



FY 2024 Company Profile

For the Period October 1, 2023 – September 30, 2024



Through the financial support of Minnesota, Wisconsin and Illinois, Amtrak launched the new Borealis to great fanfare in May 2024 – doubling daily service between Chicago and the Twin Cities.

Table of contents

- Fiscal Year 2024 Highlights 1
- Corporate Background..... 2
- Network, Financial Performance, Infrastructure Assets 2
- Northeast Corridor Services..... 4
- State Supported Services..... 6
- Long Distance Services 8
- Commuter Services 8
- Equipment, Trains, Amenities 9

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 2024 Highlights

- Amtrak® achieved an all-time ridership record in Fiscal Year (FY) 2024, welcoming 32.8 million customers – a 15% increase over FY 2023 – as demand for passenger rail service continues to grow in markets across the nation. Ticket revenue hit a new record of \$2.5 billion.
- Amtrak invested a record \$4.5 billion into capital upgrades, including manufacturing and testing new trains, beginning construction of new tunnels and bridges, conducting annual state-of-good repair upgrades, and additional projects that will improve future service for customers and partner railroads. These projects are putting thousands of skilled Americans to work and jump-starting American manufacturing. Learn about the full array of infrastructure modernization projects on the [New Era of Rail website](#).
- Continuing to pursue future growth opportunities, Amtrak advanced four applications into the Federal Railroad Administration’s (FRA) Corridor Identification and Development (CID) Program and supported dozens of partner applications included in the FRA’s full list of 69 total corridors accepted into the CID Program.
- Amtrak provided planning, engineering and/or funding support for dozens of partner projects supported by the FRA’s Federal-State Partnership (FSP) for Intercity Passenger Rail Program and Consolidated Rail Infrastructure and Safety Improvements Program. Examples include the Hudson Tunnel Project in New York/New Jersey and the S-Line Project in North Carolina/Virginia.
- Amtrak reached agreements with the states of Louisiana and Mississippi, with support from the



Northeast Corridor ridership grew significantly in FY 2024, with a more than 9% increase on Acela® and 18% increase on Northeast Regional™ compared to FY 2023.

city and port of Mobile, for new service between New Orleans and Mobile, Alabama. Set to begin in FY 2025, it will be the first Amtrak service along that portion of the Gulf Coast in 20 years.

- On the Northeast Corridor (NEC), Amtrak invested \$260 million for track infrastructure improvements. In alignment with NJ TRANSIT, it accelerated overhead power, maintenance and improvement activities and applied for several federal grants in New Jersey.
- Amtrak advanced planning, procurement and construction for major rail yard upgrades in Philadelphia and Seattle, which will support new trains entering service in coming years. The company also prepared to award construction contracts for similar upgrades in Boston, Washington, D.C., and New York City in FY 2025.
- Amtrak invested \$155 million in station accessibility upgrades and improvement projects to ensure a safe, efficient and comfortable travel experience for customers with disabilities.
- In FY 2024, Amtrak achieved voluntary ratified Settlement Agreements with five additional bargaining units, bringing Amtrak to over 99% completion of its Section Six negotiations.
- Amtrak achieved accreditation by the Emergency Management Accreditation Program – demonstrating excellence and accountability in emergency preparedness and response standards.

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.”
- 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. Under federal law, Amtrak is operated and managed as a for-profit company, rather than a public authority, but it is not expected to be profitable.

- 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 2024, Amtrak had nearly 22,400 active employees.

