



FY 2020 Company Profile

For the Period October 1, 2019 - September 30, 2020



Amtrak set a new standard of travel in an effort to simplify and safeguard the travel experience.

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Did you know?

The name “Amtrak” results from the blending of the words “America” and “track.” It is properly used in documents with only the first letter capitalized. The railroad is officially known as the National Railroad Passenger Corporation.

Fiscal Year 2020 Highlights

- Amtrak advanced testing on the new *Acela* trainsets. Efforts also included gathering necessary data needed to meet regulatory requirements, improving infrastructure and facilities, and developing training so these trains can begin carrying customers in 2022. Prototype trains were tested on the Northeast Corridor (NEC) and in Colorado, topping 20,000 miles (32,186 km) on the test track and reaching a speed of 166.8 mph (268.4 kph) at the Transportation Technology Center near Pueblo, Colo.
- Amtrak’s state partners in the Midwest and California also started accepting new railcars that customers will ride in 2021, with touchless features and updated amenities including more space for bicycles.
- Reduced train volumes resulting from lower travel demand due to the COVID-19 pandemic meant Amtrak was able to accomplish additional infrastructure improvements. For example, the company expedited concrete slab, tie and rail replacement work in the B&P Tunnel in Baltimore. Additionally, crews accomplished over 20 percent more Sperry rail testing at night on the NEC. Amtrak also accelerated data collection efforts in performing LiDAR (light detection and ranging) mapping of infrastructure.
- Completed installation and implementation of Positive Train Control (PTC), a safety technology designed to match train speed to track conditions for improved safety, on all Amtrak-owned or controlled tracks.



Amtrak completed concrete slab, tie and rail replacement work at the Baltimore & Potomac Tunnel, which opened to train traffic in 1873 and is located west of Baltimore Penn Station.

- Invested a record \$109 million on ADA-related design and construction improvement projects at more than 159 locations nationwide, advancing efforts to make stations universally accessible.
- Implemented initiatives to improve diversity, inclusion and belonging. Amtrak hosted listening sessions with employees, created a Diversity & Inclusion Council, made significant changes to its hiring practices and offered “unconscious bias” training to all employees.
- Exceeded or met all annual energy, fuel and greenhouse gas emissions targets. Efforts such as lighting upgrades and reduced idling helped Amtrak meet these targets and save money. In addition to these efforts made by employees, reduced train service played a role in meeting Amtrak’s goals.

Responding to the COVID-19 Pandemic

- As a result of the dramatic reduction in travel demand due to the pandemic, Amtrak adjusted and reduced schedules beginning in March 2020 for services across its network. Operations north of the U.S.–Canada border were suspended from March due to closure of the border. State Supported train schedules were modified based on guidance from Amtrak’s state partners. Starting in October 2020, Amtrak reduced many Long Distance routes from daily to tri-weekly service. Amtrak is committed to assessing travel needs continuously and to restoring service levels when appropriate.
- For the health and safety of its customers and employees, Amtrak set a new standard of travel in an effort to simplify and safeguard the travel experience. Several cleaning, contact-free and convenience measures were implemented into every part of the customer journey. Amtrak’s new standard of travel included:
 - ▶ **Face coverings:** Amtrak required all customers and employees to wear a face mask or covering that fully covered the entire mouth and nose while onboard and in stations.

- ▶ **Physical distancing:** Signage was displayed at stations to indicate safe distances in high traffic areas. In addition, protective plastic barriers were installed at customer counters.
- ▶ **Limited bookings:** Allowed for more physical distancing in seating areas on most trains.
- ▶ **Capacity indicator:** When searching for travel options, customers saw a new volume percentage next to each train for a real-time look at seat availability, providing insight into which trains were less crowded.
- ▶ **Enhanced cleaning protocols:** Amtrak enhanced cleaning frequency. In stations, commonly used surfaces were cleaned with EPA-registered disinfectants. Trains were deep cleaned and sanitized prior to service, with additional en-route cleaning to disinfect restrooms and frequently touched surfaces.
- ▶ **Partnership with RB, the makers of Lysol®:** Germ-kill experts and microbiologists from RB helped Amtrak strengthen and reinforce its disinfection protocols for trains and stations.
- ▶ **Seeking expertise:** Amtrak engaged the Department of Environmental and Occupational Health at the George Washington University Milken Institute School of Public Health to provide ongoing technical expertise and guidance to enhance Amtrak’s comprehensive coronavirus pandemic response. These experts worked closely with Amtrak’s medical director and public health and safety team.

