



Amtrak Fact Sheet Fiscal Year 2023 State of Montana

Amtrak Service & Ridership

At the end of FY 2023, 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 2023, Amtrak trains served the following locations in Montana.

City (Code)	Ridership
Browning (BRO)*	935
Cut Bank (CUT)	1,347
East Glacier Park (GPK)*	9,545
Essex (ESM)	1,009
Glasgow (GGW)	3,248
Havre (HAV)	7,931
Libby (LIB)	4,103
Malta (MAL)	4,278
Shelby (SBY)	6,730
West Glacier (WGL)	4,639
Whitefish (WFH)	40,401
Wolf Point (WPT)	3,558
Total Montana Station Usage:	87,724

**The East Glacier Park and Browning stations operate as a pair; the former is open from mid-spring until mid-fall, while the latter is open for the winter season.*

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 Montana with each service’s host railroads and customer OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
<i>Empire Builder</i>	BNSF, Canadian Pacific Kansas City, Metra	51%

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 33,612 members listing an address in Montana. 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 Montana, Amtrak spent \$723,210 broken down in the following locations:

City	Amount (\$)
Billings	215,552
Kalispell	148,473

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 48 Montana residents. Total FY 2023 wages were \$2.21 billion, of which Montana residents earned \$4,838,326.

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.

Service Expansion and Improvements

Malta, Montana Corridor Operational Enhancement Project: Amtrak received a \$14.9M Federal-State Partnership – National Grant Program award for the Malta, MT, Corridor Operational Enhancement Project. This will improve the *Empire Builder* service and eliminate bottlenecks that cause delays.

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.

Browning: In FY 2017, Amtrak completed a project to address ADA non-compliance for the platform, station building and parking area.

Cut Bank: In FY 2017, Amtrak completed a project to address ADA non-compliance for the platform, station building and parking area.

East Glacier Park: Amtrak is currently in the process of replacing the station platform 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 providing platform city identifier signs. The project is set to be completed in FY 2025. Renovations to the station interior and parking area were completed in FY 2017 to bring those elements into compliance.

Glasgow: Amtrak is commencing construction for a new platform, walkways, parking stalls and associated lighting and signage. Construction will be completed in FY 2026. Renovations to the station interior and parking area were completed in FY 2016 to bring those elements into compliance.

Libby: In FY 2017, Amtrak completed a project to address ADA non-compliance for the platform, station building, and parking area.

Malta: In FY 2025, 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. Renovations to the station interior and parking area were completed in FY 2015 to bring those elements into compliance.

Havre: Amtrak is currently in the process of replacing the station platform 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 completed in FY 2025. Renovations to the station interior and parking area were finished in FY 2015 to bring those elements into compliance.

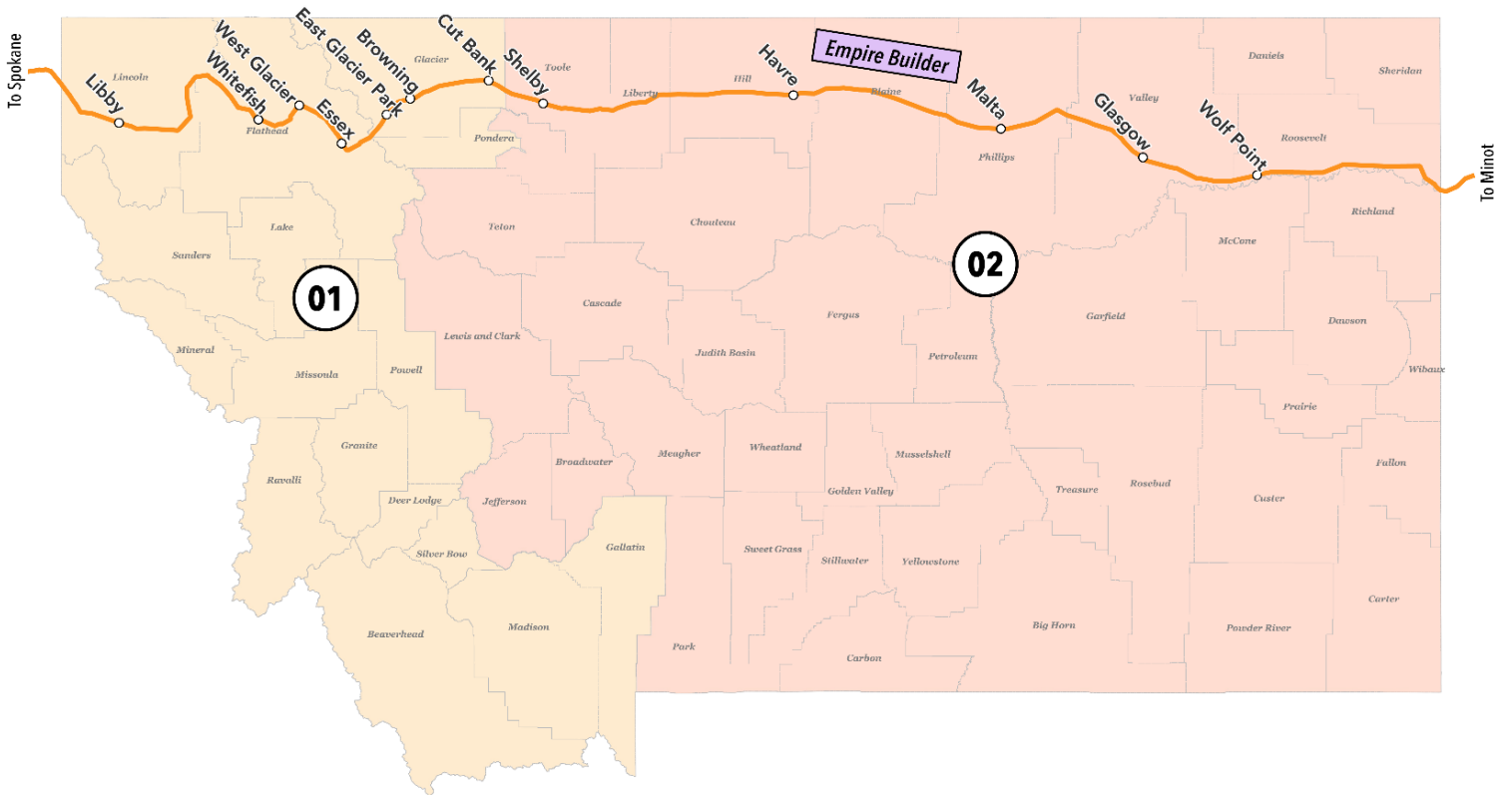
Shelby: In December 2021, Amtrak finished construction on a new platform with associated ramps, stairs, railings, and signage. The station's parking area was also reconfigured to be ADA compliant.

West Glacier: Amtrak is in construction to modify the station to provide an accessible route from the public right of way to the platform, construct a new platform with associated ramps, stairs, railings, and signage, and provide platform city identifier signs. Construction will be completed in FY 2026.









Whitefish: In FY 2011, Amtrak completed a project to address ADA non-compliance for the platform and parking area. In FY 2024, Amtrak will initiate a project to address non-compliant elements in the station building.

Wolf Point: 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.

AMTRAK ROUTES IN MONTANA



Track Ownership

 Amtrak	 CSX
 BNSF	 NS
 CN	 UP
 CPKC	 Other

 Congressional District

 Route Name