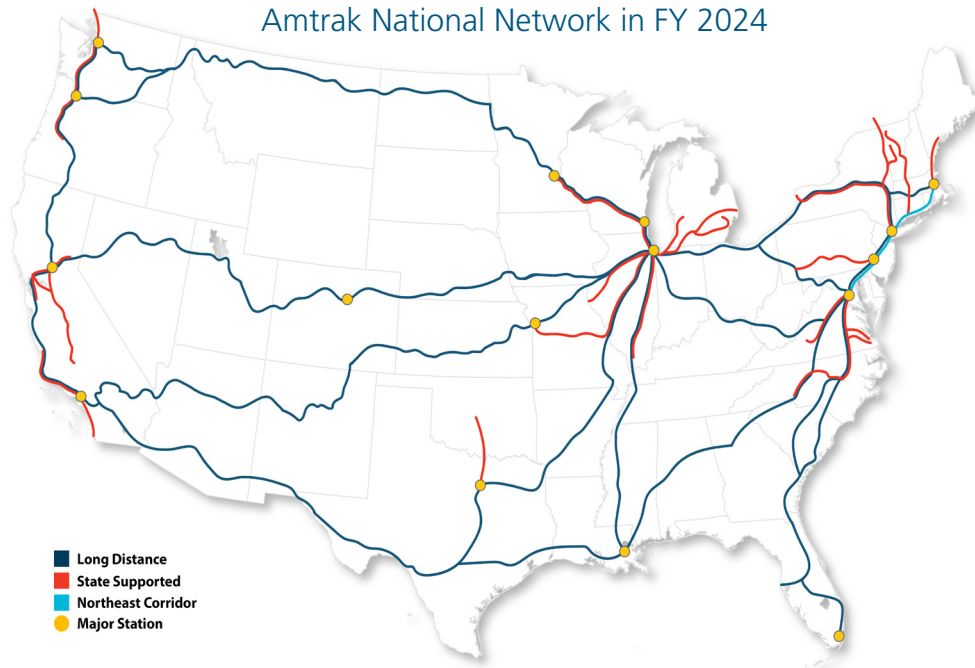
Amtrak’s Network

- 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 more than 32.8 million trips in FY 2024; on an average day, they made nearly 89,900 trips on Amtrak trains.
- 71% of the miles traveled by Amtrak trains were 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.
- Amtrak is the only railroad in North America to maintain right-of-way for regular 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.

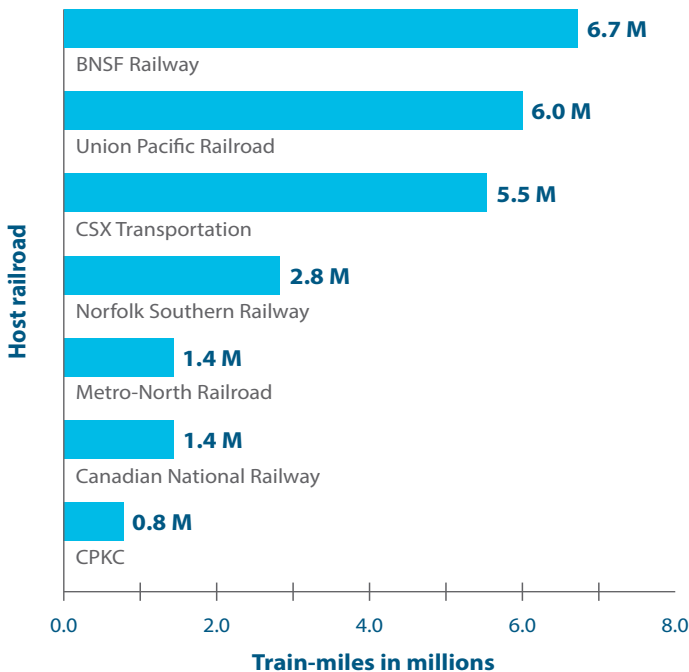
The 10 Busiest Stations in FY 2024 (Ridership equals boardings + alightings)

Station	Ridership
1. New York, N.Y. (Moynihan Train Hall at Penn Station)	12,023,052
2. Washington, D.C.	5,641,329
3. Philadelphia, Pa. (Gray 30 th St. Station)	5,090,550
4. Chicago, Ill.	3,042,809
5. Boston, Mass. (South Station)	1,812,258
6. Baltimore, Md.	1,302,207
7. Los Angeles, Calif.	1,262,754
8. Boston, Mass. (Back Bay Station)	916,579
9. Albany-Rensselaer, N.Y.	909,772
10. New Haven, Conn. (Union Station)	907,758

Amtrak National Network in FY 2024



Largest Host Railroads for Amtrak Trains



- ▶ Amtrak carried more riders 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 2024, Amtrak earned approximately \$3.6 billion in revenue* and incurred approximately \$8.8 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 84% of operating costs in FY 2024 with ticket sales, payments from state partners and agencies, and other operating revenue.