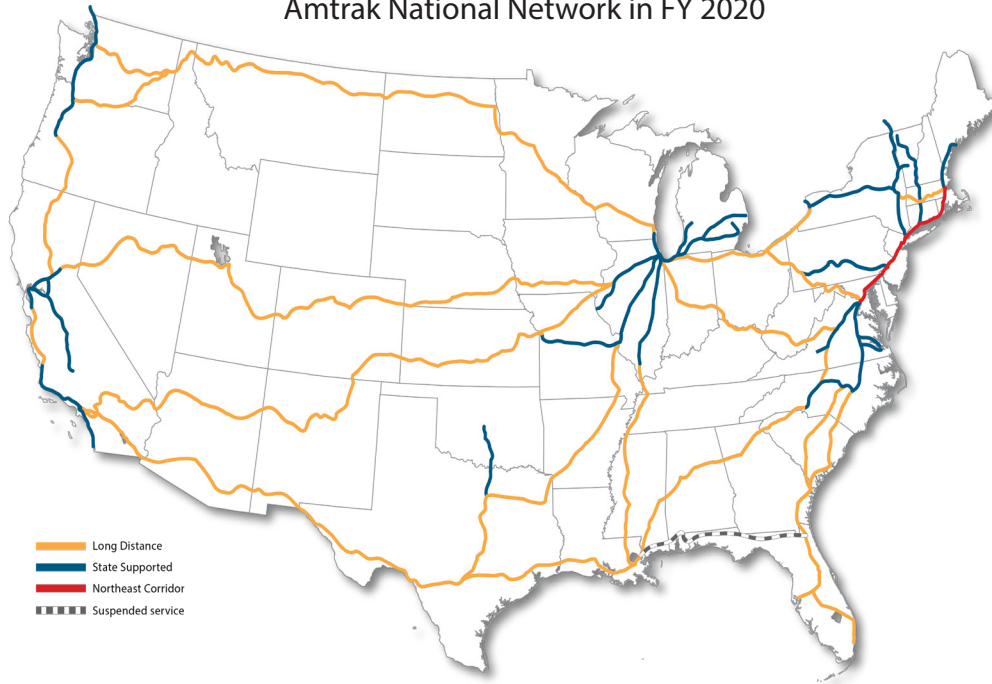


Trains were deep cleaned and sanitized prior to being placed into service to help safeguard the health of customers and employees.

Corporate Background

- Amtrak was created by Congress in 1970 to take over the majority of the intercity passenger rail services previously operated by private railroad companies in the United States. Those companies showed they had operated these services at a huge net loss for many years. National operations began on May 1, 1971.
- As defined by the U.S. Congress through the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), Amtrak’s

Amtrak National Network in FY 2020



mission is to “provide efficient and effective intercity passenger rail mobility consisting of high-quality service that is trip-time competitive with other intercity travel options.”

- Amtrak is a federally chartered corporation, with the federal government as majority stockholder. The Amtrak Board of Directors is appointed by the President of the United States and confirmed by the U.S. Senate. Amtrak is operated as a for-profit company, rather than a public authority.
- The Amtrak Board of Directors appointed William J. Flynn chief executive officer effective Apr. 15, 2020. He is the twelfth executive to lead America’s Railroad®. Mr. Flynn has four decades of transportation and logistics experience and most recently served 13 years with Atlas Air Worldwide Holdings, Inc., as president and CEO and board chairman.

- At the close of FY 2020, the company had more than 17,500 employees.
- Amtrak’s core values and strategic plan commit to incorporating sustainability into its operations and decision making as seen in the company’s annual goals for sustainability targets.
- Amtrak is on the web at Amtrak.com. Also discover Amtrak on Facebook, Twitter, Pinterest, Instagram, YouTube, LinkedIn, Blog.Amtrak.com and GreatAmericanStations.com.

