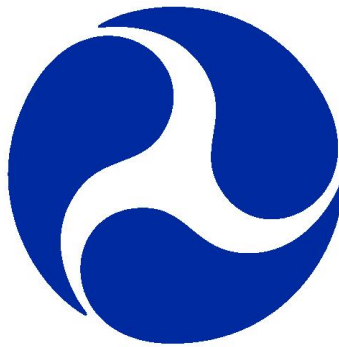


**Quarterly Report on the
Performance and Service Quality of
Intercity Passenger Train Operations**



Covering the Quarter Ending June 2021
(Third Quarter of Fiscal Year 2021)

Federal Railroad Administration
U.S. Department of Transportation

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Abbreviations, Acronyms, and Phrases in this Report

C.F.R.	Code of Federal Regulations
FRA	Federal Railroad Administration
FY	Fiscal Year (October 1 to September 30)
NEC	Northeast Corridor, rail line between Boston, Massachusetts, and Washington, D.C.
OTP	On-Time Performance
P.L.	Public Law
PRIIA	<i>Passenger Rail Investment and Improvement Act of 2008</i> , P.L. 110-432
MSA	Metropolitan Statistical Area
U.S.C.	United States Code
U.S. DOT	United States Department of Transportation

I. Introduction

This report responds to Section 207 of the *Passenger Rail Investment and Improvement Act* of 2008, Pub. L. 110-432, 122 Stat. 4907 (PRIIA) that requires the Federal Railroad Administrator to collect the necessary data and publish a quarterly report on the performance and service quality of intercity passenger train operations, including Amtrak's cost recovery, ridership, on-time performance, minutes of delay, causes of delay, onboard services, stations, facilities, equipment, and other services.

The Federal Railroad Administration (FRA) published a final rule on November 16, 2020 (*see* 49 C.F.R 273) that established metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations. Consistent with the rule (preamble section IV), this first quarterly report covers the first full calendar quarter 3 months after the publication of the final rule in the *Federal Register*, which is the third quarter (Q3) of Federal fiscal year (FY) 2021, running from April 1, 2021, to June 30, 2021.

This report provides an overview of the metrics and standards established in FRA's final rule, a description of Amtrak's route structure, and metrics reporting tables for the third quarter of FY 2021. Additional information about the final rule and the supporting data files are available at FRA's website: <https://railroads.dot.gov/passenger-rail/amtrak/intercity-passenger-rail-service-quality-and-performance-reports>.

The Q3 report includes most, but not all, of the established metrics: train delays, train delays per 10,000 train miles, customer service, and financial metrics. The customer on-time performance (except for disputed schedules), station performance, and host running time metrics will be included in FY 2021 fourth quarter (Q4) report covering July 1 to September 30, 2021. Customer on-time performance for all schedules and public benefits metrics will be included in the FY 2022 first quarter (Q1) report covering October 1 to December 31, 2021.

FRA is pleased to publish this first report and set of quarterly data using the metrics established in 2020. Standardized, consistent reporting will provide key stakeholders, including host railroads, Congress, and the Surface Transportation Board (STB), along with Amtrak's customers and the general public a way to measure the performance of intercity passenger train operations.

II. Summary of Metrics and Standards

49 C.F.R. Part 273 establishes metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations in four categories: on-time performance (OTP) and train delays, customer service, financial, and public benefits. FRA will publish quarterly reports on the metrics and minimum standards according to the reporting structure established in the final rule. Certain metrics are not included in this first quarterly report but will be published in subsequent quarterly reports. See Table 1 for a summary of the metrics and reporting schedule.

