

Amtrak Cascades: 2024 Performance Data Report



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Washington-Supported Amtrak Cascades Service

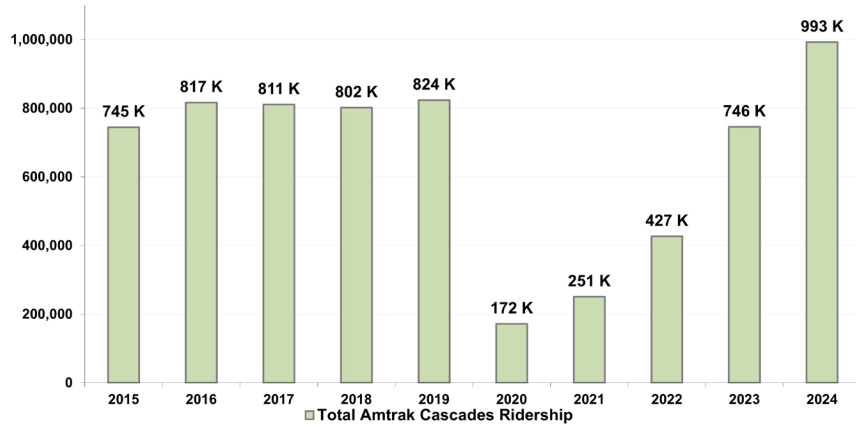
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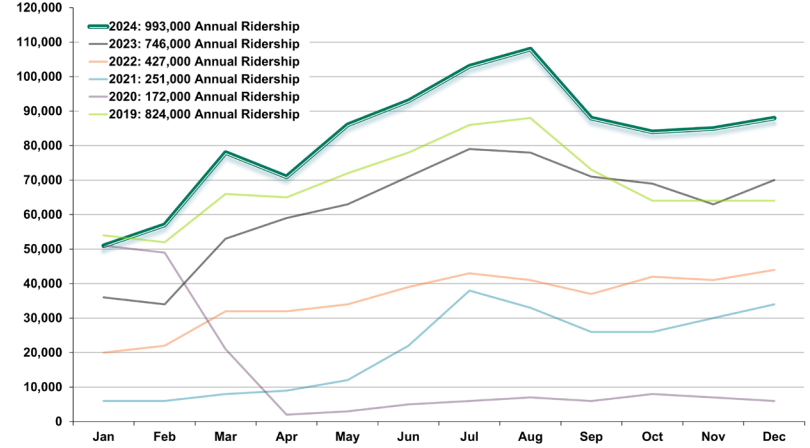
Performance Dashboard – 2024

In 2024, Amtrak Cascades transported 993,000 riders and generated \$41,009,000 in ticket revenue.

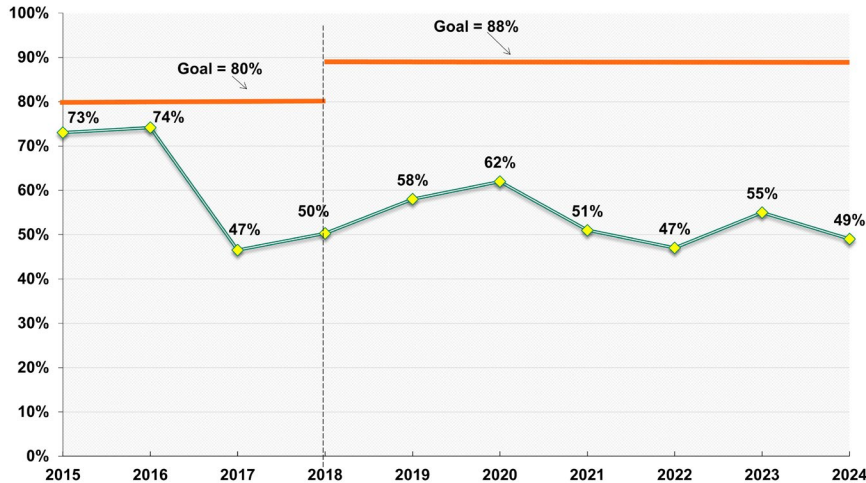
10-Year Ridership for Amtrak Cascades – 2015-2024



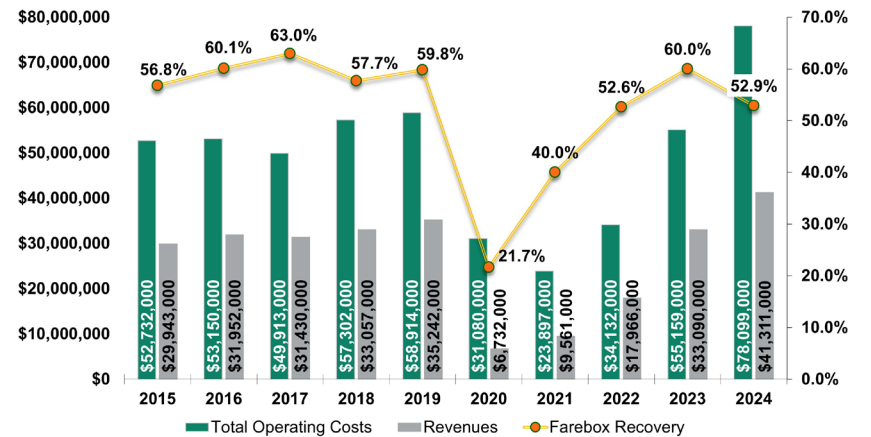
6-Year Monthly Ridership Comparison – 2019-2024



10-Year On-Time Performance – 2015-2024 Washington-supported trains only



Total Operating Cost, Revenue & Farebox Recovery Rate – 2015-2024 Washington-supported trains only



Overview – 2024

The Amtrak Cascades intercity passenger rail system is a service funded by the 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 2024 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 interested parties interested in understanding how the state sponsored passenger rail program performs.

Amtrak Cascades experienced record-ridership and revenue levels in 2024 showing significant increases across the Amtrak Cascades corridor as ridership and revenue exceeded pre-pandemic levels. Ridership approached a million riders (993,000), with summer months marking the peak travel season. The addition of two more daily roundtrips between Seattle and Portland in December 2023 was a leading factor in this increase in ridership.

Trips within the Seattle and Portland segment and Seattle and Vancouver, B.C. segment accounted for 78% of total ridership in 2024. More than 615,000 passengers used King Street Station in Seattle during 2024 and nearly 460,000 used Portland’s Union Station. Significant increases in ridership also were seen in Olympia/Lacey, Kelso/Longview, Bellingham, and Vancouver, WA.

Ticket revenue also reached all-time highs in 2024, totaling \$41 million, an increase of 26% from \$32.5 million in 2023. Ticket sales covered 52.9% of operating costs in 2024.

