



## Amtrak Fact Sheet Fiscal Year 2023 Commonwealth of Massachusetts

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### Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated 69 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**  
*Amtrak Hartford Line* (daily New Haven-Wallingford-Meriden-Hartford-Windsor Locks-Springfield)  
*Berkshire Flyer* (daily New York-Albany-Pittsfield, summer only)  
*Downeaster* (daily Boston-Portland-Brunswick)  
*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 2023, Amtrak trains served the following locations in Massachusetts.

City (Code)	Ridership
Boston (Back Bay) (BBY)	750,036
Boston (North Station) (BON)	399,798
Boston (South Station) (BOS)	1,538,648
Framingham (FRA)	2,144
Greenfield (GFD)	11,042
Haverhill (HHL)	43,343
Holyoke (HLK)	2,743
Northampton (NHT)	34,912
Pittsfield (PIT)	12,649
Route 128 (Westwood) (RTE)	408,132
Springfield (SPG)	149,372
Woburn (WOB)	16,585
Worcester (WOR)	6,075
<b>Total Massachusetts Station Usage:</b>	<b>3,375,479</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 Massachusetts with each service’s host railroads and customer OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
<i>Lake Shore Limited</i>	CSX, Norfolk Southern, Metro-North	69%
<i>Downeaster</i>	Massachusetts Bay Transportation Authority, CSX (formerly Pan Am Railways, merger completed 6/1/22)	81%
<i>Amtrak Hartford Line</i>	Amtrak, Metro-North, Massachusetts DOT	87%
<i>Valley Flyer</i>	Amtrak, Metro-North, Massachusetts DOT	87%
<i>Vermonter</i>	Massachusetts DOT, Metro-North, New England Central	70%
<i>Acela</i>	Amtrak, Metro-North	81%
<i>Northeast Regional (main line)</i>	Amtrak, Metro-North	82%

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 611,166 members listing an address in Massachusetts. 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 Massachusetts, Amtrak spent \$95,926,097 broken down in the following locations:

<b>City</b>	<b>Amount (\$)</b>
Auburn	177,651
Avon	721,695
Beverly	720,304
Billerica	139,414
Boston	18,548,691
Braintree	270,796
Brockton	148,688
Burlington	1,865,253
Cambridge	453,063
Canton	415,772
Chelmsford	645,305
East Boston	147,459
Framingham	1,794,473
Holbrook	171,524
Hudson	336,156
Jamaica Plain	147,533
Littleton	14,210,989
Ludlow	135,043
North Billerica	551,971
Newton	437,450
Northbridge	195,631
Norwell	13,556,057
Pembroke	155,904
Plympton	829,687
Randolph	18,987,935
Raynham	1,227,771
Roseland	157,738
Salem	143,150
Somerville	166,475
South Boston	324,388
Springfield	7,959,863
Stoughton	288,044
Walpole	164,016
Waltham	1,551,168
Westborough	192,840
Westfield	2,848,682
Whitinsville	3,438,068
Wilmington	427,594
Worcester	291,966

### **Employment & Wages**

At the end of FY 2023, Amtrak employed 22,642 people, including 806 Massachusetts residents. Total FY 2023 wages were \$2.21 billion, of which Massachusetts residents earned \$77,705,069.

## Additional Information

### Service Expansion and Improvements

The Massachusetts Department of Transportation's (MassDOT) successful application in the Federal Railroad Administration (FRA) Corridor Identification and Development Program (CIDP) will progress planning for increased service connecting Boston and Albany, NY, via Springfield along the current route of Amtrak's long-distance train, the *Lake Shore Limited*.

MassDOT is also working on the "Inland Route Project" with the goal of new, twice-daily roundtrip Amtrak service between Boston and New Haven, CT, via Springfield.

In addition, the FRA CIDP includes planning award grants to three corridors sponsored by Maine, Vermont, and Connecticut, which will also improve rail service in Massachusetts. These include the *Amtrak Downeaster* Corridor, *Vermont* Corridor, and Hartford Line Corridor.

**Valley Flyer Service:** On August 30, 2019, Amtrak, with MassDOT, launched a new daily state-supported passenger train, the *Valley Flyer*. It travels along the Knowledge Corridor described below. The trains also connect with Amtrak's Northeast Corridor (NEC) at New Haven and serve stations between New Haven and Springfield.

**The Berkshire Flyer:** MassDOT completed the "Massachusetts Intercity Passenger Rail Governance White Paper" in late 2021 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. A two-year preliminary summer service began in Summer 2022 and continued in 2023.

**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 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 installed new underground signal and communications cables over the line and installed a second set of tracks along the entire 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. Passengers can make connections to New York City and Boston at New Haven or to Vermont via Springfield.

### **Other State Features**

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

### **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 the *Acela* high-speed trainsets. Southampton Yard is one of six Amtrak rail yards slated for major upgrades to prepare for new *Amtrak Airo* trains that will enter service in the coming years. A contract award for the rail yard upgrades is anticipated in 2024. The *Amtrak Downeaster* service, which operates from Boston to New Hampshire and Maine, uses Boston North Station.

### **Station Improvements**

The Americans with Disabilities Act of 1990 (ADA) requires that stations in the intercity rail transportation system be made readily accessible to and usable by individuals with disabilities. In response, Amtrak developed an ADA Stations Program to bring the stations it serves (and for which it has ADA responsibility) into compliance with ADA requirements and to provide the best possible service to passengers with disabilities in the shortest timeframe and most integrated and efficient way possible.

**Boston South Station:** The station currently is the subject of an expansion project led by MassDOT in coordination with Amtrak, the MBTA, 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 the passenger experience, promote development, 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 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 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 Consolidated Rail Infrastructure and Safety Improvements (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. Amtrak has a combined state of good repair and ADA project to address non-compliance on platforms. Construction is expected to commence in FY 2027 and be completed in FY 2029.

**Route 128 (Westwood):** Amtrak has FY 2023 plans to modify the station to ensure ADA compliance. The project will repair the existing platform, modify the station entrances and waiting areas and provide accessible routes to the platform and the station, along with required ADA signage for the station and platform. Design is well underway, and construction will commence in FY 2025 and be completed in FY 2026.

# AMTRAK ROUTES IN MASSACHUSETTS

