



# FY 2022 Company Profile

For the Period October 1, 2021 - September 30, 2022



Amtrak® welcomed millions of first-time riders in FY 2022. In Virginia – Richmond Main Street Station is shown here – services set new monthly ridership records as the year progressed.

## Table of contents

Fiscal Year 2022 Highlights .....	1
Corporate Background .....	2
Network, Financial Performance, Infrastructure Assets .....	2
Northeast Corridor Services .....	4
State Supported Services .....	6
Long Distance Services .....	8
Commuter Services .....	8
Equipment, Trains, Amenities .....	9

## 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 2022 Highlights

- Amtrak® continued rebuilding its business and began a new era of intercity passenger rail investment by growing ridership by 89% over the previous year, restoring and expanding service across the nation and launching major infrastructure projects.
- Added, restored or expanded 11 services in collaboration with state and federal partners, returning some service to nearly every route compared to pre-COVID-19 pandemic operations and helping to meet growing customer demand.
- Invested \$2.3 billion in capital projects, including advancing new fleets of trains to operate in the Northeast and other areas of the U.S.; major infrastructure programs like the [Portal North Bridge](#) in Kearny, N.J., and the [B&P Tunnel Replacement Program](#) in Baltimore, Md.; and other station and facility improvements.
- Advanced 10 major capital projects that will use Infrastructure Investment and Jobs Act funding to modernize Amtrak’s fleet and railroad infrastructure, including track, bridges and tunnels used by Amtrak trains and commuter railroad partners.
- Dedicated more than \$158 million to the Amtrak ADA (Americans With Disabilities Act) Stations Program, which by the end of FY 2022 had brought 104 stations to full compliance and another 69 stations to full compliance, excluding platforms.
- Continued outreach on [Amtrak Connects US](#), a vision to advance the development of more



*Amtrak advanced planning for the purchase of a new fleet of Long Distance passenger cars with new amenities and improved accessibility, which will replace cars – like the Superliners® shown here – delivered between the 1970s and 1990s.*

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 network, integrating new and improved corridors to expand the existing system.

- National organizations recognized Amtrak as a great place to work. Amtrak scored a 90 out of 100 on the Human Rights Campaign Foundation's 2022 Corporate Equality Index; received the highest possible score on the 2022 Disability Equality Index; and was named to *Forbes* magazine's "America's Best Employers" and "America's Best Employers for New Graduates" lists.
- Amtrak received an \$8 million grant from the Federal Railroad Administration (FRA) that enables advancement of a new apprenticeship program to attract and retain talent and train over 600 employees in the next three to five years.

## Corporate Background

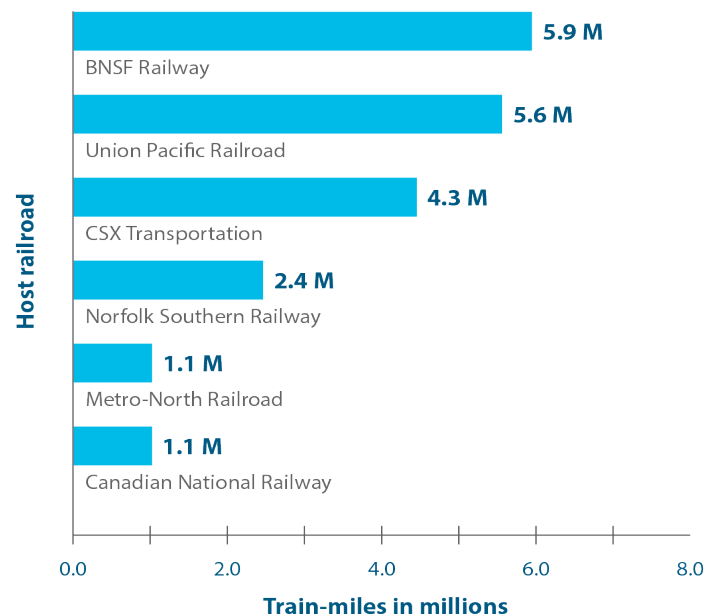
- Amtrak was created by Congress in 1970 to take over the majority of the intercity passenger rail services previously operated by private railroad companies in the United States. Those companies showed they had operated these services at a net loss for many years. National operations began on May 1, 1971.
- As defined by the U.S. Congress, 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 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 FRA 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 chief executive officer effective Jan. 17, 2022. Gardner is the thirteenth executive to lead America's Railroad®.
- At the close of FY 2022, Amtrak had over 19,000 employees. The company hired more than 3,700 people during the year to support service restoration and capacity expansion.

