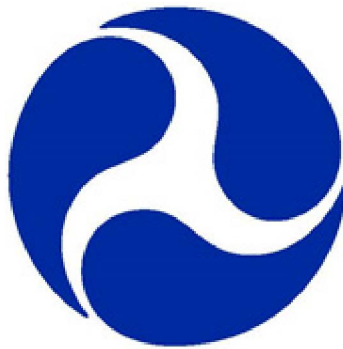


Quarterly Report on the Performance and Service Quality of Intercity Passenger Train Operations



Covering the Quarter Ending December 2022
(First Quarter of Fiscal Year 2023)

Federal Railroad Administration
U.S. Department of Transportation

Table of Contents

Abbreviations, Acronyms, and Phrases in this Report.....	5
I. Executive Summary.....	6
II. Introduction.....	8
III. Summary of Metrics and Standards.....	9
IV. Amtrak Route Structure and Descriptions.....	12
V. Quarterly Reporting Data Categories.....	22
A. On-Time Performance and Train Delays.....	22
B. Customer Service	44
C. Financial	49
D. Public Benefits	64
Appendix 1: Customer OTP by Train.....	65
Appendix 2: Delay Minutes by Train and Responsibility.....	70

List of Tables and Figures

Table 1. Metrics Summary and Reporting Schedule.....	9
Table 2. Route Descriptions.....	12
Figure 1. Amtrak Route Map.....	15
Figure 2. Amtrak Host Map.....	16
Table 3. Routes and Hosts.....	17
Table 4. Financial Routes Descriptions Different than Physical Routes.....	20
Table 5. On-Time Performance and Train Delays Metrics – Definitions and Notes.....	22
Table 6. Host Railroad Names and Codes	25
Table 7. Amtrak Delay Code Definitions.....	26
Table 8. Customer On-Time Performance by Route.....	28
Figure 3. Customer OTP by Service Line and Route.....	29
Figure 4. Customer OTP by Route.....	30
Table 9. Ridership Data Metrics.....	31
Table 10. Disputed Delay Minutes.....	32
Table 11. Amtrak Responsible Train Delay Minutes.....	33
Table 12. Host Railroad Responsible Train Delay Minutes.....	34
Table 13. Third Party Responsible Train Delay Minutes.....	35
Figure 5. Delay Minutes by Service Line.....	36
Figure 6. Delay Minutes by Route and Responsibility.....	37
Figure 7. Class I Host Responsible Train Delay Minutes.....	38
Figure 8. Train Delay Minutes by Responsibility.....	39
Figure 9. Train Delay Minutes per 10,000 Train Miles by Service Line.....	40
Figure 10. Delay Minutes per 10,000 Train Miles by Service Line, Route and Responsibility.....	41
Figure 11. Delay Minutes per 10,000 Train Miles by Route and Responsibility.....	42
Figure 12. Class I Host Responsible Train Delay Minutes per 10,000 Train Miles.....	43
Table 14. Customer Service Metrics – Definitions and Notes	44
Table 15. Customer Satisfaction by Route - Not Adjusted for Train Performance.....	45
Table 16. Customer Satisfaction by Route - Adjusted for Train Performance.....	46
Figure 13. Customer Satisfaction by Service Line and Route - Adjusted and Not Adjusted for Train Performance.....	47
Figure 14. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance.....	48
Table 17. Financial Metrics – Definitions and Notes.....	49
Table 18. Cost Recovery by Service Line and Route.....	50
Figure 15. Cost Recovery by Service Line and Route.....	51

Figure 16. Cost Recovery by Route.....	52
Table 19. Avoidable Operating Expenses Covered By Passenger Revenue.....	53
Figure 17. Avoidable Operating Expenses Covered By Passenger Revenue By Service Line and Route.....	54
Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Route.....	55
Figure 19. Fully Allocated Costs Covered by Passenger Revenue by Service Line and Route.....	57
Figure 20. Fully Allocated Costs Covered by Passenger Revenue by Route.....	58
Table 21. Average Ridership (Passenger Miles divided by Train Miles) and Total Ridership.....	59
Figure 21. Total Ridership by Service Line and Route.....	60
Figure 22. Total Ridership by Route.....	61
Figure 23. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route.....	62
Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Route.....	63
Table 23. Customer OTP by Train.....	65
Table 24: Amtrak Responsible Train Delay Minutes.....	70
Table 25: Host Responsible Train Delay Minutes.....	83
Table 26: Third-Party Responsible Train Delay Minutes.....	91

Abbreviations, Acronyms, and Phrases in this Report

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

I. Executive Summary

The Federal Railroad Administration (FRA) must publish a quarterly report on the performance and service quality of intercity train operations, in accordance with Section 207 of the Passenger Rail Investment and Improvement Act of 2008, Pub. L. 110-432, 122 Stat. 4907 (PRIIA). This report, covering the first quarter of FY 2023 from October 1, 2022 to December 31, 2022, includes data about Amtrak's on-time performance, minutes of delay, causes of delay, cost recovery, ridership, customer satisfaction, station arrivals, and public benefits. 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 2023 first quarter report are below.

Customer On-Time Performance

Customer on-time performance is included in this quarterly report for all routes and trains in operation during the first quarter of FY 2023, regardless of schedule status. This is the fifth 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 (88 percent), and Pere Marquette (88 percent), and those with the lowest were the Sunset Ltd (29 percent), California Zephyr (29 percent), and the Auto Train (38 percent).

This quarter's report provides the fifth 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 fourth quarter of FY 2022 or first quarter of FY 2023, 55 percent met the 80 percent customer OTP standard, 31 percent did not meet the standard, and 14 percent did not operate in one of the two quarters.

Train Delays

Delay minutes are tracked for each Amtrak train according to 40 individual delay codes across three 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 1.36 million minutes of delay during the first quarter of FY 2023, down 3 percent from the previous quarter and an increase of 2 percent over FY 2022 Q1. The largest cause of delays was freight train interference at 252,957 minutes of delay – 18 percent of total

FRA Quarterly Report | I. Executive Summary

delay minutes, a decrease of 8 percent from the previous quarter and a decrease of 15 percent from the first quarter of FY 2022. 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 first quarter of FY 2023, Amtrak trains traveled 8.8 million train miles, an increase of 3 percent over 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 (1,438 minutes); the Class I host railroad with the smallest number of host-responsible delay minutes per 10,000 train miles was CP (490 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 first quarter of FY 2023, customers rated 68 percent (30 of 44) of routes as 80 percent or higher in terms of overall satisfaction, with three routes below 70 percent.

Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned \$850M in adjusted operating revenue and incurred \$987M in fully allocated operating expenses, achieving a cost recovery ratio of 86 percent. Routes that operated in the fourth quarter with high cost recovery ratios include the Acela Express (142 percent), Northeast Regional (132 percent), Missouri River Runner (118 percent), and the Auto Train (116 percent).

Amtrak had 6,951,382 total riders during the quarter, an increase of less than 1 percent over the previous quarter but 25 percent higher than first quarter of FY 2022. Several long-distance routes returned to daily service in the first quarter of FY 2023 — the Silver Meteor, City of New Orleans, and Crescent. The Adirondack also resumed operations between New York City and Albany. The Northeast Regional (2,183,349 riders), Acela Express (727,877 riders), and Pacific Surfliner (348,185 riders) accounted for 47 percent of the total ridership. These routes, along with the Auto Train, also accounted for 47 percent of Amtrak's adjusted operating revenue: Northeast Regional (\$214.1M), Acela Express (\$129.9M), Auto Train (\$30.7M), and Pacific Surfliner (\$26.8M).

Public Benefits

The public benefits metrics track connectivity, missed connections, community access, and service availability across Amtrak's network. They are reported annually and were published first in the FY 2022 Q1 report, covering all of FY 2021. Data for FY 2022 are not yet available. FRA will amend this report and provide the FY 2022 data at railroads.dot.gov when they are.

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 seventh full calendar quarter three months after the publication of the final rule in the Federal Register, which is the first quarter (Q1) of Federal fiscal year (FY) 2023, running from October 1, 2022, to December 31, 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 first quarter of FY 2023. Additional information about the final rule and the supporting data files are available at railroads.dot.gov.

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

III. Summary of Metrics and Standards

49 C.F.R. Part 273 establishes metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations in four categories: on-time performance (OTP) and train delays, customer service, financial, and public benefits. FRA will publish quarterly reports on the metrics and minimum standards according to the reporting structure established in the final rule. See Table 1 for a summary of the metrics and reporting schedule.

Table 1. Metrics Summary and Reporting Schedule

Category	Metric	First Period Reported	Summary Description
OTP & Delays	Customer OTP	July 1 – September 30, 2021 (except disputed schedules) October 1 – December 31, 2021 (all schedules)	Standard: 80% for two consecutive quarters Percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time
	Ridership data	Prior Month	Number of host railroads to whom Amtrak has provided host-specific ridership data
	Certified schedules	Prior Month	Number of certified schedules, uncertified schedules, and disputed schedules
	Train delays	April 1 – June 30, 2021	Minutes of delay for all Amtrak-responsible delays, host-responsible delays, and third-party delays, reported by delay code.
	Train delays per 10K train miles	April 1 – June 30, 2021	Minutes of delay per 10,000 train miles for all Amtrak-responsible and host-responsible delays
	Station performance	July 1 – September 30, 2021	Number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations
	Host running time	July 1 – September 30, 2021	Average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton

Category	Metric	First Period Reported	Summary Description
Customer Service	Customer satisfaction	April 1 – June 30, 2021	Percent of respondents who provided a score of 70 percent or greater for their “overall satisfaction” on a 100-point scale for their most recent trip, shown both adjusted for performance and unadjusted
	Amtrak personnel	April 1 – June 30, 2021	Average score from respondents for their overall review of Amtrak personnel
	Information given	April 1 – June 30, 2021	Average score from respondents for their overall review of information provided by Amtrak
	On-board comfort	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board comfort
	On-board cleanliness	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board cleanliness
	On-board food service	April 1 – June 30, 2021	Average score from respondents for their overall review of on-board food service
Financial	Cost recovery	April 1 – June 30, 2021	Amtrak’s adjusted operating revenue divided by Amtrak’s adjusted operating expense
	Avoidable operating costs covered by passenger revenue	April 1 – June 30, 2021	Percent of avoidable operating costs divided by passenger revenue for each route, shown with and without State operating payments
	Fully allocated costs covered by passenger revenue	April 1 – June 30, 2021	Percent of fully allocated core operating costs divided by passenger revenue for each route, shown with and without State operating payments
	Average ridership	April 1 – June 30, 2021	Number of passenger-miles divided by train-miles for each route
	Total ridership	April 1 – June 30, 2021	Total number of passengers

Category	Metric	First Period Reported	Summary Description
Public Benefits	Connectivity	October 1 – December 31, 2021 (covering all of FY2021)	Percent of passengers connecting to and from other Amtrak routes
	Missed connections	October 1 – December 31, 2021 (covering all of FY2021)	Percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train
	Community access	October 1 – December 31, 2021 (covering all of FY2021)	Percent of Amtrak passenger-trips to and from not well-served communities
	Service availability	October 1 – December 31, 2021 (covering all of FY2021)	Total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day

IV. Amtrak Route Structure and Descriptions

Amtrak provides intercity passenger rail service across the nation, serving more than 500 destinations in 46 states. Amtrak has three operating service lines: Northeast Corridor (NEC), which provides service between Boston, MA, and Washington, DC; State-Supported, which provides service on corridor routes of not more than 750 miles through cost-sharing agreements with State Partners; and Long Distance, which includes all routes over 750 miles nationwide. See Table 2 for a description of the service lines and routes and Table 3 for a list of host railroads for each route.

Table 2. Route Descriptions

Service Line	Route Name	Sub Service	Route Description
Northeast Corridor	Acela Express	Acela Express	Between Boston, New York (Penn Station), and Washington, DC
	Northeast Regional	On Spine Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station), and Washington, DC
State Supported	Capitol Corridor	Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station), and San Jose
	Carolinian	Carolinian	Between Charlotte, NC and New York (Penn Station)
	Cascades	Cascades	Between Eugene, Portland, Seattle, and Vancouver
	Downeaster	Downeaster	Between Boston (North Station), Portland, and Brunswick, ME
	Empire	Adirondack	Between New York (Penn Station) and Montreal
	Empire	Berkshire Flyer	Between New York (Penn Station) and Pittsfield, MA <i>Seasonal service, July - September</i>
	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
	Vermont	Vermont	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

Figure 2. Amtrak Host Map



All route/map data provided by Amtrak. The map depicts Amtrak host railroads as of the first quarter of FY 2023.

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.

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

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



FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

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
	Vermont	Amtrak	304
		Massachusetts DOT	50
		Metro-North Railroad	56
		New England Central	192
	Wolverine	Amtrak	99
		CN	27
		Michigan DOT	134
		Norfolk Southern	39



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

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

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
Vermont	Washington, DC – St. Albans, VT	New Haven, CT – Springfield, MA; Springfield, MA – St. Albans, VT



V. Quarterly Reporting Data Categories**A. On-Time Performance and Train Delays**

This section includes definitions of each of the metrics and any associated standard. There are also descriptions of the reported data for each metric, including definitions of key terms, and other notes as needed. This section includes reporting tables and charts for selected metrics; to access the complete data files, please visit railroads.dot.gov.

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

Metric	Definition	Data Description and Notes
Customer On-Time Performance	<p>The percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time, reported by train and by route.</p> <p>The customer on-time performance minimum standard is 80 percent for any 2 consecutive quarters.</p>	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.	<p>Ridership data means, in a machine-readable format: the total number of passengers, by train and by day; the station-specific number of detraining passengers, reported by host railroad, whose railroad right-of-way serves the station, by train and by day; and the station-specific number of on-time passengers reported by host railroad whose railroad right-of-way serves the station, by train and by day.</p> <p>Amtrak provided ridership data to Portland Terminal Railroad Company via BNSF Railway.</p>

FRA Quarterly Report | V. Quarterly Reporting Data Categories

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

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Metric	Definition	Data Description and Notes
Disputed Train Delays		<p><i>Delay minutes disputed by host railroad and not resolved by Amtrak</i> means delay minutes for which a host railroad disputed the code used by Amtrak to classify the delay, or the number of delay minutes assigned to the host railroad, but were not changed by Amtrak after the host's initial request. Ultimately, Amtrak and the host railroads may agree that a different delay code or number of delay minutes is appropriate following further discussion; this data only reports delay minutes that were not adjusted after the host railroad's initial request for reclassification.</p> <p>Delays are reported by operating business line, which is similar to the service line structure (see Amtrak Route Structure and Descriptions). The NEC business line includes the following routes: Acela, Northeast Regional, Northeast Regional – Richmond / Newport News / Norfolk, Northeast Regional – Roanoke, and Northeast Regional – Springfield Shuttles. See Table 6 for a list of host railroads and abbreviated host railroad codes used in the delay reports. See Table 7 for a list of the delay codes, abbreviations, and responsibilities.</p>
Train Delays per 10,000 Train Miles	The minutes of delay per 10,000 train-miles for all Amtrak-responsible and host-responsible delays, for the host railroad territory within each route.	<i>Delays per 10,000 train-miles</i> is the number of minutes of delay normalized by train-miles so that routes of different lengths, and hosts with different amounts of Amtrak service, can be compared to each other. Specifically, it is the number of minutes of host-responsible and Amtrak-responsible delay, divided by the number of Amtrak train-miles operated over that host, multiplied by 10,000. The complete quarterly dataset is available for download at railroads.dot.gov .
Station Performance	The number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations, reported by route, by train, and by station. The average minutes late per late customer calculation excludes on-time customers that arrive no later than 15 minutes after their scheduled time.	Data is available for download at railroads.dot.gov .
Host Running Time	The average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton, reported by route, by train, and by host railroad (excluding switching and terminal railroads).	<p><i>Actual running time</i> means the actual elapsed travel time of a train's travel on a host railroad, between the departure time at the first reporting point for a host railroad segment and the arrival time at the reporting point at the end of the host railroad segment.</p> <p><i>Scheduled running time</i> means the scheduled duration of a train's travel on a host railroad, as set forth in the Amtrak schedule skeleton.</p> <p><i>Schedule skeleton</i> means a schedule grid used by Amtrak and host railroads to communicate the public schedule of an Amtrak train and the schedule of operations of an Amtrak train on host railroads.</p> <p>Data is available for download at railroads.dot.gov.</p>

Table 6. Host Railroad Names and Codes

Host Railroad Name	Host Railroad Code
Amtrak	AM
Belt Railway of Chicago	BR
BNSF Railway Company	BN
Buckingham Branch Railroad	BB
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

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

FRA Quarterly Report | V. Quarterly Reporting Data Categories

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

FRA Quarterly Report | V. Quarterly Reporting Data Categories

Table 8. Customer On-Time Performance by Route

Service Line / Route	OTP (FY22 Q4)	OTP (FY23 Q1)
Long Distance		
Auto Train	55.0%	38.5%
California Zephyr	12.1%	29.2%
Capitol Ltd	35.9%	65.8%
Cardinal	38.8%	47.9%
City Of New Orleans	51.1%	77.4%
Coast Starlight	42.7%	53.8%
Crescent	56.9%	70.4%
Empire Builder	53.9%	42.4%
Lake Shore Ltd	62.5%	72.0%
Palmetto	64.6%	78.8%
Silver Meteor	Did not operate	53.8%
Silver Star	20.3%	48.6%
Southwest Chief	18.0%	38.9%
Sunset Ltd	8.8%	28.7%
Texas Eagle	31.9%	49.7%
Northeast Corridor		
Acela Express	77.1%	85.7%
On Spine Northeast Regional	81.4%	79.7%
Richmond / Newport News / Norfolk	69.0%	71.9%
Roanoke	59.1%	64.8%
Springfield Shuttles	81.4%	87.2%
State Supported		
Adirondack	Did not operate	80.2%
Berkshire Flyer	51.0%	Did not operate
Blue Water	50.6%	67.2%
Capitol Corridor	83.7%	82.1%
Carl Sandburg / Illinois Zephyr	76.7%	77.7%
Carolinian	51.8%	70.9%
Cascades	52.0%	56.1%
Downeaster	79.0%	82.0%
Ethan Allen Express	66.7%	77.1%
Heartland Flyer	45.8%	56.5%
Hiawatha	92.9%	88.3%
Illini / Saluki	61.2%	62.8%
Keystone	94.2%	94.2%
Lincoln / Missouri	32.1%	50.9%
Lincoln Service	65.3%	67.3%
Maple Leaf	73.4%	77.4%
Missouri	33.0%	55.5%
New York - Albany	86.2%	87.4%
New York - Niagara Falls	74.8%	69.9%
Pacific Surfliner	76.0%	83.4%
Pennsylvanian	67.9%	78.0%
Pere Marquette	79.1%	87.8%
Piedmont	73.3%	65.4%
San Joaquins	73.3%	70.3%
Vermont	68.6%	69.8%
Wolverine	63.4%	57.5%

Figure 3. Customer OTP by Service Line and Route

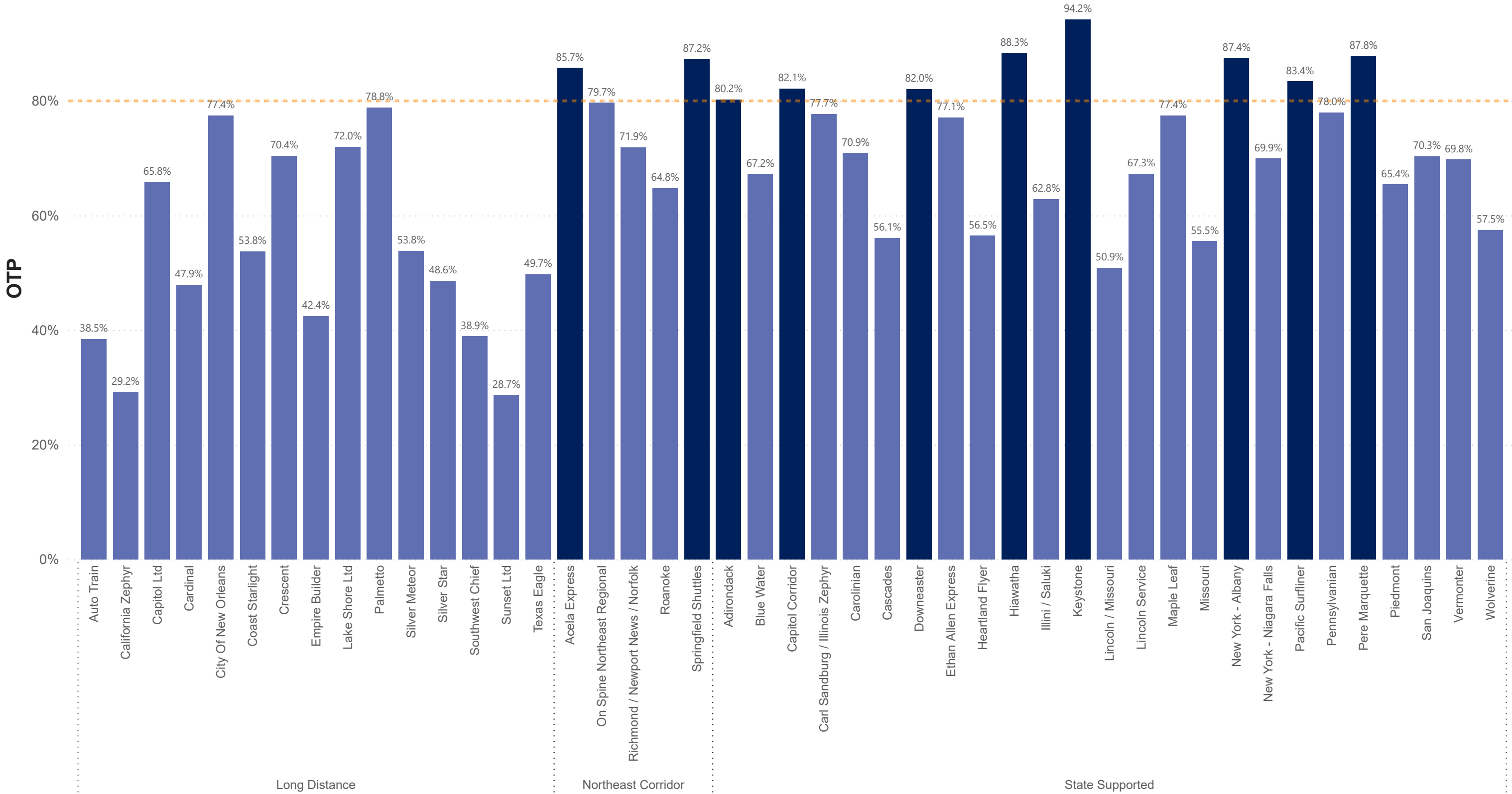


Figure 4. Customer OTP by Route

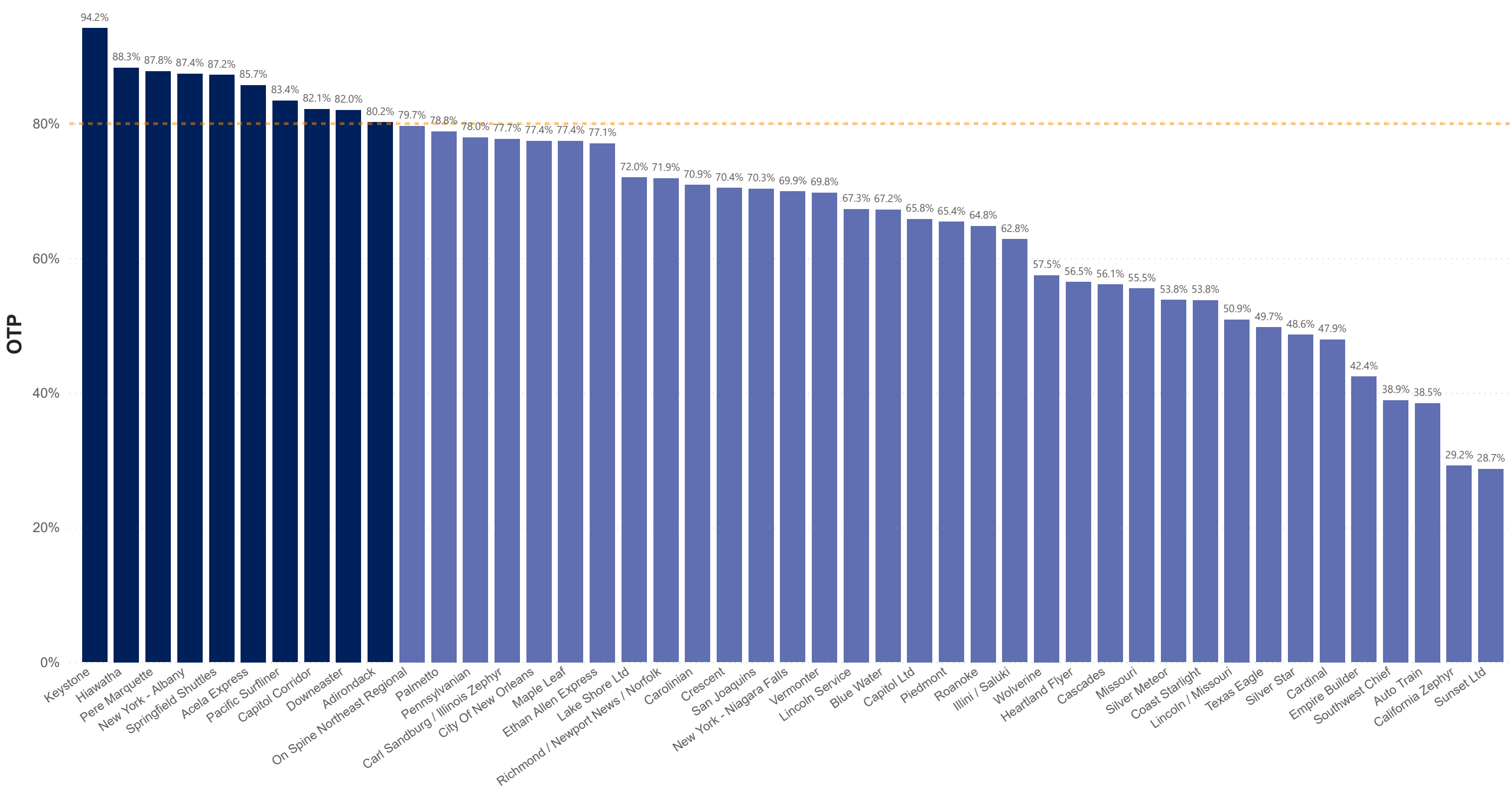


Table 9. Ridership Data Metrics

Host Railroad Name	Oct 2022	Nov 2022	Dec 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 Minutes¹

