



Amtrak Cascades: 2020 Performance Data Report

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Washington-Supported Amtrak Cascades Service

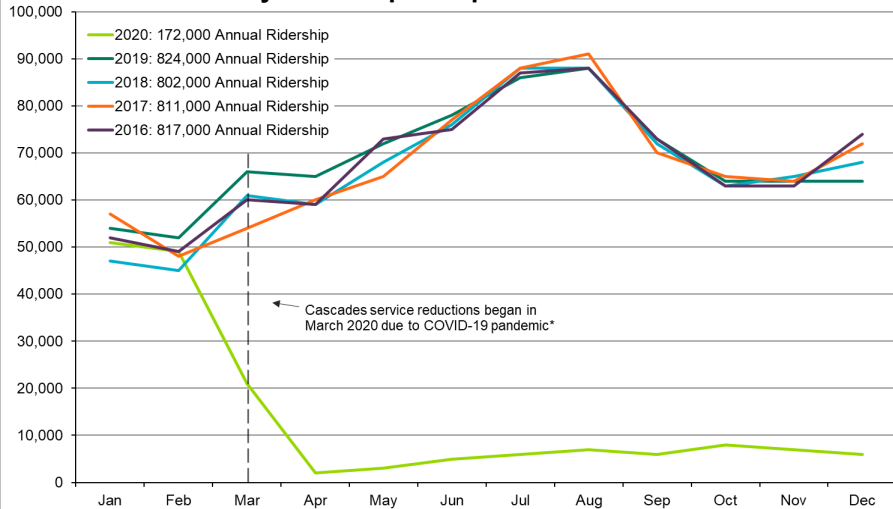
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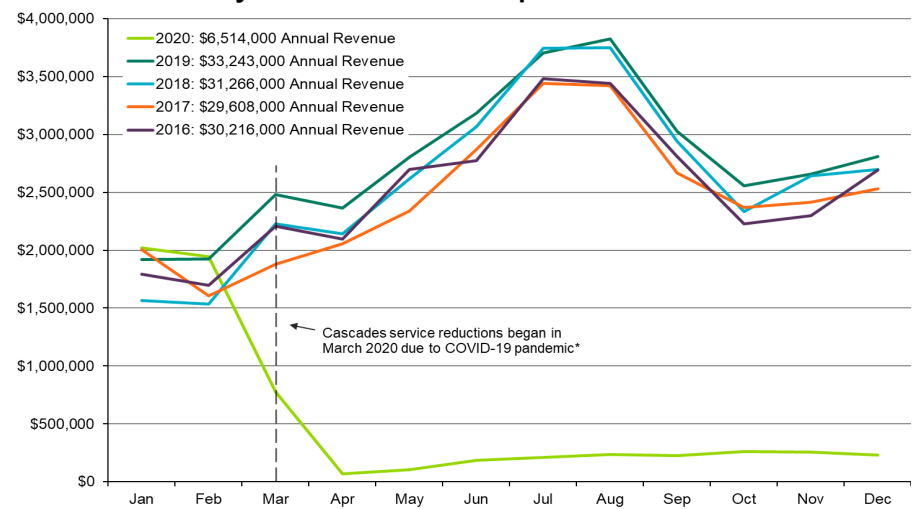
Performance Dashboard – 2020

In 2020, Amtrak Cascades transported 172,000 riders with \$6,514,000 in ticket revenue.

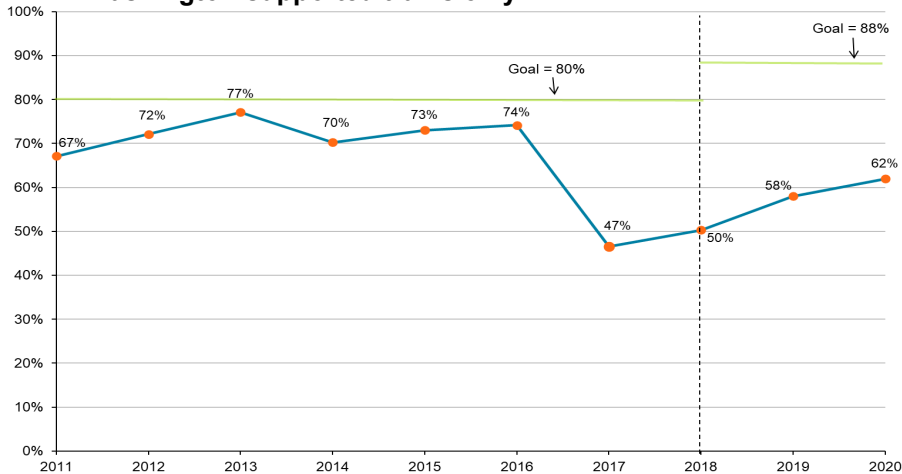
5-Year Monthly Ridership Comparison – 2016-2020



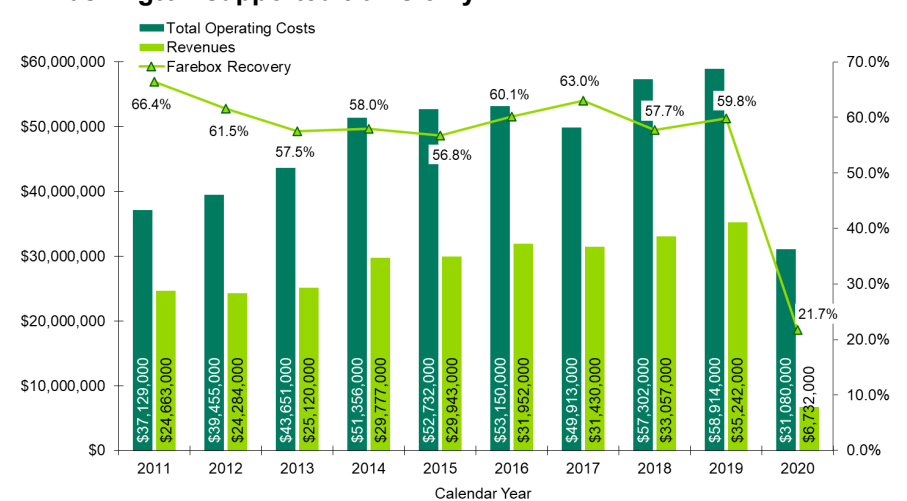
5-Year Monthly Ticket Revenue Comparison – 2016-2020



**10-Year On-Time Performance – 2011-2020
Washington-supported trains only**



**Total Operating Cost, Revenue & Farebox Recovery Rate – 2011-2020
Washington-supported trains only**



Overview – 2020

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 2020 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.

The COVID-19 pandemic resulted in significant changes to Amtrak Cascades service through most of 2020. Beginning on March 17, 2020 service levels started being reduced to comply with state directives restricting non-essential travel. All Amtrak Cascades service between Seattle and Vancouver, BC was suspended due to the closure of the Canadian border. In addition, service between Seattle and Portland was reduced from four daily round trips to a single round trip that continued on to Eugene, OR. Amtrak also instituted a nationwide policy limiting ticket sales to just 50% of capacity on all trains.

Segment	Trains
Seattle, WA - Vancouver, B.C.	516, 517, 518, 519
Seattle, WA - Portland OR	500, 501, 502, 504, 505, 506, 507, 508, 517, 518
Portland, OR - Eugene, OR	500, 505, 506, 508, 511, 513
Schedule Changes	
March 16: Cascades train 518 terminates in Seattle, with a substitute bus continuing to Vancouver, B.C.	
March 17: Trains 516 and 519 suspended. 517 and 518 stop operating north of Seattle but continue operating between Seattle and Portland.	
March 21: Weekend schedules (502 and 506) suspended; Trains 511/513 (Portland – Eugene) suspended; Trains 508 and 507 suspended	
March 26: Trains 517 and 518 between Seattle and Portland suspended	
April 6: Trains 501 and 504 between Seattle and Portland suspended	

As a result of reduced service, ridership decreased 79% from 829,000 in 2019 to 172,000 in 2020. Ticket revenue totaled \$6.5 million in 2020, a decrease of 80% from \$33.2 million in 2019.

