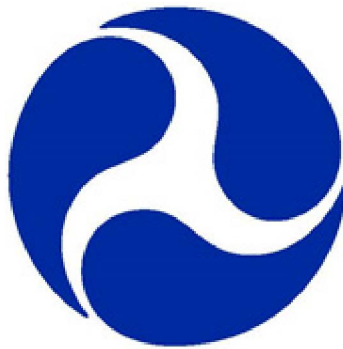# Quarterly Report on the Performance and Service Quality of Intercity Passenger Train Operations

Covering the Quarter Ending September 2022
(Fourth Quarter of Fiscal Year 2022)

Federal Railroad Administration
U.S. Department of Transportation

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List of Tables and Figures

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	*Passenger Rail Investment and Improvement Act of 2008*, 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 fourth quarter of FY 2022 from July 1 to September 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. It also includes a copy of the questionnaire Amtrak uses to determine customer satisfaction (see Appendix 4). 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.

Highlights from the FY 2022 fourth 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 fourth 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 seven percent from the third quarter of FY 2022 to the fourth quarter of FY 2022 (from 7,999,744 train miles 8,585,747 to train miles). The City of New Orleans and the Crescent continued to operate at reduced service levels, 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 fourth quarter of FY 2022, regardless of schedule status. This is the fourth 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 (94 percent), Hiawatha (93 percent), and the Empire service between New York and Albany (86 percent), and those with the lowest were the Sunset Ltd (9 percent), California Zephyr (12 percent), and the Southwest Chief (18 percent).

This quarter's report provides the fourth 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 third or fourth quarter of FY 2022, 62 percent met the 80 percent customer OTP standard, 30 percent did not meet the standard, and 8 percent did not operate in one of the two quarters.

In the fourth quarter of FY 2022, Amtrak reported customer OTP, delay, customer service, and financial data for a new route, the Berkshire Flyer, which operated between New York City and Pittsfield, MA on weekends from from July to September.

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 1.4 million minutes of delay during the fourth quarter of FY 2022, up 9 percent from the previous quarter. The largest cause of delays was freight train interference at 273,821 minutes of delay – 19 percent of total delay minutes, a decrease of 8 percent from the previous quarter. Other significant causes of delay were passenger train interference, slow orders, and signals.

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 fourth quarter of FY 2022, the Class I host railroad with the largest number of host-responsible delay minutes per 10,000 train miles was Union Pacific (1,711 minutes); the Class I host railroad with the smallest number of host-responsible delay minutes per 10,000 train miles was CP (361 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. In the fourth quarter of FY 2022, customers rated just over half (24 of 43) of routes as 80 percent or higher in terms of overall satisfaction, with six routes below 70 percent. No Long Distance route was rated over 80 percent.

Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned $791M in adjusted operating revenue and incurred $951M in fully

allocated operating expenses, achieving a cost recovery ratio of 83 percent. Routes that operated in the fourth quarter with high cost recovery ratios include the Illini/Saluki (141 percent), Ethan Allen (133 percent), Northeast Regional (115 percent), and the Lincoln Service (112 percent).

Amtrak had 6,943,826 total riders during the quarter, an increase of 10 percent over the previous quarter. The Northeast Regional (2,185,089 riders), Acela Express (664,115 riders), and Pacific Surfliner (523,941 riders) accounted for 48 percent of the total ridership. These routes, along with the Auto Train, also accounted for 42 percent of Amtrak's adjusted operating revenue: Northeast Regional ($174.0M), Acela Express ($101.9M), Auto Train ($27.1M), and Pacific Surfliner ($26.3M).

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 quarterly report covers the sixth full calendar quarter three months after the publication of the final rule in the Federal Register, which is the fourth quarter (Q4) of Federal fiscal year (FY) 2022, running from July 1, 2022, to September 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 fourth 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 sixth 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

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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	Berkshire Flyer	Between New York (Penn Station) and Pittsfield, MA *Seasonal service, July - September*
	Empire	Ethan Allen Express	Between New York (Penn Station) and Burlington, 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

Service Line	Route Name	Sub Service	Route Description
State Supported	Illinois	Lincoln Service	Between Chicago and St. Louis
	Keystone	Keystone	Between Harrisburg, PA, Philadelphia, and New York (Penn Station)
	Lincoln / Missouri	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
	Vermonter	Vermonter	Between St. Albans, VT, and Washington, DC

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

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Figure 2. Amtrak Host Map

All route/map data provided by Amtrak
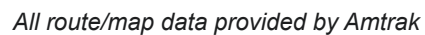
Table 3. Routes and Hosts

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.

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	Berkshire Flyer	Amtrak	97
		CSX	46
		Metro-North Railroad	64
	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

Service Line	Route	Host	Route Miles
State Supported	Ethan Allen Express	Amtrak	100
		CP	60
		Metro-North Railroad	64
		Vermont Railway	24
	Heartland Flyer	BNSF	236
	Hiawatha	CP	53
		Metra	29
	Illini / Saluki	CN	304
	Keystone	Amtrak	195
	Lincoln Service	CN	35
		UP	231
	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
	Vermonter	Amtrak	304
		Massachusetts DOT	50
		Metro-North Railroad	56
		New England Central	192
	Wolverine	Amtrak	99
		CN	27
		Michigan DOT	134
		Norfolk Southern	39

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)
Berkshire Flyer	New York, NY - Pittsfield, MA	New York, NY – Albany, NY (Empire Service)
		Albany, NY – Pittsfield, MA (Berkshire Flyer)
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 – Burlington, VT (Ethan Allen Service)
Keystone	Harrisburg, PA – New York, NY	Harrisburg – Philadelphia, PA

Route	Physical Route	Financial Route
Lincoln / Missouri	Kansas City, MO – Chicago, IL	Kansas City, MO – St. Louis (Missouri River Runner)
		St. Louis – Chicago (Lincoln Service)
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
Vermonter	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	The percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time, reported by train and by route. The customer on-time performance minimum standard is 80 percent for any 2 consecutive quarters.	Customer on-time performance for all schedules, at the route-level and by train, are included in this report.
Ridership Data	The number of host railroads to whom Amtrak has provided ridership data reported by host railroad and by month.	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. Amtrak provided ridership data to Portland Terminal Railroad Company via BNSF Railway.

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.	The metric was reported monthly through May 2021 after which it is reported annually. It is reported in this report for all of FY 2022. *Certified schedule* means a published train schedule that Amtrak and the host railroad jointly certify is aligned with the customer on-time performance metric and standard. *Uncertified schedule* means a published train schedule that has not been reported as a certified schedule or a disputed schedule. *Disputed schedule* means: (1) A published train schedule for which a specific change is sought: (i) that is the only subject of a non-binding dispute resolution process led by a neutral third-party and involving Amtrak and one or more host railroads; (ii) that is the only subject of a non-binding dispute resolution process led by a neutral third-party that has been initiated by one or more host railroads and Amtrak has not consented to participate in the process within 30 calendar days; or (iii) that is the only subject of a non-binding dispute resolution process led by a neutral third-party that has been initiated by Amtrak and the host railroad has not consented to participate in the process within 30 calendar days.
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.	*Amtrak-responsible* delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as Amtrak-responsible delays, including passenger-related delays at stations, Amtrak equipment failures, holding for connections, injuries, initial terminal delays, servicing delays, crew and system delays, and other miscellaneous Amtrak-responsible delays. *Host-responsible* delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as host-responsible delays, including freight train interference, slow orders, signals, routing, maintenance of way, commuter train interference, passenger train interference, catenary or wayside power system failure, and detours. *Third-party* delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as third-party delays, including bridge strikes, debris strikes, customs, drawbridge openings, police-related delays, trespassers, vehicle strikes, utility company delays, weather-related delays (including heat or cold orders, storms, floods/washouts, earthquake-related delays, slippery rail due to leaves, flash-flood warnings, wayside defect detector actuations caused by ice, and high-wind restrictions), acts of God, or waiting for scheduled departure time. In this quarterly dataset, available for download railroads.dot.gov, the third-party delays are coded as "Neither."

Metric	Definition	Data Description and Notes
Disputed Train Delays		*Delay minutes disputed by host railroad and not resolved by Amtrak* means delay minutes for which a host railroad disputed the code used by Amtrak to classify the delay, or the number of delay minutes assigned to the host railroad, but were not changed by Amtrak after the host's initial request. Ultimately, Amtrak and the host railroads may agree that a different delay code or number of delay minutes is appropriate following further discussion; this data only reports delay minutes that were not adjusted after the host railroad's initial request for reclassification. Delays are reported by operating business line, which is similar to the service line structure (see Amtrak Route Structure and Descriptions). The NEC business line includes the following routes: Acela, Northeast Regional, Northeast Regional – Richmond / Newport News / Norfolk, Northeast Regional – Roanoke, and Northeast Regional – Springfield Shuttles. See Table 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.
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.	*Delays per 10,000 train-miles* is the number of minutes of delay normalized by train-miles so that routes of different lengths, and hosts with different amounts of Amtrak service, can be compared to each other. Specifically, it is the number of minutes of host-responsible 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.
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).	*Actual running time* means the actual elapsed travel time of a train's travel on a host railroad, between the departure time at the first reporting point for a host railroad segment and the arrival time at the reporting point at the end of the host railroad segment. *Scheduled running time* means the scheduled duration of a train's travel on a host railroad, as set forth in the Amtrak schedule skeleton. *Schedule skeleton* means a schedule grid used by Amtrak and host railroads to communicate the public schedule of an Amtrak train and the schedule of operations of an Amtrak train on host railroads. Data is available for download at railroads.dot.gov.

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
Canadian National	CN
Canadian National - Other	XC
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

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1   Amtrak records delays experienced by Illini/Saluki and City of New Orleans trains 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

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

Table 8. Customer On-Time Performance by Route

Service Line / Route	OTP (FY22 Q3)	OTP (FY22 Q4)
Long Distance		
Auto Train	30.3%	55.0%
California Zephyr	15.6%	12.1%
Capitol Ltd	28.2%	35.9%
Cardinal	43.7%	38.8%
City Of New Orleans	46.4%	51.1%
Coast Starlight	58.6%	42.7%
Crescent	37.2%	56.9%
Empire Builder	46.3%	53.9%
Lake Shore Ltd	51.9%	62.5%
Palmetto	58.3%	64.6%
Silver Star	18.4%	20.3%
Southwest Chief	15.3%	18.0%
Sunset Ltd	10.4%	8.8%
Texas Eagle	43.0%	31.9%
Northeast Corridor		
Acela Express	84.3%	77.1%
On Spine Northeast Regional	85.5%	81.4%
Richmond / Newport News / Norfolk	75.0%	69.0%
Roanoke	64.7%	59.1%
Springfield Shuttles	91.4%	81.4%
State Supported		
Berkshire Flyer		51.0%
Blue Water	70.6%	50.6%
Capitol Corridor	88.3%	83.7%
Carl Sandburg / Illinois Zephyr	77.7%	76.7%
Carolinian	57.6%	51.8%
Cascades	58.5%	52.0%
Downeaster	84.7%	79.0%
Ethan Allen Express	84.5%	66.7%
Heartland Flyer	65.5%	45.8%
Hiawatha	93.9%	92.9%
Illini / Saluki	50.6%	61.2%
Keystone	96.0%	94.2%
Lincoln / Missouri	31.3%	32.1%
Lincoln Service	69.8%	65.3%
Maple Leaf	80.2%	73.4%
Missouri	55.3%	33.0%
New York - Albany	91.0%	86.2%
New York - Niagara Falls	81.6%	74.8%
Pacific Surfliner	81.9%	76.0%
Pennsylvanian	67.6%	67.9%
Pere Marquette	71.6%	79.1%
Piedmont	76.3%	73.3%
San Joaquins	73.7%	73.3%
Vermonter	88.5%	68.6%
Wolverine	68.5%	63.4%

Figure 3. Customer OTP by Service Line and Route

U.S. Department of Transportation
Federal Railroad Administration
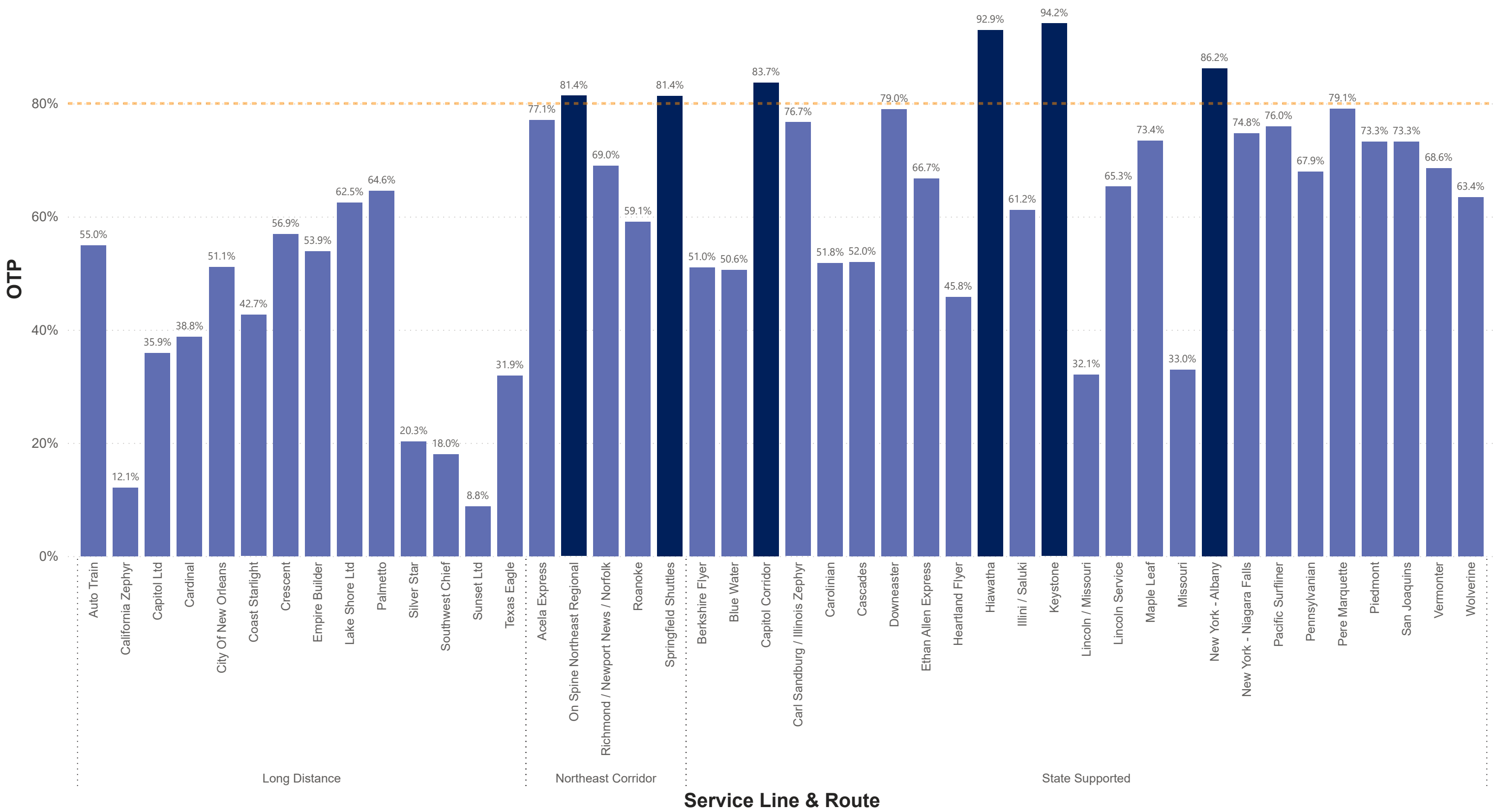
Figure 4. Customer OTP by Route

U.S. Department of Transportation
Federal Railroad Administration
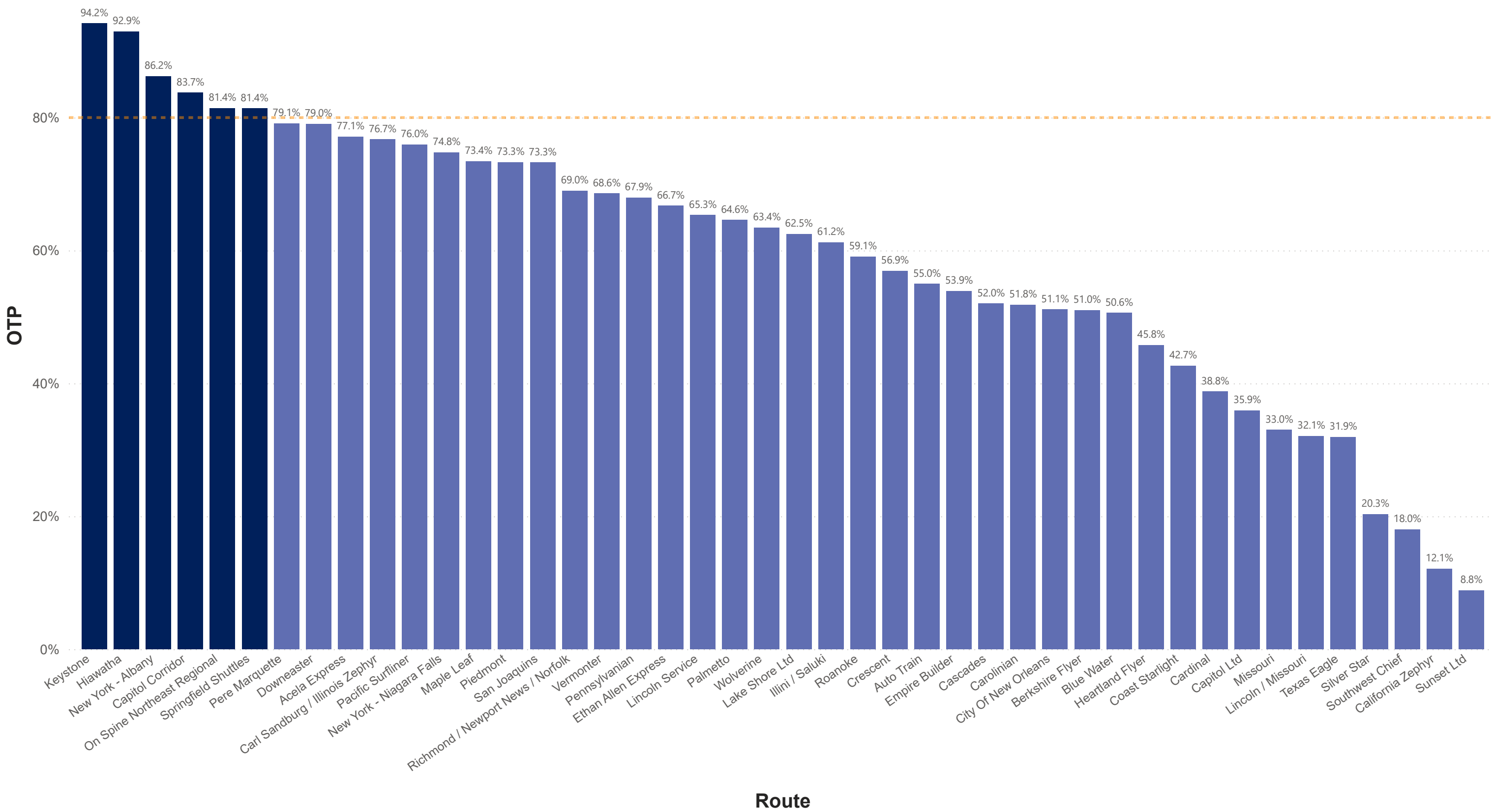
Table 9. Ridership Data Metrics

Host Railroad Name	July 2022	Aug 2022	Sept 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[1]		0
Buckingham Branch	25	0
Canadian National	8,788	0
Canadian Pacific	124	0
Norfolk Southern	924	0
SCRRA (Metrolink)	114	0
Union Pacific	165	0
Total	**10,140**	**0**

1   During FY22 Q4, BNSF submitted delay change requests, all of which were granted by Amtrak, resulting in zero disputed delay minutes.

Table 11. Amtrak Responsible Train Delay Minutes

Columns CTI–SMW and the first Total are under **Amtrak (Host)**; columns ADA–SYS and the second Total are under **Amtrak (Non-Host)**.

Service Line / Route	CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	DTR	FTI	PBB	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	Amtrak Total Responsible Delay Minutes
Long Distance																																	
Auto Train																			17	136		607				69	1,491		101	715	1,122	4,258	4,258
California Zephyr	16			82											18	8		124	1,225	1,575	30	212		2,584	2,387	481	1,908		1,723	6,428	7,498	26,051	26,175
Capitol Ltd	18			24		38	10								59	48		197	359	837	4	360		796	1,313	99	184		672	1,196	1,550	7,370	7,567
Cardinal	43	24		47	222	25	7			52				36	127	3	49	635	386	380		34	13	836	382	35	279	4	615	450	643	4,057	4,692
City Of New Orleans	5			28				1						29				63	717	215		4		705	1,701	61	290		613	1,789	1,541	7,636	7,699
Coast Starlight																			900	883		377		1,058	2,868	157	387		2,064	2,255	4,664	15,613	15,613
Crescent	66	79	4	148		17	9	32		3				20	238	29	134	779	1,648	144		47	4	657	1,279	83	88	111	561	1,305	2,395	8,322	9,101
Empire Builder	28			18											4	17		67	625	1,148	38	7,833		1,307	2,565	132	4,339		812	4,100	4,977	27,876	27,943
Lake Shore Ltd	72	87	9	129			4	997		12					249	166	46	1,771	643	189	39	1,932		1,448	1,765	58	111		610	2,200	1,404	10,399	12,170
Palmetto	38		12	28	12	115	6	20				6		45	165	6	132	585	934	52	11	3		1,231	544	43		143	245	482	694	4,382	4,967
Silver Star	183	111	93	222		48	94	34		6				44	389	17	254	1,495	4,480	1,001	14	61		2,426	6,200	208	473	111	585	1,854	4,396	21,809	23,304
Southwest Chief	38			49											4			91	791	335	10	431		2,640	3,191	264	79		646	3,862	4,616	16,865	16,956
Sunset Ltd				27				43								2		72	624	423		753		814	1,290	267	821		622	1,483	2,282	9,379	9,451
Texas Eagle	10			34				4		59					92	14		213	944	455		609		1,359	2,608	141	4		623	3,234	4,129	14,106	14,319
Northeast Corridor																																	
Acela Express	1,674	980	551	1224	100	741	537	926		28			6	687	1,383	78	1,076	9,991	492	460	2	9	107	2,433	1,478	133	414	445	418	201	434	7,026	17,017
On Spine Northeast Regional	1,509	736	425	1,323		342	276	392		29	27			571	1,585	87	965	8,267	1,347	895	17	678	94	1,520	2,517	115	138	765	328	1,118	603	10,135	18,402
Richmond / Newport News / Norfolk	1,438	649	444	978	15	276	347	371				6	44	418	1,669	176	1,292	8,123	3,071	466		225	69	3,195	4,698	235	365	365	1,885	2,510	2,577	19,661	27,784
Roanoke	517	304	134	296	17	116	81	129		10	5		7	123	599	44	254	2,636	1,181	327		212	34	1,133	2,098		238	157	356	445	985	7,166	9,802
Springfield Shuttles	291	14		179	21	63	1			160				218	487	56	35	1,525	71	2	150	1,866	25	606	55		624	51	212	229	192	4,083	5,608
State Supported																																	
Berkshire Flyer				43				56	16						13	11		139	10			85			102	8	40	26	7	93	23	394	533
Blue Water				157			12	103	19						120	48		459	428	476				95	286		47		666	705	763	3,466	3,925
Capitol Corridor																			1,168	343	60	120		842	1,063	68	862		310	379	1,888	7,103	7,103
Carl Sandburg / Illinois Zephyr	27			27			2								8	8		72	326	82				80	586		50		54	59	358	1,595	1,667
Carolinian	79	92	20	149		48	14	41		4				19	233	19	146	864	1,875	32		4	13	381	1,459	8	38	25	187	583	748	5,353	6,217
Cascades																			1,311	280	148	22		1,225	1,014	12	1,006		533	468	1,345	7,364	7,364
Downeaster																			333		17	66		637	690	5	296		56	142	195	2,437	2,437
Ethan Allen Express	36	71		159			42	178							221	98	39	844	274	2		68		250	923		144	3	394	563	559	3,180	4,024
Heartland Flyer																			244			100		33	298	15			14		112	816	816
Hiawatha	80			64			4								47	46		241	252	18	243			437	554		895		2,035	1,328	526	6,288	6,529
Illini / Saluki	6			16											59	14		95	585	19				193	858		316		232	380	644	3,227	3,322
Keystone	1,015	956	180	458	81	971	113	117						314	518	67	279	5,069	38	47	697	67	124	1,035	185	52	8	214	645	12	111	3,235	8,304
Lincoln / Missouri	3			36				26	16						79	13		173	1,462	92		2		397	1,324	7	12		703	257	451	4,707	4,880
Lincoln Service	10			68			36		65						96	37		312	757	573	5			772	955		98		728	509	1,650	6,047	6,359
Maple Leaf	15			108	13	14	619	34							60	172	22	1057	417	15		69		263	623	107	35		398	481	1,759	4,167	5,224
Missouri																			346	34				6	234		562		37	4	192	1,415	1,415
New York - Albany	103	305		376			29	71	18						596	311	102	1,911	435	71		23	12	970	1,594	16	129	34	67	56	255	3,662	5,573
New York - Niagara Falls	16	16		365			20	1113	3						442	219	59	2,253	682	4		22	12	620	1,152	46			311	206	1,511	4,566	6,819
Pacific Surfliner																			2,892	863	453	435		1,025	6,227	178	1,520		1,441	651	2,830	18,515	18,515
Pennsylvanian	59	182	82	82		7	10							5	144	7	48	626	494	177		8		187	310	50	163	22	1,089	79	122	2,701	3,327
Pere Marquette	1			13											29	23		66	103	5				132	154	8	119		223	95	305	1,144	1,210
Piedmont																			798	6		110		555	489	7	785		460		349	3,559	3,559
San Joaquins																			1,231	443	185	1,065		2,813	911	84	600		773	537	1,386	10,028	10,028
Vermonter	85	97	79	159		88	70	90		7	16			31	654	2	108	1,486	310	72		37		540	540	32	80		1,196	102	293	3,202	4,688
Wolverine	26			356			50	318	131						799	103		1,783	1,494	530				1,613	1,489	25	604		1,463	1,172	3,521	11,911	13,694

Table 12. Host Railroad Responsible Train Delay Minutes

| Service Line / Route | Delay Cause | | | | | | | | | |
	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Long Distance										
Auto Train	715	1,407		195	5,631		8,109	2,871	1,167	**20,095**
California Zephyr	566	5,357		2,248	19,586	191	23,595	6,514	4,145	**62,202**
Capitol Ltd	121	1,308		615	2,485	9	10,545	1,549	3,949	**20,581**
Cardinal	208	982		201	2,078		4,232	1,006	942	**9,649**
City Of New Orleans	85	1,651		686	3,931		4,585	1,383	1,329	**13,650**
Coast Starlight	813	11,619		1,147	6,298	49	10,442	7,831	1,145	**39,344**
Crescent	167	3,254		214	2,013		10,452	2,363	1,718	**20,181**
Empire Builder	665	1,955		1,860	6,559	954	19,056	2,369	1,242	**34,660**
Lake Shore Ltd	2,557	1,337		793	2,072		9,176	2,186	2,756	**20,877**
Palmetto	180	817		907	2,111		4,978	2,326	263	**11,582**
Silver Star	1,944	2,340		844	7,399		6,151	4,670	1,521	**24,869**
Southwest Chief	2,995	7,683		1,216	5,667		19,425	5,123	2,497	**44,606**
Sunset Ltd	108	2,951		339	4,970	43	22,703	500	3,095	**34,709**
Texas Eagle	257	2,598		908	14,657	767	30,492	2,762	1,790	**54,231**
Northeast Corridor										
Acela Express	2,736	421	11	642	8,428		9	117	782	**13,146**
On Spine Northeast Regional	4,040	211	10	346	5,131	18	16	45	220	**10,037**
Richmond / Newport News / Norfolk	4,617	3,307	26	1,717	7,534	16	5,682	3,722	4,178	**30,799**
Roanoke	1,360	915		250	2,088	16	2,297	1,811	349	**9,086**
Springfield Shuttles	6	219		4	588		382	20	71	**1,290**
State Supported										
Berkshire Flyer	82	3		13	20		105	116	53	**392**
Blue Water		325		170	393		2,928	349	263	**4,428**
Capitol Corridor	765	2,345		713	5,084	0	1,254	4,668	1,223	**16,052**
Carl Sandburg / Illinois Zephyr	851	652		284	1,460		3,459	333	802	**7,841**
Carolinian	154	1,222		305	1,844		2,176	3,112	995	**9,808**
Cascades	227	2,753		588	6,403		5,972	3,865	2,218	**22,026**
Downeaster	1,179	2,483		428	1,969	120	998	3,710	489	**11,376**
Ethan Allen Express	1,098	476		244	1,476		138	53	206	**3,691**
Heartland Flyer		260		132	4,569		4,176		3	**9,140**
Hiawatha	3,367	836		411	731		521	475	296	**6,637**
Illini / Saluki	139	521		178	2,009	3	1,211	109	115	**4,285**
Lincoln / Missouri	24	1,474		929	3,121	311	9,880	3,571	940	**20,250**
Lincoln Service	79	2,151		394	1,275	559	8,504	4,317	1,035	**18,314**
Maple Leaf	675	316		219	761		3,051	319	1,389	**6,730**
Missouri		204		230	2,150	29	4,415	785	284	**8,097**
New York - Albany	3,799	180		370	738		27	77	1,114	**6,305**
New York - Niagara Falls	2,559	377		692	1,647		5,190	689	2,116	**13,270**
Pacific Surfliner	9,713	20,957		1,839	5,051	4	2,152	13,230	1,598	**54,544**
Pennsylvanian		381		248	501		3,082	9	1,012	**5,233**
Pere Marquette	25	362		117	223		1,243	296	93	**2,359**
Piedmont		1,185		122	994		2,552	1,445	398	**6,696**
San Joaquins	22	3,556		1,214	4,804	238	13,114	14,496	786	**38,230**
Vermonter	511	407		195	8,062		245	155	148	**9,723**
Wolverine	3	1,784		2,250	4,376		4,467	3,174	821	**16,875**

