



Amtrak Fact Sheet Fiscal Year 2023 Commonwealth of Pennsylvania

Amtrak Service & Ridership

At the end of FY 2023, 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 2023, Amtrak trains served the following locations in Pennsylvania.

City (Code)	Ridership
Altoona (ALT)	18,064
Ardmore (ARD)	57,449
Coatesville (COT)	11,937
Connellsville (COV)	3,172
Cornwells Heights (CWH)	2,190
Downingtown (DOW)	46,438
Elizabethtown (ELT)	51,022
Erie (ERI)	15,236
Exton (EXT)	101,803

City (Code)	Ridership
Greensburg (GNB)	10,089
Harrisburg (HAR)	325,037
Huntingdon (HGD)	4,790
Johnstown (JST)	16,449
Lancaster (LNC)	380,261
Latrobe (LAB)	3,177
Lewistown (LEW)	9,531
Middletown (MID)	53,027
Mount Joy (MJY)	24,877
North Philadelphia (PHN)	1,684
Paoli (PAO)	173,812
Parkesburg (PAR)	21,309
Philadelphia (Gray 30th St.) (PHL)	4,197,176
Pittsburgh (PGH)	116,084
Tyrone (TYR)	2,989
Total Pennsylvania Station Usage:	5,647,603

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

Service	Host Railroad (s)	FY23 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</i> (main line)	Amtrak, Metro-North	84%

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 775,493 members listing an address in Pennsylvania. 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 Pennsylvania, Amtrak spent \$432,376,858 broken down in the following locations:

City	Amount (\$)
Allentown	136,920
Alum Bank	150,962
Ambler	2,988,832
Aston	2,085,524
Audubon	2,003,210
Barto	791,813
Bensalem	518,919
Berwick	1,351,779
Berwyn	1,188,854
Bethlehem	354,622
Birdsboro	2,332,721
Bridgeport	137,597
Bristol	217,359
Broomall	149,272
Burnham	5,527,129
Camp Hill	13,056,602
Canonsburg	113,307
Chadds Ford	291,701
Chalfont	208,604
Chester	274,487
Chester Springs	1,779,865
Clearfield	115,233

Clifton Heights	900,361
Collegeville	653,430
Conshohocken	1,707,700
Douglasville	174,078
Downingtown	348,092
Duryea	175,645
Ebensburg	1,405,619
Eddystone	279,726
Ephrata	127,677
Erie	37,312,550
Exton	428,445
Fairless Hills	632,103
Glenn Mills	186,475
Harleysville	1,347,874
Harrisburg	869,126
Horsham	308,652
Huntingdon Valley	318,793
King Of Prussia	9,455,652
Lancaster	241,586
Lyon Station	484,955
McMurray	219,811
Media	2,303,366
Mercersburg	1,180,992
Mifflintown	158,095
Montgomeryville	476,811
Morrisville	2,989,531
Morton	140,500
Mt Pleasant	829,900
New Oxford	974,523
Newtown	17,315,619
Newtown Square	489,027
Norristown	169,832
Penndel	216,142
Philadelphia	216,910,482
Pipersville	1,089,453
Pittsburgh	69,058,497
Plymouth Meeting	1,245,874
Prospect Park	111,272
Reading	380,534
Red Hill	5,728,451
Scranton	199,240
Sharon Hill	121,193
Tarentum	118,460
Telford	950,587
Tipton	882,620
Trafford	809,612
Trumbauersville	383,828
Valley Forge	141,546

Warminster	568,374
Wayne	4,554,696
West Chester	3,855,032
West Grove	225,815
Whitehall	459,281
Wilkes Barre	493,461
Wynnewood	158,039
York	168,510

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 3,297 Pennsylvania residents. Total FY 2023 wages were \$2.21 billion, of which Pennsylvania residents earned \$332,907,944.

Additional Information

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

Service Expansion and Improvements

On December 8, 2023, the Federal Railroad Administration (FRA) announced acceptance of three applications to the Corridor Identification and Development Program (CIDP) that will benefit Pennsylvania.

