



Amtrak Fact Sheet Fiscal Year 2021 State of Montana

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated two trains per day in Montana, as part of the following routes:

- **Long Distance**
Empire Builder (daily Chicago-St. Paul-Seattle/Portland)

Stations Served

During FY 2021, Amtrak served the following locations in Montana.

City (Code)	Ridership
Browning (BRO)	385
Cut Bank (CUT)	912
East Glacier Park (GPK)	10,949
Essex (ESM)	1,740
Glasgow (GGW)	2,192
Havre (HAV)	5,158
Libby (LIB)	2,702
Malta (MAL)	2,598
Shelby (SBY)	4,027
West Glacier (WGL)	3,909
Whitefish (WFH)	30,060
Wolf Point (WPT)	2,434
Total Montana Station Usage:	67,066

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 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 Montana with each service’s host railroads and customer on-time performance (OTP) in FY 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Empire Builder</i>	BNSF, Canadian Pacific, Metra	59.3%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within ten 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 2021, there were approximately 13.5 million members of Amtrak Guest Rewards (AGR), with 24,838 members listing an address in Montana. This is a 5.4% increase from FY 2020. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2021, Amtrak procured goods and services worth \$2.63 billion, and more than 99% of that figure was sourced from firms headquartered domestically. In Montana, Amtrak spent \$226,438.

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 43 Montana residents. Total FY 2021 wages were \$1.54 billion, of which Montana residents earned \$4,157,004.

Additional Information

Amtrak provides a long-distance train, the *Empire Builder*, through the state of Montana. The *Empire Builder* offers daily service heading west to Seattle and Portland and east to Chicago and makes 12 station stops in Montana communities, including popular destinations like Whitefish and Glacier National Park. In addition, an extensive network of Thruway Motorcoach services links communities, which have no direct rail access, to the Amtrak system.

Bipartisan Infrastructure Law

Enacted in November 2021, the Infrastructure Investment and Jobs Act (IIJA), or "Bipartisan Infrastructure Law," provides \$66 billion in guaranteed funding for intercity passenger and freight rail over the next five years. That includes \$22 billion in dedicated Amtrak funding – for fleet modernization, state-of-good-repair work, and other specified project types – and another \$44 billion for FRA-administered grants. This historic federal investment will rebuild crumbling infrastructure, improve accessibility onboard and at our stations, enable overdue service expansions, and transform U.S. passenger rail service.

Amtrak Connects US

In 2021, Amtrak released the Amtrak Connects US vision for growing America's passenger rail system and meeting the needs of both fast-growing metro areas and other underserved communities. Our vision proposed 39 new routes, 25 enhanced routes, and 160 new stops to serve 20 million new riders across the United States. Since then, the Federal Railroad Administration has launched the Corridor Identification & Development Program to establish a pipeline of intercity passenger rail projects ready for federal investment and technical assistance.

Importantly, the Amtrak Connects US vision was only a starting point. Amtrak is ready to work with States and other eligible entities to begin or expand service anywhere – regardless of whether the route was included in the vision.

Station Improvements

Cut Bank & Libby: Through the Amtrak State of Good Repair program, Amtrak invested in updates to each of these stations to preserve their community function and keep them safe working order, including roof replacements at each of these stations between 2016-2017.

Glasgow: In FY 2023, Amtrak plans to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs.

Havre: Amtrak plans FY 2022 modifications of the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs.

Malta: In FY 2023, Amtrak plans to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs.

Shelby: In December 2021, Amtrak finished construction on a new platform with associated ramps, stairs, railings, and signage. The station's parking area was also reconfigured to be ADA compliant.

West Glacier: In FY 2021, Amtrak modified the station to provide an accessible route from the public right of way to the platform, constructed a new platform with associated ramps, stairs, railings, and signage, and provided platform city identifier signs. This ensured that the station was fully ADA compliant.

AMTRAK ROUTES IN MONTANA



① Congressional District

TRACK OWNERSHIP	
—	Amtrak
—	NS
—	UP
—	BNSF
—	CSX
—	CP
—	CN
—	Other