Amtrak Public Board Meeting

July 31, 2025

AMTRAK®

Safety and Security Briefing



Emergency Preparedness

Our physical address is

_____

Who will call 911, and who is their backup?

Who is CPR/AED qualified?

Know the location of emergency equipment.



Evacuation

Communicate the need to evacuate.

Follow the Facility Emergency Plan (FEP).

Know your evacuation plan/ route & muster point.

Assist those who may need help evacuating.

Wait for permission to re-enter the facility.



Safety Reporting

Proactively identify & report unsafe conditions or behaviors.

Use AVSRS through the Safety page on All Aboard or download the Enablon Go mobile app.

Report all safety concerns.

Questions contact Systemsafety@amtrak.com



Health and Wellbeing

Take healthy actions:

Physical Activity

Healthy Nutrition

Adequate Sleep

Mental Well-being

Stay up to date with preventive services.

Take time to refresh & recharge.



Security

If You See Something, Say Something®. Call 800-331-0008 / text 27311.

Active Shooter: Run, Hide, Fight.

Always be aware of surroundings.

Display and verify proper ID on Amtrak property.



Cybersecurity

Pay attention to phishing traps in emails.

Don't click on links or attachments from unknown sources.

Report all suspicious email and cyber incidents to the Amtrak Service Desk:

800-772-4357 or AmtrakServiceDesk@amtrak.com

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Meeting Opening

Byl Herrmann

Chief Legal and Human Resources Officer

AMTRAK®

Board of Directors



Chairman of the Board

Anthony R. Coscia



Vice Chairman of the Board

Joel Szabat



U.S. Transportation Secretary

Sean Duffy



Ronald L. Batory



David M. Capozzi



Lanhee J. Chen, Ph.D.



Elaine M. Clegg



Christopher C. Koos

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Agenda

Agenda item	Presenter
Financial Report	Costin Corneanu
Commercial & Operations Report	Eliot Hamlisch & Gery Williams
Capital Delivery Project Review	Jim Short
NextGen Acela	Roger Harris

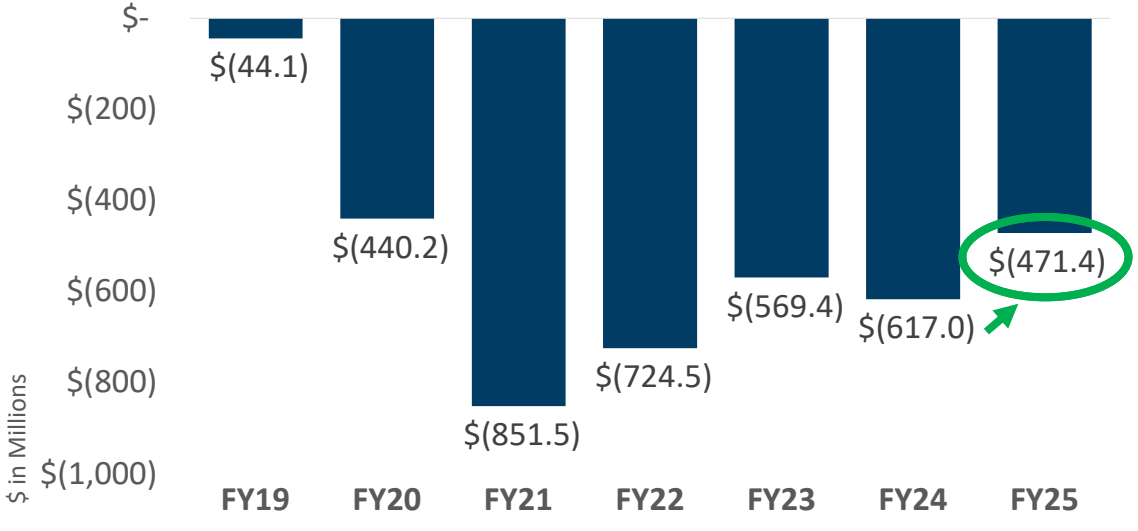
Financial Report

Costin Corneanu
Deputy Chief Financial Officer

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Year to Date June Adjusted Operating Results

