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Freight Train Interference 2022-2023

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Amtrak FOIA Office

1 Massachusetts Avenue, NW

Washington, DC 20001 Online FOIA Portal (PAL)

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## 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



April 20, 2023

Mr. Eric Gehringer Executive Vice President - Operations Union Pacific Railroad Company 1400 Douglas Street, 19<sup>th</sup> 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 2<sup>nd</sup> 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,

Gerhard M. Williams III

**EVP Service Delivery & Operations** 

cc: Katie Novak

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Stan	dards Quarte	erly Up	date	
			3-2Qtr	
Customer On-Time Performance	Host Railroa	ıd UP	All Host Railroads	
	# Routes	%	# Routes	%
Total Routes	92	200/	909	640/
Trains Meeting Minimum Standard (≥ 80%)	33	36%	550	61%
Trains Below Minimum Standard (< 80%)	59	64%	359	39%
Total	92	100%	909	100%
Delay Responsibility	Host Railroa	id UP	All Host Rail	roads
				۵,
l	Mins Delay	<u>%</u>	Mins Delay	<u>%</u>
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 Railroa	d UP	All Host Rail	roads
	Delays per 10K Train-		Delays per 10K Train-	
	Miles	%	Miles	%
FTI	Miles 496	34%	272	31%
Slow Orders	Miles 496 280	34% 19%	272 181	31% 21%
Slow Orders Signals	496 280 291	34% 19% 20%	272 181 113	31% 21% 13%
Slow Orders Signals Route	496 280 291 81	34% 19% 20% 6%	272 181 113 60	31% 21% 13% 7%
Slow Orders Signals Route MOW	496 280 291 81 43	34% 19% 20% 6% 3%	272 181 113 60 35	31% 21% 13% 7% 4%
Slow Orders Signals Route MOW PTI	496 280 291 81 43 233	34% 19% 20% 6% 3% 16%	272 181 113 60 35 137	31% 21% 13% 7% 4% 16%
Slow Orders Signals Route MOW PTI CTI	496 280 291 81 43 233 12	34% 19% 20% 6% 3% 16% 1%	272 181 113 60 35 137 63	31% 21% 13% 7% 4% 16% 7%
Slow Orders Signals Route MOW PTI CTI Detour	Miles  496 280 291 81 43 233 12 6	34% 19% 20% 6% 3% 16% 1% 0%	272 181 113 60 35 137 63 3	31% 21% 13% 7% 4% 16% 7% 0%
Slow Orders Signals Route MOW PTI CTI	496 280 291 81 43 233 12	34% 19% 20% 6% 3% 16% 1%	272 181 113 60 35 137 63	31% 21% 13% 7% 4% 16% 7%
Slow Orders Signals Route MOW PTI CTI Detour	Miles  496 280 291 81 43 233 12 6	34% 19% 20% 6% 3% 16% 1% 0%	272 181 113 60 35 137 63 3	31% 21% 13% 7% 4% 16% 7% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour Total	496 280 291 81 43 233 12 6 1,442	34% 19% 20% 6% 3% 16% 1% 0%	272 181 113 60 35 137 63 3 865	31% 21% 13% 7% 4% 16% 7% 0% 100%

Customer On-Time Performance FY2023-2Qtr FRA Metrics & Minimum Standards				
Service	Train	# Trips	% Host Route Miles	80% COTP %
California Zephyr	1005	# 111ps 1	% Host Route willes	16.6%
California Zephyr	1005	1	57% 57%	0.0%
California Zephyr	5	86	57% 57%	22.9%
California Zephyr	6	85	57% 57%	15.0%
	521	64	100%	
Capitol Corridor	521	64	100%	83.1%
Capitol Corridor	523	64	100%	87.6%
Capitol Corridor	523 524	64	100%	85.3%
Capitol Corridor	525	63	100%	74.7% 90.3%
Capitol Corridor	525 527	64		
Capitol Corridor			100%	91.7%
Capitol Corridor	528	64	100%	78.7%
Capitol Corridor	529	64	100% 100%	64.1%
Capitol Corridor	531 532	64		80.5%
Capitol Corridor		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%

	er On-Time Perf A Metrics & Min			Min Std 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, 19<sup>th</sup> 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 4<sup>th</sup> 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,

Gerhard M. Williams III

JM William M

**EVP Service Delivery & Operations** 

ce: Katie Novak

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Standards Quarterly Update				
		FY202	2-4Qtr	
Customer On-Time Performance	Host Railroa	ıd UP	All Host Rail	roads
	# Routes	%	# Routes	%
Total Routes	86		843	
Trains Meeting Minimum Standard (≥ 80%)	33	38%	347	41%
Trains Below Minimum Standard (< 80%)	53	62%	496	<u>59%</u>
Total	86	100%	843	100%
Delay Responsibility	Host Railroa	ıd UP	All Host Rail	roads
, ,				
	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 Railroa	ıd UP	All Host Rail	roads
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%
FTI	711	42%	325	33%
Slow Orders	326	19%	210	21%
	294	17%	123	12%
i Signais				
Signals Route	77	5%	63	6%
	i		63 47	6% 5%
Route	77	5%		
Route MOW	77 47	5% 3%	47	5%
Route MOW PTI	77 47 239	5% 3% 14%	47 142	5% 14%
Route MOW PTI CTI	77 47 239 12	5% 3% 14% 1%	47 142 73	5% 14% 7%
Route MOW PTI CTI Detour	77 47 239 12 4	5% 3% 14% 1% 0% 100%	47 142 73 4	5% 14% 7% 0% 100%
Route MOW PTI CTI Detour	77 47 239 12 4 1,709	5% 3% 14% 1% 0% 100%	47 142 73 4 988	5% 14% 7% 0% 100%

	er On-Time Perl A Metrics & Min			Min Std 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%
•	542	64	100%	87.9%
Capitol Corridor	543	30	100%	
Capitol Corridor				93.4%
Capitol Corridor	545 540	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				
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%
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Pacific Surfliner	785	92	27%	58.5%
Pacific Surfliner	794	92	79%	56.4%
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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, 19<sup>th</sup> Floor Omaha, NE 68197

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

Dear Eric:

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Sincerely,

AM William ##5

Gerhard M. Williams III EVP Service Delivery & Operations

cc: Katie Novak
Dennis Newman
Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Stan	dards Quarte	erly Up	date	
		FY202	3-3Qtr	
Customer On-Time Performance	Host Railroa	d UP	All Host Rail	roads
	# Routes	%	# Routes	<u>%</u>
Total Routes	92		945	
Trains Meeting Minimum Standard (≥ 80%)	47	51%	453	48%
Trains Below Minimum Standard (< 80%)	45	<u>49%</u>	492	52%
Total	92	100%	945	100%
Dalay Pagnanaihility	Heat Daileea	A 110	All Uses Bail	
Delay Responsibility	Host Railroa	ia UP	All Host Rail	roaus
	Mins Delay	%	Mins Delay	%
Host	200,536	69%	839,574	65%
Amtrak	58,129		308,475	24%
3rd Party	30,256	10%	138,296	11%
Total	288,921	100%	1,286,345	100%
	·		,	
Host Delay Cause	Host Railroa	id UP	All Host Rail	roads
	Dalawa man		Dalawa man	
	Delays per		Delays per	
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	
FTI	10K Train-	<b>%</b> 36%	10K Train-	% 29%
FTI Slow Orders	10K Train- Miles		10K Train- Miles	%
1	10K Train- Miles 480	36%	10K Train- Miles	% 29%
Slow Orders	10K Train- Miles 480 274	36% 20%	10K Train- Miles 262 218	% 29% 24%
Slow Orders Signals Route MOW	10K Train- Miles 480 274 226 74 33	36% 20% 17% 5% 2%	10K Train- Miles 262 218 107 61 44	% 29% 24% 12% 7% 5%
Slow Orders Signals Route MOW PTI	10K Train- Miles 480 274 226 74 33 244	36% 20% 17% 5% 2% 18%	10K Train- Miles 262 218 107 61 44 148	% 29% 24% 12% 7% 5% 16%
Slow Orders Signals Route MOW PTI CTI	10K Train- Miles 480 274 226 74 33 244 13	36% 20% 17% 5% 2% 18% 1%	262 218 107 61 44 148 69	% 29% 24% 12% 7% 5% 16% 8%
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 480 274 226 74 33 244 13	36% 20% 17% 5% 2% 18% 1% 0%	10K Train- Miles 262 218 107 61 44 148 69 4	% 29% 24% 12% 7% 5% 16% 8% 0%
Slow Orders Signals Route MOW PTI CTI	10K Train- Miles 480 274 226 74 33 244 13	36% 20% 17% 5% 2% 18% 1%	262 218 107 61 44 148 69	% 29% 24% 12% 7% 5% 16% 8%
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 480 274 226 74 33 244 13	36% 20% 17% 5% 2% 18% 1% 0%	10K Train- Miles 262 218 107 61 44 148 69 4	% 29% 24% 12% 7% 5% 16% 8% 0%
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 480 274 226 74 33 244 13	36% 20% 17% 5% 2% 18% 1% 0%	10K Train- Miles 262 218 107 61 44 148 69 4	% 29% 24% 12% 5% 16% 8% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour  Total	10K Train- Miles 480 274 226 74 33 244 13 4 1,348	36% 20% 17% 5% 2% 18% 1% 0%	10K Train- Miles 262 218 107 61 44 148 69 4 913	% 29% 24% 12% 5% 16% 8% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour Total	10K Train- Miles 480 274 226 74 33 244 13 4 1,348	36% 20% 17% 5% 2% 18% 1% 0%	10K Train- Miles 262 218 107 61 44 148 69 4 913	% 29% 24% 12% 5% 16% 8% 0% 100%

	ner On-Time Perl RA Metrics & Min			Min Std 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%
Capitol Corridor	529	64	100%	79.1%
Capitol Corridor	531	64	100%	82.8%
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%
Capitol Corridor	543	63	100%	87.7%
Capitol Corridor	544	63	100%	94.9%
Capitol Corridor	545	63	100%	91.5%
Capitol Corridor	546	64	100%	86.9%
Capitol Corridor	547	64	100%	86.4%
Capitol Corridor	548	64	100%	97.7%
Capitol Corridor	549	64	100%	91.5%
Capitol Corridor	551	64	100%	94.0%
Capitol Corridor	720	27	100%	97.1%
Capitol Corridor	723	27	100%	92.2%
Capitol Corridor	724	27	100%	84.5%
Capitol Corridor	727	27	100%	100.0%
Capitol Corridor	728	27	100%	78.6%
Capitol Corridor	729	27	100%	75.7%
Capitol Corridor	732	27	100%	84.3%
Capitol Corridor	732	27 27	100%	77.2%
Capitol Corridor	734	27	100%	99.4%
•	736	27	100%	70.3%
Capitol Corridor	737	27	100%	
Capitol Corridor				81.9%
Capitol Corridor	738 741	27	100%	100.0%
Capitol Corridor		27	100%	72.1%
Capitol Corridor	742	27	100%	95.5%
Capitol Corridor	743	27	100%	80.7%
Capitol Corridor	744	27	100%	93.5%
Capitol Corridor	745	26	100%	87.2%
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%

	er On-Time Perf A Metrics & Min			Min Std 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%
Cascades	505	90	41%	63.5%
Cascades	508	91	41%	53.6%
Coast Starlight	<b>1</b> 1	90	84%	71.6%
Coast Starlight	14	90	84%	51.9%
Lincoln Service	300	90	85%	81.2%
Lincoln Service	301	90	85%	83.4%
Lincoln Service	302	91	85%	87.2%
Lincoln Service	305	90	85%	83.2%
Lincoln Service	306	90	85%	76.9%
Lincoln Service	307	91	85%	81.8%
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	712	90	12%	40.6%
San Joaquins	713	90	13%	60.7%
•	715	90		
San Joaquins	716	90	12% 13%	35.8% 58.4%
San Joaquins	716	90	13%	58.4%
San Joaquins		90		48.5% 50.7%
San Joaquins	718		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, 19<sup>th</sup> 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 3<sup>rd</sup> 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,

Gerhard M. Williams III

MM William B

**EVP Service Delivery & Operations** 

cc: Katie Novak

Dennis Newman Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum St	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 (≥ 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 Railro	ads	
	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 Railro	ads	
	Delays per 10K		Delays per 10K		
	Train-Miles	%	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%		5%	
PTI	228	15%		14%	
СТІ	16	1%		6%	
Detour	5	0%		0%	
Total	1 549	100%	1 003	100%	
Train-Miles	Host Railroad	UP	All Host Railro	ads	
Train-Miles Train-Miles	Host Railroad 1 379.380	UP	All Host Railro 7,870,166	ads	

	On-Time Performand Metrics & Minimum S		tr	Min Std 80%
Service			t Route Miles 🕝	COTP %
California Zephyr		76	57%	
California Zephyr	5 6	76	57%	9.79
Capitol Corridor	521	64	100%	96.09
Capitol Corridor	522	64	100%	91.6°
Capitol Corridor	523	64	100%	
Capitol Corridor	524	64	100%	
Capitol Corridor	525	64	100%	
Capitol Corridor	527	64	100%	
Capitol Corridor	528	64	100%	
Capitol Corridor	531	64	100%	
Capitol Corridor	532	64	100%	
Capitol Corridor	534	63	100%	
Capitol Corridor	536	64	100%	
Capitol Corridor	538	64	100%	
Capitol Corridor	540	64	100%	
Capitol Corridor	541	64	100%	
Capitol Corridor	542	64	100%	
Capitol Corridor	543	64	100%	
Capitol Corridor	545	64	100%	
Capitol Corridor	546	63	100%	
Capitol Corridor	547	64	100%	
Capitol Corridor	548	64	100%	
Capitol Corridor	549	62	100%	
Capitol Corridor	551	64	100%	
Capitol Corridor	720	27	100%	
Capitol Corridor	723	27	100%	
Capitol Corridor	724	27	100%	
Capitol Corridor	727	27	100%	
Capitol Corridor	728	27	100%	
Capitol Corridor	729	27	100%	
Capitol Corridor	723	27	100%	
Capitol Corridor	736	27	100%	
Capitol Corridor	737	27	100%	
Capitol Corridor	741	27	100%	
Capitol Corridor	741	27	100%	88.2
Capitol Corridor	742 743	27	100%	
•	744	27 27		
Capitol Corridor			100%	
Capitol Corridor	745	27	100%	
Capitol Corridor	746	27	100%	89.8°
Capitol Corridor	747	27	100%	92.7
Capitol Corridor	748 754	27 27	100%	94.6° 00.4°
Capitol Corridor	751	27	100%	90.19
Cardinal Seedinal	50 54	39	1%	28.79
Cardinal	51 500	38	1%	55.9°
Cascades	500	90	41%	65.6°
Cascades	503	91	41%	
Cascades	505	90	41%	59.69

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%         76.3           Lincoln Service         302         90         85%         75.1           Lincoln Service         303         52         85%         51.1           Lincoln Service         305         91         85%         77.3           Lincoln Service         306         91         85%         77.3           Lincoln Service         307         91         85%         67.1           Lincoln Missouri         318         39         91%         38.3           Lincoln Missouri         318         39         91%         38.3           Lincoln Missouri         318         39         91%         24.3           Missouri         313         51         100%         53.8           Missouri         314         52         100%         53.8           P	Customer On-Time Performance FY2022-3Qtr Min St					
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         305         91         85%         57.3           Lincoln Service         306         91         85%         79.8           Lincoln Service         307         91         85%         67.1           Lincoln Service         307         91         85%         67.1           Lincoln Missouri         318         39         91%         85%           Lincoln Missouri         318         39         91%         24.3           Missouri         314         52         100%         58.8           Missouri         314         52         100%         58.8           Pacific Surfliner         761         91         50%         72.7					80% 44.7%	
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         304         52         85%         51.1           Lincoln Service         305         91         85%         57.3           Lincoln Service         306         91         85%         67.1           Lincoln Service         307         91         85%         67.1           Lincoln Service         307         91         85%         67.3           Lincoln Service         307         91         85%         67.3           Lincoln Service         307         91         85%         67.1           Lincoln Service         307         91         85%         67.1           Lincoln Service         307         91         85%         67.1           Lincoln Service         307         91         35         83.3           Lincoln Service         307         91         30         90         90						
Lincoln Service 300 91 85% 76.3 Lincoln Service 301 91 85% 68.5 Lincoln Service 302 90 85% 75.4 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% 77.3 Lincoln Service 306 91 85% 77.3 Lincoln Service 307 91 85% 67.1 Lincoln Missouri 318 39 91% 38.3 Lincoln / Missouri 319 39 91% 24.3 Missouri 319 39 91% 24.3 Missouri 314 52 100% 56.8 Missouri 314 52 100% 56.8 Missouri 314 52 100% 56.8 Missouri 314 52 100% 57.0 76.0 Pacific Surfliner 765 91 50% 76.0 76.0 Pacific Surfliner 765 91 50% 76.7 7.7 Pacific Surfliner 770 91 33% 87.9 Pacific Surfliner 774 91 50% 77.7 Pacific Surfliner 774 91 50% 77.7 Pacific Surfliner 784 91 33% 76.8 Pacific Surfliner 784 91 33% 76.8 Pacific Surfliner 784 91 79% 69.3 San Joaquins 702 91 17% 784 San Joaquins 703 91 18% 77.3 San Joaquins 710 90 13% 79.5 San Joaquins 711 91 12% 86.4 San Joaquins 712 91 13% 75.7 San Joaquins 714 91 12% 63.9 San Joaquins 715 91 12% 63.9 San Joaquins 716 91 13% 72.1 San Joaquins 716 91 13% 72.1 San Joaquins 716 91 12% 63.9 San Joaquins 717 89 12% 63.9 San Joaquins 718 91 12% 63.9 San Joaquins 716 91 13% 72.1 San Joaquins 717 89 12% 63.9 San Joaquins 718 91 12% 72.2 San Joaquins 719 91 12% 72.2 San Joaquins 719 91 12% 77.2	-				43.7%	
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Lincoln Service 302 90 85% 75.4 Lincoln Service 303 52 85% 51.1 Lincoln Service 304 52 85% 51.1 Lincoln Service 305 91 85% 57.3 Lincoln Service 306 91 85% 57.3 Lincoln Service 307 91 85% 67.1 Lincoln Service 307 91 85% 67.1 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 784 91 33% 76.8 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% 75.7 San Joaquins 715 91 12% 63.9 San Joaquins 716 91 13% 72.7 San Joaquins 716 91 13% 72.7 San Joaquins 717 89 12% 72.2 San Joaquins 718 91 13% 72.7 San Joaquins 719 91 12% 72.2					68.5%	
Lincoln Service 303 52 85% 51.1 Lincoln Service 304 52 85% 81.2 Lincoln Service 305 91 85% 57.3 Lincoln Service 306 91 85% 79.8 Lincoln Service 307 91 85% 67.1 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 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% 87.9 Pacific Surfliner 785 91 27% 74.8 Pacific Surfliner 785 91 27% 74.8 Pacific Surfliner 785 91 79% 69.3 San Joaquins 702 91 17% 78.4 San Joaquins 703 91 18% 77.3 San Joaquins 703 91 18% 77.3 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 12% 63.9 San Joaquins 715 91 12% 64.8 San Joaquins 716 91 13% 72.7 San Joaquins 717 89 12% 72.2 San Joaquins 718 91 13% 72.7 San Joaquins 719 91 12% 72.2 San Joaquins 719 91 12% 77.2 San Joaquins 719 91 12% 72.2 San Joaquins 719 91 12% 72.2 San Joaquins 719 91 12% 72.2					75.4%	
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Lincoln Service 305 91 85% 57.3 Lincoln Service 306 91 85% 79.8 Lincoln Service 307 91 85% 67.1 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% 37.9 Pacific Surfliner 777 91 50% 73.5 Pacific Surfliner 777 91 50% 77.7 Pacific Surfliner 784 91 33% 76.8 Pacific Surfliner 784 91 33% 76.8 Pacific Surfliner 784 91 79% 69.3 San Joaquins 702 91 17% 78.4 San Joaquins 703 91 18% 77.3 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 12% 63.9 San Joaquins 715 91 12% 63.9 San Joaquins 716 91 13% 72.1 San Joaquins 717 89 12% 72.2 San Joaquins 718 91 13% 72.7 San Joaquins 719 91 13% 72.7 San Joaquins 719 91 12% 63.9 San Joaquins 719 91 12% 72.2 San Joaquins 719 91 12% 77.2 Sunset Ltd 1 39 89% 9.7 Sunset Ltd 1 39 89% 9.7 Sunset Ltd 2 37 89% 11.1 Texas Eagle 21 91 84% 42.9					81.2%	
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%         53.8           Missouri         314         52         100%         53.8           Pacific Surfliner         761         91         50%         76.0           Pacific Surfliner         765         91         50%         72.7           Pacific Surfliner         774         91         50%         73.5           Pacific Surfliner         777         91         50%         73.5           Pacific Surfliner         777         91         50%         77.7           Pacific Surfliner         784         91         33%         76.8           Pacific Surfliner         784         91         33%         76.8           Pacific Surfliner         784         91         33%         76.8           Pacific Surfliner         785         91         27%         74.8					57.3%	
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       770       91       33%       87.9         Pacific Surfliner       774       91       50%       77.7         Pacific Surfliner       777       91       50%       77.7         Pacific Surfliner       784       91       33%       76.8         Pacific Surfliner       784       91       33%       76.8         Pacific Surfliner       784       91       33%       76.8         Pacific Surfliner       784       91       79%       69.3         San Joaquins       702       91       17%       78.4         Pacific Surfliner       794       91       79%       69.3         San Joaquins       702       91       17%       78.4					79.8%	
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%         76.7           Pacific Surfliner         765         91         50%         72.7           Pacific Surfliner         770         91         33%         87.9           Pacific Surfliner         777         91         50%         73.5           Pacific Surfliner         784         91         33%         76.8           Pacific Surfliner         785         91         27%         74.8           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         710         90         13%         79.5 <td></td> <td></td> <td></td> <td></td> <td>67.1%</td>					67.1%	
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         770         91         33%         87.9           Pacific Surfliner         774         91         50%         73.5           Pacific Surfliner         777         91         50%         77.7           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					38.3%	
Missouri       313       51       100%       56.8         Missouri       314       52       100%       53.8         Pacific Surfliner       761       91       50%       76.0         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       784       91       33%       76.8         Pacific Surfliner       784       91       79%       69.3         San Joaquins       702       91       17%       78.4         San Joaquins       710       90       13%       79.5         San Joaquins       711       91       13%       75.7 <t< td=""><td></td><td></td><td></td><td></td><td>24.3%</td></t<>					24.3%	
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%       64.8         San Joaquins       714       91       13%       75.7         San Joaquins       715       91       13%       72.1         San Joaquins       716       91       13%       74.1         San Joaqui					56.8%	
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       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       13%       72.1         San Joaquins       716       91       13%       72.2         San Joaquins					53.8%	
Pacific Surfliner       765       91       50%       72.7         Pacific Surfliner       770       91       33%       87.9         Pacific Surfliner       774       91       50%       73.5         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					76.0%	
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       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	Pacific Surfliner				72.7%	
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       718       91       13%       72.7         San Joaquins       719       91       12%       72.2         San Joaquins	Pacific Surfliner		91		87.9%	
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	Pacific Surfliner	774	91		73.5%	
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         San Joaquins       719       91       12%       77.2         San Joaquins       719<	Pacific Surfliner	777	91	50%	77.7%	
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       718       91       13%       72.7         San Joaquins       719       91       12%       77.2         San Joaquins       719       91       12%       77.2         San Joaquins       719       91       12%       77.2         San Joaquins       719	Pacific Surfliner	784	91	33%	76.8%	
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         San Joaquins       719	Pacific Surfliner	785	91	27%	74.8%	
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       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	Pacific Surfliner	794	91	79%	69.3%	
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	San Joaquins	702	91	17%	78.4%	
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	San Joaquins	703	91	18%	77.3%	
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	San Joaquins	710	90	13%	79.5%	
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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	San Joaquins	713	90	12%	64.8%	
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	San Joaquins	714	91	13%	72.1%	
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	San Joaquins	715	91	12%	63.9%	
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	San Joaquins	716	91	13%	74.1%	
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	San Joaquins	717	89	12%	72.2%	
Sunset Ltd     1     39     89%     9.7       Sunset Ltd     2     37     89%     11.1       Texas Eagle     21     91     84%     42.9		718		13%	72.7%	
Sunset Ltd         2         37         89%         11.1           Texas Eagle         21         91         84%         42.9	San Joaquins	719		12%	77.2%	
Texas Eagle 21 91 84% 42.9				89%	9.7%	
	Sunset Ltd	2	37	89%	11.1%	
Tayor Epole 22 04 046/ 42.4	Texas Eagle		91	84%	42.9%	
Tresds Edyle 22 91 84% 43.1	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, 19<sup>th</sup> 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 1<sup>st</sup> 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,

