



Amtrak in Delaware Fiscal Year 2024



Amtrak is America's Railroad,[®] created by Congress to "provide efficient and effective intercity passenger rail mobility consisting of high quality service that is trip-time competitive with other intercity travel options." In FY 2024, the company's 22,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 32.8 million passengers. Amtrak's network includes 524 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Thruway routes offer connecting service to additional communities, typically via bus.

Service & Ridership

In FY 2024, Amtrak operated an average of **around 80 intercity trains per day** on 9 permanent routes serving Delaware, with **832,809 total passengers** boarding or alighting in the state.¹ Service was provided via the following routes:²

▪ Northeast Corridor Trains

- ***Acela*** — Washington, DC - Baltimore - Wilmington - Philadelphia - New York - New Haven - Providence - Boston (*11 round trips daily*)³
- ***Northeast Regional*** — Washington, DC - Baltimore - Newark, DE - Wilmington - Philadelphia - New York - New Haven - Providence - Boston (*22 round trips daily*)⁴

▪ State-Supported Trains

- ***Carolinian*** — New York - Philadelphia - Wilmington - Baltimore - Washington, DC - Richmond - Raleigh - Charlotte (*1 round trip daily*)
- ***Vermont*** — St. Albans - Essex Jct. (*Burlington*) - Springfield - Hartford - New Haven - New York - Philadelphia - Wilmington - Baltimore - Washington, DC (*1 round trip daily*)

▪ Long-Distance Trains

- ***Cardinal*** — New York - Philadelphia - Wilmington - Baltimore - Washington, DC - Charlottesville - Charleston - Cincinnati - Indianapolis - Chicago (*3 round trips weekly*)
- ***Crescent*** — New York - Philadelphia - Wilmington - Baltimore - Washington, DC - Charlottesville - Charlotte - Atlanta - Birmingham - New Orleans (*1 round trip daily*)
- ***Palmetto*** — New York - Philadelphia - Wilmington - Baltimore - Washington, DC - Richmond - Fayetteville - Charleston - Savannah (*1 round trip daily*)

¹ Total equals sum of all boardings and alightings at in-state stations.

² Not all stops shown. Note that certain frequencies may not serve every station listed.

³ Not all trips serve full route.

⁴ Not all trips serve full route. Additionally, 2 round trips originate / terminate in Springfield, Massachusetts, rather than Boston, but follow the standard Northeast Regional route south of New Haven, Connecticut; 8 round trips originate / terminate at various endpoints in Virginia (3 in Norfolk, 2 in Newport News, 2 in Roanoke, and 1 in Richmond), but follow the standard Northeast Regional route north of Washington, DC. Travel by these trains outside of the Northeast Corridor spine is State-Supported service sponsored by, respectively, the Massachusetts and Connecticut Departments of Transportation (MassDOT / CTDOT) and by the Virginia Passenger Rail Authority (VPRRA).



- **Silver Meteor** — New York - Philadelphia - Wilmington - Baltimore - Washington, DC - Richmond - Fayetteville - Charleston - Savannah - Orlando - Miami (1 round trip daily)
- **Silver Star** — New York - Philadelphia - Wilmington - Baltimore - Washington, DC - Richmond - Raleigh - Columbia - Savannah - Orlando - Tampa - Miami (1 round trip daily)⁵

As **State-Supported routes**, the *Carolinian* and *Vermont* are operated in partnership with the North Carolina Department of Transportation (NCDOT; *Carolinian*), the Connecticut Department of Transportation (CTDOT; *Vermont*), the Massachusetts Department of Transportation (MassDOT; *Vermont*), and the Vermont Agency of Transportation (VTrans; *Vermont*).⁶ Outside the Boston-to-Washington Northeast Corridor (NEC), Section 209 of the Passenger Rail Investment and Improvement Act (PRIIA) requires that short- and middle-distance Amtrak routes (i.e., those less than 750 miles in length) be State-Supported; in other words, sponsoring partners fund the majority of those routes' costs and make decisions about schedule, frequency, and other aspects of service. In FY 2024, sponsoring partners funded a total of \$10.0 million in operating payments for the State-Supported routes serving Delaware, helping support a combined total ridership on those routes of 456,496.

Stations

During FY 2024, Amtrak intercity trains made scheduled stops at 2 locations in Delaware:

Station (Code)	Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment ⁷
Newark (NRK)	44,830	Partial	CY 27*	\$61,009
Wilmington (WIL)	787,979	Sole	Complete	\$2,607,360
Total:	832,809	2/2	In Progress	\$2,668,369

* Status reflects third-party investments in Amtrak-responsible station components.

Importantly, Amtrak is working to ensure that its stations are fully accessible to individuals with disabilities. Most Amtrak-served stations are decades old; many were served by other railroads before the company ever existed. The Americans with Disabilities Act (ADA), enacted in 1990, requires that U.S. stations be made accessible; in response, Amtrak developed an ADA Stations Program (ADASP) to bring station components for which the company is responsible into full ADA compliance. ADASP aims to ensure Amtrak provides the best possible service in the shortest possible timeframe; the program will ultimately invest a total of \$1.8 billion in 385 communities nationwide, including a **\$2.7 million investment in Delaware**. All Amtrak-responsible work is targeted for completion by the end of FY 2029.