Adjusted Operating Results are **$145.6MM or 23.6% higher** YOY

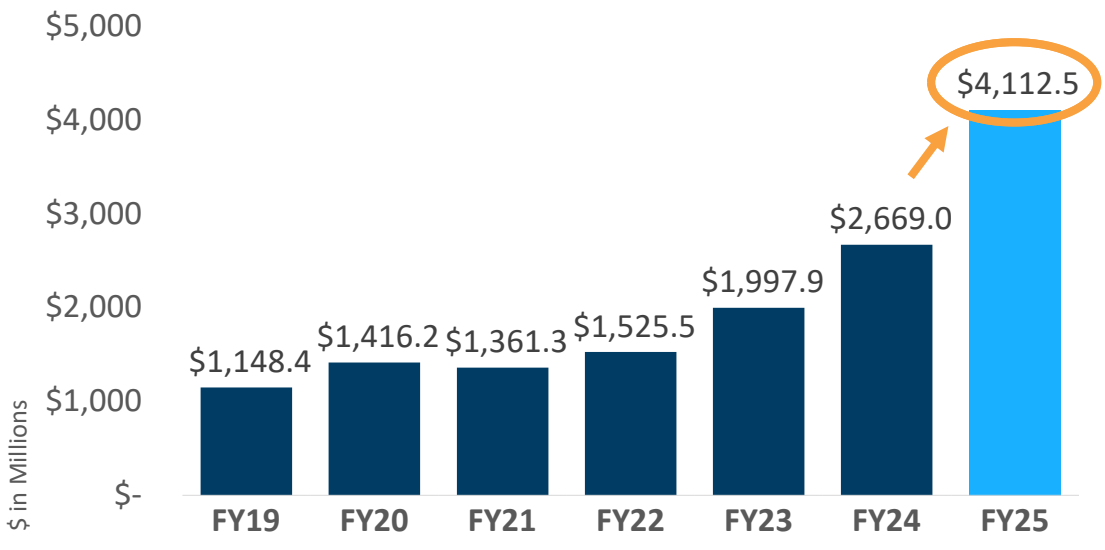


- **$36.4MM or 7.2%** favorable to plan
- Strong ticket revenue
- Several one-time expenses in FY25

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Year to Date June Capital Spend

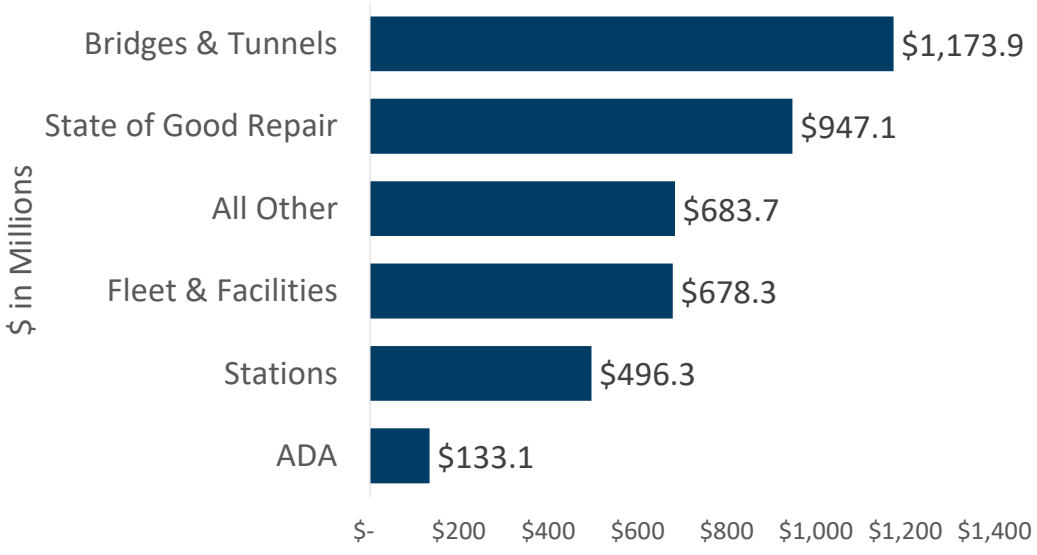
$4.1B invested YTD; **$1.4B or 54.1% higher** YOY



- **($528.8MM) or (11.4%)** behind plan
- Refleeting delays & large projects driving underspend

Capital Portfolio

$4.1B invested YTD; **54.1% higher** year over year

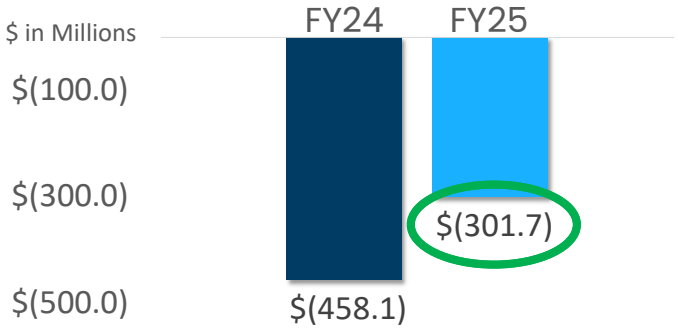


- Advancement in large projects, fleet expansion & state of good repair

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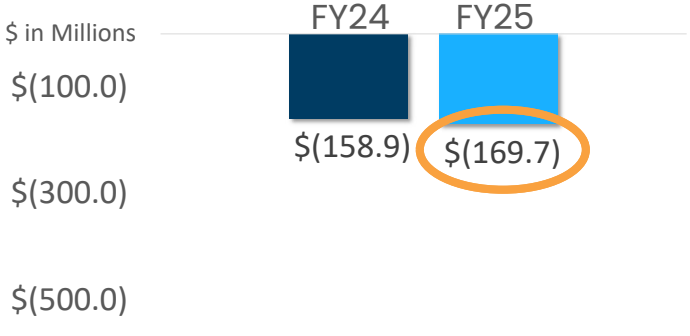
Business Segment Adjusted Operating Results

