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SERVICE ADJUSTMENTS

While Amtrak® continues to operate, some trains and routes have been temporarily suspended or running on a reduced schedule.

See [Amtrak.com](https://www.amtrak.com) or Amtrak's mobile app for the most up-to-date information.

April 2, 2020 Essential Service Plan: Updates to Service

April 3, 2020

5:30 p.m. ET

LATEST NEWS & UPDATES: At this time, various states are undertaking specific safety precautions at stations for customers arriving from out of state. Check with each state for specific guidance. [The Centers for Disease Control and Prevention](https://www.cdc.gov) has urged residents of New York, New Jersey and Connecticut to refrain from non-essential travel for 14 days.

While Amtrak continues to operate across the nation, we have adjusted our train services due to significantly reduced demand. The most up-to-date schedules are available when booking a trip on Amtrak.com and in the [mobile app](#).

Operating on a reduced schedule:

- *Adirondack* (New York – Montreal): No service north of Albany
- *Amtrak Hartford Line* (New Haven, Conn. – Springfield, Mass.)
- Amtrak Thruway Bus routes
- *California Zephyr* (Chicago- Emeryville, Calif.): No service between Denver and Emeryville
- *Capitol Corridor* (San Jose – Sacramento)
- *Carolinian* (Charlotte – New York) beginning on Monday, April 6
- *Cascades* (Eugene – Vancouver, B.C.): No service north of Seattle
- *Downeaster* (Boston – Brunswick, Maine)
- *Empire Service* (New York – Niagara Falls)
- *Ethan Allen Express* (New York – Rutland, Vermont): No service north of Albany
- *Hiawatha* (Chicago – Milwaukee)
- *Illini/Saluki* (Chicago – Carbondale)
- *Illinois Zephyr/Carl Sandburg* (Chicago – Quincy)
- *Lincoln Service* (Chicago – St. Louis)
- *Maple Leaf* (New York – Toronto): No service west of Niagara Falls, New York
- *Missouri River Runner* (St. Louis – Kansas City)
- *Northeast Regional* (Boston – New York – Washington, DC – Virginia)
- *Pacific Surfliner* (San Luis Obispo – San Diego)
- *Palmetto* (New York – Savannah): No service between Washington, DC – Savannah | April 3-5
- *Piedmont* (Charlotte – Raleigh)
- *San Joaquins* (Bakersfield – Oakland and Sacramento)
- *Valley Flyer* (New Haven, Conn. – Greenfield, Mass.)
- *Vermont* (Washington – St. Albans): No service north of New Haven (Monday – Saturday) and no service on Sundays
- *Wolverine* (Chicago – Pontiac)

Temporarily suspended services:

- *Acela* (Boston – Washington, DC)
- *Keystone Service* (Harrisburg – New York)
- *Pennsylvanian* (New York – Pittsburgh)
- *Pere Marquette* (Chicago – Grand Rapids)
- *Winter Park Express* (Denver – Winter Park Resort)

What to Expect

Due to service reductions, some stations may not be staffed. If the station is closed, customers should proceed directly to the platform to board their train. Café service will also be suspended on select trains. Other services may be impacted as circumstances change.

Travel Changes

Customers with reservations on trains that are being modified will be contacted and accommodated on trains with similar departure times or on another day.

Ticket Changes and/or Cancellations

Amtrak is waiving change fees for reservations made before May 31, 2020. To modify a reservation, customers can log in to their account, go to 'Modify Trip' on Amtrak.com, or find their reservation from their account on the home screen in the Amtrak app. A fare difference may apply to a new itinerary. If customers want to cancel their reservation with no fee, they must call 800-USA-RAIL and speak with an agent (not available via Amtrak.com or the [app](#)).

For More Information

Amtrak Contact

- Amtrak Contact
- MediaRelations@Amtrak.com
- 202 906.3860

About Amtrak®

Amtrak offers a more comfortable and convenient travel experience, plenty of leg room and no middle seat. With our state and commuter partners, we move people, the economy and the nation forward, carrying more than 30 million Amtrak customers for the past nine years. Amtrak operates more than 300 trains daily, connecting more than 500 destinations in 46 states, the District of Columbia and three Canadian Provinces, and reaches 400 additional destinations via connecting bus routes. We are committed to operating a safe, environmentally efficient and fiscally responsible business, which is essential to our future growth. Book travel, check train status, access your eTicket and more through the [Amtrak app](#). Learn more at [Amtrak.com](#).

« [Joint Statement by NJ TRANSIT President & CEO Kevin Corbett and Amtrak Chief Operating & Commercial Officer Stephen Gardner on Replacement of Sawtooth Bridges](#)

[Amtrak's Commitment to Safety](#) »

News Contact

(800) 562-1904

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