



Amtrak Fact Sheet Fiscal Year 2022 State of Montana

Amtrak Service & Ridership

At the end of FY 2022, 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 2022, Amtrak trains served the following locations in Montana.

City (Code)	Ridership
Browning (BRO)	725
Cut Bank (CUT)	1,219
East Glacier Park (GPK)	9,528
Essex (ESM)	1,795
Glasgow (GGW)	3,012
Havre (HAV)	6,848
Libby (LIB)	3,323
Malta (MAL)	3,610
Shelby (SBY)	5,989
West Glacier (WGL)	4,413
Whitefish (WFH)	37,597
Wolf Point (WPT)	2,911
Total Montana Station Usage:	80,970

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 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Empire Builder</i>	BNSF, Canadian Pacific, Metra	48%

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 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 30,508 members listing an address in Montana. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Montana, Amtrak spent \$1,011,837, broken down in the following locations:

City	Amount (\$)
Chester	111,630
Great Falls	464,002

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 44 Montana residents. Total FY 2022 wages were \$1.92 billion, of which Montana residents earned \$4,403,499.

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.

Station Improvements

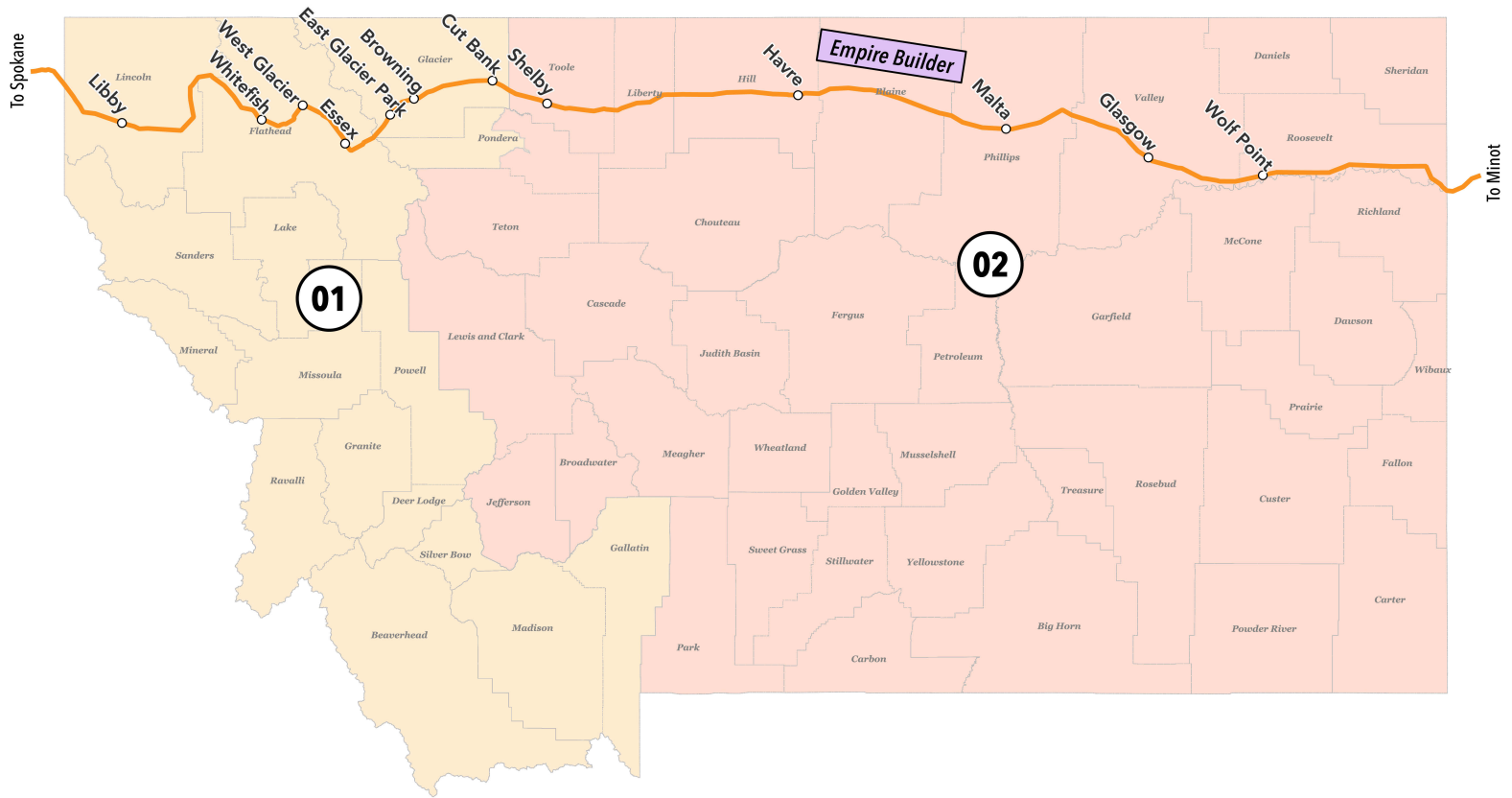
Glasgow and Malta: In FY 2024, Amtrak plans to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs.

Havre: Amtrak is currently in the process of modifying 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. The project is set to be complete in FY 2024.

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



Track Ownership			
—	Amtrak	—	CSX
—	BNSF	—	NS
—	CN	—	UP
—	CPKC	—	Other

01 Congressional District

Route Name