



Amtrak Cascades: 2021 Performance Data Report

Table of Contents:

Performance Dashboard – 2021

Overview – 2021

Amtrak Cascades Corridor

- 10-Year Ridership with Historical References – 2012-2021
- 10-Year Ridership by Funding Partners – 2012-2021
- 10-Year Ticket Revenue by Funding Partners – 2012-2021
- 10-Year Passenger Miles by Segment – 2012-2021
- 5-Year Monthly Ridership Comparison – 2017-2021
- Monthly Ridership and Percent Change – 2021 vs. 2020
- 5-Year Monthly Ticket Revenue Comparison – 2017-2021
- Monthly Ticket Revenue and Percent Change – 2021 vs. 2020
- Annual Ridership by Segment – 2021
- 5-Year Annual Pets and Bicycles on board – 2017-2021
- Annual Station On-Offs – 2021
- Annual Ticket Revenue by City Pair – 2021
- Annual Ticket Revenue by Station – 2021

Washington-Supported Amtrak Cascades Service

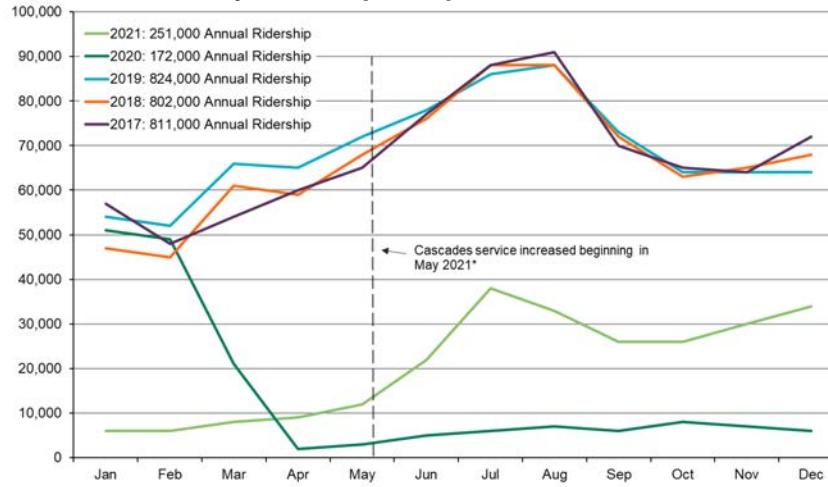
- 10-Year On-Time Performance – 2012-2021
- Total Operating Cost, Revenue & Farebox Recovery Rate – 2012-2021



Performance Dashboard – 2021*

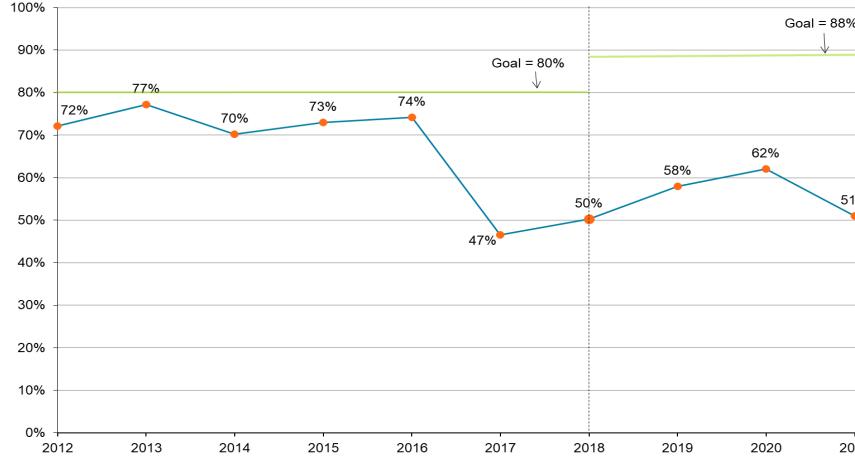
In 2021, Amtrak Cascades transported 251,000 riders with \$9,604,000 in ticket revenue.

5-Year Monthly Ridership Comparison – 2017-2021



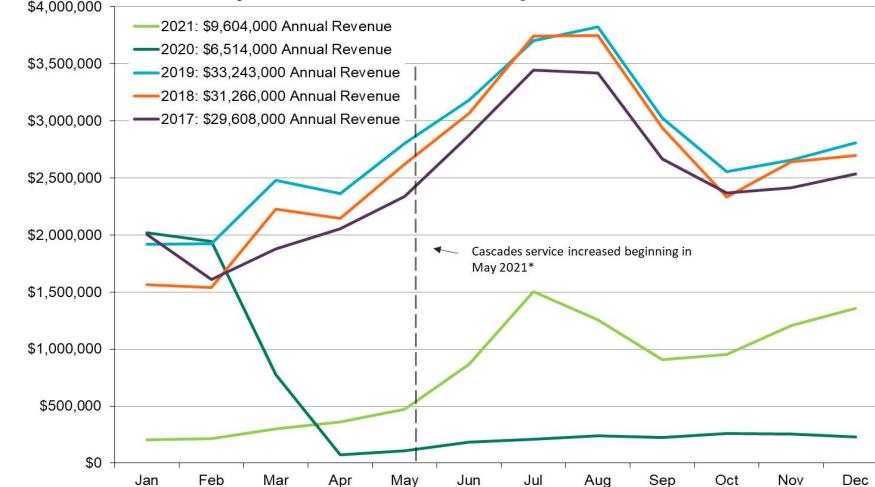
10-Year On-Time Performance – 2012-2021

Washington-supported trains only



*Beginning in May 2021, Cascades service returned to two daily round trips between Seattle and Eugene, and three daily round trips between Seattle and Portland (up from one daily round trip at the start of the pandemic in 2020). All Amtrak Cascades service between Seattle and Vancouver, BC was suspended since March 2020.

5-Year Monthly Ticket Revenue Comparison – 2017-2021



Total Operating Cost, Revenue & Farebox Recovery Rate – 2012-2021

Washington-supported trains only



Overview – 2021

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 2021 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 beginning in March 2020 and continuing through 2021. The number of daily trains between Seattle and Portland was reduced from four daily roundtrips in 2019 to one daily trip at the start of the pandemic in 2020 and returning to three daily trips beginning in May 2021. The reduction in service was due to lower demand for train travel, which was resulted from 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 beginning in 2020 and continuing throughout 2021. Comparison of 2019 data to 2021 data provides a clearer indication of trends pre- and post-pandemic, while comparison of 2020 data to 2021 data offers a glimpse of changes throughout the pandemic.

Segment	Trains
Seattle, WA - Portland, OR	504, 507
Seattle, WA - Eugene, OR	500, 503, 505, 508
Schedule Changes in May 2021	
Trains 500 and 508 now operate 7 days/week EUG-SEA	
Trains 503 and 505 now operate 7 days/week SEA-EUG	
Train 504 now operates 7 days/week PDX-SEA	
Train 507 now operates 7 days/week SEA-PDX	

As a result of increased service levels, ridership increased 46% from 172,000 in 2020 to 251,000 in 2021. Ticket revenue totaled \$9.6 million in 2021, an increase of 47% from \$6.5 million in 2020.

On-time performance continues to challenge Amtrak Cascades service. In 2021, Amtrak Cascades on-time performance fell to 51%, compared to 62% in 2020. 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 change and ridership demand increases.

