

News Release



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AMTRAK SETS NEW RIDERSHIP RECORD, THANKS PASSENGERS FOR TAKING THE TRAIN

Strong performance shows demand for passenger rail continues to grow

WASHINGTON – Amtrak set a new annual ridership record of 28,716,857 passengers for the fiscal year ending September 30 and collected a record \$1.74 billion in ticket revenue. The strong performance is evidence that the demand for passenger rail service is rising and that more Americans are choosing Amtrak — a greener and more convenient travel mode.

“We thank every passenger for choosing Amtrak to meet their intercity travel needs,” said President and CEO Joseph Boardman. “More and more people see passenger rail as a way to get to where they need to go, and when our front line employees put them first, it helps to bring passengers back for another trip.”

A year-over-year comparison of FY 2010 to FY 2009 shows total Amtrak ridership grew by 5.7 percent, or about 1.55 million passengers, and all Amtrak business lines experienced growth including the Northeast Corridor (up 4.3 percent), long-distance trains (up 6.6 percent), and state-supported and other short-distance routes (up 6.5 percent.) Over the same period, ticket revenue increased 9 percent, or more than \$140 million.

Boardman said Amtrak’s relationship with other customers such as states and commuter agencies are also crucial. “Just as we must earn the loyalty of the customers who ride our trains, we must work to build stronger ties to our state and commuter customers,” he added, noting that Amtrak operates in an increasingly competitive environment.

Factors that contributed to Amtrak’s success in FY 2010 include a moderately improved economic environment allowing some recovery of business travel along the Northeast Corridor, the increased appeal and popularity of rail travel, effective marketing campaigns, the introduction of Wi-Fi on the high-speed *Acela Express* trains and sustained high gasoline prices.

In addition, continued difficulties with air travel and consumer dissatisfaction with air service are moving passengers from planes to trains particularly along the Northeast Corridor,

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where Amtrak now enjoys a 65 percent share of the air-rail market between Washington and New York and a 52 percent share of the air-rail market between New York and Boston.

Since FY 2000, Amtrak ridership is up nearly 37 percent. To continue this long-term trend, Amtrak is pursuing several initiatives including partnering with states to expand existing services and establish new routes, buying 130 new single-level long-distance passenger cars to modernize its equipment fleet, and beginning the process to expand capacity along the Northeast Corridor to support growing demand. Amtrak is also promoting its vision for a world class next-generation high-speed rail service capable of achieving 220 mph (354 kph).

Furthermore, as required under the Passenger Rail Investment and Improvement Act of 2008, Amtrak recently completed the first of several comprehensive reviews of its long-distance trains exploring every aspect of operations from on-time performance to on-board services to identify opportunities for improvement. The initial group of reports analyzed the *Sunset Limited*, *Texas Eagle*, *California Zephyr*, *Cardinal* and *Capitol Limited*. The reports are available on Amtrak's [website](#).

About Amtrak

As the nation's intercity passenger rail operator, Amtrak connects America in safer, greener and healthier ways. Last fiscal year (FY 2010), the railroad carried over 28.7 million passengers, making it the best year in the company's history. With 21,000 route miles in 46 states, the District of Columbia and three Canadian provinces, Amtrak operates more than 300 trains each day—at speeds up to 150 mph (241 kph)—to more than 500 destinations. Amtrak also is the partner of choice for state-supported corridor services in 15 states and for several commuter rail agencies. Visit Amtrak.com or call 800-USA-RAIL for schedules, fares and more information.

Ridership and Revenue Charts Attached

Amtrak Fiscal Year 2010 Ridership and Revenue (10/01/09-9/30/10)

