



Amtrak Fact Sheet Fiscal Year 2022 State of Connecticut

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated over 53 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 2022, Amtrak trains served the following locations in Connecticut.

City (Code)	Ridership
Berlin (BER)	17,812
Bridgeport (BRP)	98,572
Hartford (HFD)	149,625
Meriden (MDN)	16,373
Mystic (MYS)	24,160
New Haven (State St.) (STS)	15,727
New Haven (Union Station) (NHV)	617,119
New London (NLC)	138,728
Old Saybrook (OSB)	61,265
Stamford (STM)	269,195
Wallingford (WFD)	7,141
Windsor Locks (WNL)	19,733
Windsor (WND)	12,987
Total Connecticut Station Usage:	1,448,437

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 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Hartford Line</i>	Amtrak, Metro-North, Massachusetts DOT	88%
<i>Valley Flyer</i>	Amtrak, Metro-North, Massachusetts DOT	88%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	81%
<i>Acela</i>	Amtrak, Metro-North	82%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	84%

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 254,160 members listing an address in Connecticut. 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 Connecticut, Amtrak spent \$50,701,030, broken down in the following locations:

City	Amount (\$)
Bloomfield	360,048
Branford	4,221,619
Danbury	2,511,936
Guilford	8,997,603
Hamden	262,015
Hartford	447,099
New Britain	1,943,547
New London	325,127
Newington	23,348,387
North Haven	1,267,792
Norwalk	186,113

Plainville	225,713
Plantsville	3,821,393
Preston	114,980
Ridgefield	125,901
Shelton	183,209
Stamford	107,179
Vernon	188,720
Wallingford	440,483
Wilton	312,856
Windsor	172,686

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 747 Connecticut residents. Total FY 2022 wages were \$1.92 billion, of which Connecticut residents earned \$75,425,136.

Additional Information

SLE & CTrail

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.

The CTrail Hartford Line passenger rail service launched in 2018, operating multiple roundtrips between New Haven and Hartford each weekday with several of those roundtrip trains continuing to Springfield, MA at speeds up to 110 mph. High-Speed Corridor Improvements (more below) have cut travel time between Springfield and New Haven to as little as 81 minutes.

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 connections 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.

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 replacement bridge design is 100% complete with final plans anticipated to allow construction to begin in Early 2024. Amtrak continues to coordinate with various agencies at both the State and Federal level to secure the necessary environmental permits for this project.

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.

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.

Stations

In FY 2022, Amtrak's ADA Station Program spend for CT was approximately \$457,000.

New stations or station improvements have been completed 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. June 2022 announced \$13.9 million in CRISI funds to CTDOT, will allow for environmental review, preliminary engineering, final design, and construction of a new Enfield station. Specific improvements will include a 500-foot level boarding platform, increased clearances, a utility building with waiting area, and station parking. CTDOT will provide a 50 percent match, with additional Federal funds from the Federal Transit Administration.

Hartford: Amtrak FY 2024 plans to modify the station to ensure ADA compliance, including accessible pathways from parking to the station and a new fully accessible platform; modification of station entrances and waiting room; and signage improvements. Amtrak's work will complement 2022 CTDOT roof replacement on the historic platform canopy in Hartford Union Station.

New London, Old Saybrook and Windsor accessible modifications are in the ADA Stations Program for FY 2023 and FY 2024.

AMTRAK ROUTES IN CONNECTICUT

