

**Pursuant to Section 207
of the Passenger Rail Investment and Improvement Act
of 2008 (Public Law 110-432, Division B):**

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

**Covering the Quarter Ended March, 2019
(Second Quarter of Fiscal Year 2019)**



**Federal Railroad Administration
United States Department of Transportation**

Published May 2019

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Notes

Note No.	Applies to Tables—	Note
1	1 & 3	Data for tables 1 and 3 will not be available until the avoidable costing methodology for the Amtrak Performance Tracking (APT) System has been completed.
2	All Route-Specific Tables	For Northeast Regional, Empire and Keystone Routes the Financial reports (Table 1-5) and CSI reports (Table 10) assemble data into specific reporting segments rather than a train's origin or destination. On-Time Performance and Delay reports (Table 6-9 & Appendix A-D), Service Interruption reports (Table 11) and Passenger Comment Data reports (Table 12-16) use the physical route structure to assemble data which encompasses the entire train operation from origin through to final destination.
3	On-Time Performance, Train Delays, and Other Service Quality Tables	For the non-financial metrics for which standards exist, numbers shown in red indicate that the established standard was not met.
4	Entire Report	The data in this report is provided by Amtrak and reviewed by FRA.

TABLE 1 (A):
PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE
Including State Revenue (See Note 1 at the beginning of this document)

Service	Current Period	Prior Period	Prior Report
	Apr 17 - Mar 19	Apr 16 - Mar 18	Jan 17 - Dec 18

Acela Express

Acela Express	Not Available	Not Available	Not Available
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Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermonteer	Not Available	Not Available	Not Available

Long-Distance Routes

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

TABLE 1 (B):
PERCENT OF SHORT-TERM AVOIDABLE OPERATING COSTS COVERED BY PASSENGER-RELATED REVENUE
Excluding State Revenue

Service	Current Period	Prior Period	Prior Report
	Apr 17 - Mar 19	Apr 16 - Mar 18	Jan 17 - Dec 18

Acela Express

Acela Express	Not Available	Not Available	Not Available
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Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermonteer	Not Available	Not Available	Not Available

Long-Distance Routes

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

TABLE 2 (A):
PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE
Including State Revenue

Service	Current Period	Prior Period	Prior Report
	Apr 17 - Mar 19	Apr 16 - Mar 18	Jan 17 - Dec 18
<i>Acela Express</i>			
Acela Express	190%	187%	191%
<i>Other NEC Corridor Routes</i>			
Keystone Service	87%	92%	88%
Northeast Regional (Boston - Washington)	141%	140%	142%
Newport News	126%	128%	128%
Lynchburg	142%	142%	145%
Norfolk	113%	112%	115%
Richmond	118%	118%	120%
New Haven - Springfield	82%	67%	82%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	85%	81%	85%
Carolinian	117%	114%	117%
Cascades	85%	85%	86%
Downeaster	86%	81%	84%
Empire Corridor			
Adirondack	90%	87%	88%
Empire Service	88%	94%	91%
Ethan Allen Express	83%	73%	82%
Maple Leaf	71%	67%	71%
Heartland Flyer	86%	91%	85%
Hiawatha	102%	97%	102%
Hoosier State	68%	79%	69%
Illinois			
Carl Sandburg / Illinois Zephyr	105%	99%	104%
Illini / Saluki	104%	94%	103%
Lincoln Service	105%	101%	110%
Michigan			
Blue Water	87%	83%	86%
Pere Marquette	90%	86%	89%
Wolverine	88%	57%	87%
Kansas City - St. Louis	106%	99%	105%
Pacific Surfliner	84%	82%	83%
Pennsylvanian	81%	82%	81%
Piedmont	96%	100%	97%
San Joaquins	86%	83%	86%
Vermonteer	104%	107%	104%
<i>Long-Distance Routes</i>			
Auto Train	87%	89%	88%
California Zephyr	50%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	32%	34%	32%
City of New Orleans	48%	48%	48%
Coast Starlight	49%	48%	49%
Crescent	44%	43%	44%
Empire Builder	52%	50%	53%
Lake Shore Ltd	45%	45%	45%
Palmetto	83%	87%	86%
Silver Meteor	51%	52%	52%
Silver Star	50%	49%	50%
Southwest Chief	45%	45%	45%
Sunset Limited	25%	25%	25%
Texas Eagle	44%	43%	45%

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

TABLE 2 (B):
PERCENTAGE OF FULLY ALLOCATED OPERATING COSTS COVERED BY PASSENGER RELATED REVENUE
Excluding State Revenue

Service	Current Period	Prior Period	Prior Report
	Apr 17 - Mar 19	Apr 16 - Mar 18	Jan 17 - Dec 18

Acela Express

Acela Express	190%	187%	191%
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Other NEC Corridor Routes

Keystone Service	79%	77%	78%
Northeast Regional (Boston - Washington)	141%	140%	142%
Newport News	118%	120%	120%
Lynchburg	146%	147%	149%
Norfolk	101%	99%	101%
Richmond	95%	100%	97%
New Haven - Springfield	43%	36%	44%

Non-NEC Corridor Routes

Capitol Corridor	50%	47%	49%
Carolinian	95%	97%	96%
Cascades	57%	55%	57%
Downeaster	55%	52%	55%
Empire Corridor			
Adirondack	52%	50%	51%
Empire Service	53%	52%	53%
Ethan Allen Express	69%	60%	70%
Maple Leaf	79%	74%	80%
Heartland Flyer	27%	26%	28%
Hiawatha	88%	80%	86%
Hoosier State	18%	22%	19%
Illinois			
Carl Sandburg / Illinois Zephyr	36%	34%	35%
Illini / Saluki	44%	41%	43%
Lincoln Service	53%	49%	52%
Michigan			
Blue Water	53%	48%	52%
Pere Marquette	51%	44%	49%
Wolverine	69%	41%	68%
Kansas City - St. Louis	43%	40%	42%
Pacific Surfliner	65%	65%	65%
Pennsylvanian	71%	72%	72%
Piedmont	55%	51%	55%
San Joaquins	38%	40%	38%
Vermonteer	65%	65%	65%

Long-Distance Routes

Auto Train	87%	89%	88%
California Zephyr	50%	50%	50%
Capitol Limited	43%	43%	43%
Cardinal	32%	34%	32%
City of New Orleans	48%	48%	48%
Coast Starlight	49%	48%	49%
Crescent	44%	43%	44%
Empire Builder	52%	50%	53%
Lake Shore Ltd	45%	45%	45%
Palmetto	83%	87%	86%
Silver Meteor	51%	52%	52%
Silver Star	50%	49%	50%
Southwest Chief	45%	45%	45%
Sunset Limited	25%	25%	25%
Texas Eagle	44%	43%	45%

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 3 (A):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Including State Revenue. Year 2016 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Apr 17 - Mar 19	Apr 16 - Mar 18	Jan 17 - Dec 18

Acela Express

Acela Express	Not Available	Not Available	Not Available
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Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermonteer	Not Available	Not Available	Not Available

Long-Distance Routes

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

**TABLE 3 (B):
LONG-TERM AVOIDABLE OPERATING LOSS PER PASSENGER MILE**
Excluding State Revenue. Year 2016 Constant Dollars

Service	Current Period	Prior Period	Prior Report
	Apr 17 - Mar 19	Apr 16 - Mar 18	Jan 17 - Dec 18

Acela Express

Acela Express	Not Available	Not Available	Not Available
---------------	---------------	---------------	---------------

Other NEC Corridor Routes

Keystone Service	Not Available	Not Available	Not Available
Northeast Regional (Boston - Washington)	Not Available	Not Available	Not Available
Newport News	Not Available	Not Available	Not Available
Lynchburg	Not Available	Not Available	Not Available
Norfolk	Not Available	Not Available	Not Available
Richmond	Not Available	Not Available	Not Available
New Haven - Springfield	Not Available	Not Available	Not Available

Non-NEC Corridor Routes

Capitol Corridor	Not Available	Not Available	Not Available
Carolinian	Not Available	Not Available	Not Available
Cascades	Not Available	Not Available	Not Available
Downeaster	Not Available	Not Available	Not Available
Empire Corridor			
Adirondack	Not Available	Not Available	Not Available
Empire Service	Not Available	Not Available	Not Available
Ethan Allen Express	Not Available	Not Available	Not Available
Maple Leaf	Not Available	Not Available	Not Available
Heartland Flyer	Not Available	Not Available	Not Available
Hiawatha	Not Available	Not Available	Not Available
Hoosier State	Not Available	Not Available	Not Available
Illinois			
Carl Sandburg / Illinois Zephyr	Not Available	Not Available	Not Available
Illini / Saluki	Not Available	Not Available	Not Available
Lincoln Service	Not Available	Not Available	Not Available
Michigan			
Blue Water	Not Available	Not Available	Not Available
Pere Marquette	Not Available	Not Available	Not Available
Wolverine	Not Available	Not Available	Not Available
Kansas City - St. Louis	Not Available	Not Available	Not Available
Pacific Surfliner	Not Available	Not Available	Not Available
Pennsylvanian	Not Available	Not Available	Not Available
Piedmont	Not Available	Not Available	Not Available
San Joaquins	Not Available	Not Available	Not Available
Vermonteer	Not Available	Not Available	Not Available

Long-Distance Routes

Auto Train	Not Available	Not Available	Not Available
California Zephyr	Not Available	Not Available	Not Available
Capitol Limited	Not Available	Not Available	Not Available
Cardinal	Not Available	Not Available	Not Available
City of New Orleans	Not Available	Not Available	Not Available
Coast Starlight	Not Available	Not Available	Not Available
Crescent	Not Available	Not Available	Not Available
Empire Builder	Not Available	Not Available	Not Available
Lake Shore Ltd	Not Available	Not Available	Not Available
Palmetto	Not Available	Not Available	Not Available
Silver Meteor	Not Available	Not Available	Not Available
Silver Star	Not Available	Not Available	Not Available
Southwest Chief	Not Available	Not Available	Not Available
Sunset Limited	Not Available	Not Available	Not Available
Texas Eagle	Not Available	Not Available	Not Available

Excludes Capital Charges.

Note: This report reflects the information as it existed in SAP at the time it was produced. Future changes to SAP data may affect the placement of data within this report.

TABLE 4 (A):
ADJUSTED (LOSS) PER PASSENGER-MILE
Including State Revenue. Year 2016 Constant Dollars

Current Period	Prior Period	Prior Report
Apr 17 - Mar 19	Apr 16 - Mar 18	Jan 17 - Dec 18
(\$0.012)	(\$0.027)	(\$0.017)

Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

TABLE 4 (B):
ADJUSTED (LOSS) PER PASSENGER-MILE
Excluding State Revenue. Year 2016 Constant Dollars

Current Period	Prior Period	Prior Report
Apr 17 - Mar 19	Apr 16 - Mar 18	Jan 17 - Dec 18

(\$0.047)	(\$0.062)	(\$0.053)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

**TABLE 5:
PASSENGER-MILES PER TRAIN-MILE**

Service	Current Period	Prior Period	Prior Report
	Apr 17 - Mar 19	Apr 16 - Mar 18	Jan 17 - Dec 18

Acela Express

Acela Express	189	188	190
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Other NEC Corridor Routes

Keystone Service	161	158	160
Northeast Regional (Boston - Washington)	246	240	246
Newport News	255	256	256
Lynchburg	337	340	343
Norfolk	185	178	186
Richmond	182	188	184
New Haven - Springfield	91	115	91

Non-NEC Corridor Routes

Capitol Corridor	98	93	97
Carolinian	217	229	219
Cascades	138	138	137
Downeaster	93	92	93
Empire Corridor			
Adirondack	188	196	189
Empire Service	126	130	127
Ethan Allen Express	143	142	142
Maple Leaf	119	118	119
Heartland Flyer	81	81	81
Hiawatha	160	155	159
Hoosier State	54	57	55
Illinois			
Carl Sandburg / Illinois Zephyr	84	86	85
Illini / Saluki	99	100	99
Lincoln Service	135	129	134
Michigan			
Blue Water	157	157	157
Pere Marquette	112	109	111
Wolverine	156	149	154
Kansas City - St. Louis	80	79	80
Pacific Surfliner	152	159	154
Pennsylvanian	201	204	203
Piedmont	66	69	67
San Joaquins	98	101	99
Vermont	147	144	147

Long-Distance Routes

Auto Train	332	329	331
California Zephyr	168	175	170
Capitol Limited	174	182	177
Cardinal	113	119	113
City of New Orleans	150	156	152
Coast Starlight	204	208	203
Crescent	134	136	134
Empire Builder	169	174	170
Lake Shore Ltd	196	205	197
Palmetto	166	174	169
Silver Meteor	198	205	199
Silver Star	161	166	162
Southwest Chief	171	183	173
Sunset Limited	123	124	122
Texas Eagle	166	172	168

Note: This report reflects the information as it existed in SAM_APT at the time it was produced. Future changes to SAM_APT data may affect the placement of data within this report.

Table 6
On Time Performance (OTP)

Service	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	Test #2 End Point OTP for FY 2019 Q2	Test #3 All Stations OTP for FY 2019 Q2
<i>Acela Express</i>			
<i>Standard</i>	<i>>=0</i>	<i>90.0%</i>	<i>90.0%</i>
Acela Express	-4.2	87.7%	88.7%
<i>Other NEC Corridor Routes</i>			
<i>Standard</i>	<i>>=0</i>	<i>85.0%</i>	<i>85.0%</i>
Keystone	-1.9	92.0%	94.7%
Total Northeast Regional	-2.1	86.2%	88.8%
All Other Northeast Regional	-2.0	89.3%	91.7%
Richmond / Newport News / Norfolk	-0.9	76.2%	83.6%
Roanoke	-0.1	56.1%	80.2%
Springfield Shuttles	6.3	92.8%	94.0%
<i>Non-NEC Corridor Routes</i>			
<i>Standard</i>	<i>>=0</i>	<i>80.0%</i>	<i>80.0%</i>
Capitol Corridor	1.4	89.9%	89.5%
Carolinian	-0.7	73.3%	65.2%
Cascades	-1.7	49.9%	57.1%
Downeaster	-2.7	80.1%	91.2%
Empire	1.6	87.8%	83.4%
Adirondack	1.8	78.8%	82.1%
Ethan Allen Express	4.3	95.6%	92.0%
Maple Leaf	1.1	89.4%	72.8%
New York - Albany	0.6	93.6%	94.5%
New York - Niagara Falls	2.1	69.2%	72.2%
Heartland Flyer	1.4	71.7%	78.9%
Hiawatha	0.8	88.6%	90.9%
Hoosier	5.0	84.0%	77.2%
Illinois	1.6	69.0%	65.5%
Carl Sandburg / Illinois Zephyr	1.6	86.1%	85.2%
Illini / Saluki	-1.5	43.6%	39.9%
Lincoln Service	2.9	72.9%	69.6%
Michigan	5.5	54.9%	59.0%

Table 6
On Time Performance (OTP)

Service	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Blue Water	7.8	51.7%	62.0%
Pere Marquette	3.7	74.3%	78.8%
Wolverine	5.0	49.5%	55.7%
Missouri	6.4	73.2%	65.8%
Pacific Surfliner	-2.6	70.3%	73.3%
Pennsylvanian	-0.8	77.3%	72.8%
Piedmont	-1.4	77.2%	88.5%
Vermont	3.3	91.7%	88.7%
San Joaquins	-1.3	67.7%	69.7%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	0.9	79.4%	85.8%
California Zephyr	2.1	39.6%	27.0%
Capitol Ltd	-1.2	50.0%	43.0%
Cardinal	-0.2	62.7%	53.9%
Coast Starlight	0.1	52.8%	44.0%
Crescent	-3.1	17.8%	26.2%
Empire Builder	-1.2	50.4%	39.5%
Lake Shore Ltd	-0.1	70.1%	57.5%
Palmetto	0.0	74.4%	71.6%
Silver Meteor	0.5	72.2%	61.3%
Silver Star	-0.1	45.6%	39.7%
Southwest Chief	-0.8	55.6%	46.7%
Sunset Ltd	1.3	23.4%	12.6%
Texas Eagle	2.0	40.4%	32.6%
City Of New Orleans	0.4	79.5%	48.9%

Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.

