



Amtrak Fact Sheet Fiscal Year 2020 State of Arizona

Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated almost three trains per day in Arizona, as part of the following routes¹:

- **Long Distance**

Southwest Chief (daily Los Angeles-Flagstaff-Albuquerque-Topeka-Chicago)

Sunset Limited (thrice weekly Los Angeles-Maricopa-El Paso-San Antonio-Houston-New Orleans-Orlando) [Currently suspended east of New Orleans]

Texas Eagle (daily Chicago-St. Louis-Little Rock-Dallas-San Antonio with thrice weekly through car service on the **Sunset Limited** to Los Angeles)

Stations Served

During FY 2020, Amtrak served the following locations in Arizona.

City (Code)	Ridership
Benson (BEN)	1,218
Flagstaff (FLG)	20,981
Kingman (KNG)	5,536
Maricopa (MRC)	7,843
Tucson (TUS)	15,715
Winslow (WLO)	2,437
Yuma (YUM)	3,366
Total Arizona Station Usage:	57,096

Amtrak maintains the Great American Stations website (<https://www.greatamericanstations.com/>), which includes detailed profiles of every Amtrak station. Information available includes a brief history of each station, a review of what organization or organizations are responsible for the various portions of each facility, a list of routes serving each station, contact information for the appropriate Amtrak representative for that station, and relevant local community links.

Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads to operate routes using tracks that Amtrak does not own or control. Host railroads are statutorily required to provide Amtrak trains “preference” over freight transportation. However, on time performance on most host railroads is poor and continues to decline largely due to hosts ignoring their statutory responsibilities.

Listed below are the Amtrak services that operate in Arizona with each service’s host railroads and customer on-time performance (OTP) in FY 2020:

¹ Frequencies in the list following this note reflect the service levels prior to the onset of the COVID-19 pandemic.

Service	Host Railroad(s)	FY20 OTP
<i>Southwest Chief</i>	BNSF, New Mexico DOT	55.9%
<i>Sunset Limited</i>	BNSF, Union Pacific	29.5%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	42.3%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within ten minutes of the schedule and the margin is 15 minutes for all other trains. Thus, if a train is 16 minutes late to its final stop, and all its riders are headed for that stop, then even if the train is on time at every intermediate stop, customer OTP would be 0%, reflecting the passengers' experience.

Amtrak Guest Rewards

At the end of FY 2020, there were approximately 11.5 million members of Amtrak Guest Rewards (AGR), with 70,349 members listing an address in Arizona. This is a 12.0% increase from FY 2019. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2020, Amtrak procured goods and services worth \$2.79 billion, and more than 98% of that figure was sourced from firms headquartered domestically. In Arizona, Amtrak spent \$3,610,191, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Lake Havasu City	182,972
Scottsdale	1,395,146
Tempe	1,382,999
Tucson	145,555
Winslow	191,872

Employment & Wages

At the end of FY 2020, Amtrak employed 17,504 people, including 12 Arizona residents. Total FY 2020 wages were \$1.67 billion, of which Arizona residents earned \$1,889,753.

Additional Information

The FY 2020 edition of the Amtrak State Fact Sheets omits this portion, which is available in the FY 2019 edition and will return in the FY 2021 update.

AMTRAK ROUTES IN ARIZONA



TRACK OWNERSHIP			
—	Amtrak	—	NS
—	UP	—	CP
—	BNSF	—	CN
—	CSX	—	Other

① Congressional District