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April 20, 2023

Mr. Eric Gehringer
Executive Vice President - Operations
Union Pacific Railroad Company
1400 Douglas Street, 19th Floor
Omaha, NE 68197

Re: Quarterly Report - Amtrak performance over Union Pacific Railroad (UP) for FY 2Qtr2023

Dear Eric:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2023. The report details Amtrak's train operation performance on UP's lines as compared to all host railroads as well the performance for each train which travels over UP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Katie Novak
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2023 to March 31, 2023

Metrics & Minimum Standards Quarterly Update FY2023-2Qtr				
Customer On-Time Performance		Host Railroad UP		All Host Railroads
		# Routes	%	# Routes %
Total Routes		92		909
Trains Meeting Minimum Standard ($\geq 80\%$)		33	36%	550 61%
Trains Below Minimum Standard ($< 80\%$)		59	64%	359 39%
Total		92	100%	909 100%
Delay Responsibility		Host Railroad UP		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		198,004	67%	745,605 64%
Amtrak		60,140	20%	300,177 26%
3rd Party		37,467	13%	110,737 10%
Total		295,611	100%	1,156,519 100%
Host Delay Cause		Host Railroad UP		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		496	34%	272 31%
Slow Orders		280	19%	181 21%
Signals		291	20%	113 13%
Route		81	6%	60 7%
MOW		43	3%	35 4%
PTI		233	16%	137 16%
CTI		12	1%	63 7%
Detour		6	0%	3 0%
Total		1,442	100%	865 100%
Train-Miles		Host Railroad UP		All Host Railroads
Train-Miles		1,373,017		8,617,651
% of Total Train-Miles		16%		100%

Customer On-Time Performance FY2023-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	1005	1	57%	16.6%
California Zephyr	1006	1	57%	0.0%
California Zephyr	5	86	57%	22.9%
California Zephyr	6	85	57%	15.0%
Capitol Corridor	521	64	100%	83.1%
Capitol Corridor	522	64	100%	87.6%
Capitol Corridor	523	64	100%	85.3%
Capitol Corridor	524	64	100%	74.7%
Capitol Corridor	525	63	100%	90.3%
Capitol Corridor	527	64	100%	91.7%
Capitol Corridor	528	64	100%	78.7%
Capitol Corridor	529	64	100%	64.1%
Capitol Corridor	531	64	100%	80.5%
Capitol Corridor	532	64	100%	86.2%
Capitol Corridor	534	64	100%	88.4%
Capitol Corridor	536	63	100%	90.3%
Capitol Corridor	538	64	100%	84.1%
Capitol Corridor	540	64	100%	92.8%
Capitol Corridor	541	64	100%	65.9%
Capitol Corridor	542	64	100%	90.5%
Capitol Corridor	543	64	100%	84.4%
Capitol Corridor	544	64	100%	87.1%
Capitol Corridor	545	63	100%	90.3%
Capitol Corridor	546	64	100%	87.0%
Capitol Corridor	547	64	100%	85.9%
Capitol Corridor	548	63	100%	96.4%
Capitol Corridor	549	63	100%	84.3%
Capitol Corridor	551	64	100%	84.7%
Capitol Corridor	720	26	100%	95.6%
Capitol Corridor	723	26	100%	79.7%
Capitol Corridor	724	25	100%	72.3%
Capitol Corridor	727	26	100%	93.6%
Capitol Corridor	728	26	100%	78.2%
Capitol Corridor	729	26	100%	69.9%
Capitol Corridor	732	26	100%	78.5%
Capitol Corridor	733	26	100%	86.8%
Capitol Corridor	734	26	100%	89.2%
Capitol Corridor	736	26	100%	63.5%
Capitol Corridor	737	26	100%	60.8%
Capitol Corridor	738	26	100%	93.7%
Capitol Corridor	741	26	100%	81.8%
Capitol Corridor	742	26	100%	61.5%
Capitol Corridor	743	26	100%	90.3%
Capitol Corridor	744	25	100%	74.5%
Capitol Corridor	745	26	100%	95.2%
Capitol Corridor	746	26	100%	65.2%
Capitol Corridor	747	26	100%	79.7%
Capitol Corridor	748	26	100%	68.7%
Capitol Corridor	749	25	100%	94.4%
Capitol Corridor	751	26	100%	68.0%

Customer On-Time Performance FY2023-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
Cardinal	50	37	1%	38.5%
Cardinal	51	37	1%	75.7%
Cascades	500	88	41%	34.7%
Cascades	503	89	41%	65.1%
Cascades	505	44	41%	63.4%
Cascades	508	44	41%	59.8%
Coast Starlight	11	82	84%	60.5%
Coast Starlight	14	83	84%	32.0%
Lincoln Service	300	88	85%	73.8%
Lincoln Service	301	87	85%	72.8%
Lincoln Service	302	87	85%	89.1%
Lincoln Service	305	88	85%	63.3%
Lincoln Service	306	87	85%	78.9%
Lincoln Service	307	87	85%	63.5%
Lincoln / Missouri	318	89	91%	60.0%
Lincoln / Missouri	319	88	91%	55.2%
Missouri	311	90	100%	70.9%
Missouri	316	90	100%	60.1%
Pacific Surfliner	761	68	50%	53.0%
Pacific Surfliner	765	86	50%	75.4%
Pacific Surfliner	770	86	33%	71.8%
Pacific Surfliner	774	67	50%	68.4%
Pacific Surfliner	777	85	50%	78.5%
Pacific Surfliner	784	84	33%	84.0%
Pacific Surfliner	785	85	27%	80.5%
Pacific Surfliner	794	85	50%	37.7%
San Joaquins	702	89	17%	69.0%
San Joaquins	703	90	18%	58.2%
San Joaquins	710	90	13%	74.7%
San Joaquins	711	88	12%	83.4%
San Joaquins	712	90	13%	71.6%
San Joaquins	713	90	12%	60.8%
San Joaquins	714	90	13%	71.3%
San Joaquins	715	87	12%	67.5%
San Joaquins	716	89	13%	68.1%
San Joaquins	717	88	12%	60.9%
San Joaquins	718	90	13%	64.7%
San Joaquins	719	90	12%	60.8%
Sunset Ltd	1	37	89%	45.5%
Sunset Ltd	2	38	89%	38.4%
Texas Eagle	21	88	84%	68.0%
Texas Eagle	22	88	84%	59.1%

Trains Meeting Minimum Standard	33
Trains Below Minimum Standard	59
Total	92



October 27, 2022

Mr. Eric Gehringer
Executive Vice President - Operations
Union Pacific Railroad Company
1400 Douglas Street, 19th Floor
Omaha, NE 68197

Re: Quarterly Report - Amtrak performance over Union Pacific Railroad (UP) for FY 4Qtr2022

Dear Eric:

Please find attached the Quarterly Report for the 4th quarter of fiscal year 2022. The report details Amtrak's train operation performance on UP's lines as compared to all host railroads as well the performance for each train which travels over UP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G M Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Katie Novak
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period July 1, 2022 to September 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-4Qtr				
Customer On-Time Performance		Host Railroad UP		All Host Railroads
		# Routes	%	# Routes %
Total Routes		86		843
Trains Meeting Minimum Standard ($\geq 80\%$)		33	38%	347 41%
Trains Below Minimum Standard ($< 80\%$)		53	62%	496 59%
Total		86	100%	843 100%
Delay Responsibility		Host Railroad UP		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		243,894	70%	830,330 63%
Amtrak		68,829	20%	343,057 26%
3rd Party		36,585	10%	140,810 11%
Total		349,308	100%	1,314,197 100%
Host Delay Cause		Host Railroad UP		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		711	42%	325 33%
Slow Orders		326	19%	210 21%
Signals		294	17%	123 12%
Route		77	5%	63 6%
MOW		47	3%	47 5%
PTI		239	14%	142 14%
CTI		12	1%	73 7%
Detour		4	0%	4 0%
Total		1,709	100%	988 100%
Train-Miles		Host Railroad UP		All Host Railroads
Train-Miles		1,426,867		8,408,284
% of Total Train-Miles		17%		100%

Customer On-Time Performance FY2022-4Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	1005	1	57%	0.0%
California Zephyr	1006	1	57%	34.0%
California Zephyr	5	87	57%	15.6%
California Zephyr	6	87	57%	8.5%
Capitol Corridor	521	64	100%	94.2%
Capitol Corridor	522	64	100%	98.0%
Capitol Corridor	523	64	100%	93.5%
Capitol Corridor	524	64	100%	89.7%
Capitol Corridor	525	64	100%	98.1%
Capitol Corridor	527	64	100%	85.5%
Capitol Corridor	528	64	100%	90.6%
Capitol Corridor	531	64	100%	92.6%
Capitol Corridor	532	64	100%	91.8%
Capitol Corridor	534	63	100%	87.5%
Capitol Corridor	536	64	100%	90.6%
Capitol Corridor	538	64	100%	78.6%
Capitol Corridor	540	29	100%	92.1%
Capitol Corridor	541	64	100%	62.9%
Capitol Corridor	542	64	100%	87.9%
Capitol Corridor	543	30	100%	93.4%
Capitol Corridor	545	63	100%	89.0%
Capitol Corridor	546	64	100%	71.9%
Capitol Corridor	547	64	100%	82.6%
Capitol Corridor	548	30	100%	99.3%
Capitol Corridor	549	29	100%	92.5%
Capitol Corridor	551	63	100%	92.9%
Capitol Corridor	720	28	100%	90.5%
Capitol Corridor	723	28	100%	91.9%
Capitol Corridor	724	28	100%	79.3%
Capitol Corridor	727	28	100%	85.2%
Capitol Corridor	728	28	100%	91.2%
Capitol Corridor	729	28	100%	56.1%
Capitol Corridor	732	28	100%	83.6%
Capitol Corridor	736	28	100%	73.8%
Capitol Corridor	737	28	100%	82.3%
Capitol Corridor	741	28	100%	77.0%
Capitol Corridor	742	28	100%	66.7%
Capitol Corridor	743	28	100%	80.3%
Capitol Corridor	744	27	100%	83.7%
Capitol Corridor	745	28	100%	90.7%
Capitol Corridor	746	28	100%	82.2%
Capitol Corridor	747	28	100%	85.0%
Capitol Corridor	748	28	100%	77.5%
Capitol Corridor	751	28	100%	82.3%
Cardinal	50	39	1%	31.7%
Cardinal	51	40	1%	44.4%

Customer On-Time Performance FY2022-4Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Cascades	500	90	41%	45.3%
Cascades	503	90	41%	63.6%
Cascades	505	90	41%	49.2%
Cascades	508	90	41%	33.3%
Coast Starlight	11	89	84%	58.1%
Coast Starlight	14	89	84%	27.5%
Lincoln Service	300	66	85%	68.2%
Lincoln Service	301	92	85%	64.2%
Lincoln Service	302	92	85%	78.8%
Lincoln Service	305	65	85%	50.2%
Lincoln Service	306	91	85%	74.4%
Lincoln Service	307	92	85%	51.1%
Lincoln / Missouri	318	92	91%	27.2%
Lincoln / Missouri	319	92	91%	37.3%
Missouri	311	74	100%	34.2%
Missouri	316	74	100%	31.3%
Pacific Surfliner	761	92	50%	69.0%
Pacific Surfliner	765	92	50%	62.9%
Pacific Surfliner	770	92	33%	64.9%
Pacific Surfliner	774	92	50%	78.8%
Pacific Surfliner	777	92	50%	69.3%
Pacific Surfliner	784	92	33%	82.3%
Pacific Surfliner	785	92	27%	58.5%
Pacific Surfliner	794	92	79%	56.4%
San Joaquins	702	90	17%	71.1%
San Joaquins	703	91	18%	78.9%
San Joaquins	710	91	13%	72.5%
San Joaquins	711	90	12%	75.6%
San Joaquins	712	91	13%	80.1%
San Joaquins	713	91	12%	68.1%
San Joaquins	714	91	13%	75.5%
San Joaquins	715	91	12%	73.1%
San Joaquins	716	91	13%	73.5%
San Joaquins	717	91	12%	66.4%
San Joaquins	718	91	13%	75.3%
San Joaquins	719	92	12%	72.5%
Sunset Ltd	1	37	89%	10.8%
Sunset Ltd	2	38	89%	6.7%
Texas Eagle	21	90	84%	34.4%
Texas Eagle	22	90	84%	29.5%

Trains Meeting Minimum Standard	33
Trains Below Minimum Standard	53
Total	86



July 28, 2023

Mr. Eric Gehringer
Executive Vice President - Operations
Union Pacific Railroad Company
1400 Douglas Street, 19th Floor
Omaha, NE 68197

Re: Quarterly Report - Amtrak performance over Union Pacific Railroad (UP) for FY 3Qtr2023

Dear Eric:

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2023. The report details Amtrak's train operation performance on UP's lines as compared to all host railroads as well the performance for each train which travels over UP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

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Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Katie Novak
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Standards Quarterly Update FY2023-3Qtr				
Customer On-Time Performance		Host Railroad UP		All Host Railroads
		# Routes	%	# Routes %
		92		945
		47	51%	453 48%
		45	49%	492 52%
		92	100%	945 100%
Total Routes				
Trains Meeting Minimum Standard ($\geq 80\%$)				
Trains Below Minimum Standard ($< 80\%$)				
Total				
Delay Responsibility		Host Railroad UP		All Host Railroads
		Mins Delay	%	Mins Delay %
		200,536	69%	839,574 65%
		58,129	20%	308,475 24%
		30,256	10%	138,296 11%
		288,921	100%	1,286,345 100%
Host				
Amtrak				
3rd Party				
Total				
Host Delay Cause		Host Railroad UP		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
		480	36%	262 29%
		274	20%	218 24%
		226	17%	107 12%
		74	5%	61 7%
FTI				
Slow Orders				
Signals				
Route				
MOW				
PTI				
CTI				
Detour				
Total				
Train-Miles		Host Railroad UP		All Host Railroads
Train-Miles		1,488,094		9,191,358
% of Total Train-Miles		16%		100%

Customer On-Time Performance FY2023-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	5	90	57%	26.2%
California Zephyr	6	90	57%	17.0%
Capitol Corridor	521	64	100%	94.5%
Capitol Corridor	522	64	100%	93.9%
Capitol Corridor	523	64	100%	93.0%
Capitol Corridor	524	64	100%	87.8%
Capitol Corridor	525	64	100%	97.7%
Capitol Corridor	527	64	100%	94.2%
Capitol Corridor	528	64	100%	78.0%
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Capitol Corridor	532	64	100%	93.8%
Capitol Corridor	534	64	100%	92.8%
Capitol Corridor	536	64	100%	96.0%
Capitol Corridor	538	64	100%	80.9%
Capitol Corridor	540	63	100%	96.2%
Capitol Corridor	541	64	100%	78.7%
Capitol Corridor	542	64	100%	97.3%
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Capitol Corridor	544	63	100%	94.9%
Capitol Corridor	545	63	100%	91.5%
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Capitol Corridor	547	64	100%	86.4%
Capitol Corridor	548	64	100%	97.7%
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Capitol Corridor	732	27	100%	84.3%
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Capitol Corridor	737	27	100%	81.9%
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Capitol Corridor	741	27	100%	72.1%
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Capitol Corridor	743	27	100%	80.7%
Capitol Corridor	744	27	100%	93.5%
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Capitol Corridor	746	26	100%	99.1%
Capitol Corridor	747	27	100%	90.9%
Capitol Corridor	748	27	100%	82.5%
Capitol Corridor	749	27	100%	97.6%
Capitol Corridor	751	27	100%	87.4%

Customer On-Time Performance FY2023-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
Cardinal	50	39	1%	39.1%
Cardinal	51	38	1%	73.6%
Cascades	500	88	41%	52.4%
Cascades	503	91	41%	73.1%
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Coast Starlight	11	90	84%	71.6%
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Lincoln Service	300	90	85%	81.2%
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Lincoln Service	302	91	85%	87.2%
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Lincoln / Missouri	318	91	91%	61.9%
Lincoln / Missouri	319	91	91%	61.9%
Missouri	311	89	100%	71.3%
Missouri	316	89	100%	57.9%
Pacific Surfliner	761	88	50%	78.2%
Pacific Surfliner	765	88	50%	82.1%
Pacific Surfliner	769	39	28%	81.0%
Pacific Surfliner	770	86	33%	81.2%
Pacific Surfliner	774	88	50%	76.6%
Pacific Surfliner	777	88	50%	75.3%
Pacific Surfliner	784	88	33%	79.7%
Pacific Surfliner	785	88	28%	75.3%
Pacific Surfliner	790	39	25%	83.0%
Pacific Surfliner	794	88	50%	39.8%
San Joaquins	702	91	17%	50.8%
San Joaquins	703	90	18%	51.2%
San Joaquins	710	90	13%	68.6%
San Joaquins	711	90	12%	74.7%
San Joaquins	712	90	13%	56.9%
San Joaquins	713	90	12%	40.6%
San Joaquins	714	90	13%	60.7%
San Joaquins	715	90	12%	35.8%
San Joaquins	716	90	13%	58.4%
San Joaquins	717	90	12%	48.5%
San Joaquins	718	90	13%	59.7%
San Joaquins	719	90	12%	49.4%
Sunset Ltd	1	39	89%	38.1%
Sunset Ltd	2	39	89%	31.8%
Texas Eagle	21	91	84%	61.1%
Texas Eagle	22	89	84%	50.0%

Trains Meeting Minimum Standard	47
Trains Below Minimum Standard	45
Total	92



September 8, 2022

Mr. Eric Gehringer
Executive Vice President - Operations
Union Pacific Railroad Company
1400 Douglas Street, 19th Floor
Omaha, NE 68197

Re: Quarterly Report - Amtrak performance over Union Pacific (UP) for FY 3Qtr2022

Dear Eric:

As you are likely aware, I have assumed Scot Naparstek's previous responsibilities following his recent retirement from Amtrak. Picking up where he left off, I wanted to raise to your attention, the current level of performance of Amtrak trains over your rail lines and continue to send you this quarterly performance snapshot, as Scot previously did.

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2022. The report details Amtrak's train operation performance on UP's lines as compared to all host railroads as well the performance for each train which travels over UP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Katie Novak
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2022 to June 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-3Qtr				
Customer On-Time Performance		Host Railroad UP		All Host Railroads
		# Routes	%	# Routes %
Total Routes		86		830
Trains Meeting Minimum Standard ($\geq 80\%$)		40	47%	432 52%
Trains Below Minimum Standard ($< 80\%$)		46	53%	398 48%
Total		86	100%	830 100%
Delay Responsibility		Host Railroad UP		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		213.727	71%	789.722 66%
Amtrak		59.203	20%	285.756 24%
3rd Party		28.150	9%	120.183 10%
Total		301.080	100%	1.195.661 100%
Host Delay Cause		Host Railroad UP		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		730	47%	377 38%
Slow Orders		238	15%	196 20%
Signals		212	14%	107 11%
Route		78	5%	67 7%
MOW		43	3%	52 5%
PTI		228	15%	139 14%
CTI		16	1%	63 6%
Detour		5	0%	3 0%
Total		1.549	100%	1.003 100%
Train-Miles		Host Railroad UP		All Host Railroads
Train-Miles		1.379.380		7.870.166
% of Total Train-Miles		18%		100%

Customer On-Time Performance FY2022-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	5	76	57%	19.1%
California Zephyr	6	76	57%	9.7%
Capitol Corridor	521	64	100%	96.0%
Capitol Corridor	522	64	100%	91.6%
Capitol Corridor	523	64	100%	98.2%
Capitol Corridor	524	64	100%	84.3%
Capitol Corridor	525	64	100%	100.0%
Capitol Corridor	527	64	100%	84.0%
Capitol Corridor	528	64	100%	78.2%
Capitol Corridor	531	64	100%	86.9%
Capitol Corridor	532	64	100%	91.0%
Capitol Corridor	534	63	100%	86.8%
Capitol Corridor	536	64	100%	98.1%
Capitol Corridor	538	64	100%	92.4%
Capitol Corridor	540	64	100%	89.0%
Capitol Corridor	541	64	100%	83.6%
Capitol Corridor	542	64	100%	87.5%
Capitol Corridor	543	64	100%	83.1%
Capitol Corridor	545	64	100%	94.4%
Capitol Corridor	546	63	100%	87.8%
Capitol Corridor	547	64	100%	80.6%
Capitol Corridor	548	64	100%	99.7%
Capitol Corridor	549	62	100%	87.4%
Capitol Corridor	551	64	100%	90.9%
Capitol Corridor	720	27	100%	91.1%
Capitol Corridor	723	27	100%	97.9%
Capitol Corridor	724	27	100%	96.5%
Capitol Corridor	727	27	100%	90.6%
Capitol Corridor	728	27	100%	90.7%
Capitol Corridor	729	27	100%	66.7%
Capitol Corridor	732	27	100%	85.7%
Capitol Corridor	736	27	100%	78.6%
Capitol Corridor	737	27	100%	92.1%
Capitol Corridor	741	27	100%	86.6%
Capitol Corridor	742	27	100%	88.2%
Capitol Corridor	743	27	100%	91.2%
Capitol Corridor	744	27	100%	98.1%
Capitol Corridor	745	27	100%	92.7%
Capitol Corridor	746	27	100%	89.8%
Capitol Corridor	747	27	100%	92.7%
Capitol Corridor	748	27	100%	94.6%
Capitol Corridor	751	27	100%	90.1%
Cardinal	50	39	1%	28.7%
Cardinal	51	38	1%	55.9%
Cascades	500	90	41%	65.6%
Cascades	503	91	41%	67.8%
Cascades	505	90	41%	59.6%

Customer On-Time Performance FY2022-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Cascades	508	90	41%	44.7%
Coast Starlight	11	91	84%	74.0%
Coast Starlight	14	91	84%	43.7%
Lincoln Service	300	91	85%	76.3%
Lincoln Service	301	91	85%	68.5%
Lincoln Service	302	90	85%	75.4%
Lincoln Service	303	52	85%	51.1%
Lincoln Service	304	52	85%	61.2%
Lincoln Service	305	91	85%	57.3%
Lincoln Service	306	91	85%	79.8%
Lincoln Service	307	91	85%	67.1%
Lincoln / Missouri	318	39	91%	38.3%
Lincoln / Missouri	319	39	91%	24.3%
Missouri	313	51	100%	56.8%
Missouri	314	52	100%	53.8%
Pacific Surfliner	761	91	50%	76.0%
Pacific Surfliner	765	91	50%	72.7%
Pacific Surfliner	770	91	33%	87.9%
Pacific Surfliner	774	91	50%	73.5%
Pacific Surfliner	777	91	50%	77.7%
Pacific Surfliner	784	91	33%	76.8%
Pacific Surfliner	785	91	27%	74.8%
Pacific Surfliner	794	91	79%	69.3%
San Joaquins	702	91	17%	78.4%
San Joaquins	703	91	18%	77.3%
San Joaquins	710	90	13%	79.5%
San Joaquins	711	91	12%	85.4%
San Joaquins	712	91	13%	75.7%
San Joaquins	713	90	12%	64.8%
San Joaquins	714	91	13%	72.1%
San Joaquins	715	91	12%	63.9%
San Joaquins	716	91	13%	74.1%
San Joaquins	717	89	12%	72.2%
San Joaquins	718	91	13%	72.7%
San Joaquins	719	91	12%	77.2%
Sunset Ltd	1	39	89%	9.7%
Sunset Ltd	2	37	89%	11.1%
Texas Eagle	21	91	84%	42.9%
Texas Eagle	22	91	84%	43.1%

Trains Meeting Minimum Standard	40
Trains Below Minimum Standard	46
Total	86



January 17, 2023

Mr. Eric Gehringer
Executive Vice President - Operations
Union Pacific Railroad Company
1400 Douglas Street, 19th Floor
Omaha, NE 68197

Re: Quarterly Report - Amtrak performance over Union Pacific Railroad (UP) for FY 1Qtr2023

Dear Eric:

Please find attached the Quarterly Report for the 1st quarter of fiscal year 2023. The report details Amtrak's train operation performance on UP's lines as compared to all host railroads as well the performance for each train which travels over UP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Katie Novak
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2022 to December 31, 2022

