



Amtrak Fact Sheet Fiscal Year 2021 Commonwealth of Pennsylvania

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated over 106 trains per day in Pennsylvania, as part of the following routes:

- **Long Distance**
 - Capitol Limited** (daily Chicago-Toledo-Cleveland-Pittsburgh-Washington)
 - 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)
 - Keystone** (daily New York-Trenton-Philadelphia-Paoli-Lancaster-Elizabethtown-Harrisburg)
 - 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 Pennsylvania.

City (Code)	Ridership
Altoona (ALT)	10,281
Ardmore (ARD)	14,262
Coatesville (COT)	8,106
Connellsville (COV)	1,986
Cornwells Heights (CWH)	234
Downingtown (DOW)	16,719
Elizabethtown (ELT)	22,232
Erie (ERI)	9,001
Exton (EXT)	27,159
Greensburg (GNB)	4,900
Harrisburg (HAR)	161,432

City (Code)	Ridership
Huntingdon (HGD)	2,566
Johnstown (JST)	13,966
Lancaster (LNC)	179,294
Latrobe (LAB)	1,608
Lewistown (LEW)	5,016
Middletown (MID)	16,961
Mount Joy (MJY)	9,148
North Philadelphia (PHN)	848
Paoli (PAO)	41,486
Parkesburg (PAR)	10,179
Philadelphia (Gray 30th St. Station) (PHL)	1,500,043
Pittsburgh (PGH)	71,015
Tyrone (TYR)	1,595
Total Pennsylvania Station Usage:	2,130,037

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 Pennsylvania with each service’s host railroads and customer on-time performance (OTP) in FY 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Capitol Limited</i>	CSX, Norfolk Southern	28.7%
<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>Keystone</i>	Amtrak	93.1%
<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 559,667 members listing an address in Pennsylvania. This is a 6.7% 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 Pennsylvania, Amtrak spent \$321,215,530, broken down in the following locations:

City	Amount (\$)
Allentown	1,159,156
Altoona	145,665
Ambler	2,605,295
Ardmore	822,500
Aston	4,903,345
Audubon	1,531,644
Barto	589,030
Bensalem	413,639
Berwick	778,992
Berwyn	4,985,685
Birdsboro	1,648,380
Blue Bell	563,832
Bristol	139,602
Burnham	5,431,583
Camp Hill	5,701,612
Chadds Ford	141,646
Chalfont	131,686
Chester Springs	1,137,291
Clifton Heights	496,347
Collegeville	534,119
Conshohocken	3,299,718
Downingtown	159,916
Ebensburg	2,459,182
Eddystone	137,419
Erie	21,726,426
Exton	444,298
Fairless Hills	173,658
Feasterville	347,092
Harleysville	866,725
Harrisburg	961,491
Hazleton	104,626

City	Amount (\$)
Hollidaysburg	216,900
Horsham	506,986
Johnstown	22,277,226
King of Prussia	1,611,252
Lancaster	1,407,564
Lyon Station	152,766
McMurray	1,400,640
Mechanicsburg	123,600
Media	1,003,869
Mercersburg	413,295
Morrisville	2,851,664
Morton	320,854
Mount Pleasant	1,885,264
New Oxford	443,504
Newtown	583,417
Newtown Square	367,349
Philadelphia	126,611,808
Pipersville	354,489
Pittsburgh	67,220,511
Plymouth Meeting	6,498,388
Radnor	104,453
Reading	209,682
Red Hill	2,955,320
Roaring Spring	230,029
Sanatoga	172,801
Sharon Hill	124,665
Sinking Spring	431,170
Telford	586,678
Tipton	628,770
Trafford	323,326
Valley Forge	272,197
Warminster	504,584
Warrendale	164,520
Wayne	592,193
West Chester	2,730,513
West Conshohocken	307,384
West Mifflin	210,380
Whitehall	379,957
Wilkes Barre	201,050
Wynnewood	224,848
York	6,139,680

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 2,489 Pennsylvania residents. Total FY 2021 wages were \$1.54 billion, of which Pennsylvania residents earned \$245,427,137.

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

Under the funding agreement with the Pennsylvania Department of Transportation (PennDOT), Amtrak operates the *Keystone Service* and the *Pennsylvanian*. *Keystone Service* trains operate between New York, Philadelphia, Lancaster, and Harrisburg. The *Pennsylvanian* operates the same route and beyond to Pittsburgh. Including the *Pennsylvanian*, there are 14 weekday roundtrips and eight weekend roundtrips along the route. PennDOT provides financial support for both the operation of trains on the Philadelphia-Harrisburg-Pittsburgh segment, as well as infrastructure improvements.

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.

Commuter Services

Besides Amtrak's intercity services, SEPTA and NJT operate commuter services over the Amtrak-owned and operated Northeast Corridor and (for SEPTA) over a portion of Amtrak's Harrisburg Line. Amtrak provides electric traction power for SEPTA's operations over the Northeast Corridor, Harrisburg Line, and other lines owned by SEPTA.

