



Amtrak Fact Sheet Fiscal Year 2023 State of Illinois

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated up to 55 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** (two roundtrips daily Chicago-Galesburg-Quincy)
 - Hiawatha** (seven roundtrips daily Chicago-Milwaukee)
 - Illini / Saluki** (daily Chicago-Champaign-Carbondale)
 - Lincoln Service** (four roundtrips daily Chicago-Springfield-St. Louis)
 - Pere Marquette** (daily Chicago-Grand Rapids)
 - Wolverine** (three roundtrips daily Chicago-Detroit-Pontiac)

Stations Served

During FY 2023, Amtrak trains served the following locations in Illinois.

City (Code)	Ridership
Alton (ALN)	56,027
Bloomington-Normal (BNL)	203,842
Carbondale (CDL)	73,180
Carlinville (CRV)	8,332
Centralia (CEN)	14,304
Champaign-Urbana (CHM)	217,042
Chicago (CHI)	2,722,448
Du Quoin (DQN)	5,425
Dwight (DWT)	4,815

City (Code)	Ridership
Effingham (EFG)	16,572
Galesburg (GGB)	60,368
Gilman (GLM)	1,702
Glenview (GLN)	47,591
Homewood (HMW)	35,220
Joliet (JOL)	60,583
Kankakee (KKI)	13,944
Kewanee (KEE)	9,486
La Grange (LAG)	7,157
Lincoln (LCN)	15,557
Macomb (MAC)	37,199
Mattoon (MAT)	27,691
Mendota (MDT)	12,647
Naperville (NPV)	25,987
Plano (PLO)	4,237
Pontiac (PON)	12,962
Princeton (PCT)	19,918
Quincy (QCY)	22,928
Rantoul (RTL)	4,253
Springfield (SPI)	140,089
Summit (SMT)	16,697
Total Illinois Station Usage:	3,898,203

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 Illinois with each service’s host railroads and customer OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
<i>California Zephyr</i>	BNSF, Union Pacific	33%
<i>Capitol Limited</i>	CSX, Norfolk Southern	70%
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	58%
<i>City of New Orleans</i>	Canadian National	75%
<i>Empire Builder</i>	BNSF, Canadian Pacific Kansas City, Metra	51%
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	69%

<i>Southwest Chief</i>	BNSF, New Mexico DOT	34%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	60%
<i>Blue Water</i>	Canadian National, Norfolk Southern, Amtrak, Michigan DOT	66%
<i>Carl Sandburg / Illinois Zephyr</i>	BNSF	80%
<i>Hiawatha</i>	Canadian Pacific Kansas City, Metra	86%
<i>Illini / Saluki</i>	Canadian National	80%
<i>Lincoln Service</i>	Canadian National, Union Pacific	63%
<i>Pere Marquette</i>	CSX, Norfolk Southern	87%
<i>Wolverine</i>	Canadian National, Norfolk Southern, Amtrak, Michigan DOT	69%

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 675,297 members listing an address in Illinois. 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 Illinois, Amtrak spent \$343,242,359 broken down in the following locations:

City	Amount (\$)
Algonquin	5,067,220
Arcola	1,973,565
Arlington Heights	3,120,995
Bartlett	1,589,768
Bedford Park	2,063,992
Bellwood	1,852,810
Bloomington	448,957
Bolingbrook	4,448,580
Broadview	3,767,198
Buffalo Grove	420,748
Burr Ridge	142,550
Carol Stream	5,988,528
Chicago	159,080,943
Cicero	270,354
Crete	4,442,030
Des Plaines	2,911,383

Downers Grove	269,174
Dunlap	127,062
East Dundee	167,830
Elburn	1,764,441
Elk Grove	426,193
Elk Grove Village	279,721
Elmhurst	1,324,153
Evanston	310,489
Frankfort	755,170
Franklin Park	419,180
Freeport	145,809
Geneva	285,205
Glendale Heights	1,519,007
Granite City	2,670,699
Hodgkins	10,205,822
Itasca	151,066
Jacksonville	597,347
Joliet	134,956
Lagrange	14,705,305
Lake Forest	104,701
Lansing	158,037
Libertyville	1,571,140
Lincolnshire	34,079,356
Mahomet	145,480
McCook	13,029,620
Mchenry	598,949
Mokena	15,419,218
Moline	1,329,000
Monee	379,496
Mt Vernon	121,543
Naperville	23,516,858
Northbrook	1,591,178
Oakbrook Terrace	103,600
Palatine	207,132
Peoria	1,467,492
Richmond	101,591
Rockford	147,965
Romeoville	320,543
Rosemont	477,587
South Holland	1,117,862
Streator	1,483,050
Tinley Park	155,290
West Chicago	237,951
Westmont	2,047,875
Wheeling	5,959,440
Willowbrook	137,260
Wood Dale	1,152,192

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 1,435 Illinois residents. Total FY 2023 wages were \$2.21 billion, of which Illinois residents earned \$116,301,608.

Additional Information

Amtrak Midwest 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 four-state *Amtrak Midwest* 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 Expansion and 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 has been implemented for 210 miles on the route. This reduced the trip time to 5 hours. 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.

