



# AMTRAK® SUSTAINABILITY REPORT FY2016-FY2017 EXECUTIVE SUMMARY





## ABOUT THIS REPORT

The Amtrak Fiscal Year 2016-2017 Sustainability Report represents one of the many ways that we fulfill the objectives of our sustainability policy and corporate-wide sustainability program. This report details our company's performance, focusing on environmental, financial and social sustainability efforts. Information and data reflect performance in fiscal year 2016 and 2017, which ran from October 1, 2015 through September 30, 2017.

We strive to take a balanced approach to report on environmental, financial and social topics based on the Global Reporting Initiative (GRI) Standards. GRI is the de facto sustainability reporting framework used by companies around the world, including other transportation and rail entities. We self-declare this report to be in accordance with the core level of the GRI Standards. This year, we streamlined our Sustainability Report compared with prior year reports. This report focuses on our approach to managing key environmental, financial and social topics, with additional content available in our GRI index at [Amtrak.com/sustainability](https://www.amtrak.com/sustainability). We've also changed the reporting period from calendar year to fiscal year to align with the Amtrak strategic plan and our sustainability goals.

For feedback, questions or additional information about this report, please contact [AmtrakSustains@amtrak.com](mailto:AmtrakSustains@amtrak.com).



Throughout the report, additional information in the GRI index is noted by this icon.



A northbound *Northeast Regional* on the Potomac River at the peak of the cherry blossoms season.



# Q&A with CEO RICHARD ANDERSON

## What does sustainability mean to Amtrak?

At Amtrak, sustainability is balancing the needs of our organization with the needs of future generations. Our stakeholders are counting on us to be good stewards of the environment while also creating economic and social value for our communities. Our employees and our senior leadership team share this view.

## How are you incorporating sustainability into your business?

We have a company-wide sustainability policy that guides our decision-making process. When we are evaluating where to make capital investments or how to make new policy, we make sure to incorporate the full scope of sustainability factors into our decision making – including environmental, financial and social considerations. We also set annual sustainability goals to ensure we are making measurable progress in key areas.

## How are you protecting the environment?

We are making good progress in reducing greenhouse gas emissions – in large part due to our commitment to reduce fuel and energy use. We are increasingly bringing more fuel-efficient and lower-emission trains into our fleet. These trains run on new, cleaner technology than our prior-generation diesel engines. Since 2010, we have saved more than 180,000 metric tons of carbon dioxide

equivalent (MTCO<sub>2</sub>e) emissions – comparable to 38,500 passenger vehicles driven for one year. Many of our customers have told us they ride Amtrak because they want to reduce their own carbon footprint. Being a more sustainable option for travel is a competitive advantage for us.

## How important is safety to sustainability?

It's critical. We view safety performance as a leading indicator to everything we do. Companies that perform well in safety tend to do everything well. We also understand that keeping our customers and employees safe is integral to sustainability. While Amtrak is safe today, our entire team understands we need to continually improve. We are taking a series of actions to build an even stronger safety culture. Amtrak recently hired as its new chief safety officer an internationally-recognized safety expert from the aviation industry. We are also adopting best practices from the aviation and health care industries by developing a Safety Management System (SMS). This activity will result in a continual system-wide audit of our risks and safety practices. Finally, we are calling on the entire rail industry to implement Positive Train Control (PTC) by the end of 2018. PTC is a critical safety measure for our industry.

## How does Amtrak serve communities?

Amtrak is an economic driver for many major cities and communities across the country, bringing tens of thousands of people to places for work and leisure. An important part of



## AMTRAK EMBRACES SUSTAINABILITY AS A FUNDAMENTAL PART OF HOW WE OPERATE.

our sustainability approach is infrastructure planning and development. How can we upgrade and modernize our major stations so that our customers and local community members have a great experience? One key project is the Amtrak Gateway Program, which we reference on page 20. We are also working on plans to modernize our stations in Washington, Chicago, Philadelphia and Baltimore, among other places.

## How are you being transparent in sustainability reporting?

We are introducing our first Performance Scorecard this year, on page 6. This scorecard shows Amtrak's year-over-year performance across various aspects of our business and operations. We have been calculating and reporting greenhouse gas (GHG) emissions since 2010. Each year, our GHG inventory undergoes a third-party verification process to

ensure accuracy and transparency. As a member of the CDP, formerly called the Carbon Disclosure Project, Amtrak publicly reports GHG emissions data as well as information on climate change initiatives and mitigation strategies. In 2016 and 2017, Amtrak received an A-, based on our climate strategy, risk and opportunities, and GHG emissions reductions. Our response is available at [cdp.net](http://cdp.net).

On behalf of our entire team, thank you for your interest in Amtrak. We look forward to keeping you updated on our progress in becoming a sustainable company.

