



WASHINGTON UNION STATION CONCOURSE MODERNIZATION

Implementing the 2nd Century Plan



The Passenger Concourse Modernization Project will be the first set of improvements to come to life as part of the Washington Union Station's 2nd Century plan.

The 2nd Century plan is a comprehensive improvement initiative that seeks to triple passenger capacity and double train capacity over the next 20 years. The Claytor Concourse, Union Station's intercity and commuter concourse, will be reconfigured and modernized to double its capacity. The project will help alleviate congested conditions and enhance passenger comfort and accessibility, while enlivening the space with new architectural finishes and natural light.

While Union Station has served the region for over a century, it is now operating beyond its capacity, particularly during peak travel times. Pre-COVID, over 37 million people pass through Washington Union Station each year, making it one of the busiest intercity and commuter rail stations for Amtrak, Washington Metropolitan Area Transit Authority (WMATA), Maryland Area Regional Commuter (MARC) and Virginia Railway Express (VRE) commuter service. With conservative projections doubling ridership at Union Station within the next 20 years, implementing near-term solutions to gain capacity is an imperative to maintain safe and efficient station operations.

In an effort to advance this program, Amtrak completed work on the HVAC and work is underway to relocate the Amtrak Police Department.

Project Summary

Timeline:

- **Summer 2015:** Project Design and Construction Phasing Kickoff
- **Summer 2016:** Construction starts on Mechanical Equipment Relocation
- **Fall 2018:** Mechanical Equipment Relocation Complete
- **Fall 2018:** Pre-construction starts on Amtrak Police Relocation and other Support Service
- **2022:** Start APD relocation construction
- **2023:** Start of Concourse Modernization construction
- **2026:** Projected Full Concourse Modernization Project Completion

Funding: Amtrak Capital and FRA Safety Grant are sources for construction funding

Partners: Amtrak is leading the project in coordination with the Union Station Redevelopment Corporation, WMATA, District Department of Transportation, Maryland Transit Administration/MARC, VRE and Federal Railroad Administration



PROJECT BENEFITS



Improved passenger comfort and security



Accessibility for customers with disabilities



Additional seating options with electrical outlets



New restrooms for an improved customer experience

An Improved Customer Experience

With nearly double the customer space comes the opportunity to upgrade amenities that will decidedly improve the customer experience. Among the new amenities are new restrooms, improved passenger comfort and security, accessibility for customers with disabilities, a new and expanded Metropolitan Lounge (formerly ClubAcela), and additional seating options with electrical outlets for travelers as they wait for their connections. Passenger boarding gates will be realigned for an improved boarding experience.

Faster Connectivity to all Modes

A reconfigured, unified and modernized concourse will allow intercity travelers and commuters to reach their multimodal connection with greater ease. An unloading MARC commuter train holds as many passengers as three 747 planes – this influx of commuters adds to the number of intercity passengers, resulting in a highly congested chokepoint especially when trying to reach Metrorail. The expansion of this connecting corridor in the concourse will address this chokepoint, as will improvements by the WMATA for a new staircase and new First Street entrance.

Enhanced Architectural Details

As part of the Concourse Modernization Project, new architectural details will be considered to brighten the environment with natural lighting, provide for visual wayfinding, and integrate the concourse with the historic iconic station. The program’s architectural undertaking will set the foundation for the complete transformation of the complex into a world-class station befitting the Nation’s Capital. The Concourse Modernization Project is part of a larger effort to redefine the customer experience on the Northeast Corridor, setting the stage for the future of rail.



The modernized concourse at Washington Union Station will feature the Metropolitan Lounge. This is a premium lounge space where customers can relax and enjoy comfortable lounge seating, expanded food and beverage offerings, private restrooms, complimentary Wi-Fi and access to a business center with multiple conference rooms. Dedicated attendants are available to assist with reservations, ticketing, baggage and local information; guests receive priority boarding.