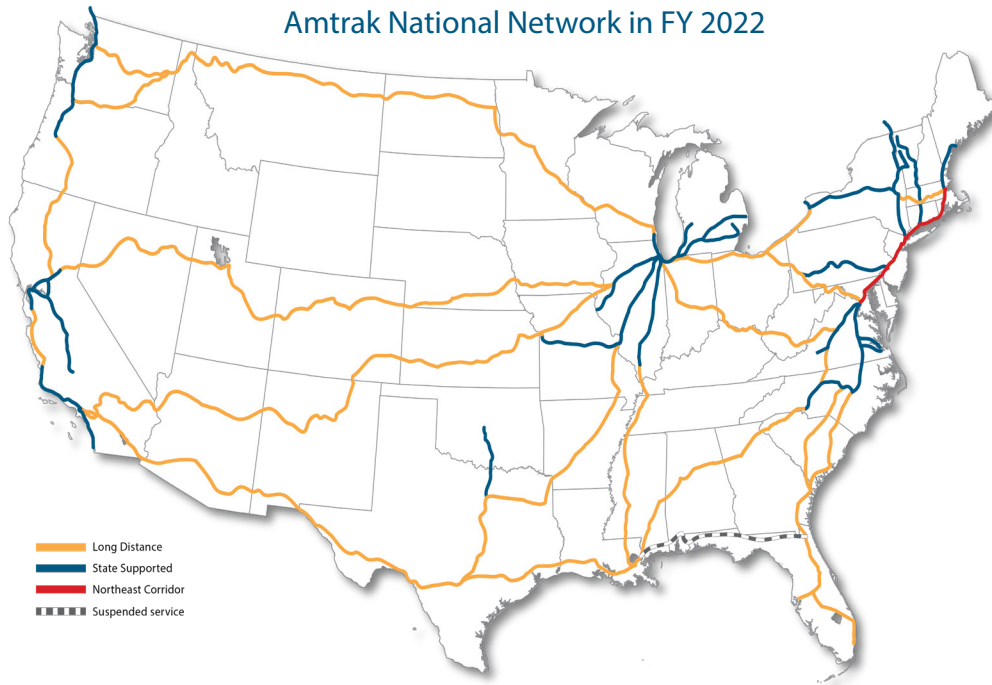
## Amtrak Network

- 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.
- Customers took nearly 22.9 million trips in FY 2022, including 7 million first trips. On an average day, customers made more than 62,800 trips on Amtrak trains.
- 72.6% 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.

### Six Largest Host Railroads for Amtrak Trains



## Amtrak National Network in FY 2022



### The 10 Busiest Stations in FY 2022 (Amtrak ridership equals ons plus offs)

Station	Ridership
1. New York, N.Y. (Moynihan Train Hall at Penn Station)	8,008,700
2. Washington, D.C.	3,631,677
3. Philadelphia, Pa. (Gray 30 <sup>th</sup> St. Station)	3,058,329
4. Chicago, Ill.	2,359,084
5. Boston, Mass. (South Station)	1,216,560
6. Los Angeles, Calif.	928,558
7. Baltimore, Md.	838,591
8. Albany-Rensselaer, N.Y.	640,353
9. New Haven, Conn. (Union Station)	617,119
10. Boston, Mass. (Back Bay Station)	606,967

- 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.
- Amtrak set its most ambitious sustainability target yet in FY 2022: achieve net-zero greenhouse gas emissions across all operations and the Amtrak network by 2045, as part of an overall Climate Commitment. This commitment also includes the following four key actions: establish a company-wide climate resilience program, reduce fuel usage, integrate climate considerations into business operations and achieve 100% carbon-free electricity by 2030.
- During FY 2022, Amtrak offered over 140 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 650,000 Thruway trips.

