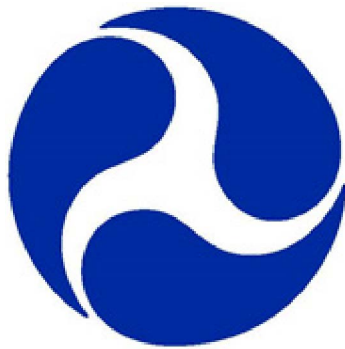


Quarterly Report on the Performance and Service Quality of Intercity Passenger Train Operations



Covering the Quarter Ending September 2021
(Fourth Quarter of Fiscal Year 2021)

Federal Railroad Administration
U.S. Department of Transportation

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Abbreviations, Acronyms, and Phrases in this Report

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

I. Executive Summary

The Federal Railroad Administration (FRA) must publish a quarterly report on the performance and service quality of intercity train operations, in accordance with Section 207 of the Passenger Rail Investment and Improvement Act of 2008, Pub. L. 110-432, 122 Stat. 4907 (PRIIA). This report, covering the fourth quarter of FY 2021 from July 1 to September 30, 2021, includes data about Amtrak's on-time performance, minutes of delay, causes of delay, cost recovery, ridership, onboard services, stations, and other services.

In addition to the data in this report, other supporting data files and information about FRA's quarterly reporting requirements are available at railroads.dot.gov. Key highlights from the FY 2021 fourth quarter report are below.

Customer On-Time Performance

Customer on-time performance by train is included in this quarterly report, except for schedules that were disputed during the fourth quarter of FY 2022. During this time, over 20 routes had one or more disputed train schedules on either a section or the entirety of a route. As a result, FRA has not published route-level on-time performance data for this quarter. Customer on-time performance for all schedules, by route and by train, will be included in the FY 2022 first quarter report covering October 1 to December 31, 2021.

Train Delays

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

Amtrak trains experienced more than 1.2 million minutes of delay during the fourth quarter of FY 2021, up 37 percent from the previous quarter. System-wide, train miles increased by 33 percent from the third quarter of FY 2021 to the fourth quarter of FY 2021 (from 6,158,028 train miles to 8,168,324 train miles), as Amtrak restored service. The largest cause of delays was freight train interference – 22 percent of total delay minutes, an increase of 36 percent from the previous quarter. The following host railroads were responsible for 93 percent of the freight train interference delay minutes: Union Pacific (55,479 minutes), BNSF Railway (49,631 minutes), CSX Transportation (38,913 minutes), and Norfolk Southern (38,671 minutes).

Amtrak Responsible and Host Responsible minutes of delay are also normalized by 10,000 train miles to compare performance on routes of varying length. The routes with the highest minutes of

Amtrak Responsible and Host Responsible of delay per 10,000 train miles in the fourth quarter of FY 2021 were the Cardinal (87,123 minutes), the Sunset Limited (67,300 minutes), and the Texas Eagle (42,965 minutes).

Customer Service

Responses to Amtrak's customer satisfaction survey are reported by route in this report. Customers rated the majority (27 of 41) of routes as 80 percent or higher in terms of overall satisfaction, with only three routes dipping slightly below 70 percent (all on the Long Distance network). Several of the Long Distance routes improved their customer service scores from the previous quarter.

Financial

Financial metrics are tracked across several categories, including cost recovery and ridership. System-wide, Amtrak earned \$671M in adjusted operating revenue and incurred \$864.8M in fully allocated operating expenses, achieving a cost recovery ratio of 78 percent. Routes that operated in the fourth quarter high cost recovery ratios include the Illini/Saluki (142 percent), Auto Train (134 percent), Missouri River Runner (120 percent), and Hiawatha (118 percent).

Amtrak had 5,164,708 total riders during the quarter, an increase of 48 percent over the previous quarter. The Northeast Regional (1,542,912 riders), Acela Express (442,026 riders), and Pacific Surfliner (359,761 riders) accounted for approximately 45 percent of the total ridership. These routes, along with the Auto Train, also accounted for 34 percent of Amtrak's total revenue: Northeast Regional (\$112.9M), Acela Express (\$63.2M), Auto Train (\$27.5M), and Pacific Surfliner (\$21.4M).

Public Benefit

Public benefits metrics are reported annually and will be included in the next quarterly report for the first quarter of FY 2022, covering October 1 to December 31, 2021.

II. Introduction

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

The Federal Railroad Administration (FRA) published a final rule on November 16, 2020 (see 49 C.F.R 273) that established metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations. Consistent with the rule (preamble section IV), this second quarterly report covers the second full calendar quarter 3 months after the publication of the final rule in the Federal Register, which is the fourth quarter (Q4) of Federal fiscal year (FY) 2021, running from July 1, 2021, to September 30, 2021.

This report provides an overview of the metrics and standards established in FRA's final rule, a description of Amtrak's route structure, and metrics reporting tables for the fourth quarter of FY 2021. Additional information about the final rule and the supporting data files are available at [railroads.dot.gov](https://www.railroads.dot.gov).

The Q4 report includes most, but not all, of the established metrics: customer on-time performance (except disputed schedules), train delays, train delays per 10,000 train miles, station performance, host running time, customer service, and financial metrics. Customer on-time performance for all schedules and public benefits metrics will be included in the FY 2022 first quarter (Q1) report covering October 1 to December 31, 2021.

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

III. Summary of Metrics and Standards

49 C.F.R. Part 273 establishes metrics and minimum standards for measuring the performance and service quality of intercity passenger train operations in four categories: on-time performance (OTP) and train delays, customer service, financial, and public benefits. FRA will publish quarterly reports on the metrics and minimum standards according to the reporting structure established in the final rule. Certain metrics are not included in this second quarterly report but will be published in subsequent quarterly reports. See Table 1 for a summary of the metrics and reporting schedule.

Table 1. Metrics Summary and Reporting Schedule

| Category | Metric | First Period Reported | Summary Description |
|------------------|--|-----------------------------|---|
| OTP & Delays | Customer OTP (except disputed schedules) | July 1 – September 30, 2021 | Standard: 80% for two consecutive quarters Percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time |
| | Ridership data | Prior Month | Number of host railroads to whom Amtrak has provided host-specific ridership data |
| | Certified schedules | Prior Month | Number of certified schedules, uncertified schedules, and disputed schedules |
| | Train delays | April 1 – June 30, 2021 | Minutes of delay for all Amtrak-responsible delays, host-responsible delays, and third-party delays, reported by delay code |
| | Train delays per 10K train miles | April 1 – June 30, 2021 | Minutes of delay per 10,000 train miles for all Amtrak-responsible and host-responsible delays |
| | Station performance | July 1 – September 30, 2021 | Number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations |
| | Host running time | July 1 – September 30, 2021 | Average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton |
| Customer Service | Customer satisfaction | April 1 – June 30, 2021 | Percent of respondents who provided a score of 70 percent or greater for their “overall satisfaction” on a 100-point scale for their most recent trip, shown both adjusted for performance and unadjusted |
| | Amtrak personnel | April 1 – June 30, 2021 | Average score from respondents for their overall review of Amtrak personnel |
| | Information given | April 1 – June 30, 2021 | Average score from respondents for their overall review of information provided by Amtrak |

FRA Quarterly Report | III. Summary of Metrics and Standards

| Category | Metric | First Period Reported | Summary Description |
|------------------|--|-------------------------------|---|
| Customer Service | On-board comfort | April 1 – June 30, 2021 | Average score from respondents for their overall review of on-board comfort |
| | On-board cleanliness | April 1 – June 30, 2021 | Average score from respondents for their overall review of on-board cleanliness |
| | On-board food service | April 1 – June 30, 2021 | Average score from respondents for their overall review of on-board food service |
| Financial | Cost recovery | April 1 – June 30, 2021 | Amtrak's adjusted operating revenue divided by Amtrak's adjusted operating expense |
| | Avoidable operating costs covered by passenger revenue | April 1 – June 30, 2021 | Percent of avoidable operating costs divided by passenger revenue for each route, shown with and without State operating payments |
| | Fully allocated costs covered by passenger revenue | April 1 – June 30, 2021 | Percent of fully allocated core operating costs divided by passenger revenue for each route, shown with and without State operating payments |
| | Average ridership | April 1 – June 30, 2021 | Number of passenger-miles divided by train-miles for each route |
| | Total ridership | April 1 – June 30, 2021 | Total number of passengers |
| | | | |
| Public Benefits | Connectivity | October 1 – December 31, 2021 | Percent of passengers connecting to and from other Amtrak routes |
| | Missed connections | October 1 – December 31, 2021 | Percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train |
| | Community access | October 1 – December 31, 2021 | Percent of Amtrak passenger-trips to and from not well-served communities |
| | Service availability | October 1 – December 31, 2021 | Total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day |

¹ If a schedule is disputed, FRA will report customer OTP metric data, station performance metric data, and host running time metric data for that particular train, beginning with the quarter covering October 1 to December 31, 2021.



IV. Amtrak Route Structure and Descriptions

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

Table 2. Route Descriptions

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



FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

| Service Line | Route Name | Sub Service | Route Description |
|-----------------|---------------------|-----------------------------------|--|
| State Supported | Keystone | Keystone | Between Harrisburg, PA, Philadelphia, and New York (Penn Station) |
| | Michigan | Blue Water | Between Chicago and Port Huron |
| | Michigan | Pere Marquette | Between Chicago and Grand Rapids |
| | Michigan | Wolverine | Between Chicago and Pontiac |
| | Missouri | Missouri | Between Kansas City and St. Louis |
| | Northeast Regional | Richmond / Newport News / Norfolk | Between Norfolk, Newport News, Richmond, New York (Penn Station) and Boston |
| | Northeast Regional | Roanoke | Between Lynchburg/Roanoke, VA and Boston |
| | Northeast Regional | Springfield Shuttles | Between New Haven, CT, and Springfield, MA |
| | Pacific Surfliner | Pacific Surfliner | Between San Luis Obispo, Goleta, Los Angeles, and San Diego, CA |
| | Pennsylvanian | Pennsylvanian | Between New York (Penn Station) and Pittsburgh |
| | Piedmont | Piedmont | Between Charlotte and Raleigh, NC |
| | San Joaquins | San Joaquins | Between Bakersfield, Oakland (Jack London Square Station), and Sacramento, CA |
| | Vermont | Vermont | Between St. Albans, VT, and Washington, DC |
| Long Distance | Auto Train | Auto Train | Between Lorton, VA, and Sanford, FL |
| | California Zephyr | California Zephyr | Between Chicago and Emeryville, CA |
| | Capitol Ltd | Capitol Ltd | Between Chicago and Washington, DC |
| | Cardinal | Cardinal | Between Chicago and New York (Penn Station) via Cincinnati |
| | City Of New Orleans | City Of New Orleans | Between New York (Penn Station) and New Orleans |
| | Coast Starlight | Coast Starlight | Between Los Angeles and Seattle |
| | Crescent | Crescent | Between New York (Penn Station) and New Orleans |
| | Empire Builder | Empire Builder | Between Chicago, Portland, and Seattle |
| | Lake Shore Ltd | Lake Shore Ltd | Between Chicago, New York (Penn Station), and Boston via Cleveland and Buffalo |
| | Palmetto | Palmetto | Between New York (Penn Station) and Savannah, GA |
| | Silver Meteor | Silver Meteor | Between New York (Penn Station) and Miami via Charleston, SC |



FRA Quarterly Report | **IV. Amtrak Route Structure and Descriptions**

| Service Line | Route Name | Sub Service | Route Description |
|---------------|-----------------|-----------------|--|
| Long Distance | Silver Star | Silver Star | Between New York (Penn Station) and Miami via Columbia, SC |
| | Southwest Chief | Southwest Chief | Between Chicago and Los Angeles |
| | Sunset Ltd | Sunset Ltd | Between Los Angeles and New Orleans |
| | Texas Eagle | Texas Eagle | Between Chicago and San Antonio |



Figure 1. Amtrak Route Map



All route/map data provided by Amtrak

Figure 2. Amtrak Host Map



All route/map data provided by Amtrak

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

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

Amtrak has two route hierarchies within its reporting systems to account for these arrangements. The first route hierarchy is used to track the physical versions of the routes on the network. This hierarchy includes the entire physical train that moves between its origin and ultimate destination. The second hierarchy, financial routes, are a financial construction in Amtrak’s accounting that breaks the physical train up into the Amtrak-supported portion of the route and State-supported portion of the route. These financial routes exist to allocate financials between the State-supported segment and the Amtrak-Supported segment for various accounting purposes. See Table 3 for a summary of where financial routes may be different from physical routes.

In this quarterly report, all OTP and train delay metrics will be reported using the physical route structure (Table 2), and financial and customer service metrics will be reported using the financial route structure (Table 3).

Table 3. Financial Routes Descriptions Different than Physical Routes

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

FRA Quarterly Report | IV. Amtrak Route Structure and Descriptions

| Route | Physical Route | Financial Route |
|-------------------------|--|---|
| Lynchburg | Washington, DC – New Haven, CT/ Boston, MA | Lynchburg, VA – Washington, DC |
| Newport News | Washington, DC – New Haven, CT/ Boston, MA | Newport News, VA – Washington, DC |
| Norfolk | Washington, DC – New Haven, CT/ Boston, MA | Norfolk, VA – Washington, DC |
| Springfield Shuttles | Washington, DC – New Haven, CT/ Boston, MA | New Haven, CT – Springfield, MA |
| Pennsylvanian | Philadelphia, PA – New York, NY | Pittsburgh – Philadelphia, PA |
| Richmond | Washington, DC – New Haven, CT/ Boston, MA | Richmond, VA – Washington, DC |
| Vermont | Washington, DC – New Haven, CT | New Haven, CT – Springfield, MA; Springfield, MA – St. Albans, VT |



V. Quarterly Reporting Data Categories

A. On-Time Performance and Train Delays

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

The following services did not operate during FY21 Q4: Adirondack, and Northeast Regional service between Washington DC and Richmond, VA. In addition, many routes were still operating at reduced frequency from pre-COVID service levels during F21 Q4, including: Northeast Regional, Acela, Capitol Corridor, Cascades, Empire Service, Keystone, Pacific Surfliner, and San Joaquins.

Table 4. On-Time Performance and Train Delays Metrics – Definitions and Notes

| Metric | Definition | Data Description and Notes |
|------------------------------|--|--|
| Customer On-Time Performance | <p>The percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time, reported by train and by route.</p> <p>The customer on-time performance minimum standard is 80 percent for any 2 consecutive quarters.</p> | <p>Customer on-time performance for all schedules, except disputed schedules, is included by train in the report for this quarter (see Appendix 1). The final rule requires Amtrak and the host railroads to certify individual train schedules (see Certified Schedule metric). If a schedule is disputed, FRA will report customer OTP metric data, station performance metric data, and host running time metric data for that particular train, beginning with the quarter covering October 1 to December 31, 2021. For FY21 Q4, there were several routes with were either one or more disputed train schedules on either a section or the entirety of a route. Due to these inconsistencies, FRA has not published route level OTP data for this quarter. Customer on-time performance for all schedules, at the route-level and by train, will be included in the FY 2022 first quarter (Q1) report covering October 1 – December 31, 2021.</p> |
| Ridership Data | <p>The number of host railroads to whom Amtrak has provided ridership data reported by host railroad and by month.</p> | <p>Ridership data in a machine-readable format includes: the total number of passengers, by train and by day; the station-specific number of detraining passengers, reported by host railroad, whose railroad right-of-way serves the station, by train and by day; and the station-specific number of on-time passengers reported by host railroad whose railroad right-of-way serves the station, by train and by day.</p> <p>There are two host railroads not listed in the data over which Amtrak does not currently operate: Florida East Coast Railway and Sound Transit. Ridership data will be provided to these host railroads in advance of operations. Amtrak provided ridership data to Portland Terminal Railroad Company via BNSF Railway.</p> |

FRA Quarterly Report | V. Quarterly Reporting Data Categories

| Metric | Definition | Data Description and Notes |
|---------------------|---|---|
| Certified Schedules | <p>The number of certified schedules, uncertified schedules, and disputed schedules, reported by train, by route, and by host railroad (excluding switching and terminal railroads), identified in a notice to the Federal Railroad Administrator by Amtrak.</p> | <p>Monthly reports are available at railroads.dot.gov.</p> <p><i>Certified schedule</i> means a published train schedule that Amtrak and the host railroad jointly certify is aligned with the customer on-time performance metric and standard.</p> <p><i>Uncertified schedule</i> means a published train schedule that has not been reported as a certified schedule or a disputed schedule.</p> <p><i>Disputed schedule</i> means: A published train schedule for which a specific change is sought: (1) that is the only subject of a non-binding dispute resolution process led by a neutral third party and involving Amtrak and one or more host railroads; (2) that is the only subject of a non-binding dispute resolution process led by a neutral third party that has been initiated by one or more host railroads and Amtrak has not consented to participate in the process within 30 calendar days; or (3) that is the only subject of a non-binding dispute resolution process led by a neutral third party that has been initiated by Amtrak and the host railroad has not consented to participate in the process within 30 calendar days.</p> |
| Train Delays | <p>The train delays metric is the minutes of delay for all Amtrak-responsible delays, host-responsible delays, and third party delays, for the host railroad territory within each route. The train delays metric is reported by delay code by: total minutes of delay; Amtrak-responsible delays; Amtrak's host-responsible delays; Amtrak's host-responsible delays and Amtrak-responsible delays combined; non-Amtrak host-responsible delays; and third party delays. The train delays metric is also reported by the number of non-Amtrak host-responsible delay minutes disputed by host railroad and not resolved by Amtrak.</p> | <p><i>Amtrak-responsible</i> delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as Amtrak-responsible delays, including passenger-related delays at stations, Amtrak equipment failures, holding for connections, injuries, initial terminal delays, servicing delays, crew and system delays, and other miscellaneous Amtrak-responsible delays.</p> <p><i>Host-responsible</i> delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as host-responsible delays, including freight train interference, slow orders, signals, routing, maintenance of way, commuter train interference, passenger train interference, catenary or wayside power system failure, and detours.</p> <p><i>Third party</i> delays means delays recorded by Amtrak, in accordance with Amtrak procedures, as third-party delays, including bridge strikes, debris strikes, customs, drawbridge openings, police-related delays, trespassers, vehicle strikes, utility company delays, weather-related delays (including heat or cold orders, storms, floods/washouts, earthquake-related delays, slippery rail due to leaves, flash-flood warnings, wayside defect detector actuations caused by ice, and high-wind restrictions), acts of God, or waiting for scheduled departure time. In this quarterly dataset, the third-party delays are coded as "Neither."</p> |

FRA Quarterly Report | V. Quarterly Reporting Data Categories

| Metric | Definition | Data Description and Notes |
|-------------------------------------|---|---|
| Train Delays | | <p><i>Delay minutes disputed by host railroad and not resolved by Amtrak</i> means delay minutes for which a host railroad disputed the code used by Amtrak to classify the delay, or the number of delay minutes assigned to the host railroad, but were not changed by Amtrak after the host's initial request. Ultimately, Amtrak and the host railroads may agree that a different delay code or number of delay minutes is appropriate following further discussion; this data only reports delay minutes that were not adjusted after the host railroad's initial request for reclassification.</p> <p>Delays are reported by operating business line, which is similar to the service line structure (see Amtrak Route Structure and Descriptions). The NEC business line includes the following routes: Acela, Northeast Regional, Northeast Regional – Richmond / Newport News / Norfolk, Northeast Regional – Roanoke, and Northeast Regional – Springfield Shuttles. See Table 4 for a list of host railroads and abbreviated host railroad codes used in the delay reports. See Table 5 for a list of the delay codes, abbreviations, and responsibilities.</p> |
| Train Delays per 10,000 Train Miles | The minutes of delay per 10,000 train miles for all Amtrak-responsible and host-responsible delays, for the host railroad territory within each route. | <i>Delays per 10,000 train miles</i> is the number of minutes of delay normalized by train miles so that routes of different lengths, and hosts with different amounts of Amtrak service, can be compared to each other. Specifically, it is the number of minutes of host-responsible delay, divided by the number of Amtrak train miles operated over that host, multiplied by 10,000. |
| Station Performance | The number of detraining passengers, the number of late passengers, and the average minutes late that late customers arrive at their detraining stations, reported by route, by train, and by station. The average minutes late per late customer calculation excludes on-time customers that arrive no later than 15 minutes after their scheduled time. | Data is available for download at railroads.dot.gov . |
| Host Running Time | The average actual running time and the median actual running time compared with the scheduled running time between the first and final reporting points for a host railroad set forth in the Amtrak schedule skeleton, reported by route, by train, and by host railroad (excluding switching and terminal railroads). | <p><i>Actual running time</i> means the actual elapsed travel time of a train's travel on a host railroad, between the departure time at the first reporting point for a host railroad segment and the arrival time at the reporting point at the end of the host railroad segment.</p> <p><i>Scheduled running time</i> means the scheduled duration of a train's travel on a host railroad, as set forth in the Amtrak schedule skeleton.</p> <p><i>Schedule skeleton</i> means a schedule grid used by Amtrak and host railroads to communicate the public schedule of an Amtrak train and the schedule of operations of an Amtrak train on host railroads.</p> <p>Data is available for download at railroads.dot.gov.</p> |

Table 5. Host Railroad Names and Codes

| Host Railroad Name | Host Railroad Code |
|---|--------------------|
| Amtrak | AM |
| Belt Railway of Chicago | BR |
| BNSF Railway Company | BN |
| Buckingham Branch Railroad | BB |
| Central Florida Rail Corridor | FR |
| Chicago Terminal | CT |
| CN – IC (Former GTW and IC) | CC |
| Conrail Shared Assets | CR |
| CP Rail (Soo Line) | CP |
| CSX Corporation | CS |
| Florida DOT (CSX Dispatched) | FL |
| Kansas City Terminal | KC |
| Long Island Railroad | LG |
| Massachusetts DOT | MA |
| MBTA | MT |
| Metra | ME |
| Metro-North Railroad | MN |
| Michigan DOT | MI |
| Minnesota Commercial | MC |
| New Mexico DOT | NM |
| Norfolk Southern | NS |
| Pan Am Railways (formerly Guilford) | GT |
| S.C.R.R.A (Moorpark to LAX) | SC |
| San Diego Northern | SN |
| Terminal Railroad Assn. Of St. Louis (TRRA) | TR |
| Trinity Rail Express | TE |
| Union Pacific | UP |



Table 6. Amtrak Delay Code Definitions

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

FRA Quarterly Report | V. Quarterly Reporting Data Categories

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



Table 7. Ridership Data Metrics

| Host Railroad Name | July 2021 | August 2021 | September 2021 |
|--|-----------|-------------|----------------|
| Belt Railway Company of Chicago | Yes | Yes | Yes |
| BNSF Railway | Yes | Yes | Yes |
| Buckingham Branch Railroad | Yes | Yes | Yes |
| Canadian National | Yes | Yes | Yes |
| Canadian Pacific | Yes | Yes | Yes |
| Central Florida Rail Corridor (Florida Rail) | Yes | Yes | Yes |
| Conrail | Yes | Yes | Yes |
| CSX Transportation | Yes | Yes | Yes |
| Golden Isles Terminal Railroad | Yes | Yes | Yes |
| Kansas City Terminal Railway | Yes | Yes | Yes |
| Massachusetts Bay Transportation Authority | Yes | Yes | Yes |
| Massachusetts Department of Transportation | Yes | Yes | Yes |
| Metra | Yes | Yes | Yes |
| Metro-North Railroad | Yes | Yes | Yes |
| Michigan Department of Transportation | Yes | Yes | Yes |
| Minnesota Commercial Railway | Yes | Yes | Yes |
| New England Central Railroad | Yes | Yes | Yes |
| New Mexico Department of Transportation | Yes | Yes | Yes |
| Norfolk Southern | Yes | Yes | Yes |
| North County Transit District (San Diego Northern) | Yes | Yes | Yes |
| Pan Am Railways | Yes | Yes | Yes |
| Portland Terminal Railroad Company | Yes | Yes | Yes |
| Regional Transportation District (Denver Union Station) | Yes | Yes | Yes |
| South Florida Regional Transportation Authority (Florida Department of Transportation) | Yes | Yes | Yes |
| Southern California Regional Rail Authority | Yes | Yes | Yes |
| Terminal Railroad Association of St. Louis | Yes | Yes | Yes |
| Trinity Railway Express | Yes | Yes | Yes |
| Union Pacific Railroad | Yes | Yes | Yes |
| Vermont Railway | Yes | Yes | Yes |



Table 8. Certified Schedule

| Host Railroad | Certified | Uncertified | Disputed | Total |
|--|-----------|-------------|----------|-------|
| Amtrak | 333 | 0 | 0 | 333 |
| BNSF Railway | 75 | 0 | 6 | 81 |
| Buckingham Branch Railroad | 2 | 0 | 0 | 2 |
| Canadian National | 20 | 0 | 8 | 28 |
| Canadian Pacific | 25 | 0 | 0 | 25 |
| Central Florida Rail Corridor (Florida Rail) | 6 | 0 | 0 | 6 |
| CSX Transportation | 44 | 0 | 10 | 54 |
| Massachusetts Bay Transportation Authority | 22 | 0 | 0 | 22 |
| Massachusetts Department of Transportation | 12 | 0 | 0 | 12 |
| Metra | 19 | 0 | 0 | 19 |
| Metro-North Railroad | 89 | 40 | 0 | 129 |
| Michigan Department of Transportation | 8 | 0 | 0 | 8 |
| New England Central Railroad | 4 | 0 | 0 | 4 |
| New Mexico Department of Transportation | 2 | 0 | 0 | 2 |
| Norfolk Southern | 22 | 0 | 21 | 43 |
| North County Transit District (San Diego Northern) | 37 | 0 | 0 | 37 |
| Pan Am Railways | 20 | 0 | 0 | 20 |
| South Florida Regional Transportation Authority (Florida Department of Transportation) | 4 | 0 | 0 | 4 |
| Southern California Regional Rail Authority | 44 | 0 | 0 | 44 |
| Trinity Railway Express | 2 | 0 | 0 | 2 |
| Union Pacific Railroad | 98 | 0 | 6 | 104 |
| Vermont Railway | 6 | 0 | 0 | 6 |
| Total | 894 | 40 | 51 | 985 |
| Percentage (%) | 91 | 4 | 5 | 100 |



Table 9. Disputed Delay Minutes

| Host Railroad | Disputed Delay Minutes | Unresolved Disputed Delay Minutes |
|------------------------------|------------------------|-----------------------------------|
| Buckingham Branch | 17 | 0 |
| Canadian National | 655 | 0 |
| Canadian Pacific | 100 | 0 |
| Norfolk Southern | 1,746 | 0 |
| Union Pacific | 10 | 0 |
| Total Disputed Delay Minutes | 2,528 | 0 |



Table 11. Host Railroad Responsible Train Delay Minutes

| Service Line/ Route | Delay Cause | | | | | | | | | | | | | | | | | Total | |
|-----------------------------------|-------------|-----|-----|-------|-----|-----|-----|-------|--------|-----|--------|-----|-----|-----|-------|--------|-------|-------|---------------|
| | CTI | CTP | DBB | DCS | DCT | DDA | DET | DMW | DSR | DTR | FTI | PBB | PET | PSC | PSR | PTI | RTE | | SMW |
| Northeast Corridor | | | | | | | | | | | | | | | | | | | |
| Acela Express | 2,252 | 207 | 314 | 1,166 | | 22 | 557 | 781 | 6,672 | 57 | | | 20 | 67 | 1,157 | 995 | 276 | 2,268 | 16,811 |
| On Spine Northeast Regional | 4,583 | 155 | 308 | 1,682 | | 12 | 417 | 676 | 7,646 | 8 | | 16 | 15 | 18 | 930 | 1,060 | 529 | 2,141 | 20,196 |
| Richmond / Newport News / Norfolk | 3,427 | 119 | 531 | 3,238 | 4 | | 293 | 1,156 | 7,601 | 317 | 4,220 | | 7 | | 558 | 3,011 | 3,631 | 1,538 | 29,651 |
| Roanoke | 935 | | 94 | 658 | | | 42 | 180 | 1,288 | 35 | 908 | | | 7 | 126 | 841 | 190 | 234 | 5,538 |
| Springfield Shuttles | 248 | | | 669 | | | | 7 | 826 | | 467 | | | 5 | 139 | 660 | 230 | 21 | 3,272 |
| State Supported | | | | | | | | | | | | | | | | | | | |
| Blue Water | 5 | | | 571 | | | | 378 | 242 | | 3,392 | | | | | 375 | 341 | | 5,304 |
| Capitol Corridor | 1,063 | | | 2,187 | | | | 378 | 680 | 22 | 1,358 | | | | | 4,779 | 1,357 | | 11,824 |
| Carl Sandburg / Illinois Zephyr | 750 | | | 336 | | | | 227 | 1,526 | | 2,977 | | | | | 235 | 691 | | 6,742 |
| Carolinian | 148 | 19 | 115 | 1,253 | | | 58 | 569 | 1,502 | | 2,262 | | | | 36 | 2,465 | 1,330 | 281 | 10,038 |
| Cascades | 113 | | | 2,280 | | | | 514 | 3,583 | | 7,266 | | | | | 3,351 | 1,352 | | 18,459 |
| Downeaster | 1,610 | | | 2,559 | | | | 239 | 4,284 | 148 | 1,218 | | | | | 3,069 | 243 | | 13,370 |
| Ethan Allen Express | 839 | 10 | | 351 | | | | 118 | 613 | | 119 | | | | | 283 | 367 | | 2,700 |
| Heartland Flyer | | | | 162 | | | | 185 | 4,186 | | 1,911 | | | | | 22 | 69 | | 6,535 |
| Hiawatha | 2,853 | | | 741 | | | | 664 | 340 | | 500 | | | | | 281 | 280 | | 5,659 |
| Illini / Saluki | 325 | | | 1,122 | | | | 429 | 2,672 | | 2,029 | | | | | 2,280 | 358 | | 9,215 |
| Keystone | 588 | 127 | 8 | 696 | | 23 | 172 | 94 | 160 | | | 4 | | | 208 | 300 | 32 | 432 | 2,844 |
| Lincoln Service | 131 | | | 2,104 | | | | 484 | 830 | 245 | 9,876 | | | | | 3,719 | 1,280 | | 18,669 |
| Maple Leaf | 469 | | | 606 | | | | 417 | 1,082 | 6 | 1,822 | | | | | 354 | 1,325 | 18 | 6,099 |
| Missouri | 9 | | | 582 | | | | 229 | 2,764 | | 6,447 | | | | | 1,837 | 524 | | 12,392 |
| New York - Albany | 3,558 | 78 | | 789 | | | 25 | 238 | 1,224 | | 11 | | | | 7 | 734 | 1,298 | 95 | 8,057 |
| New York - Niagara Falls | 1,963 | 65 | | 1,117 | | | | 677 | 2,173 | 5 | 3,692 | | | | | 899 | 2,732 | 45 | 13,368 |
| Pacific Surfliner | 5,911 | | | 7,357 | | | | 1,466 | 3,810 | | 1,386 | | | | | 6,424 | 1,712 | | 28,066 |
| Pennsylvanian | 58 | 9 | | 383 | | | 19 | 179 | 197 | | 3,832 | | | | 13 | 86 | 948 | 53 | 5,777 |
| Pere Marquette | 11 | | | 618 | | | | 51 | 649 | | 2,487 | | | | | 346 | 92 | | 4,254 |
| Piedmont | | | | 1,029 | | | | 273 | 1,324 | | 3,796 | | | | | 909 | 289 | | 7,620 |
| San Joaquins | | | | 2,955 | | | | 552 | 5,275 | | 9,299 | | | | | 10,548 | 514 | | 29,143 |
| Vermont | 393 | 25 | 15 | 445 | | | 48 | 218 | 6,610 | | 73 | | | | 74 | 599 | 40 | 252 | 8,792 |
| Wolverine | 149 | | | 1,802 | | | | 363 | 3,165 | | 5,755 | | | | | 3,059 | 543 | | 14,836 |
| Long Distance | | | | | | | | | | | | | | | | | | | |
| Auto Train | 449 | | | 1,476 | | | | 232 | 4,464 | | 7,628 | | | | | 4,398 | 878 | | 19,525 |
| California Zephyr | 622 | | | 5,554 | | | | 1,478 | 13,958 | 78 | 30,424 | | | | | 5,622 | 3,257 | | 60,993 |
| Capitol Ltd | 72 | | 3 | 1,585 | | | | 539 | 2,055 | | 18,243 | | | | | 2,353 | 3,987 | | 28,837 |
| Cardinal | 271 | 15 | 28 | 1,129 | | | | 342 | 1,896 | | 3,706 | | | | 26 | 994 | 663 | 208 | 9,278 |
| City Of New Orleans | 110 | | | 901 | | | | 236 | 2,506 | 11 | 2,885 | | | | | 1,993 | 1,513 | | 10,155 |
| Coast Starlight | 350 | | | 4,318 | | | | 412 | 4,845 | 118 | 7,788 | | | | | 5,600 | 1,341 | | 24,772 |
| Crescent | 343 | 77 | 87 | 3,878 | | | | 330 | 3,472 | | 14,402 | | | | 11 | 2,970 | 1,925 | 314 | 27,809 |
| Empire Builder | 431 | | | 2,050 | | | | 899 | 8,292 | 195 | 18,605 | | | | | 2,197 | 846 | | 33,515 |
| Lake Shore Ltd | 3,780 | 23 | | 2,315 | | | | 891 | 2,851 | | 11,890 | | | | | 4,744 | 2,526 | 34 | 29,054 |
| Palmetto | 191 | 29 | 66 | 993 | | | 20 | 1,008 | 1,665 | 8 | 4,253 | | | | 54 | 2,810 | 406 | 336 | 11,839 |
| Silver Meteor | 2,338 | 77 | 74 | 1,913 | | | 23 | 436 | 3,699 | | 6,575 | | | | 19 | 3,383 | 952 | 363 | 19,852 |
| Silver Star | 1,617 | 13 | 93 | 2,472 | | | 16 | 538 | 4,420 | | 5,997 | | 13 | | 8 | 4,751 | 1,230 | 262 | 21,430 |
| Southwest Chief | 1,974 | | | 5,321 | | | | 802 | 8,243 | 427 | 15,979 | | | | | 4,480 | 1,162 | | 38,388 |
| Sunset Ltd | 98 | | | 3,210 | | | | 709 | 3,738 | | 19,254 | | | | | 385 | 3,440 | | 30,834 |
| Texas Eagle | 14 | | | 2,842 | | | | 910 | 12,154 | 441 | 23,214 | | | | | 2,297 | 2,062 | | 43,934 |

Table 12. Third Party Responsible Train Delay Minutes

| Service Line/ Route | Delay Cause | | | | | | | | | Total |
|-----------------------------------|-------------|-----|-----|-------|--------|-------|-------|-----|-------|---------------|
| | BSP | CUI | DBS | MBO | NOD | POL | TRS | UTL | WTR | |
| Northeast Corridor | | | | | | | | | | |
| Acela Express | 290 | | 268 | 195 | 1,717 | 420 | 1,229 | 500 | 3,761 | 8,380 |
| On Spine Northeast Regional | 165 | | 102 | 214 | 1,958 | 1,226 | 1,587 | 578 | 5,288 | 11,118 |
| Richmond / Newport News / Norfolk | 226 | | 593 | 270 | 4,034 | 1,153 | 1,263 | 99 | 7,572 | 15,210 |
| Roanoke | 32 | | 115 | 27 | 985 | 187 | 224 | | 722 | 2,292 |
| Springfield Shuttles | | | 161 | | 660 | 181 | 160 | | 2,432 | 3,594 |
| State Supported | | | | | | | | | | |
| Blue Water | | | 55 | 175 | 3,330 | 58 | 251 | | 107 | 3,976 |
| Capitol Corridor | | | 364 | 1,969 | 4,213 | 2,982 | 1,292 | | | 10,820 |
| Carl Sandburg / Illinois Zephyr | | | 13 | | 557 | 19 | 244 | | 281 | 1,114 |
| Carolinian | 5 | | 18 | 26 | 1,917 | 413 | 263 | 230 | 3,178 | 6,050 |
| Cascades | | | 96 | 623 | 998 | 714 | 683 | | 1,403 | 4,517 |
| Downeaster | | | 2 | 15 | 2,044 | 147 | 209 | | 740 | 3,157 |
| Ethan Allen Express | | | 21 | 8 | 696 | 47 | 25 | | 282 | 1,079 |
| Heartland Flyer | | | | | 22 | 54 | | | 49 | 125 |
| Hiawatha | | | 16 | 7 | 607 | 107 | 509 | | 39 | 1,285 |
| Illini / Saluki | | | 71 | 18 | 133 | 33 | 280 | | 68 | 603 |
| Keystone | 102 | | 12 | | | 131 | 339 | 357 | 3,537 | 4,478 |
| Lincoln Service | | | 98 | 51 | 9,756 | 531 | 289 | | 304 | 11,029 |
| Maple Leaf | | | 18 | | 1,384 | 48 | 4 | | 830 | 2,284 |
| Missouri | | | 21 | | 1,168 | 251 | 48 | | 119 | 1,607 |
| New York - Albany | | | 222 | 17 | 613 | 140 | 18 | | 927 | 1,937 |
| New York - Niagara Falls | | | 50 | | 2,636 | 322 | 15 | | 1,110 | 4,133 |
| Pacific Surfliner | | | 220 | | 9,539 | 1,414 | 1,636 | | 311 | 13,120 |
| Pennsylvanian | 42 | | 1 | | 5 | 15 | 78 | 2 | 519 | 662 |
| Pere Marquette | | | 7 | 425 | 337 | | 297 | | 159 | 1,225 |
| Piedmont | | | 80 | | 934 | 306 | 649 | | 276 | 2,245 |
| San Joaquins | | | 216 | 2 | 6,125 | 1,493 | 1,712 | | | 9,548 |
| Vermonteer | 16 | | 70 | 89 | 270 | 47 | 83 | 34 | 740 | 1,349 |
| Wolverine | | | 195 | 326 | 762 | 109 | 903 | | 439 | 2,734 |
| Long Distance | | | | | | | | | | |
| Auto Train | | | 351 | | 1,148 | 50 | 139 | | 1,996 | 3,684 |
| California Zephyr | | | 484 | 451 | 2,959 | 1,108 | 574 | | 5,151 | 10,727 |
| Capitol Ltd | | | 41 | 185 | 1,039 | 548 | 366 | | 1,889 | 4,068 |
| Cardinal | 8 | | 271 | 7 | 1,325 | 148 | 686 | 92 | 1,114 | 3,651 |
| City Of New Orleans | | | 26 | 24 | 7,985 | 164 | 133 | | 1,233 | 9,565 |
| Coast Starlight | | | 118 | 497 | 5,597 | 1,261 | 1,838 | | 1,042 | 10,353 |
| Crescent | 11 | | 318 | | 8,439 | 343 | 1,099 | | 844 | 11,054 |
| Empire Builder | | | 223 | 310 | 12,936 | 643 | 771 | | 699 | 15,582 |
| Lake Shore Ltd | | | 123 | 117 | 3,046 | 650 | 144 | | 1,564 | 5,644 |
| Palmetto | 11 | | 184 | 32 | 788 | 450 | 274 | 27 | 3,514 | 5,280 |
| Silver Meteor | 16 | | 56 | 65 | 4,484 | 671 | 666 | | 1,570 | 7,528 |
| Silver Star | 43 | | 369 | | 3,302 | 553 | 727 | | 3,152 | 8,146 |
| Southwest Chief | | | 12 | 168 | 5,919 | 609 | 395 | | 1,644 | 8,747 |
| Sunset Ltd | | 70 | 83 | 47 | 1,038 | 1,364 | 756 | | 1,206 | 4,564 |
| Texas Eagle | | | 264 | 30 | 8,326 | 739 | 559 | | 475 | 10,393 |