Host Railroad	Disputed Delay Minutes	Unresolved Disputed Delay Minutes
BNSF	110	0
Buckingham Branch	84	0
Canadian National	9,529	0
Canadian Pacific	293	0
Norfolk Southern	915	0
SCRRA (Metrolink)	82	0
Union Pacific	941	0
Total	11,954	0

1 Amtrak or host railroads may identify minutes that are not resolved.

Table 11. Amtrak Responsible Train Delay Minutes

	Amtrak (Host)																			Amtrak (Non-Host)															Amtrak Total Responsible Delay Minutes
Service Line / Route	CTI	CTP	DBB	DCS	DCT	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		
Long Distance																																			
Auto Train																					508					833	8	173	6,561		302	1,108	1,561	11,054	11,054
California Zephyr	34			37					3							23	15		112	791	1,259		25		1,985	2,420	333	502		2,002	3,687	6,425	19,429	19,541	
Capitol Ltd	22			31							139					55	67		314	303	179	9	128		1,625	711	99	129		357	510	895	4,945	5,259	
Cardinal	48	6		59			3	33	4		8				23	169	48	36	437	457	330		37		630	393	55		11	694	686	996	4,289	4,726	
City Of New Orleans				39						5						27	3		74	604	401		6		889	1,054	163	31		844	882	1,256	6,130	6,204	
Coast Starlight																				853	256		337		1,445	2,230	279	694		1,571	2,000	4,023	13,688	13,688	
Crescent	64	28	5	61			19	54	4			3			25	379	40	35	717	1,784	279		45		1,086	1,280	70	120	34	696	1,962	2,506	9,862	10,579	
Empire Builder	18			5												10	3		36	485	879		1,599		5,337	2,044	107	6,030		1,315	3,674	8,249	29,719	29,755	
Lake Shore Ltd	33			513				8	990		2					254	114		1,914	446	194	24	503		1,653	1,151	179			527	776	1,433	6,886	8,800	
Palmetto	46	17		25			3	31	8		13	4			30	461	61	58	757	895	130		3		416	545	87		8	119	292	1,176	3,671	4,428	
Silver Meteor	129	34		94			6	90	2			6			20	225	28	15	649	2,270	358		85		936	1,163	98		23	204	808	1,302	7,247	7,896	
Silver Star	138	20		64			55	109	7			5			19	414	61	82	974	3,153	400	67	85		1,201	2,178	223	88	19	180	1,215	3,483	12,292	13,266	
Southwest Chief	2			97				8								5	14		126	896	913		231		3,007	2,760	99	168		489	3,290	4,710	16,563	16,689	
Sunset Ltd				36					14							43			93	699	129	16	1,080		444	1,398	63	988		601	1,394	2,135	8,947	9,040	
Texas Eagle	4			74				19			19					87	6		209	906	332		704		1,588	2,270	181	544		446	2,508	3,278	12,757	12,966	
Northeast Corridor																																			
Acela Express	1,645	286	842	1,411	3	3	248	460	271	30	83	79		5	1,675	1,390	120	632	9,183	493	998	17	56	83	2,246	1,459	73	315	225	124	96	519	6,704	15,887	
On Spine Northeast Regional	1,578	288	353	1,572			263	453	89	14	34	46			956	1,731	114	805	8,296	1,105	497	6	81	156	2,713	2,825	128	478	357	701	1,087	790	10,924	19,220	
Richmond / Newport News / Norfolk	1,303	219	621	1,560		40	240	319	76		130	21		3	764	2,105	159	718	8,278	3,054	414	52	189		3,149	4,764	145	487	247	2,286	2,382	2,581	19,750	28,028	
Roanoke	488	25	78	445			91	133	23	48	16	10			166	366	48	221	2,158	1,112	136		4	7	1,019	2,430	158	69	55	343	511	967	6,811	8,969	
Springfield Shuttles	488	26		188				23	7		137				138	692	158	348	2,205	21	2	212	2,402	2	904	80	39	728	15	160	175	375	5,115	7,320	
State Supported																																			
Adirondack				35												35	28		98	11	57					47		34		5	133	12	299	397	
Blue Water	19			73				37	95		8					188	41		461	365	576				674	309		1,254		546	281	851	4,856	5,317	
Capitol Corridor																				1,386	398	166	185		748	1,111	108	1,341		555	545	1,892	8,435	8,435	
Carl Sandburg / Illinois Zephyr	12			4												2	12		30	240	174				36	387		10		62	20	393	1,322	1,352	
Carolinian	15	26		68			15	11	6			3			38	123	23	63	391	1,636	32	1			389	1,372	35	14	38	175	553	1,246	5,491	5,882	
Cascades																				1,610	435	332	352		695	966	78	276		469	395	1,800	7,408	7,408	
Downeaster																				203		3	29		243	722	30	652		62	158	173	2,275	2,275	
Ethan Allen Express	4			424				16	24		5					269	119		861	278	4		25	9	703	751	20	182		263	248	629	3,112	3,973	
Heartland Flyer																				207			30		203	405		1		6	9	103	964	964	
Hiawatha	105			73												2	41		221	198	134	392			445	541		1,143		2,156	849	595	6,453	6,674	
Illini / Saluki	11			41				3			6					47	13		121	667	105				757	1,097				481	100	737	3,944	4,065	
Keystone	1,130	279	74	915		13	1,410	237	97		90	13	2	16	246	696	37	1,594	6,849	42	133	748	48		843	198	46	375	130	153	103	87	2,906	9,755	
Lincoln / Missouri	3			30				4	18		15					30	8		108	1,769	99				325	762	12			465	63	575	4,070	4,178	
Lincoln Service	14			77				37			29					35	21		213	674	799	21	81		1,236	768	30								

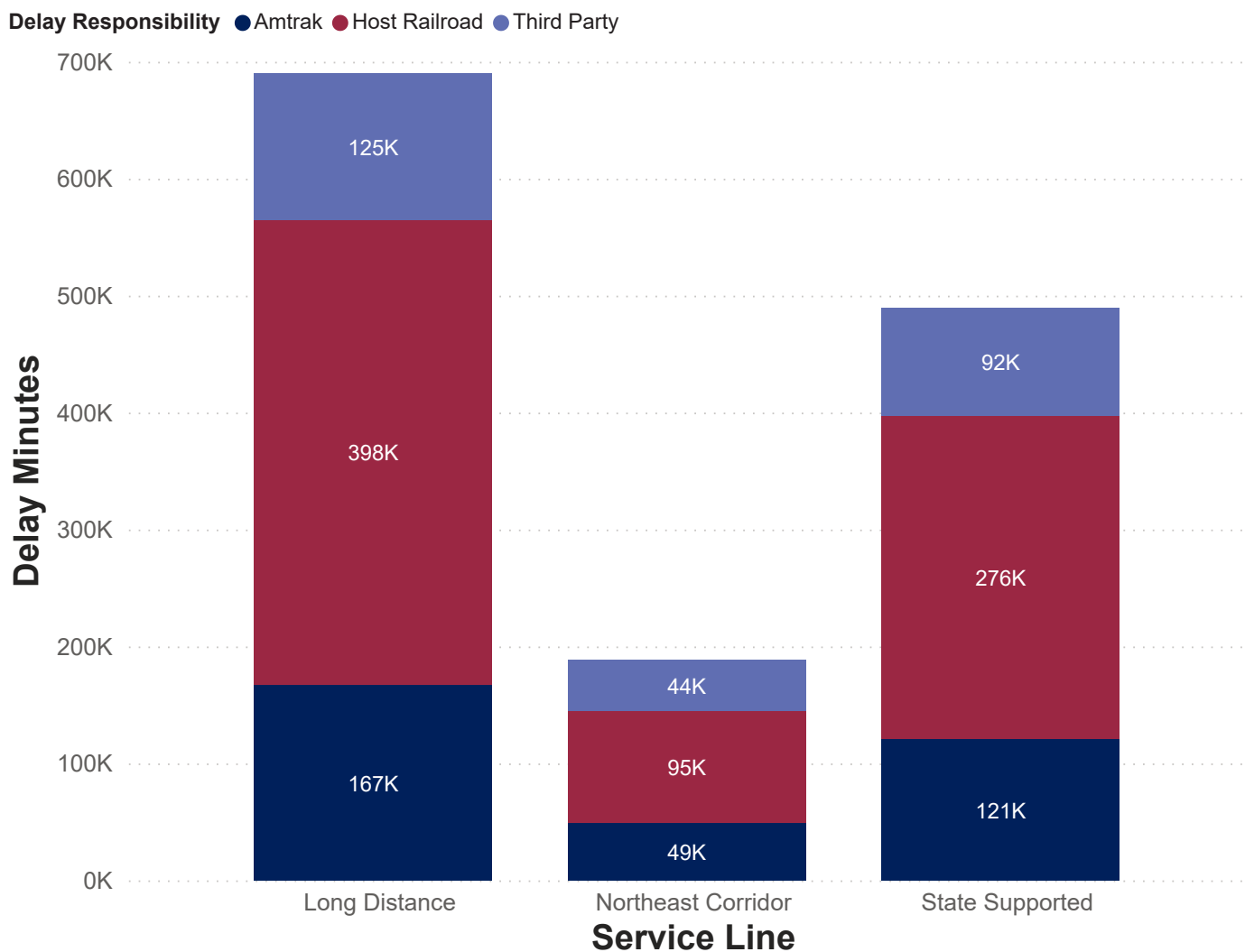
Table 12. Host Railroad Responsible Train Delay Minutes

Service Line / Route	Delay Cause									Total
	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	
Long Distance										
Auto Train	693	1,527		494	5,710		7,623	3,788	1,714	21,549
California Zephyr	797	6,016		3,080	11,788	67	23,725	5,605	4,707	55,785
Capitol Ltd	88	886		306	1,394	341	7,417	1,113	2,570	14,115
Cardinal	135	840		321	1,309		3,529	1,183	906	8,223
City Of New Orleans	46	2,175		830	3,315		4,986	1,995	1,847	15,194
Coast Starlight	602	11,408		854	4,093	102	11,107	8,603	969	37,738
Crescent	187	4,951		555	2,313		11,964	3,637	1,950	25,557
Empire Builder	650	2,837		1,445	4,471	135	27,357	2,981	1,308	41,184
Lake Shore Ltd	2,917	948		592	1,398	269	6,713	2,072	2,457	17,366
Palmetto	87	744		628	2,340	1	3,786	2,640	282	10,508
Silver Meteor	2,083	1,812		258	4,065	12	4,736	3,878	832	17,676
Silver Star	1,318	3,100		606	5,290		5,338	4,660	1,386	21,698
Southwest Chief	2,903	5,138		1,035	5,041		14,058	4,085	1,128	33,388
Sunset Ltd	60	3,339		629	4,218	78	15,829	749	3,041	27,943
Texas Eagle	206	2,520		540	9,626	146	25,383	3,180	1,574	43,175
Northeast Corridor										
Acela Express	3,111	652	10	331	7,801	22		45	518	12,490
On Spine Northeast Regional	4,055	505	97	483	5,313			98	235	10,786
Richmond / Newport News / Norfolk	4,448	2,929		1,446	8,918	19	6,406	3,224	4,124	31,514
Roanoke	1,674	937		268	1,689	8	2,373	2,254	329	9,532
Springfield Shuttles	40	118	20		399		321	66	87	1,051
State Supported										
Adirondack	110	2		21	10				61	204
Blue Water		584		201	303		2,359	137	164	3,748
Capitol Corridor	723	2,885		408	3,804	112	1,536	5,609	959	16,036
Carl Sandburg / Illinois Zephyr	693	377		357	909		1,965	442	431	5,174
Carolinian	97	1,086		414	1,525		1,687	2,614	1,183	8,606
Cascades	176	3,031		1,025	6,083		8,034	3,855	1,923	24,127
Downeaster	1,319	2,900		634	2,514	12	1,324	3,000	363	12,066
Ethan Allen Express	535	329		219	1,063		241	72	231	2,690
Heartland Flyer		414		103	3,770		3,424	48	45	7,804
Hiawatha	3,710	772		772	1,737		798	783	309	8,881
Illini / Saluki	258	555		222	1,937		1,915	563	236	5,686
Lincoln / Missouri		1,088		405	1,692	165	7,775	2,285	542	13,952
Lincoln Service	49	1,433		311	738	359	6,979	3,161	860	13,890
Maple Leaf	539	303		253	601		2,144	258	1,194	5,292
Missouri		154		89	529		1,390	305	125	2,592
New York - Albany	3,613	210		294	609		4	155	870	5,755
New York - Niagara Falls	2,236	640		785	1,484	4	4,061	460	2,504	12,174
Pacific Surfliner	5,181	17,190		444	1,540	6	979	7,718	740	33,798
Pennsylvanian		239		126	378		1,597		845	3,185
Pere Marquette	16	196		102	112		625	190	84	1,325
Piedmont		1,260		301	917		1,672	1,406	632	6,188
San Joaquins		2,627		799	7,803	150	15,171	14,877	702	42,129
Vermonter	550	385		386	7,795		224	163	63	9,566
Wolverine	33	1,878		444	3,515		3,501	3,042	1,381	13,794

Table 13. Third Party Responsible Train Delay Minutes

Service Line / Route	Delay Cause									Total
	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Long Distance										
Auto Train			95		401	313	934		490	2,233
California Zephyr			761	325	4,467	1,000	789		2,180	9,522
Capitol Ltd			46	73	3,672	101	157	38	261	4,348
Cardinal	6		40		2,055	82	382		221	2,786
City Of New Orleans			49	6	8,198	710	910		481	10,354
Coast Starlight			186	566	6,965	1,990	2,677		3,880	16,264
Crescent			72	30	10,365	626	1,089	215	779	13,176
Empire Builder			252	379	13,613	543	595		2,214	17,596
Lake Shore Ltd			64	87	6,473	787	666		366	8,443
Palmetto			22	9	2,211	308	388		480	3,418
Silver Meteor	20		233	44	2,962	472	781	79	305	4,896
Silver Star	10		131	28	2,527	668	151	178	1,085	4,778
Southwest Chief			726	255	5,039	756	782		1,934	9,492
Sunset Ltd		548	220	136	1,845	552	667		377	4,345
Texas Eagle			42	43	10,813	929	980		919	13,726
Northeast Corridor										
Acela Express	320		541	458	3,243	1,159	843	428	3,344	10,336
On Spine Northeast Regional	137		654	374	2,304	862	1,268	99	5,119	10,817
Richmond / Newport News / Norfolk	142		391	363	6,151	1,173	1,611	516	3,573	13,920
Roanoke	47		323	21	1,742	439	464	152	1,283	4,471
Springfield Shuttles			147		1,505	262	58		2,032	4,004
State Supported										
Adirondack					103				231	334
Blue Water			45	53	2,542	121	66		854	3,681
Capitol Corridor			693	2,167	2,695	4,170	4,448		525	14,698
Carl Sandburg / Illinois Zephyr					605	5	114		91	815
Carolinian	9		58	66	2,003	295	141	6	548	3,126
Cascades		175	643	1,330	1,344	977	1,561		2,440	8,470
Downeaster			508		2,712	61	265		498	4,044
Ethan Allen Express			61		2,844	160	119		567	3,751
Heartland Flyer			1		33	22	159		34	249
Hiawatha			33	1	268	89	229		128	748
Illini / Saluki			8	8	72	16	66		132	302
Keystone	239		88	171	177	270	560	9	1,620	3,134
Lincoln / Missouri			27	3	1,179	7	653		472	2,341
Lincoln Service			17	22	3,450	144	103		985	4,721
Maple Leaf			4		3,186	194	179		310	3,873
Missouri			107		89	12				208
New York - Albany			304	6	723	362	554		1,601	3,550
New York - Niagara Falls			18		1,735	318	482		1,106	3,659
Pacific Surfliner			68		7,225	1,459	613		112	9,477
Pennsylvanian	62		8	32	143	60			741	1,046
Pere Marquette			6	84	286	11	45		156	588
Piedmont			304		448	577	448		977	2,754
San Joaquins			59	11	5,668	1,762	2,415		249	10,164
Vermont	1		53	52	1,251	58	132	4	655	2,206
Wolverine			253	251	969	174	980		1,909	4,536

Figure 5. Delay Minutes by Service Line



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

Figure 6. Delay Minutes by Route and Responsibility

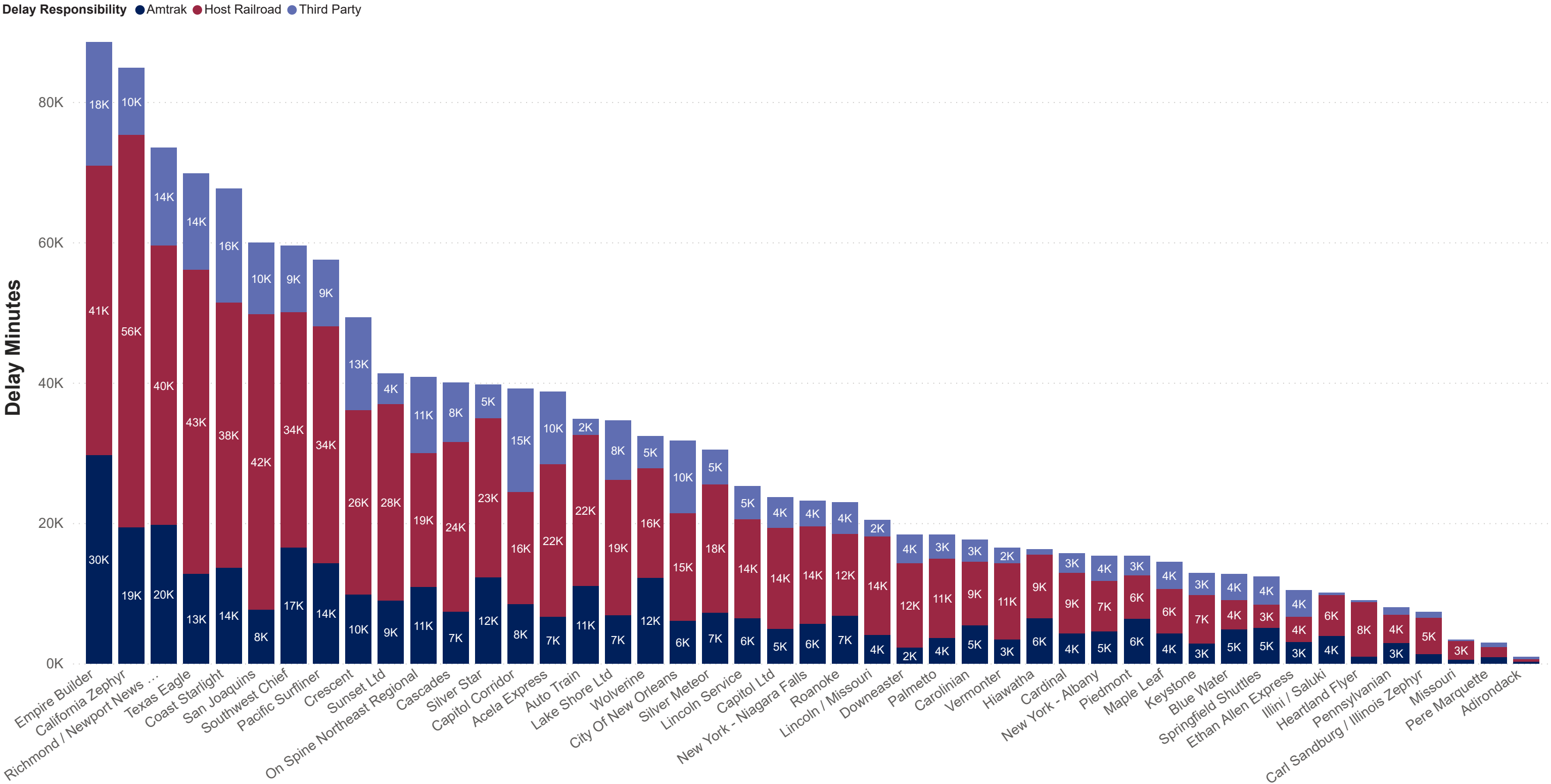
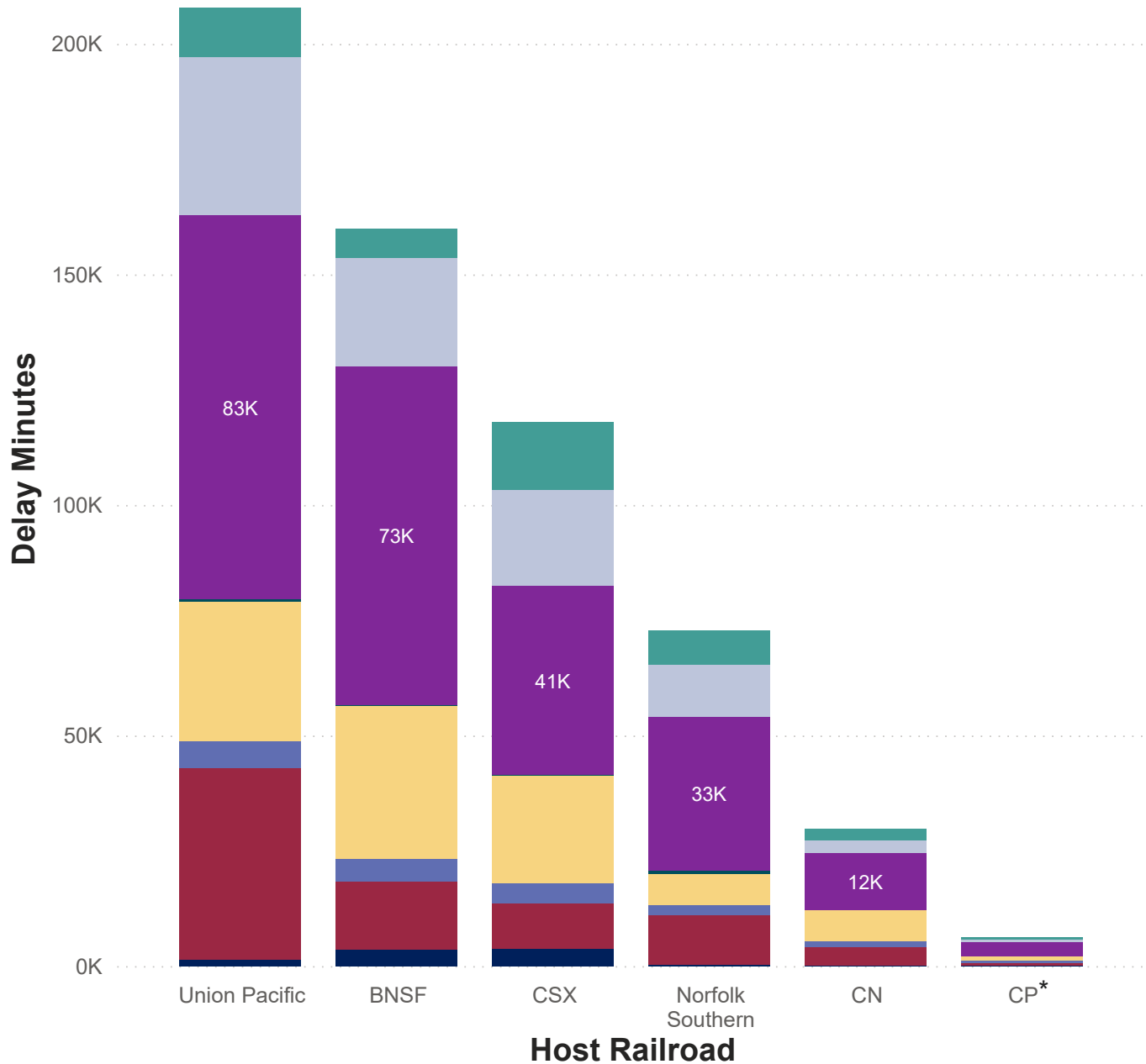


