

Amtrak Cascades: 2019 Performance Data Report

Table of Contents:

Performance Dashboard – 2019

Overview – 2019

Amtrak Cascades Corridor

- 10-Year Ridership with Historical References – 2010-2019
- 10-Year Ridership by Funding Partners – 2010-2019
- 10-Year Passenger Miles by Segment – 2010-2019
- 5-Year Monthly Ridership Comparison – 2015-2019
- 5-Year Monthly Ticket Revenue Comparison – 2015-2019
- Annual Ridership by Segment – 2019
- Annual Pets and Bicycles on board – 2016-2019
- Annual Station On-Offs – 2019
- Annual Ticket Revenue by City Pair – 2019
- Annual Ticket Revenue by Station – 2019

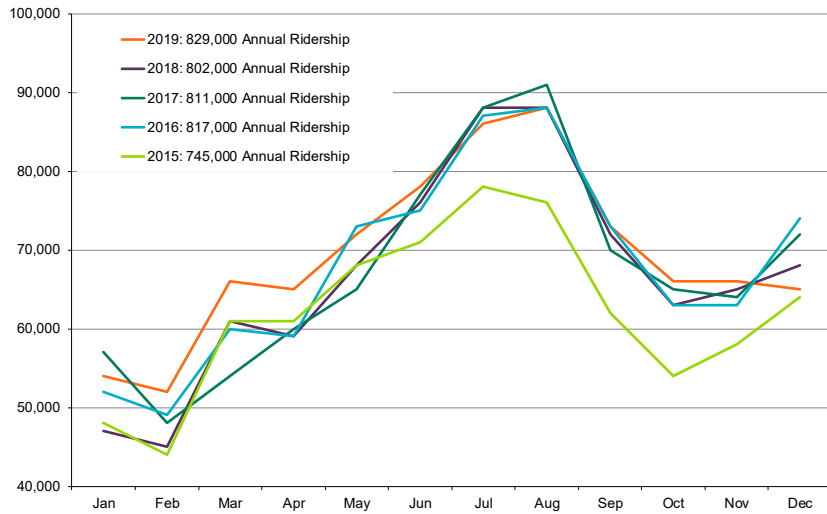
Washington-Supported Amtrak Cascades Service

- 10-Year On-Time Performance – 2010-2019
- Total Operating Cost, Revenue & Farebox Recovery Rate – 2010-2019

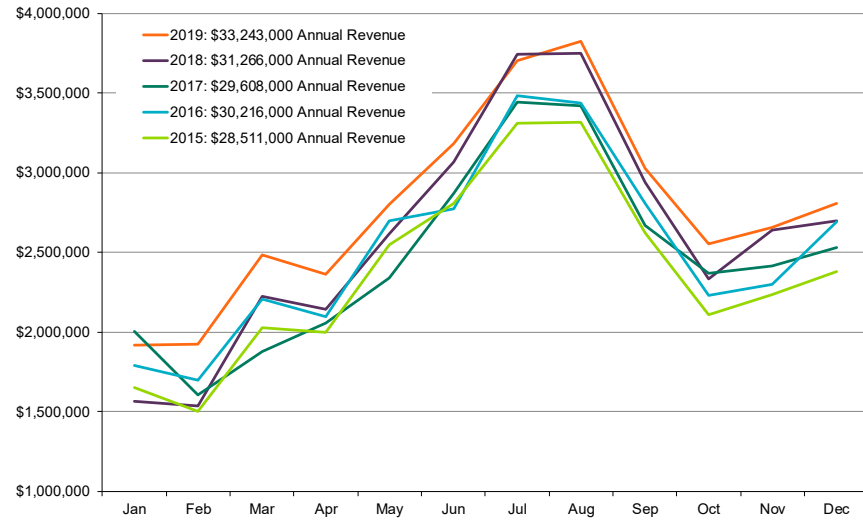
Performance Dashboard – 2019

In 2019, Amtrak Cascades transported 829,000 riders with \$33,243,000 in ticket revenue.

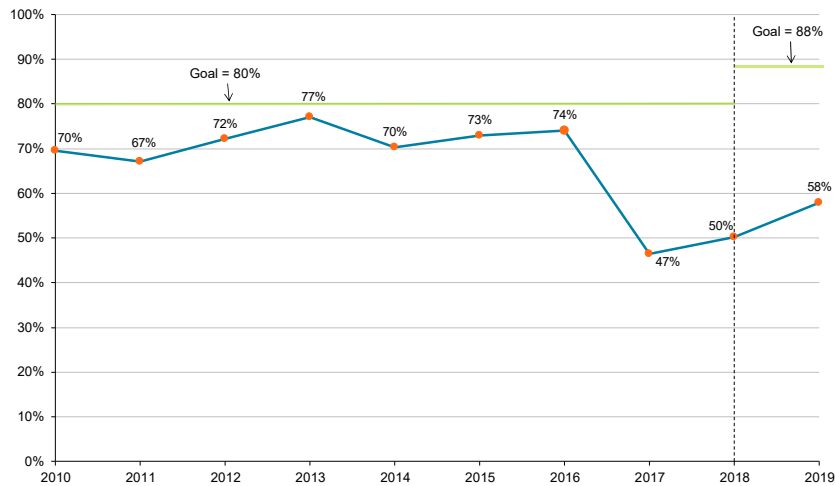
5-Year Monthly Ridership Comparison – 2015-2019



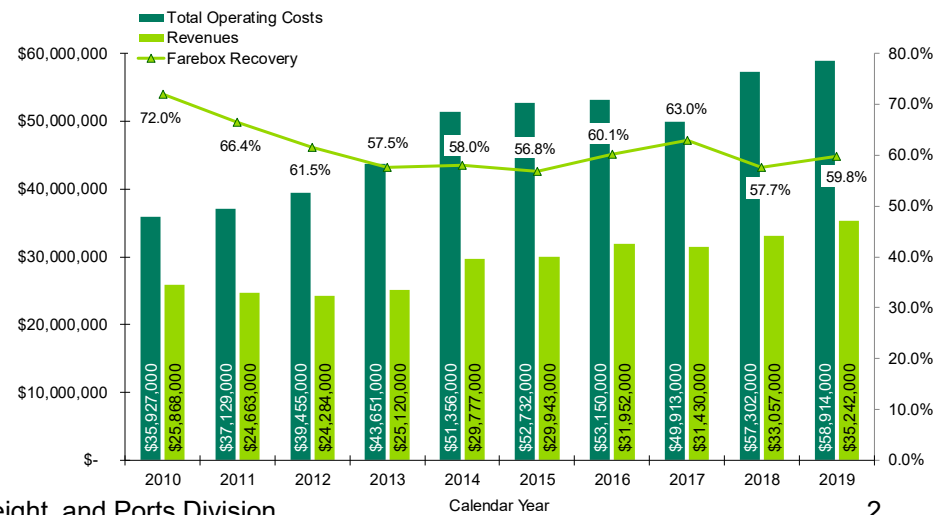
5-Year Monthly Ticket Revenue Comparison – 2015-2019



