

**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 March, 2020  
(Second Quarter of Fiscal Year 2020)**



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

**Published May 2020**

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## Notes

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

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

Service	Current Period	Prior Period	Prior Report
	APR 18 - MAR 20	APR 17 - MAR 19	JAN 18 - DEC 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
Vermonteer	Not Available	Not Available	Not Available

***Long-Distance Routes***

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

*Excludes Capital Charges.*

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

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

Service	Current Period	Prior Period	Prior Report
	APR 18 - MAR 20	APR 17 - MAR 19	JAN 18 - DEC 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
Vermonteer	Not Available	Not Available	Not Available

***Long-Distance Routes***

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

*Excludes Capital Charges.*

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

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

Service	Current Period	Prior Period	Prior Report
	APR 18 - MAR 20	APR 17 - MAR 19	JAN 18 - DEC 19

***Acela Express***

Acela Express	186%	190%	193%
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***Other NEC Corridor Routes***

Keystone Service	83%	87%	86%
Northeast Regional (Boston - Washington)	137%	141%	141%
Newport News	117%	126%	123%
Lynchburg	138%	142%	140%
Norfolk	104%	113%	110%
Richmond	109%	118%	113%
New Haven - Springfield	77%	82%	79%

***Non-NEC Corridor Routes***

Capitol Corridor	85%	85%	87%
Carolinian	115%	117%	118%
Cascades	90%	85%	90%
Downeaster	87%	86%	97%
Empire Corridor			
Adirondack	92%	90%	92%
Empire Service	88%	88%	88%
Ethan Allen Express	85%	83%	87%
Maple Leaf	73%	71%	74%
Heartland Flyer	86%	86%	87%
Hiawatha	92%	102%	97%
Hoosier State	67%	68%	66%
Illinois			
Carl Sandburg / Illinois Zephyr	97%	105%	110%
Illini / Saluki	103%	104%	112%
Lincoln Service	101%	105%	108%
Michigan			
Blue Water	94%	87%	93%
Pere Marquette	98%	90%	95%
Wolverine	91%	88%	91%
Kansas City - St. Louis	100%	106%	105%
Pacific Surfliner	85%	84%	87%
Pennsylvanian	83%	81%	84%
Piedmont	88%	96%	91%
San Joaquins	87%	86%	87%
Vermonteer	101%	104%	102%

***Long-Distance Routes***

Auto Train	88%	87%	88%
California Zephyr	47%	50%	49%
Capitol Limited	42%	43%	43%
Cardinal	30%	32%	31%
City of New Orleans	42%	48%	44%
Coast Starlight	49%	49%	50%
Crescent	44%	44%	45%
Empire Builder	50%	52%	51%
Lake Shore Ltd	45%	45%	45%
Palmetto	75%	83%	79%
Silver Meteor	50%	51%	51%
Silver Star	49%	50%	50%
Southwest Chief	42%	45%	43%
Sunset Limited	25%	25%	26%
Texas Eagle	44%	44%	45%

*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
	APR 18 - MAR 20	APR 17 - MAR 19	JAN 18 - DEC 19

***Acela Express***

Acela Express	186%	190%	193%
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***Other NEC Corridor Routes***

Keystone Service	80%	79%	82%
Northeast Regional (Boston - Washington)	137%	141%	141%
Newport News	107%	118%	112%
Lynchburg	145%	146%	145%
Norfolk	100%	101%	110%
Richmond	88%	95%	92%
New Haven - Springfield	41%	43%	42%

***Non-NEC Corridor Routes***

Capitol Corridor	51%	50%	52%
Carolinian	91%	95%	93%
Cascades	58%	57%	59%
Downeaster	58%	55%	58%
Empire Corridor			
Adirondack	53%	52%	54%
Empire Service	55%	53%	57%
Ethan Allen Express	71%	69%	73%
Maple Leaf	80%	79%	82%
Heartland Flyer	29%	27%	29%
Hiawatha	86%	88%	89%
Hoosier State	18%	18%	17%
Illinois			
Carl Sandburg / Illinois Zephyr	33%	36%	35%
Illini / Saluki	43%	44%	44%
Lincoln Service	53%	53%	55%
Michigan			
Blue Water	53%	53%	54%
Pere Marquette	55%	51%	55%
Wolverine	70%	69%	72%
Kansas City - St. Louis	42%	43%	44%
Pacific Surfliner	60%	65%	64%
Pennsylvanian	68%	71%	70%
Piedmont	54%	55%	55%
San Joaquins	34%	38%	36%
Vermont	63%	65%	63%

***Long-Distance Routes***

Auto Train	88%	87%	88%
California Zephyr	47%	50%	49%
Capitol Limited	42%	43%	43%
Cardinal	30%	32%	31%
City of New Orleans	42%	48%	44%
Coast Starlight	49%	49%	50%
Crescent	44%	44%	45%
Empire Builder	50%	52%	51%
Lake Shore Ltd	45%	45%	45%
Palmetto	75%	83%	79%
Silver Meteor	50%	51%	51%
Silver Star	49%	50%	50%
Southwest Chief	42%	45%	43%
Sunset Limited	25%	25%	26%
Texas Eagle	44%	44%	45%

*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
	APR 18 - MAR 20	APR 17 - MAR 19	JAN 18 - DEC 19
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermont	Not Available	Not Available	Not Available
<b><i>Long-Distance Routes</i></b>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

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



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

Service	Current Period	Prior Period	Prior Report
	APR 18 - MAR 20	APR 17 - MAR 19	JAN 18 - DEC 19
<b><i>Acela Express</i></b>			
Acela Express	Not Available	Not Available	Not Available
<b><i>Other NEC Corridor Routes</i></b>			
Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available
<b><i>Non-NEC Corridor Routes</i></b>			
Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermonteer	Not Available	Not Available	Not Available
<b><i>Long-Distance Routes</i></b>			
Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

*Excludes Capital Charges.*

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

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

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>APR 18 - MAR 20</b>	<b>APR 17 - MAR 19</b>	<b>JAN 18 - DEC 19</b>

(\$0.002)	(\$0.012)	\$0.004
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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*

<b>Current Period</b>	<b>Prior Period</b>	<b>Prior Report</b>
<b>APR 18 - MAR 20</b>	<b>APR 17 - MAR 19</b>	<b>JAN 18 - DEC 19</b>

(\$0.040)	(\$0.049)	(\$0.034)
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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
	APR 18 - MAR 20	APR 17 - MAR 19	JAN 18 - DEC 19

***Acela Express***

Acela Express	190	189	191
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***Other NEC Corridor Routes***

Keystone Service	165	161	165
Northeast Regional (Boston - Washington)	249	246	252
Newport News	237	255	242
Lynchburg	307	337	327
Norfolk	198	185	202
Richmond	178	182	181
New Haven - Springfield	99	91	98

***Non-NEC Corridor Routes***

Capitol Corridor	100	98	101
Carolinian	198	217	205
Cascades	135	138	137
Downeaster	90	93	91
Empire Corridor			
Adirondack	187	188	187
Empire Service	127	126	128
Ethan Allen Express	149	143	150
Maple Leaf	119	119	121
Heartland Flyer	78	81	80
Hiawatha	163	160	164
Hoosier State	55	54	54
Illinois			
Carl Sandburg / Illinois Zephyr	81	84	83
Illini / Saluki	100	99	101
Lincoln Service	139	135	139
Michigan			
Blue Water	150	157	155
Pere Marquette	111	112	112
Wolverine	159	156	161
Kansas City - St. Louis	76	80	78
Pacific Surfliner	141	152	146
Pennsylvanian	197	201	198
Piedmont	65	66	66
San Joaquins	93	98	96
Vermont	146	147	147

***Long-Distance Routes***

Auto Train	326	332	328
California Zephyr	158	168	162
Capitol Limited	162	174	166
Cardinal	104	113	107
City of New Orleans	135	150	140
Coast Starlight	193	204	198
Crescent	130	134	133
Empire Builder	159	169	163
Lake Shore Ltd	181	196	185
Palmetto	148	166	153
Silver Meteor	190	198	195
Silver Star	153	161	156
Southwest Chief	160	171	164
Sunset Limited	116	123	119
Texas Eagle	153	166	157

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

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

Service	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	Test #2 End Point OTP for FY 2020 Q2	Test #3 All Stations OTP for FY 2020 Q2
<b><i>Acela Express</i></b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	-3.5	90.3%	92.3%
<b><i>Other NEC Corridor Routes</i></b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>85.0%</b>	<b>85.0%</b>
Keystone	-1.4	93.5%	95.3%
Total Northeast Regional	-2.1	90.5%	92.3%
All Other Northeast Regional	-1.8	92.4%	93.7%
Richmond / Newport News / Norfolk	-0.4	85.3%	90.2%
Roanoke	-8.2	71.4%	87.1%
Springfield Shuttles	3.4	94.5%	95.2%
<b><i>Non-NEC Corridor Routes</i></b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor	1.6	86.5%	87.6%
Carolinian	-0.4	88.5%	84.4%
Cascades	-0.8	68.2%	68.7%
Downeaster	-2.6	85.4%	94.5%
Empire	2.7	90.2%	85.3%
Adirondack	2.1	77.6%	77.5%
Ethan Allen Express	4.9	95.6%	94.1%
Maple Leaf	3.7	85.9%	76.9%
New York - Albany	2.4	95.5%	95.7%
New York - Niagara Falls	2.1	79.7%	77.8%
Heartland Flyer	1.8	57.1%	73.1%
Hiawatha	-0.2	90.7%	96.1%
Illinois	2.0	88.8%	80.9%
Carl Sandburg / Illinois Zephyr	1.1	93.0%	92.7%
Illini / Saluki	-0.5	82.9%	61.4%
Lincoln Service	3.3	89.6%	85.6%
Michigan	4.3	62.2%	66.2%
Blue Water	7.0	72.4%	78.4%

**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 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non-NEC Corridor Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pere Marquette	3.1	75.0%	82.1%
Wolverine	3.5	54.4%	60.9%
Missouri	4.5	72.0%	73.1%
Pacific Surfliner	-2.5	86.6%	87.6%
Pennsylvanian	-0.7	89.1%	82.8%
Piedmont	0.1	75.8%	87.8%
Vermont	3.7	95.6%	90.4%
San Joaquins	-2.1	80.9%	82.9%
<b>Long Distance Routes</b>			
<b>Standard</b>	<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train	-0.3	70.5%	73.1%
California Zephyr	2.2	68.5%	53.9%
Capitol Ltd	0.0	65.4%	54.4%
Cardinal	1.4	72.7%	71.8%
Coast Starlight	0.8	75.8%	64.7%
Crescent	-1.7	24.2%	35.1%
Empire Builder	-0.1	75.4%	64.1%
Lake Shore Ltd	1.0	85.3%	75.1%
Palmetto	-0.5	77.5%	71.6%
Silver Meteor	0.6	79.1%	70.2%
Silver Star	0.2	75.3%	66.1%
Southwest Chief	-1.0	77.5%	65.1%
Sunset Ltd	1.1	19.2%	16.4%
Texas Eagle	1.8	43.4%	37.9%
City Of New Orleans	1.2	96.7%	79.6%

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

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

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

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

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

Service	Host Railroad	Total Delay	FY 2020 Q2 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Acela Express</b>								
Acela Express	MNRR	1,506	DSR	719	CTI	609	56	
<b>Other NEC Corridor Routes</b>								
Northeast Regional	Springfield Shuttles	MADOT	970	DSR	687	FTI	166	36
	Roanoke	MNRR	2,212	DSR	1,385	CTI	495	56
		NS	761	FTI	573	DCS	51	216
	Richmond / Newport News / Norfolk	CSX	1,024	FTI	256	RTE	228	189
		MNRR	1,951	DSR	891	CTI	807	56
		NS	1,003	DSR	622	RTE	135	81
	All Other Northeast Regional	MNRR	1,797	DSR	859	CTI	743	56
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	UP	650	PTI	256	DSR	121	168
Carolinian	Carolinian	CSX	1,311	PTI	356	FTI	311	295
		NS	744	PTI	307	DSR	178	202
Cascades	Cascades	BNSF	1,265	DSR	380	FTI	361	343
		UP	1,455	FTI	532	DSR	500	125
Downeaster	Downeaster	MBTA	942	CTI	484	DSR	182	38
		PanAm	819	PTI	278	DSR	239	77
Empire	Adirondack	Amtrak	3	RTE	1	DCS	1	104
		CN	3,640	DSR	1,856	RTE	618	49
		CP	881	PTI	430	FTI	292	178
		MNRR	468	CTI	272	RTE	79	64
	Ethan Allen Express	Amtrak	105	PTI	89	RTE	13	104
		CP	709	PTI	218	DCS	209	60
		MNRR	899	CTI	454	RTE	248	64
		VTR	175	DCS	116	DSR	54	24
	Maple Leaf	CSX	1,003	FTI	369	RTE	309	298
		MNRR	548	CTI	371	RTE	117	64
	New York - Albany	MNRR	702	CTI	456	RTE	153	64

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

Service	Host Railroad	Total Delay	FY 2020 Q2 Largest Two Delay Codes				Route Miles	
			#1	#2				
<b>Standard</b>		<b>900</b>						
<b>Non-NEC Corridor Routes</b>								
	New York - Niagara Falls	Amtrak	3	DMW	1	PTI	1	109
		CSX	969	FTI	359	RTE	356	296
		MNRR	1,046	CTI	596	DMW	229	64
Heartland Flyer	Heartland Flyer	BNSF	1,777	DSR	955	FTI	588	238
Hiawatha	Hiawatha	CP	286	FTI	103	DCS	98	53
		Metra	1,375	CTI	951	DCS	120	29
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	443	FTI	142	DSR	116	257
	Illini / Saluki	CN	906	DCS	522	PTI	148	306
	Lincoln Service	CN	1,396	FTI	844	DCS	246	37
		UP	733	FTI	287	PTI	272	231
Michigan	Blue Water	Amtrak	389	PTI	158	DMW	82	99
		CN	585	FTI	395	DCS	55	159
		MIDOT	313	PTI	199	DCS	98	22
		NS	3,409	FTI	2,501	DMW	311	39
	Pere Marquette	CSX	191	DSR	63	DCS	51	135
		NS	2,970	FTI	1,818	PTI	629	39
	Wolverine	Amtrak	453	PTI	237	DCS	79	99
		CN	2,211	DSR	1,028	FTI	421	27
		MIDOT	480	PTI	374	DCS	52	134
		NS	3,304	FTI	2,501	DCS	236	39
Missouri	Missouri	UP	1,252	FTI	699	DSR	224	271
Pacific Surfliner	Pacific Surfliner	BNSF	845	DCS	228	CTI	221	22
		SCRRA	825	PTI	318	CTI	291	95
		SDNRR	1,382	PTI	600	CTI	558	60
		UP	1,171	PTI	590	DCS	249	174
Pennsylvanian	Pennsylvanian	NS	921	FTI	655	RTE	143	249
Piedmont	Piedmont	NS	636	DSR	188	FTI	164	173
San Joaquins	San Joaquins	BNSF	982	PTI	383	FTI	325	284
		UP	1,331	PTI	421	DSR	332	88
Vermont	Vermont	MADOT	1,035	DSR	855	FTI	122	50



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

Service	Host Railroad	Total Delay	FY 2020 Q2 Largest Two Delay Codes				Route Miles
			#1	#2			
<b>Standard</b>		<b>900</b>					
<b>Non-NEC Corridor Routes</b>							
	MNRR	2,072	DSR	911	CTI	792	56
	NECR	921	DSR	881	DCS	20	238
<b>Long-Distance Routes</b>							
Auto Train	CSX	1,096	FTI	481	PTI	243	898
	FR	5,182	DTR	1,920	DSR	1,742	16
California Zephyr	BNSF	763	DSR	316	FTI	177	1027
	UP	759	FTI	282	DCS	149	1431
Capitol Ltd	CSX	556	RTE	199	DSR	165	307
	NS	1,768	FTI	1,244	PTI	242	481
Cardinal	BBrRR	920	PTI	530	FTI	242	132
	CSX	701	FTI	341	DSR	139	698
	NS	1,366	FTI	361	DCS	319	79
City Of New Orleans	CN	714	DSR	239	FTI	208	930
Coast Starlight	BNSF	613	FTI	189	DSR	136	186
	SCRRA	1,980	PTI	1,135	CTI	547	48
	UP	1,203	FTI	425	PTI	314	1159
Crescent	NS	1,862	FTI	1,116	DSR	245	1141
Empire Builder	BNSF	683	FTI	416	DSR	132	2147
	CP	567	FTI	343	DCS	68	384
	Metra	958	CTI	667	DCS	101	29
Lake Shore Ltd	CSX	694	FTI	296	RTE	139	741
	MBTA	3,745	CTI	2,988	DCS	405	64
	MNRR	765	CTI	505	RTE	78	64
	NS	1,741	FTI	1,253	PTI	247	339
Palmetto	CSX	950	FTI	383	PTI	196	659
Silver Meteor	CSX	682	FTI	283	DSR	139	1152
	Fla DOT	678	CTI	362	DSR	140	68
	FR	1,359	DCS	473	CTI	379	61
Silver Star	CSX	765	FTI	238	PTI	193	1209
	Fla DOT	741	CTI	496	DCS	118	68
	FR	1,180	DCS	423	CTI	302	61
	NS	418	DSR	197	DCS	103	28
Southwest Chief	BNSF	534	FTI	198	DSR	120	2198
	NMDOT	675	CTI	197	DCS	168	80
Sunset Ltd	BNSF	1,795	DSR	901	FTI	492	190
	UP	2,176	FTI	1,365	DSR	315	1784
Texas Eagle	BNSF	1,884	DSR	988	FTI	657	126
	CN	2,396	FTI	1,619	DCS	445	37
	TRE	2,116	CTI	1,241	DTR	475	33

