U.S. Department of Transportation
Federal Railroad Administration

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

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List of Tables and Figures

Abbreviations, Acronyms, and Phrases in this Report

Term	Meaning
CFR	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, DC
OTP	On-Time Performance
PRIIA	*Passenger Rail Investment and Improvement Act of 2008*, P.L. 110-432
MSA	Metropolitan Statistical Area
U.S.C.	United States Code
U.S. DOT	United States Department of Transportation

I. Introduction

The Federal Railroad Administration (FRA) publishes a quarterly report on the performance and service quality of intercity passenger 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) and 49 CFR part 273.

This Quarterly Report on the Performance and Service Quality of Intercity Passenger Train Operations covers the **third quarter of FY 2025 from April 1, 2025, to June 30, 2025**.

Section II of this report provides an overview of Amtrak system performance for the most recent fiscal quarter, focusing on select metrics. OTP and Delay Metrics highlighted in this section include Customer On-Time Performance and Train Delays per 10,000 Train Miles. Financial Metrics highlighted include Total Ridership.

Section III of this report provides an individual performance profile for each Amtrak route that operated during the quarter. OTP and Delay Metrics highlighted in this section include Customer On-Time Performance, Station Performance, Train Delays, and Train Delays per 10,000 Train Miles. Customer Service Metrics highlighted include Overall Customer Satisfaction.

Performance data for some metrics are highlighted in this document; data for all reported metrics are available for download at railroads.dot.gov. Metrics data are provided to FRA by Amtrak. In addition, an explanation of each metric is presented in the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is also available at railroads.dot. gov.

FY 2025 Q3 Updates

Horizon Cars

On March 26, 2025, Amtrak removed Horizon cars from service. Four State Supported routes were impacted: Borealis, Cascades, Downeaster, and Hiawatha.

Train Interference Planned

Train Interference Planned (TIP) was a delay code used on the Northeast Corridor to record planned time added to the schedule to account for congestion between segments. Effective June 18, 2025, Amtrak deactivated the TIP delay code.

Missing Train Data

Delays for trains 550 and 1059 are missing from the Delay per 10K and Consolidated Delays reports for FY2025 Q3. Train 1059 is a eastbound City of New Orleans train and 550 is a westbound Capitol Corridor train. Each train ran only once in Q3.

New Long Distance Route

As of November 2024, Amtrak has temporarily combined the Capitol Limited and portions of the Silver Star into one Long Distance route called the "Floridian", which provides service from Chicago to Miami, via Washington, DC. The Capitol Limited and Silver Star both operated for part of FY 2025 Q1, but ceased operating when the Floridian began service in November.

Amtrak Route Structure

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

For some routes, Amtrak reports operational (train performance) data differently than it reports financial or ridership data. Specifically, in some State Supported service arrangements, a State, under a contractual agreement with Amtrak, provides 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 is reflected in the individual performance profiles (Section III) and includes the entire physical train that moves between its origin and ultimate destination.

The second hierarchy, financial routes, is a financial construction in Amtrak's accounting system that breaks the physical train up into the State Supported portion of the route and the non-State Supported portion of the route. As a result, the Richmond / Newport News / Norfolk, Roanoke, and Springfield Shuttle routes are classified as Northeast Corridor service in Section III but include State Supported segments (**Figure 1**).

More information on Amtrak Route Structure is presented in the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at railroads.dot.gov.

Figure 1. Amtrak Northeast Corridor

LEGEND

▬▬	Northeast Corridor Route
● ● ●	State Supported Portion of Northeast Corridor Route
▬▬	State Supported Route
▬▬	Long Distance Route
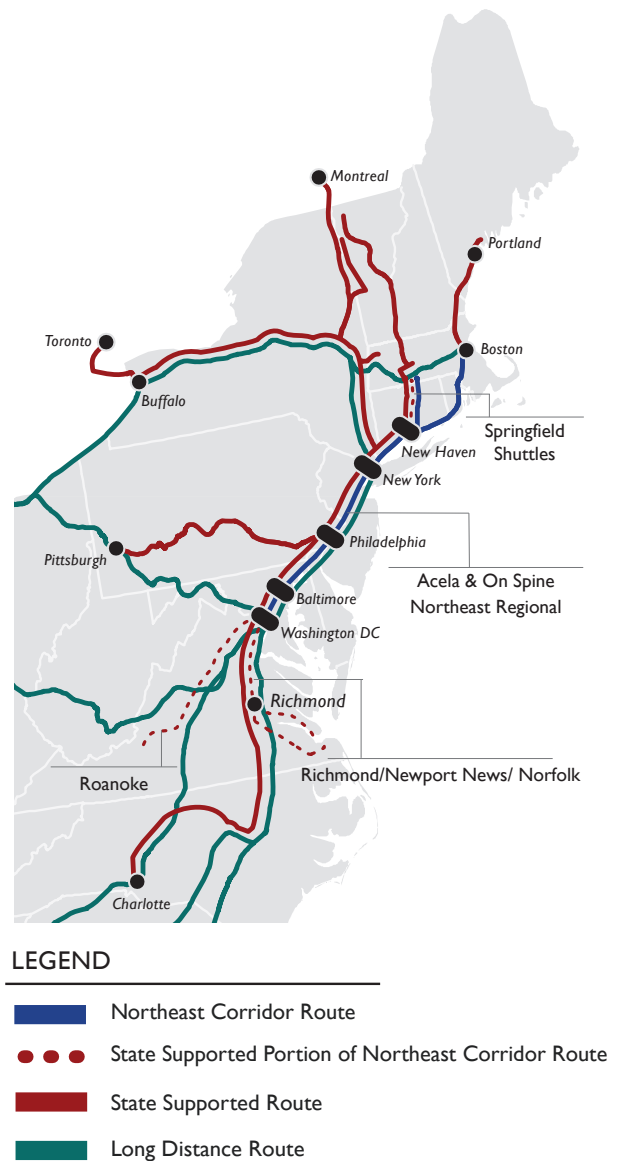
Figure 2. Amtrak System Map | FY2025 Q3

LEGEND
- Northeast Corridor
- State Supported
- Long Distance

II. Quarterly Performance Overview

This section provides an overview of Amtrak system performance for the most recent fiscal quarter, highlighting select metrics. OTP and Delay Metrics highlighted include Customer On-Time Performance (Customer OTP) and Train Delays per 10,000 Train Miles. Financial Metrics highlighted include Total Ridership.

Section III provides an individual performance profile for each route that operated during the quarter.

A summary of all metrics, including those not described in the performance overview, may be found in Appendices A–D and the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at railroads.dot.gov.
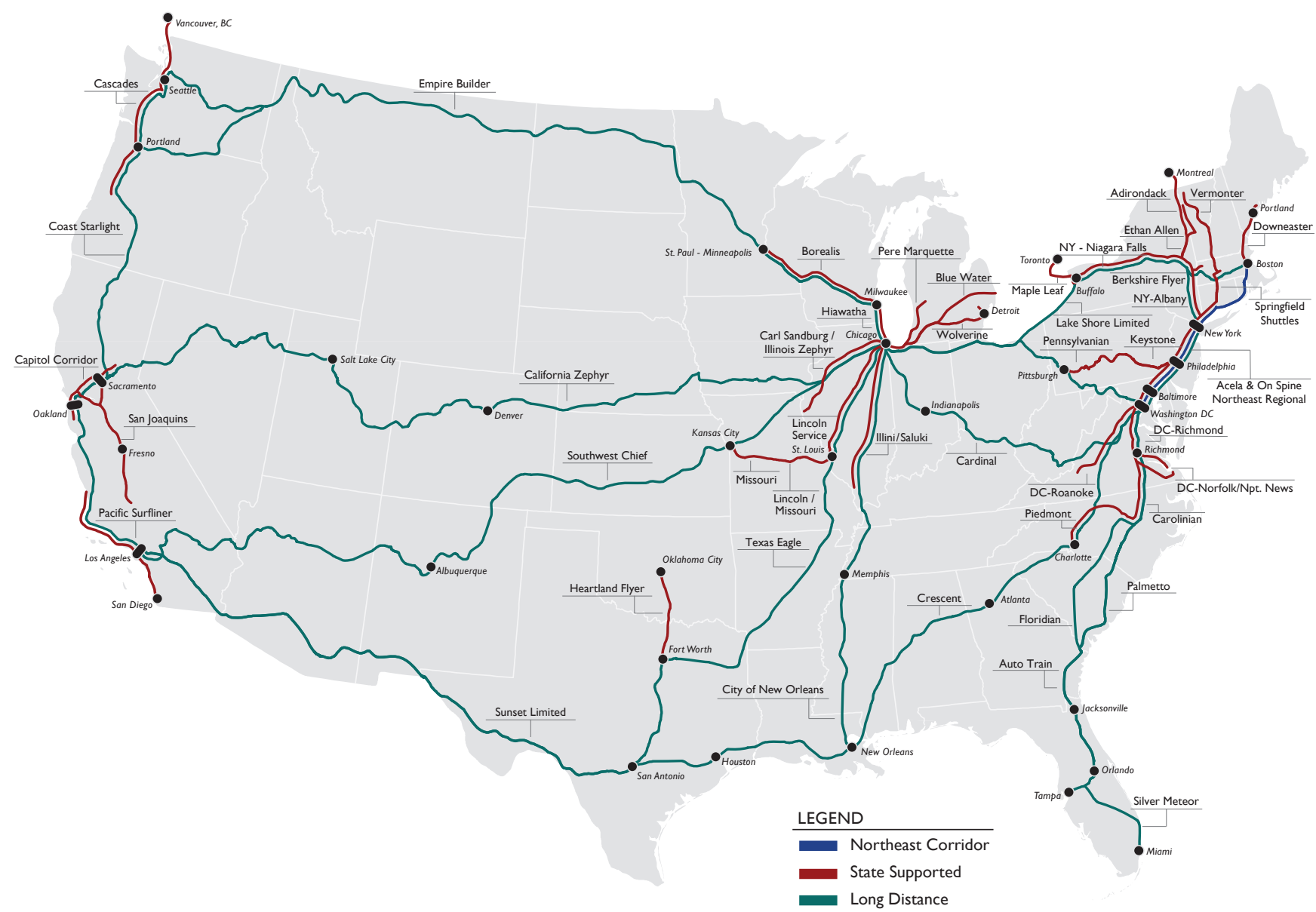
Definitions for Highlighted Metrics

Customer OTP

Customer OTP is the percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time, reported by train and by route. Amtrak uses the 15-minute maximum when calculating OTP for all routes and trains except the Acela. Amtrak uses a 10-minute maximum when calculating OTP for the Acela.

FRA's customer on-time performance minimum standard is 80 percent for any two consecutive quarters.

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.

Total Ridership

The total number of passengers on Amtrak trains, reported by route.

OTP and Delay Metrics

Customer OTP Highlights

Customer OTP for the Amtrak system was 72 percent in FY 2025 Q3, which was three points lower than the previous quarter and consistent with FY 2024 Q3. Customer OTP for Amtrak's Long Distance service line was 49 percent, down from 55 percent in the previous quarter, and consistent with FY 2024 Q3. State Supported OTP was 78 percent, a decrease of one point from the previous quarter, and up from 77 percent in FY 2024 Q3. Northeast Corridor OTP decreased two points to 74 percent from FY 2025 Q2 to FY 2025 Q3 and was consistent at 74 percent in FY 2024 Q3 **(Figure 3)**.

Customer OTP for each route is shown in **Table 4**. The routes with the highest Customer OTP in FY 2025 Q3 were the Capitol Corridor (91 percent), Pere Marquette (89 percent), and Keystone (88 percent) **(Table 1)**. The poorest performing routes were the Floridian (16 percent), Auto Train (32 percent), and Heartland Flyer (33 percent) **(Table 2)**.

Customer OTP on five routes improved by 10 or more points from FY 2024 Q3 to FY 2025 Q3: Crescent (+25%), Carolinian (+18%), Pennsylvanian (+17%), Silver Meteor (+14%) and Cascades (+13%) **(Table 3)**.

Table 1. Highest Customer OTP by Route

Route	FY 2025 Q3	FY 2024 Q3
Capitol Corridor	91%	89%
Pere Marquette	89%	83%
Keystone	88%	91%

Table 2. Lowest Customer OTP by Route

Route	FY 2025 Q3	FY 2024 Q3
Floridian	16%	Route did not operate
Auto Train	32%	40%
Heartland Flyer	33%	71%

Table 3. Routes with Significant OTP Improvement

Route	FY 2025 Q3	FY 2024 Q3	Points Improved
Crescent	70%	45%	25
Carolinian	57%	39%	18
Pennsylvanian	78%	61%	17
Silver Meteor	41%	27%	14
Cascades	68%	55%	13

Figure 3. Customer OTP by Service Line
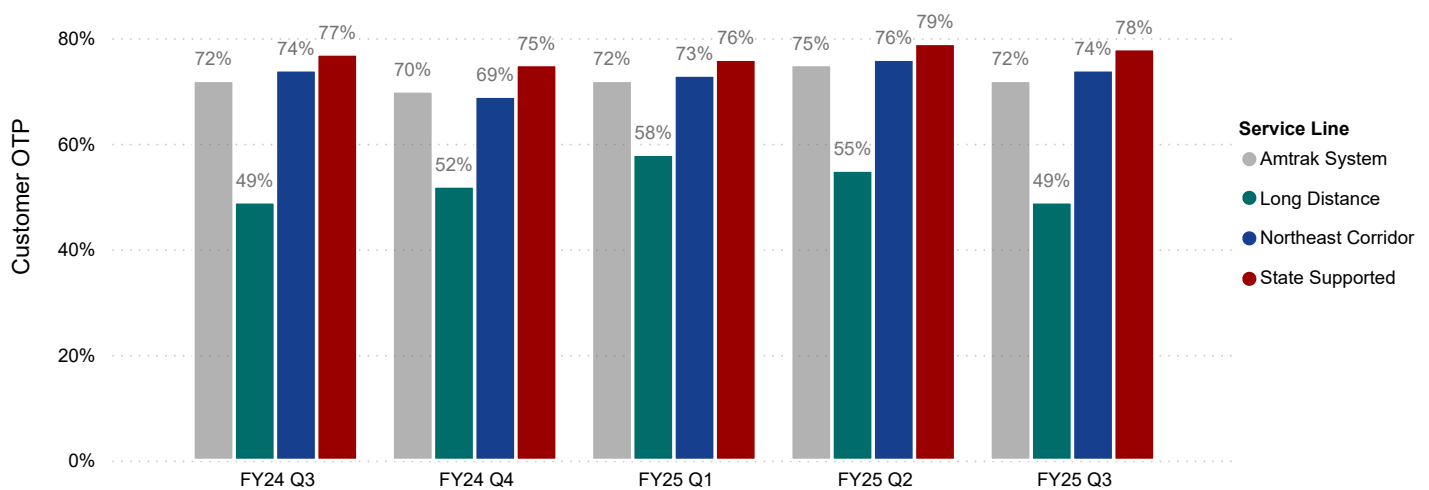
OTP and Delay Metrics

Customer OTP Highlights

Table 4. Customer OTP by Route

Service Line	Route	FY 2025 Q3	FY 2025 Q2
Long Distance	Auto Train	32%	39%
	California Zephyr	50%	59%
	Cardinal	45%	51%
	City Of New Orleans	64%	68%
	Coast Starlight	64%	62%
	Crescent	70%	75%
	Empire Builder	56%	50%
	Floridian	16%	33%
	Lake Shore Ltd	73%	70%
	Palmetto	53%	73%
	Silver Meteor	41%	53%
	Southwest Chief	38%	42%
	Sunset Ltd	56%	59%
	Texas Eagle	46%	47%
Northeast Corridor	Acela	77%	76%
	On Spine Northeast Regional	79%	80%
	Richmond / Newport News / Norfolk	63%	68%
	Roanoke	69%	75%
	Springfield Shuttles	81%	87%
State Supported	Adirondack	59%	76%
	Berkshire Flyer	58%	
	Blue Water	70%	64%
	Borealis	54%	63%
	Capitol Corridor	91%	90%
	Carl Sandburg / Illinois Zephyr	84%	89%
	Carolinian	57%	66%
	Cascades	68%	63%
	Downeaster	72%	82%
	Ethan Allen Express	68%	83%
	Heartland Flyer	33%	72%
	Hiawatha	85%	85%
	Illini / Saluki	78%	90%
	Keystone	88%	86%
	Lincoln / Missouri	40%	51%
	Lincoln Service	70%	61%
	Maple Leaf	67%	73%
	Missouri	50%	75%
	New York - Albany	84%	85%
	New York - Niagara Falls	80%	78%
	Pacific Surfliner	88%	86%
	Pennsylvanian	78%	81%
	Pere Marquette	89%	86%
	Piedmont	75%	73%
	San Joaquins	67%	75%
	Vermonter	72%	76%
	Wolverine	67%	70%

OTP and Delay Metrics

Customer OTP Minimum Standard

The Customer OTP minimum standard is 80 percent for any two consecutive calendar quarters (49 CFR 273.5(a)(2)). Of the trains that operated in the second and third quarter of FY 2025, 59 percent met the 80 percent Customer OTP standard, 33 percent did not meet the standard, and eight percent did not operate in one of the two quarters **(Figure 4)**.

Figure 4. Train Level Customer OTP

- Met the 80 percent Customer OTP Standard
- Train did not operate
- Did not meet the standard

Amtrak System
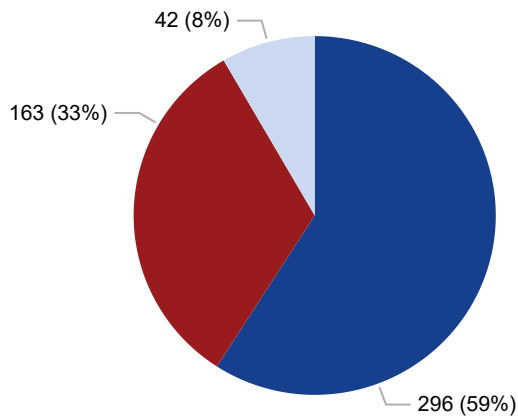
Long Distance

State Supported

Northeast Corridor

OTP and Delay Metrics

Train Delay Highlights

In FY 2025 Q3, the Long Distance service line had the most delay minutes per 10,000 train miles **(Figure 6)**.
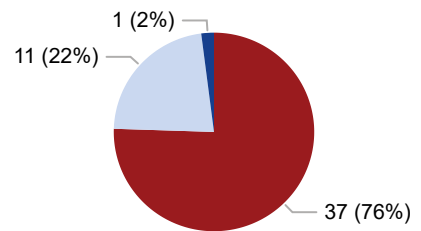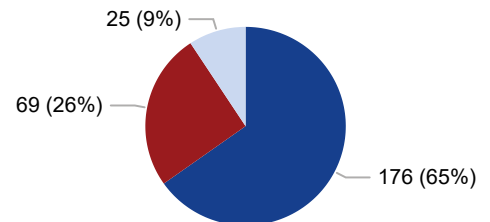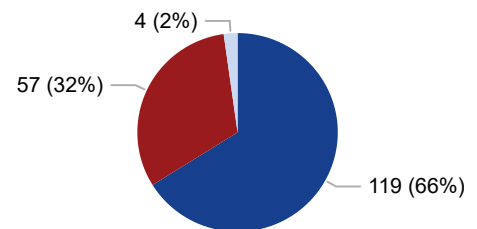
In FY 2025 Q3, CN-IC and Union Pacific had the most host-responsible delay minutes per 10,000 train miles among the Class I railroads, and Norfolk Southern had the least **(Figure 5)**. Host-responsible delay minutes decreased year-over-year all Class I host railroads, expect CN-IC and CPKC which increased by 24.8 percent and 8.6 percent respectively.

For all Class I Amtrak hosts except CN-IC and CPKC, freight train interference (FTI) accounted for the largest number of delay minutes per 10,000 train miles **(Figure 5)**. For CN-IC and CPKC, slow orders (DSR) were the largest cause of delays to Amtrak trains.

For a complete list of Host Railroad Names and Class I Hosts, see the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at railroads.dot.gov.

Figure 6. FY 2025 Q3 Train Delay Minutes per 10K Train Miles by Service Line
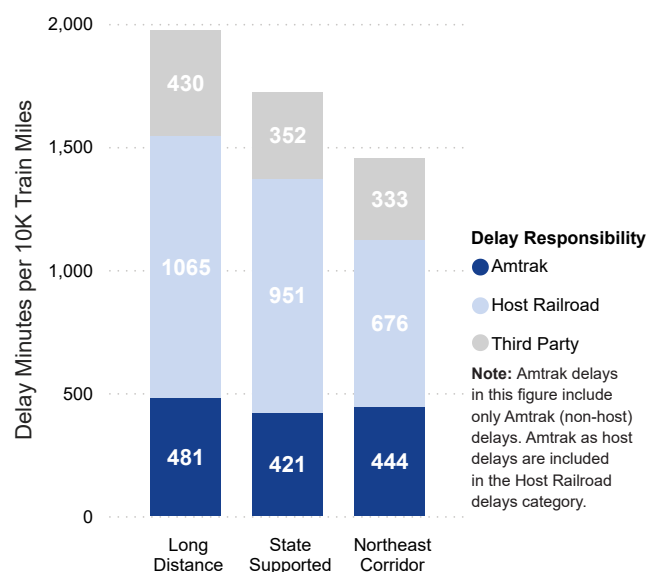
Figure 5. FY 2025 Q3 Class I Host Responsible Train Delay Minutes per 10K Train Miles
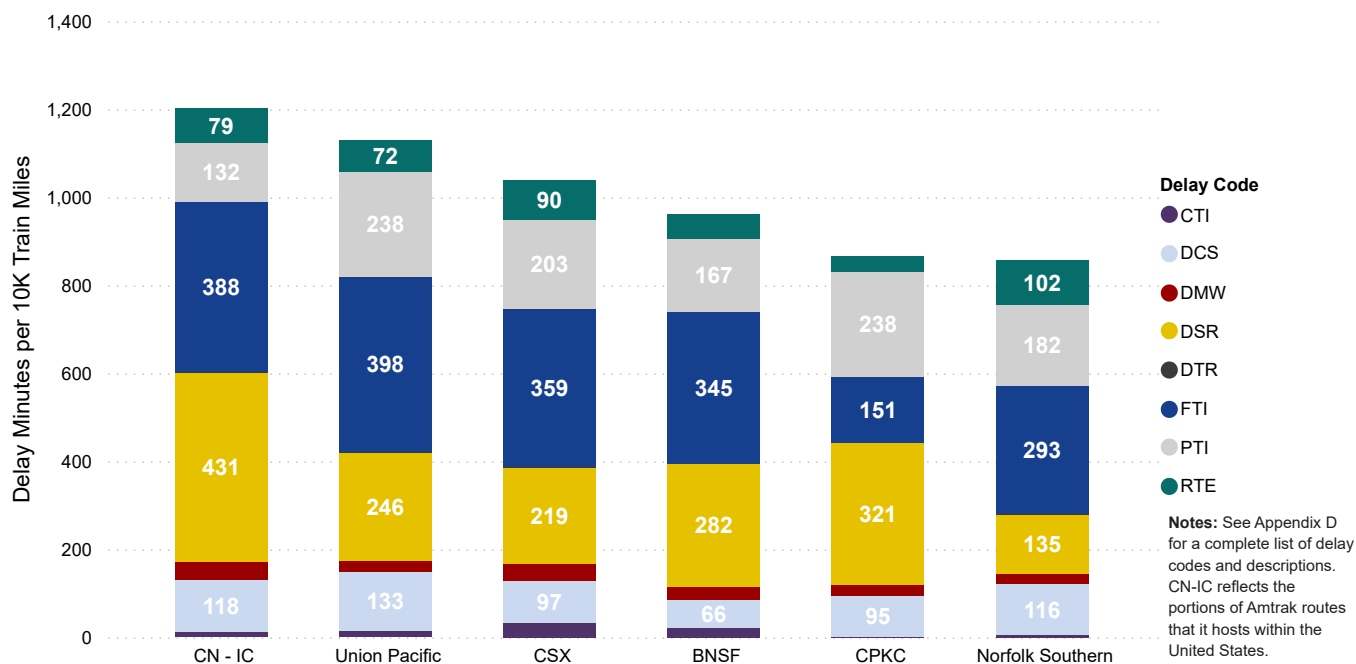
Financial Metrics

Total Ridership Highlights

Total Amtrak ridership increased from 8.40 million to 8.85 million, or 5.4 percent, from FY 2024 Q3 to FY 2025 Q3. Passenger miles for the entire system increased by 6.5 percent over the same period. A passenger mile is one passenger traveling one train mile. Long Distance ridership in FY 2025 Q3 was 1.14 million, up less than four percent from FY 2024 Q3. During the same period, Long Distance passenger miles increased by 9.3 percent. Northeast Corridor ridership in FY 2025 Q3 was 3.99 million, up 10.2 percent from FY 2024 Q3. State Supported ridership was 3.72 million, or 1.1 percent higher than the third quarter of the previous year. Year-over-year, Northeast Corridor and State Supported passenger miles grew by nearly nine percent and zero percent respectively **(Figure 7 and 8)**.

Figure 7. Total Ridership by Service Line
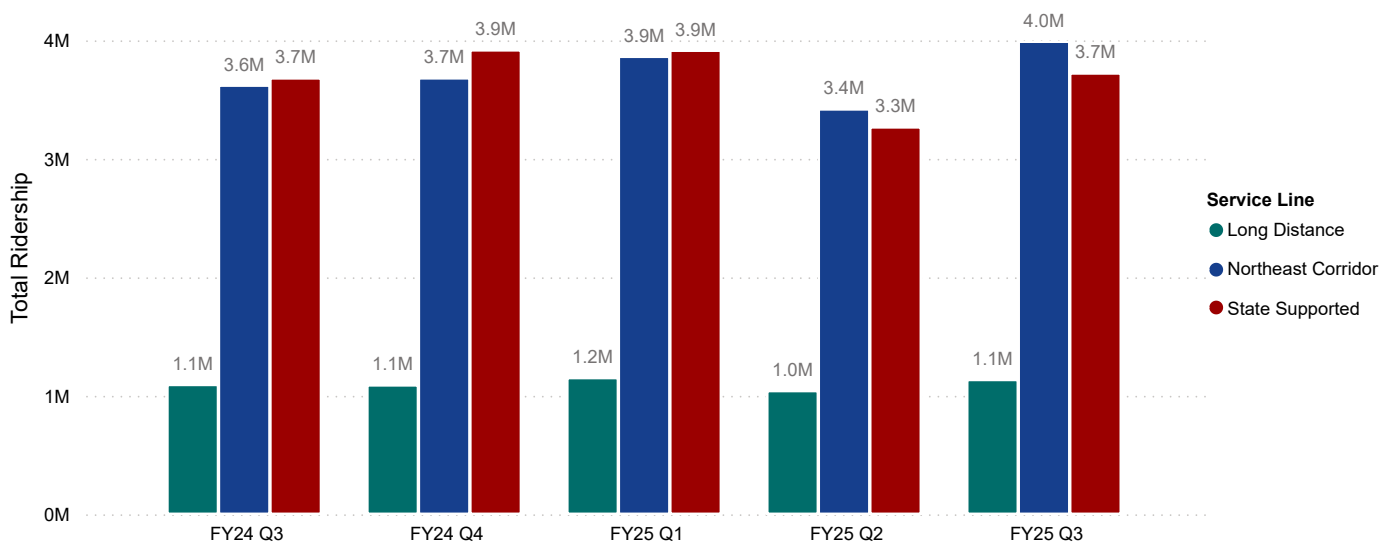
Figure 8. Passenger Miles by Service Line
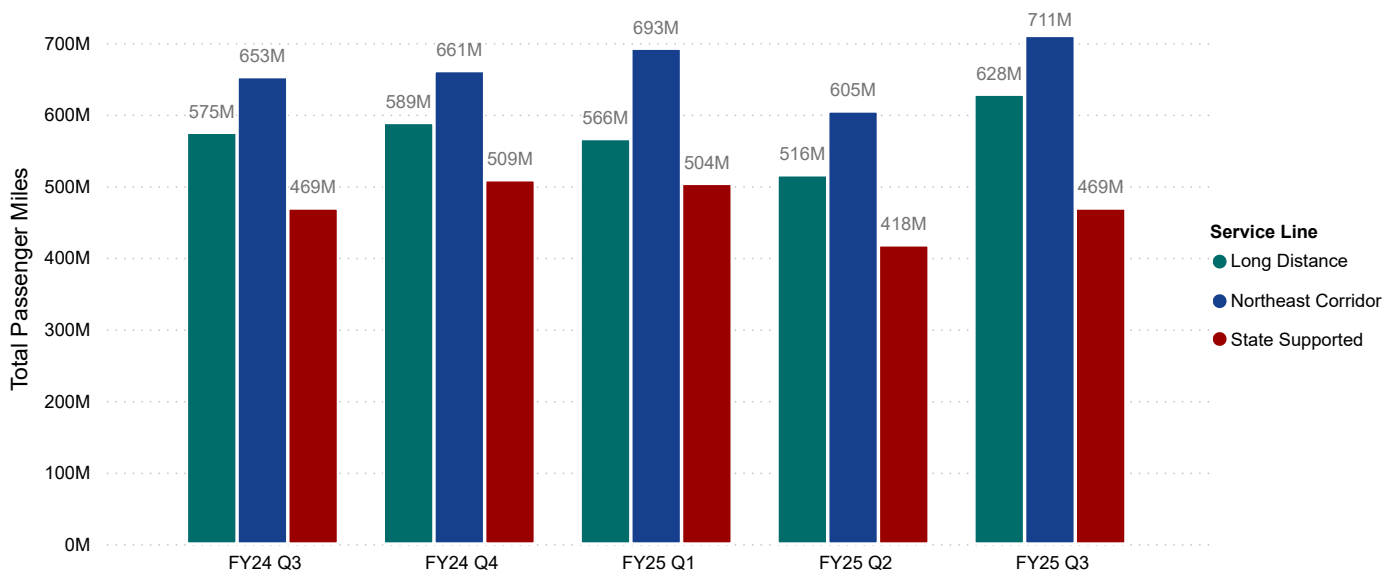
III. Quarterly Route Performance

This section provides an individual performance profile for each route that operated during the quarter. Each Amtrak route has at least two trains (one in each direction), and many routes have significantly more depending on frequency and other service variations. The Route Profile Explainer immediately below describes the charts and graphs included on each subsequent route profile.

For more information regarding the metrics, please see Appendices A–D and the Methodology Report for the Performance and Service Quality of Intercity Passenger Train Operations, which is available at railroads.dot.gov.

Route Profile Explainer

Customer On-Time Performance

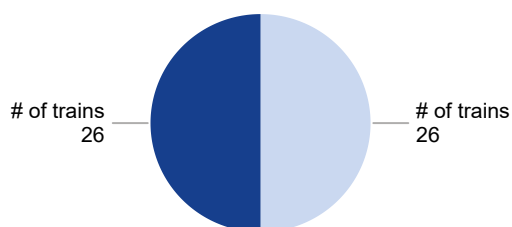Route Level Customer OTP   77%

Train Level Customer OTP

🔴 Below 50%   ⚪ From 50 to 79%   🔵 80% and Greater

# of trains 26   # of trains 26

Route Level Customer OTP

The Customer OTP of the route in the current quarter. OTP figures in the report are rounded down to the nearest whole number. The raw data includes numerous decimal places.

Data Source: Customer OTP Metric, Route-level.

Train Level Customer OTP

The chart provides information on train level Customer OTP for routes in the current quarter. Customer OTP is defined as the percent of customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time. Amtrak uses the 15-minute maximum when calculating Customer OTP for all routes and trains except the Acela. Amtrak uses a 10-minute maximum when calculating OTP for the Acela. Each Amtrak route has at least two trains (one in each direction), and many routes have significantly more depending on frequency and other service variations. For routes with five or fewer trains, the chart shows the Customer OTP for each train in the current quarter. Train Level Customer OTP figures in the report are rounded down to the nearest whole number. For routes with more than five trains, the chart shows the number of trains with OTP below 50%, between 50% and 80%, and above 80%.

Data Source: Customer OTP Metric, Train Level

Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	10,809
DSR	Slow order delays	9,736
TIP	Train Interference Planned	8,866

Delays

The table lists the top three causes of delay and the associated number of delay minutes on the route in the current quarter. See Appendix D for the complete list of delay codes and descriptions.

Data Source: Train Delays Metric.

Customer Service Index (CSI)

Overall Service   77%

Customer Service Index

The route's overall customer satisfaction score in the current quarter adjusted for on-time performance in the current quarter. See Appendix B for more information on Customer Service Metrics.

Data Source: Customer Service Metric, Adjusted Top 3.

U.S. Department of Transportation
Federal Railroad Administration

Route Profile Explainer

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding
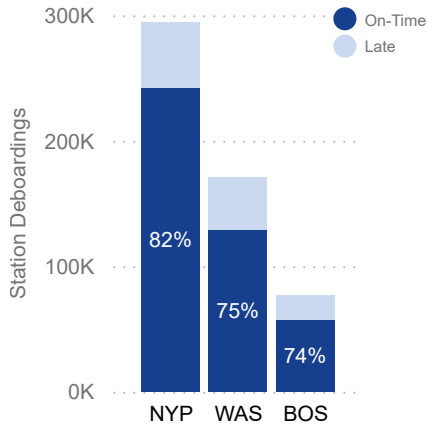
Station Performance

The chart shows the total number of on-time and late deboarding passengers for the three stations on the route with the highest number of deboarding passengers in the current quarter. It also shows the percentage of deboarding passengers that were on-time at each station.

Data Source: Station Performance Metric.

Route Stops

- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128 (Westwood), MA
- PVD - Providence, RI
- NHV - New Haven (Union Station), CT
- STM - Stamford, CT
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- MET - Metropark (Iselin), NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- WAS - Washington, DC

Route Stop Schematic

Not all trains on a route serve all stops, and some stops may be seasonal; check Amtrak.com for the most up-to-date stop information by route.

Trends

Delays and Route Level Customer OTP
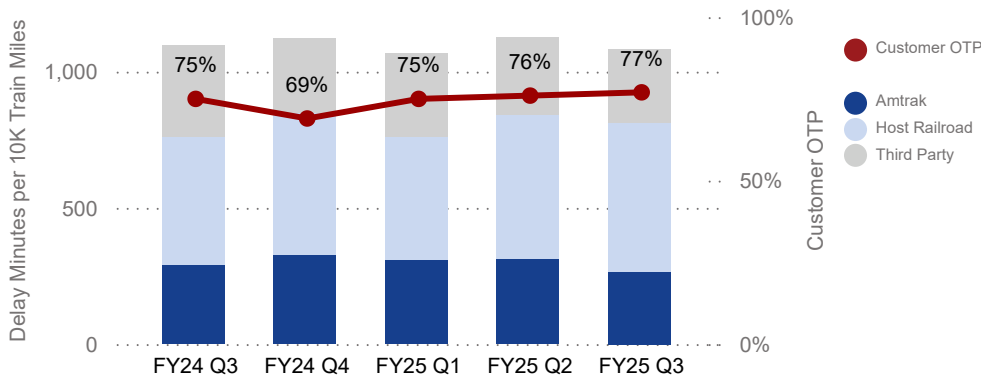
Delays and Route Customer OTP

The chart compares a route's delay minutes per 10,000 train miles (bars) to its Customer OTP (line) for the current and four previous quarters. It also shows the number of delay minutes per 10,000 train miles categorized as host-, Amtrak-, or third party-responsible.

Data Source: Train Delays Metric and Customer OTP Metric, Route Level.

Passenger Deboardings vs. Train Miles
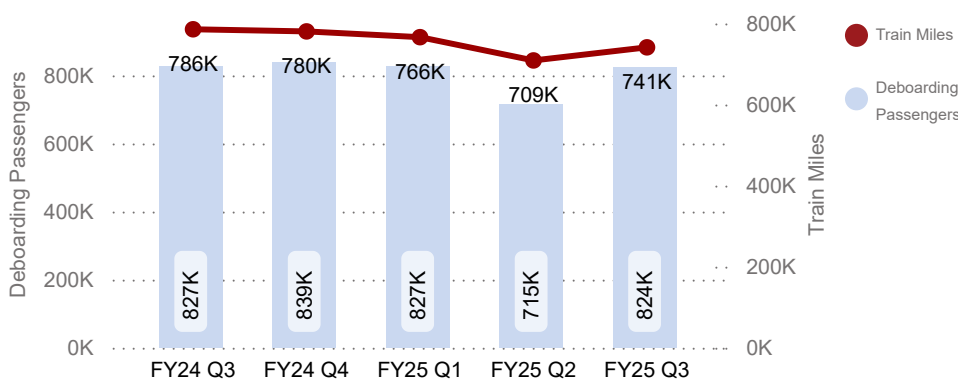
Passenger Deboardings vs Train Miles

The chart compares a route's total number of deboarding passengers (bars) to the total number of operated train miles (line) for the current and four previous quarters. Figures are rounded to the nearest thousand.