**10-Year On-Time Performance – 2010-2019
Washington-supported trains only**



**Total Operating Cost, Revenue & Farebox Recovery Rate – 2010-2019
Washington-supported trains only**



Overview – 2019

The Amtrak Cascades intercity passenger rail system is a service funded by Washington State Department of Transportation (WSDOT) and the Oregon Department of Transportation (ODOT). As sponsors and good stewards of state funds, WSDOT is committed to monitoring and reporting on Amtrak Cascades' performance.

This 2019 Annual Performance Data Report provides historical perspective trends in ridership, ticket revenue, passenger miles, on-time performance, and operating costs. It is designed to offer a quick reference for citizens, policymakers, and stakeholders interested in understanding how the state sponsored passenger rail program performs.

When assessing historical trends, note that on October 1, 2013, the federal government shifted responsibility for funding Amtrak Cascades services completely to the states, in accordance with the Passenger Rail Investment and Improvement Act of 2008. WSDOT and ODOT contract with Amtrak to operate the Amtrak Cascades service and it is now funded completely by ticket revenue and state funds. As a result, the state of Washington incurred higher costs starting in FFY 2014.

Between 2010 and 2017, WSDOT delivered critical federally funded infrastructure projects to enhance the Amtrak Cascades program. In the short-term, interruptions caused by these construction projects contributed to a drop in ridership in 2014 and 2015.

In December 2017, an Amtrak Cascades train derailed during its inaugural trip on a new route between Tacoma and Olympia. This led to an 18% drop in ridership during January 2018. Support for the service quickly recovered in the following months and continued to increase throughout 2019, with annual ridership reaching a five-year high of 829,000 passengers. Moreover, ticket revenue reached a record high in 2019, totaling more than \$33.2 million.

On-time performance continues to challenge Amtrak Cascades service, although the 4th quarter of 2019 showed a noticeable increase in reliability, at 71%. However, on-time performance is still below the goal of 88% that was contractually negotiated with track-owner, BNSF, and operator, Amtrak. Amtrak and BNSF are actively working to improve on-time performance through operational improvements including enhanced train dispatching procedures and more efficient loading and unloading of passengers at stations along the route.

WSDOT plans to add two more daily round trips between Seattle and Portland in 2020 to meet the growing demand and customer expectations of shorter travel times and increased reliability between the two cities.

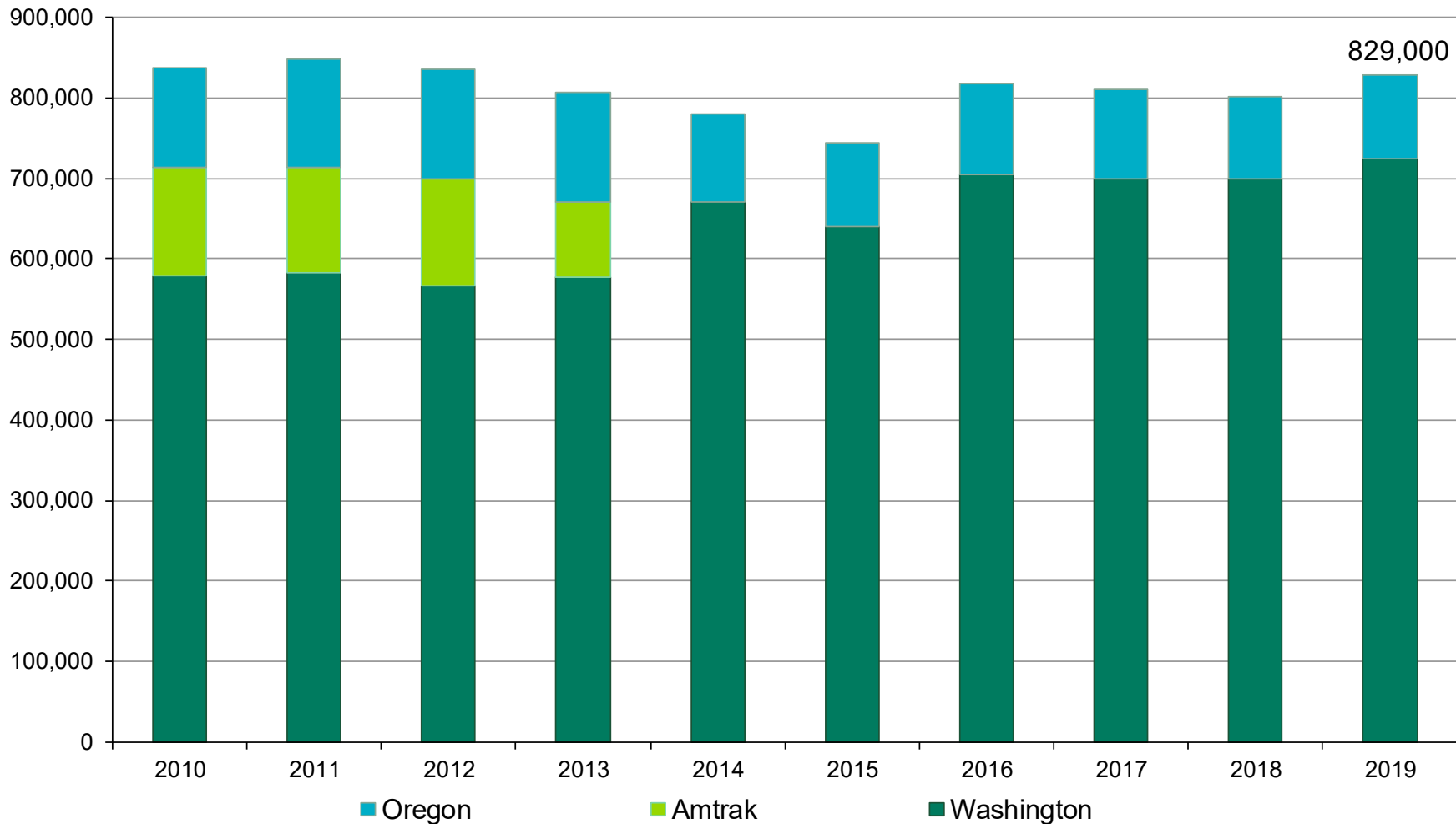
10-Year Ridership with Historical References – 2010-2019

