		717	BNSF	1,210	PTI	563	FTI	365
		717	UP	1,016	PTI	724	DCS	152
		718	BNSF	926	PTI	410	FTI	245
		718	UP	1,386	PTI	931	DCS	261
		719	BNSF	826	PTI	442	FTI	200
		719	UP	1,009	PTI	704	DCS	137
		1702	BNSF	2,244	PTI	1,995	DCS	249
		1710	BNSF	1,870	PTI	1,870		
		1713	BNSF	3,491	FTI	3,242	RTE	249
		1719	BNSF	125	PTI	125		
Vermonter	Vermonter	54	MADOT	949	DSR	927	PTI	22
		54	MNRR	2,494	DSR	1,292	CTI	1,042
		54	NECR	1,163	DSR	1,050	DCS	67
		55	MADOT	963	DSR	835	PTI	86
		55	MNRR	3,329	CTI	1,394	DCS	942
		55	NECR	1,405	DSR	1,263	DCS	62
		56	MADOT	890	DSR	798	PTI	51
		56	MNRR	2,995	DSR	1,158	CTI	1,141
		56	NECR	1,328	DSR	1,176	DCS	79
		57	MADOT	819	DSR	819		

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 2020 Q1 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		57	MNRR	1,923	DSR	958	CTI	726
		57	NECR	1,454	DSR	1,241	DCS	104
Long-Distance Routes								
Auto Train		52	CSX	1,072	FTI	326	DSR	273
		53	CSX	1,262	FTI	460	DSR	307
		53	FR	4,669	CTI	1,884	DCS	1,652
California Zephyr		5	BNSF	1,132	DSR	458	FTI	392
		5	UP	639	FTI	188	PTI	140
		6	BNSF	1,199	DSR	444	FTI	397
		6	UP	677	FTI	256	DSR	126
Capitol Ltd		29	CSX	554	DSR	193	FTI	134
		29	NS	2,249	FTI	1,785	PTI	225
		30	CSX	918	DSR	318	RTE	304
		30	NS	2,058	FTI	1,530	PTI	203
Cardinal		50	BBrRR	1,449	PTI	664	FTI	452
		50	CSX	818	FTI	329	DSR	191
		50	NS	1,272	CTI	601	FTI	269
		51	BBrRR	572	PTI	260	DCS	184
		51	CSX	647	FTI	234	DSR	190
		51	NS	1,457	PTI	643	FTI	446
City Of New Orleans		58	CN	783	FTI	221	PTI	220
		59	CN	702	FTI	256	DSR	147
Coast Starlight		11	BNSF	428	FTI	116	DCS	102
		11	SCRRA	1,641	CTI	959	PTI	371
		11	UP	1,355	PTI	429	FTI	399
		14	BNSF	545	DCS	143	PTI	123
		14	SCRRA	2,245	PTI	1,389	CTI	494
		14	UP	1,191	FTI	374	PTI	319
Crescent		19	NS	1,480	FTI	910	DCS	164
		20	NS	1,279	FTI	742	DCS	223
Empire Builder		7	BNSF	639	FTI	319	DSR	168
		7	CP	458	FTI	269	DCS	80
		7	Metra	655	CTI	178	DSR	171
		8	BNSF	783	FTI	405	DSR	184
		8	CP	496	FTI	211	DSR	109
		8	Metra	1,829	CTI	987	DCS	345
		27	BNSF	546	FTI	298	DSR	108
		28	BNSF	333	FTI	190	DCS	66
Lake Shore Ltd		48	CSX	956	FTI	412	RTE	224

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Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Long-Distance Routes</i>							
	48	MNRR	1,793	CTI	1,379	RTE	123
	48	NS	2,071	FTI	1,500	RTE	227
	49	CSX	648	FTI	298	RTE	186
	49	MNRR	1,002	CTI	505	DMW	167
	49	NS	2,380	FTI	1,660	PTI	455
	448	CSX	721	FTI	318	PTI	166
	448	MBTA	5,801	CTI	4,835	RTE	777
	449	CSX	530	PTI	261	DCS	160
	449	MBTA	3,095	CTI	2,451	RTE	388
Palmetto	89	CSX	899	FTI	281	PTI	263
	90	CSX	744	FTI	285	PTI	170
Silver Meteor	97	CSX	614	FTI	248	DSR	149
	97	Fla DOT	1,270	CTI	522	DSR	319
	97	FR	1,306	CTI	480	PTI	418
	98	CSX	775	FTI	287	DSR	168
	98	Fla DOT	562	DSR	276	CTI	172
	98	FR	1,743	PTI	561	CTI	503
	1098	CSX	349	PTI	110	DSR	101
Silver Star	91	CSX	694	FTI	178	DSR	172
	91	Fla DOT	1,105	CTI	729	DSR	171
	91	FR	871	DCS	350	CTI	293
	91	NS	192	DSR	177	FTI	15
	92	CSX	979	PTI	313	FTI	261
	92	Fla DOT	659	DSR	286	CTI	259
	92	FR	1,314	DCS	604	CTI	498
	92	NS	508	DSR	284	PTI	130
	1092	CSX	1,536	PTI	777	FTI	297
	1092	Fla DOT	1,149	FTI	718	DSR	431
	1092	FR	3,284	CTI	2,299	DCS	985
	1192	CSX	1,054	PTI	343	DSR	199
	1192	Fla DOT	1,473	DSR	1,078	CTI	395
	1192	FR	246	DSR	164	DCS	82
	1192	NS	1,590	DSR	1,590		
Southwest Chief	3	BNSF	765	FTI	313	DCS	151
	3	NMDOT	1,126	CTI	441	PTI	244
	4	BNSF	817	FTI	365	DCS	129
	4	NMDOT	1,173	CTI	552	PTI	286
Sunset Ltd	1	BNSF	2,319	FTI	831	DSR	772
	1	UP	1,609	FTI	953	DSR	288
	2	BNSF	1,650	FTI	740	DSR	633

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 2020 Q1 Largest Two Delay Codes			
				#1		#2	

Standard			900				
Long-Distance Routes							
	2	UP	1,717	FTI	1,013	RTE	287
Texas Eagle	21	BNSF	1,712	FTI	740	DSR	636
	21	CN	2,336	FTI	1,543	DCS	503
	21	TRE	1,672	CTI	932	DSR	327
	21	UP	1,811	FTI	751	DSR	635
	22	BNSF	1,776	DSR	923	FTI	599
	22	CN	3,536	FTI	2,483	DCS	387
	22	TRE	3,271	CTI	2,095	DTR	400
	22	UP	1,425	DSR	648	FTI	383

