



Amtrak Fact Sheet Fiscal Year 2023 State of Nebraska

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated two trains per day in Nebraska, as part of the following routes:

- **Long Distance**
California Zephyr (daily San Francisco Bay Area-Reno-Salt Lake City-Denver-Omaha-Chicago)

Stations Served

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

City (Code)	Ridership
Hastings (HAS)	4,018
Holdrege (HLD)	1,292
Lincoln (LNK)	9,946
McCook (MCK)	2,366
Omaha (OMA)	19,748
Total Nebraska Station Usage:	37,370

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

Service	Host Railroad (s)	FY23 OTP
<i>California Zephyr</i>	BNSF, Union Pacific	33%

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 28,866 members listing an address in Nebraska. 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 Nebraska, Amtrak spent \$5,779,401 broken down in the following locations:

City	Amount (\$)
Elkhorn	1,825,664
Lincoln	122,987
Omaha	3,613,968
Springfield	176,990

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 13 Nebraska residents. Total FY 2023 wages were \$2.21 billion, of which Nebraska residents earned \$1,551,611.

Additional Information

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.

Hastings: Amtrak is currently in the process of modifying the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, constructing a new platform with associated ramps, stairs, railings, and providing platform city identifier signs in addition to interior upgrades inside the station building. Construction will be completed in FY 2024.

Holdrege: Amtrak construction on a new waiting shelter and passenger boarding platform will be completed in FY 2024.

McCook: In FY 2018, Amtrak completed a project to address ADA non-compliance for the platform, station building and parking area.

Omaha: Amtrak completed construction in FY 2022 on accessibility improvements. It added an accessible route from the public right of way to the parking area, station, ramps, and stairs; modified station entrances and restrooms, and constructed a new platform with canopy, railings, lighting, and signage. Ticketing desk modifications and driveway reconfiguration will allow Burlington Trailways and affiliate motor coach carriers to relocate to the station, turning the facility into a multi-modal center with interline connections and convenience for travelers.

AMTRAK ROUTES IN NEBRASKA