Presenting trend data for deboarding passengers in parallel with train miles provides insight about the quantity of service offered and capacity.

Data Source: Station Performance Metric and Train Delays Metric.

U.S. Department of Transportation
Federal Railroad Administration

Northeast Corridor

Acela

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **77%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

# of trains 26   # of trains 26
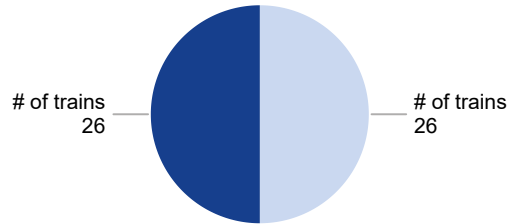
Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	10,809
DSR	Slow order delays	9,736
TIP	Train Interference Planned	8,866

Customer Service Index (CSI)

Overall Service **77%**

Route Map

- ▬ Route Path
- ▨ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

NYP 82% WAS 75% BOS 74%

Route Stops

- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128 (Westwood), MA
- PVD - Providence, RI
- NHV - New Haven (Union Station), CT
- STM - Stamford, CT
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- MET - Metropark (Iselin), NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- WAS - Washington, DC

Trends

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	75%	69%	75%	76%	77%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Deboarding Passengers	786K	780K	766K	709K	741K
Train Miles	827K	839K	827K	715K	824K

Additional Notes

Amtrak considers Acela passengers who arrive at their detraining station more than 10-minutes behind schedule to be late.

U.S. Department of Transportation
Federal Railroad Administration

On Spine Northeast Regional

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **79%**

Train Level Customer OTP

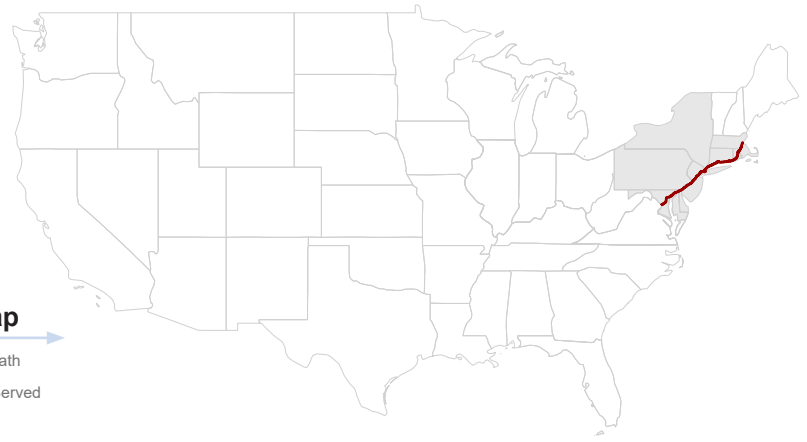- ● Below 50%
- ● From 50 to 79%
- ● 80% and Greater

# of trains 1
# of trains 24
# of trains 40

Route Map

- — Route Path
- ▭ States Served
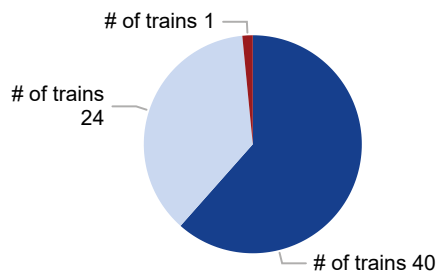
Delays

Top 3 Causes of Delay		Delay Min
CTI	Commuter train interference	13,752
NOD	Unused recovery time	13,424
TIP	Train Interference Planned	12,280

Customer Service Index (CSI)

Overall Service **76%**

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time
- ● Late
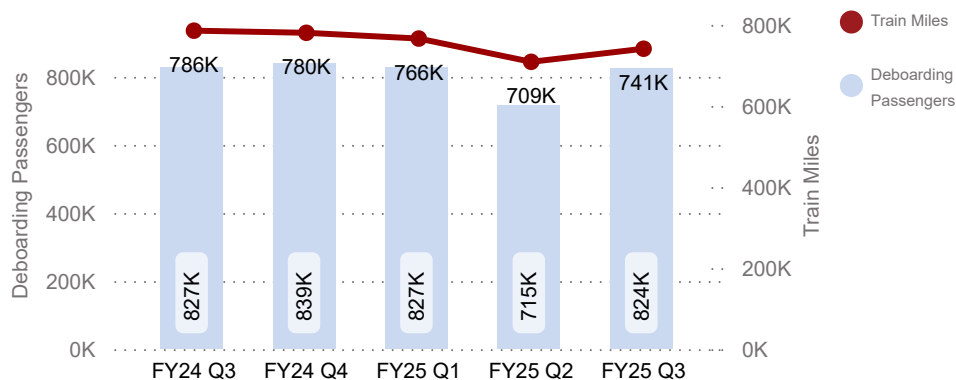
Station Deboardings

- NYP 82%
- WAS 77%
- PHL 80%

Route Stops

- ○ BOS - Boston (South Station), MA
- ○ BBY - Boston (Back Bay Station), MA
- ○ RTE - Route 128, MA
- ○ PVD - Providence, RI
- ○ KIN - Kingston, RI
- ○ WLY - Westerly, RI
- ○ MYS - Mystic, CT
- ○ NLC - New London, CT
- ○ OSB - Old Saybrook, CT
- ○ SPG - Springfield, MA
- ○ WNL - Windsor Locks, CT
- ○ WND - Windsor, CT
- ○ HFD - Hartford, CT
- ○ BER - Berlin, CT
- ○ MDN - Meriden, CT
- ○ WFD - Wallingford, CT
- ○ STS - New Haven (State St Station), CT
- ○ NHV - New Haven (Union Station), CT
- ○ BRP - Bridgeport, CT
- ○ STM - Stamford, CT
- ○ NRO - New Rochelle, NY
- ○ NYP - NY Moynihan Train Hall at Penn Station, NY
- ○ NWK - Newark (Penn Station), NJ
- ○ EWR - Newark Liberty International Airport, NJ
- ○ MET - Metropark (Iselin), NJ
- ○ NBK - New Brunswick, NJ
- ○ PJC - Princeton Junction, NJ
- ○ TRE - Trenton, NJ
- ○ PHL - Philadelphia (30th St Station), PA
- ○ WIL - Wilmington, DE
- ○ NRK - Newark, DE
- ○ ABE - Aberdeen, MD
- ○ BAL - Baltimore, MD
- ○ BWI - BWI Airport, MD
- ○ NCR - New Carrollton, MD
- ○ WAS - Washington, DC

Trends

Delays and Route Level Customer OTP

- ● Customer OTP
- ● Amtrak
- ● Host Railroad
- ● Third Party

Delay Minutes per 10K Train Miles / Customer OTP

- FY24 Q3: 80%
- FY24 Q4: 74%
- FY25 Q1: 74%
- FY25 Q2: 80%
- FY25 Q3: 79%

Passenger Deboardings vs. Train Miles

- ● Train Miles
- ● Deboarding Passengers

Quarter	Deboarding Passengers	Train Miles
FY24 Q3	1,614K	779K
FY24 Q4	1,625K	786K
FY25 Q1	1,789K	805K
FY25 Q2	1,525K	785K
FY25 Q3	1,825K	802K

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration

# Richmond / Newport News / Norfolk

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP — **63%**

Train Level Customer OTP

- Below 50%
- From 50 to 79%
- 80% and Greater

# of trains: 3

# of trains: 21

Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	10,719
DSR	Slow order delays	9,583
PTI	Passenger train interference	8,813

Customer Service Index (CSI)

Overall Service		
	81%	Washington-Newport News
	80%	Washington-Norfolk
Trends	78%	Washington-Richmond

Delays and Route Level Customer OTP

Legend:
- Customer OTP
- Amtrak
- Host Railroad
- Third Party

OTP values: FY24 Q3 63%, FY24 Q4 62%, FY25 Q1 67%, FY25 Q2 68%, FY25 Q3 63%

Passenger Deboardings vs. Train Miles

Legend:
- Train Miles
- Deboarding Passengers

Deboarding Passengers: FY24 Q3 615K, FY24 Q4 620K, FY25 Q1 609K, FY25 Q2 592K, FY25 Q3 611K

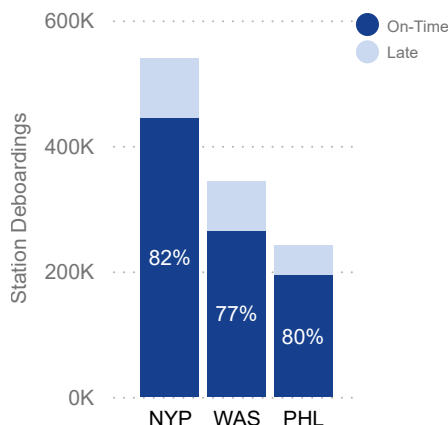Train Miles: FY24 Q3 969K, FY24 Q4 975K, FY25 Q1 998K, FY25 Q2 881K, FY25 Q3 1,013K

Route Map

- Route Path
- States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

Legend:
- On-Time
- Late
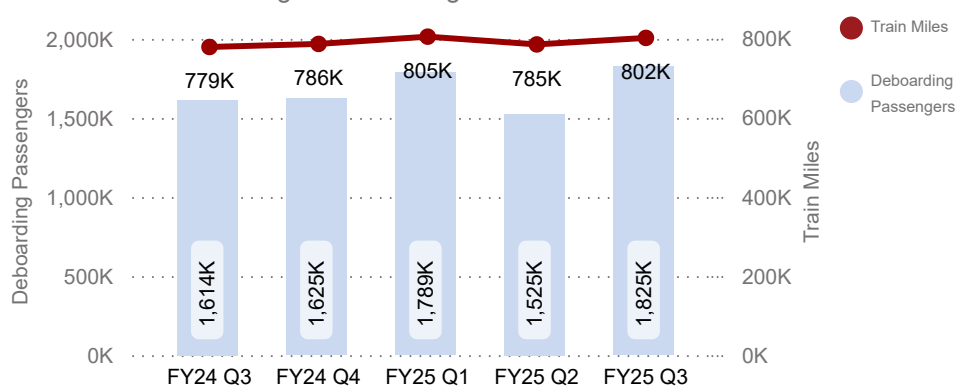
NYP 71%, WAS 72%, PHL 69%

Route Stops

- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128, MA
- PVD - Providence, RI
- KIN - Kingston, RI
- WLY - Westerly, RI
- MYS - Mystic, CT
- NLC - New London, CT
- OSB - Old Saybrook, CT
- SPG - Springfield, MA
- WNL - Windsor Locks, CT
- WND - Windsor, CT
- HFD - Hartford, CT
- BER - Berlin, CT
- MDN - Meriden, CT
- WFD - Wallingford, CT
- STS - New Haven (State Street Station), CT
- NHV - New Haven (Union Station), CT
- BRP - Bridgeport, CT
- STM - Stamford, CT
- NRO - New Rochelle, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- EWR - Newark Liberty International Airport, NJ
- MET - Metropark (Iselin), NJ
- NBK - New Brunswick, NJ
- PJC - Princeton Junction, NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- NRK - Newark, DE
- ABE - Aberdeen, MD
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- WDB - Woodbridge, VA
- QAN - Quantico, VA
- FBG - Fredericksburg, VA
- ASD - Ashland, VA
- RVR - Richmond (Staples Mill Rd), VA
- RVM - Richmond, VA
- WBG - Williamsburg, VA
- NPN - Newport News, VA
- PTB - Petersburg, VA
- NFK - Norfolk, VA

Additional Notes

This route is classified as Northeast Corridor but includes State Supported segments. See Figure 1 for additional details.

U.S. Department of Transportation
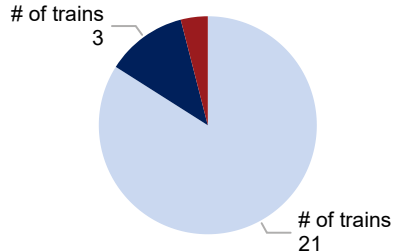**Federal Railroad Administration**

Roanoke

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP — **69%**

Train Level Customer OTP

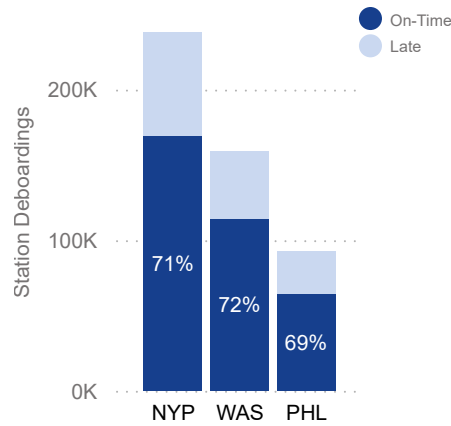- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

# of trains 1
# of trains 3
# of trains 3
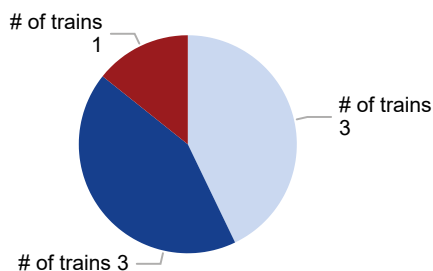
Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	5,181
PTI	Passenger train interference	3,381
HLD	Passenger-related	2,663

Customer Service Index (CSI)

Overall Service — **82%**

Trends

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

FY24 Q3: 69%
FY24 Q4: 67%
FY25 Q1: 76%
FY25 Q2: 75%
FY25 Q3: 69%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	201K	204K	199K	192K	199K
Deboarding	249K	260K	266K	227K	261K

Route Map

- Route Path
- States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

NYP: 60%
WAS: 79%
PHL: 68%

Route Stops

- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- RTE - Route 128, MA
- PVD - Providence, RI
- KIN - Kingston, RI
- WLY - Westerly, RI
- MYS - Mystic, CT
- NLC - New London, CT
- OSB - Old Saybrook, CT
- SPG - Springfield, MA
- WNL - Windsor Locks, CT
- WND - Windsor, CT
- HFD - Hartford, CT
- BER - Berlin, CT
- MDN - Meriden, CT
- WFD - Wallingford, CT
- STS - New Haven (State Street Station), CT
- NHV - New Haven (Union Station), CT
- BRP - Bridgeport, CT
- STM - Stamford, CT
- NRO - New Rochelle, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- EWR - Newark Liberty International Airport, NJ
- MET - Metropark (Iselin), NJ
- NBK - New Brunswick, NJ
- PJC - Princeton Junction, NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- NRK - Newark, DE
- ABE - Aberdeen, MD
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- BCV - Burke Centre, VA
- MSS - Manassas, VA
- CLP - Culpeper, VA
- CVS - Charlottesville, VA
- LYH - Lynchburg, VA
- RNK - Roanoke, VA

Additional Notes

This route is classified as Northeast Corridor but includes State Supported segments. See Figure 1 for additional details.

U.S. Department of Transportation
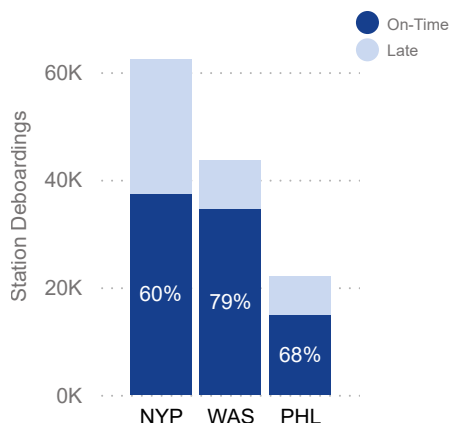**Federal Railroad Administration**
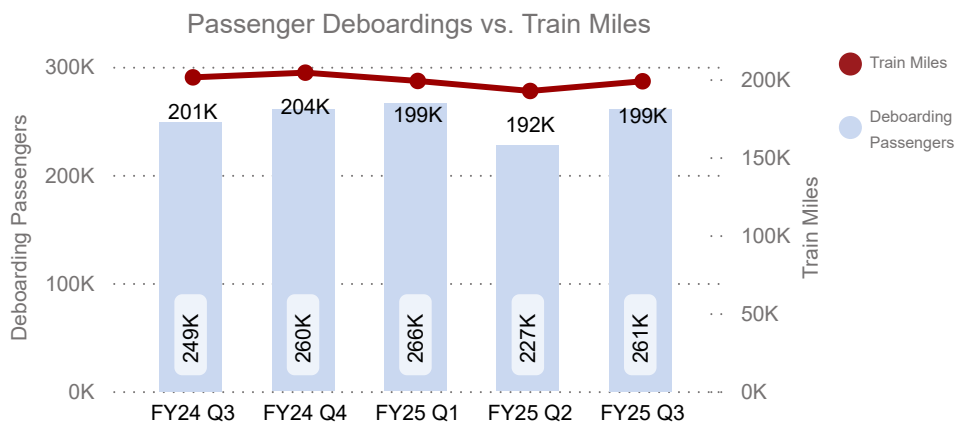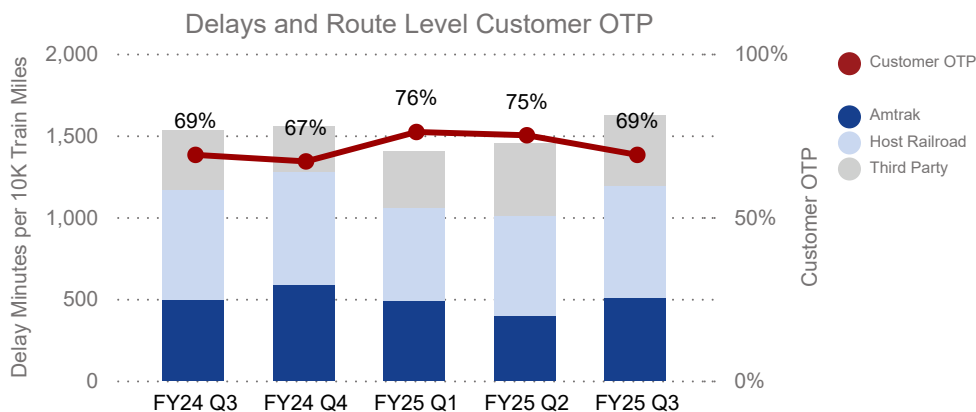
Springfield Shuttles

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP   **81%**

Train Level Customer OTP

● Below 50%   ● From 50 to 79%   ● 80% and Greater

# of trains 10

# of trains 17
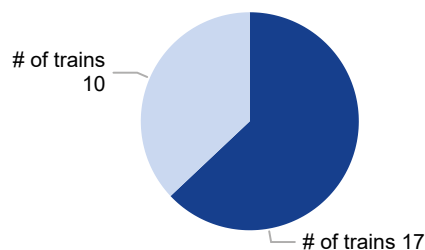
Delays

Top 3 Causes of Delay		Delay Min
CON	Hold for guaranteed connection	3,563
NOD	Unused recovery time	2,624
PTI	Passenger train interference	1,344

Customer Service Index (CSI)

Overall Service   **80%**

Trends
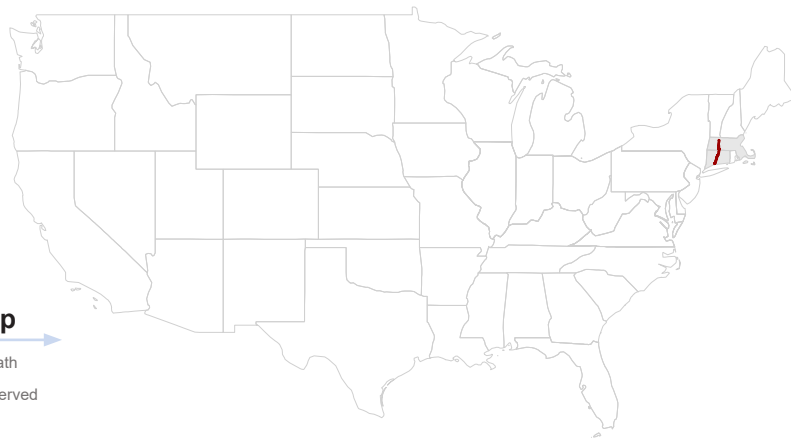
Route Map

— Route Path   ➤

▬ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time   ● Late

NHV 93%
HFD 75%
SPG 69%
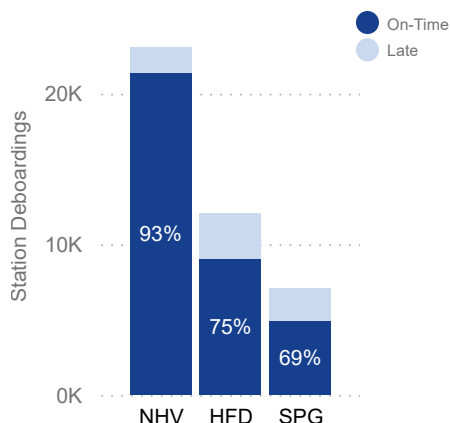
Route Stops

- GFD - Greenfield, MA
- NHT - Northampton, MA
- HLK - Holyoke, MA
- SPG - Springfield, MA
- WNL - Windsor Locks, CT
- WND - Windsor, CT
- HFD - Hartford, CT
- BER - Berlin, CT
- MDN - Meriden, CT
- WFD - Wallingford, CT
- STS - New Haven (State Street Station), CT
- NHV - New Haven (Union Station), CT

Delays and Route Level Customer OTP

87% 85% 86% 87% 81%

● Customer OTP
● Amtrak
● Host Railroad
● Third Party

FY24 Q3 | FY24 Q4 | FY25 Q1 | FY25 Q2 | FY25 Q3

Passenger Deboardings vs. Train Miles

71K 67K 70K 73K 68K

68K 60K 65K 46K 55K

● Train Miles
● Deboarding Passengers

FY24 Q3 | FY24 Q4 | FY25 Q1 | FY25 Q2 | FY25 Q3
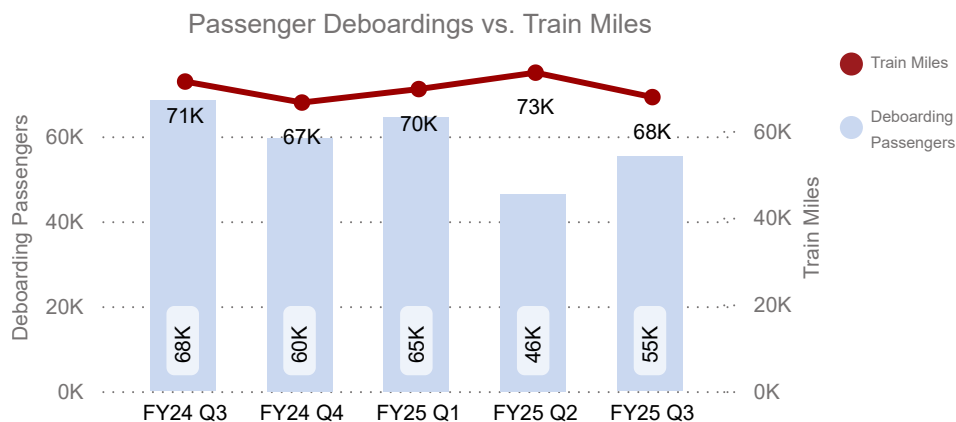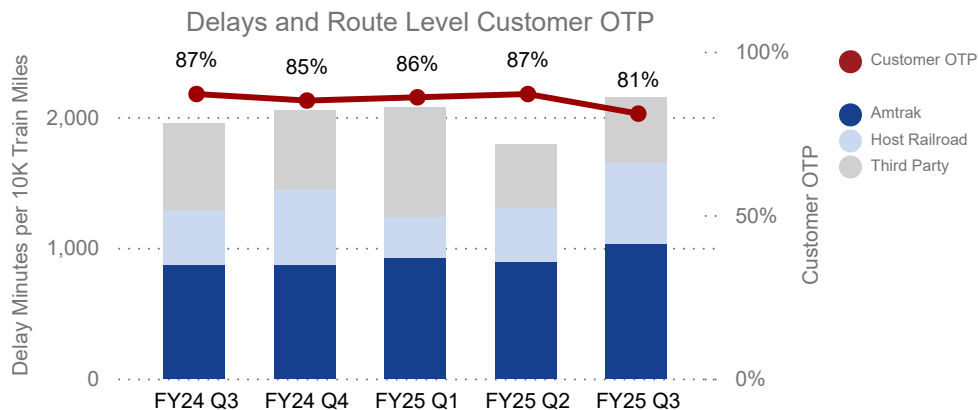
Additional Notes

This route is classified as Northeast Corridor but includes State Supported segments. See Figure 1 for additional details. Beginning in FY2024 Q4, two Springfield Shuttle routes were re-classified as On Spine Northeast Regional routes.

U.S. Department of Transportation
**Federal Railroad Administration**

Adirondack

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)
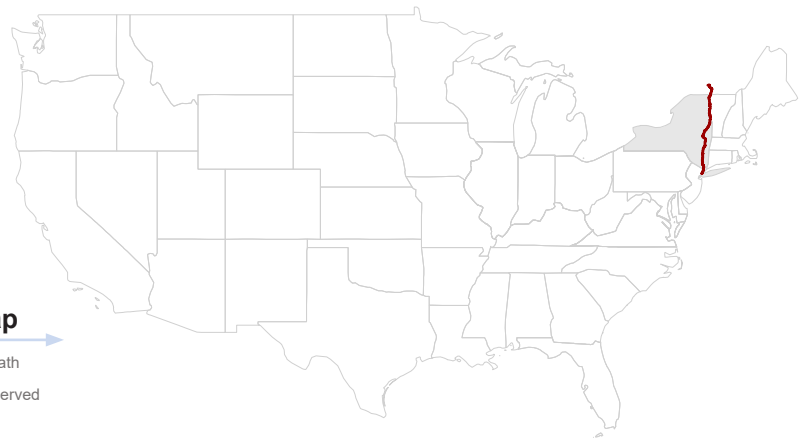
Customer On-Time Performance

Route Level Customer OTP **59%**

Train Level Customer OTP

- ● Below 50%
- ● From 50 to 79%
- ● 80% and Greater

Train Number	
69	79%
68	49%

0%　　　50%　　　100%

Delays

Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	2,355
DSR	Slow order delays	2,262
WTR	Weather-related	1,628

Customer Service Index (CSI)

Overall Service **73%**

Trends

Delays and Route Level Customer OTP

- ● Customer OTP
- ● Amtrak
- ● Host Railroad
- ● Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	75%	77%	77%	76%	59%

Passenger Deboardings vs. Train Miles

- ● Train Miles
- ● Deboarding Passengers

|	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	53K	42K	65K	69K	62K
Deboarding Passengers	35K	36K	27K	24K	27K

Route Map

- ▬ Route Path
- ▢ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time
- ● Late

Station	OTP
NYP	47%
MTR	83%
SAR	88%

Route Stops

- MTR - Montreal, Quebec, Canada
- SLQ - Saint-Lambert, Quebec, Canada
- RSP - Rouses Point, NY
- PLB - Plattsburgh, NY
- PRK - Port Kent, NY
- WSP - Westport, NY
- POH - Port Henry, NY
- FTC - Ticonderoga, NY
- WHL - Whitehall, NY
- FED - Fort Edward-Glens Falls, NY
- SAR - Saratoga Springs, NY
- SDY - Schenectady, NY
- ALB - Albany-Rensselaer, NY
- HUD - Hudson, NY
- RHI - Rhinecliff, NY
- POU - Poughkeepsie, NY
- CRT - Croton-Harmon, NY
- YNY - Yonkers, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration

Blue Water

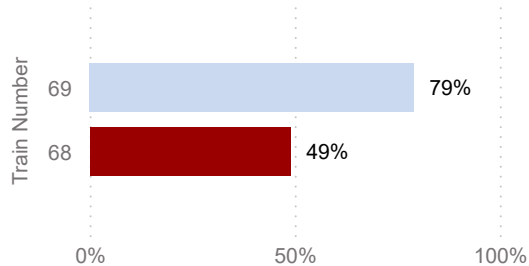Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP — **70%**

Train Level Customer OTP
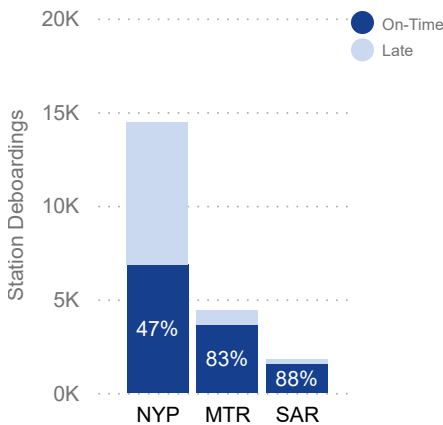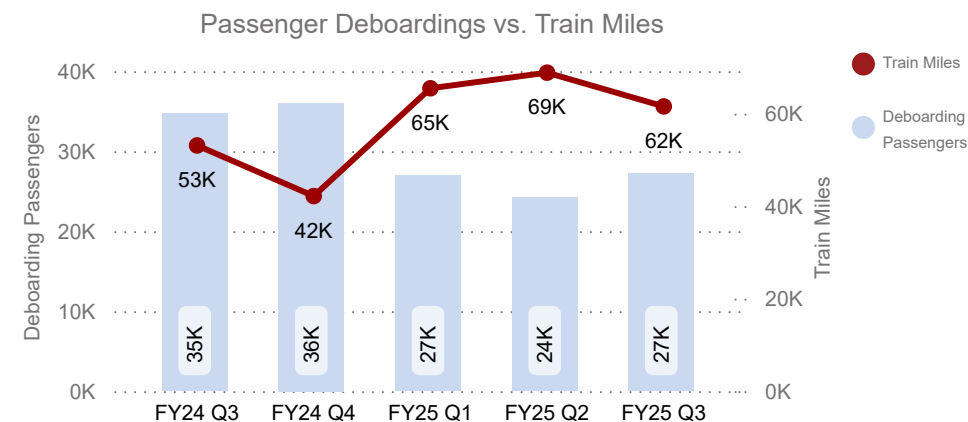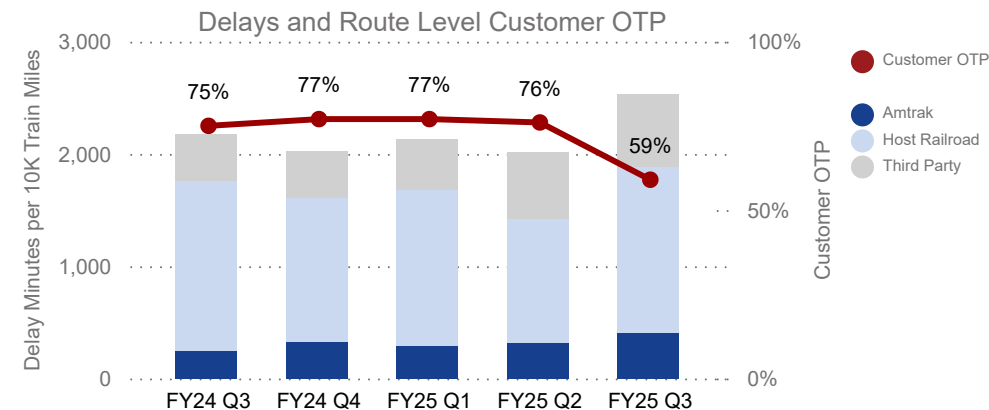
● Below 50%   ● From 50 to 79%   ● 80% and Greater

Train Number		
364		70%
365		70%

0%   50%   100%
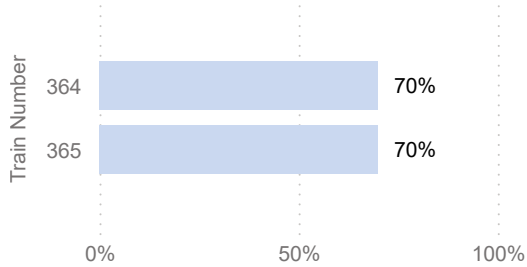
Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	2,437
FTI	Freight train interference	2,058
DSR	Slow order delays	1,291

Customer Service Index (CSI)

Overall Service — **85%**

Trends

Route Map

— Route Path
▨ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time   ● Late

- CHI: 69%
- LNS: 75%
- FLN: 72%
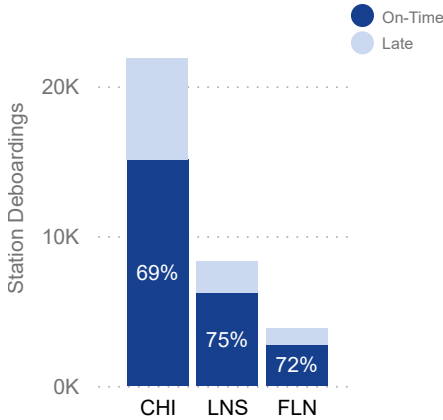
Route Stops

- PTH - Port Huron, MI
- LPE - Lapeer, MI
- FLN - Flint, MI
- DRD - Durand, MI
- LNS - East Lansing, MI
- BTL - Battle Creek, MI
- KAL - Kalamazoo, MI
- DOA - Dowagiac, MI
- NLS - Niles, MI
- NBU - New Buffalo, MI
- CHI - Chicago (Union Station), IL

Delays and Route Level Customer OTP
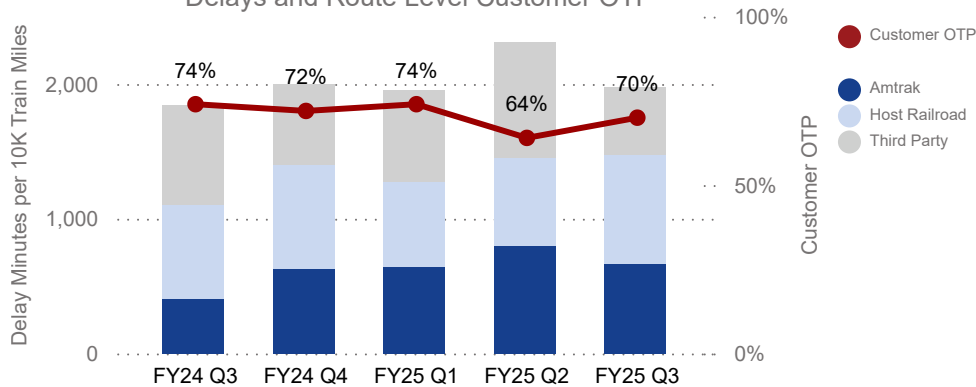
● Customer OTP
● Amtrak
● Host Railroad
● Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	74%	72%	74%	64%	70%

Passenger Deboardings vs. Train Miles

● Train Miles
● Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	57K	59K	58K	56K	58K
Deboarding Passengers	41K	51K	45K	38K	46K

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration

Page 22

Borealis

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **54%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

Train Number	OTP
1340	62%
1333	46%

(0% — 50% — 100%)
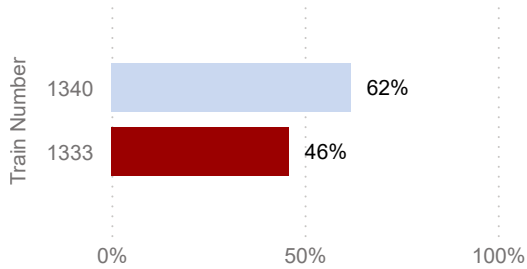
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	3,310
FTI	Freight train interference	1,460
OTH	Miscellaneous delays	1,449