Metrics & Minimum Standards Quarterly Update FY2023-1Qtr				
Customer On-Time Performance		Host Railroad UP		All Host Railroads
		# Routes	%	# Routes %
Total Routes		90		899
Trains Meeting Minimum Standard ($\geq 80\%$)		42	47%	425 47%
Trains Below Minimum Standard ($< 80\%$)		48	53%	474 53%
Total		90	100%	899 100%
Delay Responsibility		Host Railroad UP		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		207,815	69%	768,961 63%
Amtrak		59,530	20%	336,212 27%
3rd Party		35,596	12%	122,543 10%
Total		302,941	100%	1,227,716 100%
Host Delay Cause		Host Railroad UP		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		576	40%	291 33%
Slow Orders		209	15%	171 19%
Signals		289	20%	119 13%
Route		74	5%	59 7%
MOW		39	3%	42 5%
PTI		237	16%	137 16%
CTI		9	1%	63 7%
Detour		4	0%	2 0%
Total		1,438	100%	885 100%
Train-Miles		Host Railroad UP		All Host Railroads
Train-Miles		1,444,801		8,690,949
% of Total Train-Miles		17%		100%

Customer On-Time Performance FY2023-1Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	5	91	57%	29.8%
California Zephyr	6	91	57%	28.6%
Capitol Corridor	521	62	100%	94.2%
Capitol Corridor	522	61	100%	88.3%
Capitol Corridor	523	62	100%	87.4%
Capitol Corridor	524	62	100%	79.7%
Capitol Corridor	525	60	100%	89.3%
Capitol Corridor	527	62	100%	88.4%
Capitol Corridor	528	61	100%	88.7%
Capitol Corridor	529	62	100%	65.3%
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Capitol Corridor	532	62	100%	76.9%
Capitol Corridor	534	62	100%	92.1%
Capitol Corridor	536	62	100%	92.0%
Capitol Corridor	538	62	100%	75.9%
Capitol Corridor	540	61	100%	93.5%
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Capitol Corridor	542	62	100%	88.4%
Capitol Corridor	543	62	100%	88.4%
Capitol Corridor	544	61	100%	83.5%
Capitol Corridor	545	62	100%	90.6%
Capitol Corridor	546	62	100%	81.9%
Capitol Corridor	547	62	100%	82.5%
Capitol Corridor	548	62	100%	91.8%
Capitol Corridor	549	62	100%	86.6%
Capitol Corridor	551	62	100%	86.9%
Capitol Corridor	720	29	100%	85.0%
Capitol Corridor	723	30	100%	81.6%
Capitol Corridor	724	30	100%	88.8%
Capitol Corridor	727	29	100%	83.3%
Capitol Corridor	728	30	100%	73.5%
Capitol Corridor	729	30	100%	62.9%
Capitol Corridor	732	30	100%	78.0%
Capitol Corridor	733	27	100%	83.3%
Capitol Corridor	734	28	100%	88.2%
Capitol Corridor	736	30	100%	62.6%
Capitol Corridor	737	30	100%	92.4%
Capitol Corridor	738	28	100%	81.9%
Capitol Corridor	741	30	100%	78.9%
Capitol Corridor	742	29	100%	52.1%
Capitol Corridor	743	30	100%	86.3%
Capitol Corridor	744	29	100%	52.8%
Capitol Corridor	745	30	100%	84.7%
Capitol Corridor	746	30	100%	85.4%
Capitol Corridor	747	30	100%	83.2%
Capitol Corridor	748	30	100%	92.5%
Capitol Corridor	749	28	100%	92.0%
Capitol Corridor	751	30	100%	88.6%
Cardinal	50	38	1%	36.3%
Cardinal	51	37	1%	58.1%

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Cascades	500	91	41%	40.2%
Cascades	503	89	41%	68.3%
Cascades	505	92	41%	54.3%
Cascades	508	89	41%	61.7%
Coast Starlight	11	92	84%	66.8%
Coast Starlight	14	92	84%	41.0%
Lincoln Service	300	37	85%	57.4%
Lincoln Service	301	85	85%	75.5%
Lincoln Service	302	90	85%	78.8%
Lincoln Service	305	39	85%	44.5%
Lincoln Service	306	87	85%	82.5%
Lincoln Service	307	90	85%	46.7%
Lincoln / Missouri	318	88	91%	53.3%
Lincoln / Missouri	319	89	91%	48.3%
Missouri	311	35	100%	60.6%
Missouri	316	35	100%	48.7%
Pacific Surfliner	761	91	50%	72.0%
Pacific Surfliner	765	92	50%	80.4%
Pacific Surfliner	770	92	33%	94.0%
Pacific Surfliner	774	92	50%	80.5%
Pacific Surfliner	777	92	50%	73.0%
Pacific Surfliner	784	91	33%	92.1%
Pacific Surfliner	785	92	27%	82.7%
Pacific Surfliner	794	91	79%	56.2%
San Joaquins	702	92	17%	75.5%
San Joaquins	703	92	18%	82.2%
San Joaquins	710	91	13%	66.7%
San Joaquins	711	91	12%	78.9%
San Joaquins	712	91	13%	74.9%
San Joaquins	713	92	12%	63.7%
San Joaquins	714	91	13%	73.4%
San Joaquins	715	92	12%	65.5%
San Joaquins	716	92	13%	70.0%
San Joaquins	717	92	12%	64.2%
San Joaquins	718	92	13%	69.2%
San Joaquins	719	91	12%	72.0%
Sunset Ltd	1	39	89%	31.5%
Sunset Ltd	2	39	89%	25.9%
Texas Eagle	21	92	84%	50.6%
Texas Eagle	22	92	84%	48.9%

Trains Meeting Minimum Standard	42
Trains Below Minimum Standard	48
Total	90



May 9, 2022

Robert M. Reilly
Canadian National
935 de la Gauchetière Street West
Montreal QC Canada H3B 2M9

Dear Rob:

Thank you very much for your letter dated March 23, 2022. I appreciate your direct engagement in closely monitoring the performance of Amtrak trains hosted on CN's lines. While CN is the primary host for two of our services as you mentioned, CN is indeed part of the route for all services included on the quarterly report provided to you. The Federal Railroad Administration's Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"), measures customer on-time performance (COTP) at a train and route level, not at the host railroad level. To the passenger, there may be no discernable difference as to whether they are on one host railroad's territory or another's while traveling on a route.

While CN is a host for only a small segment of certain train routes, the Final Rule establishes metrics that measure route-level performance reflecting the customer's experience and that measure certain aspects of performance of the individual host railroads within the route segments that they control. To that end, our quarterly report was sent to your attention to make you aware of the performance of each train route. All these routes include CN as host even if CN's portion of the route is limited.

The Final Rule's train delays per 10,000 train miles metric can be used to identify where there may be a problem along an Amtrak route. I believe the metric is meaningful and allows CN to determine to what degree CN's performance as a host railroad is impacting the performance of the specific route and/or train.

A quarterly report similar to the one provided CN was communicated to all host railroads included on the route and not just to single out CN. I plan to send the quarterly report to you on a recurring basis so that you and your team can keep a pulse on Amtrak train performance. Please find appended to this letter the Quarterly Report for the 2nd quarter of fiscal year 2022. Again, we thank you for CN's good performance on its portion of the routes, however large or small, and trust that you will take action to mitigate CN host responsible delays should the need arise.

On March 23, 2022, the same date of your letter to me, my team received CN's proposal to redistribute recovery time on certain schedules to better align with COTP. We have long desired to make such a change and appreciate CN's re-engagement in the schedule certification process. We are currently reviewing CN's proposal and will respond shortly.

To address each of your concerns for the services mentioned, please consider the following:

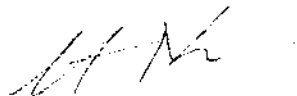
- *Illini/Saluki and the City of New Orleans* – Over the past several years, Amtrak and CN representatives have met on numerous occasions to discuss these schedules, without resolution. Amtrak has repeatedly recommended that some of the recovery time should be reallocated away from the endpoint to better align the schedule with the COTP metric. Amtrak previously proposed to reallocate some of the existing recovery time on southbound Illini/Saluki trains (trains #391 and #393) to Champaign, IL. This step would better align these schedules with the customer OTP metric and significantly increase the percentage of passengers that arrive on-time. However, Amtrak does not agree that there should be any time added to the current schedule which would result in unnecessary delays for Amtrak passengers. As you may recall, time was added to the City of New Orleans schedules just a few years ago. Regardless, we are pleased with CN's proposal to reallocate recovery time to immediately improve COTP.
- *Sunset Limited* – Amtrak operates over a small portion of CN owned lines near the Central Avenue interlocker at East Bridge Jct. CN's network map identifies this portion of track as CN owned. This portion, albeit a small one, is still a part of the Sunset Limited's route. We appreciate your team's continued attention to the on-time operation of Amtrak's trains on this segment, as our trains have met with significant delays at East Bridge Jct this past year including 1,742 minutes of host responsible delays at East Bridge Jct since April 1, 2021.
- *Texas Eagle and Lincoln services* – Amtrak recognizes CN's Joliet Sub is a small segment in these two routes, but CN's position in these routes has an outsized impact on performance. Located at the beginning of the route for southbound trains, and just before the arrival of numerous passengers in Chicago for northbound trains, CN's performance is critical to maintaining high levels of COTP. We seek CN's continued vigilance to ensure Amtrak trains operate with a minimum of delay on this segment, including reducing cross traffic delays at diamonds and interlockings.
- *Wolverine service* – Amtrak recognizes CN's small but important portion of the Wolverine service and appreciates CN's relatively low level of delays per 10,000 train miles on this segment.
- *Blue Water* – Again, Amtrak appreciates the relatively low level of delays per 10,000 train miles on the CN segment of the Blue Water route.

With regard to the delay data, Amtrak records the direct cause for all delays incurred as it is the most objective method available. Direct cause is the event that actually causes the delay to the Amtrak train. Contributing factors and root causes are subjective and Amtrak does not make assumptions on those factors. The raw delay data in the conductor's reports are reviewed for accuracy by both Amtrak and CN management, who have the ability to request changes to the data if any errors are identified.

R. Reilly
May 9, 2022
Page 3

Again, thank you for your engagement to ensure Amtrak trains are dispatched with priority allowing our passengers to arrive at their destinations on-time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Scot Naparstek', with a stylized flourish at the end.

Scot Naparstek
EVP, Service Delivery and Operations

Cc: Dennis Newman
Gery Williams
Shawn Gordon
Jim Blair

Metrics & Minimum Standards Quarterly Update FY2022-2Qtr					
Customer On-Time Performance		Host Railroad CN-IC		All Host Railroads	
		# Routes	%	# Routes	%
Total Routes		26		863	
Trains Meeting Minimum Standard ($\geq 80\%$)		1	4%	459	53%
Trains Below Minimum Standard ($< 80\%$)		25	96%	404	47%
Total		26	100%	863	100%
Delay Responsibility		Host Railroad CN-IC		All Host Railroads	
		Mins Delay	%	Mins Delay	%
Host		29,114	61%	679,425	66%
Amtrak		15,301	32%	253,996	25%
3rd Party		2,990	6%	90,063	9%
Total		47,405	100%	1,023,484	100%
Host Delay Cause		Host Railroad CN-IC		All Host Railroads	
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
FTI		576	52%	356	38%
Slow Orders		214	19%	171	18%
Signals		105	10%	98	11%
Route		81	7%	62	7%
MOW		25	2%	42	5%
PTI		97	9%	141	15%
CTI		7	1%	60	6%
Detour		0	0%	3	0%
Total		1,104	100%	933	100%
Train-Miles		Host Railroad CN-IC		All Host Railroads	
Train-Miles		263,777		7,278,513	
% of Total Train-Miles		4%		100%	

Customer On-Time Performance FY2022-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
City Of New Orleans	58	69	99%	62%
City Of New Orleans	59	69	99%	66%
Illini / Saluki	390	87	100%	63%
Illini / Saluki	391	17	100%	33%
Illini / Saluki	392	17	100%	66%
Illini / Saluki	393	87	100%	40%
Lincoln Service	300	87	14%	84%
Lincoln Service	301	88	14%	69%
Lincoln Service	302	89	14%	76%
Lincoln Service	303	90	14%	68%
Lincoln Service	304	88	14%	80%
Lincoln Service	305	88	14%	68%
Lincoln Service	306	90	14%	71%
Lincoln Service	307	89	14%	77%
Blue Water	364	89	44%	42%
Blue Water	365	89	44%	50%
Wolverine	350	88	11%	46%
Wolverine	351	88	11%	48%
Wolverine	352	88	11%	51%
Wolverine	353	88	11%	69%
Wolverine	354	87	11%	45%
Wolverine	355	87	11%	47%
Sunset Ltd	1	37	0%	24%
Sunset Ltd	2	37	0%	35%
Texas Eagle	21	71	3%	53%
Texas Eagle	22	71	3%	72%

Trains Meeting Minimum Standard	1
Trains Below Minimum Standard	25
Total	26



April 20, 2023

Paul Duncan
Executive Vice President and Chief Operating Officer
Norfolk Southern Corporation
650 W. Peachtree Street NW
Atlanta, Georgia 30308

Re: Quarterly Report - Amtrak performance over NS for FY 2Qtr2023

Dear Paul:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2023. The report details Amtrak's train operation performance on NS' lines as compared to all host railroads as well the performance for each train which travels over NS tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Randy Hunt
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2023 to March 31, 2023

Metrics & Minimum Standards Quarterly Update FY2023-2Qtr				
Customer On-Time Performance		Host Railroad NS		All Host Railroads
		# Routes	%	# Routes %
Total Routes		49		909
Trains Meeting Minimum Standard ($\geq 80\%$)		21	43%	550 61%
Trains Below Minimum Standard ($< 80\%$)		28	57%	359 39%
Total		49	100%	909 100%
Delay Responsibility		Host Railroad NS		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		73,411	72%	745,605 64%
Amtrak		23,305	23%	300,177 26%
3rd Party		5,484	5%	110,737 10%
Total		102,200	100%	1,156,519 100%
Host Delay Cause		Host Railroad NS		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		574	51%	272 31%
Slow Orders		123	11%	181 21%
Signals		136	12%	113 13%
Route		103	9%	60 7%
MOW		29	3%	35 4%
PTI		153	14%	137 16%
CTI		5	0%	63 7%
Detour		1	0%	3 0%
Total		1,125	100%	865 100%
Train-Miles		Host Railroad NS		All Host Railroads
Train-Miles		652,695		8,617,651
% of Total Train-Miles		8%		100%

Customer On-Time Performance FY2023-2Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Capitol Ltd	29	84	62%	72.7%
Capitol Ltd	30	84	62%	60.8%
Cardinal	50	37	7%	38.5%
Cardinal	51	37	7%	75.7%
Carolinian	79	90	29%	77.4%
Carolinian	80	90	29%	60.3%
Crescent	19	90	83%	58.0%
Crescent	20	90	83%	61.5%
Lake Shore Ltd	48	89	35%	79.3%
Lake Shore Ltd	49	89	35%	79.8%
Blue Water	364	87	11%	75.9%
Blue Water	365	86	11%	73.6%
Pere Marquette	370	89	22%	84.4%
Pere Marquette	371	88	22%	89.4%
Wolverine	350	82	13%	75.8%
Wolverine	351	86	13%	82.6%
Wolverine	352	87	13%	73.9%
Wolverine	353	86	13%	84.0%
Wolverine	354	86	13%	64.8%
Wolverine	355	81	13%	77.7%
Northeast Regional	138	62	18%	70.2%
Northeast Regional	151	90	48%	91.0%
Northeast Regional	153	28	18%	92.1%
Northeast Regional	158	28	18%	97.1%
Northeast Regional	185	62	18%	90.9%
Richmond / Newport News / Norfolk	66	90	32%	80.4%
Richmond / Newport News / Norfolk	82	12	12%	93.3%
Richmond / Newport News / Norfolk	84	62	18%	84.4%
Richmond / Newport News / Norfolk	87	28	12%	91.0%
Richmond / Newport News / Norfolk	88	28	12%	87.3%
Richmond / Newport News / Norfolk	93	62	12%	77.1%
Richmond / Newport News / Norfolk	94	62	12%	71.2%
Richmond / Newport News / Norfolk	95	62	12%	84.8%
Richmond / Newport News / Norfolk	157	13	14%	93.8%
Roanoke	145	14	48%	78.9%
Roanoke	147	14	37%	93.3%
Roanoke	156	28	48%	80.0%
Roanoke	171	62	32%	76.5%
Roanoke	176	62	32%	80.6%
Pennsylvanian	42	90	56%	87.4%
Pennsylvanian	43	90	56%	83.6%
Piedmont	73	90	100%	76.3%
Piedmont	74	89	100%	64.3%
Piedmont	75	89	100%	65.1%
Piedmont	76	89	100%	66.9%
Piedmont	77	89	100%	68.8%
Piedmont	78	90	100%	85.8%
Silver Star	91	90	2%	45.8%
Silver Star	92	90	2%	40.3%

Trains Meetg Minimum Standard	21
Trains Below Minimum Standard	28
Total	49



October 27, 2022

Cynthia M. Sanborn
Executive Vice President and Chief Operating Officer
Norfolk Southern Corporation
650 W. Peachtree Street NW
Atlanta, Georgia 30308

Re: Quarterly Report - Amtrak performance over NS for FY 4Qtr2022

Dear Cindy:

Please find attached the Quarterly Report for the 4th quarter of fiscal year 2022. The report details Amtrak's train operation performance on NS' lines as compared to all host railroads as well the performance for each train which travels over NS tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Randy Hunt
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yocel Weiss

Quarterly Report

For the period July 1, 2022 to September 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-4Qtr				
Customer On-Time Performance		Host Railroad NS		All Host Railroads
		# Routes	%	# Routes %
Total Routes		43		843
Trains Meeting Minimum Standard ($\geq 80\%$)		4	9%	347 41%
Trains Below Minimum Standard ($< 80\%$)		39	91%	496 59%
Total		43	100%	843 100%
Delay Responsibility		Host Railroad NS		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		77,741	70%	830,330 63%
Amtrak		26,013	23%	343,057 26%
3rd Party		7,613	7%	140,810 11%
Total		111,367	100%	1,314,197 100%
Host Delay Cause		Host Railroad NS		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		625	51%	325 33%
Slow Orders		118	10%	210 21%
Signals		150	12%	123 12%
Route		130	11%	63 6%
MOW		29	2%	47 5%
PTI		170	14%	142 14%
CTI		8	1%	73 7%
Detour		0	0%	4 0%
Total		1,232	100%	988 100%
Train-Miles		Host Railroad NS		All Host Railroads
Train-Miles		631,253		8,408,284
% of Total Train-Miles		8%		100%

Customer On-Time Performance FY2022-4Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Capitol Ltd	29	92	62%	41.0%
Capitol Ltd	30	92	62%	31.3%
Cardinal	50	39	7%	31.7%
Cardinal	51	40	7%	44.4%
Carolinian	79	92	29%	57.5%
Carolinian	80	92	29%	43.8%
Crescent	19	65	83%	53.3%
Crescent	20	65	83%	61.0%
Lake Shore Ltd	48	88	35%	65.7%
Lake Shore Ltd	49	89	35%	60.3%
Blue Water	364	91	11%	58.7%
Blue Water	365	92	11%	84.9%
Pere Marquette	370	92	22%	72.5%
Pere Marquette	371	92	22%	85.5%
Wolverine	350	58	13%	51.7%
Wolverine	351	91	13%	68.8%
Wolverine	352	90	13%	55.0%
Wolverine	353	89	13%	74.5%
Wolverine	354	91	13%	64.4%
Wolverine	355	59	13%	59.7%
Richmond / Newport News / Norfolk	82	13	12%	64.4%
Richmond / Newport News / Norfolk	84	64	18%	67.7%
Richmond / Newport News / Norfolk	87	28	12%	61.1%
Richmond / Newport News / Norfolk	88	28	12%	68.8%
Richmond / Newport News / Norfolk	93	64	12%	60.9%
Richmond / Newport News / Norfolk	94	64	12%	56.7%
Richmond / Newport News / Norfolk	95	64	12%	69.1%
Richmond / Newport News / Norfolk	157	13	14%	81.7%
Roanoke	145	13	48%	74.3%
Roanoke	147	15	37%	77.6%
Roanoke	156	28	48%	59.5%
Roanoke	171	64	32%	54.8%
Roanoke	176	64	32%	32.4%
Pennsylvanian	42	92	56%	67.4%
Pennsylvanian	43	92	56%	68.5%
Piedmont	73	91	100%	86.5%
Piedmont	74	83	100%	73.5%
Piedmont	75	85	100%	67.1%
Piedmont	76	91	100%	71.8%
Piedmont	77	92	100%	69.3%
Piedmont	78	91	100%	78.7%
Silver Star	91	86	2%	18.4%
Silver Star	92	88	2%	22.6%

Trains Meeting Minimum Standard	4
Trains Below Minimum Standard	39
Total	43



July 28, 2023

Paul Duncan
Executive Vice President and Chief Operating Officer
Norfolk Southern Corporation
650 W. Peachtree Street NW
Atlanta, Georgia 30308

Re: Quarterly Report - Amtrak performance over NS for FY 3Qtr2023

Dear Paul:

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2023. The report details Amtrak's train operation performance on NS' lines as compared to all host railroads as well the performance for each train which travels over NS tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Randy Hunt
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Standards Quarterly Update FY2023-3Qtr				
Customer On-Time Performance		Host Railroad NS		All Host Railroads
		# Routes	%	# Routes %
Total Routes		50		945
Trains Meeting Minimum Standard (≥ 80%)		13	26%	453 48%
Trains Below Minimum Standard (< 80%)		37	74%	492 52%
Total		50	100%	945 100%
Delay Responsibility		Host Railroad NS		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		86,515	71%	839,574 65%
Amtrak		27,715	23%	308,475 24%
3rd Party		8,274	7%	138,296 11%
Total		122,504	100%	1,286,345 100%
Host Delay Cause		Host Railroad NS		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		646	52%	262 29%
Slow Orders		157	13%	218 24%
Signals		142	11%	107 12%
Route		108	9%	61 7%
MOW		26	2%	44 5%
PTI		161	13%	148 16%
CTI		7	1%	69 8%
Detour		0	0%	4 0%
Total		1,247	100%	913 100%
Train-Miles		Host Railroad NS		All Host Railroads
Train-Miles		693,520		9,191,358
% of Total Train-Miles		8%		100%

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Capitol Ltd	29	91	62%	74.4%
Capitol Ltd	30	91	62%	73.7%
Cardinal	50	39	7%	39.1%
Cardinal	51	39	7%	73.6%
Carolinian	79	91	29%	62.4%
Carolinian	80	91	29%	46.7%
Crescent	19	91	83%	47.3%
Crescent	20	91	83%	38.7%
Lake Shore Ltd	48	91	35%	72.5%
Lake Shore Ltd	49	91	35%	63.5%
Blue Water	364	88	11%	76.4%
Blue Water	365	89	11%	46.4%
Pere Marquette	370	91	22%	89.9%
Pere Marquette	371	91	22%	96.0%
Wolverine	350	90	13%	74.5%
Wolverine	351	91	13%	81.8%
Wolverine	352	91	13%	62.5%
Wolverine	353	90	13%	86.2%
Wolverine	354	91	13%	65.0%
Wolverine	355	90	13%	72.6%
Northeast Regional	138	64	18%	42.6%
Northeast Regional	141	20	14%	84.0%
Northeast Regional	151	91	48%	86.3%
Northeast Regional	153	27	18%	92.0%
Northeast Regional	158	27	18%	67.4%
Northeast Regional	185	44	18%	84.2%
Richmond / Newport News / Norfolk	66	91	32%	76.6%
Richmond / Newport News / Norfolk	82	13	12%	88.1%
Richmond / Newport News / Norfolk	84	64	18%	59.2%
Richmond / Newport News / Norfolk	87	27	12%	60.3%
Richmond / Newport News / Norfolk	88	27	12%	79.1%
Richmond / Newport News / Norfolk	93	64	12%	83.7%
Richmond / Newport News / Norfolk	94	64	12%	71.4%
Richmond / Newport News / Norfolk	95	64	12%	80.7%
Richmond / Newport News / Norfolk	157	13	14%	66.7%
Roanoke	145	13	48%	74.6%
Roanoke	147	14	37%	80.2%
Roanoke	156	27	48%	69.7%
Roanoke	171	64	32%	68.3%
Roanoke	176	64	32%	80.3%
Pennsylvanian	42	91	56%	79.3%
Pennsylvanian	43	91	56%	77.8%
Piedmont	73	91	100%	66.5%
Piedmont	74	89	100%	60.4%
Piedmont	75	91	100%	47.3%
Piedmont	76	91	100%	57.5%
Piedmont	77	91	100%	70.7%
Piedmont	78	91	100%	66.6%

Silver Star	91	91	2%	50.8%
Silver Star	92	91	2%	45.7%

Trains Meeting Minimum Standard	13
Trains Below Minimum Standard	37
Total	50



September 8, 2022

Cynthia M. Sanborn
Executive Vice President and Chief Operating Officer
Norfolk Southern Corporation
650 W. Peachtree Street NW
Atlanta, Georgia 30308

Re: Quarterly Report - Amtrak performance over NS for FY 3Qtr2022

Dear Cindy:

As you are likely aware, I have assumed Scot Naparstek's previous responsibilities following his recent retirement from Amtrak. Picking up where he left off, I wanted to raise to your attention, the current level of performance of Amtrak trains over your rail lines and continue to send you this quarterly performance snapshot, as Scot previously did.