Figure 7. Class I Host Responsible Train Delay Minutes

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



* 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

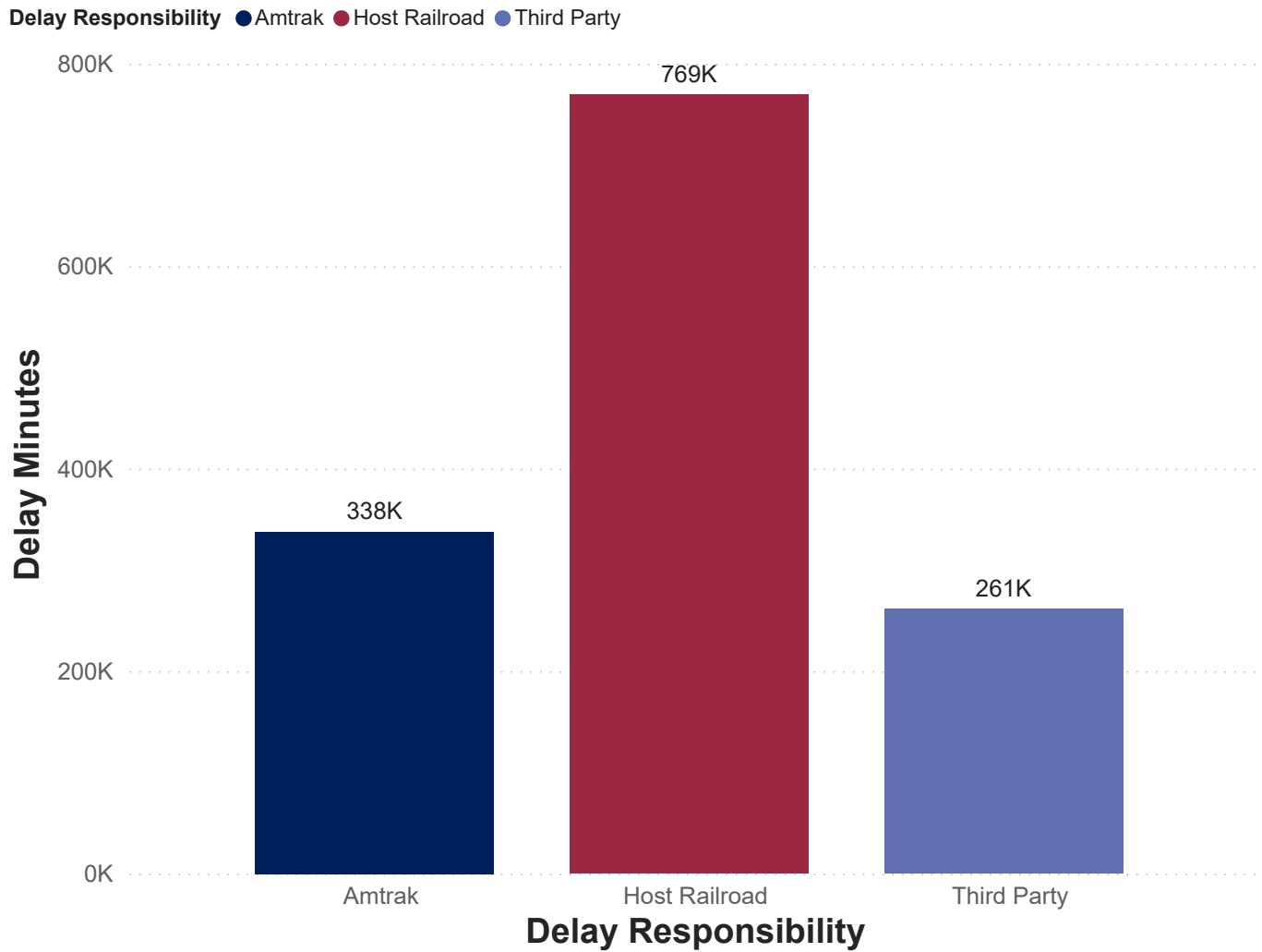


Figure 9. Train Delay Minutes per 10,000 Train Miles by Service Line

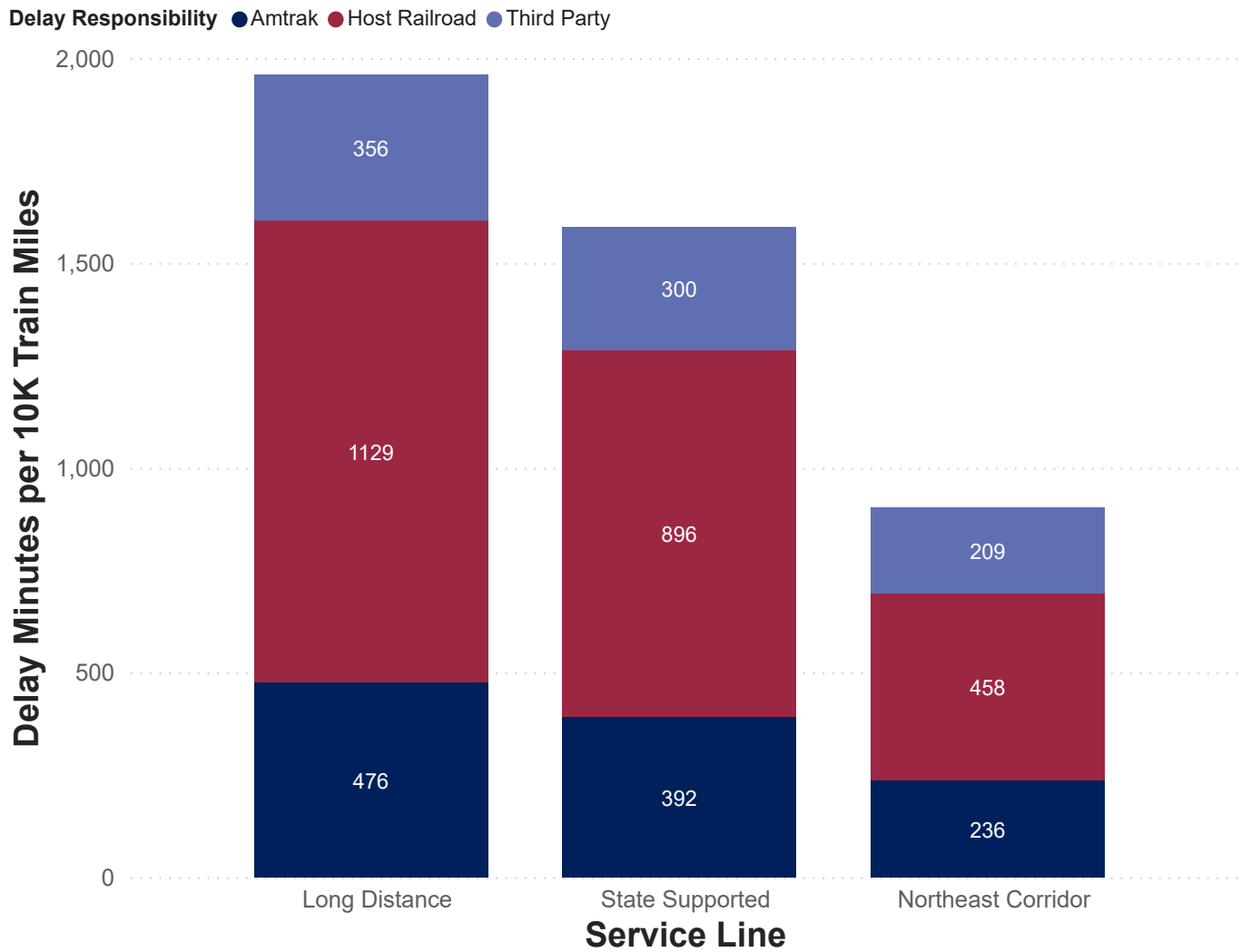


Figure 10. Delay Minutes per 10,000 Train Miles by Service Line, Route and Responsibility

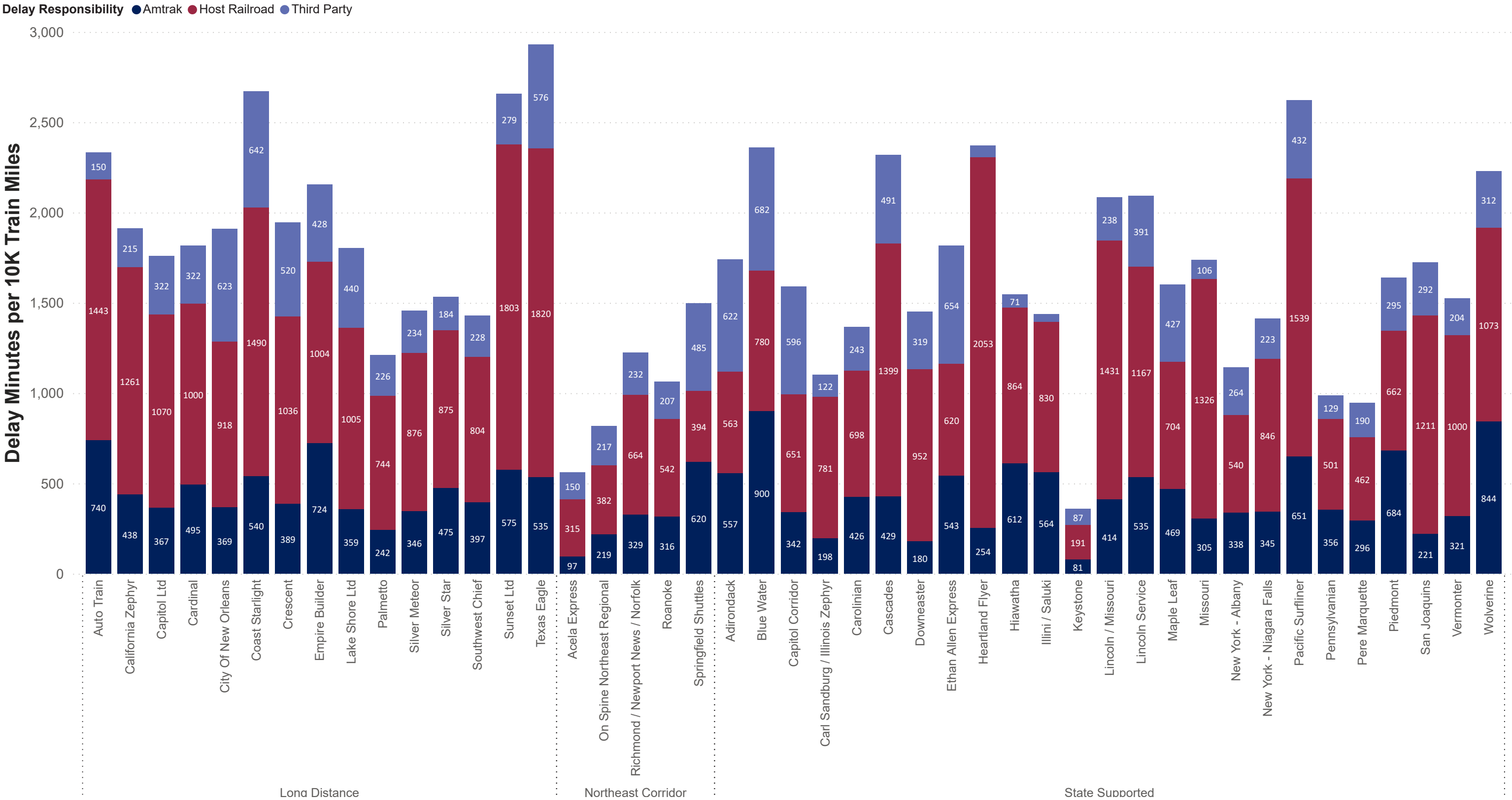


Figure 11. Delay Minutes per 10,000 Train Miles by Route and Responsibility

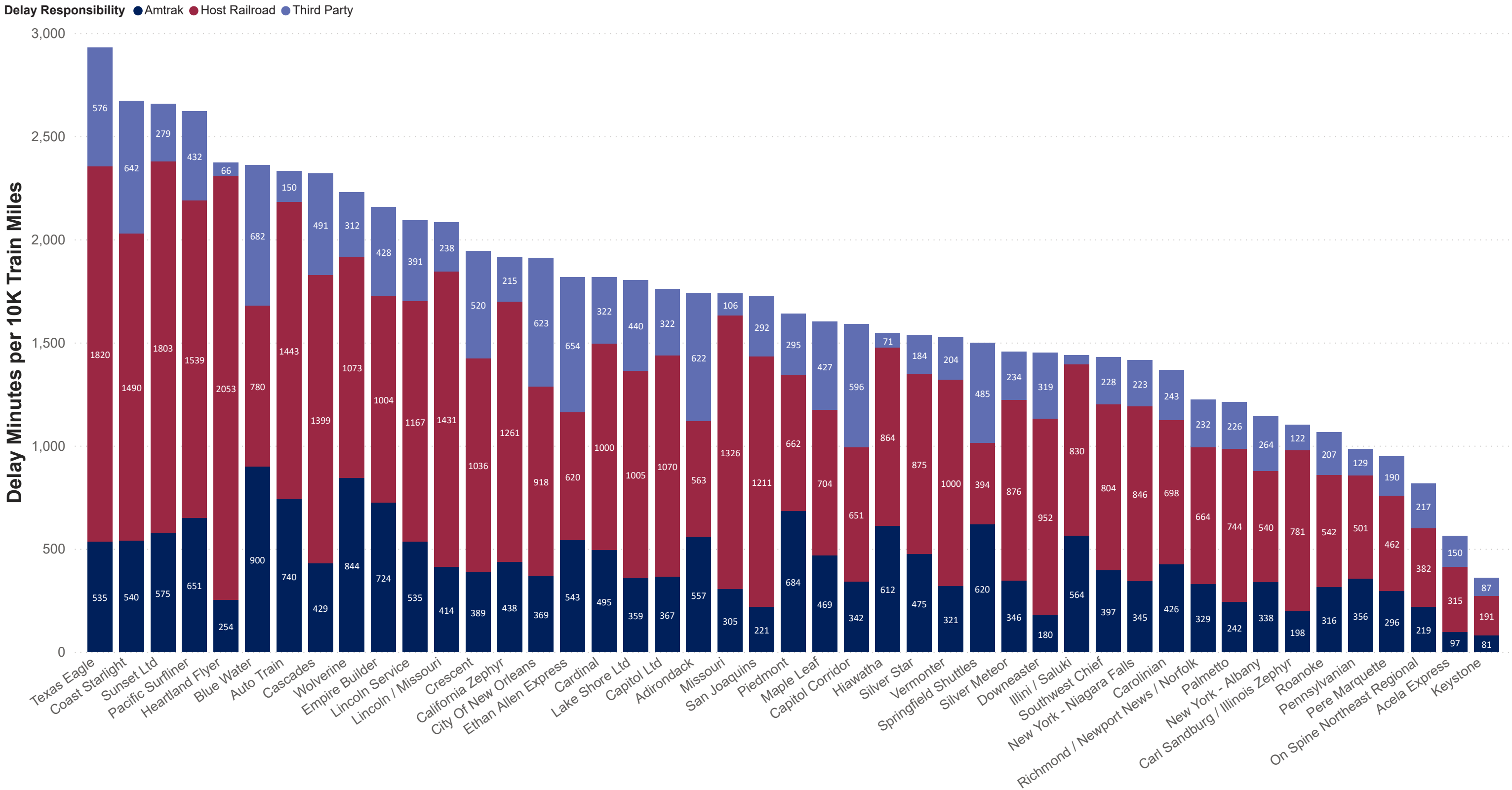
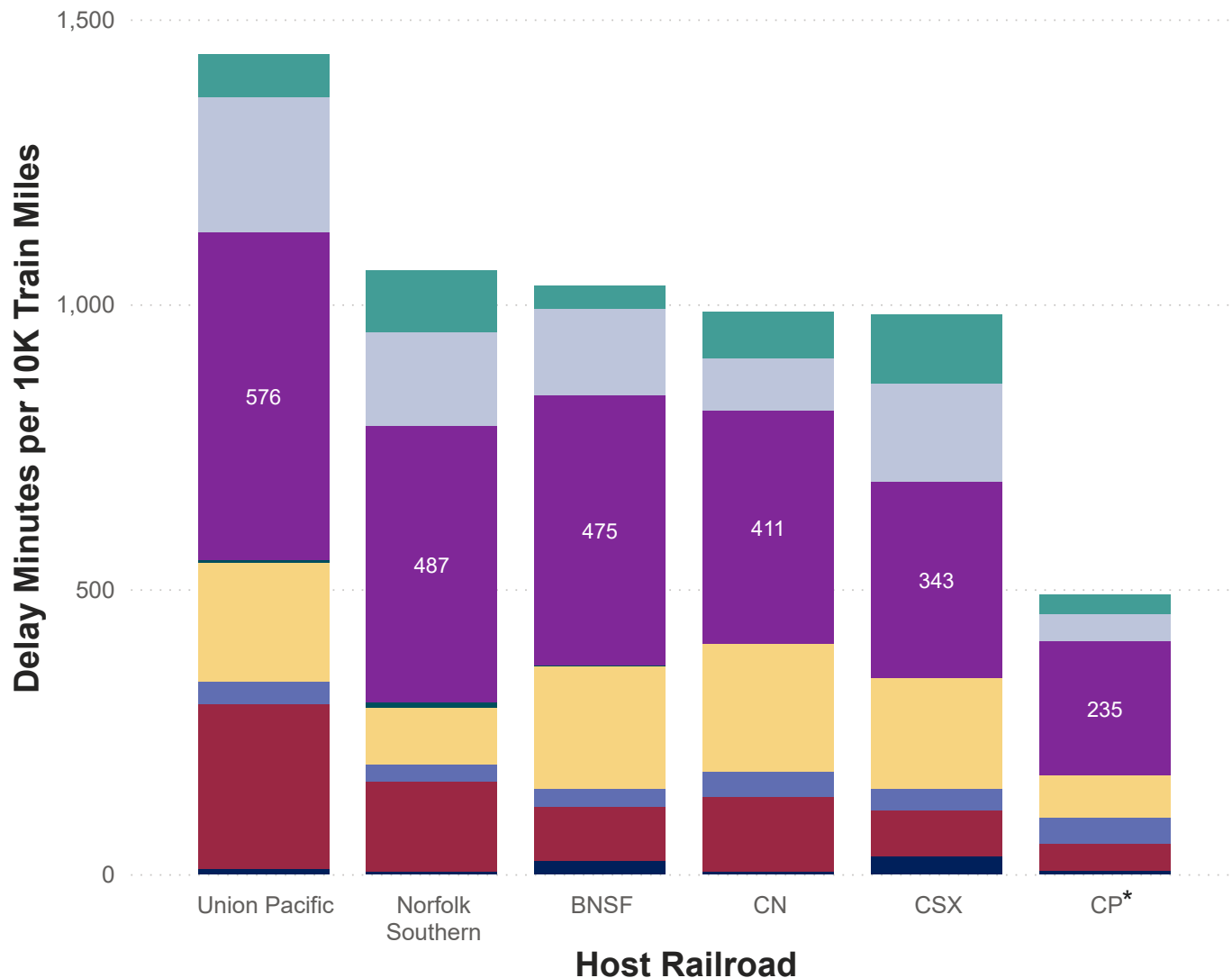


Figure 12. Class I Host Responsible Train Delay Minutes per 10,000 Train Miles

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



*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.

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 the FY 2022 Q4 report at railroads.dot.gov.

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	66%	88%	65%	79%	70%	60%
California Zephyr	73%	86%	68%	67%	80%	64%
Capitol Limited	82%	88%	78%	84%	83%	61%
Cardinal	80%	87%	77%	81%	85%	62%
City of New Orleans	84%	92%	83%	83%	84%	63%
Coast Starlight	74%	83%	71%	73%	80%	63%
Crescent	77%	84%	76%	74%	79%	60%
Empire Builder	68%	85%	64%	68%	79%	58%
Lake Shore Ltd	80%	86%	77%	78%	81%	63%
Palmetto	85%	87%	82%	85%	89%	72%
Silver Meteor	81%	87%	79%	75%	83%	61%
Silver Star	77%	84%	76%	74%	80%	63%
Southwest Chief	75%	88%	72%	70%	77%	67%
Sunset Limited	74%	86%	69%	69%	81%	64%
Texas Eagle	70%	82%	68%	69%	78%	56%
Northeast Corridor						
Acela Express	88%	91%	85%	88%	88%	73%
Northeast Regional	84%	88%	78%	87%	89%	68%
State Supported						
Blue Water	73%	86%	70%	80%	82%	61%
Capitol Corridor	86%	91%	81%	89%	90%	73%
Carolinian	83%	85%	80%	80%	84%	68%
Cascades	82%	93%	78%	85%	86%	67%
Downeaster	88%	94%	81%	94%	94%	79%
Empire South	85%	92%	80%	89%	89%	46%
Empire West/Maple Leaf	84%	90%	81%	85%	87%	68%
Ethan Allen	76%	89%	70%	84%	86%	77%
Heartland Flyer	86%	92%	83%	90%	92%	79%
Hiawatha	90%	95%	87%	91%	92%	48%
Illini / Saluki	87%	93%	81%	89%	90%	74%
Illinois Zephyr/Carl Sandburg	67%	81%	66%	82%	77%	62%
Keystone	91%	93%	86%	91%	93%	48%
Lincoln Service	75%	85%	73%	83%	81%	66%
Missouri River Runner	83%	93%	77%	85%	88%	69%
New Haven - Springfield	82%	91%	76%	88%	91%	70%
Pacific Surfliner	82%	91%	79%	86%	90%	74%
Pennsylvanian	91%	94%	88%	87%	91%	79%
Pere Marquette	86%	97%	88%	90%	84%	76%
Piedmont	91%	94%	89%	93%	94%	63%
San Joaquin	84%	89%	84%	83%	88%	68%
Vermont	82%	90%	71%	86%	90%	70%
Washington-Lynchburg/Roanoke	81%	87%	73%	83%	87%	69%
Washington-Newport News	83%	88%	76%	85%	89%	70%
Washington-Norfolk	87%	91%	78%	85%	90%	74%
Washington-Richmond	82%	87%	68%	82%	88%	72%
Wolverine	70%	82%	67%	79%	77%	59%

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

Service Line / Route	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
Long Distance						
Auto Train	77%	91%	77%	74%	83%	65%
California Zephyr	81%	89%	75%	84%	72%	67%
Capitol Limited	83%	88%	80%	83%	84%	62%
Cardinal	84%	88%	80%	87%	84%	65%
City of New Orleans	85%	92%	85%	85%	84%	64%
Coast Starlight	79%	85%	76%	82%	76%	64%
Crescent	79%	85%	78%	80%	75%	61%
Empire Builder	78%	87%	74%	83%	72%	63%
Lake Shore Ltd	82%	87%	80%	82%	79%	63%
Palmetto	86%	87%	83%	90%	85%	73%
Silver Meteor	82%	88%	80%	83%	76%	62%
Silver Star	80%	85%	80%	82%	75%	64%
Southwest Chief	80%	89%	78%	79%	72%	69%
Sunset Limited	78%	88%	74%	82%	71%	66%
Texas Eagle	76%	84%	74%	80%	73%	59%
Northeast Corridor						
Acela Express	88%	91%	85%	89%	88%	73%
Northeast Regional	84%	88%	78%	89%	87%	68%
State Supported						
Blue Water	83%	90%	81%	87%	87%	67%
Capitol Corridor	90%	93%	85%	92%	90%	74%
Carolinian	87%	88%	86%	87%	83%	72%
Cascades	88%	93%	85%	88%	88%	71%
Downeaster	94%	95%	87%	95%	96%	83%
Empire South	90%	93%	85%	91%	91%	48%
Empire West/Maple Leaf	89%	92%	86%	89%	87%	71%
Ethan Allen	88%	92%	83%	92%	89%	85%
Heartland Flyer	88%	92%	85%	93%	90%	80%
Hiawatha	92%	95%	89%	93%	92%	49%
Illini / Saluki	90%	93%	85%	89%	89%	75%
Illinois Zephyr/Carl Sandburg	75%	83%	72%	78%	82%	67%
Keystone	94%	94%	89%	94%	92%	49%
Lincoln Service	83%	88%	81%	85%	86%	70%
Missouri River Runner	89%	95%	83%	89%	88%	73%
New Haven - Springfield	87%	93%	81%	93%	90%	72%
Pacific Surfliner	84%	91%	81%	91%	87%	75%
Pennsylvanian	93%	94%	89%	92%	88%	79%
Pere Marquette	88%	97%	91%	86%	91%	76%
Piedmont	97%	96%	93%	96%	95%	67%
San Joaquin	87%	91%	88%	89%	85%	70%
Vermont	88%	92%	81%	92%	89%	73%
Washington- Lynchburg/Roanoke	86%	88%	80%	89%	85%	72%
Washington-Newport News	88%	89%	82%	91%	87%	72%
Washington-Norfolk	91%	93%	84%	92%	87%	75%
Washington-Richmond	89%	90%	75%	91%	86%	75%
Wolverine	85%	90%	82%	86%	88%	69%