## Customer Service Index (CSI)

Overall Service **78%**

Trends
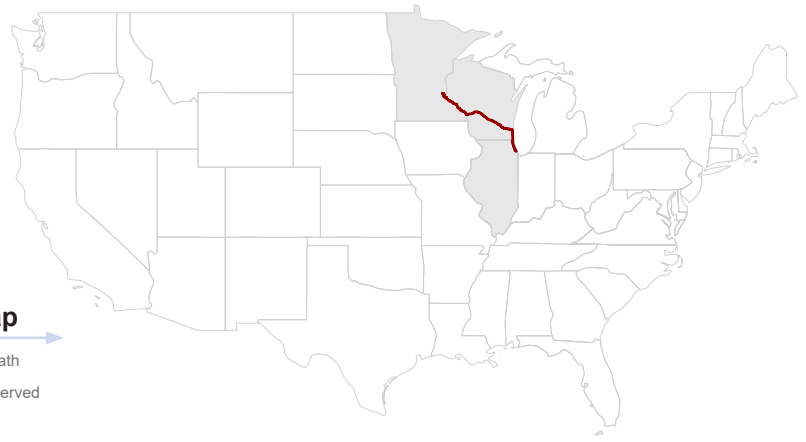
Route Map

- Route Path
- States Served

Station Performance

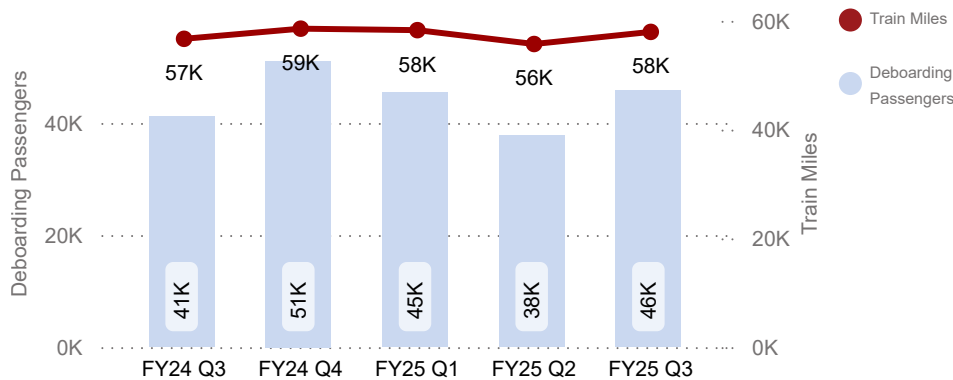Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

Station	OTP
MSP	21%
CHI	67%
MKE	76%
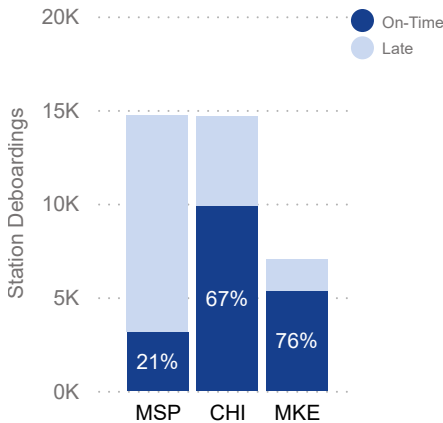
Route Stops

- CHI - Chicago, IL
- GLN - Glenview, IL
- SVT - Sturtevant, WI
- MKA - Milwaukee Airport, WI
- MKE - Milwaukee, WI
- CBS - Columbus, WI
- POG - Portage, WI
- WDL - Wisconsin Dells, WI
- TOH - Tomah, WI
- LSE - La Crosse, WI
- WIN - Winona, MN
- RDW - Red Wing, MN
- MSP - St. Paul-Minneapolis, MN

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

Quarter	Customer OTP
FY24 Q3	46%
FY24 Q4	53%
FY25 Q1	61%
FY25 Q2	63%
FY25 Q3	54%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- ⬜ Deboarding Passengers

Quarter	Train Miles	Deboarding Passengers
FY24 Q3	34K	26K
FY24 Q4	75K	62K
FY25 Q1	75K	62K
FY25 Q2	64K	46K
FY25 Q3	75K	50K
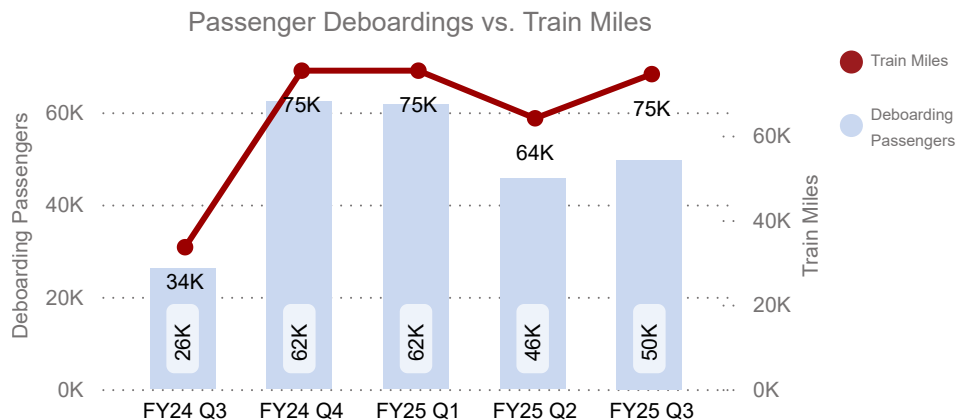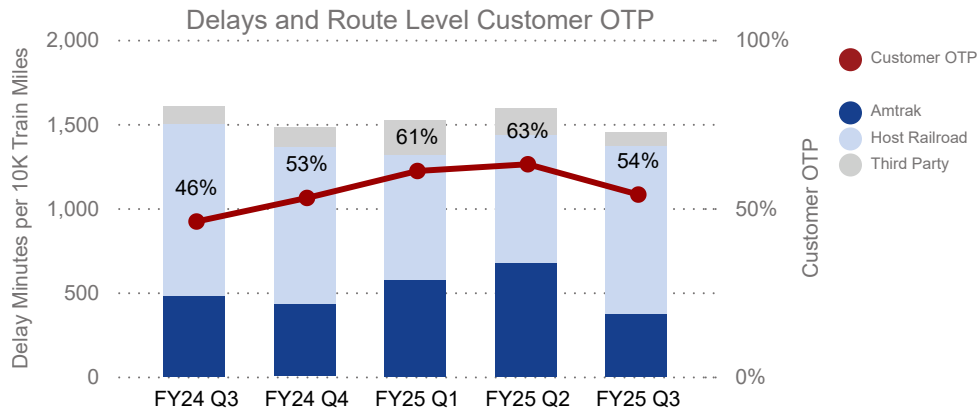
Additional Notes

Amtrak began operating the Borealis in May 2024.

U.S. Department of Transportation
**Federal Railroad Administration**

Capitol Corridor

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **91%**

Train Level Customer OTP

- Below 50%
- From 50 to 79%
- 80% and Greater

# of trains 2

# of trains 50

Route Map

- Route Path
- States Served
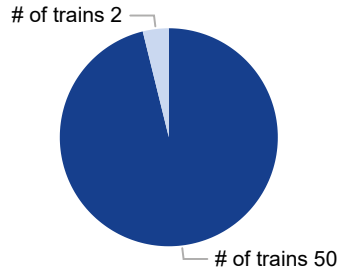
Delays

Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	6,221
NOD	Unused recovery time	2,883
MBO	Movable bridge opening	2,328

Customer Service Index (CSI)
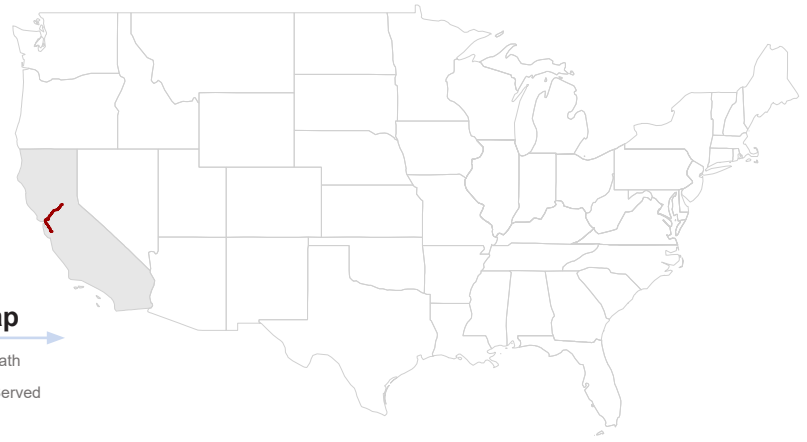
Overall Service **88%**

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- On-Time
- Late

SAC 92%
EMY 91%
DAV 90%
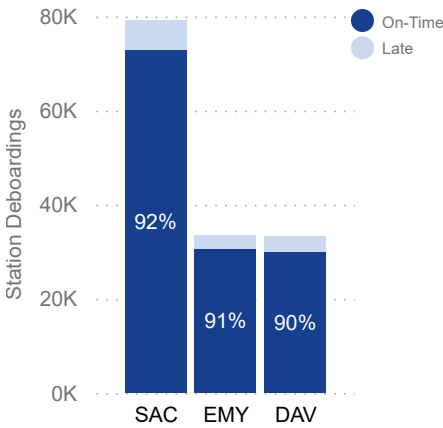
Route Stops

- ARN - Auburn, CA
- RLN - Rocklin, CA
- RSV - Roseville, CA
- SAC - Sacramento, CA
- DAV - Davis, CA
- FFV - Fairfield-Vacaville, CA
- SUI - Suisun-Fairfield, CA
- MTZ - Martinez, CA
- RIC - Richmond, CA
- BKY - Berkeley, CA
- EMY - Emeryville, CA
- OKJ - Oakland (Jack London Square), CA
- OAC - Oakland (Coliseum/Airport), CA
- HAY - Hayward, CA
- FMT - Fremont (Capitol Trains), CA
- GAC - Santa Clara (Great America), CA
- SCC - Santa Clara (Transit Center), CA
- SJC - San Jose, CA

Trends

Delays and Route Level Customer OTP

- Customer OTP
- Amtrak
- Host Railroad
- Third Party

FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
89%	90%	85%	90%	91%

Passenger Deboardings vs. Train Miles

- Train Miles
- Deboarding Passengers

FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
247K	249K	248K	243K	256K
250K	260K	291K	238K	282K

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration

State Supported
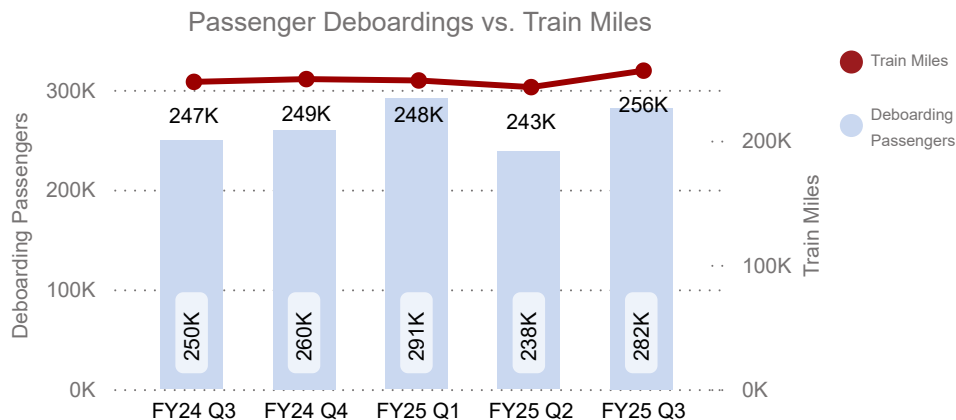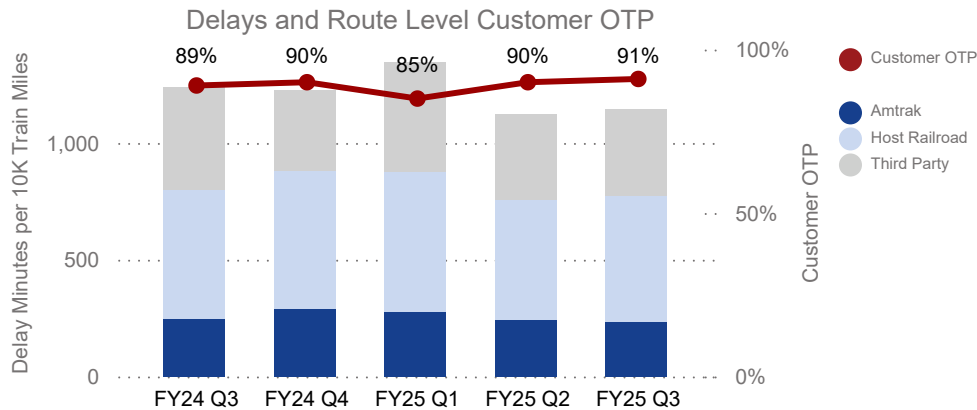
# Carl Sandburg / Illinois Zephyr

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP   **84%**

Train Level Customer OTP

● Below 50%   ● From 50 to 79%   ● 80% and Greater
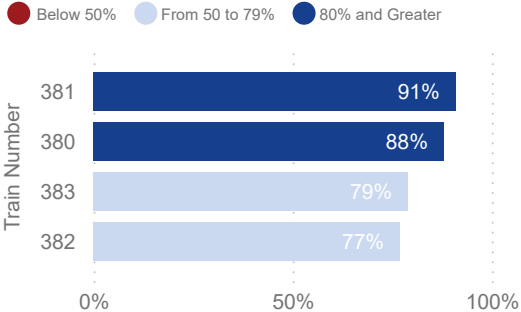
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	3,178
FTI	Freight train interference	1,974
CTI	Commuter train interference	751

Customer Service Index (CSI)

Overall Service   **87%**

## Route Map

— Route Path
▭ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time   ● Late
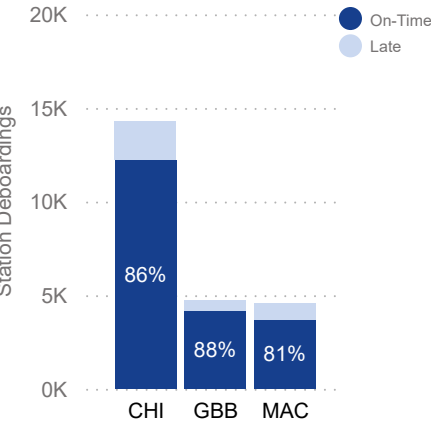
Route Stops

- CHI - Chicago (Union Station), IL
- LAG - La Grange, IL
- NPV - Naperville, IL
- PLO - Plano, IL
- MDT - Mendota, IL
- PCT - Princeton, IL
- KEE - Kewanee, IL
- GBB - Galesburg, IL
- MAC - Macomb, IL
- QCY - Quincy, IL

Trends

Delays and Route Level Customer OTP

● Customer OTP
● Amtrak
● Host Railroad
● Third Party

Passenger Deboardings vs. Train Miles

● Train Miles
● Deboarding Passengers

Additional Notes

Carolinian

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance
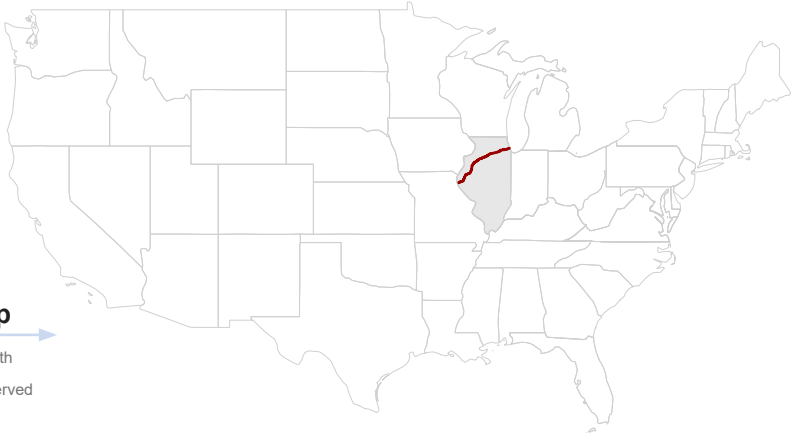
Route Level Customer OTP **57%**

Train Level Customer OTP
- Below 50%
- From 50 to 79%
- 80% and Greater

Train Number
- 79: 62%
- 80: 51%

0%   50%   100%
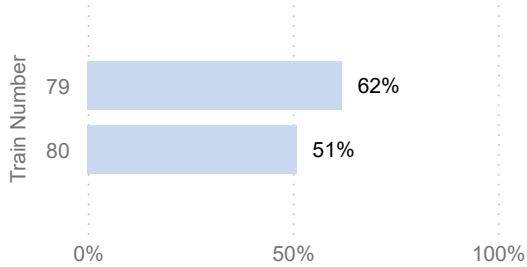
Delays

Top 3 Causes of Delay		Delay Min
WTR	Weather-related	3,721
PTI	Passenger train interference	3,575
FTI	Freight train interference	2,625

Customer Service Index (CSI)
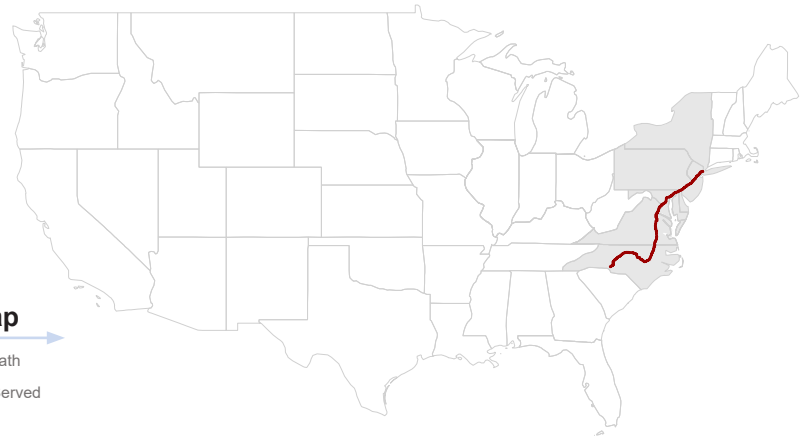
Overall Service **77%**

## Route Map

- Route Path
- States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- On-Time
- Late

WAS 66% RGH 55% CLT 44%
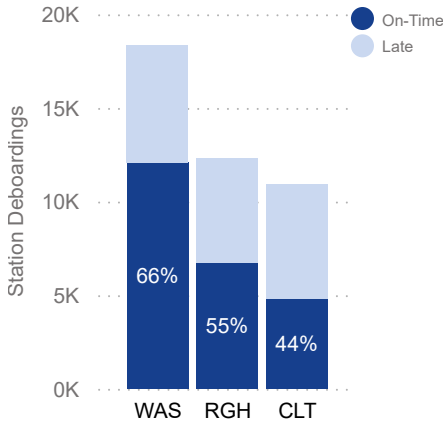
Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- QAN - Quantico, VA
- FBG - Fredericksburg, VA
- RVR - Richmond (Staples Mill Rd), VA
- PTB - Petersburg, VA
- RMT - Rocky Mount, NC
- WLN - Wilson, NC
- SSM - Selma, NC
- RGH - Raleigh, NC
- NSF - North Carolina State Fair, NC (Seasonal)
- CYN - Cary, NC
- DNC - Durham, NC
- BNC - Burlington, NC
- GRO - Greensboro, NC
- HPT - High Point, NC
- SAL - Salisbury, NC
- KAN - Kannapolis, NC
- CLT - Charlotte, NC

Trends

Delays and Route Level Customer OTP

- Customer OTP
- Amtrak
- Host Railroad
- Third Party

FY24 Q3: 39%, FY24 Q4: 36%, FY25 Q1: 56%, FY25 Q2: 66%, FY25 Q3: 57%

Passenger Deboardings vs. Train Miles

- Train Miles
- Deboarding Passengers

FY24 Q3: 125K / 111K, FY24 Q4: 126K / 108K, FY25 Q1: 121K / 115K, FY25 Q2: 114K / 98K, FY25 Q3: 124K / 107K
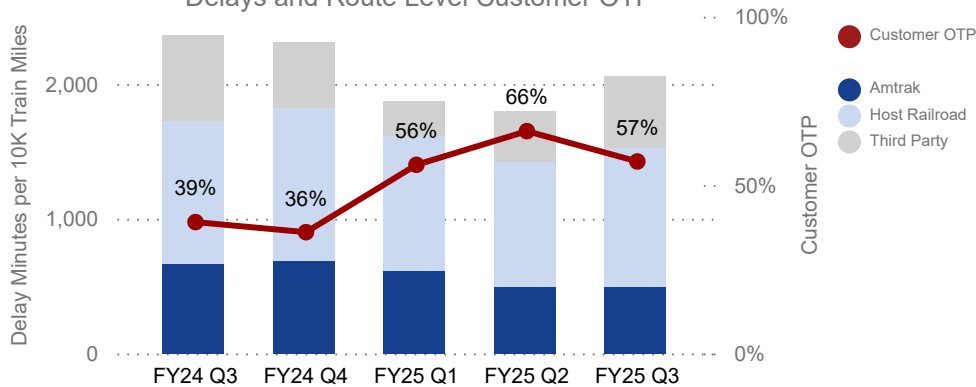
Additional Notes

Cascades

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **68%**

Train Level Customer OTP

- Below 50%
- From 50 to 79%
- 80% and Greater

# of trains
1

# of trains
12
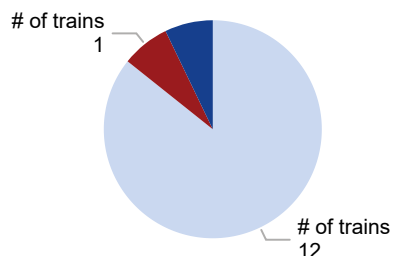
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	10,352
PTI	Passenger train interference	8,032
DSR	Slow order delays	6,260

## Customer Service Index (CSI)
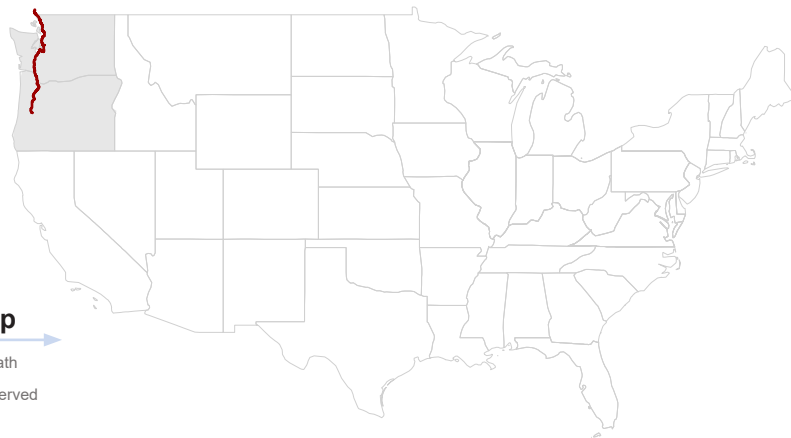
Overall Service **79%**

Trends

Route Map

- Route Path
- States Served

Station Performance

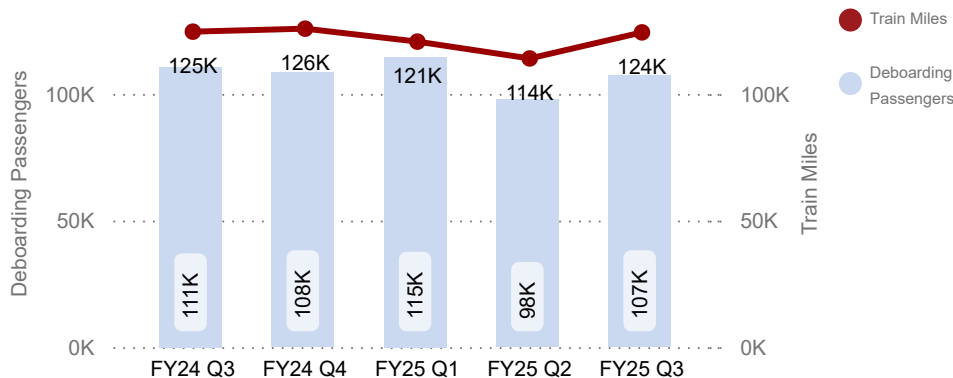Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- On-Time
- Late

SEA **78%**
PDX **64%**
VAC **49%**
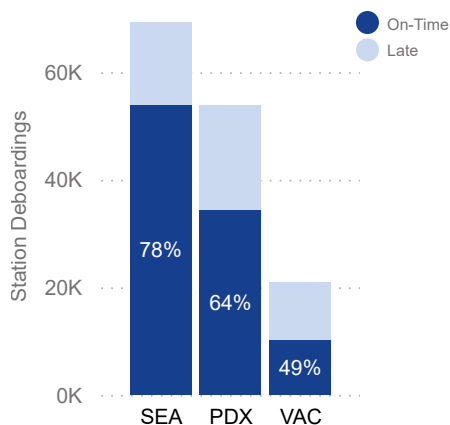
Route Stops

- VAC - Vancouver, British Columbia, Canada
- BEL - Bellingham, WA
- MVW - Mount Vernon, WA
- STW - Stanwood, WA
- EVR - Everett, WA
- EDM - Edmonds, WA
- SEA - Seattle (King Street Station), WA
- TUK - Tukwila, WA
- TAC - Tacoma, WA
- OLW - Olympia-Lacey, WA
- CTL - Centralia, WA
- KEL - Kelso-Longview, WA
- VAN - Vancouver, WA
- PDX - Portland (Union Station), Oregon
- ORC - Oregon City, OR
- SLM - Salem, OR
- ALY - Albany, OR
- EUG - Eugene, OR

Delays and Route Level Customer OTP
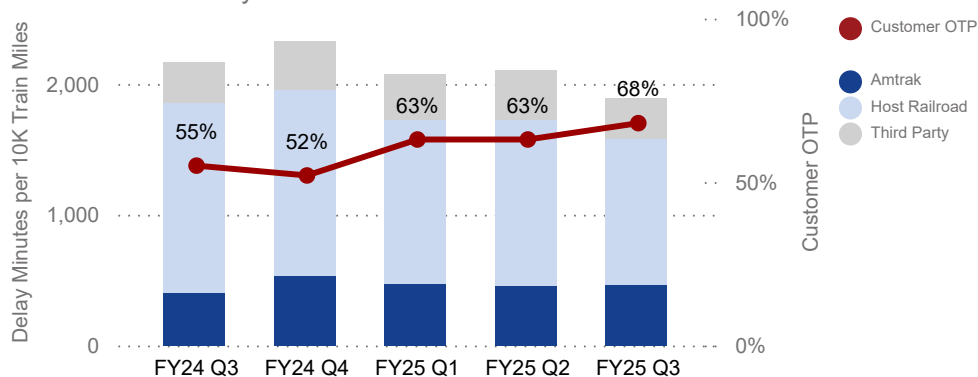
Delay Minutes per 10K Train Miles / Customer OTP

- Customer OTP
- Amtrak
- Host Railroad
- Third Party

FY24 Q3: 55%
FY24 Q4: 52%
FY25 Q1: 63%
FY25 Q2: 63%
FY25 Q3: 68%

Passenger Deboardings vs. Train Miles

Deboarding Passengers / Train Miles

- Train Miles
- Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	297K	298K	299K	273K	288K
Deboarding Passengers	250K	298K	255K	203K	227K

Additional Notes

U.S. Department of Transportation
**Federal Railroad Administration**

Downeaster

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **72%**

Train Level Customer OTP

- Below 50%
- From 50 to 79%
- 80% and Greater

# of trains 10

# of trains 12
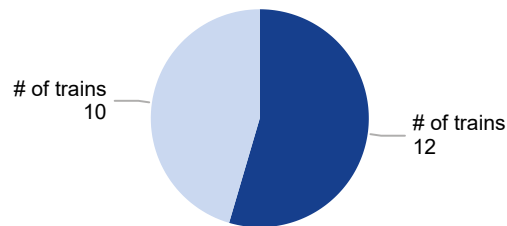
Delays

Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	2,869
DCS	C&S work due to defect	2,625
DSR	Slow order delays	2,221

## Customer Service Index (CSI)

Overall Service **88%**

Trends
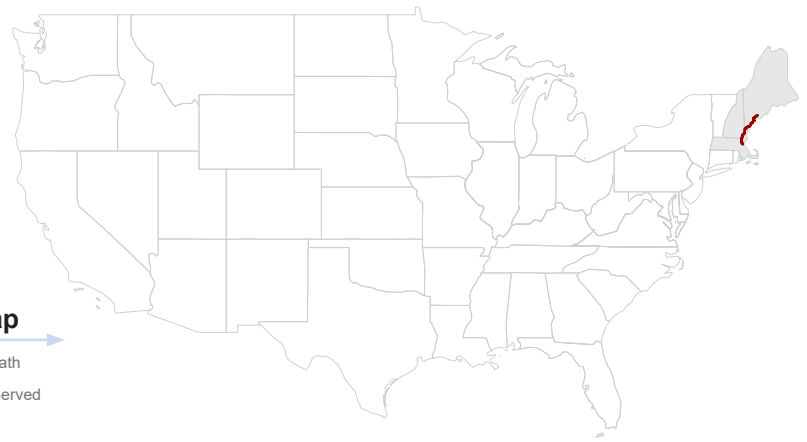
Route Map

- Route Path
- States Served

Station Performance

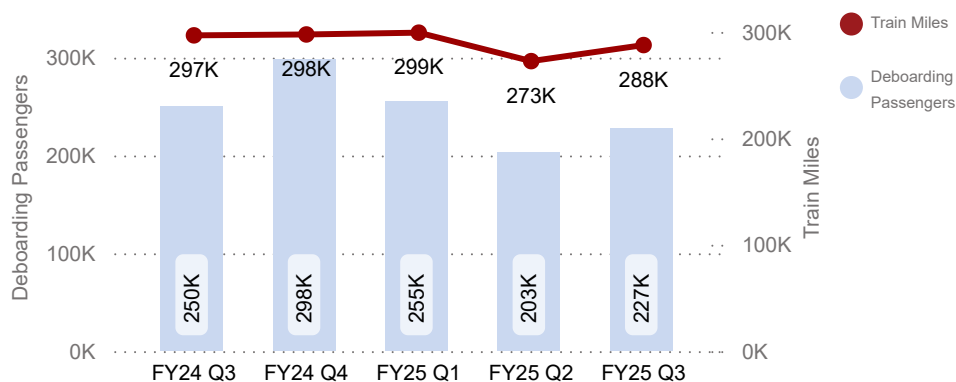Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- On-Time
- Late

	BON	POR	BRK
	75%	65%	63%
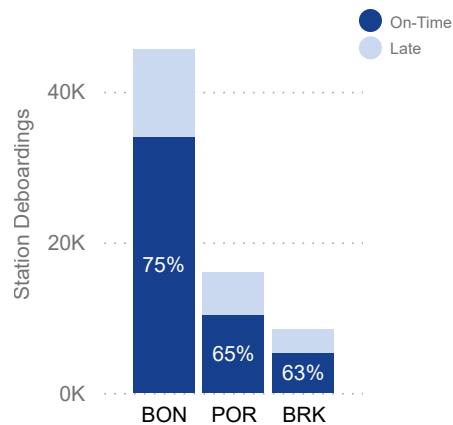
Route Stops

- BRK - Brunswick, ME
- FRE - Freeport, ME
- POR - Portland, ME
- ORB - Old Orchard Beach (Seasonal)
- SAO - Saco, ME
- WEM - Wells, ME
- DOV - Dover, NH
- DHM - Durham, NH
- EXR - Exeter, NH
- HHL - Haverhill, MA
- WOB - Woburn, MA
- BON - Boston (North Station), MA

Delays and Route Level Customer OTP
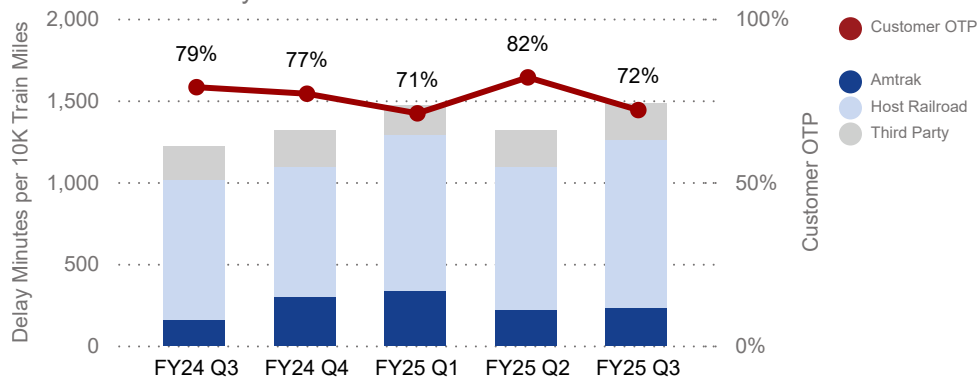
- Customer OTP
- Amtrak
- Host Railroad
- Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	79%	77%	71%	82%	72%

Passenger Deboardings vs. Train Miles

- Train Miles
- Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	130K	128K	131K	129K	106K
Deboarding Passengers	141K	166K	149K	120K	110K

Additional Notes

Ethan Allen Express

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP — **68%**

Train Level Customer OTP

- ● Below 50%
- ● From 50 to 79%
- ● 80% and Greater

Train Number
- 290 — 73%
- 291 — 64%

(0% — 50% — 100%)
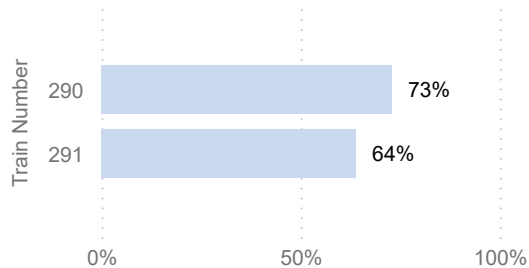
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	1,750
PTI	Passenger train interference	1,164
CTI	Commuter train interference	1,086

Customer Service Index (CSI)
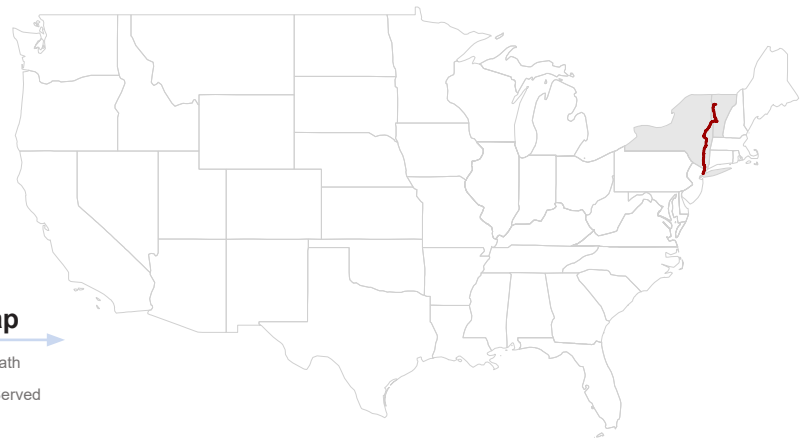
Overall Service — **80%**

Route Map

- ▬ Route Path
- ▢ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time
- ● Late

- NYP — 74%
- ALB — 70%
- HUD — 56%
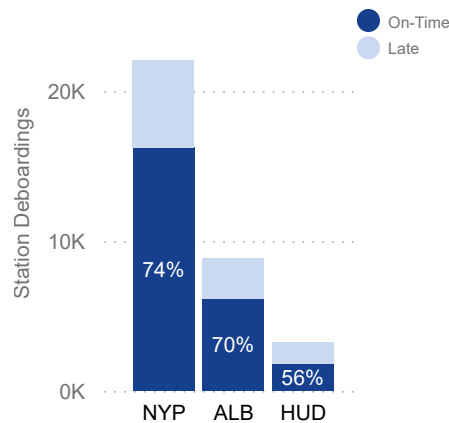
Route Stops

- BTN - Burlington (Union Station), VT
- VRN - Ferrisburgh-Vergennes, VT
- MBY - Middlebury, VT
- RUD - Rutland, VT
- CNV - Castleton, VT
- FED - Fort Edward-Glens Falls, NY
- SAR - Saratoga Springs, NY
- SDY - Schenectady, NY
- ALB - Albany-Rensselaer, NY
- HUD - Hudson, NY
- RHI - Rhinecliff, NY
- POU - Poughkeepsie, NY
- CRT - Croton-Harmon, NY
- YNY - Yonkers, NY
- NYP - NY Moynihan Train Hall at Penn Station, NY

