



Amtrak Fact Sheet Fiscal Year 2021 State of New Hampshire

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated over 10 trains per day in New Hampshire, as part of the following routes:

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

Stations Served

During FY 2021, Amtrak served the following locations in New Hampshire.

City (Code)	Ridership
Claremont (CLA)	569
Dover (DOV)	20,667
Durham (DHM)	19,016
Exeter (EXR)	20,685
Total New Hampshire Station Usage:	60,937

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 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Downeaster</i>	Massachusetts Bay Transportation Authority, Pan Am Railways	75.1%

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, 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 2021, there were approximately 13.5 million members of Amtrak Guest Rewards (AGR), with 45,532 members listing an address in New Hampshire. This is a 6.0% increase from FY 2020. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2021, Amtrak procured goods and services worth \$2.63 billion, and more than 99% of that figure was sourced from firms headquartered domestically. In New Hampshire, Amtrak spent \$10,575,349, broken down in the following locations:

City	Amount (\$)
Claremont	424,775
Concord	150,209
Portsmouth	9,890,164

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including 38 New Hampshire residents. Total FY 2021 wages were \$1.54 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

Bipartisan Infrastructure Law

Enacted in November 2021, the Infrastructure Investment and Jobs Act (IIJA), or “Bipartisan Infrastructure Law,” provides \$66 billion in guaranteed funding for intercity passenger and freight rail over the next five years. That includes \$22 billion in dedicated Amtrak funding – for fleet modernization, state-of-good-repair work, and other specified project types – and another \$44 billion for FRA-administered grants. This historic federal investment will rebuild crumbling infrastructure, improve accessibility onboard and at our stations, enable overdue service expansions, and transform U.S. passenger rail service.

Amtrak Connects US

In 2021, Amtrak released the Amtrak Connects US vision for growing America’s passenger rail system and meeting the needs of both fast-growing metro areas and other underserved communities. Our vision proposed 39 new routes, 25 enhanced routes, and 160 new stops to serve 20 million new riders across the United States. Since then, the Federal Railroad Administration has launched the Corridor Identification & Development Program to establish a pipeline of intercity passenger rail projects ready for federal investment and technical assistance.

Importantly, the Amtrak Connects US vision was only a starting point. Amtrak is ready to work with States and other eligible entities to begin or expand service anywhere – regardless of whether the route was included in the vision.

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; construction of a new waiting shelter (built and donated by local businesses and volunteers in Claremont); and wayfinding and “Amtrak Served Community” signage placed throughout the city. In 2020 Amtrak completed an ADA compliance project including a new platform, improved lighting, accessible parking, and an accessible drop-off area adjacent to the platform.

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 roundtrips between Portland and Boston North Station, with eight intermediate stops – Woburn, Haverhill, Exeter, Durham-UNH, Dover, Wells, Saco, and in season, Old Orchard Beach.

About the *Vermont*

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

AMTRAK ROUTES IN NEW HAMPSHIRE

① Congressional District

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

