



# Amtrak Fact Sheet Fiscal Year 2023 District of Columbia

## Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated over 67 trains per day in the District of Columbia, as part of the following routes:

- **Long Distance**  
*Capitol Limited* (daily Chicago-Toledo-Cleveland-Pittsburgh-Washington)  
*Cardinal* (thrice weekly New York-Washington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)  
*Crescent* (daily New York-Washington-Charlottesville-Charlotte-Atlanta-Birmingham-New Orleans)  
*Palmetto* (daily New York-Washington-Richmond-Charleston-Savannah)  
*Silver Meteor* (daily New York-Washington-Richmond-Charleston-Savannah-Jacksonville-Miami)  
*Silver Star* (daily New York-Washington-Richmond-Columbia-Savannah-Jacksonville-Tampa-Miami)
- **State Supported**  
*Carolinian* (daily New York-Washington-Richmond-Selma/Smithfield-Raleigh-Charlotte)  
*Vermont* (daily Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)
- **Northeast Corridor**  
*Acela* (10 daily roundtrips Washington-Baltimore-Wilmington-Philadelphia-Newark-New York-New Haven-Providence-Boston)  
*Northeast Regional* (15 daily roundtrips Richmond-Washington-BWI-Baltimore-Wilmington-Philadelphia-Trenton-Newark-New York-New Haven-New London-Providence-Boston)

## Stations Served

During FY 2023, Amtrak trains served the following locations in the District of Columbia.

City (Code)	Ridership
Washington Union Station (WAS)	4,751,405
<b>Total District of Columbia Station Usage:</b>	<b>4,751,405</b>

Amtrak maintains the Great American Stations website (<https://www.greatamericanstations.com/>), which includes detailed profiles of every Amtrak station. Information available includes a brief history of each station, a review of what organization or organizations are responsible for the various portions of each facility, a list of routes serving each station, contact information for the appropriate Amtrak representative for that station, and relevant local community links.

## Host Railroads & On-Time Performance

Amtrak relies heavily on the cooperation of other railroads to operate routes using tracks that Amtrak does not own or control. Host railroads are statutorily required to provide Amtrak trains “preference” over

freight transportation. However, on-time performance (OTP) on most host railroads is poor and continues to decline largely due to hosts ignoring their statutory responsibilities.

Listed below are the Amtrak services that operate in the District of Columbia with each service’s host railroads and customer OTP in FY 2023:

<b>Service</b>	<b>Host Railroad (s)</b>	<b>FY23 OTP</b>
<i>Capitol Limited</i>	CSX, Norfolk Southern	70%
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	58%
<i>Crescent</i>	Norfolk Southern	57%
<i>Palmetto</i>	CSX	67%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	53%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	49%
<i>Carolinian</i>	CSX, Norfolk Southern	61%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	70%
<i>Acela</i>	Amtrak, Metro-North	81%
<i>Northeast Regional</i> (main line)	Amtrak, Metro-North	82%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within 10 minutes of the schedule and the margin is 15 minutes for all other trains. Thus, if a train is 16 minutes late to its final stop, and all its riders are headed for that stop, then even if the train is on time at every intermediate stop, customer OTP would be 0%, reflecting the passengers’ experience.

### **Amtrak Guest Rewards**

At the end of FY 2023, there were approximately 16.7 million members of *Amtrak Guest Rewards* (AGR), with 228,469 members listing an address in District of Columbia. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>.

### **Procurement**

In FY 2023, Amtrak procured goods and services worth \$3.71 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In the District of Columbia, Amtrak spent \$68,962,569.

### **Employment & Wages**

At the end of FY 2023, Amtrak employed 22,642 people, including 338 District of Columbia residents. Total FY 2023 wages were \$2.21 billion, of which District of Columbia residents earned \$37,823,087.

### **Additional Information**

#### **Service Expansion and Improvements**

**Daily *Cardinal* Service:** Amtrak received a Corridor Identification and Development Program

(CIDP) grant for daily frequencies on its *Cardinal* service between New York and Chicago, which stops in Washington, DC.

### **Commuter Partners**

Amtrak operates an average of 57 Maryland Area Regional Commuter (MARC) Penn Line trains every week-day, under a contract with the Maryland Transit Administration to provide Amtrak operating personnel, and access to Union Station for all MARC services (Penn, Camden, and Brunswick lines). Amtrak also provides access to Union Station for Virginia Railway Express (VRE) trains.

### **Northeast Corridor Vision**

Driven by the long-term vision for the corridor established in the Federal Railroad Administration's 2017 NEC Future plan, the state governments of the Northeast, the federal government, eight commuter rail agencies, and Amtrak worked together through the Northeast Corridor (NEC) Commission to develop a detailed and efficient sequencing of infrastructure investment covering 150 projects along the corridor, from Boston to Washington, D.C. "Connect 37" is the resulting 15-year reinvestment program – a multi-agency, multi-year, shared action plan guided by a shared long-term vision.

In concert with this effort is Amtrak's contract with Alstom to produce 28 state-of-the-art, fifth-generation high-speed *Acela* 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 *Acelas*.

### **Major Facilities**

About 70,000 people pass through Washington Union Station each day. Together, Amtrak, MARC, and VRE operate over 200 daily trains at the station. The terminal was partially opened in 1907, completed in 1908, renovated in 1988, and includes retail space and a food court.

The Concourse Modernization Project will be the first set of improvements to come to life as part of Washington Union Station's 2nd Century plan. The 2nd Century plan is a comprehensive improvement initiative comprised of multiple projects that seek to triple passenger capacity and double train capacity over the next 20 years.