Trends

Delays and Route Level Customer OTP

- FY24 Q3 — 59%
- FY24 Q4 — 63%
- FY25 Q1 — 79%
- FY25 Q2 — 83%
- FY25 Q3 — 68%

Legend:
- ● Customer OTP
- ● Amtrak
- ● Host Railroad
- ● Third Party

Passenger Deboardings vs. Train Miles

- FY24 Q3 — 57K / 46K
- FY24 Q4 — 58K / 53K
- FY25 Q1 — 58K / 50K
- FY25 Q2 — 56K / 44K
- FY25 Q3 — 57K / 51K

Legend:
- ● Train Miles
- ▢ Deboarding Passengers
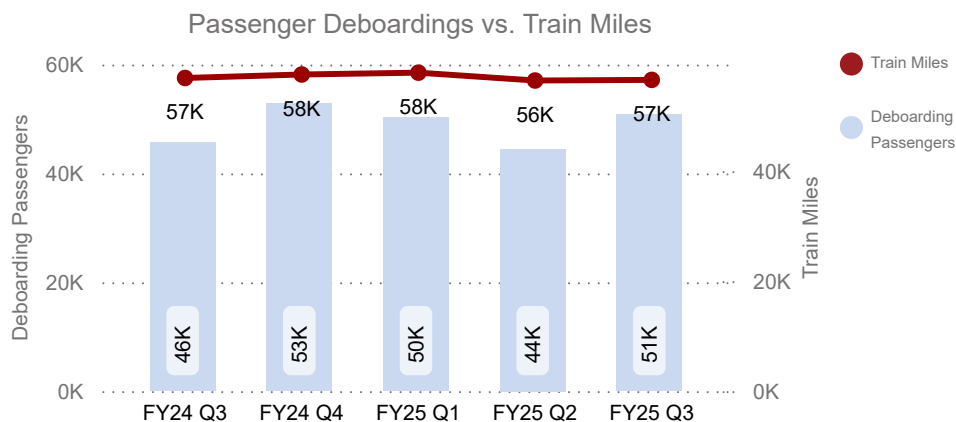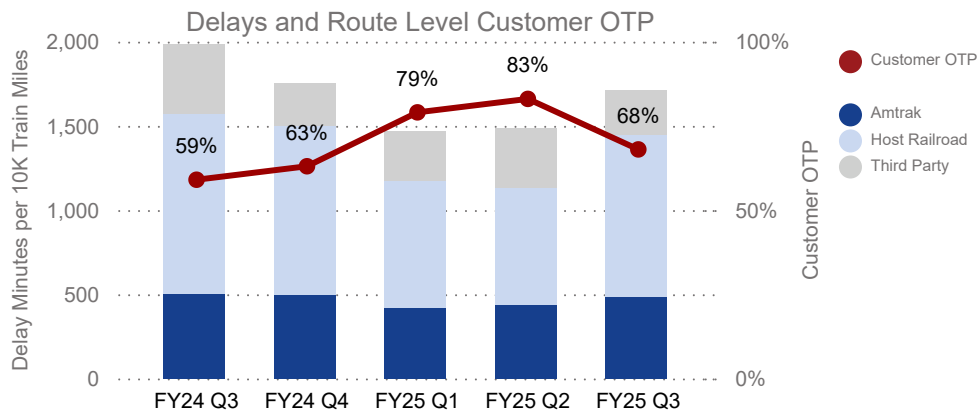
Additional Notes

Heartland Flyer

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP   **33%**

Train Level Customer OTP

● Below 50%   ● From 50 to 79%   ● 80% and Greater

Train Number	
821	39%
822	27%

0%   50%   100%
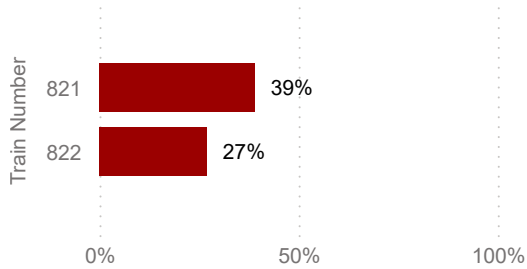
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	4,431
FTI	Freight train interference	4,356
WTR	Weather-related	1,380

Customer Service Index (CSI)

Overall Service   **89%**
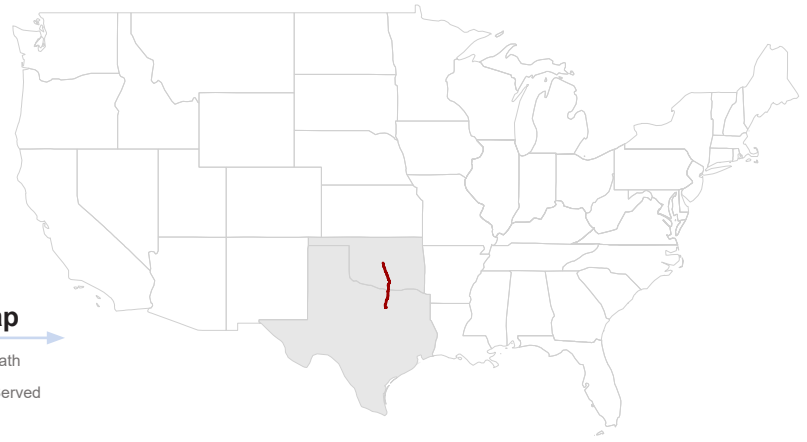
Route Map

— Route Path
▨ States Served

Station Performance

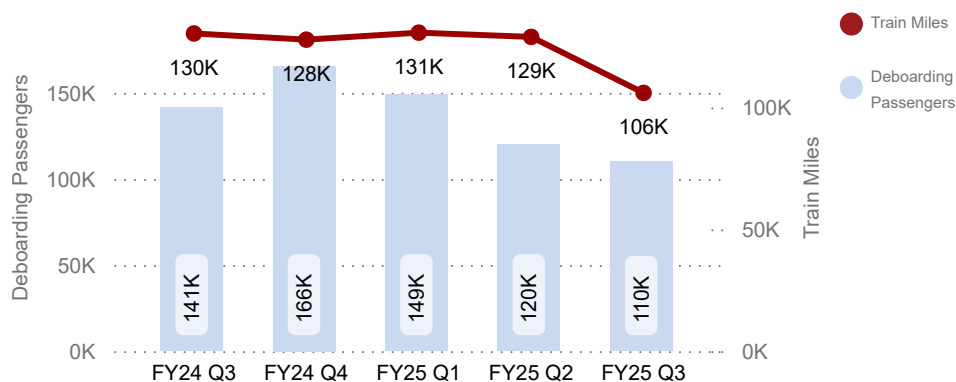Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time
● Late

FTW 37%   OKC 32%   NOR
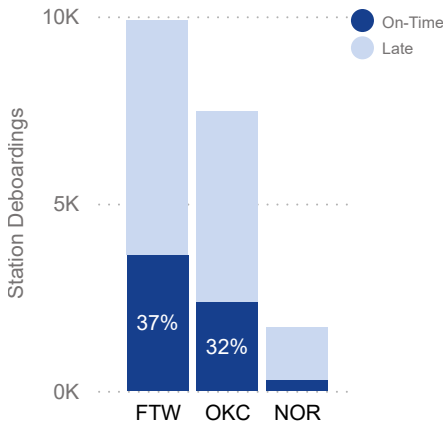
Route Stops

○ OKC - OK City, OK
○ NOR - Norman, OK
○ PUR - Purcell, OK
○ PVL - Pauls Valley, OK
○ ADM - Ardmore, OK
○ GLE - Gainesville, TX
○ FTW - Fort Worth, TX
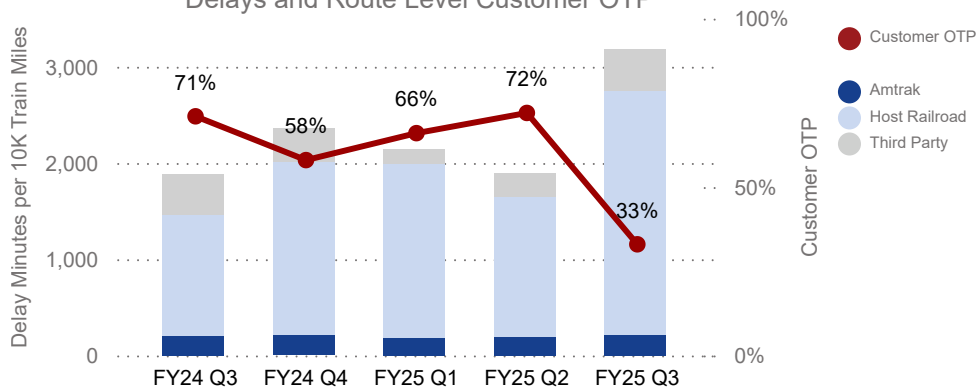
Trends

Delays and Route Level Customer OTP

● Customer OTP
● Amtrak
● Host Railroad
● Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	71%	58%	66%	72%	33%

Passenger Deboardings vs. Train Miles

● Train Miles
● Deboarding Passengers

|	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	37K	38K	38K	37K	37K
Deboarding Passengers	21K	21K	21K	17K	22K
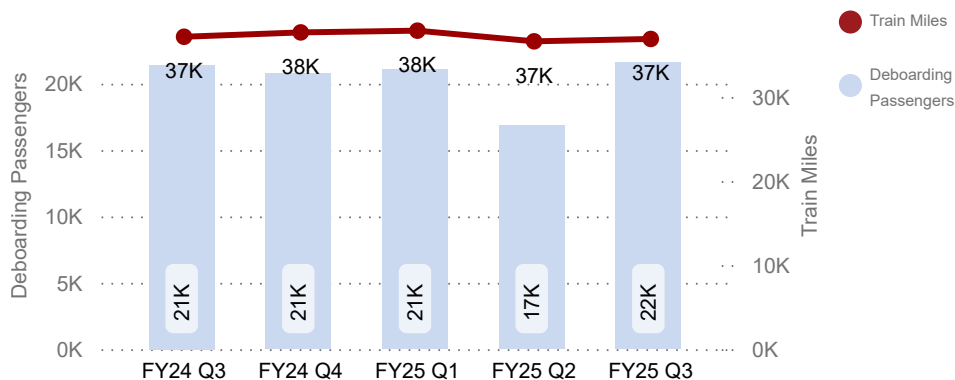
Additional Notes

Hiawatha

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP — **85%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

# of trains
3

# of trains
10
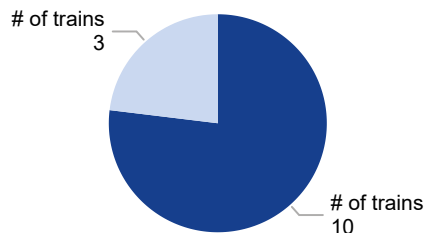
Delays

Top 3 Causes of Delay		Delay Min
CTI	Commuter train interference	4,298
OTH	Miscellaneous delays	2,574
ITI	Initial terminal delay	1,266

Customer Service Index (CSI)
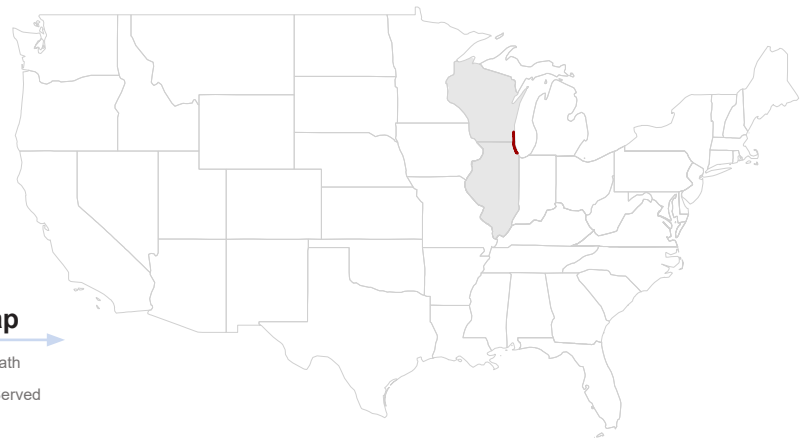
Overall Service — **82%**

Route Map

- ━━ Route Path
- ▬ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

CHI **85%**
MKE **87%**
MKA **83%**

Route Stops

- MKE - Milwaukee (Downtown), WI
- MKA - Milwaukee Airport, WI
- SVT - Sturtevant, WI
- GLN - Glenview, IL
- CHI - Chicago (Union Station), IL

Trends

Delays and Route Level Customer OTP

86%   86%   89%   85%   85%

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

FY24 Q3   FY24 Q4   FY25 Q1   FY25 Q2   FY25 Q3

Passenger Deboardings vs. Train Miles

100K   92K   91K   85K   91K

162K   169K   162K   127K   162K

- 🔴 Train Miles
- ⬜ Deboarding Passengers

FY24 Q3   FY24 Q4   FY25 Q1   FY25 Q2   FY25 Q3

Additional Notes

U.S. Department of Transportation
**Federal Railroad Administration**
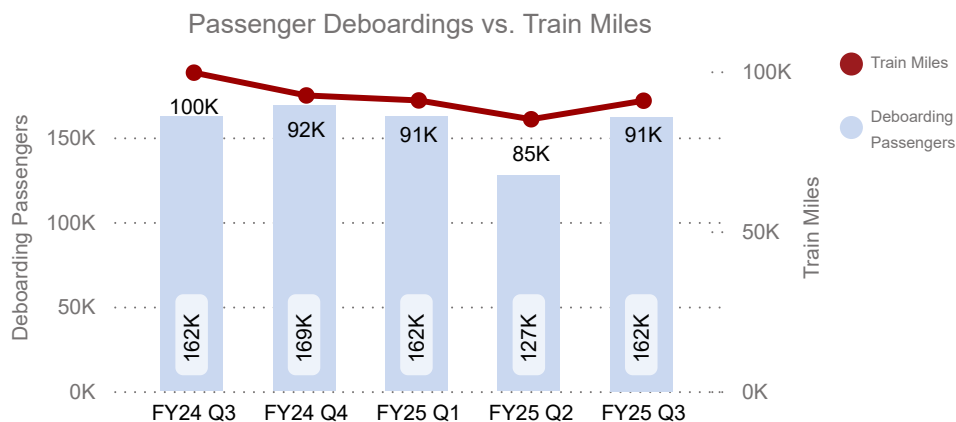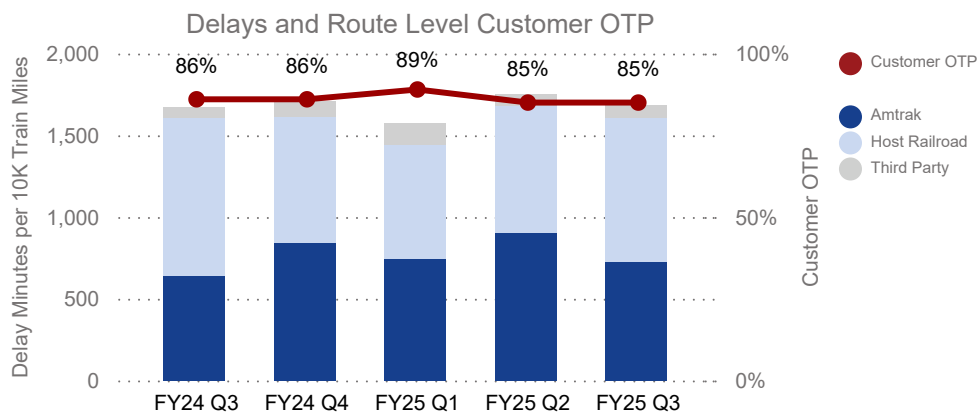
Illini / Saluki

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)
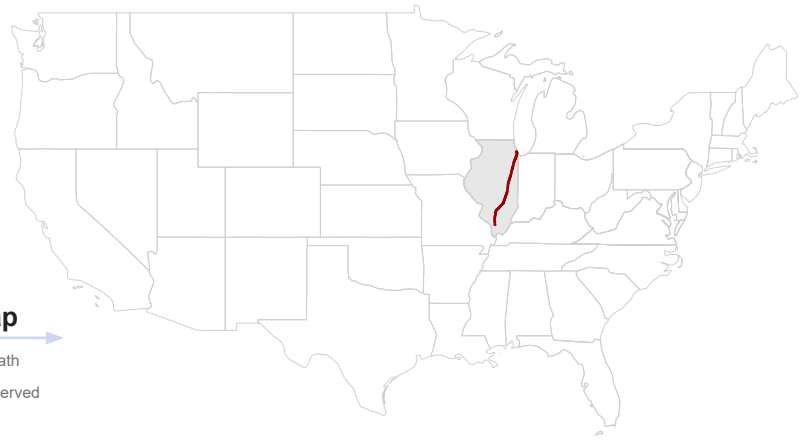
Customer On-Time Performance

Route Level Customer OTP — **78%**

Train Level Customer OTP

● Below 50%   ● From 50 to 79%   ● 80% and Greater

Train Number	Customer OTP
392	81%
393	80%
390	77%
391	76%

Route Map

— Route Path
▭ States Served

Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	2,709
PTI	Passenger train interference	2,257
FTI	Freight train interference	2,178

Customer Service Index (CSI)

Overall Service — **82%**

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time   ● Late

- CHI: 78%
- CHM: 82%
- CDL: 74%
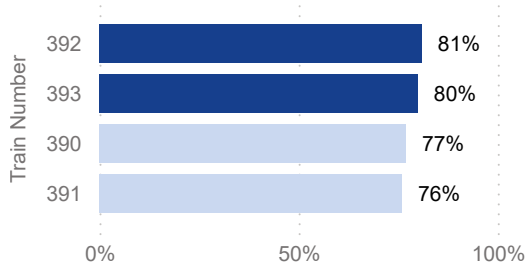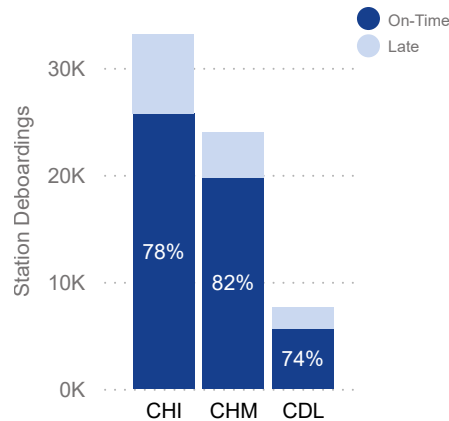
Route Stops

- CHI - Chicago (Union Station), IL
- HMW - Homewood, IL
- KKI - Kankakee, IL
- GLM - Gilman, IL
- RTL - Rantoul, IL
- CHM - Champaign-Urbana, IL
- MAT - Mattoon, IL
- EFG - Effingham, IL
- CEN - Centralia, IL
- DQN - Du Quoin, IL
- CDL - Carbondale, IL

Trends

Delays and Route Level Customer OTP

Customer OTP: FY24 Q3 77%, FY24 Q4 81%, FY25 Q1 93%, FY25 Q2 90%, FY25 Q3 78%

● Customer OTP
● Amtrak
● Host Railroad
● Third Party

Passenger Deboardings vs. Train Miles

Train Miles: FY24 Q3 107K, FY24 Q4 110K, FY25 Q1 112K, FY25 Q2 106K, FY25 Q3 110K

Deboarding Passengers: FY24 Q3 72K, FY24 Q4 77K, FY25 Q1 87K, FY25 Q2 72K, FY25 Q3 80K

● Train Miles
● Deboarding Passengers

Additional Notes

U.S. Department of Transportation
**Federal Railroad Administration**

Keystone

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **88%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

# of trains 7

# of trains 39
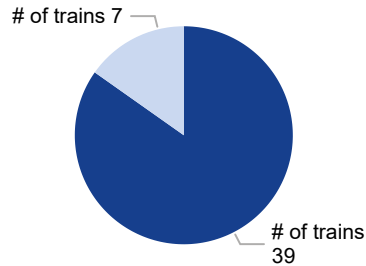
Delays

Top 3 Causes of Delay		Delay Min
TIP	Train Interference Planned	9,560
SMW	Scheduled M/W work	8,095
CTI	Commuter train interference	5,368

Customer Service Index (CSI)

Overall Service **87%**

Trends

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

91% 90% 83% 86% 88%

FY24 Q3 | FY24 Q4 | FY25 Q1 | FY25 Q2 | FY25 Q3

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

317K 323K 337K 340K 347K

542K 591K 676K 611K 681K

FY24 Q3 | FY24 Q4 | FY25 Q1 | FY25 Q2 | FY25 Q3

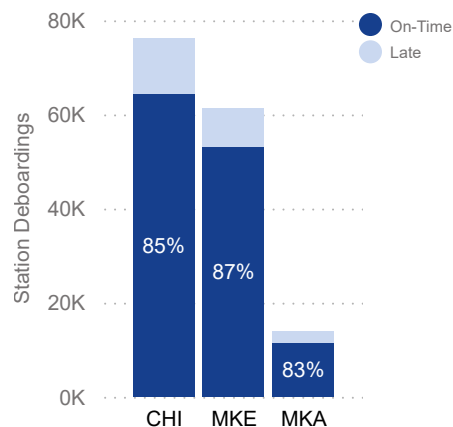## Route Map

- Route Path
- States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

PHL 91% | NYP 89% | LNC 81%
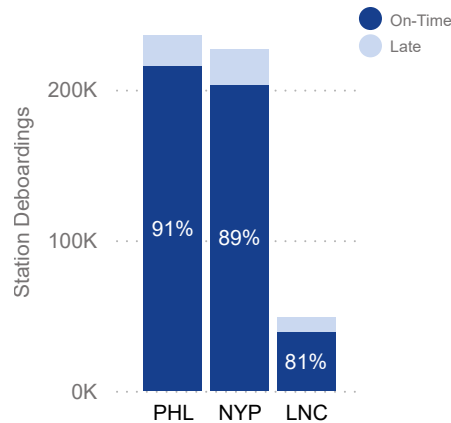
Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- EWR - Newark Liberty International Airport, NJ
- MET - Metropark, NJ
- NBK - New Brunswick, NJ
- PJC - Princeton Junction
- TRE - Trenton, NJ
- CWH - Cornwells Heights, PA
- PHN - North Philadelphia, PA
- PHL - Philadelphia (30th St Station), PA
- ARD - Ardmore, PA
- PAO - Paoli, PA
- EXT - Exton, PA
- DOW - Downingtown, PA
- COT - Coatesville, PA
- PAR - Parkesburg, PA
- LNC - Lancaster, PA
- MJY - Mount Joy, PA
- ELT - Elizabethtown, PA
- MID - Middletown, PA
- HAR - Harrisburg, PA
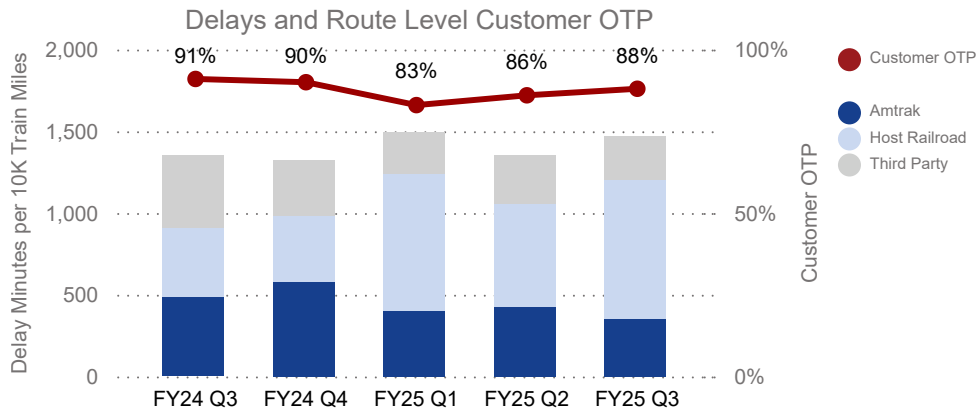
Additional Notes

U.S. Department of Transportation
Federal Railroad Administration
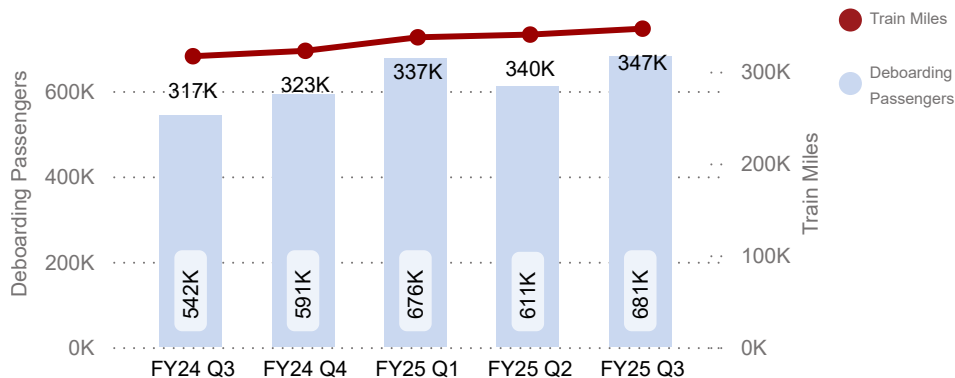
Lincoln Missouri

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **40%**

Train Level Customer OTP

- Below 50%
- From 50 to 79%
- 80% and Greater

Train Number	
319	46%
318	36%
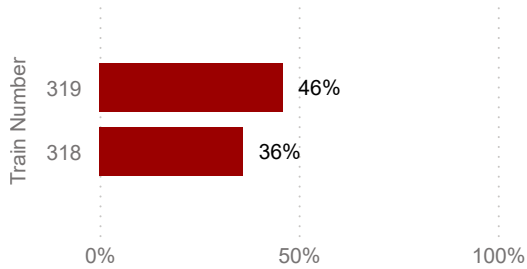
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	5,731
DSR	Slow order delays	2,578
PTI	Passenger train interference	2,484

Customer Service Index (CSI)

Overall Service   See note below
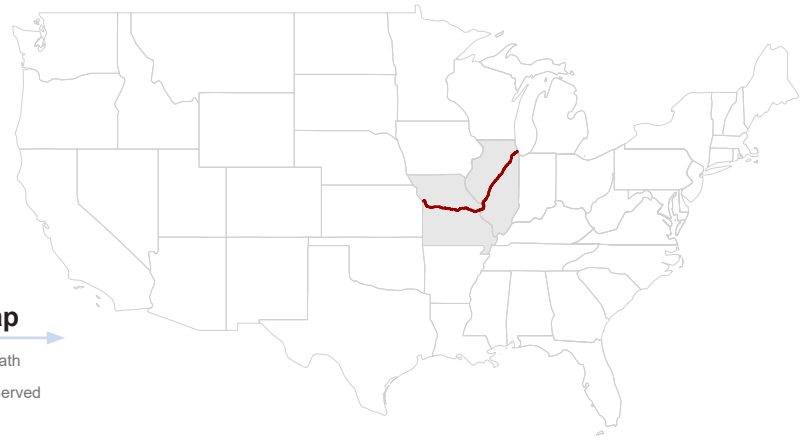
Route Map

- Route Path
- States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- On-Time
- Late

CHI 38%
STL 49%
KCY 26%
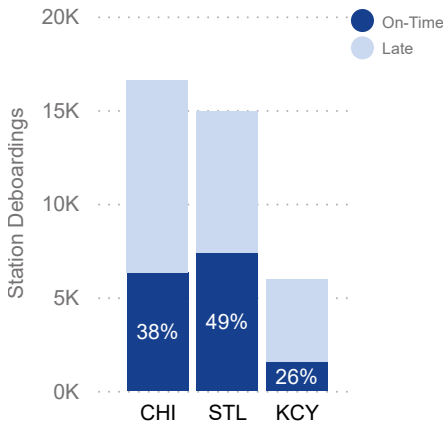
Route Stops

- CHI - Chicago (Union Station), IL
- SMT - Summit, IL
- JOL - Joliet, IL
- DWT - Dwight, IL
- PON - Pontiac, IL
- BNL - Bloomington-Normal, IL
- LCN - Lincoln, IL
- SPI - Springfield, IL
- CRV - Carlinville, IL
- ALN - Alton, IL
- STL - St. Louis, MO
- KWD - Kirkwood, MO
- WAH - Washington, MO
- HEM - Hermann, MO
- JEF - Jefferson City, MO
- SED - Sedalia, MO
- WAR - Warrensburg, MO
- LEE - Lee's Summit, MO
- IDP - Independence, MO
- KCY - KS City (Union Station), MO

Trends

Delays and Route Level Customer OTP

- Customer OTP
- Amtrak
- Host Railroad
- Third Party

FY24 Q3 53%
FY24 Q4 52%
FY25 Q1 46%
FY25 Q2 51%
FY25 Q3 40%

Passenger Deboardings vs. Train Miles

- Train Miles
- Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Deboarding	99K	101K	101K	96K	99K
Train Miles	66K	70K	70K	57K	69K
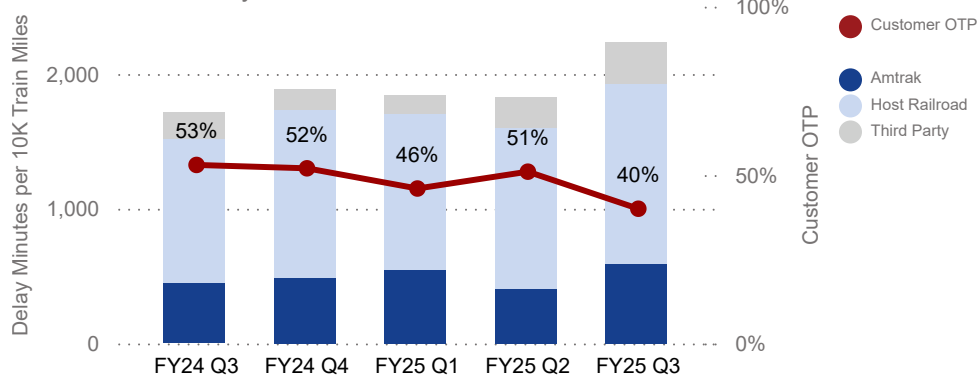
Additional Notes

Amtrak reports CSI separately for the Illinois (Lincoln) and Missouri (Missouri) portions of the route.

U.S. Department of Transportation
**Federal Railroad Administration**

Lincoln Service

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP — **70%**

Train Level Customer OTP

● Below 50%   ● From 50 to 79%   ● 80% and Greater

# of trains 1
# of trains 5

Route Map

— Route Path
▭ States Served
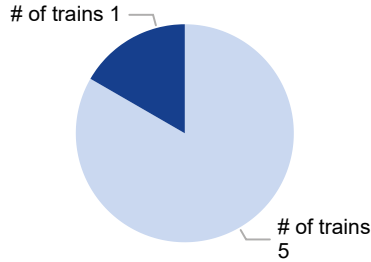
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	6,861
PTI	Passenger train interference	4,679
NOD	Unused recovery time	3,364

Customer Service Index (CSI)
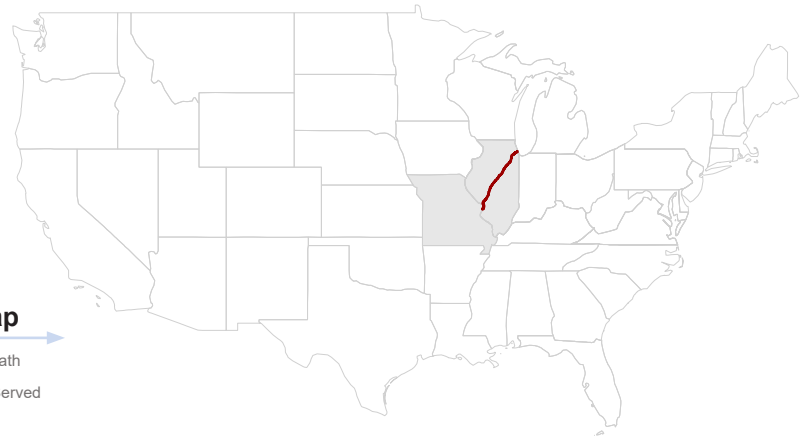
Overall Service — **78%**

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time   ● Late

CHI 76%
STL 71%
BNL 63%

Route Stops

- CHI - Chicago (Union Station), IL
- SMT - Summit, IL
- JOL - Joliet, IL
- DWT - Dwight, IL
- PON - Pontiac, IL
- BNL - Bloomington-Normal, IL
- LCN - Lincoln, IL
- SPI - Springfield, IL
- CRV - Carlinville, IL
- ALN - Alton, IL
- STL - St. Louis, MO

Trends

Delays and Route Level Customer OTP

● Customer OTP
● Amtrak
● Host Railroad
● Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	69%	67%	61%	61%	70%

Passenger Deboardings vs. Train Miles

● Train Miles
● Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Deboarding Passengers	151K	153K	152K	144K	150K
Train Miles	111K	119K	114K	95K	116K
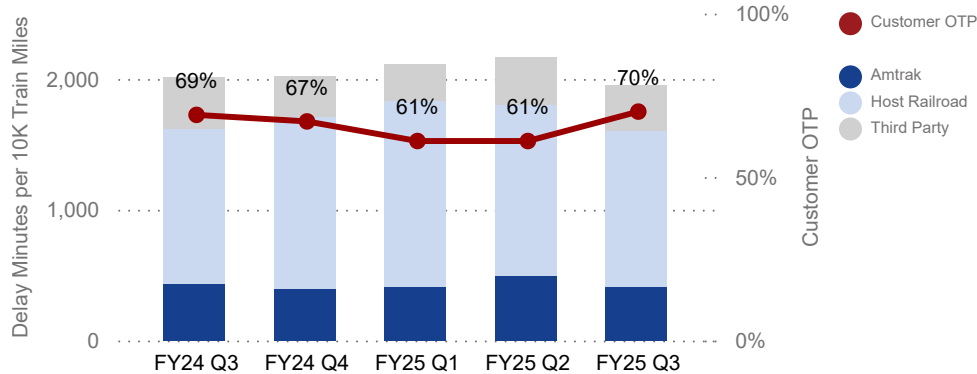
Additional Notes

CSI data includes the Illinois portion of the Lincoln Missouri.

U.S. Department of Transportation
**Federal Railroad Administration**

Maple Leaf

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)
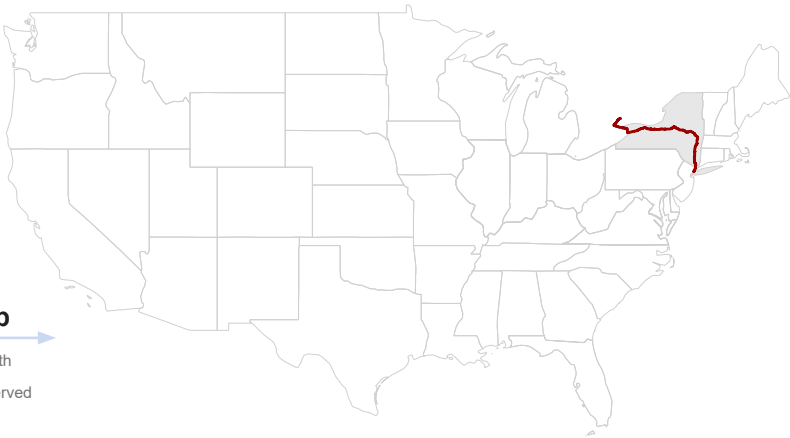
Customer On-Time Performance

Route Level Customer OTP **67%**

Train Level Customer OTP

- ● Below 50%
- ● From 50 to 79%
- ● 80% and Greater

Train Number:
- 64 — 70%
- 63 — 66%
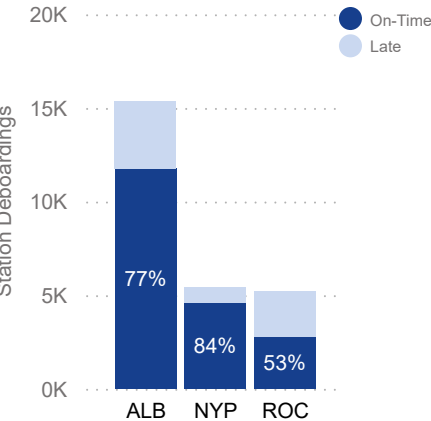
Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	2,850
FTI	Freight train interference	2,844
HLD	Passenger-related	1,054

Customer Service Index (CSI)

Overall Service **83%**

Trends

### Route Map

- — Route Path
- ▭ States Served

Station Performance

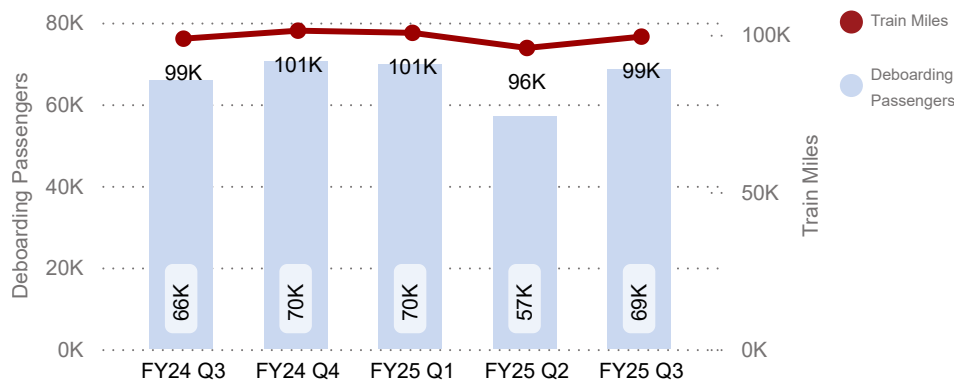Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time
- ● Late

- ALB — 77%
- NYP — 84%
- ROC — 53%

Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- YNY - Yonkers, NY
- CRT - Croton-Harmon, NY
- POU - Poughkeepsie, NY
- RHI - Rhinecliff, NY
- HUD - Hudson, NY
- ALB - Albany-Rensselaer, NY
- SDY - Schenectady, NY
- AMS - Amsterdam, NY
- UCA - Utica, NY
- ROM - Rome, NY
- SYR - Syracuse, NY
- NYF - New York State Fair, NY (Seasonal)
- ROC - Rochester, NY
- BUF - Buffalo-Depew, NY
- BFX - Buffalo, NY
- NFL - Niagara Falls, NY
- CBN - Canadian Border NY
- NFS - Niagara Falls, Ontario, Canada
- SCA - St. Catharines, Ontario, Canada
- GMS - Grimsby, Ontario, Canada
- AST - Aldershot, Ontario, Canada
- OKL - Oakville, Ontario, Canada
- TWO - Toronto Union, Ontario, Canada

Delays and Route Level Customer OTP

- ● Customer OTP
- ● Amtrak
- ● Host Railroad
- ● Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	74%	70%	76%	73%	67%

Passenger Deboardings vs. Train Miles

- ● Train Miles
- ▭ Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	85K	87K	101K	99K	92K
Deboarding Passengers	70K	79K	73K	64K	60K

U.S. Department of Transportation
Federal Railroad Administration

Additional Notes

Station Performance data for the Maple Leaf does not typically include stops west of Niagara Falls, NY. In FY25 Q3, two deboarding passengers in the dataset were incorrectly assigned to Toronto, Ontario.