Table 1. Metrics Summary and Reporting Schedule

Category	Metric	First Period Reported	Summary Description
OTP & Delays	Customer OTP (except disputed schedules) ¹	July 1 – September 30, 2021	Standard: 80% for two consecutive quarters Percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time
	Ridership data	Prior Month	Number of host railroads to whom Amtrak has provided host-specific ridership data
	Certified schedules	Prior Month	Number of certified schedules, uncertified schedules, and disputed schedules
	Train delays	April 1 – June 30, 2021	Minutes of delay for all Amtrak-responsible delays, host-responsible delays, and third-party delays, reported by delay code.
	Train delays per 10K train miles	April 1 – June 30, 2021	Minutes of delay per 10,000 train miles for all Amtrak-responsible and host-responsible delays
	Station performance	July 1 – September 30, 2021	Number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations
	Host running time	July 1 – September 30, 2021	Average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton
Customer Service	Customer satisfaction	April 1 – June 30, 2021	Percent of respondents who provided a score of 70 percent or greater for their “overall satisfaction” on a 100-point scale for their most recent trip, shown both adjusted for performance and unadjusted
	Amtrak personnel	April 1 – June 30, 2021	Average score from respondents for their overall review of Amtrak personnel
	Information given	April 1 – June 30, 2021	Average score from respondents for their overall review of information provided by Amtrak

¹ If a schedule is disputed, FRA will report customer OTP metric data, station performance metric data, and host running time metric data for that particular train, beginning with the quarter covering October 1 to December 31, 2021.

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Category	Metric	First Period Reported	Summary Description
	On-board comfort	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board comfort
	On-board cleanliness	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board cleanliness
	On-board food service	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board food service
Financial	Cost recovery	April 1 – June 30, 2021	Amtrak's adjusted operating revenue divided by Amtrak's adjusted operating expense
	Avoidable operating costs covered by passenger revenue	April 1 – June 30, 2021	Percent of avoidable operating costs divided by passenger revenue for each route, shown with and without State operating payments
	Fully allocated costs covered by passenger revenue	April 1 – June 30, 2021	Percent of fully allocated core operating costs divided by passenger revenue for each route, shown with and without State operating payments
	Average ridership	April 1 – June 30, 2021	Number of passenger-miles divided by train-miles for each route
	Total ridership	April 1 – June 30, 2021	Total number of passengers
Public Benefits	Connectivity	October 1 – December 31, 2021	Percent of passengers connecting to and from other Amtrak routes
	Missed connections	October 1 – December 31, 2021	Percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train
	Community access	October 1 – December 31, 2021	Percent of Amtrak passenger-trips to and from not well-served communities
	Service availability	October 1 – December 31, 2021	Total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day

III. Amtrak Route Structure and Descriptions

Amtrak provides intercity passenger rail service across the nation, serving more than 500 destinations in 46 states. Amtrak has three operating service lines: **Northeast Corridor (NEC)**, which provides service between Boston, MA, and Washington, DC; **State-Supported**, which provides service on corridor routes of not more than 750 miles through cost-sharing agreements with State Partners; and **Long Distance**, which includes all routes over 750 miles nationwide. See Table 2 for a description of the service lines and routes.

Table 2. Route Descriptions

Service Line	Route Name	Sub Service	Route Description
Northeast Corridor	Acela Express	Acela Express	Between Boston, New York (Penn Station), and Washington, DC
	Northeast Regional	On Spine Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station), and Washington, DC
State-Supported	Capitol Corridor	Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station), and San Jose
	Carolinian	Carolinian	Between Charlotte, NC and New York (Penn Station)
	Cascades	Cascades	Between Eugene, Portland, Seattle, and Vancouver
	Downeaster	Downeaster	Between Boston (North Station), Portland, and Brunswick, ME
	Empire	Ethan Allen Express	Between New York (Penn Station) and Rutland, VT
	Empire	Maple Leaf	Between New York (Penn Station) and Toronto
	Empire	New York - Albany	Between New York (Penn Station) and Albany, NY
	Empire	New York - Niagara Falls	Between New York (Penn Station) and Niagara Falls
	Heartland Flyer	Heartland Flyer	Between Fort Worth, TX and Oklahoma City, OK
	Hiawatha	Hiawatha	Between Chicago and Milwaukee, WI
	Illinois	Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy, IL
	Illinois	Illini / Saluki	Between Chicago and Carbondale
	Illinois	Lincoln Service	Between Chicago and St. Louis
	Keystone	Keystone	Between Harrisburg, PA, Philadelphia, and New York (Penn Station)
	Michigan	Blue Water	Between Chicago and Port Huron
	Michigan	Pere Marquette	Between Chicago and Grand Rapids
	Michigan	Wolverine	Between Chicago and Pontiac
	Missouri	Missouri	Between Kansas City and St. Louis
	Northeast Regional	Richmond / Newport News / Norfolk	Between Norfolk, Newport News, Richmond, New York (Penn Station) and Boston
	Northeast Regional	Roanoke	Between Lynchburg/Roanoke, VA and Boston

