



Amtrak Fact Sheet Fiscal Year 2022 State of Florida

Amtrak Service & Ridership

At the end of FY 2022, 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 2022, Amtrak trains served the following locations in Florida.

City (Code)	Ridership
Deerfield Beach (DFB)	15,142
DeLand (DLD)	13,442
Delray Beach (DLB)	10,476
Fort Lauderdale (FTL)	31,194
Hollywood (HOL)	17,060
Jacksonville (JAX)	48,144
Kissimmee (KIS)	26,862
Lakeland (LKL & LAK)	16,803
Miami (MIA)	50,992
Okeechobee (OKE)	4,104
Orlando (ORL)	89,933
Palatka (PAK)	8,641
Sanford (<i>Auto Train</i>) (SFA)	269,381
Sebring (SBG)	10,301
Tampa (TPA)	110,901
West Palm Beach (WPB)	39,440
Winter Haven (WTH)	17,397
Winter Park (WPK)	16,388
Total Florida Station Usage:	796,601

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 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Auto Train</i>	CSX, Florida Central Rail Corridor	36%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	44%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	26%

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 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 479,421 members listing an address in Florida. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Florida, Amtrak spent \$62,880,542, broken down in the following locations:

City	Amount (\$)
Altamonte Springs	116,424
Bartow	638,369
Boca Raton	11,001,930
Cape Canaveral	1,452,371
Clearwater	442,412
Coconut Creek	190,265
Doral	3,084,138
Fleming Island	1,331,876
Heathrow	139,718
Hialeah	145,866
Jacksonville	15,053,287
Kissimmee	500,996
Lake Mary	7,110,962
Land o' Lakes	209,653
Miami	2,056,881
Ocoee	101,081
Orlando	3,243,766
Oviedo	166,209

Palatka	1,495,885
Parkland	594,952
Pompano Beach	201,319
Port Charlotte	123,294
Punta Gorda	1,133,910
Sanford	220,879
Santa Rosa Beach	259,322
Sebring	615,505
St. Augustine	918,783
St. Petersburg	8,216,486
Tallahassee	1,161,263
Tampa	1,120,296

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 659 Florida residents. Total FY 2022 wages were \$1.92 billion, of which Florida residents earned \$59,233,552.

Additional Information

Major Facilities

Amtrak operates the Hialeah maintenance facility in Miami, which services and performs light overhauls for Amfleet II 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.

Station 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 discussing the option of relocating our Miami station facilities from Hialeah to the Miami Intermodal Center with the parties necessary to accommodate the move. The project could begin as soon as late 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 path of travel were also updated in accordance with ADA guidelines.

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

Auto Train

Amtrak's *Auto Train* service, the longest passenger train in the world, 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 2022, the Auto Train carried 279,021 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