Missouri

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **50%**

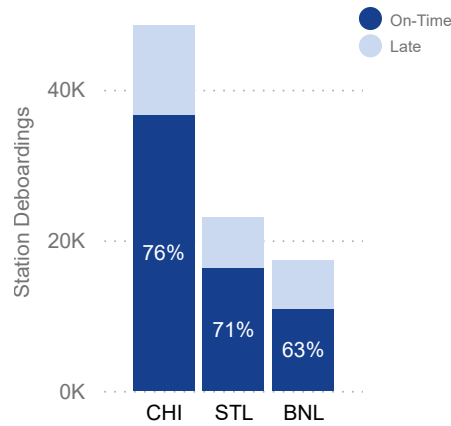Train Level Customer OTP

● Below 50% ● From 50 to 79% ● 80% and Greater

Train Number:
- 311 — 54%
- 316 — 45%

(0% – 50% – 100%)

Route Map

— Route Path
▢ States Served
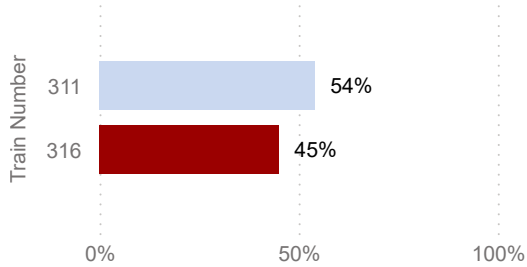
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	3,169
PTI	Passenger train interference	1,521
DSR	Slow order delays	1,490

Customer Service Index (CSI)
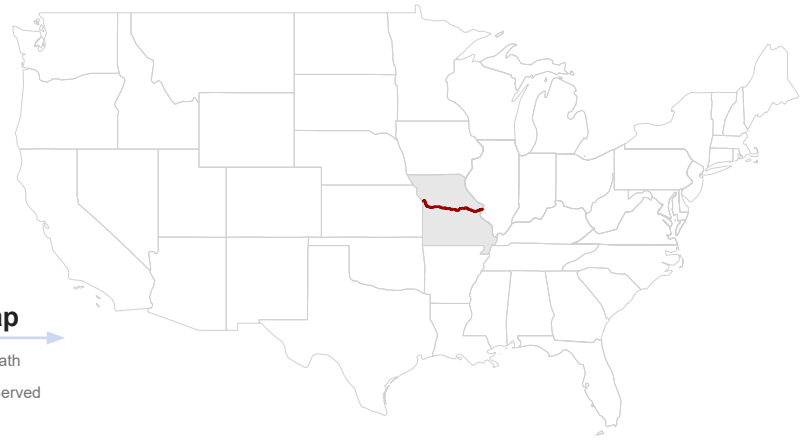
Overall Service **83%**

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time ● Late

- KCY — 46%
- KWD — 46%
- STL — 45%
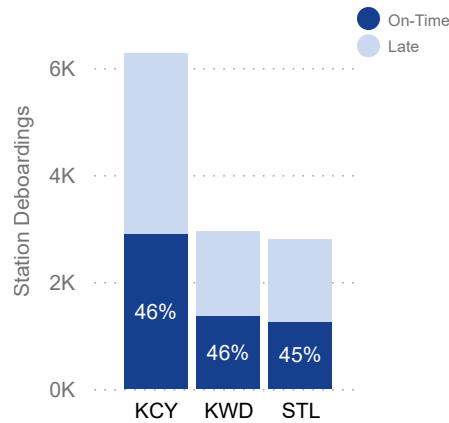
Route Stops

- STL - St. Louis, MO
- KWD - Kirkwood, MO
- WAH - Washington, MO
- HEM - Hermann, MO
- JEF - Jefferson City, MO
- SED - Sedalia, MO
- WAR - Warrensburg, MO
- LEE - Lee's Summit, MO
- IDP - Independence, MO
- KCY - Kansas City (Union Station), MO

Trends

Delays and Route Level Customer OTP

● Customer OTP
● Amtrak
● Host Railroad
● Third Party

Customer OTP values:
- FY24 Q3: 80%
- FY24 Q4: 78%
- FY25 Q1: 75%
- FY25 Q2: 75%
- FY25 Q3: 50%

Passenger Deboardings vs. Train Miles

● Train Miles
● Deboarding Passengers

Train Miles values:
- FY24 Q3: 48K
- FY24 Q4: 50K
- FY25 Q1: 51K
- FY25 Q2: 45K
- FY25 Q3: 49K

Deboarding Passengers:
- FY24 Q3: 19K
- FY24 Q4: 21K
- FY25 Q1: 24K
- FY25 Q2: 15K
- FY25 Q3: 20K
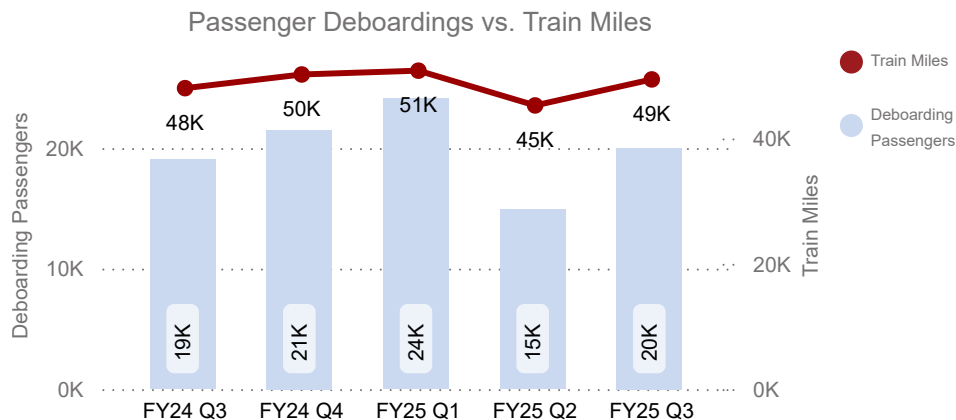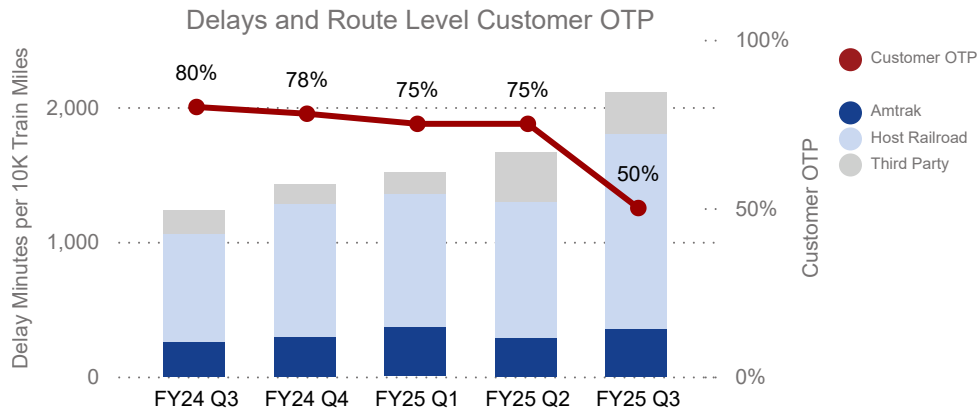
Additional Notes

CSI data includes the Missouri portion of the Lincoln Missouri.

U.S. Department of Transportation
Federal Railroad Administration

New York - Albany

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)
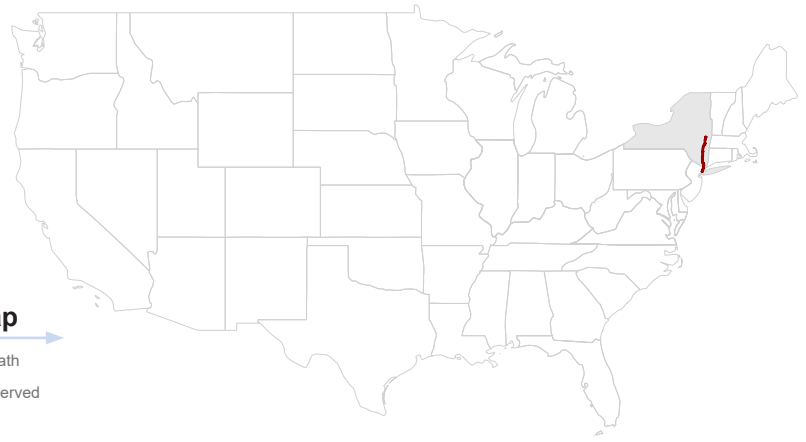
Customer On-Time Performance

Route Level Customer OTP **84%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

# of trains
3

# of trains
10

Route Map

- ▬ Route Path
- ▭ States Served

Station Performance

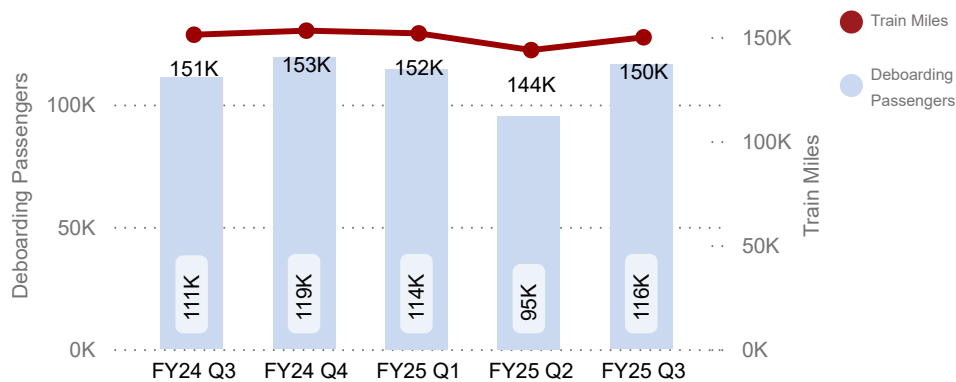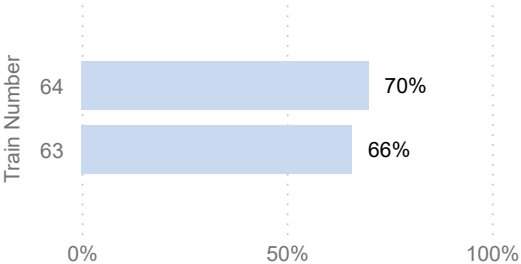Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

NYP 91%
ALB 78%
HUD 72%
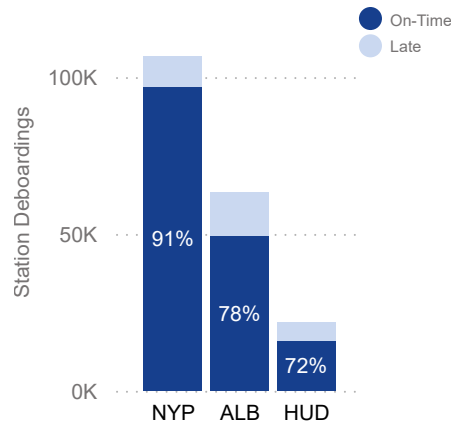
Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- YNY - Yonkers, NY
- CRT - Croton-Harmon, NY
- POU - Poughkeepsie, NY
- RHI - Rhinecliff, NY
- HUD - Hudson, NY
- ALB - Albany-Rensselaer, NY

Delays

Top 3 Causes of Delay		Delay Min
CTI	Commuter train interference	3,699
DSR	Slow order delays	1,895
HLD	Passenger-related	1,375

Customer Service Index (CSI)
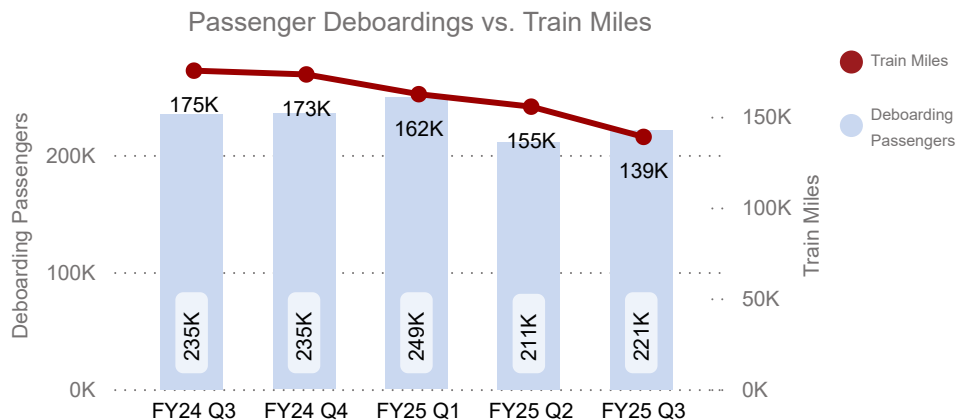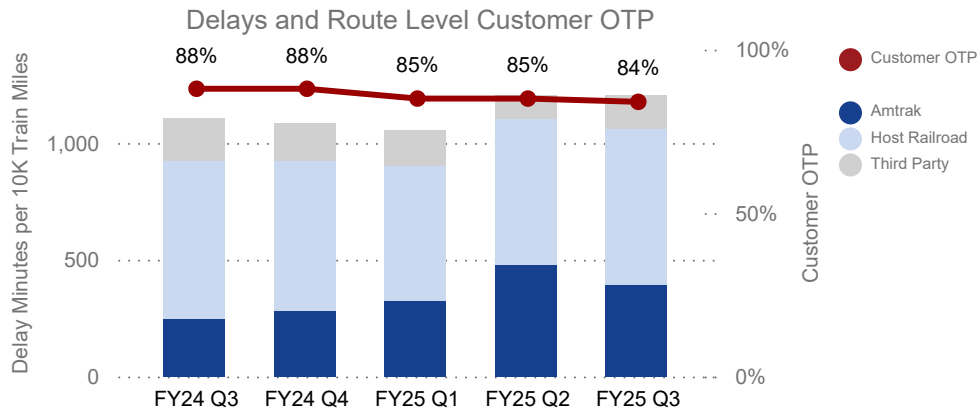
Overall Service **79%**

Trends

Delays and Route Level Customer OTP

88% 88% 85% 85% 84%

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

FY24 Q3, FY24 Q4, FY25 Q1, FY25 Q2, FY25 Q3

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

175K 173K 162K 155K 139K
235K 235K 249K 211K 221K

FY24 Q3, FY24 Q4, FY25 Q1, FY25 Q2, FY25 Q3

Additional Notes

The New York - Albany and New York - Niagara Falls routes are combined in the CSI dataset as Empire.

U.S. Department of Transportation
Federal Railroad Administration

New York - Niagara Falls

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **80%**

Train Level Customer OTP

- ● Below 50%
- ● From 50 to 79%
- ● 80% and Greater

Train Number:
- 280 — 92%
- 284 — 88%
- 281 — 73%
- 283 — 66%

Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	4,215
NOD	Unused recovery time	2,143
CTI	Commuter train interference	1,908

Customer Service Index (CSI)

Overall Service **79%**

Route Map

- ▬ Route Path
- ▭ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time
- ● Late

NYP — 92%
ALB — 69%
ROC — 70%

Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- YNY - Yonkers, NY
- CRT - Croton-Harmon, NY
- POU - Poughkeepsie, NY
- RHI - Rhinecliff, NY
- HUD - Hudson, NY
- ALB - Albany-Rensselaer, NY
- SDY - Schenectady, NY
- AMS - Amsterdam, NY
- UCA - Utica, NY
- ROM - Rome, NY
- SYR - Syracuse, NY
- NYF - New York State Fair, NY (Seasonal)
- ROC - Rochester, NY
- BUF - Buffalo-Depew, NY
- BFX - Buffalo, NY
- NFL - Niagara Falls, NY

Trends

Delays and Route Level Customer OTP

- ● Customer OTP
- ● Amtrak
- ● Host Railroad
- ● Third Party

Customer OTP: FY24 Q3 76%, FY24 Q4 71%, FY25 Q1 68%, FY25 Q2 78%, FY25 Q3 80%

Passenger Deboardings vs. Train Miles

- ● Train Miles
- ● Deboarding Passengers

Train Miles: FY24 Q3 171K, FY24 Q4 173K, FY25 Q1 173K, FY25 Q2 169K, FY25 Q3 171K
Deboarding Passengers: FY24 Q3 118K, FY24 Q4 127K, FY25 Q1 128K, FY25 Q2 105K, FY25 Q3 122K

Additional Notes

The New York - Albany and New York - Niagara Falls routes are combined in the CSI dataset as Empire.

U.S. Department of Transportation
Federal Railroad Administration

Pacific Surfliner

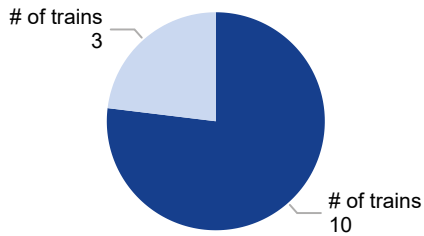Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **88%**

Train Level Customer OTP

- Below 50%
- From 50 to 79%
- 80% and Greater

# of trains 5

# of trains 32

Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	21,076
PTI	Passenger train interference	12,418
CTI	Commuter train interference	7,880

Customer Service Index (CSI)

Overall Service **82%**

Trends

Delays and Route Level Customer OTP

- Customer OTP
- Amtrak
- Host Railroad
- Third Party

Passenger Deboardings vs. Train Miles

- Train Miles
- Deboarding Passengers

Route Map

- Route Path
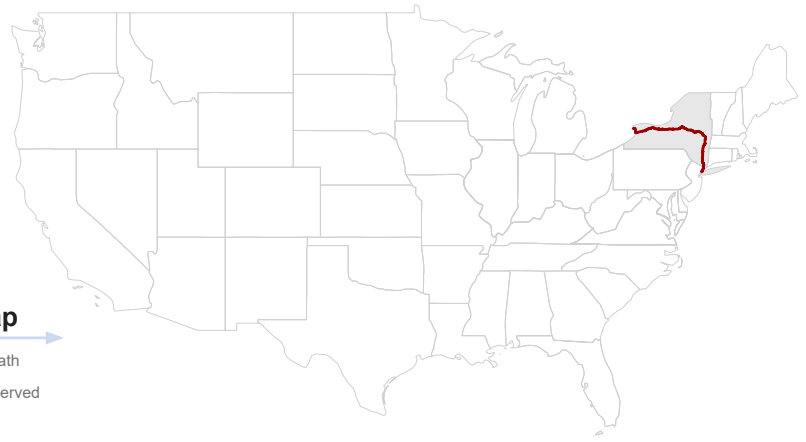- States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- On-Time
- Late
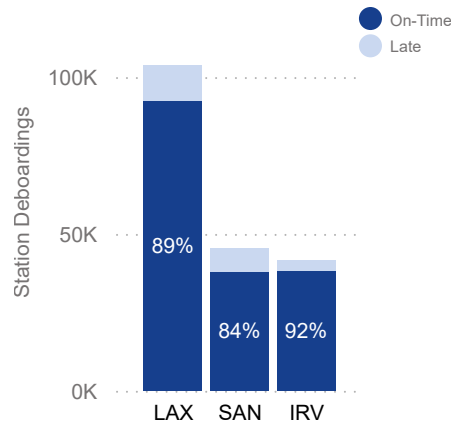
Route Stops

- SLO - San Luis Obispo, CA
- GVB - Grover Beach, CA
- GUA - Guadalupe-Santa Maria, CA
- LPS - Lompoc-Surf, CA
- GTA - Goleta, CA
- SBA - Santa Barbara, CA
- CPN - Carpinteria, CA
- VEC - Ventura, CA
- OXN - Oxnard, CA
- CML - Camarillo, CA
- MPK - Moorpark, CA
- SIM - Simi Valley, CA
- CWT - Chatsworth, CA
- NRG - Northridge Station
- VNC - Van Nuys, CA
- BUR - Burbank (Airport), CA
- BBK - Burbank, CA
- GDL - Glendale, CA
- LAX - Los Angeles (Union Station), CA
- FUL - Fullerton, CA
- ANA - Anaheim, CA
- SNA - Santa Ana, CA
- IRV - Irvine, CA
- SNC - San Juan Capistrano, CA
- SNP - San Clemente Pier, CA
- OSD - Oceanside, CA
- SOL - Solana Beach, CA
- OLT - San Diego (Old Town), CA
- SAN - San Diego (Downtown), CA

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration

Pennsylvanian

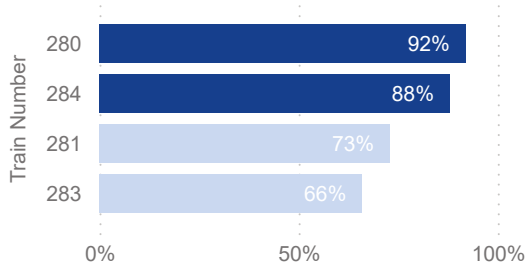Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **78%**

Train Level Customer OTP
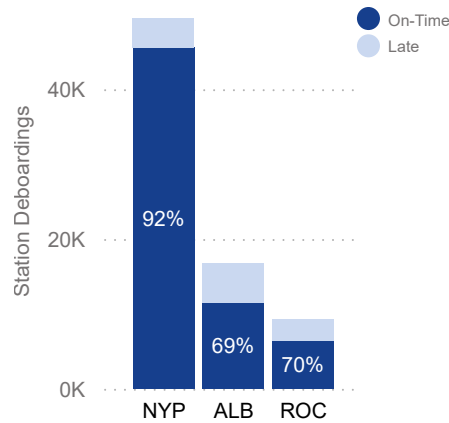
- Below 50%
- From 50 to 79%
- 80% and Greater

Train Number	
42	80%
43	76%
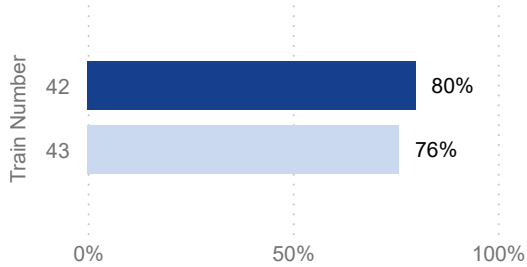
Delays

Top 3 Causes of Delay		Delay Min
TIP	Train Interference Planned	1,210
NOD	Unused recovery time	1,205
FTI	Freight train interference	1,011

Customer Service Index (CSI)

Overall Service **83%**

Route Map

- Route Path
- States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- On-Time
- Late

PHL 89%
NYP 75%
PGH 73%
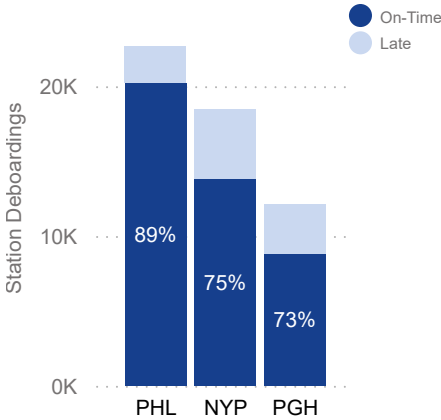
Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- PAO - Paoli, PA
- EXT - Exton, PA
- LNC - Lancaster, PA
- ELT - Elizabethtown, PA
- HAR - Harrisburg, PA
- LEW - Lewistown, PA
- HGD - Huntingdon, PA
- TYR - Tyrone, PA
- ALT - Altoona, PA
- JST - Johnstown, PA
- LAB - Latrobe, PA
- GNB - Greensburg, PA
- PGH - Pittsburgh (Union Station), PA

Trends

Delays and Route Level Customer OTP

- Customer OTP
- Amtrak
- Host Railroad
- Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	61%	62%	63%	81%	78%

Passenger Deboardings vs. Train Miles

- Train Miles
- Deboarding Passengers

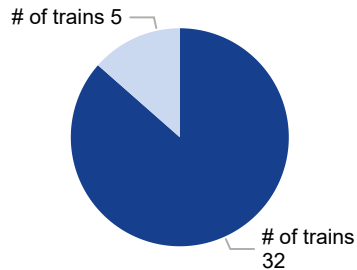|	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	77K	78K	78K	77K	77K
Deboarding Passengers	79K	81K	85K	70K	81K
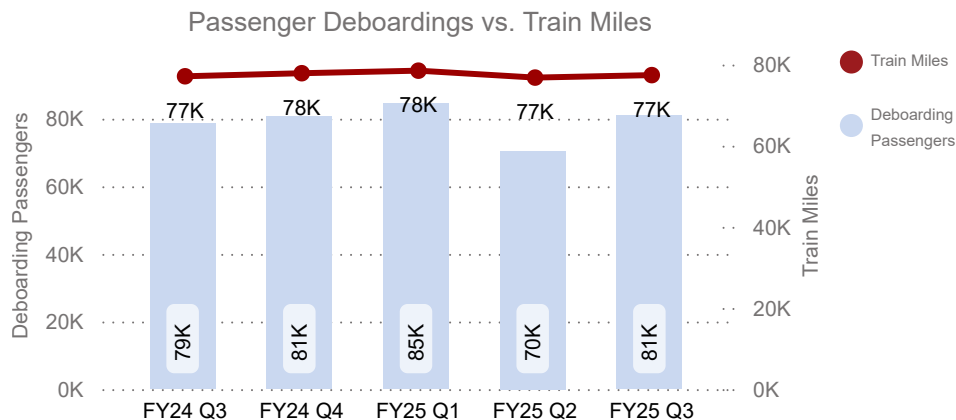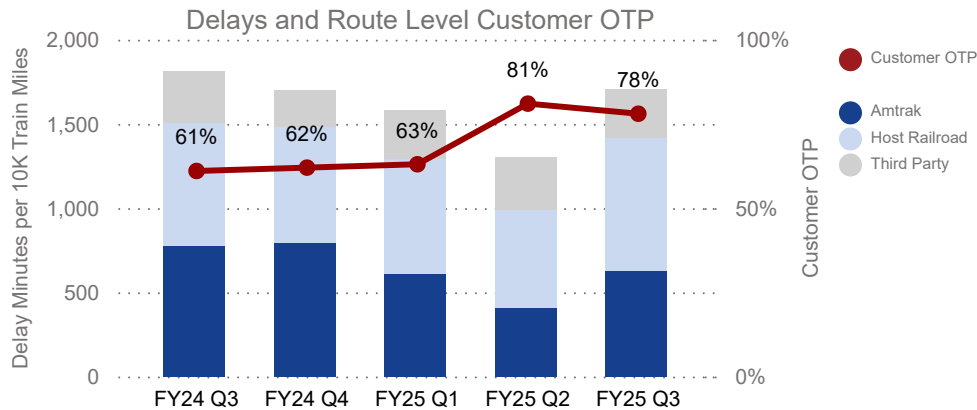
Additional Notes

Pere Marquette

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **89%**

Train Level Customer OTP

- ● Below 50%
- ● From 50 to 79%
- ● 80% and Greater

Train Number
- 371: 92%
- 370: 86%

(0% – 50% – 100%)

Route Map

- — Route Path
- ▨ States Served

Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	578
DCS	C&S work due to defect	447
SYS	Crew & system	413

Customer Service Index (CSI)

Overall Service **83%**

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time
- ● Late

- CHI: 92%
- GRR: 92%
- HOM: 78%
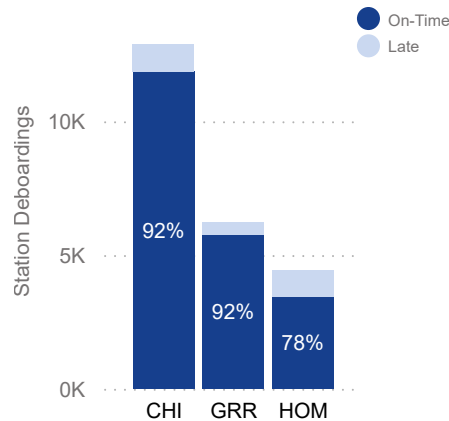
Route Stops

- GRR - Grand Rapids, MI
- HOM - Holland, MI
- BAM - Bangor, MI
- SJM - St. Joseph, MI
- CHI - Chicago (Union Station), IL

Trends

Delays and Route Level Customer OTP

- ● Customer OTP
- ● Amtrak
- ● Host Railroad
- ● Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	83%	81%	86%	86%	89%

Passenger Deboardings vs. Train Miles

- ● Train Miles
- ● Deboarding Passengers

|	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	30K	31K	31K	30K	31K
Deboarding Passengers	24K	27K	24K	19K	26K
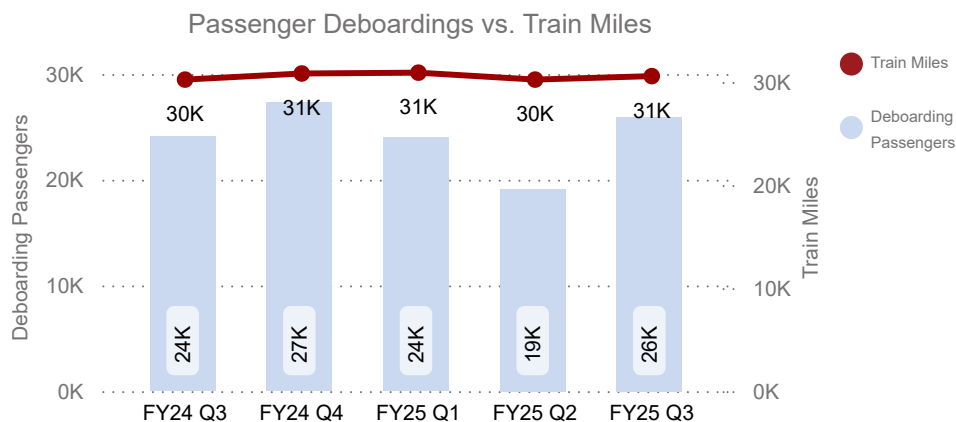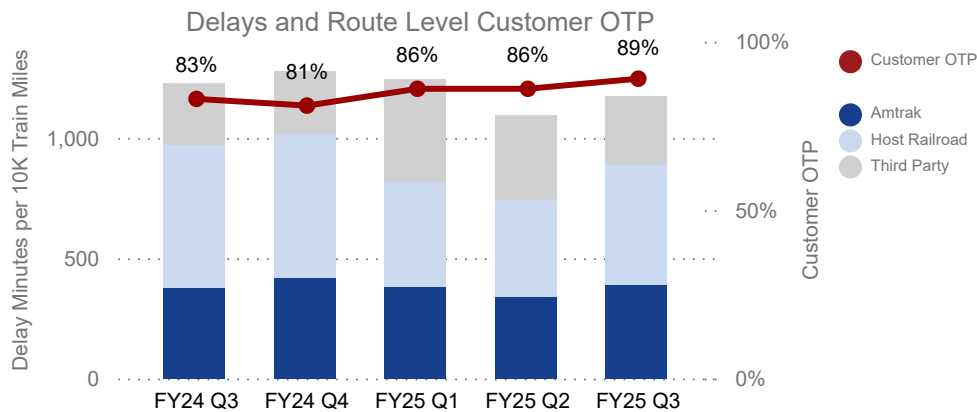
Additional Notes

Piedmont

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP   **75%**

Train Level Customer OTP

- ● Below 50%   ● From 50 to 79%   ● 80% and Greater

# of trains
2

# of trains
6
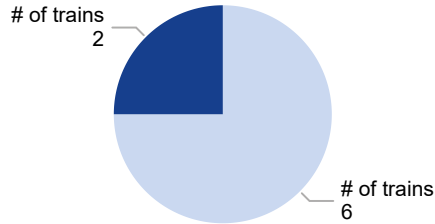
Delays

| Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	3,332
DSR	Slow order delays	1,743
FTI	Freight train interference	1,586

Customer Service Index (CSI)
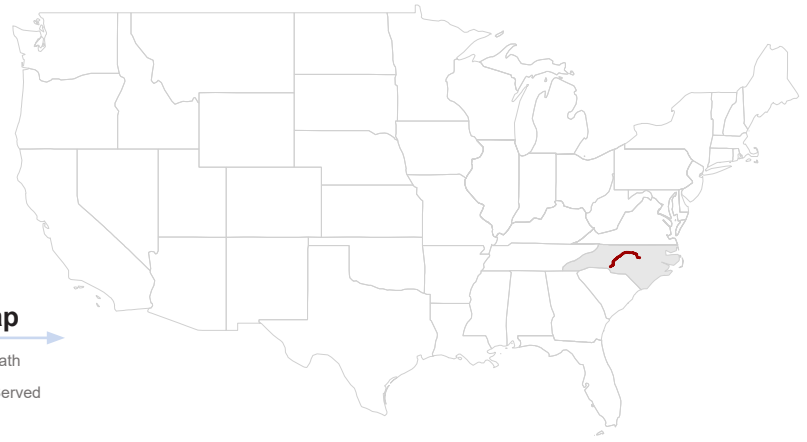
Overall Service   **88%**

Route Map

— Route Path
▭ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time   ● Late

CLT 72%
RGH 75%
GRO 82%
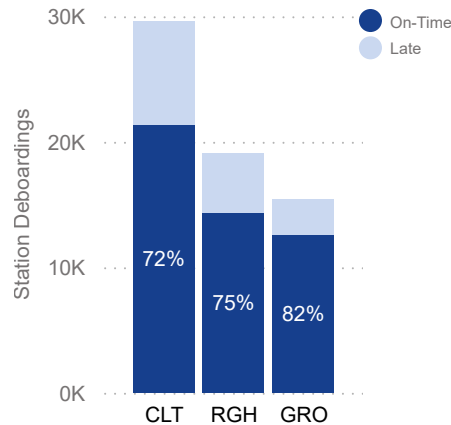
Route Stops

- RGH - Raleigh, NC
- NSF - North Carolina State Fair, NC (Seasonal)
- CYN - Cary, NC
- DNC - Durham, NC
- BNC - Burlington, NC
- GRO - Greensboro, NC
- HPT - High Point, NC
- LEX - Lexington, NC
- SAL - Salisbury, NC
- KAN - Kannapolis, NC
- CLT - Charlotte, NC
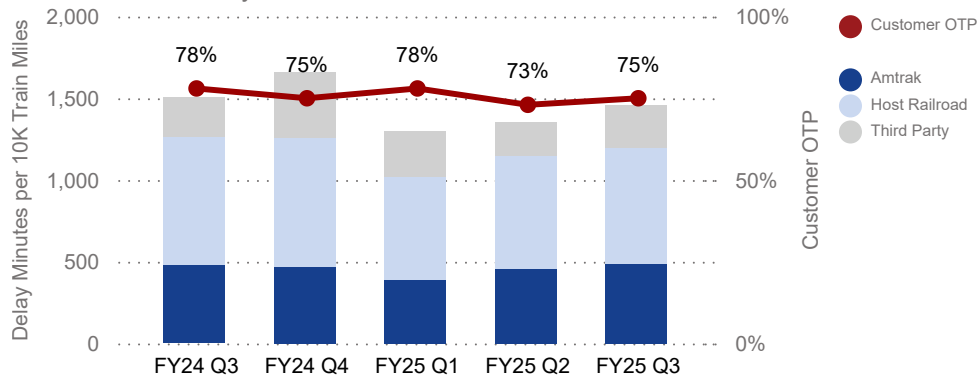
Trends