Year	Ridership	Highlights
2019	829,000*	Ridership increased over 3% and revenue increased 6% compared to 2018. On-time performance improved significantly over the course of 2019, rising from 45% in the first quarter to 71% in the last quarter.
2018	802,000	New Charger locomotives successfully complete first year of operations in the Pacific Northwest.
2017	811,000	All remaining federally-funded capital projects completed. WSDOT's Stay Back From The Tracks safety campaign launched. Point Defiance Bypass derailment in December.
2016	817,000	Ridership increased by approximately 10% over the previous year. Five of WSDOT's ARRA program construction projects completed, for a total of 14 of 20 projects completed. Pets on Trains program began in March.
2015	745,000	New Tukwila Station dedicated in February. 20 years of Amtrak Cascades service commemorated at Pacific Central Station in Vancouver, British Columbia.
2014	781,000	ODOT added two trainsets to the Amtrak Cascades service: Mt. Bachelor and Mt. Jefferson.
2013	807,000	WSDOT and ODOT assumed all operations costs not covered by ticket revenues; federal assistance eliminated.
2012	836,000	Second phase of major upgrades to Seattle's King Street Station began.
2011	848,000	WiFi service added to trains. Agreement reached with Canada to continue second train to Vancouver, British Columbia. Amtrak Cascades achieved highest ridership level to date.
2010	838,000	WSDOT awarded \$800 million in federal funds for capital improvement projects.

2019 ridership data is preliminary and subject to change. Amtrak revised its ridership reporting methodology in October 2019, which resulted in minor data discrepancies.

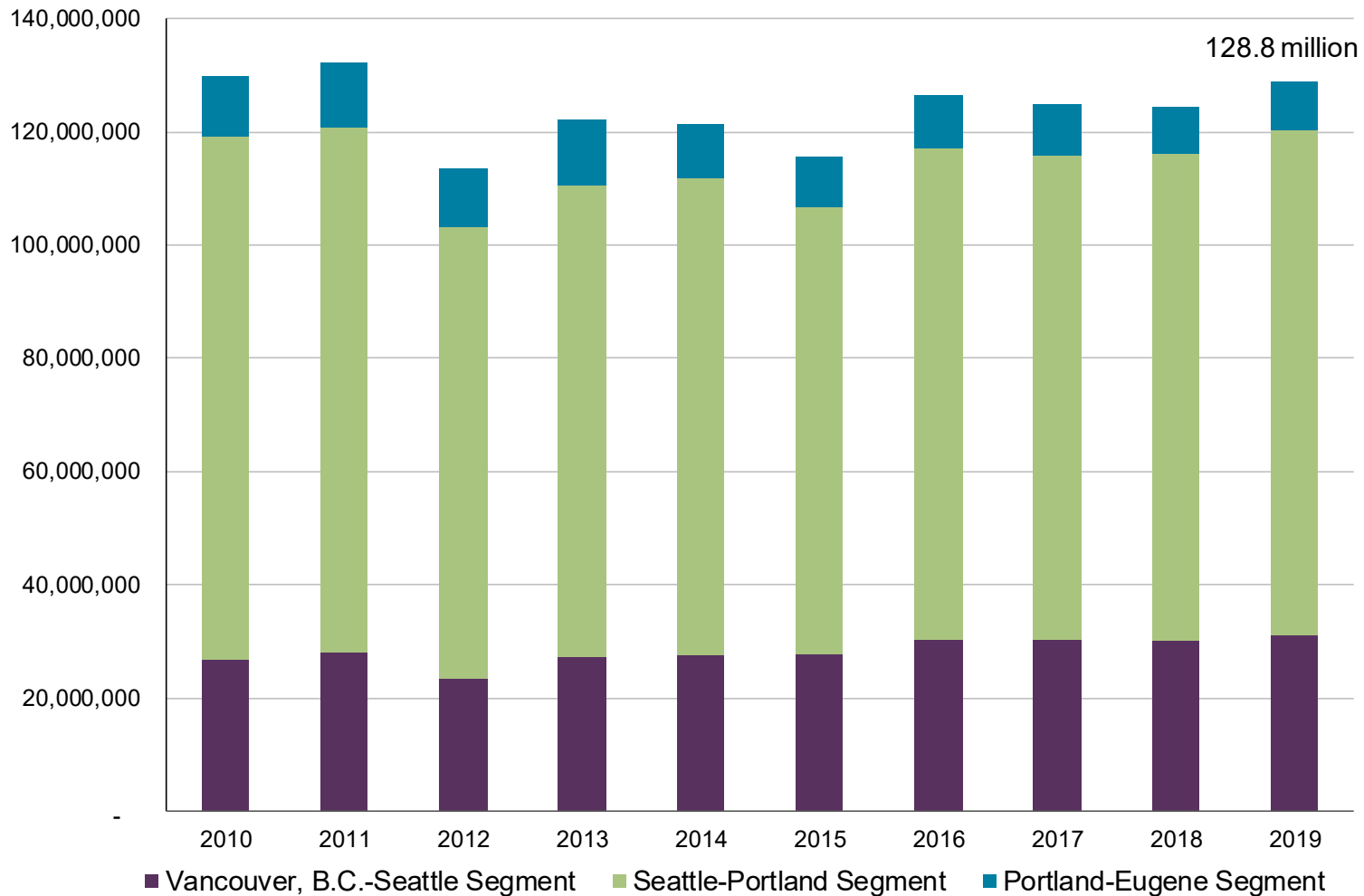
Ridership numbers are rounded to the nearest 1,000.