Figure 3. Delay Minutes by Service Line

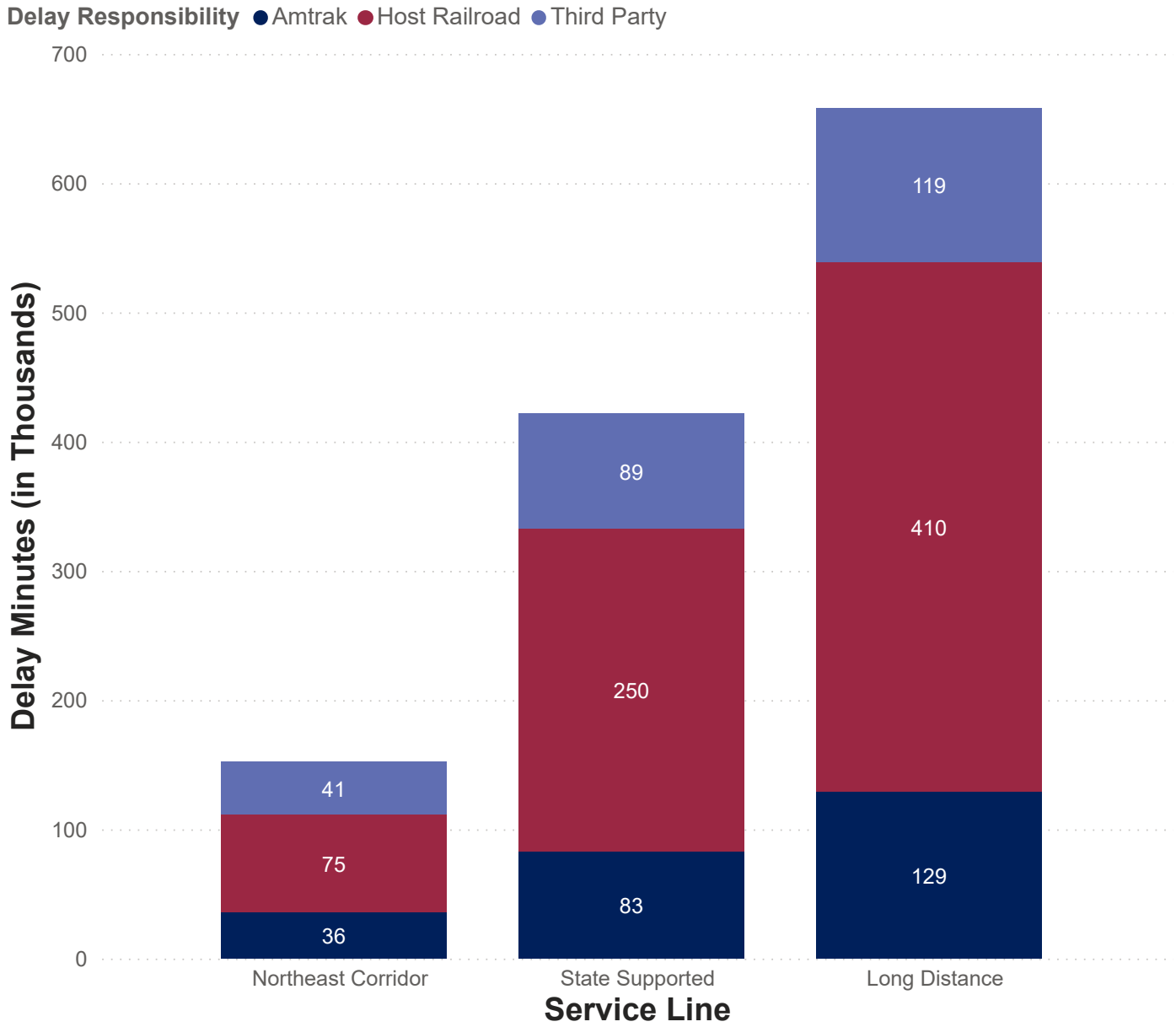


Figure 4. Delay Minutes by Route

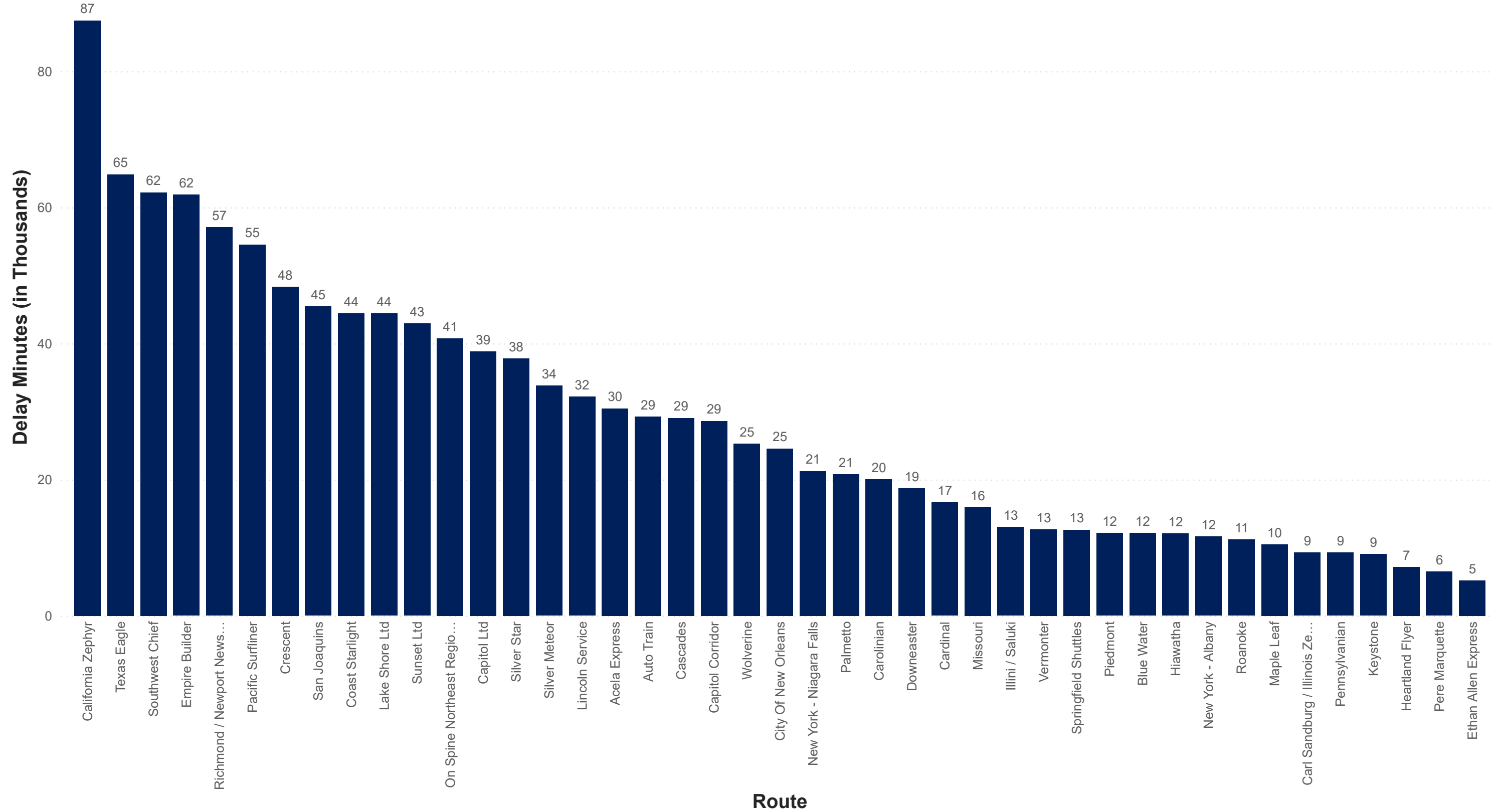


Figure 5. Class I Host Responsible Train Delay Minutes

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

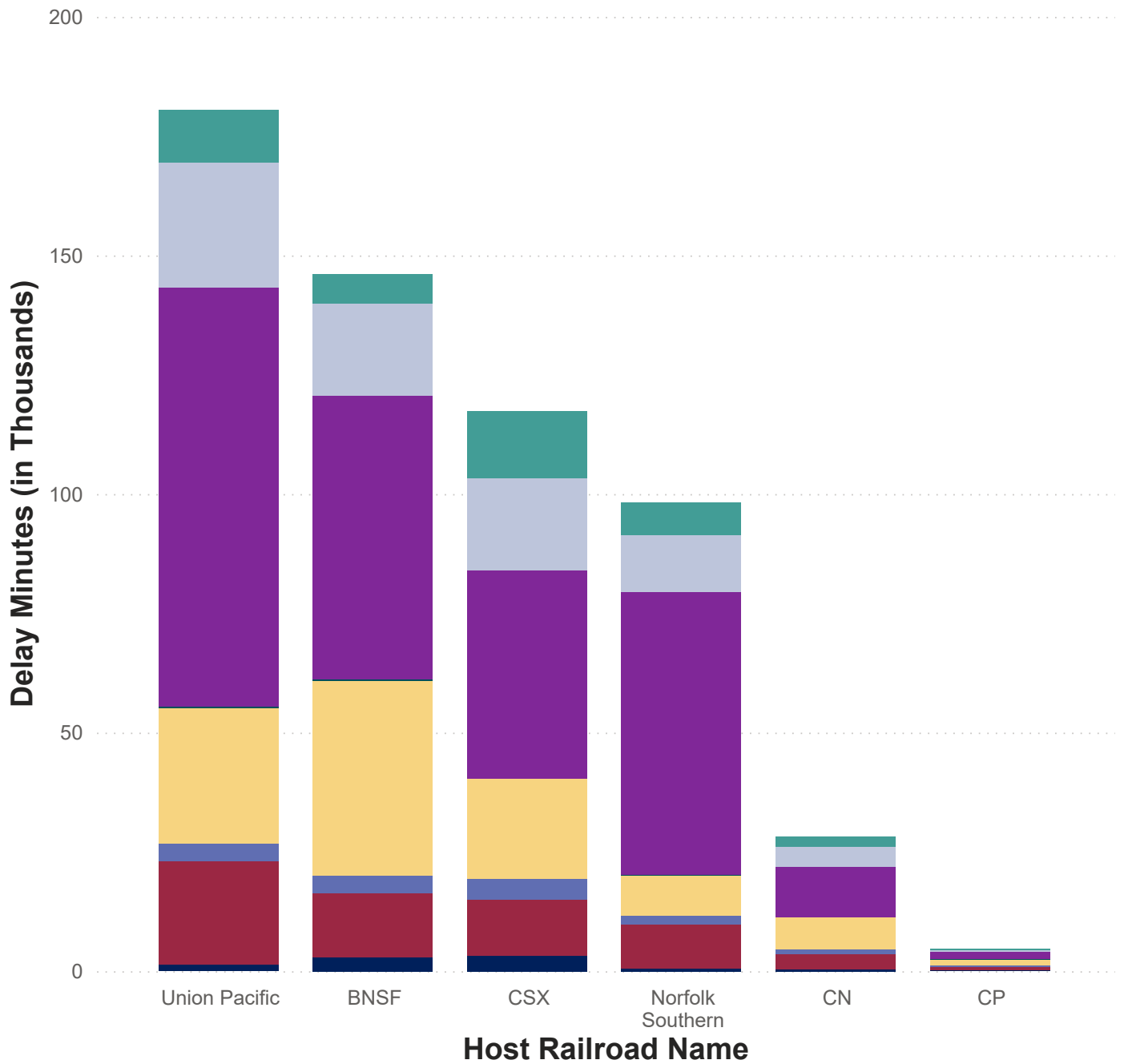


Figure 6. Train Delay Minutes by Delay Responsibility

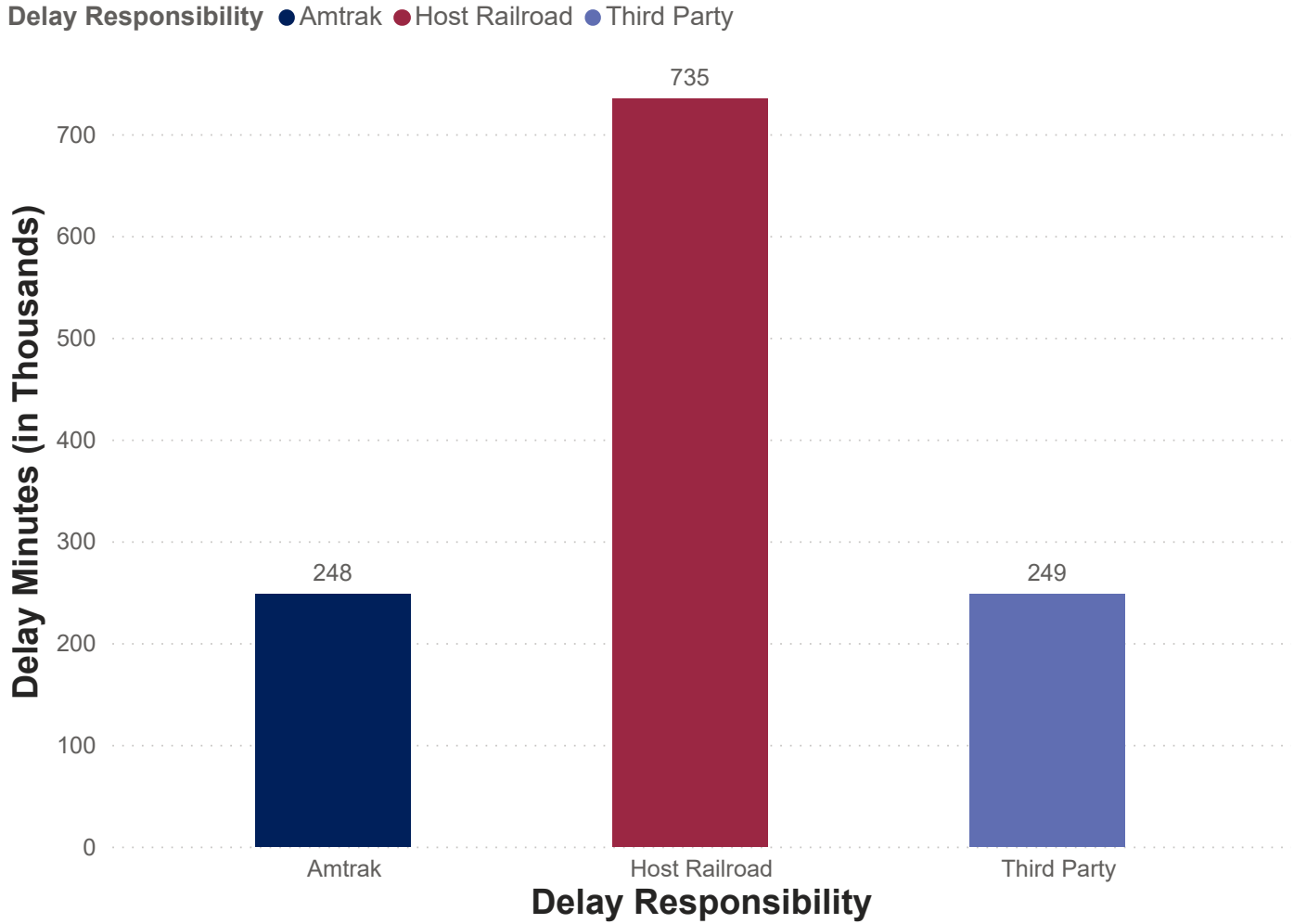


Table 13. Amtrak and Host Responsible Train Delay Minutes per 10K Miles

| Service Line | Amtrak (Host) | Amtrak (Non-Host) | Host Railroad (Other than Amtrak) | Total Amtrak and Host-Responsible |
|-----------------------------------|---------------|-------------------|-----------------------------------|-----------------------------------|
| Northeast Corridor | | | | |
| Acela Express | 197 | 240 | 1,856 | 2,293 |
| On Spine Northeast Regional | 198 | 597 | 2,404 | 3,199 |
| Richmond / Newport News / Norfolk | 221 | 1,128 | 4,568 | 5,917 |
| Roanoke | 239 | 3,903 | 6,401 | 10,544 |
| Springfield Shuttles | 318 | 1,997 | 1,204 | 3,519 |
| State Supported | | | | |
| Blue Water | 405 | 1,867 | 5,294 | 7,566 |
| Capitol Corridor | | 258 | 509 | 767 |
| Carl Sandburg / Illinois Zephyr | 620 | 625 | 787 | 2,032 |
| Carolinian | 244 | 922 | 2,009 | 3,175 |
| Cascades | | 854 | 2,915 | 3,769 |
| Downeaster | | 501 | 2,784 | 3,285 |
| Ethan Allen Express | 263 | 1,296 | 2,277 | 3,836 |
| Heartland Flyer | | 135 | 1,740 | 1,874 |
| Hiawatha | 752 | 3,516 | 1,287 | 5,555 |
| Illini / Saluki | 6,104 | 11,226 | 14,041 | 31,371 |
| Keystone | 139 | 84 | | 222 |
| Lincoln Service | 6,364 | 3,951 | 6,891 | 17,206 |
| Maple Leaf | 343 | 742 | 1,754 | 2,839 |
| Missouri | | 6,940 | 8,423 | 15,363 |
| New York - Albany | 277 | 262 | 1,175 | 1,713 |
| New York - Niagara Falls | 385 | 630 | 2,366 | 3,381 |
| Pacific Surfliner | | 1,809 | 4,297 | 6,106 |
| Pennsylvanian | 81 | 653 | 1,214 | 1,948 |
| Pere Marquette | 2,536 | 1,400 | 4,313 | 8,250 |
| Piedmont | | 243 | 811 | 1,054 |
| San Joaquins | | 609 | 1,879 | 2,487 |
| Vermont | 326 | 1,926 | 6,103 | 8,356 |
| Wolverine | 696 | 4,021 | 8,106 | 12,822 |
| Long Distance | | | | |
| Auto Train | | 10,387 | 4,903 | 15,289 |
| California Zephyr | 3,676 | 26,585 | 2,670 | 32,932 |
| Capitol Ltd | 5,254 | 15,917 | 3,600 | 24,771 |
| Cardinal | 311 | 24,024 | 62,788 | 87,123 |
| City Of New Orleans | 1,189 | 6,183 | 5,897 | 13,269 |
| Coast Starlight | | 1,794 | 3,722 | 5,515 |
| Crescent | 220 | 1,845 | 6,012 | 8,078 |
| Empire Builder | 792 | 11,027 | 3,633 | 15,453 |
| Lake Shore Ltd | 833 | 3,102 | 9,098 | 13,034 |
| Palmetto | 215 | 419 | 997 | 1,632 |
| Silver Meteor | 255 | 1,933 | 3,426 | 5,614 |
| Silver Star | 274 | 1,945 | 3,879 | 6,098 |
| Southwest Chief | 970 | 26,842 | 7,196 | 35,007 |
| Sunset Ltd | 7,143 | 22,689 | 37,468 | 67,300 |
| Texas Eagle | 10,326 | 18,185 | 14,453 | 42,965 |

Figure 7. Amtrak and Host Railroad Responsible Train Delay Minutes per 10K Miles by Service Line

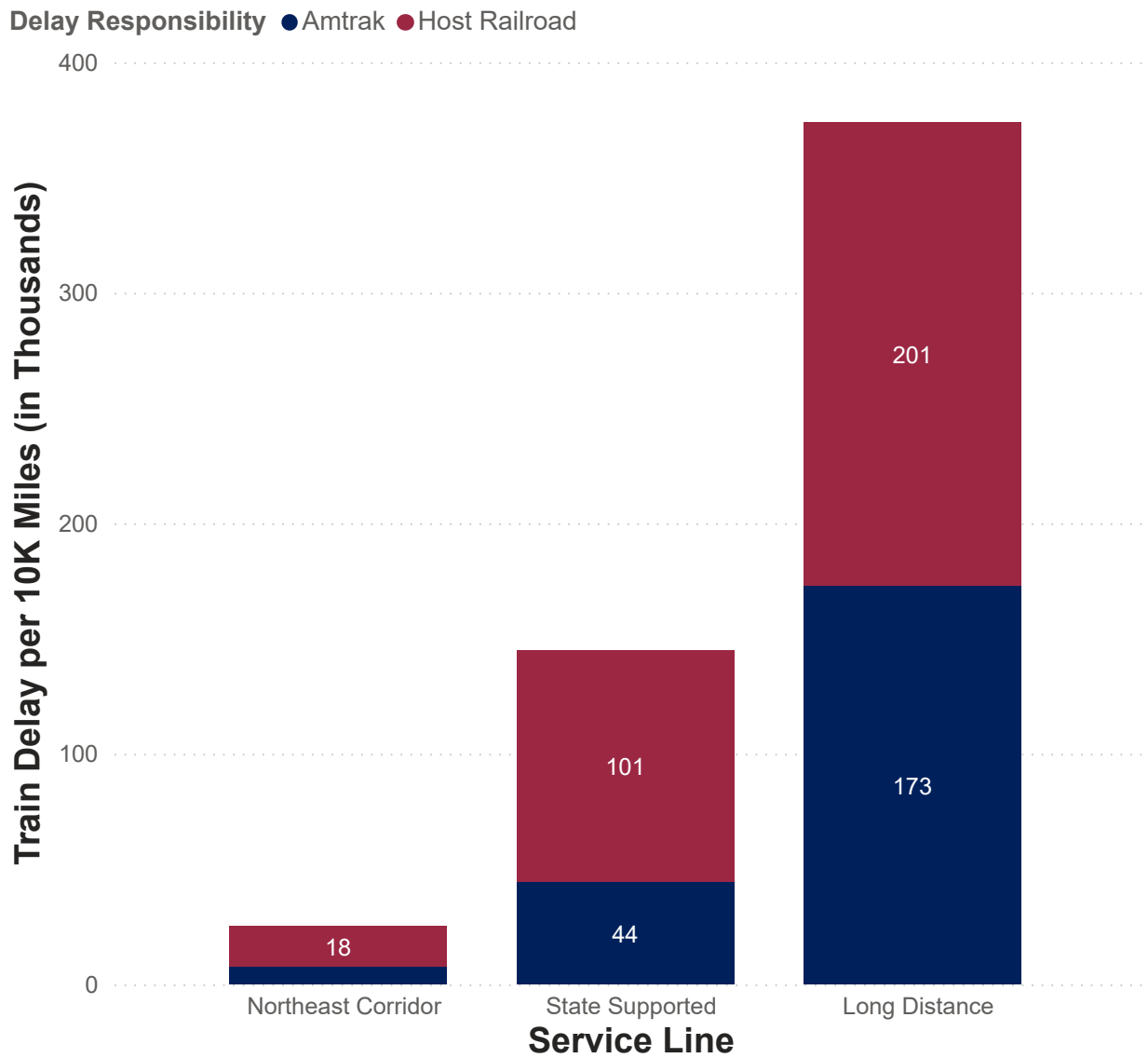


Figure 8. Amtrak and Host Railroad Responsible Train Delay Minutes per 10K Miles by Route

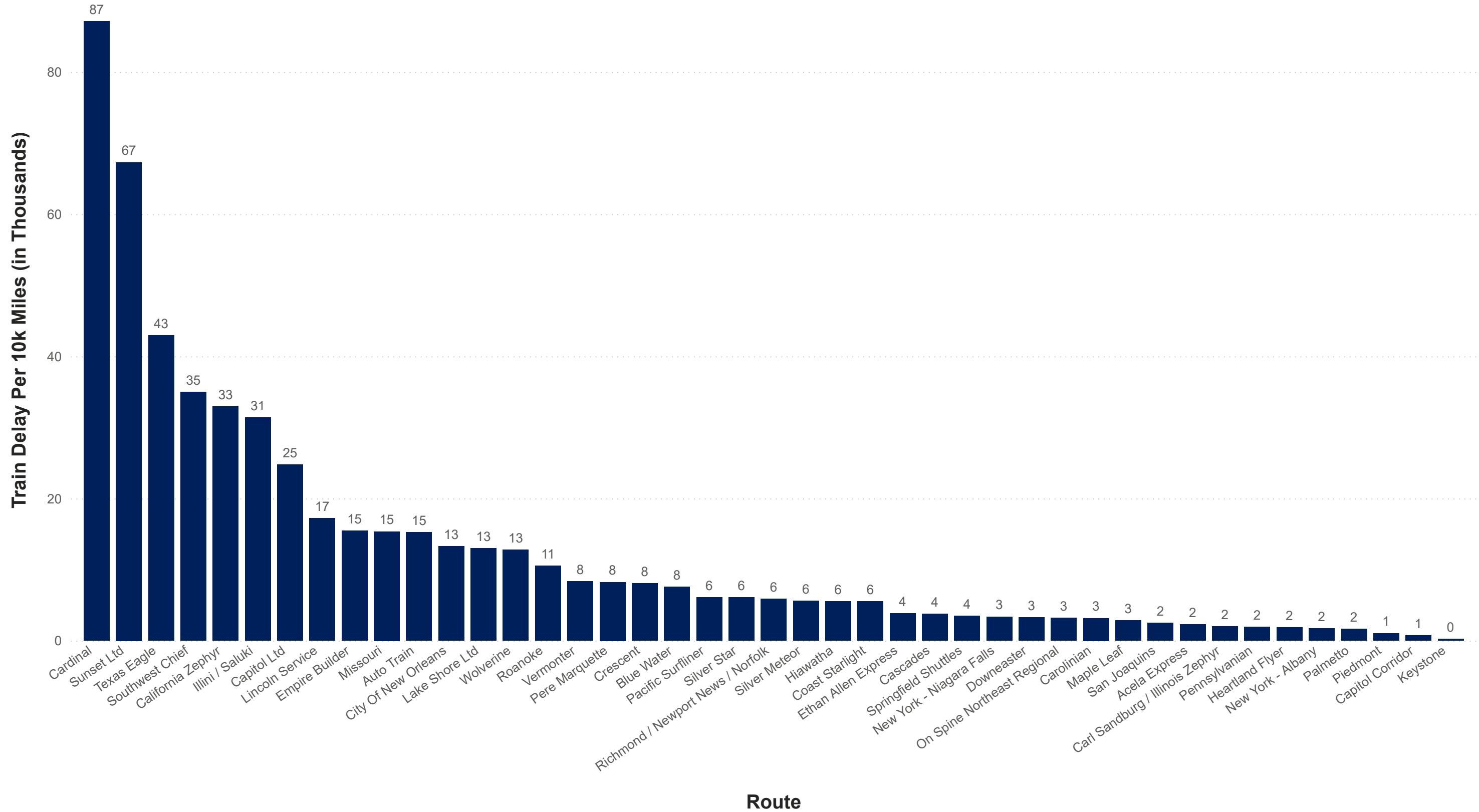


Figure 9. Host Responsible Train Delay Minutes per 10K Train Miles by Class I Host Railroad

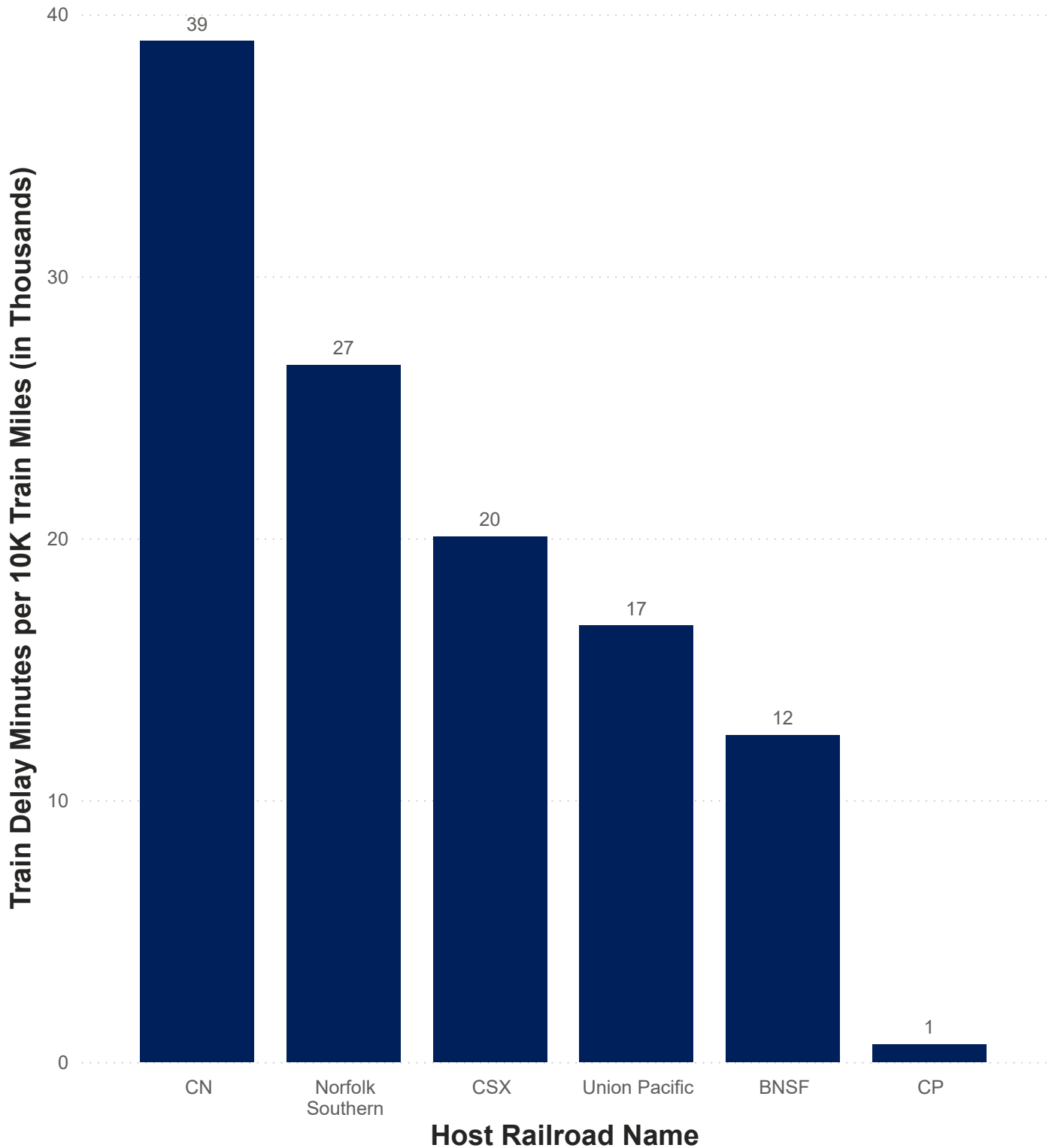
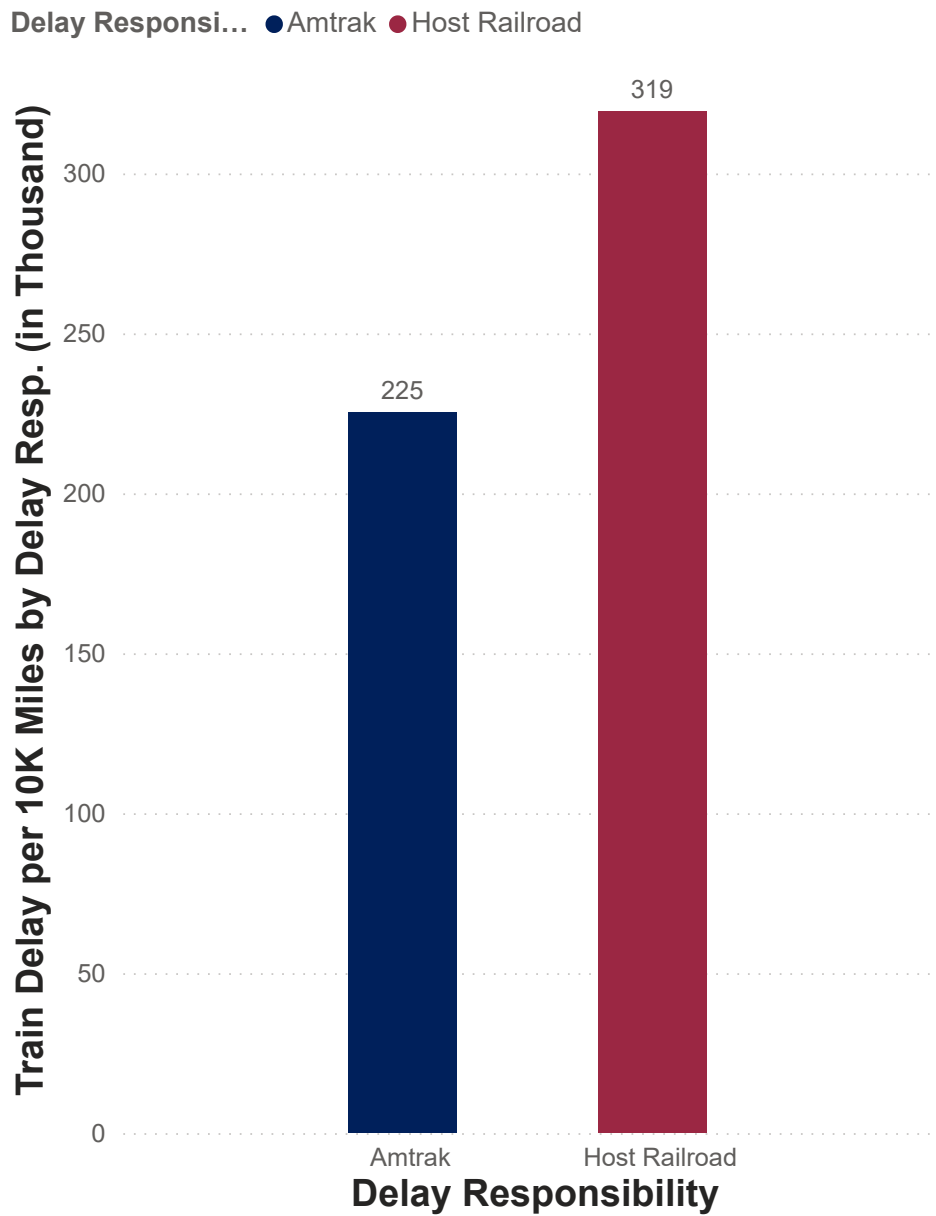


Figure 10. Train Delay Minutes per 10K Train Miles by Delay Responsibility



B. Customer Service

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

FRA will publish information about Amtrak’s customer satisfaction survey (including the survey questions and methodology) annually as an appendix to the quarterly report. See Appendix 4.

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

Amtrak provided the percent of respondents to the Amtrak customer satisfaction survey who provided a score of 70 percent or greater for their overall satisfaction (Top 4) and the percent of respondents who provided a score of 80 percent or greater (Top 3).

The following services did not operate during FY21 Q4: Adirondack, and Northeast Regional service between Washington DC and Richmond, VA. In addition, many routes were still operating at reduced frequency from pre-COVID service levels during F21 Q4, including: Northeast Regional, Acela, Capitol Corridor, Cascades, Empire Service, Keystone, Pacific Surfliner, and San Joaquins.

Table 14. Customer Service Metrics – Definitions and Notes

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

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

| Service Line | Overall Service | Amtrak Personnel | Information Given | On-Board Comfort | On-Board Cleanliness | On-Board Food Service |
|-------------------------------|-----------------|------------------|-------------------|------------------|----------------------|-----------------------|
| Northeast Corridor | | | | | | |
| Acela Express | 88% | 90% | 86% | 89% | 90% | 70% |
| Northeast Regional | 86% | 88% | 82% | 89% | 89% | 66% |
| State Supported | | | | | | |
| Adirondack | 0% | 0% | 0% | 0% | 0% | 0% |
| Blue Water | 86% | 91% | 83% | 90% | 91% | 73% |
| Capitol Corridor | 89% | 94% | 88% | 93% | 92% | 67% |
| Carolinian | 78% | 85% | 80% | 81% | 81% | 67% |
| Cascades | 79% | 91% | 76% | 85% | 87% | 61% |
| Downeaster | 91% | 95% | 85% | 95% | 94% | 82% |
| Empire South | 88% | 91% | 86% | 91% | 92% | 43% |
| Empire West/Maple Leaf | 86% | 91% | 87% | 89% | 86% | 67% |
| Ethan Allen | 88% | 91% | 87% | 92% | 93% | 63% |
| Heartland Flyer | 91% | 91% | 89% | 94% | 91% | 74% |
| Hiawatha | 91% | 94% | 90% | 93% | 93% | 48% |
| Illini / Saluki | 86% | 90% | 84% | 90% | 88% | 70% |
| Illinois Zephyr/Carl Sandburg | 91% | 92% | 90% | 92% | 94% | 81% |
| Keystone | 91% | 93% | 88% | 93% | 92% | 50% |
| Lincoln Service | 86% | 89% | 87% | 89% | 89% | 68% |
| Missouri River Runner | 84% | 91% | 82% | 89% | 84% | 66% |
| New Haven - Springfield | 87% | 91% | 81% | 92% | 91% | 68% |
| Pacific Surfliner | 87% | 91% | 82% | 93% | 90% | 78% |
| Pennsylvanian | 87% | 92% | 84% | 90% | 87% | 66% |
| Pere Marquette | 89% | 95% | 88% | 94% | 91% | 72% |
| Piedmont | 93% | 94% | 90% | 95% | 96% | 73% |
| San Joaquin | 87% | 92% | 88% | 89% | 86% | 69% |
| Vermonteer | 87% | 92% | 76% | 92% | 87% | 61% |
| Washington-Lynchburg/Roanoke | 86% | 88% | 80% | 89% | 87% | 65% |
| Washington-Newport News | 82% | 87% | 77% | 86% | 84% | 67% |
| Washington-Norfolk | 85% | 89% | 78% | 90% | 85% | 67% |
| Washington-Richmond | 100% | 100% | 73% | 82% | 73% | 83% |
| Wolverine | 78% | 89% | 78% | 83% | 85% | 62% |
| Long Distance | | | | | | |
| Auto Train | 74% | 91% | 84% | 72% | 84% | 57% |
| California Zephyr | 67% | 82% | 62% | 74% | 66% | 58% |
| Capitol Limited | 69% | 83% | 68% | 77% | 78% | 52% |
| Cardinal | 70% | 79% | 70% | 76% | 74% | 54% |
| City of New Orleans | 85% | 92% | 87% | 85% | 87% | 67% |
| Coast Starlight | 76% | 88% | 74% | 86% | 81% | 63% |
| Crescent | 75% | 85% | 77% | 79% | 78% | 56% |
| Empire Builder | 80% | 88% | 79% | 80% | 76% | 62% |
| Lake Shore Ltd | 74% | 85% | 73% | 77% | 78% | 55% |
| Palmetto | 77% | 84% | 77% | 83% | 81% | 62% |
| Silver Meteor | 80% | 86% | 82% | 80% | 78% | 61% |
| Silver Star | 80% | 86% | 81% | 81% | 78% | 63% |
| Southwest Chief | 73% | 84% | 70% | 76% | 72% | 62% |
| Sunset Limited | 66% | 80% | 60% | 79% | 70% | 58% |
| Texas Eagle | 70% | 80% | 71% | 80% | 73% | 50% |

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

| Service Line | Overall Service | Amtrak Personnel | Information Given | On-Board Comfort | On-Board Cleanliness | On-Board Food Service |
|-------------------------------|-----------------|------------------|-------------------|------------------|----------------------|-----------------------|
| Northeast Corridor | | | | | | |
| Acela Express | 88% | 90% | 86% | 89% | 90% | 70% |
| Northeast Regional | 86% | 88% | 82% | 89% | 90% | 66% |
| State Supported | | | | | | |
| Blue Water | 90% | 93% | 88% | 91% | 92% | 73% |
| Capitol Corridor | 90% | 95% | 89% | 94% | 92% | 68% |
| Carolinian | 81% | 86% | 84% | 82% | 82% | 69% |
| Cascades | 86% | 93% | 83% | 88% | 89% | 64% |
| Downeaster | 93% | 96% | 88% | 95% | 95% | 83% |
| Empire South | 89% | 91% | 88% | 91% | 92% | 44% |
| Empire West/Maple Leaf | 88% | 91% | 89% | 90% | 86% | 67% |
| Ethan Allen | 91% | 91% | 90% | 93% | 94% | 66% |
| Heartland Flyer | 92% | 92% | 91% | 95% | 91% | 75% |
| Hiawatha | 93% | 94% | 91% | 94% | 93% | 50% |
| Illini / Saluki | 88% | 90% | 85% | 90% | 88% | 71% |
| Illinois Zephyr/Carl Sandburg | 92% | 92% | 91% | 92% | 94% | 81% |
| Keystone | 92% | 93% | 89% | 93% | 92% | 50% |
| Lincoln Service | 89% | 90% | 89% | 90% | 90% | 69% |
| Missouri River Runner | 89% | 92% | 88% | 92% | 87% | 69% |
| New Haven - Springfield | 89% | 92% | 84% | 93% | 92% | 70% |
| Pacific Surfliner | 88% | 91% | 84% | 93% | 90% | 78% |
| Pennsylvanian | 89% | 93% | 86% | 90% | 88% | 66% |
| Pere Marquette | 93% | 96% | 92% | 95% | 94% | 74% |
| Piedmont | 96% | 95% | 93% | 96% | 97% | 74% |
| San Joaquin | 88% | 92% | 90% | 89% | 86% | 70% |
| Vermont | 90% | 93% | 81% | 92% | 89% | 62% |
| Washington-Lynchburg/Roanoke | 90% | 89% | 84% | 91% | 89% | 67% |
| Washington-Newport News | 86% | 88% | 82% | 87% | 86% | 68% |
| Washington-Norfolk | 89% | 91% | 83% | 92% | 87% | 69% |
| Washington-Richmond | 100% | 100% | 73% | 82% | 73% | 83% |
| Wolverine | 86% | 91% | 85% | 87% | 89% | 68% |
| Long Distance | | | | | | |
| Auto Train | 78% | 92% | 89% | 73% | 85% | 58% |
| California Zephyr | 76% | 85% | 73% | 78% | 71% | 61% |
| Capitol Limited | 74% | 84% | 73% | 79% | 80% | 53% |
| Cardinal | 73% | 81% | 73% | 78% | 76% | 56% |
| City of New Orleans | 86% | 92% | 88% | 85% | 87% | 67% |
| Coast Starlight | 81% | 90% | 78% | 88% | 83% | 65% |
| Crescent | 77% | 85% | 80% | 80% | 78% | 57% |
| Empire Builder | 81% | 88% | 80% | 81% | 77% | 63% |
| Lake Shore Ltd | 78% | 86% | 77% | 79% | 80% | 58% |
| Palmetto | 80% | 85% | 79% | 85% | 83% | 64% |
| Silver Meteor | 81% | 87% | 84% | 81% | 79% | 62% |
| Silver Star | 82% | 87% | 82% | 82% | 79% | 65% |
| Southwest Chief | 82% | 87% | 78% | 80% | 77% | 67% |
| Sunset Limited | 78% | 84% | 73% | 83% | 78% | 65% |
| Texas Eagle | 76% | 83% | 77% | 84% | 76% | 53% |

Figure 11. Customer Satisfaction by Service Line and Route - Adjusted and Not Adjusted for Train Performance

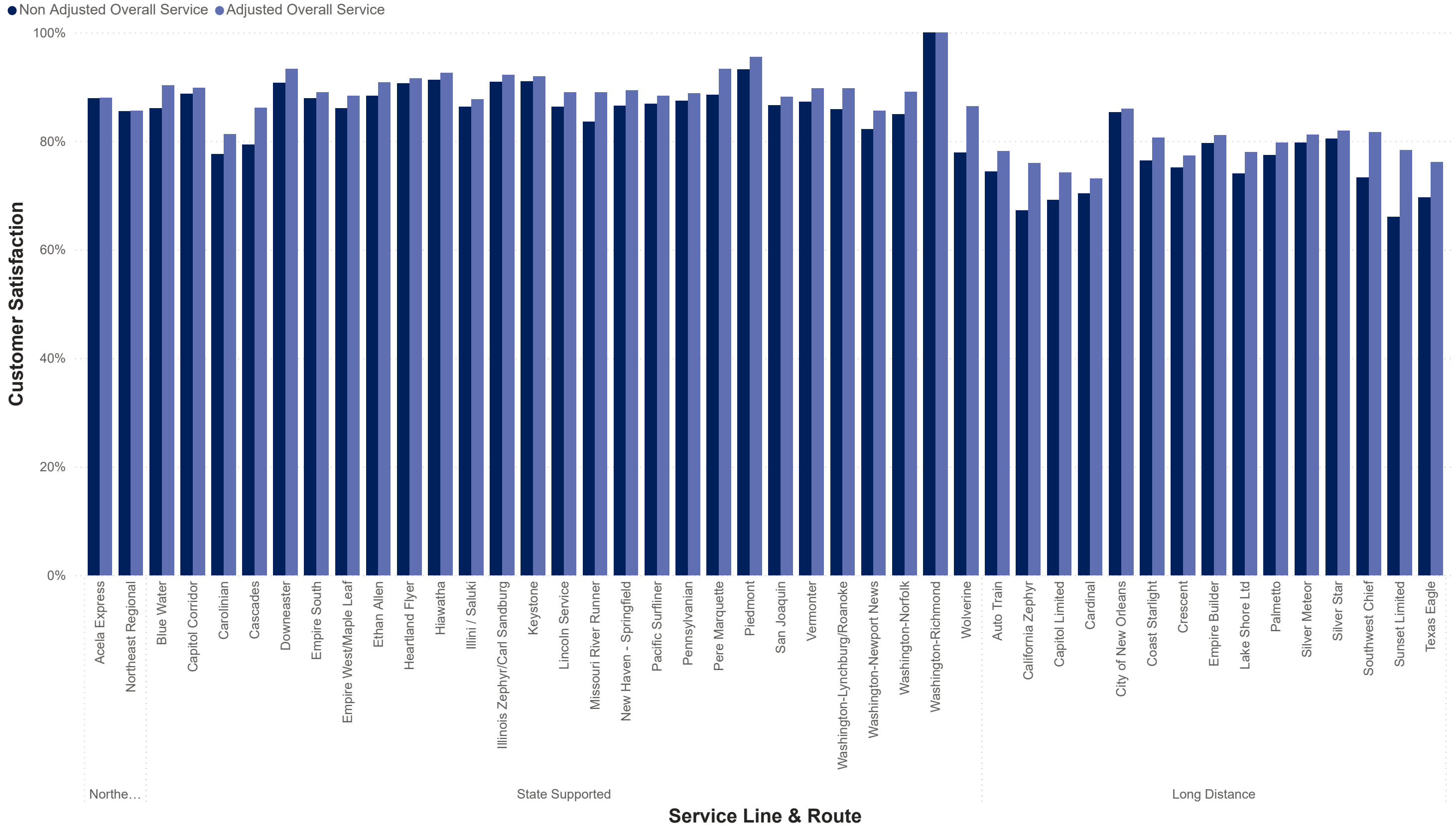
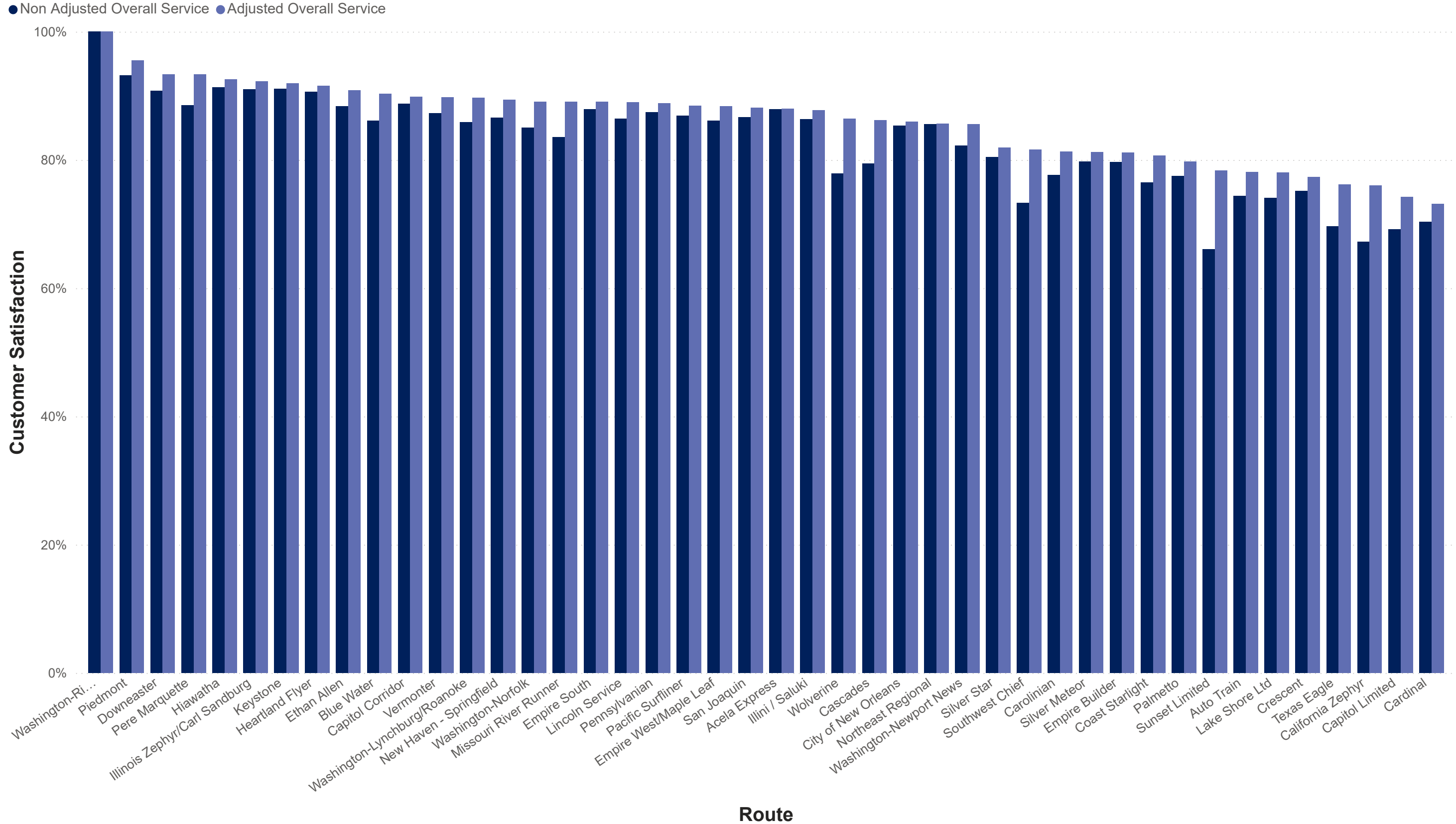


Figure 12. Customer Satisfaction by Route - Adjusted and Not Adjusted for Train Performance



C. Financial

Table 17. Financial Metrics – Definitions and Notes

The following services did not operate during FY21 Q4: Adirondack, and Northeast Regional service between Washington DC and Richmond, VA. In addition, many routes were still operating at reduced frequency from pre-COVID service levels during F21 Q4, including: Northeast Regional, Acela, Capitol Corridor, Cascades, Empire Service, Keystone, Pacific Surfliner, and San Joaquins.

