

News Release



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AMTRAK LONG-DISTANCE TRAINS RUNNING STRONG Increased ridership, higher customer satisfaction, and improved on-time performance

WASHINGTON – The long-distance trains that serve as the backbone of America’s national intercity passenger rail network are attracting more passengers as Amtrak continues to implement its comprehensive and multi-year Route Performance Improvement (RPI) program.

“Amtrak long-distance trains are running strong,” said President and CEO Joseph Boardman. “We are making changes, improving our service and passengers are responding favorably,” he said.

Boardman noted total ridership on Amtrak’s 15 long-distance trains reached nearly 4.2 million in fiscal year 2009, an increase of 13 percent from fiscal year 2006. During the same period, the on-time performance of long-distance trains improved from 30 percent to 75 percent contributing to higher customer satisfaction scores, increasing from 65 percent to 80 percent.

This turnaround in long-distance trains is the result, in part, of the RPI process initiated by Amtrak in 2007 that focused on several routes addressing all elements of train service that impact the passenger experience. Employee-passenger interactions, staffing levels, food service and amenities, equipment cleanliness and reliability, stations, and schedules are part of the in-depth RPI analysis. Changes were made based on the findings.

For example, on the *Coast Starlight* (Los Angeles – Seattle), Amtrak upgraded sleeping cars, enhanced room service, re-trained employees to focus on high-level customer service delivery and just recently re-introduced full china service in the dining car. In addition, on the *Lake Shore Limited* (Chicago – New York / Boston), Amtrak added sleeping car service to Boston, overhauled the dining cars, introduced a menu with higher quality items, and changed the schedule to depart Chicago earlier in order to arrive earlier in New York.

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Boardman said Amtrak is now working on a plan to dramatically improve the performance of the *Sunset Limited* (Los Angeles – New Orleans) and increase it from tri-weekly to daily service. The idea is to extend the daily *Texas Eagle* (Chicago – San Antonio) to Los Angeles and establish connecting service between New Orleans and San Antonio to provide an attractive daily schedule to additional communities. The change would cut seven hours from the schedule to the west coast, provide daylight service to major cities along the route, increase ridership by more than 100,000 passengers, and improve financial performance. Amtrak has been working with affected communities and is presently in discussions with the host freight railroad seeking its cooperation and support. A final decision is expected later this year.

In 2010 Amtrak is expanding the RPI process into Performance Improvement Plans to include evaluation of additional financial and operational issues as well as continuing to measure customer satisfaction. The focus is on the five poorest performing long-distance routes to identify and implement changes where possible. In addition to the *Sunset Limited* and *Texas Eagle*, the *Cardinal* (Chicago – Cincinnati – New York), *Capitol Limited* (Chicago – Washington, D.C.), and *California Zephyr* (Chicago – Emeryville, Calif.) are being analyzed.

About Amtrak

As the nation's intercity passenger rail operator, Amtrak connects America in safer, greener and healthier ways. Last fiscal year (FY 2009), the railroad carried 27.2 million passengers, making it the second-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—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.

Amtrak Ridership Long-Distance Trains FY 2006 to FY 2009

	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY 2008</u>	<u>FY 2009</u>
<i>Auto Train</i>	207,544	217,822	234,839	232,955
<i>California Zephyr</i>	335,443	329,840	352,563	345,558
<i>Capitol Ltd.</i>	198,044	193,748	216,350	215,371
<i>Cardinal</i>	95,076	96,896	109,195	108,614
<i>City of New Orleans</i>	175,237	180,473	197,394	196,659
<i>Coast Starlight</i>	331,939	343,542	353,657	432,565
<i>Crescent</i>	252,072	263,136	291,222	286,576
<i>Empire Builder</i>	497,020	504,977	554,266	515,444
<i>Lake Shore Ltd.</i>	323,480	312,643	345,632	334,456
<i>Palmetto</i>	146,083	156,998	173,949	171,316
<i>Silver Meteor</i>	272,879	291,735	319,773	330,734
<i>Silver Star</i>	311,509	329,132	367,139	371,235
<i>Southwest Chief</i>	300,416	316,668	331,143	318,025
<i>Sunset Ltd.</i>	51,860	63,336	71,719	78,775
<i>Texas Eagle</i>	232,654	218,321	251,518	260,467
Total	3,731,256	3,819,267	4,170,359	4,198,750

Amtrak On-Time Performance Long-Distance Trains FY 2006 to FY 2009

	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY 2008</u>	<u>FY 2009</u>
<i>Auto Train</i>	16.9%	62.1%	81.9%	88.7%
<i>California Zephyr</i>	6.9%	10.2%	30.1%	59.7%
<i>Capitol Ltd.</i>	11.4%	23.4%	32.6%	70.7%
<i>Cardinal</i>	27.2%	39.0%	31.3%	45.7%
<i>City of New Orleans</i>	84.4%	86.2%	62.3%	83.0%
<i>Coast Starlight</i>	3.9%	22.1%	60.8%	82.4%
<i>Crescent</i>	20.4%	42.9%	66.9%	84.0%
<i>Empire Builder</i>	60.1%	73.4%	68.8%	75.6%
<i>Lake Shore Ltd.</i>	23.1%	32.4%	58.1%	75.7%
<i>Palmetto</i>	20.8%	24.4%	51.6%	66.9%
<i>Silver Meteor</i>	20.8%	42.8%	66.5%	72.6%
<i>Silver Star</i>	11.6%	23.8%	45.1%	67.7%
<i>Southwest Chief</i>	73.0%	60.1%	65.4%	85.2%
<i>Sunset Ltd.</i>	15.0%	13.5%	27.2%	79.2%
<i>Texas Eagle</i>	19.7%	26.8%	17.9%	75.2%
Total	30.0%	41.6%	54.2%	75.1%

Amtrak Customer Satisfaction Long-Distance Trains FY 2006 to FY 2009

	<u>FY 2006</u>	<u>FY 2007</u>	<u>FY 2008</u>	<u>FY 2009</u>
<i>Auto Train</i>	66%	77%	84%	84%
<i>California Zephyr</i>	72%	66%	77%	83%
<i>Capitol Ltd.</i>	68%	73%	77%	82%
<i>Cardinal</i>	59%	63%	66%	71%
<i>City of New Orleans</i>	81%	80%	78%	80%
<i>Coast Starlight</i>	55%	71%	79%	83%
<i>Crescent</i>	60%	67%	76%	81%
<i>Empire Builder</i>	83%	85%	82%	84%
<i>Lake Shore Ltd.</i>	57%	62%	70%	77%
<i>Palmetto</i>	54%	58%	72%	77%
<i>Silver Meteor</i>	54%	64%	74%	77%
<i>Silver Star</i>	55%	66%	75%	77%
<i>Southwest Chief</i>	74%	74%	79%	80%
<i>Sunset Ltd.</i>	60%	64%	75%	81%
<i>Texas Eagle</i>	62%	71%	70%	81%
Total	65%	71%	76%	80%

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