10-Year Ridership by Funding Partners – 2010-2019



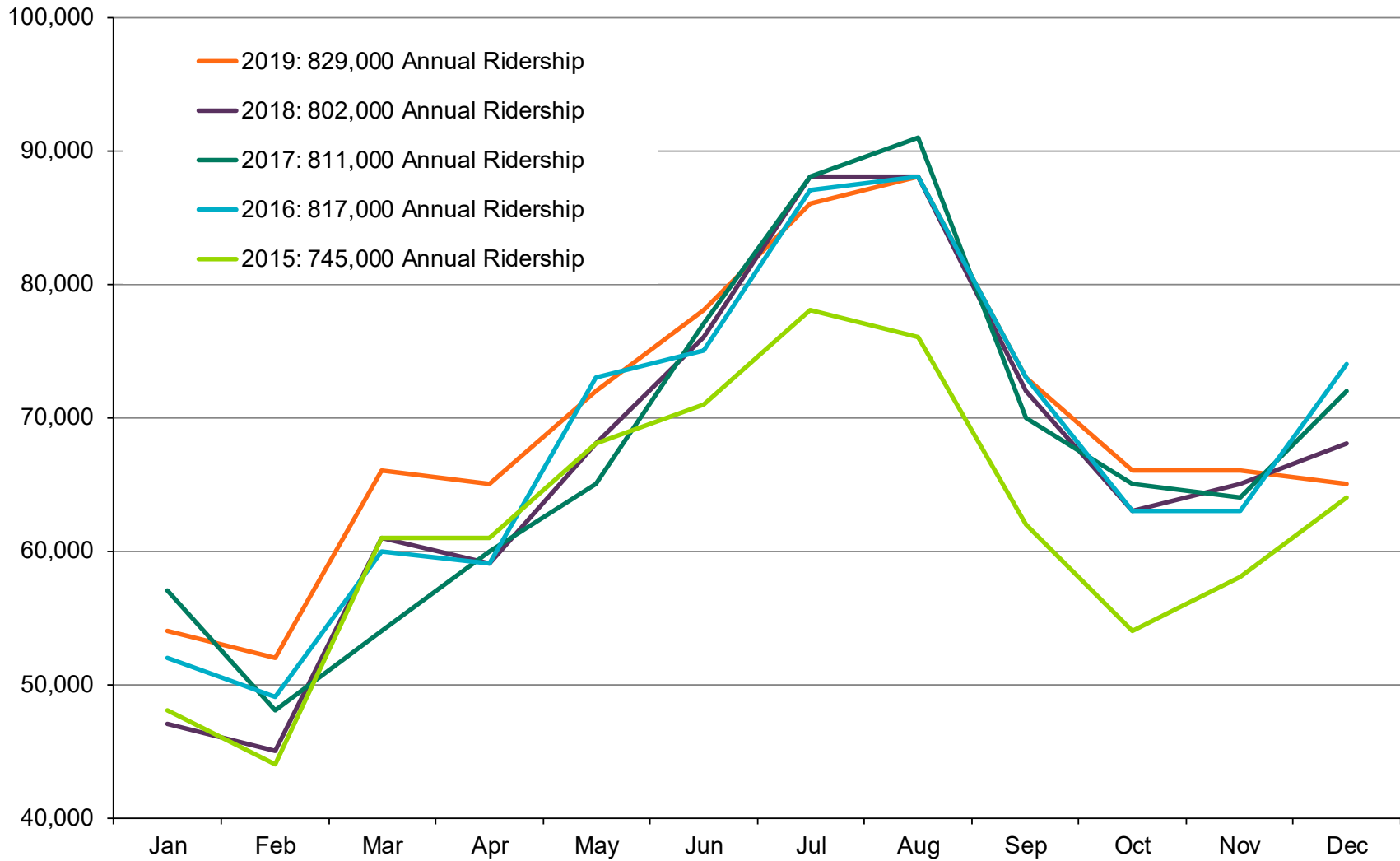
Note: On October 1, 2013, the federal government shifted responsibility for funding Amtrak Cascades services completely to the states, in accordance with the Passenger Rail Investment and Improvement Act of 2008. WSDOT and ODOT contract with Amtrak to operate the Amtrak Cascades service and it is now funded completely by ticket revenue and state funds.

