



## Amtrak Fact Sheet Fiscal Year 2023 State of Florida

### Amtrak Service & Ridership

At the end of FY 2023, 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 2023, Amtrak trains served the following locations in Florida.

City (Code)	Ridership
Deerfield Beach (DFB)	19,026
DeLand (DLD)	16,606
Delray Beach (DLB)	13,023
Fort Lauderdale (FTL)	39,143
Hollywood (HOL)	20,439
Jacksonville (JAX)	64,038
Kissimmee (KIS)	33,123
Lakeland (LAK/LKL)*	20,386
Miami (MIA)	73,883
Okeechobee (OKE)	4,026
Orlando (ORL)	135,614
Palatka (PAK)	10,395
Sanford ( <i>Auto Train</i> ) (SFA)	272,896
Sebring (SBG)	12,858
Tampa (TPA)	129,036
West Palm Beach (WPB)	44,807
Winter Haven (WTH)	20,735
Winter Park (WPK)	21,009
<b>Total Florida Station Usage:</b>	<b>951,043</b>

*\*The Lakeland station has two station codes: LKL is used for booking travel between Lakeland and points south, while LAK is used for booking travel between Lakeland and points north.*

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 (OTP) 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 OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
<i>Auto Train</i>	CSX, Florida Central Rail Corridor	66%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	53%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	49%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within 10 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 2023, there were approximately 16.7 million members of *Amtrak Guest Rewards* (AGR), with 542,543 members listing an address in Florida. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>.

### Procurement

In FY 2023, Amtrak procured goods and services worth \$3.71 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Florida, Amtrak spent \$88,877,907 broken down in the following locations:

City	Amount (\$)
Altamonte Springs	303,576
Bartow	141,855
Boca Raton	15,312,038
Cape Canaveral	2,081,263
Clearwater	304,465
Coconut Creek	192,164
Doral	3,098,711
Dover	100,354
Fleming Island	1,527,715
Hialeah	342,874
Jacksonville	16,570,145

Kissimmee	254,072
Lake Mary	16,865,234
Land o' Lakes	318,102
Miami	1,724,887
Ocoee	150,599
Orlando	3,388,178
Oviedo	105,378
Palatka	194,580
Palm Harbor	193,195
Parkland	1,587,005
Pompano Beach	762,984
Ponte Vedra Beach	117,800
Port Charlotte	174,602
Punta Gorda	2,458,168
Sanford	258,386
Sebring	629,221
St. Augustine	444,015
St. Petersburg	9,523,841
Tallahassee	3,777,172
Tampa	4,799,026

### Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 763 Florida residents. Total FY 2023 wages were \$2.21 billion, of which Florida residents earned \$67,789,558.

### Additional Information

#### Service Expansion and Improvements

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

FDOT is a recipient of two Federal Railroad Administration Corridor Identification and Development Program grants between Jacksonville and Miami.

#### 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

The Americans with Disabilities Act of 1990 (ADA) requires that stations in the intercity rail transportation system be made readily accessible to and usable by individuals with disabilities. In response, Amtrak

developed an ADA Stations Program to bring the stations it serves (and for which it has ADA responsibility) into compliance with ADA requirements and to provide the best possible service to passengers with disabilities in the shortest timeframe and most integrated and efficient way possible.

**DeLand:** The project is currently in the design phase and is expected to commence and be completed in FY 2025. The project will address ADA non-compliance in the station building.

**Winter Haven:** Project design is nearing completion and construction is projected to commence in FY 2025 and be completed in FY 2026. The project will make the platform, parking, and station building ADA compliant.

**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 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 2024.

**Sebring:** Amtrak made ADA improvements to the station that included 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, VA, (outside of Washington, DC) and Sanford, FL. This unique service carries passengers and their vehicles on a 16½ hour overnight trip from Northern Virginia to Florida. Passengers ride in *Superliner* Coach Class and private rooms, while their vehicles are transported in auto carriers at the rear of the train and are delivered to them upon arrival. In FY 2023, the *Auto Train* carried 177,871 vehicles. FY 2023 saw a 20% increase in vehicles carried from pre-pandemic ridership in FY 2019.