- Amtrak has a strong position against air carriers in many regional markets. In FY 2022 (Oct. 2021 - Sept. 2022):
  - Amtrak carried more than three-and-a-half times as many customers between Washington and New York City as all the airlines combined.
  - Amtrak carried more customers between New York City and Boston than all 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.

### Financial Performance

- In FY 2022, Amtrak earned approximately \$3.0 billion in revenue\* and incurred approximately \$6.0 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. \* Generally Accepted Accounting Principles (GAAP) revenue. \*\* 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 76% of operating costs in FY 2022 with ticket sales, payments from state partners and agencies,\* and other

operating revenue. *\*In FY 2022, approximately \$119.9 million of the State Supported route subsidy payments was funded from COVID relief acts.*

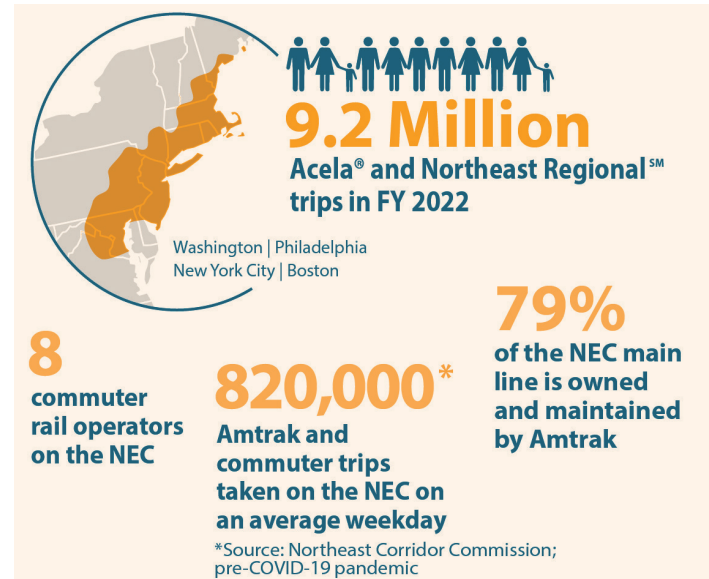
## Infrastructure Assets

- Amtrak owns and operates 363 route-miles of the 457-route-mile Northeast Corridor (NEC) main line between Washington-New York City-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 owned by the state of Michigan. 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.
- 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 and Rensselaer, N.Y.; Boston; Hialeah, Fla.; Chicago; New Orleans; Los Angeles and Oakland, Calif.; and Seattle.



*Amtrak continued making necessary infrastructure enhancements between Washington and New York via a \$130 million investment for rail improvements and the hiring of 500 new employees.*

## 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-New York City-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.

## Station Enhancements

- Amtrak continued to modernize major station facilities on the NEC in FY 2022 for improved operations and an enhanced customer experience:
  - **New York City:** In June 2022, the states of New York and New Jersey announced that the Metropolitan Transportation Authority (MTA), in partnership with Amtrak and NJ TRANSIT, was requesting proposals to guide the Penn Station® Reconstruction effort, as an outcome of the Penn Station Master Plan study. It envisions a modern, light-filled facility that is easier for customers to navigate and provides clear connections to the surrounding neighborhood. Customers will gain enhanced platform connectivity, wayfinding and amenities.

