

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

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

**Covering the Quarter Ended June, 2020
(Third Quarter of Fiscal Year 2020)**



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

Published August 2020

Table of Contents
(Notes follow on the next page.)

Financial

- Table 1 (A/B): Short-Term Avoidable Operating Costs (Note 1)
- Table 2 (A/B): Fully Allocated Operating Cost covered by Passenger-Related Revenue
- Table 3 (A/B): Long-Term Avoidable Operating Loss (Note 1)
- Table 4 (A/B): Adjusted Loss per Passenger- Mile
- Table 5: Passenger-Miles per Train-Mile

On-Time Performance (Table 6)

- Test No. 1 Change in Effective Speed
- Test No. 2 Endpoint OTP
- Test No. 3 All-Stations OTP

Train Delays

- Train Delays - Off NEC
 - Table 7: Off-NEC Host Responsible Delays per 10,000 Train-Miles
 - Table 8: Off-NEC Amtrak Responsible Delays per 10,000 Train-Miles
- Train Delays - On NEC
 - Table 9: On-NEC Total Host and Amtrak Responsible Delays per 10,000 Train-Miles

Other Service Quality

- Table 10: Customer Satisfaction Indicator (eCSI) Scores
- Table 11: Service Interruptions per 10,000 Train-Miles due to Equipment-related Problems
- Table 12: Complaints Received
- Table 13: Food-related Complaints
- Table 14: Personnel-related Complaints
- Table 15: Equipment-related Complaints
- Table 16: Station-related Complaints

Public Benefits (Table 17)

- Connectivity Measure
- Availability of Other Modes

Reference Materials

- Table 18: Route Descriptions
Terminology &
Definitions
 - Table 19: Delay Code Definitions
 - Table 20: Host Railroad Code Definitions

Appendixes

- A. On-Time Performance (OTP) by Train
- B. Off-NEC Host Responsible Delays by Train
- C. Off-NEC Amtrak Responsible Delays by Train
- D. On-NEC Total Host and Amtrak Responsible Delays by Train
- E. Methodologies for PRIIA 207
- F. Final Metrics and Standards under PRIIA Section 207 (May 12, 2010)

Notes

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

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

Service	Current Period	Prior Period	Prior Report
	JUL 18 - JUN 20	JUL 17 - JUN 19	APR 18 - MAR 20

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	JUL 18 - JUN 20	JUL 17 - JUN 19	APR 18 - MAR 20

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	JUL 18 - JUN 20	JUL 17 - JUN 19	APR 18 - MAR 20
<i>Acela Express</i>			
Acela Express	172%	192%	186%
<i>Other NEC Corridor Routes</i>			
Keystone Service	82%	86%	84%
Northeast Regional (Boston - Washington)	122%	141%	137%
Newport News	108%	124%	117%
Lynchburg	127%	140%	135%
Norfolk	103%	109%	106%
Richmond	132%	115%	115%
New Haven - Springfield	78%	81%	79%
<i>Non-NEC Corridor Routes</i>			
Capitol Corridor	85%	85%	86%
Carolinian	114%	116%	116%
Cascades	90%	88%	91%
Downeaster	89%	88%	88%
Empire Corridor			
Adirondack	91%	90%	92%
Empire Service	90%	88%	89%
Ethan Allen Express	86%	83%	87%
Maple Leaf	73%	71%	75%
Heartland Flyer	85%	87%	87%
Hiawatha	89%	101%	94%
Hoosier State	37%	67%	67%
Illinois			
Carl Sandburg / Illinois Zephyr	96%	104%	98%
Illini / Saluki	103%	105%	104%
Lincoln Service	95%	106%	103%
Michigan			
Blue Water	94%	88%	96%
Pere Marquette	95%	91%	98%
Wolverine	92%	88%	93%
Kansas City - St. Louis	99%	106%	102%
Pacific Surfliner	84%	84%	87%
Pennsylvanian	94%	81%	83%
Piedmont	92%	89%	89%
San Joaquins	87%	87%	88%
Vermonteer	97%	103%	99%
<i>Long-Distance Routes</i>			
Auto Train	84%	87%	88%
California Zephyr	43%	50%	47%
Capitol Limited	38%	43%	42%
Cardinal	27%	32%	30%
City of New Orleans	38%	46%	42%
Coast Starlight	46%	49%	49%
Crescent	41%	44%	44%
Empire Builder	45%	52%	50%
Lake Shore Ltd	40%	45%	45%
Palmetto	65%	81%	75%
Silver Meteor	47%	51%	50%
Silver Star	45%	51%	49%
Southwest Chief	38%	44%	42%
Sunset Limited	23%	25%	25%
Texas Eagle	41%	44%	44%

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	JUL 18 - JUN 20	JUL 17 - JUN 19	APR 18 - MAR 20

Acela Express

Acela Express	172%	192%	186%
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Other NEC Corridor Routes

Keystone Service	72%	79%	80%
Northeast Regional (Boston - Washington)	122%	141%	137%
Newport News	99%	115%	107%
Lynchburg	122%	145%	145%
Norfolk	91%	100%	100%
Richmond	88%	93%	88%
New Haven - Springfield	36%	43%	41%

Non-NEC Corridor Routes

Capitol Corridor	48%	51%	51%
Carolinian	87%	94%	91%
Cascades	54%	58%	58%
Downeaster	54%	56%	58%
Empire Corridor			
Adirondack	51%	52%	53%
Empire Service	54%	54%	55%
Ethan Allen Express	64%	69%	71%
Maple Leaf	74%	79%	80%
Heartland Flyer	26%	28%	29%
Hiawatha	81%	89%	86%
Hoosier State	18%	18%	18%
Illinois			
Carl Sandburg / Illinois Zephyr	31%	36%	33%
Illini / Saluki	39%	44%	43%
Lincoln Service	48%	55%	53%
Michigan			
Blue Water	45%	53%	53%
Pere Marquette	54%	52%	55%
Wolverine	65%	70%	70%
Kansas City - St. Louis	38%	43%	42%
Pacific Surfliner	55%	64%	60%
Pennsylvanian	64%	70%	68%
Piedmont	52%	53%	54%
San Joaquins	32%	37%	34%
Vermonteer	61%	64%	63%

Long-Distance Routes

Auto Train	84%	87%	88%
California Zephyr	43%	50%	47%
Capitol Limited	38%	43%	42%
Cardinal	27%	32%	30%
City of New Orleans	38%	46%	42%
Coast Starlight	46%	49%	49%
Crescent	41%	44%	44%
Empire Builder	45%	52%	50%
Lake Shore Ltd	40%	45%	45%
Palmetto	65%	81%	75%
Silver Meteor	47%	51%	50%
Silver Star	45%	51%	49%
Southwest Chief	38%	44%	42%
Sunset Limited	23%	25%	25%
Texas Eagle	41%	44%	44%

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	JUL 18 - JUN 20	JUL 17 - JUN 19	APR 18 - MAR 20

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Service	Current Period	Prior Period	Prior Report
	JUL 18 - JUN 20	JUL 17 - JUN 19	APR 18 - MAR 20

Acela Express

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

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

Non-NEC Corridor Routes

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

Long-Distance Routes

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

Excludes Capital Charges.

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

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

Current Period	Prior Period	Prior Report
JUL 18 - JUN 20	JUL 17 - JUN 19	APR 18 - MAR 20

(\$0.034)	(\$0.007)	(\$0.000)
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Note: The definition of Adjusted (Loss) is Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding.

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

Current Period	Prior Period	Prior Report
JUL 18 - JUN 20	JUL 17 - JUN 19	APR 18 - MAR 20
(\$0.082)	(\$0.044)	(\$0.040)

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

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

Service	Current Period	Prior Period	Prior Report
	JUL 18 - JUN 20	JUL 17 - JUN 19	APR 18 - MAR 20

Acela Express

Acela Express	186	190	190
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Other NEC Corridor Routes

Keystone Service	159	161	165
Northeast Regional (Boston - Washington)	236	247	249
Newport News	224	251	237
Lynchburg	267	333	307
Norfolk	187	183	198
Richmond	179	180	178
New Haven - Springfield	96	94	99

Non-NEC Corridor Routes

Capitol Corridor	95	99	100
Carolinian	189	216	198
Cascades	131	138	135
Downeaster	89	93	90
Empire Corridor			
Adirondack	190	189	187
Empire Service	126	127	127
Ethan Allen Express	142	144	149
Maple Leaf	112	119	119
Heartland Flyer	71	80	78
Hiawatha	162	162	163
Hoosier State	56	54	55
Illinois			
Carl Sandburg / Illinois Zephyr	77	83	81
Illini / Saluki	97	99	100
Lincoln Service	132	135	139
Michigan			
Blue Water	134	156	150
Pere Marquette	110	112	111
Wolverine	155	157	159
Kansas City - St. Louis	72	79	76
Pacific Surfliner	132	150	141
Pennsylvanian	190	199	197
Piedmont	64	66	65
San Joaquins	88	98	93
Vermont	147	145	146

Long-Distance Routes

Auto Train	301	331	326
California Zephyr	141	165	158
Capitol Limited	144	172	162
Cardinal	94	112	104
City of New Orleans	119	145	135
Coast Starlight	175	204	193
Crescent	116	134	130
Empire Builder	143	167	159
Lake Shore Ltd	164	191	181
Palmetto	134	162	148
Silver Meteor	174	198	190
Silver Star	142	160	153
Southwest Chief	144	168	160
Sunset Limited	104	121	116
Texas Eagle	138	163	153

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

Table 6
On Time Performance (OTP)

Service	Test #1 Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	Test #2 End Point OTP for FY 2020 Q3	Test #3 All Stations OTP for FY 2020 Q3
<i>Acela Express</i>			
Standard	>=0	90.0%	90.0%
Acela Express	-3.4	89.8%	91.9%
<i>Other NEC Corridor Routes</i>			
Standard	>=0	85.0%	85.0%
Keystone	-1.0	89.4%	92.7%
Total Northeast Regional	-2.2	93.8%	94.3%
All Other Northeast Regional	-1.7	95.1%	96.0%
Richmond / Newport News / Norfolk	-0.1	86.4%	92.1%
Roanoke	-7.7	92.9%	91.6%
Springfield Shuttles	3.2	97.1%	96.6%
<i>Non-NEC Corridor Routes</i>			
Standard	>=0	80.0%	80.0%
Capitol Corridor	1.9	93.7%	94.7%
Carolinian	-0.3	81.6%	62.8%
Cascades	-0.3	85.9%	82.1%
Downeaster	-2.8	58.6%	77.0%
Empire	3.9	88.7%	85.3%
Adirondack	2.0	100.0%	94.3%
Ethan Allen Express	5.7	90.0%	91.0%
Maple Leaf	5.7	91.2%	75.8%
New York - Albany	2.9	95.0%	95.6%
New York - Niagara Falls	2.4	78.6%	80.5%
Heartland Flyer	3.1	78.3%	82.2%
Hiawatha	-0.3	95.7%	79.0%
Illinois	2.7	92.4%	85.4%
Carl Sandburg / Illinois Zephyr	1.5	91.8%	90.3%
Illini / Saluki	0.8	91.7%	72.2%
Lincoln Service	3.8	93.1%	89.7%
Michigan	4.5	86.5%	81.8%
Blue Water	7.0	87.3%	86.6%

Table 6
On Time Performance (OTP)

Service	Test #1	Test #2	Test #3
	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Non-NEC Corridor Routes			
Standard	>=0	80.0%	80.0%
Pere Marquette	3.1	66.7%	31.4%
Wolverine	3.7	86.1%	78.4%
Missouri	4.8	88.5%	85.7%
Pacific Surfliner	-2.2	91.9%	91.5%
Pennsylvanian	-0.6	51.7%	56.7%
Piedmont	0.4	80.9%	91.6%
Vermont	4.7	97.0%	97.5%
San Joaquins	-1.9	90.4%	91.8%
Long Distance Routes			
Standard	>=0	80.0%	80.0%
Auto Train	-0.5	74.4%	79.9%
California Zephyr	2.8	83.5%	64.4%
Capitol Ltd	0.6	79.7%	67.7%
Cardinal	1.5	69.2%	64.0%
Coast Starlight	1.0	85.2%	78.4%
Crescent	-1.2	72.0%	62.9%
Empire Builder	0.2	89.2%	71.8%
Lake Shore Ltd	1.5	84.4%	67.0%
Palmetto	-0.3	79.1%	64.4%
Silver Meteor	0.6	79.8%	67.5%
Silver Star	0.4	74.1%	64.5%
Southwest Chief	-0.5	86.2%	71.7%
Sunset Ltd	1.6	66.7%	33.0%
Texas Eagle	2.5	85.7%	61.8%
City Of New Orleans	1.2	91.6%	70.2%

Endpoint OTP indicates arrival at endpoint station within tolerance of 10-30 minutes, depending on route length.
 All Stations OTP is within 10 minutes of schedule for Acela Express; Within 15 minutes of schedule for all other services.
 Richmond / Newport News/Norfolk includes all trains between Richmond, Newport News or Norfolk and points on the NEC.
 Northeast Regional: Lynchburg includes all trains between Lynchburg and points on the NEC.