***Capitol Limited* Carry-on Bicycle Service**

As of September 15, 2015, Amtrak offers carry-on bicycle service on the *Capitol Limited* route, Washington-Cumberland-Pittsburgh-Chicago. The line roughly parallels a 335-mile bicycle and hiking trail that extends from Washington to Pittsburgh. The Washington-Cumberland segment is part of the C&O Canal Towpath, and the connecting Cumberland-Pittsburgh segment is part of the Great Allegheny Passage rail-trail.

Major Facilities

Amtrak owns the 104-mile Keystone Corridor between Philadelphia and Harrisburg.

Amtrak owns and operates the Penn Coach Yard and Race Street Engine House equipment repair and maintenance facility at Gray 30th Street. Additionally, both SEPTA and NJT operate into Gray 30th Street Station.

Also located in Philadelphia is Amtrak's reservation call center, 1-800-USA-RAIL. This facility also exclusively handles responses to Amtrak website e-mails, has a customer service desk serving the entire country, and processes special requests nationwide for issues ranging from accommodations for passengers with disabilities to special food requests.

Keystone Corridor Improvements

Amtrak, Pennsylvania Department of Transportation (PennDOT), and SEPTA partnered in the Keystone Corridor Improvement Project, to bring the corridor to an improved condition that allowed for all-electric train service, top speeds of 110 mph, express service for some trips, and an increase from 11 to 14 weekday trains each way.

Other improvements include the closure of three public highway-rail grade crossings, preliminary engineering of interlocking/signal system reconfigurations, and rebuilding of State interlocking in Harrisburg. These projects are intended to advance the goal of 125 mph operations, reduce overall trip times, and improve service reliability.

In addition to infrastructure improvements, Amtrak, SEPTA and PennDOT are also making significant investments to improve the stations along the Keystone Corridor.

Station Improvements

Elizabethtown: 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 and station parking, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs.

Greensburg: Amtrak has FY 2023 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, parking area, and station, providing ADA-compliant parking spaces with painted striping, signage, and bollards, constructing a new platform with associated ramps, stairs, railings, and signage, modifying the station entrances to meet ADA requirements, ensuring that the waiting area is ADA compliant, and providing platform city identifier and ADA-required signage for parking.

Harrisburg: Harrisburg Transportation Center is being modernized to improve ADA accessibility, accommodate increased ridership, provide passenger amenities, and bring the 1887 station building into a state of good repair. The \$2 million initiative includes building maintenance and necessary upgrades, including replacing the aging, leaking, and poorly draining station roofs and associated skylights that have reached the end of their serviceable life, and improving the meeting space for visitors and occupants of the Observation Room. Improvements are being led by PennDOT in partnership with Harrisburg Redevelopment Authority. The Federal Transit Administration and PennDOT are providing federal and state funding. In a separate but related effort to improve ADA accommodation, Amtrak in 2016 installed a ramp from the lobby to the passenger bridge waiting area and installed an elevator from the passenger bridge to platform level.

Huntingdon: A new ADA-compliant shelter and platform were constructed here. The parking area and surrounding sidewalks were also brought into compliance in 2018.

Johnstown: In 2018, Amtrak completed ADA improvements at this historic station, including upgrades to the restrooms, accessible pathways to the station, accessible parking, and minor modifications to the entrances and ramps to meet ADA regulations. Platform design was underway in 2021.

Latrobe: Amtrak plans to modify the station to ensure ADA compliance. This includes providing an accessible route from the public right of way to the station, platform, and parking area, as well as providing ADA-compliant parking spaces with painted striping, signage, and bollards, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs and ADA-required signage for the parking area and the station.

Paoli: SEPTA and Amtrak partnered in 2016 to make modifications to the depot and infrastructure at the station to bring the facility into compliance with federal accessibility standards. The improvements, including a new center platform, were completed, and officially opened in September 2019. PennDOT, the Federal Transit Administration and the Tredyffrin Township community were major stakeholders working alongside SEPTA and AMTRAK to help transform the Paoli train station into an intermodal facility that is accessible for all.

Philadelphia: As the third busiest station in Amtrak's national system, Gray 30th Street Station serves Amtrak's high-speed *Acela*, *Northeast Regional*, *Keystone*, and other state supported long distance train services, serving over four million Amtrak rail passengers and over 12 million SEPTA and NJ TRANSIT rail commuters annually. Amtrak executed a leasing agreement for William H. Gray III 30th Street Station with master developer partner Plenary Infrastructure Philadelphia in 2021. Building operations and maintenance transitioned to Plenary in fall 2021. The developer will deliver the full scope of work over the next five years to restore the station's historic fabric, introduce new amenities, reinvigorate its retail and commercial potential, and enhance transit and pedestrian traffic flows. This agreement builds on the 2016 Station District Plan, a joint master planning effort led by Amtrak, Brandywine Realty Trust, Drexel University, PennDOT, and SEPTA.

Tyrone: ADA projects are progressing for Tyrone which will include platform and accessibility improvements.



TRACK OWNERSHIP			
—	Amtrak	—	NS
—	UP	—	CP
—	BNSF	—	CN
—	CSX	—	Other

AMTRAK ROUTES IN PENNSYLVANIA

① Congressional District