On-time performance continues to challenge Amtrak Cascades service, although 2020 showed an increase in reliability, at 62% compared to 58% in 2019. However, on-time performance is still below the goal of 88% that was contractually negotiated with track-owner, BNSF, and operator, Amtrak.

Service levels will be re-introduced in the future as COVID-19 restrictions are lifted and ridership demand increases.

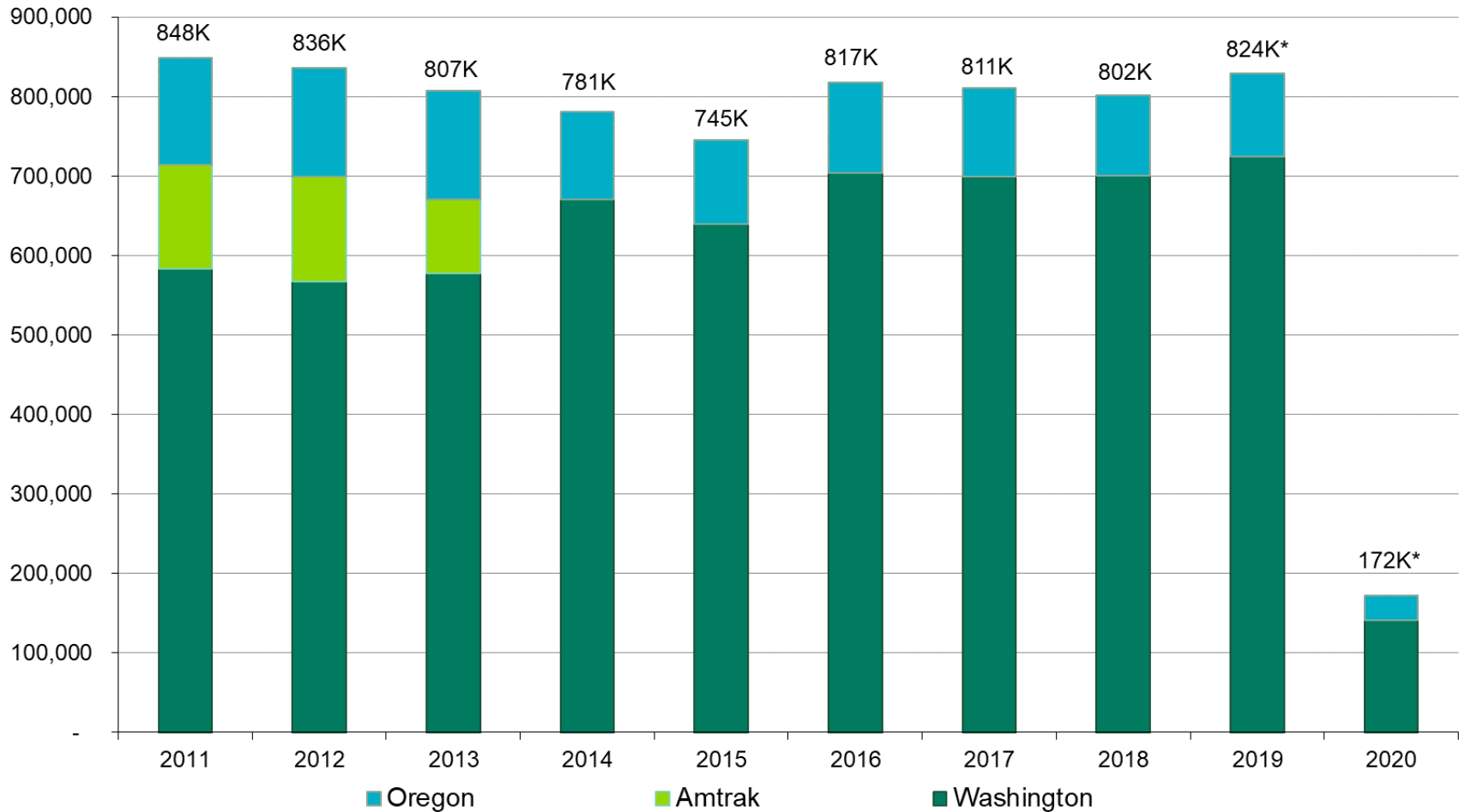
10-Year Ridership with Historical References – 2011-2020

Year	Ridership	Highlights
2020	172,000*	Amtrak Cascades reduced service to one round trip between Seattle, WA and Eugene, OR (down from two round trips between Seattle and Vancouver, B.C., four round trips between Seattle and Portland, OR, and two round trips between Portland and Eugene) due to the COVID-19 pandemic restrictions and reduced demand. Ridership decreased 79% and revenue decreased 80% compared to 2019.
2019	824,000*	Ridership increased nearly 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.

Ridership numbers are rounded to the nearest 1,000.

*Effective on 10/1/2019, Amtrak revised its ridership reporting policy. Cascades ridership reported for 2019 and 2020 has been adjusted to reflect that policy change.

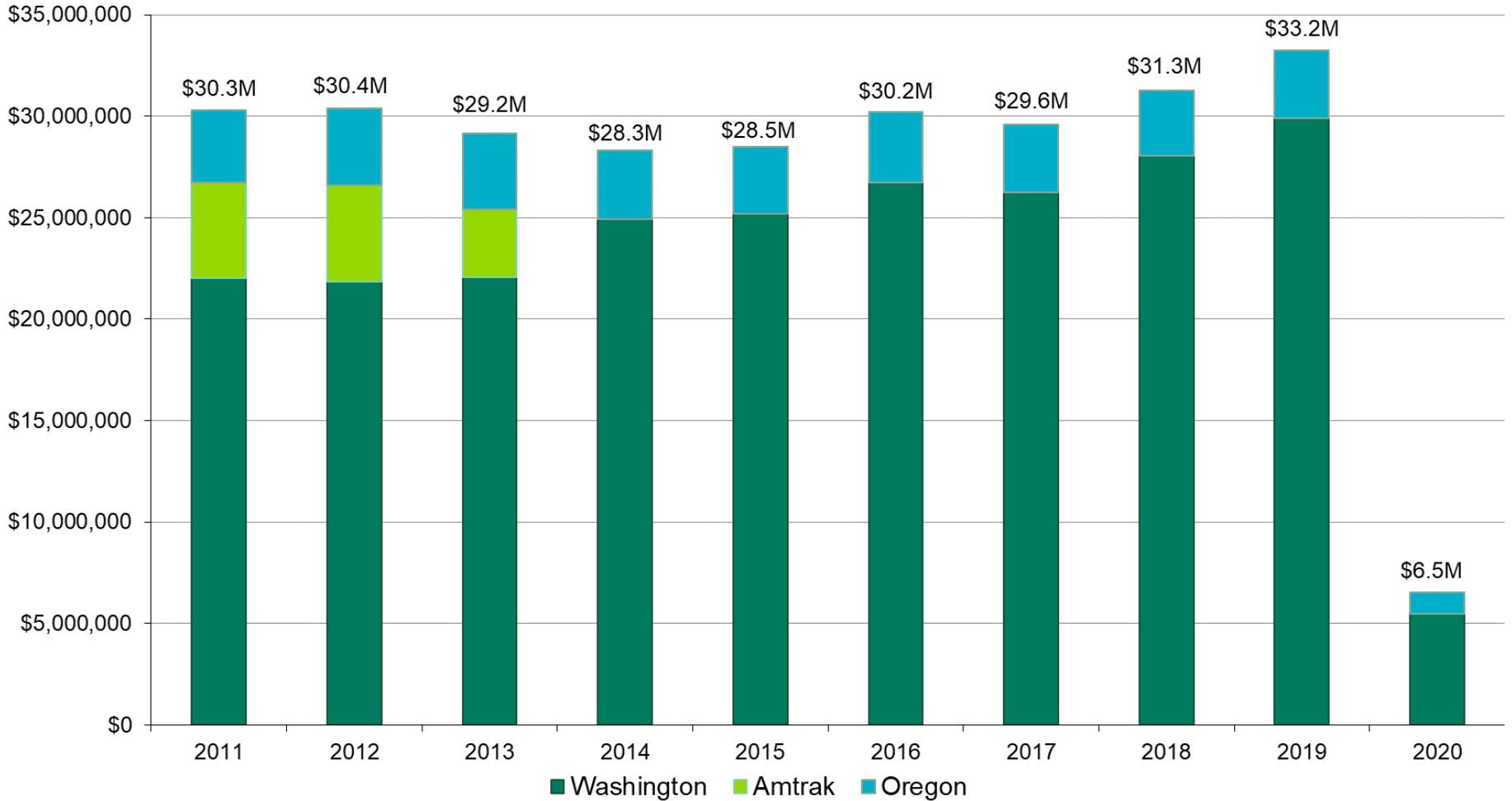
10-Year Ridership by Funding Partners – 2011-2020



