



# FY 2021 Company Profile

For the Period October 1, 2020 - September 30, 2021



Amtrak® advanced its COVID-19 recovery efforts through continued safety measures for customers and employees, and it increased train service levels in line with growing demand.

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## Did you know?

The name “Amtrak” results from the blending of the words “America” and “track.” It is properly used in documents with only the first letter capitalized. The railroad is officially known as the National Railroad Passenger Corporation.

## Fiscal Year 2021 Highlights

- Amtrak® launched Amtrak Connects US, a vision to advance the development of more frequent, reliable and sustainable intercity passenger rail service to over 160 more communities and 20 million more passengers annually by 2035, as outlined in the *Amtrak Corridor Vision*. To be implemented in collaboration with states, local communities, the federal government and other stakeholders, the *Corridor Vision* builds upon Amtrak’s national network, integrating new and improved corridors to expand the existing system.
- Announced a contract with Siemens Mobility, Inc. to manufacture a new fleet of up to 83 multi-powered modern trains that will be leveraged for State Supported and Northeast Corridor services, with further options for up to 130 additional trains to support growth plans. Most of these trainsets will provide both electric and diesel power, and some will have cutting-edge battery power. They will create a common platform for use across various routes and feature modern amenities to better serve all customers. These new trains will replace the current Amfleet® I, Metroliner® cab and Cascades® service fleets.
- Advanced \$2.2 billion in capital spending, including major milestones such as the Hudson Tunnel Project property acquisition and new multi-powered trainsets.
- Work progressed at 95 stations, and Amtrak expended more than \$93 million on station accessibility projects. This included five assessments, 28 station designs, 20 station construction projects, 16 Passenger Information Display System (PIDS) designs and three PIDS deployments. Amtrak continued its aggressive approach to making stations accessible by having 155 stations fully or partially ADA-compliant.



*Amtrak received the first of 75 new ALC-42 passenger diesel locomotives from Siemens Mobility. They will offer increased reliability, more hauling power, improved safety features and lower emissions.*

- Aiming to expand accessibility to customers across all railcar fleets, Amtrak furthered efforts on the ADA Fleet Compliance project, which comprises 12 separate railcar modifications, such as installing onboard wheelchairs for quick evacuation. In FY 2021, more than 1,000 employees (primarily customer-facing) also completed enhanced accessibility training.
- Created a Major Program Delivery group responsible for overseeing Amtrak's largest infrastructure, fleet and station programs.
- Implemented initiatives to improve employee diversity, inclusion and belonging. Amtrak increased targeted recruiting efforts, launched seven employee resource groups to support its diverse workforce and achieved a 9.2% increase in women hired. Amtrak also made Juneteenth a holiday for all employees.
- Nearly 500 police and sheriff's departments joined the Amtrak Police Department and Operation Lifesaver, Inc. to conduct "Operation Clear Track," the single largest railroad safety law enforcement detail in the U.S.

## Corporate Background

- Amtrak was created by Congress in 1970 to take over the majority of the intercity passenger rail services previously operated by private railroad companies in the United States. Those companies showed they had operated these services at a net loss for many years. National operations began on May 1, 1971.
- As defined by the U.S. Congress through the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), Amtrak's mission is to "provide efficient and effective intercity passenger rail mobility consisting of high-quality service that is trip-time competitive with other intercity travel options."
- In November 2021, the federal Infrastructure Investment and Jobs Act (IIJA) was signed into law. It provides Amtrak with a \$22 billion level of investment to advance state of good repair capital projects and fleet acquisitions and \$44 billion to the

Federal Railroad Administration for grants to states, Amtrak and others for rail projects. This represents the largest investment of its kind since Amtrak began operations.

- Amtrak is a federally chartered corporation, with the federal government as majority stockholder. The Amtrak Board of Directors is appointed by the President of the United States and confirmed by the U.S. Senate. Amtrak is operated as a for-profit company, rather than a public authority.
- The Amtrak Board of Directors appointed Stephen J. Gardner president and chief executive officer effective Jan. 17, 2022. Gardner is the thirteenth executive to lead America's Railroad® and succeeded William J. Flynn. Gardner joined Amtrak in 2009 and most recently served as president, leading day-to-day operations, customer growth initiatives and strategies to modernize Amtrak's products, services, fleet and infrastructure.
- At the close of FY 2021, Amtrak had nearly 17,100 employees.