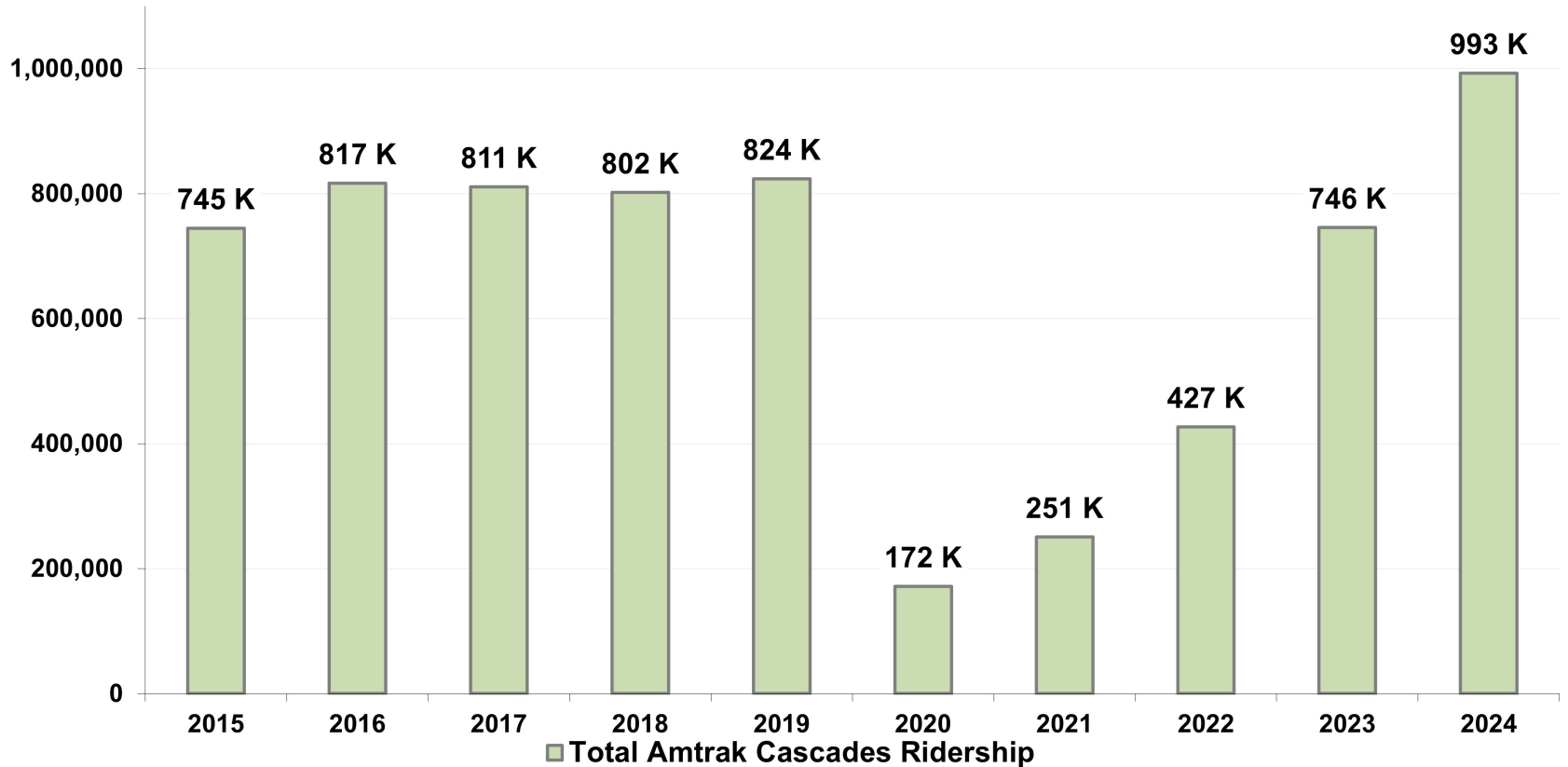
Segment	Trains
Seattle, WA - Portland, OR	500,502,503,504,505,506,507,508,509,511,517,518
Seattle, WA - Eugene, OR	503*,504,505**,507,508
Seattle, WA- Vancouver, BC	516,517,518,519
Schedule Changes in 2024	
*Train 503 began operations between Portland and Eugene on 6/10/24	
**Train 505 stopped operations between Portland and Eugene on 6/9/24	
Trains 505/503 departing Seattle adjusted schedules for later departure 6/10/24	
Train 502 departing Portland adjusted departure time to 8:30 a.m. on 6/10/24 to establish connection with existing bus service between Eugene and Portland	

On-time performance remains a topic of significant concern for the Amtrak Cascades service. In 2024, Amtrak Cascades on-time performance fell to 49% compared to 55% in 2023 and 51% in 2021. On-time performance remains below the goal of 88% that was contractually negotiated with track-owner BNSF, and operator Amtrak.