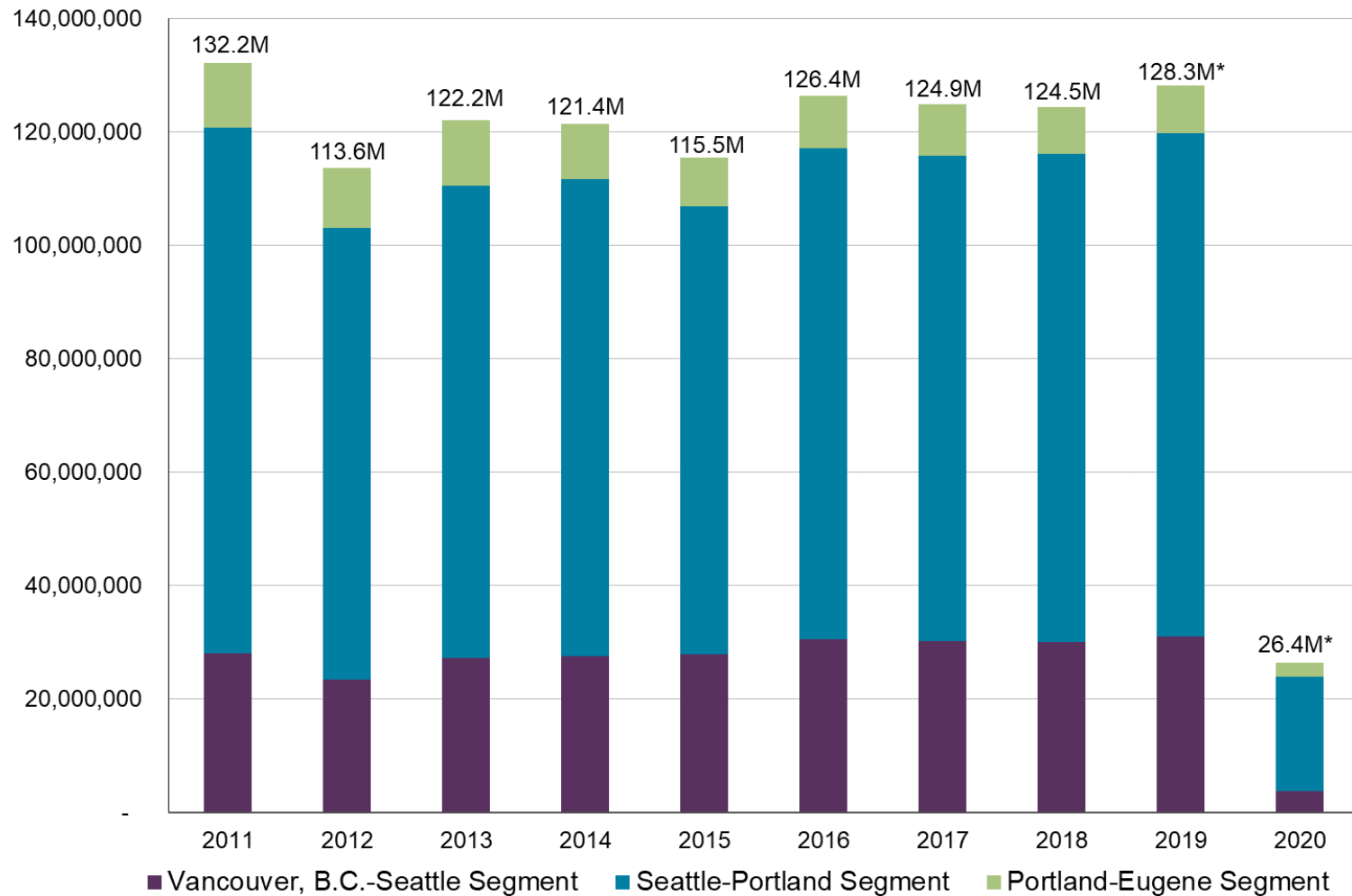
Note: On October 1, 2013, the federal government shifted responsibility for funding Amtrak Cascades services completely to the states, in accordance with the Passenger Rail Investment and Improvement Act of 2008. WSDOT and ODOT contract with Amtrak to operate the Amtrak Cascades service and it is now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

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10-Year Ticket Revenue by Funding Partners – 2011-2020

