



## Amtrak in Connecticut Fiscal Year 2024



*Amtrak is America's Railroad,<sup>®</sup> created by Congress to "provide efficient and effective intercity passenger rail mobility consisting of high quality service that is trip-time competitive with other intercity travel options." In FY 2024, the company's 22,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 32.8 million passengers. Amtrak's network includes 524 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Thruway routes offer connecting service to additional communities, typically via bus.*

### Service & Ridership

In FY 2024, Amtrak operated an average of **around 55 intercity trains per day** on 4 permanent routes serving Connecticut, with **2,233,901 total passengers** boarding or alighting in the state.<sup>1</sup> Service was provided via the following routes:<sup>2</sup>

#### ▪ Northeast Corridor Trains

- ***Acela*** — Boston - Providence - New Haven (NHV) - Stamford - New York - Philadelphia - Baltimore - Washington, DC (11 round trips daily)<sup>3</sup>
- ***Northeast Regional*** — Boston - Providence - New London - New Haven (NHV) - Bridgeport - Stamford - New York - Philadelphia - Baltimore - Washington, DC (22 round trips daily)<sup>4</sup>

#### ▪ State-Supported Trains

- ***Amtrak Hartford Line / Valley Flyer*** — New Haven (NHV & STS) - Hartford - Springfield - Northampton (VF only) - Greenfield (VF only) (6 round trips daily)
- ***Vermont*** — St. Albans - Essex Junction (Burlington) - Greenfield - Northampton - Springfield - Hartford - New Haven (NHV) - Bridgeport - Stamford - New York - Philadelphia - Baltimore - Washington, DC (1 round trip daily)

As **State-Supported routes**, the *Amtrak Hartford Line / Valley Flyer* and *Vermont* are operated in partnership with the **Connecticut Department of Transportation** (CTDOT; all), the Massachusetts Department of Transportation (MassDOT; all), and the Vermont Agency of Transportation (VTrans; *Vermont*).<sup>5</sup> Outside the Boston-to-Washington Northeast Corridor (NEC), Section 209 of the Passenger Rail Investment and Improvement Act (PRIIA) requires that short- and middle-distance Amtrak routes

<sup>1</sup> Total equals sum of all boardings and alightings at in-state stations.

<sup>2</sup> Not all stops shown. Note that certain frequencies may not serve every station listed.

<sup>3</sup> Not all trips serve full route.

<sup>4</sup> Not all trips serve full route. Additionally, 2 round trips originate / terminate in Springfield (rather than Boston), Massachusetts, and serve Hartford, but follow the standard *Northeast Regional* route south of New Haven (STS & NHV); 8 round trips originate / terminate at various endpoints in Virginia (3 in Norfolk, 2 in Newport News, 2 in Roanoke, and 1 in Richmond), but follow the standard *Northeast Regional* route north of Washington, DC. Travel by these trains outside of the Northeast Corridor spine is State-Supported service sponsored by, respectively, the Massachusetts and Connecticut Departments of Transportation (MassDOT / CTDOT) and by the Virginia Passenger Rail Authority (VPRRA).

<sup>5</sup> Off-NEC extension of certain *Northeast Regional* frequencies serving Connecticut also supported by one or more state governments.



(i.e., those less than 750 miles in length) be State-Supported; in other words, sponsoring partners fund the majority of those routes' costs and make decisions about schedule, frequency, and other aspects of service. In FY 2024, sponsoring partners funded a total of \$17.4 million in operating payments for the State-Supported routes serving Connecticut, helping support a total ridership on those routes<sup>6</sup> of 686,269.

## Stations

During FY 2024, Amtrak intercity trains made scheduled stops at 13 locations in Connecticut:

Station (Code)	Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment <sup>7</sup>
Berlin (BER)	41,620	None	N/A	—
Bridgeport (BRP)	144,127	None	N/A	—
Hartford (HFD)	279,696	Partial	FY 25	\$580,522
Meriden (MDN)	40,846	None	N/A	—
Mystic (MYS)	44,294	Sole	FY 28	\$4,164,540
New Haven ( <i>State St.</i> ) (STS)	37,027	None	N/A	—
New Haven ( <i>Union Station</i> ) (NHV)	907,500	None	N/A	—
New London (NLC)	185,348	Partial	FY 29	\$3,437,994
Old Saybrook (OSB)	86,325	Sole	FY 27	\$950,330
Stamford (STM)	388,485	None	N/A	—
Wallingford (WFD)	17,840	None	N/A	—
Windsor (WND)	25,406	Partial	Complete*	\$1,522,747
Windsor Locks (WNL)	35,387	Partial	Complete	\$902,642
<b>Total:</b>	<b>2,233,901</b>	<b>6/13</b>	<b>In Progress</b>	<b>\$11,547,565</b>

\* Status reflects third-party investments in Amtrak-responsible station components.

Importantly, Amtrak is working to ensure that its stations are fully accessible to individuals with disabilities. Most Amtrak-served stations are decades old; many were served by other railroads before the company ever existed. The Americans with Disabilities Act (ADA), enacted in 1990, requires that U.S. stations be made accessible; in response, Amtrak developed an ADA Stations Program (ADASP) to bring station components for which the company is responsible into full ADA compliance. ADASP aims to ensure Amtrak provides the best possible service in the shortest possible timeframe; the program will ultimately invest a total of \$1.8 billion in 385 communities nationwide, including a **\$11.5 million investment in Connecticut**. All Amtrak-responsible work is targeted for completion by the end of FY 2029.

