Louisiana Passenger Rail Station Assessment

Prepared for the Louisiana Department of Transportation and Development (LADOTD)

Prepared by HDR Engineering, Inc.

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Executive Summary

The Louisiana Department of Transportation and Development (LADOTD) has developed this conceptual Louisiana Passenger Rail Station Assessment for the purpose of initiating the development of guidance towards the state's passenger rail transportation planning activities. This report incorporates a review of industry standards, combined with passenger rail station field assessments, to create a conceptual list of station features and standards that may be applicable to future intercity passenger rail initiatives within the state. The document also identifies potential enhancements to existing Amtrak passenger rail stations in Louisiana that fulfil LADOTD's goal of beginning to identify intercity passenger rail station area enhancements that may be eligible for future funding. The evaluation metrics and suggested enhancements presented in this document were developed in acknowledgement of LADOTD's vision statement for rail transportation in Louisiana.

This document was developed under the authority and guidance of LADOTD's Office of Multimodal Commerce. The Office of Multimodal Commerce is responsible for rail planning in the state, and also for acquiring and administering federal and state funds used to support operation of passenger rail service.

Louisiana is presently served by the following three long-distance passenger trains operated by the National Railroad Passenger Corporation (Amtrak): the *Sunset Limited,* which operates between New Orleans and Los Angeles; the *City of New Orleans*, which operates between New Orleans and Chicago, and the *Crescent,* which operates between New Orleans and New York. Amtrak's trains in Louisiana operate primarily over tracks owned and operated by Class I freight railroads including: Union Pacific Railroad (UP); BNSF Railway (BNSF); Canadian National Railway (CN); and Norfolk Southern Railway (NS). All three Amtrak passenger trains in Louisiana are long-distance trains that are part of Amtrak's National Network. At the present time, Louisiana does not have any state-supported, short-distance intercity passenger rail services.

Louisiana's Rail Vision

According to the 2015 *State Rail Plan (LADOTD 2015)*, LADOTD's vision statement for rail transportation in the state is described as follows:

> *The future Louisiana rail system will provide safe, reliable mobility for people and goods. In addition, it will contribute to a more balanced transportation system, economic growth, a better environment and energy conservation. The state's rail infrastructure and levels of service will expand to provide increased transportation efficiency, cost effectiveness, accessibility, capacity, and intermodal connectivity to meet market demands through a freight and passenger rail investment plan which includes public-private partnerships. To further this vision, the state will take a leadership role in planning rail service improvements.*

Need for Specific Design Guidelines

Station design guidelines that include existing industry standards have been developed by Amtrak to fit their intercity passenger rail service needs. These guidelines were derived based on several key factors such as service type, ridership, and type of vehicle/train consist that serves a station. These standards

however are not necessarily tailored to the specific requirements of a wider range of passenger rail service options, including commuter rail. Ultimately, station features and applicable standards identified for Louisiana passenger rail stations should be based on economic, demographic and transportation demand forecasts and trends – planning variables that would likely be evaluated in LADOTD's next update to the Louisiana State Rail Plan.

Study Findings

This report describes the state's intercity passenger rail network, and the intermediate stations along each route. The main focus of the report is an assessment and evaluation of the physical features, structures, passenger amenities, and multimodal connections at each of the existing Amtrak passenger rail stations in Louisiana. The six stations evaluated included Lake Charles, Lafayette, New Iberia, Schriever, Hammond, and Slidell. The New Orleans Union Passenger Terminal was not included in this study.

Existing station characteristics range from isolated stations on industrial property, with low ridership (less than 2,000 passengers per year) and little to no passenger amenities (Schriever); to large multimodal transportation stations such as the Rosa Parks Transportation Center in Lafayette, where passengers are served by city of Lafayette buses, Greyhound buses, shuttle buses, taxis, and Amtrak passenger trains. In 2017, Amtrak ridership at the Lafayette station was approximately 6,100 riders per year. In comparison, ridership at the Hammond and Slidell stations was almost 11,000 passenger per year. Based on annual passenger ridership, each of the stations assessed are defined by Amtrak as a shelter or Category 4 station. (Sections 3 and 4 of the report describe Amtrak station categories and contain a detailed description of Category 4 station features).

Depending on location, the on-site station field assessments conducted for this report were attended by representatives of regional metropolitan planning organizations (MPO's), municipalities, or LADOTD. During the assessments, overall themes and points of discussion included:

- Americans with Disabilities Act of 1990 (ADA) accessibility and compliance,
- Security, specifically baggage monitoring;
- Integration of the station with local and regional transportation infrastructure programs;
- Station location and function as a transportation asset and economic benefit within the community.

Field assessments were conducted to verify existing conditions and features at each passenger station. The Station Classification and Features Matrix outlined within Amtrak's *Station Program and Planning Guidelines* served as a checklist to define existing station conditions. As part of the Amtrak guidance, station program components are grouped into six primary station functions which include: facility structure elements; access and wayfinding; station features and functions; customer service; staff and support functions; and amenities. The station functions are further defined by over forty individual station features. Table E-1 lists the features that exist at the individual stations as denoted by "Yes" and the features that are not present at a station as denoted by "No".

Table E-1
Existing Features at Amtrak Passenger Stations

Function		Feature	Lake Charles	Lafayette	New Iberia	Schriever	Hammond	Slidell
Facility Structure Elements		Platform	Yes	Yes	Yes	Yes (1)	Yes	Yes
		Platform Canopy	Yes	Yes	No	No	Yes	Yes
		Sheltered Waiting Area	Yes	Yes	No	No	Yes	No
		Station Building	Yes	Yes	No	No	Yes	Yes
Access & Wayfinding		Auto/Taxi Pickup/Drop-off Lanes	Yes	Yes	No	No	No	No
		Parking (ADA)	Yes	Yes	No	No	Yes	Yes
		Rental Cars On-Call	No	No	No	No	No	No
		Rental Cars on Property	No	No	No	No	No	No
		Transit and Bus Access	No	Yes	No	No	No	No
		Taxi Access	No	Yes	No	No	No	No
		Staff Parking	No	No	No	No	No	No
		Bicycle Rack	No	Yes	No	No	No	No
		Station Signage and Wayfinding	Yes	Yes	Yes	Yes	Yes	Yes
		Regulatory Signage (MUTCD)	No	Yes	Yes	No	Yes	Yes
Station Features & Functions		Restrooms	Yes	Yes	No	No	Yes	Yes
		Drinking Fountains	Yes	Yes	No	No	Yes	Yes
		Site Lighting	Yes	Yes	No	No	Yes	No
		Trash Receptacles	Yes	Yes	Yes	Yes	Yes	Yes
		Trash Pick-Up	Yes	Yes	Yes	Yes	Yes	Yes
Customer Service	Ticketing / Baggage	Ticket Vending Machine	No	No	No	No	No	No
		Ticket Office	No	No	No	No	No	No
		Passenger Boarding Assistance	No	No	No	No	No	No
		Checked Baggage Handling	No	No	No	No	No	No
	Passenger information	Passenger Information Display System	No	No	No	No	No	No
		Pay Telephones	No	No	No	No	No	No
		Information Counter	No	No	No	No	No	No
		Customer Service Office	No	No	No	No	No	No
	Security	Emergency Platform Call Box	No	No	No	No	No	No
		Security Facilities On-site	No	No	No	No	No	No
		Security On-Call/Systems	No	No	No	No	No	No
		Local Police Surveillance/Call Box	No	Yes	No	No	No	No
		CCTV/Video Surveillance	No	Yes	No	No	No	No
		Access Control/Card Readers	No	No	No	No	No	No
Staff & Support Functions		Station Management Services	No	No	No	No	No	No
		Passenger Baggage Assistance	No	No	No	No	No	No
		Ticket Agents	No	No	No	No	No	No
		Package Express Handling	No	No	No	No	No	No
		Staffed Information Counter and Ushers	No	No	No	No	No	No
		Host/Greeter Staff	No	No	No	No	No	No
		Janitorial Service/Cleaning Staff	Yes	Yes	No	No	Yes	Yes
Amenities		Restaurant/Food Service	No	No	No	No	No	Yes
		Vending Machines	No	Yes	No	No	No	No
		Shops (News, Books, etc.)	No	No	No	No	No	No
		First Class/Business Class Lounge	No	No	No	No	No	No

Note (1): The condition of the existing platform at Schriever makes it unusable as a platform.

Suggested enhancements were identified for each of the passenger stations evaluated. Potential enhancement projects range from low-cost station signage improvements to complete platform reconstruction. Under ADA guidance, the suggested station enhancements were prioritized based on their ability to provide an “accessible route” from the point of ingress into a station to a passenger boarding a train. Based on Amtrak planning and programming guidance and the station assessments, station features likely to be incorporated within Louisiana passenger rail standards are shown in Table E-2 on the following page. Station features denoted as “Needed” or “Encouraged” would provide basic functionality for a passenger rail station.

Table E-2
Features and Standards for Passenger Stations in Louisiana

Function		Feature	Standards Determination
Facility Structure Elements		Platform	Needed - Minimum platform length of 300 feet to 550 feet is suggested at stations with low ridership and short trains.
		Platform Canopy	Needed
		Sheltered Waiting Area	Needed
		Station Building	Encouraged
Access & Wayfinding		Auto/Taxi Pickup/Drop-off Lanes	Needed
		Parking	Needed
		Rental Cars On-Call	Owner/Municipality Discretion
		Rental Cars on Property	Owner/Municipality Discretion
		Transit and Bus Access	Owner/Municipality Discretion
		Taxi Access	Owner/Municipality Discretion
		Staff Parking	Owner/Municipality Discretion
		Bicycle Rack	Encouraged
		Station Signage and Wayfinding	Needed
		Regulatory Signage (MUTCD)	Needed
Station Features & Functions		Restrooms	Encouraged
		Drinking Fountains	Encouraged
		Site Lighting	Needed
		Trash Receptacles	Needed
		Trash Pick-Up	Needed
Customer Service	Ticketing / Baggage	Ticket Vending Machine	Encouraged
		Ticket Office	Owner/Municipality Discretion
		Passenger Boarding Assistance	Owner/Municipality Discretion
		Checked Baggage Handling	Owner/Municipality Discretion
	Passenger information	Passenger Information Display System	Owner/Municipality Discretion
		Pay Telephones	Owner/Municipality Discretion
		Information Counter	Owner/Municipality Discretion
		Customer Service Office	Owner/Municipality Discretion
	Security	Emergency Platform Call Box	Needed
		Security Facilities On-site	Encouraged
		Security On-Call/Systems	Owner/Municipality Discretion
		Local Police Surveillance/Call Box	Encouraged
		CCTV/Video Surveillance	Encouraged
		Access Control/Card Readers	Owner/Municipality Discretion
Staff & Support Functions		Station Management Services	Owner/Municipality Discretion
		Passenger Baggage Assistance	Owner/Municipality Discretion
		Ticket Agents	Owner/Municipality Discretion
		Package Express Handling	Owner/Municipality Discretion
		Staffed Information Counter and Ushers	Owner/Municipality Discretion
		Host/Greeter Staff	Encouraged
		Janitorial Service/Cleaning Staff	Needed
Amenities		Restaurant/Food Service	Owner/Municipality Discretion
		Vending Machines	Encouraged
		Shops (News, Books, etc.)	Owner/Municipality Discretion
		First Class/Business Class Lounge	Owner/Municipality Discretion

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Acronyms

ADA	Americans with Disabilities Act of 1990
ADAAG	Americans with Disabilities Act Accessibility Guidelines
ASDP	Accessible Stations Development Program
CN	Canadian National Railway
BNSF	Burlington Northern Santa Fe Railway
CRS	Congressional Research Service
DOJ	Department of Justice
DOT	Department of Transportation
FAST	Fixing America's Surface Transportation Act
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
FY	Fiscal Year
HDR	HDR Engineering, Inc.
ICC	International Code Council
LADOTD	Louisiana Department of Transportation and Development
L&D	Louisiana and Delta Railroad
MPO	Metropolitan Planning Organization
MUTCD	Manual on Uniform Traffic Control Devices
NDRN	National Disability Rights Network
NOUPT	New Orleans Union Passenger Terminal
NRHP	National Register of Historic Places
NS	Norfolk Southern Railway
NSU	Nicholls State University
PIDS	Passenger Information Display Systems
PRIIA	Passenger Rail Investment and Improvement Act of 2008
ROW	Right-of-Way
RR	Railroad
SCPDC	South Central Planning and Development Commission
SDP	Standard Design Practices
UP	Union Pacific Railroad
YOY	Year over Year

1.0 Introduction

1.1 Study Purpose

The Louisiana Department of Transportation and Development (LADOTD) is developing standards for intercity passenger rail stations within the state. The purpose of the standards is to identify upgrades that would make Louisiana passenger rail stations compliant with the Americans with Disabilities Act of 1990 (ADA), and to provide a basic level of rail passenger comfort, safety, and security. The standards also identify potential enhancements beyond the basic requirements that provide a higher level of passenger comfort associated with an added cost. Combined, these incremental features and design elements would contribute to the quality of a passenger travel experience and provide better transportation options.

1.2 Study Scope of Work

HDR Engineering, Inc. (HDR) performed six primary tasks as part of the Louisiana Passenger Rail Station Assessment scope of work:

- Task 1: Establish Conceptual-Level Passenger Station Standards
- Task 2: Analyze Existing Amtrak Passenger Stations
- Task 3: Identify Suggested Enhancements to Passenger Stations
- Task 4: Develop Estimates of Probable Costs for Suggested Enhancements
- Task 5: Develop a Station Maintenance Plan
- Task 6: Draft and Final Reports

Task 1 consisted of developing conceptual or high-level standards for Louisiana passenger stations that incorporate current Amtrak minimum standards, ADA regulations, Federal Railroad Administration (FRA) regulations and Louisiana-specific conditions and needs. The standards recognize Louisiana climate conditions, passenger needs that are unusual and specific to Louisiana, and in general seek to establish criteria that will enable stations to make passenger railroad transportation in Louisiana attractive, useful, and sustainable.

Task 2 involved conducting field investigations of six existing passenger rail stations at Lake Charles, Lafayette, New Iberia, Schriever, Hammond, and Slidell. The field evaluations included coordination with stakeholders and verification of existing conditions through photographs and field measurements. ADA compliant features were noted and station platform dimensions were confirmed. The level of effort undertaken for the field investigations should not be construed to meet the formal requirements of an Amtrak Station Development Program assessment.

It should be noted that the New Orleans Union Passenger Terminal (NOUPT) station in New Orleans was not included in this study. The NOUPT has been improved in the recent past and will continue to undergo major renovations during the next several years. Various projects had been completed to bring the station's public areas into ADA compliance. Federal funds have been used to plan and

upgrade the NOUPT. The most recent of these studies is the Infrastructure Improvement Program for the NOUPT which was completed in April 2010. This document identifies recommended infrastructure improvements to the NOUPT through the year 2030; one of which consists of a track reconfiguration that will support hurricane evacuation and increase intercity rail capacity.

As part of Task 3, suggested enhancements to the existing passenger rail stations were identified. The conceptual standards developed under Task 1 were primary factors considered in the assessment of existing passenger rail stations.

Under Task 4, estimates of probable cost were prepared for the suggested enhancements identified in Task 3. The costs provided are planning-level estimates for infrastructure only and do not include survey, design, permitting, geotechnical investigations, construction management, and any special requirements in these general categories. Where platform upgrades were identified, the costs are presented as a range of costs inclusive of platform construction and other amenities such as a sheltered waiting area and platform lighting.

As part of Task 5, existing facility maintenance responsibilities are briefly described, with the intent of maintaining each station in a state of good repair.

Finally, Task 6, HDR prepared this report describing:

- Assessment of the existing facilities in comparison to current requirements and standards;
- Suggested enhancements and improvements to passenger rail stations to meet the conceptual-level standards developed in Task 1, as well as Amtrak, ADA, and FRA standards and regulations.
- Conceptual cost estimates for the suggested enhancements identified for each passenger rail station.
- On-going station maintenance practices.
- Recommended conceptual-level standards.

1.3 Report Organization

This report is organized into the following sections:

- Section 1 – Introduction
- Section 2 – Amtrak Train Service in Louisiana
- Section 3 – Amtrak Station Characteristics
- Section 4 – Amtrak Station Planning Guidance
- Sections 5 to 10 – Station Assessments for Each Amtrak Station. Note: The assessments presented within this report are described from west to east; specifically Lake Charles, Lafayette, New Iberia, Schriever, Hammond, and Slidell.
- Section 11 – Establish Conceptual LADOTD Station Standards and Existing Maintenance Responsibilities.

2.0 Amtrak Train Service in Louisiana

2.1 Amtrak Overview

Congress created the National Railroad Passenger Corporation (Amtrak) in 1970 to be the nation's primary provider of intercity passenger rail service. Prior to the creation of Amtrak, private railroad companies provided both freight and passenger service. However, large-scale public investments in alternate transportation modes during the mid-20th century prompted significant shifts in how people traveled, away from intercity passenger trains and onto highways and jet planes. As the losses from passenger trains mounted, railroads discontinued or downgraded passenger rail services. The intent of Amtrak was to preserve a level of intercity passenger rail service while allowing private companies to exit the passenger rail business. The U.S. Department of Transportation (DOT) holds the majority of Amtrak's shares (CRS 2017).

Amtrak's funding is authorized through fiscal year 2020 (FY2020) in the Passenger Rail Reform and Investment Act of 2015 (Title XI of the Fixing America's Surface Transportation (FAST) Act, Public Law 114-94). This authorization is the first time that Amtrak's funding was included in the larger surface transportation act that also authorizes highway and transit programs. Congress also changed the structure of federal grants in the FAST Act. Prior to 2015, Congress separated Amtrak funding for capital expenditures and operating costs. Starting in FY 2017, grants are divided between funding for Amtrak's Northeast Corridor service (which uses infrastructure owned by Amtrak and has billions of dollars in capital needs) and the rest of Amtrak's National Network (which uses infrastructure owned primarily by private freight railroads but runs on an operating deficit of several hundred million dollars a year) (CRS 2017). Under the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), states are required to provide the funding to support the operation of short-distance intercity passenger rail routes of less than 750 miles. By contrast, Amtrak has the financial responsibility for the operation of trains on long-distance routes of 750 miles or more in length.

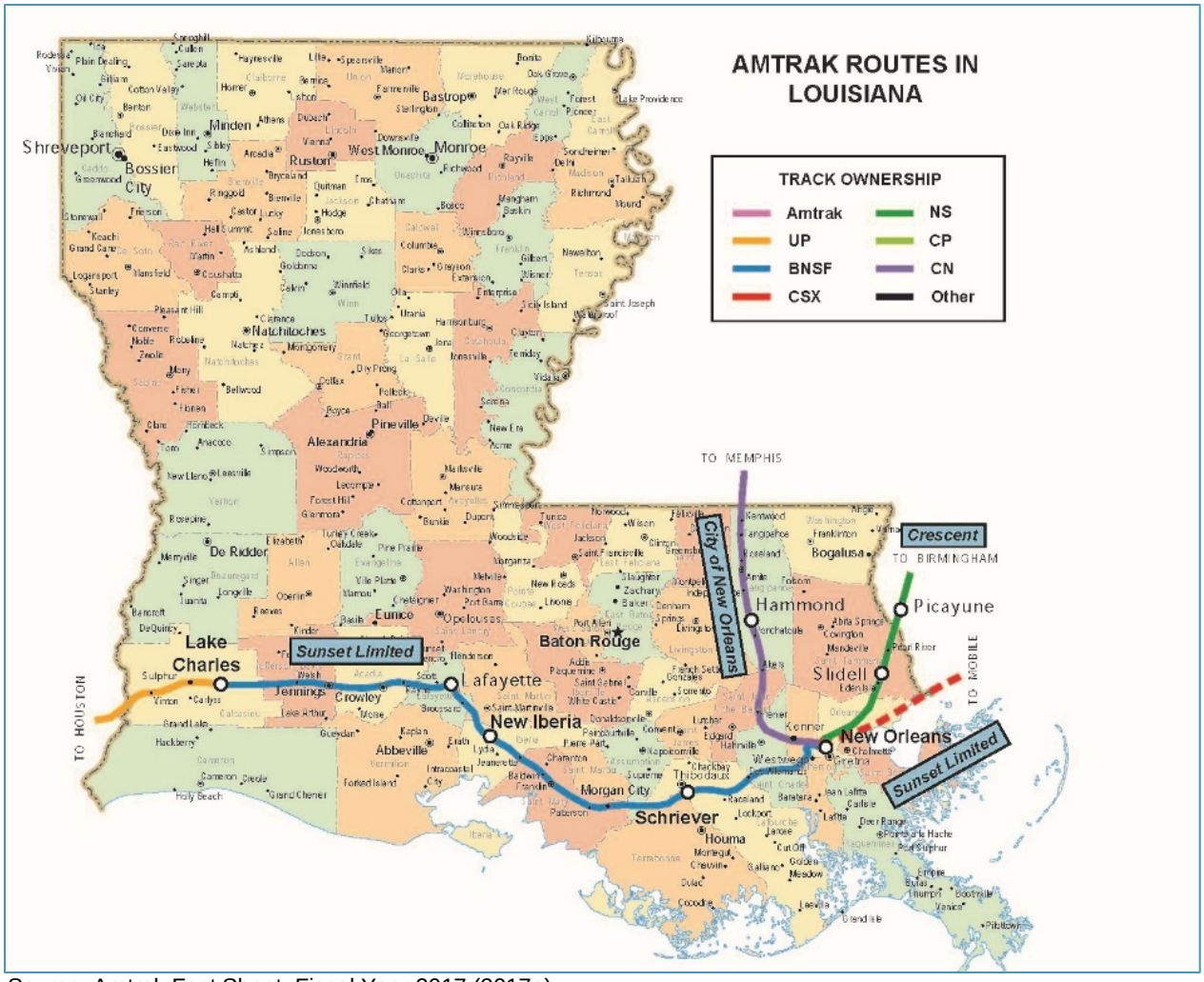
Three Amtrak long-distance intercity rail passenger routes operate within the state over rail lines owned by Class I freight railroads (Figure 2-1). The *Sunset Limited* operates between New Orleans and Los Angeles, the *City of New Orleans* operates between New Orleans and Chicago; and the *Crescent* operates between New Orleans and New York City. Table 2-1 briefly summarizes Amtrak service in Louisiana and the station locations served by these trains. The *Sunset Limited* makes four intermediate station stops at Lake Charles, Lafayette, New Iberia, and Schriever. The *City of New Orleans* makes one intermediate station stop in Louisiana at Hammond. The *Crescent* makes one intermediate station stop in Louisiana at Slidell.

Table 2-1
Amtrak Service in Louisiana

Train	Endpoints	Frequency	Intermediate Louisiana Stations	Average Trip Length	Average Fare
Sunset Limited	New Orleans – Los Angeles	Tri-Weekly	Lake Charles, Lafayette, New Iberia, Schriever	768 miles	$109
City of New Orleans	New Orleans – Chicago	Daily	Hammond	418 miles	$74
Crescent	New Orleans – New York	Daily	Slidell	498 miles	$110

Source: Rail Passengers Association, 2017 Data

Figure 2-1
Amtrak Routes in Louisiana

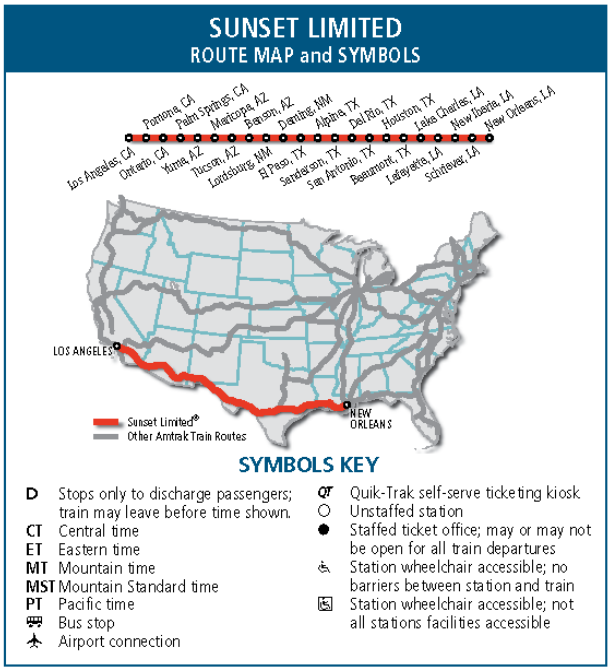


Source: Amtrak Fact Sheet, Fiscal Year 2017 (2017a).

2.2 Sunset Limited Train and Passenger Information

The *Sunset Limited* operates on a tri-weekly schedule between Los Angeles and New Orleans (1,995 miles), serving major intermediate stations at Maricopa, AZ (Phoenix), Tucson, AZ, El Paso, TX, San Antonio, TX, and Houston, TX (Figure 2-2). Through cars from Chicago (via St. Louis and Dallas) are switched to and from the train in San Antonio. The train terminates in New Orleans on Tuesday, Friday and Sunday, and the train originates in New Orleans on Monday, Wednesday, and Saturday. Westbound the train leaves New Orleans at 9:00 AM, arriving in Los Angeles at 5:35 AM two days later. Eastbound the train leaves Los Angeles at 10:00 PM, arriving in New Orleans at 9:40 PM two days later. The *Sunset Limited* offers daytime/evening service locally within Louisiana, although the tri-weekly service limits the appeal of the train for short-distance travel.

Figure 2-2
Sunset Limited Route and Stops



The *Sunset Limited* operates with Amtrak Superliner equipment. These cars are bi-level cars with passenger accommodations on two levels. The train carries coaches, sleeping cars, a diner, a Sightseer Lounge, crew dormitory car and a baggage car.

Based on the 2010 Amtrak Ridership Profile for the *Sunset Limited*, passengers are mostly taking leisure trips (89 percent). A large portion of these trips (52 percent) are for visiting family or friends, while vacation and other recreational trips account for the remainder in this category. Of the remaining riders, 11 percent are traveling for personal business, while 5 percent are making business trips. The majority of riders are female (57 percent) with an average age of 59 years. The household income of riders averages $57,000 per year (2010). In all, 33 percent of all travelers are employed, but a large segment (55 percent) is retired.

Table 2-2 presents an aggregated list of the top ten locations that rail passengers in Schriever, New Iberia, Lafayette, and Lake Charles traveled to and from on the *Sunset Limited*. Most of the top ten stations were distances of 500 miles or less, and traveled during the daytime portion of the *Sunset Limited*'s trip through Louisiana and Texas. There is a significant local travel market that uses the train for trips within Louisiana, either to and from New Orleans, or between intermediate stations. Because the westbound train from New Orleans operates on alternate days from the eastbound train to New Orleans, even local travelers are not making same-day round trips on the train, and are likely spending one night or more at their destination. These types of passengers are typically leisure travelers and would likely have additional luggage with them to accommodate their extended stay.

Table 2-2

Top City Pairs to/from Four Intermediate Louisiana Stations on the Sunset Limited

Destination	Distance	Type of Trip
Houston, TX	143-307 miles	Day
New Orleans, LA	55-219 miles	Day
San Antonio TX	353-517 miles	Day
Los Angeles, CA	1,776-1,940 miles	Overnight
Beaumont, TX	61-225 miles	Day
Tucson, AZ	958-1,032 miles	Overnight
Local: Lafayette – Lake Charles	74 miles	Day
Local: Lafayette – New Iberia	18 miles	Day
Local: Lafayette – Schriever	90 miles	Day
Local: Lake Charles – Schriever	164 miles	Day
Local: New Iberia – Schriever	72 miles	Day

Source: Rail Passengers Association, 2017 Data

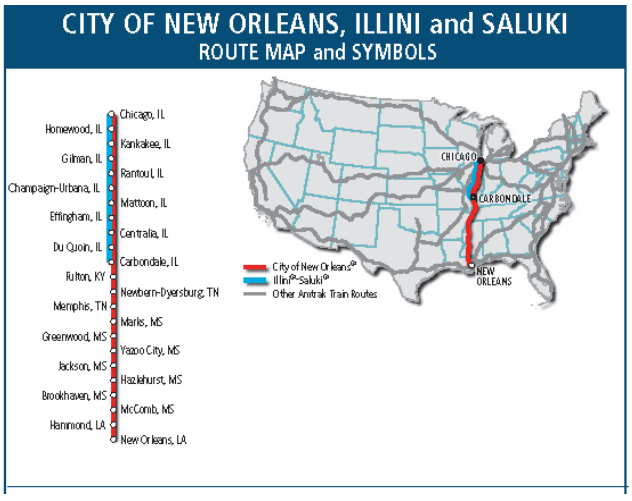
The *Sunset Limited* operates with a normal consist of two locomotives and seven cars, including one Viewliner II baggage car, one Superliner Sightseer Lounge car, one Superliner dining car, two Superliner coaches, and two Superliner sleeping cars. Amtrak's Superliner passenger equipment is bi-level with a nominal floor height of 18 inches above the top of rail. The total length of the typical seven car train with two locomotives is 733 feet. When operating with two additional Superliner coaches/ sleepers, the train length would be 903 feet (Amtrak 2013a).

The *Sunset Limited* operates on track owned and operated by BNSF Railway (BNSF) between Avondale, LA and Iowa Junction, LA, east of Lake Charles, and on track owned and operated by Union Pacific Railroad (UP) between Iowa Junction, LA and Los Angeles. In the New Orleans terminal area the train also uses short segments of track operated by UP, New Orleans Public Belt Railroad, Canadian National Railway, and Amtrak.

2.3 City of New Orleans Train and Passenger Information

The *City of New Orleans* operates between Chicago and New Orleans (Figure 2-3). The service consists of one daily round-trip, stopping at Hammond, LA before terminating in New Orleans. Intermediate stops outside Louisiana include Champaign-Urbana, IL, Carbondale, IL (with connecting Thruway bus service to St. Louis), Fulton, KY, Memphis, TN and Jackson, MS. Southbound the train leaves Chicago at 8:05 PM and arrives in New Orleans at 3:47 PM the following day. Northbound route train leaves New Orleans at 1:45 PM and reaches Chicago at 9:20 AM the following day. The *City of New Orleans*

Figure 2-3
City of New Orleans Route and Stops



schedule offers daytime service in both directions through Mississippi. The *City of New Orleans* operates with Amtrak Superliner equipment. The bi-level cars provide coach seats, sleeping car rooms, Cross-Country Café, and a Sightseer Lounge Car.

Based on the 2010 Amtrak Ridership Profile for the *City of New Orleans*, passengers are mostly taking leisure trips (74 percent). A large portion of these trips (44 percent) are for visiting family or friends, while vacation and other recreational trips account for the remainder in this category. Of the remaining riders, 11 percent are traveling for personal business while 12 percent are making business trips. The majority of riders are female (67 percent) with an average age of 56 years. The household income of riders averages $70,000 per year (2010). In all, 45 percent of all travelers are employed, but a large segment (40 percent) is retired.

Table 2-3 presents the top ten locations that rail passengers in Hammond, LA traveled to and from on the *City of New Orleans* in Fiscal Year 2017. Four out of the top ten stations were distances of 500 miles or more, requiring an overnight trip on the train. The types of passengers that make an overnight trip on the train are typically leisure travelers and would likely have additional luggage with them to accommodate their overnight trip, as well as an extended stay at their destination.

Table 2-3
Top City Pairs to/from Hammond, LA on the City of New Orleans

Destination	Distance	Type of Trip
Chicago, IL	873 miles	Overnight
Memphis, TN	353 miles	Day
New Orleans, LA	53 miles	Day
Jackson, MS	132 miles	Day
Champaign, IL	744 miles	Overnight
Homewood, IL	848 miles	Overnight
Carbondale, IL	563 miles	Overnight
Greenwood, MS	229 miles	Day
McComb, MS	52 miles	Day
Fulton, KY	466 miles	Day

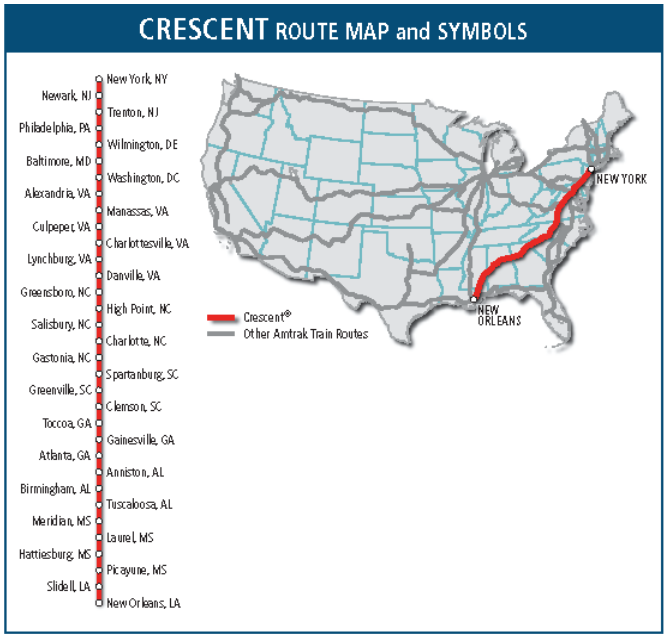
Source: Rail Passengers Association, 2017 Data

The *City of New Orleans* operates with a normal consist of one locomotive and seven cars, including one Transition Dorm/Sleeper, one Superliner Sleeping Car, one Cross Country Café, one Sightseer Lounge Car, and three Superliner Coaches (one of which is a baggage coach). The passenger cars are bilevel Superliner cars with a nominal floor height of 18 inches above the top of rail. The total length of the typical seven car train plus locomotive is 664 feet (Amtrak 2013a).

The *City of New Orleans* operates primarily on track owned and operated by the Canadian National Railway (CN) between Chicago and New Orleans. In the New Orleans and Chicago terminal areas the train also uses short segments of track owned or leased by Amtrak.

2.4 Crescent Train and Passenger Information

Figure 2-4
Crescent Route and Stops



The *Crescent* operates between New York and New Orleans (Figure 2-4). The service consists of one daily round-trip, stopping at Slidell, LA, before terminating in New Orleans. Intermediate stops outside Louisiana include Birmingham, Atlanta, Charlotte, NC, Washington, DC, Baltimore, Philadelphia, and New York City. Southbound the train leaves New York at 2:15 PM and arrives in New Orleans at 7:32 PM the following day. Northbound route train leaves New Orleans at 7:00 AM and reaches New York at 1:46 PM the following day. The *Crescent*'s schedule offers daytime service between Atlanta, Birmingham and New Orleans.

The *Crescent* operates with single-level equipment, due to limited clearances through tunnels between Washington and New York. The train carries coaches, sleeping cars, a diner, and a lounge car.