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

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

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

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2150	29	HLD	12	CAR	12
Acela Express	2151	656	ENG	206	SVS	188
Acela Express	2153	75	ADA	34	HLD	28
Acela Express	2154	43	HLD	35	ADA	8
Acela Express	2155	167	SVS	102	CAR	32
Acela Express	2157	179	HLD	119	OTH	60
Acela Express	2158	208	ENG	162	ADA	27
Acela Express	2159	285	ENG	124	INJ	58
Acela Express	2160	25	ADA	17	HLD	6
Acela Express	2161	60	ADA	60		
Acela Express	2162	34	OTH	34		
Acela Express	2163	207	HLD	104	OTH	78
Acela Express	2164	106	OTH	49	ADA	30
Acela Express	2165	175	OTH	43	INJ	40
Acela Express	2166					
Acela Express	2167	150	HLD	52	ENG	52
Acela Express	2168	22	ADA	14	SYS	8
Acela Express	2169					
Acela Express	2170	34	INJ	20	OTH	9
Acela Express	2171	228	OTH	69	HLD	69
Acela Express	2172	53	OTH	42	ADA	6
Acela Express	2173	499	SYS	403	HLD	58
Acela Express	2174					
Acela Express	2175	135	HLD	34	CON	28
Acela Express	2190	102	HLD	74	CAR	17
Acela Express	2192	72	ADA	72		
Acela Express	2193					
Acela Express	2195	119	HLD	119		
Acela Express	2197					
Acela Express	2230					
Acela Express	2231	179	OTH	179		
Acela Express	2232					
Acela Express	2233	2,321	OTH	2,321		
Acela Express	2234					
Acela Express	2235	179	HLD	179		
Acela Express	2236					
Acela Express	2237	357	HLD	357		

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express	2238					
Acela Express	2239					
Acela Express	2240					
Acela Express	2241	179	ADA	179		
Acela Express	2242					
Acela Express	2243					
Acela Express	2244					
Acela Express	2245	89	OTH	89		
Acela Express	2246					
Acela Express	2247	179	HLD	179		
Acela Express	2248	84	ADA	42	OTH, CAR	21
Acela Express	2249	214	ADA	107	HLD	60
Acela Express	2250	201	ADA	112	HLD	89
Acela Express	2251	32	OTH	11	ADA	11
Acela Express	2252	255	OTH	127	HLD	69
Acela Express	2253	166	ADA	108	HLD	38
Acela Express	2254	186	HLD	75	OTH, ADA	50
Acela Express	2255	243	ADA	100	OTH	57
Acela Express	2256	65	CAR	39	OTH	26
Acela Express	2257	440	ENG	261	HLD	179
Acela Express	2258	168	OTH	98	ADA	56
Acela Express	2259	96	ADA	55	CAR	27
Acela Express	2260	142	ADA	90	OTH	52
Acela Express	2261	164	OTH	89	HLD	60
Acela Express	2262					
Acela Express	2263	179	HLD	179	OTH	0
Acela Express	2265					
Acela Express	2267	893	HLD	893		
Acela Express	2269					
Acela Express	2275	146	HLD	114	OTH	32
Acela Express	2290	34	HLD	34		
Acela Express	2291					
Acela Express	2292					
Acela Express	2293					
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - All Other Northeast Regional	132	240	HLD	216	OTH, ADA	12
Northeast Regional - All Other Northeast Regional	135	339	HLD	226	ADA	60

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	136	568	ITI	284	ADA	142
Northeast Regional - All Other Northeast Regional	137	539	OTH	240	HLD	114
Northeast Regional - All Other Northeast Regional	139	89	HLD	26	ADA	26
Northeast Regional - All Other Northeast Regional	140	185	OTH	64	ADA	52
Northeast Regional - All Other Northeast Regional	141	381	SVS	143	ADA	135
Northeast Regional - All Other Northeast Regional	143	126	OTH	93	SVS	26
Northeast Regional - All Other Northeast Regional	146	42	OTH	31	ADA	10
Northeast Regional - All Other Northeast Regional	148	245	HLD	146	ENG	55
Northeast Regional - All Other Northeast Regional	149	281	ADA	128	OTH, HLD	77
Northeast Regional - All Other Northeast Regional	150	257	ENG	168	MTI	56
Northeast Regional - All Other Northeast Regional	160	173	HLD	78	ADA	73
Northeast Regional - All Other Northeast Regional	161	542	HLD	173	ADA	167
Northeast Regional - All Other Northeast Regional	162	67	HLD	62	ADA	6
Northeast Regional - All Other Northeast Regional	163	871	CON	536	HLD	257
Northeast Regional - All Other Northeast Regional	165	488	CON	232	ENG	95
Northeast Regional - All Other Northeast Regional	166	192	OTH	108	HLD	84
Northeast Regional - All Other Northeast Regional	167	201	HLD	145	OTH	56
Northeast Regional - All Other Northeast Regional	168	168	HLD	108	OTH	36
Northeast Regional - All Other Northeast Regional	169	1,059	CON	388	OTH	339
Northeast Regional - All Other Northeast Regional	170	214	ENG	157	ADA	32
Northeast Regional - All Other Northeast Regional	172	179	ADA	76	SVS	62
Northeast Regional - All Other Northeast Regional	173	585	OTH	242	ADA	170
Northeast Regional - All Other Northeast Regional	175	703	SYS	464	HLD	81
Northeast Regional - All Other Northeast Regional	177	867	SVS	360	CON	268
Northeast Regional - All Other Northeast Regional	178	338	OTH	173	SYS	68
Northeast Regional - All Other Northeast Regional	179	363	OTH	176	CON	117
Northeast Regional - All Other Northeast Regional	190	6	HLD	6		
Northeast Regional - All Other Northeast Regional	1135					
Northeast Regional - All Other Northeast Regional	1136	503	HLD	336	ADA	168

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	1139	109	SVS	109		
Northeast Regional - All Other Northeast Regional	1143	357	OTH	179	HLD	179
Northeast Regional - All Other Northeast Regional	1163	179	HLD	179		
Northeast Regional - All Other Northeast Regional	1164					
Northeast Regional - All Other Northeast Regional	1167	179	HLD	179		
Northeast Regional - All Other Northeast Regional	1168	168	HLD	168		
Northeast Regional - All Other Northeast Regional	1173					
Northeast Regional - All Other Northeast Regional	1174					
Northeast Regional - All Other Northeast Regional	1175					
Northeast Regional - All Other Northeast Regional	1179					
Northeast Regional - All Other Northeast Regional	1182	239	OTH	179	HLD	60
Northeast Regional - All Other Northeast Regional	1186					
Northeast Regional - Richmond / Newport News / Norfolk	65	570	HLD	227	ADA	110
Northeast Regional - Richmond / Newport News / Norfolk	66	366	HLD	132	ADA	74
Northeast Regional - Richmond / Newport News / Norfolk	67	289	SYS	89	HLD	86
Northeast Regional - Richmond / Newport News / Norfolk	82	339	ENG	183	OTH	68
Northeast Regional - Richmond / Newport News / Norfolk	84	367	OTH	108	SYS	74
Northeast Regional - Richmond / Newport News / Norfolk	85	133	ADA	40	SYS	36
Northeast Regional - Richmond / Newport News / Norfolk	86	559	ENG	222	OTH	179
Northeast Regional - Richmond / Newport News / Norfolk	87	311	OTH	87	ADA	75
Northeast Regional - Richmond / Newport News / Norfolk	88	370	HLD	132	OTH, ADA	70
Northeast Regional - Richmond / Newport News / Norfolk	93	560	OTH	235	HLD	81
Northeast Regional - Richmond / Newport News / Norfolk	94	236	SYS	70	HLD	54
Northeast Regional - Richmond / Newport News / Norfolk	95	394	ADA	118	ENG	76
Northeast Regional - Richmond / Newport News / Norfolk	96	547	HLD	332	OTH	105
Northeast Regional - Richmond / Newport News / Norfolk	99	466	HLD	198	ADA	117
Northeast Regional - Richmond / Newport News / Norfolk	125	504	HLD	153	ADA	120
Northeast Regional - Richmond / Newport News / Norfolk	157	386	ADA	99	HLD	86
Northeast Regional - Richmond / Newport News / Norfolk	164	307	HLD	92	ITI, ADA	58