Chicago-Quad Cities: Through the FRA's Corridor Identification and Development Program (CIDP), 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 funds from the Illinois 2019 Capital Bill, and other funds, 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 are continuing to advance the project to increase the *Hiawatha* Service from seven to 10 roundtrips a day. The project was recently selected for the FRA's CIDP, which provides grants for the planning and project development

phases. The sponsors have been working with Amtrak and the host railroads on the process to determine additional railroad infrastructure projects needed for implementation of the increased daily trains. The next step will be completion of the Service Development Plan, followed by preliminary engineering and environmental clearance of the railroad improvements. Once these steps are complete, the project will be in a pipeline to receive federal funding for final design and construction. 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, including the ongoing construction of an expansion of the Milwaukee Airport rail station. Amtrak has committed almost \$10 million in matching contributions to these projects.

Chicago-Twin Cities Service (TCMC): The TCMC project was awarded a Restoration and Enhancement grant to support the first few years of operating funding for the start-up of the service 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. Service should begin in FY 2024. In 2023, TCMC received an FRA CIDP grant award to study additional frequencies once the service is launched.

Daily *Cardinal* Service: Amtrak received a CIDP grant for daily frequencies on its *Cardinal* service between New York and Chicago, IL.

Chicago Hub Improvement Program: The Chicago Hub Improvement Program (CHIP) aims to transform intercity passenger rail service, better connect job centers, reduce our carbon footprint, and more. Given Amtrak's goal of doubling passenger ridership by the year 2040, work is underway to ensure stations and supporting infrastructure are in place to accommodate the increased demand on assets. CHIP is divided into two major components: Chicago Union Station (CUS) Improvements and Chicago Area Infrastructure Improvements and is supported by a broad coalition of regional government and industry leaders including business, labor, and environmental groups.

Chicago Union Station: Amtrak owns and operates the historic Chicago Union Station (CUS). It is a major transportation asset in Chicago's central business district and is the hub of Amtrak's National Network. Eight long-distance routes, and eight state-supported routes, use CUS as their hub, with about 3 million passengers annually passing through CUS. Metra, the Chicago area's commuter rail operator, is the largest tenant at CUS, which is the busiest of the four major downtown terminals it serves. Around 13 million commuters flow through CUS annually on the six Metra routes that use CUS.

Improvements to the station will increase capacity, improve safety and accessibility, provide for increased operational efficiencies, and upgrade an enhanced customer experience by reactivating a dormant platform, renovating the concourse and mezzanine levels, widening existing platforms, adding new entrances and exits, and upgrading ventilation of the train sheds. Amtrak and funding partners Illinois DOT, the City of Chicago, Cook County, and Metra continue to coordinate to advance the package of improvements and seek funding to realize a truly transformational vision for the station, one that will accommodate future passenger train growth and serve the Chicago region for decades to come.

CUS Improvements

- **CUS Mail Platform Reactivation project:**
 - Project Goals: Reactivation of the dormant high-level mail platform for passenger use, which will create additional rail capacity and operational flexibility at CUS. This project will also provide the first level-boarding platform at CUS, thus providing an accessible platform for Amtrak users at CUS.
 - Current Status: Currently in the 100% Design Phase.
- **CUS Concourse Improvement Project:**
 - Project Goals: Improve operational efficiencies, capacity, passenger flow, and safety to create a welcoming and accessible space for all users by reconfiguring the concourse and mezzanine levels, a station entrances.
 - Current Status: Currently advancing within the Preliminary Engineering phase and exploring various concepts for advancement.
- **CUS Platform Capacity Expansions and Ventilation Improvements:**
 - Project Goals: Expansion/widening of existing Platforms 1/3, 2/4, 6/8 and 10/12 and addition of egress stairs, escalators, and elevators to improve passenger circulation, accessibility, and safety. Creation of a new ventilation system to improve air quality within the north and south train sheds and bring them into code compliance.
 - Current Status: Project recently received a discretionary grant award to fund Preliminary Engineering and NEPA work. Procurement of a Designer of Record is underway.

Chicago Area Infrastructure Improvements

- **St. Charles Air Line-14th St. Yard Direct Connection**
 - Project Goals: Build a new connection between the St. Charles Air Line Bridge and trackage into CUS. The direct connection will eliminate the 10–15-minute back-up maneuver now required of the *Illini/Saluki* and *City of New Orleans* trains.
 - Current Status: 2021-22 feasibility study showed the connection is geometrically feasible. PE/NEPA work underway.
- **Rolling Stock Storage & Mechanical Facilities**
 - Project Goals: Develop new yard space for rolling stock storage and consolidated, more efficient, maintenance facilities.
 - Current Scope: Yard assessment underway to determine space requirements for storage and maintenance of rolling stock owned by Amtrak and Midwest states. Determine best location(s) for such facilities, including three concept design layouts and cost estimates. Assemble information and documentation for PE/NEPA application for preferred layout.
- **Niles-Glenwood Improvements**
 - Benefit: Resolve problematic ‘meets’ in the current single-track territory and, in combination with other infrastructure improvements already underway, help reduce Chicago – Detroit travel time by 30 minutes.
 - Current Scope: Advanced conceptual engineering.
- **Future Treatment of South Branch Bridge**

- Benefit: More reliable bridge raising/lowering, fewer movements because of higher deck, fewer conflicts between rail and marine traffic.
- Current Scope: Determine operational requirements and type of bridge most suitable for needs. Assess how much of existing structure needs to be retained for historic purposes, regardless of operational requirements. Initial concept design and cost estimate.

