



Amtrak Fact Sheet Fiscal Year 2021 Commonwealth of Massachusetts

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated over 68 trains per day in Massachusetts, as part of the following routes:

- **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 2021, Amtrak served the following locations in Massachusetts.

City (Code)	Ridership
Boston Back Bay (BBY)	322,928
Boston North Station (BON)	152,370
Boston South Station (BOS)	679,333
Framingham (FRA)	963
Greenfield (GFD)	3,428
Haverhill (HHL)	12,467
Holyoke (HLK)	630
Northampton (NHT)	8,202
Pittsfield (PIT)	6,747
Route 128 (Westwood) (RTE)	135,163
Springfield (SPG)	62,879
Woburn (WOB)	5,897
Worcester (WOR)	4,196
Total Massachusetts Station Usage:	1,395,203

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 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	55.1%
<i>Downeaster</i>	Massachusetts Bay Transportation Authority, Pan Am Railways	75.1%
<i>Hartford Line</i>	Amtrak, Metro-North, Massachusetts DOT	90.4%
<i>Valley Flyer</i>	Amtrak, Metro-North, Massachusetts DOT	90.4%
<i>Vermonteer</i>	Massachusetts DOT, Metro-North, New England Central	86.7%
<i>Acela</i>	Amtrak, Metro-North	82.8%
<i>Northeast Regional (spine)</i>	Amtrak, Metro-North	87.6%

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 2021, there were approximately 13.5 million members of Amtrak Guest Rewards (AGR), with 417,868 members listing an address in Massachusetts. This is a 3.7% increase from FY 2020. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2021, Amtrak procured goods and services worth \$2.63 billion, and more than 99% of that figure was sourced from firms headquartered domestically. In Massachusetts, Amtrak spent \$62,903,316, broken down in the following locations:

City	Amount (\$)
Beverly	247,715
Billerica	159,493
Boston	24,325,655
Brockton	125,170

City	Amount (\$)
Burlington	1,157,352
Canton	255,806
Charlestown	259,103
Chelmsford	933,274
Chelsea	781,834
East Boston	134,907
Holbrook	511,780
Hopedale	863,887
Hudson	282,880
Marlborough	100,919
Medford	226,224
Middleboro	192,113
Newton	259,429
North Billerica	737,634
Norwell	4,621,183
Pembroke	197,307
Plympton	422,432
Randolph	10,812,973
Springfield	6,406,031
Stoughton	123,181
Waltham	1,710,625
Westfield	2,781,980
Westford	105,430
Whitinsville	1,778,384
Woburn	100,316
Worcester	244,445

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 659 Massachusetts residents. Total FY 2021 wages were \$1.54 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

Bipartisan Infrastructure Law

Enacted in November 2021, the Infrastructure Investment and Jobs Act (IIJA), or “Bipartisan Infrastructure Law,” provides \$66 billion in guaranteed funding for intercity passenger and freight rail over the next five years. That includes \$22 billion in dedicated Amtrak funding – for fleet modernization, state-of-good-repair work, and other specified project types – and another \$44 billion for FRA-administered grants. This historic federal investment will rebuild crumbling infrastructure, improve accessibility onboard and at our stations, enable overdue service expansions, and transform U.S. passenger rail service.

Amtrak Connects US

In 2021, Amtrak released the Amtrak Connects US vision for growing America’s passenger rail system and meeting the needs of both fast-growing metro areas and other underserved communities. Our vision proposed 39 new routes, 25 enhanced routes, and 160 new stops to serve 20 million new riders across the United States. Since then, the Federal Railroad Administration has launched the Corridor Identification & Development Program to establish a pipeline of intercity passenger rail projects ready for federal investment and technical assistance.

Importantly, the Amtrak Connects US vision was only a starting point. Amtrak is ready to work with States and other eligible entities to begin or expand service anywhere – regardless of whether the route was included in the vision.

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* high-speed trainsets. The *Downeaster* service, which operates from Boston to New Hampshire and Maine, uses North Station.

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.

The Berkshire Flyer

The Massachusetts Department of Transportation (MassDOT) completed a study in late 2021 entitled “Massachusetts Intercity Passenger Rail Governance White Paper” to examine the costs, benefits, and investments necessary to implement passenger rail service from Springfield and Pittsfield to Boston, with the speed, frequency, and reliability necessary to be a competitive option for travel along this corridor.

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. Stations on the new route are Holyoke, Northampton, and Greenfield.

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).

Station Improvements

Boston South Station: The station currently is the subject of an 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 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 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: 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 – an \$84.5 million project three decades in the making, that included renovations of the terminal building and central concourse; renovation and reopening of the passenger tunnel that connects the terminal building to train platforms and adjacent downtown area; construction of a 26-bay bus terminal; a 377-space parking garage; and 64,000 square feet of leasable commercial space. 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.

MassDOT recently announced a CRISI grant award of \$1.75 million to develop preliminary engineering and environmental clearance for track, signal, and infrastructure improvements around Springfield Union Station to gain operational efficiency, reduced travel times, improved passenger accessibility for intercity passenger rail services, and reduced freight and passenger rail conflicts on corridors in the Springfield area.

Route 128 (Westwood): Amtrak has FY 2023 plans to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform and the station, repairing the existing platform to ensure ADA compliance, modifying the station entrances and waiting area to meet ADA requirements, and providing platform city identifier signs and ADA-required signage for the station.

Woburn: Amtrak has FY 2023 plans to modify the station to ensure ADA compliance. This will include providing an accessible route from the public right of way to the platform, parking, and the station, providing ADA-compliant parking spaces with painted striping, signage, and bollards, repairing the existing platform to ensure ADA compliance, modifying the station entrances and waiting room to ensure ADA compliance, and providing platform city identifier signs and ADA-required signage for the parking area and station.

AMTRAK ROUTES IN MASSACHUSETTS

