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Schedule Certification

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Metrics and Standards Final Rule

- Customer OTP metric
 - 80% standard for 2 consecutive quarters per scheduled train

Note: Customer OTP is the percentage of all customers on an intercity passenger rail train who arrive at their detraining point no later than 15 minutes after their published scheduled arrival time, reported by train, and by route.

Schedule certification process introduced by the rule

- The metrics and standards rule introduced new classifications for Amtrak schedules based on whether Amtrak and host railroads have agreed that a schedule is aligned to the customer OTP metric and standard, as summarized in the table below.
- The rule required Amtrak to report to the FRA the number of certified, uncertified, and disputed schedules, by train and by host railroad.
- Once a schedule is certified, it cannot later be designated as uncertified.
- For uncertified or disputed schedules, the parties have the option to pursue third-party dispute resolution, or to propose revisions to schedules.

Summary of Schedule Classifications

Schedule Classification	Definition
Certified	A published train schedule that Amtrak and the host railroad jointly certify is aligned with the customer OTP metric and standard.
Uncertified	A published train schedule that has not been reported as a certified schedule or a disputed schedule.
Disputed	A published train schedule for which a specific change is sought that is the only subject of a non-binding dispute resolution process led by a neutral third-party and involving Amtrak and one or more host railroads.

Amtrak used the following criteria to recommend specific schedules to be certified

Amtrak proposed to certify a train schedule that met any of the following criteria:

Criteria	Description
1. The schedule is already aligned or was modified to align with the customer OTP metric and standard.	The schedule already reflects alignment with customer OTP or Amtrak and the host railroad have previously agreed to schedule modifications aimed to improve intermediate station performance.
2. Customer OTP regularly exceeded 80% in FY 2020.	Actual customer OTP exceeded 80% in more than half of the calendar quarters in which the train operated in FY 2020.
3. The placement of the recovery time is correlated with the locations of detraining passengers.	There is reasonably strong correlation between the placement of the recovery time and the locations of detraining passengers.
4. The recovery time is distributed to the benefit of detraining passengers.	There is a reasonably strong relationship between the cumulative recovery time weighted by ridership compared to the overall recovery time.

Note: Each host established their own criteria to determine which schedules they would certify.

Not all schedules were recommended to be certified

- Schedules were certified for individual host segments.
 - ✓ Total of 1003 segments to date; new services such as the Borealis and Mardi Gras have been added since the Final Rule went into effect.
 - ✓ Schedules could be partially certified if one host certifies its segment and another host does not.
- Amtrak and various host railroads participated in schedule negotiations and mediations.
- 95% of schedules are certified.

Current status

Host Railroad	Total	Certified	Uncertified	Disputed
Amtrak	339	339	0	0
BNSF Railway	81	79	0	2
Buckingham Branch Railroad	2	2	0	0
Canadian National	28	20	0	8
Canadian Pacific	27	25	0	2
Central Florida Rail Corridor (Florida Rail)	6	6	0	0
CSX Transportation	58	54	4	0
Massachusetts Bay Transportation Authority	22	22	0	0
Massachusetts Department of Transportation	12	12	0	0
Metra	21	21	0	0
Metro-North Railroad	129	124	5	0
Michigan Department of Transportation	8	8	0	0
New England Central Railroad	4	4	0	0
New Mexico Department of Transportation	2	2	0	0
Norfolk Southern	47	23	4	20
North County Transit District (San Diego Northern)	37	37	0	0
Pan Am Railways	20	20	0	0
South Florida Regional Transportation Authority (Florida Department of Transportation)	4	4	0	0
Southern California Regional Rail Authority	44	44	0	0
Trinity Railway Express	2	2	0	0
Union Pacific Railroad	104	98	0	6
Vermont Railway	6	6	0	0
Total	1003	952	13	38
		95%	1%	4%

Disputed schedules

Service	Train	Host Railroad	Status	Host Mileage	% of Route	FY26 COTP-thru August
Adirondack *	68	CN	Disputed	1	0.1%	61%
Adirondack *	69	CN	Disputed	1	0.1%	80%
Blue Water	364	NS	Disputed	39	11%	58%
Blue Water	365	NS	Disputed	39	11%	60%
Borealis	1333	CP	Disputed	376	92%	74%
Borealis	1340	CP	Disputed	376	92%	83%
California Zephyr	5	UP	Disputed	1381	57%	62%
California Zephyr	6	UP	Disputed	1381	57%	60%
Capitol Limited	29	NS	Disputed	481	62%	N/A
Capitol Limited	30	NS	Disputed	481	62%	N/A
Cardinal	50	NS	Disputed	78	7%	36%
Cardinal	51	NS	Disputed	78	7%	59%
City Of New Orleans	58	CN	Disputed	930	99%	63%
City Of New Orleans	59	CN	Disputed	930	99%	69%
Illini / Saluki	390	CN	Disputed	362	100%	73%
Illini / Saluki	391	CN	Disputed	362	100%	78%
Illini / Saluki	392	CN	Disputed	362	100%	68%
Illini / Saluki	393	CN	Disputed	362	100%	80%
Lake Shore Limited	48	NS	Disputed	340	35%	71%

Service	Train	Host Railroad	Status	Host Mileage	% of Route	FY26 COTP-thru August
Lake Shore Limited	49	NS	Disputed	340	35%	71%
Pere Marquette	370	NS	Disputed	39	22%	72%
Pere Marquette	371	NS	Disputed	39	22%	90%
Piedmont	74	NS	Disputed	173	100%	76%
Piedmont	75	NS	Disputed	173	100%	68%
Silver Star	91	NS	Disputed	28	2%	N/A
Silver Star	92	NS	Disputed	28	2%	N/A
Southwest Chief	3	BNSF	Disputed	2198	96%	37%
Southwest Chief	4	BNSF	Disputed	2198	96%	31%
Sunset Limited	1	UP	Disputed	1784	89%	59%
Sunset Limited	2	UP	Disputed	1784	89%	58%
Texas Eagle	21	UP	Disputed	1098	85%	53%
Texas Eagle	22	UP	Disputed	1098	85%	61%
Wolverine	350	NS	Disputed	39	13%	67%
Wolverine	351	NS	Disputed	39	13%	69%
Wolverine	352	NS	Disputed	39	13%	67%
Wolverine	353	NS	Disputed	39	13%	78%
Wolverine	354	NS	Disputed	39	13%	62%
Wolverine	355	NS	Disputed	39	13%	55%

Note *: Only US mileages and percentages shown for Adirondack routes. Hosts only need to certify the US portion of the route because the Canadian portion is not subject to the FRA rules and regulations.

Complexities of Schedule Changes

- Each host on the route must approve a schedule change if the change impacts the operation/timing on their railroad.
- Impacted Amtrak departments must also approve changes:
 - ✓ Transportation: evaluation of initial terminal timing for potential conflicts with other trains.
 - ✓ Crew Management: crew bases are evaluated to see if they can support the timing.
 - ✓ Mechanical: evaluates if the turnaround time from inbound train to outbound train is too tight or if there are time of day capacity constraints.
 - ✓ Scheduling: evaluates if guaranteed connections will be disrupted, and how schedule aligns with passenger deboarding.
- The longer the route, the more hosts, and the more stations a train serves, the more complicated and lengthier the schedule modification process typically is.