Passenger Operations



- **$156.4MM or 34.1%** higher YOY
- **$49.9MM or 14.2%** favorable to plan

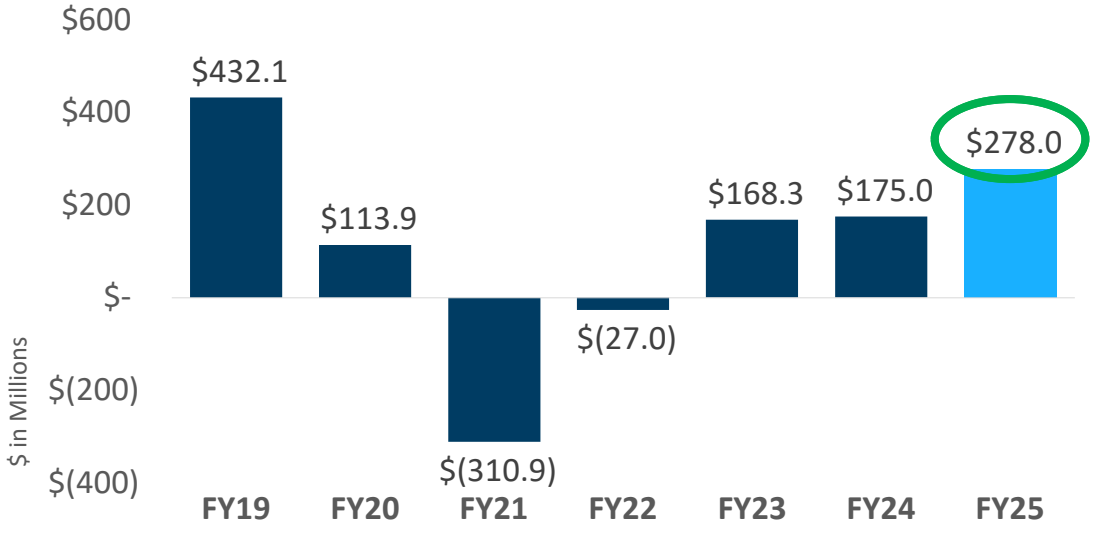
Infrastructure



- **($10.8MM) or (6.8%)** unfavorable YOY
- **($13.6MM) or (8.7%)** unfavorable to plan

Northeast Corridor Service Line

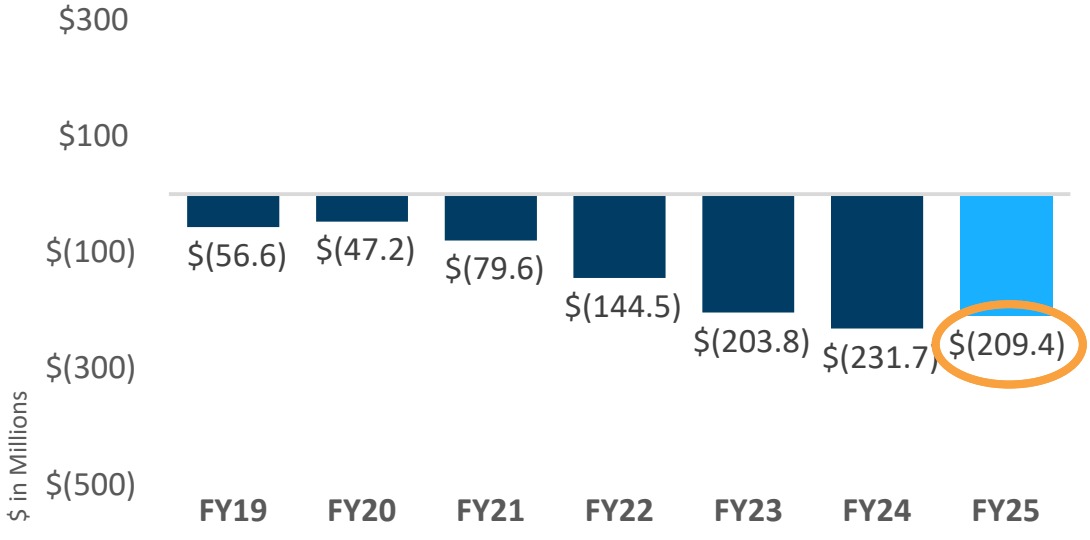
Adjusted operating results **$103.0MM** favorable YOY



- **$22.5MM or 8.8%** favorable to plan
- Strong ridership, revenue and cost containment efforts

State Supported Service Line

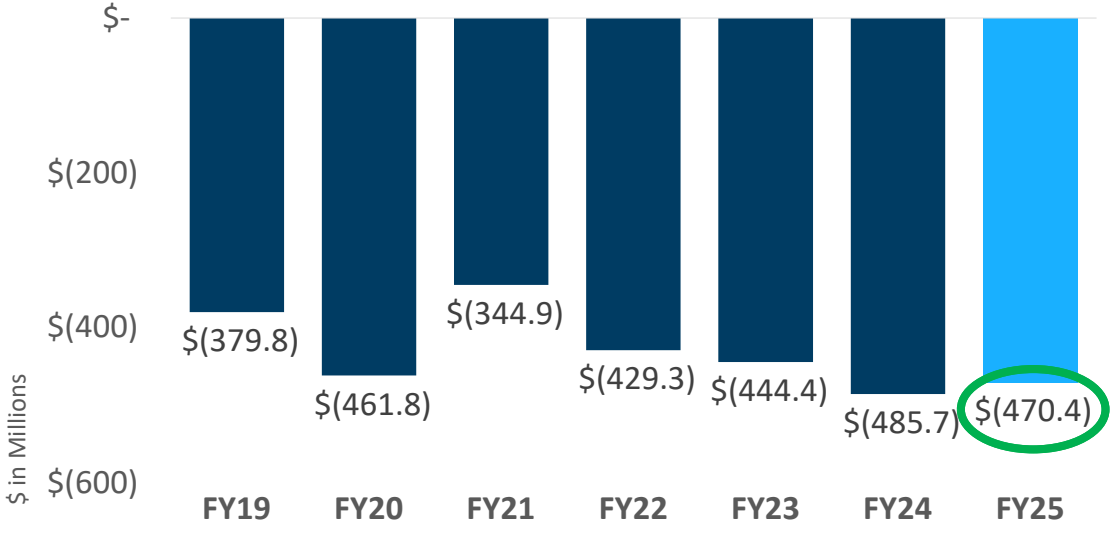
Adjusted operating results **$22.3MM** favorable to prior year



