



FY 2023 Company Profile

For the Period October 1, 2022 - September 30, 2023



Northeast RegionalSM ridership surpassed pre-pandemic levels, growing more than 29% compared with FY 2022 and serving nearly 9.2 million customer trips.

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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 2023 Highlights

- Amtrak® continued its strong growth in Fiscal Year (FY) 2023 as the company resumed service on all routes suspended during the COVID-19 pandemic and advanced major infrastructure projects that will support plans to double ridership by 2040.
- In FY 2023, nearly 28.6 million customers rode Amtrak services nationwide – a 24.6% increase over FY 2022. This was fueled in part by significant growth on the Northeast Corridor (NEC), where ridership consistently exceeded pre-pandemic levels from early summer.
- Amtrak made its largest annual capital investment ever in FY 2023, investing nearly \$3 billion into modern trains, enhanced stations and facilities, new tunnels and bridges, and other critical infrastructure upgrades. This represents part of a multi-year program of investment that will be the largest capital program in the company’s history.
- Several major projects kicked off to unlock major bottlenecks and improve operations and safety for Amtrak and its commuter rail partners. These include the [Frederick Douglass Tunnel Program](#) in Baltimore and the [Hudson Tunnel Project](#), a critical piece of the Gateway Program, among others.
- Amtrak advanced plans to expand its service across the country in partnership with states, local communities and host railroads. This includes new State Supported service between the Twin Cities (Minnesota), Milwaukee and Chicago, in partnership with the Minnesota and Wisconsin Departments of Transportation (DOT), and reestablishing Gulf Coast service



Amtrak won Corridor Identification and Development Program grants from the Federal Railroad Administration to study new intercity passenger rail service in New York and Texas, as well as more frequent Cardinal and Sunset Limited (shown above near New Orleans) Long Distance service.

- between New Orleans and Mobile, Ala., in partnership with the Southern Rail Commission. Both services are anticipated to begin in 2024.
- Amtrak advanced procurement for new and upgraded maintenance facilities in Boston, New York City, Philadelphia, Seattle and Washington, D.C., and continued planning for upgrades to over a dozen smaller sites around the country. These upgrades will help modernize maintenance practices and ensure a seamless transition to modern, state-of-the-art trains.
- More than \$114 million went toward the Americans With Disabilities Act Stations Program. Amtrak achieved substantial completion of accessibility work at 16 stations and deployed new Passenger Information Display Systems – which simultaneously convey info in visual and audio formats – at 21 stations.
- In FY 2023, Amtrak completed contract negotiations for more than 60% of its frontline employees, providing wage increases and enhancements.
- Amtrak also launched [Amtrak Gives Back](#), a community engagement program focused on being a good neighbor and valuable partner to the communities it serves.

Corporate Background

- Amtrak was created by Congress in 1970 to take over the majority of intercity passenger rail services previously operated by private railroad companies in the United States. Those companies showed they had operated these services at a net loss for many years. National operations began on May 1, 1971.
- As defined by the U.S. Congress, Amtrak’s 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.”
- In 2021, the federal Infrastructure Investment and Jobs Act (IIJA) was signed into law. It provides Amtrak with a \$22 billion level of

investment to advance state of good repair capital projects and fleet acquisitions and \$44 billion to the Federal Railroad Administration (FRA) for grants to states, Amtrak and others for rail projects. This represents the largest investment of its kind since Amtrak began operations.

- 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 Stephen J. Gardner chief executive officer effective Jan. 17, 2022. Gardner is the thirteenth executive to lead America’s Railroad®.
- At the close of FY 2023, Amtrak had nearly 21,700 active employees. The company hired more than 4,800 people during the year to support ridership growth, improve existing service and advance historic infrastructure investments.

