



Amtrak Fact Sheet Fiscal Year 2020 State of Illinois

Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated over 37 trains per day in Illinois, as part of the following routes¹:

- **Long Distance**

California Zephyr (daily San Francisco Bay Area-Reno-Salt Lake City-Denver-Omaha-Chicago)

Capitol Limited (daily Chicago-Toledo-Cleveland-Pittsburgh-Washington)

Cardinal (thrice weekly New York-Washington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)

City of New Orleans (daily Chicago-Carbondale-Memphis-New Orleans)

Empire Builder (daily Chicago-St. Paul-Seattle/Portland)

Lake Shore Limited (daily Chicago-Cleveland-Buffalo-Boston/New York)

Southwest Chief (daily Los Angeles-Flagstaff-Albuquerque-Topeka-Chicago)

Texas Eagle (daily Chicago-St. Louis-Little Rock-Dallas-San Antonio with thrice weekly through car service on the **Sunset Limited** to Los Angeles)

- **State Supported**

Blue Water (daily Chicago-East Lansing-Port Huron)

Carl Sandburg / Illinois Zephyr (twice-daily, Chicago-Galesburg-Quincy)

Hiawatha (seven-times-daily Chicago-Milwaukee)

Illini / Saluki (twice-daily Chicago-Champaign-Carbondale)

Lincoln (four-times-daily Chicago-Springfield-St. Louis)

Pere Marquette (daily Chicago-Grand Rapids)

Wolverine (three-times-daily Chicago-Detroit-Pontiac)

Stations Served

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

City (Code)	Ridership
Alton (ALN)	29,749
Bloomington-Normal (BNL)	116,921
Carbondale (CDL)	50,761
Carlinville (CRV)	5,521
Centralia (CEN)	11,132
Champaign-Urbana (CHM)	113,548
Chicago (CHI)	1,688,452
Du Quoin (DQN)	4,389
Dwight (DWT)	5,249
Effingham (EFG)	12,713
Galesburg (GBB)	50,273

¹ Frequencies in the list following this note reflect the service levels prior to the onset of the COVID-19 pandemic.

Gilman (GLM)	1,365
Glenview (GLN)	31,551
Homewood (HMW)	22,994
Joliet (JOL)	35,319
Kankakee (KKI)	14,689
Kewanee (KEE)	9,128
La Grange (LAG)	6,673
Lincoln (LCN)	11,763
Macomb (MAC)	33,061
Mattoon (MAT)	19,908
Mendota (MDT)	12,322
Naperville (NPV)	22,563
Plano (PLO)	3,588
Pontiac (PON)	7,366
Princeton (PCT)	19,189
Quincy (QCY)	19,497
Rantoul (RTL)	3,597
Springfield (SPI)	79,796
Summit (SMT)	9,607
Total Illinois Station Usage:	2,452,684

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

Service	Host Railroad(s)	FY20 OTP
<i>California Zephyr</i>	BNSF, Union Pacific	54.2%
<i>Capitol Limited</i>	CSX, Norfolk Southern	45.2%
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	65.8%
<i>City of New Orleans</i>	Canadian National	86.7%
<i>Empire Builder</i>	BNSF, Canadian Pacific, Metra	64.4%
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	60.5%
<i>Southwest Chief</i>	BNSF, New Mexico DOT	55.9%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	42.3%
<i>Blue Water</i>	Canadian National, Norfolk Southern, Amtrak Michigan DOT	58.6%

Service	Host Railroad(s)	FY20 OTP
<i>Carl Sandburg / Illinois Zephyr</i>	BNSF	83.2%
<i>Hiawatha</i>	Canadian Pacific, Metra	92.5%
<i>Illini / Saluki</i>	Canadian National	54.1%
<i>Lincoln</i>	Canadian National, Union Pacific	81.8%
<i>Pere Marquette</i>	CSX, Norfolk Southern	68.4%
<i>Wolverine</i>	Canadian National, Norfolk Southern, Amtrak Michigan DOT	38.7%

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 444,485 members listing an address in Illinois. This is a 13.0% 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 Illinois, Amtrak spent \$186,868,520, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Algonquin	667,613
Alsip	158,664
Arcola	365,783
Barrington	101,732
Bartlett	1,145,029
Bedford Park	2,065,376
Bellwood	1,395,802
Bensenville	291,117
Bolingbrook	6,432,873
Bridgeton	25,900,036
Broadview	1,986,581
Buffalo Grove	856,143
Burr Ridge	688,907
Carol Stream	220,884
Caseyville	120,344
Chicago	31,957,504
Cicero	152,043
Crete	2,244,987
Des Plaines	2,420,533
Dolton	714,353
Downers Grove	656,848
East Dundee	134,167

City	Amount (\$)
Elburn	131,528
Elk Grove	479,511
Elk Grove Village	461,646
Elmhurst	756,819
Evanston	235,662
Franklin Park	1,307,478
Freeport	101,409
Gilberts	101,627
Glendale Heights	1,082,813
Granite City	1,142,557
Harrisburg	304,505
Hodgkins	6,414,986
Itasca	2,592,980
Jacksonville	350,479
Joliet	178,909
Lagrange	988,842
Lake Forest	2,127,818
Lincolnshire	31,447,815
Lombard	433,189
Macomb	125,713
Mahomet	136,903
Maywood	127,503
Mokena	13,673,539
Moline	3,054,154
Monee	1,021,097
Mossville	274,848
Mt. Vernon	497,149
Mt. Zion	702,506
Naperville	20,743,765
Northbrook	4,435,437
Oakbrook Terrace	225,000
Palatine	140,635
Richmond	125,610
Rolling Meadows	297,974
Romeoville	624,237
Rosemont	365,768
South Holland	1,407,510
Streator	1,601,250
Wood Dale	4,040,574

Employment & Wages

At the end of FY 2020, Amtrak employed 17,504 people, including 1,126 Illinois residents. Total FY 2020 wages were \$1.67 billion, of which Illinois residents earned \$95,618,435.

Section 209 Service

In the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432), Congress required, by October 2013, an equitable arrangement of cost sharing between Amtrak and state or public agency partners that provide funding for short-distance, intercity train services. Agreements were reached with all parties by the deadline, and the services continued to run without interruption.

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 ILLINOIS