The Scranton to New York Penn Station (NYP) Passenger Rail Corridor will restore intercity passenger rail service between Scranton, PA, and *New York Penn Station*, providing access to New York City, northwestern New Jersey, and Scranton, PA. The corridor has been the subject of numerous studies which show growing demand for intercity passenger rail service along a corridor that has heavy auto traffic and unpredictable travel times for highway commuters. The corridor will provide an intercity transportation option for historically under-served northeastern Appalachian Pennsylvania and northwestern New Jersey. The Pennsylvania Northeast Regional Rail Authority (PNRRA) and New Jersey TRANSIT (NJT) are co-applicants to PennDOT's lead application.

Pittsburgh to Philadelphia – Keystone Corridor will expand, modernize, and improve the two state-supported Amtrak services – the *Pennsylvanian* and the *Keystone Service* – to meet the demands of intercity passenger rail in the corridor and improve co-mingled operations for intercity, commuter, and freight trains. PennDOT's overarching goals for the corridor are to increase frequency of service, reduce trip times, and improve the passenger experience, leading to higher ridership. PennDOT and its partners, including Amtrak, have invested significantly in the corridor over the past two decades, designing and implementing station and rail infrastructure improvements between Harrisburg and Philadelphia and identifying improvements between Pittsburgh and Harrisburg to allow for a second daily *Pennsylvanian* frequency.

In September 2023, PennDOT finalized an agreement with freight carrier Norfolk Southern to support more than \$200 million in infrastructure and safety improvements to increase the *Pennsylvanian* service to two daily roundtrips, which a recent grant award will help the state partially offset this cost with federal investment.

Reading-Philadelphia-New York Corridor would connect Berks, Chester and Montgomery counties with Philadelphia and New York City, as well as other communities along Amtrak's Northeast Corridor (NEC) and beyond. The corridor would run on an existing rail alignment that has not had passenger trains running since 1983, with intermediate stops in Pottstown, Phoenixville and potentially Norristown, with four to eight daily roundtrips connecting southeastern Pennsylvanians with Philadelphia and New York City, from Reading. This application was submitted by the Schuylkill River Passenger Rail Authority, with membership representation from each of the three counties comprising the authority.

Keystone Corridor Improvements

Amtrak, PennDOT, and the Southeastern Pennsylvania Transportation Authority (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 included 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 were 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.

Daily *Cardinal* Service: Amtrak received a CIDP grant for daily frequencies on its *Cardinal* service between New York and Chicago, which stops in Philadelphia.

Commuter Services

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

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 north of Gray 30th Street Station. The Penn Coach Yard is one 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 the rail yard upgrades was announced in early 2024, and construction is expected to begin later in the year.

Amtrak's reservation call center (available at 1-800-USA-RAIL) is in northeastern Philadelphia. It 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.

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.

