Host Railroad Performance Report Card
(July 2017 through June 2018)

Definitions	
Delays Below*	Grade
600	A
900	A-
1000	B+
1100	B
1200	B-
1250	C+
1300	C
1350	C-
1400	D+
1450	D
1500	D-
Above 1500	F

(* Minutes of host-responsible delay per 10,000 train miles)

A — Canadian Pacific
B+ — BNSF
B- — Union Pacific

C — CSX
F — Norfolk Southern
F — Canadian National

The above grades indicate aggregate host-responsible delays averaged across all routes on each host. They do not necessarily reflect the hosts' performance on every individual route.
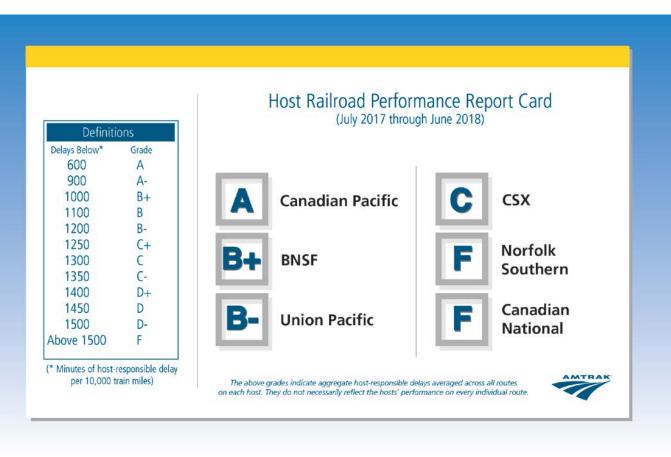
AMTRAK

1) What is a "host railroad"?

Most of Amtrak's network is on tracks owned, maintained, and dispatched by highly-profitable freight railroads, known as "host" railroads where Amtrak uses their tracks. Most of the trains on these rail lines are the freight railroads' own freight trains. Because the freight railroads make all dispatching decisions about which trains have priority in using the rail line, the freight railroads have a tremendous amount of influence over Amtrak's operations on their lines.

Prior to Amtrak's creation in 1971, the privately-owned railroads had a common carrier obligation to operate passenger trains themselves – an obligation that dated back to when the railroads were built in the 1800s. Because the railroads were losing money on their passenger trains, Congress created Amtrak and relieved the private railroads of their obligation to operate passenger trains. A very important part of the deal was that Amtrak would still have access to the railroads' lines in order to operate passenger trains. Every year Amtrak pays host railroads $142 million for using their tracks and other resources needed to operate Amtrak trains.

2) What distinguishes hosts with good Amtrak performance?

Hosts typically achieve good Amtrak performance through a combination of:

a) Commitment to providing quality service for Amtrak's passengers,

b) An active partnership with Amtrak, where both sides work cooperatively and the hosts respect Federal law which protects the rights of our nation's passengers, and

c) A well-disciplined operation that benefits both Amtrak and freight customers alike.

3) What does "Delays per 10,000 train miles" mean?

It is a measure of how much delay each host railroad causes to Amtrak trains. The measure is normalized by train mile so that routes of different lengths, and hosts with different amounts of Amtrak service, can be compared to each other.

Specifically, it is the number of minutes of host-responsible delay, divided by the number of Amtrak train miles operated over that host, times 10,000.

4) What does a poor grade represent?

Put in perspective, an "F" host forces Amtrak trains on a particular route to wait one hour and 40 minutes on average for freight trains, and forces many Amtrak trains on this route to wait as long as 3 hours and 12 minutes. As a comparison, suppose you were on a flight and your plane had to circle the destination airport for hours while cargo flights were given priority to use the runway. Amtrak passengers typically experience those types of daily delays on poorly graded host railroads owned and operated by large freight companies.

5) How much control do hosts have over the problem?

Host railroads make all dispatching decisions regarding which trains are allowed to go first and which trains must wait. Federal law requires Amtrak passenger trains to receive preference over freight transportation, but the largest cause of delay to Amtrak trains on host railroads is Freight Train Interference, typically caused by a freight railroad requiring an Amtrak passenger train to wait so that its freight trains can operate first. Host railroads often choose to force Amtrak trains with hundreds of passengers on them to stop and wait in favor of their trains carrying coal, garbage, crude oil, empty freight cars, or any freight that the host chooses to prioritize. Sometimes a host railroad will make Amtrak passengers follow the

same slow freight train for 50 to 100 miles, or may even make Amtrak passengers wait while individual freight cars are switched into or out of industrial facilities.