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

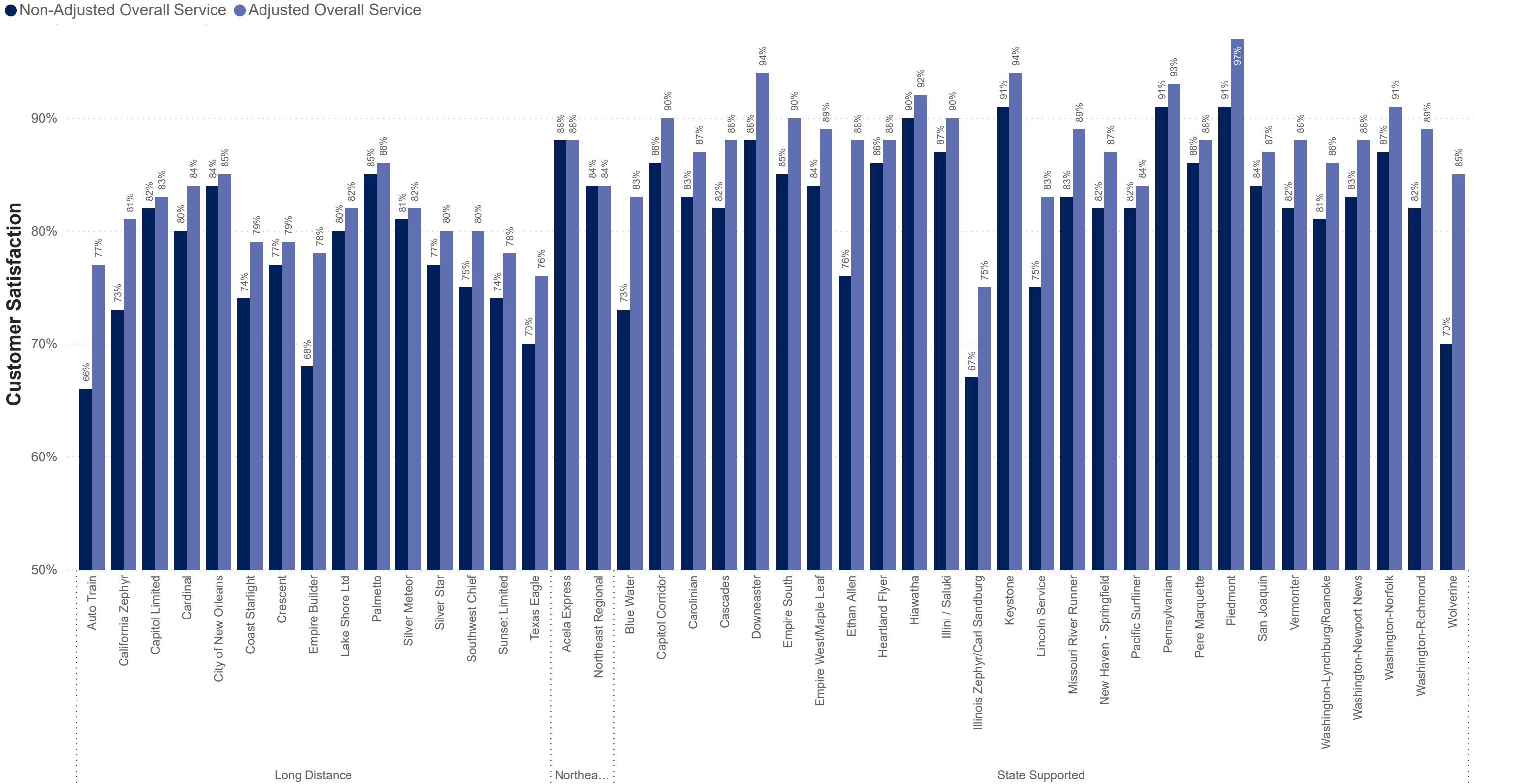
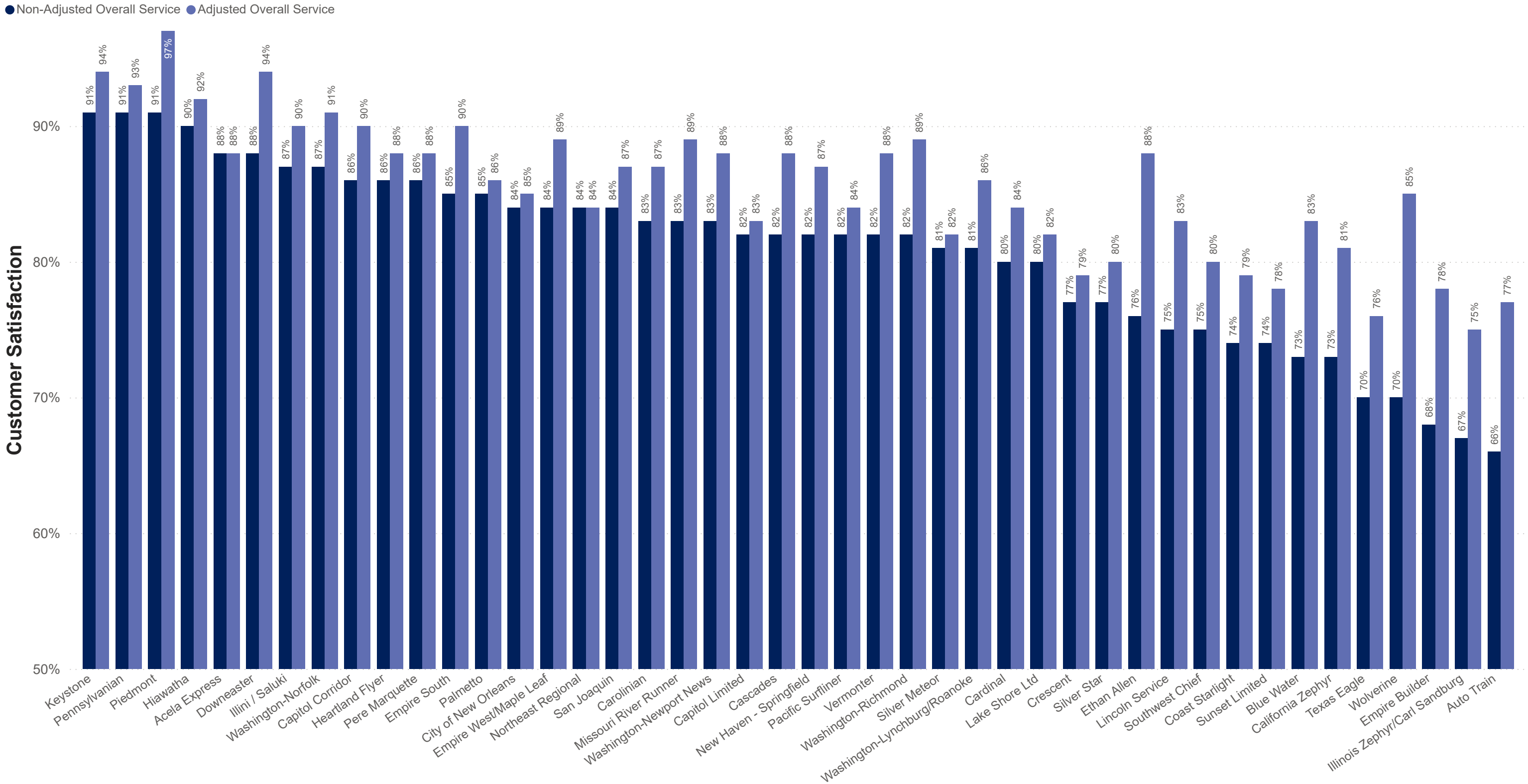


Figure 14. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance



C. Financial

Table 17. Financial Metrics – Definitions and Notes

Metric	Definition	Data Description and Notes
Cost Recovery	Amtrak's adjusted operating revenue divided by Amtrak's adjusted operating expense. This metric is reported at the corporate level/system-wide and for each route and is reported in constant dollars of the reporting year based on the Office of Management and Budget's gross domestic product chain deflator.	<p><i>Adjusted operating expenses</i> means Amtrak's operating expenses adjusted to exclude certain Amtrak expenses that are not considered core to operating the business. The major exclusions are depreciation, capital project-related expenditures not eligible for capitalization, the non-cash portion of pension and post-retirement benefits, and Amtrak's Office of Inspector General expenses. Adjusted operating expenses do not include any operating expenses for State-supported routes that are paid for separately by States.</p> <p><i>System-wide</i> (Total Amtrak) includes Ancillary and Infrastructure expenses not related to train operations. National Train Service includes expenses from all train operations and routes. Special Trains includes expenses related to contracting of Amtrak's equipment crews for private excursion.</p>
Avoidable Operating Costs Covered by Passenger Revenue	The percent of avoidable operating costs divided by passenger revenue for each route, shown with and without State operating payments.	<p><i>Avoidable operating costs</i> means costs incurred by Amtrak to operate train service along a route that would no longer be incurred if the route were no longer operated. For this quarterly report, Avoidable Operating Expense is calculated by adding Frequency Variable & Route Variable costs.</p> <p><i>Passenger revenue</i> means intercity passenger rail revenue generated from passenger train operations, including ticket revenue, food and beverage sales, operating payments collected from States or other sponsoring entities, special trains, and private car operations.</p>
Fully Allocated Core Operating Costs Covered by Passenger Revenue	The percent of fully allocated core operating costs divided by passenger revenue for each route, shown with and without State operating payments.	<p><i>Fully allocated core operating costs</i> means Amtrak's total costs associated with operating an Amtrak route, including direct operating expenses, a portion of shared expenses, and a portion of corporate overhead expenses. Fully allocated core operating costs exclude ancillary and other expenses that are not directly reimbursed by passenger revenue to match revenues with expenses.</p> <p><i>Passenger revenue</i> means intercity passenger rail revenue generated from passenger train operations, including ticket revenue, food and beverage sales, operating payments collected from States or other sponsoring entities, special trains, and private car operations.</p>
Average Ridership	The number of passenger-miles divided by train-miles for each route	None.
Total Ridership	The total number of passengers on Amtrak trains, reported by route	None.

Table 18. Cost Recovery by Service Line and Route

Service Line / Route	Cost Recovery
Long Distance	
Auto Train	116%
California Zephyr	43%
Capitol Limited	47%
Cardinal	34%
City of New Orleans	41%
Coast Starlight	54%
Crescent	50%
Empire Builder	41%
Lake Shore Ltd	47%
Palmetto	68%
Silver Meteor	52%
Silver Star	45%
Southwest Chief	36%
Sunset Limited	25%
Texas Eagle	44%
Northeast Corridor	
Acela Express	142%
NEC Special Trains	43%
Northeast Regional	132%
State Supported	
Adirondack	166%
Berkshire Flyer	0%
Blue Water	85%
Capitol Corridor	85%
Carolinian	94%
Cascades	83%
Downeaster	78%
Empire South	78%
Empire West/Maple Leaf	92%
Ethan Allen	84%
Heartland Flyer	69%
Hiawatha	90%
Illini / Saluki	105%
Illinois Zephyr/Carl Sandburg	107%
Keystone	31%
Lincoln Service	101%
Missouri River Runner	118%
New Haven - Springfield	58%
Non-NEC Special Trains	19%
Pacific Surfliner	88%
Pennsylvanian	70%
Pere Marquette	85%
Piedmont	83%
San Joaquin	84%
Vermonter	91%
Washington-Lynchburg/ Roanoke	56%
Washington-Newport News	79%
Washington-Norfolk	55%
Washington-Richmond	62%
Wolverine	79%
System-Wide	
National Train Service	86%
System-wide (Total Amtrak)	86%

Figure 15. Cost Recovery by Service Line and Route

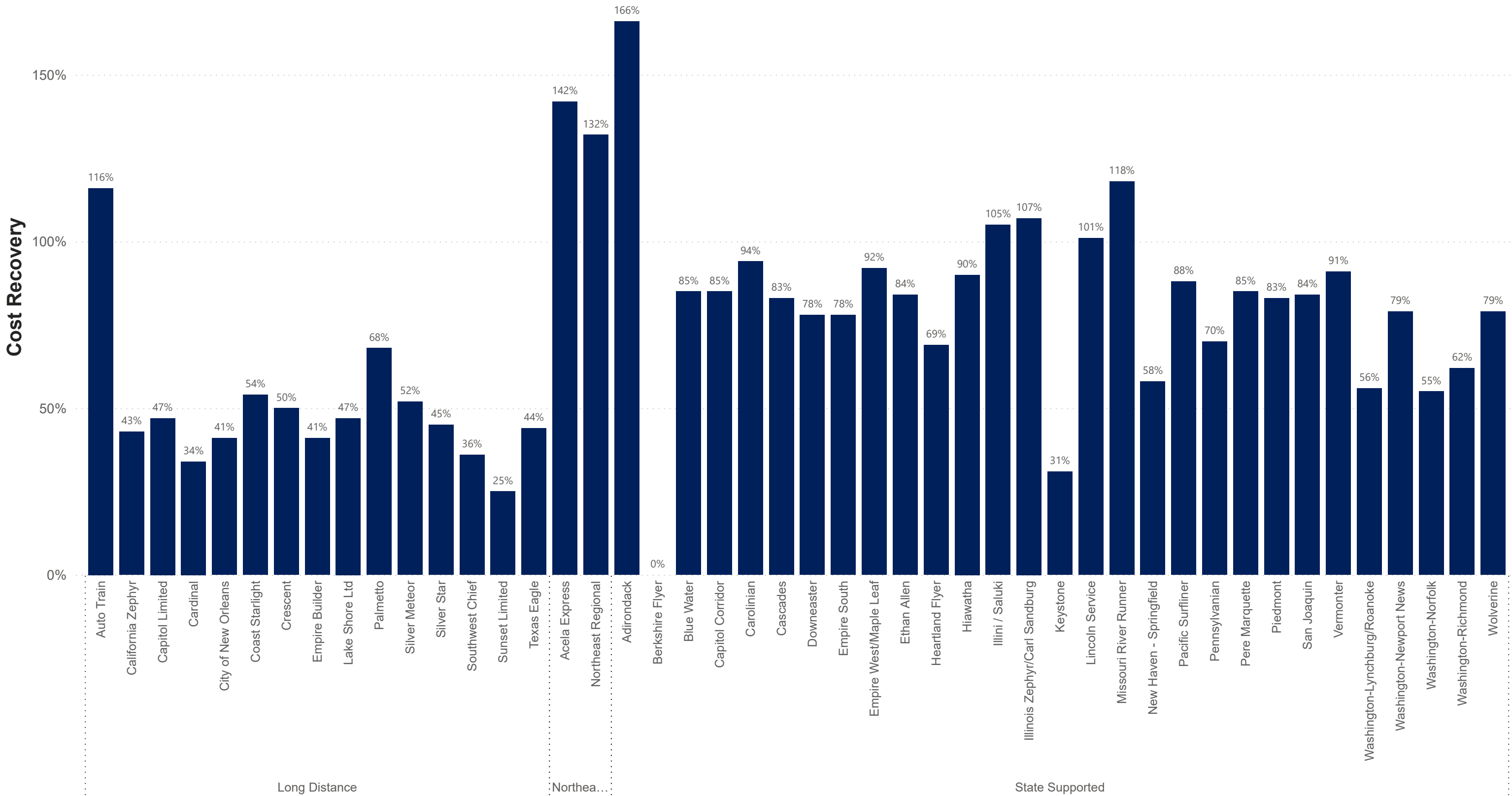


Figure 16. Cost Recovery by Route

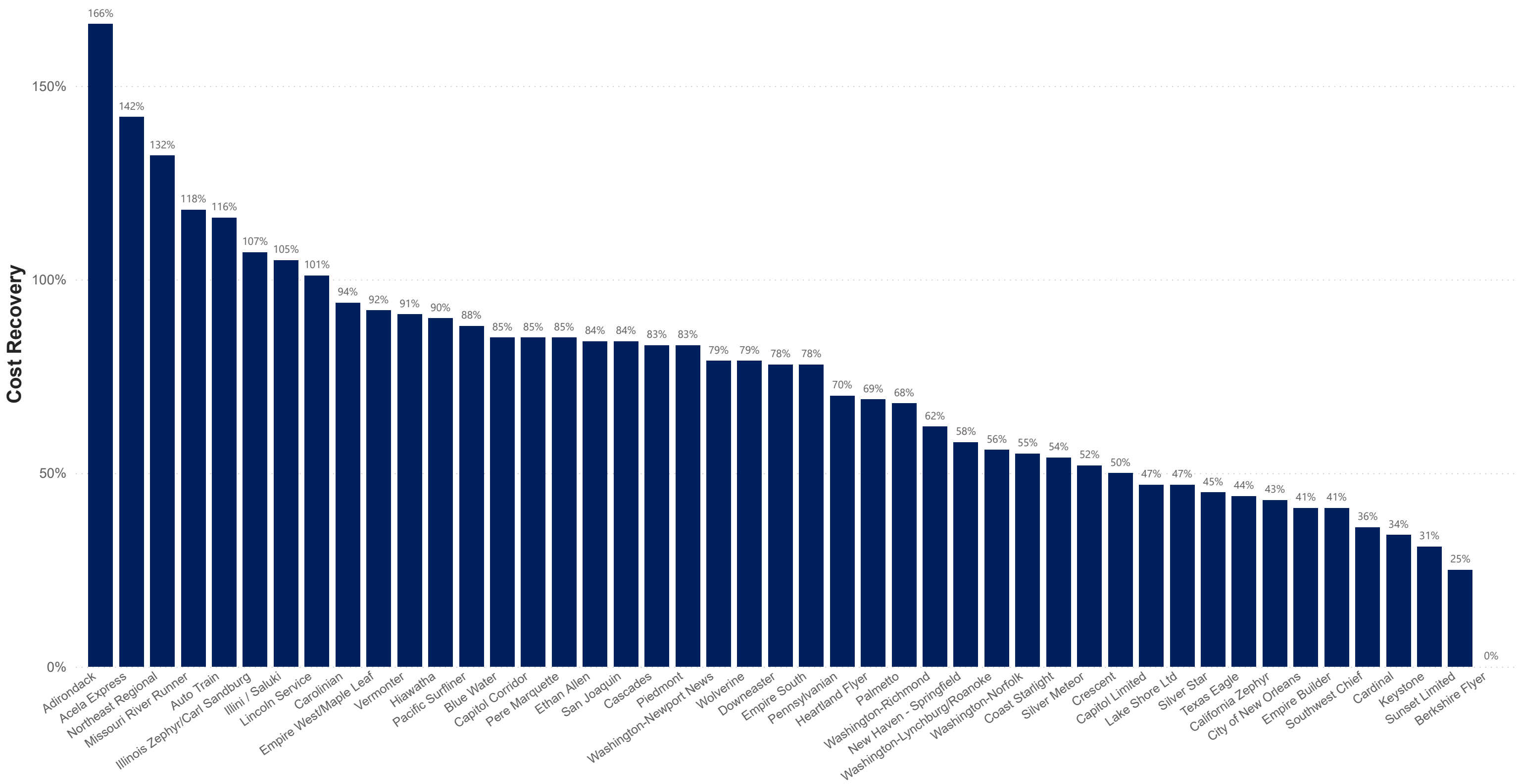


Table 19. Avoidable Operating Expenses Covered By Passenger Revenue

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	128%	128%
California Zephyr	49%	49%
Capitol Limited	58%	58%
Cardinal	41%	41%
City of New Orleans	47%	47%
Coast Starlight	61%	61%
Crescent	56%	56%
Empire Builder	46%	46%
Lake Shore Ltd	53%	53%
Palmetto	78%	78%
Silver Meteor	58%	58%
Silver Star	50%	50%
Southwest Chief	40%	40%
Sunset Limited	29%	29%
Texas Eagle	47%	47%
Northeast Corridor		
Acela Express	170%	170%
NEC Special Trains	126%	126%
Northeast Regional	167%	167%
State Supported		
Adirondack	0%	212%
Berkshire Flyer	0%	0%
Blue Water	47%	96%
Capitol Corridor	40%	98%
Carolinian	87%	103%
Cascades	61%	103%
Downeaster	62%	90%
Empire South	127%	91%
Empire West/Maple Leaf	58%	101%
Ethan Allen	47%	95%
Heartland Flyer	33%	81%
Hiawatha	57%	100%
Illini / Saluki	48%	115%
Illinois Zephyr/Carl Sandburg	24%	120%
Keystone	33%	34%
Lincoln Service	54%	114%
Missouri River Runner	57%	139%
New Haven - Springfield	29%	67%
Non-NEC Special Trains	37%	37%
Pacific Surfliner	39%	103%
Pennsylvanian	74%	79%
Pere Marquette	57%	101%
Piedmont	65%	95%
San Joaquin	36%	95%
Vermonter	45%	106%
Washington-Lynchburg/ Roanoke	85%	63%
Washington-Newport News	78%	87%
Washington-Norfolk	78%	64%
Washington-Richmond	51%	70%
Wolverine	59%	89%
System-Wide		
National Train Service	91%	101%
System-wide (Total Amtrak)	73%	82%

Figure 17. Avoidable Operating Expenses Covered By Passenger Revenue By Service Line and Route

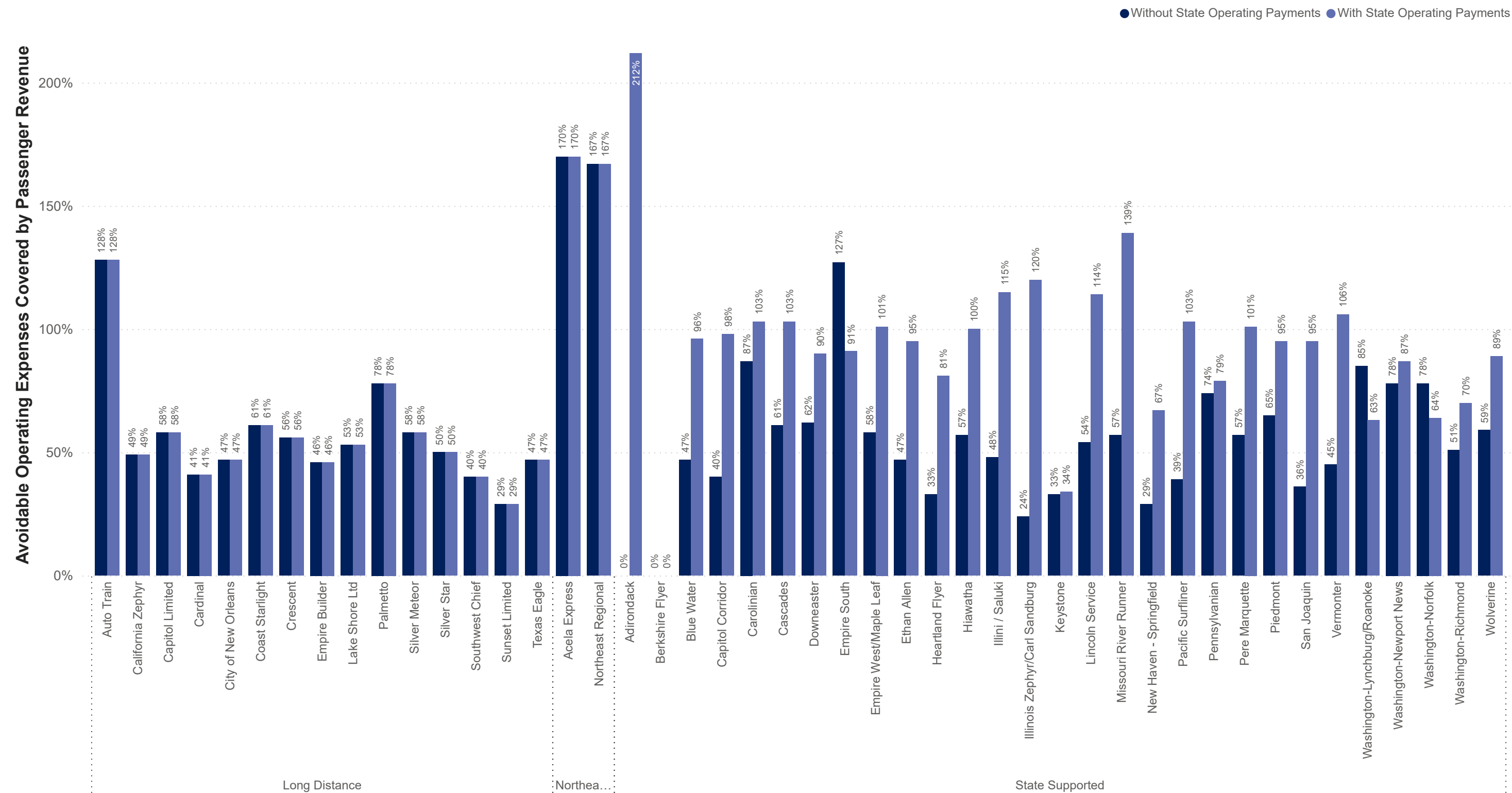


Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Route

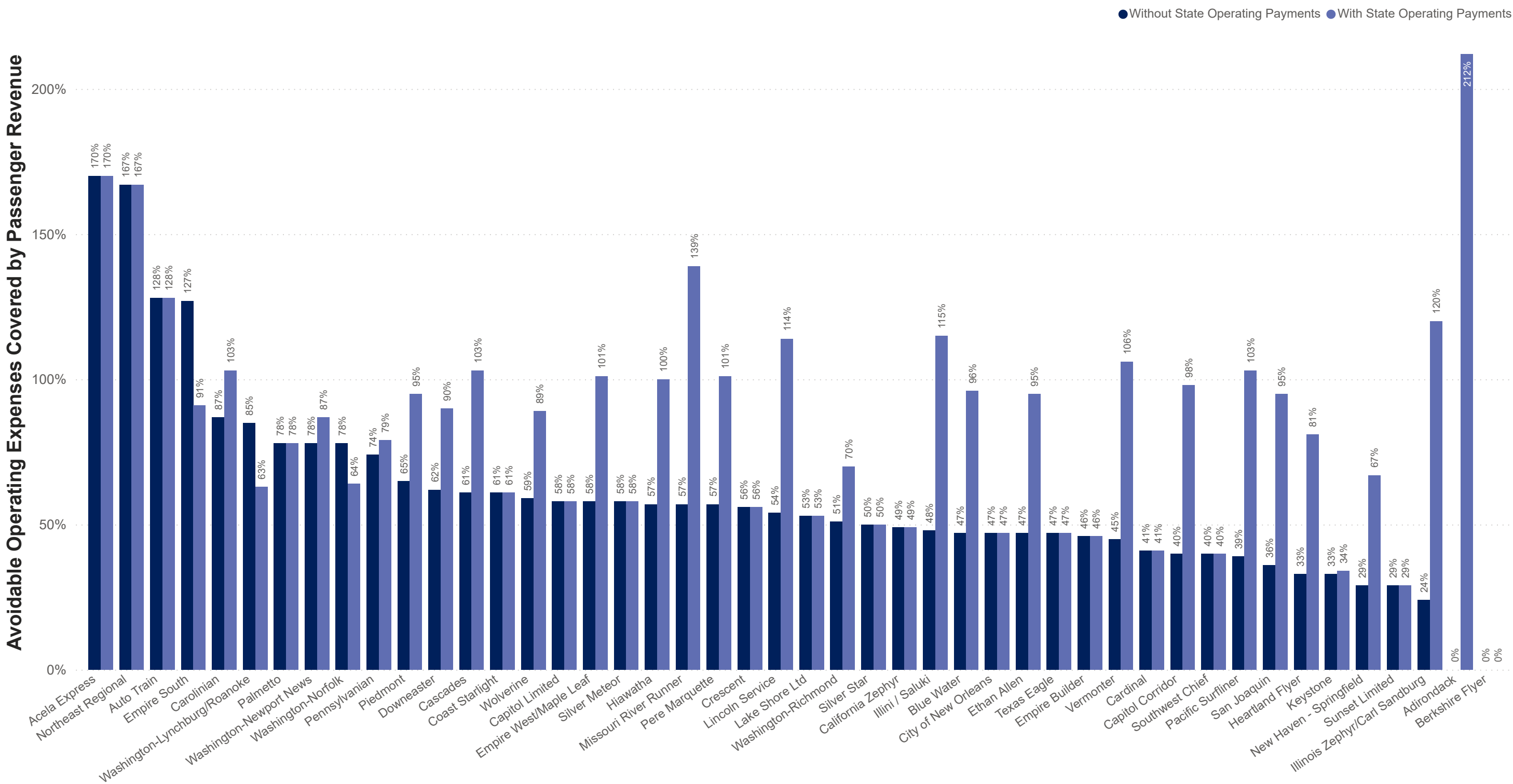


Table 20. Fully Allocated Costs Covered by Passenger Revenue by Route

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	115%	115%
California Zephyr	42%	42%
Capitol Limited	47%	47%
Cardinal	33%	33%
City of New Orleans	40%	40%
Coast Starlight	53%	53%
Crescent	49%	49%
Empire Builder	40%	40%
Lake Shore Ltd	46%	46%
Palmetto	67%	67%
Silver Meteor	51%	51%
Silver Star	44%	44%
Southwest Chief	35%	35%
Sunset Limited	25%	25%
Texas Eagle	42%	42%
Northeast Corridor		
Acela Express	140%	140%
NEC Special Trains	40%	40%
Northeast Regional	129%	129%
State Supported		
Adirondack	0%	166%
Berkshire Flyer	0%	0%
Blue Water	41%	84%
Capitol Corridor	34%	84%
Carolinian	78%	93%
Cascades	49%	82%
Downeaster	53%	76%
Empire South	106%	76%
Empire West/Maple Leaf	52%	90%
Ethan Allen	40%	83%
Heartland Flyer	28%	68%
Hiawatha	50%	88%
Illini / Saluki	43%	104%
Illinois Zephyr/Carl Sandburg	22%	107%
Keystone	28%	28%
Lincoln Service	47%	100%
Missouri River Runner	48%	117%
New Haven - Springfield	25%	57%
Non-NEC Special Trains	18%	18%
Pacific Surfliner	33%	87%
Pennsylvanian	63%	68%
Pere Marquette	48%	84%
Piedmont	56%	81%
San Joaquin	32%	84%
Vermonter	38%	90%
Washington-Lynchburg/ Roanoke	74%	54%
Washington-Newport News	69%	77%
Washington-Norfolk	67%	54%
Washington-Richmond	44%	61%
Wolverine	51%	78%
System-Wide		
National Train Service	76%	85%
System-wide (Total Amtrak)	60%	68%

