



Amtrak Fact Sheet Fiscal Year 2021 State of Arizona

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated over four trains per day in Arizona, as part of the following routes:

- **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 2021, Amtrak served the following locations in Arizona.

City (Code)	Ridership
Benson (BEN)	1,224
Flagstaff (FLG)	16,693
Kingman (KNG)	4,567
Maricopa (MRC)	8,251
Tucson (TUS)	14,567
Winslow (WLO)	1,773
Total Arizona Station Usage:	50,603

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 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Southwest Chief</i>	BNSF, New Mexico DOT	36.3%
<i>Sunset Limited</i>	BNSF, Union Pacific	27.1%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	52.0%

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 2021, there were approximately 13.5 million members of Amtrak Guest Rewards (AGR), with 75,061 members listing an address in Arizona. This is a 6.7% increase from FY 2020. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2021, Amtrak procured goods and services worth \$2.63 billion, and more than 99% of that figure was sourced from firms headquartered domestically. In Arizona, Amtrak spent \$2,600,112.

City	Amount (\$)
Lake Havasu City	299,221
Phoenix	145,018
Scottsdale	1,429,717
Tempe	533,270

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 12 Arizona residents. Total FY 2021 wages were \$1.54 billion, of which Arizona residents earned \$1,889,753.

Additional Information

Routes in the state of Arizona include the *Southwest Chief* and *Sunset Limited*. In addition, an extensive network of Thruway Motorcoach services links communities, which have no direct rail access, to the Amtrak system.

Bipartisan Infrastructure Law

Enacted in November 2021, the Infrastructure Investment and Jobs Act (IIJA), or “Bipartisan Infrastructure Law,” provides \$66 billion in guaranteed funding for intercity passenger and freight rail over the next five years. That includes \$22 billion in dedicated Amtrak funding – for fleet modernization, state-of-good-repair work, and other specified project types – and another \$44 billion for FRA-administered grants. This historic federal investment will rebuild crumbling infrastructure, improve accessibility onboard and at our stations, enable overdue service expansions, and transform U.S. passenger rail service.

Amtrak Connects US

In 2021, Amtrak released the Amtrak Connects US vision for growing America’s passenger rail system and meeting the needs of both fast-growing metro areas and other underserved communities. Our vision proposed 39 new routes, 25 enhanced routes, and 160 new stops to serve 20 million new riders across the United States. Since then, the Federal Railroad Administration has launched the Corridor Identification

& Development Program to establish a pipeline of intercity passenger rail projects ready for federal investment and technical assistance.

Importantly, the Amtrak Connects US vision was only a starting point. Amtrak is ready to work with States and other eligible entities to begin or expand service anywhere – regardless of whether the route was included in the vision.

Thruway Bus Service

In FY 2017, Amtrak began operating a new Thruway shuttle service in Maricopa connecting *Sunset Limited/Texas Eagle* passengers to Phoenix and Tempe. The new shuttle service operates on the scheduled days the train operates through Maricopa.

Yuma received a grant for a new transit center. Amtrak is working on extensive platform design and navigating the planning of it.

Station Improvements

Austin: Amtrak plans to modify the station's platform in FY 2022 to ensure ADA compliance. This will include providing an accessible route from the public right of way to the station and its parking lot, updating the parking lot with ADA-compliant parking stalls, a new platform with associated ramps, stairs, railings, and signage for the station, modifying the station entrances to meet ADA standards, renovating restrooms and the ticket counter to meet ADA requirements, and adding platform city identifier signs.

Benson: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2024.

Maricopa: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station, along with new station entrances and parking area. This project is projected to be completed in FY 2024.

Tucson: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2024.

Winslow: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2025.

Yuma: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2026.

AMTRAK ROUTES IN ARIZONA



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

① Congressional District