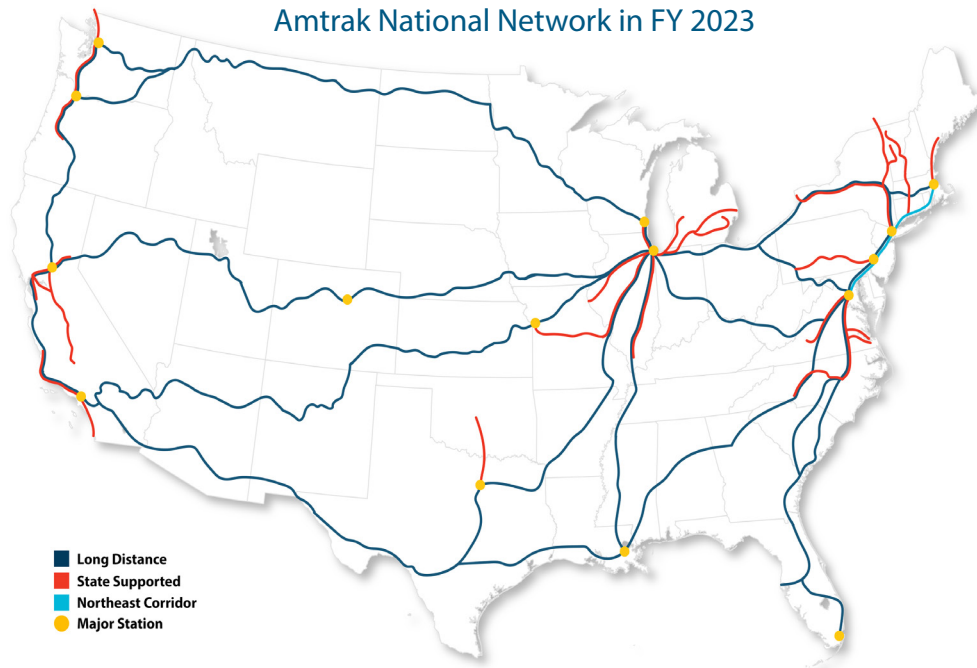
Amtrak’s Network

- Amtrak operates a nationwide rail network, serving more than 500 destinations in 46 states, the District of Columbia and two 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.
- Customers took almost 28.6 million trips in FY 2023; on an average day, they made nearly 78,300 trips on Amtrak trains.
- 71% of the miles traveled by Amtrak trains were on tracks owned by other railroads. Known as “host railroads,” they

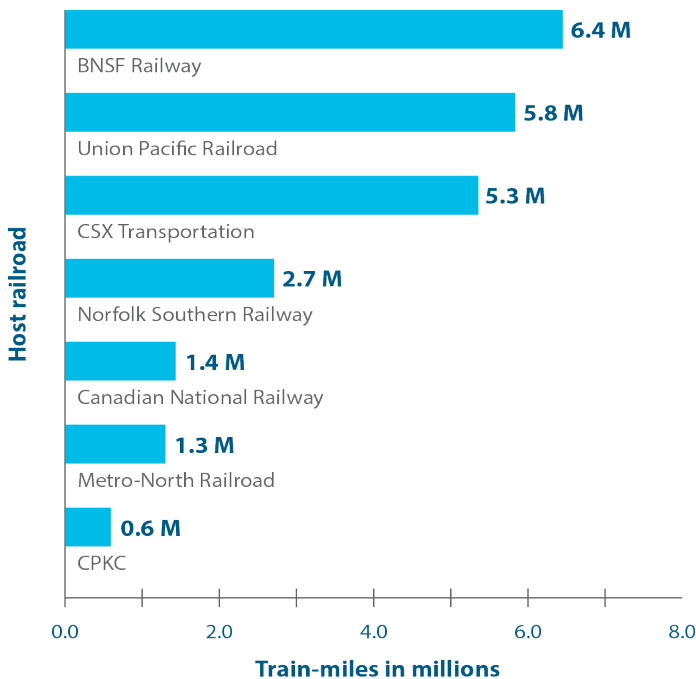
The 10 Busiest Stations in FY 2023
(Ridership equals boardings + alightings)

Station	Ridership
1. New York, N.Y. (Moynihan Train Hall at Penn Station)	10,249,956
2. Washington, D.C.	4,751,407
3. Philadelphia, Pa. (Gray 30 th St. Station)	4,197,176
4. Chicago, Ill.	2,722,448
5. Boston, Mass. (South Station)	1,538,648
6. Baltimore, Md.	1,081,133
7. Los Angeles, Calif.	1,000,243
8. New Haven, Conn. (Union Station)	792,634
9. Albany-Rensselaer, N.Y.	790,673
10. Boston, Mass. (Back Bay Station)	750,036

Amtrak National Network in FY 2023



Largest Host Railroads for Amtrak Trains



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.