Table 13. Third Party Responsible Train Delay Minutes

Service Line / Route	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Long Distance										
Auto Train			85		808	863	172		1,167	**3,095**
California Zephyr			747	296	1,734	842	2,144		7,914	**13,677**
Capitol Ltd			367	54	1,630	359	561		1,160	**4,131**
Cardinal	3		366	8	1,428	220	327		1,319	**3,671**
City Of New Orleans			107	5	2,688	338	77		1,130	**4,345**
Coast Starlight			191	399	3,663	1,801	1,540		2,245	**9,839**
Crescent	2		66	38	5,345	525	453		866	**7,295**
Empire Builder			92	498	10,969	473	893		1,683	**14,608**
Lake Shore Ltd			58	104	3,918	482	108		1,161	**5,831**
Palmetto			24	12	1,671	138	429	4	3,387	**5,665**
Silver Star	18		490	51	626	861	428	5	3,546	**6,025**
Southwest Chief			220	291	2,097	1,098	823		2,697	**7,226**
Sunset Ltd		75	170	119	591	400	416		1,110	**2,881**
Texas Eagle			383	62	3,021	442	583		1,786	**6,277**
Northeast Corridor										
Acela Express	258		1,410	444	2,888	1,523	888	54	4,598	**12,063**
On Spine Northeast Regional	104		1,358	527	1,877	2,213	782	62	4,103	**11,026**
Richmond / Newport News / Norfolk	210		1,292	326	5,528	1,539	941	6	9,306	**19,148**
Roanoke	54		681	88	2,124	405	536		1,091	**4,979**
Springfield Shuttles			15		1,430	1,116	16	58	742	**3,377**
State Supported										
Berkshire Flyer					34				51	**85**
Blue Water			20	183	2,443	94	64		321	**3,125**
Capitol Corridor			94	1,524	1,950	2,337	2,658		152	**8,715**
Carl Sandburg / Illinois Zephyr					568	56	121		245	**990**
Carolinian			166		1,185	295	564		3,435	**5,645**
Cascades		10	55	831	619	1,765	886		1,578	**5,744**
Downeaster			29	13	2,265	220	58		764	**3,349**
Ethan Allen Express			5	5	1,823	58	25		73	**1,989**
Heartland Flyer			1		18	24	243		183	**469**
Hiawatha			21	5	436	82	254		97	**895**
Illini / Saluki			115	18	68	261	197		495	**1,154**
Keystone	236		59	193	2	730	1,043	66	977	**3,306**
Lincoln / Missouri			157	3	634	639	231		735	**2,399**
Lincoln Service				39	3,291	301	671		1,017	**5,319**
Maple Leaf		326	85		2,657	266	58		1,152	**4,544**
Missouri			282		118	180	126		610	**1,316**
New York - Albany			152	2	506	71	87		253	**1,071**
New York - Niagara Falls			285		2,780	347	293		1,301	**5,006**
Pacific Surfliner			205		8,200	2,472	2,106		97	**13,080**
Pennsylvanian	29		63	48	43	99	19		266	**567**
Pere Marquette			95	51	352	303	125		222	**1,148**
Piedmont			52		694	177	181		386	**1,490**
San Joaquins			59	11	6,810	2,831	2,741		68	**12,520**
Vermonter	11		379	69	728	434	227	9	681	**2,538**
Wolverine			281	233	1,031	131	1,045		200	**2,921**

Figure 5. Delay Minutes by Service Line

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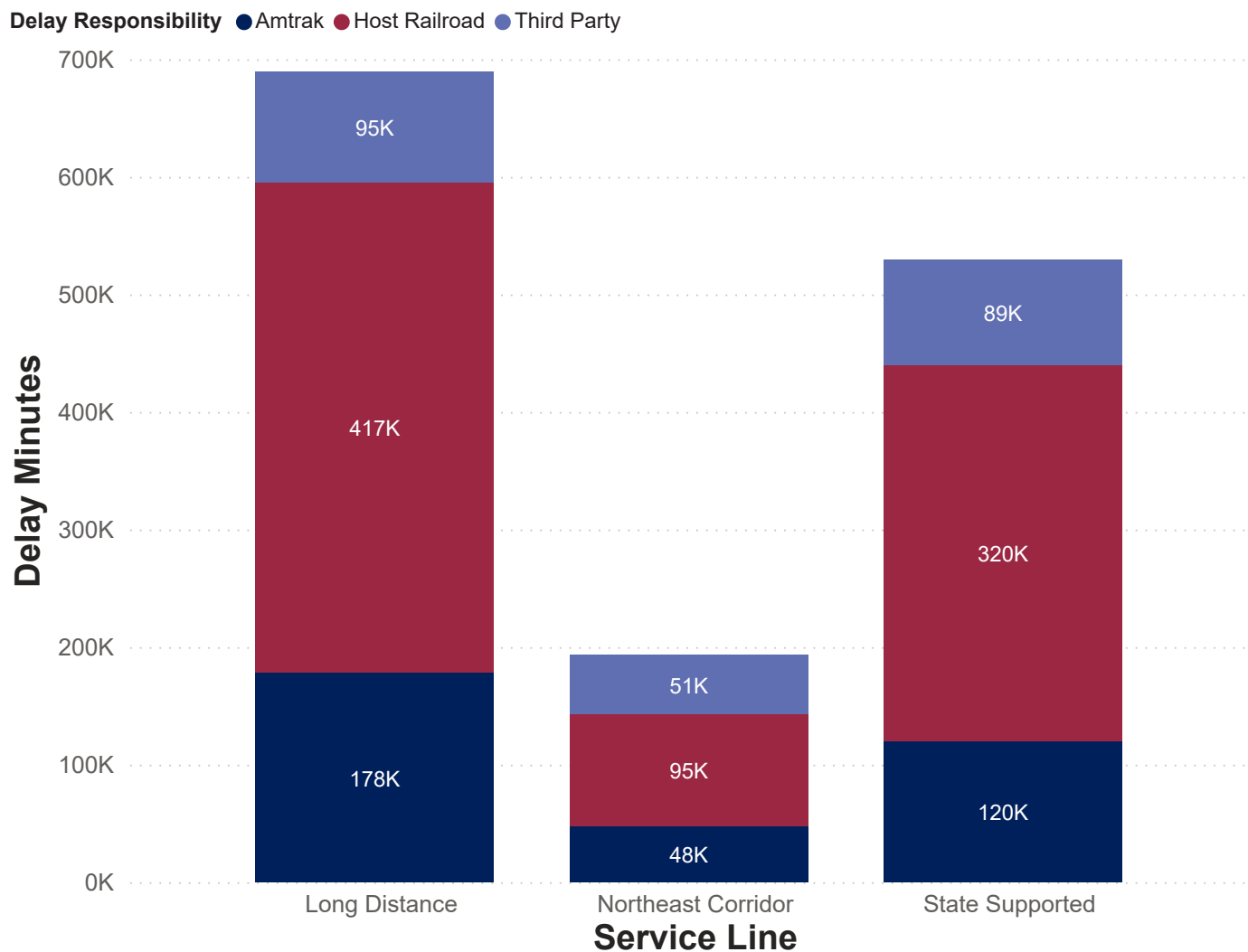
1   In Figure 5, Amtrak delays include only Amtrak (non-host) delays. Amtrak as host delays are included with Host Railroad delays. This applies also to Figure 6, Figure 7, Figure 9, Figure 10, Figure 11, and Figure 12.

Figure 6. Delay Minutes by Route and Responsibility
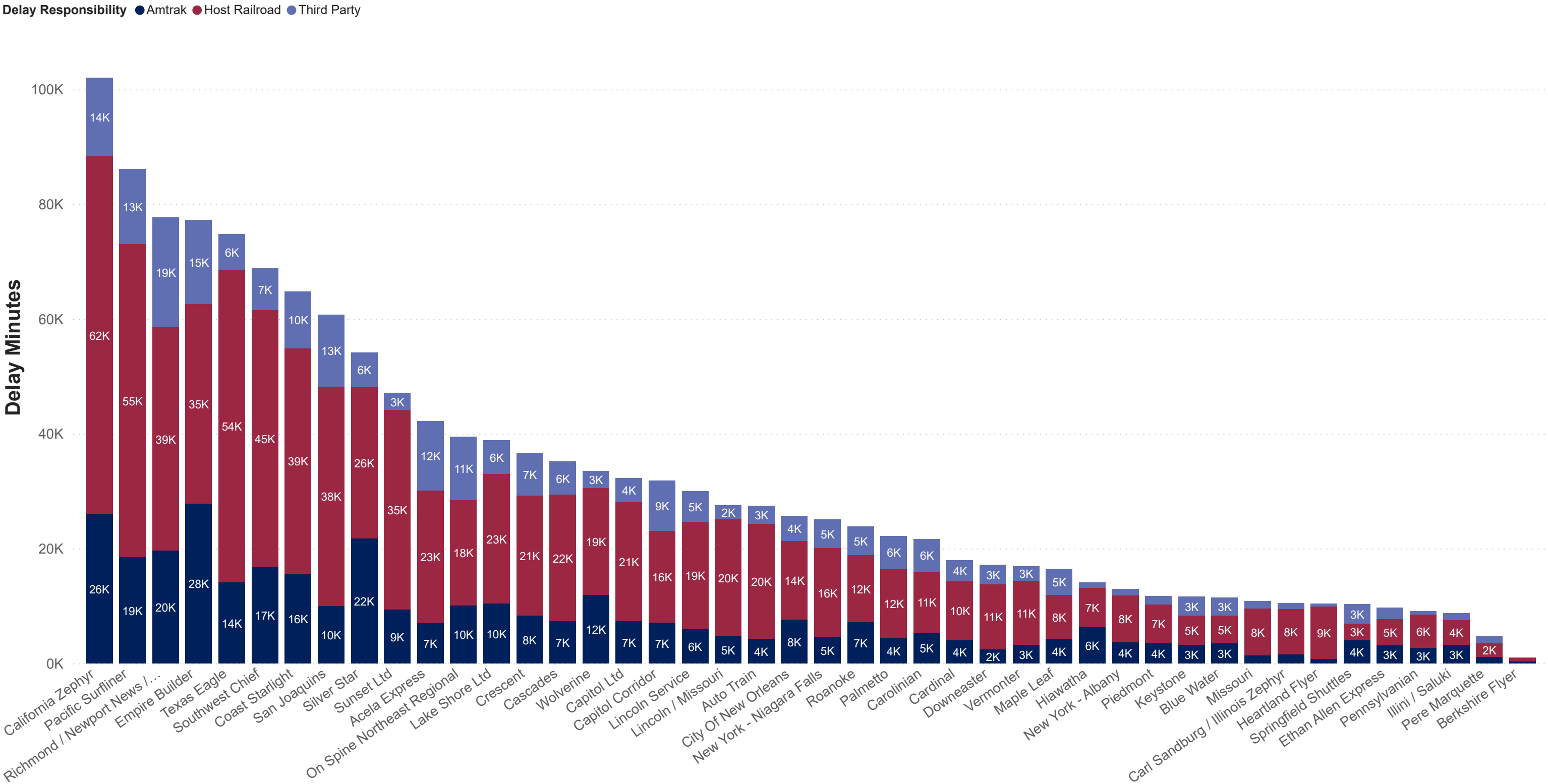
Figure 7. Class I Host Responsible Train Delay Minutes
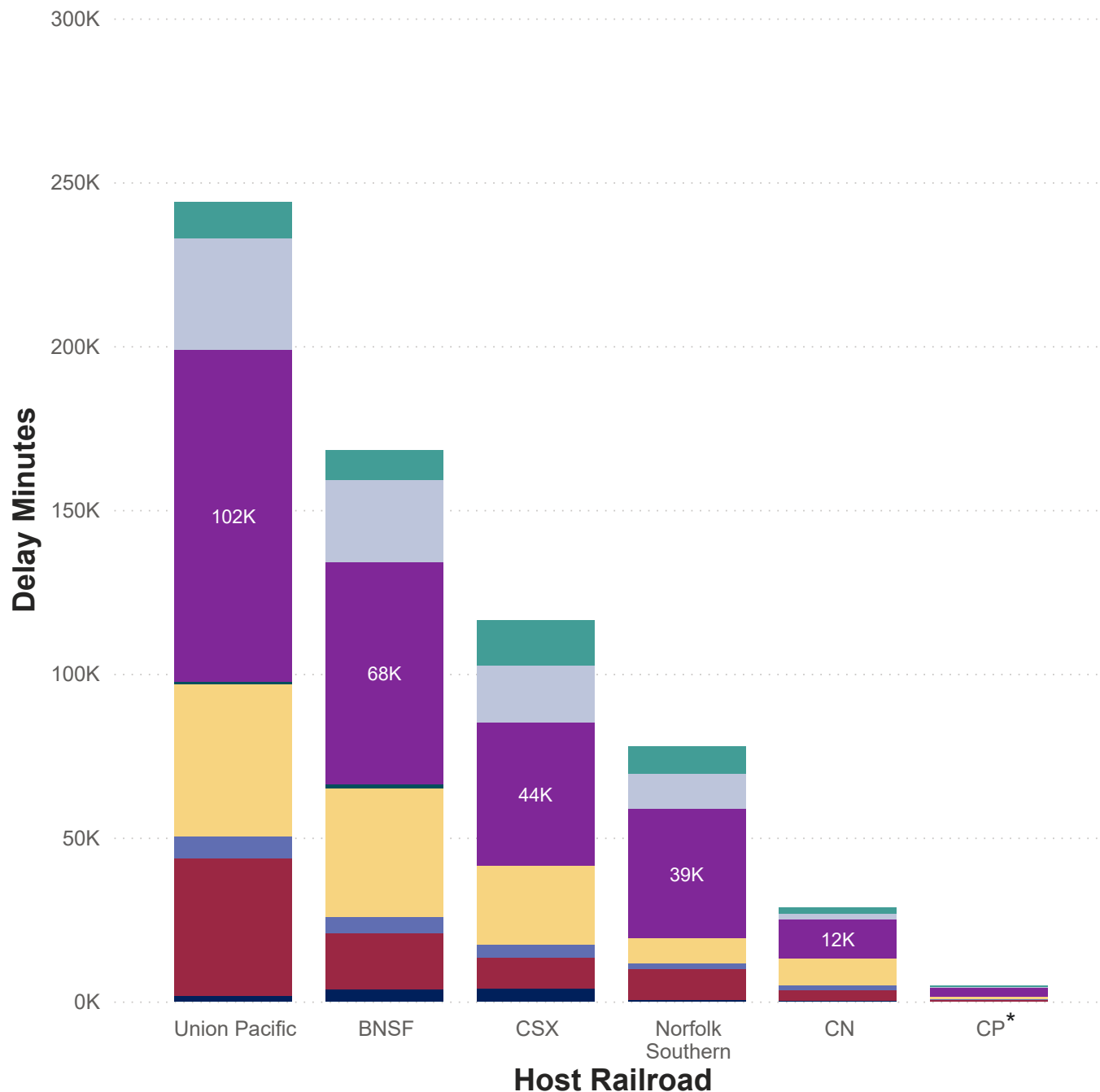
* The CP delays do not include those on the portions of the Ethan Allen route where the Delaware & Hudson, a CP subsidiary, is the host railroad.

Figure 8. Train Delay Minutes by Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party
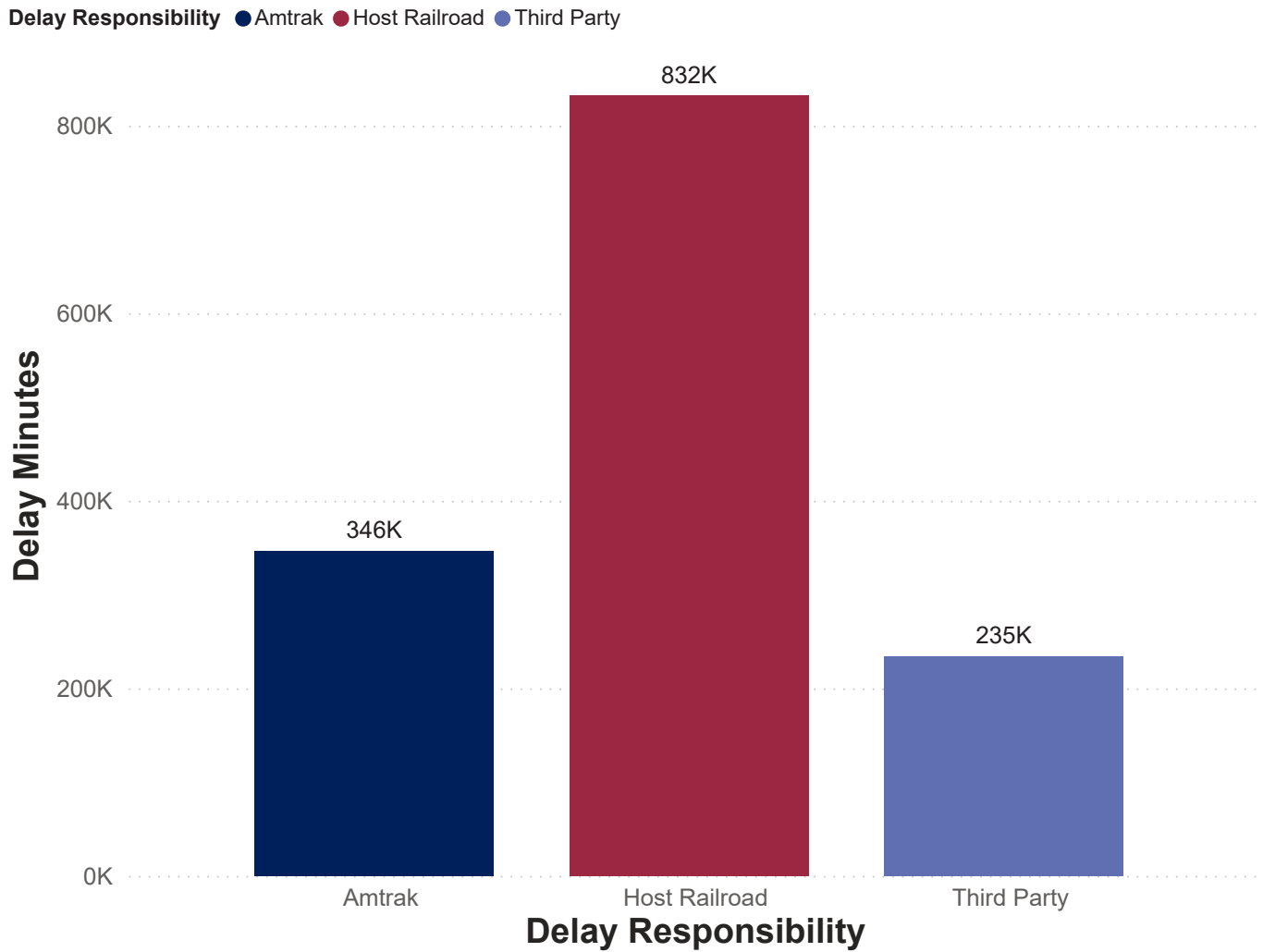
Figure 9. Train Delay Minutes per 10,000 Train Miles by Service Line

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party
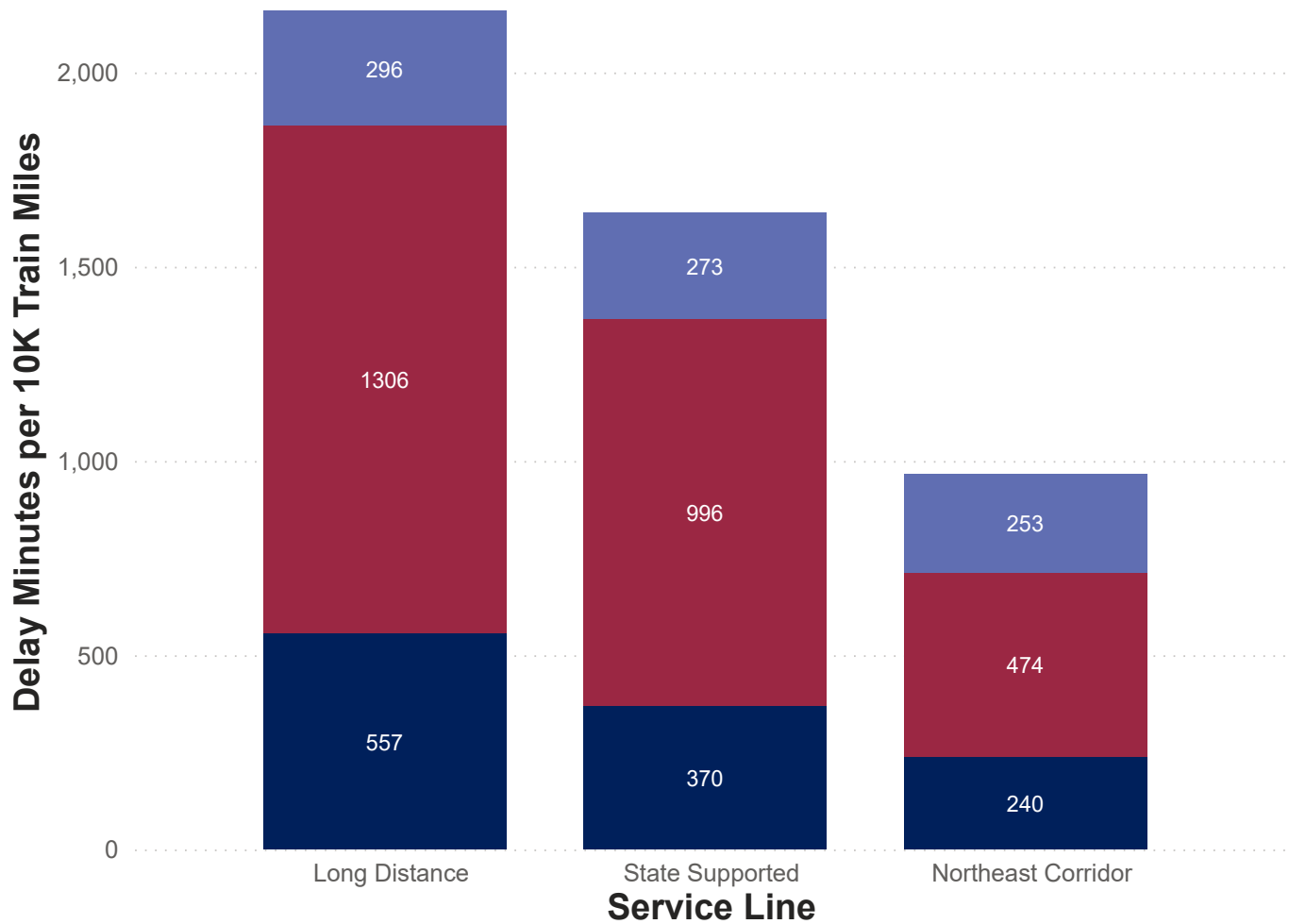
Figure 10. Delay Minutes per 10,000 Train Miles by Service Line, Route and Responsibility
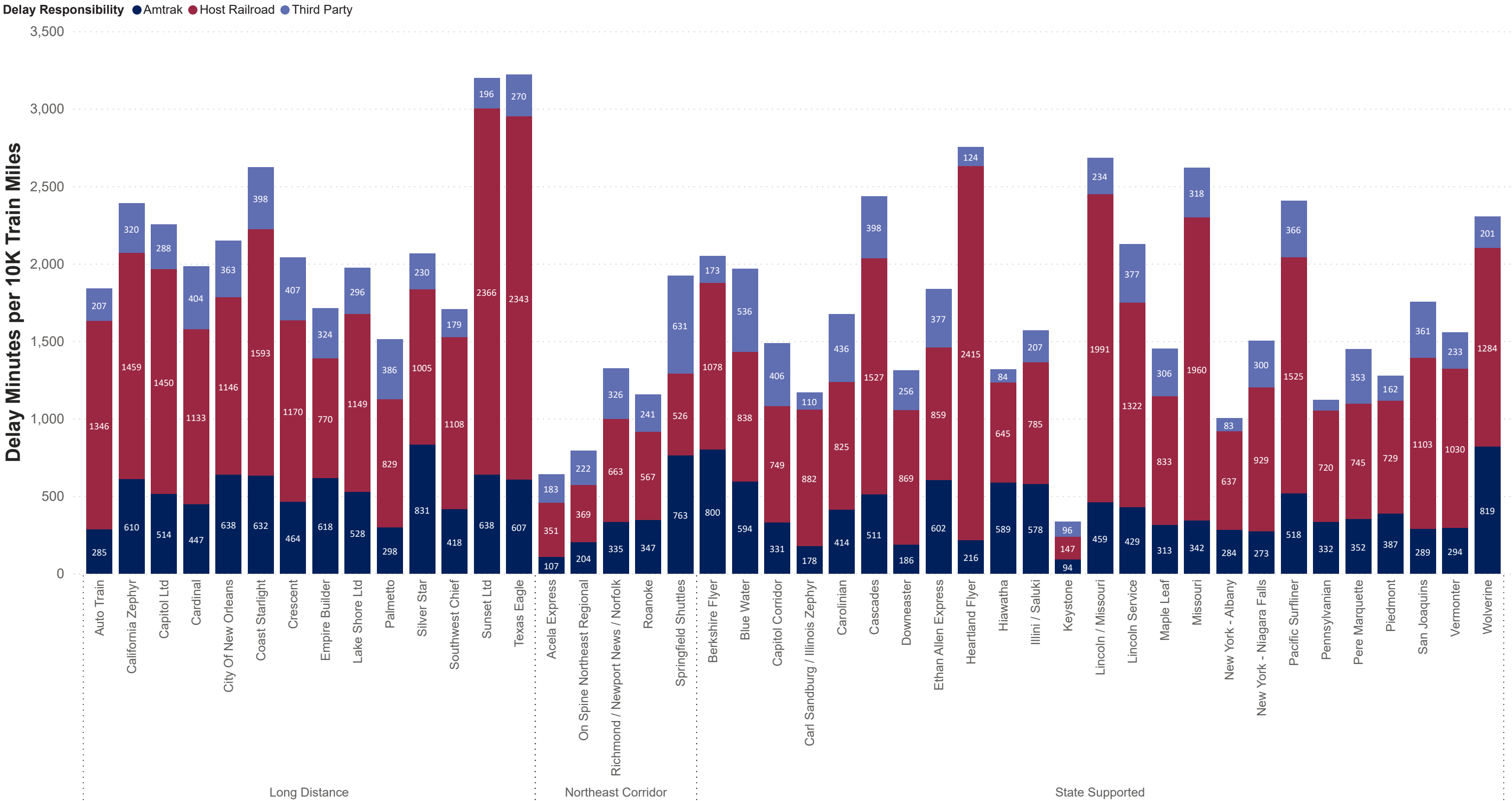
Figure 11. Delay Minutes per 10,000 Train Miles by Route and Responsibility

Delay Responsibility ● Amtrak ● Host Railroad ● Third Party
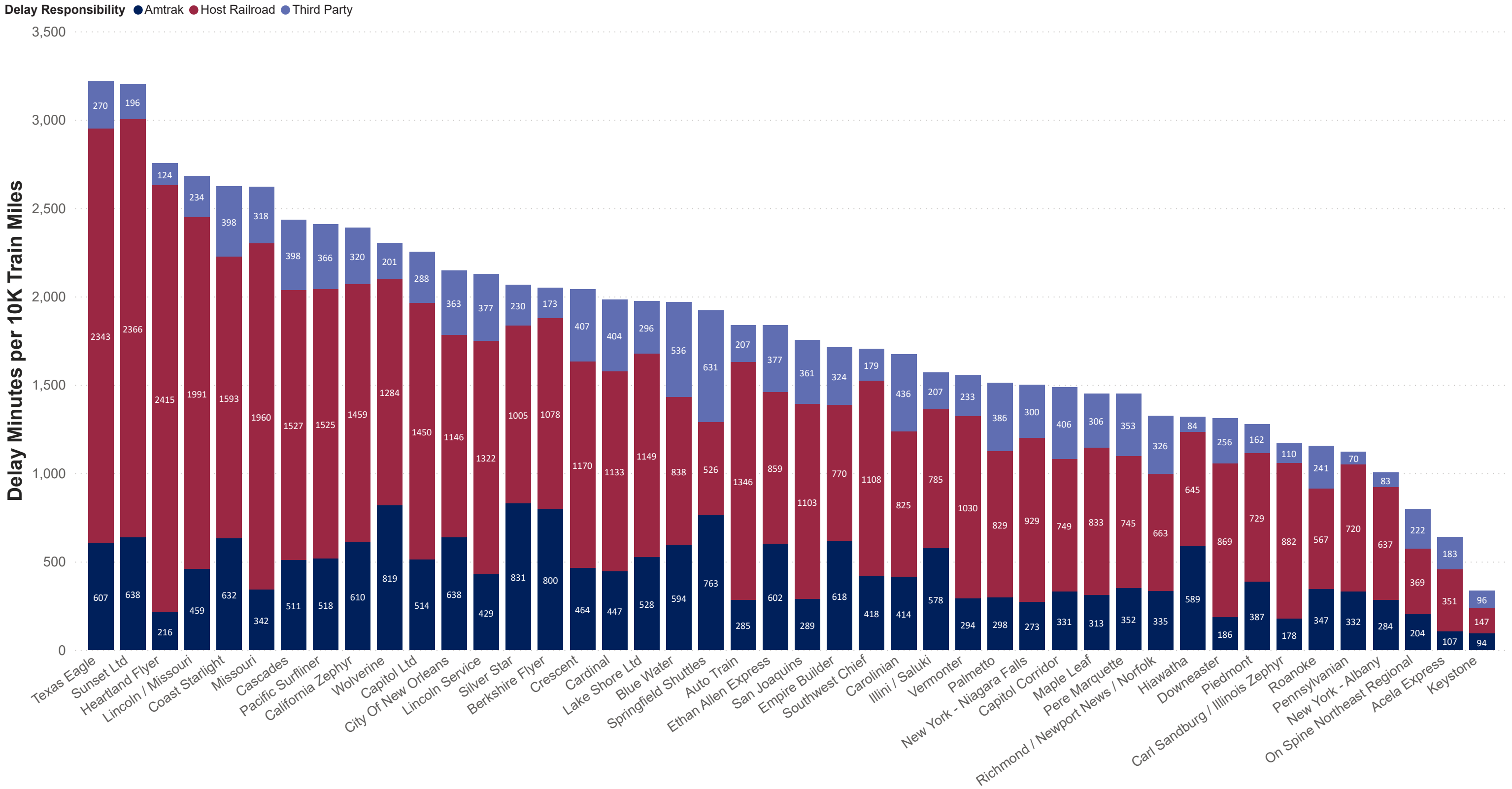
Figure 12. Class I Host Responsible Train Delay Minutes per 10,000 Train Miles