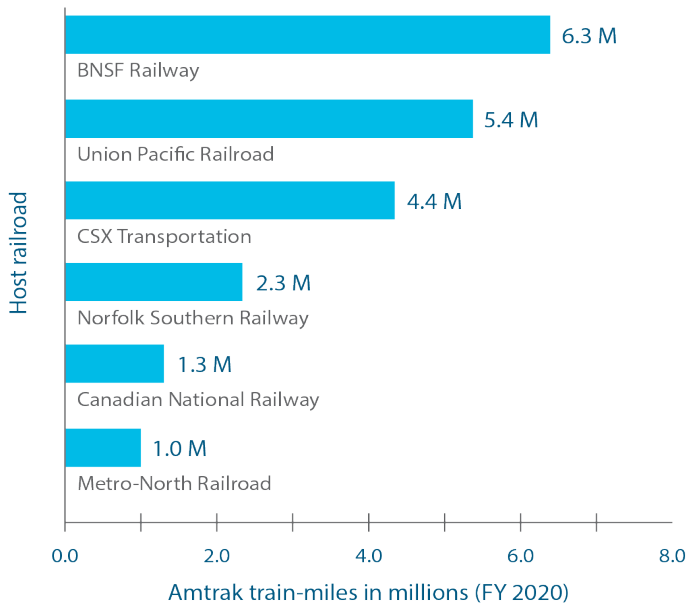
The 10 busiest stations in FY 2020
(Ridership equals ons plus offs)

Station	Ridership
1. New York, N.Y. (Penn Station)	5,432,851
2. Washington, D.C.	2,606,059
3. Philadelphia, Pa. (Gray 30 th St. Station)	2,261,194
4. Chicago, Ill.	1,688,452
5. Boston, Mass. (South Station)	793,113
6. Los Angeles, Calif.	708,925
7. Sacramento, Calif.	565,196
8. Baltimore, Md.	538,330
9. Albany-Rensselaer, N.Y.	450,965
10. New Haven, Conn. (Union Station)	425,723

Amtrak Network

- Amtrak operates a nationwide rail network, serving more than 500 destinations in 46 states, the District of Columbia and three Canadian provinces, on more than 21,400 miles of routes. It is the nation’s only high-speed intercity passenger rail provider, operating at speeds up to 150 mph (241 kph). Nearly half of all trains operate at top speeds of 100 mph (160 kph) or greater.
- During FY 2020, Amtrak customers took 16.8 million trips, a year-over-year decrease of 15.2 million passengers, owing to pandemic-related travel demand reductions. On an average day, customers made nearly 46,200 trips on Amtrak trains.
- Seventy-five percent of the miles traveled by Amtrak trains are on tracks owned by other railroads. Known as “host railroads,” they range from large, publicly traded companies based in the U.S. or Canada, to state and local government agencies and small businesses. Amtrak pays these host railroads for use of their track and other resources needed to operate Amtrak trains, with incentives for on-time performance.

The Six Largest Host Railroads for Amtrak Trains



- Amtrak is the only railroad in North America to maintain right-of-way for service at speeds in excess of 125 mph (201 kph), and its Engineering forces maintain more than 350 route-miles of track for 100+ mph (160+ kph) service.
- At the start of FY 2020, Amtrak offered approximately 150 Thruway routes that provide guaranteed connections to trains via buses, vans, ferries and other modes. This extends Amtrak service to hundreds of communities not served directly by Amtrak trains in 38 states and Canada. In FY 2020, customers made nearly 872,000 Thruway trips.
- The company's growth over the past 10 years, especially on intercity corridors between 100-500 miles, indicates the tremendous opportunity for developing a robust, nationwide passenger rail system focused on city pairs.
- When included among U.S. airlines, Amtrak ranked eighth in domestic passengers carried (Oct. 2019 - Sept. 2020). In the Northeast Corridor, Amtrak has a strong position in many markets that were previously dominated by air carriers.
 - ▶ Amtrak carried more than four times as many riders between Washington, D.C., and New York City as all of the airlines combined.
 - ▶ Amtrak carried more riders between New York City and Boston than all of the airlines combined.

Financial Performance

- Prior to the onset of the COVID-19 pandemic and with strong support from its partners, Amtrak set new records for ridership, revenue and financial performance in its effort to

achieve operational breakeven in FY 2020, further demonstrating the country's growing need for passenger rail.

- In FY 2020, Amtrak earned approximately \$2.4 billion in GAAP (Generally Accepted Accounting Principles) revenue and incurred approximately \$5.0 billion in capital and operating expense*. No country in the world operates a passenger rail system without some form of public support for capital costs and/or operating expenses. *Expense excludes: (1) certain non-cash items (depreciation, income tax expense, non-cash portion of pension and other post retirement employment benefits); and (2) GAAP income statement items reported with debt results or other grants (expense related to Inspector General's office, and interest expense, net).
- Amtrak recovered 74% of operating costs in FY 2020 with ticket sales, payments from state partners and agencies*, and other operating revenue. *In FY 2020, approximately \$161 million of the State Supported route subsidy payments was funded from a Coronavirus Aid, Relief, and Economic Security (CARES) Act grant.