All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Table 7
Off-NEC Host Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Acela Express								
Acela Express	MNRR	1,788	DSR	828	CTI	682	56	
Other NEC Corridor Routes								
Northeast Regional	Roanoke	MNRR	2,405	DSR	1,659	CTI	484	56
		NS	738	FTI	382	PTI	98	216
	Richmond / Newport News / Norfolk	CSX	1,276	DSR	278	FTI	249	189
		MNRR	2,284	DSR	1,131	CTI	680	56
		NS	452	DCS	140	FTI	117	81
	All Other Northeast Regional	MNRR	2,026	DSR	1,100	CTI	741	56
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	UP	563	PTI	233	DSR	97	168
Carolinian	Carolinian	CSX	1,324	PTI	271	DSR	257	295
		NS	839	PTI	306	DCS	203	202
Cascades	Cascades	BNSF	1,472	DSR	480	FTI	386	343
		UP	1,818	FTI	774	DSR	353	125
Downeaster	Downeaster	MBTA	920	CTI	460	DCS	140	38
		PanAm	889	PTI	326	FTI	187	77
Empire	Adirondack	Amtrak	20	DCS	19	RTE	2	104
		CN	3,488	DSR	1,500	RTE	964	49
		CP	652	PTI	438	FTI	91	178
		MNRR	590	CTI	267	RTE	112	64
	Ethan Allen Express	Amtrak	128	PTI	116	RTE	12	104
		CP	536	PTI	263	DCS	107	60
		MNRR	1,014	CTI	490	DMW	188	64
		VTR	130	DSR	73	DMW	38	24
	Maple Leaf	Amtrak	3	DCS	3			109
		CSX	1,088	FTI	490	RTE	322	298
		MNRR	686	CTI	375	RTE	189	64
	New York - Albany	MNRR	798	CTI	462	RTE	135	64

Table 7
Off-NEC Host Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				Route Miles
			#1	#2			
<i>Standard</i>		900					
Non-NEC Corridor Routes							
	New York - Niagara Falls	Amtrak	4	PTI	4		109
		CSX	1,027	FTI	405	RTE	303
		MNRR	1,112	CTI	569	DMW	159
Heartland Flyer	Heartland Flyer	BNSF	1,288	DSR	713	FTI	344
Hiawatha	Hiawatha	CP	254	FTI	86	DCS	59
		Metra	1,515	CTI	927	DSR	251
Hoosier	Hoosier	CSX	496	DCS	209	FTI	189
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	559	FTI	224	DCS	96
	Illini / Saluki	CN	1,547	DCS	769	FTI	375
	Lincoln Service	CN	3,018	DSR	1,222	FTI	979
		UP	1,019	FTI	398	PTI	334
Michigan	Blue Water	Amtrak	613	DCS	268	PTI	181
		CN	1,180	FTI	802	DCS	147
		MIDOT	332	DCS	177	PTI	73
		NS	4,946	FTI	3,368	DCS	853
	Pere Marquette	CSX	350	FTI	169	DCS	113
		NS	3,374	FTI	2,014	PTI	680
	Wolverine	Amtrak	754	PTI	320	DCS	273
		CN	2,712	FTI	1,084	DSR	748
		MIDOT	515	PTI	303	DCS	132
		NS	4,614	FTI	3,361	DCS	711
Missouri	Missouri	UP	1,198	FTI	818	PTI	131
Pacific Surfliner	Pacific Surfliner	BNSF	1,261	DCS	343	DSR	243
		SCRRA	1,036	PTI	417	CTI	356
		SDNRR	1,741	CTI	675	PTI	556
		UP	1,473	PTI	852	DCS	222
Pennsylvanian	Pennsylvanian	NS	1,204	FTI	763	DCS	171
Piedmont	Piedmont	NS	675	FTI	241	DCS	170
San Joaquins	San Joaquins	BNSF	930	PTI	371	FTI	294
		UP	1,092	PTI	485	DCS	175

Table 7
Off-NEC Host Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Non-NEC Corridor Routes								
Vermonter	Vermonter	MADOT	2,016	DSR	1,778	DCS	108	50
		MNRR	2,331	DSR	1,108	CTI	761	56
		NECR	779	DSR	591	FTI	103	238
Long-Distance Routes								
Auto Train		CSX	1,268	FTI	571	PTI	279	898
		FR	2,426	CTI	1,152	DCS	730	16
California Zephyr		BNSF	1,849	FTI	670	DSR	451	1027
		UP	761	FTI	295	DCS	155	1431
Capitol Ltd		CSX	810	DSR	199	FTI	186	307
		NS	2,226	FTI	1,733	PTI	199	481
Cardinal		BBrRR	1,017	PTI	454	FTI	205	132
		CSX	818	FTI	344	DCS	191	698
		NS	1,802	DCS	624	PTI	438	79
City Of New Orleans		CN	1,162	FTI	583	DSR	183	930
Coast Starlight		BNSF	698	FTI	146	DSR	146	186
		SCRRA	2,026	PTI	980	CTI	725	48
		UP	1,480	FTI	503	PTI	433	1159
Crescent		NS	1,540	FTI	829	DSR	272	1141
Empire Builder		BNSF	1,103	FTI	682	DSR	172	2147
		CP	830	FTI	513	DSR	114	384
		Metra	1,483	CTI	1,060	DCS	177	29
Lake Shore Ltd		CSX	673	FTI	255	RTE	149	741
		MBTA	3,373	CTI	2,573	RTE	384	64
		MNRR	926	CTI	483	RTE	163	64
		NS	2,017	FTI	1,461	PTI	219	339
Palmetto		CSX	899	FTI	292	PTI	223	659
Silver Meteor		CSX	717	FTI	256	DSR	163	1152
		Fla DOT	1,252	DSR	619	CTI	434	68
		FR	1,269	CTI	517	DCS	241	61
Silver Star		CSX	1,040	DSR	290	PTI	251	1209
		Fla DOT	1,349	DSR	515	CTI	429	68
		FR	1,058	CTI	416	DSR	332	61
		NS	852	DCS	230	DSR	228	28
Southwest Chief		BNSF	683	FTI	264	DCS	145	2198
		NMDOT	859	CTI	305	PTI	173	80
Sunset Ltd		BNSF	2,806	FTI	1,379	DSR	975	190
		UP	1,987	FTI	1,213	DSR	270	1784
Texas Eagle		BNSF	1,822	DSR	1,255	FTI	266	126

Table 7
Off-NEC Host Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Long-Distance Routes							
	CN	4,612	FTI	1,832	DSR	1,430	37
	TRE	2,157	CTI	1,247	DTR	272	33
	UP	1,738	FTI	776	DSR	309	1073

This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Table 8
Off-NEC Amtrak Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2019 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	137	HLD	39	ENG	35
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	396	SYS	117	OTH	64
Richmond / Newport News / Norfolk	431	SYS	121	OTH	75
All Other Northeast Regional	174	HLD	4	OTH	41
Roanoke	543	SYS	244	HLD	93
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	377	HLD	100	SYS	72
Carolinian	549	SYS	226	SVS	79
Cascades	497	SYS	192	ENG	64
Downeaster	157	ENG	39	ITI	35
Empire	322	SYS	134	HLD	54
Adirondack	292	HLD	79	SYS	79
Ethan Allen Express	195	OTH	31	HLD	52
Maple Leaf	597	SYS	307	OTH	70
New York - Albany	79	HLD	9	ENG	21
New York - Niagara Falls	360	SYS	162	HLD	50
Heartland Flyer	283	HLD	136	SYS	71
Hiawatha	367	OTH	147	ENG	125
Hoosier	224	SYS	107	OTH	33
Illinois	201	SYS	44	OTH	35
Carl Sandburg / Illinois Zephyr	133	ADA	23	ENG	30
Illini / Saluki	303	OTH	45	HLD	63
Lincoln Service	178	SYS	54	ADA	24
Michigan	563	OTH	159	SYS	128
Blue Water	429	OTH	115	ADA	78
Pere Marquette	457	SYS	109	OTH	109
Wolverine	641	OTH	189	SYS	158
Missouri	231	ITI	56	ENG	52

Table 8
Off-NEC Amtrak Responsible Delays by Service
 Minutes of Delay per 10,000 Train Miles

Service	Total Delay	FY 2019 Q2			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pacific Surfliner	802	SYS	265	ITI	124
Pennsylvanian	313	OTH	92	HLD	60
Piedmont	204	ADA	61	HLD	54
San Joaquins	485	SYS	144	SVS	104
Vermonteer	277	OTH	129	HLD	47
Long Distance Routes - Amtrak Responsible					
Auto Train	163	SVS	61	OTH	30
California Zephyr	671	SYS	187	SVS	129
Capitol Ltd	227	SYS	71	OTH	43
Cardinal	603	SYS	241	ENG	134
City Of New Orleans	326	ENG	71	HLD	69
Coast Starlight	660	SYS	182	OTH	106
Crescent	858	SYS	535	HLD	90
Empire Builder	797	CON	264	ITI	150
Lake Shore Ltd	272	SYS	101	HLD	62
Palmetto	279	SYS	85	OTH	78
Silver Meteor	395	SYS	118	HLD	89
Silver Star	477	SYS	207	ADA	76
Southwest Chief	308	SYS	98	HLD	70
Sunset Ltd	764	SYS	219	SVS	117
Texas Eagle	647	SYS	210	SVS	119

This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table (Table 9), with tighter delay standards.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Table 9
On-NEC Total Host and Amtrak Responsible Delays

Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Host Railroad	Total Delay	FY 2019 Q2				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<i>Acela Express</i>							
<i>Standard</i>		265					
Acela Express	Amtrak	239	SMW	59	ENG	25	401
<i>Other Services</i>							
<i>Standard</i>		475					
Keystone	Amtrak	325	DSR	107	ENG	30	195
Cardinal	Amtrak	706	RTE	124	SMW	107	226
Carolinian	Amtrak	311	SVS	80	SMW	60	226
Crescent	Amtrak	836	ITI	140	SYS	107	226
Northeast Regional	Amtrak	304	SMW	46	ENG	40	463
Springfield Shuttles	Amtrak	636	CON	173	ENG	133	463
Roanoke	Amtrak	374	SVS	69	DCS	57	463
Richmond / Newport News / Norfolk	Amtrak	313	SMW	52	SVS	35	463
All Other Northeast Regional	Amtrak	256	SMW	47	ENG	37	463
Palmetto	Amtrak	305	SMW	55	CAR	53	226
Pennsylvanian	Amtrak	410	DSR	142	SMW	62	195
Silver Meteor	Amtrak	628	SVS	187	SMW	82	226
Silver Star	Amtrak	420	SVS	89	PTI	79	226
Vermonter	Amtrak	338	PTI	63	SVS	42	304

This table excludes third-party delays.

Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**TABLE 10:
CUSTOMER SERVICE INDICATOR (eCSI) SCORES**

Service	2nd Quarter FY 2019					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Standard	82	80	80	80	80	80
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Acela Express

Acela Express	77	83	78	80	69	59
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Other NEC Corridor Routes

Keystone Service	79	85	73	81	69	63
Northeast Regional (Boston - Washington)	82	86	73	83	72	70
Newport News ^d	89	86	74	85	71	66
Norfolk ^c	84	84	73	85	72	63
Richmond ^d	81	83	71	80	67	61
Lynchburg ^e	87	89	76	84	69	
New Haven - Springfield	84	86	75	85	73	67

Non-NEC Corridor Routes

Capitol Corridor	85	89	77	83	73	65
Carolinian	82	88	79	81	67	70
Cascades	78	87	77		66	62
Downeaster	89	95	82	87	83	79
Empire Corridor						
Adirondack	79	86	73	77	62	61
Ethan Allen Express	81	84	71	79	71	63
Maple Leaf	83	86	77	77	68	65
New York - Albany ^f	83	90	74	80	68	
Heartland Flyer	90	92	85	89	77	75
Hiawatha	84	90	81	84	77	
Hoosier State	80	94	81	80	80	
Illinois						
Carl Sandburg / Illinois Zephyr	91	93	82	84	81	78
Illini / Saluki	74	84	71	74	68	69
Lincoln Service	75	87	74	75	65	62
Michigan						
Blue Water	64	75	64	67	64	57
Pere Marquette	87	92	85	87	79	72
Wolverine	70	83	70	70	62	59
Kansas City - St. Louis	81	88	79	79	66	63
Pacific Surfliner	76	87	72	83	69	62
Pennsylvanian	84	88	77	82	63	72
Piedmont	93	89	85	88	90	
San Joaquins	80	87	75	81	68	70
Vermont	85	81	76	82	73	56

Long-Distance Routes

Auto Train	83	91	87	71	80	76
California Zephyr	67	80	66	78	57	62
Capitol Limited	71	83	70	75	68	52
Cardinal	71	75	67	72	56	57
City of New Orleans	67	78	69	71	69	51
Coast Starlight	70	79	67	76	61	62
Crescent	60	78	58	69	53	68
Empire Builder	66	79	63	72	55	68
Lake Shore Ltd	75	86	69	71	60	64
Palmetto	79	84	73	79	66	71
Silver Meteor	77	80	73	72	62	67
Silver Star	72	78	70	72	60	55
Southwest Chief	70	80	68	71	56	66
Sunset Limited	64	81	63	72	57	70
Texas Eagle	68	81	67	78	61	69

^a Percentages indicate, as an example, 80 percent of respondents rated Amtrak in the top three of the eleven steps of the scale.

^b Newport News includes all trains between Newport News and points on the NEC.

^c Norfolk includes all trains between Norfolk and points on the NEC.

^d Richmond includes all trains between Richmond and points on the NEC.

^e Lynchburg includes all trains between Lynchburg and points on the NEC.

^f Includes only trains that operate solely between New York and Albany.

**TABLE 11:
SERVICE INTERRUPTIONS PER 10,000 TRAIN MILES DUE TO EQUIPMENT-RELATED
PROBLEMS**

Service	2nd Quarter FY 2019		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	28	86	0.32
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Other NEC Corridor Routes

Keystone Service	9	34	0.26
Total Northeast Regional	58	139	0.42
Richmond / Newport News ^d	14	40	0.35
Lynchburg ^c	3	11	0.27
All Other Northeast Regional	41	88	0.47

Non-NEC Corridor Routes

Capitol Corridor	20	31	0.64
Carolinian	6	13	0.48
Cascades	22	19	1.15
Downeaster	5	13	0.39
Empire Corridor	45	53	0.85
Adirondack	8	7	1.15
Ethan Allen Express	3	4	0.68
Maple Leaf	7	8	0.83
New York - Albany ^d	12	17	0.72
New York - Niagara Falls	15	17	0.90
Heartland Flyer	0	4	0.00
Hiawatha	36	10	3.54
Hoosier State	7	2	3.65
Illinois	17	39	0.43
Carl Sandburg / Illinois Zephyr	6	9	0.66
Illini / Saluki	2	10	0.19
Lincoln Service	9	20	0.45
Michigan	25	25	1.02
Blue Water	4	6	0.72
Pere Marquette	3	3	0.97
Wolverine	18	16	1.13
Kansas City - St. Louis	4	8	0.47
Pacific Surfliner	39	40	0.99
Pennsylvanian	2	8	0.26
Piedmont	1	8	0.13
San Joaquins	28	38	0.74
Vermont	0	11	0.00

Long-Distance Routes

Auto Train	7	16	0.43
California Zephyr	48	41	1.17
Capitol Limited	11	14	0.80
Cardinal	9	8	1.07
City of New Orleans	14	15	0.92
Coast Starlight	29	24	1.23
Crescent	12	22	0.54
Empire Builder	42	44	0.96
Lake Shore Ltd	24	20	1.20
Palmetto	3	14	0.21
Silver Meteor	8	26	0.31
Silver Star	9	28	0.33
Southwest Chief	23	41	0.56
Sunset Limited	8	13	0.62
Texas Eagle	22	23	0.96

^aService Interruptions are defined as delays 30 min. or greater and any cancelled/terminated train due to equipment problems.

^b Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

^c Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

^d Includes only trains that operate solely between New York and Albany.

**TABLE 12:
COMPLAINTS RECEIVED**
Complaints per 1,000 Passengers

Service	2nd Quarter FY 2019	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.01	1.56
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Amtrak Corridor

Keystone	0.01	3.99
Northeast Regional	0.02	1.69

Short Distance

Capitol	0.04	4.83
Carolinian	0.01	2.43
Cascades	0.00	0.61
Downeaster	0.07	1.64
Empire Corridor		
Adirondack	0.10	8.46
Empire Service	0.00	0.74
Ethan Allen Express	0.00	1.15
Maple Leaf	0.03	10.39
Heartland Flyer	0.01	1.16
Hiawatha	0.17	2.37
Hoosier State	0.02	2.68
Illinois		
Carl Sandburg / Illinois Zephyr	0.00	0.83
Illini / Saluki	0.05	2.49
Lincoln Service	0.08	2.27
Michigan		
Blue Water	0.00	0.25
Pere Marquette	0.00	1.60
Wolverine	0.02	2.31
Kansas City - St. Louis	0.00	1.04
Pacific Surfliner	0.02	3.27
Pennsylvanian	0.00	2.29
Piedmont	0.01	2.18
San Joaquins	0.03	2.50
Vermont	0.06	12.38

Long Distance

Auto Train	0.61	24.35
California Zephyr	0.92	13.64
Capitol Limited	0.24	11.84
Cardinal	0.35	13.12
City of New Orleans	0.89	20.00
Coast Starlight	0.65	31.01
Crescent	0.65	20.44
Empire Builder	0.68	9.47
Lake Shore Ltd	0.03	6.96
Palmetto	0.35	9.73
Silver Meteor	0.57	12.96
Silver Star	0.45	15.12
Southwest Chief	2.48	40.58
Sunset Limited	0.50	22.72
Texas Eagle	0.58	16.53

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2019						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	310	29	5	61	303		708
Amtrak Premium	18	0	0	1	9		28
Acela Express	18	0	0	1	9		28
Amtrak Corridor	6	0	0	1	10		17
Keystone	0	0	0	0	0		0
Northeast Regional	6	0	0	1	10		17
Short Distance	33	0	0	7	31		71
Capitols	0	0	0	1	0		1
Carolinian	2	0	0	1	0		3
Cascades	0	0	0	0	2		2
Downeaster	0	0	0	0	0		0
Empire Corridor	14	0	0	3	4		21
Adirondack	0	0	0	0	0		0
Empire Service	11	0	0	3	4		18
Ethan Allen Express	0	0	0	0	0		0
Maple Leaf	3	0	0	0	0		3
Heartland Flyer	0	0	0	0	0		0
Hiawatha	0	0	0	0	1		1
Hoosier State	1	0	0	0	0		1
Illinois	2	0	0	0	2		4
Carl Sandburg / Illinois Zephyr	0	0	0	0	2		2
Illini / Saluki	1	0	0	0	0		1
Lincoln Service	1	0	0	0	0		1
Michigan	5	0	0	1	4		10
Blue Water	1	0	0	0	3		4
Pere Marquette	0	0	0	0	0		0
Wolverine	4	0	0	1	1		6
Kansas City - St. Louis	1	0	0	0	0		1
Pacific Surfliner	5	0	0	0	16		21
Pennsylvanian	0	0	0	1	0		1
Piedmont	0	0	0	0	0		0
San Joaquins	3	0	0	0	0		3
Vermont	0	0	0	0	2		2
Long Distance	253	29	5	52	253		592
Auto Train	13	1	1	2	14		31
California Zephyr	47	6	0	8	6		67
Capitol Limited	11	0	0	2	22		35
Cardinal	5	0	0	0	0		5
City of New Orleans	11	1	0	3	5		20
Coast Starlight	41	2	0	4	31		78
Crescent	12	0	1	3	24		40
Empire Builder	20	9	1	7	28		65
Lake Shore Ltd	19	0	0	5	23		47
Palmetto	0	0	0	0	2		2
Silver Meteor	13	4	0	0	15		32
Silver Star	24	0	1	7	20		52
Southwest Chief	16	1	0	4	10		31
Sunset Limited	9	2	1	3	33		48
Texas Eagle	12	3	0	4	20		39

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 14:
PERSONNEL-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2019					
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful	Total
Amtrak System	485	71	2,650	1,016	1,095	5,317
Amtrak Premium	22	3	87	36	46	194
Acela Express	22	3	87	36	46	194
Amtrak Corridor	87	16	114	148	165	530
Keystone	15	0	14	11	15	55
Northeast Regional	72	16	100	137	150	475
Short Distance	145	18	426	234	254	1,077
Capitols	4	2	7	11	13	37
Carolinian	2	0	81	15	22	120
Cascades	7	1	25	5	3	41
Downeaster	2	0	1	2	5	10
Empire Corridor	8	3	29	19	22	81
Adirondack	0	0	3	5	1	9
Empire Service	7	3	15	11	18	54
Ethan Allen Express	0	0	3	0	1	4
Maple Leaf	1	0	8	3	2	14
Heartland Flyer	1	0	7	1	5	14
Hiawatha	5	1	4	3	4	17
Hoosier State	0	0	6	2	0	8
Illinois	9	2	59	29	25	124
Carl Sandburg / Illinois Zephyr	1	0	18	2	3	24
Illini / Saluki	2	1	19	4	3	29
Lincoln Service	6	1	22	23	19	71
Michigan	41	2	65	24	32	164
Blue Water	10	1	13	9	13	46
Pere Marquette	0	1	9	2	2	14
Wolverine	31	0	43	13	17	104
Kansas City - St. Louis	0	0	27	4	4	35
Pacific Surfliner	43	3	62	76	73	257
Pennsylvanian	3	3	6	8	9	29
Piedmont	0	0	6	3	2	11
San Joaquins	14	1	32	24	26	97
Vermont	6	0	9	8	9	32
Long Distance	231	34	2,023	598	630	3,516
Auto Train	5	2	107	8	20	142
California Zephyr	24	2	216	51	59	352
Capitol Limited	6	3	109	20	28	166
Cardinal	9	1	52	13	12	87
City of New Orleans	10	3	71	15	33	132
Coast Starlight	22	2	154	112	58	348
Crescent	29	2	120	58	58	267
Empire Builder	14	0	291	35	51	391
Lake Shore Ltd	14	1	187	18	39	259
Palmetto	10	0	29	20	20	79
Silver Meteor	12	4	230	44	48	338
Silver Star	19	2	142	53	54	270
Southwest Chief	20	4	80	62	65	231
Sunset Limited	8	1	49	34	27	119
Texas Eagle	29	7	186	55	58	335

