



# Amtrak Fact Sheet Fiscal Year 2019 *State of New Hampshire*

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## Amtrak Service & Ridership

Amtrak operates two State Supported services within New Hampshire:

- The ***Downeaster*** (5 daily round trips Portland-Dover-Boston; 2 of which are to/from Brunswick)
- The ***Vermont*** (daily Washington, D.C.-New York-New Haven-Springfield-Lebanon-Essex Junction-St. Albans, Vt., via Claremont)

During FY19 Amtrak served the following New Hampshire locations:

<b><u>City</u></b>	<b><u>Boardings &amp; Alightings</u></b>
<a href="#">Claremont</a>	2,320
<a href="#">Dover</a>	63,750
<a href="#">Durham-UNH</a>	57,040
<a href="#">Exeter</a>	92,975
<b>Total New Hampshire Station Usage:</b>	<b>216,085</b>

New Hampshire riders also use other New England stations. Boston, served by over 50 trains a day, is approximately 50 miles from the New Hampshire border, and tens of thousands of New Hampshire residents a year travel on Amtrak from Boston-area stations. In addition, many New Hampshire residents ride the ***Vermont***, which serves four stations that are within five miles of the New Hampshire border.

## Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads in order to operate routes using tracks that are not owned or controlled by Amtrak. 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 New Hampshire with each service’s host railroads and on-time performance (OTP) in FY19:

Service	Host Railroads	FY19 OTP
<b><i>Vermont</i></b>	Amtrak, Massachusetts Department of Transportation, Metro-North Railroad, and New England Central Railroad	<b>81.4%</b>
<b><i>Downeaster</i></b>	MBTA and Pan Am Railways	<b>86.5%</b>

“On-time performance” represents the percentage of stations at which the train arrives within 15 minutes of the scheduled arrival time.

**Amtrak Guest Rewards**

At the end of FY19, there were **38,569** members of the Amtrak Guest Rewards program in New Hampshire. This is a 10% increase from FY18.

**Procurement**

Amtrak spent \$12,669,285 on goods and services in New Hampshire in FY19, including \$12,284,056 at Portsmouth.

**Employment**

At the end of FY19, Amtrak employed 37 New Hampshire residents. Total wages during FY19 of Amtrak employees living in New Hampshire were \$3,661,451.

**Station Improvements**

Claremont: Located on the west side of the state, Claremont is the only city in New Hampshire directly served by the ***Vermont***. In 2015, upgrades to the station were completed by the city, which organized an Amtrak Station task force that was led by the City Council. Upgrades included improvements in lighting of the platform and parking areas and a construction of a new waiting shelter (built and donated by local businesses and volunteers in the City); and way-finding and “Amtrak Served Community” signage was placed throughout the city. In late 2019, an ADA compliance project began. The project will consist of a new platform, improved lighting, accessible parking, and an accessible drop-off area adjacent to the platform. The Project is expected to be completed by the summer of 2020.

The Claremont Station Host Association launched a station host program in 2018. It is the first such program to be implemented along the ***Vermont*** line. The program was implemented by the City of Claremont and Station Host volunteers received training from Amtrak staff prior to implementation.

**About the *Downeaster***

Passenger train service between Boston and Portland was restored in 2001, after an absence of more than 35 years. The ***Downeaster*** service features five daily round trips between Portland and Boston North Station, with eight intermediate stops—Woburn, Haverhill, Exeter, Durham-UNH, Dover, Wells, Saco, and in season, Old Orchard Beach.

On November 1, 2012, two daily **Downeaster** trains were extended to Freeport and Brunswick, Maine. This extension was funded both by state funding and by a \$35-million federal stimulus grant in 2010. The project included rehabilitation of 26.4 miles of track owned by Pan Am Railways, upgrades to numerous wayside signals, and improvements to 36 highway grade crossings.

On November 21, 2016 the Northern New England Passenger Rail Authority opened its new train layover facility in Brunswick and added a third round trip between Brunswick and Boston. The \$13-million, 60,000-square-foot facility, which is longer than two football fields, allows the rail authority to perform overnight servicing of **Downeaster** passenger trains.

### **About the *Vermont***

The **Vermont** operates between St. Albans, Vermont, and Washington, D.C., via Claremont, New Hampshire. The **Vermont** is operated in partnership with the Vermont Agency of Transportation which provides operating support for this service.

In October 2012, the State of Vermont completed a \$70-million track rehabilitation project along the route of the **Vermont** on track owned by the New England Central Railroad. This project was funded through the ARRA Stimulus program which provided \$50 million in grant funds and \$20 million in state funding. The project included replacement of jointed rail with continuously welded rail, new cross ties, and grade-crossing safety improvements along a 190-mile section of track from St. Albans to Vernon (just north of the Massachusetts border). These upgrades allow trains to travel up to 59 mph (79 mph in some sections). These improved speeds have resulted in reducing over 25 minutes of the scheduled running times.

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 segment are Holyoke, Northampton, and Greenfield.

# AMTRAK ROUTES IN NEW HAMPSHIRE

① Congressional District

TRACK OWNERSHIP	
<span style="color: purple;">—</span> Amtrak	<span style="color: green;">—</span> NS
<span style="color: orange;">—</span> UP	<span style="color: lightgreen;">—</span> CP
<span style="color: blue;">—</span> BNSF	<span style="color: purple;">—</span> CN
<span style="color: red;">—</span> CSX	<span style="color: black;">—</span> Other