Infrastructure Assets

- Amtrak owns and operates 363 route-miles of the 457-route-mile Northeast Corridor (NEC) main line between Washington and Boston.
- Amtrak-owned property outside the NEC main line includes:
 - ▶ Harrisburg Line: A 104.2-route-mile segment of up to 110 mph (177 kph) track between Philadelphia and Harrisburg, Pa.
 - ▶ Michigan Line: A 95.6-route-mile segment of up to 110 mph (177 kph) track between Porter, Ind., and Kalamazoo, Mich.
 - ▶ Springfield Line: A 60.5-route-mile segment of up to 110 mph (177 kph) track between New Haven, Conn., and Springfield, Mass.
- Amtrak also operates, maintains and dispatches a 135-route-mile right-of-way between Kalamazoo and Dearborn purchased by the state of Michigan in December 2012. The state and Amtrak have completed a series of infrastructure improve-

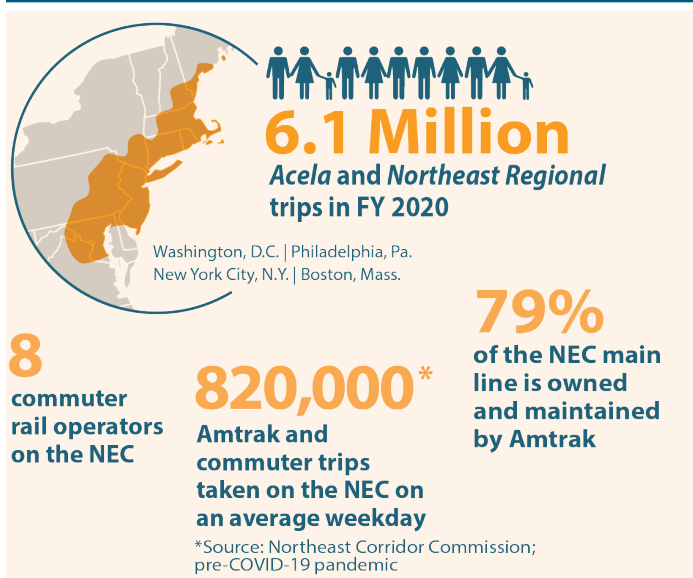


Skilled employees maintain, rebuild and overhaul a wide variety of cars and locomotives at facilities across the country.

ments, including replacement of worn track and upgrades to the train signaling and communication system, to further integrate this section of railroad with Amtrak’s Michigan Line.

- Under a lease with CSX Transportation, Amtrak operates, maintains and dispatches approximately 94 route-miles of the Hudson Line—also known as the Empire Corridor—in New York state between Poughkeepsie and Hoffmans (near Schenectady).
- Amtrak owns 18 tunnels (containing 24 miles of track) and 1,414 bridges, primarily on the NEC main line and connecting corridors.
- Amtrak owns three heavy maintenance facilities: Wilmington and Bear, Del., and Beech Grove, Ind. Other major maintenance facilities are located in Washington, D.C.; New York City and Rensselaer, N.Y.; Boston; Hialeah, Fla.; Chicago; New Orleans; Los Angeles and Oakland, Calif.; and Seattle.
- Amtrak is increasingly focused on managing climate change risks to operations and infrastructure to ensure resilience in operations after disruptive events and as long-term climate conditions change.

Northeast Corridor Services



- The Northeast Corridor (NEC) is the busiest railroad in North America, with approximately 2,200 Amtrak, commuter and freight trains* operating over some portion of the Washington-Boston route each day. **Pre-COVID-19.*
- Amtrak owns and operates 363 route-miles of the 457-route-mile NEC main line. Trains regularly reach speeds of 125-150 mph (201-241 kph). Two sections of the NEC are owned by others:
 - ▶ The New York Metropolitan Transportation Authority



Refresh of the Ticketed Waiting Area at New York Penn Station included new furnishings with electrical and USB outlets and creation of a second entrance.

(10 route-miles) and Connecticut Department of Transportation (46 route-miles) own 56 route-miles operated by Metro-North Railroad between New Rochelle, N.Y., and New Haven, Conn.

