



## Amtrak Fact Sheet Fiscal Year 2020 Commonwealth of Massachusetts

### Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated over 51 trains per day in Massachusetts, as part of the following routes<sup>1</sup>:

- **Long Distance**  
*Lake Shore Limited* (daily Chicago-Cleveland-Buffalo-Boston/New York)
- **State Supported**  
*Downeaster* (five daily round-trips Boston-Portland, of which two round-trips operate to/from Brunswick)  
*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 2020, Amtrak served the following locations in Massachusetts.

City (Code)	Ridership
Boston Back Bay (BBY)	355,279
Boston North Station (BON)	219,491
Boston South Station (BOS)	793,113
Framingham (FRA)	1,083
Greenfield (GFD)	3,823
Haverhill (HHL)	22,579
Holyoke (HLK)	774
Northampton (NHT)	10,943
Pittsfield (PIT)	6,619
Route 128 (RTE)	230,024
Springfield (SPG)	72,024
Woburn (WOB)	6,306
Worcester (WOR)	4,564
<b>Total Massachusetts Station Usage:</b>	<b>1,726,622</b>

<sup>1</sup> Frequencies in the list following this note reflect the service levels prior to the onset of the COVID-19 pandemic.

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 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 customer on-time performance (OTP) in FY 2020:

Service	Host Railroad(s)	FY20 OTP
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	60.5%
<i>Downeaster</i>	Massachusetts Bay Transportation Authority, Pan Am Railways	85.5%
<i>Hartford Line</i>	Amtrak, Metro-North, Massachusetts DOT	89.1%
<i>Valley Flyer</i>	Amtrak, Metro-North, Massachusetts DOT	89.1%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	84.6%
<i>Acela</i>	Amtrak, Metro-North	87.4%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	90.0%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within ten 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 2020, there were approximately 11.5 million members of Amtrak Guest Rewards (AGR), with 402,854 members listing an address in Massachusetts. This is a 9.0% increase from FY 2019. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

### Procurement

In FY 2020, Amtrak procured goods and services worth \$2.79 billion, and more than 98% of that figure was sourced from firms headquartered domestically. In Massachusetts, Amtrak spent \$165,142,834, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Avon	191,402
Beverly	106,494
Billerica	232,213
Boston	117,333,003

<b>City</b>	<b>Amount (\$)</b>
Braintree	148,986
Brockton	100,143
Burlington	1,078,660
Cambridge	201,980
Canton	1,336,672
Chelmsford	609,707
Chelsea	321,948
East Boston	1,214,159
Hopedale	893,185
Hudson	257,305
Littleton	1,891,087
Medford	165,798
Millbury	126,324
Newton	292,093
Norwell	10,449,890
North Billerica	884,692
Pembroke	199,899
Plympton	517,282
Randolph	12,876,419
Somerville	123,747
Springfield	6,712,333
Stoughton	148,230
Walpole	134,055
Waltham	1,381,280
Westfield	2,596,063
Whitinsville	936,921
Woburn	311,539
Worcester	208,643

### **Employment & Wages**

At the end of FY 2020, Amtrak employed 17,504 people, including 659 Massachusetts residents. Total FY 2020 wages were \$1.67 billion, of which Massachusetts residents earned \$60,032,678.

### **Section 209 Service**

In the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432), Congress 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 by the deadline, and the services continued to run without interruption.

### **Section 212 Service**

Congress authorized the Northeast Corridor (NEC) Commission in the Passenger Rail Investment and Improvement Act of 2008 (P.L. 110-432) and charged it with developing a formula to allocate NEC capital and operating costs based on usage, making recommendations to Congress, and facilitating collaborative planning. The Commission is made up of 18 members, including representatives from each of the eight NEC states, the District of Columbia, Amtrak, and the U.S. Department of Transportation.

The Commission was chartered in 2010 to focus on near-term strategies to stabilize the NEC and establish a foundation for future growth through unified regional action. Given the importance of Amtrak's NEC to the many communities it serves, and the fact that it crosses so many state and local borders in the region, the NEC Commission seeks to simplify coordination among these stakeholders to ensure the development and implementation of an effective modernization program.

**Additional Information**

The FY 2020 edition of the Amtrak State Fact Sheets omits this portion, which is available in the FY 2019 edition and will return in the FY 2021 update.

# AMTRAK ROUTES IN MASSACHUSETTS

