



Amtrak Fact Sheet Fiscal Year 2022 State of Texas

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated almost five trains per day in Texas, as part of the following routes:

- **Long Distance**
 - Sunset Limited*** (thrice weekly Los Angeles-Maricopa-El Paso-San Antonio-Houston-New Orleans-Orlando) [Currently suspended east of New Orleans]
 - Texas Eagle*** (daily Chicago-St. Louis-Little Rock-Dallas-San Antonio with thrice weekly through car service on the ***Sunset Limited*** to Los Angeles)
- **State Supported**
 - Heartland Flyer*** (daily Oklahoma City-Fort Worth)

Stations Served

During FY 2022, Amtrak trains served the following locations in Texas.

City (Code)	Ridership
Alpine (ALP)	3,593
Austin (AUS)	26,665
Beaumont (BMT)	2,251
Cleburne (CBR)	2,945
Dallas (Eddie Bernice Johnson Union Station) (DAL)	40,197
Del Rio (DRT)	2,328
El Paso (ELP)	11,896
Fort Worth (FTW)	93,181
Gainesville (GLE)	5,084
Houston (HOS)	15,833
Longview (LVW)	23,412
Marshall (MHL)	5,279
McGregor (MCG)	3,344
Mineola (MIN)	4,859
San Antonio (SAS)	45,419
San Marcos (SMC)	6,130
Taylor (TAY)	3,570
Temple (TPL)	10,116
Total Texas Station Usage:	306,102

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 Texas with each service’s host railroads and customer on-time performance (OTP) in FY 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Sunset Limited</i>	BNSF, Union Pacific	21%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	49%
<i>Heartland Flyer</i>	BNSF	62%

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 289,169 members listing an address in Texas. 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 Texas, Amtrak spent \$54,729,429, broken down in the following locations:

City	Amount (\$)
Addison	108,209
Alvarado	621,339
Austin	7,606,784
Bacliff	405,175
Dallas	25,857,299
Dayton	162,916
Denton	284,591
Denver	116,507
Fort Worth	277,106
Georgetown	106,518
Grand Prairie	1,301,918
Grapevine	1,580,976
Haltom City	394,693
Houston	2,050,344
Irving	331,148
Killeen	103,818

Plano	10,583,063
Richardson	587,802
Rosenberg	112,334
San Antonio	456,387
Southlake	706,277
Sugar Land	291,340
Willis	315,952

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 184 Texas residents. Total FY 2022 wages were \$1.92 billion, of which Texas residents earned \$20,834,222.

Additional Information

About the *Heartland Flyer*

The daily *Heartland Flyer* is funded in part by the Texas Department of Transportation. Kansas, Oklahoma, and Texas DOTs have submitted an Expression of Interest and Corridor ID planning to the FRA to position the *Heartland Flyer* for an expansion to Newton, Kansas exercising IIJA funding opportunities.

Connecting Service

Beginning in April 2016, Amtrak initiated Thruway motorcoach service, connecting Newton, Kansas, and Oklahoma City, with a stop in Wichita, the largest city in Kansas. Wichita is now back on the Amtrak map for the first time since 1979. The Thruway service provides a direct connection between Amtrak's *Southwest Chief* and the *Heartland Flyer*.

Station Improvements

Del Rio: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to begin in FY 2023.

El Paso: Amtrak is currently in the design stages of updating the station's platform, parking area, and path of travel to ensure ADA compliance.

Fort Worth: In September 2021, Amtrak installed an ADA accessible ticket counter in the station.

Gainesville: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2025.

Houston: Phase 2 of the ADA Houston Station project is currently in the design stages. Improvements include a new platform for the station with associated paths of travel and signage.

Longview: On September 14th, 2022, Amtrak dedicated the completed ADA project that included a new platform and paths of travel.

McGregor: Amtrak completed ADA improvements to the historic Santa Fe station in spring 2020, including a new platform and path of travel from the parking lot to the platform and station waiting room. Other new improvements included new ramps to the platform, stairs, railings, and signage.

Mineola: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated paths of travel and signage for the station. This project is projected to be completed in FY 2025.

Sanderson: On June 2nd, 2022, Amtrak dedicated the completed ADA project that included a new platform, shelter, and paths of travel.

Taylor: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed FY 2024.

Temple: Amtrak and the City have initiated ADA improvements to the station site that include a new parking lot, signage, platform, and path of travel to the historic Santa Fe station. It now contains a fully-staffed Amtrak waiting room and a museum with a display of railroad equipment for the city.

AMTRAK ROUTES IN TEXAS