Based on the 2010 Amtrak Ridership Profile for the *Crescent*, passengers are mostly taking leisure trips (79 percent). The majority of these trips (54 percent) are for visiting family or friends while vacation or other recreational trips account for the remainder in this category. Of the remaining riders, 9 percent are traveling for personal business while 11 percent are making business trips. The majority of riders are female (71 percent) with an average age of 58 years and with household income averaging $76,000 per year (2010). Almost half of all travelers are employed, and a large segment (41 percent) is retired. The *Crescent* makes one intermediate station stop in Louisiana, at Slidell.

Table 2-4 presents the top ten locations that rail passengers in Slidell, LA traveled to and from on the *Crescent* in Fiscal Year 2017 (FY 2017). Most of the top ten stations were distances of 500 miles or less, and traveled during the daytime portion of the *Crescent*'s trip through Louisiana, Mississippi, Alabama, and Georgia. The schedule of the *Crescent* (departing from New Orleans in the morning, and arriving at New Orleans in the evening) is timed so that the trains are passing near Tuscaloosa, AL, suggesting that even passengers making shorter day trips to and from Slidell are likely spending one night or more at their destination. These types of passengers are typically leisure travelers and would likely have additional luggage with them to accommodate their extended stay.

Table 2-4
Top City Pairs to/from Slidell, LA on the Crescent

Destination	Distance	Type of Trip
Birmingham, AL	319 miles	Day
Atlanta, GA	483 miles	Day
New Orleans, LA	35 miles	Day
Washington, DC	1,117 miles	Overnight
Tuscaloosa, AL	264 miles	Day
Picayune, MS	18 miles	Day
Hattiesburg, MS	82 miles	Day
Meridian, MS	167 miles	Day
New York, NY	1,342 miles	Overnight
Laurel, MS	111 miles	Day

Source: Rail Passengers Association; 2017 Data

The *Crescent* operates with a normal consist of two locomotive and nine cars, including one Viewliner II baggage car, one Amfleet lounge car, one Viewliner II dining car, four Amfleet II coaches (featuring a wider seat pitch than standard coaches), and two Viewliner sleeping cars. Amtrak's Viewliner and Amfleet passenger equipment is single-level with a nominal floor height of 48 inches above the top of rail. Single-level cars have steps at each exit door that may be used to serve low-level platforms. The total length of the typical nine car train with two locomotives is 903 feet (Amtrak 2013a).

Between New Orleans and Alexandria, Virginia, the *Crescent* operates over host freight railroad Norfolk Southern Railway (NS). The *Crescent* also operates over a small segment of CSX Transportation track between Alexandria and Washington, and operates over Amtrak's Northeast Corridor between Washington and New York.

3.0 Amtrak Station Characteristics

3.1 Passenger Ridership by Station

Annual ridership at each Amtrak passenger rail station in Louisiana is presented in Table 3-1 for the most recent five fiscal years (October 1 through September 30). As previously described in Section 1 of this report, Lake Charles, Lafayette, New Iberia, and Schriever are served by the *Sunset Limited*, which operates 3 days per week in each direction, for a total of 6 departures per week at each station. Over the past 5 years, ridership at the Lake Charles station has remained relatively constant; between 3,500 to 4,000 passengers annually. Similarly, ridership at the Lafayette station has also remained constant; averaging 6,500 passengers per year. Ridership at the New Iberia and Schriever stations has been less than 2,000 passengers per year since 2013.

The Hammond and Slidell stations have daily passenger service in each direction on the *City of New Orleans* and *Crescent* trains respectively, for a total of 14 departures per week. Over the past 5 years, annual ridership at the Hammond station has decreased from approximately 15,000 to 11,000 passengers. The Slidell station has seen an increase in passengers, initially ranging from 6,000 to 7,600 between 2013 and 2016, then increasing to over 10,600 riders in 2017; a 78.6 percent increase from the prior year.

The final column in Table 3-1 presents fiscal year 2017 (FY2017) average boarding's and alighting's at each station per train departure. These passenger volumes are a contributing factor when determining provisions for parking spaces, seating needs, and overall station building space requirements at passenger rail stations.

Table 3-1
Amtrak Passenger Ridership by Station (Ridership by Amtrak Fiscal Year)

Station	Fiscal Year (FY)					FY2017 Ridership per Train Departure
	2013	2014	2015	2016	2017	
Lake Charles	3,856	3,742	3,920	3,538	3,719	12
YOY change	+12.2%	-3.0%	+4.8%	-9.7%	+5.1%	
Lafayette	6,590	6,549	6,699	6,714	6,154	20
YOY change	+10.4%	-0.6%	+2.3%	+0.2%	-8.3%	
New Iberia	1,920	1,769	1,729	1,850	1,602	5
YOY change	+15.0%	-7.9%	-2.3%	+7.0%	-13.4%	
Schriever	1,811	1,923	2,028	1,455	1,294	4
YOY change	+3.2%	+6.2%	+5.5%	-28.3%	-11.1%	
Hammond	15,602	15,187	13,905	12,190	10,839	15
YOY change	+2.5%	-2.7%	-8.4%	-12.3%	-11.0%	
Slidell	7,596	6,846	6,127	5,961	10,644	15
YOY change	+7.0%	-9.9%	-10.5%	-2.7%	+78.6%	
Total	37,375	36,016	34,408	31,708	34,252	
YOY change	+6.3%	-3.6%	-4.5%	-7.8%	+8.0%	

Source: Amtrak state fact sheets, 2012-2017

3.2 Characteristics of Louisiana Amtrak Passengers

The predominant number of rail passengers using stations in Louisiana are leisure travelers. Leisure travelers are likely to arrive one hour before the scheduled train departure and are likely to be traveling with suitcases or baby strollers. Because of their tendency to allow a comfortable cushion of time between their arrival at the station and the scheduled train arrival time, leisure travelers are more predisposed to take advantage of station amenities such as retail services or vending machines. Leisure travelers may not be frequent travelers by train and may be unfamiliar with the characteristics of passenger train service. For these travelers, the availability and ease of finding information about the train services (timetables, etc.), station services (restrooms, parking requirements, etc.), boarding and disembarking procedures, and up-to-date train status information are critical elements of the travel experience at the station.

3.3 Amtrak Station Categories

Amtrak has developed a method to categorize its stations. Station categories are primarily determined by their passenger ridership volume, service type, and by the station's position in the local or regional transportation infrastructure. These categories provide basic parameters for determining whether a station is staffed or un-staffed, and the amenities and customer service components that are consistent with the passenger volume at the station. Amtrak's four station categories are:

- Category 1 – Large – Ridership threshold: Greater than 400,000 per year
- Category 2 – Medium – Ridership threshold: 100,000 to 400,000 per year
- Category 3 – Caretaker – Ridership threshold: 20,000 to 100,000 per year
- Category 4 – Shelter – Ridership threshold: less than 20,000 per year

Based on recent Amtrak ridership data, all of the stations in Louisiana (except the New Orleans Union Passenger Terminal Station in New Orleans) would fall into the Shelter category (Category 4). Category 4 Stations are not staffed and include only a shelter and/or platform canopy to protect passengers from the weather. Stations may have blended characteristics, owing to the presence of other transportation providers or retail and community services. Amtrak's basic description of Category 4 stations includes the following information (Amtrak 2013a):

Category 4 Shelter Stations serve smaller communities located on either Long Distance or State Supported routes. These stations currently serve approximately 4 percent of Amtrak's total ridership. This category of station is not staffed and does not offer restrooms or a conditioned waiting space, but provides passengers with protection from the elements by a canopy and/or small shelter, train information, and self-service Quik-Trak ticketing. For locations with very low annual ridership (typically Long Distance routes), Amtrak may serve a facility with only a platform, providing Amtrak signage, lighting, and train information. A full length platform may not be required. However, Amtrak encourages the inclusion of a small bus-type shelter or short canopy at these minimal facilities.

4.0 Amtrak Station Planning Guidance

4.1 Amtrak Station Objectives

Amtrak has developed *Amtrak Station Program and Planning Guidelines* (Amtrak 2013a) to assist transportation agencies, local governments, and other stakeholders in the planning, construction, rehabilitation, and redevelopment of passenger rail stations served by Amtrak. The guidelines include design standards and criteria for stations, platforms, and station sites. The *Amtrak Station Program and Planning Guidelines* include the following objectives for each station on its network:

- Good Service
  - Passengers should experience courteous and efficient service in all facets of interaction with the station facility and its employees.
  - Station operations, back office functions, and baggage handling should be performed with efficiency and sustainability in mind.
- Convenient Access to the Station
  - Station should be a major hub in a multimodal network connecting downtown and other important places in the area.
- Enjoyable Physical Environment
  - Passengers or visitors should experience the station as a community asset or important public place.
  - Design and architecture positively contributes to the public realm.
  - Station architecture is solid, useful, and beautiful.

4.2 Planning Program Features for Category 4 Stations

The *Amtrak Station Program and Planning Guidelines* include a Station Classification and Features Matrix that identifies features and amenities included for specific station categories. Table 4-1 lists typical features at Amtrak stations, with the typical features for Category 4 stations identified. The features are grouped by station function. As denoted by the Key below, a platform is an essential feature that must be evaluated for a Category 4 station, while a platform canopy is a feature that should be evaluated for a Category 4 station based on site conditions. Other features, such as a station building itself, are generally associated with caretaker, medium and large stations with projected ridership levels between 20.000 to over 400,00 riders per year.

KEY:
- ● Typical characteristics
- ○ Service based on route type, ridership, train frequency, and other considerations.
- ✗ Not a typical characteristics of a Category 4 station.

Table 4-1
Amtrak Planning Program Features Matrix for Category 4 Stations

Function		Feature	Feature Evaluated for Category 4 Station	Evaluate Feature Based on Site Conditions	Feature Not Typically Evaluated for Category 4
Facility Structure Elements		Platform	●		
		Platform Canopy		○	
		Sheltered Waiting Area	●		
		Station Building			X
Access & Wayfinding		Auto/Taxi Pickup/Drop-off Lanes		○	
		Parking		○	
		Rental Cars On-Call			X
		Rental Cars on Property			X
		Transit and Bus Access		○	
		Taxi Access		○	
		Staff Parking			X
		Bicycle Rack		○	
		Station Signage (Amtrak Standards)	●		
		Regulatory Signage (MUTCD)	●		
Station Features & Functions		Restrooms			X
		Drinking Fountains			X
		Site Lighting		○	
		Trash Receptacles			X
		Trash Pick-Up/Snow Removal	●		
Customer Service	Ticketing / Baggage	Quik-Trak Ticket Vending Machine		○	
		Ticket Office			X
		Passenger Boarding Assistance			X
		Checked Baggage Handling			X
	Passenger information	Passenger Information Display System		○	
		Pay Telephones		○	
		Information Counter			X
		Customer Service Office			X
	Security	Emergency Platform Call Box	●		
		Security Facilities On-site			X
		Security On-Call/Systems			X
		Local Police Surveillance/Call Box		○	
		CCTV/Video Surveillance			X
		Access Control/Card Readers			X
Staff & Support Functions		Station Management Services			X
		Passenger Baggage Assistance			X
		Ticket Agents			X
		Package Express Handling			X
		Staffed Information Counter and Ushers			X
		Host/Greeter Staff			X
		Janitorial Service/Cleaning Staff			X
Amenities		Restaurant/Food Service			X
		Vending Machines			X
		Shops (News, Books, etc.)			X
		First Class/Business Class Lounge			X

Source: Adapted from *Amtrak Station Program and Planning Guidelines*, 2013

4.3 ADA Overview and Federal Legislation, Standards, and Guidance

The following is an overview of prevailing federal legislation, standards and guidance, pertaining to passenger rail station planning programming and ADA compliance at passenger rail stations. Table 4-2 lists the type of ADA compliant facilities and features that are required at intercity rail stations, however the list may not be applicable to all station types. It is encouraged that transit agencies consider as many actions, short of a major alteration, to accommodate the needs of individuals with disabilities.

Table 4-2
Examples of Intercity Rail Station ADA Compliant Features

Facility or Feature Type	
Platforms, including level boarding and other ADA features, such as edge detection on rail platforms and mobile wheelchair lifts	Passenger Information Display Systems (PIDS) providing visual and audio announcements
Buildings	Clocks and other communication display devices
Restrooms	Parking stalls
Ticket windows	Adequate lighting in parking areas and on accessible route platforms
Water fountains	User-friendly schedules
Signage, including enhanced wayfinding and signage for people with visual impairments	User-friendly fare cards
Entry doors, gates, and egress pathways	Accessible websites and mobile applications
Accessible routes, including sidewalks, curb cuts, and ramps	

4.3.1 ADA Guidance

Federal Transit Administration (FTA) Circular 4710.1 (November 4, 2015) provides guidance to recipients and subrecipients of FTA financial assistance necessary to carry out provisions of the ADA of 1990, Section 504 of the Rehabilitation Act of 1973, as amended, and the U.S. Department of Transportation's implementing regulations at 49 CFR Parts 27, 37, 38, and 39.

Amtrak's services are under Federal Railroad Administration (FRA) and DOJ jurisdiction. Consistent with FRA policy, construction of new facilities or modifications to existing facilities owned by or shared with Amtrak require review and approval by FTA and FRA.

The individual implementing regulations described under 49 CFR Parts 27, 37, 38, and 39 consist of the following:

- 49 CFR Part 27: Nondiscrimination on the Basis of Disability in Programs Financial Assistance.
- 49 CFR Part 37: Transportation Services for Individuals with Disabilities (ADA); (Subpart C – Transportation Facilities).
- 49 CFR Part 38: Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles; (Subpart F - Intercity Rail Cars and Systems).

- 49 CFR Part 39: Transportation for Individuals with Disabilities: Passenger Vessels; (Subpart C – Information for Passengers. Subpart D – Accessibility of Landside Facilities, Subpart F – Assistance and Services to Passengers with Disabilities).

4.3.2 Section 504 of the Rehabilitation Act of 1973, as Amended

The Rehabilitation Act of 1973 and Section 504 of that act were implemented to prohibit discrimination against individuals with disabilities by entities that receive Federal funds. The purpose of the Rehabilitation Act was to ensure that individuals with disabilities are not excluded from, denied the benefits of, or subject to discrimination in any programs or activities receiving Federal financial assistance.

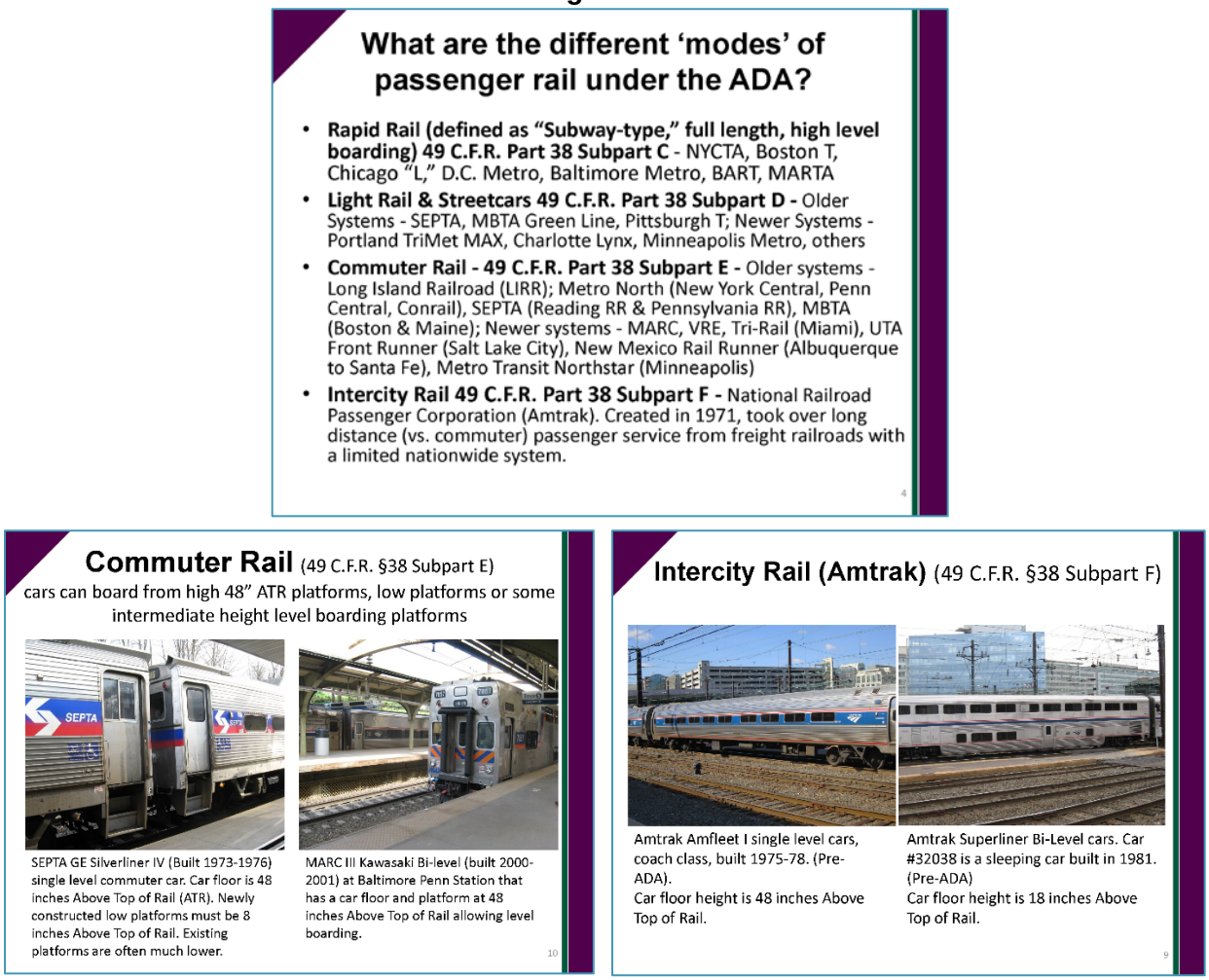
4.3.3 Americans with Disabilities Act (ADA)

On July 6, 1990, the Americans with Disabilities Act (ADA) was signed in to law to “establish a clear and comprehensive prohibition of discrimination on the basis of disability.” As part of this legislation, intercity rail stations were required to be accessible to all passengers with disabilities. The regulations in 49 CFR Parts 27, 37, 38, and 39 set specific requirements transit providers must follow to ensure their services, vehicles, and facilities are accessible to and usable by individuals with disabilities.

Figure 4-1 summarizes the various modes of passenger rail as defined by 49 CFR Part 38: Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles and provides example photographs of Commuter Rail (Subpart E) and Intercity Rail Cars and Systems (Subpart F).

Section 37.43 requires that when a public entity alters an existing facility or a part of an existing public transportation facility in a way that affects or could affect the usability of the facility or part of the facility, the entity shall make the alterations in such a manner, to the maximum extent feasible, that the altered portions of the facility are readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs. The phrase “to the maximum extent feasible” applies to the occasional case where the nature of an existing facility makes it impossible to fully comply with applicable accessibility standards through a planned alteration.

Figure 4-1
Modes of Passenger Rail under the ADA

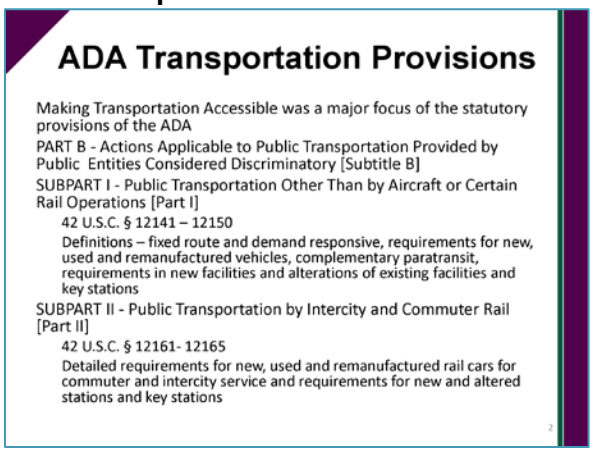


Source: Shiotani 2017

4.3.4 ADA Provisions in U.S. Code Title 42

Figure 4-2 summarizes the ADA provisions in U.S. Code Title 42 Chapter 126 Subchapter II Part B—*Actions Applicable to Public Transportation Provided by Public Entities Considered Discriminatory* that were enacted on July 26, 1990.

Figure 4-2
ADA Transportation Provisions in 42 USC



Source: Shiotani 2017

4.3.5 Amendments to Americans with Disabilities Act (ADA)

DOT amended its ADA regulations by adding Section 37.42 (September 2011), which requires intercity, commuter, and high-speed passenger railroads to ensure, at new and altered station platforms, that passengers with disabilities can enter and exit any accessible car of the train.

4.3.6 2004 ADA Accessibility Guidelines (2004 ADAAG)

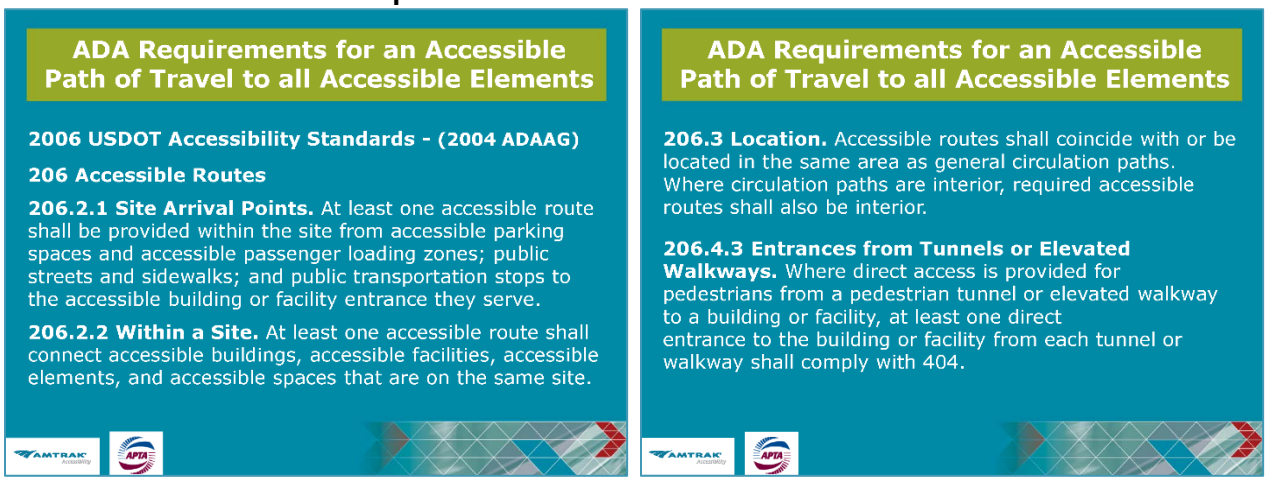
The Architectural and Transportation Barriers Compliance Board develops accessibility guidelines for buildings and facilities covered by the Americans with Disabilities Act of 1990 and the Architectural Barriers Act of 1968. These guidelines cover new construction and alterations and serve as the basis for enforceable standards issued by other Federal agencies. Relevant guidelines are contained in 36 CFR Part 1191 appendices B and D.

4.3.7 DOT ADA Standards for Transportation Facilities (2006)

DOT's 2006 ADA Standards are closely based on the ADAAG but include some additional requirements, such as Location of Accessible Routes (206.3). An accessible route or "path of travel" includes a continuous, unobstructed way of pedestrian passage by means of which the altered area may be approached, entered, and exited, and which connects the altered area with an exterior approach (including sidewalks, streets, and parking areas), an entrance to the facility, and other parts of the facility. An accessible path of travel may consist of walkways and sidewalks; curb ramps and other interior or exterior pedestrian ramps; clear floor paths through lobbies, corridors, rooms, and other improved areas; parking access aisles; elevators and lifts; or a combination of these elements. The term "path of travel" also includes the restrooms, telephones, and drinking fountains serving the altered area (DOJ 2010).

Figure 4-3 summarizes some of the key ADA requirements for an accessible path of travel in Section 206 of DOT's 2006 ADA Standards.

Figure 4-3
ADA Requirements for an Accessible Path of Travel



Source: Talbot 2012

4.3.8 Passenger Rail Investment and Improvement Act (PRIIA) of 2008

In 2008, Congress passed the Passenger Rail Investment and Improvement Act (PRIIA) of 2008 (Public Law No. 110-432). In accordance with PRIIA, Amtrak provided a plan to Congress to achieve ADA compliance by September 15, 2015. Intercity rail station facilities required to meet accessible standards are shown in Table 4-2.

4.3.9 2010 ADA Standards for Accessible Design, DOJ 2010

The *2010 ADA Standards for Accessible Design* (2010 Standards) set minimum requirements – both scoping and technical - for newly designed and constructed or altered State and local government facilities, public accommodations, and commercial facilities to be readily accessible to and usable by individuals with disabilities.

The 2010 Standards include both the Title II regulations at 28 CFR 35.151; and the 2004 ADAAG at 36 CFR Part 1191, appendices B and D. In addition the 2010 standards include public accommodations and commercial facilities, which includes both the Title III regulations at 28 CFR Part 36, Subpart D; and the 2004 ADAAG at 36 CFR Part 1191, Appendices B and D.

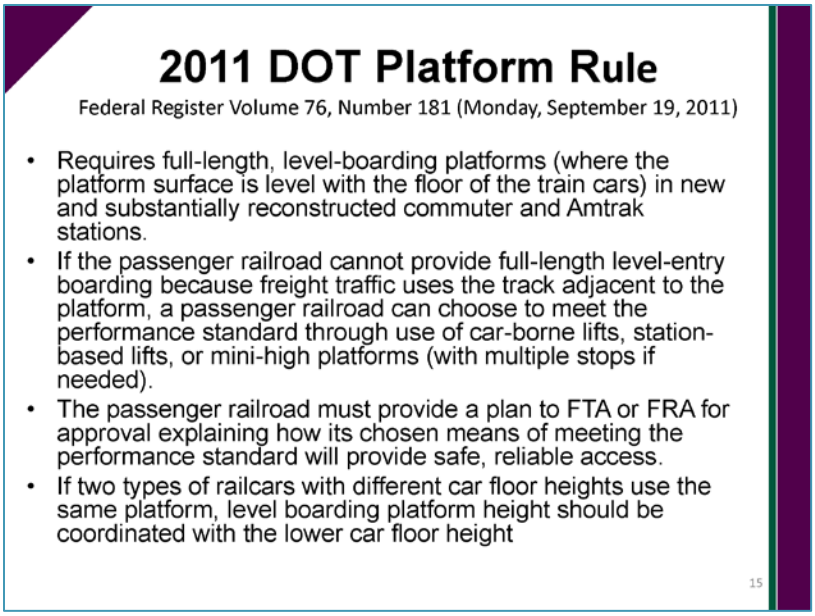
Per the 2010 Standards, in choosing which accessible elements to provide, priority should be given to those elements that will provide the greatest access, in the following order:

- An accessible entrance;
- An accessible route to the altered area,
- At least one accessible restroom for each sex or a single unisex restroom;
- Accessible telephones,
- Accessible drinking fountains,
- When possible, additional accessible elements such as parking, storage and alarms.

4.3.10 2011 DOT Platform Rule Federal Register Volume 76, Number 181 (Monday, September 19, 2011)

A 2011 level platform rule issued by the U.S. Department of Transportation (DOT) affected how platforms are to be constructed. It requires full-length, level-boarding platforms (where the platform surface is level with the floor of the train cars) in new and substantially reconstructed commuter and Amtrak stations. Where full-length, level boarding is "infeasible" due to freight train operations on the track adjacent to the platform, the use of site-specific alternative methods is acceptable pending the approval of the DOT. Figure 4-4 summarizes requirements of the 2011 DOT Platform Rule.

Figure 4-4
2011 Department of Transportation Platform Rule



Source: Shiotani 2017

4.3.11 Additional References—Passenger Station Planning, Programming, and Design

The references cited below served to guide the analysis of the station assessments and directed the development of potential station standards for intercity passenger rail stations.

Amtrak Station Program and Planning Guidelines – The *Amtrak Station Program and Planning Guidelines* (Amtrak 2013a) assist in the planning, design, construction, rehabilitation, and development of Amtrak served passenger stations and related facilities. The guidelines establish design standards and criteria for stations, platforms, and the station site, starting with governing principles, followed by information on the planning and design process, service and facility types, program requirements, station features and amenities, station finishes, and architectural design. These guidelines are used in concert with, and are complemented by, the *Amtrak Engineering Stations Standard Design Practices* (described below) and other resource documents.

Amtrak Engineering Stations Standard Design Practices (SDP) – The purpose of the SDP is to establish standard minimum design criteria to be used as a reference for design contractors preparing construction documents for systems supporting Amtrak stations and facilities. The SDP document covers elements of engineering design such as surveys, materials (e.g. concrete, masonry, metals, woods, plastics), thermal and moisture protection, doors and windows, finishes, specialties (e.g. signage, toilet facilities, fire extinguishers), equipment, furnishings, plumbing, conveying systems (e.g. elevators), HVAC, electrical, earthwork, and exterior improvements (e.g. paving, planting, drainage). The SDP were originally issued in April 2009, and revised in January 2017.

Local and State Codes – As referenced in the SDP, regulatory requirements include the following local and state codes:

- The most current editions of the International Code Council (ICC) Family of Codes (building, plumbing, mechanical, energy conversion codes, etc.).
- NFPA 70: National Electrical Code (NEC) current edition
- Accessibility standards
- Sustainability code (ICC International Green Construction Code)
- Other local codes and standards

Amtrak Accessible Stations Development Program – Amtrak's plan for ADA station compliance is its Accessible Stations Development Program (ASDP), which oversees planning, design, construction, and maintenance of physical station improvements to ensure accessibility. The ASDP forms the basis for Amtrak's annual ADA compliance report to Congress.

Amtrak Signage Manual, August 2018 – The 2018 version consolidates numerous Amtrak signage manual updates, including Amtrak branding, Department of Transportation Accessibility Standards adopted in 2006, and US Department of Justice standards implemented in 2010 (Amtrak 2018a).

4.4 Train Station Compliance with ADA

4.4.1 Amtrak's Mobility First Program

The Mobility First Program was an immediate action program designed to address access to Amtrak trains for those passengers who require the use of wheelchairs or who have reduced mobility (DOJ 2015). Amtrak received $40 million in stimulus funding in 2009 to improve accessibility at train stations around the country (Johnston 2009). The planned improvements, some of which were implemented in Louisiana, included the following (Johnston 2009):

- New wheelchair lifts at 173 stations, including Lafayette and Lake Charles.
- Tactile edge strip on platforms at 39 stations, including Lake Charles.
- New ADA compliant Above Top of Rail (ATR) concrete platforms: 550 feet long with 8-inch ATR at 23 stations, including Hammond.
- Platform repairs at 10 stations (none in Louisiana).

- New ADA compliant shelter station buildings at 6 stations (none in Louisiana).
- Parking lot, curb, and walkway improvements at 121 stations, including Lafayette.

4.4.2 Amtrak Accessible Stations Development Program

Amtrak's plan for ADA station compliance is its Accessible Stations Development Program (ASDP), which oversees planning, design, construction, and maintenance of physical station improvements to ensure accessibility. The ASDP forms the basis for Amtrak's annual ADA compliance report to Congress. In 2010, Amtrak was found to be in violation of the ADA as it failed to provide ADA compliant facilities for its passengers (DOJ 2015). Since that time, Amtrak has spent millions of dollars to achieve ADA compliance at its stations where it has legal responsibility.

4.4.3 Reclassification of Flag Stops

Throughout the United States and Canada, Amtrak serves over 500 stations on its long-distance and commuter routes. In accordance with ADA legislation, Amtrak was required to make all stations ADA accessible by 2015 unless they were considered "flag stops" (DOJ 2015). Flag stops are defined as train stops only if passengers are present, either on the train or station platform, or ticketed to and/or from the station. In 2015, the U.S. Department of Justice (DOJ) found that Amtrak violated the ADA by incorrectly classifying some stations as "flag stop" stations thereby avoiding responsibility to make those station facilities accessible. DOJ directed Amtrak to evaluate the actual utilization of 25 "flag stop" stations and correctly identify which were stations, not flag stops (DOJ 2015). In 2016, Amtrak decided to reclassify, to the extent possible, all flag stops as regular station stops and thereby make them subject to ADA requirements (Amtrak 2017b). In Louisiana, Schriever, New Iberia, and Slidell were all reclassified as Category 4 Shelter stations from their former designation as flag stops.

4.4.4 Amtrak Legal Responsibilities

Following completion of property surveys, Amtrak is determining ownership and ADA responsibility for the over 500 stations that it serves in the U.S. by station component (e.g. structure, platform, and parking). As of March 2017, Amtrak has the following ADA responsibilities (Amtrak 2017b):

- Sole ADA responsibility for 138 stations,
- Shared ADA responsibility for 246 stations, and
- No ADA responsibility for 128 stations.

For the 384 stations in the U.S. where Amtrak has sole or shared ADA responsibility, it must make the inaccessible facilities at these stations for which Amtrak is responsible accessible. For station facilities for which Amtrak is not responsible, Amtrak must notify the responsible party (in many cases it is the municipality in which the station in located). For the six Louisiana stations in this study, Amtrak has legal responsibility for ADA compliance for the station platforms which includes maintenance (Table 4-3).

