



## Amtrak Fact Sheet Fiscal Year 2021 State of North Carolina

### Amtrak Service & Ridership

At the end of FY 2021, 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 daily roundtrips Raleigh-Durham-Greensboro-Charlotte)

### Stations Served

During FY 2021, Amtrak served the following locations in North Carolina.

City (Code)	Ridership
Burlington (BNC)	12,573
Cary (CYN)	33,569
Charlotte (CLT)	104,735
Durham (DNC)	42,927
Fayetteville (FAY)	29,667
Gastonia (GAS)	730
Greensboro (GRO)	66,808
Hamlet (HAM)	2,175
High Point (HPT)	16,442
Kannapolis (KAN)	11,072
Raleigh (RGH)	93,417
Rocky Mount (RMT)	30,529
Salisbury (SAL)	10,189
Selma (SSM)	7,720
Southern Pines (SOP)	2,801
Wilson (WLN)	33,805
<b>Total North Carolina Station Usage:</b>	<b>499,159</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 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 2021:

<b>Service</b>	<b>Host Railroad (s)</b>	<b>FY21 OTP</b>
<i>Crescent</i>	Norfolk Southern	54.6%
<i>Palmetto</i>	CSX	60.7%
<i>Silver Meteor</i>	CSX, Florida Central Rail Corridor, Florida DOT	55.0%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	44.6%
<i>Carolinian</i>	CSX, Norfolk Southern	69.2%
<i>Piedmont</i>	Norfolk Southern	77.4%

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 2021, there were approximately 13.5 million members of Amtrak Guest Rewards (AGR), with 228,376 members listing an address in North Carolina. This is a 5.2% increase from FY 2020. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

**Procurement**

In FY 2021, Amtrak procured goods and services worth \$2.63 billion, and more than 99% of that figure was sourced from firms headquartered domestically. In North Carolina, Amtrak spent \$35,017,024, broken down in the following locations:

<b>City</b>	<b>Amount (\$)</b>
Brevard	382,445
Charlotte	4,146,368
Greensboro	389,085
Kannapolis	559,868
Laurinburg	510,664
Morrisville	105,028
Raleigh	859,431
Research Triangle Park	27,347,267
Rocky Mount	247,884

**Employment & Wages**

At the end of FY 2021, Amtrak employed 17,055 people, including 153 North Carolina residents. Total FY 2021 wages were \$1.54 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

### **Bipartisan Infrastructure Law**

Enacted in November 2021, the Infrastructure Investment and Jobs Act (IIJA), or “Bipartisan Infrastructure Law,” provides \$66 billion in guaranteed funding for intercity passenger and freight rail over the next five years. That includes \$22 billion in dedicated Amtrak funding – for fleet modernization, state-of-good-repair work, and other specified project types – and another \$44 billion for FRA-administered grants. This historic federal investment will rebuild crumbling infrastructure, improve accessibility onboard and at our stations, enable overdue service expansions, and transform U.S. passenger rail service.

### **Amtrak Connects US**

In 2021, Amtrak released the Amtrak Connects US vision for growing America’s passenger rail system and meeting the needs of both fast-growing metro areas and other underserved communities. Our vision proposed 39 new routes, 25 enhanced routes, and 160 new stops to serve 20 million new riders across the United States. Since then, the Federal Railroad Administration has launched the Corridor Identification & Development Program to establish a pipeline of intercity passenger rail projects ready for federal investment and technical assistance.

Importantly, the Amtrak Connects US vision was only a starting point. Amtrak is ready to work with States and other eligible entities to begin or expand service anywhere – regardless of whether the route was included in the vision.

### **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 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 (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.

### **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. A contract for the platform and track work for the new station was let in July 2018. Service at the new station site is expected before 2024.

**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 FY 2022.

**Wilson:** 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 FY 2022.

### **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

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