Cascades Ridership and Service Highlights – 2015-2024

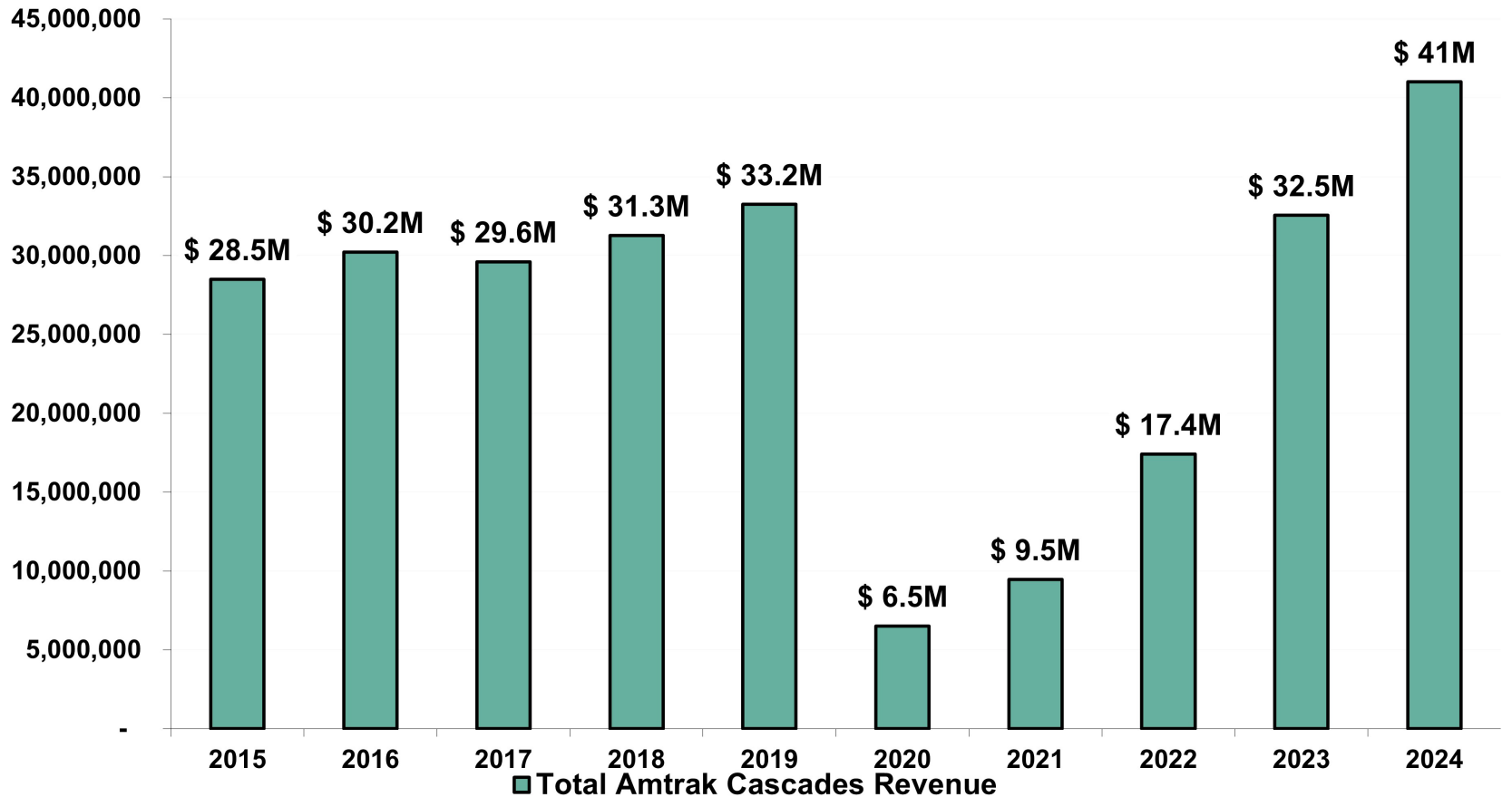
Year	Ridership*	Highlights
2024	993,000	Ridership for 2024 was at an all time high, increasing by 33% over 2023 while revenues increased by 26%. Starting May 2024, passengers aged 18 and under ride free on Amtrak Cascades trains in Washington state. Funded by the Move Ahead Washington transportation package and supporting the state's Climate Commitment Act, 24,000 young riders took advantage of this program in the first 8 months it was offered.
2023	746,000	WSDOT and Amtrak restored one daily roundtrip between Portland and Vancouver, B.C. on March 6 and added two daily roundtrips between Seattle and Portland on December 11. Ridership increased by 75% and revenue increased by 87% from 2022 to 2023.
2022	427,000	WSDOT and Amtrak added a second connecting intercity bus between Seattle and Bellingham on February 28. Amtrak Cascades restarted one daily roundtrip to Canada, between Seattle and Vancouver, B.C., on September 26. Ridership increased 71% and revenue increased 81% from 2021 to 2022.
2021	251,000	A second daily roundtrip between Seattle and Eugene and a third daily roundtrip between Seattle and Portland began operations on May 24. Amtrak Cascades trains returned to the Point Defiance Bypass on November 18. Ridership increased 46% and revenue increased 47% when compared to 2020.
2020	172,000	Amtrak Cascades reduced service to one round trip between Seattle and Eugene (down from two round trips between Seattle and Vancouver, B.C., four round trips between Seattle and Portland, 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 completed first year of operations in the Pacific Northwest.
2017	811,000	WSDOT completed all remaining federally-funded capital projects and launched WSDOT's Stay Back From The Tracks safety campaign. The Point Defiance Bypass derailment occurred in December.
2016	817,000	Ridership increased by approximately 10% over 2015. WSDOT completed five of the capital construction projects funded by the federal ARRA program, for a total of 14 of 20 projects completed. The Pets on Trains program began in March.
2015	745,000	The new Tukwila Station was dedicated in February. Amtrak Cascades commemorated 20 years of service at Pacific Central Station in Vancouver, B.C.

10-Year Ridership for Amtrak Cascades – 2015-2024



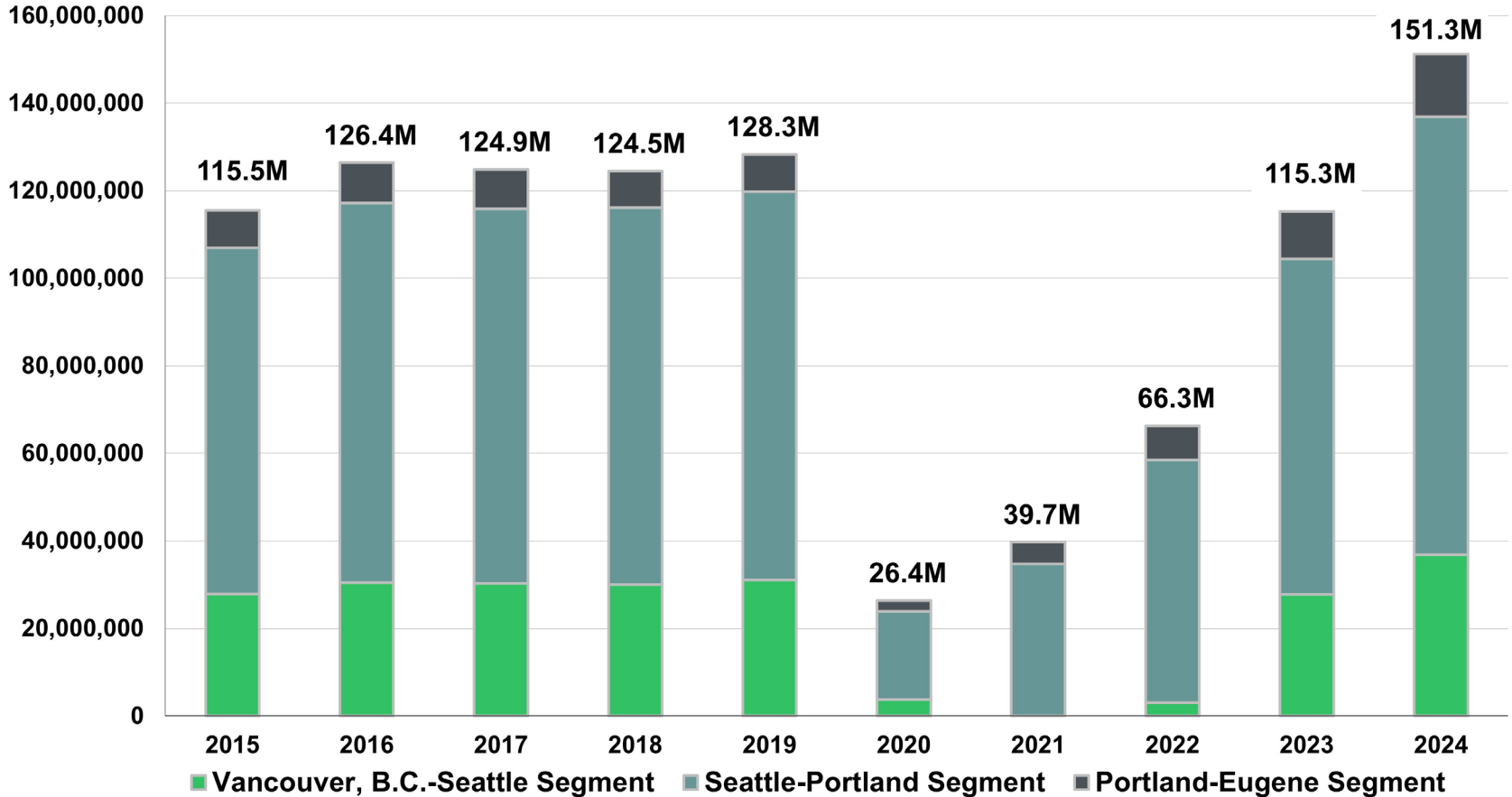
Amtrak Cascades Ridership surpassed pre-pandemic (2019) levels by 21% in 2024, mostly due to two additional roundtrips added between Seattle and Portland on December 11, 2023, along with continued growth in demand.