- 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 approximately 375 route-miles of track for 100+ mph (160+ kph) service.
- Amtrak took steps to meet its Climate Commitment goals in FY 2023 by introducing a formal [Net-Zero Emissions Program](#),

developing a scope of work for a national network climate vulnerability assessment, sourcing over 50% of its electricity from carbon-free sources and hosting workshops for employees to educate and collaborate on sustainability strategy.

- During FY 2023, Amtrak offered over 140 Thruway Service ConnectionSM routes, operated by more than 80 carriers, that provided 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. Customers nationwide made over 1.6 million Thruway trips.
- Amtrak has a strong position against air carriers in many regional markets. In FY 2023 (Oct. 2022 - Sept. 2023):
 - ▶ Amtrak carried more than three times as many customers between Washington and New York City as all the airlines combined.
 - ▶ Amtrak carried more customers between New York City and Boston than all the airlines combined.
 - ▶ Amtrak carried more customers than airlines in markets including Seattle-Portland; St. Louis-Kansas City; Los Angeles-San Diego; and Chicago-Milwaukee.

Financial Performance

- In FY 2023, Amtrak earned approximately \$3.6 billion in revenue* and incurred approximately \$7 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. * Generally Accepted Accounting Principles (GAAP) revenue. ** 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 81% of operating costs in FY 2023 with ticket sales, payments from state partners and agencies, and other operating revenue.

Infrastructure Assets

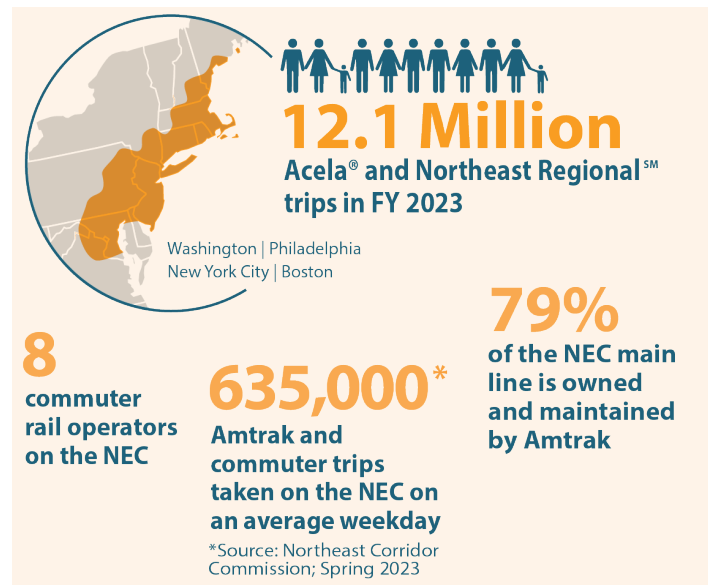
- Amtrak owns and operates 363 route-miles of the 457-route-mile NEC main line between Washington, New York City and Boston.
- Amtrak-owned property outside the NEC main line includes:
 - ▶ **Harrisburg Line:** A 104.2-route-mile segment of up to 110 mph (177 kph) track between Philadelphia and Harrisburg, 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 owned by the state of Michigan. The state and Amtrak undertook a series of infrastructure improvements, 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 invested more than \$124 million in track improvement work as part of a long-term effort to ensure the railroad operates at a peak level of performance. In FY 2023, crews replaced 44 track switches, updated 28 miles of track and more.

- Amtrak owns 18 tunnels (24 miles of track) and 1,414 bridges, primarily on the NEC main line and connecting corridors.
- The company's three heavy maintenance facilities are located in Wilmington and Bear, Del., and Beech Grove, Ind. Other major maintenance facilities are in Washington, D.C.; New York and Rensselaer, N.Y.; Boston; Hialeah, Fla.; Chicago; New Orleans; Los Angeles and Oakland, Calif.; and Seattle.

