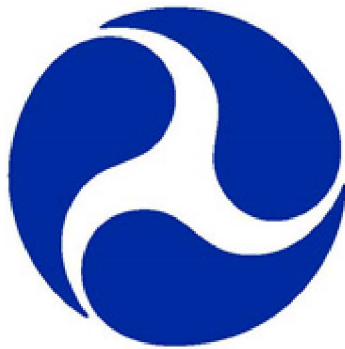


Quarterly Report on the Performance and Service Quality of Intercity Passenger Train Operations



Covering the Quarter Ending March 2023
(Second Quarter of Fiscal Year 2023)

Federal Railroad Administration
U.S. Department of Transportation

Table of Contents

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

List of Tables and Figures

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

Figure 16. Cost Recovery by Route..... 52

Table 19. Avoidable Operating Expenses Covered By Passenger Revenue.....53

Figure 17. Avoidable Operating Expenses Covered By Passenger Revenue By Service Line and Route..... 54

Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Route..... 55

Table 20. Fully Allocated Costs Covered by Passenger Revenue by Route.....56

Figure 19. Fully Allocated Costs Covered by Passenger Revenue by Service Line and Route.....57

Figure 20. Fully Allocated Costs Covered by Passenger Revenue by Route.....58

Table 21. Average Ridership (Passenger Miles divided by Train Miles) and Total Ridership.....59

Figure 21. Total Ridership by Service Line and Route..... 60

Figure 22. Total Ridership by Route..... 61

Figure 23. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route...62

Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Route.....63

Table 23. Customer OTP by Train..... 65

Table 24: Amtrak Responsible Train Delay Minutes.....70

Table 25: Host Responsible Train Delay Minutes.....83

Table 26: Third-Party Responsible Train Delay Minutes.....91

Abbreviations, Acronyms, and Phrases in this Report

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

I. Executive Summary

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

In addition to the data in this report, other supporting data files and information about FRA's quarterly reporting requirements are available at railroads.dot.gov. Highlights from the FY 2023 second quarter report are below.

Customer On-Time Performance

Customer on-time performance is included in this quarterly report for all routes and trains in operation during the second quarter of FY 2023, regardless of schedule certification status. This is the sixth report to include customer on-time performance for all routes and trains in operation during the quarter.

The routes with the highest OTP in this quarter were the Keystone (96 percent), Adirondack (93 percent), and New York - Albany (92 percent), and those with the lowest were the California Zephyr (31 percent), Empire Builder (38 percent), and the Heartland Flyer (38 percent).

This quarter's report again provides an opportunity to apply the customer OTP minimum standard described in the rule that establishes metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations (see 49 C.F.R 273): 80 percent customer OTP for any two consecutive calendar quarters. Of the trains that operated in either the first or second quarter of FY 2023, 69 percent met the 80 percent customer OTP standard, 23 percent did not meet the standard, and 8 percent did not operate in one of the two quarters.

Train Delays

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

Amtrak trains experienced approximately 1.31 million minutes of delay during the second quarter of FY 2023, down 4 percent from the previous quarter and an increase of 14 percent over FY 2022 Q2. The largest cause of delay was freight train interference at 234,110 minutes of delay – 18 percent

FRA Quarterly Report | I. Executive Summary

of total delay minutes, a decrease of 7 percent from the previous quarter and a decrease of 10 percent from the second quarter of FY 2022. Other significant causes of delay were passenger train interference, slow orders, and signals.

A normalized delay metric – minutes of delay per 10,000 train miles – is included in the report for all Amtrak-responsible and host-responsible delays. In the second quarter of FY 2023, Amtrak trains traveled 8.8 million train miles, a decrease of 2 percent from the first quarter of FY 2023 and an increase of 18 percent over the second quarter of FY 2022. The Class I host railroad with the largest number of host-responsible delay minutes per 10,000 train miles was Union Pacific (1,442 minutes); the Class I host railroad with the smallest number of host-responsible delay minutes per 10,000 train miles was CP (597 minutes). For each Class I host railroad, freight train interference comprised the largest number of delay minutes per 10,000 train miles.

Customer Service

Responses to Amtrak’s customer satisfaction survey are reported by route in this report. In the second quarter of FY 2023, customers rated 68 percent (30 of 44) of routes as 80 percent or higher in terms of overall satisfaction, and two routes were below 70 percent.

Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned \$733M in adjusted operating revenue and incurred \$989M in fully allocated operating expenses, achieving a cost recovery ratio of 74 percent. Routes that operated in the second quarter with high cost recovery ratios include the Adirondack (137 percent), Blue Water (132 percent), Auto Train (118 percent), and Washington-Richmond (113 percent).

Amtrak had 5,922,560 total riders during the quarter, a decrease of 15 percent over the previous quarter but 43 percent higher than the second quarter of FY 2022. The Northeast Regional (1,848,757 riders), Acela Express (634,159 riders), and Pacific Surfliner (299,464 riders) accounted for 47 percent of the total ridership. These routes, along with the Auto Train, also accounted for 43 percent of Amtrak’s adjusted operating revenue: Northeast Regional (\$155.1M), Acela Express (\$101.6M), Auto Train (\$31.9M), and Pacific Surfliner (\$27.7M).

Public Benefits

The public benefits metrics track connectivity, missed connections, community access, and service availability across Amtrak’s network. They are reported annually and were published first in the FY 2022 Q1 report, covering all of FY 2021. Data for FY 2022 are not yet available. FRA will amend the FY 2023 Q1 report with FY 2022 data at railroads.dot.gov when they are.



II. Introduction

This report responds to Section 207 of the Passenger Rail Investment and Improvement Act of 2008, Pub. L. 110-432, 122 Stat. 4907 (PRIIA) that requires the Federal Railroad Administrator to collect the necessary data and publish a quarterly report on the performance and service quality of intercity passenger train operations, including Amtrak’s cost recovery, ridership, on-time performance, minutes of delay, causes of delay, onboard services, stations, and other services.

The Federal Railroad Administration (FRA) published a final rule on November 16, 2020 (see 49 C.F.R 273) that established metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations. Consistent with the rule (preamble section IV), this quarterly report covers the eighth full calendar quarter three months after the publication of the final rule in the Federal Register, which is the second quarter (Q2) of Federal fiscal year (FY) 2023, running from January 1, 2023, to March 31, 2023. This report provides an overview of the metrics and standards established in FRA’s final rule, a description of Amtrak’s route structure, and metrics reporting tables for the second quarter of FY 2023. Additional information about the final rule and the supporting data files are available at railroads.dot.gov.

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



III. Summary of Metrics and Standards

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

Table 1. Metrics Summary and Reporting Schedule

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

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



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



IV. Amtrak Route Structure and Descriptions

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

Table 2. Route Descriptions

Service Line	Route Name	Sub Service	Route Description
Northeast Corridor	Acela Express	Acela Express	Between Boston, New York (Penn Station), and Washington, DC
	Northeast Regional	On Spine Northeast Regional	Between Boston, Springfield, New Haven, New York (Penn Station), and Washington, DC
State Supported	Capitol Corridor	Capitol Corridor	Between Auburn, Oakland Coliseum, Oakland (Jack London Square Station), and San Jose
	Carolinian	Carolinian	Between Charlotte, NC and New York (Penn Station)
	Cascades	Cascades	Between Eugene, Portland, Seattle, and Vancouver
	Downeaster	Downeaster	Between Boston (North Station), Portland, and Brunswick, ME
	Empire	Adirondack	Between New York (Penn Station) and Montreal
	Empire	Berkshire Flyer	Between New York (Penn Station) and Pittsfield, MA <i>Seasonal service, July - September</i>
	Empire	Ethan Allen Express	Between New York (Penn Station) and Burlington, VT
	Empire	Maple Leaf	Between New York (Penn Station) and Toronto
	Empire	New York - Albany	Between New York (Penn Station) and Albany, NY
	Empire	New York - Niagara Falls	Between New York (Penn Station) and Niagara Falls
	Heartland Flyer	Heartland Flyer	Between Fort Worth, TX and Oklahoma City, OK
	Hiawatha	Hiawatha	Between Chicago and Milwaukee, WI
	Illinois	Carl Sandburg / Illinois Zephyr	Between Chicago and Quincy, IL
Illinois	Illini / Saluki	Between Chicago and Carbondale	



FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Service Line	Route Name	Sub Service	Route Description
State Supported	Illinois	Lincoln Service	Between Chicago and St. Louis
	Keystone	Keystone	Between Harrisburg, PA, Philadelphia, and New York (Penn Station)
	Lincoln / Missouri	Lincoln / Missouri	Between Kansas City, St. Louis, and Chicago
	Michigan	Blue Water	Between Chicago and Port Huron
	Michigan	Pere Marquette	Between Chicago and Grand Rapids
	Michigan	Wolverine	Between Chicago and Pontiac
	Missouri	Missouri	Between Kansas City and St. Louis
	Northeast Regional	Richmond / Newport News / Norfolk	Between Norfolk, Newport News, Richmond, New York (Penn Station) and Boston
	Northeast Regional	Roanoke	Between Lynchburg/Roanoke, VA and Boston
	Northeast Regional	Springfield Shuttles	Between New Haven, CT, and Springfield, MA
	Pacific Surfliner	Pacific Surfliner	Between San Luis Obispo, Goleta, Los Angeles, and San Diego, CA
	Pennsylvanian	Pennsylvanian	Between New York (Penn Station) and Pittsburgh
	Piedmont	Piedmont	Between Charlotte and Raleigh, NC
	San Joaquins	San Joaquins	Between Bakersfield, Oakland (Jack London Square Station), and Sacramento, CA
Vermont	Vermont	Between St. Albans, VT, and Washington, DC	



FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Service Line	Route Name	Sub Service	Route Description
Long Distance	Auto Train	Auto Train	Between Lorton, VA, and Sanford, FL
	California Zephyr	California Zephyr	Between Chicago and Emeryville, CA
	Capitol Ltd	Capitol Ltd	Between Chicago and Washington, DC
	Cardinal	Cardinal	Between Chicago and New York (Penn Station) via Cincinnati
	City Of New Orleans	City Of New Orleans	Between Chicago and New Orleans
	Coast Starlight	Coast Starlight	Between Los Angeles and Seattle
	Crescent	Crescent	Between New York (Penn Station) and New Orleans
	Empire Builder	Empire Builder	Between Chicago, Portland, and Seattle
	Lake Shore Ltd	Lake Shore Ltd	Between Chicago, New York (Penn Station), and Boston via Cleveland and Buffalo
	Palmetto	Palmetto	Between New York (Penn Station) and Savannah, GA
	Silver Meteor	Silver Meteor	Between New York (Penn Station) and Miami via Charleston, SC
	Silver Star	Silver Star	Between New York (Penn Station) and Miami via Columbia, SC
	Southwest Chief	Southwest Chief	Between Chicago and Los Angeles
	Sunset Ltd	Sunset Ltd	Between Los Angeles and New Orleans
Texas Eagle	Texas Eagle	Between Chicago and San Antonio	



Figure 1. Amtrak Route Map



All route/map data provided by Amtrak

Figure 2. Amtrak Host Map



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

Table 3. Routes and Hosts

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



1 Excludes hosts with fewer than 15 route miles.

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Service Line	Route	Host	Route Miles
Long Distance	Sunset Ltd	BNSF	190
		UP	1,784
	Texas Eagle	BNSF	116
		CN	35
		Trinity Rail Express	33
	UP	1,073	
NEC	Acela Express	Amtrak	401
		Metro-North Railroad	56
	On Spine Northeast Regional	Amtrak	463
		Metro-North Railroad	56
	Richmond / Newport News / Norfolk	Amtrak	463
		CSX	189
		Metro-North Railroad	56
		Norfolk Southern	81
	Roanoke	Amtrak	463
		Norfolk Southern	216
		Metro-North Railroad	56
	Springfield Shuttles	Amtrak	62
		Massachusetts DOT	36
State Supported	Adirondack	CN	49
		CP	178
		Amtrak	100
	Berkshire Flyer	Amtrak	97
		CSX	46
		Metro-North Railroad	64
	Blue Water	Amtrak	99
		CN	159
		Michigan DOT	22
		Norfolk Southern	39
	Capitol Corridor	UP	171
	Carl Sandburg / Illinois Zephyr	BNSF	257
	Carolinian	CSX	295
		Norfolk Southern	202
	Cascades	BNSF	317
		Sound Transit	20
UP		125	
Downeaster	MBTA	38	
	PanAm	107	



FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Service Line	Route	Host	Route Miles
State Supported	Ethan Allen Express	Amtrak	100
		CP	60
		Metro-North Railroad	64
		Vermont Railway	24
	Heartland Flyer	BNSF	236
	Hiawatha	CP	53
		Metra	29
	Illini / Saluki	CN	304
	Keystone	Amtrak	195
	Lincoln Service	CN	35
		UP	231
	Maple Leaf	Amtrak	109
		CSX	298
		Metro-North Railroad	64
	Missouri	UP	271
	New York - Albany	Amtrak	81
		Metro-North Railroad	64
	New York - Niagara Falls	Amtrak	109
		CSX	296
		Metro-North Railroad	64
	Pacific Surfliner	BNSF	22
		San Diego Northern	60
		SCRRA	95
		UP	174
	Pennsylvanian	Amtrak	195
		Norfolk Southern	249
	Pere Marquette	CSX	135
		Norfolk Southern	39
	Piedmont	Norfolk Southern	173
	San Joaquins	BNSF	284
		UP	88
	Vermonter	Amtrak	304
		Massachusetts DOT	50
		Metro-North Railroad	56
		New England Central	192
	Wolverine	Amtrak	99
		CN	27
		Michigan DOT	134
		Norfolk Southern	39



FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

For some routes, Amtrak reports operational (train performance) data differently than it reports financial or ridership data. In some State-supported service arrangements, a State, under a contractual agreement with Amtrak, will provide financial support for a portion of a larger route.

Amtrak has two route hierarchies within its reporting systems to account for these arrangements.

The first route hierarchy is used to track the physical versions of the routes on the network. This hierarchy includes the entire physical train that moves between its origin and ultimate destination. The second hierarchy, financial routes, are a financial construction in Amtrak’s accounting that breaks the physical train up into the Amtrak-supported portion of the route and State-supported portion of the route. These financial routes exist to allocate financials between the State-supported segment and the Amtrak-Supported segment for various accounting purposes. See Table 4 for a summary of where financial routes may be different from physical routes.

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

Table 4. Financial Routes Descriptions Different than Physical Routes

Route	Physical Route	Financial Route
Adirondack	New York, NY – Montreal, Canada	New York, NY – Albany, NY (Empire Service)
		Albany, NY – Montreal, Canada (Adirondack Service)
Berkshire Flyer	New York, NY - Pittsfield, MA	New York, NY – Albany, NY (Empire Service)
		Albany, NY – Pittsfield, MA (Berkshire Flyer)
Carolinian	Charlotte, NC – New York, NY	Charlotte, NC – Washington, DC
Cascades	Eugene, OR – Vancouver, BC	Eugene – Portland, OR (Oregon Service)
		Portland, OR – Vancouver, BC (Washington Service)
Empire West / Maple Leaf	New York, NY – Niagara Falls, NY	New York – Albany, NY (Empire Service)
		Albany – Niagara Falls, NY (Empire West/Maple Leaf Service)
Ethan Allen Express	New York, NY – Rutland, VT	New York – Albany, NY (Empire Service)
		Albany, NY – Burlington, VT (Ethan Allen Service)
Keystone	Harrisburg, PA – New York, NY	Harrisburg – Philadelphia, PA

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

Route	Physical Route	Financial Route
Lincoln / Missouri	Kansas City, MO – Chicago, IL	Kansas City, MO – St. Louis (Missouri River Runner)
		St. Louis – Chicago (Lincoln Service)
Lynchburg/ Roanoke	Lynchburg/Roanoke – New Haven, CT/ Boston, MA	Lynchburg, VA – Washington, DC
Newport News	Newport News, VA – New Haven, CT/ Boston, MA	Newport News, VA – Washington, DC
Norfolk	Norfolk, VA – New Haven, CT/Boston, MA	Norfolk, VA – Washington, DC
Springfield Shuttles	Washington, DC – New Haven, CT/ Boston, MA	New Haven, CT – Springfield, MA
Pennsylvanian	Pittsburgh, PA – New York, NY	Pittsburgh – Philadelphia, PA
Richmond	Richmond – New Haven, CT/Boston, MA	Richmond, VA – Washington, DC
Vermont	Washington, DC – St. Albans, VT	New Haven, CT – Springfield, MA; Springfield, MA – St. Albans, VT



V. Quarterly Reporting Data Categories

A. On-Time Performance and Train Delays

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

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

Metric	Definition	Data Description and Notes
Customer On-Time Performance	<p>The percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time, reported by train and by route¹.</p> <p>The customer on-time performance minimum standard is 80 percent for any 2 consecutive quarters.</p>	<p>Customer on-time performance for all schedules, at the route-level and by train, are included in this report.</p>
Ridership Data	<p>The number of host railroads to whom Amtrak has provided ridership data reported by host railroad and by month.</p>	<p>Ridership data means, in a machine-readable format: the total number of passengers, by train and by day; the station-specific number of detraining passengers, reported by host railroad, whose railroad right-of-way serves the station, by train and by day; and the station-specific number of on-time passengers reported by host railroad whose railroad right-of-way serves the station, by train and by day.</p> <p>Amtrak provided ridership data to Portland Terminal Railroad Company via BNSF Railway.</p>

¹ The Metrics and Minimum Standards for Intercity Passenger Rail Service rule defines OTP as the percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time. Amtrak uses the 15-minute maximum when calculating OTP for all routes and trains except the Acela. Amtrak uses a 10-minute maximum when calculating OTP for the Acela.

FRA Quarterly Report | V. Quarterly Reporting Data Categories

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

FRA Quarterly Report | V. Quarterly Reporting Data Categories

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

Table 6. Host Railroad Names and Codes

Host Railroad Name	Host Railroad Code
Amtrak	AM
Belt Railway of Chicago	BR
BNSF Railway Company	BN
Buckingham Branch Railroad	BB
Canadian National	CN
Canadian National - Other	XC
Central Florida Rail Corridor	FR
Chicago Terminal ²	CT
CN – IC (Former GTW and IC)	CC
Conrail Shared Assets	CR
CP Rail (Soo Line)	CP
CSX Corporation	CS
Delaware & Hudson (CP Rail)(StL&H)	DH
Florida DOT	FL
Kansas City Terminal	KC
Long Island Railroad	LG
Massachusetts DOT	MA
MBTA	MT
Metra	ME
Metro-North Railroad	MN
Michigan DOT	MI
Minnesota Commercial	MC
New England Central	NE
New Mexico DOT	NM
Norfolk Southern	NS
Pan Am Railways (formerly Guilford)	GT
S.C.R.R.A (Moorpark to LAX)	SC
San Diego Northern	SN
Sound Transit (XNI-XTW =Tacoma, WA vicinity)	ST
Terminal Railroad Assn. Of St. Louis (TRRA)	TR
Trinity Rail Express	TE
Union Pacific	UP
Vermont Railway	VR

2 Amtrak records delays experienced by Illini/Saluki and City of New Orleans trains between 16th St. and Control Point-Roosevelt in Chicago to Chicago Terminal (CT).



Table 7. Amtrak Delay Code Definitions

Responsibility	Code	Code Description	Explanation
Amtrak-responsible delays	ADA	Passenger-related	All delays related to disabled passengers, wheelchair lifts, guide dogs, etc.
	CAR	Car failure	Mechanical failure on all types of cars
	CCR	Cab car failure	Mechanical failure on Cab Cars
	CON	Hold for guaranteed connection	Holding for connections from other trains or buses
	CTC	CETC system failure	Failure of the Centralized Electrification and Traffic Control (CETC) train control system
	ENG	Locomotive failure	Mechanical failure on engines
	HLD	Passenger-related	All delays related to passengers, checked baggage, large groups, etc.
	INJ	Injured/Ill guest/ Employee	Delay due to injured passengers or employees
	ITI	Initial terminal delay	Delay at initial terminal due to late arriving inbound trains causing late release of equipment
	MTI	Disabled train ahead	Disabled train ahead due to mechanical failure
	OTH	Miscellaneous delays	Lost-on-run, heavy trains, unable to make normal speed, etc.
	SVS	Servicing	All switching and servicing delays
SYS	Crew & system	Delays related to crews including lateness, lone-engineer delays	
Host-responsible delays	CTI	Commuter train interference	Delays for meeting or following commuter trains
	CTP	Commuter train problems	Delays directly caused by abnormal occurrences to commuter trains
	DBB	B&B work due to defect	Delays caused by bridge or building maintenance
	DCS	C&S work due to defect	Signal failure or other signal delays, wayside defect-detector false alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
	DCT	Defective concrete ties	Delays caused by the replacement of concrete ties
	DDA	Defect detector actuation	Delays caused by train inspection following a defect detector actuation
	DET	ET work due to defect	Catenary or other electrical maintenance
	DMW	M/W work due to defect	Maintenance of Way delays including holds for track repairs or MW foreman to clear
	DSR	Slow order delays	Temporary slow orders, except heat or cold orders



FRA Quarterly Report | V. Quarterly Reporting Data Categories

Responsibility	Code	Code Description	Explanation
Host-responsible delays	DTR	Detour	Delays from detours
	FTI	Freight train interference	Delays from freight trains
	PBB	Planned B&B work	Scheduled bridge and building maintenance
	PET	Planned ET work	Scheduled catenary or other electrical work
	PSC	Planned C&S work	Scheduled communications and signal work
	PSR	Planned speed restrictions	Scheduled speed restrictions
	PTI	Passenger train interference	Delays for meeting or following other passenger trains (not commuter trains)
	RTE	Routing delays, including late bulletins	Routing-dispatching delays including diversions, late track bulletins, etc.
	SMW	Scheduled M/W work	Scheduled maintenance of way work
Third-party delays	BSP	Bridge strike	Delay due to train striking an overhead bridge
	CUI	Customs and immigration	U.S. and Canadian customs delays; Immigration-related delays
	DBS	Debris strike, damage, set outs	Debris strikes
	MBO	Movable bridge opening	Movable bridge openings for marine traffic where no bridge failure is involved
	NOD	Unused recovery time	Waiting for scheduled departure time at a station
	POL	Police-related delay	Police/fire department holds on right-of-way or on board trains
	TRS	Trespasser incident	Trespasser incidents including road crossing accidents, trespasser/animal strikes, vehicle stuck on track ahead, bridge strikes
	UTL	Utility company failure	Failure due to utility company issue
	WTR	Weather-related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders



FRA Quarterly Report | V. Quarterly Reporting Data Categories

Table 8. Customer On-Time Performance by Route

Service Line / Route	OTP (FY23 Q1)	OTP (FY23 Q2)
Long Distance		
Auto Train	38.5%	56.5%
California Zephyr	29.2%	30.6%
Capitol Ltd	65.8%	66.5%
Cardinal	47.9%	59.3%
City Of New Orleans	77.4%	72.1%
Coast Starlight	53.8%	46.3%
Crescent	70.4%	59.8%
Empire Builder	42.4%	37.8%
Lake Shore Ltd	72.0%	80.8%
Palmetto	78.8%	76.7%
Silver Meteor	53.8%	53.0%
Silver Star	48.6%	43.3%
Southwest Chief	38.9%	42.1%
Sunset Ltd	28.7%	42.0%
Texas Eagle	49.7%	63.6%
Northeast Corridor		
Acela	85.7%	89.5%
On Spine Northeast Regional	79.7%	89.8%
Richmond / Newport News / Norfolk	71.9%	83.1%
Roanoke	64.8%	81.6%
Springfield Shuttles	87.2%	91.7%
State Supported		
Adirondack	80.2%	92.6%
Blue Water	67.2%	74.7%
Capitol Corridor	82.1%	81.3%
Carl Sandburg / Illinois Zephyr	77.7%	81.0%
Carolinian	70.9%	70.5%
Cascades	56.1%	56.6%
Downeaster	82.0%	83.3%
Ethan Allen Express	77.1%	90.0%
Heartland Flyer	56.5%	37.9%
Hiawatha	88.3%	87.2%
Illini / Saluki	62.8%	73.5%
Keystone	94.2%	95.8%
Lincoln / Missouri	50.9%	57.8%
Lincoln Service	67.3%	73.8%
Maple Leaf	77.4%	88.2%
Missouri	55.5%	66.3%
New York - Albany	87.4%	92.2%
New York - Niagara Falls	69.9%	87.0%
Pacific Surfliner	83.4%	79.1%
Pennsylvanian	78.0%	85.5%
Pere Marquette	87.8%	87.0%
Piedmont	65.4%	69.9%
San Joaquins	70.3%	67.9%
Vermont	69.8%	87.3%
Wolverine	57.5%	76.7%