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Richmond / Newport News / Norfolk	174	408	SYS	129	OTH	100
Northeast Regional - Richmond / Newport News / Norfolk	194	494	HLD	224	ADA	165
Northeast Regional - Richmond / Newport News / Norfolk	195	381	HLD	196	ADA	104
Northeast Regional - Richmond / Newport News / Norfolk	1194	168	OTH	168		
Northeast Regional - Roanoke	145	489	HLD	148	ADA	114
Northeast Regional - Roanoke	147	1,133	ENG	778	SYS	148
Northeast Regional - Roanoke	156	587	HLD	225	ADA	131
Northeast Regional - Roanoke	171	506	HLD	175	ADA	145
Northeast Regional - Roanoke	176	407	ADA	118	HLD	114
Northeast Regional - Roanoke	1171	107	OTH	71	HLD	36
Northeast Regional - Springfield Shuttles	400	1,046	OTH	880	ENG	93
Northeast Regional - Springfield Shuttles	461	1,021	OTH	936	ENG	66
Northeast Regional - Springfield Shuttles	471	1,353	OTH	1,339	ENG	9
Northeast Regional - Springfield Shuttles	478	970	SYS	624	OTH	337
Northeast Regional - Springfield Shuttles	488	398	OTH	315	HLD	83
Northeast Regional - Springfield Shuttles	494	179	OTH	179		
Northeast Regional - Springfield Shuttles	495	172	OTH	118	CCR	50
Northeast Regional - Springfield Shuttles	499	2,013	ITI	1,479	SYS	300
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	370	OTH	183	HLD	93
Capitol Corridor - Capitol Corridor	521	250	SYS	140	ENG	37
Capitol Corridor - Capitol Corridor	522	364	ADA	130	OTH	75
Capitol Corridor - Capitol Corridor	523	469	HLD	171	SYS	103
Capitol Corridor - Capitol Corridor	524	252	SYS	66	CCR	59
Capitol Corridor - Capitol Corridor	525	504	HLD	218	OTH, ADA	108
Capitol Corridor - Capitol Corridor	527	420	SYS	142	ADA	69
Capitol Corridor - Capitol Corridor	528	397	SYS	135	ADA	68
Capitol Corridor - Capitol Corridor	529	338	HLD	169	SYS	66
Capitol Corridor - Capitol Corridor	530	331	ADA	117	HLD	59

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	531	800	HLD	277	ADA	235
Capitol Corridor - Capitol Corridor	532	511	SYS	137	ADA	111
Capitol Corridor - Capitol Corridor	534	169	ADA	98	HLD	37
Capitol Corridor - Capitol Corridor	535	603	ADA	249	OTH	182
Capitol Corridor - Capitol Corridor	536	596	HLD	286	SYS	128
Capitol Corridor - Capitol Corridor	537	325	ADA	98	HLD	89
Capitol Corridor - Capitol Corridor	538	641	HLD	203	SYS	120
Capitol Corridor - Capitol Corridor	540	355	HLD	161	OTH	69
Capitol Corridor - Capitol Corridor	541	504	HLD	183	OTH	89
Capitol Corridor - Capitol Corridor	542	449	CCR	131	ENG	79
Capitol Corridor - Capitol Corridor	543	472	HLD	148	ADA	145
Capitol Corridor - Capitol Corridor	544	228	HLD	60	ADA	45
Capitol Corridor - Capitol Corridor	545	249	HLD	80	ITI	46
Capitol Corridor - Capitol Corridor	546	580	HLD	220	SYS, OTH	112
Capitol Corridor - Capitol Corridor	547	300	HLD	76	ADA	76
Capitol Corridor - Capitol Corridor	548	734	ENG	306	HLD	103
Capitol Corridor - Capitol Corridor	549	353	ITI	177	HLD	59
Capitol Corridor - Capitol Corridor	550	793	SYS	344	SVS	226
Capitol Corridor - Capitol Corridor	551	189	ITI	72	HLD	59
Capitol Corridor - Capitol Corridor	553	162	OTH	67	HLD	35
Capitol Corridor - Capitol Corridor	720	185	CAR	62	SYS	46
Capitol Corridor - Capitol Corridor	723	286	SYS	177	SVS	26
Capitol Corridor - Capitol Corridor	724	255	ADA	75	SYS	62
Capitol Corridor - Capitol Corridor	727	366	SYS	140	ADA	62
Capitol Corridor - Capitol Corridor	728	574	SYS	206	ADA	206
Capitol Corridor - Capitol Corridor	729	1,000	SVS	275	HLD	271
Capitol Corridor - Capitol Corridor	732	886	SYS	348	CAR	216
Capitol Corridor - Capitol Corridor	733	267	ADA	66	ITI	59
Capitol Corridor - Capitol Corridor	734	147	HLD	54	SYS	35

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	736	440	ENG	209	SYS	77
Capitol Corridor - Capitol Corridor	737	463	HLD	179	ADA	125
Capitol Corridor - Capitol Corridor	738	437	HLD	273	SYS	75
Capitol Corridor - Capitol Corridor	741	551	HLD	170	ADA	128
Capitol Corridor - Capitol Corridor	742	1,135	ENG	433	SYS	289
Capitol Corridor - Capitol Corridor	743	403	OTH	104	SYS	70
Capitol Corridor - Capitol Corridor	744	379	HLD	112	SYS	91
Capitol Corridor - Capitol Corridor	745	417	ITI	181	HLD	73
Capitol Corridor - Capitol Corridor	746	216	ITI	92	SYS	52
Capitol Corridor - Capitol Corridor	747	382	OTH	216	ADA	112
Capitol Corridor - Capitol Corridor	748	847	ITI	460	HLD	133
Capitol Corridor - Capitol Corridor	749	282	HLD	124	ADA	58
Capitol Corridor - Capitol Corridor	751	485	ITI	279	HLD	54
Carolinian - Carolinian	79	347	ADA	120	HLD	67
Carolinian - Carolinian	80	396	ADA	151	HLD	98
Cascades - Cascades	500	328	SYS	91	ADA	67
Cascades - Cascades	501	430	CAR	122	SYS	84
Cascades - Cascades	502	158	HLD	56	ADA	25
Cascades - Cascades	504	229	ADA	48	ENG	46
Cascades - Cascades	505	348	SYS	99	CCR	59
Cascades - Cascades	506	214	SYS	82	ADA	53
Cascades - Cascades	507	367	ENG	136	SYS	65
Cascades - Cascades	508	218	SYS	93	ENG	42
Cascades - Cascades	511	314	SYS	161	CAR	39
Cascades - Cascades	513	187	SYS	120	ADA	45
Cascades - Cascades	516	541	OTH	225	SYS	107
Cascades - Cascades	517	486	ADA	105	SYS	89
Cascades - Cascades	518	494	SYS	95	ENG	90
Cascades - Cascades	519	300	OTH	157	SYS	69