U.S. Department of Transportation
Federal Railroad Administration

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. The most recent customer satisfaction survey is available in Appendix 4 of this 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	75%	90%	80%	83%	73%	59%
California Zephyr	62%	83%	56%	61%	72%	56%
Capitol Limited	74%	84%	67%	78%	79%	58%
Cardinal	73%	84%	69%	76%	77%	58%
City of New Orleans	75%	88%	73%	79%	80%	59%
Coast Starlight	72%	83%	69%	72%	78%	56%
Crescent	75%	84%	72%	75%	80%	57%
Empire Builder	73%	86%	70%	67%	76%	56%
Lake Shore Ltd	77%	86%	75%	77%	79%	57%
Palmetto	79%	84%	78%	80%	84%	67%
Silver Star	64%	78%	62%	66%	73%	51%
Southwest Chief	68%	84%	63%	67%	73%	58%
Sunset Limited	66%	83%	56%	69%	75%	56%
Texas Eagle	60%	78%	58%	65%	72%	49%
Northeast Corridor						
Acela Express	87%	90%	83%	88%	88%	70%
Northeast Regional	84%	88%	77%	87%	88%	68%
State Supported						
Blue Water	85%	90%	80%	86%	87%	70%
Capitol Corridor	88%	92%	84%	91%	93%	76%
Carolinian	77%	84%	74%	78%	83%	67%
Cascades	77%	91%	72%	82%	82%	65%
Downeaster	93%	96%	87%	95%	96%	81%
Empire South	86%	92%	81%	90%	89%	43%
Empire West/Maple Leaf	88%	92%	85%	86%	90%	71%
Ethan Allen	82%	88%	75%	84%	86%	66%
Heartland Flyer	84%	90%	79%	87%	87%	77%
Hiawatha	92%	95%	88%	93%	94%	52%
Illini / Saluki	83%	90%	80%	82%	88%	70%
Illinois Zephyr/Carl Sandburg	87%	93%	83%	91%	90%	77%
Keystone	93%	93%	89%	92%	94%	56%
Lincoln Service	78%	87%	76%	86%	82%	67%
Missouri River Runner	69%	92%	66%	81%	83%	61%
New Haven - Springfield	87%	91%	79%	89%	92%	73%
Pacific Surfliner	86%	90%	82%	86%	90%	76%
Pennsylvanian	90%	92%	86%	87%	92%	72%
Pere Marquette	87%	96%	87%	90%	91%	74%
Piedmont	91%	95%	90%	94%	93%	71%
San Joaquin	84%	90%	85%	82%	87%	68%
Vermonter	85%	91%	75%	84%	90%	65%
Washington-Lynchburg/ Roanoke	82%	87%	74%	83%	88%	67%
Washington-Newport News	82%	86%	75%	83%	87%	70%
Washington-Norfolk	86%	90%	78%	85%	90%	70%
Washington-Richmond	83%	91%	75%	85%	90%	72%
Wolverine	78%	87%	73%	82%	82%	63%

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	79%	92%	85%	85%	75%	61%
California Zephyr	76%	87%	70%	69%	81%	61%
Capitol Limited	77%	85%	71%	80%	81%	59%
Cardinal	76%	86%	73%	79%	78%	61%
City of New Orleans	79%	89%	78%	81%	81%	61%
Coast Starlight	76%	85%	72%	75%	81%	58%
Crescent	79%	85%	76%	77%	81%	59%
Empire Builder	79%	88%	77%	70%	79%	57%
Lake Shore Ltd	80%	87%	77%	79%	81%	58%
Palmetto	81%	85%	81%	81%	86%	68%
Silver Star	73%	82%	71%	73%	79%	56%
Southwest Chief	80%	88%	76%	74%	78%	65%
Sunset Limited	78%	88%	68%	77%	83%	62%
Texas Eagle	69%	82%	67%	70%	77%	52%
Northeast Corridor						
Acela Express	87%	90%	83%	88%	88%	70%
Northeast Regional	84%	88%	77%	87%	88%	68%
State Supported						
Blue Water	88%	91%	84%	87%	88%	71%
Capitol Corridor	90%	93%	86%	92%	93%	77%
Carolinian	84%	87%	83%	82%	87%	70%
Cascades	83%	92%	78%	85%	85%	67%
Downeaster	95%	96%	89%	96%	96%	82%
Empire South	89%	93%	85%	91%	90%	45%
Empire West/Maple Leaf	90%	93%	88%	87%	91%	72%
Ethan Allen	89%	91%	83%	88%	88%	68%
Heartland Flyer	86%	91%	82%	87%	88%	76%
Hiawatha	93%	95%	90%	93%	94%	52%
Illini / Saluki	86%	91%	83%	83%	88%	73%
Illinois Zephyr/Carl Sandburg	90%	94%	86%	92%	90%	76%
Keystone	94%	93%	90%	92%	94%	57%
Lincoln Service	83%	88%	81%	88%	84%	68%
Missouri River Runner	86%	95%	84%	90%	91%	75%
New Haven - Springfield	89%	92%	83%	90%	93%	75%
Pacific Surfliner	89%	91%	86%	88%	91%	77%
Pennsylvanian	91%	92%	89%	88%	92%	72%
Pere Marquette	92%	97%	92%	92%	93%	78%
Piedmont	93%	96%	92%	94%	94%	73%
San Joaquin	87%	91%	89%	84%	89%	70%
Vermonter	90%	91%	81%	85%	92%	64%
Washington- Lynchburg/Roanoke	90%	90%	83%	86%	92%	72%
Washington-Newport News	87%	88%	81%	84%	89%	72%
Washington-Norfolk	90%	91%	84%	86%	92%	72%
Washington-Richmond	90%	93%	82%	88%	92%	74%
Wolverine	86%	89%	80%	85%	86%	66%

Figure 13. Customer Satisfaction by Service Line and Route - Adjusted and Not Adjusted for Train Performance

● Non-Adjusted Overall Service   ● Adjusted Overall Service

Customer Satisfaction

Service Line & Route

Route	Non-Adjusted	Adjusted
Auto Train	75%	79%
California Zephyr	62%	76%
Capitol Limited	74%	77%
Cardinal	73%	76%
City of New Orleans	75%	79%
Coast Starlight	72%	76%
Crescent	75%	79%
Empire Builder	73%	79%
Lake Shore Ltd	77%	80%
Palmetto	79%	81%
Silver Star	64%	73%
Southwest Chief	68%	80%
Sunset Limited	66%	78%
Texas Eagle	60%	69%
Acela Express	87%	87%
Northeast Regional	84%	84%
Blue Water	85%	88%
Capitol Corridor	88%	90%
Carolinian	77%	84%
Cascades	77%	83%
Downeaster	93%	95%
Empire South	86%	89%
Empire West/Maple Leaf	88%	90%
Ethan Allen	82%	89%
Heartland Flyer	84%	86%
Hiawatha	92%	93%
Illini / Saluki	83%	86%
Illinois Zephyr/Carl Sandburg	87%	90%
Keystone	93%	94%
Lincoln Service	78%	83%
Missouri River Runner	69%	86%
New Haven - Springfield	87%	89%
Pacific Surfliner	86%	89%
Pennsylvanian	90%	91%
Pere Marquette	87%	92%
Piedmont	91%	93%
San Joaquin	84%	87%
Vermonter	85%	90%
Washington-Lynchburg/Roanoke	82%	90%
Washington-Newport News	82%	87%
Washington-Norfolk	86%	90%
Washington-Richmond	83%	90%
Wolverine	78%	86%

Long Distance   Northea…   State Supported

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

U.S. Department of Transportation
Federal Railroad Administration
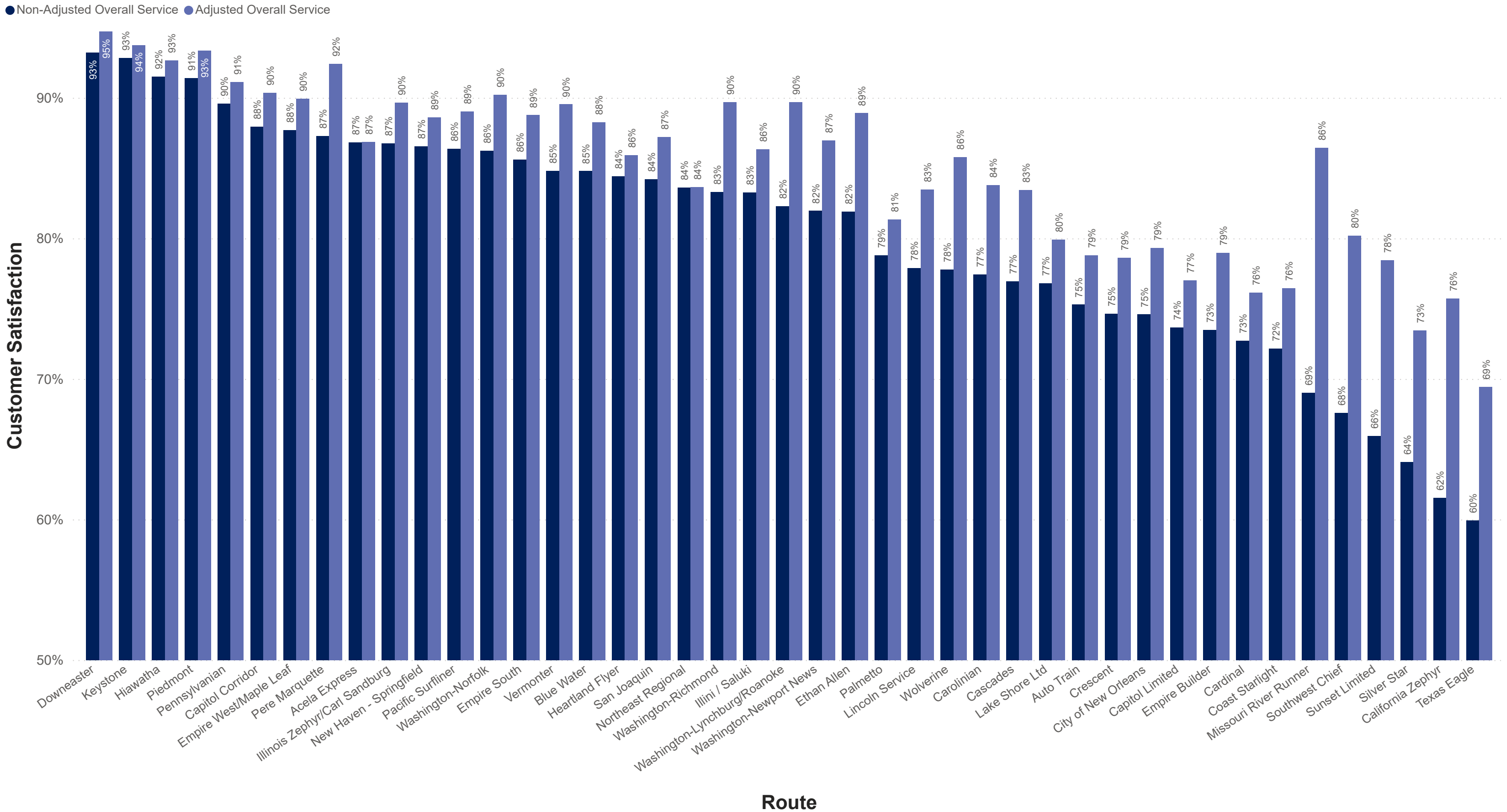
C. Financial

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.	*Adjusted operating expenses* means Amtrak's operating expenses adjusted to exclude certain Amtrak expenses that are not considered core to operating the business. The major exclusions are depreciation, capital project–related expenditures not eligible for capitalization, the non-cash portion of pension and post-retirement benefits, and Amtrak's Office of Inspector General expenses. Adjusted operating expenses do not include any operating expenses for State-supported routes that are paid for separately by States. *System-wide* (Total Amtrak) includes Ancillary and Infrastructure expenses not related to train operations. National Train Service includes expenses from all train operations and routes. Special Trains includes expenses related to contracting of Amtrak's equipment crews for private excursion.
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.	*Avoidable operating costs* means costs incurred by Amtrak to operate train service along a route that would no longer be incurred if the route were no longer operated. For this quarterly report, Avoidable Operating Expense is calculated by adding Frequency Variable & Route Variable costs. *Passenger revenue* means intercity passenger rail revenue generated from passenger train operations, including ticket revenue, food and beverage sales, operating payments collected from States or other sponsoring entities, special trains, and private car operations.
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.	*Fully allocated core operating costs* means Amtrak's total costs associated with operating an Amtrak route, including direct operating expenses, a portion of shared expenses, and a portion of corporate overhead expenses. Fully allocated core operating costs exclude ancillary and other expenses that are not directly reimbursed by passenger revenue to match revenues with expenses. *Passenger revenue* means intercity passenger rail revenue generated from passenger train operations, including ticket revenue, food and beverage sales, operating payments collected from States or other sponsoring entities, special trains, and private car operations.
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	111%
California Zephyr	47%
Capitol Limited	50%
Cardinal	32%
City of New Orleans	37%
Coast Starlight	55%
Crescent	41%
Empire Builder	59%
Lake Shore Ltd	53%
Palmetto	75%
Silver Meteor	-5%
Silver Star	53%
Southwest Chief	36%
Sunset Limited	20%
Texas Eagle	44%
Northeast Corridor	
Acela Express	110%
NEC Special Trains	35%
Northeast Regional	115%
State Supported	
Adirondack	113%
Berkshire Flyer	63%
Blue Water	101%
Capitol Corridor	86%
Carolinian	82%
Cascades	90%
Downeaster	93%
Empire South	88%
Empire West/Maple Leaf	85%
Ethan Allen	133%
Heartland Flyer	82%
Hiawatha	101%
Hoosier State	12417%[1]
Illini / Saluki	141%
Illinois Zephyr/Carl Sandburg	99%
Keystone	64%
Lincoln Service	112%
Missouri River Runner	109%
New Haven - Springfield	62%
Non-NEC Special Trains	174%
Pacific Surfliner	82%
Pennsylvanian	75%
Pere Marquette	90%
Piedmont	70%
San Joaquin	83%
Vermonter	87%
Washington-Lynchburg/Roanoke	58%
Washington-Newport News	71%
Washington-Norfolk	60%
Washington-Richmond	-17%
Wolverine	98%
System-Wide	
National Train Service	82%
System-wide (Total Amtrak)	83%

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1   The Hoosier State incurred financial activity due to a one-time third party credit, although the route hasn't operated since FY 2019.

Figure 15. Cost Recovery by Service Line and Route
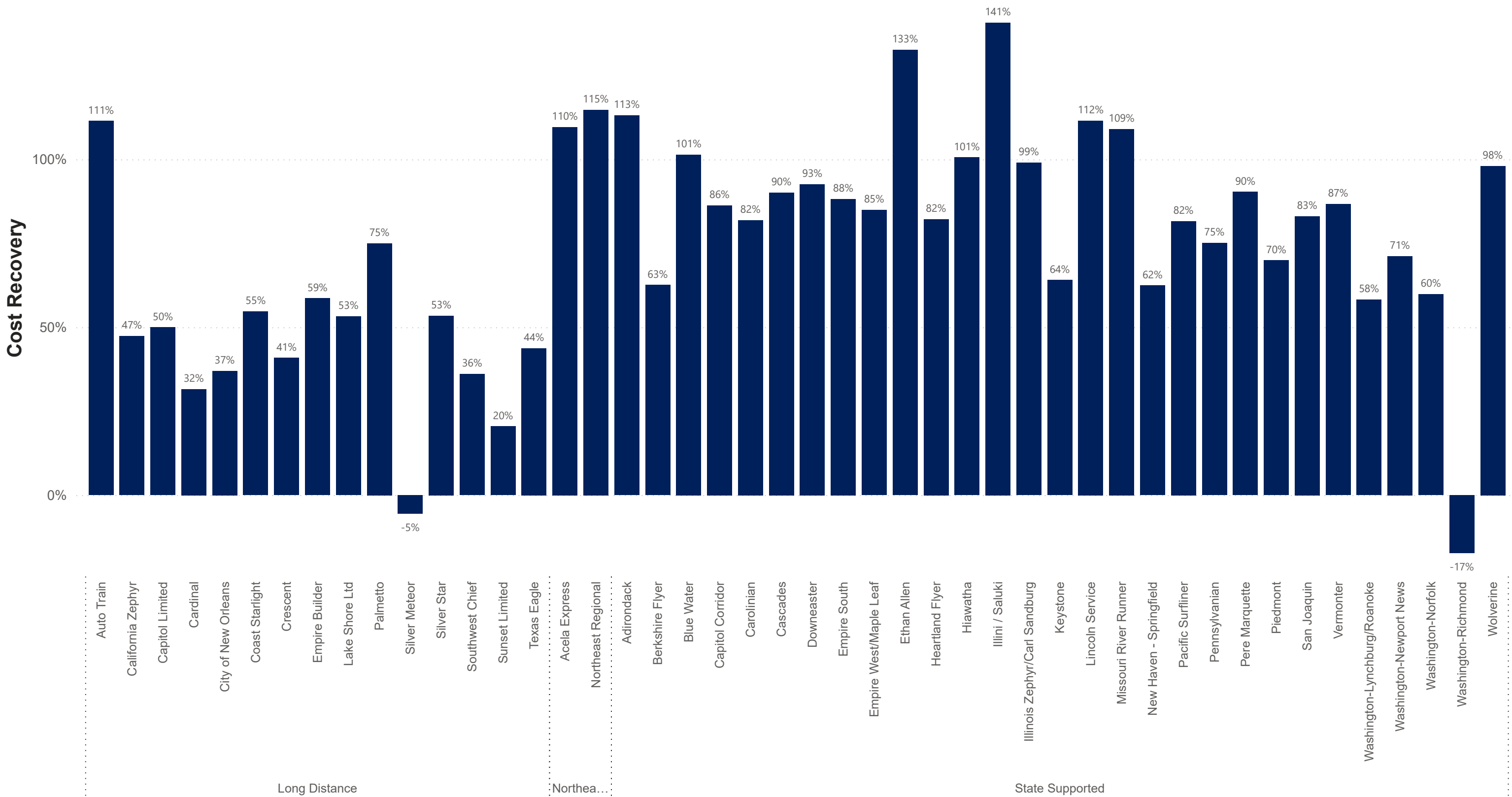
Figure 16. Cost Recovery by Route
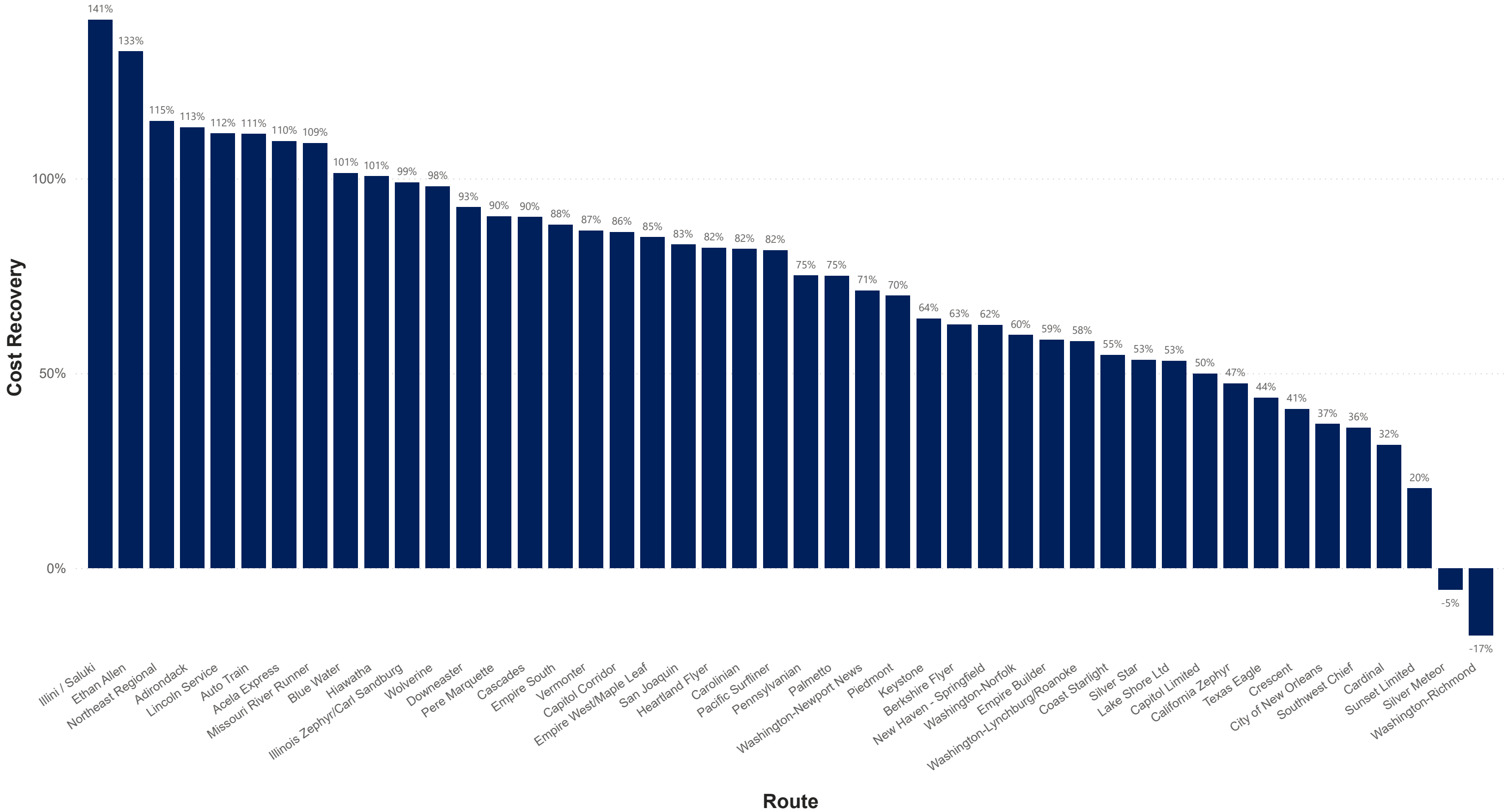
Table 19. Avoidable Operating Expenses Covered By Passenger Revenue

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	130%	130%
California Zephyr	60%	60%
Capitol Limited	66%	66%
Cardinal	43%	43%
City of New Orleans	47%	47%
Coast Starlight	67%	67%
Crescent	50%	50%
Empire Builder	73%	73%
Lake Shore Ltd	65%	65%
Palmetto	97%	97%
Silver Meteor	-6%	-6%
Silver Star	64%	64%
Southwest Chief	45%	45%
Sunset Limited	26%	26%
Texas Eagle	52%	52%
Northeast Corridor		
Acela Express	144%	144%
NEC Special Trains	125%	125%
Northeast Regional	159%	159%
State Supported		
Adirondack	0%	136%
Berkshire Flyer	7%	115%
Blue Water	55%	116%
Capitol Corridor	41%	109%
Carolinian	98%	97%
Cascades	62%	109%
Downeaster	70%	115%
Empire South	169%	123%
Empire West/Maple Leaf	58%	99%
Ethan Allen	43%	188%
Heartland Flyer	38%	110%
Hiawatha	63%	113%
Hoosier State[1]	0%	12417%
Illini / Saluki	56%	164%
Illinois Zephyr/Carl Sandburg	29%	114%
Keystone	40%	83%
Lincoln Service	55%	129%
Missouri River Runner	52%	131%
New Haven - Springfield	28%	81%
Non-NEC Special Trains	389%	389%
Pacific Surfliner	69%	102%
Pennsylvanian	67%	92%
Pere Marquette	71%	110%
Piedmont	53%	87%
San Joaquin	30%	98%
Vermonter	40%	116%
Washington-Lynchburg/Roanoke	67%	70%
Washington-Newport News	66%	81%
Washington-Norfolk	68%	73%
Washington-Richmond	30%	-22%
Wolverine	68%	115%
System-Wide		
National Train Service	91%	104%
System-wide (Total Amtrak)	74%	85%

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1   The Hoosier State incurred financial activity due to a one-time third party credit, although the route hasn't operated since FY 2019.

Figure 17. Avoidable Operating Expenses Covered By Passenger Revenue By Service Line and Route
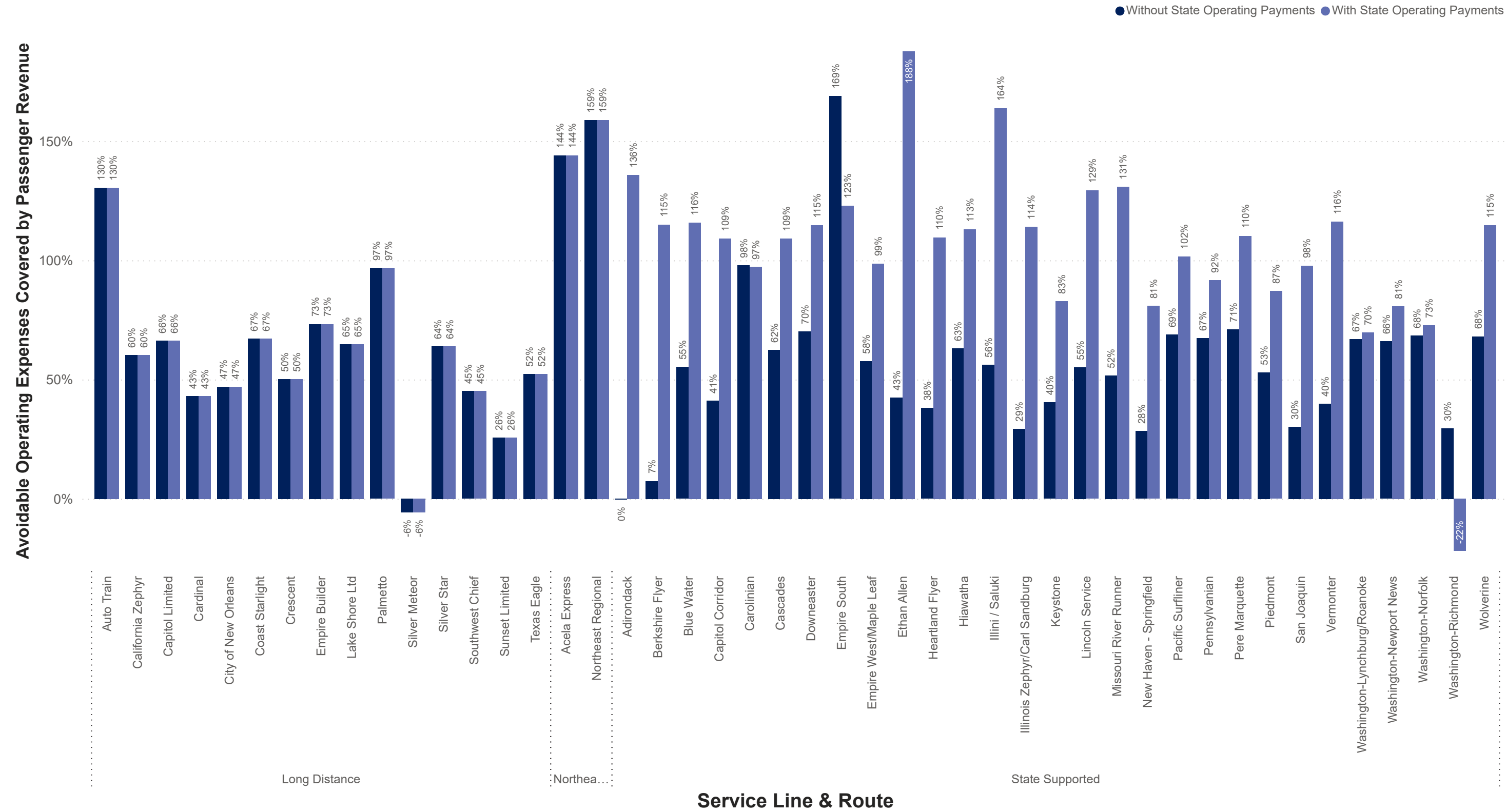
Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Route
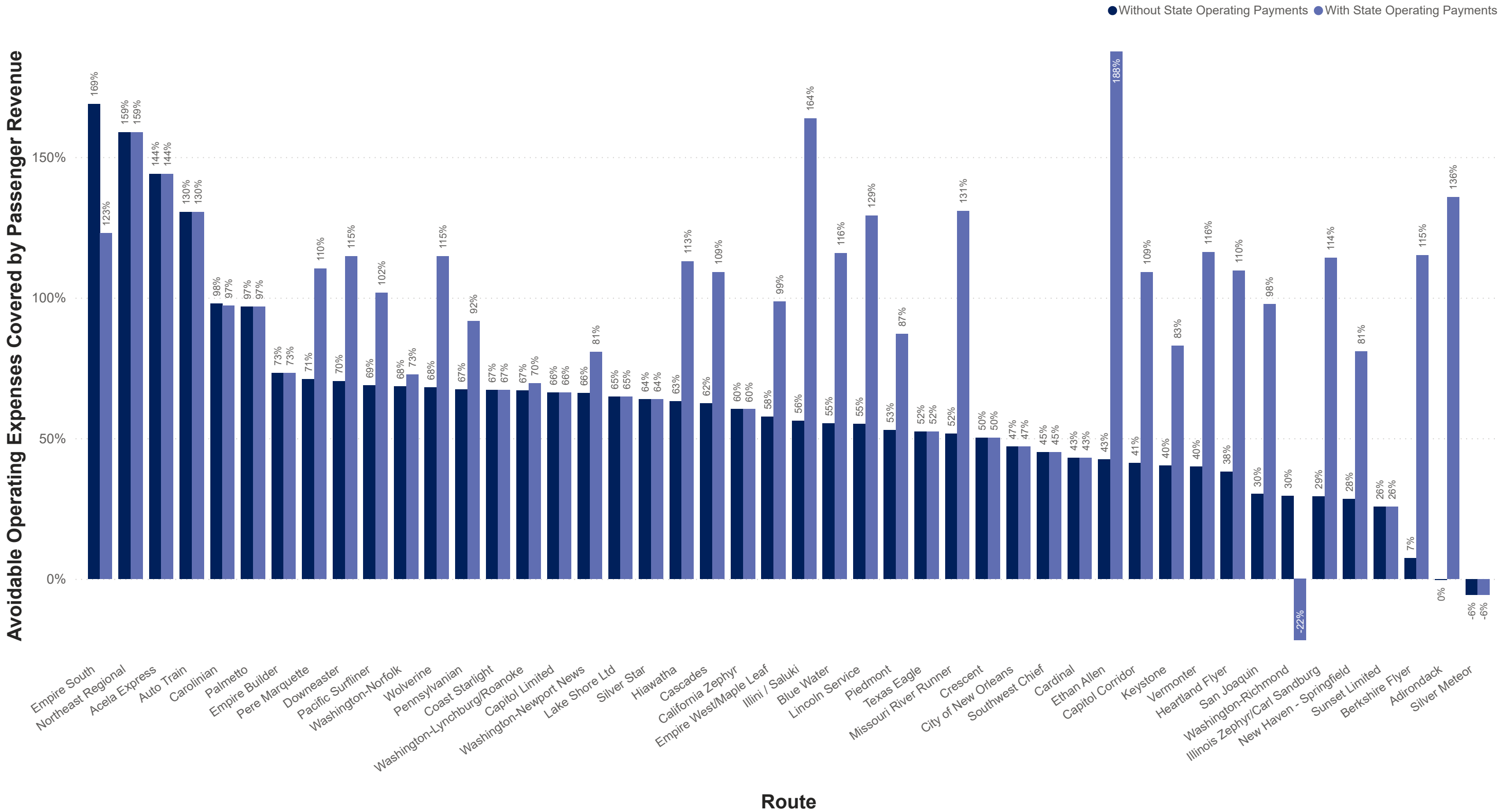
Table 20. Fully Allocated Costs Covered by Passenger Revenue by Route

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	112%	112%
California Zephyr	48%	48%
Capitol Limited	50%	50%
Cardinal	32%	32%
City of New Orleans	38%	38%
Coast Starlight	55%	55%
Crescent	41%	41%
Empire Builder	59%	59%
Lake Shore Ltd	54%	54%
Palmetto	75%	75%
Silver Meteor	-7%	-7%
Silver Star	54%	54%
Southwest Chief	37%	37%
Sunset Limited	21%	21%
Texas Eagle	44%	44%
Northeast Corridor		
Acela Express	109%	109%
NEC Special Trains	31%	31%
Northeast Regional	113%	113%
State Supported		
Adirondack	0%	115%
Berkshire Flyer	4%	63%
Blue Water	49%	102%
Capitol Corridor	33%	87%
Carolinian	83%	82%
Cascades	52%	91%
Downeaster	56%	92%
Empire South	121%	88%
Empire West/Maple Leaf	49%	84%
Ethan Allen	30%	134%
Heartland Flyer	29%	83%
Hiawatha	56%	100%
Hoosier State[1]	0%	12417%
Illini / Saluki	48%	141%
Illinois Zephyr/Carl Sandburg	26%	100%
Keystone	30%	62%
Lincoln Service	48%	112%
Missouri River Runner	43%	110%
New Haven - Springfield	22%	63%
Non-NEC Special Trains	174%	174%
Pacific Surfliner	55%	82%
Pennsylvanian	55%	75%
Pere Marquette	58%	90%
Piedmont	42%	70%
San Joaquin	26%	83%
Vermonter	30%	88%
Washington-Lynchburg/ Roanoke	56%	58%
Washington-Newport News	58%	71%
Washington-Norfolk	56%	60%
Washington-Richmond	23%	-17%
Wolverine	58%	98%
System-Wide		
National Train Service	72%	82%
System-wide (Total Amtrak)	57%	65%

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1 The Hoosier State incurred financial activity due to a one-time third party credit, although the route hasn't operated since FY 2019.