Northeast Corridor Services



- The Northeast Corridor (NEC) is the busiest railroad in North America, with approximately 2,000 Amtrak, commuter and freight trains operating over some portion of the Washington-New York City-Boston route each day.
- 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:
 - ▶ Fifty-six route-miles operated by Metro-North Railroad between New Rochelle, N.Y., and New Haven, Conn., are owned by the New York Metropolitan Transportation Authority (10 route-miles) and Connecticut DOT (46 route-miles).
 - ▶ Thirty-eight route-miles between the Massachusetts/Rhode Island border and Boston owned by the Commonwealth of Massachusetts are operated and maintained by Amtrak.

Station Enhancements

- Amtrak continued to modernize major station facilities on the NEC in FY 2023 for improved operations and an enhanced customer experience:
 - ▶ **New York City:** Amtrak worked with the Metropolitan Transportation Authority (MTA) and NJ TRANSIT to advance conceptual design and preliminary engineering work for the

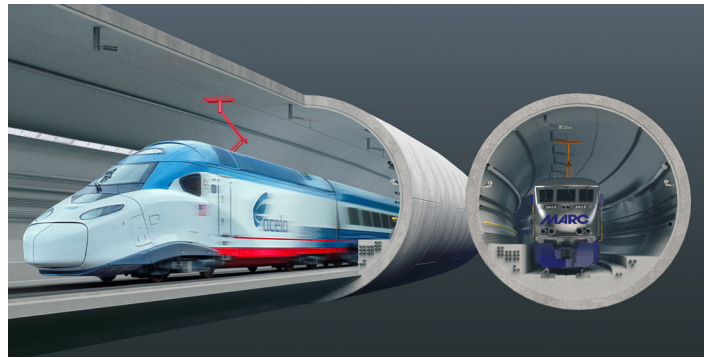
Penn Station® Reconstruction effort, which is an outcome of the Penn Station Master Plan study. It envisions a modern, light-filled facility that is easier for customers to navigate and provides clear connections to the surrounding neighborhood. Customers will gain enhanced platform connectivity, wayfinding and amenities.

Proposed future expansion of Penn Station will add track and platform capacity and be fully integrated with a reconstructed Penn Station Complex. Amtrak, in partnership with NJ TRANSIT and in coordination with MTA, continued to work with Arup to design options for the first new tracks, platforms and concourses connected to Penn Station in more than a century. The effort is part of a plan under the Gateway Program to roughly double capacity into Penn Station from the west, relieving a major bottleneck on the NEC.

- ▶ **Philadelphia:** In 2021, Amtrak executed a lease and development agreement for William H. Gray III 30th Street Station with master developer partner Plenary Infrastructure Philadelphia (PIP), which will oversee the redevelopment and building operations and maintenance. PIP began work in FY 2023 on a five-year project to enhance the station's functionality and improve the passenger experience for Amtrak, SEPTA and NJ TRANSIT riders. The project will also enhance the Market Street Plaza, expand retail offerings and provide other benefits to the community. This project is the first phase of, and a critical step toward fulfilling, the [Philadelphia 30th Street Station District Plan](#).
- ▶ **Baltimore:** Amtrak and master developer Penn Station Partners advanced the redevelopment and expansion of Baltimore Penn Station. The first phase has focused on redevelopment of the historic headhouse, which will be followed by construction of a new passenger facility north of the tracks. The expanded and modernized station will better accommodate passenger growth and improve the customer experience. Construction also will be a catalyst to transform surrounding vacant Amtrak-owned land into a mixed-use, transit-oriented development.
- ▶ **Washington:** Work continued on construction to double passenger space in the Union Station rail concourse and convert a storage track (No. 22) to revenue service to increase rail capacity for Amtrak and Virginia Railway Express (VRE).

Gateway Program

- The Gateway Program is a series of rail infrastructure projects to improve and expand the most congested 10-mile section of the NEC – between New York City and Newark, N.J. Gateway will first add needed resiliency and ultimately create the capacity for an approximate doubling of passenger trains under the Hudson River into New York Penn Station®. The program advanced significantly in FY 2023, gaining momentum with



Work is underway on the Frederick Douglass Tunnel Program in Baltimore. It will help modernize a 10-mile section of the NEC with two new high-capacity tunnel tubes, new roadway and railroad bridges, and other infrastructure.

important milestones reached on several individual projects.