Other Major Facilities

Brighton Park: Chicago's Brighton Park maintenance facility provides preventive maintenance on trains operating from Chicago on a 92, 184 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 Coach, Sleeping, Food Service, and 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

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.

In FY 2023 Amtrak continued design and construction work at Illinois stations as part of Amtrak's nationwide Americans with Disabilities Act compliance plan.

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 2019 Better Utilizing Investments to Leverage Development (BUILD) federal grant to be combined with other non-federal funds toward construction of a pedestrian tunnel connecting the new platform to the 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. The project is under construction and scheduled for completion in FY 2027.

Carbondale: Amtrak is planning on modifying the station platform to meet ADA compliance, through the ADA Stations Program. Platform construction is set to begin by FY 2027. The City of Carbondale is building a new intermodal transportation center, which broke ground in 2023 and is set to be complete in Fall 2024. The city is leading station and parking accessibility upgrades.

Centralia: Amtrak is currently in the design phase to provide a new platform and accessible walkways to the public right-of-way. The project will also provide lighting and signage for the platform, walkways, and parking spaces. Construction will commence in FY 2025 and be completed in FY 2027.

Champaign-Urbana: Amtrak is currently in the design phase to provide a new platform, accessible walkways to the public right-of-way, and all lighting and signage for the platform. Construction will commence in FY 2025 and be completed in FY 2027.

Chicago: Amtrak's ADA Stations Program funded the installation of an elevator at the Canal Street Entrance. The project made the entrance accessible to persons with mobility disabilities.

Du Quion: Amtrak is currently in the design phase to provide a new platform and accessible walkways to the public right-of-way. The project will also provide all lighting and signage for the platform, walkways, and parking spaces. Construction will commence in FY 2024 and be completed in FY 2026.

Effingham: Amtrak modified the station to ensure ADA compliance. The completed project included an accessible route from the public right-of-way to the platform, constructing new platforms with associated ramps, stairs, railings, and signage, and providing platform city identifier signs. The project was completed in October 2022.

Galesburg: In 2024, Amtrak will initiate a design project to address non-compliance in the station building and platform. Construction will commence in FY 2026 and be completed in FY 2027.

Gilman: Amtrak completed a project in 2019 to extend the platform, re-pave the parking area and create a compliant connection between the two elements. Signage and lighting were included in the project.

Homewood: Amtrak modified the station to ensure ADA compliance. The completed project included an accessible route from the public right-of-way to the platform, constructing new platforms with associated ramps, stairs, railings, and signage, and providing platform city identifier signs. The project was completed in November 2022.

Kankakee: Amtrak is currently in the design stages to provide a new platform, accessible walkways to the public right-of-way and parking stalls. The project will also provide all lighting and signage for the platform, walkways, and parking. Construction will commence in FY 2024 and be completed in FY 2026.

Kewanee: In 2024, Amtrak will initiate a design project to address non-compliance in the station building, parking and platform. Construction will commence in FY 2026 and is expected to be completed in FY 2027.

La Grange: In 2024, Amtrak will initiate a design project to address non-compliance in the station building, parking and platform. Construction will commence in FY 2026 and is expected to be completed in FY 2027.

Macomb: Amtrak modified the station to ensure ADA compliance. The project was completed in September 2022.

Mattoon: Amtrak modified the station to ensure ADA compliance. The project was completed in June 2021.

Mendota: Amtrak is currently in the preliminary design stages to provide a new platform, accessible walkways to the public right-of-way, and all lighting and signage for the platform and walkways. Construction will commence in FY 2026 and be completed in FY 2027.

Plano: Amtrak is currently in the design stages to provide two new platforms, accessible walkways to the public right-of-way, and parking stalls. The project will also provide all lighting and signage for the platform, walkways, and parking stalls. Additionally, a new Passenger Information Display System will be installed at the station. Construction will commence in FY 2024 and be completed in FY 2026.

Princeton: Amtrak is currently in the concept design stages to provide a new platform and accessible walkways to the public right of way. The project will also provide all lighting and signage for the platform and walkways. Construction will commence in FY 2026 and be completed in FY 2027.

Quincy: Amtrak completed a project in 2020 to replace the platform and connections to the station building.

Rantoul: In 2019, Amtrak completed a project that replaced the platform, parking, and passenger shelter. Signage, lighting, and connection to the public right-of-way were also part of the project.

Springfield: Amtrak's ADA station project is suspended pending relocation of station operations.

Summit: In 2024, Amtrak will initiate a design project to address platform non-compliance. Construction is expected to commence in FY 2026 and be completed in FY 2028.

AMTRAK ROUTES IN ILLINOIS