Gerhard M. Williams III

JM William M

**EVP Service Delivery & Operations** 

ce: Katie Novak

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Standards Quarterly Update				
		FY202	3-1Qtr	
Customer On-Time Performance	Host Railroa	ad UP	All Host Railroads	
	# Routes	%	# Routes	%
Total Routes	90		899	
Trains Meeting Minimum Standard (≥ 80%)	42	47%	425	47%
Trains Below Minimum Standard (< 80%)	48	53%	474	53%
Total	90	100%	899	100%
Delay Responsibility	Host Railroa	ad UP	All Host Rail	roads
, ,	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		100%	1,227,716	100%
Host Delay Cause	Host Railroa	ad UP	All Host Rail	roads
	Delays per		Delays per	
	10K Train-	•	10K Train-	•
	10K Train- Miles	%	10K Train- Miles	%
FTI Slave Onders	10K Train- Miles 576	40%	10K Train- Miles 291	33%
Slow Orders	10K Train- Miles 576 209	40% 15%	10K Train- Miles 291 171	33% 19%
Slow Orders Signals	10K Train- Miles 576 209 289	40% 15% 20%	10K Train- Miles 291 171 119	33% 19% 13%
Slow Orders Signals Route	10K Train- Miles 576 209 289 74	40% 15% 20% 5%	10K Train- Miles 291 171 119 59	33% 19% 13% 7%
Slow Orders Signals Route MOW	10K Train- Miles 576 209 289 74 39	40% 15% 20% 5% 3%	10K Train- Miles 291 171 119 59 42	33% 19% 13% 7% 5%
Slow Orders Signals Route	10K Train- Miles 576 209 289 74	40% 15% 20% 5% 3% 16%	10K Train- Miles 291 171 119 59 42 137	33% 19% 13% 7% 5% 16%
Slow Orders Signals Route MOW PTI	10K Train- Miles 576 209 289 74 39 237	40% 15% 20% 5% 3%	10K Train- Miles 291 171 119 59 42	33% 19% 13% 7% 5%
Slow Orders Signals Route MOW PTI CTI	10K Train- Miles 576 209 289 74 39 237 9	40% 15% 20% 5% 3% 16% 1%	10K Train- Miles 291 171 119 59 42 137 63	33% 19% 13% 7% 5% 16% 7%
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 576 209 289 74 39 237 9	40% 15% 20% 5% 3% 16% 1% 0%	10K Train- Miles 291 171 119 59 42 137 63 2	33% 19% 13% 7% 5% 16% 7% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour Total	10K Train- Miles 576 209 289 74 39 237 9 4 1,438	40% 15% 20% 5% 3% 16% 1% 0%	10K Train- Miles 291 171 119 59 42 137 63 2 885	33% 19% 13% 7% 5% 16% 7% 0% 100%

		formance FY2 nimum Standa		Min Std 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%
Capitol Corridor	531	62	100%	89.2%
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%
Capitol Corridor	541	62	100%	86.9%
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%
	• • • • • • • • • • • • • • • • • • • •	<b>.</b>	, , , ,	22.170

	On-Time Perform Metrics & Minimu			Min Std 80%
1100	metros a milima	Transacta	% Host Route	<b>55</b> 70
Service	Train	# Trips	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

## NATIONAL RAILROAD PASSENGER CORPORATION Scot Naparstek, EVP, Service Delivery & Operations

1 Massachusetts Ave, N.W., Washington, DC 20001 Tel 202-906-3276



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 2<sup>nd</sup> 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 Jet. 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 Jet this past year including 1,742 minutes of host responsible delays at East Bridge Jet 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,

Scot Naparstek

At Wh

EVP, Service Delivery and Operations

Cc: Dennis Newman

Gery Williams Shawn Gordon Jim Blair

Metrics & Minimum Standards Quarterly Update					
	F	Y202	2-2Qtr		
Customer On-Time Performance	Host Railroad (	CN-IC	All Host Railro	ads	
	# Routes	%	# Routes	%	
Total Routes	26		863		
Trains Meeting Minimum Standard (≥ 80%)	1	4%	459	53%	
Trains Below Minimum Standard (< 80%)	25	96%		47%	
Total	26	100%	863	100%	
Datas Baananaihilib.	Hast Dalles and C	CNIC	All Hash Dailes	مدم	
Delay Responsibility	Host Railroad (	N-IC	All Host Railro	pads	
	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%	
Heat Dalay Cayes	Host Railroad (	N IC	All Hoot Doile		
Host Delay Cause	nost Kaliload C	.N-IC	All Host Railro	aus	
	Delays per 10K		Delays per 10K		
	Train-Miles	%	Train-Miles	%	
FTI	576	52%		38%	
Slow Orders	214	19%	171	18%	
Signals	105	10%	98	11%	
Route	81	7%	62	7%	
MOW	25	2%	42	5%	
PTI	97			15%	
СП	7	1%		6%	
Detour	0	0%	3	0%	
Total	1,104	100%	933	100%	
Train-Miles	Host Railroad C	N-IC	All Host Railro	ads	
Train-Miles	263.777		7 278.513		
% of Total Train-Miles	4%		100%		

	er On-Time Perform A Metrics & Minimur			Min Std 80%
Service			% Host Route Miles •	
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 / Şaluki	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	66	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%
Walverine	352	88	11%	51%
Wolverine	353	88	11%	69%
Wolverine	354	87	11%	45%
Walverine	365	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

# 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



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 20tr2023

Dear Paul:

Please find attached the Quarterly Report for the 2<sup>nd</sup> 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,

Gerhard M. Williams III

**EVP Service Delivery & Operations** 

M Willacurotio.

cc: Randy Hunt

Dennis Newman

Jim Blair

Lizabeth Brubeck

**Quarterly Report**For the period January 1, 2023 to March 31, 2023

Metrics & Minimum Star	ndards Quart	erly U	odate	· - ·	
	FY2023-2Qtr				
Customer On-Time Performance	Host Railroa		All Host Railroads		
	-			·	
	# Routes	%	# Routes	%	
Total Routes	49		909		
Trains Meeting Minimum Standard (≥ 80%)	21	43%	550	61%	
Trains Below Minimum Standard (< 80%)	28	57%	359	39%	
Total	49	100%	909	100%	
Delay Responsibility	Host Railroa	d NS	All Host Rail	roads	
	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 Railroa	d NS	All Host Rail	roads	
	Delays per		Delays per	1	
	10K Train- Miles	0/	10K Train-	0.4	
FTI	574	<u>%</u> 51%	Miles	%	
Slow Orders	123	11%	272 181	31% 21%	
Signals	136				
, -	רוניו	12%	113	1,3%	
Route	103	12% 9%	113 60	13% 7%	
MOW				13% 7% 4%	
MOW PTI	103	9%	60	7%	
MOW PTI CTI	103 29	9% 3% 14% 0%	60 35 137 63	7% 4% 16% 7%	
MOW PTI CTI Detour	103 29 153 5 1	9% 3% 14% 0% 0%	60 35 137 63 3	7% 4% 16% 7% 0%	
MOW PTI CTI	103 29 153 5	9% 3% 14% 0%	60 35 137 63	7% 4% 16% 7%	
MOW PTI CTI Detour Total	103 29 153 5 1 1,125	9% ; 3% 14% 0% 0% 100%	60 35 137 63 3 865	7% 4% 16% 7% 0% 100%	
MOW PTI CTI Detour	103 29 153 5 1	9% ; 3% 14% 0% 0% 100%	60 35 137 63 3	7% 4% 16% 7% 0% 100%	
MOW PTI CTI Detour Total	103 29 153 5 1 1,125	9% ; 3% 14% 0% 0% 100%	60 35 137 63 3 865	7% 4% 16% 7% 0% 100%	

Customer On-Time Performance FY2023-2Qtr FRA Metrics & Minimum Standards				
TIVA METHER WIN	mijani ota	Tupius	% Host Route	80%
Service	Train	# Trips	Miles	COTP %
Capitol Ltd	29	84	62%	72.79
Capitol Ltd	30	84	62%	60.89
Cardinal	50	37	7%	38.59
Cardinal	51	37	7%	75.79
Darolinian	79	90	29%	77.49
Carolinian	80	90	29%	60.39
Drescent	19	90	83%	58.09
Crescent	20	90	83%	61.59
_ake Shore Ltd	48	89	35%	79.3°
_ake 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
Volverine	350	82	13%	75.8
Volverine	351	86	13%	82.6
Volverine Volverine	352	87	13%	73.9
Volverine Volverine	353	86	13%	84.0
Volverine Volverine	354	86	13%	64.8
	355	81	13%	77.7
Wolverine		62	18%	70.2
Northeast Regional	138			
Northeast Regional	151	90	48% 18%	91.0 92.1
Northeast Regional	153	28		
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
	- '		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 4<sup>th</sup> 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,

Gerhard M. Williams III

JM William M

**EVP Service Delivery & Operations** 

cc: Randy Hunt

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Stan	dards Quart	erly Up	date	
		FY202	2-4Qtr	
Customer On-Time Performance	Host Railroa	d NS	All Host Railroads	
				<del>"</del>
	# Routes	%	# Routes	%
Total Routes	43		843	
Trains Meeting Minimum Standard (≥ 80%)	4	9%	347	41%
Trains Below Minimum Standard (< 80%)	39	91%	496	59%
Total	43	100%	843	100%
Delay Responsibility	Host Railroa	d NS	All Host Rail	roads
	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%
	l			
Host Delay Cause	Host Railroa	d NS	All Host Rail	roads
Host Delay Cause		d NS		roads
Host Delay Cause	Delays per	id NS	Delays per	roads
Host Delay Cause	Delays per 10K Train-		Delays per 10K Train-	:
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%
FTI Slow Orders	Delays per 10K Train- Miles 625	% 51%	Delays per 10K Train- Miles 325	% 33%
FTI Slow Orders	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	% 33% 21%
FTI	Delays per 10K Train- Miles 625 118	% 51% 10%	Delays per 10K Train- Miles 325 210	% 33%
FTI Slow Orders Signals	Delays per 10K Train- Miles 625 118 150	% 51% 10% 12%	Delays per 10K Train- Miles 325 210 123	% 33% 21% 12%
FTI Slow Orders Signals Route	Delays per 10K Train- Miles 625 118 150 130	% 51% 10% 12% 11%	Delays per 10K Train- Miles 325 210 123 63	% 33% 21% 12% 6%
FTI Slow Orders Signals Route MOW	Delays per 10K Train- Miles 625 118 150 130 29	% 51% 10% 12% 11% 2%	Delays per 10K Train- Miles 325 210 123 63 47	% 33% 21% 12% 6% 5%
FTI Slow Orders Signals Route MOW PTI	Delays per 10K Train- Miles 625 118 150 130 29 170	% 51% 10% 12% 11% 2% 14%	Delays per 10K Train- Miles 325 210 123 63 47 142	% 33% 21% 12% 6% 5% 14%
FTI Slow Orders Signals Route MOW PTI CTI	Delays per 10K Train- Miles 625 118 150 130 29 170 8	% 51% 10% 12% 11% 2% 14% 1%	Delays per 10K Train- Miles 325 210 123 63 47 142 73	% 33% 21% 12% 6% 5% 14% 7%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train- Miles 625 118 150 130 29 170 8	% 51% 10% 12% 11% 2% 14% 1% 0%	Delays per 10K Train- Miles 325 210 123 63 47 142 73 4	% 33% 21% 12% 6% 5% 14% 7% 0%
FTI Slow Orders Signals Route MOW PTI CTI Detour  Total	Delays per 10K Train- Miles 625 118 150 130 29 170 8 0 1,232	% 51% 10% 12% 11% 2% 14% 1% 0% 100%	Delays per 10K Train- Miles 325 210 123 63 47 142 73 4 988	% 33% 21% 12% 6% 5% 14% 7% 0% 100%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train- Miles 625 118 150 130 29 170 8	% 51% 10% 12% 11% 2% 14% 1% 0% 100%	Delays per 10K Train- Miles 325 210 123 63 47 142 73 4	% 33% 21% 12% 6% 5% 14% 7% 0% 100%
FTI Slow Orders Signals Route MOW PTI CTI Detour  Total	Delays per 10K Train- Miles 625 118 150 130 29 170 8 0 1,232	% 51% 10% 12% 11% 2% 14% 1% 0% 100%	Delays per 10K Train- Miles 325 210 123 63 47 142 73 4 988	% 33% 21% 12% 6% 5% 14% 7% 0% 100%
FTI Slow Orders Signals Route MOW PTI CTI Detour  Total	Delays per 10K Train- Miles 625 118 150 130 29 170 8 0 1,232	% 51% 10% 12% 11% 2% 14% 1% 0% 100%	Delays per 10K Train- Miles 325 210 123 63 47 142 73 4 988	% 33% 21% 12% 6% 5% 14% 7% 0% 100%

Customer On-Time Per FRA Metrics & Mir			Qtr	Min Std 80%
			% Host Route	
Service	Train	# Trips	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 3<sup>rd</sup> 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,

MM William #

Gerhard M. Williams III

**EVP Service Delivery & Operations** 

ce: Randy Hunt

Dennis Newman

Jim Blair

Lizabeth Brubeck

# Quarterly Report For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Standards Quarterly Update					
	FY2023-3Qtr				
Customer On-Time Performance	Host Railroa	d NS	All Host Railroads		
	# Routes	%	# Routes	%	
Total Routes	50	000/	945	4007	
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 Railroa	d NS	All Host Rail	roads	
	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 Railroa	d NS	All Host Rail	roads	
	Delays per		Delays per		
	I 401/ Teals				
	10K Train- Miles	%	10K Train- Miles	%	
   FTI	Miles	% 52%	Miles	% 29%	
FTI Slow Orders	Miles 646	52%	Miles 262	29%	
FTI Slow Orders Signals	Miles		Miles		
Slow Orders	Miles 646 157	52% 13%	Miles 262 218	29% 24%	
Slow Orders Signals	646 157 142	52% 13% 11%	262 218 107	29% 24% 12% 7% 5%	
Slow Orders Signals Route MOW PTI	646 157 142 108 26 161	52% 13% 11% 9% 2% 13%	262 218 107 61 44 148	29% 24% 12% 7% 5% 16%	
Slow Orders Signals Route MOW PTI CTI	646 157 142 108 26 161	52% 13% 11% 9% 2% 13% 1%	262 218 107 61 44 148 69	29% 24% 12% 7% 5% 16% 8%	
Slow Orders Signals Route MOW PTI CTI Detour	646 157 142 108 26 161 7	52% 13% 11% 9% 2% 13% 1% 0%	262 218 107 61 44 148 69 4	29% 24% 12% 7% 5% 16% 8% 0%	
Slow Orders Signals Route MOW PTI CTI	646 157 142 108 26 161	52% 13% 11% 9% 2% 13% 1%	262 218 107 61 44 148 69	29% 24% 12% 7% 5% 16% 8%	
Slow Orders Signals Route MOW PTI CTI Detour	646 157 142 108 26 161 7	52% 13% 11% 9% 2% 13% 1% 0%	262 218 107 61 44 148 69 4	29% 24% 12% 7% 5% 16% 8% 0%	
Slow Orders Signals Route MOW PTI CTI Detour	646 157 142 108 26 161 7	52% 13% 11% 9% 2% 13% 1% 0% 100%	262 218 107 61 44 148 69 4	29% 24% 12% 7% 5% 16% 8% 0% 100%	
Slow Orders Signals Route MOW PTI CTI Detour Total	646 157 142 108 26 161 7 0 1,247	52% 13% 11% 9% 2% 13% 1% 0% 100%	262 218 107 61 44 148 69 4 913	29% 24% 12% 7% 5% 16% 8% 0% 100%	

