



Amtrak Fact Sheet Fiscal Year 2021 State of Illinois

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated over 57 trains per day in Illinois, as part of the following routes:

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

City (Code)	Ridership
Alton (ALN)	23,178
Bloomington-Normal (BNL)	91,842
Carbondale (CDL)	40,761
Carlinville (CRV)	4,000
Centralia (CEN)	7,945
Champaign-Urbana (CHM)	103,739
Chicago Union Station (CHI)	1,336,525
Du Quoin (DQN)	3,108
Dwight (DWT)	3,871
Effingham (EFG)	8,242
Galesburg (GBB)	38,637
Gilman (GLM)	1,334
Glenview (GLN)	20,571

City (Code)	Ridership
Homewood (HMW)	10,299
Joliet (JOL)	28,348
Kankakee (KKI)	25,495
Kewanee (KEE)	6,588
La Grange (LAG)	4,712
Lincoln (LCN)	8,147
Macomb (MAC)	25,707
Mattoon (MAT)	15,735
Mendota (MDT)	9,002
Naperville (NPV)	16,598
Plano (PLO)	2,679
Pontiac (PON)	5,553
Princeton (PCT)	12,441
Quincy (QCY)	14,450
Rantoul (RTL)	3,315
Springfield (SPI)	61,866
Summit (SMT)	8,310
Total Illinois Station Usage:	1,942,998

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 2021:

Service	Host Railroad (s)	FY21 OTP
<i>California Zephyr</i>	BNSF, Union Pacific	37.6%
<i>Capitol Limited</i>	CSX, Norfolk Southern	28.7%
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	54.1%
<i>City of New Orleans</i>	Canadian National	85.0%
<i>Empire Builder</i>	BNSF, Canadian Pacific, Metra	59.3%
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	55.1%
<i>Southwest Chief</i>	BNSF, New Mexico DOT	36.3%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	52.0%
<i>Blue Water</i>	Canadian National, Norfolk Southern, Amtrak Michigan DOT	68.5%
<i>Carl Sandburg / Illinois Zephyr</i>	BNSF	88.8%

<i>Hiawatha</i>	Canadian Pacific, Metra	94.8%
<i>Illini / Saluki</i>	Canadian National	80.5%
<i>Lincoln</i>	Canadian National, Union Pacific	80.2%
<i>Pere Marquette</i>	CSX, Norfolk Southern	75.7%
<i>Wolverine</i>	Canadian National, Norfolk Southern, Amtrak Michigan DOT	59.7%

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 2021, there were approximately 13.5 million members of Amtrak Guest Rewards (AGR), with 458,090 members listing an address in Illinois. This is a 3.1% 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 Illinois, Amtrak spent \$327,734,416, broken down in the following locations:

City	Amount (\$)
Algonquin	248,893
Alsip	556,489
Arlington Heights	581,233
Bartlett	835,660
Bedford Park	1,227,280
Bellwood	1,581,662
Bolingbrook	2,449,717
Bridgeton	38,430,498
Broadview	1,780,965
Buffalo Grove	153,752
Carol Stream	1,531,826
Caseyville	162,242
Chicago	31,405,369
Crete	1,985,073
Des Plaines	1,482,554
Dolton	1,083,426
Downers Grove	1,277,255
Elk Grove Village	703,656
Elmhurst	802,863
Evanston	639,624
Frankfort	540,714
Freeport	103,653
Glendale Heights	801,304
Granite City	425,021
Gurnee	510,392

City	Amount (\$)
Hodgkins	6,702,523
Itasca	695,876
Jacksonville	408,884
Lagrange	1,021,994
Lake Forest	1,919,402
Libertyville	564,118
Lincolnshire	31,664,193
McCook	2,974,160
McHenry	370,807
Mokena	15,847,025
Moline	3,879,842
Monee	3,008,334
Mount Prospect	147,931
Mount Vernon	401,552
Naperville	15,219,629
Northbrook	4,040,025
Oakbrook Terrace	100,000
Orland Park	784,979
Palatine	278,071
Rosemont	224,548
South Holland	968,065
West Chicago	112,715
Wood Dale	3,426,330

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 1,126 Illinois residents. Total FY 2021 wages were \$1.54 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

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.

