Amtrak in North Carolina
Fiscal Year 2024

Amtrak is America's Railroad,® created by Congress to "provide efficient and effective intercity passenger rail mobility consisting of high quality service that is trip-time competitive with other intercity travel options." In FY 2024, the company's 22,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 32.8 million passengers. Amtrak's network includes 524 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Thruway routes offer connecting service to additional communities, typically via bus.

Service & Ridership

In FY 2024, Amtrak operated **18 intercity trains per day** on 6 permanent routes serving North Carolina, with **1,398,158 total passengers** boarding or alighting in the state.[1] Service was provided via the following routes:[2]

- **State-Supported Trains**
  - *Carolinian* — Charlotte - High Point - Greensboro - Durham - Raleigh - Wilson - Rocky Mount - Richmond - Washington, DC - Baltimore - Philadelphia - New York (*1 round trip daily*)
  - *Piedmont* — Raleigh - Durham - Greensboro - High Point - Charlotte (*4 round trips daily*)

- **Long-Distance Trains**
  - *Crescent* — New Orleans - Birmingham - Atlanta - Charlotte - High Point - Greensboro - Charlottesville - Washington, DC - Baltimore - Philadelphia - New York (*1 round trip daily*)
  - *Palmetto* — Savannah - Charleston - Fayetteville - Wilson - Rocky Mount - Richmond - Washington, DC - Baltimore - Philadelphia - New York (*1 round trip daily*)
  - *Silver Meteor* — Miami - Orlando - Savannah - Charleston - Fayetteville - Rocky Mount - Richmond - Washington, DC - Baltimore - Philadelphia - New York (*1 round trip daily*)
  - *Silver Star* — Miami - Tampa - Orlando - Savannah - Columbia - Raleigh - Rocky Mount - Richmond - Washington, DC - Baltimore - Philadelphia - New York (*1 round trip daily*)[3]

As **State-Supported routes**, the *Carolinian* and *Piedmont* are operated in partnership with the **North Carolina Department of Transportation** (NCDOT); additionally, the *Piedmont* primarily uses train equipment owned by NCDOT. Outside the Boston-to-Washington Northeast Corridor (NEC), Section 209 of the Passenger Rail Investment and Improvement Act (PRIIA) requires that short- and middle-distance

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[1] Total equals sum of all boardings and alightings at in-state stations.
[2] Not all stops shown. Note that certain frequencies may not serve every station listed.
[3] Effective Nov. 10, 2024, the *Silver Star* (New York - Miami) and *Capitol Limited* (Chicago - Washington, DC) and are being temporarily combined into a new route, the *Floridian* (Chicago - DC - Miami), to accommodate regional capacity constraints created by a capital project in New York. The *Floridian* offers a single-seat connection between the Midwest and Florida, but does not serve *Silver Star* station stops north of Washington.

Amtrak routes (i.e., those less than 750 miles in length) be State-Supported; in other words, sponsoring partners fund the majority of those routes' costs and make decisions about schedule, frequency, and other aspects of service. In FY 2024, NCDOT funded a total of $7.9 million in operating payments for the State-Supported routes serving North Carolina, supporting a total ridership on those routes[4] of 708,015.

Thruway Connections

Some Amtrak routes offer partner-operated **Thruway connecting service** and/or other interline connections to additional communities (including in North Carolina), via either bus or other modes of transportation. Many such services are sponsored by one or more of Amtrak's State-Supported partners (including North Carolina), or by other public entities; these connections can be vitally important in certain markets. Tickets are purchasable through Amtrak; detailed, up-to-date information on available connections can be accessed via the booking tool on Amtrak.com.

Stations

During FY 2024, Amtrak intercity trains made scheduled stops at 19 locations in North Carolina:

Station (Code)	Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment[5]
Burlington (BNC)	28,753	None	N/A	—
Cary (CYN)	128,875	None	N/A	—
Charlotte (CLT)	328,008	Sole	Pending	$184,924
Durham (DNC)	140,523	Partial	Complete	$1,168,041
Fayetteville (FAY)	57,166	Partial	FY 25	$6,412,647
Gastonia (GAS)	1,989	Sole	Complete	$3,050,900
Greensboro (GRO)	197,052	Partial	Complete	$624,370
Hamlet (HAM)	4,287	Partial	FY 25	$3,309,374
High Point (HPT)	40,811	None	N/A	—
Kannapolis (KAN)	37,187	None	N/A	—
Lexington (*BBQ Festival*) (LEX)	1,075	N/A	N/A	—
Pinehurst (*U.S. Open*) (PIH)	2,470	N/A	N/A	—
Raleigh (*Permanent*) (RGH)	261,008	None	N/A	—
Raleigh (*State Fair*) (NSF)	4,347	N/A	N/A	—
Rocky Mount (RMT)	53,771	Partial	FY 25	$5,454,610
Salisbury (SAL)	25,032	Partial	Complete	$569,152
Selma - Smithfield (SSM)	17,770	Partial	Complete	$2,538,594
Southern Pines (SOP)	7,123	None	N/A	—
Wilson (WLN)	60,911	Partial	Complete	$3,802,002
Total:	**1,398,158**	**10/19**	**In Progress**	**$27,114,613**

[4] Unlike state- / station-specific ridership, total *route* ridership equals sum of all boardings and alightings divided by two.
[5] "Amtrak ADA Investment" describes Amtrak's projected total investment in compliance work over the lifetime of ADASP. ADASP does not fully include CLT; compliance efforts there may advance separately, may receive additional investment, and may be subject to a separate timeline.

