

News Release



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AMTRAK RIDERSHIP ROLLS UP BEST-EVER RECORDS 30.2 million passengers and \$1.9 billion in ticket revenue for the fiscal year

WASHINGTON – Amtrak carried nearly 30.2 million passengers in Fiscal Year 2011 ending September 30, marking the highest ridership total since the National Railroad Passenger Corporation started operations in 1971 and the eighth ridership record during the last nine years.

Ridership versus the prior year is up by more than five percent – and ticket revenue is up by more than eight percent -- despite significant weather related disruptions in the Northeast, Central and Western U.S.

Today in St. Louis, Amtrak is recognizing a suburban St. Louis woman as the representative 30 millionth passenger. Rochelle Lathan rode the *Texas Eagle* from Alton, Ill., to Springfield on September 28, the day the 30 million passenger mark was reached. She is a mother of five, a student at Florissant Valley Community College and an Amtrak Guest Rewards member who travels frequently to Springfield and Chicago on the *Lincoln Service* and *Texas Eagle* trains.

“Amtrak truly is America’s Railroad®,” said Amtrak Board of Directors Chairman Tom Carper at the St. Louis event. “We were created by Congress to fulfill a vital national transportation need and to connect the nation in ways no other mode of transportation can. We have always delivered for the American people and we will continue to do so.”

Amtrak FY 2011 Ridership Facts

- 26 of 44 Amtrak services set all-time records in FY 2011
- Seven Amtrak routes carried more than one million passengers in FY 2011, up from five in FY 2010.
- FY 2011 was the best year ever for *Northeast Regional* service between Boston and Washington and the second-best year for *Acela Express*
- All three main Amtrak business lines saw ridership growth in FY 2011; Northeast Corridor and state-supported/short distance routes set new records and long-distance trains had best ridership in 16 years
- Since FY 2000, Amtrak ridership is up nearly 44 percent

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“Thirty million passengers is not just a statistic. That number is made up of real people who live real lives and use Amtrak for personal, business and recreational travel,” said Emmett Fremaux, the head of the Amtrak Marketing and Product Development Department, who presented Ms. Lathan with an oversized Amtrak ticket and two 30-day rail passes.

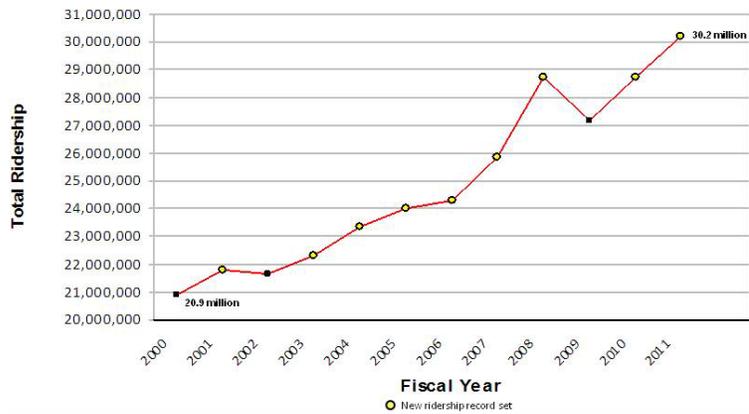
“I ride Amtrak monthly, going back and forth to Springfield and Chicago for business and pleasure,” she said during the event at the St. Louis Gateway Transportation Center. “The ride is so relaxing and smooth. Sometimes I work and sometimes I just relax and look at the scenery.”

“We thank all our passengers for choosing Amtrak and our state partners for working with us to develop the kind of service that attracts ever increasing numbers of riders,” said Amtrak President & CEO Joseph H. Boardman. “Amtrak is fulfilling its national mission and is part of the solution to meet America’s growing transportation and energy needs.”

Amtrak Ridership Growth

44% increase in Amtrak ridership from FY 2000 - FY 2011

- All-time record of nearly 30.2 million passengers in FY 2011
- 26 of 44 routes set ridership records in FY 2011
- New annual ridership record set in 8 of the last 9 years



Revised October 2011

Amtrak friends on Facebook have been entered to win two round-trip Amtrak tickets to any of the more than 500 destinations in 46 states and three Canadian provinces that Amtrak serves. The “Sweeps for our Peeps” promotion continues through this Saturday, October 15.

Carper, Boardman and Fremaux also thanked the railroad’s nearly 20,000 employees for their work to set another record for ridership and revenue. With the exception of 2009 (12 months ending September 30, 2009), Amtrak has set records for every fiscal year since 2002.

