



Amtrak Fact Sheet Fiscal Year 2023 State of Wisconsin

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated up to 16 trains per day in Wisconsin, as part of the following routes:

- **Long Distance**
Empire Builder (daily Chicago-St. Paul-Seattle/Portland)
- **State Supported**
Hiawatha (seven roundtrips daily Chicago-Milwaukee)

Stations Served

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

City (Code)	Ridership
Columbus (CBS)	9,290
La Crosse (LSE)	21,259
Milwaukee (General Mitchell International Airport) (MKA)	110,938
Milwaukee (MKE)	509,107
Portage (POG)	5,520
Sturtevant (SVT)	47,266
Tomah (TOH)	10,094
Wisconsin Dells (WDL)	11,392
Total Wisconsin Station Usage:	724,866

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

Service	Host Railroad (s)	FY23 OTP
<i>Empire Builder</i>	BNSF, Canadian Pacific Kansas City, Metra	51%
<i>Hiawatha</i>	Canadian Pacific Kansas City, Metra	86%

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 186,952 members listing an address in Wisconsin. 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 Wisconsin, Amtrak spent \$25,574,719 broken down in the following locations:

City	Amount (\$)
Beloit	3,593,898
Brownsville	1,164,728
Franklin	228,709
Glendale	4,454,904
Green Bay	194,136
Jackson	294,991
Janesville	837,277
Lake Geneva	1,036,837
Menomonee	904,841
Milwaukee	6,398,936
Mount Pleasant	150,654
Oak Creek	4,224,983
Waukesha	1,224,614

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 65 Wisconsin residents. Total FY 2023 wages were \$2.21 billion, of which Wisconsin residents earned \$5,672,268.

Additional Information

Amtrak operates the state-supported *Hiawatha* Service, under contract with the states of Illinois and Wisconsin. With seven daily trains in each direction, the service is the highest ridership route in the Midwest. These trains are part of the four-state *Amtrak Midwest* network of services, including routes operated under contract for Illinois, Michigan, and Missouri with hubs at Chicago and St. Louis.

Service Expansion and Improvements

Additional Chicago-Twin Cities Service (TCMC): The TCMC project was awarded a Restoration and Enhancement grant to support the first few years of operating funding for the start-up of the service, and a Consolidated Rail Infrastructure and Safety Improvement grant for \$31.7 million to complete infrastructure improvements on the host railroad. Amtrak and the states of Minnesota and Wisconsin each contributed financially to equate to \$53 million. Service should begin in FY 2024. In 2023, TCMC received an FRA CIDP grant award to study additional frequencies once the service is launched.

Additional *Hiawatha* Frequencies: The Wisconsin and Illinois departments of transportation are continuing to advance the project to increase the *Hiawatha* Service from seven to 10 roundtrips a day. The project was recently selected for the FRA's CIDP, which provides grants for the planning and project development phases. The sponsors have been working with Amtrak and the host railroads on the process to determine additional railroad infrastructure projects needed for implementation of the increased daily trains. The next step will be completion of the Service Development Plan, followed by preliminary engineering and environmental clearance of the railroad improvements. Once these steps are completed, the project will be in a pipeline to receive federal funding for final design and construction. Wisconsin has been successful at securing federal capital grants to support construction of discrete projects in that state that will be necessary to accommodate additional planned trains, including the ongoing construction of an expansion of the Milwaukee Airport rail station. Amtrak has committed almost \$10 million in matching contributions to these projects.

***Hiawatha* Service Extension**

The Wisconsin Department of Transportation (WisDOT) received a CIDP grant to extend the existing *Hiawatha* service between Milwaukee, WI, and Chicago, IL, to Green Bay, WI.

Milwaukee-Madison-Eau Claire-Twin Cities

WisDOT received a CIDP grant for new rail service between Milwaukee and the Twin Cities in Minnesota via Madison and Eau Claire.

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.

