



Amtrak Fact Sheet Fiscal Year 2021 State of Delaware

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated 75 trains per day in Delaware, as part of the following routes:

- **Long Distance**
 - Cardinal* (thrice weekly New York-Washington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)
 - Crescent* (daily New York-Washington-Charlottesville-Charlotte-Atlanta-Birmingham-New Orleans)
 - Palmetto* (daily New York-Washington-Richmond-Charleston-Savannah)
 - Silver Meteor* (daily New York-Washington-Richmond-Charleston-Savannah-Jacksonville-Miami)
 - Silver Star* (daily New York-Washington-Richmond-Columbia-Savannah-Jacksonville-Tampa-Miami)
- **State Supported**
 - Carolinian* (daily New York-Washington-Richmond-Selma/Smithfield-Raleigh-Charlotte)
 - Vermont* (daily Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)
- **Northeast Corridor**
 - Acela* (daily Washington-Baltimore-Wilmington-Philadelphia-Newark-New York-New Haven-Providence-Boston)
 - Northeast Regional* (daily Richmond-Washington-BWI-Baltimore-Wilmington-Philadelphia-Trenton-Newark-New York-New Haven-New London-Providence-Boston)

Stations Served

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

City (Code)	Ridership
Newark (NRK)	8,888
Wilmington (WIL)	227,919
Total Delaware Station Usage:	236,807

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

Service	Host Railroad (s)	FY21 OTP
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	54.1%
<i>Crescent</i>	Norfolk Southern	54.6%
<i>Palmetto</i>	CSX	60.7%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	55.0%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	44.6%
<i>Carolinian</i>	CSX, Norfolk Southern	69.2%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	86.7%
<i>Acela</i>	Amtrak, Metro-North	82.8%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	87.6%

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 63,160 members listing an address in Delaware. This is an 8.6% 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 Delaware, Amtrak spent \$52,220,479, broken down in the following locations:

City	Amount (\$)
Bear	2,199,045
New Castle	1,468,354
Newark	675,675
Newport	383,865
Wilmington	47,261,817

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 1,004 Delaware residents. Total FY 2021 wages were \$1.54 billion, of which Delaware residents earned \$91,684,576.

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.

Section 212 Service

Congress authorized the Northeast Corridor (NEC) Commission in the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432) and charged it with developing a formula to allocate NEC capital and operating costs based on usage, making recommendations to Congress, and facilitating collaborative planning. The Commission is made up of 18 members, including representatives from each of the eight NEC states, the District of Columbia, Amtrak, and the U.S. Department of Transportation. The Commission was chartered in 2010 to focus on near-term strategies to stabilize the NEC and establish a foundation for future growth through unified regional action. Given the importance of Amtrak's NEC to the many communities it serves, and the fact that it crosses so many state and local borders in the region, the NEC Commission seeks to simplify coordination among these stakeholders to ensure the development and implementation of an effective modernization program.

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.

Commuter Partners

Amtrak provides SEPTA and the Delaware Transit Corporation (DTC) with access to Northeast Corridor tracks for their Philadelphia-Wilmington-Newark commuter operations. Under this contract, SEPTA provides service to four Delaware locations, including Wilmington and Newark.

Major Facilities

Wilmington is home to Amtrak's Consolidated National Operations Center (CNOC), the high-tech, 50,000 square-foot facility from which Amtrak's national operations are controlled. It opened in 1998. In 2012, the Centralized Electrification and Traffic Control (CETC) center moved from Philadelphia to CNOC in Wilmington.

Amtrak's High-Speed Rail Training Facility in Wilmington is where engineers, conductors, and on-board staff are trained for service. This facility, which opened in 1999, features cutting-edge technology and hands-on training labs. It houses a full-scale motion simulator that duplicates the experience of operating *Acela* trains from inside the cab, an on-board service-training lab complete with seats, tables, and food preparation areas, and nine classrooms.

The Wilmington Shops and the Bear Maintenance Facility are where all Amfleet cars and electric locomotives used on the Northeast Corridor are maintained, repaired, and overhauled.