10-Year Ticket Revenue for Amtrak Cascades – 2015-2024



The total ticket revenue for Amtrak Cascades in 2024 exceeded pre-pandemic (2019) levels by 23%.

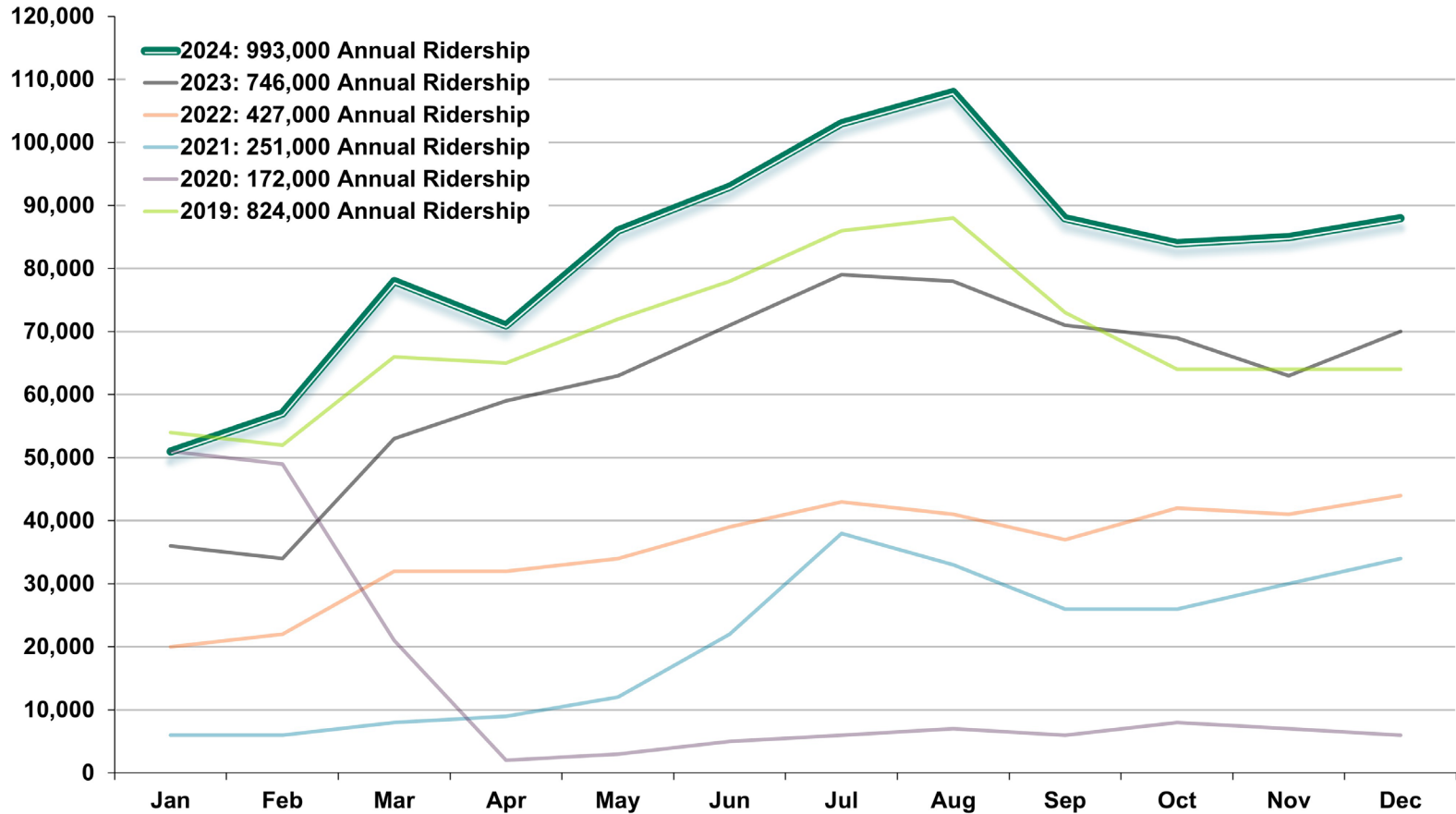
10-Year Passenger Miles by Segment – 2015-2024*



*Passenger miles are calculated by WSDOT multiplying the number of riders by the miles between city pairs and then summed.

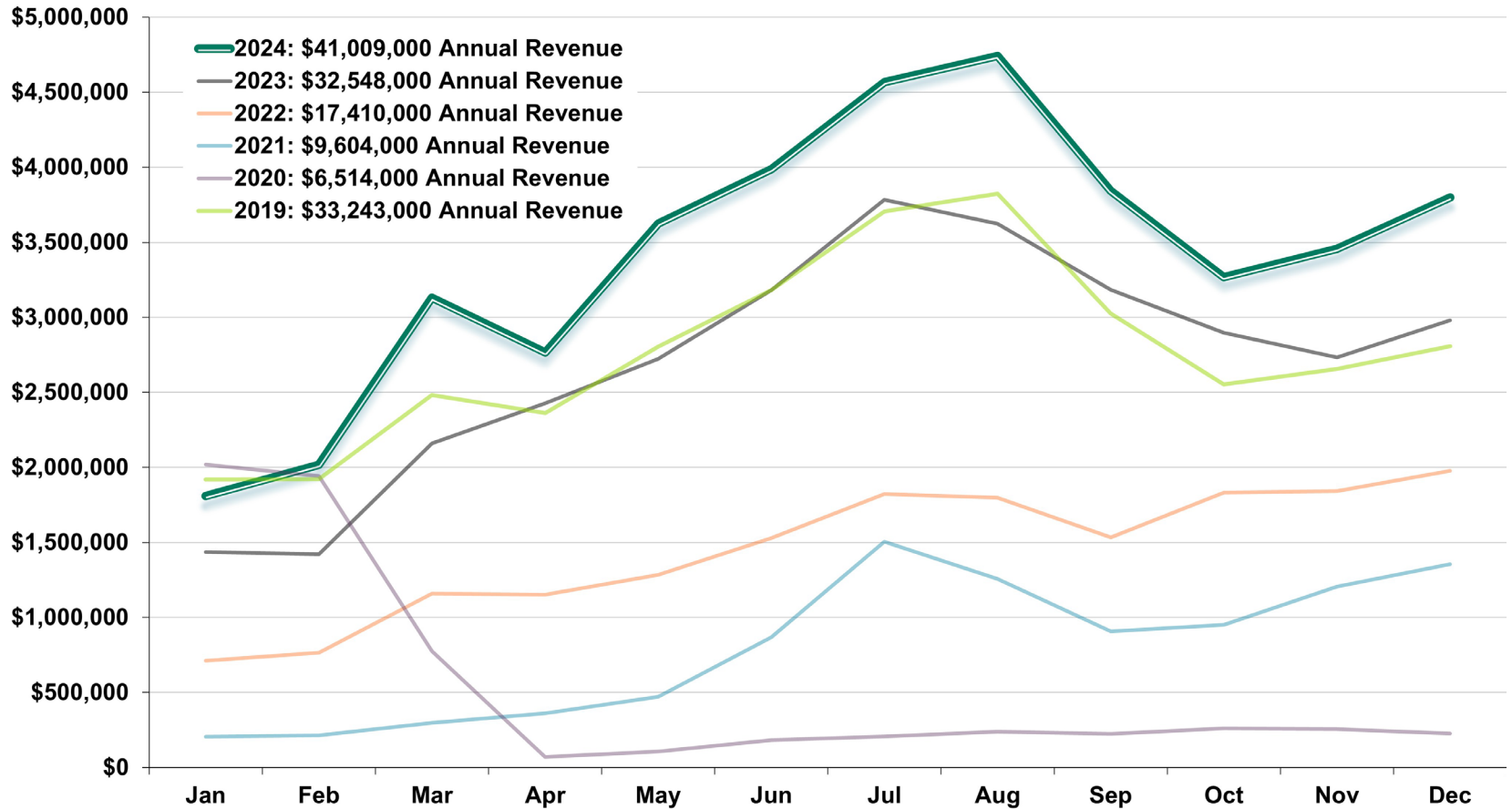
Passenger miles in 2024 surpassed pre-pandemic (2019) levels by 18%, mostly due to two additional roundtrips added between Seattle and Portland on December 11, 2023, and continued growth in ridership.

