



Amtrak Fact Sheet Fiscal Year 2023 State of Louisiana

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated three routes in Louisiana:

- **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 2023, Amtrak trains served the following locations in Louisiana.

City (Code)	Ridership
Hammond (HMD)	9,221
Lafayette (LFT)	4,465
Lake Charles (LCH)	2,614
New Iberia (NIB)	1,078
New Orleans (NOL)	156,720
Schriever (SCH)	912
Slidell (SDL)	4,263
Total Louisiana Station Usage:	179,273

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

Service	Host Railroad (s)	FY23 OTP
<i>City of New Orleans</i>	Canadian National	75%
<i>Crescent</i>	Norfolk Southern	57%
<i>Sunset Limited</i>	BNSF, Union Pacific	44%

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 61,401 members listing an address in Louisiana. 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 Louisiana, Amtrak spent \$3,074,842 broken down in the following locations:

City	Amount (\$)
Jefferson	110,053
Kenner	198,808
Lafayette	167,448
Metairie	182,355
Monroe	120,480
New Orleans	1,990,369

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 283 Louisiana residents. Total FY 2023 wages were \$2.21 billion, of which Louisiana residents earned \$21,534,305.

Additional Information

Service Expansion and Improvements

New Orleans – Baton Rouge: Amtrak signed a Service Development Agreement with the Louisiana Department of Transportation and Development (LADOTD) for New Orleans – Baton Rouge service in October 2023. LADOTD has received a Federal Railroad Administration (FRA) Corridor Identification and Development Program (CIDP) grant for New Orleans – Baton Rouge service.

Gulf Coast: An agreement has been reached between the FRA, Amtrak, CSX, NS, and the Alabama State Port Authority to advance new, twice daily, corridor service between New Orleans and Mobile, AL. A start date is to be announced.

Daily Sunset Limited: Amtrak has received a federal CIDP award for daily *Sunset Limited* service between Los Angeles and New Orleans.

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*. Amtrak has fully restored all coach yard tracks to their original layout to allow access from both ends. This has increased track usage and allows for more efficient operation.

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.

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 2026.

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. The project is projected to be completed in FY 2025.

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 2026.

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 2025.

Slidell: Amtrak is currently in the construction 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 2025.

Connecting Service

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

AMTRAK ROUTES IN LOUISIANA

