



## Amtrak Fact Sheet Fiscal Year 2021 State of Connecticut

### Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated 56 trains per day in Connecticut, as part of the following routes:

- **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 2021, Amtrak served the following locations in Connecticut.

City (Code)	Ridership
Berlin (BER)	8,981
Bridgeport (BRP)	56,891
Hartford (HFD)	75,866
Meriden (MDN)	8,032
Mystic (MYS)	14,284
New Haven (State Street) (STS)	5,972
New Haven (Union Station) (NHV)	347,544
New London (NLC)	85,366
Old Saybrook (OSB)	33,194
Stamford (STM)	133,681
Wallingford (WFD)	3,317
Windsor (WND)	6,586
Windsor Locks (WNL)	8,907
<b>Total Connecticut Station Usage:</b>	<b>788,621</b>

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 Connecticut with each service’s host railroads and customer on-time performance (OTP) in FY 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Hartford Line</i>	Amtrak, Metro-North, Massachusetts DOT	90.4%
<i>Valley Flyer</i>	Amtrak, Metro-North, Massachusetts DOT	90.4%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	86.7%
<i>Acela</i>	Amtrak, Metro-North	82.8%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	87.6%

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 2021, there were approximately 13.5 million members of Amtrak Guest Rewards (AGR), with 200,665 members listing an address in Connecticut. This is a 5.4% increase from FY 2020. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

### Procurement

In FY 2021, Amtrak procured goods and services worth \$2.63 billion, and more than 99% of that figure was sourced from firms headquartered domestically. In Connecticut, Amtrak spent \$31,265,455, broken down in the following locations:

City	Amount (\$)
Bloomfield	282,689
Branford	4,279,844
Danbury	2,175,958
Guilford	3,372,071
Hamden	221,374
Hartford	342,366
New Britain	302,913
New London	330,752
Newington	17,595,273
North Haven	738,134
Rocky Hill	290,493
Wallingford	134,241
Wilton	102,053

## **Employment & Wages**

At the end of FY 2021, Amtrak employed 17,055 people, including 682 Connecticut residents. Total FY 2021 wages were \$1.54 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**

Amtrak operates the daily Shore Line East (SLE) commuter service, New Haven-New London, under an agreement with the Connecticut Department of Transportation (CTDOT). Weekday operations: 20 trains New Haven-Old Saybrook; 13 New Haven-New London.

## **Bipartisan Infrastructure Law**

Enacted in November 2021, the Infrastructure Investment and Jobs Act (IIJA), or "Bipartisan Infrastructure Law," provides \$66 billion in guaranteed funding for intercity passenger and freight rail over the next five years. That includes \$22 billion in dedicated Amtrak funding – for fleet modernization, state-of-good-repair work, and other specified project types – and another \$44 billion for FRA-administered grants. This historic federal investment will rebuild crumbling infrastructure, improve accessibility onboard and at our stations, enable overdue service expansions, and transform U.S. passenger rail service.

## **Amtrak Connects US**

In 2021, Amtrak released the Amtrak Connects US vision for growing America's passenger rail system and meeting the needs of both fast-growing metro areas and other underserved communities. Our vision proposed 39 new routes, 25 enhanced routes, and 160 new stops to serve 20 million new riders across the United States. Since then, the Federal Railroad Administration has launched the Corridor Identification & Development Program to establish a pipeline of intercity passenger rail projects ready for federal investment and technical assistance.

Importantly, the Amtrak Connects US vision was only a starting point. Amtrak is ready to work with States and other eligible entities to begin or expand service anywhere – regardless of whether the route was included in the vision.

### **Valley Flyer Service**

On August 30, 2019, Amtrak, in conjunction with MassDOT, launched a new state-supported seven day a week passenger train, called the *Valley Flyer*. The train travels along the Connecticut River, a region referred to as the Knowledge Corridor, with trains making station stops in Springfield, Holyoke, Northampton, and Greenfield, MA while providing more service for Connecticut passengers at stations in New Haven; State Street; Wallingford; Meriden; Berlin; Hartford; Windsor; and Windsor Locks. Amtrak's existing *Vermont* service also connects Connecticut passengers to Amtrak's Northeast Corridor in New Haven.

The augmentation of the *Valley Flyer* service to the Knowledge Corridor is a project of MassDOT. Amtrak also currently runs service along this rail corridor, with its *Vermont* train, which connects St. Albans, Vermont to Washington, D.C.