Figure 3. Customer OTP by Service Line and Route

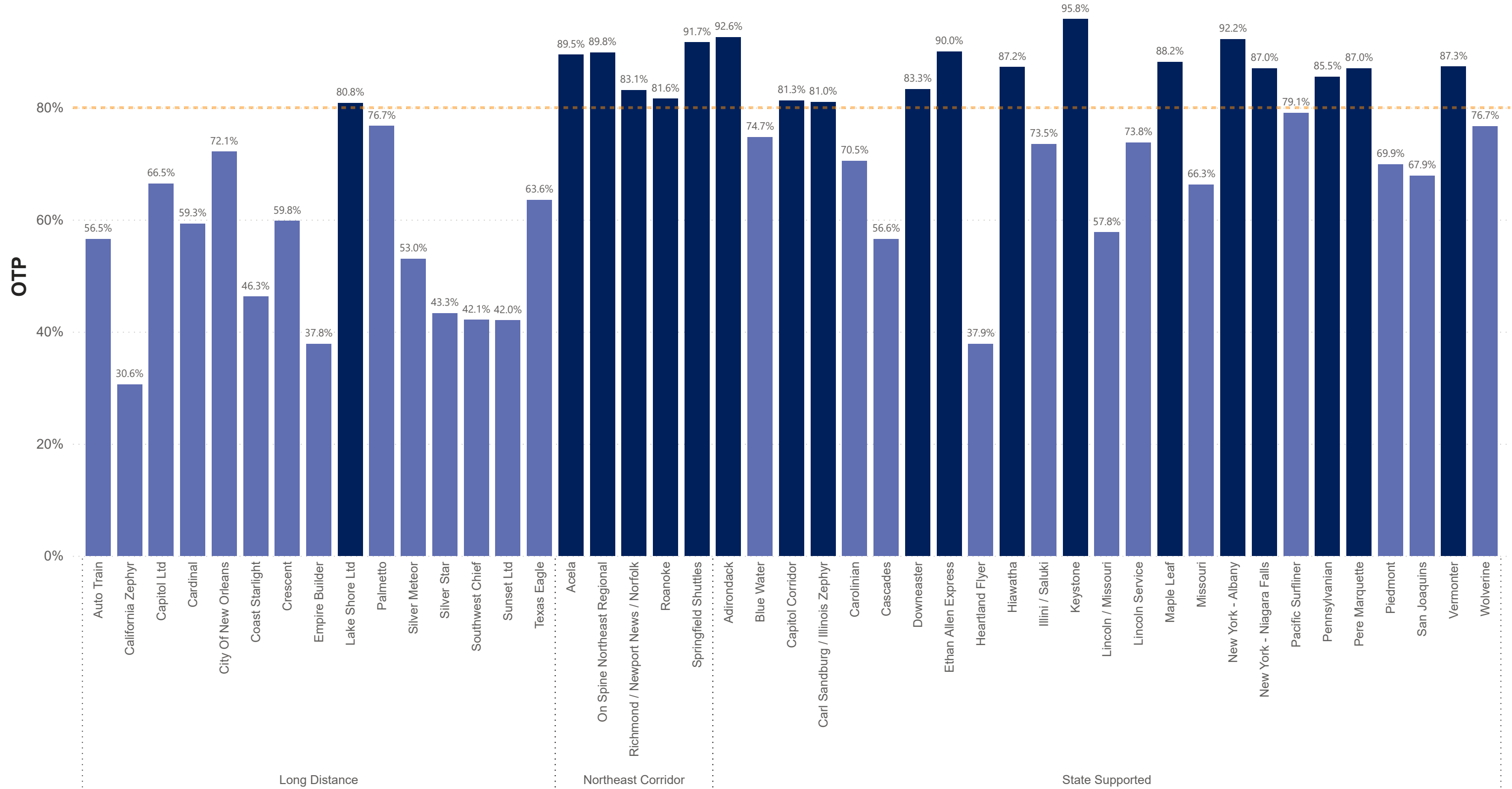


Figure 4. Customer OTP by Route

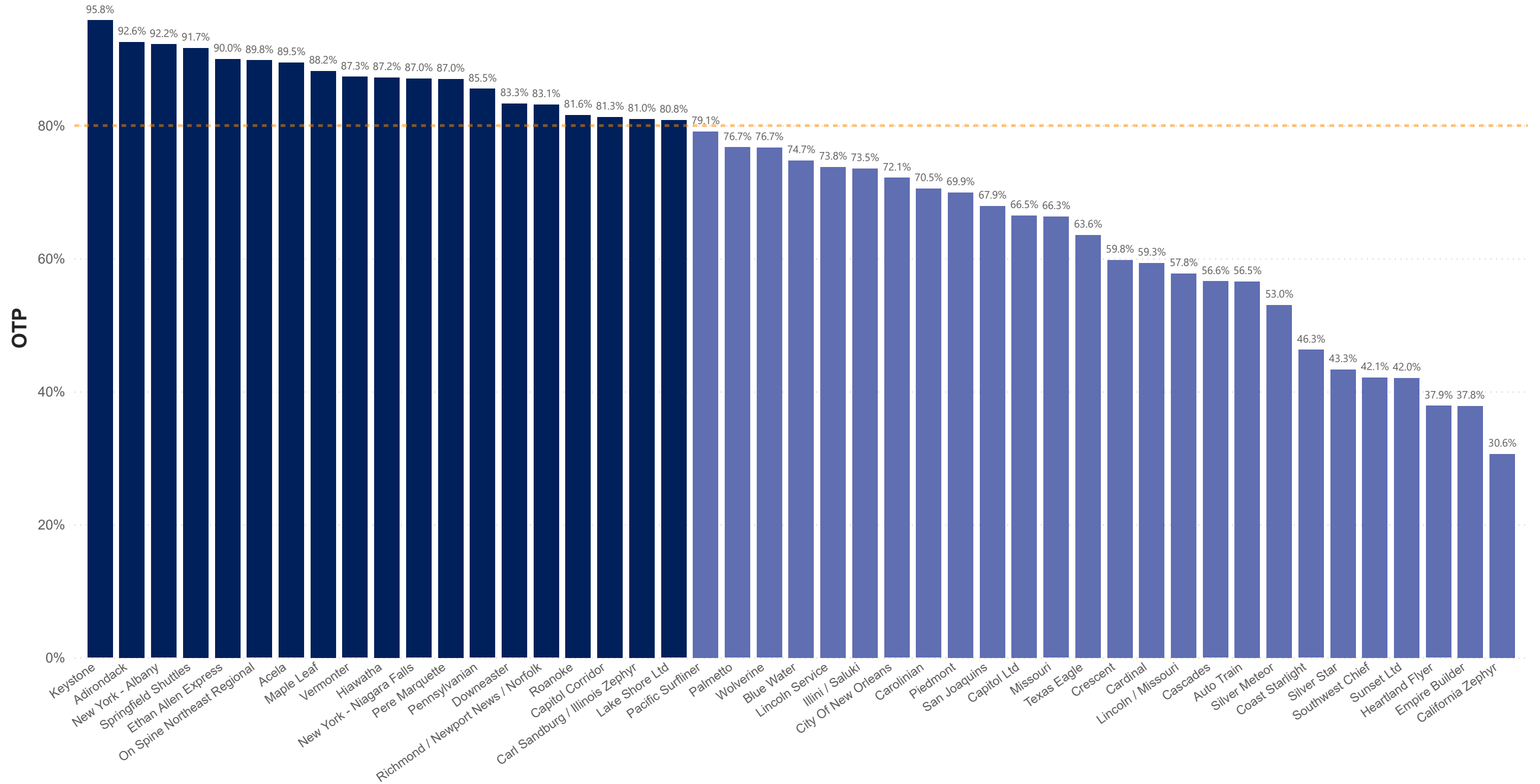


Table 9. Ridership Data Metrics

Host Railroad Name	Jan 2023	Feb 2023	Mar 2023
Belt Railway Company of Chicago	Yes	Yes	Yes
BNSF Railway	Yes	Yes	Yes
Buckingham Branch Railroad	Yes	Yes	Yes
Canadian National	Yes	Yes	Yes
Canadian Pacific	Yes	Yes	Yes
Central Florida Rail Corridor (Florida Rail)	Yes	Yes	Yes
Conrail	Yes	Yes	Yes
CSX Transportation	Yes	Yes	Yes
Golden Isles Terminal Railroad	Yes	Yes	Yes
Kansas City Terminal Railway	Yes	Yes	Yes
Massachusetts Bay Transportation Authority	Yes	Yes	Yes
Massachusetts Department of Transportation	Yes	Yes	Yes
Metra	Yes	Yes	Yes
Metro-North Railroad	Yes	Yes	Yes
Michigan Department of Transportation	Yes	Yes	Yes
Minnesota Commercial Railway	Yes	Yes	Yes
New England Central Railroad	Yes	Yes	Yes
New Mexico Department of Transportation	Yes	Yes	Yes
Norfolk Southern	Yes	Yes	Yes
North County Transit District (San Diego Northern)	Yes	Yes	Yes
Pan Am Railways	Yes	Yes	Yes
Portland Terminal Railroad Company	Yes	Yes	Yes
Regional Transportation District (Denver Union Station)	Yes	Yes	Yes
Sound Transit	Yes	Yes	Yes
South Florida Regional Transportation Authority (Florida Department of Transportation)	Yes	Yes	Yes
Southern California Regional Rail Authority	Yes	Yes	Yes
Terminal Railroad Association of St. Louis	Yes	Yes	Yes
Trinity Railway Express	Yes	Yes	Yes
Union Pacific Railroad	Yes	Yes	Yes
Vermont Railway	Yes	Yes	Yes

Table 10. Disputed Delay Minutes¹

Host Railroad	Disputed Delay Minutes	Unresolved Disputed Delay Minutes
BNSF	472	0
Buckingham Branch	14	0
Canadian National	9,706	0
Canadian Pacific	102	0
Norfolk Southern	1,683	0
SCRRA (Metrolink)	0	0
Union Pacific	939	0
Total	12,916	0

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



Table 11. Amtrak Responsible Train Delay Minutes

	Amtrak (Host)																Amtrak Host Total	Amtrak (Non-Host)										Amtrak (Non-Amtrak Total Resp Host) Total	Delay Mins.			
	CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PET	PSC	PSR	PTI	RTE	SMW	DCT		ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI			OTH	SVS	SYS
Long Distance																																
Auto Train																		57					1,596		179	3,506		366	389	1,818	7,911	7,911
California Zephyr	5			21									32	19			77	574	2,272		150		4,659	2,775	194	1,829		1,705	4,809	7,812	26,779	26,856
Capitol Ltd	31			66			6						57	32			192	83	299		93		2,182	196	81			258	375	924	4,491	4,683
Cardinal	72	16		40		3	17	15	17			20	178	9	67		454	296	249		38		865	353	41	64	101	750	271	1,101	4,129	4,583
City Of New Orleans	10			26				7					37				80	365	81		26		862	1,080	106			710	1,049	1,831	6,110	6,190
Coast Starlight																		499	248	2	318		2,303	1,266	161	637		1,403	2,263	4,699	13,799	13,799
Crescent	60	28	25	52		40	43	34			3	4	287	35	73		684	1,098	115			6	951	1,005	51	11	86	345	1,333	2,183	7,184	7,868
Empire Builder	46			4				4					5	2			61	300	2,256		1,334		4,967	2,035	181	7,191		1,469	4,264	4,887	28,884	28,945
Lake Shore Ltd	25			245		3	2	1,073	8				192	155			1,703	250	188		315		1,302	820	12	213	20	504	1,664	1,394	6,682	8,385
Palmetto	38	29		8	4	27	77	14	13		24	8	408	36	84		770	555	209				641	294	23	9	150	112	270	1,166	3,429	4,199
Silver Meteor	423	51	21	29		34	33	83	39		14	38	374	23	111		1,273	1,867	260		41	6	858	1,189	99	61	65	290	716	2,394	7,846	9,119
Silver Star	194	9		43		22	9	56	5			15	310	63	68		794	2,297	138			22	1,476	2,060	187	11	49	255	1,078	4,415	11,988	12,782
Southwest Chief	4			245				2					19				270	633	864		31		2,218	2,106	306	269		548	3,480	3,770	14,225	14,495
Sunset Ltd				11				7					2				20	518	141		431		702	1,278	13	496		596	2,052	2,076	8,303	8,323
Texas Eagle	19			45				4	43				64				175	647	220		1,641		1,473	1,965	211	126		533	1,606	2,946	11,368	11,543
Northeast Corridor																																
Acela	1,355	273	150	984	34	236	449	1,257	12	4	2	481	1,044	71	949		7,301	282	767	2		31	1,311	1,086	80	32	293	96	34	266	4,280	11,581
On Spine Northeast Regional	1,197	253	74	870		123	244	392	6	6	9	200	1,030	124	1,238		5,766	716	489	40	42	2	1,964	1,564	132	46	215	259	378	314	6,161	11,927
Richmond / Newport News / Norfolk	1,227	147	155	464	15	133	473	395	9	3	6	305	1,586	100	912		5,930	1,554	261		28	11	2,535	2,547	85	80	225	1,895	824	2,723	12,768	18,698
Roanoke	358	102	15	310		116	144	84	53	13		106	263	23	193		1,780	497	90		4		747	1,273	19	3	101	304	219	811	4,068	5,848
Springfield Shuttles	134	11		221		12	63		57			52	326	94	70		1,040	18	9	357	1,381	26	829	21		81	53	65	147	236	3,223	4,263
State Supported																																
Adirondack	9	6		41			4	1					161	78			300	12					183	133		84	9	5	27	109	562	862
Blue Water	20			63			37	65	5				159	10			359	321	308				890	250		210		609	423	711	3,722	4,081
Capitol Corridor																		796	220	177	193		558	737	93	759		945	588	2,259	7,325	7,325
Carl Sandburg / Illinois Zephyr	21			8				4					8	6			47	149	97				59	324				29	178	463	1,299	1,346
Carolinian	61	2		54		118	84	36				6	99	39	93		592	1,068	26	22	18		772	812	61	112	6	182	446	1,418	4,943	5,535
Cascades																		1,117	253	311	481		689	694	85	94		1,015	333	1,694	6,766	6,766
Downeaster																		138		31	13		633	558	38	550		61	109	169	2,300	2,300
Ethan Allen Express	5			58				14	5		3		182	81			348	100	63				179	400	18			244	327	358	1,689	2,037
Heartland Flyer																		216			74		87	337				8		96	818	818
Hiawatha	170			17									10	43			240	130	99	508			1,237	354		988		1,999	847	512	6,674	6,914
Illini / Saluki	15			65			6						100	26			212	487	327				1,171	745		22		723	234	1,401	5,110	5,322
Keystone	1,047	522	12	570		86	226	69	20	3	2	138	623	34	216	3	3,571	24	12	470		25	866	81	32	18	141	179	27	149	2,024	5,595
Lincoln / Missouri	4			44				16	30				84	26			204	735	109	4			573	346	33			398	40	882	3,120	3,324
Lincoln Service	30			91			5	2	73				50	13			264	414	390				731	589		18		799	337	946	4,224	4,488
Maple Leaf	14	3		116			24	80					62	122			421	293	58				458	569	31	5		348	521	1,464	3,747	4,168
Missouri																		214					6	237				8		498	963	963
New York - Albany	82	6		355		33	22	6			3		387	304	77		1,275	374	20		26	7	812	964	25	18	19	120	8	277	2,670	3,945
New York - Niagara Falls	11		3	159			15	184	5				457	203	5		1,042	576	28		3		735	1,063	47		32	310	246	1,285	4,325	5,367
Pacific Surfliner																		1,145	412	304	3,555		1,873	3,448	116	1,508		681	433	2,449	15,924	15,924
Pennsylvanian	61	4		52		6	22					9	135	3	67		359	269	23		15	12	670	288	16		10	1,093	129	185	2,710	3,069
Pere Marquette	2			9				2	20				28	18			79	80	68				471	130				255	3	402	1,409	1,488
Piedmont																		653		13	26		160	622	29	1,161		750	2	868	4,284	4,284
San Joaquins																		990	355	431	637		1,849	829	5	685		977	414	2,212	9,384	9,384
Vermont	165	27		154		37	65	61		5		41	175	19	129		878	139	26		15	28	437	366			198	851	58	166	2,284	3,162
Wolverine	50			356			52	306	66				973	115			1,918	1,270	889		40		1,318	1,241	51	512		847	915	2,752	9,835	11,753

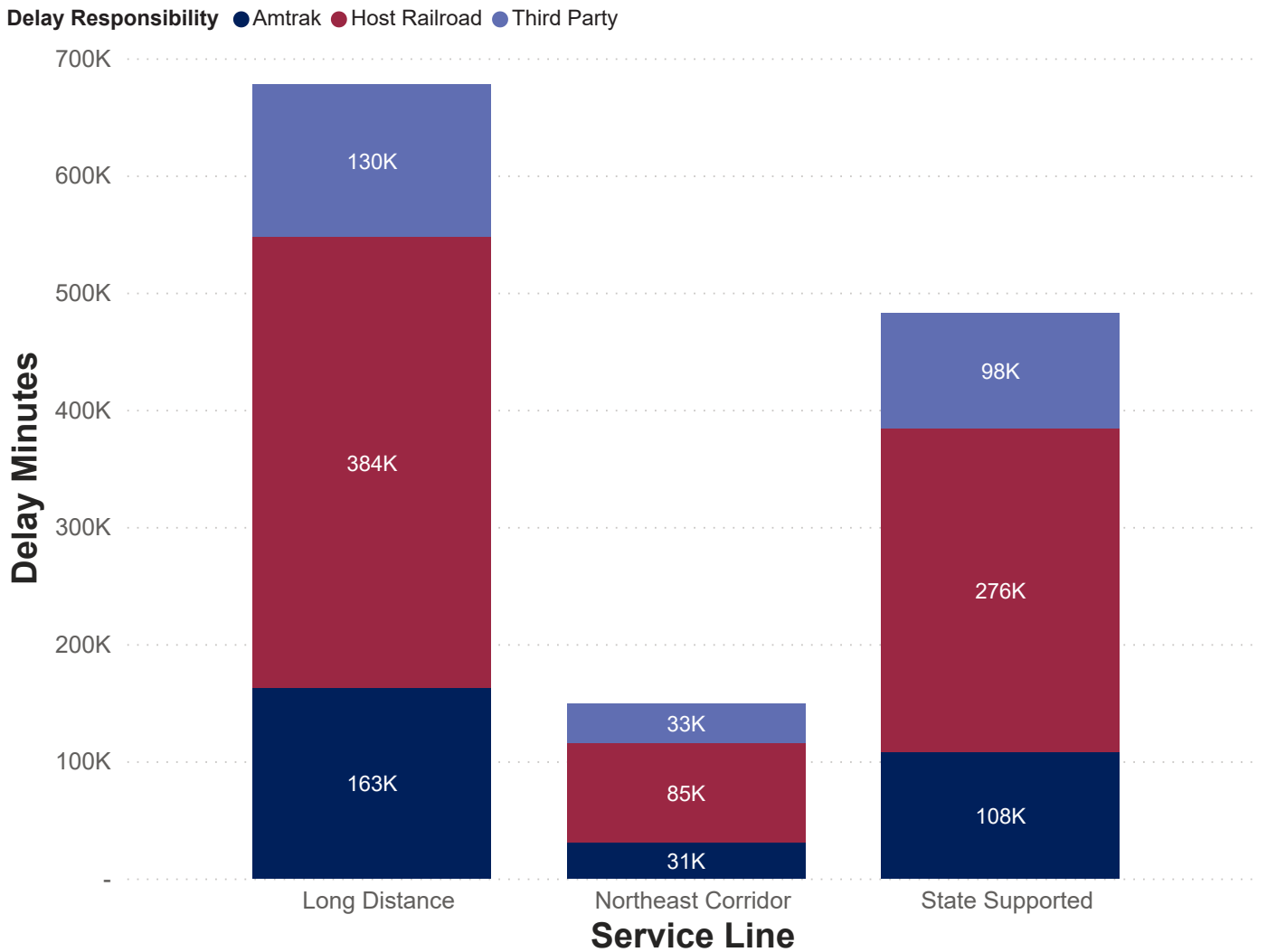
Table 12. Host Railroad Responsible Train Delay Minutes

	Delay Cause									Total
	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	
Long Distance										
Auto Train	612	822		440	7,408	627	4,998	3,681	1,879	20,467
California Zephyr	512	8,965		1,720	10,942		21,001	5,387	5,425	53,952
Capitol Ltd	78	1,184		114	1,061		7,982	898	2,440	13,757
Cardinal	127	717		194	1,654		2,526	1,031	375	6,624
City Of New Orleans	68	823		607	2,976		7,169	2,343	2,042	16,028
Coast Starlight	667	8,989		976	5,944	136	9,465	6,599	1,063	33,839
Crescent	198	3,628		241	2,586		14,888	3,119	1,613	26,273
Empire Builder	1,056	3,404		1,126	7,096	496	23,472	2,983	1,368	41,001
Lake Shore Ltd	2,999	1,430		429	1,132	5	6,668	2,221	2,253	17,137
Palmetto	35	1,093		1,223	2,704		4,334	2,670	413	12,472
Silver Meteor	2,351	1,916		666	6,518	112	6,426	4,431	1,153	23,573
Silver Star	2,109	2,827		742	7,732		7,102	5,193	1,470	27,175
Southwest Chief	2,658	4,727		347	4,186	257	13,450	4,463	1,491	31,579
Sunset Ltd	105	2,229		496	4,465	11	11,725	389	2,746	22,166
Texas Eagle	356	2,382		1,268	5,473	199	17,726	2,530	1,884	31,818
Northeast Corridor										
Acela	2,763	399	17	598	7,212	13		85	470	11,557
On Spine Northeast Regional	3,444	408	11	146	4,847	19		18	124	9,017
Richmond / Newport News / Norfolk	4,123	2,754	101	1,303	10,542	40	6,283	3,680	4,200	33,026
Roanoke	1,396	659		260	2,207		2,261	2,401	293	9,477
Springfield Shuttles		90		4	7		103	68	10	282
State Supported										
Adirondack	424	9		14	100			17	158	722
Blue Water		228		208	163		1,793	134	136	2,662
Capitol Corridor	894	3,690		717	8,530	302	2,137	6,000	1,603	23,873
Carl Sandburg / Illinois Zephyr	769	471		223	751	4	2,920	254	675	6,067
Carolinian	42	1,391		394	2,183		1,772	2,677	1,577	10,036
Cascades	312	2,831		924	7,057		7,996	4,015	2,207	25,342
Downeaster	1,055	3,958		506	468	10	914	2,864	174	9,949
Ethan Allen Express	367	293		153	244	2	179	40	196	1,474
Heartland Flyer		551		236	4,586	41	3,293		71	8,778
Hiawatha	3,757	1,283		324	2,279		670	966	251	9,530
Illini / Saluki	410	509		220	1,708		2,677	2,431	272	8,227
Lincoln / Missouri		1,239		711	2,382	112	5,950	2,510	610	13,514
Lincoln Service	42	1,433		354	1,865	467	7,067	4,271	702	16,201
Maple Leaf	378	382		129	525		980	251	1,063	3,708
Missouri		362		403	1,076		2,752	713	291	5,597
New York - Albany	3,941	130		429	744			304	1,164	6,712
New York - Niagara Falls	2,093	629		234	935		2,123	430	1,963	8,407
Pacific Surfliner	5,517	15,769		1,365	3,180	72	831	7,078	1,160	34,972
Pennsylvanian		307		238	415		1,660		834	3,454
Pere Marquette	8	395		36	99		603	83	153	1,377
Piedmont		982		526	1,628		2,361	1,026	321	6,844
San Joaquins	18	3,398		880	7,535	78	14,033	14,683	754	41,379
Vermont	670	201		50	4,267		16	63	71	5,338
Wolverine	9	1,342		235	1,274		3,318	2,920	1,023	10,121

Table 13. Third Party Responsible Train Delay Minutes

	Delay Cause									Total
	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	
Long Distance										
Auto Train			206		889	232	548		477	2,352
California Zephyr			1,245	381	2,147	582	1,530		8,762	14,647
Capitol Ltd				15	4,536	64	452		506	5,573
Cardinal	7		20	13	2,599	276	343		600	3,858
City Of New Orleans			248	12	8,474	262	84		2,105	11,185
Coast Starlight			496	236	5,024	1,050	1,189		2,739	10,734
Crescent	15		9	63	6,566	1,293	770		563	9,279
Empire Builder			266	189	10,355	419	418		1,328	12,975
Lake Shore Ltd			48	16	8,442	188	438		671	9,803
Palmetto	5		43		2,205	209	396		290	3,148
Silver Meteor			238	64	3,484	867	539		1,503	6,695
Silver Star	8		104	31	2,895	690	639		1,676	6,043
Southwest Chief			169	141	5,792	1,398	902		2,657	11,059
Sunset Ltd		169	168	117	2,927	1,116	830		162	5,489
Texas Eagle			133	98	14,600	469	633		1,231	17,164
Northeast Corridor										
Acela	160		453	212	3,135	996	546	34	1,004	6,540
On Spine Northeast Regional	108		295	178	2,929	1,691	970	25	2,029	8,225
Richmond / Newport News / Norfolk	94		394	148	7,107	1,858	650	2	1,348	11,601
Roanoke	5		201	13	2,650	504	199		400	3,972
Springfield Shuttles	5		13		1,739	466	44		881	3,148
State Supported										
Adirondack					330		34		8	372
Blue Water				84	2,886	94	307		506	3,877
Capitol Corridor			491	2,220	1,266	1,588	2,371		1,153	9,089
Carl Sandburg / Illinois Zephyr			13		631	240	149		506	1,539
Carolinian	4		434		2,216	231	175	2	223	3,285
Cascades		96	231	1,041	1,509	119	703		575	4,274
Downeaster			28		2,793	166	324		220	3,531
Ethan Allen Express					5,081		3		122	5,206
Heartland Flyer					22	29	66		478	595
Hiawatha			1		183	127	145		119	575
Illini / Saluki			48	14	1,979	54	125		1,026	3,246
Keystone	155		156	118	228	706	824	21	140	2,348
Lincoln / Missouri			84	6	1,967	345	788		349	3,539
Lincoln Service				39	4,863	119	435		1,131	6,587
Maple Leaf		102			4,111	230	80		182	4,705
Missouri			6		719	55	172		187	1,139
New York - Albany			7	6	1,023	198	74		126	1,434
New York - Niagara Falls			2		1,869	177	293		205	2,546
Pacific Surfliner			985		8,480	1,815	2,054		2,957	16,291
Pennsylvanian	34		131	48	245	247	4		41	750
Pere Marquette			108	48	416		85		117	774
Piedmont			42		411	347	738		150	1,688
San Joaquins			105		5,514	3,473	2,611		2,390	14,093
Vermonteer	12		107	51	1,773	527	782		169	3,421
Wolverine			30	233	1,684	208	530		574	3,259