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	2nd Quarter FY 2019					
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms	Total
Amtrak System	513	809	244	1,121	838	3,525
Amtrak Premium	10	4	5	50	14	83
Acela Express	10	4	5	50	14	83
Amtrak Corridor	15	167	14	153	30	379
Keystone	0	25	2	18	2	47
Northeast Regional	15	142	12	135	28	332
Short Distance	43	215	34	237	82	611
Capitols	0	1	0	6	2	9
Carolinian	6	28	3	10	19	66
Cascades	2	5	4	21	5	37
Downeaster	0	0	0	0	0	0
Empire Corridor	7	46	3	45	14	115
Adirondack	0	7	1	5	0	13
Empire Service	3	33	1	23	10	70
Ethan Allen Express	0	0	0	3	0	3
Maple Leaf	4	6	1	14	4	29
Heartland Flyer	0	0	0	0	0	0
Hiawatha	1	6	4	7	3	21
Hoosier State	0	0	0	2	0	2
Illinois	6	43	2	26	5	82
Carl Sandburg / Illinois Zephyr	0	3	0	10	1	14
Illini / Saluki	0	8	2	4	2	16
Lincoln Service	6	32	0	12	2	52
Michigan	6	51	4	43	9	113
Blue Water	0	9	1	6	0	16
Pere Marquette	1	0	0	1	1	3
Wolverine	5	42	3	36	8	94
Kansas City - St. Louis	0	10	4	4	2	20
Pacific Surfliner	7	6	5	46	11	75
Pennsylvanian	4	14	1	14	5	38
Piedmont	0	2	0	0	0	2
San Joaquins	1	0	3	7	4	15
Vermont	3	3	1	6	3	16
Long Distance	445	423	191	681	712	2,452
Auto Train	43	17	5	36	24	125
California Zephyr	58	35	17	110	73	293
Capitol Limited	17	19	5	28	16	85
Cardinal	5	6	4	10	13	38
City of New Orleans	17	31	5	24	15	92
Coast Starlight	55	22	18	49	164	308
Crescent	22	53	20	57	62	214
Empire Builder	39	47	23	75	71	255
Lake Shore Ltd	24	34	15	48	36	157
Palmetto	3	24	3	17	20	67
Silver Meteor	31	49	6	58	50	194
Silver Star	29	22	13	34	52	150
Southwest Chief	43	26	19	65	43	196
Sunset Limited	17	12	11	21	26	87
Texas Eagle	42	26	27	49	47	191

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

TABLE 16:
STATION-RELATED COMPLAINTS
 Number of Complaints Received

2nd Quarter FY 2019

Amtrak System		1906
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Division

Boston		121
California		349
Central		136
Empire		221
New York		49
Southeast		255
Southwest		398
Northwest		67
Washington		310

These complaint reports tally unsolicited comments received from individual passengers. Accordingly, these reports do not result from a scientific survey and are included for informational purposes only.

**TABLE 17:
PUBLIC BENEFITS**

	FY 2017	FY 2018
Connectivity	18.9%	17.4%
- Percent of passengers traveling on long distance routes connecting to or from other train routes		
Availability of Other Modes	5.3%	5.2%
- Percent of passengers, system-wide, traveling to or from underserved communities		

**TABLE 18:
ROUTE DESCRIPTIONS**

Service	Routing
Acela Express	
Acela Express	Between Boston, New York (Penn Station) and Washington
Other NEC Corridor Routes	
Keystone	Between Harrisburg, Philadelphia and New York (Penn Station)
Northeast Regional	
Richmond / Newport News/Norfolk	Between Norfolk, Newport News, Richmond , New York (Penn Station) and Boston
Lynchburg	Between Lynchburg/Roanoke and Boston
All Other Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station) and Washington
New Haven - Springfield ¹	Between New Haven and Springfield
Non-NEC Corridor Routes	
Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station) and San Jose
Carolinian	Between Charlotte and New York (Penn Station)
Cascades	Between Eugene, Portland, Seattle and Vancouver
Downeaster	Between Boston (North Station), Portland and Brunswick
Empire Corridor	
Adirondack	Between New York (Penn Station) and Montreal
Empire Service ¹	Between New York (Penn Station) to Albany and Niagara Falls
Ethan Allen Express	Between New York (Penn Station) and Rutland
Maple Leaf	Between New York (Penn Station) and Toronto
New York - Albany ²	Between New York (Penn Station) and Albany
New York - Niagara Falls ²	Between New York (Penn Station) and Niagara Falls
Heartland Flyer	Between Fort Worth and Oklahoma City
Hiawatha	Between Chicago and Milwaukee
Hoosier State	Between Chicago and Indianapolis
Illinois	
Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy
Illini / Saluki	Between Chicago and Carbondale
Lincoln Service	Between Chicago and St. Louis
Michigan	
Blue Water	Between Chicago and Port Huron
Pere Marquette	Between Chicago and Grand Rapids
Wolverine	Between Chicago and Pontiac
Kansas City - St. Louis	Between Kansas City and St. Louis
Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles and San Diego
Pennsylvanian	Between New York (Penn Station) and Pittsburgh
Piedmont	Between Charlotte and Raleigh
San Joaquin	Between Bakersfield, Oakland (Jack London Square Station) and Sacramento
Vermont	Between St. Albans and Washington
Long-Distance Routes	
Auto Train	Between Lorton and Sanford
California Zephyr	Between Chicago and Emeryville
Capitol Limited	Between Chicago and Washington
Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
City of New Orleans	Between New York (Penn Station) and New Orleans
Coast Starlight	Between Los Angeles and Seattle
Crescent	Between New York (Penn Station) and New Orleans
Empire Builder	Between Chicago, Portland and Seattle
Lake Shore Ltd	Between Chicago, New York (Penn Station) and Boston via Cleveland and Buffalo
Palmetto	Between New York (Penn Station) and Savannah
Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC
Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
Southwest Chief	Between Chicago and Los Angeles
Sunset Limited	Between Los Angeles and New Orleans
Texas Eagle	Between Chicago and San Antonio

¹ Applicable only to financial tables; data is included in "All Other Northeast Regional" in All Other Northeast Regional tables.

² Not-applicable to financial tables; data included in "Empire Service" in financial tables.

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

Host Railroad - Responsible Delays		
Code	Code Description	Explanation
CTI	Commuter Train Interfere	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	Signal Delays	Signal failure or other signal delays, wayside defect-detector false-alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
DCT	Defective Concrete Ties	Delays caused by the replacement of concrete ties
DDA	Defect Detector Actuation	Delays caused by train inspection following a defect detector actuation
DET	ET work due to defect	Catenary or other electrical maintenance
DMW	Maintenance of Way	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 Interfere	Delays for meeting or following other passenger trains
RTE	Routing	Routing-dispatching delays including diversions, late track bulletins, etc.
SMW	Scheduled M/W work	Scheduled maintenance way work

Amtrak - Responsible Delays		
Code	Code Description	Explanation
ADA	Passenger Related	All delays related to disabled passengers, wheel chair 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 Connection	Holding for connections from other trains or buses
CTC	CETC System failure	Failure of the CETC train control system
ENG	Locomotive Failure	Mechanical failure on engines.
HLD	Passenger Related	All delays related to passengers, checked-baggage, large groups, etc.
INJ	Injury Delay	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 (SVS)	All switching and servicing delays
SYS	Crew & System	Delays related to crews including lateness, lone-engineer delays

Third-Party Delays		
Code	Code Description	Explanation
BSP	Bridge Strike	Delay due to train striking an overhead bridge
DBS	Debris	Debris strikes
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	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	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	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