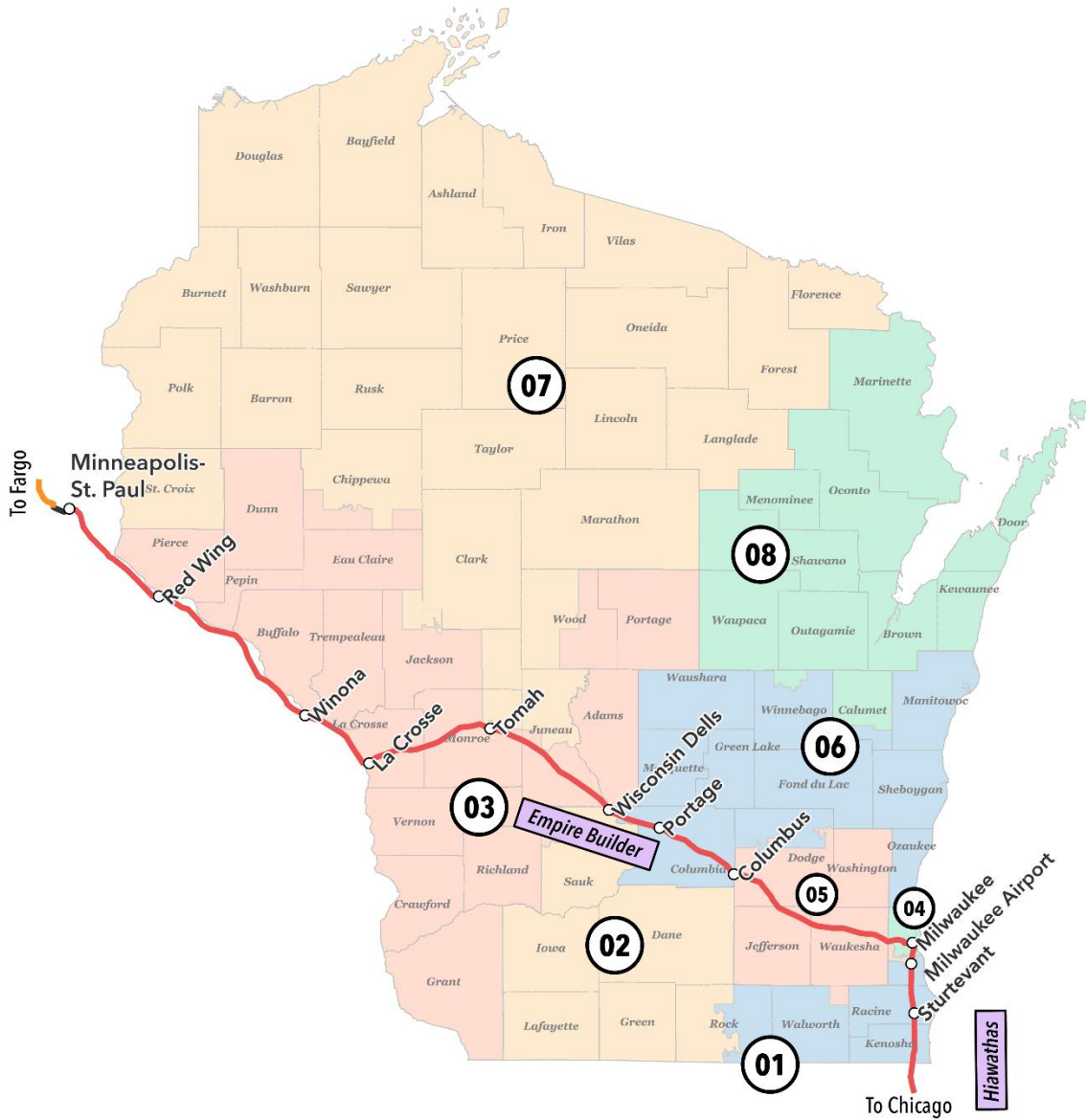
Columbus: Amtrak is currently in the construction phase for ADA upgrades including a new platform, walkways to the parking area and public right of way, and compliant parking including lighting and signage for the platform, walkways, and parking. Construction will be completed in FY 2025.

La Crosse: Amtrak is currently in the design phase for ADA upgrades to the station interior, entrances and connection to the parking lot and public right of way. Construction will commence in FY 2025 and be completed in FY 2026.

Tomah: Amtrak is currently in the construction phase for ADA upgrades featuring a new platform with lighting and signage for the platform, walkways, and parking. Construction will be completed in FY 2024.

Wisconsin Dells: Amtrak is currently in the design stage for ADA upgrades to include a new platform and walkways to the public right of way, as well as associated lighting and signage for the platform. Construction will be completed in FY 2026.

AMTRAK ROUTES IN WISCONSIN



Track Ownership	
■ Amtrak	■ CSX
■ BNSF	■ NS
■ CN	■ UP
■ CPKC	■ Other

- 01 Congressional District
- Route Name