



## Amtrak Fact Sheet Fiscal Year 2023 State of Maine

### Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated 12 trains per day in Maine, as part of the following routes:

- **State Supported**  
**Amtrak *Downeaster*** (daily Boston-Portland-Brunswick)

### Stations Served

During FY 2023, Amtrak trains served the following locations in Maine.

City (Code)	Ridership
Brunswick (BRK)	83,230
Freeport (FRE)	32,471
Old Orchard Beach (ORB)	19,748
Portland (POR)	180,288
Saco (SAO)	56,431
Wells (WEM)	52,605
<b>Total Maine Station Usage:</b>	<b>424,773</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 (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 Maine with each service’s host railroads and customer OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
Amtrak <i>Downeaster</i>	Massachusetts Bay Transportation Authority, CSX (formerly Pan Am Railways, merger completed 6/1/22)	81%

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 73,602 members listing an address in Maine. 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 Maine, Amtrak spent \$1,111,832 broken down in the following locations:

City	Amount (\$)
Portland	287,685
Westbrook	678,671

### Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 42 Maine residents. Total FY 2023 wages were \$2.21 billion, of which Maine residents earned \$4,494,044.

### Additional Information

#### Service Expansion and Improvements

##### Northern New England Passenger Rail Authority (NNEPRA) Projects

**Portland Station Relocation:** Various stakeholders are in the process of coordinating and exploring funding options for relocating the station in Portland, ME, which would eliminate time consuming reverse moves and expedite the travel time between Brunswick and Boston.

**Wells, Maine Siding:** Work continues to construct a six-mile extension of an existing two-mile passing siding on the CSX Transportation (purchaser of Pan Am Railways in 2022) freight main line along with a new passenger platform and pedestrian bridge at the Wells Transportation Center (Wells station). Project estimated completion is 2024.

**Royal Junction Siding:** This project, completed in 2019, eliminated a key bottleneck on the Amtrak *Downeaster* route to allow more efficient operation of passenger and freight trains north of Portland. The approximately four-mile siding adjacent to the Pan Am freight main line starts approximately 1,000 feet east of Field Road in Falmouth, crosses Woodville Road and Muirfield Road in Falmouth, as well as Longwoods Road (Route 9), Tuttle Road, and Greely Road in Cumberland, terminating just east of Royal Junction, located northeast of Greely Road.

### **About the Amtrak *Downeaster***

The route features daily service between Portland and Boston North Station, with eight intermediate stops. In 2016, NNEPRA opened its new train layover facility in Brunswick and added a third roundtrip between Brunswick and Boston. The \$13 million, 60,000-square-foot facility, which is longer than two football fields, allows the rail authority to service Amtrak *Downeaster* passenger trains overnight. On November 12, 2018, two additional roundtrips began serving Freeport and Brunswick on weekdays, with one additional trip on weekends. In addition, the Amtrak *Downeaster* expanded its carry-on bike program and now accepts bicycles from all Amtrak *Downeaster* stations in Maine, New Hampshire and Massachusetts. Newly installed custom-designed luggage racks that convert to bike racks at the end of each car now make it possible to roll bikes on board from any Amtrak *Downeaster* station, then secure and store them on the train.

The Amtrak *Downeaster* will receive \$27 million under a new initiative from the Biden administration to improve and expand passenger rail service across the country. The funds for the Amtrak *Downeaster* Corridor Track Improvement Project will improve the main line from Brunswick to the Massachusetts state line and help avoid delays and longer transit times.

# AMTRAK ROUTES IN MAINE

