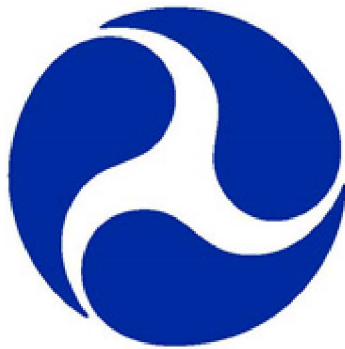


Quarterly Report on the Performance and Service Quality of Intercity Passenger Train Operations



Covering the Quarter Ending June 2022
(Third Quarter of Fiscal Year 2022)

Federal Railroad Administration
U.S. Department of Transportation

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Abbreviations, Acronyms, and Phrases in this Report

Term	Meaning
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. Executive Summary

The Federal Railroad Administration (FRA) must publish a quarterly report on the performance and service quality of intercity train operations, in accordance with Section 207 of the Passenger Rail Investment and Improvement Act of 2008, Pub. L. 110-432, 122 Stat. 4907 (PRIIA). This report, covering the third quarter of FY 2022 from April 1 to June 30, 2022, includes data about Amtrak's on-time performance, minutes of delay, causes of delay, cost recovery, ridership, customer satisfaction, station arrivals, and other services. The data in this report is provided to FRA by Amtrak.

In addition to the data in this report, other supporting data files and information about FRA's quarterly reporting requirements are available at railroads.dot.gov.

Key highlights from the FY 2022 third quarter report are below.

COVID-19 Impacts

Although Amtrak continues to recover from reduced demand due to the COVID-19 public health emergency, it continued to experience constrained capacity during the third quarter of FY 2022 due to COVID-19-related impacts. As a result, many routes operated at reduced frequencies during this quarter, although system-wide train miles increased by nine percent from the second quarter of FY 2022 to the third quarter of FY 2022 (from 7,371,583 train miles to 7,999,744 train miles). Amtrak continued to operate reduced service on the City of New Orleans and Crescent long-distance routes, and the Silver Meteor remained suspended entirely. Several Northeast Corridor and state supported routes also operated below pre-pandemic levels, and the Adirondack remained out-of-service as it has been since March 2020.

Customer On-Time Performance

Customer on-time performance is included in this quarterly report for all routes and trains in operation during the third quarter of FY 2022, regardless of schedule status. This is the third report to include customer on-time performance for all routes and trains in operation during the quarter.

The routes with the highest OTP in this quarter were the Keystone (96.0 percent), Hiawatha (93.9 percent), and the Springfield Shuttle (91.4 percent), and those with the lowest were the Sunset Ltd (10.4 percent), Southwest Chief (15.3 percent), and the California Zephyr (15.6 percent).

This quarter's report provides the third opportunity to apply the customer OTP minimum standard described in the rule that establishes metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations (see 49 C.F.R 273): 80 percent customer OTP for any two consecutive calendar quarters. Of the trains that operated in either the second or third quarter of FY 2022, 61 percent met the 80 percent customer OTP standard, 25 percent did not

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meet the standard, and 14 percent did not operate in one of the two quarters.

In the third quarter of FY 2022, Amtrak reported customer OTP and delay data for a new route, the Lincoln / Missouri, which operates from Kansas City, MO through St. Louis to Chicago. The route comprises trains that were formerly part of the Missouri and Lincoln Services. The change affects only operational reporting; Amtrak's reporting of financial and ridership data is unchanged. See Table 4 for more information.

Train Delays

Delay minutes are tracked for each Amtrak train according to 40 individual delay codes across three major categories: Host Responsible Delays (including freight train interference and slow orders on the track), Amtrak Responsible Delays (including equipment problems and delays related to passenger loading and unloading), and Third Party Responsible Delays (primarily weather-related).

Amtrak trains experienced approximately 1.3 million minutes of delay during the third quarter of FY 2022, up 13 percent from the previous quarter. The largest cause of delays was freight train interference at 296,909 minutes of delay – 23 percent of total delay minutes, an increase of 15 percent from the previous quarter. Other significant causes of delay were unused recovery time, passenger train interference, and slow orders.

A normalized delay metric – minutes of delay per 10,000 train miles – is included in the report data for all Amtrak-responsible and host-responsible delays. In the third quarter of FY 2022, the Class I host railroad with the largest number of host-responsible delay minutes per 10,000 train miles was Norfolk Southern (1,744 minutes); the Class I host railroad the smallest number of host-responsible delay minutes per 10,000 train miles was CP (380 minutes). For each Class I host railroad, freight train interference comprised the largest number of delay minutes per 10,000 train miles.

Customer Service

Responses to Amtrak's customer satisfaction survey are reported by route in this report. Customers rated the majority (28 of 43) of routes as 80 percent or higher in terms of overall satisfaction, with eight routes below 70 percent. Only one Long Distance route – the Lakeshore Ltd – was rated over 80 percent.

Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned \$786M in adjusted operating revenue and incurred \$1,048M in fully allocated operating expenses, achieving a cost recovery ratio of 75 percent. Routes that operated in

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the second quarter with high cost recovery ratios include the Missouri River Runner (145 percent), Washington-Richmond (131 percent), Illini/Saluki (127 percent), and the Auto Train (124 percent).

Amtrak had 6,303,889 total riders during the quarter, an increase of 52 percent over the previous quarter. The Northeast Regional (1,981,425 riders), Acela Express (614,610 riders), and Pacific Surfliner (452,878 riders) accounted for 48 percent of the total ridership. These routes, along with the Auto Train, also accounted for 44 percent of Amtrak's adjusted operating revenue: Northeast Regional (\$171.4M), Acela Express (\$110.6M), Auto Train (\$34.7M), and Pacific Surfliner (\$25.5M).

Public Benefits

Public benefits metrics are reported annually, and were included for the first time in the FY 2022 first quarter report, covering all of FY 2021. They will be published next in the FY 2023 first quarter report. The public benefits metrics track connectivity, missed connections, community access, and service availability across Amtrak's network. Public benefits metrics data for FY 2021 is available for download at railroads.dot.gov.



II. 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, 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 fifth quarterly report covers the fifth full calendar quarter three months after the publication of the final rule in the Federal Register, which is the third quarter (Q2) of Federal fiscal year (FY) 2022, running from April 1, 2022, to June 30, 2022. 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 2022. Additional information about the final rule and the supporting data files are available at railroads.dot.gov.

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



III. 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. 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	July 1 – September 30, 2021 (except disputed schedules) October 1 – December 31, 2021 (all schedules)	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

Category	Metric	First Period Reported	Summary Description
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
	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



Category	Metric	First Period Reported	Summary Description
Public Benefits	Connectivity	October 1 – December 31, 2021 (covering all of FY2021)	Percent of passengers connecting to and from other Amtrak routes
	Missed connections	October 1 – December 31, 2021 (covering all of FY2021)	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 (covering all of FY2021)	Percent of Amtrak passenger-trips to and from not well-served communities
	Service availability	October 1 – December 31, 2021 (covering all of FY2021)	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



IV. 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 and Table 3 for a list of host railroads for each route.

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	Adirondack	Between New York (Penn Station) and Montreal
	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	



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Service Line	Route Name	Sub Service	Route Description
State Supported	Keystone	Keystone	Between Harrisburg, PA, Philadelphia, and New York (Penn Station)
	Lincoln / Missouri ¹	Lincoln / Missouri	Between Kansas City, St. Louis, and Chicago
	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
	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

¹ A new route that comprises trains that were formerly part of the Missouri and Lincoln Services.



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Service Line	Route Name	Sub Service	Route Description
Long Distance	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 Chicago 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	



Figure 1. Amtrak Route Map



All route/map data provided by Amtrak

Figure 2. Amtrak Host Map



All route/map data provided by Amtrak

Table 3. Routes and Hosts

Service Line	Route	Host ¹	Route Miles
Long Distance	Auto Train	Central Florida Rail Corridor	16
		CSX	898
	California Zephyr	BNSF	1,027
		UP	1,381
	Capitol Ltd	CSX	307
		Norfolk Southern	481
	Cardinal	Amtrak	226
		Buckingham Branch Railroad	132
		CSX	703
		Norfolk Southern	79
	City Of New Orleans	CN	930
	Coast Starlight	BNSF	158
		SCRRA	48
		Sound Transit	20
		UP	1,162
	Crescent	Amtrak	226
		Norfolk Southern	1,141
	Empire Builder	BNSF	2,147
		CP	384
		Metra	29
	Lake Shore Ltd	Amtrak	111
		CSX	741
		Metro-North Railroad	64
		Norfolk Southern	339
	Palmetto	Amtrak	226
		CSX	659
	Silver Meteor	Central Florida Rail Corridor	61
		CSX	1152
		Florida DOT	68
	Silver Star	Amtrak	226
		Central Florida Rail Corridor	61
		CSX	1,209
		Florida DOT	68
Norfolk Southern		28	
Southwest Chief	BNSF	2,206	
	New Mexico DOT	80	

1 Excludes hosts with fewer than 15 route miles.

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Service Line	Route	Host	Route Miles
Long Distance	Sunset Ltd	BNSF	190
		UP	1,784
	Texas Eagle	BNSF	116
		CN	35
		Trinity Rail Express	33
	UP	1,073	
NEC	Acela Express	Amtrak	401
		Metro-North Railroad	56
	On Spine Northeast Regional	Amtrak	463
		Metro-North Railroad	56
	Richmond / Newport News / Norfolk	Amtrak	463
		CSX	189
		Metro-North Railroad	56
		Norfolk Southern	81
	Roanoke	Amtrak	463
		Norfolk Southern	216
		Metro-North Railroad	56
	Springfield Shuttles	Amtrak	62
		Massachusetts DOT	36
State Supported	Blue Water	Amtrak	99
		CN	159
		Michigan DOT	22
		Norfolk Southern	39
	Capitol Corridor	UP	171
	Carl Sandburg / Illinois Zephyr	BNSF	257
	Carolinian	CSX	295
		Norfolk Southern	202
	Cascades	BNSF	317
		Sound Transit	20
		UP	125
	Downeaster	MBTA	38
		PanAm	107
	Ethan Allen Express	Amtrak	100
		CP	60
		Metro-North Railroad	64
Vermont Railway		24	
Heartland Flyer	BNSF	236	

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Service Line	Route	Host	Route Miles
State Supported	Hiawatha	CP	53
		Metra	29
	Illini / Saluki	CN	304
	Keystone	Amtrak	195
	Lincoln Service	CN	35
		UP	231
	Lincoln / Missouri	CN	35
		UP	502
	Maple Leaf	Amtrak	109
		CSX	298
		Metro-North Railroad	64
	Missouri	UP	271
	New York - Albany	Amtrak	81
		Metro-North Railroad	64
	New York - Niagara Falls	Amtrak	109
		CSX	296
		Metro-North Railroad	64
	Pacific Surfliner	BNSF	22
		San Diego Northern	60
		SCRRA	95
		UP	174
	Pennsylvanian	Amtrak	195
		Norfolk Southern	249
	Pere Marquette	CSX	135
		Norfolk Southern	39
	Piedmont	Norfolk Southern	173
	San Joaquins	BNSF	284
		UP	88
	Vermont	Amtrak	304
		Massachusetts DOT	50
		Metro-North Railroad	56
		New England Central	192
	Wolverine	Amtrak	99
		CN	27
		Michigan DOT	134
		Norfolk Southern	39

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

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 4 for a summary of where financial routes may be different from physical routes.

In these quarterly reports, all customer OTP and train delay metrics are reported using the physical route structure (Table 2), and financial, customer service, and public benefits metrics are reported using the financial route structure (Table 4).

Table 4. 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	Charlotte, NC – New York, NY	Charlotte, NC – Washington, DC
Cascades	Eugene, OR – Vancouver, BC	Eugene – Portland, OR (Oregon Service)
		Portland, OR – Vancouver, BC (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 Express	New York, NY – Rutland, VT	New York – Albany, NY (Empire Service)
		Albany, NY – Rutland, VT (Ethan Allen Service)
Keystone	Harrisburg, PA – New York, NY	Harrisburg – Philadelphia, PA
Lincoln / Missouri	Kansas City, MO – Chicago, IL	Kansas City, MO – St. Louis (Missouri River Runner)
		St. Louis – Chicago (Lincoln Service)

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Route	Physical Route	Financial Route
Lynchburg/ Roanoke	Lynchburg/Roanoke – New Haven, CT/ Boston, MA	Lynchburg, VA – Washington, DC
Newport News	Newport News, VA – New Haven, CT/ Boston, MA	Newport News, VA – Washington, DC
Norfolk	Norfolk, VA – New Haven, CT/Boston, MA	Norfolk, VA – Washington, DC
Springfield Shuttles	Washington, DC – New Haven, CT/ Boston, MA	New Haven, CT – Springfield, MA
Pennsylvanian	Pittsburgh, PA – New York, NY	Pittsburgh – Philadelphia, PA
Richmond	Richmond – New Haven, CT/Boston, MA	Richmond, VA – Washington, DC
Vermont	Washington, DC – St. Albans, VT	New Haven, CT – Springfield, MA; Springfield, MA – St. Albans, VT



V. Quarterly Reporting Data Categories

A. On-Time Performance and Train Delays

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. This section includes reporting tables and charts for selected metrics; to access the complete data files, please visit railroads.dot.gov.

Table 5. On-Time Performance and Train Delays Metrics – Definitions and Notes

Metric	Definition	Data Description and Notes
Customer On-Time Performance	<p>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.</p> <p>The customer on-time performance minimum standard is 80 percent for any 2 consecutive quarters.</p>	<p>Customer on-time performance for all schedules, at the route-level and by train, are included in this report.</p>
Ridership Data	<p>The number of host railroads to whom Amtrak has provided ridership data reported by host railroad and by month.</p>	<p>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.</p> <p>Amtrak provided ridership data to Portland Terminal Railroad Company via BNSF Railway.</p>

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Metric	Definition	Data Description and Notes
Certified Schedules	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.	<p>The metric was reported monthly through May 2021 after which it is reported annually, most recently in the FY2021 Quarter 4 report available at railroads.dot.gov.</p> <p><i>Certified schedule</i> means a published train schedule that Amtrak and the host railroad jointly certify is aligned with the customer on-time performance metric and standard.</p> <p><i>Uncertified schedule</i> means a published train schedule that has not been reported as a certified schedule or a disputed schedule.</p> <p><i>Disputed schedule</i> 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.</p>
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; 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.	<p><i>Amtrak-responsible</i> 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.</p> <p><i>Host-responsible</i> 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.</p> <p><i>Third-party</i> 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, available for download railroads.dot.gov, the third-party delays are coded as "Neither."</p>

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Metric	Definition	Data Description and Notes
Disputed Train Delays		<p><i>Delay minutes disputed by host railroad and not resolved by Amtrak</i> 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.</p> <p>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 6 for a list of host railroads and abbreviated host railroad codes used in the delay reports. See Table 7 for a list of the delay codes, abbreviations, and responsibilities.</p>
Train Delays per 10,000 Train Miles	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.	<p><i>Delays per 10,000 train-miles</i> 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 and Amtrak-responsible delay, divided by the number of Amtrak train-miles operated over that host, multiplied by 10,000. The complete quarterly dataset is available for download at railroads.dot.gov.</p>
Station Performance	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 is available for download at railroads.dot.gov .
Host Running Time	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).	<p><i>Actual running time</i> 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.</p> <p><i>Scheduled running time</i> means the scheduled duration of a train's travel on a host railroad, as set forth in the Amtrak schedule skeleton.</p> <p><i>Schedule skeleton</i> 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.</p> <p>Data is available for download at railroads.dot.gov.</p>

Table 6. 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 ¹	CT
CN – IC (Former GTW and IC)	CC
Conrail Shared Assets	CR
CP Rail (Soo Line)	CP
CSX Corporation	CS
Delaware & Hudson (CP Rail)(StL&H)	DH
Florida DOT	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 England Central	NE
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
Sound Transit (XNI-XTW =Tacoma, WA vicinity)	ST
Terminal Railroad Assn. Of St. Louis (TRRA)	TR
Trinity Rail Express	TE
Union Pacific	UP
Vermont Railway	VR

¹ Amtrak records delays experienced by Illini/Saluki and City of New Orleans trains on any of the routes they may use between 16th St. and Control Point-Roosevelt in Chicago to Chicago Terminal (CT).



Table 7. 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 Centralized Electrification and Traffic Control (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

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Responsibility	Code	Code Description	Explanation
Host-responsible delays	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 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



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Table 8. Customer On-Time Performance by Route

Service Line / Route	OTP (FY22 Q2)	OTP (FY22 Q3)
Long Distance		
Auto Train	37.0%	30.3%
California Zephyr	41.1%	15.6%
Capitol Ltd	28.6%	28.2%
Cardinal	53.3%	43.7%
City Of New Orleans	63.9%	46.4%
Coast Starlight	60.8%	58.6%
Crescent	60.3%	37.2%
Empire Builder	42.1%	46.3%
Lake Shore Ltd	61.1%	51.9%
Palmetto	78.9%	58.3%
Silver Meteor	57.5%	Did not operate
Silver Star	30.3%	18.4%
Southwest Chief	40.4%	15.3%
Sunset Ltd	29.3%	10.4%
Texas Eagle	62.2%	43.0%
Northeast Corridor		
Acela Express	84.1%	84.3%
On Spine Northeast Regional	85.7%	85.5%
Richmond / Newport News / Norfolk	74.7%	75.0%
Roanoke	76.8%	64.7%
Springfield Shuttles	88.9%	91.4%
State Supported		
Blue Water	46.1%	70.6%
Capitol Corridor	84.2%	88.3%
Carl Sandburg / Illinois Zephyr	76.6%	77.7%
Carolinian	73.4%	57.6%
Cascades	61.4%	58.5%
Downeaster	82.3%	84.7%
Ethan Allen Express	92.3%	84.5%
Heartland Flyer	59.8%	65.5%
Hiawatha	93.4%	93.9%
Illini / Saluki	51.2%	50.6%
Keystone	94.4%	96.0%
Lincoln / Missouri	Did not operate	31.3%
Lincoln Service	73.7%	69.8%
Maple Leaf	83.0%	80.2%
Missouri	83.4%	55.3%
New York - Albany	91.8%	91.0%
New York - Niagara Falls	82.5%	81.6%
Pacific Surfliner	83.5%	81.9%
Pennsylvanian	74.5%	67.6%
Pere Marquette	64.6%	71.6%
Piedmont	78.2%	76.3%
San Joaquins	75.4%	73.7%
Vermont	84.4%	88.5%
Wolverine	52.2%	68.5%

Figure 3. Customer OTP by Service Line and Route

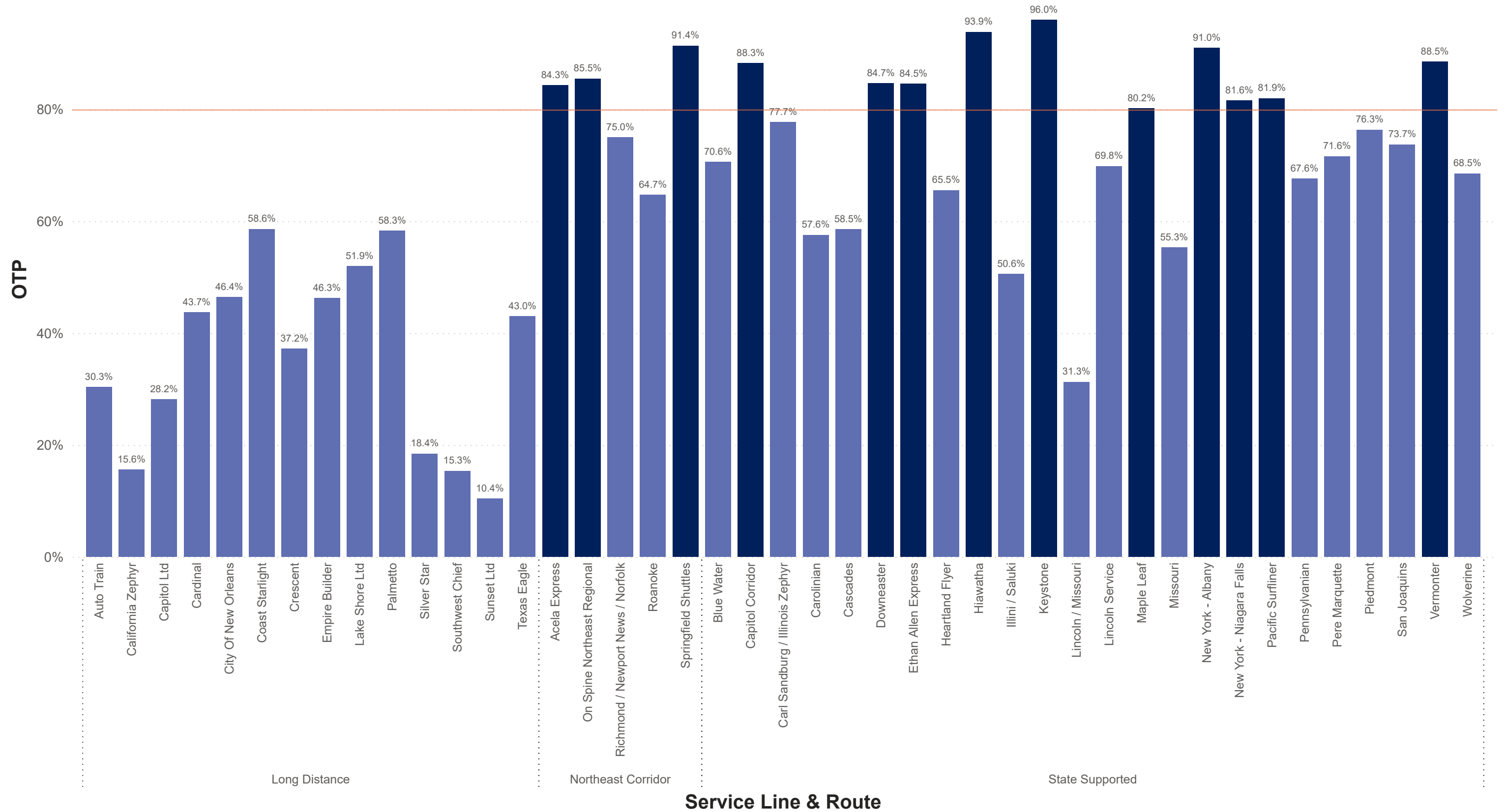


Figure 4. Customer OTP by Route

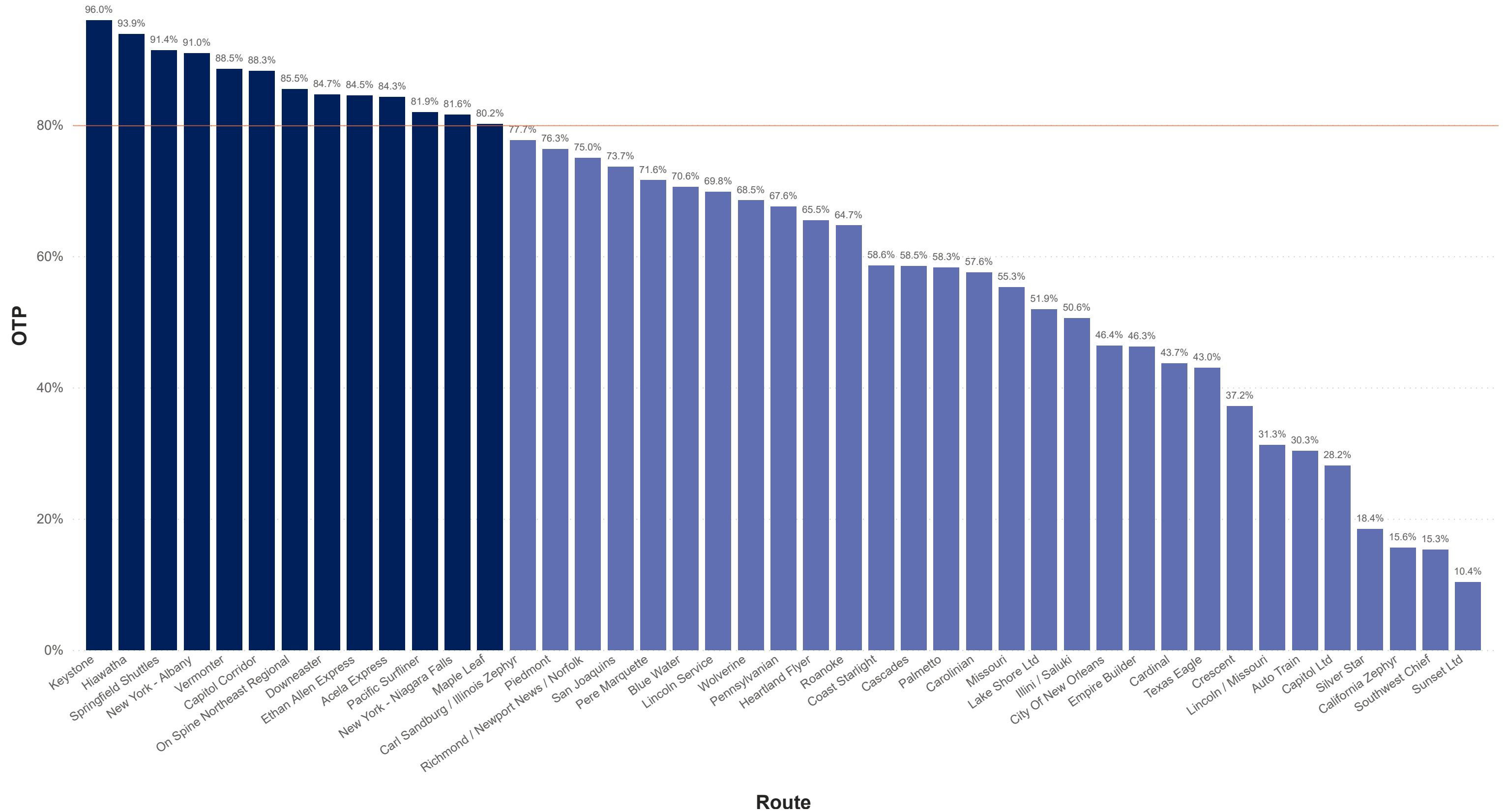


Table 9. Ridership Data Metrics

Host Railroad Name	April 2022	May 2022	June 2022
Belt Railway Company of Chicago	Yes	Yes	Yes
BNSF Railway	Yes	Yes	Yes
Buckingham Branch Railroad	Yes	Yes	Yes
Canadian National	Yes	Yes	Yes
Canadian Pacific	Yes	Yes	Yes
Central Florida Rail Corridor (Florida Rail)	Yes	Yes	Yes
Conrail	Yes	Yes	Yes
CSX Transportation	Yes	Yes	Yes
Golden Isles Terminal Railroad	Yes	Yes	Yes
Kansas City Terminal Railway	Yes	Yes	Yes
Massachusetts Bay Transportation Authority	Yes	Yes	Yes
Massachusetts Department of Transportation	Yes	Yes	Yes
Metra	Yes	Yes	Yes
Metro-North Railroad	Yes	Yes	Yes
Michigan Department of Transportation	Yes	Yes	Yes
Minnesota Commercial Railway	Yes	Yes	Yes
New England Central Railroad	Yes	Yes	Yes
New Mexico Department of Transportation	Yes	Yes	Yes
Norfolk Southern	Yes	Yes	Yes
North County Transit District (San Diego Northern)	Yes	Yes	Yes
Pan Am Railways	Yes	Yes	Yes
Portland Terminal Railroad Company	Yes	Yes	Yes
Regional Transportation District (Denver Union Station)	Yes	Yes	Yes
Sound Transit	Yes	Yes	Yes
South Florida Regional Transportation Authority (Florida Department of Transportation)	Yes	Yes	Yes
Southern California Regional Rail Authority	Yes	Yes	Yes
Terminal Railroad Association of St. Louis	Yes	Yes	Yes
Trinity Railway Express	Yes	Yes	Yes
Union Pacific Railroad	Yes	Yes	Yes
Vermont Railway	Yes	Yes	Yes