Figure 19. Fully Allocated Costs Covered by Passenger Revenue by Service Line and Route

● Without State Operating Payments   ● With State Operating Payments

Y-axis: **Fully Allocated Costs Covered by Passenger Revenue** (0%, 50%, 100%)

X-axis: **Service Line & Route**

Data labels by route:
- Auto Train: 112%, 112%
- California Zephyr: 48%, 48%
- Capitol Limited: 50%, 50%
- Cardinal: 32%, 32%
- City of New Orleans: 38%, 38%
- Coast Starlight: 55%, 55%
- Crescent: 41%, 41%
- Empire Builder: 59%, 59%
- Lake Shore Ltd: 54%, 54%
- Palmetto: 75%, 75%
- Silver Meteor: -7%, -7%
- Silver Star: 54%, 54%
- Southwest Chief: 37%, 37%
- Sunset Limited: 21%, 21%
- Texas Eagle: 44%, 44%
- Acela Express: 109%, 109%
- Northeast Regional: 113%, 113%
- Adirondack: 0%, 115%
- Berkshire Flyer: 4%, 63%
- Blue Water: 49%, 102%
- Capitol Corridor: 33%, 87%
- Carolinian: 83%, 82%
- Cascades: 52%, 91%
- Downeaster: 56%, 92%
- Empire South: 121%, 88%
- Empire West/Maple Leaf: 49%, 84%
- Ethan Allen: 30%, 134%
- Heartland Flyer: 29%, 83%
- Hiawatha: 56%, 100%
- Illini / Saluki: 48%, 141%
- Illinois Zephyr/Carl Sandburg: 26%, 100%
- Keystone: 30%, 62%
- Lincoln Service: 48%, 112%
- Missouri River Runner: 43%, 110%
- New Haven - Springfield: 22%, 63%
- Pacific Surfliner: 55%, 82%
- Pennsylvanian: 55%, 75%
- Pere Marquette: 58%, 90%
- Piedmont: 42%, 70%
- San Joaquin: 26%, 83%
- Vermonter: 30%, 88%
- Washington-Lynchburg/Roanoke: 56%, 58%
- Washington-Newport News: 58%, 71%
- Washington-Norfolk: 56%, 60%
- Washington-Richmond: 23%, -17%
- Wolverine: 58%, 98%

Service Line groupings: Long Distance, Northea..., State Supported

Figure 20. 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	377	65,271
California Zephyr	152	75,423
Capitol Limited	147	47,802
Cardinal	97	21,229
City of New Orleans	143	39,937
Coast Starlight	201	105,003
Crescent	135	50,205
Empire Builder	178	98,639
Lake Shore Ltd	223	106,301
Palmetto	136	69,163
Silver Meteor	Did not operate	Did not operate
Silver Star	264	125,564
Southwest Chief	161	69,326
Sunset Limited	107	19,764
Texas Eagle	154	72,830
Northeast Corridor		
Acela Express	200	664,115
NEC Special Trains	-	-
Northeast Regional	294	2,185,089
State Supported		
Adirondack	Did not operate	Did not operate
Berkshire Flyer	76	1,641
Blue Water	155	46,414
Capitol Corridor	68	199,180
Carolinian	216	79,827
Cascades	128	120,917
Downeaster	99	149,469
Empire South	194	287,547
Empire West/Maple Leaf	118	109,952
Ethan Allen	67	27,639
Heartland Flyer	87	18,179
Hiawatha	123	164,320
Illini / Saluki	157	51,779
Illinois Zephyr/Carl Sandburg	62	34,133
Keystone	75	238,907
Lincoln Service	144	136,685
Missouri River Runner	83	39,555
New Haven - Springfield	59	84113
Non-NEC Special Trains	-	-
Pacific Surfliner	142	523,941
Pennsylvanian	171	49,779
Pere Marquette	130	28,080
Piedmont	79	63,166
San Joaquin	87	201,701
Vermonter	70	27,006
Washington-Lynchburg/ Roanoke	134	84,377
Washington-Newport News	176	91,157
Washington-Norfolk	144	124,116
Washington-Richmond	125	35,595
Wolverine	168	108,990
System-Wide		
National Train Service	175	6,943,826
System-wide (Total Amtrak)	175	6,943,826

Figure 21. Total Ridership by Service Line and Route

U.S. Department of Transportation
Federal Railroad Administration
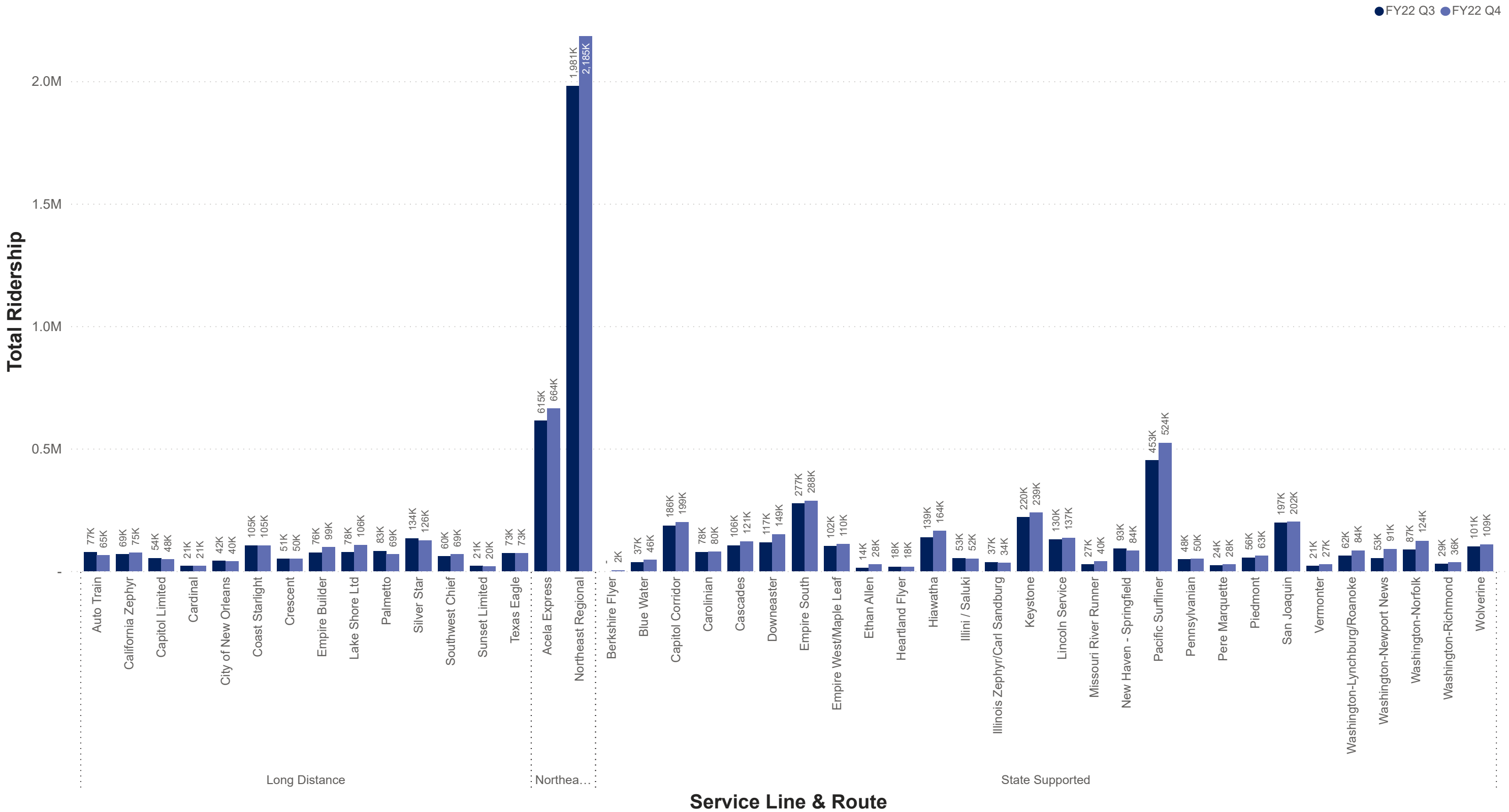
Figure 22. Total Ridership by Route

U.S. Department of Transportation
Federal Railroad Administration
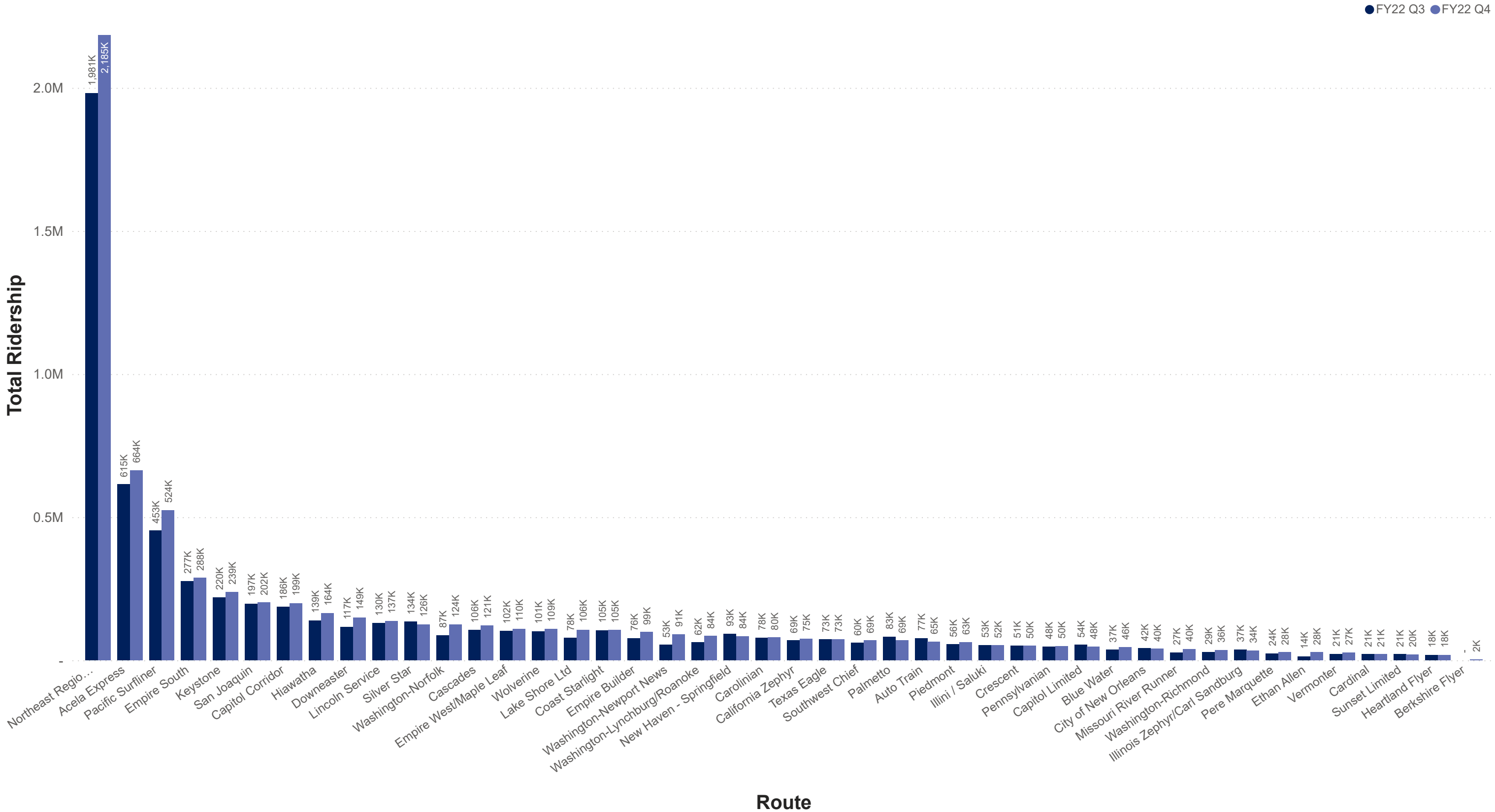
Figure 23. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

● FY22 Q3 ● FY22 Q4
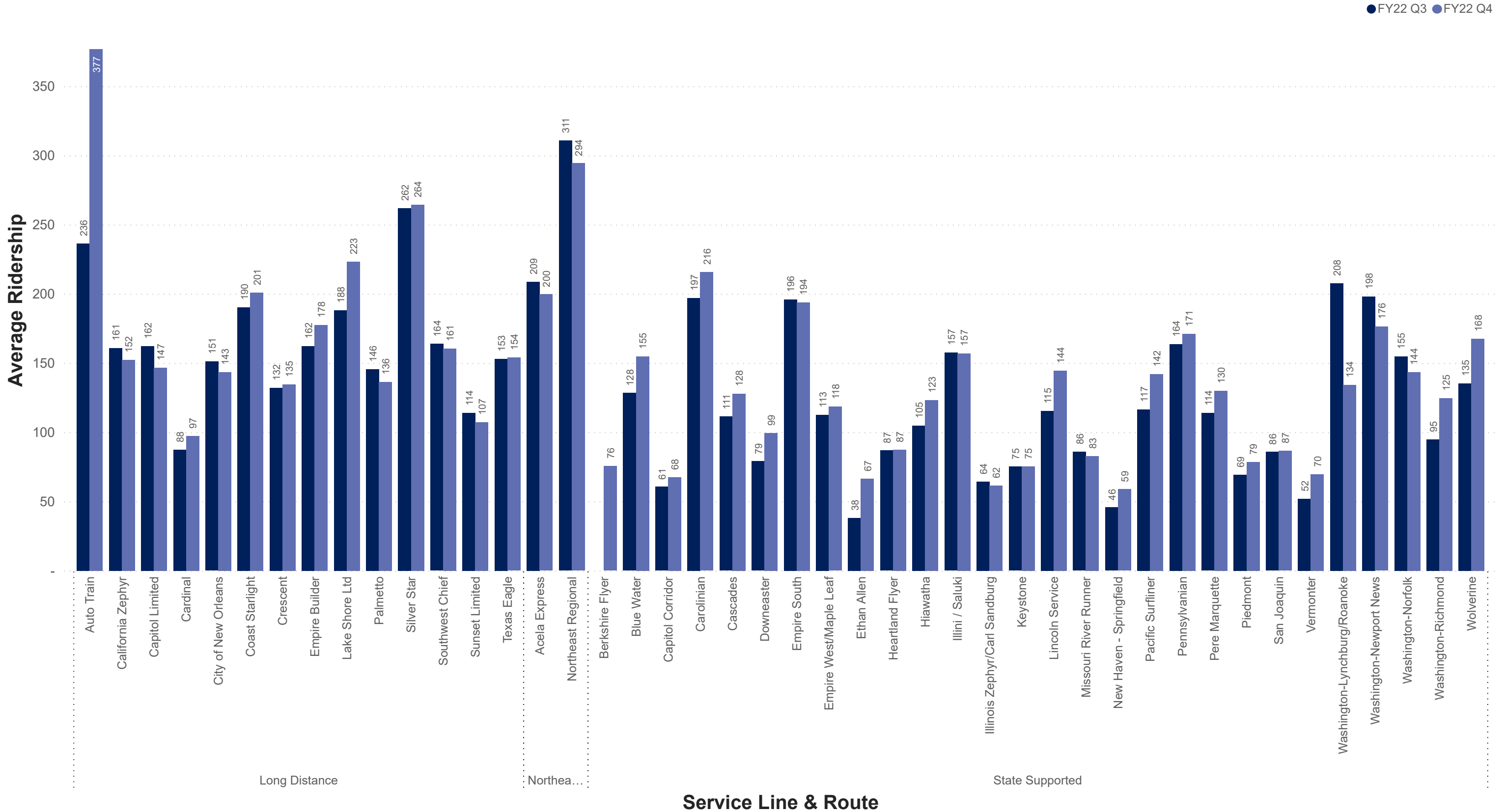
Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Route
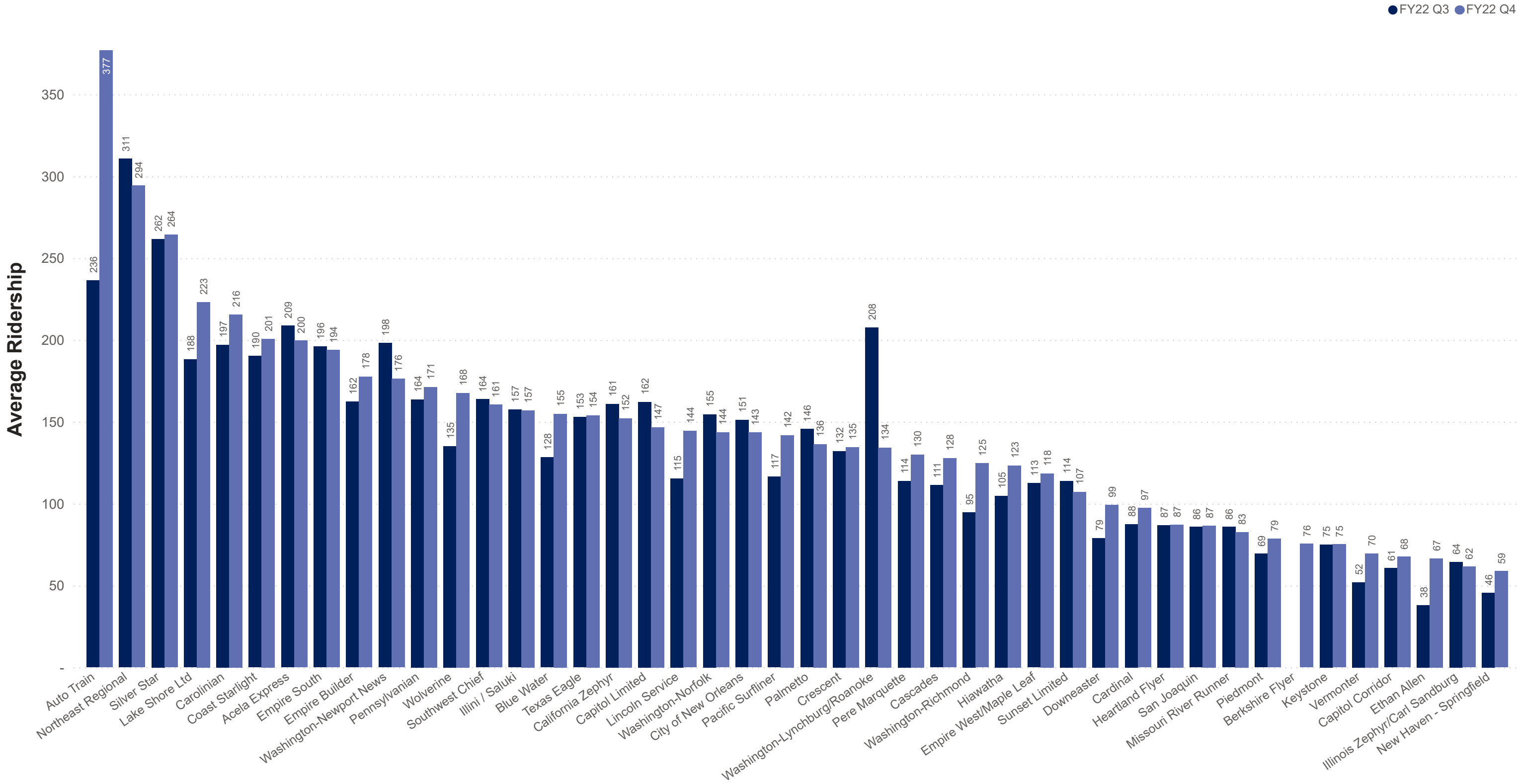
Figure 25. Train Miles by FY 2022 Quarter
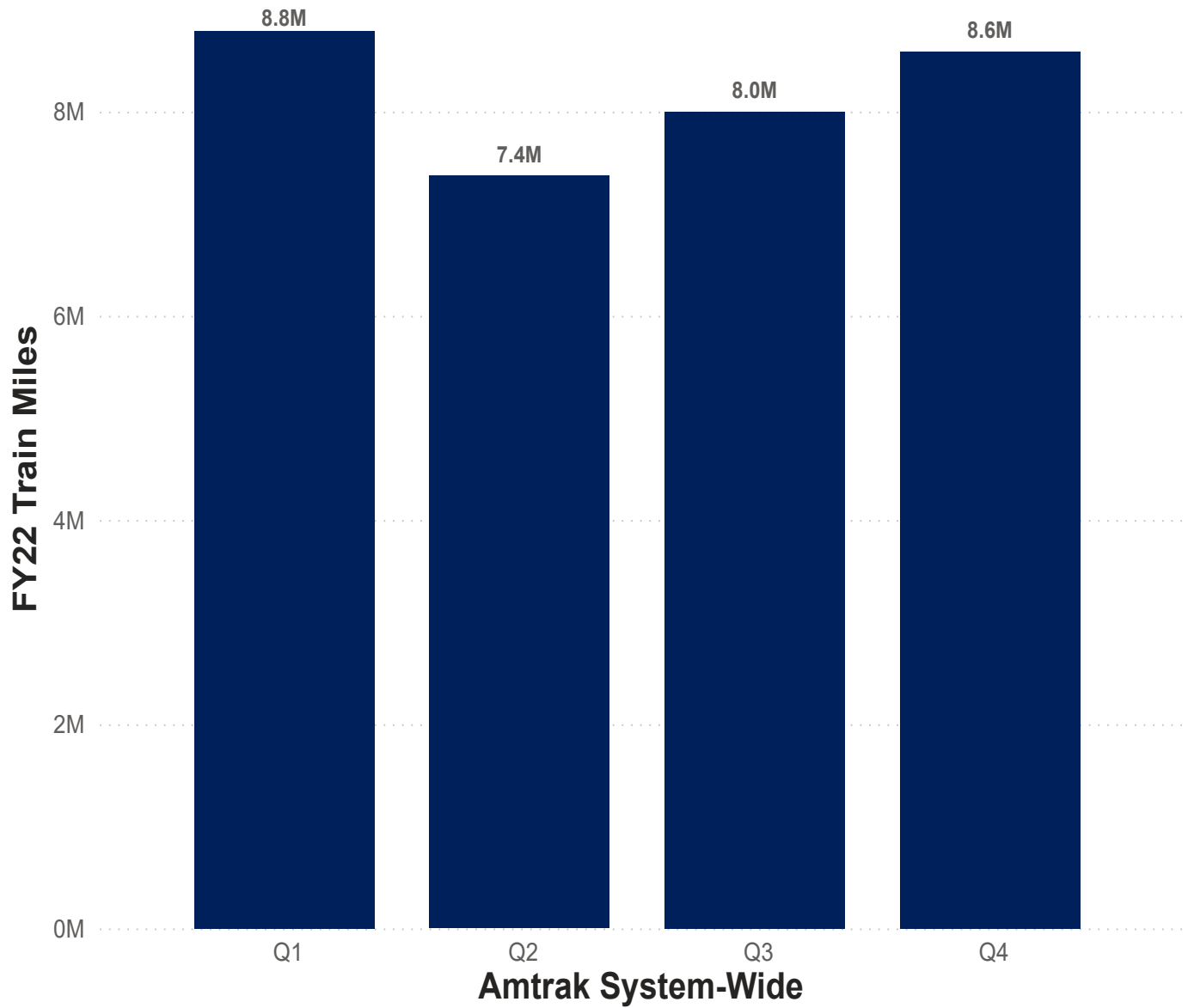
Figure 26. Train Miles by FY 2022 Quarter and Service Line
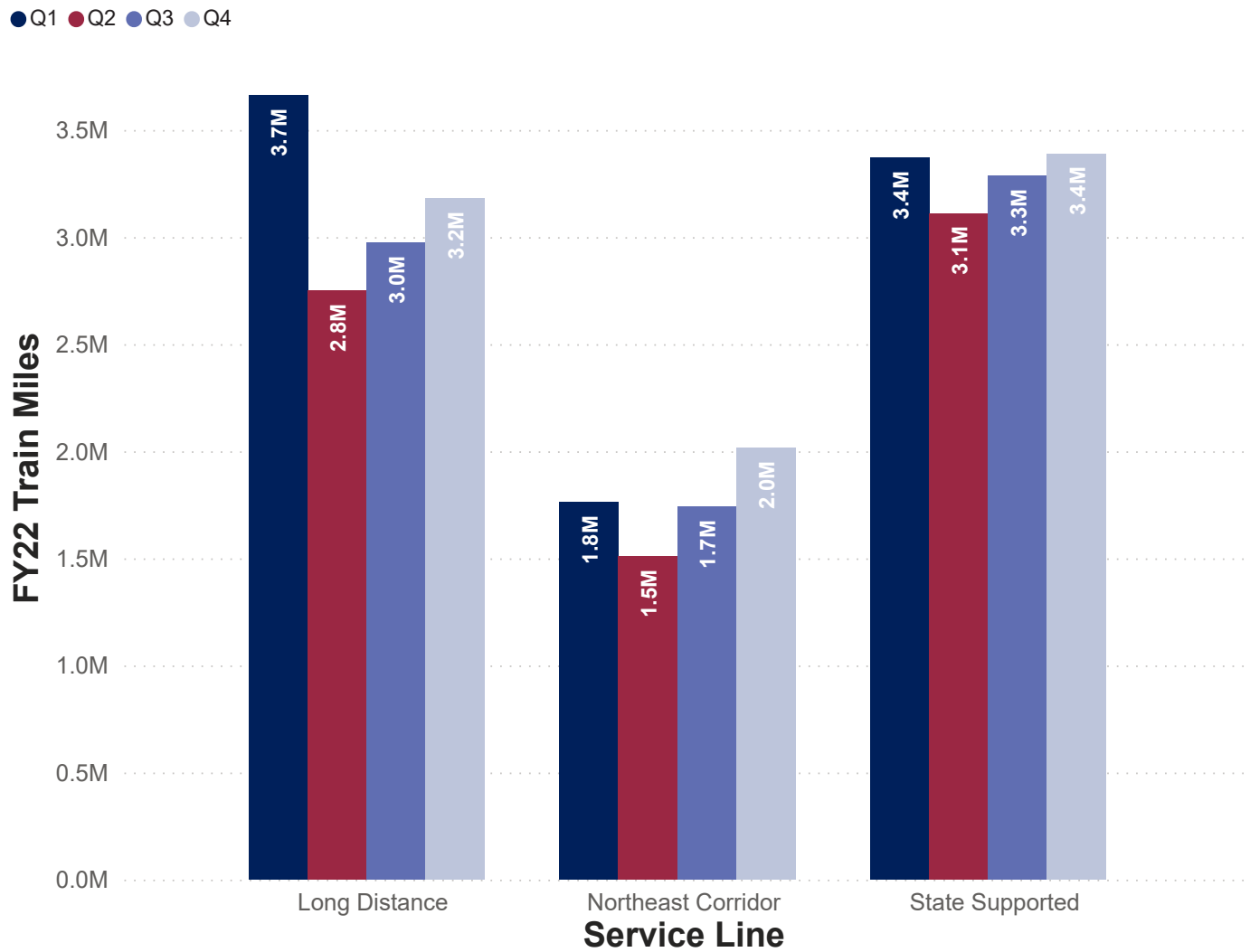
D. Public Benefits