Decisions by freight companies to prioritize their trains over passengers often occur when freight trains are operating late, short on crews, etc. Undisciplined freight companies may operate freight trains many hours ahead of or behind schedule, or with no schedule at all. So a poor grade may also indicate that the host is doing an ineffective job of running their freight operations, which causes Amtrak passengers to suffer.

6) Why are hosts allowed to do this?

Actually, the freight companies are forbidden to do this. By Federal law, with only very few exceptions Amtrak passenger trains must be given preference over freight trains in using any rail line. Unfortunately, only the Department of Justice can enforce this law, and it has brought only one enforcement action against a freight company in Amtrak's history, and that was nearly 40 years ago! As a result, freight railroads suffer no significant consequences for prioritizing their freight over our country's rail passengers.

7) If a train is always late then why don't you just change the schedule?

Amtrak schedules are agreed to with freight railroads and already include substantial amounts of padding, known as recovery time, to allow trains to be on time even when there are delays. Amtrak has sometimes tried lengthening schedules, but this approach is usually ineffective at improving performance on freight railroads because some freight railroads use this additional schedule time for their own trains, resulting in even more delays to Amtrak. Longer schedules also increase Amtrak's crew and equipment costs and are less convenient for passengers. With a longer schedule, 100% of passengers experience a longer trip, even those passengers who would have been on time under a shorter schedule.

The most effective way to improve performance is to prevent trains from being delayed in the first place. If freight companies respected Federal law, and provided preference to Amtrak trains, passengers would be on time and schedules would rarely be an issue.

8) Is there any incentive for freight railroads to deliver Amtrak trains on time?

Amtrak offers financial incentives to host railroads for improved performance, however these incentives have proven to be ineffective on some hosts. Those freight companies usually choose prioritizing their trains, which delays Amtrak's passengers.

9) Do trains "speed" to make up time? Does improving OTP therefore compromise safety?

Amtrak's highest priority is ensuring the safety of our passengers, our crews, and the communities we serve. Improving OTP will never compromise safety. Train crews do not speed to "make up" time. Locomotive engineers are subject to rigorous speed limit enforcement, which includes event recorders on all locomotives.

Canadian Pacific: A

- Hosts portions of the following Amtrak routes:
  - Hiawatha (Chicago-Milwaukee)
  - Empire Builder (Chicago-Minneapolis-North Dakota-Montana-Seattle/Portland)
  - Adirondack (New York-Albany-Plattsburgh-Montreal)
  - Ethan Allen (New York-Albany-Saratoga-Rutland VT)

- Sample Route Performance – Hiawatha Service

  In 2017, 97% of passengers on the Hiawatha arrived at their destinations on time. And 90% of trips experience no freight train interference at all.

BNSF: B+

- Hosts portions of the following Amtrak routes:
    - California Zephyr (Chicago-Burlington-Omaha-Denver)
    - Carl Sandburg / Illinois Zephyr (Chicago-Quincy, IL)
    - Cascades (Vancouver, BC-Seattle-Portland)
    - Coast Starlight (Seattle-Portland)
    - Empire Builder (Minneapolis-Fargo-Whitefish-Sandpoint-Spokane-Seattle/Portland)
    - Heartland Flyer (Oklahoma City-Ft. Worth)
    - Pacific Surfliner (Los Angeles-Fullerton)
    - San Joaquins (Port Chicago-Bakersfield)
    - Southwest Chief (Chicago-Fort Madison-Topeka-La Junta-Flagstaff-Albuquerque-Los Angeles)
    - Sunset Limited (New Orleans-Lake Charles, LA)
    - Texas Eagle (Temple-Ft. Worth)

- Sample Route Performance – Carl Sandberg/Illinois Zephyr Service
  In 2017, approximately 90% of passengers on the Carl Sandberg/Ilinois Zephyr service arrived at their destinations on time with less than 4 minutes of delay by BNSF freight trains on average.