- ▶ **Hudson Tunnel Project:** The Gateway Development Commission (GDC) – a partnership among Amtrak, the State of New York and the State of New Jersey – is the Project Sponsor for this effort to construct a new tunnel under the Hudson River and rehab the existing century-old North River Tunnel tubes. In July 2023, the Federal Transit Administration (FTA) approved the project's entry into the Engineering Phase of the Capital Investment Grants program, making it eligible for up to \$6.88 billion in federal funds. Early construction activities kicked off on both sides of the Hudson River, including the last phase of the Hudson Yards Concrete Casing in Manhattan to preserve the tunnel right-of-way. The project also was awarded \$3.8 billion for tunnel systems fit-out through the FRA's Federal-State Partnership for Intercity Passenger Rail Program for the NEC (Fed-State NEC), and a \$292 million Mega grant announced in January. In 2024, the GDC and project partners will work toward reaching a Full Funding Grant Agreement with the FTA.
- ▶ **Portal North Bridge:** Construction of the new span reached more than 40% completion by the close of FY 2023. With a \$766.5 million funding commitment from the FTA, NJ TRANSIT – with support from Amtrak – is leading construction on the nearly 2.5-mile-long project that will replace the movable Portal Bridge with a modern, higher clearance fixed span.
- ▶ **Sawtooth Bridges:** This series of spans carries the NEC over adjacent NJ TRANSIT, PATH (Port Authority Trans-Hudson Corporation) and Conrail tracks. Replacement and expansion of the two-track bridges will significantly increase train speeds and reduce congestion in this complex section of the railroad. The project received an additional \$133 million grant through the Fed-State NEC program in November 2023 to support early construction activities, and the procurement process launched later that month.
- ▶ **Harrison Fourth Track:** This project to relocate the west-bound PATH track at Harrison, N.J., and add a track to the

NEC, continued to advance through design in 2023 in coordination with the Port Authority of New York and New Jersey.

- ▶ **Dock Bridge Rehabilitation:** Pre-construction activities moved forward on this effort to rehabilitate the bridge and fix the movable spans in place pending an updated permit from the U.S. Coast Guard. With a \$300 million grant through the Fed-State NEC program awarded in November 2023, construction could begin as soon as 2024.
- Learn about other [Gateway Program projects](#).

Acela®

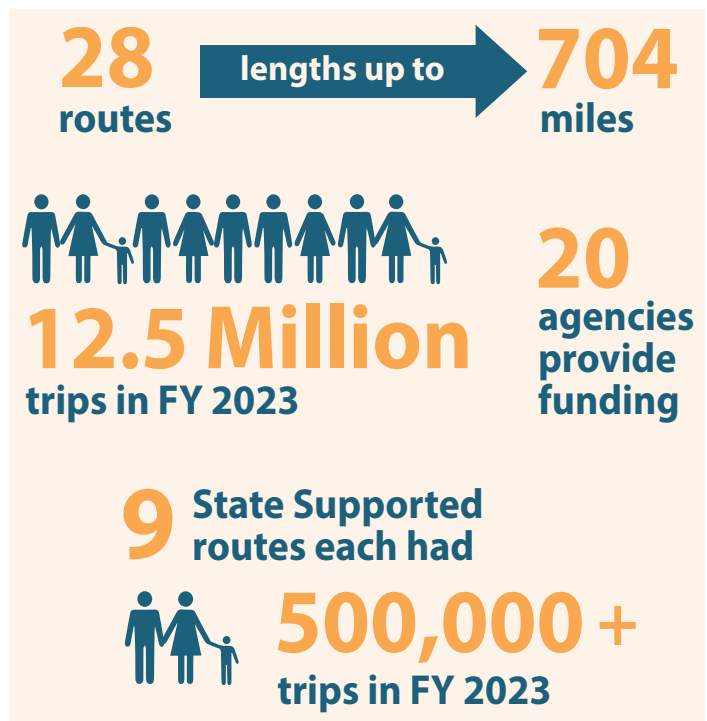
- The Acela, Amtrak’s premium service, is the fastest train in the Western Hemisphere, with a maximum speed of 150 mph (241 kph) on sections of its route between Washington, New York City and Boston.
- The name “Acela” comes from a combination of the words “acceleration” and “excellence.” Nearly 63.7 million passengers have traveled on the fleet of Acela trainsets since revenue service began on Dec. 11, 2000. In FY 2023, customers took nearly 3 million Acela trips and generated more than \$496 million in ticket revenue.