Capitol Ltd         29         91         62%         72           Capitol Ltd         30         91         62%         73           Cardinal         50         39         7%         38           Cardinal         51         39         7%         75           Carolinian         79         91         29%         66           Carolinian         80         91         29%         66           Crescent         19         91         83%         47           Crescent         20         91         83%         47           Crescent Ltd         48         91         35%         72           Lake Shore Ltd         48         91         35%         72           Lake Shore Ltd         49         91         35%         72           Lake Shore Ltd         49         91         35%         72           Lake Shore Ltd         49         91         35%         72           Lake Shore Ltd         48         91         35%         72           Lake Shore Ltd         49         91         35%         72           Lake Shore Ltd         48         91         35%	Customer On-Time Per FRA Metrics & Mir				Min Std 80%
Capitol Ltd         29         91         62%         72           Capitol Ltd         30         91         62%         73           Cardinal         50         39         7%         38           Cardinal         51         39         7%         75           Carolinian         79         91         29%         66           Carolinian         80         91         29%         66           Crescent         19         91         83%         47           Crescent         20         91         83%         47           Crescent Ltd         48         91         35%         72           Lake Shore Ltd         48         91         35%         72           Lake Shore Ltd         49         91         35%         72           Lake Shore Ltd         49         91         35%         72           Lake Shore Ltd         49         91         35%         72           Lake Shore Ltd         48         91         35%         72           Lake Shore Ltd         49         91         35%         72           Lake Shore Ltd         48         91         35%					
Capitol Ltd         30         91         62%         73           Cardinal         50         39         7%         35           Cardinal         51         39         7%         75           Carolinian         79         91         29%         66           Carolinian         80         91         29%         46           Crescent         19         91         83%         47           Crescent         20         91         83%         47           Crescent         20         91         83%         47           Lake Shore Ltd         48         91         35%         63           Blue Water         364         88         11%         76           Blue Water         364         88         11%         76           Pere Marquette         370         91         22%         96           Wolverine         350         90         13%         72           Wolverine         351         91         13%         62           Wolverine         353         90         13%         72           Wolverine         354         91         13%         62 </th <th>Service</th> <th>Train</th> <th># Trips</th> <th></th> <th>COTP %</th>	Service	Train	# Trips		COTP %
Cardinal         50         39         7%         38           Cardinal         51         39         7%         75           Carolinian         79         91         29%         46           Carolinian         80         91         29%         46           Crescent         19         91         83%         47           Crescent         20         91         83%         36           Lake Shore Ltd         48         91         35%         72           Blue Water         364         88         11%         76           Blue Water         365         89         11%         46           Pere Marquette         370         91         22%         96           Wolverine         350         90         13%         72           Wolverine         351         91         13%         62           Wolverine         353         90         13%         62           Wolverine         353         90         13%         62           Wolverine         353         90         13%         62           Wolverine         355         90         13%         72     <	l :				74.4%
Cardinal         51         39         7%         73           Carollnian         79         91         29%         66           Carollnian         80         91         29%         46           Crescent         19         91         83%         47           Crescent         20         91         83%         38           Lake Shore Ltd         48         91         35%         63           Blue Water         364         88         11%         76           Blue Water         364         88         11%         76           Blue Water         365         89         11%         46           Pere Marquette         370         91         22%         96           Pere Marquette         371         91         22%         96           Wolverine         350         90         13%         72           Wolverine         351         91         13%         86           Wolverine         353         90         13%         72           Wolverine         355         90         13%         72           Northeast Regional         141         20         14%	I				73.7%
Carolinian         79         91         29%         62           Carolinian         80         91         29%         46           Crescent         19         91         83%         47           Crescent         20         91         83%         47           Crescent         20         91         83%         36           Lake Shore Ltd         48         91         35%         63           Blue Water         364         88         11%         76           Blue Water         365         89         11%         76           Blue Water         365         89         11%         76           Pere Marquette         370         91         22%         96           Pere Marquette         371         91         22%         96           Wolverine         351         91         13%         86           Wolverine         352         91         13%         86           Wolverine         353         90         13%         72           Wolverine         353         90         13%         72           Wolverine         353         90         13%         72<	Cardinal		39		39.1%
Carolinian         80         91         29%         46           Crescent         19         91         83%         47           Crescent         20         91         83%         38           Lake Shore Ltd         49         91         35%         63           Blue Water         364         88         11%         76           Blue Water         365         89         11%         46           Pere Marquette         370         91         22%         96           Pere Marquette         371         91         22%         96           Pere Marquette         371         91         22%         96           Pere Marquette         371         91         22%         96           Wolverine         350         90         13%         76           Wolverine         351         91         13%         66           Wolverine         353         90         13%         66           Wolverine         355         90         13%         66           Wolverine         355         90         13%         66           Northeast Regional         138         64         18%<	Cardinal		39	7%	73.6%
Crescent         19         91         83%         47           Crescent         20         91         83%         38           Lake Shore Ltd         48         91         35%         63           Blue Water         364         88         11%         76           Blue Water         365         89         11%         46           Pere Marquette         370         91         22%         96           Pere Marquette         371         91         22%         96           Wolverine         350         90         13%         72           Wolverine         351         91         13%         81           Wolverine         353         90         13%         86           Wolverine         353         90         13%         86           Wolverine         355         90         13%         86           Wolverine         355         90         13%         72           Northeast Regional         138         64         18%         42           Northeast Regional         151         91         48%         86           Northeast Regional         153         27	Carolinian	79	91	29%	62.4%
Crescent         20         91         83%         36           Lake Shore Ltd         48         91         35%         72           Lake Shore Ltd         49         91         35%         63           Blue Water         364         88         11%         76           Blue Water         365         89         11%         46           Pere Marquette         370         91         22%         96           Pere Marquette         371         91         22%         96           Wolverine         350         90         13%         72           Wolverine         351         91         13%         62           Wolverine         353         90         13%         72           Wolverine         353         90         13%         72           Wolverine         354         91         13%         65           Wolverine         355         90         13%         72           Northeast Regional         138         64         18%         42           Northeast Regional         151         91         48%         66           Northeast Regional         153         27	Carolinian		91	29%	46.7%
Lake Shore Ltd         48         91         35%         72           Lake Shore Ltd         49         91         35%         63           Blue Water         364         88         11%         76           Blue Water         365         89         11%         46           Pere Marquette         370         91         22%         86           Pere Marquette         371         91         22%         96           Wolverine         350         90         13%         74           Wolverine         351         91         13%         62           Wolverine         353         90         13%         62           Wolverine         353         90         13%         62           Wolverine         354         91         13%         62           Wolverine         355         90         13%         72           Northeast Regional         138         64         18%         42           Northeast Regional         141         20         14%         86           Northeast Regional         151         91         48%         86           Northeast Regional         153 <td< td=""><td>Crescent</td><td>19</td><td>91</td><td>83%</td><td>47.3%</td></td<>	Crescent	19	91	83%	47.3%
Lake Shore Ltd       49       91       35%       63         Blue Water       364       88       11%       76         Blue Water       365       89       11%       46         Pere Marquette       370       91       22%       89         Pere Marquette       371       91       22%       96         Wolverine       350       90       13%       72         Wolverine       351       91       13%       62         Wolverine       353       90       13%       86         Wolverine       353       90       13%       86         Wolverine       355       90       13%       86         Northeast Regional       138       64       18%       42         Northeast Regional       151       91       48%       36	Crescent	20	91	83%	38.7%
Blue Water       364       88       11%       76         Blue Water       365       89       11%       46         Pere Marquette       370       91       22%       85         Pere Marquette       371       91       22%       96         Wolverine       350       90       13%       74         Wolverine       351       91       13%       86         Wolverine       352       91       13%       62         Wolverine       353       90       13%       72         Wolverine       354       91       13%       65         Wolverine       355       90       13%       72         Northeast Regional       138       64       18%       42         Northeast Regional       151       91       48%       84         Northeast Regional       153       27       18%       92         Northeast Regional       158       27       18%       67         Northeast Regional       158       27       18%       67         Northeast Regional       158       27       18%       67         Northeast Regional       158       27	Lake Shore Ltd	48	91	35%	72.5%
Blue Water       365       89       11%       46         Pere Marquette       370       91       22%       85         Pere Marquette       371       91       22%       96         Wolverine       350       90       13%       74         Wolverine       351       91       13%       62         Wolverine       353       90       13%       86         Wolverine       354       91       13%       65         Wolverine       355       90       13%       72         Northeast Regional       138       64       18%       42         Northeast Regional       141       20       14%       84         Northeast Regional       151       91       48%       86         Northeast Regional       153       27       18%       92         Northeast Regional       153	Lake Shore Ltd	49	91	35%	63.5%
Pere Marquette         370         91         22%         88           Pere Marquette         371         91         22%         96           Wolverine         350         90         13%         74           Wolverine         351         91         13%         81           Wolverine         352         91         13%         62           Wolverine         353         90         13%         86           Wolverine         355         90         13%         72           Northeast Regional         138         64         18%         42           Northeast Regional         141         20         14%         84           Northeast Regional         151         91         48%         86           Northeast Regional         153         27         18%         92           Northeast Regional         158         27         18%         67           Richmond / Newport Ne	Blue Water	364	88	11%	76.4%
Pere Marquette         371         91         22%         96           Wolverine         350         90         13%         74           Wolverine         351         91         13%         81           Wolverine         352         91         13%         62           Wolverine         353         90         13%         86           Wolverine         355         90         13%         72           Northeast Regional         138         64         18%         42           Northeast Regional         141         20         14%         84           Northeast Regional         151         91         48%         86           Northeast Regional         153         27         18%         92           Northeast Regional         158         27         18%         92           Northeast Regional         158         27         18%         67           Northeast Regional         158         27         18%         67           Northeast Regional         158         27         18%         67           Richmond / Newport News / Norfolk         86         91         32%         76           Ric	Blue Water	365	89	11%	46.4%
Wolverine         350         90         13%         74           Wolverine         351         91         13%         81           Wolverine         352         91         13%         62           Wolverine         353         90         13%         86           Wolverine         354         91         13%         65           Wolverine         355         90         13%         72           Northeast Regional         138         64         18%         42           Northeast Regional         141         20         14%         84           Northeast Regional         151         91         48%         86           Northeast Regional         153         27         18%         92           Northeast Regional         158         27         18%         92           Northeast Regional         158         27         18%         66           Northeast Regional         158         27         18%         62           Northeast Regional         158         27         18%         62           Richmond / Newport News / Norfolk         66         91         32%         76           Richmond	Pere Marquette	370	91	22%	89.9%
Wolverine       351       91       13%       81         Wolverine       352       91       13%       62         Wolverine       353       90       13%       86         Wolverine       354       91       13%       65         Wolverine       355       90       13%       72         Northeast Regional       138       64       18%       42         Northeast Regional       141       20       14%       84         Northeast Regional       151       91       48%       86         Northeast Regional       153       27       18%       92         Northeast Regional       158       27       18%       66         Northeast Regional       158       27       18%       67         Northeast Regional       158       27       18%       67         Richmond / Newport News / Norfolk       66       91       32%       76         Richmond / Newport News / Norfolk       82       13       12%       88         Richmond / Newport News / Norfolk       87       27       12%       60         Richmond / Newport News / Norfolk       93       64       12%       71	Pere Marquette	371	91	22%	96.0%
Wolverine       352       91       13%       62         Wolverine       353       90       13%       86         Wolverine       354       91       13%       65         Wolverine       355       90       13%       72         Northeast Regional       138       64       18%       42         Northeast Regional       141       20       14%       84         Northeast Regional       151       91       48%       86         Northeast Regional       153       27       18%       92         Northeast Regional       158       27       18%       67         Northeast Regional       185       44       18%       84         Richmond / Newport News / Norfolk       66       91       32%       76         Richmond / Newport News / Norfolk       82       13       12%       88         Richmond / Newport News / Norfolk       84       64       18%       59         Richmond / Newport News / Norfolk       88       27       12%       60         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       95       64	Wolverine	350	90	13%	74.5%
Wolverine         353         90         13%         86           Wolverine         354         91         13%         65           Wolverine         355         90         13%         72           Northeast Regional         138         64         18%         42           Northeast Regional         141         20         14%         84           Northeast Regional         151         91         48%         86           Northeast Regional         153         27         18%         92           Northeast Regional         158         27         18%         67           Northeast Regional         158         27         18%         67           Northeast Regional         158         27         18%         66           Northeast Regional         158         27         18%         67           Northeast Regional         158         27         18%         66           Northeast Regional         153         27         18%         67           Northeast Regional         185         44         18%         82           Richmond / Newport News / Norfolk         82         13         12%         88	Wolverine	351	91	13%	81.8%
Wolverine       354       91       13%       68         Wolverine       355       90       13%       72         Northeast Regional       138       64       18%       42         Northeast Regional       141       20       14%       84         Northeast Regional       151       91       48%       86         Northeast Regional       153       27       18%       92         Northeast Regional       158       27       18%       67         Northeast Regional       185       44       18%       84         Richmond / Newport News / Norfolk       66       91       32%       76         Richmond / Newport News / Norfolk       82       13       12%       88         Richmond / Newport News / Norfolk       84       64       18%       59         Richmond / Newport News / Norfolk       88       27       12%       60         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norf	Wolverine	352	91	13%	62.5%
Wolverine       355       90       13%       72         Northeast Regional       138       64       18%       42         Northeast Regional       141       20       14%       84         Northeast Regional       151       91       48%       86         Northeast Regional       153       27       18%       92         Northeast Regional       158       27       18%       67         Northeast Regional       185       44       18%       84         Richmond / Newport News / Norfolk       66       91       32%       76         Richmond / Newport News / Norfolk       82       13       12%       88         Richmond / Newport News / Norfolk       84       64       18%       59         Richmond / Newport News / Norfolk       88       27       12%       60         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       94       64       12%       80         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       95       64       12%       80         Richmon	Wolverine	353	90	13%	86.2%
Wolverine       355       90       13%       72         Northeast Regional       138       64       18%       42         Northeast Regional       141       20       14%       84         Northeast Regional       151       91       48%       86         Northeast Regional       153       27       18%       92         Northeast Regional       158       27       18%       67         Northeast Regional       185       44       18%       84         Richmond / Newport News / Norfolk       66       91       32%       76         Richmond / Newport News / Norfolk       82       13       12%       88         Richmond / Newport News / Norfolk       84       64       18%       59         Richmond / Newport News / Norfolk       88       27       12%       60         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       94       64       12%       80         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       95       64       12%       80         Richmon	Wolverine	354	91	13%	65.0%
Northeast Regional         138         64         18%         42           Northeast Regional         141         20         14%         84           Northeast Regional         151         91         48%         86           Northeast Regional         153         27         18%         92           Northeast Regional         158         27         18%         67           Northeast Regional         185         44         18%         82           Richmond / Newport News / Norfolk         66         91         32%         76           Richmond / Newport News / Norfolk         82         13         12%         88           Richmond / Newport News / Norfolk         84         64         18%         59           Richmond / Newport News / Norfolk         87         27         12%         60           Richmond / Newport News / Norfolk         88         27         12%         79           Richmond / Newport News / Norfolk         93         64         12%         83           Richmond / Newport News / Norfolk         94         64         12%         80           Richmond / Newport News / Norfolk         95         64         12%         80	Wolverine	355	90	13%	72.6%
Northeast Regional         141         20         14%         84           Northeast Regional         151         91         48%         86           Northeast Regional         153         27         18%         92           Northeast Regional         158         27         18%         67           Northeast Regional         185         44         18%         82           Richmond / Newport News / Norfolk         66         91         32%         76           Richmond / Newport News / Norfolk         82         13         12%         88           Richmond / Newport News / Norfolk         84         64         18%         59           Richmond / Newport News / Norfolk         87         27         12%         60           Richmond / Newport News / Norfolk         88         27         12%         79           Richmond / Newport News / Norfolk         93         64         12%         83           Richmond / Newport News / Norfolk         94         64         12%         80           Richmond / Newport News / Norfolk         95         64         12%         80           Richmond / Newport News / Norfolk         157         13         14%         66	Northeast Regional		64	18%	42.6%
Northeast Regional         151         91         48%         86           Northeast Regional         153         27         18%         92           Northeast Regional         158         27         18%         67           Northeast Regional         185         44         18%         84           Richmond / Newport News / Norfolk         66         91         32%         76           Richmond / Newport News / Norfolk         82         13         12%         88           Richmond / Newport News / Norfolk         84         64         18%         59           Richmond / Newport News / Norfolk         87         27         12%         60           Richmond / Newport News / Norfolk         88         27         12%         79           Richmond / Newport News / Norfolk         93         64         12%         83           Richmond / Newport News / Norfolk         94         64         12%         70           Richmond / Newport News / Norfolk         95         64         12%         80           Richmond / Newport News / Norfolk         157         13         14%         66           Roanoke         147         14         37%         80	<u> </u>	141	20	14%	84.0%
Northeast Regional       153       27       18%       92         Northeast Regional       158       27       18%       67         Northeast Regional       185       44       18%       84         Richmond / Newport News / Norfolk       66       91       32%       76         Richmond / Newport News / Norfolk       82       13       12%       88         Richmond / Newport News / Norfolk       84       64       18%       59         Richmond / Newport News / Norfolk       87       27       12%       60         Richmond / Newport News / Norfolk       88       27       12%       79         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       94       64       12%       80         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       157       13       14%       66         Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       147       14       37%       80	I			48%	86.3%
Northeast Regional         158         27         18%         67           Northeast Regional         185         44         18%         84           Richmond / Newport News / Norfolk         66         91         32%         76           Richmond / Newport News / Norfolk         82         13         12%         88           Richmond / Newport News / Norfolk         84         64         18%         59           Richmond / Newport News / Norfolk         87         27         12%         60           Richmond / Newport News / Norfolk         88         27         12%         79           Richmond / Newport News / Norfolk         93         64         12%         83           Richmond / Newport News / Norfolk         94         64         12%         71           Richmond / Newport News / Norfolk         95         64         12%         80           Richmond / Newport News / Norfolk         157         13         14%         66           Richmond / Newport News / Norfolk         157         13         14%         66           Richmond / Newport News / Norfolk         157         13         14%         66           Roanoke         145         13         48% <t< td=""><td>· · · · · · · · · · · · · · · · · · ·</td><td></td><td></td><td></td><td>92.0%</td></t<>	· · · · · · · · · · · · · · · · · · ·				92.0%
Northeast Regional	_				67.4%
Richmond / Newport News / Norfolk       66       91       32%       76         Richmond / Newport News / Norfolk       82       13       12%       88         Richmond / Newport News / Norfolk       84       64       18%       59         Richmond / Newport News / Norfolk       87       27       12%       60         Richmond / Newport News / Norfolk       88       27       12%       79         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       94       64       12%       80         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       68         Pennsylvanian       42       91       56%       79	T				84.2%
Richmond / Newport News / Norfolk       82       13       12%       88         Richmond / Newport News / Norfolk       84       64       18%       59         Richmond / Newport News / Norfolk       87       27       12%       60         Richmond / Newport News / Norfolk       88       27       12%       79         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       94       64       12%       71         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79	_				76.6%
Richmond / Newport News / Norfolk       84       64       18%       59         Richmond / Newport News / Norfolk       87       27       12%       60         Richmond / Newport News / Norfolk       88       27       12%       79         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       94       64       12%       71         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79	· ·				88.1%
Richmond / Newport News / Norfolk       87       27       12%       60         Richmond / Newport News / Norfolk       88       27       12%       79         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       94       64       12%       71         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79	•				59.2%
Richmond / Newport News / Norfolk       88       27       12%       79         Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       94       64       12%       71         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79	· '				60.3%
Richmond / Newport News / Norfolk       93       64       12%       83         Richmond / Newport News / Norfolk       94       64       12%       71         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79	· ·				79.1%
Richmond / Newport News / Norfolk       94       64       12%       71         Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79	l ·				83.7%
Richmond / Newport News / Norfolk       95       64       12%       80         Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79	· · · · · · · · · · · · · · · · · · ·				71.4%
Richmond / Newport News / Norfolk       157       13       14%       66         Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79					80.7%
Roanoke       145       13       48%       74         Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79	· · · · · · · · · · · · · · · · · · ·				66.7%
Roanoke       147       14       37%       80         Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79	l ·				74.6%
Roanoke       156       27       48%       69         Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79					80.2%
Roanoke       171       64       32%       68         Roanoke       176       64       32%       80         Pennsylvanian       42       91       56%       79					69.7%
Roanoke         176         64         32%         80           Pennsylvanian         42         91         56%         79					68.3%
Pennsylvanian 42 91 56% 79					80.3%
l '					79.3%
r Pennsylvanian AR U1 56% //	Pennsylvanian	43	91	56%	77.8%
•	I				66.5%
					60.4%
					47.3% 57.5%
					57.5%
					70.7% 66.6%

Page 3 of 4

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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 3<sup>rd</sup> 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,

Gerhard M. Williams III

MIN William MS

EVP Service Delivery & Operations

ce: Randy Hunt

Dennis Newman

Jim Blair

Lizabeth Brubeck

Metrics & Minimum St			pdate 2-3Qtr	
Customer On-Time Performance	Host Railroad		All Host Railre	oads
	# 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 Railre	oads
	Mins Delay	%	Mins Delay	%
Host	100.538	75%		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 Railro	oads
	Delays per 10K		Delays per 10K	
	Train-Miles	%	Train-Miles	%
FTI	1.027	59%		38%
Slow Orders	176	10%		20%
Signals	186	11%		11%
Route MOW	136 35	8% 2%		7% 5%
PTI	179	10%		14%
Еп	5	0%		6%
Detour	٥	0%		0%
Total	_	100%		100%
Train-Miles	Host Railroad	NS	All Host Railre	oads
Train-Miles	576.443		7 870.166	
% of Total Train-Miles	7%		100%	

Customer On-Time FRA Metrics &				Min Std 80%
Service	Train	# Trip: *	% Host Route Mile	COTP % 4
Capitol Ltd	29	91	62%	30. <del>9</del> %
Capitol Ltd	30	91	62%	29.6%
Cardinal	50	39	7%	28.7%
Cardinal	51	39	7%	55.9%
Carolinian	79		29%	66.0%
Carolinian	80		29%	
Crescent	19		83%	
Crescent	20		83%	
Lake Shore Ltd	48	77	35%	
Lake Shore Ltd	49	77	35%	51.7%
Blue Water	364	91	11%	58.9%
Blue Water	365	91	11%	
Pere Marquette	370	91	22%	67.5%
Pere Marquette	371	91	22%	75.8%
Wolverine	350	91	13%	68.9%
Wolverine	351	91	13%	64.7%
Wolverine	352	91	13%	54,4%
Wolverine	353	91	13%	80.0%
Wolverine	354	91	13%	68.9%
Wolverine	355	91	13%	76.7%
Richmond / Newport News / Norfolk	82	13	12%	64.0%
Richmond / Newport News / Norfolk	84	64	18%	804%
Richmond / Newport News / Norfolk	87	27	12%	45.1%
Richmond / Newport News / Norfolk		27	12%	76.0%
Richmond / Newport News / Norfolk	93	64	12%	66.4%
Richmond / Newport News / Norfolk		64	12%	
Richmond / Newport News / Norfolk	95	64	12%	806%
Richmond / Newport News / Norfolk		12	14%	
Roanske	145	13	48%	
Roancke	147	14		
Roancke	156	27		
Roanoke	171	64	32%	
Roanoke	176	64	32%	
Pennsylvanian	42		56%	
Pennsylvanian	43	91	56%	70.1%
Pledmont	72	91	100%	83.8%
Pledmont	74	87	100%	76.7%
Piedmont	75	87	100%	65 3%
Piedmont	76	91	100%	78.1%
Pledmont	77	91	100%	78.0%
Pledmont	78		100%	£1.4%
Silver Star	91	91	2%	
Silver Star	92	91	2%	15.9%