Amtrak MidwestSM Services

Amtrak operates state-supported train service, under contract with the State of Illinois, on these three routes:

- Chicago-Bloomington/Normal-Springfield-St. Louis (*Lincoln Service*, 4 daily roundtrips)
- Chicago-Champaign-Carbondale (*Saluki* and *Illini*, 1 daily roundtrip)
- Chicago-Galesburg-Quincy (*Carl Sandburg* and *Illinois Zephyr*, 2 daily roundtrips)

These trains are part of the five-state Amtrak MidwestSM network of services. The states of Illinois, Michigan, Missouri, and Wisconsin have been coordinating marketing efforts with each other and with Amtrak to bolster ridership and revenue performance of all services. The States and Amtrak have adjusted train schedule arrivals and departures at the St. Louis and Chicago hubs to provide more routing options and convenience for travelers.

In addition, the State of Illinois, jointly with the State of Wisconsin, supports seven daily *Hiawatha* round-trip trains between Chicago and Milwaukee.

Service Improvements

Illinois Department of Transportation (IDOT) received Federal Railroad Administration (FRA) High Speed and Intercity Passenger Rail (HSIPR) grant program funds for several projects to advance the goal of bringing more frequencies, reduced trip times, more reliable operations, and new service on Amtrak routes in the state.

Chicago-St. Louis: The corridor was awarded \$1.102 billion for improvements, including planning for additional, long-range, high-speed enhancements. A running speed of 110 mph is in development for 210 miles on the route. In 2017, new stations opened in Dwight, Pontiac, Carlinville, and Alton. Upgrades to the corridor were financed by federal and state capital funds and carried out by the line's owner, Union Pacific Railroad, and are ongoing. Once all projects are complete, trip times will be reduced from 5½ hours to 4 hours.

Expansion Planning

Chicago-Quad Cities: IDOT was awarded \$177 million in Federal HSIPR grants for development of new passenger rail service between Chicago and Moline (Quad Cities). The grant, to be matched with \$225 million in funds from the Illinois 2019 Capital Bill, will build and rehabilitate track, establish a new rail to rail connection, install a new signal system, finance the acquisition of rolling stock, and support station development.

Additional Hiawatha Frequencies: The Wisconsin and Illinois departments of transportation, in coordination with the Federal Railroad Administration, are completing an Environmental Assessment (EA) and Service Development Plan (SDP) to study increasing Hiawatha Service from seven to ten roundtrips a day. The sponsors are performing additional analysis to further quantify potential impacts on adjacent communities of required capital projects needed on host railroads. Once that is complete, a final EA and SDP will be completed, and necessary grant requests and appropriations pursued from the Federal and state governments. Wisconsin has been successful at securing Federal capital grants to support construction of discrete projects in that state that will be necessary to accommodate additional planned trains. Amtrak has committed almost \$10 million in matching contributions to these projects.

Additional Chicago-Twin Cities Service (TCMC): Amtrak conducted an analysis for the Minnesota and Wisconsin Departments of Transportation of potential ridership, revenue, and operating costs for a second, daily, state-supported roundtrip between St. Paul-Minneapolis and Chicago, supplementing the existing *Empire Builder* service. The report also provided a “high-level” examination of capital start-up costs, such as equipment acquisition and infrastructure improvements needed to accommodate the new service.

The TCMC project has been awarded a Restoration and Enhancement grant to support the first three years of operating funding and a Consolidated Rail Infrastructure and Safety Improvement grant for \$31.7 million to complete infrastructure improvements on the host railroad. Amtrak and the states of Minnesota and Wisconsin each contributed financially to equate to \$53 million. The partners hope to begin service in FY 2023.

Chicago Access Project

Chicago Union Station: Amtrak is owner and operator of historic Chicago Union Station. It is a major transportation asset in Chicago’s central business district. Metra, the Chicago area’s commuter rail operator, is the largest tenant at Union Station and the station is the busiest of the four major downtown terminals it serves. Daily, Metra operates more than 240 trains into the station. Combined with nearly 10,000 daily Amtrak passengers that use 55 Amtrak trains each day, the station is used by 31 million commuter and intercity passengers per year.