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2100	-6.2	78.7%	90.4%
	2103	-4.2	91.8%	97.7%
	2104	-5.5	90.2%	96.0%
	2107	-6.5	90.2%	95.0%
	2109	-5.1	86.9%	91.1%
	2110	-4.7	90.2%	93.1%
	2117	-5.4	91.8%	96.0%
	2119	-4.5	85.2%	87.8%
	2121	-5.3	91.8%	94.4%
	2122	-4.8	98.4%	93.2%
	2124	-4.5	93.4%	94.1%
	2126	-5.0	95.1%	94.3%
	2128	NA	93.4%	92.3%
	2150	-2.7	82.0%	84.2%
	2151	-0.4	73.8%	85.9%
	2153	-3.3	90.2%	92.1%
	2154	-4.3	65.6%	73.6%
	2155	-3.1	95.1%	93.6%
	2158	-4.0	91.8%	83.0%
	2159	-3.2	88.5%	94.6%
	2160	-4.3	85.2%	83.7%
	2163	-4.7	93.4%	95.3%
	2164	-2.8	91.8%	88.8%
	2165	-2.6	86.9%	92.6%
	2166	-3.0	91.8%	88.5%
	2167	-4.2	77.0%	86.3%
	2168	-3.8	83.6%	82.6%
	2170	-3.4	88.5%	88.7%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2171	-3.9	82.0%	82.8%
	2172	-3.4	88.5%	80.9%
	2173	-3.8	86.9%	89.8%
	2175	NA	78.7%	80.6%
	2190	-2.6	91.8%	93.6%
	2203	-2.8	100.0%	94.2%
	2205	-4.4	92.9%	94.6%
	2208	-4.3	86.7%	89.2%
	2213	-3.6	92.9%	93.8%
	2215	-3.2	92.9%	94.6%
	2220	-4.2	100.0%	100.0%
	2222	-6.6	85.7%	89.3%
	2224	-7.2	92.9%	89.3%
	2228	-4.9	85.7%	91.1%
	2248	-4.7	100.0%	98.9%
	2249	-1.6	93.3%	86.2%
	2250	-1.9	75.0%	73.2%
	2251	-0.5	100.0%	94.8%
	2252	-3.2	85.7%	78.6%
	2253	-1.4	86.2%	90.1%
	2254	-1.7	86.2%	89.9%
	2255	-1.6	92.9%	93.9%
	2256	-3.8	85.7%	90.8%
	2257	-3.8	71.4%	87.2%
	2258	-2.5	100.0%	92.9%
	2259	-3.7	71.4%	80.1%
	2260	NA	85.7%	83.7%
	2261	NA	92.9%	96.4%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2275	NA	78.6%	82.7%
	2290	-5.6	85.7%	75.2%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	405	5.1	96.6%	92.7%
	409	NA	100.0%	100.0%
	412	NA	93.6%	94.7%
	416	NA	100.0%	100.0%
	417	NA	95.1%	96.4%
	432	NA	100.0%	100.0%
	450	6.9	96.6%	96.6%
	451	NA	95.0%	95.8%
	460	6.3	75.9%	80.1%
	461	NA	100.0%	100.0%
	463	7.1	100.0%	100.0%
	464	4.7	89.7%	92.7%
	465	NA	92.9%	96.8%
	467	9.0	100.0%	100.0%
	470	5.3	70.5%	76.5%
	471	NA	95.1%	94.5%
	473	NA	93.4%	94.1%
	474	NA	95.1%	95.8%
	475	7.5	95.1%	96.9%
	476	4.0	88.5%	91.6%
	478	0.9	96.7%	97.6%
	479	6.2	95.1%	95.6%
	488	7.2	75.9%	82.4%
	490	5.9	96.7%	97.6%
	494	5.2	90.2%	89.6%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	495	5.6	100.0%	99.8%
	497	4.1	100.0%	95.2%
Northeast Regional - Roanoke	145	NA	64.3%	84.4%
	147	NA	20.0%	79.6%
	156	NA	69.0%	70.4%
	171	NA	27.9%	82.9%
	176	NA	85.2%	80.3%
Northeast Regional - Richmond / Newport News / Norfolk	65	NA	64.3%	77.5%
	66	2.6	92.2%	82.2%
	67	-1.6	53.2%	80.8%
	71	NA	63.6%	80.1%
	82	0.6	93.3%	98.0%
	83	0.3	55.6%	78.1%
	84	-3.3	77.0%	80.2%
	85	-1.5	78.7%	89.9%
	86	0.4	78.7%	77.9%
	87	1.2	77.8%	80.4%
	88	-1.5	65.5%	74.3%
	93	-0.8	57.7%	79.9%
	94	-0.5	86.9%	82.5%
	95	1.0	62.3%	85.4%
	96	NA	78.6%	77.8%
	99	-0.1	62.1%	83.2%
	125	-16.6	75.4%	92.0%
	157	-22.0	85.7%	91.2%
	164	-3.7	86.2%	88.7%
	174	-8.8	96.7%	89.3%
	194	-0.6	93.3%	78.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Richmond / Newport News / Norfolk	195	0.2	75.9%	90.3%
Northeast Regional - All Other Northeast Regional	111	-2.5	98.3%	99.2%
	123	NA	64.3%	85.1%
	124	NA	93.1%	94.5%
	126	NA	92.9%	92.9%
	129	-2.1	93.4%	94.9%
	130	-3.2	96.7%	98.1%
	131	-2.7	100.0%	100.0%
	132	NA	92.9%	95.2%
	133	-2.6	92.3%	93.1%
	134	-0.8	83.3%	91.1%
	135	-0.8	86.2%	92.5%
	136	0.7	46.2%	75.3%
	137	-2.0	83.6%	91.7%
	138	-1.7	90.2%	91.8%
	139	NA	85.7%	80.7%
	140	1.3	89.7%	94.9%
	141	1.0	91.8%	93.1%
	143	-0.3	86.2%	89.5%
	146	0.6	80.0%	95.2%
	148	-0.8	86.9%	92.9%
	149	NA	92.9%	89.8%
	150	-1.2	89.7%	93.9%
	151	-1.7	96.7%	98.5%
	152	-1.4	93.1%	96.0%
	153	-1.9	96.6%	99.1%
	154	0.2	78.6%	87.8%
	155	-2.2	96.6%	99.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	158	0.5	93.1%	94.4%
	159	2.4	93.3%	92.7%
	160	-1.9	82.8%	79.9%
	161	1.1	93.1%	91.3%
	162	-2.3	89.7%	92.8%
	163	-2.2	93.3%	92.5%
	165	-1.5	75.9%	85.9%
	166	-2.8	85.7%	90.3%
	167	-1.9	80.0%	83.5%
	168	0.2	93.3%	95.8%
	169	-2.2	75.9%	83.1%
	170	-3.9	82.0%	83.7%
	172	-2.7	85.2%	87.0%
	173	-2.4	91.8%	92.7%
	175	-0.9	85.2%	89.2%
	177	-0.8	91.8%	89.7%
	178	-2.6	95.1%	94.7%
	179	-0.9	86.9%	90.0%
	180	-3.0	80.3%	93.1%
	182	-2.8	88.5%	90.8%
	183	-0.8	95.1%	96.6%
	184	-5.7	88.5%	91.5%
	185	-5.0	86.9%	88.8%
	186	-0.7	96.7%	97.9%
	187	-2.4	90.2%	92.3%
	189	NA	92.9%	99.4%
	190	-1.4	96.7%	97.6%
	192	1.9	100.0%	100.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	193	-0.3	86.9%	90.9%
	196	0.4	83.3%	92.0%
Keystone - Keystone	600	-0.7	95.1%	98.2%
	601	-0.2	93.4%	96.1%
	605	-1.2	91.7%	92.2%
	607	-3.5	98.3%	96.7%
	609	-9.5	100.0%	97.0%
	610	-2.0	93.3%	96.7%
	611	-2.5	100.0%	98.3%
	612	-3.9	92.9%	97.0%
	615	-2.7	92.9%	93.5%
	618	-6.5	93.6%	95.6%
	619	-4.7	96.7%	92.2%
	620	-2.9	100.0%	96.7%
	622	-1.1	100.0%	98.4%
	637	-4.6	71.4%	92.9%
	639	-3.5	91.7%	97.3%
	640	0.6	73.8%	97.2%
	641	-3.1	88.5%	91.5%
	642	-7.1	85.0%	95.4%
	643	-2.0	93.4%	95.2%
	644	0.7	93.4%	97.5%
	645	-0.5	91.8%	96.5%
	646	-5.2	86.7%	95.1%
	647	0.1	98.3%	95.7%
	648	2.1	93.4%	96.3%
	649	-2.4	90.0%	95.9%
	650	1.0	85.2%	94.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	651	-1.5	96.7%	94.8%
	652	-1.1	86.9%	95.4%
	653	-1.8	88.5%	91.5%
	654	-0.1	96.7%	94.1%
	655	0.5	91.7%	90.5%
	656	-1.5	96.6%	93.7%
	658	-4.9	100.0%	100.0%
	660	0.4	86.2%	93.5%
	661	-1.6	89.3%	90.1%
	662	0.8	92.9%	92.4%
	663	-5.2	89.7%	90.9%
	664	-2.6	78.6%	90.4%
	665	-0.7	93.1%	97.0%
	666	-0.2	96.6%	98.2%
	667	-3.4	92.9%	92.6%
	669	-4.5	82.8%	88.7%
	670	-1.3	96.6%	97.5%
	671	-6.1	85.7%	89.2%
	672	-1.8	96.4%	95.6%
	674	NA	92.9%	99.0%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	520	1.0	93.7%	95.4%
	521	0.4	92.1%	93.5%
	522	1.5	88.9%	90.8%
	523	0.1	87.3%	91.9%
	524	1.4	93.7%	81.4%
	525	-2.9	79.4%	93.4%
	527	1.0	88.9%	92.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	528	3.4	92.1%	84.1%
	529	1.6	93.7%	96.4%
	530	4.7	95.2%	95.4%
	531	2.1	84.1%	92.2%
	532	3.6	90.5%	91.5%
	534	3.3	95.2%	95.4%
	535	4.5	90.5%	94.3%
	536	1.3	93.7%	91.9%
	537	1.6	87.3%	92.0%
	538	1.7	95.2%	88.8%
	540	3.6	93.7%	94.6%
	541	2.3	90.5%	93.2%
	542	1.5	90.5%	82.3%
	543	2.0	85.7%	92.3%
	544	5.4	93.7%	92.9%
	545	2.3	92.1%	95.0%
	546	1.2	88.9%	85.5%
	547	2.4	96.8%	91.3%
	548	-2.9	81.0%	78.2%
	549	-0.7	85.7%	92.8%
	550	NA	90.5%	93.0%
	551	1.1	93.7%	93.7%
	553	1.3	93.7%	94.2%
	720	1.8	88.9%	93.6%
	723	-0.3	81.5%	87.4%
	724	1.0	88.9%	87.7%
	727	0.6	81.5%	82.2%
	728	-0.2	81.5%	76.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	729	0.1	88.9%	88.9%
	732	-2.3	88.9%	75.6%
	733	4.3	88.9%	88.9%
	734	3.9	100.0%	95.1%
	736	3.5	92.6%	96.1%
	737	2.9	100.0%	100.0%
	738	-1.3	96.3%	95.6%
	741	0.3	96.3%	94.6%
	742	-0.4	55.6%	56.6%
	743	0.2	70.4%	85.2%
	744	0.6	85.2%	74.1%
	745	-0.5	85.2%	92.6%
	746	1.8	96.3%	95.1%
	747	1.3	88.9%	92.8%
	748	1.3	81.5%	65.2%
	749	1.0	100.0%	100.0%
	751	2.9	92.6%	97.1%
Carolinian - Carolinian	79	-0.7	56.7%	61.6%
	80	-0.7	90.0%	68.8%
Cascades - Cascades	500	1.3	33.3%	49.2%
	501	-2.0	45.6%	54.0%
	502	4.4	70.4%	63.9%
	504	3.2	60.7%	60.3%
	505	-2.4	31.1%	47.1%
	506	-2.3	88.0%	71.0%
	507	4.5	66.7%	61.0%
	508	-2.9	71.6%	57.0%
	511	4.2	74.4%	45.4%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Cascades - Cascades	513	5.6	81.0%	57.0%
	516	-9.3	28.7%	67.0%
	517	3.1	46.7%	52.5%
	518	NA	15.6%	65.6%
	519	NA	63.2%	59.1%
Downeaster - Downeaster	680	-1.7	75.8%	91.1%
	681	-2.2	72.6%	90.0%
	682	-3.6	72.6%	90.2%
	683	-3.8	88.7%	94.1%
	684	-1.2	75.8%	88.4%
	685	-2.4	85.5%	90.3%
	686	-3.8	69.4%	90.3%
	687	-2.5	82.3%	91.1%
	688	-3.7	75.8%	91.6%
	689	-1.5	92.3%	96.3%
	690	-2.8	89.3%	93.0%
	691	-2.3	89.3%	95.4%
	692	-3.2	92.9%	95.4%
	693	-3.0	85.7%	93.9%
	694	-3.9	82.1%	93.5%
	695	-3.7	74.1%	81.9%
	696	0.0	71.4%	87.9%
	697	-2.2	78.6%	86.4%
	698	-3.7	71.4%	89.8%
	699	-3.0	82.6%	90.0%
	1689	NA	100.0%	97.0%
Empire - Adirondack	68	2.8	89.9%	82.1%
	69	0.9	67.8%	82.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - Ethan Allen Express	290	4.1	95.1%	94.8%
	291	5.2	93.8%	91.5%
	292	3.2	93.3%	92.8%
	293	4.6	100.0%	87.4%
	295	NA	96.6%	84.8%
	296	1.2	100.0%	99.4%
Empire - Maple Leaf	63	1.4	85.4%	68.9%
	64	0.9	93.3%	76.4%
Empire - New York - Albany	230	2.3	90.2%	96.7%
	232	0.5	88.5%	95.4%
	233	0.3	91.1%	94.9%
	234	0.2	91.8%	98.0%
	235	-1.3	93.4%	97.7%
	236	-1.3	98.4%	96.5%
	237	0.7	95.1%	95.9%
	238	1.2	97.8%	90.9%
	239	-1.3	95.8%	96.5%
	241	0.9	95.6%	96.2%
	242	1.4	88.3%	93.6%
	243	2.5	94.8%	91.6%
	244	-1.2	94.4%	95.6%
	245	2.4	90.2%	90.3%
	250	2.0	92.9%	88.2%
	252	-1.3	100.0%	98.1%
	253	8.5	89.3%	89.7%
	254	0.3	100.0%	100.0%
	255	1.2	100.0%	100.0%
	256	0.8	92.9%	94.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	259	0.4	96.4%	93.1%
	260	NA	92.9%	92.1%
	261	6.4	93.1%	94.8%
Empire - New York - Niagara Falls	280	0.7	88.2%	81.3%
	281	2.0	43.8%	59.3%
	283	3.1	70.8%	80.2%
	284	2.0	78.7%	71.2%
	288	15.2	57.1%	56.2%
Heartland Flyer - Heartland Flyer	821	1.7	64.4%	87.6%
	822	1.0	78.9%	70.2%
Hiawatha - Hiawatha	329	1.1	88.5%	89.8%
	330	0.5	97.3%	95.8%
	331	2.1	93.2%	92.7%
	332	1.5	90.8%	92.6%
	333	0.9	90.7%	90.2%
	334	1.1	89.8%	94.7%
	335	1.3	87.5%	91.6%
	336	2.0	91.9%	90.4%
	337	1.3	87.4%	88.7%
	338	0.0	85.2%	90.7%
	339	0.8	88.6%	88.7%
	340	0.0	85.1%	91.9%
	341	0.3	84.1%	87.4%
	342	-0.9	85.2%	90.9%
	343	NA	69.2%	73.8%
Hoosier - Hoosier	850	3.9	79.6%	67.3%
	851	6.7	88.2%	86.9%
Illinois - Carl Sandburg / Illinois Zephyr	380	1.8	86.4%	84.7%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Illinois - Carl Sandburg / Illinois Zephyr	381	1.9	89.8%	92.8%
	382	1.7	93.2%	87.4%
	383	1.2	75.0%	75.7%
Illinois - Illini / Saluki	390	0.2	43.5%	45.4%
	391	-0.8	49.4%	34.3%
	392	-2.6	21.8%	40.1%
	393	-2.8	60.0%	40.0%
Illinois - Lincoln Service	300	2.4	63.6%	73.3%
	301	4.0	79.3%	70.5%
	302	3.9	76.1%	80.0%
	303	3.2	76.1%	60.9%
	304	3.3	82.8%	81.9%
	305	1.4	64.8%	54.6%
	306	2.8	70.1%	73.7%
	307	2.7	70.5%	62.3%
Michigan - Blue Water	364	6.5	61.4%	49.3%
	365	9.6	42.0%	73.4%
Michigan - Pere Marquette	370	2.5	70.5%	69.4%
	371	6.1	78.2%	88.2%
Michigan - Wolverine	350	2.2	57.5%	52.9%
	351	9.4	34.1%	77.8%
	352	4.0	46.6%	36.7%
	353	9.1	51.1%	69.4%
	354	2.8	51.1%	43.6%
	355	7.4	57.0%	57.0%
	356	1.1	60.0%	57.0%
Missouri - Missouri	311	4.2	75.0%	69.8%
	313	5.2	67.5%	64.5%
	314	8.1	84.2%	68.9%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Missouri - Missouri	316	7.7	66.2%	60.0%
Pacific Surfliner - Pacific Surfliner	561	NA	88.9%	90.5%
	562	-1.1	76.8%	87.3%
	564	-4.0	61.9%	70.5%
	565	-2.3	74.6%	81.4%
	566	-1.3	69.8%	83.4%
	569	NA	57.1%	74.0%
	572	-5.2	73.0%	81.0%
	573	-3.2	76.2%	80.6%
	579	-2.9	83.9%	89.5%
	580	-3.1	82.2%	88.3%
	583	-6.7	72.8%	77.1%
	584	NA	66.7%	80.6%
	590	-4.0	84.5%	83.1%
	591	-2.1	77.8%	85.2%
	595	-3.8	72.2%	72.7%
	759	NA	85.7%	89.4%
	763	-1.8	54.4%	73.6%
	767	NA	55.6%	64.4%
	768	-1.4	83.3%	90.3%
	774	-1.8	48.9%	55.8%
	777	NA	56.7%	60.7%
	782	NA	71.1%	62.7%
	785	-2.9	47.8%	44.9%
	792	-1.7	73.3%	83.4%
	796	-0.2	73.3%	67.5%
	1564	NA	77.8%	84.3%
	1565	NA	89.5%	91.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Pacific Surfliner - Pacific Surfliner	1566	NA	73.7%	69.9%
	1569	NA	44.4%	57.4%
	1572	NA	50.0%	72.6%
	1573	NA	63.2%	74.7%
	1579	NA	77.8%	78.6%
	1584	NA	81.5%	83.6%
	1590	NA	89.5%	81.6%
	1761	NA	66.7%	79.4%
	1767	NA	59.3%	70.2%
Pennsylvanian - Pennsylvanian	42	-0.3	86.4%	78.2%
	43	-1.5	68.2%	67.0%
Piedmont - Piedmont	73	-0.8	85.6%	92.1%
	74	-1.0	82.2%	89.9%
	75	NA	73.3%	86.9%
	76	NA	66.7%	86.0%
	77	NA	82.2%	89.7%
	78	NA	73.3%	86.2%
San Joaquins - San Joaquins	701	-2.4	84.1%	81.9%
	702	-0.9	75.6%	67.3%
	703	-2.6	77.8%	86.4%
	704	0.0	84.4%	75.6%
	710	NA	61.1%	65.6%
	711	-0.7	71.1%	75.5%
	712	-2.2	50.0%	64.5%
	713	0.3	65.2%	66.0%
	714	-1.6	76.7%	72.1%
	715	-0.5	36.7%	60.4%
	716	-0.4	77.8%	72.1%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
San Joaquins - San Joaquins	717	-1.0	55.6%	56.3%
	718	-1.1	68.8%	73.4%
	719	NA	74.4%	75.8%
	1701	NA	44.4%	53.7%
	1718	NA	69.2%	70.0%
Vermonter - Vermonter	54	2.8	89.7%	92.5%
	55	3.9	93.4%	90.0%
	56	3.2	90.2%	84.2%
	57	3.2	93.1%	91.8%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	2.4	90.0%	90.0%
	53	-0.3	68.9%	81.7%
California Zephyr - California Zephyr	5	1.9	35.2%	24.1%
	6	2.4	11.4%	27.2%
	1005	NA	84.4%	95.3%
	1006	NA	84.4%	89.1%
Capitol Ltd - Capitol Ltd	29	-1.7	54.5%	60.1%
	30	-0.9	45.5%	25.8%
Cardinal - Cardinal	50	-0.9	51.4%	49.0%
	51	0.7	73.7%	58.9%
City Of New Orleans - City Of New Orleans	58	0.5	85.2%	50.7%
	59	0.4	73.9%	47.1%
Coast Starlight - Coast Starlight	11	-0.2	64.4%	47.4%
	14	0.1	41.1%	40.6%
Crescent - Crescent	19	-3.2	12.2%	32.7%
	20	-3.0	23.3%	19.6%
Empire Builder - Empire Builder	7	-1.0	54.7%	49.4%
	8	-1.1	32.6%	30.4%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2018 Q3 to FY 2019 Q2)	End Point OTP for FY 2019 Q2	All Stations OTP for FY 2019 Q2
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Empire Builder - Empire Builder	27	-2.1	51.2%	24.8%
	28	-1.3	63.9%	48.9%
Lake Shore Ltd - Lake Shore Ltd	48	1.6	75.6%	47.4%
	49	-1.2	61.6%	61.8%
	448	2.4	53.5%	45.2%
	449	5.0	89.5%	86.2%
Palmetto - Palmetto	89	-0.1	60.0%	69.5%
	90	0.1	88.9%	73.8%
Silver Meteor - Silver Meteor	97	0.4	80.0%	66.6%
	98	0.6	64.4%	55.9%
Silver Star - Silver Star	91	-0.6	31.1%	40.5%
	92	0.4	60.7%	39.1%
	1092	6.2	0.0%	16.2%
Southwest Chief - Southwest Chief	3	-1.0	67.0%	51.4%
	4	-0.7	43.8%	41.8%
	1003	NA	100.0%	62.5%
Sunset Ltd - Sunset Ltd	1	1.7	37.5%	10.1%
	2	0.8	9.4%	17.1%
Texas Eagle - Texas Eagle	21	1.6	46.1%	28.6%
	22	2.3	34.8%	36.5%

Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.

All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1		#2		
<i>Standard</i>			900					
Acela Express								
Acela Express	2150	MNRR	2,313	DSR	1,590	CTI	609	
	2151	MNRR	1,794	CTI	1,431	DSR	222	
	2153	MNRR	1,900	CTI	1,750	DSR	74	
	2154	MNRR	2,553	DSR	1,174	CTI	805	
	2155	MNRR	1,300	CTI	653	DSR	629	
	2158	MNRR	2,049	CTI	1,244	DMW	375	
	2159	MNRR	2,272	DSR	1,563	CTI	275	
	2160	MNRR	2,018	DSR	991	DMW	420	
	2163	MNRR	1,926	DSR	995	DMW	527	
	2164	MNRR	782	DSR	588	CTI	173	
	2165	MNRR	1,528	DSR	826	CTI	322	
	2166	MNRR	1,557	DSR	1,174	DET	129	
	2167	MNRR	1,745	CTI	1,063	DSR	504	
	2168	MNRR	1,209	DSR	544	CTI	512	
	2170	MNRR	1,502	CTI	1,183	DET	222	
	2171	MNRR	2,667	DSR	2,011	CTI	436	
	2172	MNRR	1,645	DSR	726	CTI	542	
	2173	MNRR	1,815	CTI	1,025	DSR	714	
	2175	MNRR	1,566	DSR	1,136	CTI	255	
	2190	MNRR	2,761	CTI	1,484	DSR	1,022	
	2248	MNRR	2,088	DSR	1,786	DCS	206	
	2249	MNRR	2,283	DSR	1,875	RTE	140	
	2250	MNRR	1,536	DSR	1,310	CTI	190	
	2251	MNRR	1,607	DSR	638	DCS	523	
	2252	MNRR	1,964	DSR	1,352	CTI	587	
	2253	MNRR	1,505	CTI	784	DSR	466	
	2254	MNRR	969	DSR	759	CTI	89	
	2255	MNRR	1,263	CTI	931	DSR	230	
	2256	MNRR	969	DSR	472	CTI	255	
	2257	MNRR	2,181	CTI	1,786	DCS	395	
	2258	MNRR	1,008	CTI	842	DSR	115	
	2259	MNRR	1,314	CTI	1,020	DSR	293	
	2260	MNRR	906	DSR	548	DCS	140	
	2261	MNRR	1,480	DSR	867	CTI	344	
	2275	MNRR	1,276	DSR	791	CTI	395	
	2290	MNRR	2,462	DSR	1,110	DMW	676	
Other NEC Corridor Routes								
Northeast Regional	All Other Northeast Regional	132	MNRR	1,352	DSR	740	DCS, CTI	306

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			<i>900</i>				
	135	MNRR	1,352	CTI	746	DSR	421
	136	MNRR	2,225	DSR	1,690	CTI	357
	137	MNRR	2,222	CTI	1,513	DSR	638
	139	MNRR	1,888	DSR	1,390	CTI	255
	140	MNRR	1,921	DSR	1,121	DCS	406
	141	MNRR	1,912	DSR	1,563	CTI	328
	143	MNRR	2,420	DSR	1,823	DET	450
	146	MNRR	1,333	DSR	893	CTI	321
	148	MNRR	1,464	DSR	1,039	CTI	366
	149	MNRR	1,875	DSR	1,263	CTI	599
	150	MNRR	1,632	DSR	874	CTI	450
	160	MNRR	2,168	CTI	1,001	DSR	874
	161	MNRR	1,920	DSR	1,454	CTI	344
	162	MNRR	1,810	DSR	831	CTI	647
	163	MNRR	1,274	DSR	690	CTI	464
	165	MNRR	1,730	DSR	868	CTI	819
	166	MNRR	1,543	CTI	1,480	DSR	64
	167	MNRR	1,786	DSR	1,709	RTE	77
	168	MNRR	512	CTI	357	DSR	155
	169	MNRR	1,601	DSR	1,398	CTI	179
	170	MNRR	2,646	DSR	1,657	CTI	869

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			<i>900</i>				
	172	MNRR	2,143	DSR	1,265	DMW	410
	173	MNRR	2,418	DSR	1,180	CTI	796
	175	MNRR	3,103	CTI	2,459	DSR	436
	177	MNRR	2,245	DSR	1,323	CTI	808
	178	MNRR	1,253	DSR	726	CTI	404
	179	MNRR	1,502	DSR	1,183	DET	152
	190	MNRR	3,265	CTI	1,640	DSR	1,536
	65	CSX	1,365	DSR	346	RTE	298
Richmond / Newport News / Norfolk	65	MNRR	4,547	CTI	2,041	DSR	835
	66	CSX	993	DSR	325	PTI	225
	66	MNRR	2,298	DSR	1,762	PET	321
	67	CSX	2,180	DCS	457	DSR	449
	67	MNRR	3,528	DSR	1,760	CTI	1,190
	71	CSX	603	RTE	171	PTI	164
	71	NS	1,145	FTI	584	DCS	337
	82	CSX	765	DCS	265	RTE	257
	82	MNRR	2,190	DSR	1,476	DMW	333
	83	CSX	1,553	DSR	585	RTE, DMW	239
	83	MNRR	2,202	DSR	2,063	CTI	119
	84	CSX	816	FTI	234	RTE	206
	84	NS	383	DCS	186	DSR	89

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
	85	CSX	1,207	RTE	285	DSR	264
	86	CSX	1,129	CTI	353	DCS	291
	86	MNRR	2,439	CTI	1,446	DMW	729
	87	CSX	577	DCS	229	RTE	142
	87	NS	463	DCS	324	FTI	108
	88	CSX	637	PTI	154	RTE	147
	88	MNRR	1,901	DSR	1,416	DCS	287
	88	NS	264	DSR	111	DCS	72
	93	CSX	1,115	CTI	376	RTE	312
	93	MNRR	2,335	DSR	1,144	DMW	697
	93	NS	537	FTI	228	DCS	142
	94	CSX	1,685	PTI	477	FTI	388
	94	MNRR	2,152	DSR	1,133	CTI	963
	94	NS	572	DMW	279	DCS	97
	95	CSX	1,772	DSR	455	FTI	444
	95	MNRR	1,835	DSR	1,156	CTI	407
	95	NS	604	DCS	318	RTE	136
	96	CSX	1,601	PTI	718	DSR	311
	96	MNRR	1,467	DSR	867	CTI	408
	99	CSX	868	DSR	263	FTI	226
	99	MNRR	1,589	DSR	887	CTI	351

