

Route Level Results

| (\$s in Millions) | Actual FY 2019 | | | | | | |
|--------------------------------------|-------------------|-------------------|-----------------------------|--------------------------|-------------|---------------------|--------------|
| | Operating Revenue | Operating Expense | Adjusted Operating Earnings | Ridership (in Thousands) | CSI | Average Load Factor | OTP |
| NEC: | | | | | | | |
| Acela | \$ 662.1 | \$ 327.8 | \$ 334.3 | 3,577.5 | 84.1 | 63% | 83.5% |
| Regional | 708.9 | 471.3 | 237.6 | 8,940.7 | 86.2 | 57% | 83.0% |
| NEC Special Trains & Adjustments | 5.7 | 9.1 | (3.5) | 7.4 | N/A | N/A | N/A |
| NEC | \$ 1,376.6 | \$ 808.2 | \$ 568.4 | 12,525.6 | 85.6 | 59% | 83.1% |
| State Supported: | | | | | | | |
| Ethan Allen Express | \$ 5.1 | \$ 5.6 | \$ (0.5) | 50.5 | 93.3 | 42% | 84.8% |
| Vermonter | 11.5 | 10.7 | 0.8 | 99.3 | 90.0 | 50% | 83.5% |
| Maple Leaf | 32.5 | 34.8 | (2.3) | 389.8 | 93.2 | 45% | 67.1% |
| The Downeaster | 16.5 | 17.6 | (1.1) | 557.2 | 93.8 | 32% | 81.0% |
| New Haven - Springfield | 21.9 | 24.4 | (2.5) | 362.4 | 89.2 | 0% | 88.1% |
| Keystone Service | 51.6 | 55.9 | (4.2) | 1,576.0 | 92.0 | 40% | 92.5% |
| Empire Service | 51.1 | 64.7 | (13.7) | 1,214.2 | 90.1 | 52% | 90.1% |
| Chicago-St.Louis | 33.0 | 32.9 | 0.0 | 627.6 | 89.8 | 50% | 71.1% |
| Hiawathas | 21.8 | 23.1 | (1.3) | 882.2 | 91.7 | 41% | 92.3% |
| Wolverines | 31.3 | 32.9 | (1.6) | 501.1 | 86.6 | 59% | 34.1% |
| Illini | 17.3 | 16.8 | 0.5 | 267.0 | 87.7 | 42% | 26.4% |
| ILLINOIS Zephyr | 14.5 | 15.0 | (0.5) | 192.6 | 93.6 | 38% | 77.6% |
| Heartland Flyer | 6.0 | 6.5 | (0.5) | 68.7 | 93.7 | 49% | 46.9% |
| Pacific Surfliner | 120.3 | 137.6 | (17.3) | 2,779.2 | 88.3 | 30% | 70.5% |
| Cascades | 64.5 | 70.1 | (5.5) | 828.2 | 89.3 | 60% | 58.3% |
| Capitals | 63.2 | 72.7 | (9.5) | 1,777.1 | 90.8 | 31% | 87.5% |
| San Joaquin | 85.6 | 98.3 | (12.7) | 1,071.2 | 90.1 | 28% | 60.8% |
| Adirondack | 12.8 | 13.6 | (0.8) | 117.5 | 88.1 | 51% | 69.1% |
| Blue Water | 11.6 | 12.0 | (0.4) | 181.8 | 90.6 | 44% | 45.3% |
| Washington-Lynchburg | 14.9 | 10.7 | 4.2 | 220.9 | 90.6 | 0% | 70.2% |
| Washington - Newport News | 24.5 | 19.1 | 5.4 | 335.2 | 89.6 | 0% | 75.3% |
| Washington - Norfolk | 15.9 | 14.3 | 1.5 | 239.9 | 92.7 | 0% | 75.3% |
| Washington - Richmond | 8.9 | 7.7 | 1.2 | 128.7 | 92.0 | 0% | 75.3% |
| Hoosier State | 2.9 | 4.1 | (1.2) | 20.9 | 0.0 | 0% | 77.2% |
| Kansas City-St.Louis | 13.2 | 13.7 | (0.4) | 154.4 | 91.4 | 46% | 67.3% |
| Pennsylvanian | 14.8 | 17.1 | (2.3) | 215.1 | 90.8 | 53% | 66.1% |
| Pere Marquette | 5.7 | 6.0 | (0.3) | 97.6 | 93.5 | 52% | 64.5% |
| Carolinian | 21.9 | 18.3 | 3.6 | 244.8 | 89.9 | 47% | 56.3% |
| Piedmont | 8.7 | 9.3 | (0.7) | 214.2 | 94.4 | 41% | 70.9% |
| Non Nec Special Trains & Adjustments | 2.8 | (1.2) | 3.9 | 25.4 | N/A | N/A | N/A |
| State Supported | \$ 806.4 | \$ 864.4 | \$ (58.0) | 15,440.7 | 90.5 | 41% | 74.9% |
| Long Distance: | | | | | | | |
| Silver Star | \$ 34.7 | \$ 64.8 | \$ (30.1) | 390.0 | 82.9 | 60% | 29.1% |
| Cardinal | 8.4 | 24.4 | (16.0) | 108.9 | 81.8 | 56% | 52.7% |
| Silver Meteor | 41.9 | 76.7 | (34.7) | 353.5 | 82.0 | 66% | 41.8% |
| Empire Builder | 57.5 | 108.4 | (50.9) | 433.4 | 86.1 | 55% | 45.8% |
| Capitol Limited | 20.3 | 44.6 | (24.3) | 209.6 | 80.3 | 67% | 28.5% |
| California Zephyr | 55.5 | 112.1 | (56.6) | 410.8 | 85.7 | 56% | 34.3% |
| Southwest Chief | 47.0 | 103.1 | (56.1) | 338.2 | 83.0 | 65% | 32.3% |
| City of New Orleans | 17.9 | 40.8 | (22.9) | 235.7 | 82.4 | 53% | 69.8% |
| Texas Eagle | 25.4 | 54.7 | (29.3) | 321.7 | 83.1 | 52% | 25.5% |
| Sunset Limited | 12.0 | 43.5 | (31.5) | 92.8 | 83.0 | 48% | 19.8% |
| Coast Starlight | 46.6 | 89.2 | (42.6) | 426.0 | 84.1 | 60% | 50.2% |
| Lake Shore Limited | 30.3 | 62.0 | (31.7) | 357.7 | 82.2 | 55% | 44.4% |
| Palmetto | 28.2 | 35.6 | (7.4) | 345.3 | 81.9 | 45% | 62.1% |
| Crescent | 33.7 | 69.7 | (36.0) | 295.2 | 79.2 | 53% | 28.6% |
| Auto Train | 78.1 | 84.8 | (6.7) | 236.0 | 86.9 | 63% | 59.2% |
| Long Distance Adjustments | (0.0) | (1.9) | 1.9 | N/A | N/A | N/A | N/A |
| Long Distance | \$ 537.6 | \$ 1,012.5 | \$ (474.9) | 4,554.8 | 83.2 | 58% | 42.0% |
| Ancillary | 354.3 | 308.9 | 45.4 | | | | |
| Infrastructure | 248.0 | 358.6 | (110.6) | | | | |
| Amtrak | \$ 3,322.9 | \$ 3,352.6 | \$ (29.8) | 32,521.2 | 87.4 | 52% | 73.6% |

