



Amtrak Fact Sheet Fiscal Year 2020 State of New Hampshire

Amtrak Service & Ridership

At the end of FY 2020, Amtrak operated ten trains per day in New Hampshire, as part of the following route¹:

- **State Supported**
Downeaster (five daily round-trips Boston-Portland, of which two round-trips operate to/from Brunswick)

Stations Served

During FY 2020, Amtrak served the following locations in New Hampshire.

City (Code)	Ridership
Claremont (CLA)	1,131
Dover (DOV)	29,803
Durham (DHM)	31,476
Exeter (EXR)	44,647
Total New Hampshire Station Usage:	107,057

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 New Hampshire with each service’s host railroads and customer on-time performance (OTP) in FY 2020:

Service	Host Railroad(s)	FY20 OTP
<i>Downeaster</i>	Massachusetts Bay Transportation Authority, Pan Am Railways	85.5%

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,

¹ Frequencies in the list following this note reflect the service levels prior to the onset of the COVID-19 pandemic.

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 2020, there were approximately 11.5 million members of Amtrak Guest Rewards (AGR), with 42,967 members listing an address in New Hampshire. This is a 11.0% increase from FY 2019. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2020, Amtrak procured goods and services worth \$2.79 billion, and more than 98% of that figure was sourced from firms headquartered domestically. In New Hampshire, Amtrak spent \$8,706,737, including the following communities where Amtrak sourced \$100,000 or more in goods and services:

City	Amount (\$)
Claremont	329,686
Concord	103,851
Portsmouth	8,073,247

Employment & Wages

At the end of FY 2020, Amtrak employed 17,504 people, including 38 New Hampshire residents. Total FY 2020 wages were \$1.67 billion, of which New Hampshire residents earned \$3,694,087.

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.

Additional Information

The FY 2020 edition of the Amtrak State Fact Sheets omits this portion, which is available in the FY 2019 edition and will return in the FY 2021 update.

AMTRAK ROUTES IN NEW HAMPSHIRE

① Congressional District

TRACK OWNERSHIP	
— Amtrak	— NS
— UP	— CP
— BNSF	— CN
— CSX	— Other

