



# Amtrak Fact Sheet Fiscal Year 2023 State of Arizona

## Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated up to 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 2023, Amtrak trains served the following locations in Arizona.

City (Code)	Ridership
Benson (BEN)	1,763
Flagstaff (FLG)	35,227
Kingman (KNG)	10,182
Maricopa (MRC)	13,491
Tucson (TUS)	20,926
Winslow (WLO)	3,309
Yuma (YUM)	4,379
<b>Total Arizona Station Usage:</b>	<b>89,277</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 2023:

Service	Host Railroad (s)	FY23 OTP
<i>Southwest Chief</i>	BNSF, New Mexico DOT	34%
<i>Sunset Limited</i>	BNSF, Union Pacific	44%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	60%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within 10 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 2023, there were approximately 16.7 million members of *Amtrak Guest Rewards* (AGR), with 105,213 members listing an address in Arizona. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

### Procurement

In FY 2023, Amtrak procured goods and services worth \$3.71 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Arizona, Amtrak spent \$7,336,162 broken down in the following locations:

City	Amount (\$)
Gilbert	1,408,400
Lake Havasu City	514,683
Phoenix	488,894
Scottsdale	4,440,408

### Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 28 Arizona residents. Total FY 2023 wages were \$2.21 billion, of which Arizona residents earned \$2,460,877.

### Additional Information

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

### Service Expansion and Improvements

**Daily *Sunset Limited*:** Amtrak has received a Corridor Identification and Development Program (CIDP) award for daily *Sunset Limited* service between Los Angeles and New Orleans.

**Tucson to Phoenix:** Arizona Department of Transportation has received a CIDP award for daily intercity passenger rail service between Tucson, Phoenix, and Buckeye.

### **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 shuttle service operates on the scheduled days the train operates through Maricopa.

### **Station Improvements**

The Americans with Disabilities Act of 1990 (ADA) requires that stations in the intercity rail transportation system be made readily accessible to and usable by individuals with disabilities. In response, Amtrak developed an ADA Stations Program to bring the stations it serves (and for which it has ADA responsibility) into compliance with ADA requirements and to provide the best possible service to passengers with disabilities in the shortest timeframe and most integrated and efficient way possible.

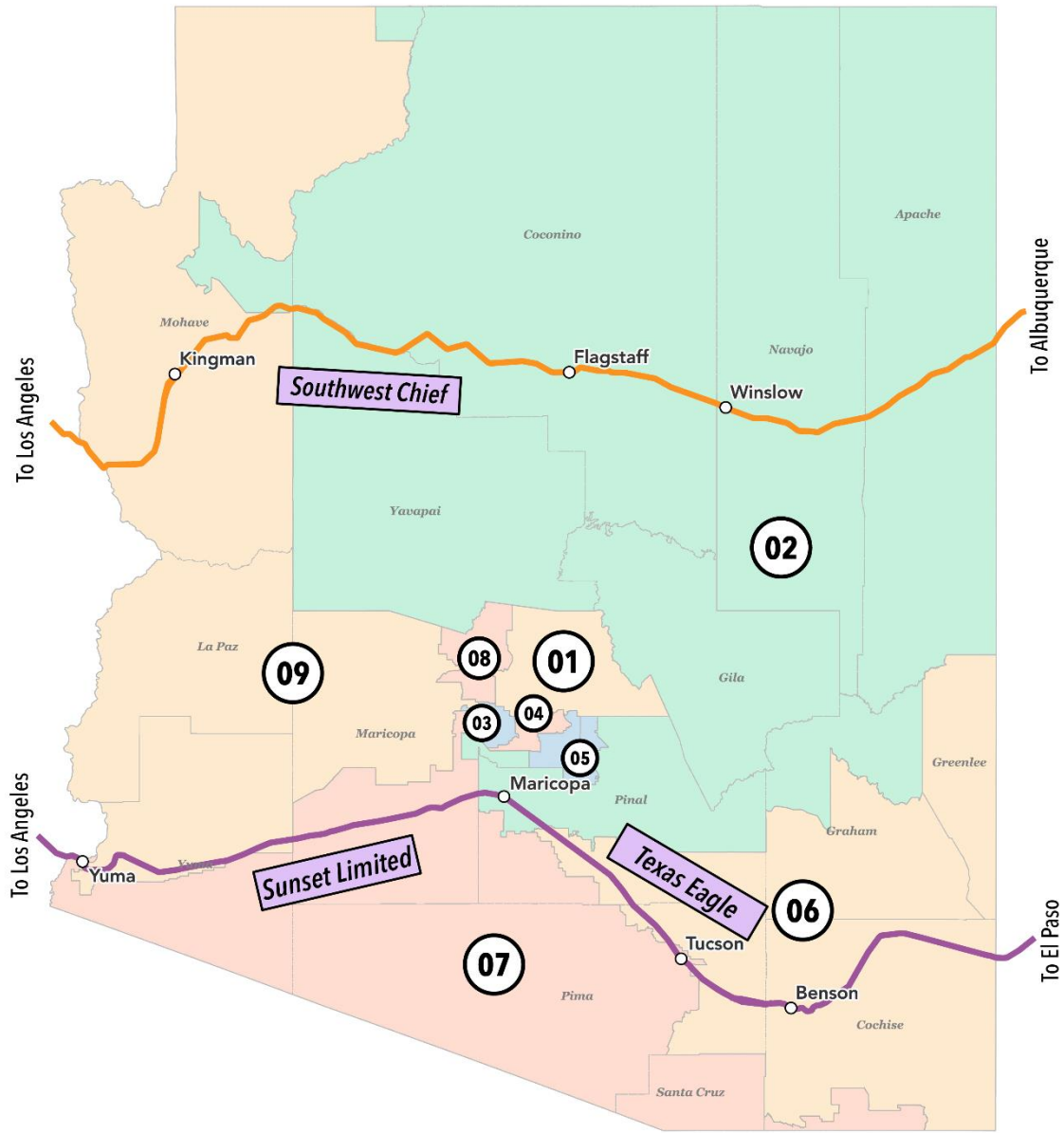
**Benson and Tucson:** Amtrak is completing the designs for modifying these stations to ensure ADA compliance. Designs include new platforms with associated ramps, stairs, railings, and signage for the stations. The designs for the projects are projected to be completed in FY 2024. The construction is expected to be completed in FY 2026.

**Maricopa:** Amtrak has completed the design and is currently in the process of awarding the construction contract to update the station for ADA compliance. The work includes platform upgrades, accessible parking lot spaces, walkways to the public right-of-way and bringing the station ticket counter and bathrooms into compliance. The work will commence in FY 2024 and be completed in FY 2025.

**Winslow:** Amtrak is currently in the design stages of replacing the station's platform to ensure ADA compliance. The project 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.

**Yuma:** Amtrak is currently in the early design stage of modification of the station to ensure ADA compliance. The project will include a new platform with associated ramps, stairs, railings, parking, and signage for the station. This project is projected to be completed in FY 2027.

# 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