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

Table 18. Cost Recovery by Route

| Service Line | Cost Recovery |
|-------------------------------|---------------|
| Northeast Corridor | |
| Acela Express | 83% |
| NEC Special Trains | 80% |
| Northeast Regional | 93% |
| State Supported | |
| Adirondack | 120% |
| Blue Water | 93% |
| Capitol Corridor | 95% |
| Carolinian | 112% |
| Cascades | 98% |
| Downeaster | 104% |
| Empire South | 78% |
| Empire West/Maple Leaf | 81% |
| Ethan Allen | 83% |
| Heartland Flyer | 100% |
| Hiawatha | 118% |
| Illini / Saluki | 142% |
| Illinois Zephyr/Carl Sandburg | 112% |
| Keystone | 56% |
| Lincoln Service | 105% |
| Missouri River Runner | 120% |
| New Haven - Springfield | 91% |
| Non-NEC Special Trains | 1% |
| Pacific Surfliner | 80% |
| Pennsylvanian | 76% |
| Pere Marquette | 101% |
| Piedmont | 98% |
| San Joaquin | 87% |
| Vermont | 133% |
| Washington-Lynchburg/Roanoke | 167% |
| Washington-Newport News | 104% |
| Washington-Norfolk | 106% |
| Washington-Richmond | 602% |
| Wolverine | 93% |
| Long Distance | |
| Auto Train | 134% |
| California Zephyr | 59% |
| Capitol Limited | 59% |
| Cardinal | 40% |
| City of New Orleans | 43% |
| Coast Starlight | 35% |
| Crescent | 43% |
| Empire Builder | 72% |
| Lake Shore Ltd | 61% |
| Palmetto | 73% |
| Silver Meteor | 54% |
| Silver Star | 44% |
| Southwest Chief | 58% |
| Sunset Limited | 23% |
| Texas Eagle | 53% |
| System-Wide | |
| National Train Service | 78% |
| System-wide (Total Amtrak) | 78% |

Figure 13. Cost Recovery by Service Line and Route

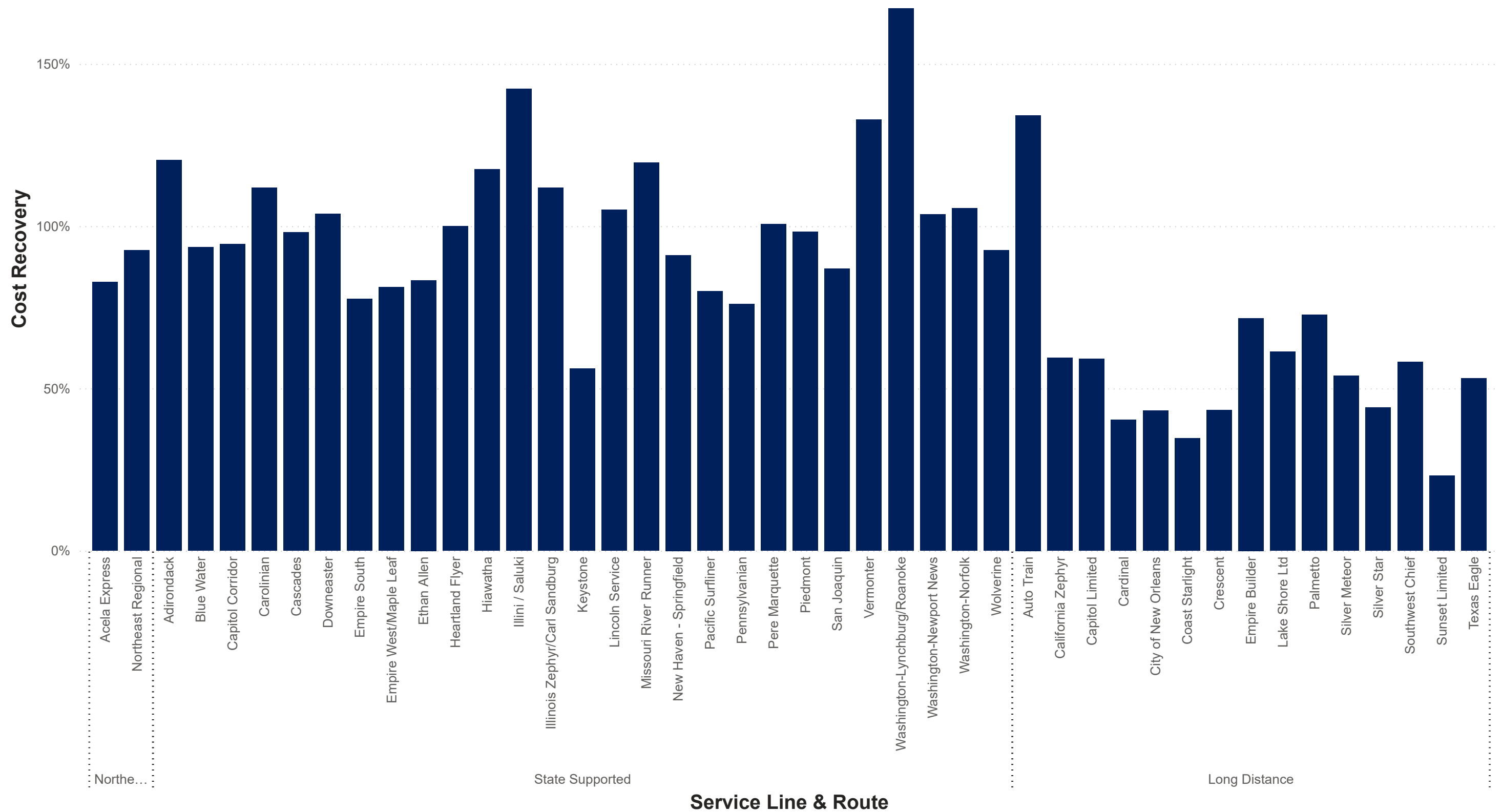


Figure 14. Cost Recovery by Route

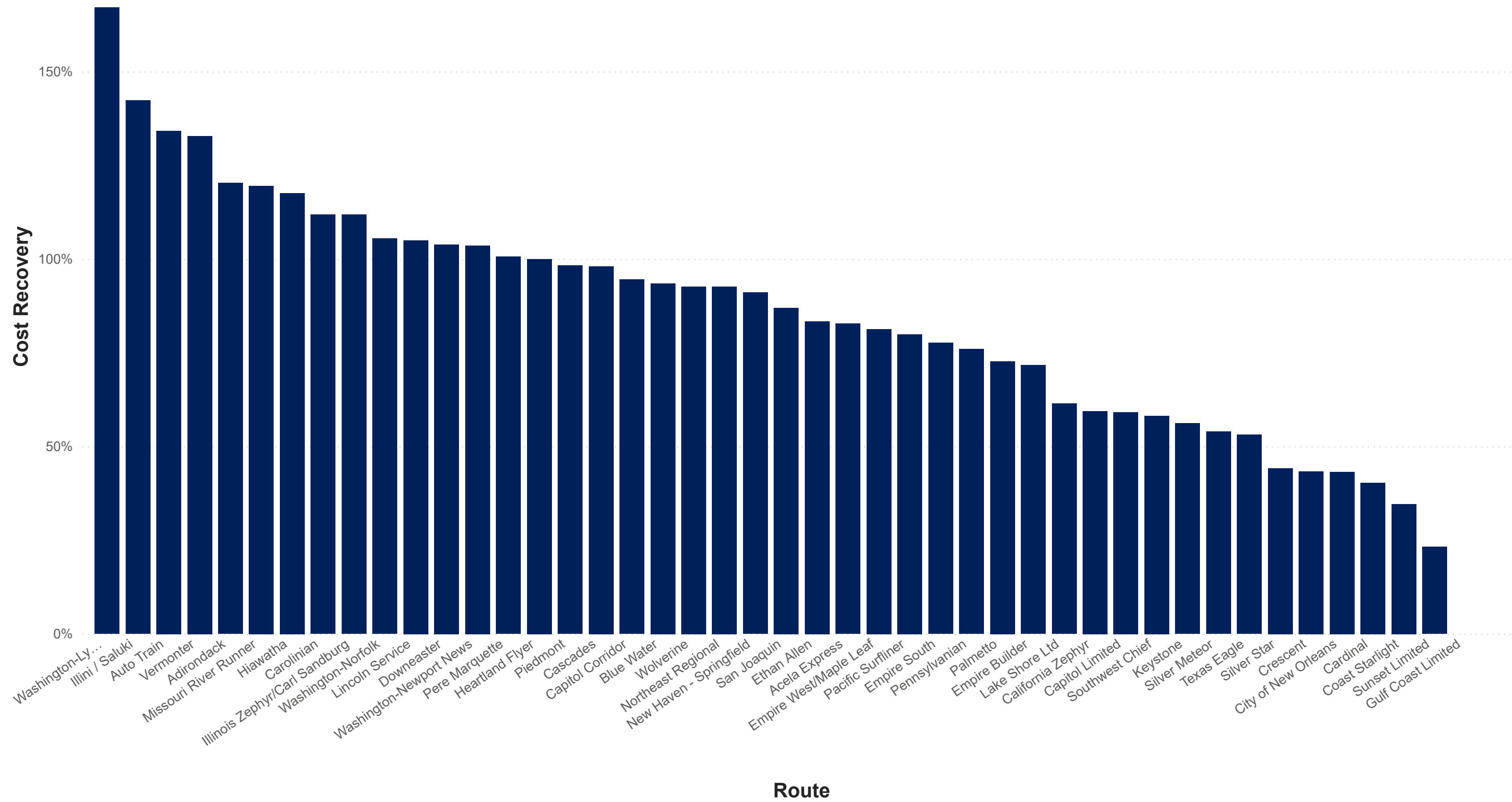


Table 19. Avoidable Operating Expenses Covered by Passenger Revenue

| Service Line | With State Operating Payment | Without State Operating Payment |
|-------------------------------|------------------------------|---------------------------------|
| Northeast Corridor | | |
| Acela Express | 67% | 67% |
| NEC Special Trains | 63% | 63% |
| Northeast Regional | 83% | 83% |
| State Supported | | |
| Adirondack | -905% | 0% |
| Blue Water | 86% | 37% |
| Capitol Corridor | 128% | 34% |
| Carolinian | 139% | 133% |
| Cascades | 147% | 78% |
| Downeaster | 124% | 65% |
| Empire South | 97% | 98% |
| Empire West/Maple Leaf | 104% | 116% |
| Ethan Allen | 145% | 137% |
| Heartland Flyer | 154% | 43% |
| Hiawatha | 101% | 47% |
| Illini / Saluki | 188% | 59% |
| Illinois Zephyr/Carl Sandburg | 134% | 35% |
| Keystone | 60% | 43% |
| Lincoln Service | 111% | 43% |
| Missouri River Runner | 133% | 39% |
| New Haven - Springfield | 91% | 28% |
| Non-NEC Special Trains | 0% | 0% |
| Pacific Surfliner | 119% | 67% |
| Pennsylvanian | 96% | 87% |
| Pere Marquette | 112% | 59% |
| Piedmont | 266% | 110% |
| San Joaquin | 153% | 46% |
| Vermont | 125% | 72% |
| Washington-Lynchburg/Roanoke | 115% | 86% |
| Washington-Newport News | 123% | 122% |
| Washington-Norfolk | 123% | 115% |
| Washington-Richmond | 107% | 7% |
| Wolverine | 80% | 42% |
| Long Distance | | |
| Auto Train | 105% | 105% |
| California Zephyr | 226% | 226% |
| Capitol Limited | 138% | 138% |
| Cardinal | 476% | 476% |
| City of New Orleans | 267% | 267% |
| Coast Starlight | 1,408% | 1,408% |
| Crescent | 114% | 114% |
| Empire Builder | 187% | 187% |
| Lake Shore Ltd | 130% | 130% |
| Palmetto | 100% | 100% |
| Silver Meteor | 116% | 116% |
| Silver Star | 145% | 145% |
| Southwest Chief | 195% | 195% |
| Sunset Limited | 813% | 813% |
| Texas Eagle | 828% | 828% |
| System-Wide | | |
| National Train Service | 104% | 88% |
| System-wide (Total Amtrak) | 63% | 53% |

Figure 15. Avoidable Operating Expenses Covered By Passenger Revenue by Service Line and Route

Adjusted with State Operating Payments ● With State Operating Payment ● Without State Operating Payment

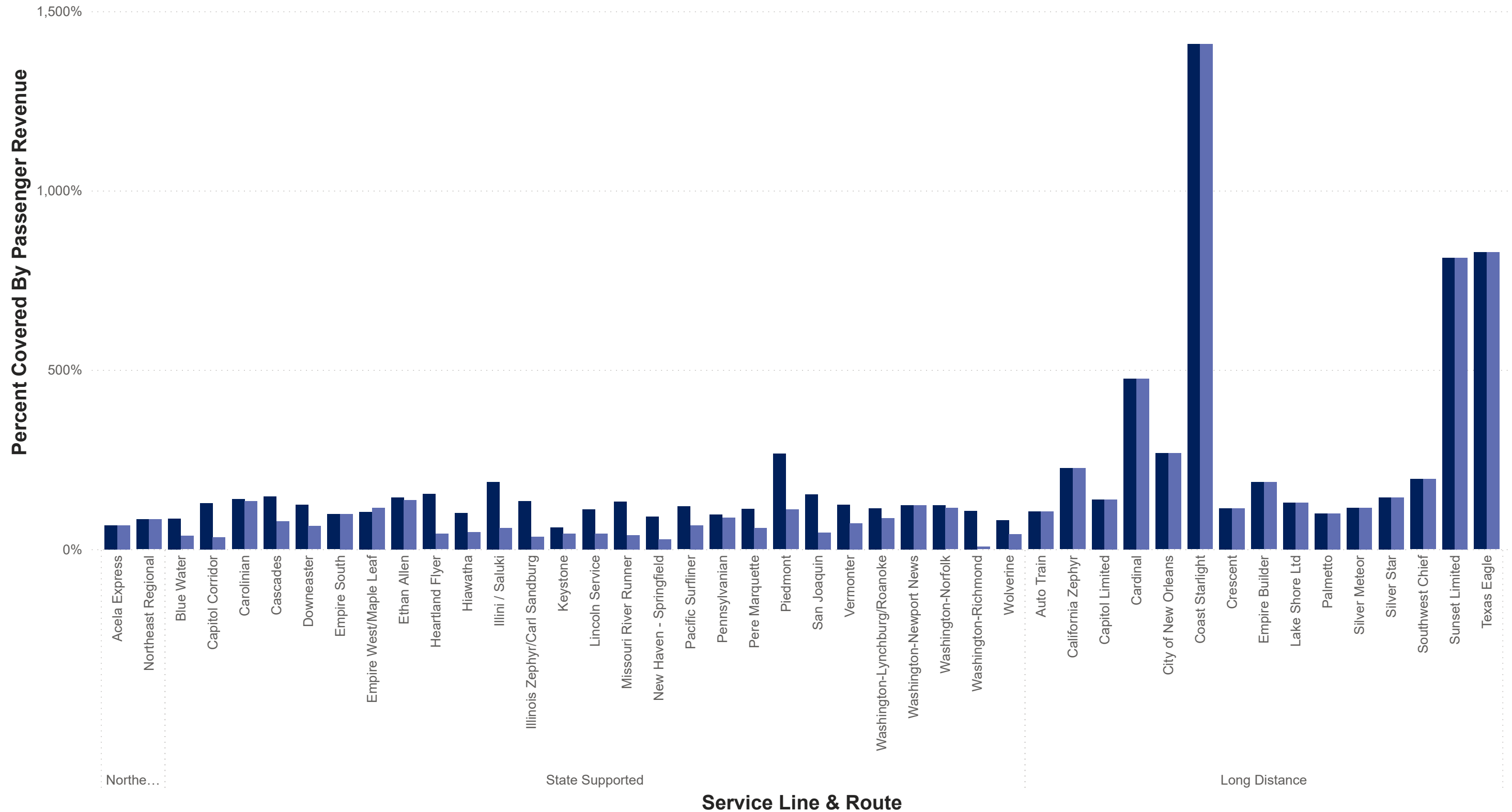


Figure 16. Avoidable Operating Expenses Covered By Passenger Revenue by Route

Adjusted with State Operating Payments ● With State Operating Payment ● Without State Operating Payment

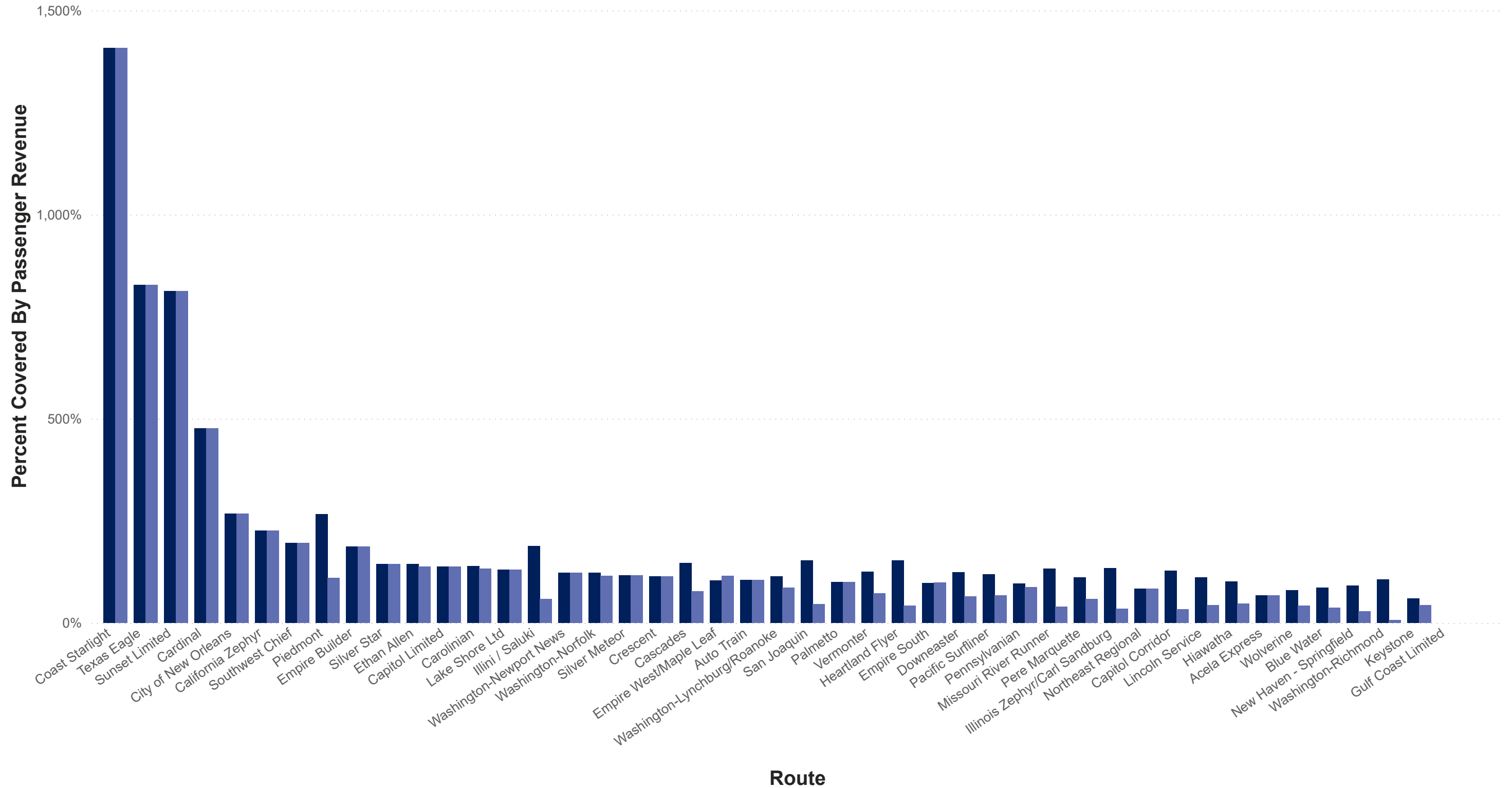


Table 20. Fully Allocated Costs Covered by Passenger Revenue by Route

| Service Line | With State Operating Payments | Without State Operating Payments |
|-------------------------------|-------------------------------|----------------------------------|
| Northeast Corridor | | |
| Acela Express | 80% | 80% |
| Northeast Regional | 90% | 90% |
| State Supported | | |
| Adirondack | 120% | 0% |
| Blue Water | 92% | 40% |
| Capitol Corridor | 93% | 25% |
| Carolinian | 109% | 104% |
| Cascades | 94% | 50% |
| Downeaster | 100% | 52% |
| Empire South | 72% | 73% |
| Empire West/Maple Leaf | 78% | 87% |
| Ethan Allen | 81% | 77% |
| Heartland Flyer | 99% | 27% |
| Hiawatha | 115% | 54% |
| Illini / Saluki | 139% | 44% |
| Illinois Zephyr/Carl Sandburg | 110% | 29% |
| Keystone | 51% | 36% |
| Lincoln Service | 103% | 40% |
| Missouri River Runner | 118% | 35% |
| New Haven - Springfield | 87% | 26% |
| Pacific Surfliner | 78% | 44% |
| Pennsylvanian | 73% | 66% |
| Pere Marquette | 99% | 52% |
| Piedmont | 96% | 40% |
| San Joaquin | 86% | 26% |
| Vermont | 130% | 75% |
| Washington-Lynchburg/Roanoke | 164% | 123% |
| Washington-Newport News | 101% | 101% |
| Washington-Norfolk | 103% | 96% |
| Washington-Richmond | 600% | 39% |
| Wolverine | 91% | 48% |
| Long Distance | | |
| Auto Train | 132% | 132% |
| California Zephyr | 58% | 58% |
| Capitol Limited | 58% | 58% |
| Cardinal | 39% | 39% |
| City of New Orleans | 42% | 42% |
| Coast Starlight | 33% | 33% |
| Crescent | 42% | 42% |
| Empire Builder | 70% | 70% |
| Lake Shore Ltd | 59% | 59% |
| Palmetto | 70% | 70% |
| Silver Meteor | 52% | 52% |
| Silver Star | 43% | 43% |
| Southwest Chief | 57% | 57% |
| Sunset Limited | 22% | 22% |
| Texas Eagle | 52% | 52% |
| System-Wide | | |
| National Train Service | 76% | 64% |
| System-wide (Total Amtrak) | 55% | 47% |

Figure 17. Fully Allocated Costs Covered by Passenger Revenue by Service Line and Route

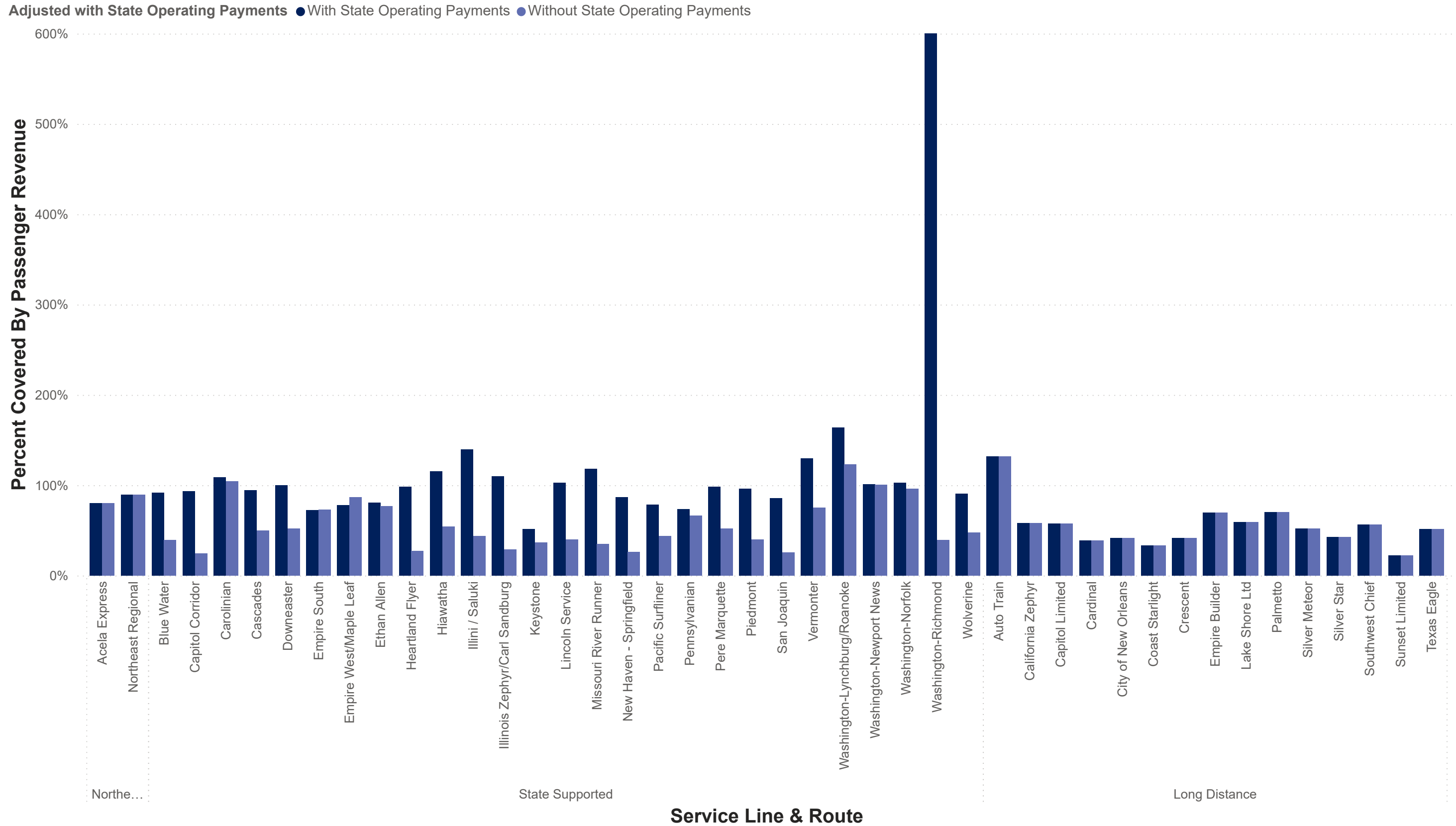


Figure 18. Fully Allocated Costs Covered by Passenger Revenue by Route

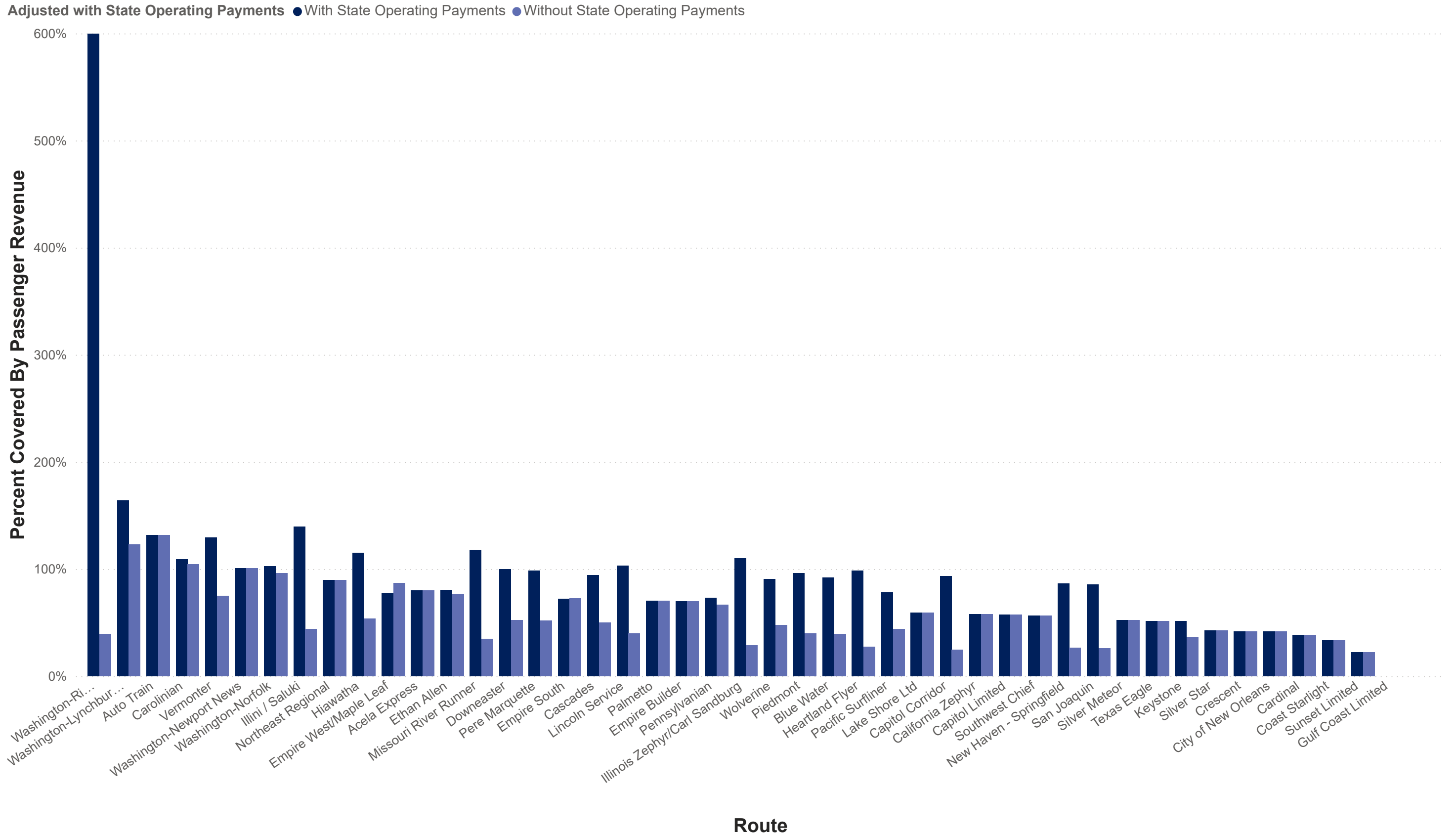


Table 21. Average Ridership (Passenger Miles divided by Train Miles) and Total Ridership

| Service Line | Average Ridership | Total Ridership |
|-------------------------------|-------------------|-----------------|
| Northeast Corridor | | |
| Acela Express | 181 | 442,026 |
| NEC Special Trains | 23 | 1,190 |
| Northeast Regional | 228 | 1,542,912 |
| State Supported | | |
| Adirondack | 0 | 0 |
| Blue Water | 130 | 40,801 |
| Capitol Corridor | 42 | 140,922 |
| Carolinian | 257 | 69,508 |
| Cascades | 108 | 97,394 |
| Downeaster | 72 | 108,476 |
| Empire South | 132 | 244,113 |
| Empire West/Maple Leaf | 176 | 95,201 |
| Ethan Allen | 138 | 12,456 |
| Heartland Flyer | 74 | 15,584 |
| Hiawatha | 91 | 121,619 |
| Illini / Saluki | 91 | 57,192 |
| Illinois Zephyr/Carl Sandburg | 61 | 32,282 |
| Keystone | 111 | 155,509 |
| Lincoln Service | 106 | 105,529 |
| Missouri River Runner | 69 | 32,092 |
| New Haven - Springfield | 60 | 73,481 |
| Non-NEC Special Trains | 0 | 43 |
| Pacific Surfliner | 118 | 359,761 |
| Pennsylvanian | 182 | 48,028 |
| Pere Marquette | 106 | 22,894 |
| Piedmont | 49 | 39,939 |
| San Joaquin | 75 | 148,328 |
| Vermont | 135 | 18,468 |
| Washington-Lynchburg/Roanoke | 266 | 44,209 |
| Washington-Newport News | 262 | 74,979 |
| Washington-Norfolk | 206 | 57,484 |
| Washington-Richmond | 37 | 376 |
| Wolverine | 145 | 73,397 |
| Long Distance | | |
| Auto Train | 332 | 60,788 |
| California Zephyr | 152 | 78,283 |
| Capitol Limited | 148 | 47,057 |
| Cardinal | 95 | 22,053 |
| City of New Orleans | 103 | 40,742 |
| Coast Starlight | 130 | 70,348 |
| Crescent | 93 | 47,034 |
| Empire Builder | 176 | 96,757 |
| Lake Shore Ltd | 193 | 89,368 |
| Palmetto | 135 | 76,319 |
| Silver Meteor | 125 | 58,027 |
| Silver Star | 108 | 63,352 |
| Southwest Chief | 131 | 57,262 |
| Sunset Limited | 100 | 18,329 |
| Texas Eagle | 136 | 62,796 |
| System-Wide | | |
| National Train Service | 146 | 5,164,708 |
| System-wide (Total Amtrak) | 146 | 5,164,708 |

Figure 19. Total Ridership Q3 and Q4 by Service Line and Route

Year/Quarter ● FY21 Q3 ● FY21 Q4

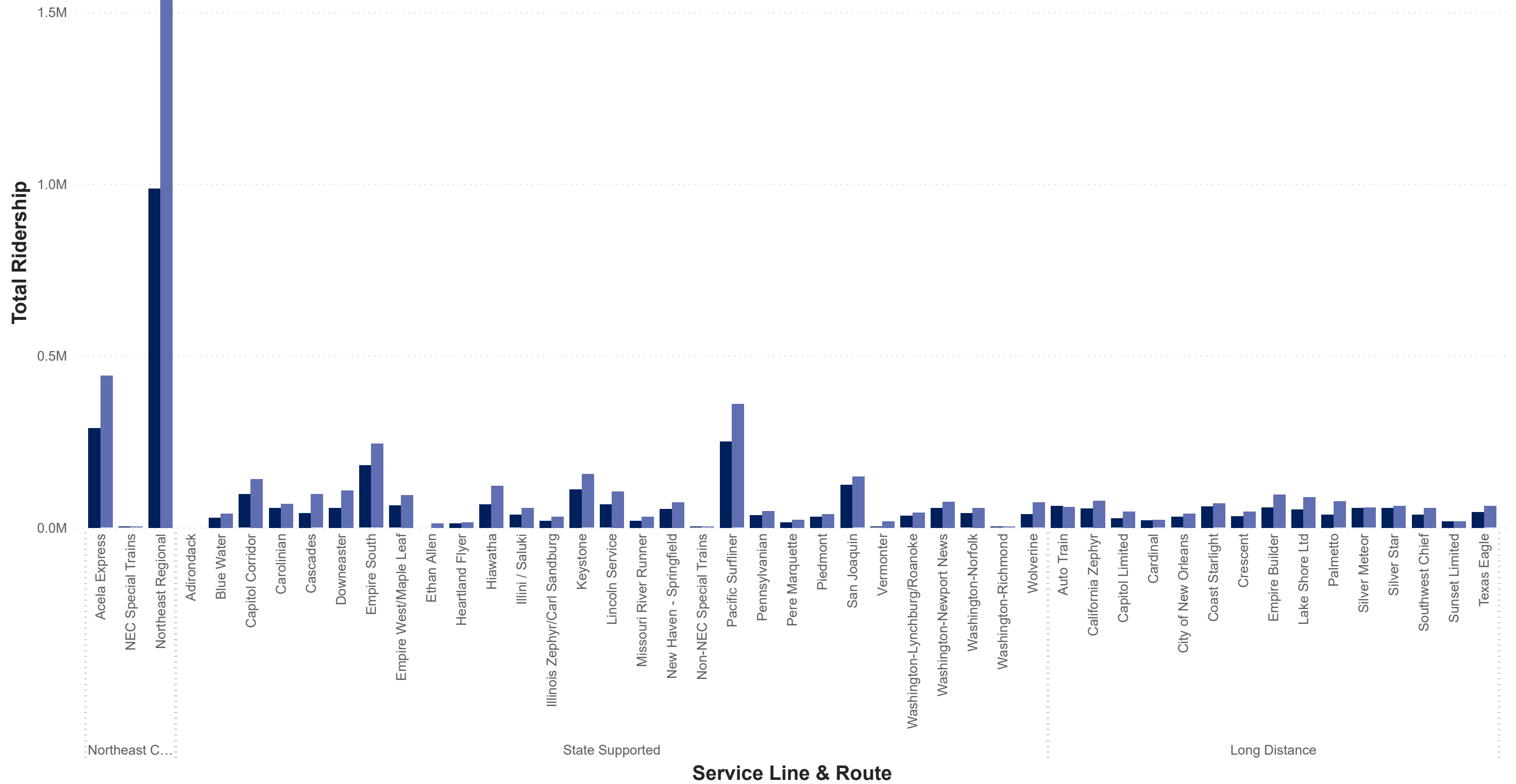


Figure 20. Total Ridership Q3 and Q4 by Route

Year/Quarter ● FY21 Q3 ● FY21 Q4

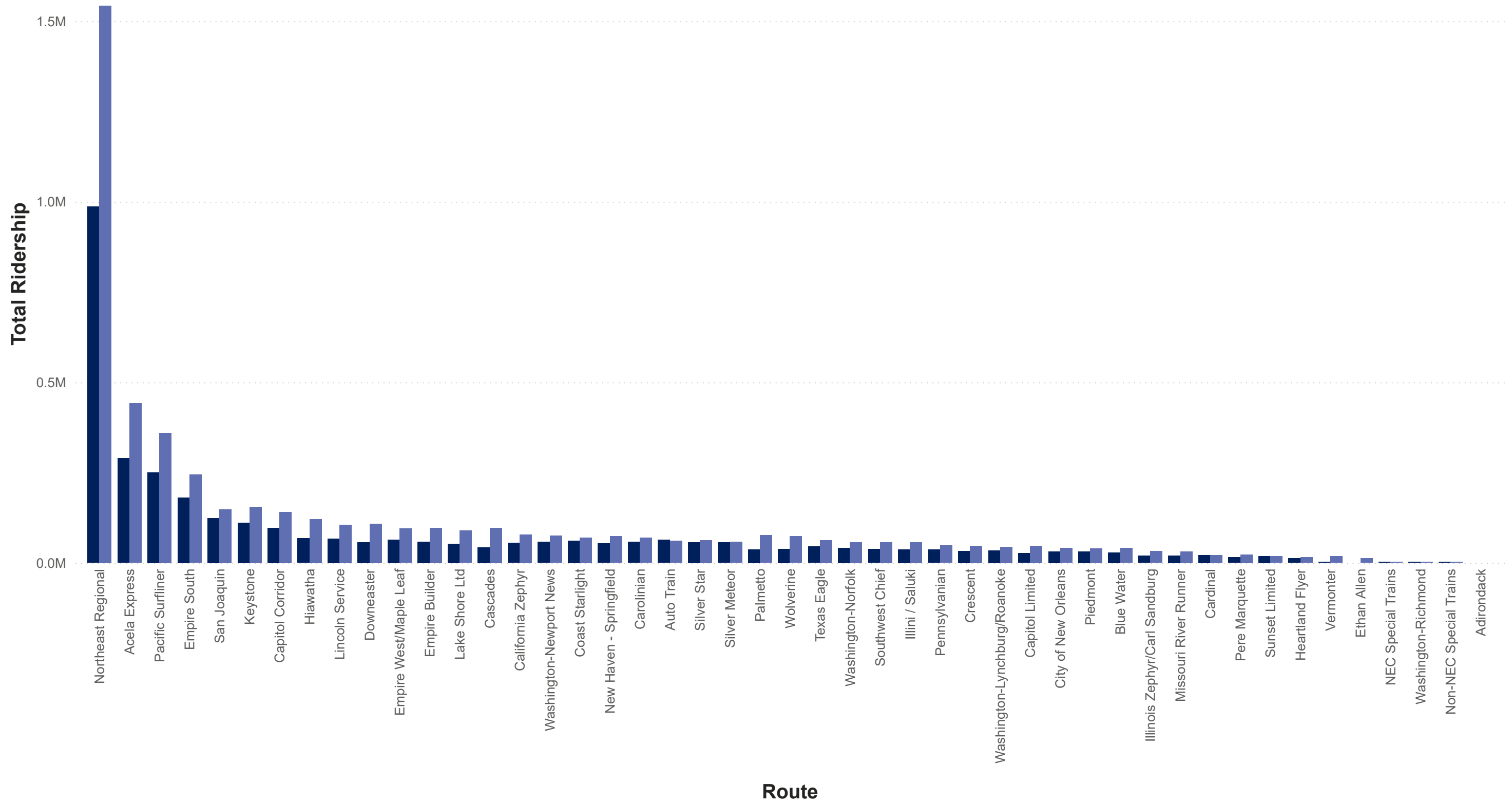


Figure 21. Average Ridership (Passenger Miles divided by Train Miles) by Service Line and Route