6-Year Monthly Ridership Comparison – 2019-2024



The increase in ridership from 2023 to 2024 was primarily driven by the full restoration of service to Vancouver, BC on March 6, 2023, and the introduction of two additional roundtrips between Seattle and Portland on December 11, 2023, highlighting the growing demand for train service along the corridor.

6-Year Monthly Ticket Revenue Comparison – 2019-2024

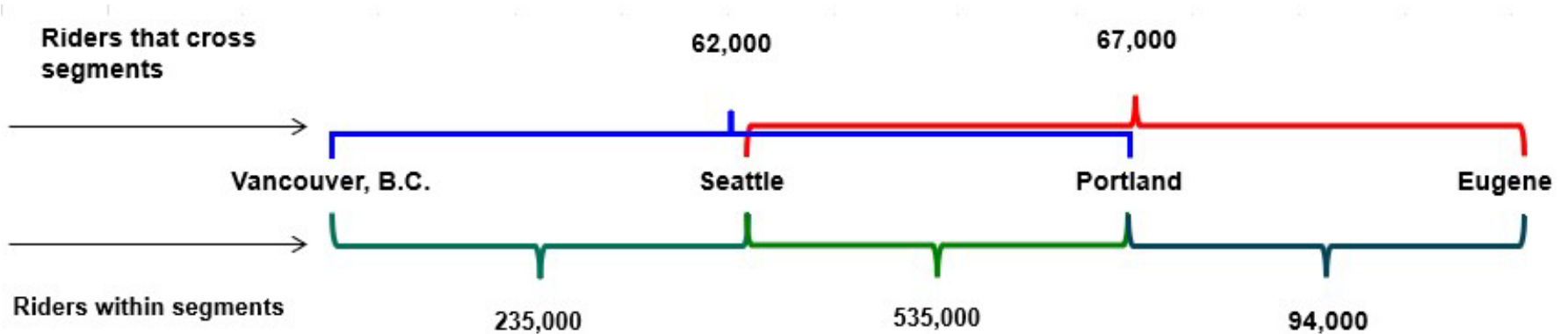


The increase in revenue from 2023 to 2024 was primarily driven by the full restoration of service to Vancouver, BC on March 6th, 2023, and the introduction of two additional roundtrips between Seattle and Portland on December 11, 2023, highlighting the growing demand for train service along the corridor.

Annual Ridership by Segment – 2024

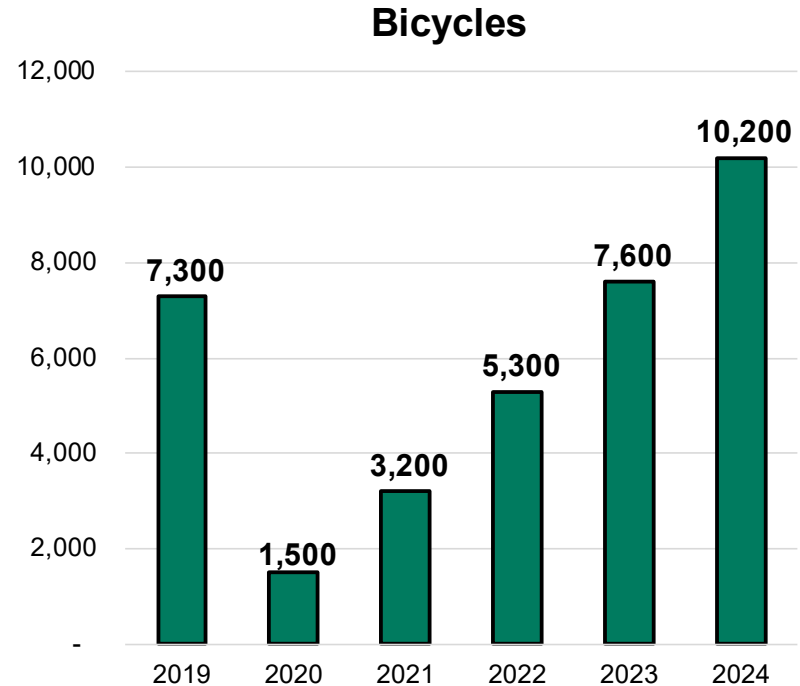
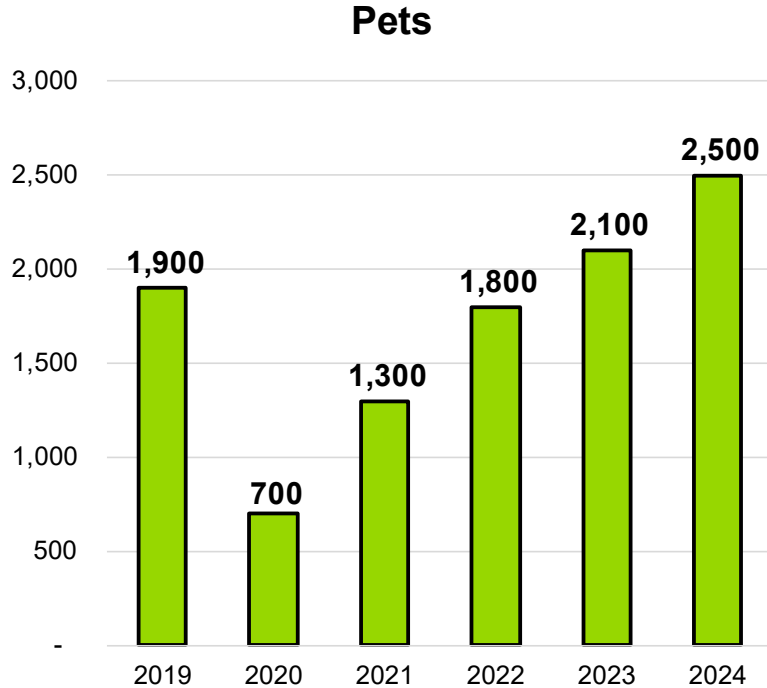
Total ridership* for 2024 = 993,000

- 54% of riders travelled within the Seattle - Portland segment.
- 24% of riders travelled within the Vancouver, B.C. - Seattle segment.
- 9% of riders travelled within the Portland - Eugene segment.
- 7% travelled across segments between Seattle and Eugene.
- 6% travelled across segments Vancouver, B.C. and Portland.