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

Service	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Acela Express								
Acela Express	MNRR	1,695	DSR	890	CTI	509	56	
Other NEC Corridor Routes								
Northeast Regional	Springfield Shuttles	MADOT	491	DSR	241	FTI	109	36
	Roanoke	MNRR	1,991	DSR	1,564	CTI	228	56
		NS	428	FTI	279	DSR	52	216
	Richmond / Newport News / Norfolk	CSX	846	FTI	243	RTE	193	189
		MNRR	1,381	DSR	731	CTI	503	56
		NS	665	DSR	267	RTE	143	81
	All Other Northeast Regional	MNRR	1,495	DSR	857	CTI	443	56
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	UP	390	PTI	117	DCS	79	168
Carolinian	Carolinian	CSX	1,031	FTI	302	PTI	229	295
		NS	677	DSR	413	FTI	90	202
Cascades	Cascades	BNSF	617	DSR	161	FTI	155	343
		UP	924	FTI	415	DSR	312	125
Downeaster	Downeaster	MBTA	935	DSR	401	CTI	283	38
		PanAm	2,220	DSR	1,824	FTI	274	77
Empire	Adirondack	MNRR	565	CTI	471	RTE	94	64
	Ethan Allen Express	MNRR	1,390	CTI	747	RTE	321	64
	Maple Leaf	Amtrak	11	PTI	11			109
		CSX	1,107	FTI	370	DSR	270	298
		MNRR	346	CTI	210	RTE	68	64
	New York - Albany	MNRR	677	CTI	424	RTE	140	64
	New York - Niagara Falls	CSX	1,110	FTI	294	RTE	290	296
		MNRR	1,246	CTI	703	RTE	169	64
Heartland Flyer	Heartland Flyer	BNSF	1,391	DSR	913	FTI	354	238
Hiawatha	Hiawatha	CP	158	FTI	53	DCS	48	53
		Metra	1,177	CTI	485	DMW	216	29

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

Service	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				Route Miles	
			#1	#2				
Standard		900						
Non-NEC Corridor Routes								
Illinois	Carl Sandburg / Illinois Zephyr	BNSF	604	DSR	277	FTI	140	257
	Illini / Saluki	CN	692	DCS	283	DSR	227	306
	Lincoln Service	CN	1,511	FTI	958	DCS	276	37
		UP	483	FTI	217	PTI	96	231
Michigan	Blue Water	Amtrak	678	DSR	480	DCS	156	99
		CN	608	FTI	335	DCS	77	159
		MIDOT	81	DCS	43	RTE	25	22
		NS	3,492	FTI	2,041	DCS	748	39
	Pere Marquette	CSX	1,470	FTI	906	DSR	563	135
		NS	3,085	PTI	1,028	DCS	857	39
	Wolverine	Amtrak	752	DSR	496	DCS	141	99
		CN	4,023	DSR	1,906	DCS	985	27
		MIDOT	88	DCS	54	DMW	11	134
		NS	3,329	FTI	1,652	DMW	506	39
Missouri	Missouri	UP	794	FTI	474	DSR	245	271
Pacific Surfliner	Pacific Surfliner	BNSF	608	DCS	201	FTI	131	22
		SCRRA	645	CTI	232	DCS	168	95
		SDNRR	1,092	DCS	472	CTI	318	60
		UP	838	DCS	335	PTI	257	174
Pennsylvanian	Pennsylvanian	NS	1,332	FTI	831	RTE	192	249
Piedmont	Piedmont	NS	519	DSR	198	FTI	129	173
San Joaquins	San Joaquins	BNSF	734	FTI	260	DSR	218	284
		UP	520	PTI	232	DSR	118	88
Vermont	Vermont	MNRR	1,579	DSR	823	CTI	539	56
Long-Distance Routes								
Auto Train		CSX	1,113	FTI	437	DSR	327	898
		FR	3,356	DSR	2,133	CTI	911	16
California Zephyr		BNSF	649	DSR	352	FTI	138	1027
		UP	729	FTI	249	DSR	236	1431
Capitol Ltd		CSX	702	DSR	213	RTE	193	307
		NS	1,305	FTI	881	RTE	193	481
Cardinal		BBrRR	942	PTI	412	FTI	214	132

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

Service	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				Route Miles
			#1	#2			
Standard		900					
Long-Distance Routes							
	CSX	1,031	FTI	490	DSR	229	698
	NS	1,148	FTI	369	PTI	254	79
City Of New Orleans	CN	915	DSR	400	FTI	202	930
Coast Starlight	BNSF	400	RTE	95	DSR	93	186
	SCRRA	914	CTI	457	PTI	306	48
	UP	1,075	FTI	399	DSR	354	1159
Crescent	NS	998	FTI	431	DSR	231	1141
Empire Builder	BNSF	589	FTI	278	DSR	208	2147
	CP	614	FTI	250	DSR	197	384
	Metra	1,275	DCS	351	CTI	295	29
Lake Shore Ltd	CSX	810	FTI	292	DSR	165	741
	MBTA	3,179	CTI	2,011	DCS	542	64
	MNRR	627	CTI	263	RTE	172	64
	NS	1,387	FTI	1,006	PTI	156	339
Palmetto	CSX	815	FTI	335	PTI	174	659
Silver Meteor	CSX	880	FTI	361	DSR	252	1152
	Fla DOT	1,012	DCS	530	CTI	212	68
	FR	1,464	DSR	525	DCS	487	61
Silver Star	CSX	734	FTI	253	PTI	174	1209
	Fla DOT	849	DCS	501	CTI	158	68
	FR	1,428	DCS	600	DSR	571	61
	NS	579	DCS	219	FTI	168	28
Southwest Chief	BNSF	497	FTI	160	DSR	154	2198
	NMDOT	907	DCS	363	DSR	291	80
Sunset Ltd	BNSF	1,308	DSR	667	FTI	297	190
	UP	1,340	FTI	731	RTE	213	1784
Texas Eagle	BNSF	1,318	DSR	739	FTI	413	126
	CN	2,180	FTI	1,342	DMW	316	37
	TRE	1,435	DTR	613	CTI	429	33
	UP	1,391	DSR	585	FTI	522	1073

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

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

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

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

Service	Total Delay	FY 2020 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Acela Express - Amtrak Responsible					
Acela Express	73	OTH	35	HLD	15
Other NEC Corridor Routes - Amtrak Responsible					
Northeast Regional	215	OTH	87	SYS	46
Richmond / Newport News / Norfolk	165	SYS	63	OTH	44
All Other Northeast Regional	248	OTH	93	ENG	72
Roanoke	106	SYS	36	OTH	36
Springfield Shuttles	1379	OTH	913	HLD	176
Non NEC Corridor Routes - Amtrak Responsible					
Capitol Corridor	222	SYS	65	OTH	45
Carolinian	246	SYS	111	CAR	41
Cascades	263	ENG	120	SYS	65
Downeaster	24	SYS	14	ADA	7
Empire	180	SYS	104	ENG	28
Adirondack					
Ethan Allen Express	54	ADA	22	OTH	16
Maple Leaf	190	SYS	134	ENG	18
New York - Albany	48	ENG	24	HLD	11
New York - Niagara Falls	224	SYS	131	ENG	34
Heartland Flyer	85	SYS	32	ENG	19
Hiawatha	353	OTH	182	SYS	129
Illinois	158	OTH	51	ENG	41
Carl Sandburg / Illinois Zephyr	46	HLD	17	SYS	13
Illini / Saluki	271	OTH	111	SYS	68
Lincoln Service	147	ENG	47	SYS	39
Michigan	607	OTH	172	ENG	155
Blue Water	555	ENG	222	OTH	116
Pere Marquette	95	OTH	95		
Wolverine	671	OTH	232	SVS	170
Missouri	51	SYS	16	ADA	16

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

Service	Total Delay	FY 2020 Q3			
		Largest 2 Delay Codes			
		#1	Min	#2	Min
Standard	325				
Pacific Surfliner	373	SYS	133	OTH	51
Pennsylvanian	842	ENG	340	SYS	242
Piedmont	231	SYS	135	ENG	52
San Joaquins	169	SYS	59	ENG	33
Vermonteer	126	OTH	69	HLD	38
Long Distance Routes - Amtrak Responsible					
Auto Train	241	SVS	108	SYS	43
California Zephyr	255	SYS	94	SVS	45
Capitol Ltd	254	SYS	85	ENG	71
Cardinal	350	SYS	132	OTH	104
City Of New Orleans	293	OTH	86	SYS	82
Coast Starlight	252	SYS	81	OTH	67
Crescent	334	SYS	155	OTH	91
Empire Builder	247	SYS	64	ENG	49
Lake Shore Ltd	203	SYS	108	ENG	44
Palmetto	150	SYS	77	ENG	22
Silver Meteor	225	SYS	101	SVS	35
Silver Star	302	SYS	134	SVS	57
Southwest Chief	208	SYS	63	ENG	52
Sunset Ltd	408	SYS	109	OTH	102
Texas Eagle	341	SYS	157	SVS	64

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

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

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

Table 9
On-NEC Total Host and Amtrak Responsible Delays

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

Service	Host Railroad	Total Delay	FY 2020 Q3				Route Miles
			Largest 2 Delay Codes				
			#1	Min	#2	Min	
<i>Acela Express</i>							
<i>Standard</i>		265					
Acela Express	Amtrak	261	ENG	42	DCS	39	401
<i>Other Services</i>							
<i>Standard</i>		475					
Keystone	Amtrak	340	PSR	152	DCS	62	195
Cardinal	Amtrak	428	ENG	113	DBB	72	226
Carolinian	Amtrak	366	SMW	79	DCS	66	226
Crescent	Amtrak	409	ITI	121	PTI	57	226
Northeast Regional	Amtrak	240	ENG	28	DBB	28	463
Springfield Shuttles	Amtrak	442	DSR	68	CON	68	62
Roanoke	Amtrak	248	CTI	53	DCS	35	463
Richmond / Newport News / Norfolk	Amtrak	250	ENG	42	DCS	30	463
All Other Northeast Regional	Amtrak	196	DBB	36	DCS	22	463
Palmetto	Amtrak	136	DBB	29	DCS	28	226
Pennsylvanian	Amtrak	565	SYS	144	PSR	127	195
Silver Meteor	Amtrak	311	DBB	90	SVS	47	226
Silver Star	Amtrak	333	ENG	71	DET	49	226
Vermonter	Amtrak	193	DBB	37	CTI	25	304

This table excludes third-party delays.

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

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

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

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

Service	3rd Quarter FY 2020					
	Overall Service	Amtrak Personnel	Information Given	On-Board Comfort	On-Board Cleanliness	On-Board Food Service

2010 Standard	82	80	80	80	80	80
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Acela Express

Acela Express	N/A	N/A	N/A	N/A	N/A	N/A
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Other NEC Corridor Routes

Northeast Regional (Boston - Washington)	N/A	N/A	N/A	N/A	N/A	N/A
Newport News ^a	N/A	N/A	N/A	N/A	N/A	N/A
Norfolk ^c	N/A	N/A	N/A	N/A	N/A	N/A
Richmond ^d	N/A	N/A	N/A	N/A	N/A	N/A
Lynchburg ^e	N/A	N/A	N/A	N/A	N/A	N/A
Keystone Service	N/A	N/A	N/A	N/A	N/A	N/A
New Haven - Springfield	N/A	N/A	N/A	N/A	N/A	N/A

Non-NEC Corridor Routes

Capitol Corridor	N/A	N/A	N/A	N/A	N/A	N/A
Carolinian	N/A	N/A	N/A	N/A	N/A	N/A
Cascades	N/A	N/A	N/A	N/A	N/A	N/A
Downeaster	N/A	N/A	N/A	N/A	N/A	N/A
Empire Corridor						
Adirondack	N/A	N/A	N/A	N/A	N/A	N/A
Ethan Allen Express	N/A	N/A	N/A	N/A	N/A	N/A
Maple Leaf	N/A	N/A	N/A	N/A	N/A	N/A
New York - Albany ^f	N/A	N/A	N/A	N/A	N/A	N/A
Heartland Flyer	N/A	N/A	N/A	N/A	N/A	N/A
Hiawatha	N/A	N/A	N/A	N/A	N/A	N/A
Hoosier State	N/A	N/A	N/A	N/A	N/A	N/A
Illinois						
Carl Sandburg / Illinois Zephyr	N/A	N/A	N/A	N/A	N/A	N/A
Illini / Saluki	N/A	N/A	N/A	N/A	N/A	N/A
Lincoln Service	N/A	N/A	N/A	N/A	N/A	N/A
Michigan						
Blue Water	N/A	N/A	N/A	N/A	N/A	N/A
Pere Marquette	N/A	N/A	N/A	N/A	N/A	N/A
Wolverine	N/A	N/A	N/A	N/A	N/A	N/A
Kansas City - St. Louis	N/A	N/A	N/A	N/A	N/A	N/A
Pacific Surfliner	N/A	N/A	N/A	N/A	N/A	N/A
Pennsylvanian	N/A	N/A	N/A	N/A	N/A	N/A
Piedmont	N/A	N/A	N/A	N/A	N/A	N/A
San Joaquins	N/A	N/A	N/A	N/A	N/A	N/A
Vermont	N/A	N/A	N/A	N/A	N/A	N/A

Long-Distance Routes

Auto Train	N/A	N/A	N/A	N/A	N/A	N/A
California Zephyr	N/A	N/A	N/A	N/A	N/A	N/A
Capitol Limited	N/A	N/A	N/A	N/A	N/A	N/A
Cardinal	N/A	N/A	N/A	N/A	N/A	N/A
City of New Orleans	N/A	N/A	N/A	N/A	N/A	N/A
Coast Starlight	N/A	N/A	N/A	N/A	N/A	N/A
Crescent	N/A	N/A	N/A	N/A	N/A	N/A
Empire Builder	N/A	N/A	N/A	N/A	N/A	N/A
Lake Shore Ltd	N/A	N/A	N/A	N/A	N/A	N/A
Palmetto	N/A	N/A	N/A	N/A	N/A	N/A
Silver Meteor	N/A	N/A	N/A	N/A	N/A	N/A
Silver Star	N/A	N/A	N/A	N/A	N/A	N/A
Southwest Chief	N/A	N/A	N/A	N/A	N/A	N/A
Sunset Limited	N/A	N/A	N/A	N/A	N/A	N/A
Texas Eagle	N/A	N/A	N/A	N/A	N/A	N/A

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

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

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

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

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

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

CSI not reported in FY2020 Q3.

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

Service	3rd Quarter FY 2020		
	Service Interruptions	Train - Miles	Ratio

Acela Express

Acela Express	4	8	0.51
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Other NEC Corridor Routes

Keystone Service	1	5	0.21
Total Northeast Regional	23	66	0.35
Richmond / Newport News ^a	5	17	0.30
Lynchburg ^c	4	11	0.35
All Other Northeast Regional	14	38	0.37

Non-NEC Corridor Routes

Capitol Corridor	3	13	0.23
Carolinian	2	5	0.37
Cascades	5	6	0.87
Downeaster	0	1	0.00
Empire Corridor	15	27	0.55
Adirondack	0	0	0.00
Ethan Allen Express	0	1	0.00
Maple Leaf	2	4	0.47
New York - Albany ^d	6	8	0.80
New York - Niagara Falls	7	14	0.49
Heartland Flyer	1	4	0.27
Hiawatha	1	1	1.00
Hoosier State	0	0	0.00
Illinois	7	21	0.34
Carl Sandburg / Illinois Zephyr	1	5	0.21
Illini / Saluki	4	6	0.72
Lincoln Service	2	10	0.19
Michigan	22	11	1.95
Blue Water	16	6	2.78
Pere Marquette	0	0	0.00
Wolverine	6	5	1.10
Kansas City - St. Louis	1	5	0.20
Pacific Surfliner	5	19	0.26
Pennsylvanian	4	3	1.51
Piedmont	1	2	0.61
San Joaquins	12	23	0.51
Vermont	0	5	0.00

Long-Distance Routes

Auto Train	7	16	0.45
California Zephyr	18	41	0.44
Capitol Limited	7	14	0.49
Cardinal	4	9	0.45
City of New Orleans	8	16	0.50
Coast Starlight	6	25	0.24
Crescent	4	25	0.16
Empire Builder	15	46	0.33
Lake Shore Ltd	12	19	0.63
Palmetto	3	11	0.27
Silver Meteor	6	23	0.26
Silver Star	8	22	0.36
Southwest Chief	11	41	0.27
Sunset Limited	6	15	0.39
Texas Eagle	4	24	0.17

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

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

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

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

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

Service	3rd Quarter FY 2020	
	Food-Related	Train-Related

Amtrak Premium

Acela Express	0.05	3.75
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Amtrak Corridor