Table 4-3
ADA Legal Responsibility by Station

Station	Building Structure Ownership	Platform Ownership	Platform ADA Responsibility (1)	Parking
Lake Charles	City of Lake Charles	UP	Amtrak	City of Lake Charles
Lafayette	City of Lafayette	BNSF	Amtrak	City of Lafayette
New Iberia	L&D Railroad	BNSF	Amtrak	L&D Railroad
Schriever	BNSF	BNSF	Amtrak	BNSF
Hammond	Hammond Chamber of Commerce	CN	Amtrak	Hammond Chamber of Commerce
Slidell	City of Slidell	NS	Amtrak	City of Slidell

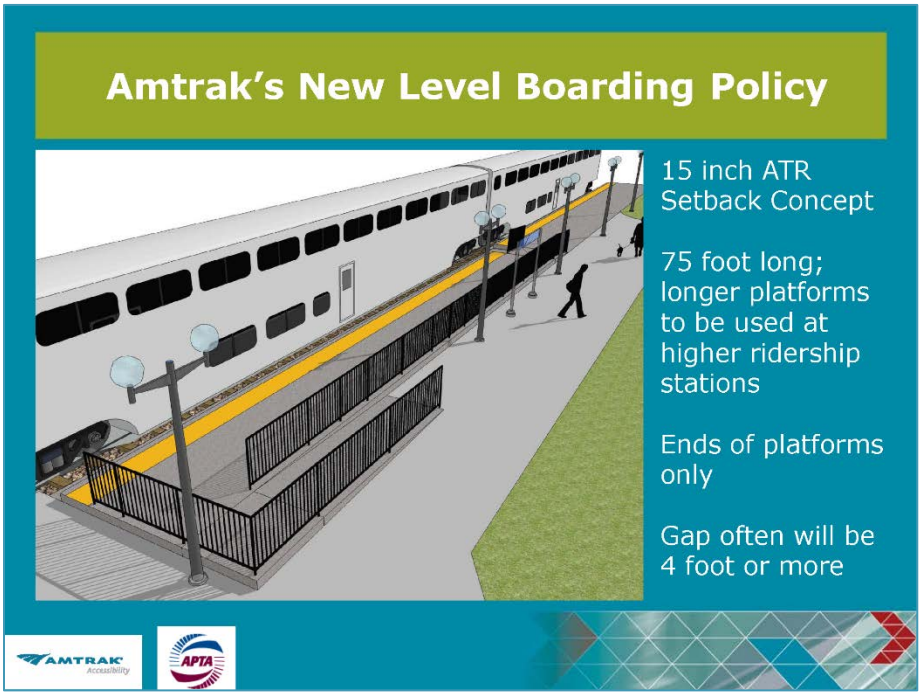
Source: Amtrak (2018b) and Conference call with T. Stennis, 10/2/2018

4.4.5 Level Boarding

When Amtrak set out a near-term plan in 2013, it decided to defer work on raising low level (8-inch) platforms to meet accessibility standards while focusing its efforts and resources on remediating all other station components for which Amtrak is responsible (Amtrak 2013b). Platform work is generally the most capital-intensive component of Amtrak's accessibility program. Amtrak found that the majority of platforms were already usable by passengers with disabilities, so greater system-wide accessibility benefits could be achieved if it devoted limited resources to all other station elements (pathways, restrooms, ticket counters, etc.) Amtrak planned to continue to do limited level boarding platform work, but other platform work that would not provide level boarding or bring platforms into a state of good repair was deferred (Amtrak 2013b).

Per the 2011 DOT Platform Rule, where full-length, level boarding is "infeasible" due to freight train operations on the track adjacent to the platform, the use of site-specific alternative methods is acceptable subject to DOT approval. Figure 4-5 includes an example illustration of a platform with level boarding that is achieved by an accessible ramp. Another method to provide level boarding uses set-back mini-high platforms (see Figure 4-6). The set-back platforms improve the boarding experience for all passengers, including passengers with disabilities, and are better for those customers using a wheeled mobility device than the station-based mobile lifts that are currently in service in most places.

Figure 4-5
Level Boarding Policy



Source: Talbot 2012

Figure 4-6
Set Back Platform Example

Source: Shiotani 2017

As an option to level boarding, a mobile wheelchair lift is typically used at Category 4 stations (Figure 4-7).

Figure 4-7
Mobile Wheelchair Lift Example

Source: Amtrak Office of Inspector General 2011

4.5 Stations Standards for Category 4 Stations

Using the *Amtrak Station Program and Planning Guidelines* matrix, a summary of applicable design guidelines and standards is presented for each station feature as shown in Table 4-4. The design guidelines and standards are based on current Amtrak minimum standards, ADA regulations, and Federal Railroad Administration (FRA) regulations.

Table 4-4 Facility Structure Elements

Feature	Feature Description	Feature Applicable Guideline / Standard
Platform	Platform meets Amtrak standard dimensions. Platform considerations include horizontal and vertical gaps between platform and shared host railroad tracks. Maximum gaps for level boarding and gap mitigation are key factors. Level boarding may not be structurally or operationally practical in some locations. Regulations require alternatives to level boarding to be approved by FTA and/or FTA as applicable.	**Long Distance Service:** Routes greater than 750 miles, 1 train per day in each direction. Amtrak Guideline for Platform: ➢ Width: 10 feet (minimum); 12 feet (preferred). ➢ Length: 550 feet (minimum); 1,200 feet (preferred). **State Corridor Service:** Routes less than 750 miles, providing intercity, short haul service, with 1 to 16 trips in each direction Amtrak Guideline for Platform: ➢ Width: 10 feet (minimum); 12 feet (preferred). ➢ Length: 300 feet (minimum); 700 feet (preferred). Rail Platform Slope: Shall not exceed 1:48 in all directions. *2010 Standard 403 and 810*

Feature	Feature Description	Feature Applicable Guideline / Standard
	Platform length accommodates full length train, does not cause blocked at-grade highway-rail crossings or the need for double stops during passenger boarding and alighting. A full length platform may not be required. Minimum platform length of 300 feet to 550 feet is suggested at stations with low ridership and short trains.	Long Distance Service Train Consist Lengths (Amtrak 2013a): ➢ City of New Orleans – 664 feet ➢ Crescent – 830/903 feet ➢ Sunset Limited – 903 feet <u>Long Distance Service:</u> ➢ Length: 550 feet (minimum); 1,200 feet (preferred). <u>State Corridor Service:</u> ➢ Length: 300 feet (minimum); 700 feet (preferred). *2010 Standard 208 and 502*
	Platform has ADA compliant tactile warning surface strips along the public use area of the platform.	Detectable Warnings: Surface of truncated domes adjacent to platform; 24 inches wide; length along the public use area of the platform. *2010 Standard 403, 705 and 810* *Amtrak SDP 32 17 26 – Tactile Warning Surfacing*
	Platform height enables passengers to board and disembark from trains at a level height to the train floor. If level boarding cannot be achieved, the use of car-borne lifts, station-based lift, or mini-high platforms may be provided. See Figures 4-6 and 4-7.	When passenger rail and freight rail use the same track adjacent to the platform, platform height in relationship to ATR is based on host railroad infrastructure and service functions. Platform lifts may be utilized. *2010 DOTD Platform Rule* *2010 Standard 810* *Amtrak SDP 14 43 00 – Platform Lifts*
	Platform is constructed of concrete with drainage that does not create water pooling conditions on platform.	Platform shall be constructed of concrete with provisions for drainage infrastructure to intercept stormwater runoff. *Amtrak SDP 32 13 13 – Concrete Paving* *Amtrak SDP 33 34 00 – Storm Drainage Utilities*
	Platform in good condition (no cracks, crumbling sections, clogged or malfunctioning drains or pipes).	Platform shall be inspected and maintained for deficiencies. This is an Amtrak / host railroad responsibility.
Platform Canopy	Platform has a canopy to protect boarding/alighting passengers from the elements.	Amtrak Program for Category 4 Stations: For locations with low annual ridership, platform should include Amtrak signage, lighting and train information. A short canopy is encouraged.
Sheltered Waiting Area	Platform has a sheltered waiting area with lighting, seating, and ventilation to protect waiting passengers from elements. Waiting area capacity to be determined based on type of service provided and daily ridership, converted to peak hour ridership.	Amtrak Program for Category 4 Stations: Sheltered, unconditioned waiting area with seating (small bus-type shelter). Seated passenger space = peak hour ridership x 20 sf/person. Standing passenger space = peak hour ridership x 10 sf/person. *Amtrak SDP 12 93 43 – Site Seating*
Station Building	Station building is open at least 60 minutes before scheduled train arrival and 30 minutes after departure, with provision to remain open in case of late-train arrival.	See Figure A-1 in Appendix A for Category 4 Station prototype. See Figure A-2 in Appendix A for Category 3 Station prototype.
	Station building has enclosed waiting room	Amtrak Program for Category 3 Stations: If building exists on site, provisions for enclosed waiting should be made. Requires provisions for opening / closing building, maintenance / servicing; and utility services.
	Stations designated as historic structures will meet state and local preservation laws. Section 106 review is required when NHPA- listed structures are renovated.	Several Category 4 stations are located in historic buildings and their cultural significance in the community must be preserved and enhanced. *28 CFR, Section 36.405 Alterations: Historic Preservation*
	Station building has seating for rail passengers.	Amtrak station guidelines indicate that stations served by long-distance trains provide seating for 75 percent of peak one-way boarding volumes. *Amtrak SDP 12 50 00 – Furniture*

Feature	Feature Description	Feature Applicable Guideline / Standard
	Station building entrance/entrance doors, doorways and gates are ADA compliant.	Door and gate openings shall provide a clear width of 32 inches (minimum). Minimum maneuvering clearances shall also apply. *2010 Standards 206, 207 and 404*
	Station building maintenance	Building maintenance is defined by building ownership.

Table 4-5 Access and Wayfinding

Feature	Feature Description	Applicable Guideline or Design Criteria Source
Auto/Taxi Pickup/Drop-off Lanes	Passenger loading zones should be evaluated based on site conditions. Personal automobiles, taxis, shuttle busses and ride-share service should be considered.	Amtrak guidelines *2010 Standards 209 and 503*
Parking	Parking lot is paved with asphalt or concrete and has sufficient drainage systems, sidewalks, and curb ramps. Parking areas shall comply with ADA standards and municipal regulations.	Area of parking lot to be determined by average boarding volumes. Construction should include full depth asphalt and concrete pavement. *Amtrak SDP 32 12 16 – Asphalt Paving* *Amtrak SDP 32 13 13 – Concrete Paving*
	Accessible / ADA compliant parking spaces marked with lines and required "van accessible" signs. Number should be sufficient to accommodate average boarding volumes.	ADA Compliant Parking Spaces: ➢ Width: 132 inches (minimum). *2010 Standards 208 and 502* *MUTCD*
	Short-term parking spaces marked with lines. Number should be sufficient to accommodate average boarding volumes.	Passenger Vehicle Spaces: ➢ Width: 96 inches (minimum).
	Long-term parking spaces marked with lines. Number should be sufficient to accommodate average boarding volumes.	Van Vehicle Spaces: ➢ Width: 132 inches (minimum). *2010 Standards 208 and 502*
Accessible Routes	Walkways leading from points of arrival, such as a parking area, to a platform and to all station elements shall be ADA compliant (ramps, handrails, striping) and have an accessible path of travel to and between the platform and station elements.	Minimize accessible route distance and where possible, accessible route should not pass behind parked vehicles. See Figure A-3 in Appendix A for accessible route minimum clearance. Clear width of an accessible route: 32 to 36 inches (minimum). Sidewalks: 5 foot wide (minimum). Door openings: 32 inches wide (minimum). Pathway Width in turns and U-turns: 42 to 48 inches. *2010 Standards 206, 207, 402 and 403*
	Curb Ramp features include type of ramp/location, width, landings, handrails, ramp cross slopes, signing, detectable warnings.	Minimum clear width – 36 inches between handrails. *2010 Standard 303, 405 and 406*
Rental Cars On-Call	Station incudes passenger vehicle rentals on-call.	Feature not typical for a Category 4 Station.
Rental Cars on Property	Station incudes passenger vehicle rentals on-site.	Feature not typical for a Category 4 Station.
Transit and Bus Access	Prioritize the connection of the station to transit service. The station could be served by the local transit agency. Considerations include connections, boarding and alighting, bus route signs, and bus shelters.	Multimodal connections with transit and bus access shall be included for passenger rail stations to provide alternative environmental-friendly modes of access, while reducing parking demand.

Feature	Feature Description	Applicable Guideline or Design Criteria Source
Taxi Access	Passenger loading zones should be evaluated based on site conditions. Personal vehicles, taxis, and ride-share service should be considered.	Multimodal connections with taxis and ride-share services shall be included for passenger rail stations to provide alternative environmental-friendly modes of access, while reducing parking demand.
Staff Parking	Separate parking are designated for staff or employees only.	Feature not typical for Category 4 Station
Bicycle Rack	Bicycling is a growing mode of transportation and provisions for bike racks should be considered to promote the use of bicycles and to improve mobility among multimodal facilities.	Bike racks shall follow the Association of Pedestrian and Bicycle Professionals (APBP) and local recommendations for design, placement and quantity.
Signage Locations	Information and wayfinding signs should welcome passengers, provide clear guidance on pathways, and consistent; clearly identifying Amtrak service locations. Signs to be placed along accessible paths to provide passenger information, either attached to a structure or freestanding.	See Figure A-4 in Appendix A for platform signage for a Category 4 Station. See Figure A-5 in Appendix A for platform signage for a Category 3 Station. *Signage meets ADA/ADAAG requirements.* *2010 Standards 216*
Station Signage (Amtrak Standards)	Platform signage – Station identification signs depicting station city/state.	See Figure A-6 in Appendix A for city/state signage. *Amtrak Signage Manual - Exterior Signage C7 Sign Type.*
	Platform signage – Station information display case providing passengers with trains schedules, passenger information and community information.	See Figure A-7 in Appendix A for station information display case signage *Amtrak Signage Manual - Exterior Signage A11 Sign Type.*
	Other signage – Directional parking signs.	See Figure A-8 in Appendix A for station parking directional signage *Amtrak Signage Manual - Exterior Signage C3 –C6 Sign Types.* *2010 Standards 216.3, 216.4 and 703*
Regulatory Signage (MUTCD)	Regulatory Signage / Regional Access - Highway signs are placed at highway exits and connecting local streets to guide motorists to an Amtrak station. Community signage on local roadway should be considered.	Highway installation locations should be on overhead sign supports located in advance of an interchange (preferred) or on interchange exit ramps. Local street installation locations should be coordinated with LADOTD and local agency. See Figure A-9 and A-10 in Appendix A for trailblazer and community signs. *Trailblazer Signs: Amtrak Signage Manual - Exterior Signage C15 – C19 Sign Types.* *MUTCD.*

Table 4-6 Station Features and Functions

Feature	Feature Description	Feature Description Applicable Guideline / Standard
Restrooms	ADA compliant restrooms including entrance ways, sinks and toilets	Category 3 and 4 stations typically have separate Male and Female restrooms due to high passenger volumes; Unisex restrooms should be considered for other station categories. *2010 Standard 213 and 603*
Drinking Fountains	ADA compliant drinking fountain	*2010 Standard 211 and 602*
Site Lighting	Platform lighting Building lighting Parking lot lighting	Lighting has a significant role in station safety and security and the passenger's visual perception of the overall station environment. *2010 Standard 403, 705 and 810* *Amtrak SDP 26 00 00 – Electrical*
Trash Receptacles	Trash receptacles should be provided for the general upkeep of station facilities including platform, waiting area, parking lots, etc.	Feature typical for all Station Categories.
Trash Pick-Up/Snow Removal	General maintenance, through a municipality, contracted service company or caretaker is required.	Feature typical for all Station Categories.

Table 4-7 Customer Service: Ticketing/Baggage

Feature	Feature Description	Feature Description Applicable Guideline / Standard
Quik-Trak Ticket Vending Machine	Per Amtrak station guidelines: Inclusion is at discretion of state sponsored agency on corridor routes or funding agency on long distance routes	Unstaffed Category 3 and 4 stations may include Quik-Trak machines depending on local needs and conditions. However, self-service e-ticketing is becoming more prominent nationwide thus reducing the need for Quik-Trak machines. *2010 Standards 206, 220, 305, 404, 707, and 904*
Ticket Office	Ticket offices are becoming more of a customer service function due to the advent of e-ticketing and Quik-Trak machines.	Feature not typical for a Category 4 Station. 90% of Amtrak passengers purchase tickets on-line.
Passenger Boarding Assistance	Red Cap boarding service offers wheel chair transport by Amtrak employees.	Feature not typical for a Category 4 Station.
Checked Baggage Handling	Checked baggage service is a passenger amenity typically found in large Category 1 stations only. Staffing and baggage handling area needs should be considered.	Unstaffed Category 3 and 4 stations do not include checked baggage service.

Table 4-8 Customer Service: Passenger Information

Feature	Feature Description	Feature Description Applicable Guideline / Standard
Passenger Information Display System	Passenger Information Display Systems (PIDS) provide with real-time train status information and is networked to Amtrak data centers	Category 3 and 4 stations are unstaffed and may include train arrival and departure information through PIDS.
Pay Telephones / Other	Amtrak no longer requires pay phones in its stations due to cost and infrequent use, but does require a hard-wired device connected to an emergency provider on the platform or adjacent entrance to provide assistance to passengers	See emergency platform call box below.
	Wi-Fi or Charging Station	Wireless internet access (Wi-Fi) should be provided at select high-volume stations. Wi-Fi access must be managed, phased, and updated regularly to maintain efficiency and applicability to system users.
Information Counter / Other	A separate information counter would be present in large Category 1 stations where ridership is very high at these multimodal stations.	Feature not typical for a Category 4 Station. Category 3 and 4 stations would not include an information counter.
Customer Service Office	Customer service functions are typically handled at a ticket counter in large Category 1 stations, but may require a separate office for special passenger needs.	Category 4 stations are unstaffed. Category 3 stations are unstaffed by Amtrak personnel but are maintained by an Amtrak caretaker or staffed by another entity on a part-time basis. Building space (small office with storage) should be provided

Table 4-9 Customer Service: Security

Feature	Feature Description	Feature Description Applicable Guideline / Standard
Emergency Platform Call Box	Requires a hard-wired device connected to an emergency provider on the platform or adjacent entrance to provide passenger safety and security.	Suggested for Category 4 Stations to increase passenger safety.
Security Facilities On-site	Security should be heightened at all passenger stations. Infrastructure and responsible response entity need to be determined with local input.	Feature not typical for a Category 4 Station.
Security On-Call/Systems	Security should be heightened at all passenger stations. Infrastructure and responsible response entity need to be determined with local input.	Feature not typical for a Category 4 Station.
Local Police Surveillance/Call Box	Security should be heightened at all passenger stations. Infrastructure and responsible response entity need to be determined with local input.	Feature not typical for a Category 4 Station.
CCTV/Video Surveillance	CCTV and other video surveillance technology	Feature not typical for a Category 4 Station.
Access Control/Card Readers	Building security should be based on local need.	Feature not typical for a Category 4 Station.

Table 4-10 Staff and Support Functions

Feature	Feature Description	Feature Description Applicable Guideline / Standard
Station Management Services	An operating entity to oversee the operation and maintenance of the station.	Category 3 and 4 stations would not require staffing for an information counter.
Passenger Baggage Assistance (Red Cap)	Passenger baggage assistance is typically found in large Category 1 and 2 stations.	Category 3 and 4 stations would not require staffing for passenger baggage assistance.
Ticket Agents	Ticket agents are typically found in large Category 1 and 2 stations.	Feature not typical for a Category 4 Station.
Package Express Handling	Package express service may be provided at large Category 1 stations.	Feature not typical for a Category 4 Station.
Staffed Information Counter and Ushers	A separate information counter would be present in large Category 1 stations where ridership is very high at these multimodal stations.	Feature not typical for a Category 4 Station.
Host/Greeter Staff	This station feature is	Category 4 stations are unstaffed.
Janitorial Service/Dedicated Cleaning Staff	Caretaker services included janitorial and maintenance functions.	Category 4 stations are unstaffed. Category 3 stations are unstaffed by Amtrak personnel but are maintained by an Amtrak caretaker or staffed by another entity on a part-time basis. Building space (small office with storage) should be provided.

Table 4-11 Amenities

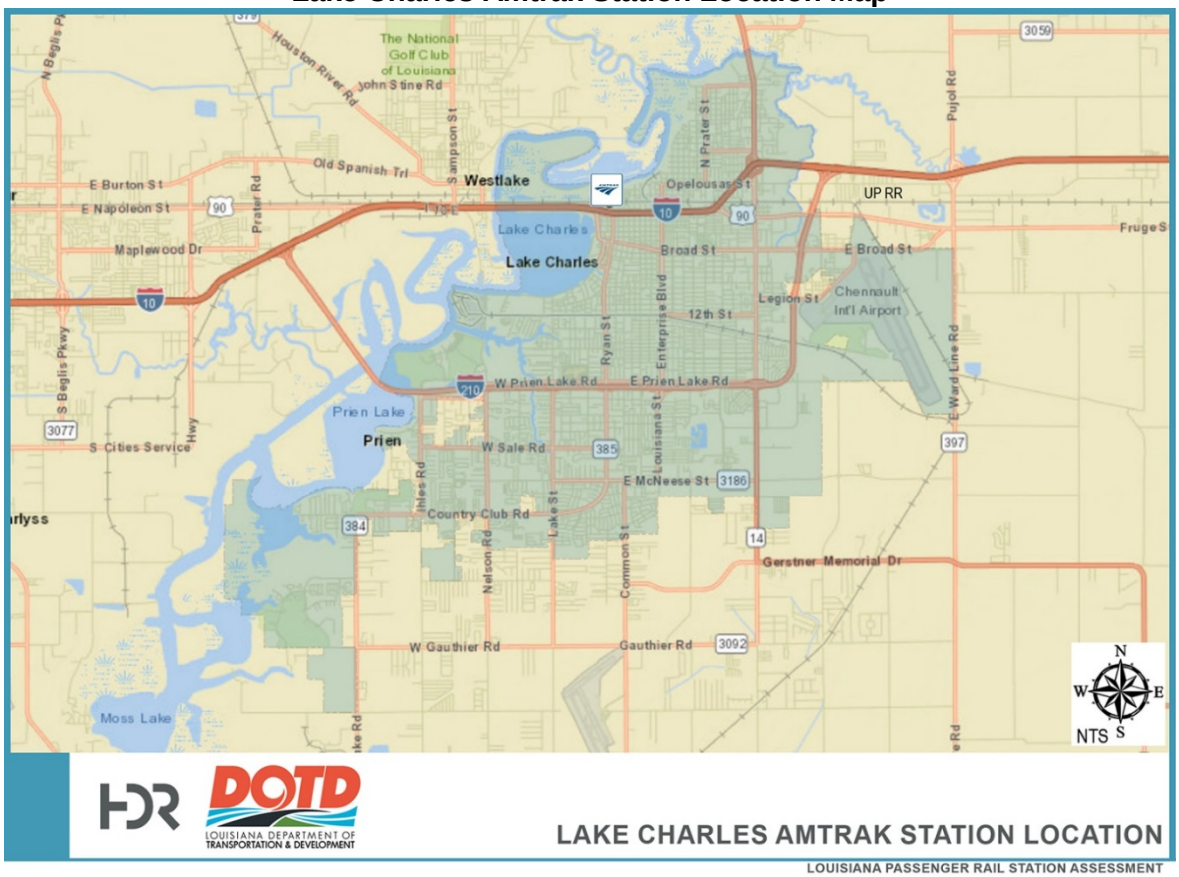
Feature	Feature Description	Feature Description Applicable Guideline / Standard
Restaurant/Food Service	Retail and food service is becoming increasingly important for the mobility needs of passengers and is typically found at high-volume Category 1 and 2 stations	Feature not typical for a Category 4 Station.
Vending Machines	Vending machine are important to provide food options for travelers.	Suggested for Category 4 Stations to increase passenger experience.
Shops (News, Books, etc.)	Retail space, including retail kiosks and carts, make a station more attractive.	Feature not typical for a Category 4 Station.
First Class/Business Class Lounge	High level customer service station amenity that may be considered for a large, Category 1 Station.	Feature not typical for a Category 4 Station.

5.0 Lake Charles Station Assessment

5.1 Existing Conditions / Field Investigation

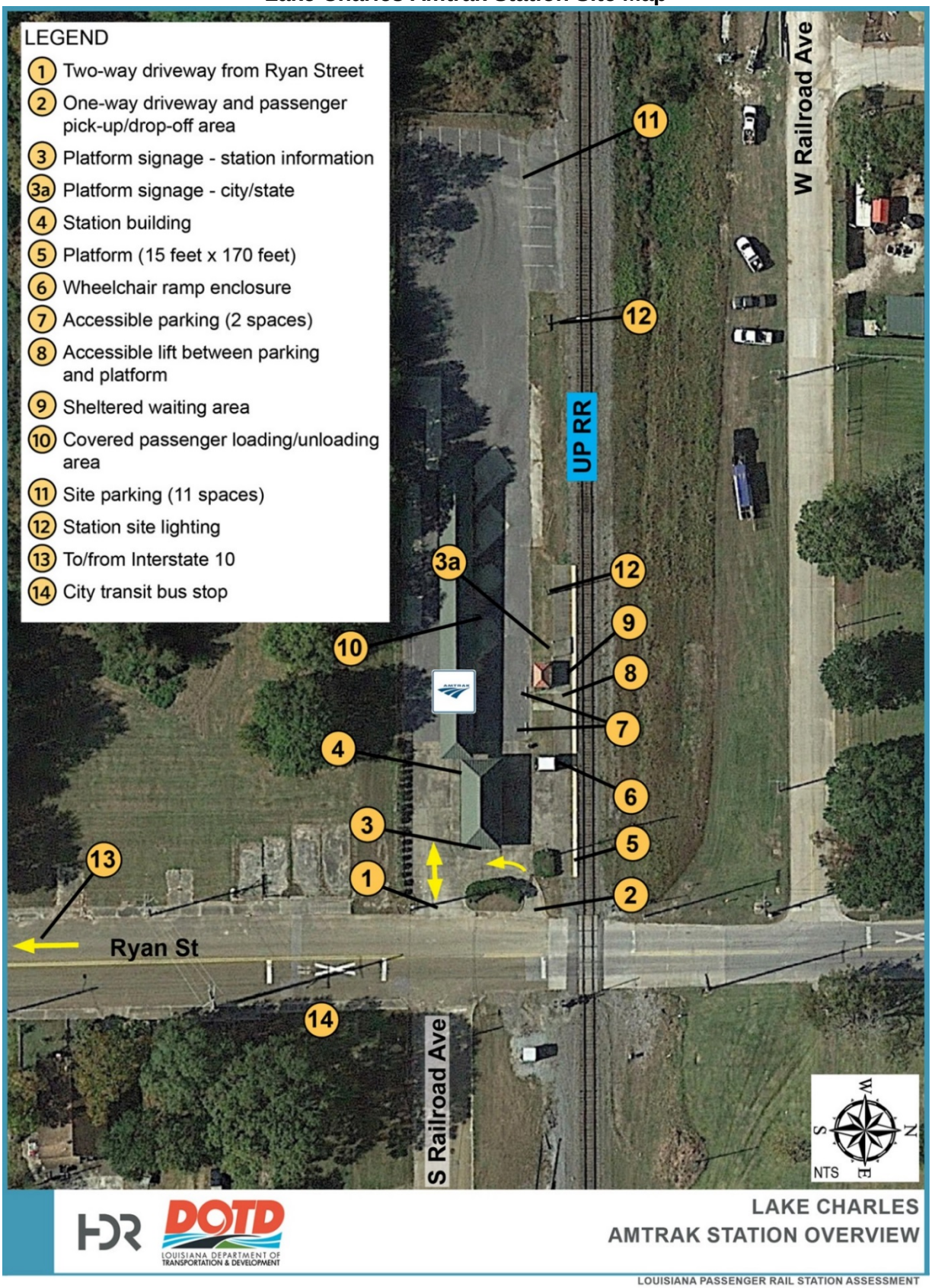
Lake Charles is the westernmost Amtrak station in Louisiana served by the *Sunset Limited*. The station is located north of Interstate 10 (I-10) at Ryan Street and S. Railroad Avenue as shown in Figure 5-1. The station was opened at its current location on December 21, 1999; it was modeled after a Texas & Orleans Railroad station that was located across the street on South Railroad Avenue, which burned down in the late 1980s (Amtrak 2018b). The City of Lake Charles owns the station property and building. The Union Pacific Railroad (UPRR) is the host railroad and owner of the station platform; while Amtrak has legal responsibility for platform ADA compliance. In 2010, approximately $567,000 was spent for ADA compliance and state-of-good-repair needs at the station (LADOTD 2015).

Figure 5-1
Lake Charles Amtrak Station Location Map



A field assessment of the Lake Charles station was conducted on September 17, 2018. Attendance at the field assessment included HDR and a transportation planner from the Lake Charles Metropolitan Planning Organization (MPO). Appendix B briefly describes the field visit and includes photographs of the station with photo references presented as Figure B-1 though Figure B-26. Figure 5-2 is a site overview of the station.

Figure 5-2
Lake Charles Amtrak Station Site Map



Consistent with the format of Amtrak's Planning Program Features matrix previously shown in Table 4-1, a summary of existing features and conditions for the Lake Charles station is presented below by function. Many of the features listed in Amtrak's Planning Program Features matrix are not typically provided for Category 4 stations. From a programming perspective, if these features are provided, they would be evaluated and implemented based on site conditions and in conjunction with local and state agencies, including their respective funding sources.

5.1.1 Facility Structure Elements: Station Platform, Waiting Area and Building

This section provides an overview of existing conditions relative to the structural elements at the Lake Charles station including the station platform and building.

- As shown in Figure 5-2, the existing open-air platform at the Lake Charles station is a side platform which consists of a single platform adjacent to UP RR's single track freight rail line.
- The platform is 15 feet wide by 170 feet long. The west end of the platform terminates approximately mid-way along the site perimeter (Figure B-1), while the east end of the platform extends to near Ryan Street (Figure B-2). The platform length does not meet Amtrak's recommended minimum length of 550 feet for a Category 4 station, which is necessary to accommodate full length trains. Consequently, eastbound trains likely block the at-grade crossing on Ryan Street or double stops are required for passengers to board/alight both the coach and sleeper cars. The westbound train did not block Ryan Street during boarding and alighting operations.
- The platform has an ADA compliant, "federal yellow" tactile warning surface that is 24-inches wide (Figures B-1 and B-2).
- The platform is a low level platform; the platform and top of rail appear to be as the same elevation (Figures B-1 and B-2). Consequently the platform does not accommodate level boarding for passengers with disabilities due to the disposition of the shared track which is owned by the freight railroad. However as an option to level boarding, a station-based mobile wheelchair lift is provided, which is consistent with Amtrak's standard equipment for a Category 4 station. A step stool is used for passenger boarding and alighting with assistance from Amtrak train personnel (Figures B-3 and B-4).
- Overall, the concrete platform is in good condition and there does not appear to be any structural defects in the platform surface that might typically be associated with poor drainage and/or inadequate drainage infrastructure (Figure B-5).
- The platform does not have a canopy, however a covered shelter with seating (capacity: 4 seats) for is provided between the platform and the parking area (Figure B-6). A covered shelter is recommended for Category 4 Amtrak stations.
- A small station building is located on-site which has an enclosed waiting room, measuring approximately 10 feet by 10 feet. The waiting room has air-conditioning and heating. There are two entrances to the building; one is located on the south side of the site and the second is located on the north side adjacent to the platform (Figure B-7 and B-8).
- A station attendant arrives an hour before each normally scheduled train arrival time to prepare the station. The station attendant keeps abreast of the train's arrival time by accessing the

Amtrak website on his smart phone and then manually writes the trains estimated time of arrival on a white board for the benefit of waiting passengers (Figure B-9).

- Restrooms that are marked as wheelchair accessible are accessed from the platform side of the building (Figure B-10). The waiting room has limited seating capacity (three seats) and a water fountain that visually appears to be wheelchair accessible (Figure B-11).
- The station building is maintained and in good condition. Section 5.1.3 below for additional station features and functions.

5.1.2 Access and Wayfinding

Station site features associated with access and wayfinding are presented in Figure 5-2 and described below.

- Vehicular access to the station is provided by way of a two-way driveway from Ryan Street. The driveway continues past the station building to the parking area (Figure B-12). Driveways and parking areas at the station are asphalt and no defects were observed.
- A secondary access point, located immediately north of the two-way driveway, appears to be a passenger pick-up/drop off zone. This entrance would be considered a one-way facility as it is approximately 12 feet wide. Signage indicating the directional flow of traffic is not posted at this driveway (Figure B-13).
- The two-way driveway leads to the south side building entrance where a curb ramp is located. The curb ramp does not appear to meet ADA standards as it does not have ramp markings (Figures B-13 and B-14).
- A covered parking area is provided for picking up and dropping off passengers. There are no dedicated parking spaces beneath the canopy; vehicles simply park randomly (Figure B-15).
- Two parking spaces marked as wheelchair accessible are located adjacent to the platform. Signs are posted in front of each space with the international symbol of accessibility and the required spaces are marked accordingly, however the blue paint/striping is faded (Figure B-16).
- The vertical grade differential between the parking spaces marked as accessible and the platform is relatively flat, thus providing a ramp that appears to be wheelchair accessible between the parking area and platform (Figure B-17).
- Additional long-term parking (11 spaces) is located on the western perimeter of the station site (Figure B-18).
- There is no vertical grade differential between the parking area and the west side of the station building, thus providing an accessible route between the station and parking area. The blue ADA paint is faded in this location also (Figure B-19).
- The two station building entrance/exit doors provide a path between the exterior of the station (parking lot and platform) and the waiting area.
- The station site is served by the City of Lake Charles transit system, specifically bus route No. 2. As shown in Figure 5-2, the bus stop is located directly opposite the station on the corner of Ryan Street and S. Railroad Avenue (Figure B-20).

- The station does not have any bicycle racks.
- Station signage at the Lake Charles station reflects Amtrak branding. As part of Amtrak's visual information system these signs include the city/state station identifier sign which is erected adjacent to the platform (Figure B-21) and the station information sign/display case that is installed in front of the station building (Figure B-22). Station signage is a required feature for a Category 4 station.
- Trailblazer signs are used to guide motorists to the station from the regional and/or local roadway network as previously described in Section 4. Currently there are no posted trailblazer signs on Interstate 10 (I-10) approaching the recently constructed Ryan Street interchange. In addition, there are no trailblazer signs on Ryan Street between I-10 and the station site. These types of informational signs are typically required for a Category 4 station.

5.1.3 Station Features and Functions

Additional station features and functions are described below.

- Restroom facilities are provided in the station building: one male and one female, and both are marked as wheelchair accessible. There is no baby changing station in either restroom (Figures B-10 and B-23).
- A drinking fountain is located in the station building, however it would not be accessible by a wheelchair with the current placement of chairs in the waiting area (Figure B-11). A fire extinguisher is mounted on the wall in the waiting area.
- The exterior of the station building is lit with recessed lights on the roof canopy (Figure B-19). High mast lighting is located between the platform and parking lot (Figure B-21). And municipal lighting is located on Ryan Street at the front of the station (Figures B-8 and B-20).
- Trash receptacles are provided within the station building (Figure B-11) and near the designated ADA parking spaces adjacent to the platform (Figure B-16). The station attendant is responsible for removing trash from the station site.

5.1.4 Customer Service

Customer service features such as ticketing/baggage, passenger information, and security are described below.

- As is typical for a Category 4 station, the Lake Charles station does not have a ticket office, information counter, customer service office, checked baggage handling, etc. Limited customer service is performed by a part-time station attendant as described in Section 5.1.5.
- The station building includes a ticket window where tickets were previously sold. A ticket vending machine such as Quik-Trak is not available on-site. Passengers at small stations typically buy their tickets by calling the Amtrak reservation line or use smartphone technology for ticketing.
- The Lake Charles station does not have an on-site security system in-place. Due to the isolated nature of this Category 4 station, an emergency platform call box would improve passenger safety at this location.