Figure 5. Delay Minutes by Service Line



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

Figure 6. Delay Minutes by Route and Responsibility

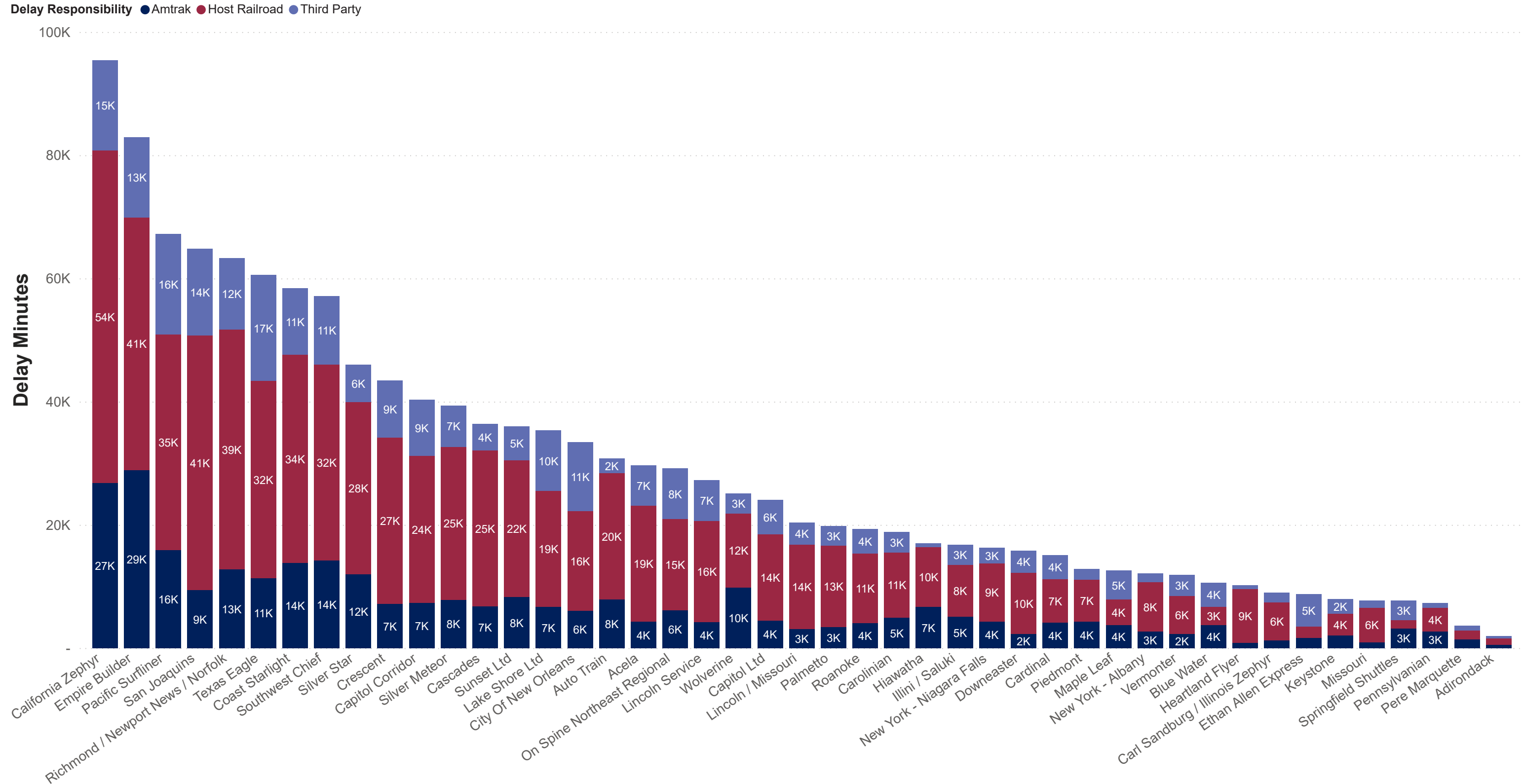
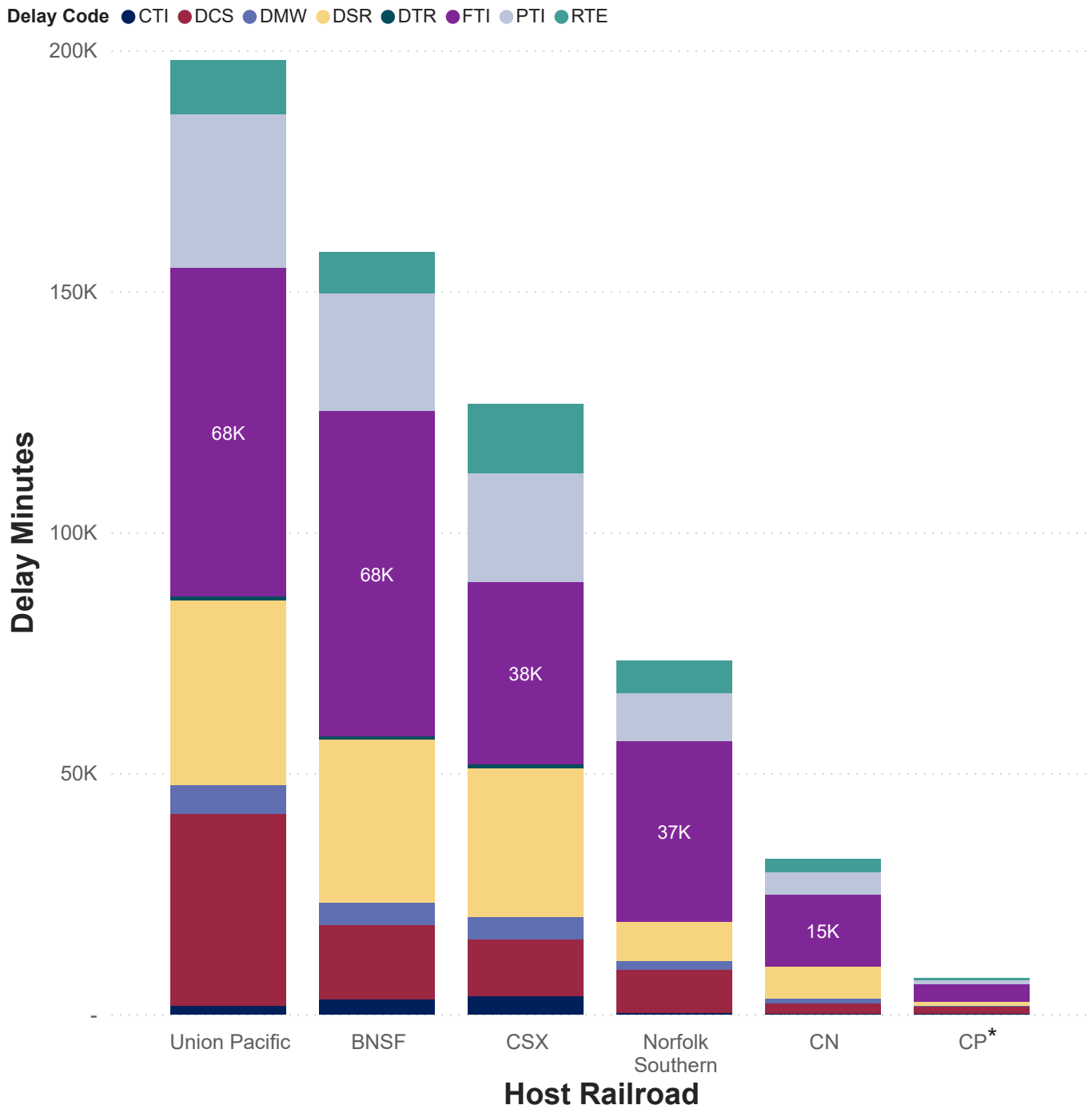


Figure 7. Class I Host Responsible Train Delay Minutes



* The CP delays do not include those on the portions of the Ethan Allen route where the Delaware & Hudson, a CP subsidiary, is the host railroad.

Figure 8. Train Delay Minutes by Responsibility

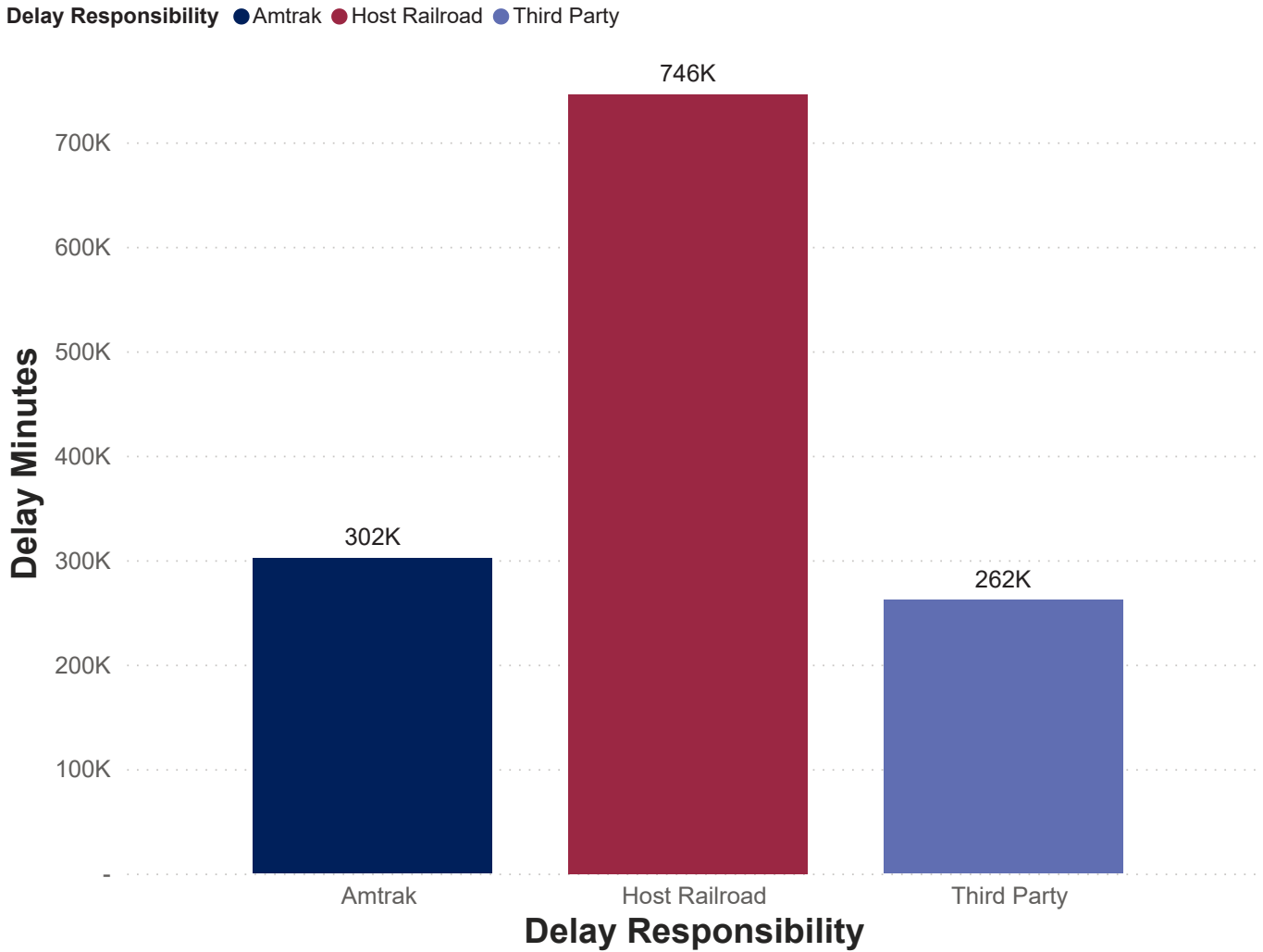


Figure 9. Train Delay Minutes per 10,000 Train Miles by Service Line

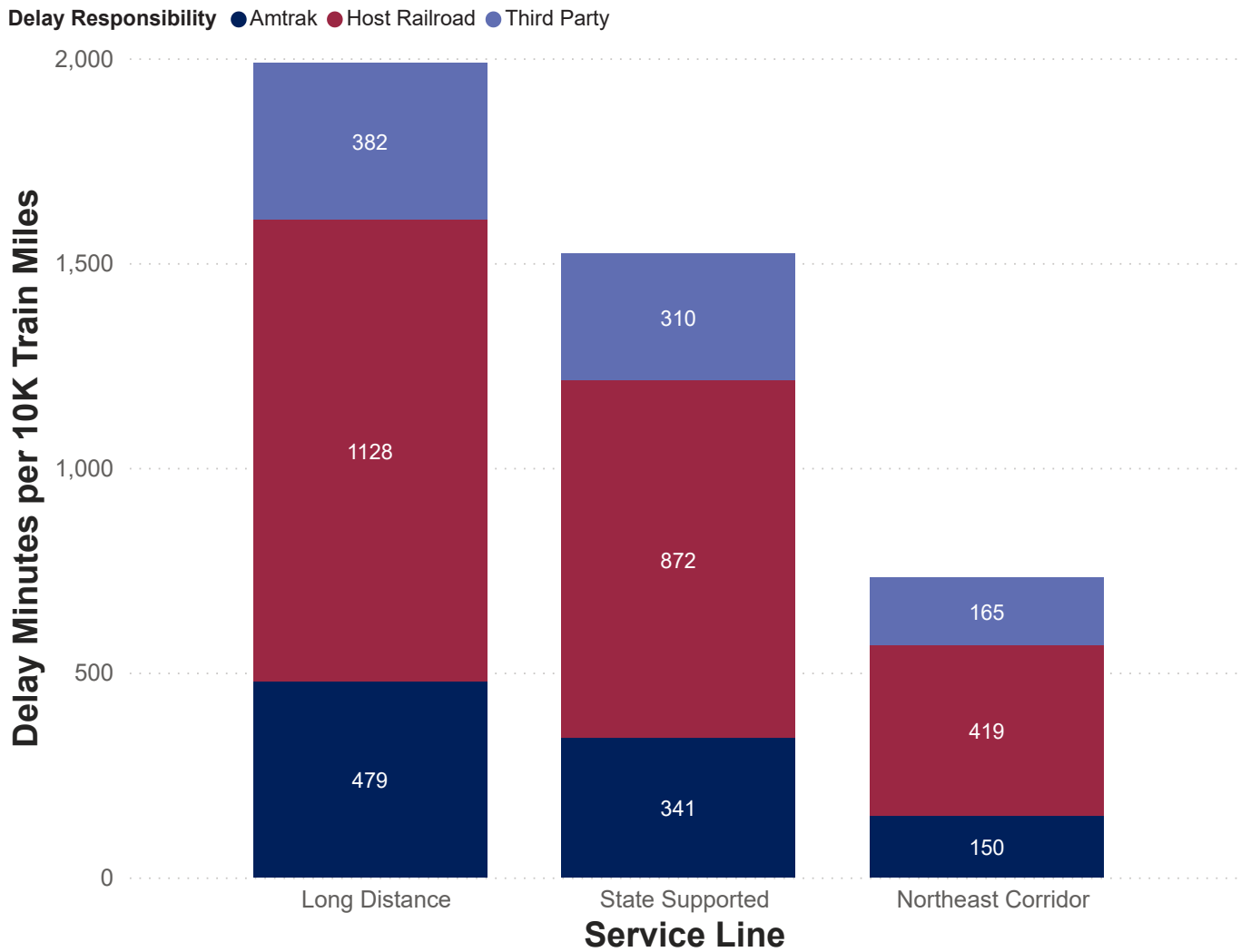


Figure 10. Delay Minutes per 10,000 Train Miles by Service Line, Route and Responsibility

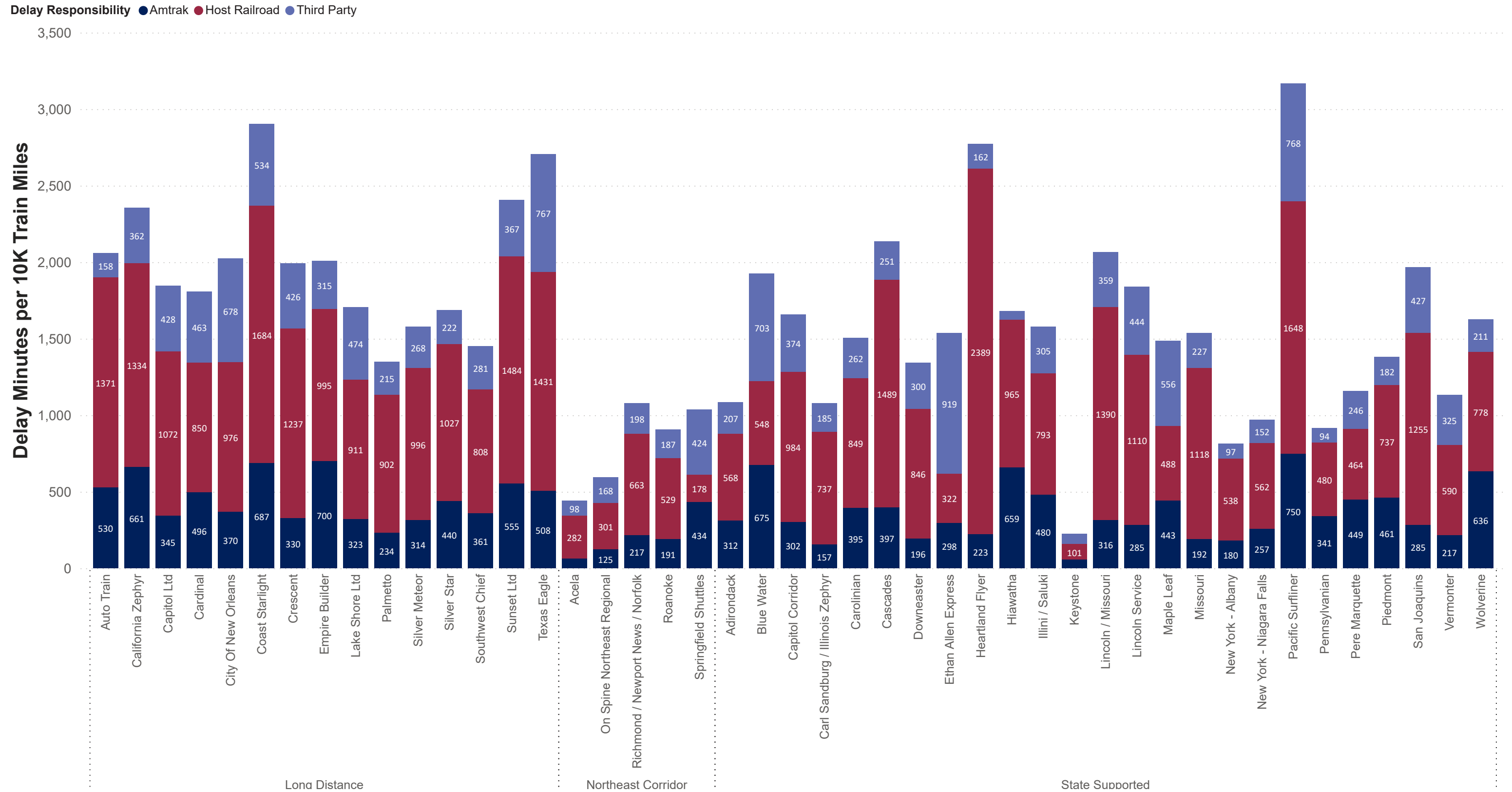


Figure 11. Delay Minutes per 10,000 Train Miles by Route and Responsibility

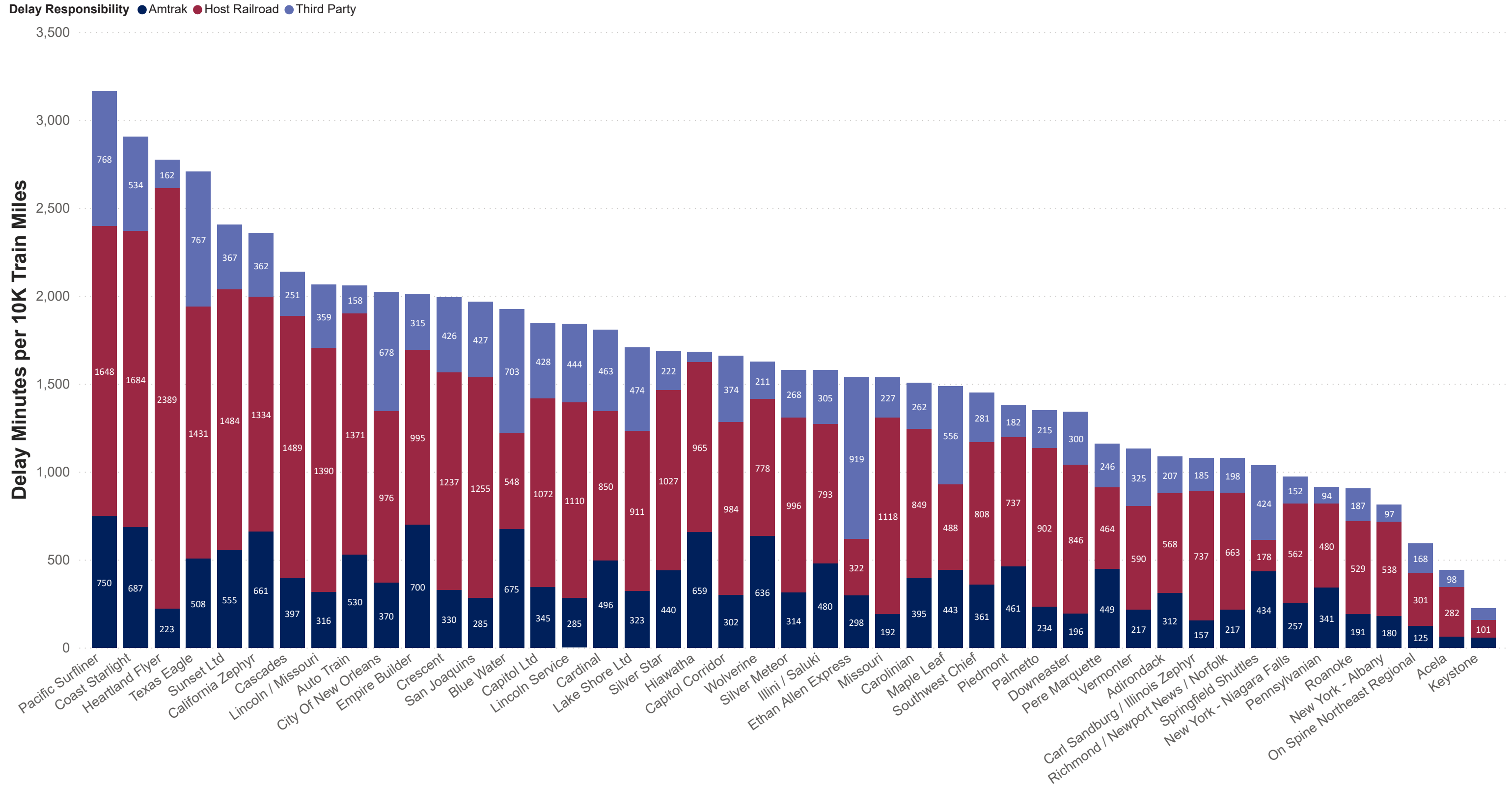
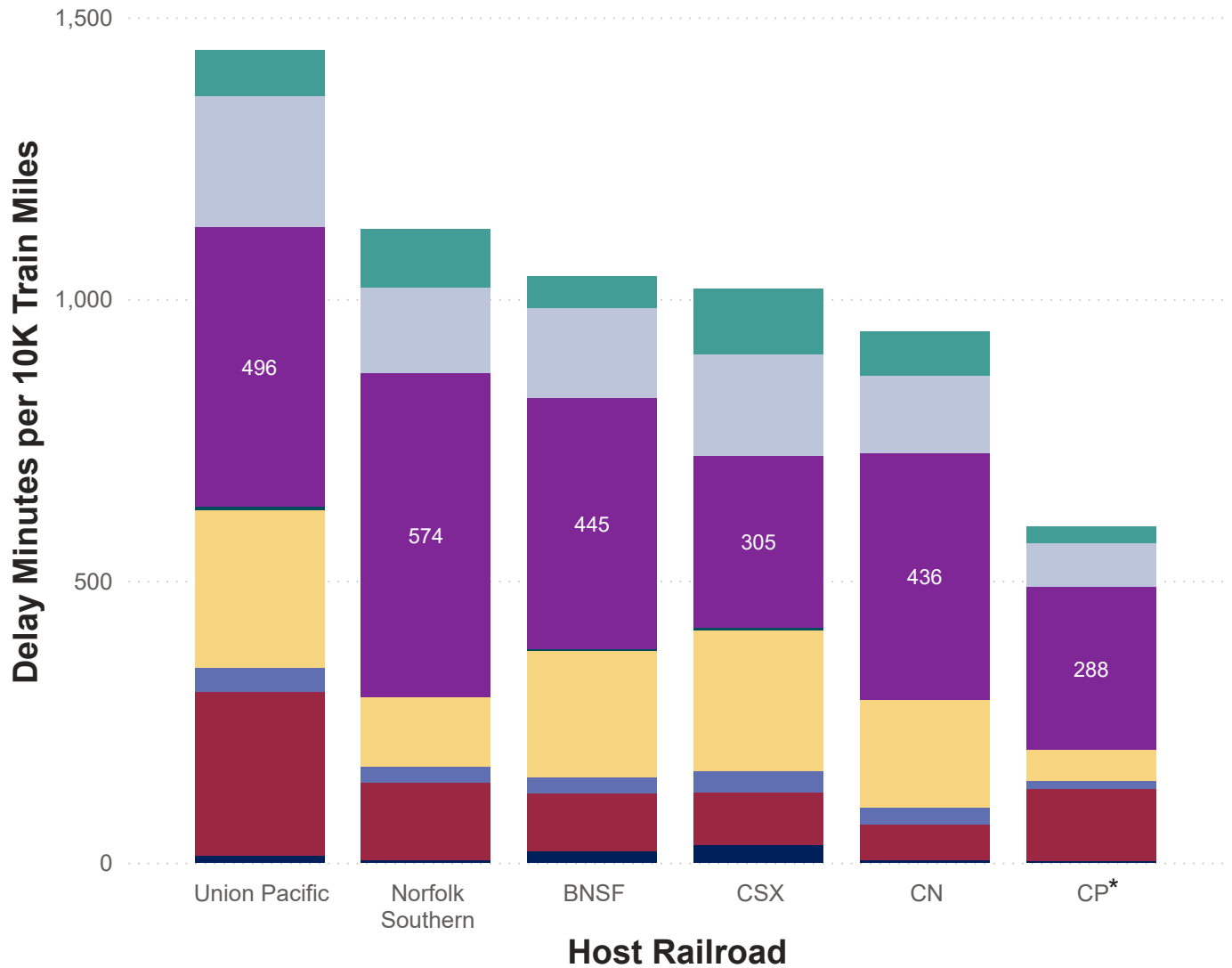


Figure 12. Class I Host Responsible Train Delay Minutes per 10,000 Train Miles

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



*The CP delays do not include those on the portions of the Ethan Allen route where the Delaware & Hudson, a CP subsidiary, is the host railroad.

B. Customer Service

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

FRA publishes information about Amtrak’s customer satisfaction survey (including the survey questions and methodology) annually as an appendix to the quarterly report. The most recent customer satisfaction survey is available in Appendix 4 of the FY 2022 Q4 report at railroads.dot.gov.

Amtrak adjusts overall satisfaction score performance by removing passengers who arrive at their destinations on State Supported and Long Distance routes excessively late (30 minutes late for State-supported routes and 120 minutes for Long Distance routes) from the system-wide calculation.

Amtrak provided the percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their overall satisfaction (Top 4) and the percent of respondents who provided a score of 80 percent or greater (Top 3). The tables and charts in this report reflect the percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their overall satisfaction (Top 4).

Table 14. Customer Service Metrics – Definitions and Notes

Metric	Definition
Customer Satisfaction	The percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their “overall satisfaction” on a 100-point scale for their most recent trip, by route, shown both adjusted for performance and unadjusted
Amtrak Personnel	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of Amtrak personnel on their most recent trip, by route.
Information Given	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of information provided by Amtrak on their most recent trip, by route.
On-board Comfort	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of onboard comfort on their most recent trip, by route.
On-board Cleanliness	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of onboard comfort on their most recent trip, by route.
On-board food service	The average score from respondents to the Amtrak customer satisfaction survey for their overall review of on-board food service on their most recent trip, by route.

