



Joe Boardman Discusses Growth with Bloomberg News

President and CEO Joe Boardman told the Bloomberg News editorial board in an interview on Friday afternoon that Amtrak appears to be on track to set a ridership record this year. The nearly hour-long interview covered a variety of topics including safety and security improvements, network planning and fleet replacement.

“We’re seeing growth. We retained a lot of passengers even in the teeth of the recession. People want choices and one of the choices they want is rail,” said Boardman, noting that Amtrak currently has a higher share of the air/rail market than it has ever had before.

According to the most recent quarterly data, Amtrak has 65 percent of the market for travel between New York and Washington, D.C., and 52 percent between New York and Boston.

“People are riding the railroad and it’s not just because fuel prices are higher, it’s also because there’s an improvement in customer service, there’s an improvement with Wi-Fi now on *Acela*.”

In addition to capturing more travelers along existing routes, Boardman explained to editors and reporters that the company is focused on expanding state partnerships to grow the national rail network.

“I think Amtrak is the lifeline to an awful lot of people in this country ... This is America’s railroad. We need to provide that connectivity. A transportation system that doesn’t provide connectivity isn’t a transportation system ... and that’s part of the Amtrak advantage — that we’re connecting across the country and providing that service.”

The company is working closely with numerous states across the country to apply for the next round of federal transportation funding to make investments and improvements in passenger rail.

When asked how he thinks Amtrak will be able to accomplish its growth objectives, Boardman explained that the company has two critical competitive advantages over other rail operators. The first is its existing national network, the second is its people.

“There isn’t anybody in this country that knows how to run electrified rail other than Amtrak. There isn’t anybody in this country that knows how to build and maintain [high-speed] track other than Amtrak. The people at Amtrak are the key to its success,” he said.

Following the interview, Boardman did a live segment on Bloomberg TV. To see the on-air segment, go to www.bloomberg.com and click “TV and Radio” → “CEO Spotlight.”

Marketing and Product Development:

An event is being held on June 10 at the Santa Fe Depot in San Diego to celebrate the 10th anniversary of the *Pacific Surfliner*.

Marketing and Product Development:

Based on a successful three-month trial run, AmtrakConnectSM wireless Internet is now a free standard service offering for all *Acela Express* passengers. A request for proposals has been issued to install wireless Internet on the entire fleet nationwide.