



Amtrak in Louisiana Fiscal Year 2024



Amtrak is America's Railroad,[®] created by Congress to "provide efficient and effective intercity passenger rail mobility consisting of high quality service that is trip-time competitive with other intercity travel options." In FY 2024, the company's 22,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 32.8 million passengers. Amtrak's network includes 524 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Thruway routes offer connecting service to additional communities, typically via bus.

Service & Ridership

In FY 2024, Amtrak operated an average of **5 intercity trains per day** on 3 permanent routes serving Louisiana, with **195,077 total passengers** boarding or alighting in the state.¹ Service was provided via the following routes:²

▪ Long-Distance Trains

- **City of New Orleans** — New Orleans - Hammond - Jackson - Memphis - Chicago
(1 round trip daily)
- **Crescent** — New Orleans - Slidell - Hattiesburg - Birmingham - Atlanta - Charlotte - Washington, DC - Baltimore - Philadelphia - New York (1 round trip daily)
- **Sunset Limited** — New Orleans - Lafayette - Lake Charles - Houston - San Antonio - El Paso - Tucson - Maricopa (*Phoenix*) - Los Angeles³ (3 round trips weekly)

Thruway Connections

Some Amtrak routes offer partner-operated **Thruway connecting service** and/or other interline connections to additional communities (including in Louisiana), via either bus or other modes of transportation. Many such services are sponsored by one or more of Amtrak's State-Supported partners, or by other public entities; these connections can be vitally important in certain markets. Tickets are purchasable through Amtrak; detailed, up-to-date information on available connections can be accessed via the booking tool on Amtrak.com.

Stations

During FY 2024, Amtrak intercity trains made scheduled stops at 7 locations in Louisiana:

¹ Total equals sum of all boardings and alightings at in-state stations.

² Not all stops shown. Note that certain frequencies may not serve every station listed.

³ *Sunset Limited* service is currently suspended east of New Orleans.



Station (Code)	Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment ⁴
Hammond (HMD)	9,992	Sole	FY 26	\$2,172,305
Lafayette (LFT)	4,493	Partial	FY 25	\$1,999,888
Lake Charles (LCH)	2,940	None	N/A	—
New Iberia (NIB)	1,122	Sole	FY 26	\$2,297,369
New Orleans (NOL)	170,051	None	N/A	—
Schriever (SCH)	1,040	Sole	FY 27	\$1,716,768
Slidell (SDL)	5,439	Partial	FY 28	\$4,732,228
Total:	195,077	5/7	In Progress	\$12,914,054

Importantly, Amtrak is working to ensure that its stations are fully accessible to individuals with disabilities. Most Amtrak-served stations are decades old; many were served by other railroads before the company ever existed. The Americans with Disabilities Act (ADA), enacted in 1990, requires that U.S. stations be made accessible; in response, Amtrak developed an ADA Stations Program (ADASP) to bring station components for which the company is responsible into full ADA compliance. ADASP aims to ensure Amtrak provides the best possible service in the shortest possible timeframe; the program will ultimately invest a total of \$1.8 billion in 385 communities nationwide, including a **\$12.9 million investment in Louisiana**. All Amtrak-responsible work is targeted for completion by the end of FY 2029.

Detailed profiles of every permanent Amtrak station stop, including current information on accessibility, can be found on the Great American Stations website: <https://www.greatamericanstations.com>.

Additional Footprint

Amtrak employees perform train equipment maintenance work at the **New Orleans Maintenance Facility**, including certain overhaul work, lifecycle preventive maintenance (LCPM), and other, lighter maintenance work on locomotives and passenger cars. The location also hosts a **maintenance-of-way facility**.

Additionally, Amtrak maintains a **crew base** and **commissary** in New Orleans.

Host Railroads & On Time Performance

Outside the Boston-to-Washington, DC, Northeast Corridor (NEC), most Amtrak trains must travel over other “host” railroads’ tracks—and hosts generally control dispatching decisions on the tracks that they own. By law, Amtrak trains are supposed to receive preference over freight trains (i.e., priority in dispatching), but many host-dispatched trains arrive late at their destinations, and many routes do not meet on-time performance (OTP) standards established by the Federal Railroad Administration (FRA)—affecting millions of passengers per year.

⁴ “Amtrak ADA Investment” describes Amtrak’s projected total investment in compliance work over the lifetime of ADASP.

Listed below are the Amtrak routes that operate in Louisiana, along with each route’s major in-state host railroad(s) and full-route customer on-time performance (C-OTP)⁵ in FY 2024:

Route	In-State Host(s)	C-OTP
<i>City of New Orleans</i>	Canadian National	77.2%
<i>Crescent</i>	Norfolk Southern	58.7%
<i>Sunset Limited</i>	BNSF, Union Pacific ⁶	60.0%

Procurement

Amtrak’s procurements are subject to “Buy America”-style domestic preference requirements, which the company is proud to meet or exceed. Nationally, Amtrak paid nearly \$4.5 billion for goods and services in FY 2024; 99% of that amount was spent domestically, and **\$3.6 million** went to vendors in Louisiana:

Community	Amount
New Orleans	\$2,298,221
Kenner	\$256,759
Reserve	\$252,450
Baton Rouge	\$185,921
Metairie	\$183,908
Monroe	\$141,837
St. Rose	\$123,163
Jefferson	\$89,916
Covington	\$31,715
Harahan	\$9,993
Gretna	\$8,338
Lafayette	\$7,882
Laplace	\$5,766
Slidell	\$5,520
All Others < \$5K	\$4,252
Total LA Payments:	\$3,605,641

The single largest in-state payment category was **bussing and shuttle and ground transportation**.

Employment & Compensation

At the end of FY 2024, **324 Amtrak employees** worked in Louisiana, and the company had paid out a total of **\$24,978,907 in base wages and salary** in-state. Nationwide, Amtrak employed more than 22,000 active workers; total base wages and salaries for the year exceeded \$2.1 billion.

⁵ C-OTP measures the proportion of customers traveling on a given route who arrive at their destinations on time. Suppose that passengers board a train scheduled to make two stops, and suppose that train is on time at the first stop, but arrives late at the second. If all passengers alight at the first stop, C-OTP for that train is 100%; if all passengers alight at the second stop, C-OTP is 0%.

⁶ (CSX is host along suspended segment east of New Orleans.)

Current Amtrak Routes in Louisiana