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
Standard				900				
	125	CSX	1,326	FTI	391	DCS	265	
	125	NS	367	FTI	148	RTE	120	
	157	CSX	680	FTI	247	DCS	175	
	157	MNRR	2,028	DSR	1,556	CTI	255	
	157	NS	344	FTI	150	DSR	106	
	164	CSX	478	RTE	228	DCS	112	
	164	MNRR	1,907	CTI	727	DSR	663	
	174	CSX	1,516	RTE	316	FTI	314	
	174	MNRR	1,794	DSR	1,127	CTI	474	
	194	CSX	1,348	DSR	466	PTI	333	
	194	MNRR	1,333	CTI	1,333			
	195	CSX	856	PTI	224	RTE	179	
	195	MNRR	1,749	CTI	677	DSR	437	
	Roanoke	145	NS	526	FTI	318	DCS	116
		147	MNRR	2,024	DSR	1,476	CTI	440
		147	NS	873	FTI	684	RTE	75
		156	NS	407	PTI	106	FTI	101
		171	MNRR	2,963	DSR	2,026	CTI	624
		171	NS	914	FTI	566	PTI	93
		176	MNRR	1,941	DSR	1,338	CTI	354
		176	NS	734	FTI	271	PTI	139
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	520	UP	611	PTI	325	DCS	119
		521	UP	532	PTI	203	DSR	136
		522	UP	404	PTI	151	DCS	141

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	523	UP	705	PTI	310	DSR	141
	524	UP	898	PTI	427	DSR	135
	525	UP	872	PTI	330	CTI	184
	527	UP	767	PTI	315	DSR	166
	528	UP	715	PTI	324	DCS	117
	529	UP	395	PTI	178	DCS	83
	530	UP	440	PTI	130	RTE	109
	531	UP	884	PTI	537	DCS	181
	532	UP	367	DSR	111	DCS	86
	534	UP	286	PTI	119	DCS	80
	535	UP	414	DCS	256	PTI	62
	536	UP	483	PTI	130	FTI	101
	537	UP	445	PTI	201	DSR	84
	538	UP	495	DSR	181	PTI	158
	540	UP	466	PTI	208	FTI	105
	541	UP	551	PTI	179	DCS	130
	542	UP	567	PTI	258	DSR	156
	543	UP	707	PTI	293	CTI	205
	544	UP	450	PTI	231	DCS	135
	545	UP	541	PTI	296	DCS	123
	546	UP	611	PTI	209	DSR	122
	547	UP	591	PTI	169	CTI	109
	548	UP	714	PTI	414	DSR	133
	549	UP	418	PTI	234	DCS	62
	550	UP	675	DCS	226	PTI	224
	551	UP	355	PTI	139	RTE	117
	553	UP	334	DCS	93	PTI	71
	720	UP	396	PTI	138	DCS	86
	723	UP	447	PTI	240	DSR	114
	724	UP	742	PTI	293	DSR	156
	727	UP	631	PTI	268	DCS	148

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		728	UP	832	PTI	419	DSR	195
		729	UP	587	PTI	188	DSR	139
		732	UP	589	PTI	262	DSR	162
		733	UP	487	PTI	126	FTI	126
		734	UP	448	PTI	270	RTE, DCS	66
		736	UP	311	PTI	129	RTE	60
		737	UP	254	PTI	193	DSR	42
		738	UP	349	DSR	123	DCS	81
		741	UP	444	PTI	181	DSR	106
		742	UP	923	PTI	417	FTI	166
		743	UP	594	PTI	265	DSR, DMW	84
		744	UP	754	PTI	368	DSR	140
		745	UP	473	PTI	311	DSR	71
		746	UP	253	PTI	182	FTI	37
		747	UP	600	PTI	321	CTI	100
		748	UP	463	DSR	165	DCS	151
		749	UP	577	PTI	290	RTE	133
		751	UP	274	DCS	199	RTE	37
Carolinian	Carolinian	79	CSX	1,304	PTI	270	RTE	251
		79	NS	941	PTI	364	DCS	235
		80	CSX	1,343	PTI	273	DSR	270
		80	NS	738	PTI	248	DCS	172
Cascades	Cascades	500	BNSF	1,400	FTI	338	DSR	320
		500	UP	1,159	FTI	580	DSR	405
		501	BNSF	1,472	FTI	427	DSR	388
		502	BNSF	980	FTI	311	RTE	256
		504	BNSF	1,164	DSR	281	FTI	255
		505	BNSF	1,104	DSR	310	RTE	251
		505	UP	2,503	FTI	1,074	PTI	525
		506	BNSF	736	FTI	331	PTI	144
		506	UP	1,590	FTI	1,143	DSR	210

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		507	BNSF	1,067	RTE	271	DSR	268
		508	BNSF	722	FTI	293	DSR	261
		508	UP	2,179	FTI	821	PTI	637
		511	UP	1,305	FTI	409	DSR	381
		513	UP	1,017	PTI	489	FTI	325
		516	BNSF	2,929	DSR	1,179	FTI	700
		517	BNSF	1,458	DSR	511	FTI	367
		518	BNSF	1,825	DSR	616	FTI	585
		519	BNSF	1,777	DSR	733	PTI	484
Downeaster	Downeaster	680	MBTA	1,062	CTI	832	DCS	175
		680	PanAm	678	FTI	264	DSR	240
		681	MBTA	619	CTI	179	DSR	166
		681	PanAm	1,337	PTI	655	FTI	300
		682	MBTA	1,058	CTI	256	DCS	230
		682	PanAm	606	FTI	270	DSR	175
		683	MBTA	691	DCS	247	DMW	158
		683	PanAm	817	PTI	391	DSR	210
		684	MBTA	738	CTI	405	DCS	149
		684	PanAm	787	PTI	273	DSR	169
		685	MBTA	1,519	CTI	1,284	DCS	188
		685	PanAm	550	PTI	178	FTI	153
		686	MBTA	1,613	CTI	1,071	FTI	337
		686	PanAm	736	PTI	306	DSR	158
		687	MBTA	1,041	CTI	798	DCS	171
		687	PanAm	1,516	PTI	947	FTI	249
		688	MBTA	1,152	CTI	858	FTI	137
		688	PanAm	939	PTI	646	FTI	131
		689	MBTA	493	DCS	214	CTI	183
		689	PanAm	339	FTI	133	DCS	113
		690	MBTA	208	DTR	151	DCS, CTI	28
		690	PanAm	375	DCS	184	DSR	107

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		691	MBTA	1,313	DMW	605	CTI	387
		691	PanAm	801	RTE	182	DCS	176
		692	MBTA	557	CTI	255	PTI	180
		692	PanAm	401	FTI	174	DCS	150
		693	MBTA	1,096	CTI	557	DCS	255
		693	PanAm	2,946	PTI	1,340	DMW	1,199
		694	MBTA	304	CTI	167	DTR	118
		694	PanAm	1,200	DMW	694	PTI	239
		695	PanAm	1,470	PTI	565	FTI	454
		696	MBTA	274	DTR	180	DCS	38
		696	PanAm	852	DCS	370	FTI	192
		697	MBTA	1,911	DMW	1,362	DCS	274
		697	PanAm	1,195	FTI	522	PTI	350
		698	MBTA	605	DTR	359	DMW	170
		698	PanAm	1,395	PTI	436	DMW	429
		699	MBTA	748	DMW	391	FTI	219
		699	PanAm	269	FTI	102	DSR	102
		1689	MBTA	1,164	CTI	406	FTI	370
Empire	Adirondack	68	Amtrak	41	DCS	37	RTE	3
		68	CN	2,372	DSR	1,253	FTI	355
		68	CP	383	PTI	214	FTI	61
		68	MNRR	670	CTI	319	DSR	185
		69	CN	4,605	DSR	1,748	RTE	1,582
		69	CP	920	PTI	662	FTI	122
		69	MNRR	511	CTI	216	DMW	122
	Ethan Allen Express	290	Amtrak	326	PTI	289	RTE	36
		290	CP	523	DCS	185	PTI	158
		290	MNRR	1,042	DMW	381	CTI	327
		290	VTR	160	DSR	77	DMW	63
		291	CP	318	PTI	118	RTE	83
		291	MNRR	772	RTE	255	CTI	232

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		291	VTR	52	DSR	35	DCS	17
		292	Amtrak	217	PTI	217		
		292	CP	1,804	PTI	1,732	FTI	71
		292	MNRR	628	CTI	324	DSR	105
		292	VTR	448	DSR	239	DMW	209
		293	CP	588	FTI	409	DCS	102
		293	MNRR	2,427	CTI	1,956	PTI	217
		293	VTR	257	DSR	161	DCS	97
		295	CP	142	RTE	83	PTI	30
		295	MNRR	1,077	CTI	790	DMW	162
		295	VTR	45	DSR	45		
		296	CP	807	PTI	427	DCS	237
		296	MNRR	695	RTE	303	CTI	280
	Maple Leaf	63	CSX	1,113	FTI	458	RTE	381
		63	MNRR	584	CTI	404	RTE	95
		64	Amtrak	6	DCS	6		
		64	CSX	1,062	FTI	521	RTE	263
		64	MNRR	787	CTI	347	RTE	283
	New York - Albany	230	MNRR	573	CTI	385	DSR	65
		232	MNRR	690	CTI	329	RTE	201
		233	MNRR	1,027	CTI	552	RTE	265
		234	MNRR	1,181	CTI	697	RTE	296
		235	MNRR	628	CTI	278	RTE	139
		236	MNRR	741	CTI	221	RTE	211
		237	MNRR	996	CTI	893	DCS	49
		238	MNRR	733	CTI	255	DMW	207
		239	MNRR	1,939	CTI	1,835	RTE	78
		241	MNRR	337	CTI	153	RTE, DSR	66
		242	MNRR	752	CTI	391	RTE	207
		243	MNRR	157	RTE	76	CTI	62
		244	MNRR	1,322	CTI	848	PTI	166

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		245	MNRR	466	CTI	270	DSR	69
		250	MNRR	606	CTI	264	DCS	146
		252	MNRR	670	DMW	209	RTE	126
		253	MNRR	650	CTI	381	RTE	146
		254	MNRR	1,121	CTI	662	DSR	224
		255	MNRR	882	CTI	290	RTE	217
		256	MNRR	729	CTI	381	DSR	112
		259	MNRR	275	CTI	140	PTI	62
		260	MNRR	1,334	CTI	544	DSR	264
		261	MNRR	444	CTI	276	DSR	108
	New York - Niagara Falls	280	Amtrak	21	PTI	21		
		280	CSX	707	RTE	233	FTI	218
		280	MNRR	1,295	CTI	630	PTI	180
		281	CSX	1,362	FTI	627	RTE	358
		281	MNRR	1,341	CTI	804	DMW	258
		283	CSX	1,125	FTI	425	RTE	335
		283	MNRR	741	CTI	326	RTE	148
		284	CSX	825	FTI	299	RTE	295
		284	MNRR	1,164	CTI	594	DSR	208
		288	CSX	1,283	FTI	560	DCS	279
		288	MNRR	684	PTI	314	DSR	146
Heartland Flyer	Heartland Flyer	821	BNSF	1,267	DSR	764	FTI	344
		822	BNSF	1,308	DSR	661	FTI	344
Hiawatha	Hiawatha	329	CP	78	FTI	55	RTE, DMW	10
		329	Metra	408	CTI	125	DCS	103
		330	CP	13	PTI	8	FTI	5
		330	Metra	3,559	CTI	3,472	FTI	46
		331	CP	56	DMW	24	DCS	15
		331	Metra	914	CTI	728	DCS	129
		332	CP	247	FTI	123	DCS	61
		332	Metra	1,105	DSR	496	CTI	228

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		333	CP	280	FTI	112	DMW	59
		333	Metra	1,159	CTI	591	FTI	224
		334	CP	212	FTI	105	DSR, DCS	24
		334	Metra	1,311	DSR	543	CTI	396
		335	CP	308	FTI	109	PTI	68
		335	Metra	721	CTI	341	FTI	147
		336	CP	453	FTI	173	DCS	158
		336	Metra	1,282	DSR	575	CTI	262
		337	CP	260	PTI	89	RTE	74
		337	Metra	482	CTI	232	DCS	120
		338	CP	353	FTI	223	PTI	60
		338	Metra	1,912	CTI	946	DSR	721
		339	CP	321	CTI	173	DCS	92
		339	Metra	2,298	CTI	1,972	RTE	111
		340	CP	420	FTI	158	CTI	118
		340	Metra	2,119	CTI	1,012	DSR	488
		341	CP	216	DCS	173	FTI	17
		341	Metra	1,534	CTI	1,240	PTI	152
		342	CP	212	DCS	81	FTI	54
		342	Metra	2,688	CTI	1,664	DSR	446
		343	Metra	510	CTI	243	DCS	146
Hoosier	Hoosier	850	CSX	425	DCS	215	FTI	142
		851	CSX	565	FTI	234	DCS	202
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	562	FTI	226	RTE	71
		381	BNSF	367	FTI	180	DCS	61
		382	BNSF	570	FTI	272	RTE	98
		383	BNSF	735	FTI	219	DCS	196
	Illini / Saluki	390	CN	1,369	DCS	661	FTI	316
		391	CN	1,571	DCS	848	FTI	305

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		392	CN	1,876	DCS	871	FTI	540
		393	CN	1,360	DCS	691	FTI	333
	Lincoln Service	300	CN	2,992	DSR	1,265	FTI	1,219
		300	UP	1,094	FTI	643	DCS	179
		301	CN	2,369	DSR	1,089	FTI	511
		301	UP	1,064	PTI	444	FTI	271
		302	CN	3,680	FTI	1,711	DSR	1,336
		302	UP	1,085	FTI	450	PTI	342
		303	CN	2,857	DSR	1,291	FTI	512
		303	UP	960	FTI	432	PTI	296
		304	CN	3,019	FTI	1,212	DSR	1,126
		304	UP	705	PTI	282	FTI	196
		305	CN	2,978	DSR	1,456	DCS	529
		305	UP	1,167	PTI	417	FTI	389
		306	CN	3,386	FTI	1,496	DSR	1,017
		306	UP	1,030	PTI	462	FTI	331
		307	CN	2,851	DSR	1,192	FTI	859
		307	UP	1,043	FTI	470	PTI	288
Michigan	Blue Water	364	Amtrak	292	DCS	161	DMW	40
		364	CN	1,170	FTI	743	DCS	222
		364	MIDOT	176	DCS	150	FTI	26
		364	NS	4,028	FTI	3,234	DCS	549
		365	Amtrak	933	DCS	376	PTI	344
		365	CN	1,189	FTI	862	DMW	133
		365	MIDOT	491	DCS	204	PTI	146
		365	NS	5,863	FTI	3,503	DCS	1,157
	Pere Marquette	370	CSX	435	FTI	235	DCS	103
		370	NS	2,930	FTI	2,042	DCS	523
		371	CSX	265	DCS	122	FTI	104
		371	NS	3,824	FTI	1,986	PTI	1,158
	Wolverine	350	Amtrak	1,433	PTI	1,101	DCS	216

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		350	CN	2,630	FTI	1,241	DSR	884
		350	MIDOT	427	PTI	264	DCS	68
		350	NS	4,208	FTI	2,943	DCS	1,087
		351	Amtrak	951	PTI	392	DCS	333
		351	CN	1,830	DSR	655	FTI	651
		351	MIDOT	332	DMW	143	DCS	112
		351	NS	4,548	FTI	3,134	DCS	619
		352	Amtrak	438	DCS	279	DMW	72
		352	CN	2,724	DSR	966	FTI	945
		352	MIDOT	584	PTI	397	DCS	164
		352	NS	7,464	FTI	5,252	DCS	923
		353	Amtrak	405	DCS	218	DSR	56
		353	CN	2,996	FTI	1,417	DSR	609
		353	MIDOT	395	PTI	261	DCS	95
		353	NS	5,571	FTI	5,176	DCS	225
		354	Amtrak	542	DCS	217	PTI	147
		354	CN	2,512	FTI	886	DSR	783
		354	MIDOT	451	PTI	216	DCS	168
		354	NS	3,622	FTI	1,972	DCS	1,312
		355	Amtrak	767	DCS	375	PTI	184
		355	CN	3,597	FTI	1,372	DCS	788
		355	MIDOT	906	PTI	671	DCS	183
		355	NS	2,212	FTI	1,647	PTI	230
Missouri	Missouri	311	UP	860	FTI	453	DCS	146
		313	UP	1,629	FTI	1,167	PTI	286
		314	UP	1,136	FTI	865	DCS	72
		316	UP	1,167	FTI	786	DCS	114
Pacific Surfliner	Pacific Surfliner	561	BNSF	2,134	CTI	1,218	DCS	472
		561	SCRRA	706	CTI	397	DCS	172
		561	SDNRR	1,075	CTI	457	DCS	288
		562	BNSF	652	FTI	250	DSR	170

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	562	SCRRA	1,302	CTI	690	PTI	434
	562	SDNRR	2,452	CTI	1,085	PTI	924
	564	BNSF	1,639	FTI	591	CTI	554
	564	SCRRA	2,835	CTI	1,705	PTI	868
	564	SDNRR	1,880	PTI	734	CTI	687
	565	BNSF	1,676	DSR	347	CTI	303
	565	SCRRA	1,547	PTI	800	CTI	447
	565	SDNRR	1,764	CTI	1,046	PTI	417
	566	BNSF	1,078	DSR	369	FTI	362
	566	SCRRA	2,475	PTI	1,779	CTI	330
	566	SDNRR	1,260	PTI	766	CTI	164
	569	BNSF	2,086	DCS	1,103	DSR	428
	569	SCRRA	1,093	PTI	595	DCS	243
	569	SDNRR	1,449	PTI	536	CTI	454
	572	BNSF	2,038	DCS	783	DSR	495
	572	SCRRA	1,153	PTI	734	DCS	292
	572	SDNRR	1,620	CTI	657	PTI	499
	573	BNSF	1,381	DCS	635	DSR	472
	573	SCRRA	932	PTI	572	DCS	185
	573	SDNRR	1,978	PTI	990	DCS	423
	579	BNSF	1,545	DCS	520	DSR	410
	579	SCRRA	506	CTI	312	PTI	93
	579	SDNRR	1,210	PTI	417	CTI	406
	580	BNSF	703	DCS	377	DSR	202
	580	SCRRA	1,276	PTI	546	CTI	482
	580	SDNRR	1,349	CTI	664	PTI	296
	583	BNSF	1,273	DCS	349	CTI	297
	583	SCRRA	1,372	CTI	739	PTI	448
	583	SDNRR	1,410	CTI	599	PTI	555
	584	BNSF	795	CTI	368	PTI	180
	584	SCRRA	632	PTI	472	RTE	65

