



Amtrak Fact Sheet Fiscal Year 2023 State of Indiana

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated up to nine trains per day in Indiana, as part of the following routes:

- **Long Distance**
 - Capitol Limited** (daily Chicago-Toledo-Cleveland-Pittsburgh-Washington)
 - Cardinal** (thrice weekly New York-Washington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)
- **State Supported**
 - Wolverine** (Chicago-Detroit-Pontiac)

Stations Served

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

City (Code)	Ridership
Connersville (COI)	528
Crawfordsville (CRF)	1,518
Dyer (DYE)	989
Elkhart (EKH)	16,071
Hammond-Whiting (HMI)	3,950
Indianapolis (IND)	18,466
Lafayette (LAF)	5,908
Rensselaer (REN)	509
South Bend (SOB)	19,481
Waterloo (WTI)	17,411
Total Indiana Station Usage:	84,831

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

Service	Host Railroad (s)	FY23 OTP
<i>Capitol Limited</i>	CSX, Norfolk Southern	70%
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	58%
<i>Wolverine</i>	Canadian National, Norfolk Southern, Amtrak, Michigan DOT	69%

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 98,866 members listing an address in Indiana. 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 Indiana, Amtrak spent \$24,365,376 broken down in the following locations:

City	Amount (\$)
Avon	130,726
Beech Grove	1,881,828
Bloomington	3,957,923
Bluffton	261,035
Carmel	516,424
Clear Creek	487,425
Elkhart	3,355,337
Franklin	260,358
Gary	144,346
Greenwood	199,139
Highland	621,694
Indianapolis	10,498,635
Lafayette	434,501
Laporte	112,020
Merrillville	106,516
Seymour	525,542

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 850 Indiana residents. Total FY 2023 wages were \$2.21 billion, of which Indiana residents earned \$70,541,475.

Additional Information

Service Expansion and Improvements

Daily *Cardinal* Service: Amtrak received a Corridor Identification and Development Program (CIDP) grant for daily frequencies on its *Cardinal* service between New York and Chicago, which stops in Connersville, Indianapolis, Crawfordsville, Lafayette, Rensselaer, and Dyer, IN.

Beech Grove Maintenance Facility

Amtrak's principal heavy maintenance facility is in Beech Grove, southeast of Indianapolis. Here, approximately 570 employees rebuild and overhaul Amtrak's bi-level *Superliner* and single-level *Viewliner*, *Surfliner*, and Horizon car fleets. Beech Grove shop forces conduct preventative maintenance on P32 and P42 locomotives for use across the Amtrak system. The site also acts as a storage location for some Siemens Charger locomotive components. Amtrak performs heavy overhaul, periodic maintenance, repainting, and other upkeep on bi-level Coach, Sleeping, and Food Service cars, single-level Coach, Dining, and Baggage cars, and locomotives at this facility. On average, the shop completes 131 car overhauls, 15 locomotive life cycle preventative maintenance jobs, and wreck repair for both cars and locomotives on an annual basis.

The Beech Grove Shops supply components to other Amtrak facilities, including couplers, overhauled air conditioners, overhauled air brake valves, and over 230 other types of components unavailable elsewhere. More than 35,000 such components were produced in FY 2023.

Indianapolis Distribution Center

The Indianapolis Distribution Center (IDC) is Amtrak's largest material and supply facility. Clean and modern, the IDC boasts 180,000 square feet of inside storage space. Using state-of-the-art technology, over 13,000 stock-keeping-units (SKUs) are inventoried electronically to prevent issues innate to manual cataloging and to keep the stock instantaneously updated. The IDC is conveniently located less than a mile from the Beech Grove Shops. It employs approximately 25 full-time personnel. Material for all purposes, from coach seats to toilet paper and locomotive parts, are distributed from the IDC to 31 Amtrak terminals nationwide.

Workforce Development

Amtrak has partnered with Ivy Tech's Indianapolis location to post our job opportunities on their website, helping us connect to more students that are graduating and looking for future employment. In addition, Amtrak is working with Lincoln Tech in Indianapolis to build a talent pool of future craft employees by attending future career fairs on their campus.

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.

Connersville: In 2023, Amtrak completed construction on improvements to bring the station into ADA compliance. Components included an accessible path from the public right-of-way to the platform and a new train boarding platform with new lighting and city identifier signs.

Crawfordsville: In 2022, Amtrak completed construction on improvements to bring the station into ADA compliance. Components included parking, a passenger shelter, an accessible path from the public right-of-way to the platform and a new train boarding platform with new lighting and city identifier signs.

Elkhart: Amtrak is currently in the design stages to update the platform for ADA compliance and provide new accessible walkways to the public right-of-way, all lighting and signage for the platform and walkways, and to address ADA deficiencies in the waiting room. Construction will commence in FY 2026 and be completed in FY 2027.

Hammond-Whiting: Amtrak completed construction on improvements in FY 2022, bringing the station into compliance with the Americans with Disabilities Act. ADA features include an accessible path from the public right-of-way; appropriate striping, signage, and bollards in the parking lot; modified doorways at station entrances; restroom upgrades and a new train boarding platform with upgraded lighting and signage.

Lafayette: In 2025, Amtrak will initiate a design project to address platform non-compliance. Construction is expected to commence in FY 2026 and be completed in FY 2027.

South Bend: Amtrak is currently progressing the concept design to bring the platforms and accessible pathway into ADA compliance, including a new platform on the north side of the tracks and the walkway to the station building. Construction will commence in FY 2026 and be completed in FY 2027.

Waterloo: In 2025, Amtrak will initiate a design project to address platform non-compliance. Construction is expected to commence in FY 2026 and be completed in FY 2027.

AMTRAK ROUTES IN INDIANA

