



Amtrak Fact Sheet Fiscal Year 2019 *Commonwealth of Massachusetts*

Amtrak Service & Ridership

Amtrak operates approximately 68 trains daily in Massachusetts including Northeast Corridor, State Supported, and National Network services:

Amtrak operates the following Northeast Corridor trains through Massachusetts:

- The high speed ***Acela Express*** (daily Washington-Baltimore-Wilmington-Philadelphia-Newark-New York-New Haven-Providence-Boston)
- The ***Northeast Regional*** (daily Richmond-Washington-BWI-Baltimore-Wilmington-Philadelphia-Trenton-Newark-New York-New Haven-New London-Providence-Boston)

Amtrak operates the following National Network train through Massachusetts

- The ***Lake Shore Limited*** (daily Chicago-Cleveland-Buffalo-Boston/New York)

Amtrak also operates the following State Supported trains through Massachusetts:

- The ***Springfield Shuttle*** (daily Washington-New York-New Haven-Wallingford-Meriden-Berlin-Hartford-Windsor Locks-Springfield)
- The ***Vermont*** (daily Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)
- ***Valley Flyer*** (daily New Haven-Wallingford-Meriden-Berlin-Hartford-Windsor Locks-Springfield-Holyoke, Northampton-Greenfield)
- The ***Downeaster*** (5 daily round trips Boston North Station-Portland; 2 of which to/from Brunswick)

During FY19 Amtrak served the following Massachusetts locations:

<u>City</u>	<u>Boardings & Alightings</u>
<u>Boston-Back Bay</u>	720,147
<u>Boston-North Station</u>	459,082
<u>Boston-South Station</u>	1,585,216
<u>Framingham</u>	1,792
<u>Greenfield</u>	6,707
<u>Haverhill</u>	44,511
<u>Holyoke</u>	1,718
<u>Northampton</u>	22,284
<u>Pittsfield</u>	8,928
<u>Route 128 (Boston)</u>	464,051
<u>Springfield</u>	125,433

Woburn	13,702
Worcester	6,508
Total Massachusetts Station Usage:	3,460,079

Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads in order to operate routes using tracks that are not owned or controlled by Amtrak. 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 Massachusetts with each service's host railroads and on-time performance (OTP) in FY19:

Service	Host Railroads	FY19 OTP
<i>Acela</i>	Amtrak and Metro-North	86.6%
<i>Northeast Regional</i>	Amtrak and Metro-North	85.9%
<i>Springfield Shuttle and Valley Flyer</i>	Amtrak, Metro-North, Massachusetts Department of Transportation	89.6%
<i>Vermonteer</i>	Amtrak, Metro-North, Massachusetts Department of Transportation, New England Central Railroad	81.4%
<i>Downeaster</i>	MBTA and PanAm Railways	86.5%
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, and Metro-North Railroad	48.6%

"On-time performance" represents the percentage of stations at which the train arrives within 15 minutes of the scheduled arrival time.

Amtrak Guest Rewards

At the end of FY19, there were **369,408** members of the Amtrak Guest Rewards Program in Massachusetts. This is a 9% increase from FY18.

Procurement

Amtrak spent \$46,425,820 on goods and services in Massachusetts in FY19, including at:

<u>City</u>	<u>Amount</u>
Boston	\$ 5,299,174
Littleton	\$ 4,815,101
Marlborough	\$ 5,190,808
Norwell	\$ 8,590,271
Springfield	\$ 4,427,113
Waltham	\$ 2,313,837
Westfield	\$ 3,230,607

Employment

At the end of FY19, Amtrak employed 682 Massachusetts residents. Total wages during FY19 of Amtrak employees living in Massachusetts were \$61,844,055.

PRIIA Section 209

The Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432) required, by October 2013, an equitable arrangement of cost sharing between Amtrak and state or public agency partners that provide funding for short-distance, intercity train services. Agreements were reached with all parties, including Massachusetts, by the deadline, and the services continued to run without interruption.

Massachusetts contributes to the cost of **Shuttle** and **Northeast Regional** services serving Springfield. In addition, it contributes to the cost of the **Vermont and Valley Flyer** service and is leading an effort to improve tracks and shorten trip times within the state.

Other State Features

Amtrak operates and maintains the 37.9-mile Attleboro Line, between Boston and the Rhode Island state line, for Amtrak Northeast Corridor and commuter service. It is owned by the Massachusetts Bay Transportation Authority (MBTA).

Major Facilities

About 300 weekday trains operate at Boston South Station, which is shared by Amtrak and MBTA. Amtrak maintains equipment at Southampton Yard in Boston, which is also the location of one of three of Amtrak's high-speed rail maintenance facilities dedicated to Amtrak's **Acela Express** high-speed train sets. The **Downeaster** service, which operates from Boston to New Hampshire and Maine, uses North Station.

Knowledge Corridor Improvements

In 2010, Massachusetts was awarded \$70 million in federal stimulus funds for final design and construction of the "Knowledge Corridor" along the Connecticut River in western Massachusetts. Track restoration began in 2013 and was completed in late 2014. At that time, Amtrak's **Vermont** service was rerouted onto this shorter and faster line. At that same time, Amtrak's **Vermont** was rerouted onto this shorter and faster line. Stations on the new route are Holyoke, Northampton, and Greenfield.

