



Amtrak Fact Sheet Fiscal Year 2022 Commonwealth of Pennsylvania

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated over 96 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 2022, Amtrak trains served the following locations in Pennsylvania.

City (Code)	Ridership
Altoona (ALT)	15,142
Ardmore (ARD)	38,570
Coatesville (COT)	9,129
Connellsville (COV)	3,337
Cornwells Heights (CWH)	1,342
Downingtown (DOW)	32,653
Elizabethtown (ELT)	39,359
Erie (ERI)	13,389
Exton (EXT)	66,931
Greensburg (GNB)	8,367

City (Code)	Ridership
Harrisburg (HAR)	258,937
Huntingdon (HGD)	4,318
Johnstown (JST)	15,009
Lancaster (LNC)	305,698
Latrobe (LAB)	2,706
Lewistown (LEW)	8,287
Middletown (MID)	38,263
Mount Joy (MJY)	18,187
North Philadelphia (PHN)	1,323
Paoli (PAO)	105,375
Parkesburg (PAR)	17,228
Philadelphia (Gray 30th St.) (PHL)	3,058,329
Pittsburgh (PGH)	117,966
Tyrone (TYR)	2,371
Total Pennsylvania Station Usage:	4,182,216

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 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Capitol Limited</i>	CSX, Norfolk Southern	32%
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	48%
<i>Crescent</i>	Norfolk Southern	53%
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	59%
<i>Palmetto</i>	CSX	68%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	44%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	26%
<i>Carolinian</i>	CSX, Norfolk Southern	62%
<i>Keystone</i>	Amtrak	95%
<i>Pennsylvanian</i>	Norfolk Southern, Amtrak	68%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	81%
<i>Acela</i>	Amtrak, Metro-North	82%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	84%

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 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 681,334 members listing an address in Pennsylvania. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Pennsylvania, Amtrak spent \$283,861,842, broken down in the following locations:

City	Amount (\$)
Allentown	726,904
Ambler	2,816,778
Ardmore	1,012,875
Aston	1,793,824
Audubon	1,395,429
Barto	465,717
Bensalem	845,294
Berwick	927,839
Berwyn	6,668,556
Bethlehem	298,044
Birdsboro	1,294,106
Bristol	379,461
Burnham	7,136,220
Camp Hill	2,836,030
Canonsburg	130,338
Chadds Ford	217,852
Chester	106,148
Clearfield	110,103
Clifton Heights	761,116
Collegeville	510,323
Conshohocken	1,582,195
Douglassville	115,454
Downingtown	236,111
Easton	179,621
Ebensburg	425,858
Eddystone	203,992
Ephrata	168,139
Erie	26,825,017
Exton	411,684
Fairless Hills	430,171
Feasterville	310,134

Gap	148,426
Glenn Mills	103,037
Harleysville	1,337,830
Harrisburg	953,369
Horsham	154,424
Huntingdon Valley	750,055
Johnstown	101,544
King of Prussia	5,970,797
Kinzers	229,352
Lancaster	584,190
Lyon Station	144,418
Malvern	124,803
McMurray	4,265,137
Media	1,951,624
Mercersburg	974,587
Montgomeryville	678,591
Morrisville	2,580,189
Morton	274,764
Mount Pleasant	375,000
New Oxford	619,611
Newtown	5,081,662
Norristown	185,011
Oaks	138,317
Philadelphia	128,167,704
Pipersville	816,327
Pittsburgh	43,235,513
Plymouth Meeting	1,967,285
Reading	424,818
Red Hill	3,868,677
Sarver	206,293
Sharon Hill	141,096
Tipton	837,854
Trafford	688,179
Trumbauersville	149,903
Warminster	608,704
Wayne	1,720,767
West Chester	4,721,088
West Conshohocken	754,697
Whitehall	490,648
Wilkes Barre	202,790
Wynnewood	187,960
York	2,703,072

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 2,691 Pennsylvania residents. Total FY 2022 wages were \$1.92 billion, of which Pennsylvania residents earned \$28,2698,508.

Additional Information

Amtrak operates two state supported services in partnership with the Pennsylvania Department of Transportation (PennDOT)-the Keystone and the Pennsylvanian. Keystone Service trains operate between New York, Philadelphia, Lancaster, and Harrisburg. The Pennsylvanian operates the same route and beyond to Pittsburgh. PennDOT provides financial support for both the operation of trains and some infrastructure improvements along the Philadelphia-Harrisburg-Pittsburgh segment.

Commuter Services

Besides Amtrak's intercity services, Southeastern Pennsylvania Transportation Authority (SEPTA), and New Jersey Transit (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 limited 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 13 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, including Ardmore, Coatesville, and Harrisburg, with future projects slated for Parkesburg, Lancaster, Malvern, and Villanova.

Station Improvements

In FY 2022, Amtrak's ADA Stations program spent over \$1.3 million in the state.

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.

