



Amtrak in Massachusetts

Fiscal Year 2024



Amtrak is America's Railroad,[®] created by Congress to "provide efficient and effective intercity passenger rail mobility consisting of high quality service that is trip-time competitive with other intercity travel options." In FY 2024, the company's 22,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 32.8 million passengers. Amtrak's network includes 524 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Thruway routes offer connecting service to additional communities, typically via bus.

Service & Ridership

In FY 2024, Amtrak operated an average of **around 70 intercity trains per day** on 1 seasonal and 7 permanent routes serving Massachusetts, with **4,036,037 total passengers** boarding or alighting in the state.¹ Service was provided via the following routes:²

▪ Northeast Corridor Trains

- **Acela** — Boston (BOS & BBY) - Westwood (Route 128) - Providence - New Haven - New York - Philadelphia - Baltimore - Washington, DC (11 round trips daily)³
- **Northeast Regional** — Boston (BOS & BBY) - Westwood (Rte. 128) - Providence - New Haven - New York - Philadelphia - Baltimore - Washington, DC (22 round trips daily)⁴

▪ State-Supported Trains

- **Amtrak Hartford Line / Valley Flyer** — Greenfield (VF only) - Northampton (VF only) - Springfield - Hartford - New Haven (6 combined round trips daily)
- **Berkshire Flyer** — Pittsfield - Albany - Poughkeepsie - New York (seasonal: summer only; 2 northbound trains (Fri. & Sun.) & 1 southbound train (Sun.) per week)
- **Downeaster** — Boston (BON) - Woburn - Haverhill - Dover - Portland - Brunswick (5 round trips daily)
- **Vermont** — St. Albans - Essex Junction (Burlington) - Montpelier - White River Junction - Brattleboro - Greenfield - Northampton - Springfield - Hartford - New Haven - New York - Philadelphia - Baltimore - Washington, DC (1 round trip daily)

▪ Long-Distance Trains

- **Lake Shore Limited** — Boston (BOS) / New York - Albany - Syracuse - Rochester - Buffalo - Cleveland - Toledo - Chicago (1 round trip daily)

¹ Total equals sum of all boardings and alightings at in-state stations.

² Not all stops shown. Note that certain frequencies may not serve every station listed.

³ Not all trips serve full route.

⁴ Not all trips serve full route. Additionally, 2 round trips originate / terminate in Springfield, Massachusetts, rather than Boston, but follow the standard Northeast Regional route south of New Haven, Connecticut; 8 round trips originate / terminate at various endpoints in Virginia (3 in Norfolk, 2 in Newport News, 2 in Roanoke, and 1 in Richmond), but follow the standard Northeast Regional route north of Washington, DC. Travel by these trains outside of the Northeast Corridor spine is State-Supported service sponsored by, respectively, the Massachusetts and Connecticut Departments of Transportation (MassDOT / CTDOT) and by the Virginia Passenger Rail Authority (VPRRA).



As **State-Supported routes**, the Amtrak *Hartford Line / Valley Flyer*, *Berkshire Flyer*, *Downeaster*, and *Vermont* are operated in partnership with the **Massachusetts Department of Transportation** (MassDOT; *Hartford Line / Valley Flyer*, *Berkshire Flyer*, and *Vermont*), the Connecticut Department of Transportation (CTDOT; *Hartford Line / Valley Flyer* and *Vermont*), the New York State Department of Transportation (NYSDOT; *Berkshire Flyer*), the Maine-created Northern New England Passenger Rail Authority (NNEPRA; *Downeaster*), and the Vermont Agency of Transportation (VTrans; *Vermont*).⁵ Outside the Boston-to-Washington Northeast Corridor (NEC), Section 209 of the Passenger Rail Investment and Improvement Act (PRIIA) requires that short- and middle-distance Amtrak routes (i.e., those less than 750 miles in length) be State-Supported; in other words, sponsoring partners fund the majority of those routes' costs and make decisions about schedule, frequency, and other aspects of service. In FY 2024, sponsoring partners funded a total of \$21.5 million in operating payments for the State-Supported routes serving Massachusetts, helping support a combined total ridership on those routes⁶ of 1,279,043.