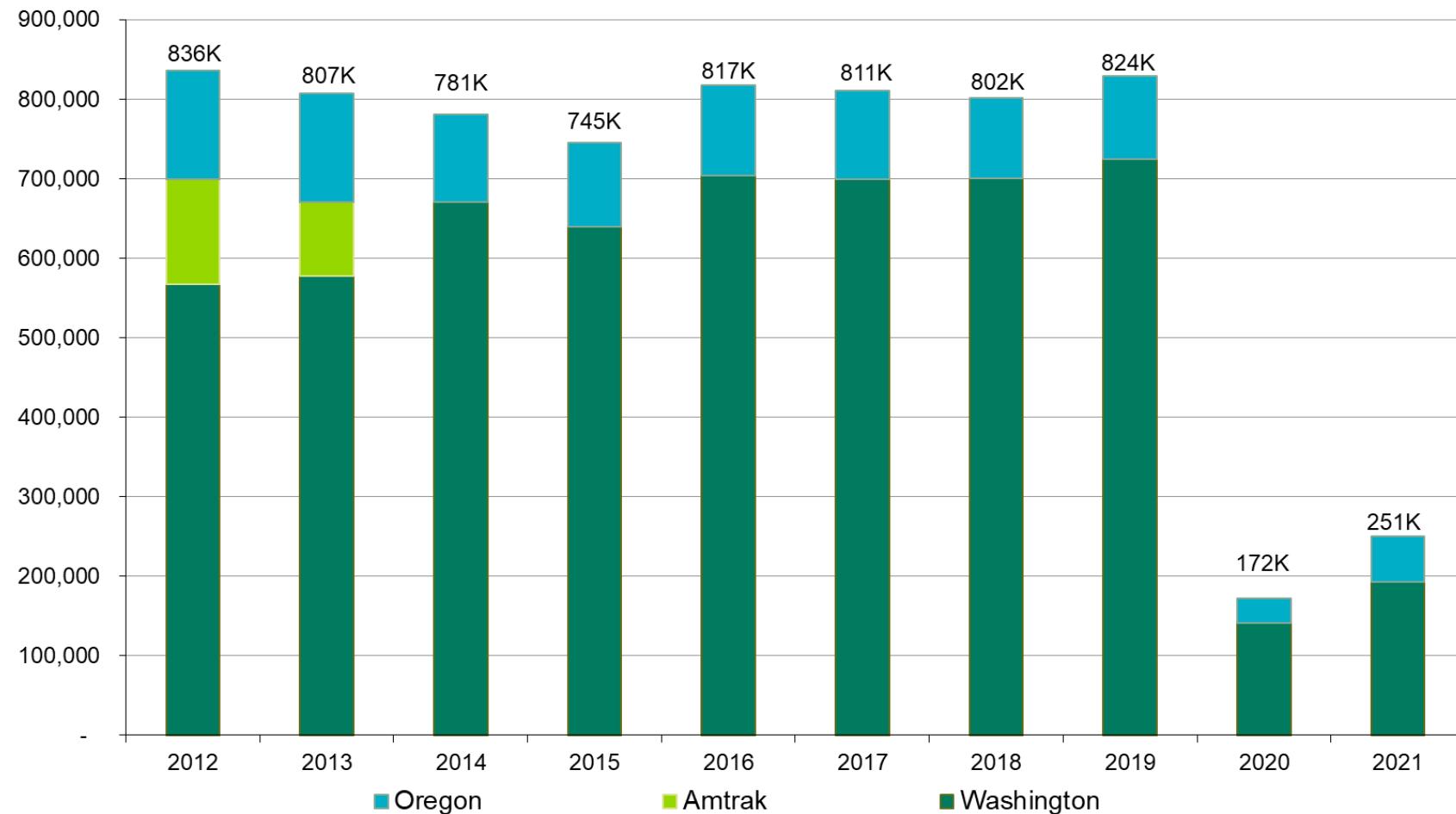
10-Year Ridership with Historical References – 2012-2021

Year	Ridership	Highlights
2021	251,000	A second daily roundtrip between Seattle and Eugene and a third daily roundtrip between Seattle and Portland began operations on May 24th. Amtrak Cascades trains returned to the Pt. Defiance Bypass on November 18th. Ridership increased 46% and revenue increased 47% when compared to 2020.
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.

Ridership numbers are rounded to the nearest 1,000.



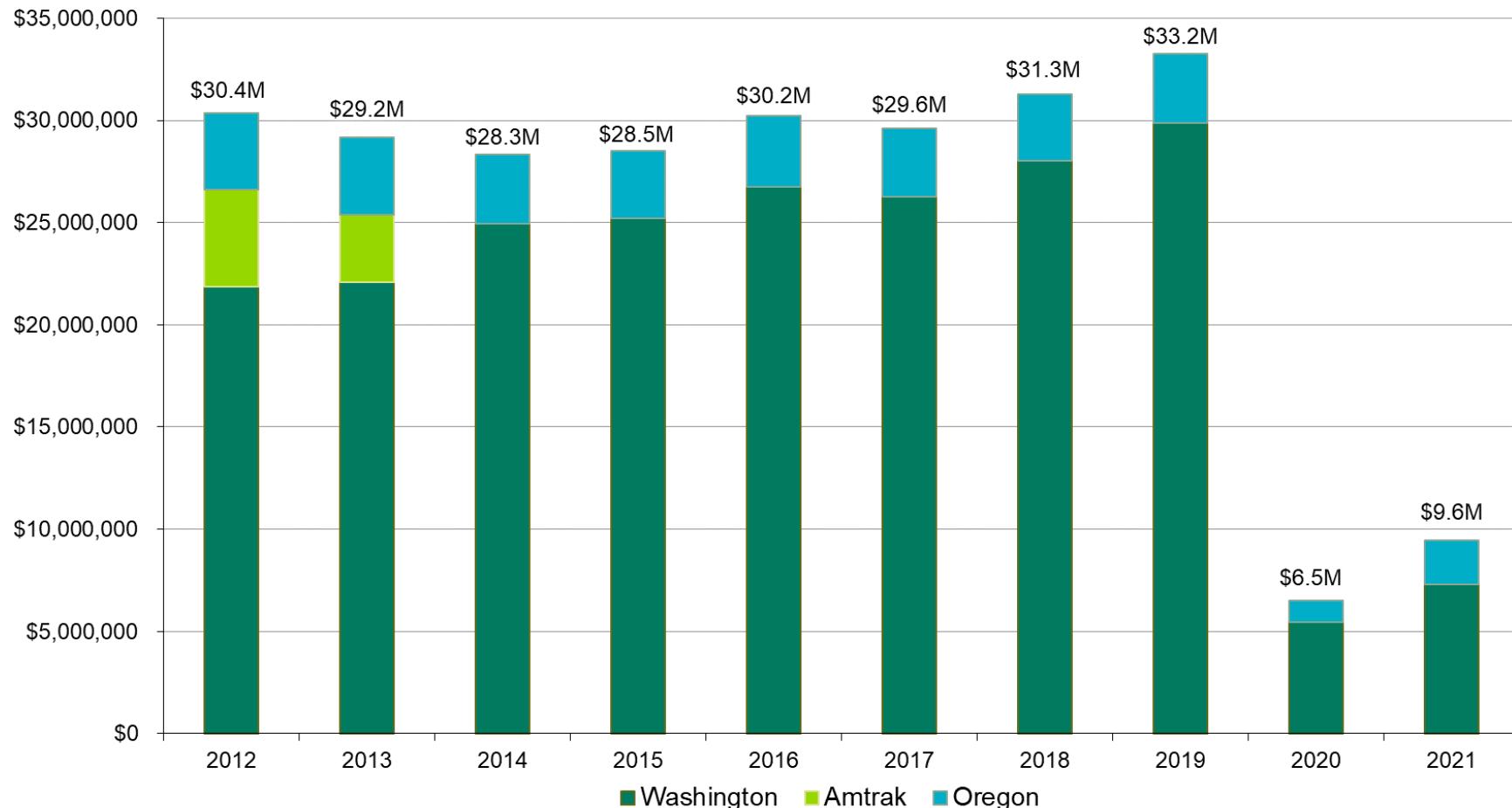
10-Year Ridership by Funding Partners – 2012-2021*



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.