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

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Downeaster - Downeaster	680	93	HLD	61	ADA	20
Downeaster - Downeaster	681	214	ITI	165	HLD	41
Downeaster - Downeaster	682	62	HLD	37	ADA	17
Downeaster - Downeaster	683	143	SYS	91	ADA	41
Downeaster - Downeaster	684	79	HLD	50	ADA	20
Downeaster - Downeaster	685	203	HLD	167	ADA	16
Downeaster - Downeaster	686	130	OTH	37	SVS	23
Downeaster - Downeaster	687	288	ITI	214	OTH	32
Downeaster - Downeaster	688	136	OTH	61	CAR	33
Downeaster - Downeaster	689	445	ENG	180	OTH	160
Downeaster - Downeaster	690	125	ENG	119	ADA	6
Downeaster - Downeaster	691	183	SYS	83	HLD	58
Downeaster - Downeaster	692	69	ADA	36	HLD	33
Downeaster - Downeaster	693	132	ITI	99	HLD	18
Downeaster - Downeaster	694	336	OTH	102	HLD	102
Downeaster - Downeaster	695	163	HLD	94	SYS	23
Downeaster - Downeaster	696	66	ADA	27	HLD	25
Downeaster - Downeaster	697	82	ENG	71	HLD	8
Downeaster - Downeaster	698	53	OTH	29	HLD	13
Downeaster - Downeaster	699	415	ENG	268	HLD	106
Downeaster - Downeaster	1689	280	OTH	148	HLD	89
Empire - Adirondack	68	300	ENG	119	HLD	80
Empire - Adirondack	69	265	HLD	115	SYS	85
Empire - Ethan Allen Express	290	461	OTH	155	HLD	117
Empire - Ethan Allen Express	291	229	OTH	87	ADA	56
Empire - Ethan Allen Express	292	232	HLD	146	OTH	76
Empire - Ethan Allen Express	293	312	OTH	172	HLD	114
Empire - Ethan Allen Express	295	312	HLD	186	OTH	94
Empire - Ethan Allen Express	296	362	ENG	256	OTH, HLD	49

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - Maple Leaf	63	387	SYS	195	HLD	59
Empire - Maple Leaf	64	668	SYS	311	ENG	130
Empire - New York - Albany	230	32	SYS	10	ADA	10
Empire - New York - Albany	232	25	HLD	12	SYS	7
Empire - New York - Albany	233	49	HLD	21	ADA	21
Empire - New York - Albany	234	12	SYS	12		
Empire - New York - Albany	235	356	ENG	314	ADA	32
Empire - New York - Albany	236	110	HLD	85	OTH	12
Empire - New York - Albany	237	55	SYS	55		
Empire - New York - Albany	238	109	HLD	56	ADA	41
Empire - New York - Albany	239	126	INJ	55	ADA	46
Empire - New York - Albany	241	46	HLD	36	OTH, ADA	3
Empire - New York - Albany	242	101	ENG	39	HLD	25
Empire - New York - Albany	243	8	ADA	5	OTH	3
Empire - New York - Albany	244	131	HLD	67	ADA	31
Empire - New York - Albany	245	57	ENG	52	OTH	5
Empire - New York - Albany	250	135	HLD	92	SYS, ADA	22
Empire - New York - Albany	252	283	SYS	126	ENG	94
Empire - New York - Albany	253	119	HLD	38	ENG	32
Empire - New York - Albany	254	213	HLD	135	ADA	56
Empire - New York - Albany	255	24	HLD	24		
Empire - New York - Albany	256	179	HLD	146	ADA	34
Empire - New York - Albany	259	65	HLD	54	SYS	11
Empire - New York - Albany	260	287	HLD	141	SYS	60
Empire - New York - Albany	261	11	OTH	11		
Empire - New York - Niagara Falls	280	434	SYS	149	SVS	74
Empire - New York - Niagara Falls	281	381	SYS	192	HLD	67
Empire - New York - Niagara Falls	283	380	SYS	163	HLD	80
Empire - New York - Niagara Falls	284	377	SYS	157	HLD	105

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Niagara Falls	288	390	SYS	174	ENG	85
Heartland Flyer - Heartland Flyer	821	248	HLD	109	ADA	62
Heartland Flyer - Heartland Flyer	822	287	ADA	74	HLD	68
Hiawatha - Hiawatha	329	298	OTH	238	SYS	21
Hiawatha - Hiawatha	330	267	ENG	164	INJ, HLD	25
Hiawatha - Hiawatha	331	177	OTH	129	INJ	28
Hiawatha - Hiawatha	332	848	ITI	297	OTH	295
Hiawatha - Hiawatha	333	375	OTH	236	HLD	62
Hiawatha - Hiawatha	334	547	OTH	278	ITI	129
Hiawatha - Hiawatha	335	211	OTH	144	HLD	35
Hiawatha - Hiawatha	336	847	OTH	384	ITI	123
Hiawatha - Hiawatha	337	554	OTH	376	HLD	101
Hiawatha - Hiawatha	338	654	OTH	357	ITI	183
Hiawatha - Hiawatha	339	220	OTH	88	HLD	63
Hiawatha - Hiawatha	340	797	OTH	441	ITI	177
Hiawatha - Hiawatha	341	517	OTH	428	HLD	49
Hiawatha - Hiawatha	342	645	OTH	351	ITI	266
Hiawatha - Hiawatha	343	381	OTH	218	HLD	82
Illinois - Carl Sandburg / Illinois Zephyr	380	416	HLD	135	ADA	81
Illinois - Carl Sandburg / Illinois Zephyr	381	145	ENG	64	SYS	41
Illinois - Carl Sandburg / Illinois Zephyr	382	146	HLD	41	SYS	36
Illinois - Carl Sandburg / Illinois Zephyr	383	216	HLD	67	SYS	49
Illinois - Carl Sandburg / Illinois Zephyr	384	467	ITI	175	ADA	156
Illinois - Carl Sandburg / Illinois Zephyr	385	273	SYS	136	ENG	78
Illinois - Illini / Saluki	390	374	SYS	120	ADA	79
Illinois - Illini / Saluki	391	386	OTH	136	SYS	80
Illinois - Illini / Saluki	392	407	OTH	155	SYS	59
Illinois - Illini / Saluki	393	282	SYS	83	ADA	77
Illinois - Lincoln Service	300	199	SYS	99	ADA	23