### **Major Facilities**

Amtrak owns and operates a rail yard in New Haven where routine maintenance and equipment repair take place. Electric and diesel locomotives are serviced there. There are several moveable bridges along the Northeast Corridor in southeastern Connecticut:

- **Thames River:** A new, vertical lift bridge between New London and Groton was completed in 2008, at a cost of \$76 million. Another project to paint and make steel repairs to the four approach spans was completed in 2010, using \$20 million in stimulus funding.
- **Niantic River:** Construction of a new bridge was completed in 2013. The project included the replacement of portions of East Lyme's Niantic Bay Overlook Walkway, replenishment of the beach with 76,000 cubic yards of sand, and increased parking at a local park for expanded beach access. The second portion of the Walkway was finished in 2015, with Amtrak contributing \$400,000 in services toward the \$4.4 million project.
- **Connecticut River:** The Connecticut River Bridge, between Old Saybrook and Old Lyme, carries Amtrak and Shore Line East trains. Opened in 1907, it is the oldest movable bridge between New Haven and Boston. Many key elements of the bridge have reached the end of their design life and speeds on the bridge are restricted to 45 mph. An Environmental Assessment has been completed in cooperation with the Federal Railroad Administration. The new design and configuration of a replacement bridge will aim to improve reliability and offer higher speeds for Amtrak and Shore Line East trains. Amtrak is progressing 100% design, working with preconstruction parties and several regulatory agencies while solidifying funding sources.

### **New Haven-Springfield High-Speed Corridor Improvements**

The New Haven-Hartford-Springfield (NHHS) rail program, led by Connecticut, included design and construction of additional rail capacity on Amtrak-owned infrastructure between those cities. This included track and signal improvements, as well as construction of new station facilities.

Amtrak installed new underground signal and communications cables over the line and a second set of new tracks along the entire length of the 62-mile corridor (which was previously single-tracked). This double-tracking supports the increased number and frequency of daily commuter trains run by CTDOT. Amtrak's existing service was not altered by this new service. CTrail trains operate together with Amtrak trains on the rail line to provide seamless service.

The CTrail Hartford Line passenger rail service launched in 2018, operating 17 roundtrips between New Haven and Hartford each weekday with 12 of those roundtrip trains continuing to Springfield at speeds up to 110 mph, cutting travel time between Springfield and New Haven to as little as 81 minutes. On weekends, a total of 13 roundtrip trains operate between New Haven and Hartford, with nine of those trains continuing onto Springfield. Also, there is a direct or connecting service to New York City and multiple frequencies to Boston or Vermont (via Springfield). New train stations are also planned at North Haven, Newington, West Hartford, Enfield, and Windsor Locks.

### **Stations**

New stations or station improvements have been completed on the line at Wallingford, Meriden, and Berlin. The new Berlin station is located at 51 Depot Road in Berlin, adjacent to the former site of the historic Berlin Station. ADA-related improvements related are progressing at Windsor station. 2022 CTDOT roof replacement on the historic platform canopy in Hartford Union Station consists of improving the canopy roofing and lighting replacement over the passenger boarding platform. CRISI funding of \$13.9 million awarded to CTDOT, announced in June 2022, will allow for environmental review, preliminary engineering, final design, and construction of a new Enfield station to accommodate increased service and improve under bridge clearance in Enfield. Specific improvements will include a 500-foot level boarding platform, a utility building with waiting area, and station parking. Track and signal work are needed to support the platform, and the clearance will be improved by raising the bridge and lowering the road. CTDOT will provide a 50 percent match, with additional Federal funds from the Federal Transit Administration.

**Hartford:** 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 and the station, constructing a new platform with associated ramps, stairs, railings, and signage, modifying the station entrances to meet ADA requirements, ensuring that the waiting area is ADA-compliant, and providing platform city identifier signs and ADA-required signage for the parking area and station.

**New London:** Amtrak has FY 2023 plans to modify the station to ensure ADA compliance. This will include providing an accessible route to the public right of way to the platform, constructing a new platform with associated ramps, stairs, railings, and signage for the station, and providing platform city identifier signs.

**Old Saybrook:** Amtrak has FY 2023 plans to update the station to meet ADA requirements, including an ADA-compliant waiting room for our passengers.

**Windsor:** Amtrak has FY 2024 plans to modify the station to ensure ADA compliance, which include an accessible route from the public right of way to the platform, a platform with associated ramps, stairs, railings, and new signage.

# AMTRAK ROUTES IN CONNECTICUT

