



Amtrak Fact Sheet Fiscal Year 2023 State of New York

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated over 103 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 Service (daily New York-Albany, with some continuing service to Buffalo and Niagara Falls)

Ethan Allen Express (daily New York-Albany-Burlington)

Keystone Service (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 2023, Amtrak trains served the following locations in New York.

City (Code)	Ridership
Albany-Rensselaer (ALB)	790,517
Amsterdam (AMS)	12,231
Buffalo (Exchange St.) (BFX)	48,914
Buffalo-Depew (BUF)	102,050

City (Code)	Ridership
Croton-Harmon (CRT)	49,137
Fort Edward-Glens Falls (FED)	7,588
Hudson (HUD)	245,600
Moynihan Train Hall at New York Penn Station (NYP)	10,249,669
New Rochelle (NRO)	114,937
Niagara Falls (NFL)	33,930
Poughkeepsie (POU)	123,359
Rhinecliff (RHI)	203,593
Rochester (Louise M. Slaughter Sta- tion) (ROC)	130,121
Rome (ROM)	9,267
Saratoga Springs (SAR)	31,368
Schenectady (SDY)	57,456
Syracuse (SYR)	138,686
Utica (UCA)	65,867
Yonkers (YNY)	40,041
Total New York Station Usage:	12,454,331

In partnership with the State of New York, Amtrak also makes a seasonal stop at the New York State Fair (NYF).

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

Service	Host Railroad (s)	FY23 OTP
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	58%
<i>Crescent</i>	Norfolk Southern	57%
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	69%
<i>Palmetto</i>	CSX	67%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	53%

<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	49%
<i>Adirondack</i>	Canadian Pacific Kansas City, Amtrak	69%
<i>Carolinian</i>	CSX, Norfolk Southern	61%
<i>Empire Service (NYP-ALB)</i>	Amtrak, Metro-North	85%
<i>Empire Service (NYP-NFL)</i>	CSX, Amtrak, Metro-North	74%
<i>Ethan Allen Express</i>	Canadian Pacific Kansas City, Metro-North, Vermont Rail System	74%
<i>Keystone Service</i>	Amtrak	94%
<i>Maple Leaf</i>	CSX, Amtrak, Metro-North	73%
<i>Pennsylvanian</i>	Norfolk Southern, Amtrak	79%
<i>Vermonteer</i>	Massachusetts DOT, Metro-North, New England Central	70%
<i>Acela</i>	Amtrak, Metro-North	81%
<i>Northeast Regional (main line)</i>	Amtrak, Metro-North	82%

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 1,577,871 members listing an address in New York. 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 New York, Amtrak spent \$471,563,505 broken down in the following locations:

City	Amount (\$)
Albany	4,861,108
Astoria	640,239
Binghamton	290,960
Bohemia	175,102
Bronx	233,516
Brooklyn	1,176,700
Buffalo	167,778
Caledonia	208,283
Cattaraugus	352,333
Central Islip	1,731,779
Champlain	1,163,868
Clifton Park	1,872,183
Cohoes	105,660

College Point	149,012
Deer Park	207,533
East Elmhurst	29,330,961
East Norwich	318,620
Fairport	143,131
Farmingdale	636,622
Garden City Park	238,004
Great River	1,403,739
Guilderland	193,650
Hauppauge	946,844
Holbrook	9,293,460
Hornell	34,076,446
Hudson	159,274
Hyde Park	449,937
Islandia	802,743
Jamaica	8,013,134
Latham	6,552,768
Lewiston	310,945
Long Island City	901,473
Middle Village	272,322
Moriches	115,034
New Windsor	1,657,711
New York City	331,527,830
Niagara Falls	246,688
North Collins	110,809
Orchard Park	2,073,394
Plainview	135,518
Plattsburgh	294,454
Rensselaer	146,988
Rochester	643,495
Ronkonkoma	743,435
Schenectady	281,806
Smithtown	154,580
Staten Island	324,567
Syosset	10,815,142
Syracuse	377,251
Troy	454,800
West Henrietta	6,024,574
Westbury	795,395
White Plains	4,590,959
Yonkers	194,652

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 2,077 New York residents. Total FY 2023 wages were \$2.21 billion, of which New York residents earned \$183,541,067.

