



Amtrak Fact Sheet Fiscal Year 2022 State of Louisiana

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated almost five trains per day in Louisiana, as part of the following routes:

- **Long Distance**

City of New Orleans (daily Chicago-Carbondale-Memphis-New Orleans)

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

Sunset Limited (thrice weekly Los Angeles-Maricopa-El Paso-San Antonio-Houston-New Orleans-Orlando) [Currently suspended east of New Orleans]

Stations Served

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

City (Code)	Ridership
Hammond (HMD)	6,023
Lafayette (LFT)	3,871
Lake Charles (LCH)	2,550
New Iberia (NIB)	1,178
New Orleans (NOL)	99,672
Schriever (SCH)	933
Slidell (SDL)	3,219
Total Louisiana Station Usage:	117,446

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

Service	Host Railroad (s)	FY22 OTP
<i>City of New Orleans</i>	Canadian National	60%
<i>Crescent</i>	Norfolk Southern	53%
<i>Sunset Limited</i>	BNSF, Union Pacific	21%

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 55,374 members listing an address in Louisiana. 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 Louisiana, Amtrak spent \$3,097,719, broken down in the following locations:

City	Amount (\$)
Gretna	221,452
Jefferson	273,800
Kenner	120,135
Lafayette	147,176
Monroe	235,350
New Orleans	1,624,206
Reserve	166,140

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 235 Louisiana residents. Total FY 2022 wages were \$1.92 billion, of which Louisiana residents earned \$17,514,504.

Additional Information

Major Facilities

Amtrak’s New Orleans maintenance facility services and performs light overhauls for Amfleet II, Superliner, and Viewliner cars for National Network trains. This facility also performs running/ turn-around maintenance on all the long distance equipment and locomotives serving New Orleans from the following trains: *City of New Orleans*, *Crescent*, and *Sunset Limited*.

Station Improvements

In 2017, Amtrak Engineering began the coach yard restoration. The project included extending most of the yard tracks back to their original, double-ended, full length.

Hammond: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2024.

Lafayette: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station.

New Iberia: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2024.

Schriever: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2024.

Slidell: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2024.

Service Restoration Update

An agreement has been reached between the parties to allow for new, twice daily, corridor service between New Orleans, LA and Mobile, AL. A start date has not been set, as of this publication, but will be forthcoming.

Connecting Service

Amtrak partners with Greyhound to provide connecting motor coach service from New Orleans to Montgomery, AL that connects with the *Sunset Limited*.

AMTRAK ROUTES IN LOUISIANA