Table 10. Disputed Delay Minutes

Host Railroad	Disputed Delay Minutes	Unresolved Disputed Delay Minutes
BNSF	140	0
Buckingham Branch	24	0
Canadian National	9,681	0
Canadian Pacific	21	0
Norfolk Southern	1,098	0
Union Pacific	336	0
Total	11,300	0



Table 11. Amtrak Responsible Train Delay Minutes

Service Line / Route	Amtrak (Host)																	Amtrak (Non-Host)													Amtrak Total Responsible Delay Minutes						
	CTI	CTP	DBB	DCS	DCT	DDA	DET	DMW	DSR	DTR	FTI	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total				
Long Distance																																					
Auto Train																			6	363				569		117	5,830		349	811	1,342	9,387	9,387				
California Zephyr	18			13											15	12		58	1,014	1,287		69	1,786	2,264	572	1,255		1,352	3,666	3,863	17,128	17,186					
Capitol Ltd	36			145											98	202		481	389	362	20	147	770	1,240	31	12		762	1,298	1,104	6,135	6,616					
Cardinal	39			50				42	14				23	110	3	149	430	348	385		78	654	454	65	19		673	720	818	4,214	4,644						
City Of New Orleans	4			20					2					25	2		53	693	66		4	662	1,757	26	238		859	1,516	1,044	6,865	6,918						
Coast Starlight																		854	393	8	262	646	2,513	319	74		2,335	1,231	3,154	11,789	11,789						
Crescent	84	8		44	12		78	33	38		23			27	222	34	453	1,056	1,638	113		50	611	1,379	88	889	28	390	1,571	3,503	10,260	11,316					
Empire Builder	14			3				2							12			31	541	242		2,468	1,408	2,228	223	1,169		1,533	4,170	2,354	16,336	16,367					
Lake Shore Ltd	87			150				18	446		14				122	125		962	482	375		2,599	7	1,024	1,144	98	304		568	1,287	811	8,699	9,661				
Palmetto	24	13		43		8	16	43	40		20			28	100	30	279	644	839	193		56	104	527	44			316	208	640	2,927	3,571					
Silver Star	175	14	21	69		35	118	55	40			3		75	426	5	464	1,500	4,854	936		197	1,330	6,826	154	567	42	890	1,718	4,334	21,848	23,348					
Southwest Chief	30			32				2							4			68	766	758	25	841	2,099	3,141	278	46		360	2,583	4,019	14,916	14,984					
Sunset Ltd				42					41						6			89	754	213		1,099	883	2,103	157			706	1,937	3,175	11,027	11,116					
Texas Eagle				186				10		37	69				40	98		440	845	122		2,858	1,016	2,552	233	1,089		820	2,003	3,719	15,257	15,697					
Northeast Corridor																																					
Acela Express	1,560	121	69	856	25	115	752	361	592		30	8	2	1115	870	61	3,145	9,682	404	568	38	7	70	1,802	1,424	84	168	180	611	72	569	5,997	15,679				
On Spine Northeast Regional	1,373	193	50	942	31	59	835	252	365					11			988	1,179	48	2,356		257	17	2,226	1,593	76	99	169	355	270	747	7,001	15,683				
Richmond / Newport News / Norfolk	1,297	126	66	894	12		537	241	250					13	11	833	1,145	67	2,008			22	2,531	3,060	138	186	133	1,296	916	1,232	11,936	19,436					
Roanoke	297	30		192		14	54	40	44							117	298	20	344			4	639	1,444	63	93	60	211	291	1,007	4,743	6,193					
Springfield Shuttles	277	21		189				111	93								1,539	26	98	62	1,703	4	589	54		468	110	59	188	90	3,451	4,990					
State Supported																																					
Blue Water	10			203				39	124						205	13		622	193	426	4			672	151	34			696	806	373	3,355	3,977				
Capitol Corridor																			1,253	313	140	94		640	1,101	23	758		284	211	950	5,767	5,767				
Carl Sandburg / Illinois Zephyr	2			44											5	29		80	287	133				629	536	25			169	299	392	2,470	2,550				
Carolinian	92	16	2	54			119	28	35					34	214	38	371	1,003	1,214	49		138		1,060	1,093	63		18	364	384	551	4,934	5,937				
Cascades																			877	263	309	86		333	756	25	64		839	282	890	4,724	4,724				
Downeaster																			99	5	5			339	319		219		68	26	194	1,274	1,274				
Ethan Allen Express	15		30	123				25	32						191	77	14	507	121	13			30	58	484			7	281	103	172	1,269	1,776				
Heartland Flyer																			184			13		36	276	18	13		3		73	616	616				
Hiawatha	55			22				15							3	20		115	176	149	13			158	274		570	2,324	456	557	4,677	4,792					
Illini / Saluki	7			30				2							54	15		108	466	233		74		563	810		246		483	405	486	3,766	3,874				
Keystone	884	140	30	521	9		227	221	117			6		543	587	50	708	4,043	99	129	401	18		1,098	300	15	3	106	1,225	8	109	3,511	7,554				
Lincoln / Missouri				16				7							11			34	834	34		82		299	587	26			328	95	200	2,485	2,519				
Lincoln Service	44			164				33	8		55				122	51		477	725	279	2			1,127	734	9	70		1,250	372	1,017	5,585	6,062				
Maple Leaf	25	6		119				10	109	2					35	104		410	237	16				136	444	23			244	171	836	2,107	2,517				
Missouri																			453			35		10	333		616		176	76	67	1,766	1,766				
New York - Albany	77	3		313				10	27		5				393	266	27	1,121	289	50		150	18	368	916		73		79	2	127	2,072	3,193				
New York - Niagara Falls	4			240				60	236	4	12				449	254		1,259	449	18		4		568	744	25			594	138	1,204	3,744	5,003				
Pacific Surfliner																			1,888	573	465	494		1,357	3,783	151	1,582		1,770	263	2,671	14,997	14,997				
Pennsylvanian	39	26		59			33	41	22		12		2	27	142	4	99	506	265	61		36		261	323	6	28	64	597	55	776	2,472	2,978				
Pere Marquette	6			72							12				34			124	88	191					96				436	85	299	1,195	1,319				
Piedmont																			708	6	2	70		254	495	49	403		452	2	462	2,903	2,903				
San Joaquins																			1,256	352	185	336		881	1,098	131	944		907	236	1,246	7,572	7,572				
Vermont	277	10		53	7	17	35	30	45		27	10		70	194	4	547	1,326	157	38		10		448	203		4	50	1,398	131	244	2,683	4,009				
Wolverine	57			261				159	300		45				1,325	110		2,257	1,004	268				1,562	699	22	557		2,715	760	2,922	10,509	12,766				

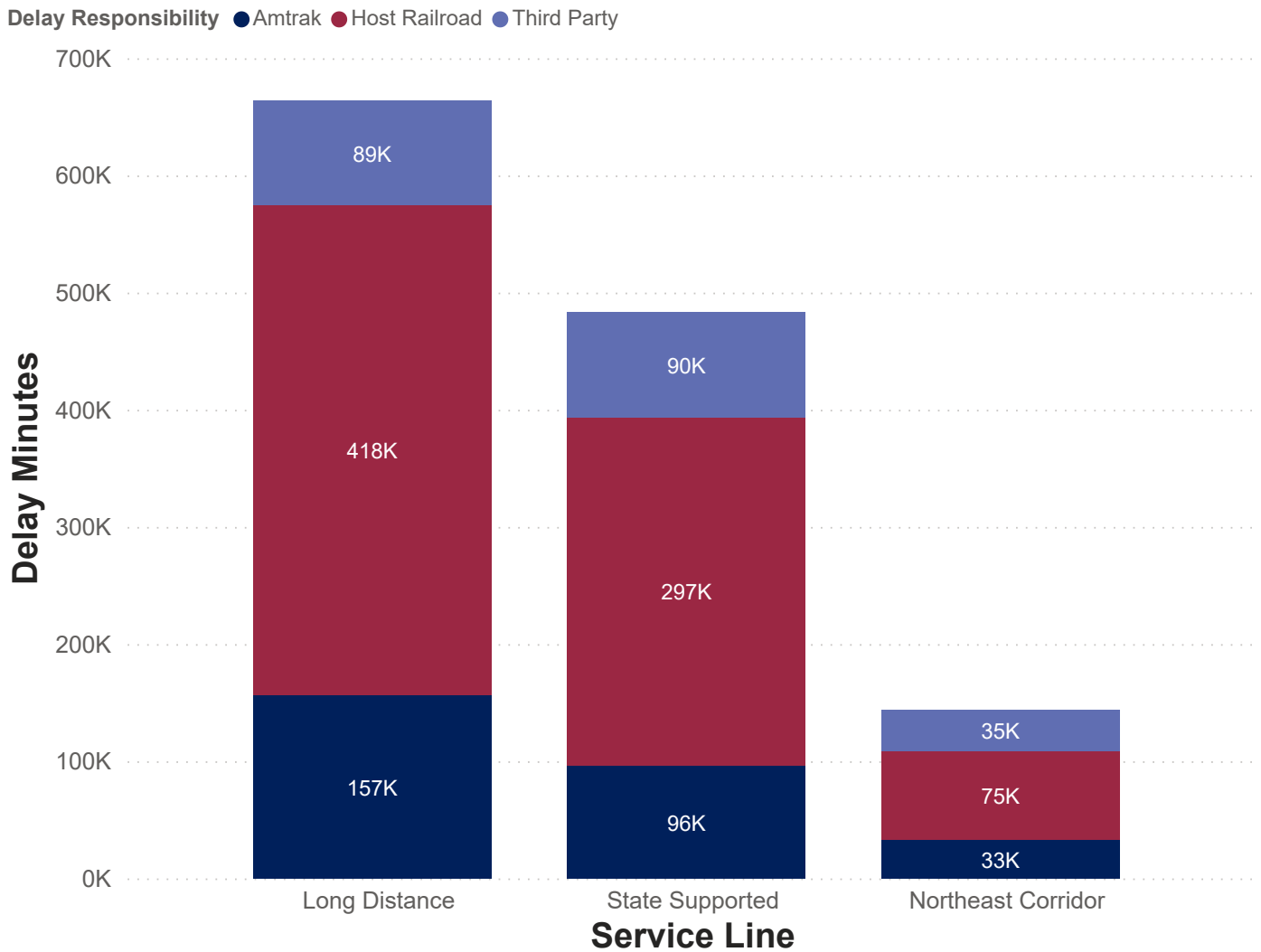
Table 12. Host Railroad Responsible Train Delay Minutes

Service Line / Route	Delay Cause								Total
	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	
Long Distance									
Auto Train	509	1,539	267	7,369		9,647	3,395	1,660	24,386
California Zephyr	474	4,649	2,717	15,716	249	25,241	4,814	3,938	57,798
Capitol Ltd	160	1,421	138	2,461		15,966	2,069	3,382	25,597
Cardinal	156	907	290	2,410	26	3,608	1,202	1,111	9,710
City Of New Orleans	39	901	252	3,488		7,102	1,685	1,816	15,283
Coast Starlight	1,227	6,968	916	5,289	78	11,185	7,107	1,190	33,960
Crescent	123	4,297	420	3,548	7	16,614	2,121	2,233	29,363
Empire Builder	492	2,318	789	8,095	467	17,267	1,767	1,101	32,296
Lake Shore Ltd	2,296	1,157	1,244	2,411		10,369	2,302	2,458	22,237
Palmetto	74	772	1,008	2,660		5,021	2,532	312	12,379
Silver Star	1,689	2,222	619	6,776		7,361	4,690	1,377	24,734
Southwest Chief	2,079	5,601	686	5,276		22,537	4,461	2,207	42,847
Sunset Ltd	96	2,239	472	4,397	2	24,288	658	2,829	34,981
Texas Eagle	217	2,768	1,003	7,433	370	29,371	3,082	2,194	46,438
Northeast Corridor									
Acela Express	2,077	403	292	6,851			61	294	9,978
On Spine Northeast Regional	4,225	264	112	4,786	42		44	236	9,709
Richmond / Newport News / Norfolk	4,133	1,846	589	6,158	16	3,463	1,287	3,497	20,989
Roanoke	734	559	388	1,971	3	1,349	214	254	5,472
Springfield Shuttles	9	6	28	151		240	24	23	481
State Supported									
Blue Water		356	281	329		3,265	460	213	4,904
Capitol Corridor	773	2,075	337	4,082		1,924	4,689	1,389	15,269
Carl Sandburg / Illinois Zephyr	894	673	350	1,921		3,491	342	1,101	8,772
Carolinian	160	1,233	400	1,497		1,954	2,756	1,099	9,099
Cascades	157	1,857	806	5,915		6,392	4,168	1,731	21,026
Downeaster	1,387	2,262	159	2,867	131	1,625	3,053	362	11,846
Ethan Allen Express	769	309	212	466		160	48	174	2,138
Heartland Flyer		267	36	2,950	24	4,288		141	7,706
Hiawatha	3,151	1,038	336	267		583	230	253	5,858
Illini / Saluki	108	512	94	2,811		2,114	77	123	5,839
Lincoln / Missouri		608	387	1,027	22	3,534	1,193	464	7,235
Lincoln Service	158	2,339	465	1,589	480	11,949	5,692	1,376	24,048
Maple Leaf	353	580	730	1,339		2,169	364	1,300	6,835
Missouri		213	57	341		3,140		182	3,933
New York - Albany	2,808	284	267	707		17	135	872	5,090
New York - Niagara Falls	1,733	581	879	2,759		3,776	432	2,725	12,885
Pacific Surfliner	8,628	15,087	2,354	1,465	6	2,108	12,972	1,927	44,547
Pennsylvanian		339	245	450		4,723		1,121	6,878
Pere Marquette		417	94	225		1,786	296	93	2,911
Piedmont		1,297	314	1,468		2,484	1,314	165	7,042
San Joaquins	69	2,906	777	6,616	58	16,993	14,323	872	42,614
Vermonter	419	267	35	6,908		27	38	39	7,733
Wolverine		1,666	2,820	2,171		7,188	4,578	793	19,216

Table 13. Third Party Responsible Train Delay Minutes

Service Line / Route	Delay Cause									Total
	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Long Distance										
Auto Train			889		452	431	419		1,599	3,790
California Zephyr			806	200	1,254	1,042	558		4,634	8,494
Capitol Ltd			116	83	1,396	292	388		1,264	3,539
Cardinal			524	5	1,150	69	103		939	2,790
City Of New Orleans			170	7	2,317	68	112		2,318	4,992
Coast Starlight			89	501	8,820	1,760	1,362		419	12,951
Crescent	23		220	164	2,869	456	851		1,436	6,019
Empire Builder			53	340	6,270	339	153		1,060	8,215
Lake Shore Ltd			5	157	3,469	522	426		1,115	5,694
Palmetto	5		153	60	950	105	308	3	4,551	6,135
Silver Star	28		2,125	53	505	1,379	988		5,431	10,509
Southwest Chief			259	265	1,479	950	189		1,344	4,486
Sunset Ltd		128	190	106	799	1,071	882		552	3,728
Texas Eagle			274	89	5,568	235	724		1,065	7,955
Northeast Corridor										
Acela Express	279		184	406	3,125	992	1,039	71	2,561	8,657
On Spine Northeast Regional	214		48	457	2,646	1,615	758	196	3,200	9,134
Richmond / Newport News / Norfolk	105		326	348	4,640	1,240	624	269	4,552	12,104
Roanoke	27		363	36	690	270	219		949	2,554
Springfield Shuttles					1,681	419	20		910	3,030
State Supported										
Blue Water				220	2,965	200	202		18	3,605
Capitol Corridor			119	1,685	2,495	3,430	2,329		1	10,059
Carl Sandburg / Illinois Zephyr					301	197	314		436	1,248
Carolinian	16		139	22	1,518	500	303		3,317	5,815
Cascades			97	648	808	1,473	1,275		671	4,972
Downeaster			103	14	2,434	194	168		94	3,007
Ethan Allen Express			43		925	278	98		128	1,472
Heartland Flyer					16	54	153		108	331
Hiawatha			16	24	581	104	417		82	1,224
Illini / Saluki					35	58	21		295	409
Keystone	132		30	175	12	615	409	90	450	1,913
Lincoln / Missouri			21		172	32	135		654	1,014
Lincoln Service			295	41	4,108	385	1,234		1,136	7,199
Maple Leaf			251		1,812	157	22		867	3,109
Missouri					439	366	108		283	1,196
New York - Albany			11	4	689	506	32		351	1,593
New York - Niagara Falls			16		2,818	384	118		851	4,187
Pacific Surfliner			255		13,013	3,224	1,813		20	18,325
Pennsylvanian	25		9	25	76	279			188	602
Pere Marquette			26	116	325		65		157	689
Piedmont			191		602	103	171		367	1,434
San Joaquins			127		5,793	2,941	1,664		190	10,715
Vermont	27		38	87	989	190	61	200	57	1,649
Wolverine			10	454	1,278	480	1,470		232	3,924

Figure 5. Delay Minutes by Service Line



1 In Figure 5, Amtrak delays include only Amtrak (non-host) delays. Amtrak as host delays are included with Host Railroad delays. This applies also to Figure 6, Figure 7, Figure 9, Figure 10, Figure 11, and Figure 12.

Figure 6. Delay Minutes by Service Line, Route, and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

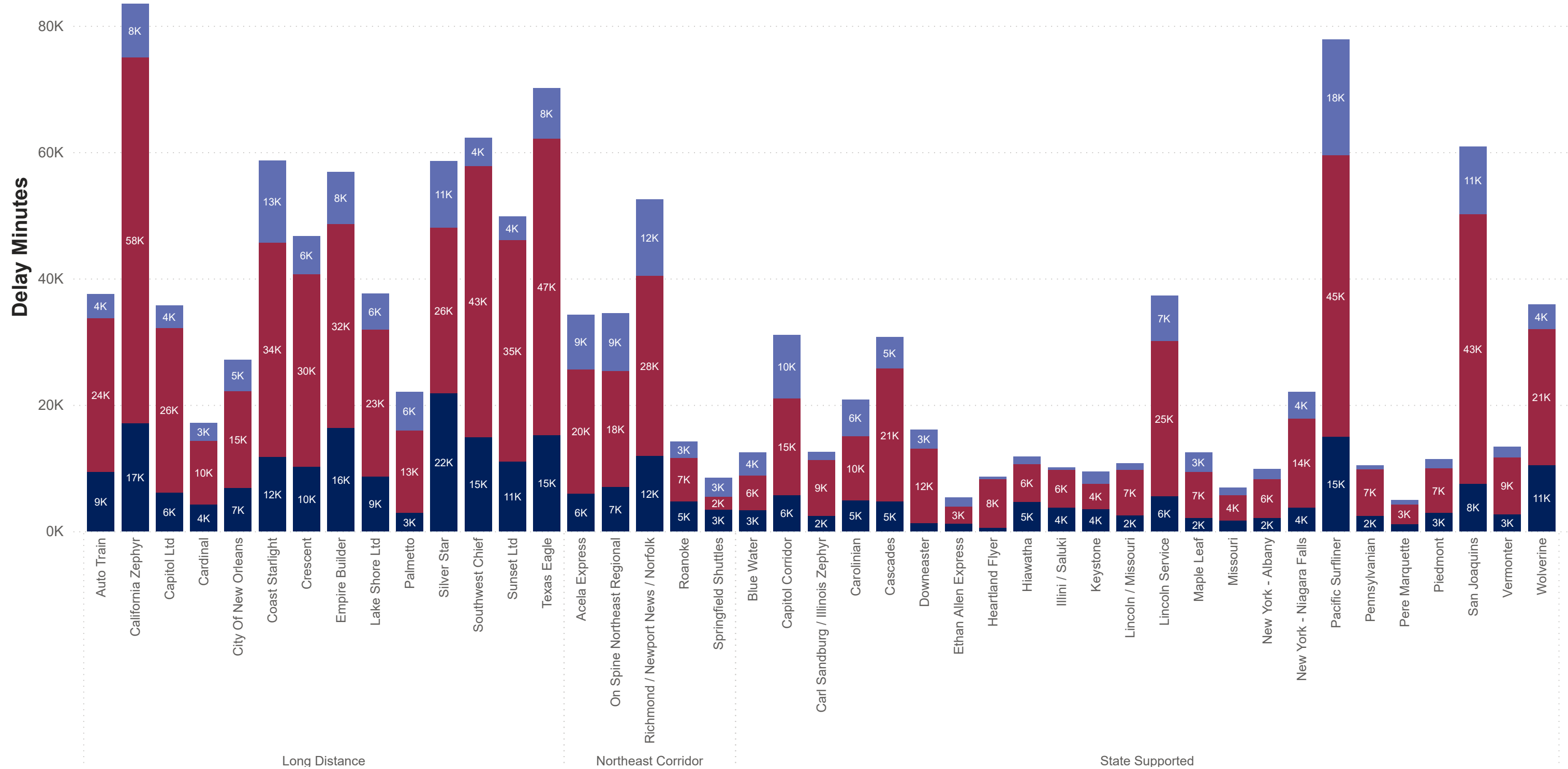


Figure 7. Delay Minutes by Route and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

