



## Amtrak in Connecticut

Fiscal Year 2025



Amtrak is America's Railroad,® 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 2025, the company's 21,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 34.5 million passengers. Amtrak's network includes 526 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Amtrak Connections offer connecting service to additional communities, typically via bus.

### Service & Ridership

In FY 2025, Amtrak operated an average of **around 84 intercity trains per day** on 4 permanent routes serving Connecticut, with **2,084,029 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 (BOS & BBY) - Westwood (Route 128) - Providence - New Haven - New York - Philadelphia - Baltimore - Washington, DC (*12 round trips daily in FY 2025, increased to 13 round trips daily in FY 2026*)
  - **Northeast Regional** — Boston (BOS & BBY) - Westwood (Rte. 128) - Providence - New Haven - New York - Philadelphia - Baltimore - Washington, DC (*23 round trips daily*)
- **State-Supported Trains**
  - **Amtrak Hartford Line / Valley Flyer** — New Haven (NHV & STS) - Hartford - Springfield - Northampton (VF only) - Greenfield (VF only) (*6 round trips daily*)
  - **Vermonter** — 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 *Vermonter* 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; *Vermonter*). 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 (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.

<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.

In FY 2025, sponsoring partners funded a total of \$18.1 million in operating payments for the State-Supported routes serving Connecticut, helping support a total ridership on those routes<sup>3</sup> of 591,762.

## Stations

During FY 2025, Amtrak intercity trains made scheduled stops at 13 locations in Connecticut:

Station (Code)	2025 Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment <sup>4</sup>
Berlin (BER)	34,926	None	N/A	—
Bridgeport (BRP)	141,023	None	N/A	—
Hartford (HFD)	226,313	Partial	FY 27	\$1,415,518
Meriden (MDN)	26,578	None	N/A	—
Mystic (MYS)	48,883	Sole	FY 28	\$3,239,500
New Haven (State St.) (STS)	20,695	None	N/A	—
New Haven (Union Station) (NHV)	853,267	None	N/A	—
New London (NLC)	179,876	Partial	FY 27	\$4,679,401
Old Saybrook (OSB)	87,196	Sole	FY 27	\$1,524,370
Stamford (STM)	398,958	None	N/A	—
Wallingford (WFD)	12,605	None	N/A	—
Windsor (WND)	21,054	Partial	Complete*	\$1,507,861
Windsor Locks (WNL)	32,655	Partial	Complete	\$897,190
<b>Total:</b>	<b>2,084,029</b>	<b>6/13</b>	<b>In Progress</b>	<b>\$13,263,839</b>

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

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 382 communities nationwide, including a **\$13.3 million investment in Connecticut**. All Amtrak-responsible work is targeted for completion by the end of CY 2029.

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>.

<sup>3</sup> Unlike state- / station-specific ridership, total *route* ridership equals sum of all boardings and alightings divided by two.

<sup>4</sup> "Amtrak ADA Investment" describes Amtrak's projected total investment in compliance work over the lifetime of ADASP.

## 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 under a cost allocation methodology 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 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 required 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>5</sup> in FY 2025:

Route	In-State Host(s)	C-OTP
<b><i>Northeast Corridor</i></b>		
Acela	Amtrak, Metro-North	82.4%
Northeast Regional	Amtrak, Metro-North	75.0%
<b><i>State-Supported</i></b>		
Amtrak Hartford Line / Valley Flyer	Amtrak	85.5%
Vermont	Amtrak, Metro-North	71.6%

## Amtrak Guest Rewards

At the end of FY 2025, there were approximately 22.4 million members of Amtrak Guest Rewards (AGR), with 380,727 members listing an address in Connecticut. For more information about AGR, please see:

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<sup>5</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%.

<https://www.amtrak.com/guestrewards/home>.

## **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 \$5.7 billion for goods and services in FY 2025; 99% of that amount was spent domestically, and **\$386.3 million** went to vendors in Connecticut:

Community	Amount Spent
Torrington	\$276,963,569
Newington	\$66,939,322
North Haven	\$16,902,502
Guilford	\$8,507,525
Danbury	\$3,991,943
Windsor	\$2,195,781
New Britain	\$1,844,495
Branford	\$1,811,353
Norwalk	\$869,611
Portland	\$834,338
New Haven	\$754,635
Groton	\$434,392
Bloomfield	\$396,573
Wilton	\$375,014
Hartford	\$359,678
New London	\$296,610
Vernon	\$221,379
Stamford	\$219,044
Middletown	\$213,875
Westport	\$196,807
East Haven	\$192,985
Hamden	\$189,665
Orange	\$170,413
West Haven	\$130,342
Shelton	\$121,240
Preston	\$121,110
Plainville	\$105,040
All Others <\$100k	\$772,593
<b>Total Payments</b>	<b>\$386,296,584</b>

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

## Employment & Compensation

At the end of FY 2025, **929 Amtrak employees** lived in Connecticut, and the company had paid out a total of **\$91,793,405 in base wages and salary** in-state. Nationwide, Amtrak employed more than 21,000 active workers; total base wages and salaries for the year were approximately \$2.2 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 FY 2025 Amtrak maintained and operated **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.)