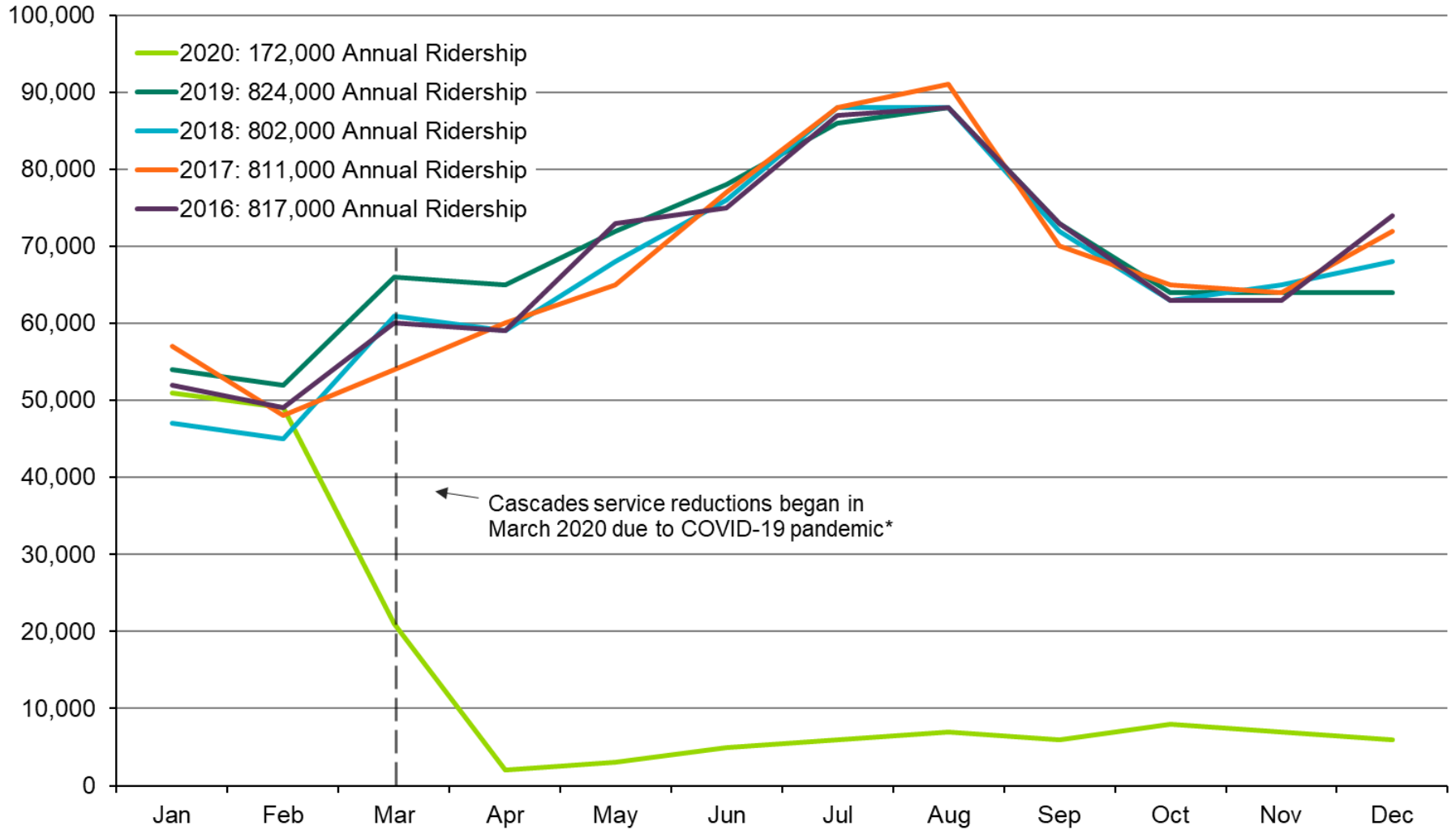


10-Year Passenger Miles by Segment – 2011-2020



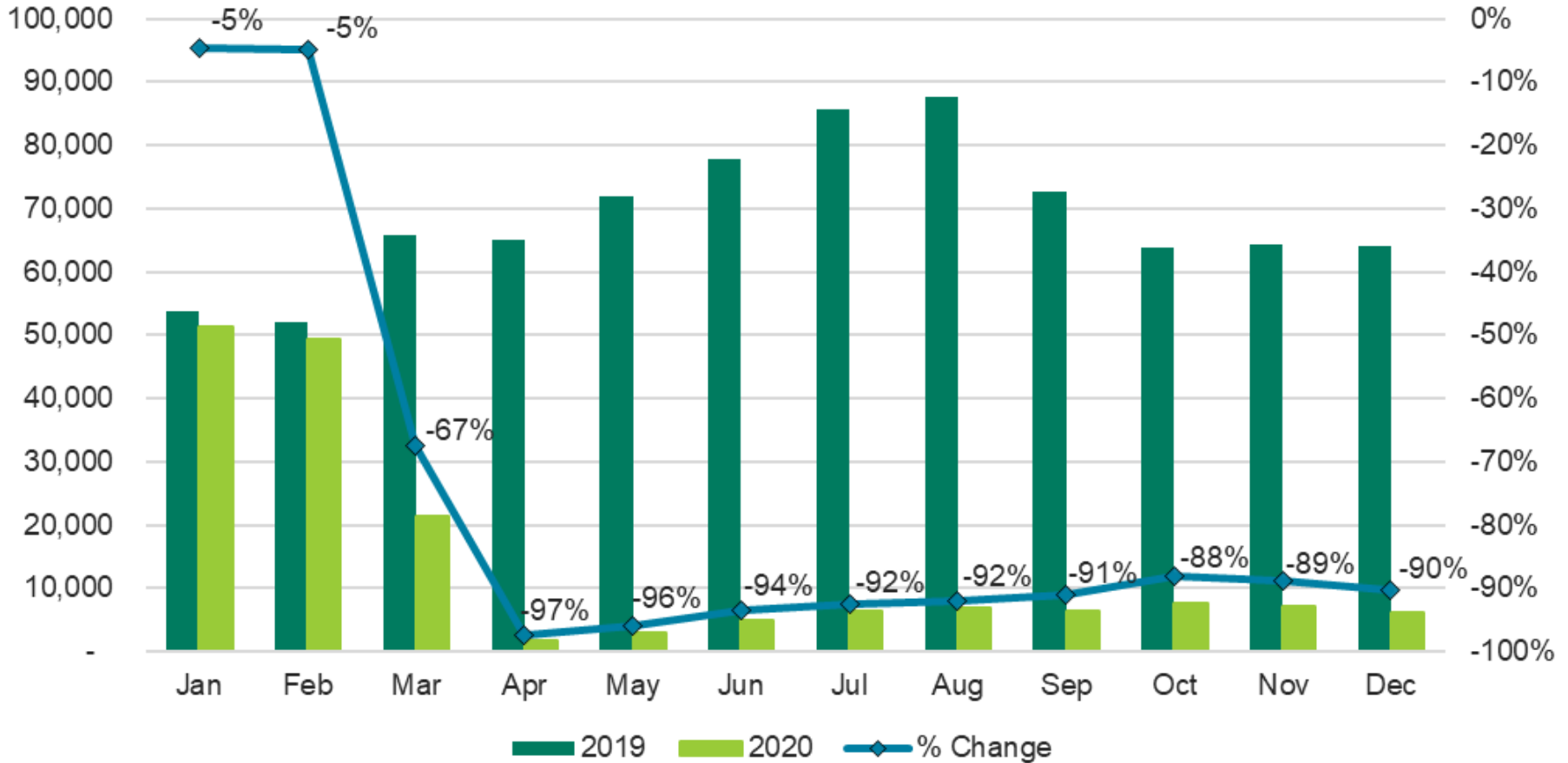
Passenger miles are the person miles traveled by Amtrak Cascades passengers between their origins and destinations along the corridor.
 *Effective on 10/1/2019, Amtrak revised its ridership reporting policy. Cascades passenger miles reported for 2019 and 2020 has been adjusted to reflect that policy change.

5-Year Monthly Ridership Comparison – 2016-2020



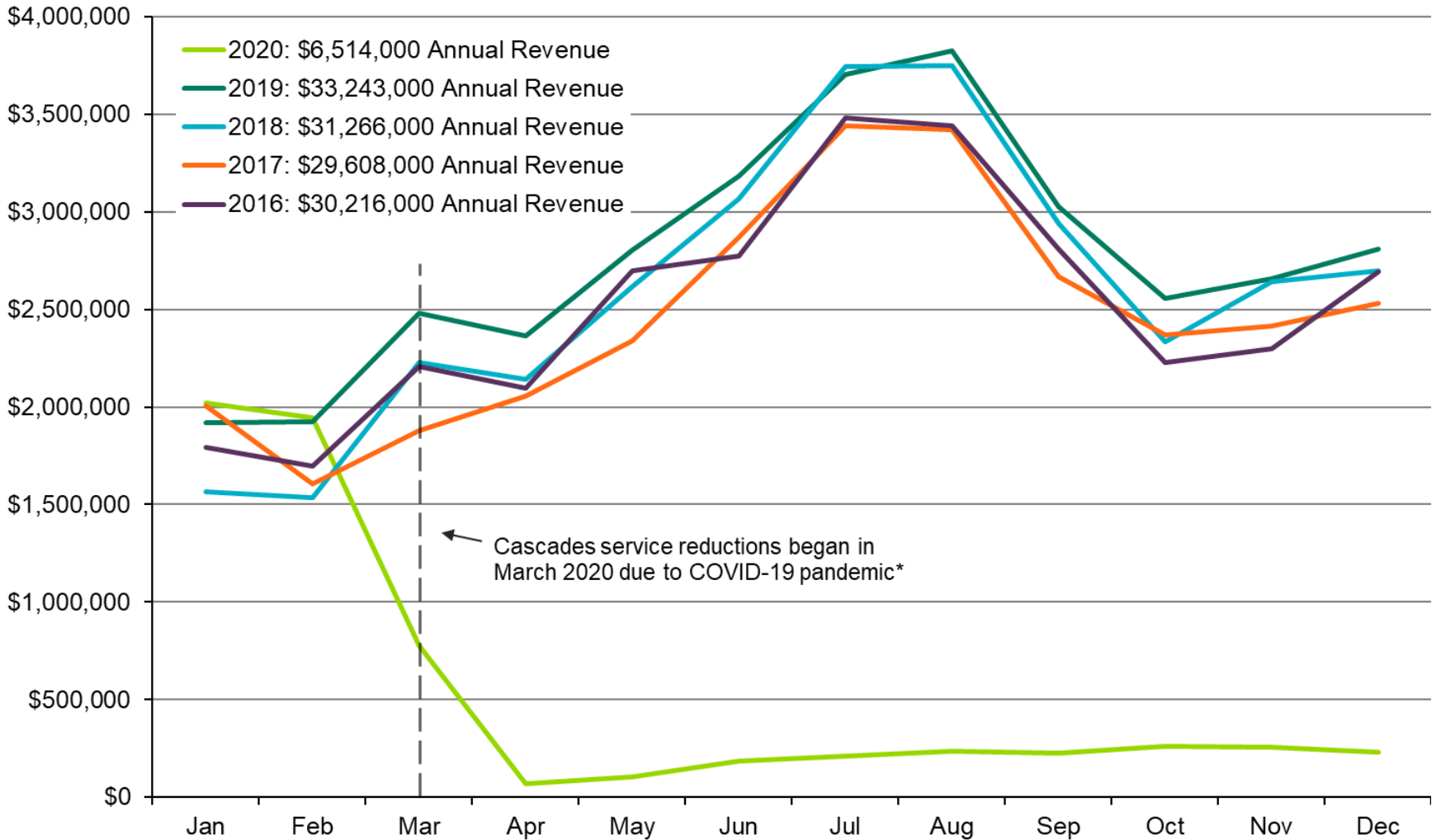
*All Amtrak Cascades service between Seattle and Vancouver, BC was suspended; service between Seattle and Portland was reduced from four daily round trips to a single round trip that continued on to Eugene, OR.

