



## Amtrak Fact Sheet Fiscal Year 2021 State of Florida

### Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated six trains per day in Florida, as part of the following routes:

- **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 2021, Amtrak served the following locations in Florida.

| City (Code)                         | Ridership      |
|-------------------------------------|----------------|
| Deerfield Beach (DFB)               | 11,094         |
| DeLand (DLD)                        | 10,433         |
| Delray Beach (DLB)                  | 7,194          |
| Fort Lauderdale (FTL)               | 23,073         |
| Hollywood (HOL)                     | 13,042         |
| Jacksonville (JAX)                  | 39,709         |
| Kissimmee (KIS)                     | 21,158         |
| Lakeland (LAK)                      | 2,651          |
| Lakeland (LKL)                      | 5,200          |
| Miami (MIA)                         | 37,411         |
| Okeechobee (OKE)                    | 2,023          |
| Orlando (ORL)                       | 73,327         |
| Palatka (PAK)                       | 7,171          |
| Sanford (SFA)                       | 197,708        |
| Sebring (SBG)                       | 8,619          |
| Tampa (TPA)                         | 52,376         |
| West Palm Beach (WPB)               | 28,756         |
| Winter Haven (WTH)                  | 15,227         |
| Winter Park (WPK)                   | 12,993         |
| <b>Total Florida Station Usage:</b> | <b>569,165</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 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 2021:

| Service              | Host Railroad (s)   | FY21 OTP |
|----------------------|---|----------|
| <i>Auto Train</i>    | CSX, Florida Central Rail Corridor                                | 56.0%    |
| <i>Silver Meteor</i> | CSX, Florida Central Rail Corridor, Florida DOT                   | 55.0%    |
| <i>Silver Star</i>   | CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT | 44.6%    |

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 2021, there were approximately 13.5 million members of Amtrak Guest Rewards (AGR), with 402,806 members listing an address in Florida. This is a 12.1% increase from FY 2020. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

### Procurement

In FY 2021, Amtrak procured goods and services worth \$2.63 billion, and more than 99% of that figure was sourced from firms headquartered domestically. In Florida, Amtrak spent \$33,662,266, broken down in the following locations:

| City            | Amount (\$) |
|-----------------|-------------|
| Bartow          | 120,456     |
| Boca Raton      | 4,826,810   |
| Bradenton       | 172,592     |
| Cape Canaveral  | 2,193,782   |
| Clearwater      | 167,104     |
| Coconut Creek   | 240,718     |
| Doral           | 1,533,988   |
| Fort Lauderdale | 110,598     |
| Jacksonville    | 4,065,769   |
| Kissimmee       | 437,448     |
| Lake Mary       | 4,108,744   |
| Land O Lakes    | 120,539     |
| Maitland        | 153,522     |
| Miami           | 1,527,724   |
| Orlando         | 1,542,070   |

| City           | Amount (\$) |
|----------------|-------------|
| Palatka        | 506,865     |
| Pompano Beach  | 368,768     |
| Punta Gorda    | 917,845     |
| Sanford        | 156,555     |
| Sebring        | 434,036     |
| St. Augustine  | 367,880     |
| St. Petersburg | 5,360,242   |
| Tallahassee    | 3,272,361   |

### Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 594 Florida residents. Total FY 2021 wages were \$1.54 billion, of which Florida residents earned \$52,083,356.

### Additional Information

#### Bipartisan Infrastructure Law

Enacted in November 2021, the Infrastructure Investment and Jobs Act (IIJA), or “Bipartisan Infrastructure Law,” provides \$66 billion in guaranteed funding for intercity passenger and freight rail over the next five years. That includes \$22 billion in dedicated Amtrak funding – for fleet modernization, state-of-good-repair work, and other specified project types – and another \$44 billion for FRA-administered grants. This historic federal investment will rebuild crumbling infrastructure, improve accessibility onboard and at our stations, enable overdue service expansions, and transform U.S. passenger rail service.

#### Amtrak Connects US

In 2021, Amtrak released the Amtrak Connects US vision for growing America’s passenger rail system and meeting the needs of both fast-growing metro areas and other underserved communities. Our vision proposed 39 new routes, 25 enhanced routes, and 160 new stops to serve 20 million new riders across the United States. Since then, the Federal Railroad Administration has launched the Corridor Identification & Development Program to establish a pipeline of intercity passenger rail projects ready for federal investment and technical assistance.

Importantly, the Amtrak Connects US vision was only a starting point. Amtrak is ready to work with States and other eligible entities to begin or expand service anywhere – regardless of whether the route was included in the vision.

#### Major Facilities

Amtrak operates the Hialeah maintenance facility in Miami, which services and performs light overhauls for Amfleet and Viewliner cars for single-level, National Network trains. Also, the Sanford maintenance facility services the Superliner-equipped *Auto Train*.

Amtrak has train and engine crew bases in Miami, Orlando, Sanford, and Jacksonville, an on-board service crew base in Hialeah, and contractor-operated commissaries in Hialeah and Sanford.

## **Stations Improvements**

**Jacksonville:** In 2018, Phase 1 of a two-phase project was completed by Amtrak to ensure that the station was keeping up with ADA regulations. This included updating the station entrances, along with the station's restrooms and parking area. Phase 2 will soon be underway by Amtrak and is projected to finish in FY 2027. Changes include a new platform for the station with associated ramps, stairs, railings, and signage.

**Miami:** Amtrak is currently in the design stages of modifying a new MIC station to ensure ADA compliance. The project is projected to begin in FY 2023.

**Sebring:** Amtrak made ADA improvements to the station that include a new platform, restoration of the platform canopy, associated ramps, stairs, railings, and signage. Station entrances, restroom, and parking were also updated in accordance with ADA guidelines.

**Tampa:** In November 2020, Amtrak is constructed a new ADA-compliant level boarding platform and canopy with associated ramps, stairs, railings, and signage.

## **Auto Train**

Amtrak's *Auto Train*, the longest passenger train in the world, service operates daily between Lorton, Virginia (outside of Washington, D.C.) and the Auto Train terminal off I-4 in Sanford, Florida. This unique service carries passengers and their vehicles on a 16½ hour overnight trip from Northern Virginia to Florida. Passengers ride in Superliner coaches and sleepers, while their vehicles are transported in auto carrier cars at the rear of the train and are delivered to them upon arrival at the Sanford terminal. In FY 2021, the *Auto Train* carried 132,922 vehicles.

## **SunRail**

Amtrak and Florida DOT entered into an agreement for periodic and heavy maintenance and for heavy repair of SunRail equipment at the Sanford maintenance facility. This allows Amtrak to fill some excess capacity at the facility, which also services *Auto Train* equipment.

## **Service Restoration Update**

The *Sunset Limited* remains suspended east of New Orleans. However, Amtrak continues to discuss service expansion opportunities with the Florida Department of Transportation.

# AMTRAK ROUTES IN FLORIDA