Sincerely,

Richard Anderson  
Amtrak President and CEO

# AMTRAK ACROSS AMERICA: Vital to 250 Million Travelers a Year

At the National Railroad Passenger Corporation (Amtrak), we work with our partners to help move people, the economy, and the nation forward. Amtrak operates a network of intercity long-distance, short-distance, and high-speed passenger rail services spanning 46 states, the District of Columbia, and three Canadian provinces.

Amtrak is a federally chartered corporation, operating as a for-profit company, with the federal government as a majority stakeholder. Members of the Amtrak Board of Directors are appointed by the President of the United States and confirmed by the U.S. Senate. We have been in the business of helping people get places since 1971, the year Congress created Amtrak to take control of intercity passenger rail services. Operations began the following year. Amtrak operates 3 business lines and supports 13 commuter services that collectively transport 250 million travelers a year.



## Northeast Corridor

### Northeast Corridor (NEC)

*Acela* and *Northeast Regional* service connects Washington, DC, Philadelphia, New York, and Boston over 457 miles. The NEC is the busiest railroad in North America with about 2,200 Amtrak, commuter and freight trains operating over some portion of the Boston-Washington route daily.

### FY2017 Highlights

- Ridership: 12 million (up 1% year-over-year)
- 38% of total ridership (55% of total revenue)
- Amtrak supports eight commuter rail services on the NEC—more than 892,000 Amtrak and commuter trips are taken on the NEC every weekday.

## National Network

### State Supported

Through cooperative partnerships with 18 partners and 21 agencies, we operate 29 short-distance city-to-city routes (less than 750 miles). These routes serve the Northeast, the Midwest, the South, the Northwest, and the West.

### FY2017 Highlights

- 15 million riders (up 2.1% year-over-year)
- 47% of total ridership (23% of total revenue)
- Five routes with more than one million riders: including *Pacific Surfliner*, *Capitol Corridor*, *Empire Service*, *Keystone Service*, and *San Joaquins*

### Long Distance

Our 15 long-distance routes (over 750 miles) provide service at nearly half of Amtrak's 500 stations and are the only Amtrak trains in 25 of the 46 U.S. states in the network.

### FY2017 Highlights

- 4.6 million riders (up 0.9% year-over-year)
- 15% of total ridership (22% of total revenue)
- 18% of customers travelling to/from a rural station—Amtrak offers the only intercity passenger transportation service in an increasing number of communities that lack intercity bus and airline service

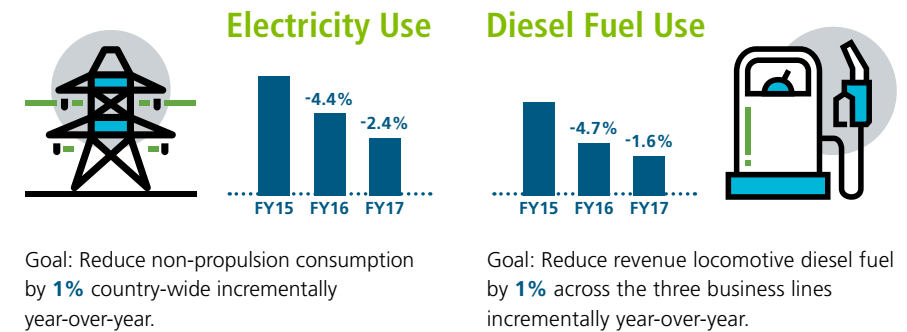
## Contract Commuter Services

Amtrak is one of the largest operators of contract commuter services in North America—providing either services or access for 13 commuter agencies.

# Amtrak Operating Focus

Amtrak is focused on running the business efficiently, modernizing and enhancing customer service, and investing in our future, all on a foundation of safety and security.

Our five key objectives are:



## SUSTAINABILITY GOALS PROGRESS FY2016–FY2017

In FY2016 and FY2017, we achieved our goals of reducing electricity usage, reducing purchased revenue diesel fuel, and reducing GHG emissions; and improving environmental audit scores compared to FY2015 and FY2016, respectively.

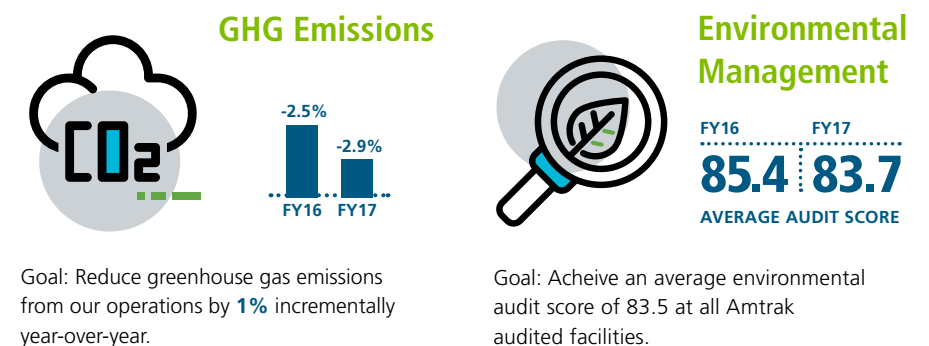






Photo credit: KGP Design Studio/ Grimshaw

Moynihan Station will provide relief to New York Penn Station's crowded boarding conditions.

