



Amtrak Fact Sheet Fiscal Year 2023 State of Connecticut

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated over 53 trains per day in Connecticut, as part of the following routes:

- **State Supported**
 - Amtrak 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 2023, Amtrak trains served the following locations in Connecticut.

City (Code)	Ridership
Berlin (BER)	25,783
Bridgeport (BRP)	112,681
Hartford (HFD)	203,438
Meriden (MDN)	20,701
Mystic (MYS)	30,923
New Haven (State St.) (STS)	20,897
New Haven (Union Station) (NHV)	792,634
New London (NLC)	154,876
Old Saybrook (OSB)	67,076
Stamford (STM)	323,791
Wallingford (WFD)	9,682
Windsor Locks (WNL)	27,271
Windsor (WND)	18,450
Total Connecticut Station Usage:	1,808,203

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

Service	Host Railroad (s)	FY23 OTP
<i>Amtrak Hartford Line</i>	Amtrak, Metro-North, Massachusetts DOT	87%
<i>Valley Flyer</i>	Amtrak, Metro-North, Massachusetts DOT	87%
<i>Vermonter</i>	Massachusetts DOT, Metro-North, New England Central	70%
<i>Acela</i>	Amtrak, Metro-North	81%
<i>Northeast Regional</i> (main line)	Amtrak, Metro-North	82%

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 291,690 members listing an address in Connecticut. 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 Connecticut, Amtrak spent \$51,815,366 broken down in the following locations:

City	Amount (\$)
Bloomfield	483,353
Branford	2,112,547
Danbury	3,046,834
East Haven	109,123
Guilford	8,303,816
Hamden	107,687
Hartford	403,891

Manchester	120,746
New Britain	1,329,652
New Haven	374,102
New London	355,396
Newington	25,280,501
North Haven	2,437,660
Oakdale	375,225
Plainville	2,046,132
Plantsville	1,656,903
Portland	346,547
Stamford	537,300
Vernon	468,501
Wallingford	278,007
West Haven	156,670
Wilton	311,168
Windsor	109,233

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 897 Connecticut residents. Total FY 2023 wages were \$2.21 billion, of which Connecticut residents earned \$88,290,917.

Additional Information

Service Expansion and Improvements

Connecticut River Bridge Replacement: 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. The replacement project will involve building a two-track, electrified, and resilient movable bridge structure equipped with new track, signal, catenary, power, communication, controls, and security features. The replacement bridge design is 100% complete. A Construction Management firm (CM) is in place for the anticipated construction start in summer 2024, following environmental permitting completion. This project is fully funded by Amtrak, the Infrastructure Investment and Jobs Act (IIJA), and the Connecticut Department of Transportation (CTDOT). Estimated completion is 2031.

Valley Flyer Service: On August 30, 2019, Amtrak, with the Massachusetts Department of Transportation (MassDOT), launched a new state-supported daily passenger train, 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. 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, VT, to Washington, D.C.

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 and maintained 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. These improvements helped launch the 2018 *CTrail* Hartford Line passenger rail service offering multiple roundtrips between New Haven and Hartford each weekday. In addition, several of those roundtrip trains continue to Springfield, MA, at speeds up to 110 mph, cutting travel time to as little as 81 minutes. Amtrak's existing intercity passenger service continues along this corridor to complement *CTrail* commuter schedules.

Contract Commuter Services

Amtrak operates the daily Shore Line East (SLE) commuter service from New Haven-New London under an agreement with CTDOT.

Major Facilities

Amtrak leases space in CTDOT's New Haven rail yard to perform routine maintenance and equipment repair of primarily electric and diesel locomotives.

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.

Enfield: In June 2022, CTDOT was awarded \$13.9 million in Consolidated Rail Infrastructure and Safety Improvements (CRISI) funds, which 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 a waiting area, and station parking. CTDOT will provide a 50% match, with additional funds from the Federal Transit Administration. Construction is anticipated to start in 2025.

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

Mystic, New London, and Old Saybrook: Accessible modifications are in the design phase through the ADA Stations Program for FY 2024 and FY 2025. These projects include platform modifications, passenger drop off zones and signage.

AMTRAK ROUTES IN CONNECTICUT

