



Amtrak in Delaware

Fiscal Year 2025



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 2025, the company's 21,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 34.5 million passengers. Amtrak's network includes 526 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Amtrak Connections offer connecting service to additional communities, typically via bus.

Service & Ridership

In FY 2025, Amtrak operated an average of **around 83 intercity trains per day** on 9 permanent routes serving Delaware, with **864,027 total passengers** boarding or alighting in the state.¹ Service was provided via the following routes:²

- **Northeast Corridor Trains**
 - **Acela** — Boston (BOS & BBY) - Westwood (Route 128) - Providence - New Haven - New York - Philadelphia - Baltimore - Washington, DC (*12 round trips daily in FY 2025, increased to 13 round trips daily in FY 2026*)
 - **Northeast Regional** — Boston (BOS & BBY) - Westwood (Rte. 128) - Providence - New Haven - New York - Philadelphia - Baltimore - Washington, DC (*23 round trips daily*)
- **State-Supported Trains**
 - **Carolinian** — New York - Philadelphia - Wilmington - Baltimore - Washington, DC - Richmond - Raleigh - Charlotte (*1 round trip daily*)
 - **Vermonter** — 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*)
 - **Silver Meteor** — New York - Philadelphia - Wilmington - Baltimore - Washington, DC - Richmond - Fayetteville - Charleston - Savannah - Orlando - Miami (*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.

Stations

During FY 2025, Amtrak intercity trains made scheduled stops at 2 locations in Delaware:

Station (Code)	2025 Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment ³
Newark (NRK)	49,510	Partial	CY 28*	\$61,009
Wilmington (WIL)	814,517	Sole	Pending	\$2,571,209
Total:	864,027	2/2	In Progress	\$2,632,218

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

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 382 communities nationwide, including a **\$2.6 million investment in Delaware**. All Amtrak-responsible work is targeted for completion by the end of CY 2029.

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 under a cost allocation methodology consistent with statute. For instance, Amtrak-owned track in Delaware is used by commuter trains that are funded by the Delaware Department of Transportation (DelDOT) and operated by the Southeastern Pennsylvania Transportation Authority (SEPTA). To support critical NEC infrastructure, Amtrak maintains a **maintenance-of-way base** in Wilmington.

Bear, DE, is home to Amtrak's **Bear Shops**, where hundreds of employees perform full-scale rebuilds, overhauls, and more routine maintenance work on Amtrak trains—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 state-of-the-art 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,

³ "Amtrak ADA Investment" describes Amtrak's projected total investment in compliance work over the lifetime of ADASP.

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 also 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 required 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)⁴ in FY 2025:

Route	In-State Host(s)	C-OTP
<i>Northeast Corridor</i>		
<i>Acela</i>	Amtrak	82.4%
<i>Northeast Regional</i>	Amtrak	75.0%
<i>State-Supported</i>		
<i>Carolinian</i>	Amtrak	60.9%
<i>Vermonter</i>	Amtrak	71.6%
<i>Long-Distance</i>		
<i>Cardinal</i>	Amtrak	51.6%
<i>Crescent</i>	Amtrak	75.3%
<i>Palmetto</i>	Amtrak	63.5%
<i>Silver Meteor</i>	Amtrak	49.4%

Amtrak Guest Rewards

At the end of FY 2025, there were approximately 22.4 million members of Amtrak Guest Rewards (AGR), with 115,962 members listing an address in Delaware. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>.

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 \$5.7 billion for goods and services in FY 2025; 99% of that amount was spent domestically, and **\$19.5 million** went to vendors in Delaware:

⁴ 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%.

Community	Amount Spent
Wilmington	\$11,226,500
New Castle	\$5,662,218
Newark	\$1,809,753
Greenville	\$423,944
Harrington	\$147,600
Bear	\$126,399
Dover	\$72,077
Dagsboro	\$32,690
Newport	\$12,081
All Others <\$10k	\$17,509
Total Payments	\$19,530,772

The single largest in-state payment category was **supplies for various maintenance repairs and operations (MRO) needs**.

Employment & Compensation

At the end of FY 2025, **1,241 Amtrak employees** lived in Delaware, and the company had paid out a total of **\$125,047,702 in base wages and salary** in-state. Nationwide, Amtrak employed more than 21,000 active workers; total base wages and salaries for the year were approximately \$2.2 billion.

Current Amtrak Routes in Delaware

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

