



## Amtrak in North Carolina

Fiscal Year 2025



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 2025, the company's 21,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 34.5 million passengers. Amtrak's network includes 526 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Amtrak Connections offer connecting service to additional communities, typically via bus.

### Service & Ridership

In FY 2025, Amtrak operated **18 intercity trains per day** on 6 permanent routes serving North Carolina, with **1,519,978 total passengers** boarding or alighting in the state.<sup>1</sup> Service was provided via the following routes:<sup>2</sup>

#### ▪ 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)
- **Floridian** — Chicago - South Bend - Toledo - Cleveland - Pittsburgh - Washington, DC - Richmond - Raleigh - Columbia - Savannah - Orlando - Tampa - Miami (1 round trip daily)<sup>3</sup>
- **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)

As **State-Supported routes**, the *Carolinian* and *Piedmont* are operated in partnership with the **North Carolina Department of Transportation (NCDOT)**; additionally, the *Piedmont* uses train equipment

<sup>1</sup> Total equals sum of all boardings and alightings at in-state stations.

<sup>2</sup> Not all stops shown. Note that certain frequencies may not serve every station listed.

<sup>3</sup> Effective Nov. 10, 2024, the *Silver Star* (New York - Miami) and *Capitol Limited* (Chicago - Washington, DC) 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.

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 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 2025, NCDOT funded a total of \$6.2 million in operating payments for the State-Supported routes serving North Carolina, supporting a total ridership on those routes<sup>4</sup> of 737,879.

### Amtrak Connections

Some Amtrak routes offer partner-operated **Amtrak Connections** 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, 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 2025, Amtrak intercity trains made scheduled stops at 19 locations in North Carolina:

| Station (Code)                 | 2025 Ridership<br>(Ons + Offs) | Amtrak ADA<br>Responsibility | Amtrak ADA<br>Compliance | Amtrak ADA<br>Investment <sup>5</sup> |
|--------------------------------|--------------------------------|------------------------------|--------------------------|---------------------------------------|
| Burlington (BNC)               | 32,695                         | None                         | N/A                      | —                                     |
| Cary (CYN)                     | 144,942                        | None                         | N/A                      | —                                     |
| Charlotte (CLT)                | 365,614                        | Sole                         | Pending                  | \$184,924                             |
| Durham (DNC)                   | 154,793                        | Partial                      | Complete                 | \$1,210,295                           |
| Fayetteville (FAY)             | 57,742                         | Partial                      | FY 27                    | \$6,683,422                           |
| Gastonia (GAS)                 | 2,146                          | Sole                         | Complete                 | \$3,050,900                           |
| Greensboro (GRO)               | 210,652                        | Partial                      | Complete                 | \$624,370                             |
| Hamlet (HAM)                   | 4,083                          | Partial                      | FY 26                    | \$3,947,199                           |
| High Point (HPT)               | 43,391                         | None                         | N/A                      | —                                     |
| Kannapolis (KAN)               | 41,333                         | None                         | N/A                      | —                                     |
| Lexington (BBQ Festival) (LEX) | 706                            | N/A                          | N/A                      | —                                     |
| Raleigh (Permanent) (RGH)      | 289,230                        | None                         | N/A                      | —                                     |
| Raleigh (State Fair) (NSF)     | 5,203                          | N/A                          | N/A                      | —                                     |
| Rockingham (Speedway) (RKH)    | 446                            | N/A                          | N/A                      | —                                     |
| Rocky Mount (RMT)              | 54,383                         | Partial                      | FY 26                    | \$8,723,428                           |
| Salisbury (SAL)                | 28,675                         | Partial                      | Complete                 | \$569,152                             |

<sup>4</sup> Unlike state- / station-specific ridership, total *route* ridership equals sum of all boardings and alightings divided by two.

<sup>5</sup> "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.

| Station (Code)           | 2025 Ridership (Ons + Offs) | Amtrak ADA Responsibility | Amtrak ADA Compliance | Amtrak ADA Investment <sup>5</sup> |
|--------------------------|-----------------------------|---------------------------|-----------------------|------------------------------------|
| Selma - Smithfield (SSM) | 17,698                      | Partial                   | Complete              | \$2,560,372                        |
| Southern Pines (SOP)     | 7,059                       | None                      | N/A                   | —                                  |
| Wilson (WLN)             | 59,187                      | Partial                   | Complete              | \$3,804,341                        |
| <b>Total:</b>            | <b>1,519,978</b>            | <b>10/19</b>              | <b>In Progress</b>    | <b>\$31,358,403</b>                |

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 382 communities nationwide, including a **\$31.4 million investment in North Carolina**. All Amtrak-responsible work is targeted for completion by the end of CY 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 required 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)<sup>6</sup> in FY 2025:

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<sup>6</sup> 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 |
|-------------------------------|-----------------------|-------|
| <b><i>State-Supported</i></b> |                       |       |
| <i>Carolinian</i>             | CSX, Norfolk Southern | 60.9% |
| <i>Piedmont</i>               | CSX, Norfolk Southern | 76.8% |
| <b><i>Long-Distance</i></b>   |                       |       |
| <i>Crescent</i>               | Norfolk Southern      | 75.3% |
| <i>Floridian</i> <sup>7</sup> | CSX, Norfolk Southern | 27.4% |
| <i>Palmetto</i>               | CSX                   | 63.5% |
| <i>Silver Meteor</i>          | CSX                   | 49.4% |

### Amtrak Guest Rewards

At the end of FY 2025, there were approximately 22.4 million members of Amtrak Guest Rewards (AGR), with 457,331 members listing an address in North Carolina. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>.

### 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 \$5.7 billion for goods and services in FY 2025; 99% of that amount was spent domestically, and **\$26.3 million** went to vendors in North Carolina:

| Community            | Amount       |
|----------------------|--------------|
| Raleigh              | \$15,775,607 |
| Charlotte            | \$2,354,646  |
| Mooresville          | \$1,484,919  |
| Research Triangle Pk | \$1,102,862  |
| Brevard              | \$1,034,471  |
| Laurinburg           | \$947,596    |
| Kannapolis           | \$891,436    |
| Mount Olive          | \$704,016    |
| Concord              | \$681,449    |
| Cary                 | \$170,252    |
| Wilson               | \$150,836    |
| Rural Hall           | \$148,290    |
| Pembroke             | \$82,205     |
| Newton               | \$79,044     |
| Rocky Mount          | \$78,138     |
| Asheville            | \$67,940     |

<sup>7</sup> Amtrak is temporarily combining the Capitol Limited and Silver Star trains to create the Floridian service. The C-OTP listed for the Floridian is from November 10, 2024 – September 30, 2025.

| Community                 | Amount              |
|---------------------------|---------------------|
| Garner                    | \$67,072            |
| Thomasville               | \$63,928            |
| Greensboro                | \$62,469            |
| Louisburg                 | \$61,776            |
| Huntersville              | \$57,498            |
| Morrisville               | \$55,219            |
| All Others < \$50K        | \$227,513           |
| <b>Total NC Payments:</b> | <b>\$26,349,180</b> |

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

### Employment & Compensation

At the end of FY 2025, **179 Amtrak employees** lived in North Carolina, and the company had paid out a total of **\$18,366,912 in base wages and salary** in-state. Nationwide, Amtrak employed more than 21,000 active workers; total base wages and salaries for the year were approximately \$2.2 billion.

## Current Amtrak Routes in North Carolina