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Illinois - Lincoln Service	301	94	ENG	28	OTH	20
Illinois - Lincoln Service	302	231	ADA	82	SYS	52
Illinois - Lincoln Service	303	159	ADA	53	SYS	52
Illinois - Lincoln Service	304	139	ENG	47	ADA	36
Illinois - Lincoln Service	305	218	ADA	71	HLD	41
Illinois - Lincoln Service	306	138	SYS	44	HLD	25
Illinois - Lincoln Service	307	212	ADA	48	SYS	47
Illinois - Lincoln Service	308	1,351	ITI	860	SYS	491
Illinois - Lincoln Service	309	614	SYS	532	ADA	82
Michigan - Blue Water	364	673	SYS	324	SVS	101
Michigan - Blue Water	365	865	SYS	449	OTH	257
Michigan - Pere Marquette	370	584	SYS	304	OTH	229
Michigan - Pere Marquette	371	412	SYS	328	OTH	52
Michigan - Wolverine	350	1,052	SYS	546	OTH	220
Michigan - Wolverine	351	1,139	SYS	530	OTH	255
Michigan - Wolverine	352	1,240	SYS	598	OTH	261
Michigan - Wolverine	353	1,139	SYS	380	OTH	253
Michigan - Wolverine	354	1,189	SYS	398	OTH	372
Michigan - Wolverine	355	1,454	SYS	777	OTH	397
Missouri - Missouri	311	230	ADA	76	HLD	65
Missouri - Missouri	313	230	SYS	63	ITI	60
Missouri - Missouri	314	310	ADA	122	SYS	102
Missouri - Missouri	316	454	ITI	302	HLD	39
Pacific Surfliner - Pacific Surfliner	561	268	SYS	168	HLD	33
Pacific Surfliner - Pacific Surfliner	562	597	HLD	156	OTH	141
Pacific Surfliner - Pacific Surfliner	564	375	SYS	139	SVS	84
Pacific Surfliner - Pacific Surfliner	565	245	OTH	79	HLD	45
Pacific Surfliner - Pacific Surfliner	566	509	SYS	180	ENG	92
Pacific Surfliner - Pacific Surfliner	569	1,062	ITI	368	HLD	221

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

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	572	455	SYS	132	OTH	85
Pacific Surfliner - Pacific Surfliner	573	374	HLD	96	SYS	57
Pacific Surfliner - Pacific Surfliner	578	924	ITI	388	HLD	130
Pacific Surfliner - Pacific Surfliner	579	666	ITI	264	ENG	116
Pacific Surfliner - Pacific Surfliner	580	431	HLD	107	ENG	87
Pacific Surfliner - Pacific Surfliner	583	816	ITI	396	SYS	182
Pacific Surfliner - Pacific Surfliner	584	513	SYS	283	HLD	47
Pacific Surfliner - Pacific Surfliner	590	282	SYS	70	ITI	55
Pacific Surfliner - Pacific Surfliner	591	721	ITI	208	HLD	156
Pacific Surfliner - Pacific Surfliner	593	998	ITI	565	SYS	91
Pacific Surfliner - Pacific Surfliner	595	1,062	ITI	491	SYS	211
Pacific Surfliner - Pacific Surfliner	759	518	SYS	158	OTH	140
Pacific Surfliner - Pacific Surfliner	763	526	SYS	195	HLD	89
Pacific Surfliner - Pacific Surfliner	767	597	SYS	293	HLD	128
Pacific Surfliner - Pacific Surfliner	768	610	SYS	254	HLD	162
Pacific Surfliner - Pacific Surfliner	774	682	SYS	187	OTH	156
Pacific Surfliner - Pacific Surfliner	777	698	SYS	160	OTH	127
Pacific Surfliner - Pacific Surfliner	782	792	HLD	263	SYS	140
Pacific Surfliner - Pacific Surfliner	785	1,438	ITI	699	SYS	246
Pacific Surfliner - Pacific Surfliner	792	497	ENG	185	SYS	131
Pacific Surfliner - Pacific Surfliner	796	458	SYS	124	CON	97
Pacific Surfliner - Pacific Surfliner	1564	608	SYS	192	HLD	128
Pacific Surfliner - Pacific Surfliner	1565	259	SYS	85	OTH	81
Pacific Surfliner - Pacific Surfliner	1566	627	ITI	247	SYS	177
Pacific Surfliner - Pacific Surfliner	1569	1,180	HLD	423	SYS	373
Pacific Surfliner - Pacific Surfliner	1572	873	SYS	303	ENG	245
Pacific Surfliner - Pacific Surfliner	1573	846	ITI	415	HLD	132
Pacific Surfliner - Pacific Surfliner	1579	1,029	ITI	446	SYS	408
Pacific Surfliner - Pacific Surfliner	1584	526	ITI	173	SYS	142

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	1590	688	ITI	348	ENG	137
Pacific Surfliner - Pacific Surfliner	1591	1,224	ENG	361	SYS	260
Pacific Surfliner - Pacific Surfliner	1761	722	ENG	231	HLD	165
Pacific Surfliner - Pacific Surfliner	1767	702	HLD	189	ENG	174
Pacific Surfliner - Pacific Surfliner	1792	444	HLD	444		
Pacific Surfliner - Pacific Surfliner	1796					
Pennsylvanian - Pennsylvanian	42	427	HLD	151	OTH	119
Pennsylvanian - Pennsylvanian	43	258	ADA	80	HLD	74
Piedmont - Piedmont	73	287	SYS	190	OTH	55
Piedmont - Piedmont	74	587	SYS	241	ADA	119
Piedmont - Piedmont	75	628	ADA	214	SYS	172
Piedmont - Piedmont	76	438	HLD	128	ADA	119
Piedmont - Piedmont	77	572	ADA	169	HLD	128
Piedmont - Piedmont	78	394	SYS	122	OTH	74
San Joaquins - San Joaquins	701	223	SYS	75	OTH	57
San Joaquins - San Joaquins	702	237	SYS	98	ADA	43
San Joaquins - San Joaquins	703	218	OTH	64	CON	54
San Joaquins - San Joaquins	704	118	HLD	38	SYS	23
San Joaquins - San Joaquins	710	362	ADA	119	HLD	65
San Joaquins - San Joaquins	711	226	SYS	65	CAR	46
San Joaquins - San Joaquins	712	349	SYS	88	OTH	48
San Joaquins - San Joaquins	713	411	ADA	182	HLD	90
San Joaquins - San Joaquins	714	322	ENG	62	SYS	57
San Joaquins - San Joaquins	715	440	SYS	96	ADA	79
San Joaquins - San Joaquins	716	382	ENG	140	SYS	101
San Joaquins - San Joaquins	717	320	SYS	127	CON	33
San Joaquins - San Joaquins	718	368	ADA	81	SYS	68
San Joaquins - San Joaquins	719	495	ENG	142	ADA	79
San Joaquins - San Joaquins	1701					