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 *connection* 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.	*Not well-served communities* means those rural communities: within 25 miles of an intercity passenger rail station; more than 75 miles from a large airport; and more than 25 miles from any other airport with scheduled commercial service or an intercity bus stop. 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	95.8%	Acela Express	2254	76.4%	Capitol Corridor	547	82.6%
	2106	80.2%		2255	81.0%		548	99.3%
	2121	79.1%		2256	69.8%		549	92.5%
	2122	71.4%		2257	78.4%		551	92.9%
	2126	71.4%		2259	74.8%		720	90.5%
	2150	85.6%	Auto Train	52	52.1%		723	91.9%
	2151	92.2%		53	57.6%		724	79.3%
	2152	78.0%	Berkshire Flyer	1234	0.0%		727	85.2%
	2153	90.0%		1235	74.4%		728	91.2%
	2154	79.3%		1244	31.5%		729	56.1%
	2155	78.2%		1245	77.3%		732	83.6%
	2159	67.5%	Blue Water	364	58.7%		736	73.8%
	2160	77.5%		365	84.9%		737	82.3%
	2163	63.0%	California Zephyr	5	15.6%		741	77.0%
	2164	66.9%		6	8.5%		742	66.7%
	2167	81.6%		1005	0.0%		743	80.3%
	2168	62.5%		1006	34.0%		744	83.7%
	2169	79.4%	Capitol Corridor	521	94.2%		745	90.7%
	2170	70.2%		522	98.0%		746	82.2%
	2172	75.1%		523	93.5%		747	85.0%
	2173	83.9%		524	89.7%		748	77.5%
	2190	95.5%		525	98.1%		751	82.3%
	2193	78.0%		527	85.5%	Capitol Ltd	29	41.0%
	2203	82.3%		528	90.6%		30	31.3%
	2205	83.4%		531	92.6%	Cardinal	50	31.7%
	2213	68.2%		532	91.8%		51	44.4%
	2218	92.2%		534	87.5%	Carl Sandburg / Illinois Zephyr	380	81.2%
	2222	83.2%		536	90.6%		381	88.9%
	2224	71.3%		538	78.6%		382	68.3%
	2248	57.1%		540	92.1%		383	69.2%
	2249	94.7%		541	62.9%	Carolinian	79	57.5%
	2250	76.6%		542	87.9%		80	43.8%
	2251	82.6%		543	93.4%	Cascades	500	45.3%
	2252	74.0%		545	89.0%		503	63.6%
	2253	75.3%		546	71.9%		504	65.2%

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Cascades	505	49.2%	Empire Builder	8	45.2%	Keystone	622	97.4%
	507	55.1%		27	55.0%		637	99.8%
	508	33.3%		28	36.1%		638	93.9%
	516	35.5%	Ethan Allen Express	290	64.8%		639	95.6%
	519	32.6%		291	68.6%		640	96.4%
City Of New Orleans	58	50.3%	Heartland Flyer	821	52.4%		641	98.3%
	59	49.3%		822	38.9%		642	94.4%
	1058	51.9%	Hiawatha	329	95.7%		643	98.1%
	1059	64.6%		330	100.0%		644	92.9%
Coast Starlight	11	58.1%		331	99.4%		645	96.6%
	14	27.5%		332	97.5%		647	96.6%
Crescent	19	53.3%		333	89.0%		648	91.0%
	20	61.0%		334	92.3%		649	97.3%
Downeaster	680	93.3%		335	93.8%		650	94.7%
	681	85.7%		336	86.4%		651	96.8%
	682	78.6%		337	90.5%		652	92.1%
	683	67.6%		338	88.3%		653	90.6%
	684	85.0%		339	96.7%		654	88.9%
	685	80.1%		340	88.8%		656	91.6%
	686	65.6%		341	92.0%		657	85.9%
	687	78.6%		342	96.7%		658	97.0%
	688	86.0%		343	89.2%		660	90.6%
	689	94.8%	Illini / Saluki	390	70.0%		661	95.7%
	690	100.0%		393	52.4%		662	96.0%
	691	83.7%	Keystone	600	93.2%		663	86.4%
	692	90.8%		601	100.0%		664	100.0%
	693	70.6%		605	98.4%		665	97.8%
	694	63.4%		609	94.7%		666	92.4%
	695	78.5%		610	86.5%		667	98.9%
	696	56.5%		611	91.6%		669	93.8%
	697	78.9%		612	91.7%		670	94.4%
	698	77.2%		615	100.0%		671	95.0%
	699	99.1%		618	99.3%		672	91.5%
	1689	92.4%		619	97.4%		674	100.0%
Empire Builder	7	64.1%		620	97.0%	Lake Shore Ltd	48	65.7%

Route	Train	OTP
Lake Shore Ltd	49	60.3%
	448	58.8%
	449	63.8%
Lincoln / Missouri	318	27.2%
	319	37.3%
Lincoln Service	300	68.2%
	301	64.2%
	302	78.8%
	305	50.2%
	306	74.4%
	307	51.1%
Maple Leaf	63	71.9%
	64	74.7%
Missouri	311	34.2%
	316	31.3%
New York - Albany	230	94.4%
	232	93.7%
	233	65.2%
	234	96.4%
	236	89.4%
	237	87.1%
	238	81.9%
	239	95.9%
	241	89.2%
	243	96.4%
	244	87.3%
	250	97.0%
	253	61.1%
	256	91.9%
	259	86.8%
	260	96.4%
	261	89.2%
	280	94.5%
	281	68.7%
	283	54.2%

Route	Train	OTP
New York - Niagara Falls	284	83.9%
On Spine Northeast Regional	111	100.0%
	121	80.5%
	122	73.6%
	126	79.2%
	129	92.0%
	132	88.8%
	134	76.4%
	135	87.4%
	137	74.9%
	139	88.5%
	140	81.8%
	141	81.9%
	143	84.5%
	146	88.9%
	148	83.2%
	149	91.2%
	150	97.0%
	152	89.9%
	154	93.5%
	155	95.5%
	159	100.0%
	160	92.4%
	161	59.5%
	162	75.1%
	163	57.3%
	165	79.9%
	166	46.1%
	167	94.3%
	168	82.9%
	169	76.2%
	172	75.8%
	173	81.1%
	175	66.4%
	178	87.8%

Route	Train	OTP
On Spine Northeast Regional	179	89.7%
	180	82.2%
	182	87.9%
	183	96.7%
	184	79.7%
	189	93.9%
	190	88.9%
	192	94.6%
	193	75.5%
	196	80.9%
Pacific Surfliner	562	94.1%
	564	81.7%
	567	86.2%
	568	99.4%
	572	81.7%
	573	88.8%
	580	85.3%
	581	68.2%
	583	87.7%
	586	83.7%
	588	87.7%
	589	100.0%
	591	86.7%
	594	78.6%
	595	91.6%
	761	69.0%
	765	62.9%
	770	64.9%
	774	78.8%
	777	69.3%
	784	82.3%
	785	58.5%
	794	56.4%
Palmetto	89	69.0%
	90	59.8%

Route	Train	OTP
Pennsylvanian	42	67.4%
	43	68.5%
Pere Marquette	370	72.5%
	371	85.5%
Piedmont	73	86.5%
	74	73.5%
	75	67.1%
	76	71.8%
	77	69.3%
	78	78.7%
Richmond /	65	83.8%
	67	91.0%
Newport News /	82	64.4%
	84	67.7%
Norfolk	85	79.7%
	86	71.1%
	87	61.1%
	88	68.8%
	93	60.9%
	94	56.7%
	95	69.1%
	96	85.7%
	99	51.9%
	124	57.9%
	125	68.0%
	138	47.5%
	153	75.0%
	157	81.7%
	158	68.9%
	164	68.4%
	174	74.7%
	185	85.3%
	186	71.4%
	194	73.8%
	195	69.5%

Route	Train	OTP
Roanoke	66	78.5%
	145	74.3%
	147	77.6%
	151	87.7%
	156	59.5%
	171	54.8%
	176	32.4%
San Joaquins	702	71.1%
	703	78.9%
	710	72.5%
	711	75.6%
	712	80.1%
	713	68.1%
	714	75.5%
	715	73.1%
	716	73.5%
	717	66.4%
	718	75.3%
	719	72.5%
Silver Star	91	18.4%
	92	22.6%
Southwest Chief	3	20.4%
	4	15.7%
Springfield Shuttles	400	96.8%
	405	95.1%
	409	100.0%
	412	76.9%
	416	73.5%
	417	92.7%
	432	100.0%
	450	93.5%
	451	94.6%
	458	86.6%
	460	82.4%
	461	91.0%

Route	Train	OTP
Springfield Shuttles	463	83.4%
	464	56.2%
	465	84.5%
	467	100.0%
	470	83.8%
	471	99.2%
	473	95.8%
	474	84.3%
	475	89.5%
	476	38.7%
	478	86.5%
	479	98.7%
	488	64.8%
	490	100.0%
	494	47.2%
	495	89.5%
	497	100.0%
	499	100.0%
Sunset Ltd	1	10.8%
	2	6.7%
Texas Eagle	21	34.4%
	22	29.5%
Vermonter	54	74.7%
	55	58.6%
	56	76.0%
	57	66.0%
Wolverine	350	51.7%
	351	68.8%
	352	55.0%
	353	74.5%
	354	64.4%
	355	59.7%

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	DDA	DET	DMW	DSR	FTI	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	
Acela Express	2103	26	9		9		26	6	7			15	4	7	6	115		20			10	71	6				2			109	224
	2106	8	5	67	82			33	36			24	57	2		314	7	5				196	37			6	8	10	12	281	595
	2121	63	32		15	18	10	23	18			6	22		26	233	7	2				14	29			30	3		12	97	330
	2122	39	79		12		10	8	43			36	44	2	6	279	6					139	13	190		4	5		47	404	683
	2126	88	38		9		63	8	42			54	83		53	438		8				17	25	21		20	4		6	101	539
	2150	44		3	11		10	15	22			5	10	3		123	5	2				108	15			15	3	5		153	276
	2151	13	17		38		21	25	20			21	2	3	15	175	12					15	13			36			1	77	252
	2152	162	38	22	130		8	30	39	14		32	48	8	19	550	13	4			42	120	27			8	13	2	4	233	783
	2153		19	20	52		5	11	33			23			19	182	3	6			15	55	35			2	19	4	9	148	330
	2154	79	35	5	61		30	81	60	3		30	20		18	422	6	47			29	136	44			8	35	15	22	342	764
	2155	79	174	82	95		96	19	22			33	91	2	40	733	55	13		5		144	31			18	6		30	302	1,035
	2159	36	25	57	50	65	49	11	16			17	67	3	4	400	48	12			9	68	90			30	3	9	2	271	671
	2160	57	100	28	49		12	26	41			22	91		11	437	14	38				78	49	8		32	18	15	20	272	709
	2163	87	48		32	17	19	19	31			20	115		40	428	40	45	2		2	83	94	9	7	13	25	3	3	326	754
	2164	34	11		14		44	15	61	3		30	56		17	285	47	14				76	62			30	47		11	287	572
	2167	120	15		28		10	19	27			10	69		5	303	18					66	79			21	7	2	8	201	504
	2168	76	24	78	19		155	33	67			35	90	17	5	599	18	19				121	115			4	14	2	23	316	915
	2169	136	95	11	57		22	19	35	8		6	45		12	446	23	18				82	77			18	11	24		253	699
	2170	64	12	13	106		2	33	58			32	55		5	380	2	40				235	50		128	3			31	489	869
	2172	57	155	11	94		16	2	70			41	45	8	8	507	11	6				121	78	26	194	39	17			492	999
	2173	150	15		37		59		42			10	42		32	387	22	22				118	114	23		7	19	51	78	454	841
	2190	18			88		8	24				7	4		8	157	1	9				61	16				3		72	162	319
	2193	32	34	99	36		20		2			9	30			262	6	5				7	47		2	6			18	91	353
	2203	5		3	5		4		2			6		5	27	57	7						20			7			1	35	92
	2205				19				1			1	3		23	47		27					5			4				36	83
	2213	13							7			4	3		45	72	9	3					4			8				24	96
	2218			2			11		1			5	4		22	45	2						7							9	54
	2222	7			3			8	5			8	5		16	52		2				5	2			3				12	64
	2224	7						9	7			11	17		28	79		10				23	9			3				45	124
	2248	20			2		7		14			1	2		37	83	2	4				89	28			7	6			136	219
	2249	14							1			16			18	49	6	3					24					4		37	86
	2250	24			9			10	2			4	39		10	98	12	12				36	16	16		10				102	200
	2251	20		2	5				1			16	7		14	65	13	8					12			19				52	117
	2252	20		4			5	8	25			18	18	9	139	246	24					3	30	3		29			1	90	336
	2253	13		44	25		12	14	20		6	26	85	9	69	323	19	9		4		41	42	37		24		2	4	182	505

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	2254	26	3	7		13		25	40		158	272	12				6	82			12	9			121	393
	2255	12				11	7	22			55	107					37	20				9			66	173
	2256	10	12			10	13	32			30	107		3				15	11					1	30	137
	2257	15			22	10		3			7	57	9	39			33	9		1					91	148
	2259		17		6	4	5	16			29	77	13	5			29	7			20	2	7	14	97	174
Auto Train	52												6	45			199		48	1005		24	167	235	1,729	1,729
	53												11	91			408		21	486		77	548	887	2,529	2,529
Berkshire Flyer	1234		24			7						31			30					22		4		12	68	99
	1235		5			15		9	11			40	6		55			52	8		26	5	43	6	201	241
	1244		14			30	16	4				64	4					50		15		32		5	106	170
	1245					4						4								3		2	14		19	23
Blue Water	364		78			54	16	47	20			215	201	467			90	158		47		78	482	409	1,932	2,147
	365		79	12		49	3	73	28			244	227	9			5	128				588	223	354	1,534	1,778
California Zephyr	5	10	63					7				80	552	1,009		39	1,576	1,132	263	98		910	3,121	3,523	12,223	12,303
	6	6	19						11	8		44	673	566	30	173	1,008	1,248	218	1,810		798	3,291	3,966	13,781	13,825
	1005																	5				7	16	5	33	33
	1006																	2				8		4	14	14
Capitol Corridor	521												2	8			15	11				2	2	21	61	61
	522												18	33			37	2				4	34		128	128
	523												9	11				28		27		2	17	34	128	128
	524												28	3	7		6	61				2	2	117	226	226
	525												12	7				9				2		26	56	56
	527												60	8	1		2	33		4		23	48	163	342	342
	528												44	2			14	24		15		2	4	59	164	164
	531												45	16	10		14	84	8	88		31	2	145	443	443
	532												69	13	6		3	49		126		37	3	68	374	374
	534												20	3			190	10						21	244	244
	536												52	13	3		27	10		18				30	153	153
	538												76	12	9		26	66				22	23	299	533	533
	540												2	3						60		2		3	70	70
	541												128	13	4	12	8	83	22			23	7	110	410	410
	542												21	3	5	12	2	33				9	2	74	161	161
	543												4					6		3		4		3	20	20
	545												18	13				28		22		3		11	95	95
	546												49	85			19	18		46		23	19	66	325	325

Route	Train	Amtrak (Host)													Total	Amtrak (Non-Host)													Total	Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PBB	PSR	PTI	RTE	SMW		ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		
Capitol Corridor	547															60	2	2			31	81		133		14	27	27	377	377
	548																	6				5				2	15	16	44	44
	549															3	2		4			7	33	32					81	81
	551															38					5	26		84			2	23	178	178
	720															5	3		2		85	2							97	97
	723															3					52	8				5		56	124	124
	724															22	33					33				2		8	98	98
	727															10	5				13	8				5		23	64	64
	728															14					4	9				2	6	22	57	57
	729															51	12		13			48				15	104	93	336	336
	732															26	8				2	13				3		36	88	88
	736															69	2	2	37			35	5			6	46	40	242	242
	737															32						47		35		4		45	163	163
	741															37	7				2	21		23		17	17	13	137	137
	742															10	4		17			71				6	1	43	152	152
	743															67	2					22				4		13	108	108
	744															15	5	2	3			13				19	2	64	123	123
	745															8	6				30	8					3	3	58	58
	746															6					24	4						36	70	70
	747															25	6				89	34				13	23	8	198	198
	748															8	3				142	11				6		2	172	172
	751															2			20			2		146				33	203	203
Capitol Ltd	29	8			13			6				19	4		50	140	226	4	72		498	704	23	6		334	402	662	3,071	3,121
	30	10			11	38	4					40	44		147	219	611		288		298	609	76	178		338	794	888	4,299	4,446
Cardinal	50	18	15		29	202	25	7	43		32	79	3	49	502	195	84		34		350	211	35	279		348	291	393	2,220	2,722
	51	25	9		18	20		9			4	48			133	191	296			13	486	171			4	267	159	250	1,837	1,970
Carl Sandburg / Illinois Zephyr	380	2			8							3	3		16	148					23	337				28	4	134	674	690
	381	10										2			12	23	20				24	32				3		70	172	184
	382	14			5			2							21	42	10				12	53				4		57	178	199
	383	1			14							3	5		23	113	52				21	164		50		19	55	97	571	594
Carolinian	79	30	3	20	88	5	14	15		4		84		83	346	864	26			13	226	751		17		80	476	299	2,752	3,098
	80	49	89		61	43		26		19		149	19	63	518	1,011	6	4			155	708	8	38	8	107	107	449	2,601	3,119
	500															302	39	2	11		108	284	3	64		88	58	231	1,190	1,190
	503															223	32	93			51	150	9	124		166	107	231	1,186	1,186
	504															128	28				92	168		65		52	15	79	627	627

Route	Train	Amtrak (Host)												Total	Amtrak (Non-Host)													Total	Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW		ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		
Cascades	505														292	128	43			811	133		664		90	90	199	2,450	2,450
	507														132	28	8	11		140	110		69		65	190	197	950	950
	508														230	25	2			23	166		20		64		392	922	922
	516																				3				2		2	7	7
	519														4										6	8	14	32	32
City Of New Orleans	58	3			14			1			22			40	336	30				373	668	30			254	481	829	3,001	3,041
	59				8						7			15	318	135				130	916	31	290		279	1,097	583	3,779	3,794
	1058														11						21				10	6	2	50	50
	1059	2			6									8	52	50		4		202	96				70	205	127	806	814
Coast Starlight	11														473	205		55		592	1,170	101	178		732	1,013	2,074	6,593	6,593
	14														427	678		322		466	1,698	56	209		1,332	1,242	2,590	9,020	9,020
Crescent	19	39		4	129	11	9	29		1	87	16	73	398	704	73		47		279	543	27	50	111	278	745	1,335	4,192	4,590
	20	27	79		19	6		3	3	19	151	13	61	381	944	71			4	378	736	56	38		283	560	1,060	4,130	4,511
Downeaster	680														6						15				2	8	6	37	37
	681														33						74				2		56	165	165
	682														47		3				41				2		7	100	100
	683														38					60	36				2	48	22	206	206
	684														4		4			9	41				4		24	86	86
	685														10						26				2			38	38
	686														17					13	71		68		6		6	181	181
	687														17					54	28		185		20	4	40	348	348
	688														14		5			149	38				2	51		259	259
	689																			312	4				3			319	319
	690																									5		5	5
	691														24						47	5					9	85	85
	692														18					11	42				5		2	78	78
	693														36						22				4			62	62
	694														15					2	73						2	92	92
	695																				33		20					53	53
	696														6					22	20		3				2	53	53
	697														12						8		20					40	40
	698														18		5				51					6		80	80
	699																				4							4	4
	1689														18			66		5	16				2	31	8	146	146
Empire Builder	7	10			17						3	15		45	241	568		2		1,005	1,147	73	14		249	1,247	2,211	6,757	6,802

Route	Train	Amtrak (Host)													Amtrak (Non-Host)														Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	
Empire Builder	8	18			1						1	2		22	319	558		2,332		216	1,317	34	2,478		517	1,896	2,118	11,785	11,807
	27														24	17		3,878		62	22	16			11	96	204	4,330	4,330
	28														41	5	38	1,621		24	79	9	1,847		35	861	444	5,004	5,004
Ethan Allen Express	290	17	71		92			38	71		153	16	36	494	136	2		4		66	438		144		274	182	274	1,520	2,014
	291	19			67	4			107		68	82	3	350	138		64			184	485			3	120	381	285	1,660	2,010
Heartland Flyer	821														117					10	158				7		18	310	310
	822														127		100			23	140	15			7		94	506	506
Hiawatha	329	1												1			58			5	7				113	44	19	246	247
	330																				11				5	8	31	55	55
	331	8												8	7					5	33				208	42	38	333	341
	332									1				1	19					16	50		65		127	41	68	386	387
	333	4			2						19			25	23		43				55				181	115	26	443	468
	334	8			4									12	44						58				168	38	60	368	380
	335											2		2	37	9	36				43				206	68	33	432	434
	336	37			2							3		42	18	3				114	40		56		164	96	51	542	584
	337	6			43						6	8		63	23		106			21	51		20		209	484	51	965	1,028
	338	11									3	8		22	33					31	77		71		113	42	28	395	417
	339				2									2	20	6				4	59		39		61	52	17	258	260
	340	5			2							8		15	14					78	32		357		166	71	21	739	754
	341				9		4				11	11		35	11					129	31		271		191	171	48	852	887
	342										8	5		13							4		16		104	31	33	188	201
	343														3					34	3				19	25	2	86	86
Illini / Saluki	390	6			11						9	14		40	279					73	495		39		155	58	136	1,235	1,275
	393				5						50			55	306	19				120	363		277		77	322	508	1,992	2,047
Keystone	600		196		19				5	4				224			28		15	26							5	74	298
	601																			9						7	1	17	17
	605	5												5			32		20	9							14	75	80
	609	74	44	3	28		90	10	7		56			312	3					27	12				30			72	384
	610								9					9						36								36	45
	611				34								5	39		7	3			19	5				43		9	86	125
	612							1	2					3						3					7			10	13
	618					15	94		4					113							10				2			12	125
	619				17									17						11		40					3	54	71
	620				11	18			6	28				63						20	12				5			37	100
	622	13					38		5	16				72						7	1				3		3	14	86

Route	Train	Amtrak (Host) CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	Amtrak (Non-Host) ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	Total Amtrak Responsible Delay Minutes
Keystone	637				6						6		5	21	**38**							6			3				**9**	**47**
	638	38	11		3										**52**		7	46			27							8	**88**	**140**
	639	26	11	38		23			17				6	23	**144**				5		46	14		11	6			44	**126**	**270**
	640	299	17		11		2				22	3			**354**	3		29	35						7				**74**	**428**
	641	13	11		3		5					8		7	**47**			184		17	14	3							**218**	**265**
	642	58	113		18			6			8	7			**210**					20		1	22		13				**56**	**266**
	643	12	3	7			3						5	7	**37**	2	3			7	20	3			15				**50**	**87**
	644	14	44	91			40	6			4	11		6	**216**			71			38								**109**	**325**
	645	17	56	38	3	118	5				4		3		**244**			15			10								**25**	**269**
	647	24	12		29			15	25		4	79	2		**190**			11			14	2			5	12			**44**	**234**
	648	12	69	17		23	11	20	3		2	4			**161**		5	38			92	8						8	**151**	**312**
	649	56	8		19			3	16	5	1	22	9		**139**			3			9			7	21		3	5	**48**	**187**
	650	9	11		10							28	4		**62**	2	4				138	5		62	3				**214**	**276**
	651	63	5				37		14			21			**140**	3					37		8		32				**80**	**220**
	652	30	110	10	9	127	5	10			22	45			**368**			17				18			29				**64**	**432**
	653	90	28		4		65		9			6	9		**211**		2	41	7		69	8	12		40	25		7	**211**	**422**
	654	28	95	22	152	10	1		21		56				**385**			44			37	6				32			**119**	**504**
	656	19	41	26	147				2		17	16		4	**272**			8			55	3				16			**82**	**354**
	657	36	33				20		7		1	6	14	6	**123**			58				7				15			**80**	**203**
	658										2	19		9	**30**					5									**5**	**35**
	660	9	9		28		8		37		13	3		12	**119**	3		14				15				44	2		**78**	**197**
	661	2		11	35				2		5			6	**61**	3		4				2				53			**62**	**123**
	662						6				11	18		4	**39**							4		5		61			**70**	**109**
	663	25		3	10						4	5		18	**65**	4		20			111	9			13	42		2	**201**	**266**
	664								3		11	2		7	**23**	2						4				43		2	**51**	**74**
	665	6			5	12					4	13			**40**						12					6			**18**	**58**
	666				4				6		31	21		42	**104**	6	19	8			13	6				86			**138**	**242**
	667	2	4		5			7				18		23	**59**							3				5			**8**	**67**
	669	35	25		26							18	7	51	**162**							1	18			5			**24**	**186**
	670				3						2	11			**16**	7		8			74	1				5			**95**	**111**
	671											4		24	**28**				20		10	10		40					**80**	**108**
	672			32		25			1		5			4	**67**			15			48					5			**68**	**135**
	674								6						**6**											2			**2**	**8**
Lake Shore Ltd	48	12	19		58		3	314	184	68	37			37	**695**	220	122	39	142		450	532	49	106		361	289	804	**3,114**	**3,809**
	49		68	9	49		1	296	12		31	77	9		**552**	281	58	1,066			529	1,009	9			176	574	536	**4,238**	**4,790**

U.S. Department of Transportation
Federal Railroad Administration

Route	Train	CTI	CTP	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	Total Amtrak Responsible Delay Minutes
Lake Shore Ltd	448	52		12			137				14		**215**	40		724			93	91				40	1,269	37	**2,294**	**2,509**
	449	8		10			250		34		7		**309**	102	9				376	133		5		33	68	27	**753**	**1,062**
Lincoln / Missouri	318	3		25					16	62	13		**119**	649	41		2		255	500	7			446	19	292	**2,211**	**2,330**
	319			11			26			17			**54**	813	51				142	824		12		257	238	159	**2,496**	**2,550**
Lincoln Service	300			2					34	44	3		**83**	66	8				268	111		75		73	67	225	**893**	**976**
	301	3		3					7	5	4		**22**	112	39				62	62				179	5	127	**586**	**608**
	302			4					5	25	2		**36**	254	34	5			84	196		23		141	21	191	**949**	**985**
	305	4		21						20	17		**62**	107	230				41	141				60	184	354	**1,117**	**1,179**
	306			31	36				12				**79**	108	10				41	190				161		160	**670**	**749**
	307	3		7					7	2	11		**30**	110	252				276	255				114	232	593	**1,832**	**1,862**
Maple Leaf	63	15		64		14	221	34		19	146	22	**535**	257	7				238	339	17			190	316	604	**1,968**	**2,503**
	64			44	13		398			41	26		**522**	160	8		69		25	284	90	35		208	165	1,155	**2,199**	**2,721**
Missouri	311													208	2					164				14	4	124	**516**	**516**
	316													138	32				6	70		562		23		68	**899**	**899**
New York - Albany	230			14							5		**19**							6							**6**	**25**
	232	58		35			7			5	10		**115**						20	39				3		23	**85**	**200**
	233	7		6	6		6			111	151	3	**290**	78					217	253			28	11		18	**605**	**895**
	234	15	5	13							2		**35**	12					14	49		14				11	**100**	**135**
	236	2		39			12		7	13	35		**108**	64	2		12		95					2		41	**216**	**324**
	237	3	79	27			6			33	12		**160**	30	3				8	205				6		72	**324**	**484**
	238	4		14	23		15			317	9		**382**	72	37				250	351	8	8		4	25	38	**793**	**1,175**
	239	8	35	37			2			20	11		**113**	11						134			6	9		4	**164**	**277**
	241	2	93	42			4			9	37	27	**214**	31					239	111	8	13		20		14	**436**	**650**
	243		36	29			1			25	9		**100**	21			23		18	60		3		4		12	**141**	**241**
	244	1	49	65			9		9	52	2	59	**246**	42	24				3	60	105			4		12	**250**	**496**
	250			5							2		**7**	19					21	16				7			**63**	**70**
	253	3		46			6			6	22	13	**96**	9					119	64				4		8	**204**	**300**
	256			2							2		**4**	24						90					10		**124**	**128**
	259		8	2									**10**	5					23	11						2	**41**	**51**
	260										5		**5**	17	5				5	47							**74**	**79**
	261						3	2			2		**7**						33	3							**36**	**43**
	280			26	4		319			7	23		**379**	78					131	174				88	17	179	**667**	**1,046**
	281	5		161	4		235		3	195	118	56	**777**	152	2		12		73	309	20			66	32	395	**1,061**	**1,838**
	283	3	16	84	12		240			50	57	3	**465**	264	2		22		305	401	13			62	127	438	**1,634**	**2,099**
	284	8		94			319			190	21		**632**	188					111	268	13			95	30	499	**1,204**	**1,836**

		Amtrak (Host)													Amtrak (Non-Host)														Total Amtrak Responsible Delay Minutes
Route	Train	CTI	CTP	DBB	DCS	DET	DMW	DSR	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	
On Spine Northeast Regional	111				13	12								25															25
	121	7						7		8	7		24	53			2			18	21		3	3			30	77	130
	122						8	3		7	10		54	82	3					22	2					3		30	112
	126	3			4			4		10	7		40	68	1	5				33	7		4					50	118
	129	193	14		36		19	17		3	77	6	7	372	3	9					23	18	8	10	13		8	92	464
	132	12					2	2		4	6		36	62	25	18					28					44		115	177
	134	8			56	5		4		4	81		7	165							11		20		2			33	198
	135	6		13			1	3		14		2	31	70	44	67				47	120	2			2	12	2	296	366
	137	140	46	8	83	32	16	38		13	215	3	7	601	106	4			3	52	285			5	34		16	505	1,106
	139	15	46		4	5				4	9	1	13	97	13						33							46	143
	140	7			36	4		1		24	20		53	145	28	10				13	17			2		96	6	172	317
	141	45	8		56	86	36	2		72	124	4	4	437	84	31		5	6	204	135	26	10		7	112	25	645	1,082
	143	15						2						17	4	16				30	6				38		5	99	116
	146					14		5			3		17	39								31						31	70
	148	50	87	15	62	23	5	35		88	74		8	447	97	15	8	14		63	45			169	17	78	25	531	978
	149	17					1	3			6	9	8	44	32	22					62				3		10	129	173
	150	8			11	9						2	16	46	10				12	45	53				8		4	132	178
	152	19			10	3		3	4	3	21	2	53	118	16					30	29	20			3			98	216
	154	3			7			4		6	16		41	77	23						17				4		3	47	124
	155	2		2									20	24	2					43	7			5				57	81
	159							2		2		3		7	5									4				9	16
	160	2			4						7			13	11					74	9				5			99	112
	161	10	12	106	22	5		20		38	58	2	97	370	74	23		47		64	125	4		160	12	23	6	538	908
	162	34	14	22	65	33	15	2	23	6	19		64	297	41	26				76	63	2			3		44	255	552
	163	4	7	7	6		3	14				6	17	64	73	105		46		18	49					23		314	378
	165	11			12		7	2		2	44		21	99	32	134		10		9	64			2	2	3	75	331	430
	166	9			81			2		10	46		32	180	32	18		137		10	205	8		8	1	140	26	585	765
	167									11				11	4						12					55		71	82
	168	8		1	6	7		1		2			58	83	32					21	46				2			101	184
	169	2			42			17		4	4		79	148	8	130		30		45	56				23		42	334	482
	172	74	28	108	80	25	10	10		37	15	5	14	406	111	17				79	153			99	17	33	24	533	939
	173	46	32		70	29	33	36		20	75	1	11	353	133	29		262		48	126	62	4	32	68		2	766	1,119
	175	60	31	11	94	7	10	21		32	132	19	18	435	58	42		106		55	198			16	14		21	510	945
	178	26	92		105	2	5	11		8	54		18	321	43	31		3		101	110			26	9	68	18	409	730
	179	39	8	11			8			7		7		80	62		3	17		46	91		10	43	60	37	5	374	454