Keystone	0.00	2.51
Northeast Regional	0.05	3.98

Short Distance

Capitol	0.00	4.59
Carolinian	0.00	4.89
Cascades	0.00	11.25
Downeaster	0.06	2.64
Empire Corridor		
Adirondack	0.13	5.07
Empire Service	0.00	1.07
Ethan Allen Express	0.00	1.55
Maple Leaf	0.00	1.37
Heartland Flyer	0.00	5.53
Hiawatha	0.00	0.00
Hoosier State	0.00	2.73
Illinois		
Carl Sandburg / Illinois Zephyr	0.10	5.98
Illini / Saluki	0.00	1.77
Lincoln Service	0.00	2.68
Michigan		
Blue Water	0.00	0.79
Pere Marquette	0.00	2.34
Wolverine	0.03	2.71
Kansas City - St. Louis	0.00	0.00
Pacific Surfliner	0.14	9.72
Pennsylvanian	0.00	12.20
Piedmont	0.04	1.29
San Joaquins	0.00	1.98
Vermont	0.00	4.63

Long Distance

Auto Train	1.15	15.79
California Zephyr	0.65	6.71
Capitol Limited	0.66	17.44
Cardinal	0.48	5.43
City of New Orleans	0.82	8.15
Coast Starlight	0.68	9.18
Crescent	0.68	6.50
Empire Builder	0.51	6.10
Lake Shore Ltd	0.06	8.08
Palmetto	0.88	16.85
Silver Meteor	0.30	11.47
Silver Star	1.35	11.51
Southwest Chief	1.07	14.54
Sunset Limited	1.11	14.48
Texas Eagle	0.85	10.78

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

**TABLE 13:
FOOD-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2020						Total
	Menu / Selection / Availability	Other	Pricing	Quality	Service		
Amtrak System	124	7	2	23	114	270	
Amtrak Premium	0	0	0	0	0	0	
Acela Express	0	0	0	0	0	0	
Amtrak Corridor	1	0	1	1	5	8	
Keystone	1	0	0	0	0	1	
Northeast Regional	0	0	1	1	5	7	
Short Distance	6	0	0	1	2	9	
Capitol	0	0	0	0	0	0	
Carolinian	0	0	0	0	0	0	
Cascades	0	0	0	0	0	0	
Downeaster	0	0	0	0	0	0	
Empire Corridor	1	0	0	0	1	2	
Adirondack	0	0	0	0	0	0	
Empire Service	1	0	0	0	1	2	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	0	0	0	0	0	0	
Heartland Flyer	0	0	0	0	0	0	
Hiawatha	0	0	0	0	0	0	
Hoosier State	0	0	0	0	0	0	
Illinois	0	0	0	0	0	0	
Carl Sandburg / Illinois Zephyr	0	0	0	0	0	0	
Illini / Saluki	0	0	0	0	0	0	
Lincoln Service	0	0	0	0	0	0	
Michigan	1	0	0	0	0	1	
Blue Water	1	0	0	0	0	1	
Pere Marquette	0	0	0	0	0	0	
Wolverine	0	0	0	0	0	0	
Kansas City - St. Louis	0	0	0	0	0	0	
Pacific Surfliner	2	0	0	1	0	3	
Pennsylvanian	1	0	0	0	0	1	
Piedmont	0	0	0	0	0	0	
San Joaquins	1	0	0	0	1	2	
Vermont	0	0	0	0	0	0	
Long Distance	117	7	1	21	107	253	
Auto Train	15	3	0	9	23	50	
California Zephyr	15	0	0	0	10	25	
Capitol Limited	5	0	0	0	5	10	
Cardinal	3	0	0	0	1	4	
City of New Orleans	1	0	0	1	4	6	
Coast Starlight	10	0	0	2	10	22	
Crescent	8	1	0	1	3	13	
Empire Builder	9	1	0	2	11	23	
Lake Shore Ltd	3	0	0	0	7	10	
Palmetto	1	0	0	0	0	1	
Silver Meteor	11	0	1	1	7	20	
Silver Star	1	1	0	2	4	8	
Southwest Chief	15	0	0	2	10	27	
Sunset Limited	4	0	0	0	3	7	
Texas Eagle	16	1	0	1	9	27	

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

TABLE 14:
PERSONNEL-RELATED COMPLAINTS

Number of Complaints Received

Service	3rd Quarter FY 2020						Total
	Communication	Other	Praise	Rude	Slow / Inefficient / Unhelpful		
Amtrak System	97	93	371	232	375	1,168	
Amtrak Premium	0	1	3	1	3	8	
Acela Express	0	1	3	1	3	8	
Amtrak Corridor	12	11	17	21	53	114	
Keystone	0	0	0	0	1	1	
Northeast Regional	12	11	17	21	52	113	
Short Distance	21	24	41	44	51	181	
Capitol	1	1	2	1	4	9	
Carolinian	2	1	3	3	5	14	
Cascades	0	0	1	0	4	5	
Downeaster	1	0	0	0	0	1	
Empire Corridor	1	4	2	0	5	12	
Adirondack	0	0	0	0	0	0	
Empire Service	1	3	2	0	4	10	
Ethan Allen Express	0	0	0	0	0	0	
Maple Leaf	0	1	0	0	1	2	
Heartland Flyer	0	0	0	5	0	5	
Hiawatha	0	1	0	1	2	4	
Hoosier State	0	0	0	0	0	0	
Illinois	1	7	13	7	6	34	
Carl Sandburg / Illinois Zephyr	0	0	10	0	0	10	
Illini / Saluki	1	4	1	2	2	10	
Lincoln Service	0	3	2	5	4	14	
Michigan	4	2	3	1	4	14	
Blue Water	1	2	1	0	2	6	
Pere Marquette	0	0	0	0	0	0	
Wolverine	3	0	2	1	2	8	
Kansas City - St. Louis	1	0	0	0	0	1	
Pacific Surfliner	0	0	12	13	15	40	
Pennsylvanian	4	1	2	2	2	11	
Piedmont	0	0	1	2	0	3	
San Joaquins	5	7	2	8	3	25	
Vermont	1	0	0	1	1	3	
Long Distance	64	57	310	166	268	865	
Auto Train	7	14	44	12	28	105	
California Zephyr	10	5	46	19	21	101	
Capitol Limited	3	1	6	4	15	29	
Cardinal	2	3	6	3	9	23	
City of New Orleans	0	0	7	0	2	9	
Coast Starlight	8	6	33	19	33	99	
Crescent	2	2	8	12	14	38	
Empire Builder	3	1	49	9	13	75	
Lake Shore Ltd	1	1	18	11	10	41	
Palmetto	4	2	2	2	12	22	
Silver Meteor	8	4	12	16	21	61	
Silver Star	5	7	11	14	16	53	
Southwest Chief	5	6	22	19	24	76	
Sunset Limited	1	3	8	6	8	26	
Texas Eagle	5	2	38	20	42	107	

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

**TABLE 15:
EQUIPMENT-RELATED COMPLAINTS**

Number of Complaints Received

Service	3rd Quarter FY 2020						Total
	Accommodations	Climate	Dirty/Cleanliness	Other	Restrooms		
Amtrak System	161	124	108	241	178		812
Amtrak Premium	1	0	0	5	1		7
Acela Express	1	0	0	5	1		7
Amtrak Corridor	0	6	7	19	6		38
Keystone	0	1	1	1	1		4
Northeast Regional	0	5	6	18	5		34
Short Distance	5	13	12	34	18		82
Capitol	0	0	0	1	0		1
Carolinian	0	1	1	3	0		5
Cascades	0	3	2	1	1		7
Downeaster	0	0	0	1	0		1
Empire Corridor	1	5	1	5	1		13
Adirondack	0	0	0	0	0		0
Empire Service	0	5	1	5	1		12
Ethan Allen Express	1	0	0	0	0		1
Maple Leaf	0	0	0	0	0		0
Heartland Flyer	0	1	0	0	0		1
Hiawatha	0	0	0	1	0		1
Hoosier State	0	0	0	0	0		0
Illinois	2	0	1	7	3		13
Carl Sandburg / Illinois Zephyr	0	0	0	3	0		3
Illini / Saluki	2	0	1	2	3		8
Lincoln Service	0	0	0	2	0		2
Michigan	0	1	2	2	1		6
Blue Water	0	0	0	1	0		1
Pere Marquette	0	0	0	0	0		0
Wolverine	0	1	2	1	1		5
Kansas City - St. Louis	0	0	0	0	0		0
Pacific Surfliner	1	1	1	4	2		9
Pennsylvanian	1	0	0	2	3		6
Piedmont	0	0	0	0	0		0
San Joaquins	0	1	4	6	7		18
Vermont	0	0	0	1	0		1
Long Distance	155	105	89	183	153		685
Auto Train	41	16	10	37	20		124
California Zephyr	15	6	12	17	21		71
Capitol Limited	8	4	3	4	2		21
Cardinal	4	7	5	10	2		28
City of New Orleans	2	7	1	6	1		17
Coast Starlight	13	6	8	11	7		45
Crescent	11	2	5	8	2		28
Empire Builder	11	5	2	11	3		32
Lake Shore Ltd	4	2	3	7	4		20
Palmetto	3	11	4	5	9		32
Silver Meteor	13	10	11	24	18		76
Silver Star	5	6	3	11	9		34
Southwest Chief	9	2	6	9	31		57
Sunset Limited	4	4	3	4	6		21
Texas Eagle	12	17	13	19	18		79

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

**TABLE 16:
STATION-RELATED COMPLAINTS**

Number of Complaints Received

3rd Quarter FY 2020

Amtrak System		489
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Division

Boston		17
California		84
Central		29
Empire		62
New York		0
Southeast		110
Southwest		112
Northwest		21
Washington		54

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

**TABLE 17:
PUBLIC BENEFITS**

	FY 2019
Connectivity	16.4%
- Percent of passengers traveling on long distance routes connecting to or from other train routes	
Availability of Other Modes	5.0%
- Percent of passengers, system-wide, traveling to or from underserved communities	

**TABLE 18:
ROUTE DESCRIPTIONS**

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

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

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

**TABLE 19:
AMTRAK DELAY CODE DEFINITIONS**

Host Railroad - Responsible Delays		
Code	Code Description	Explanation
CTI	Commuter Train Interfere	Delays for meeting or following commuter trains
CTP	Commuter Train Problems	Delays directly caused by abnormal occurrences to commuter trains
DBB	B&B work due to defect	Delays caused by bridge or building maintenance
DCS	Signal Delays	Signal failure or other signal delays, wayside defect-detector false-alarms, defective road crossing protection, efficiency tests, drawbridge stuck open
DCT	Defective Concrete Ties	Delays caused by the replacement of concrete ties
DDA	Defect Detector Actuation	Delays caused by train inspection following a defect detector actuation
DET	ET work due to defect	Catenary or other electrical maintenance
DMW	Maintenance of Way	Maintenance of Way delays including holds for track repairs or MW foreman to clear
DSR	Slow Order Delays	Temporary slow orders, except heat or cold orders
DTR	Detour	Delays from detours
FTI	Freight Train Interference	Delays from freight trains
PBB	Planned B&B work	Scheduled bridge and building maintenance
PET	Planned ET work	Scheduled catenary or other electrical work
PSC	Planned C&S work	Scheduled communications and signal work
PSR	Planned speed restrictions	Scheduled speed restrictions
PTI	Passenger Train Interfere	Delays for meeting or following other passenger trains
RTE	Routing	Routing-dispatching delays including diversions, late track bulletins, etc.
SMW	Scheduled M/W work	Scheduled maintenance way work

Amtrak - Responsible Delays		
Code	Code Description	Explanation
ADA	Passenger Related	All delays related to disabled passengers, wheel chair lifts, guide dogs, etc.
CAR	Car Failure	Mechanical failure on all types of cars
CCR	Cab Car Failure	Mechanical failure on Cab Cars
CON	Hold for Connection	Holding for connections from other trains or buses
CTC	CETC System failure	Failure of the CETC train control system
ENG	Locomotive Failure	Mechanical failure on engines.
HLD	Passenger Related	All delays related to passengers, checked-baggage, large groups, etc.
INJ	Injury Delay	Delay due to injured passengers or employees.
ITI	Initial Terminal Delay	Delay at initial terminal due to late arriving inbound trains causing late release of equipment.
MTI	Disabled train ahead	Disabled train ahead due to mechanical failure
OTH	Miscellaneous Delays	Lost-on-run, heavy trains, unable to make normal speed, etc.
SVS	Servicing (SVS)	All switching and servicing delays
SYS	Crew & System	Delays related to crews including lateness, lone-engineer delays

Third-Party Delays		
Code	Code Description	Explanation
BSP	Bridge Strike	Delay due to train striking an overhead bridge
DBS	Debris	Debris strikes
CUI	Customs	U.S. and Canadian customs delays; Immigration-related delays
MBO	Drawbridge Openings	Movable bridge openings for marine traffic where no bridge failure is involved
NOD	Unused Recovery Time	Waiting for scheduled departure time at a station
POL	Police-Related	Police/fire department holds on right-of-way or on-board trains
TRS	Trespassers	Trespasser incidents including road crossing accidents, trespasser / animal strikes, vehicle stuck on track ahead, bridge strikes
UTL	Utility company failure	Failure due to utility company issue
WTR	Weather-Related	All severe-weather delays, landslides or washouts, earthquake-related delays, heat or cold orders

