



Amtrak Fact Sheet Fiscal Year 2022 State of North Carolina

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated 16 trains per day in North Carolina, as part of the following routes:

- **Long Distance**
 - Crescent* (daily New York-Washington-Charlottesville-Charlotte-Atlanta-Birmingham-New Orleans)
 - Palmetto* (daily New York-Washington-Richmond-Charleston-Savannah)
 - Silver Meteor* (daily New York-Washington-Richmond-Charleston-Savannah-Jacksonville-Miami)
- *Silver Star* (daily New York-Washington-Richmond-Columbia-Savannah-Jacksonville-Tampa-Miami)
- **State Supported**
 - Carolinian* (daily New York-Washington-Richmond-Selma/Smithfield-Raleigh-Charlotte)
 - Piedmont* (three roundtrips daily Raleigh-Durham-Greensboro-Charlotte)

Stations Served

During FY 2022, Amtrak trains served the following locations in North Carolina.

City (Code)	Ridership
Burlington (BNC)	20,404
Cary (CYN)	74,995
Charlotte (CLT)	196,233
Durham (DNC)	80,643
Fayetteville (FAY)	32,332
Gastonia (GAS)	1,213
Greensboro (GRO)	114,046
Hamlet (HAM)	3,798
High Point (HPT)	27,128
Kannapolis (KAN)	21,022
North Carolina State Fair (NSF)	1,989
Raleigh (RGH)	171,091
Rocky Mount (RMT)	38,092
Salisbury (SAL)	17,903
Selma (SSM)	11,403
Southern Pines (SOP)	6,267
Wilson (WLN)	46,436
Total North Carolina Station Usage:	864,995

Amtrak maintains the Great American Stations website (<https://www.greatamericanstations.com/>), which includes detailed profiles of every Amtrak station. Information available includes a brief history of each station, a review of what organization or organizations are responsible for the various portions of each facility, a list of routes serving each station, contact information for the appropriate Amtrak representative for that station, and relevant local community links.

Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads to operate routes using tracks that Amtrak does not own or control. Host railroads are statutorily required to provide Amtrak trains “preference” over freight transportation. However, on time performance on most host railroads is poor and continues to decline largely due to hosts ignoring their statutory responsibilities.

Listed below are the Amtrak services that operate in North Carolina with each service’s host railroads and customer on-time performance (OTP) in FY 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Crescent</i>	Norfolk Southern	53%
<i>Palmetto</i>	CSX	68%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	44%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	26%
<i>Carolinian</i>	CSX, Norfolk Southern	62%
<i>Piedmont</i>	Norfolk Southern	75%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within ten minutes of the schedule and the margin is 15 minutes for all other trains. Thus, if a train is 16 minutes late to its final stop, and all its riders are headed for that stop, then even if the train is on time at every intermediate stop, customer OTP would be 0%, reflecting the passengers’ experience.

Amtrak Guest Rewards

At the end of FY 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 294,539 members listing an address in North Carolina. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In North Carolina, Amtrak spent \$12,319,616, broken down in the following locations:

City	Amount (\$)
Asheville	127,728
Brevard	624,932
Charlotte	3,889,520
Greensboro	525,138
Kannapolis	763,521
Laurinburg	651,479
Morrisville	125,000
Raleigh	1,186,138
Research Triangle Park	3,631,099
Thomasville	171,383

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 150 North Carolina residents. Total FY 2022 wages were \$1.92 billion, of which North Carolina residents earned \$15,552,483.

Additional Information

About the *Piedmont* and the *Carolinian*

Amtrak operates the *Piedmont* service between Charlotte and Raleigh under contract with the State of North Carolina. All *Piedmont* equipment is refurbished and state-owned. The state also contracts with Amtrak to operate the *Carolinian*, which operates with Amtrak-owned equipment. The total trip time between Raleigh and Charlotte has been cut by 1 hour, 10 minutes, since 1990, due to on-going track and signal improvements over the state-owned North Carolina Railroad (NCRR) between Selma and Charlotte. The third Charlotte-Raleigh roundtrip (a second *Piedmont* train) started service on June 5, 2010. The fourth Charlotte-Raleigh roundtrip (a third *Piedmont* train) started service on June 4, 2018. The fifth Charlotte-Raleigh roundtrip is slated to begin in July 2023.

