



Amtrak Fact Sheet Fiscal Year 2023 State of South Carolina

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated eight trains per day in South 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)

Stations Served

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

City (Code)	Ridership
Camden (CAM)	2,862
Charleston (CHS)	52,675
Clemson (CSN)	4,317
Columbia (CLB)	25,328
Denmark (DNK)	2,681
Dillon (DIL)	5,907
Florence (FLO)	34,165
Greenville (GRV)	8,851
Kingstree (KTR)	7,926
Spartanburg (SPB)	3,548
Yemassee (YEM)	6,960
Total South Carolina Station Usage:	155,220

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 South 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%

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 105,163 members listing an address in South 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 South Carolina, Amtrak spent \$28,712,763 broken down in the following locations:

City	Amount (\$)
Beaufort	406,770
Camden	307,699
Cayce West Columbia	2,169,390
Columbia	666,169
Conway	121,742
Darlington	5,554,718
Duncan	17,419,009
Greenville	189,848
Piedmont	1,210,235
Rock Hill	116,221
Spartanburg	116,171
Summerville	127,680

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 73 South Carolina residents. Total FY 2023 wages were \$2.21 billion, of which South Carolina residents earned \$7,830,267.

Additional Information

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.

Camden: In FY 2024 Amtrak started construction on a new ADA-compliant platform with associated ramps, stairs, railings, and signage. Construction will be completed in FY 2025.

Clemson: An Amtrak design project to address platform non-compliance is at 100%. Construction is expected to begin in FY 2025 and be completed in FY 2026.

Columbia: An Amtrak design project is underway. Construction is expected to begin in FY 2027 and be completed in FY 2029.

Denmark: 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. Construction will be completed in FY 2024.

Florence: In 2018, 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 signage in the station to be ADA compliant. Phase 2 is currently in the design stage and is projected to finish in FY 2026. Changes include a new platform for the station with associated ramps, stairs, railings, and signage.

Greenville: Construction is underway for a new ADA-compliant, 800-foot platform and paths of travel. Construction will be completed in FY 2024.

Kingstree: Amtrak is currently in the design phase for a platform and passenger shelter on the south side of the tracks. Construction will commence in FY 2026 and be completed in FY 2027.

Yemassee: An Amtrak design project is underway. Construction is anticipated to start in FY 2026 and be completed in FY 2027.

AMTRAK ROUTES IN SOUTH CAROLINA