<sup>6</sup> Unlike state- / station-specific ridership, total *route* ridership equals sum of all boardings and alightings divided by two.

<sup>7</sup> "Amtrak ADA Investment" describes Amtrak's projected total investment in compliance work over the lifetime of ADASP. Total does not sum due to certain de minimis expenditures and credits to ADASP not shown in table.

Detailed profiles of every permanent Amtrak station stop, including current information on accessibility, can be found on the Great American Stations website: <https://www.greatamericanstations.com>.

### Additional Footprint

The Boston-to-Washington **Northeast Corridor**, currently America’s only electrified high-speed rail corridor, passes through Connecticut; Amtrak owns, maintains, and/or operates most of the NEC, including track in Connecticut east of New Haven, and provides access to other railroads at a fair cost, consistent with statute. (For instance, Amtrak-owned track in Connecticut is used by CT Rail’s Shore Line East commuter trains.) Amtrak also owns, maintains, and operates the **Springfield Line**, an unelectrified NEC branch line connecting New Haven to Springfield, Massachusetts. (The line also hosts CT Rail Hartford Line commuter trains.) To help support all of this critical rail infrastructure, Amtrak maintains **maintenance-of-way bases** in Groton (Midway) and Hamden (Cedar Hill Yard).

Amtrak employees perform various kinds of maintenance work on locomotives and passenger cars at New Haven’s **Parcel G** facility and at a separate **state partner-contracted maintenance facility** (New Haven Yard).

Additionally, Amtrak maintains a **crew base** in New Haven.

### Host Railroads & On Time Performance

Outside the NEC, most Amtrak trains must travel over other “host” railroads’ tracks—and hosts generally control dispatching decisions on the tracks that they own. By law, Amtrak trains are supposed to receive preference over freight trains (i.e., priority in dispatching), but many host-dispatched trains arrive late at their destinations, and many routes do not meet on-time performance (OTP) standards established by the Federal Railroad Administration (FRA)—affecting millions of passengers per year.

Listed below are the Amtrak routes that operate in Connecticut, along with each route’s major in-state host railroad(s) and full-route customer on-time performance (C-OTP)<sup>8</sup> in FY 2024:

Route	In-State Host(s)	C-OTP
<b><i>Northeast Corridor</i></b>		
<i>Acela</i>	Amtrak, Metro-North	77.8%
<i>Northeast Regional</i>	Amtrak, Metro-North	80.4%
<b><i>State-Supported</i></b>		
<i>Amtrak Hartford Line / Valley Flyer</i>	Amtrak	87.3%
<i>Vermont</i>	Amtrak, Metro-North	68.2%

<sup>8</sup> C-OTP measures the proportion of customers traveling on a given route who arrive at their destinations on time. Suppose that passengers board a train scheduled to make two stops, and suppose that train is on time at the first stop, but arrives late at the second. If all passengers alight at the first stop, C-OTP for that train is 100%; if all passengers alight at the second stop, C-OTP is 0%.

## Procurement

Amtrak's procurements are subject to "Buy America"-style domestic preference requirements, which the company is proud to meet or exceed. Nationally, Amtrak paid nearly \$4.5 billion for goods and services in FY 2024; 99% of that amount was spent domestically, and **\$128.1 million** went to vendors in Connecticut:

Community	Amount
Torrington	\$58,292,463
Newington	\$39,018,742
Guilford	\$11,545,662
North Haven	\$4,645,936
Danbury	\$4,153,489
New Britain	\$2,718,346
Branford	\$1,227,374
Plainville	\$1,064,470
Bloomfield	\$705,920
Southbury	\$700,397
Portland	\$532,129
Vernon	\$401,090
Hartford	\$345,953
Wilton	\$336,148
Stamford	\$243,077
New London	\$238,561
Orange	\$234,963
East Haven	\$170,932
Groton	\$162,331
New Haven	\$110,221
All Others < \$100K	\$1,285,375
<b>Total CT Payments:</b>	<b>\$128,133,578</b>

The single largest in-state payment category was **construction services**.

## Employment & Compensation

At the end of FY 2024, **878 Amtrak employees** worked in Connecticut, and the company had paid out a total of **\$78,963,527 in base wages and salary** in-state. Nationwide, Amtrak employed more than 22,000 active workers; total base wages and salaries for the year exceeded \$2.1 billion.

## Contract Commuter Services

While Amtrak's core mission focuses on "intercity passenger rail mobility," the company also provides commercial services to several commuter rail authorities (which provide local or regional service) under

market-based contracts. In Connecticut, Amtrak maintains and operates **Shore Line East** trains (primarily between New London and New Haven) for **CTDOT**.

## Current Amtrak Routes in Connecticut

(“Northeast Corridor” hosts Acelas, Northeast Regionals, and State-Supported and Long-Distance trains. Certain Northeast Regionals also travel between Springfield and New York / points south via Hartford, entering or exiting the NEC at New Haven.)