Delays and Route Level Customer OTP

78%   75%   78%   73%   75%

- ● Customer OTP
- ● Amtrak
- ● Host Railroad
- ● Third Party

FY24 Q3   FY24 Q4   FY25 Q1   FY25 Q2   FY25 Q3

Passenger Deboardings vs. Train Miles

119K   111K   121K   118K   117K

85K   84K   117K   94K   99K

- ● Train Miles
- ● Deboarding Passengers

FY24 Q3   FY24 Q4   FY25 Q1   FY25 Q2   FY25 Q3

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration
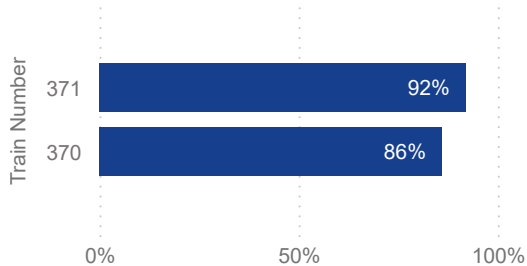
San Joaquins

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP   **67%**

Train Level Customer OTP

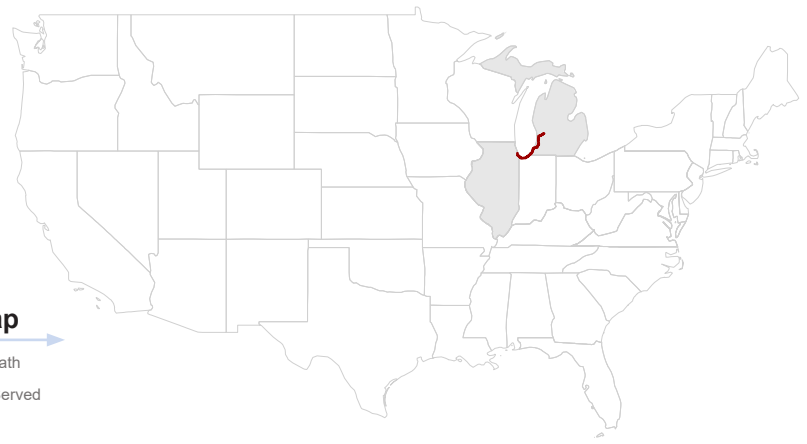● Below 50%   ● From 50 to 79%   ● 80% and Greater

# of trains 1

# of trains 11

Route Map

— Route Path
▭ States Served

Delays

Top 3 Causes of Delay		Delay Min
PTI	Passenger train interference	15,535
FTI	Freight train interference	11,077
DSR	Slow order delays	8,123

Customer Service Index (CSI)

Overall Service   **83%**

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time
● Late

BFD 67%   FNO 70%   SKN 69%

Route Stops

○ OKJ - Oakland (Jack London Square), CA
○ OAC - Oakland (Coliseum/Airport), CA
○ EMY - Emeryville, CA
○ RIC - Richmond, CA
○ MTZ - Martinez, CA
○ ACA - Antioch-Pittsburg, CA

○ SAC - Sacramento, CA
○ LOD - Lodi, CA
○ SKT - Stockton (Channel Street), CA

○ SKN - Stockton (San Joaquin Street), CA
○ MOD - Modesto, CA
○ TRK - Turlock-Denair, CA
○ MCD - Merced, CA
○ MDR - Madera, CA
○ FNO - Fresno, CA
○ HNF - Hanford, CA
○ COC - Corcoran, CA
○ CNL - Colonel Allensworth State Park, CA (Seasonal)
○ WAC - Wasco, CA
○ BFD - Bakersfield, CA

Trends

Delays and Route Level Customer OTP

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	69%	74%	77%	75%	67%

● Customer OTP
● Amtrak
● Host Railroad
● Third Party

Passenger Deboardings vs. Train Miles

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Deboarding Passengers	335K	339K	340K	331K	330K
Train Miles	228K	228K	242K	206K	227K

● Train Miles
● Deboarding Passengers

Additional Notes

Vermonter

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP — **72%**

Train Level Customer OTP

- ● Below 50%
- ● From 50 to 79%
- ● 80% and Greater

Train Number:
- 57 — 91%
- 54 — 82%
- 56 — 67%
- 55 — 64%

(axis: 0% — 50% — 100%)

Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	2,799
CTI	Commuter train interference	2,218
NOD	Unused recovery time	1,924

Customer Service Index (CSI)

Overall Service — **84%**

Trends

Delays and Route Level Customer OTP

(Delay Minutes per 10K Train Miles / Customer OTP)

- FY24 Q3 — 65%
- FY24 Q4 — 61%
- FY25 Q1 — 66%
- FY25 Q2 — 76%
- FY25 Q3 — 72%

Legend:
- ● Customer OTP
- ■ Amtrak
- ■ Host Railroad
- ■ Third Party

Passenger Deboardings vs. Train Miles

- FY24 Q3 — 107K (115K)
- FY24 Q4 — 102K (110K)
- FY25 Q1 — 111K (111K)
- FY25 Q2 — 108K (109K)
- FY25 Q3 — 110K (126K)

Legend:
- ● Train Miles
- ■ Deboarding Passengers

## Route Map

- ▬ Route Path
- ▨ States Served

Station Performance

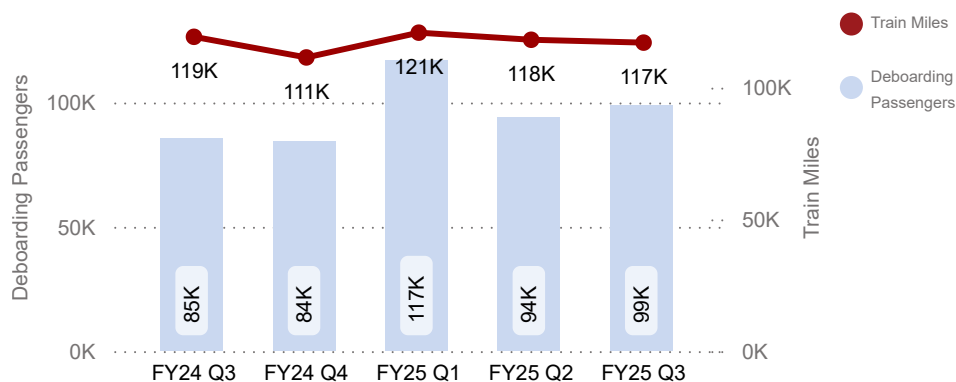Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time
- ● Late

- NYP — 79%
- WAS — 69%
- PHL — 76%

(axis: Station Deboardings 0K – 40K)
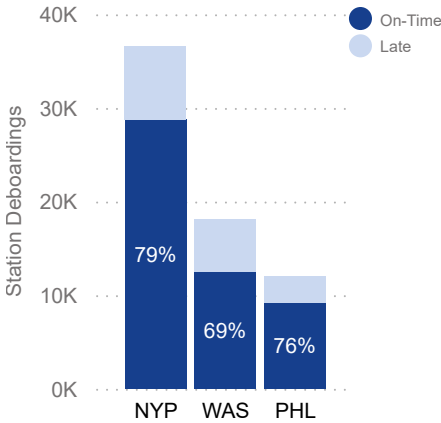
Route Stops

- SAB - St. Albans, VT
- ESX - Essex Junction, VT
- WAB - Waterbury, VT
- MPR - Montpelier-Berlin, VT
- RPH - Randolph, VT
- WRJ - White River Junction, VT
- WNM - Windsor, VT
- CLA - Claremont, NH
- BLF - Bellows Falls, VT
- BRA - Brattleboro, VT
- GFD - Greenfield, MA
- NHT - Northampton, MA
- HLK - Holyoke, MA
- SPG - Springfield, MA
- WNL - Windsor Locks, CT
- HFD - Hartford, CT
- MDN - Meriden, CT
- NHV - New Haven (Union Station), CT
- BRP - Bridgeport, CT
- STM - Stamford, CT
- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- MET - Metropark (Iselin), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC

Additional Notes

U.S. Department of Transportation
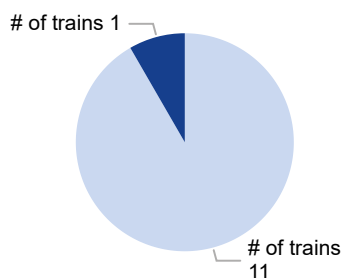**Federal Railroad Administration**

Wolverine

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **67%**

Train Level Customer OTP

- 🔴 Below 50%
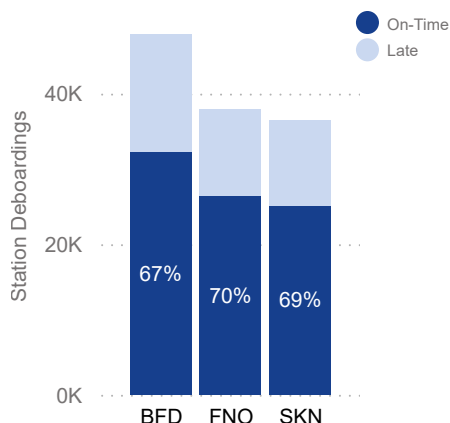- 🔵 From 50 to 79%
- 🔵 80% and Greater

# of trains 6
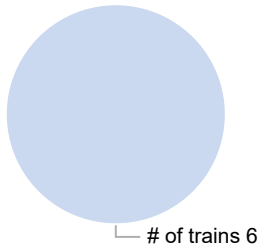
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	4,920
PTI	Passenger train interference	4,215
FTI	Freight train interference	2,364

Customer Service Index (CSI)

Overall Service **82%**

Route Map

- ▬ Route Path
- ▭ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

CHI 72%
ARB 52%
DET 77%
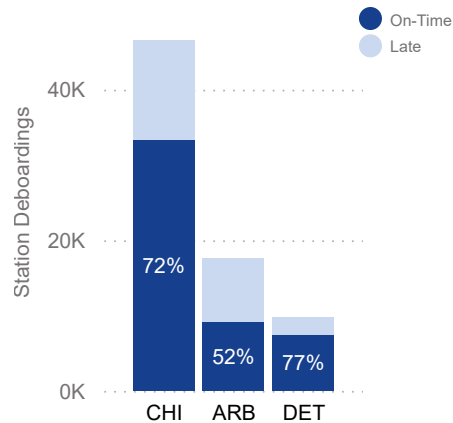
Route Stops

- PNT - Pontiac, MI
- TRM - Troy, MI
- ROY - Royal Oak, MI
- DET - Detroit, MI
- DER - Dearborn, MI
- ARB - Ann Arbor, MI
- JXN - Jackson, MI
- ALI - Albion, MI
- BTL - Battle Creek, MI
- KAL - Kalamazoo, MI
- DOA - Dowagiac, MI
- NLS - Niles, MI
- NBU - New Buffalo, MI
- HMI - Hammond-Whiting, IN
- CHI - Chicago (Union Station), IL

Trends

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

FY24 Q3: 66%
FY24 Q4: 67%
FY25 Q1: 69%
FY25 Q2: 70%
FY25 Q3: 67%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

FY24 Q3: 146K / 103K
FY24 Q4: 136K / 112K
FY25 Q1: 159K / 114K
FY25 Q2: 153K / 98K
FY25 Q3: 143K / 109K

Additional Notes

U.S. Department of Transportation
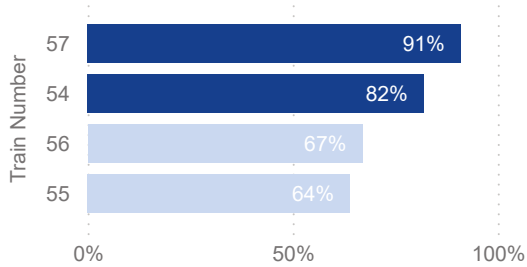**Federal Railroad Administration**
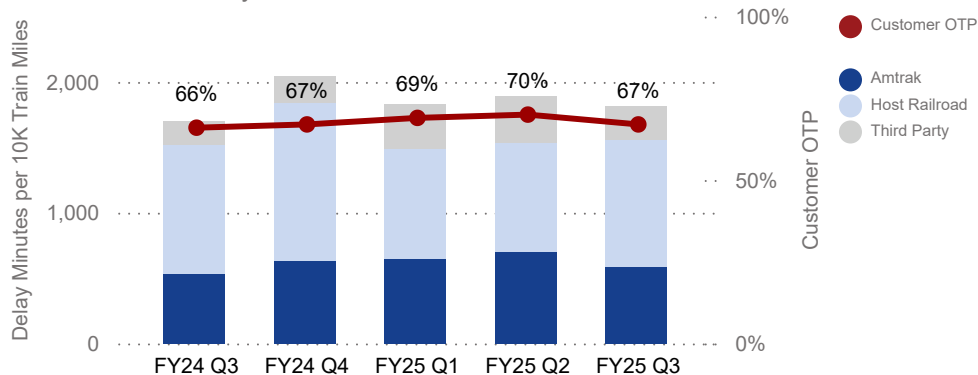
Auto Train

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **32%**

Train Level Customer OTP
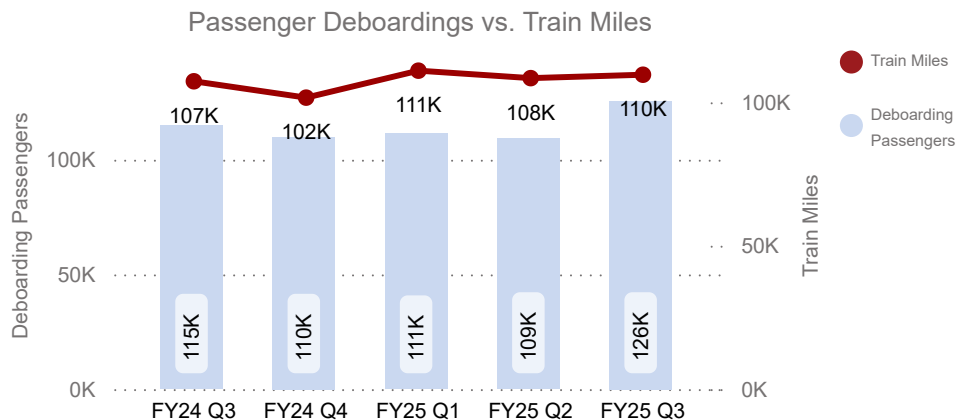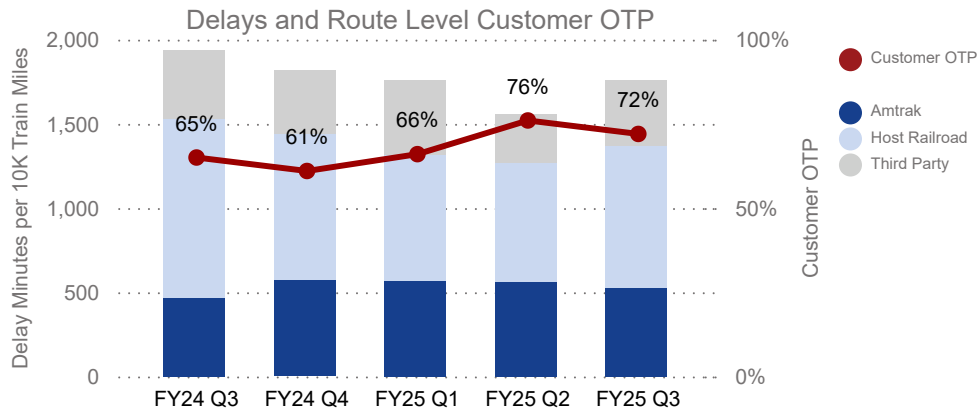
- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

Train Number:
- 53 — 35%
- 52 — 29%

Route Map

- ▬ Route Path
- ▭ States Served
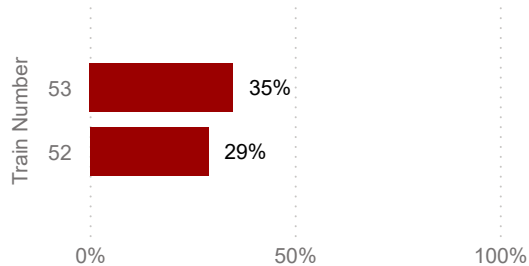
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	7,008
DSR	Slow order delays	5,344
PTI	Passenger train interference	4,468

Customer Service Index (CSI)
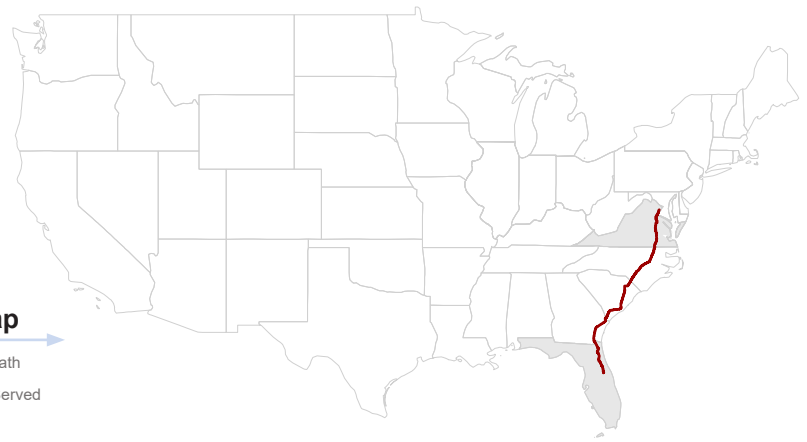
Overall Service **72%**

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

LOR — 30%
SFA — 36%

Route Stops

- LOR - Lorton (Auto Train), VA
- SFA - Sanford (Auto Train), FL

Trends

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	40%	64%	34%	39%	32%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	155K	150K	151K	157K	157K
Deboarding Passengers	70K	60K	62K	69K	72K

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration
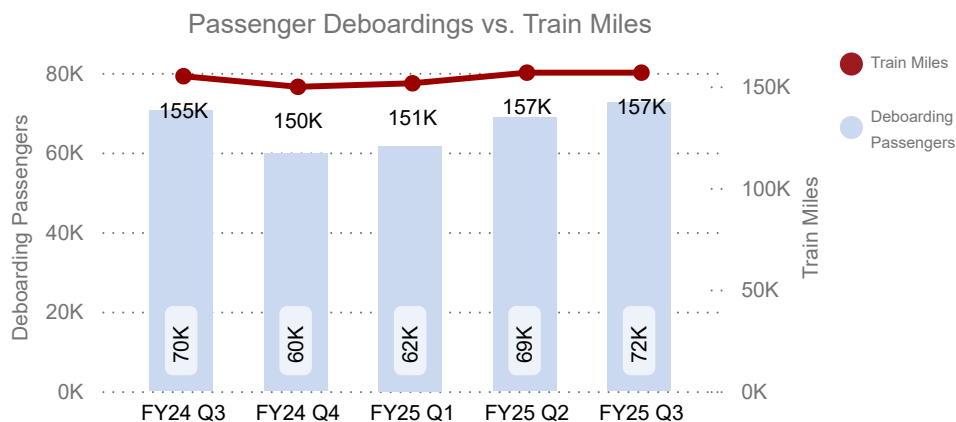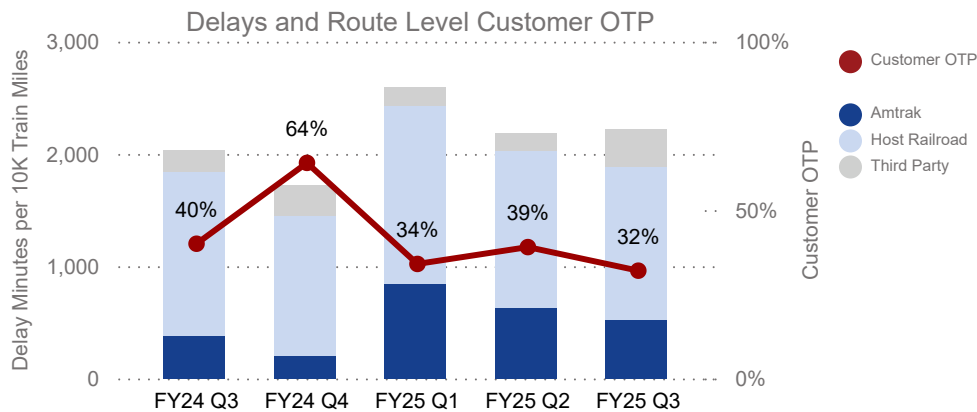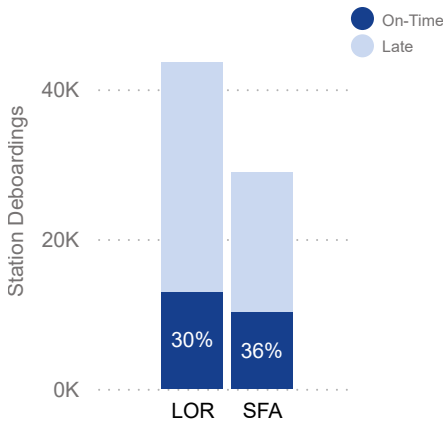
California Zephyr

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **50%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

Train Number:
- 5 — 52%
- 6 — 49%

(x-axis: 0% — 50% — 100%)
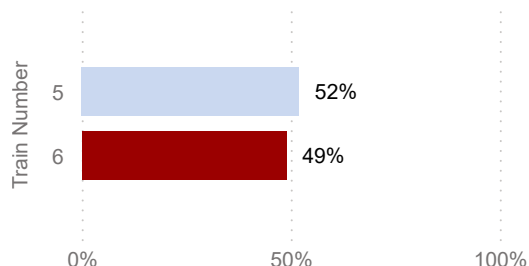
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	15,941
FTI	Freight train interference	14,801
NOD	Unused recovery time	9,044

## Customer Service Index (CSI)

Overall Service **73%**

Route Map

- 🔴 Route Path ➡
- ⬜ States Served

Station Performance

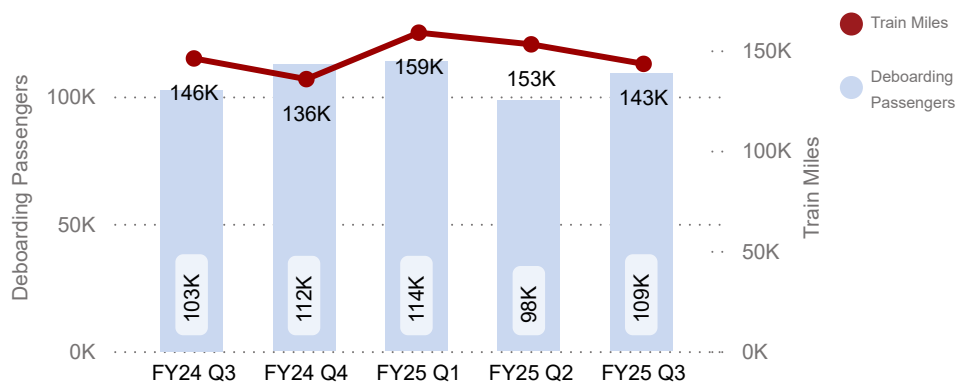**Customer OTP for Top 3 Stations on Route, by Passenger Deboarding**

- 🔵 On-Time
- 🔵 Late

(Station Deboardings, 0K–20K)
- CHI — 56%
- DEN — 52%
- RNO — 61%
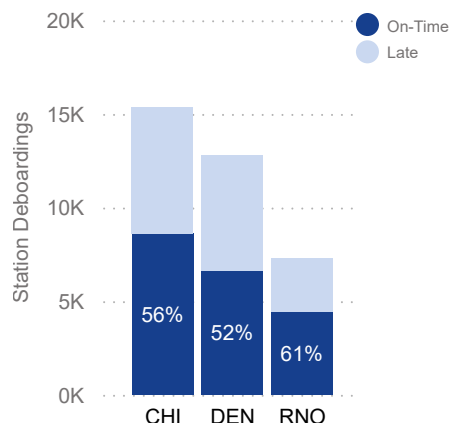
Route Stops

- CHI - Chicago (Union Station), IL
- NPV - Naperville, IL
- PCT - Princeton, IL
- GBB - Galesburg, IL
- BRL - Burlington, IA
- MTP - Mount Pleasant, IA
- OTM - Ottumwa, IA
- OSC - Osceola, IA
- CRN - Creston, IA
- OMA - Omaha, NE
- LNK - Lincoln, NE
- HAS - Hastings, NE
- HLD - Holdrege, NE
- MCK - McCook, NE
- FMG - Fort Morgan, CO
- DEN - Denver (Union Station), CO
- WIP - Winter Park/Fraser, CO
- GRA - Granby, CO
- GSC - Glenwood Springs, CO
- GJT - Grand Junction, CO
- GRI - Green River, UT
- HER - Helper, UT
- PRO - Provo, UT
- SLC - Salt Lake City, UT
- ELK - Elko, NV
- WNN - Winnemucca, NV
- RNO - Reno, NV
- TRU - Truckee, CA
- COX - Colfax, CA
- RSV - Roseville, CA
- SAC - Sacramento, CA
- DAV - Davis, CA
- MTZ - Martinez, CA
- RIC - Richmond, CA
- EMY - Emeryville, CA

Trends

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

(Delay Minutes per 10K Train Miles, left axis 0–2,000; Customer OTP, right axis 0%–100%)

Period	Customer OTP
FY24 Q3	50%
FY24 Q4	45%
FY25 Q1	67%
FY25 Q2	59%
FY25 Q3	50%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

Period	Deboarding Passengers	Train Miles
FY24 Q3	437K	84K
FY24 Q4	445K	87K
FY25 Q1	446K	88K
FY25 Q2	426K	84K
FY25 Q3	441K	91K

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration

Cardinal

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **45%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

Train Number	
51	57%
50	28%
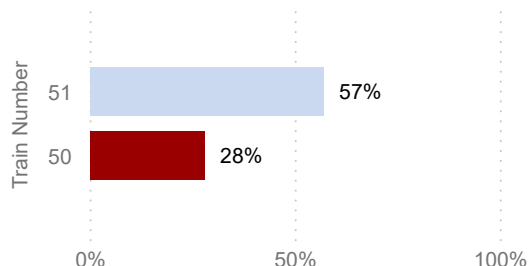
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	3,634
DSR	Slow order delays	2,363
NOD	Unused recovery time	2,162

Customer Service Index (CSI)

Overall Service **70%**

Trends

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	55%	55%	53%	51%	45%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- ⬜ Deboarding Passengers

|	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	90K	90K	91K	84K	89K
Deboarding Passengers	24K	24K	29K	21K	24K

Route Map

- 🔴 Route Path
- ⬜ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- ⬜ Late

Station	On-Time %
CHI	56%
WAS	53%
CVS	31%
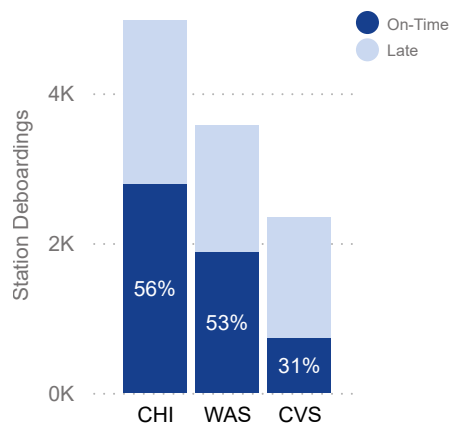
Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- MSS - Manassas, VA
- CLP - Culpeper, VA
- CVS - Charlottesville, VA
- STA - Staunton, VA
- CLF - Clifton Forge, VA
- WSS - White Sulphur Springs, WV
- ALD - Alderson, WV
- HIN - Hinton, WV
- PRC - Prince, WV
- THN - Thurmond, WV
- MNG - Montgomery, WV
- CHW - Charleston, WV
- HUN - Huntington, WV
- AKY - Ashland, KY
- SPM - South Shore, KY - Portsmouth, OH
- MAY - Maysville, KY
- CIN - Cincinnati (Union Terminal), OH
- COI - Connersville, IN
- IND - Indianapolis, IN
- CRF - Crawfordsville, IN
- LAF - Lafayette, IN
- REN - Rensselaer, IN
- DYE - Dyer, IN
- CHI - Chicago (Union Station), IL
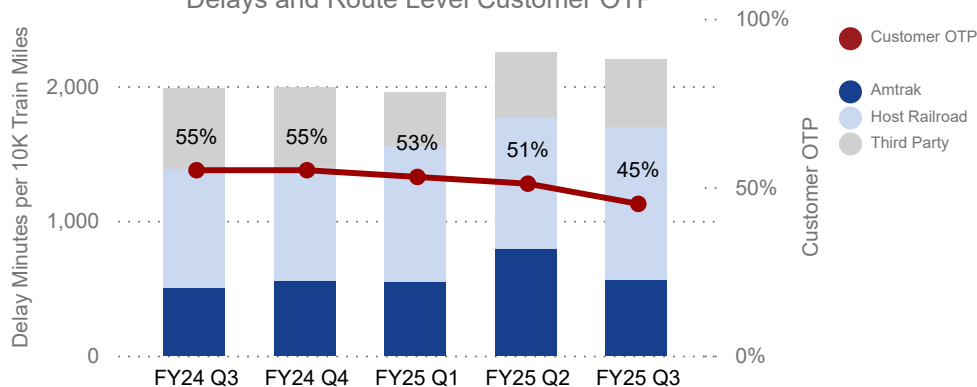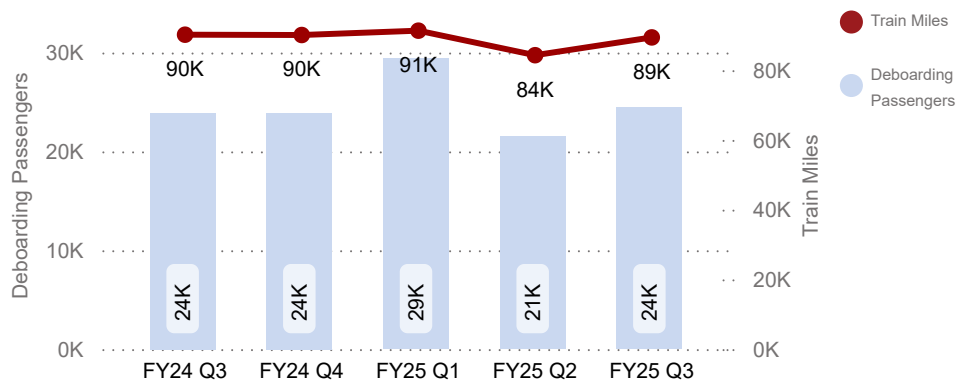
Additional Notes

The Cardinal runs three times per week in each direction.

