



## Amtrak Fact Sheet Fiscal Year 2023 State of Mississippi

### Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated four trains per day in Mississippi, 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)

### Stations Served

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

| City (Code)                             | Ridership     |
|---|---------------|
| Brookhaven (BRH)                        | 3,790         |
| Greenwood (GWD)                         | 12,964        |
| Hattiesburg (HBG)                       | 7,688         |
| Hazlehurst (HAZ)                        | 1,506         |
| Jackson (JAN)                           | 37,057        |
| Laurel (LAU)                            | 4,187         |
| Marks (MKS)                             | 4,027         |
| McComb (MCB)                            | 3,983         |
| Meridian (MEI)                          | 6,667         |
| Picayune (PIC)                          | 1,742         |
| Yazoo City (YAZ)                        | 3,164         |
| <b>Total Mississippi Station Usage:</b> | <b>86,775</b> |

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 Mississippi 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%      |

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 43,714 members listing an address in Mississippi. 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 Mississippi, Amtrak spent \$156,690.

### Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 71 Mississippi residents. Total FY 2023 wages were \$2.21 billion, of which Mississippi residents earned \$6,508,971.

### Additional Information

#### Service Expansion and Improvements

**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. Temporary platforms, lighting and signage have been installed at four Mississippi stations along the Gulf Coast: Bay St. Louis, Biloxi, Gulfport, and Pascagoula.

#### 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.

**Greenwood:** In FY 2020 work began on ADA improvements that included a new 750-foot platform, an 8" above the rail platform, new paths of travel around the station, new lighting, and signage around the platform, and access to/from the waiting room in the historic Illinois Central depot. Amtrak invested \$5.4 million into this project. The station had its grand re-opening and ribbon cutting ceremony on April 20, 2022.

**Hattiesburg:** 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 expected to be completed in FY 2026.

**Hazlehurst:** In FY 2022 Amtrak completed a project to address platform and depot non-compliance.

**Jackson:** 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 expected to be completed in FY 2026.

**Laurel:** On September 30, 2022, the new ADA-compliant platform and path of travel were dedicated. The completed project included a new platform with associated ramps, railings, and signage for the station.

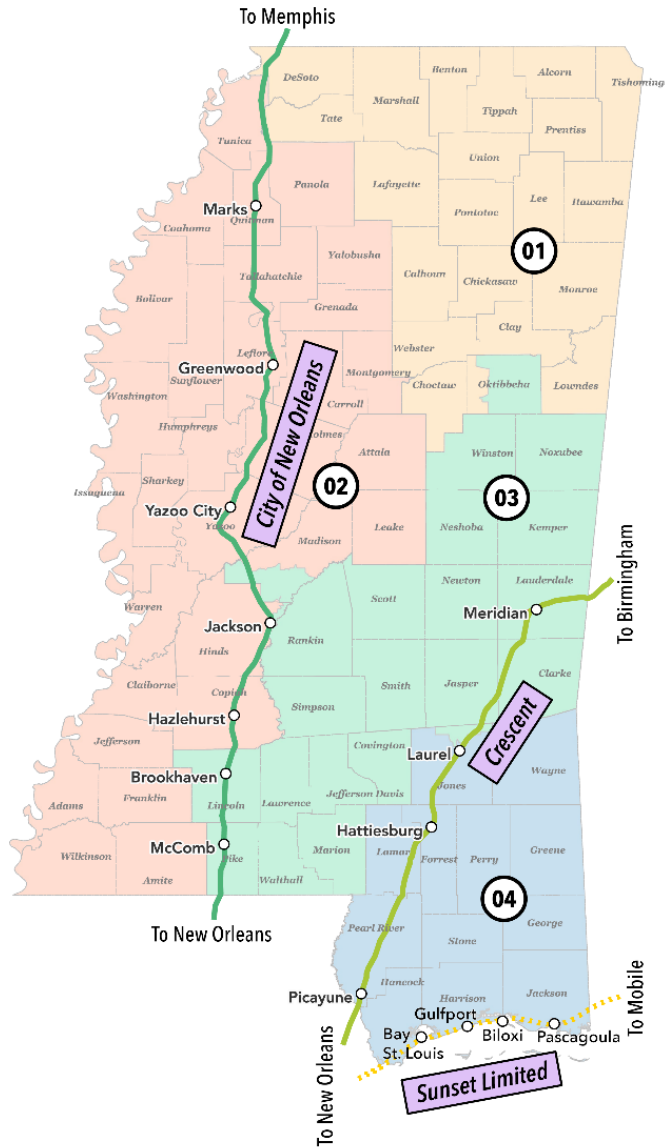
**McComb:** In FY 2023 construction work commenced for ADA improvements that include a new 700-foot platform, as well as access to/from the waiting room in the historic Illinois Central depot that also serves as the city's railroad museum. Construction will be completed in FY 2025.

**Meridian:** 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, railings, and signage for the station. This project is expected to be completed in FY 2026.

**Picayune:** In FY 2020 Amtrak completed a project to replace the platform to address non-compliance with the ADA.

**Yazoo City:** In 2023 Amtrak completed construction to modify the station's platform to ensure ADA compliance. This project includes a new platform with associated ramps, stairs, railings, and signage for the station, as well as ADA accessible parking.

# AMTRAK ROUTES IN MISSISSIPPI



NOTE: Sunset Limited service east of New Orleans suspended 8/27/05

| Track Ownership                              |  |
|--|--|
| <span style="color: blue;">■</span> Amtrak   | <span style="color: yellow;">■</span> CSX  |
| <span style="color: orange;">■</span> BNSF   | <span style="color: green;">■</span> NS    |
| <span style="color: lightgreen;">■</span> CN | <span style="color: purple;">■</span> UP   |
| <span style="color: red;">■</span> CPKC      | <span style="color: black;">■</span> Other |

01 Congressional District

Route Name