10-Year Passenger Miles* by Segment – 2010-2019

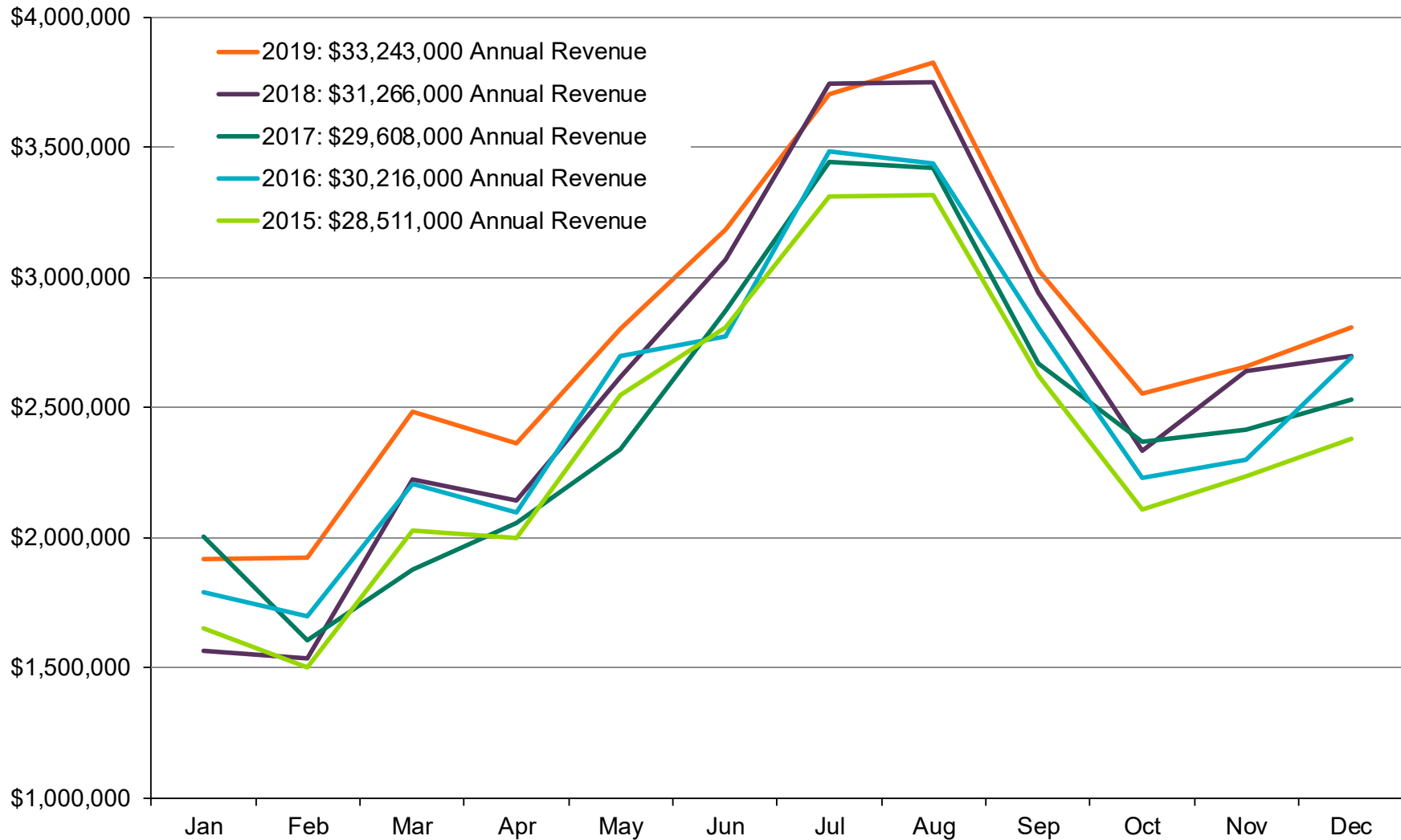


*Passenger miles are the person miles traveled by Amtrak Cascades passengers between their origins and destinations along the corridor.

5-Year Monthly Ridership Comparison – 2015-2019



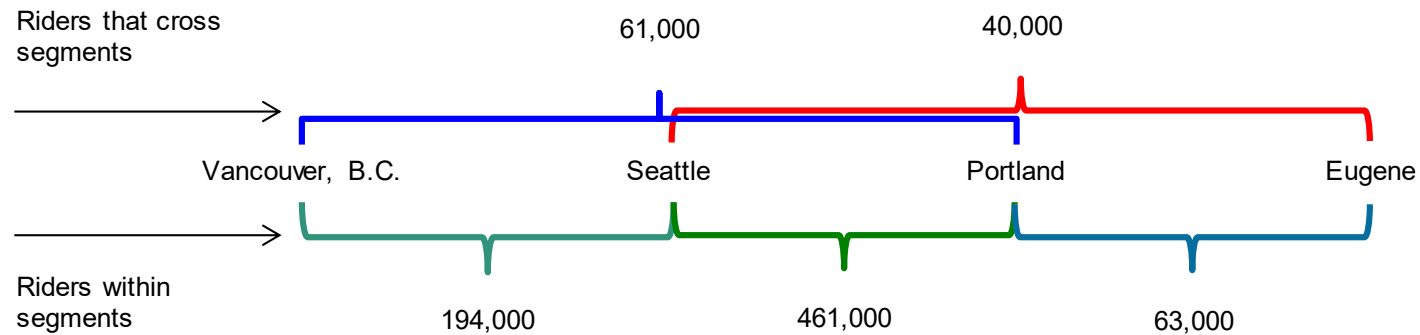
5-Year Monthly Ticket Revenue Comparison – 2015-2019



Annual Ridership by Segment – 2019

Total ridership for 2019 = 829,000

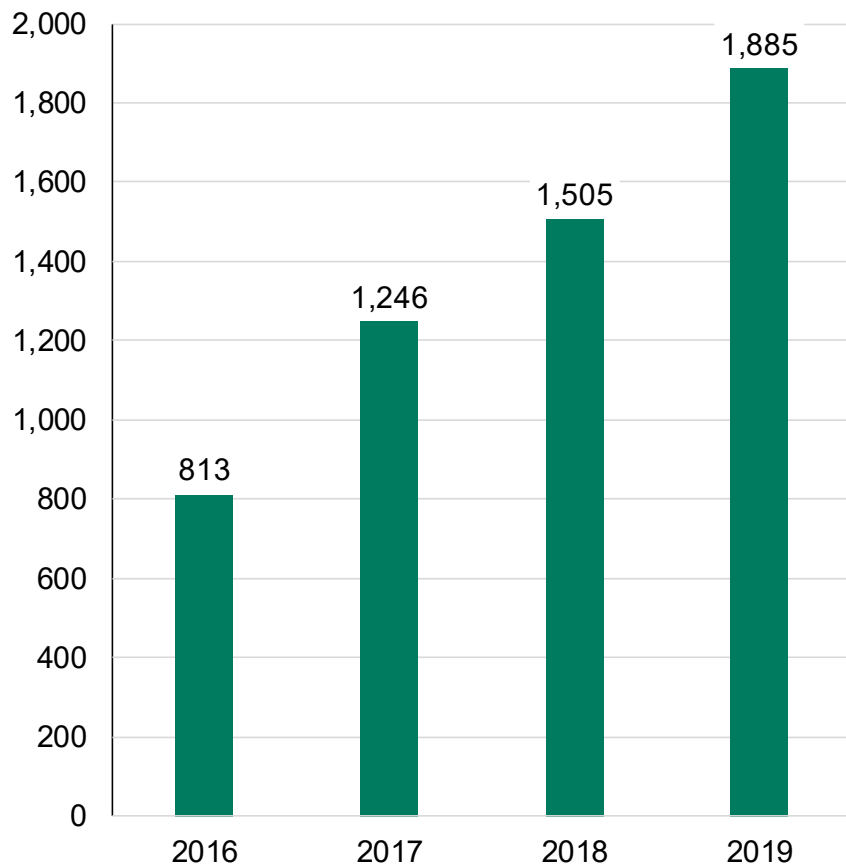
Insight into travel patterns can be gained by looking at where riders travel. The three segments of the Pacific Northwest Rail Corridor are defined as between Eugene and Portland, between Portland and Seattle, and between Seattle and Vancouver, British Columbia. Individual trains can operate within a segment or across segments. When a rider boards the train in one segment and gets off the train in another (for example, boards in Bellingham and gets off in Olympia), that rider is said to “cross segments” as depicted along the top of the graphic below. Ridership values do not include transfers. Understanding where riders travel is a useful way to see how the entire corridor operates as a unified system.