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

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
San Joaquins - San Joaquins	1702	4,489	SYS	4,489		
San Joaquins - San Joaquins	1703	6,110	SYS	3,491	ITI	2,618
San Joaquins - San Joaquins	1710					
San Joaquins - San Joaquins	1712					
San Joaquins - San Joaquins	1713					
San Joaquins - San Joaquins	1714					
San Joaquins - San Joaquins	1715					
San Joaquins - San Joaquins	1716					
San Joaquins - San Joaquins	1717	125	SYS	125		
San Joaquins - San Joaquins	1718	7,357	CON	7,357		
San Joaquins - San Joaquins	1719					
Vermonter - Vermonter	54	387	OTH	268	HLD	55
Vermonter - Vermonter	55	642	OTH	345	HLD	102
Vermonter - Vermonter	56	499	OTH	377	ENG	43
Vermonter - Vermonter	57	558	OTH	330	ENG	82
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	772	ITI	291	SYS	155
Auto Train - Auto Train	53	821	ITI	336	SYS	177
California Zephyr - California Zephyr	5	410	SVS	111	SYS	81
California Zephyr - California Zephyr	6	430	ENG	78	SVS	78
Capitol Ltd - Capitol Ltd	29	318	SYS	83	HLD	81
Capitol Ltd - Capitol Ltd	30	339	SYS	103	HLD	89
Cardinal - Cardinal	50	561	OTH	123	SYS	121
Cardinal - Cardinal	51	719	SYS	219	OTH	125
City Of New Orleans - City Of New Orleans	58	373	SYS	116	HLD	80
City Of New Orleans - City Of New Orleans	59	418	OTH	109	SYS	92
Coast Starlight - Coast Starlight	11	569	SYS	194	HLD	105
Coast Starlight - Coast Starlight	14	719	HLD	154	SYS	140
Crescent - Crescent	19	486	SYS	212	HLD	99

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q1			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Crescent - Crescent	20	502	SYS	197	HLD	132
Empire Builder - Empire Builder	7	279	ENG	69	SYS	64
Empire Builder - Empire Builder	8	469	SVS	136	ENG	82
Empire Builder - Empire Builder	27	619	CON	497	SVS	37
Empire Builder - Empire Builder	28	202	ENG	82	CON	68
Lake Shore Ltd - Lake Shore Ltd	48	424	SYS	175	HLD	129
Lake Shore Ltd - Lake Shore Ltd	49	458	HLD	182	SYS	104
Lake Shore Ltd - Lake Shore Ltd	448	185	HLD	59	ENG	45
Lake Shore Ltd - Lake Shore Ltd	449	180	ENG	52	HLD	50
Palmetto - Palmetto	89	463	ENG	123	HLD	84
Palmetto - Palmetto	90	338	SYS	91	OTH	60
Silver Meteor - Silver Meteor	97	417	ADA	135	HLD	96
Silver Meteor - Silver Meteor	98	404	ADA	126	HLD	108
Silver Meteor - Silver Meteor	1098	1,034	ADA	345	ENG	328
Silver Star - Silver Star	91	561	SYS	182	ADA	106
Silver Star - Silver Star	92	568	SYS	176	ADA	117
Silver Star - Silver Star	1092	261	SVS	123	ADA	46
Silver Star - Silver Star	1192	644	SYS	418	SVS	75
Southwest Chief - Southwest Chief	3	353	SYS	90	HLD	76
Southwest Chief - Southwest Chief	4	423	SVS	113	HLD	91
Sunset Ltd - Sunset Ltd	1	592	SYS	145	HLD	109
Sunset Ltd - Sunset Ltd	2	739	HLD	146	SVS	143
Texas Eagle - Texas Eagle	21	503	SYS	155	SVS	108
Texas Eagle - Texas Eagle	22	677	SVS	143	SYS, HLD	126

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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	329	CTI	75	PSR	74
	2103	Amtrak	190	SMW	76	CTP	28
	2104	Amtrak	277	PSR	57	CTI	54
	2107	Amtrak	149	SMW	60	CTP	13
	2108	Amtrak	200	PTI	111	DSR, ADA	45
	2109	Amtrak	222	ENG	72	SMW	62
	2110	Amtrak	218	PSR	44	DMW	36
	2117	Amtrak	138	SMW	29	ITI	19
	2119	Amtrak	250	CTI	61	ENG	35
	2120	Amtrak	200	PSR	89	DCS	67
	2121	Amtrak	149	ENG	43	SMW	39
	2122	Amtrak	180	DCS	46	DSR	30
	2123	Amtrak	59	CTI	59		
	2124	Amtrak	254	DCS	37	CTI	36
	2126	Amtrak	197	ITI	63	ENG	36
	2128	Amtrak	100	ENG	24	DMW	16
	2150	Amtrak	214	CTI	54	PSR	43
	2151	Amtrak	158	SMW	31	DSR	24
	2153	Amtrak	201	DCS	67	ENG	46
	2154	Amtrak	275	PSR	61	DCS	54
	2155	Amtrak	163	ENG	23	DCS	22
	2157	Amtrak	491	ENG	233	SYS	108
	2158	Amtrak	378	CTI	79	ENG	46
	2159	Amtrak	191	ENG	41	CTI	26
	2160	Amtrak	277	CTI	83	PSR	35
	2161	Amtrak	183	PTI	158	HLD	25
	2162	Amtrak	197	CTI	60	HLD, CTP	56
	2163	Amtrak	235	DCS	44	ENG	28
	2164	Amtrak	232	DCS	37	PTI	35
	2165	Amtrak	226	PTI	34	DCS	29
	2166	Amtrak	329	CTI	62	SMW	55
	2167	Amtrak	265	ENG	78	DCS	32
	2168	Amtrak	359	DBB	83	CTI	69
	2169	Amtrak	241	CTI	200	HLD	42
	2170	Amtrak	339	DBB	68	PSR	41
	2171	Amtrak	191	CTI	37	MTI	27
	2172	Amtrak	314	PTI	53	CTI	47
	2173	Amtrak	209	CTI	55	DCS	43
	2174	Amtrak	239	CTI	113	PSR	38

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

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2175	Amtrak	267	CTI	77	ENG	47
	2190	Amtrak	181	ENG	42	DET	39
	2192	Amtrak	225	CTI	141	PTI	83
	2193	Amtrak	34	HLD	34		
	2195	Amtrak	380	CTI	323	HLD	57
	2197	Amtrak	513	CTI	513		
	2201	Amtrak					
	2202	Amtrak					
	2203	Amtrak	38	OTH	17	CTP	14
	2205	Amtrak	98	OTH	30	SMW	27
	2207	Amtrak	355	OTH	267	HLD	89
	2208	Amtrak	480	ENG	133	PTI	128
	2209	Amtrak					
	2210	Amtrak	133	HLD	133		
	2213	Amtrak	130	PTI	44	HLD	30
	2214	Amtrak					
	2215	Amtrak	167	CAR	63	SMW	52
	2216	Amtrak					
	2218	Amtrak	72	PSR	34	SMW	21
	2219	Amtrak	178	CTI	178		
	2220	Amtrak	355	DCS	355		
	2221	Amtrak	400	PTI	178	HLD	133
	2222	Amtrak	277	ENG	103	SMW	68
	2224	Amtrak	325	ENG	188	SMW	48
	2226	Amtrak					
	2228	Amtrak	210	ENG	101	PSR	40
	2230	Amtrak					
	2231	Amtrak	75	CTI	75		
	2232	Amtrak	202	HLD	101	DCS	101
	2233	Amtrak	287	DET	200	CTI	50
	2234	Amtrak	302	PTI	302		
	2235	Amtrak					
	2236	Amtrak	176	PTI	126	HLD	50
	2237	Amtrak	75	HLD	75		
	2238	Amtrak					
	2239	Amtrak	212	PTI	137	ENG	62
	2240	Amtrak	428	ENG	378	HLD	50
	2241	Amtrak	300	CAR	200	HLD	100
	2242	Amtrak	227	PTI	176	PSR	50