- **($20.1MM) or (10.6%)** unfavorable to plan
- Maple Leaf, Keystone Service and Hiawathas leading overall improvement

Long Distance Service Line

Adjusted operating results **$15.3MM** favorable to prior year



- **$14.4MM or 3.0%** favorable to plan
- Strong performance in Capitol Limited and Silver Star

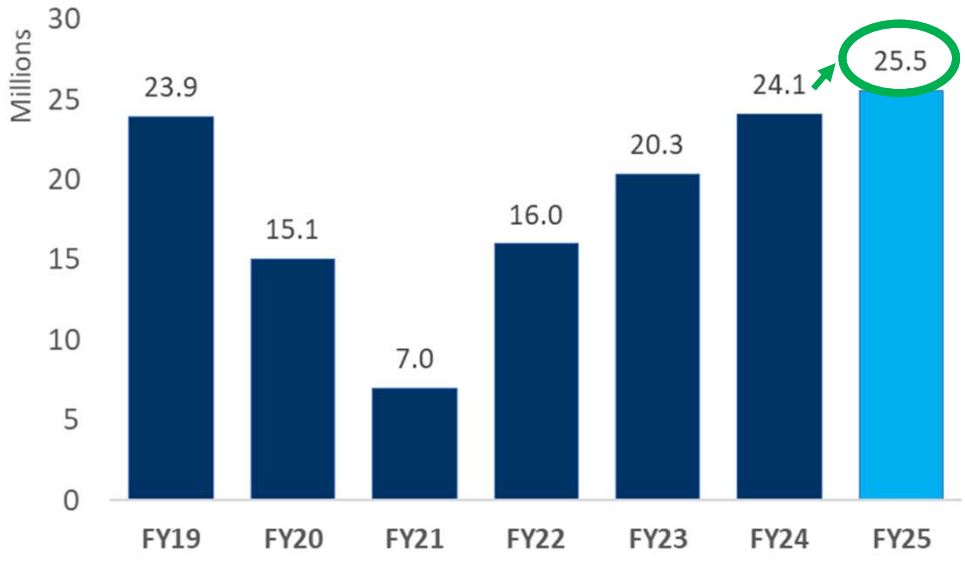
Commercial & Operations Report

Eliot Hamlisch
Chief Commercial Officer
Gery Williams
EVP Service Delivery & Operations

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Ridership Year to Date June

Ridership is **1.4M higher (5.8%)** YOY

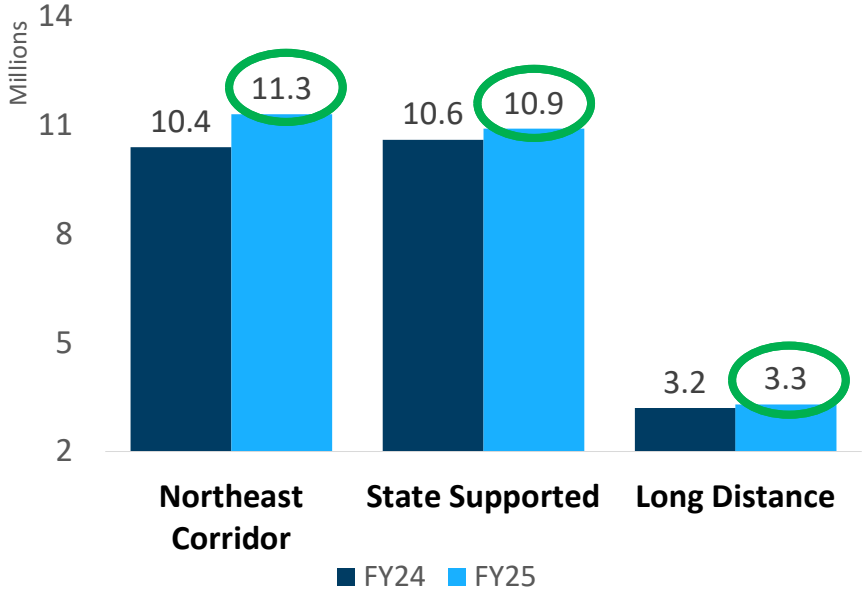


- **+569k**
  - **2.3%** favorable to plan YTD
- 3rd Quarter
  - **5.4%** favorable YOY
  - **1.7%** favorable to plan

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Ridership by Service Line Year to Date June