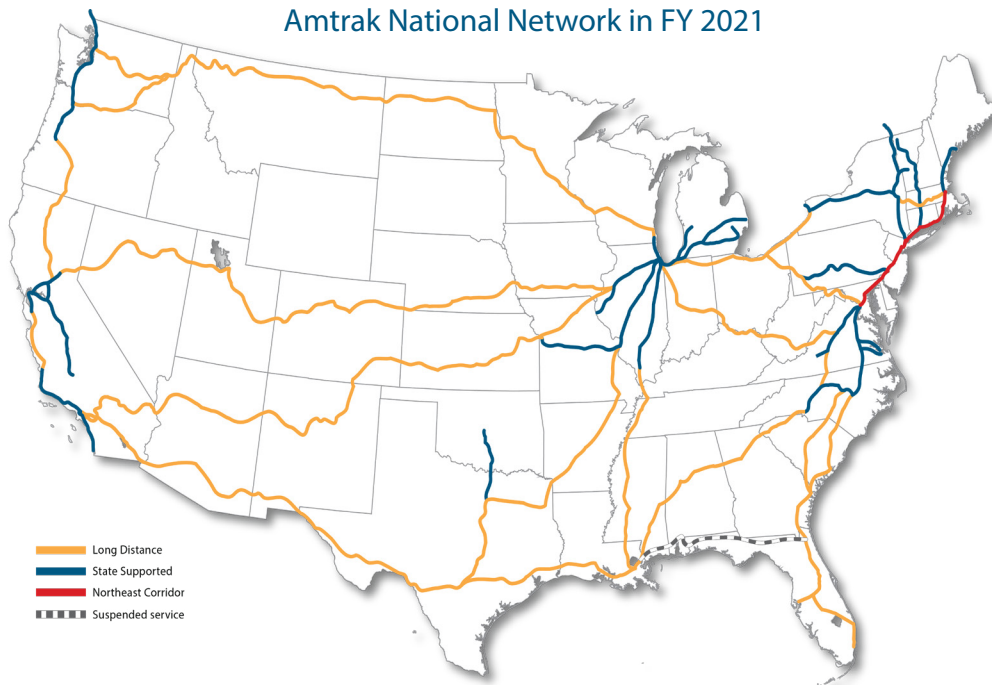
## Amtrak Network

- Amtrak operates a nationwide rail network, serving more than 500 destinations in 46 states, the District of Columbia and three Canadian provinces, on more than 21,400 miles of routes. It is the nation's only high-speed intercity passenger rail provider, operating at speeds up to 150 mph (241 kph). Nearly half of all trains operate at top speeds of 100 mph (160 kph) or greater.
- During FY 2021, as Amtrak advanced its COVID-19 recovery efforts, customers took nearly 12.2 million trips. This was a 42% increase over the year's goal; more than half of all trips occurred in the second half of the year.
- On an average day, customers made more than 33,300 trips on Amtrak trains.

### The 10 Busiest Stations in FY 2021 (Ridership equals ons plus offs)

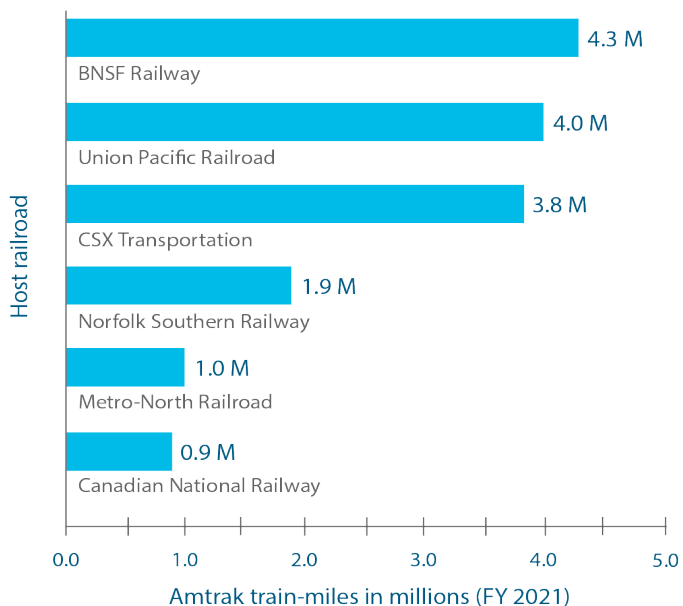
Station	Ridership
1. New York, N.Y. (Moynihan Train Hall at Penn Station)	4,061,379
2. Washington, D.C.	1,758,409
3. Philadelphia, Pa. (Gray 30 <sup>th</sup> St. Station)	1,500,043
4. Chicago, Ill.	1,336,525
5. Boston, Mass. (South Station)	679,333
6. Los Angeles, Calif.	466,417
7. Baltimore, Md.	446,914
8. Albany-Rensselaer, N.Y.	379,209
9. New Haven, Conn. (Union Station)	347,544
10. Boston, Mass. (Back Bay Station)	322,928

