



Amtrak Fact Sheet Fiscal Year 2023 State of Iowa

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated four trains per day in Iowa, as part of the following routes:

- **Long Distance**
 - California Zephyr* (daily San Francisco Bay Area-Reno-Salt Lake City-Denver-Omaha-Chicago)
 - Southwest Chief* (daily Los Angeles-Flagstaff-Albuquerque-Topeka-Chicago)

Stations Served

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

City (Code)	Ridership
Burlington (BRL)	6,015
Creston (CRN)	2,106
Fort Madison (FMD)	4,731
Mount Pleasant (MTP)	8,402
Osceola (OSC)	11,295
Ottumwa (OTM)	7,583
Total Iowa Station Usage:	40,132

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

Service	Host Railroad (s)	FY23 OTP
<i>California Zephyr</i>	BNSF, Union Pacific	33%
<i>Southwest Chief</i>	BNSF, New Mexico DOT	34%

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 48,441 members listing an address in Iowa. 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 Iowa, Amtrak spent \$3,722,941 broken down in the following locations:

City	Amount (\$)
Cedar Rapids	2,742,078
Davenport	262,445
Des Moines	111,111
West Burlington	351,067

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 11 Iowa residents. Total FY 2023 wages were \$2.21 billion, of which Iowa residents earned \$1,238,839.

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.

Burlington: Amtrak broke ground in 2022 on a complete platform and canopy reconstruction to bring the two station boarding platforms into compliance with the Americans with Disabilities Act (ADA). Amtrak is funding the \$12 million project. The project is currently on hold pending planned track relocation by the host railroad, BNSF. Amtrak anticipates that it will restart this project in 2024.

Creston: Amtrak completed construction on improvements to the CB&Q depot to bring the facility's historic waiting room, doorways, restrooms, and pathway to train platform into ADA compliance. Amtrak is planning two new ADA-compliant platforms, located right in front of the station. The platforms are currently in design and will replace the center and side platforms. Construction will commence in FY 2025 and be completed in FY 2026.

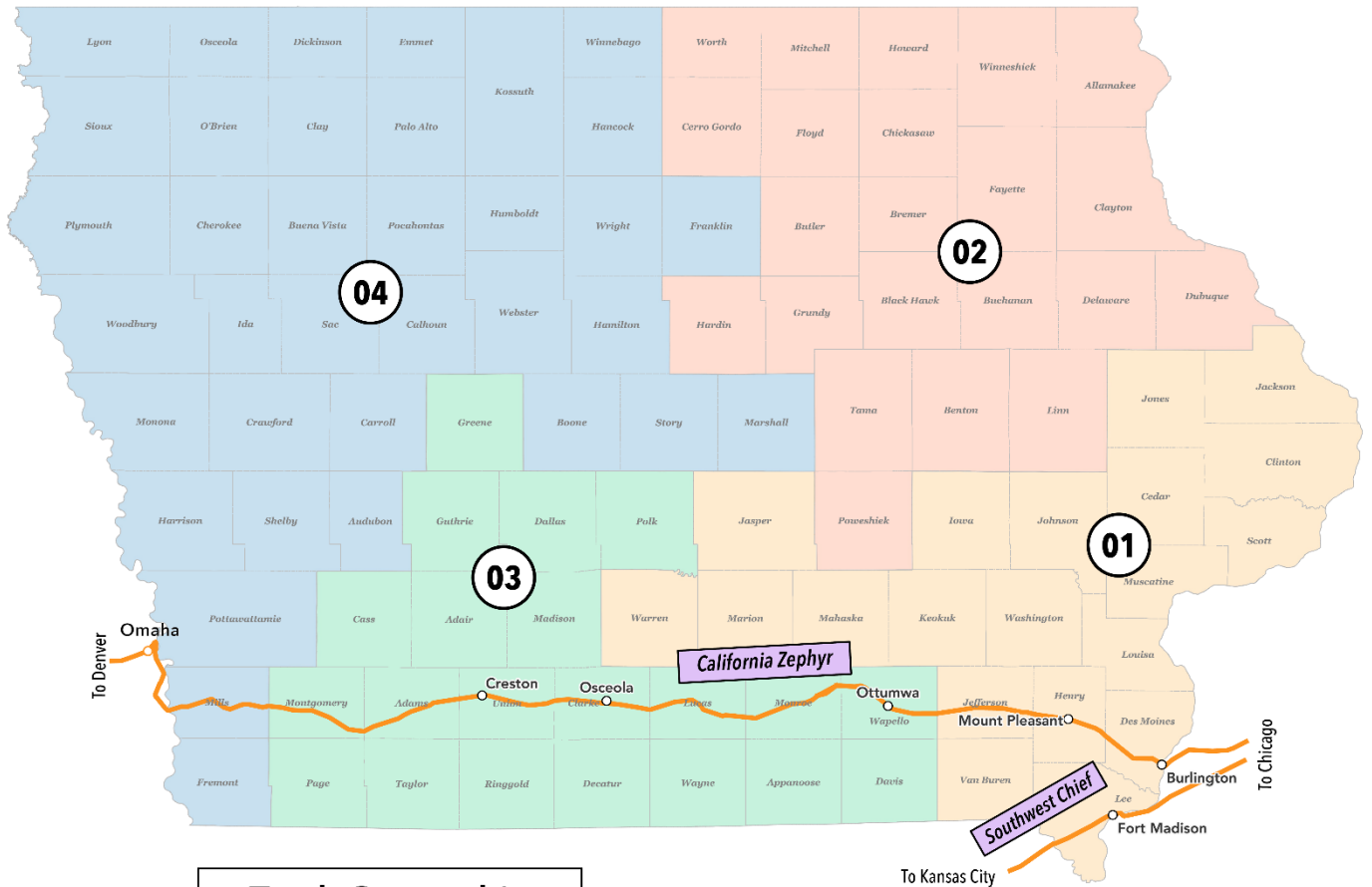
Fort Madison: Amtrak contributed funds to a city project to relocate train service to the historic Santa Fe depot. The building, in use until 1968, and adjacent freight house, have been elevated above the 500-year flood stage, the depot interior was renovated, and a new ADA-compliant passenger platform was constructed in FY 2022 using Amtrak ADA Stations Program funding.

Mount Pleasant: Amtrak commenced construction on the Phase 2 project in FY 2023. The project will provide two new platforms, walkways with lighting and signage in addition to upgrades to the station entrances. The construction will be completed in FY 2025.

Osceola: Amtrak plans to modify the station to ensure ADA compliance in FY 2024. This will include providing an accessible route from the public right of way to the platform, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs. The project is currently completing design work and will be moving into construction in FY 2024 with completion expected in FY 2025.

Ottumwa: Amtrak has completed the design for a historically respectful replacement of the two 1940s-era station boarding platforms, to bring them into compliance with the Americans with Disabilities Act (ADA). Amtrak broke ground in FY 2022 and is expected to complete the new platforms in FY 2024.

AMTRAK ROUTES IN IOWA



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

01 Congressional District

Route Name