North Carolina Volunteer Train Hosts

The NC Volunteer Train Host Association serves daily on the *Piedmont* and *Carolinian*, helping passengers and providing information about services and points of interest in North Carolina.

North Carolina Train Station Attendants

North Carolina station attendants meet all trains at Burlington, High Point, Salisbury, Kannapolis, and Selma to assist passengers and answer travel questions.

Station Improvements

The State of North Carolina, in partnership with Amtrak and local governments, has taken the initiative to rebuild many of its historic train stations and build new ones. Recent planning and construction highlights include:

Charlotte: The Federal Railroad Administration, NCDOT, and the City of Charlotte have partnered to fund a new Charlotte Gateway Station adjacent to Charlotte's Uptown. The platform and track work are now complete. Service at the new station site is expected by 2025.

Durham: In May 2022 the station's parking area was updated to ensure the station is ADA compliant.

Fayetteville: In 2019, Phase 1 of a two-phase project was completed by Amtrak to ensure that the station was keeping up with ADA regulations. This included updating the entrances to the station, along with the station's restrooms and parking area. Phase 2 will soon be underway by Amtrak and is projected to finish in FY 2024. Changes include a new platform for the station with associated ramps, stairs, railings, and signage.

Gastonia: In October 2020, an ADA-compliant platform with associated ramps, stairs, railings, and signage was added to the station.

Greensboro: In August 2021 an ADA-accessible ticket counter was installed at the station. ADA-compliant signage was also added.

Hillsborough: NCDOT, the Town of Hillsborough, and GoTriangle (regional transportation authority) are partnering to plan and construct a new train station. The project is fully funded.

Raleigh: The new Union Station opened in 2018. The project was funded by the City, NCDOT, and the U.S. Federal Railroad Administration.

Rocky Mount: Amtrak is currently in the design stages of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2024.

Salisbury: In May 2022 the station's parking was updated to ensure the station is ADA compliant. The station's restrooms, entrances, and waiting room were also updated to ensure ADA compliance.

Selma Smithfield: In 2021 Amtrak started construction to modify the station's platform to ensure ADA compliance. This project includes a new platform with associated ramps, stairs, railings, and signage for the station. It is projected to be completed in early FY 2023.

Wilson: In 2021 Amtrak started construction to modify the station's platform to ensure ADA compliance. This project is now complete and includes a new platform with associated ramps, stairs, railings, and signage for the station. (Shannon will double check info)

FRA High-Speed Intercity Passenger Rail Program

In February 2010, the FRA announced that the NCDOT Rail Division had been awarded \$545 million for railroad improvements within the state. The NCDOT Piedmont Improvement Program used these funds for the following improvements which greatly improved the reliability of the service while also reducing trip time on the Raleigh to Charlotte corridor:

- Constructed 27 miles of double track between Greensboro and Charlotte, completing continuous double track for this route
- Constructed five new high-speed crossover locations between Greensboro and Charlotte to increase the number of locations where trains can quickly change tracks
- Constructed two new passing sidings between Raleigh and Greensboro, for a total of five miles of additional second track
- Realigned more than 30 railroad curves for increased operating speed
- Closed more than 40 at-grade roadway crossings
- Improved 12 at-grade roadway crossings with advanced signals for increased safety
- Constructed 13 new railroad bridges over or under highways
- Constructed over 13 miles of new or improved highways
- Expanded the Raleigh Maintenance Facility
- Constructed the new Charlotte Maintenance Facility
- Constructed extensive track work needed for the Raleigh Union Station

- Constructed station improvements in Burlington, Cary, High Point, and Kannapolis
- Added five locomotives, two cab control units, and nine passenger cars to the Piedmont fleet
- Constructed three new crossover locations on the CSX “A Line” between Weldon and Rocky Mount to improve rail traffic flow

AMTRAK ROUTES IN NORTH CAROLINA