## Amtrak National Network in FY 2021



- Seventy-two percent of the miles traveled by Amtrak trains were on tracks owned by other railroads. Known as “host railroads,” they range from large, publicly traded companies based in the U.S. or Canada, to state and local government agencies and small businesses. Amtrak pays these host railroads for use of their track and other resources needed to operate Amtrak trains, with incentives for on-time performance.
- Amtrak is the only railroad in North America to maintain right-of-way for service at speeds in excess of 125 mph (201 kph), and its Engineering forces maintain approximately 375 route-miles of track for 100+ mph (160+ kph) service.
- During FY 2021, Amtrak offered over 130 Thruway Service Connection<sup>SM</sup> routes that provided guaranteed connections to trains via buses, vans, ferries and other modes. This extends Amtrak service to hundreds of communities not served directly by Amtrak trains in 38 states and Canada. Customers made over 700,000 Thruway trips.
- Amtrak has a strong position against air carriers in many regional markets. In FY 2021 (Oct. 2020 - Sept. 2021):
  - Amtrak carried more than five times as many riders between Washington and New York City as all of the airlines combined.
  - Amtrak carried more than twice as many riders between New York City and Boston than all of the airlines combined.
  - Amtrak carried more customers than airlines in markets including Seattle-Portland; St. Louis-Kansas City; Los Angeles-San Diego; and Chicago-Milwaukee.

## The Six Largest Host Railroads for Amtrak Trains



## Financial Performance

- In FY 2021, Amtrak earned approximately \$2.1 billion in GAAP (Generally Accepted Accounting Principles) revenue and incurred approximately \$5.2 billion in capital and operating expense.\* No country in the world operates a passenger rail system without some form of public support for capital costs and/or operating expenses. \*Expense excludes: (1) certain non-cash items (depreciation, income tax expense, non-cash portion of pension and other post-retirement employment benefits); and (2) GAAP income statement items reported with debt results or other grants (expense related to Inspector General's office, and interest expense, net).



- Amtrak recovered 64% of operating costs in FY 2021 with ticket sales, payments from state partners and agencies,\* and other operating revenue. *\*In FY 2021, approximately \$248.2 million of the State Supported route subsidy payments was funded from COVID relief acts.*

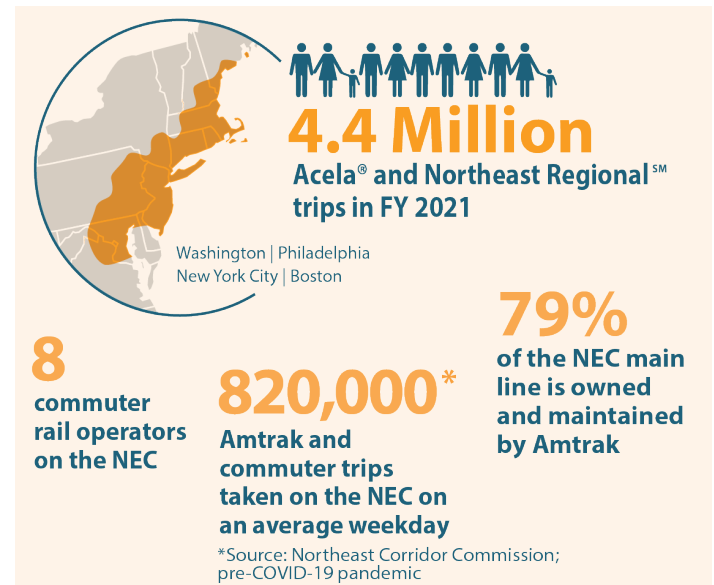
## Infrastructure Assets

- Amtrak owns and operates 363 route-miles of the 457-route-mile Northeast Corridor (NEC) main line between Washington and Boston.
- Amtrak-owned property outside the NEC main line includes:
  - Harrisburg Line: A 104.2-route-mile segment of up to 110 mph (177 kph) track between Philadelphia and Harrisburg, Pa.
  - Michigan Line: A 95.6-route-mile segment of up to 110 mph (177 kph) track between Porter, Ind., and Kalamazoo, Mich.
  - Springfield Line: A 60.5-route-mile segment of up to 110 mph (177 kph) track between New Haven, Conn., and Springfield, Mass.
- Amtrak also operates, maintains and dispatches a 135-route-mile right-of-way between Kalamazoo and Dearborn purchased by the state of Michigan in December 2012. The state and Amtrak have completed a series of infrastructure improvements, including replacement of worn track and upgrades to the train signaling and communication system, to further integrate this section of railroad with Amtrak's Michigan Line.
- Under a lease with CSX Transportation, Amtrak operates, maintains and dispatches approximately 94 route-miles of the Hudson Line – also known as the Empire Corridor – in New York state between Poughkeepsie and Hoffmans (near Schenectady).
- Amtrak owns 18 tunnels (24 miles of track) and 1,414 bridges, primarily on the NEC main line and connecting corridors.
- Amtrak owns three heavy maintenance facilities: Wilmington and Bear, Del., and Beech Grove, Ind. Other major maintenance

facilities are located in Washington, D.C.; New York City and Rensselaer, N.Y.; Boston; Hialeah, Fla.; Chicago; New Orleans; Los Angeles and Oakland, Calif.; and Seattle.

