



## Amtrak Fact Sheet Fiscal Year 2022 State of Arizona

### Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated almost three 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 2022, Amtrak trains served the following locations in Arizona.

City (Code)	Ridership
Benson (BEN)	1,743
Flagstaff (FLG)	25,499
Kingman (KNG)	6,919
Maricopa (MRC)	10,520
Tucson (TUS)	19,115
Winslow (WLO)	2,652
Yuma (YUM)	4,403
<b>Total Arizona Station Usage:</b>	<b>70,851</b>

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 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Southwest Chief</i>	BNSF, New Mexico DOT	28%

<i>Sunset Limited</i>	BNSF, Union Pacific	21%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	49%

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 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 93,961 members listing an address in Arizona. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

### Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Arizona, Amtrak spent \$2,461,759, broken down in the following locations:

City	Amount (\$)
Lake Havasu City	502,058
Phoenix	219,373
Scottsdale	734,973
Tempe	599,893
Winslow	150,766

### Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 15 Arizona residents. Total FY 2022 wages were \$1.92 billion, of which Arizona residents earned \$1,466,911.

### 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.

### 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.

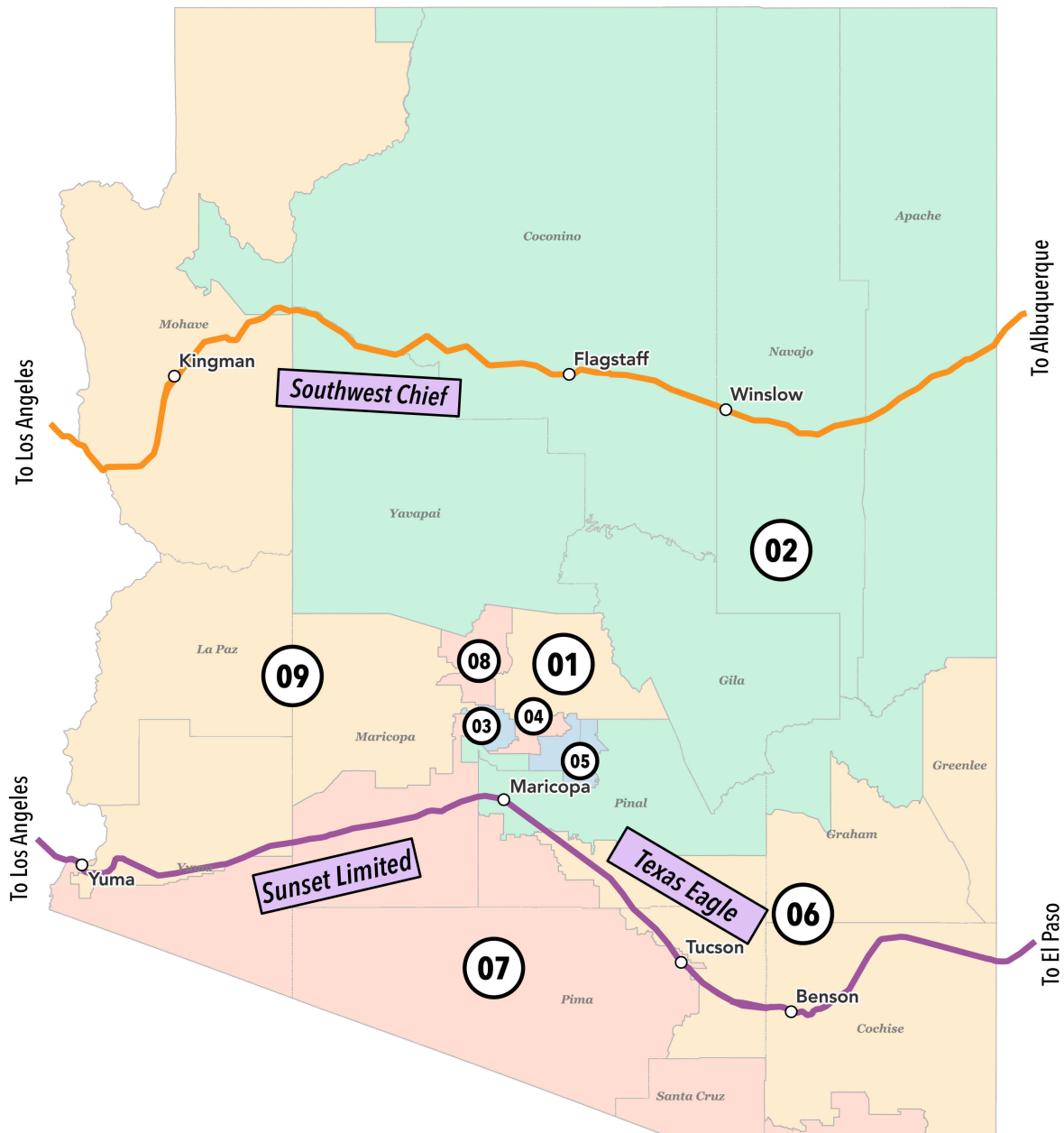
### Station Improvements

**Benson, Maricopa, and Tucson:** Amtrak is currently in the design stages of modifying these station’s platforms to ensure ADA compliance. Designs will include a new platform with associated ramps, stairs, railings, and signage for the station. These projects are 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	
<span style="color: blue;">■</span> Amtrak	<span style="color: yellow;">■</span> CSX
<span style="color: orange;">■</span> BNSF	<span style="color: lightgreen;">■</span> NS
<span style="color: green;">■</span> CN	<span style="color: purple;">■</span> UP
<span style="color: red;">■</span> CPKC	<span style="color: black;">■</span> Other

01 Congressional District

Route Name