



Amtrak Fact Sheet Fiscal Year 2021 State of New York

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated over 123 trains per day in New York, as part of the following routes:

- **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 2021, Amtrak served the following locations in New York.

City (Code)	Ridership
Albany-Rensselaer (ALB)	379,209
Amsterdam (AMS)	9,139
Buffalo (Exchange Street) (BFX)	34,004
Buffalo-Depew (BUF)	57,994
Croton Harmon (CRT)	22,123
Fort Edward-Glens Falls (FED)	1,638
Hudson (HUD)	145,187
Moynihan Train Hall at Penn Station (NYP)	4,061,379
New Rochelle (NRO)	52,410
New York State Fair (NYF)	967

City (Code)	Ridership
Niagara Falls (NFL)	20,145
Poughkeepsie (POU)	66,403
Rhinecliff (RHI)	104,407
Rochester (Louise M. Slaughter Station) (ROC)	77,964
Rome (ROM)	6,228
Saratoga Springs (SAR)	4,753
Schenectady (SDY)	34,225
Syracuse (SYR)	78,673
Utica (UCA)	39,834
Yonkers (YNY)	23,839
Total New York Station Usage:	5,220,521

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 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	54.1%
<i>Crescent</i>	Norfolk Southern	54.6%
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	55.1%
<i>Palmetto</i>	CSX	60.7%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	55.0%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	44.6%
<i>Carolinian</i>	CSX, Norfolk Southern	69.2%
<i>Empire (NYP-ALB)</i>	Amtrak, Metro-North	90.3%
<i>Empire (NYP-NFL)</i>	CSX, Amtrak, Metro-North	74.4%
<i>Ethan Allen Express</i>	Canadian Pacific, Metro-North, Vermont Rail System	89.5%
<i>Maple Leaf</i>	CSX, Amtrak, Metro-North	84.6%
<i>Pennsylvanian</i>	Norfolk Southern, Amtrak	72.2%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	86.7%
<i>Acela</i>	Amtrak, Metro-North	82.8%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	87.6%

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 1,107,245 members listing an address in New York. This is a 4.8% 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 New York, Amtrak spent \$534,181,303, broken down in the following locations:

City	Amount (\$)
Albany	10,334,728
Astoria	569,518
Bohemia	1,626,197
Brooklyn	1,354,865
Buffalo	241,606
Caledonia	163,196
Central Islip	937,152
Champlain	1,165,579
Clifton Park	854,584
East Elmhurst	66,977,932
Farmingdale	118,403
Great Neck	462,944
Great River	1,322,164
Guilderland	165,645
Hauppauge	331,694
Holbrook	4,143,421
Hornell	156,976,549
Hudson	170,677
Island Park	135,016
Islandia	690,795
Jamaica	3,235,077
Latham	10,966,603
Lewiston	250,000
Little Rock	321,321
Long Island City	1,320,361
Loudonville	9,636,814
Middle Village	197,543
Moriches	222,792
New Windsor	779,262
New York	195,853,054
Niagara Falls	256,476

City	Amount (\$)
Orchard Park	710,903
Pearl River	229,230
Philadelphia	3,647,065
Plattsburgh	2,902,813
Port Washington	158,105
Rensselaer	896,541
Rochester	286,091
Schenectady	155,799
Selkirk	201,593
Smithtown	542,746
Staten Island	335,364
Syosset	7,977,924
Syracuse	413,233
Troy	280,639
West Babylon	116,496
West Seneca	4,354,906
Westbury	278,478
White Plains	970,492
Yonkers	154,772

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 1,449 New York residents. Total FY 2021 wages were \$1.54 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

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.

Marketing Partnerships

For nearly 20 years, Martinelli-Slocum Publishing has produced *New York by Rail*, a comprehensive guide to Amtrak travel in New York State. *New York by Rail* now also offers a website, www.newyorkbyrail.com, featuring up-to-date Amtrak travel information about events and destinations throughout the state.

Major Facilities

Approximately 500,000 passengers a day pass through New York Penn Station. This terminal is served by Long Island Rail Road, New Jersey Transit, and Amtrak intercity trains. Together, these agencies operate over 1,000 weekday trains at Penn Station. The station originally opened in 1910. A reconstruction of the public areas of the station was completed in 1968, creating most of the present layout of those areas.

Amtrak operates two major maintenance facilities in New York State: Sunnyside Yard in New York City and Albany-Rensselaer. In addition to servicing conventional trains, Sunnyside also serves as a facility for *Acela* trainsets. A smaller facility in Niagara Falls provides turnaround services to New York-Buffalo-Niagara Falls *Empire Service* trains.

New High-Speed Trainsets

Amtrak is contracting with Alstom to produce 28 state-of-the-art, fifth-generation, high-speed trainsets that will replace the equipment used to provide Amtrak’s premium *Acela* service. The trains are being manufactured at Alstom’s facilities in Hornell and Rochester. The contract is part of a \$2.45-billion loan package that will be invested on the busy Northeast Corridor (NEC), as part of a multifaceted modernization program to renew and expand the *Acela* service.