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2022. The report details Amtrak's train operation performance on NS' lines as compared to all host railroads as well the performance for each train which travels over NS tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Randy Hunt
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report
For the period April 1, 2022 to June 30, 2022

**Metrics & Minimum Standards Quarterly Update
FY2022-3Qtr**

Customer On-Time Performance		Host Railroad NS	All Host Railroads	
		# Routes %	# Routes %	
Total Routes		43	830	
Trains Meeting Minimum Standard (≥ 80%)		5 12%	432 52%	
Trains Below Minimum Standard (< 80%)		38 88%	398 48%	
Total		43 100%	830 100%	
Delay Responsibility		Host Railroad NS	All Host Railroads	
		Mins Delay %	Mins Delay %	
Host		100.538 75%	789.722 66%	
Amtrak		26.433 20%	285.756 24%	
3rd Party		7.664 6%	120.183 10%	
Total		134.635 100%	1,195.661 100%	
Host Delay Cause		Host Railroad NS	All Host Railroads	
		Delays per 10K Train-Miles %	Delays per 10K Train-Miles %	
FTI		1.027 59%	377 38%	
Slow Orders		176 10%	196 20%	
Signals		186 11%	107 11%	
Route		136 8%	67 7%	
MOW		35 2%	52 5%	
PTI		179 10%	139 14%	
CTI		5 0%	63 6%	
Detour		0 0%	3 0%	
Total		1,744 100%	1,003 100%	
Train-Miles		Host Railroad NS	All Host Railroads	
Train-Miles		576.443	7,870.166	
% of Total Train-Miles		7%	100%	

Customer On-Time Performance FY2022-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Mile	COTP %
Capitol Ltd	29	91	62%	30.9%
Capitol Ltd	30	91	62%	25.6%
Cardinal	50	39	7%	23.7%
Cardinal	51	39	7%	55.9%
Carolinian	79	91	29%	66.0%
Carolinian	80	91	29%	46.8%
Crescent	19	65	83%	41.0%
Crescent	20	65	83%	33.0%
Lake Shore Ltd	48	77	35%	50.4%
Lake Shore Ltd	49	77	35%	51.7%
Blue Water	364	91	11%	53.9%
Blue Water	365	91	11%	51.7%
Pere Marquette	370	91	22%	67.5%
Pere Marquette	371	91	22%	75.8%
Wolverine	350	91	13%	63.9%
Wolverine	351	91	13%	64.7%
Wolverine	352	91	13%	54.4%
Wolverine	353	91	13%	80.0%
Wolverine	354	91	13%	63.9%
Wolverine	355	91	13%	76.7%
Richmond / Newport News / Norfolk	82	12	12%	64.0%
Richmond / Newport News / Norfolk	84	64	18%	80.4%
Richmond / Newport News / Norfolk	87	27	12%	45.1%
Richmond / Newport News / Norfolk	88	27	12%	76.0%
Richmond / Newport News / Norfolk	93	64	12%	66.4%
Richmond / Newport News / Norfolk	94	64	12%	64.8%
Richmond / Newport News / Norfolk	95	64	12%	80.6%
Richmond / Newport News / Norfolk	157	12	14%	70.0%
Roanoke	145	12	48%	66.5%
Roanoke	147	14	37%	63.8%
Roanoke	156	27	48%	47.0%
Roanoke	171	64	32%	69.7%
Roanoke	176	64	32%	64.7%
Pennsylvanian	42	91	56%	65.3%
Pennsylvanian	43	91	56%	70.1%
Piedmont	72	91	100%	63.6%
Piedmont	74	87	100%	76.7%
Piedmont	75	87	100%	65.3%
Piedmont	76	91	100%	73.1%
Piedmont	77	91	100%	73.0%
Piedmont	78	91	100%	61.4%
Silver Star	91	91	2%	20.6%
Silver Star	92	91	2%	15.9%

Trains Meeting Minimum Standard	6
Trains Below Minimum Standard	38
Total	42



January 17, 2023

Paul Duncan
Executive Vice President and Chief Operating Officer
Norfolk Southern Corporation
650 W. Peachtree Street NW
Atlanta, Georgia 30308

Re: Quarterly Report - Amtrak performance over NS for FY 1Qtr2023

Dear Paul:

Please find attached the Quarterly Report for the 1st quarter of fiscal year 2023. The report details Amtrak's train operation performance on NS' lines as compared to all host railroads as well the performance for each train which travels over NS tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Randy Hunt
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2022 to December 31, 2022

Metrics & Minimum Standards Quarterly Update					
FY2023-1Qtr					
Customer On-Time Performance		Host Railroad NS		All Host Railroads	
Total Routes Trains Meeting Minimum Standard (≥ 80%) Trains Below Minimum Standard (< 80%) Total	# Routes	%	# Routes	%	
	49		899		
	6	12%	425	47%	
	43	88%	474	53%	
	49	100%	899	100%	
Delay Responsibility		Host Railroad NS		All Host Railroads	
Host Amtrak 3rd Party Total	Mins Delay	%	Mins Delay	%	
	72,789	66%	768,961	63%	
	28,899	26%	336,212	27%	
	8,456	8%	122,543	10%	
	110,144	100%	1,227,716	100%	
Host Delay Cause		Host Railroad NS		All Host Railroads	
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%	
	487	46%	291	33%	
	99	9%	171	19%	
	157	15%	119	13%	
	108	10%	59	7%	
	30	3%	42	5%	
	163	15%	137	16%	
	6	1%	63	7%	
	9	1%	2	0%	
	1,059	100%	885	100%	
Train-Miles		Host Railroad NS		All Host Railroads	
Train-Miles		687,457		8,690,949	
% of Total Train-Miles		8%		100%	

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Capitol Ltd	29	87	62%	69.6%
Capitol Ltd	30	87	62%	62.5%
Cardinal	50	38	7%	36.3%
Cardinal	51	37	7%	58.1%
Carolinian	79	92	29%	76.8%
Carolinian	80	92	29%	62.8%
Crescent	19	92	83%	63.9%
Crescent	20	92	83%	77.2%
Lake Shore Ltd	48	83	35%	77.0%
Lake Shore Ltd	49	83	35%	67.7%
Blue Water	364	86	11%	57.2%
Blue Water	365	83	11%	76.5%
Pere Marquette	370	88	22%	82.2%
Pere Marquette	371	87	22%	93.1%
Wolverine	350	65	13%	50.8%
Wolverine	351	90	13%	54.8%
Wolverine	352	87	13%	54.7%
Wolverine	353	85	13%	71.4%
Wolverine	354	86	13%	45.4%
Wolverine	355	63	13%	67.3%
Northeast Regional	138	62	18%	70.8%
Northeast Regional	151	90	48%	83.7%
Northeast Regional	153	29	18%	84.0%
Northeast Regional	158	29	18%	82.4%
Northeast Regional	185	63	18%	85.7%
Richmond / Newport News / Norfolk	66	91	32%	79.0%
Richmond / Newport News / Norfolk	82	14	12%	64.5%
Richmond / Newport News / Norfolk	84	63	18%	62.8%
Richmond / Newport News / Norfolk	87	29	12%	61.5%
Richmond / Newport News / Norfolk	88	29	12%	78.4%
Richmond / Newport News / Norfolk	93	62	12%	69.3%
Richmond / Newport News / Norfolk	94	63	12%	66.3%
Richmond / Newport News / Norfolk	95	63	12%	73.5%
Richmond / Newport News / Norfolk	157	13	14%	73.0%
Roanoke	145	13	48%	52.2%
Roanoke	147	15	37%	74.7%
Roanoke	156	28	48%	62.7%
Roanoke	171	61	32%	72.1%
Roanoke	176	61	32%	37.6%
Pennsylvanian	42	92	56%	79.5%
Pennsylvanian	43	92	56%	76.3%
Piedmont	73	91	100%	79.7%
Piedmont	74	86	100%	61.4%
Piedmont	75	88	100%	64.1%
Piedmont	76	92	100%	59.8%
Piedmont	77	92	100%	59.0%
Piedmont	78	92	100%	78.1%
Silver Star	91	91	2%	48.6%
Silver Star	92	90	2%	48.7%

Trains Meeting Minimum Standard	6
Trains Below Minimum Standard	43
Total	49



May 3, 2022

Mark Redd
Executive Vice-President Operations
Canadian Pacific Railway
7550 Ogden Dale Road S.E.
Calgary, Alberta T2C 4X9
Canada

Re: Quarterly Report - Amtrak performance over CP for FY 2Qtr2022

Dear Mark:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2022. The report details Amtrak's train operation performance on CP's lines as compared to all host railroads as well the performance for each train which travels over CP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot Naparstek", written over a horizontal line.

Scot Naparstek
EVP Service Delivery & Operations

CC: Will Wangerin
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2022 to March 31, 2022

Metrics & Minimum Standards Quarterly Update FY2022-2Qtr					
Customer On-Time Performance		Host Railroad CP		All Host Railroads	
		# Routes	%	# Routes	%
Total Routes		21		863	
Trains Meeting Minimum Standard ($\geq 80\%$)		17	81%	459	53%
Trains Below Minimum Standard ($< 80\%$)		4	19%	404	47%
Total		21	100%	863	100%
Delay Responsibility		Host Railroad CP		All Host Railroads	
		Mins Delay	%	Mins Delay	%
Host		3,866	43%	679,425	66%
Amtrak		4,767	53%	253,996	25%
3rd Party		355	4%	90,063	9%
Total		8,988	100%	1,023,484	100%
Host Delay Cause		Host Railroad CP		All Host Railroads	
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
FTI		135	39%	356	38%
Slow Orders		51	15%	171	18%
Signals		67	20%	98	11%
Route		20	6%	62	7%
MOW		45	13%	42	5%
PTI		20	6%	141	15%
CTI		6	2%	60	6%
Detour		0	0%	3	0%
Total		344	100%	933	100%
Train-Miles		Host Railroad CP		All Host Railroads	
Train-Miles		112,348		7,278,513	
% of Total Train-Miles		2%		100%	

Customer On-Time Performance FY2022-2Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Ethan Allen Express	290	88	24%	93%
Ethan Allen Express	291	89	24%	91%
Empire Builder	1007	1	18%	58%
Empire Builder	1008	1	18%	0%
Empire Builder	7	63	18%	57%
Empire Builder	8	63	18%	28%
Hiawatha	329	18	62%	100%
Hiawatha	330	22	62%	93%
Hiawatha	331	89	62%	89%
Hiawatha	332	90	62%	99%
Hiawatha	333	90	62%	87%
Hiawatha	334	89	62%	93%
Hiawatha	335	88	62%	86%
Hiawatha	336	90	62%	95%
Hiawatha	337	90	62%	91%
Hiawatha	338	88	62%	99%
Hiawatha	339	90	62%	93%
Hiawatha	340	90	62%	94%
Hiawatha	341	27	62%	96%
Hiawatha	342	27	62%	100%
Hiawatha	343	3	62%	100%

Trains Meeting Minimum Standard	17
Trains Below Minimum Standard	4
Total	21



May 3, 2022

Matt Igoe
Executive Vice President & Chief Operating Officer
BNSF Railway
2650 Lou Menk Drive
Fort Worth, TX 76131

Re: Quarterly Report - Amtrak performance over BNSF for FY 2Qtr2022

Dear Matt:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2022. The report details Amtrak's train operation performance on BNSF's lines as compared to all host railroads as well the performance for each train which travels over BNSF tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot Naparstek", with a long horizontal line extending to the right.

Scot Naparstek
EVP Service Delivery & Operations

CC: Tamara Noel
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2022 to March 31, 2022

Metrics & Minimum Standards Quarterly Update FY2022-2Qtr					
Customer On-Time Performance		Host Railroad BNSF		All Host Railroads	
		# Routes	%	# Routes	%
Total Routes		67		863	
Trains Meeting Minimum Standard ($\geq 80\%$)		25	37%	459	53%
Trains Below Minimum Standard ($< 80\%$)		42	63%	404	47%
Total		67	100%	863	100%
Delay Responsibility		Host Railroad BNSF		All Host Railroads	
		Mins Delay	%	Mins Delay	%
Host		134,217	71%	679,425	66%
Amtrak		42,374	22%	253,996	25%
3rd Party		12,902	7%	90,063	9%
Total		189,493	100%	1,023,484	100%
Host Delay Cause		Host Railroad BNSF		All Host Railroads	
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
FTI		463	45%	356	38%
Slow Orders		209	20%	171	18%
Signals		88	9%	98	11%
Route		47	5%	62	7%
MOW		34	3%	42	5%
PTI		155	15%	141	15%
CTI		24	2%	60	6%
Detour		6	1%	3	0%
Total		1,025	100%	933	100%
Train-Miles		Host Railroad BNSF		All Host Railroads	
Train-Miles		1,309,777		7,278,513	
% of Total Train-Miles		18%		100%	

Customer On-Time Performance FY2022-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trip	% Host Route Mile	COTP %
California Zephyr	1005	1	43%	0%
California Zephyr	1006	1	43%	25%
California Zephyr	5	71	43%	31%
California Zephyr	6	71	43%	32%
Cascades	500	86	52%	61%
Cascades	503	87	52%	58%
Cascades	504	85	88%	62%
Cascades	505	86	52%	68%
Cascades	507	86	88%	66%
Cascades	508	85	52%	42%
Coast Starlight	11	66	11%	68%
Coast Starlight	14	66	11%	53%
Empire Builder	1007	1	81%	58%
Empire Builder	1008	1	81%	0%
Empire Builder	1027	1	100%	100%
Empire Builder	1028	1	100%	95%
Empire Builder	7	63	81%	57%
Empire Builder	8	63	81%	28%
Empire Builder	27	60	100%	49%
Empire Builder	28	60	100%	27%
Heartland Flyer	821	87	100%	64%
Heartland Flyer	822	87	100%	56%
Carl Sandburg / Illinois Zephyr	380	87	99%	82%
Carl Sandburg / Illinois Zephyr	381	90	99%	80%
Carl Sandburg / Illinois Zephyr	382	90	99%	75%
Carl Sandburg / Illinois Zephyr	383	89	99%	68%
Pacific Surfliner	562	90	17%	91%
Pacific Surfliner	564	89	17%	82%
Pacific Surfliner	567	87	17%	86%
Pacific Surfliner	572	75	17%	92%
Pacific Surfliner	573	80	17%	91%
Pacific Surfliner	580	88	17%	89%
Pacific Surfliner	581	90	17%	89%
Pacific Surfliner	583	75	17%	91%
Pacific Surfliner	586	80	17%	91%
Pacific Surfliner	588	89	17%	88%
Pacific Surfliner	591	87	17%	77%
Pacific Surfliner	594	77	17%	82%
Pacific Surfliner	595	87	17%	88%
Pacific Surfliner	761	82	6%	82%
Pacific Surfliner	765	90	6%	88%
Pacific Surfliner	770	90	8%	89%
Pacific Surfliner	774	90	6%	70%
Pacific Surfliner	777	90	6%	80%
Pacific Surfliner	784	90	8%	86%
Pacific Surfliner	785	90	9%	76%
Pacific Surfliner	1761		9%	100%

Customer On-Time Performance FY2022-2Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trip	% Host Route Mile	COTP %
San Joaquins	702	90	83%	84%
San Joaquins	703	90	82%	77%
San Joaquins	710	90	87%	78%
San Joaquins	711	90	88%	81%
San Joaquins	712	90	87%	79%
San Joaquins	713	90	88%	70%
San Joaquins	714	90	87%	82%
San Joaquins	715	90	88%	67%
San Joaquins	716	90	87%	72%
San Joaquins	717	89	88%	74%
San Joaquins	718	90	87%	77%
San Joaquins	719	90	88%	70%
Southwest Chief	1003	1	96%	78%
Southwest Chief	1004	1	96%	25%
Southwest Chief	3	67	96%	41%
Southwest Chief	4	67	96%	39%
Sunset Ltd	1	37	10%	24%
Sunset Ltd	2	37	10%	35%
Texas Eagle	21	70	10%	53%
Texas Eagle	22	70	10%	72%

Trains Meeting Minimum Standard	25
Trains Below Minimum Standard	42
Total	67



May 3, 2022

Jamie Boychuk
Executive Vice President of Operations
CSX Transportation, Inc.
500 Water Street, 15th Floor
Jacksonville, FL 32202

Re: Quarterly Report - Amtrak performance over CSX for FY 2Qtr2022

Dear Jamie:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2022. The report details Amtrak's train operation performance on CSX's lines as compared to all host railroads as well the performance for each train which travels over CSX tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot Naparstek", written over a horizontal line.

Scot Naparstek
EVP, Service Delivery & Operations

CC: Andy Daly
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2022 to March 31, 2022

Metrics & Minimum Standards Quarterly Update FY2022-2Qtr					
Customer On-Time Performance		Host Railroad CSX		All Host Railroads	
		# Routes	%	# Routes	%
Total Routes		50		863	
Trains Meeting Minimum Standard ($\geq 80\%$)		12	24%	459	53%
Trains Below Minimum Standard ($< 80\%$)		38	78%	404	47%
Total		50	100%	863	100%
Delay Responsibility		Host Railroad CSX		All Host Railroads	
		Mins Delay	%	Mins Delay	%
Host		101,313	71%	679,425	66%
Amtrak		27,780	19%	253,996	25%
3rd Party		14,054	10%	90,063	9%
Total		143,147	100%	1,023,484	100%
Host Delay Cause		Host Railroad CSX		All Host Railroads	
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
FTI		371	36%	356	38%
Slow Orders		196	19%	171	18%
Signals		100	10%	98	11%
Route		133	13%	62	7%
MOW		29	3%	42	5%
PTI		180	17%	141	15%
CTI		30	3%	60	6%
Detour		0	0%	3	0%
Total		1,038	100%	933	100%
Train-Miles		Host Railroad CSX		All Host Railroads	
Train-Miles		976,307		7,278,513	
% of Total Train-Miles		13%		100%	

Customer On-Time Performance FY2022-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trip	% Host Route	COTP %
Auto Train	52	89	98%	40%
Auto Train	53	89	98%	33%
Capitol Ltd	29	69	38%	34%
Capitol Ltd	30	69	38%	23%
Cardinal	50	36	61%	37%
Cardinal	51	35	61%	66%
Carolinian	79	86	39%	75%
Carolinian	80	86	39%	72%
Crescent	19	73	1%	60%
Crescent	20	73	1%	60%
Maple Leaf	63	90	54%	74%
Maple Leaf	64	90	54%	91%
New York - Niagara Falls	280	87	63%	85%
New York - Niagara Falls	281	88	63%	85%
New York - Niagara Falls	283	90	63%	75%
New York - Niagara Falls	284	90	63%	86%
Lake Shore Ltd	48	69	46%	54%
Lake Shore Ltd	49	69	46%	62%
Lake Shore Ltd	448	69	73%	70%
Lake Shore Ltd	449	69	73%	96%
Pere Marquette	370	88	77%	59%
Pere Marquette	371	85	77%	63%
Richmond / Newport News / Norfolk	82	11	21%	73%
Richmond / Newport News / Norfolk	84	58	31%	85%
Richmond / Newport News / Norfolk	85	58	34%	90%
Richmond / Newport News / Norfolk	86	59	20%	87%
Richmond / Newport News / Norfolk	87	25	31%	57%
Richmond / Newport News / Norfolk	88	26	21%	66%
Richmond / Newport News / Norfolk	93	59	21%	75%
Richmond / Newport News / Norfolk	94	60	21%	61%
Richmond / Newport News / Norfolk	95	59	21%	74%
Richmond / Newport News / Norfolk	96	12	29%	76%
Richmond / Newport News / Norfolk	99	27	29%	68%
Richmond / Newport News / Norfolk	125	61	45%	82%
Richmond / Newport News / Norfolk	157	12	24%	60%
Richmond / Newport News / Norfolk	164	22	20%	75%
Richmond / Newport News / Norfolk	174	61	20%	84%
Richmond / Newport News / Norfolk	194	15	29%	84%
Richmond / Newport News / Norfolk	195	24	20%	59%
Roanoke	145	13	2%	74%
Roanoke	147	14	1%	67%
Roanoke	156	27	2%	81%
Roanoke	171	59	1%	76%
Roanoke	176	58	1%	79%
Palmetto	89	84	73%	79%
Palmetto	90	83	73%	78%
Silver Meteor	97	16	74%	48%
Silver Meteor	98	15	74%	67%
Silver Star	91	88	75%	27%
Silver Star	92	88	75%	35%

Trains Meeting Minimum Standard	12
Trains Below Minimum Standard	38
Total	50



May 3, 2022

Mr. Eric Gehringer
Executive Vice President - Operations
Union Pacific Railroad Company
1400 Douglas Street, 19th Floor
Omaha, NE 68197

Re: Quarterly Report - Amtrak performance over Union Pacific (UP) for FY 2Qtr2022

Dear Eric:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2022. The report details Amtrak's train operation performance on UP's lines as compared to all host railroads as well the performance for each train which travels over UP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to be "Scot Naparstek", written over a horizontal line.

