



## Amtrak Fact Sheet Fiscal Year 2023 State of Utah

### Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated two trains per day in Utah, as part of the following route:

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

### Stations Served

During FY 2023, Amtrak trains served the following locations in Utah.

City (Code)	Ridership
Green River (GRI)	2,123
Helper (HER)	2,048
Provo (PRO)	5,950
Salt Lake City (SLC)	31,004
<b>Total Utah Station Usage:</b>	<b>41,125</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 (OTP) 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 OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
<i>California Zephyr</i>	BNSF, Union Pacific	33%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within 10 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 2023, there were approximately 16.7 million members of *Amtrak Guest Rewards* (AGR), with 33,521 members listing an address in Utah. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>.

### Procurement

In FY 2023, Amtrak procured goods and services worth \$3.71 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Utah, Amtrak spent \$11,997,569 broken down in the following locations:

City	Amount (\$)
Holladay	329,498
Orem	123,708
Park City	633,373
Salt Lake City	10,054,084
Sandy	618,496
South Jordan	138,293

### Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 48 Utah residents. Total FY 2023 wages were \$2.21 billion, of which Utah residents earned \$5,168,465.

### 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

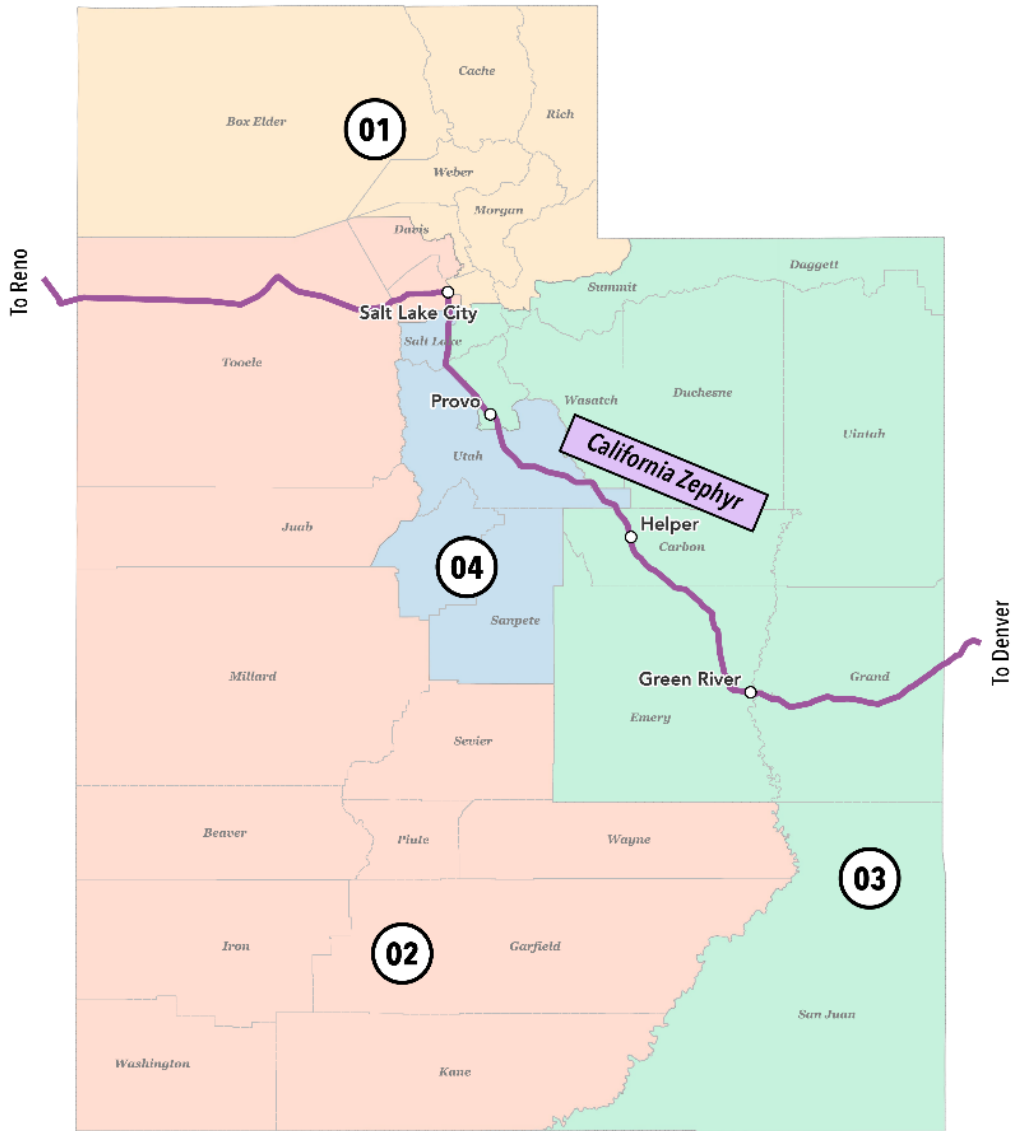
The Americans with Disabilities Act of 1990 (ADA) requires that stations in the intercity rail transportation system be made readily accessible to and usable by individuals with disabilities. In response, Amtrak developed an ADA Stations Program to bring the stations it serves (and for which it has ADA responsibility) into compliance with ADA requirements and to provide the best possible service to passengers with disabilities in the shortest timeframe and most integrated and efficient way possible.

**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 was completed in FY 2023 by Amtrak. Changes included 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 was completed by Amtrak in FY 2023. Changes included 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 regarding a new transit center.

# AMTRAK ROUTES IN UTAH



Track Ownership	
Amtrak	CSX
BNSF	NS
CN	UP
CPKC	Other

01 Congressional District

Route Name