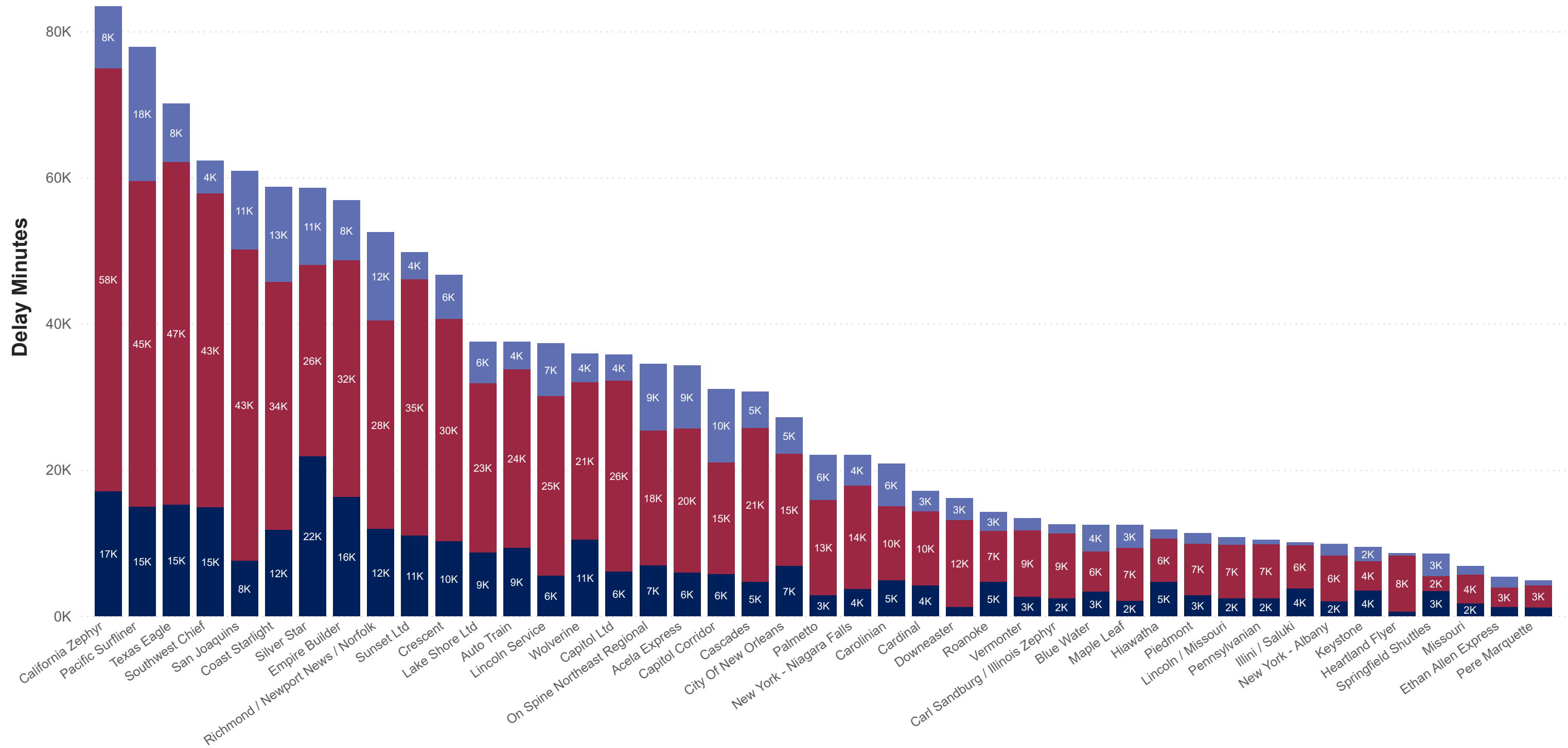


Figure 8. Class I Host Responsible Train Delay Minutes

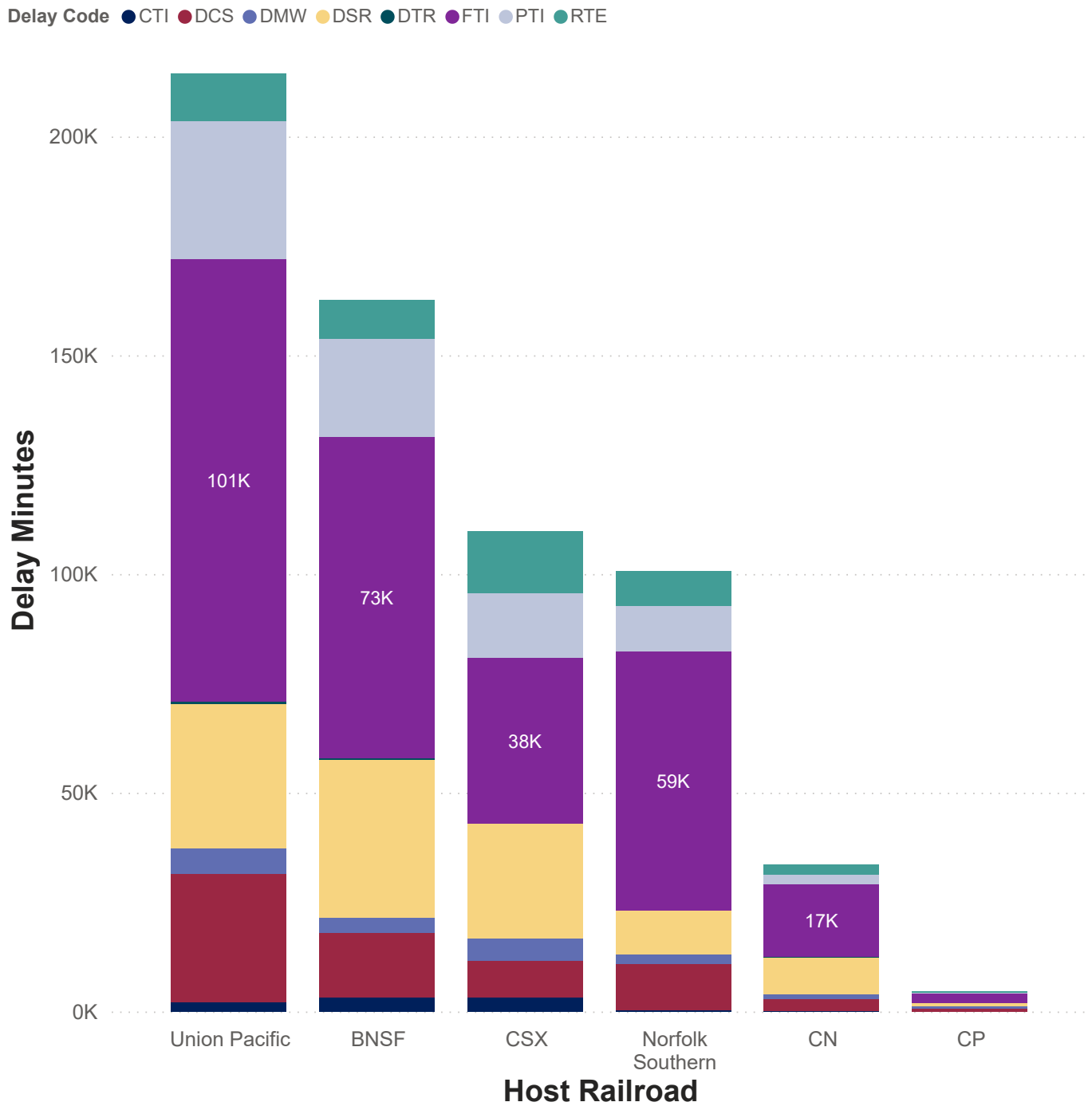


Figure 9. Train Delay Minutes by Responsibility

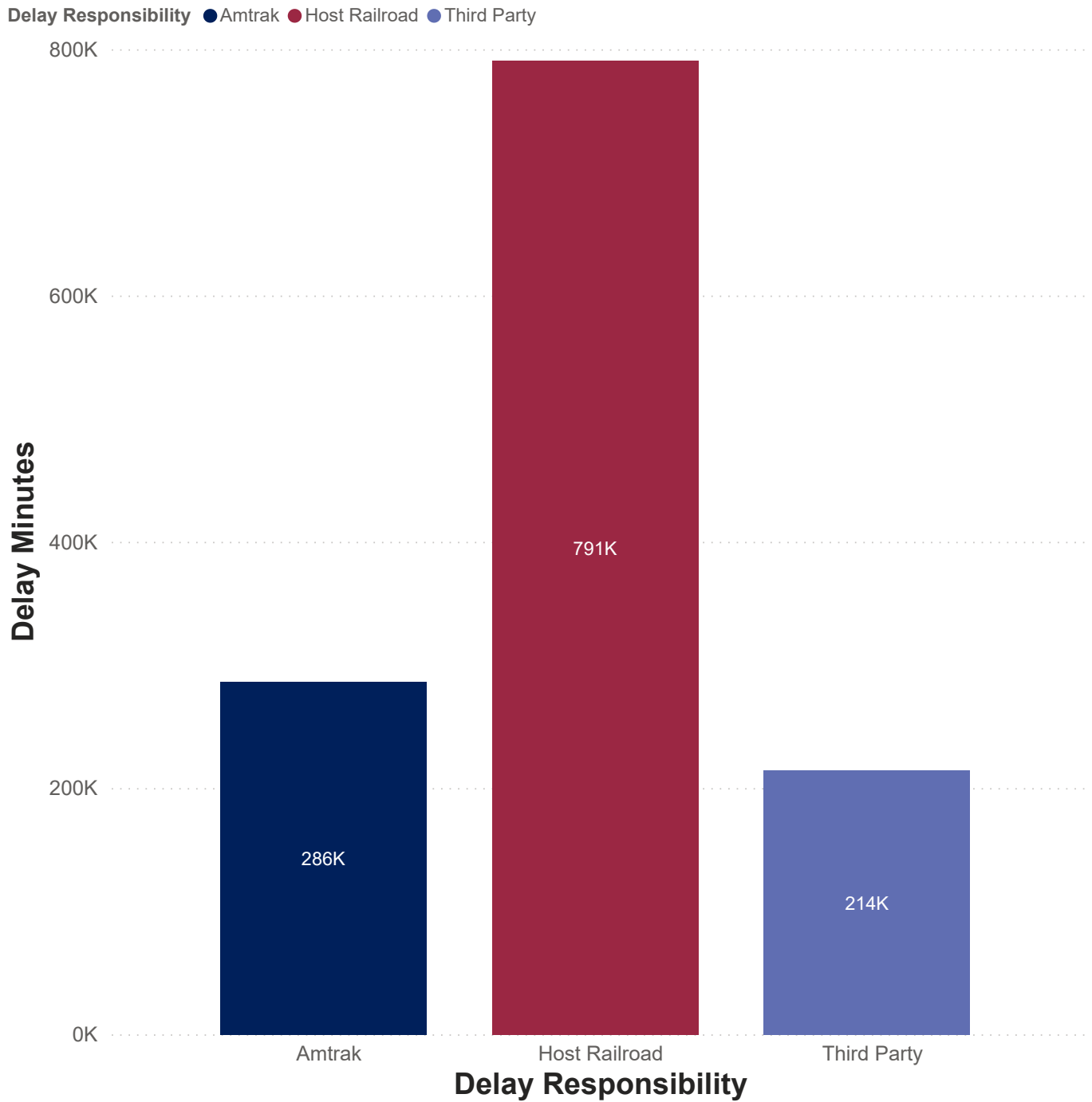


Figure 10. Train Delay Minutes per 10,000 Train Miles by Service Line

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party

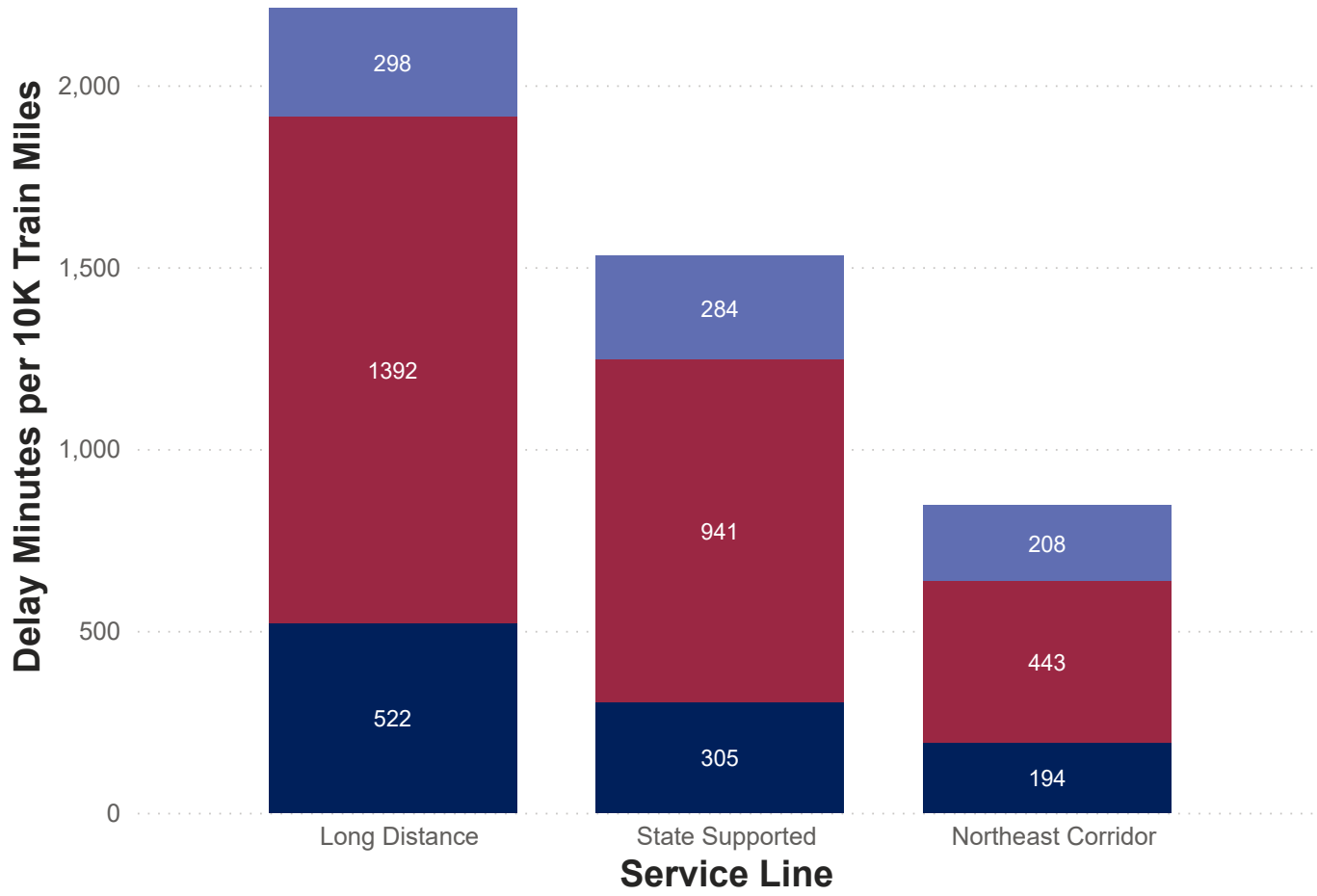


Figure 11. Delay Minutes per 10,000 Train Miles by Service Line, Route and Responsibility

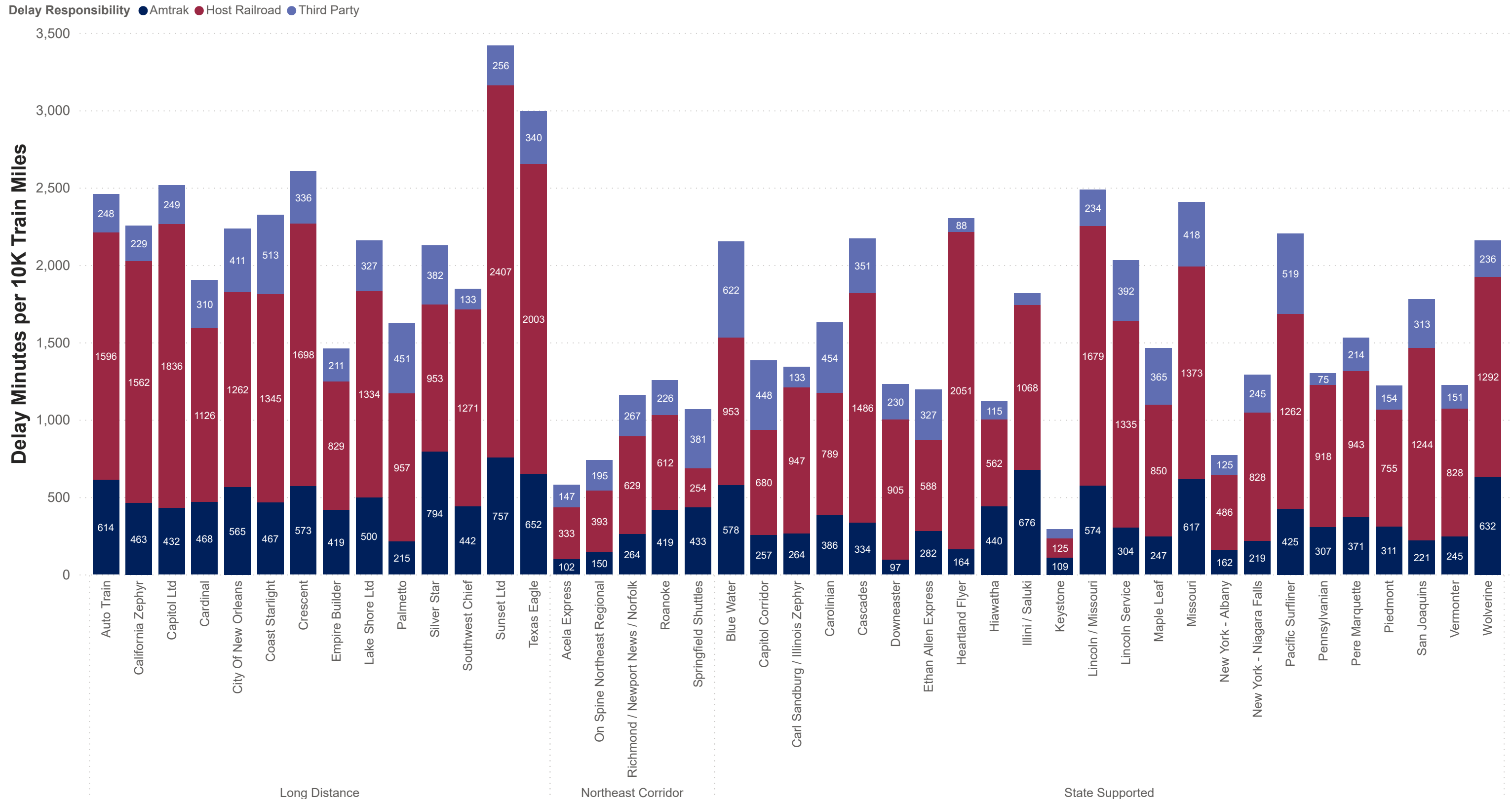


Figure 12. Delay Minutes per 10,000 Train Miles by Route and Responsibility

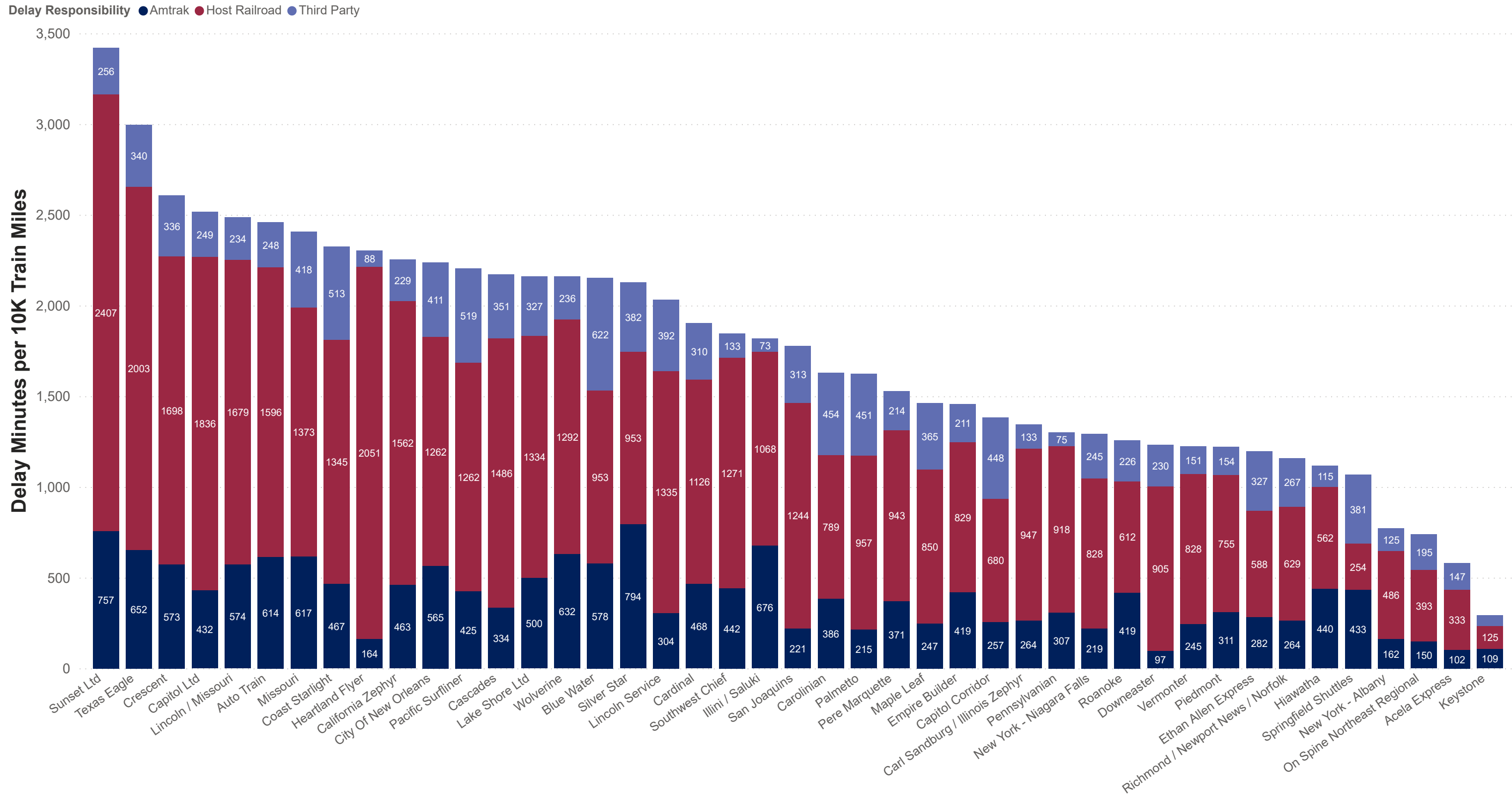
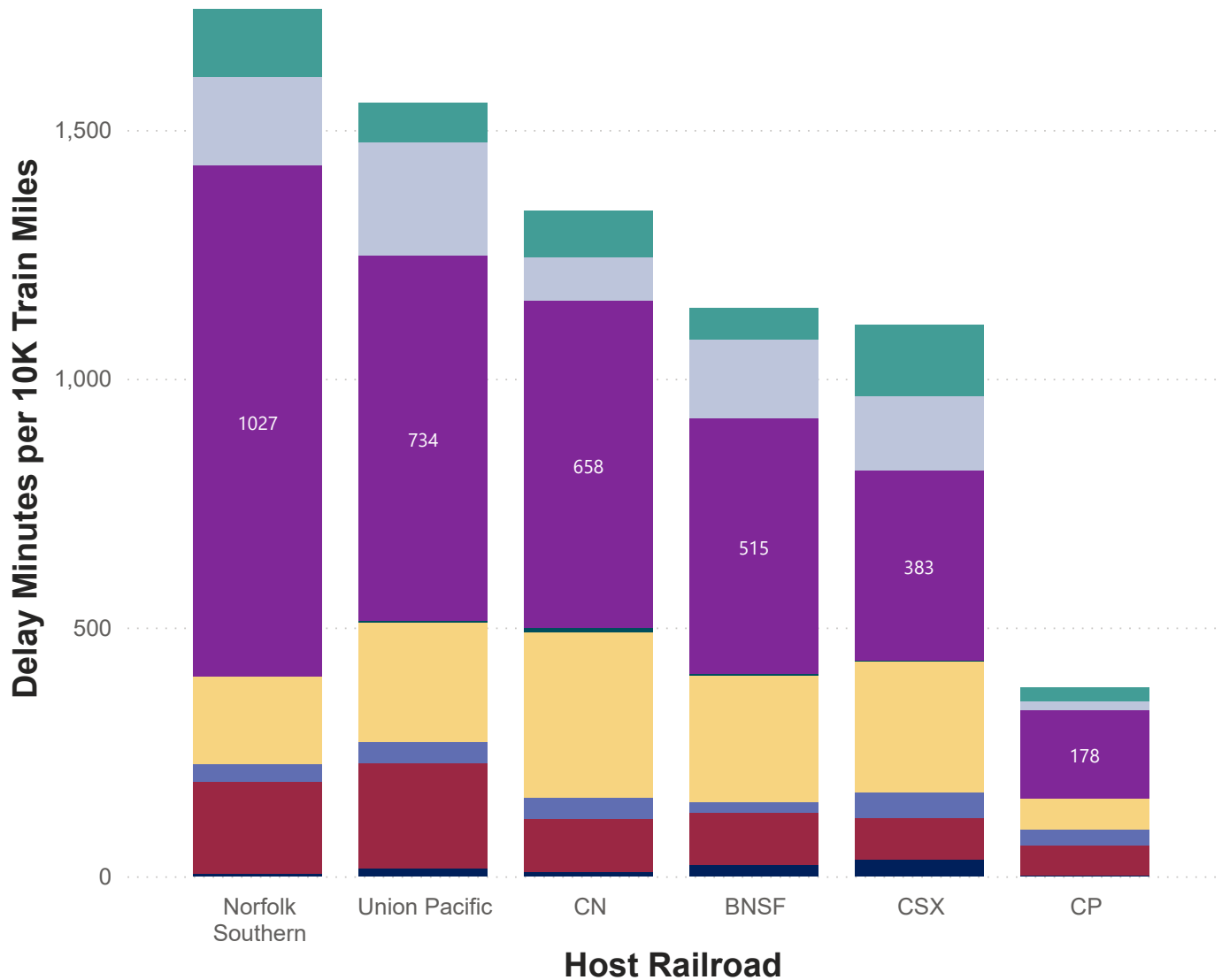


Figure 13. Class I Host Responsible Train Delay Minutes per 10,000 Train Miles

Delay Code ● CTI ● DCS ● DMW ● DSR ● DTR ● FTI ● PTI ● RTE



B. Customer Service

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 publishes information about Amtrak’s customer satisfaction survey (including the survey questions and methodology) annually as an appendix to the quarterly report. For the most recent customer satisfaction survey publication, see Appendix 4 of the FY 2021 fourth quarter 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). The tables and charts in this report reflect 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).

Table 14. Customer Service Metrics – Definitions and Notes

Metric	Definition
Customer Satisfaction	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
Amtrak Personnel	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.
Information Given	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.
On-board Comfort	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.
On-board Cleanliness	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.
On-board food service	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.