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

Service Line / Route	Overall Service	Amtrak Personnel	Information Given	On-Board Cleanliness	On-Board Comfort	On-Board Food Service
Long Distance						
Auto Train	73%	90%	77%	83%	71%	63%
California Zephyr	68%	86%	61%	65%	81%	65%
Capitol Limited	79%	89%	81%	83%	83%	63%
Cardinal	70%	77%	71%	75%	79%	60%
City of New Orleans	81%	90%	79%	82%	84%	67%
Coast Starlight	72%	85%	70%	74%	78%	61%
Crescent	75%	83%	74%	75%	79%	59%
Empire Builder	67%	84%	61%	68%	78%	61%
Lake Shore Limited	78%	85%	80%	76%	79%	61%
Palmetto	83%	87%	81%	84%	85%	71%
Silver Meteor	79%	86%	77%	76%	80%	61%
Silver Star	75%	81%	73%	72%	80%	62%
Southwest Chief	76%	88%	70%	73%	80%	71%
Sunset Limited	76%	87%	76%	73%	81%	73%
Texas Eagle	72%	84%	73%	70%	79%	59%
Northeast Corridor						
Acela	91%	92%	88%	89%	89%	74%
Northeast Regional	89%	91%	84%	90%	91%	71%
State Supported						
Blue Water	81%	88%	80%	86%	87%	74%
Capitol Corridor	89%	94%	83%	91%	93%	76%
Carolinian	81%	86%	78%	78%	85%	70%
Cascades	83%	93%	77%	87%	87%	69%
Downeaster	90%	95%	85%	94%	96%	83%
Empire	91%	93%	89%	91%	93%	47%
Ethan Allen	90%	94%	89%	90%	95%	75%
Heartland Flyer	89%	95%	82%	92%	95%	88%
Hiawatha	86%	94%	84%	88%	91%	46%
Illini	81%	88%	78%	83%	89%	76%
Illinois Zephyr	81%	92%	78%	92%	88%	78%
Keystone	94%	95%	93%	92%	94%	49%
Lincoln Service	81%	87%	79%	85%	85%	72%
Maple Leaf	92%	95%	89%	88%	92%	75%
Missouri River Runner	82%	91%	82%	84%	86%	68%
New Haven-Springfield	88%	94%	85%	89%	92%	75%
Pacific Surfliner	81%	91%	77%	86%	90%	74%
Pennsylvanian	88%	92%	86%	87%	92%	72%
Pere Marquette	81%	92%	80%	87%	79%	69%
Piedmont	91%	95%	88%	94%	94%	70%
San Joaquins	79%	87%	80%	81%	86%	65%
Vermont	90%	94%	85%	91%	93%	71%
Washington-Lynchburg	87%	87%	80%	85%	90%	71%
Washington-Newport News	90%	91%	84%	88%	92%	74%
Washington-Norfolk	90%	92%	85%	86%	92%	76%
Washington-Richmond	88%	91%	83%	91%	93%	76%
Wolverine	80%	89%	78%	84%	83%	68%

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

Service Line / Route	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service
Long Distance						
Auto Train	80%	92%	86%	73%	86%	67%
California Zephyr	79%	90%	71%	86%	72%	69%
Capitol Limited	80%	90%	83%	84%	83%	64%
Cardinal	77%	81%	77%	80%	77%	63%
City of New Orleans	84%	91%	82%	86%	83%	69%
Coast Starlight	79%	87%	76%	80%	77%	61%
Crescent	78%	84%	78%	80%	77%	60%
Empire Builder	76%	86%	70%	81%	72%	63%
Lake Shore Limited	79%	85%	81%	79%	76%	61%
Palmetto	84%	88%	83%	86%	85%	72%
Silver Meteor	82%	88%	81%	82%	78%	63%
Silver Star	81%	84%	78%	83%	75%	66%
Southwest Chief	83%	90%	78%	84%	77%	73%
Sunset Limited	78%	88%	79%	80%	75%	73%
Texas Eagle	78%	86%	79%	81%	73%	61%
Northeast Corridor						
Acela	91%	92%	88%	89%	89%	74%
Northeast Regional	89%	91%	84%	91%	90%	71%
State Supported						
Blue Water	85%	88%	82%	88%	87%	75%
Capitol Corridor	91%	94%	85%	94%	92%	77%
Carolinian	88%	88%	86%	89%	82%	72%
Cascades	87%	94%	82%	89%	89%	70%
Downeaster	93%	95%	88%	96%	94%	84%
Empire	93%	93%	90%	93%	92%	48%
Ethan Allen	90%	94%	90%	96%	91%	76%
Heartland Flyer	95%	95%	91%	97%	95%	93%
Hiawatha	89%	95%	87%	92%	89%	48%
Illini	90%	93%	88%	94%	87%	84%
Illinois Zephyr	83%	94%	82%	90%	94%	82%
Keystone	95%	95%	94%	95%	93%	50%
Lincoln Service	88%	90%	85%	88%	88%	77%
Maple Leaf	93%	95%	91%	92%	89%	76%
Missouri River Runner	90%	94%	89%	91%	88%	72%
New Haven-Springfield	90%	94%	87%	93%	90%	76%
Pacific Surfliner	85%	92%	82%	91%	88%	76%
Pennsylvanian	91%	92%	88%	93%	87%	73%
Pere Marquette	87%	94%	86%	82%	90%	72%
Piedmont	94%	95%	92%	94%	94%	73%
San Joaquins	86%	90%	88%	89%	85%	69%
Vermont	93%	94%	88%	93%	91%	71%
Washington-Lynchburg	91%	89%	86%	92%	88%	74%
Washington-Newport News	92%	92%	87%	93%	89%	76%
Washington-Norfolk	93%	93%	88%	94%	88%	79%
Washington-Richmond	91%	93%	86%	95%	91%	80%
Wolverine	84%	91%	83%	86%	87%	72%

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

● Non-Adjusted Overall Service ● Adjusted Overall Service

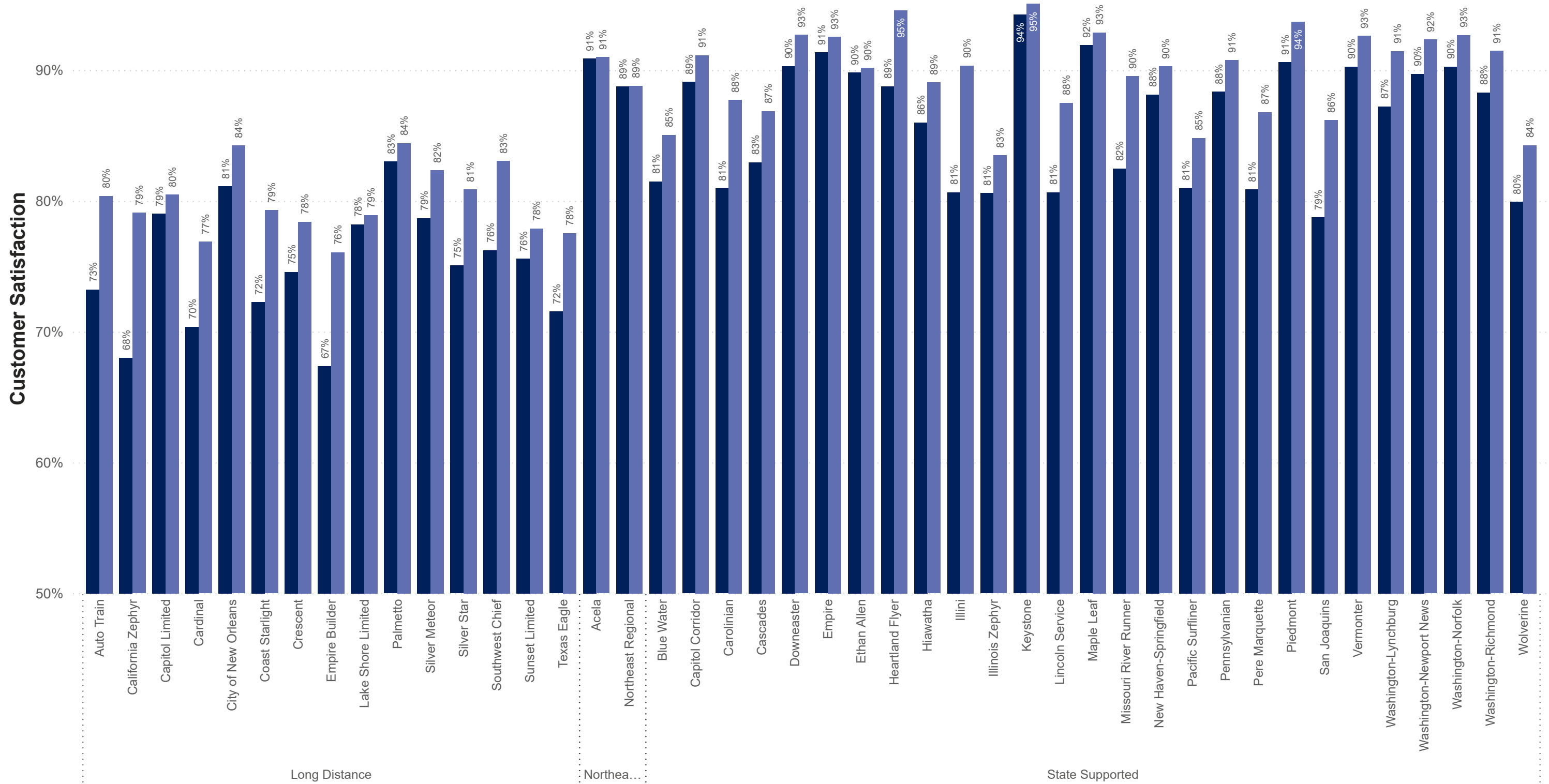
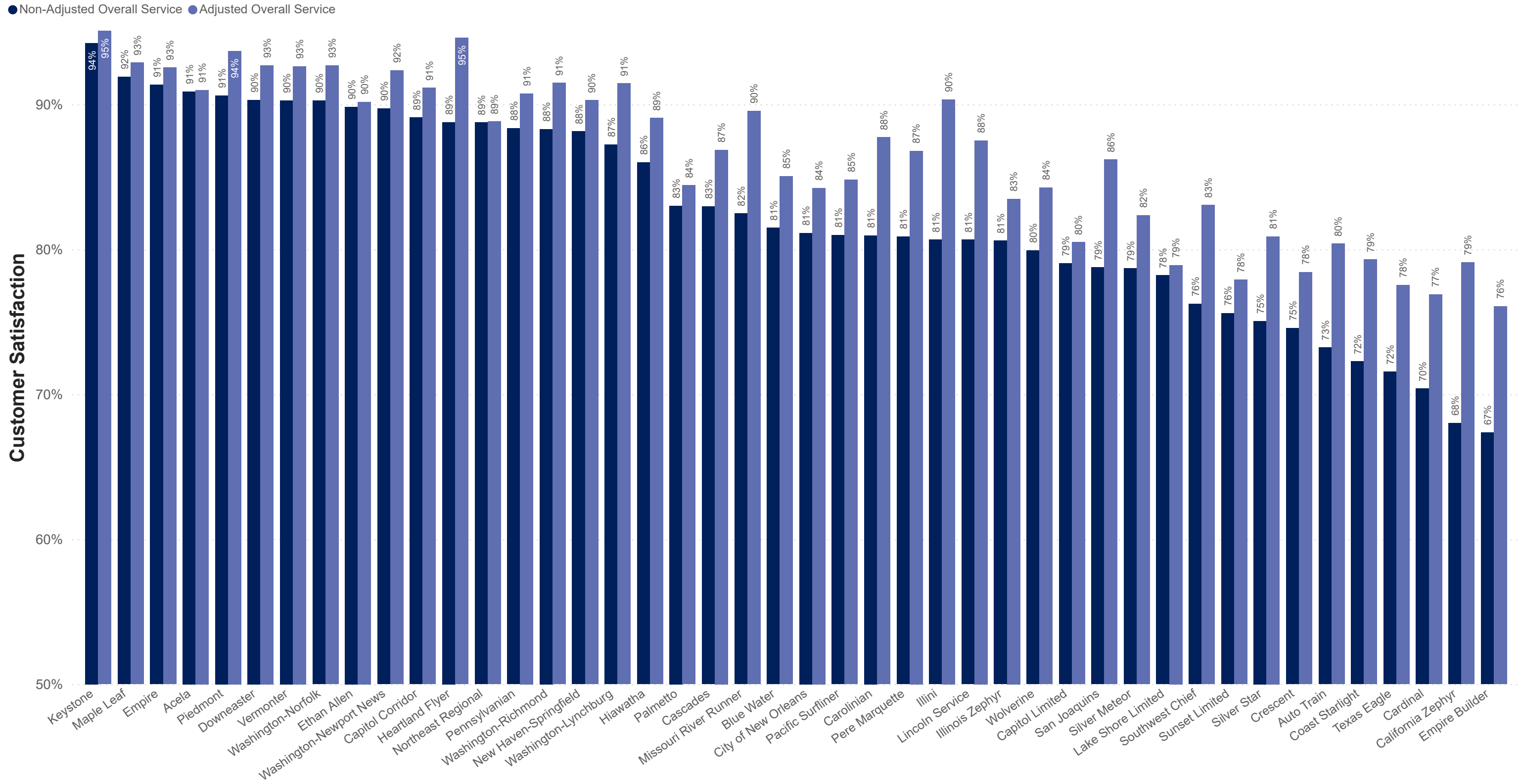


Figure 14. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance



C. Financial

Table 17. Financial Metrics – Definitions and Notes

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

Table 18. Cost Recovery by Service Line and Route

Service Line / Route	Cost Recovery
Long Distance	
Auto Train	118%
California Zephyr	34%
Capitol Limited	31%
Cardinal	27%
City of New Orleans	39%
Coast Starlight	33%
Crescent	40%
Empire Builder	32%
Lake Shore Ltd	35%
Palmetto	51%
Silver Meteor	49%
Silver Star	38%
Southwest Chief	28%
Sunset Limited	20%
Texas Eagle	37%
Northeast Corridor	
Acela Express	109%
NEC Special Trains	32%
Northeast Regional	97%
State Supported	
Adirondack	137%
Berkshire Flyer	0%
Blue Water	132%
Capitol Corridor	90%
Carolinian	83%
Cascades	98%
Downeaster	101%
Empire South	82%
Empire West/Maple Leaf	89%
Ethan Allen	75%
Heartland Flyer	88%
Hiawatha	42%
Illini / Saluki	37%
Illinois Zephyr/Carl Sandburg	18%
Keystone	32%
Lincoln Service	43%
Missouri River Runner	73%
New Haven - Springfield	67%
Non-NEC Special Trains	1%
Pacific Surfliner	88%
Pennsylvanian	84%
Pere Marquette	100%
Piedmont	95%
San Joaquin	88%
Vermont	62%
Washington-Lynchburg/ Roanoke	56%
Washington-Newport News	62%
Washington-Norfolk	51%
Washington-Richmond	113%
Wolverine	100%
System-Wide	
National Train Service	71%
System-wide (Total Amtrak)	74%

Figure 15. Cost Recovery by Service Line and Route

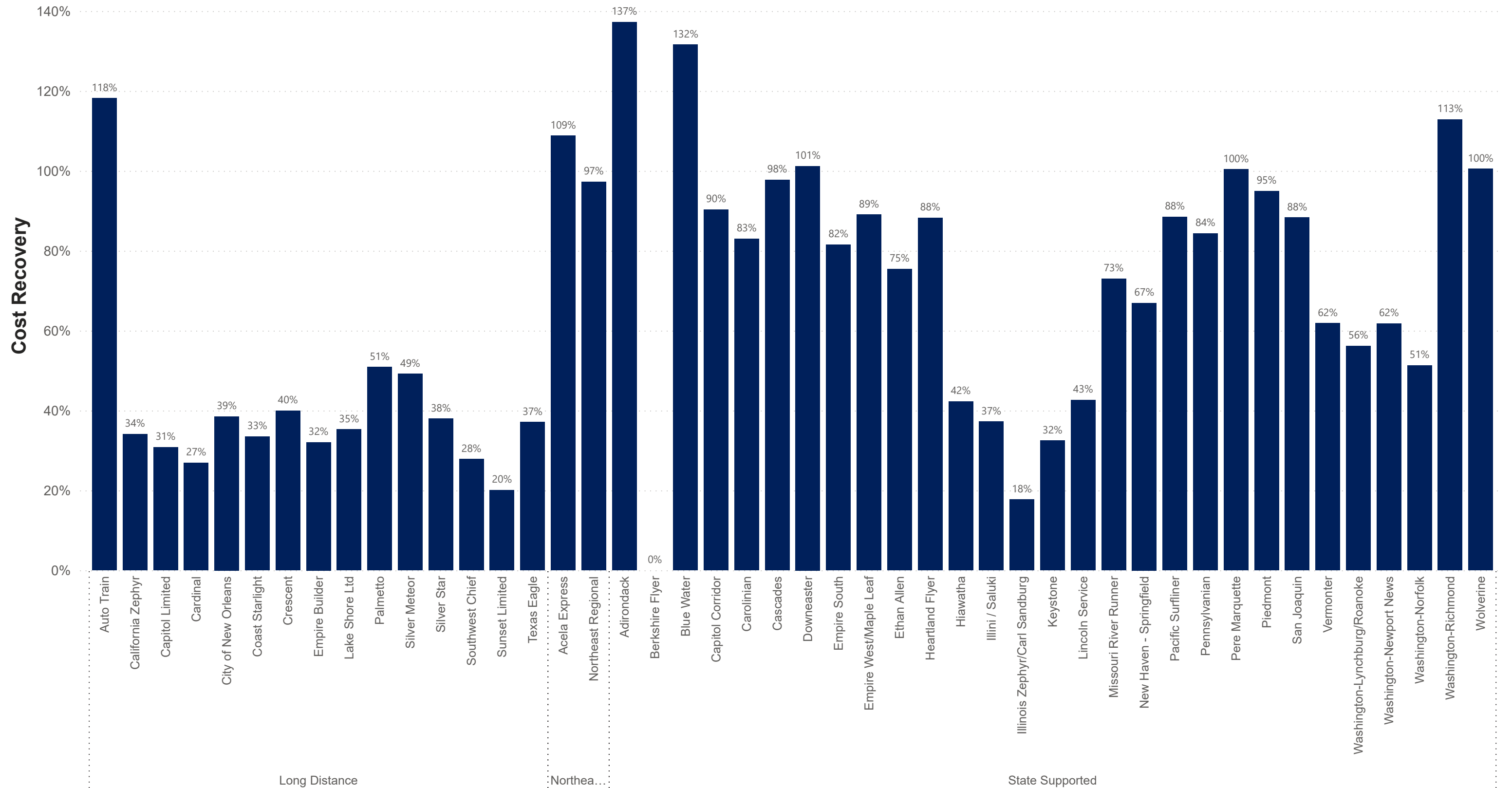


Figure 16. Cost Recovery by Route

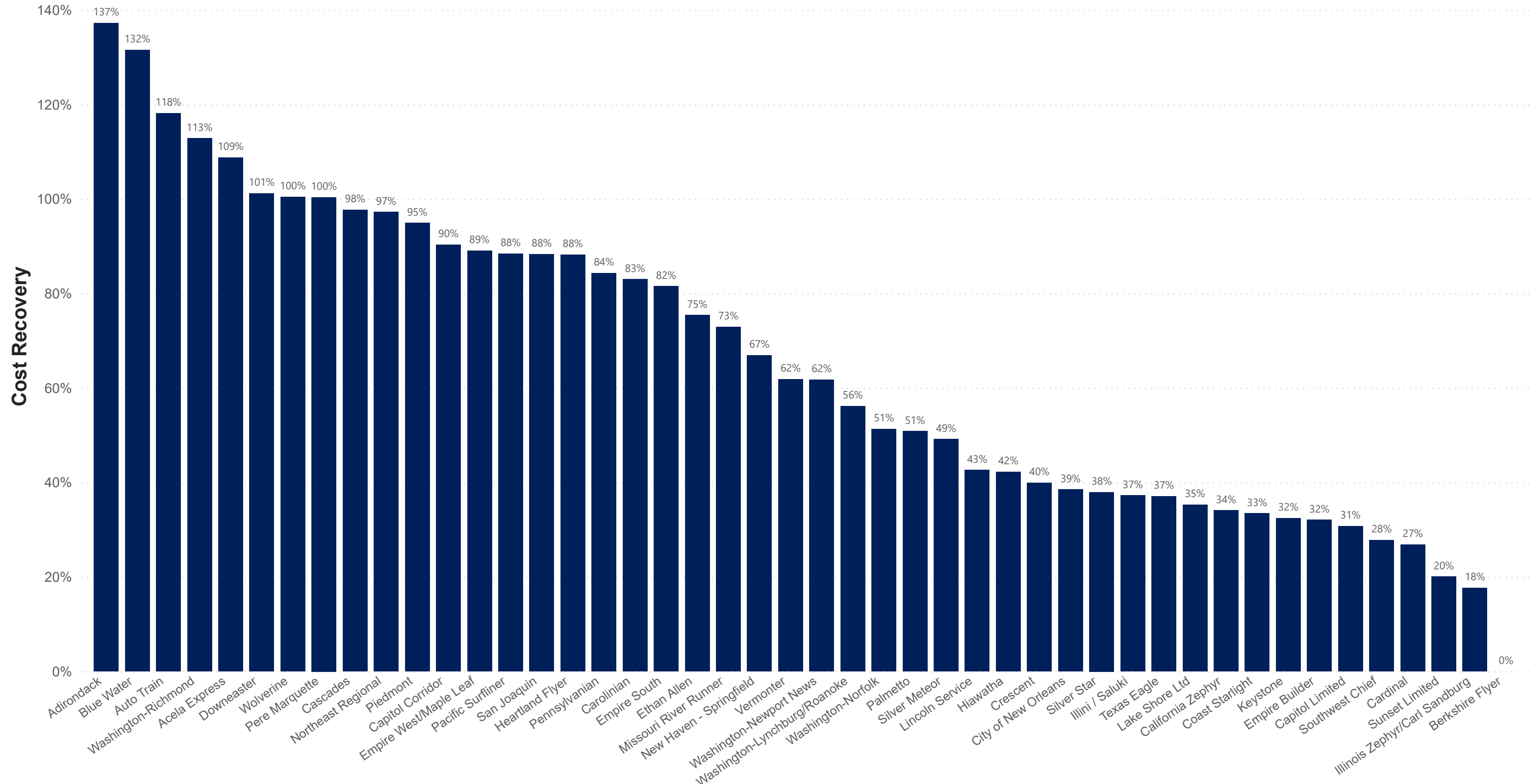


Table 19. Avoidable Operating Expenses Covered By Passenger Revenue

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	134%	134%
California Zephyr	43%	43%
Capitol Limited	39%	39%
Cardinal	34%	34%
City of New Orleans	46%	46%
Coast Starlight	40%	40%
Crescent	47%	47%
Empire Builder	37%	37%
Lake Shore Ltd	42%	42%
Palmetto	60%	60%
Silver Meteor	58%	58%
Silver Star	43%	43%
Southwest Chief	32%	32%
Sunset Limited	23%	23%
Texas Eagle	43%	43%
Northeast Corridor		
Acela Express	135%	135%
NEC Special Trains	127%	127%
Northeast Regional	127%	127%
State Supported		
Adirondack	23%	144%
Berkshire Flyer	0%	0%
Blue Water	37%	142%
Capitol Corridor	36%	110%
Carolinian	71%	95%
Cascades	51%	118%
Downeaster	53%	126%
Empire South	108%	104%
Empire West/Maple Leaf	47%	103%
Ethan Allen	31%	92%
Heartland Flyer	30%	114%
Hiawatha	44%	44%
Illini / Saluki	30%	40%
Illinois Zephyr/Carl Sandburg	23%	19%
Keystone	30%	41%
Lincoln Service	38%	45%
Missouri River Runner	24%	78%
New Haven - Springfield	23%	81%
Non-NEC Special Trains	2%	2%
Pacific Surfliner	32%	108%
Pennsylvanian	65%	107%
Pere Marquette	40%	112%
Piedmont	57%	113%
San Joaquin	29%	103%
Vermont	27%	79%
Washington-Lynchburg/ Roanoke	67%	66%
Washington-Newport News	58%	70%
Washington-Norfolk	59%	62%
Washington-Richmond	43%	135%
Wolverine	46%	111%
System-Wide		
National Train Service	72%	87%
System-wide (Total Amtrak)	59%	70%