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Service Line	Route Name	Sub Service	Route Description
Long Distance	Northeast Regional	Springfield Shuttles	Between New Haven, CT, and Springfield, MA
	Pacific Surfliner	Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles, and San Diego, CA
	Pennsylvanian	Pennsylvanian	Between New York (Penn Station) and Pittsburgh
	Piedmont	Piedmont	Between Charlotte and Raleigh, NC
	San Joaquins	San Joaquins	Between Bakersfield, Oakland (Jack London Square Station), and Sacramento, CA
	Vermont	Vermont	Between St. Albans, VT, and Washington, DC
	Auto Train	Auto Train	Between Lorton, VA, and Sanford, FL
	California Zephyr	California Zephyr	Between Chicago and Emeryville, CA
	Capitol Ltd	Capitol Ltd	Between Chicago and Washington, DC
	Cardinal	Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
	City Of New Orleans	City Of New Orleans	Between New York (Penn Station) and New Orleans
	Coast Starlight	Coast Starlight	Between Los Angeles and Seattle
	Crescent	Crescent	Between New York (Penn Station) and New Orleans
	Empire Builder	Empire Builder	Between Chicago, Portland, and Seattle
	Lake Shore Ltd	Lake Shore Ltd	Between Chicago, New York (Penn Station), and Boston via Cleveland and Buffalo
	Palmetto	Palmetto	Between New York (Penn Station) and Savannah, GA
	Silver Meteor	Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC
	Silver Star	Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
	Southwest Chief	Southwest Chief	Between Chicago and Los Angeles
	Sunset Ltd	Sunset Ltd	Between Los Angeles and New Orleans
	Texas Eagle	Texas Eagle	Between Chicago and San Antonio

For some routes, Amtrak reports operational (train performance) data differently than it reports financial or ridership data. In some State-supported service arrangements, a State, under a contractual agreement with Amtrak, will provide financial support for a portion of a larger route.

Amtrak has two route hierarchies within its reporting systems to account for these arrangements. The first route hierarchy is used to track the **physical** versions of the routes on the network. This hierarchy includes the entire physical train that moves between its origin and ultimate destination. The second hierarchy, **financial** routes, are a financial construction in Amtrak's accounting that breaks the physical train up into the Amtrak-supported portion of the route and State-supported portion of the route. These financial routes exist to allocate financials between the State-supported segment and the Amtrak-Supported segment for various accounting purposes. See Table 3 for a summary of where financial routes may be different from physical routes.

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In this quarterly report, all OTP and train delay metrics will be reported using the physical route structure (Table 2), and financial and customer service metrics will be reported using the financial route structure (Table 3).