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

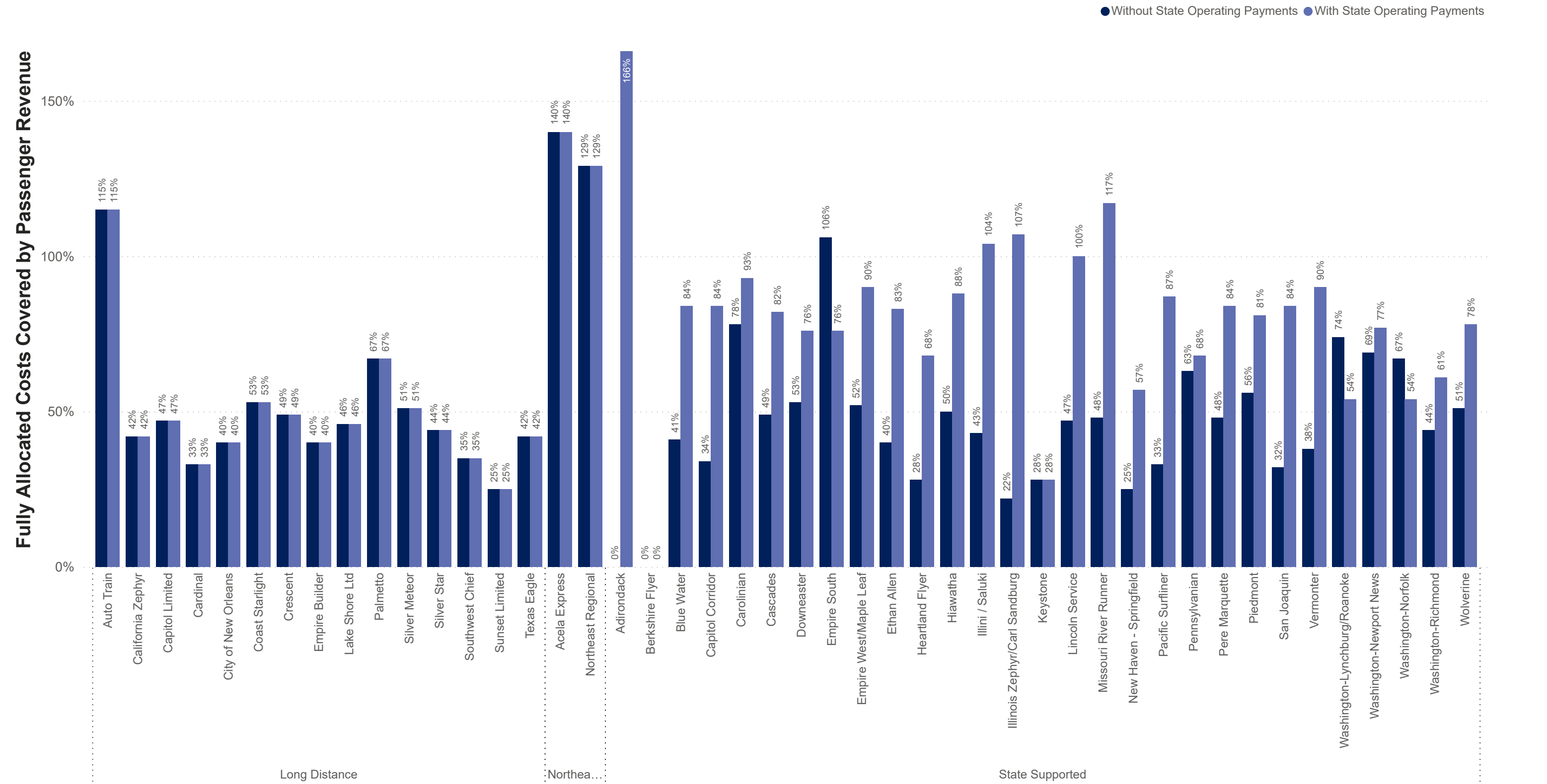


Figure 20. Fully Allocated Costs Covered by Passenger Revenue by Route

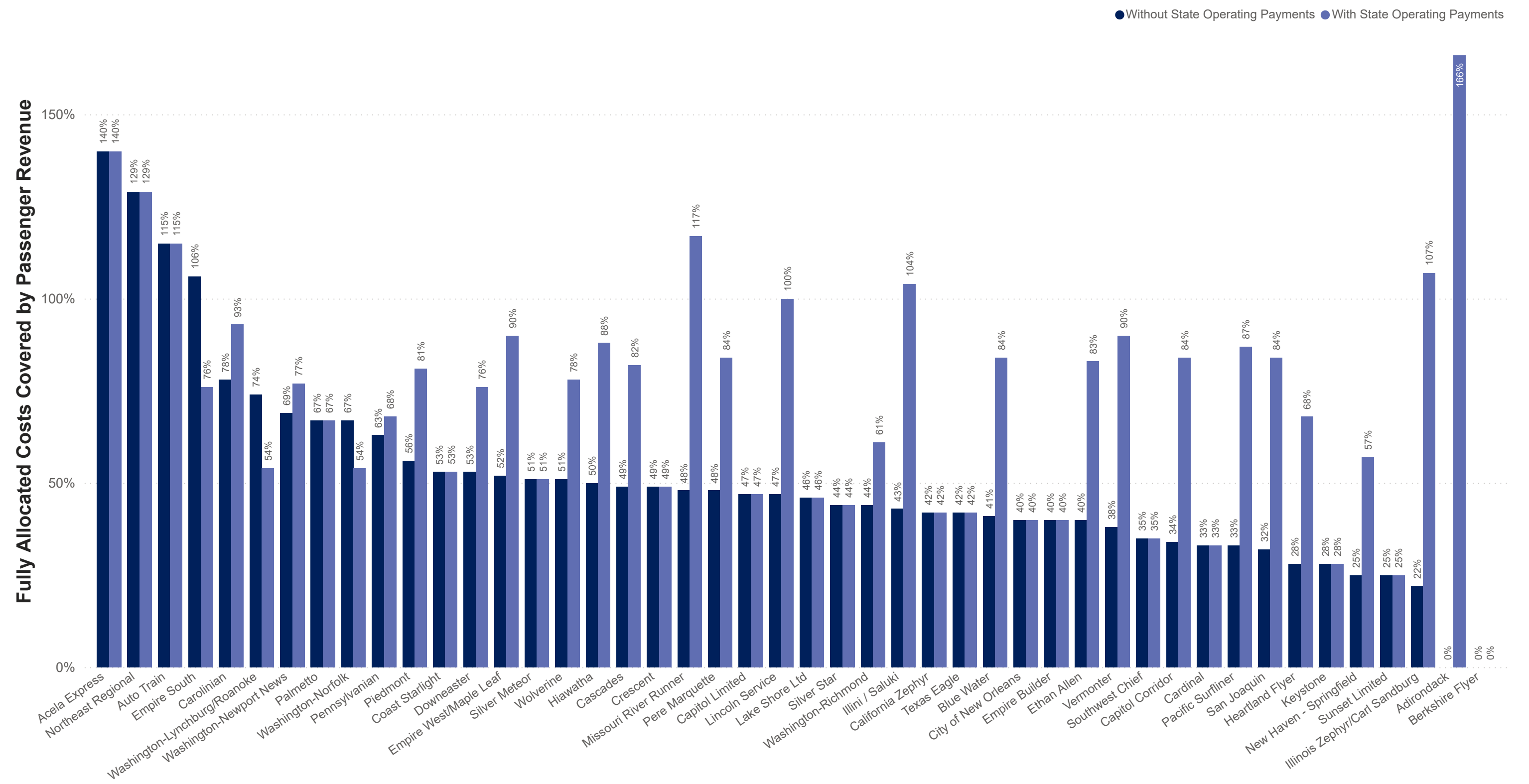


Table 21. Average Ridership (Passenger Miles divided by Train Miles) and Total Ridership

Service Line / Route	Average Ridership	Total Ridership
Long Distance		
Auto Train	256	69,566
California Zephyr	118	78,208
Capitol Limited	131	41,944
Cardinal	91	21,447
City of New Orleans	131	55,485
Coast Starlight	176	105,736
Crescent	121	69,843
Empire Builder	124	77,283
Lake Shore Ltd	192	92,495
Palmetto	128	75,227
Silver Meteor	150	57,657
Silver Star	150	87,971
Southwest Chief	128	61,863
Sunset Limited	110	22,931
Texas Eagle	149	78,043
Northeast Corridor		
Acela Express	206	727,877
Northeast Regional	303	2,183,349
State Supported		
Adirondack		1,586
Blue Water	145	41,540
Capitol Corridor	67	219,676
Carolinian	205	80,113
Cascades	109	126,839
Downeaster	89	131,107
Empire South	201	311,396
Empire West/Maple Leaf	111	106,248
Ethan Allen	54	23,645
Heartland Flyer	92	19,330
Hiawatha	120	158,294
Illini / Saluki	145	62,293
Illinois Zephyr/Carl Sandburg	66	26,156
Keystone	86	282,273
Lincoln Service	129	122,989
Missouri River Runner	75	34,716
New Haven - Springfield	56	114,033
Pacific Surfliner	100	348,185
Pennsylvanian	184	53,297
Pere Marquette	107	21,730
Piedmont	96	75,740
San Joaquin	99	225,674
Vermonter	79	30,292
Washington-Lynchburg/Roanoke	134	86,864
Washington-Newport News	154	88,072
Washington-Norfolk	128	120,280
Washington-Richmond	117	33,298
Wolverine	149	98,791
System-Wide		
National Train Service	160	6,951,382
System-wide (Total Amtrak)	160	6,951,382

Figure 21. Total Ridership by Service Line and Route

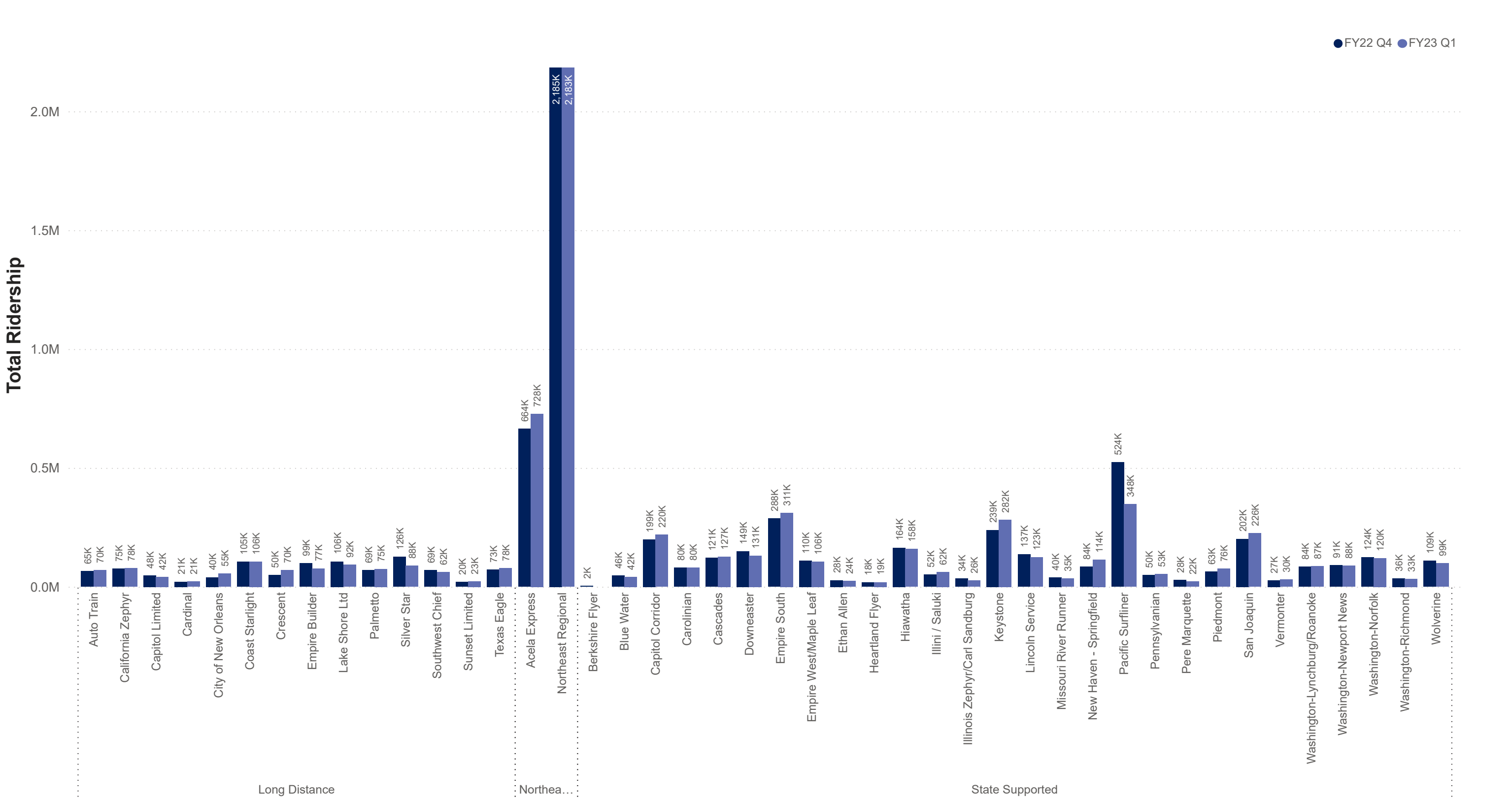


Figure 22. Total Ridership by Route

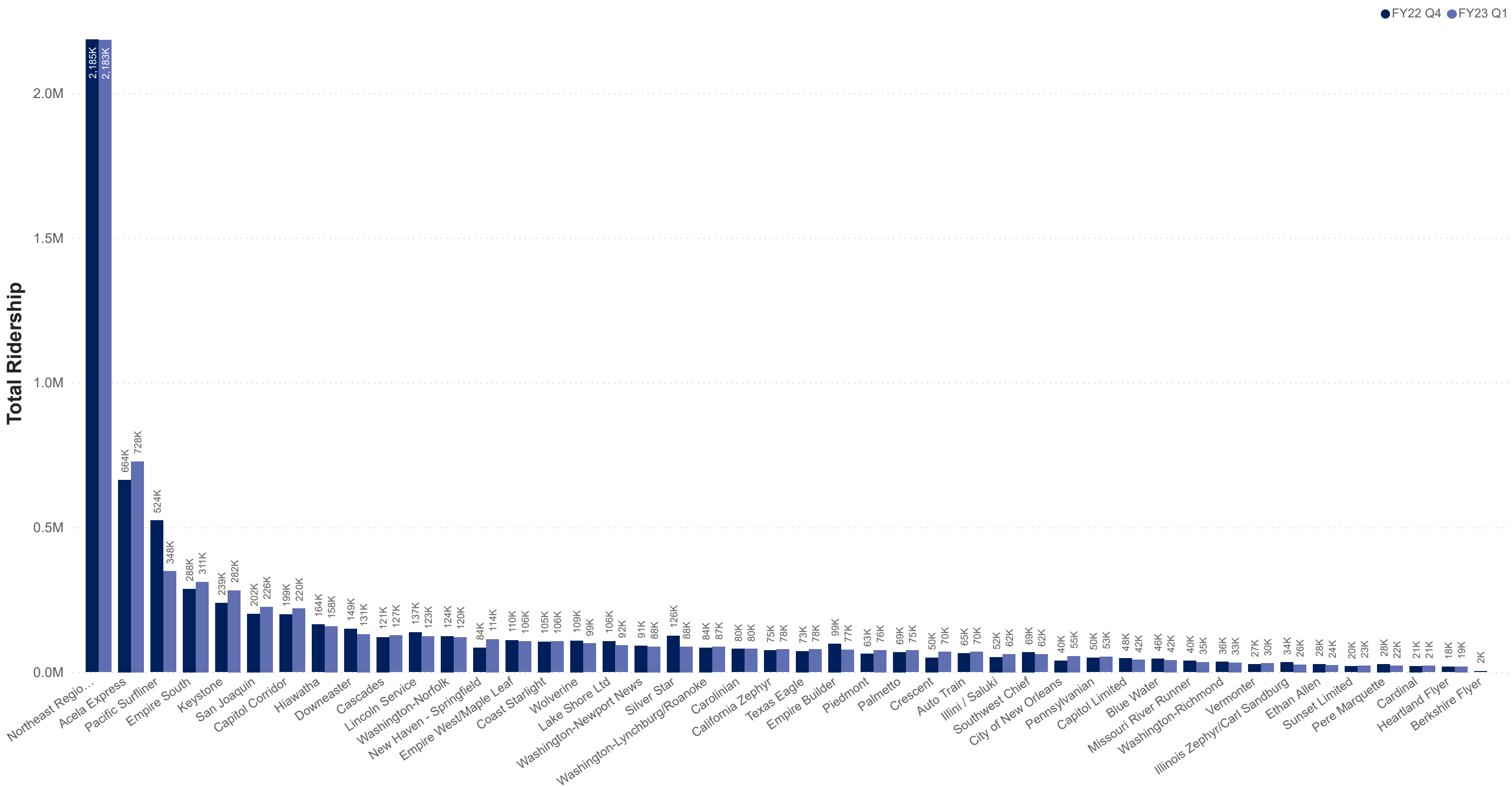


Figure 23. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

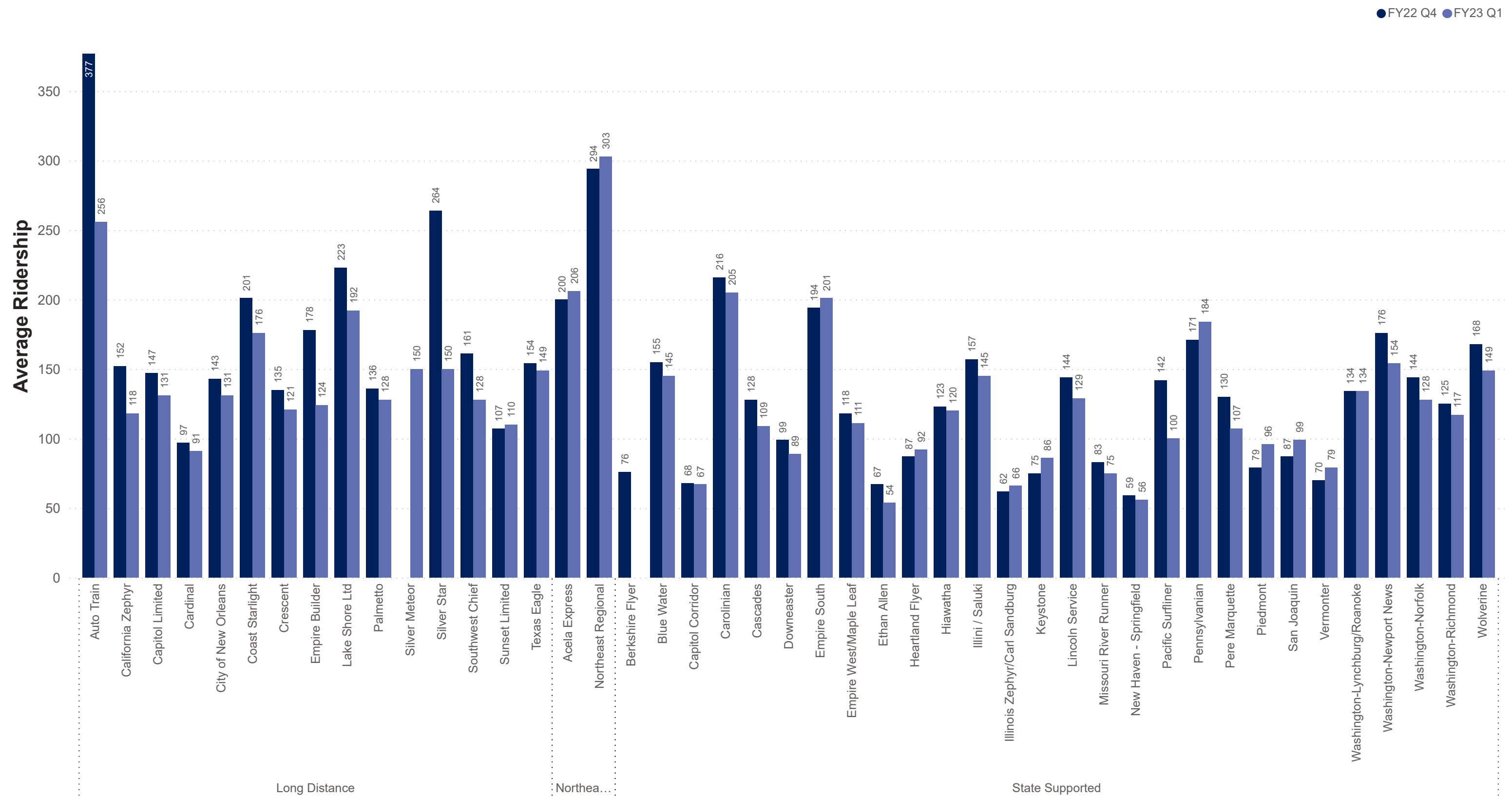
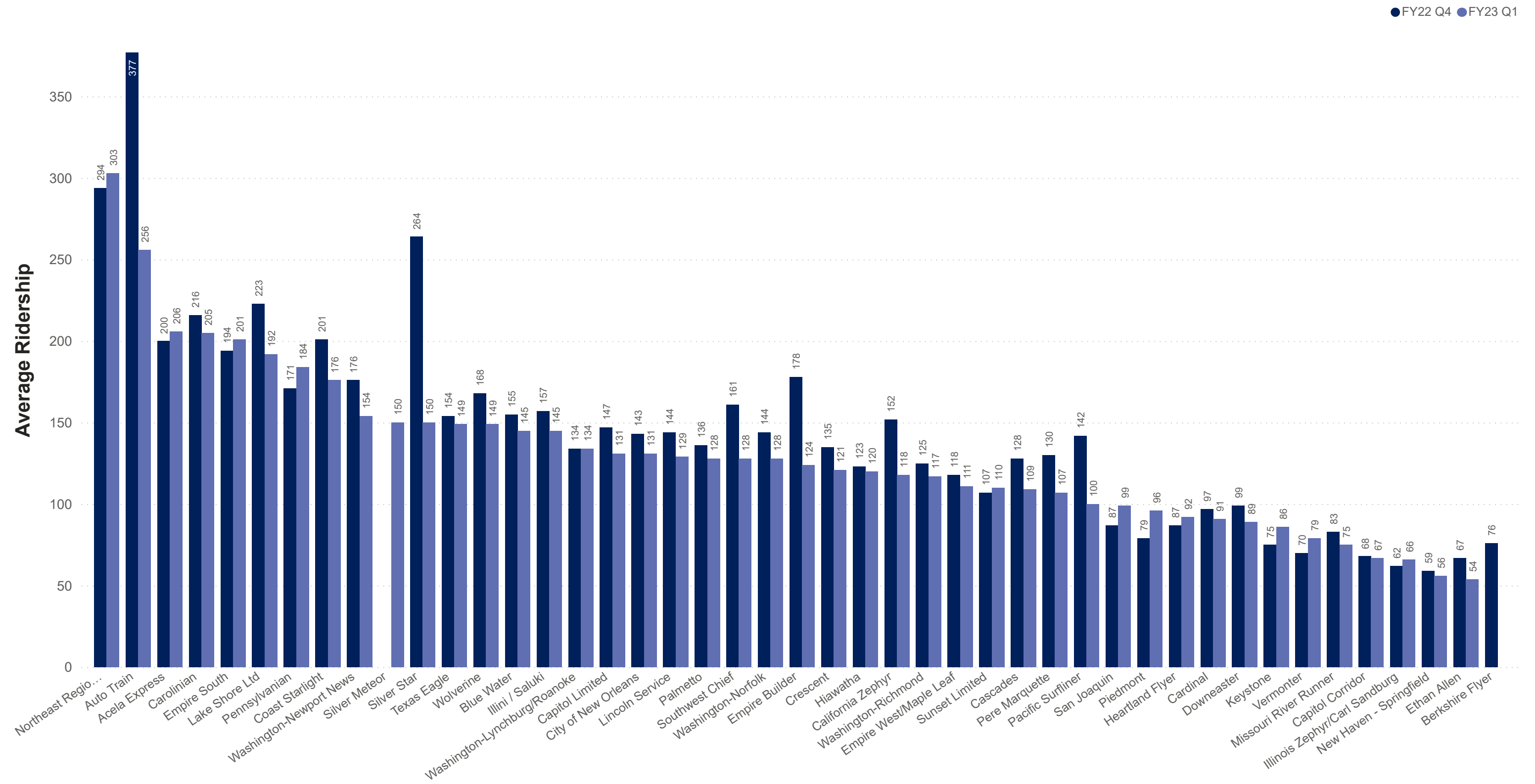


Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Route



D. Public Benefits

Public benefits metrics are reported annually, and they were included for the first time in the FY 2022 first quarter report, covering all of FY 2021. Data for FY 2022 are not yet available. FRA will amend this report and provide the FY 2022 data at railroads.dot.gov when they are.