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

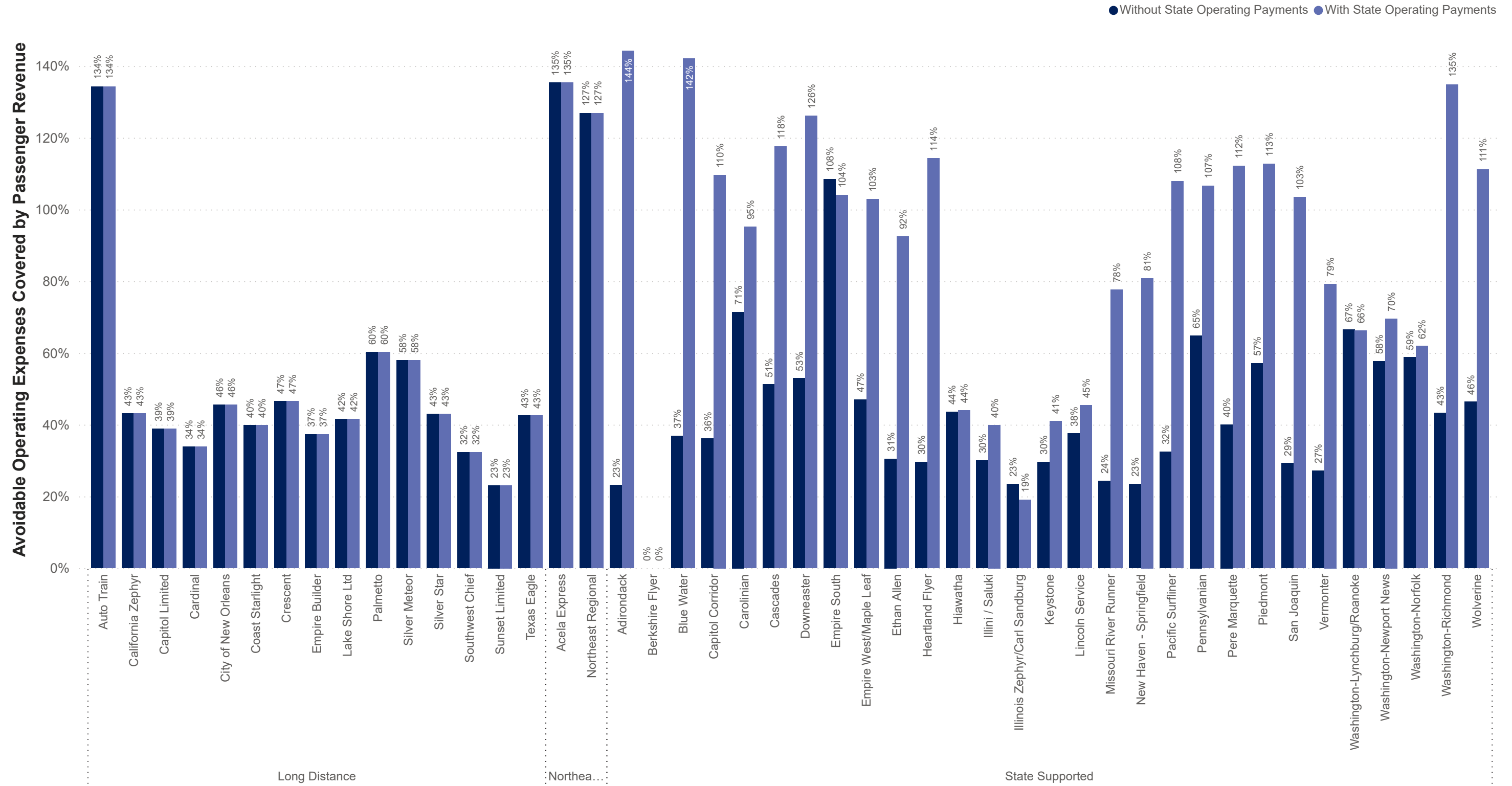


Figure 18. Avoidable Operating Expenses Covered By Passenger Revenue By Route

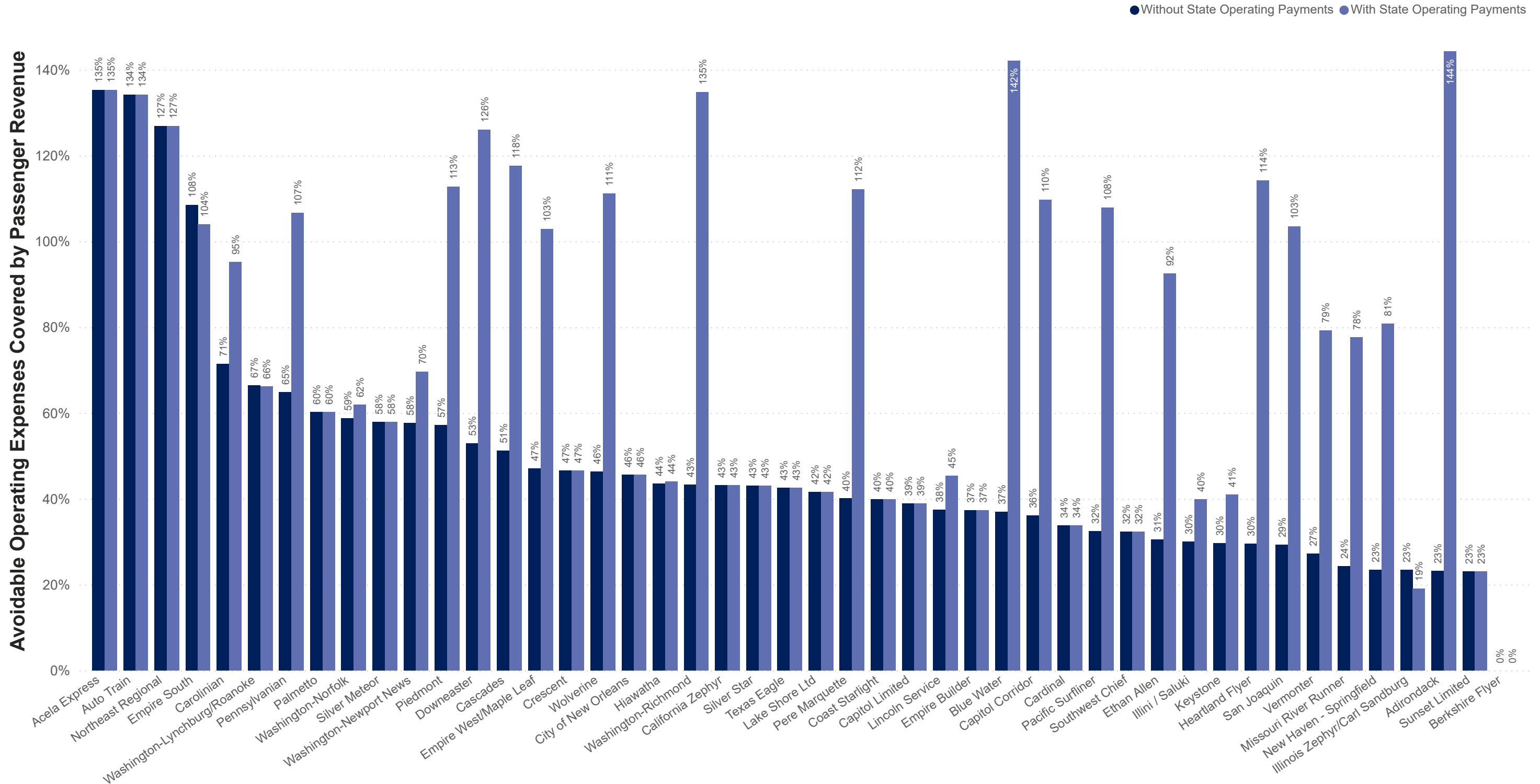


Table 20. Fully Allocated Costs Covered by Passenger Revenue by Route

Service Line / Route	Without State Operating Payments	With State Operating Payments
Long Distance		
Auto Train	116%	116%
California Zephyr	33%	33%
Capitol Limited	30%	30%
Cardinal	26%	26%
City of New Orleans	38%	38%
Coast Starlight	33%	33%
Crescent	39%	39%
Empire Builder	31%	31%
Lake Shore Ltd	34%	34%
Palmetto	50%	50%
Silver Meteor	48%	48%
Silver Star	37%	37%
Southwest Chief	27%	27%
Sunset Limited	20%	20%
Texas Eagle	36%	36%
Northeast Corridor		
Acela Express	107%	107%
NEC Special Trains	32%	32%
Northeast Regional	95%	95%
State Supported		
Adirondack	22%	137%
Berkshire Flyer	0%	0%
Blue Water	34%	130%
Capitol Corridor	29%	89%
Carolinian	61%	81%
Cascades	42%	97%
Downeaster	41%	99%
Empire South	83%	79%
Empire West/Maple Leaf	40%	87%
Ethan Allen	25%	75%
Heartland Flyer	23%	87%
Hiawatha	40%	41%
Illini / Saluki	27%	36%
Illinois Zephyr/Carl Sandburg	21%	17%
Keystone	23%	32%
Lincoln Service	34%	41%
Missouri River Runner	23%	72%
New Haven - Springfield	19%	66%
Non-NEC Special Trains	1%	1%
Pacific Surfliner	26%	88%
Pennsylvanian	51%	84%
Pere Marquette	35%	99%
Piedmont	47%	93%
San Joaquin	25%	87%
Vermont	21%	61%
Washington-Lynchburg/ Roanoke	55%	54%
Washington-Newport News	50%	60%
Washington-Norfolk	47%	50%
Washington-Richmond	36%	112%
Wolverine	41%	98%
System-Wide		
National Train Service	58%	70%
System-wide (Total Amtrak)	47%	56%

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

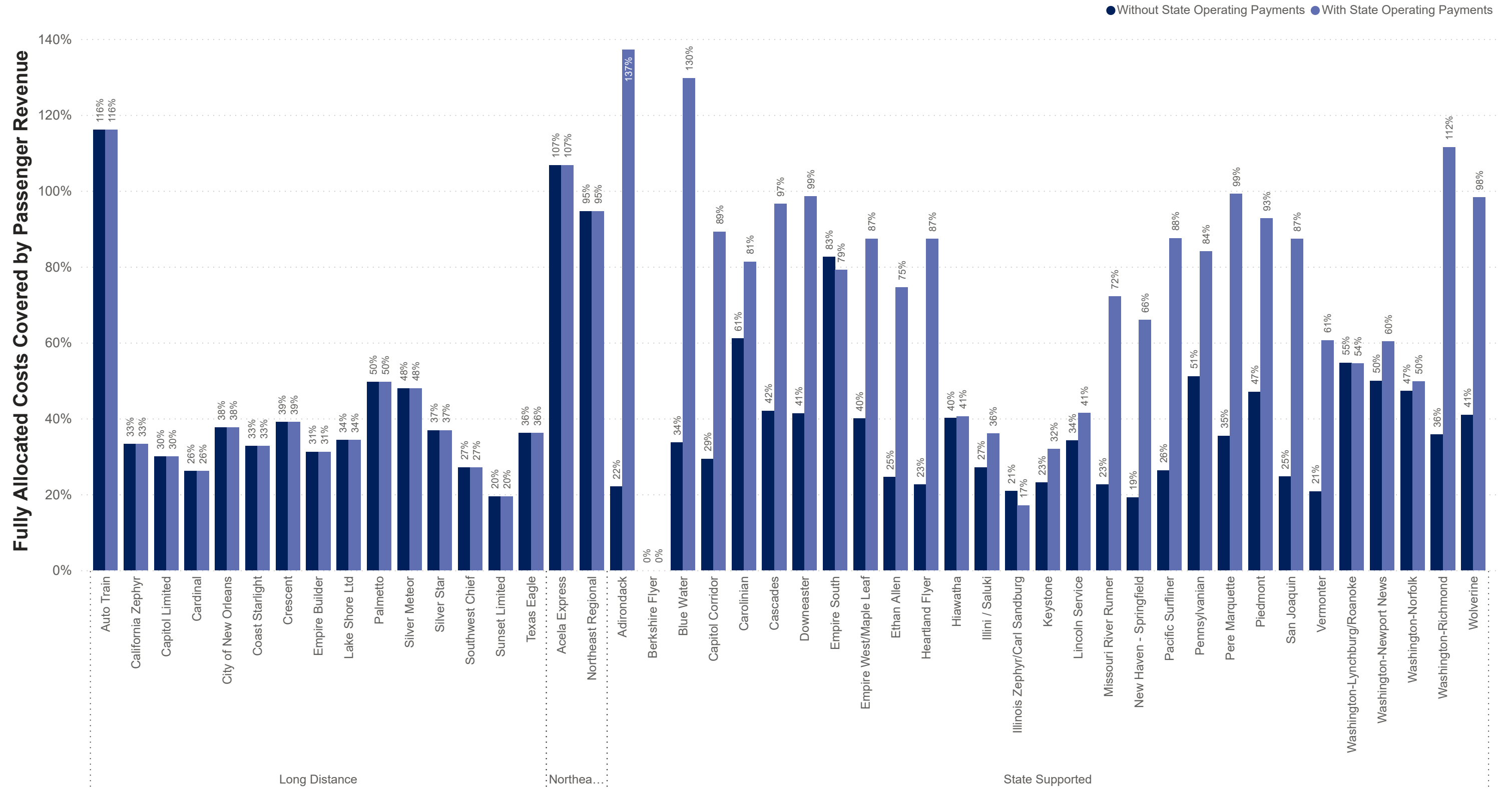


Figure 20. Fully Allocated Costs Covered by Passenger Revenue by Route

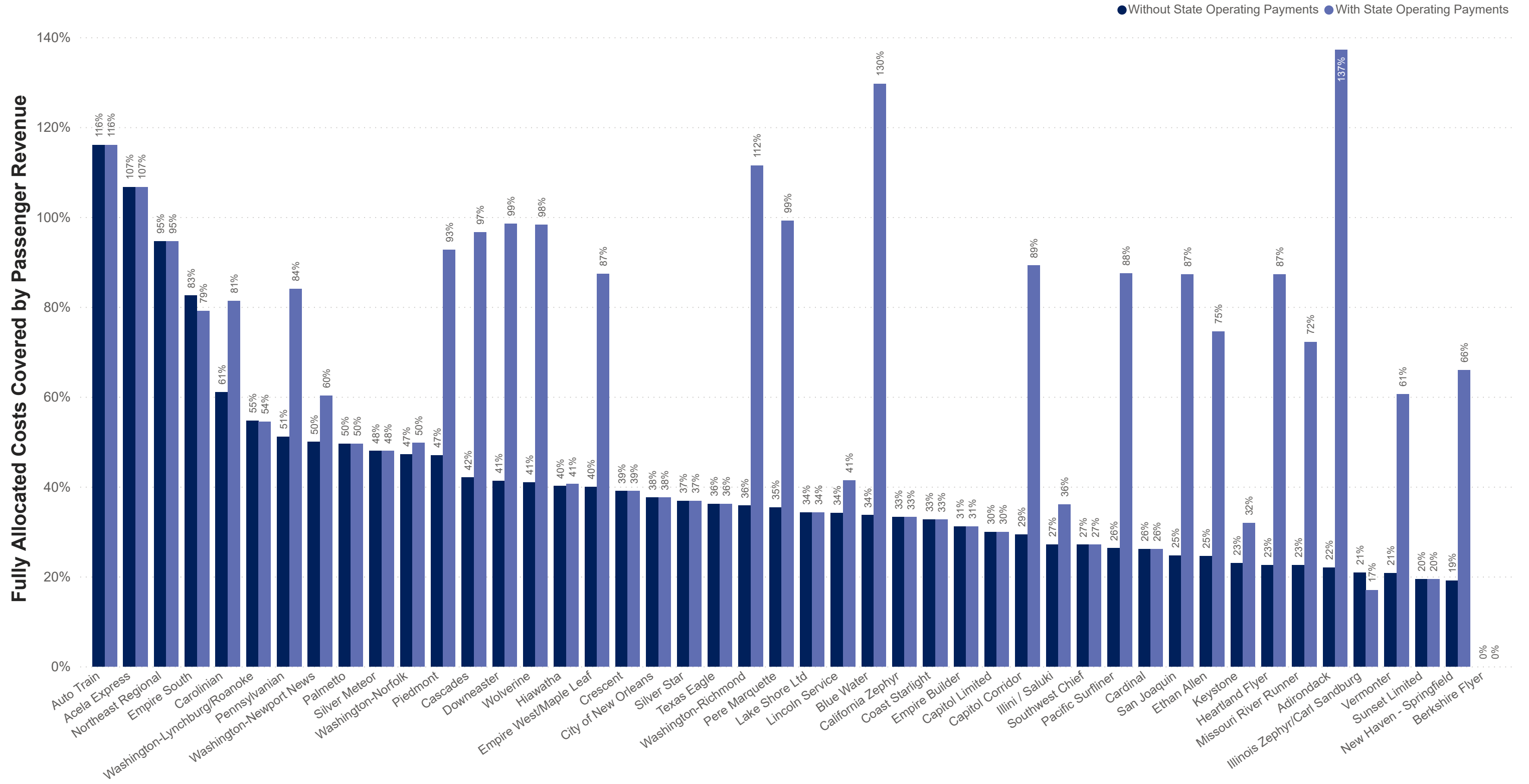


Table 21. Average Ridership (Passenger Miles divided by Train Miles) and Total Ridership

Service Line / Route	Average Ridership	Total Ridership
Long Distance		
Auto Train	399	73,491
California Zephyr	106	86,905
Capitol Limited	83	25,892
Cardinal	84	17,823
City of New Orleans	129	51,765
Coast Starlight	125	61,711
Crescent	106	61,378
Empire Builder	109	73,132
Lake Shore Ltd	139	69,073
Palmetto	114	65,980
Silver Meteor	144	65,944
Silver Star	132	83,813
Southwest Chief	116	51,259
Sunset Limited	92	18,134
Texas Eagle	136	64,697
Northeast Corridor		
Acela Express	183	634,159
Northeast Regional	259	1,848,757
State Supported		
Blue Water	120	33,803
Capitol Corridor	57	182,001
Carolinian	173	67,984
Cascades	104	120,973
Downeaster	77	107,095
Empire South	162	270,718
Empire West/Maple Leaf	92	93,241
Ethan Allen	59	19,278
Heartland Flyer	79	15,982
Hiawatha	97	122,268
Illini / Saluki	95	64,571
Illinois Zephyr/Carl Sandburg	44	21,743
Keystone	72	232,834
Lincoln Service	108	109,830
Missouri River Runner	60	30,774
New Haven - Springfield	47	90,340
Pacific Surfliner	100	299,464
Pennsylvanian	137	40,921
Pere Marquette	91	18,719
Piedmont	83	67,387
San Joaquin	80	180,442
Vermont	55	21,058
Washington-Lynchburg/ Roanoke	119	70,692
Washington-Newport News	131	75,023
Washington-Norfolk	113	97,352
Washington-Richmond	113	27,711
Wolverine	122	86,443
System-Wide		
National Train Service	139	5,922,560
System-wide (Total Amtrak)	139	5,922,560