- Amtrak developed and is implementing a Climate Resiliency Strategic Plan, including a climate vulnerability assessment for the NEC, and establishing a path for long-term substantial reductions in greenhouse gas emissions across operations. The climate vulnerability assessment will identify assets and segments of the electrified rail network where heat, sea level rise, wind and heavy precipitation events could notably affect Amtrak business by mid-century and 2100. The company has also created a resilience strategic plan to integrate climate considerations into business practices and planning efforts.

## Northeast Corridor Services



- The Northeast Corridor (NEC) is the busiest railroad in North America, with approximately 2,200 Amtrak, commuter and freight trains\* operating over some portion of the Washington-Boston route each day. *\*Pre-COVID-19.*
- Amtrak owns and operates 363 route-miles of the 457-route-mile NEC main line. Trains regularly reach speeds of 125-150 mph (201-241 kph). Two sections of the NEC are owned by others:
  - The New York Metropolitan Transportation Authority (10 route-miles) and Connecticut Department of Transportation (46 route-miles) own 56 route-miles operated by Metro-North Railroad between New Rochelle, N.Y., and New Haven, Conn.
  - The state of Massachusetts owns 38 route-miles between the Massachusetts/Rhode Island border and Boston that are operated and maintained by Amtrak.
- Amtrak, Delaware DOT and the Delaware Transit Corporation completed a \$71.2 million project in FY 2021 to increase



*According to the 2021 U.S. Department of Energy Data Book, Amtrak is 46% more energy efficient than traveling by car and 34% more energy efficient than domestic air travel.*

capacity on the NEC between Wilmington and Newark, Del. Installation of 1.5 miles of new main line third track and other improvements eliminated a two-track bottleneck and help contribute to better on-time performance.

### Station Enhancements

- Amtrak continued to modernize major station facilities on the NEC in FY 2021 for improved operations and an enhanced customer experience:
- **New York City:** Amtrak, in partnership with Empire State Development (State of New York), expanded its footprint with the opening of the Moynihan Train Hall in January 2021. Moynihan Train Hall and New York Penn Station® operate as one complex, with the former housing the main Amtrak and Long Island Rail Road boarding concourse, while Penn Station houses the NJ TRANSIT concourse.
- Amtrak and NJ TRANSIT also completed the Ticketed Waiting Area refresh at Penn Station. The project included installation of new furniture and fixtures, information desk, Passenger Information Display System boards showing departure/arrival information and a second entrance.
- **Philadelphia:** Executed a leasing agreement for William H. Gray III 30th Street Station with master developer partner Plenary Infrastructure Philadelphia. Building operations and maintenance transitioned to Plenary in fall 2021. The developer will deliver the full scope of work over the next five years to restore the station's historic fabric, introduce new amenities, reinvigorate the retail and commercial potential, and enhance transit and pedestrian traffic flows.
- **Baltimore:** Amtrak and master developer Penn Station Partners broke ground in October 2021 on the redevelopment of Baltimore Penn Station and a platform expansion project. The redevelopment will expand and modernize the historic landmark to better accommodate passenger growth, improve the customer experience and create a revitalized civic space. Construction will be a catalyst to transform



*Combined with recent improvements to New York Penn Station®, the Moynihan Train Hall relieves crowding, improves passenger comfort and security, and offers an enhanced facility serving the busiest rail hub in North America.*

surrounding vacant Amtrak-owned land into a mixed-use, transit-oriented development with up to one million square feet of new office, retail and residential space.

- **Washington:** Continued construction to double passenger space in the Union Station rail concourse and convert a storage track (No. 22) to revenue service to increase rail capacity for Amtrak and Virginia Railway Express (VRE).

### Gateway Program

- The Gateway Program is a series of rail infrastructure projects to improve and expand the most congested 10-mile section of the NEC – between New York City and Newark, N.J. Gateway will first add needed resiliency and ultimately create the capacity for an approximate doubling of passenger trains under the Hudson River into New York Penn Station. The program accelerated in 2021 with the new Administration, allowing critical elements to move forward.
- **Hudson Tunnel Project:** Federal environmental review was completed in FY 2021 as the Federal Railroad Administration and Federal Transit Administration (FTA) issued a joint Final Environmental Impact Statement and Record of Decision for the project. This allowed Amtrak to acquire a critical piece of property on the West Side of Manhattan, where the future tunnel shaft and ventilation facility will be built. Preliminary Engineering advanced and an updated financial plan was submitted to the FTA with an updated cost estimate of \$12.3 billion, including construction of a new Hudson River Tunnel and rehabilitation of the existing century-old tubes damaged by Hurricane Sandy.
- **Portal North Bridge:** With a \$766.5 million funding commitment from the FTA, NJ TRANSIT – with support from Amtrak – began procurement and selected a contractor for the nearly 2.5-mile-long project that will replace the moveable 111-year-old Portal Bridge with a modern, higher clearance fixed span.