Route	Train	Amtrak (Host)															Amtrak (Non-Host)														Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PBB	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	
On Spine Northeast Regional	180	284	31		72			13	15	29			7	103		3	557	9				42	95	8		10					164	721
	182	6	68	19	50			15	5				13	3		7	186	7					26	3		43			41	3	123	309
	183	19	6		11	16	2	20					5			6	85	10	9		28			25					9	29	110	195
	184	126	6	45	9		7	22	41				38	224	3	12	533	37	83	4	3		74	118	8	3	86	23	109	9	557	1,090
	189	5	9					5	2				17	6	3	31	78	2	5				5	7		4	1				24	102
	190	21			47		8	2					27	6	2		113	50			1		66	51		46	16			114	344	457
	192				84		4		1				2	4		10	105	2	21				8			2			6	6	45	150
	193	132	172	11				15	25				6	38	10	11	420	14						92	32	9	12			6	165	585
	196	41	72		84	26		23					14	60		14	334	6	25					5		9	3		102	39	189	523
Pacific Surfliner	562																	13	4				43	15			6	7		34	122	122
	564																	38	99	53			144	72	40		54	70		94	664	664
	567																	54	18	40			50	270	6		62			154	654	654
	568																	2	2					13			4				21	21
	572																	188	56	1	4		7	148	49		52	2		74	581	581
	573																	72	3	4			82	52	63		9			143	428	428
	580																	58	20		3		15	403	10		66			42	617	617
	581																	233	15	15			42	177		330	96	21		140	1,069	1,069
	583																	66	21	5			23	83		122	64	3		215	602	602
	586																	128	16	2			62	85			110			21	424	424
	588																	44	26		4		52	55	11	70	68	39		152	521	521
	589																	2						10			6			3	21	21
	591																	123	33	15			88	258	15	128	49	13		72	794	794
	594																	35	15	4	200			77		90	51	42		97	611	611
	595																	30	22	7			14	182		246	46	3		92	642	642
	761																	58	36	1			86	359	18		83	11		352	1,004	1,004
	765																	504	71	60	2		26	470	4		74	48		180	1,439	1,439
	770																	194	101	31	2		182	980	33		55	142		155	1,875	1,875
	774																	307	90	105	32		2	656	18		92	32		233	1,567	1,567
	777																	380	61	25	2		99	591	11	17	79	63		93	1,421	1,421
	784																	188	20	7	27		20	636	7	51	114	41		135	1,246	1,246
	785																	122	92	59			50	415	45	229	145	114		152	1,423	1,423
	794																	53	42	19	159			243			56			197	769	769
Palmetto	89	22		7	13		41	6	5		6	7	36		26	169	504	23				283	223	43	50	138	402		297	1,963	2,132
	90	16		5	15	12	74		15			38	129	6	106	416	430	29	11	3		948	321		93	107	80		397	2,419	2,835
Pennsylvanian	42	47	41		35		7	10				5	105	7		257	264	15		3		129	150		163	8	556	58	32	1,378	1,635

Route	Train	Amtrak (Host)															Amtrak (Non-Host)													Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	PBB	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	
Pennsylvanian	43	12	141	82	47								39		48	369	230	162	5		58	160	50		14	533	21	90	1,323	1,692
Pere Marquette	370				9								8	23		40	61	5			8	68	8	119		193	95	237	794	834
	371	1			4								21			26	42				124	86				30		68	350	376
Piedmont	73																28				85	21	7	21		89		46	297	297
	74																115				228	60		333		51		76	863	863
	75																251		103		24	133				78		64	653	653
	76																207				19	164				38		114	542	542
	77																147			7	40	79		88		143		32	536	536
	78																50	6			159	32		343		61		17	668	668
Richmond / Newport News / Norfolk	65		9		10				2						27	48	76				75	109				8	62	51	381	429
	67	29	119	52	40		3	9	3			4	11	9	39	318	77	12		22	90	160	38			114	256	235	1,004	1,322
	82	24		2	8		3		16		18	13	78	7	29	198	49	3			102	52				9	4	12	231	429
	84	41	11		20		8	5	20			24	222	5	26	382	136	14			36	154	6			110	131	54	641	1,023
	85	105	16		51		14	51	20			21	114	10	45	447	195	9			196	139		5	76	98	323	40	1,081	1,528
	86	93	98	57	94		3	63	18			21	146	2	8	603	175	7		8	252	161		48	26	36	62	54	829	1,432
	87	84	5	80	55		19	28	5			21	61	6	184	548	84	14	25		171	252			10	57	131	61	805	1,353
	88	18	6		24		3		15	26		9	38		118	257	102	8			188	150			27	79	23	18	595	852
	93	152	13	57	99	15	66	20	59			58	163	19	71	792	257	81	15	4	177	304		2	5	270	124	467	1,706	2,498
	94	216		11	67		17	39	54			60	184		13	661	311	60	18	5	197	465	58	12	99	146	142	264	1,777	2,438
	95	79	144	100	74		38	25	8			7	102	9	16	602	225	28	122		258	191	9	8	13	91	56	140	1,141	1,743
	96	7			8				8			10	19	3	45	100	53				37	120				6		11	227	327
	99	87		2	89		9	5	21			24	4		100	341	222	31			292	236		6		86	97	54	1,024	1,365
	124	8		10					4			4		9	35	70	17	18			25	71	25			15	10	26	207	277
	125	58	90	55	22		8	21	16			5	47	5		327	227	31			374	398		15		145	393	284	1,867	2,194
	138	168	41		37			4	38			30	78	23	68	487	74	34			119	168		40		140	55	164	794	1,281
	153	19			9		11		2	6			6	8	88	149	49	2			40	75			3	50	69	60	348	497
	157	7						4	1			7	8	22	16	65	68			7	8	86		4		31	40	54	298	363
	158						4	6	7			18	10		71	116	56	67			14	98	6			8	53	32	334	450
	164	31					5		8			9	11	3	97	164	75	8			86	236		2		52	10	87	556	720
	174	52	68	9	36		7	8	4			11	174	28	9	406	167	11			72	439	14	219		114	116	120	1,272	1,678
	185	77	17	3	68			21	21			2	26	3	7	245	103	11			180	163	26			111	164	77	835	1,080
	186	57	12		13				35	3		40	42		64	266	89	5	20		14	139		59	51	46	11	131	565	831
	194				23		50	3	7						64	147	44	6			90	127	53			8	8	3	339	486
	195	26		6	131		8		11			20	125	5	52	384	140	6	25	23	102	205				55	170	78	804	1,188
Roanoke	66	17	178		11		53	34	2			6	17	1	35	354	59	44	27		113	150		238	53	100	3	119	906	1,260

		Amtrak (Host)															Amtrak (Non-Host)													Total Amtrak Responsible Delay Minutes
Route	Train	CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PBB	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	
Roanoke	145	7							3				3			21	34	28					18	146				28	18	36	274	308
	147	36		3	73		3	16					7	11		18	167	60			51		113	129				28	16	19	416	583
	151	72	58	15	15			8		4	5		13	56	19	52	317	75	24			11	127	134				38	94	342	845	1,162
	156	17		1		2			20				11	87	4	76	218	114	150				109	221				50	9	51	704	922
	171	202	50	28	112	17	20	34	21			7	31	188	17	25	752	447	71		134	23	288	684		35		31	258	282	2,253	3,005
	176	166	18	87	85		41	2	67	6			55	237	3	27	794	398	38				365	634			69	81	47	136	1,768	2,562
San Joaquins	702																	91	34		22		280	40		95		84		54	700	700
	703																	47	21	161			63	57	25	166		280		122	942	942
	710																	65	128	96	4		233	39				65	19	90	739	739
	711																	44	11	2	69		136	38	5			35		57	397	397
	712																	81	28	48	61		681	59	12			54	47	77	1,148	1,148
	713																	378	58	0	15		98	157				27	45	173	951	951
	714																	69	23	14	116		132	45		4		16	11	273	703	703
	715																	92	27		95		121	55	22			45	25	65	547	547
	716																	65	36		86		188	46	4	161		45	189	85	905	905
	717																	57	45	5	34		61	118		92		43	86	117	658	658
	718																	170		17	236		43	163		71		52	89	127	968	968
	719																	72	32	3	166		777	94	16	11		27	26	146	1,370	1,370
Silver Star	91	113	41	86	178		10	34	26				12	215	7	137	859	2,095	435	6	61		1,323	2,807	59	38	92	276	1,186	2,411	10,789	11,648
	92	70	70	7	44		38	60	8	6			32	174	10	117	636	2,385	566	8			1,103	3,393	149	435	19	309	668	1,985	11,020	11,656
Southwest Chief	3				20												20	414	214	8	397		961	1,328	107	60		285	1,703	2,733	8,210	8,230
	4	38			29									4			71	377	121	2	34		1,679	1,863	157	19		361	2,159	1,883	8,655	8,726
Springfield Shuttles	400													4	1		5	1					58					11		22	92	97
	405				7				3						15		25	2								26					28	53
	409				3								10		6	6	25															25
	412																				44										44	44
	416	7	14														21				37										37	58
	417				12									44	6		62									23		16			39	101
	432				4								4				8				1								2		3	11
	450	4							1					8			13	3				25	12						9	8	57	70
	451												9		3		12						14						9		23	35
	458				4								6		4		14						3				19				22	36
	460	12			7									12			31	9	15		3		23					19			69	100
	461	26			3				32				6	42			109	2	15				66		6				9		98	207
	463	15			16								7				38											22			22	60

Route	Train	Amtrak (Host)														Amtrak (Non-Host)													Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	
Springfield Shuttles	464	6			4						23	117		3	153	20			192	24	5							241	394
	465	9										52			61														61
	467										19	15			34	3												3	37
	470	77							8			6			91			3	3				65					71	162
	471	11			14	24			10		8				67	9			15	1			44		3	5	12	89	156
	473	12			6		3								21														21
	474				8			5				30			43			26	44	9				32				111	154
	475	6			12		8				6	23			55	15												15	70
	476										18	22			40				277	30	6		9					322	362
	478				9				115		33	24	17	21	219	3		83	55	184	14		20		16	143	47	565	784
	479	54			22	9					16				101	3	2		18	13	4		52				22	114	215
	488				3						17	33			53			3	236		13				17			269	322
	490	8									7	22			37				14	4						5	7	30	67
	494	36			15	12					24	12			99				915	20	6		0		19		2	962	1,061
	495	8			3		15								26			8	81			267			110	7	45	518	544
	497				3						17			5	25	1												1	26
	499				37										37				30	47	3		112		31	8	7	238	275
Sunset Ltd	1				16			13							29	346	11		483	550	612	89	821		288	447	1,045	4,692	4,721
	2				11			30						2	43	278	412		270	264	678	178			334	1,036	1,237	4,687	4,730
Texas Eagle	21				13			4	47			20	12		96	421	363		112	904	1,162	53			334	1,237	2,150	6,736	6,832
	22	10			21				12			72	2		117	523	92		497	455	1,446	88	4		289	1,997	1,979	7,370	7,487
Vermonter	54	6	8		3	12		13		16	3	82		47	190	21			37	170	53				212	43	43	579	769
	55	51	55		60	49	60	43			10	124		17	469	150	5		192	255			80		414	23	23	1,142	1,611
	56	20	34	79	89	21	10	12	7		14	329	2	9	626	93	65		106	109		21			370	10	188	962	1,588
	57	8			7	6		22		4		119		35	201	46	2		72	123		11			200	26	39	519	720
Wolverine	350	9			21		6	55	2			478	10		581	143	269		112	247		108			156	183	312	1,530	2,111
	351	3			101		4	62	79			137	13		399	319	37		310	342		292			204	182	266	1,952	2,351
	352				62		4	87	6			50	44		253	374	65		713	284	16		92		184	367	552	2,647	2,900
	353	6			49		2	38	39			24	26		184	439	21		254	299					128	96	826	2,063	2,247
	354	4			70			36	5			57	8		180	130	130		64	189	9		97		552	265	896	2,332	2,512
	355	4			53		34	40				53	2		186	89	8		160	128			15		239	79	669	1,387	1,573

Table 25: Host Responsible Train Delay Minutes

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Acela Express	2150	70			5	681			17	10	**783**
	2151	94	84			427			3	35	**643**
	2152	22	2		2	543				14	**583**
	2153	504	74		5	134				32	**749**
	2154	157	19		52	487			4	14	**733**
	2155	166	47		3	242			1	34	**493**
	2159	71	9		108	565			5	11	**769**
	2160	57	7	11	17	521			14	8	**635**
	2163	107	20		236	303				81	**747**
	2164	148	15			260			3	101	**527**
	2167	149	46		6	408					**609**
	2168	248	2			344				71	**665**
	2169	187	15			267		9		5	**483**
	2170	168	8			119			38	25	**358**
	2172	59	35			439			12	1	**546**
	2173	185	2		26	270				4	**487**
	2190	158			4	800				6	**968**
	2193	70	14			455				258	**797**
	2248	23			38	45					**106**
	2249		2		9	108				2	**121**
	2250	29			14	66					**109**
	2251	12			49	101				13	**175**
	2252	15	6		25	221			8	12	**287**
	2253	13	3		43	144			12	27	**242**
	2254	15	5			171				3	**194**
	2255	8	1			66					**75**
	2256		1			45					**46**
	2257	1				120					**121**
	2259		4			76				15	**95**
Auto Train	52	102	683		90	2,743		4,141	1,160	504	**9,423**
	53	613	724		105	2,888		3,968	1,711	663	**10,672**
Berkshire Flyer	1235	13	3			9		15	15	13	**68**
	1244	69			13	11		64	101	11	**269**
	1245							26		29	**55**
Blue Water	364		189		14	180		1,448	232	219	**2,282**
	365		136		156	213		1,480	117	44	**2,146**
California Zephyr	5	253	3,089		676	9,247	191	11,129	3,634	2,086	**30,305**
	6	313	2,255		1,572	10,235		12,236	2,862	2,041	**31,514**
	1005		7			47		132	18		**204**
	1006		6			57		98		18	**179**
Capitol Corridor	521	127	115		3	165		28	37	13	**488**
	522		19		24	40		51	60	15	**209**
	523	38	68		6	197		27	204	17	**557**
	524	63	78		29	242		16	252	11	**691**
	525		42		6	13		11	90	12	**174**
	527	134	79		92	269		197	138	23	**932**
	528	36	113		10	209		18	221	60	**667**
	531	83	77		24	187		46	112	63	**592**

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Capitol Corridor	532		70	34	279		16	147	66	612
	534		51	21	36		39	109	54	310
	536		37	31	86		36	73	10	273
	538		136	30	440		236	112	139	1,093
	540		27	7	10		7	58	27	136
	541	169	142	22	284		25	481	90	1,213
	542		84	17	258		23	115	56	553
	543		8	11	8		7	29	37	100
	545		71	4	65		31	141	5	317
	546	8	175	17	341		8	294	32	875
	547	53	149	7	204		17	302	29	761
	548		34	4	6		9	34	33	120
	549		26	5	6		6	32	4	79
	551		40	13	60		20	80	32	245
	720		26		11		3	36	7	83
	723		18	1	86		8	53	13	179
	724		72		86		18	170	10	356
	727	11	30	4	108			193	30	376
	728	5	55	51	120		9	115	26	381
	729	19	68	138	116	0	138	98	59	636
	732		67		100		7	98	23	295
	736		36	27	191		113	62	46	475
	737		62	24	88		13	60	13	260
	741		26	24	94		7	69	9	229
	742		9	1	144		3	74	22	253
	743		41	4	103		38	85	14	285
	744	8	46	2	102			13	17	188
	745		24		28		8	90	5	155
	746		29	2	43			50	46	170
	747	11	24	5	111			123	13	287
	748		57	5	123		3	115	34	337
	751		14	8	25		12	43	8	110
Capitol Ltd	29	66	604	306	1,224	9	5,362	915	1,411	9,897
	30	55	704	309	1,261		5,183	634	2,538	10,684
Cardinal	50	202	538	93	1,037		1,893	504	456	4,723
	51	6	444	108	1,041		2,339	502	486	4,926
Carl Sandburg / Illinois Zephyr	380	194	163	47	382		803	80	217	1,886
	381	247	126	70	317		572	98	156	1,586
	382	84	186	154	427		997	20	280	2,148
	383	326	177	13	334		1,087	135	149	2,221
Carolinian	79	5	542	192	963		872	1,441	424	4,439
	80	149	680	113	881		1,304	1,671	571	5,369
Cascades	500	8	399	142	1,249		1,398	435	316	3,947
	503	55	477	273	1,196		1,163	534	252	3,950
	504	74	348	58	605		444	247	394	2,170
	505	29	608	48	1,443		1,187	968	276	4,559
	507	18	200		698		376	410	545	2,247
	508		654	62	1,018		1,173	1,228	410	4,545
	516	11	47	5	91		46	8	18	226
	519	32	20		103		185	35	7	382
City Of New Orleans	58	60	891	388	1,941		1,731	703	659	6,373
	59	24	571	291	1,672		2,248	515	561	5,882
	1058	1	16		62		23	14	13	129
	1059		173	7	256		583	151	96	1,266
Coast Starlight	11	563	5,891	542	3,214	40	5,812	3,719	549	20,330
	14	250	5,728	605	3,084	9	4,630	4,112	596	19,014
Crescent	19	95	1,296	118	1,033		6,061	1,329	879	10,811
	20	72	1,958	96	980		4,391	1,034	839	9,370
Downeaster	680	82	114	5	109		2		43	355
	681	54	170	61	159		27	609	51	1,131

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Downeaster	682	128	155	34	237		5	46	44	**649**
	683	52	240	38	268		78	533	33	**1,242**
	684	66	166	71	117		50	189	7	**666**
	685	148	145	25	98		227	196	24	**863**
	686	159	188	104	211		66	298	19	**1,045**
	687	109	187	10	142		51	230	13	**742**
	688	63	90	33	79		12	399	6	**682**
	689	9	14		29		131	28		**211**
	690		57		49	5			5	**116**
	691		92		51	21	23	182	3	**372**
	692	16	70		52	29		23		**190**
	693	10	74		50	8	49	250	27	**468**
	694	51	141		48	34	159	71	62	**566**
	695	21	71		45	23	29	99	63	**351**
	696	52	175		77	0	26	180	38	**548**
	697	99	169	6	68	0	32	172	12	**558**
	698	38	62		24		10	205	32	**371**
	699	2	10	4	19		18			**53**
	1689	20	93	37	37	0	3		7	**197**
Empire Builder	7	269	651	235	2,483	442	7,086	1,193	492	**12,851**
	8	396	779	646	2,826	471	8,595	1,020	417	**15,150**
	27		194	448	625	17	1,608	96	237	**3,225**
	28		331	531	625	24	1,767	60	96	**3,434**
Ethan Allen Express	290	566	263	143	1,012		111	30	86	**2,211**
	291	532	213	101	464		27	23	120	**1,480**
Heartland Flyer	821		99	115	2,451		1,740		3	**4,408**
	822		161	17	2,118		2,436			**4,732**
Hiawatha	329	81	21	9	75				14	**200**
	330	441	26	3	27		11	3		**511**
	331	115	47	48	58		4	20	2	**294**
	332	88	54	62	61		46	24	48	**383**
	333	447	68	22	59		11	27	4	**638**
	334	99	80	37	36		87	47	54	**440**
	335	463	31	41	23		39	12	1	**610**
	336	112	161	91	72		93	24	25	**578**
	337	74	36	54	64		30	146	3	**407**
	338	278	60	39	53		71	128	45	**674**
	339	542	30		50		13	21	8	**664**
	340	301	139		35		50		34	**559**
	341	205	42	3	49		21	21		**341**
	342	106	41	2	43		40	2	42	**276**
	343	15			26		5		16	**62**
Illini / Saluki	390	56	286	112	961		752	19	69	**2,255**
	393	83	235	66	1,048	3	459	90	46	**2,030**

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Lake Shore Ltd	48	504	414	495	725		3,561	849	1,596	**8,144**
	49	455	525	175	1,056		4,097	701	896	**7,905**
	448	941	202	70	199		904	270	221	**2,807**
	449	657	196	53	92		614	366	43	**2,021**
Lincoln / Missouri	318	24	793	674	1,623	130	5,155	1,508	221	**10,128**
	319		681	255	1,498	181	4,725	2,063	719	**10,122**
Lincoln Service	300	5	178	89	214	8	1,379	198	148	**2,219**
	301	40	444	26	236	297	1,492	959	167	**3,661**
	302		369	103	294	36	1,651	503	119	**3,075**
	305	24	385	98	162	98	908	615	205	**2,495**
	306	10	409	17	139	106	1,540	1,140	195	**3,556**
	307		366	61	230	14	1,534	902	201	**3,308**
Maple Leaf	63	303	147	143	427		1,367	166	622	**3,175**
	64	372	169	76	334		1,684	153	767	**3,555**
Missouri	311		116	207	1,405		1,786	502	129	**4,145**
	316		88	23	745	29	2,629	283	155	**3,952**
New York - Albany	230	39	31						10	**80**
	232	198	15		52				53	**318**
	233	499		20	28			10	385	**942**
	234	58			15				151	**224**
	236	71		103	62			4	99	**339**
	237	151	2		111		19		51	**334**
	238	429	46	75	114			14	92	**770**
	239	791	29		80				35	**935**
	241	147	10		64				55	**276**
	243	41		12	42				17	**112**
	244	596	20	73	68			18	33	**808**
	250	82	4	22	35			14	19	**176**
	253	178	5		20				57	**260**
	256	92	4		11			5	25	**137**
	259	121	4	11	19				5	**160**
	260	276	10		13			12	14	**325**

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
New York - Albany	261	30			54	4		8		13	**109**
New York - Niagara Falls	280	528	61		160	454		610	118	536	**2,467**
	281	678	45		35	374		1,801	307	586	**3,826**
	283	675	123		132	390		1,688	100	575	**3,683**
	284	678	148		365	429		1,091	164	419	**3,294**
On Spine Northeast Regional	132	63				26					**89**
	135	133				101				8	**242**
	137	478	2			185			4	8	**677**
	139	31				83					**114**
	140	71				193					**264**
	141	295			8	354			13		**670**
	148	232	39			361				6	**638**
	149	42			7	77			4		**130**
	150	39	4			139					**182**
	152	81			28	43				4	**156**
	154	31	20		9	100					**160**
	160	9				97					**106**
	161	54			75	185	9			49	**372**
	162	28	6		86	264				3	**387**
	163	11	14		2	182				2	**211**
	165	56	2			82					**140**
	166	9				150					**159**
	167					97					**97**
	168	64				40					**104**
	169	48				155		16		5	**224**
	172	271	52		21	420				10	**774**
	173	265	6	10	99	444	9		2	20	**855**
	175	545			2	397			4	40	**988**
	178	161				137				3	**301**
	179	288			9	260			6	11	**574**
	184	423	62			321			12	35	**853**
	190	312	4			238				16	**570**
Pacific Surfliner	562	406	294		10	153		59	569	22	**1,513**
	564	483	156		16	203		111	371	22	**1,362**
	567	401	474		166	241		39	366	136	**1,823**
	568	3	2		2			9	23	13	**52**
	572	331	368		160	288		62	261	124	**1,594**
	573	475	217		60	152		84	333	15	**1,336**
	580	373	206		138	231		36	572	121	**1,677**
	581	812	404		5	226		80	155	51	**1,733**
	583	461	189		66	258		100	418	14	**1,506**
	586	287	224		10	169		137	790	33	**1,650**
	588	239	258		15	258		128	586	24	**1,508**

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Pacific Surfliner	589	54	2		7				33		96
	591	584	222		132	158		112	350	17	1,575
	594	52	300		113	259		138	64	89	1,015
	595	30	174		155	287		283	164	44	1,137
	761	511	2,334		113	393		39	1,022	115	4,527
	765	608	1,916		209	266		107	596	133	3,835
	770	457	2,104		70	229		42	511	259	3,672
	774	347	2,585		119	404		53	833	32	4,373
	777	176	2,550		30	337		126	2,618	48	5,885
	784	1,197	1,880		39	220	4	253	650	105	4,348
	785	1,123	1,641		75	218		123	915	132	4,227
	794	303	2,457		129	101		31	1,030	49	4,100
Palmetto	89		519		640	1,243		2,418	1,188	152	6,160
	90	180	298		267	868		2,560	1,138	111	5,422
Pennsylvanian	42		182		200	350		1,553	5	560	2,850
	43		199		48	151		1,529	4	452	2,383
Pere Marquette	370		215			128		558	115	22	1,038
	371	25	147		117	95		685	181	71	1,321
Piedmont	73		137		29	159		660	151	27	1,163
	74		194		20	128		529	119	72	1,062
	75		183		36	126		254	409	13	1,021
	76		240		7	159		315	449	74	1,244
	77		217		25	235		567	125	70	1,239
	78		214		5	187		227	192	142	967
Richmond / Newport News / Norfolk	65	18	98		17	248		242	57	136	816
	67	189	135	17	163	392		375	105	293	1,669
	82	18	22		20	148		190	19	32	449
	84		239		50	223		257	122	207	1,098
	85	491	137		262	684	10	186	123	251	2,144
	86	414	67		64	506		97	31	130	1,309
	87	57	110		154	196		56	42	177	792
	88	65	72		23	196		209	72	70	707
	93	954	296	9	194	610		429	80	294	2,866
	94	314	328		51	547		225	63	409	1,937
	95	894	225		23	490		718	275	397	3,022
	96	17	16		7	129	6	37	118	27	357
	99	104	87		131	297		74	15	98	806
	124		19			59		109	232	40	459
	125	499	187		32	375		267	520	266	2,146
	138	57	438		54	214		278	484	205	1,730
	153		59		15	61		217	181	76	609
	157	35	52		49	114		68	64	60	442
	158	3	214		2	46		235	102	73	675
	164	87	14		72	176		119	8	49	525
	174	182	128		50	809		539	99	328	2,135
	185	21	184		102	358		210	286	220	1,381
	186	59	106		104	384		415	355	149	1,572
	194	20	31			117		33	77	118	396
	195	119	43		78	155		97	192	73	757
Roanoke	66	179	318		33	446	6	704	518	152	2,356
	145		12			22		49	112	10	205
	147	59	30		64	158		107	39	11	468
	151	87	131		33	150	4	390	361	40	1,196
	156		82		3	29		146	67	21	348
	171	705	177		65	816		645	322	89	2,819
	176	330	165		52	467	6	256	392	26	1,694
San Joaquins	702	22	173		90	618		2,009	544	30	3,486
	703		325		135	372		1,954	880	12	3,678
	710		309		107	476	125	1,127	1,311	15	3,470
	711		282		113	322	113	919	989	60	2,798

U.S. Department of Transportation
Federal Railroad Administration

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
San Joaquins	712		276	89	486		1,026	1,006	23	**2,906**
	713		286	89	400		959	1,405	147	**3,286**
	714		312	181	425		1,071	1,498	131	**3,618**
	715		316	51	373		694	1,599	122	**3,155**
	716		380	155	409		880	1,408	105	**3,337**
	717		450	111	302		765	1,332	35	**2,995**
	718		234	71	288		878	1,097	50	**2,618**
	719		213	22	333		832	1,427	56	**2,883**
Silver Star	91	1,300	1,027	295	3,864		3,253	2,060	684	**12,483**
	92	644	1,313	549	3,535		2,898	2,610	837	**12,386**
Southwest Chief	3	1,875	3,561	383	2,963		10,046	2,485	1,243	**22,556**
	4	1,120	4,122	833	2,704		9,379	2,638	1,254	**22,050**
Springfield Shuttles	400		22		70		6		3	**101**
	461		18		72		7	4	20	**121**
	471		5	4	230		3		22	**264**
	478	6	42		14		166	14	10	**252**
	488		16		57		6			**79**
	494		12		94		68			**174**
	495		57		7		103	2	16	**185**
	499		47		44		23			**114**
Sunset Ltd	1	73	1,549	124	2,651	35	11,516	271	1,282	**17,501**
	2	35	1,402	215	2,319	8	11,187	229	1,813	**17,208**
Texas Eagle	21	46	1,424	487	7,520	301	20,074	1,361	826	**32,039**
	22	211	1,174	421	7,137	466	10,418	1,401	964	**22,192**
Vermonter	54	52	45	77	1,067		5	9	26	**1,281**
	55	186	113	38	3,029		45	128	43	**3,582**
	56	167	203	78	3,017		157	14	68	**3,704**
	57	106	46	2	949		38	4	11	**1,156**
Wolverine	350		172	226	459		512	1,084	89	**2,542**
	351		269	475	894		527	80	152	**2,397**
	352		260	383	887		1,490	708	189	**3,917**
	353	3	290	511	859		730	291	213	**2,897**
	354		626	389	693		939	287	77	**3,011**
	355		167	266	584		269	724	101	**2,111**