- ▶ The state of Massachusetts owns 38 route-miles between the Massachusetts/Rhode Island border and Boston that are operated and maintained by Amtrak.
- During FY 2020, Amtrak continued to modernize major station facilities on the NEC for improved operations and an enhanced customer experience. In New York City, Amtrak moved forward with construction to expand New York Penn Station into the Moynihan Train Hall, which became a boarding concourse for Amtrak and Long Island Rail Road customers in January 2021. Amtrak and NJ TRANSIT also completed the first phase of the Ticketed Waiting Area refresh at Penn Station, which included adding a second entrance close to the NJ TRANSIT concourse. In addition, Amtrak worked with New York Gov. Cuomo and NJ TRANSIT on the Penn Master Plan and Penn Expansion projects to add more tracks and platforms to the existing station.
- Amtrak continued its Infrastructure Renewal Program at New York Penn Station by completing a \$7.6 million state of good repair project on Tracks 11 and 14 that included installation of new timber block ties and concrete.
- In Philadelphia, Amtrak selected Plenary Infrastructure Philadelphia to form a master development partnership via ground lease for the renovation of William H. Gray III 30th Street Station. The partnership will restore the station’s historic fabric, introduce new amenities, reinvigorate the retail and commercial potential, and enhance transit and pedestrian traffic flows.
- Following selection of a master development team in 2018 to redevelop and expand Baltimore Penn Station, Amtrak committed to a \$90 million investment to accommodate passenger growth and improve the customer experience. In Washington, D.C., Amtrak continued design and construction to double passenger space in the Union Station rail concourse,

and began the Track 22 Reconstruction Project to convert a storage track to revenue service and increase rail capacity for Amtrak and Virginia Railway Express (VRE).

- Critical elements of the Gateway Program between New York City and Newark, N.J., including the Portal North Bridge Project, Hudson Tunnel Project, New York Penn Station Expansion and Sawtooth Bridge Replacement, moved forward in FY 2020. Portal North Bridge – a partnership between Amtrak and NJ TRANSIT – received a funding commitment of more than \$766 million from the Federal Transit Administration in FY 2020, moving the project one step closer to construction. The new fixed span will not have to open and close for marine traffic, making it more reliable and allowing faster speeds and more capacity.
- Federal environmental review of the Hudson Tunnel Project continued in FY 2020 while environmental approval was granted to the Sawtooth Bridge Replacement Project, which received a Finding of No Significant Impact (FONSI) in 2020, clearing the way for preliminary engineering to begin. Amtrak and its partners are planning for the expansion of track and platform capacity at New York Penn Station and working to integrate those plans with ongoing station improvements like the refreshed Ticketed Waiting Area and other projects.

Acela

- The *Acela*, Amtrak’s premium service, is the fastest train in the Western Hemisphere, with a maximum speed of 150 mph (241 kph) on sections of its route between Boston and New Haven, Conn. Its top speed between New York City and Washington, D.C., is 135 mph (217 kph).
- The name “Acela” comes from a combination of the words “acceleration” and “excellence.” Nearly 57.7 million passengers have traveled on the fleet of 20 *Acela* trainsets since revenue service began on Dec. 11, 2000. In FY 2020, customers took nearly 1.7 million *Acela* trips and generated nearly \$306 million in ticket revenue.



One of the first new Acela trainsets – not yet fitted with its interiors – was tested on the Northeast Corridor in FY 2020.

New Acela Fleet

- Amtrak announced in August 2016 that it contracted with Alstom to produce 28 state-of-the-art, fifth-generation high-speed trainsets that will replace the equipment used to provide *Acela* service. The new trains are scheduled to begin entering service on the NEC in 2022 and each will accommodate nearly 25 percent more customers while continuing the spacious, high-end comfort of the current *Acela* service.
- Alstom is using parts manufactured by nearly 250 suppliers in 27 states, with 95 percent of the components produced domestically. Manufacture of the trainsets will generate 1,300 new jobs in nearly 90 communities across the United States.

