



Amtrak Fact Sheet Fiscal Year 2022 State of Delaware

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated over 65 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 2022, Amtrak trains served the following locations in Delaware.

City (Code)	Ridership
Newark (NRK)	22,125
Wilmington (WIL)	433,876
Total Delaware Station Usage:	456,001

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 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	48%
<i>Crescent</i>	Norfolk Southern	53%
<i>Palmetto</i>	CSX	68%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	44%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	26%
<i>Carolinian</i>	CSX, Norfolk Southern	62%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	81%
<i>Acela</i>	Amtrak, Metro-North	82%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	84%

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 76,621 members listing an address in Delaware. 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 Delaware, Amtrak spent \$11,273,732, broken down in the following locations:

City	Amount (\$)
Bear	486,927
Hockessin	169,458
New Castle	3,751,055
Newark	815,758
Newport	436,403
Townsend	257,400
Wilmington	5,481,065

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 1,072 Delaware residents. Total FY 2022 wages were \$1.92 billion, of which Delaware residents earned \$106,469,998.

Additional Information

Commuter Partners

Amtrak provides Southeastern Pennsylvania Transportation Authority, (SEPTA) and the Delaware Transit Corporation (DTC) with access to Northeast Corridor tracks for their Philadelphia-Wilmington-Newark commuter operations. Under this contract, SEPTA serves four Delaware locations, including Wilmington and Newark, where Amtrak trains also stop.

Major Facilities

In FY 2022, Amtrak's ADA Stations Program spend for Delaware was approximately \$380,000.

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.

Engineers, conductors, and on-board staff are trained for service at Amtrak's High-Speed Rail Training Facility in Wilmington. This facility, 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.

Amtrak's Wilmington Shops and the Bear Maintenance Facility maintain, repair and overhaul Amfleet cars and electric locomotives used on the Northeast Corridor.

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. Project benefits include improved on-time performance, a reduction 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.

Newark Regional Transportation Center (NRTC)

This project was funded in part by a \$10 million TIGER IV grant to Wilmington Area Planning Council (WILMAPCO) to include a new bus station building, expanded parking and a new access road. Amtrak and SEPTA trains utilize the existing platform and shelters. Plans continue for future track configuration to reduce bottlenecks and increase speed, along with a proposed platform.

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