New Acela Fleet

- Amtrak contracted with Alstom to produce 28 state-of-the-art, fifth-generation high-speed trainsets which will replace the equipment used to provide Acela service today. Once in service, each train will accommodate nearly 25% more customers while continuing the high-end comfort of the current Acela service.
- Alstom is using parts manufactured by 170 suppliers in 29 states, with 95% of the components produced domestically. Manufacture of the trainsets has generated more than 1,300 new jobs in over 90 cities across the U.S. Fifteen percent of the materials and services are being purchased from Disadvantaged Business Enterprises and Small Businesses.

State Supported Services

- 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.
- Find a table of State Supported routes on the next page.



Service Enhancements and Equipment

- **California:** In partnership with Caltrans, the LOSSAN Rail Corridor Agency, the Capitol Corridor and San Joaquin Joint Powers Authorities and other partners, Amtrak transitioned Pacific Surfliner® and Capitol CorridorSM trains to renewable diesel, achieving an estimated 63% greenhouse gas emission reduction vs. conventional diesel.

In December 2023, following extensive testing and training, Amtrak began operating the first Venture cars on the San JoaquinsSM service. These modern new cars, owned by Caltrans, offer customer amenities including spacious interiors with wide aisles, power and USB ports at each seat, touchless fixtures in restrooms and oversized baggage and bike racks.

- **Illinois:** Travel times on the Chicago-St. Louis corridor improved with a new maximum speed of 110 mph (177 kph) for Lincoln Service® trains, following successful implementation of the Illinois DOT high-speed rail project.



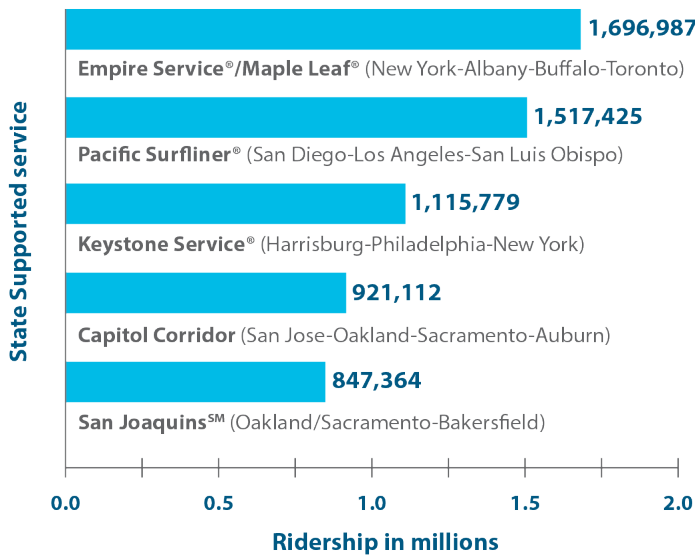
With the Washington State DOT, Amtrak introduced the first-ever electric bus in its Thruway system. This bus makes a nearly 200-mile round trip on a single charge and is estimated to save about 10,000 gallons of diesel fuel per year.

State Supported Services

The table below shows states and other entities that provide funding and the routes on which service was State Supported during FY 2023. Some services are State Supported for a portion, but not all, of the route. Amtrak funds service on the Northeast Corridor between Washington, New York City and Boston, and VIA Rail Canada funds Maple Leaf® service in Canada.