*Ridership numbers are rounded to the nearest thousand.

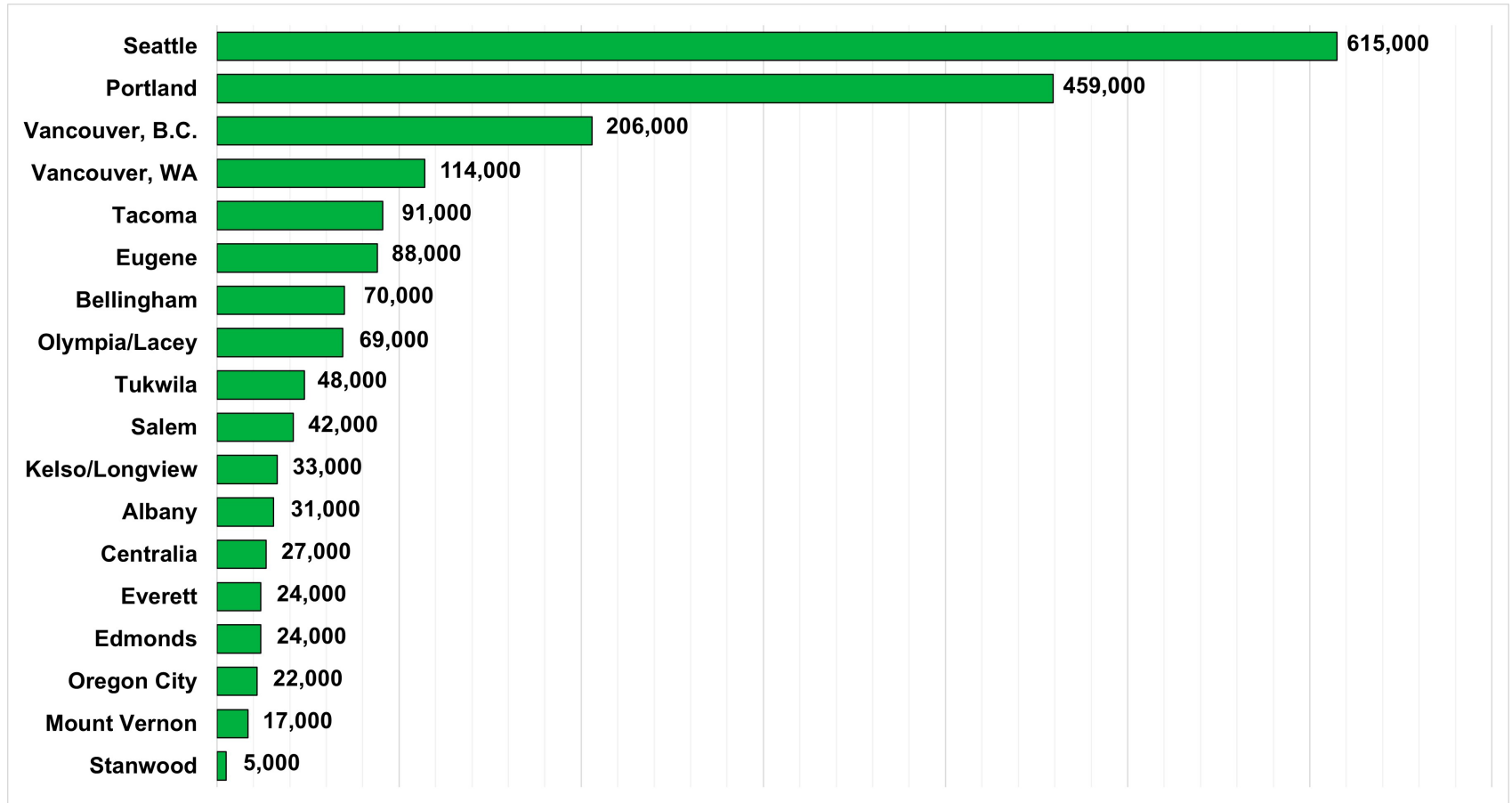
Annual Pets and Bicycles on-board – 2019-2024



Pet and bicycle numbers are rounded to the nearest hundred.

Compared to pre-pandemic (2019) levels, the numbers of pets and bikes on-board jumped by 32% and 40%, respectively, underscoring rising demand for pet and bicycle services.