Table 22. Public Benefits Metrics – Definitions and Notes

Metric	Definition	Data Description and Notes
Connectivity	The percent of passengers connecting to and from other Amtrak routes, updated on an annual basis.	Under this metric, a <i>connection</i> means a passenger arriving on one train and connecting to a departing train within 23 hours. Data is available for download at railroads.dot.gov .
Missed Connections	The percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train, reported by route and updated on an annual basis.	Data is available for download at railroads.dot.gov .
Community Access	The percent of Amtrak passenger-trips to and from not well-served communities, updated on an annual basis.	<i>Not well-served communities</i> means those rural communities: within 25 miles of an intercity passenger rail station; more than 75 miles from a large airport; and more than 25 miles from any other airport with scheduled commercial service or an intercity bus stop. Data is available for download at railroads.dot.gov .
Service Availability	The total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day, updated on an annual basis.	The metric, as adjusted for time of day, shows only those trains that arrive or depart between 5:00 a.m. and 11:00 p.m. Data is available for download at railroads.dot.gov .

Appendix 1: Customer OTP by Train
Table 23. Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Acela Express	2103	95.7%	Acela Express	2233	39.3%	Capitol Corridor	534	92.1%
	2106	90.7%		2235	32.4%		536	92.0%
	2121	95.0%		2239	100.0%		538	75.9%
	2122	83.5%		2248	87.1%		540	93.5%
	2126	90.9%		2249	84.4%		541	86.9%
	2128	93.5%		2250	90.8%		542	88.4%
	2150	77.5%		2251	84.5%		543	88.4%
	2151	91.1%		2252	73.8%		544	83.5%
	2152	75.2%		2253	85.2%		545	90.6%
	2153	91.4%		2254	89.2%		546	81.9%
	2154	82.6%		2255	77.6%		547	82.5%
	2155	72.6%		2256	94.8%		548	91.8%
	2156	58.1%		2257	97.6%		549	86.6%
	2159	87.8%		2259	93.5%		551	86.9%
	2160	81.3%		2275	66.4%		720	85.0%
	2163	82.3%		2290	100.0%		723	81.6%
	2164	83.7%		2292	100.0%		724	88.8%
	2165	84.2%	Adirondack	68	79.6%		727	83.3%
	2167	86.2%		69	80.7%		728	73.5%
	2168	92.8%	Auto Train	52	50.0%		729	62.9%
	2169	82.6%		53	30.7%		732	78.0%
	2170	78.9%	Blue Water	364	57.2%		733	83.3%
	2172	92.8%		365	76.5%		734	88.2%
	2173	87.1%	California Zephyr	5	29.8%		736	62.6%
	2175	61.7%		6	28.6%		737	92.4%
	2190	91.4%	Capitol Corridor	521	94.2%		738	81.9%
	2203	99.5%		522	88.3%		741	78.9%
	2205	98.4%		523	87.4%		742	52.1%
	2213	71.3%		524	79.7%		743	86.3%
	2217	100.0%		525	89.3%		744	52.8%
	2218	88.0%		527	88.4%		745	84.7%
	2220	100.0%		528	88.7%		746	85.4%
	2222	98.0%		529	65.3%		747	83.2%
	2224	92.4%		531	89.2%		748	92.5%
	2226	100.0%		532	76.9%		749	92.0%

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Capitol Corridor	751	88.6%	Downeaster	687	85.8%	Hiawatha	342	91.3%
Capitol Ltd	29	69.6%		688	90.1%		343	81.0%
	30	62.5%		689	96.5%	Illini / Saluki	390	76.3%
Cardinal	50	36.3%		690	100.0%		391	31.4%
	51	58.1%		691	81.7%		392	65.0%
Carl Sandburg / Illinois Zephyr	380	75.1%		692	78.9%		393	51.6%
	381	82.7%		693	71.9%	Keystone	600	96.4%
	382	80.6%		694	70.3%		601	92.0%
	383	74.3%		695	77.3%		605	99.1%
Carolinian	79	76.8%		696	59.4%		607	96.4%
	80	62.8%		697	80.2%		609	97.6%
Cascades	500	40.2%		698	81.7%		610	100.0%
	502	0.0%		699	94.1%		611	99.5%
	503	68.3%		1689	96.7%		612	100.0%
	504	70.5%	Empire Builder	7	51.1%		615	93.7%
	505	54.3%		8	33.3%		618	95.8%
	507	56.0%		27	43.6%		620	96.1%
	508	61.7%		28	48.0%		622	100.0%
	509	60.7%	Ethan Allen Express	290	76.6%		624	86.6%
	516	49.1%		291	77.5%		637	93.6%
	519	60.0%	Heartland Flyer	821	60.9%		639	92.9%
City Of New	58	83.9%		822	51.7%		640	90.6%
	59	72.1%	Hiawatha	329	95.4%		641	96.5%
Orleans	1058	75.2%		330	98.1%		642	95.0%
Coast Starlight	11	66.8%		331	92.4%		643	91.9%
	14	41.0%		332	83.6%		644	94.3%
Crescent	19	63.9%		333	91.5%		645	94.5%
	20	77.2%		334	89.5%		646	87.6%
Downeaster	680	86.2%		335	86.0%		647	100.0%
	681	79.6%		336	82.5%		648	96.3%
	682	86.9%		337	83.6%		649	95.9%
	683	78.5%		338	87.2%		650	98.6%
	684	85.8%		339	87.1%		651	95.9%
	685	88.6%		340	91.1%		652	98.2%
	686	75.0%		341	92.8%		653	89.9%



FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Keystone	654	90.3%	New York - Albany	233	65.1%	On Spine Northeast Regional	149	61.2%
	655	91.6%		234	86.8%		150	66.8%
	656	92.5%		235	88.5%		152	92.2%
	657	93.9%		236	88.4%		154	74.8%
	658	86.7%		237	92.4%		155	100.0%
	660	82.4%		238	88.7%		159	92.8%
	661	99.8%		239	94.3%		160	87.8%
	662	94.6%		240	90.0%		161	63.6%
	663	95.0%		241	89.9%		162	71.6%
	664	90.2%		243	93.4%		163	67.8%
	665	95.9%		244	87.8%		165	85.3%
	666	94.2%		250	99.9%		166	70.9%
	667	90.9%		253	82.0%		167	87.7%
	669	88.2%		256	74.0%		168	72.7%
	670	97.6%		259	86.9%		169	72.6%
	671	100.0%		260	87.3%		172	75.3%
Lake Shore Ltd	672	92.6%	New York - Niagara Falls	261	95.6%		173	78.9%
	674	100.0%		280	81.0%		175	59.3%
	48	77.0%		281	68.4%		178	88.7%
	49	67.7%		283	54.0%		179	79.4%
	448	66.8%		284	76.9%		180	84.4%
Lincoln / Missouri	449	83.2%	On Spine Northeast Regional	121	71.8%		182	88.8%
	318	53.3%		122	65.5%		183	94.6%
Lincoln Service	319	48.3%		126	75.7%		184	88.4%
	300	57.4%		129	93.1%		189	96.2%
	301	75.5%		132	78.3%		190	84.4%
	302	78.8%		134	91.1%		192	87.3%
	305	44.5%		135	86.4%		193	68.9%
	306	82.5%		137	66.1%		196	92.0%
Maple Leaf	307	46.7%		139	86.7%	Pacific Surfliner	1195	100.0%
	63	75.6%		140	86.8%		562	95.5%
Missouri	64	79.2%		141	81.0%		564	95.5%
	311	60.6%		143	94.7%		567	93.1%
New York - Albany	316	48.7%		146	84.4%		580	97.4%
	232	96.7%		148	81.2%		581	98.5%



FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Pacific Surfliner	588	94.5%	Richmond / Newport News / Norfolk	82	64.5%	San Joaquins	713	63.7%
	591	96.5%		84	62.8%		714	73.4%
	595	98.1%		85	83.8%		715	65.5%
	761	72.0%		86	56.0%		716	70.0%
	765	80.4%		87	61.5%		717	64.2%
	770	94.0%		88	78.4%		718	69.2%
	774	80.5%		93	69.3%		719	72.0%
	777	73.0%		94	66.3%	Silver Meteor	97	59.8%
	784	92.1%		95	73.5%		98	47.0%
	785	82.7%		96	58.2%	Silver Star	91	48.6%
	794	56.2%		99	52.4%		92	48.7%
	1562	96.2%		124	79.4%	Southwest Chief	3	37.5%
	1567	91.8%		125	86.1%		4	40.4%
	1579	94.1%		138	70.8%	Springfield Shuttles	400	100.0%
	1590	75.8%		153	84.0%		405	100.0%
	1765	96.1%		157	73.0%		409	100.0%
	1770	77.5%		158	82.4%		412	99.2%
	1774	58.1%		164	65.1%		416	92.7%
	1777	94.1%		174	72.5%		417	88.6%
	1784	64.1%		185	85.7%		432	80.8%
	1785	97.1%		186	84.9%		450	85.6%
Palmetto	89	81.2%		194	73.4%		451	96.3%
	90	76.1%		195	65.6%		460	92.3%
Pennsylvanian	42	79.5%	Roanoke	66	79.0%		461	96.7%
	43	76.3%		145	52.2%		463	100.0%
Pere Marquette	370	82.2%		147	74.7%		464	56.0%
	371	93.1%		151	83.7%		465	84.0%
Piedmont	73	79.7%		156	62.7%		467	100.0%
	74	61.4%		171	72.1%		470	89.7%
	75	64.1%		176	37.6%		471	97.2%
	76	59.8%	San Joaquins	702	75.5%		473	100.0%
	77	59.0%		703	82.2%		474	84.0%
	78	78.1%		710	66.7%		475	95.5%
	78	78.1%		711	78.9%		476	66.1%
Richmond / Newport News / Norfolk	65	83.0%		712	74.9%		478	86.6%
	67	85.1%						



FRA Quarterly Report | **Appendix 1: Customer OTP by Train**

Route	Train	OTP
Springfield Shuttles	479	90.4%
	488	77.0%
	490	96.1%
	494	65.8%
	495	91.3%
	497	100.0%
	499	85.7%
Sunset Ltd	1	31.5%
	2	25.9%
Texas Eagle	21	50.6%
	22	48.9%
Vermont	54	81.7%
	55	52.0%
	56	76.1%
	57	75.0%
Wolverine	350	50.8%
	351	54.8%
	352	54.7%
	353	71.4%
	354	45.4%
	355	67.3%



Appendix 2: Delay Minutes by Train and Responsibility

Table 24: Amtrak Responsible Train Delay Minutes

Route	Train	Amtrak (Host)																		Amtrak (Non-Host)														Total Amtrak Responsible Delay Minutes	
		CTI	CTP	DBB	DCS	DCT	DDA	DET	DMW	DSR	DTR	FTI	PBB	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total		
Acela Express	2103	26	41		14				16						28				125		10				86	7						11	114	239	
	2106	29	17		10			32	38	11					63	31		5	236		15			8	40	13			23	2		7	108	344	
	2121	13	7		26				6				8		12	18			90	3	9				104	17				2		3	138	228	
	2122	38			83			17	1	13			9		146	82	5	13	407	5	76				29	27	5	65		2	2	47	258	665	
	2126	29			67			3	2	5			2		56	12	4	12	192	11	22				14	10		3			4	11	75	267	
	2128	71			2					7			3		40	22		3	148	4	3				97	5	6	27	3		3		148	296	
	2150	44	12	36	55			10	3						25	31	12		228	11	39				51	19				4		25	149	377	
	2151	35	4		13	3		18	26	4			3		11		4		121	17	25				75	18			4	1		64	204	325	
	2152	184	13	43	38			12	35	26		12		1	103	5	21	3	496	2	64				545	25			34	8		4	682	1,178	
	2153	17		35	32			25	26	8					14	21	7	4	189	14	12				13	44			17		42	15	157	346	
	2154	45		39	68				17	26					144	7	3	26	375	13	72			8	91	59			12	9	7		271	646	
	2155	47	8	133	59				24	6					30	106	1	5	419	74	80				16	46	5		6	2		20	249	668	
	2156	3			5										9	3			20	1	1					3							5	25	
	2159	47	12	32	10		3		26	2			5		13	44	8	3	205	22	40	10	3		85	70			17		3	6	256	461	
	2160	47	8	202	106			41	18	8			2		52	51	7	3	545	21	30			67	144	46			4	2	8	39	361	906	
	2163	84	12	21	24				18	5		4	6		27	59			260	31	30		2		72	71		5	8	9		1	229	489	
	2164	39		43	57				23	17					101	57	20	5	362	30	40				130	53			13	2	3	78	349	711	
	2165	52	3	31	30			5	20	6			6		24	183		2	362	10	71		3		18	80			8	25			215	577	
	2167	121		78	16				18	7			6	4	32	49			331	6	10				43	122	19	11		1		11	223	554	
	2168	79	11		42			9	12	12	5		6		85	50		12	323	22	12				63	133				9	3	1	243	566	
	2169	185	16	31	86			6	5	14	13		6		15	42	3		422	14	109				13	67	20	80	18	9		45	375	797	
	2170	52	47	39	83				32	12	6		3		79	44	2	3	402	3	16				117	25		10	8			8	187	589	
	2172	63	19	5	52			6	7	19	3		5		144	66	6	2	397	10	40				17	33		33	5	2	3		143	540	
	2173	74		11	58					16	3	4	9		35	39		9	258	21	11				135	85		81		2		26	361	619	
	2175	4													3			6	13	1					8	7							16	29	
	2190	27	15	35	43				33						13	26	3		195	3	4				56	33					7		103	298	
	2203	14			12					6					5			6	43	1	8				3	28			9	7			56	99	
	2205	13	10							3					2			15	43	5	14				1	8						3	31	74	
	2213	6							30	2					6	16		21	81	2	6				2	12			10	2			34	115	
	2217	6																	6															6	6
	2218				8				2	1					19	7		24	61		4					4								8	69
	2220	1													6				7	2														2	9
	2222	3													17			9	29							3			1					4	33
	2224	7													26	18		17	68	2					7	7								16	84
	2226														1				1																1

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

		Amtrak (Host)													Amtrak (Non-Host)													Total Amtrak Responsible Delay Minutes
Route	Train	CTI	CTP	DBB	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	2233	12									11			23	2					2							4	27
	2235									2	10			12						7							7	19
	2239	3	4							4	3			14														14
	2248	11	13	26	24			3		33	24	14	10	158	13	17			24	18	4			1	3		80	238
	2249	4		2	9			1		9			18	43	11	20			35	18						17	101	144
	2250	8	4		4			2		28	27		5	78	6	10			5	5							26	104
	2251	17			11		10	2	30	6	4		25	105	24				29	22				2			77	182
	2252	13			79		0	4	24	64	62		106	352	17	18			4	38	14		12	6			109	461
	2253	41	6		56	16		3		14	48		48	232	26	2		48		44			2	8		75	205	437
	2254	13			57	17	4	3	9	63	24		71	261	15	6			13	57			9	7			107	368
	2255	11	4		14	10		4		11	19		78	151	8	21			2	18					8	2	59	210
	2256				24	21	5			33	21		23	127	3					14			2				19	146
	2257	1			12		3	13		8	14		12	63	2	11			7	24							44	107
	2259	4			22					9	20		28	83	5	5	7		52	9							78	161
	2275	2								5	3			10		15											15	25
	2290											11		11							3						3	14
Adirondack	68				13						14	3		30	6					21		34		5	133	2	201	231
	69				22						21	25		68	5	57				26						10	98	166
Auto Train	52															149			251	3	58	3,704		113	138	451	4,867	4,867
	53															359			582	5	115	2,857		189	970	1,110	6,187	6,187
Blue Water	364	12			22		37	68			58	11		208	186	532			594	170		1,120		128	226	349	3,305	3,513
	365	7			51			27	8		130	30		253	179	44			80	139		134		418	55	502	1,551	1,804
California Zephyr	5				3			3			7			13	350	846		10	1,647	1,155	119			1,064	1,664	3,432	10,287	10,300
	6	34			34						16	15		99	441	413		15	338	1,265	214	502		938	2,023	2,993	9,142	9,241
Capitol Corridor	521														3				21	4				40	13	115	196	196
	522														17	6	3		63					4		70	163	163
	523														16	4			26	43				17		102	208	208
	524														17	17				39				22		21	116	116
	525														20	16			2	9				2		11	60	60
	527														50	11			28	40				28	4	42	203	203
	528														41	2				6		54		17		49	169	169
	529														42	7			16	22	17			19	200	355	678	678
	531														64	3			69			36		3		16	191	191
	532														100	20	2		5	54		145		22	2	32	382	382

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

Route	Train	Amtrak (Non-Host)											Total	Total Amtrak Responsible Delay Minutes
		ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	OTH	SVS	SYS		
Capitol Corridor	534	13	4	92			14			4		4	131	131
	536	25	2	11		65			11	1		5	120	120
	538	103	10	20	11	22	40	32		23	97	357	715	715
	540	1	5			41	3			2		8	60	60
	541	95	77		24		88			29	3	26	342	342
	542	44	16			2	61			23	1	19	166	166
	543	52	8	5	15	12	23		60			11	186	186
	544	10	7	3	2	39	15		6	4	2	12	100	100
	545	23	2			4	25		54	5		30	143	143
	546	46	20	13	25	65	34		20	15	3	64	305	305
	547	45	11		13	31	82		45	17		66	310	310
	548	6	4	2		6	9			10		52	89	89
	549	8	1		41	7	22		67	2		15	163	163
	551	27	5		4		13		137	7		11	204	204
	720	20					13			9		52	94	94
	723	9	7				3			13		25	57	57
	724	28					22			6	6	3	65	65
	727	12				8	13			4	2	13	52	52
	728	27	12			2	20			6	2	14	83	83
	729	85	5	2	13	2	72			18	115	65	377	377
	732	47					22		98	11		16	194	194
	733	11				23	13		26			5	78	78
	734	29	5	3			6		23	5		7	78	78
	736	24		5	2	7	37			26	49	28	178	178
	737	30			3		23			14	4	15	89	89
	738	2	6			16	2			4		21	51	51
	741	42	7			59	26			6	6	24	170	170
	742	24	6				58	16		24	3	3	134	134
	743	45	4	5	15	28	41			7	8	13	166	166
	744	12			17	73	16		60	54	12	14	258	258
	745	10					18			2		14	44	44
	746	2					9		199	4		5	219	219
	747	33					20	38	148	10	3	5	257	257
	748	10	85			3	18	5		7	2	44	174	174
	749	14	1				2			5	8	6	36	36

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

Route	Train	Amtrak (Host)														Amtrak (Non-Host)														Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PBB	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total		
Capitol Corridor	751															2	2			3	11		152		4		7	181	181	
Capitol Ltd	29	8			16				11			29	3		67	126	84	9	42	891	345				175	245	496	2,413	2,480	
	30	14			15				128			26	64		247	177	95		86	734	366	99	129		182	265	399	2,532	2,779	
Cardinal	50	38			53	3	11	4	8		15	136	30	30	328	228	19			493	220	10		11	350	583	581	2,495	2,823	
	51	10	6		6		22				8	33	18	6	109	229	311		37	137	173	45			344	103	415	1,794	1,903	
Carl Sandburg / Illinois Zephyr	380												1		1	64	10			6	38				20		65	203	204	
	381												11		11	14				4	12		10		6		70	116	127	
	382	6			2							2			10	59	7				190				17	4	147	424	434	
	383	6			2										8	103	157			26	147				19	16	111	579	587	
Carolinian	79	6	26		25		11	3			6	35	14	39	165	801	22	1		214	589	6		5	80	427	570	2,715	2,880	
	80	9			43	15	0	3		3	32	88	9	24	226	835	10			175	783	29	14	33	95	126	676	2,776	3,002	
Cascades	500															409	101	111		184	398		8		206	119	291	1,827	1,827	
	502															2					4				8	15		29	29	
	503															190	16	15		65	93	22	6		45	105	234	791	791	
	504															234	5			34	47	4			33	10	62	429	429	
	505															440	311	5		138	219	25			105	83	538	1,864	1,864	
	507															113	1	132	12	181	52	20	262		12	7	234	1,026	1,026	
	508															165		62	340	37	97				30	0	167	898	898	
	509															3					7					20		30	30	
	516															37	1	1		27	35				10	11	154	276	276	
	519															17		6		29	14	7			20	25	120	238	238	
City Of New Orleans	58				4			5				10			19	262	14			162	444	87			222	180	603	1,974	1,993	
	59				35							17	3		55	301	387		6	714	548	76	31		566	673	581	3,883	3,938	
	1058															41				13	62				56	29	72	273	273	
Coast Starlight	11															449	29		160	843	905	109	325		505	1,008	1,526	5,859	5,859	
	14															404	227		177	602	1,325	170	369		1,066	992	2,497	7,829	7,829	
Crescent	19	42	19		33	19	21	2		3	17	143	25	18	342	809	72		45	500	652	8		34	313	1,409	1,239	5,081	5,423	
	20	22	9	5	28		33	2			8	236	15	17	375	975	207			586	628	62	120		383	553	1,267	4,781	5,156	
Downeaster	680																	3			40						23	66	66	
	681															6				32	58						10	106	106	
	682															23				10	37				4		13	87	87	
	683															43				24	40				9		10	126	126	
	684															9				55	48				2		11	125	125	
	685															8				13	48		71		1		5	146	146	
	686															18			12	34	67		86		2		4	223	223	

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

Route	Train	Amtrak (Host)								Amtrak (Non-Host)												Total	Total Amtrak Responsible Delay Minutes
		CTI	DCS	DMW	DSR	FTI	PTI	RTE	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	OTH	SVS	SYS		
Downeaster	687									16						35	30	194	7	35	27	344	344
	688									7					13	20			2	102	11	155	155
	689									3					10	24		81	16			134	134
	690									3						12						15	15
	691									4			6		24	52			2		2	90	90
	692									4						53			9		5	71	71
	693									14						38		23	2		17	94	94
	694									12						50					9	71	71
	695									5					11	15		41			14	86	86
	696									4			11		9	6		42		4	8	84	84
	697									16					8	11		81				116	116
	698									2						27				17	4	50	50
	699									2						18		33	6			59	59
	1689									4						23						27	27
Empire Builder	7	2	3				3	3	11	175	619		5		2,103	888	37	56	345	1,166	3,775	9,169	9,180
	8	16	2				7		25	245	260		1,328		3,143	1,001	21	3,423	961	2,300	4,073	16,755	16,780
	27									41			6		88	81	29		9	150	347	751	751
	28									24			260		3	74	20	2,551		58	54	3,044	3,044
Ethan Allen Express	290	4	85	16	16		192	63	376	153					276	345	20	182	158	129	344	1,607	1,983
	291		339		8	5	77	56	485	125	4		25	9	427	406			105	119	285	1,505	1,990
Heartland Flyer	821									103			28		9	237			5	5	20	407	407
	822									104			2		194	168		1	1	4	83	557	557
Hiawatha	329	5						5	10			8			63	4		14	129	53	38	309	319
	330	4	2					3	9	3		1				19			29	11	42	105	114
	331	16							16	10		33			61	31		4	215	78	110	542	558
	332	6						1	7	10	15	33			12	37		77	154	67	45	450	457
	333							2	2	18	17				47	53			197	78	40	450	452
	334	24	11					2	37	28		26				78		32	184	51	35	434	471
	335	4						4	8	23		40			6	70		97	190	71	29	526	534
	336	30	25					1	56	22	21				54	35		41	130	57	39	399	455
	337	6	23				2	2	33	16					87	48		55	158	104	12	480	513
	338	10	12					2	24	21		40				28		182	145	30	40	486	510
	339							2	2	32		186				72		143	68	64	13	578	580
	340							3	3	2		6				20		121	200	46	43	438	441
	341							6	6	5	79	13			113	30		170	191	82	36	719	725

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

		Amtrak (Host)															Amtrak (Non-Host)													Total Amtrak Responsible Delay Minutes
Route	Train	CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PBB	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total	
Hiawatha	342													8		8	8	2	6		2	16		207		165	38	51	495	503
	343																									1	19	22	42	42
Illini / Saluki	390	11			29				2				19	2		63	303				138	593				172	19	180	1,405	1,468
	391												9			9	53	25			288	51				41	1	50	509	518
	392				9				4				19	5		37	32				21	114				33	5	82	287	324
	393				3		3							6		12	279	80			310	339				235	75	425	1,743	1,755
Keystone	600	4			47		17								16	84			20		43	3							66	150
	601				40	74	11								26	151		8	22			3	9	22				9	73	224
	605					85									5	90			4		8								12	102
	607	15			9	30									6	60		39			10								49	109
	609	48	41		15		26					3	48		49	230					32	5				4	90		131	361
	611	11			9									2	10	32										11			11	43
	615														10	10			30										30	40
	618				11			8				2		6	85	112	2		46										48	160
	620							18				7		5	25	55			43		8	6				6			63	118
	622							6				2				8						2				3			5	13
	624	5													19	24												3	3	27
	637	5	17									11	10	3	27	73												9	9	82
	639														21	21	2				3	3		111					119	140
	640	240	32		117		14	2				7			26	438			29		3				5				37	475
	641	21	15		38									8	5	48	135		4	38		3	3						48	183
	642	46	22		47		7					8			6	136					21				5				26	162
	643	34			3							3	13		36	89		11	75		57	3				7		8	161	250
	644	8	15		17		10							30		11	91					58			38				96	187
	645	10	9		15		56					4			46	140	5	7	53		13	2			4				84	224
	646	6	9		28		15			13		10	50		75	206	1				28	6		46	24	6		3	114	320
	647	50	8		33		6					22	116		20	255					14	5			4	6			29	284
	648	29	45		26		9	2				2	15			128		42	21		2	4				4			73	201
	649	73	11		25				4		16	36	41	7	67	280		11	10		58	10			10	3		6	108	388
	650	2			4		5	10					29			50					5								5	55
	651	30	7		16		6					6	55		86	206				28	11	15		23	2	2	7	2	90	296
	652	88	20	7	31		3	4				4	22		21	200	3		11			4	19			3			40	240
	653	109	6	67	144	196	22	4				24	30		92	694					45	28				26			99	793

