Commercial
Amtrak Performance

Ridership: Up 65% in last 20 years

Revenue: Up 142% in last 20 years

Debt: Reduced 70% from ‘02 peak

Operating Loss*: Reduced over 82% from ‘01 peak

*Historical adjusted operating loss figures presented herein are in 2018 dollars. They exclude depreciation, net interest, project related revenues and costs covered by capital funding, the non-cash portion of post-retirement benefits, expenses of the Amtrak Inspector General’s office, and other related adjustments and are not computed in accordance with US GAAP. The methodology to compute adjusted operating loss may have changed over time. In addition, results prior to FY2013 do not reflect the impact of restatement adjustments.
FY18 Year in Review

- FY18 ridership exceeded 31.7 million – eighth consecutive year we carried more than 30 million customers

- Adjusted operating loss reduced to $168 million, a 13.3% improvement from FY17 - lowest in Amtrak’s history

- Cost recovery was increased to 96% – another Amtrak record

- Total GAAP revenue was $3.38 billion – a 2.2% increase over FY17
Historic Levels of Capital Investment

Record $1.46B in capital investments

- $370M on new equipment to double maintenance capacity
- Advanced Gateway Program and other major NEC assets
- Modernization and development of stations
- Start of Acela21 manufacturing
- Comprehensive fleet refurbishment and replacement strategy
Fleet Refurbishment and Replacement

- Acela and Amfleet I coach refresh complete
- Amfleet II refresh underway this summer
- Viewliner II sleeper rollout in 2020
- Replacement Acela trainsets in 2021
- New Siemens road diesels ordered
- RFP for Amfleet I replacement trainsets underway
New Moynihan Train Hall
Potential New Services

- Pacific Surfliner (13th) October 2019
- Cascades (+2) December 2019
- Norfolk (2nd) March 2019
- Shuttles to Greenfield June 2019
- Heartland Flyer to Newton, KS
- Twin Cities-Duluth
- Twin Cities-Chicago
- Chicago-Dubuque
- Chicago-Quad Cities
- Front Range Corridor
- +Hiawathas
- +Illini/Saluki
- Chicago-Fort Wayne
- Pennsylvanian (2nd)
- "S" Line Richmond-Raleigh
- Gulf Coast Service
- Ethan Allen to Burlington
- Piedmont (4th)
- Coachella Valley
- Twin Cities-Chicago
- +Lincoln Svc

- 2019
- 3-5 Years
- Longer Term
Amtrak Five Year Long Distance Service Line Plan
# Average Age by Long Distance Route

## Customer Age Ranges on Long Distance Routes

<table>
<thead>
<tr>
<th>Route</th>
<th>18 - 24</th>
<th>25 - 34</th>
<th>35 - 44</th>
<th>45 - 54</th>
<th>55 - 64</th>
<th>65 - 74</th>
<th>75 or older</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Census (2010)</td>
<td>13%</td>
<td>17%</td>
<td>18%</td>
<td>19%</td>
<td>16%</td>
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<td>8%</td>
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<td>17%</td>
<td>18%</td>
<td>19%</td>
<td>16%</td>
<td>9%</td>
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<td>Cardinal</td>
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<td>13%</td>
<td>10%</td>
<td>16%</td>
<td>24%</td>
<td>18%</td>
<td>8%</td>
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<tr>
<td>City of New Orleans</td>
<td>10%</td>
<td>11%</td>
<td>10%</td>
<td>16%</td>
<td>25%</td>
<td>20%</td>
<td>8%</td>
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<tr>
<td>Capitol Limited</td>
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<td>12%</td>
<td>10%</td>
<td>15%</td>
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<td>20%</td>
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<tr>
<td>Palmetto</td>
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<tr>
<td>Empire Builder</td>
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<tr>
<td>Silver Star</td>
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<tr>
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<td>38%</td>
<td>26%</td>
<td>27%</td>
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</tbody>
</table>

93%
Current Long Distance Demand Distribution

- Long Distance trains travel through sparsely populated areas
- Population trends in the US have favored the growth of “megaregions” in the South and West
- Cost-driven end-to-end customers have largely migrated to low-cost air travel
### Host Railroad Report Card

<table>
<thead>
<tr>
<th>Rank</th>
<th>Railroad</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Canadian Pacific</td>
<td>A</td>
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<tr>
<td>2</td>
<td>BNSF</td>
<td>B</td>
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<tr>
<td>3</td>
<td>Union Pacific</td>
<td>B-</td>
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<tr>
<td>4</td>
<td>CSX</td>
<td>B-</td>
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<tr>
<td>5</td>
<td>Canadian National</td>
<td>D-</td>
</tr>
<tr>
<td>6</td>
<td>Norfolk Southern</td>
<td>F</td>
</tr>
</tbody>
</table>

**Average grade for all host railroads:** C