## PERFORMANCE SCORECARD

This Performance Scorecard is a new way for us to describe what we're working on and how we're doing. We've attempted to convey relevant performance year-over-year, across all three sustainability categories: environmental, financial and social. Some categories are part of an annual goal that we've been historically tracking, while other initiatives are in development, so performance figures may not be available during this reporting period. We believe the Scorecard is a snapshot of Amtrak's most material topics to achieve long-term success and maintain a competitive advantage. Regardless of the topic status Amtrak is focused on continuous improvement.

### Environmental

ENVIRONMENTAL COMPLIANCE	Year-over-Year (+/-)	FY2017	FY2016	Comment
Facility Audits	-1.7	Average Score: 83.7 Exceeded Goal: 83.5	Average Score: 85.4 Exceeded Goal: 83.5	Facility environmental audits help managers maintain federal, state, and local compliance; scores are based on a scale of 0–100.
Regulatory Compliance Actions (Fines)		1	1	Our facility environmental compliance program is based on the principles of the environmental management system standard, ISO 14001.
Reportable Spills	-52%	21	44	We continue to drive down spills in operations through better management and education.

ENVIRONMENTAL CLEANUPS	Year-over-Year (+/-)	FY2017	FY2016	Comment
Active Sites	NA	33	30	Clean-ups range in size and complexity; from soil removal to track cleaning to extensive remediation. Projects of this scale require close management and ongoing funding to meet state and federal regulations. We continue to close active environmental sites and concluded 2 projects in 2017. We are making progress on the remaining sites and have achieved significant milestones in 5 projects with the completion of extensive investigations. All sites are investigated and remediated to meet applicable state and federal requirements.
Closed Sites	NA	2	3	
Underground Storage Tank Removal	NA	Final 2 tanks removed	5 tanks removed	To minimize the potential for underground soil and groundwater contamination, in 2012, we established a multi-year goal to remove all regulated underground storage tanks and replace them with aboveground tanks. The last of the remaining regulated tanks were removed in FY2017.





Our pets on trains program is a popular option for customers.

## Environmental (continued)

RECYCLING RATE	Year-over-Year (+/-)	FY2017	FY2016	Comment
Recycled Industrial Materials	+10.7%	9,600 tons	8,676 tons	Steel parts, scrap metal, and train car windows are commonly recycled at Amtrak facilities.
Recycled Municipal Materials	+170 tons	2,518 tons	2,348 tons	Municipal waste is all trash generated onboard Amtrak trains and at Amtrak facilities—including offices.
Municipal Diversion Rate	+0.9%	8.3% diversion	7.4% diversion	Our diversion rate is the percentage of the total volume of municipal waste recycled. Our diversion goal is 20 percent by 2020 - over the 2015 baseline. Although we have improved, this aspect of our operations continues to be a challenge.

RESOURCE USE & EMISSIONS	Year-over-Year (+/-)	FY2017	FY2016	Comment
Revenue Locomotive Diesel Fuel	-1.6%	858,000 gallons saved	2.7 million gallons saved	Locomotive diesel fuel is our second largest operating expense after our personnel. In FY2016 all three Amtrak business lines focused to reduce revenue locomotive diesel fuel by one percent over FY2015. In FY2017, each of the three Amtrak business lines focused to reduce locomotive diesel fuel by one percent over FY2016. This is measured by total gallons of revenue train fuel purchased by each business line.
Electricity (Non-Propulsion)	-2.4%	217,263,612 kWh	222,618,086 kWh	Amtrak facilities consume electricity for lighting, conditioning, and general office, station, and operations (non-propulsion). We aimed to reduce electricity consumption by one percent in the largest facilities, country-wide. Performance was measured against prior year consumption.
Greenhouse Gas Emissions	-2.9%	.990 MMCO <sub>2</sub> e	1.019 MMTCO <sub>2</sub> e	Our collective emissions come from locomotive diesel fuel, traction power, purchased electricity used in Amtrak facilities, refrigerants, maintenance equipment, and highway fleet fuel.
Carbon Offsets				Customers purchase carbon offsets through <a href="https://Carbonfund.org">Carbonfund.org</a> to counterbalance their Amtrak travel. They can purchase these offsets after completing their ticket reservation; they can also purchase offsets with Guest Rewards points (2,000 points = 10,000 miles = 3,966 lbs. CO <sub>2</sub> e). *System interruptions artificially reduced the overall value in 2017.
Amtrak Guest Rewards		2,940,000 miles	3,610,00 miles	
Purchased Train Mile Offsets		420,981 miles	904,903 miles	
Total Donations		\$760	\$2,158	
GHG Emissions Offsets		604 MTCO <sub>2</sub> e	812 MTCO <sub>2</sub> e	



Photo credit: Amtrak/Mark Glucksman

The inaugural *Winter Park Express* in 2017 garnered rave reviews.