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	584	SDNRR	2,477	CTI	1,699	PTI	250
	590	BNSF	530	DCS	220	CTI	196
	590	SCRRA	792	PTI	271	DCS	260
	590	SDNRR	1,165	FTI	432	PTI	271
	591	BNSF	956	FTI	460	RTE	202
	591	SCRRA	437	CTI	253	PTI	66
	591	SDNRR	1,309	PTI	670	CTI	444
	595	BNSF	951	RTE	396	DSR	259
	595	SCRRA	581	CTI	282	DCS	148
	595	SDNRR	1,718	PTI	587	DCS	339
	759	SCRRA	1,043	CTI	799	FTI	94
	759	UP	1,368	CTI	574	PTI	554
	763	BNSF	1,395	DSR	305	FTI	279
	763	SCRRA	733	PTI	390	CTI	145
	763	SDNRR	1,286	CTI	733	DCS	329
	763	UP	1,175	PTI	624	DMW	204
	767	BNSF	2,236	RTE	668	DSR	623
	767	SCRRA	495	PTI	181	CTI	137
	767	SDNRR	3,148	CTI	1,285	PTI	1,256
	767	UP	2,282	PTI	1,746	DCS	178
	768	BNSF	910	DCS	424	DSR	191
	768	SCRRA	983	PTI	448	DCS	273
	768	SDNRR	982	CTI	275	PTI	265
	768	UP	563	DCS	286	PTI	148
	774	BNSF	1,499	DCS	687	FTI	351
	774	SCRRA	1,022	PTI	442	CTI	264
	774	SDNRR	2,338	CTI	1,268	PTI	860
	774	UP	1,113	PTI	542	DCS	338
	777	BNSF	1,127	FTI	300	DSR	264
	777	SCRRA	1,041	CTI	445	PTI	370
	777	SDNRR	2,062	PTI	1,013	RTE	440

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1		#2	
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	777	UP	1,508	PTI	1,017	DCS	223
	782	BNSF	1,038	CTI	635	DCS	170
	782	SCRRA	1,738	CTI	838	PTI	467
	782	SDNRR	2,235	CTI	1,319	PTI	577
	782	UP	2,047	PTI	1,342	DCS	272
	785	BNSF	1,964	DSR	537	FTI, DCS	351
	785	SCRRA	1,082	PTI	485	CTI	271
	785	SDNRR	2,601	CTI	1,664	PTI	568
	785	UP	694	PTI	303	DCS	140
	792	BNSF	941	DCS	305	RTE	243
	792	SCRRA	761	CTI	495	PTI	102
	792	SDNRR	1,449	PTI	495	FTI	432
	792	UP	2,932	CTI	1,513	PTI	1,023
	796	BNSF	766	FTI	204	DCS	193
	796	SCRRA	767	PTI	313	CTI	139
	796	SDNRR	653	FTI	312	DCS	116
	796	UP	1,698	PTI	1,160	DCS	192
	1564	BNSF	1,637	DCS	810	PTI	431
	1564	SCRRA	968	PTI	593	DCS	155
	1564	SDNRR	2,338	RTE	543	DCS, CTI	517
	1565	BNSF	661	RTE	269	CTI	122
	1565	SCRRA	691	PTI	513	CTI	178
	1565	SDNRR	1,322	DMW	639	DCS	315
	1566	BNSF	392	DSR	147	DCS	147
	1566	SCRRA	1,740	PTI	1,093	DCS	346
	1566	SDNRR	2,172	DCS	762	CTI	744
	1569	BNSF	1,240	DCS	336	DSR	284
	1569	SCRRA	694	PTI	483	CTI	153
	1569	SDNRR	4,243	CTI	1,858	PTI	1,599
	1572	BNSF	620	DSR	362	FTI	103
	1572	SCRRA	1,777	PTI	1,165	DCS	294

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		1572	SDNRR	2,468	PTI	906	CTI	841
		1573	BNSF	1,542	DCS	759	FTI	392
		1573	SCRRA	1,249	DCS	346	CTI	346
		1573	SDNRR	1,918	CTI	1,007	PTI	639
		1579	BNSF	733	DCS	358	DMW	143
		1579	SCRRA	592	CTI	286	PTI	248
		1579	SDNRR	2,024	PTI	1,063	CTI	860
		1584	BNSF	1,127	DCS	680	DMW	197
		1584	SCRRA	1,307	PTI	592	CTI	324
		1584	SDNRR	1,932	CTI	952	PTI	629
		1590	BNSF	588	DCS	196	CTI	171
		1590	SCRRA	1,461	PTI	1,238	DCS	201
		1590	SDNRR	779	PTI	394	DCS	184
		1761	BNSF	2,463	PTI	1,550	DCS	603
		1761	SCRRA	374	PTI	248	DCS	59
		1761	UP	1,995	PTI	1,588	DCS	308
		1767	BNSF	1,344	DCS	482	RTE	413
		1767	SCRRA	639	DCS	240	PTI	227
		1767	SDNRR	3,407	CTI	1,734	DMW	849
		1767	UP	1,796	PTI	1,352	DSR	170
Pennsylvanian	Pennsylvanian	42	NS	1,163	FTI	686	DCS	164
		43	NS	1,246	FTI	840	DCS	179
Piedmont	Piedmont	73	NS	629	FTI	308	DCS	135
		74	NS	553	DCS	192	FTI	165
		75	NS	708	FTI	274	DCS	179
		76	NS	836	PTI	341	DCS	243
		77	NS	553	DCS	140	FTI	139
		78	NS	771	FTI	441	DCS	131
San Joaquins	San Joaquins	701	BNSF	409	FTI	157	DSR	140
		701	UP	833	FTI	345	DCS	156
		702	BNSF	914	FTI	347	PTI	326

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	702	UP	1,241	FTI	442	DSR	326
	703	BNSF	953	PTI	390	FTI	364
	703	UP	1,216	DCS	314	DSR	264
	704	BNSF	613	PTI	320	FTI	157
	704	UP	1,038	FTI	426	DSR	198
	710	BNSF	1,111	FTI	417	PTI	382
	710	UP	554	PTI	181	DCS	175
	711	BNSF	775	FTI	247	PTI	229
	711	UP	1,197	PTI	715	DCS	324
	712	BNSF	1,327	PTI	430	FTI	408
	712	UP	965	PTI	436	DCS	273
	713	BNSF	974	PTI	349	FTI	322
	713	UP	1,299	PTI	911	DCS	140
	714	BNSF	1,131	PTI	370	FTI	365
	714	UP	1,025	PTI	457	DCS	330
	715	BNSF	1,064	PTI	497	FTI	331
	715	UP	1,791	PTI	1,498	DCS	116
	716	BNSF	810	PTI	328	FTI	303
	716	UP	705	PTI	544	DSR	75
	717	BNSF	953	PTI	511	FTI	175
	717	UP	1,216	PTI	727	DSR	147
	718	BNSF	747	PTI	368	FTI	165
	718	UP	850	PTI	478	FTI	151
	719	BNSF	731	PTI	403	FTI	187
	719	UP	1,433	PTI	1,042	RTE	121
	1701	BNSF	1,068	PTI	496	FTI	420
	1701	UP	789	FTI	395	DCS	144
	1718	BNSF	768	PTI	306	FTI	197
	1718	UP	686	PTI	258	DCS	169
Vermonter	54	MADOT	1,919	DSR	1,768	PTI	129
	54	MNRR	2,131	DSR	1,410	CTI	634

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Non-NEC Corridor Routes							
	54	NECR	721	DSR	579	FTI	88
	55	MADOT	2,262	DSR	1,805	DCS	260
	55	MNRR	1,900	DSR	1,191	CTI	662
	55	NECR	797	DSR	610	FTI	87
	56	MADOT	1,946	DSR	1,801	PTI, DMW	46
	56	MNRR	3,132	DMW	1,028	DSR	1,025
	56	NECR	788	DSR	568	FTI	172
	57	MADOT	1,739	DSR	1,681	DCS	58
	57	MNRR	1,755	DSR	807	CTI	794
	57	NECR	774	DSR	614	RTE	121
Long-Distance Routes							
Auto Train	52	CSX	1,080	FTI	415	PTI	251
	53	CSX	1,456	FTI	727	PTI	307
	53	FR	2,981	CTI	2,008	DSR	745
California Zephyr	5	BNSF	1,872	FTI	656	DSR	435
	5	UP	790	FTI	301	PTI	178
	6	BNSF	1,827	FTI	684	DSR	467
	6	UP	754	FTI	297	DCS	159
Capitol Ltd	29	CSX	539	DCS	180	DSR	119
	29	NS	2,473	FTI	1,935	PTI	281
	30	CSX	1,081	RTE	294	DSR	279
	30	NS	1,979	FTI	1,532	RTE	172
Cardinal	50	BBrRR	1,105	FTI	410	PTI	307
	50	CSX	705	FTI	299	DSR	161
	50	NS	1,654	DCS	500	FTI	465
	51	BBrRR	929	PTI	601	DCS	185
	51	CSX	929	FTI	389	DCS	244
	51	NS	1,950	DCS	748	PTI	677
City Of New Orleans	58	CN	1,183	FTI	546	RTE	215
	59	CN	1,141	FTI	619	DSR	173
Coast Starlight	11	BNSF	644	FTI	146	DCS	138
	11	SCRRA	1,760	CTI	955	PTI	524
	11	UP	1,551	FTI	573	PTI	478
	14	BNSF	752	DSR	154	RTE	149
	14	SCRRA	2,283	PTI	1,422	CTI	504
	14	UP	1,411	FTI	434	PTI	388

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Long-Distance Routes								
Crescent	19	NS	1,631	FTI	928	DSR	262	
	20	NS	1,448	FTI	730	DSR	282	
Empire Builder	7	BNSF	1,096	FTI	707	DSR	143	
	7	CP	767	FTI	516	DCS	98	
	7	Metra	1,027	CTI	737	DCS	139	
	8	BNSF	1,172	FTI	777	DSR	165	
	8	CP	894	FTI	511	DSR	145	
	8	Metra	1,976	CTI	1,409	DCS	218	
Lake Shore Ltd	27	BNSF	1,046	FTI	400	DSR	313	
	28	BNSF	864	FTI	390	DSR	205	
	48	CSX	751	FTI	246	RTE	177	
	48	MNRR	1,179	CTI	672	RTE	177	
	48	NS	1,849	FTI	1,333	RTE	214	
	49	CSX	507	FTI	196	RTE	151	
	49	MNRR	674	CTI	294	RTE	150	
	49	NS	2,185	FTI	1,590	PTI	343	
	448	CSX	775	FTI	417	DCS	123	
	448	MBTA	4,205	CTI	3,461	RTE	411	
Palmetto	449	CSX	832	FTI	293	PTI	206	
	449	MBTA	2,531	CTI	1,674	RTE	356	
	89	CSX	1,027	FTI	354	PTI	238	
	90	CSX	771	FTI	231	PTI	209	
	Silver Meteor	97	CSX	601	FTI	226	DSR	152
		97	Fla DOT	1,314	CTI	813	DSR	279
97		FR	1,038	CTI	431	DCS	223	
98		CSX	833	FTI	285	DSR	174	
98		Fla DOT	1,189	DSR	958	DCS	99	
98		FR	1,500	CTI	604	DSR	272	
Silver Star	91	CSX	1,044	FTI	295	DSR	290	
	91	Fla DOT	1,327	CTI	779	DSR	238	
	91	FR	1,016	CTI	447	DCS	215	
	91	NS	577	DSR	255	DCS	106	
	92	CSX	1,028	DSR	287	PTI	280	
	92	Fla DOT	1,380	DSR	794	DCS	402	
	92	FR	1,103	DSR	474	CTI	389	
	92	NS	1,139	DCS	357	PTI	206	
	1092	CSX	1,877	DCS	532	PTI, DSR	436	
	1092	Fla DOT	575	DSR	575			
Southwest Chief	1092	FR	821	DSR	493	DCS	328	
	3	BNSF	682	FTI	280	DCS	145	

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	3	NMDOT	778	CTI	372	DSR	174
	4	BNSF	687	FTI	250	DCS	147
	4	NMDOT	949	PTI	284	CTI	242
	1003	BNSF	382	FTI	150	PTI	91
Sunset Ltd	1	BNSF	3,440	FTI	1,708	DSR	1,049
	1	UP	1,944	FTI	1,173	DSR	283
	2	BNSF	2,173	FTI	1,051	DSR	902
	2	UP	2,030	FTI	1,254	DSR	257
Texas Eagle	21	BNSF	1,786	DSR	1,097	FTI	272
	21	CN	4,720	DSR	1,847	FTI	1,779
	21	TRE	1,677	CTI	779	DTR	352
	21	UP	2,039	FTI	936	DSR	280
	22	BNSF	1,858	DSR	1,413	FTI	261
	22	CN	4,504	FTI	1,886	DSR	1,014
	22	TRE	2,637	CTI	1,714	DSR	273
	22	UP	1,437	FTI	616	DSR	338

This table excludes third party delays and excludes hosts with fewer than 15 route miles. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table, with tighter delay standards. For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2150	8	CAR	6	ADA	3
Acela Express	2151	187	HLD	50	OTH	44
Acela Express	2153	327	ENG	174	OTH	85
Acela Express	2154	127	ENG	83	HLD	25
Acela Express	2155	47	OTH	29	ADA	9
Acela Express	2158	85	OTH	66	HLD	17
Acela Express	2159	146	OTH	61	HLD	59
Acela Express	2160	45	ADA	14	OTH	11
Acela Express	2163	149	HLD	82	INJ	41
Acela Express	2164	129	OTH	88	SYS	25
Acela Express	2165	108	HLD	35	CAR, ADA	27
Acela Express	2166	22	OTH	22		
Acela Express	2167	302	ENG	225	HLD	59
Acela Express	2168	85	OTH	47	ENG	28
Acela Express	2170	55	OTH	50	HLD	6
Acela Express	2171	220	HLD	105	ENG	50
Acela Express	2172	14	ADA	8	OTH, HLD	3
Acela Express	2173	299	ENG	202	HLD	53
Acela Express	2175	199	CON	97	HLD	56
Acela Express	2190	162	HLD	118	ENG	39
Acela Express	2248	116	CAR	65	ADA	39
Acela Express	2249	140	HLD	77	ENG	64
Acela Express	2250	101	HLD	101		
Acela Express	2251	242	ADA	102	HLD	64
Acela Express	2252	216	OTH	144	HLD	72
Acela Express	2253	172	HLD	89	ADA	70
Acela Express	2254	78	HLD	66	ADA	12
Acela Express	2255	166	ADA	89	ENG	64
Acela Express	2256	60	HLD	24	ADA	24
Acela Express	2257	242	HLD	204	ADA	38
Acela Express	2258	36	OTH	24	ADA	12
Acela Express	2259	306	CAR	179	ADA	102
Acela Express	2260	168	HLD	108	OTH	60
Acela Express	2261	332	SYS	153	OTH	128
Acela Express	2275	51	HLD	38	ADA	13
Acela Express	2290	84	HLD	48	OTH	24
Other NEC Corridor Routes - Amtrak Responsible						

Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	132	168	HLD	168		
Northeast Regional - All Other Northeast Regional	135	255	HLD	255		
Northeast Regional - All Other Northeast Regional	136	207	ADA	103	SYS	65
Northeast Regional - All Other Northeast Regional	137	135	ENG	67	HLD	29
Northeast Regional - All Other Northeast Regional	139	217	ADA	89	OTH	51
Northeast Regional - All Other Northeast Regional	140	226	INJ	110	OTH	75
Northeast Regional - All Other Northeast Regional	141	193	ADA	67	SVS	53
Northeast Regional - All Other Northeast Regional	143	129	SVS	111	ADA	12
Northeast Regional - All Other Northeast Regional	146	89	OTH	89		
Northeast Regional - All Other Northeast Regional	148	154	HLD	91	ENG	44
Northeast Regional - All Other Northeast Regional	149	268	SVS	102	ADA	89
Northeast Regional - All Other Northeast Regional	150	40	OTH	35	HLD	6
Northeast Regional - All Other Northeast Regional	160	180	OTH	90	ADA	54
Northeast Regional - All Other Northeast Regional	161	281	OTH	89	HLD	77
Northeast Regional - All Other Northeast Regional	162	121	HLD	93	OTH	23
Northeast Regional - All Other Northeast Regional	163	36	ADA	24	HLD	12
Northeast Regional - All Other Northeast Regional	165	265	SVS	172	HLD	62
Northeast Regional - All Other Northeast Regional	166	36	HLD	24	ADA	12
Northeast Regional - All Other Northeast Regional	167	128	HLD	89	SYS, ADA	13
Northeast Regional - All Other Northeast Regional	168	268	HLD	268		
Northeast Regional - All Other Northeast Regional	169	148	CAR	49	OTH, CON	37
Northeast Regional - All Other Northeast Regional	170	72	OTH	66	HLD	6
Northeast Regional - All Other Northeast Regional	172	176	OTH	66	ADA	58
Northeast Regional - All Other Northeast Regional	173	343	CON	117	OTH	111
Northeast Regional - All Other Northeast Regional	175	152	ADA	50	ENG	47
Northeast Regional - All Other Northeast Regional	177	126	HLD	41	CON	35
Northeast Regional - All Other Northeast Regional	178	162	OTH	102	ADA	39
Northeast Regional - All Other Northeast Regional	179	410	CON	214	CAR	70
Northeast Regional - All Other Northeast Regional	190	20	OTH	11	HLD	8

Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - Richmond / Newport News / Norfolk	65	460	HLD	102	SVS	90
Northeast Regional - Richmond / Newport News / Norfolk	66	622	ENG	243	SYS	91
Northeast Regional - Richmond / Newport News / Norfolk	67	443	SYS	207	SVS	75
Northeast Regional - Richmond / Newport News / Norfolk	71	472	OTH	178	SVS	153
Northeast Regional - Richmond / Newport News / Norfolk	82	65	HLD	39	SYS	13
Northeast Regional - Richmond / Newport News / Norfolk	83	422	SYS	152	HLD	101
Northeast Regional - Richmond / Newport News / Norfolk	84	519	SYS	181	OTH	162
Northeast Regional - Richmond / Newport News / Norfolk	85	251	OTH	102	ENG	82
Northeast Regional - Richmond / Newport News / Norfolk	86	311	HLD	104	ENG	76
Northeast Regional - Richmond / Newport News / Norfolk	87	473	SYS	162	SVS	134
Northeast Regional - Richmond / Newport News / Norfolk	88	347	OTH	127	SYS	96
Northeast Regional - Richmond / Newport News / Norfolk	93	422	SYS	111	SVS	108
Northeast Regional - Richmond / Newport News / Norfolk	94	216	SYS	103	OTH	28
Northeast Regional - Richmond / Newport News / Norfolk	95	577	SYS	288	ENG	99
Northeast Regional - Richmond / Newport News / Norfolk	96	445	HLD	154	SVS	81
Northeast Regional - Richmond / Newport News / Norfolk	99	259	HLD	74	OTH	68
Northeast Regional - Richmond / Newport News / Norfolk	125	639	SYS	217	OTH	116
Northeast Regional - Richmond / Newport News / Norfolk	157	625	OTH	181	SYS	130
Northeast Regional - Richmond / Newport News / Norfolk	164	186	HLD	79	OTH	44
Northeast Regional - Richmond / Newport News / Norfolk	174	319	OTH	86	ENG	71
Northeast Regional - Richmond / Newport News / Norfolk	194	434	SYS	147	HLD	130
Northeast Regional - Richmond / Newport News / Norfolk	195	327	ADA	76	SVS	74
Northeast Regional - Roanoke	145	527	HLD	188	SYS	124
Northeast Regional - Roanoke	147	598	SYS	343	SVS	77
Northeast Regional - Roanoke	156	797	SYS	468	ENG	134
Northeast Regional - Roanoke	171	465	SYS	188	HLD	97
Northeast Regional - Roanoke	176	515	SYS	214	ENG	94
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	520	329	SYS	92	HLD	75

Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	521	178	SYS	75	HLD	68
Capitol Corridor - Capitol Corridor	522	671	SYS	173	ENG	173
Capitol Corridor - Capitol Corridor	523	410	HLD	136	ADA	103
Capitol Corridor - Capitol Corridor	524	127	HLD	50	ADA	36
Capitol Corridor - Capitol Corridor	525	542	HLD	262	SYS	90
Capitol Corridor - Capitol Corridor	527	188	SYS	55	ADA	36
Capitol Corridor - Capitol Corridor	528	376	HLD	92	SYS	91
Capitol Corridor - Capitol Corridor	529	275	HLD	102	OTH	63
Capitol Corridor - Capitol Corridor	530	257	ADA	118	HLD	57
Capitol Corridor - Capitol Corridor	531	450	HLD	215	ADA	129
Capitol Corridor - Capitol Corridor	532	162	ADA	55	SYS	40
Capitol Corridor - Capitol Corridor	534	361	ENG	128	SYS	117
Capitol Corridor - Capitol Corridor	535	450	ADA	179	OTH	160
Capitol Corridor - Capitol Corridor	536	707	HLD	285	ADA	166
Capitol Corridor - Capitol Corridor	537	214	HLD	62	SYS	54
Capitol Corridor - Capitol Corridor	538	512	HLD	185	SYS	117
Capitol Corridor - Capitol Corridor	540	303	HLD	163	ITI	36
Capitol Corridor - Capitol Corridor	541	471	HLD	222	ADA	110
Capitol Corridor - Capitol Corridor	542	306	ITI	104	HLD	59
Capitol Corridor - Capitol Corridor	543	494	HLD	181	ADA	147
Capitol Corridor - Capitol Corridor	544	245	ENG	82	HLD, ADA	54
Capitol Corridor - Capitol Corridor	545	253	HLD	132	ITI	56
Capitol Corridor - Capitol Corridor	546	371	HLD	169	OTH	56
Capitol Corridor - Capitol Corridor	547	398	HLD	91	SYS	61
Capitol Corridor - Capitol Corridor	548	633	ITI	245	HLD	116
Capitol Corridor - Capitol Corridor	549	278	HLD	69	SYS	57
Capitol Corridor - Capitol Corridor	550	236	OTH	66	HLD	61
Capitol Corridor - Capitol Corridor	551	295	ENG	96	ADA	53
Capitol Corridor - Capitol Corridor	553	443	ENG	242	SYS	93

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	720	362	ENG	116	ADA	90
Capitol Corridor - Capitol Corridor	723	318	SYS	173	HLD, CAR	37
Capitol Corridor - Capitol Corridor	724	413	SVS	117	HLD	114
Capitol Corridor - Capitol Corridor	727	594	ENG	170	HLD	134
Capitol Corridor - Capitol Corridor	728	257	ADA	81	HLD	75
Capitol Corridor - Capitol Corridor	729	561	SVS	223	HLD	177
Capitol Corridor - Capitol Corridor	732	631	SYS	271	ADA	117
Capitol Corridor - Capitol Corridor	733	491	ITI	232	SVS, ENG	67
Capitol Corridor - Capitol Corridor	734	382	ENG	91	HLD	87
Capitol Corridor - Capitol Corridor	736	289	HLD	121	SYS	69
Capitol Corridor - Capitol Corridor	737	321	HLD	162	ADA	78
Capitol Corridor - Capitol Corridor	738	181	ADA	73	HLD, CCR	42
Capitol Corridor - Capitol Corridor	741	274	ADA	106	HLD	73
Capitol Corridor - Capitol Corridor	742	632	SYS	336	ADA	110
Capitol Corridor - Capitol Corridor	743	226	CCR	109	ENG	56
Capitol Corridor - Capitol Corridor	744	268	ITI	98	SYS	78
Capitol Corridor - Capitol Corridor	745	527	SYS	153	CCR	145
Capitol Corridor - Capitol Corridor	746	199	HLD	83	SYS	62
Capitol Corridor - Capitol Corridor	747	416	ADA	148	SYS	95
Capitol Corridor - Capitol Corridor	748	985	ITI	382	ENG	271
Capitol Corridor - Capitol Corridor	749	274	HLD	178	ADA	33
Capitol Corridor - Capitol Corridor	751	199	ENG	71	ADA	71
Carolinian - Carolinian	79	554	SYS	211	SVS	83
Carolinian - Carolinian	80	544	SYS	241	SVS	74
Cascades - Cascades	500	519	SYS	210	ENG	91
Cascades - Cascades	501	748	SYS	305	ENG	192
Cascades - Cascades	502	282	SYS	75	HLD	75
Cascades - Cascades	504	217	SYS	96	HLD	31
Cascades - Cascades	505	549	SYS	275	ENG	90

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Off-NEC Amtrak Responsible Delay by Train
 Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Cascades - Cascades	506	315	SYS	93	ADA	76
Cascades - Cascades	507	525	SYS	324	CCR	53
Cascades - Cascades	508	458	SYS	200	ENG	109
Cascades - Cascades	511	1,159	CCR	526	SYS	355
Cascades - Cascades	513	1,269	ITI	516	CCR	443
Cascades - Cascades	516	453	SYS	200	OTH	187
Cascades - Cascades	517	360	SYS	109	CCR	79
Cascades - Cascades	518	399	SYS	108	SVS	50
Cascades - Cascades	519	658	OTH	301	SYS	168
Downeaster - Downeaster	680	110	HLD	94	ENG	10
Downeaster - Downeaster	681	59	HLD	26	ADA	17
Downeaster - Downeaster	682	39	HLD	18	ADA	16
Downeaster - Downeaster	683	48	CCR	21	ADA	17
Downeaster - Downeaster	684	356	ENG	312	HLD	21
Downeaster - Downeaster	685	243	HLD	146	ITI	65
Downeaster - Downeaster	686	186	OTH	86	SVS	55
Downeaster - Downeaster	687	64	ITI	27	OTH	17
Downeaster - Downeaster	688	51	OTH	22	CAR	16
Downeaster - Downeaster	689	57	HLD	24	OTH	21
Downeaster - Downeaster	690	104	ENG	52	OTH	27
Downeaster - Downeaster	691	60	HLD	25	OTH	22
Downeaster - Downeaster	692	64	HLD	30	ADA	30
Downeaster - Downeaster	693	59	HLD	41	ADA	19
Downeaster - Downeaster	694	246	ENG	177	OTH	28
Downeaster - Downeaster	695	302	ITI	197	HLD	72
Downeaster - Downeaster	696	651	CON	335	ITI	238
Downeaster - Downeaster	697	351	ITI	274	HLD	39
Downeaster - Downeaster	698	40	OTH	22	ENG	10
Downeaster - Downeaster	699	695	ENG	295	ITI	283

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Downeaster - Downeaster	1689	37	HLD	37		
Empire - Adirondack	68	264	ENG	83	HLD	56
Empire - Adirondack	69	319	HLD	117	SYS	105
Empire - Ethan Allen Express	290	218	HLD	47	SYS	46
Empire - Ethan Allen Express	291	166	OTH	89	SYS	49
Empire - Ethan Allen Express	292	324	OTH	127	CAR	103
Empire - Ethan Allen Express	293	276	OTH	141	HLD	88
Empire - Ethan Allen Express	295	140	HLD	86	OTH	43
Empire - Ethan Allen Express	296	97	HLD	58	OTH	39
Empire - Maple Leaf	63	508	SYS	179	HLD	87
Empire - Maple Leaf	64	687	SYS	434	OTH	74
Empire - New York - Albany	230	181	ENG	154	SYS	21
Empire - New York - Albany	232	18	SYS	8	HLD, ADA	5
Empire - New York - Albany	233	26	HLD	12	SYS	11
Empire - New York - Albany	234	5	ENG	5		
Empire - New York - Albany	235	41	SYS	13	ADA	13
Empire - New York - Albany	236	149	HLD	93	ADA	28
Empire - New York - Albany	237	90	SYS	77	HLD	8
Empire - New York - Albany	238	84	INJ	50	HLD	20
Empire - New York - Albany	239	65	ENG	49	HLD	16
Empire - New York - Albany	241	52	INJ	21	HLD	17
Empire - New York - Albany	242	83	HLD	44	ADA	22
Empire - New York - Albany	243	114	ENG	87	HLD	19
Empire - New York - Albany	244	103	HLD	44	ADA	19
Empire - New York - Albany	245	44	OTH	28	HLD	10
Empire - New York - Albany	250	67	HLD	62	ADA	6
Empire - New York - Albany	252	115	HLD	63	ENG	31
Empire - New York - Albany	253	336	CAR	196	ENG	95
Empire - New York - Albany	254	101	HLD	78	OTH	22

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Albany	255					
Empire - New York - Albany	256	112	HLD	101	ADA	11
Empire - New York - Albany	259	73	HLD	73		
Empire - New York - Albany	260	45	HLD	23	ADA	23
Empire - New York - Albany	261	32	ADA	32		
Empire - New York - Niagara Falls	280	321	SYS	130	ENG	68
Empire - New York - Niagara Falls	281	326	SYS	147	HLD	64
Empire - New York - Niagara Falls	283	392	SYS	182	HLD	49
Empire - New York - Niagara Falls	284	397	SYS	183	SVS	56
Empire - New York - Niagara Falls	288	333	SYS	170	SVS	91
Heartland Flyer - Heartland Flyer	821	308	HLD	148	SYS	76
Heartland Flyer - Heartland Flyer	822	258	HLD	125	SYS	65
Hiawatha - Hiawatha	329	132	OTH	91	ENG	20
Hiawatha - Hiawatha	330	129	ENG	89	HLD	21
Hiawatha - Hiawatha	331	154	OTH	125	SYS	11
Hiawatha - Hiawatha	332	327	OTH	95	CCR	77
Hiawatha - Hiawatha	333	203	OTH	122	HLD	36
Hiawatha - Hiawatha	334	309	OTH	156	ENG	47
Hiawatha - Hiawatha	335	299	OTH	163	ENG	42
Hiawatha - Hiawatha	336	398	OTH	150	ITI	120
Hiawatha - Hiawatha	337	557	OTH	247	ENG	228
Hiawatha - Hiawatha	338	717	ENG	394	OTH	163
Hiawatha - Hiawatha	339	159	HLD	59	OTH	46
Hiawatha - Hiawatha	340	409	OTH	185	ITI	140
Hiawatha - Hiawatha	341	451	OTH	313	ENG	113
Hiawatha - Hiawatha	342	765	ENG	589	OTH	157
Hiawatha - Hiawatha	343	517	ENG	426	OTH	73
Hoosier - Hoosier	850	289	SYS	155	CCR	62
Hoosier - Hoosier	851	161	SYS	61	OTH	34

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Illinois - Carl Sandburg / Illinois Zephyr	380	199	ITI	58	ADA	53
Illinois - Carl Sandburg / Illinois Zephyr	381	68	ENG	24	SYS	22
Illinois - Carl Sandburg / Illinois Zephyr	382	58	ADA	21	SYS	17
Illinois - Carl Sandburg / Illinois Zephyr	383	207	ENG	76	HLD	51
Illinois - Illini / Saluki	390	374	HLD	83	OTH	65
Illinois - Illini / Saluki	391	230	OTH	117	SYS	44
Illinois - Illini / Saluki	392	295	OTH	129	SYS	66
Illinois - Illini / Saluki	393	316	HLD	104	OTH	88
Illinois - Lincoln Service	300	126	ENG	38	SYS	30
Illinois - Lincoln Service	301	118	SYS	61	OTH	23
Illinois - Lincoln Service	302	168	SYS	55	ITI	54
Illinois - Lincoln Service	303	186	SYS	42	HLD	31
Illinois - Lincoln Service	304	146	SYS	76	ADA	45
Illinois - Lincoln Service	305	254	SYS	78	ENG	59
Illinois - Lincoln Service	306	269	ITI	128	CAR	53
Illinois - Lincoln Service	307	160	SYS	57	HLD	39
Michigan - Blue Water	364	279	HLD	83	ADA	83
Michigan - Blue Water	365	579	OTH	211	ENG	125
Michigan - Pere Marquette	370	579	OTH	198	SYS	160
Michigan - Pere Marquette	371	334	SYS	101	HLD	96
Michigan - Wolverine	350	487	OTH	157	ADA	140
Michigan - Wolverine	351	539	OTH	223	ITI	95
Michigan - Wolverine	352	808	SYS	270	OTH	156
Michigan - Wolverine	353	607	SYS	160	OTH	160
Michigan - Wolverine	354	785	SYS	305	OTH	188
Michigan - Wolverine	355	617	OTH	253	ITI	165
Missouri - Missouri	311	244	ENG	160	SYS	29
Missouri - Missouri	313	228	ITI	108	SYS	47
Missouri - Missouri	314	197	ADA	51	SYS	37

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Missouri - Missouri	316	255	ITI	107	SYS	87
Pacific Surfliner - Pacific Surfliner	561	423	SYS	243	HLD	46
Pacific Surfliner - Pacific Surfliner	562	608	SYS	271	ENG	94
Pacific Surfliner - Pacific Surfliner	564	720	SVS	195	SYS	189
Pacific Surfliner - Pacific Surfliner	565	649	SYS	376	OTH	97
Pacific Surfliner - Pacific Surfliner	566	408	HLD	128	SYS	127
Pacific Surfliner - Pacific Surfliner	569	962	SYS	368	ITI	262
Pacific Surfliner - Pacific Surfliner	572	741	SYS	285	ENG	193
Pacific Surfliner - Pacific Surfliner	573	1,052	ITI	269	SYS	249
Pacific Surfliner - Pacific Surfliner	579	638	ITI	159	HLD	139
Pacific Surfliner - Pacific Surfliner	580	810	SYS	294	HLD	232
Pacific Surfliner - Pacific Surfliner	583	759	SYS	237	ITI	175
Pacific Surfliner - Pacific Surfliner	584	646	SYS	307	OTH	121
Pacific Surfliner - Pacific Surfliner	590	741	SYS	364	ITI	112
Pacific Surfliner - Pacific Surfliner	591	778	ITI	231	SYS	215
Pacific Surfliner - Pacific Surfliner	595	1,001	SYS	342	ITI	320
Pacific Surfliner - Pacific Surfliner	759	532	SYS	182	OTH	127
Pacific Surfliner - Pacific Surfliner	763	678	SYS	265	OTH	151
Pacific Surfliner - Pacific Surfliner	767	546	SYS	218	HLD	87
Pacific Surfliner - Pacific Surfliner	768	565	SYS	158	HLD	122
Pacific Surfliner - Pacific Surfliner	774	978	SYS	426	OTH	171
Pacific Surfliner - Pacific Surfliner	777	806	SYS	274	HLD	150
Pacific Surfliner - Pacific Surfliner	782	1,060	HLD	319	ENG	280
Pacific Surfliner - Pacific Surfliner	785	1,745	ITI	963	HLD	178
Pacific Surfliner - Pacific Surfliner	792	537	SYS	218	ENG	115
Pacific Surfliner - Pacific Surfliner	796	776	SYS	369	OTH	183
Pacific Surfliner - Pacific Surfliner	1564	657	SVS	273	HLD	142
Pacific Surfliner - Pacific Surfliner	1565	306	SYS	196	HLD	61
Pacific Surfliner - Pacific Surfliner	1566	887	SYS	388	SVS	168

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Pacific Surfliner - Pacific Surfliner	1569	1,173	ITI	664	HLD	181
Pacific Surfliner - Pacific Surfliner	1572	690	HLD	354	SYS	190
Pacific Surfliner - Pacific Surfliner	1573	1,201	ITI	396	SYS	270
Pacific Surfliner - Pacific Surfliner	1579	1,015	ITI	617	ADA	134
Pacific Surfliner - Pacific Surfliner	1584	669	SYS	417	OTH	119
Pacific Surfliner - Pacific Surfliner	1590	1,013	SYS	425	ENG	176
Pacific Surfliner - Pacific Surfliner	1761	560	SYS	199	HLD	115
Pacific Surfliner - Pacific Surfliner	1767	756	SYS	291	HLD	108
Pennsylvanian - Pennsylvanian	42	319	OTH	104	SYS	77
Pennsylvanian - Pennsylvanian	43	307	OTH	79	SVS	73
Piedmont - Piedmont	73	67	OTH	25	SYS	15
Piedmont - Piedmont	74	218	ENG	49	ADA	49
Piedmont - Piedmont	75	270	ADA	104	HLD	88
Piedmont - Piedmont	76	260	HLD	116	ADA	80
Piedmont - Piedmont	77	203	ADA	88	HLD	45
Piedmont - Piedmont	78	206	ITI	66	ADA	42
San Joaquins - San Joaquins	701	1,060	SYS	510	SVS	260
San Joaquins - San Joaquins	702	313	SYS	138	ENG	44
San Joaquins - San Joaquins	703	218	OTH	66	SYS	58
San Joaquins - San Joaquins	704	426	SYS	133	SVS	88
San Joaquins - San Joaquins	710	620	SVS	172	SYS	149
San Joaquins - San Joaquins	711	371	SYS	111	SVS	106
San Joaquins - San Joaquins	712	535	SYS	171	SVS	160
San Joaquins - San Joaquins	713	390	SYS	157	SVS	105
San Joaquins - San Joaquins	714	363	SYS	133	SVS	90
San Joaquins - San Joaquins	715	291	SYS	96	SVS	59
San Joaquins - San Joaquins	716	593	SYS	144	ADA	135
San Joaquins - San Joaquins	717	614	ADA	156	SVS	136
San Joaquins - San Joaquins	718	1,096	CCR	263	ITI	225

