



Amtrak Fact Sheet Fiscal Year 2021 State of Iowa

Amtrak Service & Ridership

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

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

City (Code)	Ridership
Burlington (BRL)	3,849
Creston (CRN)	1,420
Fort Madison (FMD)	2,680
Mount Pleasant (MTP)	4,507
Osceola (OSC)	7,086
Ottumwa (OTM)	5,001
Total Iowa Station Usage:	24,543

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 2021:

Service	Host Railroad (s)	FY21 OTP
<i>California Zephyr</i>	BNSF, Union Pacific	37.6%
<i>Southwest Chief</i>	BNSF, New Mexico DOT	36.3%

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 36,583 members listing an address in Iowa. This is a 4.0% 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 Iowa, Amtrak spent \$3,925,165, broken down in the following locations:

City	Amount (\$)
Cedar Rapids	3,360,843
Lisbon	181,456
West Burlington	150,909

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including seven Iowa residents. Total FY 2021 wages were \$1.54 billion, of which Iowa residents earned \$656,328.

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.

Station Improvements

Burlington: The City of Burlington in 2017 restored the Great Room of the historic depot used by Amtrak. The City secured an Iowa DOT Public Transportation Infrastructure grant for \$480,000 to rehabilitate the public portions of the depot. With the support of the local Friends of the Burlington Depot group, the community is moving forward with a vision for a reactivated civic space in the imposing Mid-Century Modern structure, to include a restaurant and intermodal transportation center. Amtrak is breaking ground in summer 2022 on a complete platform and canopy reconstruction to bring the two station boarding platforms into compliance with the Americans with Disabilities Act (ADA). Amtrak is funding the \$12 million project.

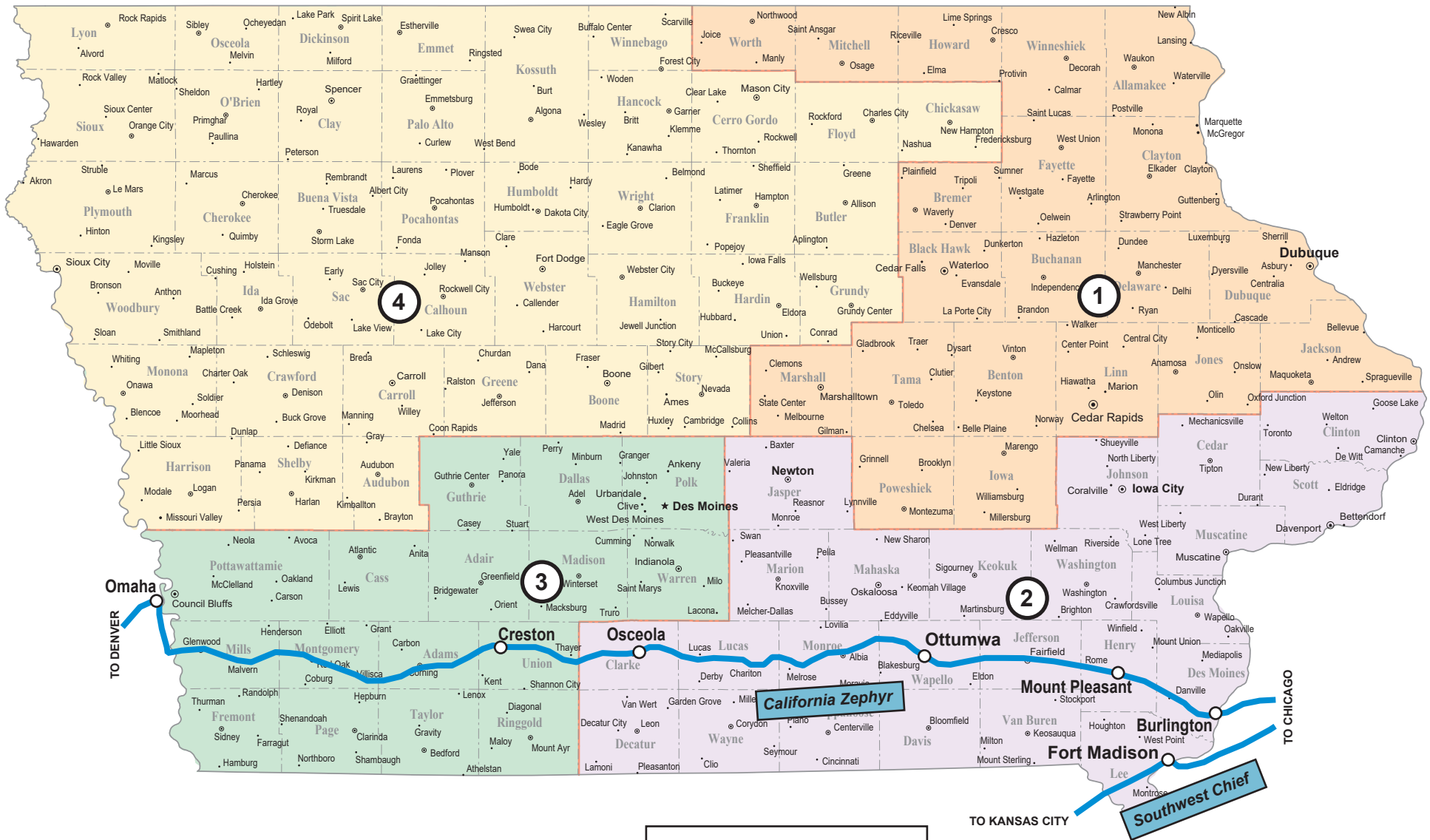
Fort Madison: Amtrak joined the City in a celebration opening the historic Santa Fe depot, restored after a multi-year fundraising and design effort to replace the Amtrak station in an industrial area of the west side of town. The City secured \$3.2 million in grants and commitments from several sources, including Iowa DOT, BNSF Railway, Amtrak, and the regional riverboat commission, to finance the relocation and necessary construction to accommodate the move. The historic Santa Fe depot, in use until 1968, and adjacent freight house have been elevated above the 500-year flood stage, the depot interior was renovated, and a new ADA-compliant passenger platform was constructed. The complex, designated as the Steve Ireland Transportation Center, is very close to the Mississippi River, separated by a park and the railroad. It also will remain the home of the North Lee County Historical Society.

Creston: Amtrak completed construction on improvements to the historic CB&Q Depot structure, now used as Creston City Hall, to bring the facility's historic waiting room, doorways, restrooms, and pathway to train platform into compliance with the ADA (Americans with Disability Act). The Depot is listed on the National Register of Historic Places and has resumed its historic role as the community's passenger rail station. Rail passengers had waited for trains in a 1960s, modular, manufactured building, used by freight railroad crews. Amtrak and Creston local officials and residents celebrated the historic depot's return as a railroad station during the community's summer 2019 sesquicentennial celebration.

Osceola: Amtrak plans to modify the station to ensure ADA compliance in FY 2023. 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.

Ottumwa: Amtrak has completed the design for a historically respectful replacement of the two 1940s-era station boarding platforms, to bring them into compliance with the Americans with Disabilities Act (ADA). Amtrak will fund the project and break ground in summer 2022. Amtrak has offered design assistance and guidance as the community begins conceptualizing a new multi-modal ground transportation center at the historic CB&Q Railroad depot, present site of Amtrak service.

AMTRAK ROUTES IN IOWA



① Congressional District

TRACK OWNERSHIP	
█ Amtrak	█ NS
█ UP	█ CP
█ BNSF	█ CN
█ CSX	█ Other