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

Service	Host Railroad	Total Delay	FY 2020 Q2 Largest Two Delay Codes				Route Miles
			#1	#2			
<b>Standard</b>		900					
<b>Long-Distance Routes</b>							
	UP	1,958	FTI	871	DSR	689	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 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>					
Acela Express	109	OTH	31	HLD	24
<b>Other NEC Corridor Routes - Amtrak Responsible</b>					
Northeast Regional	269	OTH	82	HLD	57
Richmond / Newport News / Norfolk	249	OTH	67	HLD	47
All Other Northeast Regional	202	HLD	58	OTH	46
Roanoke	256	HLD	88	SYS	70
Springfield Shuttles	917	OTH	651	SYS	104
<b>Non NEC Corridor Routes - Amtrak Responsible</b>					
Capitol Corridor	363	SYS	86	HLD	73
Carolinian	232	SYS	73	SVS	41
Cascades	279	SYS	84	ENG	70
Downeaster	110	HLD	28	ITI	24
Empire	261	SYS	109	HLD	55
Adirondack	204	HLD	71	OTH	70
Ethan Allen Express	215	OTH	102	HLD	50
Maple Leaf	444	SYS	222	HLD	86
New York - Albany	68	HLD	28	ENG	14
New York - Niagara Falls	300	SYS	144	HLD	49
Heartland Flyer	171	SYS	47	ADA	43
Hiawatha	485	OTH	308	SYS	58
Illinois	214	OTH	55	SYS	52
Carl Sandburg / Illinois Zephyr	196	ENG	93	SYS	26
Illini / Saluki	333	OTH	141	SYS	79
Lincoln Service	157	SYS	50	OTH	27
Michigan	784	OTH	251	SYS	243
Blue Water	706	SYS	193	OTH	129
Pere Marquette	444	SYS	214	OTH	130
Wolverine	905	OTH	331	SYS	271
Missouri	231	ITI	67	SYS	53

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

Service	Total Delay	FY 2020 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
<b>Standard</b>	<b>325</b>				
Pacific Surfliner	416	SYS	139	HLD	68
Pennsylvanian	252	OTH	81	ENG	66
Piedmont	312	SYS	159	ADA	54
San Joaquins	251	SYS	72	ADA	35
Vermonter	375	OTH	246	ENG	41
<b>Long Distance Routes - Amtrak Responsible</b>					
Auto Train	504	ITI	172	SVS	128
California Zephyr	405	SVS	121	SYS	95
Capitol Ltd	213	SYS	69	ENG	39
Cardinal	484	SYS	137	OTH	119
City Of New Orleans	256	OTH	73	SYS	59
Coast Starlight	416	SYS	119	OTH	99
Crescent	451	SYS	223	SVS	64
Empire Builder	364	SYS	89	SVS	60
Lake Shore Ltd	202	SYS	70	ENG	48
Palmetto	248	SYS	55	ENG	51
Silver Meteor	330	SYS	124	SVS	62
Silver Star	365	SYS	138	SVS	73
Southwest Chief	278	SVS	73	ENG	66
Sunset Ltd	563	SYS	170	OTH	105
Texas Eagle	609	SYS	194	SVS	108

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 Q2				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<b><i>Acela Express</i></b>							
<b><i>Standard</i></b>		<b>265</b>					
Acela Express	Amtrak	208	ENG	28	SMW	26	401
<b><i>Other Services</i></b>							
<b><i>Standard</i></b>		<b>475</b>					
Keystone	Amtrak	324	DSR	107	CTI	52	195
Cardinal	Amtrak	432	ITI	88	ENG	84	226
Carolinian	Amtrak	245	SMW	44	PTI	40	226
Crescent	Amtrak	410	ITI	94	PTI	55	226
Northeast Regional	Amtrak	282	ENG	39	PTI	32	463
Springfield Shuttles	Amtrak	820	DSR	184	CON	122	463
Roanoke	Amtrak	273	PTI	55	ENG	38	463
Richmond / Newport News / Norfolk	Amtrak	291	PTI	37	ENG	36	463
All Other Northeast Regional	Amtrak	228	ENG	39	CTI	30	463
Palmetto	Amtrak	166	PTI	39	CTI	17	226
Pennsylvanian	Amtrak	423	DSR	140	ENG	111	195
Silver Meteor	Amtrak	417	PTI	81	ENG	54	226
Silver Star	Amtrak	357	DCS	49	PTI	46	226
Vermonter	Amtrak	379	PTI	75	SYS	47	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	2nd Quarter FY 2020					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

<b>2010 Standard</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>80</b>
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**Acela Express**

Acela Express	<b>78</b>	84	79	80	67	60
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**Other NEC Corridor Routes**

Northeast Regional (Boston - Washington)	82	87	76	84	70	71
Newport News <sup>b</sup>	83	80	74	78	69	67
Norfolk <sup>c</sup>	88	91	73	88	73	77
Richmond <sup>d</sup>	86	93	75	88	74	71
Lynchburg <sup>e</sup>	83	90	74	83	67	62
Keystone Service	89	86	75	85	70	0
New Haven - Springfield	86	93	82	84	71	74

**Non-NEC Corridor Routes**

Capitol Corridor	85	89	81	87	71	64
Carolinian	83	91	80	82	74	72
Cascades	79	90	76	75	66	65
Downeaster	90	93	86	88	85	86
Empire Corridor						
Adirondack	75	83	68	75	61	59
Ethan Allen Express	89	92	82	87	83	92
Maple Leaf	80	90	77	77	63	65
New York - Albany <sup>f</sup>	80	93	78	80	70	0
Heartland Flyer	91	93	88	89	80	79
Hiawatha	93	94	85	86	78	0
Hoosier State	N/A	N/A	N/A	N/A	N/A	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	92	87	84	85	82	76
Illini / Saluki	81	90	77	81	77	84
Lincoln Service	90	92	84	84	73	76
Michigan						
Blue Water	76	88	74	76	68	71
Pere Marquette	88	96	84	88	80	81
Wolverine	65	82	68	70	63	60
Kansas City - St. Louis	80	88	80	80	62	0
Pacific Surfliner	86	87	80	85	74	67
Pennsylvanian	86	87	78	81	62	70
Piedmont	90	96	87	90	89	
San Joaquins	80	82	76	78	64	64
Vermont	85	89	75	82	70	65

**Long-Distance Routes**

Auto Train	69	87	79	65	74	58
California Zephyr	80	88	73	83	58	70
Capitol Limited	79	85	75	75	68	58
Cardinal	76	83	73	81	64	58
City of New Orleans	81	85	80	77	72	63
Coast Starlight	81	82	73	82	66	66
Crescent	72	79	63	76	64	58
Empire Builder	77	82	72	74	59	66
Lake Shore Ltd	83	88	75	75	66	63
Palmetto	83	86	77	82	68	73
Silver Meteor	78	86	74	80	67	60
Silver Star	77	82	73	80	63	58
Southwest Chief	83	87	78	77	62	76
Sunset Limited	65	82	66	77	64	69
Texas Eagle	79	83	75	80	60	76

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

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

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

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

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

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

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

Service	2nd Quarter FY 2020		
	Service Interruptions	Train - Miles	Ratio

***Acela Express***

Acela Express	21	75	0.28
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***Other NEC Corridor Routes***

Keystone Service	12	29	0.41
Total Northeast Regional	51	132	0.39
Richmond / Newport News <sup>b</sup>	15	39	0.38
Lynchburg <sup>c</sup>	5	11	0.46
All Other Northeast Regional	31	82	0.38

***Non-NEC Corridor Routes***

Capitol Corridor	18	29	0.62
Carolinian	1	13	0.08
Cascades	18	19	0.97
Downeaster	2	12	0.17
Empire Corridor	13	50	0.26
Adirondack	0	6	0.00
Ethan Allen Express	0	4	0.00
Maple Leaf	2	8	0.24
New York - Albany <sup>d</sup>	7	15	0.45
New York - Niagara Falls	4	17	0.24
Heartland Flyer	1	4	0.27
Hiawatha	7	9	0.74
Hoosier State	0	0	N/A
Illinois	18	39	0.47
Carl Sandburg / Illinois Zephyr	4	9	0.45
Illini / Saluki	7	10	0.67
Lincoln Service	7	19	0.36
Michigan	32	24	1.36
Blue Water	9	6	1.57
Pere Marquette	3	3	1.10
Wolverine	20	15	1.33
Kansas City - St. Louis	4	10	0.41
Pacific Surfliner	16	40	0.40
Pennsylvanian	7	7	1.02
Piedmont	0	7	0.00
San Joaquins	19	38	0.50
Vermont	2	11	0.19

***Long-Distance Routes***

Auto Train	3	16	0.19
California Zephyr	24	44	0.55
Capitol Limited	8	14	0.56
Cardinal	5	9	0.57
City of New Orleans	4	17	0.24
Coast Starlight	9	25	0.36
Crescent	10	23	0.43
Empire Builder	23	45	0.52
Lake Shore Ltd	7	21	0.34
Palmetto	4	15	0.27
Silver Meteor	14	26	0.54
Silver Star	7	27	0.26
Southwest Chief	15	42	0.36
Sunset Limited	6	15	0.39
Texas Eagle	19	23	0.81

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

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

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

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

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

Service	2nd Quarter FY 2020	
	Food-Related	Train-Related

***Amtrak Premium***

Acela Express	0.01	1.34
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***Amtrak Corridor***

Keystone	0.00	2.76
Northeast Regional	0.01	1.32

***Short Distance***

Capitols	0.05	5.08
Carolinian	0.02	5.44
Cascades	0.01	0.67
Downeaster	0.00	1.26
Empire Corridor		
Adirondack	0.07	7.80
Empire Service	0.00	0.67
Ethan Allen Express	0.00	1.43
Maple Leaf	0.04	12.91
Heartland Flyer	0.00	0.40
Hiawatha	0.00	0.00
Hoosier State	0.00	0.00
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.70
Illini / Saluki	0.00	1.24
Lincoln Service	0.12	3.58
Michigan		
Blue Water	0.00	0.39
Pere Marquette	0.00	1.14
Wolverine	0.01	2.12
Kansas City - St. Louis	0.00	1.00
Pacific Surfliner	0.06	2.04
Pennsylvanian	0.00	1.49
Piedmont	0.02	1.58
San Joaquins	0.00	4.30
Vermont	0.05	6.40

***Long Distance***

Auto Train	0.15	10.57
California Zephyr	1.03	7.05
Capitol Limited	0.81	15.92
Cardinal	0.25	5.04
City of New Orleans	0.34	8.55
Coast Starlight	1.12	25.84
Crescent	0.37	15.84
Empire Builder	0.35	6.35
Lake Shore Ltd	0.09	6.10
Palmetto	9.99	21.40
Silver Meteor	0.43	9.52
Silver Star	0.37	13.23
Southwest Chief	0.70	35.35
Sunset Limited	0.50	20.58
Texas Eagle	1.41	13.83

*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	2nd Quarter FY 2020						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
<b>Amtrak System</b>	<b>222</b>	<b>22</b>	<b>9</b>	<b>71</b>	<b>851</b>	<b>1,175</b>	
<b>Amtrak Premium</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>10</b>	
Acela Express	5	0	0	3	2	10	
<b>Amtrak Corridor</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>11</b>	<b>19</b>	
Keystone	0	0	0	0	0	0	
Northeast Regional	3	1	1	3	11	19	
<b>Short Distance</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>14</b>	<b>34</b>	
Capitol	1	0	0	0	0	1	
Carolinian	1	0	1	0	1	3	
Cascades	0	0	0	1	1	2	
Downeaster	0	0	0	0	1	1	
Empire Corridor	1	0	0	2	2	5	
Adirondack	0	0	0	0	1	1	
Empire Service	0	0	0	0	0	0	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	1	0	0	2	1	4	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	0	0	0	0	0	
Hoosier State	0	0	0	0	0	0	
Illinois	0	0	0	0	0	0	
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0	
Illini / Saluki	0	0	0	0	0	0	
Lincoln Service	0	0	0	0	0	0	
Michigan	2	1	0	1	3	7	
Blue Water	1	0	0	1	0	2	
Pere Marquette	0	0	0	0	0	0	
Wolverine	1	1	0	0	3	5	
Kansas City - St. Louis	1	0	0	0	0	1	
Pacific Surfliner	1	0	0	2	5	8	
Pennsylvanian	2	0	0	1	0	3	
Piedmont	0	0	0	0	0	0	
San Joaquins	2	0	0	0	1	3	
Vermont	0	0	0	0	0	0	
<b>Long Distance</b>	<b>203</b>	<b>20</b>	<b>7</b>	<b>58</b>	<b>824</b>	<b>1,112</b>	
Auto Train	77	2	1	18	116	214	
California Zephyr	4	1	0	2	7	14	
Capitol Limited	11	1	0	1	22	35	
Cardinal	4	0	0	4	5	13	
City of New Orleans	1	0	0	1	8	10	
Coast Starlight	7	2	0	5	12	26	
Crescent	17	0	1	3	29	50	
Empire Builder	10	4	0	0	14	28	
Lake Shore Ltd	4	1	1	3	12	21	
Palmetto	3	0	0	2	0	5	
Silver Meteor	34	0	1	9	556	600	
Silver Star	12	2	1	3	14	32	
Southwest Chief	5	3	1	3	10	22	
Sunset Limited	4	1	0	3	4	12	
Texas Eagle	10	3	1	1	15	30	

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	2nd Quarter FY 2020						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
<b>Amtrak System</b>	<b>338</b>	<b>67</b>	<b>1,658</b>	<b>874</b>	<b>784</b>	<b>3,721</b>	
<b>Amtrak Premium</b>	<b>12</b>	<b>4</b>	<b>23</b>	<b>42</b>	<b>30</b>	<b>111</b>	
Acela Express	12	4	23	42	30	111	
<b>Amtrak Corridor</b>	<b>84</b>	<b>12</b>	<b>110</b>	<b>169</b>	<b>144</b>	<b>519</b>	
Keystone	10	2	9	11	17	49	
Northeast Regional	74	10	101	158	127	470	
<b>Short Distance</b>	<b>76</b>	<b>16</b>	<b>285</b>	<b>190</b>	<b>194</b>	<b>761</b>	
Capitols	1	0	5	6	13	25	
Carolinian	4	1	25	13	14	57	
Cascades	6	0	31	8	7	52	
Downeaster	2	2	5	8	3	20	
Empire Corridor	6	2	23	17	16	64	
Adirondack	2	1	2	2	2	9	
Empire Service	3	1	14	8	12	38	
Ethan Allen Express	1	0	3	1	0	5	
Maple Leaf	0	0	4	6	2	12	
Heartland Flyer	1	0	6	2	1	10	
Hiawatha	0	0	2	4	9	15	
Hoosier State	0	0	0	0	0	0	
Illinois	3	1	46	29	18	97	
Carl Sandburg / Illinois Zephyr	0	0	6	2	2	10	
Illini / Saluki	1	0	4	4	3	12	
Lincoln Service	2	1	36	23	13	75	
Michigan	18	1	38	22	18	97	
Blue Water	5	0	11	4	7	27	
Pere Marquette	1	0	4	0	0	5	
Wolverine	12	1	23	18	11	65	
Kansas City - St. Louis	6	2	9	8	7	32	
Pacific Surfliner	15	5	59	42	47	168	
Pennsylvanian	2	0	10	4	5	21	
Piedmont	2	0	4	2	1	9	
San Joaquins	7	1	8	16	17	49	
Vermont	3	1	14	9	18	45	
<b>Long Distance</b>	<b>166</b>	<b>35</b>	<b>1,240</b>	<b>473</b>	<b>416</b>	<b>2,330</b>	
Auto Train	31	3	109	15	28	186	
California Zephyr	7	2	217	33	34	293	
Capitol Limited	6	0	47	13	7	73	
Cardinal	6	1	16	19	4	46	
City of New Orleans	5	2	38	17	15	77	
Coast Starlight	10	4	69	56	45	184	
Crescent	18	3	37	41	28	127	
Empire Builder	11	3	194	33	33	274	
Lake Shore Ltd	6	1	131	24	11	173	
Palmetto	6	0	18	31	22	77	
Silver Meteor	14	5	106	40	49	214	
Silver Star	9	2	82	39	28	160	
Southwest Chief	12	4	62	22	36	136	
Sunset Limited	4	1	27	22	17	71	
Texas Eagle	21	4	87	68	59	239	

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	2nd Quarter FY 2020					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
<b>Amtrak System</b>	<b>361</b>	<b>562</b>	<b>201</b>	<b>1,014</b>	<b>582</b>	<b>2,720</b>
<b>Amtrak Premium</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>40</b>	<b>2</b>	<b>50</b>
Acela Express	3	2	3	40	2	50
<b>Amtrak Corridor</b>	<b>16</b>	<b>103</b>	<b>8</b>	<b>100</b>	<b>27</b>	<b>254</b>
Keystone	1	10	1	11	1	24
Northeast Regional	15	93	7	89	26	230
<b>Short Distance</b>	<b>44</b>	<b>133</b>	<b>31</b>	<b>133</b>	<b>76</b>	<b>417</b>
Capitol	0	0	0	5	1	6
Carolinian	2	8	4	14	6	34
Cascades	3	4	3	13	10	33
Downeaster	0	1	0	1	1	3
Empire Corridor	6	34	6	21	12	79
Adirondack	0	5	0	4	4	13
Empire Service	4	21	2	13	6	46
Ethan Allen Express	0	1	0	1	0	2
Maple Leaf	2	7	4	3	2	18
Heartland Flyer	0	0	0	1	0	1
Hiawatha	0	2	0	2	1	5
Hoosier State	0	0	0	0	0	0
Illinois	7	31	4	19	7	68
Carl Sandburg / Illinois Zephyr	1	1	1	1	0	4
Illini / Saluki	5	5	1	7	3	21
Lincoln Service	1	25	2	11	4	43
Michigan	7	31	3	19	13	73
Blue Water	2	7	1	7	4	21
Pere Marquette	1	0	0	1	0	2
Wolverine	4	24	2	11	9	50
Kansas City - St. Louis	3	5	1	5	3	17
Pacific Surfliner	14	3	2	12	4	35
Pennsylvanian	1	5	3	8	8	25
Piedmont	0	1	0	1	0	2
San Joaquins	1	3	4	4	8	20
Vermont	0	5	1	8	2	16
<b>Long Distance</b>	<b>298</b>	<b>324</b>	<b>159</b>	<b>741</b>	<b>477</b>	<b>1,999</b>
Auto Train	51	26	15	56	38	186
California Zephyr	16	27	8	279	60	390
Capitol Limited	9	9	2	5	4	29
Cardinal	8	9	5	15	17	54
City of New Orleans	14	23	2	18	11	68
Coast Starlight	21	13	10	27	29	100
Crescent	8	23	14	48	43	136
Empire Builder	35	21	19	40	37	152
Lake Shore Ltd	22	36	7	45	29	139
Palmetto	9	24	3	28	18	82
Silver Meteor	25	35	12	49	46	167
Silver Star	22	30	18	42	33	145
Southwest Chief	20	16	13	39	42	130
Sunset Limited	13	4	6	16	22	61
Texas Eagle	25	28	25	34	48	160

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

**TABLE 16:  
STATION-RELATED COMPLAINTS**  
Number of Complaints Received

<b>2nd Quarter FY 2020</b>
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<b>Amtrak System</b>	<b>1510</b>
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**Division**