Annual Station On-Offs – 2024*

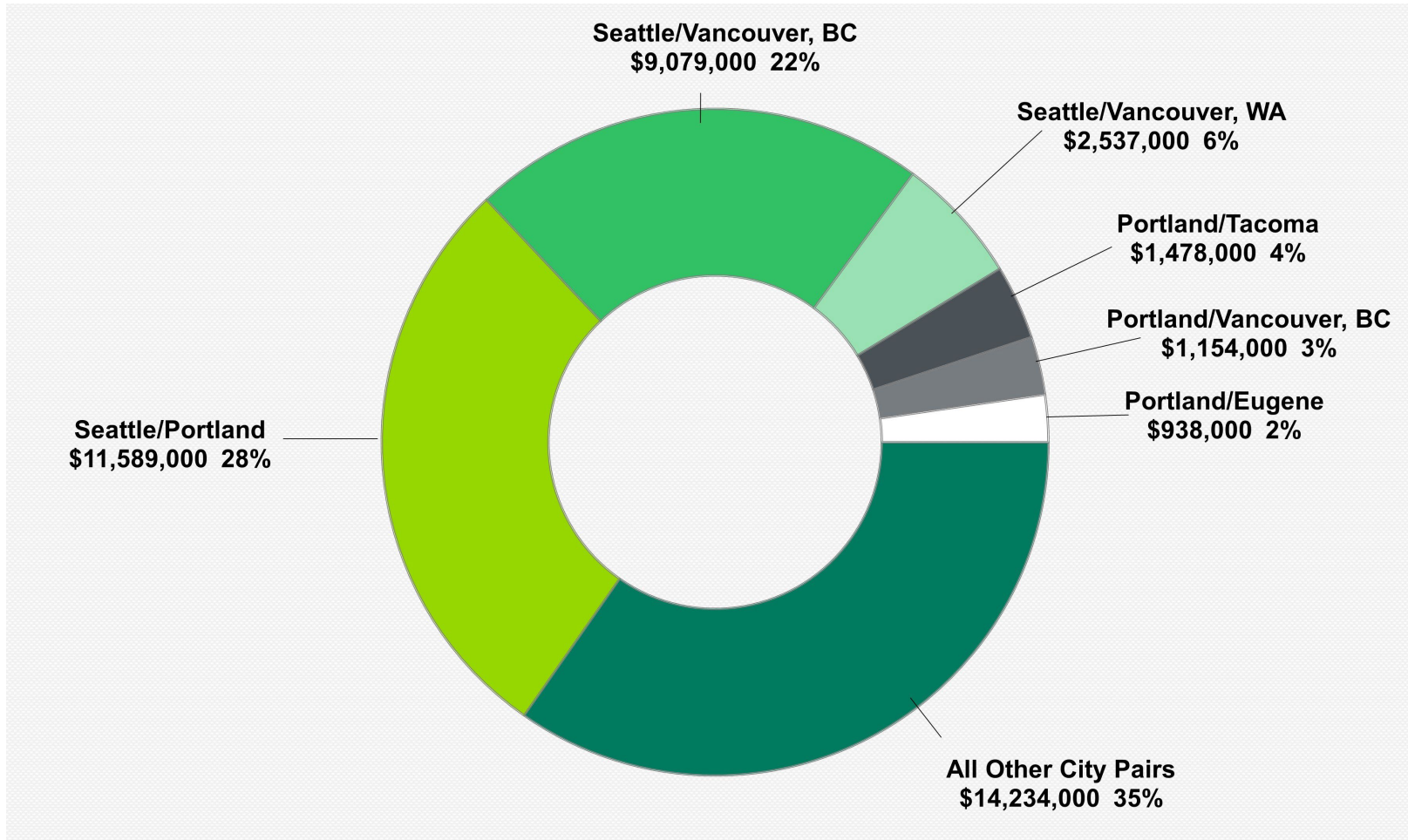


*On-Offs are a measurement of how many passengers got on and off the train at each station.

Total station on/offers have increased by 33% since 2023, with Vancouver WA, Bellingham, Olympia/Lacey, and Kelso/Longview showing the highest percentage growth, roughly 50% higher than in 2023.

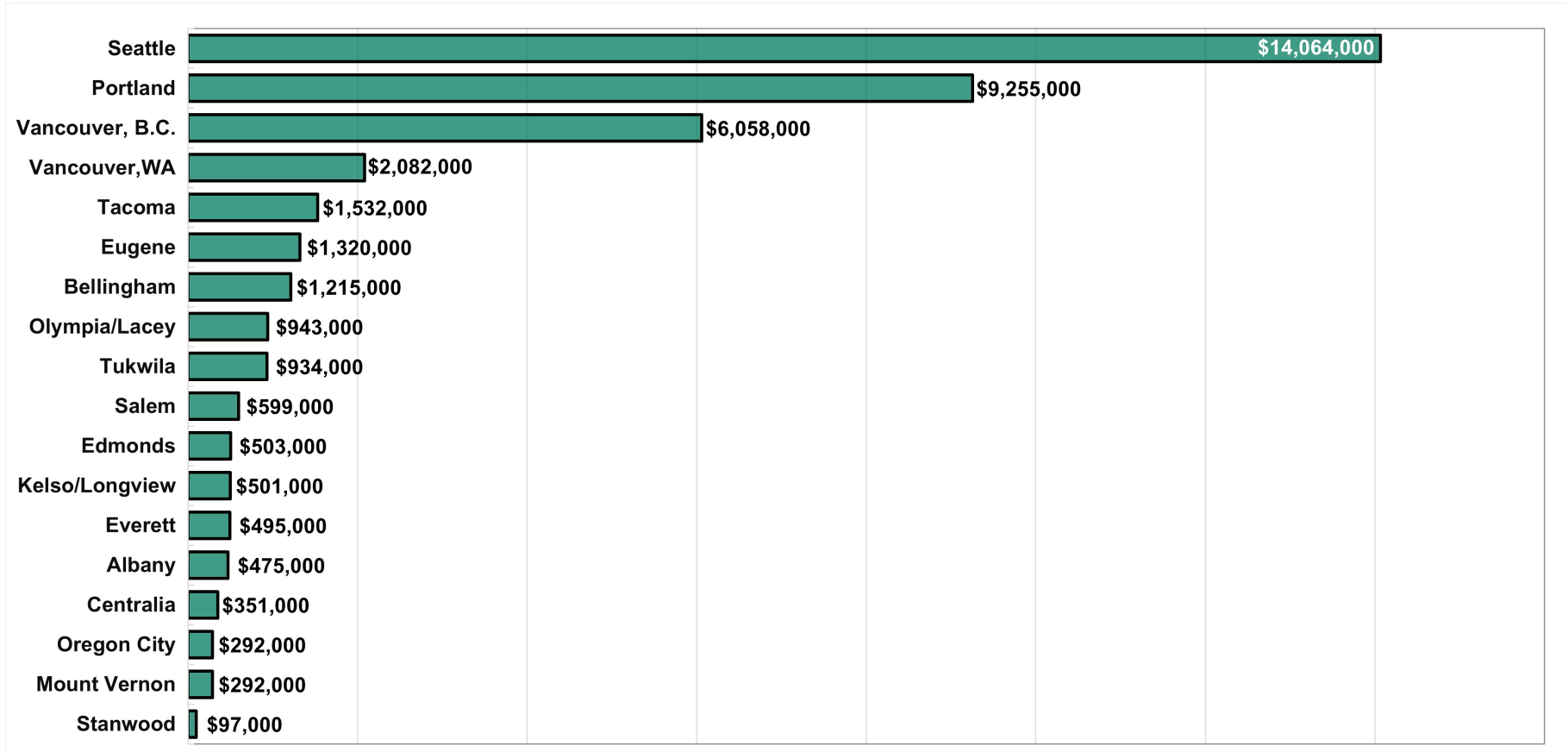
Annual Ticket Revenue by City Pair – 2024

Revenue per City Pair and Percentage of Total Revenue



Revenue numbers are rounded to the nearest thousand.
All Other City Pairs include over 123 different pairings.