UP: B-

- Hosts portions of the following Amtrak routes:
    - California Zephyr (Denver-Salt Lake City-Reno-Sacramento-Emeryville)
    - Capitol Corridor (San Jose-Sacramento)
    - Cascades (Portland-Eugene)
    - Coast Starlight (Portland-Moorpark)
    - Lincoln Service (Joliet-East St. Louis)
    - Missouri River Runner (St. Louis-Kansas City)
    - Pacific Surfliner (San Luis Obispo-Moorpark)
    - San Joaquins (Oakland/Sacramento-Stockton)
    - Sunset Limited (Los Angeles-Tucson-Deming-San Antonio-Iowa Jct.)
    - Texas Eagle (Joliet- Dallas, Temple-San Antonio)

- Sample Route Performance – Coast Starlight Service

  In 2017, over 239,000 passengers (57%) arrived late at their destinations on the Coast Starlight service. On an average trip on this route, passengers experience 4 separate instances of delay caused by UP freight trains accounting for 48 minutes of delay on average.

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CSX: C

- Hosts portions of the following Amtrak routes:
    - Auto Train (Lorton-Selma-Charleston-Savannah-Deland)
    - Capitol Limited (Washington-Harpers Ferry-Cumberland-Pittsburgh)
    - Cardinal (Dyer, IN-Cincinnati-Maysville-Huntington-Clifton Forge)
    - Carolinian (Washington-Richmond-Selma)
    - Hoosier State (Dyer, IN-Indianapolis)
    - Lake Shore Ltd (Hoffmans, NY-Erie-Cleveland)
    - Maple Leaf (Hoffmans, NY-Niagara Falls)
    - New York - Niagara Falls (Hoffmans, NY-Niagara Falls)
    - Palmetto (Washington-Richmond-Selma-Charleston-Savannah)
    - Pere Marquette (Grand Rapids-Porter, IN)
    - Richmond/Newport News/Norfolk (Washington-Richmond/Newport News/Petersburg)
    - Silver Meteor (Washington-Richmond-Selma-Charleston-Savannah-Deland, Poincianna-South End Dyer)
    - Silver Star (Washington-Richmond-Selma-Columbia-Savannah-Deland, Poincianna-South End Dyer)

- Sample Route Performance – Cardinal Service

    In 2017, 50% of passengers traveling on the Cardinal service on CSX arrived late at their destinations by an average of 1 hour and 27 minutes. On 85% of trips, the Cardinal's approximately 350 passengers are delayed by CSX freight trains. Often times CSX makes Amtrak passengers wait in sidings while it prioritizes its own freight trains.

Norfolk Southern: F

- Hosts portions of the following Amtrak routes:
    - Pennsylvanian (Harrisburg-Pittsburgh)
    - Michigan (Porter-Chicago)
    - Lynchburg (Washington-Lynchburg)
    - Piedmont (Raleigh-Charlotte)
    - Norfolk (Petersburg-Norfolk)
    - Crescent (Washington-Charlottesville-Charlotte-Greenville-Atlanta-Birmingham-Meridian-New Orleans)
    - Carolinian (Selma-Charlotte)
    - Cardinal (Alexandria-Orange)
    - Capitol Limited (Pittsburgh-Cleveland-Elkhart-Chicago)
    - Silver Star (Selma-Raleigh)
    - Lake Shore Limited (Cleveland-Elkhart-Chicago)

- Sample Route Performance – Crescent Service

    In 2017, over 173,000 passengers (67%) arrived late at their destinations while traveling on the Crescent. The typical Amtrak train, carrying approximately 350 passengers, is delayed over 1 hour and 40 minutes due to Norfolk Southern's (NS) freight trains and many Amtrak trains on this route are forced to wait as long as 3 hours and 12 minutes. Amtrak trains full of passengers are often routed into side tracks while they wait for NS freight trains using the main track.

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CN: F

- Hosts portions of the following Amtrak routes:
    - Adirondack (Montreal-Rouses Point)
    - Blue Water (Port Huron-Battle Creek)
    - City of New Orleans (Chicago-Fulton-Memphis-Jackson-New Orleans)
    - Illini / Saluki (Chicago-Carbondale)
    - Lincoln Service (Chicago-Joliet)
    - Texas Eagle (Chicago-Joliet)
    - Wolverine (Baron-Gord (Battle Creek), W. Detroit-Pontiac)

- Sample Route Performance – Illini/Saluki Service

    In 2017, over 200,000 passengers (84%) arrived late at their destinations on the Illini/Saluki service. Amtrak trains were delayed by CN freight trains on nearly 90% of trips on this service, many being made to stop in sidings to wait for CN freight trains, or follow them for many miles at slow speeds. Additionally, Amtrak trains were delayed by an average of 26 minutes on a daily basis due to problems with CN maintained infrastructure.

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