



Amtrak Fact Sheet Fiscal Year 2020 State of New York

Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated over 71 trains per day in New York, as part of the following routes¹:

- **Long Distance**

Cardinal (thrice weekly New York-Washington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)

Crescent (daily New York-Washington-Charlottesville-Charlotte-Atlanta-Birmingham-New Orleans)

Lake Shore Limited (daily Chicago-Cleveland-Buffalo-Boston/New York)

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)

Empire (multiple frequencies New York-Albany-Syracuse-Buffalo-Niagara Falls)

Ethan Allen Express (three daily round trips New York-Albany-Rutland)

Keystone (daily New York-Trenton-Philadelphia-Paoli-Lancaster-Elizabethtown-Harrisburg)

Maple Leaf (daily New York-Albany-Syracuse-Buffalo-Niagara Falls-Toronto)

Pennsylvanian (daily New York-Trenton-Philadelphia-Harrisburg-Pittsburgh)

Vermont (daily Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)

- **Northeast Corridor**

Acela (daily Washington-Baltimore-Wilmington-Philadelphia-Newark-New York-New Haven-Providence-Boston)

Northeast Regional (daily Richmond-Washington-BWI-Baltimore-Wilmington-Philadelphia-Trenton-Newark-New York-New Haven-New London-Providence-Boston)

Stations Served

During FY 2020, Amtrak served the following locations in New York.

City (Code)	Ridership
Albany-Rensselaer (ALB)	450,965
Amsterdam (AMS)	7,909
Buffalo [Exchange Street] (BFX)	29,135
Buffalo-Depew (BUF)	60,926
Croton Harmon (CRT)	25,891
Fort Edward-Glens Falls (FED)	3,394
Hudson (HUD)	131,357
New Rochelle (NRO)	51,730

¹ Frequencies in the list following this note reflect the service levels prior to the onset of the COVID-19 pandemic.

City (Code)	Ridership
New York Penn Station [Moynihan Train Hall] (NYP)	5,432,851
Niagara Falls (NFL)	15,983
Plattsburgh (PLB)	5,854
Port Henry (POH)	1,291
Port Kent (PRK)	—
Poughkeepsie (POU)	65,910
Rhinecliff (RHI)	110,703
Rochester (ROC)	83,655
Rome (ROM)	5,436
Rouses Point (RSP)	540
Saratoga Springs (SAR)	16,543
Schenectady (SDY)	40,006
Syracuse (SYR)	82,067
Ticonderoga (FTC)	557
Utica (UCA)	42,319
Westport (WSP)	1,467
Whitehall (WHL)	648
Yonkers (YNY)	21,390
Total New York Station Usage:	6,688,527

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 New York with each service’s host railroads and customer on-time performance (OTP) in FY 2020:

Service	Host Railroad(s)	FY20 OTP
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	65.8%
<i>Crescent</i>	Norfolk Southern	46.2%
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	60.5%
<i>Palmetto</i>	CSX	70.6%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	60.7%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	52.0%
<i>Carolinian</i>	CSX, Norfolk Southern	77.8%
<i>Empire</i> (NYP-ALB)	Amtrak, Metro-North	93.0%
<i>Empire</i> (NYP-NFL)	CSX, Amtrak, Metro-North	69.8%

Service	Host Railroad(s)	FY20 OTP
<i>Ethan Allen Express</i>	Canadian Pacific, Metro-North, Vermont Rail System	86.1%
<i>Maple Leaf</i>	CSX, Amtrak, Metro-North	71.4%
<i>Pennsylvanian</i>	Norfolk Southern, Amtrak	80.8%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	84.6%
<i>Acela</i>	Amtrak, Metro-North	87.4%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	90.0%

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 2020, there were approximately 11.5 million members of Amtrak Guest Rewards (AGR), with 1,056,390 members listing an address in New York. This is a 10.0% increase from FY 2019. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2020, Amtrak procured goods and services worth \$2.79 billion, and more than 98% of that figure was sourced from firms headquartered domestically. In New York, Amtrak spent \$592,852,831, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Albany	8,943,554
Astoria	521,747
Binghamton	104,895
Bohemia	283,821
Brooklyn	5,857,621
Buffalo	256,992
Caledonia	352,001
Central Islip	1,126,529
Champlain	1,187,446
Clifton Park	422,284
East Elmhurst	18,129,409
East Farmingdale	1,310,747
East Northport	168,937
Fairport	181,863
Great Neck	449,651
Great River	540,817
Greenville	102,268
Greenwich	222,409
Guilderland	189,366
Hauppauge	269,417
Holbrook	556,989
Hornell	294,344,876
Hudson	141,532

City	Amount (\$)
Hyde Park	314,390
Islandia	382,118
Jamaica	2,606,676
Latham	13,124,368
Lewiston	315,714
Long Island City	657,479
Loudonville	350,103
Merrick	142,030
Middle Village	214,251
Moriches	200,072
New Windsor	1,456,567
New York	216,285,058
Niagara Falls	254,802
Oceanside	294,165
Orchard Park	1,644,050
Philadelphia	6,249,745
Plainview	207,455
Plattsburgh	2,677,042
Rensselaer	126,859
Rochester	174,558
Sayville	196,134
Schenectady	181,664
Smithtown	118,218
Staten Island	422,513
Syosset	3,272,988
Syracuse	694,649
Troy	457,951
Victor	559,588
West Henrietta	180,542
Westbury	383,687

Employment & Wages

At the end of FY 2020, Amtrak employed 17,504 people, including 1,449 New York residents. Total FY 2020 wages were \$1.67 billion, of which New York residents earned \$129,777,100.

Section 209 Service

In the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432), Congress required, by October 2013, an equitable arrangement of cost sharing between Amtrak and state or public agency partners that provide funding for short-distance, intercity train services. Agreements were reached with all parties by the deadline, and the services continued to run without interruption.

Section 212 Service

Congress authorized the Northeast Corridor (NEC) Commission in the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432) and charged it with developing a formula to allocate NEC capital and operating costs based on usage, making recommendations to Congress, and facilitating collaborative planning. The Commission is made up of 18 members, including representatives from each

of the eight NEC states, the District of Columbia, Amtrak, and the U.S. Department of Transportation. The Commission was chartered in 2010 to focus on near-term strategies to stabilize the NEC and establish a foundation for future growth through unified regional action. Given the importance of Amtrak's NEC to the many communities it serves, and the fact that it crosses so many state and local borders in the region, the NEC Commission seeks to simplify coordination among these stakeholders to ensure the development and implementation of an effective modernization program.

Additional Information

The FY 2020 edition of the Amtrak State Fact Sheets omits this portion, which is available in the FY 2019 edition and will return in the FY 2021 update.

AMTRAK ROUTES IN NEW YORK