5.1.5 Staff and Support Functions

- The on-site station attendant arrives one hour prior to a train's arrival time and leaves the station after all passengers have left. During this time, the attendant assists travelers by providing real-time train status information by accessing the Amtrak website on a smart phone and then manually writing the train's estimated time of arrival on a white board (Figure B-9). During boarding and alighting, the station attendant also helps passengers with their baggage and confirms with any waiting passengers that they have secured transportation from the station. The station attendant is responsible for the general upkeep of the station including routine cleaning and lawn maintenance.
- Amtrak personnel assist passengers with boarding and alighting (Figure B-24).

5.1.6 Amenities

The Lake Charles station does not include any amenities, such as beverage and snack vending machines. Furthermore, no business or retail establishments are within a convenient walking distance for passengers. The closest restaurant is south of I-10 about a half mile from the station.

5.1.7 Other Considerations – Amtrak Performance Metrics

Several performance metrics have been established by Amtrak to improve the quality of passenger service and to improve the visitor experience at stations. Expanding upon this overarching goal, Amtrak has further established several governing principles to guide their planning and development process for station improvements. One of these governing principles is related to the station being a community asset. Several criteria were considered in the station assessment for Lake Charles to determine how the station is, or can become, a greater community asset.

- Station location: The station is located close to Lake Charles' lakefront, downtown, historic districts, and casinos. McNeese State University is located 4 miles south of the Amtrak station on Ryan Street. Lake Charles hosts more than 75 festivals and special events each year, including Mardi Gras, the Louisiana Pirate Festival, the Black Heritage Festival, the Cajun French Music & Food Festival, and the Calcasieu-Cameron Fair (Lake Charles Convention and Visitors Bureau 2018).
- Station area surrounding land use: The immediate area surrounding the station is primarily industrial/warehouses and vacant land with a few residential lots. Immediately north of the station is the City of Lake Charles Department of Public Works water treatment facility. The vacant parcels surrounding the station may provide an opportunity to expand the station.
- Station access: As shown in Figure 5-2, the station site is currently served by the City of Lake Charles transit system with a bus stop across the street from the station. Ryan Street is a major access route through downtown; LADOTD designates Ryan Street as an Urban Major Collector. The station is not currently connected to any bicycle routes or lanes, but the City of Lake Charles Bicycle and Pedestrian Master Plan adopted in 2012 (City of Lake Charles 2012) recommended a bicycle lane along Ryan Street that would connect to the Amtrak station.
- Surrounding amenities: The station is somewhat removed from the downtown retail/business district south of I-10. The closest restaurant is south of I-10 about a half mile from the station. No hotels are in the immediate vicinity of the station.

- Station visibility and public awareness: The City of Lake Charles webpage lists Amtrak as one of its transportation modes under Community Links and links to the Amtrak station webpage (City of Lake Charles 2018). The Visitors Map of Calcasieu Parish located on the SWLA Convention and Visitor's Bureau webpage also shows the location of the Amtrak station under Lake Charles Points of Interest (Lake Charles Convention and Visitors Bureau 2018). Wayfinding signage is absent except adjacent to the station.
- Station opportunities: While the existing station may not be ideally located in a central area, it is located on Ryan Street, which is a major route directly into downtown and McNeese State University. The location and surrounding vacant land offer potential to improve the station and surrounding area developing it into a greater community asset.

5.2 Suggested Lake Charles Station Enhancements

The field assessment for the Lake Charles station resulted in an array of suggested enhancements that could be made to the existing passenger rail station to comply with current Amtrak station standards and the suggested Louisiana standards developed in Task 1.

The suggested enhancements for the Lake Charles station are summarized in Table 5-1 and are grouped by the station function. Descriptions of the suggested station feature upgrades are provided. An implementation time-frame to complete the station feature is shown, which are noted as either short-term or long-term. Short-term improvements are cost-effective solutions that could be implemented within 5 years. Long-term improvements are higher cost capital investments that would likely take 5 to 10 years to construct. An estimate of the probable cost is provided for each line item. It should be noted that these estimates are conceptual level planning costs derived from typical industry unit price averages for passenger station infrastructure only, and do not include survey, design, permitting, geotechnical investigations, or construction management services.

Table 5-1
Suggested Enhancements for the Lake Charles Station

Station Function	Station Feature Description	Implementation Time Frame and Estimate of Probable Cost ($ 2018)	
		Short-Term	Long-Term
Facility Structure Elements	**Platform.** Extend the existing platform a minimum of 170 feet to the west to provide an overall 340 foot station platform. This extension would double the length of the platform. Based on a review of aerial imagery, the west side of the property is located approximately 245 feet from the current end of platform. The 170 extension could be constructed within the existing property limits parallel to the BNSF rail right-of-way (ROW). Based on clearance requirements of the freight railroad, ensure that the platform is fully ADA compliant and offers level boarding if feasible. Platform lighting is assumed. Another option would be to extend the existing platform a minimum of 380 feet to the west to provide an overall 550 foot station platform to meet Amtrak design standards, to minimize double-stops, and to reduce at-grade crossing delays.	-	**170 foot platform extension** $300,000-$400,000 **380 foot platform extension** $700,000-$800,000

Station Function	Station Feature Description	Implementation Time Frame and Estimate of Probable Cost ($ 2018)	
		Short-Term	Long-Term
	Additional property and ROW may be required. An additional sheltered bus-stop type waiting area similar to the current one is recommended as part of this extension. The parking area on the west end of the site should be reconfigured to provide one ADA parking space adjacent to the existing parking spaces. An accessible ramp and walkway between the parking lot and platform is included.		
Access & Wayfinding	**Pick-up/Drop-off Lane.** Install traffic control signage to designate the north driveway as one-way only. MUTCD signs include: One-Way Only (R6-1L), Do Not Enter (R5-1), and Stop (R1-1) (see note 1).	$5,000	-
	Accessible Route Curb Ramp. Install fully ADA compliant curb ramp at the south side building entrance.	$10,000	-
	Accessible Route Curb Ramp. Install fully ADA compliant curb ramp between the parking area and the west side of the station building.	$10,000	-
	Accessible Route Crosswalk Markings. Install pedestrian crosswalk markings at Ryan St and S Railroad Ave to improve pedestrian safety between station and City bus stop. Also install MUTCD sign: Combination bike and pedestrian crossing sign (W11-15) (see notes 1 and 2).	$10,000	-
	Bicycle Rack. Install a bicycle rack to improve passenger experience and increase mobility. However, trainside checked bicycle service is not offered at this station.	$2,000	-
	Amtrak Trailblazer Signs. Install trailblazer signs on Interstate 10 at the Ryan Street interchange. The number of signs, installation locations and sign mounting hardware/type would be determined with LADOTD and local agency input. The signs would be provided free of charge by Amtrak. The entity responsible for sign installation to be determined (see note 1 and 2).	$10,000 each	-
Station Features and Functions	**Additional Features.** Features such as enhanced site lighting within the parking lot, platform lighting and trash receptacles would be included as part of the platform extension.	-	Included within platform extension cost above
Customer Service	**Security.** Install emergency platform call box. Requires coordination and monitoring with emergency response provider; to be determined.	$20,000	-
Amenities	**Vending Machines.** Install vending machines to improve passenger experience. Requires annual contract with vendor (see note 3).	$2,000/year	-

Notes:

1. Traffic control devices shall be in accordance with the latest version of the Manual on Uniform Traffic Control Devices (MUTCD)
2. Improvement to State Route Requiring LADOTD Coordination
3. Annual Service Contract Cost

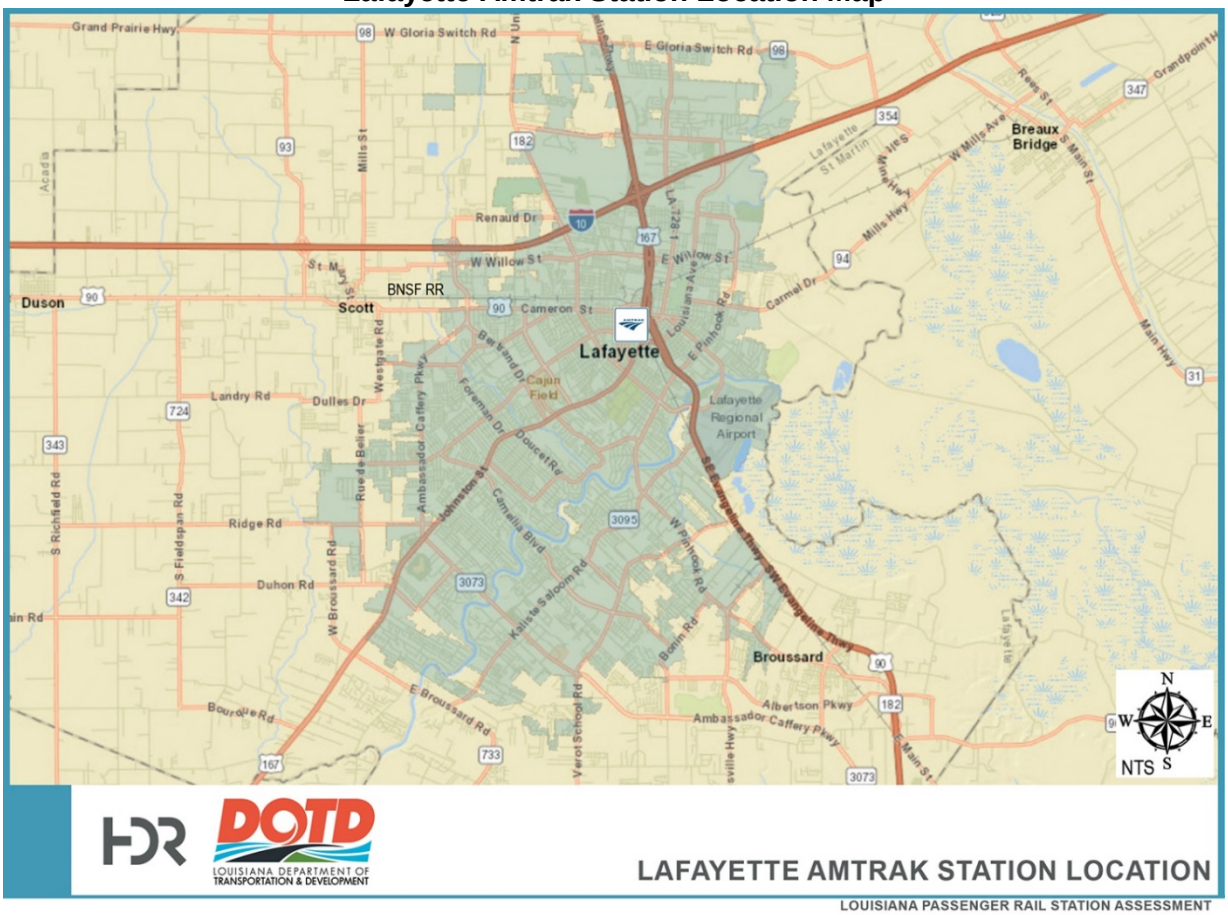
6.0 Lafayette Station Assessment

6.1 Existing Conditions / Field Investigation

The Lafayette train station was originally constructed in 1911 by the Texas & New Orleans Railroad. A fire destroyed the historic depot in May 2001, which subsequently underwent an $11 million large-scale renovation that was completed in 2007. Many of the historic features of the depot were preserved along with some enhancements. The project also included substantial platform upgrades. Upon its completion, the facility was named the Rosa Parks Transportation Center and currently serves as a multimodal transportation center (Amtrak 2018b).

The multimodal transportation center is located south of Interstate 10 in the heart of downtown Lafayette as shown in Figure 6-1. The City of Lafayette owns the transportation center property and building. The BNSF Railway is the host railroad and owns the platform; while Amtrak has legal responsibility for platform ADA compliance.

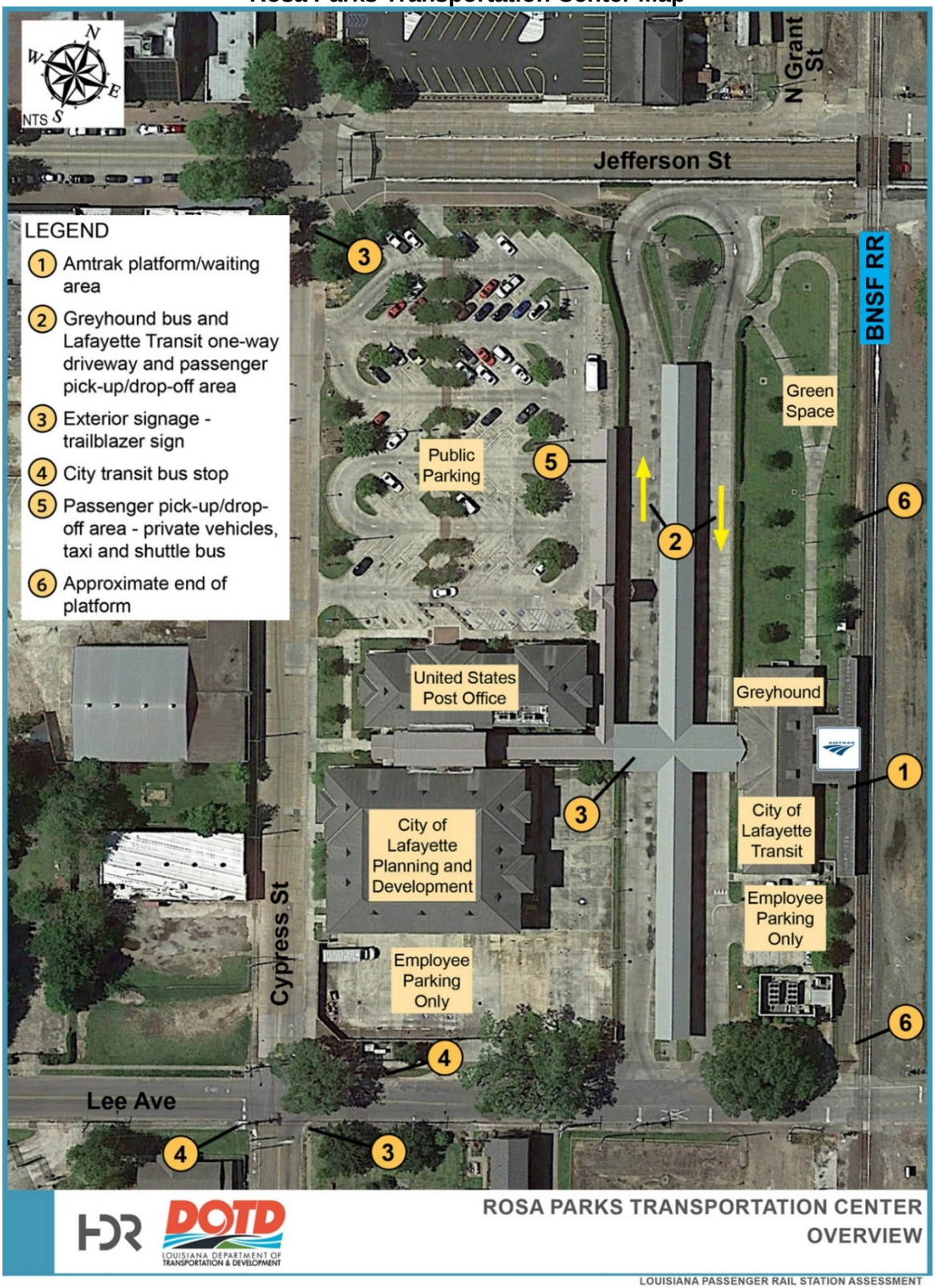
Figure 6-1
Lafayette Amtrak Station Location Map



Bounded by Jefferson Street, E. Cypress Street, Lee Avenue and the BNSF Railway, the multimodal transportation hub currently houses the City of Lafayette transit office, the City-Parish traffic and transportation department, and a waiting room for Amtrak, Greyhound, and local city buses. Adjoining land use consists of a US Post Office, the City of Lafayette planning department, and a large parking

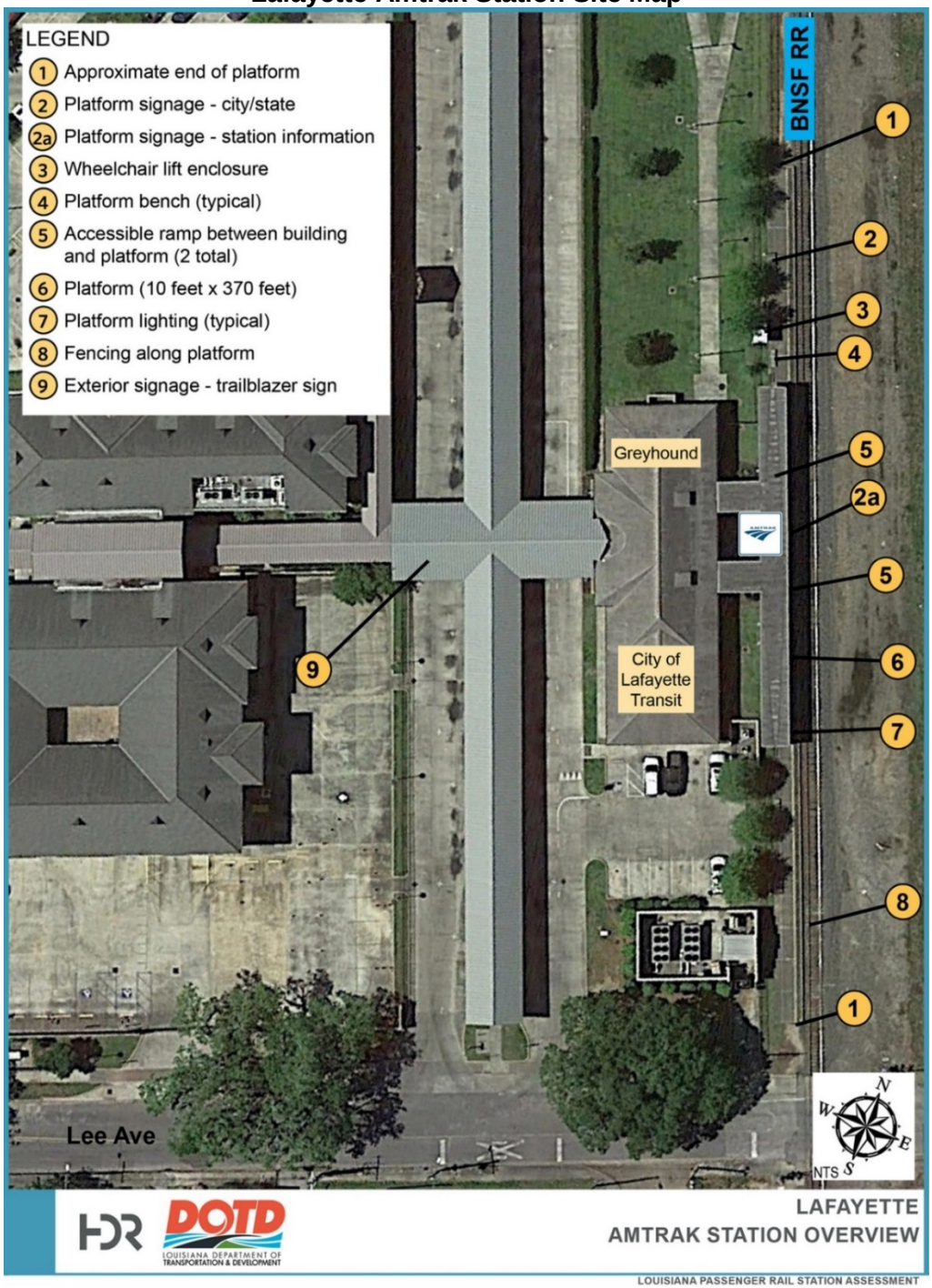
lot. An overview of the Rosa Parks Transportation Center and nearby land use is depicted in Figure 6-2.

Figure 6-2
Rosa Parks Transportation Center Map



A field assessment of the Rosa Parks Transportation Center including Amtrak's Lafayette station was conducted on September 18, 2018. Attendance at the field assessment included HDR and staff from the City of Lafayette transit and public works departments. Appendix C briefly describes the field visit and includes photographs of the station, with photo references presented as Figure C-1 though Figure C-25. Figure 6-3 is a site overview of the station.

Figure 6-3
Lafayette Amtrak Station Site Map



Consistent with the format of Amtrak's Planning Program Features matrix previously shown in Table 4-1, a summary of existing features and conditions for the Lafayette station is presented below.

6.1.1 Facility Structure Elements: Station Platform, Waiting Area and Building

This section provides an overview of existing conditions relative to the structural elements at the Lafayette station including the station platform and building.

- As shown in Figure 6-3, the existing platform at the Lafayette station is a side platform which consists of a single platform adjacent to BNSF's single track freight rail line.
- The platform is 10 feet wide by 370 feet long. The north end of the platform extends approximately 95 feet beyond the platform canopy, the covered waiting area/canopy is approximately 155 feet in length, while the south end of the platform extends approximately 120 feet to near Lee Avenue. The platform length does not meet Amtrak's recommended minimum length of 550 feet for a Category 4 station, which is necessary to accommodate full length trains. Consequently, the eastbound *Sunset Limited* train was observed blocking the at-grade highway-rail crossing on Lee Avenue while passengers boarded the train (Figures C-1 and C-2).
- The platform has a tactile warning surface that is 24-inches wide, however the "federal yellow" markings have weathered and are no longer visible (Figures C-1 and C-2).
- Overall, the concrete platform is in good condition and there does not appear to be any structural defects in the platform surface that might typically be associated with poor drainage and/or inadequate drainage infrastructure (Figure C-3).
- There are two ramps with ADA markings located between the multimodal transportation center building (also denoted herein as the Greyhound terminal waiting area) and the platform (Figures C-4 and C-5).The ramps are covered with a canopy with lighting (Figure C-6).
- The platform is above the top of rail, yet does not fully accommodate level boarding for passengers with disabilities due to the disposition of the shared track which is owned by the freight railroad. However, as an option to level boarding, a station-based mobile wheelchair lift is available on the platform, which is consistent with Amtrak's standard equipment for a Category 4 station. Near-level boarding is achievable for passengers without wheelchairs, as there are very minor horizontal and vertical gaps between the platform and train at this station (Figures C-7 and C-8).
- Two covered walkways extend between the building and the platform; lighting is provided (Figure C-9).
- Metal benches provide seating on the platform and along the covered walkways which extend between the building and the platform. The estimated seating capacity is between 20 to 25 seats (Figures C-3 and C-9).

6.1.2 Access and Wayfinding

Station site features associated with access and wayfinding are presented in Figure 6-2 and Figure 6-3.

- Primary vehicular access to the main entrance of the transportation center is provided by way of Jefferson Street to E. Cypress Street or from Lee Avenue to E. Cypress Street. A passenger

pick-up/drop-off area is located on the east side of the public parking lot for private vehicles, taxis and shuttle buses.

- The public parking lot includes several free parking spaces marked as accessible, in addition to a pay public lot for the general public. The only parking area immediately adjacent to the terminal building is reserved for employees of the Lafayette Transit office and the lot includes only one accessible parking space (C-12).
- A secondary access point for Greyhound buses and Lafayette transit buses is from Lee Avenue. A passenger pick-up/drop-off zone with seating is located within the center island of this linear one-way couplet which serves buses only. Vehicle access by the general public is prohibited at this driveway which is monitored by a security guard. Only transit employees and Greyhound Package Express pick-up vehicles are allowed to use this driveway (Figure C-13).
- A long covered walkway is provided between the public parking lot and the terminal building. The route is accessible for its entire length, however pedestrians are cautioned about crossing the linear one-way couplet used for buses only (Figure C-14).
- The transportation center houses the City of Lafayette transit system with buses picking up and dropping off passengers directly on-site. In addition, a bus stop is located directly opposite the station on the corner of Lee Avenue and E. Cypress Street which serves as a stop for several city bus routes (Figure 6-2).
- A taxi waiting zone is located on the north end of passenger pick-up/drop-off area adjacent to the public parking lot. A sign depicting the taxi waiting zone is posted on-site (Figure C-15).
- A bicycle rack is located adjacent to the public parking lot near the US Post Office.
- An Amtrak information sign is located in the terminal building (Figure C-16). The encased sign board includes Amtrak train schedules and other passenger information.
- Station signage, reflecting Amtrak branding, exists on the platform only at the Lafayette station. As part of Amtrak's visual information system these signs include the station information sign/display case that is installed in front of the platform (Figure C-17) and a city/state station identifier sign which is erected adjacent to the platform near Lee Avenue (Figure C-18).
- Supplemental signage, which does not reflect Amtrak's current branding style, is posted adjacent to the platform (Figure C-19).
- A sign for the Rosa Parks Transportation Center is posted on E. Cypress Street. However, there are no signs at the driveway entrances to the public parking lot indicting that an Amtrak station is present (Figure C-20).
- As shown in Figure 6-2, trailblazer signs are posted on local streets surrounding the station, specifically on Jefferson Street at E. Cypress Street and on Lee Avenue at E. Cypress Street. It should be noted that the trailblazer sign on Lee Avenue at E. Cypress Street is misleading as the directional arrow points down Lee Avenue towards the BNSF RR, and there is no public access to the station from Lee Avenue (Figure C-21).
- From a regional access perspective, currently there are no posted trailblazer signs on Interstate 10 or on US Highway 167 which would inform passengers to the station site. These types of informational signs are typically required for a Category 4 station.

6.1.3 Station Features and Functions

Additional station features and functions are described below.

- The Greyhound terminal waiting area has a ticket counter and informational signage, including a City of Lafayette transit route map (Figures C-10, C-22 and C-23).
- Restroom facilities are provided in the transportation center building: one male and one female, and both are marked as wheelchair accessible (Figure C-23).
- Two drinking fountains are located in the waiting area; one of which appears to be wheelchair accessible (Figure C-23).
- Exterior lighting exists throughout the transportation center site, including historic-style lighting on the platform, beneath covered walkways and in parking areas (Figures C-6 and C-24). High mast lighting is located in the employee-only and public parking lots. And municipal lighting is located on roadways surrounding the transportation center.
- Trash receptacles are provided throughout transportation center site including on the platform and in passenger waiting areas (Figure C-16).

6.1.4 Customer Service

Customer service features such as ticketing/baggage, passenger information and security are described below.

- There is not a station attendant at the multimodal transportation center that can directly assist Amtrak passengers. Waiting passengers who do not own cell phones, cannot access the Amtrak website to determine the trains estimated time of arrival.
- A ticket vending machine such as Quik-Trak is not available on-site. However, passengers typically buy their tickets by calling the Amtrak reservation line or use smartphone technology for ticketing.
- The Lafayette station does not have an emergency platform call box, which would improve passenger safety.
- Surveillance cameras are located throughout the transportation center site. In total, there are 16 CCTV cameras around the terminal and on the platform. In addition, the City of Lafayette police department provides on-site security 16 hours a day, Monday through Friday. A contract security company provides security on Saturdays and there is no security detail at the site on Sundays.

6.1.5 Staff and Support Functions

- The City of Lafayette is responsible for the upkeep and maintenance of the transportation center.
- Sometimes, City of Lafayette personnel assist passengers with general information about Amtrak services. City personnel noted that an Amtrak station attendant would improve customer service.

6.1.6 Amenities

As described above, the Lafayette station has several amenities such as beverage and snack vending machines. Furthermore, because of the station location in downtown Lafayette, numerous restaurants, retail establishments and businesses are within a convenient walking distance for passengers.

6.1.7 Other Considerations – Amtrak Performance Metrics

Several performance metrics have been established by Amtrak to improve the quality of passenger service and to improve the visitor experience at stations. Expanding upon this overarching goal, Amtrak has further established several governing principles to guide their planning and development process for station improvements. One of these governing principles is related to the station being a community asset. Several criteria were considered in the station assessment for Lafayette to determine how the station is or can become a greater community asset.

- Station location: The Lafayette Amtrak station is centrally located in downtown Lafayette in a multimodal facility making it a valuable community asset. The University of Louisiana at Lafayette is located about a mile and half from the station.
- Station area surrounding land use: Adjoining land use consists of a US Post Office, the City of Lafayette planning department, a large parking lot, and greenspace with walking trails.
- Station access: From downtown Lafayette, the station is accessible from several roads. Jefferson Street (see Figure 6-2) is an Urban Major Collector as designed by LADOTD. The station is accessible by Greyhound buses and local city buses. Part of the Pontiac Point Trail bike route is adjacent to the Rosa Parks Transportation Center.
- Surrounding amenities: The station is within walking distance of numerous downtown restaurants. Hotels are limited in downtown Lafayette.
- Station visibility and public awareness: The Lafayette station is visible to the transit community through it location in the downtown Rosa Parks Transportation Center; however, it is not mentioned on the Lafayette visitors webpage under transportation nor is it shown on the Lafayette Area Map's points of interest (Lafayette Travel 2018). Wayfinding signage to the station is absent except on local streets in the immediate vicinity of the station.

6.2 Suggested Lafayette Station Enhancements

The field assessment for the Lafayette station resulted in the identification of a suggested station enhancements that could be made to the existing passenger rail station to comply with current Amtrak station standards and the suggested Louisiana standards developed in Task 1. The enhancements for the Lafayette station are summarized in Table 6-1 and are grouped by the station function. Descriptions of the proposed station feature upgrades are provided. Based on existing conditions, suggested enhancements to this station could be implemented within a short duration, however extending the platform would be a long-term infrastructure upgrade. An estimate of the probable cost is provided for each line item. It should be noted that these estimates are conceptual level planning costs derived from typical industry unit price averages for passenger station infrastructure only, and do not include survey, design, permitting, geotechnical investigations, or construction management services.

Table 6-1
Suggested Enhancements for the Lafayette Station

Station Function	Station Feature Description	Implementation Time Frame and Estimate of Probable Cost ($ 2018)	
		Short-Term	Long-Term
Facility Structure Elements	**Platform.** The length of the existing platform is 370 feet. Trains block traffic on Lee Avenue during boarding and alighting. Trains do not block traffic on the main lanes of Jefferson Street because it is grade-separated from the BNSF. Extend the existing platform a minimum of 180 feet to provide an overall 550 foot station platform to meet Amtrak design standards, to minimize double-stops, and to reduce at-grade crossing delays.	-	**180 foot platform extension** $300,000-$400,000
Access & Wayfinding	**Amtrak Station Sign.** Install a station identification sign near the entrance to the transportation center in the vicinity of the Rosa Parks Transportation Center sign. The sign would be provided free of charge by Amtrak. The entity responsible for sign installation to be determined.	$10,000	-
	Amtrak Trailblazer Signs. Install trailblazer signs on Interstate 10 at key interchanges and on US 167. The number of signs, installation locations and sign mounting hardware/type would be determined with LADOTD and local agency input. The signs would be provided free of charge by Amtrak. The entity responsible for sign installation to be determined (see note 1 and 2).	$10,000 each	-
Customer Service	**Security.** Install emergency platform call box. Requires coordination and monitoring with emergency response provider; to be determined.	$20,000	-
	Station Attendant. Consider providing a part-time station attendant to assist passengers prior to a trains' arrival. The entity responsible for contracting this service would need to be determined (see note 3).	$40,000/year	-
Amenities	No new passenger amenities are recommended; there are existing vending machines on-site.	not applicable	not applicable

Notes:

1. Traffic control devices shall be in accordance with the latest version of the MUTCD
2. Installations on interstate and state routes requires LADOTD coordination
3. Annual service contract cost

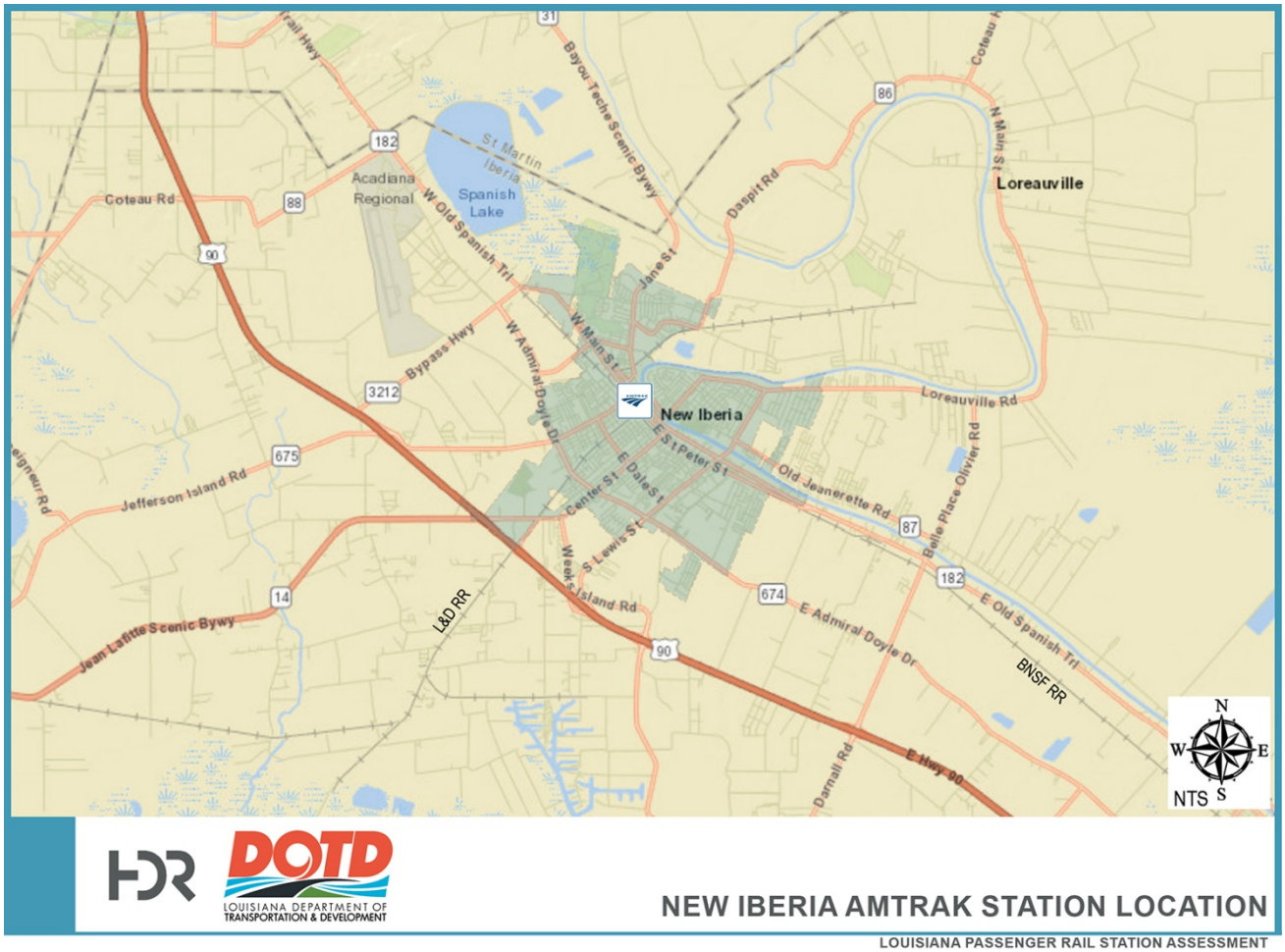
7.0 New Iberia Station Assessment

7.1 Existing Conditions / Field Investigation

The New Iberia train station was originally constructed in 1900 by the Texas and New Orleans Railroad, a predecessor to the Southern Pacific Railroad. The station was listed on the National Register of Historic Places (NRHP) in 1987 under the official name of the Southern Pacific Railroad Depot. The station building serves as headquarters for the Louisiana & Delta Railroad (L&D RR) (Amtrak 2018b).