*Beginning in May 2021, Cascades service returned to two daily round trips between Seattle and Eugene, and three daily round trips between Seattle and Portland (up from one daily round trip at the start of the pandemic in 2020). All Amtrak Cascades service between Seattle and Vancouver, BC was suspended since March 2020.

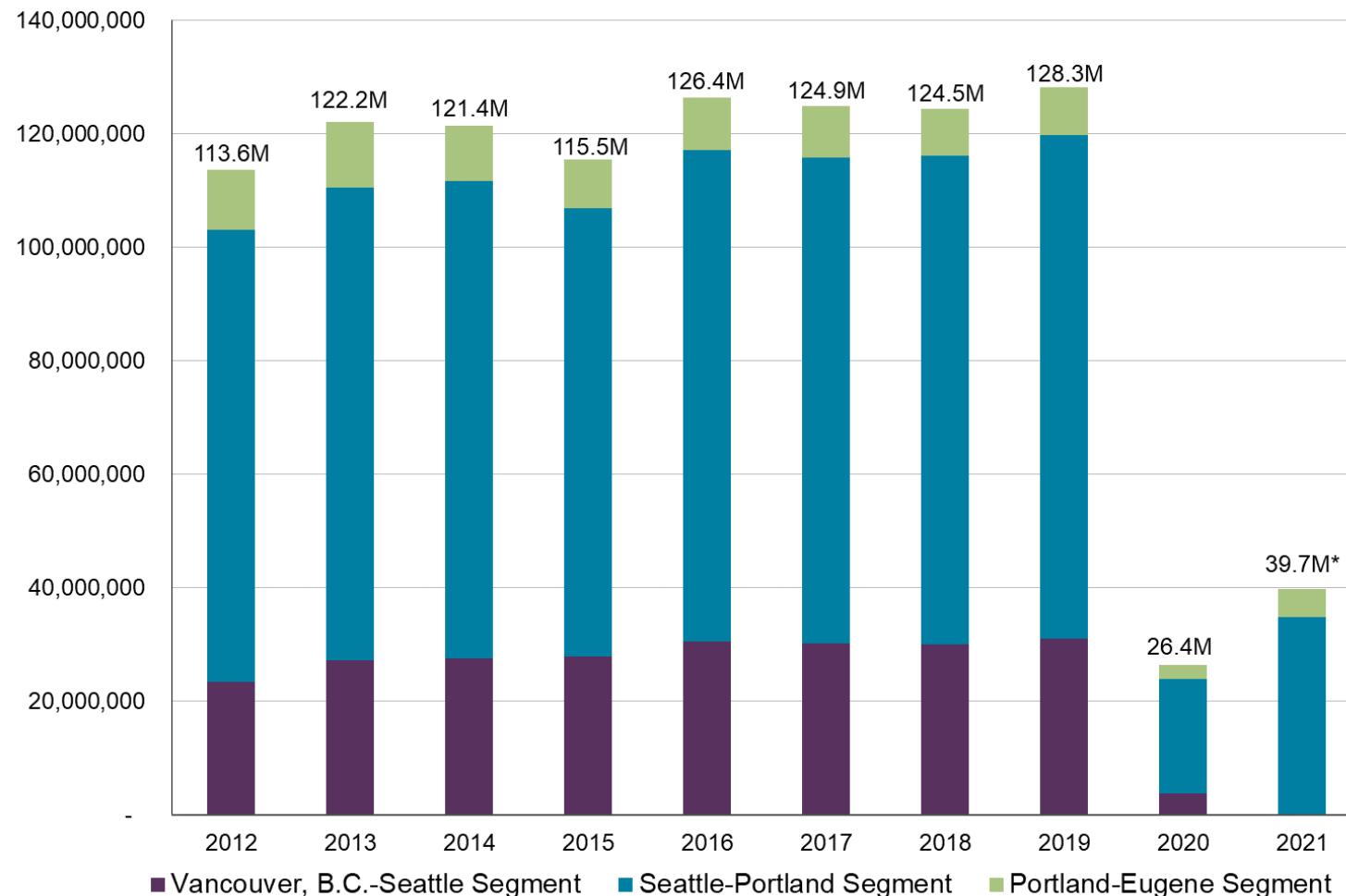
10-Year Ticket Revenue by Funding Partners – 2012-2021*



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10-Year Passenger Miles by Segment – 2012-2021

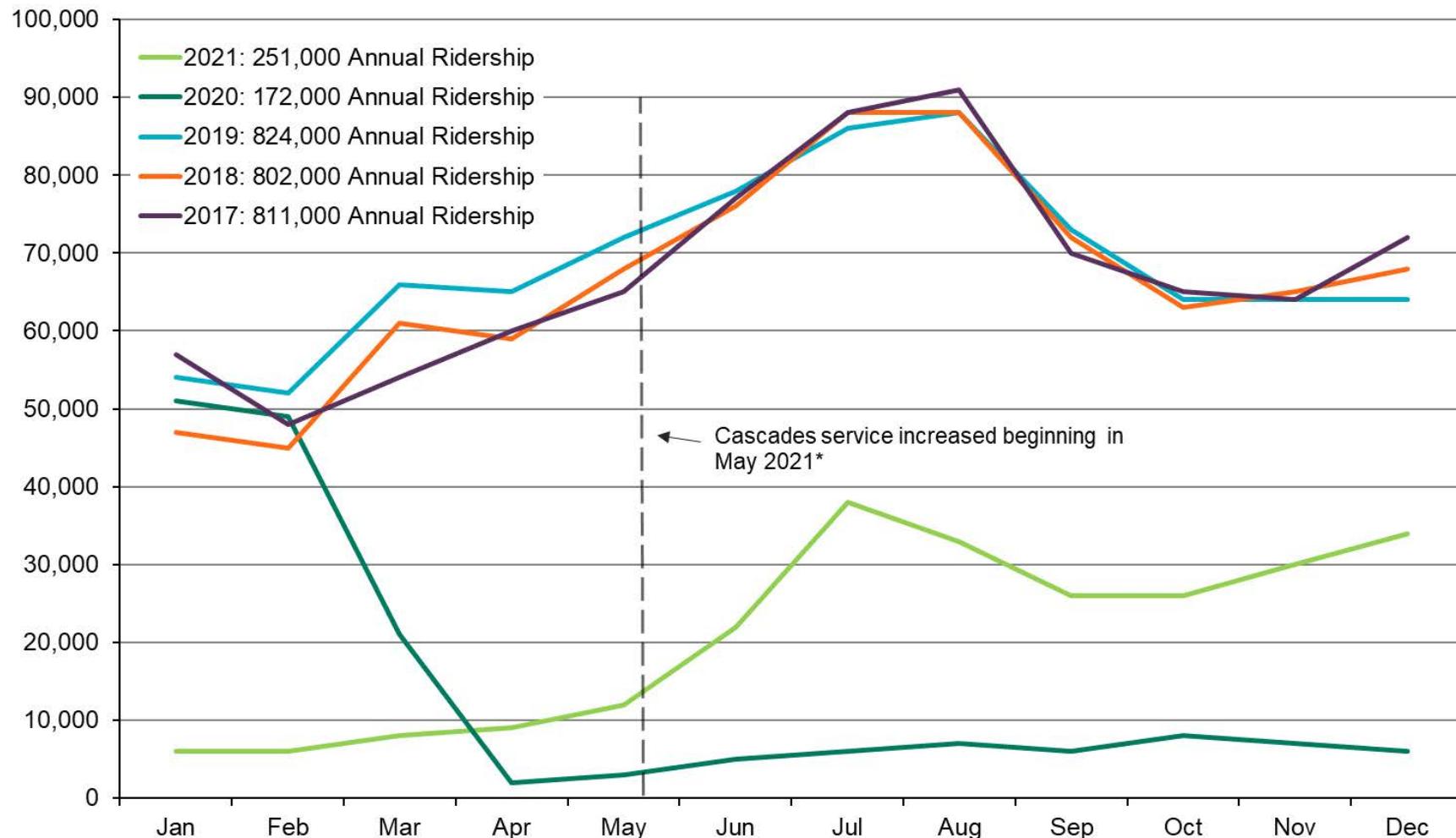


Passenger miles are the person miles traveled by Amtrak Cascades passengers between their origins and destinations along the corridor.