*From the left, then-Amtrak President Stephen Gardner, then-Amtrak CEO Bill Flynn, U.S. Senator Tom Carper, SEPTA General Manager Leslie Richards and U.S. Senator Chris Coons cut the ribbon on the Delaware Third Track Project.*



Pre-construction activity on the site advanced in 2021 in preparation for the start of major construction in early 2022.

- **Penn Station New York Expansion:** Amtrak and its regional partners advanced planning and development of the Penn Station New York® Expansion project in 2021. Expansion of the tracks and platforms is a critical component of the Gateway Program. As owner of Penn Station, Amtrak spent much of 2021 engaged in robust dialogue with regional stakeholders as planning for the future of the station moved forward.
- **Bergen Loops, Sawtooth Bridges, Dock Bridge Rehabilitation, Harrison Fourth Track,** and other New Jersey-based Gateway projects advanced in 2021 and were included in the Northeast Corridor Commission's Connect 2035 framework. With potential funding made possible by passage of the IIJA, these projects are poised to accelerate from planning to delivery in 2022 and beyond.

### Acela®

- The Acela, Amtrak's premium service, is the fastest train in the Western Hemisphere, with a maximum speed of 150 mph (241 kph) on sections of its route between Boston and New Haven, Conn. Its top speed between New York City and Washington is 135 mph (217 kph).
- The name "Acela" comes from a combination of the words "acceleration" and "excellence." Nearly 58.6 million passengers have traveled on the fleet of 20 Acela trainsets since revenue service began on Dec. 11, 2000. In FY 2021, customers took nearly 898,000 Acela trips and generated more than \$116.3 million in ticket revenue.

### New Acela Fleet

- Amtrak announced in August 2016 that it contracted with Alstom to produce 28 state-of-the-art, fifth-generation high-speed trainsets which will replace the equipment used to provide Acela service today. Once in service, each train will accommodate nearly 25% more customers while continuing the spacious, high-end comfort of the current Acela service.



Amtrak continued testing new Acela trainsets on the Northeast Corridor.

- Alstom is using parts manufactured by nearly 250 suppliers in 27 states, with 95% of the components produced domestically. Manufacture of the trainsets has generated 1,300 new jobs in nearly 90 communities across the United States.

### State Supported Services



**5.5 Million**  
trips in FY 2021

**20**  
agencies

**5** State Supported routes with



**350,000 +**  
trips in FY 2021

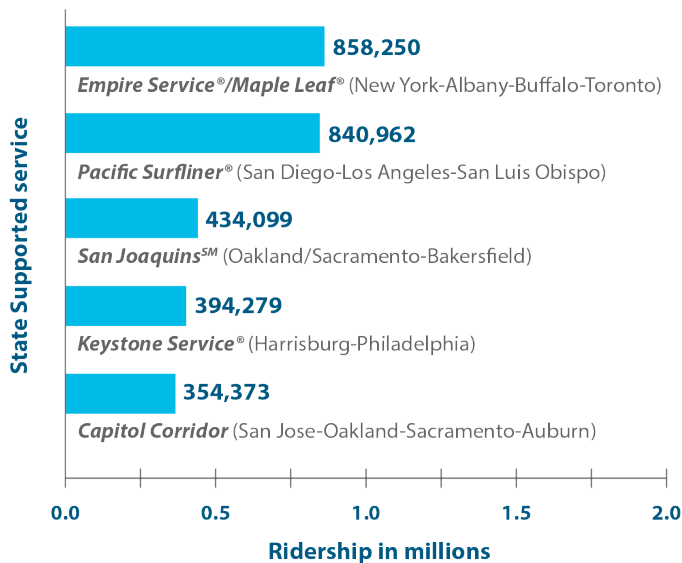
**28**  
routes

lengths up to

**704**  
miles

- Amtrak receives funding from 17 states through 20 agencies for financial support of 28 short-distance routes (less than 750 miles).
- Section 209 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA) required Amtrak and its state partners to develop jointly a single, nationwide and standardized cost-sharing methodology to charge states for State Supported intercity passenger rail service. Continued operation of State Supported routes is subject to annual operating agreements and state legislative appropriations according to Section 209.
- As part of COVID-19 recovery efforts in FY 2021, Amtrak and its state partners announced the restoration of several State Supported trains. Reduced travel demand due to the pandemic had led to schedule modifications in FY 2020 based on guidance from state partners. Operations north of the U.S.-Canada border (Amtrak Cascades®, Adirondack® and Maple Leaf®) remained suspended through the year because of continued closure of the border.
- States and other entities that provide funding and the routes (indicated in parentheses) on which service was State Supported during FY 2021:

