



Amtrak Fact Sheet Fiscal Year 2023 State of Arkansas

Amtrak Service & Ridership

At the end of FY 2023, 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 2023, Amtrak trains served the following locations in Arkansas.

City (Code)	Ridership
Arkadelphia (ARK)	1,050
Hope (HOP)	1,417
Little Rock (LRK)	16,474
Malvern (MVN)	1,464
Texarkana (TXA)	5,293
Walnut Ridge (WNR)	2,617
Total Arkansas Station Usage:	28,315

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

Service	Host Railroad (s)	FY23 OTP
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	60%

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 29,331 members listing an address in Arkansas. 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 Arkansas, Amtrak spent \$351,297.

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 31 Arkansas residents. Total FY 2023 wages were \$2.21 billion, of which Arkansas residents earned \$2,646,581.

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 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.

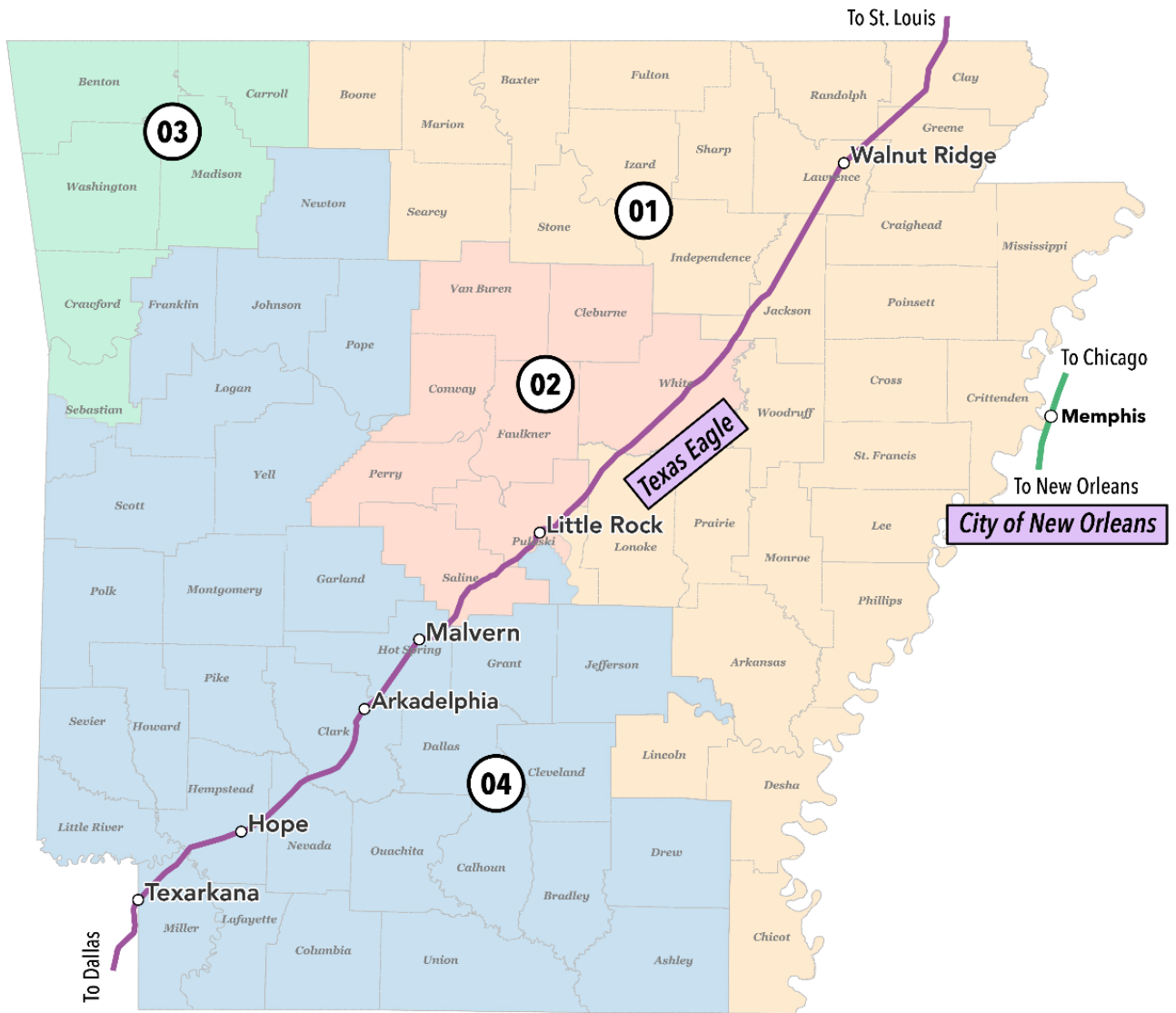
Arkadelphia: The Arkadelphia ADA Station Project is under construction. The project will make improvements to the depot, parking area and replace the existing platform.

Little Rock: Amtrak has finished design 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 relocate the station boarding platform by several hundred feet 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. This will include a new platform with lighting and signage, access ramps, a walkway between the platform and the existing station building, and ADA parking with striping and signage. Construction is projected to start in late 2024.

AMTRAK ROUTES IN ARKANSAS



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

01 Congressional District

Route Name