Proposed future expansion of Penn Station will add track and platform capacity and be fully integrated with a reconstructed Penn Station Complex. Amtrak, in partnership with

NJ TRANSIT and in coordination with MTA, contracted with Arup to begin designing options for the first new tracks, platforms and concourses connected to Penn Station in more than a century. The work is part of a plan under the Gateway Program to roughly double capacity into Penn Station from the west, relieving a major bottleneck on the NEC.

- ▶ **Philadelphia:** Executed a leasing agreement for William H. Gray III 30th Street Station with master developer partner Plenary Infrastructure Philadelphia (PIP). Building operations and maintenance transitioned to PIP 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 and expansion of Baltimore Penn Station. The redevelopment will rehabilitate, modernize and expand 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 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 advanced significantly in 2022 with important milestones reached on several individual projects.
- ▶ **Hudson Tunnel Project:** The Gateway Development Commission (GDC) – a partnership among Amtrak, the State of New York and the State of New Jersey – assumed the role of “Project Sponsor” for the Hudson Tunnel Project and submitted an updated financial plan for the \$16 billion project. Under GDC’s leadership and with Amtrak’s support, the project took major steps toward an agreement that would unlock billions in federal funds for construction. In the meantime, Amtrak continued its North River Tunnel Interim Reliability program to make temporary repairs, where possible, in the existing tunnel including leak mitigation, drain cleaning and benchwall repairs, until a new tunnel can be built.



*Construction of the new Portal North Bridge in Kearny, N.J., kicked off with a groundbreaking ceremony attended by U.S. DOT Secretary Pete Buttigieg (center) among other dignitaries.*

- ▶ **Portal North Bridge:** Construction of the new span got underway. With a \$766.5 million funding commitment from the Federal Transit Authority, NJ TRANSIT – with support from Amtrak – is leading construction on the nearly 2.5-mile-long project that will replace the movable Portal Bridge with a modern, higher clearance fixed span.
- ▶ **Sawtooth Bridges:** This series of spans carries the NEC over adjacent NJ TRANSIT, PATH (Port Authority Trans-Hudson Corporation) and Conrail tracks. Replacement and expansion of the two-track bridges will significantly increase train speeds and reduce congestion in this complex section of the railroad. Preliminary Engineering began in 2022, and the project was awarded an FRA grant for the design phase. Construction could begin as soon as 2024.
- ▶ **Harrison Fourth Track:** This project to relocate the west-bound PATH track at Harrison, N.J., and add a track to the NEC, continued to advance through design in 2022 in coordination with the Port Authority of New York and New Jersey.
- ▶ **Dock Bridge Rehabilitation:** Pre-construction activities moved forward on this project that will rehabilitate the bridge and fix the movable spans in place pending an updated permit from the U.S. Coast Guard. As the design advances, field inspections and surveys have helped refine the scope of the project as environmental review and historic preservation consultations continued in preparation for construction.
- ▶ **Bergen Loops, Secaucus Capacity Expansion, Portal South Bridge, and other New Jersey-based projects** advanced in the planning phase throughout 2022. Included in the NEC Commission’s long-term planning framework, and with potential funding available through IIJA, these projects are poised to accelerate toward design in 2023 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." More than 60.7 million passengers have traveled on the fleet of up to 20 Acela trainsets since revenue service began on Dec. 11, 2000. In FY 2022, customers took more than 2.1 million Acela trips and generated more than \$338.9 million in ticket revenue.