Table 3. Financial Routes Descriptions Different than Physical Routes

Route	Physical Route	Financial Route
Adirondack	New York, NY – Montreal, Canada	New York, NY – Albany, NY (Empire Service)
		Albany, NY – Montreal, Canada (Adirondack Service)
Carolinian	Washington, DC – New York, NY	Charlotte, NC – Washington, DC
Cascades	Eugene, OR – Vancouver, WA	Eugene – Portland, OR (Oregon Service)
		Portland, OR – Vancouver, WA (Washington Service)
Empire West / Maple Leaf	New York, NY – Niagara Falls, NY	New York – Albany, NY (Empire Service)
		Albany – Niagara Falls, NY (Empire West/Maple Leaf Service)
Ethan Allen	New York, NY – Rutland, VT	New York – Albany, NY (Empire Service)
		Albany, NY – Rutland, VT (Ethan Allen Service)
Keystone	Philadelphia, PA – New York, NY	Harrisburg – Philadelphia, PA
Lynchburg	Washington, DC – New Haven, CT/Boston, MA	Lynchburg, VA – Washington, DC
Newport News	Washington, DC – New Haven, CT/Boston, MA	Newport News, VA – Washington, DC
Norfolk	Washington, DC – New Haven, CT/Boston, MA	Norfolk, VA – Washington, DC
Springfield Shuttles	Washington, DC – New Haven, CT/Boston, MA	New Haven, CT – Springfield, MA
Pennsylvanian	Philadelphia, PA – New York, NY	Pittsburgh – Philadelphia, PA
Richmond	Washington, DC – New Haven, CT/Boston, MA	Richmond, VA – Washington, DC
Vermont	Washington, DC – New Haven, CT	New Haven, CT – Springfield, MA; Springfield, MA – St. Albans, VT

IV. Quarterly Reporting Tables

This section includes definitions of each of the metrics and any associated standard. There are also descriptions of the reported data for each metric, including definitions of key terms, and other notes as needed. To access the data files, please visit: <https://railroads.dot.gov/passenger-rail/amtrak/intercity-passenger-rail-service-quality-and-performance-reports>.

The following services did not operate during the quarter: Northeast Regional-Richmond, Adirondack, Ethan Allen, and Vermonter.

A. On-Time Performance and Train Delays

1. Customer On-Time Performance

The customer on-time performance metric is the percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time, reported by train and by route.

The customer on-time performance minimum standard is 80 percent for any 2 consecutive quarters.

Data Description and Notes

No data reported for this quarter. This metric will be reported in the quarterly report covering July 1 – September 30, 2021.

2. Ridership Data

The ridership data metric is the number of host railroads to whom Amtrak has provided ridership data reported by host railroad and by month.

Data Description and Notes

Ridership data means, in a machine-readable format: the total number of passengers, by train and by day; the station-specific number of detraining passengers, reported by host railroad, whose railroad right-of-way serves the station, by train and by day; and the station-specific number of on-time passengers reported by host railroad whose railroad right-of-way serves the station, by train and by day.

There are two host railroads not listed in the data over which Amtrak does not currently operate: Florida East Coast Railway and Sound Transit. Ridership data will be provided to these host railroads in advance of operations. Amtrak provided ridership data to Portland Terminal Railroad Company via BNSF Railway.

3. Certified Schedules

The certified schedule metric is the number of certified schedules, uncertified schedules, and disputed schedules, reported by train, by route, and by host railroad (excluding switching and terminal railroads), identified in a notice to the Federal Railroad Administrator by Amtrak.

Data Description and Notes

Monthly reports are available at: <https://railroads.dot.gov/passenger-rail/amtrak/intercity-passenger-rail-service-quality-and-performance-reports>. No data reported for this quarter. This metric will be reported in the quarterly report covering July 1 – September 30, 2021.

Certified schedule means a published train schedule that Amtrak and the host railroad jointly certify is aligned with the customer on-time performance metric and standard.

Uncertified schedule means a published train schedule that has not been reported as a certified schedule or a disputed schedule.

Disputed schedule means: (1) A published train schedule for which a specific change is sought: (i) that is the only subject of a non-binding dispute resolution process led by a neutral third-party and involving Amtrak and one or more host railroads; (ii) that is the only subject of a non-binding dispute resolution process led by a neutral third-party that has been initiated by one or more host railroads and Amtrak has not consented to participate in the process within 30 calendar days; or (iii) that is the only subject of a non-binding dispute resolution process led by a neutral third-party that has been initiated by Amtrak and the host railroad has not consented to participate in the process within 30 calendar days.