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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2243	Amtrak	300	DCS	150	CTI	150
	2244	Amtrak	50	PSR	50		
	2245	Amtrak	17	CTI	17		
	2246	Amtrak	50	HLD	50		
	2247	Amtrak					
	2248	Amtrak	238	ENG	55	DCS	39
	2249	Amtrak	295	ENG	108	HLD	40
	2250	Amtrak	114	SMW	35	PSR, CTI	17
	2251	Amtrak	153	DCS	38	OTH	29
	2252	Amtrak	309	SMW	62	DBB	57
	2253	Amtrak	167	HLD	41	DCS, CTP	23
	2254	Amtrak	363	PTI	77	ENG	57
	2255	Amtrak	108	HLD	43	SMW	16
	2256	Amtrak	205	SMW	70	PTI	47
	2257	Amtrak	177	SMW	38	HLD	23
	2258	Amtrak	246	SMW	97	PSR	48
	2259	Amtrak	86	SMW	23	HLD	19
	2260	Amtrak	221	HLD	47	SMW, PSR	37
	2261	Amtrak	318	SMW	85	DCS	50
	2262	Amtrak					
	2263	Amtrak					
	2265	Amtrak	100	PTI	50	PSR	50
	2267	Amtrak	175	SYS	175		
	2269	Amtrak	1,099	DBB	1,099		
	2275	Amtrak	141	PSR	34	SMW	30
	2290	Amtrak	252	CTI	116	SMW	74
	2291	Amtrak					
	2292	Amtrak					
	2293	Amtrak	685	HLD	456	CTI	171
	2401	Amtrak	78	DMW	22	CTP	19
	2402	Amtrak	115	PSR	31	PTI	17
Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	878	SVS	254	ENG	104
	51	Amtrak	531	SYS	84	CTI	81
Carolinian - Carolinian	79	Amtrak	343	SMW	51	ENG	48
	80	Amtrak	341	CTI	83	PTI	68
Crescent - Crescent	19	Amtrak	628	ENG	147	SVS	133

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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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Crescent - Crescent	20	Amtrak	524	PTI	154	CON	59
Keystone - Keystone	600	Amtrak	393	SMW	159	PSR	109
	601	Amtrak	131	DSR	38	DCS	36
	605	Amtrak	222	DSR	118	SMW	46
	607	Amtrak	363	ENG	235	DSR	85
	609	Amtrak	543	DSR	197	CTI	133
	610	Amtrak	785	ENG	306	SMW	194
	611	Amtrak	659	DSR	347	SMW	180
	612	Amtrak	555	PSR	125	DCS	118
	615	Amtrak	840	DSR	403	SMW	375
	618	Amtrak	362	PSR	158	DSR	99
	619	Amtrak	203	DCS	99	ENG	58
	620	Amtrak	443	PSR	175	DSR	131
	622	Amtrak	103	PSR	56	DCS	23
	637	Amtrak	464	DMW	191	SMW	81
	639	Amtrak	238	SMW	41	HLD, CTC	38
	640	Amtrak	388	CTI	193	DCS	60
	641	Amtrak	320	DSR	153	CTI	44
	642	Amtrak	132	CTI	64	DCS	21
	643	Amtrak	338	DSR	132	DET	48
	644	Amtrak	179	CCR	47	DMW	34
	645	Amtrak	233	DSR	130	SMW	24
	646	Amtrak	423	CCR	94	DET	72
	647	Amtrak	484	DSR	194	CTI	69
	648	Amtrak	248	CCR	76	DET	46
	649	Amtrak	763	DSR	279	CTI	198
	650	Amtrak	274	DSR	64	PSR	51
	651	Amtrak	884	DSR	337	CTI	211
	652	Amtrak	348	PSR	86	DSR	64

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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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	653	Amtrak	606	DSR	262	CTI	118
	654	Amtrak	265	PSR	74	DSR	59
	655	Amtrak	941	DSR	316	PTI	152
	656	Amtrak	170	PSR	69	DSR	38
	658	Amtrak	197	PSR	52	ENG	48
	660	Amtrak	598	SMW	233	PSR	103
	661	Amtrak	513	DSR	288	SMW	92
	662	Amtrak	321	SMW	114	DSR	89
	663	Amtrak	631	DSR	360	SMW	135
	664	Amtrak	706	SMW	157	PSR	105
	665	Amtrak	495	DSR	240	SMW	118
	666	Amtrak	428	SMW	85	PSR	85
	667	Amtrak	636	DSR	250	SMW	117
	669	Amtrak	664	DSR	282	SMW	188
	670	Amtrak	338	SMW	138	PSR	76
	671	Amtrak	271	DSR	196	SMW	43
	672	Amtrak	209	PSR	62	DSR	55
	674	Amtrak	365	ITI	133	HLD	111
Northeast Regional - All Other Northeast Regional	110	Amtrak	511	MTI	511		
	111	Amtrak	258	CTP	62	SMW	59
	123	Amtrak	117	SMW	48	HLD	22
	124	Amtrak	160	CAR	57	SMW	32
	126	Amtrak	165	SMW	83	ADA	22
	127	Amtrak	354	PTI	136	DCS	74
	129	Amtrak	317	CTI	107	PTI	60
	130	Amtrak	320	ENG	68	PTI	54
	131	Amtrak	251	ENG	55	DCS	52
	132	Amtrak	376	SMW	119	CTI	113
	133	Amtrak	209	CTI	70	PTI	67

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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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	134	Amtrak	304	PTI	94	CAR	34
	135	Amtrak	338	ENG	144	HLD	49
	136	Amtrak	634	DSR	132	CTI	94
	137	Amtrak	468	ENG	98	CTI	65
	138	Amtrak	216	PSR	44	HLD	26
	139	Amtrak	218	SMW	87	CTI	50
	140	Amtrak	532	ENG	115	PTI	96
	141	Amtrak	418	DCS	75	DSR	52
	143	Amtrak	345	ENG	98	PTI	59
	146	Amtrak	347	CAR	64	DCS	50
	148	Amtrak	264	SVS	31	DCS	31
	149	Amtrak	280	HLD	71	SMW	66
	150	Amtrak	254	DCS	62	ENG	55
	151	Amtrak	226	SMW	94	CTP	55
	152	Amtrak	219	DMW	44	DCS	43
	153	Amtrak	93	SMW	34	HLD	27
	154	Amtrak	248	SMW	108	PSR	35
	155	Amtrak	114	CTI	34	ADA	24
	158	Amtrak	95	SMW	19	PSR	15
	159	Amtrak	293	ENG	172	CTI	33
	160	Amtrak	161	SMW	54	ENG	23
	161	Amtrak	287	ENG	60	DCS	49
	162	Amtrak	195	SMW	57	CTI	23
	163	Amtrak	454	ENG	212	HLD	76
	165	Amtrak	334	DBB	66	HLD	45
	166	Amtrak	234	SMW	88	PTI	38
	167	Amtrak	396	ENG	87	CAR	82
	168	Amtrak	457	ENG	103	SMW	94
	169	Amtrak	256	DBB	50	SMW	35