Monthly Ridership and Percent Change – 2020* vs. 2019



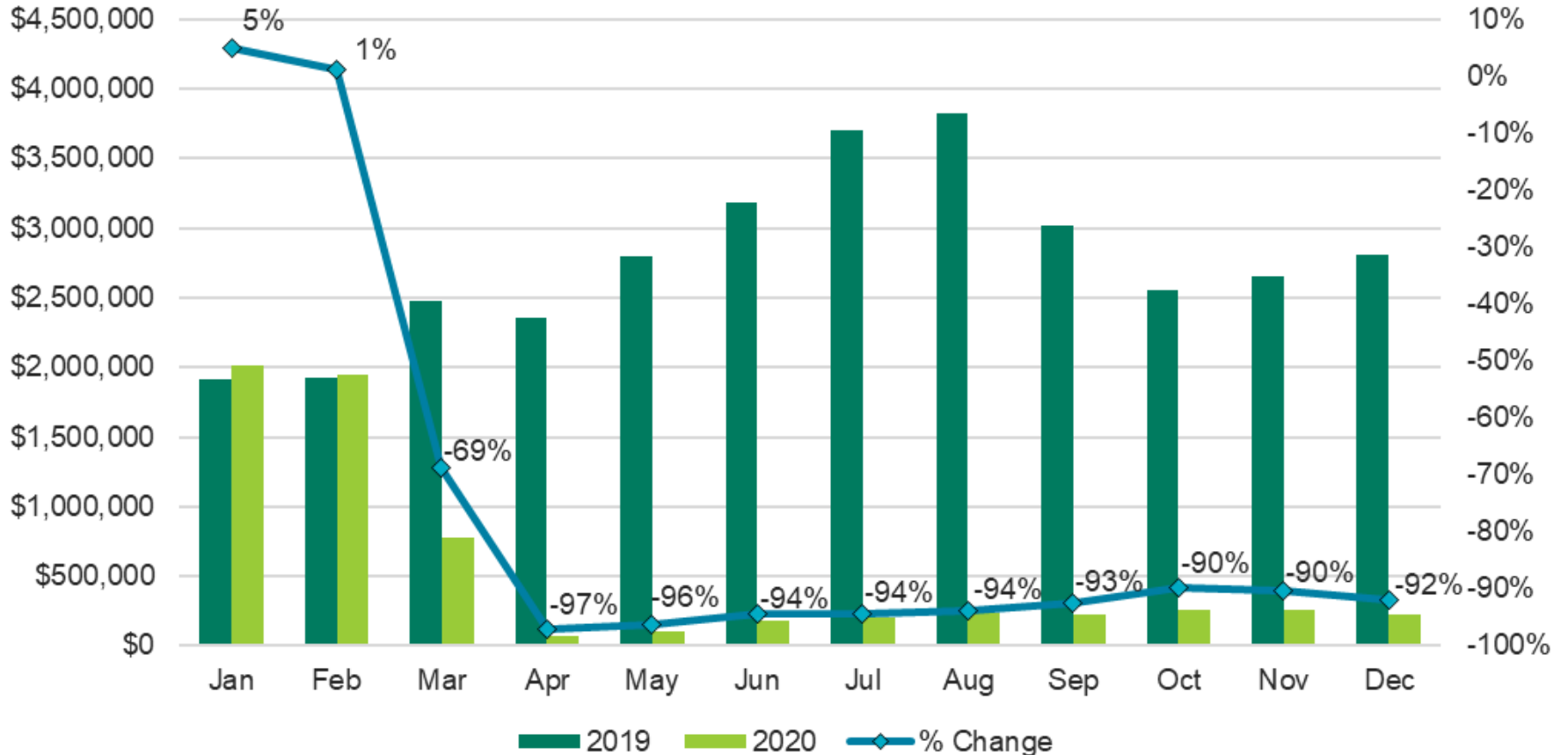
*Starting March 2020, all Amtrak Cascades service between Seattle and Vancouver, BC was suspended; service between Seattle and Portland was reduced from four daily round trips to a single round trip that continued on to Eugene, OR.

5-Year Monthly Ticket Revenue Comparison – 2016-2020



*All Amtrak Cascades service between Seattle and Vancouver, BC was suspended; service between Seattle and Portland was reduced from four daily round trips to a single round trip that continued on to Eugene, OR.

Monthly Ticket Revenue and Percent Change – 2020* vs. 2019

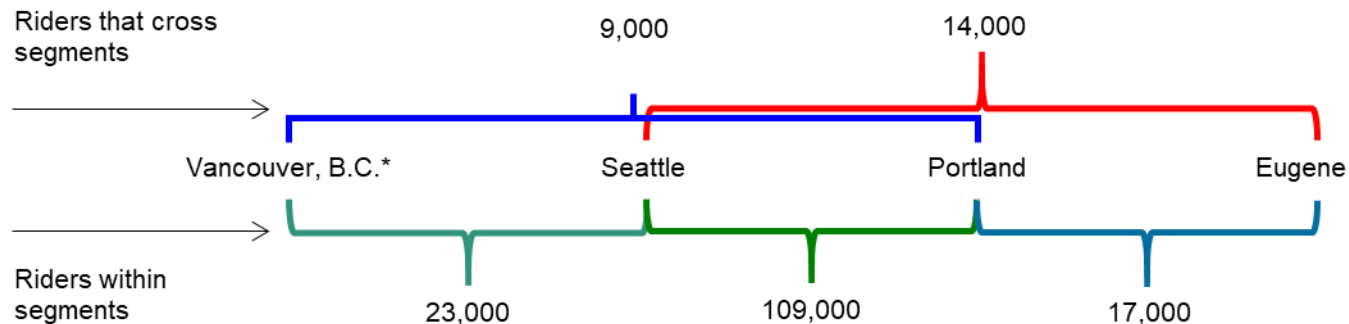


*Starting March 2020, all Amtrak Cascades service between Seattle and Vancouver, BC was suspended; service between Seattle and Portland was reduced from four daily round trips to a single round trip that continued on to Eugene, OR.

Annual Ridership by Segment – 2020

Total ridership for 2020 = 172,000

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.



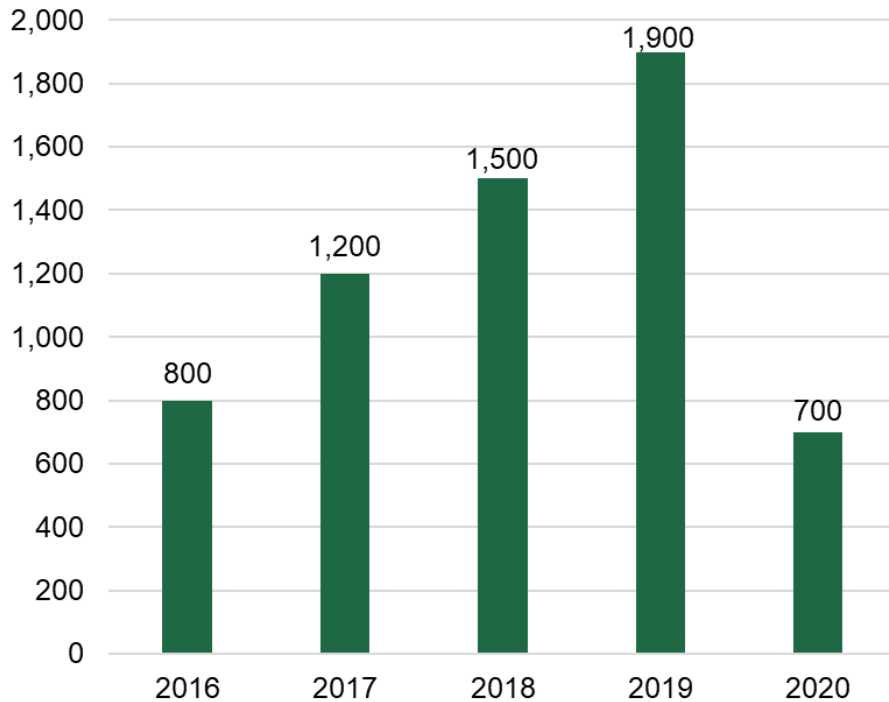
These figures do not include nearly 500 passengers who changed their travel plans or were not able to be tracked by Amtrak.