4. Train Delays

The train delays metric is the minutes of delay for all Amtrak-responsible delays, host-responsible delays, and third-party delays, for the host railroad territory within each route. The train delays metric is reported by delay code by: total minutes of delay; Amtrak-responsible delays; Amtrak's host-responsible delays; Amtrak's host-responsible delays and Amtrak-responsible delays combined; non-Amtrak host-responsible delays; and third-party delays. The train delays metric is also reported by the number of non-Amtrak host-responsible delay minutes disputed by host railroad and not resolved by Amtrak.

Data Description and Notes

Amtrak-responsible delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as Amtrak-responsible delays, including passenger-related delays at stations, Amtrak equipment failures, holding for connections, injuries, initial terminal delays, servicing delays, crew and system delays, and other miscellaneous Amtrak-responsible delays.

Host-responsible delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as host-responsible delays, including freight train interference, slow orders, signals, routing, maintenance of way, commuter train interference, passenger train interference, catenary or wayside power system failure, and detours.

Third-party delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as third-party delays, including bridge strikes, debris strikes, customs, drawbridge openings, police-related delays, trespassers, vehicle strikes, utility company delays, weather-related delays (including heat or cold orders, storms, floods/washouts,

earthquake-related delays, slippery rail due to leaves, flash-flood warnings, wayside defect detector actuations caused by ice, and high-wind restrictions), acts of God, or waiting for scheduled departure time. In this quarterly dataset, the third-party delays are coded as “Neither.”

Delay minutes disputed by host railroad and not resolved by Amtrak means delay minutes for which a host railroad disputed the code used by Amtrak to classify the delay, or the number of delay minutes assigned to the host railroad, but were not changed by Amtrak after the host’s initial request. Ultimately, Amtrak and the host railroads may agree that a different delay code or number of delay minutes is appropriate following further discussion; this data only reports delay minutes that were not adjusted after the host railroad’s initial request for reclassification.

Delays are reported by operating business line, which is similar to the service line structure (see Amtrak Route Structure and Descriptions). The NEC business line includes the following routes: Acela, Northeast Regional, Northeast Regional – Richmond / Newport News / Norfolk, Northeast Regional – Roanoke, and Northeast Regional – Springfield Shuttles. See Table 4 for a list of host railroads and abbreviated host railroad codes used in the delay reports. See Table 5 for a list of the delay codes, abbreviations, and responsibilities.

Table 4. Host Railroad Names and Codes

Host Railroad Name	Host Railroad Code
Amtrak	AM
Belt Railway of Chicago	BR
BNSF Railway Company	BN
Buckingham Branch Railroad	BB
Central Florida Rail Corridor	FR
Chicago Terminal	CT
CN – IC (Former GTW and IC)	CC
Conrail Shared Assets	CR
CP Rail (Soo Line)	CP
CSX Corporation	CS
Florida DOT (CSX Dispatched)	FL
Kansas City Terminal	KC
Long Island Railroad	LG
Massachusetts DOT	MA
MBTA	MT
Metra	ME
Metro-North Railroad	MN
Michigan DOT	MI
Minnesota Commercial	MC
New Mexico DOT	NM
Norfolk Southern	NS
Pan Am Railways (formerly Guilford)	GT
S.C.R.R.A (Moorpark to LAX)	SC
San Diego Northern	SN
Terminal Railroad Assn. Of St. Louis (TRRA)	TR
Trinity Rail Express	TE

Host Railroad Name	Host Railroad Code
Union Pacific	UP

Table 5. Amtrak Delay Code Definitions

Responsibility	Code	Code Description	Explanation
Amtrak-responsible delays	ADA	Passenger-related	All delays related to disabled passengers, wheelchair 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 guaranteed 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	Injured/Ill guest/Employee	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	All switching and servicing delays
	SYS	Crew & system	Delays related to crews including lateness, lone-engineer delays
Host-responsible delays	CTI	Commuter train interference	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	C&S work due to defect	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	M/W work due to defect	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
	FTI	Freight train interference	Delays from freight trains

