



Amtrak Fact Sheet Fiscal Year 2022 State of Arkansas

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated two trains per day in Arkansas, as part of the following routes:

- **Long Distance**
Texas Eagle (daily Chicago-St. Louis-Little Rock-Dallas-San Antonio with thrice weekly through car service on the *Sunset Limited* to Los Angeles)

Stations Served

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

City (Code)	Ridership
Arkadelphia (ARK)	956
Hope (HOP)	1,322
Little Rock (LRK)	13,492
Malvern (MVN)	1,558
Texarkana (TXA)	4,814
Walnut Ridge (WNR)	2,340
Total Arkansas Station Usage:	24,482

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

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

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 26,133 members listing an address in Arkansas. 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 Arkansas, Amtrak spent \$113,962.

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 28 Arkansas residents. Total FY 2022 wages were \$1.92 billion, of which Arkansas residents earned \$3,183,395.

Additional Information

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 (the 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.

Amtrak has completed assessments on the Arkadelphia station to determine the extent of accessibility deficiencies. The design phase for Arkadelphia is about 90% complete. Results of the assessment document ADA noncompliance and accessibility deficiencies and will be used in future project phases to develop scopes of work for design documents and construction projects to bring the stations into compliance.

Additionally, Walnut Ridge is in the design phase. Texarkana's design is almost complete, and Amtrak is in negotiations with the city to create a project that supports their redevelopment vision for the historic Union Station.

Arkadelphia: Amtrak has completed designs to modify the station to ensure ADA compliance. Construction is projected to start later this year.

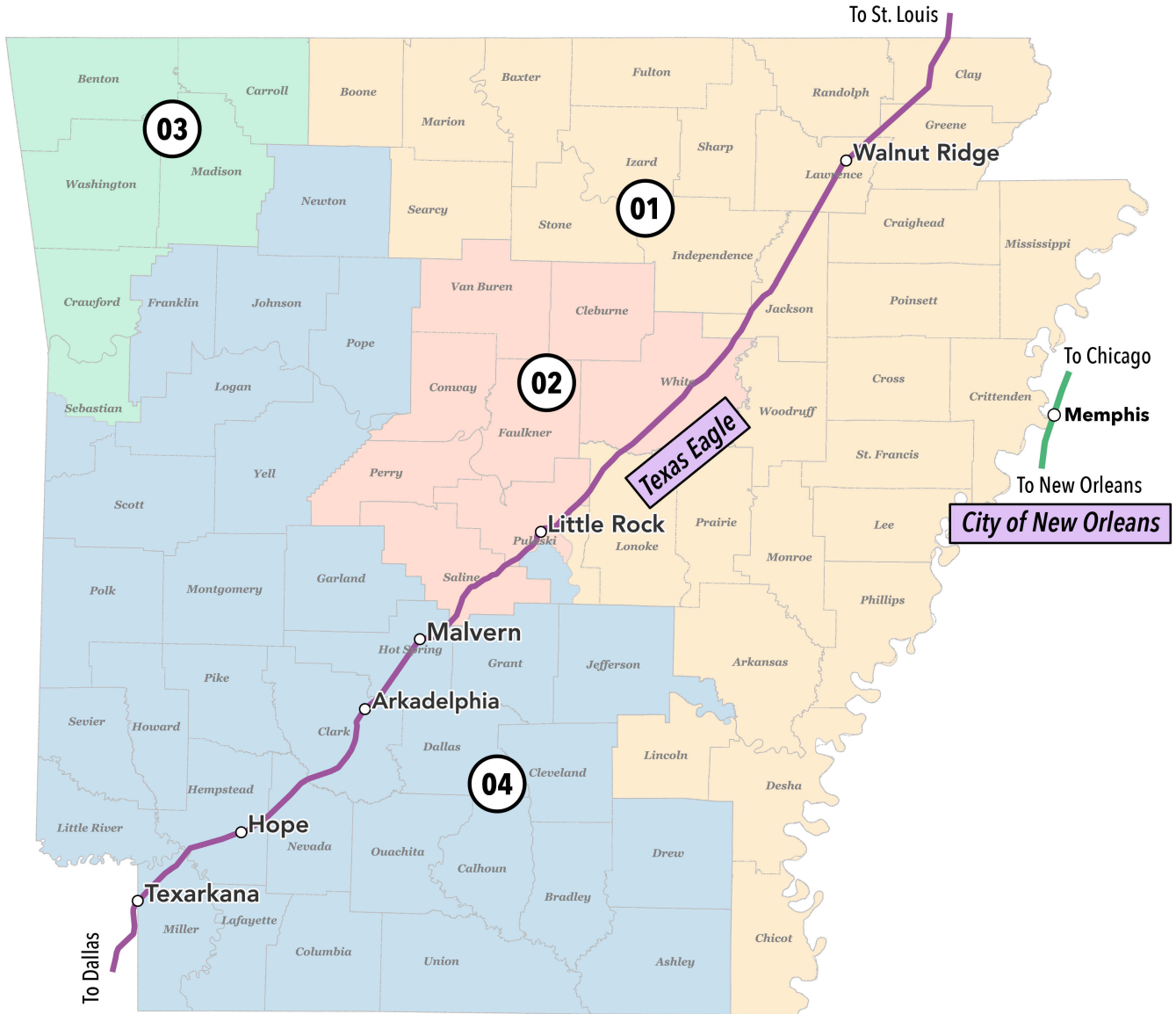
Little Rock: Amtrak has finished designs and plans to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, station, and parking area, providing ADA-compliant parking spaces with painted striping, signage, and bollards, constructing a new platform with associated ramps, stairs, railings, and signage, modifying station entrances and restrooms to meet ADA requirements, and providing platform city identifier signs and ADA-required signage for the station and parking area. Construction is set to begin in 2024.

Malvern: Amtrak is currently in the design stage to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, station, and parking area, providing ADA-compliant parking spaces with painted striping, signage, and bollards, constructing a

new platform with associated ramps, stairs, railings, and signage, modifying station entrances and restrooms to meet ADA requirements, and providing platform city identifier signs and ADA-required signage for the station and parking area. Construction is set to begin in 2026.

Walnut Ridge: Amtrak has completed designs to modify the station to ensure ADA compliance. Construction is projected to start later this year.

AMTRAK ROUTES IN ARKANSAS



Track Ownership	
■ Amtrak	■ CSX
■ BNSF	■ NS
■ CN	■ UP
■ CPKC	■ Other

① Congressional District

▭ Route Name