Table 15. Customer Satisfaction by Route - Not Adjusted for Train Performance

Service Line / Route	Overall Service	Amtrak Personnel	Information Given	On-Board Cleanliness	On-Board Comfort	On-Board Food Service
Long Distance						
Auto Train	65%	86%	70%	76%	68%	50%
California Zephyr	66%	85%	61%	62%	76%	58%
Capitol Limited	71%	82%	68%	76%	78%	50%
Cardinal	74%	85%	69%	79%	79%	54%
City of New Orleans	74%	85%	73%	78%	82%	64%
Coast Starlight	78%	86%	76%	76%	82%	59%
Crescent	63%	79%	58%	66%	73%	50%
Empire Builder	77%	87%	73%	72%	79%	56%
Lake Shore Ltd	80%	87%	73%	79%	80%	58%
Palmetto	77%	84%	74%	80%	84%	65%
Silver Star	64%	78%	61%	66%	72%	51%
Southwest Chief	66%	84%	62%	65%	72%	56%
Sunset Limited	57%	79%	53%	61%	71%	53%
Texas Eagle	68%	82%	66%	70%	78%	52%
Northeast Corridor						
Acela Express	88%	91%	86%	89%	88%	72%
Northeast Regional	85%	88%	80%	88%	89%	67%
State Supported						
Blue Water	85%	90%	78%	86%	88%	68%
Capitol Corridor	90%	93%	85%	92%	94%	78%
Carolinian	81%	86%	75%	79%	85%	71%
Cascades	86%	93%	81%	87%	87%	71%
Downeaster	94%	96%	89%	95%	96%	83%
Empire South	88%	92%	87%	91%	90%	47%
Empire West/Maple Leaf	87%	92%	86%	85%	89%	68%
Ethan Allen	87%	89%	86%	87%	87%	67%
Heartland Flyer	88%	93%	83%	88%	91%	80%
Hiawatha	93%	95%	90%	93%	95%	57%
Illini / Saluki	80%	87%	76%	83%	86%	69%
Illinois Zephyr/Carl Sandburg	88%	92%	83%	91%	91%	77%
Keystone	93%	93%	90%	93%	94%	53%
Lincoln Service	82%	87%	79%	85%	84%	70%
Missouri River Runner	51%	58%	47%	50%	57%	66%
New Haven - Springfield	89%	92%	85%	89%	93%	74%
Pacific Surfliner	89%	92%	84%	88%	92%	78%
Pennsylvanian	89%	93%	84%	87%	93%	72%
Pere Marquette	89%	97%	89%	91%	92%	77%
Piedmont	95%	97%	93%	96%	94%	75%
San Joaquin	85%	93%	85%	84%	89%	69%
Vermonter	90%	92%	85%	88%	89%	63%
Washington-Lynchburg/Roanoke	83%	86%	74%	83%	87%	66%
Washington-Newport News	84%	90%	76%	84%	88%	71%
Washington-Norfolk	86%	89%	77%	84%	90%	69%
Washington-Richmond	83%	90%	73%	85%	88%	68%
Wolverine	79%	89%	77%	83%	84%	66%

Table 16. Customer Satisfaction by Route - Adjusted for Train Performance

Service Line / Route	Overall Service	Amtrak Personnel	Information Given	On-Board Cleanliness	On-Board Comfort	On-Board Food Service
Long Distance						
Auto Train	73%	88%	80%	80%	71%	54%
California Zephyr	75%	88%	70%	67%	82%	62%
Capitol Limited	75%	84%	72%	77%	79%	52%
Cardinal	77%	86%	73%	81%	80%	54%
City of New Orleans	79%	87%	78%	80%	84%	66%
Coast Starlight	80%	87%	77%	76%	83%	59%
Crescent	74%	82%	68%	73%	78%	56%
Empire Builder	82%	88%	78%	75%	82%	58%
Lake Shore Ltd	82%	88%	76%	80%	81%	59%
Palmetto	78%	84%	75%	81%	85%	65%
Silver Star	73%	82%	69%	71%	77%	56%
Southwest Chief	78%	86%	73%	72%	79%	62%
Sunset Limited	71%	85%	69%	69%	80%	59%
Texas Eagle	76%	85%	74%	75%	83%	55%
Northeast Corridor						
Acela Express	88%	91%	86%	89%	88%	72%
Northeast Regional	85%	88%	80%	88%	89%	67%
State Supported						
Blue Water	88%	90%	82%	87%	88%	67%
Capitol Corridor	92%	94%	86%	93%	95%	79%
Carolinian	86%	88%	82%	82%	87%	73%
Cascades	90%	94%	86%	89%	89%	72%
Downeaster	95%	96%	91%	95%	97%	84%
Empire South	90%	93%	89%	91%	91%	48%
Empire West/Maple Leaf	90%	93%	89%	87%	91%	70%
Ethan Allen	90%	90%	89%	88%	88%	70%
Heartland Flyer	91%	93%	86%	89%	92%	79%
Hiawatha	93%	95%	91%	93%	95%	58%
Illini / Saluki	86%	89%	83%	85%	89%	72%
Illinois Zephyr/Carl Sandburg	91%	94%	87%	92%	92%	80%
Keystone	93%	94%	91%	93%	94%	53%
Lincoln Service	87%	88%	84%	87%	86%	72%
Missouri River Runner	84%	90%	79%	80%	88%	68%
New Haven - Springfield	90%	93%	86%	89%	93%	74%
Pacific Surfliner	92%	93%	87%	89%	93%	78%
Pennsylvanian	92%	93%	88%	89%	93%	73%
Pere Marquette	91%	97%	91%	91%	92%	77%
Piedmont	96%	97%	94%	96%	95%	76%
San Joaquin	89%	94%	89%	85%	91%	71%
Vermont	91%	92%	86%	88%	90%	64%
Washington-Lynchburg/Roanoke	87%	88%	80%	85%	89%	67%
Washington-Newport News	90%	92%	83%	88%	91%	75%
Washington-Norfolk	90%	91%	81%	86%	92%	71%
Washington-Richmond	87%	91%	79%	88%	89%	70%
Wolverine	85%	90%	82%	85%	87%	69%

Figure 14. Customer Satisfaction by Service Line and Route - Adjusted and Not Adjusted for Train Performance

● Non-Adjusted Overall Service ● Adjusted Overall Service

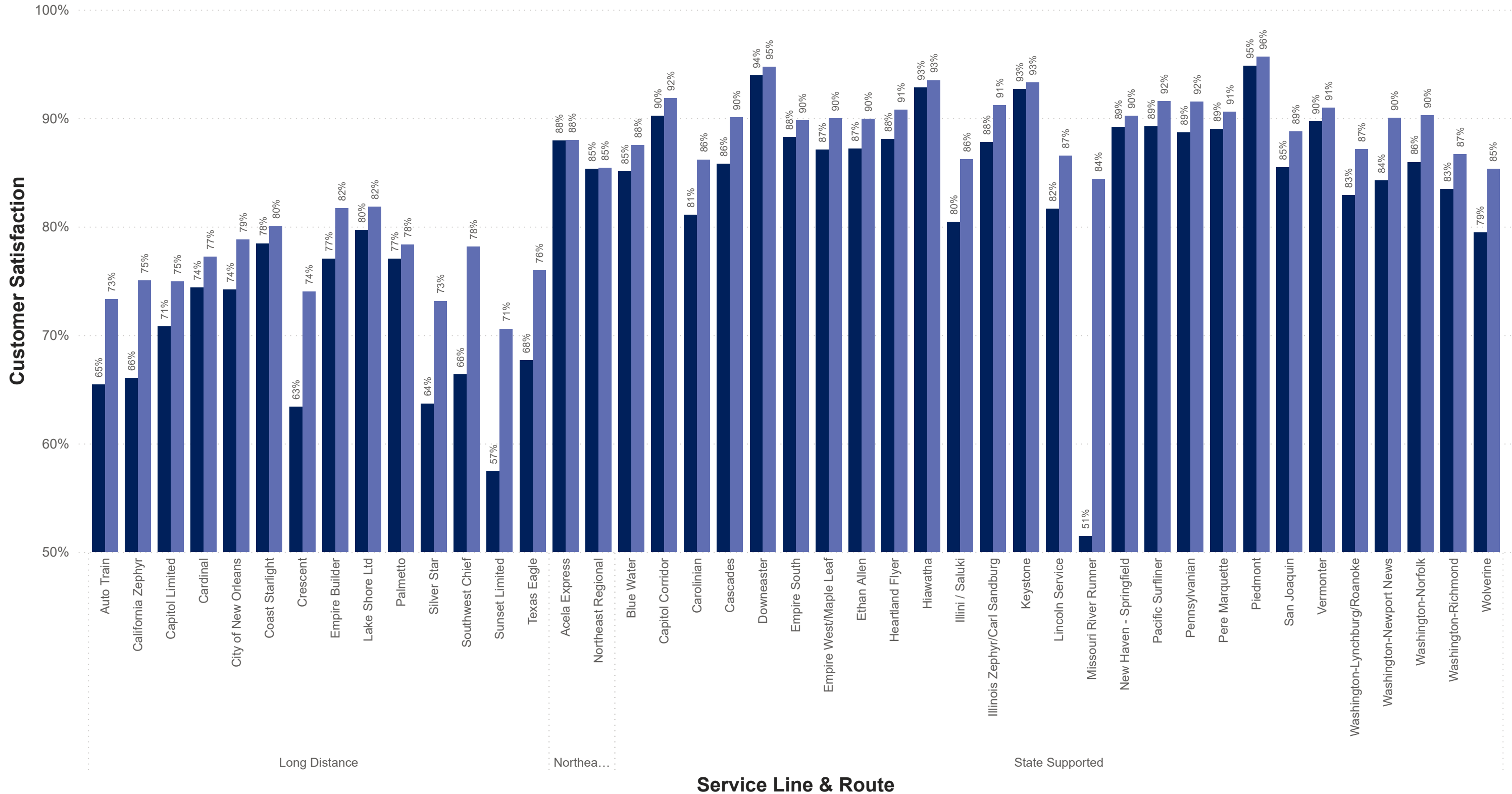
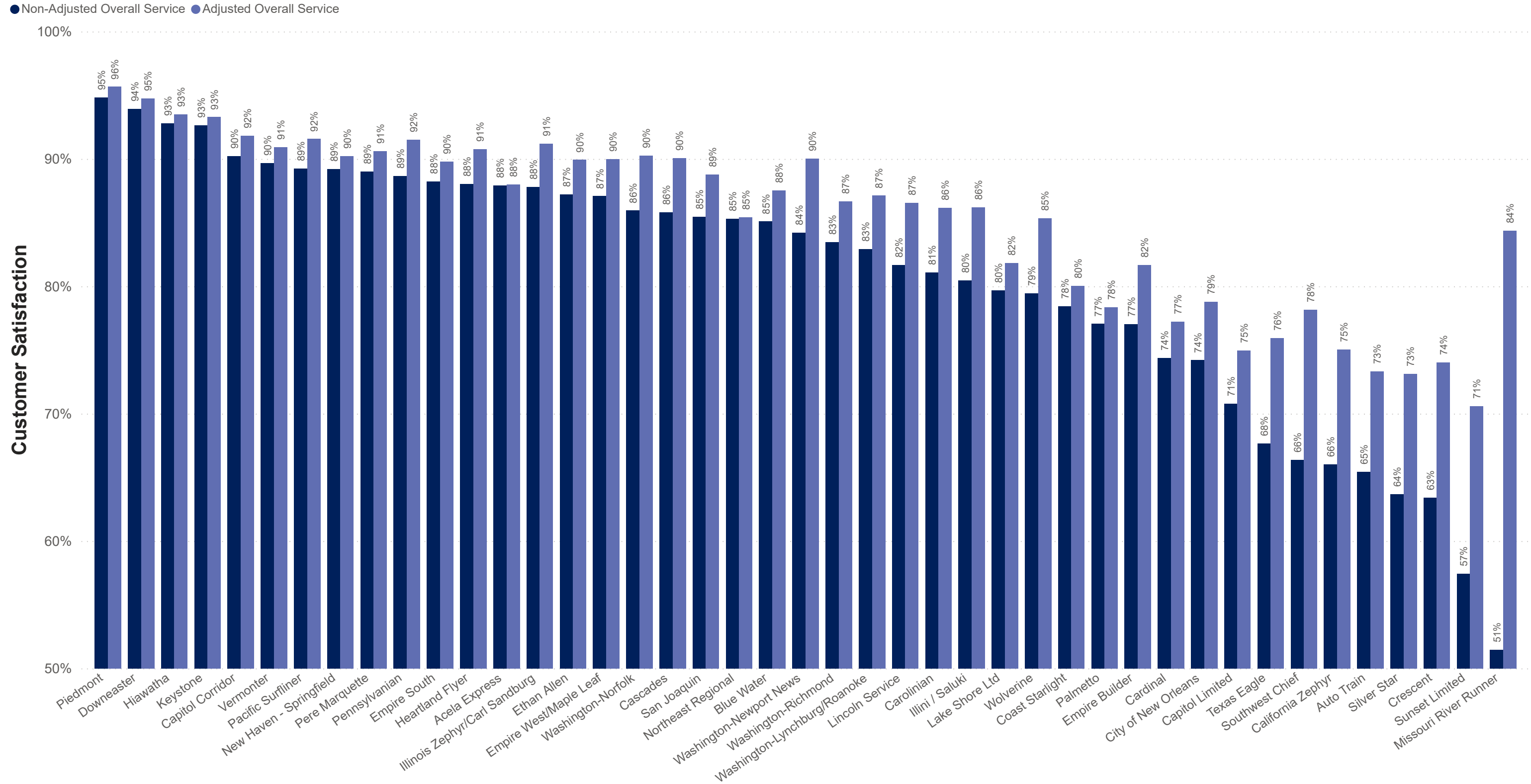


Figure 15. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance



C. Financial

Table 17. Financial Metrics – Definitions and Notes

Metric	Definition	Data Description and Notes
Cost Recovery	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.	<p><i>Adjusted operating expenses</i> 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.</p> <p><i>System-wide</i> (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.</p>
Avoidable Operating Costs Covered by Passenger Revenue	The percent of avoidable operating costs divided by passenger revenue for each route, shown with and without State operating payments.	<p><i>Avoidable operating costs</i> 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.</p> <p><i>Passenger revenue</i> 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.</p>
Fully Allocated Core Operating Costs Covered by Passenger Revenue	The percent of fully allocated core operating costs divided by passenger revenue for each route, shown with and without State operating payments.	<p><i>Fully allocated core operating costs</i> 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.</p> <p><i>Passenger revenue</i> 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.</p>
Average Ridership	The number of passenger-miles divided by train-miles for each route	None.
Total Ridership	The total number of passengers on Amtrak trains, reported by route	None.

Table 18. Cost Recovery by Service Line and Route

Service Line / Route	Cost Recovery
Long Distance	
Auto Train	124%
California Zephyr	51%
Capitol Limited	48%
Cardinal	30%
City of New Orleans	39%
Coast Starlight	55%
Crescent	45%
Empire Builder	48%
Lake Shore Ltd	46%
Palmetto	71%
Silver Meteor	-17%
Silver Star	54%
Southwest Chief	42%
Sunset Limited	23%
Texas Eagle	42%
Northeast Corridor	
Acela Express	111%
NEC Special Trains	37%
Northeast Regional	106%
State Supported	
Adirondack	108%
Blue Water	80%
Capitol Corridor	86%
Carolinian	83%
Cascades	83%
Downeaster	82%
Empire South	60%
Empire West/Maple Leaf	86%
Ethan Allen	58%
Heartland Flyer	88%
Hiawatha	84%
Illini / Saluki	127%
Illinois Zephyr/Carl Sandburg	88%
Keystone	31%
Lincoln Service	94%
Missouri River Runner	145%
New Haven - Springfield	52%
Non-NEC Special Trains	5%
Pacific Surfliner	82%
Pennsylvanian	68%
Pere Marquette	81%
Piedmont	78%
San Joaquin	83%
Vermont	76%
Washington-Lynchburg/ Roanoke	74%
Washington-Newport News	61%
Washington-Norfolk	58%
Washington-Richmond	131%
Wolverine	68%
System-Wide	
National Train Service	78%
System-wide (Total Amtrak)	75%

Figure 16. Cost Recovery by Service Line and Route

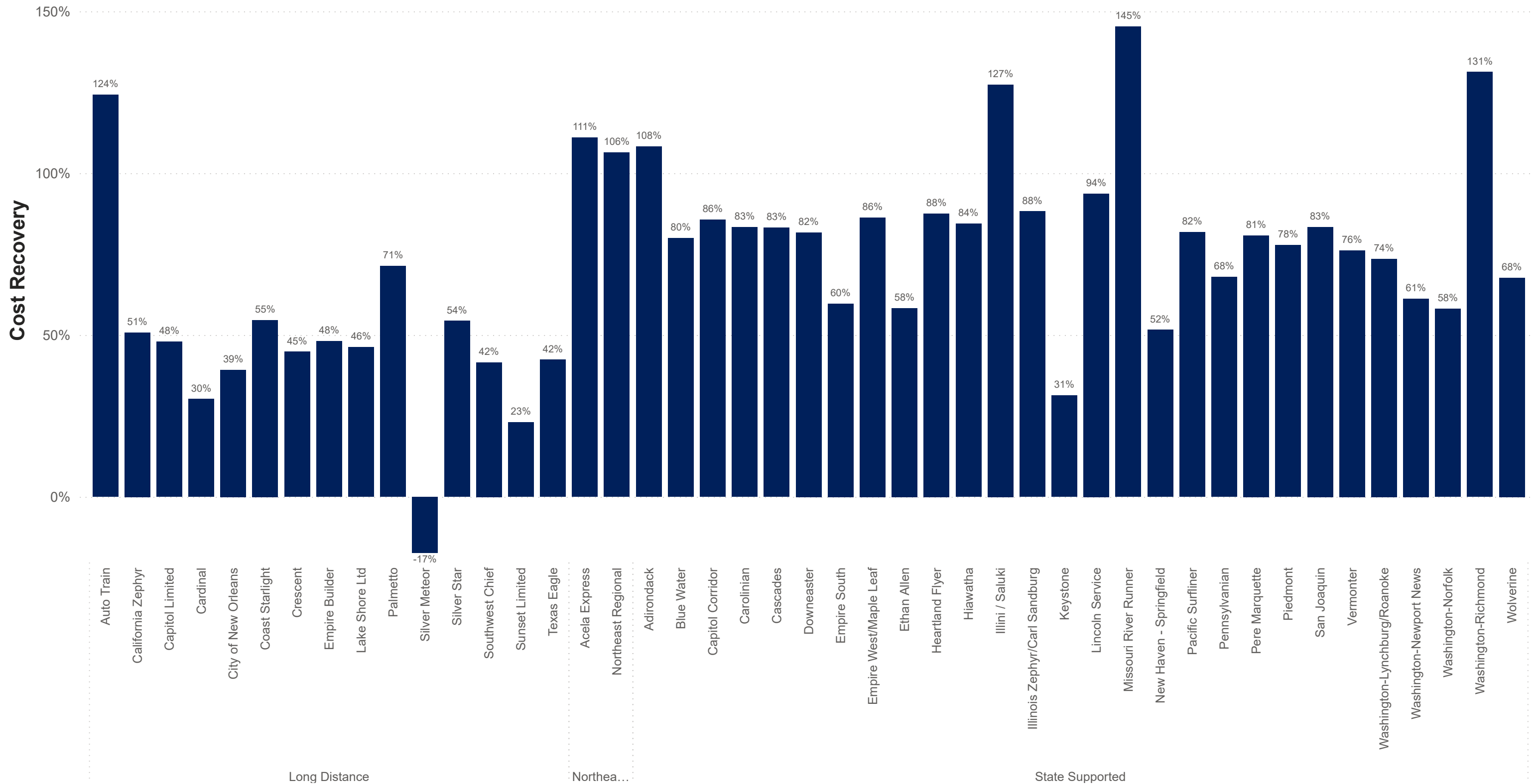


Figure 17. Cost Recovery by Route

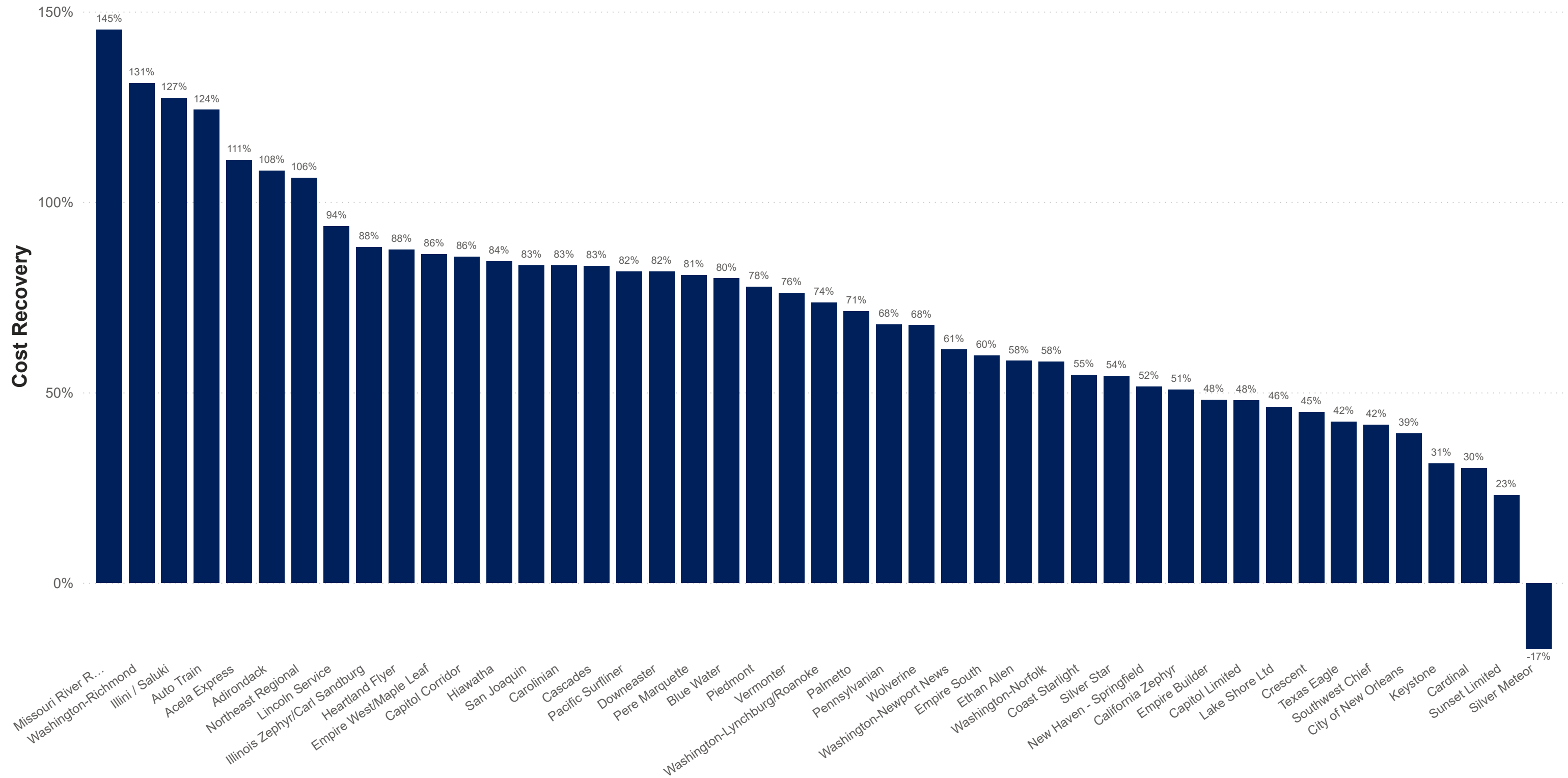


Table 19. Avoidable Operating Expenses Covered By Passenger Revenue

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	155%	155%
California Zephyr	66%	66%
Capitol Limited	64%	64%
Cardinal	44%	44%
City of New Orleans	51%	51%
Coast Starlight	70%	70%
Crescent	58%	58%
Empire Builder	62%	62%
Lake Shore Ltd	59%	59%
Palmetto	96%	96%
Silver Meteor	-29%	-29%
Silver Star	68%	68%
Southwest Chief	52%	52%
Sunset Limited	29%	29%
Texas Eagle	53%	53%
Northeast Corridor		
Acela Express	148%	148%
NEC Special Trains	61%	61%
Northeast Regional	150%	150%
State Supported		
Adirondack	0%	128%
Blue Water	47%	101%
Capitol Corridor	42%	114%
Carolinian	93%	109%
Cascades	51%	106%
Downeaster	59%	107%
Empire South	106%	82%
Empire West/Maple Leaf	58%	112%
Ethan Allen	21%	87%
Heartland Flyer	37%	122%
Hiawatha	58%	99%
Illini / Saluki	60%	164%
Illinois Zephyr/Carl Sandburg	27%	108%
Keystone	33%	38%
Lincoln Service	50%	113%
Missouri River Runner	77%	205%
New Haven - Springfield	25%	67%
Non-NEC Special Trains	11%	11%
Pacific Surfliner	66%	106%
Pennsylvanian	66%	87%
Pere Marquette	56%	101%
Piedmont	72%	109%
San Joaquin	33%	103%
Vermont	37%	116%
Washington-Lynchburg/ Roanoke	86%	94%
Washington-Newport News	67%	77%
Washington-Norfolk	68%	77%
Washington-Richmond	48%	180%
Wolverine	56%	90%
System-Wide		
National Train Service	91%	104%
System-wide (Total Amtrak)	68%	77%

Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Service Line and Route

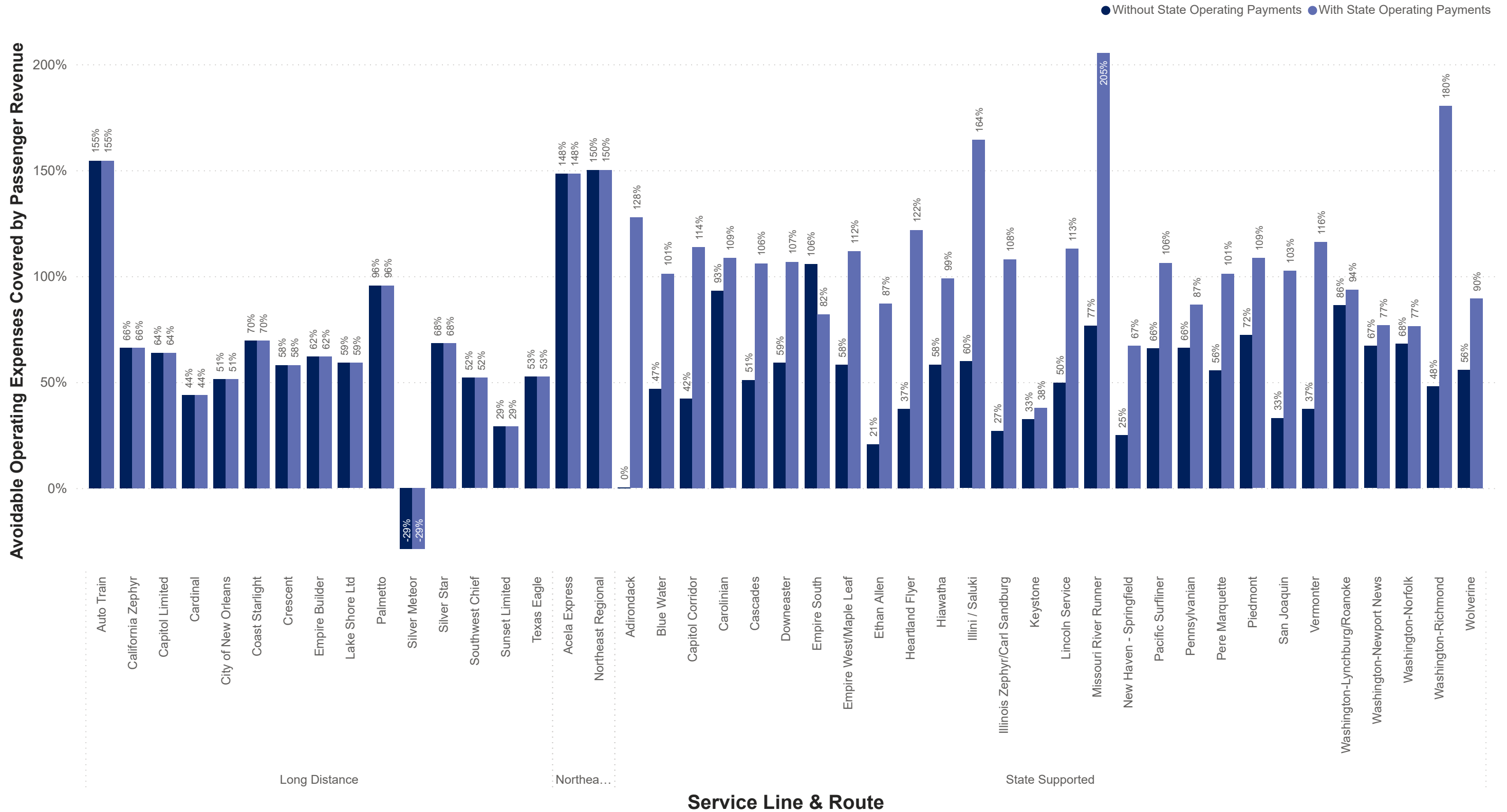


Figure 19. Avoidable Operating Expenses Covered By Passenger Revenue By Route

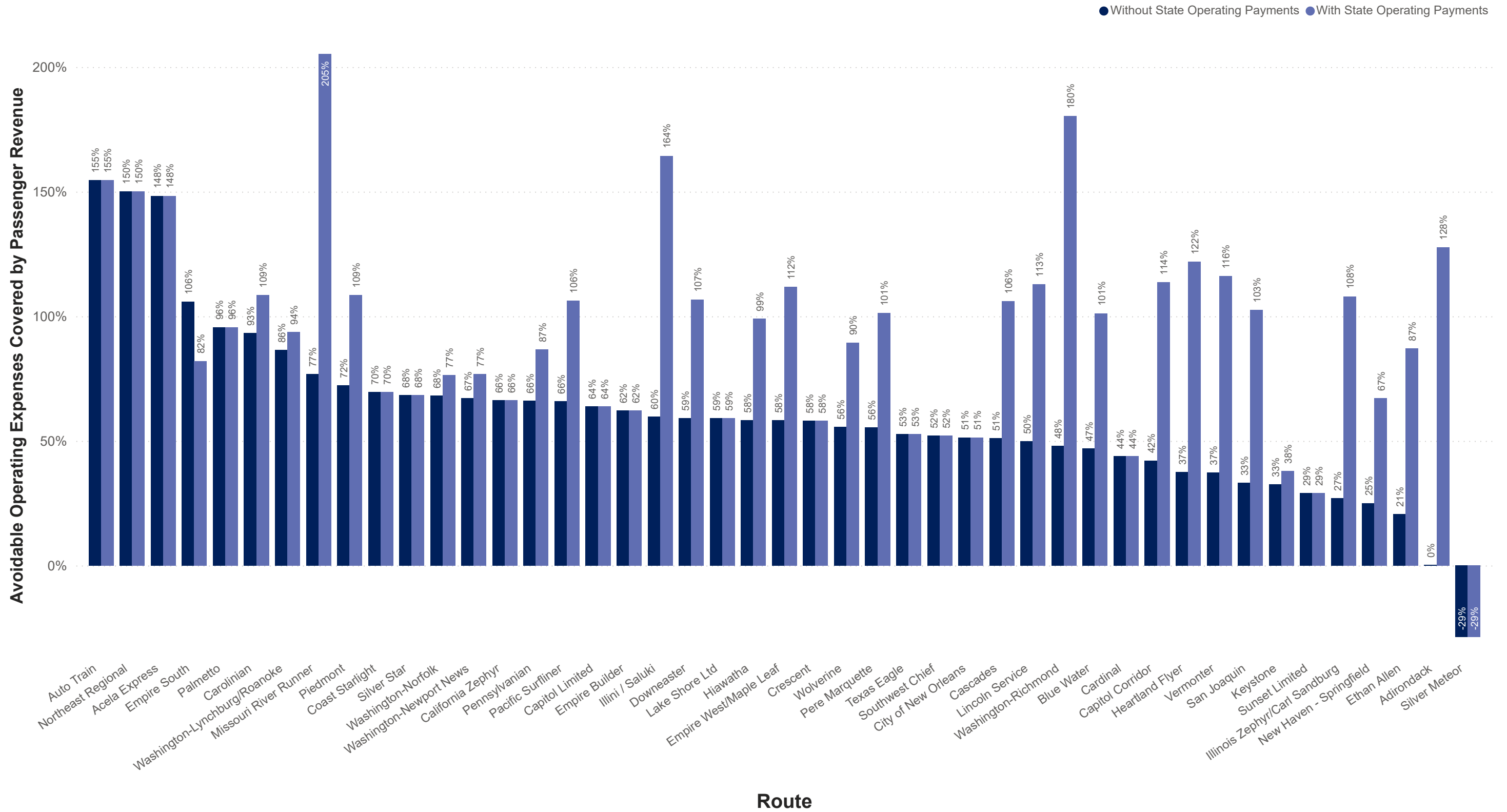


Table 20. Fully Allocated Costs Covered by Passenger Revenue by Route

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	122%	122%
California Zephyr	50%	50%
Capitol Limited	47%	47%
Cardinal	29%	29%
City of New Orleans	38%	38%
Coast Starlight	53%	53%
Crescent	44%	44%
Empire Builder	47%	47%
Lake Shore Ltd	45%	45%
Palmetto	70%	70%
Silver Meteor	-18%	-18%
Silver Star	53%	53%
Southwest Chief	40%	40%
Sunset Limited	22%	22%
Texas Eagle	41%	41%
Northeast Corridor		
Acela Express	109%	109%
NEC Special Trains	34%	34%
Northeast Regional	104%	104%
State Supported		
Adirondack	0%	108%
Blue Water	36%	79%
Capitol Corridor	31%	84%
Carolinian	70%	81%
Cascades	40%	82%
Downeaster	44%	79%
Empire South	74%	57%
Empire West/Maple Leaf	43%	83%
Ethan Allen	13%	55%
Heartland Flyer	27%	86%
Hiawatha	49%	83%
Illini / Saluki	46%	126%
Illinois Zephyr/Carl Sandburg	22%	87%
Keystone	24%	27%
Lincoln Service	41%	92%
Missouri River Runner	54%	144%
New Haven - Springfield	19%	50%
Non-NEC Special Trains	5%	5%
Pacific Surfliner	50%	80%
Pennsylvanian	50%	66%
Pere Marquette	44%	79%
Piedmont	50%	75%
San Joaquin	27%	82%
Vermont	24%	74%
Washington-Lynchburg/ Roanoke	66%	72%
Washington-Newport News	52%	60%
Washington-Norfolk	50%	56%
Washington-Richmond	35%	130%
Wolverine	41%	66%
System-Wide		
National Train Service	67%	76%
System-wide (Total Amtrak)	50%	57%

Figure 20. Fully Allocated Costs Covered by Passenger Revenue by Service Line and Route

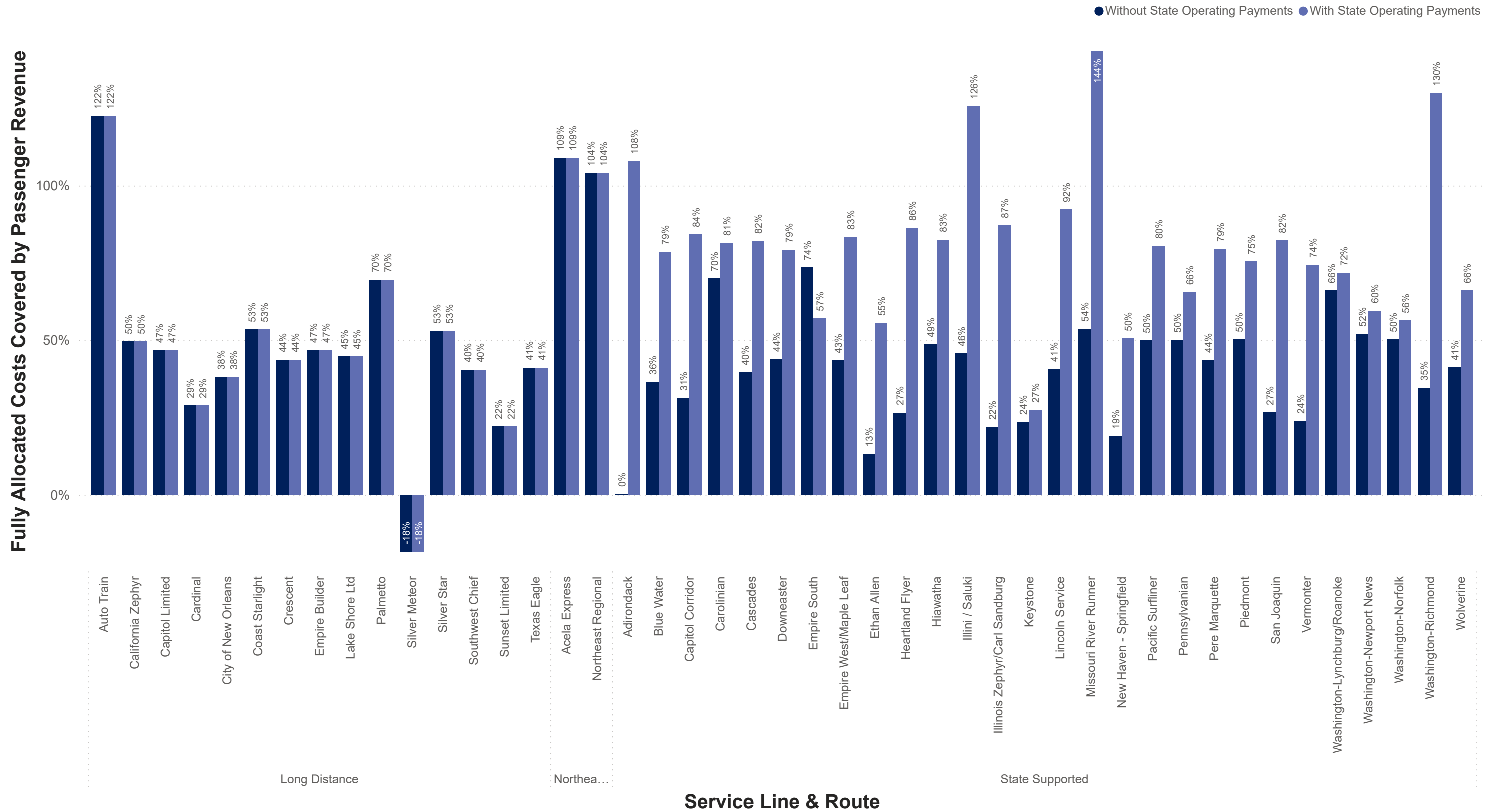


Figure 21. Fully Allocated Costs Covered by Passenger Revenue by Route

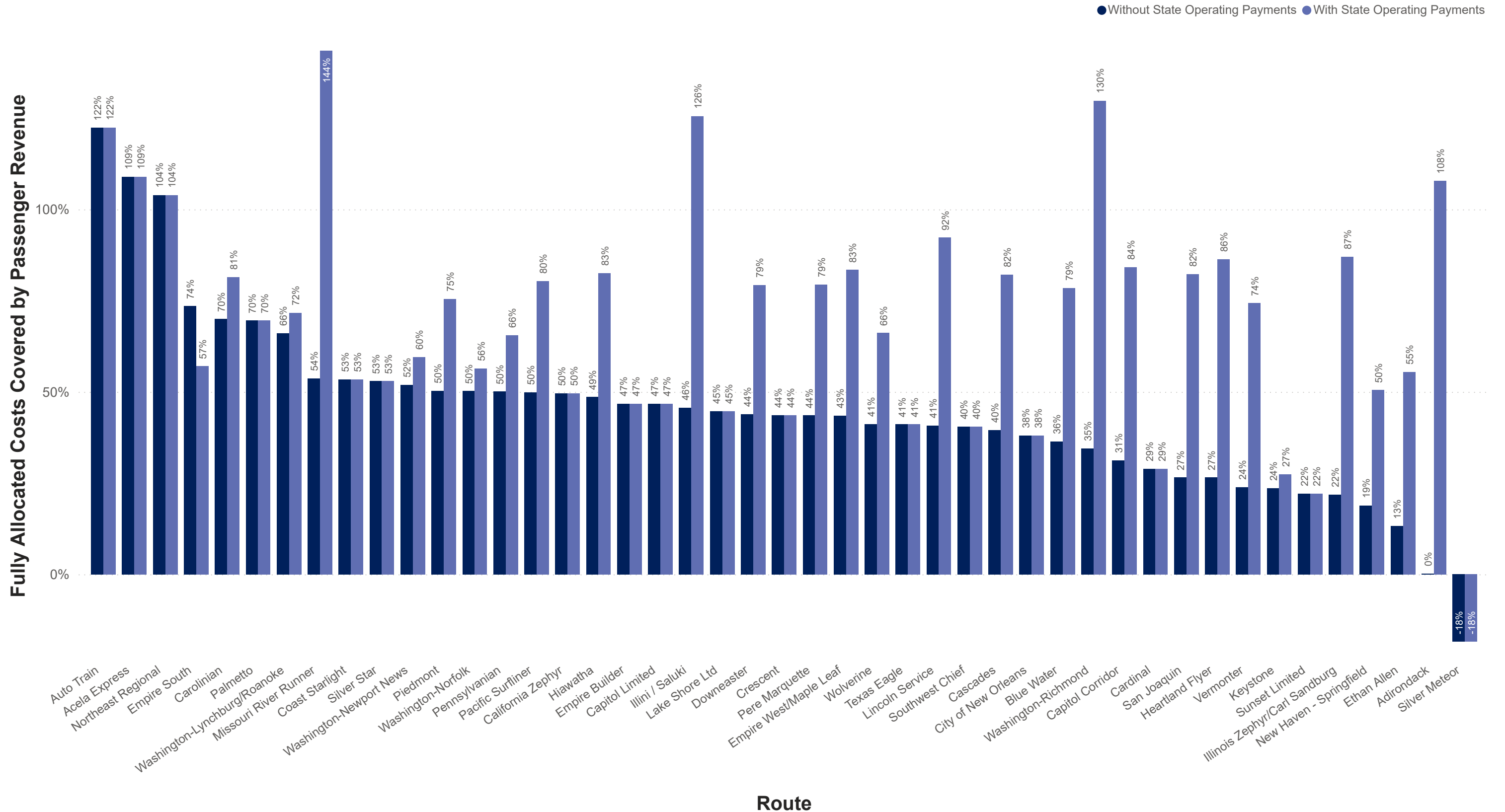


Table 21. Average Ridership (Passenger Miles divided by Train Miles) and Total Ridership

Service Line / Route	Average Ridership	Total Ridership
Long Distance		
Auto Train	236	76,974
California Zephyr	161	69,457
Capitol Limited	162	53,546
Cardinal	88	21,059
City of New Orleans	151	41,619
Coast Starlight	190	104,576
Crescent	132	51,129
Empire Builder	162	76,466
Lake Shore Ltd	188	77,556
Palmetto	146	82,531
Silver Meteor		Did not operate
Silver Star	262	134,482
Southwest Chief	164	60,435
Sunset Limited	114	20,994
Texas Eagle	153	72,787
Northeast Corridor		
Acela Express	209	614,610
NEC Special Trains	-	-
Northeast Regional	311	1,981,425
State Supported		
Adirondack		-
Blue Water	128	36,681
Capitol Corridor	61	186,258
Carolinian	197	78,452
Cascades	111	105,522
Downeaster	79	116,713
Empire South	196	276,666
Empire West/Maple Leaf	113	101,978
Ethan Allen	38	13,672
Heartland Flyer	87	18,036
Hiawatha	105	138,557
Illini / Saluki	157	52,507
Illinois Zephyr/Carl Sandburg	64	37,145
Keystone	75	219,864
Lincoln Service	115	129,735
Missouri River Runner	86	27,469
New Haven - Springfield	46	92,771
Non-NEC Special Trains	-	-
Pacific Surfliner	117	452,878
Pennsylvanian	164	48,074
Pere Marquette	114	23,896
Piedmont	69	55,567
San Joaquin	86	197,440
Vermont	52	21,419
Washington-Lynchburg/ Roanoke	208	62,228
Washington-Newport News	198	53,436
Washington-Norfolk	155	87,341
Washington-Richmond	95	29,238
Wolverine	135	100,700
System-Wide		
National Train Service	168	6,303,889
System-wide (Total Amtrak)	168	6,303,889