State Supported Services



8.0 Million
trips in FY 2020

20
agencies

5 State Supported routes with



500,000 +
trips in FY 2020

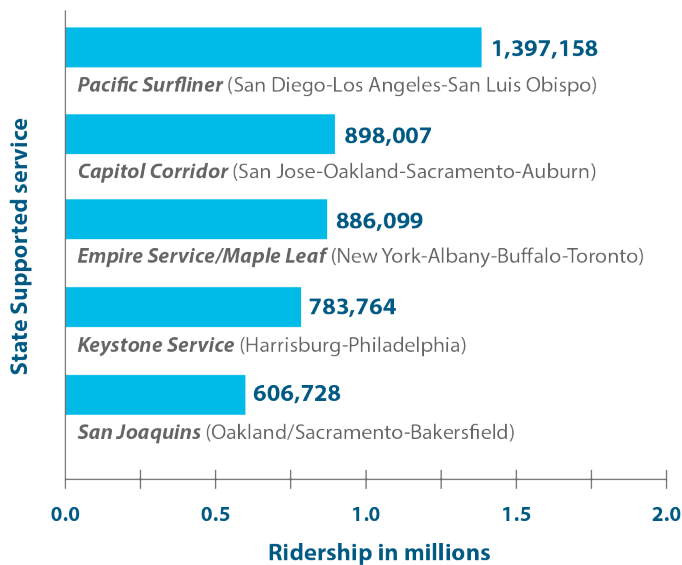
28
routes



704
miles

- Amtrak receives funding from 17 states through 20 agencies for financial support of 28 short-distance routes (less than 750 miles).
- Section 209 of the Passenger Rail Investment and Improvement Act of 2008 (PRIIA) required Amtrak and its state partners to develop jointly a single, nationwide and standardized cost-sharing methodology to charge states for State Supported intercity passenger rail service. Continued operation of State Supported routes is subject to annual operating agreements and state legislative appropriations according to Section 209.
- States and other entities that provide funding and the routes (indicated in parentheses) on which service was State Supported during FY 2020:

State Supported Ridership Over 500,000



Northeast

- **Connecticut:** *Valley Flyer* (New Haven-Greenfield, Mass.) and Amtrak Hartford Line and *Northeast Regional* (through) trains (New Haven-Springfield, Mass.), with Massachusetts; and *Vermont* (New Haven-St. Albans, Vt.), with Massachusetts and Vermont.
- **Maine** (Northern New England Passenger Rail Authority): *Downeaster* service (Brunswick-Portland-Boston).
- **Massachusetts:** *Valley Flyer* (Greenfield-New Haven, Conn.) and Amtrak Hartford Line and *Northeast Regional* (through) trains (Springfield-New Haven, Conn.), with Connecticut; and *Vermont* (St. Albans, Vt.-New Haven, Conn.), with Connecticut and Vermont.
- **New York:** *Empire Service* (New York City-Albany-Buffalo-Niagara Falls); *Maple Leaf* (New York City-Niagara Falls-Toronto); and *Adirondack* (New York City-Montreal). *Ethan Allen Express* (New York City-Rutland, Vt.), with Vermont.
- **Pennsylvania:** *Keystone Service* (Harrisburg-Philadelphia) and *Pennsylvanian* (Philadelphia-Pittsburgh).
- **Vermont:** *Ethan Allen Express* (Rutland-New York City), with New York; and *Vermont* (St. Albans-New Haven, Conn.), with Connecticut and Massachusetts.

Central

- **Illinois:** *Hiawatha Service* (Chicago-Milwaukee), with Wisconsin. *Lincoln Service* (Chicago-St. Louis); *Illini/Saluki* (Chicago-Carbondale); and *Illinois Zephyr/Carl Sandburg* (Chicago-Quincy).
- **Michigan:** *Wolverine Service* (Pontiac-Detroit-Chicago);

Blue Water (Port Huron-East Lansing-Chicago); and *Pere Marquette* (Grand Rapids-Chicago).

- **Missouri:** *Missouri River Runner* (St. Louis-Kansas City).
- **Wisconsin:** *Hiawatha Service* (Milwaukee-Chicago), with Illinois.

Southern

- **North Carolina:** *Carolinian* (Charlotte-Raleigh-Washington, D.C.) and *Piedmont* service (Raleigh-Charlotte).
- **Oklahoma:** *Heartland Flyer* (Oklahoma City-Fort Worth, Texas), with Texas.
- **Texas:** *Heartland Flyer* (Fort Worth-Oklahoma City, Okla.), with Oklahoma.
- **Virginia:** *Northeast Regional* (Washington, D.C.-Roanoke/Richmond/Newport News/Norfolk).

West

- **California:** *Capitol Corridor* (San Jose-Sacramento-Auburn), managed by the Capitol Corridor Joint Powers Authority; *Pacific Surfliner* (San Luis Obispo-Los Angeles-San Diego), managed by the LOSSAN Joint Powers Authority; and *San Joaquins* (Sacramento/Oakland-Bakersfield), managed by the San Joaquin Joint Powers Authority. California also supports an extensive system of connecting Amtrak Thruway routes.
- **Oregon:** Amtrak Cascades (Eugene-Portland-Seattle-Vancouver, B.C.), with Washington.
- **Washington:** Amtrak Cascades (Eugene, Ore.-Portland-Seattle-Vancouver, B.C.), with Oregon.