Ridership numbers are rounded to the nearest hundred.

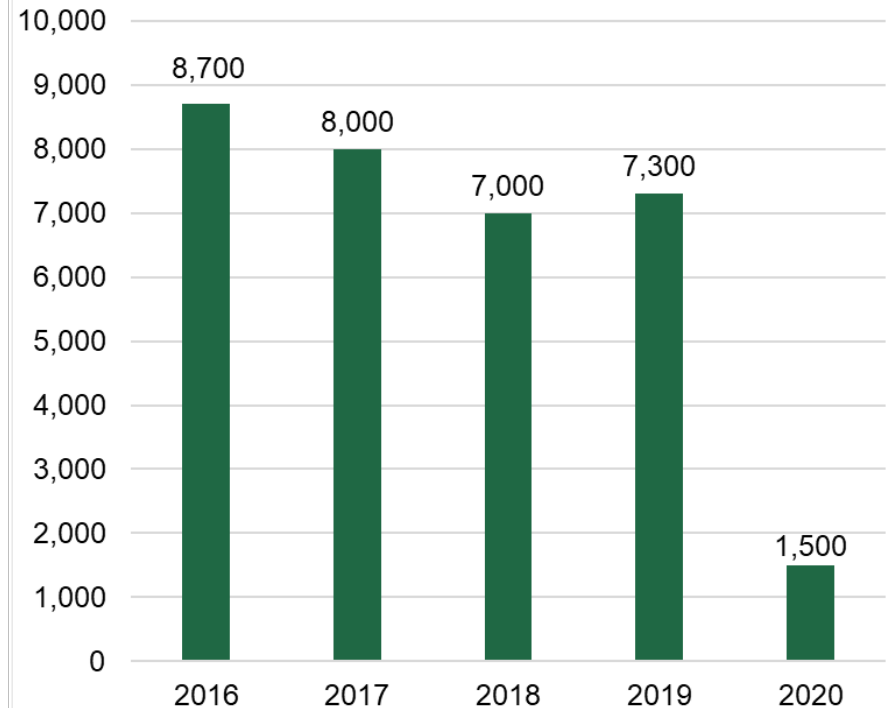
*Starting March 2020, all Amtrak Cascades service between Seattle and Vancouver, BC was suspended; service between Seattle and Portland was reduced from four daily round trips to a single round trip that continued on to Eugene, OR.

Annual Pets and Bicycles on board – 2016-2020*

Pets
(Initiated March 7, 2016)



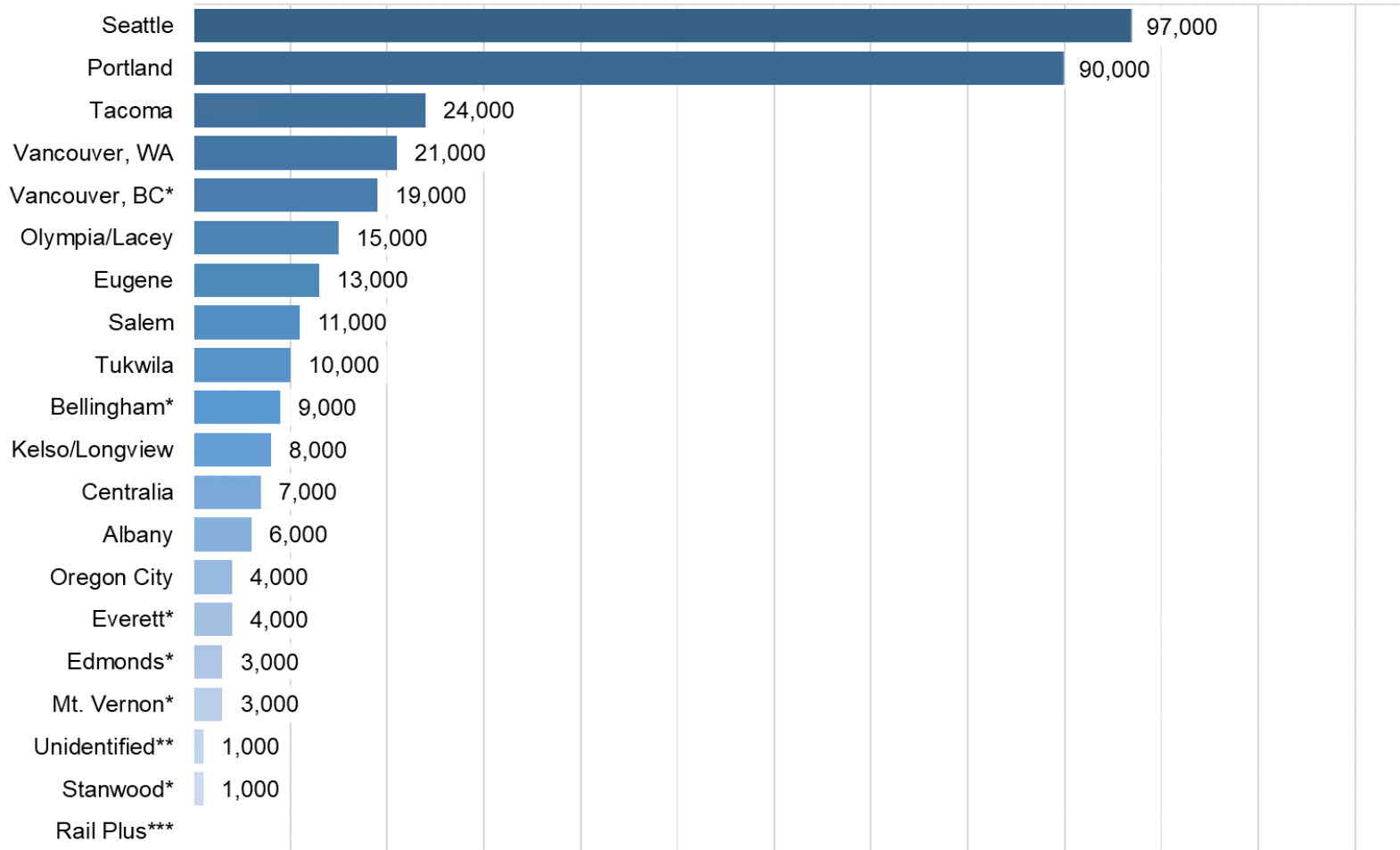
Bicycles



Pet and bicycle numbers are rounded to the nearest hundred.

*Starting March 2020, all Amtrak Cascades service between Seattle and Vancouver, BC was suspended; service between Seattle and Portland was reduced from four daily round trips to a single round trip that continued on to Eugene, OR.