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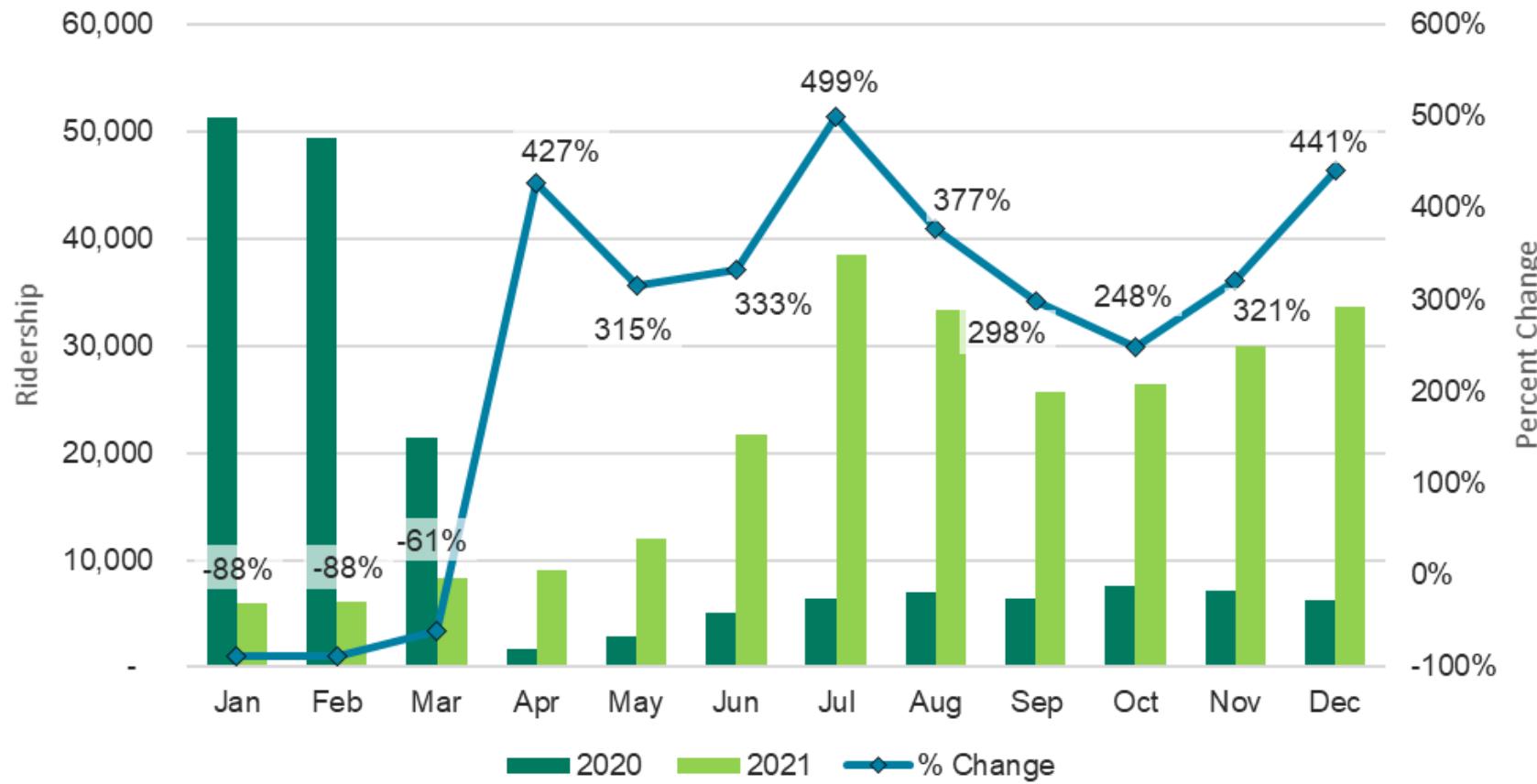


5-Year Monthly Ridership Comparison – 2017-2021



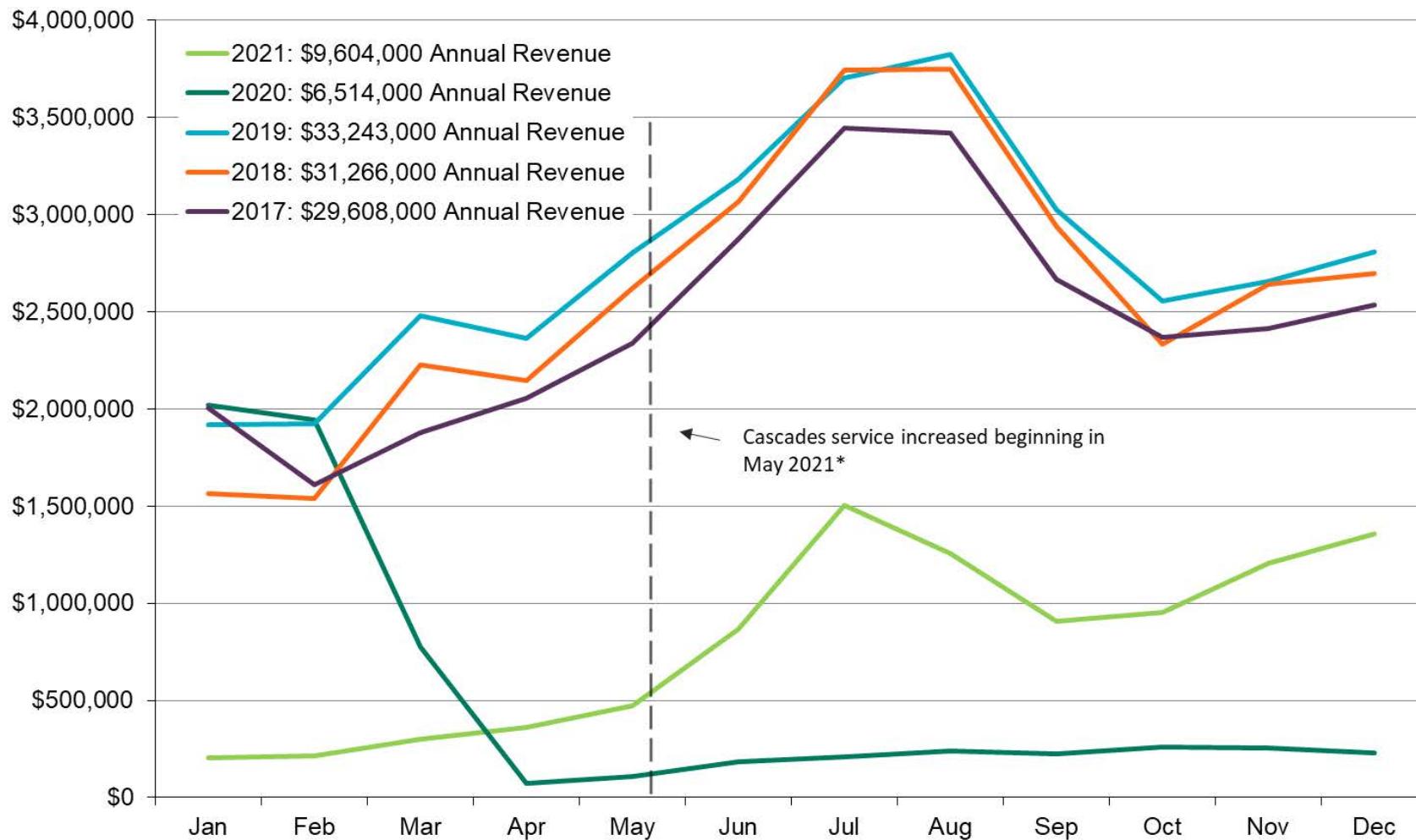
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Monthly Ridership and Percent Change – 2021* vs. 2020



