The results are in – which host railroads made the grade?

Host railroads are graded on the amount of delay caused to Amtrak passengers. Customers traveling over a host railroad receiving an "A" grade can generally count on being on time. The four-year GPA shows which railroads have delivered consistent service.

	Host Railroad	2020 Grade	4-year GPA
1	Canadian Pacific	A	4.0 (A)
2	BNSF	A	3.3 (B+)
3	Canadian National	B+	1.3 (D+)
4	CSX	B+	2.8 (B-)
5	Union Pacific	B-	2.7 (B-)
6	Norfolk Southern	C	0.5 (F)

End of year highlights

☐ **Host railroad performance generally improved from last year.** Delays began declining months *before* the effects of the pandemic were felt in the U.S.

☐ **Freight trains are still the #1 cause of delay to Amtrak passengers.** While the law has required railroads to provide preference to passengers over freight for nearly 50 years, freight trains caused 700,000 minutes of delay in 2020 alone – that's more than a year of passengers waiting for freight to go first!

☐ **The amount of freight rail volume does not affect Amtrak delays.** By the end of 2020, rail freight volume was *higher* than in 2019, while many Amtrak passengers still arrived on time. Data analysis finds there is no correlation between the level of freight rail volume and the amount of delay to Amtrak passengers.

☐ **New legislation helped motivate better performance, but more must be done.** Legislation introduced in Congress last year would have allowed Amtrak to enforce our existing right to preference over freight – we are not allowed to do that today – and must be reintroduced and signed into law so that most passengers arrive on time.

Amtrak Route Grades 2020
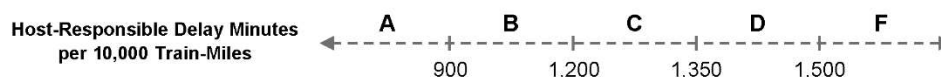
Which routes made the grade?

Passing grade: 80% of customers arrive on time within 15 minutes of schedule

State Supported Trains	Route	Class I Freight Host Railroads	Percentage of On-Time Customers	
9 of 27 routes fail to achieve 80% standard	Keystone	(other hosts)	96%	
	Hiawatha	CP	94%	
	New York – Albany	(other hosts)	94%	
	Vermonter	(other hosts)	94%	
	Springfield Shuttles	(other hosts)	93%	
	Carl Sandburg / Illinois Zephyr	BNSF	91%	
	Ethan Allen Express	CP	90%	
	Richmond / Newport News / Norfolk	CSX, NS	88%	
	Pacific Surfliner	BNSF, UP	88%	**PASS**
	Roanoke	NS	88%	
	Capitol Corridor	UP	87%	
	Downeaster	(other hosts)	86%	
	Lincoln Service	CN, UP	85%	
	San Joaquins	BNSF, UP	83%	
	Piedmont	NS	83%	
	Pennsylvanian	NS	82%	
	Adirondack	CN, CP	80%	
	Carolinian	CSX, NS	80%	
	Maple Leaf	CSX	77%	
	Blue Water	NS, CN	77%	
	Pere Marquette	CSX, NS	76%	
	Missouri River Runner	UP	74%	
	Heartland Flyer	BNSF	73%	**FAIL**
	Illini / Saluki	CN	72%	
	New York – Niagara Falls	CSX	69%	
	Cascades	BNSF, UP	67%	
	Wolverine	NS, CN	56%	

Long Distance Trains				
14 of 15 routes fail to achieve 80% standard	City of New Orleans	CN	88%	**PASS**
	Palmetto	CSX	75%	
	Lake Shore Limited	CSX, NS	71%	
	Coast Starlight	BNSF, UP	70%	
	Auto Train	CSX	69%	
	Silver Meteor	CSX	67%	
	Empire Builder	BNSF, CP	66%	
	Cardinal	NS, CSX	65%	
	Southwest Chief	BNSF	64%	**FAIL**
	California Zephyr	BNSF, UP	60%	
	Silver Star	CSX, NS	56%	
	Crescent	NS	53%	
	Capitol Limited	NS, CSX	52%	
	Texas Eagle	BNSF, UP, CN	48%	
	Sunset Limited	BNSF, UP	33%	

Notes

Amtrak Host Railroad Report Card 2020

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:

Host-Responsible Delay Minutes per 10,000 Train-Miles	A	B	C	D	F
		900	1,200	1,350	1,500

4. 900 host-responsible delay minutes per 10,000 train-miles is generally correlated to performance that results in Amtrak trains that are 80% on-time.
5. Host railroads are ranked on the Report Card based on 2020 host-responsible delay minutes per 10,000 train-miles.
6. Canadian National's Quebec operations are excluded from the report card calculations.

Amtrak Route Grades 2020

1. "On-time performance" (OTP) represents the percentage of customers that arrive at their destination station within 15 minutes of the scheduled arrival time.
2. OTP figures are based on 2020 calendar year performance.
3. 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