Figure 21. Total Ridership by Service Line and Route

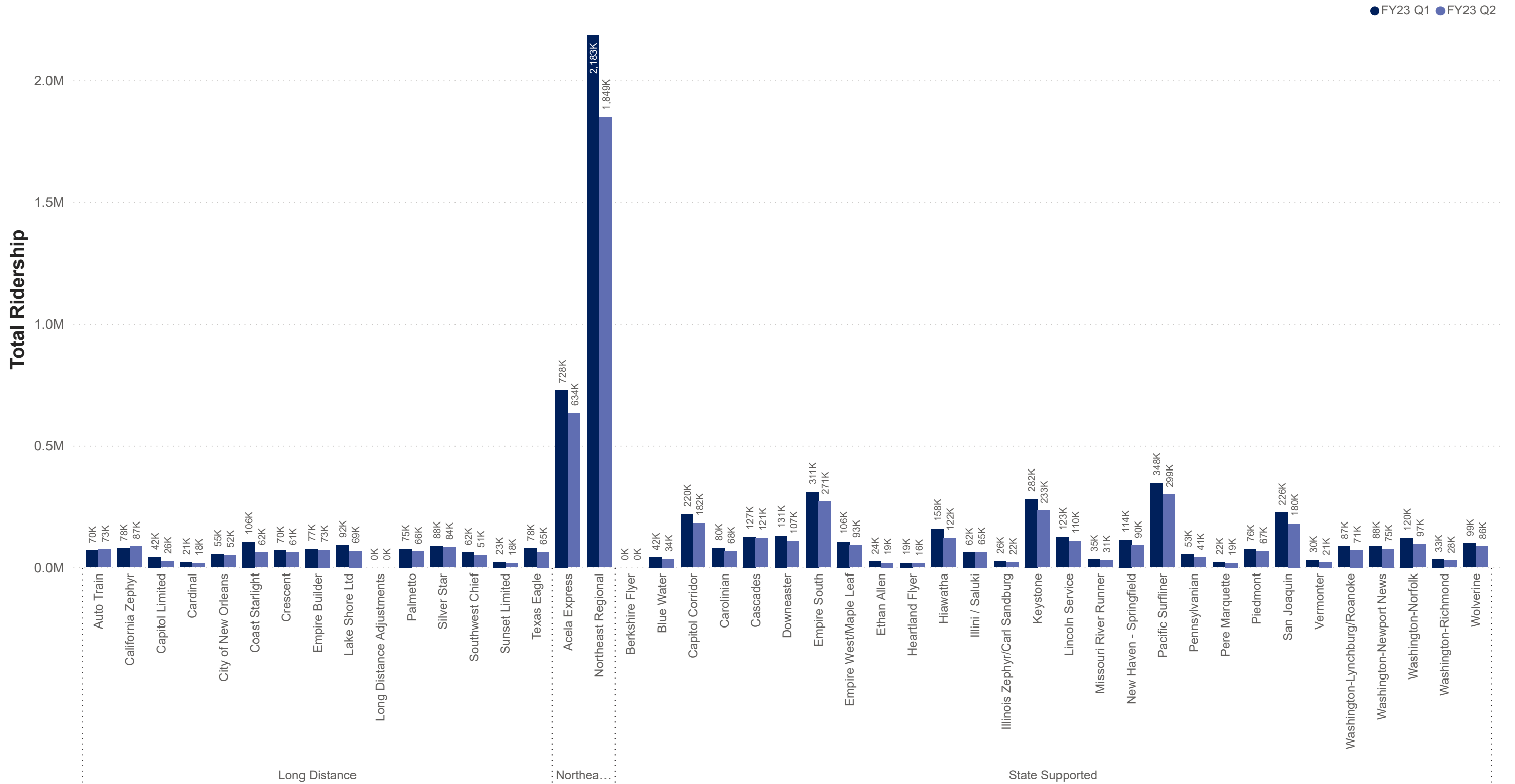


Figure 22. Total Ridership by Route

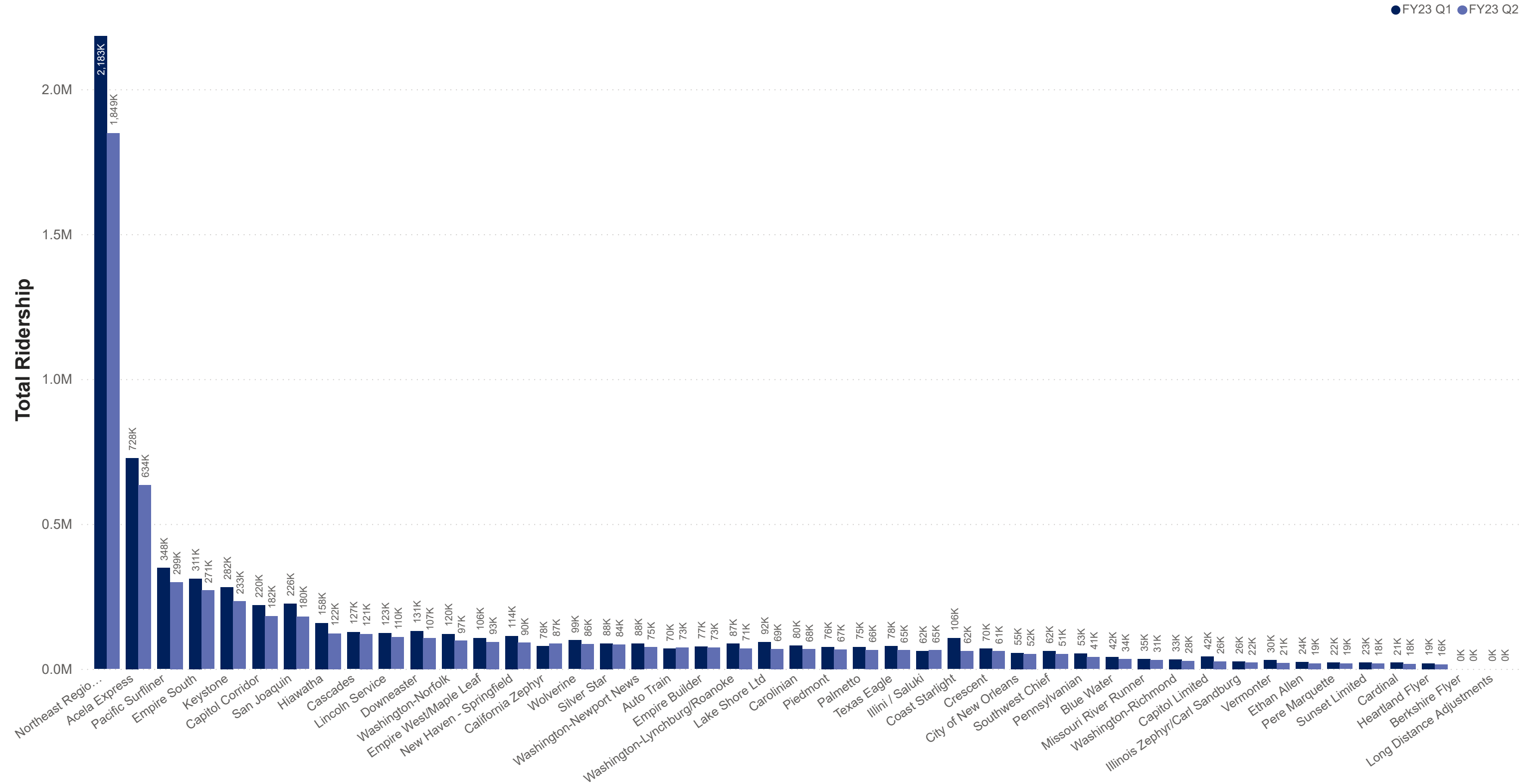


Figure 23. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

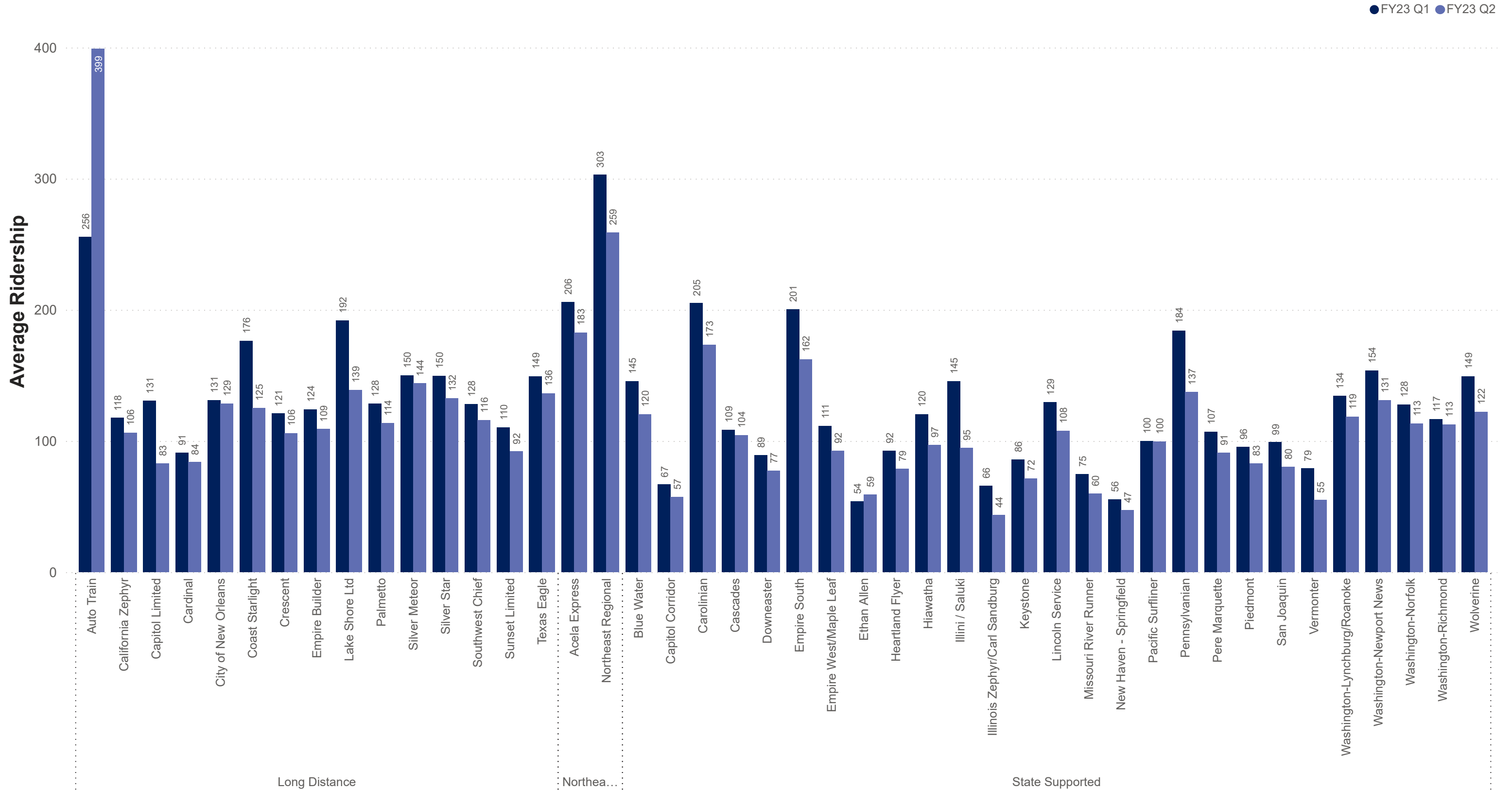
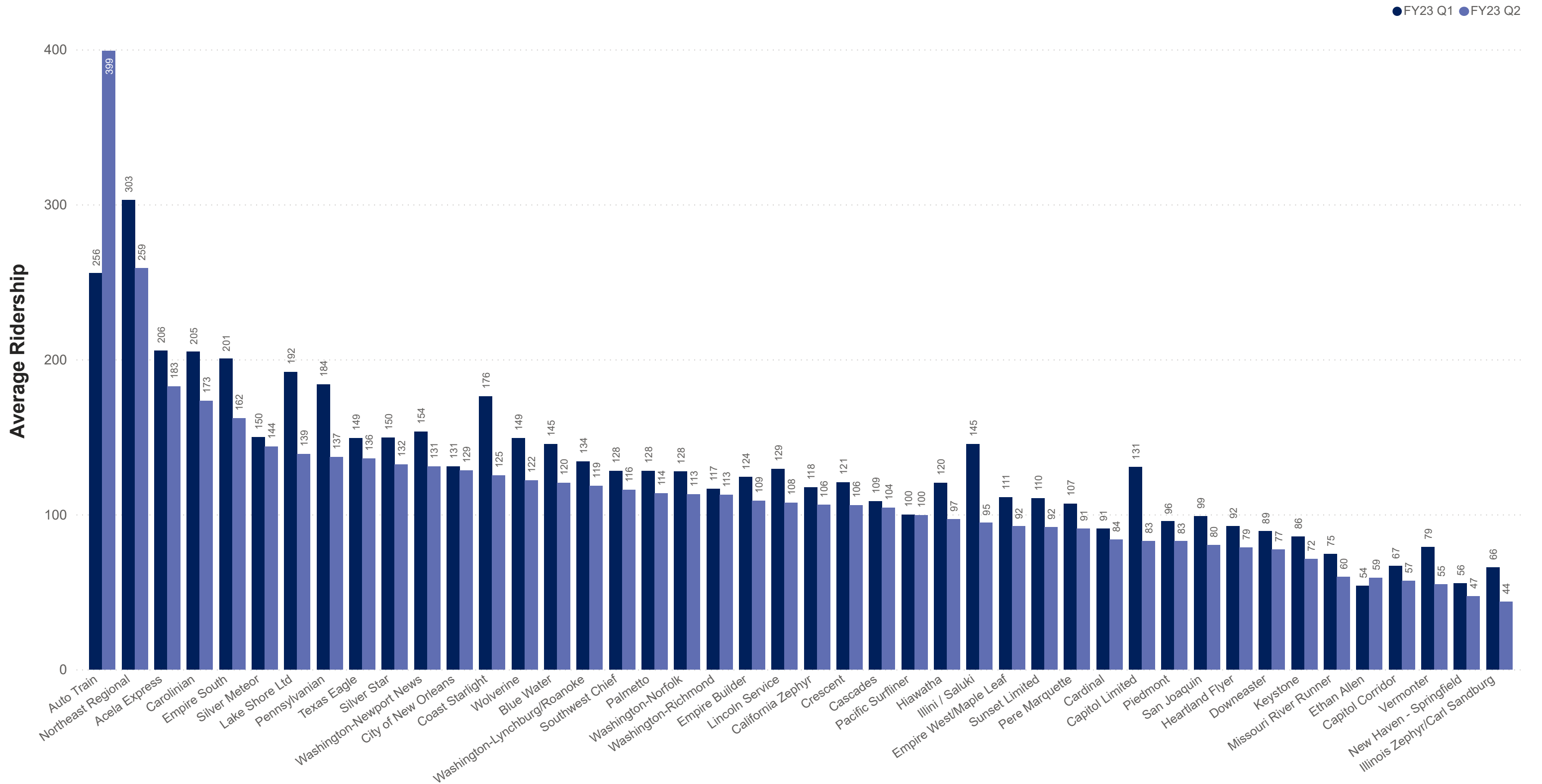


Figure 24. Average Ridership (Passenger Miles divided by Train Miles) by Route



D. Public Benefits

Public benefits metrics are reported annually, and they were included for the first time in the FY 2022 first quarter report, covering all of FY 2021. Data for FY 2022 are not yet available. FRA will amend the FY 2023 first quarter report at railroads.dot.gov when they are.

Table 22. Public Benefits Metrics – Definitions and Notes

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

Appendix 1: Customer OTP by Train

Table 23. Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Acela	2103	98.4%	Acela	2253	85.1%	Capitol Corridor	544	87.1%
	2106	96.9%		2254	82.6%		545	90.3%
	2121	98.4%		2255	99.0%		546	87.0%
	2122	91.4%		2256	86.7%		547	85.9%
	2126	93.9%		2257	88.2%		548	96.4%
	2128	95.1%		2259	99.7%		549	84.3%
	2150	85.7%	Adirondack	68	90.7%		551	84.7%
	2151	98.6%		69	94.3%		720	95.6%
	2152	66.7%	Auto Train	52	67.6%		723	79.7%
	2153	95.3%		53	47.4%		724	72.3%
	2154	88.3%	Blue Water	364	75.9%	727	93.6%	
	2155	81.5%		365	73.6%	728	78.2%	
	2159	88.9%	California Zephyr	5	22.9%	729	69.9%	
	2160	95.0%		6	15.0%	732	78.5%	
	2163	88.5%		1005	16.6%	733	86.8%	
	2164	93.8%		1006	0.0%	734	89.2%	
	2165	85.1%	Capitol Corridor	1105	75.2%	736	63.5%	
	2167	85.2%		1106	86.8%	737	60.8%	
	2168	89.1%		521	83.1%	738	93.7%	
	2169	90.5%		522	87.6%	741	81.8%	
2170	89.4%		523	85.3%	742	61.5%		
2172	91.5%		524	74.7%	743	90.3%		
2173	90.3%		525	90.3%	744	74.5%		
2190	93.8%		527	91.7%	745	95.2%		
2203	93.7%		528	78.7%	746	65.2%		
2205	100.0%		529	64.1%	747	79.7%		
2213	90.1%		531	80.5%	748	68.7%		
2218	91.0%		532	86.2%	749	94.4%		
2222	93.2%		534	88.4%	751	68.0%		
2224	90.4%		536	90.3%	Capitol Ltd	29	72.7%	
2248	84.4%		538	84.1%		30	60.8%	
2249	92.9%		540	92.8%	Cardinal	50	38.5%	
2250	78.7%		541	65.9%		51	75.7%	
2251	89.8%		542	90.5%	Carl Sandburg / Illinois Zephyr	380	85.2%	
2252	81.2%		543	84.4%		381	81.0%	

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP	
Carl Sandburg / Illinois Zephyr	382	85.7%	Downeaster	694	73.3%	Illini / Saluki	391	65.4%	
	383	73.8%		695	84.7%		392	72.6%	
Carolinian	79	77.4%		696	74.6%		393	72.8%	
	80	60.3%		697	77.1%	Keystone	600	97.0%	
Cascades	500	34.7%		698	80.2%		601	99.8%	
	503	65.1%		699	97.1%		605	100.0%	
	504	67.2%		1689	86.5%		607	97.3%	
	505	63.4%		Empire Builder	7		49.3%	609	97.1%
	507	61.3%			8		25.7%	610	100.0%
	508	59.8%			27		38.5%	611	100.0%
	516	42.7%	28		55.7%		612	100.0%	
	517	54.8%	1007		0.0%		615	100.0%	
518	41.5%	1008	0.0%		618		100.0%		
519	74.4%	1027	0.0%		620	95.2%			
519	74.4%	1028	0.0%		622	99.4%			
City Of New Orleans	58	75.5%	Ethan Allen Express	290	86.8%	624	88.0%		
	59	69.3%		291	93.6%	637	89.6%		
Coast Starlight	1059	0.0%	Heartland Flyer	821	41.0%	639	92.5%		
	11	60.5%		822	34.7%	640	89.5%		
Crescent	14	32.0%	Hiawatha	329	96.2%	641	98.4%		
	19	58.0%		330	98.1%	642	96.7%		
Downeaster	20	61.5%		331	90.4%	643	97.5%		
	680	96.6%		332	85.4%	644	94.6%		
681	92.8%	333		89.4%	645	97.7%			
682	88.0%	334		85.0%	646	96.6%			
683	83.6%	335		87.1%	647	98.7%			
684	91.2%	336		85.6%	648	95.9%			
685	85.6%	337		86.9%	649	92.5%			
686	68.7%	338		76.2%	650	99.9%			
687	86.2%	339	87.3%	651	94.0%				
688	78.5%	340	89.8%	652	97.5%				
689	91.4%	341	91.0%	653	90.7%				
690	90.3%	342	85.3%	654	96.5%				
691	95.5%	343	80.5%	655	91.2%				
692	78.1%	Illini / Saluki	390	80.7%	656	96.7%			
693	71.3%								

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP
Keystone	657	90.1%	New York - Albany	236	97.3%	On Spine Northeast Regional	154	93.9%
	658	95.8%		237	86.4%		155	97.3%
	660	97.3%		238	93.5%		159	99.4%
	661	98.6%		239	91.0%		160	99.7%
	662	94.8%		240	90.7%		161	88.4%
	663	96.4%		241	96.6%		162	96.0%
	664	89.6%		243	92.6%		163	84.4%
	665	98.2%		244	88.2%		165	95.5%
	666	95.4%		250	99.7%		166	86.2%
	667	99.5%		253	98.0%		167	96.7%
	669	100.0%		256	99.3%		168	72.2%
	670	99.8%		259	100.0%		169	90.7%
	671	95.5%		260	96.3%		172	88.6%
	672	100.0%		261	100.0%		173	83.8%
	674	93.1%		280	95.3%		175	65.1%
Lake Shore Ltd	48	79.3%	New York - Niagara Falls	281	85.0%	178	97.0%	
	49	79.8%		283	77.8%	179	93.3%	
	448	85.5%		284	91.4%	180	88.6%	
	449	90.6%		On Spine Northeast Regional	121	90.1%	182	96.7%
Lincoln / Missouri	318	60.0%	122		79.0%	183	98.3%	
	319	55.2%	126		100.0%	184	99.1%	
Lincoln Service	300	73.8%	129		94.3%	189	94.1%	
	301	72.8%	132		93.3%	190	88.4%	
	302	89.1%	134		93.0%	192	100.0%	
	305	63.3%	135		92.9%	193	83.6%	
	306	78.9%	137		75.0%	196	96.9%	
	307	63.5%	139		99.2%	Pacific Surfliner	562	92.8%
Maple Leaf	63	81.9%	140		89.8%		564	82.0%
	64	94.6%	141	92.2%	567		85.0%	
Missouri	311	70.9%	143	90.2%	580		88.6%	
	316	60.1%	146	90.0%	581		99.6%	
New York - Albany	232	92.5%	148	92.6%	588		88.9%	
	233	81.2%	149	98.5%	591		90.7%	
	234	98.3%	150	87.2%	595		94.8%	
	235	88.8%	152	90.7%	761		53.0%	

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP	Route	Train	OTP	Route	Train	OTP	
Pacific Surfliner	765	75.4%	Piedmont	78	85.8%	San Joaquins	710	74.7%	
	770	71.8%		Richmond / Newport News / Norfolk	65		79.5%	711	83.4%
	774	68.4%			67		90.6%	712	71.6%
	777	78.5%			82		93.3%	713	60.8%
	784	84.0%			84		84.4%	714	71.3%
	785	80.5%			85		85.1%	715	67.5%
	794	37.7%			86		78.7%	716	68.1%
	1562	95.8%			87		91.0%	717	60.9%
	1565	100.0%			88		87.3%	718	64.7%
	1567	90.6%			93	77.1%	719	60.8%	
	1570	100.0%			94	71.2%	Silver Meteor	97	56.9%
	1574	17.5%			95	84.8%		98	48.7%
	1577	18.0%		96	70.5%	Silver Star	91	45.8%	
	1579	97.7%		99	83.8%		92	40.3%	
	1584	100.0%		124	89.5%	Southwest Chief	3	42.8%	
	1585	8.3%		125	87.1%		4	41.3%	
	1590	85.3%		138	70.2%		1003	7.9%	
	1594	0.0%		153	92.1%		1004	94.9%	
	1765	94.7%		157	93.8%	Springfield Shuttles	400	100.0%	
	1770	89.7%		158	97.1%		405	94.8%	
1774	80.7%	164	66.3%	409	100.0%				
1777	92.0%	174	90.8%	412	89.2%				
1784	70.6%	185	90.9%	416	100.0%				
1785	97.5%	186	85.7%	417	95.9%				
Palmetto	89	80.7%	194	69.6%	432		100.0%		
	90	72.0%	195	86.4%	450		91.0%		
Pennsylvanian	42	87.4%	Roanoke	66	80.4%		451	91.2%	
	43	83.6%		145	78.9%		460	92.3%	
Pere Marquette	370	84.4%		147	93.3%	461	96.1%		
	371	89.4%		151	91.0%	463	85.0%		
Piedmont	73	76.3%		156	80.0%	464	65.9%		
	74	64.3%		171	76.5%	465	88.1%		
	75	65.1%		176	80.6%	467	92.4%		
	76	66.9%		San Joaquins	702	69.0%	470	93.1%	
	77	68.8%			703	58.2%	471	94.8%	

FRA Quarterly Report | Appendix 1: Customer OTP by Train

Route	Train	OTP
Springfield Shuttles	473	100.0%
	474	93.3%
	475	100.0%
	476	81.2%
	478	79.0%
	479	96.4%
	488	93.4%
	490	95.3%
	494	80.3%
	495	99.5%
	497	100.0%
	499	100.0%
Sunset Ltd	1	45.5%
	2	38.4%
Texas Eagle	21	68.0%
	22	59.1%
Vermonteer	54	94.8%
	55	77.6%
	56	88.2%
	57	95.0%
Wolverine	350	75.8%
	351	82.6%
	352	73.9%
	353	84.0%
	354	64.8%
	355	77.7%



Appendix 2: Delay Minutes by Train and Responsibility

Table 24: Amtrak Responsible Train Delay Minutes

Route	Train	Amtrak (Host)															Amtrak (Non-Host)										Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CTC	ENG	HLD	INJ	ITI	MTI		OTH	SVS	SYS
Acela	2103	11	9		14		39	12	6			6	4			101						5					9	14	115	
	2106	13	20		17			26	35			12	33		8	164	2	12				8				4		26	190	
	2121	12	7		6			11	13			6	5		3	63	1	21				47	5				7	81	144	
	2122	44	11		42			4	82			10	32		7	232	1	20				69	22		3		23	138	370	
	2126	27							45			9	15		35	131		11				3	3		9		7	33	164	
	2128	143			8	22	13	4	17			11	27		8	253	2	18				63	6		6	2		97	350	
	2150	17		3	106			17	12			23				178	2	16	2			34	11			12	8	5	90	268
	2151	16	3		12			7	23			12			9	82		15				20	13		12			60	142	
	2152	227	59		33		29	46	63			43	44	8	79	631	9	27				291	28		48	9	4	13	429	1,060
	2153	19	5	17	21		4	29	25				12		36	168	4	12				16	34				1	67	235	
	2154	32	16		25		19	11	90	8		21	6	3	44	275	2	64				6	80			6	5	6	169	444
	2155	30	17		97		19	11	14			2	49	6	25	270	44	20				9	50		18			141	411	
	2159	64	39		49			27	36			8	33		8	264	30	35				4	44	11		5	4	133	397	
	2160	17			40			11	50		4	11	33		7	173	9	17				51	30		7		16	130	303	
	2163	41			42		6	59	10			3	40	5	4	210	4	22				137	73		5			241	451	
	2164	12			11		5		64			29	15	2	32	170	27	33				85	39	5	11	14	3	217	387	
	2165	38	18		42		25	14	71			35	198		13	454	31	36				86	78	3	36	2		272	726	
	2167	85	5		40			17	35			27	60		13	282	9	3				14	99	4	18	18	4	5	174	456
	2168	39	13		52		7	25	89	4		14	122		13	378	13	21				28	51		17	2	20	152	530	
	2169	132	4		47			15	33			2	31			264	16	45				38	31	10	9	12	10	10	181	445
	2170	50	6		5		36	4	67			27	14		33	242	1	2				8	16		16		3	7	53	295
	2172	35	11		36		12	8	73			37	48	5	23	288	2	28				19	14		13	6	10	92	380	
	2173	41			66			22	15			14	58		36	252	3	8				50	37		5	31		91	225	477
	2190	20			45			19	2				18	14	6	124	4	20				6	31				2	63	187	
	2203	4		6			3		9							22		19					6					25	47	
	2205	22							7						8	37		5					5					10	47	
	2213	20		22					9				3			54		2		10	15					4		31	85	
	2218				12		9	11	11		2	1	10		8	64							3					3	67	
	2222				2				12			2	5		26	47		2					14					16	63	
	2224	12			11			5	12			5			13	58	3					30	5		2			40	98	
	2248	6		36					29			9	5	1	23	109	3	7		21	34	7				4		76	185	
	2249				4		2		12							18		15				7	6			2		30	48	
	2250	18		49	4	12	5		16			4	17	6	12	143	1	42				41	36	15			7	142	285	
	2251	31			13			29	13			4			4	94	4	12				5	7	10			1	39	133	
	2252	13		11	3		3		58			26	17	11	136	278	11	87				30	46		13	2	3	192	470	

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

Route	Train	Amtrak (Host)											Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Acela	2253	19	8				20	8	32		98	185	25				47	41				-		17	130	315	
	2254	10	2			5	33		39	21	2	121	233	6	20		11	52	22			4			115	348	
	2255	2					7					23	32	8				16				7			31	63	
	2256		10		28		19		8	7	5		77		33			13				5	1		9	61	138
	2257	16	5		48		10		11	21		20	131	2	7		4	4				11				28	159
	2259	17	5	6	3		10		2	9	3	15	70	3	10		3	17								33	103
Adirondack	68				13					78	20	111	8				130	67		84		2	27	48	366	477	
	69	9	6		28	4	1			83	58	189	4				53	66			9	3		61	196	385	
Auto Train	52													6			975		130	1,965		106	191	942	4,315	4,315	
	53													51			621		49	1,541		260	198	876	3,596	3,596	
Blue Water	364	20			31		48	4		70	10	183	154	219			648	126		210		52	381	351	2,141	2,324	
	365				32	37	17	1		89		176	167	89			242	124				557	42	360	1,581	1,757	
California Zephyr	5	5			6					20	15	46	253	1,188		24	1,553	1,284	92	290		985	1,666	4,130	11,465	11,511	
	6				15					12	4	31	319	1,030		126	3,101	1,471	102	1,371		706	3,107	3,404	14,737	14,768	
	1005																	5				6	9	173	193	193	
	1006																		11		168		4	27	105	315	315
	1105														54		5	4					3			66	66
	1106													2									1			3	3
Capitol Corridor	521												7	11								63	7	57	160	160	
	522												6	19			30					2		68	125	125	
	523												5	8			17	17				18	2	46	113	113	
	524												17	3	58	6	7	35				8	15	22	171	171	
	525												5	5	4		34	8				5	3	1	65	65	
	527												13	4			20	15		2		17	3	133	207	207	
	528												31	7			1	24		98		59	6	62	288	288	
	529												49	9	2		19	29				19	42	299	468	468	
	531												22	6			10				34	4		100	176	176	
	532												46	4			8	26		63		25		56	228	228	
	534												9	3			30	1		6			5	70	124	124	
	536												31	4				1	3			2		51	92	92	
	538												76	29	15	3	16	44				81	309	196	769	769	
	540												2			2	39	4		62		11		25	145	145	
	541												56	8			82	58				72	22	28	326	326	
542												39	3		14	5	21				15	5	50	152	152		
543												27	4	3				15	19	21		5		98	192	192	

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

Route	Train	Amtrak (Host)											Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DCS	DET	DMW	DSR	FTI	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Capitol Corridor	544												22	8		8	4	18		60				59	179	179	
	545												20	2			2	17					10	2	50	103	103
	546												19	3	10	12	3	25		27			85	1	104	289	289
	547												45	2		16	56	56		84			19		62	340	340
	548												2			14	4	4		2			12		108	146	146
	549												6	8		18		8		119			1		21	181	181
	551												8			35	19	6		135			7		64	274	274
	720												4						2				2	3	27	38	38
	723																		2				28	19	32	81	81
	724												9	26				28	28				4		28	123	123
	727												17	2				21	4				9	2	20	75	75
	728												13						12				18		24	67	67
	729												38	3					28				12	10	85	176	176
	732												8	3					9				10		6	36	36
	733												2						5				2	1	3	13	13
	734												11	4	25			2	5	71			8		9	135	135
	736												31			6	3	17		26			51	74	31	239	239
	737												7	4	6				10				54	8	44	133	133
	738												4												5	9	9
	741												19	4					32				30	17	15	117	117
742												10					83	32				33		10	168	168	
743												17	8					20				35	2	15	97	97	
744												7	3	54				18				55	20	29	186	186	
745												9	5					6				8		7	35	35	
746												12						13		6		10	8	6	55	55	
747												5	6					29				10	2	23	75	75	
748												8	2				2	16				24		8	60	60	
749												2						8	2			2			14	14	
751																59	5			14				2	80	80	
Capitol Ltd	29	1		22								37										125	268	337	1,222	1,282	
	30	30		44		6						20	32									133	107	587	3,269	3,401	
Cardinal	50	45		9		5	2	17	20	159	9	67	333	128	237		6	744	200	41	64	97	352	173	843	2,885	3,218
	51	27	16	31	3	12	13					19		121	153						4	398	98	258	1,244	1,365	
Carl Sandburg / Illinois Zephyr	380						2				3	3	8	46				3	141			11	9	95	305	313	
	381	3		4			2						9	41	40									23	97	211	220

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

Route	Train	Amtrak (Host)												Amtrak (Non-Host)												Total Amtrak Responsible Delay Minutes				
		CTI	CTP	DBB	DCS	DET	DMW	DSR	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total	
Carl Sandburg / Illinois Zephyr	382	15			4						5			24	31					39	46				3		164	283	307	
	383	3									3			6	31	57				17	127				15	146	107	500	506	
Carolinian	79	8			21	14	79				33		7	162	602		22			412	385	42	14	3	36	334	727	2,577	2,739	
	80	53	2		33	104	5	36		6	66	39	86	430	466	26		18		360	427	19	98	3	146	112	691	2,366	2,796	
Cascades	500														346	39	10			136	168		5		188	110	259	1,261	1,261	
	503														160	112	20	3		78	110		68		144	86	410	1,191	1,191	
	504														119	15	6	14		25	70				95	17	83	444	444	
	505														218	39	41	217		24	84	11			162	52	251	1,099	1,099	
	507														87		125			84	52	29			147	17	217	758	758	
	508														94	18	3	247		46	103	45	21		69	5	165	816	816	
	516														21	13				39	42				35	8	46	204	204	
	517														17	11	23			102	17				67	32	80	349	349	
	518														32	6	75			56	41				56	2	99	367	367	
	519														23		8			99	7				52	4	84	277	277	
City Of New Orleans	58	10			9			7			30			56	193	38				368	339	19			256	315	477	2,005	2,061	
	59				17			-			7			24	172	43		26		494	741	87			454	734	1,354	4,105	4,129	
Coast Starlight	11														287	187		67		1,299	514	83	438		398	1,118	2,348	6,739	6,739	
	14														212	61	2	251		1,004	752	78	199		1,005	1,145	2,351	7,060	7,060	
Crescent	19	21	14	18	7	21	19	23		2	136		37	298	485	82				367	453	12		35	118	768	1,273	3,593	3,891	
	20	39	14	7	45	19	24	11	3	2	151	35	36	386	613	33			6	584	552	39	11	51	227	565	910	3,591	3,977	
Downeaster	680																				24				6		5	35	35	
	681														8					119	12				6		12	157	157	
	682														17					4	40				2		15	78	78	
	683														23					110	28	6	6		4		23	200	200	
	684														9		4			81	34				13		34	175	175	
	685														3					4	54	16	91			7	175	175		
	686														9					24	54		4		4		12	107	107	
	687														7					18	34		42		5	47	153	153		
	688														2					147	10		3			40	3	205	205	
	689														5			13		13	41		79				151	151		
	690																			9	3				6		8	26	26	
	691																				34		50		5		14	103	103	
	692															2					18	34				4		5	63	63
	693															11											9	170	170	

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

Route	Train	Amtrak (Host)									Amtrak (Non-Host)										Total Amtrak Responsible Delay Minutes		
		CTI	DCS	DMW	DSR	FTI	PSC	PTI	RTE	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	OTH	SVS		SYS	Total
Downeaster	694										6				5	24					2	37	37
	695										9				4	25		18	4			60	60
	696										6		3		62	10				17		98	98
	697										17					23		138				178	178
	698										2		24			11	16			5		58	58
	699										2				15	11		13			20	61	61
	1689															10						10	10
Empire Builder	7	24	2					5	31	129	1,092		10	2,640	941	57	177	339	1,438	2,050	8,873	8,904	
	8	22	2		4			2	30	149	1,116		1,224	1,789	940	102	3,311	1,077	2,625	2,235	14,568	14,598	
	27									9	24		2	217	70	5	944	11	31	192	1,505	1,505	
	28									9	7		98	195	25	17	2,207	5	135	315	3,013	3,013	
	1007									2	7				48			22	24	45	148	148	
	1008													126	10		297	15	11	50	509	509	
	1027									2					1							3	3
Ethan Allen Express	290		11					152	31	194	73	42		101	191	18		179	166	228	998	1,192	
	291	5	47		14	5	3	30	50	154	27	21		78	209			65	161	130	691	845	
Heartland Flyer	821										111			15	56	192		6		91	471	471	
	822										105			59	31	145		2		5	347	347	
Hiawatha	329		1							1		3		141				131	64	61	400	401	
	330	3								3	2	11		43	26			34	13	33	162	165	
	331	39							6	45	8	10		39	21		65	185	64	23	415	460	
	332	32	5						5	42	4	9	54	155	11		46	142	44	134	599	641	
	333	4	2						3	9	15			120	39			174	103	55	506	515	
	334	26						4		30	25	9	30	63	48		8	175	54	3	415	445	
	335	1								1	11			34	48		50	179	76	43	441	442	
	336	18							6	24	13	14	123	157	20		69	118	33	54	601	625	
	337	7	7							14	14	2		84	31		69	163	92	7	462	476	
	338	24						6	4	34	10		26	39	37		164	147	47	24	494	528	
	339	5	2						4	11	14	16	151	10	32		217	66	82	20	608	619	
	340	6							1	7	8		22	65	12		18	137	25	8	295	302	
	341								2	2	2	25	97	184	18		4	173	92	8	603	605	
	342	5							12	17	2		5	79	11		278	169	38	36	618	635	
	343										2				24				6	20	3	55	55
Illini / Saluki	390		21	6				20	47	98	21			81	194		22	79	21	343	859	906	