## Social

PASSENGER AND EMPLOYEE SAFETY	Year-over-Year (+/-)	FY2017	FY2016	Comment
FRA Reportable Passenger Incidents	-4.8%	14.6 per 100 million passenger miles	15.3 per 100 million passenger miles	Reportable incidents can range from severe injuries in accidents to strains from lifting luggage or injuries during onboarding or deboarding.
FRA Reportable Employee Injury Rate	0.17%	4.27%	4.10%	The lost time incident rate was down, indicating fewer severe incidents in FY2017 over FY2016; however, sprains and strains, and vehicle crashes increased, contributing to an overall higher rate. The injury rate is the number of railroad worker on duty injuries and illnesses per 200,000 employee-hours annually (equivalent of 100 full-time employees).
Employee Lost Time Injuries	-9%	460 incidents	503 incidents	The decrease in lost time incidents generally indicates fewer severe injuries.
Employee Fatalities		0	3	Two incidents in FY2016 resulted in Employee Fatalities: Train 89 in Chester, PA and a NJ Transit train that struck an Amtrak employee in New Brunswick, NJ

RAILROAD SAFETY	Year-over-Year (+/-)	FY2017	FY2016	Comment
Positive Train Control (PTC)		Amtrak is committed to meeting the statutory PTC deadline of December 31, 2018. Amtrak is dependent on the cooperation of our freight and commuter host railroads to complete PTC activation outside the NEC.		Through December 31, 2017, Amtrak has completed: <ul style="list-style-type: none"> <li>• 327 of 459 locomotives are fully equipped and PTC operable;</li> <li>• 8 of 12 installation/track segments completed;</li> <li>• 102 of 120 radio towers fully installed and equipped;</li> <li>• Nearly 90 percent of employees trained (9,817 of 10,985); and</li> <li>• 603 of 897.5 route miles in PTC operation.</li> </ul>
Highway Crossings	-10%	148 incidents	164 incidents	Operation Lifesaver collaboratively worked with the FRA to produce the Emergency Notification System video, distributed to driver's education and CDL schools across the country, and increased outreach to local police, fire, and EMS to improve education.
Rail Equipment Incidents	-18%	54 incidents	66 incidents	Maintenance of Amtrak equipment and Maintenance of Way contribute to 20 percent of incidents within Amtrak's control; approximately 80 percent of incidents are outside of Amtrak's control.
Major Operating Rule Violations	+8.0%	121	112	Moving violations range from speeding to roadway worker protection failure to issuing unsafe directives. We're addressing these violations through front-line training, unannounced field observations, and operational testing.





Photo credit: Amtrak/Doug Riddell

Our employees take pride in providing the highest levels of customer service.

### Social (continued)

DIVERSITY & INCLUSION (D&I)	Year-over-Year (+/-)	FY2017	FY2016	Comment
Workforce Diversity & Inclusion (D&I)	N/A	Baseline year	Planning year	To address pockets of underrepresentation, Amtrak hired a D&I manager to roll out the plan in FY2018; we will target supplier, employee, and customer D&I.
Accessibility Projects		38 completed projects, \$43.8M invested	21 completed projects, \$37M invested	Accessibility projects include digital displays and ADA compliance upgrades for easier customer travel.

DISASTER RELIEF	Year-over-Year (+/-)	FY2017	FY2016	Comment
Disaster Relief	N/A	Various and unmeasured	Various and unmeasured	Amtrak provides ad hoc support to communities after natural disasters and crisis events, including delivering 2,800 cases of water to Flint, Michigan (FY2016) and various supplies to West Virginia and Texas (FY2017).

### Economic

REVENUE	Year-over-Year (+/-)	FY2017	FY2016	Comment
Total Revenue	+3.3%	\$3,179.3M	\$3,145.9M	FY2017 figures are unaudited.
Total Company Cost Recovery	+0.8%	94.8%	94.0%	Covering operating costs with ticket sales and other revenue; FY2017 recovery sets new company record. Amtrak is committed to achieving 100 percent cost recovery to be operationally self-sufficient.

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