Delaware Third Track Project

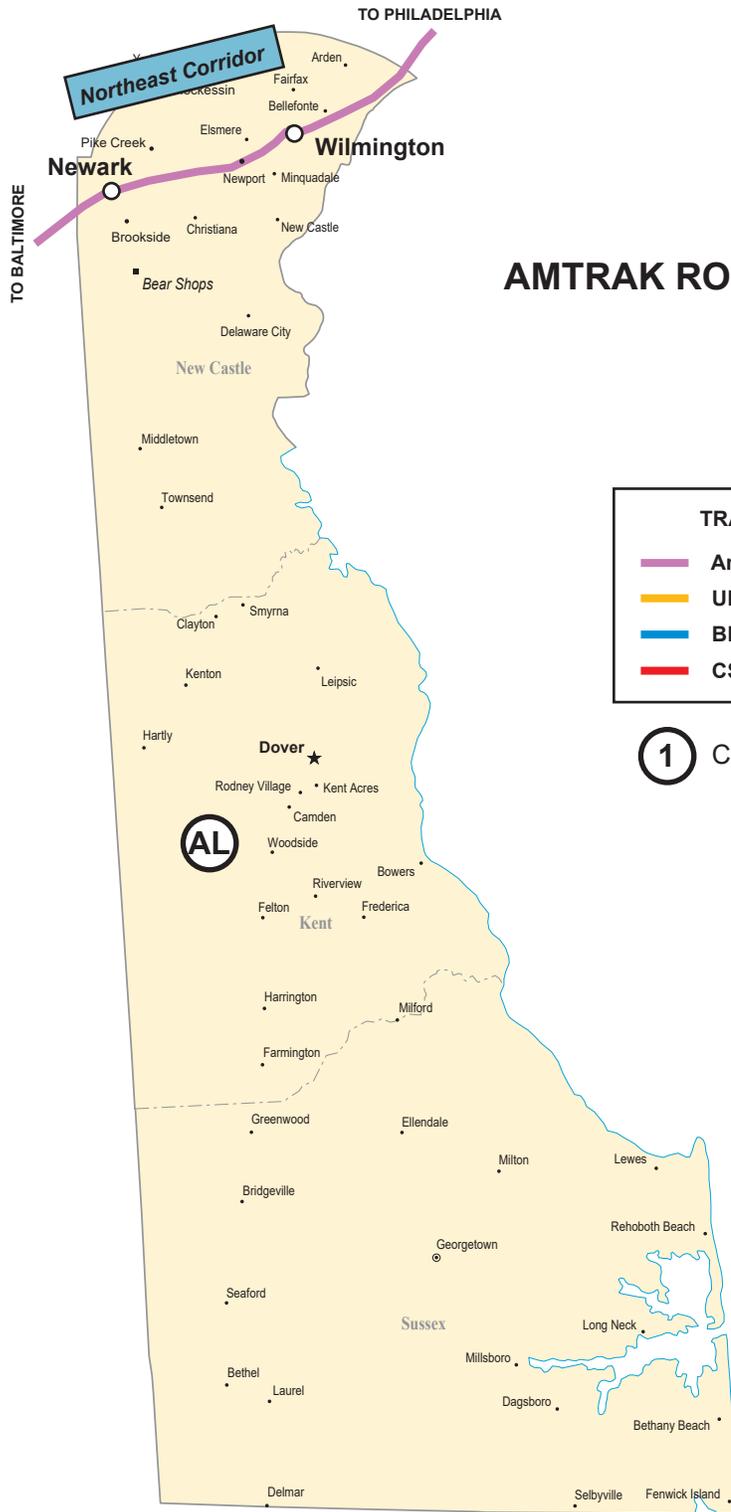
In 2020, Amtrak, the Delaware Department of Transportation (DelDOT) and the Delaware Transit Corporation (DTC) completed a \$71.2 million project to increase capacity between Wilmington and Newark on the Northeast Corridor. This project, which represents a major infrastructure expansion project in the Northeast Corridor, included installation of 1.5 miles of a new, electrified main line third track between Ragan and Yard interlockings (along I-95, southwest of the Wilmington station area), bridge replacement, and other improvements, eliminating a previous two track bottleneck. The change will result in improved on-time performance, reductions in delays, and overall improvement in this section of the railroad for all users.

The project developed as a shared benefit investment as part of a 2011 agreement between DTC and Amtrak and was funded using Federal Railroad Administration (FRA), Federal Transit Administration (FTA), and Federal Highway Administration (FHWA) grants issued to DTC along with Amtrak funds.

Wilmington Transit Center

In 2019, construction of a new Wilmington Transit Center was completed. Strategically located adjacent to Wilmington's Rail Station, the new transit center, served by most bus routes in Wilmington, has the capacity to stage as many as ten buses at one time, allowing bus layovers without blocking city streets. The center offers customers a covered waiting area with seating, real-time bus status displays, ticket sales, Wi-Fi, USB charging stations, restrooms, vending machines, and bike racks with a bike repair station. It provides convenient access to Amtrak, SEPTA, Greyhound/Trailways, and cabs. The center also offers parking for rental cars, as well as public parking and electric car charging stations.

The \$10 million dollar project was constructed as part of a public-private partnership between DelDOT/DTC and Transit Center, LLC (Colonial Parking, EDiS Company, and Emory Hill Real Estate Services, Inc.), using 100% State and private funds.



AMTRAK ROUTES IN DELAWARE

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

① Congressional District