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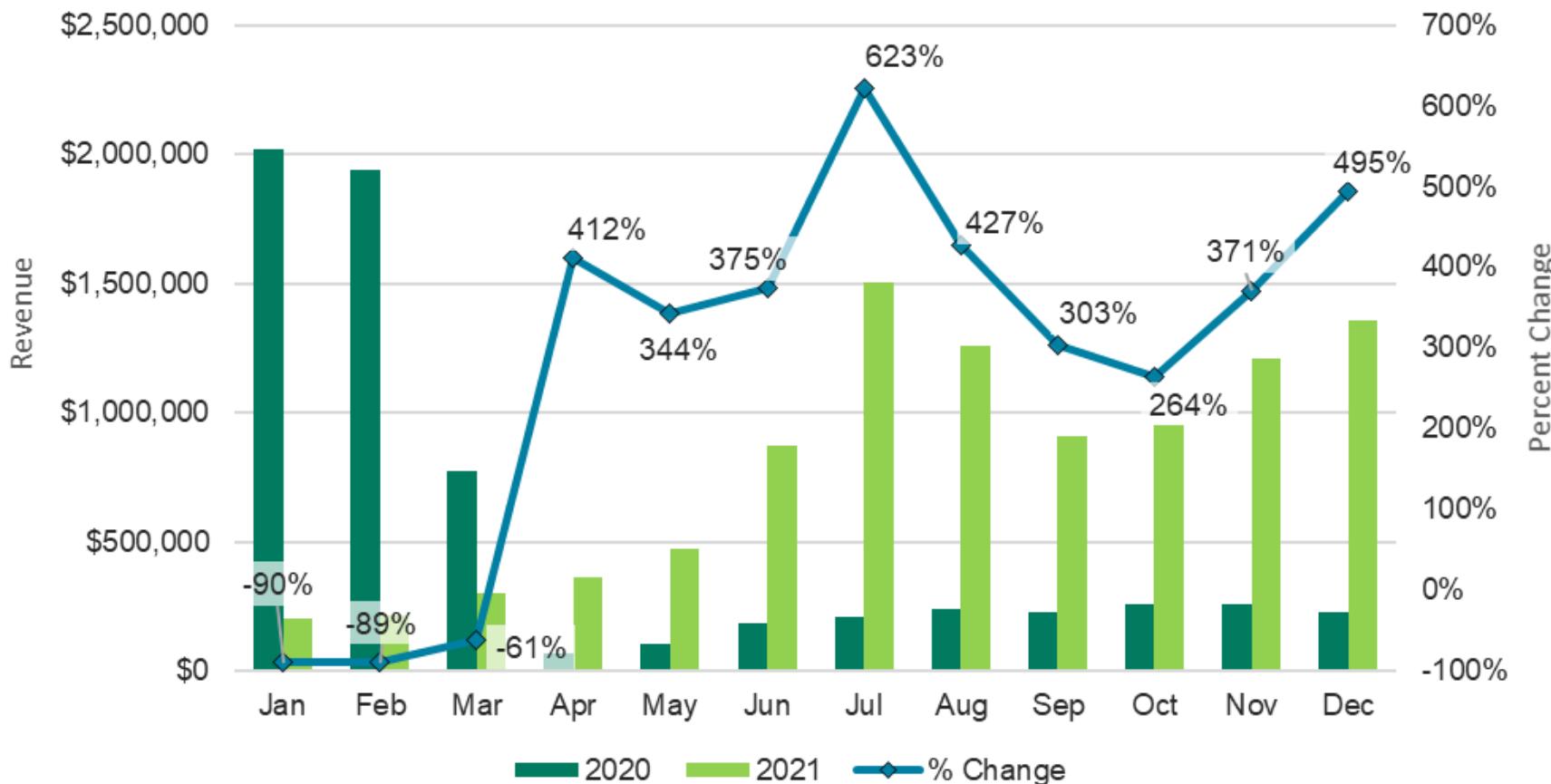
5-Year Monthly Ticket Revenue Comparison – 2017-2021



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Monthly Ticket Revenue and Percent Change – 2021* vs. 2020



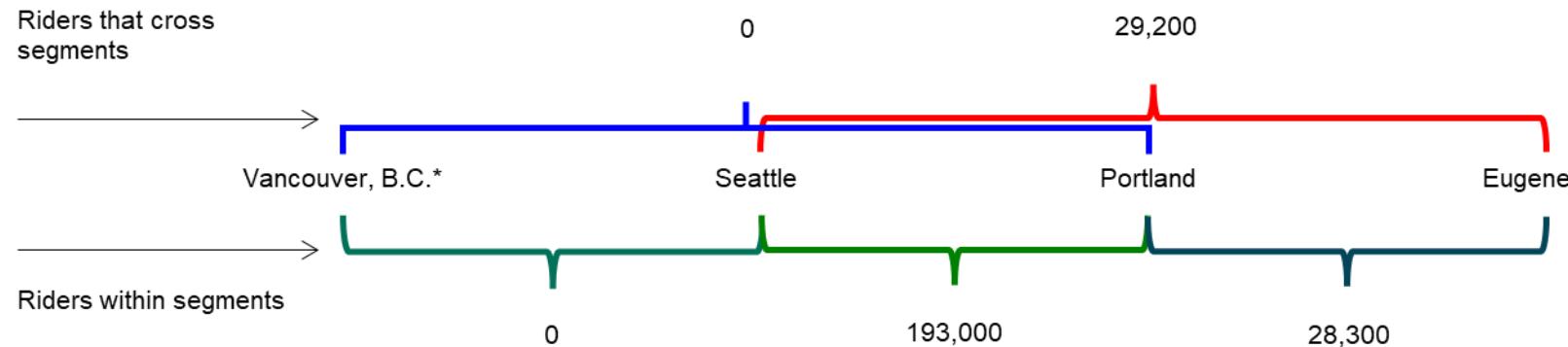
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Annual Ridership by Segment – 2021

Total ridership for 2021 = 251,000

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 Salem 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.