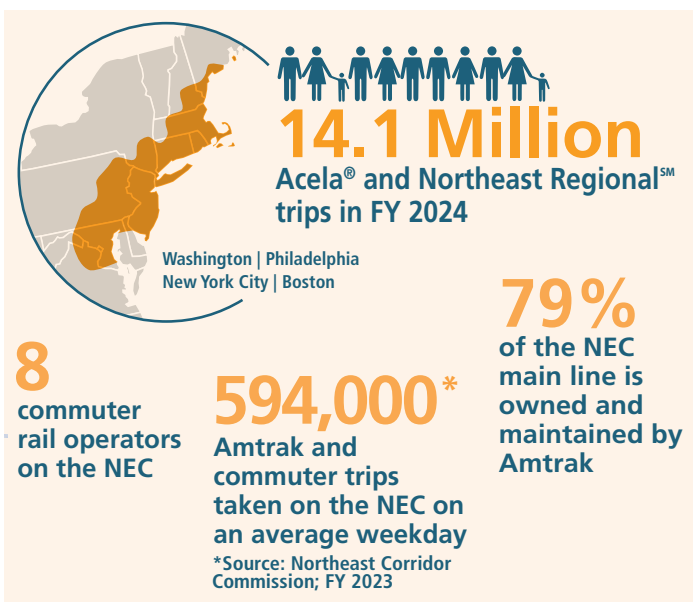
Infrastructure Assets

- 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.

- During FY 2024, Amtrak offered over 130 Thruway Service ConnectionSM routes, operated by more than 75 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 1.5 million Thruway trips.
- Amtrak has a strong position against air carriers in many regional markets. In FY 2024 (Oct. 2023 - Sept. 2024):
 - ▶ Amtrak carried more than three times as many riders between Washington and New York City as all the airlines combined.

- ▶ **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 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



Alongside the State of Connecticut and the FRA, Amtrak broke ground on the new Connecticut River Bridge (between Old Saybrook and Old Lyme, Conn.) that will offer a 55% speed increase from the existing 1907 bridge.

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 operated and maintained by Amtrak between the Massachusetts/Rhode Island border and Boston are owned by the Commonwealth of Massachusetts.
- In FY 2024, Amtrak improved Northeast Regional capacity by adding 1 million seat miles. Service increased by 20% on weekdays and 10% on Sundays, and additional stops were added at stations in New Jersey to address increased demand.

Station Enhancements

- Amtrak continued to modernize major station facilities on the NEC in FY 2024 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 project. The project will enable the facility to transition to a single-level, unified customer experience, prioritizing vertical circulation, accessibility and egress improvements; rationalizing station operations; and modernizing facility equipment and systems.

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, continued to work with Arup on the Penn Station Capacity Expansion project, designing 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 double capacity into Penn Station from the west, relieving a major bottleneck on the NEC.

- ▶ **Philadelphia:** Amtrak executed a lease and development agreement in 2021 for William H. Gray III 30th Street Station with master developer partner Plenary Infrastructure Philadelphia (PIP), which is overseeing redevelopment and building operations

and maintenance. PIP began work in FY 2023 on a five-year project to enhance the station's functionality, improve the passenger experience for Amtrak, SEPTA and NJ TRANSIT riders, and expand retail offerings. This project is the first phase of the [Philadelphia 30th Street Station District Plan](#). In FY 2024, renovation began on the South Tower Amtrak office space and passenger concourse.