Year/Quarter ● FY21 Q3 ● FY21 Q4

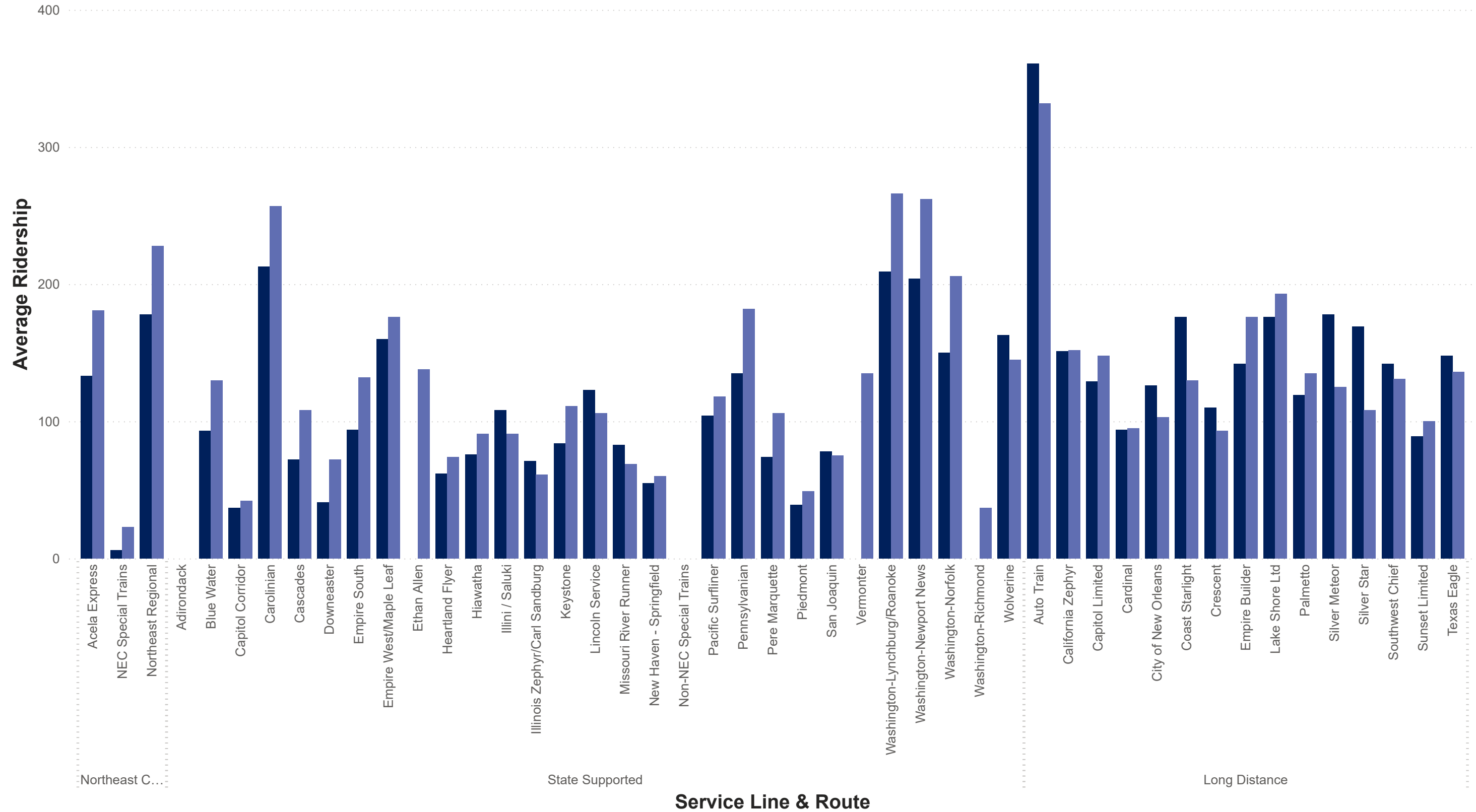
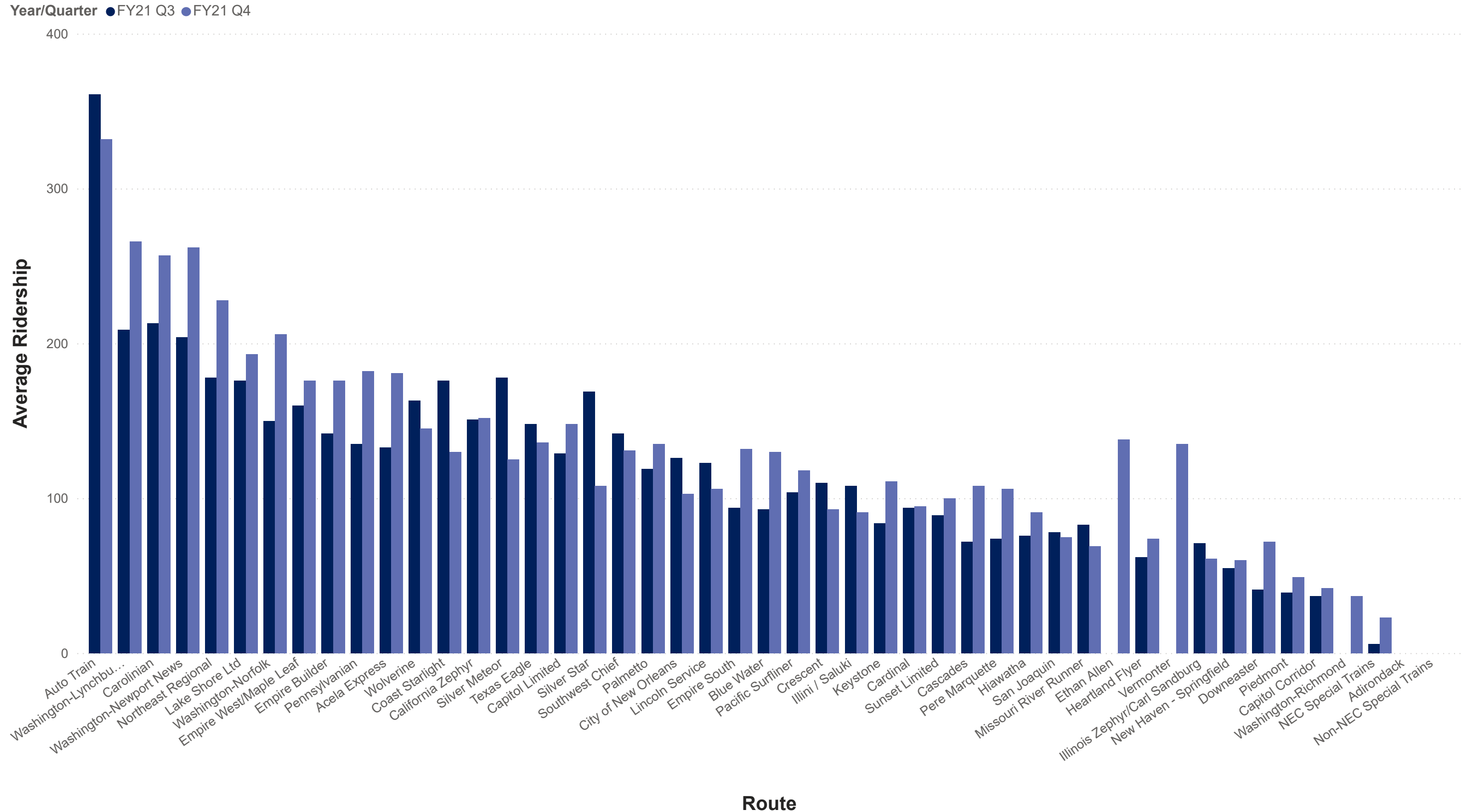


Figure 22. Average Ridership (Passenger Miles divided by Train Miles) by Route



D. Public Benefits

Table 22. Public Benefits Metrics – Definitions and Notes

| Metric | Definition | Data Description and Notes |
|----------------------|--|---|
| Connectivity | The percent of passengers connecting to and from other Amtrak routes, updated on an annual basis. | <p>Under this metric, a <i>connection</i> means a passenger arriving on one train and connecting to a departing train within 23 hours.</p> <p>No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.</p> |
| Missed Connections | The percent of passengers connecting to/from other Amtrak routes who missed connections due to a late arrival from another Amtrak train, reported by route and updated on an annual basis. | <p>No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.</p> |
| Community Access | The percent of Amtrak passenger-trips to and from not well-served communities, updated on an annual basis. | <p><i>Not well-served communities</i> means those rural communities: within 25 miles of an intercity passenger rail station; more than 75 miles from a large airport; and more than 25 miles from any other airport with scheduled commercial service or an intercity bus stop.</p> <p>No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.</p> |
| Service Availability | The total number of daily Amtrak trains per 100,000 residents in a metropolitan statistical area (MSA) for each of the top 100 MSAs in the United States, shown in total and adjusted for time of day, updated on an annual basis. | <p>The metric, as adjusted for time of day, shows only those trains that arrive or depart between 5:00 a.m. and 11:00 p.m.</p> <p>No data reported for this quarter. This metric will be updated annually and will be reported in the quarterly report covering October 1 – December 31, 2021.</p> |

Appendix 1: Customer OTP by Train

Table 23. Customer OTP by Train

| Route | Train | OTP | Route | Train | OTP | Route | Train | OTP |
|---------------|-------|------|------------------|-------|------|------------------|------------------------------------|-----|
| Acela Express | 2103 | 88% | Capitol Corridor | 520 | 93% | Capitol Corridor | 729 | 92% |
| | 2107 | 93% | | 521 | 96% | | 732 | 95% |
| | 2109 | 97% | | 522 | 97% | | 736 | 82% |
| | 2122 | 91% | | 523 | 95% | | 737 | 92% |
| | 2126 | 88% | | 524 | 85% | | 741 | 83% |
| | 2150 | 80% | | 525 | 96% | | 742 | 87% |
| | 2153 | 92% | | 526 | 91% | | 743 | 80% |
| | 2154 | 88% | | 527 | 92% | | 744 | 85% |
| | 2155 | 74% | | 528 | 95% | | 745 | 84% |
| | 2158 | 82% | | 531 | 94% | | 746 | 80% |
| | 2159 | 76% | | 532 | 93% | | 747 | 92% |
| | 2163 | 67% | | 535 | 94% | | 748 | 79% |
| | 2166 | 71% | | 536 | 98% | | 751 | 87% |
| | 2169 | 68% | | 537 | 93% | | Carl Sandburg / Illinois Zephyr | 380 |
| | 2170 | 86% | | 538 | 86% | 381 | | 86% |
| | 2172 | 76% | | 541 | 90% | 382 | | 85% |
| | 2173 | 86% | | 542 | 92% | 383 | | 77% |
| | 2203 | 83% | | 544 | 87% | | | |
| | 2205 | 100% | | 545 | 94% | | | |
| | 2213 | 100% | | 546 | 95% | | | |
| | 2218 | 99% | | 547 | 91% | | | |
| | 2222 | 79% | | 551 | 89% | | | |
| | 2224 | 85% | | 720 | 96% | | | |
| | 2248 | 93% | | 723 | 95% | | | |
| | 2249 | 90% | | 724 | 95% | | | |
| | 2250 | 96% | | 727 | 100% | | | |
| | 2251 | 67% | | 728 | 87% | | | |
| | 2252 | 90% | | | | | | |
| 2253 | 77% | | | | | | | |
| 2254 | 85% | | | | | | | |
| 2255 | 60% | | | | | | | |
| 2256 | 98% | | | | | | | |
| 2257 | 92% | | | | | | | |
| 2259 | 74% | | | | | | | |

FRA Quarterly Report | Appendix 1: Customer OTP by Train

| Route | Train | OTP | Route | Train | OTP | Route | Train | OTP |
|----------------------|-------|-----|-----------------|-------|------|----------|-------|-----|
| Crescent | 19 | 66% | Heartland Flyer | 821 | 64% | Keystone | 640 | 92% |
| Downeaster | 680 | 90% | Hiawatha | 329 | 98% | 641 | 97% | |
| | 681 | 70% | | 330 | 99% | 642 | 96% | |
| | 682 | 89% | | 331 | 98% | 643 | 75% | |
| | 683 | 59% | | 332 | 95% | 645 | 96% | |
| | 684 | 53% | | 333 | 91% | 646 | 90% | |
| | 685 | 76% | | 334 | 97% | 647 | 83% | |
| | 686 | 67% | | 335 | 96% | 650 | 93% | |
| | 687 | 76% | | 336 | 94% | 651 | 90% | |
| | 688 | 81% | | 337 | 97% | 652 | 87% | |
| | 689 | 96% | | 338 | 98% | 653 | 90% | |
| | 690 | 99% | | 339 | 97% | 654 | 90% | |
| | 691 | 69% | | 340 | 97% | 655 | 61% | |
| | 692 | 98% | | 341 | 90% | 660 | 86% | |
| | 693 | 72% | 342 | 97% | 661 | 100% | | |
| | 694 | 68% | 343 | 77% | 662 | 81% | | |
| | 695 | 86% | Keystone | 600 | 98% | 663 | 96% | |
| | 696 | 60% | | 601 | 96% | 664 | 96% | |
| | 697 | 91% | | 605 | 98% | 665 | 92% | |
| 698 | 90% | 610 | | 94% | 666 | 89% | | |
| 699 | 95% | 611 | | 100% | 667 | 78% | | |
| 1689 | 94% | 612 | | 100% | 669 | 100% | | |
| Empire Builder | 7 | 74% | | 615 | 100% | 670 | 83% | |
| | 27 | 78% | | 619 | 100% | 671 | 82% | |
| Ethan Allen Ex-press | 290 | 89% | | 620 | 85% | 672 | 89% | |
| | 291 | 80% | | 622 | 62% | 674 | 100% | |
| | 292 | 94% | 637 | 95% | | | | |
| | 293 | 92% | 639 | 79% | | | | |
| | 295 | 78% | | | | | | |
| | 296 | 99% | | | | | | |

FRA Quarterly Report | Appendix 1: Customer OTP by Train

| Route | Train | OTP | Route | Train | OTP | Route | Train | OTP |
|-------------------|-------|------|------------------------------|-------|------|------------------------------|-------|-----|
| Lincoln Service | 300 | 76% | On Spine North-east Regional | 123 | 91% | On Spine North-east Regional | 172 | 86% |
| | 301 | 83% | | 126 | 84% | | 173 | 90% |
| | 302 | 80% | | 129 | 87% | | 175 | 76% |
| | 303 | 81% | | 130 | 91% | | 177 | 87% |
| | 304 | 85% | | 132 | 100% | | 178 | 77% |
| | 305 | 85% | | 134 | 67% | | 179 | 95% |
| | 306 | 88% | | 135 | 82% | | 182 | 88% |
| | 307 | 80% | | 136 | 70% | | 183 | 98% |
| Missouri | 311 | 73% | | 137 | 72% | | 184 | 94% |
| | 313 | 78% | | 138 | 91% | | 185 | 84% |
| | 314 | 68% | | 139 | 92% | | 189 | 91% |
| | 316 | 65% | | 140 | 78% | | 190 | 85% |
| New York - Albany | 232 | 89% | | 141 | 80% | | 192 | 95% |
| | 233 | 76% | | 143 | 86% | | 193 | 73% |
| | 234 | 89% | | 146 | 93% | | 196 | 89% |
| | 236 | 93% | | 148 | 81% | | | |
| | 237 | 85% | | 149 | 89% | | | |
| | 238 | 84% | 150 | 94% | | | | |
| | 239 | 95% | 152 | 100% | | | | |
| | 241 | 96% | 153 | 100% | | | | |
| | 243 | 96% | 154 | 100% | | | | |
| | 244 | 85% | 155 | 100% | | | | |
| | 250 | 94% | 158 | 91% | | | | |
| | 253 | 76% | 159 | 99% | | | | |
| | 255 | 98% | 160 | 79% | | | | |
| | 256 | 100% | 161 | 74% | | | | |
| | 259 | 99% | 162 | 88% | | | | |
| | 260 | 92% | 163 | 92% | | | | |
| | | 165 | 82% | | | | | |
| | | 166 | 83% | | | | | |
| | | 167 | 90% | | | | | |
| | | 168 | 84% | | | | | |
| | | 169 | 100% | | | | | |
| | | 170 | 82% | | | | | |

FRA Quarterly Report | Appendix 1: Customer OTP by Train

| Route | Train | OTP | Route | Train | OTP | Route | Train | OTP |
|-------------------|-------|-----|---|----------|-----|--------------|-------|-----|
| Pacific Surfliner | 562 | 94% | Pennsylvanian | 42 | 65% | Roanoke | 145 | 83% |
| | 564 | 92% | | Piedmont | 73 | | 78% | 156 |
| | 567 | 85% | 76 | | 84% | | 171 | 68% |
| | 569 | 84% | 77 | | 83% | San Joaquins | 710 | 85% |
| | 572 | 89% | 78 | | 85% | | 711 | 93% |
| | 579 | 88% | Richmond / Newport News / Norfolk | 82 | 99% | | 712 | 84% |
| | 580 | 90% | | 84 | 68% | | 713 | 73% |
| | 583 | 87% | | 86 | 90% | | 714 | 76% |
| | 584 | 80% | | 88 | 80% | | 715 | 73% |
| | 590 | 89% | | 94 | 58% | | 716 | 86% |
| | 593 | 90% | | 164 | 83% | | 717 | 75% |
| | 595 | 89% | 174 | 79% | 718 | 81% | | |
| | 763 | 84% | | | 719 | 74% | | |
| | 768 | 81% | | | | | | |
| | 774 | 72% | | | | | | |
| | 777 | 87% | | | | | | |
| | 785 | 80% | | | | | | |
| | 796 | 87% | | | | | | |
| | 1564 | 86% | | | | | | |
| | 1567 | 92% | | | | | | |
| 1572 | 91% | | | | | | | |
| 1584 | 94% | | | | | | | |
| 1763 | 59% | | | | | | | |
| 1768 | 71% | | | | | | | |
| 1774 | 63% | | | | | | | |
| 1777 | 92% | | | | | | | |
| 1784 | 92% | | | | | | | |
| 1785 | 93% | | | | | | | |
| 1790 | 93% | | | | | | | |
| 1793 | 100% | | | | | | | |
| 1796 | 58% | | | | | | | |

FRA Quarterly Report | Appendix 1: Customer OTP by Train

| Route | Train | OTP |
|----------------------|-------|------|
| Springfield Shuttles | 400 | 100% |
| | 405 | 100% |
| | 409 | 91% |
| | 412 | 100% |
| | 416 | 100% |
| | 417 | 86% |
| | 432 | 86% |
| | 450 | 88% |
| | 451 | 97% |
| | 460 | 85% |
| | 461 | 96% |
| | 463 | 93% |
| | 464 | 92% |
| | 465 | 100% |
| | 467 | 100% |
| | 470 | 75% |
| | 471 | 98% |
| | 473 | 95% |
| | 474 | 85% |
| | 475 | 93% |
| 476 | 78% | |
| 478 | 81% | |
| 479 | 98% | |
| 488 | 85% | |
| 490 | 93% | |
| 494 | 58% | |
| 495 | 93% | |
| 497 | 100% | |
| 499 | 87% | |

| Route | Train | OTP |
|---------|-------|-----|
| Vermont | 54 | 88% |
| | 55 | 60% |
| | 56 | 85% |
| | 57 | 89% |

Appendix 2: Delay Minutes by Train and Responsibility

Table 24: Amtrak Responsible Train Delay Minutes

| Route | Train | Amtrak (Host) | | | | | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | | |
|---------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------------|-----|-----|-----|-----|-----|-------|-----|-----|-------|-----|--|-------|-------|
| | | CTI | CTP | DBB | DCS | DDA | DET | DMW | DSR | DTR | PET | PSC | PSR | PTI | RTE | SMW | Total | ADA | CAR | CTC | ENG | HLD | INJ | ITI | MTI | OTH | SVS | | SYS | Total |
| Acela Express | 2103 | 31 | 8 | | 50 | | 91 | 12 | 3 | | | 46 | | | 80 | 321 | | 8 | | 21 | 1 | | | | | | 2 | 32 | 353 | |
| | 2107 | 10 | | | | | | | | | | 3 | 2 | | 61 | 76 | | | | | 3 | | | | | | | 3 | 79 | |
| | 2109 | 51 | 36 | | 1 | | 29 | 6 | 6 | | | 20 | | | 176 | 325 | | 4 | | 21 | | | | 20 | | | | 45 | 370 | |
| | 2122 | 7 | | 11 | | | 12 | 52 | 15 | | | 33 | 3 | | 21 | 154 | | 16 | | 98 | | | 30 | 82 | | 2 | | 228 | 382 | |
| | 2126 | 37 | 5 | 4 | | | 27 | | 12 | | | 89 | 10 | 3 | 29 | 216 | 4 | 8 | | | 4 | | 24 | 54 | 2 | | 6 | 102 | 318 | |
| | 2150 | 68 | 12 | | 65 | | 17 | 64 | 25 | | | 71 | 39 | 6 | 58 | 425 | 2 | 12 | | 26 | 38 | | | 10 | 9 | 1 | 57 | 155 | 580 | |
| | 2153 | 14 | 3 | | 37 | | 19 | 9 | | | | 112 | 13 | | 102 | 309 | 39 | 4 | | 69 | 36 | | | 9 | 8 | | 3 | 168 | 477 | |
| | 2154 | 68 | 9 | 2 | 31 | | 10 | 13 | 31 | | | 79 | 21 | 7 | 59 | 330 | 17 | 8 | | 8 | 54 | | | 8 | 47 | | 11 | 153 | 483 | |
| | 2155 | 63 | 20 | 4 | 64 | | 194 | 29 | 35 | | | 55 | 102 | 7 | 189 | 762 | 39 | 6 | | 97 | 85 | | 14 | | 29 | 8 | 26 | 304 | 1,066 | |
| | 2158 | 50 | | | 71 | | 33 | 55 | 27 | | 15 | 57 | 263 | | 50 | 621 | 43 | 40 | | 65 | 41 | 14 | | | 45 | | 17 | 265 | 886 | |
| | 2159 | 15 | | 6 | 54 | | 4 | 74 | 13 | | | 5 | 55 | 50 | 4 | 175 | 455 | 61 | 72 | | 118 | 125 | | 10 | 17 | | 10 | 413 | 868 | |
| | 2163 | 128 | 28 | 76 | 65 | | 13 | 28 | 22 | | | 30 | 85 | 37 | 9 | 225 | 746 | 48 | 72 | | 29 | 119 | | 13 | 10 | 70 | | 25 | 386 | 1,132 |
| | 2166 | 159 | 60 | 10 | 69 | | 13 | 51 | 29 | | | 48 | 46 | 6 | 75 | 566 | 33 | 20 | | 63 | 61 | 6 | | 4 | 3 | 2 | 2 | 194 | 760 | |
| | 2169 | 180 | 9 | 11 | 65 | | 14 | 4 | 19 | | | 6 | 25 | 66 | 4 | 312 | 715 | 60 | 75 | 14 | 154 | 53 | | | 60 | 17 | | 35 | 468 | 1,183 |
| | 2170 | 15 | 4 | 31 | 93 | | 14 | 16 | 42 | | | 68 | 101 | 3 | 35 | 422 | 18 | 5 | 3 | 255 | 31 | | 5 | 5 | 1 | | 109 | 432 | 854 | |
| | 2172 | 58 | | 67 | 41 | | 31 | 101 | 29 | | | 30 | 45 | | 119 | 521 | 25 | 3 | | 14 | 20 | | 11 | 22 | 36 | | 12 | 143 | 664 | |
| | 2173 | 138 | | 4 | 53 | | 23 | 16 | 10 | | | 3 | 30 | 54 | | 133 | 464 | 45 | 25 | | 43 | 56 | | | 31 | 14 | | 7 | 221 | 685 |
| | 2203 | | | | | | | | | | | | 26 | | | 35 | 61 | 3 | 22 | | 5 | 2 | | | | 18 | | 50 | 111 | |
| | 2205 | | | | | | | | 4 | | | | 3 | | | 4 | 11 | | | | | | | | | 13 | | 15 | 26 | |
| | 2213 | | | | | | | | 4 | | | | 7 | 4 | | | 15 | | | | | | | | | 8 | | 8 | 23 | |
| | 2218 | | | | | | | | | | | | 14 | 10 | | | 24 | | | | 92 | | | | 2 | 1 | | 95 | 119 | |
| | 2222 | | | | | | | | | | | | 7 | 1 | | | 8 | | | | | 3 | | | | | 51 | 54 | 62 | |
| | 2224 | | | | | | | | | | | | 10 | | | 5 | 15 | | | | 19 | | | | | | | 19 | 34 | |
| | 2248 | 32 | | 80 | 4 | | | 14 | 6 | | | | 5 | | | 12 | 153 | 8 | 15 | | | | | | | | | 44 | 197 | |
| | 2249 | | | | | | | | | | | | 12 | 23 | | 14 | 49 | 9 | | | 14 | 18 | | | 14 | 5 | 3 | 4 | 67 | 116 |
| | 2250 | | | | | | | 6 | 3 | | | | 3 | 14 | | 15 | 41 | 8 | 5 | 4 | | 19 | | | | 10 | | 46 | 87 | |
| | 2251 | 11 | 5 | | 40 | | | 3 | 10 | | 3 | | 17 | 7 | | 33 | 129 | 24 | 21 | | 5 | 32 | 7 | | | 32 | 49 | 170 | 299 | |
| | 2252 | 11 | | | 10 | | | 18 | 7 | | | | 15 | 6 | 23 | 27 | 117 | 12 | 4 | | 195 | 20 | 23 | 3 | | 16 | | 3 | 276 | 393 |
| 2253 | 30 | | | 27 | | | | 2 | | 2 | 1 | 34 | 14 | | 70 | 180 | 83 | 6 | | 69 | 75 | | | | 29 | | 5 | 267 | 447 | |
| 2254 | 52 | 4 | | 6 | | 5 | 16 | 2 | 3 | | | 11 | 15 | | 22 | 136 | 42 | 19 | | 36 | 51 | | | | 7 | | 155 | 291 | | |
| 2255 | 16 | | | | 22 | | | 3 | | | 8 | 18 | 14 | | 53 | 134 | 31 | 16 | | 3 | 57 | | | | 15 | | 122 | 256 | | |
| 2256 | | 4 | 8 | | | | 6 | 2 | | | | 22 | 5 | | 19 | 66 | 9 | 7 | | | 7 | | | | 5 | | 1 | 29 | 95 | |
| 2257 | 7 | | | 3 | | | | 2 | | | 6 | 17 | | | 28 | 63 | 4 | 2 | | 10 | 34 | | | | 1 | | 51 | 114 | | |
| 2259 | 11 | | | 2 | | | | 5 | | | 8 | 30 | 11 | | 32 | 99 | 13 | 7 | | 3 | 19 | | | 4 | 6 | | 35 | 87 | 186 | |
| Auto Train | 52 | | | | | | | | | | | | | | | | | 495 | | 456 | | 99 | 1,024 | | 94 | 272 | 668 | 3,108 | 3,108 | |
| | 53 | | | | | | | | | | | | | | | | | 145 | | 71 | 7 | 60 | 300 | | 88 | 1,768 | 507 | 2,946 | 2,946 | |

