

NEXT-GENERATION OF ACELA

Redefining the Customer Experience on the NEC



Images courtesy of Alstom

New, state-of-the-art, high-speed trainsets are coming to the United States. Building on Amtrak's expertise as the only high-speed rail operator in the U.S. and Alstom's record of delivering world class, proven, high-speed trainsets—Amtrak and Alstom have partnered to introduce the next generation *Acela*. These new trainsets will redefine the customer experience on Amtrak's Northeast Corridor.

Amtrak's new *Acela* fleet, scheduled to enter service on the Northeast Corridor (NEC) in 2023, will upgrade the travel experience for millions of passengers and set the stage for the next generation of train travel in America and on the Northeast Corridor via enhancements in comfort, technology, innovation, and safety on Amtrak's most environmentally sustainable fleet of trains to date. Additional features include:

- Comfortable seating with personal outlets, USB ports and winged headrests to serve as a barrier between the customer and his/her seatmate
- Spacious restrooms with contactless features and automatic door access
- Onboard information system providing real-time information such as train location, train speed, and conductor announcements
- Contactless storage option for luggage
- Café Car enhancements including convenient self-service options
- Accessibility features for people with disabilities



Project Summary

Timeline: The first trainset prototype began testing in 2019. In 2020, testing began along the Northeast Corridor. The new trainsets will enter revenue service in 2023.

Funding: RRIF Loan backed by NEC revenues

Partners: US DOT Federal Railroad Administration and Alstom



ECONOMIC IMPACT



**95% DOMESTIC
COMPONENTS**

Made in America



**23 STATES,
+70 SUPPLIERS**

contributing to the trainsets



**\$280M MATERIALS
& SERVICES**

purchased from Disadvantaged
Business Enterprises
and Small Businesses



+1,300 NEW JOBS

in over 35 cities across
the United States

Acela Success Story

Amtrak's *Acela* service is a remarkable success story. Nearly 58.6 million passengers have traveled on the *Acela* since revenue service began on Dec. 11, 2000. *Acela* is the premium service on the nation's busiest rail corridor.

Prior to COVID-19, approximately 820,000 weekday trips were made on the NEC by more than 2,100 commuter and Amtrak trains connecting people to work, school and other destinations, making the NEC a major driver of the regional and national economy. Nearly one-third of the region's jobs are located within five miles of an NEC station. The region is home to nearly a quarter of the nation's top universities, a fifth of the Fortune 500 company headquarters, and many top hospitals.

Enhanced Safety Systems

The new *Acela* trains will feature cutting-edge safety systems to provide real-time monitoring and ensure a safe and comfortable ride. Interior safety details include handles integrated into the seatbacks to aid customers walking through the train and grab bars for stability.

Commitment to Sustainability

Our new trainsets have been efficiently designed to reduce energy consumption by at least 20% and feature sustainable components including seating made out of recycled leather. Amtrak is proud to expand our robust recycling program and offer a new sustainable food and beverage program onboard our *Acela* trains.