Importantly, Amtrak is working to ensure that its stations are fully accessible to individuals with disabilities. Most Amtrak-served stations are decades old; many were served by other railroads before the company ever existed. The Americans with Disabilities Act (ADA), enacted in 1990, requires that U.S. stations be made accessible; in response, Amtrak developed an ADA Stations Program (ADASP) to bring station components for which the company is responsible into full ADA compliance. ADASP aims to ensure Amtrak provides the best possible service in the shortest possible timeframe; the program will ultimately invest a total of $1.8 billion in 385 communities nationwide, including a **$27.1 million investment in North Carolina**. All Amtrak-responsible work is targeted for completion by the end of FY 2029.

Detailed profiles of every permanent Amtrak station stop, including current information on accessibility, can be found on the Great American Stations website: https://www.greatamericanstations.com.

Additional Footprint

Amtrak trains are supported by a **state partner-contracted maintenance facility** in Raleigh (contractor-staffed) and a **turnaround maintenance location** in Charlotte (contractor-staffed), which service locomotives and passenger cars.

Additionally, Amtrak maintains **crew bases** in Charlotte and Raleigh.

Host Railroads & On Time Performance

Outside the NEC, most Amtrak trains must travel over other "host" railroads' tracks—and hosts generally control dispatching decisions on the tracks that they own. By law, Amtrak trains are supposed to receive preference over freight trains (i.e., priority in dispatching), but many host-dispatched trains arrive late at their destinations, and many routes do not meet on-time performance (OTP) standards established by the Federal Railroad Administration (FRA)—affecting millions of passengers per year.

Listed below are the Amtrak routes that operate in North Carolina, along with each route's major in-state host railroad(s) and full-route customer on-time performance (C-OTP)[6] in FY 2024:

Route	In-State Host(s)	C-OTP
State-Supported		
Carolinian	CSX, Norfolk Southern	50.9%
Piedmont	CSX, Norfolk Southern	73.7%

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[6] C-OTP measures the proportion of customers traveling on a given route who arrive at their destinations on time. Suppose that passengers board a train scheduled to make two stops, and suppose that train is on time at the first stop, but arrives late at the second. If all passengers alight at the first stop, C-OTP for that train is 100%; if all passengers alight at the second stop, C-OTP is 0%.

Route	In-State Host(s)	C-OTP
Long-Distance		
Crescent	Norfolk Southern	58.7%
Palmetto	CSX	66.1%
Silver Meteor	CSX	46.9%
Silver Star	CSX, Norfolk Southern	40.8%

Procurement

Amtrak's procurements are subject to "Buy America"-style domestic preference requirements, which the company is proud to meet or exceed. Nationally, Amtrak paid nearly $4.5 billion for goods and services in FY 2024; 99% of that amount was spent domestically, and **$31.1 million** went to vendors in North Carolina:

Community	Amount
Raleigh	$9,253,057
Mooresville	$6,361,088
Research Triangle Park	$5,223,396
Charlotte	$3,427,945
Brevard	$1,172,255
Kannapolis	$971,111
Statesville	$931,345
Laurinburg	$729,104
Concord	$569,933
Greensboro	$530,318
Mount Olive	$471,634
Morrisville	$215,563
Cary	$209,702
Rural Hall	$157,057
Louisburg	$138,687
Huntersville	$106,688
Garner	$104,895
Asheville	$94,800
Pembroke	$85,434
Rocky Mount	$69,300
Greenville	$63,050
All Others < $50K	$204,944
Total NC Payments:	**$31,127,306**

The single largest in-state payment category was **professional engineering services.**

Employment & Compensation

At the end of FY 2024, **153 Amtrak employees** worked in North Carolina, and the company had paid out a total of **$13,190,956 in base wages and salary** in-state. Nationwide, Amtrak employed more than 22,000 active workers; total base wages and salaries for the year exceeded $2.1 billion.

Current Amtrak Routes in North Carolina

(Effective Nov. 2024, Silver Star *is temporarily replaced by Chicago-Miami* Floridian *(not pictured), which merges Chicago-Washington* Capitol Limited *service with* Silver Star *service south of Washington.)*