Note: CSI route scores reflect a 12 month rolling average

Note: Amtrak reports Adjusted Operating Earnings as the key financial measure to evaluate results. Adjusted Operating earnings represents Amtrak's cash funding needs and is a reasonable proxy for Federal Operating Support needed in line with the appropriation. Route level Adjusted Operating Earnings will replace the previously reported "Fully Allocated Contribution/(Loss)" which was based on Net Income/(Loss)

Adjusted Operating Earnings is defined as GAAP Net Loss excluding: (1) certain non-cash items (depreciation, income tax expense, non-cash portion of pension and other post retirement employment benefits, and state capital payment amortization); and (2) GAAP income statement items reported with capital or debt results or other grants (project related revenue/costs reported with capital results, expense related to Inspector General's office, and interest expense, net).

Operating Revenue is defined as GAAP revenue excluding: 1) non-cash revenue items (state capital payment amortization); and (2) GAAP income statement items reported with capital results (project related revenue).

Gross Ticket Revenue is defined as unadjusted revenues from ticket purchases.

Special Trains & Adjustments ("NEC Special Trains & Adjustments", "Non NEC Special Trains & Adjustments", and "Long Distance Adjustments" include non-train revenue & expenses allocated across the National Train Service, these typically include items that cannot be allocated to a specific route but affect all routes in the National Train Service.

Due to the individual PRIIA Sec. 209 contract requirements, the State Supported route view will not match invoices to the states or agencies.