- ▶ **Baltimore:** Amtrak and master developer Penn Station Partners advanced the redevelopment and expansion of Baltimore Penn Station by restoring the historic facade. Amtrak began serving customers with a new boarding platform that will help ease rail congestion and reduce delays, and advanced construction of a second new platform expected to enter service in FY 2025.
- ▶ **Washington, D.C.:** With new responsibility at Washington Union Station, Amtrak implemented a program to enhance the customer experience, revitalize and improve operations, and better serve travelers and visitors to the facility.

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 2024, gaining momentum with 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 rehabilitate the existing century-old North River Tunnel tubes that were severely damaged during Superstorm Sandy. In November 2023, early construction activities kicked off on both sides of the Hudson River in New Jersey and New York, including the last phase of the Hudson Yards Concrete Casing in Manhattan to preserve the tunnel right-of-way.

The first heavy civil contract package also got underway in FY 2024, with the Hudson River Ground Stabilization project commencing in-river activities. In July 2024, with state and local partners, Amtrak supported final agreements to fully fund the project, including GDC's signature for a Full Funding Grant Agreement with the Federal Transit Administration (FTA) (\$6.9 billion), Railroad Rehabilitation and Improvement Financing loans from the Build America Bureau (\$4.1 billion), and a FSP grant with the FRA (\$3.8 billion).

- ▶ **Portal North Bridge:** Construction of the new span reached more than 70% completion by the close of FY 2024. With a \$766.5 million funding commitment from the FTA, NJ TRANSIT – with support from Amtrak – is leading construction on the nearly



Art at Amtrak, the company's official public art program, expanded to Chicago Union Station in fall 2024. It launched in June 2022 in New York City and soon expanded to Washington, D.C., and Philadelphia.

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 a \$133 million grant through the FRA FSP-NEC grant program in November 2023 to support early construction activities, and the procurement process for the Construction Manager At-Risk construction contract and Project and Construction Management contract launched later that month.
- ▶ **Harrison Fourth Track:** This project to relocate the westbound PATH track at Harrison, N.J., and add a track to the NEC, continued to advance through design in FY 2024 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 FSP-NEC program awarded in November 2023, procurement activities commenced in FY 2024.

- Learn about other [Gateway Program projects](#).

Acela®

- 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." More than 67 million passengers have traveled on the fleet of FirstGen AcelaSM trainsets since revenue service began on Dec. 11, 2000. In FY 2024, customers took more than 3.2 million Acela trips and generated nearly \$531 million in ticket revenue.

NextGen AcelaSM Fleet

- Amtrak contracted with Alstom to produce 28 next-generation high-speed trains 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. In FY 2024, qualification testing was completed, and preparation for pre-revenue testing and initial revenue launch, targeted for Spring 2025, was initiated.
- Alstom is using parts manufactured by 170 suppliers in 29 states, with 95% of the components produced domestically. Manufacture of the trains 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

30 routes lengths up to **704 miles**

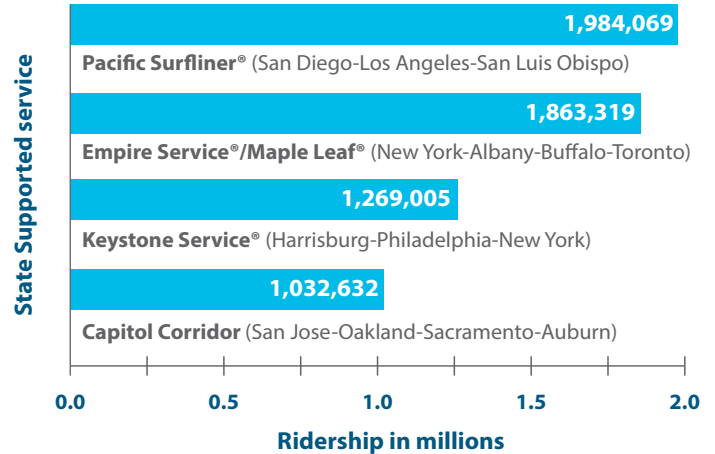
14.5 Million trips in FY 2024

21 agencies provide funding

11 State Supported routes each had 500,000+ trips in FY 2024

- Amtrak receives funding from 18 states through 21 agencies for financial support of 30 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.