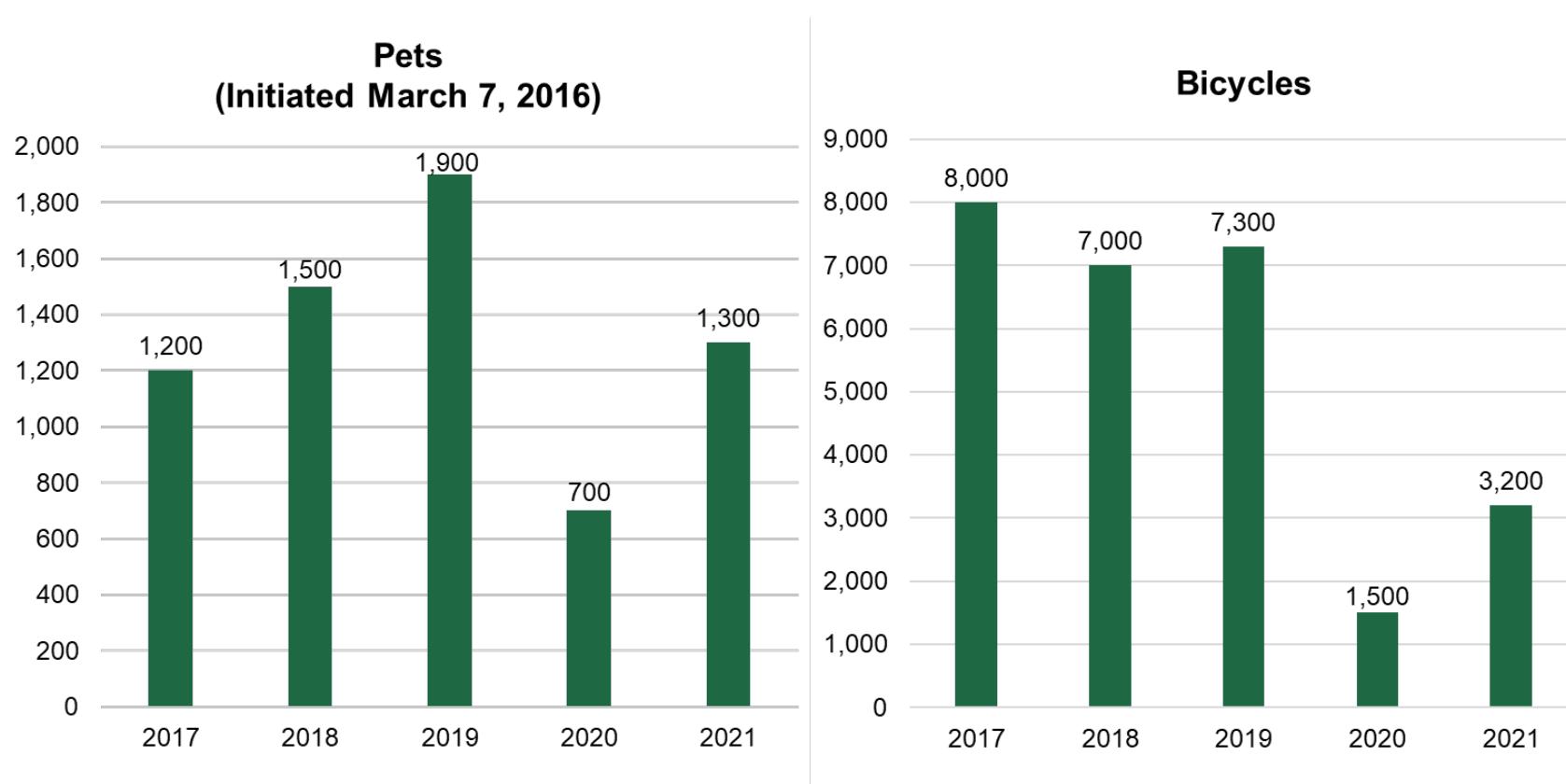
Ridership numbers are rounded to the nearest hundred.

The total ridership above does not include unidentified passengers who either deferred their trip to another day or their tickets were not scanned by Amtrak. Unidentified passengers accounted for less than 50 riders and is not displayed in the chart.

*All Amtrak Cascades service between Seattle and Vancouver, BC was suspended since March 2020.



Annual Pets and Bicycles on board – 2017-2021*

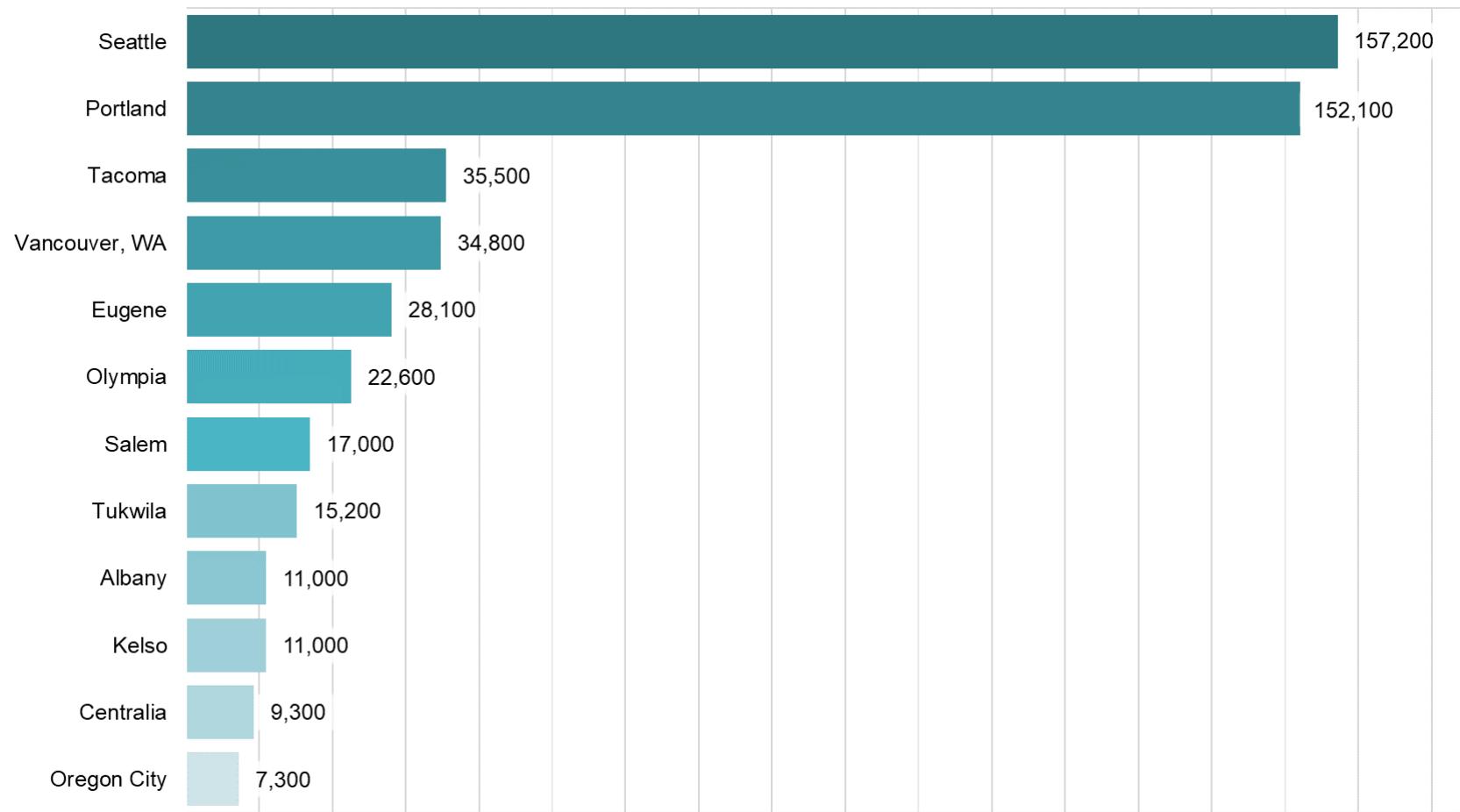


Pet and bicycle numbers are rounded to the nearest hundred.

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Annual Station On-Offs – 2021*