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Responsibility	Code	Code Description	Explanation
	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 interference	Delays for meeting or following other passenger trains (not commuter trains)
	RTE	Routing delays, including late bulletins	Routing-dispatching delays including diversions, late track bulletins, etc.
	SMW	Scheduled M/W work	Scheduled maintenance of way work
Third-party delays	BSP	Bridge strike	Delay due to train striking an overhead bridge
	CUI	Customs and immigration	U.S. and Canadian customs delays; Immigration-related delays
	DBS	Debris strike, damage, set outs	Debris strikes
	MBO	Movable bridge opening	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 delay	Police/fire department holds on right-of-way or on board trains
	TRS	Trespasser incident	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

5. Train Delays per 10,000 Train-Miles

The train delays per 10,000 train-miles metric is the minutes of delay per 10,000 train-miles for all Amtrak-responsible and host-responsible delays, for the host railroad territory within each route.

Data Description and Notes

Delays per 10,000 train-miles is the number of minutes of delay normalized by train-miles so that routes of different lengths, and hosts with different amounts of Amtrak service, can be compared to each other. Specifically, it is the number of minutes of host-responsible delay, divided by the number of Amtrak train-miles operated over that host, multiplied by 10,000.

6. Station Performance

The station performance metric is the number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations, reported by route, by train, and by station. The average minutes late per late customer calculation excludes on-time customers that arrive no later than 15 minutes after their scheduled time.

Data Description and Notes.

No data reported for this quarter. This metric will be reported in the quarterly report covering July 1 – September 30, 2021.

7. Host Running Time

The host running time metric is the average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton, reported by route, by train, and by host railroad (excluding switching and terminal railroads).

Data Description and Notes.

Actual running time means the actual elapsed travel time of a train's travel on a host railroad, between the departure time at the first reporting point for a host railroad segment and the arrival time at the reporting point at the end of the host railroad segment.

Scheduled running time means the scheduled duration of a train's travel on a host railroad, as set forth in the Amtrak schedule skeleton.

Schedule skeleton means a schedule grid used by Amtrak and host railroads to communicate the public schedule of an Amtrak train and the schedule of operations of an Amtrak train on host railroads.

No data reported for this quarter. This metric will be reported in the quarterly report covering July 1 – September 30, 2021.

B. Customer Service

1. Customer Satisfaction

The customer satisfaction metric is the percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their "overall satisfaction" on a 100-point scale for their most recent trip, by route, shown both adjusted for performance and unadjusted.

2. Amtrak Personnel

The Amtrak personnel metric is the average score from respondents to the Amtrak customer satisfaction survey for their overall review of Amtrak personnel on their most recent trip, by route.

3. Information Given

The information given metric is the average score from respondents to the Amtrak customer satisfaction survey for their overall review of information provided by Amtrak on their most recent trip, by route.

4. On-board Comfort

The on-board comfort metric is the average score from respondents to the Amtrak customer satisfaction survey for their overall review of onboard comfort on their most recent trip, by route.

5. On-board Cleanliness

The on-board cleanliness metric is the average score from respondents to the Amtrak customer satisfaction survey for their overall review of on-board cleanliness on their most recent trip, by route.

6. On-board Food Service

The on-board food service metric is the average score from respondents to the Amtrak customer satisfaction survey for their overall review of on-board food service on their most recent trip, by route.

Data Description and Notes for all Customer Service Metrics

Amtrak's customer satisfaction survey means a market-research survey that measures Amtrak's satisfaction score as measured by specific service attributes that cover the entire customer journey.

FRA will publish information about Amtrak's customer satisfaction survey (including the survey questions and methodology) annually as an appendix to the quarterly report.