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

Route	Train	Amtrak (Host)														Amtrak (Non-Host)										Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DCS	DCT	DET	DMW	DSR	FTI	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Illini / Saluki	391	1		10								17	2		30	158	33		154	214				282	77	205	1,123	1,153	
	392	4		32								61	15		112	141	7		127	161				270	5	157	868	980	
	393	10		2									2	9		23	90	266		809	176				92	131	696	2,260	2,283
Keystone	600	4	90	27			9					6	9		145	5			30							4	39	184	
	601						6	1				14			21				23								23	44	
	607		17	17								4		2	40				10					2		1	13	53	
	609	52	11	8			13					13	68		165			16				15		12	2	6	51	216	
	610	9		4											13													13	13
	611			3								7			10									7			7	17	
	612	7													7													7	7
	615			3				1	10						14	2			5					6			13	27	
	618	3		14											17			2									2	19	
	620			6											6			26		4							30	36	
	622																		22								22	22	
	624	3													36	39										12	12	51	
	637	5										10	10		10	35										59	59	94	
	639	8	4	3											52	67												67	67
	640	357	65	28			15					20	8		6	499			34	25						10	69	568	
	641	20	48	5				10				3			86			13	55				14	3			85	171	
	642	60	72	14								2			148				38				18				56	204	
	643	9	3	30	3		3	7				6	6		67			3	66	5	10			3		2	89	156	
	644	11	69	25		6	48					9	32		200			14	6				18			9	47	247	
	645	14						6			2				22			36	26			3					65	87	
	646	12	40	37			39					11	73		212		11	52		2			20			7	92	304	
	647	30				8	7	6				4	24		79	1		33	19	4				7		7	71	150	
	648	12		10								3	8		33			57									57	90	
649	35	6	3		35	18	6				7	19	4	133			22	112	9				4	25		172	305		
650	4		8			18					2	7		39	3			1	4			8				16	55		
651	13		9			10	12					25	20	89	2		45	44	11			12	6			120	209		
652	31	35	34		16						2	22		140				22	12			3			8	45	185		
653	121	6	14			30	14				4	27		221			43	29	5			3	10			90	311		
654	18		37									18		73			6	8				5				19	92		
655	67	26	44				6		3		5	85		236		1		75	7				2		14	99	335		
656	7		9									5		21			15	84	2				7			108	129		

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

Route	Train	Amtrak (Host)													Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI		OTH	SVS	SYS
Keystone	657	23			13		2			1	4			43	2					103		22			4			131	174
	658	10									15		16	41						6				2			8	49	
	660	20	7		2	3	6				17		4	59					21					12			33	92	
	661				6	4						8	5	23						12				20			32	55	
	662				37	7					11		11	66										4			4	70	
	663	13	20		15						20				68			44		2	1			10		3	60	128	
	664	23		12	25	7				2	14		3	86					4					40	17	7	68	154	
	665	4			5						22				31	3		9		3								15	46
	666	7			4						13		34	58	4									38			42	100	
	667	6									27		12	45	2							8		3				13	58
	669	27					2			3	34		9	75								7						7	82
	670				7				10						17					40								40	57
	671	2	3		18								3	26															26
	672												6	6															6
674				46								4	50															50	
Lake Shore Ltd	48			64			32	8		137	69		310	50	46		23		738	243	12	151		288	494	890	2,935	3,245	
	49			26	3	2	86			34	36		187	131	137		292		408	327		20	152	725	450	2,642	2,829		
	448	25		21			411				28		485	24	5				46	110			26	445	29	685	1,170		
	449			134			544			21	22		721	45					110	140		62	38		25	420	1,141		
Lincoln / Missouri	318	2		30			8	30		18	2		90	379	7				236	121	12			278	-	553	1,586	1,676	
	319	2		14			8			66	24		114	356	102	4			337	225	21			120	40	329	1,534	1,648	
Lincoln Service	300	2		14			2	5		25	9		57	46	30				286	121		18		104		139	744	801	
	301	5		9		5		6			1		26	55	66				20	53				108	93	91	486	512	
	302	18		28				16		9			71	116	50				42	51				168	2	211	640	711	
	305			18				7		4	3		32	113	204				115	222				65	147	265	1,131	1,163	
	306			14					37		4			55	51	2				147	61				164		128	553	608
	307	5		8					2		8			23	33	38				121	81				190	95	112	670	693
Maple Leaf	63	14	3	51		24	14			34	99		239	146	39				343	322	31			147	291	531	1,850	2,089	
	64			65			66			28	23		182	147	19				115	247		5		201	230	933	1,897	2,079	
Missouri	311																			151				4		299	590	590	
	316																			6	86			4		199	373	373	
New York - Albany	232	41	6	50						5	4		106	2	3				31	46							82	188	
	233			23	11	7				96	88	17	242	26					7	57	37		5	12		12	156	398	
	234			5							2		7	9							32					6	47	54	
	235			7	22		4		3		26	39	9	110	23					134	261			17		19	454	564	

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

Route	Train	Amtrak (Host)													Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
New York - Albany	236				12						16	41		69	62					69				1		15	147	216	
	237				21						5	6		32	45				194	61			19	9		8	336	368	
	238	8			17		13				193	10		241	37	5			6	91					12		151	392	
	239	13			13						6	5		37	20				169	52				18		27	286	323	
	240				31		2				25	34		92	23	8			6	111				3		50	201	293	
	241	9			39							58		106	18				14	24				14		17	87	193	
	243	7			39			1				7		54	27	2		26	46	39				16		56	212	266	
	244				50			1			3	2	44	100	16				130	63				26		44	279	379	
	250				13									13	41	2				5		2				2	52	65	
	253				14						4	5		23	7				2	28	14					9	60	83	
	256														6					23	11	11			8		59	59	
	259												1	1	10				2	2							14	15	
	260	4			11						8			23					21	20				2			43	66	
261				10							3	6	19	2									2			4	23		
New York - Niagara Falls	280	4			67			88	5		134	35	333	104				68	200				82	15	278	747	1,080		
	281				45			7			133	44	229	146	1			601	284	28		6	83	94	373	1,616	1,845		
	283			3	30		10	17			82	52	5	199	200	15		3	32	279	19			61	88	265	962	1,161	
	284	7			17		5	72			108	72		281	126	12			34	300			26	84	49	369	1,000	1,281	
On Spine Northeast Regional	121		15				15	2		3	2	5		3	45	6		34			9	4			3		56	101	
	122			2				7				13		38	60	1	6	6		18	3			3			37	97	
	126			2				6				8		3	19						1						1	20	
	129	190	27		114		5	7			6	68		9	426	7					21			13	19		60	486	
	132	4	14	2				14			3	11	4	18	70	17	16			33	38			14		2	120	190	
	134	17	3		4			3				20		6	53					24	9			2			35	88	
	135	22			74			13			8	27	4	28	176	27	13			43	111	2		2			198	374	
	137	76	12		102	5	14	21			5	92	3	61	391	69	130			112	305	20	5	19	4	52	716	1,107	
	139	10			3					6	6	8		11	44	9					16						25	69	
	140		56				6	17			12	12	3	38	144	17	29				18				16	20	4	104	248
	141	46		6	14	9	27	13			22	141	19	19	316	80	4			99	67		9		9	158	4	430	746
	143	5						1			2	10		3	21		21			68	17				2		40	148	169
	146							14			1	4	5	5	29		17									2		19	48
	148	51			34	14	22	18			8	44	4	90	285	56	24			108	34			48	37	57	2	366	651
	149	18						8				7		8	41	18	5				38				2		2	65	106
150	7			66						9	10		2	94	5	3				22				2		12	44	138	
152	13		50	12	5		3			2	9	3	92	189	7	14				28				1			50	239	

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

Route	Train	Amtrak (Host)													Amtrak (Non-Host)													Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH	SVS		SYS	Total	
On Spine Northeast Regional	154	32			15			6		5	12	5	4	79	2					66	13							81	160		
	155	10			10	3						2		25	2					35	6				5		6	54	79		
	159	7						2						9		14				8	7							29	38		
	160	9				6				2			8	25	1						18							19	44		
	161	20	14	8	8	9		16			3			59	137	26			7		52	61				8		3	157	294	
	162	13				9		8	6		23	3	5	11	78	10					121	61	23				5		220	298	
	163	9				17			2		2		2	38	70	15	21				15	30	6		4				91	161	
	165		8			2								13	23	22			17		3	13			3	3		3	64	87	
	166	5	4			12			4				3		49	77	13				13	9	13						48	125	
	167	8												14	22		2					21		6					29	51	
	168						4	15			3	4		40	66	8	3				52	13			4	7	59		146	212	
	169	6	9					7			2		15	15	54	8					152	29				9			198	252	
	172	32	15			29	16	34	56		6	15	13	14	16	246	51	8			146	39				4	7	7	262	508	
	173	87	7			61		19	24			11	215		32	456	35	41		13		157	65		1	17	22		87	438	894
	175	73				134		16	5			14	109		244	595	24	1			267	192	8		8	10		9	519	1,114	
	178	11				23	19	1	2				19	3	23	101	44	9			2	19	98	50	13	17	10		2	264	365
	179	55				4						8	3		49	119	63	17		5		25	21		12		34	43	220	339	
	180	77	16			18		5	4			3	18	10	7	158		25				108	14				3		4	154	312
	182	11					5	25			2	12			54	109						31	2			31				64	173
	183	22	10			2	15	9	7			10			22	97		50				4			2	3	3			62	159
184	38				22	10	12	19				30	6	43	180	20					14	45	6			25	7	35	152	332	
189	12							10			4	5		4	35						52	4							56	91	
190	22	40	4		49		18						14		147	12	16				39	32				11		12	122	269	
192	6							1						3	10											12			12	22	
193	162	3			13	3	25	28			7	86	3	16	346	35					72	30			25	5		20	187	533	
196	11				28			11				9		40	99	6					12				8		3	10	39	138	
Pacific Surfliner	562															9	20	2	3		4		91		20		7	156	156		
	564															5	14	8			95	28		164		27	41	141	523	523	
	567															20	8	35	72		9	37		191		33	15	57	477	477	
	580															12	3		160		128	93	13	29		8	36	98	580	580	
	581															27	7					44				5	90	14	187	187	
	588															10	1		4			313	96		116		23	5	79	647	647
	591															49	4	18	74			84	104		53		21	3	144	554	554
	595															9	11	8	6			273	50		18		20	2	278	675	675
761																38	14	15			3	174		195		72	39	143	693	693	

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

Route	Train	Amtrak (Host)														Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DCS	DDA	DET	DMW	DSR	FTI	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Pacific Surfliner	765														75	47	27	211		50	137		60		37		157	801	801	
	770														92	30	36	77		77	349	39	15		36	3	345	1,099	1,099	
	774														94	51	14	52		284	276	13			87	66	201	1,138	1,138	
	777														173	41	15	100		70	376	22	42		49	28	87	1,003	1,003	
	784														131	44	14	26		10	257		370		46	7	89	994	994	
	785														89	14	20	318		404	279	7			39	44	203	1,417	1,417	
	794														40	15	74	47		36	246		129		67	27	140	821	821	
	1562														3	3		62			90				3		22	183	183	
	1567														5	9	8			10	36				32	4	123	227	227	
	1579														59	10					72				12		42	195	195	
	1584																	8										8	8	8
	1590														42	9		716			15							782	782	
	1765														2	20					119	22			7	1	22	193	193	
	1770														14	18		323		7	82				4	22	30	500	500	
	1774														30	2		494		1	115				3		10	655	655	
	1777														26		7			2	176		35		10		13	269	269	
1784														15	7		802		16	60				12			912	912		
1785														76	10	3			1	133				8		4	235	235		
Palmetto	89	28	29	5	4	27	77	9		24		9		3	215	311	77				463	174	19		3	61	114	606	1,828	2,043
	90	10		3				5	13		8	399	36	81	555	244	132				178	120	4	9	147	51	156	560	1,601	2,156
Pennsylvanian	42	40	4	30		6	4				6	111		45	246	137	3		15		204	160			10	519	27	59	1,134	1,380
	43	21		22			18				3	24	3	22	113	132	20			12	466	128	16			574	102	126	1,576	1,689
Pere Marquette	370										7	18			25	29	68				60	39				247	3	289	735	760
	371	2		9				2	20			21			54	51					411	91				8		113	674	728
Piedmont	73															24		13			14	19				129		269	468	468
	74															97						100		206		125		254	782	782
	75															237			7		90	191				78		58	661	661
	76															174					38	179		390		44		62	887	887
	77															96			19		5	95	20	187		235		65	722	722

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

Route	Train	Amtrak (Host)															Amtrak (Non-Host)												Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DDA	DET	DMW	DSR	FTI	PET	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Piedmont	78																25					13	38	9	378		139	2	160	764	764	
Richmond / Newport News / Norfolk	65	12		8	26	15		9	5						45	120	28	4				43	94				31	27	171	398	518	
	67	9	7		17		51	52				2	26		65	229	81	16				133	110	19			74	79	159	671	900	
	82	13		9	2				14			5	24		83	150	13						11			5	35	2	2	68	218	
	84	38			14			26	20			2	106	19		225	82	17				10	94				102	9	70	384	609	
	85	217	33		43			82	17			13	114		75	594	46	2			5	115	60	3		4	38	14	96	383	977	
	86	56	7		108			105	23		3		19	280	19	38	658	87	82				70	85			4	18	41	52	439	1,097
	87			4						11				44		27	86	13					110	104	14	4		104	114	84	547	633
	88	32		5				3	28				10	9	28	15	130	79					89	73			3	93		119	456	586
	93	170	18	10	29			89	44				53	157	4	96	670	92	7		3		296	194			2	227	78	314	1,213	1,883
	94	163	15		43		20	21	46				67	215		140	730	98	9		5		323	251			38	142	12	123	1,001	1,731
	95	79		15	81			27	21	9		3	7	158	5		405	100	3		15		194	66			4	144	31	121	678	1,083
	96	6	5					3	9				33	14		50	120	79	46					87			3	31		1	247	367
	99	45	10	8	16		5		38				2	7	11	31	173	151	8				35	259	22	3	1	132	28	43	682	855
	124		6		3								9	40		12	70	38					31	42	18			6	35	83	253	323
	125	21	15				20	13	13				2	3	3		90	67			5		93	203		7	10	113	33	328	859	949
	138	69	4		10		24		11				9	79		11	217	60	14				77	58			5	227	48	147	636	853
	153	3	14										2			2	21	57					48	70			4	105	40	109	433	454
	157	22		18	4								3				47	36	16				18	59				29	38	170	366	413
	158				6				10				3			34	53	13	13				38	35			4	43		15	161	214
164	68		21	3		13		36				23	43		72	279	21					194	112		31	39	13		12	422	701	
174	45			27				27				20	126		17	262	78	4				204	114			7	67	22	67	563	825	
185	129	8		21			27	10				4	9		6	214	94	6			3	50	69		35	16	57	59	166	555	769	
186	21	5					7	1				7	49	7	33	130	67	12				14	100			73	18	1	125	410	540	
194							9	8			3	9	11		17	57	39	2				161	84	9		3	42	15	26	381	438	
195	9		57	11				3				1	72	4	43	200	35				3	189	113				4	98	120	562	762	
Roanoke	66	10	45		128		84			25		19	5		58	374	63	32		3		304	181			30	62	64	300	1,039	1,413	
	145	5	10										12		3	30	26					6	98				3	30	26	189	219	
	147	15						5				11			2	33	46	9				41	60	4			13	5	18	196	229	
	151	67	31		11		14	87	3	28		8	19	7	36	311	55	5				49	84		3	30	31	99	123	479	790	
	156	12	4				6	7	6			5	58		15	113	25					169	169			21	40	7	40	471	584	
	171	173	12	15	73			50	18		13		6	148	16	67	591	172			1		132	485	6		12	73	11	260	1,152	1,743
	176	76			98		12		52				57	21		12	328	110	44				46	196	9		8	82	3	44	542	870
San Joaquins	702																21	99	62				15	59		17		82		36	391	391
	703																7	10		111			9	38	2	182		247		150	756	756

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

Route	Train	Amtrak (Host)														Amtrak (Non-Host)											Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DBB	DCS	DET	DMW	DSR	FTI	PSC	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
San Joaquins	710															38	28	25			362	50			90	31	309	933	933	
	711															22	20	13	26		499	42			76	22	62	782	782	
	712															61	27		1		94	62			87	56	226	614	614	
	713															378	2		3		98	195			21	16	102	815	815	
	714															62	8	173	18		36	49		39	77	57	89	608	608	
	715															79	13	3	17		24	63		15	65	40	168	487	487	
	716															66	68	101	62		430	39		38	52	14	213	1,083	1,083	
	717															70	19	8	48		38	41		8	53	78	410	773	773	
	718															132	24	46	187		196	148		140	76	84	99	1,132	1,132	
	719															54	37		164		48	43	3	246	51	16	348	1,010	1,010	
Silver Meteor	97	339	44		29		8	55	39	14	36	117		31	712	823	124		4		339	543	77	37	42	221	483	1,264	3,957	4,669
	98	84	7	21		34	25	28			2	257	23	80	561	1,044	136		37	6	519	646	22	24	23	69	233	1,130	3,889	4,450
Silver Star	91	153	9			22	9	43			8	140		9	393	1,102	43			22	941	1,012	136	11	9	103	700	2,181	6,260	6,653
	92	41			43			13	5		7	170	63	59	401	1,195	95				535	1,048	51		40	152	378	2,234	5,728	6,129
Southwest Chief	3				240										240	272	379				1,105	898	240	27		271	1,308	1,570	6,070	6,310
	4	4			5			2				19			30	359	485		23		1,113	1,179	66	242		275	2,118	2,179	8,039	8,069
	1003															2			8			25				2	50	21	108	108
	1004																					4					4		8	8
Springfield Shuttles	400											9			9														9	9
	405								10						10						17	4					30	3	54	64
	409	6			4										10														10	10
	412																	49			48								97	97
	416																										3		3	3
	417	8			8							89			105						3								3	108
	432											1	6		7			6	4								2		12	19
	450	14	8		7							2			31			19	35		8								62	93
	451															4				3	18								25	25
	460				15	3						8	4		30			43	6		12								61	91
	461	5			9				8			9	3	5	39	4			9		28							3	44	83
	463				22								9		31			66											66	97
	464	7			24	9						2	49		91			74	300		16				13				403	494
	465				41							1	35		77										40				40	117
	467												12		12						75			14					89	101
470	5			6		40						10	18	5	84		7		10		87	1		7		29		141	225	
471	42			4		12		19			20		5	19	121	5		-		23	55			5		12	2	102	223	

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

Route	Train	Amtrak (Host)												Amtrak (Non-Host)												Total Amtrak Responsible Delay Minutes			
		CTI	CTP	DCS	DET	DMW	DSR	FTI	PET	PSR	PTI	RTE	SMW	Total	ADA	CAR	CCR	CON	CTC	ENG	HLD	INJ	ITI	MTI	OTH		SVS	SYS	Total
Springfield Shuttles	473										4		4									6					6	10	
	474									5			5			16	62		41									119	124
	475									7			7						9									9	16
	476	4	3	18							27		52	5			226		42								3	276	328
	478	2						20			17	15	54		2	15	226		191	3					32	58	59	586	640
	479	6											6						22			27				6		55	61
	488										9		9			28	43		21	2					6	3	51	154	163
	490	10		20			7			4	29	12	12	94			27	17		98						3	5	150	244
	494	20		5							16	16	34	91			2	443		21	10				24	1	33	534	625
	495	5		29			4				3		4	45			12			14	1		22		2		24	75	120
	497			3							3	4		10						3								3	13
499			6										6											1		53	54	60	
Sunset Ltd	1			11			7						18	245	17				448	667	2	496		294	738	754	3,661	3,679	
	2										2		2	273	124		431		254	611	11			302	1,314	1,322	4,642	4,644	
Texas Eagle	21	18		15			4	15			46		98	308	51		189		197	832	62	126		401	773	1,574	4,513	4,611	
	22	1		30						28		18	77	339	169		1,452		1,276	1,133	149			132	833	1,372	6,855	6,932	
Vermont	54	40		18		4	9			9	54	12	164	20	16			21	9	63			13	146			288	452	
	55	75	10	88		27	6			7	72		349	52			15		263	115			172	297	29	88	1,031	1,380	
	56	43	17	43	37	34	38		5	25	46	7	332	40	10			7	51	82			13	226	8	60	497	829	
	57	7		5			8				3		33	27					114	106				182	21	18	468	501	
Wolverine	350	10		102		17	75	8			492	32	736	196	503				176	198	51			55	183	553	1,915	2,651	
	351	12		32		16	50	32			162		304	216	37				31	287				57	94	397	1,119	1,423	
	352	16		54		3	82	2			4	36	197	318	61				291	184		160		62	193	401	1,670	1,867	
	353			44		16	20	5			51	11	147	308	96				397	211		192		24	126	411	1,765	1,912	
	354	12		21			43	3			156	32	267	115	136				378	131		117		448	216	630	2,171	2,438	
	355			103			36	16				108	4	267	117	56		40		45	230		43		201	103	360	1,195	1,462

Table 25: Host Responsible Train Delay Minutes

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Acela	2150	161				549				33	743
	2151	13	14			420				9	456
	2152	106	13		30	436				103	688
	2153	498	37			148	10			12	705
	2154	75	2		21	463			4	62	627
	2155	223	27	17		249					516
	2159	96	24		65	414			5	2	606
	2160	65	6		33	376	3		8	1	492
	2163	44	13		275	414				49	795
	2164	198	8			243				16	465
	2165	6	137		11	95			10		259
	2167	60	25		136	579			8	6	814
	2168	232	11			311			15	1	570
	2169	351	35			268				5	659
	2170	112				147			24	19	302
	2172	6	34			76			3	2	121
	2173	175				349				106	630
	2190	51	7			779					837
	2248	68				49					117
	2249	5				79					84
	2250	33				5				4	42
	2251	4	2		4	45				4	59
2252	8	2		9	141			8	21	189	
2253					159				1	160	
2254	11				228				1	240	
2255	9	2			12				13	36	
2256	6				68					74	
2257	119			14	37					170	
2259	28				73					101	
Adirondack	68	247	2		14	55			12	121	451
	69	177	7			45			5	37	271
Auto Train	52	96	388		377	3,512		2,363	1,317	723	8,776
	53	516	434		63	3,896	627	2,635	2,364	1,156	11,691
Blue Water	364		129		46	77		805	57	132	1,246
	365		99		162	86		988	77	4	1,416
California Zephyr	5	160	3,866		777	5,287		10,205	2,524	2,985	25,804
	6	352	4,891		909	5,528		9,880	2,727	2,202	26,489
	1005		25		29	48		134	23	34	293
	1006		58		5	79		252	73	58	525
	1105		90					350	40	146	626
	1106		35					180			215
Capitol Corridor	521	72	170		35	213		44	40	57	631
	522		37		14	321	68	88	85	24	637
	523	75	166		2	181		32	200	61	717
	524	62	79		75	343		47	391	40	1,037
	525		54		4	196		222	93	21	590
	527	329	106		6	178		35	150	40	844
	528	39	154		31	220		80	328	114	966

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

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Capitol Corridor	529	43	101	43	324		219	305	132	1,167
	531		69	11	248		4	142	14	488
	532		186	59	215		70	73	90	693
	534		134	13	253		22	127	23	572
	536		123	23	271		22	138	12	589
	538	2	237	18	414		540	192	81	1,484
	540		129	2	324		65	81	49	650
	541	161	163	21	289	8	21	367	65	1,095
	542	17	139	10	276	1	4	164	49	660
	543		59	22	254		26	85	12	458
	544		84	15	271		17	134	31	552
	545		156	4	244		31	113	58	606
	546	22	91	17	261		26	241	36	694
	547	34	124	29	231		43	209	43	713
	548		88	64	253		39	136	46	626
	549		23		188		16	156	23	406
	551		54	20	261		21	116	46	518
	720		50	4	108		19	27	24	232
	723		89		110		20	34	33	286
	724	5	40	8	102		21	252	8	436
	727		21		77		9	83	23	213
	728		59	6	99		17	104	49	334
	729	8	53	9	120		72	80	14	356
	732		90	2	84	22	4	97	11	310
	733		14		101		8	121	12	256
	734		15	5	112		13	59	16	220
	736	7	51		159		74	114	11	416
	737	4	39	4	120		8	58	21	254
	738		21	6	88		27	74	15	231
	741		38	24	101	2	25	60	14	264
	742		34	4	107		18	113	12	288
	743	2	72		111			75	22	282
744		40	5	118	146		83	22	414	
745		31		94		21	53	18	217	
746		56	19	95		4	69	34	277	
747	12	22		114	24	18	116	25	331	
748		78	49	85	31		148	11	402	
749		10	4	92		10	49	20	185	
751		41	30	104		15	65	21	276	
Capitol Ltd	29	73	538	56	437		4,021	575	806	6,506
	30	5	646	58	624		3,961	323	1,634	7,251
Cardinal	50	116	231	150	877		1,555	682	189	3,800
	51	11	486	44	777		971	349	186	2,824
Carl Sandburg / Illinois Zephyr	380	95	83	63	147		578	78	245	1,289
	381	258	67	133	174	4	563	28	135	1,362
	382	70	156	27	170		856	31	144	1,454
	383	346	165		260		923	117	151	1,962
Carolinian	79		637	251	1,225		605	1,154	777	4,649
	80	42	754	143	958		1,167	1,523	800	5,387
Cascades	500		363	222	1,417		1,518	330	335	4,185
	503	63	379	303	1,289		1,040	598	215	3,887
	504	24	213	86	296		393	422	412	1,846
	505		507	62	648		755	608	228	2,808
	507	86	264	10	380		396	474	402	2,012
	508		393	38	513		685	629	221	2,479
	516	7	242	146	1,228		1,580	253	77	3,533
	517	4	59	53	252		371	222	194	1,155
	518	128	282	2	491		433	372	85	1,793
	519		129	2	543		825	107	38	1,644
City Of New Orleans	58	57	423	136	1,500		3,397	1,239	1,008	7,760