**TABLE 20:
HOST RAILROAD CODE DEFINITIONS**

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

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Acela Express				
Standard		>=0	90.0%	90.0%
Acela Express	2107	-5.2	100.0%	99.4%
	2154	-2.2	90.9%	95.8%
	2158	-3.1	95.5%	88.3%
	2159	-3.1	77.3%	89.5%
	2167	-4.0	86.4%	91.6%
	2168	-3.2	90.9%	88.8%
	2172	-3.1	90.9%	95.3%
	2173	-3.7	90.9%	96.1%
	2248	-4.6	100.0%	82.1%
	2249	-0.6	75.0%	82.1%
	2250	-1.6	100.0%	100.0%
	2252	-3.3	87.5%	92.7%
	2253	-0.2	100.0%	93.8%
	2254	-1.5	75.0%	80.4%
	2255	-1.4	75.0%	94.6%
	2259	-1.5	75.0%	85.7%
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	400	NA	92.6%	94.4%
	405	5.9	100.0%	87.0%
	409	NA	100.0%	100.0%
	417	NA	98.4%	98.4%
	450	6.7	100.0%	100.0%
	460	6.0	93.8%	93.8%
	461	NA	100.0%	99.7%
	463	7.5	100.0%	100.0%
	464	5.8	100.0%	100.0%
	465	NA	100.0%	100.0%
	467	9.6	100.0%	100.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - Springfield Shuttles	470	5.0	95.3%	95.7%
	471	NA	93.8%	93.5%
	473	NA	100.0%	99.5%
	474	NA	96.9%	97.9%
	475	7.7	97.1%	97.1%
	476	3.6	94.3%	94.3%
	488	0.0	100.0%	97.2%
	494	-1.2	93.8%	92.2%
	499	NA	100.0%	100.0%
Northeast Regional - Roanoke	145	1.5	100.0%	100.0%
	147	-2.0	78.6%	90.5%
	156	-15.0	100.0%	99.4%
	171	-9.4	85.9%	90.9%
	176	-7.9	98.4%	89.5%
Northeast Regional - Richmond / Newport News / Norfolk	82	0.7	92.9%	95.6%
	87	1.7	81.5%	93.7%
	88	-0.8	92.6%	95.0%
	94	2.2	96.9%	89.9%
	95	3.7	67.2%	92.0%
	96	NA	92.3%	85.7%
	99	0.6	70.4%	87.9%
	125	-18.3	81.3%	92.4%
	157	-20.6	92.3%	97.0%
	164	-3.5	100.0%	99.4%
	174	-8.9	93.8%	90.4%
	194	-0.7	92.9%	97.8%
	195	1.1	100.0%	99.7%
Northeast Regional - All Other Northeast Regional	124	NA	100.0%	100.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	126	NA	100.0%	100.0%
	134	-1.0	90.9%	94.9%
	135	-0.5	92.6%	92.9%
	138	-1.8	98.4%	99.0%
	139	NA	88.9%	91.4%
	140	1.8	100.0%	99.0%
	141	1.4	95.3%	95.4%
	148	-0.5	95.3%	95.2%
	149	NA	75.0%	89.1%
	150	-0.6	92.9%	98.2%
	153	-2.4	100.0%	100.0%
	155	-1.8	100.0%	100.0%
	158	-2.2	75.0%	80.8%
	160	-1.3	100.0%	100.0%
	161	0.6	100.0%	98.8%
	162	0.1	100.0%	100.0%
	163	-0.5	100.0%	100.0%
	165	-0.9	94.4%	98.2%
	166	-3.1	76.9%	87.1%
	168	-0.1	100.0%	99.1%
	169	-1.6	69.2%	85.1%
	170	-1.9	95.5%	96.6%
	173	0.2	90.6%	90.0%
	175	-0.9	90.9%	96.8%
	179	-1.2	95.3%	99.1%
	180	-0.8	100.0%	98.7%
	190	-1.3	96.9%	97.0%
	192	1.9	100.0%	100.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Northeast Regional - All Other Northeast Regional	193	-0.4	96.9%	98.7%
Keystone - Keystone	600	-0.9	90.9%	96.3%
	601	2.4	86.4%	92.5%
	607	-4.1	90.9%	94.2%
	610	-3.8	100.0%	100.0%
	611	-4.3	50.0%	68.8%
	618	-5.6	88.2%	90.6%
	619	-6.9	85.7%	89.0%
	622	-0.9	90.5%	88.2%
	640	11.8	86.4%	98.0%
	641	-2.8	90.9%	88.3%
	643	-1.5	86.4%	93.9%
	644	1.7	86.4%	98.1%
	645	-0.9	95.2%	90.5%
	648	2.3	95.5%	100.0%
	649	-2.7	81.0%	88.5%
	650	1.1	95.2%	93.2%
	652	-1.1	90.5%	92.8%
	653	-2.7	90.5%	92.5%
	654	0.3	85.7%	90.1%
	655	-3.1	90.5%	90.9%
	658	-0.2	100.0%	100.0%
	660	8.6	87.5%	96.9%
	661	-1.2	100.0%	100.0%
	663	-5.6	100.0%	93.8%
	664	-0.9	100.0%	100.0%
	665	-2.4	75.0%	89.6%
	666	-0.5	87.5%	97.9%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Other NEC Corridor Routes				
Standard		>=0	85.0%	85.5%
Keystone - Keystone	667	-3.6	75.0%	87.5%
	669	-5.0	100.0%	100.0%
	670	-1.8	100.0%	99.0%
	671	-4.7	100.0%	100.0%
	672	-0.8	87.5%	92.7%
	674	NA	75.0%	79.2%
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	521	1.3	95.5%	99.4%
	522	2.6	96.4%	94.1%
	523	1.5	94.0%	97.6%
	524	2.4	97.6%	94.0%
	525	-2.0	100.0%	100.0%
	527	2.3	95.1%	96.9%
	529	3.0	100.0%	98.5%
	532	3.8	92.8%	93.9%
	534	3.2	90.9%	96.3%
	536	1.1	95.5%	89.8%
	537	3.8	94.0%	95.3%
	538	2.0	95.5%	96.4%
	542	3.3	89.2%	92.7%
	543	4.1	88.0%	94.8%
	545	1.4	95.5%	97.5%
	546	1.0	89.2%	92.6%
	547	2.8	97.6%	94.9%
	723	1.5	100.0%	100.0%
	724	1.6	75.0%	86.7%
	728	0.0	100.0%	95.8%
	729	-0.2	75.0%	79.2%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Capitol Corridor - Capitol Corridor	732	-2.1	100.0%	100.0%
	737	2.9	87.5%	90.8%
	738	-1.6	87.5%	95.8%
	742	0.2	100.0%	89.6%
	743	0.7	100.0%	86.7%
	747	1.6	100.0%	100.0%
Carolinian - Carolinian	79	-0.4	75.5%	63.9%
	80	-0.3	87.8%	61.8%
Cascades - Cascades	500	2.7	82.4%	79.1%
	501	-0.4	100.0%	97.5%
	504	4.6	100.0%	85.0%
	505	-1.3	87.9%	87.5%
	517	4.1		
	518	NA		
Downeaster - Downeaster	680	-2.1	45.0%	81.4%
	681	-3.7	100.0%	97.0%
	682	-2.8	100.0%	100.0%
	685	-2.4	40.0%	55.9%
	692	-2.2	75.0%	92.5%
	693	-3.8	100.0%	95.0%
	694	-2.6	100.0%	100.0%
	695	-4.1	100.0%	100.0%
Empire - Adirondack	69	1.1	100.0%	94.3%
Empire - Ethan Allen Express	290	5.9	92.6%	91.5%
	291	7.3	85.7%	88.6%
	292	5.5	100.0%	100.0%
Empire - Maple Leaf	64	6.7	91.2%	75.8%
Empire - New York - Albany	230	3.2	100.0%	100.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Empire - New York - Albany	233	2.4	86.4%	89.6%
	234	2.1	96.4%	98.0%
	236	3.2	95.5%	93.5%
	237	3.5	89.2%	90.7%
	241	3.5	97.8%	97.3%
	244	0.8	94.5%	94.9%
	245	5.9	98.9%	98.7%
	250	2.4	100.0%	100.0%
	253	9.3	87.5%	92.9%
	259	1.4	100.0%	100.0%
	260	NA	100.0%	100.0%
	261	3.3	75.0%	75.0%
Empire - New York - Niagara Falls	280	1.7	100.0%	98.9%
	281	2.4	60.4%	75.9%
	283	3.7	68.1%	82.4%
	284	2.5	85.7%	76.0%
Heartland Flyer - Heartland Flyer	821	2.8	74.4%	91.2%
	822	3.3	82.2%	73.2%
Hiawatha - Hiawatha	329	-0.4	50.0%	50.0%
	330	0.4	100.0%	85.7%
	331	1.2	100.0%	50.0%
	332	-0.6	94.4%	88.5%
	333	-2.3		
	334	-0.1		
	335	0.8		
	336	-0.1		
	337	0.9	50.0%	30.0%
	338	-1.2	100.0%	50.0%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Hiawatha - Hiawatha	339	-0.3	98.1%	98.5%
	340	-0.4		
	341	1.0		
	342	-1.3	100.0%	50.0%
Illinois - Carl Sandburg / Illinois Zephyr	380	1.6	92.3%	89.8%
	381	0.8		
	382	2.5		
	383	1.7	91.2%	94.7%
Illinois - Illini / Saluki	390	2.5	94.4%	77.7%
	391	0.9		
	392	-0.9		
	393	-0.3	88.9%	69.9%
Illinois - Lincoln Service	300	2.9	93.4%	93.4%
	301	5.2		
	302	4.2		
	303	5.4	94.5%	87.6%
	304	4.0		
	305	2.4		
	306	3.5	86.8%	91.6%
	307	3.2	97.8%	93.3%
Michigan - Blue Water	364	5.7	90.1%	81.4%
	365	8.8	84.4%	91.2%
Michigan - Pere Marquette	370	2.0	50.0%	30.0%
	371	5.4	100.0%	33.3%
Michigan - Wolverine	350	1.1		
	351	7.1	84.4%	82.1%
	352	3.4	87.8%	83.2%
	353	7.8		

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Michigan - Wolverine	354	1.1		
	355	4.9		
Missouri - Missouri	313	4.3	90.1%	92.6%
	314	6.8	86.8%	78.7%
Pacific Surfliner - Pacific Surfliner	564	-3.4	93.8%	92.5%
	579	-3.2	94.5%	91.4%
	580	-2.3	93.4%	96.9%
	584	NA	85.9%	92.2%
	593	NA	93.4%	97.5%
	763	-1.6	91.2%	93.9%
	767	NA	98.4%	98.1%
	768	-1.1	93.4%	94.7%
	774	-1.3	91.2%	80.4%
	777	NA	90.1%	87.8%
	785	-2.2	88.9%	86.7%
	796	-0.2	94.5%	95.1%
	1564	NA	81.5%	87.9%
	1584	NA	92.6%	92.7%
	1763	NA	66.7%	66.7%
	1767	NA	92.6%	86.0%
	1768	NA	100.0%	100.0%
	1774	NA	0.0%	44.4%
	1777	NA	100.0%	55.6%
	1785	NA	100.0%	100.0%
	1796	NA	100.0%	100.0%
Pennsylvanian - Pennsylvanian	42	-0.1	56.7%	58.4%
	43	-1.3	46.7%	54.8%
Piedmont - Piedmont	75	NA	78.7%	91.0%

Appendix A

On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Non NEC Corridor Routes				
Standard		>=0	80.0%	80.0%
Piedmont - Piedmont	76	NA	83.0%	92.2%
San Joaquins - San Joaquins	710	NA	82.4%	89.1%
	711	-1.1	95.6%	95.1%
	712	-1.8	95.6%	93.8%
	713	-0.1	90.1%	91.5%
	715	-1.6	79.1%	85.5%
	716	-1.0	93.4%	93.7%
	718	-1.3	95.6%	93.9%
	719	NA	91.2%	92.1%
Vermont - Vermont	54	4.0	100.0%	94.9%
	55	4.9	95.3%	98.0%
	56	5.3	98.4%	97.7%
	57	4.1	94.4%	97.4%
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Auto Train - Auto Train	52	0.5	84.4%	84.1%
	53	-1.4	64.4%	75.8%
California Zephyr - California Zephyr	5	2.5	87.9%	70.3%
	6	3.2	79.1%	58.6%
Capitol Ltd - Capitol Ltd	29	0.4	75.8%	71.7%
	30	0.6	83.5%	63.7%
Cardinal - Cardinal	50	1.2	56.4%	51.2%
	51	1.8	82.1%	76.6%
City Of New Orleans - City Of New Orleans	58	1.2	91.0%	62.1%
	59	1.4	92.1%	78.2%
Coast Starlight - Coast Starlight	11	0.4	88.8%	82.9%
	14	1.2	81.3%	73.9%
	1011	15.3	100.0%	81.7%
Crescent - Crescent	19	-1.5	62.6%	72.5%

Appendix A On Time Performance (OTP) by Train

Service	Train Number	Change in Effective Speed from FY 2008 Baseline (mph) Last Four Quarters (FY 2019 Q4 to FY 2020 Q3)	End Point OTP for FY 2020 Q3	All Stations OTP for FY 2020 Q3
Long Distance Routes				
Standard		>=0	80.0%	80.0%
Crescent - Crescent	20	-1.0	81.3%	53.2%
Empire Builder - Empire Builder	7	0.1	95.6%	74.9%
	8	0.2	80.2%	66.0%
	27	0.9	90.0%	78.6%
	28	0.7	91.1%	84.2%
Lake Shore Ltd - Lake Shore Ltd	48	2.5	95.6%	79.6%
	49	0.1	86.8%	73.4%
	448	1.7	62.8%	31.4%
	449	0.2	77.3%	47.5%
Palmetto - Palmetto	89	-0.7	69.2%	65.0%
	90	0.0	89.0%	64.5%
	1090	NA		
Silver Meteor - Silver Meteor	97	0.6	89.0%	71.4%
	98	0.7	70.4%	63.7%
Silver Star - Silver Star	91	0.2	71.2%	64.5%
	92	1.0	77.0%	64.5%
Southwest Chief - Southwest Chief	3	-0.9	84.6%	73.0%
	4	-0.2	87.8%	70.5%
Sunset Ltd - Sunset Ltd	1	1.7	82.1%	21.8%
	2	1.4	51.3%	52.8%
Texas Eagle - Texas Eagle	21	2.1	82.4%	65.1%
	22	2.7	89.0%	58.4%

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

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

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

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

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Acela Express								
Acela Express	2154	MNRR	1,591	DSR	747	CTI	601	
	2158	MNRR	1,875	CTI	1,583	DMW	292	
	2159	MNRR	2,630	DSR	2,435	DMW	81	
	2167	MNRR	1,989	CTI	779	DMW	568	
	2168	MNRR	1,006	DSR	560	CTI	398	
	2173	MNRR	1,144	DSR	1,015	RTE	81	
	2248	MNRR	1,384	DSR	804	CTI	580	
	2249	MNRR	2,054	DSR	670	DMW	670	
	2250	MNRR	1,652	DSR	1,205	DMW	268	
	2252	MNRR	1,674	CTI	692	PTI	513	
	2253	MNRR	1,853	DSR	1,853			
	2254	MNRR	1,250	DSR	938	CTI	313	
	2255	MNRR	1,696	DSR	1,250	CTI	446	
	2259	MNRR	1,518	DCS	982	DSR	313	
Other NEC Corridor Routes								
Northeast Regional	All Other Northeast Regional	135	MNRR	1,475	DSR	589	CTI	582
		139	MNRR	1,310	DSR	1,012	DET	298
		140	MNRR	1,177	DSR	668	CTI	304
		141	MNRR	1,387	DSR	918	CTI	310
		148	MNRR	1,208	CTI	829	DSR	340
		149	MNRR	893	DSR	893		
		150	MNRR	1,352	DSR	791	CTI	408
		160	MNRR	1,181	DSR	701	DET	481
		161	MNRR	1,773	DSR	906	CTI	867
		162	MNRR	1,250	DSR	1,071	CTI	134
		163	MNRR	1,849	DSR	1,008	CTI	676
		165	MNRR	1,310	DSR	764	RTE	298