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

| Route | Train | Amtrak (Host) | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | |
|-------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-------|-------------------|-----|-----|-----|-----|-------|-----|-----|-------|-------|-------|--|-------|
| | | CTI | DCS | DMW | DSR | FTI | PTI | RTE | Total | ADA | CAR | CCR | CON | ENG | HLD | INJ | ITI | OTH | SVS | SYS | | Total |
| Blue Water | 364 | 5 | 65 | | 57 | | 23 | 172 | 322 | 102 | 6 | | | 391 | 118 | 10 | | 247 | 222 | 393 | 1,489 | 1,811 |
| | 365 | | 69 | 14 | 70 | 8 | 233 | 22 | 416 | 181 | 6 | | | 99 | 213 | 32 | | 418 | 96 | 327 | 1,372 | 1,788 |
| California Zephyr | 5 | | 43 | | 4 | | | | 47 | 505 | 480 | | 655 | 646 | 1,093 | 68 | | 1,110 | 1,568 | 2,076 | 8,201 | 8,248 |
| | 6 | 36 | 4 | | | | 5 | 23 | 68 | 536 | 423 | | 103 | 770 | 1,151 | 194 | 246 | 828 | 1,582 | 1,736 | 7,569 | 7,637 |
| Capitol Corridor | 520 | | | | | | | | | 13 | 3 | | | 7 | 3 | | 2 | 70 | 5 | 18 | 121 | 121 |
| | 521 | | | | | | | | | | 13 | 2 | | 9 | 27 | | | 4 | | 17 | 72 | 72 |
| | 522 | | | | | | | | | 15 | 5 | 49 | | 7 | 2 | | 24 | 2 | | | 104 | 104 |
| | 523 | | | | | | | | | 8 | 6 | 5 | | 28 | 29 | | | 54 | | 29 | 159 | 159 |
| | 524 | | | | | | | | | 24 | 24 | 42 | | 69 | 24 | | | 83 | | 23 | 289 | 289 |
| | 525 | | | | | | | | | 10 | 4 | | | | 6 | | | 31 | | 7 | 58 | 58 |
| | 526 | | | | | | | | | 18 | 3 | 74 | | 8 | 4 | | | 30 | | 8 | 145 | 145 |
| | 527 | | | | | | | | | 24 | 10 | 1 | | 2 | 3 | | 5 | 59 | 38 | 29 | 171 | 171 |
| | 528 | | | | | | | | | 14 | 11 | 4 | | | 22 | | | 17 | | 16 | 84 | 84 |
| | 531 | | | | | | | | | 80 | | | | | 8 | | | 51 | | 33 | 172 | 172 |
| | 532 | | | | | | | | | 41 | 10 | | | 7 | 23 | | | 34 | | 18 | 133 | 133 |
| | 535 | | | | | | | | | 6 | 12 | | | 9 | 2 | | 4 | | | 8 | 41 | 41 |
| | 536 | | | | | | | | | 23 | 2 | 68 | | | 3 | | | 16 | 7 | 2 | 121 | 121 |
| | 537 | | | | | | | | | 31 | 2 | 4 | | 8 | 18 | | | 55 | 34 | 48 | 200 | 200 |
| | 538 | | | | | | | | | 114 | 2 | 10 | 3 | 66 | 73 | | 28 | 117 | 9 | 241 | 663 | 663 |
| | 541 | | | | | | | | | 46 | 8 | | | 6 | 47 | | 107 | 40 | 31 | 48 | 333 | 333 |
| | 542 | | | | | | | | | 43 | 1 | 11 | | 19 | 25 | | | 77 | | 18 | 194 | 194 |
| | 544 | | | | | | | | | 9 | 17 | 17 | 2 | 2 | 20 | | 54 | 74 | | 65 | 260 | 260 |
| | 545 | | | | | | | | | 39 | 15 | | | 3 | 13 | | | 1 | | 2 | 73 | 73 |
| | 546 | | | | | | | | | 23 | 11 | | | 17 | 40 | | | 114 | 11 | 34 | 250 | 250 |
| 547 | | | | | | | | | 50 | 15 | | 7 | 85 | 88 | | | 68 | 3 | 24 | 340 | 340 | |
| 551 | | | | | | | | | 18 | 4 | | | 18 | 27 | | 110 | 34 | | 13 | 224 | 224 | |
| 720 | | | | | | | | | 3 | 12 | 12 | | | 34 | | | | | 3 | 64 | 64 | |
| 723 | | | | | | | | | | | 2 | | | 20 | 4 | | | 3 | | 4 | 33 | 33 |
| 724 | | | | | | | | | 22 | | | | | 17 | 27 | | | 45 | | 13 | 124 | 124 |
| 727 | | | | | | | | | 3 | 4 | 2 | | 6 | 6 | | | | 8 | | 20 | 49 | 49 |
| 728 | | | | | | | | | 21 | 3 | 10 | | | | 9 | | | 11 | | 23 | 77 | 77 |
| 729 | | | | | | | | | 33 | 5 | | | | 4 | 15 | | | 6 | 67 | 32 | 162 | 162 |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | | | |
|---------------------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|-----------|--------------|--------------|
| | | CTI | CTP | DBB | DCS | DET | DMW | DSR | PSR | PTI | RTE | SMW | Total | ADA | CAR | CCR | CON | ENG | HLD | INJ | ITI | MTI | OTH | | SVS | SYS | Total |
| Capitol Corridor | 732 | | | | | | | | | | | | 24 | | | | | 13 | | | | | 34 | 46 | 19 | 136 | 136 |
| | 736 | | | | | | | | | | | | 22 | | | 5 | 19 | 9 | | | | | 37 | | 53 | 145 | 145 |
| | 737 | | | | | | | | | | | | 30 | | | | | 5 | | | | | 12 | | 34 | 81 | 81 |
| | 741 | | | | | | | | | | | | | 2 | | | | 10 | | | | | 17 | 26 | 70 | 125 | 125 |
| | 742 | | | | | | | | | | | | 16 | 7 | 20 | | 60 | 11 | | | | | | | 10 | 124 | 124 |
| | 743 | | | | | | | | | | | | 9 | 4 | | | 5 | 8 | | 72 | | | 20 | 4 | 15 | 137 | 137 |
| | 744 | | | | | | | | | | | | | 2 | 5 | | | 5 | | | | | 10 | 2 | 61 | 85 | 85 |
| | 745 | | | | | | | | | | | | 12 | 4 | 1 | | | 19 | | | | | 7 | 15 | 4 | 62 | 62 |
| | 746 | | | | | | | | | | | | 3 | | 62 | | | 6 | | | | | 8 | 21 | 16 | 116 | 116 |
| | 747 | | | | | | | | | | | | 8 | | | | | 28 | | | | | 15 | | 6 | 57 | 57 |
| | 748 | | | | | | | | | | | | 12 | 7 | | | | 15 | | | | | 52 | 5 | 58 | 149 | 149 |
| 751 | | | | | | | | | | | | 8 | 1 | | | 6 | 1 | | 28 | | | 7 | | 1 | 52 | 52 | |
| Capitol Ltd | 29 | 32 | | 3 | 28 | | 118 | 4 | | 49 | 12 | | 246 | 196 | 217 | 21 | 30 | 406 | 574 | 7 | | | 487 | 222 | 587 | 2,747 | 2,993 |
| | 30 | 11 | | | 58 | | 11 | | | 28 | 23 | | 131 | 191 | 60 | 3 | 129 | 755 | 482 | 57 | 25 | | 389 | 128 | 960 | 3,179 | 3,310 |
| Cardinal | 50 | 30 | 15 | 28 | 43 | | 40 | 1 | 15 | 14 | 1 | 23 | 210 | 203 | 27 | 59 | 80 | 120 | 269 | 106 | 4 | | 376 | 279 | 781 | 2,304 | 2,514 |
| | 51 | 42 | | | 27 | | 36 | 6 | 11 | 20 | 16 | 185 | 343 | 197 | 75 | | | 163 | 206 | 9 | | | 304 | 65 | 387 | 1,406 | 1,749 |
| Carl Sandburg / Illinois Zephyr | 380 | | | | 3 | | | 2 | | 3 | 4 | | 12 | 154 | | | | | 214 | 9 | | | 24 | 10 | 186 | 597 | 609 |
| | 381 | 3 | | | 3 | | | | | | | | 6 | 30 | | | | 6 | 5 | | 6 | | 4 | | 48 | 99 | 105 |
| | 382 | | | | 2 | | | | | 4 | 11 | | 17 | 28 | | | | | 19 | 19 | | | 12 | | 18 | 96 | 113 |
| | 383 | | | | | | | | | | | | | 136 | 6 | | | 3 | 151 | 17 | | | 31 | 9 | 280 | 633 | 633 |
| Carolinian | 79 | 18 | 19 | 16 | 72 | 31 | 54 | 15 | 19 | 58 | | 276 | 578 | 397 | 133 | | | 338 | 366 | 32 | | 3 | 219 | 273 | 345 | 2,106 | 2,684 |
| | 80 | 22 | | 99 | 84 | 27 | 65 | 1 | 17 | 65 | 36 | 5 | 421 | 425 | 29 | | 29 | 224 | 342 | 5 | 12 | 56 | 235 | 206 | 300 | 1,863 | 2,284 |
| Cascades | 500 | | | | | | | | | | | | | 344 | 17 | | | 27 | 269 | | | | 160 | 14 | 170 | 1,001 | 1,001 |
| | 503 | | | | | | | | | | | | | 161 | 237 | 25 | 4 | 59 | 117 | | | | 186 | 44 | 344 | 1,177 | 1,177 |
| | 504 | | | | | | | | | | | | | 186 | 19 | | | 243 | 112 | | 60 | | 115 | | 69 | 804 | 804 |
| | 505 | | | | | | | | | | | | | 249 | 56 | 25 | | 178 | 194 | | | | 116 | 37 | 301 | 1,156 | 1,156 |
| | 507 | | | | | | | | | | | | | 149 | 17 | | 55 | 474 | 98 | 3 | 36 | | 170 | 40 | 117 | 1,159 | 1,159 |
| | 508 | | | | | | | | | | | | | 93 | 13 | 4 | 7 | 190 | 118 | 20 | | | 201 | | 158 | 804 | 804 |
| City Of New Orleans | 58 | | | | 19 | | | | | | 2 | | 21 | 259 | 35 | | 4 | 295 | 521 | 22 | | | 497 | 235 | 343 | 2,211 | 2,232 |
| | 59 | | | | 12 | | | | | 20 | 23 | | 55 | 193 | 36 | | 102 | 147 | 494 | 39 | | | 772 | 388 | 481 | 2,652 | 2,707 |
| Coast Starlight | 11 | | | | | | | | | | | | | 200 | 41 | | 42 | 221 | 398 | 39 | | | 631 | 803 | 1,123 | 3,498 | 3,498 |
| | 14 | | | | | | | | | | | | | 177 | 57 | | 66 | 312 | 801 | 68 | | | 674 | 1,002 | 1,073 | 4,230 | 4,230 |
| | 1011 | | | | | | | | | | | | | 10 | 154 | | 42 | | 36 | | | | 24 | 113 | 281 | 660 | 660 |
| | 1014 | | | | | | | | | | | | | 33 | | | 117 | 17 | 99 | 10 | | | 343 | 95 | 210 | 924 | 924 |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | | |
|---------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------------|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|------|-------|--|--------------|--------------|
| | | CTI | CTP | DBB | DCS | DMW | DSR | FTI | PSR | PTI | RTE | SMW | Total | ADA | CAR | CCR | CON | CTC | ENG | HLD | INJ | ITI | MTI | OTH | SVS | | SYS | Total |
| Crescent | 19 | 23 | 69 | 44 | 101 | 45 | 4 | | 9 | 45 | 40 | 306 | 686 | 247 | 146 | | 80 | 8 | 591 | 260 | 17 | 47 | 19 | 188 | 1,113 | 2,546 | 5,262 | 5,948 |
| | 20 | 3 | 8 | 43 | 85 | 17 | 5 | 48 | 2 | 11 | 4 | 8 | 234 | 354 | 119 | 31 | 216 | | 189 | 349 | 31 | 119 | | 258 | 573 | 1,979 | 4,218 | 4,452 |
| Downeaster | 680 | | | | | | | | | | | | | | | | | 7 | 8 | | | | 1 | | | 22 | 38 | 38 |
| | 681 | | | | | | | | | | | | | 11 | | | 8 | | | 63 | | | 3 | | | 11 | 96 | 96 |
| | 682 | | | | | | | | | | | | | 21 | | | | 5 | 23 | 5 | | | 4 | 5 | 64 | 127 | 127 | |
| | 683 | | | | | | | | | | | | | 17 | | | | | | 23 | | 51 | | 3 | | 16 | 110 | 110 |
| | 684 | | | | | | | | | | | | | 4 | | | | | 50 | 12 | | | | 21 | | 30 | 117 | 117 |
| | 685 | | | | | | | | | | | | | 13 | | | | | 48 | 5 | | 62 | | 28 | | 25 | 181 | 181 |
| | 686 | | | | | | | | | | | | | 7 | | | | | 45 | 29 | | 23 | | | | 90 | 194 | 194 |
| | 687 | | | | | | | | | | | | | 5 | | | | | 3 | 36 | | 315 | | 8 | | 111 | 478 | 478 |
| | 688 | | | | | | | | | | | | | 4 | | | | | | 10 | | | | | | 7 | 21 | 21 |
| | 689 | | | | | | | | | | | | | 3 | | | | | | 15 | | 60 | | 15 | | 4 | 97 | 97 |
| | 690 | | | | | | | | | | | | | | | | | | | 4 | | | | 2 | | 32 | 38 | 38 |
| | 691 | | | | | | | | | | | | | | 18 | | | 8 | | 7 | 46 | | | | | 14 | 93 | 93 |
| | 692 | | | | | | | | | | | | | | 14 | | | | | | 19 | | | 12 | | 11 | 56 | 56 |
| | 693 | | | | | | | | | | | | | | 14 | | | | | | 17 | | 2 | | | 31 | 64 | 64 |
| | 694 | | | | | | | | | | | | | | 4 | | | | | 10 | 32 | | | | | 33 | 79 | 79 |
| | 695 | | | | | | | | | | | | | | 7 | | | | | 7 | 19 | | 27 | | | 23 | 83 | 83 |
| | 696 | | | | | | | | | | | | | | 9 | | | | | 18 | 18 | | 12 | | | 16 | 73 | 73 |
| | 697 | | | | | | | | | | | | | | 3 | | | | | | 14 | | 21 | | | 9 | 47 | 47 |
| 698 | | | | | | | | | | | | | | 7 | | | | | | 37 | | | | | | 44 | 44 | |
| 699 | | | | | | | | | | | | | | 2 | | | 4 | | | 11 | | | 2 | | 12 | 31 | 31 | |
| 1689 | | | | | | | | | | | | | | 1 | | | 15 | | | 16 | | 81 | | | 18 | 131 | 131 | |
| Empire Builder | 7 | 5 | | | | 9 | | | | | | | 14 | 337 | 122 | | 52 | | 313 | 888 | 67 | | | 473 | 305 | 1,144 | 3,701 | 3,715 |
| | 8 | 8 | | | 4 | | | | | | | | 12 | 338 | 197 | | 470 | | 330 | 1,258 | 97 | 402 | | 1,34 | 1,858 | 1,111 | 7,402 | 7,414 |
| | 27 | | | | | | | | | | | | | 16 | | | 665 | | 177 | 27 | | 43 | | 27 | 10 | 106 | 1,071 | 1,071 |
| | 28 | | | | | | | | | | | | | | 35 | 4 | | 295 | | 30 | 26 | | 16 | | 3 | 49 | 142 | 600 |
| Ethan Allen Express | 290 | 3 | | | 43 | | 7 | | | 35 | 32 | | 120 | 12 | | | | | 223 | 100 | | | | 84 | | 174 | 593 | 713 |
| | 291 | 10 | 10 | | 33 | | 6 | | | 66 | 61 | | 186 | 23 | | | 23 | | 51 | 134 | | | | 99 | 11 | 86 | 427 | 613 |
| | 292 | | | | 14 | | | | | | | | 14 | 23 | | | | | 19 | 19 | | | | 25 | 4 | 13 | 103 | 117 |
| | 293 | 2 | | | 38 | | 3 | | | | 13 | | 56 | 5 | | | | | 15 | 60 | | | | 13 | 12 | 8 | 113 | 169 |
| | 295 | | | | 41 | | 11 | | | | 8 | | 60 | 10 | | | | | | 55 | | | | 27 | 7 | 3 | 102 | 162 |
| | 296 | | | | 4 | | | | | | | | 4 | | | | | | | 20 | | | | 10 | | 20 | 50 | 54 |
| Heartland Flyer | 821 | | | | | | | | | | | | | 80 | | | | | | 13 | 117 | | | | 4 | 26 | 240 | 240 |
| | 822 | | | | | | | | | | | | | 97 | | | | | | 88 | 62 | | | | | 19 | 266 | 266 |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | |
|-----------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------------|------------|--|------------|
| | | CTI | CTP | DCS | DDA | DET | DMW | DSR | PBB | PSR | PTI | RTE | SMW | Total | ADA | CAR | CCR | CON | ENG | HLD | INJ | ITI | MTI | OTH | SVS | | SYS |
| Hiawatha | 329 | | | | | | | | | | | | | 5 | | | | | 4 | | | | 90 | 16 | 50 | 165 | 165 |
| | 330 | 4 | | | | | | | | | | | | 4 | 5 | 105 | | 67 | 4 | | | | 21 | 5 | 58 | 265 | 269 |
| | 331 | 34 | | | | | | | | | | | | 34 | 6 | 2 | | 33 | 14 | | | | 228 | 32 | 52 | 367 | 401 |
| | 332 | | | | | | | | | | 2 | | | 2 | 7 | 56 | | 18 | 30 | | 47 | | 144 | 29 | 21 | 352 | 354 |
| | 333 | | | | | | | | | | 1 | | | 1 | 23 | 19 | | 51 | 30 | | | | 250 | 54 | 99 | 526 | 527 |
| | 334 | 5 | | 19 | | | | | | | | | | 24 | 20 | | | 18 | 44 | | 4 | | 144 | 52 | 31 | 313 | 337 |
| | 335 | | | 4 | | | | | | | 6 | | | 10 | 12 | | | 22 | 39 | | | | 214 | 18 | 55 | 360 | 370 |
| | 336 | 17 | | 11 | | | | | | | 4 | | | 32 | 30 | | | 28 | 50 | | 36 | | 145 | 33 | 17 | 339 | 371 |
| | 337 | 4 | | 7 | | | | | | | 1 | | | 12 | 28 | | | 10 | 35 | 5 | 25 | | 221 | 41 | 66 | 431 | 443 |
| | 338 | 18 | | 8 | | | | | | | 3 | | | 29 | 31 | | | | 17 | | 2 | | 184 | 21 | 28 | 283 | 312 |
| | 339 | 3 | | 7 | | | | | | | 2 | | | 12 | 3 | | | 44 | 8 | | | | 75 | 33 | 76 | 239 | 251 |
| | 340 | | | 2 | | | | | | | | | | 2 | 12 | | | 10 | 30 | | 81 | | 180 | 41 | 46 | 400 | 402 |
| | 341 | | | | | | | | | | | | | | 3 | | | 294 | 22 | | 54 | | 238 | 64 | 148 | 823 | 823 |
| | 342 | | | | | | | 7 | | | | | | 7 | | | | 3 | 7 | | 13 | | 119 | 28 | 28 | 198 | 205 |
| 343 | | | | | | | | | | | | | | 2 | 3 | | | 2 | | | | 17 | 4 | 33 | 61 | 61 | |
| Illini / Saluki | 390 | | | 40 | | | 5 | | | 5 | 7 | | 57 | 187 | | | 21 | 27 | 250 | | | | 151 | 8 | 124 | 768 | 825 |
| | 391 | 1 | | | | | | | | | | | 1 | 45 | 80 | | 60 | 82 | | | | 438 | 10 | 253 | 968 | 969 | |
| | 392 | | | 9 | | | | | | 47 | 20 | | 76 | 38 | | | 14 | 38 | 120 | | 16 | | 423 | 8 | 63 | 720 | 796 |
| | 393 | | | | | | | | | 7 | | | 7 | 170 | | | | 73 | 166 | | | | 252 | 3 | 99 | 763 | 770 |
| Keystone | 600 | 5 | | 12 | | | | | | | | 10 | 27 | | | | | 16 | 2 | | | | | 3 | 21 | 48 | |
| | 601 | | | 35 | | | 19 | | | 15 | | | 69 | | | | | 17 | | | 5 | | 12 | | 34 | 103 | |
| | 605 | | | 4 | | 3 | | | | 3 | | | 10 | | 5 | | | 21 | | | | | | 4 | 30 | 40 | |
| | 610 | | | | 4 | | | | | | | 25 | 29 | | | | | | | | 6 | | | | 6 | 35 | |
| | 619 | | | 11 | | | | | | | | 5 | 16 | | | | | | | | | | | | 16 | 16 | |
| | 620 | | | 32 | | | | 15 | | 12 | | 37 | 96 | 5 | 86 | | 28 | 10 | | 135 | | 15 | | | 279 | 375 | |
| | 622 | | | 50 | | | | | 2 | 3 | 45 | | 100 | | | | | 26 | | | | | | | 26 | 126 | |
| | 637 | 4 | | | | | 5 | | | 4 | 1 | 2 | 16 | | | | | | | | | | | | 16 | 16 | |
| | 639 | 13 | 35 | | | | 27 | | | 4 | 4 | 25 | 108 | | | | 52 | 2 | | | | | | | 54 | 162 | |
| | 640 | 223 | 21 | 41 | | | 9 | 3 | | 14 | 4 | 16 | 331 | | 21 | | | | | | | | | | 21 | 352 | |
| | 641 | | 6 | 9 | | | | | | 4 | 3 | 4 | 26 | 7 | 72 | | 17 | | | | | | | 9 | 105 | 131 | |
| | 642 | 11 | | | | | | | | | | | 11 | | | | | | | | | 12 | | | 12 | 23 | |
| | 643 | 31 | | 21 | | | | | | | 13 | 3 | 12 | 80 | 3 | | | | 135 | | | | | | | 138 | 218 |
| | 645 | | | 11 | | | | 17 | | | | | 28 | | | | 28 | | | | | | | | | 28 | 56 |
| 646 | 23 | 10 | 43 | | | 5 | 30 | | 10 | 25 | | 146 | 18 | 19 | | 59 | 16 | | 9 | 7 | | | 5 | 133 | 279 | | |
| 647 | 14 | | 62 | | | | 17 | | 2 | 4 | | 38 | 137 | | | | | | | | 7 | 9 | | | 16 | 153 | |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | |
|-----------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------------------|-----|-----|-------|-----|-----|-----|-----|-----|-----|-----|-------|--|-------|
| | | CTI | CTP | DBB | DCS | DDA | DET | DMW | DSR | FTI | PSR | PTI | RTE | SMW | Total | ADA | CAR | CCR | CON | ENG | HLD | INJ | ITI | MTI | OTH | SVS | SYS | | Total |
| Keystone | 650 | | | | | | | 9 | | | 12 | 3 | | | 24 | 3 | | 10 | | 5 | | | 4 | | 6 | 6 | 34 | 58 | |
| | 651 | 35 | | | 37 | | 9 | 5 | 18 | | 5 | 39 | 5 | | 153 | | | 5 | | 14 | 11 | | | 2 | | 10 | 42 | 195 | |
| | 652 | 17 | | 3 | 78 | | 34 | | 2 | | 18 | 48 | | | 200 | | | | | 30 | 2 | | 35 | | | | 67 | 267 | |
| | 653 | 79 | 7 | | 19 | | 33 | 2 | 26 | | 30 | | 14 | 42 | 252 | 6 | 7 | | 1 | 42 | 10 | | | 93 | 8 | 11 | 5 | 183 | 435 |
| | 654 | 12 | 44 | | 32 | | 44 | 10 | 6 | | 2 | 10 | | 17 | 177 | 7 | | 6 | | 7 | 2 | | | 25 | | | 47 | 224 | |
| | 655 | 40 | | | 27 | | 49 | | 4 | | 20 | 32 | | 48 | 220 | | | | | 18 | | 31 | | 10 | | | 59 | 279 | |
| | 660 | 10 | | | 11 | | | 3 | 6 | | 15 | 13 | 5 | 35 | 98 | 4 | | | | | 3 | | | | | | 7 | 105 | |
| | 661 | | | | | | | | | 2 | | | | | 12 | | | | | | | | | | | | | 12 | 12 |
| | 662 | | | | 18 | | | | | | | | | | 18 | | | | | | | | | | | | | 18 | 18 |
| | 663 | 7 | 4 | | 3 | 10 | | | | | 4 | | | | 28 | 3 | | 46 | | 11 | 11 | | | | | | 12 | 83 | 111 |
| | 664 | 3 | | | 55 | | | | | 6 | 7 | 4 | | 30 | 105 | 6 | | | | 2 | 9 | | | | 7 | | 24 | 129 | |
| | 665 | | | | 11 | 9 | | | | | 5 | | | | 25 | | | 103 | | 5 | 2 | | 15 | | | | 125 | 150 | |
| | 666 | 5 | | | 31 | | | | | 6 | 2 | 3 | | 11 | 58 | | | 17 | | 7 | | | | | | | 24 | 82 | |
| | 667 | 19 | | | 24 | | | | | | 6 | 11 | | 17 | 77 | | | 7 | | 4 | | | | | | | 11 | 88 | |
| | 669 | 33 | | 5 | | | | | | | 25 | 12 | | 5 | 80 | | | | | | 5 | 10 | | | 7 | | 22 | 102 | |
| | 670 | | | | 9 | | | | | | | 9 | | 24 | 42 | | | 7 | | 32 | 5 | | | | | | 44 | 86 | |
| | 671 | 4 | | | | | | | | | 3 | | | | 7 | | | | | | | | | | | | 7 | 7 | |
| 672 | | | | | | | | | | 2 | 7 | | 19 | 28 | | | | | 37 | 8 | | | | | | 45 | 73 | | |
| 674 | | | | 10 | | | | | | | | | | 10 | | | | | | | | | | | | 10 | 10 | | |
| Lake Shore Ltd | 48 | 21 | | | 157 | | | 35 | 51 | 3 | | 253 | 52 | 26 | 598 | 178 | 51 | | 26 | 564 | 491 | 70 | 17 | | 321 | 175 | 1,186 | 3,079 | 3,677 |
| | 49 | 2 | 5 | | 339 | | | | 42 | 10 | | 25 | 57 | 8 | 488 | 205 | 169 | | 300 | 348 | 738 | 73 | | | 176 | 458 | 661 | 3,128 | 3,616 |
| | 448 | 49 | | | 86 | | | | 150 | | | 2 | 10 | | 297 | 51 | 79 | | 2,282 | 77 | 84 | 94 | | | 74 | 69 | 51 | 2,861 | 3,158 |
| | 449 | 22 | 18 | | 31 | | | | 265 | | | 108 | 2 | | 446 | 96 | | | | 227 | 85 | | | | 60 | 103 | 70 | 641 | 1,087 |
| Lincoln Service | 300 | | | | 4 | | | | 4 | 218 | | 5 | 4 | 235 | 36 | 36 | | | 28 | 40 | 14 | | | | 17 | 3 | 61 | 235 | 470 |
| | 301 | 3 | | | 27 | | | 10 | | | | | | 40 | 6 | 7 | | | 49 | 5 | | | | | 18 | | 5 | 90 | 130 |
| | 302 | | | | 12 | | | 2 | | 13 | | 10 | | 37 | 57 | 81 | | | 224 | 58 | | | | | 2 | | 56 | 478 | 515 |
| | 303 | | | | 21 | | | 5 | 22 | 233 | | 3 | | 284 | 108 | 2 | | | 9 | 84 | | 62 | | | 75 | 10 | 84 | 434 | 718 |
| | 304 | | | | 4 | | | | | 30 | | 23 | | 57 | 24 | | | | 75 | 40 | 30 | 7 | | | 4 | | 31 | 211 | 268 |
| | 305 | | | | 13 | | | | | 3 | | 1 | | 17 | 58 | 4 | | | 10 | 79 | 8 | | | | 70 | | 15 | 244 | 261 |
| | 306 | | | | 22 | | | 12 | | 14 | | | | 48 | 41 | | | | 9 | 14 | | 39 | | | 41 | 2 | 72 | 218 | 266 |
| | 307 | | | | 4 | | | | | 18 | | 3 | 13 | | 38 | 52 | 5 | | | 169 | 65 | | | | 142 | 5 | 130 | 568 | 606 |
| Maple Leaf | 63 | 41 | | | 82 | | | 84 | 42 | | | 38 | 106 | 18 | 411 | 71 | | | 198 | 229 | 23 | | | | 77 | 192 | 311 | 1,101 | 1,512 |
| | 64 | 15 | | | 104 | | | | 59 | | | 28 | 26 | | 232 | 142 | 1 | | | 77 | 251 | | | | 137 | 51 | 341 | 1,000 | 1,232 |
| Missouri | 311 | | | | | | | | | | | | | | | 68 | | | | 79 | | | | | 4 | 10 | 150 | 311 | 311 |
| | 313 | | | | | | | | | | | | | | | 181 | 5 | | | 22 | 96 | | 207 | | 46 | | 77 | 634 | 634 |
| | 314 | | | | | | | | | | | | | | | 263 | | | 2 | 6 | 131 | | 22 | | 77 | 9 | 112 | 622 | 622 |
| | 316 | | | | | | | | | | | | | | | 45 | | | | 7 | 18 | | 157 | | 10 | | 120 | 357 | 357 |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | | | | |
|-----------------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------------|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|--------------|--------------|--------------|--------------|
| | | CTI | CTP | DBB | DCS | DET | DMW | DSR | FTI | PSC | PSR | PTI | RTE | SMW | Total | ADA | CAR | CON | CTC | ENG | HLD | INJ | ITI | MTI | OTH | | SVS | SYS | Total | |
| New York - Albany | 232 | 60 | | | 33 | | 3 | 6 | 5 | | 7 | 8 | | 122 | | | | | 34 | 3 | | 21 | | 9 | | 5 | 72 | 194 | | |
| | 233 | 3 | | | 46 | 13 | 30 | | | | | 99 | 148 | 26 | 365 | 21 | | 5 | | 96 | 140 | | | 3 | 5 | 3 | 273 | 638 | | |
| | 234 | 7 | 63 | | 22 | | 6 | | 6 | | | 11 | 15 | | 130 | 8 | | | | | 3 | | | | | 8 | 19 | 149 | | |
| | 236 | 8 | | | 103 | | 9 | 3 | | | | 33 | 11 | | 167 | 20 | 4 | | | | 30 | | | | 1 | 35 | 90 | 257 | | |
| | 237 | | | | 39 | | | 9 | | | | 30 | 38 | | 116 | 14 | | | | 4 | 85 | | | | 36 | 83 | 222 | 338 | | |
| | 238 | 2 | | | 49 | | 20 | 3 | | | | 223 | 12 | | 309 | 47 | | 5 | | 18 | 92 | | 8 | | 5 | 3 | 8 | 186 | 495 | |
| | 239 | | 12 | | 91 | | | 3 | | | | 29 | 19 | | 154 | 6 | 1 | | | 9 | 34 | | | 3 | 8 | | 11 | 72 | 226 | |
| | 241 | 14 | | | 60 | | | | | | | 10 | 32 | 3 | 119 | 16 | 4 | | | 26 | 38 | | | 3 | 13 | | 16 | 116 | 235 | |
| | 243 | | 3 | | 25 | | | 6 | | | | 20 | 2 | | 56 | 16 | | 10 | | | 60 | | | | 2 | | 83 | 171 | 227 | |
| | 244 | 6 | | | 52 | 12 | | 9 | | | | 69 | 4 | 51 | 203 | 45 | 6 | | | 31 | 122 | | | | 5 | | 33 | 242 | 445 | |
| | 250 | | | | 12 | | | | | | | | 2 | 5 | 19 | | | | | 11 | 6 | | | | | | | 17 | 36 | |
| | 253 | 7 | | | 6 | | | | | | | 17 | 10 | 8 | 48 | 2 | | | | | 11 | | | | 2 | | | 15 | 63 | |
| | 255 | 2 | | | 1 | | | | | | | 8 | 4 | | 15 | | | | | | 48 | | | | 3 | | | 51 | 66 | |
| | 256 | | | | 4 | | | | | | | | | | 4 | 3 | | | | | 47 | | | | | | | 50 | 54 | |
| | 259 | 3 | | | 13 | | | 5 | | | | | 5 | 2 | 28 | 1 | | | | | 6 | | | | 4 | | | 11 | 39 | |
| 260 | | | | 5 | | 3 | | | | | | | | 8 | 4 | | | | 7 | 11 | | | | 3 | | 5 | 30 | 38 | | |
| New York - Niagara Falls | 280 | 25 | | | 115 | | 2 | 45 | | | | 30 | | 217 | 48 | | | | 76 | 108 | 14 | | | 74 | 23 | 317 | 660 | 877 | | |
| | 281 | | | | 101 | | 12 | 51 | 3 | | | 253 | 51 | 5 | 476 | 158 | 6 | | | 57 | 220 | | | 104 | 116 | 403 | 1,064 | 1,540 | | |
| | 283 | 3 | 65 | | 153 | | 2 | 68 | | | | 37 | 60 | 40 | 428 | 248 | 12 | 15 | | 146 | 277 | 26 | | 70 | 72 | 456 | 1,322 | 1,750 | | |
| | 284 | | | | 69 | | 10 | 45 | 2 | | | 194 | 20 | | 340 | 94 | | | | 27 | 256 | | | 5 | 106 | 15 | 217 | 720 | 1,060 | |
| On Spine Northeast Regional | 123 | 14 | | | | | | | | | 8 | | | 2 | 24 | | | | | | 2 | | | | 3 | | 5 | 29 | | |
| | 126 | 4 | | | | | 1 | | | | 4 | 7 | | 9 | 25 | 6 | 25 | | | 129 | | | | 4 | | | 164 | 189 | | |
| | 129 | 87 | 10 | 5 | 40 | | 19 | 16 | | | 67 | 20 | 6 | 134 | 404 | | | | | 7 | 5 | | 79 | 31 | 11 | 11 | 16 | 160 | 564 | |
| | 130 | 46 | 19 | | 7 | 19 | 3 | | | | 18 | 28 | 6 | 7 | 153 | | | | | 23 | 51 | 7 | | | | | | 81 | 234 | |
| | 132 | 4 | | | | | 1 | | | | 4 | | 2 | 17 | 28 | 8 | | | | | 15 | | | | | 3 | 26 | 54 | | |
| | 134 | 8 | | | 27 | | 4 | 6 | | | 11 | 5 | | 9 | 70 | 3 | | | | 61 | | | 11 | | | 66 | 141 | 211 | | |
| | 135 | 13 | | | 29 | | | 8 | | | 19 | 16 | 2 | 172 | 259 | 23 | 9 | 24 | | 27 | 81 | | | | 36 | | 3 | 203 | 462 | |
| | 136 | 10 | | | 12 | | | 8 | | | 6 | 4 | | | 40 | 2 | | | | 95 | 17 | 4 | | | 112 | 66 | | 296 | 336 | |
| | 137 | 178 | 12 | 3 | 80 | 47 | 15 | 26 | | 4 | 33 | 172 | 12 | 289 | 871 | 134 | 40 | | | 17 | 99 | 114 | 6 | | 17 | 16 | 1 | 33 | 477 | 1,348 |
| | 138 | 19 | | | | | 42 | 4 | | | 26 | | 14 | | 105 | 1 | 18 | | | 14 | 8 | 37 | 20 | 93 | 9 | | 20 | 220 | 325 | |
| | 139 | 9 | | | 16 | | | | | | 13 | | 1 | | 39 | 17 | | | | 92 | 15 | | | | 3 | | 4 | 131 | 170 | |
| | 140 | 5 | | | 23 | | 4 | 4 | | | 18 | 23 | 1 | 30 | 108 | 9 | | | | | 24 | | | 6 | 1 | 16 | 29 | 85 | 193 | |
| | 141 | 144 | | | 84 | 28 | 25 | 54 | | | 106 | 94 | 10 | 96 | 641 | 52 | | | | | 141 | 185 | 18 | 5 | | 25 | 85 | 5 | 516 | 1,157 |
| 143 | 17 | | | 17 | | | | | | 29 | 48 | 2 | 96 | 209 | 9 | | | | | 147 | 17 | | 3 | 5 | 8 | 54 | | 243 | 452 | |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | | | |
|-----------------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|-------|-------|-------|
| | | CTI | CTP | DBB | DCS | DDA | DET | DMW | DSR | DTR | PBB | PET | PSC | PSR | PTI | RTE | SMW | Total | ADA | CAR | CCR | CON | CTC | ENG | HLD | INJ | ITI | MTI | OTH | | SVS | SYS | Total |
| On Spine Northeast Regional | 146 | 11 | | | 6 | | | | | | | | 3 | 2 | 2 | | 24 | 2 | | | | | 24 | 9 | | | 10 | 7 | 34 | | 86 | 110 | |
| | 148 | 61 | | 111 | 46 | | 12 | 75 | 10 | | | | 38 | 60 | 3 | 23 | 439 | 40 | 45 | | | | 107 | 36 | | | 90 | 35 | 117 | 171 | 641 | 1,080 | |
| | 149 | | | | 12 | | | | 14 | | | | | 19 | | 14 | 59 | 26 | 12 | | 30 | | | 11 | | | 4 | | | | 83 | 142 | |
| | 150 | 7 | | | | | | 20 | | | 16 | 8 | | 8 | | | 59 | 17 | 17 | | | | 26 | 15 | | | 8 | | | | 83 | 142 | |
| | 152 | | | | 10 | | | | | | | | | 8 | | 6 | 24 | | | | | | 14 | | | | | | | | 14 | 38 | |
| | 153 | 6 | | | | | | | | 4 | | | | 5 | | 16 | 31 | | | | | | 18 | | | | | 8 | 8 | 34 | 65 | | |
| | 154 | | | | 14 | | | | | | | | | | 2 | | 16 | | | | | | | | | | | 10 | | 10 | 26 | | |
| | 155 | | | | | | | | | | | | | 2 | | 2 | 4 | 5 | 6 | | | | | | | | 9 | | | | 20 | 24 | |
| | 158 | 27 | | | 21 | | | | | | | | | 3 | 1 | | 52 | | | | | | 7 | | | | | | 62 | 69 | 121 | | |
| | 159 | | | | | | | | | | | | | 6 | | 3 | 9 | | | | | | 13 | | | | | | | | 13 | 22 | |
| | 160 | | | | | | | 8 | | | | | | | | 16 | 24 | 3 | | | | 5 | 33 | 22 | | | | | 37 | 100 | 124 | | |
| | 161 | 26 | | | 42 | | | | | 2 | | 4 | 6 | 19 | 49 | 4 | 86 | 238 | 53 | | | | 62 | 58 | | 14 | 4 | 12 | | 203 | 441 | | |
| | 162 | 4 | | | 10 | | | | 16 | 8 | | | | 5 | 2 | | 12 | 57 | 16 | | | | 155 | 16 | | | 2 | | | | 189 | 246 | |
| | 163 | | | | 22 | | | | | | | | | 5 | 14 | | 7 | 48 | 4 | | 13 | | | 16 | | | 62 | 4 | | | 99 | 147 | |
| | 165 | 4 | | | 13 | | | | | | | | | 11 | 30 | 22 | 25 | 105 | 14 | 5 | | | 12 | 53 | | 2 | | | 8 | 94 | 199 | | |
| | 166 | 2 | | | | | | | | | | | | 2 | 6 | 3 | 2 | 15 | 2 | | 12 | | 39 | 30 | | | | 7 | | | 90 | 105 | |
| | 167 | 2 | | | 6 | | | | | 12 | | | | | | 1 | | 21 | 42 | 12 | | | 7 | 12 | | | | 3 | 10 | 86 | 107 | | |
| | 168 | 2 | | | 15 | | | | 7 | 7 | | | | 8 | 7 | | 8 | 54 | 13 | | | | 17 | 16 | | | 63 | 11 | 6 | 126 | 180 | | |
| | 169 | | | 2 | | | | | | 4 | | | | | | 3 | | 9 | 3 | 2 | | | | 12 | | 6 | | 6 | 5 | 34 | 43 | | |
| | 170 | 329 | 3 | 5 | 91 | | 12 | 38 | 1 | | | | | 59 | 62 | 36 | 22 | 658 | 32 | 27 | | | 62 | 372 | 66 | | 15 | 27 | | 33 | 634 | 1,292 | |
| | 172 | 188 | 13 | 32 | 89 | | 9 | 47 | 21 | 7 | | 3 | 3 | 77 | 24 | 7 | 7 | 527 | 109 | 21 | | | | 142 | 69 | 7 | 6 | 2 | 26 | 9 | 391 | 918 | |
| | 173 | 44 | 23 | 49 | 95 | | 18 | 11 | 7 | | | | | 26 | 66 | 10 | 225 | 574 | 142 | 7 | | 109 | | 68 | 120 | | 11 | 61 | 36 | 13 | 567 | 1,141 | |
| | 175 | 96 | | 4 | 107 | | 55 | 20 | 7 | | | | | 35 | 70 | 9 | 103 | 506 | 70 | 32 | | 43 | 7 | 227 | 89 | | 46 | | 16 | 545 | 1,051 | | |
| | 177 | 163 | | | 13 | | 24 | 32 | 1 | | | | | 52 | 10 | 3 | 141 | 439 | 20 | | 3 | | 1 | 59 | 75 | 14 | | 33 | 20 | 29 | 254 | 693 | |
| | 178 | 145 | 6 | 59 | 163 | | 44 | 117 | 41 | | | | | 36 | 74 | 12 | 8 | 705 | 52 | 57 | | 91 | | 383 | 110 | 2 | | 75 | 24 | 5 | 152 | 951 | 1,656 |
| | 179 | 6 | | | 20 | | | | 20 | | | | | | | 11 | | 57 | 50 | | | | | 65 | 17 | | | | | | 132 | 189 | |
| | 182 | 39 | 5 | | 7 | | 27 | 12 | 1 | | | | | 14 | 8 | 5 | 22 | 140 | 4 | | | | | 37 | 4 | | | 11 | | 48 | 28 | 132 | 272 |
| | 183 | 52 | 2 | 9 | 12 | | 9 | | 8 | | | | | 5 | 8 | | 110 | 215 | | | | | | 7 | | | 43 | 3 | | 5 | 58 | 273 | |
| | 184 | 15 | 4 | | 9 | | | | 16 | | | | | 39 | 13 | | 44 | 140 | 11 | | | | | 7 | 2 | 16 | 13 | | | 24 | 73 | 213 | |
| | 185 | 106 | 16 | | 8 | 12 | 3 | 24 | 14 | | | | | 23 | 2 | 2 | 105 | 315 | 5 | | | | | 162 | 6 | | | 6 | | | 179 | 494 | |
| 189 | 2 | | | | | | | 5 | | | | | 5 | | | 19 | 31 | | | | | | 13 | | | | | | 3 | 16 | 47 | | |
| 190 | 48 | 11 | 20 | 36 | | 10 | 10 | 26 | | | | | 7 | 12 | 18 | | 198 | 45 | 12 | | | | 77 | 43 | | | 44 | 33 | | 254 | 452 | | |
| 192 | 4 | | | | | | | | | | | | 9 | | | | 13 | | | | | | | | | | | 4 | 4 | 17 | | | |
| 193 | 105 | 31 | 4 | 36 | | 31 | 9 | 12 | | | | | 43 | 54 | | 265 | 590 | 49 | | | | | 74 | 25 | | 98 | 17 | | 19 | 282 | 872 | | |
| 196 | 18 | | 5 | 6 | | 46 | 21 | | | | | | 22 | | | 5 | 123 | 2 | | | | | 51 | 7 | | | 76 | | | 136 | 259 | | |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | | Total Amtrak Responsible Delay Minutes |
|-------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| | | CTI | CTP | DBB | DCS | DET | DMW | DSR | PSR | PTI | RTE | SMW | Total | ADA | CAR | CCR | CON | ENG | HLD | INJ | ITI | MTI | OTH | SVS | SYS | |
| Pacific Surfliner | 562 | | | | | | | | | | | | 21 | 9 | | | 12 | 84 | | 3 | | 23 | | 64 | 216 | 216 |
| | 564 | | | | | | | | | | | | 16 | 42 | | | 35 | 13 | | 27 | | 22 | 2 | 17 | 174 | 174 |
| | 567 | | | | | | | | | | | | 9 | 1 | 10 | | 61 | 69 | | | | 94 | | 254 | 498 | 498 |
| | 569 | | | | | | | | | | | | 61 | 10 | 14 | | 76 | 65 | 10 | 42 | | 44 | 8 | 109 | 439 | 439 |
| | 572 | | | | | | | | | | | | 16 | 35 | 2 | | 3 | 68 | | 102 | | 59 | | 113 | 398 | 398 |
| | 579 | | | | | | | | | | | | 97 | 17 | 4 | | 6 | 38 | | 138 | | 29 | 7 | 130 | 466 | 466 |
| | 580 | | | | | | | | | | | | 60 | 9 | | 3 | 81 | 79 | 20 | | | 39 | 24 | 17 | 332 | 332 |
| | 583 | | | | | | | | | | | | 18 | 16 | 2 | | | 35 | | 66 | | 36 | 8 | 140 | 321 | 321 |
| | 584 | | | | | | | | | | | | 14 | 10 | | 22 | | 52 | | 128 | | 41 | 2 | 46 | 315 | 315 |
| | 590 | | | | | | | | | | | | 22 | 17 | | 7 | 34 | 16 | | 58 | | 45 | 4 | 11 | 214 | 214 |
| | 593 | | | | | | | | | | | | 14 | 9 | 31 | 12 | 30 | 261 | 37 | 229 | | 62 | 18 | 133 | 836 | 836 |
| | 595 | | | | | | | | | | | | 21 | 11 | 19 | | 47 | 126 | | 388 | | 78 | | 76 | 766 | 766 |
| | 763 | | | | | | | | | | | | 114 | 35 | 28 | | 171 | 367 | 30 | 3 | | 162 | 6 | 321 | 1,237 | 1,237 |
| | 768 | | | | | | | | | | | | 101 | 42 | 98 | 13 | 37 | 507 | | 22 | | 63 | 51 | 320 | 1,254 | 1,254 |
| | 774 | | | | | | | | | | | | 190 | 56 | 56 | 81 | 147 | 259 | 7 | | | 35 | 1 | 315 | 1,147 | 1,147 |
| | 777 | | | | | | | | | | | | 142 | 25 | 92 | 98 | 44 | 218 | 41 | 8 | | 42 | 75 | 249 | 1,034 | 1,034 |
| | 785 | | | | | | | | | | | | 117 | 17 | 71 | 74 | 14 | 375 | 55 | 418 | | 38 | 16 | 266 | 1,461 | 1,461 |
| | 796 | | | | | | | | | | | | 57 | 39 | | 84 | 74 | 167 | | | | 73 | 2 | 169 | 665 | 665 |
| | 1564 | | | | | | | | | | | | 6 | 27 | 28 | | 28 | 4 | | 43 | | 5 | | 9 | 150 | 150 |
| | 1567 | | | | | | | | | | | | 12 | 5 | | | | 18 | | | | 28 | | 48 | 111 | 111 |
| 1572 | | | | | | | | | | | | 11 | 1 | | | 3 | 26 | | 9 | | 86 | 5 | 17 | 158 | 158 | |
| 1584 | | | | | | | | | | | | 15 | | | 2 | | 54 | | | | 38 | 9 | 39 | 157 | 157 | |
| 1763 | | | | | | | | | | | | 2 | | | 169 | | 8 | | | | 6 | 2 | 20 | 207 | 207 | |
| 1768 | | | | | | | | | | | | 2 | 6 | | 90 | | 9 | | 26 | | 2 | | 7 | 142 | 142 | |
| 1774 | | | | | | | | | | | | 6 | | | 61 | | 7 | | | | 1 | | 4 | 79 | 79 | |
| 1777 | | | | | | | | | | | | 11 | 1 | | 194 | 3 | 14 | | | | | | 7 | 230 | 230 | |
| 1784 | | | | | | | | | | | | | | | 46 | | 14 | | | | 3 | | | 63 | 63 | |
| 1785 | | | | | | | | | | | | | | | 125 | | 13 | | | | 5 | | 2 | 145 | 145 | |
| 1790 | | | | | | | | | | | | | | | 80 | | 2 | | | | 13 | | | 95 | 95 | |
| 1793 | | | | | | | | | | | | 4 | 2 | | | | 5 | | | | 6 | | | 17 | 17 | |
| 1796 | | | | | | | | | | | | | | | | | 1 | | | | | 5 | 41 | 47 | 47 | |
| Palmetto | 89 | 66 | 29 | 5 | 68 | 20 | | 15 | 27 | 65 | 4 | 301 | 600 | 406 | 61 | | 355 | 239 | 38 | | 42 | 335 | 212 | 407 | 2,095 | 2,695 |
| | 90 | 46 | | 61 | 11 | | 30 | 2 | 27 | 55 | 20 | 35 | 287 | 391 | 8 | | 208 | 214 | 57 | | | 263 | 50 | 385 | 1,576 | 1,863 |
| Pennsylvanian | 42 | 46 | 3 | | 13 | 8 | 5 | | 5 | 75 | | 23 | 178 | 159 | 25 | 24 | 168 | 156 | 93 | | 12 | 230 | 70 | 517 | 1,454 | 1,632 |
| | 43 | 12 | 6 | | 19 | 11 | 10 | | 8 | 11 | | 30 | 107 | 170 | 50 | | 46 | 237 | 90 | | | 187 | 12 | 578 | 1,370 | 1,477 |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | | | |
|-----------------------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|-------|-------|-------|
| | | CTI | CTP | DBB | DCS | DCT | DET | DMW | DSR | FTI | PET | PSC | PSR | PTI | RTE | SMW | Total | ADA | CAR | CCR | CON | CTC | ENG | HLD | INJ | ITI | MTI | OTH | | SVS | SYS | Total |
| Pere Marquette | 370 | | | | | | | | | | | | 6 | | | 6 | 11 | | | | | | 63 | | | | 228 | | 336 | 638 | 644 | |
| | 371 | 8 | | | 16 | | | 8 | | 29 | | | 17 | | | 78 | 16 | | | | | | 49 | | | | 27 | | 269 | 361 | 439 | |
| Piedmont | 73 | | | | | | | | | | | | | | | | 19 | | | | | | 14 | | | | 60 | | 10 | 103 | 103 | |
| | 74 | | | | | | | | | | | | | | | | 111 | | | | | 25 | 15 | | 234 | 70 | 6 | 64 | 525 | 525 | | |
| | 75 | | | | | | | | | | | | | | | | 136 | 64 | | 87 | | 32 | 100 | | | 68 | | 89 | 576 | 576 | | |
| | 76 | | | | | | | | | | | | | | | | 84 | | | | | 2 | 56 | | 32 | 30 | | 84 | 288 | 288 | | |
| | 77 | | | | | | | | | | | | | | | | 95 | | | | | 58 | 40 | | 50 | | 128 | | 74 | 445 | 445 | |
| | 78 | | | | | | | | | | | | | | | | 22 | | | | | 7 | 18 | | 188 | | 53 | | 57 | 345 | 345 | |
| Richmond / Newport News / Norfolk | 65 | | | 1 | 17 | | | 5 | | | | 100 | 5 | 91 | 106 | 325 | 93 | 16 | | | | 123 | 112 | 16 | | 28 | 69 | 42 | 499 | 824 | | |
| | 66 | 15 | 5 | 69 | 53 | | 2 | 48 | 6 | 16 | | | 12 | | 22 | 148 | 396 | 251 | 62 | | 123 | | 248 | 266 | | 70 | | 118 | 93 | 274 | 1,505 | 1,901 |
| | 67 | 57 | 29 | 10 | 104 | | 6 | 63 | 6 | 5 | | | 50 | 7 | 6 | 131 | 474 | 56 | 20 | | | | 272 | 142 | 16 | 13 | 49 | 123 | 103 | 100 | 894 | 1,368 |
| | 82 | 9 | | | 13 | | | 12 | 27 | | | | 12 | 5 | 3 | 7 | 88 | 7 | | | | | 18 | | | | 11 | | | 36 | 124 | |
| | 84 | | 5 | 35 | 44 | | 27 | 6 | 26 | | | | 39 | 42 | | 164 | 388 | 60 | 3 | | | | 324 | 61 | 23 | | 171 | 13 | 64 | 719 | 1,107 | |
| | 85 | 124 | 31 | 10 | 34 | | | 10 | 7 | | | | 16 | 54 | | 87 | 373 | | | | | | 45 | | | | 78 | 2 | 2 | 127 | 500 | |
| | 86 | 33 | | | 6 | | 11 | 87 | 14 | | | | 27 | 215 | 8 | 15 | 416 | 80 | | | | | 90 | 46 | | | 29 | 6 | 16 | 9 | 276 | 692 |
| | 87 | 13 | | | 49 | | | | 13 | | | | 32 | 35 | | 93 | 235 | 15 | 4 | | | | 60 | 60 | 29 | | | 72 | 131 | 168 | 539 | 774 |
| | 88 | 40 | | 67 | 21 | | 10 | 8 | 2 | | | | 5 | 58 | | 14 | 225 | 71 | 6 | | | | 42 | 115 | | | 79 | 20 | 79 | 412 | 637 | |
| | 93 | 111 | 3 | 68 | 86 | | 29 | 24 | 21 | | | | 91 | 58 | 10 | 322 | 823 | 190 | 27 | 18 | 38 | | 326 | 123 | 6 | | 6 | 138 | 142 | 77 | 1,091 | 1,914 |
| | 94 | 266 | 29 | 204 | 49 | | 17 | 10 | 59 | | | | 47 | 278 | 2 | 40 | 1,001 | 173 | 34 | 8 | 17 | | 321 | 186 | | | 10 | 72 | 83 | 153 | 1,057 | 2,058 |
| | 95 | 165 | 11 | 14 | 52 | 4 | 80 | 45 | 8 | | | | 46 | 50 | 33 | 127 | 635 | 205 | | | 71 | | 212 | 156 | | | 172 | 117 | 144 | 1,077 | 1,712 | |
| | 96 | 4 | | 17 | 5 | | | 8 | 7 | | | | 4 | 8 | 3 | | 56 | 79 | 15 | | | | 5 | 92 | | | 18 | | 12 | 221 | 277 | |
| | 99 | 40 | | | 67 | | | 3 | 6 | | 4 | | 9 | 13 | 5 | 56 | 203 | 180 | | | | 33 | 112 | 181 | 2 | | 14 | 89 | 156 | 58 | 825 | 1,028 |
| | 125 | 34 | | | 70 | | 11 | 82 | 6 | | 3 | | 8 | 42 | | 76 | 332 | 144 | 4 | | 79 | | 82 | 136 | 18 | | 7 | 102 | 109 | 157 | 838 | 1,170 |
| | 157 | 3 | | | 4 | | | 3 | | | | | | | 4 | 24 | 38 | 53 | 10 | | | | 53 | 64 | | | 30 | 41 | 32 | 283 | 321 | |
| | 164 | 35 | 6 | | 28 | | | 13 | | | | | 9 | 2 | 2 | 44 | 139 | 46 | 24 | | | 40 | 124 | 49 | | | 201 | 4 | 24 | 512 | 651 | |
| | 174 | 86 | | 32 | 50 | | 68 | 22 | 10 | | | | 34 | 34 | 6 | 41 | 383 | 158 | 32 | | | | 65 | 200 | 50 | 112 | 23 | 45 | 145 | 41 | 871 | 1,254 |
| | 194 | | | 4 | 8 | | | 17 | 1 | | | | 9 | 9 | 9 | 6 | 63 | 51 | | | 7 | | 89 | 87 | 15 | | 26 | 3 | 29 | 307 | 370 | |
| 195 | 2 | | | 19 | | | | | | | | 8 | 53 | 9 | 37 | 128 | 36 | | | | | 53 | 25 | | | 14 | 12 | 3 | 143 | 271 | | |
| Roanoke | 145 | | | | 17 | | | 4 | 4 | | | 2 | 2 | | 36 | 65 | 15 | | | 147 | | 53 | 51 | | | 17 | 38 | | 321 | 386 | | |
| | 147 | | | 2 | 24 | | | | 3 | | 1 | 23 | 2 | | 38 | 93 | 71 | 3 | | | | 244 | 95 | | 5 | 21 | 66 | 39 | 544 | 637 | | |
| | 156 | | | 19 | 6 | | | | 1 | | | 8 | 23 | 3 | 10 | 70 | 41 | 24 | | | | 51 | 74 | | | 20 | | | 210 | 280 | | |
| | 171 | 78 | | 20 | 62 | | 42 | 77 | 18 | | | 6 | 54 | 219 | 26 | 146 | 748 | 264 | 75 | 7 | 55 | 3 | 188 | 357 | | 7 | 148 | 353 | 131 | 1,588 | 2,336 | |
| | 176 | 128 | | 53 | 65 | | | 13 | 39 | | | | 39 | 220 | | 4 | 561 | 98 | 86 | | | | 181 | 187 | | 10 | 2 | 78 | 5 | 54 | 701 | 1,262 |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | | | | |
|----------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------------|-----|-----|-----|-----|-----|-------|-------|-----|-----|-----|--|-------|-------|-------|-------|
| | | CTI | CTP | DBB | DCS | DET | DMW | DSR | FTI | PET | PSC | PSR | PTI | RTE | SMW | Total | ADA | CAR | CCR | CON | CTC | ENG | HLD | INJ | ITI | MTI | | OTH | SVS | SYS | Total |
| San Joaquins | 710 | | | | | | | | | | | | | | | 159 | 78 | 28 | | | 181 | 35 | | 10 | | 70 | 32 | 153 | 746 | 746 | |
| | 711 | | | | | | | | | | | | | | | 95 | 30 | | 4 | | 23 | 22 | 4 | | | 66 | 13 | 114 | 371 | 371 | |
| | 712 | | | | | | | | | | | | | | | 61 | 83 | 73 | 38 | | 113 | 37 | | | | 89 | 28 | 164 | 686 | 686 | |
| | 713 | | | | | | | | | | | | | | | 272 | 22 | 18 | 10 | | 153 | 137 | | | | 38 | 40 | 103 | 793 | 793 | |
| | 714 | | | | | | | | | | | | | | | 60 | 62 | 44 | 10 | | 217 | 45 | | | | 78 | 84 | 182 | 782 | 782 | |
| | 715 | | | | | | | | | | | | | | | 69 | 68 | 5 | 39 | | 76 | 61 | | | | 126 | 2 | 77 | 523 | 523 | |
| | 716 | | | | | | | | | | | | | | | 60 | 118 | 6 | 53 | | 19 | 31 | | | | 141 | 4 | 142 | 574 | 574 | |
| | 717 | | | | | | | | | | | | | | | 50 | 16 | 2 | 42 | | 150 | 45 | | 2 | | 74 | 25 | 150 | 556 | 556 | |
| | 718 | | | | | | | | | | | | | | | 169 | 42 | 12 | 42 | | 83 | 118 | | 107 | | 78 | 134 | 216 | 1,001 | 1,001 | |
| | 719 | | | | | | | | | | | | | | | 31 | 49 | | 258 | | 113 | 56 | 3 | 74 | | 41 | 6 | 93 | 724 | 724 | |
| Silver Meteor | 97 | 5 | 42 | 20 | 99 | | 3 | 11 | | | | 12 | 43 | 2 | 326 | 563 | 579 | 201 | | 4 | | 334 | 433 | 15 | | 70 | 321 | 477 | 776 | 3,210 | 3,773 |
| | 98 | 84 | 35 | 54 | 56 | 23 | 44 | 10 | | | | 7 | 92 | 44 | 37 | 486 | 667 | 58 | | | | 614 | 560 | 48 | 22 | | 123 | 236 | 890 | 3,218 | 3,704 |
| Silver Star | 91 | 62 | 6 | | 69 | 8 | 42 | 6 | | 13 | | 6 | 167 | | 235 | 614 | 541 | 217 | | 146 | | 664 | 443 | 50 | | 16 | 280 | 590 | 1,479 | 4,426 | 5,040 |
| | 92 | 14 | 7 | 93 | 100 | 8 | 66 | | | | | 2 | 122 | 73 | 27 | 512 | 645 | 53 | 8 | | | 302 | 573 | 124 | | 87 | 285 | 416 | 1,316 | 3,809 | 4,321 |
| Southwest Chief | 3 | | | | 5 | | | | | | | | | | | 5 | 278 | 349 | | 137 | | 1,706 | 1,247 | 127 | 683 | | 198 | 1,038 | 2,204 | 7,967 | 7,972 |
| | 4 | 1 | | | 24 | | | | | | | | | | | 25 | 339 | 64 | | | | 1,061 | 1,379 | 317 | 181 | | 216 | 1,815 | 1,739 | 7,111 | 7,136 |
| Springfield Shuttles | 400 | | | | 1 | | | | 28 | | | | | | | 29 | 3 | | | | | 40 | 2 | | | | 128 | 36 | | 209 | 238 |
| | 405 | | | | | | | | | | | | 2 | | | | | | | | | 18 | 4 | | | | | 23 | 45 | 47 | |
| | 409 | 16 | | | | | | | | | | 8 | 2 | | | 26 | | | | | | | | 14 | | | 19 | | 36 | 62 | |
| | 412 | | | | 11 | | | | | | | 3 | 12 | | | 26 | | | | | | | 4 | | | 3 | 2 | 3 | 12 | 38 | |
| | 417 | | | | 46 | | | 7 | | | | 3 | 97 | | | 153 | | 11 | | 18 | | 22 | 5 | | 50 | | 6 | | 112 | 265 | |
| | 432 | | | | | | | | | | | | | | | | | | | | | | | | | | 24 | 24 | 24 | 24 | |
| | 450 | | | | 3 | | | | | | | 20 | 6 | | | 29 | | | | 15 | | 59 | 9 | | | | 22 | | 105 | 134 | |
| | 451 | | | | 43 | | | 14 | | | | 58 | | | | 115 | | | | | | 9 | | | | | | | 9 | 124 | |
| | 460 | 10 | | | | | | | | 18 | | | 9 | 9 | | 46 | 7 | | | 55 | | | 3 | | | | | | 65 | 111 | |
| | 461 | | | | 16 | | | | | 9 | | | 13 | 7 | | 45 | 7 | | | | | 6 | | | 78 | 130 | | 221 | 266 | | |
| | 463 | 10 | | | 2 | | | | | | | 3 | | | | 15 | | | | | | 27 | | | | | | | 27 | 42 | |
| | 464 | 10 | | | 11 | | | | | 18 | | | 46 | 26 | | 111 | 4 | | 4 | 67 | | | 1 | | | | | | 76 | 187 | |
| | 465 | | | | | | | | | | | 36 | 2 | | | 38 | | | | | | | | | | | | | | 38 | 38 |
| | 467 | | | | | | | | | | | | | | | | | | | | | 2 | 2 | | | | | 5 | 9 | 9 | |
| | 470 | 17 | | | 27 | | | 4 | | | | 19 | 92 | 30 | 10 | 199 | 8 | 18 | | 509 | | 36 | 13 | | | 8 | 17 | | 609 | 808 | |
| 471 | | | | 23 | | | 7 | 34 | 21 | | 3 | 27 | 5 | 7 | 127 | 10 | | | 4 | | 18 | 10 | | | 233 | | | 275 | 402 | | |