State Supported Ridership Over 1 Million



Service Enhancements and Equipment

- **California:** Amtrak supported introduction of new state-owned Venture cars on the San Joaquins[®] service. These single-level, fully accessible passenger cars provide wider aisles, accessible restrooms and automated doors.
- **Minnesota/Wisconsin/Illinois:** Amtrak worked with the Minnesota Department of Transportation (DOT) and the states of Wisconsin and Illinois to double daily service between Chicago and Saint Paul, Minn., with the launch of the Borealis service.
- **New York/Vermont:** The trip time of the Ethan Allen Express[®] was reduced by up to 15 minutes; adjustments were made in conjunction with the Vermont Agency of Transportation, New York State DOT and the Vermont Railway.
- **Pennsylvania:** In coordination with PennDOT, Amtrak helped preserve ridership on the Keystone Service[®] during the Harrisburg Line Track Renewal project. Using expanded work windows allowed Amtrak to complete two years of work in just nine months, replacing obsolete 1950s-era rail infrastructure at the end of its useful life.
- **Virginia:** In 2021, Virginia finalized agreements with Amtrak, CSX and VRE to expand and improve passenger and freight rail in the state. Over 10 years, this investment will fund six new State Supported round trips, among other benefits.
- **Washington/Oregon:** In partnership with the Washington State DOT and Oregon DOT, Amtrak launched two new daily Amtrak Cascades[®] round trips in December 2024.
- Amtrak-operated, state-owned fleets* included 233 rail passenger cars and 94 diesel locomotives; another 49 railcars were operated in fleets whose ownership was split between Amtrak and state partners. These figures include 97 of 146 railcars delivered from active procurements to our state partners for Amtrak to operate; the balance of 49 railcars was under construction or on order at the end of FY 2024. *As of the close of FY 2024.

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 2024. 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: Seasonal summer service.</i> Valley Flyer (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"> Borealis[®] (Chicago-Milwaukee-St. Paul/Minneapolis) with Wisconsin and Minnesota. 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). 	
Minnesota	
<ul style="list-style-type: none"> Borealis (St. Paul/Minneapolis-Milwaukee-Chicago) with Wisconsin and Illinois. 	
Missouri	
<ul style="list-style-type: none"> Missouri River Runner[®] (St. Louis-Kansas City). 	
Wisconsin	
<ul style="list-style-type: none"> Borealis (St. Paul/Minneapolis-Milwaukee-Chicago) with Minnesota and Illinois. 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. 	

Long Distance Services



4.3 Million
trips in FY 2024

13%
total Amtrak
ridership

15*
Long Distance
train routes

**See Floridian note*



24%
of total Amtrak
ticket revenue

- In FY 2024, Amtrak operated 15 Long Distance trains (more than 750 miles) whose routes ranged in length from 855 miles (Auto Train®) to 2,728 miles (Texas Eagle®).
- In November 2024, Amtrak launched the FloridianSM (Chicago-Miami), a new temporary service that combines the routes of the Capitol Limited® and Silver Star® for a limited time due to the East River Tunnel Rehabilitation project in New York City. This reduced the Long Distance route count to 14 in FY 2025.
- These trains provide the only rail service at nearly half of the stations in the Amtrak system and are the only Amtrak trains in 22 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.
- Long Distance services set a new ridership record in FY 2024 with nearly 4.3 million riders – an 8% increase over the previous year.
- During FY 2024, Amtrak continued upgrading the Long Distance customer experience; 82% of the fleet has been refreshed with new seat cushions, upholstery, carpet, LED lighting, tables and curtains.