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
	166	MNRR	852	CTI	481	DSR	371	
	168	MNRR	702	DSR	293	CTI	230	
	169	MNRR	1,511	DSR	934	DCS	495	
	170	MNRR	2,135	DSR	1,964	DCS	97	
	173	MNRR	2,419	DSR	951	CTI	946	
	175	MNRR	1,234	CTI	998	DSR	162	
	179	MNRR	1,437	DSR	1,021	CTI	232	
	190	MNRR	1,426	DSR	1,300	CTI	92	
	Richmond / Newport News / Norfolk	82	MNRR	982	DSR	791	DMW	115
		87	CSX	452	FTI	209	RTE	156
		87	NS	924	FTI	498	DSR	261
		88	CSX	539	RTE	204	FTI	124
		88	MNRR	913	DSR	602	CTI	311
		88	NS	402	DSR	320	DCS	46
		94	CSX	1,064	FTI	219	DCS	202
		94	MNRR	1,348	CTI	672	DSR	647
		94	NS	610	DSR	228	RTE	149
		95	CSX	873	FTI	290	RTE	245
		95	MNRR	1,602	CTI	1,077	DSR	460
		95	NS	723	DSR	287	RTE	206
		96	CSX	1,530	FTI	521	DCS	422

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				
				#1	#2			
Standard			900					
	96	MNRR	824	DSR	467	DCS	343	
	99	CSX	745	DSR	235	FTI	221	
	99	MNRR	1,660	DSR	1,171	CTI	225	
	125	CSX	1,031	FTI	344	DSR	222	
	157	MNRR	2,115	CTI	1,113	RTE	398	
	164	MNRR	838	DSR	343	CTI	275	
	174	CSX	653	DSR	185	FTI	148	
	174	MNRR	1,498	DSR	1,177	CTI	123	
	194	CSX	626	RTE	250	DSR	192	
	194	MNRR	702	DSR	625	CTI	77	
	195	MNRR	1,799	CTI	824	DSR	701	
	Roanoke	145	NS	267	FTI	182	DCS	64
		147	MNRR	1,786	DSR	918	CTI	638
		147	NS	347	FTI	301	DCS	20
		156	NS	168	FTI	93	DCS	38
		171	MNRR	2,743	DSR	2,168	CTI	335
		171	NS	344	FTI	249	DSR	64
		176	MNRR	1,283	DSR	1,102	DET	120
		176	NS	672	FTI	403	DCS	93
	Springfield Shuttles	400	MADOT	546	FTI	357	DSR	136
		461	MADOT	170	DSR	170		
		471	MADOT	360	FTI	153	DCS	122
		488	MADOT	93	FTI	51	RTE	41
		494	MADOT	1,178	DSR	825	DCS	171
Non-NEC Corridor Routes								
Capitol Corridor	Capitol Corridor	521	UP	644	CTI	168	PTI	151

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		522	UP	192	DSR	78	PTI	34
		523	UP	554	PTI	206	DCS	138
		524	UP	513	PTI	197	DCS	94
		525	UP	545	CTI	188	DCS	151
		527	UP	435	DCS	130	RTE	88
		529	UP	322	FTI	117	PTI	59
		532	UP	356	PTI	97	DSR	73
		534	UP	240	DCS	107	RTE	69
		536	UP	267	FTI	168	DSR	40
		537	UP	360	FTI	88	DCS	72
		538	UP	428	DSR	158	PTI	116
		542	UP	250	DSR	83	DCS	78
		543	UP	490	PTI	394	DCS	55
		545	UP	372	PTI	143	DCS	117
		546	UP	262	DCS	80	DSR	74
		547	UP	335	CTI	112	RTE	67
		723	UP	480	DCS	226	PTI	179
		724	UP	603	FTI	217	PTI	170
		728	UP	631	PTI	301	DMW	122
		729	UP	783	DCS	268	RTE	201
		732	UP	476	PTI	364	RTE, DCS	56
		737	UP	235	PTI	122	DSR	94
		738	UP	179	DSR	113	PTI	38
		742	UP	574	PTI	283	DSR	134
		743	UP	556	PTI	367	DSR	113
		747	UP	70	RTE	28	PTI, DCS	14
Carolinian	Carolinian	79	CSX	1,113	FTI	298	PTI	290
		79	NS	630	DSR	447	DCS	57
		80	CSX	948	FTI	307	RTE	199
		80	NS	725	DSR	380	FTI	131
Cascades	Cascades	500	BNSF	714	DSR	181	FTI	145

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		500	UP	1,025	FTI	556	DSR	275
		501	BNSF	861	FTI	327	DSR	251
		504	BNSF	664	DSR	294	FTI	163
		505	BNSF	505	FTI	155	DSR	129
		505	UP	823	DSR	349	FTI	275
Downeaster	Downeaster	680	MBTA	1,045	CTI	503	DSR	463
		680	PanAm	3,146	DSR	2,406	FTI	665
		681	MBTA	970	DSR	441	DMW, CTI	265
		681	PanAm	406	DSR	406		
		682	MBTA	970	DSR	794	CTI	176
		682	PanAm	187	DSR	187		
		685	MBTA	1,204	DSR	516	DCS	503
		685	PanAm	2,786	DSR	2,636	DCS	108
		692	PanAm	398	DSR	211	FTI	187
		693	MBTA	529	CTI	463	DTR	66
		693	PanAm	983	FTI	468	PTI	257
		694	PanAm	1,030	DSR	562	PTI	468
		695	PanAm	375	DSR	375		
Empire	Adirondack	69	MNRR	565	CTI	471	RTE	94
	Ethan Allen Express	290	MNRR	1,430	CTI	628	DCS	209
		291	MNRR	1,453	CTI	955	RTE	449
		292	MNRR	981	RTE	373	PTI	294
	Maple Leaf	64	Amtrak	11	PTI	11		
		64	CSX	1,107	FTI	370	DSR	270
		64	MNRR	346	CTI	210	RTE	68
	New York - Albany	230	MNRR	377	CTI	283	DCS	94
		233	MNRR	1,763	CTI	1,484	RTE	186
		234	MNRR	1,042	CTI	832	RTE	134
		236	MNRR	571	CTI	314	RTE	150
		237	MNRR	499	CTI	259	DMW	85
		241	MNRR	373	CTI	136	RTE, DCS	100

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
Non-NEC Corridor Routes								
		244	MNRR	1,097	CTI	547	RTE	361
		245	MNRR	209	CTI	161	RTE	45
		250	MNRR	648	CTI	549	RTE	98
		253	MNRR	648	CTI	471	DSR	137
		259	MNRR	216	CTI	177	RTE	39
		260	MNRR	844	DSR	412	CTI	392
	New York - Niagara Falls	280	MNRR	1,442	CTI	745	DMW	207
		281	CSX	1,228	RTE	357	FTI	322
		281	MNRR	1,356	CTI	787	RTE	233
		283	CSX	1,069	FTI	356	DSR	294
		283	MNRR	963	CTI	507	DMW	207
		284	CSX	1,033	DSR	295	RTE	264
		284	MNRR	1,221	CTI	775	DMW	116
Heartland Flyer	Heartland Flyer	821	BNSF	1,438	DSR	933	FTI	375
		822	BNSF	1,343	DSR	894	FTI	332
Hiawatha	Hiawatha	329	Metra	315	DSR	158	DMW	158
		330	Metra	2,313	CTI	1,517	DSR	474
		331	Metra	1,262	CTI	946	DMW	315
		332	CP	345	FTI	173	DMW	84
		332	Metra	1,071	DMW	512	DSR	209
		338	Metra	3,413	DCS	1,536	CTI	1,536
		339	CP	75	DCS	75		
		339	Metra	738	CTI	369	DSR, DCS	95
		342	Metra	853	CTI	853		
Illinois	Carl Sandburg / Illinois Zephyr	380	BNSF	596	DSR	291	FTI	104
		383	BNSF	613	DSR	262	FTI	176
	Illini / Saluki	390	CN	656	DCS	257	DSR	218
		393	CN	728	DCS	309	DSR	236
	Lincoln Service	300	CN	1,910	FTI	1,023	DCS	471
		300	UP	421	FTI	272	DSR	83

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		303	CN	1,342	FTI	913	DCS	139
		303	UP	573	FTI	179	PTI	135
		306	CN	1,850	FTI	1,449	DCS	275
		306	UP	522	FTI	262	PTI	157
		307	CN	941	FTI	445	DSR	231
		307	UP	418	FTI	154	PTI	88
Michigan	Blue Water	364	Amtrak	667	DSR	429	DCS	215
		364	CN	391	FTI	216	RTE	68
		364	MIDOT	152	DCS	86	RTE	40
		364	NS	3,432	FTI	2,085	DCS	1,068
		365	Amtrak	688	DSR	531	DCS	98
		365	CN	825	FTI	454	DMW	113
		365	MIDOT	10	RTE	10		
		365	NS	3,553	FTI	1,997	DSR	506
	Pere Marquette	370	CSX	1,984	FTI	1,359	DSR	625
		370	NS	3,085	DCS	1,285	FTI	1,028
		371	CSX	441	DSR	441		
		371	NS	3,085	PTI	3,085		
	Wolverine	351	Amtrak	823	DSR	571	DCS	87
		351	CN	3,550	DSR	1,956	FTI	445
		351	MIDOT	119	DCS	70	DMW	18
		351	NS	3,299	FTI	1,585	DMW	608
		352	Amtrak	681	DSR	420	DCS	194
		352	CN	4,501	DSR	1,855	DCS	1,539
		352	MIDOT	56	DCS	37	RTE	7
		352	NS	3,359	FTI	1,720	DSR	563
Missouri	Missouri	313	UP	576	FTI	295	DSR	242
		314	UP	1,013	FTI	652	DSR	247
Pacific Surfliner	Pacific Surfliner	564	BNSF	828	DCS	313	CTI	211
		564	SCRRA	2,221	CTI	1,897	DCS	152
		564	SDNRR	1,287	CTI	632	DCS	439

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
<i>Non-NEC Corridor Routes</i>							
	579	BNSF	315	DCS	181	RTE	78
	579	SCRRA	578	DCS	238	CTI	217
	579	SDNRR	916	DCS	512	PTI	132
	580	BNSF	332	DSR	107	FTI	102
	580	SCRRA	496	CTI	264	DCS	106
	580	SDNRR	1,292	CTI	544	DCS	479
	584	BNSF	647	CTI	262	DSR	145
	584	SCRRA	492	DCS	179	PTI	138
	584	SDNRR	1,613	CTI	929	DCS	456
	593	BNSF	308	DCS	188	RTE	57
	593	SCRRA	562	CTI	278	DCS	132
	593	SDNRR	724	DCS	401	PTI	146
	763	BNSF	744	DCS	222	RTE	202
	763	SCRRA	413	DCS	133	FTI	59
	763	SDNRR	1,013	DCS	526	CTI	259
	763	UP	836	PTI	505	DCS	273
	767	BNSF	756	DCS	240	DSR	153
	767	SCRRA	341	DCS	139	DMW	106
	767	SDNRR	2,158	CTI	829	PTI	593
	768	BNSF	1,002	FTI	394	DCS	169
	768	SCRRA	613	DCS	298	CTI	99
	768	SDNRR	772	DCS	482	CTI	112
	768	UP	150	DCS	103	RTE	27
	774	BNSF	588	DCS	353	DSR	92
	774	SCRRA	860	PTI	475	CTI	161
	774	SDNRR	961	DCS	462	PTI	297
	774	UP	1,374	DCS	877	PTI	219
	777	BNSF	716	DCS	307	FTI	174
	777	SCRRA	443	CTI	154	DCS	99
	777	SDNRR	905	DCS	372	PTI	316
	777	UP	901	DCS	415	PTI	383

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				
				#1	#2			
<i>Standard</i>			900					
<i>Non-NEC Corridor Routes</i>								
		785	BNSF	568	DCS	119	RTE, FTI	109
		785	SCRRA	855	CTI	351	PTI	220
		785	SDNRR	1,165	DCS	503	CTI	446
		785	UP	643	PTI	379	DCS	181
		796	BNSF	850	FTI	348	DCS	289
		796	SCRRA	472	PTI	120	DCS	104
		796	SDNRR	736	DCS	480	DSR	111
		796	UP	1,129	CTI	921	PTI	134
		1564	BNSF	724	DCS	327	PTI	138
		1564	SCRRA	1,252	DCS	488	PTI	285
		1564	SDNRR	1,040	DCS	636	PTI	192
		1584	BNSF	138	DMW	86	DCS	34
		1584	SCRRA	667	DCS	252	CTI	211
		1584	SDNRR	612	DCS	333	PTI	126
		1767	BNSF	172	DSR	52	RTE, DMW	34
		1767	SCRRA	642	CTI	203	DCS	195
		1767	SDNRR	1,875	CTI	992	DCS	506
		1774	UP	1,833	DCS	1,576	DSR	257
		1777	UP	675	DCS	579	DSR	96
Pennsylvanian	Pennsylvanian	42	NS	1,345	FTI	685	DSR	249
		43	NS	1,319	FTI	977	RTE	160
Piedmont	Piedmont	75	NS	634	FTI	226	DSR	171
		76	NS	404	DSR	226	DCS	92
San Joaquins	San Joaquins	710	BNSF	991	FTI	351	PTI	251
		710	UP	301	DSR	114	RTE	63
		711	BNSF	490	DSR	199	FTI	187
		711	UP	355	PTI	105	DSR	91
		712	BNSF	842	FTI	306	DSR	304
		712	UP	415	DSR	145	PTI	91
		713	BNSF	895	FTI	316	PTI	237
		713	UP	739	PTI	347	DCS	111

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes				
				#1	#2			
Standard			900					
Non-NEC Corridor Routes								
		715	BNSF	973	PTI	349	FTI	314
		715	UP	636	PTI	402	DSR	91
		716	BNSF	602	FTI	232	DSR	201
		716	UP	880	PTI	434	DSR	176
		718	BNSF	455	DSR	179	FTI	153
		718	UP	537	PTI	329	DSR	176
		719	BNSF	618	FTI	216	DSR	161
		719	UP	293	PTI	110	DSR	96
Vermonter	Vermonter	54	MNRR	1,835	DSR	1,071	DET	317
		55	MNRR	1,309	CTI	731	DSR	522
		56	MNRR	1,749	DSR	999	CTI	575
		57	MNRR	1,677	DSR	1,022	DCS	327
Long-Distance Routes								
Auto Train		52	CSX	984	FTI	337	DSR	326
		53	CSX	1,243	FTI	537	DSR	329
		53	FR	4,734	DSR	2,657	CTI	1,684
California Zephyr		5	BNSF	660	DSR	337	FTI	130
		5	UP	687	DSR	244	FTI	188
		6	BNSF	638	DSR	368	FTI	147
		6	UP	769	FTI	308	DSR	229
Capitol Ltd		29	CSX	510	DSR	191	FTI	122
		29	NS	1,406	FTI	935	RTE	165
		30	CSX	895	RTE	271	DSR	235
		30	NS	1,205	FTI	826	RTE	221
Cardinal		50	BBrRR	1,065	FTI	424	PTI	356
		50	CSX	1,211	FTI	665	DSR	249
		50	NS	1,272	FTI	474	CTI	397
		51	BBrRR	822	PTI	465	DCS	161
		51	CSX	853	FTI	318	DSR	208
		51	NS	1,027	PTI	322	FTI	266
City Of New Orleans		58	CN	935	DSR	403	FTI	223
		59	CN	895	DSR	397	FTI	181
Coast Starlight		11	BNSF	280	RTE	73	DSR	66
		11	SCRRA	1,164	CTI	875	PTI	132
		11	UP	1,143	FTI	458	DSR	354
		14	BNSF	525	DSR	121	RTE	119