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

| Route | Train | Amtrak (Host) | | | | | | | | | | | | | | Amtrak (Non-Host) | | | | | | | | | | | Total Amtrak Responsible Delay Minutes | | | |
|----------------------|-------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------------|--------------|-------------------|-----|-----|-------|-----|-----|-----|-----|-----|-----|-------|--|--------------|--------------|--------------|
| | | CTI | CTP | DBB | DCS | DET | DMW | DSR | FTI | PSC | PSR | PTI | RTE | SMW | Total | ADA | CAR | CCR | CON | CTC | ENG | HLD | INJ | ITI | MTI | OTH | | SVS | SYS | Total |
| Springfield Shuttles | 473 | 18 | | | 35 | | | 3 | | 2 | 12 | 7 | | 4 | 81 | | | 32 | | | 5 | | | | | | | 38 | 75 | 156 |
| | 474 | 15 | | | 20 | | | | | | 11 | 44 | | | 90 | | 16 | | 96 | | 22 | 6 | | 25 | | | | | 165 | 255 |
| | 475 | 3 | | | 57 | | | | | | 1 | 13 | | | 74 | 3 | | | 19 | | 89 | 4 | | | | | | | 115 | 189 |
| | 476 | 29 | | | 3 | | | 1 | | | 8 | 5 | | | 46 | 15 | 9 | 11 | 386 | | 6 | 10 | | 9 | | | | | 446 | 492 |
| | 478 | | | | 38 | | | | | | | 13 | 12 | | 118 | | | 6 | 387 | | 114 | 4 | | | | 90 | 78 | 48 | 727 | 845 |
| | 479 | 27 | | | 2 | | | | | | | 4 | | | 33 | | | | 24 | | | | | | | | | | 24 | 57 |
| | 488 | | | | 11 | | | | | | | 5 | 19 | | 87 | | | 19 | 185 | | | | | | | 76 | 1 | | 281 | 368 |
| | 490 | 9 | | | 8 | | | 2 | 22 | | | 61 | 4 | | 106 | | | 25 | 2 | | | | | 24 | | | 33 | | 84 | 190 |
| | 494 | 77 | | | 38 | | | 1 | 30 | | | 72 | 5 | | 223 | 14 | | | 977 | | 201 | 14 | | | | 139 | | 11 | 1,356 | 1,579 |
| | 495 | | | | | | | | 35 | | | | | | 35 | | | | | | 22 | | | 25 | | 136 | | 45 | 228 | 263 |
| | 497 | | | | | | | | | | | 32 | | | 32 | | | | | | | | | | | | | | | 32 |
| 499 | | | | 11 | | | | | | | 7 | | 48 | 66 | 5 | | | | | 15 | | | 204 | | 184 | 32 | 4 | 444 | 510 | |
| Sunset Ltd | 1 | | | | 8 | | | | | | | | 45 | 53 | 239 | | 1 | 30 | | 203 | 577 | 85 | 378 | | 452 | 714 | 1,598 | 4,277 | 4,330 | |
| | 2 | | | | 84 | | | 12 | | | | 49 | | | 145 | 218 | 38 | | 203 | | 211 | 810 | 21 | | 470 | 601 | 701 | 3,273 | 3,418 | |
| Texas Eagle | 21 | | | | 28 | | | | | | 161 | 4 | 54 | 247 | 295 | 55 | | 213 | | 254 | 753 | 29 | 22 | | 352 | 1,476 | 1,542 | 4,991 | 5,238 | |
| | 22 | | | | 10 | | 10 | | | | 7 | 38 | 30 | | 95 | 430 | 112 | 3 | 1,486 | | 134 | 917 | 12 | | 299 | 1,166 | 999 | 5,558 | 5,653 | |
| Vermont | 54 | 19 | | | 38 | | 9 | 2 | | | 5 | 89 | | 10 | 172 | 9 | 12 | | | 21 | 30 | | | | 143 | 18 | 91 | 324 | 496 | |
| | 55 | 132 | | 15 | 97 | 44 | 9 | 25 | | | 12 | 142 | 7 | 133 | 616 | 63 | | | 60 | 13 | 116 | 116 | | 32 | 438 | 22 | 38 | 898 | 1,514 | |
| | 56 | 54 | 9 | | 61 | | 34 | 64 | 61 | | 45 | 334 | | 74 | 736 | 84 | 12 | | 106 | 24 | 83 | 34 | | 46 | 6 | 431 | 17 | 183 | 1,026 | 1,762 |
| | 57 | 4 | 16 | | 7 | | | 6 | | | 12 | 18 | 6 | 35 | 104 | 21 | | | | | 14 | 50 | | 7 | 149 | 5 | 51 | 297 | 401 | |
| Wolverine | 350 | 27 | | | 149 | | | 59 | 14 | | | 741 | 20 | | 1,010 | 101 | | | | 21 | 101 | | | | 342 | 263 | 278 | 1,106 | 2,116 | |
| | 351 | 8 | | | 84 | | 2 | 94 | 21 | | | 317 | 3 | | 529 | 234 | 1 | | 167 | | 18 | 221 | 31 | 36 | 520 | 208 | 279 | 1,715 | 2,244 | |
| | 352 | | | | 299 | | | 20 | 17 | | | 13 | 12 | | 361 | 125 | 3 | | | | 258 | 145 | 10 | 25 | 205 | 166 | 479 | 1,416 | 1,777 | |
| | 353 | | | | 23 | | 2 | 30 | | | | 4 | 7 | | 66 | 34 | 4 | | | | | 18 | 42 | | 71 | 62 | 66 | 297 | 363 | |
| | 354 | 44 | | | 24 | | | 30 | 8 | | | 146 | 5 | | 257 | 135 | 65 | | | | 114 | 71 | | 30 | 698 | 348 | 465 | 1,926 | 2,183 | |
| | 355 | | | | 49 | | | 68 | 72 | | | 185 | 8 | | 382 | 51 | 23 | | | | 175 | 63 | | 20 | 417 | 229 | 279 | 1,257 | 1,639 | |

Table 25: Host Railroad Responsible Train Delay Minutes

| Route | Train | Delay Cause | | | | | | | | | | | | | | | Total | |
|-------------------|-------|-------------|-----|-----|-------|-----|-----|-----|-------|-----|--------|-----|-----|-------|-------|-----|--------|-------|
| | | CTI | CTP | DBB | DCS | DDA | DET | DMW | DSR | DTR | FTI | PET | PSC | PSR | PTI | RTE | | SMW |
| Acela Express | 2103 | 31 | 8 | | 50 | | 91 | 12 | 3 | | | | | 46 | | | 80 | 321 |
| | 2107 | 10 | | | | | | | | | | | | 3 | 2 | | 61 | 76 |
| | 2109 | 51 | 36 | | 1 | | 29 | 6 | 6 | | | | | 20 | | | 176 | 325 |
| | 2122 | 7 | | 11 | | | 12 | 52 | 15 | | | | | 33 | 3 | | 21 | 154 |
| | 2126 | 37 | 5 | 4 | | | 27 | | 12 | | | | | 89 | 10 | 3 | 29 | 216 |
| | 2150 | 112 | 12 | | 86 | | 17 | 74 | 581 | 20 | | | | 71 | 42 | 6 | 58 | 1,079 |
| | 2153 | 25 | 3 | | 51 | | | 19 | 379 | | | | | 112 | 13 | 20 | 102 | 724 |
| | 2154 | 149 | 9 | 2 | 36 | | 24 | 41 | 512 | | | | | 79 | 21 | 20 | 59 | 952 |
| | 2155 | 141 | 20 | 4 | 76 | | 194 | 29 | 447 | 3 | | | | 55 | 104 | 16 | 189 | 1,278 |
| | 2158 | 155 | | | 118 | | 37 | 112 | 321 | | | 15 | | 57 | 263 | 12 | 50 | 1,140 |
| | 2159 | 159 | | 6 | 65 | | 4 | 74 | 558 | | | | 5 | 55 | 50 | 15 | 175 | 1,166 |
| | 2163 | 159 | 28 | 76 | 76 | | 13 | 47 | 520 | | | | 30 | 85 | 39 | 11 | 225 | 1,309 |
| | 2166 | 270 | 60 | 10 | 103 | | 17 | 59 | 476 | | | | | 48 | 46 | 19 | 75 | 1,183 |
| | 2169 | 276 | 9 | 11 | 77 | | 14 | 9 | 455 | | | | 6 | 25 | 66 | 16 | 312 | 1,276 |
| | 2170 | 70 | 4 | 31 | 143 | | 14 | 16 | 538 | | | | | 68 | 101 | 9 | 35 | 1,029 |
| | 2172 | 130 | | 67 | 72 | | 31 | 101 | 186 | 31 | | | | 30 | 45 | 6 | 119 | 818 |
| | 2173 | 175 | | 4 | 91 | | 23 | 16 | 478 | | | | 3 | 30 | 57 | 17 | 133 | 1,027 |
| | 2203 | | | | | | | | | | | | | 26 | | | 35 | 61 |
| | 2205 | | | | | | | | 4 | | | | | 3 | | | 4 | 11 |
| | 2213 | | | | | | | | 4 | | | | | 7 | 4 | | | 15 |
| | 2218 | | | | | | | | | | | | | 14 | 10 | | | 24 |
| | 2222 | | | | | | | | | | | | | 7 | 1 | | | 8 |
| | 2224 | | | | | | | | | | | | | 10 | | | 5 | 15 |
| | 2248 | 81 | | 80 | 4 | | | 19 | 72 | | | | | 5 | | | 12 | 273 |
| | 2249 | 10 | | | 6 | | | | 71 | | | | | 12 | 23 | 14 | 14 | 150 |
| | 2250 | 5 | | | | | | | 12 | 70 | | | | 3 | 14 | 13 | 15 | 132 |
| | 2251 | 12 | 5 | | 41 | | | 9 | 116 | | | 3 | | 17 | 7 | 11 | 33 | 254 |
| | 2252 | 18 | | | 17 | | | 30 | 189 | | | | | 15 | 6 | 23 | 27 | 325 |
| | 2253 | 34 | | | 29 | | | 2 | 224 | | | 2 | 1 | 34 | 14 | 13 | 70 | 423 |
| | 2254 | 82 | 4 | | 11 | | 5 | 24 | 165 | 3 | | | | 11 | 20 | 10 | 22 | 357 |
| 2255 | 16 | | | 7 | 22 | | 7 | 70 | | | | 8 | 18 | 14 | | 53 | 215 | |
| 2256 | 5 | 4 | 8 | 1 | | | 7 | 62 | | | | | 22 | 8 | 9 | 19 | 145 | |
| 2257 | 17 | | | 3 | | 5 | | 59 | | | | 6 | 17 | 1 | 2 | 28 | 138 | |
| 2259 | 15 | | | 2 | | | | 83 | | | | 8 | 30 | 11 | 11 | 32 | 192 | |
| Auto Train | 52 | 181 | | | 673 | | | 153 | 2,243 | | 3,793 | | | 1,581 | 396 | | 9,020 | |
| | 53 | 268 | | | 803 | | | 79 | 2,221 | | 3,835 | | | 2,817 | 482 | | 10,505 | |
| Blue Water | 364 | 5 | | | 304 | | | 86 | 115 | | 1,345 | | | 45 | 279 | | 2,179 | |
| | 365 | | | | 267 | | | 292 | 127 | | 2,047 | | | 330 | 62 | | 3,125 | |
| California Zephyr | 5 | 138 | | | 2,578 | | | 501 | 6,564 | 51 | 15,184 | | | 2,893 | 1,537 | | 29,446 | |
| | 6 | 484 | | | 2,976 | | | 977 | 7,394 | 27 | 15,240 | | | 2,729 | 1,720 | | 31,547 | |
| Capitol Corridor | 520 | | | | 38 | | | | 15 | | 33 | | | 60 | 10 | | 156 | |
| | 521 | 262 | | | 70 | | | 24 | 8 | | 35 | | | 21 | 10 | | 430 | |
| | 522 | | | | 20 | | | 2 | 6 | | 20 | | | 43 | 14 | | 105 | |
| | 523 | 8 | | | 27 | | | 22 | 15 | 22 | 37 | | | 162 | 33 | | 326 | |
| | 524 | 53 | | | 40 | | | 2 | 35 | | 28 | | | 237 | 39 | | 434 | |
| | 525 | | | | 10 | | | 2 | 12 | | 41 | | | 99 | 37 | | 201 | |
| | 526 | | | | 40 | | | 6 | 19 | | 25 | | | 201 | 55 | | 346 | |
| | 527 | 135 | | | 78 | | | | 21 | | 123 | | | 391 | 50 | | 798 | |
| | 528 | 14 | | | 65 | | | 32 | 20 | | 34 | | | 214 | 38 | | 417 | |
| | 531 | 5 | | | 312 | | | 3 | 24 | | 52 | | | 116 | 27 | | 539 | |
| | 532 | 8 | | | 76 | | | 9 | 20 | | 42 | | | 163 | 50 | | 368 | |
| | 535 | | | | 67 | | | 7 | 7 | | 26 | | | 130 | 17 | | 254 | |

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

| Route | Train | Delay Cause | | | | | | | | | | | | Total | |
|---------------------------------|-------|-------------|-----|-----|-------|-----|-----|-------|-----|--------|-----|-------|-------|-------|--------|
| | | CTI | CTP | DBB | DCS | DET | DMW | DSR | DTR | FTI | PSR | PTI | RTE | | SMW |
| Capitol Corridor | 536 | | | | 13 | | 5 | 18 | | 8 | | 64 | 10 | | 118 |
| | 537 | 42 | | | 72 | | 35 | 12 | | 96 | | 76 | 155 | | 488 |
| | 538 | 7 | | | 97 | | 19 | 41 | | 184 | | 89 | 71 | | 508 |
| | 541 | 152 | | | 74 | | 75 | 26 | | 29 | | 198 | 44 | | 598 |
| | 542 | 30 | | | 31 | | 12 | 13 | | 39 | | 126 | 53 | | 304 |
| | 544 | 38 | | | 88 | | 8 | 66 | | 36 | | 61 | 47 | | 344 |
| | 545 | | | | 47 | | 3 | 17 | | 19 | | 142 | 14 | | 242 |
| | 546 | 2 | | | 44 | | 3 | 39 | | 39 | | 116 | 35 | | 278 |
| | 547 | 94 | | | 69 | | 2 | 24 | | 28 | | 308 | 57 | | 582 |
| | 551 | | | | 196 | | | 22 | | 2 | | 154 | 27 | | 401 |
| | 720 | | | | 23 | | | 6 | | 17 | | 31 | 19 | | 96 |
| | 723 | 65 | | | 44 | | | 7 | | 26 | | 77 | 11 | | 230 |
| | 724 | | | | 55 | | 1 | 15 | | 11 | | 130 | 56 | | 268 |
| | 727 | 43 | | | 57 | | 11 | 8 | | 4 | | 121 | 14 | | 258 |
| | 728 | | | | 17 | | 5 | 12 | | 8 | | 199 | 17 | | 258 |
| | 729 | 5 | | | 24 | | | 29 | | 42 | | 138 | 65 | | 303 |
| | 732 | | | | 15 | | 61 | 14 | | 23 | | 41 | 21 | | 175 |
| | 736 | | | | 5 | | 23 | 23 | | 135 | | 73 | 38 | | 297 |
| | 737 | 22 | | | 35 | | | 8 | | 9 | | 82 | 42 | | 198 |
| | 741 | 19 | | | 99 | | 2 | 8 | | 12 | | 79 | 16 | | 235 |
| 742 | | | | 19 | | | 10 | | 8 | | 63 | 9 | | 109 | |
| 743 | 34 | | | 22 | | 4 | 8 | | 9 | | 87 | 8 | | 172 | |
| 744 | 2 | | | 22 | | | 23 | | 24 | | 88 | 28 | | 187 | |
| 745 | | | | 3 | | | 2 | | 27 | | 72 | 7 | | 111 | |
| 746 | | | | 20 | | | 5 | | 6 | | 66 | 19 | | 116 | |
| 747 | 21 | | | 118 | | | 4 | | | | 122 | 57 | | 322 | |
| 748 | 2 | | | 35 | | | 16 | | 21 | | 102 | 10 | | 186 | |
| 751 | | | | | | | 2 | | | | 37 | 27 | | 66 | |
| Capitol Ltd | 29 | 59 | | 3 | 806 | | 271 | 754 | | 10,054 | | 1,655 | 1,591 | | 15,193 |
| | 30 | 13 | | | 779 | | 268 | 1,301 | | 8,189 | | 698 | 2,396 | | 13,644 |
| Cardinal | 50 | 229 | 15 | 28 | 509 | | 149 | 995 | | 2,030 | 15 | 354 | 365 | 23 | 4,712 |
| | 51 | 42 | | | 620 | | 193 | 901 | | 1,676 | 11 | 640 | 298 | 185 | 4,566 |
| Carl Sandburg / Illinois Zephyr | 380 | 106 | | | 85 | | 40 | 364 | | 373 | | 67 | 177 | | 1,212 |
| | 381 | 240 | | | 100 | | 79 | 312 | | 1,057 | | 30 | 155 | | 1,973 |
| | 382 | 162 | | | 73 | | 97 | 394 | | 547 | | 30 | 159 | | 1,462 |
| | 383 | 242 | | | 78 | | 11 | 456 | | 1,000 | | 108 | 200 | | 2,095 |
| Carolinian | 79 | 18 | 19 | 16 | 604 | 31 | 230 | 668 | | 1,023 | 19 | 1,247 | 737 | 276 | 4,888 |
| | 80 | 130 | | 99 | 649 | 27 | 339 | 834 | | 1,239 | 17 | 1,218 | 593 | 5 | 5,150 |
| Cascades | 500 | 8 | | | 391 | | 148 | 537 | | 850 | | 244 | 174 | | 2,352 |
| | 503 | 59 | | | 327 | | 210 | 886 | | 1,749 | | 822 | 238 | | 4,291 |
| | 504 | 44 | | | 339 | | 78 | 194 | | 596 | | 204 | 314 | | 1,769 |
| | 505 | | | | 614 | | 74 | 919 | | 1,904 | | 727 | 129 | | 4,367 |
| | 507 | 2 | | | 132 | | | 329 | | 489 | | 296 | 311 | | 1,559 |
| | 508 | | | | 477 | | 4 | 718 | | 1,678 | | 1,058 | 186 | | 4,121 |
| City Of New Orleans | 58 | 95 | | | 536 | | 77 | 1,218 | | 1,418 | | 1,180 | 823 | | 5,347 |
| | 59 | 15 | | | 365 | | 159 | 1,288 | 11 | 1,467 | | 813 | 690 | | 4,808 |
| Coast Starlight | 11 | 173 | | | 1,579 | | 134 | 2,066 | 52 | 3,956 | | 2,704 | 642 | | 11,306 |
| | 14 | 67 | | | 1,951 | | 167 | 1,605 | 62 | 2,871 | | 1,894 | 273 | | 8,890 |
| | 1011 | 110 | | | 570 | | 49 | 422 | 4 | 2 | | 558 | 27 | | 1,742 |
| | 1014 | | | | 218 | | 62 | 752 | | 959 | | 444 | 399 | | 2,834 |
| Crescent | 19 | 321 | 69 | 44 | 1,775 | | 260 | 1,625 | | 7,117 | 9 | 1,593 | 1,106 | 306 | 14,225 |
| | 20 | 22 | 8 | 43 | 2,103 | | 70 | 1,847 | | 7,285 | 2 | 1,377 | 819 | 8 | 13,584 |

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

| Route | Train | Delay Cause | | | | | | | | | Total |
|----------------------|-------|-------------|-----|-------|-----|-------|-----|-------|-------|------------|---------------|
| | | CTI | CTP | DCS | DMW | DSR | DTR | FTI | PTI | RTE | |
| Downeaster | 680 | 128 | | 140 | | 324 | 0 | 21 | | | 613 |
| | 681 | 38 | | 217 | 13 | 376 | 0 | 85 | 204 | 55 | 988 |
| | 682 | 63 | | 213 | 12 | 322 | 5 | 39 | 34 | 10 | 698 |
| | 683 | 125 | | 200 | 35 | 289 | 10 | 93 | 486 | 6 | 1,244 |
| | 684 | 140 | | 148 | 113 | 402 | 26 | 156 | 364 | | 1,349 |
| | 685 | 74 | | 233 | 38 | 378 | 13 | 161 | 227 | 19 | 1,143 |
| | 686 | 114 | | 127 | 16 | 320 | 19 | 165 | 378 | 2 | 1,141 |
| | 687 | 173 | | 253 | 12 | 279 | | 23 | 119 | | 859 |
| | 688 | 178 | | 261 | | 250 | | 101 | 258 | 114 | 1,162 |
| | 689 | 44 | | 33 | | 114 | 75 | 45 | | 7 | 318 |
| | 690 | | | 32 | | 71 | | 37 | | | 140 |
| | 691 | 3 | | 73 | | 127 | | 12 | 178 | 2 | 395 |
| | 692 | 9 | | 43 | | 101 | | 8 | 55 | | 216 |
| | 693 | 53 | | 118 | | 122 | | 97 | 146 | | 536 |
| | 694 | 49 | | 78 | | 153 | | 42 | 178 | 3 | 503 |
| | 695 | 2 | | 58 | | 170 | | 25 | 58 | 20 | 333 |
| | 696 | 114 | | 71 | | 113 | | 52 | 182 | | 532 |
| | 697 | 108 | | 66 | | 90 | | 35 | 62 | | 361 |
| | 698 | 44 | | 61 | | 105 | | 3 | 140 | | 353 |
| | 699 | 102 | | 97 | | 66 | | 10 | | | 275 |
| 1689 | 49 | | 37 | | 112 | | 8 | | 5 | 211 | |
| Empire Builder | 7 | 42 | | 722 | 236 | 3,499 | 42 | 6,141 | 1,136 | 502 | 12,320 |
| | 8 | 389 | | 1,026 | 315 | 3,841 | 153 | 9,234 | 1,044 | 256 | 16,258 |
| | 27 | | | 137 | 292 | 484 | | 1,394 | 14 | 36 | 2,357 |
| | 28 | | | 165 | 56 | 468 | | 1,836 | 3 | 52 | 2,580 |
| Ethan Allen Ex-press | 290 | 294 | | 117 | 77 | 245 | | 26 | 93 | 136 | 988 |
| | 291 | 268 | 10 | 117 | | 201 | | 43 | 67 | 149 | 855 |
| | 292 | 94 | | 18 | 7 | 38 | | 39 | 16 | 9 | 221 |
| | 293 | 51 | | 44 | | 38 | | | | 33 | 166 |
| | 295 | 116 | | 43 | 34 | 65 | | 11 | 5 | 30 | 304 |
| | 296 | 16 | | 12 | | 26 | | | 102 | 10 | 166 |
| Heartland Flyer | 821 | | | 100 | 167 | 2,085 | | 1,110 | | 39 | 3,501 |
| | 822 | | | 62 | 18 | 2,101 | | 801 | 22 | 30 | 3,034 |
| Hiawatha | 329 | 43 | | 30 | 8 | 9 | | 23 | | 46 | 159 |
| | 330 | 316 | | 42 | 25 | 4 | | 9 | 10 | | 406 |
| | 331 | 154 | | 76 | 110 | 17 | | 22 | 31 | 11 | 421 |
| | 332 | 75 | | 29 | 80 | 48 | | 47 | 6 | 25 | 310 |
| | 333 | 275 | | 67 | 60 | 34 | | 28 | 25 | 21 | 510 |
| | 334 | 158 | | 77 | 118 | 19 | | 84 | | 22 | 478 |
| | 335 | 453 | | 63 | 38 | 13 | | 29 | 34 | 7 | 637 |
| | 336 | 134 | | 47 | 71 | 39 | | 88 | 30 | 20 | 429 |
| | 337 | 58 | | 25 | 86 | 8 | | 23 | 32 | 5 | 237 |
| | 338 | 235 | | 24 | 43 | 23 | | 62 | 72 | 40 | 499 |
| | 339 | 410 | | 24 | 3 | 9 | | 13 | 24 | 3 | 486 |
| | 340 | 211 | | 38 | 1 | 15 | | 31 | 14 | 13 | 323 |
| | 341 | 192 | | 162 | 12 | 3 | | 14 | 3 | 3 | 389 |
| | 342 | 119 | | 35 | 7 | 99 | | 19 | | 24 | 303 |
| | 343 | 20 | | 2 | 2 | | | 8 | | 40 | 72 |
| Illini / Saluki | 390 | 42 | | 348 | 134 | 756 | | 550 | 174 | 53 | 2,057 |
| | 391 | 150 | | 224 | 147 | 492 | | 528 | 819 | 146 | 2,506 |
| | 392 | 64 | | 159 | 84 | 659 | | 444 | 971 | 95 | 2,476 |
| | 393 | 69 | | 391 | 64 | 765 | | 507 | 316 | 64 | 2,176 |

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

| Route | Train | Delay Cause | | | | | | | | | | | | | | Total | |
|-----------------|-------|-------------|-----|-----|-----|-----|-----|-----|-------|-----|-------|-----|-----|-------|-------|-------|--------|
| | | CTI | CTP | DBB | DCS | DDA | DET | DMW | DSR | DTR | FTI | PBB | PSR | PTI | RTE | | SMW |
| Keystone | 600 | 5 | | | 12 | | | | | | | | | | | 10 | 27 |
| | 601 | | | | 35 | | | 19 | | | | | | 15 | | | 69 |
| | 605 | | | | 4 | | 3 | | | | | | 3 | | | | 10 |
| | 610 | | | | | 4 | | | | | | | | | | 25 | 29 |
| | 619 | | | | 11 | | | | | | | | | | | 5 | 16 |
| | 620 | | | | 32 | | | | 15 | | | | 12 | | | 37 | 96 |
| | 622 | | | | 50 | | | | 2 | | | | 3 | 45 | | | 100 |
| | 637 | 4 | | | | | | | 5 | | | | 4 | | 1 | 2 | 16 |
| | 639 | 13 | 35 | | | | | | 27 | | | | 4 | | 4 | 25 | 108 |
| | 640 | 223 | 21 | | 41 | | | | 9 | 3 | | | 14 | 4 | | 16 | 331 |
| | 641 | | 6 | | 9 | | | | | | | | 4 | | 3 | 4 | 26 |
| | 642 | 11 | | | | | | | | | | | | | | | 11 |
| | 643 | 31 | | | 21 | | | | | | | | | 13 | 3 | 12 | 80 |
| | 645 | | | | 11 | | | | 17 | | | | | | | | 28 |
| | 646 | 23 | 10 | | 43 | | | | 5 | 30 | | | 10 | 25 | | | 146 |
| | 647 | 14 | | | 62 | | | | | 17 | | | 2 | 4 | | 38 | 137 |
| | 650 | | | | | | | | 9 | | | | 12 | 3 | | | 24 |
| | 651 | 35 | | | 37 | | | 9 | 5 | 18 | | | 5 | 39 | 5 | | 153 |
| | 652 | 17 | | 3 | 78 | | | 34 | | 2 | | | 18 | 48 | | | 200 |
| | 653 | 79 | 7 | | 19 | | | 33 | 2 | 26 | | | 30 | | 14 | 42 | 252 |
| | 654 | 12 | 44 | | 32 | | | 44 | 10 | 6 | | | 2 | 10 | | 17 | 177 |
| | 655 | 40 | | | 27 | | | 49 | | 4 | | | 20 | 32 | | 48 | 220 |
| | 660 | 10 | | | 11 | | | | 3 | 6 | | | 15 | 13 | 5 | 35 | 98 |
| | 661 | | | | | | | | | 2 | | | | | | 10 | 12 |
| | 662 | | | | 18 | | | | | | | | | | | | 18 |
| | 663 | 7 | 4 | | 3 | 10 | | | | | | | 4 | | | | 28 |
| | 664 | 3 | | | 55 | | | | | 6 | | | 7 | 4 | | 30 | 105 |
| 665 | | | | 11 | 9 | | | | | | | 5 | | | | 25 | |
| 666 | 5 | | | 31 | | | | | 6 | | | 2 | 3 | | 11 | 58 | |
| 667 | 19 | | | 24 | | | | | | | | 6 | 11 | | 17 | 77 | |
| 669 | 33 | | 5 | | | | | | | | | 25 | 12 | | 5 | 80 | |
| 670 | | | | 9 | | | | | | | | | 9 | | 24 | 42 | |
| 671 | 4 | | | | | | | | | | | 3 | | | | 7 | |
| 672 | | | | | | | | | | | | 2 | 7 | | 19 | 28 | |
| 674 | | | | 10 | | | | | | | | | | | | 10 | |
| Lake Shore Ltd | 48 | 470 | | | 675 | | | 454 | 1,131 | | 5,664 | | | 1,010 | 1,306 | 26 | 10,736 |
| | 49 | 601 | 5 | | 937 | | | 285 | 925 | | 4,768 | | | 3,025 | 861 | 8 | 11,415 |
| | 448 | 1,698 | | | 358 | | | 17 | 359 | | 835 | | | 321 | 230 | | 3,818 |
| | 449 | 1,011 | 18 | | 345 | | | 135 | 436 | | 623 | | | 388 | 129 | | 3,085 |
| Lincoln Service | 300 | | | | 241 | | | 80 | 182 | 16 | 1,946 | | | 228 | 182 | | 2,875 |
| | 301 | 90 | | | 272 | | | 78 | 65 | | 694 | | | 567 | 315 | | 2,081 |
| | 302 | | | | 284 | | | 46 | 109 | 42 | 1,320 | | | 758 | 54 | | 2,613 |
| | 303 | 8 | | | 352 | | | 70 | 156 | 60 | 1,232 | | | 447 | 255 | | 2,580 |
| | 304 | | | | 182 | | | 75 | 69 | 56 | 1,294 | | | 321 | 78 | | 2,075 |
| | 305 | 28 | | | 230 | | | 17 | 60 | 19 | 827 | | | 572 | 102 | | 1,855 |
| | 306 | 5 | | | 238 | | | 34 | 100 | 19 | 1,353 | | | 564 | 96 | | 2,409 |
| | 307 | | | | 305 | | | 84 | 89 | 33 | 1,210 | | | 262 | 198 | | 2,181 |
| Maple Leaf | 63 | 219 | | | 350 | | | 255 | 498 | | 635 | | | 206 | 692 | 18 | 2,873 |
| | 64 | 250 | | | 256 | | | 162 | 584 | 6 | 1,187 | | | 148 | 633 | | 3,226 |
| Missouri | 311 | 9 | | | 120 | | | 83 | 637 | | 1,400 | | | 536 | 103 | | 2,888 |
| | 313 | | | | 87 | | | 8 | 774 | | 1,317 | | | 772 | 37 | | 2,995 |
| | 314 | | | | 204 | | | 128 | 774 | | 1,921 | | | 233 | 124 | | 3,384 |
| | 316 | | | | 171 | | | 10 | 579 | | 1,809 | | | 296 | 260 | | 3,125 |

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

| Route | Train | Delay Cause | | | | | | | | | | | | | | | Total | | |
|------------------------------|-------|-------------|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|-----|-----|-------|--------------|--------------|
| | | CTI | CTP | DBB | DCS | DET | DMW | DSR | DTR | FTI | PBB | PET | PSC | PSR | PTI | RTE | | SMW | |
| New York - Albany | 232 | 391 | | | 70 | | 3 | 85 | | 5 | | | | 7 | 8 | 31 | | 600 | |
| | 233 | 287 | | | 50 | 13 | 118 | 155 | | | | | | | 99 | 400 | 26 | 1,148 | |
| | 234 | 380 | 63 | | 38 | | 10 | 81 | | 6 | | | | | 11 | 102 | | 691 | |
| | 236 | 100 | | | 115 | | 15 | 75 | | | | | | | 55 | 54 | | 414 | |
| | 237 | 357 | | | 54 | | | 89 | | | | | | | 35 | 156 | | 691 | |
| | 238 | 447 | | | 65 | | 24 | 70 | | | | | | | 223 | 147 | | 976 | |
| | 239 | 389 | 12 | | 110 | | 13 | 37 | | | | | | | 53 | 122 | | 736 | |
| | 241 | 167 | | | 66 | | 14 | 114 | | | | | | | 13 | 85 | 3 | 462 | |
| | 243 | 54 | 3 | | 33 | | | 113 | | | | | | | 24 | 4 | | 231 | |
| | 244 | 461 | | | 80 | 12 | 20 | 235 | | | | | | | 178 | 67 | 51 | 1,104 | |
| | 250 | 89 | | | 35 | | 4 | 50 | | | | | | | | 18 | 5 | 201 | |
| | 253 | 156 | | | 6 | | 10 | 19 | | | | | | | 17 | 49 | 8 | 265 | |
| | 255 | 10 | | | 1 | | | 9 | | | | | | | 8 | 17 | | 45 | |
| | 256 | 34 | | | 6 | | | 14 | | | | | | | 5 | 8 | | 67 | |
| | 259 | 55 | | | 18 | | | 53 | | | | | | | 5 | 15 | 2 | 148 | |
| | 260 | 181 | | | 42 | | 7 | 25 | | | | | | | | 23 | | 278 | |
| New York - Niagara Falls | 280 | 695 | | | 198 | | 101 | 499 | | 589 | | | | | 54 | 507 | | 2,643 | |
| | 281 | 532 | | | 291 | | 90 | 595 | | 1,027 | | | | | 479 | 804 | 5 | 3,823 | |
| | 283 | 461 | 65 | | 398 | | 144 | 564 | 5 | 1,487 | | | | | 78 | 880 | 40 | 4,122 | |
| | 284 | 275 | | | 230 | | 342 | 515 | 0 | 589 | | | | | 288 | 541 | | 2,780 | |
| On Spine North-east Regional | 123 | 14 | | | | | | | | | | | | 8 | | | 2 | 24 | |
| | 126 | 4 | | | | | | 1 | | | | | | 4 | 7 | | 9 | 25 | |
| | 129 | 87 | 10 | 5 | 40 | | 19 | 16 | | | | | | 67 | 20 | 6 | 134 | 404 | |
| | 130 | 46 | 19 | | 7 | 19 | 3 | | | | | | | 18 | 28 | 6 | 7 | 153 | |
| | 132 | 4 | | | | | 3 | 122 | | | | | | 4 | | 6 | 17 | 156 | |
| | 134 | 8 | | | 27 | | 4 | 6 | | | | | | 11 | 5 | | 9 | 70 | |
| | 135 | 35 | | | 29 | | 6 | 284 | | | | | | 19 | 16 | 29 | 172 | 590 | |
| | 136 | 32 | | | 12 | | | 110 | | | | | | 6 | 4 | 50 | | 214 | |
| | 137 | 422 | 12 | 3 | 96 | 47 | 29 | 371 | | | | | 4 | 33 | 172 | 23 | 289 | 1,501 | |
| | 138 | 19 | | | | | 42 | 4 | | | | | | 26 | | 14 | | 105 | |
| | 139 | 19 | | | 16 | | | 103 | | | | | | 13 | | 1 | | 152 | |
| | 140 | 30 | | | 23 | | 4 | 147 | 1 | | | | | 18 | 23 | 3 | 30 | 279 | |
| | 141 | 344 | | | 153 | 33 | 30 | 498 | | | | | | | 106 | 106 | 16 | 96 | 1,382 |
| | 143 | 82 | | | 25 | | | 124 | | | | | | | 29 | 48 | 12 | 96 | 416 |
| | 146 | 15 | | | 6 | | | 145 | | | | | | | 3 | 2 | 2 | | 173 |
| | 148 | 179 | | | 111 | 68 | 12 | 75 | 498 | | | | | | 38 | 74 | 3 | 23 | 1,081 |
| | 149 | 2 | | | 12 | | | 123 | | | | | | | 19 | | 14 | | 170 |
| | 150 | 25 | | | 5 | | 33 | 204 | | | 16 | 8 | | | 8 | 4 | | | 303 |
| | 152 | | | | 10 | | | | | | | | | | 8 | | 6 | | 24 |
| | 153 | 6 | | | | | | 4 | | | | | | | 5 | | 16 | | 31 |
| | 154 | | | | 14 | | | | | | | | | | 2 | | | | 16 |
| | 155 | | | | | | | | | | | | | | 2 | | 2 | | 4 |
| | 158 | 27 | | | 21 | | | | | | | | | | 3 | 1 | | | 52 |
| 159 | | | | | | | | | | | | | | 6 | | 3 | | 9 | |
| 160 | 16 | | | | | 10 | 77 | | | | | | | | | 22 | | 125 | |
| 161 | 106 | | | 42 | | | 135 | | | | 4 | 6 | 19 | 49 | 7 | 86 | | 454 | |
| 162 | 47 | | | 15 | | 28 | 191 | | | | | | 5 | 2 | | 12 | | 300 | |
| 163 | 15 | | | 22 | | 9 | 80 | | | | | 5 | 14 | | | 7 | | 152 | |
| 165 | 13 | | | 13 | | | 91 | | | | | | 11 | 30 | 22 | 25 | | 205 | |
| 166 | 8 | | | 5 | | | 77 | | | | | | 2 | 6 | 3 | 2 | | 103 | |
| 167 | 4 | | | 6 | | | 137 | | | | | | | | 3 | | | 150 | |
| 168 | 24 | | | 15 | | 7 | 185 | | | | | | 8 | 7 | 10 | 8 | | 264 | |
| 169 | 17 | | | 2 | | | 214 | | | | | | | | 8 | | | 241 | |