The station is located in the center of New Iberia just north of where the BNSF RR connects to the L&D RR as shown in Figure 7-1. The L&D RR, which is a shortline railroad, owns the building and station property. The BNSF RR is the host railroad and owns the platform; while Amtrak has legal responsibility for platform ADA compliance. In 2016, the New Iberia station was reclassified as a Category 4 station from its former designation as a flag stop. As previously shown in Table 3-1, Amtrak ridership at the New Iberia station has been below 2,000 passengers per year since 2013.

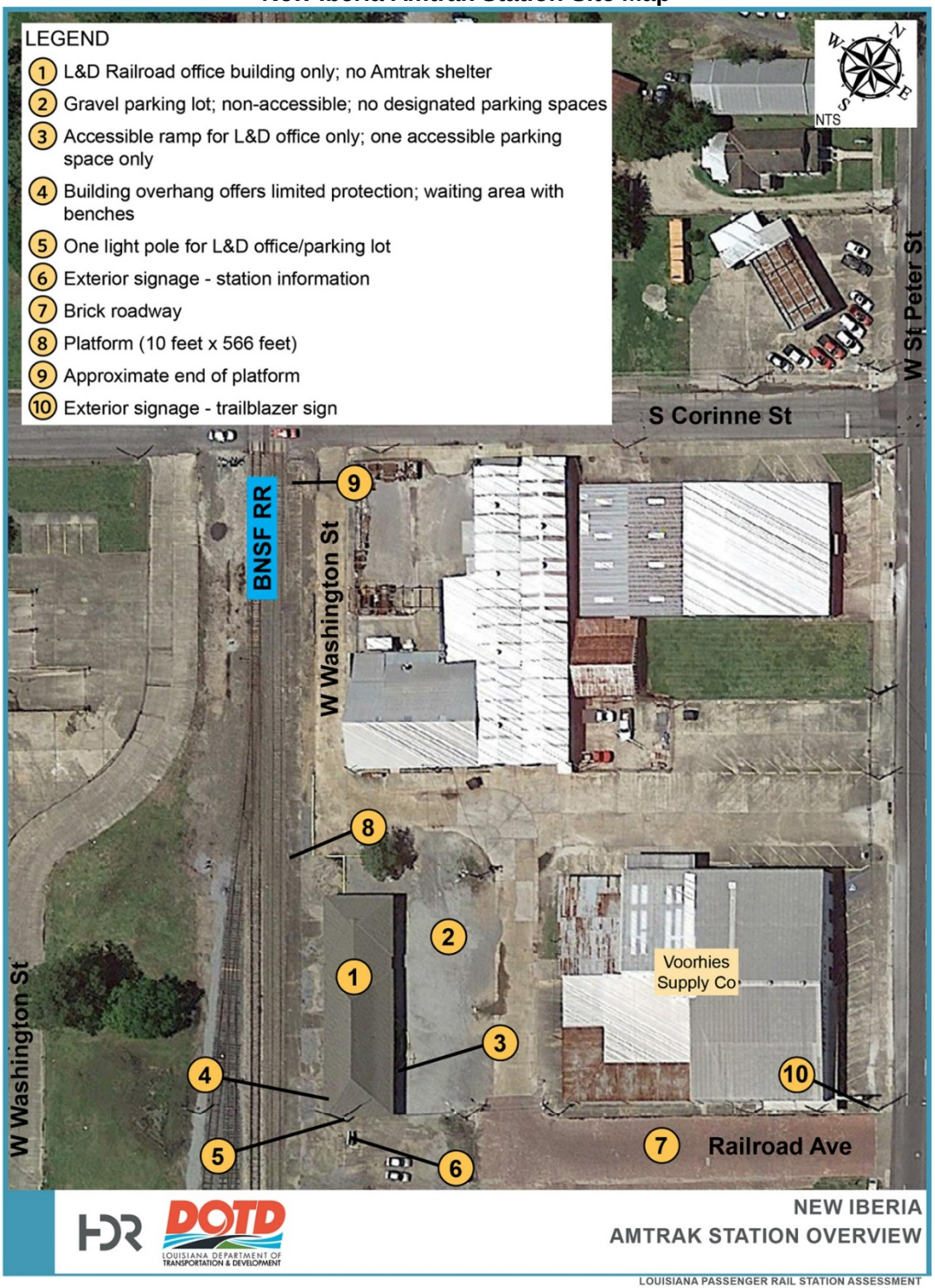
Figure 7-1
New Iberia Amtrak Station Location Map



A field assessment of the New Iberia station was conducted on September 19, 2018. Attendance at the field assessment included HDR and staff from LADOTD and the Louisiana and Delta Railroad.

Appendix D briefly describes the field visit and includes photographs of the station, with photo references presented as Figure D-1 though Figure D-17. Figure 7-2 is a site overview of the station.

Figure 7-2
New Iberia Amtrak Station Site Map



Consistent with the format of Amtrak's Planning Program Features matrix previously shown in Table 4-1, a summary of existing features and conditions for the New Iberia station is presented below.

7.1.1 Facility Structure Elements: Station Platform, Waiting Area and Building

This section provides an overview of existing conditions relative to the structural elements at the New Iberia station including the station platform and building.

- As shown in Figure 7-2, the existing platform at the New Iberia station is a side platform which consists of a single platform adjacent to BNSF's dual main line tracks and sidings (Figure D-1).
- Overall, the concrete platform is in very poor condition with structural defects that are typically associated with poor drainage and the lack of drainage infrastructure to intercept stormwater runoff (Figures D-1 through D-4).
- The platform is 10 feet wide by 566 feet long. The south end of the platform extends to near S. Corinne Street. While the existing platform length of 566 feet meets Amtrak's recommended minimum length of 550 feet for a Category 4 station, the westbound *Sunset Limited* train stopped beyond S. Corinne Street blocking traffic at the at-grade highway-rail crossing while passengers boarded the train (Figures D-5 and D-6).
- The platform is below the top of rail and does not accommodate level boarding for any passengers, especially those with disabilities. A step stool is used to assist passengers board and alight the train and there is no equipment, such a wheel chair lift available, on the platform (Figure D-5).
- The station building serves as an office for the L&D RR exclusively and is not available to Amtrak customers. Little to no amenities are available. The building overhang on the platform side may provide some protection during inclement weather (Figure D-7).
- Two wooden benches provide seating at the front of the building and one wooden bench is located on the platform side of the building (Figures D-8 and D-9). Section 7.1.3 below for additional station features and functions.

7.1.2 Access and Wayfinding

Station site features associated with access and wayfinding are presented in Figure 6-2 and Figure 6-3.

- The parking lot in front of the L&D RR office building is comprised of gravel and is primarily used by L&D RR personnel (Figure D-10).
- One ADA reserved parking space is located at the entrance to the L&D RR office. An accessible concrete ramp is located between the parking lot and building entrance (Figure D-11).
- There are no dedicated parking spaces for Amtrak passengers. L&D RR personnel park beside the building perimeter (Figures D-12 and D-13).
- There is not an accessible route from the parking lot to the platform.
- An Amtrak station information sign/display case is installed adjacent to the L&D RR office building and is visible from the platform (Figure D-14).

- Primary vehicular access to the station is provided by way of a one-way couplet formed by West St. Peter Street and West Main Street (LA 182). As shown in Figure 7-2, trailblazer signs are posted on Railroad Avenue at the intersections of each of the one-way pairs (Figure D-15).
- From a regional access perspective, no trailblazer signs are currently posted on US Highway 90 at the interchanges or to direct passengers to the station site.

7.1.3 Station Features and Functions

Additional station features and functions are described below.

- There are no restrooms, drinking fountains, or vending machines at this station. Garbage cans are placed in the front and back of the L&D RR office. (Figures D-3 and D-8).
- There does not appear to be any exterior lighting in the parking lot or adjacent to the platform. Municipal lighting is located adjacent to West Washington Street which parallels the platform.

7.1.4 Customer Service

Customer service features such as ticketing/baggage, passenger information and security are described below.

- There are no customer service offerings at this station, nor is there a station attendant to assist passengers.
- The New Iberia station does not have an emergency platform call box, which would improve passenger safety.

7.1.5 Staff and Support Functions

- The L&D RR is responsible for the upkeep and maintenance of their building.

7.1.6 Amenities

- This station has no amenities.
- Some restaurants and businesses are nearby, but they may not be within walking distance for some passengers.

7.1.7 Other Considerations – Amtrak Performance Metrics

Several performance metrics have been established by Amtrak to improve the quality of passenger service and to improve the visitor experience at stations. Expanding upon this overarching goal, Amtrak has further established several governing principles to guide their planning and development process for station improvements. One of these governing principles is related to the station being a community asset. Several criteria were considered in the station assessment for New Iberia to determine how the station is or can become a greater community asset.

- Station location: The station is located near New Iberia's Historic Commercial District, which won a 2005 Great American Main Street Award® sponsored by the National Trust for Historic Preservation® for its successful revitalization efforts (City of New Iberia 2018). The station itself is listed on the National Register of Historic Places making it a community asset.
- Station area surrounding land use: Adjoining land use is commercial/industrial.

- Station access: Access to the station is by W. Washington Street, which is designated by LADOTD as an Urban Local road. The nearest Greyhound bus stop is approximately 1.5 miles from the station. New Iberia does not have local city bus service.
- Surrounding amenities: The station is generally within walking distance of New Iberia's historic Main Street, which has a few restaurants approximately 0.5 to 1 mile from the station.
- Station visibility and public awareness: Amtrak is not listed on the City of New Iberia's Visitor Information webpage where directions to New Iberia are shown; however, the historic train depot is shown on the Main Street New Iberia Downtown Historic District map (City of New Iberia 2018). Wayfinding signage to the station is absent except on one local street in the immediate vicinity of the station.

7.2 Suggested New Iberia Station Enhancements

The field assessment for the New Iberia station resulted in an array of potential enhancements that could be made to the existing passenger rail station to comply with current Amtrak station standards and ADA mandates. The suggested enhancements for the New Iberia station are summarized in Table 7-1 and are grouped by the station function. Descriptions of the suggested station feature upgrades are provided. A suggested implementation time-frame to complete the station feature is shown, which are noted as short-term or long-term. Short-term improvements are cost-effective solutions that could be implemented within 5 years. Long-term improvements are higher cost capital investments that would likely take 5 to 10 years to construct. An estimate of the probable cost is provided for each line item. It should be noted that these estimates are conceptual level planning costs derived from typical industry unit price averages for passenger station infrastructure only, and do not include survey, design, permitting, geotechnical investigations, or construction management services.

Table 7-1
Suggested Enhancements for the New Iberia Station

Station Function	Station Feature Description	Implementation Time Frame and Estimate of Probable Cost ($ 2018)	
		Short-Term	Long-Term
Facility Structure Elements	**Platform.** Reconstruct the platform to a minimum length of 550 feet. The minimum length is recommended to minimize and/or eliminate delays at the S. Corinne Street at-grade crossing during boarding operations. The platform width should be a minimum of 10 feet. The reconstruction would be within the existing platform footprint parallel to the BNSF rail ROW. Based on clearance requirements of the freight railroad, if feasible, ensure that the platform is fully ADA compliant and offers level boarding. **Platform Canopy.** Construct a canopy to protect passengers from the elements. The length of the canopy and clearance from the freight railroad would be coordinated between Amtrak and BNSF. Phased construction would be required for this infrastructure in order to maintain boarding and alighting operations on a portion of the existing platform while the new section is under construction.	-	$800,000-$900,000

Station Function	Station Feature Description	Implementation Time Frame and Estimate of Probable Cost ($ 2018)	
		Short-Term	Long-Term
	Sheltered Waiting Area. Construct a sheltered bus stop type waiting area similar to the Lake Charles station. The shelter should be installed adjacent to the platform within close proximity to the L&D RR office. The shelter should be designed and implemented as a short-term improvement that would be retained as part of the future construction of the platform.	$40,000	-
Access & Wayfinding	**Parking Lot.** Construct a concrete paved parking lot in front of the L&D RR office to include at least two short-term parking spaces and one ADA parking space for Amtrak passengers.	$50,000	-
	Accessible Route. Install a 5-foot wide concrete sidewalk complete with ADA compliant curb ramps between the parking area and platform.	$20,000	-
	Amtrak Trailblazer Signs. Install trailblazer signs on US Highway 90 at two interchanges (minimum) as there are multiple routes along US 90 that are grade-separated. The number of signs, installation locations and sign mounting hardware/type would be determined with LADOTD and local agency input. The signs would be provided free of charge by Amtrak. The entity responsible for sign installation to be determined (see note 1).	$10,000 each	-
Station Features and Functions	**Additional Features.** Features such as site lighting within the parking lot, platform lighting and trash receptacles would be included as part of the platform reconstruction.	-	Included within platform extension cost above
Customer Service	**Security.** Install emergency platform call box. Requires coordination and monitoring with emergency response provider; to be determined.	-	$20,000
Amenities	**Passenger Amenities.** Due to the low ridership at this station, amenities such as vending machines are not recommended.	not applicable	not applicable

Notes:

1. Improvement to state route requires LADOTD coordination

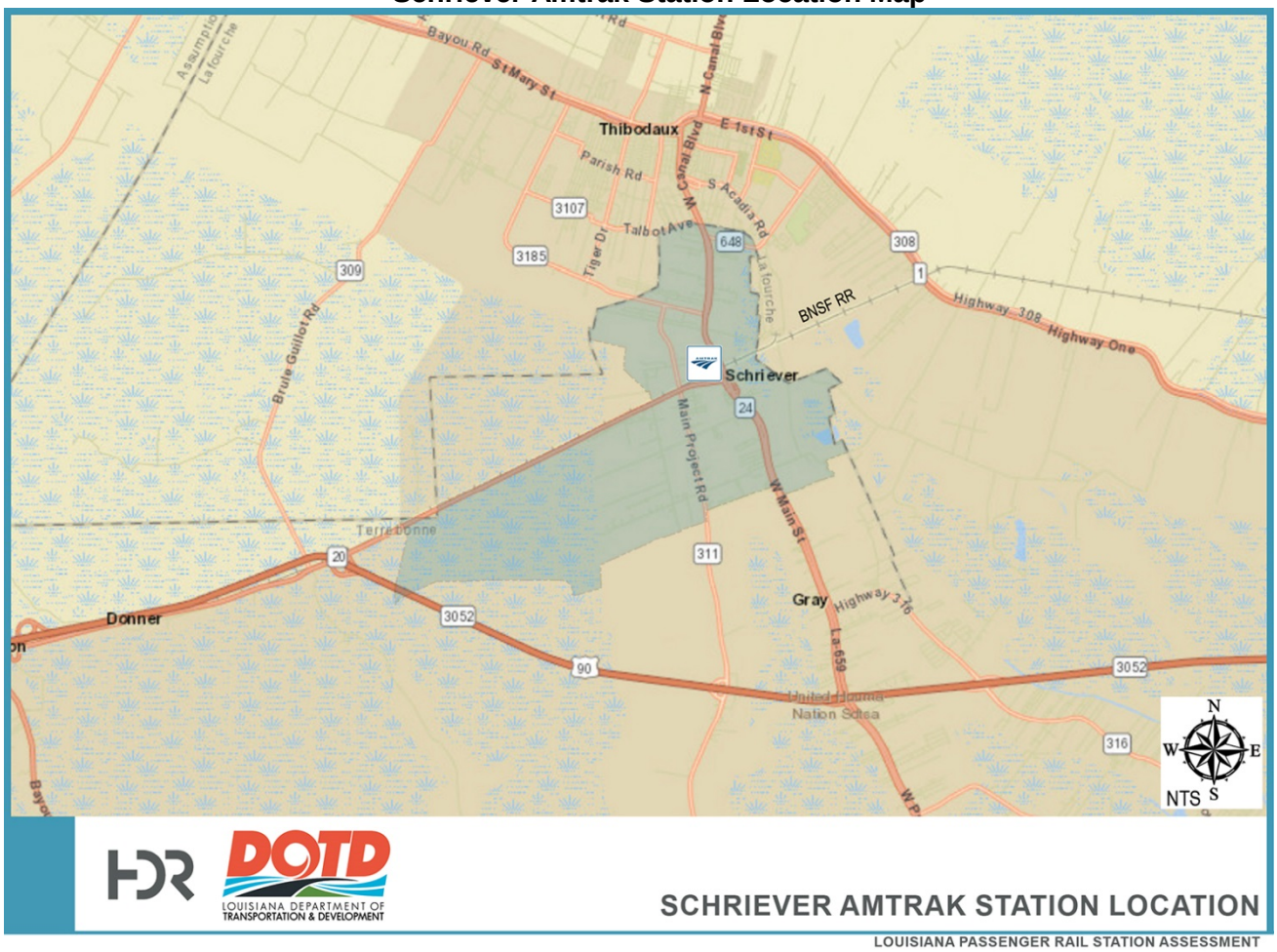
8.0 Schriever Station Assessment

8.1 Existing Conditions / Field Investigation

The Schriever station is located in an isolated section of the town of Schriever, which is a rural community located between Thibodaux to the north and Houma to the south as shown in Figure 8-1. The station is located on an industrial parcel of land. Access to the station is provided by way of Old Schriever Highway which is located in the vicinity of LA 20 and LA 24.

The host railroad, BNSF, owns the building, station property and platform; while Amtrak has legal responsibility for platform ADA compliance. In 2016, the Schriever station was reclassified as a Category 4 station from its former designation as a flag stop. As previously shown in Table 3-1, Amtrak ridership at the Schriever station has been below 2,000 passengers per year since 2013.

Figure 8-1
Schriever Amtrak Station Location Map



A field assessment of the Schriever station was conducted on September 17, 2018. Attendance at the field assessment included HDR only. Appendix E briefly describes the field visit and includes photographs of the station, with photo references presented as Figure E-1 though Figure E-15. Figure 8-2 is a site overview of the station.

Figure 8-2
Schriever Amtrak Station Site Map

Consistent with the format of Amtrak's Planning Program Features matrix previously shown in Table 4-1, a summary of existing features and conditions for the Schriever station is presented below.

8.1.1 Facility Structure Elements: Station Platform, Waiting Area and Building

This section provides an overview of existing conditions relative to the structural elements at the Schriever station including the station platform and building.

- As shown in Figure 8-2, the existing platform at the Schriever station is a side platform which consists of a single platform adjacent to BNSF's dual main line tracks and sidings.
- Overall, the 267-foot long concrete platform is in very poor condition with rail ballast overflowing onto the platform. The usable portion of the platform directly adjacent to the BNSF Railway office is only 105 feet long. The width of the platform is approximately 10 feet in some locations, but this width varies due to two contributing factors—the ballast overflow and adjacent gravel/asphalt parking lot that also overflows onto the platform or has been paved over as part of the asphalt parking lot. A single painted yellow strip that does not meet ADA standards extends 105 feet along the length of the usable portion of platform (Figures E-1 and E-2). In general, the condition of the existing platform makes is unusable as a platform.
- The railbed is at a higher elevation than the platform, which results in stormwater runoff draining onto the platform. Structural defects, such as cracks from ponding water, appear on the platform, which is typically associated with poor drainage. There are no catch basins or drain lines near the platform to intercept stormwater runoff (Figure E-3).
- The top of rail is higher than the existing platform height, thus level boarding does not exist. Also, there is no equipment on the platform, such a wheel chair lift, to provide level boarding for passengers with disabilities.
- The station building serves as an office for the BNSF Railway exclusively and is not available to Amtrak customers. Little to no amenities are available. The building does not have an overhang on the platform side to protect passengers from inclement weather (Figure E-4).
- Four chairs are randomly placed on the outside of the building near the platform (Figures E-4 and E-5). Section 8.1.3 below for additional station features and functions.

8.1.2 Access and Wayfinding

Station site features associated with access and wayfinding are presented in Figure 8-2.

- Burlington Court extends from Old Schriever Highway to the station building and beyond throughout the industrial site. The roadway surface is not fully paved and consists of a combination of asphalt and gravel (Figures E-6 and E-7).
- The parking lot on the southwest side of the BNSF office building is comprised of gravel and is primarily used by BNSF personnel. Nine wheel stops indicate parking for nine vehicles in this location (Figure E-8).
- There are no ADA parking spaces or dedicated parking spaces for Amtrak passengers.
- There is not an accessible route from the parking lot to the platform.

- An Amtrak passenger station sign is mounted on the side of the BNSF office building (Figure E-9).
- An Amtrak station information sign/display case is installed at the entrance to the site on Burlington Court at Old Schriever Highway (Figures E-10 and E-11).
- An old, bent Amtrak station sign is located just before the BNSF office (Figure E-12).
- Primary vehicular access to the station is provided by way of Old Schriever Highway, which dead-ends just past Burlington Court at the BNSF rail right-of-way (Figures E-10).
- From a regional access perspective, currently there are no posted trailblazer signs on US Highway 90, LA 20 or LA 24 to guide passengers to the station site.

8.1.3 Station Features and Functions

Additional station features and functions are described below.

- There are no restrooms or drinking fountains at this station. A non-working payphone is mounted on the side of the building and a garbage can is placed nearby (Figures E-5 and E-14).
- Exterior lighting is provided by lights mounted to two utility poles (Figure E-12).

8.1.4 Customer Service

Customer service features such as ticketing/baggage, passenger information and security are described below.

- There are no customer service offerings at this station, nor is there a station attendant to assist passengers.
- Amtrak personnel assist passengers with boarding and alighting through the use of a stool insecurely placed on the rail ballast (Figure E-13).
- The Schriever station does not have an emergency platform call box, which would improve passenger safety.

8.1.5 Staff and Support Functions

- The L&D RR is responsible for the upkeep and maintenance of their building.

8.1.6 Amenities

- There are no amenities at this station.

8.1.7 Other Considerations – Amtrak Performance Metrics

Several performance metrics have been established by Amtrak to improve the quality of passenger service and to improve the visitor experience at stations. Expanding upon this overarching goal, Amtrak has further established several governing principles to guide their planning and development process for station improvements. One of these governing principles is related to the station being a community asset. Several criteria were considered in the station assessment for Schriever to determine how the station is, or can become, a greater community asset.

- Station location: The Schriever station is located approximately 4 miles south of downtown Thibodaux and approximately 13 miles north of downtown Houma. Nicholls State University (NSU) is located 13 miles from the station by car. The Schriever station consists of an unsheltered platform adjacent to a building that houses BNSF offices.
- Station area surrounding land use: The area immediately adjacent to the station is an industrial rail yard area. The land uses in the surrounding area are primarily agricultural and undeveloped with some residential areas nearby.
- Station access: Access to the station by car is via state highway LA 20 (Urban Minor Arterial) or LA 24 (Urban Principal Arterial). The station is within walking distance of the local transit line (Good Earth Transit's Martin L. King/NSU Route) and within close proximity to proposed bicycle routes identified in the *South Central Regional Bicycle and Pedestrian Plan* (SCPDC 2012). The Houma-Thibodaux Metropolitan Planning Organization (MPO) is interested in developing an intermodal transportation facility at the existing station and plans to conduct a Stage 0 feasibility study on upgrades to the station. The intermodal transportation facility would ideally connect passenger rail, transit, and bicycle modes of transportation with a possible park-and-ride lot to facility van-pools and car-pools.
- Surrounding amenities: The Schriever station currently offers no amenities at the station or in the surrounding area.
- Station visibility and public awareness: The Schriever Amtrak station is not mentioned on the Houma visitors webpage (Houma Tourism 2018) or on the Thibodaux Chamber of Commerce visitors webpage or map (Thibodaux Chamber of Commerce 2018). Wayfinding signage to the station is absent except adjacent to the station. The Houma-Thibodaux MPO's proposed feasibility study would evaluate options to preserve the historic station, promote community engagement activities such as a flea/antique/farmers' market near the station, improve access and signage, and consider marketing strategies to generate interest and enthusiasm about the station.
- Station opportunities: The Houma-Thibodaux MPO's proposed feasibility study may consider possibilities within a quarter-mile radius of the existing station location.

8.2 Suggested Schriever Station Enhancements

The field assessment for the Schriever station resulted in an array of suggested enhancements that could be made to the existing passenger rail station to comply with current Amtrak station standards and ADA mandates. The suggested enhancements for the Schriever station are summarized in Table 8-1 and are grouped by the station function. Descriptions of the suggested station feature upgrades are provided. A suggested implementation time-frame to complete the station feature is shown, which are noted as short-term or long-term. Short-term improvements are cost-effective solutions that could be implemented within 5 years. Long-term improvements are higher cost capital investments that would likely take 5 to 10 years to construct. An estimate of the probable cost is provided for each line item. It should be noted that these estimates are conceptual level planning costs derived from typical industry unit price averages for passenger station infrastructure only, and do not include survey, design, permitting, geotechnical investigations, or construction management services.

Table 8-1
Suggested Enhancements for the Schriever Station

Station Function	Station Feature Description	Implementation Time Frame and Estimate of Probable Cost ($ 2018)	
		Short-Term	Long-Term
Facility Structure Elements	**Platform.** Reconstruct the platform to a length of 300 feet. The 300-foot length does not meet the minimum length of 550 feet for a Category 4 station, however, it is deemed sufficient at this location as there are no adjacent highway at-grade crossings that would be blocked during boarding operations. The platform width should be a minimum of 10 feet. The reconstruction would generally be within the existing platform footprint parallel to the BNSF rail ROW but slightly longer. Based on clearance requirements of the freight railroad, if feasible, ensure that the platform is fully ADA compliant and offers level boarding. **Platform Canopy.** Construct a canopy to protect passengers from the elements. The length of the canopy and clearance from the freight railroad would be coordinated between Amtrak and BNSF. Phased construction would be required for this infrastructure in order to maintain boarding and alighting operations on a portion of the existing platform while the new section is under construction.	-	$500,000- $600,000
	Sheltered Waiting Area. Construct a sheltered bus stop type waiting area similar to the Lake Charles station. The shelter should be installed adjacent to the platform within close proximity to the BNSF office building. The shelter should be designed and implemented as a short-term improvement that would be retained as part of the future construction of the platform.	$40,000	-
Access & Wayfinding	**Parking Lot.** Construct a concrete paved parking lot in front of the L&D RR office to include at least two short-term parking spaces and one ADA parking space for Amtrak passengers.	$50,000	-
	Accessible Route. Install a 5-foot wide concrete sidewalk complete with ADA compliant curb ramps between the parking area and platform.	$20,000	-
	Amtrak Trailblazer Signs. Install trailblazer signs on US Highway 90 at two interchanges (minimum). The number of signs, installation locations and sign mounting hardware/type would be determined with LADOTD and local agency input. The signs would be provided free of charge by Amtrak. The entity responsible for sign installation to be determined (see note 1).	$10,000 each	-
Station Features and Functions	**Additional Features.** Features such as site lighting within the parking lot, platform lighting and trash receptacles would be included as part of the platform reconstruction.	-	Included within platform extension cost above
Customer Service	**Security.** Install emergency platform call box. Requires coordination and monitoring with emergency response provider; to be determined.	-	$20,000
Amenities	**Passenger Amenities.** Due to the low ridership at this station, amenities such as vending machines are not recommended.	not applicable	not applicable

Notes:

1. Improvement to state route requires LADOTD coordination

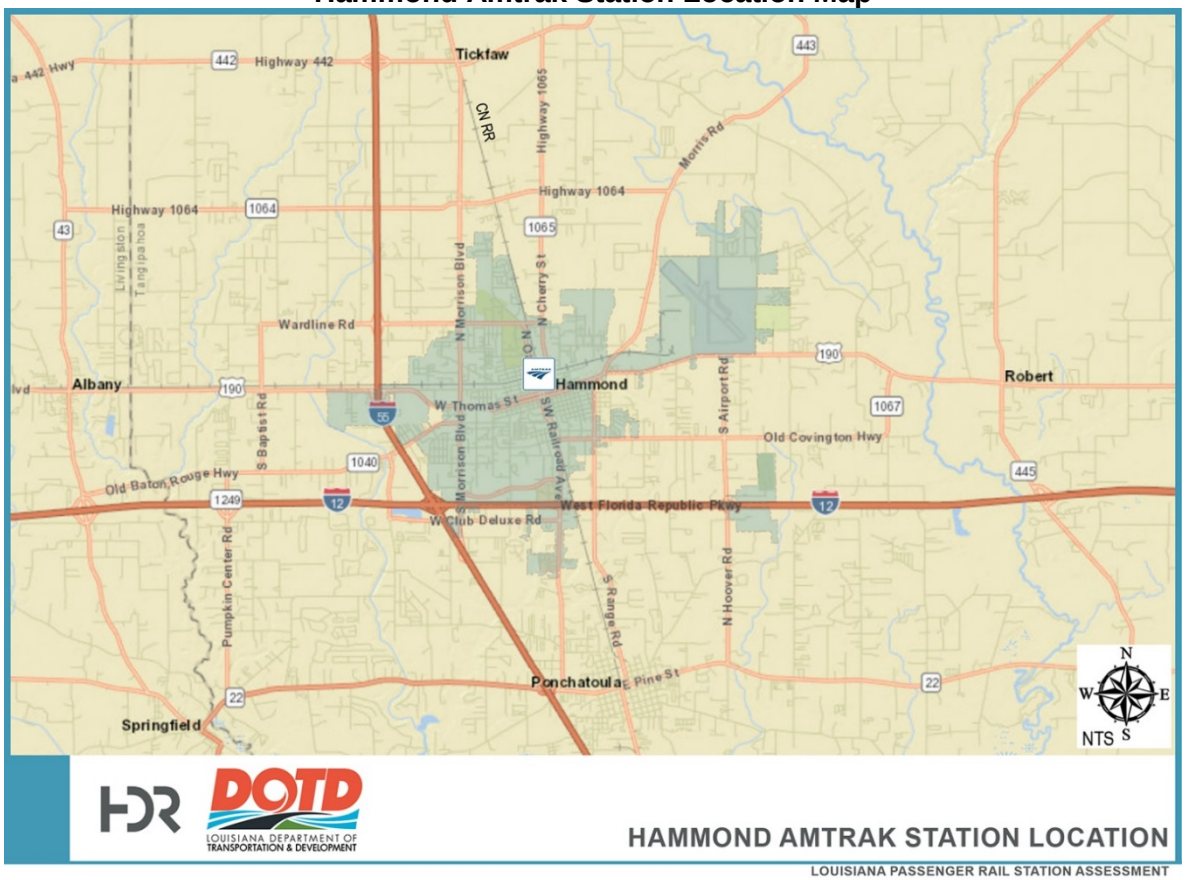
9.0 Hammond Station Assessment

9.1 Existing Conditions / Field Investigation

The Hammond train station was originally constructed in 1912 by the Illinois Central Railroad, which was bought by the Canadian National Railway (CN RR). In 1980, the depot was listed on the National Register of Historic Places as a component of the Hammond Historic District. Built of deep brown-red brick, the station is in the Queen Anne revival style, with a dominant octagonal tower and elaborate molding and archways and boasts the original cove molded ceiling. The station complex was renovated in 2008 (Amtrak 2018b). The Greater Hammond Chamber of Commerce, Tangipahoa Parish Clerk of Court and Amtrak all occupy the station complex building, with each occupants spaces separated by two breezeways.

The station is located in the center of Hammond north of Interstate 12 and east of Interstate 55 as shown in Figure 9-1. The Hammond Chamber of Commerce owns the building/station property. CN is the host railroad, and Amtrak has legal responsibility for platform ADA compliance. In 2011, Amtrak constructed a new ADA compliant, 557-foot long platform using stimulus funds.