## New Acela Fleet

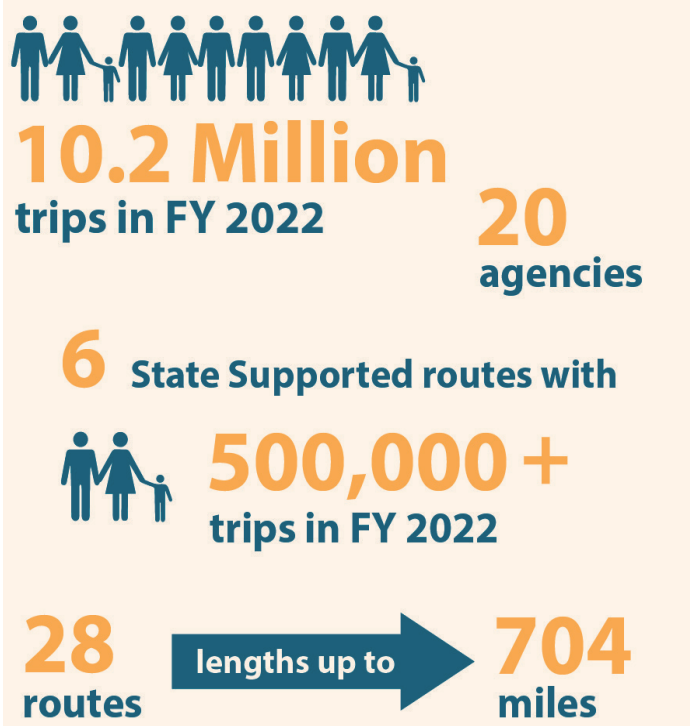
- Amtrak announced in August 2016 that it contracted with Alstom to produce 28 state-of-the-art, fifth-generation high-speed trainsets which will replace the equipment used to provide Acela service today. Once in service, each train will accommodate nearly 25% more customers while continuing the spacious,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



*Amtrak continued testing new Acela trainsets on the Northeast Corridor.*

## State Supported Services

- 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.



- Find a table of State Supported routes on the next page.

## Service Enhancements and Equipment

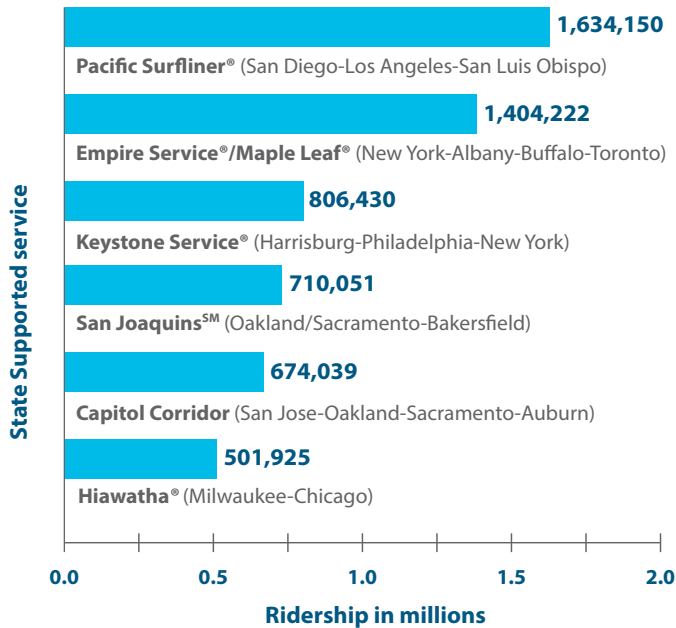
- **Massachusetts/New York:** Amtrak launched the Berkshire Flyer<sup>SM</sup> with the Massachusetts Department of Transportation and the New York State Department of Transportation (NYSDOT). This pilot summer season service operates between New York City and Pittsfield, Mass., on Fridays, with a return trip on Sundays.
- **New York/Oregon and Washington:** In conjunction with VIA Rail Canada and NYSDOT, Amtrak resumed service to Toronto, Ont., via the Maple Leaf<sup>®</sup>, and with the Oregon and Washington State Departments of Transportation, returned service to Vancouver, B.C., via the Amtrak Cascades<sup>®</sup> for the first time since early 2020.
- **Vermont:** With the Vermont Agency of Transportation (VTrans) and NYSDOT, extended Ethan Allen Express<sup>®</sup> service from Rutland to Burlington, Vt., the state's most populous city. Vermont committed more than \$115 million in state and federal resources to the extension, which also serves two intermediate stops at Ferrisburgh-Vergennes and Middlebury.
- **Virginia:** Amtrak, in partnership with the Commonwealth of Virginia, began a second daily Northeast Regional<sup>SM</sup> departure from Roanoke and a third daily departure from Norfolk, giving customers more flexibility and convenience. 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 from Amtrak. Over 10 years, it will fund six new State Supported round trips, among other benefits.

