



Amtrak Fact Sheet Fiscal Year 2023 State of West Virginia

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated up to 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 2023, Amtrak trains served the following locations in West Virginia.

City (Code)	Ridership
Alderson (ALD)	399
Charleston (CHW)	6,352
Harpers Ferry (HFY)	6,032
Hinton (HIN)	2,077
Huntington (HUN)	3,364
Martinsburg (MRB)	6,948
Montgomery (MNG)	266
Prince (PRC)	1,507
Thurmond (THN)	466
White Sulphur Springs (WSS)	4,532
Total West Virginia Station Usage:	31,943

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 West Virginia with each service’s host railroads and customer OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
<i>Capitol Limited</i>	CSX, Norfolk Southern	70%
<i>Cardinal</i>	CSX, Norfolk Southern, Buckingham Branch Railroad	58%

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 23,924 members listing an address in West Virginia. 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 West Virginia, Amtrak spent \$4,675,225 broken down in the following locations:

City	Amount (\$)
Bluefield	145,742
Sutton	4,435,672

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 32 West Virginia residents. Total FY 2023 wages were \$2.21 billion, of which West Virginia residents earned \$3,080,617.

Additional Information

Service Expansion and Improvements

Daily *Cardinal* Service: Amtrak received a federal Corridor Identification and Development Program (CIDP) grant for daily frequencies on its *Cardinal* service between New York and Chicago, which stops in White Sulphur Springs, Alderson, Hinton, Prince, Thurmond, Montgomery, Charleston and Huntington, WV.

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.

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: Construction was completed at the Charleston station, bringing it to full ADA compliance. Upgrades included new restrooms, doorways, a ticket window, platform, lighting, path of travel, parking, and signage.

Harpers 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 2025 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 was completed in August 2021.

Thurmond: Construction was completed at Thurmond station, bringing the station to full ADA compliance in FY 2023. Upgrades include a new platform, lighting, path of travel, parking, and signage.

Prince: Amtrak is currently in procurement for the construction of a new platform with accessible walkways and path of travel from the parking area to the platform including lighting and signage. Construction will commence in FY 2024 and be completed in FY 2025.

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 January 2025 and wrap up in 2026.

AMTRAK ROUTES IN WEST VIRGINIA