Table 26: Third-Party Responsible Train Delay Minutes

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Acela Express	2103					4		3	3	**10**
	2106	28	21	42		12	11	2	11	**127**
	2121		39	3	12	11			319	**384**
	2122		2			43	261		264	**570**
	2126		6		4	37	33	21	306	**407**
	2150	7	4	12	2	14			41	**80**
	2151	11	17	4	103	71	38	2	13	**259**
	2152	13	3	11	21	20		10	71	**149**
	2153	38	27	28	391	12	13	4	17	**530**
	2154	4	106	24	27	27			69	**257**
	2155	8	135	34	20	20	31		145	**393**
	2159	36	78	42	328	26			188	**698**
	2160	23	25	27	102	105	26		154	**462**
	2163	15	178	11	283	46	157		374	**1,064**
	2164	15	313	20	20	29	65		313	**775**
	2167	7	72		450	58	30		312	**929**
	2168	6	115		40	144	20		337	**662**
	2169	8	28		391	190	61		274	**952**
	2170	5	63	21		78	31		246	**444**
	2172	12	6	29	109	16	33		244	**449**
	2173		15		248	125	6	6	143	**543**
	2190		4		22	5	3		18	**52**
	2193		7	13	10	52	15	6	148	**251**
	2203	22				5			18	**45**
	2205					4			4	**8**
	2213				3	8			30	**41**
	2218					6			19	**25**
	2222		40	38		7				**85**
	2224		18			10				**28**
	2248			13		12			37	**62**
	2249			1	34	13			3	**51**
	2250				1	12	6		19	**38**
	2251			9	23	8	3		93	**136**
	2252			22	6	38			94	**160**
	2253		85	40	94	4			67	**290**

Route	Train	DBS	MBO	NOD	POL	TRS	WTR	Total
Acela Express	2254	3		27	22		88	**140**
	2255			17	9		27	**53**
	2256			13	81		41	**135**
	2257			44	19		28	**91**
	2259			43	120	45	20	**228**
Auto Train	52	71			441	154	320	**986**
	53	14		808	422	18	847	**2,109**
Berkshire Flyer	1235						12	**12**
	1244			34			17	**51**
	1245						22	**22**
Blue Water	364	20	144	736	66	49	296	**1,311**
	365		39	1,707	28	15	25	**1,814**
California Zephyr	5	589	159	564	467	1,114	4,237	**7,130**
	6	158	137	1,163	375	1,030	3,677	**6,540**
	1006			7				**7**
Capitol Corridor	521		32	204	137	183		**556**
	522		6	68		27		**101**
	523			99	2	95		**196**
	524	10	41	47	25	35		**158**
	525		2	35		5		**42**
	527		22	273	31	14		**340**
	528		125	80	88	155		**448**
	531		50	29	203	265		**547**
	532		54	245	57	4	7	**367**
	534	29	84	17	104	13	17	**264**
	536	4	74	96	124	4	28	**330**
	538	11	11	163	173	192	6	**556**
	540	7	33	27	33			**100**
	541	2	182	4	337	386		**911**
	542	3	23	47	181	205		**459**
	543		42	15	7	88		**152**
	545		81	26	120	14		**241**
	546	16	73	23	12	32		**156**

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Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Capitol Corridor	547			37	31	236	10	27	**341**
	548			30	61		9		**100**
	549				12	22	31		**65**
	551			20	35	28	75		**158**
	720			58	19		2		**79**
	723		3		27		3		**33**
	724			63	24	13	11		**111**
	727			72	23	27			**122**
	728			35	3				**38**
	729				50	2	37		**89**
	732			8	32		66	22	**128**
	736			4	12	8	12	31	**67**
	737			83	19		3		**105**
	741			48	6		15	4	**73**
	742			3	17	93	29	2	**144**
	743			84	2	40	65	6	**197**
	744				43		30	2	**75**
	745				4	20	6		**30**
	746		7	17	4	2	158		**188**
	747				2	46	260		**308**
	748			18	21	166	77		**282**
	751		2	9	5		42		**58**
Capitol Ltd	29		207	43	1,254	248	490	643	**2,885**
	30		160	11	376	111	71	517	**1,246**
Cardinal	50		199		946	110	120	739	**2,114**
	51	3	167	8	482	110	207	580	**1,557**
Carl Sandburg / Illinois Zephyr	380				126		34	27	**187**
	381				255	6	52	9	**322**
	382				111	14	17	49	**191**
	383				76	36	18	160	**290**
Carolinian	79		110		809	130	227	1,503	**2,779**
	80		56		376	165	337	1,932	**2,866**
Cascades	500			123	277	343	56		**799**
	503		29	138	151	31	121	516	**986**
	504			96	5	64	96	14	**275**

Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	WTR	Total
Cascades	505			26	207	49	473	89	475	**1,319**
	507				68		142	256	20	**486**
	508				111	127	712	268	553	**1,771**
	516				20					**20**
	519		10		68	10				**88**
City Of New Orleans	58			15	5	1,172	182	54	655	**2,083**
	59			92		1,056	156	23	445	**1,772**
	1058					139			26	**165**
	1059					321			4	**325**
Coast Starlight	11			113	222	2,907	751	590	1,407	**5,990**
	14			78	177	756	1,050	950	838	**3,849**
Crescent	19	2		22	33	2,416	325	137	454	**3,389**
	20			44	5	2,929	200	316	412	**3,906**
Downeaster	680					263			2	**265**
	681					85		4	3	**92**
	682					32	4	10		**46**
	683					55			148	**203**
	684					25	7	32	44	**108**
	685			14		186	9	3	82	**294**
	686					22	64		174	**260**
	687					62	5		25	**92**
	688					177			17	**194**
	689					323			2	**325**
	690			3		138			1	**142**
	691					101				**101**
	692				7	33				**40**
	693					53			67	**120**
	694					7			25	**32**
	695					65			57	**122**
	696				3	7			79	**89**
	697					16			7	**23**
	698			8	3	8	35	3	15	**72**
	699					128	9		7	**144**
	1689			4		479	87	6	9	**585**
Empire Builder	7			60	114	7,010	69	342	644	**8,239**

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Empire Builder	8		32	24	3,860	161	386		788	**5,251**
	27			155	70	84			105	**414**
	28			205	29	159	165		146	**704**
Ethan Allen Express	290		5	5	1,352	28	25		36	**1,451**
	291				471	30			37	**538**
Heartland Flyer	821		1		18		239		82	**340**
	822					24	4		101	**129**
Hiawatha	329		18							**18**
	330				344					**344**
	331			5	5		5		2	**17**
	332					6				**6**
	333				2		16			**18**
	334						70		7	**77**
	335				13		1		43	**57**
	336								31	**31**
	337				3		7			**10**
	338					28				**28**
	339				64	12	22			**98**
	340		3			4	131		6	**144**
	341				5	3			5	**13**
	342					29	2		3	**34**
Illini / Saluki	390			9	49	90	19		199	**366**
	393		115	9	19	171	178		296	**788**
Keystone	600		8				47	19		**74**
	605							6	7	**13**
	609	27		40					62	**129**
	610								16	**16**
	611					16			23	**39**
	612					56				**56**
	619					33				**33**
	620	5	3				44		17	**69**
	622	3				16				**19**

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Keystone	639				2	16	8			**26**
	640								48	**48**
	641	5						8	6	**19**
	642							15	30	**45**
	643	19					70	4	14	**107**
	644	10		35			19		18	**82**
	645	11		15					58	**84**
	647	8		5			104		144	**261**
	648	49		22		19	17		40	**147**
	649	31		11		9	193		44	**288**
	650	15		10				7	61	**93**
	651	2				8	79		17	**106**
	652	14	6	12		6	22		102	**162**
	653					141	46		65	**252**
	654	9				117	99		82	**307**
	656		5			63	87		37	**192**
	657		21			110	25	7	5	**168**
	658						109			**109**
	660			21		18	7		4	**50**
	661								8	**8**
	662					13			11	**24**
	663	13				8			28	**49**
	664			3		31			2	**36**
	665			15		13			3	**31**
	666	5	16			5			13	**39**
	667			4		9			2	**15**
	669	10					67		10	**87**
	670					4				**4**
	671					7				**7**
	672					12				**12**
Lake Shore Ltd	48		18	44	2,054	175	92		413	**2,796**
	49		40	60	1,582	307	16		90	**2,095**

Route	Train	CUI	DBS	MBO	NOD	POL	TRS	WTR	Total
Lake Shore Ltd	448				16			278	**294**
	449				266			380	**646**
Lincoln / Missouri	318		2	3	200	293	40	445	**983**
	319		155		434	346	191	290	**1,416**
Lincoln Service	300			17	432	76		127	**652**
	301				571		21	161	**753**
	302				1,089	5	205	190	**1,489**
	305			10	216	29	296	215	**766**
	306			2	679	191	6	185	**1,063**
	307			10	304		143	139	**596**
Maple Leaf	63	20	13		1,731	166	12	328	**2,270**
	64	306	72		926	100	46	824	**2,274**
Missouri	311		12		48	174	15	307	**556**
	316		270		70	6	111	303	**760**
New York - Albany	232				16	9			**25**
	233		18		9	5	13		**45**
	234				81				**81**
	236					15		4	**19**
	237			2	103		18	37	**160**
	238						4	3	**7**
	239		5		56	13	9	6	**89**
	241		90		75	3	8	23	**199**
	243				62	13		117	**192**
	244				43			50	**93**
	250				1	13	4	2	**20**
	253				7			8	**15**
	259		34		31		27		**92**
	260		3		8		4		**15**
	261		2		14			3	**19**
New York - Niagara Falls	280				1,374	41	187	14	**1,616**
	281		23		141	97	39	794	**1,094**
	283		189		72	195	45	458	**959**
	284		73		1,193	14	22	35	**1,337**

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
On Spine Northeast Regional	122			26		33			2	61
	126		40	81		12			3	136
	129	5	4		16		88		372	485
	132	2		4	19	18			55	98
	134								24	24
	135				103	51			34	188
	137	8	27	34	61	225	48		191	594
	139				21				10	31
	140			2	26	61		8	121	218
	141	2		18	66	207	50		104	447
	146				5	6			15	26
	148	3	47		149	126	58	16	505	904
	149					5			35	40
	150			16	56	5			29	106
	152			5	6	19			21	51
	154		17	6		3			7	33
	155		21			14				35
	159				17	8			19	44
	160			2	5	14			13	34
	161		5	42	23	30	9		42	151
	162	9			6	44	12		71	142
	163			9	16	25			27	77
	165				5	59			57	121
	166		40			29			23	92
	167				83	19				102
	168			10	10	54			58	132
	169			3	81	28			30	142
	172	26	291	133	3	71	49	7	32	612
	173	4	308	13	132	68	106		450	1,081
	175		50	12	1	238	20	5	279	605
	178				291	198	14	12	144	659
	179		83		201	107	7		158	556

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
On Spine Northeast Regional	180		3			6		11	8	**28**
	182	16	8			18	18		41	**101**
	183	6	59					3	16	**84**
	184	9	137	68	138	133	73		211	**769**
	189								7	**7**
	190	14	10	36	320	11			47	**438**
	192				3				2	**5**
	193		201		14	196	80		239	**730**
	196		7	7		72	150		601	**837**
Pacific Surfliner	562				469	46	13			**528**
	564				351		18			**369**
	567		21		78	29	297		10	**435**
	568				8					**8**
	572				97	8	65			**170**
	573				411	48	43			**502**
	580				113	66	45		2	**226**
	581		13		164	15	143		8	**343**
	583		36		246	9	22		5	**318**
	586				118	8	5			**131**
	588		3		273	114	4			**394**
	589				67					**67**
	591		40		219	122	280			**661**
	594				452	228	296			**976**
	595				468	320	119			**907**
	761		8		1,326	276	64			**1,674**
	765		13		315	64	108		3	**503**
	770				415	13	73		3	**504**
	774				650	281	56			**987**
	777		2		609	297	184		21	**1,113**
	784				735	77	76		45	**933**
	785		19		503	243	89			**854**
	794		50		113	208	106			**477**
Palmetto	89		9	12	1,235	48	362		1,415	**3,081**
	90		15		436	90	67	4	1,972	**2,584**
Pennsylvanian	42	15		19	10	50	9		94	**197**

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Pennsylvanian	43	14	63	29	33	49	10		172	**370**
Pere Marquette	370		14	19	73		121		145	**372**
	371		81	32	279	303	4		77	**776**
Piedmont	73				89		91		18	**198**
	74				137	35			14	**186**
	75				157	69			7	**233**
	76		29		148	33	88		62	**360**
	77		18		30	13			109	**170**
	78		5		133	27	2		176	**343**
Richmond / Newport News / Norfolk	65				213	38	5		13	**269**
	67		22		887	46	8	3	24	**990**
	82			14	70	11			44	**139**
	84	5	233	7	787	36	17		146	**1,231**
	85	37	7	56	112	147	188		1,019	**1,566**
	86	37	160	32	349	140	33		112	**863**
	87		18	51	24	83	58		92	**326**
	88				176	34	34		63	**307**
	93	12	38	15	510	21	27		954	**1,577**
	94	9	56	8	376	110	82		453	**1,094**
	95	10	374	33	211	32	26		1,179	**1,865**
	96			4	36	15			24	**79**
	99		2	15	13	18	6		233	**287**
	124	5	11		186	64			183	**449**
	125	15	188	8	282	159			967	**1,619**
	138		14	3	133	37	130		1,327	**1,644**
	153	17		8	4	7			141	**177**
	157				20	38			172	**230**
	158	5	24	1	73	41			184	**328**
	164		7	6	252	64			66	**395**
	174	58	123	26	271	162	103		152	**895**
	185		15	14	114	24	12		647	**826**
	186				307	126	212	3	789	**1,437**
	194			16	60	24			38	**138**
	195			9	62	62			284	**417**
Roanoke	66		12	3	735	147	216		187	**1,300**

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Roanoke	145				49		2		46	**97**
	147				93	35			92	**220**
	151				533	13	172		56	**774**
	156	8			39	24	1		76	**148**
	171	19	431	68	389	74	86		334	**1,401**
	176	27	238	17	286	112	59		300	**1,039**
San Joaquins	702				520	160	343			**1,023**
	703				363	298	7			**668**
	710				682	162	32			**876**
	711		38		1,209	149	297			**1,693**
	712				799	217	239		10	**1,265**
	713				449	230	423		13	**1,115**
	714			7	589	131	232		4	**963**
	715		9	4	312	408	207			**940**
	716		8		603	326	127		24	**1,088**
	717				410	370	328			**1,108**
	718		4		495	149	291			**939**
	719				379	231	215		17	**842**
Silver Star	91	12	318	22	165	272	149	5	1,374	**2,317**
	92	6	172	29	461	589	279		2,172	**3,708**
Southwest Chief	3		138	149	1,007	648	259		1,318	**3,519**
	4		82	142	1,090	450	564		1,379	**3,707**
Springfield Shuttles	400				92					**92**
	405					44			3	**47**
	409					15			29	**44**
	412					9	7	9	6	**31**
	416								1	**1**
	417					92			9	**101**
	432					21			11	**32**
	450					13			18	**31**
	451					66			5	**71**
	458					21			4	**25**
	460					19				**19**
	461				110	29			19	**158**
	463					102			14	**116**

Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Springfield Shuttles	464						37			46	**83**
	465									5	**5**
	467						5			17	**22**
	470						29			7	**36**
	471					336	24			15	**375**
	473			15			37			7	**59**
	474						52			13	**65**
	475						130			22	**152**
	476						110			30	**140**
	478					98	82	9	38	116	**343**
	479						19			88	**107**
	488					153	22			50	**225**
	490						31			6	**37**
	494					224	56		11	133	**424**
	495					254	40			34	**328**
	497						11			20	**31**
	499					163				14	**177**
Sunset Ltd	1		10	44	22	355	202	110		681	**1,424**
	2		65	126	97	236	198	306		429	**1,457**
Texas Eagle	21			223	25	1,930	188	361		541	**3,268**
	22			160	37	1,091	254	222		1,245	**3,009**
Vermonter	54				19	137	81	62	6	122	**427**
	55			85	17	274	144	61		176	**757**
	56	11		290	33	286	88	19		271	**998**
	57			4		31	121	85	3	112	**356**
Wolverine	350				18	438	42	11		7	**516**
	351			124	43			45		53	**265**
	352			74	72	286	37	240		51	**760**
	353			14	13	28	2	564		12	**633**
	354				73	279		12		38	**402**
	355			69	14		50	173		39	**345**

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Appendix 3: Schedule Certification Status

Table 27: Schedule Certification Status by Service, Train, and Host

Service	Train	Host	Status	Route	Train	Host	Status
Acela	2100	Amtrak	Certified	Acela	2166	Amtrak	Certified
	2103	Amtrak	Certified			MNRR	Certified
	2104	Amtrak	Certified		2167	Amtrak	Certified
	2107	Amtrak	Certified			MNRR	Certified
	2109	Amtrak	Certified		2168	Amtrak	Certified
	2110	Amtrak	Certified			MNRR	Certified
	2117	Amtrak	Certified		2169	Amtrak	Certified
	2119	Amtrak	Certified			MNRR	Certified
	2121	Amtrak	Certified		2170	Amtrak	Certified
	2122	Amtrak	Certified			MNRR	Certified
	2124	Amtrak	Certified		2171	Amtrak	Certified
	2126	Amtrak	Certified			MNRR	Uncertified
	2128	Amtrak	Certified		2172	Amtrak	Certified
	2150	Amtrak	Certified			MNRR	Certified
		MNRR	Certified		2173	Amtrak	Certified
	2151	Amtrak	Certified			MNRR	Certified
		MNRR	Certified		2175	Amtrak	Certified
	2153	Amtrak	Certified			MNRR	Uncertified
		MNRR	Certified		2190	Amtrak	Certified
	2154	Amtrak	Certified			MNRR	Certified
		MNRR	Certified		2203	Amtrak	Certified
	2155	Amtrak	Certified		2205	Amtrak	Certified
		MNRR	Certified		2208	Amtrak	Certified
	2158	Amtrak	Certified		2213	Amtrak	Certified
		MNRR	Certified		2215	Amtrak	Certified
	2159	Amtrak	Certified		2218	Amtrak	Certified
		MNRR	Certified		2222	Amtrak	Certified
	2160	Amtrak	Certified		2224	Amtrak	Certified
		MNRR	Certified		2228	Amtrak	Certified
	2163	Amtrak	Certified		2248	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	2164	Amtrak	Certified		2249	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	2165	Amtrak	Certified		2250	Amtrak	Certified
		MNRR	Certified			MNRR	Certified

Service	Train	Host	Status
Acela	2251	Amtrak	Certified
		MNRR	Certified
	2252	Amtrak	Certified
		MNRR	Certified
	2253	Amtrak	Certified
		MNRR	Certified
	2254	Amtrak	Certified
		MNRR	Certified
	2255	Amtrak	Certified
		MNRR	Certified
	2256	Amtrak	Certified
		MNRR	Certified
	2257	Amtrak	Certified
		MNRR	Certified
	2258	Amtrak	Certified
		MNRR	Uncertified
	2259	Amtrak	Certified
		MNRR	Certified
	2260	Amtrak	Certified
		MNRR	Uncertified
	2261	Amtrak	Certified
		MNRR	Uncertified
	2275	Amtrak	Certified
		MNRR	Uncertified
	2290	Amtrak	Certified
		MNRR	Uncertified
	2401	Amtrak	Certified
	2402	Amtrak	Certified
Adirondack	68	Amtrak	Certified
		CN	Disputed
		CP-DH	Certified
		MNRR	Uncertified
	69	Amtrak	Certified
		CN	Disputed
		CP-DH	Certified

Route	Train	Host	Status
Adirondack	69	MNRR	Uncertified
Auto Train	52	CSX	Certified
		FR	Certified
	53	CSX	Certified
		FR	Certified
Blue Water	364	Amtrak	Certified
		CN-IC	Certified
		MIDOT	Certified
		NS	Disputed
	365	Amtrak	Certified
		CN-IC	Certified
		MIDOT	Certified
		NS	Disputed
California Zephyr	5	Amtrak	Certified
		BNSF	Certified
		UP	Disputed
	6	Amtrak	Certified
		BNSF	Certified
		UP	Disputed
Capitol Corridor	520	UP	Certified
	521	UP	Certified
	522	UP	Certified
	523	UP	Certified
	524	UP	Certified
	525	UP	Certified
	526	UP	Certified
	527	UP	Certified
	528	UP	Certified
	529	UP	Certified
	530	UP	Certified
	531	UP	Certified
	532	UP	Certified
	534	UP	Certified
	535	UP	Certified
	536	UP	Certified

Service	Train	Host	Status
Capitol Corridor	537	UP	Certified
	538	UP	Certified
	540	UP	Certified
	541	UP	Certified
	542	UP	Certified
	543	UP	Certified
	544	UP	Certified
	545	UP	Certified
	546	UP	Certified
	547	UP	Certified
	548	UP	Certified
	549	UP	Certified
	551	UP	Certified
	553	UP	Certified
	720	UP	Certified
	723	UP	Certified
	724	UP	Certified
	727	UP	Certified
	728	UP	Certified
	729	UP	Certified
	732	UP	Certified
	733	UP	Certified
	734	UP	Certified
	736	UP	Certified
	737	UP	Certified
	738	UP	Certified
	741	UP	Certified
	742	UP	Certified
	743	UP	Certified
	744	UP	Certified
	745	UP	Certified
	746	UP	Certified
	747	UP	Certified
	748	UP	Certified
	749	UP	Certified

Route	Train	Host	Status
Capitol Corridor	751	UP	Certified
Capitol Limited	29	Amtrak	Certified
		CSX	Certified
		NS	Disputed
	30	Amtrak	Certified
		CSX	Certified
		NS	Disputed
Cardinal	50	Amtrak	Certified
		BBrRR	Certified
		CSX	Certified
		Metra	Certified
		NS	Disputed
		UP	Certified
	51	Amtrak	Certified
		BBrRR	Certified
		CSX	Certified
		Metra	Certified
		NS	Disputed
		UP	Certified
Carl Sandburg / Illinois Zephyr	380	Amtrak	Certified
		BNSF	Certified
	381	Amtrak	Certified
		BNSF	Certified
	382	Amtrak	Certified
		BNSF	Certified
	383	Amtrak	Certified
		BNSF	Certified
Carolinian	79	Amtrak	Certified
		CSX	Certified
		NS	Certified
	80	Amtrak	Certified
		CSX	Certified
		NS	Certified
Cascades	500	BNSF	Certified
		UP	Certified

Service	Train	Host	Status
Cascades	503	BNSF	Certified
		UP	Certified
	504	BNSF	Certified
	505	BNSF	Certified
		UP	Certified
	507	BNSF	Certified
	508	BNSF	Certified
		UP	Certified
	516	BNSF	Disputed
	517	BNSF	Disputed
	518	BNSF	Disputed
	519	BNSF	Disputed
City Of New Orleans	58	Amtrak	Certified
		CN-IC	Disputed
	59	Amtrak	Certified
		CN-IC	Disputed
Coast Starlight	11	BNSF	Certified
		SCRRA	Certified
		UP	Certified
	14	BNSF	Certified
		SCRRA	Certified
		UP	Certified
Crescent	19	Amtrak	Certified
		CSX	Certified
		NS	Certified
	20	Amtrak	Certified
		CSX	Certified
		NS	Certified
Downeaster	680	MBTA	Certified
		PanAm	Certified
	681	MBTA	Certified
		PanAm	Certified
	682	MBTA	Certified
		PanAm	Certified
	683	MBTA	Certified

Route	Train	Host	Status
Downeaster	683	PanAm	Certified
	684	MBTA	Certified
		PanAm	Certified
	685	MBTA	Certified
		PanAm	Certified
	686	MBTA	Certified
		PanAm	Certified
	687	MBTA	Certified
		PanAm	Certified
	688	MBTA	Certified
		PanAm	Certified
	689	MBTA	Certified
		PanAm	Certified
	690	MBTA	Certified
		PanAm	Certified
	691	MBTA	Certified
		PanAm	Certified
	692	MBTA	Certified
		PanAm	Certified
	693	MBTA	Certified
		PanAm	Certified
	694	MBTA	Certified
		PanAm	Certified
	695	MBTA	Certified
		PanAm	Certified
	696	MBTA	Certified
		PanAm	Certified
	697	MBTA	Certified
		PanAm	Certified
	698	MBTA	Certified
		PanAm	Certified
	699	MBTA	Certified
		PanAm	Certified
Empire Builder	7	Amtrak	Certified
		BNSF	Certified

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Service	Train	Host	Status
Empire Builder	7	CP-SOO	Certified
		Metra	Certified
	8	Amtrak	Certified
		BNSF	Certified
		CP-SOO	Certified
		Metra	Certified
	27	BNSF	Certified
	28	BNSF	Certified
Ethan Allen Express	290	Amtrak	Certified
		CP-DH	Certified
		MNRR	Certified
		VTR	Certified
	291	Amtrak	Certified
		CP-DH	Certified
		MNRR	Certified
		VTR	Certified
	292	Amtrak	Certified
		CP-DH	Certified
		MNRR	Certified
		VTR	Certified
	293	Amtrak	Certified
		CP-DH	Certified
		MNRR	Certified
		VTR	Certified
	295	Amtrak	Certified
		CP-DH	Certified
		MNRR	Certified
		VTR	Certified
	296	Amtrak	Certified
		CP-DH	Certified
		MNRR	Certified
		VTR	Certified
Heartland Flyer	821	BNSF	Certified
	822	BNSF	Certified

Route	Train	Host	Status
Hiawatha	329	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	330	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	331	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	332	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	333	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	334	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	335	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	336	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	337	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	338	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	339	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified
	340	Amtrak	Certified
		CP-SOO	Certified
		Metra	Certified

Service	Train	Host	Status	Route	Train	Host	Status
Hiawatha	341	Amtrak	Certified	Keystone	643	Amtrak	Certified
		CP-SOO	Certified		644	Amtrak	Certified
		Metra	Certified		645	Amtrak	Certified
	342	Amtrak	Certified		646	Amtrak	Certified
		CP-SOO	Certified		647	Amtrak	Certified
		Metra	Certified		648	Amtrak	Certified
	343	Amtrak	Certified		649	Amtrak	Certified
		CP-SOO	Certified		650	Amtrak	Certified
		Metra	Certified		651	Amtrak	Certified
Illini / Saluki	390	Amtrak	Certified		652	Amtrak	Certified
		CN-IC	Disputed		653	Amtrak	Certified
	391	Amtrak	Certified		654	Amtrak	Certified
		CN-IC	Disputed		655	Amtrak	Certified
	392	Amtrak	Certified		656	Amtrak	Certified
		CN-IC	Disputed		658	Amtrak	Certified
	393	Amtrak	Certified		660	Amtrak	Certified
		CN-IC	Disputed		661	Amtrak	Certified
Keystone	600	Amtrak	Certified		662	Amtrak	Certified
	601	Amtrak	Certified		663	Amtrak	Certified
	605	Amtrak	Certified		664	Amtrak	Certified
	607	Amtrak	Certified		665	Amtrak	Certified
	609	Amtrak	Certified		666	Amtrak	Certified
	610	Amtrak	Certified		667	Amtrak	Certified
	611	Amtrak	Certified		669	Amtrak	Certified
	612	Amtrak	Certified		670	Amtrak	Certified
	615	Amtrak	Certified		671	Amtrak	Certified
	618	Amtrak	Certified		672	Amtrak	Certified
	619	Amtrak	Certified		674	Amtrak	Certified
	620	Amtrak	Certified	Lake Shore Limited	48	Amtrak	Certified
	622	Amtrak	Certified			CSX	Certified
	637	Amtrak	Certified			MNRR	Certified
	639	Amtrak	Certified			NS	Disputed
	640	Amtrak	Certified		49	Amtrak	Certified
	641	Amtrak	Certified			CSX	Certified
	642	Amtrak	Certified			MNRR	Certified
						NS	Disputed

Service	Train	Host	Status
Lake Shore Limited	448	Amtrak	Certified
		CSX	Certified
		MBTA	Certified
	449	Amtrak	Certified
		CSX	Certified
		MBTA	Certified
Lincoln Service	300	Amtrak	Certified
		CN-IC	Certified
		UP	Certified
	301	Amtrak	Certified
		CN-IC	Certified
		UP	Certified
	302	Amtrak	Certified
		CN-IC	Certified
		UP	Certified
	303	Amtrak	Certified
		CN-IC	Certified
		UP	Certified
	304	Amtrak	Certified
		CN-IC	Certified
		UP	Certified
	305	Amtrak	Certified
		CN-IC	Certified
		UP	Certified
	306	Amtrak	Certified
		CN-IC	Certified
		UP	Certified
	307	Amtrak	Certified
		CN-IC	Certified
		UP	Certified
Maple Leaf	63	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	64	Amtrak	Certified
		CSX	Certified
		MNRR	Certified

Route	Train	Host	Status
Missouri	311	UP	Certified
	313	UP	Certified
	314	UP	Certified
	316	UP	Certified
New York - Albany	230	Amtrak	Certified
		MNRR	Uncertified
	232	Amtrak	Certified
		MNRR	Certified
	233	Amtrak	Certified
		MNRR	Certified
	234	Amtrak	Certified
		MNRR	Certified
	235	Amtrak	Certified
		MNRR	Uncertified
	236	Amtrak	Certified
		MNRR	Certified
	237	Amtrak	Certified
		MNRR	Certified
	238	Amtrak	Certified
		MNRR	Certified
	239	Amtrak	Certified
		MNRR	Certified
	241	Amtrak	Certified
		MNRR	Certified
	242	Amtrak	Certified
		MNRR	Uncertified
	243	Amtrak	Certified
		MNRR	Certified
	244	Amtrak	Certified
		MNRR	Certified
	245	Amtrak	Certified
		MNRR	Uncertified
	250	Amtrak	Certified
		MNRR	Certified

Service	Train	Host	Status	Route	Train	Host	Status
New York - Albany	252	Amtrak	Certified	Northeast Regional	127	Amtrak	Certified
		MNRR	Uncertified		129	Amtrak	Certified
	253	Amtrak	Certified		130	Amtrak	Certified
		MNRR	Certified		131	Amtrak	Certified
	254	Amtrak	Certified		132	Amtrak	Certified
		MNRR	Uncertified			MNRR	Certified
	255	Amtrak	Certified		133	Amtrak	Certified
		MNRR	Certified		134	Amtrak	Certified
	256	Amtrak	Certified		135	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	259	Amtrak	Certified		136	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	260	Amtrak	Certified		137	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	261	Amtrak	Certified		138	Amtrak	Certified
		MNRR	Certified		139	Amtrak	Certified
New York - Niagara Falls	280	Amtrak	Certified			MNRR	Certified
		CSX	Certified		140	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	281	Amtrak	Certified		141	Amtrak	Certified
		CSX	Certified			MNRR	Certified
		MNRR	Certified		143	Amtrak	Certified
	283	Amtrak	Certified			MNRR	Certified
		CSX	Certified		146	Amtrak	Certified
		MNRR	Certified			MNRR	Certified
	284	Amtrak	Certified		148	Amtrak	Certified
		CSX	Certified			MNRR	Certified
		MNRR	Certified		149	Amtrak	Certified
	288	Amtrak	Certified			MNRR	Certified
		CSX	Certified		150	Amtrak	Certified
		MNRR	Uncertified			MNRR	Certified
Northeast Regional	111	Amtrak	Certified		151	Amtrak	Certified
	123	Amtrak	Certified		152	Amtrak	Certified
	124	Amtrak	Certified		153	Amtrak	Certified
	126	Amtrak	Certified				

