



## Amtrak Fact Sheet Fiscal Year 2020 State of Delaware

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### Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated over 44 trains per day in Delaware, as part of the following routes<sup>1</sup>:

- **Long Distance**
  - Cardinal** (thrice weekly New York-Washington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)
  - Crescent** (daily New York-Washington-Charlottesville-Charlotte-Atlanta-Birmingham-New Orleans)
  - Palmetto** (daily New York-Washington-Richmond-Charleston-Savannah)
  - Silver Meteor** (daily New York-Washington-Richmond-Charleston-Savannah-Jacksonville-Miami)
  - Silver Star** (daily New York-Washington-Richmond-Columbia-Savannah-Jacksonville-Tampa-Miami)
- **State Supported**
  - Carolinian** (daily New York-Washington-Richmond-Selma/Smithfield-Raleigh-Charlotte)
  - Vermont** (daily Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)
- **Northeast Corridor**
  - Acela** (daily Washington-Baltimore-Wilmington-Philadelphia-Newark-New York-New Haven-Providence-Boston)
  - Northeast Regional** (daily Richmond-Washington-BWI-Baltimore-Wilmington-Philadelphia-Trenton-Newark-New York-New Haven-New London-Providence-Boston)

### Stations Served

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

City (Code)	Ridership
Newark (NRK)	7,101
Wilmington (WIL)	348,457
<b>Total Delaware Station Usage:</b>	<b>355,558</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.

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

### 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 Delaware with each service’s host railroads and customer on-time performance (OTP) in FY 2020:

Service	Host Railroad(s)	FY20 OTP
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	65.8%
<i>Crescent</i>	Norfolk Southern	46.2%
<i>Palmetto</i>	CSX	70.6%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	60.7%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	52.0%
<i>Carolinian</i>	CSX, Norfolk Southern	77.8%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	84.6%
<i>Acela</i>	Amtrak, Metro-North	87.4%
<i>Northeast Regional</i> (spine)	Amtrak, Metro-North	90.0%

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 2020, there were approximately 11.5 million members of Amtrak Guest Rewards (AGR), with 58,146 members listing an address in Delaware. This is a 9.0% 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 Delaware, Amtrak spent \$7,858,689, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Bear	1,769,063
Greenville	128,308
Harrington	132,997
New Castle	1,935,809
Newark	575,562
Newport	375,997
Wilmington	2,730,886

## **Employment & Wages**

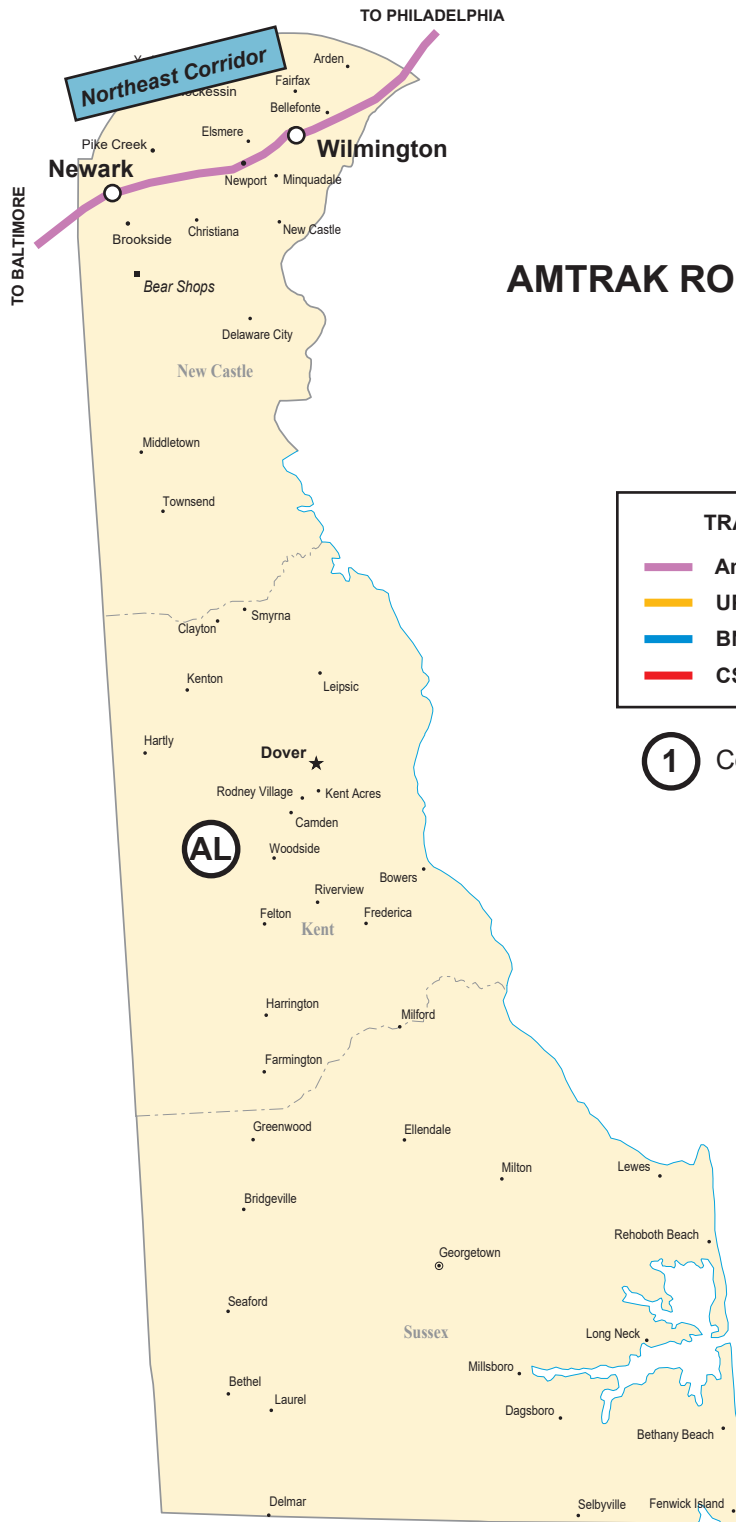
At the end of FY 2020, Amtrak employed 17,504 people, including 1,004 Delaware residents. Total FY 2020 wages were \$1.67 billion, of which Delaware residents earned \$91,684,576.

## **Section 212 Service**

Congress authorized the Northeast Corridor (NEC) Commission in the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432) and charged it with developing a formula to allocate NEC capital and operating costs based on usage, making recommendations to Congress, and facilitating collaborative planning. The Commission is made up of 18 members, including representatives from each of the eight NEC states, the District of Columbia, Amtrak, and the U.S. Department of Transportation. The Commission was chartered in 2010 to focus on near-term strategies to stabilize the NEC and establish a foundation for future growth through unified regional action. Given the importance of Amtrak's NEC to the many communities it serves, and the fact that it crosses so many state and local borders in the region, the NEC Commission seeks to simplify coordination among these stakeholders to ensure the development and implementation of an effective modernization program.

## **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 DELAWARE

TRACK OWNERSHIP			
	Amtrak		NS
	UP		CP
	BNSF		CN
	CSX		Other

① Congressional District