Figure 22. Total Ridership by Service Line and Route

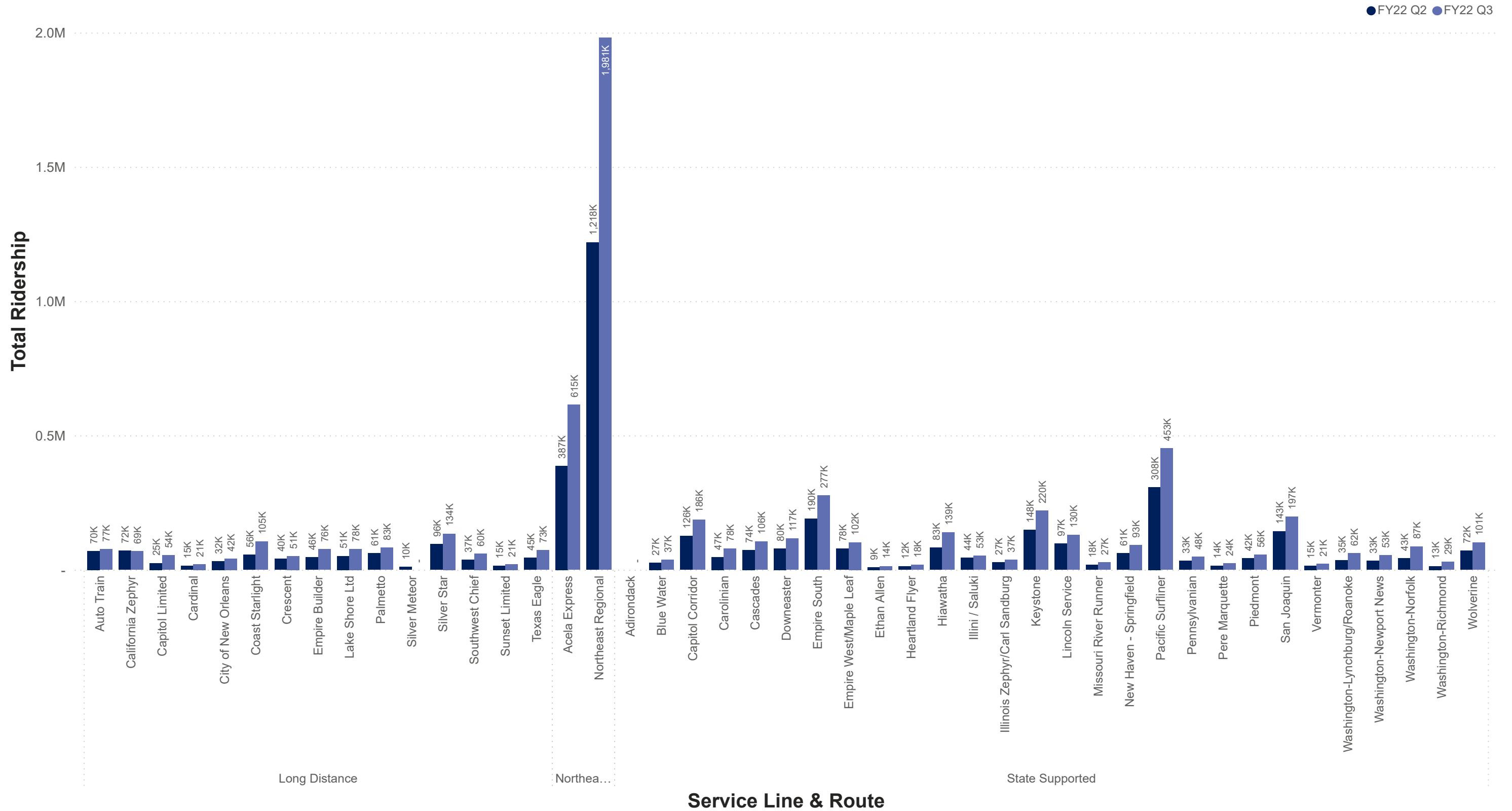


Figure 23. Total Ridership by Route

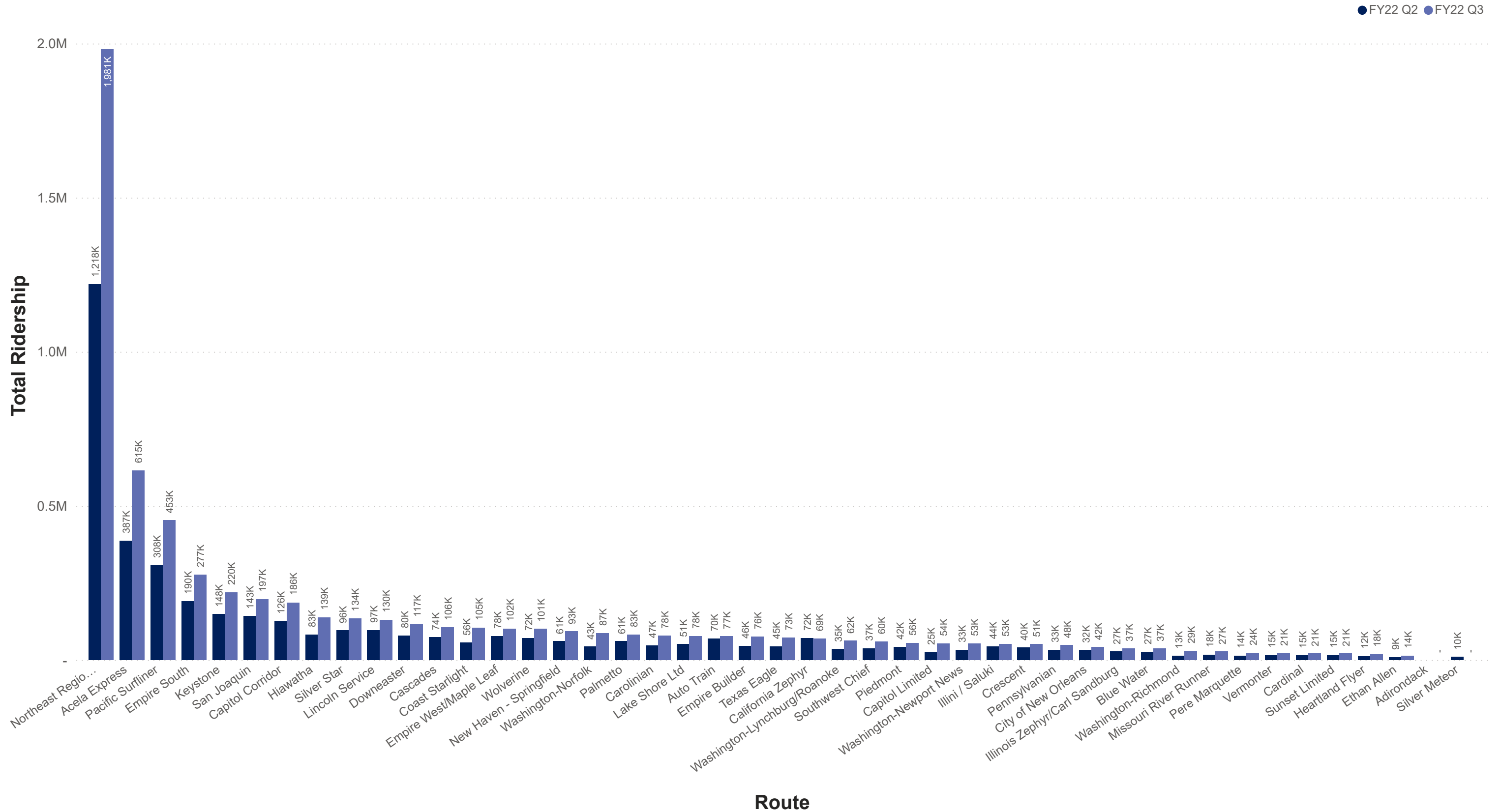


Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

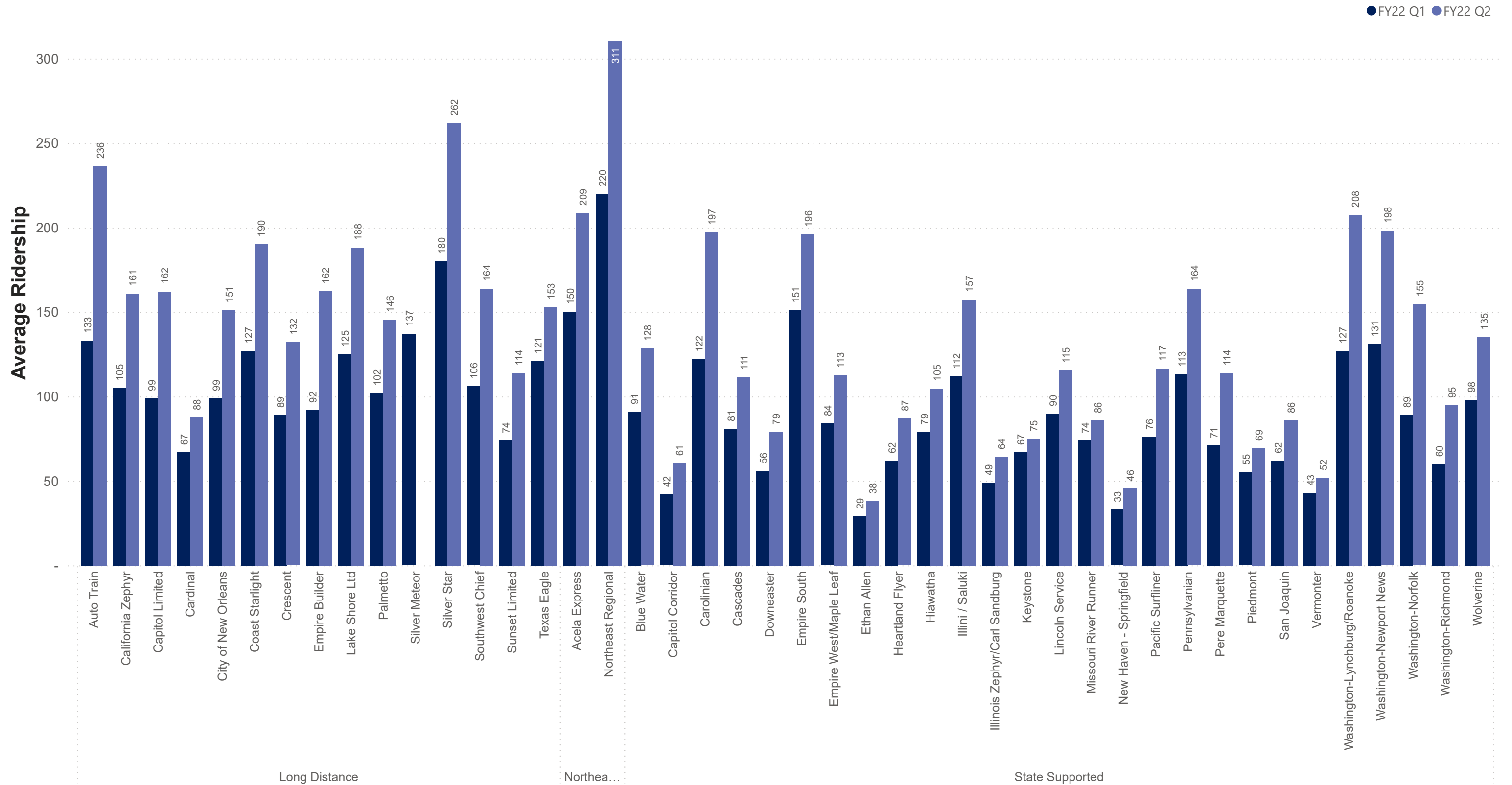
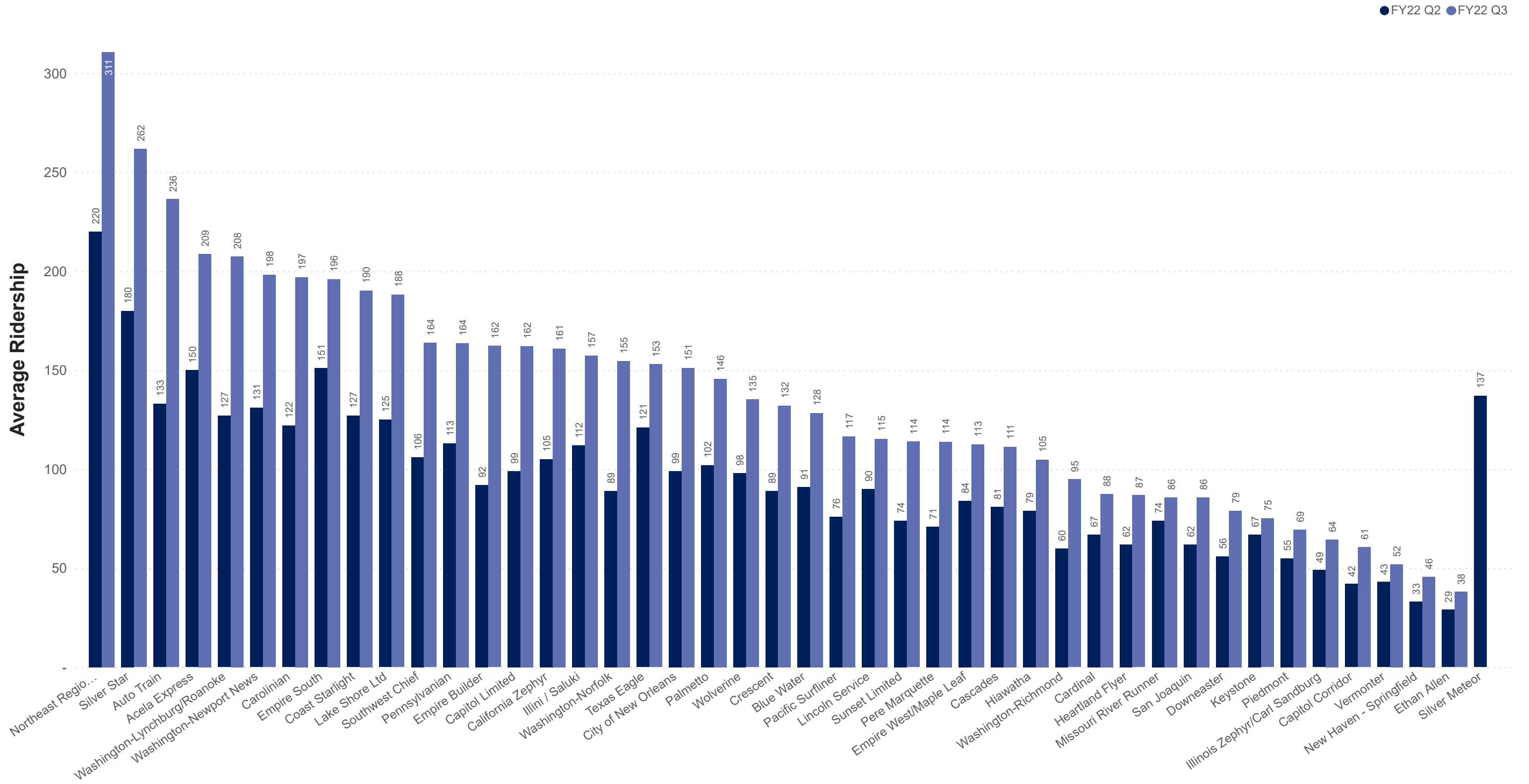


Figure 25. Average Ridership (Passenger Miles divided by Train Miles) by Route



D. Public Benefits

Public benefits metrics are reported annually, and they were included for the first time in the FY 2022 first quarter report, covering all of FY 2021. Public benefits metrics data for FY 2021 is also available for download at railroads.dot.gov.

Table 22. Public Benefits Metrics – Definitions and Notes

Metric	Definition	Data Description and Notes
Connectivity	The percent of passengers connecting to and from other Amtrak routes, updated on an annual basis.	Under this metric, a <i>connection</i> means a passenger arriving on one train and connecting to a departing train within 23 hours. Data is available for download at railroads.dot.gov .
Missed Connections	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 is available for download at railroads.dot.gov .
Community Access	The percent of Amtrak passenger-trips to and from not well-served communities, updated on an annual basis.	<i>Not well-served communities</i> 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. Data is available for download at railroads.dot.gov .
Service Availability	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.	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. Data is available for download at railroads.dot.gov .

Appendix 1: Customer OTP by Train

Table 23. Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Acela Express	2103	96.4%	Acela Express	2253	66.1%	Capitol Corridor	551	90.9%
	2106	90.3%		2254	72.2%		720	91.1%
	2121	80.1%		2255	55.1%		723	97.9%
	2122	88.6%		2256	69.6%		724	96.5%
	2126	90.2%		2257	89.4%		727	90.6%
	2150	96.5%		2259	74.7%		728	90.7%
	2151	92.3%		Auto Train	52		32.8%	729
	2152	90.1%	53		27.2%		732	85.7%
	2153	84.8%	Blue Water	364	58.9%		736	78.6%
	2154	88.6%		365	81.7%		737	92.1%
	2155	78.9%	California Zephyr	5	19.1%		741	86.6%
	2158	92.0%		6	9.7%	742	88.2%	
	2159	81.4%		1105	100.0%	743	91.2%	
	2160	95.0%		1106	56.9%	744	98.1%	
	2163	60.8%	Capitol Corridor	521	96.0%	745	92.7%	
	2164	86.0%		522	91.6%	746	89.8%	
	2167	83.4%		523	98.2%	747	92.7%	
	2168	90.0%		524	84.3%	748	94.6%	
	2169	86.1%		525	100.0%	751	90.1%	
	2170	86.9%		527	84.0%	Capitol Ltd	29	30.9%
	2172	85.5%		528	78.2%		30	25.6%
	2173	83.9%		531	86.9%	Cardinal	50	28.7%
2190	91.1%	532		91.0%	51		55.9%	
2193	84.6%	534		86.8%	Carl Sandburg / Illinois Zephyr	380	78.6%	
2203	100.0%	536	98.1%	381		85.5%		
2205	70.2%	538	92.4%	382		73.3%		
2213	45.1%	540	89.0%	383		74.7%		
2218	82.9%	541	83.6%	Carolinian	79	66.0%		
2222	92.4%	542	87.5%		80	46.8%		
2224	85.6%	543	83.1%	Cascades	500	65.6%		
2248	95.0%	545	94.4%		503	67.8%		
2249	94.5%	546	87.8%		504	52.5%		
2250	90.6%	547	80.6%		505	59.6%		
2251	72.2%	548	99.7%		507	57.8%		
2252	89.4%	549	87.4%		508	44.7%		

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
City Of New Orleans	58	41.9%	Hiawatha	329	93.0%	Keystone	643	96.7%
	59	50.7%		330	100.0%		644	96.0%
Coast Starlight	11	74.0%		331	100.0%		645	98.6%
	14	43.7%		332	95.6%		646	96.4%
Crescent	19	41.0%		333	90.1%		647	95.5%
	20	33.0%		334	94.3%		648	93.3%
Downeaster	680	97.7%		335	89.2%		649	97.9%
	681	94.5%		336	93.3%		650	98.7%
	682	94.1%		337	93.0%		651	96.8%
	683	84.6%		338	92.3%		652	97.0%
	684	89.1%		339	92.8%		653	92.5%
	685	91.5%		340	96.6%		654	99.5%
	686	80.6%		341	93.5%		655	86.0%
	687	86.8%	342	95.7%	656	99.5%		
	688	95.6%	343	65.4%	657	98.9%		
	689	95.9%	Illini / Saluki	390	54.5%	658	100.0%	
	690	95.2%		393	46.3%	660	96.7%	
	691	83.1%	Keystone	600	99.2%	661	98.8%	
	692	90.3%		601	97.6%	662	94.1%	
	693	53.5%		605	98.1%	663	95.3%	
	694	64.0%		609	98.5%	664	97.2%	
	695	77.3%		610	100.0%	665	98.5%	
	696	59.1%		611	98.6%	666	97.5%	
697	74.2%	612		95.5%	667	90.2%		
698	66.7%	615		100.0%	669	87.8%		
699	84.9%	618		100.0%	670	94.2%		
1689	98.6%	619		97.9%	671	89.6%		
Empire Builder	7	61.7%		620	100.0%	672	91.2%	
	8	28.9%		622	93.9%	674	71.5%	
	27	62.9%		637	88.2%	Lake Shore Ltd	48	50.4%
	28	40.5%	638	92.0%	49		51.7%	
Ethan Allen Express	290	89.4%	639	91.5%	448		55.0%	
	291	80.0%	640	94.9%	449	72.0%		
Heartland Flyer	821	69.3%	641	94.3%	Lincoln / Missouri	318	38.3%	
	822	61.5%	642	99.9%		319	24.3%	

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Lincoln Service	300	76.3%	On Spine Northeast Regional	123	87.3%	On Spine Northeast Regional	183	95.7%
	301	68.5%		126	90.6%		184	81.7%
	302	75.4%		129	86.2%		189	86.5%
	303	51.1%		130	82.2%		190	92.9%
	304	81.2%		132	86.0%		192	94.9%
	305	57.3%		134	83.6%		193	78.9%
	306	79.8%		135	85.0%	196	93.9%	
	307	67.1%		137	69.0%	Pacific Surfliner	562	92.9%
Maple Leaf	63	83.5%	139	93.6%	564		88.8%	
	64	77.1%	140	79.9%	567		86.8%	
Missouri	313	56.8%	141	92.8%	572		90.4%	
	314	53.8%	143	88.3%	573		93.1%	
New York - Albany	232	99.3%	148	87.6%	580		90.5%	
	233	79.7%	149	90.6%	581		91.1%	
	234	91.8%	150	88.6%	583		87.8%	
	236	99.6%	152	98.9%	586		88.6%	
	237	91.9%	154	86.9%	588		86.4%	
	238	92.0%	155	96.5%	591	78.9%		
	239	92.7%	160	100.0%	594	82.3%		
	241	92.3%	161	60.3%	595	86.5%		
	243	95.9%	162	88.7%	761	76.0%		
	244	82.9%	163	72.9%	765	72.7%		
	250	97.0%	165	83.2%	770	87.9%		
	253	84.3%	166	61.0%	774	73.5%		
	256	74.2%	167	76.7%	777	77.7%		
	259	94.5%	168	83.7%	784	76.8%		
260	100.0%	169	91.7%	785	74.8%			
261	98.4%	172	87.3%	794	69.3%			
New York - Niagara Falls	280	93.4%	173	84.5%	Palmetto	89	65.2%	
	281	78.7%	175	68.7%		90	51.9%	
	283	67.2%	177	100.0%	Pennsylvanian	42	65.3%	
	284	89.0%	178	92.3%		43	70.1%	
On Spine Northeast Regional	111	98.6%	179	91.0%	Pere Marquette	370	67.5%	
	121	77.2%	180	94.6%		371	75.8%	
	122	76.9%	182	98.4%	Piedmont	73	83.8%	

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP		
Piedmont	74	76.7%	San Joaquins	712	75.7%	Springfield Shuttles	479	97.2%		
	75	65.3%		713	64.8%		488	77.7%		
	76	78.1%		714	72.1%		490	100.0%		
	77	78.0%		715	63.9%		494	73.0%		
	78	81.4%		716	74.1%		495	98.4%		
Richmond / Newport News / Norfolk	82	64.0%		717	72.2%	497	92.5%	Sunset Ltd	1	9.7%
	84	80.4%		718	72.7%	499	83.3%		2	11.1%
	85	81.7%		Silver Star	91	20.6%	Texas Eagle		21	42.9%
	86	86.8%			92	15.9%			22	43.1%
	87	45.1%	Southwest Chief	3	16.6%	Vermonters	54		93.2%	
	88	76.0%		4	14.0%		55	81.4%		
	93	66.4%	Springfield Shuttles	400	100.0%		56	94.7%		
	94	64.8%		405	100.0%	57	84.9%			
	95	80.6%		409	92.7%	Wolverine	350	68.9%		
	96	70.0%		412	100.0%		351	64.7%		
	99	45.5%		416	98.7%		352	54.4%		
	125	82.8%		417	94.9%		353	80.0%		
	138	93.7%		432	88.1%		354	68.9%		
	153	99.5%		450	100.0%	355	76.7%			
	157	70.0%	451	100.0%						
158	88.2%	458	81.5%							
164	78.6%	460	100.0%							
174	85.7%	461	90.8%							
185	91.7%	463	94.5%							
194	85.5%	464	87.9%							
195	43.4%	465	100.0%							
Roanoke	145	66.5%	467	93.1%						
	147	68.8%	470	91.8%						
	156	47.0%	471	98.0%						
	171	69.7%	473	97.4%						
	176	64.7%	474	92.7%						
San Joaquins	702	78.4%	475	96.1%						
	703	77.3%	476	70.7%						
	710	79.5%	478	94.7%						
	711	85.4%								

Appendix 2: Delay Minutes by Train and Responsibility

Table 24: Amtrak Responsible Train Delay Minutes

Route	Train	Amtrak (Host)																Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes					
		CTI	CTP	DBB	DCS	DCT	DDA	DET	DMW	DSR	FTI	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI		OTH	SVS	SYS	Total	
Acela Express	2103	30	3		7				8	4				41	5	3	44	145		33				10	24			10	3		8	88	233	
	2106	6		5	27				5	11				11	39	4	4	112	3	8				4	9	3			2			29	141	
	2121	27		23	8				4	1				10	14		115	202	1					98	15			11	10		3	138	340	
	2122	63		2	5			2	9	55				29	27		22	214	3	6				39	12		23		5		50	138	352	
	2126	98	2	1				3	1	41				32	15	5	158	356	5	7				88	21		53	24	6		6	210	566	
	2150	12			3				3	4				8				30	2	14					3			3	10	3	35	65	65	
	2151	24	4	7	45			8	12					121	11	3	52	287	4	12			6	7	39	24			2		19	113	400	
	2152	137	21	4	10		57	11	14	48				18	22	7	6	355	11	38				82	38				2	2	16	189	544	
	2153	10			37				5					7	11		11	81					6	64	29			4	6		10	119	200	
	2154	93			10			19	31	52				44	51		83	383	10	9				129	29			9	6	20	24	236	619	
	2155	42	9		23			15	31	5				82	114	11	289	621	52	21			9	46	37				7	3	53	228	849	
	2158	57	21		34			3		34				16	8		14	187	2	10				124	15				13		32	196	383	
	2159	33	4	11	61			7	12	10				60	32	10	126	366	24	13			8	41	85			5	36	5	22	239	605	
	2160	19	13		57					10				5	26		20	150	19	7								9		8	57	207	207	
	2163	92	5		24	1		43	7	8				101	83	5	244	613	28	18			9	249	135	15		6	46		14	520	1133	
	2164	80	3		65		31		22	28				13	42	6	198	488	35	20				148	54			5	16		15	293	781	
	2167	123	20	4	44	4		6	18	4				46	36		106	411	11	51				26	74	18		5	89		13	287	698	
	2168	66		8	40	8		22	7	60				40	62	3	80	396	23	30				80	91	5		5	35	5	12	286	682	
	2169	109	4	2	32			9	60	9				42	23		182	472	22	22			9	45	38			16	57		1	210	682	
	2170	27			9		11		46	22				21	8		34	178		43				2	23			10		1	6	85	263	
	2172	66		2	14	6		15	19	55				62	28		198	465	21	80	38			64	68		2	41	43		14	371	836	
	2173	117	10		90	6	16	26	5	6	30			70	5		122	503	28	17		7	9	93	114			28		47	343	846		
	2190	21	2		64			17	3	16				54				177	10	7				39	27						11	94	271	
	2193	18			9					33				8				68	5	18			7	15	14					40	99	167		
	2203	2			2					4				4	7		20	39	2	3					17				6		1	29	68	68
	2205	8			3				18	2				1			16	48	5									28				33	81	81
	2213	11			7					4		3		1	23		31	80	2	3				17	8				18		13	61	141	
	2218				8			15	2	5				3	16		23	72	5						5			5	2			17	89	89
	2222				6			40						6			26	78		12				4	4					2	19	41	119	119
	2224	18			4			35		6				3	37		28	131							8		90					98	229	229
	2248	18			3					5				3	3		34	66	1				7		24				12			44	110	110
	2249								6	2		2		7	2		87	106	8	9				38	11				6			72	178	178
	2250				3				9	10				9	5		68	104	10	4				2	7	16			6	3		48	152	152
	2251	21						4	2	2				7	23		83	142	5					6	48			3	24			86	228	228
	2252	11			15			111		6		5		22	10		97	277	6	8					28				27			69	346	346

FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Amtrak (Host)											Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes		
		CTI	DCS	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
Acela Express	2253	25	21	41		2		40	7		228	364	20	15			11	89	3		6	26		3	173	537
	2254	44	31	146	2	22		17	21		127	410	5	11			21	62			8	15		6	128	538
	2255	15	11			6		22	16		58	128	8	11			60	31				11	5	1	127	255
	2256		9	147				5	27		53	241	1	8				8				0			17	258
	2257		6					7			35	48	4				150	15				5		49	223	271
	2259	17	9	7				17	11	4	23	88	3					51			7	1	19	47	128	216
Auto Train	52													233			318		42	3,170		210	320	513	4,806	4,806
	53												6	130			251		75	2,660		139	491	829	4,581	4,581
Blue Water	364	10	167		31	75	2		88	9		382	84	386	4		578	76				122	770	191	2,211	2,593
	365		36		8	49	26		117	4		240	109	40			94	75	34			574	36	182	1,144	1,384
California Zephyr	5	3	1						2	4		10	480	749		10	736	1,054	139	40		675	1,645	2,077	7,605	7,615
	6	15	12						13	8		48	534	538		59	1,050	1,210	433	1,215		677	2,021	1,786	9,523	9,571
Capitol Corridor	521												2	2	2		7	7				9		20	49	49
	522												11	44	7	5	116	7	23				30	44	287	287
	523													4	2		4	14				1		29	54	54
	524												25	8				16				2	5	3	59	59
	525												40	6			12	6				4	3	6	77	77
	527												34	3			97	24				8	40	24	230	230
	528												89	15	2			34				8	6	27	181	181
	531												64	7				38		36		20	2	13	180	180
	532												51	9	4			50		64		13	3	36	230	230
	534												23	3	4		89	8						27	154	154
	536												49	8			42	2				15		10	126	126
	538												74	93	6	5	4	62		8		41	4	213	510	510
	540												16		1			6		82				30	135	135
	541												125	12		26	16	177				12	12	58	438	438
	542												14	3			6	40				12	3	82	160	160
	543												33	2		15	4	10		25				3	92	92
	545												24	8	7		2	19				4		20	84	84
	546												40	6	4		10	79				24		19	182	182
	547												40	30			17	76		91		12		19	285	285
	548												6	2				6				3	4	6	27	27
549												8			22	16	15		109				2	172	172	
551												48	9		8	16	12		279				10	382	382	
720													2		90			4						19	115	115

FRA Quarterly Report | **Appendix 2: Delay Minutes by Train and Responsibility**

Route	Train	Amtrak (Host)											Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DET	DMW	DSR	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Capitol Corridor	723												3				6	6					5		2	22	22
	724												23		2			21						2	2	50	50
	727												18	2			2	4					2	8	23	59	59
	728												28					30							17	75	75
	729												63					36					8	79	14	200	200
	732												40	4			7	26					16		41	134	134
	736												65		3	8		12			64		17		14	183	183
	737												30	15	2	5		103					8		6	169	169
	741												34	4			4	21					5		2	70	70
	742												27	1			9	59					5		25	126	126
	743												43	5			3	21					2	8	37	119	119
	744												8	3	4			8					7		4	34	34
	745												15				7	7					3		4	36	36
	746																						2		6	8	8
	747												23	2			144	20					9		1	199	199
748												11					3					5	2	29	50	50	
751												4	3				12					2		3	24	24	
Capitol Ltd	29	18			84					35	182		319	161	295		69	294	702	15			358	816	364	3,074	3,393
	30	18			61					63	20		162	228	67	20	78	476	538	16	12		404	482	740	3,061	3,223
Cardinal	50	20			48		32	11	12	87		92	302	143	302		40	192	256	65	19		335	470	444	2,266	2,568
	51	19			2		10	3	11	23	3	57	128	205	83		38	462	198				338	250	374	1,948	2,076
Carl Sandburg / Illinois Zephyr	380	2			9						8		19	133	11			91	305	10			62		127	739	758
	381				27								27	26				20	38				9	128	128	349	376
	382				8								8	32	7			118	40				7		83	287	295
	383									5	21		26	96	115			400	153	15			91	171	54	1,095	1,121
Carolinian	79	16	16	2	13		26	5	23	38		173	312	576	5			312	446	35		16	86	331	293	2,100	2,412
	80	76			41	119	2	30	11	176	38	198	691	638	44		138	748	647	28		2	278	53	258	2,834	3,525
Cascades	500													199	15	3		31	192				100	59	107	706	706
	503													136	52	49	61	11	135				163	75	267	949	949
	504													108			6	50	123				227	31	29	574	574
	505													203	151	176		56	134	25	6		58	98	149	1,056	1,056
	507													117	10	22	19	159	91				129		64	611	611
	508													114	35	59		26	81		58		162	19	274	828	828
City Of New Orleans	58				9			2		25			36	402	11			440	774	17			319	653	597	3,213	3,249
	59	4			11						2		17	291	55		4	222	983	9	238		540	863	447	3,652	3,669