Scot Naparstek
EVP Service Delivery & Operations

CC: Katie Novak
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2022 to March 31, 2022

Metrics & Minimum Standards Quarterly Update FY2022-2Qtr					
Customer On-Time Performance		Host Railroad UP		All Host Railroads	
		# Routes	%	# Routes	%
Total Routes		101		863	
Trains Meeting Minimum Standard (≥ 80%)		53	52%	459	53%
Trains Below Minimum Standard (< 80%)		48	48%	404	47%
Total		101	100%	863	100%
Delay Responsibility		Host Railroad UP		All Host Railroads	
		Mins Delay	%	Mins Delay	%
Host		169,469	73%	679,425	66%
Amtrak		42,417	18%	253,996	25%
3rd Party		19,908	9%	90,063	9%
Total		231,794	100%	1,023,484	100%
Host Delay Cause		Host Railroad UP		All Host Railroads	
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
FTI		610	46%	356	38%
Slow Orders		222	17%	171	18%
Signals		148	11%	98	11%
Route		78	6%	62	7%
MOW		44	3%	42	5%
PTI		215	16%	141	15%
CTI		10	1%	60	6%
Detour		4	0%	3	0%
Total		1,330	100%	933	100%
Train-Miles		Host Railroad UP		All Host Railroads	
Train-Miles		1,273,772		7,278,513	
% of Total Train-Miles		18%		100%	

Customer On-Time Performance FY2022-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	1005	1	57%	0 0%
California Zephyr	1006	1	57%	24 7%
California Zephyr	5	71	57%	30 7%
California Zephyr	6	71	57%	32 1%
Capitol Corridor	520	14	100%	99 2%
Capitol Corridor	521	64	100%	91 8%
Capitol Corridor	522	64	100%	94 9%
Capitol Corridor	523	64	100%	84 3%
Capitol Corridor	524	64	100%	84 0%
Capitol Corridor	525	64	100%	98 2%
Capitol Corridor	526	15	100%	100 0%
Capitol Corridor	527	64	100%	85 0%
Capitol Corridor	528	64	100%	76 2%
Capitol Corridor	531	64	100%	92 9%
Capitol Corridor	532	64	100%	89 0%
Capitol Corridor	534	49	100%	91 0%
Capitol Corridor	535	12	100%	93 5%
Capitol Corridor	536	63	100%	94 1%
Capitol Corridor	537	15	100%	87 8%
Capitol Corridor	538	64	100%	80 8%
Capitol Corridor	540	49	100%	99 2%
Capitol Corridor	541	64	100%	79 0%
Capitol Corridor	542	64	100%	86 8%
Capitol Corridor	543	49	100%	98 0%
Capitol Corridor	544	15	100%	92 5%
Capitol Corridor	545	64	100%	96 0%
Capitol Corridor	546	64	100%	80 6%
Capitol Corridor	547	64	100%	83 4%
Capitol Corridor	548	49	100%	95 4%
Capitol Corridor	549	49	100%	87 8%
Capitol Corridor	551	64	100%	96 4%
Capitol Corridor	720	26	100%	74 9%
Capitol Corridor	723	26	100%	96 8%
Capitol Corridor	724	26	100%	69 5%
Capitol Corridor	727	26	100%	71 4%
Capitol Corridor	728	26	100%	78 0%
Capitol Corridor	729	26	100%	75 9%
Capitol Corridor	732	26	100%	73 2%
Capitol Corridor	736	26	100%	62 6%
Capitol Corridor	737	26	100%	79 8%
Capitol Corridor	741	26	100%	81 1%

Customer On-Time Performance FY2022-2Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trip	% Host Route Mile	COTP %
Capitol Corridor	741	26	100%	81.1%
Capitol Corridor	742	26	100%	86.5%
Capitol Corridor	743	26	100%	86.1%
Capitol Corridor	744	26	100%	70.6%
Capitol Corridor	745	25	100%	89.7%
Capitol Corridor	746	25	100%	89.8%
Capitol Corridor	747	26	100%	81.4%
Capitol Corridor	748	26	100%	85.3%
Capitol Corridor	751	26	100%	89.6%
Cardinal	50	36	1%	37.3%
Cardinal	51	35	1%	66.4%
Cascades	500	89	41%	61.2%
Cascades	503	89	41%	58.1%
Cascades	505	89	41%	68.0%
Cascades	508	89	41%	41.6%
Coast Starlight	11	70	84%	68.0%
Coast Starlight	14	70	84%	52.5%
Lincoln Service	300	87	85%	83.6%
Lincoln Service	301	88	85%	69.5%
Lincoln Service	302	89	85%	76.2%
Lincoln Service	303	90	85%	68.2%
Lincoln Service	304	88	85%	79.9%
Lincoln Service	305	88	85%	67.9%
Lincoln Service	306	90	85%	70.6%
Lincoln Service	307	89	85%	76.9%
Missouri	311	2	100%	67.8%
Missouri	313	86	100%	88.3%
Missouri	314	86	100%	79.0%
Missouri	316	2	100%	98.0%
Pacific Surfliner	761	86	50%	81.8%
Pacific Surfliner	765	87	50%	88.3%
Pacific Surfliner	770	88	33%	88.6%
Pacific Surfliner	774	88	50%	69.9%
Pacific Surfliner	777	88	50%	80.1%
Pacific Surfliner	784	87	33%	85.6%
Pacific Surfliner	785	88	27%	75.7%
Pacific Surfliner	794	88	79%	80.3%
Pacific Surfliner	1761	2	27%	100.0%
Pacific Surfliner	1765	2	100%	47.4%
UPPacificSurfliner1770	1770	2	100%	100.0%
UPPacificSurfliner1774	1774	2	100%	100.0%
UPPacificSurfliner1777	1777	2	100%	82.6%
UPPacificSurfliner1784	1784	2	100%	96.3%
UPPacificSurfliner1785	1785	2	100%	92.0%
UPPacificSurfliner1794	1794	2	100%	90.9%

Customer On-Time Performance FY2022-2Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Mile	COTP %
San Joaquins	702	90	17%	84.2%
San Joaquins	703	90	18%	76.8%
San Joaquins	710	90	13%	78.4%
San Joaquins	711	90	12%	81.0%
San Joaquins	712	90	13%	79.3%
San Joaquins	713	90	12%	70.3%
San Joaquins	714	90	13%	81.6%
San Joaquins	715	90	12%	67.4%
San Joaquins	716	90	13%	72.1%
San Joaquins	717	89	12%	74.4%
San Joaquins	718	90	13%	76.8%
San Joaquins	719	90	12%	70.4%
Sunset Ltd	1	38	89%	24.2%
Sunset Ltd	2	38	89%	34.6%
Texas Eagle	21	71	84%	52.6%
Texas Eagle	22	71	84%	71.8%

Trains Meeting Minimum Standard	53
Trains Below Minimum Standard	48
Total	101



April 20, 2023

Jamie Boychuk
Executive Vice President of Operations
CSX Transportation, Inc.
500 Water Street, 15th Floor
Jacksonville, FL 32202

Re: Quarterly Report - Amtrak performance over CSX for FY 2Qtr2023

Dear Jamie:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2023. The report details Amtrak's train operation performance on CSX's lines as compared to all host railroads as well the performance for each train which travels over CSX tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Andy Daly
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2023 to March 31, 2023

Metrics & Minimum Standards Quarterly Update					
FY2023-2Qtr					
Customer On-Time Performance		Host Railroad CSX		All Host Railroads	
Total Routes Trains Meeting Minimum Standard (≥ 80%) Trains Below Minimum Standard (< 80%) Total	# Routes	%	# Routes	%	
	60		909		
	32	53%	550	61%	
	28	47%	359	39%	
	60	100%	909	100%	
Delay Responsibility		Host Railroad CSX		All Host Railroads	
Host Amtrak 3rd Party Total	Mins Delay	%	Mins Delay	%	
	126,556	71%	745,605	64%	
	39,234	22%	300,177	26%	
	12,232	7%	110,737	10%	
	178,022	100%	1,156,519	100%	
Host Delay Cause		Host Railroad CSX		All Host Railroads	
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%	
	305	30%	272	31%	
	249	24%	181	21%	
	94	9%	113	13%	
	116	11%	60	7%	
	37	4%	35	4%	
	181	18%	137	16%	
	31	3%	63	7%	
	6	1%	3	0%	
	1,018	100%	865	100%	
Train-Miles		Host Railroad CSX		All Host Railroads	
Train-Miles		1,243,256		8,617,651	
% of Total Train-Miles		14%		100%	

Customer On-Time Performance FY2023-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
Auto Train	52	87	98%	67.6%
Auto Train	53	87	98%	47.4%
Capitol Ltd	29	84	38%	72.7%
Capitol Ltd	30	83	38%	60.8%
Cardinal	50	37	61%	38.5%
Cardinal	51	37	61%	75.7%
Carolinian	79	89	39%	77.4%
Carolinian	80	89	39%	60.3%
Crescent	19	90	1%	58.0%
Crescent	20	90	1%	61.5%
Maple Leaf	63	90	54%	81.9%
Maple Leaf	64	90	54%	94.6%
New York - Niagara Falls	280	88	63%	95.3%
New York - Niagara Falls	281	90	63%	85.0%
New York - Niagara Falls	283	89	63%	77.8%
New York - Niagara Falls	284	90	63%	91.4%
Lake Shore Ltd	48	89	46%	79.3%
Lake Shore Ltd	49	89	46%	79.8%
Lake Shore Ltd	448	88	73%	85.5%
Lake Shore Ltd	449	88	73%	90.6%
Pere Marquette	370	89	77%	84.4%
Pere Marquette	371	89	77%	89.4%
Northeast Regional	124	28	45%	89.5%
Northeast Regional	138	62	31%	70.2%
Northeast Regional	151	90	2%	91.0%
Northeast Regional	153	28	31%	92.1%
Northeast Regional	158	28	31%	97.1%
Northeast Regional	185	62	31%	90.9%
Northeast Regional	186	62	45%	85.7%
Richmond / Newport News / Norfolk	65	27	29%	79.5%
Richmond / Newport News / Norfolk	66	90	27%	80.4%
Richmond / Newport News / Norfolk	67	63	29%	90.6%
Richmond / Newport News / Norfolk	82	12	21%	93.3%
Richmond / Newport News / Norfolk	84	62	31%	84.4%
Richmond / Newport News / Norfolk	85	61	20%	85.1%
Richmond / Newport News / Norfolk	86	61	20%	78.7%
Richmond / Newport News / Norfolk	87	28	21%	91.0%
Richmond / Newport News / Norfolk	88	28	21%	87.3%
Richmond / Newport News / Norfolk	93	62	21%	77.1%
Richmond / Newport News / Norfolk	94	62	21%	71.2%
Richmond / Newport News / Norfolk	95	62	21%	84.8%
Richmond / Newport News / Norfolk	96	14	29%	70.5%
Richmond / Newport News / Norfolk	99	28	29%	83.8%
Richmond / Newport News / Norfolk	125	62	45%	87.1%
Richmond / Newport News / Norfolk	157	13	24%	93.8%
Richmond / Newport News / Norfolk	164	28	20%	66.3%
Richmond / Newport News / Norfolk	174	62	20%	90.8%
Richmond / Newport News / Norfolk	194	14	29%	69.6%
Richmond / Newport News / Norfolk	195	28	20%	86.4%

Customer On-Time Performance FY2023-2Qtr					Min Std
FRA Metrics & Minimum Standards					80%
Service	Train	# Trips	% Host Route Miles		COTP %
Roanoke	145	14	2%		78.9%
Roanoke	147	14	1%		93.3%
Roanoke	156	28	2%		80.0%
Roanoke	171	62	1%		76.5%
Roanoke	176	62	1%		80.6%
Palmetto	89	88	73%		80.7%
Palmetto	90	88	73%		72.0%
Silver Meteor	97	90	74%		56.9%
Silver Meteor	98	90	74%		48.7%
Silver Star	91	90	75%		45.8%
Silver Star	92	90	75%		40.3%

Trains Meeting Minimum Standard	32
Trains Below Minimum Standard	28
Total	60



October 27, 2022

Jamie Boychuk
Executive Vice President of Operations
CSX Transportation, Inc.
500 Water Street, 15th Floor
Jacksonville, FL 32202

Re: Quarterly Report - Amtrak performance over CSX for FY 4Qtr2022

Dear Jamie:

Please find attached the Quarterly Report for the 4th quarter of fiscal year 2022. The report details Amtrak's train operation performance on CSX's lines as compared to all host railroads as well the performance for each train which travels over CSX tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Andy Daly
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period July 1, 2022 to September 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-4Qtr				
Customer On-Time Performance		Host Railroad CSX		All Host Railroads
		# Routes	%	# Routes %
Total Routes		51		843
Trains Meeting Minimum Standard ($\geq 80\%$)		7	14%	347 41%
Trains Below Minimum Standard ($< 80\%$)		44	86%	496 59%
Total		51	100%	843 100%
Delay Responsibility		Host Railroad CSX		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		115,903	62%	830,330 63%
Amtrak		42,500	23%	343,057 26%
3rd Party		27,426	15%	140,810 11%
Total		185,829	100%	1,314,197 100%
Host Delay Cause		Host Railroad CSX		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		411	37%	325 33%
Slow Orders		230	21%	210 21%
Signals		88	8%	123 12%
Route		131	12%	63 6%
MOW		38	3%	47 5%
PTI		165	15%	142 14%
CTI		39	4%	73 7%
Detour		0	0%	4 0%
Total		1,102	100%	988 100%
Train-Miles		Host Railroad CSX		All Host Railroads
Train-Miles		1,051,938		8,408,284
% of Total Train-Miles		13%		100%

Customer On-Time Performance FY2022-4Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Auto Train	52	87	98%	52.1%
Auto Train	53	87	98%	57.6%
Capitol Ltd	29	92	38%	41.0%
Capitol Ltd	30	91	38%	31.3%
Cardinal	50	39	61%	31.7%
Cardinal	51	40	61%	44.4%
Carolinian	79	92	39%	57.5%
Carolinian	80	92	39%	43.8%
Crescent	19	65	1%	53.3%
Crescent	20	65	1%	61.0%
Maple Leaf	63	91	54%	71.9%
Maple Leaf	64	91	54%	74.7%
New York - Niagara Falls	280	86	63%	94.5%
New York - Niagara Falls	281	88	63%	68.7%
New York - Niagara Falls	283	88	63%	54.2%
New York - Niagara Falls	284	88	63%	83.9%
Lake Shore Ltd	48	88	46%	65.7%
Lake Shore Ltd	49	89	46%	60.3%
Lake Shore Ltd	448	64	73%	58.8%
Lake Shore Ltd	449	69	73%	63.8%
Pere Marquette	370	92	77%	72.5%
Pere Marquette	371	92	77%	85.5%
Richmond / Newport News / Norfolk	65	24	29%	83.8%
Richmond / Newport News / Norfolk	66	82	29%	78.5%
Richmond / Newport News / Norfolk	67	59	29%	91.0%
Richmond / Newport News / Norfolk	82	13	21%	64.4%
Richmond / Newport News / Norfolk	84	64	31%	67.7%
Richmond / Newport News / Norfolk	85	64	20%	79.7%
Richmond / Newport News / Norfolk	86	63	20%	71.1%
Richmond / Newport News / Norfolk	87	28	21%	61.1%
Richmond / Newport News / Norfolk	88	28	21%	68.8%
Richmond / Newport News / Norfolk	93	64	21%	60.9%
Richmond / Newport News / Norfolk	94	64	21%	56.7%
Richmond / Newport News / Norfolk	95	64	21%	69.1%
Richmond / Newport News / Norfolk	96	13	29%	85.7%
Richmond / Newport News / Norfolk	99	28	29%	51.9%
Richmond / Newport News / Norfolk	125	64	45%	68.0%
Richmond / Newport News / Norfolk	157	13	24%	81.7%
Richmond / Newport News / Norfolk	164	28	20%	68.4%
Richmond / Newport News / Norfolk	174	64	20%	74.7%
Richmond / Newport News / Norfolk	194	15	29%	73.8%
Richmond / Newport News / Norfolk	195	28	20%	69.5%

Customer On-Time Performance FY2022-4Qtr					Min Std
FRA Metrics & Minimum Standards					80%
Service	Train	# Trips	% Host Route Miles		COTP %
Roanoke	145	13	2%		74.3%
Roanoke	147	15	1%		77.6%
Roanoke	156	28	2%		59.5%
Roanoke	171	64	1%		54.8%
Roanoke	176	64	1%		32.4%
Palmetto	89	88	73%		69.0%
Palmetto	90	87	73%		59.8%
Silver Star	91	86	75%		18.4%
Silver Star	92	88	75%		22.6%

Trains Meeting Minimum Standard	7
Trains Below Minimum Standard	44
Total	51



July 28, 2023

Jamie Boychuk
Executive Vice President of Operations
CSX Transportation, Inc.
500 Water Street, 15th Floor
Jacksonville, FL 32202

Re: Quarterly Report - Amtrak performance over CSX for FY 3Qtr2023

Dear Jamie:

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2023. The report details Amtrak's train operation performance on CSX's lines as compared to all host railroads as well the performance for each train which travels over CSX tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Andy Daly
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Standards Quarterly Update FY2023-3Qtr				
Customer On-Time Performance		Host Railroad CSXT		All Host Railroads
		# Routes	%	# Routes %
Total Routes		86		945
Trains Meeting Minimum Standard ($\geq 80\%$)		29	34%	453 48%
Trains Below Minimum Standard ($< 80\%$)		57	66%	492 52%
Total		86	100%	945 100%
Delay Responsibility		Host Railroad CSXT		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		128,935	64%	839,574 65%
Amtrak		43,488	22%	308,475 24%
3rd Party		29,380	15%	138,296 11%
Total		201,803	100%	1,286,345 100%
Host Delay Cause		Host Railroad CSXT		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		260	28%	262 29%
Slow Orders		235	25%	218 24%
Signals		110	12%	107 12%
Route		97	10%	61 7%
MOW		31	3%	44 5%
PTI		187	20%	148 16%
CTI		26	3%	69 8%
Detour		0	0%	4 0%
Total		945	100%	913 100%
Train-Miles		Host Railroad CSXT		All Host Railroads
Train-Miles		1,364,294		9,191,358
% of Total Train-Miles		15%		100%

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Auto Train	52	91	98%	59.4%
Auto Train	53	91	98%	65.5%
Capitol Ltd	29	91	38%	74.4%
Capitol Ltd	30	91	38%	73.7%
Cardinal	50	39	61%	39.1%
Cardinal	51	39	61%	73.6%
Carolinian	79	91	39%	62.4%
Carolinian	80	91	39%	46.7%
Crescent	19	91	1%	47.3%
Crescent	20	91	1%	38.7%
Downeaster	1689	32	74%	93.5%
Downeaster	680	64	74%	95.3%
Downeaster	681	64	74%	88.7%
Downeaster	682	64	74%	87.0%
Downeaster	683	63	74%	71.4%
Downeaster	684	63	74%	73.9%
Downeaster	685	62	74%	92.2%
Downeaster	686	64	74%	80.5%
Downeaster	687	62	74%	87.2%
Downeaster	688	63	74%	83.1%
Downeaster	689	40	74%	96.7%
Downeaster	690	27	74%	100.0%
Downeaster	691	27	74%	95.8%
Downeaster	692	27	74%	87.0%
Downeaster	693	27	74%	79.0%
Downeaster	694	27	74%	71.3%
Downeaster	695	27	74%	96.2%
Downeaster	696	27	74%	69.7%
Downeaster	697	27	74%	76.7%
Downeaster	698	27	74%	71.0%
Downeaster	699	19	74%	82.8%
Maple Leaf	63	91	54%	74.1%
Maple Leaf	64	90	54%	65.6%
New York - Niagara Falls	280	90	63%	89.5%
New York - Niagara Falls	281	91	63%	67.6%
New York - Niagara Falls	283	91	63%	51.1%
New York - Niagara Falls	284	91	63%	87.8%
Berkshire Flyer	1234	6	78%	0.0%
Berkshire Flyer	1235	6	24%	92.4%
Berkshire Flyer	1244	5	78%	34.3%
Berkshire Flyer	1245	5	74%	66.7%
Lake Shore Ltd	48	91	46%	72.5%
Lake Shore Ltd	49	91	46%	63.5%
Lake Shore Ltd	448	73	73%	69.3%
Lake Shore Ltd	449	75	73%	79.6%

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Pere Marquette	370	91	77%	89.9%
Pere Marquette	371	91	77%	96.0%
Northeast Regional	124	27	45%	66.4%
Northeast Regional	138	64	31%	42.6%
Northeast Regional	141	20	24%	84.0%
Northeast Regional	151	91	2%	86.3%
Northeast Regional	153	27	31%	92.0%
Northeast Regional	158	27	31%	67.4%
Northeast Regional	185	44	31%	84.2%
Northeast Regional	186	64	45%	72.3%
Richmond / Newport News / Norfolk	65	27	29%	77.1%
Richmond / Newport News / Norfolk	66	91	27%	76.6%
Richmond / Newport News / Norfolk	67	64	29%	87.9%
Richmond / Newport News / Norfolk	82	13	21%	88.1%
Richmond / Newport News / Norfolk	84	64	31%	59.2%
Richmond / Newport News / Norfolk	85	63	20%	77.3%
Richmond / Newport News / Norfolk	86	63	20%	63.6%
Richmond / Newport News / Norfolk	87	27	21%	60.3%
Richmond / Newport News / Norfolk	88	27	21%	79.1%
Richmond / Newport News / Norfolk	93	64	21%	83.7%
Richmond / Newport News / Norfolk	94	64	21%	71.4%
Richmond / Newport News / Norfolk	95	64	21%	80.7%
Richmond / Newport News / Norfolk	96	13	29%	48.8%
Richmond / Newport News / Norfolk	99	27	29%	63.8%
Richmond / Newport News / Norfolk	125	64	45%	74.4%
Richmond / Newport News / Norfolk	157	13	24%	66.7%
Richmond / Newport News / Norfolk	164	27	20%	72.7%
Richmond / Newport News / Norfolk	174	64	20%	71.0%
Richmond / Newport News / Norfolk	194	14	29%	64.0%
Richmond / Newport News / Norfolk	195	27	20%	66.6%
Roanoke	145	13	2%	74.6%
Roanoke	147	14	1%	80.2%
Roanoke	156	27	2%	69.7%
Roanoke	171	64	1%	68.3%
Roanoke	176	64	1%	80.3%
Palmetto	89	90	73%	62.6%
Palmetto	90	90	73%	48.7%
Silver Meteor	97	91	74%	52.1%
Silver Meteor	98	91	74%	41.7%
Silver Star	91	91	75%	50.8%
Silver Star	92	91	75%	45.7%

Trains Meeting Minimum Standard	29
Trains Below Minimum Standard	57
Total	86



September 8, 2022

Jamie Boychuk
Executive Vice President of Operations
CSX Transportation, Inc.
500 Water Street, 15th Floor
Jacksonville, FL 32202

Re: Quarterly Report - Amtrak performance over CSX for FY 3Qtr2022

Dear Jamie:

As you are likely aware, I have assumed Scot Naparstek's previous responsibilities following his recent retirement from Amtrak. Picking up where he left off, I wanted to raise to your attention, the current level of performance of Amtrak trains over your rail lines and continue to send you this quarterly performance snapshot, as Scot previously did.