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

| Route | Train | Delay Cause | | | | | | | | | | | | | | | Total | | |
|------------------------------|-------------------|-------------|-----|-----|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------|-------|
| | | CTI | CTP | DBB | DCS | DDA | DET | DMW | DSR | DTR | FTI | PET | PSC | PSR | PTI | RTE | | SMW | |
| On Spine North-east Regional | 170 | 614 | 3 | 5 | 226 | | 19 | 44 | 547 | | | | | 59 | 62 | 36 | 22 | 1,637 | |
| | 172 | 365 | 13 | 32 | 107 | | 9 | 64 | 436 | 7 | | 3 | 3 | 77 | 24 | 8 | 7 | 1,155 | |
| | 173 | 223 | 23 | 49 | 129 | | 18 | 18 | 533 | | | | | 26 | 75 | 27 | 225 | 1,346 | |
| | 175 | 655 | | 4 | 144 | | 55 | 20 | 271 | | | | | 35 | 70 | 86 | 103 | 1,443 | |
| | 177 | 264 | | | 35 | | 24 | 35 | 633 | | | | | 52 | 10 | 21 | 141 | 1,215 | |
| | 178 | 288 | 6 | 59 | 173 | | 44 | 117 | 310 | | | | | 36 | 74 | 28 | 8 | 1,143 | |
| | 179 | 34 | | | 20 | | | | 428 | | | | | | 11 | 33 | | 526 | |
| | 182 | 39 | 5 | | 7 | | 27 | 12 | 1 | | | | | 14 | 8 | 5 | 22 | 140 | |
| | 183 | 52 | 2 | 9 | 12 | | 9 | | 8 | | | | | 5 | 8 | | 110 | 215 | |
| | 184 | 15 | 4 | | 9 | | | | 16 | | | | | 39 | 13 | | 44 | 140 | |
| | 185 | 106 | 16 | | 8 | 12 | 3 | 24 | 14 | | | | | 23 | 2 | 2 | 105 | 315 | |
| | 189 | 2 | | | | | | | 5 | | | | | 5 | | | 19 | 31 | |
| | 190 | 149 | 11 | 20 | 88 | | 21 | 10 | 485 | | | | | 7 | 12 | 33 | | 836 | |
| | 192 | 4 | | | | | | | | | | | | 9 | | | | 13 | |
| | 193 | 105 | 31 | 4 | 36 | | 31 | 9 | 12 | | | | | 43 | 54 | | 265 | 590 | |
| | 196 | 18 | | 5 | 6 | | 46 | 21 | | | | | | 22 | | | 5 | 123 | |
| | Pacific Surfliner | 562 | 449 | | | 190 | | | 37 | 105 | | 60 | | | | 312 | 54 | | 1,207 |
| | | 564 | 392 | | | 132 | | | 29 | 49 | | 151 | | | | 124 | 27 | | 904 |
| 567 | | 364 | | | 155 | | | 161 | 68 | | 47 | | | | 121 | 144 | | 1,060 | |
| 569 | | 243 | | | 113 | | | 93 | 92 | | 89 | | | | 452 | 42 | | 1,124 | |
| 572 | | 127 | | | 177 | | | 117 | 70 | | 58 | | | | 103 | 170 | | 822 | |
| 579 | | 326 | | | 146 | | | 24 | 94 | | 71 | | | | 176 | 15 | | 852 | |
| 580 | | 286 | | | 192 | | | 36 | 76 | | 41 | | | | 273 | 30 | | 934 | |
| 583 | | 318 | | | 147 | | | 28 | 56 | | 58 | | | | 204 | 8 | | 819 | |
| 584 | | 539 | | | 296 | | | 78 | 42 | | 43 | | | | 69 | 66 | | 1,133 | |
| 590 | | 72 | | | 203 | | | 32 | 83 | | 68 | | | | 173 | 70 | | 701 | |
| 593 | | 342 | | | 195 | | | 77 | 66 | | 36 | | | | 75 | 37 | | 828 | |
| 595 | | 76 | | | 285 | | | 107 | 118 | | 205 | | | | 77 | 93 | | 961 | |
| 763 | | 370 | | | 731 | | | 142 | 402 | | 35 | | | | 674 | 280 | | 2,634 | |
| 768 | | 339 | | | 529 | | | 150 | 438 | | 62 | | | | 356 | 71 | | 1,945 | |
| 774 | | 214 | | | 1,437 | | | 74 | 687 | | 67 | | | | 645 | 32 | | 3,156 | |
| 777 | | 132 | | | 979 | | | 111 | 488 | | 70 | | | | 993 | 139 | | 2,912 | |
| 785 | | 623 | | | 499 | | | 60 | 319 | | 35 | | | | 336 | 89 | | 1,961 | |
| 796 | | 82 | | | 498 | | | 55 | 334 | | 155 | | | | 929 | 227 | | 2,280 | |
| 1564 | | 73 | | | 25 | | | 15 | 37 | | 9 | | | | 58 | 7 | | 224 | |
| 1567 | | 237 | | | 92 | | | 20 | 19 | | 9 | | | | 98 | 20 | | 495 | |
| 1572 | | 66 | | | 77 | | | 12 | 35 | | 3 | | | | 37 | 57 | | 287 | |
| 1584 | | 96 | | | 52 | | | | 33 | | 5 | | | | 41 | 12 | | 239 | |
| 1763 | | 58 | | | 27 | | | | 19 | | | | | | | | | 104 | |
| 1768 | | 15 | | | 10 | | | | 7 | 14 | | | | | 14 | 1 | | 61 | |
| 1774 | | 7 | | | 75 | | | | 1 | 15 | | | | | 32 | 4 | | 134 | |
| 1777 | | 11 | | | 54 | | | | | 23 | | | | | 14 | 4 | | 106 | |
| 1784 | | | | | 2 | | | | | | | | | | | 3 | | 5 | |
| 1785 | | | | | 12 | | | | | 12 | | | | | 2 | 2 | | 28 | |
| 1790 | 7 | | | 9 | | | | | | 9 | | | | | 5 | | 30 | | |
| 1793 | 47 | | | 11 | | | | | | | | | | 6 | 3 | | 67 | | |
| 1796 | | | | 7 | | | | | 16 | | | | | | 30 | | 53 | | |

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

| Route | Train | Delay Cause | | | | | | | | | | | | | | | Total | |
|-----------------------------------|-------|-------------|-----|-----|-------|-----|-----|-----|-------|-----|-------|-----|-----|-----|-------|-----|------------|---------------|
| | | CTI | CTP | DBB | DCS | DCT | DET | DMW | DSR | DTR | FTI | PET | PSC | PSR | PTI | RTE | | SMW |
| Palmetto | 89 | 69 | 29 | 5 | 572 | | 20 | 528 | 920 | 8 | 1,984 | | | 27 | 1,526 | 238 | 301 | 6,227 |
| | 90 | 122 | | 61 | 421 | | | 480 | 745 | | 2,269 | | | 27 | 1,284 | 168 | 35 | 5,612 |
| Pennsylvanian | 42 | 46 | 3 | | 122 | | 8 | 108 | 128 | | 1,747 | | | 5 | 75 | 529 | 23 | 2,794 |
| | 43 | 12 | 6 | | 261 | | 11 | 71 | 69 | | 2,085 | | | 8 | 11 | 419 | 30 | 2,983 |
| Pere Marquette | 370 | | | | 163 | | | 4 | 338 | | 933 | | | | 40 | 55 | | 1,533 |
| | 371 | 11 | | | 455 | | | 47 | 311 | | 1,554 | | | | 306 | 37 | | 2,721 |
| Piedmont | 73 | | | | 117 | | | 31 | 124 | | 959 | | | | 97 | 38 | | 1,366 |
| | 74 | | | | 253 | | | 74 | 354 | | 931 | | | | 17 | 85 | | 1,714 |
| | 75 | | | | 160 | | | 28 | 278 | | 1,106 | | | | 134 | 18 | | 1,724 |
| | 76 | | | | 168 | | | 23 | 163 | | 344 | | | | 433 | 18 | | 1,149 |
| | 77 | | | | 172 | | | 109 | 286 | | 300 | | | | 99 | 25 | | 991 |
| | 78 | | | | 159 | | | 8 | 119 | | 156 | | | | 129 | 105 | | 676 |
| Richmond / Newport News / Norfolk | 65 | 94 | | 1 | 62 | | | 34 | 326 | | 97 | | | 100 | 139 | 265 | 106 | 1,224 |
| | 66 | 88 | 5 | 69 | 272 | | 2 | 74 | 1,227 | | 932 | | | 12 | 366 | 348 | 148 | 3,543 |
| | 67 | 386 | 29 | 10 | 359 | | 6 | 257 | 751 | 317 | 335 | | | 50 | 124 | 346 | 131 | 3,101 |
| | 82 | 11 | | | 13 | | | 12 | 142 | | | | | 12 | 5 | 5 | 7 | 207 |
| | 84 | | 5 | 35 | 197 | | 27 | 75 | 129 | | 117 | | | 39 | 170 | 222 | 164 | 1,180 |
| | 85 | 124 | 31 | 10 | 38 | | | 10 | 9 | | 4 | | | 16 | 60 | 5 | 87 | 394 |
| | 86 | 72 | | | 59 | | 11 | 87 | 354 | | 20 | | | 27 | 215 | 86 | 15 | 946 |
| | 87 | 13 | | | 266 | | | | 83 | | 107 | | | 32 | 49 | 149 | 93 | 792 |
| | 88 | 131 | | 67 | 131 | | 10 | 33 | 193 | | 101 | | | 5 | 73 | 101 | 14 | 859 |
| | 93 | 637 | 3 | 68 | 362 | | 61 | 40 | 836 | | 248 | | | 91 | 116 | 304 | 322 | 3,088 |
| | 94 | 462 | 29 | 204 | 328 | | 17 | 188 | 788 | | 284 | | | 47 | 454 | 397 | 40 | 3,238 |
| | 95 | 522 | 11 | 14 | 454 | 4 | 80 | 94 | 521 | | 307 | | | 46 | 289 | 309 | 127 | 2,778 |
| | 96 | 10 | | 17 | 41 | | | 17 | 106 | | 58 | | | 4 | 114 | 74 | | 441 |
| | 99 | 64 | | | 135 | | | 3 | 355 | | 123 | 4 | | 9 | 47 | 167 | 56 | 963 |
| | 125 | 349 | | | 211 | | 11 | 102 | 310 | | 823 | 3 | | 8 | 436 | 342 | 76 | 2,671 |
| | 157 | 25 | | | 67 | | | 3 | 131 | | 46 | | | | 42 | 71 | 24 | 409 |
| | 164 | 93 | 6 | | 30 | | | 22 | 178 | | | | | 9 | 2 | 2 | 44 | 386 |
| | 174 | 239 | | 32 | 146 | | 68 | 78 | 738 | | 555 | | | 34 | 144 | 343 | 41 | 2,418 |
| 194 | 39 | | 4 | 44 | | | 24 | 221 | | 63 | | | 9 | 113 | 83 | 6 | 606 | |
| 195 | 68 | | | 23 | | | 3 | 203 | | | | | 8 | 53 | 12 | 37 | 407 | |
| Roanoke | 145 | | | | 40 | | | 4 | 5 | | 49 | | | 2 | 92 | 2 | 36 | 230 |
| | 147 | 63 | | 2 | 56 | | | | 123 | | 67 | | 1 | 23 | 20 | 7 | 38 | 400 |
| | 156 | | | 19 | 52 | | | 54 | 29 | | 185 | | | 8 | 73 | 21 | 10 | 451 |
| | 171 | 496 | | 20 | 263 | | 42 | 77 | 712 | | 307 | | 6 | 54 | 331 | 116 | 146 | 2,570 |
| | 176 | 376 | | 53 | 247 | | | 45 | 419 | 35 | 300 | | | 39 | 325 | 44 | 4 | 1,887 |
| San Joaquins | 710 | | | | 370 | | | 109 | 582 | | 1,045 | | | | 916 | 57 | | 3,079 |
| | 711 | | | | 230 | | | 21 | 542 | | 555 | | | | 261 | 55 | | 1,664 |
| | 712 | | | | 275 | | | 98 | 614 | | 964 | | | | 963 | 51 | | 2,965 |
| | 713 | | | | 287 | | | 38 | 501 | | 1,076 | | | | 897 | 92 | | 2,891 |
| | 714 | | | | 396 | | | 101 | 606 | | 1,253 | | | | 1,480 | 75 | | 3,911 |
| | 715 | | | | 308 | | | 47 | 586 | | 1,014 | | | | 1,537 | 23 | | 3,515 |
| | 716 | | | | 255 | | | 43 | 545 | | 990 | | | | 1,196 | 27 | | 3,056 |
| | 717 | | | | 372 | | | 17 | 484 | | 993 | | | | 1,367 | 36 | | 3,269 |
| | 718 | | | | 205 | | | 39 | 407 | | 593 | | | | 641 | 75 | | 1,960 |
| | 719 | | | | 257 | | | 39 | 408 | | 816 | | | | 1,290 | 23 | | 2,833 |
| Silver Meteor | 97 | 752 | 42 | 20 | 1,026 | | | 207 | 1,725 | | 2,797 | | | 12 | 1,600 | 382 | 326 | 8,889 |
| | 98 | 1,586 | 35 | 54 | 887 | | 23 | 229 | 1,974 | | 3,778 | | | 7 | 1,783 | 570 | 37 | 10,963 |
| Silver Star | 91 | 1,220 | 6 | | 1,195 | | 8 | 167 | 2,080 | | 3,431 | 13 | | 6 | 1,997 | 563 | 235 | 10,921 |
| | 92 | 397 | 7 | 93 | 1,277 | | 8 | 371 | 2,340 | | 2,566 | | | 2 | 2,754 | 667 | 27 | 10,509 |
| Southwest Chief | 3 | 1,081 | | | 2,323 | | | 298 | 4,328 | 215 | 7,694 | | | | 2,438 | 543 | | 18,920 |
| | 4 | 893 | | | 2,998 | | | 504 | 3,915 | 212 | 8,285 | | | | 2,042 | 619 | | 19,468 |

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

| Route | Train | Delay Cause | | | | | | | | | | | | | Total | |
|----------------------|-------|-------------|-----|-----|-------|-----|-----|-------|-----|--------|-----|-----|-------|-------|------------|---------------|
| | | CTI | CTP | DBB | DCS | DET | DMW | DSR | DTR | FTI | PSC | PSR | PTI | RTE | | SMW |
| Springfield Shuttles | 400 | | | | 61 | | | 45 | | 28 | | | | | | 134 |
| | 405 | | | | | | | | | | | | 2 | | | 2 |
| | 409 | 16 | | | | | | | | | | 8 | 2 | | | 26 |
| | 412 | | | | 11 | | | | | | | 3 | 12 | | | 26 |
| | 417 | | | | 46 | | | 7 | | | | 3 | 97 | | | 153 |
| | 450 | | | | 3 | | | | | | | | 20 | 6 | | 29 |
| | 451 | | | | 43 | | | 14 | | | | 58 | | | | 115 |
| | 460 | 10 | | | | | | | | 18 | | | 9 | 9 | | 46 |
| | 461 | | | | 16 | | | 36 | | 22 | | | 13 | 17 | | 104 |
| | 463 | 10 | | | 2 | | | | | | | | 3 | | | 15 |
| | 464 | 10 | | | 11 | | | | | 18 | | | 46 | 26 | | 111 |
| | 465 | | | | | | | | | | | | 36 | 2 | | 38 |
| | 470 | 17 | | | 27 | | | 4 | | | | 19 | 92 | 38 | 10 | 207 |
| | 471 | | | | 142 | | | 7 | 70 | | 51 | 3 | 27 | 7 | | 314 |
| | 473 | 18 | | | 35 | | | | 3 | | | 2 | 12 | 7 | | 81 |
| | 474 | 15 | | | 20 | | | | | | | | 11 | 44 | | 90 |
| | 475 | 3 | | | 57 | | | | | | | | 1 | 13 | | 74 |
| | 476 | 29 | | | 3 | | | | 1 | | | | 8 | 5 | | 46 |
| | 478 | | | | 45 | | | | 51 | | 85 | | | 60 | 40 | 281 |
| | 479 | 27 | | | 2 | | | | | | | | | 4 | | 33 |
| 488 | | | | 33 | | | | 181 | | 74 | | | 5 | 19 | 312 | |
| 490 | 9 | | | 8 | | | | 2 | | 22 | | | 61 | 4 | 106 | |
| 494 | 77 | | | 75 | | | | 186 | | 33 | | | 72 | 5 | 448 | |
| 495 | 7 | | | 12 | | | | 47 | | 106 | | | 23 | | 195 | |
| 497 | | | | | | | | | | | | | 32 | | 32 | |
| 499 | | | | 17 | | | | 179 | | 10 | | | | 48 | 254 | |
| Sunset Ltd | 1 | 94 | | | 1,602 | | 396 | 1,944 | | 10,039 | | | 137 | 1,559 | | 15,771 |
| | 2 | 4 | | | 1,608 | | 313 | 1,794 | | 9,215 | | | 248 | 1,881 | | 15,063 |
| Texas Eagle | 21 | 5 | | | 1,727 | | 452 | 6,340 | 262 | 13,851 | | | 988 | 1,224 | | 24,849 |
| | 22 | 9 | | | 1,115 | | 458 | 5,814 | 179 | 9,363 | | | 1,309 | 838 | | 19,085 |
| Vermont | 54 | 50 | | | 48 | | 101 | 753 | | | | 5 | 93 | 10 | 10 | 1,070 |
| | 55 | 235 | | 15 | 223 | 44 | 21 | 2,500 | | 12 | | 12 | 154 | 12 | 133 | 3,361 |
| | 56 | 104 | 9 | | 134 | 4 | 96 | 2,442 | | 61 | | 45 | 334 | | 74 | 3,303 |
| | 57 | 4 | 16 | | 40 | | | 915 | | | | 12 | 18 | 18 | 35 | 1,058 |
| Wolverine | 350 | 79 | | | 464 | | 54 | 500 | | 1,585 | | | 1,106 | 141 | | 3,929 |
| | 351 | 8 | | | 336 | | 222 | 869 | | 1,469 | | | 642 | 47 | | 3,593 |
| | 352 | 2 | | | 367 | | 36 | 440 | | 921 | | | 244 | 86 | | 2,096 |
| | 353 | | | | 156 | | 16 | 289 | | 279 | | | 152 | 118 | | 1,010 |
| | 354 | 60 | | | 128 | | 4 | 490 | | 647 | | | 410 | 58 | | 1,797 |
| | 355 | | | | 351 | | 31 | 577 | | 854 | | | 505 | 93 | | 2,411 |

Table 26: Third-Party Responsible Train Delay Minutes

| Route | Train | Delay Cause | | | | | | | | Total |
|---------------|-------|-------------|-----|-----|-------|-----|-----|-----|-------|-------|
| | | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | |
| Acela Express | 2103 | 6 | | | | | | 4 | 59 | 69 |
| | 2107 | | | | | | | | 8 | 8 |
| | 2109 | | | | | | 2 | | 57 | 59 |
| | 2122 | 15 | | | | 5 | | | 123 | 143 |
| | 2126 | | 45 | | | 11 | | 170 | 147 | 373 |
| | 2150 | 15 | 13 | 8 | 16 | | 35 | | 331 | 418 |
| | 2153 | 15 | 6 | 6 | 182 | 2 | 58 | 6 | 129 | 404 |
| | 2154 | 29 | | 16 | 69 | 23 | 7 | | 158 | 302 |
| | 2155 | 52 | 19 | 5 | 67 | 21 | 56 | 12 | 231 | 463 |
| | 2158 | 32 | | 16 | 26 | 35 | | | 117 | 226 |
| | 2159 | 26 | | 5 | 168 | 42 | 13 | 5 | 275 | 534 |
| | 2163 | 26 | | 5 | 285 | 14 | 37 | | 295 | 662 |
| | 2166 | 14 | | 8 | 3 | 12 | | | 296 | 333 |
| | 2169 | 21 | 3 | | 317 | | 26 | 183 | 230 | 780 |
| | 2170 | 11 | | 9 | 20 | | | 15 | 315 | 370 |
| | 2172 | 2 | | 25 | 167 | 17 | 8 | | 236 | 455 |
| | 2173 | 9 | 47 | 16 | 170 | 88 | 6 | 105 | 198 | 639 |
| | 2203 | | 7 | | | | | | 62 | 69 |
| | 2205 | | | | | | | | 17 | 17 |
| | 2213 | | | | | | | | 15 | 15 |
| | 2218 | | | | | | 10 | | 14 | 24 |
| | 2222 | | | | 32 | | | 173 | 2 | 207 |
| | 2224 | | | 4 | | 111 | 114 | | 4 | 233 |
| | 2248 | 11 | | 6 | 1 | 2 | | | 24 | 44 |
| | 2249 | 6 | | 2 | 41 | | | 201 | 37 | 287 |
| | 2250 | | | 2 | | | | | 26 | 28 |
| | 2251 | | | | 12 | | | 116 | 66 | 194 |
| | 2252 | | | 8 | 29 | | | 5 | 35 | 77 |
| | 2253 | | 101 | 12 | 31 | 30 | 90 | | 89 | 353 |
| | 2254 | | 8 | 10 | 21 | 3 | 125 | | 55 | 222 |
| 2255 | | | | 12 | | 115 | | 35 | 162 | |
| 2256 | | | | 1 | | | | 38 | 39 | |
| 2257 | | 19 | | 41 | | 29 | | 21 | 110 | |
| 2259 | | | | 38 | 4 | 3 | | 16 | 61 | |
| Auto Train | 52 | | 64 | | 9 | 45 | 112 | | 450 | 680 |
| | 53 | | 287 | | 1,139 | 5 | 27 | | 1,546 | 3,004 |

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

| Route | Train | Delay Cause | | | | | | Total |
|-------------------|-------|-------------|-----|-------|-----|-----|-------|-------|
| | | DBS | MBO | NOD | POL | TRS | WTR | |
| Blue Water | 364 | 55 | 116 | 1,211 | 38 | 240 | 23 | 1,683 |
| | 365 | | 59 | 2,119 | 20 | 11 | 84 | 2,293 |
| California Zephyr | 5 | 297 | 191 | 1,460 | 500 | 460 | 2,160 | 5,068 |
| | 6 | 187 | 260 | 1,499 | 608 | 114 | 2,991 | 5,659 |
| Capitol Corridor | 520 | | 45 | 112 | 41 | 35 | | 233 |
| | 521 | 12 | 84 | 261 | 47 | 2 | | 406 |
| | 522 | | 27 | 152 | | 23 | | 202 |
| | 523 | 2 | 38 | 211 | 93 | 32 | | 376 |
| | 524 | 22 | | 80 | 151 | 153 | | 406 |
| | 525 | | 14 | 57 | 31 | 2 | | 104 |
| | 526 | | 90 | 46 | | 6 | | 142 |
| | 527 | | 34 | 432 | 44 | 14 | | 524 |
| | 528 | | 111 | 302 | 47 | | | 460 |
| | 531 | 4 | 61 | 208 | 14 | 91 | | 378 |
| | 532 | | 173 | 431 | 24 | | | 628 |
| | 535 | | 89 | 65 | 48 | | | 202 |
| | 536 | | 57 | 178 | 102 | | | 337 |
| | 537 | 1 | 46 | 55 | 80 | 27 | | 209 |
| | 538 | | 69 | 438 | 232 | 3 | | 742 |
| | 541 | 5 | 157 | 15 | 80 | 10 | | 267 |
| | 542 | 4 | 73 | 90 | 430 | 5 | | 602 |
| | 544 | 39 | 106 | 67 | 229 | 9 | | 450 |
| | 545 | | 70 | 71 | 12 | | | 153 |
| | 546 | 12 | 32 | 130 | 180 | 1 | | 355 |
| 547 | | 109 | 44 | 138 | 37 | | 328 | |
| 551 | | 40 | 142 | 68 | 144 | | 394 | |
| 720 | | 22 | 23 | 7 | | | 52 | |
| 723 | | | 13 | 16 | 36 | | 65 | |
| 724 | | 20 | 19 | | 2 | | 41 | |
| 727 | | | 68 | | 1 | | 69 | |
| 728 | | 40 | 2 | 16 | 237 | | 295 | |
| 729 | | 48 | 139 | | 1 | | 188 | |



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

| Route | Train | Delay Cause | | | | | | | | Total |
|---------------------------------|-------|-------------|-----|-----|-------|-----|-------|-----|-------|-------|
| | | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | |
| Capitol Corridor | 732 | | | 21 | 44 | 7 | 13 | | | 85 |
| | 736 | | | 19 | 109 | 65 | 80 | | | 273 |
| | 737 | | 18 | 18 | 14 | 36 | 30 | | | 116 |
| | 741 | | | 61 | | 22 | 2 | | | 85 |
| | 742 | | | 26 | 33 | 39 | 19 | | | 117 |
| | 743 | | 17 | 76 | 1 | 73 | | | | 167 |
| | 744 | | | 21 | 45 | 162 | | | | 228 |
| | 745 | | | 68 | 17 | 91 | 22 | | | 198 |
| | 746 | | 175 | | 8 | 96 | 161 | | | 440 |
| | 747 | | | | 14 | 92 | 20 | | | 126 |
| | 748 | | 3 | 4 | 54 | 108 | 74 | | | 243 |
| 751 | | 50 | | 23 | 61 | | | | 134 | |
| Capitol Ltd | 29 | | 8 | 122 | 918 | 364 | 301 | | 1,208 | 2,921 |
| | 30 | | 33 | 63 | 121 | 184 | 65 | | 681 | 1,147 |
| Cardinal | 50 | | 252 | | 684 | 68 | 646 | 92 | 433 | 2,175 |
| | 51 | 8 | 19 | 7 | 641 | 80 | 40 | | 681 | 1,476 |
| Carl Sandburg / Illinois Zephyr | 380 | | 12 | | 123 | 10 | 24 | | 9 | 178 |
| | 381 | | | | 189 | | 74 | | 33 | 296 |
| | 382 | | 1 | | 75 | | 23 | | 75 | 174 |
| | 383 | | | | 170 | 9 | 123 | | 164 | 466 |
| Carolinian | 79 | 5 | 18 | | 941 | 306 | 23 | | 1,301 | 2,594 |
| | 80 | | | 26 | 976 | 107 | 240 | 230 | 1,877 | 3,456 |
| Cascades | 500 | | | 108 | 552 | 194 | 430 | | | 1,284 |
| | 503 | | 37 | 114 | 121 | 270 | 63 | | 491 | 1,096 |
| | 504 | | 17 | 78 | | 13 | 99 | | 9 | 216 |
| | 505 | | 42 | 72 | 148 | 51 | 46 | | 368 | 727 |
| | 507 | | | 104 | | 89 | 9 | | 3 | 205 |
| | 508 | | | 147 | 177 | 97 | 36 | | 532 | 989 |
| City Of New Orleans | 58 | | 3 | 24 | 3,379 | 86 | 95 | | 791 | 4,378 |
| | 59 | | 23 | | 4,606 | 78 | 38 | | 442 | 5,187 |
| Coast Starlight | 11 | | 23 | 183 | 3,399 | 194 | 515 | | 361 | 4,675 |
| | 14 | | 58 | 248 | 1,573 | 588 | 1,306 | | 66 | 3,839 |
| | 1011 | | 15 | 15 | 616 | 57 | 9 | | 76 | 788 |
| | 1014 | | 22 | 51 | 9 | 422 | 8 | | 539 | 1,051 |



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

| Route | Train | Delay Cause | | | | | | | Total |
|---------------------|-------|-------------|-----|-----|-------|-----|-----|-----|-------|
| | | BSP | DBS | MBO | NOD | POL | TRS | WTR | |
| Crescent | 19 | | 174 | | 4,459 | 227 | 474 | 608 | 5,942 |
| | 20 | 11 | 144 | | 3,980 | 116 | 625 | 236 | 5,112 |
| Downeaster | 680 | | | | 308 | | | 2 | 310 |
| | 681 | | | | 1 | 2 | 6 | 8 | 17 |
| | 682 | | | 3 | 158 | | | | 161 |
| | 683 | | | 3 | 6 | 27 | 8 | 195 | 239 |
| | 684 | | | | 24 | 2 | | 40 | 66 |
| | 685 | | | | 10 | | 12 | 167 | 189 |
| | 686 | | | | 118 | 4 | | 184 | 306 |
| | 687 | | | | 36 | 77 | 3 | 75 | 191 |
| | 688 | | | | 616 | | 173 | 54 | 843 |
| | 689 | | 2 | | 154 | | 2 | | 158 |
| | 690 | | | | 145 | | 2 | 2 | 149 |
| | 691 | | | | 4 | | | 2 | 6 |
| | 692 | | | 6 | 72 | | | | 78 |
| | 693 | | | | | 2 | | | 2 |
| | 694 | | | | 22 | | | | 22 |
| | 695 | | | | 12 | 33 | | | 45 |
| | 696 | | | 3 | 71 | | | 4 | 78 |
| | 697 | | | | 23 | | | 7 | 30 |
| | 698 | | | | 177 | | | | 177 |
| 699 | | | | 17 | | 3 | | 20 | |
| 1689 | | | | 70 | | | | 70 | |
| Empire Builder | 7 | | 66 | 128 | 8,539 | 263 | 495 | 240 | 9,731 |
| | 8 | | 157 | 42 | 4,074 | 292 | 271 | 236 | 5,072 |
| | 27 | | | 78 | 185 | 88 | 4 | | 355 |
| | 28 | | | 62 | 138 | | 1 | 223 | 424 |
| Ethan Allen Express | 290 | | 4 | | 349 | | | 6 | 359 |
| | 291 | | 14 | | 91 | 40 | 25 | 218 | 388 |
| | 292 | | | 8 | 99 | | | 5 | 112 |
| | 293 | | 3 | | 40 | | | 5 | 48 |
| | 295 | | | | 24 | | | 43 | 67 |
| | 296 | | | | 93 | 7 | | 5 | 105 |
| Heartland Flyer | 821 | | | | 18 | 25 | | 48 | 91 |
| | 822 | | | | 4 | 29 | | 1 | 34 |

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

| Route | Train | Delay Cause | | | | | | | | Total |
|-----------------|-------|-------------|-----|-----|-----|-----|-----|-----|-----|-------|
| | | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | |
| Hiawatha | 329 | | | | 30 | | | | | 30 |
| | 330 | | | | 385 | | | | | 385 |
| | 331 | | | | 8 | | 17 | | | 25 |
| | 332 | | | | | | 71 | | | 71 |
| | 333 | | | 2 | 17 | | | | | 19 |
| | 334 | | 3 | | | | 159 | | | 162 |
| | 335 | | | | 6 | | 37 | | | 43 |
| | 336 | | | 5 | | 10 | 29 | | 6 | 50 |
| | 337 | | | | 11 | 7 | 125 | | | 143 |
| | 339 | | | | 135 | 65 | 50 | | | 250 |
| | 340 | | | | | | 12 | | | 12 |
| | 341 | | | | 15 | 25 | 2 | | 12 | 54 |
| | 342 | | | 13 | | | 7 | | 21 | 41 |
| Illini / Saluki | 390 | | 3 | 18 | 47 | 9 | 8 | | 21 | 106 |
| | 391 | | | | 9 | | | | 10 | 19 |
| | 392 | | 56 | | 18 | | 1 | | 32 | 107 |
| | 393 | | 12 | | 59 | 24 | 271 | | 5 | 371 |
| Keystone | 600 | | | | | | | | 71 | 71 |
| | 601 | | | | | | | 114 | 27 | 141 |
| | 605 | | | | | 13 | | 55 | 196 | 264 |
| | 611 | | | | | | | | 16 | 16 |
| | 615 | | | | | | | | 15 | 15 |
| | 619 | | | | | | | | 19 | 19 |
| | 620 | | | | | 9 | | | 478 | 487 |
| | 622 | | | | | | | | 204 | 204 |
| | 637 | | | | | | | 15 | 10 | 25 |
| | 639 | | | | | | | | 29 | 29 |
| | 640 | | | | | 6 | 6 | 32 | 20 | 64 |
| | 641 | | | | | | 106 | | 4 | 110 |
| | 642 | | | | | | | | 30 | 30 |
| 643 | | | | | | | | 164 | 164 | |
| 645 | | 43 | | | | | | 9 | 72 | 124 |

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

| Route | Train | Delay Cause | | | | | | | | Total |
|-----------------|-------|-------------|-----|-----|-------|-----|-----|-----|-----|-------|
| | | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | |
| Keystone | 646 | 25 | 12 | | | 5 | 4 | | 114 | 160 |
| | 647 | | | | | | | 46 | 216 | 262 |
| | 650 | 5 | | | | | | | 98 | 103 |
| | 651 | | | | | 23 | | 8 | 181 | 212 |
| | 652 | | | | | | | | 182 | 182 |
| | 653 | 16 | | | | 19 | 20 | | 240 | 295 |
| | 654 | | | | | 27 | | 17 | 254 | 298 |
| | 655 | | | | | | | | 224 | 224 |
| | 660 | | | | | 5 | | | 110 | 115 |
| | 661 | | | | | | | | 38 | 38 |
| | 662 | | | | | | | | 38 | 38 |
| | 663 | 6 | | | | | | | 45 | 51 |
| | 664 | | | | | | | | 69 | 69 |
| | 665 | | | | | | 194 | | 31 | 225 |
| | 666 | | | | | 3 | | | 44 | 47 |
| | 667 | 7 | | | | | | | 69 | 76 |
| | 669 | | | | | 10 | 9 | | 39 | 58 |
| | 670 | | | | | 3 | | | 170 | 173 |
| 671 | | | | | | | 61 | 20 | 81 | |
| 672 | | | | | 8 | | | | 8 | |
| Lake Shore Ltd | 48 | | 20 | 23 | 1,351 | 329 | 42 | | 781 | 2,546 |
| | 49 | | 10 | 94 | 1,414 | 287 | 96 | | 313 | 2,214 |
| | 448 | | 93 | | 81 | 22 | 6 | | 213 | 415 |
| | 449 | | | | 200 | 12 | | | 257 | 469 |
| Lincoln Service | 300 | | | 18 | 1,204 | 17 | 3 | | 36 | 1,278 |
| | 301 | | | | 832 | 29 | | | | 861 |
| | 302 | | 87 | 7 | 1,503 | 80 | 24 | | | 1,701 |
| | 303 | | 2 | 6 | 844 | 16 | 105 | | 126 | 1,099 |
| | 304 | | | 5 | 1,315 | 122 | 86 | | 2 | 1,530 |
| | 305 | | 9 | 10 | 651 | 32 | | | 33 | 735 |
| | 306 | | | | 2,035 | 208 | 1 | | 68 | 2,312 |
| | 307 | | | 5 | 1,372 | 27 | 70 | | 39 | 1,513 |
| Maple Leaf | 63 | | 15 | | 367 | 21 | 4 | | 392 | 799 |
| | 64 | | 3 | | 1,017 | 27 | | | 438 | 1,485 |

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

| Route | Train | Delay Cause | | | | | | | Total |
|-----------------------------|-------|-------------|-----|-----|-------|-----|-----|-----|-------|
| | | BSP | DBS | MBO | NOD | POL | TRS | WTR | |
| Missouri | 311 | | | | 374 | 38 | 9 | | 421 |
| | 313 | | 16 | | 444 | 19 | 28 | 96 | 603 |
| | 314 | | | | 181 | 107 | 7 | 21 | 316 |
| | 316 | | 5 | | 169 | 87 | 4 | 2 | 267 |
| New York - Albany | 232 | | | | 9 | | | 71 | 80 |
| | 233 | | | 17 | 18 | 26 | | 27 | 88 |
| | 234 | | | | 20 | | | | 20 |
| | 236 | | | | | | 5 | 3 | 8 |
| | 237 | | | | 99 | | 2 | 43 | 144 |
| | 238 | | | | 10 | 8 | 9 | 35 | 62 |
| | 239 | | 2 | | 275 | | | 25 | 302 |
| | 241 | | | | 71 | 86 | | 51 | 208 |
| | 243 | | 135 | | 54 | | | 54 | 243 |
| | 244 | | | | 2 | 20 | | 413 | 435 |
| | 250 | | 72 | | | | | 22 | 94 |
| | 253 | | | | | | | 103 | 103 |
| | 255 | | | | 21 | | | | 21 |
| | 256 | | | | | | | 20 | 20 |
| | 259 | | | | 14 | | 2 | 28 | 44 |
| | 260 | | 13 | | 20 | | | 32 | 65 |
| New York - Niagara Falls | 280 | | | | 963 | 25 | | 42 | 1,030 |
| | 281 | | 6 | | 153 | 219 | | 469 | 847 |
| | 283 | | | | 113 | 51 | 12 | 523 | 699 |
| | 284 | | 44 | | 1,407 | 27 | 3 | 76 | 1,557 |
| On Spine Northeast Regional | 123 | | | | | 4 | 19 | 7 | 30 |
| | 126 | | | | | | | 11 | 11 |
| | 129 | 4 | 5 | | | 19 | 24 | 180 | 232 |
| | 130 | | | | | 20 | | 44 | 64 |
| | 132 | | | | 7 | | | 28 | 35 |
| | 134 | | | | | 4 | | 37 | 41 |
| | 135 | | | 1 | 73 | | 59 | 79 | 212 |

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

| Route | Train | Delay Cause | | | | | | | | Total |
|-----------------------------|-------|-------------|-----|-----|-----|-----|-----|-----|-----|-------|
| | | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | |
| On Spine Northeast Regional | 136 | | | | 19 | | | | 71 | 90 |
| | 137 | 18 | | 28 | 41 | 45 | 12 | 190 | 382 | 716 |
| | 138 | 5 | | | | | | 232 | 90 | 327 |
| | 139 | | | 2 | 7 | 42 | | | 18 | 69 |
| | 140 | | | | 18 | | 318 | | 110 | 446 |
| | 141 | 19 | | | 139 | 27 | 3 | | 197 | 385 |
| | 143 | | | | 15 | | 4 | | 180 | 199 |
| | 146 | | | | 5 | 18 | 14 | | 133 | 170 |
| | 148 | 25 | | | 124 | 87 | 74 | 18 | 636 | 964 |
| | 149 | | | | | | 83 | | 22 | 105 |
| | 150 | | | 12 | 27 | | | | 23 | 62 |
| | 152 | | | | | | | | 30 | 30 |
| | 153 | | 4 | | | | | | 23 | 27 |
| | 154 | | | | | | | | 4 | 4 |
| | 155 | | | | | | | | 23 | 23 |
| | 158 | | | | | | 77 | 296 | | 373 |
| | 159 | | | | | 6 | | | 32 | 38 |
| | 160 | | | 5 | 4 | 7 | | | 26 | 42 |
| | 161 | | 9 | 7 | 7 | 44 | 78 | | 101 | 246 |
| | 162 | | 4 | 17 | 1 | | | | 67 | 89 |
| | 163 | | | | | | 10 | 54 | 24 | 88 |
| | 165 | | | 9 | | 107 | 14 | | 42 | 172 |
| | 166 | | | 38 | 4 | 34 | 301 | | 36 | 413 |
| | 167 | | | | 43 | 66 | | | 43 | 152 |
| | 168 | | | 5 | 7 | 107 | 13 | | 46 | 178 |
| | 169 | | | 13 | 23 | 10 | | | 7 | 53 |
| | 170 | 2 | | | 5 | 9 | 7 | | 175 | 198 |
| | 172 | 15 | | 9 | 31 | 42 | | | 108 | 205 |
| | 173 | 11 | | 10 | 130 | 4 | 9 | | 249 | 413 |
| | 175 | 13 | 72 | 34 | 11 | 88 | | 84 | 215 | 517 |
| 177 | | | | 533 | 59 | 62 | | 309 | 963 | |
| 178 | 13 | | | 253 | 229 | 7 | | 466 | 968 | |
| 179 | | 8 | 5 | 248 | 12 | 3 | | 286 | 562 | |
| 182 | 31 | | 12 | | 8 | | | 70 | 121 | |
| 183 | 9 | | | | 9 | | | 82 | 100 | |
| 184 | | | | | 5 | | | 97 | 102 | |
| 185 | | | | | 35 | | | 121 | 156 | |



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

| Route | Train | Delay Cause | | | | | | Total |
|-----------------------------|-------|-------------|-----|-------|-----|-----|-----|-------|
| | | DBS | MBO | NOD | POL | TRS | WTR | |
| On Spine Northeast Regional | 189 | | | | | 164 | 24 | 188 |
| | 190 | | 7 | 174 | 5 | 13 | 105 | 304 |
| | 192 | | | | | | 7 | 7 |
| | 193 | | | 3 | 3 | | 165 | 171 |
| | 196 | | | | | | 57 | 57 |
| Pacific Surfliner | 562 | | | 659 | | 71 | | 730 |
| | 564 | | | 276 | 74 | 4 | | 354 |
| | 567 | | | 91 | 24 | 228 | | 343 |
| | 569 | 2 | | 220 | 142 | 34 | 40 | 438 |
| | 572 | 15 | | 257 | | | | 272 |
| | 579 | | | 343 | 41 | 86 | | 470 |
| | 580 | | | 613 | 31 | 128 | | 772 |
| | 583 | | | 532 | 58 | 25 | | 615 |
| | 584 | | | 159 | 39 | 77 | | 275 |
| | 590 | | | 377 | 110 | 54 | 40 | 581 |
| | 593 | | | 761 | 195 | 100 | | 1,056 |
| | 595 | | | 294 | 60 | 6 | 11 | 371 |
| | 763 | 8 | | 477 | 39 | 184 | 29 | 737 |
| | 768 | 4 | | 681 | 205 | 68 | 13 | 971 |
| | 774 | | | 733 | 39 | 8 | 31 | 811 |
| | 777 | 83 | | 852 | 60 | 261 | | 1,256 |
| | 785 | 5 | | 595 | 69 | 16 | | 685 |
| | 796 | 86 | | 1,141 | 188 | 125 | 125 | 1,665 |
| | 1564 | 17 | | 150 | | 1 | | 168 |
| | 1567 | | | 76 | 11 | 3 | 20 | 110 |
| | 1572 | | | 57 | | | | 57 |
| | 1584 | | | 92 | 11 | 155 | | 258 |
| | 1763 | | | 5 | | | | 5 |
| | 1768 | | | 20 | 5 | | | 25 |
| | 1774 | | | 37 | | | 2 | 39 |
| 1777 | | | 1 | | | | 1 | |
| 1784 | | | 21 | | | | 21 | |
| 1785 | | | 6 | | 2 | | 8 | |
| 1790 | | | | | 13 | | 13 | |
| 1793 | | | 13 | | | | 13 | |