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Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
San Joaquins - San Joaquins	719	490	CON	180	SYS	106
San Joaquins - San Joaquins	1701	551	SYS	254	SVS	190
San Joaquins - San Joaquins	1718	566	CCR	138	SYS	135
Vermont - Vermont	54	192	OTH	103	HLD	46
Vermont - Vermont	55	353	OTH	145	SYS	72
Vermont - Vermont	56	182	OTH	114	HLD	28
Vermont - Vermont	57	408	OTH	158	SVS	109
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	107	ENG	26	OTH	26
Auto Train - Auto Train	53	218	SVS	118	OTH	34
California Zephyr - California Zephyr	5	583	SYS	184	SVS	138
California Zephyr - California Zephyr	6	768	SYS	192	ENG	137
California Zephyr - California Zephyr	1005					
California Zephyr - California Zephyr	1006					
Capitol Ltd - Capitol Ltd	29	189	SYS	55	HLD	35
Capitol Ltd - Capitol Ltd	30	265	SYS	87	OTH	53
Cardinal - Cardinal	50	616	SYS	181	ENG	174
Cardinal - Cardinal	51	590	SYS	300	ENG	94
City Of New Orleans - City Of New Orleans	58	316	ENG	67	HLD	58
City Of New Orleans - City Of New Orleans	59	337	OTH	86	HLD	80
Coast Starlight - Coast Starlight	11	712	SYS	228	SVS	139
Coast Starlight - Coast Starlight	14	608	SYS	137	OTH	131
Crescent - Crescent	19	794	SYS	520	SVS	89
Crescent - Crescent	20	923	SYS	550	ENG	119
Empire Builder - Empire Builder	7	360	SYS	133	SVS	77
Empire Builder - Empire Builder	8	750	ITI	196	SYS	136
Empire Builder - Empire Builder	27	2,993	CON	2,743	SYS	87
Empire Builder - Empire Builder	28	1,445	ITI	925	CON	239
Lake Shore Ltd - Lake Shore Ltd	48	372	SYS	170	ENG	70

Appendix C
Off-NEC Amtrak Responsible Delay by Train
 Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2019 Q2			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Lake Shore Ltd - Lake Shore Ltd	49	249	HLD	81	SYS	63
Lake Shore Ltd - Lake Shore Ltd	448	88	OTH	29	HLD	18
Lake Shore Ltd - Lake Shore Ltd	449	112	SYS	47	ADA	25
Palmetto - Palmetto	89	299	SYS	95	OTH	93
Palmetto - Palmetto	90	258	SYS	75	OTH	63
Silver Meteor - Silver Meteor	97	409	SYS	128	HLD	77
Silver Meteor - Silver Meteor	98	382	SYS	107	HLD	101
Silver Star - Silver Star	91	504	SYS	224	ADA	73
Silver Star - Silver Star	92	449	SYS	189	ADA	80
Silver Star - Silver Star	1092	575	SYS	345	ADA	100
Southwest Chief - Southwest Chief	3	276	SYS	93	ENG	64
Southwest Chief - Southwest Chief	4	336	SYS	98	HLD	88
Southwest Chief - Southwest Chief	1003	642	SYS	406	INJ	114
Sunset Ltd - Sunset Ltd	1	671	SYS	183	CON	90
Sunset Ltd - Sunset Ltd	2	860	SYS	256	SVS	147
Texas Eagle - Texas Eagle	21	554	SYS	184	HLD	104
Texas Eagle - Texas Eagle	22	741	SYS	236	SVS	153

This table excludes third-party delays. Delays on the Amtrak-owned portion of the Northeast Corridor are shown in a separate table, with tighter delay standards.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2100	Amtrak	337	PSR	51	CTI	47
	2103	Amtrak	218	SMW	108	DCS	25
	2104	Amtrak	156	PSR	60	SMW	31
	2107	Amtrak	309	SMW	113	ENG	86
	2109	Amtrak	251	SMW	94	CTI	32
	2110	Amtrak	245	PSR	70	ENG	52
	2117	Amtrak	248	SMW	97	ENG	73
	2119	Amtrak	256	SMW	85	CTI	62
	2121	Amtrak	229	SMW	103	DCS	46
	2122	Amtrak	176	SMW	83	PSR, CTP	17
	2124	Amtrak	199	SMW	70	OTH	29
	2126	Amtrak	158	SMW	83	DCS	16
	2128	Amtrak	193	SMW	62	ITI	62
	2150	Amtrak	317	ENG	64	CTI	48
	2151	Amtrak	302	DET	99	SMW	63
	2153	Amtrak	94	SMW	47	PTI, DCS	8
	2154	Amtrak	300	PSR	91	SMW	43
	2155	Amtrak	122	SMW	49	CTI	17
	2158	Amtrak	302	PSR	82	SMW	43
	2159	Amtrak	129	SMW	60	DCS	20
	2160	Amtrak	340	PSR	79	CTI	54
	2163	Amtrak	140	SMW	49	DCS	16
	2164	Amtrak	171	PSR	58	SMW	27
	2165	Amtrak	176	SMW	45	CAR	26
	2166	Amtrak	291	PSR	75	SMW	64
	2167	Amtrak	206	SMW	54	CTI	43
	2168	Amtrak	359	SMW	91	PSR	79
	2170	Amtrak	242	SMW	45	DCS	34
	2171	Amtrak	196	SMW	48	DCS	37
	2172	Amtrak	349	SMW	88	DCS	43
	2173	Amtrak	251	CTI	56	SMW	47
	2175	Amtrak	264	CTI	81	DCS	48
	2190	Amtrak	194	ENG	97	CAR	19
	2203	Amtrak	98	SMW	56	OTH	21
	2205	Amtrak	270	ENG	140	SMW	48
	2208	Amtrak	563	ENG	317	SMW	124
	2213	Amtrak	114	SMW	51	MTI	25
	2215	Amtrak	203	SMW	76	DMW	32
	2220	Amtrak	121	SMW	98	PSR	12

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard			265				
Acela Express - Acela Express	2222	Amtrak	463	CAR	187	SMW	133
	2224	Amtrak	216	SMW	92	DCS	51
	2228	Amtrak	181	SMW	108	DCS	25
	2248	Amtrak	68	SMW	45	PSR	12
	2249	Amtrak	175	SMW	67	ENG	29
	2250	Amtrak	374	ENG	117	SMW	55
	2251	Amtrak	154	SMW	50	ENG, DCS	17
	2252	Amtrak	319	SMW	108	CTC	32
	2253	Amtrak	198	SMW	87	HLD	23
	2254	Amtrak	224	SMW	52	PSR	44
	2255	Amtrak	123	MTI	39	SMW	29
	2256	Amtrak	785	ENG	403	CAR	169
	2257	Amtrak	269	ENG	84	SMW	73
	2258	Amtrak	175	SMW	74	CAR	38
	2259	Amtrak	355	ENG	89	CAR	57
	2260	Amtrak	281	SMW	115	HLD	47
	2261	Amtrak	218	ENG	61	SMW	50
	2275	Amtrak	255	SMW	59	CTI	59
	2290	Amtrak	295	SMW	208	DBB	54
Other Services							
Standard			475				
Cardinal - Cardinal	50	Amtrak	659	ENG	147	ITI	139
	51	Amtrak	754	RTE	233	SMW	156
Carolinian - Carolinian	79	Amtrak	335	SVS	146	SMW	61
	80	Amtrak	286	SMW	59	PTI	59
Crescent - Crescent	19	Amtrak	793	SYS	170	SVS	164
	20	Amtrak	879	ITI	281	PTI	151
Keystone - Keystone	600	Amtrak	109	SMW	26	DMW	20
	601	Amtrak	151	ENG	65	DCS	40
	605	Amtrak	207	DSR	118	OTH	21
	607	Amtrak	128	SVS	55	DSR	37
	609	Amtrak	329	DSR	154	OTH	78
	610	Amtrak	447	DSR	298	HLD	71
	611	Amtrak	622	DSR	317	OTH	266
	612	Amtrak	493	DSR	201	CTP	174

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	615	Amtrak	569	DSR	416	CON	83
	618	Amtrak	385	DSR	192	CCR	64
	619	Amtrak	91	OTH	31	DSR	26
	620	Amtrak	333	DSR	290	PSR, HLD	10
	622	Amtrak	78	DSR	53	DCS	19
	637	Amtrak	1,884	ENG	1,198	SMW	237
	639	Amtrak	263	SMW	145	ENG	50
	640	Amtrak	478	CTI	208	DMW	67
	641	Amtrak	267	ENG	74	CTI	56
	642	Amtrak	280	CTP	55	CTI	55
	643	Amtrak	157	SMW	43	CCR	34
	644	Amtrak	117	DBB	33	PTI	29
	645	Amtrak	218	DSR	111	PTI	27
	646	Amtrak	211	SMW	53	PTI	37
	647	Amtrak	277	DSR	118	OTH	40
	648	Amtrak	163	SMW	58	CCR	50
	649	Amtrak	393	DSR	182	OTH	104
	650	Amtrak	333	SMW	144	DCS	53
	651	Amtrak	413	DSR	200	OTH	137
	652	Amtrak	432	DSR	165	DET	107
	653	Amtrak	596	DSR	194	OTH	144
	654	Amtrak	442	DSR	176	DET	64
	655	Amtrak	566	DSR	179	PTI	134
	656	Amtrak	302	DSR	106	ENG	105
	658	Amtrak	231	DSR	203	PTI	28
	660	Amtrak	469	DSR	144	ENG	100
	661	Amtrak	425	DSR	140	DMW	107
	662	Amtrak	233	DSR	118	PTI	33
	663	Amtrak	424	DSR	190	ITI	78

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	664	Amtrak	611	DSR	153	DCS	109
	665	Amtrak	387	DSR	230	MTI	37
	666	Amtrak	216	DSR	87	DMW	53
	667	Amtrak	471	DSR	253	OTH	46
	669	Amtrak	633	DSR	246	OTH	130
	670	Amtrak	319	SMW	125	DSR	112
	671	Amtrak	325	ENG	236	DSR	55
	672	Amtrak	207	DSR	137	SMW	41
	674	Amtrak	137	DSR	70	SMW	26
Northeast Regional - All Other Northeast Regional	111	Amtrak	64	SMW	25	DMW, DCS	10
	123	Amtrak	159	SMW	57	DDA	48
	124	Amtrak	173	SMW	74	DCS	54
	126	Amtrak	181	ENG	92	SMW	89
	129	Amtrak	227	SMW	90	PTI	44
	130	Amtrak	239	PTI	52	PSR	50
	131	Amtrak	148	OTH	50	SMW	30
	132	Amtrak	297	SVS	148	SMW	67
	133	Amtrak	379	SMW	123	PTI	89
	134	Amtrak	415	ITI	109	SMW	100
	135	Amtrak	174	SMW	44	PTI	33
	136	Amtrak	552	CTI	127	DCS	94
	137	Amtrak	350	CTI	98	SMW	67
	138	Amtrak	320	ENG	84	SMW	80
	139	Amtrak	546	SVS	310	ENG	82
	140	Amtrak	223	SMW	37	MTI	30
	141	Amtrak	210	SMW	39	ENG	32
	143	Amtrak	246	ENG	50	SMW	48
	146	Amtrak	490	ENG	282	SMW	79
	148	Amtrak	280	ENG	82	DCS	54

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	149	Amtrak	312	ENG	75	SMW	59
	150	Amtrak	67	ENG	17	ADA	14
	151	Amtrak	74	SMW	23	ENG, DMW	17
	152	Amtrak	239	SMW	83	MTI	43
	153	Amtrak	178	SMW	44	CTC	29
	154	Amtrak	669	CAR	427	FTI	65
	155	Amtrak	274	ENG	140	DMW	29
	158	Amtrak	127	SMW	60	ENG	51
	159	Amtrak	139	SMW	65	ENG	44
	160	Amtrak	267	CAR	64	SMW, ENG	43
	161	Amtrak	153	SMW	64	SVS	34
	162	Amtrak	189	SMW	55	ENG	48
	163	Amtrak	167	SMW	42	CTI	40
	165	Amtrak	525	SVS	208	ENG	110
	166	Amtrak	369	CAR	166	SYS	70
	167	Amtrak	297	ITI	82	SMW	70
	168	Amtrak	124	SMW	54	MTI	24
	169	Amtrak	624	SVS	225	FTI	115
	170	Amtrak	375	CTI	175	ENG	27
	172	Amtrak	244	PTI	43	PSR	41
	173	Amtrak	196	SMW	54	CAR	34
	175	Amtrak	220	SMW	53	DCS	34
	177	Amtrak	176	DCS	47	SMW	27
	178	Amtrak	203	DCS	47	SMW	36
	179	Amtrak	390	ENG	156	DCS	91
	180	Amtrak	446	CTI	137	MTI	65
	182	Amtrak	246	PSR	53	ENG	53
	183	Amtrak	157	SMW	53	CTI	36
	184	Amtrak	324	ENG	89	SMW	52

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	185	Amtrak	430	CTI	97	SMW	79
	186	Amtrak	206	ENG	62	SYS	53
	187	Amtrak	192	SMW	59	PTI	47
	189	Amtrak	225	SMW	102	ENG	86
	190	Amtrak	51	DCS	12	ENG	9
	192	Amtrak	92	SMW	89	DSR	3
	193	Amtrak	339	ENG	91	SMW	89
	196	Amtrak	343	SMW	73	DCS	45
Northeast Regional - Richmond / Newport News / Norfolk	65	Amtrak	338	PET	64	SVS	63
	66	Amtrak	196	ENG	57	DMW	31
	67	Amtrak	405	SVS	136	SMW	62
	71	Amtrak	631	SVS	201	SMW	133
	82	Amtrak	136	SMW	62	DCS	18
	83	Amtrak	426	DCS	86	PTI	69
	84	Amtrak	369	PSR	84	PTI	65
	85	Amtrak	518	SMW	161	PTI	101
	86	Amtrak	318	PTI	103	PSR	44
	87	Amtrak	705	SVS	243	SMW	167
	88	Amtrak	545	SMW	127	CAR	58
	93	Amtrak	315	SMW	83	PTI	42
	94	Amtrak	344	PTI	101	CTI	84
	95	Amtrak	218	SMW	45	PTI	31
	96	Amtrak	305	SMW	88	PTI	43
	99	Amtrak	362	SVS	137	SMW	61
	125	Amtrak	178	ENG	36	PTI	30
	157	Amtrak	412	SVS	119	SYS, ENG	72
	164	Amtrak	199	ENG	65	SMW	51
	174	Amtrak	268	PSR	56	CTI	38
	194	Amtrak	191	SMW	70	DDA	30

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Richmond / Newport News / Norfolk	195	Amtrak	232	SVS	40	OTH	39
Northeast Regional - Roanoke	145	Amtrak	357	SMW	104	SVS	63
	147	Amtrak	647	SVS	265	SMW	113
	156	Amtrak	380	SMW	101	PSR	63
	171	Amtrak	389	SVS	118	SMW	59
	176	Amtrak	307	DCS	108	PTI	58
Northeast Regional - Springfield Shuttles	405	Amtrak	407	RTE	145	DCS	134
	409	Amtrak	69	SMW	58	HLD	12
	412	Amtrak	468	CON	182	CTI	127
	416	Amtrak	289	PTI	185	DSR, CON	35
	417	Amtrak	514	ENG	160	PTI	149
	432	Amtrak	485	CTI	173	HLD, ADA	93
	450	Amtrak	619	CON	273	CTI	117
	451	Amtrak	507	ENG	248	DSR	143
	460	Amtrak	1,585	CON	1,389	CTC	134
	461	Amtrak	173	CTI	84	DCS	67
	463	Amtrak	259	PTI	205	ENG	32
	464	Amtrak	820	CON	279	PTI	229
	465	Amtrak	821	PTI	462	ENG	289
	467	Amtrak	183	DCS	54	PTI	43
	470	Amtrak	1,292	CON	703	CTI	218
	471	Amtrak	637	ENG	443	MTI	53
	473	Amtrak	623	ENG	280	CTC	70
	474	Amtrak	594	PTI	133	CON	125
	475	Amtrak	369	ENG	165	DCS	70
	476	Amtrak	993	CON	253	ENG	194
	478	Amtrak	522	ENG	213	CTI	154
	479	Amtrak	522	CTI	240	ENG	107
	488	Amtrak	1,529	CON	815	INJ, ENG	156

Appendix D
On-NEC Total Host and Amtrak Responsible Delays by Train
 Minutes of Delay per 10,000 Train Miles (Excludes Third Party Delays)

Service	Train Number	Host Railroad	Total Delay	FY 2019 Q2			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Springfield Shuttles	490	Amtrak	374	PTI	172	DCS	50
	494	Amtrak	940	CON	423	ITI	173
	495	Amtrak	273	CTI	80	ENG	77
	497	Amtrak	705	PTI	439	CTI	81
Palmetto - Palmetto	89	Amtrak	306	SMW	67	SVS	47
	90	Amtrak	304	CAR	95	SMW	44
Pennsylvanian - Pennsylvanian	42	Amtrak	489	DSR	172	SMW	74
	43	Amtrak	331	DSR	113	ENG	62
Silver Meteor - Silver Meteor	97	Amtrak	860	SVS	347	SMW	106
	98	Amtrak	397	PTI	83	SMW	57
Silver Star - Silver Star	91	Amtrak	504	SVS	130	CAR	94
	92	Amtrak	327	PTI	80	DCS	71
	1092	Amtrak	1,061	PTI	840	SMW	221
Vermont - Vermonter	54	Amtrak	415	SVS	193	PTI	49
	55	Amtrak	291	PTI	83	DCS	64
	56	Amtrak	455	PSR	83	PTI	74
	57	Amtrak	115	SMW	43	ENG	18

This table excludes third-party delays.

Delays on the portion of the NEC owned by Metro-North are shown with other delays on host railroads.

Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.

Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

Host Railroad Codes	
Code	Company
AM	Amtrak
BB	Buckingham Branch Railroad
BN	Burlington Northern Santa Fe
FR	Central Florida Rail Corridor
CN	Canadian National Railway
CP	Canadian Pacific Railway Limited
CS	CSX Corporation
FL	Florida Department of Transportation
MT	Massachusetts Bay Transportation Authority
ME	Metra
MI	Michigan Department of Transportation
MN	Metro-North Railroad
NE	New England Central Railroad
NM	New Mexico Department of Transportation
NS	Norfolk Southern
GT	Pan Am Railways
SC	Southern California Regional Rail Authority
SN	San Diego Northern Railway Inc.
UP	Union Pacific
VR	Vermont Railway System