



## **Heartland Flyer Earns High Customer Ratings**

FOR IMMEDIATE RELEASE

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The *Heartland Flyer*, providing daily passenger rail service between Oklahoma City to Ft. Worth, TX, earned high ratings in a recent Amtrak Customer Satisfaction Index. The survey is distributed to passengers on Amtrak's full network of long and short distance trains across the United States.

Amtrak's most recent customer satisfaction scores, ending January 2010, reflect the *Heartland Flyer* earned an impressive overall CSI of 100%. The overall CSI score for Amtrak's other short distance trains is 86%. The survey polls passengers about on-time performance; employee-passenger interactions; staffing levels; food service and amenities; equipment cleanliness and reliability; stations and schedules.

"Passengers are validating what we know of Amtrak employees who work on the *Heartland Flyer*. The high marks speak to the professionalism of their care and service," ODOT Rail Programs Division Manager Joe Kyle said. "It is extremely important to us for Amtrak to keep a pulse of passengers' travel experiences and constantly strive for improvements."

The train's on-time performance is also greatly attributed to the critical partnership with BNSF who owns the tracks on which the *Heartland Flyer* runs.

The *Heartland Flyer* is a popular choice for travel between Oklahoma City and Ft. Worth, TX. Last month's ridership tallied 7,823 marking the highest March since the train's first trip in June 1999.

Amtrak operates the *Heartland Flyer* under state-funded contracts with ODOT and TxDOT to provide daily service between Oklahoma City and Ft. Worth, TX with regularly scheduled stops in Norman, Purcell, Pauls Valley and Ardmore and in Gainesville, TX.

- [www.okladot.state.ok.us](http://www.okladot.state.ok.us) -

**(Editors and News Directors: For media inquiries, contact ODOT Media and Public Relations Division, Brenda Perry, 405-521-6006.)**

**Reservations: 1-800-USA-RAIL**

**Use code H838 for 50% off companion fares through May 31.**

### ***Heartland Flyer southbound***

**(Train 821)**

**Daily (read down)**

8:25 a.m.	Depart Oklahoma City
8:49 a.m.	Depart Norman
9:06 a.m.	Depart Purcell
9:31 a.m.	Depart Pauls Valley
10:23 a.m.	Depart Ardmore
11:05 p.m.	Depart Gainesville, Texas
12:39 p.m.	Arrive Ft. Worth, Texas

### ***Heartland Flyer northbound***

**(Train 822)**

**Daily (read down)**

5:25 p.m.	Depart Ft. Worth, Texas
6:42 p.m.	Depart Gainesville, Texas
7:23 p.m.	Depart Ardmore
8:12 p.m.	Depart Pauls Valley
8:38 p.m.	Depart Purcell
8:55 p.m.	Depart Norman
9:39 p.m.	Arrive Oklahoma City

**INFORMATION RELEASE**

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