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes			
				#1	#2		
<i>Standard</i>			900				
Long-Distance Routes							
	14	SCRRA	661	PTI	483	DSR	52
	14	UP	992	DSR	351	FTI	338
	1011	BNSF	54	DSR	54		
	1011	SCRRA	1,263	CTI	1,263		
	1011	UP	1,781	FTI	542	PTI	499
Crescent	19	NS	972	FTI	411	DSR	232
	20	NS	1,024	FTI	451	DSR	229
Empire Builder	7	BNSF	532	DSR	215	FTI	213
	7	CP	683	FTI	346	DSR	168
	7	Metra	887	DSR	312	DCS	257
	8	BNSF	728	FTI	378	DSR	233
	8	CP	544	DSR	227	FTI	153
	8	Metra	1,699	CTI	595	DCS	455
	27	BNSF	387	FTI	189	DSR	150
	28	BNSF	413	FTI	208	DSR	119
Lake Shore Ltd	48	CSX	885	FTI	278	DSR	219
	48	MNRR	547	RTE	181	CTI	174
	48	NS	1,422	FTI	1,051	PTI	156
	49	CSX	553	FTI	248	RTE	120
	49	MNRR	707	CTI	352	RTE	162
	49	NS	1,353	FTI	961	PTI	156
	448	CSX	1,460	FTI	564	DCS	287
	448	MBTA	4,452	CTI	2,586	DCS	803
	449	CSX	1,317	FTI	385	PTI	283
	449	MBTA	1,936	CTI	1,449	DCS	287
Palmetto	89	CSX	843	FTI	321	PTI	166
	90	CSX	786	FTI	348	PTI	183
Silver Meteor	97	CSX	792	FTI	344	DSR	259
	97	Fla DOT	1,106	DCS	555	CTI	252
	97	FR	1,288	DSR	441	DCS	433
	98	CSX	970	FTI	378	DSR	245
	98	Fla DOT	917	DCS	504	DSR	206
	98	FR	1,642	DSR	610	DCS	541
Silver Star	91	CSX	644	FTI	209	PTI	144
	91	Fla DOT	707	DCS	376	CTI	183
	91	FR	1,377	DCS	544	DSR	499
	91	NS	440	FTI	189	DSR	126
	92	CSX	822	FTI	296	PTI	204
	92	Fla DOT	990	DCS	625	DSR	173
	92	FR	1,478	DCS	655	DSR	641

Appendix B Off-NEC Host Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3 Largest Two Delay Codes			
				#1	#2		
Standard			900				
Long-Distance Routes							
	92	NS	716	DCS	401	FTI	148
Southwest Chief	3	BNSF	524	FTI	173	DSR	163
	3	NMDOT	949	DSR	416	DCS	314
	4	BNSF	470	FTI	147	DSR	145
	4	NMDOT	865	DCS	414	DSR	164
Sunset Ltd	1	BNSF	1,250	DSR	707	FTI	306
	1	UP	1,302	FTI	748	DSR	205
	2	BNSF	1,366	DSR	628	DCS	358
	2	UP	1,378	FTI	714	RTE	258
Texas Eagle	21	BNSF	1,414	DSR	649	FTI	629
	21	CN	1,835	FTI	1,074	DMW	281
	21	TRE	1,139	DTR	554	DMW	254
	21	UP	1,653	FTI	756	DSR	588
	22	BNSF	1,221	DSR	831	FTI	195
	22	CN	2,526	FTI	1,610	DMW	351
	22	TRE	1,730	DTR	671	CTI	635
	22	UP	1,128	DSR	582	FTI	288

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

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

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

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Acela Express - Amtrak Responsible						
Acela Express	2154	69	OTH	69		
Acela Express	2158	61	ADA	61		
Acela Express	2159	32	ITI	16	HLD	16
Acela Express	2167	16	OTH	8	HLD	8
Acela Express	2168	214	OTH	153	SYS	53
Acela Express	2173	57	OTH	32	ADA	24
Acela Express	2248					
Acela Express	2249	179	HLD	90	ADA	90
Acela Express	2250					
Acela Express	2252	63	HLD	63		
Acela Express	2253	112	HLD	112		
Acela Express	2254	42	HLD	42		
Acela Express	2255	45	ADA	45		
Acela Express	2259	45	OTH	45		
Other NEC Corridor Routes - Amtrak Responsible						
Northeast Regional - All Other Northeast Regional	135	509	OTH	159	ENG, CAR	133
Northeast Regional - All Other Northeast Regional	139	159	OTH	139	HLD	20
Northeast Regional - All Other Northeast Regional	140	155	OTH	81	HLD	62
Northeast Regional - All Other Northeast Regional	141	483	OTH	251	ENG	112
Northeast Regional - All Other Northeast Regional	148	186	HLD	94	OTH	87
Northeast Regional - All Other Northeast Regional	149	45	HLD	45		
Northeast Regional - All Other Northeast Regional	150	96	OTH	84	HLD	12
Northeast Regional - All Other Northeast Regional	160	181	ENG	129	SYS, HLD	26
Northeast Regional - All Other Northeast Regional	161	268	OTH	140	HLD	102
Northeast Regional - All Other Northeast Regional	162					
Northeast Regional - All Other Northeast Regional	163	77	ADA	38	OTH	26
Northeast Regional - All Other Northeast Regional	165	198	OTH	89	ENG	69
Northeast Regional - All Other Northeast Regional	166	529	OTH	284	ENG	245
Northeast Regional - All Other Northeast Regional	168	12	HLD	12	ADA	0
Northeast Regional - All Other Northeast Regional	169	165	SYS	96	OTH	69
Northeast Regional - All Other Northeast Regional	170	15	HLD	15		
Northeast Regional - All Other Northeast Regional	173	187	ADA	64	OTH	61

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Northeast Regional - All Other Northeast Regional	175	219	HLD	138	OTH	81
Northeast Regional - All Other Northeast Regional	179	494	ENG	313	SYS	120
Northeast Regional - All Other Northeast Regional	190	79	OTH	50	ENG	29
Northeast Regional - Richmond / Newport News / Norfolk	82	156	OTH	144	HLD	12
Northeast Regional - Richmond / Newport News / Norfolk	87	117	OTH	70	SYS	18
Northeast Regional - Richmond / Newport News / Norfolk	88	240	SYS	82	CAR	50
Northeast Regional - Richmond / Newport News / Norfolk	94	143	SYS	83	OTH	26
Northeast Regional - Richmond / Newport News / Norfolk	95	148	SYS	72	OTH	44
Northeast Regional - Richmond / Newport News / Norfolk	96	153	ENG	50	OTH	41
Northeast Regional - Richmond / Newport News / Norfolk	99	193	SYS	66	SVS	40
Northeast Regional - Richmond / Newport News / Norfolk	125	159	OTH	64	SYS	45
Northeast Regional - Richmond / Newport News / Norfolk	157	151	SVS	96	OTH	41
Northeast Regional - Richmond / Newport News / Norfolk	164	155	OTH	155		
Northeast Regional - Richmond / Newport News / Norfolk	174	183	SYS	69	ENG	52
Northeast Regional - Richmond / Newport News / Norfolk	194	189	SYS	79	OTH	55
Northeast Regional - Richmond / Newport News / Norfolk	195	165	OTH	124	ADA	41
Northeast Regional - Roanoke	145	65	ENG	34	OTH	21
Northeast Regional - Roanoke	147	56	SYS	20	OTH, ADA	18
Northeast Regional - Roanoke	156	93	SYS	45	OTH	31
Northeast Regional - Roanoke	171	128	OTH	44	SYS	31
Northeast Regional - Roanoke	176	105	SYS	47	OTH	36
Northeast Regional - Springfield Shuttles	400	609	OTH	588	SYS	21
Northeast Regional - Springfield Shuttles	461	700	OTH	658	SYS	42
Northeast Regional - Springfield Shuttles	471	2,007	OTH	743	ITI	509
Northeast Regional - Springfield Shuttles	488	1,471	OTH	1,255	CCR	144
Northeast Regional - Springfield Shuttles	494	1,331	OTH	1,098	HLD	131
Northeast Regional - Springfield Shuttles	499	1,350	OTH	1,210	ENG	97
Non NEC Corridor Routes - Amtrak Responsible						
Capitol Corridor - Capitol Corridor	521	99	OTH	45	SYS	41

Appendix C Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Capitol Corridor - Capitol Corridor	522	378	ENG	131	SYS	96
Capitol Corridor - Capitol Corridor	523	153	SYS	77	OTH	51
Capitol Corridor - Capitol Corridor	524	231	OTH	80	SYS	79
Capitol Corridor - Capitol Corridor	525	79	OTH	27	SYS, CAR	17
Capitol Corridor - Capitol Corridor	527	125	SYS	55	HLD	27
Capitol Corridor - Capitol Corridor	529	176	ADA	99	OTH	48
Capitol Corridor - Capitol Corridor	532	291	SYS	71	ADA	64
Capitol Corridor - Capitol Corridor	534	69	SYS	22	CAR	22
Capitol Corridor - Capitol Corridor	536	238	SYS	106	ADA	62
Capitol Corridor - Capitol Corridor	537	187	SYS	60	OTH	44
Capitol Corridor - Capitol Corridor	538	229	ENG	158	SYS	31
Capitol Corridor - Capitol Corridor	542	314	ENG	113	SYS	68
Capitol Corridor - Capitol Corridor	543	128	HLD	47	OTH	31
Capitol Corridor - Capitol Corridor	545	295	OTH	87	SYS	81
Capitol Corridor - Capitol Corridor	546	178	SYS	49	OTH	35
Capitol Corridor - Capitol Corridor	547	215	SYS	54	OTH	51
Capitol Corridor - Capitol Corridor	723	19	OTH	19		
Capitol Corridor - Capitol Corridor	724	537	SYS	179	SVS	170
Capitol Corridor - Capitol Corridor	728	217	HLD	75	SYS	57
Capitol Corridor - Capitol Corridor	729	775	SVS	328	SYS	321
Capitol Corridor - Capitol Corridor	732	56	HLD	42	OTH	14
Capitol Corridor - Capitol Corridor	737	170	SYS	57	HLD, ADA	47
Capitol Corridor - Capitol Corridor	738	141	HLD	94	CCR	47
Capitol Corridor - Capitol Corridor	742	395	SYS	216	ADA	75
Capitol Corridor - Capitol Corridor	743	593	HLD	245	SYS	198
Capitol Corridor - Capitol Corridor	747	140	HLD	56	OTH	42
Carolinian - Carolinian	79	177	SYS	117	ADA	25
Carolinian - Carolinian	80	314	SYS	106	CAR	83
Cascades - Cascades	500	255	ENG	139	SYS	45

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

Service	Train Number	Total Delay	FY 2020 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Cascades - Cascades	501	54	ADA	33	SYS	22
Cascades - Cascades	504	44	SYS	44		
Cascades - Cascades	505	285	ENG	108	SYS	87
Downeaster - Downeaster	680	7	ADA	7		
Downeaster - Downeaster	681	46	ADA	46		
Downeaster - Downeaster	682					
Downeaster - Downeaster	685	55	SYS	41	HLD, ADA	7
Downeaster - Downeaster	692					
Downeaster - Downeaster	693					
Downeaster - Downeaster	694					
Downeaster - Downeaster	695					
Empire - Adirondack	69					
Empire - Ethan Allen Express	290	87	ADA	35	OTH	29
Empire - Ethan Allen Express	291	40	ADA	18	HLD	13
Empire - Ethan Allen Express	292					
Empire - Maple Leaf	64	190	SYS	134	ENG	18
Empire - New York - Albany	230					
Empire - New York - Albany	233	193	ENG	178	HLD	14
Empire - New York - Albany	234	64	HLD	25	OTH	17
Empire - New York - Albany	236	36	OTH	21	HLD	14
Empire - New York - Albany	237	36	OTH	26	HLD	9
Empire - New York - Albany	241	28	HLD	17	ADA	9
Empire - New York - Albany	244	36	ENG	21	OTH	10
Empire - New York - Albany	245	61	ENG	61		
Empire - New York - Albany	250					
Empire - New York - Albany	253					
Empire - New York - Albany	259					
Empire - New York - Albany	260	39	HLD	39		
Empire - New York - Albany	261					

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Empire - New York - Niagara Falls	280	74	OTH	24	ENG	21
Empire - New York - Niagara Falls	281	238	SYS	138	ENG	34
Empire - New York - Niagara Falls	283	236	SYS	134	ENG	48
Empire - New York - Niagara Falls	284	225	SYS	142	SVS	26
Heartland Flyer - Heartland Flyer	821	86	ENG	27	SYS	23
Heartland Flyer - Heartland Flyer	822	84	SYS	42	ADA	15
Hiawatha - Hiawatha	329	236	OTH	236		
Hiawatha - Hiawatha	330	546	SYS	452	OTH	88
Hiawatha - Hiawatha	331	354	OTH	354		
Hiawatha - Hiawatha	332	431	OTH	297	SVS	51
Hiawatha - Hiawatha	337	472	OTH	236	ADA	177
Hiawatha - Hiawatha	338	121	OTH	121		
Hiawatha - Hiawatha	339	249	OTH	129	SYS	107
Hiawatha - Hiawatha	342	243	OTH	182	SVS	61
Illinois - Carl Sandburg / Illinois Zephyr	380	64	HLD	25	SYS	15
Illinois - Carl Sandburg / Illinois Zephyr	383	29	SYS	10	HLD	8
Illinois - Illini / Saluki	390	281	OTH	114	ENG	74
Illinois - Illini / Saluki	393	261	OTH	109	SYS	71
Illinois - Lincoln Service	300	119	ITI	42	SYS	40
Illinois - Lincoln Service	303	145	OTH	60	ENG	40
Illinois - Lincoln Service	306	95	SYS	49	SVS	13
Illinois - Lincoln Service	307	231	ENG	133	OTH	60
Michigan - Blue Water	364	564	ENG	290	SVS	138
Michigan - Blue Water	365	546	OTH	201	ENG	153
Michigan - Pere Marquette	370	143	OTH	143		
Michigan - Pere Marquette	371					
Michigan - Wolverine	351	773	OTH	308	SYS	192
Michigan - Wolverine	352	568	SVS	170	OTH	156
Missouri - Missouri	313	66	SYS	21	ADA	16