Boston	79
California	249
Central	105
Empire	225
New York	0
Southeast	233
Southwest	247
Northwest	62
Washington	310

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

**TABLE 17:  
PUBLIC BENEFITS**

	<b>FY 2018</b>	<b>FY 2019</b>
<b>Connectivity</b>	<b>17.4%</b>	<b>16.4%</b>
- Percent of passengers traveling on long distance routes connecting to or from other train routes		
<b>Availability of Other Modes</b>	<b>5.2%</b>	<b>5.0%</b>
- Percent of passengers, system-wide, traveling to or from underserved communities		

**TABLE 18:  
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:  
AMTRAK DELAY CODE DEFINITIONS**

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

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

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

**TABLE 20:  
HOST RAILROAD CODE DEFINITIONS**

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



## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2100	-4.0	84.0%	91.4%
	2103	-3.5	88.0%	93.0%
	2104	-4.1	92.0%	96.3%
	2107	-5.3	96.0%	97.4%
	2109	-3.5	100.0%	99.7%
	2110	-5.2	88.0%	95.4%
	2117	-3.9	88.0%	92.8%
	2119	-4.0	89.8%	89.7%
	2121	-5.3	98.0%	98.9%
	2122	-3.4	94.0%	96.0%
	2124	-4.0	84.0%	89.7%
	2126	-3.1	88.0%	93.3%
	2128	NA	89.6%	93.2%
	2150	-1.3	88.0%	91.7%
	2151	-2.9	82.0%	87.3%
	2153	-3.8	100.0%	98.5%
	2154	-2.4	78.0%	86.2%
	2155	-2.2	96.0%	94.2%
	2158	-3.2	90.0%	93.5%
	2159	-3.1	90.0%	93.2%
	2160	-3.7	90.0%	91.5%
	2163	-4.6	92.0%	96.2%
	2164	-2.1	92.0%	95.7%
	2165	-2.3	88.0%	93.5%
	2166	-2.8	90.0%	96.0%
	2167	-3.7	82.0%	90.0%
	2168	-3.2	92.0%	92.5%
	2170	-3.2	86.0%	89.5%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2171	-3.3	86.0%	89.7%
	2172	-3.7	90.0%	86.7%
	2173	-3.5	82.0%	88.8%
	2175	NA	85.4%	89.3%
	2190	-1.9	92.0%	94.0%
	2193	-0.1	100.0%	100.0%
	2203	-3.0	100.0%	92.0%
	2205	-5.2	91.7%	97.9%
	2208	-4.5	69.2%	69.6%
	2213	-4.6	100.0%	100.0%
	2215	-2.2	100.0%	94.8%
	2218	NA	94.7%	96.7%
	2222	-5.7	100.0%	97.9%
	2224	-5.6	100.0%	100.0%
	2228	-1.5	100.0%	100.0%
	2248	-5.1	90.9%	85.1%
	2249	-0.6	92.3%	87.2%
	2250	-1.8	78.6%	83.7%
	2251	0.9	100.0%	92.9%
	2252	-2.9	96.0%	87.4%
	2253	-0.8	96.0%	93.4%
	2254	-2.0	96.0%	93.4%
	2255	-1.5	93.5%	92.4%
	2256	-2.8	100.0%	92.9%
	2257	-1.9	100.0%	96.4%
	2258	-2.9	66.7%	75.3%
	2259	-1.6	100.0%	99.4%
	2260	NA	100.0%	94.0%

## 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 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Acela Express</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>90.0%</b>	<b>90.0%</b>
Acela Express	2261	NA	83.3%	87.5%
	2275	NA	100.0%	96.5%
	2290	-5.6	84.2%	89.5%
	2401	NA	97.8%	98.9%
	2402	NA	90.9%	95.5%
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Springfield Shuttles	400	NA	100.0%	97.4%
	405	6.2	100.0%	99.4%
	432	NA	100.0%	100.0%
	450	6.8	97.4%	97.4%
	460	5.7	94.9%	94.9%
	461	NA	100.0%	97.6%
	463	7.4	100.0%	100.0%
	464	5.0	82.1%	90.6%
	465	NA	91.7%	92.6%
	467	9.3	100.0%	100.0%
	470	4.8	88.5%	94.0%
	471	NA	100.0%	100.0%
	473	NA	98.1%	98.5%
	474	NA	96.2%	97.2%
	475	7.6	92.3%	97.4%
	476	3.1	75.0%	80.6%
	478	-4.4	90.0%	91.6%
	479	5.4	88.0%	90.4%
	488	1.3	100.0%	95.7%
	490	5.3	100.0%	99.8%
	494	0.6	94.2%	88.6%
	495	-0.7	98.0%	98.5%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - Springfield Shuttles	497	5.7	100.0%	93.5%
	499	NA	97.4%	99.4%
Northeast Regional - Roanoke	145	0.9	66.7%	94.3%
	147	-2.4	63.0%	90.2%
	156	-15.5	92.3%	91.2%
	171	-10.0	40.4%	83.9%
	176	-8.2	92.3%	86.2%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	76.7%	89.1%
	66	1.6	95.1%	87.7%
	67	-0.1	76.5%	88.9%
	82	-0.2	84.6%	85.9%
	84	-2.7	80.0%	88.4%
	85	-0.5	86.0%	93.3%
	86	0.6	84.0%	87.8%
	87	1.5	89.7%	92.3%
	88	-1.1	92.3%	92.1%
	93	-1.2	76.0%	88.9%
	94	2.0	92.3%	89.7%
	95	3.5	82.7%	91.9%
	96	NA	100.0%	89.9%
	99	0.3	82.1%	86.8%
	125	-18.6	75.0%	94.7%
	157	-21.2	83.3%	94.2%
	164	-4.1	92.3%	91.8%
	174	-9.3	94.2%	92.7%
	194	-0.9	88.9%	88.4%
	195	0.0	76.9%	92.4%
Northeast Regional - All Other Northeast Regional	111	-4.2	96.0%	98.2%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	121	0.6	100.0%	100.0%
	122	NA	81.8%	73.9%
	123	NA	100.0%	100.0%
	124	NA	100.0%	92.6%
	126	NA	100.0%	100.0%
	127	-3.0	96.9%	98.0%
	129	-2.7	94.0%	96.3%
	130	-2.3	92.0%	94.8%
	131	-4.1	100.0%	92.3%
	132	NA	100.0%	99.7%
	133	-2.6	81.8%	88.2%
	134	-1.5	86.4%	95.5%
	135	-0.4	100.0%	96.2%
	136	1.8	45.5%	79.2%
	137	-2.8	90.0%	94.7%
	138	-1.4	90.4%	95.9%
	139	NA	100.0%	100.0%
	140	1.4	79.5%	95.1%
	141	1.3	94.2%	94.4%
	143	-0.2	96.0%	85.4%
	146	1.2	61.5%	76.6%
	148	-0.7	90.4%	94.4%
	149	NA	100.0%	98.9%
	150	-0.7	88.0%	88.3%
	151	-0.2	100.0%	99.4%
	152	-1.5	96.0%	92.6%
	153	-2.3	100.0%	96.2%
	154	0.6	100.0%	100.0%

## 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 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	155	-1.8	96.8%	96.8%
	158	-0.7	100.0%	99.3%
	159	0.4	100.0%	92.9%
	160	-1.7	97.4%	97.6%
	161	-0.1	92.0%	87.3%
	162	-0.2	92.0%	92.8%
	163	-1.0	92.6%	83.3%
	165	-1.0	92.0%	87.5%
	166	-2.2	100.0%	97.7%
	167	-2.7	92.6%	92.3%
	168	-0.4	92.6%	93.4%
	169	-1.6	92.3%	94.6%
	170	-2.4	94.0%	93.6%
	172	-0.5	92.0%	93.7%
	173	-0.2	94.2%	94.1%
	175	-0.9	86.0%	85.3%
	177	-0.9	84.0%	93.5%
	178	-2.6	92.0%	91.7%
	179	-1.4	94.2%	97.3%
	180	-1.7	90.4%	96.2%
	182	-1.7	90.0%	96.0%
	183	0.8	100.0%	99.6%
	184	-4.5	100.0%	99.3%
	185	-3.8	98.0%	97.3%
	186	0.4	98.0%	98.5%
	187	-2.3	90.0%	92.2%
	189	NA	100.0%	100.0%
	190	-1.2	96.2%	97.8%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Northeast Regional - All Other Northeast Regional	192	2.0	100.0%	92.9%
	193	-0.7	67.3%	80.6%
	196	0.5	84.6%	93.2%
	409	NA	100.0%	100.0%
	412	NA	92.3%	95.6%
	416	NA	100.0%	100.0%
	417	NA	90.4%	92.3%
	451	NA	95.9%	95.6%
Keystone - Keystone	600	-1.0	96.0%	97.1%
	601	0.0	96.0%	97.2%
	605	-1.4	100.0%	97.7%
	607	-3.7	96.0%	96.3%
	609	-9.7	98.0%	96.5%
	610	-4.5	86.7%	93.4%
	611	-4.2	86.7%	89.2%
	612	-3.4	100.0%	96.5%
	615	-5.0	91.7%	93.2%
	618	-6.3	94.9%	96.4%
	619	-6.5	92.0%	93.5%
	620	-3.0	98.0%	97.6%
	622	-1.5	98.0%	100.0%
	637	-2.2	100.0%	100.0%
	639	-1.7	95.9%	97.3%
	640	8.6	92.0%	99.5%
	641	-2.7	100.0%	98.1%
	642	3.9	93.9%	97.4%
	643	-1.6	98.0%	97.6%
	644	1.6	88.0%	95.3%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Other NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>85.0%</b>	<b>85.5%</b>
Keystone - Keystone	645	-0.4	96.0%	96.3%
	646	-5.0	93.9%	97.9%
	647	-1.0	89.8%	92.8%
	648	1.9	96.0%	99.3%
	649	-2.9	94.0%	97.6%
	650	1.1	98.0%	98.9%
	651	-2.8	87.8%	90.3%
	652	-1.3	88.0%	99.3%
	653	-3.3	88.0%	86.4%
	654	0.2	88.0%	96.5%
	655	-2.4	82.0%	83.2%
	656	-0.7	91.8%	95.6%
	658	-0.3	81.8%	94.4%
	660	6.8	92.6%	93.9%
	661	-1.3	88.9%	91.2%
	662	5.7	100.0%	98.6%
	663	-5.5	92.6%	90.3%
	664	-1.2	88.9%	95.3%
	665	-2.6	88.9%	93.0%
	666	-0.5	96.3%	93.6%
	667	-3.7	88.9%	92.3%
	669	-5.4	92.6%	94.3%
	670	-2.1	96.3%	96.4%
	671	-5.2	96.3%	95.1%
	672	-0.7	96.3%	94.8%
	674	NA	100.0%	97.2%
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	520	0.9	84.2%	90.8%



## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	521	1.2	91.2%	93.5%
	522	1.6	91.2%	91.3%
	523	1.1	85.3%	91.8%
	524	1.5	83.8%	73.5%
	525	-2.5	77.2%	94.2%
	527	1.9	89.7%	92.5%
	528	2.7	70.2%	55.3%
	529	2.5	93.0%	96.2%
	530	4.5	91.2%	92.4%
	531	1.9	73.7%	93.1%
	532	3.5	91.2%	87.0%
	534	3.0	89.5%	94.3%
	535	4.4	75.4%	92.1%
	536	0.7	91.1%	84.1%
	537	3.1	94.1%	94.3%
	538	1.6	94.7%	85.5%
	540	2.9	100.0%	99.2%
	541	3.2	98.2%	98.8%
	542	2.5	83.8%	87.5%
	543	2.6	91.2%	94.2%
	544	5.8	96.4%	94.9%
	545	1.4	86.0%	94.2%
	546	0.2	75.0%	76.7%
	547	2.2	89.7%	93.0%
	548	-3.2	75.4%	76.0%
	549	-1.0	89.5%	96.8%
	550	NA	73.2%	75.9%
	551	1.6	86.0%	89.0%

## 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 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Capitol Corridor - Capitol Corridor	553	2.4	85.7%	88.3%
	720	2.7	87.0%	88.9%
	723	1.4	95.7%	97.1%
	724	1.7	91.3%	92.2%
	727	1.3	95.7%	96.5%
	728	0.0	69.6%	72.8%
	729	-0.2	73.9%	68.4%
	732	-3.0	65.2%	62.9%
	733	5.7	87.0%	96.5%
	734	5.9	100.0%	98.6%
	736	5.3	100.0%	100.0%
	737	2.6	82.6%	85.5%
	738	-1.4	100.0%	95.4%
	741	1.3	87.0%	92.5%
	742	-0.2	82.6%	67.1%
	743	0.3	95.7%	97.1%
	744	0.3	82.6%	81.7%
	745	0.7	82.6%	87.9%
	746	0.4	87.0%	87.0%
	747	1.2	82.6%	91.0%
	748	0.2	69.6%	74.5%
	749	1.5	87.0%	93.7%
	751	2.7	91.3%	93.2%
Carolinian - Carolinian	79	-0.6	87.9%	86.3%
	80	-0.3	89.0%	82.5%
Cascades - Cascades	500	2.2	63.6%	67.6%
	501	-0.5	72.2%	75.3%
	502	6.4	88.0%	91.5%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Cascades - Cascades	504	4.6	76.6%	67.8%
	505	-1.9	70.3%	71.2%
	506	-1.8	96.0%	93.3%
	507	4.6	79.5%	73.7%
	508	-2.7	76.3%	68.3%
	511	3.3	81.8%	73.2%
	513	5.7	88.0%	90.1%
	516	-7.5	50.0%	73.7%
	517	4.0	54.1%	51.6%
	518	NA	36.5%	65.4%
	519	NA	73.9%	60.9%
Downeaster - Downeaster	680	-1.6	93.7%	96.5%
	681	-3.7	88.9%	97.8%
	682	-2.8	87.3%	97.5%
	683	-3.7	86.8%	95.8%
	684	-1.3	92.5%	96.9%
	685	-1.8	88.9%	97.0%
	686	-2.9	83.9%	93.5%
	687	-1.5	89.3%	93.0%
	688	-3.3	75.0%	88.6%
	689	-3.3	78.7%	92.6%
	690	-2.9	87.5%	94.7%
	691	-2.4	62.5%	91.4%
	692	-2.3	82.1%	94.0%
	693	-3.2	53.6%	81.0%
	694	-2.3	89.3%	94.4%
	695	-4.1	92.9%	97.9%
	696	-2.3	83.3%	95.9%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Downeaster - Downeaster	697	-2.0	91.7%	94.7%
	698	-3.3	83.3%	87.7%
	699	-2.7	95.2%	98.6%
	1689	NA	100.0%	100.0%
Empire - Adirondack	68	3.1	83.8%	73.4%
	69	1.1	71.8%	81.7%
Empire - Ethan Allen Express	290	5.1	97.0%	95.4%
	291	6.2	98.1%	95.2%
	292	3.2	92.3%	91.0%
	293	5.0	91.7%	96.7%
	295	NA	92.0%	87.0%
	296	1.5	91.7%	97.9%
Empire - Maple Leaf	63	4.0	86.0%	73.4%
	64	3.4	85.7%	80.0%
Empire - New York - Albany	230	3.5	92.9%	96.1%
	232	3.0	91.8%	94.4%
	233	1.9	90.8%	92.8%
	234	2.2	94.6%	97.8%
	235	0.8	94.0%	92.3%
	236	2.2	95.1%	97.4%
	237	3.4	98.5%	98.2%
	238	3.6	96.1%	93.7%
	239	-0.1	100.0%	95.9%
	241	2.6	97.8%	97.9%
	242	5.6	94.1%	94.2%
	243	4.3	98.2%	94.8%
	244	-0.9	93.4%	96.4%
	245	4.8	98.3%	95.0%

## 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 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Empire - New York - Albany	250	2.7	96.0%	99.4%
	252	0.5	92.3%	93.4%
	253	8.9	96.0%	98.3%
	254	1.2	100.0%	97.2%
	255	2.0	91.7%	89.6%
	256	2.0	100.0%	100.0%
	259	0.9	96.0%	99.4%
	260	NA	100.0%	98.9%
	261	3.2	96.0%	94.7%
	263	NA	100.0%	100.0%
Empire - New York - Niagara Falls	280	1.0	94.9%	86.7%
	281	2.3	57.1%	68.7%
	283	3.4	82.4%	85.8%
	284	2.3	85.7%	71.5%
	288	3.2	83.3%	75.6%
Heartland Flyer - Heartland Flyer	821	1.6	45.1%	86.7%
	822	1.9	69.2%	59.5%
Hiawatha - Hiawatha	329	-0.1	94.8%	96.6%
	330	0.0	89.5%	96.3%
	331	1.4	93.8%	96.3%
	332	-0.7	89.3%	96.1%
	333	-2.2	78.2%	96.1%
	334	0.0	89.7%	97.7%
	335	0.8	91.0%	96.9%
	336	0.2	94.8%	97.9%
	337	1.0	95.0%	96.8%
	338	-1.2	85.0%	92.2%
	339	-0.7	93.4%	94.7%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Hiawatha - Hiawatha	340	-0.5	96.2%	98.2%
	341	1.3	92.3%	93.6%
	342	-1.0	88.8%	97.0%
	343	NA	81.8%	92.7%
Illinois - Carl Sandburg / Illinois Zephyr	380	0.8	91.2%	88.7%
	381	0.6	96.3%	97.4%
	382	2.2	96.3%	94.5%
	383	1.1	89.0%	91.2%
Illinois - Illini / Saluki	390	0.8	75.6%	58.2%
	391	0.0	93.8%	68.3%
	392	-1.4	92.5%	70.0%
	393	-1.6	72.2%	50.7%
Illinois - Lincoln Service	300	1.9	79.1%	82.9%
	301	4.8	88.6%	83.8%
	302	3.9	86.3%	85.2%
	303	4.9	95.6%	88.1%
	304	3.9	98.7%	92.4%
	305	1.9	85.0%	77.6%
	306	3.0	94.5%	91.2%
	307	2.8	89.0%	82.2%
Michigan - Blue Water	364	6.0	86.7%	72.7%
	365	8.5	58.2%	83.5%
Michigan - Pere Marquette	370	1.9	76.9%	75.9%
	371	5.6	73.1%	88.3%
Michigan - Wolverine	350	1.1	57.5%	64.8%
	351	6.5	33.0%	75.8%
	352	3.0	58.9%	52.6%
	353	7.3	66.3%	67.2%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Michigan - Wolverine	354	1.4	52.6%	45.0%
	355	5.2	61.0%	61.2%
Missouri - Missouri	311	1.4	72.4%	73.5%
	313	3.6	82.2%	86.6%
	314	6.2	72.7%	67.3%
	316	6.3	60.2%	65.1%
Pacific Surfliner - Pacific Surfliner	561	NA	100.0%	98.8%
	562	-1.7	86.5%	89.9%
	564	-3.8	92.2%	88.6%
	565	-2.9	89.7%	91.2%
	566	-0.1	93.0%	98.7%
	569	NA	80.7%	83.5%
	572	-5.9	89.5%	92.5%
	573	-1.8	98.2%	99.8%
	578	-4.2	78.4%	88.1%
	579	-3.3	95.6%	93.2%
	580	-2.8	86.8%	93.8%
	583	-5.1	87.8%	90.1%
	584	NA	81.3%	87.6%
	590	-3.9	89.1%	91.7%
	591	-3.0	87.3%	92.0%
	593	NA	85.7%	89.6%
	595	-3.8	81.7%	82.6%
	759	NA	93.0%	96.1%
	763	-1.6	81.3%	90.1%
	767	NA	92.2%	89.3%
	768	-1.3	92.3%	93.9%
	774	-1.7	80.2%	67.3%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Pacific Surfliner - Pacific Surfliner	777	NA	83.5%	83.0%
	782	NA	78.0%	86.6%
	785	-2.9	76.9%	72.2%
	792	-2.1	84.1%	92.5%
	796	-0.2	87.9%	87.7%
	1564	NA	77.8%	88.5%
	1565	NA	87.5%	88.8%
	1566	NA	94.1%	93.0%
	1569	NA	76.5%	88.2%
	1572	NA	58.8%	78.8%
	1573	NA	94.1%	94.4%
	1584	NA	92.6%	93.5%
	1590	NA	94.1%	98.1%
	1591	NA	88.2%	92.4%
	1761	NA	88.0%	91.9%
	1767	NA	92.6%	92.1%
Pennsylvanian - Pennsylvanian	42	-0.2	94.9%	90.3%
	43	-1.4	83.3%	74.8%
Piedmont - Piedmont	73	1.1	89.0%	93.0%
	74	-0.5	66.7%	82.4%
	75	NA	70.3%	85.7%
	76	NA	80.2%	90.7%
	77	NA	74.1%	86.6%
	78	NA	74.7%	88.3%
San Joaquins - San Joaquins	701	-4.8	90.6%	91.4%
	702	-2.9	87.1%	83.4%
	703	-3.1	85.9%	91.7%
	704	-1.8	91.8%	88.8%



## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Non NEC Corridor Routes</b>				
<b>Standard</b>				
		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
San Joaquins - San Joaquins	710	NA	81.3%	80.9%
	711	-1.3	84.6%	90.5%
	712	-2.2	78.0%	73.8%
	713	-0.6	65.9%	74.8%
	714	-2.0	83.5%	85.4%
	715	-1.9	50.5%	70.6%
	716	-1.3	90.1%	88.3%
	717	-0.7	78.8%	84.6%
	718	-1.7	86.8%	80.4%
	719	NA	75.8%	80.9%
	1703	NA	100.0%	100.0%
	1704	NA	100.0%	50.0%
	1712	NA	100.0%	100.0%
	1713	NA	100.0%	100.0%
	1714	NA	100.0%	83.3%
	1715	NA	100.0%	100.0%
	1716	NA	100.0%	100.0%
	1717	NA	100.0%	100.0%
	1718	NA	100.0%	100.0%
	1719	NA	100.0%	100.0%
Vermonter - Vermonter	54	3.4	97.4%	91.3%
	55	4.1	92.3%	87.9%
	56	3.6	96.2%	92.4%
	57	3.7	97.4%	90.2%
<b>Long Distance Routes</b>				
<b>Standard</b>				
		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Auto Train - Auto Train	52	0.6	76.1%	76.4%
	53	-1.0	64.8%	69.8%
California Zephyr - California Zephyr	5	1.9	72.2%	57.6%

## Appendix A

### On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
California Zephyr - California Zephyr	6	2.7	65.6%	49.6%
	1005	NA	75.9%	86.7%
	1006	NA	63.3%	75.0%
	1105	NA	0.0%	22.9%
	1106	NA	0.0%	45.7%
Capitol Ltd - Capitol Ltd	29	-0.1	58.2%	72.5%
	30	0.0	72.5%	36.3%
Cardinal - Cardinal	50	1.2	71.1%	63.4%
	51	1.7	74.4%	80.3%
City Of New Orleans - City Of New Orleans	58	1.1	97.8%	74.8%
	59	1.4	95.6%	84.2%
	1059	NA	100.0%	100.0%
Coast Starlight - Coast Starlight	11	0.3	90.1%	72.4%
	14	1.0	61.5%	57.0%
Crescent - Crescent	19	-1.9	13.2%	47.2%
	20	-1.6	35.2%	23.1%
Empire Builder - Empire Builder	7	-0.2	72.7%	71.9%
	8	-0.1	65.2%	55.5%
	27	0.5	76.7%	60.0%
	28	0.8	89.2%	77.9%
	1008	NA	100.0%	50.0%
	1028	NA	100.0%	100.0%
Lake Shore Ltd - Lake Shore Ltd	48	2.1	94.5%	72.3%
	49	-0.4	68.1%	75.9%
	448	1.7	83.1%	67.9%
	449	0.3	96.4%	87.6%
Palmetto - Palmetto	89	-1.0	68.1%	74.0%
	90	-0.1	86.8%	70.6%

## Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q3 to FY 2020 Q2)	End Point OTP for FY 2020 Q2	All Stations OTP for FY 2020 Q2
<b>Long Distance Routes</b>				
<b>Standard</b>		<b>&gt;=0</b>	<b>80.0%</b>	<b>80.0%</b>
Palmetto - Palmetto	1090	NA		0.0%
Silver Meteor - Silver Meteor	97	0.6	82.4%	75.7%
	98	0.6	75.8%	64.6%
Silver Star - Silver Star	91	-0.1	73.6%	68.4%
	92	0.7	76.9%	63.8%
Southwest Chief - Southwest Chief	3	-1.3	81.1%	72.0%
	4	-0.6	74.4%	58.7%
	1003	NA	0.0%	31.3%
	1004	NA	100.0%	59.4%
Sunset Ltd - Sunset Ltd	1	1.2	23.1%	7.0%
	2	1.0	15.4%	33.5%
Texas Eagle - Texas Eagle	21	1.6	44.0%	44.8%
	22	1.9	42.9%	31.0%

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 Q2 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
<i>Acela Express</i>							
Acela Express	2150	MNRR	2,132	DSR	1,546	CTI	536
	2151	MNRR	1,575	DSR	1,364	CTI	179
	2153	MNRR	846	CTI	582	DSR	189
	2154	MNRR	2,229	DSR	1,104	CTI	686
	2155	MNRR	1,146	CTI	700	DSR	411
	2158	MNRR	2,289	DSR	1,471	CTI	332
	2159	MNRR	1,714	CTI	1,421	DSR	114
	2160	MNRR	1,864	CTI	721	DSR	571
	2163	MNRR	1,661	DSR	996	DMW	243
	2164	MNRR	986	DSR	468	CTI	364
	2165	MNRR	1,218	DSR	682	CTI	293
	2166	MNRR	1,486	CTI	1,239	DSR	150
	2167	MNRR	1,429	DSR	846	CTI	504
	2168	MNRR	1,593	CTI	1,035	DSR	415
	2170	MNRR	1,543	CTI	1,361	DCS	100
	2171	MNRR	1,396	DSR	1,025	CTI	325
	2172	MNRR	1,179	CTI	521	DSR	404
	2173	MNRR	1,800	CTI	864	DSR	761
	2175	MNRR	1,239	DSR	1,068	CTI	138
	2190	MNRR	2,596	DSR	1,425	CTI	1,061
	2193	MNRR	1,161	DSR	804	RTE	357
	2248	MNRR	1,461	CTI	1,429	RTE	32
	2249	MNRR	1,607	DSR	1,168	RTE	165
	2250	MNRR	1,378	DSR	804	CTI	497
	2251	MNRR	1,099	DSR	1,030	RTE	41
	2252	MNRR	1,400	DSR	964	CTI	243
	2253	MNRR	1,193	CTI	707	DSR	379
	2254	MNRR	779	DSR	486	CTI	171
	2255	MNRR	1,020	CTI	559	DSR	403
	2256	MNRR	625	DSR	342	CTI	223
	2257	MNRR	1,488	CTI	1,488		
	2258	MNRR	1,458	CTI	1,116	DSR	208
	2259	MNRR	1,086	DSR	551	CTI	536
	2260	MNRR	1,027	CTI	476	DSR	298
	2261	MNRR	1,280	DSR	1,012	CTI	193
	2275	MNRR	848	DSR	714	CTI	89
	2290	MNRR	1,137	DSR	987	DMW	113

*Other NEC Corridor Routes*

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service		Train Number	Host Railroad	Total Delay	FY 2020 Q2 Largest Two Delay Codes			
					#1		#2	
<b>Standard</b>				<b>900</b>				
Northeast Regional	All Other Northeast Regional	132	MNRR	1,116	CTI	789	DSR	223
		135	MNRR	1,314	CTI	1,200	DSR	114
		136	MNRR	1,834	DET	779	CTI	633
		137	MNRR	1,814	CTI	1,029	DSR	557
		139	MNRR	1,473	DSR	476	DET	476
		140	MNRR	2,088	CTI	1,049	DSR	701
		141	MNRR	1,690	CTI	1,236	DSR	388
		143	MNRR	1,286	CTI	1,236	DSR	50
		146	MNRR	1,635	DET	618	DSR	536
		148	MNRR	1,223	CTI	580	DSR	419
		149	MNRR	1,503	DSR	982	DCS	461
		150	MNRR	1,800	DSR	1,171	CTI	564
		160	MNRR	1,616	DSR	884	CTI	495
		161	MNRR	1,543	DSR	1,121	CTI	293
		162	MNRR	1,214	DSR	964	CTI	179
		163	MNRR	1,753	DSR	873	CTI	688
		165	MNRR	1,686	DSR	1,307	CTI	336
		166	MNRR	1,726	CTI	1,726		
		167	MNRR	1,310	DSR	959	CTI	185
		168	MNRR	899	CTI	542	DSR	324
		169	MNRR	1,589	DSR	1,410	CTI	110

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	170	MNRR	2,525	DSR	1,525	CTI	943
	172	MNRR	2,036	CTI	871	DMW	500
	173	MNRR	2,139	DSR	1,010	CTI	972
	175	MNRR	3,068	CTI	1,714	DSR	1,271
	177	MNRR	1,539	DSR	964	DET	218
	178	MNRR	1,379	CTI	754	DSR	482
	179	MNRR	1,762	DSR	1,305	CTI	412
	190	MNRR	2,773	DSR	1,828	CTI	798
	65	CSX	1,720	FTI	673	PTI	323
Richmond / Newport News / Norfolk	65	MNRR	3,137	CTI	1,119	DET	821
	66	CSX	915	DSR	238	FTI	218
	66	MNRR	2,077	DSR	1,618	PET	218
	67	CSX	1,573	FTI	434	RTE	260
	67	MNRR	2,931	CTI	2,251	DSR	427
	82	CSX	617	RTE	245	DCS	118
	82	MNRR	769	DSR	659	DCS	82
	84	CSX	842	RTE	238	DSR	214
	84	NS	847	DSR	736	RTE	52
	85	CSX	978	RTE	277	CTI	204
	86	CSX	612	CTI	223	RTE	149
	86	MNRR	1,957	CTI	1,286	DMW	282

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	87	CSX	426	RTE	145	DSR	123
	87	NS	997	DSR	532	FTI	149
	88	CSX	516	RTE	183	PTI	123
	88	MNRR	1,461	DSR	655	CTI	646
	88	NS	592	DSR	538	DCS	35
	93	CSX	901	CTI	270	RTE	243
	93	MNRR	2,296	DSR	1,729	CTI	375
	93	NS	1,360	DSR	674	RTE	323
	94	CSX	1,095	FTI	318	RTE	217
	94	MNRR	1,954	CTI	1,411	DSR	316
	94	NS	1,075	DSR	667	DMW	164
	95	CSX	950	FTI	294	RTE	273
	95	MNRR	1,398	DSR	673	CTI	632
	95	NS	1,109	DSR	579	DCS	228
	96	CSX	1,340	RTE	497	PTI	363
	96	MNRR	1,086	DSR	417	DCS	357
	99	CSX	733	FTI	236	DSR	153
	99	MNRR	1,781	DSR	1,264	CTI	472
	125	CSX	1,546	DSR	440	FTI	367
	157	CSX	1,025	FTI	526	PTI	273
	157	MNRR	1,622	DSR	1,384	CTI	238

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>				<b>900</b>				
	157	NS	730	DSR	483	FTI	202	
	164	CSX	469	RTE	145	FTI	124	
	164	MNRR	1,575	DSR	1,140	CTI	398	
	174	CSX	1,288	RTE	394	DSR	366	
	174	MNRR	2,122	CTI	938	DSR	883	
	194	CSX	1,316	FTI	558	PTI	352	
	194	MNRR	1,706	CTI	926	DSR	549	
	195	CSX	780	FTI	193	RTE	165	
	195	MNRR	1,516	DSR	842	CTI	618	
	145	NS	521	FTI	382	DCS	62	
Roanoke	147	MNRR	2,070	CTI	913	DSR	820	
	147	NS	794	FTI	626	DCS	91	
	156	NS	393	FTI	213	DSR	50	
	171	MNRR	2,795	DSR	1,968	CTI	412	
	171	NS	1,320	FTI	1,129	DSR	74	
	176	MNRR	1,703	DSR	1,095	CTI	361	
	176	NS	515	FTI	303	DCS	56	
	400	MADOT	987	DSR	768	DCS	132	
Springfield Shuttles	461	MADOT	1,042	DSR	784	DCS	177	
	471	MADOT	908	DSR	870	RTE	38	
	478	MADOT	1,027	FTI	552	DSR	340	
	488	MADOT	599	DSR	484	CTI	79	
	494	MADOT	1,276	DSR	823	FTI	229	
	495	MADOT	1,022	DSR	972	FTI	51	
	499	MADOT	799	FTI	418	DSR	317	
<b>Non-NEC Corridor Routes</b>								
Capitol Corridor	Capitol Corridor	520	UP	950	PTI	427	DSR	238



## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	521	UP	457	DSR	98	CTI	78
	522	UP	721	DCS	239	PTI	193
	523	UP	715	PTI	224	DCS	194
	524	UP	1,011	PTI	479	RTE	193
	525	UP	891	PTI	366	CTI	255
	527	UP	686	PTI	240	CTI	136
	528	UP	1,223	PTI	472	DCS	238
	529	UP	401	PTI	189	DSR	134
	530	UP	703	PTI	222	DSR	157
	531	UP	785	PTI	359	DCS	214
	532	UP	426	DCS	185	RTE	71
	534	UP	519	PTI	175	DSR	143
	535	UP	467	DCS	163	DSR	151
	536	UP	610	FTI	216	PTI	178
	537	UP	593	PTI	203	DCS	93
	538	UP	510	PTI	149	DSR	118
	540	UP	320	PTI	193	DSR	71
	541	UP	493	DSR	194	PTI	193
	542	UP	543	PTI	196	DSR	119
	543	UP	576	PTI	341	DSR	76
	544	UP	374	PTI	160	DSR	138
	545	UP	679	PTI	343	DSR	265
	546	UP	747	PTI	356	DSR	118
	547	UP	868	PTI	278	CTI	214
	548	UP	944	PTI	518	RTE	141
	549	UP	514	PTI	242	DSR	119
	550	UP	1,065	PTI	351	DMW	337
	551	UP	499	DSR	162	PTI	134
	553	UP	1,025	PTI	412	DMW	302
	720	UP	331	PTI	146	DSR	102
	723	UP	285	DSR	82	PTI	66

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		724	UP	570	PTI	216	DSR	115
		727	UP	432	PTI	134	DSR	85
		728	UP	855	PTI	426	DCS	151
		729	UP	640	PTI	275	DSR	124
		732	UP	695	PTI	429	RTE	85
		733	UP	371	PTI	125	FTI	93
		734	UP	287	PTI	151	DSR	97
		736	UP	312	DSR	161	FTI	58
		737	UP	367	PTI	174	DCS	85
		738	UP	452	DSR	164	PTI	154
		741	UP	629	PTI	262	DSR	125
		742	UP	626	PTI	367	FTI	86
		743	UP	498	PTI	239	DSR	118
		744	UP	518	PTI	285	DSR	125
		745	UP	472	PTI	307	DSR	97
		746	UP	711	PTI	209	DSR	185
		747	UP	976	PTI	524	CTI	206
		748	UP	564	PTI	223	DCS	95
		749	UP	433	DSR	204	DCS	117
		751	UP	560	DMW	219	DSR	166
Carolinian	Carolinian	79	CSX	1,339	RTE	335	PTI	309
		79	NS	775	PTI	335	DSR	186
		80	CSX	1,283	PTI	403	FTI	314
		80	NS	714	PTI	279	DSR	171
Cascades	Cascades	500	BNSF	1,144	DSR	330	RTE	295
		500	UP	1,078	FTI	577	DSR	453
		501	BNSF	1,102	DSR	385	FTI	298
		502	BNSF	730	FTI	268	RTE	211
		504	BNSF	1,087	FTI	256	DSR	248
		505	BNSF	905	RTE	258	FTI	200
		505	UP	1,758	FTI	621	DSR	498

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		506	BNSF	584	FTI	253	RTE	142
		506	UP	582	DSR	331	DCS	110
		507	BNSF	1,005	RTE	265	PTI	232
		508	BNSF	764	FTI	368	DSR	245
		508	UP	1,737	PTI	617	FTI	560
		511	UP	1,580	DSR	749	FTI	576
		513	UP	996	FTI	328	DSR	274
		516	BNSF	2,482	DSR	878	FTI	846
		517	BNSF	1,301	DSR	412	FTI	282
		518	BNSF	1,591	FTI	526	DSR	518
		519	BNSF	1,800	FTI	585	DSR	585
Downeaster	Downeaster	680	MBTA	1,348	CTI	1,205	DSR	76
		680	PanAm	571	DSR	351	FTI	158
		681	MBTA	525	CTI	281	DSR	143
		681	PanAm	1,091	PTI	481	DSR	388
		682	MBTA	1,192	DSR	537	DCS	179
		682	PanAm	355	DSR	257	DCS	61
		683	MBTA	663	DSR	462	CTI	136
		683	PanAm	682	PTI	348	DSR	270
		684	MBTA	1,468	CTI	809	DMW	449
		684	PanAm	611	DSR	240	FTI	207
		685	MBTA	768	CTI	537	DSR	97
		685	PanAm	817	FTI	605	DSR	147
		686	MBTA	1,611	CTI	1,261	FTI	175
		686	PanAm	738	DSR	311	FTI	207
		687	MBTA	718	CTI	609	DSR	57
		687	PanAm	1,493	PTI	655	FTI	528
		688	MBTA	1,899	CTI	1,464	DSR	271
		688	PanAm	1,575	FTI	697	PTI	544
		689	MBTA	884	DSR	453	CTI	283
		689	PanAm	420	DSR	177	FTI	137