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

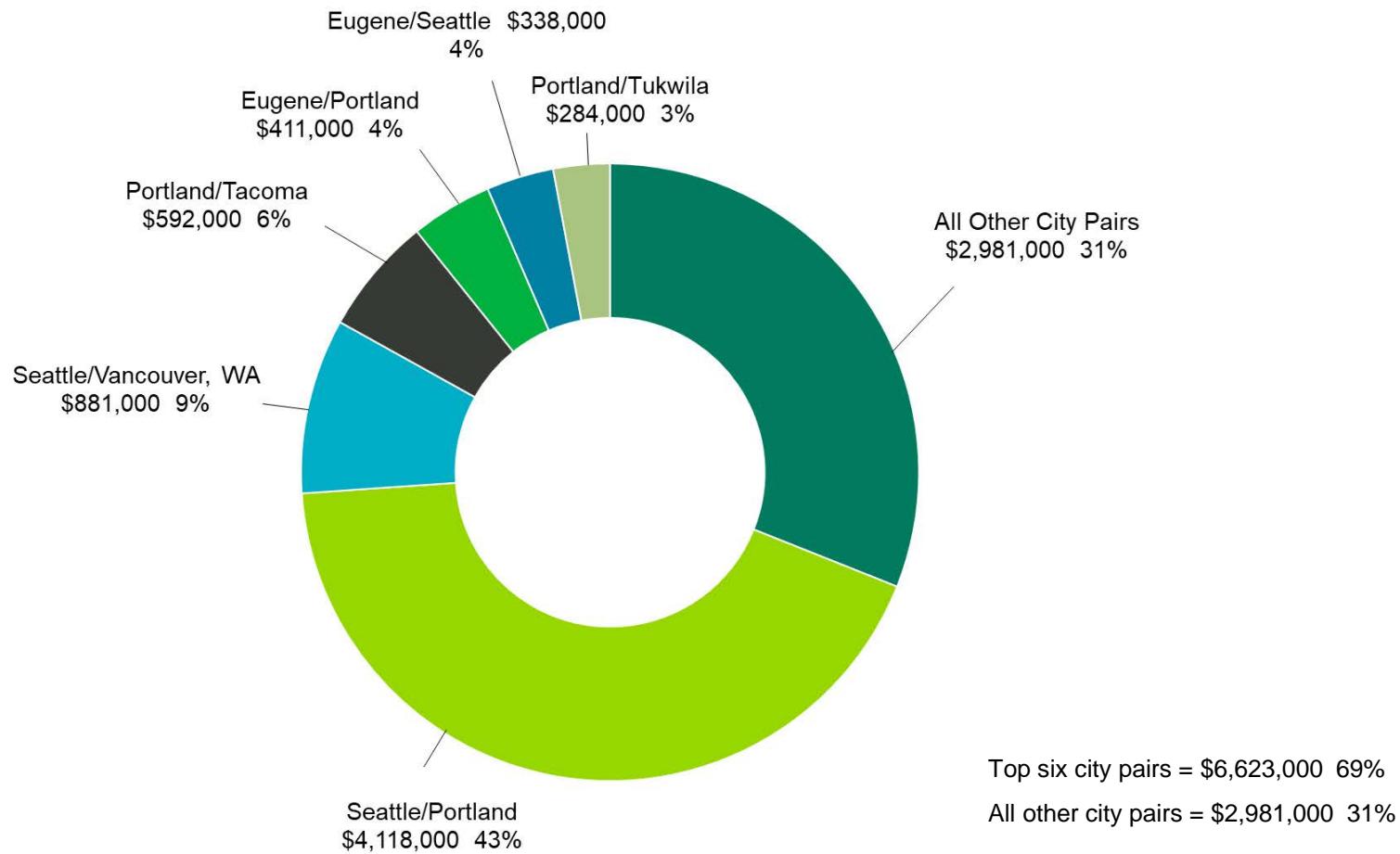
Unidentified passengers either deferred their trip to another day or their tickets were not scanned by Amtrak. Unidentified passengers accounted for less than 50 riders and is not displayed in the chart.

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Annual Ticket Revenue by City Pair – 2021

Revenue per City Pair and Percentage of Total Revenue

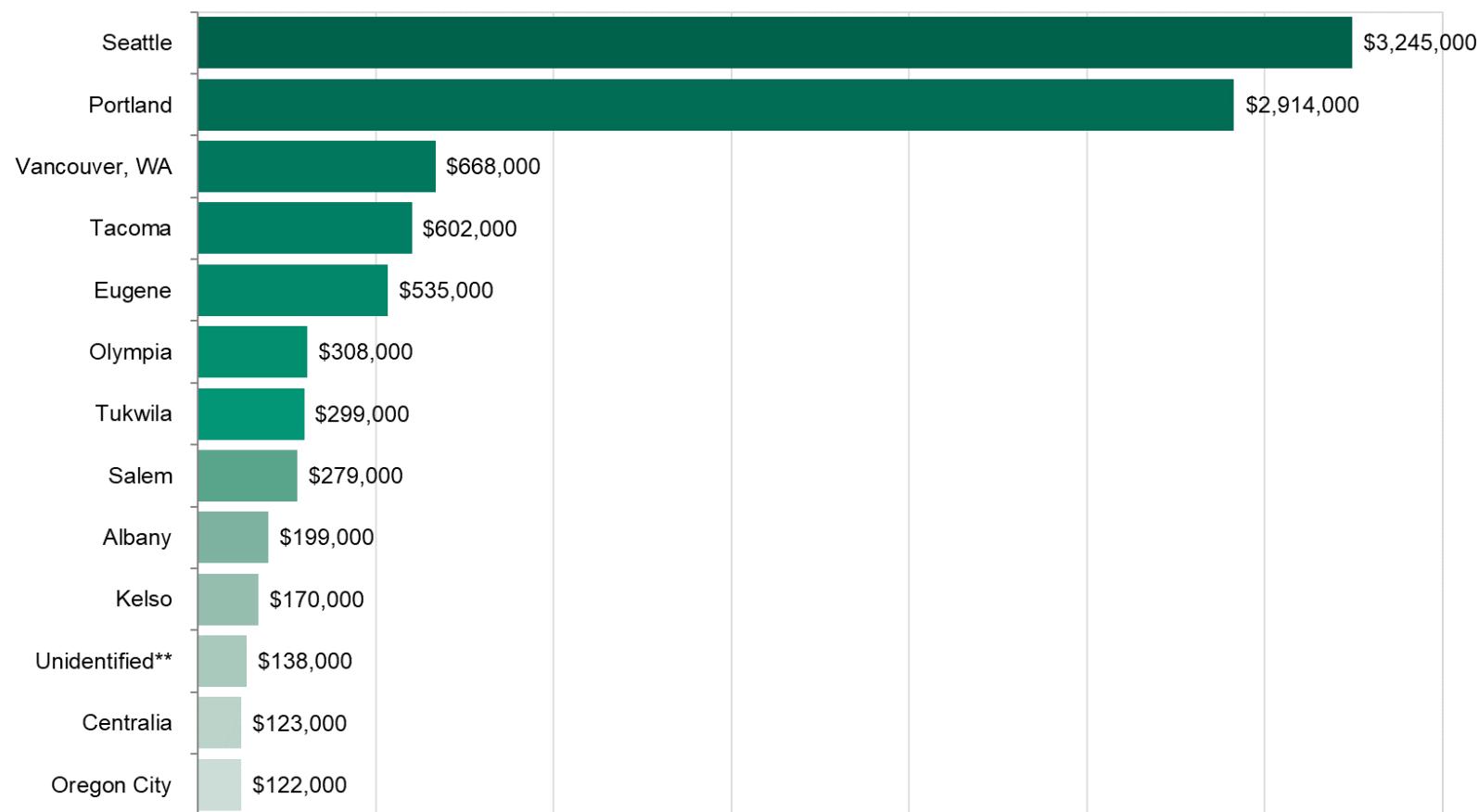


Revenue numbers are rounded to the nearest 1,000.

"All other city pairs" include over 60 city pairs as well as unidentified riders not associated with a specific city pair.



Annual Ticket Revenue by Station – 2021*



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.