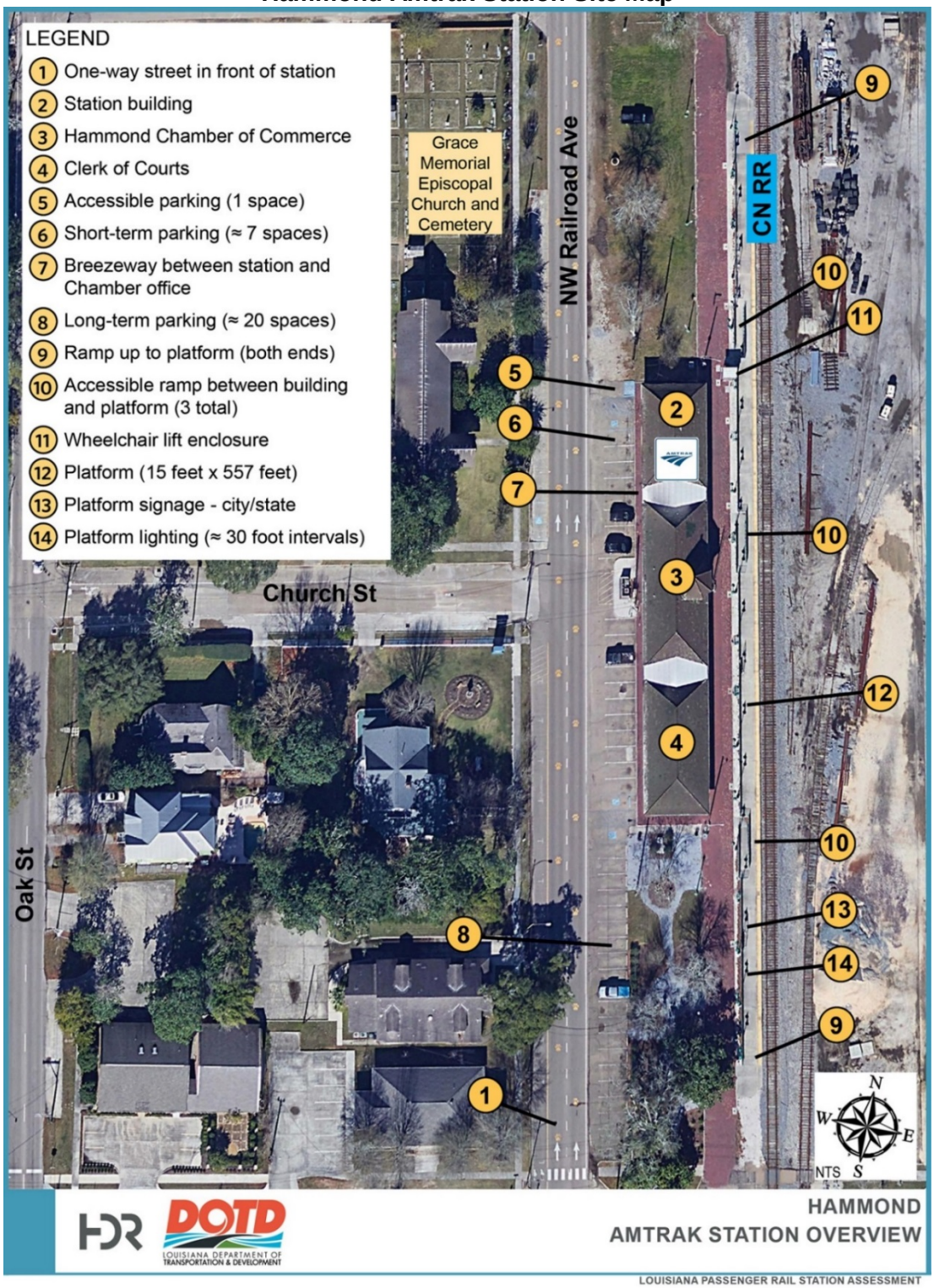
Figure 9-1
Hammond Amtrak Station Location Map



A field assessment of the Hammond station was conducted on September 17, 2018. Attendance at the field assessment included HDR and LADOTD. Appendix F briefly describes the field visit and includes

photographs of the station, with photo references presented as Figure F-1 though Figure F-24. Figure 9-2 is a site overview of the station.

Figure 9-2
Hammond Amtrak Station Site Map



Consistent with the format of Amtrak's Planning Program Features matrix previously shown in Table 4-1, a summary of existing features and conditions for the Hammond station is presented below.

9.1.1 Facility Structure Elements: Station Platform, Waiting Area and Building

This section provides an overview of existing conditions relative to the structural elements at the Hammond station including the station platform and building.

- As shown in Figure 9-2, the existing open-air platform at the Hammond station is a side platform which consists of a single platform adjacent to CN's dual main line tracks and sidings.
- Overall, the concrete platform is in good condition and measures 15 feet wide by 557 feet long. Each end of the platform includes an accessible ramp. The south end of the platform extends to near E. Robert Street (Figures F-1 through F-3). There are also three additional ramps that appear to be ADA compliant generally centered along the platform in front of the station building.
- The platform accommodates level boarding and has "federal yellow" tactile warning surface that is 24 inches wide. The platform does not have a canopy (Figure F-4).
- A station-based mobile wheelchair lift is provided on the platform for passenger boarding and alighting, with additional assistance from Amtrak train personnel (Figures F-4 and F-5).
- The north end of the building serves as Amtrak's waiting area (Figures F-6 and F-7).
- The waiting room has air-conditioning and heating. The waiting area has two antique long wooden, double sided benches and five chairs for seating. The estimated seating capacity is about 15 seats. Additional seating is available in the breezeway (Figures F-8 through F-10).
- The one entrance to the waiting area is located directly in front of the designated Amtrak parking lot. A second doorway includes an accessible ramp to the platform from the waiting area (Figures F-7 and F-11).
- The station building is maintained and in good condition. See Section 9.1.3 below for additional station features and functions.

9.1.2 Access and Wayfinding

Station site features associated with access and wayfinding are presented in Figure 5-2 and described below.

- Vehicular access to the station is provided by way of NW Railroad Avenue which is a one-way street. From NW Railroad Avenue, vehicles can pull directly into the (asphalt) parking lot to Amtrak parking spaces, one of which is marked as a designated ADA parking space located in front of the entrance to the waiting area (Figure F-7). There are six short-term parking spaces in front of the building. Approximately 20 long-term spaces are available and are located in a grass area on the north side of the building and on the far south end of the building. The long-term spaces are not clearly identified but a sign in front of the station building indicates their locations (Figures F-6, F-12 and F-13).
- Additional long-term parking is available one block from the station in a city-owned lot.

- Two accessible routes are available from the parking lot to the platform. The first is adjacent to the north side of the building and the second is through the breezeway between the station and the Chamber of Commerce office; both are depicted in Figure 9-2 (Figures F-7 and F-10).
- A sidewalk is located on the west side of NW Railroad Avenue.
- The station does not have any bicycle racks.
- Station signage at the Hammond station reflects Amtrak branding as seen at the front entrance to the station building (Figure F-6). As part of Amtrak's visual information system these signs also include the city/state station identifier sign which is erected adjacent to the platform (Figure F-13).
- Trailblazer signs are used to guide motorists to the station from the regional and/or local roadway network as previously described in Section 4. Trailblazer signs are posted on Interstate 12 approaching the SW Railroad Avenue interchange and at an additional interchange location on Interstate 55.

9.1.3 Station Features and Functions

Additional station features and functions are described below.

- Restroom facilities are provided in the station building: one male and one female, and both are marked as wheelchair accessible. The women's restroom includes a baby changing station (Figures F-14 through F-16).
- A drinking fountain is located in the station building that visually appears to be wheelchair accessible (Figure F-14). A fire extinguisher is mounted on the wall in the waiting area.
- The exterior of the station building is well lit with recessed lights on the building overhang and in the breezeway, and historic style lighting on the platform. High mast lighting is located with the CN rail ROW adjacent to the platform. And municipal lighting is located on NW Railroad Avenue at the front of the station and parking lot (Figures F-17 and F-18).
- Trash receptacles are provided within the station waiting area, in front of the Amtrak entrance (Figures F-6), near the long-term parking spaces (Figure F-12), and on the platform (Figure F-11). The station attendant is responsible for removing trash from the station site.

9.1.4 Customer Service

Customer service features such as ticketing/baggage, passenger information, and security are described below.

- There are no vending machines in the waiting area.
- The Hammond station no longer has a ticket office or information counter.
- A baggage cart is available on the platform to assist passengers with their luggage (Figure F-21).
- A non-working pay phone is located in the waiting area (Figure F-14).
- Amtrak personnel assist with passenger boarding and alighting (Figures F-19 and F-20).

- The Hammond station does not have an on-site security system in-place. An emergency platform call box would improve passenger safety at this location.

9.1.5 Staff and Support Functions

- An Amtrak station attendant is typically on-site from 9 am to 4:45 pm, 7 days a week. An office is provided for the station attendant. The station attendant checks passenger luggage, provides updated train arrival information, and maintains the waiting area, restrooms and platform (Figures F-22 through F-24). The station attendant is responsible for the general upkeep of the station.
- Amtrak personnel assist passengers with boarding and alighting (Figures F-19 and F-20).

9.1.6 Amenities

- The Hammond station does not include amenities, such as beverage and snack vending machines.
- There are business and retail establishments nearby that are within walking distance from the station. The closest restaurant is 900 feet from the station.

9.1.7 Other Considerations – Amtrak Performance Metrics

Several performance metrics have been established by Amtrak to improve the quality of passenger service and to improve the visitor experience at stations. Expanding upon this overarching goal, Amtrak has further established several governing principles to guide their planning and development process for station improvements. One of these governing principles is related to the station being a community asset. Several criteria were considered in the station assessment for Hammond to determine how the station is, or can become, a greater community asset.

- Station location: The station is located in the Hammond Historic District, and the depot is listed on the National Register of Historic Places as a component of the Hammond Historic District. The station is less than a half mile from Southeastern Louisiana University. Lion paw prints representing the Southeastern mascot and leading to campus can be seen on the road in front of the Amtrak station in Figure 9-2. The City of Hammond owns the station building, which is jointly occupied by Amtrak, the Greater Hammond Chamber of Commerce, and the Tangipahoa Parish Clerk of Court.
- Station area surrounding land use: The area surrounding the station is generally a commercial/industrial area. The Grace Memorial Episcopal Church is located across the street from the station and some undeveloped and residential areas are located nearby.
- Station access: The Hammond City Bus stops about four blocks from the Amtrak station, an approximately 0.3 mile walk to the station. The station is located on NW Railroad Avenue, which LADOTD classifies as Urban Minor Arterial.
- Surrounding amenities: The station does not have any restaurants/food service, shops, or vending machines. The nearest restaurant is La Carreta, which is approximately 900 feet from the Amtrak station. Several other restaurants are located on Thomas Street, which is

approximately 1300 feet from the Amtrak station. Based on comments during the site visit, these restaurants are far enough away from the station that most passengers would feel the need to drive to them.

- Station visibility and public awareness: The Amtrak station is mentioned on Tangipahoa Parish website under Transportation and Travel Packages (Tangipahoa Tourism 2018). The Tangipahoa Tourism logo features a train locomotive. The only wayfinding signage to the station is located on the exit ramp when departing westbound I-12 at Exit 40 before turning north to reach the Amtrak station.

9.2 Suggested Hammond Station Enhancements

The field assessment for the Hammond station resulted in the identification of a few potential station enhancements that could be made to the existing passenger rail station. Based on the fact that accessible improvements (which appear to be ADA compliant) were made to the station recently, no long-term infrastructure upgrades are suggested. The suggested short-term uppgrades for the Hammond station are summarized in Table 9-1 and are grouped by the station function. Descriptions of the proposed station feature upgrades are provided. An estimate of the probable cost is provided for each line item. It should be noted that these estimates are conceptual level planning costs derived from typical industry unit price averages for passenger station infrastructure only, and do not include survey, design, permitting, geotechnical investigations, or construction management services.

Table 9-1
Suggested Enhancements for the Hammond Station

Station Function	Station Feature Description	Implementation Time Frame and Estimate of Probable Cost ($ 2018)	
		Short-Term	Long-Term
Facility Structure Elements	**Platform.** The existing platform is in good condition and meets Amtrak's minimum standards for a Category 4 station, therefore no platform improvements are recommended. **Building.** The station building has several features that appear to be ADA compliant, thus no building improvements are recommended.	Platform and building upgrades are not recommended; not applicable	-
Access & Wayfinding	**Accessible Routes.** Routes between the parking area and station building, as well as between the parking area and the platform, appear to accommodate wheelchairs, thus no access way improvements are recommended.	not applicable	-
	Bicycle Rack. Install a bicycle rack to improve passenger experience and increase mobility. However, trainside checked bicycle service is not offered at this station.	$2,000	-
Customer Service	**Security.** Install emergency platform call box. Requires coordination and monitoring with emergency response provider; to be determined.	$20,000	-
Amenities	**Vending Machines.** Install vending machines to improve passenger experience. Requires annual contract with vendor (see note 1).	$2,000/year	-

Notes:

1. Annual Service Contract Cost

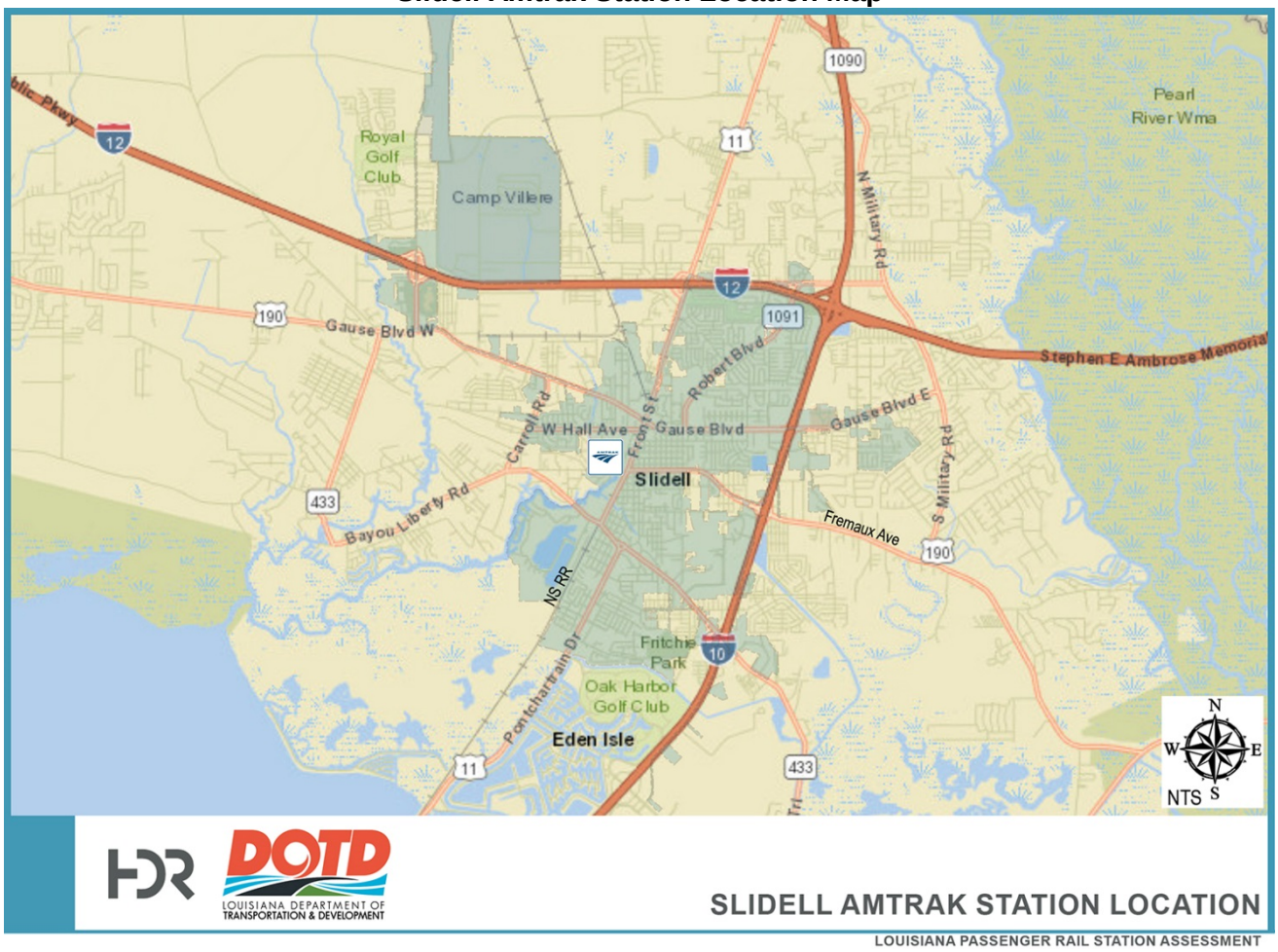
10.0 Slidell Station Assessment

10.1 Existing Conditions / Field Investigation

The station is located in Olde Towne Slidell south of Interstate 12 and west of Interstate 10. The station site is bounded by the NS RR to the west and US Highway 11 (Front Street) to the west as shown in Figure 10-1. The City of Slidell owns the building and station property. The NS RR is the Class I host railroad that owns the platform. Amtrak has legal responsibility for platform ADA compliance. In 2016, the Slidell station was reclassified as Category 4 station from its former designation as a flag stop.

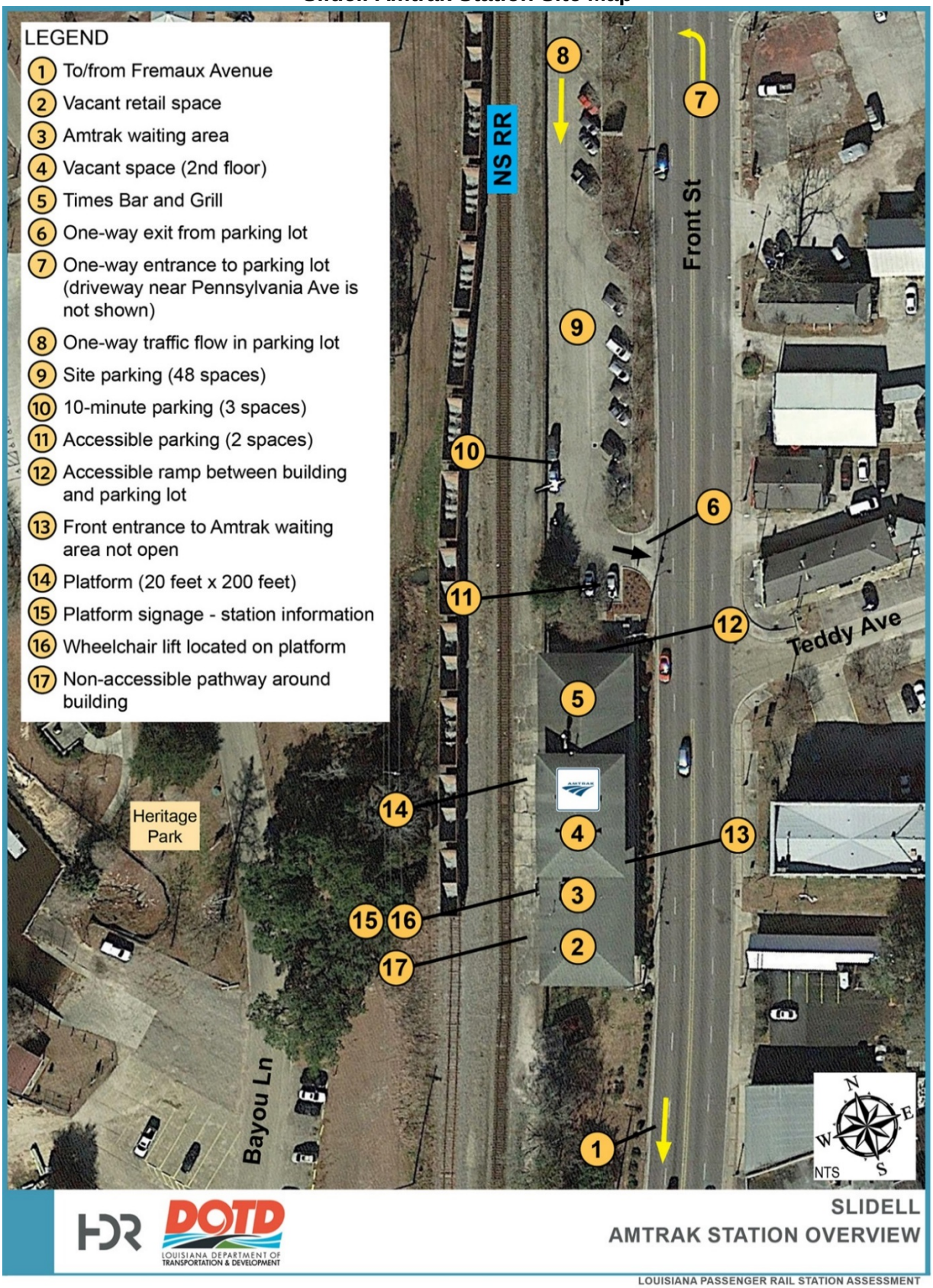
The brick Olde Towne Railroad Depot (Depot) was built around 1903 for the New Orleans & Northeastern/New Orleans & Great Northern railroad. In the early 1990s, the City of Slidell submitted a grant application to LADOTD to receive funding under the Intermodal Surface Transportation Enhancement Act (ISTEA) of 1991 to renovate, preserve and operate the Depot. Renovations to the Depot were made in three phases. Phase I funding consisted of the $204,000 ISTEA grant matched by $56,000 of city sales tax funds to upgrade the Amtrak waiting room and commercial spaces. Renovations included: roof and support beam replacement; window replacement; lead paint abatement; new electrical service; and the installation of a fire suppression sprinkler system. Phase II and III were funded by $200,000 from the state and $200,000 in city funds and continued the gutting and rebuilding of the station to compliment the Olde Town improvements that were underway. Before renovations began, the NS Railway donated the Depot and about two acres of land to the city, and resolutions were made authorizing the mayor to enter into agreements with the LADOTD for depot renovation. With these renovations, the City successfully established an Old Towne - Train Depot - Robert's Landing Park connection that served to revitalize the city's older core (Amtrak 2018b). The station was listed on the National Register of Historic Places (NRHP) in 1996 under the name of the New Orleans and Northeastern-New Orleans and Great Northern Railroad Depot.

Figure 10-1
Slidell Amtrak Station Location Map



A field assessment of the Slidell station was conducted on September 24, 2018. Attendance at the field assessment included HDR and executive staff members from the City of Slidell. Appendix G briefly describes the field visit and includes photographs of the station, with photo references presented as Figure G-1 though Figure G-23. Figure 10-2 is a site overview of the station.

Figure 10-2
Slidell Amtrak Station Site Map



Consistent with the format of Amtrak's Planning Program Features matrix previously shown in Table 4-1, a summary of existing features and conditions for the Slidell station is presented below.

10.1.1 Facility Structure Elements: Station Platform, Waiting Area and Building

This section provides an overview of existing conditions relative to the structural elements at the Slidell station including the station platform and building.

- As shown in Figure 10-2, the existing platform at the Slidell station is a side platform which consists of a single platform adjacent to NS RR's dual track freight rail line.
- Overall, the 200-foot long concrete platform is in very poor condition with structural defects (pavement cracking) that are typically associated with poor drainage and the lack of drainage infrastructure to intercept stormwater runoff. The usable portion of the platform is directly adjacent to the Depot. The width of the platform is 20 feet, which extends to a wrought iron fence adjacent to the building (Figures G-1 through G-4).
- There are no catch basins or drain lines near the platform to intercept stormwater runoff. She station building offers limited lighting on the platform (Figure G-4).
- The top of rail is higher than the existing platform height, thus level boarding does not exist. However, a wheel chair lift is located on the platform to provide level boarding for passengers with disabilities. There is not an enclosure for the wheel chair lift (Figure G-6).
- The *Crescent* train was several hours late during the field assessment so passenger boarding and alighting operations were not observed. However, City of Slidell personnel indicated that the train stops beyond Fremaux Avenue blocking traffic at the at-grade highway-rail crossing while passengers board the train (Figures D-5 and D-6).
- The two-story Depot building is used by the City for special events and is available for private functions. These events take place on the second floor of the Depot. The Times Bar and Grill restaurant is located on the north end of the building. Additional retail space is available on the first floor on the south side of the building. Former tenants in the space includes a beignet shop, cupcake shop and artist gallery. The City plans to construct interior and exterior upgrades as part of an upcoming continued renovation of the building. The proposed renovations include:
  - The installation of an elevator to access the second floor;
  - Parking lot, walkway, and ramp upgrades; and
  - Signage/wayfinding upgrades.
- There are two entrances to the waiting area. The current entrance to the Amtrak waiting area is located on the west side of the Depot which is the platform side of the building (Figure G-7). A marked entrance to the Depot is located on the east side of the building by Front Street. This entrance is not open to the public and the door remains locked (Figures G-17 and G-18).
- The waiting room has air-conditioning and heating. The waiting area has several passenger amenities including restrooms marked as wheelchair accessible and drinking fountains. Large murals are painted on the Depot walls representing the Depots contribution to The Camellia City (Slidell's namesake) and the historic trains that once served the depot (Figures G-8 through G-10).

- The waiting area has three long wooden benches for seating. The estimated seating capacity is 12 seats (Figures G-8 through G-10). There is no outside seating on the platform.
- The station was listed on the National Register of Historic Places (NRHP) in 1996 under the name of the New Orleans and Northeastern-New Orleans and Great Northern Railroad Depot. An NRHP marker is located on the street side of the building (Figures G-11).
- The station building is in good condition and maintained by the City of Slidell. See Section 10.1.3 below for additional station features and functions.

10.1.2 Access and Wayfinding

Station site features associated with access and wayfinding are presented in Figure 5-2 and described below.

- Vehicular ingress to the station is provided by way of a one-way driveway from Front Street. This entrance only driveway is located approximately 500 feet from Philadelphia Avenue. The one-way roadway continues through the parking lot to the station building and to a one-way exit only driveway onto Front Street. The driveways and parking lot areas at the station are asphalt and no defects were observed. (Figures G-12 through G-14).
- The driveway through the parking lot leads to the north side of the building immediately in front of the Times Bar and Grill entrance. Signs with the international symbol of accessibility are posted in front of two parking spaces in front of the restaurant and the required spaces are marked accordingly (Figure G-15). There are three short-term spaces (marked as 10-minute) and 48 regular spaces in the parking lot. The spaces are marked for angle parking as part of the layout for the parking lot and one-way driveway (Figure G-13).
- A ramp with railing that appears to be ADA compliant provides access from the parking lot to the back of the Depot and platform. Passenger must go through a wrought-iron gate to access the platform (Figures G-3 and G-4).
- The concrete walkway on the southeast corner of the building has settled making the route inaccessible for wheelchairs (Figure G-16). Accessible ramps are located on the street side of the building (Figure G-19).
- The walkway on the south side of the building is obstructed by an air condition units and passengers must traverse the platform to get to the waiting area (Figure G-20).
- The south end of the property extends to Fremaux Avenue where there is an at-grade highway-rail crossing. As previously noted, The *Crescent* train stops beyond Fremaux Avenue blocking traffic at the at-grade highway-rail crossing while passengers board the train
- Station signage at the Slidell station reflects Amtrak branding. As part of Amtrak's visual information system, a station information sign/display case is installed on the platform but is partially obstructed from the waiting area (Figures G-21 and G-22).
- Trailblazer signs are used to guide motorists to the station from the regional and/or local roadway network as previously described in Section 4. Currently there are trailblazer signs installed on the exit ramps to Fremaux Avenue at the Interstate 10 interchange. In addition, there is one trailblazer sign on Fremaux Avenue approaching Front Street.

10.1.3 Station Features and Functions

Additional station features and functions are described below.

- The Depot entrance/exit doors appear to be wheelchair accessible, however because of the walkway settlement of the southeast corner of the building, an accessible path between the front of the station to the platform and waiting area is not provided on the south end of the site.
- Restrooms marked as wheelchair accessible are accessed from the platform side of the Depot building. A drinking fountain is located in the waiting area.
- The exterior of the station building is lit with recessed lights on the roof canopy and historic-style lights in the front of the building (Figure G-5 and G-17). However there is no lighting on the platform.
- Street lights are installed along Front Street in the front of the station (Figure G-23).
- Trash receptacles are provided within the waiting area but not on the platform. (Figure B-16).
- The station does not have a bicycle rack.

10.1.4 Customer Service

Customer service features such as ticketing/baggage, passenger information, and security are described below.

- As is typical for a Category 4 station, the Slidell station does not have a ticket office, information counter, customer service office, checked baggage handling, etc.
- The Slidell station does not have an on-site security system in-place. An emergency platform call box would improve passenger safety at this location.

10.1.5 Staff and Support Functions

- A City of Slidell employee provides caretaker services to the Deport and is responsible for removing trash from the station site. The City maintains the waiting area and pays all associated utilities and upkeep. A City employee unlocks the waiting room door on the platform-side of the building in the morning and locks it at night. The City employee is not on-site during the day, so there is no customer assistance for Amtrak passenger.

10.1.6 Amenities

- The Slidell station offers several amenities including an on-site restaurant and other retails establishment nearby in the Olde Towne area. The station does not have beverage and snack vending machines.

10.1.7 Other Considerations – Amtrak Performance Metrics

Several performance metrics have been established by Amtrak to improve the quality of passenger service and to improve the visitor experience at stations. Expanding upon this overarching goal, Amtrak has further established several governing principles to guide their planning and development process for station improvements. One of these governing principles is related to the station being a community asset. Several criteria were considered in the station assessment for Slidell to determine how the station is, or can become, a greater community asset.

- Station location: The station is located in the Olde Towne Slidell Main Street historic district, and the depot is listed on the National Register of Historic Places. The East St. Tammany Chamber of Commerce is located across the street from the station.
- Station area surrounding land use: Across the tracks from the station is Heritage Park along the banks of Bayou Bonfouca. The park is also referred to as Heritage Park at Robert's Landing because it is located where the early 1880s settlement Robert's Landing was located. The land use on Front Street across from the station is primarily business/retail.
- Station access: Access to the station by car is via Front Street/US 11, which LADOTD classifies as Urban Principal Arterial. The Greyhound bus stop is located about a half a mile from the Amtrak station at the Fremaux Quick Stop convenience store on Fremaux Avenue. St. Tammany Parish and the City of Slidell have future plans to extend the Tammany Trace bike trail into downtown Slidell at Heritage Park, which is adjacent to the Amtrak station. The City is considering plans to connect the station by sidewalk to the intersection of Fremaux Avenue and Front Street in conjunction with planned improvements in that intersection. The City is limited in expanding its use of the space because of limits related to the railroad right of way and the Front Street right of way.
- Surrounding amenities: Evening passengers can access food in the station building at Times Bar and Grill 7 days a week. Passengers must cross Front Street to access other restaurants. The nearest restaurant for morning passengers is approximately 700 feet from the station at Terry Lynn's Café open Monday to Friday. Morning passengers on the weekend would likely need to drive to other restaurants in the area.
- Station visibility and public awareness: The Amtrak station is not mentioned on the Slidell visitors webpage (St. Tammany Parish Tourist & Convention Commission 2018). Highway signage to the Amtrak station is located on the off-ramps at the Interstate 10 and Fremaux Avenue interchange, and again on Fremaux Avenue when approaching the Front Street intersection. Wayfinding signage is present on Front Street but is confusing because the marked entrance to the Amtrak station on Front Street is not open to the public, but signage from the parking lot directs passengers to that entrance. The City plans to upgrade the building, specifically the second floor for special events, which would increase its visibility to the public.
- Station opportunities: The previous mayor of Slidell instituted an Intermodal Commission to explore the idea of creating a new intermodal facility at a different location. The Commission has not met since the current mayor took office in July 2018. The City would like to combine the Amtrak station and Greyhound bus stop facilities.

10.2 Suggested Slidell Station Enhancements

The field assessment for the Slidell station resulted in an array of suggested enhancements that could be made to the existing passenger rail station to comply with current Amtrak station standards and ADA mandates. The suggested enhancements for the Slidell station are summarized in Table 10-1 and are grouped by the station function. Descriptions of the proposed station feature upgrades are provided. A suggested implementation time-frame to complete the station feature is shown, which are noted as short-term or long-term. Short-term improvements are cost-effective solutions that could be implemented within 5 years. Long-term improvements are higher cost capital investments that would likely take 5 to 10 years to construct. An estimate of the probable cost is provided for each line item. It should be noted that these estimates are conceptual level planning costs derived from typical industry unit price averages for passenger station infrastructure only, and do not include survey, design, permitting, geotechnical investigations, or construction management services.

Table 10-1
Suggested Enhancements for the Slidell Station

Station Function	Station Feature Description	Implementation Time Frame and Estimate of Probable Cost ($ 2018)	
		Short-Term	Long-Term
Facility Structure Elements	**Platform.** Reconstruct the platform to a minimum length of 550 feet. The minimum length is recommended to minimize and/or eliminate delays at the at-grade crossings during boarding operations. The platform width should be a minimum of 15 feet. The reconstruction would be within the existing platform footprint parallel to the NS rail ROW. Based on clearance requirements of the freight railroad, if feasible, ensure that the platform is fully ADA compliant and offers level boarding. **Platform Canopy.** Construct a canopy to protect passengers from the elements. The length of the canopy and clearance from the freight railroad would be coordinated between Amtrak and NS. Phased construction would be required for this infrastructure in order to maintain boarding and alighting operations on a portion of the existing platform while the new section is under construction.	-	$800,000-$900,000
Access & Wayfinding	**Accessible Route: Building Perimeter.** The City proposes to repair the structure defects on the walkway on the southeast corner of the building which is caused by settlement of the walkway adjacent to the building.	City funded project	City funded project
	Accessible Route: Sidewalk Construction. The City and LADOTD proposes to install a sidewalk on the west side of Front Street from Fremaux Avenue to the Depot.	City/State funded project	City/State funded project
	Parking Lot. The City proposes to configure the parking lot to provide additional ADA compliant parking spaces. Some of these spaces should be reserved for Amtrak passengers.	City funded project	City funded project
	Station Ingress/Egress Signage. Install traffic control signage to designate the north driveway as one-way ingress only and the south driveway as one-way egress only. MUTCD signs include: One-Way Only (R6-1L), Do Not Enter (R5-1), and Stop (R1-1) (see note 1).	City funded project	City funded project

Station Function	Station Feature Description	Implementation Time Frame and Estimate of Probable Cost ($ 2018)	
		Short-Term	Long-Term
	Bicycle Rack. Install a bicycle rack to improve passenger experience and increase mobility. However, trainside checked bicycle service is not offered at this station.	$2,000	-
Station Features and Functions	**Additional Features.** Features such as site lighting within the parking lot, platform lighting and trash receptacles would be included as part of the platform reconstruction.	Included within platform extension cost above	Included within platform extension cost above
Customer Service	**Security.** Install emergency platform call box. Requires coordination and monitoring with emergency response provider; to be determined.	$20,000	-
Amenities	**Passenger Amenities.** The depot offers several amenities such as a restaurant. The City proposes to lease the vacant space in the depot to provide additional passenger amenities.	not applicable	not applicable

Notes:

1. Traffic control devices shall be in accordance with the latest version of the Manual on Uniform Traffic Control Devices (MUTCD)
2. Improvement to State Route Requiring LADOTD Coordination
3. Annual Service Contract Cost

11.0 Establishment of Louisiana Department of Transportation and Development Station Standards

Section 4 of this report provided a summary of general passenger rail station standards and guidelines. These standards and guidelines were derived from several sources including Amtrak planning and design guidance, as well as applicable laws, regulations, guidelines and standards pertaining to station planning and design especially station accessibility for persons with disabilities as required under the ADA.

These standards and guidelines were then considered as part of the evaluation of existing station characteristics and features described in Sections 5 to 10 of this report and shown in Table 11-1. In summary, the features that currently exist at an individual station are denoted by “Yes” and the features that are not present at a station are denoted by “No”. The station standards and guidelines were also used to identify suggested enhancements to stations, noting that many of the suggested short-term enhancements were primarily related to achieving accessibility at passenger rail stations.

A review of industry standards, combined with intercity passenger rail station field assessments, led to the creation of a conceptual list of station features and standards that may be applicable to future passenger rail initiatives within the state. The conceptual-level standards are intended to make all Louisiana train stations compliant with the Americans with Disabilities Act, the Americans with Disabilities Act Accessibility Guidelines and other regulations and guidance, and to provide a basic level of rail passenger comfort, safety, and security. It also identifies potential improvements beyond the basic requirements that would enhance the community through transportation and economic development.