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		690	MBTA	1,334	DCS	926	DTR	287
		690	PanAm	484	DSR	250	DCS	187
		691	MBTA	1,124	DTR	386	CTI	231
		691	PanAm	1,069	PTI	456	DCS	437
		692	MBTA	926	PTI	340	DCS	302
		692	PanAm	441	DCS	191	DSR	181
		693	MBTA	227	DSR	94	DTR	76
		693	PanAm	1,846	PTI	1,515	DCS	194
		694	MBTA	340	DTR	180	CTI	113
		694	PanAm	675	DSR	395	DCS	171
		695	MBTA	397	PTI	142	DTR	123
		695	PanAm	779	PTI	415	DSR	234
		696	MBTA	573	DTR	375	PTI, CTI	88
		696	PanAm	527	PTI	164	DCS	152
		697	MBTA	309	DTR	243	DCS	44
		697	PanAm	893	PTI	702	DSR	105
		698	MBTA	408	DTR	243	DSR	110
		698	PanAm	917	PTI	480	DSR	261
		699	MBTA	454	DSR	176	DTR	151
		699	PanAm	325	DSR	218	DMW, DCS	49
		1689	MBTA	628	DSR	397	CTI	231
		1689	PanAm	234	DSR	199	DCS	35
Empire	Adirondack	68	Amtrak	5	RTE	3	DCS	3
		68	CN	2,491	DSR	1,870	DCS	288
		68	CP	415	PTI	194	DCS	95
		68	MNRR	322	CTI	139	DSR	86
		69	CN	4,790	DSR	1,842	FTI	1,083
		69	CP	1,337	PTI	661	FTI	506
		69	MNRR	606	CTI	397	DMW	107
	Ethan Allen Express	290	Amtrak	263	PTI	218	RTE	37
		290	CP	999	DCS	426	FTI	280

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		290	MNRR	621	CTI	350	DCS	117
		290	VTR	160	DSR	98	DCS	63
		291	MNRR	785	RTE	552	CTI	198
		291	VTR	61	DSR	61		
		292	CP	2,402	PTI	1,712	DCS	690
		292	MNRR	785	CTI	785		
		292	VTR	129	DCS	129		
		293	CP	55	DCS	55		
		293	MNRR	2,172	CTI	1,949	RTE	222
		293	VTR	174	DCS	139	DSR	35
		295	CP	605	DMW	419	PTI	153
		295	MNRR	1,501	CTI	490	DCS	364
		295	VTR	502	DCS	502		
		296	Amtrak	151	PTI	151		
		296	CP	374	PTI	374		
		296	MNRR	536	CTI	249	RTE	235
	Maple Leaf	63	CSX	1,106	RTE	353	FTI	352
		63	MNRR	663	CTI	482	RTE	113
		64	CSX	905	FTI	385	RTE	267
		64	MNRR	438	CTI	265	RTE	120
	New York - Albany	230	MNRR	383	CTI	309	RTE	74
		232	MNRR	655	CTI	369	RTE	263
		233	MNRR	1,207	RTE	575	CTI	378
		234	MNRR	1,116	CTI	750	RTE	299
		235	MNRR	647	CTI	323	RTE	232
		236	MNRR	469	RTE	237	CTI	170
		237	MNRR	913	CTI	879	DCS	17
		238	MNRR	395	CTI	281	RTE	56
		239	MNRR	1,758	CTI	1,637	RTE	122
		241	MNRR	202	CTI	147	RTE	55
		242	MNRR	656	CTI	440	RTE	77

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			<b>900</b>					
<b>Non-NEC Corridor Routes</b>								
		243	MNRR	238	CTI	191	RTE	25
		244	MNRR	1,259	CTI	961	RTE	87
		245	MNRR	256	RTE	118	CTI	102
		250	MNRR	352	CTI	126	RTE	94
		252	MNRR	1,340	PTI	555	RTE	531
		253	MNRR	333	CTI	289	DCS	31
		254	MNRR	1,544	CTI	1,282	RTE	144
		255	MNRR	445	DCS	235	RTE	157
		256	MNRR	706	CTI	392	RTE	262
		259	MNRR	126	RTE	69	CTI	57
		260	MNRR	1,714	CTI	1,143	DMW	188
		261	MNRR	157	CTI	82	FTI	44
	New York - Niagara Falls	280	Amtrak	6	DMW	6		
		280	CSX	675	RTE	282	FTI	227
		280	MNRR	1,143	CTI	531	DMW	280
		281	CSX	1,250	FTI	506	RTE	440
		281	MNRR	1,517	CTI	873	DMW	521
		283	CSX	898	RTE	372	FTI	336
		283	MNRR	731	CTI	342	RTE	181
		284	Amtrak	6	PTI	4	RTE	2
		284	CSX	1,027	FTI	369	RTE	331
		284	MNRR	911	CTI	680	RTE	85
		288	CSX	777	RTE	261	FTI	191
		288	MNRR	262	CTI	222	PTI	39
Heartland Flyer	Heartland Flyer	821	BNSF	1,865	DSR	1,009	FTI	572
		822	BNSF	1,688	DSR	900	FTI	605
Hiawatha	Hiawatha	329	CP	110	DCS	62	FTI	32
		329	Metra	326	CTI	136	DSR	87
		330	CP	126	FTI	37	CTI	25
		330	Metra	3,507	CTI	3,292	DSR	108
		331	CP	122	DMW	78	DCS	35

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		331	Metra	1,136	CTI	627	DSR	154
		332	CP	247	FTI	70	RTE	66
		332	Metra	1,040	DCS	308	CTI	288
		333	CP	352	FTI	276	DCS	44
		333	Metra	1,331	CTI	721	FTI	274
		334	CP	343	FTI	135	DCS	109
		334	Metra	1,024	DCS	249	CTI	228
		335	CP	462	FTI	252	PTI	139
		335	Metra	995	CTI	544	DSR	143
		336	CP	360	FTI	110	RTE	93
		336	Metra	838	CTI	350	DCS	173
		337	CP	59	DCS	24	FTI	19
		337	Metra	524	CTI	193	FTI	142
		338	CP	234	FTI	114	PTI	62
		338	Metra	1,918	CTI	1,512	DSR	130
		339	CP	56	FTI	19	RTE, PTI	12
		339	Metra	2,499	CTI	2,371	DCS	69
		340	CP	365	FTI	167	CTI	72
		340	Metra	1,111	CTI	796	DCS	184
		341	CP	391	DCS	295	FTI	80
		341	Metra	942	CTI	720	DCS	154
		342	CP	707	DCS	557	FTI	95
		342	Metra	1,840	CTI	1,417	DSR	147
		343	CP	736	FTI	342	DCS	274
		343	Metra	1,090	DSR	516	DCS	373
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	492	RTE	142	DSR	137
		381	BNSF	455	FTI	152	DSR	133
		382	BNSF	359	FTI	157	DSR	74
		383	BNSF	457	FTI	149	DSR	116

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
	Illini / Saluki	390	CN	964	DCS	657	FTI	106
		391	CN	765	DCS	347	FTI	133
		392	CN	869	DCS	354	PTI	295
		393	CN	1,006	DCS	691	PTI	96
	Lincoln Service	300	CN	2,157	FTI	1,266	DCS	265
		300	UP	838	FTI	514	PTI	114
		301	CN	1,168	FTI	451	DCS	309
		301	UP	786	PTI	324	FTI	244
		302	CN	1,879	FTI	1,214	DCS	471
		302	UP	1,074	PTI	460	FTI	449
		303	CN	1,036	FTI	521	DCS	253
		303	UP	667	FTI	253	PTI	233
		304	CN	1,466	FTI	946	DCS	331
		304	UP	394	PTI	150	FTI	145
		305	CN	1,017	FTI	603	CTI	176
		305	UP	833	PTI	397	FTI	249
		306	CN	1,377	FTI	928	RTE	180
		306	UP	661	PTI	366	FTI	209
		307	CN	1,061	FTI	799	DCS	120
		307	UP	623	FTI	225	PTI	163
Michigan	Blue Water	364	Amtrak	194	DMW	70	DCS	48
		364	CN	383	FTI	289	DSR	52
		364	MIDOT	242	PTI	152	DCS	91
		364	NS	2,568	FTI	1,537	DCS	526
		365	Amtrak	584	PTI	303	DMW, DCS	94
		365	CN	788	FTI	501	DCS	88
		365	MIDOT	384	PTI	247	DCS	106
		365	NS	4,250	FTI	3,465	DMW	588
	Pere Marquette	370	CSX	146	DSR	72	FTI	42
		370	NS	2,696	FTI	2,211	RTE	188
		371	CSX	237	DCS	87	DSR	53



## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Non-NEC Corridor Routes</b>							
		371 NS	3,248	FTI	1,419	PTI	1,138
	Wolverine	350 Amtrak	941	PTI	628	DCS	198
		350 CN	1,877	DSR	953	DCS	337
		350 MIDOT	756	PTI	584	DCS	86
		350 NS	2,883	FTI	2,323	PTI	290
		351 Amtrak	693	PTI	380	DCS	103
		351 CN	2,168	DSR	952	FTI	635
		351 MIDOT	118	DMW	45	DCS	27
		351 NS	4,165	FTI	2,813	DMW	417
		352 Amtrak	198	DMW	64	PTI	40
		352 CN	1,691	DSR	1,361	RTE	117
		352 MIDOT	495	PTI	392	DCS	53
		352 NS	4,564	FTI	3,847	PTI	323
		353 Amtrak	175	DMW	58	DCS	47
		353 CN	2,228	DSR	913	FTI	473
		353 MIDOT	514	PTI	394	DCS	69
		353 NS	3,747	FTI	3,242	RTE	174
		354 Amtrak	335	PTI	179	DCS	63
		354 CN	2,132	DSR	1,162	DCS	365
		354 MIDOT	428	PTI	356	DCS	44
		354 NS	2,162	FTI	1,612	RTE	316
		355 Amtrak	375	PTI	168	DMW	75
		355 CN	3,274	PTI	1,250	FTI	924
		355 MIDOT	619	PTI	559	DCS	34
		355 NS	1,953	FTI	875	DCS	641
Missouri	Missouri	311 UP	1,245	FTI	542	DSR	275
		313 UP	1,077	FTI	681	PTI	200
		314 UP	1,211	FTI	809	DSR	168
		316 UP	1,477	FTI	765	DSR	302
Pacific Surfliner	Pacific Surfliner	561 BNSF	3,921	CTI	2,927	DCS	682
		561 SCRRA	325	DCS	219	CTI	99

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	561	SDNRR	324	DCS	146	CTI	120
	562	BNSF	1,307	FTI	371	CTI	314
	562	SCRRA	1,200	CTI	518	PTI	203
	562	SDNRR	1,731	PTI	866	CTI	755
	564	BNSF	879	CTI	305	FTI	269
	564	SCRRA	2,317	CTI	1,423	PTI	609
	564	SDNRR	1,227	CTI	931	PTI	242
	565	BNSF	1,075	CTI	521	DCS	217
	565	SCRRA	1,330	PTI	621	CTI	475
	565	SDNRR	1,569	CTI	924	PTI	442
	566	BNSF	357	DCS	266	CTI	33
	566	SCRRA	1,825	PTI	1,496	DCS	178
	566	SDNRR	502	DCS	239	PTI	172
	569	BNSF	710	DCS	196	DMW	171
	569	SCRRA	658	PTI	535	DCS	74
	569	SDNRR	1,273	PTI	724	CTI	307
	572	BNSF	1,248	DCS	481	PTI	465
	572	SCRRA	502	PTI	193	DMW	178
	572	SDNRR	1,200	PTI	779	CTI	312
	573	BNSF	523	FTI	249	DCS	158
	573	SCRRA	254	DCS	110	DMW	72
	573	SDNRR	1,576	PTI	1,195	CTI	139
	578	BNSF	885	CTI	265	DCS	213
	578	SCRRA	462	CTI	159	DCS	147
	578	SDNRR	3,117	CTI	1,964	PTI	1,010
	579	BNSF	512	DCS	274	CTI	114
	579	SCRRA	764	CTI	560	PTI	135
	579	SDNRR	1,065	PTI	783	CTI	164
	580	BNSF	165	CTI	78	DSR	47
	580	SCRRA	828	PTI	415	CTI	292
	580	SDNRR	1,240	PTI	570	CTI	509

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	583	BNSF	471	DCS	168	CTI	142
	583	SCRRA	650	PTI	263	CTI	260
	583	SDNRR	724	CTI	335	PTI	268
	584	BNSF	1,017	CTI	581	RTE	225
	584	SCRRA	708	PTI	397	DCS	106
	584	SDNRR	2,168	CTI	1,487	PTI	271
	590	BNSF	823	CTI	331	FTI	286
	590	SCRRA	469	PTI	156	DCS	116
	590	SDNRR	775	PTI	223	FTI	201
	591	BNSF	1,088	PTI	386	RTE, FTI	211
	591	SCRRA	935	CTI	756	PTI	64
	591	SDNRR	2,863	CTI	1,585	PTI	1,199
	593	BNSF	930	PTI	235	FTI	230
	593	SCRRA	629	CTI	274	PTI	117
	593	SDNRR	1,631	PTI	867	CTI	540
	595	BNSF	709	RTE	267	FTI	193
	595	SCRRA	507	RTE	217	DCS	73
	595	SDNRR	1,336	PTI	702	FTI	198
	759	SCRRA	975	CTI	849	DCS	66
	759	UP	699	PTI	435	CTI	124
	763	BNSF	1,048	CTI	368	DCS	266
	763	SCRRA	630	PTI	356	CTI	160
	763	SDNRR	914	CTI	674	DCS	126
	763	UP	1,198	PTI	501	DCS	338
	767	BNSF	1,163	RTE	436	DCS	371
	767	SCRRA	648	CTI	199	PTI	155
	767	SDNRR	1,799	CTI	905	PTI	692
	767	UP	729	PTI	602	DCS	46
	768	BNSF	755	DCS	398	FTI	150
	768	SCRRA	951	PTI	311	CTI	296
	768	SDNRR	678	PTI	308	CTI	191

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	768	UP	343	PTI	172	DCS	100
	774	BNSF	879	FTI	210	DCS	184
	774	SCRRA	841	PTI	325	CTI	273
	774	SDNRR	1,870	PTI	1,327	CTI	389
	774	UP	1,163	PTI	555	DCS	357
	777	BNSF	271	DCS	107	FTI	56
	777	SCRRA	367	CTI	165	PTI	55
	777	SDNRR	1,233	PTI	808	DMW	208
	777	UP	1,094	PTI	593	DCS	263
	782	BNSF	597	CTI	314	DCS	132
	782	SCRRA	1,195	CTI	451	PTI	445
	782	SDNRR	1,981	CTI	1,414	PTI	461
	782	UP	1,066	PTI	769	DCS	142
	785	BNSF	1,073	DCS	291	CTI	286
	785	SCRRA	1,112	PTI	568	CTI	378
	785	SDNRR	1,834	CTI	964	PTI	734
	785	UP	364	PTI	291	DCS	38
	792	BNSF	930	DCS	352	PTI	238
	792	SCRRA	845	CTI	564	PTI	150
	792	SDNRR	911	FTI	400	PTI	335
	792	UP	2,308	CTI	1,368	PTI	861
	796	BNSF	528	RTE	189	DCS	189
	796	SCRRA	562	PTI	336	CTI	69
	796	SDNRR	598	FTI	205	PTI	164
	796	UP	1,574	PTI	613	DCS	432
	1564	BNSF	758	DCS	310	FTI	207
	1564	SCRRA	811	PTI	267	CTI	212
	1564	SDNRR	906	CTI	453	PTI	287
	1565	BNSF	203	RTE	87	DMW	87
	1565	SCRRA	1,576	PTI	1,245	DCS	291
	1565	SDNRR	187	PTI	73	DCS	73

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
		1566	BNSF	383	DCS	383	
		1566	SCRRA	1,907	PTI	1,608	DCS 299
		1566	SDNRR	881	PTI	401	DCS 206
		1569	BNSF	219	CTI	109	RTE, FTI 55
		1569	SCRRA	1,396	PTI	897	DCS 386
		1569	SDNRR	2,075	PTI	1,028	CTI 842
		1572	BNSF	711	DCS	575	DMW 82
		1572	SCRRA	1,147	PTI	760	CTI 312
		1572	SDNRR	1,987	PTI	1,400	CTI 548
		1573	BNSF	1,395	PTI	552	FTI 378
		1573	SCRRA	424	CTI	252	RTE 53
		1573	SDNRR	1,227	PTI	1,030	DCS 146
		1584	BNSF	620	DCS	396	RTE 189
		1584	SCRRA	603	PTI	411	DCS 110
		1584	SDNRR	1,436	CTI	631	PTI 403
		1590	SCRRA	1,258	PTI	1,218	RTE 26
		1590	SDNRR	905	PTI	322	FTI 229
		1591	SCRRA	349	DCS	100	RTE 87
		1591	SDNRR	3,044	PTI	2,623	CTI 392
		1761	BNSF	465	DCS	266	RTE 89
		1761	SCRRA	349	DCS	163	PTI 86
		1761	UP	2,825	PTI	2,720	DSR 62
		1767	BNSF	741	DCS	310	RTE 172
		1767	SCRRA	1,121	PTI	495	CTI 294
		1767	SDNRR	1,892	CTI	1,209	PTI 622
		1767	UP	745	PTI	720	DSR 25
Pennsylvanian	Pennsylvanian	42	NS	813	FTI	487	RTE 177
		43	NS	1,029	FTI	824	RTE 108
Piedmont	Piedmont	73	NS	543	FTI	193	DSR 167
		74	NS	789	DSR	224	FTI 214
		75	NS	783	FTI	235	DSR 191

## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
		76 NS	646	DSR	179	PTI	174
		77 NS	526	DSR	199	FTI	113
		78 NS	502	DSR	167	FTI	109
San Joaquins	San Joaquins	701 BNSF	999	PTI	381	FTI	370
		701 UP	892	FTI	304	DMW, DCS	176
		702 BNSF	1,102	FTI	456	PTI	340
		702 UP	1,247	FTI	936	DSR	190
		703 BNSF	783	PTI	366	FTI	305
		703 UP	1,717	FTI	1,155	DCS	195
		704 BNSF	677	FTI	265	PTI	262
		704 UP	1,445	DMW	721	FTI	273
		710 BNSF	1,206	FTI	469	PTI	352
		710 UP	1,195	DSR	514	PTI	244
		711 BNSF	579	FTI	234	PTI	159
		711 UP	1,227	PTI	647	DCS	239
		712 BNSF	1,103	FTI	381	PTI	332
		712 UP	1,951	DSR	771	PTI	665
		713 BNSF	1,100	PTI	389	FTI	372
		713 UP	1,436	PTI	509	DSR	404
		714 BNSF	1,160	PTI	514	FTI	270
		714 UP	758	PTI	274	DSR	228
		715 BNSF	1,192	PTI	501	FTI	331
		715 UP	1,790	PTI	1,069	DSR	633
		716 BNSF	913	PTI	428	FTI	283
		716 UP	974	PTI	587	DSR	279
		717 BNSF	1,088	PTI	533	FTI	298
		717 UP	1,143	PTI	570	DSR	341
		718 BNSF	864	PTI	352	FTI	270
		718 UP	1,331	PTI	765	DSR	392
		719 BNSF	974	PTI	450	FTI	290
		719 UP	1,486	PTI	744	DSR	299

## 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 Q2 Largest Two Delay Codes				
				#1	#2			
<b>Standard</b>			<b>900</b>					
<b>Non-NEC Corridor Routes</b>								
		1703	BNSF	287	PTI	179	FTI	108
		1712	BNSF	215	PTI	144	FTI	72
		1713	BNSF	861	PTI	431	RTE	251
		1715	BNSF	574	PTI	359	FTI	215
		1716	BNSF	718	PTI	718		
		1717	BNSF	610	PTI	395	FTI	179
		1719	BNSF	790	PTI	646	FTI	144
Vermonter	Vermonter	54	MADOT	816	DSR	742	DCS	75
		54	MNRR	2,021	DSR	1,114	CTI	738
		54	NECR	905	DSR	901	DCS	4
		55	MADOT	1,014	DSR	960	RTE	29
		55	MNRR	1,806	CTI	800	DSR	735
		55	NECR	938	DSR	874	DCS	38
		56	MADOT	932	DSR	899	DCS	33
		56	MNRR	2,764	CTI	1,089	DSR	903
		56	NECR	866	DSR	814	DMW	19
		57	MADOT	1,420	DSR	761	FTI	575
		57	MNRR	1,552	DSR	957	CTI	440
		57	NECR	987	DSR	963	DCS	14
<b>Long-Distance Routes</b>								
Auto Train		52	CSX	977	FTI	406	DSR	213
		53	CSX	1,216	FTI	556	PTI	281
		53	FR	5,463	DSR	2,096	DTR	1,722
California Zephyr		5	BNSF	760	DSR	294	FTI	179
		5	UP	801	FTI	268	PTI	163
		6	BNSF	768	DSR	337	FTI	179
		6	UP	733	FTI	298	DCS	142
		1105	BNSF	768	DSR	496	PTI	214
		1105	UP	1,281	FTI	376	DCS	304
		1106	BNSF	671	DSR	253	DCS	185
		1106	UP	804	FTI	517	DCS	175
Capitol Ltd		29	CSX	311	DSR	82	RTE	81
		29	NS	1,834	FTI	1,276	PTI	279
		30	CSX	801	RTE	317	DSR	248

## Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q2 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
	30	NS	1,702	FTI	1,212	PTI	205
Cardinal	50	BBrRR	1,308	PTI	715	FTI	382
	50	CSX	875	FTI	479	DSR	147
	50	NS	1,124	CTI	394	FTI	296
	51	BBrRR	543	PTI	351	FTI	105
	51	CSX	527	FTI	204	DSR	130
	51	NS	1,601	DCS	502	FTI	423
City Of New Orleans	58	CN	704	DSR	241	FTI	164
	59	CN	730	FTI	254	DSR	237
	1059	CN	215	DSR	151	RTE, FTI	32
Coast Starlight	11	BNSF	591	FTI	219	DSR	110
	11	SCRRA	1,698	CTI	939	PTI	442
	11	UP	1,212	FTI	393	PTI	329
	14	BNSF	634	DSR	162	FTI	158
	14	SCRRA	2,263	PTI	1,828	DCS	176
	14	UP	1,194	FTI	456	PTI	298
Crescent	19	NS	2,118	FTI	1,285	DSR	255
	20	NS	1,607	FTI	947	DSR	234
Empire Builder	7	BNSF	622	FTI	298	DSR	140
	7	CP	555	FTI	374	DCS	91
	7	Metra	455	CTI	197	DSR	97
	8	BNSF	782	FTI	536	DSR	142
	8	CP	571	FTI	301	RTE	77
	8	Metra	1,505	CTI	1,171	DCS	136
	27	BNSF	653	FTI	440	DSR	120
	28	BNSF	504	FTI	369	DSR	59
	1007	BNSF	1,006	FTI	777	DSR	125
	1007	CP	1,486	FTI	1,408	DCS	78
	1007	Metra	946	CTI	946		
	1008	BNSF	911	FTI	532	DSR	221
	1008	CP	261	FTI	261		
	1008	Metra	683	CTI	683		
	1028	BNSF	315	FTI	263	DSR	53
Lake Shore Ltd	48	CSX	909	FTI	388	RTE	172
	48	MNRR	1,075	CTI	706	RTE	119
	48	NS	1,544	FTI	1,104	RTE	164
	49	CSX	483	FTI	244	RTE	125
	49	MNRR	455	CTI	305	DCS	81
	49	NS	1,938	FTI	1,401	PTI	334
	448	CSX	767	FTI	303	DCS	164



## 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 Q2 Largest Two Delay Codes			
				#1	#2		
<b>Standard</b>			<b>900</b>				
<b>Long-Distance Routes</b>							
	448	MBTA	4,546	CTI	3,511	DCS	664
	449	CSX	605	FTI	154	PTI	146
	449	MBTA	2,953	CTI	2,471	RTE	266
Palmetto	89	CSX	1,021	FTI	379	PTI	191
	90	CSX	879	FTI	388	PTI	201
Silver Meteor	97	CSX	604	FTI	279	DSR	127
	97	Fla DOT	983	CTI	669	PTI	108
	97	FR	948	CTI	349	DCS	306
	98	CSX	760	FTI	286	DSR	151
	98	Fla DOT	374	DSR	189	DCS	101
	98	FR	1,771	DCS	640	CTI	409
Silver Star	91	CSX	677	FTI	239	PTI	159
	91	Fla DOT	1,065	CTI	818	DCS	129
	91	FR	1,189	CTI	399	DCS	366
	91	NS	334	DSR	190	DCS	97
	92	CSX	854	FTI	237	PTI	228
	92	Fla DOT	418	CTI	173	DSR	108
	92	FR	1,172	DCS	481	DSR	313
	92	NS	503	DSR	204	DMW	157
Southwest Chief	3	BNSF	525	FTI	187	DSR	115
	3	NMDOT	720	CTI	217	DCS	206
	4	BNSF	541	FTI	207	DSR	124
	4	NMDOT	596	CTI	159	FTI	141
	1003	BNSF	651	FTI	346	DSR	146
	1003	NMDOT	2,506	DCS	2,506		
	1004	BNSF	532	FTI	237	DSR	100
	1004	NMDOT	2,005	CTI	2,005		
Sunset Ltd	1	BNSF	2,187	DSR	925	FTI	751
	1	UP	2,236	FTI	1,376	DSR	334
	2	BNSF	1,393	DSR	877	FTI	225
	2	UP	2,116	FTI	1,354	DSR	296
Texas Eagle	21	BNSF	1,899	DSR	901	FTI	827
	21	CN	2,090	FTI	1,538	DCS	272
	21	TRE	1,614	CTI	807	DTR	415
	21	UP	2,198	FTI	1,115	DSR	690
	22	BNSF	1,870	DSR	1,073	FTI	489
	22	CN	2,704	FTI	1,702	DCS	619
	22	TRE	2,612	CTI	1,670	DTR	534
	22	UP	1,716	DSR	688	FTI	626

## 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 Q2 Largest Two Delay Codes	
				#1	#2

<b>Standard</b>			<b>900</b>		
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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 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
<b>Acela Express - Amtrak Responsible</b>						
Acela Express	2150	3	OTH	3		
Acela Express	2151	57	ADA	32	SYS	11
Acela Express	2153	75	CAR	32	OTH	21
Acela Express	2154	60	HLD	27	ENG	17
Acela Express	2155	107	OTH	61	SYS	21
Acela Express	2158	191	SVS	131	SYS, HLD	24
Acela Express	2159	79	INJ	25	ADA	25
Acela Express	2160	128	CAR	91	OTH	20
Acela Express	2163	79	HLD	39	OTH	36
Acela Express	2164	60	OTH	44	ADA	17
Acela Express	2165	182	OTH	61	ENG	43
Acela Express	2166					
Acela Express	2167	111	ENG	86	HLD	25
Acela Express	2168	82	OTH	65	ADA	14
Acela Express	2170	97	ENG	91	OTH	7
Acela Express	2171	161	HLD	64	ENG	39
Acela Express	2172	134	OTH	121	CAR	7
Acela Express	2173	211	ENG	150	HLD	36
Acela Express	2175	234	ENG	78	ADA	56
Acela Express	2190	91	HLD	77	CAR, ADA	7
Acela Express	2193					
Acela Express	2248	46	OTH	31	ADA	15
Acela Express	2249	192	HLD	124	OTH	55
Acela Express	2250	96	HLD	60	ADA	36
Acela Express	2251	14	ADA	14		
Acela Express	2252	275	OTH	201	HLD	47
Acela Express	2253	186	OTH	86	ADA	79
Acela Express	2254	114	HLD	60	OTH	40
Acela Express	2255	132	OTH	86	ADA	29
Acela Express	2256					
Acela Express	2257	74	ADA	45	HLD	30
Acela Express	2258	224	OTH	210	ADA	14
Acela Express	2259	30	HLD	30		
Acela Express	2260	42	OTH	14	ADA	14
Acela Express	2261	119	HLD	89	CAR	30
Acela Express	2275	119	HLD	104	ENG	15
Acela Express	2290	62	HLD	62		

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
<b>Other NEC Corridor Routes - Amtrak Responsible</b>						
Northeast Regional - All Other Northeast Regional	132	140	HLD	112	ADA	28
Northeast Regional - All Other Northeast Regional	135	243	HLD	243		
Northeast Regional - All Other Northeast Regional	136	366	ITI	137	ADA	107
Northeast Regional - All Other Northeast Regional	137	204	HLD	104	ADA	43
Northeast Regional - All Other Northeast Regional	139	179	OTH	119	HLD	45
Northeast Regional - All Other Northeast Regional	140	39	OTH	17	ADA	13
Northeast Regional - All Other Northeast Regional	141	179	SVS	62	ADA	55
Northeast Regional - All Other Northeast Regional	143	186	OTH	121	HLD	36
Northeast Regional - All Other Northeast Regional	146	284	ENG	181	SYS	52
Northeast Regional - All Other Northeast Regional	148	155	HLD	100	OTH	48
Northeast Regional - All Other Northeast Regional	149	253	HLD	134	ADA	74
Northeast Regional - All Other Northeast Regional	150	27	HLD	14	ADA	14
Northeast Regional - All Other Northeast Regional	160	103	HLD	69	OTH	26
Northeast Regional - All Other Northeast Regional	161	543	HLD	200	ADA	136
Northeast Regional - All Other Northeast Regional	162	537	ENG	470	HLD	54
Northeast Regional - All Other Northeast Regional	163	298	HLD	132	ADA	66
Northeast Regional - All Other Northeast Regional	165	257	HLD	164	ADA	64
Northeast Regional - All Other Northeast Regional	166	28	HLD	28		
Northeast Regional - All Other Northeast Regional	167	159	OTH	73	HLD	40
Northeast Regional - All Other Northeast Regional	168	180	OTH	93	HLD	75
Northeast Regional - All Other Northeast Regional	169	339	OTH	229	HLD	82
Northeast Regional - All Other Northeast Regional	170	104	ENG	50	ADA	30
Northeast Regional - All Other Northeast Regional	172	161	ENG	74	SYS, OTH	30
Northeast Regional - All Other Northeast Regional	173	141	ADA	58	OTH	38
Northeast Regional - All Other Northeast Regional	175	196	HLD	86	ADA	71
Northeast Regional - All Other Northeast Regional	177	96	OTH	46	HLD	32
Northeast Regional - All Other Northeast Regional	178	111	OTH	57	ENG	23
Northeast Regional - All Other Northeast Regional	179	639	CON	491	OTH	82

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - All Other Northeast Regional	190	46	HLD	26	OTH	13
Northeast Regional - Richmond / Newport News / Norfolk	65	228	SYS	62	HLD	57
Northeast Regional - Richmond / Newport News / Norfolk	66	255	HLD	48	CON	37
Northeast Regional - Richmond / Newport News / Norfolk	67	233	SYS	105	ENG	50
Northeast Regional - Richmond / Newport News / Norfolk	82	143	OTH	87	ENG	41
Northeast Regional - Richmond / Newport News / Norfolk	84	299	OTH	138	SYS	61
Northeast Regional - Richmond / Newport News / Norfolk	85	165	ENG	86	OTH	35
Northeast Regional - Richmond / Newport News / Norfolk	86	398	OTH	245	HLD	51
Northeast Regional - Richmond / Newport News / Norfolk	87	194	OTH	64	SYS	32
Northeast Regional - Richmond / Newport News / Norfolk	88	288	OTH	68	ADA	59
Northeast Regional - Richmond / Newport News / Norfolk	93	245	OTH	91	HLD	45
Northeast Regional - Richmond / Newport News / Norfolk	94	138	SYS	44	ADA	35
Northeast Regional - Richmond / Newport News / Norfolk	95	185	OTH	50	SYS	37
Northeast Regional - Richmond / Newport News / Norfolk	96	248	OTH	85	HLD	64
Northeast Regional - Richmond / Newport News / Norfolk	99	247	OTH	78	HLD	63
Northeast Regional - Richmond / Newport News / Norfolk	125	411	HLD	178	ADA	97
Northeast Regional - Richmond / Newport News / Norfolk	157	283	OTH	97	ADA	74
Northeast Regional - Richmond / Newport News / Norfolk	164	133	OTH	41	HLD	40
Northeast Regional - Richmond / Newport News / Norfolk	174	177	HLD	59	OTH	49
Northeast Regional - Richmond / Newport News / Norfolk	194	202	SYS	92	ADA	41
Northeast Regional - Richmond / Newport News / Norfolk	195	593	ENG	381	SYS	62
Northeast Regional - Roanoke	145	473	HLD	235	ADA	130
Northeast Regional - Roanoke	147	172	SYS	38	HLD, ADA	36
Northeast Regional - Roanoke	156	292	SYS	108	HLD	73
Northeast Regional - Roanoke	171	289	HLD	129	ADA	65
Northeast Regional - Roanoke	176	204	SYS	93	HLD	58
Northeast Regional - Springfield Shuttles	400	1,082	OTH	855	SYS	154
Northeast Regional - Springfield Shuttles	461	946	OTH	821	ENG	111
Northeast Regional - Springfield Shuttles	471	1,118	OTH	972	HLD	81

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

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Northeast Regional - Springfield Shuttles	478	1,213	SYS	687	OTH	430
Northeast Regional - Springfield Shuttles	488	953	OTH	664	HLD	274
Northeast Regional - Springfield Shuttles	494	747	OTH	512	CCR	120
Northeast Regional - Springfield Shuttles	495	281	OTH	208	ENG	73
Northeast Regional - Springfield Shuttles	499	1,131	OTH	843	HLD	274
<b>Non NEC Corridor Routes - Amtrak Responsible</b>						
Capitol Corridor - Capitol Corridor	520	471	ENG	203	OTH	153
Capitol Corridor - Capitol Corridor	521	237	SYS	131	OTH	52
Capitol Corridor - Capitol Corridor	522	296	OTH	92	ADA	89
Capitol Corridor - Capitol Corridor	523	419	OTH	152	HLD	130
Capitol Corridor - Capitol Corridor	524	160	SYS	48	ADA	48
Capitol Corridor - Capitol Corridor	525	522	HLD	227	ADA	143
Capitol Corridor - Capitol Corridor	527	281	SYS	114	OTH	54
Capitol Corridor - Capitol Corridor	528	530	SYS	242	ENG	119
Capitol Corridor - Capitol Corridor	529	294	HLD	97	ADA	66
Capitol Corridor - Capitol Corridor	530	336	SYS	93	ADA	93
Capitol Corridor - Capitol Corridor	531	459	HLD	156	ADA	124
Capitol Corridor - Capitol Corridor	532	381	SYS	174	ADA	71
Capitol Corridor - Capitol Corridor	534	149	ADA	69	CAR	41
Capitol Corridor - Capitol Corridor	535	374	ADA	168	OTH	135
Capitol Corridor - Capitol Corridor	536	525	HLD	222	SYS	140
Capitol Corridor - Capitol Corridor	537	280	ADA	101	SYS	57
Capitol Corridor - Capitol Corridor	538	568	HLD	197	OTH	161
Capitol Corridor - Capitol Corridor	540	234	HLD	75	SYS	65
Capitol Corridor - Capitol Corridor	541	259	OTH	79	HLD	73
Capitol Corridor - Capitol Corridor	542	332	ADA	93	HLD	65
Capitol Corridor - Capitol Corridor	543	279	HLD	80	ADA	59
Capitol Corridor - Capitol Corridor	544	188	HLD	64	ADA	56
Capitol Corridor - Capitol Corridor	545	249	HLD	58	INJ	56

