



Amtrak Fact Sheet Fiscal Year 2020 State of Florida

Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated four trains per day in Florida, as part of the following routes²:

- **Long Distance**

- Auto Train* (daily Lorton-Sanford)

- Silver Meteor* (daily New York-Washington-Richmond-Charleston-Savannah-Jacksonville-Miami)

- Silver Star* (daily New York-Washington-Richmond-Columbia-Savannah-Jacksonville-Tampa-Miami)

Stations Served

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

City (Code)	Ridership
Deerfield Beach (DFB)	12,262
Deland (DLD)	12,338
Delray Beach (DLB)	8,829
Fort Lauderdale (FTL)	26,357
Hollywood (HOL)	13,067
Jacksonville (JAX)	39,872
Kissimmee (KIS)	20,757
Lakeland (LAK & LKL)	10,733
Miami (MIA)	39,123
Okeechobee (OKE)	2,809
Orlando (ORL)	72,267
Palatka (PAK)	7,723
Sanford (SFA)	163,468
Sebring (SBG)	9,166
Tampa (TPA)	65,718
West Palm Beach (WPB)	32,819
Winter Haven (WTH)	13,321
Winter Park (WPK)	14,828
Total Florida Station Usage:	565,457

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.

² 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 Florida with each service’s host railroads and customer on-time performance (OTP) in FY 2020:

Service	Host Railroad(s)	FY20 OTP
<i>Auto Train</i>	CSX, Florida Central Rail Corridor	61.1%
<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%

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 359,370 members listing an address in Florida. This is a 11.0% 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 Florida, Amtrak spent \$42,325,257, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Boca Raton	2,472,940
Bradenton	248,233
Cape Canaveral	497,859
Clearwater	286,334
Coconut Creek	359,822
Doral	1,984,978
Fleming Island	1,745,152
Fort Lauderdale	490,214
Hialeah	1,184,541
Jacksonville	4,592,373
Kissimmee	616,999
Lake Mary	12,669,434
Land o’ Lakes	187,463
Maitland	285,283
Miami	2,030,537

City	Amount (\$)
Orlando	1,306,348
Oviedo	403,635
Palatka	1,384,489
Plantation	229,341
Pompano Beach	112,974
Ponte Vedra Beach	103,146
Punta Gorda	683,704
Sanford	194,250
Sebring	573,949
St. Augustine	301,758
St. Petersburg	942,281
Tallahassee	4,446,052
Tampa	1,130,802

Employment & Wages

At the end of FY 2020, Amtrak employed 17,504 people, including 594 Florida residents. Total FY 2020 wages were \$1.67 billion, of which Florida residents earned \$52,083,356.

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 FLORIDA