Once in service, each train will accommodate nearly 25% more customers while continuing the spacious, high-end comfort of the current *Acela* service. Each trainset will have modern amenities that can be upgraded as customer preferences evolve, such as improved Wi-Fi access, personal outlets, USB ports and adjustable reading lights at every seat, enhanced food service and a smoother, more reliable ride.

The new trains will operate along the NEC initially at speeds up to 160 mph and will be capable of speeds up to 186 mph, able to take advantage of future NEC infrastructure improvements.

Northeast Corridor Improvements

Infrastructure Renewal at New York Penn Station: Amtrak began a series of major track and switch renewal projects in Penn Station in 2017. The first set of projects occurred in the area known as “A Interlocking,” which serves as the critical sorting point for trains entering Penn Station from the Hudson River tunnels and the Long Island Rail Road’s West Side Yard. While Amtrak has maintained and repaired this aging infrastructure, some of which dates to the 1970s, full replacement is required to ensure the reliability of this infrastructure.

Amtrak completed its renewal work in the summer of 2018. Amtrak crews safely and successfully worked to reconstruct three major assets in New York City: The Empire Tunnel and Spuyten Duyvil Bridge, which provides train access between upstate New York and New York Penn Station, as well as renewal work on track 19 in New York Penn Station. With these projects now complete, Amtrak customers and commuters have a more reliable service at Penn Station.

During the fall of 2018, Amtrak began work on JO Interlocking located at the east end of the station complex. This work took place on weekends only.

The Gateway Program is a series of rail infrastructure projects to improve and expand the most congested 10-mile section of the NEC – between New York City and Newark, N.J. Gateway will first add needed resiliency and ultimately create the capacity for an approximate doubling of passenger trains under the Hudson River into New York Penn Station. The program accelerated in 2021 with the new Administration, allowing critical elements to move forward.

Penn Station New York Expansion: Amtrak and its regional partners advanced planning and development of the Penn Station New York® Expansion project in 2021. Expansion of the tracks and platforms is a critical component of the Gateway Program. As owner of Penn Station, Amtrak spent much of 2021 engaged in robust dialogue with regional stakeholders as planning for the future of the station moved forward.

Bergen Loops, Sawtooth Bridges, Dock Bridge Rehabilitation, Harrison Fourth Track, and other New Jersey-based Gateway projects advanced in 2021 and were included in the Northeast Corridor Commission’s Connect 2035 framework. With potential funding made possible by passage of the IJA, these projects are poised to accelerate from planning to delivery in 2022 and beyond.

Hudson (North River) Tunnels: Approximately 200,000 daily passenger trips take place in the existing North River Tunnel, which was built by the Pennsylvania Railroad and completed in 1910. The tunnel consists of two, single-track, electrified rail tubes, which provide the only passenger rail connections between

Manhattan and New Jersey, and the rest of the Northeast Corridor to the south. The high level of traffic in the existing North River Tunnel – approximately 450 trains per weekday – means that without this project, taking one of the North River Tunnel tubes out of service for necessary repairs would severely reduce rail service because the remaining tube would have to accommodate two-way traffic. This very significant reduction in capacity would have a devastating effect on New York and New Jersey commuters who cross the Hudson daily, Amtrak passengers, and the regional and national economies.

While the Hudson Tunnel Project has independent utility, its advancement will not preclude future capacity improvements planned for the Northeast Corridor, such as the Gateway Program.

Federal environmental review was completed in FY 2021 as the Federal Railroad Administration and Federal Transit Administration (FTA) issued a joint Final Environmental Impact Statement and Record of Decision for the project. This allowed Amtrak to acquire a critical piece of property on the West Side of Manhattan, where the future tunnel shaft and ventilation facility will be built. Preliminary Engineering advanced and an updated financial plan was submitted to the FTA with an updated cost estimate of \$12.3 billion, including construction of a new Hudson River Tunnel and rehabilitation of the existing century-old tubes damaged by Hurricane Sandy.

Portal North Bridge: With a \$766.5 million funding commitment from the FTA, NJ TRANSIT – with support from Amtrak – began procurement and selected a contractor for the nearly 2.5-mile-long project that will replace the moveable 111-year-old Portal Bridge with a modern, higher clearance fixed span. Pre-construction activity on the site advanced in 2021 in preparation for the start of major construction in early 2022.

A second, two-track Portal South Bridge span is proposed as part of the Gateway Program and when complete will double train capacity along this critical length of the Northeast Corridor. Planning and design of Portal South Bridge will be finalized following the completion of the federal NEC Future study and environmental review process.