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Route	Train	Amtrak (Host)														Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DCT	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Coast Starlight	11														432	170		13		150	905	192	10		977	360	1232	4,441	4,441	
	14														422	223	8	249		496	1,608	127	64		1,358	871	1,922	7,348	7,348	
Crescent	19	22			28	12	47	8	11		18	97	34	325	602	575	46		50		502	501	25	205	28	151	904	2,157	5,144	5,746
	20	62	8		16		31	25	27	23	9	125		128	454	1,063	67				109	878	63	684		239	667	1,346	5,116	5,570
Downeaster	680																3				2	4				2	29	40	40	
	681														7							28					10	45	45	
	682														15						13	32					33	93	93	
	683														23						15	24		68		2	4	136	136	
	684														5						3	11				3	12	34	34	
	685														7							20		47		11	3	88	88	
	686														9						2	45		2		10	21	89	89	
	687														4						55	27		10		10	3	109	109	
	688																	5			4	12					21	16	58	58
	689																2											8	225	225
	690														2							2				2		6	6	
	691														4							8		7		4	2	25	25	
	692														6							12				5		23	23	
	693														10							18		32		3	3	66	66	
	694														2						22	38				6	15	83	83	
	695														2							11				9		22	22	
	696																				11			11		4	12	38	38	
	697														1							15		24			10	50	50	
698														2							4		18		2	8	34	34		
699																					4					5	9	9		
1689																					1						1	1		
Empire Builder	7	5						2				12		19	199	200		15		716	888	144	79		413	947	1,177	4,778	4,797	
	8	9			3									12	257	35		544		485	1,220	79	607		1,076	3,106	1,108	8,517	8,529	
	27														41	5		1,494			36		13		30	55	40	1,714	1,714	
	28														44	2		415		207	84		470		14	62	29	1,327	1,327	
Ethan Allen Express	290	11			48				2			163	8	232	50	7				14	222				114	26	78	511	743	
	291	4		30	75			25	30			28	69	14	275	71	6			30	44	262			7	167	77	94	758	1,033
Heartland Flyer	821														93			13		21	172	18			2		44	363	363	
	822														91					15	104		13		1		29	253	253	
Hiawatha	329															3				5	2				121	12	57	200	200	
	330	8												8	1							7				25	14	47	55	

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Route	Train	Amtrak (Host)											Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes		
		CTI	CTP	DCS	DET	DMW	DSR	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total
Hiawatha	331	10							1		11	11			3	18					271	6	45	354	365	
	332	2									2	6		1	10	29		35			148	22	30	281	283	
	333			7							7	20	34		6	27					211	52	42	392	399	
	334	4							2		6	27					36				165	48	42	318	324	
	335	2									2	20		2	1	21		50			253	20	50	417	419	
	336	12		3					3		18	21					23		42		139	43	20	288	306	
	337			1		8			4		13	10					21		76		222	89	47	465	478	
	338	11		2					3		16	20	9			37	31		143		119	17	17	393	409	
	339												5		10			25		154		59	25	34	312	312
	340	6		3		5					14	27						12		28		162	27	34	290	304
	341			4					3		7	4	103			82	8				270	67	65	599	606	
	342									7	7	4						14		42		121	22	44	247	254
	343			2		2					4					14						38	6	16	74	78
	Illini / Saluki	390	3		25		2		42	12		84	300	5		74	59	462		83		231	8	325	1,547	1,631
393		4		5				12	3		24	166	228			504	348		163		252	397	161	2,219	2,243	
Keystone	600	5	3					4			12	2		8	6	9	2				3			30	42	
	601							2			2					63					6		31	100	102	
	605												28	3							10			41	41	
	609	82	3	9	5	2		2	85	5	15	208			18		7				15	71			111	319
	610						5	5			10						4					14			18	28
	611			49							7	56										39			39	95
	612			9			2					11										3			3	14
	615			3								3			7	1	10					8			26	29
	618	7						8				15				7						2		4	13	28
	619														27		13						8		48	48
	620			3			6	25				34	3					1				13			17	51
	622			16			4	20				40		2	3		15					2			22	62
	637	6		2		8		12		2	6	36		33											33	69
	638	43	8			13		1				65			81										81	146
	639	22				26		16	7		44	115			9	83	22							4	118	233
	640	166	56	16	9	7	8	17	4	5		288			5		38	1				9			53	341
	641	20	4					2	13			39			31		81					3			115	154
	642	18	16			9	1					44					28	2				3			33	77
643	38	6	3		5		4			27	83		13	18		58	11	8			7			115	198	
644	13				4	3	3	8	9	3	43			65		22	3							90	133	

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Route	Train	Amtrak (Host)														Amtrak (Non-Host)														Total Amtrak Responsible Delay Minutes	
		CTI	CTP	DBB	DCS	DCT	DET	DMW	DSR	FTI	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		Total
Keystone	645	4	5	5	14		3					7		1	39		18				7	8			23	33			89	128	
	646							12	4			3	9		3	31	5		17			5	2							29	60
	647	46		20	8	2	10	6				62	100	8	23	285	3	2	4			83	14			34	46		1	187	472
	648		8		13					4			5	5		35		7	16			69	7							99	134
	649	46		5	2		7	3				20	25	4	2	114			52				9			22	56		5	144	258
	650	5	4		6			44	4			8	48		2	121			2			15					5			22	143
	651	62			44	3		6				15	41		33	204	10	2				10	31	7	3		102		12	177	381
	652	62			5			30	10			41	34		39	221	15					9	16				35		3	78	299
	653	76			27	4		31				39	19	7	31	234	3		16			49	17			8	112			205	439
	654	31			18					12		42	30	4	34	171	8	2				48	15				80		8	161	332
	655	15	9									7	25		25	81			4				7				16			27	108
	656	4			3			3	1			22			1	34						44					31			75	109
	657	28					15					10	14		4	71	13					133	8				10			164	235
	658											4	8			12											2			2	14
	660	16			9				11		6	32	25	6	43	148	3					3					60			66	214
	661				14							2			9	25	6		9			8	15				63			101	126
	662				31		66		10			15	2		6	130							5				67			72	202
	663	10			25								7		8	50	7	14				21	30				51			123	173
	664				58				9			13			40	120	2					5	10				63			80	200
	665				9		11	12				8	5		47	92						31	11				36			78	170
	666	3			16				9			22	3		46	99	7		15				11				67			100	199
	667	5			39		18					16	37		37	152		8				10	10			4	26		5	63	215
	669	33			19							13	14		29	108	6					12	11				19		13	61	169
	670	8			43				11			8	7		50	127	5					12	2				7		2	28	155
671	10	18		2		56					2			24	112				3		62	3						21	89	201	
672				6		27		3			9	5		63	113	1					8	2				10			21	134	
674											4			6	10						29					35			64	74	
Lake Shore Ltd	48				57			13	49	2			81	32	234	180	345		233		407	393	63	181		302	511	510	3,125	3,359	
	49	5			85			5	40	12			38	65	250	157	30		202	7	510	626	17			176	358	278	2,361	2,611	
	448	72			4				138				3	21	238	37			2,164		21	63	18			62	328	15	2,708	2,946	
	449	10			4				219					7	240	108					86	62		123		28	90	8	505	745	
Lincoln / Missouri	318				10										10	367	2			82		99	206	11			199	27	50	1,043	1,053
	319				6			7					11		24	467	32				200	381	15			129	68	150	1,442	1,466	
Lincoln Service	300	2			43			19	1				72		137	50	21				110	56		36		163	29	107	572	709	
	301	7			2					6					15	63	2				213	38				238		210	764	779	

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Lincoln Service	302			13								23	10		46	156	32				172	188		34		103		97	782	828	
	303						9	7				14	22		52	105	25				36	114	9			61		114	464	516	
	304			3						12		2	12		29	94	2				46	50				207	2	55	456	485	
	305	35		51							20		5	7		118	172	49				103	102				148	222	146	942	1,060
	306			3			5				15		4			27	41	15	2			105	105				190	2	158	618	645
	307			49							2		2			53	44	133				342	81				140	117	130	987	1,040
Maple Leaf	63	6	6	40			10	25	2			12	96		197	111	16				75	209	23			86	142	463	1,125	1,322	
	64	19		79						84			23	8		213	126				61	235				158	29	373	982	1,195	
Missouri	313															189						134		608		104	76	30	1,141	1,141	
	314															264			35		10	199		8		72		37	625	625	
New York - Albany	232	30		14									11		55						3	22				4		1	30	85	
	233			10			5	3					103	124	19	264	23	14			93	163				13		16	322	586	
	234			9				4					7		20	13	5				63	8				7		39	135	155	
	236	2		10				9					29	22		72	62	19			9	50				5		13	158	230	
	237			5				2					9	15		31	40		29		37	144				9		2	261	292	
	238			10				4					149	14		177	40	6		18	17	128				2		13	224	401	
	239	9		43			2	2					24	11		91	15					120				7		8	150	241	
	241	17		65				2					11	34	3	132	17	6				48				7		4	82	214	
	243	3		2									16	4		25	22			83	3	62				11		3	184	209	
	244	14		57			3						38	12	5	129	5				42	40				7		4	98	227	
	250			2												2	19				72	9				1		13	114	116	
	253		3	48									12	8		71	6			12		17		73		4		6	118	189	
	256			9				1						2		12	4					77							81	93	
	259			8									2			10	9		26			11				2		5	53	63	
	260			5										2		7	12				7	17					2		38	45	
	261	2		16							5					23	2					22							24	47	
New York - Niagara Falls	280	1		45			12	65					34		157	92			4		16	149				139	4	210	614	771	
	281	3		71			24	31					183	124		436	74	2			249	180				101	28	311	945	1,381	
	283			38			22	60		2			135	84		341	193	16			254	217	25			169	74	491	1,439	1,780	
	284			86			2	80	4	10			131	12		325	90				49	198				185	32	192	746	1,071	
On Spine Northeast Regional	111	9	12				4							23	52	10					5	8							23	75	
	121	10						2			2	10		5	48	77					67	3							70	147	
	122	3		2	20			3						34	63												5	5	68		
	123	3				3									6								36				96	132	138		
	126			5		216		2						40	266		3					13	4			9			29	295	

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On Spine Northeast Regional	129	104	4		2				20			97	21		161	409	7	11			22	14		47		12		22	135	544	
	130	2							15	1		1	11	3		33	4	23			31	3						2	63	96	
	132	21			5			22		1		1	8		46	104	7		26		34	49				4			120	224	
	134	7								8		3	11		35	64	2												2	66	
	135	23			22			48		2		29	10		98	232	20				420	65				4		61	570	802	
	137	138	17		84	10		20	10	24		83	213	2	111	712	50	19		4	71	201				15	5	10	375	1,087	
	139	2			40		23		2	1		4				72	6					25				3		20	54	126	
	140	15			16			168		5		4	80		78	366	15				83	20	26			4	40	18	206	572	
	141	81	4		64				9	19		94	43		14	328	40	12			136	126		7	26	45	18		410	738	
	143	14			8			28	4			2			45	101														101	
	148	94		2	5				40	39		25	29	6	89	329	67	11			54	36			49	24	57	41	339	668	
	149	2			11					9		4	1	7	77	111	11	9				16				1		4	41	152	
	150	14			25					6		12	10		4	71					79	39				5		10	133	204	
	152	37			14			20		3		7	8		69	158	6	5				11				4			26	184	
	154				55					4			5	9	77	150	9	2				18				5			34	184	
	155	3			9					2		4	3		40	61	4					10				2			16	77	
	160								2	3		4	10	1	3	23	1				9	15							25	48	
	161	13			58			71	14	10		42	48	5	153	414	41	19	39		29	105		7		8		55	303	717	
	162	6			25					2	9	3			53	98	11	19			106	26				4			166	264	
	163	3			55							5	3		75	141	6	62	13		7	20			4		3	5	120	261	
	165				10					1		38	9		19	77	12				20	32				6		4	74	151	
	166	6						72		1		12			36	127	13		106			45						27	191	318	
	167				26							14				40	8		12		34	6				6			66	106	
	168	10			5				1	8		2	5		42	73	12	7				39			3	7	9	212	289	362	
	169	15			40											55	11	7	18			41				13		39	129	184	
	172	65	23		63			16	14	43		23	28	3	67	345	49	40			148	38			11	11	17	21	335	680	
	173	77	49	32	86	12		21	6	11		108	45		121	568	82	33	23	9	152	178		2	4	30	68	8	589	1,157	
	175	33	9	5	48			14				30	66		31	236	21	67			116	72				15			291	527	
	177																	4											4	4	
	178	91	18	2	49			11		30		20	55		181	457	32	68	3		78	102	9		25	10		17	344	801	
	179	45			7							7	3			62	29		17	4	46	47	6			20		2	171	233	
	180	46	16		4				13	11		2	132		8	232		17			139	2							158	390	
	182	31	7		12			15	7	10		1	4		15	102					189		26			5	8		228	330	
	183	32	22		10				17	11		26	7		43	168	12				10	20						2	44	212	
	184	102		9				19	30	44		39	205	5	68	521	34	6			22	64	9			22	20	9	186	707	

FRA Quarterly Report | **Appendix 2: Delay Minutes by Train and Responsibility**

Route	Train	Amtrak (Host)														Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DCS	DCT	DDA	DET	DMW	DSR	FTI	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
On Spine Northeast Regional	189						20		4						23	47	1					5				2			8	55
	190	27		53			14		2							130	4	31			26	9				21	22	8	121	251
	192			5			26	4	7						13	58	3	12				3							18	76
	193	86	3	16	9		8	40	8						263	659	8	38			33	67			9	45			200	859
	196	103	9	3		16	3		28						53	284	5	14			47	9			29	2	3	49	158	442
Pacific Surfliner	562																12	7			40	31				12		45	147	147
	564																18	92	29		40	51				41	16	21	308	308
	567																25	18	31		12	178				106	1	185	556	556
	572																42	26		11	16	68		89		28	2	110	392	392
	573																66	9	2		32	42		8		11		37	207	207
	580																67	30		15	4	241				91		48	496	496
	581																126	10	4			157	16	92		61		104	570	570
	583																40	7	70			55		169		34		245	620	620
	586																47	13			29	44		31		76		63	303	303
	588																9	7	3	40	66	30	16	109		37		130	447	447
	591																70	20	60		5	154	29	36		159	20	92	645	645
	594																24	8		410	78	58	17	279		67	16	74	1,031	1,031
	595																16	6	10			67		237		49	21	155	561	561
	761																50	23	6		160	211	15			131	15	324	935	935
	765																235	55	30	7	65	228		5		59	7	172	863	863
770																154	26			52	453	4	21		83	7	161	961	961	
774																280	23	129	2	137	605	19			266	14	189	1,664	1,664	
777																218	69	3		157	382	35			121	4	134	1,123	1,123	
784																147	48	15		137	283		191		186	60	163	1,230	1,230	
785																196	53	22	7	327	228		292		60	80	133	1,398	1,398	
794																46	23	51	2		217		23		92		86	540	540	
Palmetto	89	4	13	14			13	11	1						96	179	424	47		17	51	262				193	125	337	1,456	1,635
	90	20		29		8	3	32	39	20					183	465	415	146		39	53	265	44			123	83	303	1,471	1,936
Pennsylvanian	42	35	17	24			33	32	22	12	2	18	124		74	393	136	37		18	220	199		28	64	304	19	348	1,373	1,766
	43	4	9	35				9				9	18	4	25	113	129	24		18	41	124	6			293	36	428	1,099	1,212
Pere Marquette	370			13						12			9			34	55	171				69				359	85	150	889	923
	371	6		59									25			90	33	20				27				77		149	306	396
Piedmont	73																26		2		121	12	16			126		40	343	343
	74																153			2	34	61	21	124		64		51	510	510
	75																217			68	20	150	12	55		64		91	677	677

FRA Quarterly Report | Appendix 2: Delay Minutes by Train and Responsibility

Route	Train	Amtrak (Host)															Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes					
		CTI	CTP	DBB	DCS	DCT	DDA	DET	DMW	DSR	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI		OTH	SVS	SYS	Total	
Piedmont	76																146	6				33	126		4		21		61	397	397		
	77																133					17	94		25		121	2	133	525	525		
	78																33					29	52		195		56		86	451	451		
Richmond	82	7	15		6			66		1			21	31		60	207	14				69	14			2	25	2	11	137	344		
/ Newport News / Norfolk	84	7	5		31				5	26			12	78	1	54	219	71	26				126	111			35	155	47	48	619	838	
	85	58	6		22	4		28	54	7			56	81	1	267	584	59	20				5	191	67		33	78	141	53	647	1,231	
	86	101	17	5	86			12	17	20			18	91	5	42	414	74	24	2			268	136			10	69	2	15	600	1,014	
	87	46	4		61			48	2	11			61	51	11	252	547	71	61				107	166			4	58	76	126	669	1,216	
	88	40	11		87			64		3			26	66	7	103	407	108					80	153	6	13		82	9	125	576	983	
	93	132	6	28	82	5		10	11	26			198	125	10	222	855	140	27			7	265	281	10		7	182	137	53	1,109	1,964	
	94	232	26	3	51	3		15	65	70			79	126		99	769	324	98			5	308	375	28	20	12	145	74	148	1,537	2,306	
	95	128	6		73					23	5		7	118	197	5	125	687	191	37		23	5	179	245			135	37	143	995	1,682	
	96	2			7						8			11	22		68	118	64			21		13	143			9		22	272	390	
	99	116			101			8	21	8				35	4	5	205	503	174	54				107	277			58	39	63	772	1,275	
	125	18	10		19				21	1				23	35	9	45	181	197	43		5		192	179		26	2	78	76	45	843	1,024
	138	36		2				14		20				20	7		66	165						108	13	57		5	34	89	306	471	
	153				2					5				11			36	54	9						8						17	71	
	157				22									3	25		22	72	44					58	92			83	121	38	436	508	
	158	12			13			38	1	11				2	8		38	123						8				3	21	25	57	180	
	164	35			28			153		5				11	16		60	308	33						238			29	5	36	341	649	
	174	89		28	61			8	3	10				6	45	13	21	284	125	21		8		172	214		127		49	45	62	823	1,107
185	135	20		19				3					60	26		17	280	26	12				131	25			13	6		13	226	506	
194				5			70		1				4	3		36	119	49					3	83	37		4	22	3	49	250	369	
195	103			118			3	15	12	13	4	58	108		170	604	95	72					154	232			11	25	47	68	704	1,308	
Roanoke	145						24		1				7	4		14	50	35					13	111			40	48	95	342	392		
	147	8			18			18	6				8	9		100	167	69					4	40	7		2	15	82	219	386		
	156	17			16		19		11				9	49		118	239	95	22				458	264	15	84	14	35	83	173	1,243	1,482	
	171	157	11		92		11	15	6				64	206	17	106	685	342	14		37	4	96	616		9	34	75	128	378	1,733	2,418	
	176	115	19		66		14		7	20			29	30	3	6	309	296	21				68	413	41		12	59	17	279	1,206	1,515	
San Joaquins	702																	85	19				14	73	5		55		144	395	395		
	703																	41	14	6	67		8	33	28	140		272	14	51	674	674	
	710																	100	39	57			107	84			58	6	114	565	565		
	711																	52	8		11		209	39	21	29		55	2	75	501	501	
	712																	104	32	49	8		131	109			78	18	234	763	763		
	713																	382	2	2			113	184			42	4	50	779	779		

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Route	Train	Amtrak (Host)														Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes				
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI		OTH	SVS	SYS	Total
San Joaquins	714															59	26	40	6		59	69				34	40	53	386	386	
	715															96	35	11	13		20	151	47	11		66	11	55	516	516	
	716															38	1	16	97		15	86	24	236		64	12	87	676	676	
	717															59	25		30		120	68		77		58	20	124	581	581	
	718															168	122	2	40		74	131		21		69	92	99	818	818	
	719															72	29	2	64		11	71	6	430		56	17	160	918	918	
Silver Star	91	132	14		30		6	31	13		3	62	171		218	680	2,111	559		142		590	2,985	114	14	39	438	959	2,154	10,105	10,785
	92	43		21	39	35	112	24	27			13	255	5	246	820	2,743	377		55		740	3,841	40	553	3	452	759	2,180	11,743	12,563
Southwest Chief	3				17								2			19	365	394	25	776		845	1,496	91			186	1,119	2,523	7,820	7,839
	4	30			15			2					2			49	401	364		65		1,254	1,645	187	46		174	1,464	1,496	7,096	7,145
Springfield Shuttles	400																	35				5	1		5		6		7	59	59
	405													2		2						4							4	6	
	409				18											18												8	8	26	
	412				7										2	9						8						2	10	19	
	416	11														11		12										6	18	29	
	417				9								69			78						10			50	20			80	158	
	432																		30				1				15	46	46		
	450				6			9					3	8		26	4			10								14	40		
	451				8			7	21				46		3	85												85	85		
	458	8														8												31	31	39	
	460													9		9							1						1	10	
	461	15			5						75			28	6	129		17				18	3		25		6		4	73	202
	463				17											17									24				24	41	
	464	35			8									51	9	3	106			7	76	4		5				92	198		
	465													28			28												28	28	
	467				6											6	15						2					17	23		
	470	92	8		23			49	9				24	11		216			36			53	4		5			27	125	341	
	471				22			19	9	70			28		11	159	3					12	3				8		26	185	
	473		13		14				14				8	12		61						69						69	130		
	474				3			6						11		20		18		84		67				61		230	250		
475													2		2		16				16				12			44	46		
476	7												31		38				454		108			5			44	611	649		
478	8									32			26	5	71	2				82		15		17	19	11	9	155	226		
479	11			19											30				6	51			43			9		109	139		
488				5						10			17		32	1			337		41	13					27	419	451		

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Route	Train	Amtrak (Host)															Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes				
		CTI	CTP	DCS	DCT	DDA	DET	DMW	DSR	DTR	FTI	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total	
Springfield Shuttles	490			9				15	14				24	8			70				14								2	16	86	
	494	61												1			62	1			610	111	1		22		9	46		800	862	
	495	21		10				6	24		19		21	4			105			19		16	5		87		11	3	27	168	273	
	497													86			86														86	86
	499	8								2		32			7	6		55								202					202	257
Sunset Ltd	1			40					5					6			51	414	107		670	447	908	90			335	1,077	1,752	5,800	5,851	
	2			2					36								38	340	106		429	436	1,195	67			371	860	1,423	5,227	5,265	
Texas Eagle	21			165							20			34	2		221	386	103		312	283	1,134	125	664		363	992	1,650	6,012	6,233	
	22			21				10		37	49			6	96		219	459	19		2,546	733	1,418	108	425		457	1,011	2,069	9,245	9,464	
Vermont	54	18		3								10	6	6		129	172	9	18			13	22				169	12	12	255	427	
	55	70	10	29	7			24	1		27		36	108	4	120	436	71	3			323	78			10	571	70	110	1,236	1,672	
	56	181		21		17	5	6	41				23	66		133	493	58	14		5	63	36			4	469	36	97	782	1,275	
	57	8					30		3				5	14		165	225	19	3		5	49	67		4	36	189	13	25	410	635	
Wolverine	350	37		71				5	84		8			503	14		722	166	5			128	114	20			435	117	267	1,252	1,974	
	351	6		37				7	55		6			334	18		463	168	156			342	111		313		299	88	492	1,969	2,432	
	352	9		69				102	42		9			57	57		345	221	21			454	104	2	124		388	132	658	2,104	2,449	
	353	3		50				35	62		12			43	5		210	209	61			81	148				345	69	257	1,170	1,380	
	354			18					18						221	4		261	122	11			420	95		105		795	248	590	2,386	2,647
	355	2		16				10	39		10				167	12		256	118	14			137	127		15		453	106	658	1,628	1,884

Table 25: Host Responsible Train Delay Minutes

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Acela Express	2150	9			122					131
	2151	393	8		216				10	627
	2152	24	8	8	452				22	514
	2153	124	11	23	94				15	267
	2154	119		19	413				2	553
	2155	58	17		258				20	353
	2158	148	5	6	129			6	6	300
	2159	35	144	59	429				4	671
	2160	74	9		129				26	238
	2163	104	14	156	417			4	21	716
	2164	79	13	6	398				28	524
	2167	31	1	1	410				3	446
	2168	93	66		414				33	606
	2169	50			347				2	399
	2170	58			88				16	162
	2172	36	27		519			2	7	591
	2173	257	43		339			21	41	701
	2190	142	14		665				6	827
	2193	15			41				3	59
	2248	55			31					86
	2249	9	4		65					78
	2250	28		5	110					143
	2251	24	3		78					105
	2252	49			169			7	12	237
	2253	15		6	110			21		152
	2254	28			139					167
2255		8		60				15	83	
2256	2			44					46	
2257	12	8		85				2	107	
2259	6		3	80					89	
Auto Train	52	55	639	131	3,471		5,437	1,386	766	11,885
	53	454	900	136	3,898		4,210	2,009	894	12,501
Blue Water	364		277	37	119		1,499	55	164	2,151
	365		79	244	210		1,766	405	49	2,753
California Zephyr	5	164	2,640	913	7,618	249	12,914	2,660	2,080	29,238
	6	310	2,009	1,804	8,098		12,327	2,154	1,858	28,560
Capitol Corridor	521	103	92		139		34	4	15	387
	522		25	2	8		46	67	2	150
	523	43	41	8	232		33	206	42	605
	524	19	95	9	198		53	209	12	595
	525		30	6	4		8	102	11	161
	527	169	218	10	203		242	151	65	1,058
	528	50	121	19	203		18	190	51	652
	531	100	99	41	141		30	282	33	726
	532	13	54	29	242		34	148	39	559
	534		51	8	30		55	163	25	332
	536		54	30	34		81	64	15	278
	538	4	82	8	223		408	122	62	909
	540		45	5	26		23	100	44	243

