



Amtrak Fact Sheet Fiscal Year 2018 *State of North Carolina*

Amtrak Service & Ridership

Amtrak operates five National Network trains through North Carolina:

- The **Auto Train** (daily Lorton-Sanford)*
- The **Crescent** (daily New York-Washington-Greensboro-Charlotte-Atlanta-New Orleans)
- The **Palmetto** (daily New York-Washington-Richmond-Fayetteville-Charleston-Savannah)
- The **Silver Meteor** (daily New York-Washington-Richmond-Fayetteville-Charleston-Jacksonville-Miami)
- The **Silver Star** (daily New York-Washington-Richmond-Raleigh-Columbia-Jacksonville-Tampa-Miami)

**The Auto Train does not stop in North Carolina.*

Amtrak also operates the following state-supported trains through North Carolina:

- The **Carolinian** (daily New York-Washington-Richmond-Raleigh-Charlotte)
- The **Piedmonts** (three daily roundtrips Raleigh-Durham-Greensboro-Charlotte)

During FY18 Amtrak served the following North Carolina locations:

City	Boardings & Alightings
Burlington	21,886
Cary	82,212
Charlotte	172,226
Durham	75,210
Fayetteville	50,846
Gastonia	1,251
Greensboro	118,176
Hamlet	4,005
High Point	31,011
Kannapolis	18,858
Raleigh	157,153
Rocky Mount	51,341
Salisbury	20,693
Selma-Smithfield	12,930
Southern Pines	6,925
Wilson	54,110
Total North Carolina Station Usage*:	878,833

*In addition to these permanent stops, Amtrak trains, in connection with special events, served the North Carolina State Fair (317) and Lexington (726).

Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads in order to operate routes using tracks that are not owned or controlled by Amtrak. 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 the North Carolina with each service’s host railroads and on-time performance (OTP) in FY18:

Service	Host Railroads	FY18 OTP
<i>Auto Train</i>	CSX	70.9%
<i>Crescent</i>	Norfolk Southern	31.3%
<i>Palmetto</i>	CSX	57.9%
<i>Silver Meteor</i>	CSX, Florida Department of Transportation, and Florida Central Rail Corridor	43.6%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Department of Transportation, and Florida Central Rail Corridor	37.6%
<i>Carolinian</i>	CSX and Norfolk Southern	52.8%
<i>Piedmont</i>	Norfolk Southern	78.3%

“On-time performance” represents the percentage of stations at which the train arrives within 15 minutes of the scheduled arrival time.

Amtrak Guest Rewards

At the end of FY18, there were **174,742** members of the Amtrak Guest Rewards program in North Carolina This is a 13.7% increase from FY17.

PRIIA Section 209 and State-Supported Services

The Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432) required, by October 2013, an equitable arrangement of cost sharing between Amtrak and state or public agency partners that provide funding for short-distance, intercity train services. Agreements were reached with all parties, including North Carolina, by the deadline, and the services continued to run without interruption.

Amtrak operates the ***Piedmont*** service between Charlotte and Raleigh under contract with the State of North Carolina. All ***Piedmont*** equipment is newly 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 (NCR) between Selma and Charlotte. The third Charlotte-Raleigh round trip (a second **Piedmont** train) started service on June 5, 2010. The fourth Charlotte-Raleigh round trip (a third **Piedmont** train) started service on June 4, 2018.

Connecting Service

In October 2012, Amtrak began two dedicated, connecting motor coach routes connecting eight eastern counties in North Carolina with Amtrak's **Palmetto** service in Wilson. Since that time, these two routes have experienced a steady growth in ridership from these communities.

North Carolina Volunteer Train Hosts

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

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. A contract for the platform and track work for the new station was let in July of 2018. Service at the new station site is expected before 2024.
- **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 and could be completed as early as 2021.
- **Lexington:** The City of Lexington received a USDOT TIGER planning grant and completed preliminary track and station design in 2015. The City and NCDOT are closely coordinating with the host railroad and are pursuing funding for construction.
- **Raleigh:** Construction on a new Union Station began in January 2016. The station's grand opening took place on April 30, 2018 and service began on July 10, 2018. The new station replaced the existing one on Cabarrus Street, which was built by the Southern Railway in 1950 and used by Amtrak since 1986. The project was funded by the City, NCDOT, and US Federal Railroad Administration.

FRA High-Speed Intercity Passenger Rail Program

- NCDOT: 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 5 new high speed crossover locations between Greensboro and Charlotte to increase the number of locations where trains can quickly change tracks;
 - Constructed 2 new passing sidings between Raleigh and Greensboro, for a total of 5 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 5 locomotives, 2 cab control units, and 9 passenger cars to the Piedmont fleet; and
 - Constructed 3 new crossover locations on the CSX A-line between Weldon and Rocky Mount to improve rail traffic flow.