⁵ Effective Nov. 10, 2024, the *Silver Star* (New York - Miami) and *Capitol Limited* (Chicago - Washington, DC) are being temporarily combined into a new route, the *Floridian* (Chicago - DC - Miami), to accommodate regional capacity constraints created by a capital project in New York. The *Floridian* offers a single-seat connection between the Midwest and Florida, but does not serve *Silver Star* station stops north of Washington.

⁶ Off-NEC extension of certain *Northeast Regional* frequencies serving Delaware also supported by one or more state governments.

⁷ "Amtrak ADA Investment" describes Amtrak's projected total investment in compliance work over the lifetime of ADASP.

Detailed profiles of every permanent Amtrak station stop, including current information on accessibility, can be found on the Great American Stations website: <https://www.greatamericanstations.com>.

Additional Footprint

The Boston-to-Washington **Northeast Corridor** (NEC), currently America’s only electrified high-speed rail corridor, passes through Delaware; Amtrak owns, maintains, and/or operates most of the NEC, including track in the state, and provides access to other railroads at a fair cost, consistent with statute. (For instance, Amtrak-owned track in Delaware is used by Southeastern Pennsylvania Transportation Authority (SEPTA) commuter trains.) To support critical NEC infrastructure, Amtrak maintains a **maintenance-of-way base** in Wilmington.

Bear, Delaware, is home to Amtrak’s **Bear Shops**, where hundreds of employees perform full-scale rebuilds, overhauls, and more routine maintenance work on Amtrak train equipment—primarily *Acela* trainsets and passenger cars used along the NEC. At Amtrak’s nearby **Wilmington Shops**, employees perform similar work on the ACS-64 electric locomotives that pull *Northeast Regional* trains.

Wilmington is also 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; one of Amtrak’s three **Centralized Electrification and Traffic Control** (CETC) train dispatching centers, which manage NEC train movements, shares the same building. Other important facilities and functions—such as Amtrak’s **Wilmington Training Center** and the Amtrak Police Department’s **National Communications Center**—are likewise located in Wilmington. In the future, many functions will be moved to a new **Unified Operations Center**, also in Wilmington, which will improve the reliability and efficiency of Amtrak’s operations and unlock important new capabilities.

Host Railroads & On Time Performance

Outside the NEC, most Amtrak trains must travel over other “host” railroads’ tracks—and hosts generally control dispatching decisions on the tracks that they own. By law, Amtrak trains are supposed to receive preference over freight trains (i.e., priority in dispatching), but many host-dispatched trains arrive late at their destinations, and many routes do not meet on-time performance (OTP) standards established by the Federal Railroad Administration (FRA)—affecting millions of passengers per year.

Listed below are the Amtrak routes that operate in Delaware, along with each route’s major in-state host railroad(s) and full-route customer on-time performance (C-OTP)⁸ in FY 2024:

⁸ C-OTP measures the proportion of customers traveling on a given route who arrive at their destinations on time. Suppose that passengers board a train scheduled to make two stops, and suppose that train is on time at the first stop, but arrives late at the second. If all passengers alight at the first stop, C-OTP for that train is 100%; if all passengers alight at the second stop, C-OTP is 0%.

Route	In-State Host(s)	C-OTP
Northeast Corridor		
<i>Acela</i>	Amtrak	77.8%
<i>Northeast Regional</i>	Amtrak	80.4%
State-Supported		
<i>Carolinian</i>	Amtrak	50.9%
<i>Vermont</i>	Amtrak	68.2%
Long-Distance		
<i>Cardinal</i>	Amtrak	57.5%
<i>Crescent</i>	Amtrak	58.7%
<i>Palmetto</i>	Amtrak	66.1%
<i>Silver Meteor</i>	Amtrak	46.9%
<i>Silver Star</i>	Amtrak	40.8%

Procurement

Amtrak’s procurements are subject to “Buy America”-style domestic preference requirements, which the company is proud to meet or exceed. Nationally, Amtrak paid nearly \$4.5 billion for goods and services in FY 2024; 99% of that amount was spent domestically, and **\$16.0 million** went to vendors in Delaware:

Community	Amount
New Castle	\$7,433,320
Wilmington	\$5,967,257
Newark	\$1,382,202
Townsend	\$533,110
Greenville	\$373,448
Harrington	\$144,470
Bear	\$68,796
Dagsboro	\$35,160
Smyrna	\$30,885
Newport	\$29,475
Dover	\$16,492
All Others < \$10K	\$22,546
Total DE Payments:	\$16,037,162

The single largest in-state payment category was **heavy machinery and equipment rental / leasing**.

Employment & Compensation

At the end of FY 2024, **1,573 Amtrak employees** worked in Delaware, and the company had paid out a total of **\$150,131,927 in base wages and salary** in-state. Nationwide, Amtrak employed more than 22,000 active workers; total base wages and salaries for the year exceeded \$2.1 billion.

Current Amtrak Routes in Delaware

(“Northeast Corridor” hosts Acelas, Northeast Regionals, and State-Supported and Long-Distance trains)

