



## Amtrak Fact Sheet Fiscal Year 2020 State of North Carolina

### Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated ten trains per day in North Carolina, as part of the following routes<sup>1</sup>:

- **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 daily roundtrips Raleigh-Durham-Greensboro-Charlotte)

### Stations Served

During FY 2020, Amtrak served the following locations in North Carolina.

City (Code)	Ridership
Burlington (BNC)	12,596
Cary (CYN)	41,755
Charlotte (CLT)	112,315
Durham (DNC)	46,126
Fayetteville (FAY)	31,344
Gastonia (GAS)	909
Greensboro (GRO)	75,378
Hamlet (HAM)	2,526
High Point (HPT)	18,646
Kannapolis (KAN)	11,809
Raleigh (RGH)	96,337
Rocky Mount (RMT)	30,139
Salisbury (SAL)	12,511
Selma (SSM)	7,567
Southern Pines (SOP)	4,088
Wilson (WLN)	32,449
<b>Total North Carolina Station Usage:</b>	<b>536,495</b>

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

<sup>1</sup> Frequencies in the list following this note reflect the service levels prior to the onset of the COVID-19 pandemic.

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 2020:

Service	Host Railroad(s)	FY20 OTP
<i>Crescent</i>	Norfolk Southern	46.2%
<i>Palmetto</i>	CSX	70.6%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	60.7%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	52.0%
<i>Carolinian</i>	CSX, Norfolk Southern	77.8%
<i>Piedmont</i>	Norfolk Southern	77.7%

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 2020, there were approximately 11.5 million members of Amtrak Guest Rewards (AGR), with 217,190 members listing an address in North Carolina. This is a 11.0% increase from FY 2019. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

### Procurement

In FY 2020, Amtrak procured goods and services worth \$2.79 billion, and more than 98% of that figure was sourced from firms headquartered domestically. In North Carolina, Amtrak spent \$44,935,932, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Brevard	709,045
Charlotte	3,510,967
Greensboro	238,087
Kannapolis	818,756
Laurinburg	704,121
Raleigh	970,810
Research Triangle Park	37,383,631

### **Employment & Wages**

At the end of FY 2020, Amtrak employed 17,504 people, including 153 North Carolina residents. Total FY 2020 wages were \$1.67 billion, of which North Carolina residents earned \$13,698,042.

### **Section 209 Service**

In the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432), Congress 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 by the deadline, and the services continued to run without interruption.

### **Additional Information**

The FY 2020 edition of the Amtrak State Fact Sheets omits this portion, which is available in the FY 2019 edition and will return in the FY 2021 update.

# AMTRAK ROUTES IN NORTH CAROLINA

① Congressional District

TRACK OWNERSHIP	
<span style="color: purple;">█</span> Amtrak	<span style="color: green;">█</span> NS*
<span style="color: yellow;">█</span> UP	<span style="color: lightgreen;">█</span> CP
<span style="color: blue;">█</span> BNSF	<span style="color: purple;">█</span> CN
<span style="color: red;">█</span> CSX	<span style="color: black;">█</span> Other

\*Selma-Charlotte state-owned, NS-operated