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2022. The report details Amtrak's train operation performance on CSX's lines as compared to all host railroads as well the performance for each train which travels over CSX tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Andy Daly
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2022 to June 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-3Qtr					
Customer On-Time Performance		Host Railroad CSX		All Host Railroads	
		# Routes	%	# Routes	%
Total Routes		48		830	
Trains Meeting Minimum Standard ($\geq 80\%$)		10	21%	432	52%
Trains Below Minimum Standard ($< 80\%$)		38	79%	398	48%
Total		48	100%	830	100%
Delay Responsibility		Host Railroad CSX		All Host Railroads	
		Mins Delay	%	Mins Delay	%
Host		109.839	62%	789.722	66%
Amtrak		37.220	21%	285.756	24%
3rd Party		28.723	16%	120.183	10%
Total		175.782	100%	1 195.661	100%
Host Delay Cause		Host Railroad CSX		All Host Railroads	
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
FTI		382	35%	377	38%
Slow Orders		264	24%	196	20%
Signals		85	8%	107	11%
Route		142	13%	67	7%
MOW		50	5%	52	5%
PTI		150	14%	139	14%
CTI		33	3%	63	6%
Detour		0	0%	3	0%
Total		1.108	100%	1.003	100%
Train-Miles		Host Railroad CSX		All Host Railroads	
Train-Miles		991 132		7 870 166	
% of Total Train-Miles		13%		100%	

Customer On-Time Performance FY2022-3Qtr					Min Std
FRA Metrics & Minimum Standards					80%
Service	Train	# Trips	% Host Route Miles	COTP %	↑
Auto Train	52	89	98%	32.8%	
Auto Train	53	89	98%	27.2%	
Capitol Ltd	29	91	38%	30.9%	
Capitol Ltd	30	91	38%	25.6%	
Cardinal	50	39	61%	28.7%	
Cardinal	51	39	61%	55.9%	
Carolinian	79	91	39%	66.0%	
Carolinian	80	91	39%	46.8%	
Crescent	19	65	1%	41.0%	
Crescent	20	65	1%	33.0%	
Maple Leaf	63	90	54%	83.5%	
Maple Leaf	64	91	54%	77.1%	
New York - Niagara Falls	280	90	63%	93.4%	
New York - Niagara Falls	281	91	63%	78.7%	
New York - Niagara Falls	283	91	63%	67.2%	
New York - Niagara Falls	284	91	63%	89.0%	
Lake Shore Ltd	48	77	46%	50.4%	
Lake Shore Ltd	49	77	46%	51.7%	
Lake Shore Ltd	448	63	73%	55.0%	
Lake Shore Ltd	449	65	73%	72.0%	
Pere Marquette	370	91	77%	67.5%	
Pere Marquette	371	91	77%	75.8%	
Richmond / Newport News / Norfolk	82	13	21%	64.0%	
Richmond / Newport News / Norfolk	84	64	31%	80.4%	
Richmond / Newport News / Norfolk	85	64	20%	81.7%	
Richmond / Newport News / Norfolk	86	64	20%	86.8%	
Richmond / Newport News / Norfolk	87	27	21%	45.1%	
Richmond / Newport News / Norfolk	88	27	21%	76.0%	
Richmond / Newport News / Norfolk	93	64	21%	66.4%	
Richmond / Newport News / Norfolk	94	64	21%	64.8%	
Richmond / Newport News / Norfolk	95	64	21%	80.6%	
Richmond / Newport News / Norfolk	96	13	29%	70.0%	
Richmond / Newport News / Norfolk	99	27	29%	45.5%	
Richmond / Newport News / Norfolk	125	64	45%	82.8%	
Richmond / Newport News / Norfolk	157	13	24%	70.0%	
Richmond / Newport News / Norfolk	164	27	20%	78.6%	
Richmond / Newport News / Norfolk	174	64	20%	85.7%	
Richmond / Newport News / Norfolk	194	14	29%	85.5%	
Richmond / Newport News / Norfolk	195	27	20%	43.4%	

Customer On-Time Performance FY2022-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Roanoke	145	13	2%	66.5%
Roanoke	147	14	1%	68.8%
Roanoke	156	27	2%	47.0%
Roanoke	171	64	1%	69.7%
Roanoke	176	64	1%	64.7%
Palmetto	89	82	73%	65.2%
Palmetto	90	82	73%	51.9%
Silver Star	91	91	75%	20.6%
Silver Star	92	91	75%	15.9%

Trains Meeting Minimum Standard	10
Trains Below Minimum Standard	38
Total	48



January 17, 2023

Jamie Boychuk
Executive Vice President of Operations
CSX Transportation, Inc.
500 Water Street, 15th Floor
Jacksonville, FL 32202

Re: Quarterly Report - Amtrak performance over CSX for FY 1Qtr2023

Dear Jamie:

Please find attached the Quarterly Report for the 1st quarter of fiscal year 2023. The report details Amtrak's train operation performance on CSX's lines as compared to all host railroads as well the performance for each train which travels over CSX tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Andy Daly
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2022 to December 31, 2022

Metrics & Minimum Standards Quarterly Update FY2023-1Qtr				
Customer On-Time Performance		Host Railroad CSX		All Host Railroads
Total Routes Trains Meeting Minimum Standard ($\geq 80\%$) Trains Below Minimum Standard ($< 80\%$) Total	# Routes	%	# Routes	%
	60		899	
	14	23%	425	47%
	46	77%	474	53%
	60	100%	899	100%
Delay Responsibility		Host Railroad CSX		All Host Railroads
Host Amtrak 3rd Party Total	Mins Delay	%	Mins Delay	%
	117,972	69%	768,961	63%
	42,777	25%	336,212	27%
	9,487	6%	122,543	10%
	170,236	100%	1,227,716	100%
Host Delay Cause		Host Railroad CSX		All Host Railroads
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
	343	35%	291	33%
	194	20%	171	19%
	82	8%	119	13%
	122	12%	59	7%
	38	4%	42	5%
	173	18%	137	16%
	31	3%	63	7%
	0	0%	2	0%
	983	100%	885	100%
Train-Miles		Host Railroad CSX		All Host Railroads
Train-Miles		1,200,140	8,690,949	
% of Total Train-Miles		14%	100%	

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Auto Train	52	87	98%	50.0%
Auto Train	53	87	98%	30.7%
Capitol Ltd	29	87	38%	69.6%
Capitol Ltd	30	87	38%	62.5%
Cardinal	50	38	61%	36.3%
Cardinal	51	37	61%	58.1%
Carolinian	79	92	39%	76.8%
Carolinian	80	91	39%	62.8%
Crescent	19	92	1%	63.9%
Crescent	20	92	1%	77.2%
Maple Leaf	63	90	54%	75.6%
Maple Leaf	64	90	54%	79.2%
New York - Niagara Falls	280	83	63%	81.0%
New York - Niagara Falls	281	88	63%	68.4%
New York - Niagara Falls	283	91	63%	54.0%
New York - Niagara Falls	284	92	63%	76.9%
Lake Shore Ltd	48	82	46%	77.0%
Lake Shore Ltd	49	82	46%	67.7%
Lake Shore Ltd	448	83	73%	66.8%
Lake Shore Ltd	449	83	73%	83.2%
Pere Marquette	370	88	77%	82.2%
Pere Marquette	371	88	77%	93.1%
Northeast Regional	124	28	45%	79.4%
Northeast Regional	138	62	31%	70.8%
Northeast Regional	151	90	2%	83.7%
Northeast Regional	153	29	31%	84.0%
Northeast Regional	158	29	31%	82.4%
Northeast Regional	185	63	31%	85.7%
Northeast Regional	186	63	45%	84.9%
Richmond / Newport News / Norfolk	65	30	29%	83.0%
Richmond / Newport News / Norfolk	66	91	27%	79.0%
Richmond / Newport News / Norfolk	67	62	29%	85.1%
Richmond / Newport News / Norfolk	82	14	21%	64.5%
Richmond / Newport News / Norfolk	84	63	31%	62.8%
Richmond / Newport News / Norfolk	85	62	20%	83.8%
Richmond / Newport News / Norfolk	86	62	20%	56.0%
Richmond / Newport News / Norfolk	87	29	21%	61.5%
Richmond / Newport News / Norfolk	88	29	21%	78.4%
Richmond / Newport News / Norfolk	93	62	21%	69.3%
Richmond / Newport News / Norfolk	94	63	21%	66.3%
Richmond / Newport News / Norfolk	95	63	21%	73.5%
Richmond / Newport News / Norfolk	96	12	29%	58.2%
Richmond / Newport News / Norfolk	99	28	29%	52.4%
Richmond / Newport News / Norfolk	125	63	45%	86.1%
Richmond / Newport News / Norfolk	157	13	24%	73.0%
Richmond / Newport News / Norfolk	164	28	20%	65.1%
Richmond / Newport News / Norfolk	174	63	20%	72.5%
Richmond / Newport News / Norfolk	194	15	29%	73.4%
Richmond / Newport News / Norfolk	195	29	20%	65.6%

Customer On-Time Performance FY2023-1Qtr					Min Std
FRA Metrics & Minimum Standards					80%
Service	Train	# Trips	% Host Route Miles		COTP %
Roanoke	145	13	2%		52.2%
Roanoke	147	15	1%		74.7%
Roanoke	156	28	2%		62.7%
Roanoke	171	61	1%		72.1%
Roanoke	176	61	1%		37.6%
Palmetto	89	91	73%		81.2%
Palmetto	90	91	73%		76.1%
Silver Meteor	97	76	74%		59.8%
Silver Meteor	98	75	74%		47.0%
Silver Star	91	91	75%		48.6%
Silver Star	92	90	75%		48.7%

Trains Meeting Minimum Standard	14
Trains Below Minimum Standard	46
Total	60



July 28, 2023

Mark Redd
Executive Vice-President Operations
CPKC
7550 Ogden Dale Road S.E.
Calgary, Alberta T2C 4X9
Canada

Re: Quarterly Report - Amtrak performance over CPKC for FY 3Qtr2023

Dear Mark:

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2023. The report details Amtrak's train operation performance on CPKC's lines as compared to all host railroads as well the performance for each train which travels over CPKC tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Will Wangerin
Tracy Miller
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Standards Quarterly Update FY2023-3Qtr				
Customer On-Time Performance		Host Railroad CPKC		All Host Railroads
		# Routes	%	# Routes %
Total Routes		21		945
Trains Meeting Minimum Standard ($\geq 80\%$)		15	71%	453 48%
Trains Below Minimum Standard ($< 80\%$)		6	29%	492 52%
Total		21	100%	945 100%
Delay Responsibility		Host Railroad CPKC		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		11,307	58%	839,574 65%
Amtrak		7,030	36%	308,475 24%
3rd Party		1,154	6%	138,296 11%
Total		19,491	100%	1,286,345 100%
Host Delay Cause		Host Railroad CPKC		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		143	22%	262 29%
Slow Orders		152	23%	218 24%
Signals		83	13%	107 12%
Route		53	8%	61 7%
MOW		30	5%	44 5%
PTI		189	29%	148 16%
CTI		8	1%	69 8%
Detour		0	0%	4 0%
Total		657	100%	913 100%
Train-Miles		Host Railroad CPKC		All Host Railroads
Train-Miles		171,993		9,191,358
% of Total Train-Miles		2%		100%

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Adirondack	68	80	46%	59.1%
Adirondack	69	81	46%	71.9%
Ethan Allen Express	290	91	24%	55.1%
Ethan Allen Express	291	91	24%	80.1%
Empire Builder	7	88	18%	55.3%
Empire Builder	8	87	18%	38.6%
Hiawatha	329	63	62%	93.5%
Hiawatha	330	75	62%	97.3%
Hiawatha	331	90	62%	84.7%
Hiawatha	332	91	62%	83.7%
Hiawatha	333	90	62%	89.7%
Hiawatha	334	90	62%	87.7%
Hiawatha	335	90	62%	89.8%
Hiawatha	336	90	62%	93.3%
Hiawatha	337	89	62%	84.8%
Hiawatha	338	90	62%	79.5%
Hiawatha	339	91	62%	88.8%
Hiawatha	340	89	62%	92.0%
Hiawatha	341	89	62%	95.6%
Hiawatha	342	90	62%	87.9%
Hiawatha	343	13	62%	100.0%

Trains Meeting Minimum Standard	15
Trains Below Minimum Standard	6
Total	21



April 20, 2023

Mark Redd
Executive Vice-President Operations
Canadian Pacific Railway
7550 Ogden Dale Road S.E.
Calgary, Alberta T2C 4X9
Canada

Re: Quarterly Report - Amtrak performance over CP for FY 2Qtr2023

Dear Mark:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2023. The report details Amtrak's train operation performance on CP's lines as compared to all host railroads as well the performance for each train which travels over CP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Will Wangerin
Tracy Miller
Dennis Newman
Jim Blair
Elizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2023 to March 31, 2023

Metrics & Minimum Standards Quarterly Update FY2023-2Qtr				
Customer On-Time Performance		Host Railroad CP		All Host Railroads
		# Routes	%	# Routes %
Total Routes		19		909
Trains Meeting Minimum Standard ($\geq 80\%$)		16	84%	550 61%
Trains Below Minimum Standard ($< 80\%$)		3	16%	359 39%
Total		19	100%	909 100%
Delay Responsibility		Host Railroad CP		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		7,918	51%	745,605 64%
Amtrak		6,980	45%	300,177 26%
3rd Party		613	4%	110,737 10%
Total		15,511	100%	1,156,519 100%
Host Delay Cause		Host Railroad CP		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		276	48%	272 31%
Slow Orders		54	9%	181 21%
Signals		127	22%	113 13%
Route		29	5%	60 7%
MOW		18	3%	35 4%
PTI		72	13%	137 16%
CTI		3	1%	63 7%
Detour		0	0%	3 0%
Total		579	100%	865 100%
Train-Miles		Host Railroad CP		All Host Railroads
Train-Miles		136,711		8,617,651
% of Total Train-Miles		2%		100%

Customer On-Time Performance FY2023-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
Ethan Allen Express	290	90	24%	86.8%
Ethan Allen Express	291	90	24%	93.6%
Empire Builder	7	82	18%	49.3%
Empire Builder	8	80	18%	25.7%
Hiawatha	329	63	62%	96.2%
Hiawatha	330	74	62%	98.1%
Hiawatha	331	87	62%	90.4%
Hiawatha	332	87	62%	85.4%
Hiawatha	333	87	62%	89.4%
Hiawatha	334	86	62%	85.0%
Hiawatha	335	87	62%	87.1%
Hiawatha	336	85	62%	85.6%
Hiawatha	337	84	62%	86.9%
Hiawatha	338	88	62%	76.2%
Hiawatha	339	88	62%	87.3%
Hiawatha	340	84	62%	89.8%
Hiawatha	341	87	62%	91.0%
Hiawatha	342	88	62%	85.3%
Hiawatha	343	11	62%	80.5%

Trains Meeting Minimum Standard	16
Trains Below Minimum Standard	3
Total	19



October 27, 2022

Mark Redd
Executive Vice-President Operations
Canadian Pacific Railway
7550 Ogden Dale Road S.E.
Calgary, Alberta T2C 4X9
Canada

Re: Quarterly Report - Amtrak performance over CP for FY 4Qtr2022

Dear Mark:

Please find attached the Quarterly Report for the 4th quarter of fiscal year 2022. The report details Amtrak's train operation performance on CP's lines as compared to all host railroads as well the performance for each train which travels over CP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Will Wangerin
Tracy Miller
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period July 1, 2022 to September 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-4Qtr				
Customer On-Time Performance		Host Railroad CP		All Host Railroads
		# Routes	%	# Routes %
Total Routes		19		843
Trains Meeting Minimum Standard ($\geq 80\%$)		15	79%	347 41%
Trains Below Minimum Standard ($< 80\%$)		4	21%	496 59%
Total		19	100%	843 100%
Delay Responsibility		Host Railroad CP		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		5,709	45%	830,330 63%
Amtrak		6,291	50%	343,057 26%
3rd Party		627	5%	140,810 11%
Total		12,627	100%	1,314,197 100%
Host Delay Cause		Host Railroad CP		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		187	47%	325 33%
Slow Orders		94	24%	210 21%
Signals		46	12%	123 12%
Route		24	6%	63 6%
MOW		16	4%	47 5%
PTI		25	6%	142 14%
CTI		3	1%	73 7%
Detour		0	0%	4 0%
Total		395	100%	988 100%
Train-Miles		Host Railroad CP		All Host Railroads
Train-Miles		144,670		8,408,284
% of Total Train-Miles		2%		100%

Customer On-Time Performance FY2022-4Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
Ethan Allen Express	290	88	24%	64.8%
Ethan Allen Express	291	90	24%	68.6%
Empire Builder	7	88	18%	64.1%
Empire Builder	8	88	18%	45.2%
Hiawatha	329	64	62%	95.7%
Hiawatha	330	76	62%	100.0%
Hiawatha	331	92	62%	99.4%
Hiawatha	332	92	62%	97.5%
Hiawatha	333	91	62%	89.0%
Hiawatha	334	92	62%	92.3%
Hiawatha	335	91	62%	93.8%
Hiawatha	336	91	62%	86.4%
Hiawatha	337	92	62%	90.5%
Hiawatha	338	91	62%	88.3%
Hiawatha	339	92	62%	96.7%
Hiawatha	340	91	62%	88.8%
Hiawatha	341	91	62%	92.0%
Hiawatha	342	92	62%	96.7%
Hiawatha	343	14	62%	89.2%

Trains Meeting Minimum Standard	15
Trains Below Minimum Standard	4
Total	19



September 8, 2022

Mark Redd
Executive Vice-President Operations
Canadian Pacific Railway
7550 Ogden Dale Road S.E.
Calgary, Alberta T2C 4X9
Canada

Re: Quarterly Report - Amtrak performance over CP for FY 3Qtr2022

Dear Mark:

As you are likely aware, I have assumed Scot Naparstek's previous responsibilities following his recent retirement from Amtrak. Picking up where he left off, I wanted to raise to your attention, the current level of performance of Amtrak trains over your rail lines and continue to send you this quarterly performance snapshot, as Scot previously did.

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2022. The report details Amtrak's train operation performance on CP's lines as compared to all host railroads as well the performance for each train which travels over CP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Will Wangerin
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2022 to June 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-3Qtr					
Customer On-Time Performance		Host Railroad CP		All Host Railroads	
Total Routes Trains Meeting Minimum Standard (≥ 80%) Trains Below Minimum Standard (< 80%) Total	# Routes	%	# Routes	%	
	19		830		
	15	79%	432	52%	
	4	21%	398	48%	
	19	100%	830	100%	
Delay Responsibility		Host Railroad CP		All Host Railroads	
Host Amtrak 3rd Party Total	Mins Delay	%	Mins Delay	%	
	5.324	47%	789.722	66%	
	5.365	47%	285.756	24%	
	627	6%	120.183	10%	
	11.316	100%	1.195.661	100%	
Host Delay Cause		Host Railroad CP		All Host Railroads	
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%	
	175	45%	377	38%	
	71	18%	196	20%	
	70	18%	107	11%	
	26	7%	67	7%	
	33	8%	52	5%	
	17	4%	139	14%	
	1	0%	63	6%	
	0	0%	3	0%	
	393	100%	1.003	100%	
Train-Miles		Host Railroad CP		All Host Railroads	
Train-Miles		135.320		7.870.166	
% of Total Train-Miles		2%		100%	

Customer On-Time Performance FY2022-3Qtr					Min Std
FRA Metrics & Minimum Standards					80%
Service	Train	# Trips	% Host Route Miles	COTP %	±
Ethan Allen Express	290	91	24%	89.4%	
Ethan Allen Express	291	91	24%	80.0%	
Empire Builder	7	76	18%	61.7%	
Empire Builder	8	76	18%	28.9%	
Hiawatha	329	64	62%	93.0%	
Hiawatha	330	77	62%	100.0%	
Hiawatha	331	91	62%	100.0%	
Hiawatha	332	91	62%	95.6%	
Hiawatha	333	90	62%	90.1%	
Hiawatha	334	91	62%	94.3%	
Hiawatha	335	91	62%	89.2%	
Hiawatha	336	90	62%	93.3%	
Hiawatha	337	91	62%	93.0%	
Hiawatha	338	91	62%	92.3%	
Hiawatha	339	91	62%	92.8%	
Hiawatha	340	91	62%	96.6%	
Hiawatha	341	91	62%	93.5%	
Hiawatha	342	91	62%	95.7%	
Hiawatha	343	13	62%	65.4%	

Trains Meeting Minimum Standard	15
Trains Below Minimum Standard	4
Total	19



January 17, 2023

Mark Redd
Executive Vice-President Operations
Canadian Pacific Railway
7550 Ogden Dale Road S.E.
Calgary, Alberta T2C 4X9
Canada

Re: Quarterly Report - Amtrak performance over CP for FY 1Qtr2023

Dear Mark:

Please find attached the Quarterly Report for the 1st quarter of fiscal year 2023. The report details Amtrak's train operation performance on CP's lines as compared to all host railroads as well the performance for each train which travels over CP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Will Wangerin
Tracy Miller
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2022 to December 31, 2022

Metrics & Minimum Standards Quarterly Update				
FY2023-1Qtr				
Customer On-Time Performance		Host Railroad CP		All Host Railroads
Total Routes Trains Meeting Minimum Standard (≥ 80%) Trains Below Minimum Standard (< 80%) Total	# Routes	%	# Routes	%
	19		899	
	15	79%	425	47%
	4	21%	474	53%
	19	100%	899	100%
Delay Responsibility		Host Railroad CP		All Host Railroads
Host Amtrak 3rd Party Total	Mins Delay	%	Mins Delay	%
	6,898	49%	768,961	63%
	6,131	43%	336,212	27%
	1,085	8%	122,543	10%
	14,114	100%	1,227,716	100%
Host Delay Cause		Host Railroad CP		All Host Railroads
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
	233	47%	291	33%
	68	14%	171	19%
	56	11%	119	13%
	36	7%	59	7%
	49	10%	42	5%
	47	10%	137	16%
	5	1%	63	7%
	0	0%	2	0%
	495	100%	885	100%
Train-Miles		Host Railroad CP		All Host Railroads
Train-Miles		139,308		8,690,949
% of Total Train-Miles		2%		100%

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
Ethan Allen Express	290	90	24%	76.6%
Ethan Allen Express	291	91	24%	77.5%
Empire Builder	7	82	18%	51.1%
Empire Builder	8	82	18%	33.3%
Hiawatha	329	62	62%	95.4%
Hiawatha	330	78	62%	98.1%
Hiawatha	331	91	62%	92.4%
Hiawatha	332	88	62%	83.6%
Hiawatha	333	88	62%	91.5%
Hiawatha	334	91	62%	89.5%
Hiawatha	335	92	62%	86.0%
Hiawatha	336	88	62%	82.5%
Hiawatha	337	88	62%	83.6%
Hiawatha	338	92	62%	87.2%
Hiawatha	339	92	62%	87.1%
Hiawatha	340	88	62%	91.1%
Hiawatha	341	91	62%	92.8%
Hiawatha	342	92	62%	91.3%
Hiawatha	343	13	62%	81.0%

Trains Meeting Minimum Standard	15
Trains Below Minimum Standard	4
Total	19



March 4, 2022

Mr. Eric Gehringer
Executive Vice President - Operations
Union Pacific Railroad Company
1400 Douglas Street, 19th Floor
Omaha, NE 68197

Re: Quarterly Report - Amtrak performance over Union Pacific for FY 1Qtr2022

Dear Eric:

I wanted to ensure that you are aware of Amtrak's performance over Union Pacific for the most recent quarter. Please find attached the Quarterly Report for the 1st quarter of fiscal year 2022. The report details Amtrak's train operation performance on Union Pacific's lines as compared to all host railroads as well the performance for each train which travels over Union Pacific tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot Naparstek", written over a light blue horizontal line.

