



# Amtrak Fact Sheet Fiscal Year 2019 State of Delaware

## Amtrak Service & Ridership

In Delaware, Amtrak is the link to major Atlantic Coast cities through the operation of approximately 80-85 trains daily including Northeast Corridor, National Network, and State Supported service. Amtrak operates the following Northeast Corridor service:

- The high-speed **Acela Express** (daily Washington-Baltimore-Wilmington-Philadelphia-Newark-New York-New Haven-Providence-Boston)
- The **Northeast Regional** (daily Richmond-Washington-BWI-Baltimore-Wilmington-Philadelphia-Trenton-Newark-New York-New Haven-New London-Providence-Boston)

Amtrak also operates the following National Network trains that stop in Wilmington:

- **Crescent** (daily New York-Wilmington-Charlottesville-Charlotte-Atlanta-Birmingham-New Orleans)
- **Palmetto** (daily New York-Wilmington-Richmond-Charleston-Savannah)
- **Silver Meteor** (daily New York-Wilmington-Richmond-Charleston-Jacksonville-Miami)
- **Silver Star** (daily New York-Wilmington-Richmond-Columbia-Jacksonville-Tampa-Miami)
- **Cardinal** (tri-weekly New York-Wilmington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)

Amtrak also operates the following State Supported services:

- The **Carolinian** (daily New York-Wilmington-Richmond-Selma/Smithfield-Raleigh-Charlotte)
- The **Vermont** (daily Washington-Wilmington-New York-New Haven-Springfield-Lebanon-Essex Junction-St. Albans)

During FY19 Amtrak served the following Delaware locations:

<u>City</u>	<u>Boardings &amp; Alightings</u>
<a href="#">Newark</a>	12,100
<a href="#">Wilmington</a>	705,259
<b>Total Delaware Station Usage:</b>	<b>717,359</b>

## Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads in order to operate routes using tracks that are not owned or controlled by Amtrak. 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 Delaware with each service’s host railroads and on-time performance (OTP) in FY19:

<b>Service</b>	<b>Host Railroads</b>	<b>FY19 OTP</b>
<b><i>Acela Express</i></b>	Metro-North	<b>86.6%</b>
<b><i>Northeast Regional</i></b>	Amtrak, CSX, Metro-North, and Norfolk Southern,	<b>85.9%</b>
<b><i>Cardinal</i></b>	CSX, Norfolk Southern, and Buckingham Branch Railroad	<b>50.0%</b>
<b><i>Crescent</i></b>	Norfolk Southern	<b>28.7%</b>
<b><i>Palmetto</i></b>	CSX	<b>62.8%</b>
<b><i>Silver Meteor</i></b>	CSX, Florida Department of Transportation, and Florida Central Rail Corridor	<b>49.4%</b>
<b><i>Silver Star</i></b>	CSX, Norfolk Southern, Florida Department of Transportation, and Florida Central Rail Corridor	<b>35.8%</b>
<b><i>Carolinian</i></b>	CSX and Norfolk Southern	<b>56.3%</b>
<b><i>Vermonteer</i></b>	Massachusetts Department of Transportation, Metro-North, and New England Central	<b>81.4%</b>

“On-time performance” represents the percentage of stations at which the train arrives within 15 minutes of the scheduled arrival time.

### **Amtrak Guest Rewards**

At the end of FY19, there were **53,238** members of the Amtrak Guest Rewards program in Delaware. This is a 9% increase from FY18.

### **Procurement**

Amtrak spent \$5,986,742 on goods and services in Delaware in FY19, including at:

<b><u>City</u></b>	<b><u>Amount</u></b>
New Castle	\$ 2,243,884
Wilmington	\$ 2,449,789

### **Employment**

At the end of FY19, Amtrak employed 1,043 Delaware residents. Total wages during FY19 of Amtrak employees living in Delaware were \$92,634,295.

### **Commuter Partners**

Amtrak provides SEPTA and the Delaware Transit Corporation (DTC) with access to Northeast Corridor tracks for their Philadelphia-Wilmington-Newark commuter operations. Under this contract, SEPTA provides service to four Delaware locations, including Wilmington and Newark.

## Major Facilities

Wilmington is home to Amtrak's Consolidated National Operations Center (CNOC), the high-tech, 50,000-square-foot facility from which Amtrak's national operations are controlled. It opened in 1998. In 2012, the Centralized Electrification and Traffic Control (CETC) center moved from Philadelphia to CNOC in Wilmington.

Amtrak's High-Speed Rail Training Facility in Wilmington is where engineers, conductors, and on-board staff are trained for service. This facility, which opened in 1999, features cutting-edge technology and hands-on training labs. It houses a full-scale motion simulator that duplicates the experience of operating **Acela Express** trains from inside the cab, an on-board service-training lab complete with seats, tables, and food preparation areas, and nine classrooms.

The Wilmington Shops and the Bear Maintenance Facility are where all Amfleet cars and electric locomotives used on the Northeast Corridor are maintained, repaired, and overhauled.