Ridership is favorable YOY for all service lines

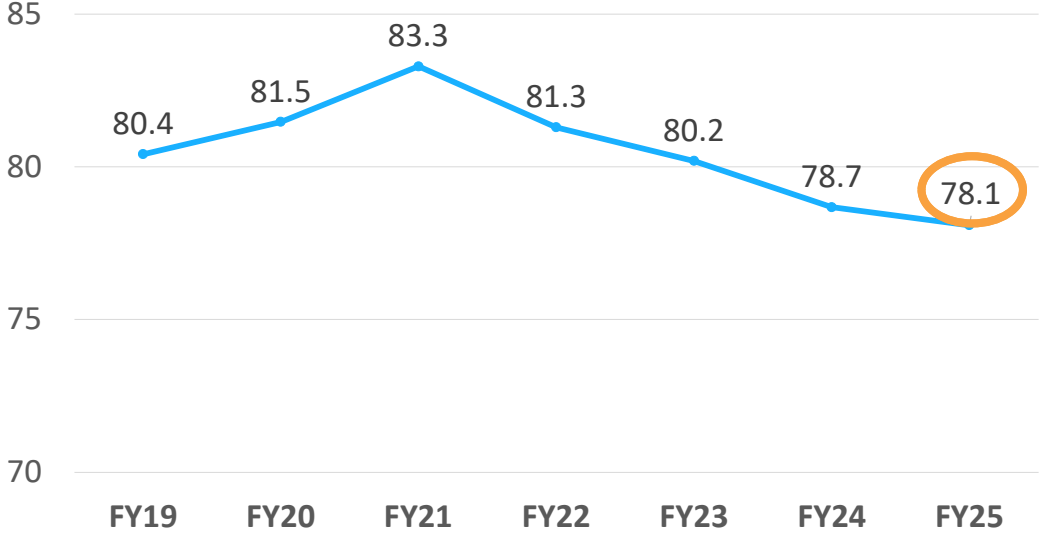


- Northeast Corridor **+319k**
  - **8.7%** favorable YOY
  - **2.9%** favorable to plan
- State Supported **+141k**
  - **3.3%** favorable YOY
  - **1.3%** favorable to plan
- Long distance **+113k**
  - **4.9%** favorable YOY
  - **3.5%** favorable to plan

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Customer Satisfaction Index Year to Date June

Customer Satisfaction Index (CSI) is down **0.6%** YTD YOY

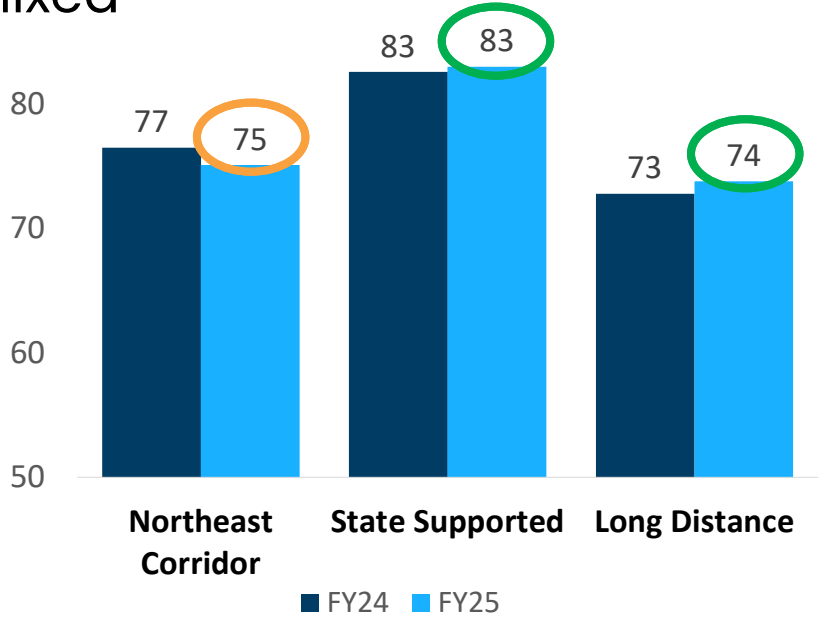


- **0.5%** unfavorable to plan
- The main driver is On-Time Performance
- Noteworthy: Increase in Wi-Fi CSI Scores

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Customer Satisfaction Index by Service Line Year to Date June

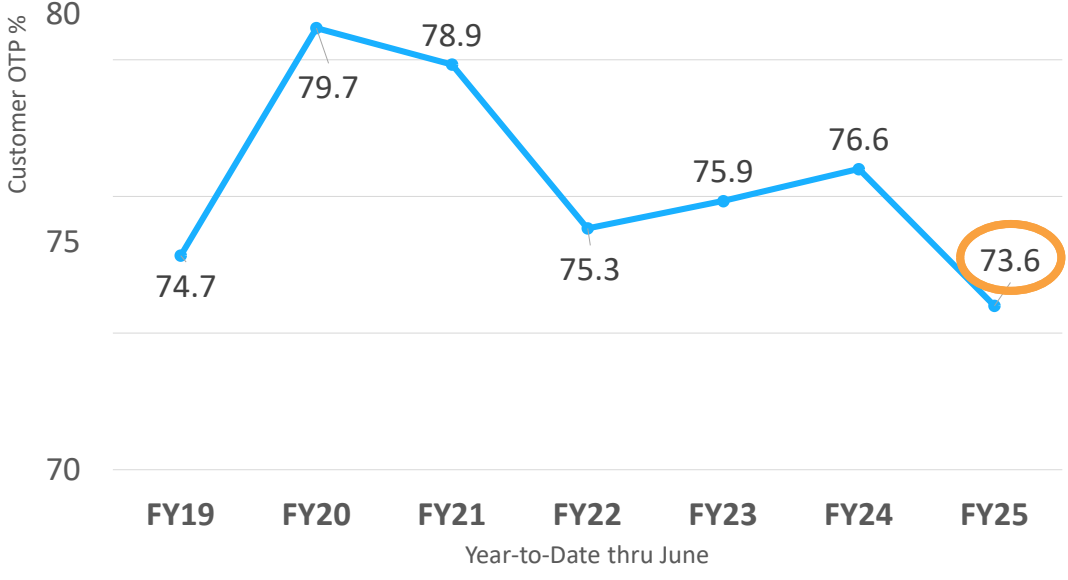
Customer Satisfaction Index for the service lines is mixed