U.S. Department of Transportation
Federal Railroad Administration

Long Distance

City of New Orleans

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **64%**

Train Level Customer OTP

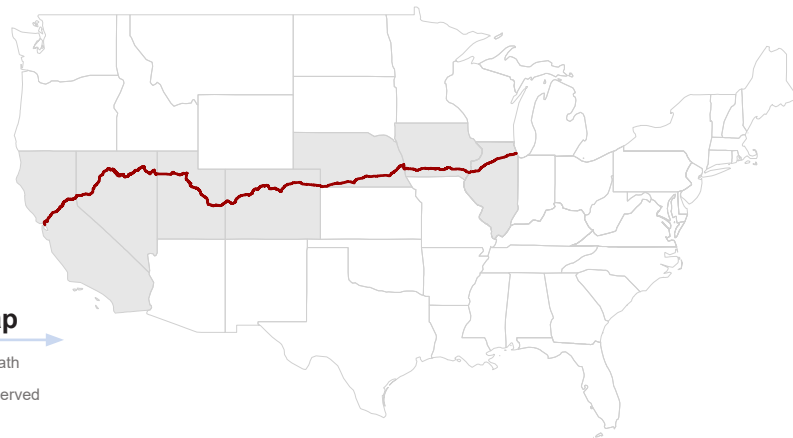- ● Below 50% ● From 50 to 79% ● 80% and Greater

Train Number
- 59 — 71%
- 58 — 56%

0% 50% 100%
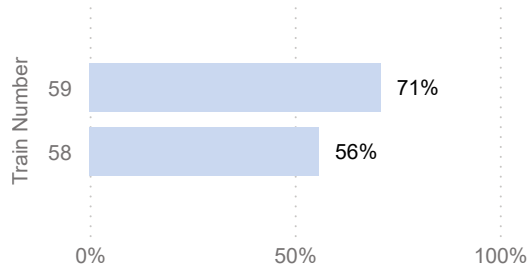
Delays

Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	6,043
FTI	Freight train interference	5,072
NOD	Unused recovery time	3,941

Customer Service Index (CSI)
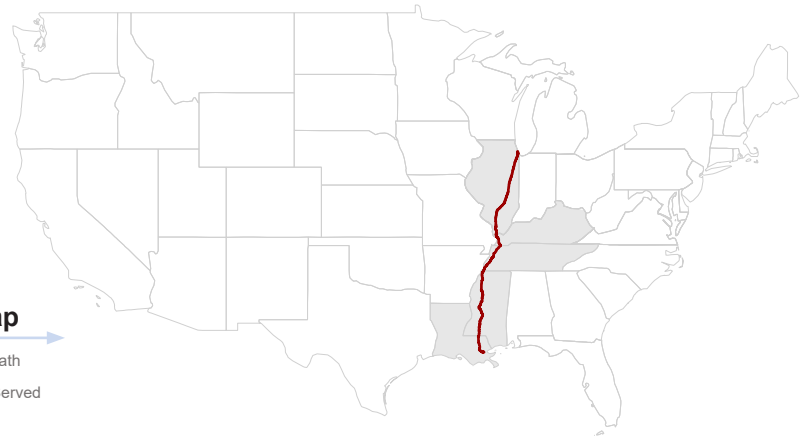
Overall Service **77%**

## Route Map

— Route Path
▭ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time ● Late

- CHI 69%
- NOL 81%
- MEM 62%
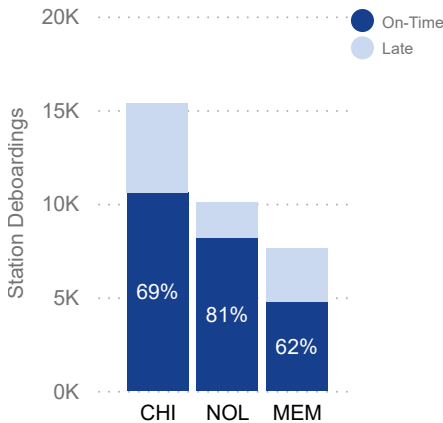
Route Stops

- CHI - Chicago (Union Station), IL
- HMW - Homewood, IL
- KKI - Kankakee, IL
- CHM - Champaign-Urbana, IL
- MAT - Mattoon, IL
- EFG - Effingham, IL
- CEN - Centralia, IL
- CDL - Carbondale, IL
- FTN - Fulton, KY
- NBN - Newbern-Dyersburg, TN
- MEM - Memphis, TN
- MKS - Marks, MS
- GWD - Greenwood, MS
- YAZ - Yazoo City, MS
- JAN - Jackson, MS
- HAZ - Hazlehurst, MS
- BRH - Brookhaven, MS
- MCB - McComb, MS
- HMD - Hammond, LA
- NOL - New Orleans, LA

Trends

Delays and Route Level Customer OTP

● Customer OTP ● Amtrak ● Host Railroad ● Third Party

- FY24 Q3 77%
- FY24 Q4 80%
- FY25 Q1 81%
- FY25 Q2 68%
- FY25 Q3 64%

Passenger Deboardings vs. Train Miles

● Train Miles ● Deboarding Passengers

Quarter	Train Miles	Deboarding
FY24 Q3	170K	64K
FY24 Q4	162K	60K
FY25 Q1	172K	67K
FY25 Q2	157K	52K
FY25 Q3	151K	57K

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration

Page 50
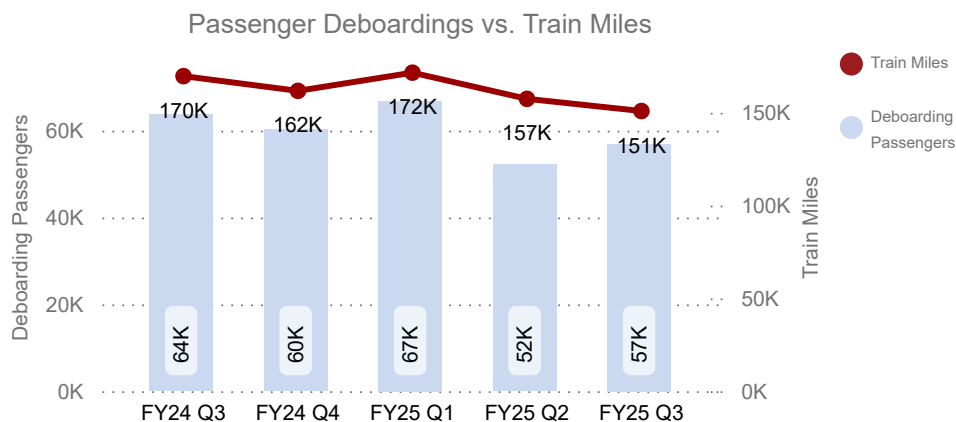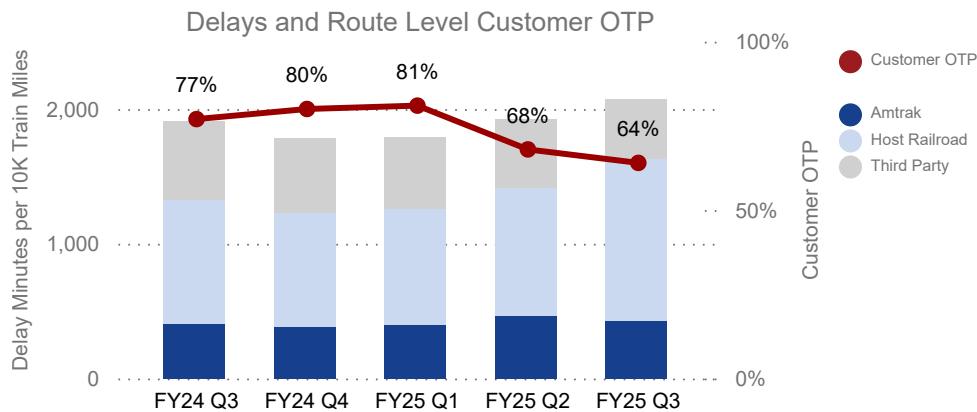
Coast Starlight

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **64%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

Train Number
- 11: 72%
- 14: 55%

(0% — 50% — 100%)

Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	8,973
DSR	Slow order delays	8,067
NOD	Unused recovery time	7,940

Customer Service Index (CSI)

Overall Service **74%**

Route Map

- ── Route Path
- ▭ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

Station Deboardings:
- SEA: 58%
- PDX: 73%
- LAX: 78%
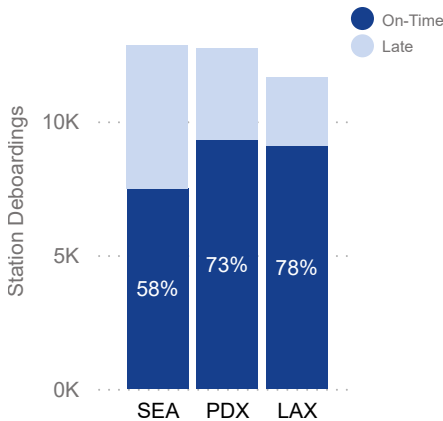
Route Stops

- SEA - Seattle (King Street Station), WA
- TAC - Tacoma, WA
- OLW - Olympia-Lacey, WA
- CTL - Centralia, WA
- KEL - Kelso-Longview, WA
- VAN - Vancouver, WA
- PDX - Portland (Union Station), OR
- SLM - Salem, Oregon
- ALY - Albany, Oregon
- EUG - Eugene, Oregon
- CMO - Chemult, Oregon
- KFS - Klamath Falls, Oregon
- DUN - Dunsmuir, CA
- RDD - Redding, CA
- CIC - Chico, CA
- SAC - Sacramento, CA
- DAV - Davis, CA
- MTZ - Martinez, CA
- EMY - Emeryville, CA
- OKJ - Oakland (Jack London Square), CA
- SJC - San Jose, CA
- SNS - Salinas, CA
- PRB - Paso Robles, CA
- SLO - San Luis Obispo, CA
- SBA - Santa Barbara, CA
- OXN - Oxnard, CA
- SIM - Simi Valley, CA
- VNC - Van Nuys, CA
- BUR - Burbank (Airport), CA
- LAX - Los Angeles (Union Station), CA

Trends

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

Customer OTP by quarter:
- FY24 Q3: 60%
- FY24 Q4: 50%
- FY25 Q1: 48%
- FY25 Q2: 62%
- FY25 Q3: 64%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	252K	251K	244K	241K	250K
Deboarding Passengers	93K	93K	103K	86K	98K

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration
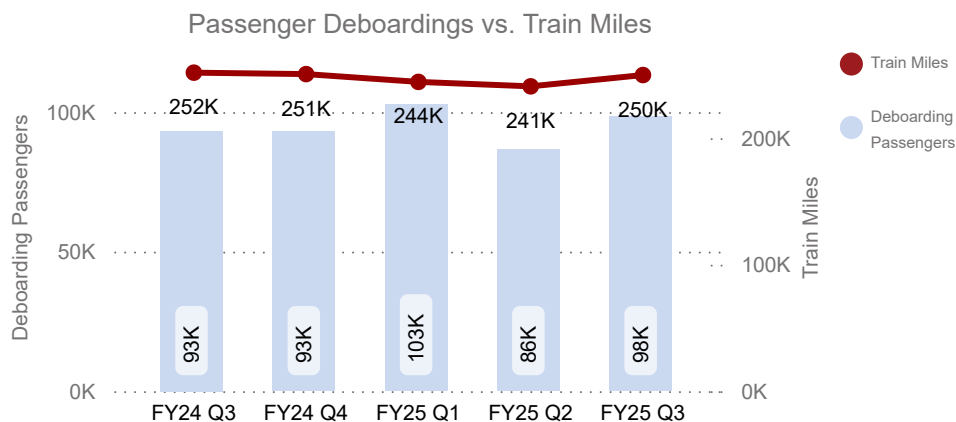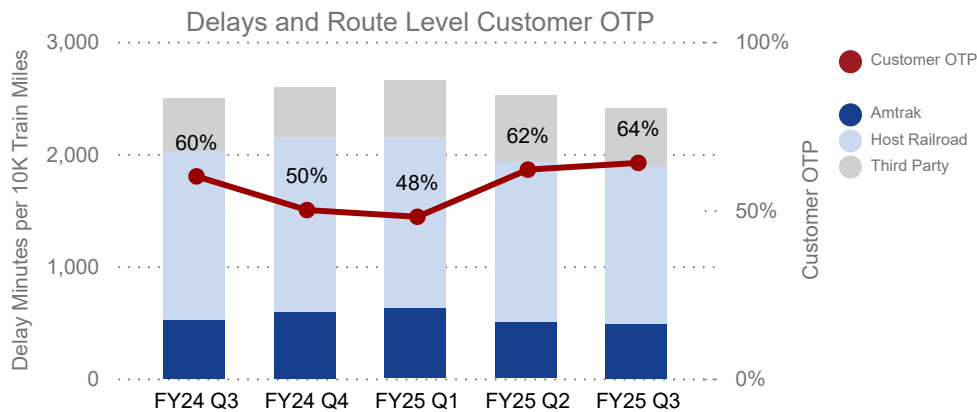
Crescent

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **70%**

Train Level Customer OTP

● Below 50%　　● From 50 to 79%　　● 80% and Greater

Train Number	
19	70%
20	69%

0%　　50%　　100%
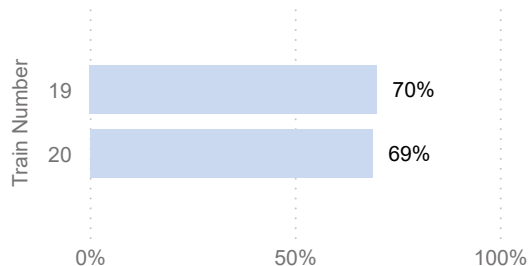
Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	14,045
FTI	Freight train interference	6,576
PTI	Passenger train interference	5,071

Customer Service Index (CSI)

Overall Service **74%**

Trends

Delays and Route Level Customer OTP

● Customer OTP
● Amtrak
● Host Railroad
● Third Party

FY24 Q3: 45%
FY24 Q4: 58%
FY25 Q1: 80%
FY25 Q2: 75%
FY25 Q3: 70%

Passenger Deboardings vs. Train Miles

● Train Miles
● Deboarding Passengers

Quarter	Deboarding Passengers	Train Miles
FY24 Q3	248K	80K
FY24 Q4	241K	72K
FY25 Q1	250K	83K
FY25 Q2	217K	68K
FY25 Q3	251K	82K

Route Map

— Route Path　→
▨ States Served

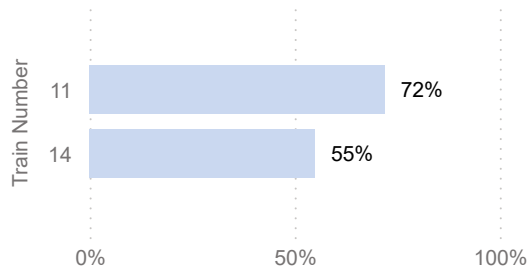## Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time　● Late

Station	OTP
ATL	80%
WAS	75%
NYP	68%
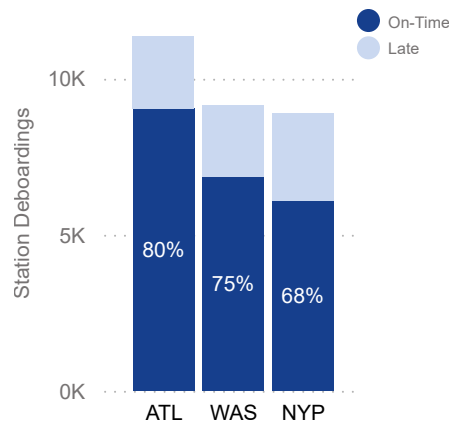
Route Stops

○ NYP - NY Moynihan Train Hall at Penn Station, NY
○ NWK - Newark (Penn Station), NJ
○ MET - Metropark (Iselin), NJ
○ NBK - New Brunswick, NJ
○ PJC - Princeton Junction
○ TRE - Trenton, NJ
○ PHL - Philadelphia (30th St Station), PA
○ WIL - Wilmington, DE
○ BAL - Baltimore (Penn Station), MD
○ BWI - BWI Thurgood Marshall Airport Station, MD
○ WAS - Washington, DC
○ ALX - Alexandria, VA
○ MSS - Manassas, VA
○ CLP - Culpeper, VA
○ CVS - Charlottesville, VA
○ LYH - Lynchburg, VA
○ DAN - Danville, VA
○ GRO - Greensboro, NC
○ HPT - High Point, NC
○ SAL - Salisbury, NC
○ CLT - Charlotte, NC
○ GAS - Gastonia, NC
○ SPB - Spartanburg, SC
○ GRV - Greenville, SC
○ CSN - Clemson, SC
○ TCA - Toccoa, GA
○ GNS - Gainesville, GA
○ ATL - Atlanta, GA
○ ATN - Anniston, AL
○ BHM - Birmingham, AL
○ TCL - Tuscaloosa, AL
○ MEI - Meridian, MS
○ LAU - Laurel, MS
○ HBG - Hattiesburg, MS
○ PIC - Picayune, MS
○ SDL - Slidell, LA
○ NOL - New Orleans, LA

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration
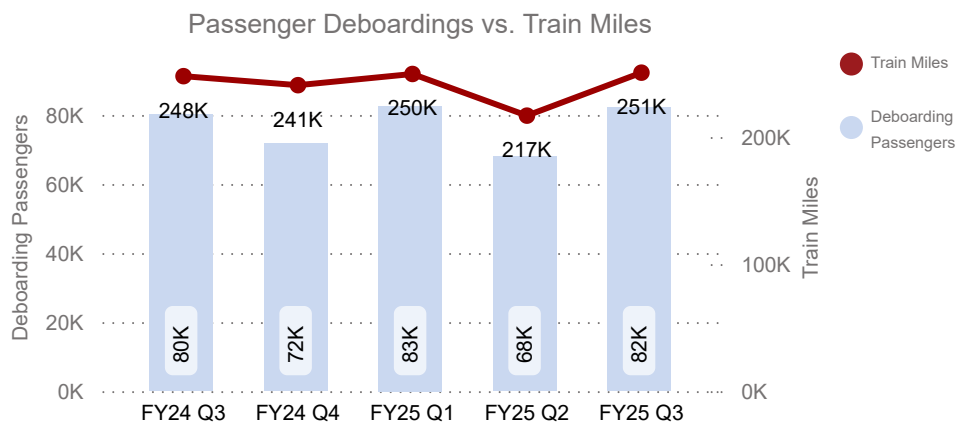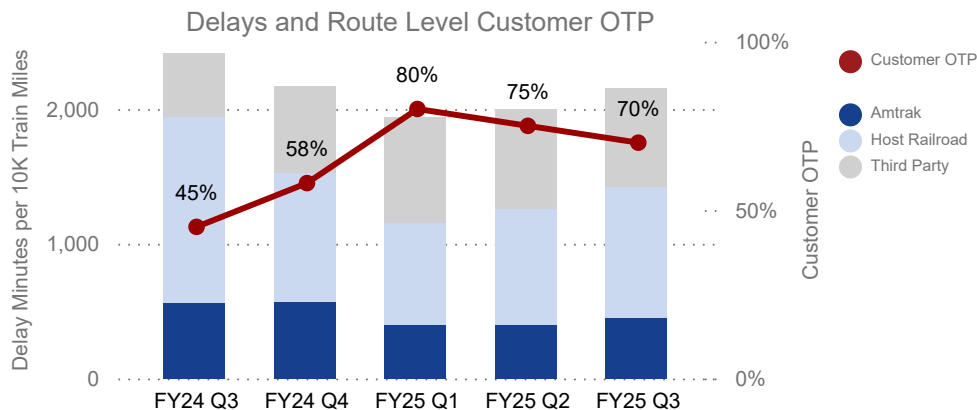
Empire Builder

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **56%**

Train Level Customer OTP
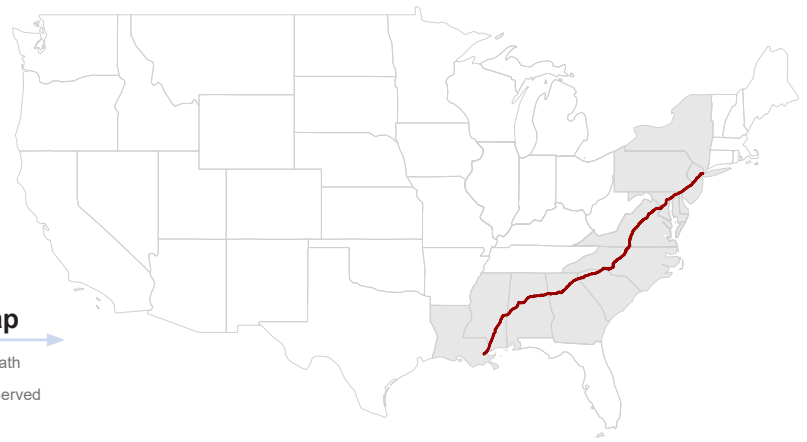
- ● Below 50%
- ● From 50 to 79%
- ● 80% and Greater

Train Number	OTP
27	66%
7	66%
28	57%
8	45%

(0% – 100% scale)
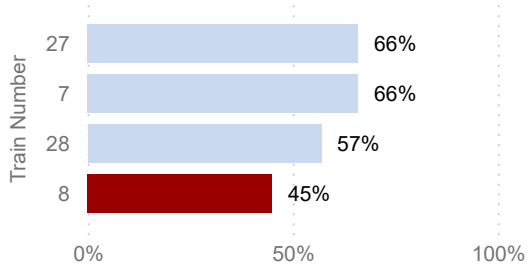
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	18,249
NOD	Unused recovery time	12,222
DSR	Slow order delays	10,806

Customer Service Index (CSI)

Overall Service **72%**

Route Map

- — Route Path
- ▭ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time
- ● Late

Station	OTP
CHI	35%
MSP	55%
SEA	84%

Trends

Delays and Route Level Customer OTP

- ● Customer OTP
- ● Amtrak
- ● Host Railroad
- ● Third Party

Quarter	Customer OTP
FY24 Q3	52%
FY24 Q4	46%
FY25 Q1	63%
FY25 Q2	50%
FY25 Q3	56%

Passenger Deboardings vs. Train Miles

- ● Train Miles
- ● Deboarding Passengers

Quarter	Train Miles	Deboarding Passengers
FY24 Q3	469K	97K
FY24 Q4	469K	110K
FY25 Q1	472K	96K
FY25 Q2	403K	70K
FY25 Q3	470K	90K
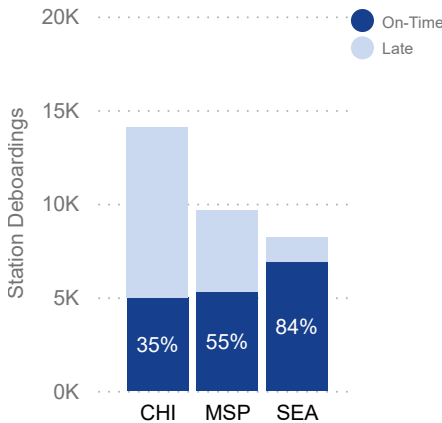
Route Stops

- CHI - Chicago (Union Station), IL
- GLN - Glenview, IL
- MKE - Milwaukee, WI
- CBS - Columbus, WI
- POG - Portage, WI
- WDL - WI Dells, WI
- TOH - Tomah, WI
- LSE - La Crosse, WI
- WIN - Winona, MN
- RDW - Red Wing, MN
- MSP - St. Paul-Minneapolis, MN
- SCD - St. Cloud, MN
- SPL - Staples, MN
- DLK - Detroit Lakes, MN
- FAR - Fargo, ND
- GFK - Grand Forks, ND
- DVL - Devils Lake, ND
- RUG - Rugby, ND
- MOT - Minot, ND
- STN - Stanley, ND
- WTN - Williston, ND
- WPT - Wolf Point, MT
- GGW - Glasgow, MT
- MAL - Malta, MT
- HAV - Havre, MT
- SBY - Shelby, MT
- CUT - Cut Bank, MT
- BRO - Browning, MT
- GPK - East Glacier Park, MT
- ESM - Essex, MT
- WGL - West Glacier, MT
- WFH - Whitefish, MT
- LIB - Libby, MT
- SPT - Sandpoint, ID
- SPK - Spokane, WA
- EPH - Ephrata, WA
- WEN - Wenatchee, WA
- LWA - Leavenworth, WA
- EVR - Everett, WA
- EDM - Edmonds, WA
- SEA - Seattle (King Street Station), WA
- PSC - Pasco, WA
- WIH - Wishram, WA
- BNG - B-W Salmon, WA
- VAN - Vancouver, WA
- PDX - Portland, OR

Additional Notes
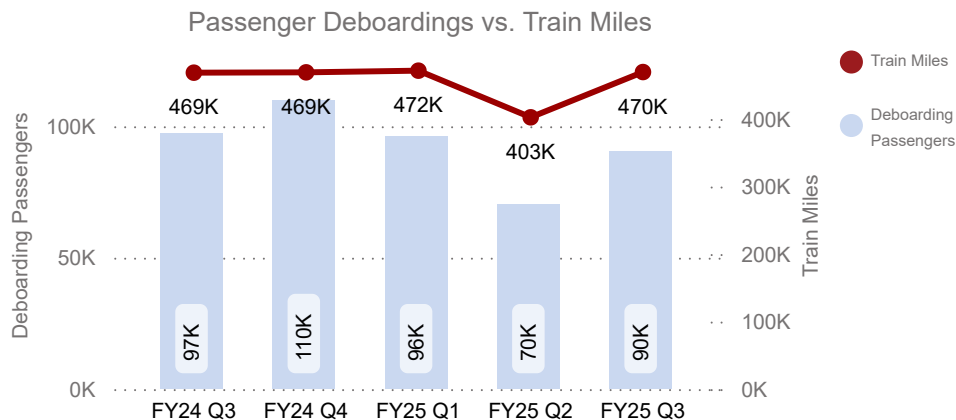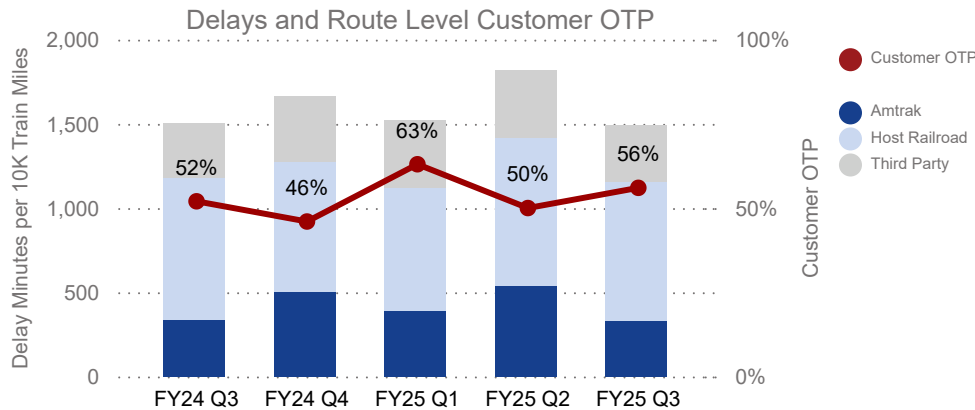
Floridian

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **16%**

Train Level Customer OTP
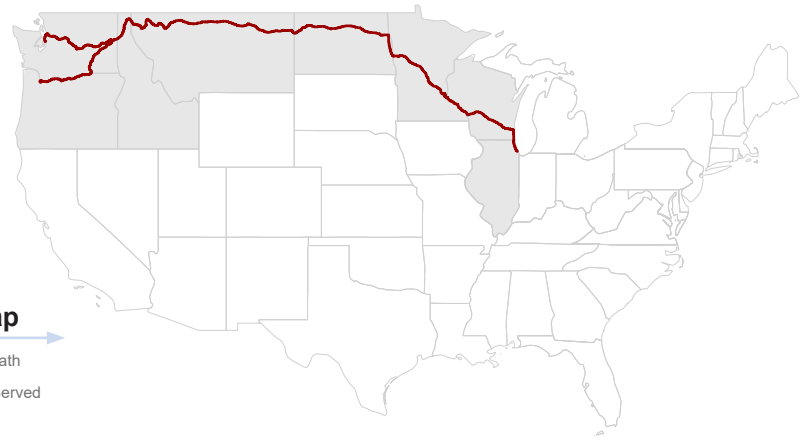
- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

Train Number	
41	21%
40	10%

(0% — 50% — 100%)
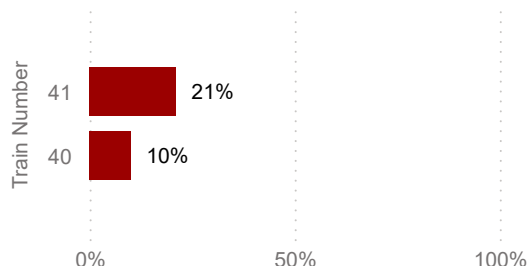
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	12,017
WTR	Weather-related	11,906
DSR	Slow order delays	7,129

Customer Service Index (CSI)

Overall Service **64%**

Trends

Delays and Route Level Customer OTP

Delay Minutes per 10K Train Miles

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

FY25 Q1: 36%
FY25 Q2: 33%
FY25 Q3: 16%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- ⬜ Deboarding Passengers

	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	213K	365K	362K
Deboarding Passengers	88K	137K	143K

Route Map

- —— Route Path
- ⬜ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

WAS	TPA	CHI
22%	15%	13%
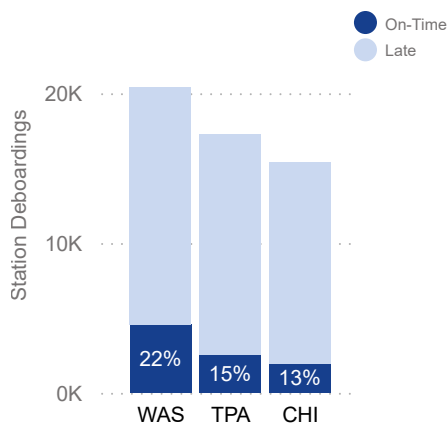
Route Stops

- CHI - Chicago (Union Station), IL
- SOB - South Bend, IN
- EKH - Elkhart, IN
- WTI - Waterloo, IN
- TOL - Toledo, OH
- SKY - Sandusky, OH
- ELY - Elyria, OH
- CLE - Cleveland, OH
- ALC - Alliance, OH
- PGH - Pittsburgh (Union Station), PA
- COV - Connellsville, PA
- CUM - Cumberland, MD
- MRB - Martinsburg, WV
- HFY - Harpers Ferry, WV
- RKV - Rockville, MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- RVR - Richmond (Staples Mill Rd), VA
- PTB - Petersburg, VA
- RMT - Rocky Mount, NC
- RGH - Raleigh, NC
- CYN - Cary, NC
- SOP - Southern Pines, NC
- HAM - Hamlet, NC
- CAM - Camden, SC
- CLB - Columbia, SC
- DNK - Denmark, SC
- SAV - Savannah, GA
- JAX - Jacksonville, FL
- PAK - Palatka, FL
- DLD - DeLand, FL
- WPK - Winter Park, FL
- ORL - Orlando, FL
- KIS - Kissimmee, FL
- LAK - Lakeland, FL
- TPA - Tampa, FL
- LKL - Lakeland, FL
- WTH - Winter Haven, FL
- SBG - Sebring, FL
- OKE - Okeechobee, FL
- WPB - West Palm Beach, FL
- DLB - Delray Beach, FL
- DFB - Deerfield Beach, FL
- FTL - Fort Lauderdale, FL
- HOL - Hollywood, FL
- MIA - Miami, FL
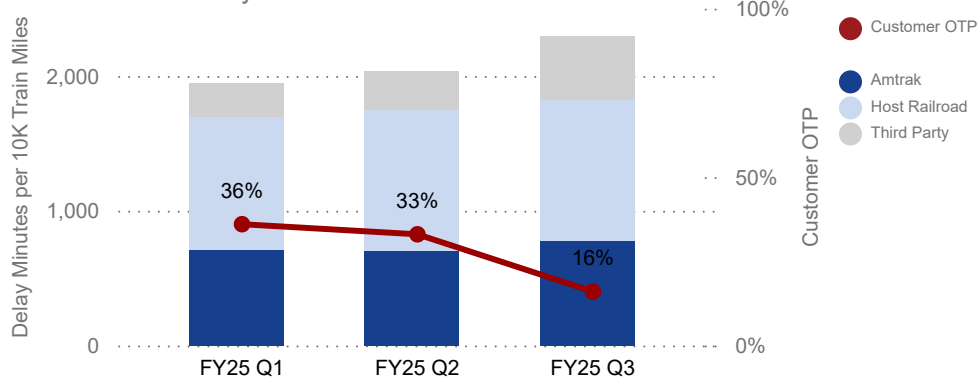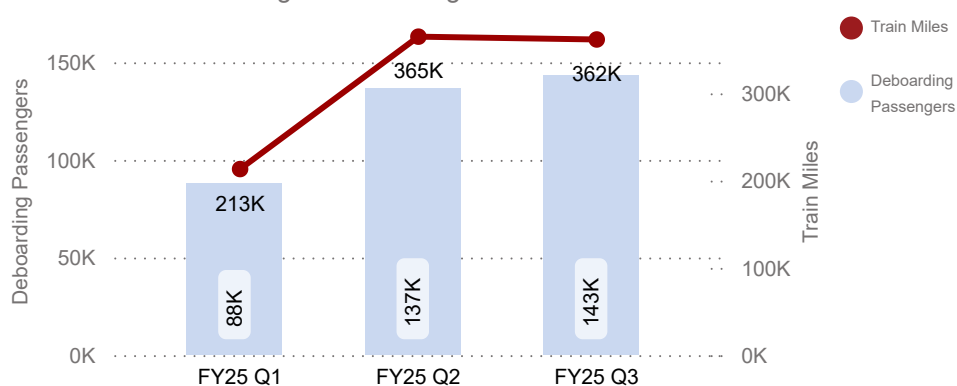
Additional Notes

Lake Shore Limited

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **73%**

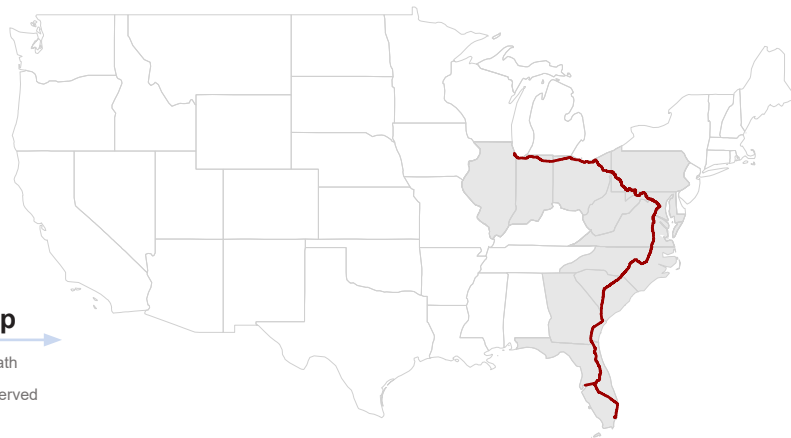Train Level Customer OTP
- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

Train Number	OTP
448	78%
449	74%
49	74%
48	73%
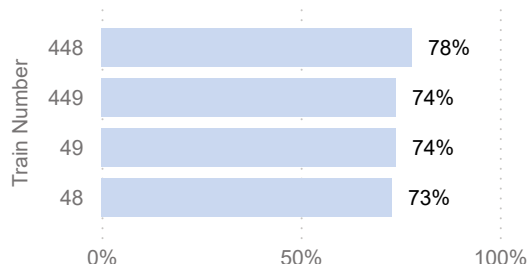
Delays

Top 3 Causes of Delay		Delay Min
NOD	Unused recovery time	7,089
FTI	Freight train interference	6,333
RTE	Routing delays, including late …	2,461

Customer Service Index (CSI)

Overall Service **71%**

## Route Map

- ▬ Route Path
- ▭ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

CHI 77%
NYP 77%
ALB 80%
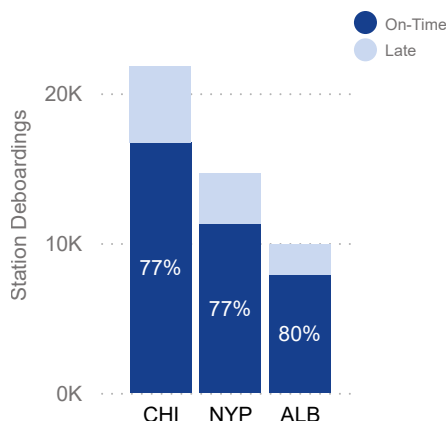
Route Stops

- BOS - Boston (South Station), MA
- BBY - Boston (Back Bay Station), MA
- FRA - Framingham, MA
- WOR - Worcester, MA
- SPG - Springfield, MA
- PIT - Pittsfield, MA

- NYP - NY Moynihan Train Hall at Penn Station, NY
- CRT - Croton-Harmon, NY
- POU - Poughkeepsie, NY
- RHI - Rhinecliff, NY

- ALB - Albany-Rensselaer, NY
- SDY - Schenectady, NY
- UCA - Utica, NY
- SYR - Syracuse, NY
- ROC - Rochester, NY
- BUF - Buffalo-Depew, NY
- ERI - Erie, PA
- CLE - Cleveland, OH
- ELY - Elyria, OH
- SKY - Sandusky, OH
- TOL - Toledo, OH
- BYN - Bryan, OH
- WTI - Waterloo, IN
- EKH - Elkhart, IN
- SOB - South Bend, IN
- CHI - Chicago (Union Station), IL

Trends

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	74%	74%	75%	70%	73%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Deboarding Passengers	212K	206K	206K	207K	191K
Train Miles	100K	98K	98K	83K	92K
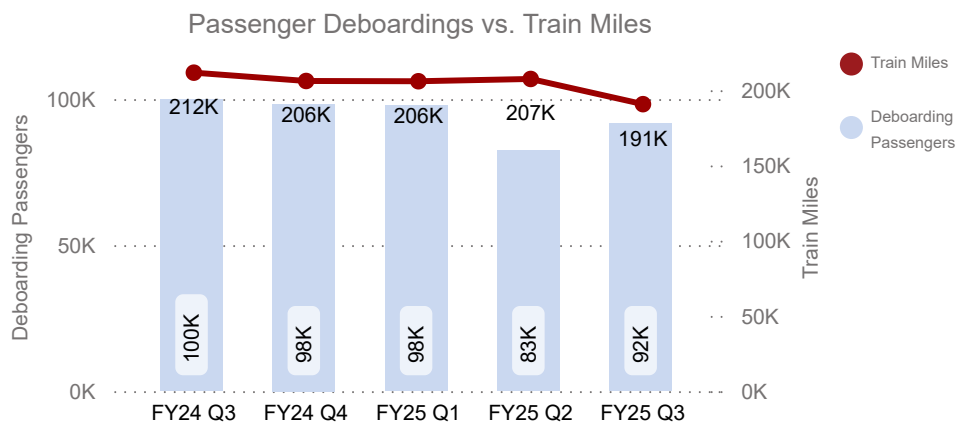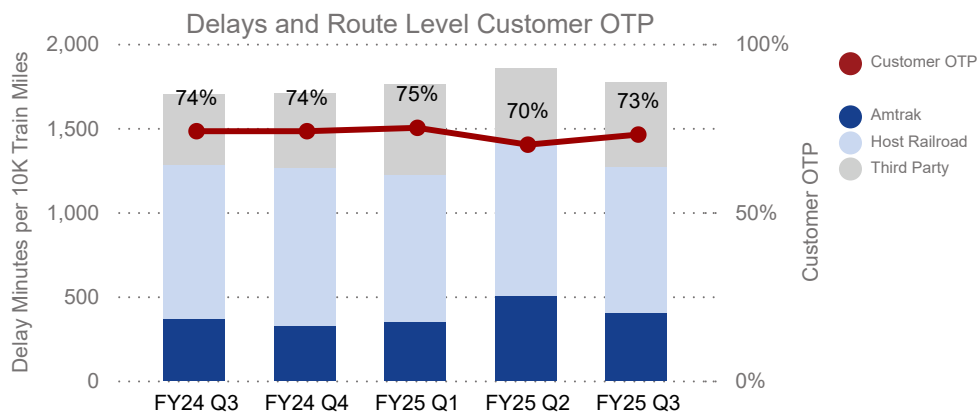
Additional Notes

In June 2025, Lake Shore Limited train service between Albany and Boston was temporarily suspended due to track work to repair a sinkhole; buses replaced trains along this portion of the route.