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

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Capitol Corridor - Capitol Corridor	546	466	HLD	164	SYS	144
Capitol Corridor - Capitol Corridor	547	193	HLD	71	ADA	51
Capitol Corridor - Capitol Corridor	548	444	ITI	185	SYS	99
Capitol Corridor - Capitol Corridor	549	101	ADA	41	SYS, HLD	19
Capitol Corridor - Capitol Corridor	550	660	ITI	296	SYS	199
Capitol Corridor - Capitol Corridor	551	162	HLD	40	OTH	38
Capitol Corridor - Capitol Corridor	553	293	ENG	157	HLD	43
Capitol Corridor - Capitol Corridor	720	448	CCR	161	SVS	122
Capitol Corridor - Capitol Corridor	723	269	SYS	134	OTH	59
Capitol Corridor - Capitol Corridor	724	265	ENG	121	HLD	66
Capitol Corridor - Capitol Corridor	727	200	SYS	95	ADA	56
Capitol Corridor - Capitol Corridor	728	419	SYS	115	ENG	108
Capitol Corridor - Capitol Corridor	729	1,068	SYS	270	SVS	264
Capitol Corridor - Capitol Corridor	732	645	SYS	242	ADA	131
Capitol Corridor - Capitol Corridor	733	42	ADA	28	HLD	14
Capitol Corridor - Capitol Corridor	734	248	SYS	185	ADA	29
Capitol Corridor - Capitol Corridor	736	278	HLD	107	OTH	83
Capitol Corridor - Capitol Corridor	737	423	SYS	233	HLD	69
Capitol Corridor - Capitol Corridor	738	174	HLD	66	ADA	56
Capitol Corridor - Capitol Corridor	741	609	ENG	167	HLD	151
Capitol Corridor - Capitol Corridor	742	966	SYS	447	SVS	134
Capitol Corridor - Capitol Corridor	743	154	ADA	98	HLD	16
Capitol Corridor - Capitol Corridor	744	790	OTH	256	ENG	174
Capitol Corridor - Capitol Corridor	745	375	SYS	131	CAR	78
Capitol Corridor - Capitol Corridor	746	268	ENG	88	CAR	88
Capitol Corridor - Capitol Corridor	747	262	ADA	82	ENG	56
Capitol Corridor - Capitol Corridor	748	626	ITI	183	OTH	157
Capitol Corridor - Capitol Corridor	749	229	HLD	78	OTH	63
Capitol Corridor - Capitol Corridor	751	63	HLD	24	SYS, ADA	15

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

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Carolinian - Carolinian	79	212	SYS	67	SVS	45
Carolinian - Carolinian	80	253	SYS	79	OTH	42
Cascades - Cascades	500	206	SYS	85	OTH	34
Cascades - Cascades	501	302	SYS	76	CAR	69
Cascades - Cascades	502	122	ENG	52	HLD	22
Cascades - Cascades	504	360	ENG	243	SYS	48
Cascades - Cascades	505	298	ENG	115	SYS	90
Cascades - Cascades	506	111	SYS	50	OTH	29
Cascades - Cascades	507	263	ITI	75	SYS	74
Cascades - Cascades	508	134	SYS	49	ENG	33
Cascades - Cascades	511	430	SYS	212	ENG	93
Cascades - Cascades	513	140	SYS	60	ENG	30
Cascades - Cascades	516	388	CAR	108	SYS	97
Cascades - Cascades	517	360	SYS	106	ENG	78
Cascades - Cascades	518	349	ENG	112	SYS	87
Cascades - Cascades	519	239	SYS	107	ENG	38
Downeaster - Downeaster	680	132	ENG	79	HLD	47
Downeaster - Downeaster	681	61	ENG	31	ITI	19
Downeaster - Downeaster	682	11	OTH	5	ADA	5
Downeaster - Downeaster	683	75	ITI	38	ADA	17
Downeaster - Downeaster	684	57	HLD	23	CAR	13
Downeaster - Downeaster	685	144	HLD	86	ENG	35
Downeaster - Downeaster	686	139	SVS	90	HLD	17
Downeaster - Downeaster	687	147	OTH	32	INJ	27
Downeaster - Downeaster	688	154	ITI	130	CON	8
Downeaster - Downeaster	689	304	OTH	159	SVS	66
Downeaster - Downeaster	690	49	SYS	40	HLD	9
Downeaster - Downeaster	691	95	ITI	55	HLD	29
Downeaster - Downeaster	692	180	ENG	151	HLD	22



## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Downeaster - Downeaster	693	10	HLD	5	ADA	5
Downeaster - Downeaster	694	111	OTH	49	HLD	42
Downeaster - Downeaster	695	62	HLD	42	ADA	10
Downeaster - Downeaster	696	23	OTH	12	HLD, ADA	6
Downeaster - Downeaster	697	35	ITI	17	HLD	12
Downeaster - Downeaster	698	202	ITI	196	HLD	6
Downeaster - Downeaster	699	128	HLD	66	ITI	53
Downeaster - Downeaster	1689	147	HLD	78	OTH	69
Empire - Adirondack	68	151	OTH	63	HLD	39
Empire - Adirondack	69	256	HLD	102	OTH	77
Empire - Ethan Allen Express	290	234	OTH	109	SYS, ADA	37
Empire - Ethan Allen Express	291	135	OTH	92	ADA	25
Empire - Ethan Allen Express	292	276	HLD	104	OTH	99
Empire - Ethan Allen Express	293	226	OTH	118	HLD	90
Empire - Ethan Allen Express	295	279	HLD	119	OTH	114
Empire - Ethan Allen Express	296	242	SYS	124	OTH	68
Empire - Maple Leaf	63	411	SYS	177	HLD	82
Empire - Maple Leaf	64	475	SYS	264	HLD	90
Empire - New York - Albany	230	83	CAR	77	OTH	6
Empire - New York - Albany	232	15	OTH	8	ADA	5
Empire - New York - Albany	233	56	HLD	33	SYS	10
Empire - New York - Albany	234					
Empire - New York - Albany	235	57	SYS	28	HLD	22
Empire - New York - Albany	236	108	HLD	103	ADA	5
Empire - New York - Albany	237	7	OTH	5	SYS	2
Empire - New York - Albany	238	188	ENG	78	HLD	66
Empire - New York - Albany	239	12	HLD	12		
Empire - New York - Albany	241	28	HLD	22	OTH	5
Empire - New York - Albany	242	52	SYS	18	OTH, ADA	13

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Empire - New York - Albany	243	8	HLD	6	ADA	3
Empire - New York - Albany	244	68	INJ	33	HLD	26
Empire - New York - Albany	245	13	OTH	5	HLD	5
Empire - New York - Albany	250	63	OTH	38	SYS	13
Empire - New York - Albany	252	217	ENG	193	HLD, ADA	12
Empire - New York - Albany	253	289	ENG	226	HLD	63
Empire - New York - Albany	254	222	HLD	144	OTH	78
Empire - New York - Albany	255	26	HLD	26		
Empire - New York - Albany	256	118	HLD	118		
Empire - New York - Albany	259	94	HLD	82	SYS	13
Empire - New York - Albany	260	170	HLD	82	SYS	75
Empire - New York - Albany	261	119	SYS	119		
Empire - New York - Albany	263					
Empire - New York - Niagara Falls	280	249	SYS	109	HLD	41
Empire - New York - Niagara Falls	281	355	SYS	178	ENG	52
Empire - New York - Niagara Falls	283	255	SYS	122	HLD	59
Empire - New York - Niagara Falls	284	310	SYS	150	HLD	47
Empire - New York - Niagara Falls	288	478	ENG	219	SYS	217
Heartland Flyer - Heartland Flyer	821	188	SYS	77	ADA	40
Heartland Flyer - Heartland Flyer	822	154	ENG	58	ADA	46
Hiawatha - Hiawatha	329	368	OTH	260	SYS	89
Hiawatha - Hiawatha	330	270	SYS	149	SVS	35
Hiawatha - Hiawatha	331	233	OTH	158	SYS	29
Hiawatha - Hiawatha	332	661	OTH	364	SVS	77
Hiawatha - Hiawatha	333	447	OTH	312	SYS	46
Hiawatha - Hiawatha	334	467	OTH	297	SYS	40
Hiawatha - Hiawatha	335	233	OTH	136	HLD	37
Hiawatha - Hiawatha	336	793	OTH	530	SYS	109
Hiawatha - Hiawatha	337	629	OTH	463	HLD	103

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

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Hiawatha - Hiawatha	338	713	OTH	401	SVS	112
Hiawatha - Hiawatha	339	197	OTH	102	ENG	56
Hiawatha - Hiawatha	340	801	OTH	563	SYS	96
Hiawatha - Hiawatha	341	540	OTH	419	HLD	48
Hiawatha - Hiawatha	342	511	OTH	331	SVS	64
Hiawatha - Hiawatha	343	182	OTH	118	HLD	43
Illinois - Carl Sandburg / Illinois Zephyr	380	240	ENG	78	ADA	49
Illinois - Carl Sandburg / Illinois Zephyr	381	275	ENG	226	SYS	31
Illinois - Carl Sandburg / Illinois Zephyr	382	116	ITI	49	ENG	24
Illinois - Carl Sandburg / Illinois Zephyr	383	152	ENG	51	HLD	39
Illinois - Illini / Saluki	390	298	SYS	115	OTH	60
Illinois - Illini / Saluki	391	342	OTH	217	SYS	45
Illinois - Illini / Saluki	392	357	OTH	243	HLD	42
Illinois - Illini / Saluki	393	340	SYS	116	ENG	77
Illinois - Lincoln Service	300	155	SYS	82	ENG	34
Illinois - Lincoln Service	301	109	SYS	45	OTH	30
Illinois - Lincoln Service	302	204	SYS	82	ENG	42
Illinois - Lincoln Service	303	96	OTH	38	SYS, ADA	15
Illinois - Lincoln Service	304	136	SYS	41	ADA	35
Illinois - Lincoln Service	305	233	SYS	68	OTH	47
Illinois - Lincoln Service	306	182	ENG	49	SYS	35
Illinois - Lincoln Service	307	142	OTH	45	SYS	39
Michigan - Blue Water	364	712	SYS	201	SVS	171
Michigan - Blue Water	365	700	OTH	229	SYS	185
Michigan - Pere Marquette	370	468	OTH	202	SYS	200
Michigan - Pere Marquette	371	420	SYS	229	ENG	105
Michigan - Wolverine	350	732	OTH	192	SYS	191
Michigan - Wolverine	351	947	SYS	347	OTH	333
Michigan - Wolverine	352	980	SYS	339	OTH	320

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

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Michigan - Wolverine	353	837	OTH	300	SYS	229
Michigan - Wolverine	354	1,022	OTH	402	SYS	256
Michigan - Wolverine	355	897	OTH	444	SYS	242
Missouri - Missouri	311	203	SYS	82	ADA	31
Missouri - Missouri	313	133	SYS	28	ADA	26
Missouri - Missouri	314	187	ENG	59	SYS	52
Missouri - Missouri	316	404	ITI	243	ENG	53
Pacific Surfliner - Pacific Surfliner	561	142	SYS	78	OTH	25
Pacific Surfliner - Pacific Surfliner	562	433	HLD	135	SYS	129
Pacific Surfliner - Pacific Surfliner	564	285	OTH	80	SYS	66
Pacific Surfliner - Pacific Surfliner	565	221	CCR	82	OTH	79
Pacific Surfliner - Pacific Surfliner	566	241	SYS	119	HLD	56
Pacific Surfliner - Pacific Surfliner	569	528	ADA	163	HLD	153
Pacific Surfliner - Pacific Surfliner	572	462	SYS	214	ENG	82
Pacific Surfliner - Pacific Surfliner	573	209	HLD	87	SYS	45
Pacific Surfliner - Pacific Surfliner	578	340	HLD	93	ITI	65
Pacific Surfliner - Pacific Surfliner	579	329	ITI	103	SYS	91
Pacific Surfliner - Pacific Surfliner	580	323	SYS	89	ENG	69
Pacific Surfliner - Pacific Surfliner	583	374	SYS	170	ITI	121
Pacific Surfliner - Pacific Surfliner	584	511	SYS	212	ENG	168
Pacific Surfliner - Pacific Surfliner	590	441	SYS	337	HLD	46
Pacific Surfliner - Pacific Surfliner	591	454	ADA	138	SYS	132
Pacific Surfliner - Pacific Surfliner	593	444	SYS	177	ITI	83
Pacific Surfliner - Pacific Surfliner	595	810	ITI	313	SYS	229
Pacific Surfliner - Pacific Surfliner	759	404	CAR	150	SYS	81
Pacific Surfliner - Pacific Surfliner	763	320	SYS	111	HLD	58
Pacific Surfliner - Pacific Surfliner	767	588	SYS	239	ENG	119
Pacific Surfliner - Pacific Surfliner	768	350	SYS	137	HLD	86
Pacific Surfliner - Pacific Surfliner	774	514	SYS	166	OTH	130

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

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Pacific Surfliner - Pacific Surfliner	777	421	SYS	132	OTH	93
Pacific Surfliner - Pacific Surfliner	782	487	SYS	160	HLD	145
Pacific Surfliner - Pacific Surfliner	785	550	ITI	246	HLD	107
Pacific Surfliner - Pacific Surfliner	792	403	SYS	167	ENG	81
Pacific Surfliner - Pacific Surfliner	796	329	SYS	162	OTH	65
Pacific Surfliner - Pacific Surfliner	1564	535	SVS	248	SYS	164
Pacific Surfliner - Pacific Surfliner	1565	733	SYS	490	OTH	97
Pacific Surfliner - Pacific Surfliner	1566	279	SYS	78	HLD	78
Pacific Surfliner - Pacific Surfliner	1569	557	HLD	151	ADA	132
Pacific Surfliner - Pacific Surfliner	1572	516	SYS	333	OTH	100
Pacific Surfliner - Pacific Surfliner	1573	417	SYS	131	HLD	121
Pacific Surfliner - Pacific Surfliner	1584	444	SYS	177	OTH	96
Pacific Surfliner - Pacific Surfliner	1590	286	SYS	107	HLD	63
Pacific Surfliner - Pacific Surfliner	1591	379	SYS	196	HLD	123
Pacific Surfliner - Pacific Surfliner	1761	310	SYS	102	ITI	73
Pacific Surfliner - Pacific Surfliner	1767	542	SYS	139	HLD	131
Pennsylvanian - Pennsylvanian	42	300	OTH	99	ENG	88
Pennsylvanian - Pennsylvanian	43	204	OTH	63	ENG	44
Piedmont - Piedmont	73	196	SYS	157	ENG	26
Piedmont - Piedmont	74	467	SYS	261	ITI	112
Piedmont - Piedmont	75	350	SYS	127	ADA	110
Piedmont - Piedmont	76	297	SYS	119	HLD	82
Piedmont - Piedmont	77	338	SYS	199	ADA	58
Piedmont - Piedmont	78	218	SYS	97	ITI	46
San Joaquins - San Joaquins	701	284	SYS	107	OTH	68
San Joaquins - San Joaquins	702	150	SYS	65	ENG	23
San Joaquins - San Joaquins	703	221	OTH	60	SYS	56
San Joaquins - San Joaquins	704	281	HLD	66	ADA	57
San Joaquins - San Joaquins	710	255	ENG	99	SYS	56

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
San Joaquins - San Joaquins	711	204	SYS	62	ADA	49
San Joaquins - San Joaquins	712	306	OTH	67	SYS	62
San Joaquins - San Joaquins	713	272	SYS	87	ADA	50
San Joaquins - San Joaquins	714	231	SYS	121	ADA	25
San Joaquins - San Joaquins	715	311	SYS	94	OTH	60
San Joaquins - San Joaquins	716	227	SYS	52	CAR	49
San Joaquins - San Joaquins	717	235	SYS	63	ENG	55
San Joaquins - San Joaquins	718	236	SYS	58	CAR	37
San Joaquins - San Joaquins	719	236	SYS	85	ITI	28
San Joaquins - San Joaquins	1703	179	HLD	144	SYS	36
San Joaquins - San Joaquins	1704	3,697	CON	3,410	SYS	287
San Joaquins - San Joaquins	1712	2,584	ITI	2,154	SYS, ADA	180
San Joaquins - San Joaquins	1713					
San Joaquins - San Joaquins	1714	538	SVS	503	OTH	36
San Joaquins - San Joaquins	1715	144	ADA	144		
San Joaquins - San Joaquins	1716	144	SYS	72	OTH	72
San Joaquins - San Joaquins	1717					
San Joaquins - San Joaquins	1718	287	SVS	287		
San Joaquins - San Joaquins	1719	72	OTH	72		
Vermonter - Vermonter	54	277	OTH	232	HLD	21
Vermonter - Vermonter	55	467	OTH	248	ENG	106
Vermonter - Vermonter	56	313	OTH	245	SYS	35
Vermonter - Vermonter	57	430	OTH	258	SVS	49
<b>Long Distance Routes - Amtrak Responsible</b>						
Auto Train - Auto Train	52	410	ITI	171	OTH	71
Auto Train - Auto Train	53	597	SVS	187	ITI	173
California Zephyr - California Zephyr	5	385	SVS	131	SYS	90
California Zephyr - California Zephyr	6	429	SVS	114	SYS	99
California Zephyr - California Zephyr	1005					

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
California Zephyr - California Zephyr	1006					
California Zephyr - California Zephyr	1105	581	SYS	278	OTH	158
California Zephyr - California Zephyr	1106	354	CAR	114	SYS, SVS	73
Capitol Ltd - Capitol Ltd	29	200	SYS	58	ENG	57
Capitol Ltd - Capitol Ltd	30	226	SYS	80	OTH	46
Cardinal - Cardinal	50	506	SYS	185	OTH	120
Cardinal - Cardinal	51	462	OTH	118	ENG	105
City Of New Orleans - City Of New Orleans	58	273	SYS	67	OTH	64
City Of New Orleans - City Of New Orleans	59	241	OTH	82	SYS	52
City Of New Orleans - City Of New Orleans	1059	172	SYS	65	SVS, OTH	54
Coast Starlight - Coast Starlight	11	426	SYS	129	OTH	76
Coast Starlight - Coast Starlight	14	407	OTH	121	SYS	109
Crescent - Crescent	19	470	SYS	215	SVS	88
Crescent - Crescent	20	432	SYS	231	HLD	58
Empire Builder - Empire Builder	7	240	SYS	99	ENG	57
Empire Builder - Empire Builder	8	433	SVS	104	SYS	95
Empire Builder - Empire Builder	27	737	CON	656	SYS	30
Empire Builder - Empire Builder	28	316	ITI	152	ENG	84
Empire Builder - Empire Builder	1007	705	SYS	527	SVS	135
Empire Builder - Empire Builder	1008	257	SYS	115	SVS	92
Empire Builder - Empire Builder	1028					
Lake Shore Ltd - Lake Shore Ltd	48	224	SYS	101	ENG	45
Lake Shore Ltd - Lake Shore Ltd	49	215	ENG	57	HLD	54
Lake Shore Ltd - Lake Shore Ltd	448	71	SYS	21	HLD	18
Lake Shore Ltd - Lake Shore Ltd	449	164	ENG	57	SYS	56
Palmetto - Palmetto	89	273	ENG	71	OTH	52
Palmetto - Palmetto	90	222	SYS	61	OTH	48
Silver Meteor - Silver Meteor	97	350	SVS	73	SYS	58
Silver Meteor - Silver Meteor	98	310	SYS	66	ADA	61