## State Supported Ridership Over 350,000



### Northeast

- **Connecticut:** Valley Flyer<sup>SM</sup> (New Haven-Greenfield, Mass.) and Amtrak Hartford Line<sup>SM</sup> and Northeast Regional<sup>SM</sup> (through) trains (New Haven-Springfield, Mass.), with Massachusetts; and Vermonter<sup>®</sup> (New Haven-St. Albans, Vt.), with Massachusetts and Vermont.
- **Maine** (Northern New England Passenger Rail Authority): Downeaster<sup>SM</sup> service (Brunswick-Portland-Boston).
- **Massachusetts:** Valley Flyer (Greenfield-New Haven, Conn.) and Amtrak Hartford Line and Northeast Regional (through) trains (Springfield-New Haven, Conn.), with Connecticut; and Vermonter (St. Albans, Vt.-New Haven, Conn.), with Connecticut and Vermont.
- **New York:** Empire Service<sup>®</sup> (New York City-Albany-Buffalo-Niagara Falls); Maple Leaf (New York City-Niagara Falls-Toronto); and Adirondack (New York City-Montreal). Ethan Allen Express<sup>®</sup> (New York City-Rutland, Vt.), with Vermont.
- **Pennsylvania:** Keystone Service<sup>®</sup> (Harrisburg-Philadelphia) and Pennsylvanian<sup>®</sup> (Philadelphia-Pittsburgh).
- **Vermont:** Ethan Allen Express (Rutland-New York City), with New York; and Vermonter (St. Albans-New Haven, Conn.), with Connecticut and Massachusetts.

### Central

- **Illinois:** Hiawatha<sup>®</sup> service (Chicago-Milwaukee), with Wisconsin. Lincoln Service<sup>®</sup> (Chicago-St. Louis); Illini<sup>®</sup>/Saluki<sup>®</sup> (Chicago-Carbondale); and Illinois Zephyr<sup>®</sup>/Carl Sandburg<sup>®</sup> (Chicago-Quincy).
- **Michigan:** Wolverine<sup>®</sup> service (Pontiac-Detroit-Chicago);

Blue Water<sup>SM</sup> (Port Huron-East Lansing-Chicago); and Pere Marquette<sup>®</sup> (Grand Rapids-Chicago).

- **Missouri:** Missouri River Runner<sup>®</sup> (St. Louis-Kansas City).
- **Wisconsin:** Hiawatha service (Milwaukee-Chicago), with Illinois.

### Southern

- **North Carolina:** Carolinian<sup>®</sup> (Charlotte-Raleigh-Washington, D.C.) and Piedmont<sup>®</sup> service (Raleigh-Charlotte).
- **Oklahoma:** Heartland Flyer<sup>®</sup> (Oklahoma City-Fort Worth, Texas), with Texas.
- **Texas:** Heartland Flyer (Fort Worth-Oklahoma City, Okla.), with Oklahoma.
- **Virginia:** Northeast Regional (Washington, D.C.-Roanoke/Richmond/Newport News/Norfolk).

### West

- **California:** Capitol Corridor<sup>SM</sup> (San Jose-Sacramento-Auburn), managed by the Capitol Corridor Joint Powers Authority; Pacific Surfliner<sup>®</sup> (San Luis Obispo-Los Angeles-San Diego), managed by the LOSSAN Joint Powers Authority; and San Joaquins<sup>SM</sup> (Sacramento/Oakland-Bakersfield), managed by the San Joaquin Joint Powers Authority. California also supports an extensive system of Amtrak Thruway Service Connection routes.
- **Oregon:** Amtrak Cascades (Eugene-Portland-Seattle-Vancouver, B.C.), with Washington.
- **Washington:** Amtrak Cascades (Eugene, Ore.-Portland-Seattle-Vancouver, B.C.), with Oregon.

