



Amtrak Fact Sheet Fiscal Year 2020 State of Connecticut

Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated over 41 trains per day in Connecticut, as part of the following routes¹:

- **State Supported**
 - Hartford Line** (daily New Haven-Wallingford-Meriden-Hartford-Windsor Locks-Springfield)
 - Valley Flyer** (daily New Haven-Wallingford-Meriden-Hartford-Windsor Locks-Springfield-Holyoke-Northampton-Greenfield)
 - Vermont** (daily Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)
- **Northeast Corridor**
 - Acela** (daily Washington-Baltimore-Wilmington-Philadelphia-Newark-New York-New Haven-Providence-Boston)
 - Northeast Regional** (daily Richmond-Washington-BWI-Baltimore-Wilmington-Philadelphia-Trenton-Newark-New York-New Haven-New London-Providence-Boston)

Stations Served

During FY 2020, Amtrak served the following locations in Connecticut.

City (Code)	Ridership
Berlin (BER)	11,224
Bridgeport (BRP)	54,364
Hartford (HFD)	93,865
Meriden (MDN)	10,244
Mystic (MYS)	14,623
New Haven State Street Station (STS)	2,273
New Haven Union Station (NHV)	425,723
New London (NLC)	83,353
Old Saybrook (OSB)	33,980
Stamford (STM)	210,417
Wallingford (WFD)	5,164
Windsor (WND)	8,532
Windsor Locks (WNL)	12,768
Total Connecticut Station Usage:	966,530

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

¹ Frequencies in the list following this note reflect the service levels prior to the onset of the COVID-19 pandemic.

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 Connecticut with each service’s host railroads and customer on-time performance (OTP) in FY 2020:

Service	Host Railroad(s)	FY20 OTP
<i>Hartford Line</i>	Amtrak, Metro-North, Massachusetts DOT	89.1%
<i>Valley Flyer</i>	Amtrak, Metro-North, Massachusetts DOT	89.1%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	84.6%
<i>Acela</i>	Amtrak, Metro-North	87.4%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	90.0%

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 2020, there were approximately 11.5 million members of Amtrak Guest Rewards (AGR), with 190,434 members listing an address in Connecticut. This is a 11.0% increase from FY 2019. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2020, Amtrak procured goods and services worth \$2.79 billion, and more than 98% of that figure was sourced from firms headquartered domestically. In Connecticut, Amtrak spent \$17,770,867, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Bloomfield	325,081
Branford	2,105,895
Cheshire	182,861
Danbury	3,095,920
Farmington	143,965
Franklin	111,873
Guilford	4,413,376
Hamden	223,601
Hartford	1,046,314
Kensington	101,194
Mystic	110,106

New Britain	375,290
New London	302,231
Newington	878,157
North Haven	1,796,851
Pawcatuck	100,535
Rocky Hill	1,296,231
Wallingford	138,722
Windsor	304,141

Employment & Wages

At the end of FY 2020, Amtrak employed 17,504 people, including 682 Connecticut residents. Total FY 2020 wages were \$1.67 billion, of which Connecticut residents earned \$66,324,721.

Section 209 Service

In the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432), Congress required, by October 2013, an equitable arrangement of cost sharing between Amtrak and state or public agency partners that provide funding for short-distance, intercity train services. Agreements were reached with all parties by the deadline, and the services continued to run without interruption.

Section 212 Service

Congress authorized the Northeast Corridor (NEC) Commission in the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432) and charged it with developing a formula to allocate NEC capital and operating costs based on usage, making recommendations to Congress, and facilitating collaborative planning. The Commission is made up of 18 members, including representatives from each of the eight NEC states, the District of Columbia, Amtrak, and the U.S. Department of Transportation. The Commission was chartered in 2010 to focus on near-term strategies to stabilize the NEC and establish a foundation for future growth through unified regional action. Given the importance of Amtrak’s NEC to the many communities it serves, and the fact that it crosses so many state and local borders in the region, the NEC Commission seeks to simplify coordination among these stakeholders to ensure the development and implementation of an effective modernization program.

Additional Information

The FY 2020 edition of the Amtrak State Fact Sheets omits this portion, which is available in the FY 2019 edition and will return in the FY 2021 update.

AMTRAK ROUTES IN CONNECTICUT

