



## Amtrak Fact Sheet Fiscal Year 2020 State of Indiana

### Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated over seven trains per day in Indiana, as part of the following routes<sup>1</sup>:

- **Long Distance**  
*Capitol Limited* (daily Chicago-Toledo-Cleveland-Pittsburgh-Washington)  
*Cardinal* (thrice weekly New York-Washington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)
- **State Supported**  
*Wolverine* (three-times-daily Chicago-Detroit-Pontiac)

### Stations Served

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

City (Code)	Ridership
Connersville (COI)	366
Crawfordsville (CRF)	1,244
Dyer (DYE)	1,090
Elkhart (EKH)	14,693
Hammond-Whiting (HMI)	2,413
Indianapolis (IND)	7,373
Lafayette (LAF)	2,984
Michigan City (MCI)	1,136
Rensselaer (REN)	482
South Bend (SOB)	12,724
Waterloo (WTI)	11,559
<b>Total Indiana Station Usage:</b>	<b>56,064</b>

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

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

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

Service	Host Railroad(s)	FY20 OTP
<i>Capitol Limited</i>	CSX, Norfolk Southern	45.2%
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	65.8%
<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 69,319 members listing an address in Indiana. This is a 9.0% 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 Indiana, Amtrak spent \$17,502,253, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Beech Grove	1,393,289
Bloomington	2,023,447
Carmel	151,511
Columbus	118,720
East Chicago	152,978
Elkhart	1,423,522
Highland	1,063,047
Indianapolis	9,328,668
Michigan City	172,343
Seymour	210,992
South Bend	151,973
West Lafayette	107,449

### Employment & Wages

At the end of FY 2020, Amtrak employed 17,504 people, including 685 Indiana residents. Total FY 2020 wages were \$1.67 billion, of which Indiana residents earned \$54,150,675.

**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 INDIANA