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

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
City Of New Orleans	59	11	400	471	1,476		3,772	1,104	1,034	8,268
Coast Starlight	11	408	4,595	683	3,068	99	4,964	3,137	380	17,334
	14	259	4,394	293	2,876	37	4,501	3,462	683	16,505
Crescent	19	161	1,600	152	1,358		8,578	1,448	880	14,177
	20	37	2,028	89	1,228		6,310	1,671	733	12,096
Downeaster	680	71	122		12		14		3	222
	681	37	204	46	36		41	280	14	658
	682	17	370	10	56		2	77	3	535
	683	54	316	40	114		79	244	14	861
	684	72	122	55	17		30	336	4	636
	685	44	299	35	39		41	123		581
	686	42	302	36	32		48	270	6	736
	687	271	383		24		18	145	14	855
	688	84	243		21		53	410		811
	689	5	117	37	6		317			482
	690	14	151	2	4		63		24	258
	691	9	68	83	2	10		141		313
	692	22	157	57	16		67	81		400
	693	52	217	3	25		7	124		428
	694	54	128	31	5		49	203	43	513
	695	29	201	13	12		8	29	12	304
	696	36	168	38	25		5	94	19	385
	697	100	136	18	8		11	86	6	365
	698	28	122	2	7		15	221	12	407
	699		89					34		
1689	14	43		7			12			76
Empire Builder	7	296	1,431	442	2,831	349	8,623	1,358	573	15,903
	8	753	1,170	275	2,941		10,651	1,416	535	17,741
	27		436	222	766		1,448	53	187	3,112
	28		342	87	478		2,247	19	62	3,235
	1007	5	8		25	147	306	129	6	626
	1008	2	10		39		197	4		252
	1027			100	7			4	3	114
	1028		7		9				2	18
Ethan Allen Express	290	231	229	142	171		127	21	116	1,037
	291	136	64	11	73	2	52	19	80	437
Heartland Flyer	821		360	230	2,376		1,516		55	4,537
	822		191	6	2,210	41	1,777		16	4,241
Hiawatha	329	73	42	15	149		9	39	32	359
	330	859	71	6	113		21	27	7	1,104
	331	246	46	13	157		3	65	4	534
	332	157	50	83	248		79	36	65	718
	333	121	53	24	165		10	63	19	455
	334	118	58	25	205		98	82	32	618
	335	354	113	31	119		23	64	8	712
	336	167	116	62	186		98	108	17	754
	337	86	136	36	69		9	205	5	546
	338	314	171	15	242		103	110	20	975
	339	397	126	3	154		31	76	4	791
	340	406	117	6	134		56	22	9	750
	341	137	71		72		22	35		337
	342	252	106	5	256		83	34	15	751
	343	70	7		10		25		14	126
Illini / Saluki	390	33	26	53	548		547	185	13	1,405
	391	258	194	133	396		486	1,082	41	2,590
	392	57	95	25	422		835	940	127	2,501
	393	62	194	9	342		809	224	91	1,731

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

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Lake Shore Ltd	48	617	445	257	533		3,029	1,090	1,284	7,255
	49	222	398	80	453	5	2,879	461	846	5,344
	448	1,150	166	2	91		555	48	94	2,106
	449	1,010	421	90	55		205	622	29	2,432
Lincoln / Missouri	318		795	381	1,313	46	2,651	1,077	257	6,520
	319		444	330	1,069	66	3,299	1,433	353	6,994
Lincoln Service	300		195	21	490	38	1,443	266	115	2,568
	301	17	237	109	258	45	958	869	98	2,591
	302		195	65	298	43	1,149	372	66	2,188
	305	17	322	38	287	191	1,039	780	211	2,885
	306		256	18	270	25	1,217	1,321	84	3,191
	307	8	228	103	262	125	1,261	663	128	2,778
Maple Leaf	63	192	215	80	169		368	69	582	1,675
	64	186	167	49	356		612	182	481	2,033
Missouri	311		207	296	598		613	311	113	2,138
	316		155	107	478		2139	402	178	3,459

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

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
New York - Albany	232	200	5			90				36	331
	233	406	60		22	13			28	414	943
	234	29	16			10				88	143
	235	248	21			101			22	31	423
	236	92	13			40			13	41	199
	237	353			45	78				27	503
	238	319	3		216	58			18	78	692
	239	746				15			3	76	840
	240	299			37	112			139	67	654
	241	108				45			3	57	213
	243	17	3		32	37				23	112
	244	508			64	89			5	139	805
	250	111				17				15	143
	253	60			13	17			22	29	141
	256	124	4						44	7	179
	259	37				6				13	56
260	284	2			7			7	10	310	
261		3			9				13	25	
New York - Niagara Falls	280	473	165		129	302		256	98	379	1,802
	281	879	137		12	136		622	145	448	2,379
	283	427	152		29	192		852	131	301	2,084
	284	314	175		64	305		393	56	835	2,142
On Spine Northeast Regional	132	45				31					76
	135	82				120				14	216
	137	478	10			174			7	3	672
	139	6				55				7	68
	140	3	19			146					168
	141	289	96			307				6	698
	148	138	30			317				15	500
	149	52	12			104				2	170
	150	51	2		3	126				3	185
	152	78				8					86
	154	13	6			66					85
	160	11				77				2	90
	161	31	20		9	136					196
	162	39	2			231				13	285
	163	9				93					102
	165	35				58					93
	166	125				33					158
	167	4				85				5	94
	168	29				29					58
	169	32	9			222					263
172	406	28	5	32	208				14	693	
173	137	42	6	102	392				18	697	
175	107	31			1,074				16	1,228	
178	94	1			61					156	
179	435	74			152	19				680	

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

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
On Spine Northeast Regional	184	355	21			295			11	6	688
	190	360	5			247					612
Pacific Surfliner	562	122	232		22	41		31	86	3	537
	564	265	148		40	37		31	137	19	677
	567	165	251		72	43		62	83	20	696
	580	194	51		6	64		28	80	68	491
	581	701	79		18	19		12	32	7	868
	588	52	47		38	73		49	56	91	406
	591	11	61		208	83		47	64	56	530
	595		101		108	57		94	26	173	559
	761	297	1,590		155	470		2	892	26	3,432
	765	152	1,545		189	266		12	303	46	2,513
	770	344	1,894		84	185	5	49	279	34	2,874
	774	203	2,102		147	476		32	560	58	3,578
	777	95	1,846		47	417		135	1,295	4	3,839
	784	659	1,388		51	326	14	72	555	15	3,080
	785	56	1,659		43	144	53	56	709	257	2,977
	794	380	2,238		119	382		25	1,170	91	4,405
	1562	258	99			6			3	31	397
	1565		17			18					35
	1567	265	77						10		352
	1579	84	4						206	8	302
1584		19			21		8			48	
1590	76	29			10		80			195	
1765	259	88		2	3				61	413	
1770	156	29		5	5			35	14	244	
1774	79	40			22			412	15	568	
1777	15	62		11			3	8	20	119	
1784	264	32					3	63	36	398	
1785	365	41			12			14	7	439	
Palmetto	89		657		558	1,347		2,289	1,482	209	6,542
	90	35	436		665	1,357		2,045	1,188	204	5,930
Pennsylvanian	42		170		155	283		628		471	1,707
	43		137		83	132		1,032		363	1,747
Pere Marquette	370		181			63		391		44	679
	371	8	214		36	36		212	83	109	698
Piedmont	73		67		61	236		504	104	43	1,015
	74		208		179	290		456	68	87	1,288
	75		160		170	262		506	259	56	1,413
	76		231		65	305		360	427	60	1,448
	77		151		46	295		391	113	35	1,031
	78		165		5	240		144	55	40	649
Richmond / Newport News / Norfolk	65	24	47		22	300		165	153	80	791
	67	278	108		82	865		400	101	250	2,084
	82	4	36		2	134		12	14	66	268
	84		93		50	418		79	100	247	987
	85	407	105		213	801	7	344	134	205	2,216
	86	656	49		22	462		116	48	118	1,471
	87	73	64		17	289		123	49	159	774
	88	17	106		6	184		79	88	66	546
93	679	172	4	201	911		367	58	458	2,850	

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

Route	Train	CTI	DCS	DET	DMW	DSR	DTR	FTI	PTI	RTE	Total
Richmond / Newport News / Norfolk	94	271	256		101	873		292	46	382	2,221
	95	590	177		33	783		538	173	394	2,688
	96	25	11		9	152		127	73	40	437
	99	38	68			251		148	76	92	673
	124		48			52		199	192	36	527
	125	496	194		8	559		378	355	249	2,239
	138	160	164		260	632	20	354	611	252	2,453
	153		72		9	143		112	116	101	553
	157	6	27			147		144	56	30	410
	158		61		9	170		193	136	85	654
	164	87	16	97		180		85	23	52	540
	174	178	103		97	986		453	62	217	2,096
	185	3	599		81	546	13	532	359	339	2,472
	186	23	116		70	460		725	318	166	1,878
	194		21		8	153		125	120	44	471
195	108	41		3	91		193	219	72	727	
Roanoke	66	349	86		60	662		733	754	102	2,746
	145		36			20		186	41	17	300
	147	8	91			127		176	72	8	482
	151	57	141		52	279		324	332	33	1,218
	156		39		8	37		63	148	38	333
	171	671	55		123	695		617	315	25	2,501
	176	311	211		17	387		162	739	70	1,897
San Joaquins	702	18	261		78	756		1,671	750	43	3,577
	703		177		37	551	71	1,901	908	64	3,709
	710		287		110	620		1,163	1,239	74	3,493
	711		338		56	508		687	645	50	2,284
	712		294		85	791		1,096	1,075	65	3,406
	713		235		101	636		1,131	1,338	77	3,518
	714		257		79	612		1,336	1,485	33	3,802
	715		350		21	685		953	1,470	115	3,594
	716		377		77	634		1,151	1,578	23	3,840
	717		253		45	562	7	968	1,474	63	3,372
	718		313		131	597		895	1,213	62	3,211
719		256		60	583		1,081	1,508	85	3,573	
Silver Meteor	97	843	1,035		411	3,290	112	3,154	2,408	349	11,602
	98	1,508	881		255	3,228		3,272	2,023	804	11,971
Silver Star	91	1,073	1,410		435	3,958		3,434	2,489	648	13,447
	92	1,036	1,417		307	3,774		3,668	2,704	822	13,728
Southwest Chief	3	1,698	2,233		149	2,132	257	6,646	2,455	913	16,483
	4	954	2,484		186	1,991		6,775	1,932	574	14,896
	1003	6			12	56		26	48		148
	1004		10			7		3	28	4	52
Springfield Shuttles	400		1								1
	461		14								14
	471		10		4	7		21			42

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

Route	Train	CTI	DCS	DMW	DSR	DTR	FTI	PTI	RTE	Total
Springfield Shuttles	478		8				25	68	2	103
	488		3							3
	494		2				19		4	25
	495		42				25		4	71
	499		10				13			23
Sunset Ltd	1	102	945	255	2,321		5,607	170	1,135	10,535
	2	3	1,284	241	2,144	11	6,118	219	1,611	11,631
Texas Eagle	21	89	1,059	646	2,404	86	10,812	1,305	910	17,311
	22	267	1,323	622	3,069	113	6,914	1,225	974	14,507
Vermont	54	59	30		574				3	666
	55	346	97	50	1,560		2	22	43	2,120
	56	178	38		1,595		5	41	24	1,881
	57	87	36		538		9		1	671
Wolverine	350		222	26	192		625	980	167	2,212
	351		206	75	229		325	39	210	1,084
	352		272	29	190		862	820	231	2,404
	353	9	204	89	182		540	263	253	1,540
	354		233	14	285		720	246	72	1,570
	355		205	2	196		246	572	90	1,311

Table 26: Third-Party Responsible Train Delay Minutes

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Acela	2103				11	5				16
	2106				3				13	16
	2121	3		8	122	23				156
	2122	4			1	68			9	82
	2126				12	40	46		23	121
	2128				20	35	15		10	80
	2150	1		15		17	12		77	122
	2151	3	99		170	12			58	342
	2152	12		18	17	11	33		38	129
	2153	21	52	19	348	23	11		27	501
	2154	3			4	25		2	89	123
	2155	6	21	25	48	32			85	217
	2159	13	32	17	304	3	8		79	456
	2160	14		2	32	20			38	106
	2163		16		423	70			16	525
	2164		4		25	4			55	88
	2165	6	25		111	62			24	228
	2167	20	16	15	363	65	3		17	499
	2168	5		9	30	3			35	82
	2169	21	9	21	258	214	145		19	687
	2170	12	85	40	6	25	41		17	226
	2172		15		54	13			44	126
	2173	16	3		336	111	121		20	607
	2190			3	5	15	13		61	97
	2203					5	35			40
	2205				33					33
	2213					2				2
	2218				20	1				21
	2222		8		3					11
	2224			7	2					9
2248			5						5	
2249			2	44			2	62	110	
2250					4				4	
2251		49		69	4			9	131	
2252		19	2	3	24		18	4	70	

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

Route	Train	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Acela	2253		4	130	29		12	49	224
	2254			2	30	16		7	55
	2255			11				13	24
	2256			5		47		6	58
	2257			31	1				32
	2259			79					79
Adirondack	68			102				1	103
	69			228		34		7	269
Auto Train	52				85	241		262	588
	53	206		889	147	307		215	1,764
Blue Water	364		74	1,133	27	50		256	1,540
	365		10	1,753	67	257		250	2,337
California Zephyr	5	369	168	1,587	386	715		4,324	7,549
	6	876	213	529	116	513		4,410	6,657
	1005			2				3	5
	1105							15	15
	1106			29	80	302		10	421
Capitol Corridor	521	85	95	56		370		36	642
	522		50	26	39			2	117
	523	3	140	32	126	21		80	402
	524		95	27	46	92		7	267
	525		67	2	7			8	84
	527		54	155	43	9		18	279
	528	4	111	73	42	72		17	319
	529		156	131	31	80		43	441
	531		157	2		43		15	217
	532	11	72	300	19	157		24	583
	534	124	102	7		35			268
	536	122	49	24	61	16		48	320
	538	70	24	26	26	24		50	220
	540	8	36	9		4		2	59
	541		190			239	76		8
542	44	69	52	55	9		155	384	
543		112	2	63					177

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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Capitol Corridor	544			53	6	47	9	171	286
	545			16	3			13	32
	546			33	25	175	19	79	331
	547			55	3	61	38	43	200
	548		12	35	43	100	7	31	228
	549			71	12	17	6	90	196
	551		2	12	5	72	19	54	164
	720				2		10	2	14
	723							46	46
	724			14	5		11	19	49
	727			17	21	27	3	3	71
	728		2	70	3		65		140
	729			2	57		126	14	199
	732			38	53		67		158
	733			10			13		23
	734			16		30	11		57
	736			5	31	74	108	14	232
	737			33		3	40		76
	738				2				2
	741			37	2	5	1	20	65
	742			26	6		276		308
	743			15	2	53	4	5	79
	744				38	27	91		156
	745			4			68		72
	746			18		19	50	10	97
	747			10		23	262		295
748		4	5	10	58	33	2	112	
749			42	11		3	16	72	
751			4	2		23	8	37	
Capitol Ltd	29			5	3,296	47	74	346	3,768
	30			10	1,240	17	378	160	1,805
Cardinal	50	7	8	8	1,164	160	143	202	1,692
	51		12	5	1,435	116	200	398	2,166
Carl Sandburg / Illinois Zephyr	380				170	158	1	65	394
	381		5		197		122	55	379



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

Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Carl Sandburg / Illinois Zephyr	382			6		142	57	26		279	510
	383			2		122	25			107	256
Carolinian	79			23		1,496	132	28	2	117	1,798
	80	4		411		720	99	147		106	1,487
Cascades	500				60	132		23		37	252
	503			10	40	330	15	272		18	685
	504				46	26		13			85
	505			5	135	88	16	67		105	416
	507				82	8	31	58		21	200
	508			55	81	265	33	38		112	584
	516				367	35		11		22	435
	517		30		35	183					248
	518				110	55		55			220
	519		66	161	85	387	24	166		260	1,149
City Of New Orleans	58			103	12	4,698	120	19		1,118	6,070
	59			145		3,776	142	65		987	5,115
Coast Starlight	11			380	100	3,750	378	216		1,182	6,006
	14			116	136	1,274	672	973		1,557	4,728
Crescent	19	4			22	3,292	703	345		379	4,745
	20	11		9	41	3,274	590	425		184	4,534
Downeaster	680					334		194		60	588
	681					219				3	222
	682					171					171
	683					50					50
	684					121	-				121
	685					209	40			50	299
	686					87				2	89
	687					96				10	106
	688					196	33	75		2	306
	689					450	26	14		9	499
	690			17		149				13	179
	691					159					159
	692			6		75				19	100
	693			5		25				3	33



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

Route	Train	DBS	MBO	NOD	POL	TRS	WTR	Total
Downeaster	694			52				52
	695			101	9	3	2	115
	696			25			43	68
	697			35	40		4	79
	698			36				36
	699			139	18			157
	1689			64		38		102
Empire Builder	7	76	23	3,242	192	203	575	4,311
	8	100	1	2,519	63	213	753	3,649
	27	8	54	4,123	57	2		4,244
	28		111	93	103			307
	1007	34			4			38
	1027	48		378				426
Ethan Allen Express	290			2,945		3	34	2,982
	291			2,136			88	2,224
Heartland Flyer	821			22	12	7		41
	822				17	59	478	554
Hiawatha	329						9	9
	330			146			1	147
	331	1				1	8	10
	332						31	31
	333				32	91	12	135
	334				79	5	4	88
	335					1	9	10
	336				10	19		29
	337				6			6
	338					20	14	34
	339			37		2	14	53
	342					6	17	23
	Illini / Saluki	390			631	47	27	173



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Illini / Saluki	391		22		291		75	145	533
	392		7	9	185	2	2	209	414
	393		19	5	872	5	21	499	1,421
Keystone	601					3			3
	605							5	5
	607							4	4
	609	18		4	2	4	9		37
	612					5			5
	618					5		4	9
	620	5					60		65
	622	3							3
	640	6	4			8		19	37
	641				2			19	21
	642				2	3	7		12
	643	22			2			13	37
	644	16		20				17	53
	645	11			6	36			53
	646	11							11
	647				11	13		5	29
	648			9		30			39
	649	5			3	281	95	6	390
	650				9				9
	651	15			16	16	93	8	148
652				9	26		5	40	
653	23		31	1	18	51	4	128	
654	7			102	-	190		299	
655			2	1	31	184	12	230	
656	11			9	126	43		189	



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

Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
Keystone	657						42	92		2	136
	660			4	24					4	32
	662			84							84
	664			64	7					7	78
	665					7					7
	666	2			3		6				11
	667					16	11				27
	669						14		9		23
	670					2			12		14
	671				18	27	27				72
	672						1			6	7
	674					1					1
Lake Shore Ltd	48			42	16	3,902	30	183		311	4,484
	49					3,363	91	71		340	3,865
	448			6		904	67	184		20	1,181
	449					273					273
Lincoln / Missouri	318			47		956	98	488		196	1,785
	319			37	6	1,011	247	300		153	1,754
Lincoln Service	300				13	922	86	26		94	1,141
	301					630		41		2	673
	302				4	1,819		23		54	1,900
	305				10	387	10	86		389	882
	306					633	10	68		381	1,092
	307				12	472	13	191		211	899
Maple Leaf	63		81			2,498	23	79		103	2,784
	64		21			1,613	207	1		79	1,921
Missouri	311			2		420	55	48		7	532
	316			4		299		124		180	607
New York - Albany	232				3		59				62
	233					34	3			2	39
	234					143		61		2	206
	235				3	35				4	42



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
New York - Albany	236		3		2				38	43
	237				142				2	144
	238				63		4		3	70
	239				124	95			12	231
	240				15				8	23
	241				114	25			19	158
	243				73		3		15	91
	244				138	8			8	154
	250								3	3
	253				11		2		2	15
	256				9				2	11
	259		2		43	8			2	55
	260				68		4			72
	261		2		9				4	15
New York - Niagara Falls	280				756	22	3		89	870
	281				395	44	75		38	552
	283				146	111	43		24	324
	284		2		572		172		54	800
On Spine Northeast Regional	121			11	16					27
	122				1					1
	126				4					4
	129	10			65	315			12	402
	132				20		6		30	56
	134				5				2	7
	135	6			119	27			12	164
	137	13	49	7	109	173	467		77	895
	139				26	23			11	60
	140				84	10	8		83	185
	141	27	5	13	146	16			123	330
	143		19		20					39
	146				4	1				5
	148				296	217	15		183	711
	149				22		8		37	67
150		10	3	5				11	85	114
152		79		18	5			12	114	



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total
On Spine Northeast Regional	154			7	2					9
	155				28	11				39
	159				19					19
	160				129				11	140
	161	5			67				30	102
	162	6		13	16	2	12			49
	163				40			11	47	98
	165				11	17			49	77
	166			15	5	57		3	225	305
	167				56	10	28		10	104
	168				1	73			41	115
	169				71		121		24	216
	172	30	46	28	44	1	3		23	175
	173		35	10	421	382	6		36	890
	175	6	21		13	154	163		244	601
	178			8	312	84	2		215	621
	179		13		237	4			104	358
	180					14			124	138
	182				12				10	22
	183				21	4			15	40
184	1		3	253	12			32	301	
189				3	12				15	
190			8	109	15			77	209	
192		12		32					44	
193	4		52	11				22	89	
196		6		56	52	131		23	268	
Pacific Surfliner	562				200	71	153		10	434
	564		13		256	2	150		18	439
	567				54		58		13	125
	580				296		75		9	380
	581				340	12	7		3	362
	588				267		74		3	344
	591				530	62	37		4	633
	595		22		144	43	93		12	314
	761		17		338	271	205		259	1,090

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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
Pacific Surfliner	765		53		988	178	216	56	1,491
	770		24		168	182	465	300	1,139
	774		9		1,436	309	6	759	2,519
	777		528		1,106	57	262	402	2,355
	784		13		696	109	58	63	939
	785		12		881	47	43	72	1,055
	794		262		238	347	112	697	1,656
	1562				19			2	21
	1565				15				15
	1567				170			4	174
	1579				100			26	126
	1584				6				6
	1590				13	88	7	13	121
	1765				116		7	15	138
	1770				27	37	8	59	131
	1774				19			34	53
	1777				46		18	124	188
	1784				2				2
1785		32		9				41	
Palmetto	89	5	41		1,422	67	258	147	1,940
	90		2		783	142	138	143	1,208
Pennsylvanian	42	14	45	12	150	232	4	7	464
	43	20	86	36	95	15		34	286
Pere Marquette	370		28	15	149		19	37	248
	371		80	33	267		66	80	526
Piedmont	73				45		51	42	138
	74				65	179	78	10	332
	75				43	134	350	23	550
	76		40		128	17	109		294
	77				4		82	37	123



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	UTL	WTR	Total	
Piedmont	78		2		126	17	68		38	251	
Richmond / Newport News / Norfolk	65	4			242	160	113		9	528	
	67		2		834	102	2		23	963	
	82		20		76		2		5	103	
	84				800		26		14	840	
	85	14	28		174	350	64		53	683	
	86	23		5	449	39	45		76	637	
	87			7	131	20			58	216	
	88	2		20	260	8		1	2	293	
	93	2	19	7	563	523	202		122	1,438	
	94	8	23		403	213	25		82	754	
	95	18	134	74	308	92	2		133	761	
	96				52	14			25	91	
	99		5	4	54	57	1		194	315	
	124				177	12			3	192	
	125				514	37	9		67	627	
	138				108	135	26		77	346	
	153			7	124				1	7	139
	157				55	3			93	151	
	158				156	12			7	175	
	164		58	13	290		96		46	503	
174	15		11	481	26			64	597		
185	3			170	31			32	236		
186	5	34		500	18	34		36	627		
194				33				2	35		
195			71	153	6	3		118	351		
Roanoke	66		97		560	29	48		156	890	
	145				39	8	4		24	75	
	147				163	13			16	192	
	151	5	21		843	56			16	941	
	156				66	52	16		9	143	
	171		53	13	660	64	123		123	1,036	
	176		30		319	282	8		56	695	
San Joaquins	702				404	96	334		39	873	
	703		5		238	582	212		137	1,174	



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

Route	Train	BSP	DBS	MBO	NOD	POL	TRS	WTR	Total
San Joaquins	710				679	28	33	136	876
	711		4		869	60	244	115	1,292
	712		9		659	125	150	158	1,101
	713		57		317	53	115	215	757
	714				573	452	237	252	1,514
	715		13		274	28	31	310	656
	716				550	604	28	258	1,440
	717		4		318	627	330	408	1,687
	718		13		336	481	351	128	1,309
	719				297	337	546	234	1,414
Silver Meteor	97		117		2,206	688	122	756	3,889
	98		121	64	1,278	179	417	747	2,806
Silver Star	91	1	104	22	1,557	248	223	834	2,989
	92	7		9	1,338	442	416	842	3,054
Southwest Chief	3		41	87	2,825	893	365	1,529	5,740
	4		128	54	2,865	505	537	1,128	5,217
	1004				102				102
Springfield Shuttles	400				168				168
	405					6		22	28
	409							6	6
	417					60	4	33	97
	432							34	34
	450					8		47	55
	451							26	26
	460							23	23
	461		13		143			4	160
	463						14	5	19
	464							60	60
	465					6		5	11
	467							2	2
	470					78	6	25	109
	471				533	114		31	678



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

Route	Train	BSP	CUI	DBS	MBO	NOD	POL	TRS	WTR	Total
Springfield Shuttles	473								18	18
	474	1					16		5	22
	475	4						4	13	21
	476								140	140
	478					174	34	12	151	371
	479						32		45	77
	488					117			10	127
	490							1	12	13
	494					331	112		102	545
	495					196		3	49	248
	497								7	7
	499					77			6	83
Sunset Ltd	1		12	121	76	2,026	695	264	20	3,214
	2		157	47	41	901	421	566	142	2,275
Texas Eagle	21			5	36	8,531	213	278	436	9,499
	22			128	62	6,069	256	355	795	7,665
Vermonter	54				10	372	18		3	403
	55	2		68		590	479	551	73	1,763
	56	7		21	41	607	10	231	68	985
	57	3		18		204	20		25	270
Wolverine	350					869	3	20	117	1,009
	351			3	49	67	21	41	83	264
	352				146	387	23	203	42	801
	353					234		37	116	387
	354			8	38	99	108	168	70	491
	355			19		28	53	61	146	307