“This is an accomplishment of many hardworking and dedicated people doing what it takes to run a railroad,” said Fremaux. “It is a long list and includes Amtrak employees such as locomotive engineers, conductors and other onboard train crew, station staff, mechanics, track

workers, K-9 security teams, and numerous other behind-the-scenes employees who work at Amtrak and at our local, state and federal partners.”

St. Louis Mayor Francis Slay, representatives of the Missouri and Illinois state departments of transportation and St. Louis-based Citizens for Modern Transit also attended the event. Most of the Amtrak service to and from St. Louis’ Gateway Station is operated by Amtrak under contracts with both state transportation departments. Both states have received federal grants for upgrades and other service improvements on the corridors to and from Kansas City and Chicago.

Factors contributing to the continuing success of Amtrak include high gasoline prices, continued growth in business travel on the high-speed *Acela Express* trains with free Wi-Fi service – with more AmtrakConnectsm deployments coming soon on other services across the country -- the increased appeal and popularity of rail travel and effective marketing campaigns.

These gains came despite service disruptions due to hurricanes, tropical storms and record snows in the busy Northeast Corridor, record flooding in the Central U.S. and heavy construction that temporarily reduced train frequencies on the Chicago-St. Louis route.

The previous Amtrak record for ridership and ticket revenue was set last fiscal year (FY 2010). Detailed information is in the attachments.

About Amtrak

Celebrating 40 years of dedicated service as America’s Railroad®, Amtrak is the nation’s intercity passenger rail provider and its only high-speed rail operator. A record 30.2 million passengers traveled on Amtrak in FY 2011 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 trains in partnership with 15 states and four commuter rail agencies. Enjoy the Journeysm at Amtrak.com or call 800-USA-RAIL for schedules, fares and more information. Join us on [facebook.com/Amtrak](https://www.facebook.com/Amtrak) and follow us at twitter.com/Amtrak.

(tables and other data attached)

Amtrak Fiscal Year 2011 Ridership and Revenue (10/01/10-9/30/11)