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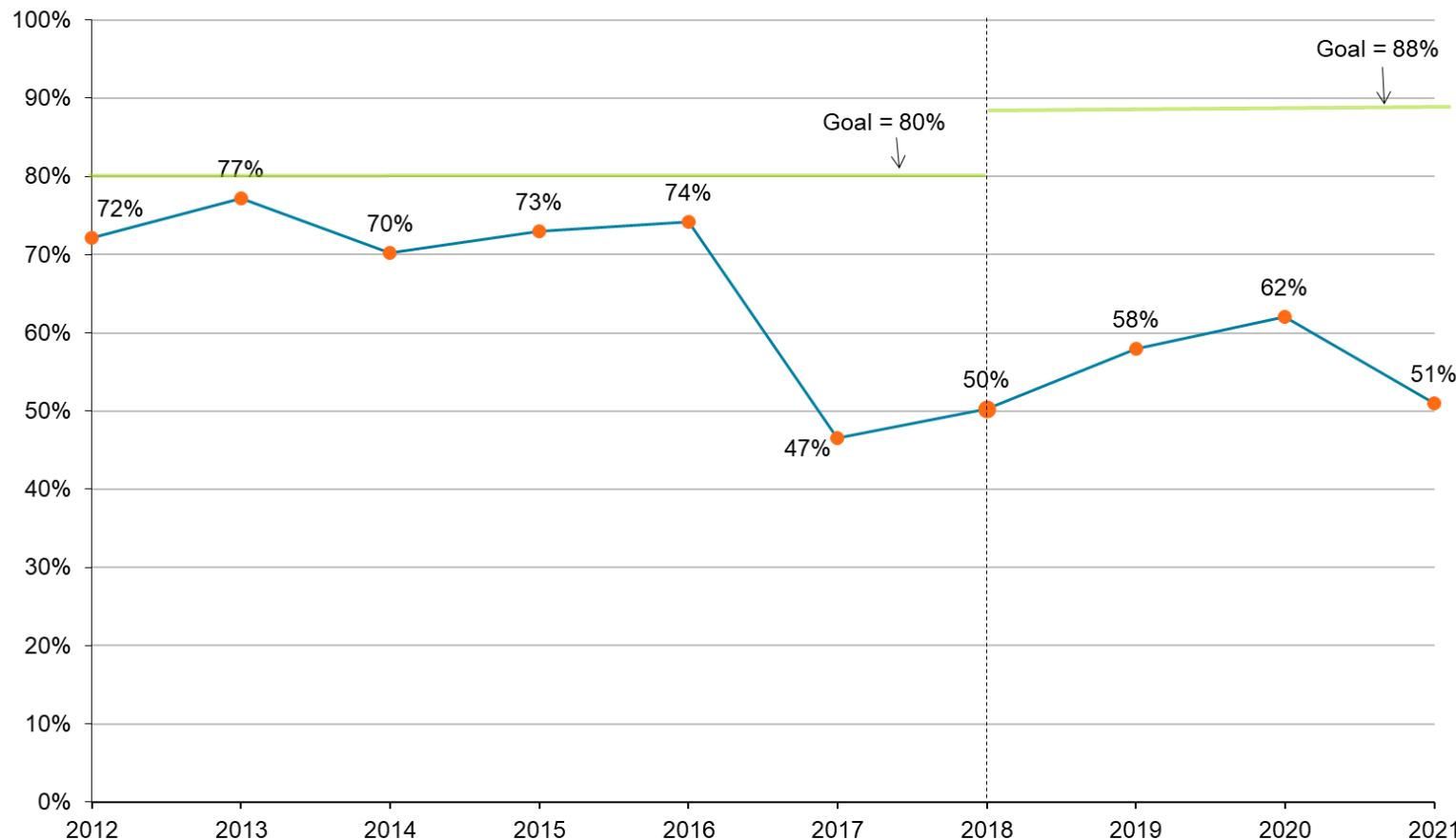
**Unidentified passengers either deferred their trip to another day or their tickets were not scanned by Amtrak.

Revenue per station rounded to the nearest thousand.



10-Year On-Time Performance – 2012-2021

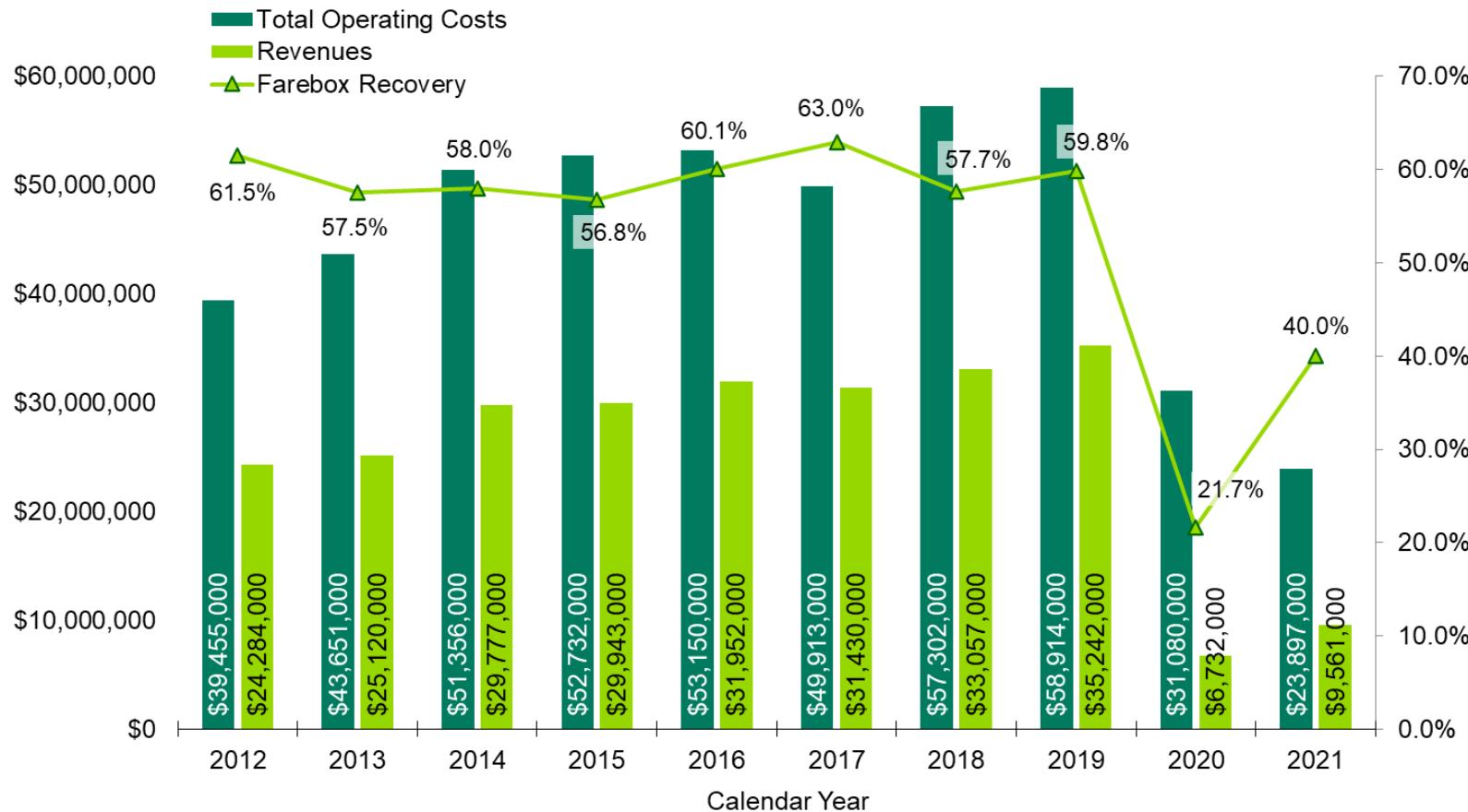
Washington-supported trains only



The Service Outcome Agreement counts a train as on-time if it arrives at Portland, Seattle, or Vancouver B.C. within 10 minutes or less of the published arrival time. 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 2012 and 2016, annual on-time performance was relatively stable and ranged between 70% and 77%. It dropped to 47% in 2017, gradually bounced back to 62% percent in 2020, then dropped to 51% in 2021.



Total Operating Cost, Revenue and Farebox Recovery Rate – 2012-2021, Washington-supported trains only*



*\$1.7 million of CRRSA Act funding and \$133,000 of CARES Act funding was received in 2021 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.

In 2021, there was an increase in the farebox recovery rate from 21% in 2020 to 40% in 2021. This increase was due to a change in cost distribution between WSDOT and Amtrak as a result of COVID-19 impacts.