

**With New Responsibility at Washington Union Station,  
Amtrak is Initiating Plan to Elevate the Travel Experience**  
*Setting stage to add more service and customer amenities*

WASHINGTON – Today, [Amtrak](#) is launching a program to revitalize and improve operations of [Washington Union Station](#), one of the nation’s most historic and busiest multimodal hubs. The focus will be on enhancing the customer experience, comfort and security, and implementing investments to better serve the many travelers and visitors that use this iconic station, including Amtrak Northeast Corridor and national network customers, commuter rail, subway, streetcar, and local and intercity bus service passengers, visitors to the Nation’s Capital, and our neighbors in the surrounding community.

The launching of this effort gets underway following the U.S. District Court for the District of Columbia granting Amtrak the right to take control of the management and operations of the station following a lawsuit the company initiated in April 2022.

“Washington Union Station is a major transportation hub, tourist destination, and a key asset of our core business,” [Amtrak President Roger Harris](#) said. “Amtrak has the experience and vision to create a safer and more welcoming environment for travelers and other visitors and ensure the vitality and longevity of this iconic building.”

Starting today, Amtrak is responsible for the day-to-day management and operations of the station, including the drive aisles between the station and Columbus Circle. Amtrak will immediately initiate work to address the safety, security, repair and maintenance of the station, and manage the leasing of retail, office and advertising space, kiosks and special events.

Amtrak will not have responsibility for the parking garage and Columbus Circle, located outside the front of the station.

Amtrak will launch this work in coordination with the Federal Railroad Administration, which represents the U.S. Department of Transportation (USDOT), the building owner, and the [Union Station Redevelopment Corporation](#), which leases the building from USDOT, to improve the overall experience at the station.

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Improvements, to be introduced over time, will include adding more seating for customers, improving traffic flow in front of the station, and modifying boarding processes on the main concourse to reduce congestion and upgrade the customer experience.

Other immediate plans include setting up an information booth in the Main Hall for customer service representatives to assist travelers and expand digital and directional signage throughout the station.

“A new and exciting chapter is beginning for Washington Union Station,” Harris said. “Amtrak is committing to ensure this historic station remains a vibrant and welcoming place for all.”

Amtrak operates a nationwide passenger rail service and is the only entity in the United States that has significant experience with the management, operation and oversight of large transportation centers such as [Chicago Union](#) and [Baltimore Penn](#) stations, [and William H. Gray III 30th Street Station](#) in Philadelphia.

Opened in 1907, Washington Union Station is the second busiest station in the Amtrak national network. Amtrak ridership at the station in FY2023 was 4.7 million. Peak passenger use is projected to grow during the next two decades, which solidifies the station as an essential component to the growth of Amtrak.

The [Acela](#), [Northeast Regional](#) and Amtrak fleet of overnight trains serve the station, in addition to [Amtrak Virginia](#) and [North Carolina](#) services. Washington Metro transit, MARC and Virginia Railway Express commuter lines, local and intercity buses also provide service.

**About Amtrak®**

For 50 years, Amtrak has connected America and transformed transportation by modernizing train travel and building for the future. Amtrak will continue to play an important role in the national transportation network for the next 50 years and beyond by operating a safe, environmentally efficient and fiscally responsible business by providing travelers with an experience that sets a new standard. Book travel, check train status, access your eTicket and more through the [Amtrak app](#). Learn more at [Amtrak.com](#) and connect with us on [X](#), [Instagram](#), [Facebook](#) and [LinkedIn](#).

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**CONTACT:**

Amtrak Media Relations  
Kimberly Woods  
202 906.3860  
[MediaRelations@Amtrak.com](mailto:MediaRelations@Amtrak.com)