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 Knowledge Corridor described above. The trains also connect with Amtrak's Northeast Corridor at

New Haven and serve stations between New Haven and Springfield. Trains 461, 471 and 495 originate in Greenfield traveling to Springfield and New Haven. Trains 478, 488, and 494 originate in New Haven traveling to Springfield and Greenfield. Train 400 originates in Springfield and terminates in Greenfield while train 499 originates in Greenfield and terminates in Springfield. Trains 471, 478, 494, 495 operate Monday through Friday, and Trains 400, 461, 488 and 499 operate on weekends.

In preparation for the start of new service, Amtrak ran service readiness trains on the Knowledge Corridor throughout August, and Amtrak officials and the Amtrak Police Department (APD) hosted several presentations to various schools and positive enforcement grade crossing awareness events in the area, and shared rail safety messages to improve education on rail safety. Outreach efforts utilized material and rail safety information from Operation Lifesaver, a national non-profit organization dedicated to reducing railroad-related deaths and injuries.

The augmentation of the **Valley Flyer** service to the Knowledge Corridor is a project of Mass DOT. Amtrak also currently runs service along this rail corridor, with its **Vermont** train, which connects St. Albans, Vermont to Washington, D.C.

New Haven-Springfield High-Speed Corridor Improvements

The New Haven-Hartford-Springfield (NHHS) rail program, led by Connecticut, includes design and construction of additional rail capacity on Amtrak-owned infrastructure between those cities. This includes track and signal improvements, as well as construction of new station facilities.

In 2018, Amtrak completed the installation of new underground signal and communications cables over the line and installed a second set of tracks along the entire length of the 62-mile corridor (which was single-tracked).

The **CTrail** Hartford Line passenger rail service launched on June 16, 2018 and operates at speeds up to 110 mph, cutting travel time between Springfield and New Haven to as little as 81 minutes. Also, there is direct or connecting service to New York City and multiple frequencies to Boston or Vermont (via Springfield). New train stations are also planned at North Haven, Newington, West Hartford and Enfield.

The Massachusetts Department of Transportation (MassDOT) is currently conducting a study to examine the costs, benefits, and investments necessary to implement passenger rail service from Boston to Springfield and Pittsfield, with the speed, frequency, and reliability necessary to be a competitive option for travel along this corridor. The study will assess up to six alternatives, which will feature a range of approaches including high speed rail and potential infill stations. The study will continue into 2020.

Stations

Boston South Station: This station currently is the subject of a proposed expansion project led by the Massachusetts Department of Transportation (MassDOT) in coordination with Amtrak, the Massachusetts Bay Transportation Authority (MBTA), Federal Railroad Administration (FRA) and

several other local, state and federal stakeholders. Funded with a High-Speed Intercity Passenger Rail (HSIPR) grant from the FRA in 2010, the South Station Expansion Project (SSX) is intended to expand terminal and layover capacity in order to meet current and anticipated future high-speed, intercity, and commuter rail service needs. The expansion of South Station will enable growth in passenger rail transportation along the NEC and throughout the greater New England region. The project will also improve passenger experience, promote development in a progressive area of Boston, and allow for Dorchester Avenue along the Fort Point Channel to be reopened for public use for the first time in decades.

Amtrak is also coordinating with MassDOT and MBTA on the proposed South Station Air Rights Project, within the immediate station terminal footprint. A mixed-use transit-oriented development led by Hines Development and Gemdale Properties, the project calls for the addition of office, residential and hotel space behind and adjacent to the headhouse.

Springfield Union Station: In 2012, the Springfield Redevelopment Authority received a federal grant of \$48.7 million to fund phase 1 of the rehabilitation project of the 1927 historic Union Station. Since 2000, the City obtained more than \$46 million from the Federal Transit Administration's bus grant programs. In 2014, Governor Deval Patrick announced a MassWorks grant of \$4.2 million to advance the Union Station Regional Intermodal Transportation Center project. The \$84.5-million project integrated multiple transit modes into one convenient, functional, and attractive terminal complex that also includes space for third-party tenants.

The project called for renovation of the terminal building and central concourse to support rail and intercity and local bus services; renovation and reopening of the passenger tunnel that connects the terminal building to train platforms and adjacent downtown area; demolition of an old baggage building and construction of a 26-bay bus terminal and 377-space parking garage; 64,000 square feet of leasable commercial space on the upper floors of the terminal building.

Springfield Union Station was opened by the Boston and Albany Railroad (B&A) in 1926. In June 2017, the people of Springfield gathered to celebrate Union Station's extensive rehabilitation—a project three decades in the making. Union Station—now a bustling intermodal center—is used by customers of Amtrak, **CTrail** commuter trains, Pioneer Valley Transit Authority (PVTA) buses and intercity buses. In June 2019, Amtrak fully moved its operations into Union Station after vacating a small structure from 1994 that sat opposite the station at track level.

The **CTrail** Hartford Line launched in June 2018 and was made possible through the New Haven-Hartford-Springfield (NHHS) Rail Project, a partnership between the state of Connecticut, Amtrak and the Federal Railroad Administration, as well as the states of Massachusetts and Vermont. This multi-year effort has aimed at creating new commuter and enhanced intercity passenger rail services benefiting the cities along the New Haven-Springfield rail line. **CTrail** Hartford Line trains complement Amtrak service to offer travelers greater flexibility and choice.

AMTRAK ROUTES IN MASSACHUSETTS