- Northeast Corridor
  - **1.4%** unfavorable YOY
  - **1.3%** unfavorable to plan
- State Supported
  - **0.4%** favorable YOY
  - **0.5%** favorable to plan
- Long Distance
  - **1.0%** favorable YOY
  - **1.2%** favorable to plan

Customer On-Time Performance Year-to-Date June

Customer On-Time Performance is unfavorable **3** points YOY

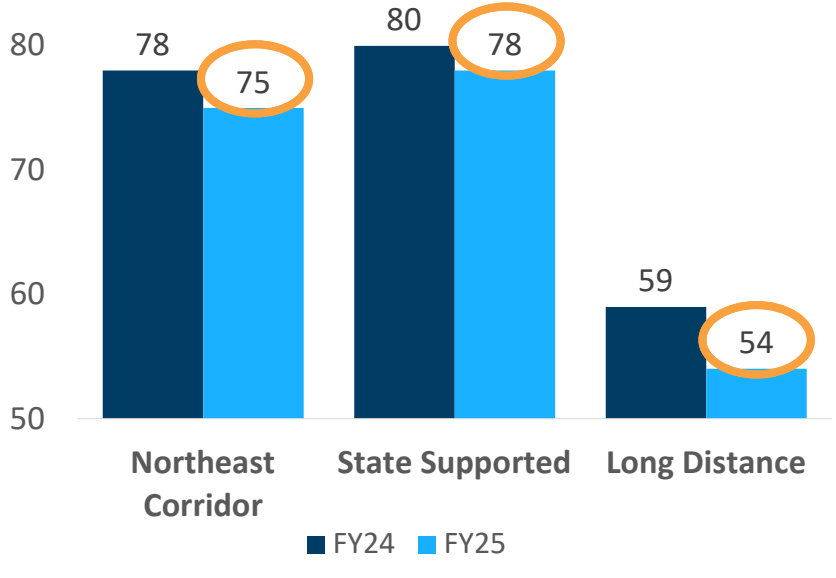


- **2.4** points unfavorable to plan
- Key drivers of Customer On-Time Performance results are extreme weather, aging fleet and major projects

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Customer On-Time Performance by Service Line Year-to-Date June

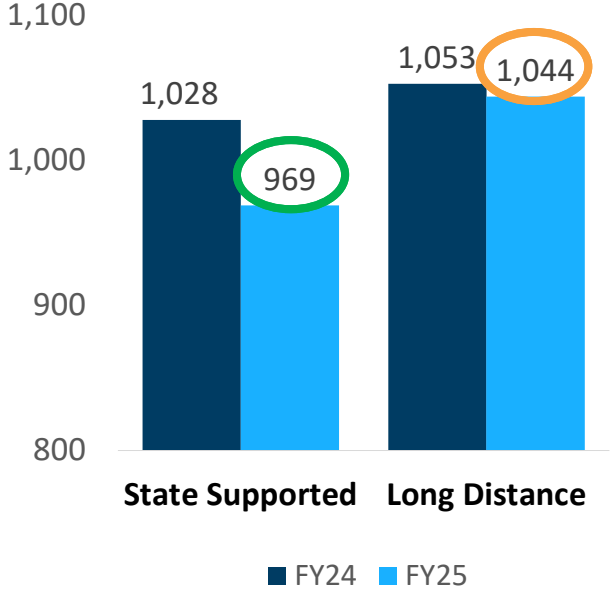
Customer On-Time Performance is unfavorable YOY by Service Line



- Northeast Corridor
  - **3** points unfavorable YOY
  - **5** points unfavorable to plan
- State Supported
  - **2** points unfavorable YOY
  - **2** points unfavorable to plan
- Long Distance
  - **5** points unfavorable YOY
  - **3** points unfavorable to plan