Northeast Corridor	Ridership			Ticket Revenue		
	FY10	FY09	% change	FY10	FY09	% change
<i>Acela Express</i>	3,218,718	3,019,627	+6.6	\$440,119,294	\$409,251,483	+7.5
<i>Northeast Regional</i>	7,148,998	6,920,610	+3.3	\$458,105,798	\$431,430,679	+6.2
Special Trains	7,493	5,790	+29.4	\$908,307	\$1,000,499	-9.2
Subtotal	10,375,209	9,946,027	+4.3	\$899,133,399	\$841,682,662	+6.8
State Supported and Other Short Distance Corridors						
<i>Ethan Allen</i>	48,031	46,748	+2.7	\$2,398,998	\$2,347,362	+2.2
<i>Vermont</i>	86,245	74,016	+16.5	\$4,778,747	\$4,011,930	+19.1
Albany-Niagara Falls-Toronto	386,430	339,434	+13.8	\$21,797,094	\$19,269,166	+13.1
<i>Downeaster Service</i>	478,463	460,474	+3.9	\$6,711,893	\$6,496,040	+3.3
<i>Shuttles (New Haven-Springfield)</i>	363,458	325,518	+11.7	\$10,277,140	\$9,208,912	+11.6
<i>Keystone Service</i>	1,296,838	1,215,785	+6.7	\$27,731,221	\$25,105,076	+10.5
<i>Empire Service (New York City-Albany)</i>	981,241	925,746	+6.0	\$37,807,261	\$36,755,360	+2.9
<i>Lincoln Service (Chicago-St. Louis)</i>	572,424	506,235	+13.1	\$13,324,632	\$11,327,352	+17.6
<i>Hiawatha Service</i>	783,060	738,231	+6.1	\$14,092,803	\$13,300,511	+6.0
<i>Wolverine Service</i>	479,782	444,127	+8.0	\$16,909,193	\$15,041,919	+12.4
<i>Illini & Saluki (Chicago-Carbondale)</i>	264,934	259,630	+2.0	\$7,674,434	\$7,126,732	+7.7
<i>Illinois Zephyr & Carl Sandburg (Chicago-Quincy)</i>	209,466	202,558	+3.4	\$5,045,876	\$4,657,372	+8.3
<i>Heartland Flyer</i>	81,749	73,564	+11.1	\$1,806,780	\$1,592,435	+13.5
<i>Pacific Surfliner Service</i>	2,613,604	2,592,996	+0.8	\$49,523,433	\$46,551,006	+6.4
<i>Amtrak Cascades Service</i>	836,499	740,154	+13.0	\$27,564,069	\$20,944,809	+31.6
<i>Capitol Corridor Service</i>	1,580,619	1,599,625	-1.2	\$22,872,085	\$22,160,890	+3.2
<i>San Joaquin Service</i>	977,834	929,172	+5.2	\$31,341,146	\$27,816,923	+12.7
<i>Adirondack</i>	118,673	104,681	+13.4	\$6,058,894	\$5,312,772	+14.0
<i>Blue Water</i>	157,709	132,851	+18.7	\$4,741,560	\$4,111,375	+15.3
Washington-Lynchburg	126,072	-	-	\$7,570,943	-	-
Washington-Newport News	468,142	446,604	+4.8	\$25,525,588	\$23,904,997	+6.8
<i>Hoosier State</i>	33,600	31,384	+7.1	\$796,094	\$677,755	+17.5
<i>Missouri River Runner Service (Kansas City-St. Louis)</i>	172,554	150,870	+14.4	\$4,073,303	\$3,274,897	+24.4
<i>Pennsylvanian</i>	203,392	199,484	+2.0	\$8,453,934	\$7,819,404	+8.1
<i>Pere Marquette</i>	101,907	103,246	-1.3	\$2,912,070	\$2,818,294	+3.3
<i>Carolinian</i>	308,197	277,740	+11.0	\$17,332,708	\$14,707,244	+17.9
<i>Piedmont Service</i>	99,873	68,427	+46.0	\$1,556,873	\$1,119,573	+39.1
Buses	-	-	-	\$6,947,135	\$5,948,843	+16.8
Special Trains	36,008	32,937	+9.3	\$2,391,643	\$2,822,047	-15.3
Subtotal	13,866,804	13,022,237	+6.5	\$390,017,549	\$346,230,996	+12.6
Long Distance						
<i>Silver Star</i>	393,586	371,235	+6.0	\$29,805,402	\$27,034,942	+10.2
<i>Cardinal</i>	107,053	108,614	-1.4	\$6,375,560	\$6,364,295	+0.2
<i>Silver Meteor</i>	352,286	330,734	+6.5	\$35,271,821	\$32,640,978	+8.1
<i>Empire Builder</i>	533,493	515,444	+3.5	\$58,497,143	\$54,064,861	+8.2
<i>Capitol Limited</i>	218,956	215,371	+1.7	\$18,578,926	\$17,581,767	+5.7
<i>California Zephyr</i>	377,876	345,558	+9.4	\$43,754,763	\$38,679,674	+13.1
<i>Southwest Chief</i>	342,403	318,025	+7.7	\$41,604,705	\$38,033,503	+9.4
<i>City of New Orleans</i>	229,270	196,659	+16.6	\$17,248,582	\$14,976,461	+15.2
<i>Texas Eagle</i>	287,164	260,467	+10.2	\$22,728,016	\$19,721,777	+15.2
<i>Sunset Limited</i>	91,684	78,775	+16.4	\$9,962,415	\$8,272,084	+20.4
<i>Coast Starlight</i>	444,205	432,565	+2.7	\$37,404,114	\$32,637,793	+14.6
<i>Lake Shore Limited</i>	364,460	334,456	+9.0	\$27,529,698	\$23,978,505	+14.8
<i>Palmetto</i>	189,468	171,316	+10.6	\$15,365,992	\$12,479,621	+23.1
<i>Crescent</i>	298,688	286,576	+4.2	\$28,700,727	\$26,498,509	+8.3
<i>Auto Train</i>	244,252	232,955	+4.8	\$61,012,324	\$58,589,872	+4.1
Subtotal	4,474,844	4,198,750	+6.6	\$453,840,185	\$411,554,642	+10.3
Amtrak Total	28,716,857	27,167,014	+5.7	\$1,742,991,134	\$1,599,468,300	+9.0