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

Route	Train	Amtrak (Host)														Amtrak (Non-Host)														Total Amtrak Responsible Delay Minutes
		CTI	CTP	DCS	DDA	DET	DMW	DSR	FTI	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total		
Keystone	654	15		13	13		7	6			4	23		51	132		4	94		6	3				3		10	120	252	
	655	115	16	21		106	15		17		6	68	4	49	417			54	14	5	5						78	495		
	656	6	6	13				8			5	5		155	198		3	81		90	5				4		183	381		
	657	19		27		29					10	16		36	137			90		76	2			6		5	179	316		
	658	15		12										45	72	4				112							116	188		
	660	34		9				9		2	18	22		89	183					9	14				9		32	215		
	661			12							5		5	30	52	6		10		2				22	3		43	95		
	662	3		9				2			4	9		40	67						4				13		17	84		
	663	21		15		297	2				6	5		37	383					80	4				12		96	479		
	664	16		32		212		5	39		8	15		33	360					11	19				7	3	40	400		
	665			37		74			18			5		21	155	1				9							10	165		
	666	5		14		175	6	13	12		6	18		42	291	11		7			23				2		43	334		
	667			10		17						8		12	47	3					12		76				91	138		
	669	35		7							21	35		50	148						2	18	26	70			116	264		
	670			4		98								8	110													110		
	671	12		5										36	53		4		6		3							13	66	
	672					17								27	44	4		10		15			33				32	94	138	
	674											2			2					6								6	8	
Lake Shore Ltd	48	11		164			5	22				188	49		439	125	167		23	605	318	98			271	106	633	2,346	2,785	
	49			275			3	73	2			32	55		440	149	20		462	526	558	44			141	605	672	3,177	3,617	
	448	18		40				365				12	5		440	48	5	24	18	119	147				47	62	48	518	958	
	449	4		34				530				22	5		595	124	2			403	128	37			68	3	80	845	1,440	
Lincoln / Missouri	318			15					15			12	8		50	803	8			153	311				350	11	183	1,819	1,869	
	319	3		15			4	18				18			58	966	91			172	451	12			115	52	392	2,251	2,309	
Lincoln Service	300											12	3		15	39	14			20	63				25	52	81	294	309	
	301	9		34											43	35	24			44	31				119	23	128	404	447	
	302	5		11					2			14	5		37	242	24			309	207	30	132		155	14	111	1,224	1,261	
	305			10								5			15	77	312			4	118		28		35	229	127	930	945	
	306			7					27			4			38	119	9		81	14	156				172		170	721	759	
	307			15			37						13		65	162	416	21		845	193		20		218	690	335	2,900	2,965	
Maple Leaf	63			209			14	67				9	211	32	542	290	3			379	425				168	338	555	2,158	2,700	
	64			300				123				46	85		554	164	7		23	142	376				177	219	990	2,098	2,652	
Missouri	311															129	16				152				3	12	86	398	398	
	316															74				6	74		6		9		30	199	199	
New York - Albany	232	74		8				38					16		136	5				20	39			5	5		8	82	218	

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

Route	Train	Amtrak (Host)														Amtrak (Non-Host)														Total	Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DET	DMW	DSR	DTR	FTI	PBB	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		
New York - Albany	233	2			18			5					67	185	3	280	43	53				371	136			36	26	20	46	731	1,011
	234	3			14			30						10		57	30					76	44		21		8	44	26	249	306
	235				5									30	13	48						7	116							123	171
	236				17			5					13	33		68	57	2				190	120			6		3	23	401	469
	237				3			2					15	7		27	22			9		2	193				4		9	239	266
	238	4			6								307	17		334	53	5				41	287		63		17	88	38	592	926
	239	2		15	5		2	6					6	10		46	18					189	87			9	24			327	373
	240						9	2	14					7		32							57		6		8	43		114	146
	241	5			12		7							73		97	44			7		46	77				12		136	322	419
	243				2			2					17	10		31	33	30		7		97	74		97		5		16	359	390
	244	5			79			5					35	3	42	169	37	2				35	95		140		26	6	15	356	525
	250				2			2								4	26						21				7		12	66	70
	253				37			1					10	15		63	7			6			60						10	83	146
	256						76						12	6		94	14					4	82				14		2	116	210
	259						6									6	11					116	15						14	156	162
	260																18					43	43			9				113	113
	261	3												2		5	13					105	2							120	125
New York - Niagara Falls	280		25		60			137					46	58		326	176	5				138	303				65	52	309	1,048	1,374
	281	3			151		17	62					115	97		445	143	3				415	287	5			98	50	259	1,260	1,705
	283	7	48		54	7	17	85					65	64	19	366	235	2		19		865	354			36	70	166	283	2,030	2,396
	284	6			205		18	97					147	109		582	132	5		95		110	398				102	72	413	1,327	1,909
On Spine Northeast Regional	121	17			6							10	8		33	74					49	52	17			4	5	8		138	212
	122						22					6	16		28	72	6	14	3				4		153					180	252
	126	6					51					5			3	65						60	3					13		76	141
	129	199	2		7		23	2			2	33	62			330	6						4	12			18		7	47	377
	132	1		14		23	20					11	7		61	137	16	14					19					29	13	91	228
	134	16		4								1	38		2	61						9	13			4			30	56	117
	135	15			81	23						17	25		16	177	23						147		37	3				210	387
	137	149	35	101	60	3	14	12			6	56	224	14		674	75	45		2		101	395		3	8	38	35	21	723	1,397
	139	8	3		14		8					13			44	90	14						49					10		73	163
	140	3			10	14	11	2		12		19	49		30	150	25	13				20	28				63	149	55	353	503
	141	91	31		31	22	13	6				60	155	13	5	427	86	2				93	160		3	16	17	159	3	539	966
	143	3			1							9			16	29						150	14						16	180	209
	146	6					10					4			19	39		5								94		41	45	185	224
	148	65	2	10	21			3			3	54	101	8	21	288	50	26			19	459	70	18		6	36	130	53	867	1,155

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

Route	Train	Amtrak (Host)															Amtrak (Non-Host)															Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DET	DMW	DSR	DTR	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	149	34			14	30		2				11	47		46	184	18	30				32	64			6	2		3	155	339	
	150	12			16	24	5					5	13		29	104	12	27				5	62				1	42	177	326	430	
	152	5			139	5						17	27	7	42	242	4	14				14	39			16				87	329	
	154	14		5								20	26		34	99	20				69	47	39					15		190	289	
	155				5		19	1				6	3		16	50	2	1					18						3	24	74	
	159	16										13			3	32								13						13	45	
	160	8			2	26	8					3	4		14	65		3				13	27							43	108	
	161	32			39	24	2	2		6		32	54	6	44	241	62	30				89	101		3		30			315	556	
	162	35		45	189	13						34	6	2	37	361	17				19	138	121				24			319	680	
	163	4			21							18			10	53	38					100	93							231	284	
	165	15			10							10	13		32	80	37	8		5			28		12			14	1	105	185	
	166	5			16		60					1	3	5	31	121	23					28	32			4	7			94	215	
	167	11			127							4	5			147	6					18	37	4						65	212	
	168				6		30					4	25		25	90	14			7		153	43					100	7	324	414	
	169	35	30		10		4					21			57	157	23	11				18	41		9		88	61	2	253	410	
	172	83	36	66	40	20	15	8				91	38	2	18	417	118	3				216	144			2	24	20	8	535	952	
	173	82		31	45		10	8			10	40	199			425	71	4		3		204	173	40	111	12	46	67	6	737	1,162	
	175	62	9		80	7	16	12	6	5	4	76	168	7	6	458	60	38				75	249			15	4		27	468	926	
	178	63	17	17	103			5			3	21	59	10	13	311	37	48				168	181	21		14	22	58	65	614	925	
	179	37			58		11		8			14	3		11	142	87			64		17	112	12			96	12	44	444	586	
	180	92			31		21	4		5		26	9	1	4	193	14	6				180	17				6	23	18	264	457	
	182	30	17		24	3	27	4				28	35	9	5	182	2	69				103	4			39		29		246	428	
	183	32	29				3	2				21	8			95	7	40				13	14				3		15	92	187	
	184	83	7		76		12	1		6	4	43	126		16	374	64	15				58	86			3	45		87	358	732	
	189	3				9		2				11	20		19	64							4							4	68	
	190	41	21	14	91		16					18	19	8		228	40	20				14	51			10	75		34	244	472	
	192				15		1					2	4		2	24	3									40				43	67	
	193	158	49	46	4		21	9			9	27	103			426	23	11				37	117	8	147	41	51		6	441	867	
	196	7			180	17		4			5	41	29	22	13	318	2					29	5			20		72	44	172	490	
Pacific Surfliner	562																29	4			11			30		13	9	6	102	102		
	564																4	22	3		52	1		20		22		67	191	191		
	567																6	12	2	86		40	2		74		16	6	27	271	271	
	580																20	11	55	6		32	27			18	3	55	227	227		
	581																17	1	4			12	11			3		11	59	59		

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

Route	Train	Amtrak (Host)															Amtrak (Non-Host)															Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PBB	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total			
Pacific Surfliner	588																21	11	2	29		61		196		28	2	43	393	393		
	591																23	2		176		60		83		34	23	29	430	430		
	595																9	6				60		45		21		119	260	260		
	761																51	33	8		30	159				35	11	301	628	628		
	765																89	82	108	278	311	253		49		30	12	175	1,387	1,387		
	770																115	56	2		96	217		3		38	7	136	670	670		
	774																182	22	54	20	132	301				37	4	119	871	871		
	777																194	47	8	258	40	502	10			51	83	90	1,283	1,283		
	784																101	46	14	66	24	335		33		48	1	150	818	818		
	785																136	63	1	214	57	300				48	50	44	913	913		
	794																39	26	4	5	39	240		34		44		132	563	563		
	1562																5	4	4	57	2	72				2		5	151	151		
	1567																17				12	28		70		70	4	21	222	222		
	1579																39	3			120	50				18		9	239	239		
	1590																17	3		806	7	64		39		9		7	952	952		
	1765																6	6	34			107				29		247	429	429		
	1770																46	2		504		74		44		23	24	11	728	728		
	1774																56	3		1,034		144				11		7	1,255	1,255		
	1777																45					161		4		23		28	261	261		
	1784																31	10	3	605		66				13		5	733	733		
	1785																53	6	8			165				12	2	8	254	254		
Palmetto	89	11	17		20			9	5			11	27		3	103	434	103		3	200	259	59			73	180	572	1,883	1,986		
	90	35			5		3	22	3	13	4	19	434	61	55	654	461	27			216	286	28		8	46	112	604	1,788	2,442		
Pennsylvanian	42	25	6	51	102		41	22				16	161		75	499	234	8		3	139	294			33	511	77	186	1,485	1,984		
	43	5	7		15		166	31		40		4	27		95	390	184	73			180	242	7		15	556	97	57	1,411	1,801		
Pere Marquette	370	3			8			3					23	3		40	69	17			49	53				187	10	255	640	680		
	371	2			4					14			47			67	105	16			15	74				15		54	279	346		
Piedmont	73																58				7	25				260		193	543	543		
	74																182				84	146	34	123		223	9	283	1,084	1,084		
	75																326	3		54	63	222		8		53		239	968	968		
	76																214				13	197		519		40		262	1,245	1,245		
	77																204				184	135		186		296		228	1,233	1,233		
	78																55				115	44		748		160		195	1,317	1,317		
Richmond / Newport News / Norfolk	65				387		13	30				7	3		49	489	70				138	172	22			54	16	130	602	1,091		
	67	22	6		113	10				5		14	40	1	51	262	89	10			174	144	10		20	165	267	250	1,129	1,391		

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

Route	Train	Amtrak (Host)																	Amtrak (Non-Host)													Total	Total Amtrak Responsible Delay Minutes
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	DTR	FTI	PBB	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		
Richmond / Newport News / Norfolk	82	12			71			0	3		31			22	62	2	52	255	49	12		10		57	47			8	30	8	12	233	488
	84	42			41			15	10					54	109	24	11	306	146	26				302	140			12	66	72	116	880	1,186
	85	186	8	108	24			5	2			2		38	231	10		614	125					84	172		3		127	122	203	836	1,450
	86	75	19	151	127		74	38	5					48	314	10	34	895	198	34				195	194	4	11	39	29	69	46	819	1,714
	87	40			32		23	4	3					15	88	1	70	276	71		52			188	238	40		15	102	262	102	1,070	1,346
	88	10			28		20	0	2		19			32	55		45	211	107	6				96	142		16	12	80	3	50	512	723
	93	109	6	140	98			24	7			8		106	230	4	11	743	173	59		96		393	354		18		278	234	132	1,737	2,480
	94	201	9	65	97		2	23	11			4		92	177	2	5	688	347	60				136	485	11	21	20	190	52	115	1,437	2,125
	95	90	65	65	58		24	7	5				3	32	183	6	2	540	220	21		53		202	173	2			145	43	63	922	1,462
	96	6			33		37	0						14	31	2	37	160	62					47	60				14		10	193	353
	99	62			108		30		13		21			10	11	3	54	312	187	87				39	282	14	4	38	123	318	44	1,136	1,448
	124	4			4	30		10						9	43	3	25	128	18			12		7	123		168	13	33	115	37	526	654
	125	16	28		24			16						8	31		4	127	270	17				242	363	9		16	145	50	159	1,271	1,398
	138	80			73		5	10	2			7		43	68	4	26	318	55	4				77	157	6	23		175	23	146	666	984
	153	9			9			8	4					12			16	58	75					33	91				50	71	203	523	581
	157	32						3	1					8			4	48	38					71	96		2		73	192	22	494	542
	158				9									13	35		14	71	51	4				11	104			13	53	27	198	461	532
	164	29			130			21	2		14			47	42	27	84	396	106	15				63	168		1	6	26	90	38	513	909
	174	94	4	92	40		12	49	3					47	243	26	23	633	189	43				209	287			19	141	68	107	1,063	1,696
	185	129	49		7			29						35	15	12		276	124	9				255	205			5	64	159	259	1,080	1,356
	186	32	20		3		0							26	2	3	26	112	119			18		53	178	23	220	5	54	19	71	760	872
	194				6			4	2					1	9	17	18	57	26	3				67	153				41		13	303	360
	195	23	5		38			23	1		40			31	83	2	57	303	139	4				10	236	4		6	28	102	55	584	887
Roanoke	66	15			105		79	19	2					5	4		89	318	115	2			7	432	258	95	34		83	73	311	1,410	1,728
	145	4			26									5	17	5	19	76	37	22				83	149				23	97	26	437	513
	147	3			11				2		16			3	15	2	36	88	72	11				36	94	9			45	21	42	330	418
	151	41			47			34						29	8	9	22	190	99	35				126	176		29	7	22	163	206	863	1,053
	156	2			23			21						7	74		51	178	92					74	191			5	28	56	102	548	726
	171	163	25	78	135		7	39	6	42		6		16	158	25		700	386	50		4		137	795	29	6	10	105	65	66	1,653	2,353
	176	260			98		5	20	13	6		4		101	90	7	4	608	311	16				131	767	25		33	37	36	214	1,570	2,178
San Joaquins	702																		49	14	53			48	76	5			23	10	50	328	328
	703																		25	16		78		5	49		11		186		96	466	466
	710																		147	85	158			23	97				49	16	117	692	692
	711																		69	41		34		147	40				35		134	500	500
	712																		154	6		119		66	78				94	7	131	655	655

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

Route	Train	Amtrak (Host)													Amtrak (Non-Host)													Total	Total Amtrak Responsible Delay Minutes
		CTI	CTP	DCS	DET	DMW	DSR	FTI	PBB	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS		
San Joaquins	713														464	17		3		170	275	12			5	3	95	1,044	1,044
	714														94	16	27	10		37	77				29	21	131	442	442
	715														153	67		25		28	130	14			87	21	120	645	645
	716														95	47	5	28		178	53		142		91	28	91	758	758
	717														141	23		35		119	54		83		29	25	146	655	655
	718														234	15	26	106		115	59	2	89		61	127	138	972	972
	719														64	23	68	84		7	75		63		49	8	94	535	535
Silver Meteor	97	68		35	6	24	2		6	12	116	3	7	279	1,074	140		85		543	468	9		5	175	742	852	4,093	4,372
	98	61	34	59		66				8	109	25	8	370	1,196	218				393	695	89		18	29	66	450	3,154	3,524
Silver Star	91	98	2	36	49	53	7			15	242	11	62	575	1,492	338	55	79		820	1,074	88	88	5	91	629	2,216	6,975	7,550
	92	40	18	28	6	56			5	4	172	50	20	399	1,661	62	12	6		381	1,104	135		14	89	586	1,267	5,317	5,716
Southwest Chief	3			50		3						5		58	500	624		167		1,006	1,186	7			211	961	2,801	7,463	7,521
	4	2		47		5					5	9		68	396	289		64		2,001	1,574	92	168		278	2,329	1,909	9,100	9,168
Springfield Shuttles	400							19						19						8					5	5	100	118	137
	405											1		1						9						10		19	20
	409											3		3							1							1	4
	412							6		3	11	20		40			7										21	28	68
	416	3									10			13			3	5		47						20		75	88
	417	10								1	140		33	184						69			62				9	140	324
	432									7		13		20					2	3						33		38	58
	450	31		13		4	2			4	9	2		65			7	49		5	1		36					98	163
	451			19				5		34		3	9	70			3			3	5							11	81
	460	23					3			4	11	8		49			53	35								25		113	162
	461	25									17	1		43							1		87				10	98	141
	463						2				7	2		11						6								6	17
	464	3		22		12		5		3	67	1		113			19	229		49				6		18		321	434
	465	10		5							54			69						13								13	82
	467			7										7							4							4	11
	470	20		10						4	22	17	38	111			7			67			169			16		259	370
	471	44		33				29		16		17	15	154	2	2	20			38	20		15		4		10	111	265
	473	23	26							3	14	4		70											10	5		15	85
	474	7		4						5	61		18	95	3			168		29		9						209	304
	475	64									39		13	116						15							10	25	141
	476	10		14						16	79		27	146				629		28	1		10					668	814
	478	7		12		7		5		7		16	10	64	2		22	266		39	12		35	2	64	33	108	583	647

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

		Amtrak (Host)														Amtrak (Non-Host)														Total Amtrak Responsible Delay Minutes
Route	Train	CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PBB	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH	SVS	SYS	Total		
Springfield Shuttles	479	71			3							20		3	97				36	3			93				17	149	246	
	488	5			16						3	12			36				244	30	10		37					321	357	
	490	18			20						7	50	10	120	225				27	66	6							99	324	
	494	60							8		11	54		62	195	6		66	688	38	16	30	11		33	10	36	934	1,129	
	495	54			10				7		10		40		121	5		5		37	3		109	7	7		40	213	334	
	497												15		15	3			1									4	19	
	499									53					53				25	302			64		37		14	442	495	
Sunset Ltd	1				32			5				43			80	424	67		531	302	683	41	901		298	470	1,137	4,854	4,934	
	2				4			9							13	275	62	16	549	142	715	22	87		303	924	998	4,093	4,106	
Texas Eagle	21	4			31		6					37			78	424	225		225	902	1,073	56			247	1,233	1,847	6,232	6,310	
	22				43		13		19			50	6		131	482	107		479	686	1,197	125	544		199	1,275	1,431	6,525	6,656	
Vermonter	54	10	10		116						19	47	2	52	256	11	12			141	93	30	19	9	169	84	93	661	917	
	55	54	26		47		5	10	29	6	32	187	7	22	425	110	47			133	260				285	64	117	1,016	1,441	
	56	49	35	6	43	4	19	2	18		65	159	17	12	429	126	19			212	172		49	6	257	46	332	1,219	1,648	
	57	35			26						4	39		33	137	40	26		29	15	120		39		125	165	12	571	708	
Wolverine	350	29			19		5	117				533	33		736	208	242			203	211		67		62	207	499	1,699	2,435	
	351	4			64		10	135	29			131	2		375	290	91			996	337	17	255		95	93	430	2,604	2,979	
	352	4			45			88	21			33	19		210	379	332			335	305		178		79	296	315	2,219	2,429	
	353	2			29		14	36				20	7		108	314	5			353	288				73	78	693	1,804	1,912	
	354	3			25		2	44	3			145	15		237	78	80			131	187	36	320		292	347	1,254	2,725	2,962	
	355				5			39	13			55	2		114	102	16			65	172		251		87	71	441	1,205	1,319	

Table 25: Host Responsible Train Delay Minutes

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Acela Express	2150	88	14	1		552				8	663
	2151	159	28			390				25	602
	2152	41	34	9	10	622				5	721
	2153	561	60		3	128				7	759
	2154	107	4		113	618				37	879
	2155	196	9		7	233				55	500
	2156	7				25					32
	2159	67	54		10	254				15	400
	2160	122	113		62	487			19	11	814
	2163	125	56			343				20	544
	2164	130				239				73	442
	2165	110	60			96			6	3	275
	2167	49	41			487	22			24	623
	2168	225	19			315				70	629
	2169	446	52			157				6	661
	2170	249	4			106			9	49	417
	2172	117	57			140					314
	2173	101				470			8	40	619
	2175		4			22					26
	2190	47			3	840					890
	2233	10									10
	2248	39	12		16	87				6	160
	2249				4	115				4	123
	2250	29	5		38	47				7	126
	2251	14	7		21	85				8	135
	2252	34	1		18	217			2	9	281
	2253	4	10		26	154				16	210
	2254	9				221				3	233
	2255	12	8			23			1		44
	2256	5				103				3	111
	2257	8				112				1	121
	2259					87				13	100
	2275					6					6
	2290					10					10
	2292					10					10
Adirondack	68	56	2		15	9				44	126
	69	54			6	1				17	78
Auto Train	52	101	556		382	2,695		3,841	1,180	702	9,457
	53	592	971		112	3,015		3,782	2,608	1,012	12,092
Blue Water	364		390		26	100		1,225	54	95	1,890
	365		194		175	203		1,134	83	69	1,858
California Zephyr	5	150	2,940		896	6,082	39	10,789	2,582	2,485	25,963
	6	647	3,076		2,184	5,706	28	12,936	3,023	2,222	29,822

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Capitol Corridor	521	125	127	4	195		24	63	18	556
	522		21	18	14	4	51	66	5	179
	523	26	62	3	179		7	275	22	574
	524	55	46	26	228		70	152	9	586
	525		29		11			94	5	139
	527	163	58		181	16	20	125	21	584
	528	47	149	7	218	54	59	279	53	866
	529	27	225	10	217		262	395	69	1,205
	531		16		11		36	93	15	171
	532	5	141	39	204		17	147	29	582
	534		74	3	30		25	168	4	304
	536		39	4	35		17	117		212
	538	36	111	41	205		301	59	41	794
	540		25	3	17		37	95	28	205
	541	80	107	24	114		26	158	28	537
	542	3	49	13	213		55	171	49	553
	543		38	8	40		6	58	43	193
	544		79	4	25		8	186	23	325
	545		88	7	26		21	131	35	308
	546		73	6	185		10	183	23	480
	547	71	80	9	125		32	266	24	607
	548		95	17	37		10	83	33	275
	549		41	2	26		18	144	4	235
	551		41	8	42		15	55	5	166
	720		19	2	3		3	59	15	101
	723	16	20		109		10	48	38	241
	724	5	20	2	64		45	174	6	316
	727	12	20	8	43		6	168	4	261
	728		31	9	102		10	172	33	357
	729	9	39	7	62		57	105	18	297
	732		32	5	61		5	82	12	197
	733		44		2		7	123	9	185
	734		14	15	9		15	72	10	135
	736		94	19	84		151	92	12	452
	737	2	39	12	63		4	46	11	177
	738		17	3	8			84	10	122
	741	14	46	3	80	38	8	79	15	283
	742		57		62		5	71	8	203
	743	8	101	11	51		29	108	25	333
	744		148	15	118		17	104	27	429
	745		14	2	2			68	18	104
	746		86	5	23		14	87	17	232
	747	14	80	6	82		6	124	26	338
	748	5	74	8	126		4	108	28	353
	749		34	10	13		5	38	19	119
	751		42	10	59		8	34	12	165
Capitol Ltd	29	88	424	116	464	119	4,218	666	901	6,996
	30		462	190	930	222	3,199	447	1,669	7,119
Cardinal	50	111	378	72	605		2,269	554	398	4,387
	51	24	462	249	704		1,260	629	508	3,836
Carl Sandburg / Illinois Zephyr	380	109	72	132	143		350	53	69	928
	381	131	110	123	181		208	202	30	985
	382	92	83	47	260		728	151	220	1,581
	383	361	112	55	325		679	36	112	1,680
Carolinian	79	14	489	204	754		523	1,298	519	3,801
	80	83	597	210	771		1,164	1,316	664	4,805
Cascades	500	17	573	182	751		1,762	261	323	3,869
	502			70	11		36	21	25	163
	503	94	320	193	767		1,130	662	233	3,399
	504	46	315	29	391		385	249	367	1,782