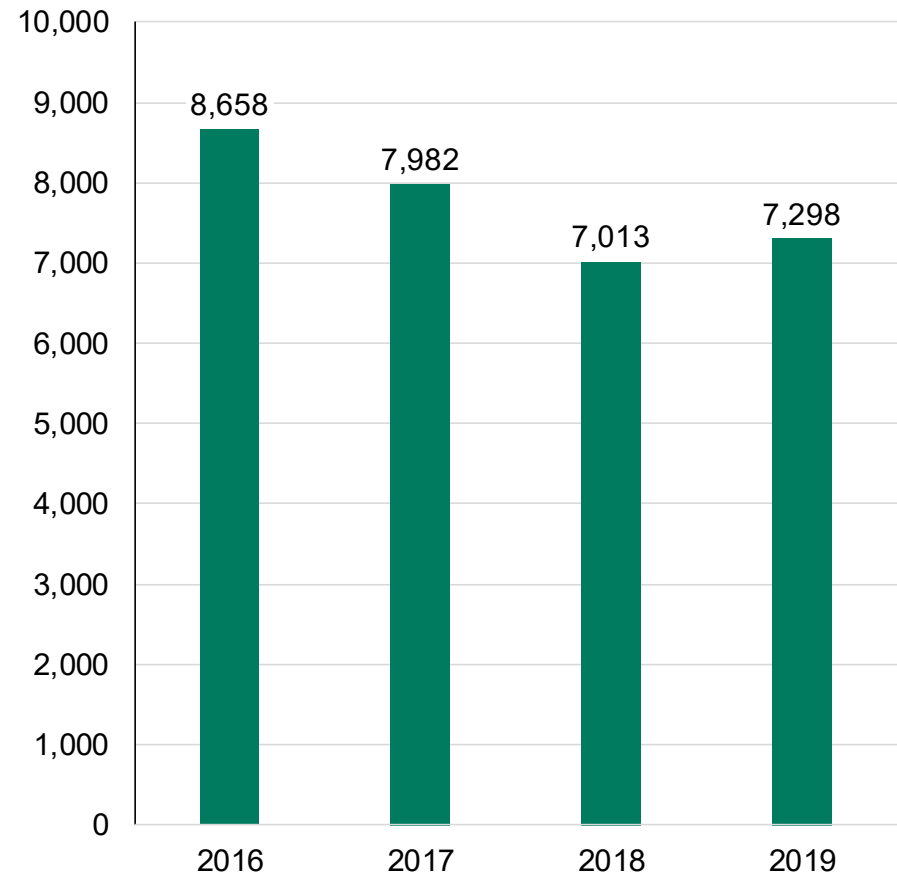
These figures do not include nearly 10,000 passengers who changed their travel plans or were not able to be tracked by Amtrak.

Annual Pets and Bicycles on board – 2016-2019

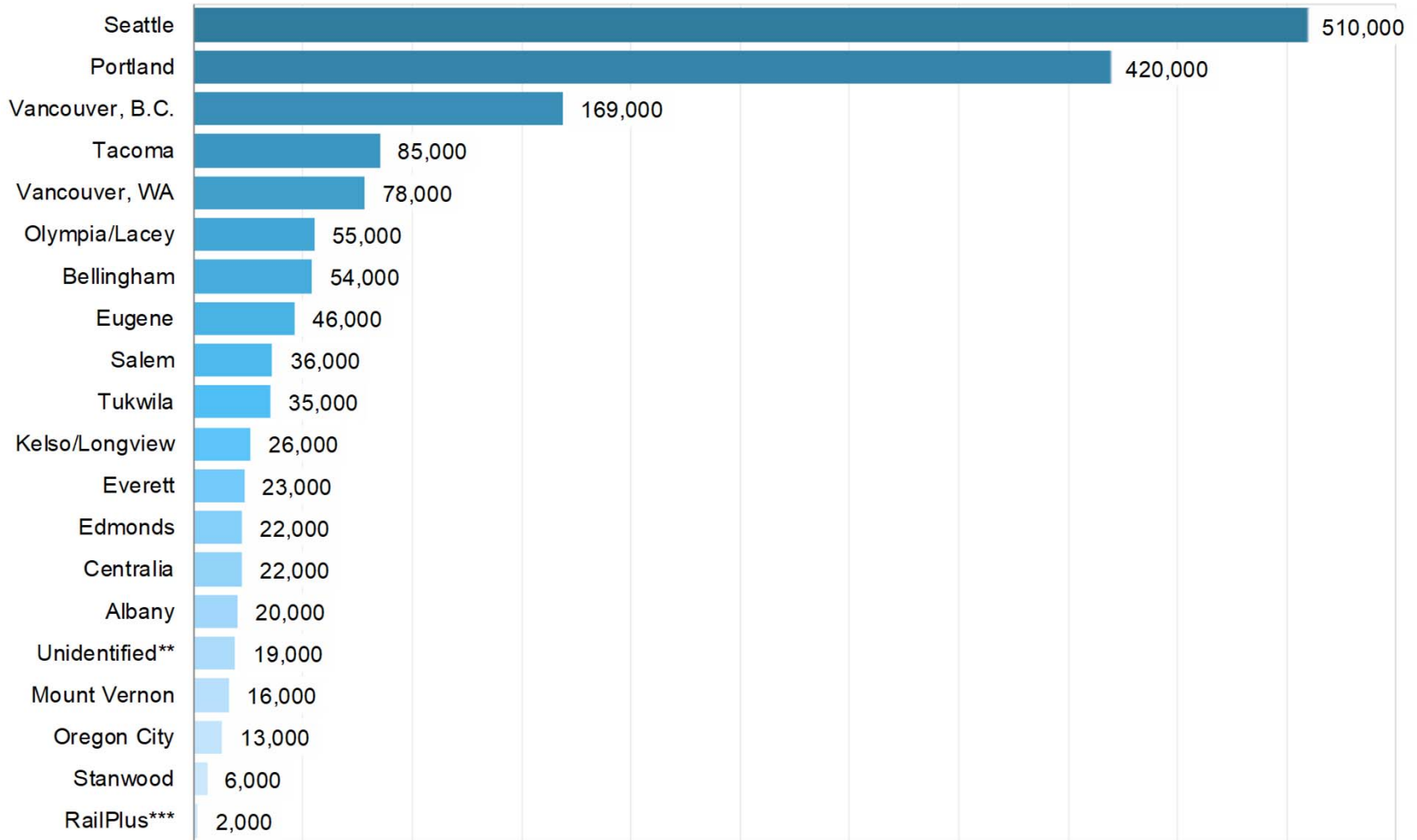
Pets
(Initiated March 7, 2016)