Scot Naparstek
EVP, Service Delivery & Operations

CC: Katie Novak
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2021 to December 31, 2021

Metrics & Minimum Standards Quarterly Update FY2022-1Qtr				
Customer On-Time Performance		Host Railroad UP		All Host Railroads
		# Routes	%	# Routes %
Total Routes		89		868
Trains Meeting Minimum Standard ($\geq 80\%$)		40	45%	465 54%
Trains Below Minimum Standard ($< 80\%$)		49	55%	403 46%
Total		89	100%	868 100%
Delay Responsibility		Host Railroad UP		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		184,418	69%	787,297 66%
Amtrak		51,447	19%	293,028 25%
3rd Party		30,912	12%	113,883 10%
Total		266,777	100%	1,194,208 100%
Host Delay Cause		Host Railroad UP		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		567	46%	344 38%
Slow Orders		161	13%	155 17%
Signals		160	13%	90 10%
Route		83	7%	62 7%
MOW		32	3%	43 5%
PTI		225	18%	147 16%
CTI		11	1%	63 7%
Detour		5	0%	2 0%
Total		1,244	100%	905 100%
Train-Miles		Host Railroad UP		All Host Railroads
Train-Miles		1,482,478		8,697,153
% of Total Train-Miles		17%		100%

Customer On-Time Performance FY2022-1Qtr FRA Metrics & Minimum Standards			Min Std 80%
Service	Train	# Trips	COTP %
California Zephyr	5	91	48%
California Zephyr	6	91	47%
Capitol Corridor	520	62	93%
Capitol Corridor	521	61	92%
Capitol Corridor	522	62	88%
Capitol Corridor	523	62	89%
Capitol Corridor	524	62	85%
Capitol Corridor	525	62	88%
Capitol Corridor	526	62	87%
Capitol Corridor	527	62	82%
Capitol Corridor	528	62	74%
Capitol Corridor	531	62	87%
Capitol Corridor	532	62	80%
Capitol Corridor	535	62	88%
Capitol Corridor	536	62	91%
Capitol Corridor	537	62	79%
Capitol Corridor	538	62	80%
Capitol Corridor	541	62	79%
Capitol Corridor	542	62	86%
Capitol Corridor	544	62	87%
Capitol Corridor	545	62	89%
Capitol Corridor	546	62	94%
Capitol Corridor	547	62	77%
Capitol Corridor	551	62	84%
Capitol Corridor	720	30	87%
Capitol Corridor	723	30	79%
Capitol Corridor	724	30	91%
Capitol Corridor	727	30	87%
Capitol Corridor	728	30	83%
Capitol Corridor	729	30	74%
Capitol Corridor	732	30	84%
Capitol Corridor	736	30	67%
Capitol Corridor	737	30	91%
Capitol Corridor	741	30	82%
Capitol Corridor	742	30	52%
Capitol Corridor	743	30	82%
Capitol Corridor	744	30	72%
Capitol Corridor	745	30	87%
Capitol Corridor	746	30	79%
Capitol Corridor	747	30	84%
Capitol Corridor	748	30	74%
Capitol Corridor	751	30	86%
Cardinal	50	39	54%
Cardinal	51	40	62%
Cascades	500	92	47%
Cascades	503	92	55%
Cascades	505	92	59%
Cascades	508	92	50%
Coast Starlight	11	92	65%
Coast Starlight	14	92	44%
Lincoln Service	300	92	79%
Lincoln Service	301	91	86%

Customer On-Time Performance FY2022-1Qtr FRA Metrics & Minimum Standards			Min Std 80%
Service	Train	# Trips	COTP %
Lincoln Service	302	92	76%
Lincoln Service	303	92	70%
Lincoln Service	304	90	91%
Lincoln Service	305	92	80%
Lincoln Service	306	92	82%
Lincoln Service	307	92	76%
Missouri	311	91	69%
Missouri	313	90	57%
Missouri	314	91	60%
Missouri	316	89	53%
Pacific Surfliner	761	67	93%
Pacific Surfliner	763	22	65%
Pacific Surfliner	765	67	85%
Pacific Surfliner	768	22	84%
Pacific Surfliner	774	89	78%
Pacific Surfliner	777	89	83%
Pacific Surfliner	784	66	83%
Pacific Surfliner	785	89	72%
Pacific Surfliner	794	68	75%
Pacific Surfliner	796	22	90%
Pacific Surfliner	1761	1	45%
San Joaquins	702	76	82%
San Joaquins	703	76	79%
San Joaquins	710	91	71%
San Joaquins	711	91	77%
San Joaquins	712	91	80%
San Joaquins	713	91	72%
San Joaquins	714	91	76%
San Joaquins	715	91	69%
San Joaquins	716	91	75%
San Joaquins	717	91	81%
San Joaquins	718	91	69%
San Joaquins	719	91	81%
Sunset Ltd	1	40	40%
Sunset Ltd	2	40	40%
Texas Eagle	21	92	64%
Texas Eagle	22	92	68%

Trains Meeting Minimum Standard	40
Trains Below Minimum Standard	49
Total	89



March 8, 2022

Cynthia M. Sanborn
Executive Vice President and Chief Operating Officer
Norfolk Southern Corporation
650 W. Peachtree Street NW
Atlanta, Georgia 30308

Re: Quarterly Report - Amtrak performance over NS for FY 1Qtr2022

Dear Cindy:

I wanted to ensure that you are aware of Amtrak's performance over NS for the most recent quarter. Please find attached the Quarterly Report for the 1st quarter of fiscal year 2022. The report details Amtrak's train operation performance on NS' lines as compared to all host railroads as well as the performance for each train which travels over NS tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot Naparstek".

Scot Naparstek
EVP, Service Delivery & Operations

CC: Randy Hunt
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2021 to December 31, 2021

Metrics & Minimum Standards Quarterly Update FY2022-1Qtr				
Customer On-Time Performance		Host Railroad NS		All Host Railroads
		# Routes	%	# Routes %
Total Routes		43		868
Trains Meeting Minimum Standard ($\geq 80\%$)		6	14%	465 54%
Trains Below Minimum Standard ($< 80\%$)		37	86%	403 46%
Total		43	100%	868 100%
Delay Responsibility		Host Railroad NS		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		104,398	77%	787,297 66%
Amtrak		24,427	18%	293,028 25%
3rd Party		6,888	5%	113,883 10%
Total		135,713	100%	1,194,208 100%
Host Delay Cause		Host Railroad NS		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		1,064	66%	344 38%
Slow Orders		91	6%	155 17%
Signals		127	8%	90 10%
Route		112	7%	62 7%
MOW		22	1%	43 5%
PTI		185	12%	147 16%
CTI		5	0%	63 7%
Detour		0	0%	2 0%
Total		1,607	100%	905 100%
Train-Miles		Host Railroad NS		All Host Railroads
Train-Miles		649,699		8,697,153
% of Total Train-Miles		7%		100%

Customer On-Time Performance FY2022-1Qtr FRA Metrics & Minimum Standards			Min Std 80%
Service	Train	# Trips	COTP %
Capitol Ltd	29	92	38%
Capitol Ltd	30	92	32%
Cardinal	50	39	54%
Cardinal	51	40	62%
Carolinian	79	92	73%
Carolinian	80	92	68%
Crescent	19	91	60%
Crescent	20	91	53%
Lake Shore Ltd	48	92	62%
Lake Shore Ltd	49	92	62%
Blue Water	364	92	77%
Blue Water	365	92	57%
Pere Marquette	370	92	72%
Pere Marquette	371	92	74%
Wolverine	350	92	42%
Wolverine	351	92	56%
Wolverine	352	92	64%
Wolverine	353	92	79%
Wolverine	354	92	48%
Wolverine	355	92	52%
Richmond / Newport News / Norfolk	82	13	65%
Richmond / Newport News / Norfolk	84	65	78%
Richmond / Newport News / Norfolk	87	26	72%
Richmond / Newport News / Norfolk	88	26	67%
Richmond / Newport News / Norfolk	93	65	64%
Richmond / Newport News / Norfolk	94	66	72%
Richmond / Newport News / Norfolk	95	66	80%
Richmond / Newport News / Norfolk	157	13	82%
Roanoke	145	13	89%
Roanoke	147	13	75%
Roanoke	156	26	75%
Roanoke	171	65	82%
Roanoke	176	65	82%
Pennsylvanian	42	92	61%
Pennsylvanian	43	92	67%
Piedmont	73	92	70%
Piedmont	74	88	75%
Piedmont	75	88	72%
Piedmont	76	92	72%
Piedmont	77	92	70%
Piedmont	78	92	86%
Silver Star	91	92	40%
Silver Star	92	92	44%

Trains Meeting Minimum Standard	6
Trains Below Minimum Standard	37
Total	43



March 8, 2022

Jamie Boychuk
Executive Vice President of Operations
CSX Transportation, Inc.
500 Water Street, 15th Floor
Jacksonville, FL 32202

Re: Quarterly Report - Amtrak performance over CSX for FY 1Qtr2022

Dear Jamie:

I wanted to ensure that you are aware of Amtrak's performance over CSX for the most recent quarter. Please find attached the Quarterly Report for the 1st quarter of fiscal year 2022. The report details Amtrak's train operation performance on CSX's lines as compared to all host railroads as well the performance for each train which travels over CSX tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot Naparstek".

Scot Naparstek
EVP, Service Delivery & Operations

CC: Andy Daly
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2021 to December 31, 2021

Metrics & Minimum Standards Quarterly Update FY2022-1Qtr				
Customer On-Time Performance		Host Railroad CSX		All Host Railroads
		# Routes	%	# Routes %
Total Routes		53		868
Trains Meeting Minimum Standard ($\geq 80\%$)		13	25%	465 54%
Trains Below Minimum Standard ($< 80\%$)		40	75%	403 46%
Total		53	100%	868 100%
Delay Responsibility		Host Railroad CSX		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		131,011	70%	787,297 66%
Amtrak		43,956	24%	293,028 25%
3rd Party		11,029	6%	113,883 10%
Total		185,996	100%	1,194,208 100%
Host Delay Cause		Host Railroad CSX		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		437	42%	344 38%
Slow Orders		142	14%	155 17%
Signals		83	8%	90 10%
Route		124	12%	62 7%
MOW		29	3%	43 5%
PTI		201	19%	147 16%
CTI		30	3%	63 7%
Detour		0	0%	2 0%
Total		1,045	100%	905 100%
Train-Miles		Host Railroad CSX		All Host Railroads
Train-Miles		1,253,120		8,697,153
% of Total Train-Miles		14%		100%

Customer On-Time Performance FY2022-1Qtr FRA Metrics & Minimum Standards			Min Std 80%
Service	Train	# Trips	COTP %
Auto Train	52	89	29%
Auto Train	53	89	21%
Capitol Ltd	29	92	38%
Capitol Ltd	30	92	32%
Cardinal	50	39	54%
Cardinal	51	40	62%
Carolinian	79	92	73%
Carolinian	80	92	68%
Crescent	19	91	60%
Crescent	20	91	53%
Maple Leaf	63	92	74%
Maple Leaf	64	92	91%
New York - Niagara Falls	280	92	90%
New York - Niagara Falls	281	92	64%
New York - Niagara Falls	283	92	72%
New York - Niagara Falls	284	92	91%
Lake Shore Ltd	48	92	62%
Lake Shore Ltd	49	92	62%
Lake Shore Ltd	448	84	39%
Lake Shore Ltd	449	84	87%
Pere Marquette	370	92	72%
Pere Marquette	371	92	74%
Richmond / Newport News / Norfolk	65	26	55%
Richmond / Newport News / Norfolk	66	91	82%
Richmond / Newport News / Norfolk	67	65	80%
Richmond / Newport News / Norfolk	82	13	65%
Richmond / Newport News / Norfolk	84	65	78%
Richmond / Newport News / Norfolk	85	65	84%
Richmond / Newport News / Norfolk	86	65	69%
Richmond / Newport News / Norfolk	87	26	72%
Richmond / Newport News / Norfolk	88	26	67%
Richmond / Newport News / Norfolk	93	65	64%
Richmond / Newport News / Norfolk	94	66	72%
Richmond / Newport News / Norfolk	95	66	80%
Richmond / Newport News / Norfolk	96	13	72%
Richmond / Newport News / Norfolk	99	26	51%
Richmond / Newport News / Norfolk	125	66	93%
Richmond / Newport News / Norfolk	157	13	82%
Richmond / Newport News / Norfolk	164	26	72%
Richmond / Newport News / Norfolk	174	66	80%
Richmond / Newport News / Norfolk	194	13	91%
Richmond / Newport News / Norfolk	195	26	63%
Roanoke	145	13	89%
Roanoke	147	13	75%
Roanoke	156	26	75%
Roanoke	171	65	82%
Roanoke	176	65	82%

Customer On-Time Performance FY2022-1Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips		COTP %
Palmetto		89	92	69%
Palmetto		90	92	75%
Silver Meteor		97	91	48%
Silver Meteor		98	91	36%
Silver Star		91	92	40%
Silver Star		92	92	44%

Trains Meeting Minimum Standard	13
Trains Below Minimum Standard	40
Total	53



March 8, 2022

Mark Redd
Executive Vice-President Operations
Canadian Pacific Railway
7550 Ogden Dale Road S.E.
Calgary, Alberta T2C 4X9
Canada

Re: Quarterly Report - Amtrak performance over CP for FY 1Qtr2022

Dear Mark:

I wanted to ensure that you are aware of Amtrak's performance over CP for the most recent quarter. Please find attached the Quarterly Report for the 1st quarter of fiscal year 2022. The report details Amtrak's train operation performance on CP's lines as compared to all host railroads as well the performance for each train which travels over CP tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot L. Naparstek".

Scot L. Naparstek
EVP Service Delivery & Operations

CC: Will Wangerin
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2021 to December 31, 2021

Metrics & Minimum Standards Quarterly Update FY2022-1Qtr				
Customer On-Time Performance		Host Railroad CP		All Host Railroads
Total Routes Trains Meeting Minimum Standard ($\geq 80\%$) Trains Below Minimum Standard ($< 80\%$) Total	# Routes	%	# Routes	%
	23		868	
	21	91%	465	54%
	2	9%	403	46%
	23	100%	868	100%
Delay Responsibility		Host Railroad CP		All Host Railroads
Host Amtrak 3rd Party Total	Mins Delay	%	Mins Delay	%
	3,961	42%	787,297	66%
	4,157	44%	293,028	25%
	1,285	14%	113,883	10%
	9,403	100%	1,194,208	100%
Host Delay Cause		Host Railroad CP		All Host Railroads
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
	83	31%	344	38%
	65	24%	155	17%
	55	21%	90	10%
	14	5%	62	7%
	20	7%	43	5%
	25	9%	147	16%
	6	2%	63	7%
	0	0%	2	0%
	268	100%	905	100%
Train-Miles		Host Railroad CP		All Host Railroads
Train-Miles		147,837	8,697,153	
% of Total Train-Miles		2%	100%	

Customer On-Time Performance FY2022-1Qtr FRA Metrics & Minimum Standards			Min Std 80%
Service	Train	# Trips	COTP %
Ethan Allen Express	290	71	97%
Ethan Allen Express	291	61	89%
Ethan Allen Express	292	10	100%
Ethan Allen Express	293	10	91%
Ethan Allen Express	295	20	92%
Ethan Allen Express	296	10	91%
Empire Builder	7	91	64%
Empire Builder	8	91	30%
Hiawatha	329	66	97%
Hiawatha	330	79	98%
Hiawatha	331	92	95%
Hiawatha	332	92	98%
Hiawatha	333	92	89%
Hiawatha	334	92	94%
Hiawatha	335	92	91%
Hiawatha	336	92	95%
Hiawatha	337	92	95%
Hiawatha	338	92	93%
Hiawatha	339	92	99%
Hiawatha	340	92	97%
Hiawatha	341	92	95%
Hiawatha	342	92	98%
Hiawatha	343	14	100%

Trains Meeting Minimum Standard	21
Trains Below Minimum Standard	2
Total	23



March 8, 2022

Rob Reilly
Executive Vice-President and Chief Operating Officer
Canadian National Railway
935 de La Gauchetière Street West
Montreal, Quebec, Canada H3B 2M9

Re: Quarterly Report - Amtrak performance over CN for FY 1Qtr2022

Dear Rob:

I wanted to ensure that you are aware of Amtrak's performance over CN for the most recent quarter. Please find attached the Quarterly Report for the 1st quarter of fiscal year 2022. The report details Amtrak's train operation performance on CN's lines as compared to all host railroads as well the performance for each train which travels over CN tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot Naparstek".

Scot Naparstek
EVP, Service Delivery & Operations

CC: Scott Kuxmann
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2021 to December 31, 2021

Metrics & Minimum Standards Quarterly Update FY2022-1Qtr				
Customer On-Time Performance		Host Railroad CN-IC		All Host Railroads
		# Routes	%	# Routes %
Total Routes		26		868
Trains Meeting Minimum Standard ($\geq 80\%$)		5	19%	465 54%
Trains Below Minimum Standard ($< 80\%$)		21	81%	403 46%
Total		26	100%	868 100%
Delay Responsibility		Host Railroad CN-IC		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		30,944	59%	787,297 66%
Amtrak		15,559	30%	293,028 25%
3rd Party		5,528	11%	113,883 10%
Total		52,031	100%	1,194,208 100%
Host Delay Cause		Host Railroad CN-IC		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		390	45%	344 38%
Slow Orders		159	18%	155 17%
Signals		71	8%	90 10%
Route		66	8%	62 7%
MOW		30	3%	43 5%
PTI		146	17%	147 16%
CTI		8	1%	63 7%
Detour		0	0%	2 0%
Total		869	100%	905 100%
Train-Miles		Host Railroad CN-IC		All Host Railroads
Train-Miles		355,924		8,697,153
% of Total Train-Miles		4%		100%

Customer On-Time Performance FY2022-1Qtr FRA Metrics & Minimum Standards			Min Std 80%
Service	Train	# Trips	COTP %
City Of New Orleans	58	91	78%
City Of New Orleans	59	91	82%
Illini / Saluki	390	92	78%
Illini / Saluki	391	92	36%
Illini / Saluki	392	92	65%
Illini / Saluki	393	92	55%
Lincoln Service	300	92	79%
Lincoln Service	301	91	86%
Lincoln Service	302	92	76%
Lincoln Service	303	92	70%
Lincoln Service	304	90	91%
Lincoln Service	305	92	80%
Lincoln Service	306	92	82%
Lincoln Service	307	92	76%
Blue Water	364	92	77%
Blue Water	365	92	57%
Wolverine	350	92	42%
Wolverine	351	92	56%
Wolverine	352	92	64%
Wolverine	353	92	79%
Wolverine	354	92	48%
Wolverine	355	92	52%
Sunset Ltd	1	39	40%
Sunset Ltd	2	39	40%
Texas Eagle	21	92	64%
Texas Eagle	22	92	68%

Trains Meeting Minimum Standard	5
Trains Below Minimum Standard	21
Total	26



March 8, 2022

Matt Igoe
Executive Vice President & Chief Operating Officer
BNSF Railway
2650 Lou Menk Drive
Fort Worth, TX 76131

Re: Quarterly Report - Amtrak performance over BNSF for FY 1Qtr2022

Dear Matt:

I wanted to ensure that you are aware of Amtrak's performance over BNSF for the most recent quarter. Please find attached the Quarterly Report for the 1st quarter of fiscal year 2022. The report details Amtrak's train operation performance on BNSF's lines as compared to all host railroads as well the performance for each train which travels over BNSF tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot Naparstek".

Scot Naparstek
EVP Service Delivery & Operations

CC: Tamara Noel
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2021 to December 31, 2021

Metrics & Minimum Standards Quarterly Update FY2022-1Qtr				
Customer On-Time Performance		Host Railroad BNSF		All Host Railroads
Total Routes Trains Meeting Minimum Standard ($\geq 80\%$) Trains Below Minimum Standard ($< 80\%$) Total	# Routes	%	# Routes	%
	68		868	
	30	44%	465	54%
	38	56%	403	46%
	68	100%	868	100%
Delay Responsibility		Host Railroad BNSF		All Host Railroads
Host Amtrak 3rd Party Total	Mins Delay	%	Mins Delay	%
	153,364	69%	787,297	66%
	50,679	23%	293,028	25%
	17,728	8%	113,883	10%
	221,771	100%	1,194,208	100%
Host Delay Cause		Host Railroad BNSF		All Host Railroads
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%
	429	45%	344	38%
	185	19%	155	17%
	94	10%	90	10%
	45	5%	62	7%
	32	3%	43	5%
	148	16%	147	16%
	20	2%	63	7%
	0	0%	2	0%
	953	100%	905	100%
Train-Miles		Host Railroad BNSF		All Host Railroads
Train-Miles		1,609,035	8,697,153	
% of Total Train-Miles		19%	100%	

Customer On-Time Performance FY2022-1Qtr FRA Metrics & Minimum Standards			Min Std 80%
Service	Train	# Trips	COTP %
California Zephyr	5	91	48%
California Zephyr	6	91	47%
Cascades	500	92	47%
Cascades	503	92	55%
Cascades	504	91	60%
Cascades	505	92	59%
Cascades	507	92	55%
Cascades	508	92	50%
Coast Starlight	11	92	65%
Coast Starlight	14	92	44%
Empire Builder	7	91	64%
Empire Builder	8	91	30%
Empire Builder	27	91	40%
Empire Builder	28	91	42%
Heartland Flyer	821	91	81%
Heartland Flyer	822	92	80%
Carl Sandburg / Illinois Zephyr	380	92	97%
Carl Sandburg / Illinois Zephyr	381	91	90%
Carl Sandburg / Illinois Zephyr	382	91	85%
Carl Sandburg / Illinois Zephyr	383	92	84%
Pacific Surfliner	562	89	95%
Pacific Surfliner	564	84	84%
Pacific Surfliner	567	83	86%
Pacific Surfliner	569	19	76%
Pacific Surfliner	572	79	88%
Pacific Surfliner	573	65	88%
Pacific Surfliner	579	24	74%
Pacific Surfliner	580	91	86%
Pacific Surfliner	581	68	83%
Pacific Surfliner	583	83	87%
Pacific Surfliner	584	16	89%
Pacific Surfliner	586	67	83%
Pacific Surfliner	588	67	77%
Pacific Surfliner	590	24	95%
Pacific Surfliner	591	67	65%
Pacific Surfliner	593	24	82%
Pacific Surfliner	594	68	68%
Pacific Surfliner	595	88	86%
Pacific Surfliner	761	68	93%
Pacific Surfliner	763	24	65%
Pacific Surfliner	765	67	85%
Pacific Surfliner	768	24	84%
Pacific Surfliner	774	92	78%
Pacific Surfliner	777	92	83%
Pacific Surfliner	785	92	72%
Pacific Surfliner	796	18	90%
Pacific Surfliner	1564	8	100%
Pacific Surfliner	1572	4	90%
Pacific Surfliner	1584	7	98%
Pacific Surfliner	1761		45%

Customer On-Time Performance FY2022-1Qtr FRA Metrics & Minimum Standards			Min Std 80%
Service	Train	# Trips	COTP %
San Joaquins	702	76	82%
San Joaquins	703	76	79%
San Joaquins	710	91	71%
San Joaquins	711	92	77%
San Joaquins	712	92	80%
San Joaquins	713	92	72%
San Joaquins	714	92	76%
San Joaquins	715	92	69%
San Joaquins	716	92	75%
San Joaquins	717	92	81%
San Joaquins	718	92	69%
San Joaquins	719	92	81%
Southwest Chief	3	92	45%
Southwest Chief	4	92	44%
Sunset Ltd	1	39	40%
Sunset Ltd	2	39	40%
Texas Eagle	21	92	64%
Texas Eagle	22	92	68%

Trains Meeting Minimum Standard	30
Trains Below Minimum Standard	38
Total	68



April 20, 2023

Ed Harris
Executive Vice-President and Chief Operating Officer
Canadian National Railway
935 de La Gauchetière Street West
Montreal, Quebec, Canada H3B 2M9

Re: Quarterly Report - Amtrak performance over CN for FY 2Qtr2023

Dear Ed:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2023. The report details Amtrak's train operation performance on CN's lines as compared to all host railroads as well the performance for each train which travels over CN tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G. M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Scott Kuxmann
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2023 to March 31, 2023

Metrics & Minimum Standards Quarterly Update						
FY2023-2Qtr						
Customer On-Time Performance			Host Railroad CN-IC		All Host Railroads	
Total Routes Trains Meeting Minimum Standard (≥ 80%) Trains Below Minimum Standard (< 80%) Total	# Routes	%	# Routes	%		
	26		909			
	4	15%	550	61%		
	22	85%	359	39%		
	26	100%	909	100%		
Delay Responsibility			Host Railroad CN-IC		All Host Railroads	
Host Amtrak 3rd Party Total	Mins Delay	%	Mins Delay	%		
	32,205	63%	745,605	64%		
	13,750	27%	300,177	26%		
	5,069	10%	110,737	10%		
	51,024	100%	1,156,519	100%		
Host Delay Cause			Host Railroad CN-IC		All Host Railroads	
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%		
	435	46%	272	31%		
	192	20%	181	21%		
	63	7%	113	13%		
	79	8%	60	7%		
	30	3%	35	4%		
	138	15%	137	16%		
	5	1%	63	7%		
	0	0%	3	0%		
	942	100%	865	100%		
Train-Miles			Host Railroad CN-IC		All Host Railroads	
Train-Miles			341,736		8,617,651	
% of Total Train-Miles			4%		100%	

Customer On-Time Performance FY2023-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
City Of New Orleans	58	89	99%	75.5%
City Of New Orleans	59	88	99%	69.3%
Illini / Saluki	390	85	100%	80.7%
Illini / Saluki	391	87	100%	65.4%
Illini / Saluki	392	87	100%	72.6%
Illini / Saluki	393	88	100%	72.8%
Lincoln Service	300	88	14%	73.8%
Lincoln Service	301	87	14%	72.8%
Lincoln Service	302	87	14%	89.1%
Lincoln Service	305	88	14%	63.3%
Lincoln Service	306	87	14%	78.9%
Lincoln Service	307	87	14%	63.5%
Lincoln / Missouri	318	88	6%	60.0%
Lincoln / Missouri	319	88	6%	55.2%
Blue Water	364	87	44%	75.9%
Blue Water	365	86	44%	73.6%
Wolverine	350	82	11%	75.8%
Wolverine	351	87	11%	82.6%
Wolverine	352	87	11%	73.9%
Wolverine	353	87	11%	84.0%
Wolverine	354	86	11%	64.8%
Wolverine	355	81	11%	77.7%
Sunset Ltd	1	37	0%	45.5%
Sunset Ltd	2	38	0%	38.4%
Texas Eagle	21	88	3%	68.0%
Texas Eagle	22	88	3%	59.1%