Additional Information

Major Facilities

In January 2021, Amtrak, in partnership with Empire State Development (State of New York), opened Moynihan Train Hall, located inside the Farley Post Office building. 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.

The new station relieves crowding, improves passenger comfort and security, and offers an enhanced facility that better serves Amtrak's Northeast Corridor (NEC), long distance travelers, and commuter rail passengers. A large boarding concourse that features a sky lit atrium combined with a premium *Metropolitan Lounge* offers a new experience for the hundreds of thousands of daily passengers that pass through the combined Penn Station-Moynihan complex.

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. Sunnyside Yard and Albany-Rensselaer are two of six Amtrak rail yards slated for major upgrades to prepare for new *Amtrak Airo* trains that will enter service in the coming years. A contract award for Sunnyside Yard upgrades is anticipated in 2024, while upgrades for Albany-Rensselaer are in planning. A smaller facility in Niagara Falls provides turnaround services to New York-Buffalo-Niagara Falls *Empire Service* trains.

Service Expansion and Improvements

New High-Speed *Acela* Trainsets: Amtrak is contracting with Alstom to produce 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 and assembled at Alstom's facilities in Hornell, with some components made in Rochester. The contract is part of a \$2.45-billion loan package that will be invested in the busy NEC, as part of a multifaceted modernization program to renew and expand the *Acela* service.

Each train will accommodate nearly 25% more customers while continuing the spacious, high-end comfort of the current *Acela* service. The new trains will operate along the NEC initially at speeds up to 160 mph and can take advantage of future NEC infrastructure improvements to increase speeds up to 186 mph.

New *Amtrak Airo* Trains: The *Amtrak Airo* trains being manufactured in California by Siemens will be rolled out later this decade for state supported service in New York. The new trains will be more fuel efficient and will produce 90% less particulate emissions in diesel operations, and they will operate at speeds up to 125 mph. These trains will offer near seamless transition between power sources where time-consuming locomotive changes were previously required. Other features include enhanced lighting, improved technology with digital customer information systems and touchless restroom controls, dedicated individual outlets, USB ports and onboard Wi-Fi.

Northeast Corridor Improvements: 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,

NJ. 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*. Amtrak is a partner with the States of New York and New Jersey in the Gateway Development Commission (GDC), a bi-state public authority serving as the Project Sponsor of the Hudson Tunnel Project.

Hudson Tunnel Project: The GDC assumed the role of Project Sponsor for the Hudson Tunnel Project in 2022. In July 2023, the Federal Transit Administration (FTA) announced that the Hudson Tunnel Project has entered the Engineering Phase of the Capital Investment Grants (CIG) Program. The project is set to receive up to \$6.88 billion from the FTA and up to \$3.8 billion from the Federal Railroad Administration (FRA) Federal State Partnership – NEC Grant Program.

With additional federal funding, Amtrak’s contribution, and commitments from the States of New York and New Jersey, as well as the Port Authority of New York and New Jersey, the project began early construction work in 2023, including the Hudson Yards Concrete Casing – Section 3 project which Amtrak is advancing in partnership with GDC. Major tunnel construction activities are expected to begin in 2024. The next step is to reach a Full Funding Grant Agreement (FFGA) between the FTA and GDC, expected in 2024.

New York Penn Station: In a major step forward for the redevelopment and expansion of *New York Penn Station*, Amtrak – in partnership with NJ TRANSIT and in coordination with the Metropolitan Transportation Authority (MTA) – contracted with global engineering, consulting and design firm Arup in June 2022, to begin designing options for the first new tracks, platforms and concourses connected to *New York Penn Station* in more than a century. The work is part of the overarching plan under the Gateway Program to roughly double capacity into Penn Station from the west, relieving a major bottleneck on the NEC.

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

Art at Amtrak launched in June 2022 and has commissioned temporary installations for *New York Penn Station* by New York and New Jersey artists including Rico Gatson, Shoshanna Weinberger, David Rios Ferreira, Derrick Adams, Dennis RedMoon Darkeem, Ghost of a Dream, Saya Woolfalk and Dahlia Elsayed. In 2023, the initiative grew to include the *Metropolitan Lounge* at Moynihan Train Hall, where Karen Margolis’ four-panel artwork, *Continuum*, is permanently installed.

