



# Amtrak Fact Sheet Fiscal Year 2022 State of Utah

## Amtrak Service & Ridership

At the end of FY 2022, 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 2022, Amtrak trains served the following locations in Utah.

| City (Code)                      | Ridership     |
|----------------------------------|---------------|
| Green River (GRI)                | 1,579         |
| Helper (HER)                     | 1,524         |
| Provo (PRO)                      | 4,185         |
| Salt Lake City (SLC)             | 26,821        |
| <b>Total Utah Station Usage:</b> | <b>34,109</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 2022:

| Service                  | Host Railroad (s)   | FY22 OTP |
|--------------------------|---------------------|----------|
| <i>California Zephyr</i> | BNSF, Union Pacific | 29%      |

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 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 29,503 members listing an address in Utah. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

### Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Utah, Amtrak spent \$11,372,761, broken down in the following locations:

| City           | Amount (\$) |
|----------------|-------------|
| Park City      | 3,008,651   |
| Salt Lake City | 7,824,662   |
| South Jordan   | 232,818     |

### Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 43 Utah residents. Total FY 2022 wages were \$1.92 billion, of which Utah residents earned \$5,057,837.

### 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.

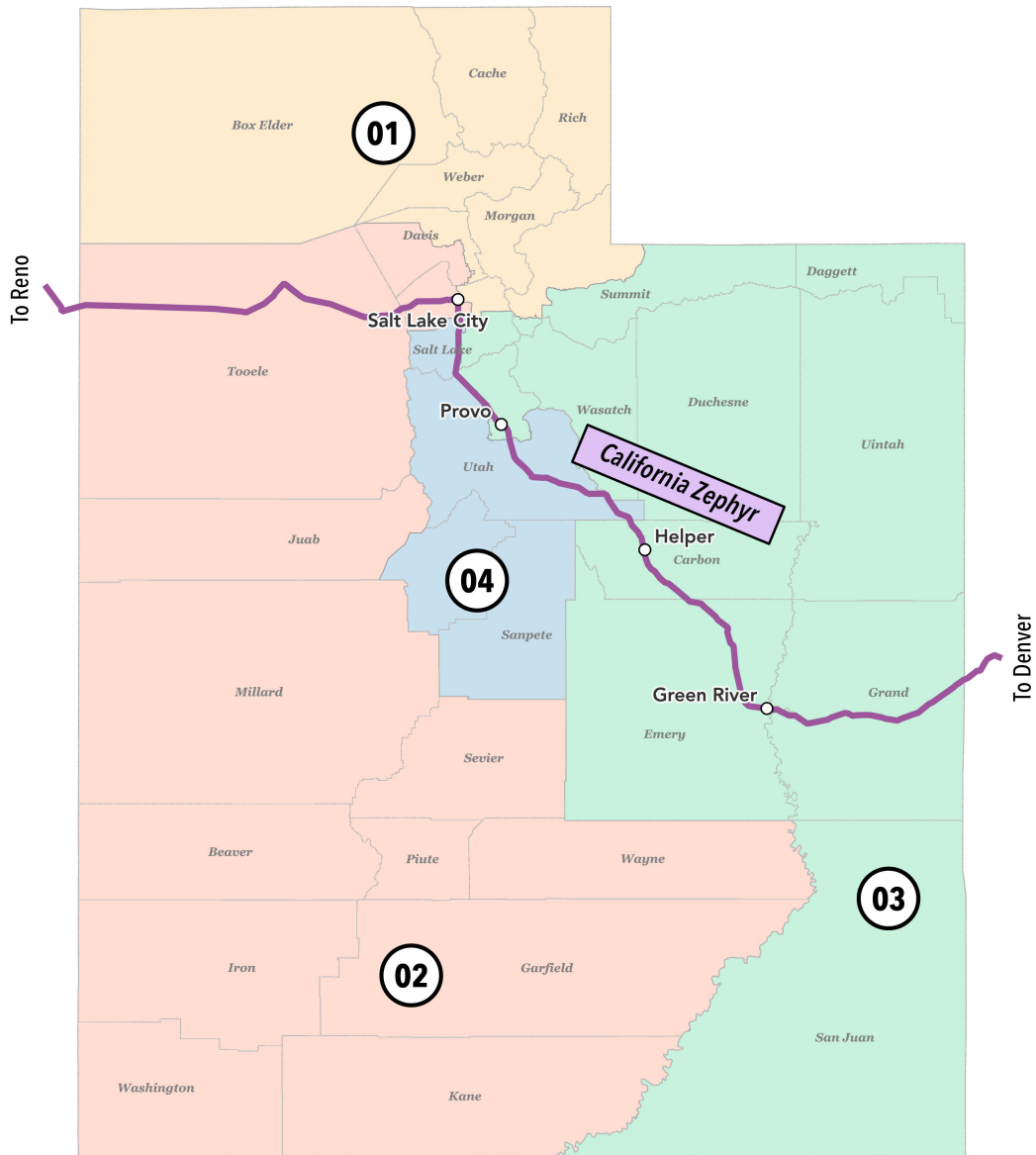
### Station Improvements

**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.

**Salt Lake City:** Conversations are ongoing between Amtrak and the Utah Transit Authority (UTA) regarding a new transit center.

# AMTRAK ROUTES IN UTAH



| Track Ownership                            |  |
|--|--|
| <span style="color: blue;">■</span> Amtrak | <span style="color: yellow;">■</span> CSX    |
| <span style="color: orange;">■</span> BNSF | <span style="color: lightgreen;">■</span> NS |
| <span style="color: green;">■</span> CN    | <span style="color: purple;">■</span> UP     |
| <span style="color: red;">■</span> CPKC    | <span style="color: black;">■</span> Other   |

① Congressional District

□ Route Name