Trains Meeting Minimum Standard	4
Trains Below Minimum Standard	22
Total	26



October 27, 2022

Rob Reilly
Executive Vice-President and Chief Operating Officer
Canadian National Railway
935 de La Gauchetière Street West
Montreal, Quebec, Canada H3B 2M9

Re: Quarterly Report - Amtrak performance over CN for FY 4Qtr2022

Dear Rob:

Please find attached the Quarterly Report for the 4th quarter of fiscal year 2022. The report details Amtrak's train operation performance on CN's lines as compared to all host railroads as well the performance for each train which travels over CN tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Scott Kuxmann
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period July 1, 2022 to September 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-4Qtr				
Customer On-Time Performance		Host Railroad CN-IC		All Host Railroads
		# Routes	%	# Routes %
		24		843
		1	4%	347 41%
		23	96%	496 59%
		24	100%	843 100%
Total Routes				
Trains Meeting Minimum Standard ($\geq 80\%$)				
Trains Below Minimum Standard ($< 80\%$)				
Total				
Delay Responsibility		Host Railroad CN-IC		All Host Railroads
		Mins Delay	%	Mins Delay %
		28,730	61%	830,330 63%
		14,669	31%	343,057 26%
		3,690	8%	140,810 11%
		47,089	100%	1,314,197 100%
Host				
Amtrak				
3rd Party				
Total				
Host Delay Cause		Host Railroad CN-IC		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
		489	42%	325 33%
		328	28%	210 21%
		135	12%	123 12%
		76	7%	63 6%
FTI				
Slow Orders				
Signals				
Route				
MOW				
PTI				
CTI				
Detour				
Total				
Train-Miles		Host Railroad CN-IC		All Host Railroads
Train-Miles		246,644		8,408,284
% of Total Train-Miles		3%		100%

Customer On-Time Performance FY2022-4Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
City Of New Orleans	58	61	99%	50.3%
City Of New Orleans	59	52	99%	49.3%
Illini / Saluki	390	91	100%	70.0%
Illini / Saluki	393	91	100%	52.4%
Lincoln Service	300	66	14%	68.2%
Lincoln Service	301	92	14%	64.2%
Lincoln Service	302	92	14%	78.8%
Lincoln Service	305	65	14%	50.2%
Lincoln Service	306	91	14%	74.4%
Lincoln Service	307	92	14%	51.1%
Lincoln / Missouri	318	90	6%	27.2%
Lincoln / Missouri	319	91	6%	37.3%
Blue Water	364	91	44%	58.7%
Blue Water	365	92	44%	84.9%
Wolverine	350	58	11%	51.7%
Wolverine	351	91	11%	68.8%
Wolverine	352	90	11%	55.0%
Wolverine	353	90	11%	74.5%
Wolverine	354	91	11%	64.4%
Wolverine	355	59	11%	59.7%
Sunset Ltd	1	37	0%	10.8%
Sunset Ltd	2	36	0%	6.7%
Texas Eagle	21	90	3%	34.4%
Texas Eagle	22	90	3%	29.5%

Trains Meeting Minimum Standard	1
Trains Below Minimum Standard	23
Total	24



July 28, 2023

Ed Harris
Executive Vice-President and Chief Operating Officer
Canadian National Railway
935 de La Gauchetière Street West
Montreal, Quebec, Canada H3B 2M9

Re: Quarterly Report - Amtrak performance over CN for FY 3Qtr2023

Dear Ed:

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2023. The report details Amtrak's train operation performance on CN's lines as compared to all host railroads as well the performance for each train which travels over CN tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Scott Kuxmann
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Standards Quarterly Update FY2023-3Qtr					
Customer On-Time Performance		Host Railroad CN		All Host Railroads	
		# Routes	%	# Routes	%
Total Routes		28		945	
Trains Meeting Minimum Standard ($\geq 80\%$)		8	29%	453	48%
Trains Below Minimum Standard ($< 80\%$)		20	71%	492	52%
Total		28	100%	945	100%
Delay Responsibility		Host Railroad CN-IC		All Host Railroads	
		Mins Delay	%	Mins Delay	%
Host		34,940	65%	839,574	65%
Amtrak		14,098	26%	308,475	24%
3rd Party		5,060	9%	138,296	11%
Total		54,098	100%	1,286,345	100%
Host Delay Cause		Host Railroad CN-IC		All Host Railroads	
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
FTI		359	36%	262	29%
Slow Orders		330	33%	218	24%
Signals		81	8%	107	12%
Route		67	7%	61	7%
MOW		34	3%	44	5%
PTI		122	12%	148	16%
CTI		2	0%	69	8%
Detour		0	0%	4	0%
Total		995	100%	913	100%
Train-Miles		Host Railroad CN-IC		All Host Railroads	
Train-Miles		351,300		9,191,358	
% of Total Train-Miles		4%		100%	

Note: Route metrics include the Adirondack service; however, delay metrics do not as the CN portion of the Adirondack runs almost entirely in Canada.

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
City Of New Orleans	58	91	99%	78.9%
City Of New Orleans	59	91	99%	79.9%
Adirondack	68	80	13%	59.1%
Adirondack	69	81	13%	71.9%
Illini / Saluki	390	88	100%	74.2%
Illini / Saluki	391	89	100%	77.2%
Illini / Saluki	392	89	100%	59.7%
Illini / Saluki	393	89	100%	82.7%
Lincoln Service	300	90	14%	81.2%
Lincoln Service	301	90	14%	83.4%
Lincoln Service	302	91	14%	87.2%
Lincoln Service	305	90	14%	83.2%
Lincoln Service	306	90	14%	76.9%
Lincoln Service	307	91	14%	81.8%
Lincoln / Missouri	318	91	6%	61.9%
Lincoln / Missouri	319	91	6%	61.9%
Blue Water	364	88	44%	76.4%
Blue Water	365	89	44%	46.4%
Wolverine	350	90	11%	74.5%
Wolverine	351	91	11%	81.8%
Wolverine	352	91	11%	62.5%
Wolverine	353	91	11%	86.2%
Wolverine	354	91	11%	65.0%
Wolverine	355	90	11%	72.6%
Sunset Ltd	1	37	0%	38.1%
Sunset Ltd	2	37	0%	31.8%
Texas Eagle	21	90	3%	61.1%
Texas Eagle	22	88	3%	50.0%

Trains Meeting Minimum Standard	8
Trains Below Minimum Standard	20
Total	28



September 8, 2022

Rob Reilly
Executive Vice-President and Chief Operating Officer
Canadian National Railway
935 de La Gauchetière Street West
Montreal, Quebec, Canada H3B 2M9

Re: Quarterly Report - Amtrak performance over CN for FY 3Qtr2022

Dear Rob:

As you are likely aware, I have assumed Scot Naparstek's previous responsibilities following his recent retirement from Amtrak. Picking up where he left off, I wanted to raise to your attention, the current level of performance of Amtrak trains over your rail lines and continue to send you this quarterly performance snapshot, as Scot previously did.

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2022. The report details Amtrak's train operation performance on CN's lines as compared to all host railroads as well the performance for each train which travels over CN tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Scott Kuxmann
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2022 to June 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-3Qtr				
Customer On-Time Performance		Host Railroad CN-IC		All Host Railroads
		# Routes	%	# Routes %
Total Routes		26		830
Trains Meeting Minimum Standard ($\geq 80\%$)		2	8%	432 52%
Trains Below Minimum Standard ($< 80\%$)		24	92%	398 48%
Total		26	100%	830 100%
Delay Responsibility		Host Railroad CN-IC		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		33.671	67%	789.722 66%
Amtrak		13.027	26%	285.756 24%
3rd Party		3.581	7%	120.183 10%
Total		50.279	100%	1.195.661 100%
Host Delay Cause		Host Railroad CN-IC		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		658	49%	377 38%
Slow Orders		332	25%	196 20%
Signals		107	8%	107 11%
Route		93	7%	67 7%
MOW		44	3%	52 5%
PTI		87	6%	139 14%
CTI		8	1%	63 6%
Detour		8	1%	3 0%
Total		1.337	100%	1.003 100%
Train-Miles		Host Railroad CN-IC		All Host Railroads
Train-Miles		251.871		7.870.166
% of Total Train-Miles		3%		100%

Customer On-Time Performance FY2022-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
City Of New Orleans	58	65	99%	41.9%
City Of New Orleans	59	65	99%	50.7%
Illini / Saluki	390	91	100%	54.5%
Illini / Saluki	393	91	100%	46.3%
Lincoln Service	300	91	14%	76.3%
Lincoln Service	301	91	14%	68.5%
Lincoln Service	302	90	14%	75.4%
Lincoln Service	303	52	14%	51.1%
Lincoln Service	304	52	14%	81.2%
Lincoln Service	305	91	14%	57.3%
Lincoln Service	306	91	14%	79.8%
Lincoln Service	307	91	14%	67.1%
Lincoln / Missouri	318	39	6%	38.3%
Lincoln / Missouri	319	39	6%	24.3%
Blue Water	364	91	44%	58.9%
Blue Water	365	91	44%	81.7%
Wolverine	350	91	11%	68.9%
Wolverine	351	91	11%	64.7%
Wolverine	352	91	11%	54.4%
Wolverine	353	91	11%	80.0%
Wolverine	354	91	11%	68.9%
Wolverine	355	91	11%	76.7%
Sunset Ltd	1	38	0%	9.7%
Sunset Ltd	2	36	0%	11.1%
Texas Eagle	21	91	3%	42.9%
Texas Eagle	22	90	3%	43.1%

Trains Meeting Minimum Standard	2
Trains Below Minimum Standard	24
Total	26



January 17, 2023

Ed Harris
Executive Vice-President and Chief Operating Officer
Canadian National Railway
935 de La Gauchetière Street West
Montreal, Quebec, Canada H3B 2M9

Re: Quarterly Report - Amtrak performance over CN for FY 1Qtr2023

Dear Ed:

Please find attached the Quarterly Report for the 1st quarter of fiscal year 2023. The report details Amtrak's train operation performance on CN's lines as compared to all host railroads as well the performance for each train which travels over CN tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Scott Kuxmann
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2022 to December 31, 2022

Metrics & Minimum Standards Quarterly Update FY2023-1Qtr				
Customer On-Time Performance		Host Railroad CN-IC		All Host Railroads
Total Routes Trains Meeting Minimum Standard ($\geq 80\%$) Trains Below Minimum Standard ($< 80\%$) Total	# Routes	%	# Routes	%
	27		899	
	2	7%	425	47%
	25	93%	474	53%
	27	100%	899	100%
Delay Responsibility		Host Railroad CN-IC		All Host Railroads
Host Amtrak 3rd Party Total	Mins Delay	%	Mins Delay	%
	29,839	63%	768,961	63%
	14,101	30%	336,212	27%
	3,142	7%	122,543	10%
	47,082	100%	1,227,716	100%
Host Delay Cause		Host Railroad CN-IC		All Host Railroads
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
	410	42%	291	33%
	224	23%	171	19%
	132	13%	119	13%
	82	8%	59	7%
	43	4%	42	5%
	91	9%	137	16%
	4	0%	63	7%
	0	0%	2	0%
	987	100%	885	100%
Train-Miles		Host Railroad CN-IC		All Host Railroads
Train-Miles		302,411	8,690,949	
% of Total Train-Miles		3%	100%	

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
City Of New Orleans	1058	10	99%	75.2%
City Of New Orleans	58	79	99%	83.9%
City Of New Orleans	59	89	99%	72.1%
Illini / Saluki	390	90	100%	76.3%
Illini / Saluki	391	24	100%	31.4%
Illini / Saluki	392	24	100%	65.0%
Illini / Saluki	393	90	100%	51.6%
Lincoln Service	300	37	14%	57.4%
Lincoln Service	301	85	14%	75.5%
Lincoln Service	302	90	14%	78.8%
Lincoln Service	305	39	14%	44.5%
Lincoln Service	306	87	14%	82.5%
Lincoln Service	307	90	14%	46.7%
Lincoln / Missouri	318	87	6%	53.3%
Lincoln / Missouri	319	89	6%	48.3%
Blue Water	364	86	44%	57.2%
Blue Water	365	85	44%	76.5%
Wolverine	350	65	11%	50.8%
Wolverine	351	90	11%	54.8%
Wolverine	352	86	11%	54.7%
Wolverine	353	85	11%	71.4%
Wolverine	354	87	11%	45.4%
Wolverine	355	65	11%	67.3%
Sunset Ltd	1	39	0%	31.5%
Sunset Ltd	2	39	0%	25.9%
Texas Eagle	21	92	3%	50.6%
Texas Eagle	22	92	3%	48.9%

Trains Meeting Minimum Standard	2
Trains Below Minimum Standard	25
Total	27



May 3, 2022

Cynthia M. Sanborn
Executive Vice President and Chief Operating Officer
Norfolk Southern Corporation
650 W. Peachtree Street NW
Atlanta, Georgia 30308

Re: Quarterly Report - Amtrak performance over NS for FY 2Qtr2022

Dear Cindy:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2022. The report details Amtrak's train operation performance on NS' lines as compared to all host railroads as well the performance for each train which travels over NS tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (COTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's COTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Scot Naparstek", followed by a horizontal line.

Scot Naparstek
EVP, Service Delivery & Operations

CC: Randy Hunt
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2022 to March 31, 2022

Metrics & Minimum Standards Quarterly Update FY2022-2Qtr					
Customer On-Time Performance		Host Railroad NS		All Host Railroads	
		# Routes	%	# Routes	%
Total Routes		43		863	
Trains Meeting Minimum Standard ($\geq 80\%$)		5	12%	459	53%
Trains Below Minimum Standard ($< 80\%$)		38	88%	404	47%
Total		43	100%	863	100%
Delay Responsibility		Host Railroad NS		All Host Railroads	
		Mins Delay	%	Mins Delay	%
Host		95,271	79%	679,425	66%
Amtrak		17,009	14%	253,996	25%
3rd Party		8,261	7%	90,063	9%
Total		120,541	100%	1,023,484	100%
Host Delay Cause		Host Railroad NS		All Host Railroads	
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
FTI		1,133	63%	356	38%
Slow Orders		130	7%	171	18%
Signals		175	10%	98	11%
Route		121	7%	62	7%
MOW		41	2%	42	5%
PTI		190	11%	141	15%
CTI		6	0%	60	6%
Detour		7	0%	3	0%
Total		1,802	100%	933	100%
Train-Miles		Host Railroad NS		All Host Railroads	
Train-Miles		528,641		7,278,513	
% of Total Train-Miles		7%		100%	

Customer On-Time Performance FY2022-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trip	% Host Route Mile	COTP %
Capitol Ltd	29	69	62%	34%
Capitol Ltd	30	69	62%	23%
Cardinal	50	36	7%	37%
Cardinal	51	35	7%	66%
Carolinian	79	89	29%	75%
Carolinian	80	89	29%	72%
Crescent	19	73	83%	60%
Crescent	20	73	83%	60%
Lake Shore Ltd	48	69	35%	54%
Lake Shore Ltd	49	69	35%	62%
Blue Water	364	89	11%	42%
Blue Water	365	89	11%	50%
Pere Marquette	370	88	22%	59%
Pere Marquette	371	85	22%	63%
Wolverine	350	88	13%	46%
Wolverine	351	88	13%	48%
Wolverine	352	88	13%	51%
Wolverine	353	88	13%	69%
Wolverine	354	87	13%	45%
Wolverine	355	86	13%	47%
Richmond / Newport News / Norfolk	82	11	12%	73%
Richmond / Newport News / Norfolk	84	58	18%	85%
Richmond / Newport News / Norfolk	87	25	18%	57%
Richmond / Newport News / Norfolk	88	26	12%	66%
Richmond / Newport News / Norfolk	93	59	12%	75%
Richmond / Newport News / Norfolk	94	60	12%	61%
Richmond / Newport News / Norfolk	95	59	12%	74%
Richmond / Newport News / Norfolk	157	12	14%	60%
Roanoke	145	13	48%	74%
Roanoke	147	14	37%	67%
Roanoke	156	27	48%	81%
Roanoke	171	59	32%	76%
Roanoke	176	59	32%	79%
Pennsylvanian	42	88	56%	72%
Pennsylvanian	43	89	56%	74%
Piedmont	73	87	100%	84%
Piedmont	74	82	100%	72%
Piedmont	75	89	100%	71%
Piedmont	76	88	100%	78%
Piedmont	77	83	100%	89%
Piedmont	78	87	100%	85%
Silver Star	91	87	2%	27%
Silver Star	92	86	2%	35%

Trains Meeting Minimum Standard	5
Trains Below Minimum Standard	38
Total	43



April 20, 2023

Matt Igoc
Executive Vice President & Chief Operating Officer
BNSF Railway
2650 Lou Menk Drive
Fort Worth, TX 76131

Re: Quarterly Report - Amtrak performance over BNSF for FY 2Qtr2023

Dear Matt:

Please find attached the Quarterly Report for the 2nd quarter of fiscal year 2023. The report details Amtrak's train operation performance on BNSF's lines as compared to all host railroads as well the performance for each train which travels over BNSF tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Tamara Noel
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period January 1, 2023 to March 31, 2023

Metrics & Minimum Standards Quarterly Update				
FY2023-2Qtr				
Customer On-Time Performance		Host Railroad BNSF		All Host Railroads
		# Routes	%	# Routes %
Total Routes		66		909
Trains Meeting Minimum Standard ($\geq 80\%$)		15	23%	550 61%
Trains Below Minimum Standard ($< 80\%$)		51	77%	359 39%
Total		66	100%	909 100%
Delay Responsibility		Host Railroad BNSF		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		158,056	66%	745,605 64%
Amtrak		60,378	25%	300,177 26%
3rd Party		21,277	9%	110,737 10%
Total		239,711	100%	1,156,519 100%
Host Delay Cause		Host Railroad BNSF		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		445	43%	272 31%
Slow Orders		223	21%	181 21%
Signals		102	10%	113 13%
Route		56	5%	60 7%
MOW		30	3%	35 4%
PTI		160	15%	137 16%
CTI		20	2%	63 7%
Detour		4	0%	3 0%
Total		1,040	100%	865 100%
Train-Miles		Host Railroad BNSF		All Host Railroads
Train-Miles		1,519,275		8,617,651
% of Total Train-Miles		18%		100%

Customer On-Time Performance FY2023-2Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	1005	1	43%	16.6%
California Zephyr	1006	1	43%	0.0%
California Zephyr	5	86	43%	22.9%
California Zephyr	6	85	43%	15.0%
Cascades	500	86	52%	34.7%
Cascades	503	88	52%	65.1%
Cascades	504	88	88%	67.2%
Cascades	505	87	52%	63.4%
Cascades	507	88	88%	61.3%
Cascades	508	87	52%	59.8%
Cascades	516	88	100%	42.7%
Cascades	517	26	94%	54.8%
Cascades	518	26	94%	41.5%
Cascades	519	88	100%	74.4%
Coast Starlight	11	79	11%	60.5%
Coast Starlight	14	79	11%	32.0%
Empire Builder	1007	1	81%	0.0%
Empire Builder	1008	1	81%	0.0%
Empire Builder	1027	1	100%	0.0%
Empire Builder	1028	1	100%	0.0%
Empire Builder	7	81	81%	49.3%
Empire Builder	8	79	81%	25.7%
Empire Builder	27	78	100%	38.5%
Empire Builder	28	78	100%	55.7%
Heartland Flyer	821	89	100%	41.0%
Heartland Flyer	822	89	100%	34.7%
Carl Sandburg / Illinois Zephyr	380	73	99%	85.2%
Carl Sandburg / Illinois Zephyr	381	72	99%	81.0%
Carl Sandburg / Illinois Zephyr	382	87	99%	85.7%
Carl Sandburg / Illinois Zephyr	383	89	99%	73.8%

Customer On-Time Performance FY2023-2Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
Pacific Surfliner	562	90	17%	92.8%
Pacific Surfliner	564	86	17%	82.0%
Pacific Surfliner	567	87	17%	85.0%
Pacific Surfliner	580	86	17%	88.6%
Pacific Surfliner	581	87	17%	99.6%
Pacific Surfliner	588	89	17%	88.9%
Pacific Surfliner	591	88	17%	90.7%
Pacific Surfliner	595	89	17%	94.8%
Pacific Surfliner	761	18	6%	53.0%
Pacific Surfliner	765	89	6%	75.4%
Pacific Surfliner	770	90	8%	71.8%
Pacific Surfliner	774	90	6%	68.4%
Pacific Surfliner	777	90	6%	78.5%
Pacific Surfliner	784	89	8%	84.0%
Pacific Surfliner	785	89	9%	80.5%
Pacific Surfliner	794	19	6%	37.7%
San Joaquins	702	89	83%	69.0%
San Joaquins	703	90	82%	58.2%
San Joaquins	710	90	87%	74.7%
San Joaquins	711	89	88%	83.4%
San Joaquins	712	90	87%	71.6%
San Joaquins	713	90	88%	60.8%
San Joaquins	714	90	87%	71.3%
San Joaquins	715	89	88%	67.5%
San Joaquins	716	89	87%	68.1%
San Joaquins	717	88	88%	60.9%
San Joaquins	718	90	87%	64.7%
San Joaquins	719	90	88%	60.8%
Southwest Chief	1003	1	96%	7.9%
Southwest Chief	1004	1	96%	94.9%
Southwest Chief	3	86	96%	42.8%
Southwest Chief	4	85	96%	41.3%
Sunset Ltd	1	37	10%	45.5%
Sunset Ltd	2	38	10%	38.4%
Texas Eagle	21	84	10%	68.0%
Texas Eagle	22	84	10%	59.1%

Trains Meeting Minimum Standard	15
Trains Below Minimum Standard	51
Total	66



October 27, 2022

Matt Igoe
Executive Vice President & Chief Operating Officer
BNSF Railway
2650 Lou Menk Drive
Fort Worth, TX 76131

Re: Quarterly Report - Amtrak performance over BNSF for FY 4Qtr2022

Dear Matt:

Please find attached the Quarterly Report for the 4th quarter of fiscal year 2022. The report details Amtrak's train operation performance on BNSF's lines as compared to all host railroads as well the performance for each train which travels over BNSF tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G M Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Tamara Noel
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period July 1, 2022 to September 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-4Qtr				
Customer On-Time Performance		Host Railroad BNSF		All Host Railroads
		# Routes	%	# Routes %
Total Routes		62		843
Trains Meeting Minimum Standard ($\geq 80\%$)		15	24%	347 41%
Trains Below Minimum Standard ($< 80\%$)		47	76%	496 59%
Total		62	100%	843 100%
Delay Responsibility		Host Railroad BNSF		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		167,984	68%	830,330 63%
Amtrak		62,383	25%	343,057 26%
3rd Party		18,439	7%	140,810 11%
Total		248,806	100%	1,314,197 100%
Host Delay Cause		Host Railroad BNSF		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		431	40%	325 33%
Slow Orders		250	23%	210 21%
Signals		108	10%	123 12%
Route		58	5%	63 6%
MOW		31	3%	47 5%
PTI		159	15%	142 14%
CTI		25	2%	73 7%
Detour		9	1%	4 0%
Total		1,072	100%	988 100%
Train-Miles		Host Railroad BNSF		All Host Railroads
Train-Miles		1,566,901		8,408,284
% of Total Train-Miles		19%		100%

