



Amtrak Fact Sheet Fiscal Year 2023 State of Georgia

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated eight trains per day in Georgia, 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)

Stations Served

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

City (Code)	Ridership
Atlanta (ATL)	68,319
Gainesville (GNS)	4,509
Jesup (JSP)	7,265
Savannah (SAV)	56,709
Toccoa (TCA)	1,793
Total Georgia Station Usage:	138,595

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

Host Railroads & On-Time Performance

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

Listed below are the Amtrak services that operate in Georgia with each service’s host railroads and customer OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
<i>Crescent</i>	Norfolk Southern	57%
<i>Palmetto</i>	CSX	67%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	53%

Silver Star

CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT

49%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within 10 minutes of the schedule and the margin is 15 minutes for all other trains. Thus, if a train is 16 minutes late to its final stop, and all its riders are headed for that stop, then even if the train is on time at every intermediate stop, customer OTP would be 0%, reflecting the passengers' experience.

Amtrak Guest Rewards

At the end of FY 2023, there were approximately 16.7 million members of *Amtrak Guest Rewards* (AGR), with 141,254 members listing an address in Georgia. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>.

Procurement

In FY 2023, Amtrak procured goods and services worth \$3.71 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In Georgia, Amtrak spent \$88,902,248 broken down in the following locations:

City	Amount (\$)
Alpharetta	1,824,388
Atlanta	67,965,646
College Park	198,258
Cumming	107,893
Dawsonville	878,473
Gainesville	9,334,906
Kennesaw	1,598,913
Marietta	720,091
Newnan	152,400
Norcross	1,831,873
Peachtree City	169,226
Peachtree Corners	1,004,880
Pooler	439,005
Savannah	1,340,884
Smyrna	948,391
Suwanee	102,027

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 89 Georgia residents. Total FY 2023 wages were \$2.21 billion, of which Georgia residents earned \$11,977,363.

Additional Information

Service Expansion and Improvements

Georgia DOT has been awarded a Federal Railroad Administration Corridor Identification and Development Program (CIDP) grant to fund early planning for a new rail corridor from Atlanta-Macon-Savannah.

Station Improvements

The Americans with Disabilities Act of 1990 (ADA) requires that stations in the intercity rail transportation system be made readily accessible to and usable by individuals with disabilities. In response, Amtrak developed an ADA Stations Program to bring the stations it serves (and for which it has ADA responsibility) into compliance with ADA requirements and to provide the best possible service to passengers with disabilities in the shortest timeframe and most integrated and efficient way possible.

Atlanta: An ADA project is currently in the design phase. The project will provide a new platform, lighting, signage, restroom, waiting room, ticket counter, parking, and path of travel and vertical circulation. The project is anticipated to commence in FY 2025 and be completed in FY 2027.

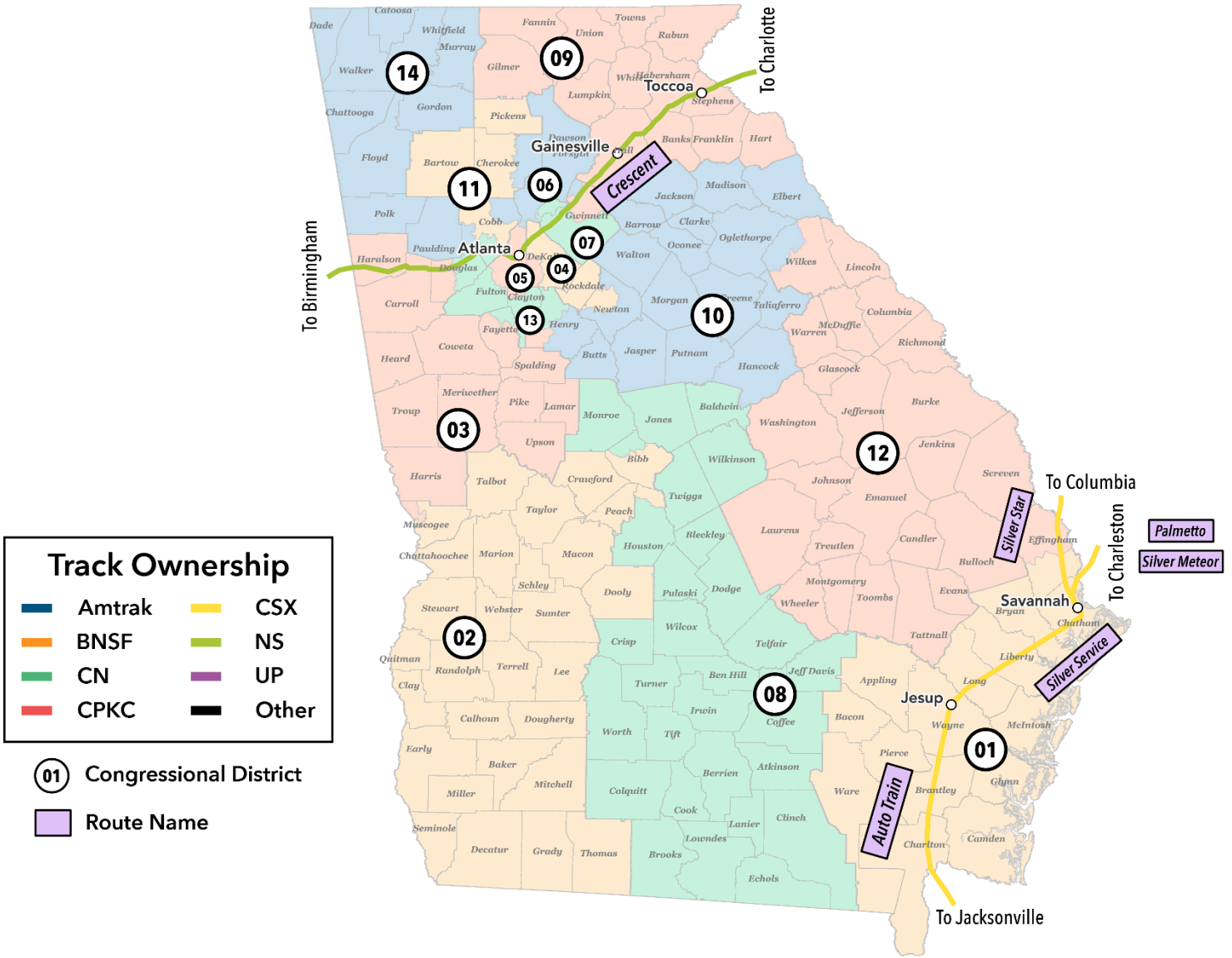
Gainesville: In 2015, Phase 1 of a two-phase project was completed by Amtrak to ensure that the station was keeping up with ADA regulations. This included updating the entrances to the station, along with the station's restrooms and parking area. Construction on Phase 2 began in FY 2024. Changes include a new platform for the station with associated ramps, stairs, railings, and signage. The work is projected to be completed in FY 2025.

Jesup: Amtrak is currently in the design phase to provide a new platform, accessible walkways to the public right-of-way, and all lighting and signage for the platform and walkways that meet ADA regulations. Construction will commence in FY 2024 and be completed in FY 2026.

Savannah: In 2016, 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 is currently in the design phase and is projected to be finished in FY 2025. Changes include a new platform for the station with associated ramps, stairs, railings, and signage.

Toccoa: In February 2021 construction finished on accessibility improvements including a new platform with associated ramps, stairs, railings, and signage, bringing the station to full ADA compliance.

AMTRAK ROUTES IN GEORGIA



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

- 01 Congressional District
- Route Name