

# News Release



FOR IMMEDIATE RELEASE  
October 10, 2012

ATK-12-092  
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## AMTRAK SETS NEW RIDERSHIP RECORD 31.2 million passengers best ever, On-time performance up

WASHINGTON – Amtrak carried more than 31.2 million passengers in Fiscal Year 2012 ending September 30, marking the highest annual ridership total since America's Railroad® started operations in 1971 and the ninth ridership record during the last ten years.

A year-over-year comparison of FY 2012 to FY 2011 shows ridership grew 3.5 percent to a new record of 31,240,565 passengers and ticket revenue jumped 6.8 percent to a best ever \$2.02 billion. In addition, Amtrak system-wide on-time performance increased to 83 percent, up from 78.1 percent and its highest level in 12 years.

"People are riding Amtrak trains in record numbers across the country because there is an undeniable demand to travel by rail," said President and CEO Joe Boardman. "Ridership will continue to grow because of key investments made by Amtrak and our federal and state partners to improve on-time performance, reliability, capacity and train speeds."

During FY 2012, ridership on the Northeast Corridor is up 4.8 percent to a record 11.4 million, state-supported and other short distance routes is up 2.1 percent to a record 15.1 million and long-distance services is up 4.7 percent to their best showing in 19 years at 4.7 million.

Also, FY 2012 produced other ridership achievements including new records for 25 of 44 Amtrak services, and 12 consecutive monthly records with July being the single best month in the history of Amtrak. Since FY 2000, Amtrak ridership is up 49 percent.

### **Amtrak FY 2012 Ridership Facts**

- 25 of 44 Amtrak services set new ridership records
- Amtrak set 12 consecutive monthly ridership records; July was the single best month in the history of Amtrak
- Northeast Corridor had best year ever with more than 11.4 million passengers
- State-supported and other short distance routes had best year ever with 15.1 million passengers
- All 15 long-distance routes saw an increase in riders and combined had best ridership in 19 years with 4.7 million passengers
- From FY 2000 to FY 2012, Amtrak ridership is up 49 percent

- more -

Boardman noted ridership numbers for FY 2013 will get an early boost this fall when the extension of [Downeaster service](#) to Freeport and Brunswick, Maine begins Nov. 1, and [Amtrak Virginia Northeast Regional service](#) is extended to Norfolk, Va., starting Dec.12.

Factors contributing to Amtrak long-term ridership growth include improved passenger services such as Wi-Fi and eTicketing, high gasoline prices, continued growth in business travel on the Northeast Corridor, the increased appeal and popularity of rail travel, dissatisfaction with congested highways and air travel, and effective marketing campaigns.

Amtrak intends to provide FY 2012 ridership information by state and station next week.

### **Ridership Highlights FY 2012 vs. FY 2011**

- **Northeast Corridor (NEC)** The NEC between Washington and Boston had a 4.8 percent increase in ridership to its best year ever with more than 11.4 million passengers. Specifically, ridership on the *Northeast Regional* service is up 6.6 percent to a new record of more than 8.0 million and the high-speed *Acela Express* is up 0.5 percent to its second-best year ever to nearly 3.4 million.
- **Northeast** Ridership on the *Keystone Service* (New York – Harrisburg) is up 5.8 percent to a new record of more than 1.4 million. Other ridership record setting routes include: *Downeaster* (Boston – Portland) up 4.3 percent to more than 541,000; *Adirondack* (New York – Montreal) up 5.3 percent to nearly 132,000; and *Ethan Allen* (New York – Rutland, Vt.) up 10 percent to more than 54,000. Routes with notable percentage growth increases include *Vermont* (Washington – St. Albans, Vt.) up 5.5 percent to more than 82,000, *Empire Service* (New York – Albany) up 3.8 percent to more than 1.06 million and *Pennsylvanian* (New York – Pittsburgh) up 2.2 percent to more than 212,000.
- **Chicago Hub / Midwest** The combined ridership on the Chicago-St. Louis corridor from *Lincoln Service* and *Texas Eagle* trains increased 11 percent to set a new record of more than 675,000 passengers. Other routes setting ridership records include: *Hiawatha Service* (Chicago – Milwaukee) up 2.3 percent to more than 838,000; *Missouri River Runner* (St. Louis – Kansas City) up 5.3 percent to nearly 196,000; and *Blue Water* (Chicago – Port Huron) up 1.1 percent to more than 189,000.
- **West Coast** *San Joaquin* (Bakersfield – Oakland) is up 7.2 percent to new record of more than 1.1 million riders. *Capitol Corridor* (San Jose – Sacramento/Auburn) up 2.2 percent also set a new record with nearly 1.75 million passengers.