Amtrak's corporate headquarters is located at 1 Massachusetts Avenue, N.W., with additional staff located in the REA Building (900 2nd Street, N.E.), 10 G Street, N.E., and the Ivy City maintenance facility in northeast Washington. Ivy City Yard is one of six Amtrak rail yards slated for major upgrades to prepare for new *Amtrak Airo* trains that will enter service in the coming years. A contract award for the rail yard upgrades is anticipated in 2024.

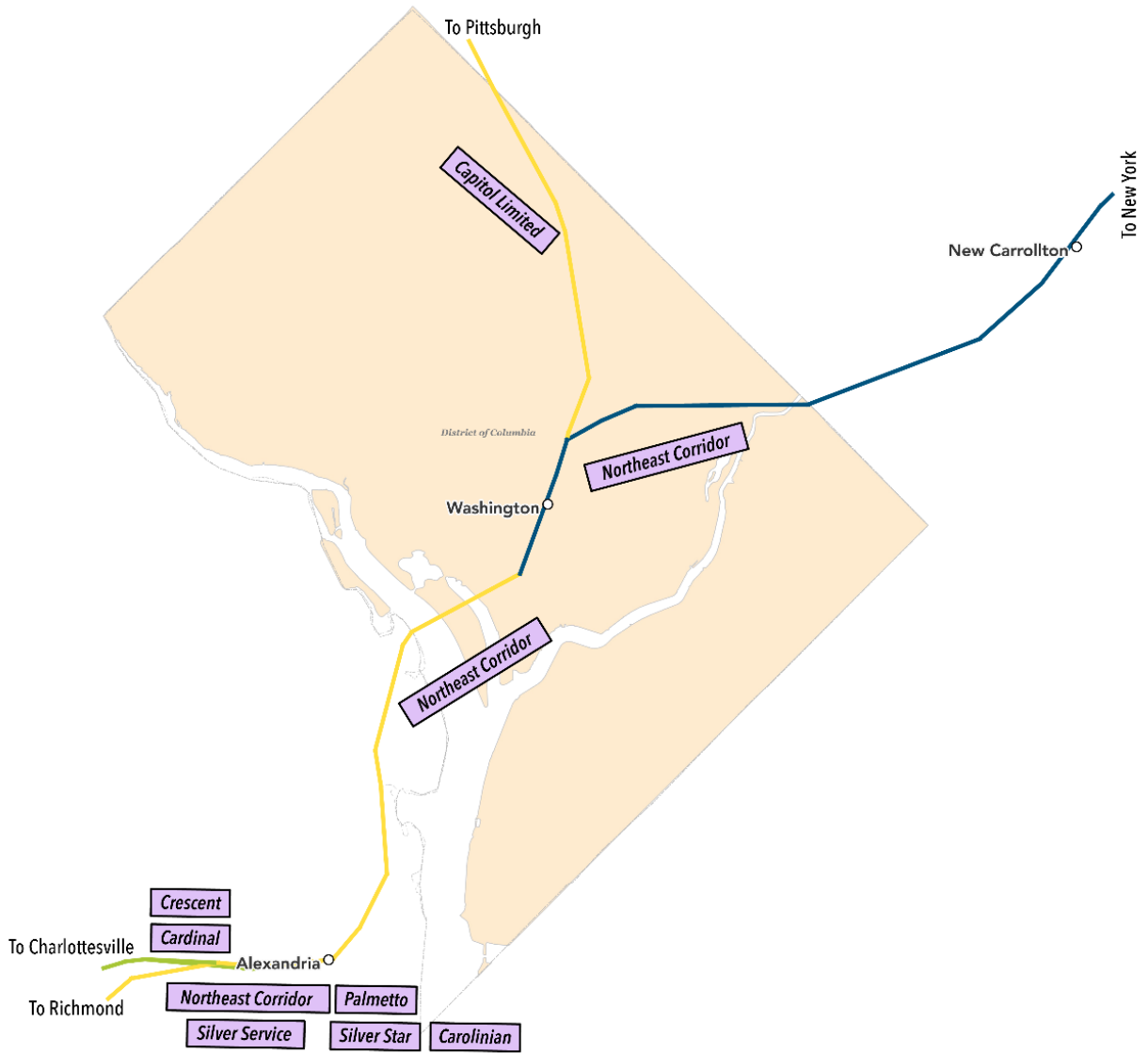
In addition to service to Washington Union Station, *Northeast Regional* service operates daily on the NEC and in Virginia to the cities of Newport News, Norfolk, Richmond, and Roanoke, and they also stop at the VRE L'Enfant Plaza station in Washington, DC, for passengers with VRE tickets.

**Station Improvements**

The Americans with Disabilities Act of 1990 (ADA) requires that stations in the intercity rail transportation system be made readily accessible to and usable by individuals with disabilities. In response, Amtrak developed an ADA Stations Program to bring the stations it serves (and for which it has ADA responsibility) into compliance with ADA requirements and to provide the best possible service to passengers with disabilities in the shortest timeframe and most integrated and efficient way possible.

**Washington Union Station:** In FY 2018 the ADA Stations Program added an elevator to the platform serving tracks 27/28 to make the area accessible. The ADA Stations Program will provide assessments and subject matter expertise for making the platforms serving tracks 16/17 and track 22 accessible.

# AMTRAK ROUTES IN DISTRICT OF COLUMBIA



Track Ownership	
Amtrak	CSX
BNSF	NS
CN	UP
CPKC	Other

01 Congressional District

Route Name