



## Amtrak Fact Sheet Fiscal Year 2021 State of Utah

### Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated two trains per day in Utah, as part of the following routes:

- **Long Distance**  
*California Zephyr* (daily San Francisco Bay Area-Reno-Salt Lake City-Denver-Omaha-Chicago)

### Stations Served

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

City (Code)	Ridership
Green River (GRI)	1,744
Helper (HER)	1,244
Provo (PRO)	3,416
Salt Lake City (SLC)	21,642
<b>Total Utah Station Usage:</b>	<b>28,046</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 Utah 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%

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 22,634 members listing an address in Utah. This is a 6.6% 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 Utah, Amtrak spent \$7,031,908, broken down in the following locations:

City	Amount (\$)
Kamas	110,336
Park City	435,704
Salt Lake City	6,249,788
South Jordan	113,927

### Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 40 Utah residents. Total FY 2021 wages were \$1.54 billion, of which Utah residents earned \$4,265,053.

### Additional Information

The main route that runs through the state of Utah is the *California Zephyr*. In addition, an extensive network of Thruway Motorcoach services links communities, which have no direct rail access, to the Amtrak system.

### 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**

**Green River:** In 2016, 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 entrances to the station, along with the station's restrooms and parking area. Phase 2 is currently underway by Amtrak and is projected to finish in FY 2023. Changes include a new platform for the station with associated ramps, stairs, railings, and signage.

**Helper:** In 2017, 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 station entrances, along with the station's restrooms and parking area. Phase 2 is currently underway by Amtrak and is projected to finish in FY 2023. Changes include a new platform for the station with associated ramps, stairs, railings, and signage.

# AMTRAK ROUTES IN UTAH

① Congressional District

TRACK OWNERSHIP	
<span style="color: purple;">—</span> Amtrak	<span style="color: green;">—</span> NS
<span style="color: orange;">—</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