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Capitol Corridor	541	65	87	57	209		61	249	90	818
	542	20	74	17	234		59	126	59	589
	543		39	4	17		53	105	96	314
	545		16	6	50		38	170	41	321
	546	1	68		258		6	195	50	578
	547	84	105		222		44	275	86	816
	548		22	4	24		6	153	35	244
	549		86		47		50	66	14	263
	551		21	2	31		21	91	29	195
	720		16		1		10	30	6	63
	723		49	8	64		24	5		150
	724		10	18	70		18	183	15	314
	727	20	6	1	102		42	212	42	425
	728		14	3	90		24	94	9	234
	729	21	8	4	124		65	155	42	419
	732	13	3		101		3	86	84	290
	736		71	5	133		215	40	43	507
	737		4	10	96		5	33	25	173
	741		76	5	66		21	43	12	223
	742		19	6	109		18	105	10	267
	743	6	52		79		17	86	12	252
744		37	2	86		8	29	15	177	
745		73		8			23	30	134	
746		29		4		13	37	34	117	
747	42	63	8	88		15	204	45	465	
748		16		84		23	79	35	237	
751		4	2	2			7	14	29	
Capitol Ltd	29	129	733	58	1,018		8,595	1,210	1,388	13,131
	30	31	688	80	1,443		7,371	859	1,994	12,466
Cardinal	50	156	459	161	1,236	26	2,163	673	524	5,398
	51		448	129	1,174		1,445	529	587	4,312
Carl Sandburg / Illinois Zephyr	380	68	159	36	442		593	58	396	1,752
	381	296	134	52	455		1,069	89	194	2,289
	382	153	184	244	568		820	50	301	2,320
	383	377	196	18	456		1,009	145	210	2,411
Carolinian	79		640	160	812		680	1,353	610	4,255
	80	160	593	240	685		1,274	1,403	489	4,844
Cascades	500		213	182	1,030		1,060	369	350	3,204
	503	85	348	278	1,296		1,481	850	170	4,508
	504	39	340	194	527		604	196	361	2,261
	505	12	353	128	1,292		1,416	988	220	4,409
	507	21	152		739		471	551	433	2,367
	508		451	24	1,031		1,360	1,214	197	4,277
City Of New Orleans	58	33	550	147	1,658		3,198	1,008	719	7,313
	59	6	351	105	1,830		3,904	677	1,097	7,970
Coast Starlight	11	632	3,289	505	2,733	39	5,519	3,688	569	16,974
	14	595	3,679	411	2,556	39	5,666	3,419	621	16,986
Crescent	19	78	2,126	197	1,673		9,725	1,346	1,175	16,320
	20	45	2,171	223	1,875	7	6,889	775	1,058	13,043
Downeaster	680	52	128		216		102		12	510
	681	67	67	44	249	2	44	273	3	749
	682	106	126	17	311		139	27	6	732
	683	39	269	2	355		55	334	56	1,110
	684	178	88	35	245		37	362	6	951
	685	135	122		157		108	99		621
	686	132	148	53	248		90	294	13	978
	687	132	218		217		133	233	9	942
	688	139	64		135		33	310	54	735
	689	16	61		33		82		9	201
690	9	19		63	1	38		2	132	

FRA Quarterly Report | **Appendix 2: Delay Minutes by Train and Responsibility**

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Downeaster	691	16	150		59	0	37	99	14	375
	692	49	80		79	0	138	12	10	368
	693	4	125		78	0	62	338	60	667
	694	47	128		61	26	80	165		507
	695	7	97		75	20	137	110	8	454
	696	112	150		84	28	80	60	46	560
	697	100	67		76	21	86	86	46	482
	698	20	52	8	64	11	80	251		486
	699		70		35	20	31			156
	1689	27	33		27	2	33		8	130
Empire Builder	7	105	1,109	236	3,521	445	5,364	779	612	12,171
	8	387	723	299	3,750		8,672	907	378	15,116
	27		285	107	505	22	1,556	11	70	2,556
	28		201	147	319		1,675	70	41	2,453
Ethan Allen Express	290	332	170	46	212		102	36	88	986
	291	437	139	166	254		58	12	86	1,152
Heartland Flyer	821		123	33	1,547	24	1,794		111	3,632
	822		144	3	1,403		2,494		30	4,074
Hiawatha	329	109	24	20	25		6		3	187
	330	387	70	3	19		7	6	7	499
	331	110	49	20	18		7	15	6	225
	332	101	32	53	18		55	20	34	313
	333	487	59	44	28		86	19	10	733
	334	125	103	44	25		83	28	43	451
	335	399	80	12	25		65	25	6	612
	336	64	158	61	19		74	28	21	425
	337	114	75	27	9		5	16	2	248
	338	245	56	20	18		36	65	48	488
	339	483	75		23		4		5	590
	340	200	81	17	3		14	6	22	343
	341	149	67	15	5		47		2	285
	342	137	103		17		61	2	26	346
343	41	6		15		33		18	113	
Illini / Saluki	390	15	154	60	1,370		1,213	31	65	2,908
	393	93	358	34	1,441		901	46	58	2,931

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Lake Shore Ltd	48	450	493	529	999		4843	729	1265	9,308
	49	203	289	442	1,059		4,993	1,179	961	9,126
	448	1061	111	87	251		307	172	143	2,132
	449	582	264	186	102		226	222	89	1,671
Lincoln / Missouri	318		290	208	432	9	2,101	608	207	3,855
	319		318	179	595	13	1,433	585	257	3,380
Lincoln Service	300		189	80	306	11	1,917	381	129	3,013
	301	63	321	57	200	80	1,499	777	246	3,243
	302		345	124	293	39	2,105	585	62	3,553
	303		183	70	174		887	699	241	2,254
	304		211	9	120	102	789	474	107	1,812
	305	46	458	62	188	102	1,526	1,032	192	3,606
	306	27	283	29	126	58	1,725	1,016	153	3,417
	307	22	349	34	182	88	1,501	728	246	3,150
Maple Leaf	63	132	172	304	675		881	85	745	2,994
	64	221	408	426	664		1,288	279	555	3,841
Missouri	313		84		178		1,048		86	1,396
	314		129	57	163		2,092		96	2,537
New York - Albany	232	188	11		26				47	272
	233	247	11	64	147			5	215	689
	234	258			19				109	386
	236	39	4	48	35			23	50	199
	237	140	4		132				37	313
	238	108	8	37	48			62	128	391
	239	781	45		32				39	897
	241	187	31		65			2	44	329
	243	51	5		15				9	80
	244	462	75	76	62		5	33	103	816
	250	36	1	14	28				6	85
	253	69	23		35				47	174
	256	70	6	18	9			5	18	126
	259	42	53	2	19				4	120
	260	111	7	8	17			5	3	151
261	19			18		12		13	62	
New York - Niagara Falls	280	309	85	127	619		486	76	465	2,167
	281	553	159	211	693		1,104	203	832	3,755
	283	412	187	328	772		1,470	104	779	4,052
	284	459	150	213	675		716	49	649	2,911

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
On Spine Northeast Regional	132	41			55					96
	135	89		67	169				12	337
	137	485	73		266			2	1	827
	139	20			91					111
	140	84	3		171					258
	141	316	14		334				11	675
	148	307			400	33			37	777
	149	45	5		85					135
	150	51	9		121				2	183
	152	32	13		24					69
	154	6			55					61
	160	22			115				11	148
	161	73	5		149				5	232
	162	87			209					296
	163	19			102				3	124
	165	85			37				9	131
	166	20			76				3	99
	167	39			67				6	112
	168	36	5		95					136
	169	57	5		167	3				232
	172	220	54	27	252				7	560
	173	245	17	3	370				5	651
	175	1080			251				99	1,430
177	33			50					83	
178	192	1		204				3	400	
179	147	17	15	241	6			5	431	
184	95	17		248				27	400	
190	299	26		382				8	715	
Pacific Surfliner	562	420	163	19	21		48	679	7	1,357
	564	358	121	23	17		151	347	43	1,060
	567	407	416	165	59		29	305	176	1,557
	572	211	292	154	66		30	321	146	1,220
	573	250	163	101	45		84	488	28	1,159
	580	265	198	178	26			523	176	1,366
	581	676	257	35	28		68	216	60	1,340
	583	434	200	55	56		102	326	22	1,195
	586	231	267	35	42		58	758	19	1,410
	588	110	199	35	45		48	700	45	1,182
	591	440	287	300	62		65	374	44	1,572
	594	73	106	62	45		213	23	78	600
	595	68	196	149	46		343	102	47	951
	761	513	1,812	237	138		195	754	171	3,820
765	529	1,430	190	105		58	555	221	3,088	

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Pacific Surfliner	770	432	1159	100	80		79	446	225	2,521
	774	530	2,205	186	298		114	949	63	4,345
	777	186	1,557	83	103		129	1,812	48	3,918
	784	1132	1,371	51	77	6	68	889	79	3,673
	785	964	905	80	59		120	998	147	3,273
	794	399	1,783	116	47		106	1,407	82	3,940
Palmetto	89		528	608	1,452		2,466	1,324	182	6,560
	90	74	244	400	1,208		2,555	1,208	130	5,819
Pennsylvanian	42		136	149	273		2,006		667	3,231
	43		203	96	177		2,717		454	3,647
Pere Marquette	370		273	29	123		653	95	45	1,218
	371		144	65	102		1,133	201	48	1,693
Piedmont	73		129	75	208		603	156	38	1,209
	74		224	57	190		375	66	47	959
	75		209	58	212		571	321	12	1,383
	76		264	46	262		413	433	10	1,428
	77		205	70	322		358	172	33	1,160
	78		266	8	274		164	166	25	903
Richmond / Newport News / Norfolk	82	43	54	3	95		219		54	468
	84		217	55	193		252	109	287	1,113
	85	663	53	93	561		202	112	239	1,923
	86	453	117	4	341		217	15	61	1,208
	87	76	60	6	204		127	64	192	729
	88	76	38		169		153	36	63	535
	93	733	254	65	818	16	421	126	386	2,819
	94	259	246	176	1,036		108	49	488	2,362
	95	476	404	84	633		324	205	319	2,445
	96	33	31		126		65	27	92	374
	99	126	71		322		106	69	278	972
	125	557	110	24	278		539	239	407	2,154
	157	33	35		127		38	41	55	329
	164	94	34		166		141	8	32	475
	174	409	79	72	700		263	117	403	2,043
194		15	5	154		57		67	298	
195	102	28	2	235		231	70	74	742	
Roanoke	145		51	8	45		135	11	4	254
	147	38	29	4	156	1	555	46	12	841
	156	5	108	17	77		47	39	19	312
	171	485	204	216	949		298	94	129	2,375
	176	206	167	143	744	2	314	24	90	1,690
San Joaquins	702	36	93	91	1,023	56	1,855	640	43	3,837
	703	33	252	30	707	2	1,678	770	64	3,536
	710		224	72	522		1,505	1,125	87	3,535
	711		144	114	455		783	1,031	48	2,575
	712		284	50	606		1,581	1,153	119	3,793
	713		280	89	549		1,423	1,270	91	3,702
	714		274	81	485		1,569	1,506	106	4,021
	715		257	67	542	0	1,313	1,554	91	3,824
	716		385	72	430		1,157	1,398	94	3,536
	717		300	2	480		1,549	1,301	38	3,670
	718		259	97	398		1,409	1,196	52	3,411
719		154	12	419		1,171	1,379	39	3,174	
Silver Star	91	986	1,103	240	3,305		3,848	2,280	635	12,397
	92	703	1,119	379	3,471		3,513	2,410	742	12,337
Southwest Chief	3	1150	2,900	368	2,657		11,906	2,382	1,151	22,514
	4	929	2,701	318	2,619		10,631	2,079	1,056	20,333

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Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Springfield Shuttles	461	9			9				9	27
	470			20						20
	471				28		4			32
	478				87		39	8		134
	488				7					7
	490			8						8
	494				15		79	3		97
	495				1		81	13		95
	499		6		4		37		14	61
Sunset Ltd	1	89	1,289	282	2,050	2	13,244	194	1,128	18,278
	2	7	950	190	2,347		11,044	464	1,701	16,703
Texas Eagle	21	51	1,429	379	3,936	262	18,744	1,374	1,347	27,522
	22	166	1,339	624	3,497	108	10,627	1,708	847	18,916
Vermonteer	54	28	53	23	923				32	1,059
	55	231	112	9	2,567			18	3	2,940
	56	88	81	3	2,463		27	5	4	2,671
	57	72	21		955			15		1,063
Wolverine	350		365	436	281		1,606	1,474	112	4,274
	351		304	683	303		1,356	341	111	3,098
	352		359	292	424		1,256	919	168	3,418
	353		264	601	340		1,296	428	189	3,118
	354		254	448	379		905	666	46	2,698
	355		120	360	444		769	750	167	2,610

Table 26: Third-Party Responsible Train Delay Minutes

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Acela Express	2103	5			25	5		56	9	100
	2106	7		5					10	22
	2121					9	52		26	87
	2122	9		9	64	63	109		18	272
	2126		30		51	37	52		5	175
	2150	3		2	2		2			9
	2151	13			135		34	8	133	323
	2152	13	7	23	59	81	31		40	254
	2153			3	159	53			83	298
	2154	9		1	147	9	62		56	284
	2155	21		14	36	32	123		92	318
	2158		7	7	39		4		23	80
	2159	8	3	8	257	74	129		38	517
	2160	1		3	43		5		14	66
	2163	26		22	295	87	62		132	624
	2164	8	15	32	41	30	3		149	278
	2167	40	11	7	365	51			27	501
	2168	25		9	106	54	141		41	376
	2169	30	81	2	364	72			59	608
	2170		3	13	3	19	8		104	150
	2172	7		35	128	61	156		144	531
	2173	16		4	176	7	45	7	40	295
	2190		3	4	46	18	1		32	104
	2193	13			5		1		8	27
	2203	6			5					11
	2205			27	4	16				47
	2213					10			154	164
	2218			7	36				26	69
	2222				12				58	70
	2224				18				4	22
	2248			25	30				25	80
	2249			14	29				4	47
2250			10	46	8			37	101	
2251				9				41	50	
2252		7	15	121	22			77	242	

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Acela Express	2253	5		92	83	37		121	338
	2254	7	17	3	57	8	3	562	657
	2255	7		10	12	56		44	129
	2256				27	56	13	71	167
	2257				60	5		18	83
	2259				30	12	3	36	81
Auto Train	52		38		2	40	281	640	1,001
	53		851		450	391	138	959	2,789
Blue Water	364			97	944	183	172	10	1,406
	365			123	2,021	17	30	8	2,199
California Zephyr	5		409	104	705	674	417	2,720	5,029
	6		397	96	549	368	141	1,914	3,465
Capitol Corridor	521			63	332	91	41		527
	522			27	111		91		229
	523			10	99	65	113		287
	524			65	58	74	185		382
	525			27	28	1	45		101
	527		6	23	385	9	94		517
	528			214	58	207	252		731
	531		23	45	38	233	157		496
	532			57	255	54	4		370
	534			114	7	63	22		206
	536			44	99	231	14		388
	538		26	4	198	257	71		556
	540			55	66	76	5		202
	541			101	6	179	4		290
	542			28	13	449	80		570
	543			160	29	54	4		247
	545			18	37	40	29		124
	546		58	115	14	100	42	1	330
	547			28	73	524	6		631
	548			38	164	36	21		259
549			39	24	199	38		300	
551			32	47	5	5		89	
720				24			37		61



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Capitol Corridor	723			7	34		10		51
	724			16	14	28	5		63
	727				9		17		26
	728			18	10		58		86
	729			38	88		10		136
	732			16	5	4	10		35
	736			54	3		63		120
	737		3	41	16	61	133		254
	741			58	12	43	31		144
	742			10	17	18	7		52
	743		3	46	2	26	37		114
	744			9	59	8	78		154
	745			22			2		24
	746			7		121	61		189
	747			10	9	89	2		110
748			3	39	64	102		208	
751			23	13	21	343		400	
Capitol Ltd	29		116	56	1,198	101	337	684	2,492
	30			27	198	191	51	580	1,047
Cardinal	50		163	5	650	3	55	443	1,319
	51		361		500	66	48	496	1,471
Carl Sandburg / Illinois Zephyr	380				49		276	52	377
	381				101	7	20	16	144
	382				54	165	2	271	492
	383				97	25	16	97	235
Carolinian	79	10	134		884	423	236	1,695	3,382
	80	6	5	22	634	77	67	1,622	2,433
Cascades	500		1	97	418	285	6	3	810
	503		21	117	129	3	302	85	657
	504			125	11		29	109	274
	505		75	195	132	339	339	242	1,322
	507			35		496	90	18	639
	508			79	118	350	509	214	1,270
City Of New Orleans	58		120	7	921	18	88	1,236	2,390
	59		50		1,396	50	24	1,082	2,602



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Coast Starlight	11		23	244	6,252	820	769	179	8,287
	14		66	257	2,568	940	593	240	4,664
Crescent	19	20	208	56	1,992	126	157	693	3,252
	20	3	12	108	877	330	694	743	2,767
Downeaster	680				296			7	303
	681				160	4	2		166
	682				95				95
	683				49	22			71
	684		96		67		10		173
	685				239				239
	686				74		24		98
	687				137	34	4	2	177
	688				251		3		254
	689				253	22	7	2	284
	690				192				192
	691		4		90				94
	692				62	4			66
	693				25		103	18	146
	694				7	9		15	31
	695		3	2	58	18		16	97
	696			4	26	56		14	100
	697			8	14	10	9	10	51
	698				37		4		41
	699				99		2	10	111
1689				203	15			218	
Empire Builder	7		44	13	3,881	160	61	470	4,629
	8		9	74	2,023	96	90	557	2,849
	27			163	338				501
	28			90	28	83	2	33	236
Ethan Allen Express	290				773	5	70	118	966
	291		43		152	273	28	10	506
Heartland Flyer	821				13	26	98	55	192
	822				3	28	55	53	139
Hiawatha	329			4			9		13
	330				396		7		403



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Hiawatha	331			5	27	5	1	4	42
	332						201	4	205
	333		10		6	2			18
	334					17	3	4	24
	335				28	9	114	6	157
	336					59		8	67
	337				8	3	26	21	58
	338			15			10	3	28
	339				109	9	45	2	165
	340							29	29
	341				7				7
	342		6				1	1	8
Illini / Saluki	390				26	51	7	131	215
	393				9	7	14	164	194
Keystone	600	16			2		51		69
	609	9		29		5		4	47
	610							4	4
	611							2	2
	612							45	45
	615							3	3
	620	4	10			3		3	20
	622	5				31	61	20	117
	638					4			4
	639	8	5			89			102
	640				1	4	13	9	27
	641					5	7	16	28
	642	8			5		19		32
	643	1					3	8	12
644	6			5		7		18	



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Keystone	645	5			4	3			18	30
	646	7								7
	647	5	2				21		22	50
	648			19		6		90	17	132
	649	2				23	3		17	45
	650	6				10			15	31
	651	2	4			10	118		39	173
	652	7	3			25			28	63
	653	15				34	71		7	127
	654	1	6			7	18		13	45
	655	7							19	26
	656						15		3	18
	657	4				56	2			62
	658					11				11
	660			10		31			21	62
	661								29	29
	662			15						15
	663			6					8	14
	664			13		10			8	31
	665					7			6	13
	666	3		26		28			16	73
	667	3		13		4			11	31
669	8				64			15	87	
670					130			19	149	
671			36						36	
672			3		15			5	23	
Lake Shore Ltd	48			38	1,314	161	292		509	2,314
	49		5	119	1,865	292	20		46	2,347
	448				39	38	103		245	425
	449				251	31	11		315	608
Lincoln / Missouri	318				119	7	19		276	421
	319		21		53	25	116		378	593
Lincoln Service	300		230	15	799	23	54			1,121
	301				559	53	10		201	823



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Lincoln Service	302			12	850				292	1,154
	303			4	64		12			80
	304		25		322		2			349
	305		15	10	287	280	378		218	1,188
	306		19		735		278		319	1,351
	307		6		492	29	500		106	1,133
Maple Leaf	63		4		657	28	13		276	978
	64		247		1,155	129	9		591	2,131
Missouri	313				351	127	104		57	639
	314				88	239	4		226	557
New York - Albany	232		5		10				3	18
	233			4	24	32			4	64
	234		6		24				30	60
	236						4			4
	237				100		7		89	196
	238				97	12				109
	239				84	9	21		58	172
	241				125	16			33	174
	243				84	18				102
	244				79	291			129	499
	250				1					1
	253				11	117				128
	259				22	4			2	28
	260				17				3	20
261				11	7				18	
New York - Niagara Falls	280		3		1,302	59			27	1,391
	281		8		199	189	107		474	977
	283				117	90	11		333	551
	284		5		1,200	46			17	1,268
On Spine Northeast Regional	111				22	12		111	2	147
	121			2						2
	122	6				6			4	16
	126				41	6			84	131



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
On Spine Northeast Regional	129	16			13	73			23	125
	130	21			25					46
	132	4			39	38			119	200
	134			41	22	10	93		2	168
	135	6		12	99	24			23	164
	137	6		21	82	135	3		114	361
	139				10	11			28	49
	140	4		15	126	18	6		333	502
	141		8		165	205	12		106	496
	143				27	23				50
	148	17	4	29	212	74	132		342	810
	149	4			5	52			34	95
	150		20	11	49	13			39	132
	152			17	64	15			5	101
	154			23	50				29	102
	155				19	1				20
	160				8				7	15
	161	29		33	17	61			182	322
	162			14	56	9			38	117
	163					26			28	54
	165				2	18			41	61
	166		8		26	19			97	150
	167				64				296	360
	168				40	19			37	96
	169				35				212	247
	172	12		71	28	3	39		61	214
	173	21		22	190	149	2		250	634
	175			30	11	50			147	238
	177				126	13			6	145
	178	13		30	365	99	156		144	807
179			25	154	116	126		53	474	
180		8				14		4	26	
182								11	11	
183				35	18	21	85	25	184	
184	23		29	225	35	139		156	607	

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
On Spine Northeast Regional	189	3				62			45	110
	190				144	107			49	300
	192			12	15	6				33
	193	27			9	57			8	101
	196	2		20	26	32	15		16	111
Pacific Surfliner	562		34		406	151	18			609
	564				680	2	89			771
	567				76	33	33		3	145
	572				207	76	23			306
	573		11		419	62	161			653
	580		4		178	53	44			279
	581		6		284	11	30			331
	583		37		591	6	14			648
	586				230	129	251			610
	588				704	237	32			973
	591		3		147	329	60			539
	594				546	24	52			622
	595				777	85	5			867
	761		38		1,537	295	221		2	2,093
	765				621	129	49			799
	770		112		1,319	352	102		8	1,893
	774		6		944	181	24		3	1,158
	777				1,071	224	41			1,336
	784				1,389	270	86			1,745
785		4		590	298	253		2	1,147	
794				297	277	225		2	801	
Palmetto	89	5	8	60	768	75	289		2,450	3,655
	90		145		182	30	19	3	2,101	2,480
Pennsylvanian	42	14	9		8	10			110	151
	43	11		25	68	269			78	451
Pere Marquette	370		26	63	53		65		141	348
	371			53	272				16	341
Piedmont	73		55		44		42		41	182
	74				111	2	74		82	269
	75		25		42	24	36		59	186



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Piedmont	76		22		192				76	290
	77		6		19	32			72	129
	78		83		194	45	19		37	378
Richmond / Newport News / Norfolk	82	10		16	56	8			41	131
	84	4			744	83	13	19	29	892
	85	14		52	149	239	87		65	606
	86	11	4	50	458	30	3	148	75	779
	87	5		61	9	44			171	290
	88	5		36	292	17			69	419
	93		17	44	553	162	68		274	1,118
	94	14	8	9	245	105	141	13	288	823
	95	12		17	363	178	113		966	1,649
	96		217		26	14	1		216	474
	99		9	16	1	34	15		431	506
	125		32		683	154	49		656	1,574
	138	4	23		142	3	5			177
	153	5		8	62	16				91
	157		5		6	10			444	465
	158				62	3			5	70
	164			14	205	40	11	6	72	348
174	13		5	416	37	13	83	71	638	
185	8	4		60	4	68		18	162	
194				76				290	366	
195		7	20	32	59	37		371	526	
Roanoke	145		25		25	9	3		194	256
	147		1		46		36		67	150
	156		5		46	111	21		132	315
	171	7	298	32	347	82	151		351	1,268
	176	20	34	4	226	68	8		205	565
San Joaquins	702		25		416	73	148		16	678
	703				296	478	173		16	963
	710				690	150	71			911
	711		9		1,022	274	33			1,338
	712				544	376	8		2	930
	713		8		412	166	272			858



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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
San Joaquins	714		4		631	491	236		1,362
	715		2		167	323	55		547
	716		68		528	207	149	134	1,086
	717				348	60	72		480
	718		7		387	118	287	22	821
	719		4		352	225	160		741
Silver Star	91	14	452	27	160	600	488	2,455	4,196
	92	14	1,673	26	345	779	500	2,976	6,313
Southwest Chief	3		62	101	716	515	123	958	2,475
	4		197	164	763	435	66	386	2,011
Springfield Shuttles	400				122		2		124
	405							9	9
	409							25	25
	412						2	12	14
	416						3	8	11
	417					17		12	29
	432							33	33
	450					4		34	38
	451							50	50
	461				147	15		4	166
	463							3	3
	464						6	29	35
	465							5	5
	467							23	23
	470					94		20	114
	471				466			70	536
	473					54		7	61
	474					29		20	49
	475					8		14	22
	476							7	78
478				304			126	430	
479					30		18	48	
488				140	63		91	294	



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Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Springfield Shuttles	490									30	30
	494					162	71			68	301
	495					208	34			54	296
	497									11	11
	499					132				56	188
Sunset Ltd	1			9	59	464	411	523		16	1,482
	2		128	181	47	335	660	359		536	2,246
Texas Eagle	21			76	56	3,083	82	347		703	4,347
	22			198	33	2,485	153	377		362	3,608
Vermont	54				75	401	16		7	4	503
	55	17		29	4	184	69	55		10	368
	56	10		9	8	334	63	6	193	17	640
	57					70	42			26	138
Wolverine	350				37	840	31	29		36	973
	351				152	6	4	12		31	205
	352				135	220	281	448		2	1,086
	353				47	52	7	154		54	314
	354				55	139	147	557		50	948
	355			10	28	21	10	270		59	398

