

2023 Year End Review



Mission

Support Amtrak's role as a transportation provider by engaging with and partnering to improve the communities that we serve and desire to serve.

Vision

Be a valuable partner in Amtrak-served communities.

Amtrak connects people across more than 500 destinations throughout the United States and three Canadian provinces. As a company, we have developed a special relationship with the communities we serve. In 2023, we launched **Amtrak Gives Back**, a community engagement initiative focused on being a good neighbor and valuable partner in our local communities. The **Office of Community Engagement** oversees this initiative, which allows us to engage with communities in a meaningful way. This initiative supports the Amtrak brand by raising awareness of major Capital Delivery projects, connecting and engaging with local communities through events and programs, and partnering with non-profit organizations to make a positive impact on the people and places we serve.



How We Give Back

Our commitment to giving back to the communities Amtrak serves is summarized by the face and brand of our engagement program – Amtrak Gives Back. We’re supporting communities, giving back, and building lasting partnerships to better serve America with quality intercity passenger rail service, now and into the future.

We engage with the community to help our neighbors understand the scope, impacts and benefits of Amtrak projects, while also serving as a conduit for community feedback.

We support non-profit organizations through sponsorships and in-kind donations that align with our values, focus areas, and business objectives.

We volunteer to lend a helping hand in the community.

Our efforts are focused on three areas:



People - *Enhancing opportunities for historically underrepresented communities.*

- Underserved youth
- Veterans
- People with disabilities



Preservation - *Beautifying and preserving communities.*

- Supporting community clean-ups
- Tree planting efforts
- Raising awareness of environmental stewardship



Protection - *Making our stations, railroads, and communities safer.*

- Supporting railroad safety education
- Combating homelessness
- Supporting preparedness and disaster relief efforts



Why It Matters

- Enhancing community relationships builds goodwill
- Positive community engagement demonstrates our values in action
- Volunteering can benefit employee well-being and create a sense of purpose
- Giving back in a meaningful way is the right thing to do



Amtrak Gives Back In Action



1,000+

VOLUNTEER HOURS



850

AMTRAK VOLUNTEERS



58

PUBLIC OUTREACH EVENTS



33

VOLUNTEER EVENTS



20

NONPROFITS SUPPORTED



15

INFRASTRUCTURE PROJECTS SUPPORTED

"I had a really lovely time! I am pretty new to Amtrak (1 month) and it was a great way to volunteer and also connect with folks throughout the company."

- Emily Kremer McNeil

"It's really inspiring to see people come together to help each other out. I love meeting other Amtrak employees, learning about community support efforts in our city, and being able to assist in any way I can. It also gives me a sense of pride to be able to represent Amtrak in this way."

- Nicole Cantwell

"Ronald McDonald House was an amazing and meaningful experience. Connecting, partnering, building trust and giving back is so very important and I appreciate the thought and care the team put into planning these opportunities. Plus connecting with community is my jam. ;) Happy to help ANYTIME!"

- Corrine Driscoll

"I had the most amazing time. Not only did we get a chance to do good for the community but to collaborate as one Amtrak together. I can't wait for the next opportunity. Thank you for including me."

- Deborah Benham

"Thank you Amtrak for rolling out the red carpet to our youth. We are grateful for facilitating employment opportunities and lining up your employees to speak with us. We left in awe of the company and eager to take a train trip!"

- UCAN



"Thanks so much for volunteering at the Ronald McDonald House today! The families and our Operations team appreciated your hard work, and we hope you enjoyed volunteering. A BIG THANK YOU for coordinating these Superstars! It takes many hands to help the House run smoothly. We are grateful for your support to provide a community of comfort and hope for families with sick children. We look forward to partnering with you again in 2024!"

- Ronald McDonald House Philadelphia





Geographic Highlights



Midwest - Community engagement and volunteerism are pivotal in building connections and creating lasting impacts in the Midwest region. Amtrak's active involvement at Mercy Home for Boys & Girls, such as the Annual Holiday Care Party, showcases the reciprocal benefits of these initiatives. In December 2023, 13 dedicated Amtrak employees volunteered to distribute essentials to over 600 families. Beyond aiding transitional homes, this engagement fostered camaraderie, instilled purpose, and boosted morale among the team, reinforcing the idea that community service goes beyond philanthropy, contributing to a stronger, more resilient community fabric.



Northeast - In Baltimore, Amtrak is advancing its largest infrastructure project in more than 50 years. The Frederick Douglass Tunnel Program will modernize a ten-mile section of the Northeast Corridor, unlocking the biggest bottleneck between Washington, D.C., and New Jersey. In 2023, the Office of Community Engagement assisted in the overall public engagement and outreach efforts for the Frederick Douglass Tunnel Program, including participating in public meetings, community outreach events, industry events, and volunteer activities in West Baltimore.



South - In 2023, working in collaboration with our community partners in Lorton, Virginia, Amtrak successfully resolved an issue that was causing traffic backups on the main road outside of the Lorton, VA - Auto Train Station, the departure point for the Amtrak Auto Train. In October, Amtrak supported the Lorton community by sponsoring the 2023 STEM FEST, held 1.5 miles from the station. We engaged with attendees, "big and small," with a STEM activity demonstrating why trains stay on the railroad tracks. In addition, we talked with students about the importance of Amtrak supporting local communities, STEM education, and career opportunities.



West - In September 2023, in partnership with Metro Los Angeles and Metrolink, Amtrak hosted the Los Angeles Union Station Train Festival 2023: A Celebration of Past, Present & Future. Approximately 16,000 people attended the festivities, ranging from vintage rail equipment tours to rare model trains to the Amtrak exhibit booth, where attendees could learn about our plans to modernize infrastructure, stations, and fleet. The Train Festival is an example of the Office of Community Engagement's efforts to provide a meaningful interface with community partners, enhance relationships in communities, and strengthen Amtrak's brand.

Look for us in your community in 2024: [Amtrak.com/Amtrak-Gives-Back](https://www.amtrak.com/amtrak-gives-back)