## Appendix C

### Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
<b>Standard</b>		<b>325</b>				
Silver Star - Silver Star	91	369	SYS	148	SVS	65
Silver Star - Silver Star	92	361	SYS	128	SVS	80
Southwest Chief - Southwest Chief	3	208	SVS	59	SYS	45
Southwest Chief - Southwest Chief	4	312	ENG	93	SVS	87
Southwest Chief - Southwest Chief	1003	3,519	SYS	2,100	ENG	1,310
Southwest Chief - Southwest Chief	1004	258	SVS	109	HLD	61
Sunset Ltd - Sunset Ltd	1	598	SYS	215	OTH	103
Sunset Ltd - Sunset Ltd	2	527	SVS	127	SYS	124
Texas Eagle - Texas Eagle	21	603	SYS	235	ENG	108
Texas Eagle - Texas Eagle	22	616	SYS	154	CON	127

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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>			<b>265</b>				
Acela Express - Acela Express	2100	Amtrak	298	CTI	84	DSR	47
	2103	Amtrak	190	ENG	30	CAR	28
	2104	Amtrak	219	CAR	58	ENG	41
	2107	Amtrak	66	ENG	30	CTI	12
	2109	Amtrak	93	SMW	32	DMW, CTI	16
	2110	Amtrak	231	ENG	68	DMW, DDA	32
	2117	Amtrak	195	CTI	37	ENG	36
	2119	Amtrak	437	ENG	141	DET	112
	2120	Amtrak		DET			
	2121	Amtrak	88	CAR	17	DCS	13
	2122	Amtrak	208	DET	108	DSR	36
	2124	Amtrak	331	DET	78	ENG	42
	2126	Amtrak	179	DET	46	ITI	28
	2128	Amtrak	95	ITI	31	DSR, DET	13
	2150	Amtrak	120	ENG	41	DCS	19
	2151	Amtrak	226	ENG	36	DBB	29
	2153	Amtrak	132	SMW	30	CAR	12
	2154	Amtrak	161	ENG	31	DSR	28
	2155	Amtrak	145	HLD	28	PTI	17
	2158	Amtrak	240	CTI	72	DSR	44
	2159	Amtrak	158	CTI	40	ENG	26
	2160	Amtrak	291	CTI	78	DSR	43
	2163	Amtrak	115	DCS	20	PTI	19
	2164	Amtrak	127	DBB	34	ENG	19
	2165	Amtrak	217	CTI	49	ENG	44
	2166	Amtrak	118	DCS	21	PTI	20
	2167	Amtrak	205	ENG	39	CTI	36
	2168	Amtrak	226	ENG	69	CTI	31
	2170	Amtrak	303	DET	102	ENG, DSR	24
	2171	Amtrak	242	CTI	45	ENG	33
	2172	Amtrak	369	DET	72	CTI	60
	2173	Amtrak	258	CTI	36	DET	36
	2175	Amtrak	231	DET	66	CTI	41
	2190	Amtrak	149	ENG	38	SMW	28
	2193	Amtrak					
	2203	Amtrak	208	SMW	109	PSR	38
	2205	Amtrak	270	SMW	159	CTI	67
	2208	Amtrak	591	ENG	236	SMW	171
	2213	Amtrak	170	SMW	104	PSR	19

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Acela Express</b>							
<b>Standard</b>			<b>265</b>				
Acela Express - Acela Express	2215	Amtrak	278	SMW	93	PSR	56
	2218	Amtrak	276	ENG	143	SMW	68
	2222	Amtrak	141	SMW	52	ENG	44
	2224	Amtrak	74	SMW	52	PSR, OTH	11
	2228	Amtrak	111	SMW	56	CTI	22
	2248	Amtrak	286	ENG	160	SMW	41
	2249	Amtrak	146	SMW	61	HLD	33
	2250	Amtrak	239	SMW	61	MTI	56
	2251	Amtrak	121	SMW	52	HLD	25
	2252	Amtrak	292	SMW	141	DMW	37
	2253	Amtrak	237	SMW	75	HLD	43
	2254	Amtrak	202	SMW	55	CAR	32
	2255	Amtrak	218	SMW	53	CTI	33
	2256	Amtrak	185	SMW	99	CTI	23
	2257	Amtrak	133	SMW	60	ENG	25
	2258	Amtrak	379	ENG	101	MTI	61
	2259	Amtrak	164	SMW	75	PTI	31
	2260	Amtrak	172	SMW	69	CTI	34
	2261	Amtrak	335	SMW	150	CTI	65
	2275	Amtrak	175	SMW	104	PSR	42
	2290	Amtrak	353	SMW	141	MTI	55
	2401	Amtrak	77	PTI	29	DDA	13
	2402	Amtrak	253	DET	135	CTP	19
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Cardinal - Cardinal	50	Amtrak	531	ITI	179	SVS	81
	51	Amtrak	336	ENG	154	PSR	33
Carolinian - Carolinian	79	Amtrak	205	SMW	75	SVS	50
	80	Amtrak	284	PTI	63	DET	44
Crescent - Crescent	19	Amtrak	235	ENG	35	OTH	34
	20	Amtrak	584	ITI	176	PTI	105
Keystone - Keystone	600	Amtrak	179	CCR	44	ENG	41
	601	Amtrak	171	DSR	70	ENG	39
	605	Amtrak	131	DSR	105	OTH	22
	607	Amtrak	315	OTH	95	ENG	95
	609	Amtrak	545	DSR	253	CTI	136

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

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	610	Amtrak	188	DCS	136	HLD	39
	611	Amtrak	862	DSR	564	SYS	168
	612	Amtrak	16	HLD	16		
	615	Amtrak	624	DSR	470	DCS	154
	618	Amtrak	70	ITI	40	OTH	15
	619	Amtrak	268	ITI	122	CON	62
	620	Amtrak	69	DCS	40	SMW, OTH	12
	622	Amtrak	133	ENG	99	SMW	16
	637	Amtrak	313	ENG	83	SMW	74
	639	Amtrak	144	MTI	47	SMW	38
	640	Amtrak	328	CTI	255	CTP	40
	641	Amtrak	185	DSR	48	SMW	40
	642	Amtrak	137	DMW	53	CTI	51
	643	Amtrak	192	DSR	66	SMW	40
	644	Amtrak	219	ENG	62	DMW	50
	645	Amtrak	343	DSR	204	CTI	37
	646	Amtrak	137	DMW	37	PTI	23
	647	Amtrak	517	DSR	224	CTI	69
	648	Amtrak	92	MTI	43	DMW	21
	649	Amtrak	568	DSR	302	CTI	119
	650	Amtrak	72	DET	38	SMW, PTI	6
	651	Amtrak	705	DSR	351	CTI	258
	652	Amtrak	541	DET	281	DBB	80
	653	Amtrak	616	DSR	234	CTI	170
	654	Amtrak	363	DET	125	DBB	54
	655	Amtrak	923	DSR	348	DET	165
	656	Amtrak	185	DET	80	CTP	42
	658	Amtrak	103	OTH	79	PTI	15
	660	Amtrak	242	CTI	109	SMW	52

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Keystone - Keystone	661	Amtrak	490	DSR	299	CTI	46
	662	Amtrak	107	CTI	33	PTI, OTH	30
	663	Amtrak	583	DSR	345	ENG	69
	664	Amtrak	315	CCR	85	ENG	59
	665	Amtrak	428	DSR	307	ENG	30
	666	Amtrak	228	CTI	71	SMW	48
	667	Amtrak	440	DSR	323	CTI	44
	669	Amtrak	504	DSR	293	CTI	65
	670	Amtrak	93	DCS	34	SMW	22
	671	Amtrak	210	DSR	165	PTI	26
	672	Amtrak	99	DCS	67	PTI	12
	674	Amtrak	134	DCS	56	CTI	34
Northeast Regional - All Other Northeast Regional	111	Amtrak	228	SMW	51	ENG, CTI	38
	121	Amtrak	53	SMW	44	PSR	8
	122	Amtrak	598	ENG	190	SVS	178
	123	Amtrak	59	CTI	37	PTI	15
	124	Amtrak	103	SVS	50	SMW	25
	126	Amtrak	137	MTI	44	PTI	30
	127	Amtrak	208	PTI	65	SMW	53
	129	Amtrak	232	CTI	75	PSR	48
	130	Amtrak	237	ENG	69	PTI	44
	131	Amtrak	260	SMW	89	PSR, CAR	31
	132	Amtrak	88	SMW	25	HLD	23
	133	Amtrak	250	MTI	125	CTI	85
	134	Amtrak	339	DBB	158	CTP	71
	135	Amtrak	95	SMW	51	HLD	18
	136	Amtrak	896	CTI	168	ENG	156
	137	Amtrak	252	CTI	73	DET	40
	138	Amtrak	221	DET	67	CTI	47

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	139	Amtrak	56	CTI	19	SMW	17
	140	Amtrak	333	ENG	82	DSR	40
	141	Amtrak	389	DSR	69	PTI	57
	143	Amtrak	351	SMW	72	PTI	71
	146	Amtrak	809	ENG	387	SVS	158
	148	Amtrak	178	DET	50	DBB	18
	149	Amtrak	173	SMW	46	PTI	40
	150	Amtrak	195	SMW	82	ENG	39
	151	Amtrak	74	CTI	49	SVS, DCS	13
	152	Amtrak	151	ENG	73	SYS	25
	153	Amtrak	112	SMW	28	HLD	27
	154	Amtrak	44	SMW	33	PSR	11
	155	Amtrak	216	ENG	90	SMW	43
	158	Amtrak	90	DCS	29	SMW	26
	159	Amtrak	106	SMW	55	PSR	27
	160	Amtrak	112	SMW	28	ENG	27
	161	Amtrak	276	ENG	117	SMW	43
	162	Amtrak	164	ENG	95	SMW	19
	163	Amtrak	258	SMW	78	DET	49
	165	Amtrak	267	SMW	79	PTI	40
	166	Amtrak	118	SMW	32	HLD	27
	167	Amtrak	217	ENG	65	ITI	62
	168	Amtrak	202	SMW	35	HLD	24
	169	Amtrak	218	CAR	67	SMW	56
	170	Amtrak	199	CTI	124	DCS	17
	172	Amtrak	230	PTI	49	CAR	42
	173	Amtrak	127	PTI	29	CTI	23
	175	Amtrak	337	ENG	93	HLD	46
	177	Amtrak	181	ENG	56	DET	29

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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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - All Other Northeast Regional	178	Amtrak	249	PTI	123	DCS	22
	179	Amtrak	123	CTI	23	PTI, DSR	20
	180	Amtrak	286	CTI	158	ENG	62
	182	Amtrak	240	ENG	124	DCS	18
	183	Amtrak	74	SMW	15	CTI	12
	184	Amtrak	58	DMW	15	OTH	12
	185	Amtrak	249	CTI	81	PSR	52
	186	Amtrak	68	DET	16	ENG	9
	187	Amtrak	280	DET	71	SMW	61
	189	Amtrak	141	SMW	67	PTI	37
	190	Amtrak	181	ENG	128	DET	10
	192	Amtrak	99	SMW	55	DCS	31
	193	Amtrak	554	ENG	91	SMW	88
	196	Amtrak	423	DET	125	CTI	91
	409	Amtrak	148	DSR	94	PSR	40
	412	Amtrak	451	DSR	277	CTI	47
	416	Amtrak	103	PTI	59	RTE	44
	417	Amtrak	753	DSR	392	PTI	103
	451	Amtrak	337	DSR	218	ENG	92
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	213	PET	87	DMW	41
	66	Amtrak	252	DET	52	ENG	44
	67	Amtrak	228	SVS	57	ENG	38
	82	Amtrak	284	SMW	66	DMW	60
	84	Amtrak	248	DMW	38	PTI	30
	85	Amtrak	269	PTI	65	PSR	39
	86	Amtrak	464	PTI	124	CTI	99
	87	Amtrak	528	SVS	203	ENG	118
	88	Amtrak	242	SMW	100	ENG	27
	93	Amtrak	252	PTI	31	CAR	29

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - Richmond / Newport News / Norfolk	94	Amtrak	374	PTI	131	CTI	88
	95	Amtrak	203	DBB	36	PTI	34
	96	Amtrak	350	SMW	163	PTI	73
	99	Amtrak	444	ENG	130	SMW	89
	125	Amtrak	190	PTI	71	DMW	17
	157	Amtrak	380	ENG	114	DSR	76
	164	Amtrak	207	CTI	43	SMW	35
	174	Amtrak	253	CTI	77	ENG	30
	194	Amtrak	222	SMW	119	SVS	20
	195	Amtrak	384	SVS	132	DET	48
Northeast Regional - Roanoke	145	Amtrak	324	SMW	114	PTI	114
	147	Amtrak	519	ENG	101	SMW	73
	156	Amtrak	110	DCS	35	SMW, PSR	27
	171	Amtrak	312	ENG	68	PTI	63
	176	Amtrak	197	PTI	81	CTI	46
Northeast Regional - Springfield Shuttles	400	Amtrak	#DIV/0	FTI	#DIV/0	SVS	#DIV/0
	405	Amtrak	398	DSR	145	ENG	141
	432	Amtrak	54	RTE	27	DSR	27
	450	Amtrak	531	DSR	141	ENG	124
	460	Amtrak	668	ITI	257	ENG, DSR	154
	461	Amtrak	779	PTI	268	OTH	107
	463	Amtrak	156	DSR	114	SYS	18
	464	Amtrak	734	RTE	261	PTI	162
	465	Amtrak	971	PTI	526	PSR	162
	467	Amtrak	455	DSR	342	HLD	48
	470	Amtrak	696	CON	176	DSR	164
	471	Amtrak	303	DSR	90	ENG	43
	473	Amtrak	551	SYS	199	DSR	165
	474	Amtrak	778	DSR	311	RTE	165

**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 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
<b>Other Services</b>							
<b>Standard</b>			<b>475</b>				
Northeast Regional - Springfield Shuttles	475	Amtrak	692	DSR	425	PTI	76
	476	Amtrak	1,665	CON	526	RTE	401
	478	Amtrak	1,103	CON	499	FTI	161
	479	Amtrak	1,715	CTI	518	DSR	485
	488	Amtrak	747	CON	344	PTI	133
	490	Amtrak	366	PTI	262	CTI	49
	494	Amtrak	1,590	CON	461	DMW	324
	495	Amtrak	617	OTH	270	DSR	190
	497	Amtrak	1,227	PTI	1,092	DSR	108
	499	Amtrak	43,590	RTE	26,282	OTH	6,410
Palmetto - Palmetto	89	Amtrak	219	PTI	70	CTI	28
	90	Amtrak	113	OTH	26	DCS	23
Pennsylvanian - Pennsylvanian	42	Amtrak	237	PTI	89	ENG	66
	43	Amtrak	610	DSR	280	ENG	156
Silver Meteor - Silver Meteor	97	Amtrak	471	ENG	99	SVS	81
	98	Amtrak	363	PTI	140	CTI	36
Silver Star - Silver Star	91	Amtrak	426	SVS	79	PTI	68
	92	Amtrak	288	DCS	98	DET	75
Vermonteer - Vermonter	54	Amtrak	378	PTI	114	SYS	102
	55	Amtrak	574	ITI	151	PTI	116
	56	Amtrak	330	SYS	72	CTI	62
	57	Amtrak	181	PTI	32	SMW	31

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>
<b>Financial</b>	Percent of Short-Term Avoidable Operating Cost <sup>11</sup> 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 <sup>12</sup> Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss <sup>13</sup> per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) <sup>14</sup> per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

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

<sup>12</sup> “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.

<sup>13</sup> 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.

<sup>14</sup> 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>
<b>On-Time Performance</b>	<b>On-Time Performance (OTP).</b> 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.	<b>Route</b> <sup>15</sup>	✓		
	<b>Test No. 1: Change in “Effective Speed”</b> —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.
	<b>Test No. 2: Endpoint OTP</b> <sup>16</sup>				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). <sup>17</sup> By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, <sup>18</sup> 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.

<sup>15</sup> 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.

<sup>16</sup> 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.

<sup>17</sup> 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.

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

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	<p><b><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u></b>—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.<sup>19</sup></p>				<p>Effective FY 2012, All-Stations OTP must be at least 80% for all routes except Acela (90%) and other NEC corridor routes (85%). By FY 2014, All-Stations OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, and 85% for long-distance routes. Results for this metric will be published beginning with the first report under Section 207, even though the test is not in effect until FY 2012. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), All-Stations OTP will be calculated against the adjusted schedule.</p>
<b>Train Delays</b>	<p><b>Train Delays.</b><sup>20</sup> This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)<sup>21</sup>: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.</p>		✓		<p>Annex 3 describes the rationale for the standards adopted in the Train Delay category.</p>
	<p><b>Train Delays—Off NEC</b></p>				
	<p>Amtrak-Responsible<sup>22</sup> Delays per 10,000 Train-Miles</p>	<p><b>Route</b><sup>15</sup></p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

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

<sup>20</sup> As calculated by Amtrak according to its existing procedures and definitions.

<sup>21</sup> 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.

<sup>22</sup> “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 <sup>23</sup> Delays per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			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.
	<b>Train Delays— On NEC:</b> Total Delays <sup>24</sup> per 10,000 Train-Miles	<b>Route<sup>15</sup> and host</b>			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.

<sup>23</sup> “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).

<sup>24</sup> “Total delays” for purposes of the NEC delay standard is all delays except 3<sup>rd</sup> 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>
<b>Other Service Quality</b>	<b>The following metrics and standards are based on Amtrak's Customer Satisfaction Index:</b>				
	Percent of Passengers "Very Satisfied" <sup>25</sup> 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
	<b>The following measures are for information only and are based on sources other than the Customer Satisfaction Index.</b>				
	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.

<sup>25</sup> "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>
<b>Public Benefits</b>	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	<b>long-distance route</b>	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. <sup>26</sup> To be updated annually.	<b>route, system</b>	✓		Metric only. No standard possible; improvement could require network changes
	<b>Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.”</b> 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.				

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<sup>26</sup> “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.