Bicycles



Annual Station On-Offs* – 2019



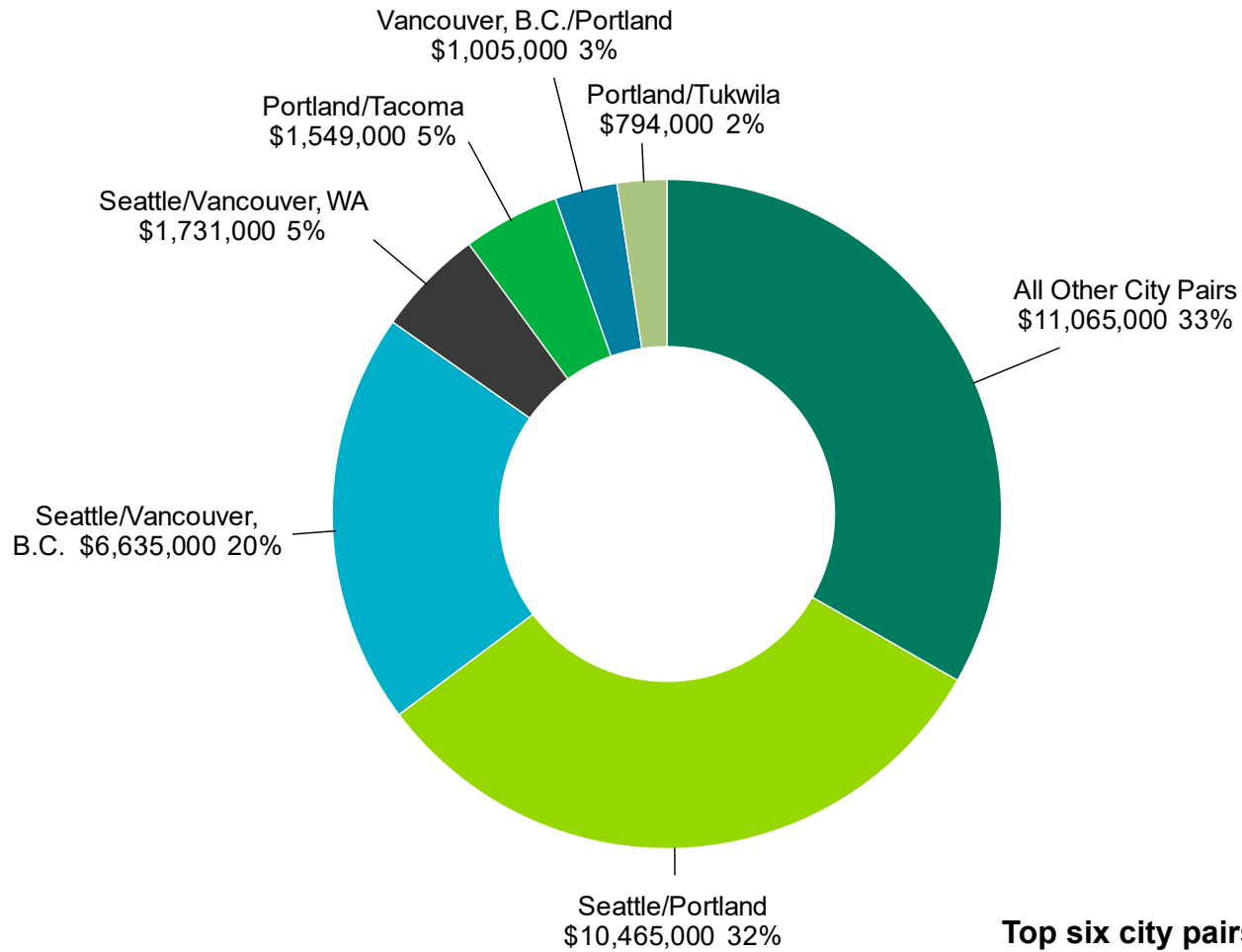
*On-Offs are a measurement of how many passengers got on and off the train at each station.

**Unidentified passengers either deferred their trip to another day or their tickets were not scanned by Amtrak.

***RailPlus are riders using regional transit passes called Orca Cards to travel on Amtrak Cascades trains between Seattle, Edmonds, and Everett.

