



Amtrak Fact Sheet Fiscal Year 2023 State of Alabama

Amtrak Service & Ridership

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

- **Long Distance**
Crescent (daily New York-Washington-Charlottesville-Charlotte-Atlanta-Birmingham-New Orleans)

Stations Served

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

City (Code)	Ridership
Anniston (ATN)	3,459
Birmingham (BHM)	32,738
Tuscaloosa (TCL)	7,973
Total Alabama Station Usage:	44,170

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 Alabama with each service’s host railroads and customer OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
<i>Crescent</i>	Norfolk Southern	57%

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 58,084 members listing an address in Alabama. 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 Alabama, Amtrak spent \$30,825,938 broken down in the following locations:

City	Amount (\$)
Albertville	9,665,073
Bessemer	100,683
Birmingham	15,829,327
Hoover	166,240
Madison	1,945,760
Montgomery	1,692,494
Opelika	1,047,546

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 27 Alabama residents. Total FY 2023 wages were \$2.21 billion, of which Alabama residents earned \$1,983,661.

Additional Information

Service Expansion and Improvements

Gulf Coast: An agreement has been reached between the FRA, Amtrak, CSX, NS, and the Alabama State Port Authority to advance new, twice daily, corridor service between New Orleans and Mobile, AL. A start date is to be announced.

Thruway Bus Service

Amtrak partners with Greyhound to provide connecting motor coach service from New Orleans to Montgomery, connecting to the *City of New Orleans*.

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.

Anniston: 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 entrances to the station, along with the

station's restrooms and parking area. Phase 2 design is expected to be complete in Q4 FY 2024 and construction will follow in FY 2025. Improvements include a new platform for the station with associated ramps, stairs, railings, and signage.

Birmingham: The city dedicated its new intermodal center in 2018. It covers a three-block area along Morris Avenue and serves as the home to Amtrak, Greyhound, and the Birmingham-Jefferson County Transit Authority. The new facility was constructed on the site of the former Louisville & Nashville station and the former transit authority complex.

Amtrak is completing the design to re-energize a defunct platform for level boarding in accordance with ADA requirements. This will include a new platform with associated ramps, stairs, railings, signage, and track for the station. This project is anticipated to be completed in FY 2026.

Tuscaloosa: Construction has started on a new platform with associated ramps, stairs, railings, and signage, expected to be complete in FY 2025.

Mobile: Track alteration by CSX and a temporary platform by Amtrak are in the design phase. Both projects are scheduled for completion by the end of 2024.

AMTRAK ROUTES IN ALABAMA