Table 11-1
Existing Features at Amtrak Passenger Stations

Function		Feature	Lake Charles	Lafayette	New Iberia	Schriever	Hammond	Slidell
Facility Structure Elements		Platform	Yes	Yes	Yes	Yes (1)	Yes	Yes
		Platform Canopy	Yes	Yes	No	No	Yes	Yes
		Sheltered Waiting Area	Yes	Yes	No	No	Yes	No
		Station Building	Yes	Yes	No	No	Yes	Yes
Access & Wayfinding		Auto/Taxi Pickup/Drop-off Lanes	Yes	Yes	No	No	No	No
		Parking (ADA)	Yes	Yes	No	No	Yes	Yes
		Rental Cars On-Call	No	No	No	No	No	No
		Rental Cars on Property	No	No	No	No	No	No
		Transit and Bus Access	No	Yes	No	No	No	No
		Taxi Access	No	Yes	No	No	No	No
		Staff Parking	No	No	No	No	No	No
		Bicycle Rack	No	Yes	No	No	No	No
		Station Signage and Wayfinding	Yes	Yes	Yes	Yes	Yes	Yes
		Regulatory Signage (MUTCD)	No	Yes	Yes	No	Yes	Yes
Station Features & Functions		Restrooms	Yes	Yes	No	No	Yes	Yes
		Drinking Fountains	Yes	Yes	No	No	Yes	Yes
		Site Lighting	Yes	Yes	No	No	Yes	No
		Trash Receptacles	Yes	Yes	Yes	Yes	Yes	Yes
		Trash Pick-Up	Yes	Yes	Yes	Yes	Yes	Yes
Customer Service	Ticketing / Baggage	Ticket Vending Machine	No	No	No	No	No	No
		Ticket Office	No	No	No	No	No	No
		Passenger Boarding Assistance	No	No	No	No	No	No
		Checked Baggage Handling	No	No	No	No	No	No
	Passenger information	Passenger Information Display System	No	No	No	No	No	No
		Pay Telephones	No	No	No	No	No	No
		Information Counter	No	No	No	No	No	No
		Customer Service Office	No	No	No	No	No	No
	Security	Emergency Platform Call Box	No	No	No	No	No	No
		Security Facilities On-site	No	No	No	No	No	No
		Security On-Call/Systems	No	No	No	No	No	No
		Local Police Surveillance/Call Box	No	Yes	No	No	No	No
		CCTV/Video Surveillance	No	Yes	No	No	No	No
		Access Control/Card Readers	No	No	No	No	No	No
Staff & Support Functions		Station Management Services	No	No	No	No	No	No
		Passenger Baggage Assistance	No	No	No	No	No	No
		Ticket Agents	No	No	No	No	No	No
		Package Express Handling	No	No	No	No	No	No
		Staffed Information Counter	No	No	No	No	No	No
		Host/Greeter Staff	No	No	No	No	No	No
		Janitorial Service/Cleaning Staff	Yes	Yes	No	No	Yes	Yes
Amenities		Restaurant/Food Service	No	No	No	No	No	Yes
		Vending Machines	No	Yes	No	No	No	No
		Shops (News, Books, etc.)	No	No	No	No	No	No
		First Class/Business Class Lounge	No	No	No	No	No	No

Notes: (1) The condition of the existing platform at Schriever makes it unusable as a platform.

11.1 Station Standards Matrix

The conceptual-level station standards are presented in a matrix format that groups the standards by functionality and features (Table 11-2).

Station Feature: A Station Feature is a specific element, component, or amenity that plays a role in shaping a passenger travel experience. Some elements, such as a boarding platform, are necessary for the function of the station. Other elements, such as passenger amenities or facility staffing, may vary, based on site-specific conditions such as facility ownership, Amtrak needs, and community expectations and involvement. The LADOTD station standards are focused on the Station Features and will identify specific expectations of features to be provided for passenger rail travelers in the state.

Standards Determination: Standards determinations are the criteria that identify the need for a specific station feature. This determination is established with the understanding that there are multiple stakeholders and affiliations associated with each station. The standards determination is meant to be flexible enough to allow for stakeholder input and involvement. Three broad categories of Standards Determination shown in Table 11-2 are as follows:

- **Needed**: This station feature is considered a requirement for the safe and efficient functioning of the facility or to satisfy Amtrak requirements, host railroad requirements, or federal-state-municipal laws or codes. *Note: If a station feature is determined to be a Need in order to satisfy state standards, then state funding sources also may need to be made available to the building owner or operator to satisfy the requirement*.

- **Encouraged**: This station feature is an option that may be desired by the LADOTD to enhance the traveler experience or strengthen integration between the station and community. *Note: If a station feature is determined to be Encouraged, then state funding sources also may need to be made available to the building owner or operator to introduce the feature*.

- **Owner/Municipality Discretion**: This station feature is recognized by LADOTD as an option that may be incorporated into a station to enhance the traveler experience or strengthen integration between the station and community, but may have particular requirements or characteristics that make a determination on its applicability at a specific site best performed at the local level. Implementation and ongoing operations and maintenance needs would also be expected to be met at the local level.

Table 11-2 on the following page includes the conceptual level features that should be considered for passenger rail stations in Louisiana; once again noting that they were developed based on industry standards, best practices, and more locally through the existing station site assessments that were undertaken.

Stakeholder engagement between LADOTD, municipalities, Amtrak and the Class I host railroads is suggested to review the finding of this report and the opportunities identified, and to obtain concurrence on the suggested enhancements and their prioritization. Louisiana's rail vision and goal and objectives defined in the State Rail Plan should serve as guidance to further development of Louisiana-specific passenger rail station standards.

Table 11-2
Features and Standards for Passenger Stations in Louisiana

Function		Feature	Standards Determination
Facility Structure Elements		Platform	Needed - Minimum platform length of 300 feet to 550 feet is suggested at stations with low ridership and short trains.
		Platform Canopy	Needed
		Sheltered Waiting Area	Needed
		Station Building	Encouraged
Access & Wayfinding		Auto/Taxi Pickup/Drop-off Lanes	Needed
		Parking	Needed
		Rental Cars On-Call	Owner/Municipality Discretion
		Rental Cars on Property	Owner/Municipality Discretion
		Transit and Bus Access	Owner/Municipality Discretion
		Taxi Access	Owner/Municipality Discretion
		Staff Parking	Owner/Municipality Discretion
		Bicycle Rack	Encouraged
		Station Signage and Wayfinding	Needed
		Regulatory Signage (MUTCD)	Needed
Station Features & Functions		Restrooms	Encouraged
		Drinking Fountains	Encouraged
		Site Lighting	Needed
		Trash Receptacles	Needed
		Trash Pick-Up	Needed
Customer Service	Ticketing / Baggage	Ticket Vending Machine	Encouraged
		Ticket Office	Owner/Municipality Discretion
		Passenger Boarding Assistance	Owner/Municipality Discretion
		Checked Baggage Handling	Owner/Municipality Discretion
	Passenger information	Passenger Information Display System	Owner/Municipality Discretion
		Pay Telephones	Owner/Municipality Discretion
		Information Counter	Owner/Municipality Discretion
		Customer Service Office	Owner/Municipality Discretion
	Security	Emergency Platform Call Box	Needed
		Security Facilities On-site	Encouraged
		Security On-Call/Systems	Owner/Municipality Discretion
		Local Police Surveillance/Call Box	Encouraged
		CCTV/Video Surveillance	Encouraged
		Access Control/Card Readers	Owner/Municipality Discretion
Staff & Support Functions		Station Management Services	Owner/Municipality Discretion
		Passenger Baggage Assistance	Owner/Municipality Discretion
		Ticket Agents	Owner/Municipality Discretion
		Package Express Handling	Owner/Municipality Discretion
		Staffed Information Counter and Ushers	Owner/Municipality Discretion
		Host/Greeter Staff	Encouraged
		Janitorial Service/Cleaning Staff	Needed
Amenities		Restaurant/Food Service	Owner/Municipality Discretion
		Vending Machines	Encouraged
		Shops (News, Books, etc.)	Owner/Municipality Discretion
		First Class/Business Class Lounge	Owner/Municipality Discretion

11.2 Station Maintenance

Existing facility maintenance at Amtrak Passenger rail stations is undertaken by each stakeholder that has concurrent legal responsibility for each station as noted below (Table 11-3). In addition to daily maintenance requirements that may be undertaken by a station caretaker, in most locations there are defined plans to follow in order to maintain each station in a state of good repair. These plans likely include a regular schedule of facility maintenance and inspection to help ensure that the station remains a safe, clean, modern and structurally sound facility for the community. These maintenance plans use best practice state of good repair standards for rail facilities or are consistent with local municipality requirements for maintaining similar city assets and facilities.

Table 11-3
ADA Legal Responsibility by Station

Station	Building Structure Ownership	Platform Ownership	Platform ADA Responsibility	Parking
Lake Charles	City of Lake Charles	UP	Amtrak	City of Lake Charles
Lafayette	City of Lafayette	BNSF	Amtrak	City of Lafayette
New Iberia	L&D Railroad	BNSF	Amtrak	L&D Railroad
Schriever	BNSF	BNSF	Amtrak	BNSF
Hammond	Hammond Chamber of Commerce	CN	Amtrak	Hammond Chamber of Commerce
Slidell	City of Slidell	NS	Amtrak	City of Slidell

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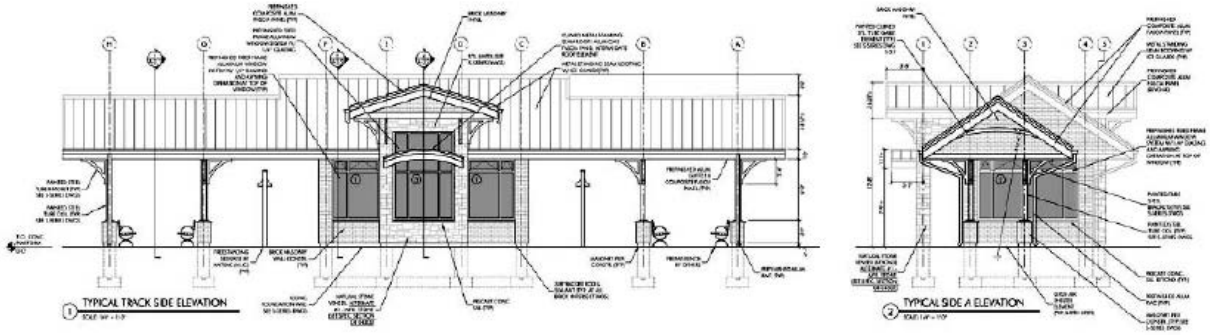
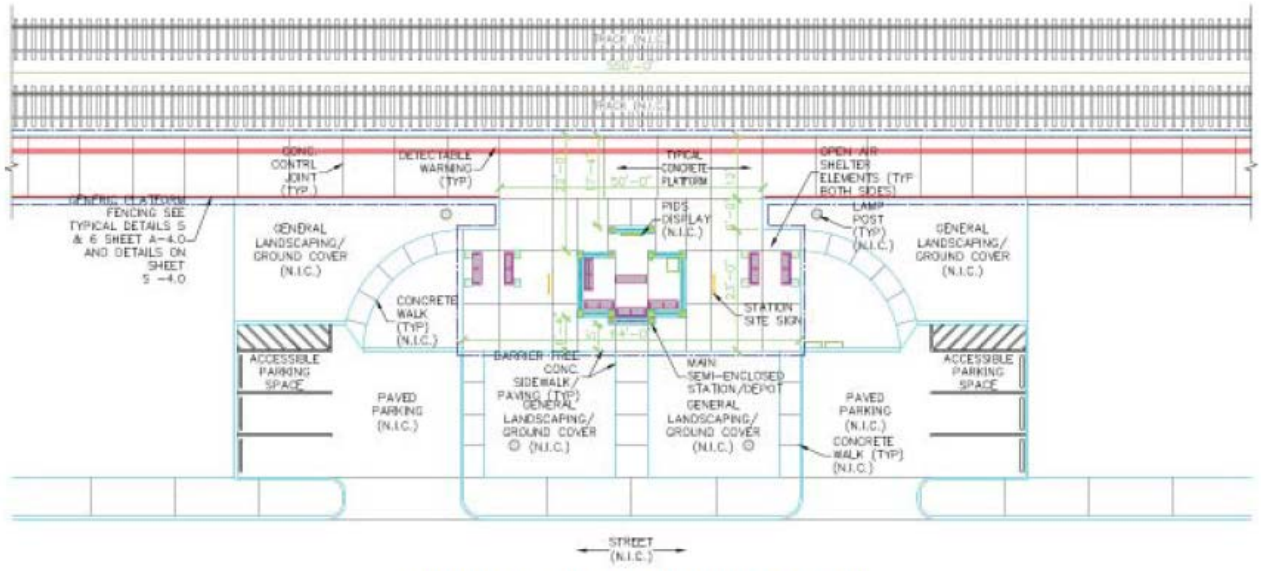
Appendix A
Guidelines, References and Standards for Amtrak Stations

APPENDIX A

Guidelines, References and Standards for Amtrak Stations



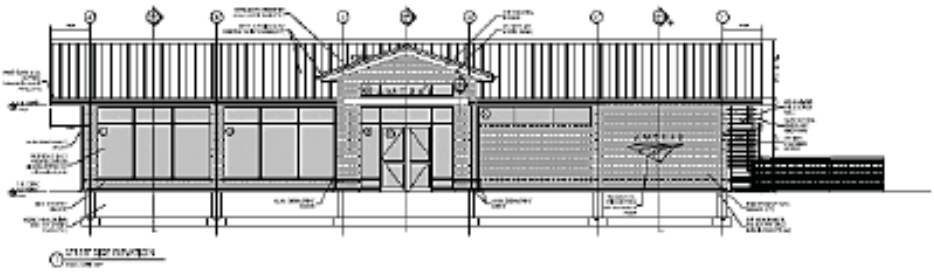
Track Side and End Elevations of the Shelter Station Prototype



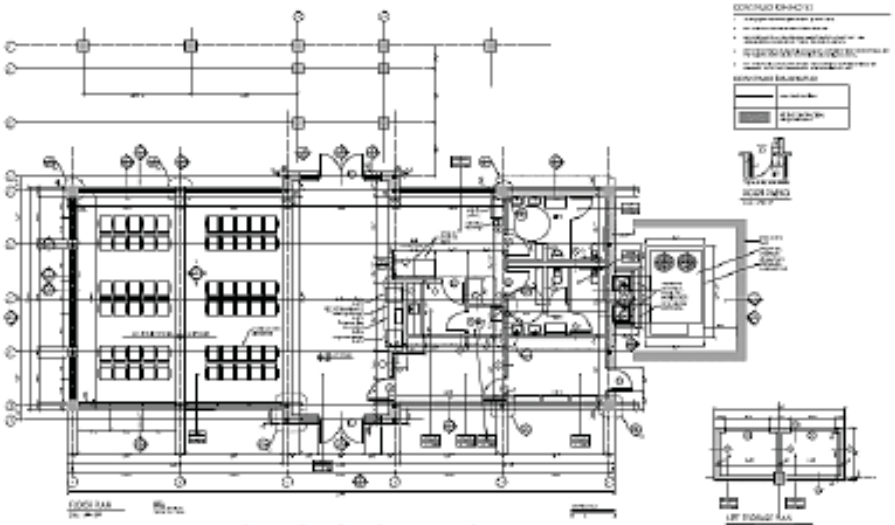
Plan of the Shelter Station Prototype

Figure A-1. Category 4 Station Prototype

Source: Amtrak Station Program and Planning Guide (2013)



Street Side Elevation of the Caretaker Station prototype



Floor plan for the Caretaker Station Prototype

Figure A-2. Category 3 Station Prototype

Source: Amtrak Station Program and Planning Guide (2013)

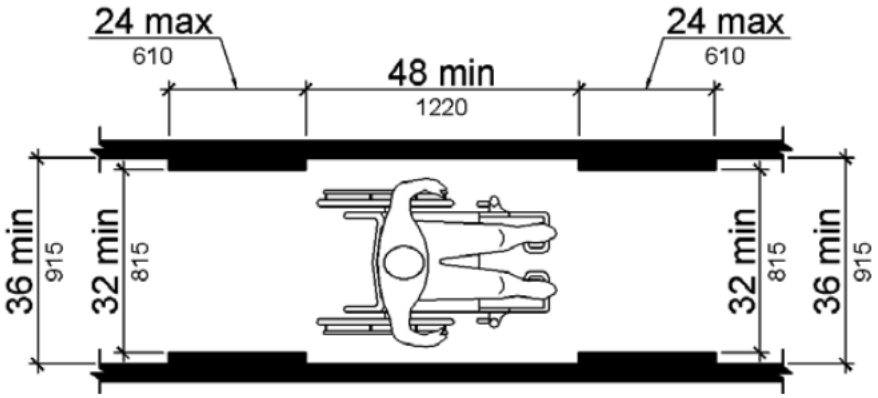


Figure 403.5.1
Clear Width of an Accessible Route

Figure A-3. Clear Width of an Accessible Route

Source: DOJ 2010 ADA Standards for Accessible Design

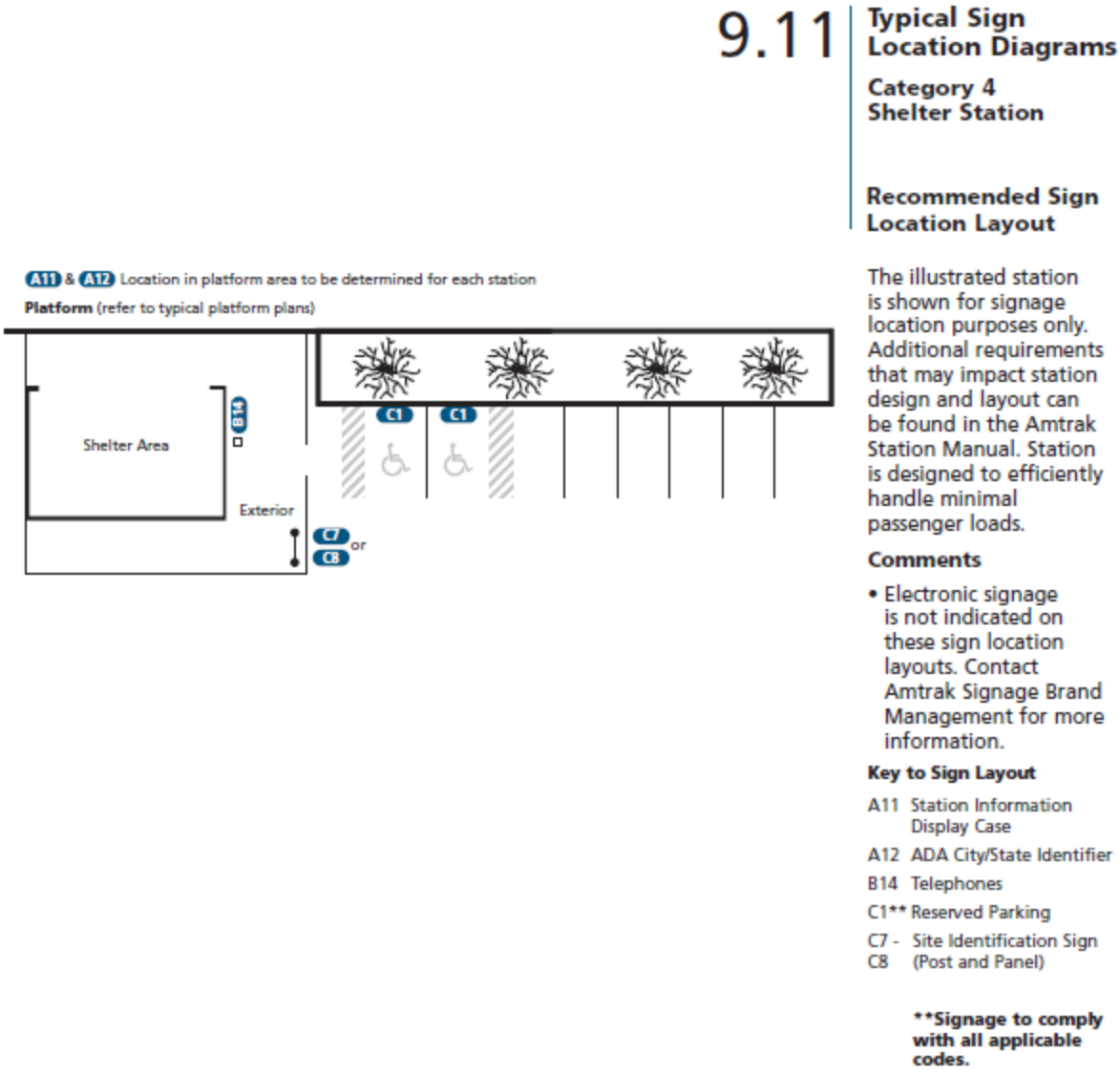


Figure A-4. Category 4 Station Signage Diagram

Source: Amtrak Signage Manual (2018)

Typical Sign Location Diagrams 9.10

Category 3 Caretaker Stations

Recommended Sign Location Layout

The illustrated station is shown for signage location purposes only. Additional requirements that may impact station design and layout can be found in the Amtrak Station Manual. Station is designed to efficiently handle light passenger loads.

Comments

- Electronic signage is not indicated on these sign location layouts. Contact Amtrak Signage Brand Management for more information.

*Sign face placed perpendicular to curb. Unattached sign edge to point towards curb.

Key to Sign Layout

B1 Street/Parking/Trains
B14 Telephones
B15 TTY
B17 Men (on wall)
B17 Women (on wall)
B18 Men (on door)
B18 Women (on door)
B21 Authorized Personnel
B24 Branded Station Hours
B26 Vertical Travelmark on Wall
C1** Reserved Parking
C2* Amtrak Thruway Bus
C2* Passenger Drop-off and Pick-up
C7 - C8 Site Identification Sign (Post and Panel)
C20 ADA Station Entrance Identifier
D2 Smoke-free Facility

****Signage to comply with all applicable codes.**

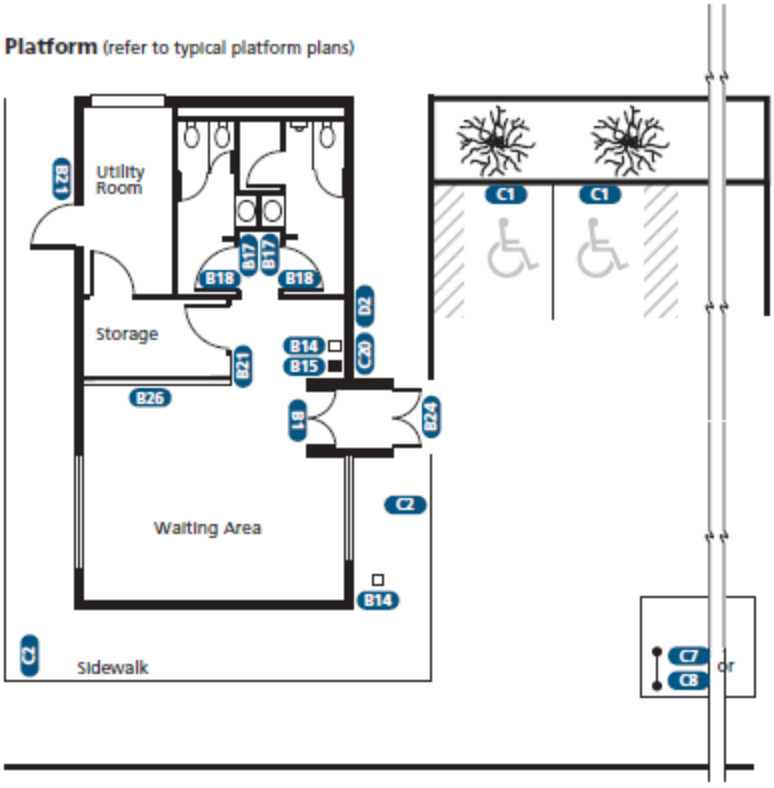


Figure A-5. Category 3 Station Signage Diagram

Source: Amtrak Signage Manual (2018)

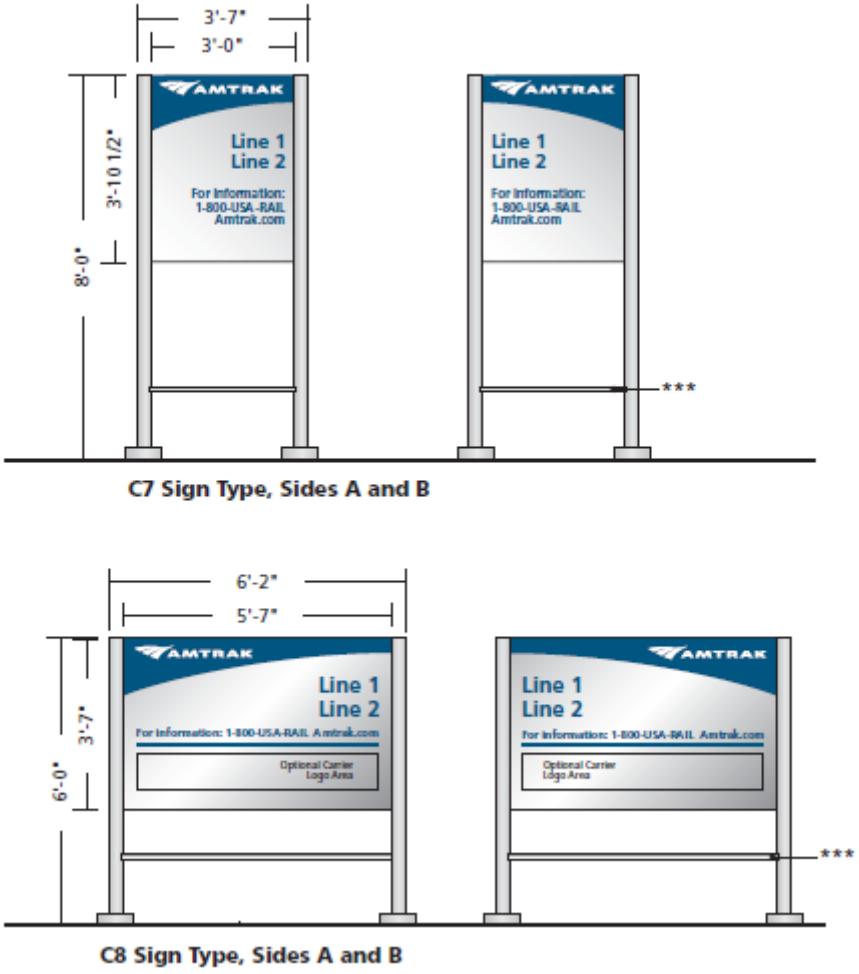
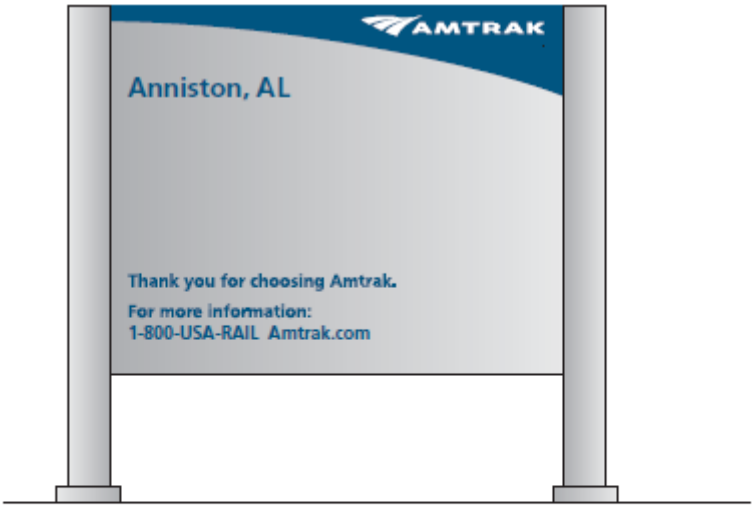


Figure A-6. City/State Exterior Signs Panel Style

Source: Amtrak Signage Manual (2018)

A11 Sign Type, Side A (shown without display case contents)



A11 Sign Type, Side B

A11 Sign Type, Plan View

Figure A-7. Station Information Display Case Sign

Source: Amtrak Signage Manual (2018)

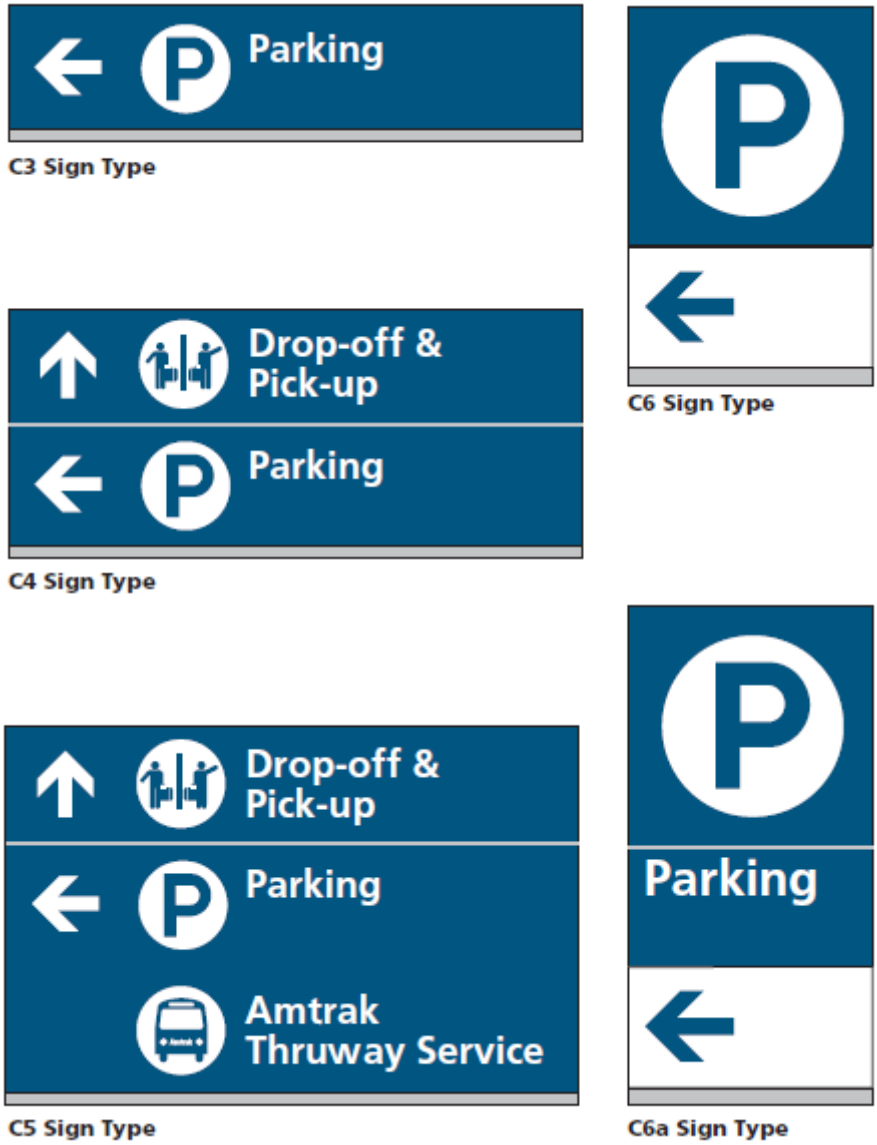


Figure A-8. Exterior Signs – Station Parking Directional Signage

Source: Amtrak Signage Manual (2018)

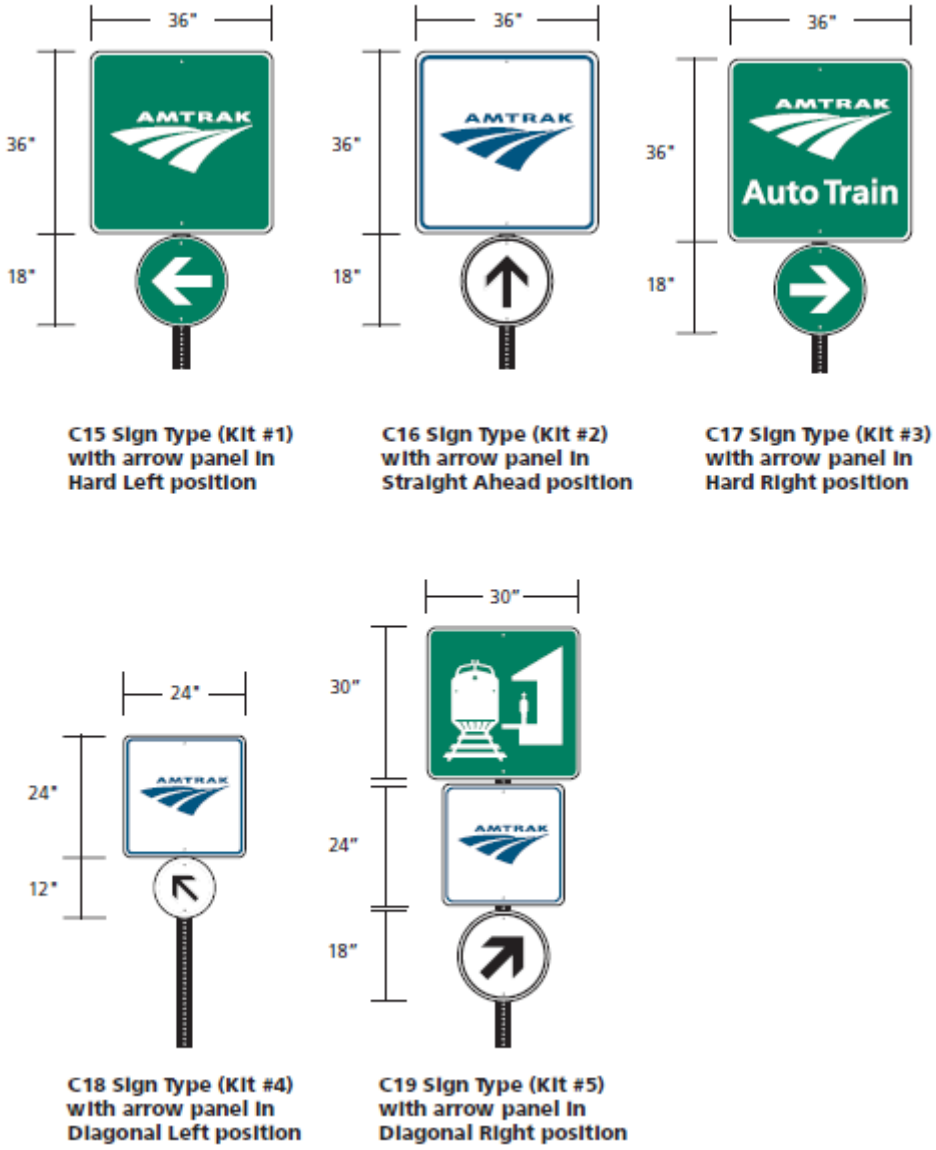


Figure A-9. Trailblazer Signs

Source: Amtrak Signage Manual (2018)

Figure A-10. Community Signage

Source: Amtrak Great American Stations Website (Photo courtesy of the city of Durham, N.H.)