- **Virginia and North Carolina** In Virginia, the Washington – Lynchburg service is up 14.1 percent to a new record of almost 185,000 and the Washington – Newport News service is up 11.9 percent also to a new record of nearly 624,000 passengers. In North Carolina, the *Piedmont* (Charlotte – Raleigh) set a new record of more than 162,000 riders and had the best percentage increase of all Amtrak routes at 16.2 percent.
- **Long-Distance Routes** All 15 Amtrak long-distance routes experienced an increase in passengers resulting in their best combined ridership numbers in 19 years. Routes setting new ridership records include: *Lake Shore Limited* (Chicago – New York) up 4.3 percent to almost 404,000; *Texas Eagle* (Chicago – San Antonio) up 12.8 percent to nearly 338,000; and *City of New Orleans* (Chicago – New Orleans) up 8.5 percent to more than 253,000. Routes with significant percentage growth in ridership include: the *Empire Builder* (Chicago – Seattle/Portland) up 15.8 percent to more than 543,000; *Coast Starlight* (Los Angeles – Seattle) up 6.5 percent to more than 454,000; and *Cardinal* (New York – Chicago) up 4.9 percent to more than 116,000.

**About Amtrak®:**

Amtrak is America's Railroad®, the nation's intercity passenger rail service and its high-speed rail operator. A record 31.2 million passengers traveled on Amtrak in FY 2012 on more than 300 daily trains – at speeds up to 150 mph (241 kph) – that connect 46 states, the District of Columbia and three Canadian Provinces. Amtrak operates intercity trains in partnership with 15 states and contracts with 13 commuter rail agencies to provide a variety of services. Enjoy the journey® at [Amtrak.com](http://Amtrak.com) or call 800-USA-RAIL for schedules, fares and more information. Join us on [facebook.com/Amtrak](https://facebook.com/Amtrak) and follow us at [twitter.com/Amtrak](https://twitter.com/Amtrak).