## State Supported Services

The table below shows states and other entities that provide funding and the routes on which service was State Supported during FY 2022. Some services are State Supported for a portion, but not all, of the route. Amtrak funds service on the Northeast Corridor between Washington-New York-Boston, and VIA Rail Canada funds Maple Leaf service in Canada.

Northeast	
<b>Connecticut</b>	
<ul style="list-style-type: none"> <li>Valley Flyer<sup>SM</sup> (New Haven-Greenfield, Mass.), Amtrak Hartford Line<sup>SM</sup> (New Haven-Springfield, Mass.) and Northeast Regional (through) trains (Washington-New Haven-Springfield, Mass.), with Massachusetts.</li> <li>Vermont<sup>®</sup> (St. Albans, Vt.-New Haven-Washington), with Massachusetts and Vermont.</li> </ul>	
<b>Maine</b> (Northern New England Passenger Rail Authority)	
<ul style="list-style-type: none"> <li>Downeaster<sup>SM</sup> service (Brunswick-Portland-Boston).</li> </ul>	
<b>Massachusetts</b>	
<ul style="list-style-type: none"> <li>Berkshire Flyer (Pittsfield, Mass.-New York). <i>Note: Pilot summer season service.</i></li> <li>Valley Flyer (Greenfield-New Haven, Conn.), Amtrak Hartford Line (Springfield-New Haven) and Northeast Regional (through) trains (Springfield-New Haven-Washington), with Connecticut.</li> <li>Vermont<sup>®</sup> (St. Albans, Vt.-New Haven-Washington), with Connecticut and Vermont.</li> </ul>	
<b>New York</b>	
<ul style="list-style-type: none"> <li>Empire Service<sup>®</sup> (New York-Albany-Buffalo-Niagara Falls), Maple Leaf (New York-Niagara Falls-Toronto) and Adirondack<sup>®</sup> (New York-Montreal).</li> <li>Ethan Allen Express<sup>®</sup> (New York-Burlington, Vt.), with Vermont.</li> </ul>	
<b>Pennsylvania</b>	
<ul style="list-style-type: none"> <li>Keystone Service<sup>®</sup> (Harrisburg-Philadelphia-New York) and Pennsylvanian<sup>®</sup> (Pittsburgh-Philadelphia-New York).</li> </ul>	
<b>Vermont</b>	
<ul style="list-style-type: none"> <li>Ethan Allen Express (Burlington-New York), with New York.</li> <li>Vermont<sup>®</sup> (St. Albans-New Haven-Washington), with Connecticut and Massachusetts.</li> </ul>	
Central	
<b>Illinois</b>	
<ul style="list-style-type: none"> <li>Hiawatha<sup>®</sup> service (Chicago-Milwaukee), with Wisconsin.</li> <li>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).</li> </ul>	
<b>Michigan</b>	
<ul style="list-style-type: none"> <li>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).</li> </ul>	
<b>Missouri</b>	
<ul style="list-style-type: none"> <li>Missouri River Runner<sup>®</sup> (St. Louis-Kansas City).</li> </ul>	
<b>Wisconsin</b>	
<ul style="list-style-type: none"> <li>Hiawatha service (Milwaukee-Chicago), with Illinois.</li> </ul>	
South	
<b>North Carolina</b>	
<ul style="list-style-type: none"> <li>Carolinian<sup>®</sup> (Charlotte-Raleigh-Washington-New York) and Piedmont<sup>®</sup> service (Raleigh-Charlotte).</li> </ul>	
<b>Oklahoma</b>	
<ul style="list-style-type: none"> <li>Heartland Flyer<sup>®</sup> (Oklahoma City-Fort Worth, Texas), with Texas.</li> </ul>	
<b>Texas</b>	
<ul style="list-style-type: none"> <li>Heartland Flyer (Fort Worth-Oklahoma City, Okla.), with Oklahoma.</li> </ul>	
<b>Virginia</b>	
<ul style="list-style-type: none"> <li>Northeast Regional (Roanoke/Richmond/Newport News/Norfolk-Washington-New York-Boston).</li> </ul>	
West	
<b>California</b>	
<ul style="list-style-type: none"> <li>Capitol Corridor<sup>SM</sup> (San Jose-Sacramento-Auburn), managed by the Capitol Corridor Joint Powers Authority.</li> <li>Pacific Surfliner<sup>®</sup> (San Luis Obispo-Los Angeles-San Diego), managed by the LOSSAN Joint Powers Authority.</li> <li>San Joaquins<sup>SM</sup> (Sacramento/Oakland-Bakersfield), managed by the San Joaquin Joint Powers Authority.</li> <li>California also supports an extensive system of Amtrak Thruway Service Connection routes.</li> </ul>	
<b>Oregon</b>	
<ul style="list-style-type: none"> <li>Amtrak Cascades (Eugene-Portland-Seattle-Vancouver, B.C.), with Washington.</li> </ul>	
<b>Washington</b>	
<ul style="list-style-type: none"> <li>Amtrak Cascades (Eugene, Ore.-Portland-Seattle-Vancouver, B.C.), with Oregon.</li> </ul>	