Trains Meeting Minimum Standard 5
Trains Below Minimum Standard 38
Total 42

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 1<sup>st</sup> 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,

Gerhard M. Williams III

MIN William M

**EVP Service Delivery & Operations** 

cc: Randy Hunt

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Stan	dards Quart		odate 3-1Qtr	
Customer On-Time Performance	Host Railroa	ad NS	All Host Rail	roads
	# Routes	%	# Routes	%
Total Routes	49		899	
Trains Meeting Minimum Standard (≥ 80%)	6	12%	425	47%
Trains Below Minimum Standard (< 80%)	43	_88%	474	53%
Total	49	100%	899	100%
Delay Responsibility	Host Railroa	nd NS	All Host Rail	roads
	Mins Delay	%	Mins Delay	%
Host	72,789	66%	768,961	63%
Amtrak	28,899	26%	336,212	27%
3rd Party	8,456	8%	122,543	10%
Total	110,144	100%	1,227,716	100%
Heat Below Course	Mark Ballon		AD 41 5-2	_
Host Delay Cause	Host Railroa	ad NS	All Host Rail	roads
Host Delay Cause	Delays per 10K Train-		Delays per 10K Train-	
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%
FTI	Delays per 10K Train- Miles 487	<b>%</b> 46%	Delays per 10K Train- Miles	<b>%</b> 33%
FTI Slow Orders	Delays per 10K Train- Miles 487 99	<b>%</b> 46% 9%	Delays per 10K Train- Miles 291 171	<b>%</b> 33% 19%
FTI Slow Orders Signals	Delays per 10K Train- Miles 487 99 157	% 46% 9% 15%	Delays per 10K Train- Miles 291 171 119	% 33% 19% 13%
FTI Slow Orders Signals Route	Delays per 10K Train- Miles 487 99 157 108	% 46% 9% 15% 10%	Delays per 10K Train- Miles 291 171 119 59	% 33% 19% 13% 7%
FTI Slow Orders Signals Route MOW	Delays per 10K Train- Miles 487 99 157	% 46% 9% 15% 10% 3%	Delays per 10K Train- Miles 291 171 119	% 33% 19% 13% 7% 5%
FTI Slow Orders Signals Route	Delays per 10K Train- Miles 487 99 157 108 30	% 46% 9% 15% 10%	Delays per 10K Train- Miles 291 171 119 59 42	% 33% 19% 13% 7%
FTI Slow Orders Signals Route MOW PTI	Delays per 10K Train- Miles 487 99 157 108 30 163	% 46% 9% 15% 10% 3% 15%	Delays per 10K Train- Miles 291 171 119 59 42 137	% 33% 19% 13% 7% 5% 16%
FTI Slow Orders Signals Route MOW PTI CTI	Delays per 10K Train- Miles 487 99 157 108 30 163 6	% 46% 9% 15% 10% 3% 15% 1%	Delays per 10K Train- Miles 291 171 119 59 42 137 63	% 33% 19% 13% 7% 5% 16% 7%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train- Miles 487 99 157 108 30 163 6	% 46% 9% 15% 10% 3% 15% 1% 1%	Delays per 10K Train- Miles 291 171 119 59 42 137 63 2	% 33% 19% 13% 7% 5% 16% 7% 0% 100%
FTI Slow Orders Signals Route MOW PTI CTI Detour  Total	Delays per 10K Train- Miles 487 99 157 108 30 163 6 9 1,059	% 46% 9% 15% 10% 3% 15% 1% 1%	Delays per 10K Train- Miles 291 171 119 59 42 137 63 2 885	% 33% 19% 13% 7% 5% 16% 7% 0% 100%

Customer On-Time Perf FRA Metrics & Min				Min Std 80%
Paris -	T:	# T:	% Host Route	COTO 9/
Service	Train	# Trips	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%	71.49
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%	62.89
Richmond / Newport News / Norfolk	87	29	12%	61.5%
Richmond / Newport News / Norfolk	88	29	12%	78.49
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%
•	157	13	14%	73.0%
Richmond / Newport News / Norfolk Roanoke	145	13	48%	52.2%
Roanoke	147	15	37%	74.7%
Roanoke	156	28	48%	62.79
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%
		90	2%	

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 2<sup>nd</sup> 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,

Scot Naparstek

**EVP Service Delivery & Operations** 

**CC:** Will Wangerin

Dennis Newman

Jim Blair

Lizabeth Brubeck

**Quarterly Report**For the period January 1, 2022 to March 31, 2022

Metrics & Minimum St	andards Quart	erly L	pdate	
		FY202	22-2Qtr	
Customer On-Time Performance	Host Railroad	I CP	All Host Railre	oads
	# D	07	# B	
Total Bautas	# Routes	%	# Routes	<u>%</u>
Total Routes	21	040/	863	E00/
Trains Meeting Minimum Standard (> 80%) Trains Below Minimum Standard (< 80%)		81%		53%
· ·	21	<b>19%</b>	<del></del>	47%
Total		100%	863	100%
Delay Responsibility	Host Railroad	CP	All Host Railro	nads
				, uu
	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	CB.	All Host Railre	. a al a
Trost Delay Gause	1105t Kailloau	CF .	All Host Raille	aus
	Delays per 10K		Delays per 10K	
	Train-Miles	%	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%
СТІ	6	2%	60	6%
Detour	0	0%	3	0%
Total	344	100%	933	100%
Train-Miles	Host Railroad	CP	All Host Railro	ads
Train-Miles Train-Miles	Host Railroad 112,348	СР	7,278,513	aas

	Time Perform			Min Std 80%
Service			% Host Route Miles	
Ethan Allen Express	290	. 88	24%	93%
Ethan Allen Express	291	89		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

## NATIONAL RAILROAD PASSENGER CORPORATION Scot Naparstek, EVP, Service Delivery & Operations 1 Massachusetts Ave, N.W., Washington, DC 20001

Tel 202-906-3276



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 2<sup>nd</sup> 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.

Sincegely

Scot Naparstek

**EVP Service Delivery & Operations** 

CC: Tamara Noel

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum St			Jpdate 22-2Qtr	
Customer On-Time Performance	Host Railroad		All Host Railre	nade
- Carlotte C	1100t Hambad	DIQ.	All Host Raili	Jaus
	# Routes	%	# Routes	%
Total Routes	67		863	
Trains Meeting Minimum Standard (≥ 80%)	25	37%	459	53%
Trains Below Minimum Standard (< 80%)	42	63%	404	47%
Total	67	100%	863	100%
				ı i
Delay Responsibility	Host Railroad	BN\$F	All Host Railro	pads
	Mins Delay	%	Mins Delay	%
Host	134,217		<u>.                                      </u>	66%
Amtrak	42,374		1	25%
3rd Party	12,902	7%	· ·	9%
Total	189,493	100%	1,023,484	100%
Host Delay Cause	Host Railroad I	BNSF	All Host Railro	ads
	Delays per 10K		Delays per 10K	
	Train-Miles	%	Train-Miles	%
FTI	463	45%		38%
Slow Orders	209	20%	171	18%
Signals	88	9%	98	11%
Route	47	5%		7%
MOW	34	3%	42	5%
РТІ	155	15%	141	15%
СТІ	24	2%	60	6%
Detour	6	1%	3	0%
Total	1,025	100%	933	100%
Train-Miles	Host Railroad E	BNSF	All Host Railro	ads
Train-Miles	1,309,777		7,278,513	1
% of Total Train-Miles	18%		100%	

Customer On-T FRA Metric	ime Perforn s & Minimu			Min Std 80%
Service			% Host Route Mile	
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	<b>50</b> 3	87	52%	58%
Cascades	504	85	88%	62%
Cascades	505	86	52%	68%
Cascades	507	86	\$8%	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	37	99%	82%
Carl Sandburg / Illinois Zephyr	381	90	99%	30%
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%	85%
Pacific Surfliner	572	75	17%	92%
Pacific Surfiner	573	80	17%	91%
Pacific Surfliner	580	88	17%	89%
Pacific Surfliner	581	90	17%	5 <del>9</del> %
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%

Cust	omer On-Time Perform			Min Std
Service	FRA Metrics & Minimu		% Host Route Mile ≅	80% COTP % -4
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	<del>9</del> 6%	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 2<sup>nd</sup> 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,

Scot Naparstek

EVP, Service Delivery & Operations

CC: Andy Daly

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum St			lpdate 22-2Qtr	
Customer On-Time Performance	Host Railroad		All Host Railro	ads
	# Routes	%	# Routes	%
Total Routes	50		863	
Trains Meeting Minimum Standard (> 80%)	the second control of			53%
Trains Below Minimum Standard (< 80%)	38	76%		47%
Total	50	100%	863	100%
Delay Responsibility	Host Railroad	csx	All Host Railro	ads
	Mins Delay	%	Mins Delay	%
Host	101,313	71%	i '	66%
Amtrak	27,780	19%		25%
3rd Party	14,054	10%	· '	9%
Total	143,147	100%	1,023,484	100%
1				
Host Delay Cause	Host Railroad	csx	All Host Railro	ads
Host Delay Cause		CSX		ads
Host Delay Cause	Host Railroad Delays per 10K Train-Miles	csx %	All Host Railro Delays per 10K Train-Miles	ads %
Host Delay Cause	Delays per 10K		Delays per 10K	
	Delays per 10K Train-Miles	% 36% 19%	Delays per 10K Train-Miles	%
FTI Slow Orders Signals	Delays per 10K Train-Miles 371 196 100	% 36% 19% 10%	Delays per 10K Train-Miles 356	% 38% 18% 11%
FTI Slow Orders Signals Route	Delays per 10K Train-Miles 371 196 100 133	% 36% 19% 10% 13%	Delays per 10K Train-Miles 356 171 98 62	% 38% 18% 11% 7%
FTI Slow Orders Signals Route MOW	Delays per 10K Train-Miles 371 196 100 133 29	% 36% 19% 10% 13% 3%	Delays per 10K Train-Miles 356 171 98 62 42	% 38% 18% 11% 7% 5%
FTI Slow Orders Signals Route MOW PTI	Delays per 10K Train-Miles 371 196 100 133 29 180	% 36% 19% 10% 13% 3% 17%	Delays per 10K Train-Miles 356 171 98 62 42 141	% 38% 18% 11% 7% 5% 15%
FTI Slow Orders Signals Route MOW PTI CTI	Delays per 10K Train-Miles 371 196 100 133 29 180 30	% 36% 19% 10% 13% 3% 17% 3%	Delays per 10K Train-Miles 356 171 98 62 42 141 60	% 38% 18% 11% 7% 5% 15% 6%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train-Miles 371 196 100 133 29 180 30 0	% 36% 19% 10% 13% 3% 17% 3%	Delays per 10K Train-Miles 356 171 98 62 42 141 60 3	% 38% 18% 11% 7% 5% 15% 6% 0%
FTI Slow Orders Signals Route MOW PTI CTI	Delays per 10K Train-Miles 371 196 100 133 29 180 30	% 36% 19% 10% 13% 3% 17% 3%	Delays per 10K Train-Miles 356 171 98 62 42 141 60	% 38% 18% 11% 7% 5% 15% 6%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train-Miles 371 196 100 133 29 180 30 0	% 36% 19% 10% 13% 3% 17% 3%	Delays per 10K Train-Miles 356 171 98 62 42 141 60 3	% 38% 18% 11% 7% 5% 15% 6% 0%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train-Miles 371 196 100 133 29 180 30 0	% 36% 19% 10% 13% 3% 17% 3% 0% 100%	Delays per 10K Train-Miles 356 171 98 62 42 141 60 3	% 38% 18% 11% 7% 5% 15% 6% 0% 100%
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles 371 196 100 133 29 180 30 0 1,038	% 36% 19% 10% 13% 3% 17% 3% 0% 100%	Delays per 10K Train-Miles 356 171 98 62 42 141 60 3 933	% 38% 18% 11% 7% 5% 15% 6% 0% 100%

Customer On-Time I FRA Metrics &				Min Std 80%
Service		# Trip · ½ Host Rou	te ·	COTP: 4
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	30	54%	74%
Maple Leaf	64	90	54%	91%
New York - Niagara Falls	280	87	83%	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	63	73%	70%
Lake Shore Ltd	449	69	73%	96%
Pere Marquette	370	88	77%	59%
Pere Marquette	371	85	77%	63%
Bichmond / 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%
Bichmond / Newport News / Norfolk	125	61	45%	82%
Bichmond / 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%	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%
	JE	•••	1.4/4	33/.

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

## NATIONAL RAILROAD PASSENGER CORPORATION Scot Naparstek, EVP, Service Delivery & Operations

1 Massachusetts Ave, N.W., Washington, DC 20001 Tel 202-906-3276



May 3, 2022

Mr. Eric Gehringer
Executive Vice President - Operations
Union Pacific Railroad Company
1400 Douglas Street, 19<sup>th</sup> 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 2<sup>nd</sup> 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.

Sincerøly.

Scot Naparstek

**EVP Service Delivery & Operations** 

CC: Katic Novak

Dennis Newman

Jim Blair

Lizabeth Brubeck

**Quarterly Report**For the period January 1, 2022 to March 31, 2022

Metrics & Minimum St	andards Quarterly Update FY2022-2Qtr			
Customer On-Time Performance	Host Railroad	I UP	All Host Railre	oads
	# Routes	%	# Routes	%
Total Routes	101		863	
Trains Meeting Minimum Standard (> 80%)	53	52%	459	53%
Trains Below Minimum Standard (< 80%)	48	48%	404	47%
Tota	101	100%	863	100%
Delay Responsibility	Host Railroad	UP	All Host Railre	oads
	Mins Delay	%	Mins Delay	%
Host	169,469	73%		66%
Amtrak	42,417	18%	253,996	25%
3rd Party	19,908	9%	90,063	9%
Tota	231,794	100%	1,023,484	100%
Host Delay Cause	Host Railroad	UP	All Host Railro	ads
	Delays per 10K		Delays per 10K	
	Train-Miles	%	Train-Miles	%
FTI	610	46%	356	38%
Slow Orders	222	17%	171	18%
Signals	148	11%	98	11%
Route MOW	78	6%	62	7%
PTI	44	3%	42	5%
CTI	215	16% 1%	141	15% 6%
Detour	4	0%	60 3	6% 0%
Total	· ·	100%	933	100%
, Total	1,550	, 55 76	333	100 /0
Train-Miles	Host Railroad	UP	All Host Railro	ads
Tueto AAN	1,273,772		7,278,513	
Train-Miles % of Total Train-Miles	1,273,772	J	1,210,513	1

Customer On-Time Performance FY2022-2Qtr Min Std						
	Metrics & Minimu			80%		
Service			% Host Route Miles *	COTP % .T		
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	10 <b>0</b> %	98 0%		
Capitol Corridor	544	<b>1</b> 5	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 Min Std FRA Metrics & Minimum Standards 80%					
Service	Train	Trip: %	Host Route Mile	COTP % -4	
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 Suffiner	794	88	79%	80.3%	
Pacific Surfliner	1761	2	27%	100 0%	
Pacific Surfliner	1765		100%	47 4%	
UPPacificSurfliner1770	1770	2 2 2 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 Perforr	nance FY	2022-2Qtr	Min Std
,	FRA Metrics & Minimu	m Standa	rds	80%
Service	" Train "	#Trip: "	% Host Route Mile 🕆	COTP % 4
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

## NATIONAL RAILROAD PASSENGER CORPORATION Gerhard M. Williams III, EVP Service Delivery & Operations 1 Massachusetts Ave, N.W., Washington, DC 20001

viassachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 2<sup>nd</sup> 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,

Gerhard M. Williams III

**EVP Service Delivery & Operations** 

ce: Andy Daly

Dennis Newman

Jim Blair

Lizabeth Brubeck

**Quarterly Report**For the period January 1, 2023 to March 31, 2023

Metrics & Minimum Star	idards Quart	erly U	odate	
			23-2Qtr	
Customer On-Time Performance	Host Railroa		All Host Rail	roads
]	# Routes	%	# Routes	%
Total Routes	60		909	
Trains Meeting Minimum Standard (≥ 80%)	32	53%	550	61%
Trains Below Minimum Standard (< 80%)	28	47%	359	39%
Total	60	100%	909	100%
			<b></b>	_
Delay Responsibility	Host Railroad CSX		All Host Rail	roads_
	Mins Delay	%	Mins Delay	%
Host	126,556	71%	745,605	64%
Amtrak	39,234	22%	300,177	26%
3rd Party	12,232	7%	110,737	10%
Total	178,022	100%	1,156,519	100%
Heat Polov Cover	Heat Dellace	1 CCV	AU 114 D-9:	
Host Delay Cause	Host Railroad	d USX	All Host Rail	roads
	Delays per		Delays per	
	10K Train-		10K Train-	
P	Miles	%	Miles	<u>%</u>
FTI	305	30%	272	31%
Slow Orders	249	24%	181	21%
Signals	94	9%	113	13% 7%
l Route	116	110/		/ 4/0
Route	116 37	11% 4%	60 35	
MOW	37	4%	35	4%
MOW PTI	37 181	4% 18%	35 137	4% 16%
MOW PTI CTI	37 181 31	4% 18% 3%	35 137 63	4% 16% 7%
MOW PTI CTI Detour	37 181 31 6	4% 18% 3% 1%	35 137 63 3	4% 16% 7% 0%
MOW PTI CTI	37 181 31	4% 18% 3%	35 137 63	4% 16% 7%
MOW PTI CTI Detour	37 181 31 6	4% 18% 3% 1% 100%	35 137 63 3	4% 16% 7% 0% 100%
MOW PTI CTI Detour  Total  Train-Miles	37 181 31 6 1,018 Host Railroad	4% 18% 3% 1% 100%	35 137 63 3 865 <b>All Host Rail</b>	4% 16% 7% 0% 100%
MOW PTI CTI Detour	37 181 31 6 1,018	4% 18% 3% 1% 100%	35 137 63 3 865	4% 16% 7% 0% 100%

Customer On-Time Performance FY2023-2Qtr FRA Metrics & Minimum Standards					
TAX Medics & Mill	IIIIIuiii Stai	lualus	% Host Route	80%	
Service	Train	# Trips	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	29% 20%		
Monitrolla / Newport News / Noriolk	190	∠0	20%	86.4%	

Customer On-Time Performance FY2023-2Qtr FRA Metrics & Minimum Standards				
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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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,

Gerhard M. Williams III

JIM William M

EVP Service Delivery & Operations

cc: Andy Daly

Dennis Newman

Jim Blair

Lizabeth Brubeck

**Quarterly Report**For the period July 1, 2022 to September 30, 2022

Metrics & Minimum Standards Quarterly Update				
		FY202	2-4Qtr	
Customer On-Time Performance	Host Railroad		All Host Railroads	
	# Routes	%	# Routes	%
Total Routes	51		843	
Trains Meeting Minimum Standard (≥ 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%
Lucat Balanconna	 	1.004	AU 114 D-71	
Host Delay Cause	Host Railroad	1 CSX	All Host Rail	roads
	Delays per		Delays per	
	10K Train-		10K Train-	
	Miles	%	Miles	%
FTI	411	37%	325	33%
Slow Orders	230	21%	210	21%
Signals	88	8%	123	12%
I Davida				
Route	131	12%	63	6%
MOW	38	3%	47	5%
MOW PTI	38 165	3% 15%	47 142	5% 14%
MOW PTI CTI	38 165 39	3% 15% 4%	47 142 73	5% 14% 7%
MOW PTI CTI Detour	38 165 39 0	3% 15% 4% 0%	47 142 73 4	5% 14% 7% 0%
MOW PTI CTI	38 165 39	3% 15% 4%	47 142 73	5% 14% 7%
MOW PTI CTI Detour	38 165 39 0	3% 15% 4% 0%	47 142 73 4	5% 14% 7% 0%
MOW PTI CTI Detour	38 165 39 0	3% 15% 4% 0% 100%	47 142 73 4	5% 14% 7% 0% 100%
MOW PTI CTI Detour Total	38 165 39 0 1,102 Host Railroa	3% 15% 4% 0% 100%	47 142 73 4 988 <b>All Host Rail</b>	5% 14% 7% 0% 100%
MOW PTI CTI Detour Total	38 165 39 0 1,102	3% 15% 4% 0% 100%	47 142 73 4 988	5% 14% 7% 0% 100%

