



Amtrak in Massachusetts

Fiscal Year 2025



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 2025, the company's 21,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 34.5 million passengers. Amtrak's network includes 526 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Amtrak Connections offer connecting service to additional communities, typically via bus.

Service & Ridership

In FY 2025, Amtrak operated an average of **around 86 intercity trains per day** and 7 permanent routes serving Massachusetts, with **4,077,113 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 (12 round trips daily in FY 2025, increased to 13 round trips daily in FY 2026)
 - **Northeast Regional** — Boston (BOS & BBY) - Westwood (Rte. 128) - Providence - New Haven - New York - Philadelphia - Baltimore - Washington, DC (23 round trips daily)
- **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; service suspended in FY 2025 due to sinkhole under track in East Greenwich with planned return in FY 2026)
 - **Downeaster** — Boston (BON) - Woburn - Haverhill - Dover - Portland - Brunswick (5 round trips daily)
 - **Vermonter** — 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)

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.

- **Long-Distance Trains**

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

As **State-Supported routes**, the *Amtrak Hartford Line / Valley Flyer, Berkshire Flyer, Downeaster, and Vermonter* are operated in partnership with the **Massachusetts Department of Transportation** (MassDOT; *Hartford Line / Valley Flyer, Berkshire Flyer, and Vermonter*), the Connecticut Department of Transportation (CTDOT; *Hartford Line / Valley Flyer and Vermonter*), 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; *Vermonter*). 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 2025, sponsoring partners funded a total of \$22.2 million in operating payments for the State-Supported routes serving Massachusetts, helping support a combined total ridership on those routes³ of 1,141,046.

Amtrak Connections

Some Amtrak routes offer partner-operated Amtrak Connections 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 2025, Amtrak intercity trains made scheduled stops at 13 locations in Massachusetts:

Station (Code)	2025 Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment ⁴
Boston (Back Bay) (BBY)	894,548	None	N/A	—
Boston (North Station) (BON)	447,961	None	N/A	—
Boston (South Station) (BOS)	1,884,275	None	N/A	—
Framingham (FRA)	1,321	None	N/A	—
Greenfield (GFD)	13,291	None	N/A	—
Haverhill (HHL)	31,123	None	N/A	—

³ Unlike state- / station-specific ridership, total route ridership equals sum of all boardings and alightings divided by two.

⁴ "Amtrak ADA Investment" describes Amtrak's projected total investment in compliance work over the lifetime of ADASP.

Station (Code)	2025 Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment ⁴
Holyoke (HLK)	2,698	None	N/A	—
Northampton (NHT)	38,907	None	N/A	—
Pittsfield (PIT)	9,197	None	N/A	—
Springfield (SPG)	162,614	Partial	FY 30	\$7,261,232
Westwood (Route 128) (RTE)	568,300	Partial	FY 27	\$2,150,318
Woburn (WOB)	17,708	None	N/A	—
Worcester (WOR)	5,170	None	N/A	—
Total:	4,077,113	2/13	In Progress	\$9,411,550

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 382 communities nationwide, including a **\$9.4 million investment in Massachusetts**. All Amtrak-responsible work is targeted for completion by the end of CY 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 improvements are underway 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 required 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)⁵ in FY 2025:

Route	In-State Host(s)	C-OTP
<i>Northeast Corridor</i>		
<i>Acela</i>	Amtrak	82.4%
<i>Northeast Regional</i>	Amtrak	75.0%
<i>State-Supported</i>		
<i>Amtrak Hartford Line / Valley Flyer</i>	Amtrak, CSX	85.5%
<i>Berkshire Flyer</i>	CSX	49.9%
<i>Downeaster</i>	MBTA	78.4%
<i>Vermonter</i>	Amtrak, CSX	71.6%
<i>Long-Distance</i>		
<i>Lake Shore Limited</i>	CSX, MBTA	71.7%

Amtrak Guest Rewards

At the end of FY 2025, there were approximately 22.4 million members of Amtrak Guest Rewards (AGR), with 794,993 members listing an address in Massachusetts. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>.

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 \$5.7 billion for goods and services in FY 2025; 99% of that amount was spent domestically, and **\$94.9 million** went to vendors in Massachusetts:

⁵ 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 Spent
Randolph	\$26,475,351
Springfield	\$15,985,434
Norwell	\$8,659,865
Boston	\$7,673,358
Littleton	\$5,878,176
Whitinsville	\$4,375,959
Framingham	\$3,378,971
Watertown	\$3,078,881
Westfield	\$2,763,698
Burlington	\$2,663,736
Waltham	\$2,295,287
Chelmsford	\$1,733,607
Norwood	\$1,730,111
Wilmington	\$1,491,187
Plympton	\$968,446
Jamaica Plain	\$590,090
Needham	\$522,498
Canton	\$509,284
Braintree	\$410,171
Newton	\$333,799
Worcester	\$259,517
Westborough	\$250,694
Stoughton	\$232,334
East Boston	\$224,010
All Others <\$200k	\$2,399,053
Total Payments	\$94,883,515

The single largest in-state payment category was **professional services**.

Employment & Compensation

At the end of FY 2025, **839 Amtrak employees** lived in Massachusetts, and the company had paid out a total of **\$78,596,110 in base wages and salary** in-state. Nationwide, Amtrak employed more than 21,000 active workers; total base wages and salaries for the year were approximately \$2.2 billion.

Current Amtrak Routes in Massachusetts

(“Northeast Corridor” hosts Acelas, Northeast Regionals, and State-Supported and Long-Distance trains.)

