



## Amtrak in Louisiana

Fiscal Year 2025



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 2025, the company's 21,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 34.5 million passengers. Amtrak's network includes 526 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Amtrak Connections offer connecting service to additional communities, typically via bus.

### Service & Ridership

In FY 2025, Amtrak operated an average of **9 intercity trains per day** on 4 permanent routes serving Louisiana, with **216,312 total passengers** boarding or alighting in the state.<sup>1</sup> Service was provided via the following routes:<sup>2</sup>

- **State-Supported Trains**
  - **Amtrak Mardi Gras Service (launched August 18, 2025)** — New Orleans - Bay St. Louis - Gulfport - Biloxi - Pascagoula - Mobile (*2 round trips daily*)
- **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 Angeles<sup>3</sup> (*3 round trips weekly*)

As a **state-supported route**, the *Amtrak Mardi Gras Service* is operated in partnership with the **Louisiana Department of Transportation & Development** (LaDOTD), the Mississippi Department of Transportation (MDOT), and the City of Mobile, AL. Outside the Boston-to-Washington Northeast Corridor (NEC), Section 209 of the Passenger Rail Investment and Improvement Act (PRIIA) requires that short- and middle-distance Amtrak routes (i.e., those less than 750 miles in length) be State-Supported, which means that sponsoring partners fund the majority of those routes' costs and make decisions about schedule, frequency, and other aspects of service.

In FY 2025, sponsoring partners funded a total of \$1.1 million in operating payments for the *Amtrak Mardi Gras Service*, supporting a total ridership<sup>4</sup> of 18,906.

<sup>1</sup> Total equals sum of all boardings and alightings at in-state stations.

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

<sup>3</sup> *Sunset Limited* service is currently suspended east of New Orleans.

<sup>4</sup> Unlike state- / station-specific ridership, total *route* ridership equals sum of all boardings and alightings divided by two.

## Amtrak Connections

Some Amtrak routes offer partner-operated **Amtrak Connections** 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 2025, Amtrak intercity trains made scheduled stops at 7 locations in Louisiana:

Station (Code)	2025 Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment <sup>5</sup>
Hammond (HMD)	10,108	Sole	FY 27	\$1,697,793
Lafayette (LFT)	5,169	Partial	FY 26	\$1,465,930
Lake Charles (LCH)	3,656	None	N/A	—
New Iberia (NIB)	1,340	Sole	FY 27	\$2,965,228
New Orleans (NOL)	188,071	None	N/A	—
Schriever (SCH)	1,286	Sole	FY 27	\$1,998,331
Slidell (SDL)	6,682	Partial	FY 26	\$3,092,750
<b>Total:</b>	<b>216,312</b>	<b>5/7</b>	<b>In Progress</b>	<b>\$11,220,033</b>

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 382 communities nationwide, including an **\$11.2 million investment in Louisiana**. All Amtrak-responsible work is targeted for completion by the end of CY 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**.

<sup>5</sup> "Amtrak ADA Investment" describes Amtrak's projected total investment in compliance work over the lifetime of ADASP.

Amtrak maintains and operates the New Orleans Union Terminal trackage, under a lease agreement with the City of New Orleans.

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 required 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.

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)<sup>6</sup> in FY 2025:

Route	In-State Host(s)	C-OTP
<b><i>State-Supported</i></b>		
<i>Mardi Gras Service</i> <sup>7</sup>	CSX, Norfolk Southern	86.4%
<b><i>Long-Distance</i></b>		
<i>City of New Orleans</i>	Canadian National	69.2%
<i>Crescent</i>	Norfolk Southern	75.3%
<i>Sunset Limited</i>	BNSF, Union Pacific <sup>8</sup>	61.3%

## **Amtrak Guest Rewards**

At the end of FY 2025, there were approximately 22.4 million members of Amtrak Guest Rewards (AGR), with 79,136 members listing an address in Louisiana. For more information about AGR, please see:

<https://www.amtrak.com/guestrewards/home>.

## **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 \$5.7 billion for goods and services in FY 2025; 99% of that amount was spent domestically, and **\$3.2 million** went to vendors in Louisiana:

<sup>6</sup> 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%.

<sup>7</sup> The Amtrak Mardi Gras Service commenced operations in late summer 2025. The C-OTP listed for the Amtrak Mardi Gras Service is from August 18, 2025 – September 30, 2025.

<sup>8</sup> CSX is host along suspended segment east of New Orleans.

Community	Amount Spent
New Orleans	\$1,911,518
Reserve	\$492,486
Metairie	\$232,429
Kenner	\$226,757
Monroe	\$95,175
Baton Rouge	\$77,729
Harahan	\$55,170
Bush	\$34,063
Covington	\$29,651
Slidell	\$16,328
Gretna	\$15,082
All Others <\$5k	\$13,004
<b>Total Payments</b>	<b>\$3,199,393</b>

The single largest in-state payment category was **capital equipment**.

### Employment & Compensation

At the end of FY 2025, **262 Amtrak employees** lived in Louisiana, and the company had paid out a total of **\$22,660,283 in base wages and salary** in-state. Nationwide, Amtrak employed more than 21,000 active workers; total base wages and salaries for the year were approximately \$2.2 billion.

## Current Amtrak Routes in Louisiana