Customer On-Time Per			Qtr	Min Sto
FRA Metrics & Mil	ıımum Stai	ndards	% Heat Douts	80%
Service	Train	# Trips	% Host Route Miles	COTP %
Auto Train	52	# 111 <b>ps</b> 87	98%	52.19
Auto Train Auto Train	53	87 87	98%	57.6°
Capitol Ltd	29	92	38%	41.0
Capitol Ltd	30	91	38%	31.3
Capitol Etd Cardinal	50	39	61%	31.7
Cardinal	50	40	61%	31.7 44.4
Cardinal Carolinian	79	92	39%	57.5
Carolinian	79 80	92	39%	43.8
	19		1%	53.3
Crescent Crescent	20	65 65	1%	61.0
Maple Leaf	63 64	91 91	54% 54%	71.9
Maple Leaf		91 86		74.7 94.5
New York - Niagara Falls	280 281	88	63% 63%	94.5 68.7
New York - Niagara Falls				
New York - Niagara Falls	283	88	63%	54.2
New York - Niagara Falls	284 48	88	63% 46%	83.9
Lake Shore Ltd		88		65.7
Lake Shore Ltd	49	89	46%	60.3
Lake Shore Ltd	448	64	73%	58.8
Lake Shore Ltd	449 370	69 92	73%	63.8
Pere Marquette			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 FRA Metrics & Minimum Standards				Min Std 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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 3<sup>rd</sup> 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,

MM William ## 3

Gerhard M. Williams III EVP Service Delivery & Operations

ce: Andy Daly
Dennis Newman
Jim Blair
Lizabeth Brubeck

# Quarterly Report For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Standards Quarterly Update					
		FY202	3-3Qtr		
Customer On-Time Performance	Host Railroad	CSXT	All Host Rail	roads	
	# Routes	%	# Routes	%	
Total Routes	86		945		
Trains Meeting Minimum Standard (≥ 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 Rail	roads	
	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 Rail	roads	
	Delays per		Delays per		
	10K Train-		10K Train-		
	Miles	%	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 Rail	roads	
Train-Miles	1 364 304		0 101 350		
Train-Miles % of Total Train-Miles	1,364,294 15%		9,191,358 100%		

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards						
			% Host Route			
Service	Train	# Trips	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%		
Cano onoro em	770	, 0	. 0 / 0	, 0.0		

Service         Train         # Trips         Miles         COTP %           Pere Marquette         370         91         77%         88.9%           Pere Marquette         371         91         77%         98.9%           Northeast Regional         124         27         45%         66.4%           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         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         84         64         31%         59.2%           Richmond / Newport News / Norfolk         87         27         21%         60.3%           Ric	Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards						
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         151         91         2%         86.3%           Northeast Regional         153         27         31%         92.0%           Northeast Regional         153         27         31%         67.4%           Northeast Regional         185         27         31%         67.4%           Northeast Regional         186         64         45%         72.3%           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         84         64         31%         59.2%           Richmond / Newport News / Norfolk         86         63         20%         77.3%           Richmond / Newpo				% Host Route			
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         158         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         82         13         21%         88.1%           Richmond / Newport News / Norfolk         86         63         20%         63.6%           Richmond / Newport News / Norfolk         87         27         21%         60.3% <t< th=""><th>Service</th><th>Train</th><th># Trips</th><th>Miles</th><th>COTP %</th></t<>	Service	Train	# Trips	Miles	COTP %		
Northeast Regional 124 27 45% 66.4% Northeast Regional 138 64 31% 42.6% Northeast Regional 141 20 24% 84.0% Northeast Regional 141 20 24% 84.0% Northeast Regional 151 91 2% 86.3% Northeast Regional 153 27 31% 92.0% Northeast Regional 153 27 31% 92.0% Northeast Regional 158 27 31% 67.4% Northeast Regional 185 44 31% 84.2% Northeast Regional 185 44 31% 84.2% Richmond / Newport News / Norfolk 65 27 29% 77.1% Richmond / Newport News / Norfolk 65 27 29% 77.1% Richmond / Newport News / Norfolk 66 91 27% 76.6% Richmond / Newport News / Norfolk 82 13 21% 88.1% 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 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 88 27 21% 79.1% Richmond / Newport News / Norfolk 88 27 21% 79.1% Richmond / Newport News / Norfolk 93 64 21% 83.7% Richmond / Newport News / Norfolk 93 64 21% 83.7% Richmond / Newport News / Norfolk 95 64 21% 80.7% Richmond / Newport News / Norfolk 95 64 21% 80.7% Richmond / Newport News / Norfolk 95 64 21% 80.7% Richmond / Newport News / Norfolk 95 64 21% 80.7% Richmond / Newport News / Norfolk 99 27 29% 63.8% Richmond / Newport News / Norfolk 125 64 45% 74.4% Richmond / Newport News / Norfolk 127 29% 63.8% Richmond / Newport News / Norfolk 127 20% 72.7% Richmond / Newport News / Norfolk 147 14 29% 64.0% Richmond / Newport News / Norfolk 147 14 19% 80.2% Roanoke 147 64 19% 80.3% Palmetto 90 90 73% 48.7% Silver Meteor 97 91 74% 52.1% Silver Meteor 98 91 74% 41.7% Silver Meteor 98 91 74% 41.7% Silver Meteor 98 91 74% 41.7% Silver Star	Pere Marquette	370	91	77%	89.9%		
Northeast Regional 138 64 31% 42.6% Northeast Regional 141 20 24% 84.0% Northeast Regional 141 20 24% 84.0% Northeast Regional 151 91 2% 86.3% Northeast Regional 153 27 31% 92.0% Northeast Regional 153 27 31% 67.4% Northeast Regional 158 27 31% 67.4% Northeast Regional 185 44 31% 84.2% 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% 881.% Richmond / Newport News / Norfolk 84 64 31% 59.2% Richmond / Newport News / Norfolk 85 63 20% 63.6% Richmond / Newport News / Norfolk 85 63 20% 63.6% Richmond / Newport News / Norfolk 86 63 20% 63.6% Richmond / Newport News / Norfolk 87 27 21% 60.3% Richmond / Newport News / Norfolk 88 27 211% 79.1% Richmond / Newport News / Norfolk 88 27 211% 79.1% Richmond / Newport News / Norfolk 93 64 21% 83.7% Richmond / Newport News / Norfolk 94 64 21% 83.7% Richmond / Newport News / Norfolk 94 64 21% 83.7% Richmond / Newport News / Norfolk 95 64 21% 80.7% Richmond / Newport News / Norfolk 96 13 29% 48.8% Richmond / Newport News / Norfolk 96 13 29% 48.8% Richmond / Newport News / Norfolk 96 13 29% 48.8% Richmond / Newport News / Norfolk 97 27 29% 63.8% Richmond / Newport News / Norfolk 125 64 45% 74.4% Richmond / Newport News / Norfolk 125 64 45% 74.4% Richmond / Newport News / Norfolk 145 13 24% 66.6% Roanoke 147 14 14 29% 64.0% Richmond / Newport News / Norfolk 194 14 29% 64.0% Richmond / Newport News / Norfolk 194 14 29% 64.0% Roanoke 147 14 14 1% 80.2% Roanoke 146 13 29% 74.6% Roanoke 147 14 14 1% 80.2% Roanoke 147 14 14 1% 80.2% Roanoke 147 14 14 1% 80.3% Roanoke 147 14 14 14 18 80.3% Roanoke 147 147 14	Pere Marquette	371	91	77%	96.0%		
Northeast Regional	Northeast Regional	124	27	45%	66.4%		
Northeast Regional	Northeast Regional	138	64	31%	42.6%		
Northeast Regional	Northeast Regional	141	20	24%	84.0%		
Northeast Regional	Northeast Regional	151	91	2%	86.3%		
Northeast Regional	Northeast Regional	153	27	31%	92.0%		
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 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 88 27 21% 79.1% Richmond / Newport News / Norfolk 93 64 21% 83.7% 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 95 64 21% 80.7% Richmond / Newport News / Norfolk 96 13 29% 48.8% Richmond / Newport News / Norfolk 125 64 45% 74.4% 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 164 27 20% 72.7% Richmond / Newport News / Norfolk 164 27 20% 72.7% Richmond / Newport News / Norfolk 164 27 20% 72.7% Richmond / Newport News / Norfolk 195 27 20% 66.6% Roanoke 147 14 14 29% 64.0% Richmond / Newport News / Norfolk 195 27 20% 66.6% Roanoke 147 14 14 16 80.2% Roanoke 147 14 14 16 80.2% Roanoke 147 14 14 16 80.2% Roanoke 147 14 14 16 80.3% Roanoke 147 14 17 64 17 68.3% Roanoke 147 14 14 1	Northeast Regional	158	27	31%	67.4%		
Northeast Regional Richmond / Newport News / Norfolk Richmond / Newport Ne	Northeast Regional	185	44	31%	84.2%		
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         95         64         21%         80.7%           Richmond / Newport News / Norfolk         96         13         29%         63.8%           Richmond / Newport News / Norfolk         125         64         45%         74.4%           Richmond / Newport News / Norfolk         157         13         24%         66.7%           Richmond / Newport	Northeast Regional	186	64	45%	72.3%		
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         95         64         21%         80.7%           Richmond / Newport News / Norfolk         96         13         29%         63.8%           Richmond / Newport News / Norfolk         125         64         45%         74.4%           Richmond / Newport News / Norfolk         157         13         24%         66.7%           Richmond / Newport	Richmond / Newport News / Norfolk	65	27	29%	77.1%		
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         95         64         21%         80.7%           Richmond / Newport News / Norfolk         96         13         29%         48.8%           Richmond / Newport News / Norfolk         125         64         45%         74.4%           Richmond / Newport News / Norfolk         157         13         24%         66.7%           Richmond / Newport News / Norfolk         144         27         20%         66.7%           Richmond / Newport	,	66	91				
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%         60.3%           Richmond / Newport News / Norfolk         93         64         21%         83.7%           Richmond / Newport News / Norfolk         94         64         21%         83.7%           Richmond / Newport News / Norfolk         95         64         21%         80.7%           Richmond / Newport News / Norfolk         96         13         29%         48.8%           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%         66.7%           Richmond / Newport	•	67	64	29%			
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%         83.7%           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         157         13         24%         66.7%           Richmond / Newport News / Norfolk         157         13         24%         66.7%           Richmond / Newport News / Norfolk         194         14         29%         64.0%           Richmond / Newport	,	82	13	21%	88.1%		
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         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 / Newpo	-				59.2%		
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         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	•						
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         194         14         29%         64.0%           Richmond / Newport News / Norfolk         194         14         29%         64.0%           Richmond / Newport News / Norfolk         195         27         20%         66.6%           Roanoke	•						
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         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         176         64         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       171       64       1%       68.3%         Roanoke       176       64       1%	·						
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%         Richmond / Newport News / Norfolk       195       27       20%       66.6%         Richmond / Newport News / Norfolk       195       27       20%       66.6%         Roanoke       145       13       2%       74.6%         Roanoke       147       14       1%       80.2%         Roanoke       176       6	•						
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         176         64         1%         80.3%           Roanoke         176         64         1%         80.3%	,						
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       90       90       73%       62.6%         Palmetto       90       90       73%       48.7%         Silver Meteor	•						
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%         80.3%           Roanoke         176         64         1%         80.3%           Palmetto         90         90         73%         62.6%           Palmetto         97         91         74%         52.1%           Silver Meteor         98	,						
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       98       91       74%       41.7%         Silver Star       91       91       75%       50.8%	-						
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 Star       91       91       75%       50.8%	•						
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 Star       91       91       75%       50.8%	-						
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 Star       91       91       75%       50.8%	•						
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 Star       91       91       75%       50.8%	,						
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 Star       91       91       75%       50.8%	•						
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 Star       91       91       75%       50.8%	,						
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%	· · · · · · · · · · · · · · · · · · ·						
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%							
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%							
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%							
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%							
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 Meteor       97       91       74%       52.1%         Silver Meteor       98       91       74%       41.7%         Silver Star       91       91       75%       50.8%							
Silver Meteor       98       91       74%       41.7%         Silver Star       91       91       75%       50.8%							
Silver Star         91         91         75%         50.8%							
52 51 1570 45.770							
	Olivor Otal	3 <b>2</b>	31	7.570	TU.1 /0		

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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 3<sup>rd</sup> 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,

Gerhard M. Williams III

MIN William Mo

EVP Service Delivery & Operations

cc: Andy Daly

Dennis Newman

Jim Blair

Lizabeth Brubeck

# 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		All Host Railro	ads
	# Routes	%	# Routes	%
Total Routes	48		830	
Trains Meeting Minimum Standard (≥ 80%)	10	21%	432	52%
Trains Below Minimum Standard (< 80%)	38	79%	398	48%
Total	48	100%	830	100%
Delay Responsibility	Host Railroad	CSY	All Host Railro	sade.
Delay Responsibility	HOSE Kaliloau	C3X	All HOSt Kallic	aus
	Mins Delay	%	Mins Delay	%
Host	109.839	62%	789,722	66%
Amtrak	37,220	21%	•	24%
3rd Party	28.723	16%		10%
Total	175 782	100%	1 195 661	100%
Host Delay Cause	Host Railroad	C <b>SX</b>	All Host Railro	ads
	Delays per 10K		Delays per 10K	
	Train-Miles	%	Train-Miles	%
FTI	382	35%	377	38%
Slow Orders	264	24%	196	20%
Signals	85	8%	107	11%
Route	142	13%		7%
MOW	50	5%		5%
РП	150	14%		14%
СТІ	33	3%		6%
Detour	0	0%	_	0%
Total	1.108	100%	1.003	100%
Train-Miles	Host Railroad	CSX	All Host Railro	ads
Train-Miles % of Total Train-Miles	991 132 13%		7 870 166 100%	

Customer On Time				Min Std 80%
FRA Metrics 8			% Host Route Miles	
Auto Train	52	89	98%	
Auto Train	53	89	98%	
Capitol Ltd	29	91	38%	30 9%
Capitol Ltd	30	91	38%	
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	<b>6</b> 5	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%	
Lake Shore Ltd	449	65	73%	72 0%
Pere Marquette	370	91	77%	67 5%
Pere Marquette	371	91	77%	
Richmond / Newport News / Norfolk	82	13	21%	
Richmond / Newport News / Norfolk	84	64	31%	
Richmond / Newport News / Norfolk	85	64	20%	
Richmond / Newport News / Norfolk	86	64	20%	
Richmond / Newport News / Norfolk	87	27	21%	
Richmond / Newport News / Norfolk	88	27	21%	
Richmond / Newport News / Norfolk	93	64	21%	
Richmond / Newport News / Norfolk	94	64	21%	
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 FRA Metrics & Minimum Standards					
Roanoke	<b>14</b> 5	13	2%	66 5%	
Roanoke	147	14	1%	68 8%	
Roanoke	<b>1</b> 56	27	2%	47.0%	
Roanoke	171	64	1%	69.7%	
Roanoke	176	64	1%	64.7%	
Palmetto	69	62	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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 1<sup>st</sup> 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,

Gerhard M. Williams III

JIM William M

EVP Service Delivery & Operations

cc: Andy Daly

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Stan	dards Quart	erlv Ur	odate	
	FY2023-1Qtr			
Customer On-Time Performance	Host Railroad		All Host Rail	roads
	# Routes	%	# Routes	%
Total Routes	60	000/	899	470/
Trains Meeting Minimum Standard (≥ 80%)	14	23%	425	47%
Trains Below Minimum Standard (< 80%)	46	77%	474	53%
Total	60	100%	899	100%
Delay Responsibility	Host Railroa	d CSX	All Host Rail	roads
	Mins Delay	%	Mins Delay	%
Host	117,972	69%	768,961	63%
Amtrak	42,777	25%	336,212	27%
3rd Party	9,487	6%	122,543	10%
Total	170,236	100%	1,227,716	100%
Host Delay Cause	Host Railroa	d CSX	All Host Rail	roads
	Delays per		Delays per	
	10K Train-		10K Train-	
	Miles	<u>%</u>	Miles	%
FTI	343	35%	291	33%
Slow Orders	194	20%	171	19%
Signals	82	8%	119	13%
Route MOW	122 38	12% 4%	59 42	7% 5%
PTI	173	4% 18%	137	5% 16%
CTI	31	3%	63	7%
Detour	0	0%	2	0%
Total	983	100%	885	100%
, otal	300	10070	000	10070
Train-Miles	Host Railroad CSX		All Host Rail	roads
	ļ			
Train-Miles	1 200 140		9 600 040	
Train-Miles % of Total Train-Miles	1,200,140 14%		8,690,949 100%	

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				
FRA Wetrics & Willin	mum Star	nuarus	% Host Route	80%
Service	Train	# Trips	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 / Norfalk	85	62	20%	83.8%
Richmond / Newport News / Norfolk	86	62	20%	56.0%
Richmond / Newport News / Norfalk	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 / Norfalk	96	12	29%	58.2%
Richmond / Newport News / Norfolk	99	28	29%	52.4%
Richmond / Newport News / Norfalk	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 FRA Metrics & Minimum Standards				Min Std 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

## 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



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 3<sup>rd</sup> 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,

MM William #

Gerhard M. Williams III
EVP Service Delivery & Operations

cc: Will Wangerin

Tracy Miller Dennis Newman

Lizabeth Brubeck

Yoel Weiss

Jim Blair

# Quarterly Report For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Stan	dards Quarte	erly Up	date	
		FY202	3-3Qtr	
Customer On-Time Performance	Host Railroad	CPKC	All Host Railroads	
				,
	# Routes	%	# Routes	%
Total Routes	21		945	
Trains Meeting Minimum Standard (≥ 80%)	15	71%	453	48%
Trains Below Minimum Standard (< 80%)	6	29%	492	52%
Total	21	100%	945	100%
	l <b></b>			
Delay Responsibility	Host Railroad	CPKC	All Host Rail	roads
	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 Dolay Causo	Host Pailroad	CDKC	All Host Pail	roade
Host Delay Cause	Host Railroad	CPKC	All Host Rail	roads
Host Delay Cause	Delays per	СРКС	Delays per	roads
Host Delay Cause		CPKC %		roads %
Host Delay Cause	Delays per 10K Train-		Delays per 10K Train-	<b>:</b>
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%
FTI	Delays per 10K Train- Miles	% 22%	Delays per 10K Train- Miles	% 29% 24% 12%
FTI Slow Orders Signals Route	Delays per 10K Train- Miles 143 152 83 53	% 22% 23% 13% 8%	Delays per 10K Train- Miles 262 218	% 29% 24% 12% 7%
FTI Slow Orders Signals Route MOW	Delays per 10K Train- Miles 143 152 83 53 30	% 22% 23% 13% 8% 5%	Delays per 10K Train- Miles 262 218 107 61 44	% 29% 24% 12% 7% 5%
FTI Slow Orders Signals Route MOW PTI	Delays per 10K Train- Miles 143 152 83 53 30 189	% 22% 23% 13% 8% 5% 29%	Delays per 10K Train- Miles 262 218 107 61 44 148	% 29% 24% 12% 7% 5% 16%
FTI Slow Orders Signals Route MOW PTI CTI	Delays per 10K Train- Miles 143 152 83 53 30 189 8	% 22% 23% 13% 8% 5% 29% 1%	Delays per 10K Train- Miles 262 218 107 61 44 148 69	% 29% 24% 12% 7% 5% 16% 8%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train- Miles 143 152 83 53 30 189 8	% 22% 23% 13% 8% 5% 29% 1% 0%	Delays per 10K Train- Miles 262 218 107 61 44 148 69 4	% 29% 24% 12% 7% 5% 16% 8% 0%
FTI Slow Orders Signals Route MOW PTI CTI	Delays per 10K Train- Miles 143 152 83 53 30 189 8	% 22% 23% 13% 8% 5% 29% 1%	Delays per 10K Train- Miles 262 218 107 61 44 148 69	% 29% 24% 12% 7% 5% 16% 8%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train- Miles 143 152 83 53 30 189 8	% 22% 23% 13% 8% 5% 29% 1% 0%	Delays per 10K Train- Miles 262 218 107 61 44 148 69 4	% 29% 24% 12% 7% 5% 16% 8% 0%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train- Miles 143 152 83 53 30 189 8	% 22% 23% 13% 8% 5% 29% 1% 0% 100%	Delays per 10K Train- Miles 262 218 107 61 44 148 69 4	% 29% 24% 12% 7% 5% 16% 8% 0% 100%
FTI Slow Orders Signals Route MOW PTI CTI Detour  Total	Delays per 10K Train- Miles 143 152 83 53 30 189 8 0 657	% 22% 23% 13% 8% 5% 29% 1% 0% 100%	Delays per 10K Train- Miles 262 218 107 61 44 148 69 4 913	% 29% 24% 12% 7% 5% 16% 8% 0% 100%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train- Miles 143 152 83 53 30 189 8 0 657	% 22% 23% 13% 8% 5% 29% 1% 0% 100%	Delays per 10K Train- Miles 262 218 107 61 44 148 69 4 913	% 29% 24% 12% 7% 5% 16% 8% 0% 100%

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				
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

## 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



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 2<sup>nd</sup> 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,