U.S. Department of Transportation
**Federal Railroad Administration**

Palmetto

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **53%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

Train Number	OTP
89	55%
90	51%
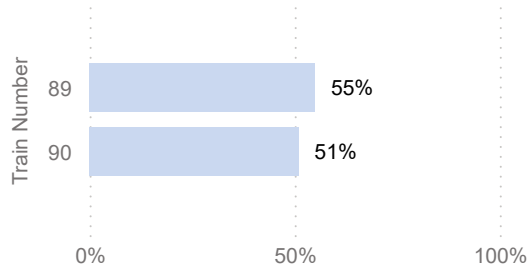
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	4,793
WTR	Weather-related	4,094
PTI	Passenger train interference	3,895

## Customer Service Index (CSI)

Overall Service **74%**

Trends

Route Map

- Route Path
- States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- 🔵 On-Time
- 🔵 Late

WAS: 71%
NYP: 55%
PHL: 65%

Delays and Route Level Customer OTP

- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	52%	53%	62%	73%	53%

Passenger Deboardings vs. Train Miles

- 🔴 Train Miles
- 🔵 Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	153K	144K	154K	133K	150K
Deboarding Passengers	90K	86K	101K	76K	93K

Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- MET - Metropark (Iselin), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- BWI - BWI Thurgood Marshall Airport Station, MD
- NCR - New Carrollton, MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- RVR - Richmond (Staples Mill Rd), VA
- PTB - Petersburg, VA
- RMT - Rocky Mount, NC
- WLN - Wilson, NC
- SSM - Selma, NC
- FAY - Fayetteville, NC
- DIL - Dillon, SC
- FLO - Florence, SC
- KTR - Kingstree, SC
- CHS - Charleston, SC
- YEM - Yemassee, SC
- SAV - Savannah, GA
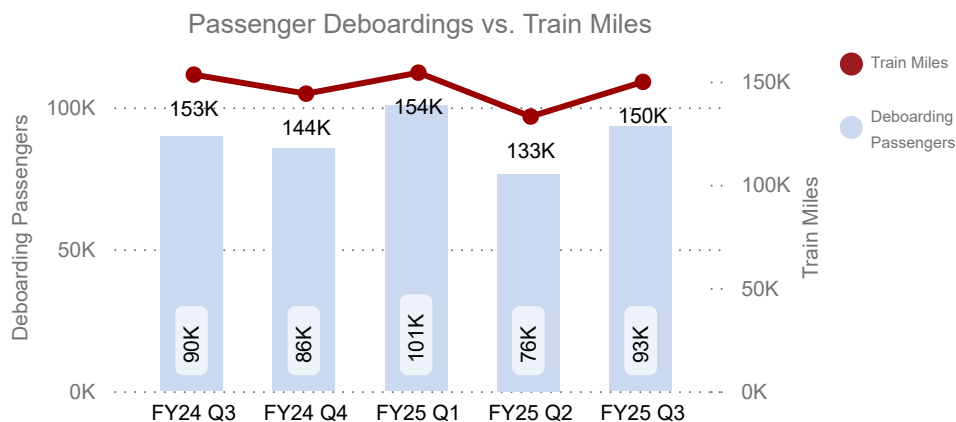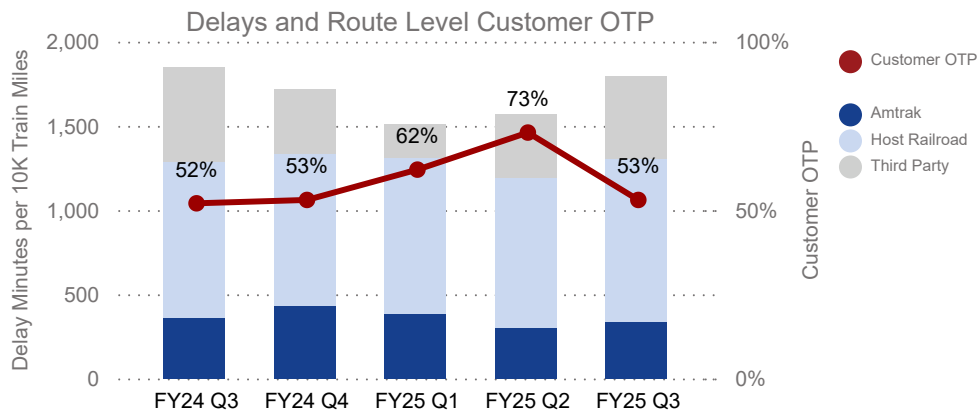
Additional Notes

Silver Meteor

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **41%**

Train Level Customer OTP

- Below 50%
- From 50 to 79%
- 80% and Greater

Train Number

97	51%
98	29%

0% 50% 100%
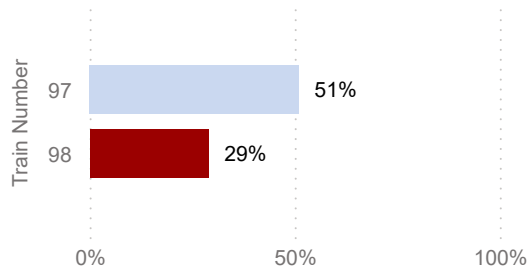
Delays

Top 3 Causes of Delay — **Delay Min**

PTI	Passenger train interference	6,056
FTI	Freight train interference	5,896
WTR	Weather-related	4,600

Customer Service Index (CSI)

Overall Service **69%**

Trends

Delays and Route Level Customer OTP

- Customer OTP
- Amtrak
- Host Railroad
- Third Party

27% (FY24 Q3), 37% (FY24 Q4), 52% (FY25 Q1), 53% (FY25 Q2), 41% (FY25 Q3)

Passenger Deboardings vs. Train Miles

- Train Miles
- Deboarding Passengers

254K, 247K, 249K, 251K, 254K (Train Miles)
77K, 76K, 84K, 80K, 86K (Deboarding Passengers)
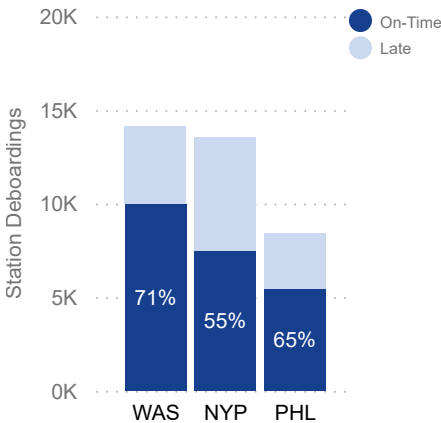
FY24 Q3, FY24 Q4, FY25 Q1, FY25 Q2, FY25 Q3

Route Map

- Route Path
- States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- On-Time
- Late

ORL	NYP	JAX
57%	21%	36%
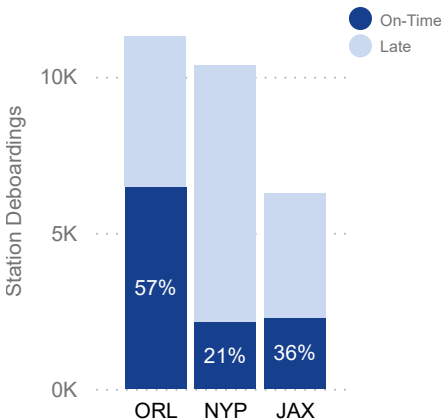
Route Stops

- NYP - NY Moynihan Train Hall at Penn Station, NY
- NWK - Newark (Penn Station), NJ
- TRE - Trenton, NJ
- PHL - Philadelphia (30th St Station), PA
- WIL - Wilmington, DE
- BAL - Baltimore (Penn Station), MD
- WAS - Washington, DC
- ALX - Alexandria, VA
- FBG - Fredericksburg, VA
- RVR - Richmond (Staples Mill Rd), VA
- PTB - Petersburg, VA
- RMT - Rocky Mount, NC
- FAY - Fayetteville, NC
- FLO - Florence, SC
- KTR - Kingstree, SC
- CHS - Charleston, SC
- YEM - Yemassee, SC
- SAV - Savannah, GA
- JSP - Jesup, GA
- JAX - Jacksonville, FL
- PAK - Palatka, FL
- DLD - DeLand, FL
- WPK - Winter Park, FL
- ORL - Orlando, FL
- KIS - Kissimmee, FL
- WTH - Winter Haven, FL
- SBG - Sebring, FL
- WPB - West Palm Beach, FL
- DLB - Delray Beach, FL
- DFB - Deerfield Beach, FL
- FTL - Fort Lauderdale, FL
- HOL - Hollywood, FL
- MIA - Miami, FL

Additional Notes

U.S. Department of Transportation
Federal Railroad Administration
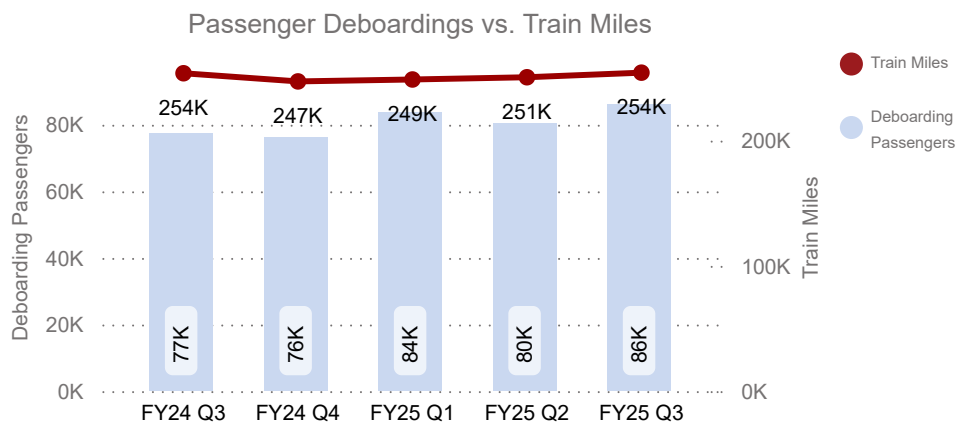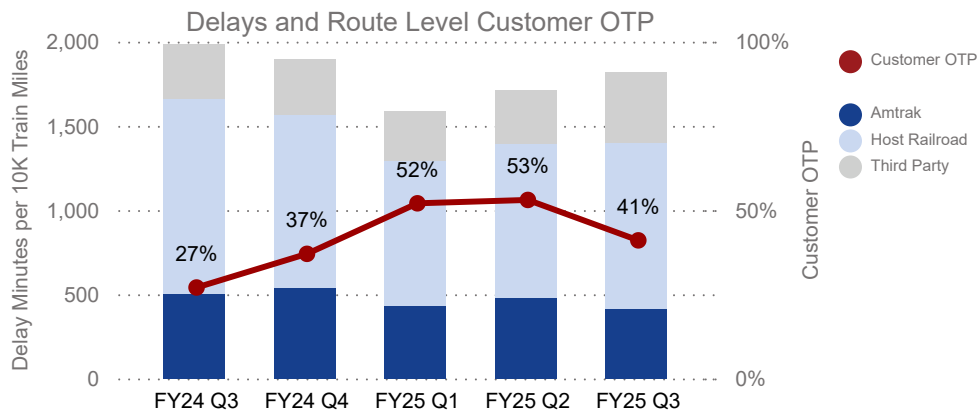
Southwest Chief

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP   **38%**

Train Level Customer OTP

● Below 50% ● From 50 to 79% ● 80% and Greater

Train Number	
3	39%
4	37%
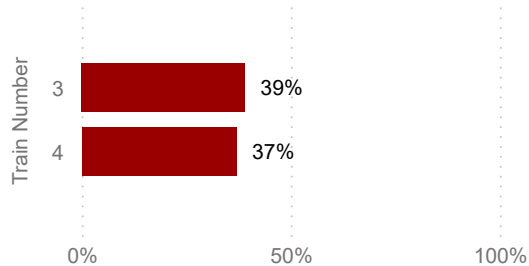
Delays

| Top 3 Causes of Delay		Delay Min
DSR	Slow order delays	12,323
FTI	Freight train interference	9,763
PTI	Passenger train interference	5,438

Customer Service Index (CSI)
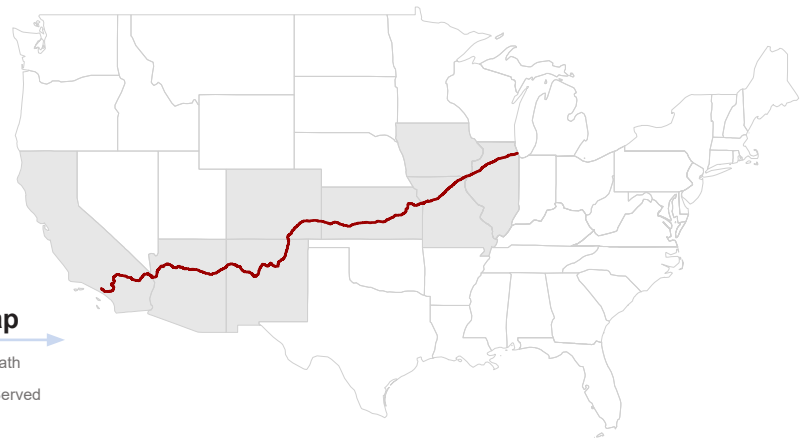
Overall Service   **71%**

Route Map

— Route Path
▭ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

● On-Time ● Late

- CHI: 43%
- LAX: 45%
- KCY: 54%
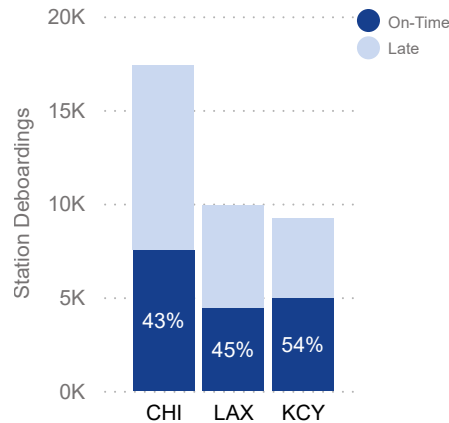
Route Stops

- CHI - Chicago (Union Station), IL
- NPV - Naperville, IL
- MDT - Mendota, IL
- PCT - Princeton, IL
- GBB - Galesburg, IL
- FMD - Fort Madison, IA
- LAP - La Plata, MO
- KCY - KS City (Union Station), MO
- LRC - Lawrence, KS
- TOP - Topeka, KS
- NEW - Newton, KS
- HUT - Hutchinson, KS
- DDG - Dodge City, KS
- GCK - Garden City, KS
- LMR - Lamar, CO
- LAJ - La Junta, CO
- TRI - Trinidad, CO
- RAT - Raton, NM
- LSV - Las Vegas, NM
- LMY - Lamy, NM
- ABQ - Albuquerque, NM
- GLP - Gallup, NM
- WLO - Winslow, AZ
- FLG - Flagstaff, AZ
- KNG - Kingman, AZ
- NDL - Needles, CA
- BAR - Barstow, CA
- VRV - Victorville, CA
- SNB - San Bernardino, CA
- RIV - Riverside (Downtown), CA
- FUL - Fullerton, CA
- LAX - Los Angeles (Union Station), CA

Trends

Delays and Route Level Customer OTP

● Customer OTP
● Amtrak
● Host Railroad
● Third Party

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Customer OTP	29%	27%	40%	42%	38%

Passenger Deboardings vs. Train Miles

● Train Miles
● Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	394K	403K	404K	395K	400K
Deboarding Passengers	65K	70K	74K	62K	79K

Additional Notes

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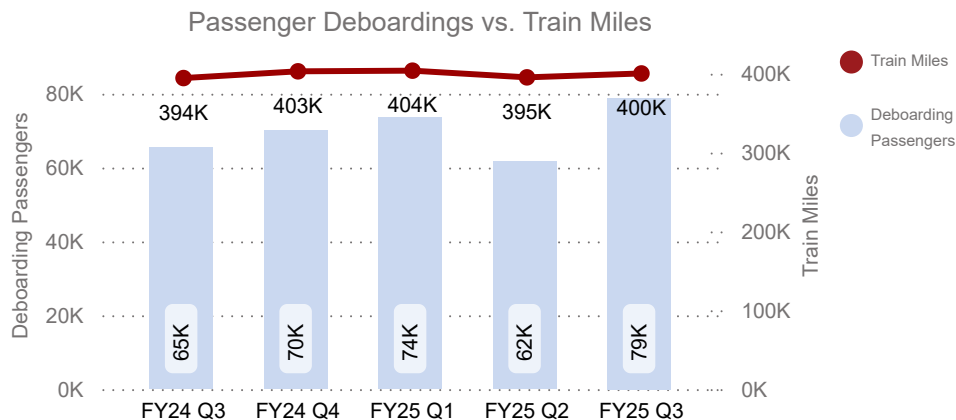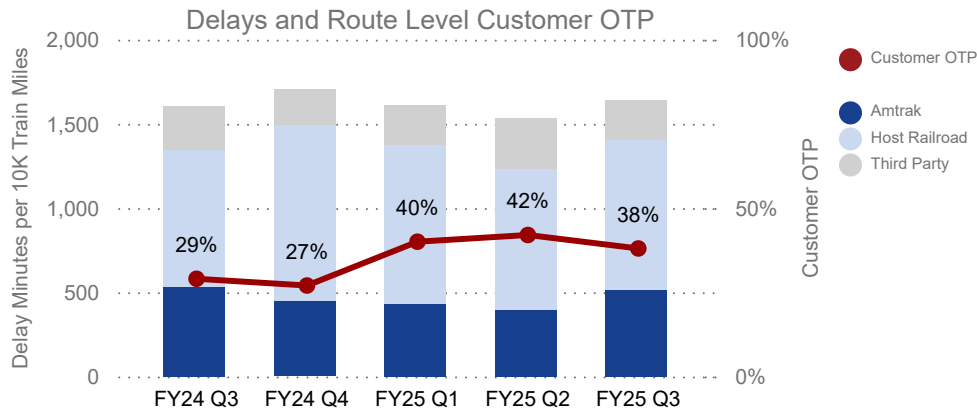
Sunset Limited

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP — **56%**

Train Level Customer OTP

- ● Below 50%
- ● From 50 to 79%
- ● 80% and Greater

Train Number	
1	58%
2	55%

0% 50% 100%
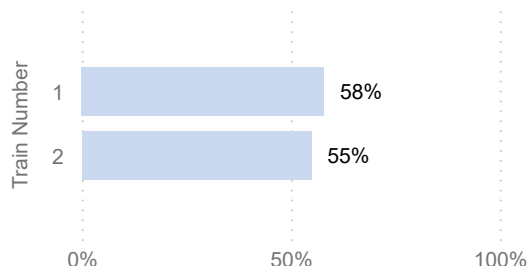
Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	10,707
NOD	Unused recovery time	5,322
DSR	Slow order delays	4,009

Customer Service Index (CSI)
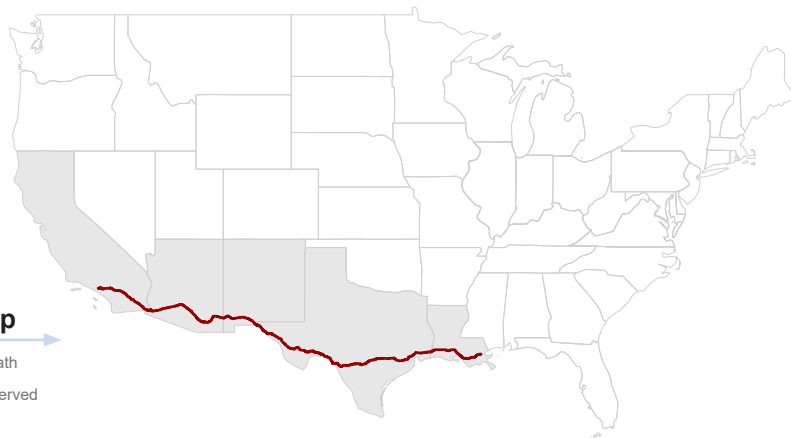
Overall Service — **78%**

Route Map

- — Route Path
- ▢ States Served

Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

- ● On-Time
- ● Late

LAX 69% · TUS 52% · NOL 67%
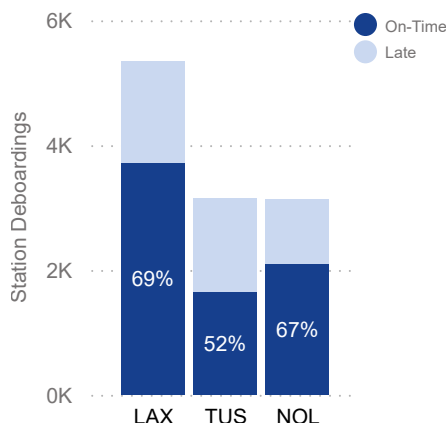
Route Stops

- NOL - New Orleans, LA
- SCH - Schriever, LA
- NIB - New Iberia, LA
- LFT - Lafayette, LA
- LCH - Lake Charles, LA
- BMT - Beaumont, TX
- HOS - Houston, TX
- SAS - San Antonio, TX
- DRT - Del Rio, TX
- SND - Sanderson, TX
- ALP - Alpine, TX
- ELP - El Paso, TX
- DEM - Deming, NM
- LDB - Lordsburg, NM
- BEN - Benson, AZ
- TUS - Tucson, AZ
- MRC - Maricopa, AZ
- YUM - Yuma, AZ
- PSN - Palm Springs, CA
- ONA - Ontario, CA
- POS - Pomona, CA
- LAX - Los Angeles (Union Station), CA

Trends

Delays and Route Level Customer OTP

- ● Customer OTP
- ● Amtrak
- ● Host Railroad
- ● Third Party

FY24 Q3: 48% · FY24 Q4: 61% · FY25 Q1: 69% · FY25 Q2: 59% · FY25 Q3: 56%

Passenger Deboardings vs. Train Miles

- ● Train Miles
- ● Deboarding Passengers

	FY24 Q3	FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3
Train Miles	151K	148K	153K	144K	155K
Deboarding Passengers	21K	19K	27K	24K	26K
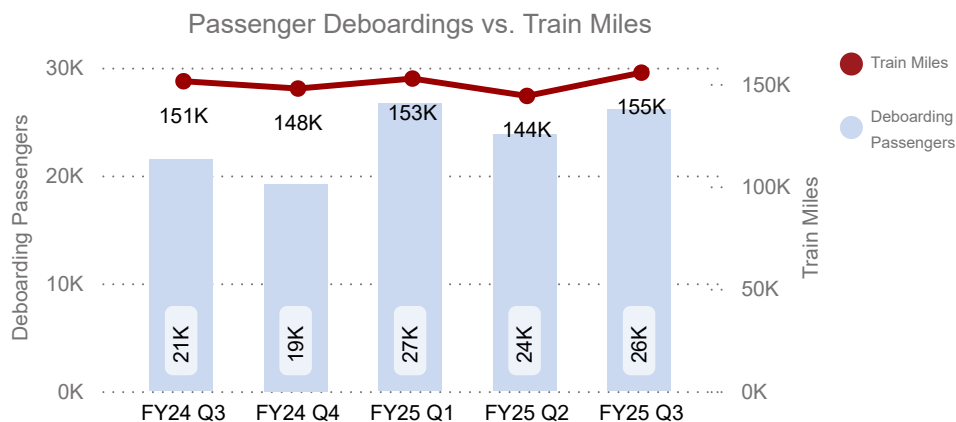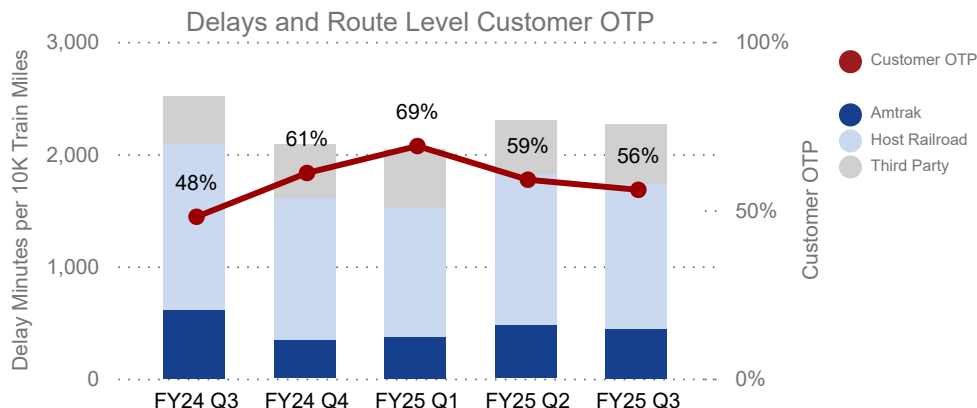
Additional Notes

The Sunset Limited runs three times per week in each direction.

U.S. Department of Transportation
**Federal Railroad Administration**

Texas Eagle

Route Performance Profile – FY 2025 Q3 (Apr. 1, 2025 – Jun. 30, 2025)

Customer On-Time Performance

Route Level Customer OTP **46%**

Train Level Customer OTP

- 🔴 Below 50%
- 🔵 From 50 to 79%
- 🔵 80% and Greater

Train Number:
- 22 — 49%
- 21 — 39%

(0% – 50% – 100%)

Delays

Top 3 Causes of Delay		Delay Min
FTI	Freight train interference	17,256
DSR	Slow order delays	8,326
NOD	Unused recovery time	5,406

Customer Service Index (CSI)

Overall Service **72%**

Trends

Delays and Route Level Customer OTP

Delay Minutes per 10K Train Miles / Customer OTP

- FY24 Q3: 47%
- FY24 Q4: 56%
- FY25 Q1: 50%
- FY25 Q2: 47%
- FY25 Q3: 46%

Legend:
- 🔴 Customer OTP
- 🔵 Amtrak
- 🔵 Host Railroad
- ⬜ Third Party

Passenger Deboardings vs. Train Miles

Deboarding Passengers / Train Miles

- FY24 Q3: 233K (71K)
- FY24 Q4: 239K (79K)
- FY25 Q1: 234K (94K)
- FY25 Q2: 223K (78K)
- FY25 Q3: 219K (85K)

Legend:
- 🔴 Train Miles
- ⬜ Deboarding Passengers

Route Map

- ━ Route Path
- ⬜ States Served

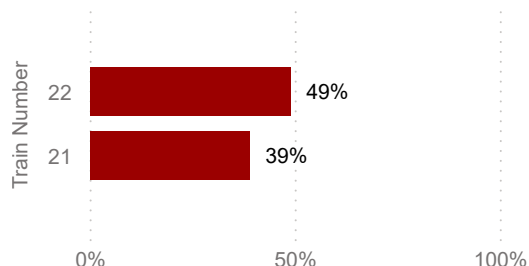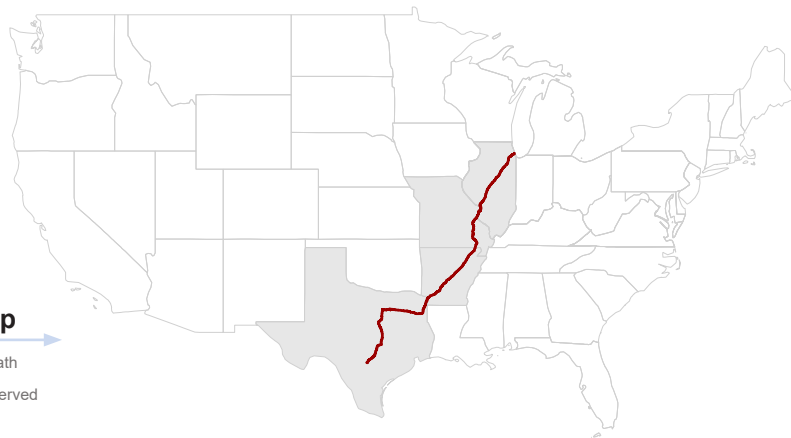## Station Performance

Customer OTP for Top 3 Stations on Route, by Passenger Deboarding

Station Deboardings:
- CHI: 52%
- STL: 50%
- FTW: 51%

Legend:
- 🔵 On-Time
- 🔵 Late
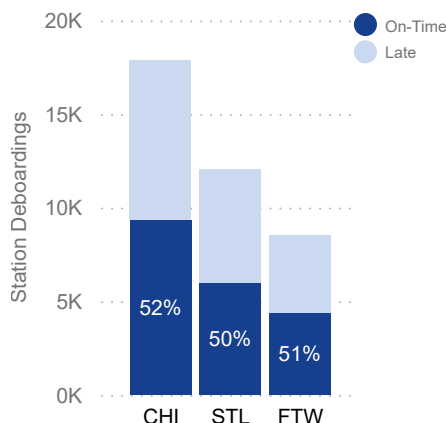
Route Stops

- CHI - Chicago (Union Station), IL
- JOL - Joliet, IL
- PON - Pontiac, IL
- BNL - Bloomington-Normal, IL
- LCN - Lincoln, IL
- SPI - Springfield, IL
- CRV - Carlinville, IL
- ALN - Alton, IL
- STL - St. Louis, MO
- ACD - Arcadia, MO
- PBF - Poplar Bluff, MO
- WNR - Walnut Ridge, AR
- LRK - Little Rock, AR
- MVN - Malvern, AR
- ARK - Arkadelphia, AR
- HOP - Hope, AR
- TXA - Texarkana, AR
- MHL - Marshall, TX
- LVW - Longview, TX
- MIN - Mineola, TX
- DAL - Dallas, TX
- FTW - Fort Worth, TX
- CBR - Cleburne, TX
- MCG - McGregor, TX
- TPL - Temple, TX
- TAY - Taylor, TX
- AUS - Austin, TX
- SMC - San Marcos, TX
- SAS - San Antonio, TX
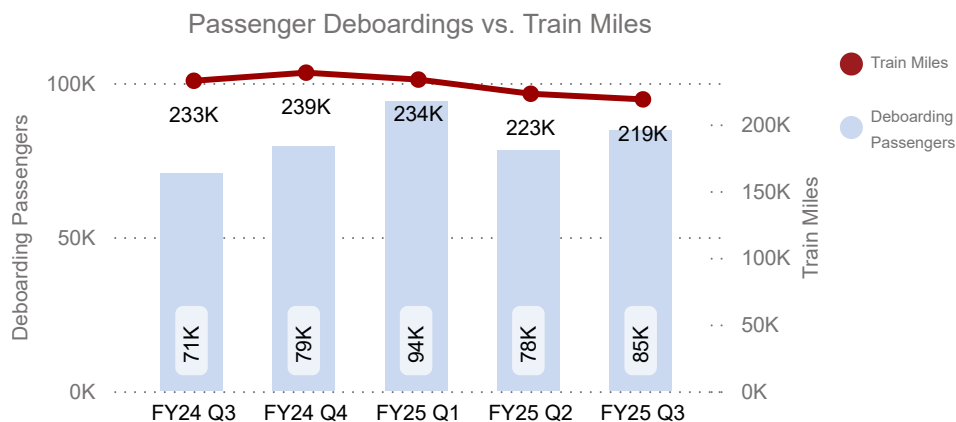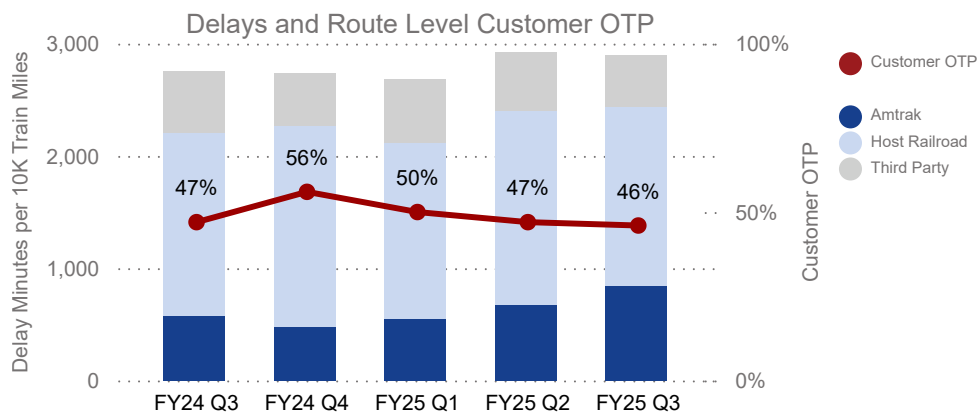
Additional Notes

Data on this page represents Texas Eagle service between Chicago and San Antonio. On days when the Sunset Limited runs, some Texas Eagle cars separate at San Antonio to join the westbound Sunset Limited, and some eastbound Sunset Limited cars separate at San Antonio to join the northbound Texas Eagle.

U.S. Department of Transportation
Federal Railroad Administration

Appendix A. On-Time Performance and Train Delay Metrics

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.

Notes

- The metric was reported monthly through May 2021, after which it is reported annually.

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

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

- *Disputed schedule* means 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.

- Certified Schedules data is available for download at railroads.dot.gov. See Schedule Certification Tables.

Customer On-Time Performance

The Metrics and Minimum Standards for Intercity Passenger Rail Service rule defines OTP as 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. Amtrak uses the 15-minute maximum when calculating OTP for all routes and trains except the Acela. Amtrak uses a 10-minute maximum when calculating OTP for the Acela.

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

Notes

- Customer on-time performance for all schedules, at the route-level and by train, are available for download at railroads.dot.gov. See Customer OTP Metrics.

U.S. Department of Transportation
Federal Railroad Administration

Disputed Train Delays

Notes

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

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

- Disputed Train Delays data is available for download at railroads.dot.gov. See Disputed Delay Minutes Metric.

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).

Notes

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

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

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

- Data is available for download at railroads.dot.gov.

Ridership

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

Notes

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

- Amtrak provided ridership data to Portland Terminal Railroad Company via BNSF Railway.

- Ridership data 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. Amtrak considers Acela passengers who arrive at their detraining station more than 10 minutes behind schedule to be late.

Notes

- Station Performance data is available for download at railroads.dot.gov. See Station Performance Metric.

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.

Notes

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

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

- *Third-party* delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as third-party delays, including bridge strikes, debris strikes, customs, drawbridge openings, police-related delays, trespassers, vehicle strikes, utility company delays, weather-related delays (including heat or cold orders, storms, floods/washouts, earthquake-related delays, slippery rail due to leaves, flash-flood warnings, wayside defect detector actuations caused by ice, and high-wind restrictions), acts of God, or waiting for scheduled departure time. In this quarterly dataset, available for download at railroads.dot.gov, the third-party delays are coded as "Neither."

- Train Delays data is available for download at railroads.dot.gov. See Delay Metrics.

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.

Notes

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

- Train Delays data is available for download at railroads.dot.gov. See Delays per 10K TM Metric.

Appendix B. Customer Service Metrics

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

FRA 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 report can be accessed 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. Scores are not adjusted for Northeast Corridor routes.

Amtrak provides 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).

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.

On-Board 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 on-board 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 on-board 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.

Appendix C. Financial Metrics

Average Ridership

The number of passenger-miles divided by train miles for each route.

Notes

- Financial Metrics data is available for download at railroads.dot.gov.

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.

Notes

- *Avoidable operating costs* means costs incurred by Amtrak to operate train service along a route that would no longer be incurred if the route were no longer operated. For this quarterly report, *avoidable operating expense* is calculated by adding frequency variable & route variable costs.

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

- Financial Metrics data is available for download at railroads.dot.gov.

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.

Notes

- *Adjusted operating expenses* means Amtrak's operating expenses adjusted to exclude certain Amtrak expenses that are not considered core to operating the business. The major exclusions are depreciation, capital project–related expenditures not eligible for capitalization, the non-cash portion of pension and post-retirement benefits, and Amtrak's Office of Inspector General expenses. *Adjusted operating expenses* do not include any operating expenses for State Supported routes that are paid for separately by States.

- *System-wide* (Total Amtrak) includes ancillary and infrastructure expenses not related to train operations. National train service includes expenses from all train operations and routes. Special trains includes expenses related to contracting of Amtrak's equipment crews for private excursion.

- Financial Metrics data is available for download at railroads.dot.gov.

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.

Notes

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

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

- Financial Metrics data is available for download at railroads.dot.gov.

Total Ridership

The total number of passengers on Amtrak trains, reported by route.

Notes

- Financial Metrics data is available for download at railroads.dot.gov.

Appendix D. Amtrak Delay Code Definitions

Table 5. Amtrak Delay Code Definitions

Responsibility	Code	Code Description	Explanation
Amtrak-responsible delays	ADA	Passenger-related	All delays related to disabled passengers, wheelchair lifts, guide dogs, etc.
	CAR	Car failure	Mechanical failure on all types of cars
	CCR	Cab car failure	Mechanical failure on Cab Cars
	CON	Hold for guaranteed connection	Holding for connections from other trains or buses
	CTC	CETC system failure	Failure of the 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
	TCC	Cab car failure	Third Party Contractor Cab Car Failure Delay
	TCR	Car failure	Third Party Contractor Car Failure Delay
	TEN	Locomotive failure	Third Party Contractor Engine Failure Delay
	TIP	Train Interference Planned	Planned time added to the schedule to account for congestion between segments
	UND	Undefined	Delays that are auto-entry 2 minute delay
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

Table 5. Amtrak Delay Code Definitions (Continued)

Responsibility	Code	Code Description	Explanation
Host-responsible delays	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
	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
	TCD	Third party contractor delays	Unplanned Contractor delays that affect service
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