Service Enhancements and Equipment

- In FY 2020, Amtrak collaborated with numerous states to enhance services. With California and the LOSSAN Joint Powers Authority, it launched a thirteenth daily *Pacific Surfliner* roundtrip between Los Angeles and San Diego in October 2019. Amtrak also worked with state partners in the Northeast to expand its carry-on bike program on *Northeast Regional* and surrounding State Supported trains.



New SC-44 Charger locomotives used on many State Supported trains, including the Pacific Surfliner shown here, provide enhanced ride quality, speed capability and safety features – along with reduced exhaust emissions.

- In partnership with the Virginia Department of Rail and Public Transportation and other stakeholders, Amtrak committed to creating a new passenger-dedicated rail infrastructure between Washington, D.C., Richmond and the North Carolina border to allow for quicker and more predictable trips. Amtrak and partners also made continued progress toward extending 110 mph service in Michigan on the *Wolverine* route and adding 90 mph service in Illinois on the *Lincoln Service* route, both to improve travel times and productivity.
- Amtrak-operated, state-owned fleets included 114 rail passenger cars and 87 diesel locomotives; another 133 railcars were operated in fleets whose ownership was split between Amtrak and state partners. In FY 2020, Amtrak's state partners had an additional 137 railcars on order from Siemens, with deliveries expected between FY 2021 and FY 2023.

Long Distance Services

2.7 Million trips in FY 2020

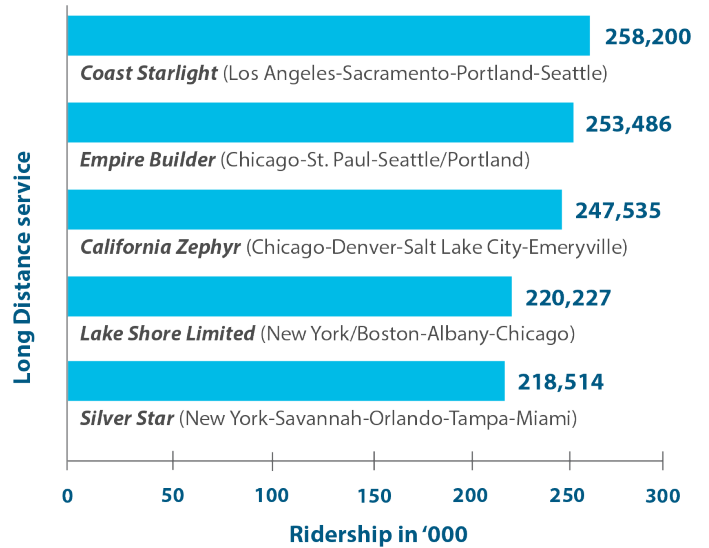
16% total Amtrak ridership

15 Long Distance train routes

25% of total Amtrak ticket revenue

- Amtrak operates 15 Long Distance trains (more than 750 miles) whose routes range in length from 780 miles (*Capitol Limited*) to 2,728 miles (*Texas Eagle*).
- These trains provide the only rail service at nearly half of the stations in the Amtrak system and are the only Amtrak trains in 23 of the 46 states in the network.
- Amtrak is the only intercity passenger transportation service in many communities that lack intercity bus and airline service.
- The *Auto Train* (Lorton, Va.-Sanford, Fla.) is unique among North American passenger trains. It transports passengers and their car (or van, motorcycle, SUV, small boat, jet-ski or other recreational vehicle) nonstop from the Washington, D.C., area to central Florida, just outside of Orlando.

Long Distance Services – Top Five by Ridership



Commuter Services

- Amtrak is one of the largest operators of contract commuter services in North America, and it provides services and/or infrastructure access to 13 state and regional authorities. In FY 2020, many of these authorities faced challenges similar to Amtrak, reducing and adjusting service levels in response to depressed ridership demand resulting from the COVID-19 pandemic.
- Amtrak operates commuter rail services for three authorities:
 - ▶ Maryland Transit Administration (MTA): Maryland Area Regional Commuter (MARC) Penn Line trains.
 - ▶ Southern California Regional Rail Authority: Metrolink trains.
 - ▶ Connecticut Department of Transportation (CTDOT): Shore Line East trains.
- Amtrak provides infrastructure access, primarily along the NEC, to 10 authorities that provide commuter services:
 - ▶ CTDOT for Shore Line East trains between New London and New Haven, Conn., and Hartford Line trains between New Haven and Springfield, Mass. (on the Springfield Line).
 - ▶ Delaware Department of Transportation between the Pennsylvania/Delaware state line and Newark, Del. (service operated under contract by SEPTA).
 - ▶ Long Island Rail Road between Harold Interlocking (Queens), N.Y., and New York Penn Station.
 - ▶ MTA for MARC Penn Line trains between Perryville, Md., and Washington, D.C.
 - ▶ Massachusetts Bay Transportation Authority (MBTA) between the Rhode Island/Massachusetts state line and Providence, R.I.,