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

Service	Train Number	Total Delay	FY 2020 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Missouri - Missouri	314	36	ADA	15	SYS	11
Pacific Surfliner - Pacific Surfliner	564	335	SVS	90	OTH	59
Pacific Surfliner - Pacific Surfliner	579	873	ITI	241	ENG	222
Pacific Surfliner - Pacific Surfliner	580	230	SYS	81	OTH	51
Pacific Surfliner - Pacific Surfliner	584	399	ITI	162	SYS	131
Pacific Surfliner - Pacific Surfliner	593	186	SYS	84	HLD	31
Pacific Surfliner - Pacific Surfliner	763	325	SYS	174	HLD	66
Pacific Surfliner - Pacific Surfliner	767	274	SYS	109	OTH	66
Pacific Surfliner - Pacific Surfliner	768	384	SYS	217	HLD	63
Pacific Surfliner - Pacific Surfliner	774	251	SYS	100	HLD	44
Pacific Surfliner - Pacific Surfliner	777	404	ENG	129	SYS	91
Pacific Surfliner - Pacific Surfliner	785	610	ITI	209	SYS	208
Pacific Surfliner - Pacific Surfliner	796	220	SYS	84	OTH	58
Pacific Surfliner - Pacific Surfliner	1564	514	SYS	251	OTH	193
Pacific Surfliner - Pacific Surfliner	1584	308	ITI	91	SYS	63
Pacific Surfliner - Pacific Surfliner	1763	2,314	CON	2,097	OTH	217
Pacific Surfliner - Pacific Surfliner	1767	321	SYS	101	ITI	92
Pacific Surfliner - Pacific Surfliner	1768	145	OTH	145		
Pacific Surfliner - Pacific Surfliner	1774	64	OTH	64		
Pacific Surfliner - Pacific Surfliner	1777	1,350	SYS	997	CON	289
Pacific Surfliner - Pacific Surfliner	1785	976	CON	976		
Pacific Surfliner - Pacific Surfliner	1796	289	SYS	145	OTH	145
Pennsylvanian - Pennsylvanian	42	1,064	ENG	486	ITI	231
Pennsylvanian - Pennsylvanian	43	621	SYS	271	ENG	195
Piedmont - Piedmont	75	192	SYS	141	HLD	16
Piedmont - Piedmont	76	270	SYS	129	ENG	93
San Joaquins - San Joaquins	710	195	ENG	64	SYS	53
San Joaquins - San Joaquins	711	119	SYS	63	OTH	25
San Joaquins - San Joaquins	712	268	ENG	97	SYS	86

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
San Joaquins - San Joaquins	713	118	SYS	40	OTH	31
San Joaquins - San Joaquins	715	233	SYS	83	ENG	55
San Joaquins - San Joaquins	716	106	SYS	51	OTH	15
San Joaquins - San Joaquins	718	142	SYS	47	CAR	40
San Joaquins - San Joaquins	719	171	SYS	47	HLD	26
Vermont - Vermont	54	112	OTH	65	SYS	28
Vermont - Vermont	55	170	HLD	98	OTH	64
Vermont - Vermont	56	81	OTH	63	ENG	10
Vermont - Vermont	57	149	OTH	109	SYS	40
Long Distance Routes - Amtrak Responsible						
Auto Train - Auto Train	52	173	SVS	57	SYS	46
Auto Train - Auto Train	53	309	SVS	159	ENG	51
California Zephyr - California Zephyr	5	220	SYS	72	OTH	42
California Zephyr - California Zephyr	6	288	SYS	116	SVS	50
Capitol Ltd - Capitol Ltd	29	295	ENG	124	SYS	68
Capitol Ltd - Capitol Ltd	30	213	SYS	102	OTH	54
Cardinal - Cardinal	50	404	SYS	159	OTH	104
Cardinal - Cardinal	51	296	OTH	105	SYS	104
City Of New Orleans - City Of New Orleans	58	270	OTH	77	SYS	64
City Of New Orleans - City Of New Orleans	59	315	SYS	100	OTH	95
Coast Starlight - Coast Starlight	11	243	SYS	98	OTH	50
Coast Starlight - Coast Starlight	14	262	OTH	84	SYS	64
Coast Starlight - Coast Starlight	1011	176	SYS	93	SVS	61
Crescent - Crescent	19	323	SYS	152	OTH	90
Crescent - Crescent	20	346	SYS	157	OTH	92
Empire Builder - Empire Builder	7	205	ENG	76	SYS	60
Empire Builder - Empire Builder	8	284	SYS	81	SVS	64
Empire Builder - Empire Builder	27	349	CON	287	ENG	33
Empire Builder - Empire Builder	28	174	ENG	76	SVS	35

Appendix C

Off-NEC Amtrak Responsible Delay by Train

Minutes of Delay per 10,000 Train Miles

Service	Train Number	Total Delay	FY 2020 Q3			
			Largest 2 Delay Codes			
			#1	Min	#2	Min
Standard		325				
Lake Shore Ltd - Lake Shore Ltd	48	178	SYS	119	ENG	14
Lake Shore Ltd - Lake Shore Ltd	49	236	SYS	104	ENG	80
Lake Shore Ltd - Lake Shore Ltd	448	127	SYS	70	OTH	41
Lake Shore Ltd - Lake Shore Ltd	449	209	SYS	64	CCR	61
Palmetto - Palmetto	89	153	SYS	82	OTH	25
Palmetto - Palmetto	90	148	SYS	72	ENG	37
Silver Meteor - Silver Meteor	97	240	SYS	111	SVS	51
Silver Meteor - Silver Meteor	98	209	SYS	90	ENG	41
Silver Star - Silver Star	91	301	SYS	129	ENG	61
Silver Star - Silver Star	92	303	SYS	139	SVS	65
Southwest Chief - Southwest Chief	3	226	SYS	85	ENG	51
Southwest Chief - Southwest Chief	4	189	ENG	52	SVS	48
Sunset Ltd - Sunset Ltd	1	397	SYS	132	OTH	104
Sunset Ltd - Sunset Ltd	2	418	OTH	101	SYS	85
Texas Eagle - Texas Eagle	21	349	SYS	167	SVS	69
Texas Eagle - Texas Eagle	22	333	SYS	147	SVS	59

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

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

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

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

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Acela Express							
Standard							
			265				
Acela Express - Acela Express	2107	Amtrak	155	SMW	113	PSR	22
	2154	Amtrak	286	PSR	78	SMW	62
	2158	Amtrak	458	ENG	87	SMW	82
	2159	Amtrak	341	ENG	106	SMW	66
	2165	Amtrak		SMW			
	2167	Amtrak	114	PSR	21	OTH	21
	2168	Amtrak	158	DCS	47	CAR	38
	2172	Amtrak	319	ENG	149	DCS	84
	2173	Amtrak	231	DCS	127	DET	47
	2248	Amtrak	95	DMW	63	SMW	19
	2249	Amtrak	312	ENG	194	DSR	50
	2250	Amtrak	13	PSR	13		
	2252	Amtrak	188	DCS	73	SYS	51
	2253	Amtrak	287	CTI	87	PSR	56
	2254	Amtrak	132	PSR	57	DCS	32
	2255	Amtrak	1,292	DBB	1,174	PET, ENG	44
	2259	Amtrak	337	DBB	175	CTI	37
Other Services							
Standard							
			475				
Cardinal - Cardinal	50	Amtrak	709	ENG	223	DBB	144
	51	Amtrak	155	SMW	42	DCS	29
Carolinian - Carolinian	79	Amtrak	422	SMW	102	ENG	81
	80	Amtrak	309	DCS	78	SMW	56
Crescent - Crescent	19	Amtrak	193	OTH	38	DMW	35
	20	Amtrak	626	ITI	238	PTI	114
Keystone - Keystone	600	Amtrak	201	DET	103	PSC	98
	601	Amtrak	444	PSR	185	PSC	171
	607	Amtrak	252	PSR	133	DCS	119
	610	Amtrak					
	611	Amtrak	2,721	ENG	1,749	PSR	850
	618	Amtrak	176	DCS	134	ITI	43
	619	Amtrak	213	PSR	134	DMW	65
	622	Amtrak	125	DET	93	DCS	32
	640	Amtrak	157	PSC	93	ENG	42

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

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Keystone - Keystone	641	Amtrak	777	PSR	398	DCS	167
	643	Amtrak	467	PSR	389	DCS	79
	644	Amtrak	574	DCS	228	PSC	159
	645	Amtrak	583	PSR	277	DCS	102
	648	Amtrak	213	PSC	120	DMW, DET	47
	649	Amtrak	355	PSR	228	SMW	68
	650	Amtrak	148	PSC	130	HLD	19
	652	Amtrak	172	DCS	119	PSC	29
	653	Amtrak	238	PSR	238		
	654	Amtrak					
	655	Amtrak	505	PSR	408	DMW	97
	658	Amtrak					
	660	Amtrak	73	DCS	73		
	661	Amtrak	437	PSR	437		
	663	Amtrak	765	PSR	644	CCR	121
	664	Amtrak	36	ADA	24	CAR	12
	665	Amtrak	656	PSR	449	DCS	207
	666	Amtrak	170	DCS	170		
	667	Amtrak	972	PSR	571	OTH	182
	669	Amtrak	462	PSR	352	DCS	109
	670	Amtrak	182	DCS	182		
	671	Amtrak					
	672	Amtrak	255	DCS	158	SMW	97
	674	Amtrak	656	DET	656		
Northeast Regional - All Other Northeast Regional	124	Amtrak	10	CAR	10		
	126	Amtrak	31	ENG	24	PSR	7
	134	Amtrak	133	DCS	63	DET	24
	135	Amtrak	302	DET	169	CAR	74
	138	Amtrak	51	SMW	15	CAR	13

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

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - All Other Northeast Regional	139	Amtrak	189	DBB	119	CTI	25
	140	Amtrak	108	CAR	47	SVS	22
	141	Amtrak	355	CTC	87	SMW	44
	148	Amtrak	185	CON	36	ENG	29
	149	Amtrak	1,474	DBB	1,474		
	150	Amtrak	187	DCS	92	INJ	33
	153	Amtrak	30	PSR	30		
	155	Amtrak	33	SMW	22	DCS	11
	158	Amtrak	3,376	DBB	2,566	ENG	411
	160	Amtrak	97	PSR	37	PTI	31
	161	Amtrak	120	INJ	37	DCS	32
	162	Amtrak	82	CTP	82		
	163	Amtrak	30	DCS	18	SMW	5
	165	Amtrak	184	DBB	121	DET	27
	166	Amtrak	642	DBB	444	DCS	47
	168	Amtrak	153	ENG	34	HLD, CAR	20
	169	Amtrak	362	SMW	116	DET	110
	170	Amtrak	233	DET	53	PSR	52
	173	Amtrak	233	CTI	59	DCS	41
	175	Amtrak	104	MTI	45	DET	31
	179	Amtrak	81	DCS	25	DET	22
	180	Amtrak	38	DCS	17	PSR, ENG	8
	190	Amtrak	161	DCS	45	DSR	40
	192	Amtrak	44	OTH	31	PSR	7
	193	Amtrak	89	SMW	24	PSR	20
Northeast Regional - Richmond / Newport News / Norfolk	82	Amtrak	120	DCS	60	ENG	47
	87	Amtrak	845	DBB	540	SVS	113
	88	Amtrak	204	DBB	79	DCS	36
	94	Amtrak	228	ENG	53	DCS	46

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

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Richmond / Newport News / Norfolk	95	Amtrak	333	ENG	70	SVS	46
	96	Amtrak	170	DET	58	PSR, DCS	29
	99	Amtrak	260	SVS	89	ENG	73
	125	Amtrak	183	ENG	61	SMW	52
	157	Amtrak	143	CTC	65	ENG	23
	164	Amtrak	112	OTH	31	DET	27
	174	Amtrak	274	SMW	44	PSR	41
	194	Amtrak	97	DCS	25	PSR, DBB	18
	195	Amtrak	64	HLD	28	SMW	15
Northeast Regional - Roanoke	145	Amtrak	61	SYS	27	CAR	27
	147	Amtrak	304	SVS	93	CTC	72
	156	Amtrak	82	DBB	38	DCS	29
	171	Amtrak	313	CTI	64	ENG	60
	176	Amtrak	235	CTI	66	DCS	58
Northeast Regional - Springfield Shuttles	400	Amtrak					
	405	Amtrak	755	SMW	378	DSR	162
	409	Amtrak	62	DSR	37	SMW	25
	417	Amtrak	341	DSR	144	ITI	129
	450	Amtrak	162	DSR	76	ENG	57
	460	Amtrak	657	ENG	587	DSR	61
	461	Amtrak	536	OTH	202	PTI	131
	463	Amtrak	173	DSR	104	CTC	69
	464	Amtrak	138	CON	48	RTE, PTI	36
	465	Amtrak	734	PTI	448	DSR	162
	467	Amtrak	81	PSR	58	DSR	23
	470	Amtrak	291	CON	101	PTI	76
	471	Amtrak	535	OTH	136	FTI	131
	473	Amtrak	190	DSR	58	CTC	40
	474	Amtrak	346	DSR	116	RTE	106

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

Service	Train Number	Host Railroad	Total Delay	FY 2020 Q3			
				Largest 2 Delay Codes			
				#1	Min	#2	Min
Other Services							
Standard			475				
Northeast Regional - Springfield Shuttles	475	Amtrak	411	ENG	162	DSR	162
	476	Amtrak	578	DCS	139	CON	134
	488	Amtrak	396	SVS	252	OTH	78
	494	Amtrak	875	CON	417	ENG	116
	499	Amtrak	19,231	OTH	19,231		
Palmetto - Palmetto	89	Amtrak	130	ENG	32	SMW	31
	90	Amtrak	142	DBB	58	DCS	38
Pennsylvanian - Pennsylvanian	42	Amtrak	360	ENG	114	DCS	90
	43	Amtrak	770	SYS	288	PSR	246
Silver Meteor - Silver Meteor	97	Amtrak	416	DBB	175	SVS	82
	98	Amtrak	205	DCS	60	SMW	37
Silver Star - Silver Star	91	Amtrak	343	ENG	120	SVS	45
	92	Amtrak	323	DET	97	DCS	65
Vermont - Vermonter	54	Amtrak	49	PTI	28	DCS	12
	55	Amtrak	76	SYS	24	DET	13
	56	Amtrak	311	CTI	60	OTH	47
	57	Amtrak	337	DBB	330	ADA	5

This table excludes third-party delays.

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

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

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

Appendix E Methodologies for PRIIA 207

Financial Metrics

The PRIIA 207 Financial Metrics are compared on a continuous year-over-year improvement on a moving eight-quarter average basis. This compares the most recent eight quarters versus the eight quarters ending one year previously (i.e. April 2009 to March 2011 vs. April 2008 to March 2009). These two periods of time are also compared to the previous quarter's report (i.e. January 2009 to December 2010).

Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:

Short-Term Avoidable Costs are defined as costs that cease to exist within twelve months of a route no longer operating. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Short-Term Avoidable Operating Costs Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue (excluding Capital Charges), both with and without state subsidy included in revenue:

Fully-Allocated Operating Costs include Direct, Shared and Overhead costs that were allocated to an Amtrak route. Direct costs include costs directly associated with operating a route such as labor, fuel, commissary, and equipment maintenance costs. Shared costs are cost categories that benefit more than one route. Examples of Shared costs are shared stations and marketing costs. Overhead costs are the general and administrative, maintenance and crew overhead. Passenger-Related Revenue is comprised of Net Ticket Revenue plus Food and Beverage Revenue. For comparison, the Percent of Fully-Allocated Operating Cost Covered by Passenger-Related Revenue is shown with and without the subsidy revenue that are provided from State-Supported routes.