Appendix B
Lake Charles Amtrak Station Field Investigation Report

APPENDIX B

Lake Charles Amtrak Station Field Investigation Report

Date:	Monday, September 17, 2018		
Project:	Louisiana Passenger Rail Station Assessment	Project No:	10124386
Station:	Lake Charles 100 Ryan Street, Lake Charles, LA 70601	Time:	1:00 pm to 3:00 pm
HDR Representative:	Jonathan Beaugh		
Other Attendees:	Walter Council (Transportation Planner III, Lake Charles MPO)		

1. Reviewed Amtrak Planning Program Features Matrix

   Driving to the station, no FHWA railroad station signs were observed on Interstate 10 or Ryan Street. Arriving at the station, everything was well maintained. Two handicap parking spaces were marked as wheelchair accessible but paint had deteriorated. A contracted station attendant arrives an hour before each normally scheduled train arrival time to prepare the station. The waiting room inside the station building is roughly 10 feet by 10 feet with a former ticket window inside, along with a water fountain and chairs. Tickets are no longer sold on location and there is no Quik-Trak ticket kiosk. The waiting room has air-conditioning and heating. The restrooms are accessible from the outside of the building; they were clean and ADA compliant.

2. General notes and observations

   The station attendant's enthusiasm to properly maintain the station is obvious in the overall appearance of the station. Through the Amtrak app on his cell phone he kept up with the arrival times and manually updated the schedule board as necessary. Waiting passengers would ask him questions about the train and he would provide updated information on the train's arrival by accessing the Amtrak website on his smartphone.

   I met a woman and her family who ride the train to Houston, Texas twice a month to visit her specialist. She has lived in Lake Charles for 9 years and in the past would take the Greyhound bus to Houston. She had been unaware that there was an Amtrak stop in Lake Charles until last December when she learned that there was an Amtrak stop. She has been traveling by rail to Houston ever since.

   The train was an hour late but riders said that the delay is not unusual. When the train arrived, the station attendant helped passengers as much as possible, carrying bags, lending a hand, etc. Eight people boarded the train and two or three deboarded. I observed the train leaving the station. One passenger who deboarded the train stood waiting for his ride. The station attendant asked him if he needed a ride. The man declined and said he just spoke to the person who would be picking him up and they were on their way. I asked the attendant about people being picked up late and he said he always asks them if they have a ride and waits at the station until they all leave. He cleans up, ensures everything is locked, and then leaves.

I asked if they have any security issues. He said he has only had one incident. An intoxicated man passed out on the platform and the attendant had to call 911 to have the man removed. The 911 operator was unable to locate the station since it was not in the system, so the attendant had to give the 911 operator directions.

The station is located directly south of the city sewer treatment plant and the treatment plant odor was detectible.

Ryan Street was not blocked while passengers boarded the train for Houston. I did not observe the train come into the Lake Charles Station as it traveled east so I do not know if Ryan Street would be blocked in that direction.

Figure B-1. Platform (15 feet x 170 feet) with ADA compliant tactile strip. West end of platform.

Figure B-2. East end of platform at Ryan Street. Ryan Street at-grade highway-rail crossing (looking southwest).

Figure B-3. Level boarding does not exist; step stool used to assist passengers board the train.

Figure B-4. Wheelchair lift enclosure adjacent to platform (looking north).

Figure B-5. Overall platform condition. Passengers boarding train (looking west).

Figure B-6. Platform shelter with seating.

Figure B-7. Station building features and entrance to building (looking northwest).

Figure B-8. Building entrance (south side looking north).
Route from parking area to building has no ADA curb ramp markings.

Figure B-9. Signage providing scheduled and estimated train arrival times. Station attendant manually writes in times.

Figure B-10. Building entrance (north side) and restrooms that are posted as wheelchair accessible.

Figure B-11. Seating and water fountain in station building.

Figure B-12. Two-way driveway into station site (looking northwest).

Figure B-13. Auto pickup/drop-off area; appears to be a one-way driveway but is not signed as such (looking west).

Figure B-14. South side of station site with building and covered parking area (looking west).

Figure B-15. Covered parking area with no designated spaces (looking west). Used for passenger pick-up/drop-off.

Figure B-16. Platform shelter and parking spots that are posted as wheelchair accessible (looking north).

Figure B-17. Parking lot and ramp from parking to platform (looking south).

Figure B-18. West side of station site/long-term parking area (looking east).

Figure B-19. Pathway from parking area to building but no ADA curb ramp markings (looking north).

Figure B-20. View of Ryan Street at S. Railroad Avenue near at-grade highway-rail crossing (looking west). City of Lake Charles bus stop located opposite of station entrance.

Figure B-21. Station identification signage adjacent to platform and covered parking (looking southwest).

Figure B-22. Station information signage in front of building.

Figure B-23. Features in restroom.

Figure B-24. Conductor assisting passengers board train.

Figure B-25. Deteriorating concrete at joint on west side of building (approx. 3 feet long) leading to building entrance.

Figure B-26. Sunset Limited train leaving the Lake Charles Station.

Appendix C
Lafayette Amtrak Station Field Investigation Report

APPENDIX C

Lafayette Amtrak Station Field Investigation Report

Date:	Tuesday, September 18, 2018		
Project:	Louisiana Passenger Rail Station Assessment	Project No:	10124386
Station:	Lafayette/Rosa Parks Transportation Center 100 Lee Avenue, Lafayette, LA 70501	Time:	4:00 pm to 7:00 pm
HDR Representative:	Jonathan Beaugh		
Other Attendees:	Terri Morgan (Transit Supervisor, City of Lafayette) Terry Hurd (Public Works Department, City of Lafayette)		

1. Reviewed Amtrak Planning Program Features Matrix

   The station at 100 Lee Avenue is Lafayette's transportation hub and is named the Rosa Parks Transportation Center. The Rosa Parks Transportation Center is shared by City of Lafayette buses, Greyhound buses, and Amtrak passenger rail. The City of Lafayette owns the platform. Amenities such as restrooms, inside seating, vending machines, etc. are located inside the Greyhound terminal. The original terminal was built in 1911. Fire destroyed the building in 2001 and it was rebuilt and completed in 2007. Funding to rebuild came from local and state government, and FTA grants.

2. General notes and observations

   Terri Morgan and Terry Hurd showed me around and were knowledgeable of history and pertinent information needed to complete this assessment. They stated that an Amtrak attendant would solve the majority of the problems that customers encounter. Some passengers do not have a cellphone with access to the Amtrak app. When a passenger is dropped off at the station and has no means of monitoring train arrivals through a smartphone app, they have no way to know if the train is running on time or not. Amtrak could install a digital board if they wanted. The facility has WiFi and Amtrak could link it to a board to keep it updated.

   When the City of Lafayette rebuilt the terminal, an Amtrak ticket window was installed inside the terminal along with restrooms, vending machines, seating, etc. Amtrak declined the offer to lease the terminal, and the terminal was leased to Greyhound and fitted to meet their needs. Amtrak passengers can use the Greyhound facilities, however, the doors are locked at a certain time and Amtrak passengers are then confined to the platform.

   Ms. Morgan related an incident about a passenger who once got off the train at the Lafayette station because she was under the assumption from the Amtrak website that there were vending machines and a coffee shop. Exiting the train in search of something to eat for her two children who she left on the train, she did not hear the conductor call all aboard and she was left behind. The city employee at the station had no way to contact Amtrak to inform them a passenger had been left behind. A city worker drove the passenger to the station in New Iberia where she was able to get back on the train. Ms. Morgan would like a direct number to an Amtrak representative for these occasions. She had Amtrak contact numbers in the past but they have changed and contacting Amtrak through their public phone number is not efficient in the case of an emergency.

Mr. Hurd said that passengers arrive at the station planning to purchase train tickets. Since there is no Quik-Trak ticket kiosk at the station, he can only refer them to the Amtrak phone number posted. Amtrak information is posted near the rail platform, and the City tries to help passengers as much as they can but they do not have all the answers.

The City of Lafayette police department provides on-site security 16 hours a day starting at 6 AM Mondays through Fridays; a contract security company provides security on Saturdays; and no security is provided on Sundays. Several security cameras are located around the platform, but they do not deter drug activity in the field across the tracks. There is also a large group of homeless in that same field. The station has not had any issues with robberies or vandalism. The City of Lafayette ensures lighting is working and maintained as needed. The Transportation Security Administration (TSA) has performed a base assessment at the Rosa Parks Transportation Center. Lafayette received a good score but TSA asked what is being done about monitoring baggage that is being loaded on the trains and busses. The City has no people contracted to handle such a task and believes that it is definitely something that concerns the City of Lafayette Transit Department, as it should be for all bus and train terminals. If a bag is left unattended on the platform, security is alerted but it usually ends up being someone has walked off in search of information or refreshments. That might be avoided if there were a station attendant. The City of Lafayette has made several drug-related arrests by allowing K9 patrol to frequent the terminal.

The train arrived two hours late. In addition to passengers boarding and alighting the train, some rail enthusiasts were there just to view the train. I recognized the same conductors helping passengers from the assessment in Lake Charles the previous day. Ms. Morgan said the City is not asking for additional funding from Amtrak, just a station attendant to be there to assist Amtrak passengers before the arrival and after the departure of the train.

While the Amtrak train was stopped as passengers loaded headed east, Lee Street was blocked. I did not get a chance to see the train at the Lafayette station as it headed west so I do not know if Jefferson Street would be blocked or not.

Figure C-1. Platform (10 feet x 370 feet) with tactile warning surface (looking northwest).

Figure C-2. Platform, covered waiting area, and fencing between building and platform (looking southeast).

Figure C-3. Overall platform condition; seating, covered waiting area and trash receptacle on the platform (looking northwest).

Figure C-4. Platform, waiting area, and ramp from building to platform (looking southwest).

Figure C-5. Ramp from building to platform; two ramps total.

Figure C-6. Ramp leading to platform; two ramps total; platform canopy and historic-style lighting shown (looking southwest).

Figure C-7. Train stopped at platform depicting platform height relative to train (looking southwest).

Figure C-8. Wheelchair lift enclosure on platform (looking southeast).

Figure C-9. Covered walkway between terminal building and platform.

Figure C-10. Greyhound terminal waiting area with bench seating, City transit route map, water fountains, vending machine, and restrooms.

Figure C-11. Greyhound terminal seating availability in joint-use waiting room.

Figure C-12. Wheelchair accessible parking space in Employee Parking Only lot south of City of Lafayette Transit office (looking northeast).

Figure C-13. Greyhound and Lafayette Transit System entrance only from Lee Avenue. No Amtrak signage or station access at this location.

Figure C-14. Covered walkway between public parking lot and Greyhound terminal. Greyhound bus and Lafayette Transit one-way driveways and passenger pick-up/drop-off area.

Figure C-15. Taxi and shuttle bus pick-up/drop-off area adjacent to public parking lot.

Figure C-16. Amtrak informational signage located inside Greyhound terminal waiting area.

Figure C-17. Station information signage adjacent to platform (looking northeast).

Figure C-18. Signage adjacent to platform including city/state (current Amtrak brand and historic) (looking northwest).

Figure C-19. Amtrak signage adjacent to platform (looking north).

Figure C-20. Rosa Parks Transportation Center: Multimodal facility and City of Lafayette Traffic and Transportation Department. No Amtrak station signage is located on E. Cypress St.

Figure C-21. Trailblazer signage with FHWA station symbol posted on Lee Avenue at E. Cypress Street (looking southwest).

Figure C-22. Waiting area with Greyhound ticket counter and informational signage.

Figure C-23. Water fountains and restrooms in Greyhound terminal.

Figure C-24. Platform canopy, lighting, access, waiting area, and covered walkways between building and platform (looking southeast).

Figure C-25. Conductor assisting passengers disembark from the train.

Appendix D
New Iberia Amtrak Station Field Investigation Report

APPENDIX D

New Iberia Amtrak Station Field Investigation Report

Date:	Wednesday, September 19, 2018		
Project:	Louisiana Passenger Rail Station Assessment	Project No:	10124386
Station:	New Iberia L&D Railroad Facility 402 W. Washington St., New Iberia, LA 70560	Time:	11:00 am to 2:00 pm
HDR Representative:	Jonathan Beaugh		
Other Attendees:	Dean Goodell (LADOTD) Marvin (Louisiana and Delta Railroad) – brief introduction only		

1. Reviewed Amtrak Planning Program Features Matrix

   The Louisiana and Delta Railroad (L&D) occupies the rail station that was originally built in the 1900s. I was offered a look inside. There are not any facilities or amenities for Amtrak passengers to use. The platform measured roughly 10 feet wide by 566 feet long. It is in poor condition with no safety markings or tactile strip. There were two benches in poor condition but appear to be sturdy enough to sit on. The L&D parking lot was gravel; parking was unmarked.

2. General notes and observations

   A train enthusiast who frequents the station stopped by and asked if the train was running on time. I informed him at the time it was an hour behind schedule, he thanked me and drove off. The train was ultimately 2 hours behind schedule. At first it appeared that no one was going to be boarding the train in New Iberia, but several passenger vehicles arrived at the last minute with people who boarded the train. Several people got off the train also. One passenger must have conducted research on the station because he was taking photographs and talking about the old architecture. One couple learned too late that they got off the train at the wrong station.

   While the Amtrak train was idle as passengers boarded to travel west, the train blocked S. Corinne Street. I did not view it as it traveled east so I do not know if it blocks roads in that direction.

Figure D-1. South end of platform (10 feet x 566 feet) near S. Corinne Street (looking southeast).

Figure D-2. Concrete failure on platform (looking southeast).

Figure D-3. Deteriorated platform condition adjacent to building (looking southeast).

Figure D-4. Asphalt repairs adjacent to deteriorated platform (looking southeast).

Figure D-5. Step stool used to assist passengers board the train (looking northwest). The train stopped beyond the end of platform at S. Corinne Street and blocked traffic.

Figure D-6. Train arriving at station (looking northwest). The train stopped beyond the end of platform at S. Corinne Street and blocked traffic.

Figure D-7. Building overhang located on back side of L&D railroad office (looking south).

Figure D-8. Entrance to building no longer used by passengers. Bench seating is provided (looking northeast).

Figure D-9. Seating located on back/platform side of building.

Figure D-10. Gravel parking lot (looking southwest).

Figure D-11. Signage for handicapped parking spot and concrete accessible ramp in front of L&D railroad office (looking southwest).

Figure D-12. Parking located on the front side of building (looking south).

Figure D-13. Parking area located on the south side of building (looking southeast)

Figure D-14. Station information signage adjacent to platform (looking southwest)

Figure D-15. Trailblazer signage with FHWA station symbol posted on West St. Peter Street (part of a one-way couplet with West Main Street) at Railroad Avenue.

Figure D-16. Conductor assisting passengers disembark the train.

Figure D-17. Train stopped at platform.

Appendix E
Schriever Amtrak Station Field Investigation Report

APPENDIX E

Schriever Amtrak Station Field Investigation Report

Date:	Monday, September 17, 2018		
Project:	Louisiana Passenger Rail Station Assessment	Project No:	10124386
Station:	Schriever 145 Burlington Court, Schriever, LA 70395	Time:	9:30 am to 11:45 am
HDR Representative:	Erin Rooney		
Other Attendees:	None		

1. Reviewed Amtrak Planning Program Features Matrix

   The station consists of a deteriorated concrete platform with no canopy or waiting area. The length of the platform is approximately 105 feet, however a painted yellow safety stripe extends beyond the platform adjacent to the gravel parking lot. There is no official seating offered to waiting passengers, but it appears that four moveable chairs have been left outside for passenger use. There is a building onsite, but it is owned by BNSF Railroad and is not accessible to Amtrak passengers. A non-working payphone is present. No restrooms or water fountains are available. There is one garbage can that is assumed to be owned by BNSF. There does not appear to be dedicated lighting for the platform, but utility poles with lighting are located on either side of BNSF's office building and may light the platform.

2. General notes and observations

   Access to the station is provided by turning left at a dead-end from Old Schriever Highway onto Burlington Court. Burlington Court is not fully paved and appears to be a private roadway and not for public access. The Amtrak station signage including station schedule, baggage restrictions, etc. is located at the corner of Burlington Court and Old Schriever Highway, which is 600 feet from the Amtrak platform. Burlington Court also hosts an industrial yard including 18-wheeler traffic.

   Nine parking spaces are available near the platform, but they are not accessible/ADA compliant. There is no dedicated handicapped parking on-site. There is an opening between the parking space wheel stops which is approximately 48 inches wide, however this opening is not accessible if a car is parked in the first parking spot. The parking lot is not paved; the gravel surface would be difficult for a passenger in a wheelchair to traverse the site and platform, specifically. Since the platform is not elevated, train staff put out a step-stool for use by passengers to board the train. Train staff indicated that a metal ramp is available on the train to be used if a person in a wheelchair needs to board. They noted that the incline of the ramp is steep because the platform is not elevated.

Figure E-1. East end of platform including BNSF office building (looking west)

Figure E-2. West end of platform and gravel parking lot (looking east). The yellow safety stripe extends west beyond the gravel parking lot

Figure E-3. View of station/BNSF office building, and platform from parking lot (looking east)

Figure E-4. BNSF building, platform, and chairs (looking west)

Figure E-5. BNSF office building, platform, moveable chairs, garbage can, and non-working payphone (looking east)

Figure E-6. BNSF office building (view from Burlington Court looking northeast)

Figure E-7. BNSF building (view from Burlington Court looking west)

Figure E-8. Joint BNSF/station parking lot in foreground, private industrial yard in background, and Burlington Court between the two (looking west)

Figure E-9. BNSF office building with Amtrak station signage (looking west)

Figure E-10. View of Old Schriever Highway at Burlington Court. Amtrak station information sign located at the station entrance on Burlington Court (looking southeast)

Figure E-11. Amtrak station information signage located at the corner of Burlington Court and Old Schriever Highway (looking southwest)

Figure E-12. Platform, Amtrak station signage, BNSF building, and utility pole with lighting (looking west)

Figure E-13. Step-stool used to assist with passenger boarding (looking west)

Figure E-14. Non-working payphone on west side of BNSF building

Figure E-15. Burlington Court with industrial yard in background and BNSF building on right (looking southwest)

Appendix F
Hammond Amtrak Station Field Investigation Report

APPENDIX F

Hammond Amtrak Station Field Investigation Report

Date:	Monday, September 17, 2018		
Project:	Louisiana Passenger Rail Station Assessment	Project No:	10124386
Station:	Hammond 404 NW Railroad Avenue, Hammond, LA 70401	Time:	1:30 pm to 3:30 pm
HDR Representative:	Erin Rooney		
Other Attendees:	Dean Goodell (LADOTD)		

1. Reviewed Amtrak Planning Program Features Matrix

   The City of Hammond owns the station building, which is jointly occupied by Amtrak, the Greater Hammond Chamber of Commerce and the Tangipahoa Parish Clerk of Court. The station has a raised concrete platform which is 15 feet wide by 557 feet long and includes a yellow tactile stripe. The raised platform can be accessed by three ramps which are located in front of the building and from two ramps which are located at both ends of the platform. The platform is not covered. Several historic-style lamp posts are located on the platform and it appears that the platform would be well-lit at night. A wheelchair lift enclosure is located on the platform. On the day of the site visit, it appeared that there was a mechanical problem with the door to the wheelchair lift enclosure as it could not be opened when unlocked.

   The waiting area is staffed by a contractor hired by Amtrak. The attendant cannot sell tickets and no Quik-Trak ticket kiosks are available on the premises. The attendant checks passenger luggage, provides updated train information, and maintains the waiting area and restrooms. The attendant works from 9 am to 4:45 pm or until the last train leaves, 7 days a week.

   Restrooms in the waiting area are marked as wheelchair accessible. The payphone does not work, however the attendant allows passengers to use the office phone if needed. Trash receptacles are available inside the waiting area and outside en route to the platform. The Amtrak contractor picks up outside litter in the parking area and on the platform and empties the trash receptacles inside the Amtrak waiting area.

   Highway signage directing vehicles to the Amtrak station was seen several times when driving north on SW Railroad Avenue from Interstate 12 towards the station.

   Long term parking is available in an unlabeled area in the grass area immediately north of the Amtrak station and in several spots on the far south end of the building. One wheelchair accessible parking spot is available directly in front of the Amtrak station entrance door.

2. General notes and observations

   The station attendant and several passengers provided input. The attendant and some passengers stated that a recurring comment is that there is no way to buy tickets at the station. Several passengers do not have either a smart phone or a credit card or both to purchase a ticket before boarding the train. Passengers can use the office phone to call and make a reservation. Once a reservation is made, passengers then pay Amtrak in cash for the fare prior to boarding.

One passenger noted that sometimes when they board, the employee on the train requires more money than the price that was quoted on the phone. The attendant also confirmed that she has witnessed this happen to other passengers.

The nearest restaurant is La Carreta, which is approximately 900 feet from the Amtrak station. Several other restaurants are located on Thomas Street, which is approximately 1,300 feet from the Amtrak station. Based on comments during the site visit, these restaurants are far enough away from the station that most passengers would feel the need to drive to them.

The attendant noted that there was an issue the previous week that a passenger with an oversized motorized wheelchair was boarded and then told that her motorized wheelchair could not be put on the train. She then had to get off the train and fell in the process.

Passengers noted that this station is typically kept clean and the staff is always nice.

Figure F-1. North edge of platform with ramp for wheelchairs and historic-style lighting on platform (looking south).

Figure F-2. Overall condition of platform (15 feet x 557 feet) including lighting (looking south).

Figure F-3. Platform extending to E. Robert Street (looking south).

Figure F-4. Platform lighting, ramp between station and platform (1 of 3 located in front of building), and platform signage (looking north).

Figure F-5. Wheelchair lift enclosure on platform (looking south).

Figure F-6. Entrance to Amtrak waiting area (looking north). Sign informing Amtrak customers where to park; both short-term and long-term.

Figure F-7. Overview of building and wheelchair accessible parking spot in front of Amtrak entrance (looking east).

Figure F-8. Seating within waiting room.

Figure F-9. Seating within waiting room.

Figure F-10. Passageway between Amtrak station and Hammond Chamber of Commerce office.

Figure F-11. Wheelchair ramp into the station building and 1 of 3 wheelchair ramps between the station and platform.

Figure F-12. Long-term parking spots in foreground, station building in background (looking north).

Figure F-13. View of platform from long-term parking spots and Amtrak station signage on platform (looking east).

Figure F-14. Hallway with front door (shown on the left) and bathrooms and water fountain, and non-working payphone (shown on the right.

Figure F-15. Restroom with wheelchair accessible signage.

Figure F-16. Restroom door frame measures 35 inches wide; door opening width is less.

Figure F-17. Passengers waiting for arriving train (looking north).

Figure F-18. Passengers boarding the train and conductor checking tickets.

Figure F-19. Passengers boarding train.

Figure F-20. Conductor giving the "all-clear" sign for the train to depart.

Figure F-21. Cart available on the platform to assist passenger with luggage (looking south).

Figure F-22. Signage in the former Amtrak office window.

Figure F-23. Entrance to Station Caretaker and employee area.

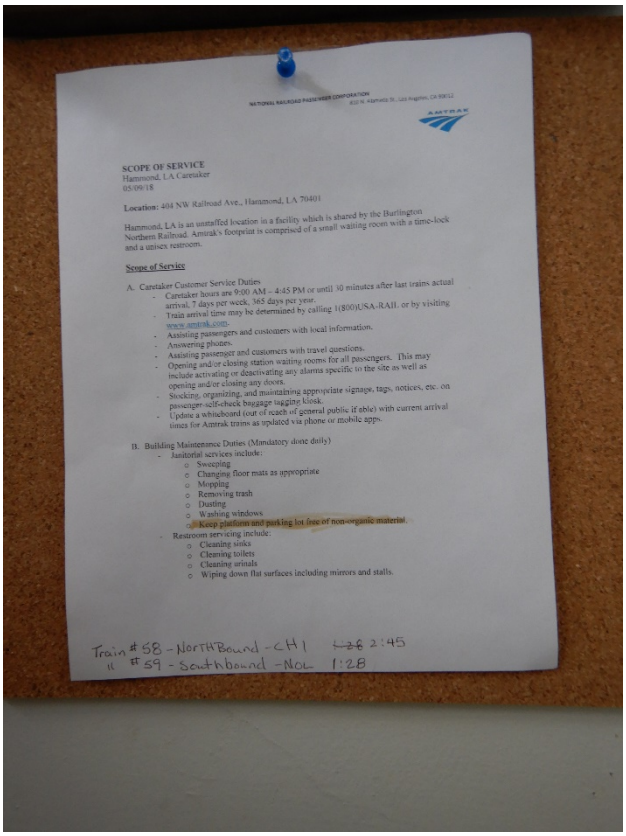


Figure F-24. Station Caretaker scope of services including customer service duties and daily building maintenance duties (sign not visible to general public).

Appendix G
Slidell Amtrak Station Field Investigation Report

APPENDIX G

Slidell Amtrak Station Field Investigation Report

Date:	Monday, September 24, 2018		
Project:	Louisiana Passenger Rail Station Assessment	Project No:	10124386
Station:	Slidell 1827 Front Street, Slidell, LA 70458	Time:	7:30 am to 9:15 am
HDR Representative:	Erin Rooney, Doree Magiera		
Other Attendees:	Eric Lundin (Director of Planning, City of Slidell) Timothy Mathison (Chief Administrative Officer, City of Slidell) Johnny Welborn (City of Slidell) Donny Marshall (City of Slidell)		

1. Reviewed Amtrak Planning Program Features Matrix

   The City of Slidell (City) owns the building and leases a portion of it to Times Bar and Grill. The platform is owned by Norfolk Southern Railway (NS). The property line between the City and NS is marked by a wrought iron fence with several gates for passengers to access the platform. The concrete platform is 20 feet wide.by 200 feet long. The platform includes many cracks that may be difficult for passengers in a wheelchair to maneuver. There is no canopy over the platform and appears to be partially lit at night from light fixtures on the building. There is no outside seating on the platform. The Amtrak signage display is difficult to see on the platform. It faces the property line gate and the space between the sign and the gate is used to store a wheelchair lift.

   The City operates the waiting area and pays all associated utilities and upkeep. A City employee unlocks the waiting room door on the platform-side of the building in the morning and locks it at night. There does not appear to be a specific schedule for locking and unlocking the waiting room. Amtrak does not employ anyone to operate or maintain the waiting area and associated amenities. The waiting area is air-conditioned and includes 12 seats, a trash can, a water fountain, and restrooms that are marked as wheelchair accessible. A non-working payphone is located in the waiting room.

   Highway signage to the Amtrak station is located on the off-ramps at the Interstate 10 and Fremaux Avenue interchange, and again on Fremaux Avenue when approaching the Front Street intersection.

   The marked entrance to the Amtrak station on Front Street is not open to the public, but signage from the parking lot directs passengers to this entrance. Based on signage instructions, passengers would start in the parking lot, walk south along the Front Street side of the building, and unsuccessfully try to open the marked Amtrak door, continue walking south and turn a corner to walk east, then turn another corner to walk north to find the platform side door to the waiting area. Walkways around the building appear to have settled, leaving uneven terrain that may be difficult for passengers in wheelchairs. The walkway from the southwest corner of the building to the platform-side entrance to the waiting area is partially blocked by air condition units that leave approximately 31 inches for a pathway. The door from the waiting room to the platform is

approximately 35 inches wide. The gate from the waiting room to the platform is approximately 36 inches wide.

2. General notes and observations

   The parking lot is shared with the other building tenants. Currently, there is only one other tenant but there is the potential to have additional tenants in the future. There are two ADA accessible parking spots, three 10-minute parking spots, and 48 other parking spots. The entrance to and exit from the parking lot is on Front Street. There is no legal left turn into the parking lot and passengers must be traveling southbound on Front Street to access the lot. They also must continue going southbound on Front Street when exiting the lot.

   Passengers can access food in the station building at Times Bar and Grill from 11 am to 9 pm Sunday to Thursday and 11 am to 10 pm Friday and Saturday. The current Amtrak schedule includes stops at 7:57 am and 6:07 pm daily. Passengers must cross Front Street to access other restaurants. There appeared to be no pedestrian cross-walks on Front Street in the vicinity of the station. The nearest restaurant for morning passengers appears to be 700 ft from the station at Terry Lynn's Café that is open 6:30 am to 2:30 pm Monday to Friday. Morning passengers on the weekend would likely need to drive to other restaurants in the area.

   Representatives from the City noted that the primary purpose of the station building is for leasing use and is not owned, operated, or paid for by Amtrak. The City and Times Bar and Grill have both invested significant funds into repairing and upgrading the station since the 1990s. The City plans to upgrade the building, specifically the second floor for special events; the installation of an elevator is key to this renovation. The previous mayor for the City instituted an Intermodal Commission to explore the idea to create a new intermodal facility at a different location. The commission has not met since the current mayor took office in July 2018.

   The City is considering plans to connect the station by sidewalk to the intersection of Fremaux Avenue and Front Street in conjunction with planned improvements in that intersection. The City is limited in expanding its use of the space because of limits related to the railroad right of way and the Front Street right of way.

   The site visit did not include an observation of the train stopping because it was several hours late.

Figure G-1. Overall condition of platform (20 feet x 200 feet) (looking south).

Figure G-2. Cracked concrete platform without tactile warning surface strip.

Figure G-3. Entrance ramp to building from parking lot (looking south). Amtrak signage appears to direct passengers to the front of the building which is not the route to the Amtrak waiting area.

Figure G-4. Pathway between parking lot to platform and Amtrak waiting area is through gate.

. Figure G-5. Platform-side of station building including some lighting (looking southeast)

Figure G-6. Wheelchair lift on platform; no enclosure provided (looking southeast).

Figure G-7. Entrance from platform to Amtrak waiting room (looking east). Gate opening is 36 inches wide and door opening is 34-1/2 inches wide.

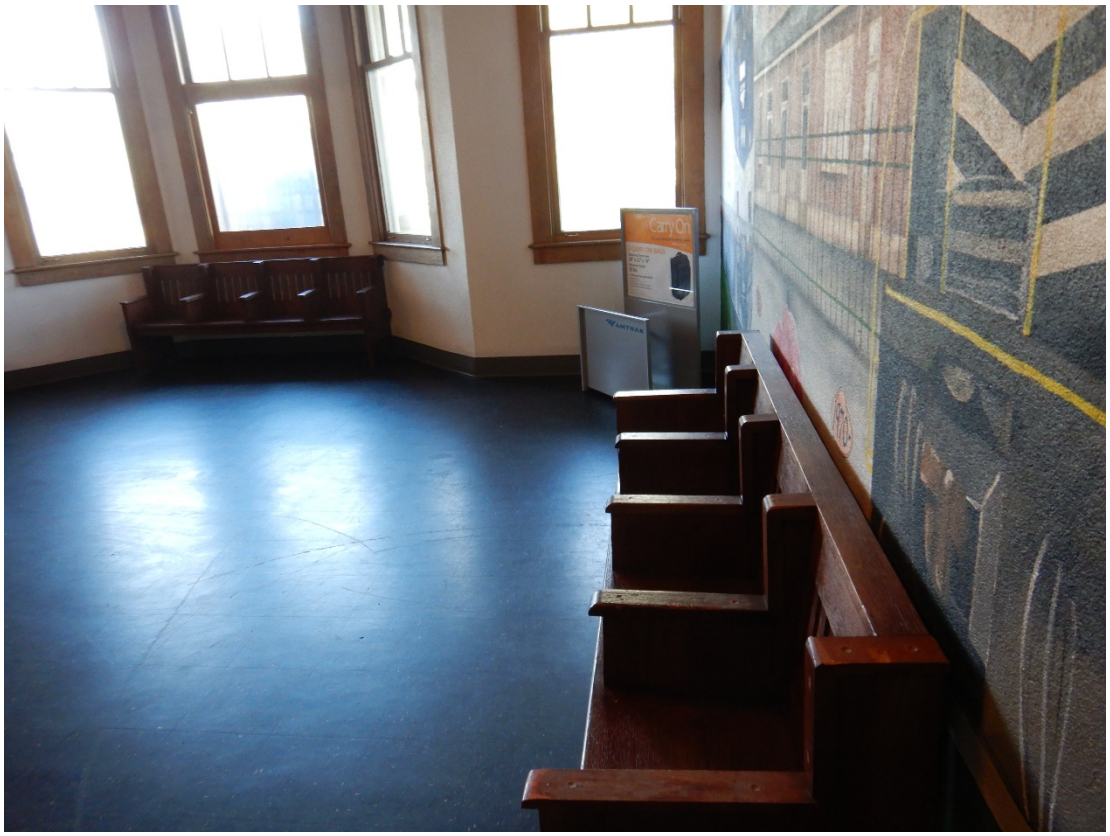


Figure G-8. Amtrak station waiting room.

Figure G-9. Waiting room for Amtrak station depicting murals.

Figure G-10. Waiting room for Amtrak station depicting murals.

Figure G-11. National Register of Historic Places marker on street side of building (looking northwest).

Figure G-12. One-way entrance to parking lot from Front Street near the intersection with Pennsylvania Avenue (looking northeast).

Figure G-13. Parking lot (looking north).

Figure G-14. One-way exit from parking lot onto Front Street (looking south).

Figure G-15. Wheelchair marked parking spots—two spaces (looking south).

Figure G-16. Concrete walkway around southeast corner of building has settled 4 to 6 inches making the route inaccessible for wheelchairs (Front Street in background).

Figure G-17. Street-side door to Amtrak station is locked and not accessible for general public (looking northwest).

Figure G-18. Street-side door to Amtrak station is locked and not accessible for general public (looking northwest).

Figure G-19. Ramps on street side of building (looking north).

Figure G-20. Walkway from south side of building to Amtrak station is obstructed by AC units (looking southeast).

Figure G-21. View of Amtrak station information sign from waiting room with wheelchair lift.

Figure G-22. Station information sign on platform (looking northeast).

Figure G-23. Field located on the south of station and intersection of Fremaux Avenue and Front Street shown in the background.