Amtrak has prioritized the restoration and reuse of the entirety of Chicago Union Station and surrounding parcels under Amtrak ownership. Ongoing and completed projects include:

- **Master Plan:** To address planned growth, the Chicago Department of Transportation released the Chicago Union Station Master Plan in 2012, in collaboration with Amtrak, Metra

and the Regional Transportation Authority (RTA). The primary goals of the plan are to increase capacity, improve passenger access and circulation, improve connections with city buses, establish a connection to the CTA subway system, bring the station into compliance with the Americans with Disability Act (ADA), and improve ventilation. Amtrak and CDOT have moved forward with preliminary engineering and design work on the Master Plan. Amtrak and the regional stakeholders continue to seek funding to move forward with final design and engineering work on the Master Plan.

To address a full complement of expansion scenarios, Amtrak is advancing the Chicago Access Project. In addition to capacity enhancements at Union Station, Amtrak has joined with regional civic leaders to plan and design a new access bridge to speed service to downstate communities and Michigan, acquire additional yard capacity and add double track to portions of the Michigan line.

- **Commercial Development Plan:** In late 2019, Amtrak took a major step toward realizing the corporation's vision to transform Union Station into a vibrant intermodal transportation center and passenger rail facility when the company executed a sale agreement of the parking garage parcel south of the main headhouse building. The sale to Riverside Development, LLC., allowed demolition of the large parking garage and the subsequent start of construction for a 50-story office tower and public plaza to be anchored by the American headquarters of a global banking entity. A significant portion of the proceeds from the sale of the garage is being reinvested into the station by Amtrak and will be used to renovate and reopen the long dormant Fred Harvey Restaurant space. Amtrak is seeking a private operator to build out and operate the food hall space.

Other Major Facilities

Brighton Park: Chicago's Brighton Park Maintenance Facility provides preventive maintenance on trains operating from Chicago on a 92- and 365-day cycle.

Chicago Shops and Yards: South of Union Station, Amtrak operates a switching and maintenance facility that is responsible for upkeep of coaches, sleeping and food service cars, baggage cars and locomotives used on all trains serving Chicago. This includes over half of Amtrak's National Network trains as well as those of four state partners. Trains are serviced, cleaned, and stocked. Locomotives are fueled and maintained on a regular cycle.

Station Improvements

In FY 2022 Amtrak continued design and construction work at Illinois stations as part of Amtrak's nationwide Americans with Disabilities Act compliance plan.

Station Projects:

Alton: The new, state-of-the-art Alton Regional Multimodal Transportation Center opened in 2017. The \$24 million facility incorporates local transit and intercity bus services and Amtrak's Chicago-St. Louis Lincoln Service and Chicago-San Antonio Texas Eagle routes. The project replaced the historic Chicago & Alton Railroad station at a new location.

Bloomington-Normal: The Town of Normal completed construction of a new second platform on the east side of the double-track mainline to allow greater operational flexibility. The Town was awarded a federal grant to be used toward construction of a pedestrian tunnel connecting the new platform to the recently completed intermodal station. The new tunnel will allow trains to stop on either track while passengers and Amtrak baggage can safely pass between there and the station building.

Carlinville: A new, \$3.7 million facility opened on November 16, 2017, replacing the previous, enclosed shelter.

Carbondale: Amtrak entered a memorandum of understanding with the City of Carbondale in FY 2015 to begin formal discussions of and planning for a new multimodal transportation center. The City continues to apply for Federal grants to cover a portion of the planning and construction cost for the planned facility and was successful with a \$14 million award in November 2019.

Effingham: Amtrak plans to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs.

Homewood: Amtrak plans to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, modifying the station's entrances and waiting room to meet ADA requirements, adding platform city identifier signs, and constructing an all-new platform with associated ramps, stairs, railings, and signage.

Joliet: The City of Joliet completed work in 2018 on a redevelopment and expansion project at Union Station. The \$50 million project includes track and platform realignment to improve train flow, passenger safety and accessibility, a new Amtrak ticketing and waiting hall, and a new transit bus facility. Joliet is served by 52 weekday commuter trains and ten Amtrak trains on the Chicago-St. Louis *Lincoln Service* and Chicago-San Antonio *Texas Eagle* routes.

Lincoln: The renovated Lincoln depot re-opened in 2017. The original building, built by the Chicago & Alton Railroad in 1911, closed in 1972 and was used as a restaurant until 2013.

Plano: Amtrak plans to modify the station's platform to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platforms, constructing new platforms with associated ramps, stairs, railings, and signage, and providing platform city identifier signs.

Pontiac: A new station opened on June 6, 2017, as part of the IDOT Chicago-St. Louis High Speed Rail program.

AMTRAK ROUTES IN ILLINOIS