Service	Train	Host	Status
Northeast Regional	154	Amtrak	Certified
	155	Amtrak	Certified
	158	Amtrak	Certified
	159	Amtrak	Certified
	160	Amtrak	Certified
		MNRR	Certified
	161	Amtrak	Certified
		MNRR	Certified
	162	Amtrak	Certified
		MNRR	Certified
	163	Amtrak	Certified
		MNRR	Certified
	165	Amtrak	Certified
		MNRR	Certified
	166	Amtrak	Certified
		MNRR	Certified
	167	Amtrak	Certified
		MNRR	Certified
	168	Amtrak	Certified
		MNRR	Certified
	169	Amtrak	Certified
		MNRR	Certified
	170	Amtrak	Certified
		MNRR	Certified
	172	Amtrak	Certified
		MNRR	Certified
	173	Amtrak	Certified
		MNRR	Certified
	175	Amtrak	Certified
		MNRR	Certified
	177	Amtrak	Certified
		MNRR	Certified
	178	Amtrak	Certified
		MNRR	Certified
	179	Amtrak	Certified
		MNRR	Certified

Route	Train	Host	Status
Northeast Regional	180	Amtrak	Certified
	182	Amtrak	Certified
	183	Amtrak	Certified
	184	Amtrak	Certified
	185	Amtrak	Certified
	186	Amtrak	Certified
	187	Amtrak	Certified
	189	Amtrak	Certified
	190	Amtrak	Certified
		MNRR	Certified
	192	Amtrak	Certified
	193	Amtrak	Certified
	196	Amtrak	Certified
Pacific Surfliner	561	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	562	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	564	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	565	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	566	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	569	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	572	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified

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Service	Train	Host	Status	Route	Train	Host	Status
Pacific Surfliner	573	BNSF	Certified	Pacific Surfliner	767	BNSF	Certified
		SCRRA	Certified			SCRRA	Certified
		SDNRR	Certified			SDNRR	Certified
	578	BNSF	Certified			UP	Certified
		SCRRA	Certified		768	BNSF	Certified
		SDNRR	Certified			SCRRA	Certified
	579	BNSF	Certified			SDNRR	Certified
		SCRRA	Certified			UP	Certified
		SDNRR	Certified		774	BNSF	Certified
	580	BNSF	Certified			SCRRA	Certified
		SCRRA	Certified			SDNRR	Certified
		SDNRR	Certified			UP	Certified
	583	BNSF	Certified		777	BNSF	Certified
		SCRRA	Certified			SCRRA	Certified
		SDNRR	Certified			SDNRR	Certified
	584	BNSF	Certified			UP	Certified
		SCRRA	Certified		782	BNSF	Certified
		SDNRR	Certified			SCRRA	Certified
	590	BNSF	Certified			SDNRR	Certified
		SCRRA	Certified			UP	Certified
		SDNRR	Certified		785	BNSF	Certified
	591	BNSF	Certified			SCRRA	Certified
		SCRRA	Certified			SDNRR	Certified
		SDNRR	Certified			UP	Certified
	593	BNSF	Certified		792	BNSF	Certified
		SCRRA	Certified			SCRRA	Certified
		SDNRR	Certified			SDNRR	Certified
	595	BNSF	Certified			UP	Certified
		SCRRA	Certified		796	BNSF	Certified
		SDNRR	Certified			SCRRA	Certified
	759	SCRRA	Certified			SDNRR	Certified
		UP	Certified			UP	Certified
	763	BNSF	Certified		1564	BNSF	Certified
		SCRRA	Certified			SCRRA	Certified
		SDNRR	Certified			SDNRR	Certified
		UP	Certified				

Service	Train	Host	Status
Pacific Surfliner	1565	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1566	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1569	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1572	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1573	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1584	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1590	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1591	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
	1761	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
		UP	Certified
	1767	BNSF	Certified
		SCRRA	Certified
		SDNRR	Certified
		UP	Certified
Palmetto	89	Amtrak	Certified
		CSX	Certified

Route	Train	Host	Status
Palmetto	90	Amtrak	Certified
		CSX	Certified
Pennsylvanian	42	Amtrak	Certified
		NS	Certified
	43	Amtrak	Certified
		NS	Certified
Pere Marquette	370	Amtrak	Certified
		CSX	Certified
		NS	Disputed
	371	Amtrak	Certified
		CSX	Certified
		NS	Disputed
Piedmont	73	NS	Certified
	74	NS	Disputed
	75	NS	Disputed
	76	NS	Certified
	77	NS	Certified
	78	NS	Certified
Richmond / Newport News / Norfolk	65	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	66	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	67	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	82	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	84	Amtrak	Certified
		CSX	Certified
		NS	Certified

Service	Train	Host	Status
Richmond / Newport News / Norfolk	85	Amtrak	Certified
		CSX	Certified
	86	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	87	Amtrak	Certified
		CSX	Certified
		NS	Certified
	88	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	93	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	94	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	95	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	96	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	99	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	125	Amtrak	Certified
		CSX	Certified
	157	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified

Route	Train	Host	Status
Richmond / Newport News / Norfolk	164	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	174	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	194	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
	195	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
Roanoke	145	Amtrak	Certified
		CSX	Certified
		NS	Certified
	147	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	156	Amtrak	Certified
		CSX	Certified
		NS	Certified
	171	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
	176	Amtrak	Certified
		CSX	Certified
		MNRR	Certified
		NS	Certified
San Joaquins	701	BNSF	Certified
		UP	Certified
	702	BNSF	Certified
		UP	Certified
	703	BNSF	Certified
		UP	Certified

Service	Train	Host	Status
San Joaquins	704	BNSF	Certified
		UP	Certified
	710	BNSF	Certified
		UP	Certified
	711	BNSF	Certified
		UP	Certified
	712	BNSF	Certified
		UP	Certified
	713	BNSF	Certified
		UP	Certified
	714	BNSF	Certified
		UP	Certified
	715	BNSF	Certified
		UP	Certified
	716	BNSF	Certified
		UP	Certified
	717	BNSF	Certified
		UP	Certified
	718	BNSF	Certified
		UP	Certified
	719	BNSF	Certified
		UP	Certified
Silver Meteor	97	Amtrak	Certified
		CSX	Certified
		Fla DOT	Certified
		FR	Certified
	98	Amtrak	Certified
		CSX	Certified
		Fla DOT	Certified
		FR	Certified
Silver Star	91	Amtrak	Certified
		CSX	Certified
		Fla DOT	Certified
		FR	Certified
		NS	Disputed

Route	Train	Host	Status
Silver Star	92	Amtrak	Certified
		CSX	Certified
		Fla DOT	Certified
		FR	Certified
		NS	Disputed
Southwest Chief	3	Amtrak	Certified
		BNSF	Disputed
		NMDOT	Certified
		SCRRA	Certified
	4	Amtrak	Certified
		BNSF	Disputed
		NMDOT	Certified
		SCRRA	Certified
Springfield Shuttles	400	MADOT	Certified
	405	Amtrak	Certified
	409	Amtrak	Certified
	412	Amtrak	Certified
	416	Amtrak	Certified
	417	Amtrak	Certified
	432	Amtrak	Certified
	450	Amtrak	Certified
	451	Amtrak	Certified
	460	Amtrak	Certified
	461	Amtrak	Certified
		MADOT	Certified
	463	Amtrak	Certified
	464	Amtrak	Certified
	465	Amtrak	Certified
	467	Amtrak	Certified
	470	Amtrak	Certified
	471	Amtrak	Certified
		MADOT	Certified
	473	Amtrak	Certified
	474	Amtrak	Certified

Service	Train	Host	Status	Route	Train	Host	Status
Springfield Shuttles	475	Amtrak	Certified	Vermonter	54	Amtrak	Certified
	476	Amtrak	Certified			MADOT	Certified
	478	Amtrak	Certified			MNRR	Certified
		MADOT	Certified			NECR	Certified
	479	Amtrak	Certified		55	Amtrak	Certified
	488	Amtrak	Certified			MADOT	Certified
		MADOT	Certified			MNRR	Certified
	490	Amtrak	Certified			NECR	Certified
	494	Amtrak	Certified		56	Amtrak	Certified
		MADOT	Certified			MADOT	Certified
	495	Amtrak	Certified			MNRR	Certified
		MADOT	Certified			NECR	Certified
	497	Amtrak	Certified		57	Amtrak	Certified
	499	Amtrak	Certified			MADOT	Certified
		MADOT	Certified			MNRR	Certified
Sunset Limited	1	Amtrak	Certified			NECR	Certified
		BNSF	Certified	Wolverine	350	Amtrak	Certified
		CN-IC	Certified			CN-IC	Certified
		SCRRA	Certified			MIDOT	Certified
		UP	Disputed			NS	Disputed
	2	Amtrak	Certified		351	Amtrak	Certified
		BNSF	Certified			CN-IC	Certified
		CN-IC	Certified			MIDOT	Certified
		SCRRA	Certified			NS	Disputed
		UP	Disputed		352	Amtrak	Certified
	21	Amtrak	Certified			CN-IC	Certified
		BNSF	Certified			MIDOT	Certified
		CN-IC	Certified			NS	Disputed
		TRE	Certified		353	Amtrak	Certified
		UP	Disputed			CN-IC	Certified
	22	Amtrak	Certified			MIDOT	Certified
		BNSF	Certified			NS	Disputed
		CN-IC	Certified		354	Amtrak	Certified
		TRE	Certified			CN-IC	Certified
		UP	Disputed			MIDOT	Certified
						NS	Disputed
					355	Amtrak	Certified
						CN-IC	Certified
						MIDOT	Certified
						NS	Disputed

Appendix 4: Amtrak Customer Satisfaction Survey

CSI Survey – July Updates

Introduction

[PAGE 1]

Thank you for taking the time to provide feedback on your trip on the [route name] from [insert origin city] [insert origin station code] to [insert destination city] [insert destination station code] on [insert travel date].

1. Based on your recent trip experience, how likely are you to recommend Amtrak to a friend, colleague, or family member?
   - 0 – Not at All Likely
   - .....
   - 10 – Extremely Likely
2. Overall, how satisfied were you with your trip?
   - 0 – Not at all Satisfied
   - .....
   - 10 – Extremely Satisfied
3. We would love to hear more about your experience. What did we do well? What can we do better?
   - Open-End

[NEW PAGE]

Thinking about your trip, how would you rate your experience with the following (Note – If the statement does not apply to your experience, please select "NA: on the rightmost side of the answer choices):

   Response options – Grid Format
   - 0 – Not at all Satisfied
   - .....
   - 10 – Extremely Satisfied
   - NA
4. Clarity of signage at the boarding station
5. Boarding process
6. On-time arrival of the train
7. Communications about train status
8. Comfort of your seat on the train
9. The train ride itself (for example, whether it's bumpy or smooth)
10. Cleanliness of the train
11. Food and beverage on the train
12. Wi-Fi on the train [note: only show if train has Wi-Fi]

13. Condition of the train interior (as in, things are in good working order)
14. Quality of interactions with Amtrak personnel on the train (for example, friendliness, service, availability)
15. Quality of interactions with Amtrak personnel at the boarding station (for example, friendliness, service, availability) [MEDALLIA NOTE – SHOW ONLY FOR STAFFED BOARDING STATIONS]

[NEW PAGE]

16. Which of the following best describes the purpose of your Amtrak trip?
    - Regular commute to or from work or school
    - Business travel that is not a regular commute
    - Long pleasure trip for (as in, a week or more)
    - Short pleasure trip (as in, less than a week)
    - Visiting friends or relatives
    - Personal or family business (as in, weddings, funerals, or medical trips)
    - Specific interest in train travel (as in, desire to view country by train or curiosity about train travel)
    - Other

17. *To what extent does the following statement apply to your most recent Amtrak trip?*

    I am a remote or hybrid worker who is traveling because I am not required to work from a particular location.
    - To a great extent
    - Somewhat
    - Very little
    - Not at all

[NEW PAGE]

18. How did you feel about the number of people around you on the train?
    - The train felt crowded
    - The train did **not** feel crowded
    - Don't remember
19. Is this your first-time riding Amtrak?
    - Yes
    - No
20. Are you travelling by yourself or with others?
    - Traveling by myself
    - Traveling with other adults only
    - Traveling with others, including children

21. [If option 2 or 3 selected to previous question] How many other people did you travel with?
    - 1
    - 2-3
    - 4 or more
    - Prefer not to say

STAFF INTERACTION RATINGS

Amtrak would like to learn more about your interactions with Amtrak staff during your trip.

How would you rate your specific interactions with following Amtrak staff **on the train** [GRID FORMAT]:

22. Conductor [*MEDALLLIA NOTE – Show for All*]
23. Cafe car attendant [*MEDALLLIA NOTE – Show for Acela Business Class, NER Coach Class, NER Business Class, NER Sleeper Class, State any class, LD Coach Class, LD Business Class, LD Sleeper Class*]
24. First class car attendant [*MEDALLLIA NOTE – Show for Acela First Class*
25. Coach or business class car attendant [*MEDALLLIA NOTE – Show for State Business Class, LD Coach Class, LD Business Class*]
26. Sleeper car attendant [*MEDALLLIA NOTE – Show for LD Sleeper Class*]
27. Dining car attendant [*MEDALLLIA NOTE – Show for California Zephyr, Coast Starlight, Empire Builder, Southwest Chief, Sunset Limited*]
28. Cleaning attendant [MEDALLIA NOTE – show for Acela and NER]
    - Response options – Grid Format
        - 0 – Not at all Satisfied
        - .....
        - 10 – Extremely Satisfied
        - NA

Staff Interaction Exceptions (Based on Q22-Q28)

[Medallia Note: For each response in Q22-Q28 where the score is 6 or below, introduce exception-based questions Q29-Q31]

How would you rate the following aspects about your interactions with [staff type in Q21-Q27]:

29. Availability when needed
30. Quality of service provided
31. Friendliness during interactions

32. Please select the Amtrak staff who you interacted with **at the boarding station** *(select all that apply):*
    - Staff at the boarding gate
    - Red Cap
    - Ticketing agent
    - Amtrak Police
    - Other station staff

33. How would you rate your specific interactions with [each staff type selected in Q32] **at the station**?

    Response options – Grid Format
    - 0 – Not at all Satisfied
    - .....
    - 10 – Extremely Satisfied
    - NA

[Medallia Note: For each response in Q33 where the score is 6 or below, introduce exception-based questions]

How would you rate the following aspects about your interactions with [staff type in Q32 with scores less than or equal to 6] at the station?:

34. Availability when needed
35. Quality of service provided
36. Friendliness during interactions

[Medallia Note: Once questions Q34-Q36 – and any associated exception-based questions – are completed, finish staff section with Q37]

37. Is there any additional feedback you would like to provide about your interactions with Amtrak staff? [*Open-end*]

DELAYED CUSTOMERS

IF CUSTOMER IDENTIFIED AS BEING TRAIN DELAYED BY 15 MINUTES OR MORE (Field for Medallia ArrP)

We are sorry that your train was delayed. We would like to learn more about how we handled the delay of your train.

38. Overall, how satisfied were you with Amtrak's handling of your train's late arrival?
    - 0 – Not at all Satisfied
    - .....

- 10 – Extremely Satisfied
- NA

If train departed 15 or more minutes later than scheduled (Medallia field DrrP)

39. How did you hear about the delay **before the trip**? (Select all that apply)
- I did not hear about the delay (*MEDALLIA NOTE: Make this option exclusive*)
- Station announcement
- Text from Amtrak
- Email from Amtrak
- Phone call from Amtrak
- Twitter
- Amtrak App
- Amtrak website (Amtrak.com)
- Other (Please specify) (*MEDALLIA NOTE: Allow for open-end comment if selected*)
40. How did you hear about the delay **while on the train?** (Select all that apply)
- I did not hear about the delay (MEDALLIA NOTE: Make this option exclusive)
- Onboard announcement
- Text from Amtrak
- Email from Amtrak
- Phone call from Amtrak
- Twitter
- Amtrak App
- Amtrak website (Amtrak.com)
- Other (Please specify) (MEDALLIA NOTE: Allow for open-end comment if selected)

Please rate your level of satisfaction with the information provided about the delay while onboard the train.

Response options – Grid Format
- 0 – Not at all Satisfied
- …..
- 10 – Extremely Satisfied
- NA
41. Frequency of information
42. Accuracy of information
43. Availability of staff to provide explanation
44. Resolution of any comments or complaints you shared with train
45. *OPEN-END*: If Amtrak could do one thing to improve your experience during a train delay, what would it be?

[NEW PAGE]

SLEEPER CUSTOMERS

IF CUSTOMER IDENTIFIED AS A LONG-DISTANCE SLEEPER CUSTOMER

Amtrak would like to learn more about your experience in your private room.

How satisfied were you with the following aspects of the private room experience?

> Response options – Grid Format
> - 0 – Not at all Satsfied
> - .....
> - 10 – Extremely Satisfied
> - NA

46. Condition of your private room (as in, room features are in good working order)
47. Cleanliness of your private room (for example, floor, windows)
48. Comfort of your bed (including mattress, bedding, and linens)
49. Did you eat any meals during your trip?
    - Yes [*if "yes", continue with additional questions in this section*]
    - No [*Medallia note – if "no", skip to final open-end question in section*]
50. Where did you eat your meals during your trip?
    - Had all my meals outside of my room (1)
    - Had all my meals in my room (2)
    - Had some meals outside of my room and some in my room (3)
51. (*If option 2 or 3 in Q50*): Why did you choose to eat all or some of your meals in your room? [Open-end]

Medallia note – Show Q52-Q57 to these routes only: California Zephyr, Coast Starlight, Empire Builder, Southwest Chief, Sunset Limited

> (*If option 1 or 3 in 50)*: How would you rate the following aspects of eating in the dining car?
> Response options
> - 0 – Not at all Satisfied
> - .....
> - 10 – Extremely Satisfied
> - NA

52. Quality of food and beverages
53. Quality of the service
54. Atmosphere in the dining car
55. (*If option 1 or 3 in 50*): Was the dining car open at the times that you wanted to visit it?

- Yes
- No

56. (if option 1 or 3 in 50) Did you eat by yourself or with others in the dining car?
    - Ate by myself or only with my traveling party
    - Ate with others
57. [All sleeper customers] Is there any additional feedback you'd like to provide about your private room experience? [Open-end]

FIRST CLASS CUSTOMERS

IF CUSTOMER IS IDENTIFIED AS AN ACELA FIRST CLASS CUSTOMER

Amtrak would like to learn more about your experience in the Acela first-class car.

58. Did the first-class travel experience meet your expectations?
    - Yes
    - No

Medallia note: If "yes" in previous section, skip to next section. If "no", show:

59. What aspects of your first-class travel experience did not meet your expectations? [Open-end]
60. How can we improve the first-class travel experience in the future? [Open-end]

[NEW PAGE]

Exception-Based Feedback for Driver Topics

Response options – Grid Format
    - 0 – Not at all Satisfied
    - .....
    - 10 – Extremely Satisfied
    - NA

[NEW PAGE FOR EACH TOPIC THAT MEETS EXCEPTION REQUIREMENTS]

Communications (Based on Q7)

*How would you rate the following aspects about train status communications **at the boarding station**:*

61. Accuracy of information about train and boarding status from audio announcement (PA system)
62. Accuracy of information about train and boarding status from the Amtrak arrival-departure display boards (PIDS)

*How would you rate the following aspects about train status communications **on the train**:*

63. Sound quality of the Public Announcement (PA) system
64. Clarity of the message about train status
65. Frequency of train status communications
66. Relevance of information about train status
67. Are there any other ways in which the onboard communications about the train status did not meet your expectations (*MEDALLIA NOTE: if selected, allow for open-ended comment*)

Cleanliness (Based on Q10)

How would you rate the following aspects about train cleanliness:

68. Cleanliness of the restroom
69. Cleanliness of the train exterior
70. Cleanliness of the windows
71. Cleanliness of the seat area, including tray table
72. The smell or odor on the train
73. The cleanliness of the floor, including carpet

Food and Beverage (Based on Q11) [MEDALLIA NOTE – BLOCK F&B EXCEPTION FOR FIRST CLASS AND SLEEPR CUSTOMERS]

74. Was the Cafe Car open when you expected it to be?
    - Yes
    - No
75. Were the items you wanted to buy from the Cafe Car available?
    - Yes
    - No

How would you rate the following aspects about the food and beverage experience on the train:

76. Quality of food and beverages
77. Variety of food and beverage options
78. Price of food and beverage options
79. Wait time in the Cafe Car to purchase food and beverage

Wi-Fi (Based on Q12)

How would you rate the following aspects about the Wi-Fi experience on the train:

80. Ease of connecting to Amtrak Wi-Fi
81. Ability to stay connected to Amtrak Wi-Fi
82. Speed of Amtrak Wi-Fi connection

Train Condition (Based on Q13)

How would you rate the following aspects about the overall condition of the train:

83. Please select any train features for which the maintenance did not meet your expectations during your trip. (Select all that apply)
    - Train seats
    - Train restroom
    - Train window blind
    - Train carpet or floor
    - Train lighting
    - Tray table
    - Train signage
    - Air conditioner

[NEXT PAGE]

84. Would you like the opportunity to provide additional feedback on other aspects of your travel experience? [*If Yes, present following question. If No, submit survey*]
    - Yes
    - No

[NEW PAGE]

85. *Please select any additional topics* <u>relevant to your trip experience</u> *that you would like to provide additional feedback about [Allow multiple selections]:*
    o Boarding Station Experience
    o Boarding Station Metropolitan Lounge [*Medallia Note – Show only for stations with Metropolitan lounge*]
    o Arrival Station Experience
    o Arrival Station Metropolitan Lounge [*Medallia Note – Show only for stations with Metropolitan lounge*]
    o Family Travel Experience
    o Experience Traveling with Luggage
    o Experience Traveling with a Pet
    o Experience Traveling with a Bike
    o Accessible Travel Experience for Customers with Disabilities
    o Sightseeing Lounge [*Medallia Note: Only show for following routes - Target to these routes: California Zephyr, Coast Starlight, Empire Builder, Southwest Chief, Sunset Limited*]
    o Amtrak Thruway Bus (*MEDALLIA NOTE: Ask only if the customer traveled on Amtrak Thruway bus before and/or after the train*)
    o All of the above

[NEW PAGE FOR EACH TOPIC SELECTED]

<u>Boarding Station Experience</u>

Thinking about your experience at the boarding station, how would you rate the following:

86. Availability of Amtrak staff to answer questions and provide assistance (for example, baggage or Red Cap service)
87. Ticketing experience (as in, purchase ticket, reschedule)
88. Comfort of the waiting area at the station
89. Safety of the boarding station
90. Accessibility of station (as in, accessible path of travel, requesting assistance)
91. Maintenance of the station (for example, doors, escalators, seats and tables are working and in good condition)
92. Cleanliness of the seating area in boarding station
93. Cleanliness of the restroom at the boarding station
94. Quality of the food vendors [*NOTE: MEDALLIA ONLY SHOW IF FOOD AVAILABLE AT STATION*]
95. Is there any additional feedback you would like to provide about your experience at the boarding station? [*Medallia Note: Open-ended response option*].

<u>Boarding Station Metropolitan Lounge</u>

96. Did you use the Metropolitan Lounge at the [*insert BOARDING station*]? [*MEDALLIA - If the station has the metropolitan lounge, show "Metropolitan Lounge"*]
    - Yes
    - No
    - Not sure
97. [*If "Yes" in Q96*] How would you rate your experience using the Metropolitan lounge? Response options
    - 0 – Not at all Satisfied
    - .....
    - 10 – Extremely Satisfied
    - NA

<u>Arrival Station Experience</u>

Response options – Grid Format
- 0 – Not at all Satisfied
- .....
- 10 – Extremely Satisfied
- NA

98. Organization of the deboarding process

99. Clarity of signage at the arrival station (as in, ease of navigation)

100. Availability of Amtrak staff to answer questions and provide assistance (for example, baggage or redcap service)

101. Safety of the arrival station

102. Connectivity to other modes of transportation (for example, pick up or drop off by taxi, rideshare, other transit modes)

103. Accessibility of station (as in, accessible path of travel, requesting assistance)

104. Maintenance of the station (for example, doors, escalators, seats and tables are working and in good condition)

105. Cleanliness of the restroom at the arrival station

106. Quality of the food vendors [*NOTE: MEDALLIA ONLY SHOW IF FOOD AVAILABLE AT STATION*]

107. Is there any additional feedback you would like to provide about your experience at the arrival station? [*Medallia Note: Open-ended response option*].

Arrival Station Metropolitan Lounge

108. Did you use the Metropolitan Lounge at the [*insert ARRIVAL station*] station? [*MEDALLIA - If the station has the metropolitan lounge, show "Metropolitan Lounge"*]
    - Yes
    - No
    - Not sure

109. [*If "Yes" in Q108*] How would you rate your experience using the Metropolitan lounge?
    Response options
    - 0 – Not at all Satisfied
    - .....
    - 10 – Extremely Satisfied
    - NA

Family Travel Experience

110. Overall, how satisfied were you with the experience of traveling as a family on Amtrak?
    Response options
    - 0 – Not at all Satisfied
    - .....
    - 10 – Extremely Satisfied
    - NA

How satisfied were you with the following aspects of bringing your family on your trip?

Response options - Grid

- 0 – Not at all Satisfied
- …..
- 10 – Extremely Satisfied
- NA

111.   Ability of your family to sit together on the train
112.   Any assistance from train staff your family required during your trip
113.   What's the one thing that Amtrak can do to make your family travel experience more enjoyable? [Open-end]

Experience Traveling with Luggage

114.   Did you bring any luggage on your trip?
- Yes, I carried it onboard myself (1)
- Yes, I used Amtrak's checked baggage services (2)
- Yes, I carried some luggage onboard and checked some luggage using Amtrak's checked baggage services (3)
- No, I did not bring any luggage

115.   (*If options 1, 2, or 3 in 114)* Overall, how satisfied were you with the experience bringing luggage on your trip?
   Response options
- 0 – Not at all Satisfied
- …..
- 10 – Extremely Satisfied
- NA

How satisfied were you with the following aspects of bringing luggage on your trip?

   Response options - Grid
- 0 – Not at all Satisfied
- …..
- 10 – Extremely Satisfied
- NA

116.   (*if option 2 or 3 in 114)* Experience checking luggage at boarding station
117.   (*if option 2 or 3 in 114)* Luggage pickup experience at arrival station
118.   (*if option 1 or 3 in 114*) Assistance from Amtrak staff while loading your carry-on luggage
119.   (*if option 1 or 3 in 114*) Amount of storage space available for you to conveniently stow your carry-on luggage on the train

Experience Traveling with a Pet

120.   Overall, how satisfied were you with the experience of traveling with your pet on Amtrak?

Response options
- 0 – Not at all Satisfied
- .....
- 10 – Extremely Satisfied
- NA

Experience Traveling with a Bike

121.   How did you bring your bike(s) onto the train for your trip?
- Carried onboard and stored using onboard bicycle racks (1)
- Carried onboard and folded it as carry-on baggage (2)
- Checked it train-side at boarding station with Amtrak crew member (3)
- Checked it in boxed bicycle container as baggage at the boarding station (4)
- I did not bring a bike (*MEDALLIA NOTE – Make this option exclusive)*

122.   *(if options 1-4 in 121)* Overall, how satisfied were you with the experience of traveling with your bike on Amtrak?
Response options
- 0 – Not at all Satisfied
- .....
- 10 – Extremely Satisfied
- NA

Accessible Travel Experience for Customers with Disabilities

123.   Overall, how satisfied were you with any assistance and accommodations you received toward providing an accessible travel experience?
Response options
- 0 – Not at all Satisfied
- .....
- 10 – Extremely Satisfied
- NA

124.   Did you request assistance for your trip when booking your ticket?
- Yes
- No

125.   [*if "Yes" in 124, show:*] Did you receive the assistance that you requested during your trip?
- Yes
- No

126.   How satisfied are you with the assistance that you received?

Response options
- 0 – Not at all Satisfied
- .....
- 10 – Extremely Satisfied
- NA

How satisfied were you with the following aspects toward providing an accessible travel experience?

Response options - Grid
- 0 – Not at all Satisfied
- .....
- 10 – Extremely Satisfied
- N/A

127.   Accessibility of the train design

128.   Assistance provided by Amtrak staff at the boarding station (requested prior to travel in reservation) [*Medallia note: show only for staffed boarding stations*]

129.   Assistance provided by Amtrak staff at the boarding station (on demand, not requested in reservation) [*Medallia note: show only for staffed boarding stations*]

130.   Assistance provided by Amtrak staff on the train

131.   Assistance provided by Amtrak staff at arrival station (requested prior to travel in reservation) [*Medallia note: show only for staffed arrival stations*]

132.   Assistance provided by Amtrak staff at arrival station (on demand, not requested in reservation) [*Medallia note: show only for staffed arrival stations*]

133.   Ease of locating or calling staff at the station to request assistance

134.   Ease of contacting customer service to request assistance for your trip

Sightseeing Lounge

135.   Did you use the Sightseeing Lounge during your trip?
- Yes
- No

136.   *(if "no" in 135)* Why did you not use the Sightseeing Lounge during your trip?
- Not interested
- Not able to find a seat
- Not aware of the Sightseeing Lounge
- Other (Please specify)

137.   *(if "yes" in 135)* Overall how would you rate your satisfaction with your experience in the Sightseeing Lounge?

Response options
- 0 – Not at all Satisfied
- .....

- 10 – Extremely Satisfied
- NA

138.   What's one thing Amtrak could do to improve the experience in the Sightseeing Lounge? [Open-end]

Amtrak Thruway Bus

139.   How satisfied were you with the Amtrak Thruway Bus portion of the trip from [insert train destination city] to [insert post-bus destination city]? (_Medallia: ask twice if customer has both pre and post-train bus experiences._)
Response options
- 0 – Not at all Satisfied
- …..
- 10 – Extremely Satisfied
- NA

[FINAL PAGE]

We appreciate you taking the time to share your thoughts about your recent trip experience. Your opinion is very important to us, and we truly value your feedback.