Annual Ticket Revenue by Station – 2024

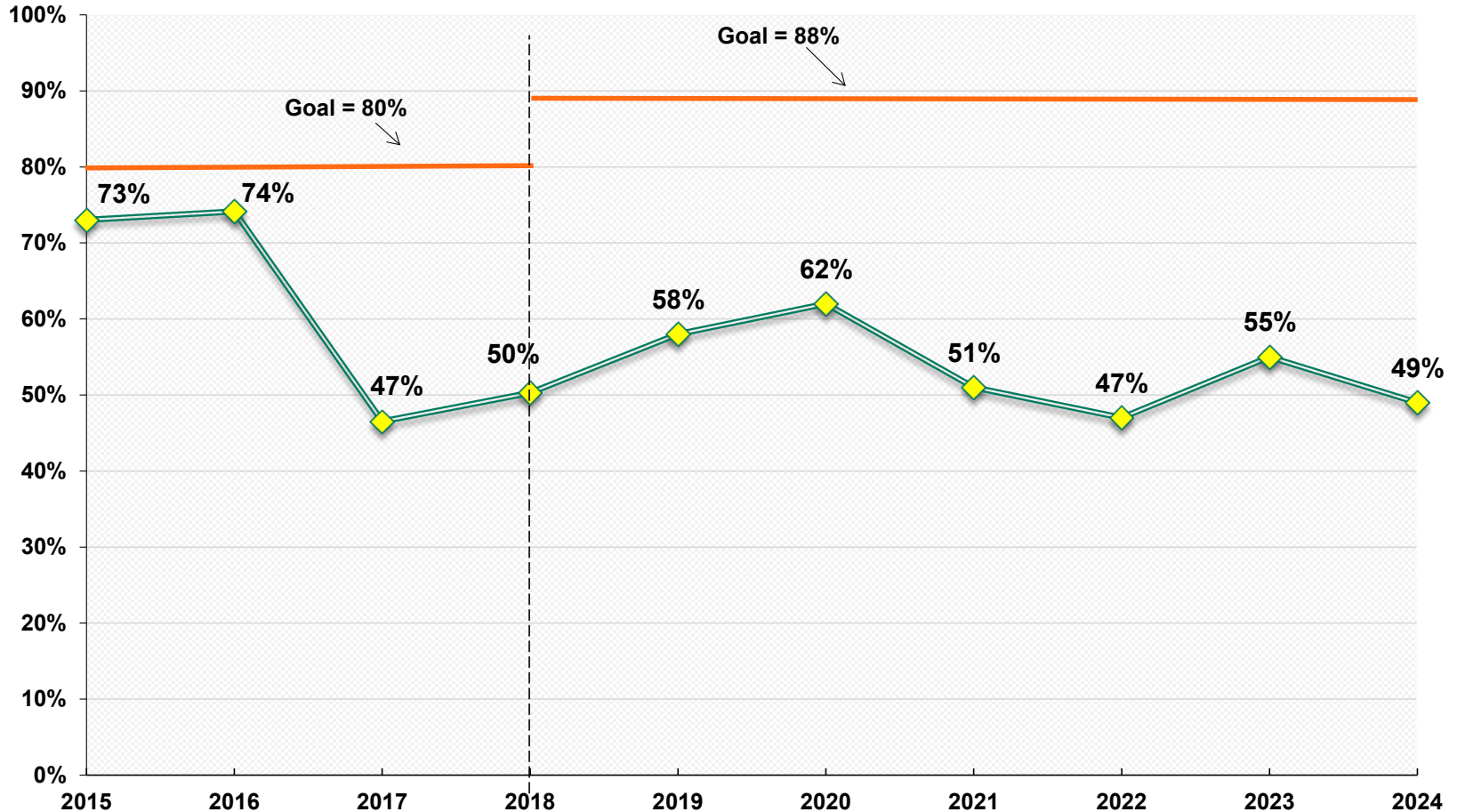


A passenger ticket provides passage between two stations – the origin station and the destination station. Ticket revenue for each ticket is split equally between the origin and the destination stations.

Revenue by station saw both the bottom and top half of stations increase revenues by 26% each, showing consistent revenue growth across the corridor.

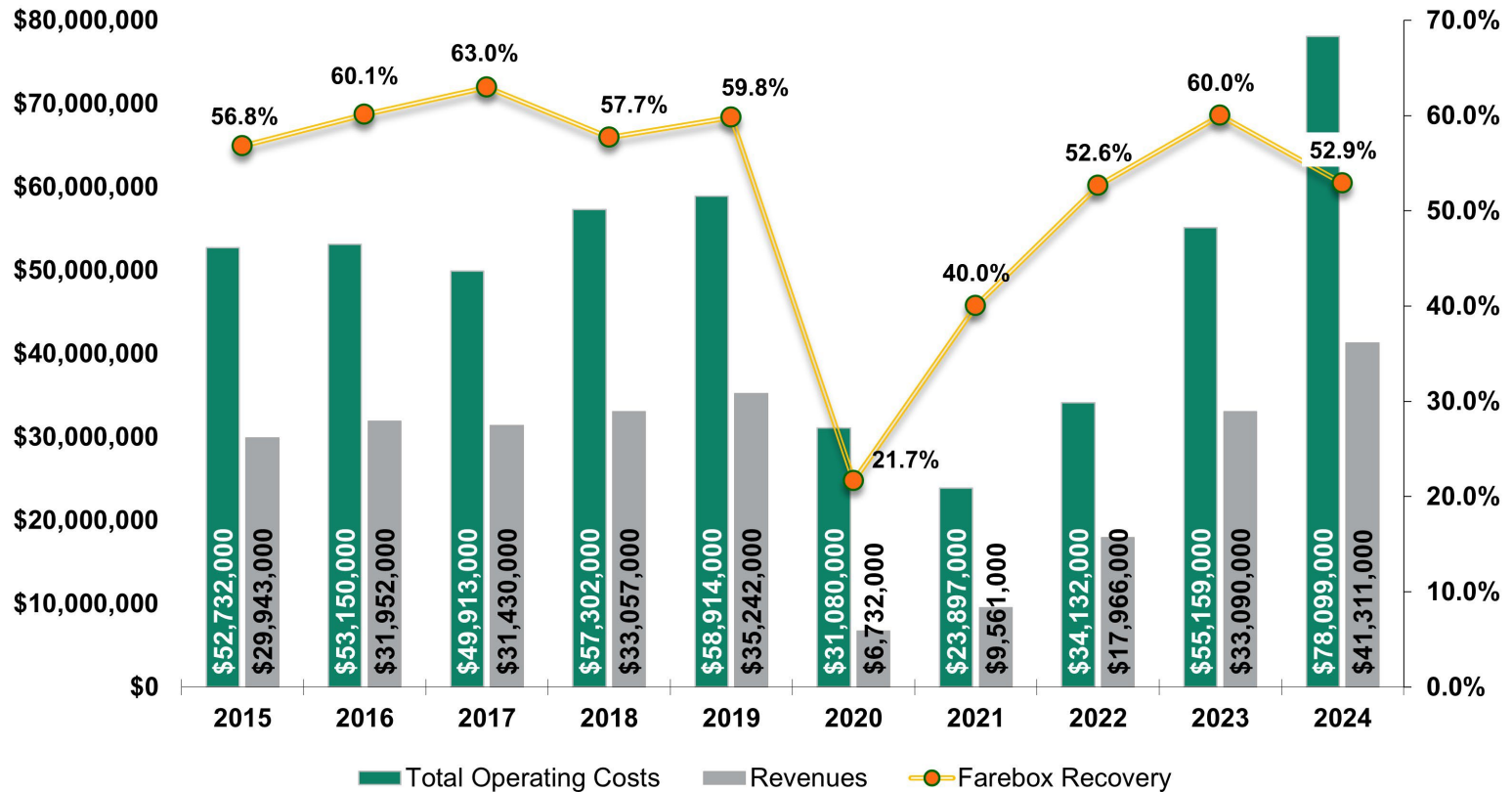
10-Year On-Time Performance – 2015-2024

Washington-Supported Trains Only



The Service Outcome Agreement defines a train as on-time if it arrives within 10 minutes of the scheduled arrival time in the Washington segments (Portland—Seattle, and Seattle--Vancouver, B.C.) of the Amtrak Cascades Corridor. 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%.

Total Operating Cost, Revenue and Farebox Recovery Rate –2015-2024, Washington-Supported Trains Only



The farebox recovery rate decreased from 60% in 2023 to 52.9% in 2024, largely driven by a disproportionate increase in operating costs relative to revenue associated with the launch of two additional daily roundtrips between Seattle and Portland in December 2023.

The Farebox recovery rate pertains to the Washington portion (Portland--Seattle--Vancouver, B.C.) of the Amtrak Cascades Corridor and is determined based on all expenses and revenue regarding the Amtrak Cascades service.