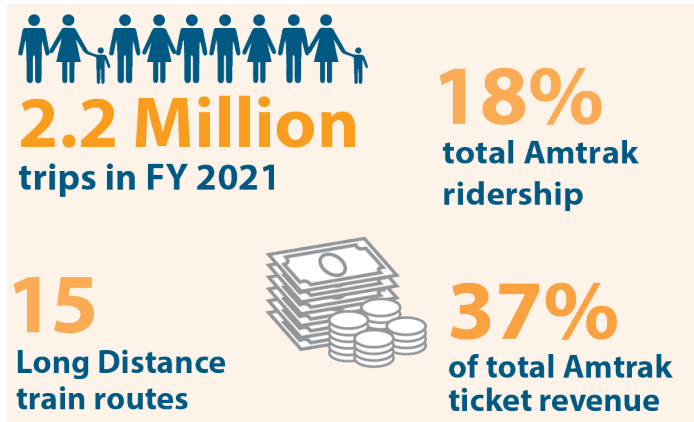
### Service Enhancements and Equipment

- With the Commonwealth of Virginia, Amtrak expanded rail service from Richmond to the Northeast Corridor. Earlier in 2021, Virginia finalized agreements with Amtrak, CSX and Virginia Railway Express (VRE) to expand and improve passenger, commuter and freight rail in the state. The projected \$3.7 billion investment includes \$944 million contributed by Amtrak. Over 10 years, it will fund six new State Supported round trips and lay the foundation for a Southeast High Speed Rail Corridor, among other benefits.
- Installation of Positive Train Control and infrastructure improvements allowed for increased speeds and faster travel times in the Midwest. In Michigan, Wolverine and Blue Water trains now reach top speeds of 110 mph (177 kph) on a 45-mile section of railroad between Kalamazoo and Albion owned by Michigan, which complements 110 mph service west of Kalamazoo. In the Chicago-St. Louis corridor, Lincoln Service trains achieve a top speed of 90 mph (145 kph), a stepping stone toward the goal of 110 mph service.

- Amtrak-operated, state-owned fleets\* included 146 rail passenger cars and 88 diesel locomotives; another 49 railcars were operated in fleets whose ownership was split between Amtrak and state partners. In FY 2021, Amtrak's state partners had an additional 137 railcars on order from Siemens, which are expected to begin entering revenue service during FY 2022.

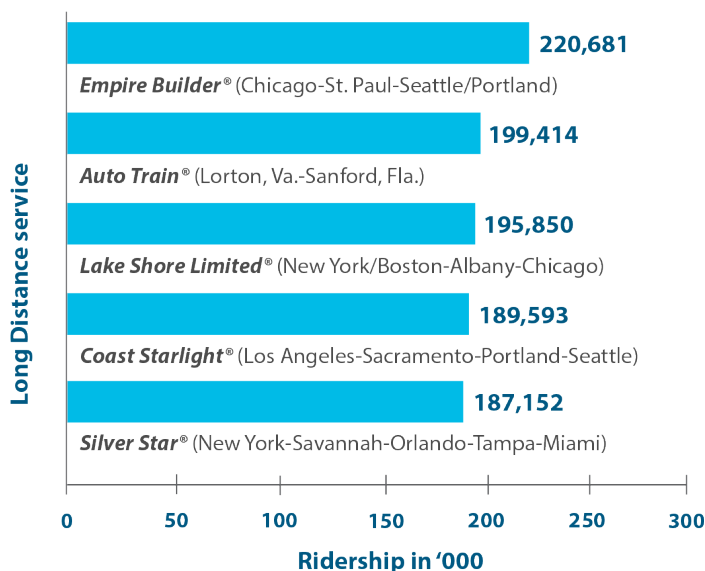
\*As of the close of FY 2021.

## Long Distance Services



- Amtrak operates 15 Long Distance trains (more than 750 miles) whose routes range in length from 780 miles (Capitol Limited®) to 2,728 miles (Texas Eagle®).
- These trains provide the only rail service at nearly half of the stations in the Amtrak system and are the only Amtrak trains in 23 of the 46 states in the network.
- Amtrak fully restored daily service in early summer 2021 for 12 Long Distance routes that had been reduced to tri-weekly operation due to depressed demand caused by the COVID-19 pandemic.

## Long Distance Services – Top Five by Ridership



- Amtrak is the only intercity passenger transportation service in many communities that lack intercity bus and airline service.

## Commuter Services

- Amtrak is one of the largest operators of contract commuter services in North America, and it provides services and/or infrastructure access to 13 state and regional authorities. In FY 2021, as the COVID-19 pandemic continued to depress ridership, these authorities closely monitored ridership demand and adjusted service levels as appropriate.
- The Southern California Regional Rail Authority, which provides Metrolink service, awarded Amtrak a new four-and-a-half-year contract that began on Jan. 1, 2021. Amtrak provides and manages engineers and conductors to operate Metrolink trains, playing a significant role in safety and customer service.
- Amtrak operates commuter rail services for three authorities:
  - Maryland Transit Administration (MTA): Maryland Area Regional Commuter (MARC) Penn Line trains.
  - Southern California Regional Rail Authority: Metrolink trains.
  - Connecticut Department of Transportation (CTDOT): Shore Line East trains.
- Amtrak provides infrastructure access, primarily along the NEC, to 10 authorities that provide commuter services:
  - CTDOT for Shore Line East trains between New London and New Haven, Conn., and Hartford Line trains between New Haven and Springfield, Mass. (on the Springfield Line).
  - Delaware Department of Transportation between the Pennsylvania/Delaware state line and Newark, Del. (service operated under contract by SEPTA).
  - Long Island Rail Road between Harold Interlocking (Queens), N.Y., and New York Penn Station.
  - MTA for MARC Penn Line trains between Perryville, Md., and Washington, D.C.
  - Massachusetts Bay Transportation Authority (MBTA) between the Rhode Island/Massachusetts state line and Providence, R.I.
  - Metra for access to Chicago Union Station and adjacent terminal trackage.
  - NJ TRANSIT between New York Penn Station and Trenton, N.J., and from Frankford Jct., Pa., to Philadelphia.
  - Rhode Island Department of Transportation between Providence and Wickford Jct., R.I. (service operated under contract by MBTA).