Northeast	
Connecticut	
<ul style="list-style-type: none"> Valley FlyerSM (New Haven-Greenfield, Mass.), Amtrak Hartford LineSM (New Haven-Springfield, Mass.) and Northeast Regional (through) trains (Washington-New Haven-Springfield, Mass.), with Massachusetts. Vermont[®] (St. Albans, Vt.-New Haven-Washington), with Massachusetts and Vermont. 	
Maine (Northern New England Passenger Rail Authority)	
<ul style="list-style-type: none"> DowneasterSM service (Brunswick-Portland-Boston). 	
Massachusetts	
<ul style="list-style-type: none"> Berkshire FlyerSM (Pittsfield, Mass.-New York). <i>Note: Pilot summer season service.</i> Valley FlyerSM (Greenfield-New Haven, Conn.), Amtrak Hartford Line (Springfield-New Haven) and Northeast Regional (through) trains (Springfield-New Haven-Washington), with Connecticut. Vermont[®] (St. Albans, Vt.-New Haven-Washington), with Connecticut and Vermont. 	
New York	
<ul style="list-style-type: none"> Empire Service[®] (New York-Albany-Buffalo-Niagara Falls), Maple Leaf (New York-Niagara Falls-Toronto) and Adirondack[®] (New York-Montreal). Ethan Allen Express[®] (New York-Burlington, Vt.), with Vermont. 	
Pennsylvania	
<ul style="list-style-type: none"> Keystone Service[®] (Harrisburg-Philadelphia-New York) and Pennsylvanian[®] (Pittsburgh-Philadelphia-New York). 	
Vermont	
<ul style="list-style-type: none"> Ethan Allen Express (Burlington-New York), with New York. Vermont[®] (St. Albans-New Haven-Washington), with Connecticut and Massachusetts. 	
Central	
Illinois	
<ul style="list-style-type: none"> Hiawatha[®] service (Chicago-Milwaukee), with Wisconsin. Lincoln Service[®] (Chicago-St. Louis), Illini[®]/Saluki[®] (Chicago-Carbondale) and Illinois Zephyr[®]/Carl Sandburg[®] (Chicago-Quincy). 	
Michigan	
<ul style="list-style-type: none"> Wolverine[®] service (Pontiac-Detroit-Chicago), Blue WaterSM (Port Huron-East Lansing-Chicago) and Pere Marquette[®] (Grand Rapids-Chicago). 	
Missouri	
<ul style="list-style-type: none"> Missouri River Runner[®] (St. Louis-Kansas City). 	
Wisconsin	
<ul style="list-style-type: none"> Hiawatha service (Milwaukee-Chicago), with Illinois. 	
South	
North Carolina	
<ul style="list-style-type: none"> Carolinian[®] (Charlotte-Raleigh-Washington-New York) and Piedmont[®] service (Raleigh-Charlotte). 	
Oklahoma	
<ul style="list-style-type: none"> Heartland Flyer[®] (Oklahoma City-Fort Worth, Texas), with Texas. 	
Texas	
<ul style="list-style-type: none"> Heartland Flyer (Fort Worth-Oklahoma City, Okla.), with Oklahoma. 	
Virginia	
<ul style="list-style-type: none"> Northeast Regional (Roanoke/Richmond/Newport News/Norfolk-Washington-New York-Boston). 	
West	
California	
<ul style="list-style-type: none"> 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. San Joaquins (Sacramento/Oakland-Bakersfield), managed by the San Joaquin Joint Powers Authority. California also supports an extensive system of Amtrak Thruway Service Connection routes. 	
Oregon	
<ul style="list-style-type: none"> Amtrak Cascades[®] (Eugene-Portland-Seattle-Vancouver, B.C.), with Washington. 	
Washington	
<ul style="list-style-type: none"> Amtrak Cascades (Eugene-Portland-Seattle-Vancouver, B.C.), with Oregon. 	

State Supported Ridership Over 750,000



- **North Carolina:** A fourth Charlotte-Raleigh Piedmont® round trip was added in partnership with the North Carolina DOT.
- **Virginia:** In 2021, Virginia finalized agreements with Amtrak, CSX and VRE to expand and improve passenger and freight rail in the state. The projected \$3.7 billion investment includes \$944 million from Amtrak. Over 10 years, it will fund six new State Supported round trips, among other benefits.
- **Washington/Oregon:** Amtrak Cascades service was restored between Portland, Ore., and Vancouver, B.C. – which doubled the number of daily round trips between Portland and Seattle to four – in collaboration with the Oregon and Washington State DOTs and other agencies. Two more round trips were added in Dec. 2023.
- Amtrak-operated, state-owned fleets* included 210 rail passenger cars and 88 diesel locomotives; another 49 railcars were operated in fleets whose ownership was split between Amtrak and state partners. These figures include 71 of 146 railcars delivered from active procurements to our state partners for Amtrak to operate; the balance of 75 railcars was under construction or on order at the end of FY 2023. *As of the close of FY 2023.