Annual Station On-Offs – 2020



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

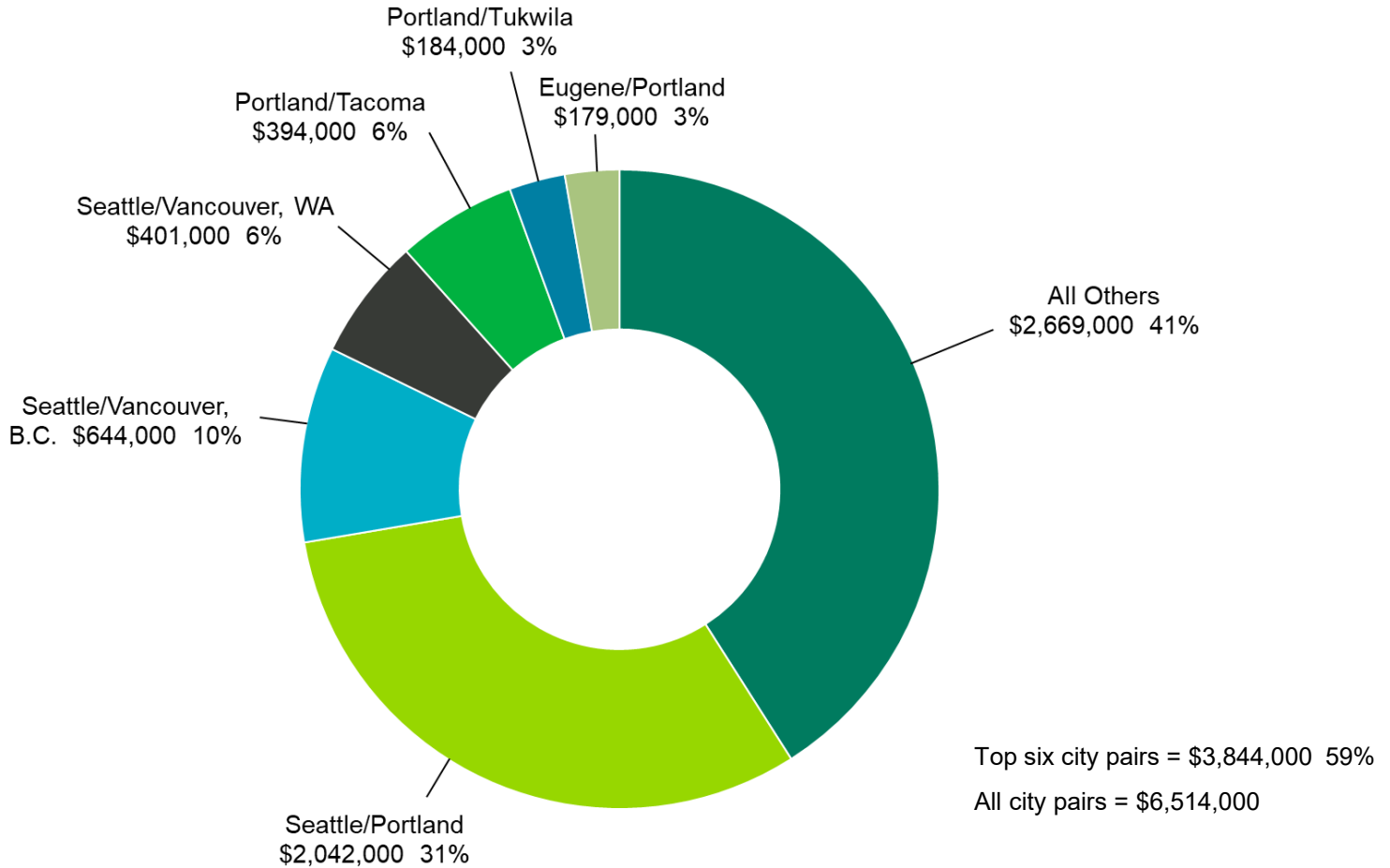
*As of March 2020, all north segment trains were suspended due to the closure of the Canadian border resulting in no further ridership for Edmonds, Everett, Stanwood, Mt. Vernon, Bellingham, and Vancouver, B.C. stations.

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

***Rail Plus are riders using regional transit passes called Orca Cards to travel on Amtrak Cascades trains between Seattle, Edmonds, and Everett. In 2020 there were around 400 Rail Plus riders.

Annual Ticket Revenue by City Pair – 2020

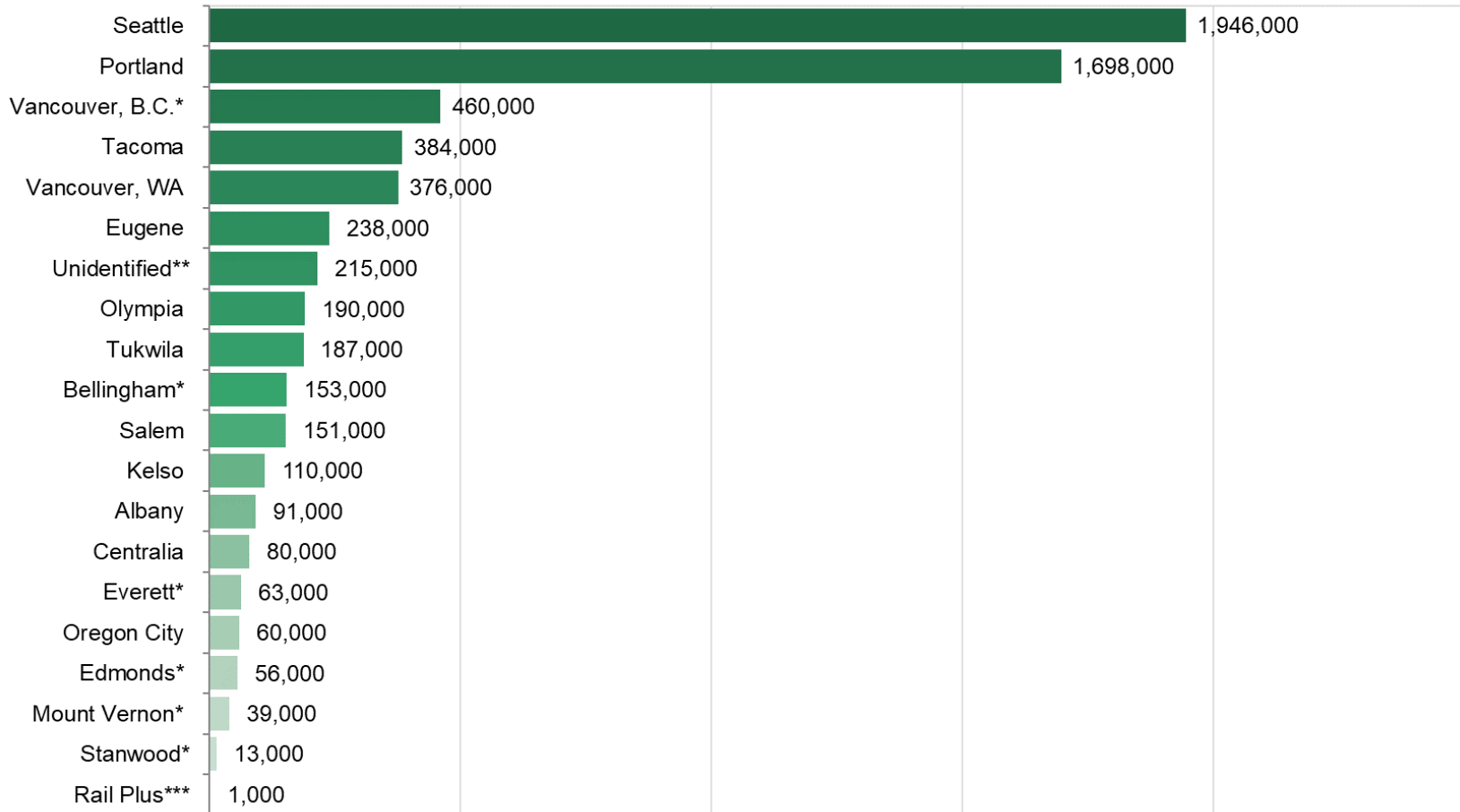
Revenue per City Pair and Percentage of Total Revenue



Revenue numbers are rounded to the nearest 1,000.

“All Others” include over 120 city pairs as well as unidentified riders not associated with a specific city pair.

Annual Ticket Revenue by Station – 2020



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.