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

| Route | Train | Delay Cause | | | | | | | | Total |
|-----------------------------------|-------|-------------|-----|-----|-----|-----|-----|-----|-------|-------|
| | | BSP | DBS | MBO | NOD | POL | TRS | UTL | WTR | |
| Palmetto | 89 | 11 | 6 | 32 | 584 | 26 | 3 | | 1,517 | 2,179 |
| | 90 | | 178 | | 204 | 424 | 271 | 27 | 1,997 | 3,101 |
| Pennsylvanian | 42 | | 1 | | 4 | 11 | 65 | 2 | 237 | 320 |
| | 43 | 42 | | | 1 | 4 | 13 | | 282 | 342 |
| Pere Marquette | 370 | | | 27 | 88 | | 174 | | 151 | 440 |
| | 371 | | 7 | 398 | 249 | | 123 | | 8 | 785 |
| Piedmont | 73 | | 6 | | 220 | | 5 | | 55 | 286 |
| | 74 | | 10 | | 133 | 23 | 50 | | 64 | 280 |
| | 75 | | 38 | | 67 | 65 | 20 | | 11 | 201 |
| | 76 | | | | 250 | 23 | 314 | | 38 | 625 |
| | 77 | | 4 | | 41 | 140 | 4 | | 52 | 241 |
| | 78 | | 22 | | 223 | 55 | 256 | | 56 | 612 |
| Richmond / Newport News / Norfolk | 65 | 12 | | | 83 | 20 | | | 91 | 206 |
| | 66 | 16 | 274 | 16 | 219 | 215 | 282 | 37 | 1,175 | 2,234 |
| | 67 | 6 | 11 | 3 | 363 | 22 | 2 | | 138 | 545 |
| | 82 | 4 | | | | 18 | | | 42 | 64 |
| | 84 | 18 | 6 | | 962 | 61 | 10 | 1 | 208 | 1,266 |
| | 85 | 11 | | | 6 | 11 | | | 85 | 113 |
| | 86 | 40 | | 25 | 51 | 50 | 20 | | 90 | 276 |
| | 87 | | | 38 | 29 | 20 | 185 | | 152 | 424 |
| | 88 | 11 | | | 235 | 167 | 151 | 4 | 59 | 627 |
| | 93 | 11 | 20 | 19 | 431 | 201 | 21 | 4 | 885 | 1,592 |
| | 94 | 30 | 13 | 24 | 304 | 19 | | 42 | 590 | 1,022 |
| | 95 | 26 | 38 | 40 | 239 | 120 | 90 | 7 | 1,475 | 2,035 |
| | 96 | | | | 26 | 21 | 38 | | 14 | 99 |
| | 99 | | 90 | 27 | 9 | | 209 | | 445 | 780 |
| | 125 | 7 | 141 | | 260 | 83 | 25 | 4 | 1,416 | 1,936 |
| | 157 | | | 20 | 43 | | | | 368 | 431 |
| | 164 | 9 | | 7 | 16 | 19 | | | 68 | 119 |
| 174 | 25 | | 34 | 645 | 93 | 15 | | 159 | 971 | |
| 194 | | | | 53 | | 44 | | 48 | 145 | |
| 195 | | | 17 | 60 | 13 | 171 | | 64 | 325 | |
| Roanoke | 145 | | 3 | | 28 | 14 | | | 43 | 88 |
| | 147 | | 44 | 11 | 21 | 36 | 152 | | 189 | 453 |
| | 156 | | | | 157 | 6 | 19 | | 8 | 190 |
| | 171 | 5 | 53 | 9 | 306 | 94 | 35 | | 324 | 826 |
| | 176 | 27 | 15 | 7 | 473 | 37 | 18 | | 158 | 735 |

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

| Route | Train | Delay Cause | | | | | | | Total |
|----------------------|-------|-------------|-----|-----|-------|-----|-----|-------|-------|
| | | BSP | DBS | MBO | NOD | POL | TRS | WTR | |
| San Joaquins | 710 | | | | 624 | 35 | 90 | | 749 |
| | 711 | | 4 | | 1,329 | 45 | 88 | | 1,466 |
| | 712 | | 180 | | 664 | 42 | 23 | | 909 |
| | 713 | | 3 | | 736 | 121 | 65 | | 925 |
| | 714 | | 8 | | 472 | 306 | 644 | | 1,430 |
| | 715 | | | | 223 | 141 | 148 | | 512 |
| | 716 | | | | 484 | 332 | 7 | | 823 |
| | 717 | | | | 421 | 235 | 137 | | 793 |
| | 718 | | 11 | 2 | 686 | 84 | 262 | | 1,045 |
| | 719 | | 10 | | 486 | 152 | 248 | | 896 |
| Silver Meteor | 97 | 5 | 25 | 30 | 2,619 | 114 | 381 | 535 | 3,709 |
| | 98 | 11 | 31 | 35 | 1,865 | 557 | 285 | 1,035 | 3,819 |
| Silver Star | 91 | 27 | 360 | | 1,006 | 279 | 264 | 1,847 | 3,783 |
| | 92 | 16 | 9 | | 2,296 | 274 | 463 | 1,305 | 4,363 |
| Southwest Chief | 3 | | 8 | 113 | 3,066 | 462 | 117 | 1,021 | 4,787 |
| | 4 | | 4 | 55 | 2,853 | 147 | 278 | 623 | 3,960 |
| Springfield Shuttles | 400 | | | | 75 | | | | 75 |
| | 405 | | | | | | | 33 | 33 |
| | 409 | | | | | | | 18 | 18 |
| | 412 | | | | | | | 29 | 29 |
| | 417 | | | | | 10 | | 151 | 161 |
| | 432 | | | | | | | 32 | 32 |
| | 450 | | | | | | | 37 | 37 |
| | 451 | | | | | | | 189 | 189 |
| | 460 | | | | | 8 | 2 | 20 | 30 |
| | 461 | | 21 | | 88 | 8 | 13 | 20 | 150 |
| | 463 | | | | | | | 36 | 36 |
| | 464 | | | | | | 10 | 53 | 63 |
| | 465 | | | | | | 7 | 6 | 13 |
| | 467 | | | | | | 8 | 2 | 10 |
| | 470 | | | | | | | 128 | 128 |
| | 471 | | | | 159 | | | 214 | 373 |
| 473 | | | | | | | 156 | 156 | |
| 474 | | | | | 15 | 7 | 168 | 190 | |



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

| Route | Train | Delay Cause | | | | | | | | | Total |
|----------------------|-------|-------------|-----|-----|-----|-------|-----|-----|-----|-----|-------|
| | | BSP | CUI | DBS | MBO | NOD | POL | TRS | UTL | WTR | |
| Springfield Shuttles | 475 | | | 89 | | | 26 | | | 113 | 228 |
| | 476 | | | 43 | | | | | | 255 | 298 |
| | 478 | | | | | 83 | 40 | | | 172 | 295 |
| | 479 | | | | | | | | | 76 | 76 |
| | 488 | | | 8 | | 48 | | | | 28 | 84 |
| | 490 | | | | | 0 | | | | 54 | 54 |
| | 494 | | | | | 137 | 74 | 113 | | 313 | 637 |
| | 495 | | | | | 44 | | | | 119 | 163 |
| | 497 | | | | | | | | | 2 | 2 |
| | 499 | | | | | 26 | | | | 8 | 34 |
| Sunset Ltd | 1 | | | 24 | 18 | 609 | 678 | 511 | | 745 | 2,585 |
| | 2 | | 70 | 59 | 29 | 429 | 686 | 245 | | 461 | 1,979 |
| Texas Eagle | 21 | | | 75 | 5 | 3,730 | 468 | 438 | | 396 | 5,112 |
| | 22 | | | 189 | 25 | 4,596 | 271 | 121 | | 79 | 5,281 |
| Vermonter | 54 | | | | 47 | 116 | 6 | | | 84 | 253 |
| | 55 | | | 70 | | 45 | 9 | 58 | | 286 | 468 |
| | 56 | 16 | | | 42 | 83 | 19 | 17 | | 324 | 501 |
| | 57 | | | | | 26 | 13 | 8 | 34 | 46 | 127 |
| Wolverine | 350 | | | 9 | 53 | 429 | 35 | 25 | | 29 | 580 |
| | 351 | | | 50 | 101 | | 10 | 53 | | 168 | 382 |
| | 352 | | | 8 | 92 | 68 | 22 | 35 | | 39 | 264 |
| | 353 | | | | 16 | 20 | | | | 14 | 50 |
| | 354 | | | 118 | 39 | 194 | 17 | 629 | | 45 | 1,042 |
| | 355 | | | 10 | 25 | 51 | 25 | 161 | | 144 | 416 |



Appendix 3: Schedule Status by Train

Table 27. Schedule Status by Train

| Service | Train | Host Railroad | Status |
|---------|--------|---------------|-------------|
| Acela | 2100 | Amtrak | Certified |
| | 2103 | Amtrak | Certified |
| | 2104 | Amtrak | Certified |
| | 2107 | Amtrak | Certified |
| | 2109 | Amtrak | Certified |
| | 2110 | Amtrak | Certified |
| | 2117 | Amtrak | Certified |
| | 2119 | Amtrak | Certified |
| | 2121 | Amtrak | Certified |
| | 2122 | Amtrak | Certified |
| | 2124 | Amtrak | Certified |
| | 2126 | Amtrak | Certified |
| | 2128 | Amtrak | Certified |
| | 2150 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2151 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 2153 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2154 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2155 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2158 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2159 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2160 | Amtrak | Certified |
| MNRR | | Uncertified | |
| 2163 | Amtrak | Certified | |
| | MNRR | Certified | |

| Service | Train | Host Railroad | Status |
|---------|-------|---------------|-------------|
| Acela | 2164 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 2165 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 2166 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2167 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 2168 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 2169 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2170 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2171 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 2172 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2173 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2175 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 2190 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 2203 | Amtrak | Certified |
| | 2205 | Amtrak | Certified |
| | 2208 | Amtrak | Certified |
| | 2213 | Amtrak | Certified |
| | 2215 | Amtrak | Certified |
| | 2218 | Amtrak | Certified |
| | 2222 | Amtrak | Certified |

FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|---------|--------|---------------|-------------|
| Acela | 2224 | Amtrak | Certified |
| | 2228 | Amtrak | Certified |
| | 2248 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2249 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2250 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2251 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2252 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2253 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2254 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2255 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2256 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2257 | Amtrak | Certified |
| | | MNRR | Certified |
| | 2258 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 2259 | Amtrak | Certified |
| | | MNRR | Certified |
| 2260 | Amtrak | Certified | |
| | MNRR | Uncertified | |
| 2261 | Amtrak | Certified | |
| | MNRR | Uncertified | |
| 2275 | Amtrak | Certified | |
| | MNRR | Uncertified | |
| 2290 | Amtrak | Certified | |
| | MNRR | Uncertified | |
| 2401 | Amtrak | Certified | |
| 2402 | Amtrak | Certified | |

| Service | Train | Host Railroad | Status |
|-------------------|-------|---------------|-------------|
| Adirondack | 68 | Amtrak | Certified |
| | | CN | Disputed |
| | | CP | Certified |
| | | MNRR | Uncertified |
| | 69 | Amtrak | Certified |
| | | CN | Disputed |
| | | CP | Certified |
| | | MNRR | Uncertified |
| Auto Train | 52 | CSX | Certified |
| | | FR | Certified |
| | 53 | CSX | Disputed |
| | | FR | Certified |
| Blue Water | 364 | Amtrak | Certified |
| | | CN | Certified |
| | | MIDOT | Certified |
| | | NS | Disputed |
| | 365 | Amtrak | Certified |
| | | CN | Certified |
| | | MIDOT | Certified |
| | | NS | Disputed |
| California Zephyr | 5 | Amtrak | Certified |
| | | BNSF | Certified |
| | | UP | Disputed |
| | 6 | Amtrak | Certified |
| | | BNSF | Certified |
| | | UP | Disputed |

FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|------------------|-------|---------------|-----------|
| Capitol Corridor | 520 | UP | Certified |
| | 521 | UP | Certified |
| | 522 | UP | Certified |
| | 523 | UP | Certified |
| | 524 | UP | Certified |
| | 525 | UP | Certified |
| | 526 | UP | Certified |
| | 527 | UP | Certified |
| | 528 | UP | Certified |
| | 529 | UP | Certified |
| | 530 | UP | Certified |
| | 531 | UP | Certified |
| | 532 | UP | Certified |
| | 534 | UP | Certified |
| | 535 | UP | Certified |
| | 536 | UP | Certified |
| | 537 | UP | Certified |
| | 538 | UP | Certified |
| | 540 | UP | Certified |
| | 541 | UP | Certified |
| | 542 | UP | Certified |
| | 543 | UP | Certified |
| | 544 | UP | Certified |
| | 545 | UP | Certified |
| | 546 | UP | Certified |
| | 547 | UP | Certified |
| | 548 | UP | Certified |
| | 549 | UP | Certified |
| 551 | UP | Certified | |
| 553 | UP | Certified | |

| Service | Train | Host Railroad | Status |
|------------------|-----------------|---------------|-----------|
| Capitol Corridor | 720 | UP | Certified |
| | 723 | UP | Certified |
| | 724 | UP | Certified |
| | 727 | UP | Certified |
| | 728 | UP | Certified |
| | 729 | UP | Certified |
| | 732 | UP | Certified |
| | 733 | UP | Certified |
| | 734 | UP | Certified |
| | 736 | UP | Certified |
| | 737 | UP | Certified |
| | 738 | UP | Certified |
| | 741 | UP | Certified |
| | 742 | UP | Certified |
| | 743 | UP | Certified |
| | 744 | UP | Certified |
| | 745 | UP | Certified |
| | 746 | UP | Certified |
| | 747 | UP | Certified |
| | 748 | UP | Certified |
| | 749 | UP | Certified |
| | 751 | UP | Certified |
| | Capitol Limited | 29 | Amtrak |
| CSX | | | Certified |
| NS | | | Disputed |
| 30 | | Amtrak | Certified |
| | | CSX | Certified |
| | | NS | Disputed |

FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|---------------------------------|-------|---------------|-----------|
| Cardinal | 50 | Amtrak | Certified |
| | | BBrRR | Certified |
| | | CSX | Disputed |
| | | Metra | Certified |
| | | NS | Disputed |
| | | UP | Certified |
| | 51 | Amtrak | Certified |
| | | BBrRR | Certified |
| | | CSX | Certified |
| | | Metra | Certified |
| | | NS | Disputed |
| | | UP | Certified |
| Carl Sandburg / Illinois Zephyr | 380 | Amtrak | Certified |
| | | BNSF | Certified |
| | 381 | Amtrak | Certified |
| | | BNSF | Certified |
| | 382 | Amtrak | Certified |
| | | BNSF | Certified |
| | 383 | Amtrak | Certified |
| | | BNSF | Certified |
| Carolinian | 79 | Amtrak | Certified |
| | | CSX | Certified |
| | | NS | Certified |
| | 80 | Amtrak | Certified |
| | | CSX | Certified |
| | | NS | Certified |

| Service | Train | Host Railroad | Status |
|---------------------|-------|---------------|-----------|
| Cascades | 500 | BNSF | Certified |
| | | UP | Certified |
| | 503 | BNSF | Certified |
| | | UP | Certified |
| | 504 | BNSF | Certified |
| | 505 | BNSF | Certified |
| | | UP | Certified |
| | 507 | BNSF | Certified |
| | 508 | BNSF | Certified |
| | | UP | Certified |
| | 516 | BNSF | Disputed |
| | 517 | BNSF | Disputed |
| | 518 | BNSF | Disputed |
| 519 | BNSF | Disputed | |
| City Of New Orleans | 58 | Amtrak | Certified |
| | | CN | Disputed |
| | 59 | Amtrak | Certified |
| | | CN | Disputed |
| Coast Starlight | 11 | BNSF | Certified |
| | | SCRRA | Certified |
| | | UP | Certified |
| | 14 | BNSF | Certified |
| | | UP | Certified |
| Crescent | 19 | Amtrak | Certified |
| | | CSX | Certified |
| | | NS | Certified |
| | 20 | Amtrak | Certified |
| | | CSX | Certified |
| | | NS | Certified |

FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|------------|-------|---------------|-----------|
| Downeaster | 680 | MBTA | Certified |
| | | PanAm | Certified |
| | 681 | MBTA | Certified |
| | | PanAm | Certified |
| | 682 | MBTA | Certified |
| | | PanAm | Certified |
| | 683 | MBTA | Certified |
| | | PanAm | Certified |
| | 684 | MBTA | Certified |
| | | PanAm | Certified |
| | 685 | MBTA | Certified |
| | | PanAm | Certified |
| | 686 | MBTA | Certified |
| | | PanAm | Certified |
| | 687 | MBTA | Certified |
| | | PanAm | Certified |
| | 688 | MBTA | Certified |
| | | PanAm | Certified |
| | 689 | MBTA | Certified |
| | | PanAm | Certified |
| 690 | MBTA | Certified | |
| | PanAm | Certified | |
| 691 | MBTA | Certified | |
| | PanAm | Certified | |
| 692 | MBTA | Certified | |
| | PanAm | Certified | |
| 693 | MBTA | Certified | |
| | PanAm | Certified | |
| 694 | MBTA | Certified | |
| | PanAm | Certified | |

| Service | Train | Host Railroad | Status | |
|------------|----------------|---------------|-----------|-----------|
| Downeaster | 695 | MBTA | Certified | |
| | | PanAm | Certified | |
| | 696 | MBTA | Certified | |
| | | PanAm | Certified | |
| | 697 | MBTA | Certified | |
| | | PanAm | Certified | |
| | 698 | MBTA | Certified | |
| | | PanAm | Certified | |
| | 699 | MBTA | Certified | |
| | | PanAm | Certified | |
| | Empire Builder | 7 | Amtrak | Certified |
| | | | BNSF | Certified |
| CP | | | Certified | |
| Metra | | | Certified | |
| 8 | | Amtrak | Certified | |
| | | BNSF | Certified | |
| | | CP | Certified | |
| | | Metra | Certified | |
| 27 | | BNSF | Certified | |
| 28 | | BNSF | Certified | |



FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|---------------------|--------|---------------|-------------|
| Ethan Allen Express | 290 | Amtrak | Certified |
| | | CP | Certified |
| | | MNRR | Uncertified |
| | | VTR | Certified |
| | 291 | Amtrak | Certified |
| | | CP | Certified |
| | | MNRR | Uncertified |
| | | VTR | Certified |
| | 292 | Amtrak | Certified |
| | | CP | Certified |
| | | MNRR | Certified |
| | | VTR | Certified |
| | 293 | Amtrak | Certified |
| | | CP | Certified |
| | | MNRR | Uncertified |
| | | VTR | Certified |
| 295 | Amtrak | Certified | |
| | CP | Certified | |
| | MNRR | Uncertified | |
| | VTR | Certified | |
| 296 | Amtrak | Certified | |
| | CP | Certified | |
| | MNRR | Certified | |
| | VTR | Certified | |
| Heartland Flyer | 821 | BNSF | Certified |
| | 822 | BNSF | Certified |

| Service | Train | Host Railroad | Status |
|----------|--------|---------------|-----------|
| Hiawatha | 329 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 330 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 331 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 332 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 333 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 334 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 335 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 336 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| 337 | Amtrak | Certified | |
| | CP | Certified | |
| | Metra | Certified | |



FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|-----------------|--------|---------------|-----------|
| Hiawatha | 338 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 339 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 340 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 341 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| | 342 | Amtrak | Certified |
| | | CP | Certified |
| | | Metra | Certified |
| 343 | Amtrak | Certified | |
| | CP | Certified | |
| | Metra | Certified | |
| Illini / Saluki | 390 | Amtrak | Certified |
| | | CN | Disputed |
| | 391 | Amtrak | Certified |
| | | CN | Disputed |
| | 392 | Amtrak | Certified |
| | | CN | Disputed |
| | 393 | Amtrak | Certified |
| | | CN | Disputed |

| Service | Train | Host Railroad | Status |
|----------|-------|---------------|-----------|
| Keystone | 600 | Amtrak | Certified |
| | 601 | Amtrak | Certified |
| | 605 | Amtrak | Certified |
| | 607 | Amtrak | Certified |
| | 609 | Amtrak | Certified |
| | 610 | Amtrak | Certified |
| | 611 | Amtrak | Certified |
| | 612 | Amtrak | Certified |
| | 615 | Amtrak | Certified |
| | 618 | Amtrak | Certified |
| | 619 | Amtrak | Certified |
| | 620 | Amtrak | Certified |
| | 622 | Amtrak | Certified |
| | 637 | Amtrak | Certified |
| | 639 | Amtrak | Certified |
| | 640 | Amtrak | Certified |
| | 641 | Amtrak | Certified |
| | 642 | Amtrak | Certified |
| | 643 | Amtrak | Certified |
| | 644 | Amtrak | Certified |
| | 645 | Amtrak | Certified |
| | 646 | Amtrak | Certified |
| | 647 | Amtrak | Certified |
| | 648 | Amtrak | Certified |
| | 649 | Amtrak | Certified |
| | 650 | Amtrak | Certified |
| | 651 | Amtrak | Certified |
| | 652 | Amtrak | Certified |
| | 653 | Amtrak | Certified |
| | 654 | Amtrak | Certified |



FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|--------------------|-------|---------------|-----------|
| Keystone | 655 | Amtrak | Certified |
| | 656 | Amtrak | Certified |
| | 658 | Amtrak | Certified |
| | 660 | Amtrak | Certified |
| | 661 | Amtrak | Certified |
| | 662 | Amtrak | Certified |
| | 663 | Amtrak | Certified |
| | 664 | Amtrak | Certified |
| | 665 | Amtrak | Certified |
| | 666 | Amtrak | Certified |
| | 667 | Amtrak | Certified |
| | 669 | Amtrak | Certified |
| | 670 | Amtrak | Certified |
| | 671 | Amtrak | Certified |
| | 672 | Amtrak | Certified |
| Lake Shore Limited | 48 | Amtrak | Certified |
| | | CSX | Disputed |
| | | MNRR | Certified |
| | | NS | Disputed |
| | 49 | Amtrak | Certified |
| | | CSX | Disputed |
| | | MNRR | Certified |
| | | NS | Disputed |
| | 448 | Amtrak | Certified |
| | | CSX | Certified |
| | | MBTA | Certified |
| | 449 | Amtrak | Certified |
| CSX | | Certified | |
| MBTA | | Certified | |

| Service | Train | Host Railroad | Status |
|-----------------|--------|---------------|-------------|
| Lincoln Service | 300 | Amtrak | Certified |
| | | CN | Certified |
| | | UP | Certified |
| | 301 | Amtrak | Certified |
| | | CN | Certified |
| | | UP | Certified |
| | 302 | Amtrak | Certified |
| | | CN | Certified |
| | | UP | Certified |
| | 303 | Amtrak | Certified |
| | | CN | Certified |
| | | UP | Certified |
| | 304 | Amtrak | Certified |
| | | CN | Certified |
| | | UP | Certified |
| | 305 | Amtrak | Certified |
| | | CN | Certified |
| | | UP | Certified |
| | 306 | Amtrak | Certified |
| | | CN | Certified |
| | | UP | Certified |
| 307 | Amtrak | Certified | |
| | CN | Certified | |
| | UP | Certified | |
| Maple Leaf | 63 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Uncertified |
| | 64 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |

FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|-------------------|--------|---------------|-------------|
| Missouri | 311 | UP | Certified |
| | 313 | UP | Certified |
| | 314 | UP | Certified |
| | 316 | UP | Certified |
| New York - Albany | 230 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 232 | Amtrak | Certified |
| | | MNRR | Certified |
| | 233 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 234 | Amtrak | Certified |
| | | MNRR | Certified |
| | 235 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 236 | Amtrak | Certified |
| | | MNRR | Certified |
| | 237 | Amtrak | Certified |
| | | MNRR | Certified |
| | 238 | Amtrak | Certified |
| | | MNRR | Certified |
| | 239 | Amtrak | Certified |
| | | MNRR | Certified |
| | 241 | Amtrak | Certified |
| | | MNRR | Certified |
| | 242 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 243 | Amtrak | Certified |
| | | MNRR | Certified |
| 244 | Amtrak | Certified | |
| | MNRR | Certified | |
| 245 | Amtrak | Certified | |
| | MNRR | Uncertified | |
| 250 | Amtrak | Certified | |
| | MNRR | Certified | |

| Service | Train | Host Railroad | Status | |
|-------------------|--------------------------|---------------|-------------|-----------|
| New York - Albany | 252 | Amtrak | Certified | |
| | | MNRR | Uncertified | |
| | 253 | Amtrak | Certified | |
| | | MNRR | Certified | |
| | 254 | Amtrak | Certified | |
| | | MNRR | Uncertified | |
| | 255 | Amtrak | Certified | |
| | | MNRR | Certified | |
| | 256 | Amtrak | Certified | |
| | | MNRR | Certified | |
| | 259 | Amtrak | Certified | |
| | | MNRR | Certified | |
| | 260 | Amtrak | Certified | |
| | | MNRR | Uncertified | |
| | 261 | Amtrak | Certified | |
| | | MNRR | Uncertified | |
| | New York - Niagara Falls | 280 | Amtrak | Certified |
| | | | CSX | Certified |
| MNRR | | | Uncertified | |
| 281 | | Amtrak | Certified | |
| | | CSX | Certified | |
| | | MNRR | Uncertified | |
| 283 | | Amtrak | Certified | |
| | | CSX | Certified | |
| | | MNRR | Uncertified | |
| 284 | Amtrak | Certified | | |
| | CSX | Certified | | |
| | MNRR | Uncertified | | |
| 288 | Amtrak | Certified | | |
| | CSX | Certified | | |
| | MNRR | Uncertified | | |

FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|--------------------|--------|---------------|-------------|
| Northeast Regional | 111 | Amtrak | Certified |
| | 123 | Amtrak | Certified |
| | 124 | Amtrak | Certified |
| | 126 | Amtrak | Certified |
| | 127 | Amtrak | Certified |
| | 129 | Amtrak | Certified |
| | 130 | Amtrak | Certified |
| | 131 | Amtrak | Certified |
| | 132 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 133 | Amtrak | Certified |
| | 134 | Amtrak | Certified |
| | 135 | Amtrak | Certified |
| | | MNRR | Certified |
| | 136 | Amtrak | Certified |
| | | MNRR | Certified |
| | 137 | Amtrak | Certified |
| | | MNRR | Certified |
| | 138 | Amtrak | Certified |
| | 139 | Amtrak | Certified |
| | | MNRR | Certified |
| | 140 | Amtrak | Certified |
| | | MNRR | Certified |
| | 141 | Amtrak | Certified |
| | | MNRR | Certified |
| | 143 | Amtrak | Certified |
| | | MNRR | Certified |
| 146 | Amtrak | Certified | |
| | MNRR | Certified | |

| Service | Train | Host Railroad | Status |
|--------------------|--------|---------------|-------------|
| Northeast Regional | 148 | Amtrak | Certified |
| | | MNRR | Certified |
| | 149 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 150 | Amtrak | Certified |
| | | MNRR | Certified |
| | 151 | Amtrak | Certified |
| | 152 | Amtrak | Certified |
| | 153 | Amtrak | Certified |
| | 154 | Amtrak | Certified |
| | 155 | Amtrak | Certified |
| | 158 | Amtrak | Certified |
| | 159 | Amtrak | Certified |
| | 160 | Amtrak | Certified |
| | | MNRR | Certified |
| | 161 | Amtrak | Certified |
| | | MNRR | Certified |
| | 162 | Amtrak | Certified |
| | | MNRR | Certified |
| | 163 | Amtrak | Certified |
| | | MNRR | Uncertified |
| | 165 | Amtrak | Certified |
| | | MNRR | Certified |
| | 166 | Amtrak | Certified |
| | | MNRR | Certified |
| | 167 | Amtrak | Certified |
| | | MNRR | Certified |
| 168 | Amtrak | Certified | |
| | MNRR | Certified | |

FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|--------------------|--------|---------------|-----------|
| Northeast Regional | 169 | Amtrak | Certified |
| | | MNRR | Certified |
| | 170 | Amtrak | Certified |
| | | MNRR | Certified |
| | 172 | Amtrak | Certified |
| | | MNRR | Certified |
| | 173 | Amtrak | Certified |
| | | MNRR | Certified |
| | 175 | Amtrak | Certified |
| | | MNRR | Certified |
| | 177 | Amtrak | Certified |
| | | MNRR | Certified |
| | 178 | Amtrak | Certified |
| | | MNRR | Certified |
| | 179 | Amtrak | Certified |
| | | MNRR | Certified |
| | 180 | Amtrak | Certified |
| | 182 | Amtrak | Certified |
| | 183 | Amtrak | Certified |
| | 184 | Amtrak | Certified |
| 185 | Amtrak | Certified | |
| 186 | Amtrak | Certified | |
| 187 | Amtrak | Certified | |
| 189 | Amtrak | Certified | |
| 190 | Amtrak | Certified | |
| | MNRR | Certified | |
| 192 | Amtrak | Certified | |
| 193 | Amtrak | Certified | |
| 196 | Amtrak | Certified | |

| Service | Train | Host Railroad | Status |
|-------------------|-------|---------------|-----------|
| Pacific Surfliner | 561 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 562 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 564 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 565 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 566 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 569 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 572 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 573 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| 578 | BNSF | Certified | |
| | SCRRA | Certified | |
| | SDNRR | Certified | |



FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|-------------------|-------|---------------|-----------|
| Pacific Surfliner | 579 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 580 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 583 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 584 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 590 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 591 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 593 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 595 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| 759 | SCRRA | Certified | |
| | UP | Certified | |
| 763 | BNSF | Certified | |
| | SCRRA | Certified | |
| | SDNRR | Certified | |
| | UP | Certified | |

| Service | Train | Host Railroad | Status |
|-------------------|-------|---------------|-----------|
| Pacific Surfliner | 767 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | | UP | Certified |
| | 768 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 774 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 777 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | | UP | Certified |
| | 782 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 785 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | | UP | Certified |
| | 792 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| UP | | Certified | |



FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|-------------------|-------|---------------|-----------|
| Pacific Surfliner | 796 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | | UP | Certified |
| | 1564 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 1565 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 1566 | BNSF | Certified |
| | | SCRRA | Certified |
| SDNRR | | Certified | |
| 1569 | BNSF | Certified | |
| | SCRRA | Certified | |
| | SDNRR | Certified | |
| 1572 | BNSF | Certified | |
| | SCRRA | Certified | |
| | SDNRR | Certified | |
| 1573 | BNSF | Certified | |
| | SCRRA | Certified | |
| | SDNRR | Certified | |
| 1584 | BNSF | Certified | |
| | SCRRA | Certified | |
| | SDNRR | Certified | |
| 1590 | BNSF | Certified | |
| | SCRRA | Certified | |
| | SDNRR | Certified | |

| Service | Train | Host Railroad | Status |
|-------------------|----------|---------------|-----------|
| Pacific Surfliner | 1591 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | 1761 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | | UP | Certified |
| | 1767 | BNSF | Certified |
| | | SCRRA | Certified |
| | | SDNRR | Certified |
| | | UP | Certified |
| | Palmetto | 89 | Amtrak |
| CSX | | | Disputed |
| 90 | | Amtrak | Certified |
| | | CSX | Disputed |
| Pennsylvanian | 42 | Amtrak | Certified |
| | | NS | Certified |
| | 43 | Amtrak | Certified |
| | | NS | Disputed |
| Pere Marquette | 370 | Amtrak | Certified |
| | | CSX | Certified |
| | | NS | Disputed |
| | 371 | Amtrak | Certified |
| CSX | | Certified | |
| NS | | Disputed | |
| Piedmont | 73 | NS | Certified |
| | 74 | NS | Disputed |
| | 75 | NS | Disputed |
| | 76 | NS | Certified |
| | 77 | NS | Certified |
| | 78 | NS | Certified |



FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|---|--------|---------------|-------------|
| Richmond / Newport News / Norfolk | 65 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | 66 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | 67 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | 82 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Uncertified |
| | | NS | Certified |
| | 84 | Amtrak | Certified |
| | | CSX | Certified |
| | | NS | Certified |
| | 85 | Amtrak | Certified |
| | | CSX | Certified |
| | 86 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| 87 | Amtrak | Certified | |
| | CSX | Certified | |
| | NS | Certified | |
| 88 | Amtrak | Certified | |
| | CSX | Certified | |
| | MNRR | Certified | |
| | NS | Certified | |
| 93 | Amtrak | Certified | |
| | CSX | Certified | |
| | MNRR | Certified | |
| | NS | Certified | |

| Service | Train | Host Railroad | Status |
|---|--------|---------------|-----------|
| Richmond / Newport News / Norfolk | 94 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | | NS | Certified |
| | 95 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | 96 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | 99 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | 125 | Amtrak | Certified |
| | | CSX | Certified |
| | 157 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | | NS | Certified |
| | 164 | Amtrak | Certified |
| | | CSX | Certified |
| MNRR | | Certified | |
| 174 | Amtrak | Certified | |
| | CSX | Certified | |
| | MNRR | Certified | |
| 194 | Amtrak | Certified | |
| | CSX | Certified | |
| | MNRR | Certified | |
| 195 | Amtrak | Certified | |
| | CSX | Certified | |
| | MNRR | Certified | |



FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|--------------|-------|---------------|-----------|
| Roanoke | 145 | Amtrak | Certified |
| | | CSX | Certified |
| | | NS | Certified |
| | 147 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | | NS | Certified |
| | 156 | Amtrak | Certified |
| | | CSX | Certified |
| | | NS | Certified |
| | 171 | Amtrak | Certified |
| | | CSX | Certified |
| | | MNRR | Certified |
| | | NS | Certified |
| | 176 | Amtrak | Certified |
| | | CSX | Certified |
| MNRR | | Certified | |
| NS | | Certified | |
| San Joaquins | 701 | BNSF | Certified |
| | | UP | Certified |
| | 702 | BNSF | Certified |
| | | UP | Certified |
| | 703 | BNSF | Certified |
| | | UP | Certified |
| | 704 | BNSF | Certified |
| | | UP | Certified |
| | 710 | BNSF | Certified |
| | | UP | Certified |
| | 711 | BNSF | Certified |
| | | UP | Certified |
| 712 | BNSF | Certified | |
| | UP | Certified | |

| Service | Train | Host Railroad | Status |
|---------------|-------|---------------|-----------|
| San Joaquins | 713 | BNSF | Certified |
| | | UP | Certified |
| | 714 | BNSF | Certified |
| | | UP | Certified |
| | 715 | BNSF | Certified |
| | | UP | Certified |
| | 716 | BNSF | Certified |
| | | UP | Certified |
| | 717 | BNSF | Certified |
| | | UP | Certified |
| | 718 | BNSF | Certified |
| | | UP | Certified |
| 719 | BNSF | Certified | |
| | UP | Certified | |
| Silver Meteor | 97 | Amtrak | Certified |
| | | CSX | Disputed |
| | | Fla DOT | Certified |
| | | FR | Certified |
| Silver Meteor | 98 | Amtrak | Certified |
| | | CSX | Disputed |
| | | Fla DOT | Certified |
| | | FR | Certified |
| Silver Star | 91 | Amtrak | Certified |
| | | CSX | Disputed |
| | | Fla DOT | Certified |
| | | FR | Certified |
| | | NS | Disputed |
| | 92 | Amtrak | Certified |
| | | CSX | Disputed |
| | | Fla DOT | Certified |
| Silver Star | 92 | FR | Certified |
| | | NS | Disputed |
| | | NS | Disputed |

FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|----------------------|--------|---------------|-----------|
| Southwest Chief | 3 | Amtrak | Certified |
| | | BNSF | Disputed |
| | | NMDOT | Certified |
| | | SCRRA | Certified |
| | 4 | Amtrak | Certified |
| | | BNSF | Disputed |
| | | NMDOT | Certified |
| | | SCRRA | Certified |
| Springfield Shuttles | 400 | MADOT | Certified |
| | 405 | Amtrak | Certified |
| | 409 | Amtrak | Certified |
| | 412 | Amtrak | Certified |
| | 416 | Amtrak | Certified |
| | 417 | Amtrak | Certified |
| | 432 | Amtrak | Certified |
| | 450 | Amtrak | Certified |
| | 451 | Amtrak | Certified |
| | 460 | Amtrak | Certified |
| | 461 | Amtrak | Certified |
| | | MADOT | Certified |
| | 463 | Amtrak | Certified |
| | 464 | Amtrak | Certified |
| | 465 | Amtrak | Certified |
| | 467 | Amtrak | Certified |
| | 471 | Amtrak | Certified |
| | | MADOT | Certified |
| 473 | Amtrak | Certified | |
| 474 | Amtrak | Certified | |
| 475 | Amtrak | Certified | |
| 476 | Amtrak | Certified | |

| Service | Train | Host Railroad | Status |
|----------------------|----------------|---------------|-----------|
| Springfield Shuttles | 478 | Amtrak | Certified |
| | | MADOT | Certified |
| | 479 | Amtrak | Certified |
| | 488 | Amtrak | Certified |
| | | MADOT | Certified |
| | 490 | Amtrak | Certified |
| | 494 | Amtrak | Certified |
| | | MADOT | Certified |
| | 495 | Amtrak | Certified |
| | 497 | Amtrak | Certified |
| | | MADOT | Certified |
| | Sunset Limited | 1 | Amtrak |
| BNSF | | | Certified |
| CN | | | Certified |
| SCRRA | | | Certified |
| UP | | | Disputed |
| 2 | | Amtrak | Certified |
| | | BNSF | Certified |
| | | CN | Certified |
| | | SCRRA | Certified |
| | | UP | Disputed |
| Texas Eagle | 21 | Amtrak | Certified |
| | | BNSF | Certified |
| | | CN | Certified |
| | | TRE | Certified |
| | | UP | Disputed |
| | 22 | Amtrak | Certified |
| | | BNSF | Certified |
| | | CN | Certified |
| | | TRE | Certified |
| | | UP | Disputed |

FRA Quarterly Report | Appendix 3: Schedule Status by Train

| Service | Train | Host Railroad | Status |
|---------|-------|---------------|-------------|
| Vermont | 54 | Amtrak | Certified |
| | | MADOT | Certified |
| | | MNRR | Uncertified |
| | | NECR | Certified |
| | 55 | Amtrak | Certified |
| | | MADOT | Certified |
| | | MNRR | Certified |
| | | NECR | Certified |
| | 56 | Amtrak | Certified |
| | | MADOT | Certified |
| | | MNRR | Certified |
| | | NECR | Certified |
| | 57 | Amtrak | Certified |
| | | MADOT | Certified |
| | | MNRR | Certified |
| | | NECR | Certified |

| Service | Train | Host Railroad | Status |
|-----------|-------|---------------|-----------|
| Wolverine | 350 | Amtrak | Certified |
| | | CN | Certified |
| | | MIDOT | Certified |
| | | NS | Disputed |
| | 351 | Amtrak | Certified |
| | | CN | Certified |
| | | MIDOT | Certified |
| | | NS | Disputed |
| | 352 | Amtrak | Certified |
| | | CN | Certified |
| | | MIDOT | Certified |
| | | NS | Disputed |
| | 353 | Amtrak | Certified |
| | | CN | Certified |
| | | MIDOT | Certified |
| | | NS | Disputed |
| | 354 | Amtrak | Certified |
| | | CN | Certified |
| | | MIDOT | Certified |
| | | NS | Disputed |
| | 355 | Amtrak | Certified |
| | | CN | Certified |
| | | MIDOT | Certified |
| | | NS | Disputed |



FRA Quarterly Report | Appendix 4: CSI Survey Questionnaire 9.1.2020

CSI Survey Questionnaire 9.1.2020

Thank you for taking the time to provide feedback on your trip from [\[insert origin city\]](#) to [\[insert destination city\]](#) on [\[insert travel date\]](#).

Q1. Based on your recent trip experience, how likely are you to recommend Amtrak to a friend, colleague, or family member? [Required]

Not At All Likely
Extremely Likely

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|----|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|----|

Q2. Overall, how satisfied were you with your trip?

Not At All Satisfied Extremely Satisfied

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|----|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|----|

Q3. We would love to hear more about your experience. What did we do well? What can we do better?

Thinking of your trip, how would you rate your experience with the following:

Not At All Satisfied Extremely Satisfied

| | | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|----|--|---|---|---|---|---|---|---|---|---|---|
| 4a | Boarding station overall | | | | | | | | | | |
| 4b | On-time performance of the train | | | | | | | | | | |
| 4c | Communication about train status | | | | | | | | | | |
| 4d | Cleanliness of the train | | | | | | | | | | |
| 4e | Comfort of train ride | | | | | | | | | | |
| 4f | Food and Beverage on the train | | | | | | | | | | |
| 4g | Wi-Fi on the train [Ask only if the train has wi-fi] | | | | | | | | | | |
| 4h | Friendliness of Amtrak personnel at the boarding station | | | | | | | | | | |
| 4i | Friendliness of Amtrak personnel on the train | | | | | | | | | | |



FRA Quarterly Report | Appendix 4: CSI Survey Questionnaire 9.1.2020

How satisfied were you with: [\[Ask only if the customer traveled on Amtrak thruway bus before and/or after the train\]](#)

Not At All Satisfied Extremely Satisfied

| | | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|--|--|
| 5 | The Amtrak Thruway bus portion of the trip from [insert pre-bus origin city] to [insert train origin city] | | | | | | | | | | | | |
| 6 | The Amtrak Thruway bus portion of the trip from [insert train destination city] to [insert post-bus destination city] | | | | | | | | | | | | |

Q7. Please select your age range.

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older
- Prefer not to answer

Q8. Please let us know if you have anything else you would like to tell us about your trip.

We appreciate you taking the time to share your thoughts about your recent trip experience. Your opinion is very important to us, and we truly value your feedback.

