



Amtrak Fact Sheet Fiscal Year 2023 State of Washington

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated 22 trains per day in Washington, 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 Washington.

City (Code)	Ridership
Bingen-White Salmon (BNG)	2,620
Centralia (CTL)	19,730
Edmonds (EDM)	18,723
Ephrata (EPH)	2,554
Everett (EVR)	38,182
Kelso-Longview (KEL)	23,133
Leavenworth (LWA)	8,427
Olympia-Lacey (OLW)	49,526
Pasco (PSC)	19,027
Seattle (King St.) (SEA)	689,710
Spokane (SPK)	45,562
Tacoma (TAC)	75,652
Tukwila (TUK)	29,014
Vancouver (VAN)	87,144
Wenatchee (WEN)	9,949
Wishram (WIH)	1,072
Total Washington Station Usage:	1,120,025

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 Washington 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%
Amtrak Cascades	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 370,879 members listing an address in Washington. 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 Washington, Amtrak spent \$169,285,687 broken down in the following locations:

City	Amount (\$)
Auburn	202,256
Bellevue	666,305
Chehalis	470,555
Everett	11,210,583
Kenmore	127,101
Kent	2,054,805
Kirkland	301,557
Marblemount	136,836
Mill Creek	176,390
Puyallup	246,938
Redmond	1,824,214
Renton	2,278,173
Seattle	9,002,036

Spokane	134,255,005
Tacoma	5,173,708
Vancouver	830,710

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 489 Washington residents. Total FY 2023 wages were \$2.21 billion, of which Washington residents earned \$41,056,983.

Additional Information

Amtrak operates two long-distance trains with daily service in Washington: The *Empire Builder*, which makes a total of eleven station stops in Washington, provides service at both Seattle King Street Station and Portland Union Station to and from Chicago via Spokane; the *Coast Starlight*, which makes six station stops in Washington, provides service between Seattle and Los Angeles. Amtrak, in partnership with the states of Oregon and Washington, also operates Amtrak Cascades providing frequent, daily service in the Pacific Northwest from Eugene to Vancouver, BC, Canada. In addition, Amtrak provides an extensive network of Thruway Motorcoach services to link communities that otherwise have no direct rail access to the Amtrak rail network. In 2023, Amtrak introduced its first electric bus into this service, making a daily round-trip from Seattle to Bellingham, WA, and back on a single charge.

Service Expansion and Improvements

Amtrak Cascades 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, OR, 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. The *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.

Amtrak Cascades Corridor: The Washington 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, and Eugene including Seattle. Oregon's service expansion calls for six daily roundtrips between Eugene and Portland while Washington's plan calls for 13 daily roundtrips between Portland and Seattle and four roundtrips between Seattle and Vancouver, BC.

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 via Seattle, 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 Seattle. The proposed corridor would restore a route that Amtrak discontinued in 1979.

Contract Commuter Services

Amtrak maintains Sounder commuter rail equipment under contract with Sound Transit. This service operates between Everett and Seattle and between Seattle and Tacoma.

Major Facilities

Washington is home to Amtrak's Seattle Maintenance Facility, Amtrak's largest facility in the Northwest. Contracting with local construction company PCL Construction Services of Bellevue to modernize and expand the facility, Amtrak has invested over \$75 million over the last decade to develop a new maintenance warehouse, administrative building, a service and inspection building, and a locomotive service and repair facility in Seattle. Amtrak has planned additional investments to prepare the Seattle Maintenance Facility for the new *Amtrak Airo* trains that will enter service in the coming years. A contract award for rail yard upgrades is anticipated in 2024.

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.

Bellingham: Amtrak plans to modify the stations to ensure ADA compliance in FY 2026. This will include updating the station's entrances and waiting rooms to meet ADA requirements.

Bingen-White Salmon: In FY 2024 Amtrak completed ADA upgrades including a new platform, walkways, compliant parking spaces and signage all illuminated by lighting improvements.

Centralia: Amtrak is currently in the design stage for ADA upgrades including a new platform, walkways to the public right of way and passenger shelters including associated lighting and signage for the platform, walkways, and parking. Construction will be completed in FY 2026.

Edmonds, Everett, Mount Vernon, Olympia-Lacey, Seattle and Vancouver: Amtrak is in preliminary design for ADA upgrades to these stations including new platforms, walkways, stairs, ramps, lighting and signage.

Ephrata: Amtrak is currently in the construction phase of ADA upgrades including a new platform, walkways to the parking and public right of way and compliant parking including lighting and signage for the platform, walkways, and parking. Construction will be completed in FY 2025.

Kelso-Longview: Amtrak is currently in the design stage for ADA upgrades including new grade separated platforms, walkways to the public right of way including associated lighting and signage for the platform, walkways, and a grade separated solution. Construction will be completed in FY 2028.

Pasco: Amtrak is currently in the design stage for ADA upgrades to feature a new platform and walkways to the public right of way, as well as associated lighting and signage for the platform and walkways. Construction will be completed in FY 2027.

Wenatchee: Amtrak is currently in the design stage for ADA upgrades to feature a new platform, walkways to the public right of way and associated lighting and signage for the platform and walkways.. Construction will be completed in FY 2026.

Wishram: In FY 2024 Amtrak completed ADA upgrades including accessible parking, walkways between the public right of way, compliant parking, a new platform, and a passenger shelter. Upgrades to the station included an accessible entrance and interior improvements to the waiting room.

Edmonds, Everett, Kelso-Longview, Olympia/Lacey, Pasco, Seattle (King St. Station), Tukwila: In FY 2023 Amtrak completed work to provide audio-visual ADA upgrades. This included providing train information and visual messaging in the station and/or on the platform to provide dual-mode ADA-compliant communications.

Tacoma: In November 2021, Amtrak service relocated to a new location at Freight House Square. This \$149.9 million project included significant track work, new platforms, and a new passenger facility. It was part of the state's American Recovery and Reinvestment Act (ARRA) award to improve the Amtrak Cascades route. The new location in Tacoma is part of a redirected route that is further inland, and bypasses Point Defiance, reducing the travel time between Seattle and Portland. The station is served by Amtrak Cascades, the *Coast Starlight*, and Sound Transit Sounder commuter trains – making Freight House Square another key rail facility that also connects to local and regional bus service.

AMTRAK ROUTES IN WASHINGTON

