



Amtrak Fact Sheet Fiscal Year 2023 State of North Carolina

Amtrak Service & Ridership

At the end of FY 2023, 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* (four roundtrips daily Raleigh-Durham-Greensboro-Charlotte)

Stations Served

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

City (Code)	Ridership
Burlington (BNC)	26,767
Cary (CYN)	96,312
Charlotte (CLT)	261,510
Durham (DNC)	112,383
Fayetteville (FAY)	47,151
Gastonia (GAS)	1,818
Greensboro (GRO)	157,429
Hamlet (HAM)	3,471
High Point (HPT)	37,966
Kannapolis (KAN)	31,071
Raleigh (RGH)	219,538
Rocky Mount (RMT)	46,006
Salisbury (SAL)	22,666
Selma (SSM)	13,914
Southern Pines (SOP)	6,652
Wilson (WLN)	71,892
Total North Carolina Station Usage:	1,156,546

In partnership with the State of North Carolina, the Carolinian and Piedmont trains make a seasonal stop at the North Carolina State Fair (NSF) in Raleigh.

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 North Carolina 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%
<i>Silver Star</i>	CSX, Norfolk Southern, Florida Central Rail Corridor, Florida DOT	49%
<i>Carolinian</i>	CSX, Norfolk Southern	61%
<i>Piedmont</i>	Norfolk Southern	68%

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 342,181 members listing an address in North Carolina. 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 North Carolina, Amtrak spent \$14,256,005 broken down in the following locations:

City	Amount (\$)
Asheville	121,381
Brevard	838,771
Cary	121,496
Charlotte	3,417,268
Greensboro	411,151
Kannapolis	863,287
Laurinburg	762,795

Mooresville	601,389
Pembroke	154,102
Raleigh	1,537,842
Research Triangle Park	4,321,512
Rural Hall	166,373
Thomasville	127,992
Wendell	189,493

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 195 North Carolina residents. Total FY 2023 wages were \$2.21 billion, of which North Carolina residents earned \$17,687,078.

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 from Charlotte – Raleigh and extending to Virginia and the Northeast Corridor up to New York. In 2023, a fourth *Piedmont* roundtrip was added, increasing service between Charlotte and Raleigh to five roundtrips a day.

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.

Service Expansion and Improvements

In 2023, the North Carolina Department of Transportation (NCDOT) received federal Corridor Identification and Development Program grants for the following corridors:

- Atlanta to Charlotte
- Charlotte to Kings Mountain
- Charlotte to Washington, DC
- Fayetteville to Raleigh
- Salisbury to Asheville
- Wilmington to Raleigh
- Winston-Salem to Raleigh

NCDOT also received \$1.09 billion in FY 2022-2023 Federal-State Partnership for Intercity Passenger Rail Program grant funding for the S-Line project, which funds right-of-way acquisition, design, and construction of the first segment of a high-performance passenger line connecting North Carolina and Virginia. The service will also allow much more frequent and reliable train service and make the trip between Charlotte, Raleigh, Richmond, and Washington, DC, competitive with driving and flying times.

The S-Line rail corridor is a freight line, owned by CSX, that connects Richmond and Raleigh on the federally designated Southeast Corridor. Virginia has already acquired the line in their state from CSX, and North Carolina officials are working to finish a deal to purchase the corridor in their state.

North Carolina Volunteer Train Hosts: Members of the NC Volunteer Train Host Association serve 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 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.

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 2028.

Durham: In May 2022 the station's entrances, restrooms and parking area were 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.

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

Hamlet: Amtrak is currently in procurement for the construction contract to build a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2025.

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.

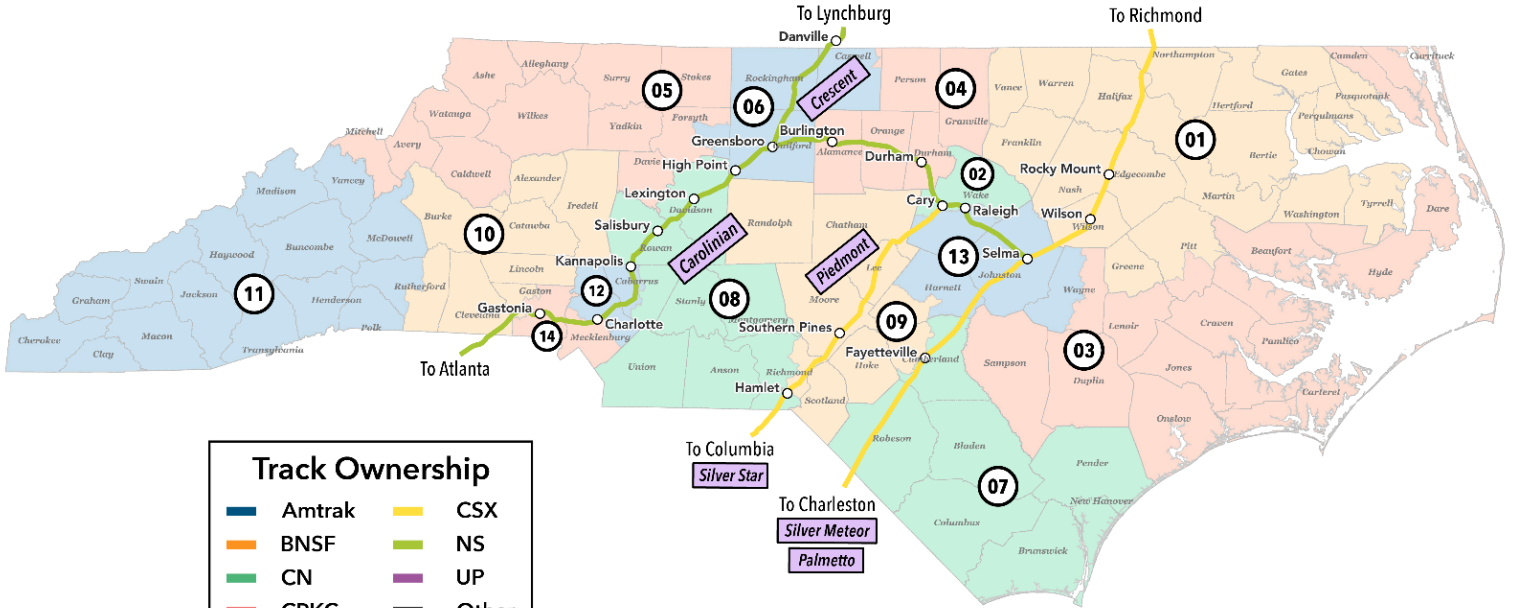
Rocky Mount: Amtrak is currently in the construction stage of modifying the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is expected to be completed in FY 2025.

Salisbury: In May 2022 the station's parking lot 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: Amtrak completed ADA Stations Program construction in 2024. The upgrades include a new platform with associated ramps, stairs, railings, and signage for the station.

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. In addition, NCDOT is constructing a new canopy for the platform.

AMTRAK ROUTES IN NORTH CAROLINA



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

- 01 Congressional District
- Route Name