



## Amtrak Fact Sheet Fiscal Year 2023 State of Oregon

### Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated 20 trains per day in Oregon, as part of the following routes:

- **Long Distance**  
*Coast Starlight* (daily Los Angeles-Oakland-San Francisco Bay Area-Sacramento-Eugene-Portland-Seattle)  
*Empire Builder* (daily Chicago-St. Paul-Seattle/Portland)
- **State Supported**  
**Amtrak Cascades** (six daily roundtrips between Portland-Seattle; two daily round trips between Eugene-Portland; two daily round trips between Seattle-Vancouver, B.C.)

### Stations Served

During FY 2023, Amtrak trains served the following locations in Oregon.

City (Code)	Ridership
Albany (ALY)	45,135
Chemult (CMO)	2,798
Eugene (EUG)	123,521
Klamath Falls (KFS)	28,544
Oregon City (ORC)	15,681
Portland (PDX)	525,955
Salem (SLM)	73,171
<b>Total Oregon Station Usage:</b>	<b>814,805</b>

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

Service	Host Railroad (s)	FY23 OTP
<i>Coast Starlight</i>	BNSF, Union Pacific, Southern California Regional Rail Authority	58%
<i>Empire Builder</i>	BNSF, Canadian Pacific Kansas City, Metra	51%
<i>Amtrak Cascades</i>	BNSF, Union Pacific	64%

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 228,222 members listing an address in Oregon. 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 Oregon, Amtrak spent \$4,535,775 broken down in the following locations:

City	Amount (\$)
Beaverton	371,921
Bend	373,154
McMinnville	825,766
Portland	2,223,143
Tigard	517,851

### Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 77 Oregon residents. Total FY 2023 wages were \$2.21 billion, of which Oregon residents earned \$6,316,484.

### Additional Information

Amtrak operates two long-distance trains with daily service in Oregon: the *Empire Builder*, which provides service at Portland Union Station to and from Chicago; and the *Coast Starlight*, which makes six station stops in Oregon, providing service north to Seattle and south to Los Angeles. Amtrak, in partnership with the states of Oregon and Washington, also operates the Amtrak Cascades providing frequent, daily service in the Pacific Northwest from Eugene to Vancouver, BC. In addition, Amtrak provides an extensive network of Thruway Motorcoach services to link communities that otherwise have no direct rail access to the Amtrak system.

Amtrak Cascades service is funded primarily by ticket revenues, with the balance of operating costs paid for by the states of Washington and Oregon. At full operation, Amtrak Cascades will consist of two daily Amtrak Cascades roundtrips between Portland and Eugene, six daily roundtrips between Seattle and Portland, and two daily roundtrips between Seattle and Vancouver, BC. The state of Oregon also funds the operation of several connecting buses that enhance community connections to the train service.

The Amtrak Cascades is one of the most heavily traveled corridors in the country and often viewed as a model partnership among two states, a Canadian province, Amtrak, freight railroads, a commuter railroad, and local communities. Passenger rail in the Seattle to Portland corridor has successfully attracted much of the endpoint-to-endpoint travel share in the region from airlines.

### **New Trains for Amtrak Cascades**

As part of a nationwide program to update train equipment that is in many cases 40-to-50-years old, Amtrak has announced a \$7.3 billion investment plan to acquire 83 new, state of the art *Amtrak Airo* passenger trains and upgraded facilities. The new trains are being manufactured by Siemens in California with the first set to enter service on the Amtrak Cascades. These new *Amtrak Airo* trains will feature more comfortable seating; individual power outlets and USB ports; onboard Wi-Fi; enhanced lighting and panoramic windows; larger vestibules; a more contemporary food service experience, including self-service options; as well as state-of-the-art customer trip information, digital seat reservation system, and navigation display systems. The trains were designed with the latest health and safety standards, including enhanced HVAC, touchless restroom controls, and automated steps.

### **Service Expansion and Improvements**

**Amtrak Cascades Corridor:** The Washington State Department of Transportation (WSDOT) received a federal Corridor Identification and Development Program (CIDP) grant to improve existing state-supported Amtrak Cascades service between Vancouver, BC, Canada, and Eugene, OR, including Portland. Oregon's service expansion calls for six roundtrips between Eugene and Portland; similarly, Washington's plans call for 13 roundtrips between Portland and Seattle.

**Cascadia High-Speed Ground Transportation:** WSDOT received a CIDP grant to study the Cascadia High-Speed Ground Transportation corridor, which would connect Vancouver, BC, to Portland with new high-speed rail service.

**North Coast Hiawatha:** The Big Sky Passenger Rail Authority received a CIDP grant to study new service between Chicago and Portland. The proposed corridor would restore a route that Amtrak discontinued in 1979.

