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)
  - *Lake Shore Limited* (daily Chicago-Cleveland-Buffalo-Boston/New York)
  - *Palmetto* (daily New York-Washington-Richmond-Charleston-Savannah)
  - *Silver Star* (daily New York-Washington-Richmond-Columbia-Savannah-Jacksonville-Tampa-Miami)

- **State Supported**
  - *Carolinian* (daily New York-Washington-Richmond-Selma/Smithfield-Raleigh-Charlotte)
  - *Pennsylvanian* (daily New York-Trenton-Philadelphia-Harrisburg-Pittsburgh)

- **Northeast Corridor**

**Stations Served**

During FY 2022, Amtrak trains served the following locations in Pennsylvania.

<table>
<thead>
<tr>
<th>City (Code)</th>
<th>Ridership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altoona (ALT)</td>
<td>15,142</td>
</tr>
<tr>
<td>Ardmore (ARD)</td>
<td>38,570</td>
</tr>
<tr>
<td>Coatesville (COT)</td>
<td>9,129</td>
</tr>
<tr>
<td>Connellsville (COV)</td>
<td>3,337</td>
</tr>
<tr>
<td>Cornwells Heights (CWH)</td>
<td>1,342</td>
</tr>
<tr>
<td>Downingtown (DOW)</td>
<td>32,653</td>
</tr>
<tr>
<td>Elizabethtown (ELT)</td>
<td>39,359</td>
</tr>
<tr>
<td>Erie (ERI)</td>
<td>13,389</td>
</tr>
<tr>
<td>Exton (EXT)</td>
<td>66,931</td>
</tr>
<tr>
<td>Greensburg (GBN)</td>
<td>8,367</td>
</tr>
<tr>
<td>City (Code)</td>
<td>Ridership</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Harrisburg (HAR)</td>
<td>258,937</td>
</tr>
<tr>
<td>Huntingdon (HGD)</td>
<td>4,318</td>
</tr>
<tr>
<td>Johnstown (JST)</td>
<td>15,009</td>
</tr>
<tr>
<td>Lancaster (LNC)</td>
<td>305,698</td>
</tr>
<tr>
<td>Latrobe (LAB)</td>
<td>2,706</td>
</tr>
<tr>
<td>Lewistown (LEW)</td>
<td>8,287</td>
</tr>
<tr>
<td>Middletown (MID)</td>
<td>38,263</td>
</tr>
<tr>
<td>Mount Joy (MJY)</td>
<td>18,187</td>
</tr>
<tr>
<td>North Philadelphia (PHN)</td>
<td>1,323</td>
</tr>
<tr>
<td>Paoli (PAO)</td>
<td>105,375</td>
</tr>
<tr>
<td>Parkesburg (PAR)</td>
<td>17,228</td>
</tr>
<tr>
<td>Philadelphia (Gray 30th St.) (PHL)</td>
<td>3,058,329</td>
</tr>
<tr>
<td>Pittsburgh (PGH)</td>
<td>117,966</td>
</tr>
<tr>
<td>Tyrone (TYR)</td>
<td>2,371</td>
</tr>
</tbody>
</table>

**Total Pennsylvania Station Usage:** 4,182,216

Amtrak maintains the Great American Stations website ([https://www.greatamericanstations.com/](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:

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

Amtrak Government Affairs
June 2023
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](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:

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