Annual Ticket Revenue by City Pair – 2019

Revenue per City Pair and Percentage of Total Revenue

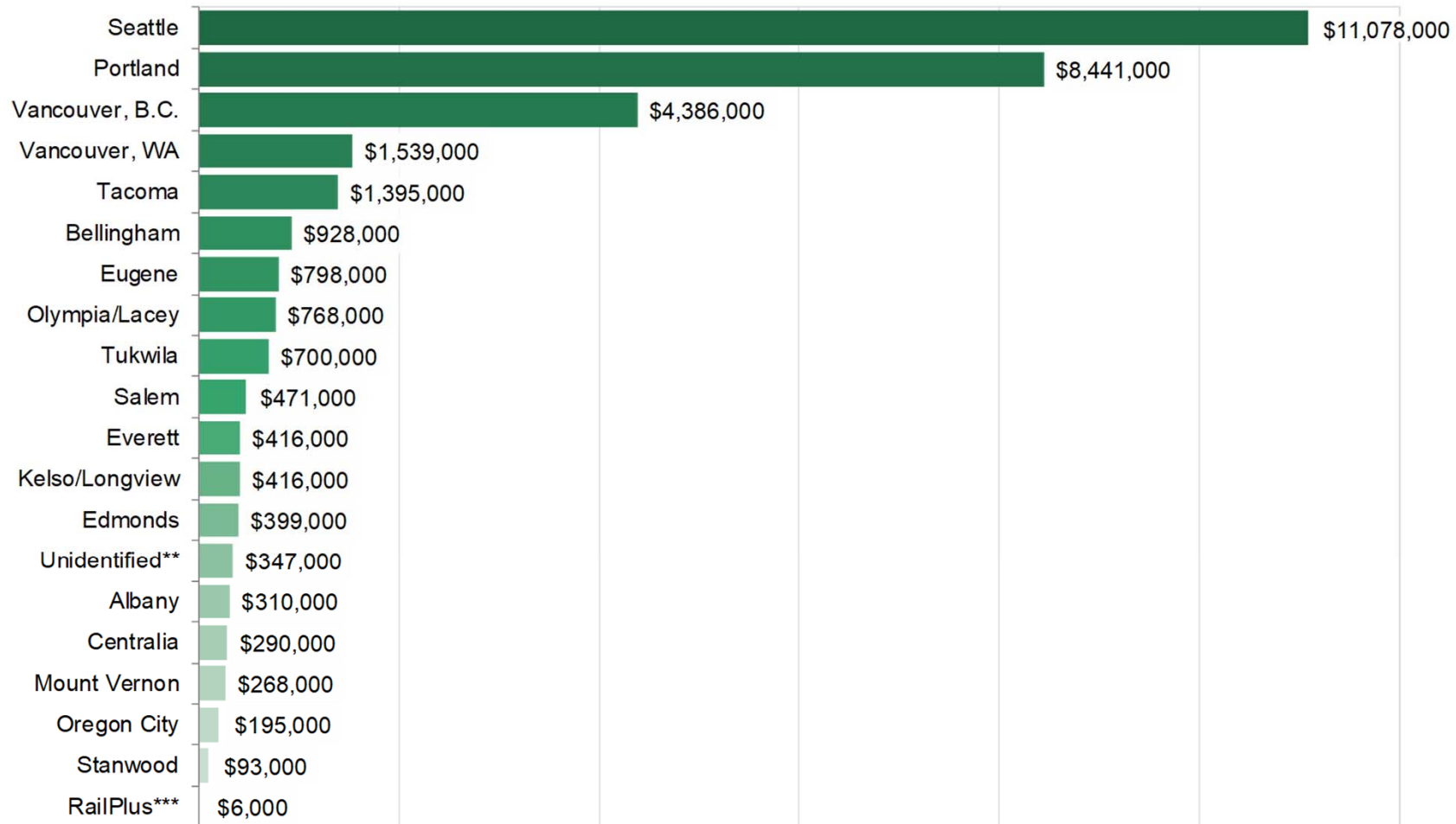


Top six city pairs = \$22,178,000 67%

All city pairs = \$33,243,000

Note: revenue numbers are rounded to the nearest 1,000.

Annual Ticket* Revenue by Station – 2019



*A passenger ticket provides passage between two stations – the origin station and the destination station. Ticket revenue for each ticket is split equally between the origin and the destination stations.

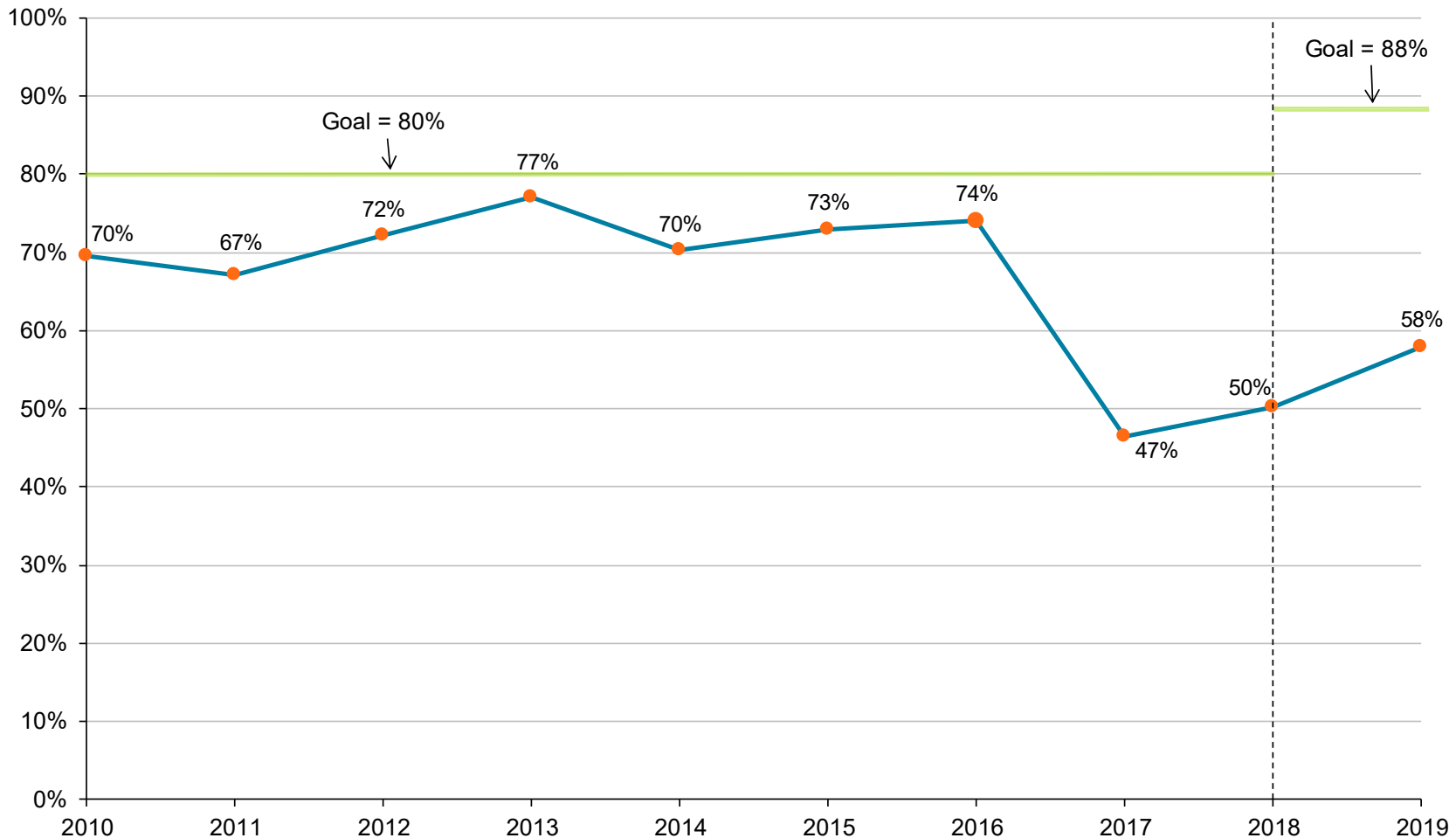
**Unidentified passengers either deferred their trip to another day or their tickets were not scanned by Amtrak.

***RailPlus are riders using regional transit passes called Orca Cards to travel on Amtrak Cascades trains between Seattle, Edmonds, and Everett.



10-Year On-Time Performance – 2010-2019

Washington-supported trains only



Per the Service Outcome Agreement between Amtrak, BNSF, and WSDOT that took affect in January 2018, the on-time performance goal was raised from 80% to 88%. Between 2010 and 2016, annual on-time performance was relatively stable and ranged between 67% and 77%. It dropped to 47% in 2017, and gradually bounced back to 58% percent in 2019.

Note: error was corrected for OTP number in 3/2020.

Total Operating Cost, Revenue and Farebox Recovery Rate – 2010-2019, Washington-supported trains only

