



Amtrak Fact Sheet Fiscal Year 2022 State of West Virginia

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated almost three trains per day in West Virginia, as part of the following routes:

- **Long Distance**

- **Capitol Limited** (daily Chicago-Toledo-Cleveland-Pittsburgh-Washington)

- **Cardinal** (thrice weekly New York-Washington-Charlottesville-Charleston-Cincinnati-Indianapolis-Chicago)

Stations Served

During FY 2022, Amtrak trains served the following locations in West Virginia.

City (Code)	Ridership
Alderson (ALD)	315
Charleston (CHW)	6,641
Harpers Ferry (HFY)	6,539
Hinton (HIN)	2,572
Huntington (HUN)	3,102
Martinsburg (MRB)	8,148
Montgomery (MNG)	340
Prince (PRC)	1,555
Thurmond (THN)	382
White Sulphur Springs (WSS)	4,293
Total West Virginia Station Usage:	33,887

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 West Virginia with each service’s host railroads and customer on-time performance (OTP) in FY 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Capitol Limited</i>	CSX, Norfolk Southern	32%
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	48%

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 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 21,584 members listing an address in West Virginia. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In West Virginia, Amtrak spent \$7,640,257, broken down in the following locations:

City	Amount (\$)
Bluefield	166,984
Sutton	7,333,985

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 28 West Virginia residents. Total FY 2022 wages were \$1.92 billion, of which West Virginia residents earned \$2,962,742.

Additional Information

Station Improvements

Amtrak is undertaking work at and around stations as part of a nationwide effort to achieve compliance with the Americans with Disabilities Act. Amtrak has commenced construction to address station deficiencies such as path of travel from parking and the public right-of-way to stations, construct new passenger boarding platforms, doorways, waiting room seating, restrooms, lighting, and signage.

Alderson: The station was updated in accordance with ADA compliance. Phase 1 of the construction was completed in July 2021, and Phase 2 wrapped up in March 2022.

Charleston: The station was updated in accordance with ADA compliance. The new modifications were accessible to the public starting May 2022.

Harper's Ferry: Amtrak is currently working with the National Park Service on designs to update the station in accordance with ADA compliance. Construction is anticipated to start in 2026 and be completed in 2028.

Huntington: Amtrak has FY 2024 plans to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, adding platform city identifier signs, and constructing an all-new platform with associated ramps, stairs, railings, and signage.

Montgomery: The station was updated in accordance with ADA compliance. Phase 1 of the construction was completed in June 2020, and Phase 2 wrapped up in August 2021.

Thurmond: Amtrak is currently modifying the station in accordance with ADA compliance and is nearing completion. The project is projected to wrap up in Spring 2023.

White Sulphur Springs: Amtrak is currently in the design stages to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, station, and parking area, providing ADA-compliant parking spaces with painted striping, signage, and bollards, adding platform city identifier signs and ADA-required signage for parking, and constructing an all-new platform with associated ramps, stairs, railings, and signage. Construction is expected to commence in October 2023 and wrap up in March 2025.

AMTRAK ROUTES IN WEST VIRGINIA

