



## Amtrak Fact Sheet Fiscal Year 2023 State of Texas

### Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated up to five trains per day in Texas, as part of the following routes:

- **Long Distance**  
*Sunset Limited* (thrice weekly Los Angeles-Maricopa-El Paso-San Antonio-Houston-New Orleans-Orlando) [Currently suspended east of New Orleans]  
*Texas Eagle* (daily Chicago-St. Louis-Little Rock-Dallas-San Antonio with thrice weekly through car service on the *Sunset Limited* to Los Angeles)
- **State Supported**  
*Heartland Flyer* (daily Oklahoma City-Fort Worth)

### Stations Served

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

City (Code)	Ridership
Alpine (ALP)	3,599
Austin (AUS)	32,831
Beaumont (BMT)	2,351
Cleburne (CBR)	3,257
Dallas (Eddie Bernice Johnson Union Station) (DAL)	49,196
Del Rio (DRT)	1,817
El Paso (ELP)	13,720
Fort Worth (FTW)	107,566
Gainesville (GLE)	7,497
Houston (HOS)	26,945
Longview (LVW)	44,876
Marshall (MHL)	7,233
McGregor (MCG)	3,639
Mineola (MIN)	6,390
San Antonio (SAS)	53,039
San Marcos (SMC)	7,145
Taylor (TAY)	4,114
Temple (TPL)	13,463
<b>Total Texas Station Usage:</b>	<b>388,678</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 Texas with each service’s host railroads and customer OTP in FY 2023:

<b>Service</b>	<b>Host Railroad (s)</b>	<b>FY23 OTP</b>
<i>Sunset Limited</i>	BNSF, Union Pacific	44%
<i>Texas Eagle</i>	BNSF, Canadian National, Union Pacific, Trinity Railway Express	60%
<i>Heartland Flyer</i>	BNSF	64%

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 329,477 members listing an address in Texas. 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 Texas, Amtrak spent \$82,666,446 broken down in the following locations:

<b>City</b>	<b>Amount (\$)</b>
Alvarado	644,357
Austin	16,518,025
Coppell	156,600
Dallas	30,035,514
Denton	357,346
Fort Worth	541,526
Frisco	166,716
Georgetown	236,779
Grand Prairie	1,385,819
Grapevine	2,340,628
Houston	9,095,852
Hurst	130,962

Irving	1,178,414
Killeen	112,325
Laredo	229,015
Plainview	2,260,165
Plano	14,178,518
Richardson	125,622
San Antonio	362,083
Southlake	1,439,664
Sugar Land	325,020
Willis	167,417

## Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 207 Texas residents. Total FY 2023 wages were \$2.21 billion, of which Texas residents earned \$22,696,705.

## Additional Information

### Service Expansion and Improvements

**Heartland Flyer:** The daily *Heartland Flyer* is funded in part by the Texas Department of Transportation. The Kansas Department of Transportation, in partnership with the Texas and Oklahoma DOTs, has received a federal Corridor Identification and Development Program (CIDP) grant to fund planning for the *Heartland Flyer* extension to Newton, KS.

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

**Dallas-Houston:** The Texas DOT has received a CIDP award to fund planning for a Dallas-Houston corridor.

**Houston-San Antonio:** The Texas DOT has received a CIDP award to fund planning for a Houston-San Antonio corridor.

**Houston-Dallas High Speed Rail:** Amtrak successfully applied for a CIDP grant and is working with the Federal Railroad Administration to progress through the three stages of that program. Recent market analysis, completed in late 2023, indicates continued strong demand for this service. Current activity includes proactive stakeholder engagement and further development of the financial model to enable progression to the construction phase.

### 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.

**Del Rio:** Amtrak completed construction on accessibility upgrades in FY 2023 to ensure ADA compliance. This project includes a new platform with associated ramps, stairs, railings, and signage for the station.

**El Paso:** Amtrak is currently in the design stage of updating the station's platform, parking area, and path of travel to ensure ADA compliance.

**Gainesville:** Amtrak is currently in the design stage 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.

**Houston:** Phase 2 of the ADA Houston station project is currently in the design stage. Improvements include a new platform for the station with associated paths of travel and signage.

**Longview:** In September 2022, Amtrak dedicated the completed ADA project that included a new platform and paths of travel.

**Marshall:** 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 paths of travel and signage for the station. This project is expected to be completed in FY 2027.

**McGregor:** Amtrak completed ADA improvements to the historic Santa Fe station in spring 2020, including a new platform and path of travel from the parking lot to the platform and station waiting room. Other new improvements included new ramps to the platform, stairs, railings, and signage.

**Mineola:** 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 paths of travel and signage for the station. This project is expected to be completed in FY 2025.

**Sanderson:** In June 2022, Amtrak dedicated the completed ADA project that included a new platform, passenger shelter, and paths of travel.

**Taylor:** 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 FY 2024.

**Temple:** Amtrak and the city have initiated ADA improvements to the station site that include a new parking lot, signage, platform, and path of travel to the historic Santa Fe station. It now contains a fully-staffed Amtrak waiting room and a museum with a display of railroad equipment.

# AMTRAK ROUTES IN TEXAS