Long Distance Services

- 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 services.

3.9 Million
trips in FY 2023

14%
total Amtrak
ridership

15
Long Distance
train routes



25%
of total Amtrak
ticket revenue

- During FY 2023, Amtrak continued upgrading and enhancing the Long Distance customer experience, including deploying new ALC-42 locomotives, improving food and beverage offerings, refreshing passenger car interiors and restoring stored equipment to active service.
- Amtrak launched the procurement process for new passenger cars for the overnight fleet that will feature enhanced amenities, improved accessibility and greater customer comfort.
- The company also actively participated in the FRA's Amtrak Daily Long Distance Service Study, which is evaluating the restoration of daily intercity passenger rail service and the potential for new Amtrak Long Distance routes.

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.
- 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., (NEC) and Hartford Line trains between New Haven and Springfield, Mass. (Springfield Line).
 - ▶ Delaware Department of Transportation between the Pennsylvania/Delaware state line and Newark, Del. (NEC) (service operated under contract by SEPTA).
 - ▶ Long Island Rail Road between Harold Interlocking (Queens), N.Y., and New York Penn Station (NEC).
 - ▶ MTA for MARC Penn Line trains between Perryville, Md., and Washington, D.C. (NEC).

- ▶ Massachusetts Bay Transportation Authority (MBTA) between the Rhode Island/Massachusetts state line and Providence, R.I. (NEC).
- ▶ 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 (NEC)
- ▶ Rhode Island Department of Transportation between Providence and Wickford Jct., R.I. (NEC) (service operated under contract by MBTA).
- ▶ Southeastern Pennsylvania Transportation Authority (SEPTA) between Trenton, N.J., and the Pennsylvania/Delaware state line (NEC). SEPTA also operates trains between Philadelphia and Thorndale, Pa. (Harrisburg Line).
- ▶ Virginia Railway Express 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 16 Acela high-speed trainsets (32 power cars and 96 passenger cars); 1,180 passenger cars including Amfleet®, Superliner®, Viewliner®, Horizon, Talgo and other types; 77 Auto Train® vehicle carriers; 13 non-powered control units; 258 road diesel locomotives; and 72 electric locomotives. *As of the close of FY 2023.



Ultra-low, more affordable Night Owl fares are now available on select routes in the Washington-New York and New York-Boston markets.

- In FY 2023 Amtrak had 28 new Acela high-speed trainsets from Alstom on order. An additional 27 units of a total order of 125 new Tier 4 ALC-42 diesel locomotives from Siemens Mobility went into revenue service, bringing the total units in service to 45. Cleaner, faster and more fuel efficient than their predecessors, they will form the new backbone of the National Network fleet. Amtrak also has contracted with Siemens Mobility to manufacture a new fleet of 83 multi-powered Amtrak Airo™ trainsets that will be leveraged for State Supported and NEC services, with further options for up to 130 additional trains to support growth plans. Most of these trainsets will provide both electric and diesel power, and some will have cutting-edge battery power.
- Amtrak continued a \$28 million project to refresh more than 400 Superliner and 50 Viewliner railcar interiors. Work includes installation of new seat cushions and upholstery, carpet, LED lighting, tables and curtains.
- With some exceptions, even-numbered trains travel north and east, while odd-numbered trains travel south and west.

Customer Amenities

- Amtrak partnered with renowned restaurateur Stephen Starr to elevate the Acela First Class dining experience, featuring popular items on board from his restaurants along the NEC.
- Traditional Dining was introduced for First Class customers on board the Silver Star® and Silver Meteor®.
- An improved delay notification service launched in the spring to relay key updates to customers via email, text message and push notifications to the Amtrak mobile app.

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