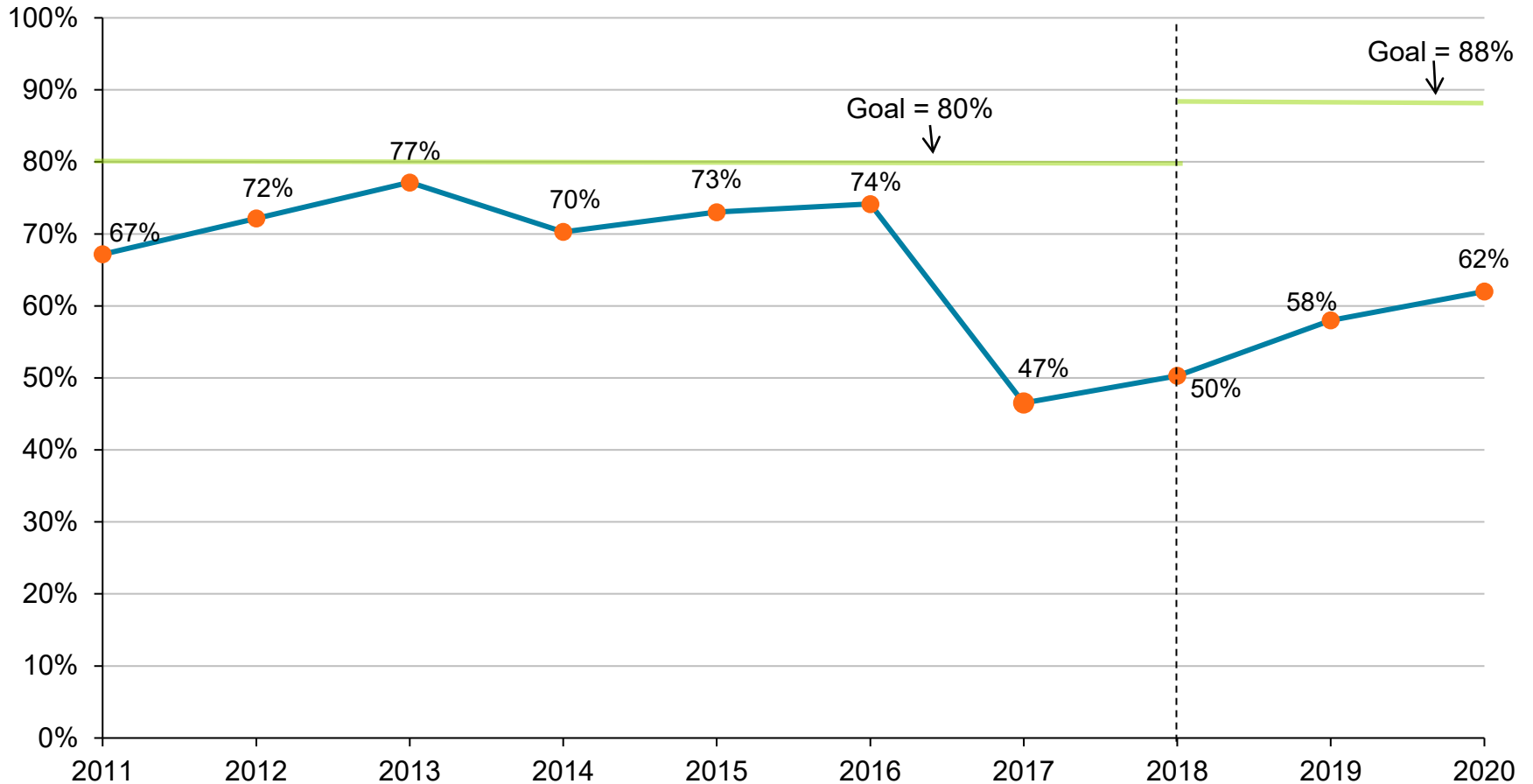
*As of March 2020, all north segment trains were suspended due to the closure of the Canadian border resulting in no further ridership and reduced ticket revenue for Edmonds, Everett, Stanwood, Mt. Vernon, Bellingham, and Vancouver, B.C. stations.

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

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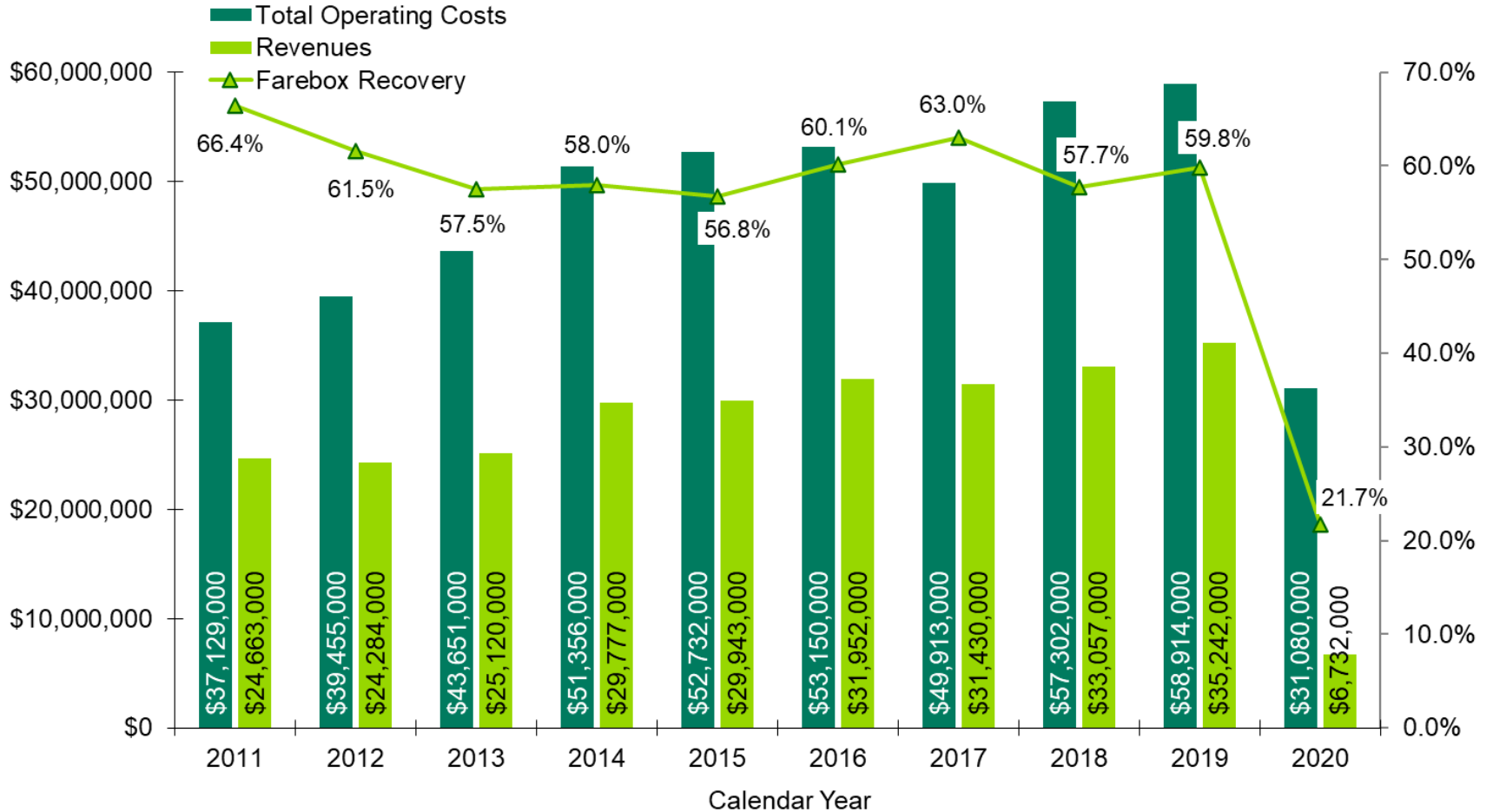
10-Year On-Time Performance – 2011-2020

Washington-supported trains only



Per the Service Outcome Agreement between Amtrak, BNSF, and WSDOT that took effect in January 2018, the on-time performance goal was raised from 80% to 88%. Between 2011 and 2016, annual on-time performance was relatively stable and ranged between 67% and 74%. It dropped to 47% in 2017, and gradually bounced back to 62% percent in 2020.

Total Operating Cost, Revenue and Farebox Recovery Rate – 2011-2020, Washington-supported trains only*



*\$7.1 million of CARES act funding was received in 2020 to help reduce the financial impacts of COVID-19 on the Cascades service. That amount is not included in the total operating cost or revenue calculation.