	Ridership			Ticket Revenue		
	FY11	FY10	% change vs. FY10	FY11	FY10	% change vs. FY10
Northeast Corridor (Boston-Washington)						
<i>Acela Express</i>	3,379,126	3,218,718	+5.0	\$491,654,117	\$440,119,294	+11.7
<i>Northeast Regional</i>	7,514,741	7,148,998	+5.1	\$490,857,865	\$458,105,798	+7.1
Special Trains	6,022	7,493	-19.6	\$940,573	\$908,307	+3.6
Subtotal	10,899,889	10,375,209	+5.1	\$983,452,555	\$899,133,399	+9.4
State Supported and Other Short Distance Corridors						
<i>Ethan Allen</i>	49,448	48,031	+3.0	\$2,504,308	\$2,398,998	+4.4
<i>Vermont</i>	77,783	86,245	-9.8	\$3,961,115	\$4,778,747	-17.1
Albany-Niagara Falls-Toronto service	406,286	386,430	+5.1	\$23,406,596	\$21,797,094	+7.4
<i>Downeaster</i> service	519,668	478,463	+8.6	\$7,149,257	\$6,711,893	+6.5
<i>Shuttles</i> (New Haven-Springfield)	380,896	363,458	+4.8	\$11,204,575	\$10,277,140	+9.0
<i>Keystone Service</i>	1,342,507	1,296,838	+3.5	\$29,366,992	\$27,731,221	+5.9
<i>Empire Service</i> (New York City-Albany)	1,023,698	981,241	+4.3	\$40,077,158	\$37,807,261	+6.0
<i>Lincoln Service</i> (Chicago-St. Louis)	549,465	572,424	-4.0	\$12,262,325	\$13,324,632	-8.0
<i>Hiawatha Service</i>	819,493	783,060	+4.7	\$14,953,873	\$14,092,803	+6.1
<i>Wolverine</i> service	503,290	479,782	+4.9	\$18,769,770	\$16,909,193	+11.0
<i>Illini & Saluki</i> (Chicago-Carbondale)	313,027	264,934	+18.2	\$8,802,288	\$7,674,434	+14.7
<i>Illinois Zephyr & Carl Sandburg</i> (Chicago-Quincy)	223,936	209,466	+6.9	\$5,580,227	\$5,045,876	+10.6
<i>Heartland Flyer</i>	84,039	81,749	+2.8	\$1,911,994	\$1,806,780	+5.8
<i>Pacific Surfliner</i> service	2,786,972	2,613,604	+6.6	\$55,317,127	\$49,523,433	+11.7
<i>Amtrak Cascades</i> service	852,269	836,499	+1.9	\$30,025,126	\$27,564,069	+8.9
<i>Capitol Corridor</i> service	1,708,618	1,580,619	+8.1	\$25,720,252	\$22,872,085	+12.5
<i>San Joaquin</i> service	1,067,441	977,834	+9.2	\$35,704,109	\$31,341,146	+13.9
<i>Adirondack</i>	125,239	118,673	+5.5	\$6,301,649	\$6,058,894	+4.0
<i>Blue Water</i>	187,065	157,709	+18.6	\$5,797,878	\$4,741,560	+22.3
Washington-Lynchburg service	162,051	126,072	+28.5	\$9,826,802	\$7,570,943	+29.8
Washington-Newport News service	557,528	468,142	+19.1	\$29,682,574	\$25,525,588	+16.3
<i>Hoosier State</i>	37,249	33,600	+10.9	\$836,057	\$796,094	+5.0
<i>Missouri River Runner</i> (Kansas City-St. Louis)	186,077	172,554	+7.8	\$4,763,442	\$4,073,303	+16.9
<i>Pennsylvanian</i>	207,422	203,392	+2.0	\$8,856,539	\$8,453,934	+4.8
<i>Pere Marquette</i>	106,662	101,907	+4.7	\$3,197,106	\$2,912,070	+9.8
<i>Carolinian</i>	307,213	308,197	-0.3	\$17,720,525	\$17,332,708	+2.2
<i>Piedmont</i> service	140,016	99,873	+40.2	\$2,498,540	\$1,556,873	+60.5
Buses	-	-	-	\$7,993,876	\$6,947,135	+15.1
Special Trains	39,653	36,008	+10.1	\$2,772,993	\$2,391,643	+15.9
Subtotal	14,765,011	13,866,804	+6.5	\$426,965,070	\$390,017,549	+9.5
National (Long Distance) Network						
<i>Silver Star</i>	424,394	393,586	+7.8	\$32,963,894	\$29,805,402	+10.6
<i>Cardinal</i>	110,923	107,053	+3.6	\$7,097,809	\$6,375,560	+11.3
<i>Silver Meteor</i>	373,576	352,286	+6.0	\$39,041,195	\$35,271,821	+10.7
<i>Empire Builder</i>	469,167	533,493	-12.1	\$53,773,711	\$58,497,143	-8.1
<i>Capitol Limited</i>	226,597	218,956	+3.5	\$20,312,544	\$18,578,926	+9.3
<i>California Zephyr</i>	355,324	377,876	-6.0	\$44,751,539	\$43,754,763	+2.3
<i>Southwest Chief</i>	354,912	342,403	+3.7	\$44,184,060	\$41,604,705	+6.2
<i>City of New Orleans</i>	233,318	229,270	+1.8	\$17,743,443	\$17,248,582	+2.9
<i>Texas Eagle</i>	299,508	287,164	+4.3	\$24,475,309	\$22,728,016	+7.7
<i>Sunset Limited</i>	99,714	91,684	+8.8	\$11,138,286	\$9,962,415	+11.8
<i>Coast Starlight</i>	426,584	444,205	-4.0	\$39,997,952	\$37,404,114	+6.9
<i>Lake Shore Limited</i>	387,043	364,460	+6.2	\$30,701,576	\$27,529,698	+11.5
<i>Palmetto</i>	196,743	189,468	+3.8	\$16,438,480	\$15,365,992	+7.0
<i>Crescent</i>	304,086	298,688	+1.8	\$30,023,636	\$28,700,727	+4.6
<i>Auto Train</i>	259,944	244,252	+6.4	\$68,618,768	\$61,012,324	+12.5
Subtotal	4,521,833	4,474,844	+1.1	\$481,262,202	\$453,840,185	+6.0
Amtrak Total	30,186,733	28,716,857	+5.1	\$1,891,679,827	\$1,742,991,134	+8.5

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 FY11: Chicago-St. Louis, 609,730 (-5%); Chicago-Carbondale, 355,811 (up 17%) and Chicago-Quincy, 254,492 (+6%).



**Amtrak Ridership Growth
FY 2000 to FY 2011**

	<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
FY11	30,186,733	10,899,889	14,765,011	4,521,833

**Amtrak Ticket Revenue Growth
FY 2000 to FY 2011**

	<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
FY11	\$1,891,679,827	\$983,452,555	\$426,965,070	\$481,262,202

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