



Amtrak Fact Sheet Fiscal Year 2021 State of Texas

Amtrak Service & Ridership

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

- **Long Distance**
Sunset Limited (thrice weekly Los Angeles-Maricopa-El Paso-San Antonio-Houston-New Orleans-Orlando) [Currently suspended east of New Orleans]
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**
Heartland Flyer (daily Oklahoma City-Fort Worth)

Stations Served

During FY 2021, Amtrak served the following locations in Texas.

City (Code)	Ridership
Alpine (ALP)	3,039
Austin (AUS)	15,443
Beaumont (BMT)	1,988
Cleburne (CBR)	1,842
Dallas (Eddie Bernice Johnson Union Station) (DAL)	23,202
Del Rio (DRT)	1,751
El Paso (ELP)	8,554
Fort Worth (FTW)	59,393
Gainesville (GLE)	3,652
Houston (HOS)	12,824
Longview (LVW)	14,082
Marshall (MHL)	3,119
McGregor (MCG)	2,296
Mineola (MIN)	2,761
San Antonio (SAS)	29,345
San Marcos (SMC)	3,430
Sanderson (SND)	153
Taylor (TAY)	2,173
Temple (TPL)	6,533
Total Texas Station Usage:	195,580

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 Texas with each service’s host railroads and customer on-time performance (OTP) in FY 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Sunset Limited</i>	BNSF, Union Pacific	27.1%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	52.0%
<i>Heartland Flyer</i>	BNSF	67.6%

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 225,118 members listing an address in Texas. This is a 5.8% 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 Texas, Amtrak spent \$33,640,120, broken down in the following locations:

City	Amount (\$)
Alvarado	307,836
Austin	3,089,046
Bacliff	673,717
Dallas	12,595,668
Dayton	176,525
Denton	156,025
Fort Worth	413,386
Graham	146,994
Grand Prairie	655,238
Grapevine	847,921
Houston	2,643,353
La Porte	117,671
Plano	10,208,347
Rosenberg	131,580
San Antonio	237,277
Sugar Land	294,397

City	Amount (\$)
Waco	148,611
Willis	196,196

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 153 Texas residents. Total FY 2021 wages were \$1.54 billion, of which Texas residents earned \$16,228,269.

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.

About the *Heartland Flyer*

The Texas Transportation Commission voted in September 2006 to begin contributing a part of the operating grant for the Fort Worth-Oklahoma City *Heartland Flyer*. The State of Oklahoma also contributes to this service.

Station Improvements

Del Rio: Amtrak is currently in the design stages of modifying the station’s platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to begin in FY 2023.

El Paso: Amtrak is currently in the design stages of updating the station's parking area to ensure ADA compliance.

Fort Worth: In September 2021, Amtrak installed an ADA accessible ticket counter in the station.

Gainesville: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2025.

Houston: In 2018, Phase 1 of a two-phase project was completed by Amtrak to ensure that the station was keeping up with ADA regulations. This included updating the signage in the station to be ADA compliant. Phase 2 will soon be underway by Amtrak and is projected to finish in FY 2024. Changes include a new platform for the station with associated ramps, stairs, railings, and signage.

Longview: In February 2022 Amtrak finished construction on a new platform for the station with associated ramps, stairs, railings, and signage. The station's parking area was also updated to ensure ADA compliance.

McGregor: Amtrak completed ADA improvements to the historic Santa Fe station in spring 2020, including a new platform and path of travel from the parking lot to the platform and station waiting room. Other new improvements include new ramps to the platform, stairs, railings, and signage.

Mineola: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2025.

Sanderson: In May 2021 construction wrapped up on a new platform for the station. This also included associated ramps, stairs, railings, signage, and parking all compliant with ADA regulations.

Taylor: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed FY 2024.

Temple: Amtrak and the City have initiated ADA improvements to the station site that include a new parking lot, signage, platform, and path of travel to the historic Santa Fe station. It now contains a fully staffed Amtrak waiting room and a museum with a display of railroad equipment for the city.

Connecting Service

Beginning in April 2016, Amtrak initiated Thruway motorcoach service, connecting Newton, Kansas, and Oklahoma City, with a stop in Wichita, the largest city in Kansas. Wichita is now back on the Amtrak map for the first time since 1979. The Thruway service provides a direct connection between Amtrak's *Southwest Chief* and the *Heartland Flyer*.

Expansion Planning

Amtrak continues to work with state DOTs in Oklahoma, Texas, and Kansas to explore options for adding frequencies to the *Heartland Flyer* service. On June 9, 2017, Amtrak operated an inspection train from Oklahoma City to Kansas City, with dignitaries, BNSF officials, and DOT representatives from Oklahoma and Kansas to see the railroad and to explore the opportunity of extending the *Heartland Flyer* to Newton, Kansas.

AMTRAK ROUTES IN TEXAS