Gerhard M. Williams III

**EVP Service Delivery & Operations** 

cc: Will Wangerin

Tracy Miller Dennis Newman Jim Blair

Lizabeth Brubeck

**Quarterly Report**For the period January 1, 2023 to March 31, 2023

Total Routes   Host Railroad CP   All Host Railroads	Metrics & Minimum Star	idards Quart	erly U	odate	
# Routes         % #Routes         %           Total Routes         19         909           Trains Meeting Minimum Standard (< 80%)		FY2023-2Qtr			
Total Routes         19	Customer On-Time Performance	Host Railroa	nd CP	All Host Railroads	
Total Routes         19				·	
Trains Meeting Minimum Standard (≥ 80%)         16         84%         550         61%           Trains Below Minimum Standard (< 80%)         3         16%         359         39%           Delay Responsibility         Host Railroads         CP         All Host Railroads           Mins Delay         %         Mins Delay         Mins Delay         %           Host         April Delay         Mins Delay         %         Mins Delay         %           Total         15,511         100%         All Host Railroads           Host Delay Cause         Host Railroads         CP         All Host Railroads           Host Delay per 10K Train-10K T	Total Bautan		<u>%</u>		%
Trains Below Minimum Standard (< 80%)   Total   19   100%   909   100%			0.40/		C40/
Delay Responsibility   Host Railroad CP	- ' <u>-</u> '				
Delay Responsibility         Host Railroad CP         All Host Railroads           Host Amtrak         7,918 51% 745,605 64%         64% 300,177 26%           3rd Party         613 4% 110,737 10%         110,737 10%           Total         Host Railroad CP         All Host Railroads           Delays per 10K Train- Miles         Miles         Delays per 10K Train- Miles         No Per 10K Train- Miles         %           FTI         276 48% 272 31%         270 181 21%         Signals         127 22% 113 13%         130 181 21%         Signals         127 22% 113 13%         130 137 16%         CTI         127 22% 113 137 16%         16% 63 7%         MOW         18 3% 137 16%         16% 63 7%         Detour         Total         579 100% 865 100%         All Host Railroads         Train-Miles         Host Railroad CP         All Host Railroads         Train-Miles         All Host Railroads         All Host Railroads         All Host Railroads <th>,</th> <td></td> <td></td> <td></td> <td></td>	,				
Host   FTI   Slow Orders   Signals   Signal	Total	"	10070	303	10076
Host   FTI   Slow Orders   Signals   Signal					
Host Amtrak	Delay Responsibility	Host Railroa	d CP	All Host Rail	roads
Host Amtrak					
Amtrak 3rd Party         6,980 45% 613 4% 110,737 10% 105%           Total         15,511 100% 11,156,519 100%           Delays per 10K Train-Miles 8         Delays per 10K Train-Miles 8           FTI         276 48% 272 31% 181 21% 19% 181 21% 133% 135% 181           Signals Route 8         277 22% 113 13% 13% 13% 13% 13% 13% 13% 13% 13					<u>%</u>
Total         613 4% 110,737 10%           Total         Host Railroads           Delays per 10K Train-10K Train	i e				
Host Delay Cause		· ·		1	
Host Delay Cause   Host Railroad CP   All Host Railroads	1				
Delays per 10K Train- Miles         Delays per 10K Train- Miles         Delays per 10K Train- Miles         Miles         %           FTI         276         48%         272         31%         S10%	lotai	15,511	100%	1,156,519	100%
Delays per 10K Train- Miles         Delays per 10K Train- Miles         Delays per 10K Train- Miles         Miles         %           FTI         276         48%         272         31%         S10%					
Delays per 10K Train- Miles         Delays per 10K Train- Miles         Delays per 10K Train- Miles         Miles         %         Delays per 10K Train- Miles         Signals         276 48%         272 31%         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         Total         579 100%         All Host Railroads           Train-Miles         Host Railroad CP         All Host Railroads           Train-Miles         136,711         8,617,651	Host Delay Cause	Host Railroa	d CP	All Host Rail	roads
10K Train-Miles         10K Train-Miles         10K Train-Miles         W           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			·		
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		Delays per	i		
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			0/		D/
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	FT)				
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					
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					
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	•				
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	Route			- <del>-</del>	
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	MOW			35	4%
Total         579 100%         865 100%           Train-Miles         Host Railroad CP         All Host Railroads           Train-Miles         136,711         8,617,651	MOW PTI	18	3%		
Train-Miles Host Railroad CP All Host Railroads  Train-Miles 136,711 8,617,651	MOW PTI CTI	18 72 3	3% 13%   1%	137 63	16% 7%
Train-Miles 136,711 8,617,651	MOW PTI CTI Detour	18 72 3 0	3% 13%   1% 0%	137 63 3	16% 7% 0%
Train-Miles 136,711 8,617,651	MOW PTI CTI Detour	18 72 3 0	3% 13%   1% 0%	137 63 3	16% 7% 0%
3,0 (7,001	MOW PTI CTI Detour	18 72 3 0	3% 13%   1% 0%	137 63 3	16% 7% 0%
3,0 (7,001	MOW PTI CTI Detour Total	18 72 3 0 579	3% 13% 1% 0% 100%	137 63 3 865	16% 7% 0% 100%
% of Total Train-Miles 2% 100%	MOW PTI CTI Detour  Total  Train-Miles	18 72 3 0 579 Host Railroad	3% 13% 1% 0% 100%	137 63 3 865 All Host Railr	16% 7% 0% 100%

Customer On-Time Performance FY2023-2Qtr FRA Metrics & Minimum Standards					
Service	Train	# Trips	% Host Route Miles	80% 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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 4<sup>th</sup> 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,

Gerhard M. Williams III

JM William M

**EVP Service Delivery & Operations** 

ce: Will Wangerin

Tracy Miller Dennis Newman Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Star	dards Quart	erly Up	odate	
	FY2022-4Qtr			
Customer On-Time Performance	Host Railroa		All Host Railroads	
	# Routes	%	# Routes	%
Total Routes	19		843	
Trains Meeting Minimum Standard (≥ 80%)	15	79%	347	41%
Trains Below Minimum Standard (< 80%)	4	21%	496	<u>59%</u>
Total	19	100%	843	100%
Delay Responsibility	Host Railroa	ıd CP	All Host Rail	roads
	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 Railroa	ıd CP	All Host Rail	roads
,				
	Delays per		Delays per	
	10K Train-		10K Train-	
	10K Train- Miles	%	10K Train- Miles	%
FTI	10K Train- Miles	47%	10K Train- Miles 325	33%
Slow Orders	10K Train- Miles 187 94	47% 24%	10K Train- Miles 325 210	33% 21%
Slow Orders Signals	10K Train- Miles 187 94 46	47% 24% 12%	10K Train- Miles 325 210 123	33% 21% 12%
Slow Orders Signals Route	10K Train- Miles 187 94 46 24	47% 24% 12% 6%	10K Train- Miles 325 210 123 63	33% 21% 12% 6%
Slow Orders Signals Route MOW	10K Train- Miles 187 94 46 24 16	47% 24% 12% 6% 4%	10K Train- Miles 325 210 123 63 47	33% 21% 12% 6% 5%
Slow Orders Signals Route MOW PTI	10K Train- Miles 187 94 46 24 16 25	47% 24% 12% 6% 4% 6%	10K Train- Miles 325 210 123 63 47 142	33% 21% 12% 6% 5% 14%
Slow Orders Signals Route MOW PTI CTI	10K Train- Miles 187 94 46 24 16 25 3	47% 24% 12% 6% 4% 6% 1%	10K Train- Miles 325 210 123 63 47 142 73	33% 21% 12% 6% 5% 14% 7%
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 187 94 46 24 16 25 3 0	47% 24% 12% 6% 4% 6% 1% 0%	10K Train- Miles 325 210 123 63 47 142 73 4	33% 21% 12% 6% 5% 14% 7% 0%
Slow Orders Signals Route MOW PTI CTI	10K Train- Miles 187 94 46 24 16 25 3	47% 24% 12% 6% 4% 6% 1%	10K Train- Miles 325 210 123 63 47 142 73	33% 21% 12% 6% 5% 14% 7%
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 187 94 46 24 16 25 3 0	47% 24% 12% 6% 4% 6% 1% 0%	10K Train- Miles 325 210 123 63 47 142 73 4	33% 21% 12% 6% 5% 14% 7% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour Total	10K Train- Miles  187 94 46 24 16 25 3 0 395	47% 24% 12% 6% 4% 6% 1% 0%	10K Train- Miles 325 210 123 63 47 142 73 4 988	33% 21% 12% 6% 5% 14% 7% 0% 100%

Customer On-Time Performance FY2022-4Qtr FRA Metrics & Minimum Standards					
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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 3<sup>rd</sup> 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,

Gerhard M. Williams III

MM William B

**EVP Service Delivery & Operations** 

cc: Will Wangerin

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Sta			pdate 2-3Qtr		
Customer On-Time Performance	Host Railroad	СР	All Host Railroads		
	# Routes	%	# Routes	%	
Total Routes	19		830		
Trains Meeting Minimum Standard (≥ 80%)	15	79%	432	52%	
Trains Below Minimum Standard (< 80%)	4	21%	398	48%	
Total	19	100%	830	100%	
Delay Responsibility	Host Railroad	СР	All Host Railro	ads	
	Mins Delay	%	Mins Delay	%	
Host	5.324	47%	789.722	66%	
Amtrak	5.365	47%	285.756	24%	
3rd Party	627	6%	120.183	10%	
Total	11.316	100%	1.195.661	100%	
Host Delay Cause	Host Railroad CP		All Host Railro	ads	
	Delays per 10K		Delays per 10K		
	Train-Miles	%	Train-Miles	%	
FTI	175	45%	377	38%	
Slow Orders	71	18%	196	20%	
			100		
Signals	70	18%	107	11%	
Route	26	18% 7%	107 67	11% 7%	
Route MOW	26 33	18% 7% 8%	107 67 52	11% 7% 5%	
Route MOW PTI	26 33 17	18% 7% 8% 4%	107 67 52 139	11% 7% 5% 14%	
Route MOW PTI CTI	26 33 17 1	18% 7% 8% 4% 0%	107 67 52 139 63	11% 7% 5% 14% 6%	
Route MOW PTI CTI Detour	26 33 17 1 0	18% 7% 8% 4% 0% 0%	107 67 52 139 63 3	11% 7% 5% 14% 6% 0%	
Route MOW PTI CTI	26 33 17 1	18% 7% 8% 4% 0%	107 67 52 139 63 3	11% 7% 5% 14% 6%	
Route MOW PTI CTI Detour	26 33 17 1 0	18% 7% 8% 4% 0% 0% 100%	107 67 52 139 63 3	11% 7% 5% 14% 6% 0% 100%	
Route MOW PTI CTI Detour	26 33 17 1 0 393	18% 7% 8% 4% 0% 0% 100%	107 67 52 139 63 3 1 003	11% 7% 5% 14% 6% 0% 100%	

Customer O	n-Time Perform	ance FY20	)22-3Qtr	Min Std
FRA M	etrics & Minimui	n Standar	rds	80%
Service	↑ Train •	# Trips 🕶	% Host Route Miles 🕝	COTP % .f
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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 1<sup>st</sup> 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,

Gerhard M. Williams III

JM William M

**EVP Service Delivery & Operations** 

ce: Will Wangerin

Tracy Miller Dennis Newman Jim Blair

Lizabeth Brubeck

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

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

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				
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

## NATIONAL RAILROAD PASSENGER CORPORATION Scot Naparstek, EVP/Service Delivery & Operations

1 Massachusetts Ave, N.W., Washington, DC 20001 Tel 202-906-3276



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.

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					
		FY202	2-1Qtr		
Customer On-Time Performance	Host Railroa	ad UP	All Host Railroads		
	# Routes	%	# Routes	%	
Total Routes	89		868		
Trains Meeting Minimum Standard (≥ 80%)	40	45%	465	54%	
Trains Below Minimum Standard (< 80%)	49	55%	403	46%	
Total	89	100%	868	100%	
Delay Responsibility	Host Railroa	ad UP	All Host Rail	roads	
	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%	
Heat Deley Cover	Heet Beilver	-4 I I ID	All Heat Bail		
Host Delay Cause	Host Railroa	au UP	All Host Rail	roads	
	Delays per		Delays per		
	10K Train-				
	Miles	%	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 Railroa	ad UP	All Host Rail	roads	
Train-Miles	1,482,478		8,697,153		
% of Total Train-Miles	17%		100%		

Customer On-Time P			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 62	79%
Capitol Corridor	538	62	80%
Capitel 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	737 741	30	82%
Capitol Corridor	741	30	52%
Capitol Corridor	743	30	
1	743 744		82%
Capitol Corridor		30	72%
Capitol Corridor	745 746	30	87%
Capitol Corridor		30	79%
Capitol Corridor	747	30	84%
Capitol Corridor	748	30	74%
Capitol Corridor	751 50	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 Po FRA Metrics & M			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 aware of Amtrak's performance over NS for the most recent quarter. Please find attached the Quarterly Report for the 1<sup>st</sup> 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,

Scot Naparstek

14 No. 11

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 Railroa	d NS	All Host Railroads		
	# Routes	%	# Routes	%	
Total Routes	43		868		
Trains Meeting Minimum Standard (≥ 80%)	6	14%	465	54%	
Trains Below Minimum Standard (< 80%)	37	86%	403	46%	
Total	43	100%	868	100%	
Delay Responsibility	Host Railroa	ч ис	All Host Rail	rnade	
being responsibility	1103t Halli Ca	4140	All Host Hall	oaus	
	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 Railroa	d NS	All Host Rail	roads	
,,					
	Delays per 10K Train-		Delays per 10K Train-		
	Miles	%	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   CTI	185	12%	147	16% 7%	
1 0 11	-	Λο/	Gr3		
	5 0	0% 0%	63		
Detour	0	0%	2	0%	
		0%			
Detour	0	0% 100%	2	0% 100%	
Train-Miles	0 1,607 Host Railroa	0% 100%	2 905 <b>All Host Rai</b> l	0% 100%	
Detour <b>Total</b>	0 1,607	0% 100%	2 905	0% 100%	

Customer On-Time Performance FRA Metrics & Minimum St			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

Tel 202-906-3276



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 1<sup>st</sup> 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,

Scot Naparstek

EVP, Service Delivery & Operations

**CC:** Andy Daly

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Stan	tandards Quarterly Update FY2022-1Qtr				
Customer On-Time Performance	Host Railroa	d CSX			
	# Routes	%	# Routes	%	
Total Routes	53		868		
Trains Meeting Minimum Standard (≥ 80%)	13	25%	465	54%	
Trains Below Minimum Standard (< 80%)	40	75%	403	46%	
Total	53	100%	868	100%	
Delay Responsibility	Host Railroa	d CSX	All Host Rail	roads	
	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 Railroa	d CSX	All Host Rail	roads	
	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% 0%	63 2	7%	
Detour Total	0 1,045	100%	905	0% 100%	
Total	1,043	10076	303	10070	
Train-Miles	Host Railroa	d CSX	All Host Rail	roads	
Train-Miles Train-Miles	Host Railroa	d CSX	All Host Rail 8,697,153	roads	

Customer On-Time Performance FRA Metrics & Minimum Sta		1Qtr	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 50	39	54%
Cardinal	50 51	39 40	62%
Carolinian	79	92	73%
Carolinian	80	92 92	73% 68%
Crescent	19	91	60%
Crescent	20	91	53%
1	63	92	74%
Maple Leaf	64		
Maple Leaf	280	92 92	91%
New York - Niagara Falls	281	92 92	90%
New York - Niagara Falls	283	92 92	64%
New York - Niagara Falls	263 284		72% 91%
New York - Niagara Falls Lake Shore Ltd	204 48	92 92	91% 62%
1			
Lake Shore Ltd Lake Shore Ltd	49 448	92 84	62% 39%
Lake Shore Ltd	449	84	87%
Pere Marquette	370	92	72%
Pere Marquette	371	92	74%
Richmond / Newport News / Norfolk	65 66	26 91	55% 82%
Richmond / Newport News / Norfolk			
Richmond / Newport News / Norfolk	67 82	65 13	80% 65%
Richmond / Newport News / Norfolk	84		78%
Richmond / Newport News / Norfolk	85	65 65	76% 84%
Richmond / Newport News / Norfolk		65	
Richmond / Newport News / Norfolk	86 87	26	69%
Richmond / Newport News / Norfolk	88	26 26	72% 67%
Richmond / Newport News / Norfolk			
Richmond / Newport News / Norfolk	93	65 66	64%
Richmond / Newport News / Norfolk	94	66 66	72%
Richmond / Newport News / Norfolk	95 96	66	80%
Richmond / Newport News / Norfolk Richmond / Newport News / Norfolk	96	13	72%
1	99	26	51%
Richmond / Newport News / Norfolk	125	66 13	93%
Richmond / Newport News / Norfolk	157		82%
Richmond / Newport News / Norfolk	164	26 66	72%
Richmond / Newport News / Norfolk	174	66 13	80%
Richmond / Newport News / Norfolk	194	13 26	91% 63%
Richmond / Newport News / Norfolk	195	26	63%
Roanoke Roanoke	145	13 13	89% 75%
Roanoke	147 156	26	75% 75%
Roanoke	171	26 65	75% 82%
Roanoke	171	65	82%
Thodhore	1/0	CO	02%

Customer On-Ti FRA Metric	Min Std 80%		
Service	Train	# Trips	COTP %
Palmetto	89	9	2 69%
Palmetto	90	) 9	2 75%
Silver Meteor	97	' 9	11 48%
Silver Meteor	98	} 9	11 36%
Silver Star	91	S	2 40%
Silver Star	92	2 9	2 44%

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

Massachusetts Ave, N.W., Washington, DC 20001 Tel 202-906-3276



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 aware of Amtrak's performance over CP for the most recent quarter. Please find attached the Quarterly Report for the 1<sup>st</sup> 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,

Scot L. Naparstek

**EVP Service Delivery & Operations** 

CC: Will Wangerin Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Standards Quarterly Update					
			2-1Qtr		
		All Host Rail	roads		
	# Routes	%	# Routes	%	
Total Routes	23		868		
Trains Meeting Minimum Standard (≥ 80%)	21	91%	465	54%	
Trains Below Minimum Standard (< 80%)	2	9%	403	46%	
Total	23	100%	868	100%	
Delay Responsibility	Host Railroa	ad CP	All Host Rail	roads	
	Mine Delev	<b>9</b> /	Mina Dalau	0/	
Heat	Mins Delay	% 40%	Mins Delay	%	
Host Amtrak	3,961 4,157	42% 44%	787,297 293,028	66% 25%	
3rd Party	1,285	14%	113,883	10%	
Total	9,403	100%	1,194,208	100%	
Total	9,403	10076	1,194,200	10076	
Host Delay Cause	Host Railroad CP		All Host Railroads		
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%	
FTI	10K Train-	% 31%	10K Train-	% 38%	
FTI Slow Orders	10K Train- Miles		10K Train- Miles		
	10K Train- Miles	31%	10K Train- Miles	38%	
Slow Orders Signals Route	10K Train- Miles 83 65 55 14	31% 24% 21% 5%	10K Train- Miles 344 155 90 62	38% 17% 10% 7%	
Slow Orders Signals Route MOW	10K Train- Miles 83 65 55 14 20	31% 24% 21% 5% 7%	10K Train- Miles 344 155 90 62 43	38% 17% 10% 7% 5%	
Slow Orders Signals Route MOW PTI	10K Train- Miles 83 65 55 14 20 25	31% 24% 21% 5% 7% 9%	10K Train- Miles 344 155 90 62 43 147	38% 17% 10% 7% 5% 16%	
Slow Orders Signals Route MOW PTI CTI	83 65 55 14 20 25 6	31% 24% 21% 5% 7% 9% 2%	10K Train- Miles 344 155 90 62 43 147 63	38% 17% 10% 7% 5% 16% 7%	
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 83 65 55 14 20 25 6	31% 24% 21% 5% 7% 9% 2% 0%	10K Train- Miles 344 155 90 62 43 147 63 2	38% 17% 10% 7% 5% 16% 7% 0%	
Slow Orders Signals Route MOW PTI CTI	83 65 55 14 20 25 6	31% 24% 21% 5% 7% 9% 2%	10K Train- Miles 344 155 90 62 43 147 63	38% 17% 10% 7% 5% 16% 7%	
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 83 65 55 14 20 25 6	31% 24% 21% 5% 7% 9% 2% 0%	10K Train- Miles 344 155 90 62 43 147 63 2	38% 17% 10% 7% 5% 16% 7% 0%	
Slow Orders Signals Route MOW PTI CTI Detour Total	10K Train- Miles 83 65 55 14 20 25 6 0 268	31% 24% 21% 5% 7% 9% 2% 0% 100%	10K Train- Miles 344 155 90 62 43 147 63 2 905	38% 17% 10% 7% 5% 16% 7% 0% 100%	
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 83 65 55 14 20 25 6	31% 24% 21% 5% 7% 9% 2% 0% 100%	10K Train- Miles 344 155 90 62 43 147 63 2	38% 17% 10% 7% 5% 16% 7% 0% 100%	
Slow Orders Signals Route MOW PTI CTI Detour Total	10K Train- Miles 83 65 55 14 20 25 6 0 268	31% 24% 21% 5% 7% 9% 2% 0% 100%	10K Train- Miles 344 155 90 62 43 147 63 2 905	38% 17% 10% 7% 5% 16% 7% 0% 100%	

Customer On-Time Perfo FRA Metrics & Minit	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

Tel 202-906-3276



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 1<sup>st</sup> 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,

Scot Naparstek

HAL.