Thruway Connections

Some Amtrak routes offer partner-operated **Thruway connecting service** and/or other interline connections to additional communities (including in Massachusetts), via either bus or other modes of transportation. Many such services are sponsored by one or more of Amtrak's State-Supported partners, or by other public entities; these connections can be vitally important in certain markets. Tickets are purchasable through Amtrak; detailed, up-to-date information on available connections can be accessed via the booking tool on Amtrak.com.

Stations

During FY 2024, Amtrak intercity trains made scheduled stops at 13 locations in Massachusetts:

Station (Code)	Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment ⁷
Boston (<i>Back Bay</i>) (BBY)	916,579	None	N/A	—
Boston (<i>North Station</i>) (BON)	484,668	None	N/A	\$12,017
Boston (<i>South Station</i>) (BOS)	1,795,454	None	N/A	—
Framingham (FRA)	2,494	None	N/A	—
Greenfield (GFD)	12,855	None	N/A	—
Haverhill (HHL)	34,101	None	N/A	\$630
Holyoke (HLK)	3,001	None	N/A	—
Northampton (NHT)	40,513	None	N/A	—
Pittsfield (PIT)	13,464	None	N/A	—
Springfield (SPG)	191,156	Partial	FY 29	\$7,543,814

⁵ Off-NEC extension of certain *Northeast Regional* frequencies serving Massachusetts also supported by one or more state governments.

⁶ Unlike state- / station-specific ridership, total route ridership equals sum of all boardings and alightings divided by two.

⁷ "Amtrak ADA Investment" describes Amtrak's projected total investment in compliance work over the lifetime of ADASP.

Station (Code)	Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment ⁷
Westwood (Route 128) (RTE)	514,672	Partial	FY 25	\$2,991,377
Woburn (WOB)	20,366	None	N/A	\$37,253
Worcester (WOR)	6,714	None	N/A	—
Total:	4,036,037	2/13	In Progress	\$10,585,090

Importantly, Amtrak is working to ensure that its stations are fully accessible to individuals with disabilities. Most Amtrak-served stations are decades old; many were served by other railroads before the company ever existed. The Americans with Disabilities Act (ADA), enacted in 1990, requires that U.S. stations be made accessible; in response, Amtrak developed an ADA Stations Program (ADASP) to bring station components for which the company is responsible into full ADA compliance. ADASP aims to ensure Amtrak provides the best possible service in the shortest possible timeframe; the program will ultimately invest a total of \$1.8 billion in 385 communities nationwide, including a **\$10.6 million investment in Massachusetts**. All Amtrak-responsible work is targeted for completion by the end of FY 2029.

Detailed profiles of every permanent Amtrak station stop, including current information on accessibility, can be found on the Great American Stations website: <https://www.greatamericanstations.com>.

Additional Footprint

The Boston-to-Washington **Northeast Corridor**, currently America's only electrified high-speed rail corridor, passes through Massachusetts; Amtrak owns most of the NEC, and maintains / operates track owned by the Massachusetts Bay Transportation Authority (MBTA) from Boston to the Rhode Island state line. (Sometimes called the **Attleboro Line**, this track is also used by MBTA commuter trains.) Amtrak also owns, maintains, and operates the **Springfield Line**, an unelectrified NEC branch line connecting Springfield to New Haven, Connecticut. (The line also hosts CT Rail *Hartford Line* commuter trains.) To help support all of this critical rail infrastructure, Amtrak maintains a **maintenance-of-way facility** in Boston.