The system that generated this metric is APT, the Amtrak Performance Tracking system. Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

Long-Term Avoidable Operating Loss per Passenger-Mile (excluding Capital Charges), both with and without state subsidy included in revenue:

Long-Term Avoidable Costs are defined as costs that would cease to be incurred five years after a route is no longer operated. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Long-Term Avoidable Operating Loss per Passenger-Mile is shown with and without the subsidy revenues that are provided from State-Supported routes. The routes that have State revenue are identified in the financial metrics.

The system that will generate this metric is APT, the Amtrak Performance Tracking system. Although the APT system was implemented as of October 2009, its avoidable cost components are still in process of implementation. These metrics therefore cannot be reported at this time.

In order to make the revenue and cost figures for this metric comparable to earlier years, the OMB's GDP Chain Deflator is being applied.

Because this metric looks at Operating Costs, Capital Charges (Depreciation and Interest) are not included. This Metric is reported for each route in Amtrak's System.

Adjusted (Loss) per Passenger-Mile, both with and without state subsidy included in revenue:

Adjusted (Loss) is defined as Net Operating Loss (before net interest expense), less Depreciation, Other Post Employment Benefits (OPEB's) and Project costs covered by capital funding. A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). For comparison, the Adjusted (Loss) per Passenger Mile is shown with and without the subsidy revenues that are provided from State-Supported routes.

In order to make the revenue and cost figures for this metric comparable to earlier years the OMB's GDP Chain Deflator is being applied. This Metric is reported at the Amtrak Corporate level.

Passenger-Miles per Train-Mile:

A Passenger-Mile is defined as one passenger traveling one mile; for example, ten passengers, each traveling 100 miles, would generate 1,000 passenger-miles (10 times 100). Similarly, a Train-Mile is one train moving one mile. For each route, therefore, the Passenger-Miles per Train-Mile is the total passenger-miles divided by the total train- miles. This metric depicts the average passenger loading on a route's trains over the course of the period.

This Metric is reported for each route in Amtrak's System.

On-Time Performance (OTP) Metrics

Effective Speed

Effective Speed is a metric that uses the scheduled departure time from the origination point of a train, the actual arrival time of that train at the scheduled endpoint, and the normal mileage that the train operates between the normal scheduled origination point and the normal scheduled arrival point.

Calculations are performed using the above parameters on each train which operated in FY 2008 to establish a baseline Effective Speed for the train.

Calculations are then performed using the above parameters on each train which operated during the last 12 months to determine the current Effective Speed.

A comparison is then completed by train number to determine the plus or minus actual deviation between the current Effective Speed and the baseline Effective Speed.

The following data rules apply to the current Effective Speed calculation:

- a new train operation (train number) that was not in operation in FY 2008 is not counted
- a train operation that does not begin passenger operation at the normal scheduled origin is not counted
- a train operation that does not end passenger operation at the normal scheduled endpoint is not counted
- a train that does not operate over the normal scheduled route is not counted
- a train operation where the normal published operation mileage is more than what the normal published operation miles were in FY 2008 is not counted
- a train operation where the normal published operation mileage is less than what the normal published operation miles were in FY 2008 is not counted
- a train operation that has had a normal station stop added after FY 2008 is not counted
- a train operation that has had a normal station stop removed after FY 2008 is not counted

The Amtrak and the FRA are currently reviewing the options for dealing with all the above situations in forthcoming reports of this series.

All-Stations On-Time Performance

All Stations OTP measures how a train actually performs compared to the published schedule at each station from the origin station to the final destination station. The metric uses the actual departure time at the origin point of a train and the actual arrival time at each passenger station along the train route, for all operations of a train for the measurement period. Each measured departure or arrival at each station may be considered an “instance”; if a route offers one round

trip per day, serving ten stations each way, then it would generate 20 “instances” per day (2 times 10), and 600 instances in a 30-day month (30 times 2 times 10). Each instance that occurs with 15 minutes’ or less deviation from schedule is considered "on time." If there is no time recorded at a station for a train and date, that instance is excluded from the calculations.

For each route, the total number of "on time" instances is divided by the total number of instances for the measurement period and expressed as a percent, to derive All-Stations OTP.

Appendix F:

Final Metrics and Standards under PRIIA Section 207

(Effective May 12, 2010)

METRICS AND STANDARDS FOR INTERCITY PASSENGER RAIL SERVICE. In accordance with Section 207 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), the Federal Railroad Administration (FRA) and Amtrak are jointly issuing the following Metrics and Standards for intercity passenger rail service. All Metrics and Standards will be measured and applied on a quarterly basis, except where otherwise noted.

[The metrics and standards, exactly as published in May 2010, follow on the next page.]

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
Financial	Percent of Short-Term Avoidable Operating Cost ¹¹ Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		Continuous year-over-year improvement on a moving eight-quarter average basis. Dollar-denominated metrics (surpluses/losses per passenger-mile) will be reported in constant dollars of the reporting year (based on the OMB GDP Chain Deflator).
	Percent of Fully Allocated Operating Cost ¹² Covered by Passenger-Related Revenue (exclude capital charges), both with and without State subsidy included in revenue	route	✓		
	Long-term avoidable operating loss ¹³ per PM (exclude capital charges), both with and without State subsidy included in revenue	route		✓	
	Adjusted (Loss) ¹⁴ per passenger-mile, both with and without State subsidy included in revenue	system		✓	
	Passenger-Miles per Train-Mile	route	✓		

¹¹ “Short-Term Avoidable Operating Costs” are those costs that would cease to exist one year after a specific route ceases to operate.

¹² “Fully-Allocated Costs” of a route are the total costs of operating the route, including all types of production costs (direct materials, direct labor, and fixed and variable overhead) and also a share of marketing, administrative, financing, and other central corporate expenses.

¹³ The “long-term avoidable operating loss” of a route is the improvement in Amtrak’s bottom line that would accrue five years after, and solely due to, the elimination of a given route.

¹⁴ The definition of Adjusted (Loss) is: Net Loss of Amtrak’s Operating Business Lines, adjusted to eliminate the effects of Depreciation, Other Post-Employment Benefits (OPEB’s), project costs covered by capital funding, and net interest expense.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
On-Time Performance	On-Time Performance (OTP). This congressionally-mandated metric/standard will consist of two tests (Nos. 1 and 2) starting in FY 2010, and three tests (Nos. 1, 2, and 3) beginning in FY 2012. All tests applicable in a given quarter must be met.	Route ¹⁵	✓		
	Test No. 1: Change in “Effective Speed” —which is defined as a train’s mileage, divided by the sum of (a) the scheduled end-to-end running time plus (b) the average endpoint terminal lateness.				Effective speed for each rolling four-quarter period must be equal to or better than the average effective speed during FY 2008.
	Test No. 2: Endpoint OTP ¹⁶				In FY 2010, Endpoint OTP must be at least 80% for all routes except Acela (90%) and other Northeast Corridor (NEC) corridor routes (85%). ¹⁷ By FY 2014, Endpoint OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, ¹⁸ and 85% for long-distance routes. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), Endpoint OTP will be calculated against the adjusted schedule.

¹⁵ Each route comprises two or more trains (at least one in each direction). The Internet version of the quarterly Metrics and Standards report will contain a link to train-by-train information that will allow all stakeholders to characterize performance at the train level and facilitate compliance with all relevant sections of PRIIA.

¹⁶ A train is considered “late” if it arrives at its endpoint terminal more than 10 minutes after its scheduled arrival time for trips up to 250 miles; 15 minutes for trips 251-350 miles; 20 minutes for trips 351-450 miles; 25 minutes for trips 451-550 miles; and 30 minutes for trips of 551 or more miles. These tolerances are based on former ICC rules. The exception is that all Acela trips, regardless of run length, are considered late if they arrive at their endpoint terminal more than 10 minutes after their scheduled arrival time.

¹⁷ For purposes of the Change in Effective Speed, Endpoint OTP, and All-Stations OTP metrics and standards, “other NEC corridor trains” are all Northeast Regional and Keystone service trains, including the Northeast Regional trains operating between Washington and points in Virginia.

¹⁸ “Non-NEC corridor trains” refers to trains in all Amtrak services other than the Northeast Corridor trains (Acela, Northeast Regional, and Keystone), and other than the long-distance trains (Auto Train, California Zephyr, Capitol Limited, Cardinal, City of New Orleans, Coast Starlight, Crescent, Empire Builder, Lake Shore Limited, Palmetto, Silver Meteor, Silver Star, Southwest Chief, Sunset Limited, and Texas Eagle.)

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	<p><u>Test No. 3 (Effective as of FY 2012): All-Stations OTP</u>—which is defined as the percentage of train times (departure time from origin station and arrival time at all other stations) at all of a train’s stations that take place within 15 minutes (10 minutes for Acela) of the time in the public schedule.¹⁹</p>				<p>Effective FY 2012, All-Stations OTP must be at least 80% for all routes except Acela (90%) and other NEC corridor routes (85%). By FY 2014, All-Stations OTP must be at least 95% for Acela, 90% for all other NEC and non-NEC corridor routes, and 85% for long-distance routes. Results for this metric will be published beginning with the first report under Section 207, even though the test is not in effect until FY 2012. If public Amtrak schedules are adjusted for major maintenance and construction projects (see Annex 1), All-Stations OTP will be calculated against the adjusted schedule.</p>
Train Delays	<p>Train Delays.²⁰ This Congressionally-mandated metric/standard will consist of two groups of tests—”off” and “on” the Northeast Corridor (NEC)²¹: See Annex 1 for special provisions with respect to train delay due to major planned maintenance and construction projects.</p>		✓		<p>Annex 3 describes the rationale for the standards adopted in the Train Delay category.</p>
	<p>Train Delays—Off NEC</p>				
	<p>Amtrak-Responsible²² Delays per 10,000 Train-Miles</p>	<p>Route¹⁵</p>			<p>Delays must be not more than 325 minutes per 10,000 Train-Miles.</p>

¹⁹ The 15-minute tolerance for All-Stations OTP is based on 49 U.S.C. Section 24101(c)(4).

²⁰ As calculated by Amtrak according to its existing procedures and definitions.

²¹ For this purpose, the NEC is defined as the entire main line between Boston, New York, and Washington, except for the portion owned by Metro-North between New Rochelle and New Haven. Also included in the NEC definition are the Keystone line between Philadelphia and Harrisburg and the Springfield line between New Haven, Hartford, and Springfield. Metro-North, on its New Rochelle-New Haven segment, is the host railroad.

²² “Amtrak-responsible” refers to delays coded on Amtrak Conductor Delay Reports as Passenger-Related (ADA, HLD), Car Failure (CAR), Cab Car Failure (CCR), Connections (CON), Engine Failure (ENG), Injuries (INJ), Late Inbound Train (ITI), Service (SVS), System (SYS), or Other Amtrak-Responsible (OTH).

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
	Host-Responsible ²³ Delays per 10,000 Train-Miles	Route¹⁵ and host			Delays must be not more than 900 minutes per 10,000 Train-Miles. Major reported causes of delay will also be shown for information (with no standard attached to them). The 900-minute standard is intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.
	Train Delays— On NEC: Total Delays ²⁴ per 10,000 Train-Miles	Route¹⁵ and host			Delays must be not more than 265 minutes per 10,000 Train-Miles for Acela, and 475 minutes per 10,000 Train-Miles for all other services on the NEC. Reported causes of delay will also be shown for information (with no standard attached to them). The 265- and 475-minute standards are intended to absorb routine/seasonal maintenance, track work, and other routine construction projects. On a case-by-case basis, an additional delay allowance above this standard may also be applied to account for major maintenance and construction projects. See Annex 1 for further details.

²³ “Host-responsible” refers to delays coded on Amtrak Conductor Delay Reports as Freight Train Interference (FTI), Slow Orders (DSR), Signals (DCS), Routing (RTE), Maintenance of Way (DMW), Commuter Train Interference (CTI), Passenger Train Interference (PTI), Debris Strikes (DBS), Catenary or Wayside Power System Failure (DET, used in electrified territory only), or Detours (DTR).

²⁴ “Total delays” for purposes of the NEC delay standard is all delays except 3rd Party delays.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
Other Service Quality	The following metrics and standards are based on Amtrak's Customer Satisfaction Index:				
	Percent of Passengers "Very Satisfied" ²⁵ with Overall Service	route	✓		82 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Amtrak personnel	route	✓		80 percent in 2010; 90 percent by 2014
	Percent of Passengers "Very Satisfied" with Information Given	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Comfort	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Cleanliness	route	✓		
	Percent of Passengers "Very Satisfied" with On-Board Food Service	route	✓		
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall station experience	route	✓		Future metric and standard; standard to be determined
	<i>Future:</i> Percent of Passengers "Very Satisfied" with the overall sleeping car experience	route	✓		Future metric and standard; standard to be determined
	The following measures are for information only and are based on sources other than the Customer Satisfaction Index.				
	Equipment-caused service interruptions per 10,000 train-miles	route	✓		Metric only. This is an initial metric, intended to reflect objectively the quality of mechanical maintenance as perceived by the passenger. No standard is proposed.
	Presentation of Amtrak passenger comment data by subject matter and major route grouping (NEC, other corridors, long-distance)	type of route			✓ Information only. No standard proposed; presented as supplementary information.

²⁵ "Very Satisfied" with the service quality is defined as a score in the top three steps on a scale of eleven evaluation ratings that respondents can ascribe to each facet of the service. For a given service factor, "80 percent" means that 80 percent of respondents rated Amtrak in the top three of the eleven steps of the scale.

<u>Metric/ Standard Category</u>	<u>Metric/Standard Subcategory</u>	<u>Standard Applies By</u>	<u>Statutory Requirement</u>	<u>Added Measure</u>	<u>Standard; Comments</u>
Public Benefits	Connectivity measure: Percent of passengers connecting to/from other routes. To be updated annually.	long-distance route	✓		Metric only. No standard possible; improvement could require network changes
	Availability of other modes: Percent of passenger-trips to/from underserved communities. ²⁶ To be updated annually.	route, system	✓		Metric only. No standard possible; improvement could require network changes
	Energy-Saving and Environmental Measures. This is a new grouping of one or more measures under “Public Benefits.” A forthcoming analysis will identify various methodologies for incorporating environmental benefits and energy savings into these Metrics and Standards at a later date. Any proposals in this regard will be made available for public comment.				

²⁶ “Underserved communities” would be defined for this purpose as those more than 25 miles from a place with 50,000 or more inhabitants. This definition, which assumes that places with a population of 50,000 or more (and their environs within a radius of 25 miles) are not “underserved,” is preliminary and subject to change as research progresses.