Host Railroad Responsible (HRR) Delays

Host Railroad Responsible Delays per 10K Train-Miles **34 (3.3%)** favorable YOY

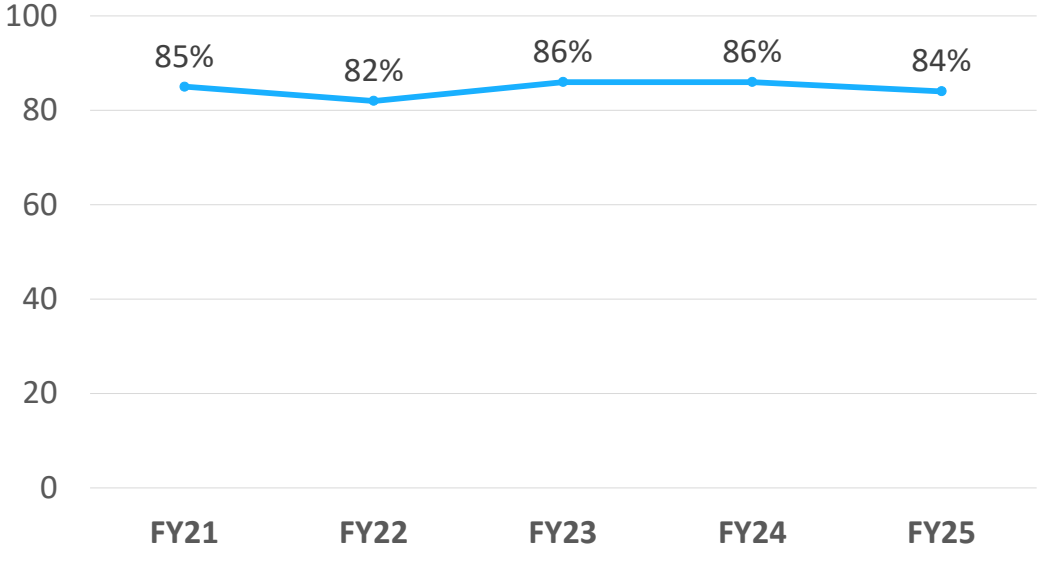


- State Supported
  - **5.7%** favorable YOY
  - **4.8%** favorable to plan
- Long Distance
  - **0.9%** favorable YOY
  - **2.6%** unfavorable to plan

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Train Consist Fulfillment

Consist fulfillment is in line with historical trends



Major drivers of deviations from planned consists include:

- Non-Powered Control Units (NPCU) obsolescence
- Midwest fleet size and reliability
- Food car substitutions

Capital Delivery Project Update

Jim Short
Acting SVP Capital Delivery

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Year to Date June Capital Spend

236 Active Projects

- 9 Major Programs
- 56 Maintenance Programs
- 92 Improvement Projects



July 2025

Not all projects or Amtrak routes listed.

[1] led by partner(s) [2] not pictured

[3] part of the Chicago Hub Improvement Program, which includes station and infrastructure upgrades

East River Tunnel Rehabilitation

- Tunnel modernization
- Superstorm Sandy repair
- Increased safety & reliability
- Current work:
  - Decommissioning rail systems, then
  - Demolition



Budget: $1.6B

Scheduled Completion: 2027

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B&P Tunnel Replacement

- 2 electrified tubes
- Replacing 150 year-old tunnel
- Current work:
  - Cost optimization review w FRA
  - Utility relocations
  - Geotechnical investigations
  - Temporary waterlines







Budget: $6B

Scheduled Completion: 2035

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Gray 30th Street Station (Philadelphia)

- Modernization & state of good repair
- Enhanced customer experience & retail
- Improved station operations
- Current work:
  - Construction in corporate office & South Concourse



Budget: $763M

Scheduled Completion: 2027

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Revised Approach to Design Reviews

New process implemented in Feb 2025 to:

- Clarify roles & responsibilities
- Improve accuracy in forecasting
- Standardize pre-screening comments

Benefits Gained

- Submittal duration reduced from 135 days in Q1 FY23 to 105 today (Saves **20** days)

Design Review Criteria:

- Level of Risk
- Contractual Review Duration
- Project Delivery Method

Improving Efficiencies in NEPA Processes

Compliance triggered by Federal Action

- Grants, permits, other Federal approvals

Three review levels:

- Categorical Exclusion (CE)
- Environmental Assessment (EA)
- Environmental Impact Statement (EIS)

National Environmental Policy Act (NEPA)

Endangered Species Act
Clean Water Act
Coastal Zone Mgt Act
Clean Air Act
Hazardous Materials Regs
Nat'l Historic Preservation Act
US Dept of Transportation Act
And others

Categorical Exclusion (CE) Efficiencies

Categorical Exclusion (CE):

- >99% of Amtrak projects
- Requires FRA Approval
- No *significant* environmental impacts
- Project is excluded from additional level NEPA review

Updated process:

- >50% of projects go through programmatic CE
- Increased efficiencies

Current Programmatic CEs



Digital Technology, Training



Purchase of Vehicles, Equipment, Tools



Refurbishment of Amtrak Rolling Stock

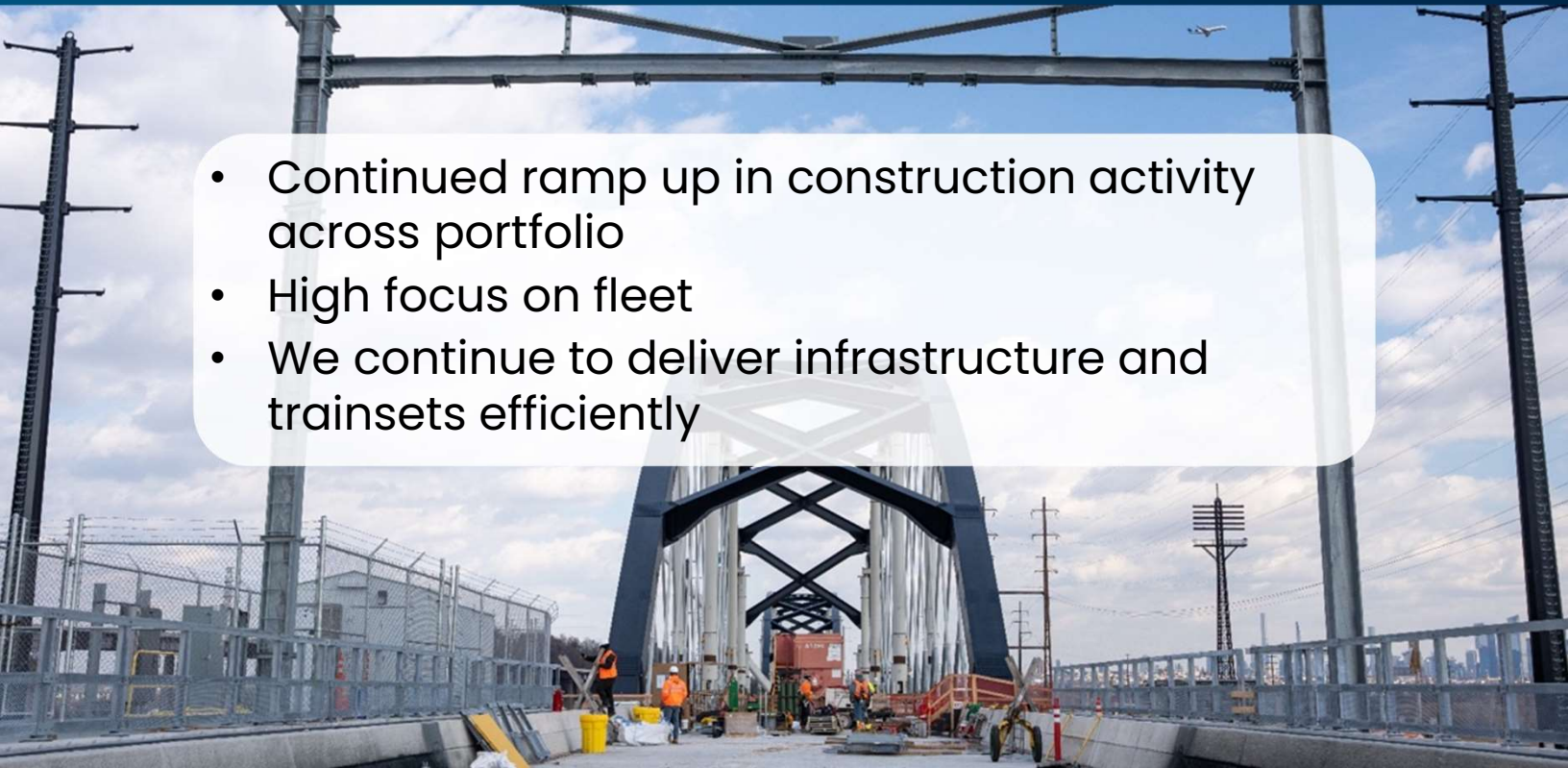


Maintenance in Right-of-Way, Railyards, Rail Facilities



Lighting and Signage Improvements

Conclusion



- Continued ramp up in construction activity across portfolio
- High focus on fleet
- We continue to deliver infrastructure and trainsets efficiently

NEXTGEN ACELA



AMTRAK®

ALL-NEW!

NEXTGEN ACELA℠

AMTRAK



PREMIUM AMENITIES

- Free, 5G-enabled high-speed WiFi
- Power outlets, reading lights and USB ports at every seat
- Elevated food and beverage service

FAST AND CONVENIENT

- Maximum speeds up to 160 mph
- More daily departures
- Limited stops
- Improved in-train wayfinding

COMFORTABLE AND SMOOTH

- Wide, ergonomic seats with winged privacy headrests and plenty of legroom
- Unique tilt system for a smoother and quieter ride
- Brighter lighting with big windows

Amtrak is a registered service mark and NextGen Acela is a service mark of the National Railroad Passenger Corporation.


acela

Convenient & Fast

With more daily departures, limited stops, the opportunity to select your seat before travel, and a range of on-board features that make train travel easier than ever, there has never been a better way to travel in the Northeast.



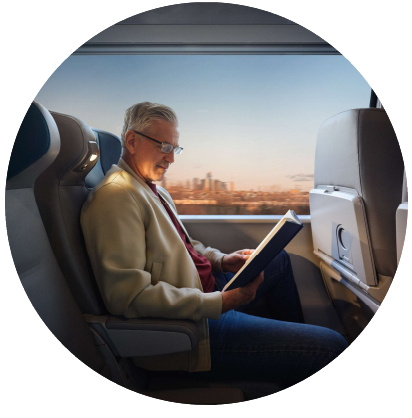




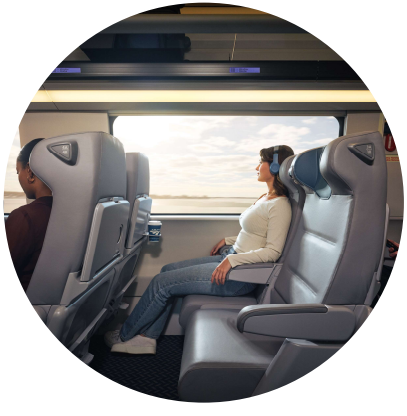
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Comfortable & Smooth

NextGen Acela features a smoother, quieter ride. Wide, ergonomic seats offer superior comfort with plenty of legroom, a footrest, and a winged privacy headrest. The interiors provide brighter lighting, with big windows to cast natural light on warm interior colors.







AMTRAK®

Premium Amenities

The all-new NextGen Acela trains offer an elevated experience, with all the amenities that today's travelers expect plus everything you need to be productive: free, high-speed, 5G-enabled Wi-Fi, as well as individual power outlets and reading lights.







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Cafe Acela and Cart Service

Cafe Acela offers fresh, gourmet, and artisan products from health-conscious and local brands. New to Café Acela is the addition of grab-and go self-service for quick and easy checkout, and on select departures we will also operate Cart Service.







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First Class

NextGen Acela First Class is an exceptional experience with Metropolitan Lounge access, spacious seating including solo seats, and at-seat meal service that features the dishes of James Beard award-winning restaurateur Stephen Starr.







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Get the latest at:

www.amtrak.com/nextgenacela



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