

Amtrak Host Railroad Report Card 2018

Who delays passengers?

The Host Railroad Report Card grades each of the six Class I freight host railroads based on delays caused to Amtrak trains over the last 12 months.

1	Canadian Pacific	A
2	BNSF	B
3	Union Pacific	B-
4	CSX	B-
5	Canadian National	D-
6	Norfolk Southern	F

Average grade for all host railroads: **C**

Grades reflect the passenger experience

A	Most passengers are on-time
B	Passengers on some routes are late
C	Many passengers are very late
D	Most passengers are very late
F	Majority of passengers are severely late

Amtrak Route Grades 2018

How often are trains on-time at each station within 15 minutes of schedule?

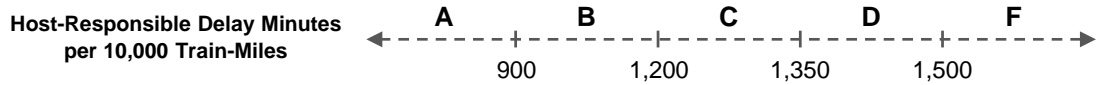
State-Supported Trains	Route	Class I Freight Host Railroads	Percentage of trains on-time within 15 minutes	
<i>Pass = 80% on-time</i> <i>17 of 28 routes fail to achieve 80% standard</i>	Hiawatha	CP	96%	PASS
	Keystone	(other hosts)	91%	
	Capitol Corridor	UP	89%	
	New York - Albany	(other hosts)	89%	
	Carl Sandburg / Illinois Zephyr	BNSF	88%	
	Ethan Allen Express	CP	87%	
	Pere Marquette	CSX, NS	84%	
	Missouri River Runner	UP	83%	
	Springfield Shuttles	(other hosts)	82%	
	Downeaster	(other hosts)	81%	
	Hoosier State	CSX	80%	
	Pacific Surfliner	BNSF, UP	78%	
	Lincoln Service	CN, UP	76%	
	Blue Water	NS, CN	75%	
	Roanoke	NS	75%	
	Piedmont	NS	74%	
	Richmond / Newport News / Norfolk	CSX, NS	74%	
	San Joaquins	BNSF, UP	73%	
	Pennsylvanian	NS	71%	
	Adirondack	CN, CP	70%	
	New York - Niagara Falls	CSX	70%	
	Vermonteer	(other hosts)	67%	
	Cascades	BNSF, UP	64%	
	Maple Leaf	CSX	64%	
	Wolverine	NS, CN	60%	
	Heartland Flyer	BNSF	58%	
	Carolinian	CSX, NS	51%	
	Illini / Saluki	CN	37%	

Long Distance Trains

<i>Pass = 70% on-time</i> <i>14 of 15 routes fail to achieve 70% standard</i>	Auto Train	CSX	72%	PASS
	Palmetto	CSX	59%	FAIL
	Coast Starlight	BNSF, UP	55%	
	Cardinal	NS, CSX	53%	
	City of New Orleans	CN	51%	
	California Zephyr	BNSF, UP	48%	
	Silver Meteor	CSX	47%	
	Empire Builder	BNSF, CP	44%	
	Southwest Chief	BNSF	43%	
	Lake Shore Limited	CSX, NS	41%	
	Texas Eagle	BNSF, UP, CN	37%	
	Capitol Limited	NS, CSX	36%	
	Silver Star	CSX, NS	36%	
	Crescent	NS	29%	
	Sunset Limited	BNSF, UP	26%	

Notes

1. Amtrak measures host railroad performance based on “minutes of host-responsible delay per 10,000 train-miles,” which measures the minutes of delay caused by each host, normalized by the number of miles traveled by each train and multiplied by 10,000.
2. Grades indicate aggregate host-responsible delays across all routes on each host. Performance on specific routes can vary.
3. Grades are awarded on the following scale:



4. 900 host-responsible delay minutes per 10,000 train-miles is roughly correlated to performance that results in Amtrak trains that are 80% on-time.
5. Canadian National’s Quebec operations are excluded from the report card calculations.
6. “On-time performance” (OTP) is defined as the percentage of stations at which a train arrives within 15 minutes of the time in the public schedule.
7. OTP figures are based on 2018 calendar year performance.
8. The route grade table only lists Class I freight host railroads that host more than 15 miles of the given route, using the following abbreviations:
 - BNSF BNSF Railway
 - CN Canadian National Railway
 - CP Canadian Pacific Railway
 - CSX CSX Transportation
 - NS Norfolk Southern Railway
 - UP Union Pacific Railroad