EVP, Service Delivery & Operations

CC: Scott Kuxmann Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Star	tandards Quarterly Update FY2022-1Qtr			
Customer On-Time Performance	Host Railroad	CN-IC	All Host Rail	roads
	# Routes	%	# Routes	%
Total Routes	26		868	
Trains Meeting Minimum Standard (≥ 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 Rail	roads
	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	t Delay Cause Host Railroad CN-IC All Host Railroa		roads	
	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%
	l <u>-</u> -		1 17	5%
MOW	30	3%	43	
PTI	146	17%	147	16%
PTI CTI	146 8	17% 1%	147 63	16% 7%
PTI	146	17%	147	16%
PTI CTI Detour	146 8 0	17% 1% 0% 100%	147 63 2	16% 7% 0% 100%
PTI CTI Detour Total	146 8 0 869	17% 1% 0% 100%	147 63 2 905	16% 7% 0% 100%

Customer On-Time Perfo FRA Metrics & Minir	Min Std 80%		
Service	Train	# Trips	COTP %
City Of New Orleans	58	91	78%
City Of New Orleans	5 <b>9</b>	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

## NATIONAL RAILROAD PASSENGER CORPORATION Scot Naparstek, EVP, Service Delivery & Operations 1 Massachusetts Ave, N.W., Washington, DC 20001

Massachusetts Ave, N.W., Washington, DC 20001 Tel 202-906-3276



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 1<sup>st</sup> 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,

Scot Naparstek

**EVP Service Delivery & Operations** 

CC: Tamara Noel

Dennis Newman

Jim Blair

Lizabeth Brubeck

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	
	# Routes	%	# Routes	%
Total Routes	68		868	
Trains Meeting Minimum Standard (≥ 80%)	30	44%	465	54%
Trains Below Minimum Standard (< 80%)	38	56%	403	46%
Total	68	100%	868	100%
Delay Responsibility	Host Railroad	IBNSE	All Host Rail	roade
Delay Hesponsionity	1105( Halli Cat	DIAGI	All Host Railroads	
	Mins Delay	%	Mins Delay	%
Host	153,364	69%	787,297	66%
Amtrak	50,679	23%	293,028	25%
3rd Party	17,728	8%	113,883	10%
Total	221,771	100%	1,194,208	100%
Host Delay Cause	Host Railroad BNSF		SF All Host Railroads	
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%
FTI	429	45%	344	38%
Slow Orders	185	19%	155	17%
Signals	94	10%	90	10%
Route	45	5%	62	7%
MOW	32	3%	43	5%
PTI	148	16%	147	16%
CTI	20	2%	63	7%
Detour	0	0%	2	0%
Total	953	100%	905	100%
Train-Miles	Host Railroad	BNSF	All Host Rail	roads
Train-Miles	1,609,035		8,697,153	
% of Total Train-Miles	19%		100%	

Customer On-Time Performa	nce FY2022-	1Qtr	Min Std
FRA Metrics & Minimun			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	<b>76</b> 1	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 FRA Metrics &	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

# 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



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 2<sup>nd</sup> 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,

Gerhard M. Williams III

**EVP Service Delivery & Operations** 

cc: Scott Kuxmann

Dennis Newman

Jim Blair

Lizabeth Brubeck

**Quarterly Report**For the period January 1, 2023 to March 31, 2023

Metrics & Minimum Star	ndards Quart	erly U	odate	
		FY202	23-2Qtr	
Customer On-Time Performance	Host Railroad	_	All Host Railroads	
	# Routes	_ %	# Routes	%
Total Routes	26		909	·
Trains Meeting Minimum Standard (≥ 80%)			550	61%
Trains Below Minimum Standard (< 80%)	22	22 85%		39%
Total	26	100%	909	100%
Deley Deen and the 1914	<b></b>			
Delay Responsibility	Host Railroad	CN-IC	All Host Railroads	
į	Mins Delay	%	Mins Delay	%
Host	32,205	63%	745,605	64%
Amtrak	13,750	27%	300,177	26%
3rd Party	5,069	10%	110,737	10%
Total	51,024	100%	1,156,519	100%
	· ·		, ,	
W 4B 4 6				
Host Delay Cause	Host Railroad	CN-IC	All Host Rail	roads
	Delays per 10K Train-		Delays per 10K Train-	ı
, <sub></sub>	Miles	%	Miles	%
FTI Slow Orders	435	46%	272	31%
Slow Orders   Signals	192	20%	181	21%
Route	63 79	7%	113	13%
MOW	79 30	8% 3%	60 35	7%
PTI	138	3% 15%	35 137	4% 16%
CTI	5	1%	63	7%
Detour	0	0%	3	0%
Total	942	100%	865	100%
,				
Train-Miles	Hoet Dailyand	CM 10	All black Doll	
Trans-Miles	Host Railroad	CN-IC	All Host Raile	oads
Train-Miles	341,736		9 817 651	!
% of Total Train-Miles	341,730 4%	ļ	8,617,651 100%	ĺ
	<del></del> /0	i		

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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 4<sup>th</sup> 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,

Gerhard M. Williams III

JM William M

**EVP Service Delivery & Operations** 

ce: Scott Kuxmann

Dennis Newman

Jim Blair Lizabeth Brubeck

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

Metrics & Minimum Standards Quarterly Update				
			2-4Qtr	
ıstomer On-Time Performance Host Railroad CN-IC All Host Railr			roads	
	# Routes	%	# Routes	%
Total Routes	24		843	
Trains Meeting Minimum Standard (≥ 80%)	1	4%	347	41%
Trains Below Minimum Standard (< 80%)	23	96%	496	59%
Total	24	100%	843	100%
Delay Responsibility	Host Railroad	CN-IC	All Host Rail	roads
	Mins Delay	%	Mins Delay	%
Host	28,730	61%	830,330	63%
Amtrak	14,669	31%	343,057	26%
3rd Party	3,690	8%	140,810	11%
Total	47,089	100%	1,314,197	100%
Host Delay Cause	Host Railroad	CNLIC	All Host Rail	roade
Host Delay Cause	HOSE Kaliroau	CN-IC	All Host Rail	ivaus
	Delays per		Delays per	
	10K Train-		10K Train-	
			IUN ITAIII-	
	Miles	%	Miles	%
FTI	Miles 489	42%	Miles 325	33%
Slow Orders	Miles 489 328	42% 28%	Miles 325 210	33% 21%
Slow Orders Signals	Miles 489 328 135	42% 28% 12%	325 210 123	33% 21% 12%
Slow Orders Signals Route	489 328 135 76	42% 28% 12% 7%	325 210 123 63	33% 21% 12% 6%
Slow Orders Signals Route MOW	Miles 489 328 135 76 53	42% 28% 12% 7% 5%	325 210 123 63 47	33% 21% 12% 6% 5%
Slow Orders Signals Route MOW PTI	489 328 135 76 53 73	42% 28% 12% 7% 5% 6%	325 210 123 63 47 142	33% 21% 12% 6% 5% 14%
Slow Orders Signals Route MOW	Miles 489 328 135 76 53	42% 28% 12% 7% 5%	325 210 123 63 47	33% 21% 12% 6% 5% 14% 7%
Slow Orders Signals Route MOW PTI CTI	489 328 135 76 53 73 10	42% 28% 12% 7% 5% 6% 1%	Miles 325 210 123 63 47 142 73	33% 21% 12% 6% 5% 14%
Slow Orders Signals Route MOW PTI CTI Detour	Miles  489 328 135 76 53 73 10 0	42% 28% 12% 7% 5% 6% 1% 0%	Miles  325 210 123 63 47 142 73 4	33% 21% 12% 6% 5% 14% 7% 0%
Slow Orders Signals Route MOW PTI CTI Detour Total	489 328 135 76 53 73 10 0 1,165	42% 28% 12% 7% 5% 6% 1% 0% 100%	325 210 123 63 47 142 73 4 988	33% 21% 12% 6% 5% 14% 7% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour	Miles  489 328 135 76 53 73 10 0	42% 28% 12% 7% 5% 6% 1% 0% 100%	Miles  325 210 123 63 47 142 73 4	33% 21% 12% 6% 5% 14% 7% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour Total	489 328 135 76 53 73 10 0 1,165	42% 28% 12% 7% 5% 6% 1% 0% 100%	325 210 123 63 47 142 73 4 988	33% 21% 12% 6% 5% 14% 7% 0% 100%

Customer On-Time Performance FY2022-4Qtr FRA Metrics & Minimum Standards						
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

# 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



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

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

Dear Ed:

Please find attached the Quarterly Report for the 3<sup>rd</sup> 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,

MM William #

Gerhard M. Williams III

EVP Service Delivery & Operations

cc:

Scott Kuxmann

Dennis Newman Jim Blair

Lizabeth Brubeck

# Quarterly Report For the period April 1, 2023 to June 30, 2023

Metrics & Minimum Stan	andards Quarterly Update FY2023-3Qtr				
Customer On-Time Performance	Host Railroa		All Host Railroads		
	# Routes	%	# Routes	%	
Total Routes	28		945		
Trains Meeting Minimum Standard (≥ 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 Rail	roads	
	Min - Deferr	0/	Min - Dalan	٥,	
111-4	Mins Delay	<u>%</u> 65%	Mins Delay	% 050/	
Host Amtrak	34,940 14,098	65% 26%	839,574 308,475	65% 24%	
3rd Party	5,060	9%	138,296	11%	
Total	54,098	100%	1,286,345	100%	
	01,000	10070	1,200,010	10070	
Host Delay Cause	Host Railroad	CN-IC	All Host Railroads		
	Delays per 10K Train-		Delays per 10K Train-		
	Miles	%	Miles	%	
FTI	359	36%	262	29%	
Slow Orders Signals	330 81	33% 8%	218 107	24% 12%	
Route	67	7%	61	7%	
MOW	34	3%	44	5%	
PTI	122	12%	148	16%	
СТІ	2	0%	69	8%	
Detour	0	0%	4	0%	
Total	995	100%	913	100%	
		01110	All Heat Beil	roade	
Train-Miles	Host Railroad	CN-IC	All Host Rail	Ivaus	
		CN-IC		Ioaus	
Train-Miles Train-Miles % of Total Train-Miles	351,300 4%	CN-IC	9,191,358 100%	Ioaus	

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					
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

# 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 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 3<sup>rd</sup> 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,

Gerhard M. Williams III

MM William B

EVP Service Delivery & Operations

ee: Scott Kuxmann

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Sta	andards Quarterly Update FY2022-3Qtr			
Customer On-Time Performance	Host Railroad (		All Host Railro	ads
	# Routes	%	# Routes	%
Total Routes	26		830	
Trains Meeting Minimum Standard (≥ 80%)		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 Railro	ads
	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%	1.1 <del>9</del> 5.661	100%
Host Delay Cause	Host Railroad (	CN-IC	All Host Railro	ads
	Delays per 10K		Delays per 10K	
	Train-Miles	%	Train-Miles	%
FTI	658	49%	377	38%
Slow Orders	332	25%	196	20%
Signals	107	8%	107	11%
Route	93	7%	67	7%
MOW PTI	44 87	3% 6%	52 139	5% 14%
ICTI	8	1%	63	14 % 6%
Detour	8	1%	3	0%
Total	,	100%		100%
Train-Miles	Host Railroad (	CN-IC	All Host Railro	ads
Train-Miles % of Total Train-Miles	251 871 3%		7 870 166 100%	

	Customer On-Time Performance FY2022-3Qtr FRA Metrics & Minimum Standards				
Service			% Host Route Miles 🕝	80% COTP % -1	
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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 1<sup>st</sup> 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,

Gerhard M. Williams III

JM William M

**EVP Service Delivery & Operations** 

ce: Scott Kuxmann

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Standards Quarterly Update				
		FY202	3-1Qtr	
Customer On-Time Performance	Host Railroad CN-IC		All Host Railroads	
	# Routes	%	# Routes	%
Total Routes	27		899	
Trains Meeting Minimum Standard (≥ 80%)	2	7%	425	47%
Trains Below Minimum Standard (< 80%)	25	93%	474	53%
Total	27	100%	899	100%
Delay Responsibility	Host Railroad	CN-IC	All Host Rail	roads
	Mins Delay	%	Mins Delay	%
Host	29,839	63%	768,961	63%
Amtrak	14,101	30%	336,212	27%
3rd Party	3,142	7%	122,543	10%
Total	47,082	100%	1,227,716	100%
Host Delay Cause	Host Railroad	CN-IC	All Host Rail	roads
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%
FTI	410	42%	291	33%
Slow Orders	224	23%	171	19%
Signals	132	13%	119	13%
Route	82	8%	59	7%
мож	43	4%	42	5%
PTI	91	9%	137	16%
СТІ	4	0%	63	7%
Detour	0	0%	2	0%
Total	987	100%	885	100%
Train-Miles	Host Railroad	CN-IC	All Host Rail	roads
Train-Miles	302,411		8,690,949	
% of Total Train-Miles	3%		100%	

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards					
Service	Train	# Trips	% Host Route Miles	80% 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 2<sup>nd</sup> 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. It 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,

Scot Naparstek

EVP, Service Delivery & Operations

CC: Randy Hunt

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum St	tandards Quarterly Update FY2022-2Qtr			
Customer On-Time Performance	Host Railroad		All Host Railre	oads
	# Routes	%	# Routes	%
Total Routes	43		863	
Trains Meeting Minimum Standard (> 80%)	5	12%	459	53%
Trains Below Minimum Standard (< 80%)	38	88%	404	47%
Tota	43	100%	863	100%
Delay Responsibility	Host Railroad	NS	All Host Railre	nade
	Troot Kumoud		An Hoot Kanik	2443
	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 Railro	ads
	Delays per 10K		Delays per 10K	
	Train-Miles	%	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%		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 Railro	ads
Train-Miles % of Total Train-Miles	528,641 7%		7,278,513 100%	

Customer On-Time FRA Metrics &				Min Std 80%
Service	Train ·	# Trip:	% Host Route Mile	
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%	43%
Wolverine	352	88	13%	51%
Wolverine Wolverine	353	88	13%	69%
Wolverine	354	87	13%	45%
Richmond / Newport News / Norfolk	355 82	86	13%	47%
Richmond / Newport News / Norfoli	64	11 58	12%	73%
Richmond / Newport News / Norfoll	87	25	18% 18%	85% 57%
Richmond / Newport News / Norfolk	68	26	12%	57% 66%
Richmond / Newport News / Norfolk	93	59 59	12%	75%
Richmond / Newport News / Norfoll	94	60	12%	61%
Richmond / Newport News / Norfoll	95	59	12%	74%
Richmond / Newport News / Norfoll	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%
				1

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

## 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



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 2<sup>nd</sup> 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

ce: Tamara Noel

Dennis Newman

Jim Blair

Lizabeth Brubeck

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

Metrics & Minimum Star	dards Quart	erly Up	odate	
		FY202	23-2Qtr	
Customer On-Time Performance	Host Railroad	BNSF	All Host Railroads	
				<u> </u>
	# Routes	%	# Routes	%
Total Routes	66		909	
Trains Meeting Minimum Standard (≥ 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 Rail	roads
	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 Rail	roads
	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 Raili	roads
Train-Miles	1,519,275	:	8,617,651	
% of Total Train-Miles	18%		100%	

Customer On-Time Performance FY2023-2Qtr FRA Metrics & Minimum Standards					
			% Host Route	80%	
Service	Train	# Trips	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 FRA Metrics & Minimum Standards					
Service	Train	# Trips	% Host Route Miles	80% 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%	
	<u> </u>				

Trains Meeting Minimum Standard
Trains Below Minimum Standard
Total

51
66

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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,

Gerhard M. Williams III

EVP Service Delivery & Operations

cc: Tamara Noel

JM William M

Dennis Newman

Jim Blair

Lizabeth Brubeck

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 (≥ 80%)	15	24%	347	41%
Trains Below Minimum Standard (< 80%)	47	<u>76%</u>	496	<u>59%</u>
Total	62	100%	843	100%
		B.110E		
Delay Responsibility	Host Railroad	RNSF	All Host Rail	roads
	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%
Heat Poley Cours	Heet Beilread	DNCE	All Host Rail	raada
Host Delay Cause	Host Railroad	DNOF	All HUST Rail	ioaus
	Delays per 10K Train-		Delays per 10K Train-	
	Miller	%	Miles	%
	Miles	70	Willes	/0
FTI	<b>Willes</b> 431	40%	325	33%
Slow Orders	431 250	40% 23%	325 210	33% 21%
Slow Orders Signals	431 250 108	40% 23% 10%	325 210 123	33% 21% 12%
Slow Orders Signals Route	431 250 108 58	40% 23% 10% 5%	325 210 123 63	33% 21% 12% 6%
Slow Orders Signals Route MOW	431 250 108 58 31	40% 23% 10% 5% 3%	325 210 123 63 47	33% 21% 12% 6% 5%
Slow Orders Signals Route MOW PTI	431 250 108 58 31 159	40% 23% 10% 5% 3% 15%	325 210 123 63 47 142	33% 21% 12% 6% 5% 14%
Slow Orders Signals Route MOW PTI CTI	431 250 108 58 31 159 25	40% 23% 10% 5% 3% 15% 2%	325 210 123 63 47 142 73	33% 21% 12% 6% 5% 14% 7%
Slow Orders Signals Route MOW PTI CTI Detour	431 250 108 58 31 159 25	40% 23% 10% 5% 3% 15% 2% 1%	325 210 123 63 47 142 73	33% 21% 12% 6% 5% 14% 7% 0%
Slow Orders Signals Route MOW PTI CTI	431 250 108 58 31 159 25	40% 23% 10% 5% 3% 15% 2%	325 210 123 63 47 142 73	33% 21% 12% 6% 5% 14% 7%
Slow Orders Signals Route MOW PTI CTI Detour	431 250 108 58 31 159 25	40% 23% 10% 5% 3% 15% 2% 1%	325 210 123 63 47 142 73	33% 21% 12% 6% 5% 14% 7% 0%
Slow Orders Signals Route MOW PTI CTI Detour	431 250 108 58 31 159 25	40% 23% 10% 5% 3% 15% 2% 1% 100%	325 210 123 63 47 142 73	33% 21% 12% 6% 5% 14% 7% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour Total	431 250 108 58 31 159 25 9 1,072	40% 23% 10% 5% 3% 15% 2% 1% 100%	325 210 123 63 47 142 73 4 988	33% 21% 12% 6% 5% 14% 7% 0% 100%

Customer On-Time FRA Metrics &			re (d	Min Sto 80%
TRA Metrics &	William C	tanuarus	% Host Route	00 /0
Service	Train	# Trips	Miles	COTP %
California Zephyr	1005	•	43%	0.0
California Zephyr	1006		43%	34.0
California Zephyr	5	88	43%	15.69
California Zephyr	6	88	43%	8.5
Cascades	500	91	5 <b>2</b> %	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	5 <b>2</b> %	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

Customer On-Time Performance FY2022-4Qtr FRA Metrics & Minimum Standards				Min Std 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

202-906-3047

Cell 202-894-4240 Office



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 3<sup>rd</sup> 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 Stan	Standards Quarterly Update FY2023-3Qtr			
Customer On-Time Performance	Host Railroad	BNSF	All Host Rail	roads
	# Routes	%	# Routes	%
Total Routes	65		945	
Trains Meeting Minimum Standard (≥ 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 Rail	roads
	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 Rail	roads
	Delays per 10K Train-		Delays per 10K Train-	
	Miles	%	Miles	%
FTI Slow Orders	420 299	38% 27%	262 218	29% 24%
Signals	89	27% 8%	107	24% 12%
Route	51	5%	61	7%
MOW	27	2%	44	5%
PTI	179	16%	148	16%
СТІ	24	2%	69	8%
Detour	10	1%	4	0%
Total	1,099	100%	913	100%
Train-Miles	Host Railroad	BNSF	All Host Rail	roads
Train-Miles	1,628,338		9,191,358	

Customer On-Time FRA Metrics &				Min Std 80%
			% Host Route	
Service	Train	# Trips	Miles	COTP %
California Zephyr	5	90	43%	26.29
California Zephyr	6	90	43%	17.09
Cascades	500	84	52%	52.4°
Cascades	503	85	52%	73.19
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	770 774	89 01	8%	81.2
Pacific Surfliner	774 777	91	6%	76.6
Pacific Surfliner	777 794	91	6%	75.3
Pacific Surfliner	784 785	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 FRA Metrics & Minimum Standards				Min Std 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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 3<sup>rd</sup> 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.