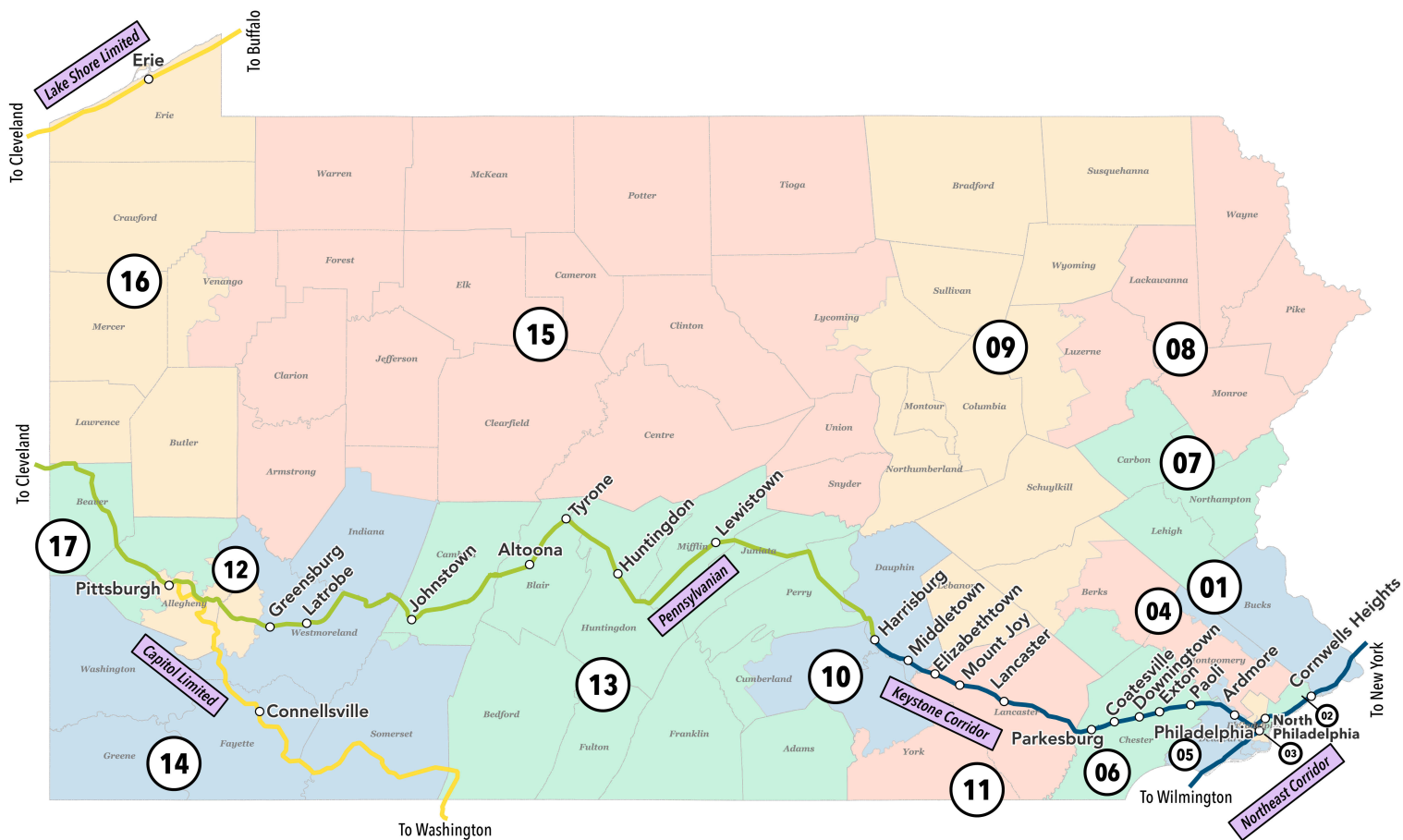
Harrisburg: Harrisburg Transportation Center has been modernized to improve ADA accessibility, provide passenger amenities, and bring the 1887 station building into a state of good repair. Initiatives include building maintenance and necessary upgrades, including replacing the aging, leaking, and poorly draining station roofs and associated skylights and improving the meeting space for visitors and occupants of the Observation Room. Improvements are led by PennDOT in partnership with Harrisburg Redevelopment Authority with The Federal Transit Administration federal funding and PennDOT state funding. Amtrak ADA improvements include ramp installation from the lobby to the passenger bridge waiting area, an elevator from the passenger bridge to platform level and improved passenger information digital systems (PIDS).

Paoli: 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. Improvements, including a new center platform, elevators, egress paths were completed, and officially opened in September 2019. Future Darby Road Bridge and Darby Road extension work.

Amtrak's ADA Stations Program has the following stations under design/construction development for accessibility improvements which may include egress paths, signage, and platform modifications:

Elizabethtown; Greensburg; Latrobe; Tyrone; and Johnstown.

AMTRAK ROUTES IN PENNSYLVANIA



Track Ownership

Amtrak	CSX
BNSF	NS
CN	UP
CPKC	Other

Congressional District

Route Name