## State Supported Ridership Over 500,000



- **Washington:** Amtrak Cascades trains were rerouted to the inland Point Defiance Bypass in the Tacoma area. Led by the Washington State Department of Transportation in partnership with Sound Transit and Amtrak, the move provides increased service reliability, reduced travel time and the opportunity to add more trips between Seattle and Portland; the Tacoma station was also relocated.
- Amtrak-operated, state-owned fleets\* included 134 rail passenger cars and 63 diesel locomotives; another 33 railcars were operated in fleets whose ownership was split between Amtrak and state partners. In FY 2022, Amtrak's state partners had an additional 137 railcars on order from Siemens, 30 of which entered revenue service during the year. \*As of the close of FY 2022.

## Long Distance Services



**3.5 Million**  
trips in FY 2022

**15%**  
total Amtrak  
ridership

**15**  
Long Distance  
train routes



**29%**  
of total Amtrak  
ticket revenue

- 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 is the only intercity passenger transportation service in many communities that lack intercity bus and airline service.
- Amtrak restored pre-COVID-19 pandemic service frequency to all Long Distance trains across the National Network.

## 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 2022, as the effects of the COVID-19 pandemic continued to depress ridership, these authorities closely monitored ridership demand and adjusted service levels as appropriate.
- 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., (NEC) and Hartford Line trains between New Haven and Springfield, Mass. (Springfield Line).
  - Delaware Department of Transportation between the Pennsylvania/Delaware state line and Newark, Del. (NEC) (service operated under contract by SEPTA).
  - Long Island Rail Road between Harold Interlocking (Queens), N.Y., and New York Penn Station (NEC).
  - MTA for MARC Penn Line trains between Perryville, Md., and Washington, D.C. (NEC).
  - Massachusetts Bay Transportation Authority (MBTA) between the Rhode Island/Massachusetts state line and Providence, R.I. (NEC).
  - 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 (NEC)
  - Rhode Island Department of Transportation between Providence and Wickford Jct., R.I. (NEC) (service operated under contract by MBTA).