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

Sincerely,

MM William #

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 Star	dards Quarte	erly Up	odate	
			3-3Qtr	
Customer On-Time Performance	Host Railroad		All Host Railroads	
	# Routes	%	# Routes	%
Total Routes	65		945	
Trains Meeting Minimum Standard (≥ 80%)	18	28%	453	48%
Trains Below Minimum Standard (< 80%)	47	72%	492	52%
Total	65	100%	945	100%
Balan Baran and Halling	Uses Belleved	DNOF	A# 11 - 4 D - 9	
Delay Responsibility	Host Railroad	BNSF	All Host Rail	roads
	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%
	ĺ		,	
Host Delay Cause	Host Railroad	BNSF	All Host Rail	roads
	Delays nor		Dolovo nor	
	Delays per		Delays per	
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%
FTI	10K Train-	<u>%</u> 38%	10K Train-	<u>%</u> 29%
FTI Slow Orders	10K Train- Miles		10K Train- Miles	
1	10K Train- Miles 420	38%	10K Train- Miles	29%
Slow Orders Signals Route	10K Train- Miles 420 299	38% 27% 8% 5%	10K Train- Miles 262 218 107 61	29% 24% 12% 7%
Slow Orders Signals Route MOW	10K Train- Miles 420 299 89 51 27	38% 27% 8% 5% 2%	10K Train- Miles 262 218 107 61 44	29% 24% 12% 7% 5%
Slow Orders Signals Route MOW PTI	10K Train- Miles 420 299 89 51 27 179	38% 27% 8% 5% 2% 16%	10K Train- Miles 262 218 107 61 44 148	29% 24% 12% 7% 5% 16%
Slow Orders Signals Route MOW PTI CTI	10K Train- Miles 420 299 89 51 27 179 24	38% 27% 8% 5% 2% 16% 2%	262 218 107 61 44 148 69	29% 24% 12% 7% 5% 16% 8%
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 420 299 89 51 27 179 24	38% 27% 8% 5% 2% 16% 2% 1%	10K Train- Miles 262 218 107 61 44 148 69 4	29% 24% 12% 7% 5% 16% 8% 0%
Slow Orders Signals Route MOW PTI CTI	10K Train- Miles 420 299 89 51 27 179 24	38% 27% 8% 5% 2% 16% 2%	262 218 107 61 44 148 69	29% 24% 12% 7% 5% 16% 8%
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 420 299 89 51 27 179 24	38% 27% 8% 5% 2% 16% 2% 1%	10K Train- Miles 262 218 107 61 44 148 69 4	29% 24% 12% 7% 5% 16% 8% 0%
Slow Orders Signals Route MOW PTI CTI Detour	10K Train- Miles 420 299 89 51 27 179 24	38% 27% 8% 5% 2% 16% 2% 1%	10K Train- Miles 262 218 107 61 44 148 69 4	29% 24% 12% 7% 5% 16% 8% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour  Total	10K Train- Miles 420 299 89 51 27 179 24 10 1,099	38% 27% 8% 5% 2% 16% 2% 1%	10K Train- Miles 262 218 107 61 44 148 69 4 913	29% 24% 12% 7% 5% 16% 8% 0% 100%
Slow Orders Signals Route MOW PTI CTI Detour Total	10K Train- Miles 420 299 89 51 27 179 24 10 1,099	38% 27% 8% 5% 2% 16% 2% 1%	10K Train- Miles 262 218 107 61 44 148 69 4 913	29% 24% 12% 7% 5% 16% 8% 0% 100%

Service	Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				
California Zephyr         5         90         43%         26.2%           California Zephyr         6         90         43%         17.0%           Cascades         500         84         52%         524%           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         518         91         94%         65.4%           Cascades         518         91         94%         65.4%           Cascades         519         91         100%         66.5%           Cascades         518         91         94%         65.4%           Cascades         519         91         100%         66.5%           Cascades         518         91         94%         65.4%           Cascades         518         81	Convine	Troin	# Tring	% Host Route	COTE 9/
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         516         90         100%         48.4%           Cascades         516         90         100%         48.4%           Cascades         517         90         94%         65.4%           Cascades         518         91         94%         59.1%           Cascades         519         91         100%         66.5%           Cast Starlight         11         85         11%         71.6%           Empire Builder         7         88         81%         55.3%           Empire Builder         27         83         81%         38.6%           Empire Builder         28         84         100%         62.9%           Heartland Flyer         821			•		
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         516         90         100%         48.4%           Cascades         517         90         94%         65.4%           Cascades         518         91         94%         59.1%           Cascades         519         91         100%         66.5%           Cascades         519         91         100%         66.5%           Cascades         519         91         100%         65.5%           Cascades         519         91         100%         65.5%           Coast Starlight         11         8         81         11%         71.6%           Coast Starlight         14         84         81         11%         51.9%           Empire Builder         7         88         81         11%         51.9%	· ·				
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         518         91         94%         59.1%           Cascades         519         91         100%         66.5%           Cast Starlight         11         85         11%         71.6%           Coast Starlight         14         84         11%         51.9%           Empire Builder         7         88         81%         55.3%           Empire Builder         27         83         100%         61.9%           Empire Builder         28         84         100%         62.9%           Empire Builder         28	, ,				
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%         65.4%           Cascades         519         91         100%         66.5%           Coast Starlight         11         85         11%         71.6%           Coast Starlight         14         84         11%         71.9%           Empire Builder         7         88         81%         55.3%           Empire Builder         27         83         810%         66.5%           Empire Builder         27         83         810%         61.9%           Heartland Flyer         821         91         100%         62.9%           Heartland Flyer         821         91         100%         62.9%           Carl Sandburg / Illinois Ze					
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%         55.3%           Empire Builder         27         83         100%         61.9%           Empire Builder         28         84         100%         62.9%           Empire Builder         28         84         100%         62.9%           Empire Builder         28         4         100%         62.9%           Empire Builder					
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%         55.3%           Empire Builder         27         83         100%         61.9%           Empire Builder         28         84         100%         62.9%           Heartland Flyer         821         91         100%         62.9%           Heartland Flyer         822         91         100%         77.0%           Carl Sandburg / Illinois Zephyr         381         91         99%         65.6%					
Cascades         508         84         52%         53.6%           Cascades         516         90         100%         48.4%           Cascades         517         90         94%         65.4%           Cascades         518         91         94%         65.9%           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%         55.3%           Empire Builder         27         83         100%         61.9%           Empire Builder         28         84         100%         62.9%           Heartland Flyer         821         91         100%         62.9%           Heartland Flyer         821         91         100%         68.2%           Carl Sandburg / Illinois Zephyr         380         90         99%         86.9%           Carl Sandburg / Illinois Zephyr         381         91         10%         65.6% <td></td> <td></td> <td></td> <td></td> <td></td>					
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Coast Starlight         11         85         11%         71.6%           Coast Starlight         14         84         11%         51.9%           Empire Builder         7         88         81%         51.9%           Empire Builder         8         88         81%         38.6%           Empire Builder         27         83         100%         62.9%           Heartland Flyer         821         91         100%         62.9%           Heartland Flyer         821         91         100%         62.9%           Heartland Flyer         822         91         100%         62.9%           Heartland Flyer         822         91         100%         62.9%           Heartland Flyer         822         91         100%         62.9%           Heartland Flyer         82         91         100%         62.9%           Heartland Flyer         821         91         100%         62.9%           Heartland Flyer         821         91         100%         62.9%           Heartland Flyer         821         91         10%         62.9%           Carl Sandburg / Illinois Zephyr         380         90         99%					
Coast Starlight         14         84         11%         51.9%           Empire Builder         7         88         81%         55.3%           Empire Builder         8         88         81%         35.3%           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%         86.6%           Carl Sandburg / Illinois Zephyr         383         89         99%         72.8%           Carl Sandburg / Illinois Zephyr         383         89         99%         72.8%           Carl Sandburg / Illinois Zephyr         383         89         99%         72.8%           Pacific Surfliner         562         91         17%         86.5%           Pacific Surfli					
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%         62.9%           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         572         20         17%         80.9%           Pacific Surfliner         573         20         17%         80.5%           Pacific Surfliner         581<	_				
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%           Carl Sandburg / Illinois Zephyr         383         89         99%         72.8%           Carl Sandburg / Illinois Zephyr         383         89         99%         72.8%           Carl Sandburg / Illinois Zephyr         383         89         99%         72.8%           Pacific Surfliner         562         91         17%         86.5%           Pacific Surfliner         564         89         17%         81.7%	T				
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         573         20         17%         80.9%           Pacific Surfliner         580         91         17%         88.4%           Pacific Surfliner         581         87         17%         94.4%           Pacific Surfliner					
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%         72.8%           Carl Sandburg / Illinois Zephyr         383         89         99%         72.8%           Carl Sandburg / Illinois Zephyr         383         89         99%         72.8%           Pacific Surfliner         562         91         17%         86.5%           Pacific Surfliner         564         89         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 Surf					
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   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   581   87   17%   94.4%   Pacific Surfliner   586   18   17%   93.6%   Pacific Surfliner   586   18   17%   93.6%   Pacific Surfliner   588   51   17%   82.0%   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   769   40   9%   81.0%   Pacific Surfliner   770   89   8%   81.2%   Pacific Surfliner   774   91   6%   76.8%   Pacific Surfliner   777   91   6%   75.3%   Pacific Surfliner   777   91   6%   75.3%   Pacific Surfliner   784   90   8%   79.7%   Pacific Surfliner   785   91   9%   75.3%   Pacific Surfliner   780   40   9%   83.0%   Pacific Surfliner   785   91   9%   75.3%   Pacific Surfliner   785   91   9%   75.3%   Pacific Surfliner   785   91   9%   75.3%   Pacific Surfliner   780   40   9%   83.0%   Pacific Surfliner   785   91   9%   75.3%   Pacific Surfliner	· ·				
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%   72.8%   72.8%   74.0					
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         580         91         17%         88.4%           Pacific Surfliner         581         87         17%         94.4%           Pacific Surfliner         583         11         17%         93.6%           Pacific Surfliner         586         18         17%         93.6%           Pacific Surfliner         588         51         17%         82.0%           Pacific Surfliner         591         91         17%         83.5%           Pacific Surfliner <td>· · · · · · · · · · · · · · · · · · ·</td> <td></td> <td></td> <td></td> <td></td>	· · · · · · · · · · · · · · · · · · ·				
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       580       91       17%       88.4%         Pacific Surfliner       581       87       17%       94.4%         Pacific Surfliner       583       11       17%       94.4%         Pacific Surfliner       586       18       17%       93.6%         Pacific Surfliner       587       9       17%       78.7%         Pacific Surfliner       588       51       17%       89.7%         Pacific Surfliner       595       91       17%       83.5%         Pacific Surfliner       765       91       6%       78.2%         Pacific Surfliner       769 <td>1</td> <td></td> <td></td> <td></td> <td></td>	1				
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%       83.5%         Pacific Surfliner       761       27       6%       78.2%         Pacific Surfliner       765       91	_ · · · · · · · · · · · · · · · · · · ·				
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       591       91       17%       89.7%         Pacific Surfliner       761       27       6%       78.2%         Pacific Surfliner       765       91       6%       78.2%         Pacific Surfliner       769       40       9%       81.0%         Pacific Surfliner       770       89					
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       580       91       17%       96.5%         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%       83.5%         Pacific Surfliner       761       27       6%       78.2%         Pacific Surfliner       765       91       6%       78.2%         Pacific Surfliner       769       40       9%       81.0%         Pacific Surfliner       774       91       6%       76.6%         Pacific Surfliner       774       91       6%       <	_ · · · · · · · · · · · · · · · · · · ·				
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       765       91       6%       78.2%         Pacific Surfliner       769       40       9%       81.0%         Pacific Surfliner       770       89       8%       81.2%         Pacific Surfliner       774       91       6%       76.6%         Pacific Surfliner       784       90       8%       <					
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%         98.4%           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         765         91         6%         78.2%           Pacific Surfliner         769         40         9%         81.0%           Pacific Surfliner         770         89         8%         81.2%           Pacific Surfliner         774         91         6%         75.3%           Pacific Surfliner         784         90         8% <td></td> <td></td> <td></td> <td></td> <td></td>					
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         761         27         6%         78.2%           Pacific Surfliner         765         91         6%         82.1%           Pacific Surfliner         769         40         9%         81.0%           Pacific Surfliner         774         91         6%         76.6%           Pacific Surfliner         774         91         6%         75.3%           Pacific Surfliner         784         90         8%					
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       765       91       6%       78.2%         Pacific Surfliner       765       91       6%       82.1%         Pacific Surfliner       769       40       9%       81.0%         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%       83.0%					
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       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%       8					
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       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       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%       78.2%         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       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       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       784       90       8%       79.7%         Pacific Surfliner       785       91       9%       83.0%         Pacific Surfliner       785       91       9%       83.0%					
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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       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       784       90       8%       79.7%         Pacific Surfliner       785       91       9%       75.3%         Pacific Surfliner       790       40       9%       83.0%					
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%					
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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       784       90       8%       79.7%         Pacific Surfliner       785       91       9%       75.3%         Pacific Surfliner       790       40       9%       83.0%					
Pacific Surfliner         785         91         9%         75.3%           Pacific Surfliner         790         40         9%         83.0%					
Pacific Surfliner 790 40 9% 83.0%					
Pacific Surfliner 794 29 6% 39.8%					
	Pacific Surfliner	794	29	6%	39.8%

Customer On-Time Performance FY2023-3Qtr FRA Metrics & Minimum Standards				Min Std 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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 3<sup>rd</sup> 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,

Gerhard M. Williams III

EVP Service Delivery & Operations

ce: Tamara Noel

MIN William B

Dennis Newman

Jim Blair

Lizabeth Brubeck

Yoel Weiss

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

Metrics & Minimum St	Standards Quarterly Update FY2022-3Qtr			
Customer On-Time Performance	Host Railroad E	BNSF	All Host Railro	ads
	# Routes	%	# Routes	%
Total Routes	58		830	
Trains Meeting Minimum Standard (> 80%)		26%		52%
Trains Below Minimum Standard (< 80%)	43	74%		48%
Total	58	100%	830	100%
Delay Responsibility	Host Railroad E	BNSF	All Host Railro	ads
	Mins Delay	%	Mins Delay	%
Host	162.600	73%		66%
Amtrak	43.902	20%		24%
3rd Party	16.005	7%		10%
Total	222.507	100%	1,195,661	100%
Host Delay Cause	Host Railroad E	МСГ	All Host Railro	
nost being cause	1103t Raintodu L	DNOF	All nost Raillo	aas
Those being cause		DNSF		pads
nost being cause	Delays per 10K Train-Miles	% %	Delays per 10K Train-Miles	waas
FTI	Delays per 10K Train-Miles 515	% 45%	Delays per 10K Train-Miles 377	% 38%
FTI Slow Orders	Delays per 10K Train-Miles 515 253	% 45% 22%	Delays per 10K Train-Miles 377 196	% 38% 20%
FTI Slow Orders Signals	Delays per 10K Train-Miles 515 253 104	% 45% 22% 9%	Delays per 10K Train-Miles 377 196 107	% 38% 20% 11%
FTI Slow Orders Signals Route	Delays per 10K Train-Miles 515 253 104 63	% 45% 22% 9% 5%	Delays per 10K Train-Miles 377 196 107 67	% 38% 20% 11% 7%
FTI Slow Orders Signals Route MOW	Delays per 10K Train-Miles 515 253 104 63 23	% 45% 22% 9% 5% 2%	Delays per 10K Train-Miles 377 196 107 67 52	% 38% 20% 11% 7% 5%
FTI Slow Orders Signals Route MOW PTI	Delays per 10K Train-Miles 515 253 104 63 23 157	% 45% 22% 9% 5% 2% 14%	Delays per 10K Train-Miles 377 196 107 67 52 139	% 38% 20% 11% 7% 5% 14%
FTI Slow Orders Signals Route MOW PTI CTI	Delays per 10K Train-Miles 515 253 104 63 23 157 23	% 45% 22% 9% 5% 2% 14% 2%	Delays per 10K Train-Miles 377 196 107 67 52 139 63	% 38% 20% 11% 7% 5% 14% 6%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train-Miles 515 253 104 63 23 157 23 3	% 45% 22% 9% 5% 2% 14% 2%	Delays per 10K Train-Miles 377 196 107 67 62 139 63 3	% 38% 20% 11% 7% 5% 14% 6% 0%
FTI Slow Orders Signals Route MOW PTI CTI	Delays per 10K Train-Miles 515 253 104 63 23 157 23 3	% 45% 22% 9% 5% 2% 14% 2%	Delays per 10K Train-Miles 377 196 107 67 62 139 63 3	% 38% 20% 11% 7% 5% 14% 6%
FTI Slow Orders Signals Route MOW PTI CTI Detour	Delays per 10K Train-Miles 515 253 104 63 23 157 23 3	% 45% 22% 9% 5% 2% 14% 2% 0%	Delays per 10K Train-Miles 377 196 107 67 62 139 63 3	% 20% 11% 7% 5% 14% 6% 0% 100%
FTI Slow Orders Signals Route MOW PTI CTI Detour Total	Delays per 10K Train-Miles 515 253 104 63 23 157 23 3 1 141	% 45% 22% 9% 5% 2% 14% 2% 0%	Delays per 10K Train-Miles 377 196 107 67 52 139 63 3 1 003	% 20% 11% 7% 5% 14% 6% 0% 100%

Customer On-Tir			Qtr	Min Std 80%
Service	s & Minimum S		ost Route Miles 🔻	
California Zephyr	5	76	43%	19.19
California Zephyr	6	76	43%	9 79
Cascades	500	90	52%	
Cascades	503	90	52%	
Cascades	504	91	88%	
Cascades	505	91	52%	
Cascades	507	91	88%	
Cascades	508	90	52%	
Coast Starlight	11	91	11%	
Coast Starlight	14	91	11%	
Empire Builder	7	76	81%	
Empire Builder	8	76	81%	
Empire Builder	27	76	100%	
Empire Builder	28	76	100%	
Heartland Flyer	821	91	100%	
Heartland Flyer	822	91	100%	
Carl Sandburg / Illinois Zephyr	380	90	99%	78.6
Carl Sandburg / Illinois Zephyr	381	91	99%	
Carl Sandburg / Illinois Zephyr	382	91	99%	
Carl Sandburg / Illinois Zephyr	383	91	99%	
Pacific Surfliner	562	89	17%	
Pacific Surfliner	564	90	17%	
Pacific Surfliner	567	91	17%	
Pacific Surfliner	572	88	17%	
Pacific Surfliner	573	89	17%	
Pacific Surfliner	580	90	17%	
Pacific Surfliner	581	91	17%	
Pacific Surfliner	583	87	17%	
Pacific Surfliner	5 <b>8</b> 6	90	17%	
Pacific Surfliner	588	91	17%	
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%	70.0
Pacific Surfliner	770	91	8%	37.9
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 FRA Metrics & Minimum Standards					
San Joaquins	703	91	82%	77.3%	
San Joaquins	710	89	87%	79.5%	
San Joaquins	<b>71</b> 1	91	88%	85 4%	
San Joaquins	712	90	87%	75.7%	
San Joaquins	713	91	88%	64.6%	
San Joaquins	714	90	87%	72 1%	
San Joaquins	<b>71</b> 5	91	88%	63.9%	
San Joaquins	716	91	87%	74 1%	
San Joaquins	717	90	88%	72 2%	
San Joaquins	718	<del>9</del> 1	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

1 Massachusetts Ave, N.W., Washington, DC 20001 Cell 202-894-4240 Office 202-906-3047



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 1<sup>st</sup> 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

JM William M

Dennis Newman

Jim Blair

Lizabeth Brubeck

Yoel Weiss

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

Metrics & Minimum Star	ndards Quart	erly Up	odate	
		FY202	3-1Qtr	
Customer On-Time Performance	Host Railroad	BNSF	All Host Railroads	
	# Routes	%	# Routes	%
Total Routes	54		899	
Trains Meeting Minimum Standard (≥ 80%)	16	30%	425	47%
Trains Below Minimum Standard (< 80%)	38	70%	474	53%
Total	54	100%	899	100%
Delay Responsibility	Host Railroad	BNSF	All Host Rail	roads
	Mins Delay	%	Mins Delay	%
Host	159,877	67%	768,961	63%
Amtrak	59,686	25%	336,212	27%
3rd Party	18,132	8%	122,543	10%
Total	237,695	100%	1,227,716	100%
Host Delay Cause	Host Railroad	BNSF	All Host Rail	roads
	Delays per 10K Train- Miles	%	Delays per 10K Train- Miles	%
FTI	475	46%	291	33%
Slow Orders	215	21%	171	19%
Signals	96	9%	119	13%
Route	41	4%	59	7%
	31	3%	42	5%
MOW	i		137	16%
PTI	152	15%	137	
	152 23	15% 2%	63	7%
PTI	23 1			
PTI CTI	23	2%	63	7%
PTI CTI Detour	23 1	2% 0% 100%	63 2	7% 0% 100%
PTI CTI Detour Total	23 1 1,033	2% 0% 100%	63 2 885	7% 0% 100%

Customer On-Time Performance FY2023-1Qtr FRA Metrics & Minimum Standards				
			% Host Route	80%
Service	Train	# Trips	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%
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Carl Sandburg / Illinois Zephyr	383	85	99%	74.3%
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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%
Pacific Surfliner	770	92	8%	94.0%
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