# (tables and other data attached) #

## Amtrak Fiscal Year 2012 Ridership and Revenue (10/01/11-9/30/12)

	Ridership			Ticket Revenue		
	FY12	FY11	% change vs.	FY12	FY11	% change vs.
			FY11			FY11
<b>Northeast Corridor (Boston-Washington)</b>						
<i>Acela Express</i>	3,395,354	3,379,126	+0.5	\$508,080,295	\$491,654,117	+3.3
<i>Northeast Regional</i>	8,014,175	7,514,741	+6.6	\$535,700,003	\$490,857,865	+9.1
Special Trains	13,372	6,022	+122.1	\$2,131,944	\$940,573	+126.7
<b>Subtotal</b>	<b>11,422,901</b>	<b>10,899,889</b>	<b>+4.8</b>	<b>\$1,045,912,242</b>	<b>\$983,452,555</b>	<b>+6.4</b>
<b>State Supported and Other Short Distance Corridors</b>						
<i>Ethan Allen</i>	54,376	49,448	+10.0	\$2,829,307	\$2,504,308	+13.0
<i>Vermont</i>	82,086	77,783	+5.5	\$4,761,018	\$3,961,115	+20.2
Albany-Niagara Falls-Toronto service	407,729	406,286	+0.4	\$24,600,726	\$23,406,596	+5.1
<i>Downeaster</i> service	541,757	519,668	+4.3	\$7,741,844	\$7,149,257	+8.3
<i>Shuttles</i> (New Haven-Springfield)	384,834	380,896	+1.0	\$11,723,569	\$11,204,575	+4.6
<i>Keystone Service</i>	1,420,392	1,342,507	+5.8	\$32,970,951	\$29,366,992	+12.3
<i>Empire Service</i> (New York City-Albany)	1,062,715	1,023,698	+3.8	\$43,877,344	\$40,077,158	+9.5
<i>Lincoln Service</i> (Chicago-St. Louis)	597,519	549,465	+8.7	\$13,353,833	\$12,262,325	+8.9
<i>Hiawatha Service</i>	838,355	819,493	+2.3	\$15,963,261	\$14,953,873	+6.8
<i>Wolverine</i> service	484,138	503,290	-3.8	\$17,704,897	\$18,769,770	-5.7
<i>Illini &amp; Saluki</i> (Chicago-Carbondale)	325,255	313,027	+3.9	\$9,258,647	\$8,802,288	+5.2
<i>Illinois Zephyr &amp; Carl Sandburg</i> (Chicago-Quincy)	232,592	223,936	+3.9	\$5,687,467	\$5,580,227	+1.9
<i>Heartland Flyer</i>	87,873	84,039	+4.6	\$2,086,587	\$1,911,994	+9.1
<i>Pacific Surfliner</i> service	2,640,342	2,786,972	-5.3	\$58,595,820	\$55,317,127	+5.9
<i>Amtrak Cascades</i> service	845,099	852,269	-0.8	\$30,886,455	\$30,025,126	+2.9
<i>Capitol Corridor</i> service	1,746,397	1,708,618	+2.2	\$27,927,540	\$25,720,252	+8.6
<i>San Joaquin</i> service	1,144,616	1,067,441	+7.2	\$38,661,536	\$35,704,109	+8.3
<i>Adirondack</i>	131,869	125,239	+5.3	\$6,748,333	\$6,301,649	+7.1
<i>Blue Water</i>	189,193	187,065	+1.1	\$6,094,659	\$5,797,878	+5.1
Washington-Lynchburg service	184,907	162,051	+14.1	\$11,411,821	\$9,826,802	+16.1
Washington-Newport News service	623,864	557,528	+11.9	\$34,286,847	\$29,682,574	+15.5
<i>Hoosier State</i>	36,669	37,249	-1.6	\$856,675	\$836,057	+2.5
<i>Missouri River Runner</i> (Kansas City-St. Louis)	195,885	186,077	+5.3	\$5,139,069	\$4,763,442	+7.9
<i>Pennsylvanian</i>	212,006	207,422	+2.2	\$9,281,813	\$8,856,539	+4.8
<i>Pere Marquette</i>	109,321	106,662	+2.5	\$3,276,210	\$3,197,106	+2.5
<i>Carolinian</i>	306,419	307,213	-0.3	\$18,652,552	\$17,720,525	+5.3
<i>Piedmont</i> service	162,657	140,016	+16.2	\$3,077,031	\$2,498,540	+23.2
Buses	-	-	-	\$7,858,849	\$7,993,876	-1.7
Special Trains	32,612	39,653	-17.8	\$2,747,535	\$2,772,993	-0.9
<b>Subtotal</b>	<b>15,081,477</b>	<b>14,765,011</b>	<b>+2.1</b>	<b>\$458,062,196</b>	<b>\$426,965,070</b>	<b>+7.3</b>
<b>National (Long Distance) Network</b>						
<i>Silver Star</i>	425,794	424,394	+0.3	\$35,080,321	\$32,963,894	+6.4
<i>Cardinal</i>	116,373	110,923	+4.9	\$7,536,903	\$7,097,809	+6.2
<i>Silver Meteor</i>	375,164	373,576	+0.4	\$39,773,225	\$39,041,195	+1.9
<i>Empire Builder</i>	543,072	469,167	+15.8	\$66,655,153	\$53,773,711	+24.0
<i>Capitol Limited</i>	226,884	226,597	+0.1	\$20,480,182	\$20,312,544	+0.8
<i>California Zephyr</i>	376,459	355,324	+5.9	\$47,605,728	\$44,751,539	+6.4
<i>Southwest Chief</i>	355,316	354,912	+0.1	\$44,183,540	\$44,184,060	-0.0
<i>City of New Orleans</i>	253,170	233,318	+8.5	\$20,768,426	\$17,743,443	+17.0
<i>Texas Eagle</i>	337,973	299,508	+12.8	\$26,304,505	\$24,475,309	+7.5
<i>Sunset Limited</i>	101,217	99,714	+1.5	\$11,584,844	\$11,138,286	+4.0
<i>Coast Starlight</i>	454,443	426,584	+6.5	\$40,826,562	\$39,997,952	+2.1
<i>Lake Shore Limited</i>	403,700	387,043	+4.3	\$32,785,725	\$30,701,576	+6.8
<i>Palmetto</i>	198,260	196,743	+0.8	\$17,342,317	\$16,438,480	+5.5
<i>Crescent</i>	304,266	304,086	+0.1	\$32,584,682	\$30,023,636	+8.5
<i>Auto Train</i>	264,096	259,944	+1.6	\$72,518,200	\$68,618,768	+5.7
<b>Subtotal</b>	<b>4,736,187</b>	<b>4,521,833</b>	<b>+4.7</b>	<b>\$516,030,313</b>	<b>\$481,262,202</b>	<b>+7.2</b>
<b>Amtrak Total</b>	<b>31,240,565</b>	<b>30,186,733</b>	<b>+3.5</b>	<b>\$2,020,004,751</b>	<b>\$1,891,679,827</b>	<b>+6.8</b>

Note: Ridership to some locations south and west of Chicago is shared by state-supported and national network trains, as shown above. Combined ridership for all Amtrak trains on these corridors is as follows: for FY12: Chicago-St. Louis, 675,295 (up 11%); Chicago-Carbondale, 374,268 (up 5%) and Chicago-Quincy, 265,307 (up 4%).

## Amtrak Ridership Growth

- 49% increase in ridership FY 2000 - FY 2012
- New annual ridership record set in 9 of the last 10 years
- All-time record of more than 31.2 million passengers in FY 2012
- 25 of 44 routes set ridership records in FY 2012