Amtrak operates Metrolink trains, providing and managing engineers and conductors, for the Southern California Regional Rail Authority.

- ▶ Metra for access to Chicago Union Station and adjacent terminal trackage.
- ▶ NJ TRANSIT between New York Penn Station and Trenton, N.J., and from Frankford Jct., Pa., to Philadelphia.
- ▶ Rhode Island Department of Transportation between Providence and Wickford Jct., R.I. (service operated under contract by MBTA).
- ▶ Southeastern Pennsylvania Transportation Authority (SEPTA) between Trenton, N.J., and the Pennsylvania/Delaware state line. SEPTA also operates trains on the Harrisburg Line between Philadelphia and Thorndale, Pa.
- ▶ Virginia Railway Express (VRE) between Washington Union Station and Virginia Avenue in Washington, D.C.
- Amtrak provides maintenance of equipment services to four authorities:
 - ▶ MTA for MARC; CTDOT for the Shore Line East and Hartford Line services; Sound Transit for Sounder; and Central Florida Commuter Rail Commission for SunRail.
 - ▶ Amtrak also provides some services for VRE and NJ TRANSIT.
- Connecticut, Delaware, Maryland, New Jersey, New York, Pennsylvania, Rhode Island and Virginia make payments to Amtrak through transit agencies or state transportation departments for use of Amtrak-owned NEC facilities by commuter trains.
- These agencies or states also provide other funding for the NEC, including capital funds for infrastructure and/or stations. Amtrak has agreements for access and/or maintenance where Amtrak trains operate over locally-owned portions of the NEC in Connecticut, Massachusetts and New York.

Equipment and Trains

- Active Amtrak-owned or leased passenger equipment includes 20 *Acela*® high-speed trainsets (40 power cars and 120 passenger cars); 1,247 passenger cars including Amfleet®, Superliner®, Viewliner®, Horizon, Talgo and other types; 80 *Auto*

Train® vehicle carriers; 20 non-powered control units; 213 road diesel locomotives; and 67 ACS-64 electric locomotives.

- In FY 2020 Amtrak had 28 new high-speed trainsets from Alstom and 75 new Tier 4 diesel locomotives from Siemens on order. It also continued receipt of Viewliner II rail cars from CAF as part of an ongoing 130-car order and issued a Request for Proposal for at least 75 new intercity trainsets or railcar equivalents to replace existing Amfleet I and Talgo fleets.
- Even-numbered trains travel north and east, while odd-numbered trains travel south and west. Among the exceptions are the *Pacific Surfliner* trains, which use the opposite numbering system inherited from the Santa Fe Railway, some *Empire Service* trains and the *Downeaster* trains.

Customer Amenities

- In FY 2020, Amtrak expanded its reserved seating program, launched in *Acela* First class in early 2018, to customers traveling in *Acela* Business class and Business class on the *Northeast Regional*, *Palmetto*, *Vermont* and *Carolinian*. It allows families, friends and colleagues to easily sit together.
- Technology updates in FY 2020 included giving customers access to more information and services on their mobile device, such as gate and track notifications at select stations to reduce crowding around station departure boards, and a capacity indicator icon allowing customers to see how full a train is before booking.
- Amtrak expanded its carry-on bike program for most *Northeast Regional* departures, allowing customers to store their bike in a designated space in coach cars. In addition, Amtrak worked with various state partners in the Northeast to offer the program on State Supported trains. Many other routes offer carry-on and trainside checked bicycle service. Find more details at [Amtrak.com/bikes](https://www.amtrak.com/bikes).
- On many routes, Amtrak offers customers the convenience of carrying small cats or dogs onboard. In FY 2020, the program was expanded to weekday *Acela* trains. Find more details and the latest information at [Amtrak.com/pets](https://www.amtrak.com/pets).



On many trains in the Northeast, customers can now carry on their bike and store it in a designated space in a coach car.