Amtrak adjusts overall satisfaction score performance by removing passengers who arrive at their destinations on State-supported and long-distance routes excessively late (30 minutes late for State-supported routes and 120 minutes for long-distance routes) from the system-wide calculation.

Amtrak provided the percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their overall satisfaction (Top 4) and the percent of respondents who provided a score of 80 percent or greater (Top 3).

C. Financial

1. Cost Recovery

The cost recovery metric is Amtrak's adjusted operating revenue divided by Amtrak's adjusted operating expense. This metric is reported at the corporate level/system-wide and for each route and is reported in constant dollars of the reporting year based on the Office of Management and Budget's gross domestic product chain deflator.

Data Description and Notes

Adjusted operating expenses means Amtrak's operating expenses adjusted to exclude certain Amtrak expenses that are not considered core to operating the business. The major exclusions are depreciation, capital project-related expenditures not eligible for capitalization, the non-cash portion of pension and post-retirement benefits, and Amtrak's

Office of Inspector General expenses. Adjusted operating expenses do not include any operating expenses for State-supported routes that are paid for separately by States.

System-wide (Total Amtrak) includes Ancillary and Infrastructure expenses not related to train operations. *National Train Service* includes expenses from all train operations and routes. *Special Trains* includes expenses related to contracting of Amtrak's equipment crews for private excursion.

FY21 Q3 results do not include a late June Insurance Claim entry for \$15 million.

2. Avoidable Operating Costs Covered by Passenger Revenue

The avoidable operating costs covered by passenger revenue metric is the percent of avoidable operating costs divided by passenger revenue for each route, shown with and without State operating payments.

Data Description and Notes

Avoidable operating costs means costs incurred by Amtrak to operate train service along a route that would no longer be incurred if the route were no longer operated. For this quarterly report, Avoidable Operating Expense is calculated by adding Frequency Variable & Route Variable costs.

Passenger revenue means intercity passenger rail revenue generated from passenger train operations, including ticket revenue, food and beverage sales, operating payments collected from States or other sponsoring entities, special trains, and private car operations.

3. Fully Allocated Core Operating Costs Covered by Passenger Revenue

The fully allocated core operating costs covered by passenger revenue metric is the percent of fully allocated core operating costs divided by passenger revenue for each route, shown with and without State operating payments.

Data Description and Notes

Fully allocated core operating costs means Amtrak's total costs associated with operating an Amtrak route, including direct operating expenses, a portion of shared expenses, and a portion of corporate overhead expenses. Fully allocated core operating costs exclude ancillary and other expenses that are not directly reimbursed by passenger revenue to match revenues with expenses.

Passenger revenue means intercity passenger rail revenue generated from passenger train operations, including ticket revenue, food and beverage sales, operating payments collected from States or other sponsoring entities, special trains, and private car operations.

4. Average Ridership

The average ridership metric is the number of passenger-miles divided by train-miles for each route.

Data Description and Notes

None.

5. Total Ridership

The total ridership metric is the total number of passengers on Amtrak trains, reported by route.

Data Description and Notes

None.

D. Public Benefits

1. Connectivity

The connectivity metric is the percent of passengers connecting to and from other Amtrak routes, updated on an annual basis.

Data Description and Notes

Under this metric, a *connection* means a passenger arriving on one train and connecting to a departing train within 23 hours.

No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.

2. Missed Connections

The missed connections metric is the percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train, reported by route and updated on an annual basis.

Data Description and Notes

No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.

3. Community Access

The community access metric is the percent of Amtrak passenger-trips to and from not well-served communities, updated on an annual basis.

Data Description and Notes

Not well-served communities means those rural communities: within 25 miles of an intercity passenger rail station; more than 75 miles from a large airport; and more than 25 miles from any other airport with scheduled commercial service or an intercity bus stop.

No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.

4. Service Availability

The service availability metric is the total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day, updated on an annual basis.

Data Description and Notes

The metric, as adjusted for time of day, shows only those trains that arrive or depart between 5:00 a.m. and 11:00 p.m.

No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.