Empire Corridor Improvements

NYSDOT received \$154 million in high-speed rail grant funding under the ARRA HSIPR program for the Empire Corridor. The program includes:

- Albany-to-Schenectady Double Track – 17 miles of second main track and upgraded signals (went into service June 26, 2017)
- Albany-Rensselaer station – fourth track is completed and in service, platform extensions are underway and were completed early in 2017
- Schenectady station – new platform and station (see below)
- Replacement of old signal pole lines – 63 miles of new underground cables between Poughkeepsie and Albany-Rensselaer, completed late 2016
- Upgrading of three at-grade public rail crossings – as part of the overall signal project, crossing upgrades between Poughkeepsie and Albany-Rensselaer, completed late 2016
- Installation of Positive Train Control – In 2019 Amtrak completed installation of the Positive Train Control system (PTC) along the 96 miles of the Hudson Line between Poughkeepsie and just west

of Schenectady. The \$33 million federally mandated project enhanced safety of the signal system and train operations along the route

Amtrak partnered with the NYSDOT and CSX Transportation to construct the improvements after reaching an agreement with CSX to lease that portion of the Empire Corridor. In 2012, as part of the agreement with CSX, Amtrak became responsible for the operation, dispatching, and maintenance of approximately 100 miles of the Empire Corridor between Poughkeepsie and Schenectady. This change in service and project improvements will provide the capacity needed to expand rail service, improve service reliability, and decrease trip times.

Additional Projects

Livingston Avenue Bridge: NYSDOT, in partnership with Amtrak, is progressing environmental and engineering studies required to replace this bridge over the Hudson River in Albany, which is nearing the end of its serviceable life.

Station Improvements

New York-Moynihan: Amtrak, in partnership with Empire State Development (State of New York), expanded its footprint with the opening of the Moynihan Train Hall in January 2021. Moynihan Train Hall and New York Penn Station® operate as one complex, with the former housing the main Amtrak and Long Island Rail Road boarding concourse, while Penn Station houses the NJ TRANSIT concourse.

Amtrak and NJ TRANSIT also completed the Ticketed Waiting Area refresh at Penn Station. The project included installation of new furniture and fixtures, information desk, Passenger Information Display System boards showing departure/arrival information and a second entrance

Albany-Rensselaer: Amtrak and NYSDOT demolished two former Albany-Rensselaer station buildings in 2011, to accommodate a fourth track. The track project (funded through HSIPR funds and NYSDOT) began construction in 2014 and was completed in 2016. In 2017, platform extensions and replacement of yard signals were completed, allowing for more efficient passenger boarding and better on-time performance.

Amsterdam: 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.

Buffalo-Exchange Street: NYSDOT began construction of a new \$27.7 million station in 2019. Located near such popular downtown destinations as Canalside and the Key Bank Arena, the modern, accessible, and energy-efficient facility, designed by Sowinski Sullivan Architects, is twice the size of its predecessor that stood on the same site.

Niagara Falls: Service to the new Intermodal station began in 2016. This new station, which houses a Customs facility, was funded with a \$16.5 million TIGER grant, and serves as a rail gateway between the U.S. and Canada.

Plattsburgh: 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.

Rochester: The Rochester Intermodal Station project received \$26 million in Federal High-Speed Intercity Passenger Rail (HSIPR) funds, TIGER funds, and funds from the city and state for design and construction of a new station. Construction of a new station, platforms allowing level boarding, and a pedestrian access tunnel was completed in 2017. The Rochester Station was renamed the Louise M. Slaughter Train Station on March 25, 2019, after the late U.S. Congresswoman from Rochester, who served in Congress for 31 years and was instrumental in the planning, procurement of funding, and the construction of the new Station.

Rouses Point: Amtrak plans to modify the station's platform to ensure ADA compliance. This will include providing an accessible route from the public right of way to the station and its parking lot and updating the parking lot to provide ADA-compliant spaces with proper signage, striping, and bollards.

Saratoga Springs: Amtrak plans to provide train information and visual messaging in the station and/or the platform to provide dual-mode ADA-compliant communications.

Schenectady: NYSDOT secured \$20 million in funding consisting of both Federal grants and State funds for the construction of a new Train Station. The prior Amtrak station was demolished in 2017 and the new one opened on October 17, 2018.

Westport: Amtrak plans to modify the station's platform to ensure ADA compliance. This would include providing an accessible route from the public right of way to the station and its parking lot, updating the parking lot to provide ADA-compliant parking stalls, new platforms with associated ramps, stairs, railings, and signage for the station, specifically new city identifiers and ADA-required signage for parking.

New Thruway Connecting Bus Service

- Trailways of New York: Amtrak provides a Thruway bus service, in partnership with Trailways of New York, for customers to connect to the *Empire Service*, *Lake Shore Limited*, and *Maple Leaf* trains across New York State. Convenient and affordable bus connections are available at Amtrak stations in Rochester, Syracuse, Utica, and Saratoga Springs, New York and will be taking customers to new locations, including Cooperstown, Cortland, Ithaca, Glens Falls, Lake George, and Oneonta.
- Western, NY: Amtrak offers connecting Thruway Bus service to/from select *Empire Service* trains at Buffalo-Exchange Street Station serving Fredonia, Dunkirk, and Jamestown.

Northeast Corridor