Customer On-Time Performance FY2022-4Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	1005		43%	0.0%
California Zephyr	1006		43%	34.0%
California Zephyr	5	88	43%	15.6%
California Zephyr	6	88	43%	8.5%
Cascades	500	91	52%	45.3%
Cascades	503	92	52%	63.6%
Cascades	504	92	88%	65.2%
Cascades	505	92	52%	49.2%
Cascades	507	92	88%	55.1%
Cascades	508	91	52%	33.3%
Cascades	516	5	100%	35.5%
Cascades	519	5	100%	32.6%
Coast Starlight	11	89	11%	58.1%
Coast Starlight	14	89	11%	27.5%
Empire Builder	7	88	81%	64.1%
Empire Builder	8	88	81%	45.2%
Empire Builder	27	88	100%	55.0%
Empire Builder	28	88	100%	36.1%
Heartland Flyer	821	92	100%	52.4%
Heartland Flyer	822	92	100%	38.9%
Carl Sandburg / Illinois Zephyr	380	89	99%	81.2%
Carl Sandburg / Illinois Zephyr	381	84	99%	88.9%
Carl Sandburg / Illinois Zephyr	382	84	99%	68.3%
Carl Sandburg / Illinois Zephyr	383	90	99%	69.2%
Pacific Surfliner	562	92	17%	94.1%
Pacific Surfliner	564	92	17%	81.7%
Pacific Surfliner	567	92	17%	86.2%
Pacific Surfliner	572	90	17%	81.7%
Pacific Surfliner	573	91	17%	88.8%
Pacific Surfliner	580	92	17%	85.3%
Pacific Surfliner	581	90	17%	68.2%
Pacific Surfliner	583	89	17%	87.7%
Pacific Surfliner	586	89	17%	83.7%
Pacific Surfliner	588	92	17%	87.7%
Pacific Surfliner	591	92	17%	86.7%
Pacific Surfliner	594	90	17%	78.6%
Pacific Surfliner	595	92	17%	91.6%
Pacific Surfliner	761	91	6%	69.0%
Pacific Surfliner	765	92	6%	62.9%
Pacific Surfliner	770	91	8%	64.9%
Pacific Surfliner	774	92	6%	78.8%
Pacific Surfliner	777	92	6%	69.3%
Pacific Surfliner	784	92	8%	82.3%
Pacific Surfliner	785	92	9%	58.5%

Customer On-Time Performance FY2022-4Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
San Joaquins	702	90	83%	71.1%
San Joaquins	703	91	82%	78.9%
San Joaquins	710	92	87%	72.5%
San Joaquins	711	92	88%	75.6%
San Joaquins	712	92	87%	80.1%
San Joaquins	713	92	88%	68.1%
San Joaquins	714	92	87%	75.5%
San Joaquins	715	92	88%	73.1%
San Joaquins	716	92	87%	73.5%
San Joaquins	717	92	88%	66.4%
San Joaquins	718	92	87%	75.3%
San Joaquins	719	92	88%	72.5%
Southwest Chief	3	88	96%	20.4%
Southwest Chief	4	88	96%	15.7%
Sunset Ltd	1	37	10%	10.8%
Sunset Ltd	2	36	10%	6.7%
Texas Eagle	21	89	10%	34.4%
Texas Eagle	22	89	10%	29.5%

Trains Meeting Minimum Standard	15
Trains Below Minimum Standard	47
Total	62

NATIONAL RAILROAD PASSENGER CORPORATION
Gerhard M. Williams III, EVP Service Delivery & Operations
1 Massachusetts Ave, N.W., Washington, DC

20001

Cell 202-894-4240 Office

202-906-3047



September 28, 2023

Matt Igoe
Executive Vice President & Chief Operating Officer
BNSF Railway
2650 Lou Menk Drive
Fort Worth, TX 76131

Re: Quarterly Report - Amtrak performance over BNSF for FY 3Qtr2023

Dear Matt:

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2023. The report details Amtrak's train operation performance on BNSF's lines as compared to all host railroads as well the performance for each train which travels over BNSF tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Tamara Noel
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Standards Quarterly Update FY2023-3Qtr					
Customer On-Time Performance		Host Railroad BNSF		All Host Railroads	
		# Routes	%	# Routes	%
Total Routes		65		945	
Trains Meeting Minimum Standard ($\geq 80\%$)		18	28%	453	48%
Trains Below Minimum Standard ($< 80\%$)		47	72%	492	52%
Total		65	100%	945	100%
Delay Responsibility		Host Railroad BNSF		All Host Railroads	
		Mins Delay	%	Mins Delay	%
Host		178,889	71%	839,574	65%
Amtrak		50,464	20%	308,475	24%
3rd Party		23,406	9%	138,296	11%
Total		252,759	100%	1,286,345	100%
Host Delay Cause		Host Railroad BNSF		All Host Railroads	
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles	%
FTI		420	38%	262	29%
Slow Orders		299	27%	218	24%
Signals		89	8%	107	12%
Route		51	5%	61	7%
MOW		27	2%	44	5%
PTI		179	16%	148	16%
CTI		24	2%	69	8%
Detour		10	1%	4	0%
Total		1,099	100%	913	100%
Train-Miles		Host Railroad BNSF		All Host Railroads	
Train-Miles		1,628,338		9,191,358	
% of Total Train-Miles		18%		100%	

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	5	90	43%	26.2%
California Zephyr	6	90	43%	17.0%
Cascades	500	84	52%	52.4%
Cascades	503	85	52%	73.1%
Cascades	504	84	88%	80.1%
Cascades	505	84	52%	63.5%
Cascades	507	86	88%	71.3%
Cascades	508	84	52%	53.6%
Cascades	516	90	100%	48.4%
Cascades	517	90	94%	65.4%
Cascades	518	91	94%	59.1%
Cascades	519	91	100%	66.5%
Coast Starlight	11	85	11%	71.6%
Coast Starlight	14	84	11%	51.9%
Empire Builder	7	88	81%	55.3%
Empire Builder	8	88	81%	38.6%
Empire Builder	27	83	100%	61.9%
Empire Builder	28	84	100%	62.9%
Heartland Flyer	821	91	100%	77.0%
Heartland Flyer	822	91	100%	68.2%
Carl Sandburg / Illinois Zephyr	380	90	99%	86.9%
Carl Sandburg / Illinois Zephyr	381	91	99%	74.0%
Carl Sandburg / Illinois Zephyr	382	90	99%	65.6%
Carl Sandburg / Illinois Zephyr	383	89	99%	72.8%
Pacific Surfliner	562	91	17%	86.5%
Pacific Surfliner	564	89	17%	83.3%
Pacific Surfliner	567	49	17%	81.7%
Pacific Surfliner	572	20	17%	80.9%
Pacific Surfliner	573	20	17%	96.5%
Pacific Surfliner	580	91	17%	88.4%
Pacific Surfliner	581	87	17%	94.4%
Pacific Surfliner	583	11	17%	95.6%
Pacific Surfliner	586	18	17%	93.6%
Pacific Surfliner	587	9	17%	78.7%
Pacific Surfliner	588	51	17%	82.0%
Pacific Surfliner	591	91	17%	89.7%
Pacific Surfliner	595	91	17%	83.5%
Pacific Surfliner	761	27	6%	78.2%
Pacific Surfliner	765	91	6%	82.1%
Pacific Surfliner	769	40	9%	81.0%
Pacific Surfliner	770	89	8%	81.2%
Pacific Surfliner	774	91	6%	76.6%
Pacific Surfliner	777	91	6%	75.3%
Pacific Surfliner	784	90	8%	79.7%
Pacific Surfliner	785	91	9%	75.3%
Pacific Surfliner	790	40	9%	83.0%
Pacific Surfliner	794	29	6%	39.8%

Customer On-Time Performance FY2023-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
San Joaquins	702	91	83%	50.8%
San Joaquins	703	91	82%	51.2%
San Joaquins	710	91	87%	68.6%
San Joaquins	711	91	88%	74.7%
San Joaquins	712	90	87%	56.9%
San Joaquins	713	91	88%	40.6%
San Joaquins	714	91	87%	60.7%
San Joaquins	715	91	88%	35.8%
San Joaquins	716	91	87%	58.4%
San Joaquins	717	91	88%	48.5%
San Joaquins	718	91	87%	59.7%
San Joaquins	719	91	88%	49.4%
Southwest Chief	3	89	96%	32.1%
Southwest Chief	4	89	96%	23.5%
Sunset Ltd	1	37	10%	38.1%
Sunset Ltd	2	37	10%	31.8%
Texas Eagle	21	88	10%	61.1%
Texas Eagle	22	86	10%	50.0%

Trains Meeting Minimum Standard	18
Trains Below Minimum Standard	47
Total	65



July 28, 2023

Matt Igoe
Executive Vice President & Chief Operating Officer
BNSF Railway
2650 Lou Menk Drive
Fort Worth, TX 76131

Re: Quarterly Report - Amtrak performance over BNSF for FY 3Qtr2023

Dear Matt:

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2023. The report details Amtrak's train operation performance on BNSF's lines as compared to all host railroads as well the performance for each train which travels over BNSF tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerhard M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Tamara Noel
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Standards Quarterly Update FY2023-3Qtr				
Customer On-Time Performance		Host Railroad BNSF		All Host Railroads
		# Routes	%	# Routes %
Total Routes		65		945
Trains Meeting Minimum Standard ($\geq 80\%$)		18	28%	453 48%
Trains Below Minimum Standard ($< 80\%$)		47	72%	492 52%
Total		65	100%	945 100%
Delay Responsibility		Host Railroad BNSF		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		178,889	71%	839,574 65%
Amtrak		50,464	20%	308,475 24%
3rd Party		23,406	9%	138,296 11%
Total		252,759	100%	1,286,345 100%
Host Delay Cause		Host Railroad BNSF		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		420	38%	262 29%
Slow Orders		299	27%	218 24%
Signals		89	8%	107 12%
Route		51	5%	61 7%
MOW		27	2%	44 5%
PTI		179	16%	148 16%
CTI		24	2%	69 8%
Detour		10	1%	4 0%
Total		1,099	100%	913 100%
Train-Miles		Host Railroad BNSF		All Host Railroads
Train-Miles		1,628,338		9,191,358
% of Total Train-Miles		18%		100%

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	5	90	43%	26.2%
California Zephyr	6	90	43%	17.0%
Cascades	500	84	52%	52.4%
Cascades	503	85	52%	73.1%
Cascades	504	84	88%	80.1%
Cascades	505	84	52%	63.5%
Cascades	507	86	88%	71.3%
Cascades	508	84	52%	53.6%
Cascades	516	90	100%	48.4%
Cascades	517	90	94%	65.4%
Cascades	518	91	94%	59.1%
Cascades	519	91	100%	66.5%
Coast Starlight	11	85	11%	71.6%
Coast Starlight	14	84	11%	51.9%
Empire Builder	7	88	81%	55.3%
Empire Builder	8	88	81%	38.6%
Empire Builder	27	83	100%	61.9%
Empire Builder	28	84	100%	62.9%
Heartland Flyer	821	91	100%	77.0%
Heartland Flyer	822	91	100%	68.2%
Carl Sandburg / Illinois Zephyr	380	90	99%	86.9%
Carl Sandburg / Illinois Zephyr	381	91	99%	74.0%
Carl Sandburg / Illinois Zephyr	382	90	99%	65.6%
Carl Sandburg / Illinois Zephyr	383	89	99%	72.8%
Pacific Surfliner	562	91	17%	86.5%
Pacific Surfliner	564	89	17%	83.3%
Pacific Surfliner	567	49	17%	81.7%
Pacific Surfliner	572	20	17%	80.9%
Pacific Surfliner	573	20	17%	96.5%
Pacific Surfliner	580	91	17%	88.4%
Pacific Surfliner	581	87	17%	94.4%
Pacific Surfliner	583	11	17%	95.6%
Pacific Surfliner	586	18	17%	93.6%
Pacific Surfliner	587	9	17%	78.7%
Pacific Surfliner	588	51	17%	82.0%
Pacific Surfliner	591	91	17%	89.7%
Pacific Surfliner	595	91	17%	83.5%
Pacific Surfliner	761	27	6%	78.2%
Pacific Surfliner	765	91	6%	82.1%
Pacific Surfliner	769	40	9%	81.0%
Pacific Surfliner	770	89	8%	81.2%
Pacific Surfliner	774	91	6%	76.6%
Pacific Surfliner	777	91	6%	75.3%
Pacific Surfliner	784	90	8%	79.7%
Pacific Surfliner	785	91	9%	75.3%
Pacific Surfliner	790	40	9%	83.0%
Pacific Surfliner	794	29	6%	39.8%

Customer On-Time Performance FY2023-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
Service	Train	# Trips	% Host Route Miles	COTP %
San Joaquins	702	91	83%	50.8%
San Joaquins	703	91	82%	51.2%
San Joaquins	710	91	87%	68.6%
San Joaquins	711	91	88%	74.7%
San Joaquins	712	90	87%	56.9%
San Joaquins	713	91	88%	40.6%
San Joaquins	714	91	87%	60.7%
San Joaquins	715	91	88%	35.8%
San Joaquins	716	91	87%	58.4%
San Joaquins	717	91	88%	48.5%
San Joaquins	718	91	87%	59.7%
San Joaquins	719	91	88%	49.4%
Southwest Chief	3	89	96%	32.1%
Southwest Chief	4	89	96%	23.5%
Sunset Ltd	1	37	10%	38.1%
Sunset Ltd	2	37	10%	31.8%
Texas Eagle	21	88	10%	61.1%
Texas Eagle	22	86	10%	50.0%

Trains Meeting Minimum Standard	18
Trains Below Minimum Standard	47
Total	65



September 8, 2022

Matt Igoe
Executive Vice President & Chief Operating Officer
BNSF Railway
2650 Lou Menk Drive
Fort Worth, TX 76131

Re: Quarterly Report - Amtrak performance over BNSF for FY 3Qtr2022

Dear Matt:

As you are likely aware, I have assumed Scot Naparstek's previous responsibilities following his recent retirement from Amtrak. Picking up where he left off, I wanted to raise to your attention, the current level of performance of Amtrak trains over your rail lines and continue to send you this quarterly performance snapshot, as Scot previously did.

Please find attached the Quarterly Report for the 3rd quarter of fiscal year 2022. The report details Amtrak's train operation performance on BNSF's lines as compared to all host railroads as well the performance for each train which travels over BNSF tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Tamara Noel
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period April 1, 2022 to June 30, 2022

Metrics & Minimum Standards Quarterly Update FY2022-3Qtr				
Customer On-Time Performance		Host Railroad BNSF		All Host Railroads
		# Routes	%	# Routes %
Total Routes		58		830
Trains Meeting Minimum Standard ($\geq 80\%$)		15	26%	432 52%
Trains Below Minimum Standard ($< 80\%$)		43	74%	398 48%
Total		58	100%	830 100%
Delay Responsibility		Host Railroad BNSF		All Host Railroads
		Mins Delay	%	Mins Delay %
Host		162.600	73%	789.722 66%
Amtrak		43.902	20%	285.756 24%
3rd Party		16.005	7%	120.183 10%
Total		222.507	100%	1.195.661 100%
Host Delay Cause		Host Railroad BNSF		All Host Railroads
		Delays per 10K Train-Miles	%	Delays per 10K Train-Miles %
FTI		515	45%	377 38%
Slow Orders		253	22%	196 20%
Signals		104	9%	107 11%
Route		63	5%	67 7%
MOW		23	2%	52 5%
PTI		157	14%	139 14%
CTI		23	2%	63 6%
Detour		3	0%	3 0%
Total		1 141	100%	1 003 100%
Train-Miles		Host Railroad BNSF		All Host Railroads
Train-Miles		1.425.084		7.870.166
% of Total Train-Miles		18%		100%

Customer On-Time Performance FY2022-3Qtr					Min Std
FRA Metrics & Minimum Standards					80%
Service	Train	# Trips	% Host Route Miles	COTP %	Tr
California Zephyr	5	76	43%	19.1%	
California Zephyr	6	76	43%	9.7%	
Cascades	500	90	52%	65.6%	
Cascades	503	90	52%	67.8%	
Cascades	504	91	88%	52.5%	
Cascades	505	91	52%	59.6%	
Cascades	507	91	88%	57.8%	
Cascades	508	90	52%	44.7%	
Coast Starlight	11	91	11%	74.0%	
Coast Starlight	14	91	11%	43.7%	
Empire Builder	7	76	81%	61.7%	
Empire Builder	8	76	81%	28.9%	
Empire Builder	27	76	100%	62.9%	
Empire Builder	28	76	100%	40.5%	
Heartland Flyer	821	91	100%	69.3%	
Heartland Flyer	822	91	100%	61.5%	
Carl Sandburg / Illinois Zephyr	380	90	99%	78.6%	
Carl Sandburg / Illinois Zephyr	381	91	99%	85.5%	
Carl Sandburg / Illinois Zephyr	382	91	99%	73.3%	
Carl Sandburg / Illinois Zephyr	383	91	99%	74.7%	
Pacific Surfliner	562	89	17%	92.9%	
Pacific Surfliner	564	90	17%	88.8%	
Pacific Surfliner	567	91	17%	86.8%	
Pacific Surfliner	572	88	17%	90.4%	
Pacific Surfliner	573	89	17%	93.1%	
Pacific Surfliner	580	90	17%	90.5%	
Pacific Surfliner	581	91	17%	91.1%	
Pacific Surfliner	583	87	17%	87.8%	
Pacific Surfliner	586	90	17%	88.6%	
Pacific Surfliner	588	91	17%	86.4%	
Pacific Surfliner	591	89	17%	78.9%	
Pacific Surfliner	594	89	17%	82.3%	
Pacific Surfliner	595	88	17%	86.5%	
Pacific Surfliner	761	90	6%	76.0%	
Pacific Surfliner	765	91	6%	72.7%	
Pacific Surfliner	770	91	8%	87.9%	
Pacific Surfliner	774	91	6%	73.5%	
Pacific Surfliner	777	91	6%	77.7%	
Pacific Surfliner	784	90	8%	76.8%	
Pacific Surfliner	785	91	9%	74.8%	
San Joaquins	702	91	83%	78.4%	

Customer On-Time Performance FY2022-3Qtr				Min Std
FRA Metrics & Minimum Standards				80%
San Joaquins	703	91	82%	77.3%
San Joaquins	710	89	87%	79.5%
San Joaquins	711	91	88%	85.4%
San Joaquins	712	90	87%	75.7%
San Joaquins	713	91	88%	64.8%
San Joaquins	714	90	87%	72.1%
San Joaquins	715	91	88%	63.9%
San Joaquins	716	91	87%	74.1%
San Joaquins	717	90	88%	72.2%
San Joaquins	718	91	87%	72.7%
San Joaquins	719	91	88%	77.2%
Southwest Chief	3	75	96%	16.6%
Southwest Chief	4	75	96%	14.0%
Sunset Ltd	1	38	10%	9.7%
Sunset Ltd	2	36	10%	11.1%
Texas Eagle	21	88	10%	42.9%
Texas Eagle	22	89	10%	43.1%

Trains Meeting Minimum Standard	15
Trains Below Minimum Standard	43
Total	58



January 17, 2023

Matt Igoe
Executive Vice President & Chief Operating Officer
BNSF Railway
2650 Lou Menk Drive
Fort Worth, TX 76131

Re: Quarterly Report - Amtrak performance over BNSF for FY 1Qtr2023

Dear Matt:

Please find attached the Quarterly Report for the 1st quarter of fiscal year 2023. The report details Amtrak's train operation performance on BNSF's lines as compared to all host railroads as well the performance for each train which travels over BNSF tracks for a portion of the route. The trains highlighted in green have met the minimum standard of 80% customer on-time performance (OTP), pursuant to the Metrics and Minimum Standards for Intercity Passenger Train Operations final rule published November 16, 2020, 49 C.F.R. § 273.1, et seq. (the "Final Rule"). Thank you for ensuring that passengers on those trains arrived at their destinations on time.

In contrast, the trains highlighted in red have failed to meet the minimum standard per the Final Rule. I ask that you take all necessary actions to mitigate host responsible delays in an effort to improve performance on these services to meet the Final Rule's customer OTP standard so that our passengers may reach their destinations on time.

I look forward to your engagement and welcome any feedback you may have to improve performance of Amtrak trains on your network.

Sincerely,

A handwritten signature in black ink, appearing to read "G.M. Williams III".

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Tamara Noel
Dennis Newman
Jim Blair
Lizabeth Brubeck
Yoel Weiss

Quarterly Report

For the period October 1, 2022 to December 31, 2022

Metrics & Minimum Standards Quarterly Update FY2023-1Qtr				
Customer On-Time Performance		Host Railroad BNSF		All Host Railroads
Total Routes Trains Meeting Minimum Standard ($\geq 80\%$) Trains Below Minimum Standard ($< 80\%$) Total	# Routes %		# Routes %	
	54		899	
	16	30%	425	47%
	38	70%	474	53%
	54	100%	899	100%
Delay Responsibility		Host Railroad BNSF		All Host Railroads
Host Amtrak 3rd Party Total	Mins Delay %		Mins Delay %	
	159,877	67%	768,961	63%
	59,686	25%	336,212	27%
	18,132	8%	122,543	10%
	237,695	100%	1,227,716	100%
Host Delay Cause		Host Railroad BNSF		All Host Railroads
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train- Miles %		Delays per 10K Train- Miles %	
	475	46%	291	33%
	215	21%	171	19%
	96	9%	119	13%
	41	4%	59	7%
	31	3%	42	5%
	152	15%	137	16%
	23	2%	63	7%
	1	0%	2	0%
	1,033	100%	885	100%
Train-Miles		Host Railroad BNSF		All Host Railroads
Train-Miles		1,547,288	8,690,949	
% of Total Train-Miles		18%	100%	

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
California Zephyr	5	91	43%	29.8%
California Zephyr	6	91	43%	28.6%
Cascades	500	91	52%	40.2%
Cascades	503	92	52%	68.3%
Cascades	504	92	88%	70.5%
Cascades	505	92	52%	54.3%
Cascades	507	92	88%	56.0%
Cascades	508	92	52%	61.7%
Cascades	516	92	100%	49.1%
Cascades	519	91	100%	60.0%
Coast Starlight	11	92	11%	66.8%
Coast Starlight	14	91	11%	41.0%
Empire Builder	7	80	81%	51.1%
Empire Builder	8	80	81%	33.3%
Empire Builder	27	79	100%	43.6%
Empire Builder	28	79	100%	48.0%
Heartland Flyer	821	92	100%	60.9%
Heartland Flyer	822	92	100%	51.7%
Carl Sandburg / Illinois Zephyr	380	43	99%	75.1%
Carl Sandburg / Illinois Zephyr	381	44	99%	82.7%
Carl Sandburg / Illinois Zephyr	382	86	99%	80.6%
Carl Sandburg / Illinois Zephyr	383	85	99%	74.3%
Pacific Surfliner	562	92	17%	95.5%
Pacific Surfliner	564	91	17%	95.5%
Pacific Surfliner	567	90	17%	93.1%
Pacific Surfliner	580	92	17%	97.4%
Pacific Surfliner	581	92	17%	98.5%
Pacific Surfliner	588	91	17%	94.5%
Pacific Surfliner	591	92	17%	96.5%
Pacific Surfliner	595	91	17%	98.1%
Pacific Surfliner	765	92	6%	80.4%
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Pacific Surfliner	774	92	6%	80.5%
Pacific Surfliner	777	92	6%	73.0%
Pacific Surfliner	784	92	8%	92.1%
Pacific Surfliner	785	91	9%	82.7%

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				Min Std 80%
Service	Train	# Trips	% Host Route Miles	COTP %
San Joaquins	702	92	83%	75.5%
San Joaquins	703	92	82%	82.2%
San Joaquins	710	92	87%	66.7%
San Joaquins	711	92	88%	78.9%
San Joaquins	712	92	87%	74.9%
San Joaquins	713	92	88%	63.7%
San Joaquins	714	91	87%	73.4%
San Joaquins	715	92	88%	65.5%
San Joaquins	716	92	87%	70.0%
San Joaquins	717	92	88%	64.2%
San Joaquins	718	92	87%	69.2%
San Joaquins	719	92	88%	72.0%
Southwest Chief	3	91	96%	37.5%
Southwest Chief	4	91	96%	40.4%
Sunset Ltd	1	39	10%	31.5%
Sunset Ltd	2	39	10%	25.9%
Texas Eagle	21	91	10%	50.6%
Texas Eagle	22	90	10%	48.9%

Trains Meeting Minimum Standard	16
Trains Below Minimum Standard	38
Total	54