



## Amtrak Fact Sheet Fiscal Year 2023 State of Delaware

### Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated over 65 trains per day in Delaware, as part of the following routes:

- **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 2023, Amtrak trains served the following locations in Delaware.

City (Code)	Ridership
Newark (NRK)	29,344
Wilmington (WIL)	625,373
<b>Total Delaware Station Usage:</b>	<b>654,717</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 (OTP) 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 OTP in FY 2023:

<b>Service</b>	<b>Host Railroad (s)</b>	<b>FY23 OTP</b>
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	58%
<i>Crescent</i>	Norfolk Southern	57%
<i>Palmetto</i>	CSX	67%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	53%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	49%
<i>Carolinian</i>	CSX, Norfolk Southern	61%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	70%
<i>Acela</i>	Amtrak, Metro-North	81%
<i>Northeast Regional</i> (main line)	Amtrak, Metro-North	82%

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 89,281 members listing an address in Delaware. 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 Delaware, Amtrak spent \$16,455,349 broken down in the following locations:

<b>City</b>	<b>Amount (\$)</b>
Hockessin	235,099
New Castle	8,517,036
Newark	1,634,977
Newport	390,715
Wilmington	5,504,895

### **Employment & Wages**

At the end of FY 2023, Amtrak employed 22,642 people, including 1,331 Delaware residents. Total FY 2023 wages were \$2.21 billion, of which Delaware residents earned \$125,365,808.

## **Additional Information**

### **Service Expansion and Improvements**

Delaware Transit Corporation's application to the Federal Railroad Administration's Corridor Identification and Development Program (CIDP) was accepted in Dec. 2023, to advance planning of their proposed Diamond State Line, a corridor that would connect to Amtrak's Northeast Corridor (NEC) in Delaware, with a point in eastern Maryland via central Delaware, including the state capital of Dover, DE.

**Daily *Cardinal* Service:** Amtrak received a CIDP grant for daily frequencies on its *Cardinal* service between New York and Chicago, which stops in Wilmington, DE.

### **Commuter Partners**

Amtrak provides Southeastern Pennsylvania Transportation Authority (SEPTA) and the Delaware Transit Corporation (DTC) with access to NEC tracks for their Philadelphia-Wilmington-Newark commuter operations. Under this contract, SEPTA serves four Delaware locations, including Wilmington and Newark, where Amtrak trains also stop.

### **Major Facilities**

For the last 25 years, Wilmington has been 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. In 2012, the Centralized Electrification and Traffic Control (CETC) center moved from Philadelphia to CNOC.

Amtrak's High Speed Rail Training Facility in Wilmington is where engineers, conductors, and on-board staff are trained for service.

Amtrak's Wilmington and Bear Maintenance Facilities maintain, repair and overhaul *Amfleet* cars and electric locomotives used on the NEC.

### **New Unified Operations Center**

In April 2024, Amtrak awarded a contract for construction on a new Amtrak Unified Operations Center to serve our nationwide rail network and improve the company's operations and resiliency.

### **Delaware Third Track Project**

In 2020, Amtrak, the Delaware Department of Transportation (DelDOT) and the DTC completed a \$71.2 million project to increase capacity between Wilmington and Newark on the NEC. This project, which represents a major infrastructure expansion effort on the NEC, included installation of 1.5 miles of new, electrified main line third track between Ragan and Yard interlockings (along I-95, southwest of the Wilmington station area), bridge replacement, and other improvements, eliminating a previous two track bottleneck. Project benefits included improved OTP, a reduction in delays, and overall improvement in this section of the railroad for all users.

The project developed as a shared benefit investment as part of a 2011 agreement between DTC and Amtrak and was funded using Federal Railroad Administration, Federal Transit Administration, and Federal Highway Administration grants issued to DTC along with Amtrak funds.

### **Newark Regional Transportation Center (NRTC)**

Amtrak and DTC/DelDOT are currently working to continue phase two plans for this project. The new scope will support two ADA compliant side platforms and a pedestrian overhead bridge connecting the platforms and station building. In previous iterations of the project, construction of a new station building and parking lot were completed with funding in part from a \$10 million Transportation Investment Generating Economic Recovery (TIGER IV) grant to the Wilmington Area Planning Council (WILMAPCO).

### **Claymont Transportation Center (CTC)**

On December 4, 2023, DTC/DelDOT opened the CTC for passenger services. This project was funded in part by a \$10 million TIGER grant from the U.S. Department of Transportation for the construction of the station. The new station includes over 800 parking spaces, two ADA compliant high-level covered platforms with windscreens and benches. This station serves DTC/DelDOT ridership via contracts with SEPTA for rail services.

### **Wilmington Transit Center**

The DTC opened the Wilmington Transit Center in 2019. Strategically located adjacent to Amtrak's Wilmington's station, the new transit center, served by most bus routes in the city, 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 waiting area with seating, real-time bus status 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, 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.

### **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.

**Wilmington:** In FY 2023, installation of two new escalators was completed. One new staircase and retrofitting of railings on another, as well as bathroom upgrades, brought the station facility into ADA compliance.

# AMTRAK ROUTES IN DELAWARE

