

# Amtrak Long Distance Service Improvements

Amtrak is upgrading and enhancing the Long Distance customer experience—including buying new trains, delivering new locomotives, refreshing passenger car interiors, restoring stored equipment to active service and improving stations, onboard amenities and sales and support channels.



## Fleet Procurement and Upgrades



Amtrak's Long Distance fleet procurement is a **once-in-a-generation** investment, reaffirming a commitment to upgrade and modernize the network providing vital service on **14 overnight routes** from coast to coast. A formal procurement request will occur at the end of 2023.



A newly designed **ADA-accessible bathroom** is being added to **23 Superliner I Coach cars**. These new rooms accommodate larger wheelchairs and include a changing room.



Amtrak has already received more than three dozen of a total of 125 **ALC-42 Long Distance locomotives**, the most **energy-efficient** in the industry, aimed to reduce emissions and consume less fuel while reaching a **top speed of 125 mph**.



The first **Viewliner II Sleeping Cars** were introduced in 2020. They offer **improved luggage storage, enhanced lighting, more electrical outlets, larger tray tables** and an **automatic sliding door** for the Accessible Bedroom.



A **\$28 million investment** is providing upgrades to **Superliner** and **Viewliner cars**. The Superliner project will enhance nearly 400 passenger cars, **with** over 100 refreshed bi-level cars now in revenue service. **Viewliner I Sleeping Cars** will receive new seat cushions and upholstery beginning in 2024, as well as new carpeting, curtains, LED lighting and tables.



Amtrak is **accelerating the restoration of fleet in need of repair**. Over a dozen Long Distance cars have re-entered service with a total of **63 projected to be restored by the end of 2024**.

## Upgraded Dining and Enhanced Onboard Amenities



In 2021, **traditional dining** onboard was reimagined with an **updated menu** debuting on western routes. The service was extended to the *Silver Meteor* and *Silver Star* in 2023. In total, **eight Long Distance routes** now offer this dining service.



**Café service** now features an **upgraded menu** with **hot meals, snacks, salads, sandwiches, lite bites, vegan offering** and **new non-alcoholic beverages**



**Private rooms** have received **new bedding, linens, pillows** and **towels**.



## Improved Accessibility and Continued Growth



An initial investment of \$800 million brought **119 Amtrak stations** to **full ADA compliance**, with all Amtrak-responsible stations on track for **full investments in 2029**.



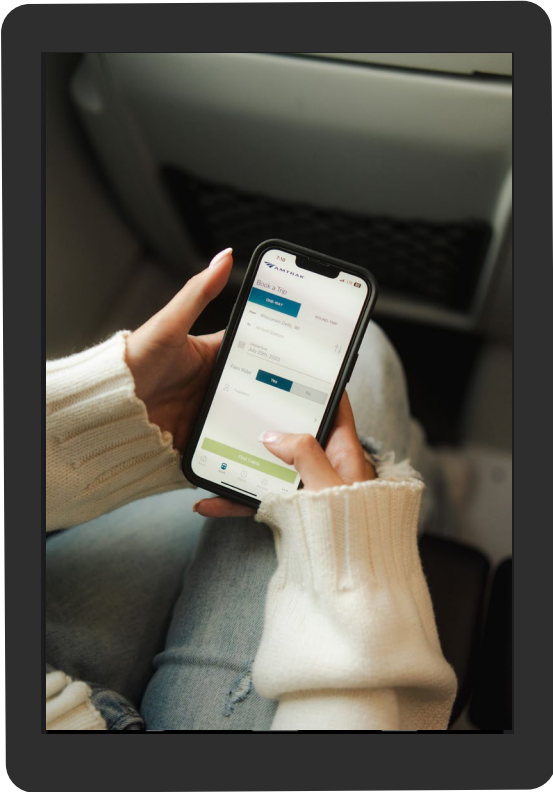
**Metropolitan Lounges** across **seven major stations** have received **upgraded seating** and **refreshments** to make the lounge experience even more enjoyable.



The forthcoming Chicago Hub Improvement Program (CHIP) will redevelop **Chicago Union Station** and increase capacity through various **infrastructure updates** and new boarding area.

# Customer Service and User Experience

In the event of service disruptions, Amtrak **customer service teams**—onboard, in-station, online and over the phone—offer to provide **timely status updates**, re-accommodation options and service recovery measures such as **travel vouchers** and **loyalty points**.



**An improved delay notification service** launched in spring 2023 to relay key updates to customers via **email, text messages and push notifications** to the Amtrak mobile app.



The **BidUp<sup>SM</sup>** online auction program allows customers to make a **no-risk bid** on accommodation upgrades, including **private rooms**.



There are **200 new ADA-compliant ticketing kiosks** available in over 150 stations. An updated user interface and **"minimum touch" features** make for an enjoyable and seamless experience.



To learn more about improvements to Long Distance service, visit [media.amtrak.com/long-distance](https://media.amtrak.com/long-distance)