



## Amtrak Fact Sheet Fiscal Year 2020 State of Iowa

### Amtrak Service & Ridership

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

- **Long Distance**
  - California Zephyr* (daily San Francisco Bay Area-Reno-Salt Lake City-Denver-Omaha-Chicago)
  - Southwest Chief* (daily Los Angeles-Flagstaff-Albuquerque-Topeka-Chicago)

### Stations Served

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

City (Code)	Ridership
Burlington (BRL)	5,446
Creston (CRN)	1,933
Fort Madison (FMD)	3,327
Mount Pleasant (MTP)	5,929
Osceola (OSC)	8,305
Ottumwa (OTM)	6,661
<b>Total Iowa Station Usage:</b>	<b>31,601</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 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 Iowa 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>Southwest Chief</i>	BNSF, New Mexico DOT	55.9%

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

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 35,170 members listing an address in Iowa. This is a 10.0% 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 Iowa, Amtrak spent \$1,260,289, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

<b>City</b>	<b>Amount (\$)</b>
Cedar Rapids	755,443
Lisbon	106,497
West Burlington	156,979

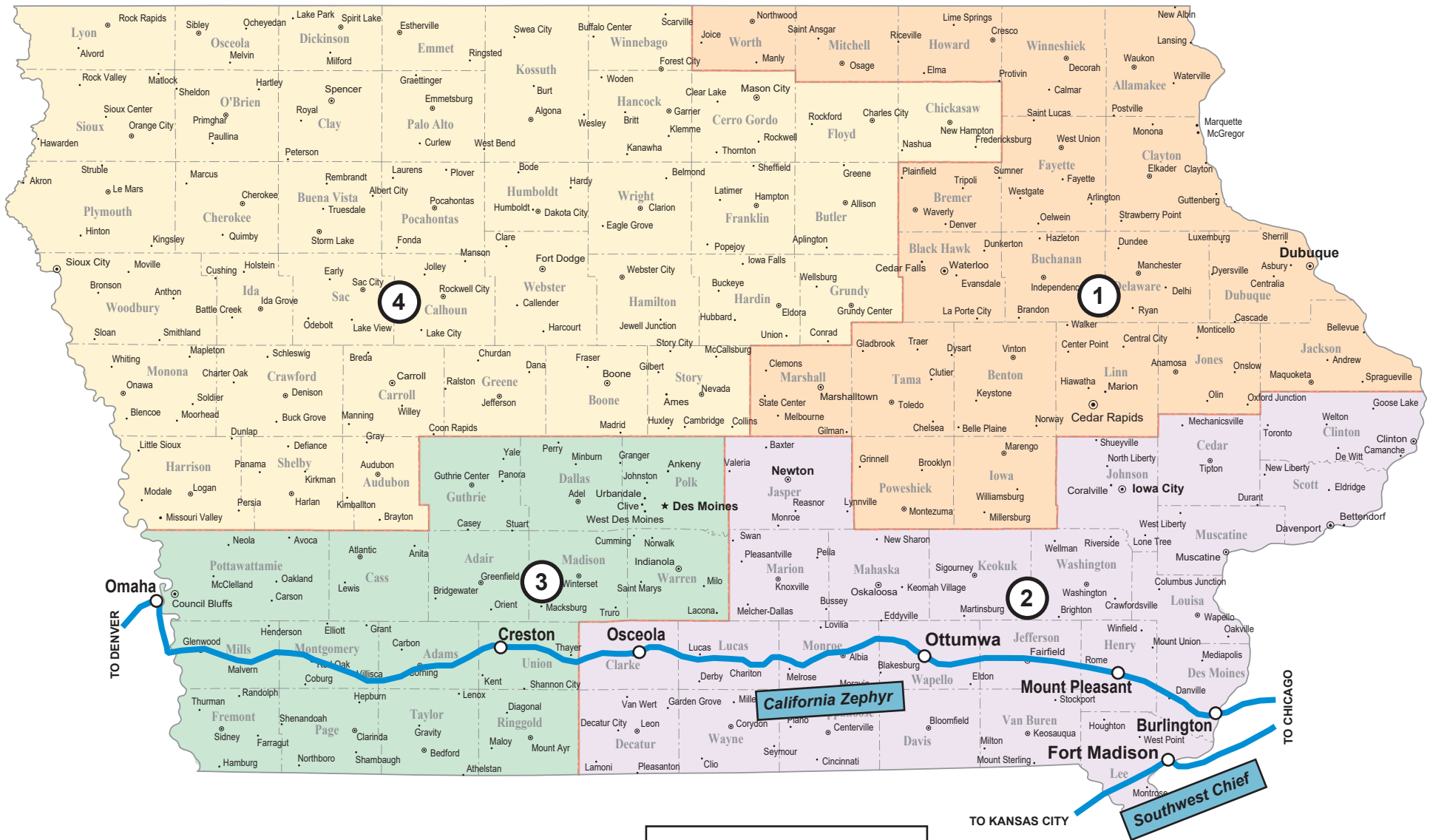
### **Employment & Wages**

At the end of FY 2020, Amtrak employed 17,504 people, including seven Iowa residents. Total FY 2020 wages were \$1.67 billion, of which Iowa residents earned \$656,328.

### **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 IOWA



① Congressional District

TRACK OWNERSHIP	
<span style="color: pink;">█</span> Amtrak	<span style="color: green;">█</span> NS
<span style="color: yellow;">█</span> UP	<span style="color: lightgreen;">█</span> CP
<span style="color: blue;">█</span> BNSF	<span style="color: purple;">█</span> CN
<span style="color: red;">█</span> CSX	<span style="color: black;">█</span> Other