Portal North Bridge: This project is currently in construction under a contract held by NJ TRANSIT with Skanska/Traylor Brothers. The project will replace the 114-year-old existing Portal Bridge with a modern, higher clearance fixed span that does not open and close for marine traffic. At the end of FY 2023, the project was 36% complete and on schedule for completion in 2027. The roughly 2.5-mile-long project area is funded through a \$766.5 million commitment from FTA with additional funding from NJ TRANSIT and Amtrak. A second, two-track Portal South Bridge span is envisioned as part of the Gateway Program and when completed will double track capacity across the Hackensack River.

Sawtooth Bridges, Dock Bridge Rehabilitation, Harrison Fourth Track, and other New Jersey-based Gateway projects advanced through design in 2023 and secured significant funding via the Infrastructure Investment and Jobs Act-created Federal State Partnership for Intercity Passenger Rail. Amtrak continues to work with partners to advance the projects through the planning and engineering stages into construction and delivery.

Empire Corridor Improvements

Livingston Avenue Bridge: The New York State Department of Transportation (NYSDOT), in partnership with Amtrak, is leading the replacement of the current 120+ year-old bridge on the Hudson Line, used by Amtrak and freight trains. This bridge is a critical piece of infrastructure and is one of only three bridges that cross the Hudson River and connect the national rail network to the Northeast. Currently projected for completion in 2026.

Daily *Cardinal* Service: Amtrak received a federal Corridor Identification and Development Program (CIDP) grant for daily frequencies on its *Cardinal* service between New York and Chicago, which originates in New York City.

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.

Albany-Rensselaer: In FY 2024, Amtrak improved customer service areas, and has plans for lower-level ADA accessibility baggage area improvements in FY 2025.

Amsterdam: Amtrak is currently in design for a new platform with associated wayfinding signage and lighting, in addition to parking lot upgrades. Construction will commence in FY 2025 and be completed in FY 2026.

Buffalo-Depew: Amtrak completed a design for replacement of the platform. However, the design is being re-evaluated due to minimal bidder participation. It is anticipated that the design re-evaluation will occur in FY 2024 with construction to commence in FY 2025.

Plattsburgh: Amtrak is currently in the procurement stages to provide a new platform with walkways, stairs and ramps to the public right-of-way. Construction will commence in FY 2024 and be completed in FY 2027.

Rhinecliff: Amtrak is coordinating with NYSDOT to design and construct ADA and State of Good Repair station improvements to the parking areas, platform, pedestrian bridges, and station building. The project is in design, and construction is anticipated to commence in FY 2025.

Rome: In 2024/2025 Amtrak will initiate a design project to address ADA non-compliance with the platform. Construction is projected to start in FY 2027 and be completed in FY 2029.

Saratoga Springs: Amtrak is currently in the design stages to provide a new high-level platform, station interior upgrades, and parking stall updates to ensure ADA compliance. Construction will commence in FY 2025 and be completed in FY 2027.

Schenectady: Amtrak will initiate a design project to address ADA non-compliance for the parking area, platform and station building in FY 2025. Construction will commence in FY 2026 and be completed in FY 2027.

Syracuse: Amtrak is constructing a new ticket counter that will be ADA-compliant. Construction will be completed in FY 2024.

Utica: In 2024/2025, Amtrak will initiate a design project to address ADA non-compliance with the platform. Construction is projected to start in FY 2028 and be completed in FY 2029.

Westport: Amtrak is in the construction phase for a new platform, parking stalls, walkways and stair and associated lighting and signage. Construction will be completed in FY 2024.

In FY 2023, Amtrak also completed ADA station improvement projects at the following stations: **Fort Edward-Glens Falls, Hudson, Port Henry, Port Kent, Rouses Point, Ticonderoga, and Whitehall.**

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 bus stops in Rochester, Syracuse, Utica, Saratoga Springs, Cooperstown, Cortland, Ithaca, Glens Falls, Lake George, and Oneonta, NY.

Western New York: Amtrak offers connecting Thruway Bus service to/from select *Empire Service* trains at Buffalo-Exchange Street Station serving Fredonia, Dunkirk, and Jamestown.

AMTRAK ROUTES IN NEW YORK