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Cascades	505	5	500	60	814		984	1,071	212	3,646
	507	8	361	21	568		679	467	374	2,478
	508		366	97	666		857	941	227	3,154
	509		5		6		10	9		30
	516	6	369	186	1,280		1,400	14	76	3,331
	519		222	187	829		791	160	86	2,275
City Of New Orleans	58	32	981	278	1,390		1,622	840	802	5,945
	59	9	1,007	515	1,611		2,955	1,064	961	8,122
Orleans	1058	5	187	37	314		409	91	84	1,127
Coast Starlight	11	436	5,491	326	1,987	81	6,350	4,494	280	19,445
	14	166	5,917	528	2,106	21	4,757	4,109	689	18,293
Crescent	19	127	2,214	353	1,177		7,216	1,718	1,127	13,932
	20	60	2,737	202	1,136		4,748	1,919	823	11,625
Downeaster	680	141	191		166		37		2	537
	681	72	128	39	210		83	499	29	1,060
	682	62	323	5	273			2	4	669
	683	69	200	9	333		116	217	39	983
	684	87	106	18	145		69	324	2	751
	685	72	158	3	102		127	163		625
	686	106	172	32	191		224	194	31	950
	687	287	289	20	166		304	68	39	1,173
	688	64	143	51	128	0	74	344	13	817
	689	4	82	10	80	0	44		23	243
	690	2	63	3	74		6		2	150
	691	22	114	21	61	6	13	193		430
	692	23	164	17	113		3	92		412
	693	35	113	62	92		43	223	19	587
	694	32	173	70	61		34	100	59	529
	695	15	120	83	56		42	113	64	493
	696	35	217	38	82		30	154	25	581
	697	86	69	77	57		15	88	12	404
	698	90	49	7	57	6		226		435
	699	8	22	69	41		60			200
	1689	7	4		26					37
Empire Builder	7	225	1,067	689	1,721	31	10,873	1,405	517	16,528
	8	420	1,024	415	1,991	104	12,084	1,428	610	18,076
	27	5	308	324	463		1,986	109	90	3,285
	28		438	17	296		2,414	39	91	3,295
Ethan Allen Express	290	251	234	204	944		192	61	112	1,998
	291	284	95	15	119		49	11	119	692
Heartland Flyer	821		187	65	1,996		1,652	33	14	3,947
	822		227	38	1,774		1,772	15	31	3,857
Hiawatha	329	68	30	29	97		9		13	246
	330	627	56	22	134		20	17	36	912
	331	130	30	77	100		22	36	27	422
	332	63	62	103	175		67	66	37	573
	333	391	17	59	78		34	43	11	633
	334	67	106	103	165		191	3	38	673
	335	481	78	39	72		52	14	13	749
	336	106	74	116	132		109	150	11	698
	337	68	97	82	61		27	307		642
	338	311	55	40	216		71	63	35	791
	339	592	47	30	93		18	49	9	838
	340	384	46	11	92		120	3	16	672
	341	140	25	27	69		8		3	272
	342	226	26	14	228		43	32	48	617
	343	56	23	20	25		7		12	143
Illini / Saluki	390	70	134	110	866		552	82	67	1,881
	391	56	39	21	174		197	203	21	711
	392	8	58	2	188		442	155	54	907

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Illini / Saluki	393	124	324	89	709		724	123	94	2,187
Lake Shore Ltd	48	440	193	167	655	137	2,435	1,137	1,239	6,403
	49	346	369	145	509	132	2,860	241	1,003	5,605
	448	1,175	97	204	161		918	197	107	2,859
	449	956	289	76	73		500	497	108	2,499
Lincoln / Missouri	318		630	132	823	71	4,413	1,012	233	7,314
	319		458	273	869	94	3,362	1,273	309	6,638
Lincoln Service	300		179	19	126	13	942	80	241	1,600
	301	16	293	68	85	140	1,043	695	129	2,469
	302		326	215	217	86	1,396	439	130	2,809
	305	20	71	2	109	43	754	441	117	1,557
	306	13	330	4	80	42	1,476	994	105	3,044
	307		234	3	121	35	1,368	512	138	2,411

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Maple Leaf	63	260	120		117	278		826	120	622	2,343
	64	279	183		136	323		1,318	138	572	2,949
Missouri	311		27		57	293		571	119	69	1,136
	316		127		32	236		819	186	56	1,456
New York - Albany	232	244	3			26				28	301
	233	459	79		124	29		2	30	233	956
	234	123	6			7				81	217
	235	46								8	54
	236	153	2		15	45			18	29	262
	237	272			30	83		2		63	450
	238	338	13		57	69			24	73	574
	239	767	32			12				60	871
	240	44				17			5	41	107
	241	117				42			22	89	270
	243	29			3	39				10	81
	244	365	71		26	105			26	49	642
	250	83	2			33				17	135
	253	113			10	29				35	187
	256	77				31			6	35	149
	259	51			3	23				2	79
	260	321	2			3			24	7	357
	261	11			26	16				10	63
New York - Niagara Falls	280	575	148		193	373		664	64	594	2,611
	281	655	177		171	295		1,220	243	865	3,626
	283	566	122		201	404		1,486	95	619	3,493
	284	440	193		220	412	4	691	58	426	2,444
On Spine Northeast Regional	132	75				34					109
	135	81			2	174					257
	137	442	25			218			6	18	709
	139	7	2			105					114
	140	57	12	11		165					245
	141	320	21	86	17	333			2	27	806
	148	183	27			405			10	50	675
	149	27			10	98			3	10	148
	150	116	44		8	154					322
	152	127			10	26				5	168
	154	11				86					97
	160	6			12	103					121
	161	80	23		64	162					329
	162	53	5		104	338				7	507
	163		8		12	153					173
	165	57				37				22	116
	166	14				155					169
	167	2				113				3	118
	168	53				37					90
	169	49			4	197				7	257
	172	268	42		194	412			7	25	948
	173	151	141		37	338			39	32	738
	175	557	11		6	590			27		1,191
	178	137				142				2	281
	179	321	38		3	222					584

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
On Spine Northeast Regional	184	489	82		301			4	27	903
	190	372	24		215					611
Pacific Surfliner	562	63	211	11	12		18	3	15	333
	564	134	114	10	38		97	43	12	448
	567	49	114	22	43		24	56	36	344
	580	43	27	23	25		19	8	40	185
	581	641	62	7	21		61	19	5	816
	588	34	76	12	13		28	11	84	258
	591	10	63	2	87		28	35	3	228
	595		75	42	83		68	25	136	429
	761	217	2,114	53	140		62	957		3,543
	765	127	1,468	41	54	6	55	323	1	2,075
	770	118	1,817	90	124		30	281	60	2,520
	774	87	2,633	14	233		100	608	25	3,700
	777	76	2,339	43	161		72	1,784	5	4,480
	784	508	1,431	15	79		67	613	29	2,742
	785	116	1,655	37	88		80	753	150	2,879
	794	351	2,564	9	186		89	1,446	29	4,674
	1562	162	30	2	9			5	9	217
	1567	193	63	5	3		7		2	273
	1579	170	34		18			296	7	525
	1590	127	18				50		18	213
	1765	287	79		5		9		26	406
	1770	199	28	2	14		1	16	18	278
	1774	255	90		15			332	4	696
	1777	95	52	2	72		8	39	4	272
	1784	583	15		5		6	52	20	681
	1785	536	18	2	12			13	2	583
Palmetto	89		455	414	1,278		1,897	1,456	185	5,685
	90	87	289	214	1,062	1	1,889	1,184	97	4,823
Pennsylvanian	42		182	93	199		743		468	1,685
	43		57	33	179		854		377	1,500
Pere Marquette	370		67	68	63		280	124	36	638
	371	16	129	34	49		345	66	48	687
Piedmont	73		131	67	82		339	163	36	818
	74		229	148	148		261	167	98	1,051
	75		350	47	126		379	331	22	1,255
	76		170	8	204		274	612	67	1,335
	77		268	24	190		227	93	237	1,039
	78		112	7	167		192	40	172	690
Richmond / Newport News / Norfolk	65	31	143	44	338		275	142	108	1,081
	67	94	142	89	670		440	99	379	1,913
	82	37	62	17	174		73	19	30	412
	84	37	118	51	322		250	112	171	1,061
	85	410	174	43	590		235	121	275	1,848
	86	546	95	211	511	16	277	73	140	1,869
	87	104	136	80	256		28	90	163	857
	88	85	130	21	166		199	23	73	697
	93	689	400	50	663		242	69	233	2,346
	94	369	164	89	598		256	103	440	2,019
	95	815	151	37	647		671	138	367	2,826
	96	25	99	24	172		65	65	29	479

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Richmond / Newport News / Norfolk	99	85	62		60	261		109	122	77	776
	124		24		4	77		143	153	30	431
	125	478	103		33	348	3	626	225	180	1,996
	138	119	159		163	397		401	313	243	1,795
	153		69		31	173		234	95	126	728
	157	8	46		4	173		15	151	38	435
	158		133			137		218	120	147	755
	164	101	79		10	185		105	4	52	536
	174	198	44		137	916		260	107	298	1,960
	185	26	192		142	483		418	302	260	1,823
	186	16	83		40	346		521	300	117	1,423
	194	30	88			167		254	82	63	684
	195	145	33		66	148		91	196	85	764
Roanoke	66	364	215		50	651	8	875	645	178	2,986
	145		50		8	45		101	61	7	272
	147	14	105		17	153		75	66	14	444
	151	121	209		124	151		475	583	45	1,708
	156	32	78			28		183	36	7	364
	171	708	124		7	447		477	328	54	2,145
	176	435	156		62	214		187	535	24	1,613
San Joaquins	702		238		145	647	150	2,029	551	32	3,792
	703		196		20	540		1,267	892	28	2,943
	710		308		77	781		1,608	1,188	37	3,999
	711		212		26	552		1,160	867	77	2,894
	712		184		76	786		1,229	1,164	32	3,471
	713		244		50	544		1,040	1,379	128	3,385
	714		299		68	623		1,433	1,667	62	4,152
	715		221		31	711		1,162	1,719	61	3,905
	716		215		22	703		1,288	1,368	43	3,639
	717		155		88	600		1,133	1,541	90	3,607
	718		142		81	761		795	1,151	73	3,003
	719		213		115	555		1,027	1,390	39	3,339
Silver Meteor	97	849	887		177	1,968	12	1,988	1,838	389	8,108
	98	1,234	925		81	2,097		2,748	2,040	443	9,568
Silver Star	91	719	1,657		92	2,768		2,770	1,959	606	10,571
	92	599	1,443		514	2,522		2,568	2,701	780	11,127
Southwest Chief	3	1,704	2,745		616	2,694		7,347	2,054	575	17,735
	4	1,199	2,393		419	2,347		6,711	2,031	553	15,653
Springfield Shuttles	400		5			6		7			18
	461		12			2		29			43
	471		7			244		51			302
	474									6	6
	475			20							20
	478	40	4			2		53	22	63	184

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Springfield Shuttles	488				8		9			17
	494		45		114		18	4	16	197
	495		41		20		118	40	2	221
	499		4		3		36			43
Sunset Ltd	1	60	1,586	296	2,197	40	8,336	279	1,173	13,967
	2		1,753	333	2,021	38	7,493	470	1,868	13,976
Texas Eagle	21	52	1,168	379	4,821	58	17,093	1,502	878	25,951
	22	154	1,352	161	4,805	88	8,290	1,678	696	17,224
Vermonter	54	19	53	48	1,028			43		1,191
	55	341	172	68	2,891		80		52	3,604
	56	96	99	116	3,004		117	109	11	3,552
	57	94	61	154	872		27	11		1,219
Wolverine	350	29	208	37	385		410	981	143	2,193
	351	4	213	154	717		300	47	261	1,696
	352		479	79	701		1,158	562	295	3,274
	353		344	141	694		749	189	300	2,417
	354		488	7	658		692	540	169	2,554
	355		146	26	360		192	723	213	1,660

Table 26: Third-Party Responsible Train Delay Minutes

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Acela Express	2103				72	10	81		5	168
	2106	17				15			8	40
	2121			10	159	2			3	174
	2122	6	5		2	11	58	7	182	271
	2126	6			15	73	39		262	395
	2128		7		51	24			202	284
	2150	3	21			15	85		164	288
	2151	3	31	60	84	1	7		131	317
	2152		15	22	42	29	43		111	262
	2153	8	32	8	355	118			32	553
	2154		10	30	1	3	16		164	224
	2155	21	33	9	46	50	5		233	397
	2156								3	3
	2159	14	64	20	349	18	89		42	596
	2160	13		98	45	156	36	150	52	550
	2163	72	141	15	387	27	20		160	822
	2164	4	3		22	110		68	151	358
	2165	47	6	30	73	35	65	3	104	363
	2167	13	4	6	500	38	15		259	835
	2168	22	3		39	7			34	105
	2169	5	14	9	286	31	85		257	687
	2170	15	35	3	22	175	9	30	79	368
	2172	9	12		59	84	12		71	247
	2173	15	25		212	54	79	9	218	612
	2190		21	3	20	4			98	146
	2203				7				2	9
	2205				8	2			3	13
	2213				14				41	55
	2218				19			63		82
	2222	18		8						26
	2224				3			7	2	12

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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Acela Express	2239								2	2
	2248	4	6	18	5				4	37
	2249		6		37	16			55	114
	2250			13	2	4			11	30
	2251		8		48	2		91	54	203
	2252		4	15	10	20			70	119
	2253	5	15	64	141	21	99		36	381
	2254				6				10	16
	2255		3	4	2	4			14	27
	2256								2	2
	2257		7	13	40				8	68
	2259		10		60				5	75
Adirondack	68				9				2	11
	69				94				229	323
Auto Train	52				9	278	260		147	694
	53		95		392	35	674		343	1,539
Blue Water	364		45	41	879	93	51		586	1,695
	365			12	1,663	28	15		268	1,986
California Zephyr	5		256	167	2,479	555	457		1,318	5,232
	6		505	158	1,988	445	332		862	4,290
Capitol Corridor	521			26	147	169			10	352
	522		37	89	116	127	22		25	416
	523			59	81	265	45		4	454
	524			176	42	22	139		21	400
	525			105	27	44	153		38	367
	527			51	352	187	210		5	805
	528			20	32	19	63			134
	529		14	108	320	66	145		34	687
	531		11	82	13	3	42			151
	532			182	224	55	318		5	784



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

Route	Train	DBS	MBO	NOD	POL	TRS	WTR	Total
Capitol Corridor	534		99	37	70	108		314
	536	27		193	64			284
	538	4		84	254	67		409
	540	1	55	51	122	138	6	373
	541		36	1	66	2		105
	542		128	72	165	4	2	371
	543		113	45	101	46		305
	544	53	30	53	179			315
	545		32	15	49	58		154
	546	4	38	24	149	170	14	399
	547		34	33	152	217	2	438
	548	3	64	131	95	20		313
	549		32	47	88	191		358
	551		82	78	51	197	14	422
	720		50	13	34	12	28	137
	723		23	12	18	42	60	155
	724		8	15	35	185	9	252
	727		52	31	13			96
	728		40	3	38	117	11	209
	729		48	140	69	10	18	285
	732		33	18	58	436	55	600
	733		32		67			99
	734		43	13	42	3		101
	736		5	29	295	252	5	586
	737		51	19	50	8		128
	738	58	32	28	18	81		217
	741	116	42	2	16	145	5	326
	742	94	13	6	10	373		496
	743	2	15	7	239	22	4	289
	744	82		24	74	134	3	317
	745		35	3	206	190	15	449
	746			7	47	15		69
	747	144			55	34		233
	748	6		52	79		33	170
	749		4	49	80	32	95	260



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

Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Capitol Corridor	751			37		6	65	2		4	114
Capitol Ltd	29				67	2,603	53	21	38	187	2,969
	30			46	6	1,069	48	136		74	1,379
Cardinal	50	6		40		1,139	38	286		87	1,596
	51					916	44	96		134	1,190
Carl Sandburg / Illinois Zephyr	380					221		3		69	293
	381					110					110
	382					119	5	88		3	215
	383					155		23		19	197
Carolinian	79			23		1,407	132	60		207	1,829
	80	9		35	66	596	163	81	6	341	1,297
Cascades	500			33	98	193	158	3		513	998
	502									2	2
	503			112	135	297	206	133		536	1,419
	504			2	154	22	33	146		393	750
	505				142	60	252	358		283	1,095
	507			216	71	15	14	35		32	383
	508			211	257	463	118	633		41	1,723
	509				10						10
	516			2	336	98	75	17		602	1,130
	519		175	67	127	196	121	236		38	960
City Of New Orleans	58			2	6	4,149	170	59		173	4,559
	59			47		3,814	160	851		308	5,180
	1058					235	380				615
Coast Starlight	11			98	323	5,347	857	1,326		1,535	9,486
	14			88	243	1,618	1,133	1,351		2,345	6,778
Crescent	19			2	20	4,291	365	648	103	331	5,760
	20			70	10	6,074	261	441	112	448	7,416
Downeaster	680			55		263				39	357
	681			30		158	16	150		122	476
	682					115				50	165
	683			43		39		10		56	148
	684					123				23	146
	685					353	14	81		30	478
	686					67		2		8	77

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

Route	Train	DBS	MBO	NOD	POL	TRS	WTR	Total
Downeaster	687	69		115	3		27	214
	688	152		182			6	340
	689			528	21	2	18	569
	690			163		2	15	180
	691			112			4	116
	692	4		40			16	60
	693			23				23
	694	3		30		18	4	55
	695			75	7		2	84
	696			14				14
	697	150		38			4	192
	698	2		20				22
	699			164			42	206
	1689			90			32	122
Empire Builder	7	142	74	4,274	146	356	865	5,857
	8	103	27	2,212	275	216	1,255	4,088
	27	7	158	6,963			5	7,133
	28		120	164	122	23	89	518
Ethan Allen Express	290	61		1,562	133	6	147	1,909
	291			1,282	27	113	420	1,842
Heartland Flyer	821	1		25		18	12	56
	822			8	22	141	22	193
Hiawatha	329	5					8	13
	330			193			5	198
	331			3			11	14
	332					13	17	30
	333					8	9	17
	334	17			3		9	29
	335			11	7		2	20
	336		1		27			28
	337			2		58		60
	338					12	23	35
	339			57	52		9	118
	340						2	2
	341	11		2		67		80



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Hiawatha	342								33	33
	343						71			71
Illini / Saluki	390				37	9	1		36	83
	391				6		34		18	58
	392				9				31	40
	393		8	8	20	7	31		47	121
Keystone	600	14			4				24	42
	601								72	72
	605								6	6
	607	19							11	30
	609	17		6		9			18	50
	610								10	10
	611	10							64	74
	618					10			18	28
	620	7							27	34
	640		5			1	36		135	177
	641	7			2		3		80	92
	642				4				80	84
	643				1				195	196
	644	9		81	1				8	99
	645	26							90	116
	646	27		4					35	66
	647			8		6			8	22
	648			7					6	13
	649	18		6		4	64		37	129
	650	7			8		5		71	91
	651	10	6		32	60	16	9		133
	652				8	32				40
	653	18		6		29	5		58	116



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Keystone	654	12	32		80		58	63	245
	655						114	12	126
	656	21			3	42	44	54	164
	657		7			14	43	46	110
	658	3					30		33
	660			30				137	167
	661					6		28	34
	662		11					39	50
	663	7				7		17	31
	664					28		35	63
	665				2	5		5	12
	666							92	92
	667			11	25	4	115	26	181
	669					1	27	8	36
	670				6				6
	671			12		12			24
	672		27		1			5	33
	674	7							7
Lake Shore Ltd	48		41	37	3,389	425	95	106	4,093
	49		13	50	2,068	238	373	164	2,906
	448		10		742	70	179	63	1,064
	449				274	54	19	33	380
Lincoln / Missouri	318		27		479	7	261	303	1,077
	319			3	700		392	169	1,264
Lincoln Service	300				284			111	395
	301				560			138	698
	302			16	1,302	7	19	135	1,479
	305				86	96		270	452
	306			6	837		84	111	1,038
	307		17		381	41		220	659
Maple Leaf	63				1,813	87	3	186	2,089
	64		4		1,373	107	176	124	1,784
Missouri	311		3		33	12			48
	316		104		56				160
New York - Albany	232				2			14	16



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
New York - Albany	233				25	172			563	760
	234			2	98				9	109
	235			4	6				52	62
	236				4	4			249	257
	237				113				52	165
	238				11	5	246		168	430
	239				87		49		16	152
	240				4				278	282
	241				50	91	88		109	338
	243				140				16	156
	244				111	62			15	188
	250								46	46
	253				8	8	77		4	97
	256								4	4
	259				39	18	94		2	153
	260		304		18	2			4	328
	261				7					7
New York - Niagara Falls	280		2		796		3		227	1,028
	281				201	156			581	938
	283				101	129	138		210	578
	284		16		637	33	341		88	1,115
On Spine Northeast Regional	121			9					173	182
	122				8				2	10
	126			48	7	5			4	64
	129	6			61	23		13	197	300
	132				6				103	109
	134				3					3
	135		26	13	85	2			62	188
	137		25	5	77	35	196		355	693
	139		18		2	21			32	73
	140			10	33	5			195	243
	141		7	7	156	130			272	572
	143					3			2	5
	146		4	52	2					58
	148	12	9		233	111		8	190	563



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
On Spine Northeast Regional	149		86		3	35	38		55	217
	150		11	6	17	24			165	223
	152				10	5			194	209
	154					57			24	81
	155				22				5	27
	159				18	5	21			44
	160			5	27		94		26	152
	161		9		51	8	205		81	354
	162		22		7	2	81		106	218
	163		36	9		19	54		31	149
	165		4	6	3				70	83
	166		3		17	4			71	95
	167		12		61				22	95
	168				3	22		71	67	163
	169		61		69	4	7		79	220
	172	22	4	43	8	32	33		121	263
	173	13	36		371	25	32		215	692
	175	18	23	17	7	45	86	7	559	762
	178	5	20		300	44	101		357	827
	179		190		115	14	8		281	608
	180		11		3	21	87		78	200
	182	10		62		2			3	77
	183				34	22	55		65	176
	184	43		8	192	14	31		63	351
	190		25	5	207	60	63		233	593
	192			44	32		18			94
	193			25	13	51			389	478
	196	8	12		39	12	58		172	301
	1195				2					2
Pacific Surfliner	562				211	27	2		5	245
	564				182				1	183
	567				21					21
	580				339	84	4			427
	581		4		222	27	2			255



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Pacific Surfliner	588				213	40	2		255
	591				185	51	7		243
	595				36	38			74
	761		14		368	49	211		642
	765		6		1,052	191	26		1,275
	770				301	6	57	4	368
	774		8		764	183	83		1,038
	777		3		691	449	43		1,186
	784				1,050	10	43	2	1,105
	785				932	43	47	39	1,061
	794		33		69	153	51		306
	1562				52			57	109
	1567				93		9	4	106
	1579				142	8			150
	1590				12	34	2		48
	1765				140				140
	1770				28	2	2		32
	1774				38		7		45
	1777				75	33	9		117
	1784				3	2	3		8
	1785				6	29	3		38
Palmetto	89			9	1,372	46	184	57	1,668
	90		22		839	262	204	423	1,750
Pennsylvanian	42	51	8		79	8		365	511
	43	11		32	64	52		376	535
Pere Marquette	370		3	75	122	11	9	70	290
	371		3	9	164		36	86	298
Piedmont	73				7		7	279	293
	74		170		107	374		202	853
	75		48		180	3	260	146	637
	76		2		72	44	77	144	339
	77		84		7	144	32	151	418
	78				75	12	72	55	214
Richmond / Newport News / Norfolk	65		41		202	33	18	20	314
	67		4		679	119	493	49	1,344



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Richmond / Newport News / Norfolk	82		10	14	59	4	10		72	169
	84				688	251	22		72	1,033
	85	18	23	10	275	48	236	11	298	919
	86	16		13	324		99		189	641
	87		84	101	21	95	156	83	150	690
	88			12	189	48	3		38	290
	93		31	14	505	15	148		472	1,185
	94	3	22	17	309	10	9		195	565
	95	18	125	49	251	93	4		214	754
	96				25	18			63	106
	99		6		7	4	36	35	276	364
	124				242	11			1	254
	125	23			574	34	84		24	739
	138	11	18	6	187	98	4		197	521
	153			2	85	2			19	108
	157	7			49	6	4		116	182
	158				109	20			26	155
	164		4	4	233	32	4		242	519
	174	37		56	223	158	266	153	305	1,198
	185			58	206	30	15		38	347
	186	9			590	31			158	788
	194				50	7		113	42	212
	195		23	7	69	6		121	297	523
Roanoke	66		173		519	62	120		200	1,074
	145				15		5		281	301
	147		30		56	85		27	143	341
	151		31		538	38	146		64	817
	156		2	6	18	49		80	46	201
	171	10	87	7	424	102	193		333	1,156
	176	37		8	172	103		45	216	581
San Joaquins	702				467	41	39		10	557
	703				396	282	311		61	1,050
	710		13		514	116	405		16	1,064
	711				880	37	197		14	1,128
	712		3		627	43	89		21	783



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
San Joaquins	713		10	6	523	75	38		16	668
	714		2		494	168	189		16	869
	715				176	263	172		20	631
	716		4	5	511	205	216		29	970
	717				353	111	149		16	629
	718		19		387	116	296		24	842
	719		8		340	305	314		6	973
Silver Meteor	97	20	116	38	1,715	262	567	79	194	2,991
	98		117	6	1,247	210	214		111	1,905
Silver Star	91	10	131	10	1,128	344	15	119	388	2,145
	92			18	1,399	324	136	59	697	2,633
Southwest Chief	3		545	134	2,119	471	606		1,360	5,235
	4		181	121	2,920	285	176		574	4,257
Springfield Shuttles	400				108				13	121
	405					5			52	57
	409								19	19
	412								4	4
	416					2			9	11
	417		103			19			87	209
	432					18			28	46
	450					7			48	55
	451		0			69	26		152	247
	460					10			27	37
	461				111	2			22	135
	463					4			8	12
	464					14			74	88
	465					10			18	28
	467								22	22
	470					9			162	171
	471				410	8	5		188	611
	473								50	50
	474		8			30			41	79
	475		12			24	4		71	111
	476						12		104	116
	478				101	3	11		193	308



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

Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Springfield Shuttles	479									76	76
	488					122	4			95	221
	490									77	77
	494					170	17			124	311
	495			24		363	2			145	534
	497						5			13	18
	499					120				110	230
Sunset Ltd	1		14	100	90	1,143	124	531		118	2,120
	2		534	120	46	702	428	136		259	2,225
Texas Eagle	21				14	6,123	637	322		495	7,591
	22			42	29	4,690	292	658		424	6,135
Vermont	54	1		22	22	209	5	13		124	396
	55			14	6	447	11	119		305	902
	56			17	24	429	32			162	664
	57					166	10		4	64	244
Wolverine	350			6	8	444	15	17		254	744
	351			13	19	4	17	62		501	616
	352			78	49	187	56	200		208	778
	353			84	55	65	12	71		186	473
	354			55	120	229	30	325		468	1,227
	355			17		40	44	305		292	698