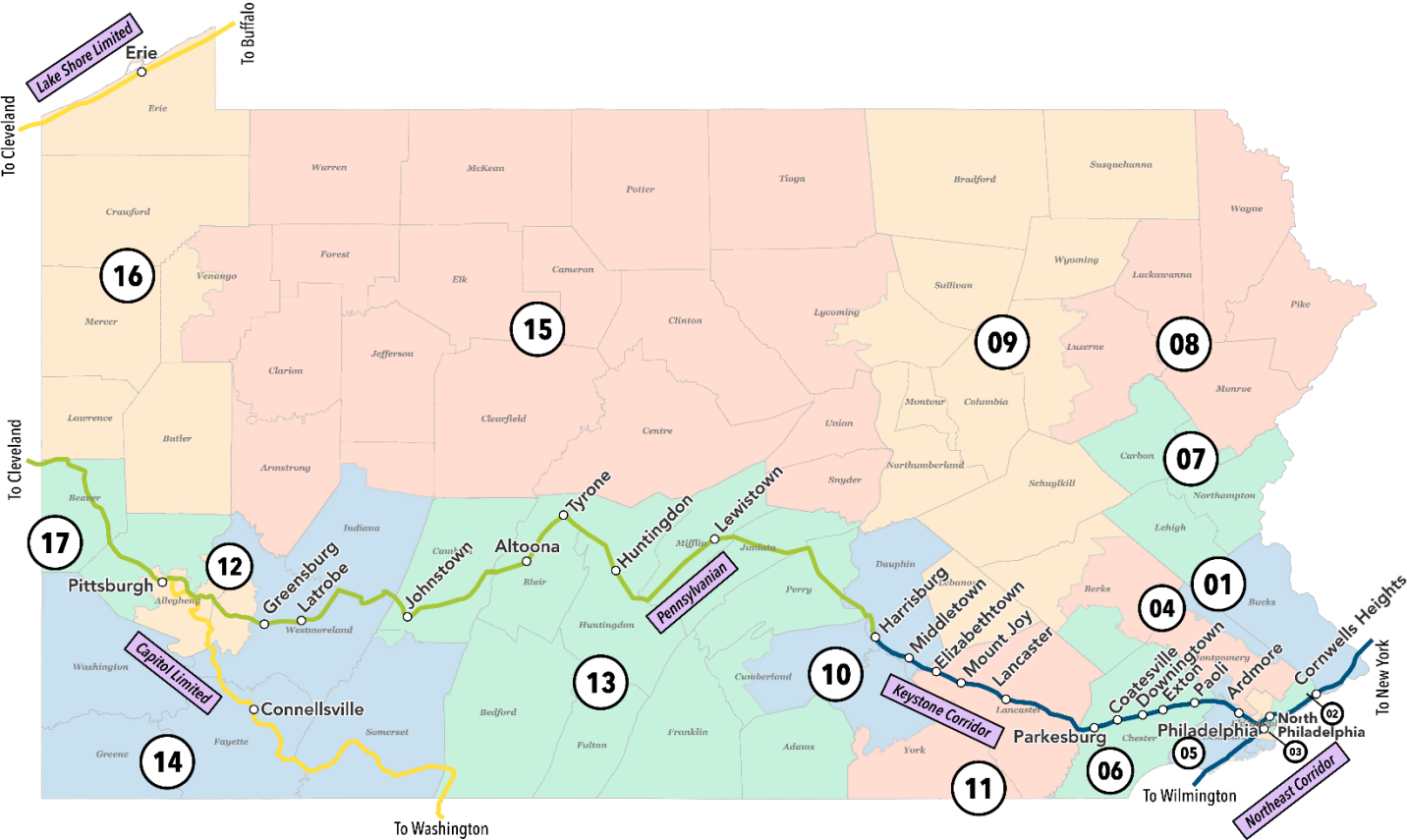
Philadelphia: As the third busiest station in Amtrak's national system, William H. Gray III 30th Street Station serves Amtrak's high-speed *Acela*, *Northeast Regional*, *Keystone Service*, and other state-supported and long-distance train services. On average, it serves over four million Amtrak rail passengers and over 12 million SEPTA and NJ TRANSIT rail commuters annually. Amtrak executed a leasing agreement for Gray 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 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: The 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. Amtrak ADA improvements include installation of a ramp from the lobby to the passenger bridge waiting area, an elevator from the passenger bridge to platform level and improved Passenger Information Display Systems (PIDS).

Paoli: PennDOT, the Federal Transit Administration and Tredyffrin Township were major stakeholders working alongside SEPTA and Amtrak to help transform the Paoli station into an intermodal facility that is accessible for all. Improvements, including a new center platform, elevators, and egress paths were officially opened in September 2019. Phase 2 of the Paoli Transportation Center Project includes highway improvements and relocation of North Valley Road, with a Phase 3 future parking garage in the south parking lot adjacent to Lancaster Avenue.

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: **Altoona, Elizabethtown, Greensburg, Huntingdon, Lancaster, Latrobe, Lewistown, Johnstown and Pittsburgh.**

AMTRAK ROUTES IN PENNSYLVANIA



Track Ownership	
— Amtrak	— CSX
— BNSF	— NS
— CN	— UP
— CPKC	— Other

01 Congressional District

Route Name