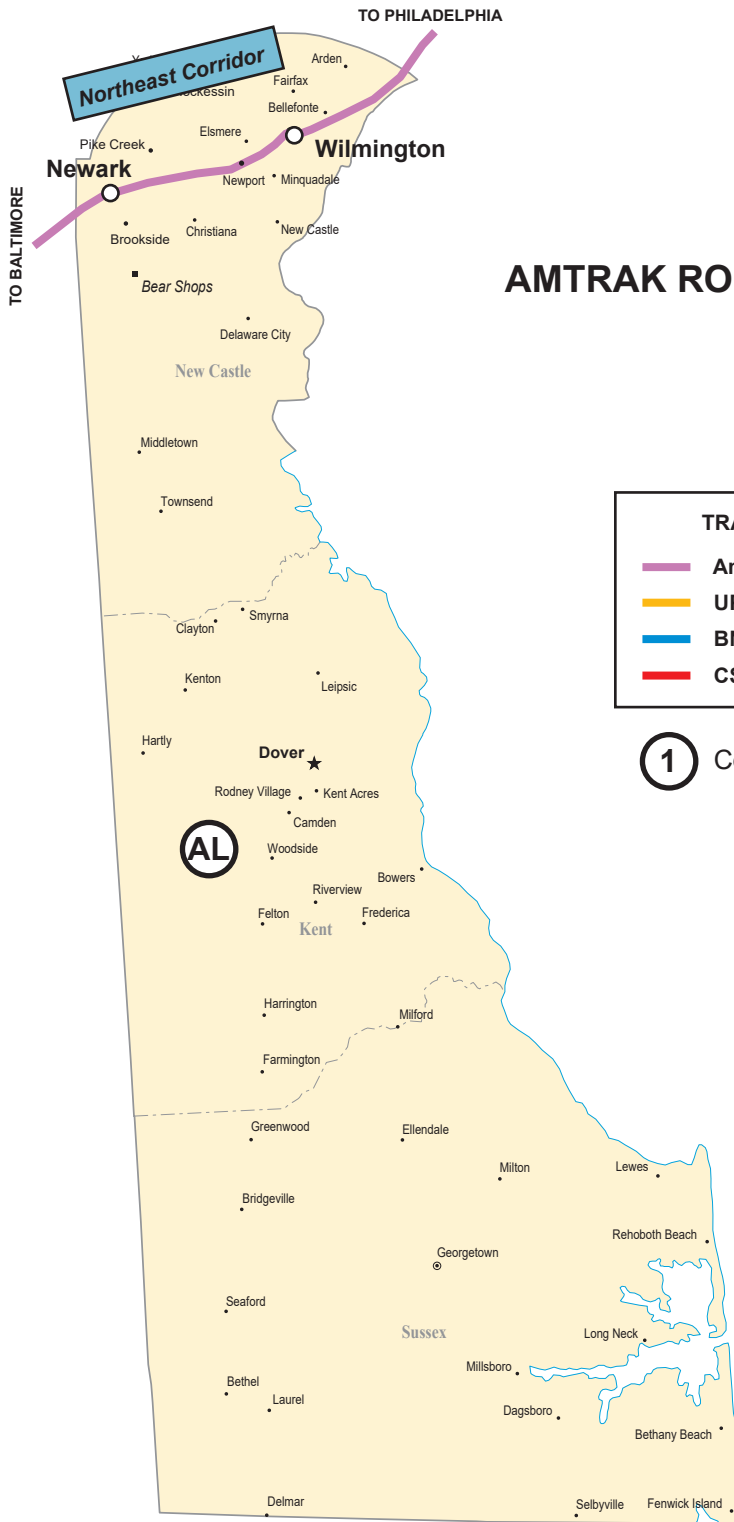
## Delaware Third Track Project

Amtrak and the Delaware Transit Corporation (part of DelDOT) are partnering on a \$71.2-million project to increase capacity between Wilmington and Newark. This includes 1.5 miles of new, mainline third track between Ragan and Yard interlockings (along I-95, southwest of the Wilmington station area), eliminating a two-track bottleneck. It also includes rebuilding the bridge over Shipley Street (just west of station) and reconfiguration of Brandy, Ragan, and Yard interlockings. Crews have completed construction of the Millcreek Bridge and installed new track and road bed. In addition, work is complete on modifications to Ragan and Yard interlockings. The project is scheduled for completion in 2020.

## Wilmington Transit Center

In 2019, construction of a new Wilmington Transit Center was completed. Strategically located adjacent to Wilmington's Rail Station, the new transit center, served by most bus routes in Wilmington, has the capacity to stage as many as 10 buses at one time, allowing bus layovers without blocking city streets. The center offers customers a covered, a seated waiting area, real-time bus displays, ticket sales, Wi-Fi, USB charging stations, restrooms, vending machines, and bike racks with a bike repair station. It provides convenient access to Amtrak, SEPTA, Greyhound/Trailways, and cabs. The center also offers parking for rental cars, as well as public parking and electric car charging stations.

The \$10 million dollar project was constructed as part of a public-private partnership between DelDOT/DTC and Transit Center, LLC (Colonial Parking, EDiS Company, and Emory Hill Real Estate Services, Inc.), using 100% State and private funds.



## AMTRAK ROUTES IN DELAWARE

TRACK OWNERSHIP	
<span style="color: pink;">—</span> Amtrak	<span style="color: green;">—</span> NS
<span style="color: orange;">—</span> UP	<span style="color: lightgreen;">—</span> CP
<span style="color: blue;">—</span> BNSF	<span style="color: purple;">—</span> CN
<span style="color: red;">—</span> CSX	<span style="color: black;">—</span> Other

① Congressional District