- ▶ Southeastern Pennsylvania Transportation Authority (SEPTA) between Trenton, N.J., and the Pennsylvania/Delaware state line. SEPTA also operates trains on the Harrisburg Line between Philadelphia and Thorndale, Pa.
- ▶ Virginia Railway Express (VRE) between Washington Union Station and Virginia Avenue in Washington, D.C.
- Amtrak provides maintenance of equipment services to four authorities:
  - ▶ MTA for MARC; CTDOT for the Shore Line East and Hartford Line services; Sound Transit for Sounder; and Central Florida Commuter Rail Commission for SunRail.
  - ▶ Amtrak also provides some services for VRE and NJ TRANSIT.
- Connecticut, Delaware, Maryland, New Jersey, New York, Pennsylvania, Rhode Island and Virginia make payments to Amtrak through transit agencies or state transportation departments for use of Amtrak-owned NEC facilities by commuter trains.
- These agencies or states also provide other funding for the NEC, including capital funds for infrastructure and/or stations. Amtrak has agreements for access and/or maintenance where Amtrak trains operate over locally-owned portions of the NEC in Connecticut, Massachusetts and New York.

## Equipment and Trains

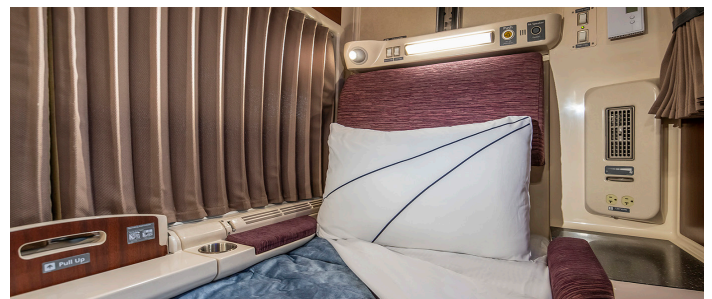
- Active\* Amtrak-owned or leased passenger equipment includes 20 Acela high-speed trainsets (40 power cars and 120 passenger cars); 1,200 passenger cars including Amfleet, Superliner®, Viewliner®, Horizon, Talgo and other types; 77 Auto Train vehicle carriers; 19 non-powered control units; 220 road diesel locomotives; and 66 ACS-64 electric locomotives. \*As of the close of FY 2021.
- In FY 2021 Amtrak had 28 new high-speed trainsets from Alstom and 75 new Tier 4 ALC-42 diesel locomotives from Siemens on order. Deliveries also were completed on an order for 130 Viewliner II railcars including sleeping, baggage, baggage-dorm and dining cars. Amtrak announced a contract with Siemens Mobility, Inc. to manufacture a new fleet of up to 83 multi-powered trains that will be leveraged for State Supported and Northeast Corridor services, with further options for up to 130 additional trains to support growth plans.
- Initiated a three-year, \$28 million project to refresh more than 450 Superliner railcar interiors. Work includes installation of

new seat cushions and upholstery, carpet, tables and curtains.

- Even-numbered trains travel north and east, while odd-numbered trains travel south and west. Among the exceptions are the Pacific Surfliner trains, which use the opposite numbering system inherited from the Santa Fe Railway, some Empire Service trains and the Downeaster trains.

## Customer Amenities

- In FY 2021, Amtrak restored traditional dining service on six western Long Distance trains with a redesigned menu featuring chef-prepared meals for breakfast, lunch and dinner.
- Relaunched the USA Rail Pass<sup>SM</sup>, a multi-segment pass product that allows customers to travel 10 segments over 30 days and tour the country for one fixed, affordable fare.
- Debuted the BidUp<sup>SM</sup> program, which offers customers the opportunity to bid to upgrade to premium Business class, Acela First class and Roomette and Bedroom accommodations.
- Introduced private rooms on select overnight Northeast Regional trains – the first sleeping car service between Boston and Washington since 2003.
- Added new digital payment options on the Amtrak mobile app and Amtrak.com, including Apple Pay, Google Pay and PayPal – giving customers more flexibility and convenience.
- Many routes offer carry-on and trainside checked bicycle service. Find more details at [Amtrak.com/bikes](https://www.amtrak.com/bikes).
- On many routes, Amtrak offers customers the convenience of carrying small cats or dogs on board. In FY 2021, this program was expanded to weekday Acela trains. Find more details and the latest information at [Amtrak.com/pets](https://www.amtrak.com/pets).



*Customers in private rooms on overnight trains enjoy upgraded bedding, pillows, towels and linens.*

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