Amtrak has continued to deploy new, cleaner and faster ALC-42 diesel locomotives for Long Distance trains, including the Coast Starlight® shown above.

- Amtrak issued a request for proposals for its overnight Long Distance fleet to feature enhanced amenities, improved accessibility and greater customer comfort.
- Amtrak continued design work and land acquisition to reimagine the concourse at Chicago Union Station, which is a hub for Long Distance services. The company also advanced efforts to reactivate the high-level mail platform, which will serve as the station's first level-boarding, accessible passenger platform.

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 2024, Amtrak operated 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); 1,214 passenger cars including Amfleet®, Superliner®, Viewliner® and Horizon types; 77 Auto Train vehicle carriers; 16 non-powered control units; 267 road diesel locomotives; and 67 electric locomotives. *As of the close of FY 2024.
- In FY 2024, Amtrak had 28 new NextGen Acela high-speed trainsets from Alstom on order. An additional 18 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 63. Cleaner, faster and more fuel efficient than their predecessors, they will form the new backbone of the National Network fleet.
- Amtrak 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



Amtrak reinvented the Cafe Acela menu with more artisan products from health-conscious and local brands.

growth plans. Most of these trainsets will provide both electric and diesel power, and some will have cutting-edge battery power. Production of these trains has boosted businesses nationwide with over 3,500 parts manufactured by nearly 100 suppliers in 31 states.

- With some exceptions, even-numbered trains travel north and east, while odd-numbered trains travel south and west.

Customer Amenities

- In FY 2024, Amtrak debuted a new feature with Points & Cash, an enhancement that allows members to pay for travel using a combination of Amtrak Guest Rewards® points and cash.
- The booking experience was improved by allowing customers to select their seat before finalizing their reservation in classes of service with assigned seats.
- Amtrak reintroduced the Traditional Dining experience to Coach customers for purchase on the Silver Star, Silver Meteor® and Lake Shore Limited®. Now it is available to Coach customers on eight Long Distance trains.
- A seasonal, rotating menu debuted in the Metropolitan Lounge® at Moynihan Train Hall in New York City, and Amtrak launched a new snack and beverage menu at other Metropolitan Lounges.
- New Google direct data integration helps travelers choose more transportation options when searching for intercity travel. For example, Google will also show train suggestions when travelers look for flights on Google Search or Google Flights.

Acela®, Adirondack®, Amtrak Airo™, America's Railroad®, Amfleet®, Amtrak®, Amtrak California™, Amtrak Cascades®, AmtrakConnect™, Amtrak Guest Rewards®, Amtrak RideReserve™, Auto Train®, Berkshire Flyer™, Blue Water™, California Zephyr®, Capitol Limited™, Cardinal®, Carl Sandburg®, Carolinian®, Cascades®, City of New Orleans®, ClubAcela®, Coast Starlight®, Crescent®, Empire Builder®, Empire Service®, Ethan Allen Express®, FirstGen Acela™, Heartland Flyer®, Hiawatha®, Illini®, Illinois Zephyr®, Keystone Service®, Lake Shore Limited®, Lincoln Service®, Maple Leaf™, Metropolitan Lounge®, Missouri River Runner®, NextGen Acela™, New York Penn Station®, Northeast Regional™, Pacific Surfliner®, Palmetto®, Penn Station®, Penn Station New York®, Pennsylvanian®, Pennsylvania Station®, Pere Marquette®, Piedmont®, Saluki®, San Joaquin®, San Joaquins®, Sightseer Lounge™, Silver Meteor®, Silver Service®, Silver Star®, Southwest Chief®, Sunset Limited®, Superliner®, Surfliner®, Texas Eagle®, Thruway Service Connection™, USA Rail Pass™, Viewliner®, Vermonter®, Winter Park Express™ and Wolverine® are trademarks and service marks of the National Railroad Passenger Corporation.