### **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.

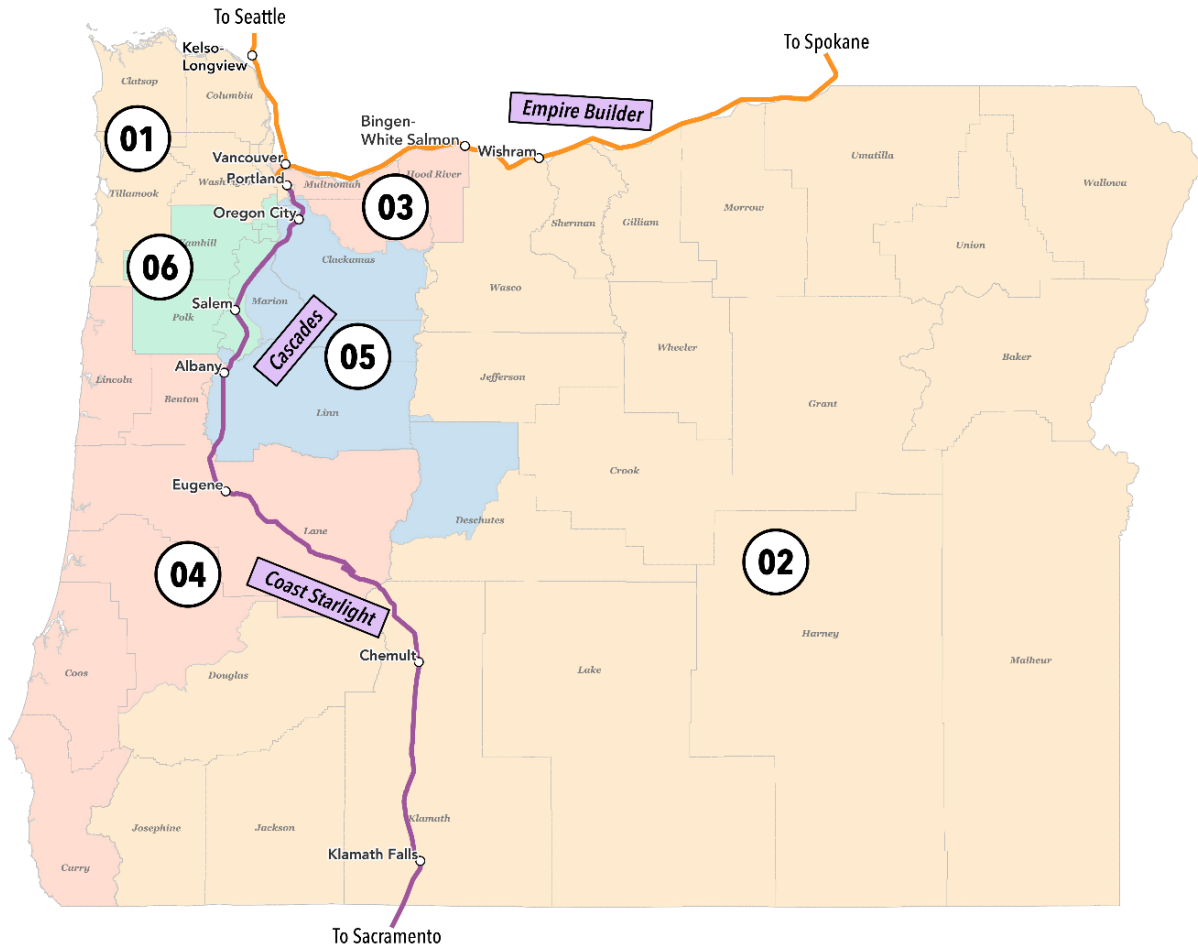
**Albany:** Amtrak is currently in the construction phase for a new platform and walkways with associated lighting and signage. Construction will be completed in FY 2024.

**Eugene:** Amtrak is in the design stage for a new platform and walkways with associated lighting and signage. Construction will commence in FY 2025 and be completed in FY 2026.

**Klamath Falls:** Amtrak plans to modify the station to ensure ADA compliance. Design will include providing an accessible route from the public right of way to the platforms, constructing new platforms with associated ramps, stairs, railings, and signage, and providing platform city identifier signs. Construction will be completed in FY 2026.

**Portland:** Amtrak is working with the Portland Development Commission and the City of Portland in the planning and design of platforms, canopies, and a possible additional track at Union Station. Construction is set to commence in FY 2025.

# AMTRAK ROUTES IN OREGON



Track Ownership	
<span style="color: blue;">█</span> Amtrak	<span style="color: yellow;">█</span> CSX
<span style="color: orange;">█</span> BNSF	<span style="color: green;">█</span> NS
<span style="color: green;">█</span> CN	<span style="color: purple;">█</span> UP
<span style="color: red;">█</span> CPKC	<span style="color: black;">█</span> Other

① Congressional District

▭ Route Name