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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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	170	Amtrak	280	CTI	155	PTI	19
	172	Amtrak	395	DET	83	CTI	74
	173	Amtrak	323	DET	86	PTI	57
	175	Amtrak	371	DET	109	PTI	53
	177	Amtrak	314	CTI	56	DCS	50
	178	Amtrak	423	PTI	148	DET	47
	179	Amtrak	336	DCS	85	CTI	75
	180	Amtrak	311	CTI	179	PSR	31
	182	Amtrak	238	CTI	64	PSR	42
	183	Amtrak	201	SMW	70	DMW	24
	184	Amtrak	224	PSR	43	CTP	33
	185	Amtrak	351	CTI	78	SMW	63
	186	Amtrak	185	CAR	27	SVS	25
	187	Amtrak	341	ENG	90	PTI	78
	189	Amtrak	149	CTP	51	MTI	32
	190	Amtrak	247	DET	52	CAR	44
	192	Amtrak	169	SMW	92	DCS	47
	193	Amtrak	330	CTI	70	PTI	65
	196	Amtrak	288	PSR	72	CTI	70
	409	Amtrak	23	DSR	23		
	412	Amtrak	870	DSR	410	CON	280
	416	Amtrak	682	CON	601	ENG	81
	417	Amtrak	1,743	ENG	459	DSR	420
	451	Amtrak	812	DSR	315	ENG	267
	1054	Amtrak	1,066	SVS	578	CAR	489
	1063	Amtrak	578	PTI	400	HLD	178
	1065	Amtrak	267	CAR	267		
	1121	Amtrak					
	1129	Amtrak	711	HLD	267	PTI	222

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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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	1134	Amtrak					
	1135	Amtrak	100	HLD	100		
	1136	Amtrak	315	CTI	126	PTI, DCS	50
	1139	Amtrak	782	CTI	326	HLD	261
	1140	Amtrak	133	HLD	133		
	1141	Amtrak	533	PTI	444	HLD	89
	1143	Amtrak	150	PTI	100	DCS	50
	1163	Amtrak	175	OTH	100	HLD	75
	1164	Amtrak					
	1167	Amtrak					
	1168	Amtrak	1,336	ENG	1,134	HLD	176
	1173	Amtrak	425	PTI	175	HLD	150
	1174	Amtrak	126	ADA	126		
	1175	Amtrak	524	CTP	350	PTI, CTI	75
	1179	Amtrak					
	1182	Amtrak	25	OTH	25		
	1184	Amtrak	666	INJ	666		
	1186	Amtrak					
	1193	Amtrak					
	1195	Amtrak	222	HLD	222		
	1196	Amtrak	444	PTI	355	CTI	89
	1198	Amtrak	888	CAR	444	PTI	244
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	426	PET	78	SVS	71
	66	Amtrak	247	DET	76	ENG	44
	67	Amtrak	277	SVS	87	SYS	37
	82	Amtrak	483	DBB	87	ENG	69
	84	Amtrak	363	PTI	76	PSR	43
	85	Amtrak	483	ENG	175	DCS	43
	86	Amtrak	579	PTI	171	CTI	91

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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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Richmond / Newport News / Norfolk	87	Amtrak	927	ENG	333	SVS	174
	88	Amtrak	419	PTI	67	HLD	63
	93	Amtrak	544	HLD	84	ENG	67
	94	Amtrak	644	CTI	166	PTI	147
	95	Amtrak	386	HLD	52	ADA	51
	96	Amtrak	181	SMW	104	OTH	27
	99	Amtrak	557	ENG	179	SVS	142
	125	Amtrak	170	PTI	43	SMW	27
	157	Amtrak	458	SVS	94	SYS, DSR	55
	164	Amtrak	451	ENG	118	DBB	61
	174	Amtrak	488	DET	89	CTI	86
	194	Amtrak	269	OTH	57	SYS	36
	195	Amtrak	492	ENG	77	HLD	71
	1194	Amtrak	718	OTH	202	ADA	202
Northeast Regional - Roanoke	145	Amtrak	1,202	ENG	508	CON	409
	147	Amtrak	521	SVS	85	PTI	85
	156	Amtrak	393	SMW	139	PTI	55
	171	Amtrak	499	PTI	78	HLD	69
	176	Amtrak	492	PTI	119	CTI	113
	1171	Amtrak	573	ENG	423	HLD	125
Northeast Regional - Springfield Shuttles	400	Amtrak	#DIV/0	FTI	#DIV/0	ENG	#DIV/0
	405	Amtrak	367	DCS	129	DSR	108
	432	Amtrak	659	CON	277	ENG	196
	450	Amtrak	674	CON	324	DSR, DCS	124
	460	Amtrak	1,327	ENG	572	CON	275
	461	Amtrak	1,286	PTI	338	CCR	236
	463	Amtrak	1,234	DCS	526	SMW	324
	464	Amtrak	1,828	PTI	755	CON	405
	465	Amtrak	2,069	PTI	613	ITI	497

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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Springfield Shuttles	467	Amtrak	410	DSR	183	HLD	76
	470	Amtrak	1,310	CON	645	DSR	217
	471	Amtrak	685	DSR	150	CTC	109
	473	Amtrak	509	DSR	235	CTC	110
	474	Amtrak	1,263	DSR	425	CON	295
	475	Amtrak	1,027	DSR	448	PTI	228
	476	Amtrak	2,083	CON	1,054	DSR	350
	478	Amtrak	1,759	CON	610	ENG	225
	479	Amtrak	1,545	CTI	577	DSR	467
	488	Amtrak	2,400	CON	1,640	OTH	243
	490	Amtrak	716	CON	353	PTI	212
	494	Amtrak	2,526	CON	1,094	DSR	355
	495	Amtrak	1,105	DSR	332	OTH	233
	497	Amtrak	1,768	PTI	1,214	CON	173
	499	Amtrak	38,333	FTI	13,333	PTI	9,167
Palmetto - Palmetto	89	Amtrak	591	PTI	140	DMW	81
	90	Amtrak	171	DMW	20	HLD	18
Pennsylvanian - Pennsylvanian	42	Amtrak	427	SVS	92	PTI	65
	43	Amtrak	610	DSR	343	SMW	70
Silver Meteor - Silver Meteor	97	Amtrak	790	SVS	170	ENG	148
	98	Amtrak	509	PTI	170	CTI	54
	1098	Amtrak	752	PTI	663	CTI	88
Silver Star - Silver Star	91	Amtrak	572	ENG	105	PTI	103
	92	Amtrak	420	PTI	137	RTE	52
	1092	Amtrak	575	RTE	309	PTI	265
	1192	Amtrak	33	DCS	33		
Vermont - Vermonter	54	Amtrak	644	SYS	206	PTI	124
	55	Amtrak	517	PTI	141	CTI	87
	56	Amtrak	626	PTI	84	DET	76

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 2020 Q1			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Vermonter - Vermonter	57	Amtrak	356	ITI	127	ENG	73

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.

¹³ The “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>
	<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				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.
Train Delays	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.		✓		Annex 3 describes the rationale for the standards adopted in the Train Delay category.
	Train Delays—Off NEC				
	Amtrak-Responsible²² Delays per 10,000 Train-Miles	Route ¹⁵			Delays must be not more than 325 minutes per 10,000 Train-Miles.

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		✓	Information only. No standard proposed; presented as supplementary information.

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.