Amtrak employees perform various kinds of maintenance work on locomotives, passenger cars, and *Acela* trainsets at Boston's **Southampton Street Yard**; significant future improvements are planned to ensure that Amtrak can service next-generation equipment (e.g., new Airo trainsets that will carry *Northeast Regional* passengers in the coming years). Amtrak trains are also supported by a **turnaround maintenance location** in Springfield (Amtrak-staffed), which likewise services both locomotives and passenger cars.

Boston also hosts one of Amtrak's three **Centralized Electrification and Traffic Control** (CETC) train dispatching centers, which manage NEC train movements. Additionally, the company maintains **crew bases** in Boston and Springfield. The company also maintains a **commissary** in Boston.

Host Railroads & On Time Performance

Outside the NEC, most Amtrak trains must travel over other “host” railroads’ tracks—and hosts generally control dispatching decisions on the tracks that they own. By law, Amtrak trains are supposed to receive preference over freight trains (i.e., priority in dispatching), but many host-dispatched trains arrive late at their destinations, and many routes do not meet on-time performance (OTP) standards established by the Federal Railroad Administration (FRA)—affecting millions of passengers per year.

Listed below are the Amtrak routes that operate in Massachusetts, along with each route’s major in-state host railroad(s) and full-route customer on-time performance (C-OTP)⁸ in FY 2024:

Route	In-State Host(s)	C-OTP
Northeast Corridor		
<i>Acela</i>	Amtrak	77.8%
<i>Northeast Regional</i>	Amtrak	80.4%
State-Supported		
<i>Amtrak Harford Line / Valley Flyer</i>	Amtrak, CSX	87.3%
<i>Berkshire Flyer</i>	CSX	66.6%
<i>Downeaster</i>	MBTA	81.7%
<i>Vermonter</i>	Amtrak, CSX	68.2%
Long-Distance		
<i>Lake Shore Limited</i>	CSX, MBTA	76.3%

Procurement

Amtrak’s procurements are subject to “Buy America”-style domestic preference requirements, which the company is proud to meet or exceed. Nationally, Amtrak paid nearly \$4.5 billion for goods and services in FY 2024; 99% of that amount was spent domestically, and **\$104.9 million** went to vendors in Massachusetts:

Community	Amount
Randolph	\$23,220,059
Boston	\$16,697,812
Littleton	\$15,758,447
Norwell	\$13,496,078
Springfield	\$8,927,225
Whitinsville	\$4,715,477
Framingham	\$3,639,299
Westfield	\$2,659,608

⁸ C-OTP measures the proportion of customers traveling on a given route who arrive at their destinations on time. Suppose that passengers board a train scheduled to make two stops, and suppose that train is on time at the first stop, but arrives late at the second. If all passengers alight at the first stop, C-OTP for that train is 100%; if all passengers alight at the second stop, C-OTP is 0%.

Community	Amount
Burlington	\$2,276,330
Waltham	\$2,160,706
Wilmington	\$1,831,601
Chelmsford	\$1,492,849
Plympton	\$932,982
Newton	\$658,673
Raynham	\$574,895
Canton	\$520,558
Jamaica Plain	\$431,264
Watertown	\$426,750
Braintree	\$394,364
Roseland	\$294,776
Worcester	\$289,306
Walpole	\$273,937
Stoughton	\$242,070
Westborough	\$229,761
Brockton	\$226,429
All Others < \$200k	\$2,535,026
Total MA Payments:	\$104,906,284

The single largest in-state payment category was **structures, building and construction, and related materials and supplies**.

Employment & Compensation

At the end of FY 2024, **972 Amtrak employees** worked in Massachusetts, and the company had paid out a total of **\$83,790,824 in base wages and salary** in-state. Nationwide, Amtrak employed more than 22,000 active workers; total base wages and salaries for the year exceeded \$2.1 billion.

Current Amtrak Routes in Massachusetts

(“Northeast Corridor” hosts Acela, Northeast Regionals, and State-Supported and Long-Distance trains. Dark blue line in western Mass. indicates NEC branch line that carries several Northeast Regionals per day between Springfield and New Haven / points south.)