NOTE: Ridership to some locations south and west of Chicago is on both state-supported and national system Amtrak trains, as reported above. Combined ridership of all Amtrak trains on these corridors is as follows for FY10: Chicago-St. Louis, 642,413 (up 11% from FY09); Chicago-Carbondale, 304,255 (up 5% from FY09) and Chicago-Quincy 239,365 (up 3% from FY09).

Amtrak Ridership Growth FY 2000 to FY 2010

	<u>Total</u>	<u>Northeast Corridor</u>	<u>State-Supported and Short-Distance</u>	<u>Long-Distance</u>
FY00	20,992,485	8,398,028	8,577,490	4,016,967
FY01	21,812,224	8,893,657	9,040,248	3,878,319
FY02	21,669,207	9,140,708	8,911,852	3,616,647
FY03	22,333,180	8,999,933	9,564,307	3,768,940
FY04	23,362,729	9,464,262	10,004,304	3,894,163
FY05	24,031,170	9,586,180	10,591,684	3,853,306
FY06	24,306,965	9,431,279	11,144,430	3,731,256
FY07	25,847,531	10,035,012	11,993,252	3,819,267
FY08	28,716,407	10,897,852	13,648,196	4,170,359
FY09	27,167,014	9,946,027	13,022,237	4,198,750
FY10	28,716,857	10,375,209	13,866,804	4,474,844

Amtrak Ticket Revenue Growth FY 2000 to FY 2010

	<u>Total</u>	<u>Northeast Corridor</u>	<u>State-Supported and Short-Distance</u>	<u>Long-Distance</u>
FY00	\$1,094,735,102	\$481,874,712	\$228,463,876	\$384,396,515
FY01	\$1,182,757,273	\$557,919,695	\$235,745,387	\$389,092,191
FY02	\$1,280,015,625	\$662,759,595	\$231,393,191	\$385,862,839
FY03	\$1,203,808,994	\$635,708,040	\$230,560,637	\$337,540,317
FY04	\$1,244,925,291	\$659,111,040	\$242,916,065	\$342,898,186
FY05	\$1,239,196,813	\$646,106,203	\$253,624,981	\$339,465,629
FY06	\$1,371,271,855	\$725,433,626	\$287,817,288	\$358,020,941
FY07	\$1,519,130,083	\$829,304,447	\$313,857,753	\$375,967,883
FY08	\$1,734,149,216	\$950,638,920	\$368,826,847	\$414,683,450
FY09	\$1,599,468,300	\$841,682,662	\$346,230,996	\$411,554,642
FY10	\$1,742,991,134	\$899,133,399	\$390,017,549	\$453,840,185

Note: Data excludes NJT cross-honoring ridership and ticket revenues (FY00-FY06)