- ▶ Southeastern Pennsylvania Transportation Authority (SEPTA) between Trenton, N.J., and the Pennsylvania/Delaware state line (NEC). SEPTA also operates trains between Philadelphia and Thorndale, Pa. (Harrisburg Line).
- ▶ 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.
- Continued 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



Amtrak installed 175 new ticketing kiosks in more than 150 stations. Activated by touch, card swipe, barcode scan, or insertion of a headset, the kiosks provide an accessible, minimum-touch experience.

## Equipment and Trains

- Active\* Amtrak-owned or leased passenger equipment includes 16 Acela high-speed trainsets (32 power cars and 96 passenger cars); 1,353 passenger cars including Amfleet®, Superliner®, Viewliner®, Horizon, Talgo and other types; 77 Auto Train vehicle carriers; 20 non-powered control units; 227 road diesel locomotives; and 67 ACS-64 electric locomotives. \*As of the close of FY 2022.
- In FY 2022 Amtrak had 28 new Acela high-speed trainsets from Alstom on order. The first 18 units of a total order of 125 new Tier 4 ALC-42 diesel locomotives from Siemens Mobility went into revenue service. Cleaner, faster and more fuel efficient than their predecessors, the ALC-42s will form the new backbone of the National Network fleet. Amtrak also has contracted with Siemens Mobility to manufacture a new fleet of up to 83 multi-powered Amtrak Airo™ trainsets 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.
- Implemented self-service functionality for customers to modify or cancel their reservation in the event of service disruptions or cancellations.
- Upgraded Wi-Fi equipment to improve the customer experience across existing fleets.
- Introduced new Cafe menus on NEC and National Network trains. In response to customer feedback, they offer more high-quality, fresh and vegan items for all meals, as well as reduced prices for select items.
- 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. Find more details and the latest information at [Amtrak.com/pets](https://www.amtrak.com/pets).

Acela®, Acela Club®, Acela Express®, Adirondack®, Amtrak Airo™, America's Railroad®, Amfleet®, Amtrak®, Amtrak California™, Amtrak BidUp™, Amtrak Cascades®, AmtrakConnect™, Amtrak Express®, Amtrak Guest Rewards®, Amtrak RideReserve™, Amtrak Ski Train™, Amtrak Vacations™, Amtrak Wooden Railway™, Ask Julie™, Auto Train®, Berkshire Flyer™, Blue Water™, Break the Travel Quo®, California Zephyr®, Capitol Limited™, Cardinal®, Carl Sandburg®, Carolinian®, Cascades®, Choo Choo Chewies™, City of New Orleans®, ClubAcela®, Coast Starlight®, Cross Country Cafe™, Crescent®, Double Days™, eLIFT™, Empire Builder®, Empire Service®, Enjoy the Journey®, Ethan Allen Express®, Great American Stations®, Heartland Flyer®, Hiawatha®, Hoosier State®, Illini®, Illinois Zephyr®, Julie™, Keystone Service®, Lake Shore Limited®, Lincoln Service®, Maple Leaf™, Metroliner®, Metropolitan Lounge®, Missouri River Runner®, My Track to Success™, New York Penn Station®, Northeast Regional™, New York By Rail®, Pacific Business class™, Pacific Parlour™, Pacific Surfliner®, Palmetto®, Penn Station®, Penn Station New York®, Pennsylvanian®, Pennsylvania Station®, Pere Marquette®, Piedmont®, Quiet Car™, Quik-Trak™, Rail 2 Rail™, Saluki®, San Joaquin®, San Joaquins®, Saver Fares™, See Where the Train can Take You™, Sightseer Lounge™, Silver Meteor®, Silver Service®, Silver Star®, Ski Train™, Southwest Chief®, Sunset Limited®, Superliner®, Surfliner®, Texas Eagle®, Thruway Service Connection™, Trainside Check™, Travel Green®, Travel Well Spent®, USA RAIL®, USA Rail Pass™, Viewliner®, Vermonter®, Winter Park Express™ and Wolverine® are trademarks and service marks of the National Railroad Passenger Corporation.