



Amtrak Fact Sheet Fiscal Year 2022 State of New Hampshire

Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated 11 trains per day in New Hampshire, as part of the following routes:

- **State Supported**
Downeaster (daily Boston-Portland-Brunswick)

Stations Served

During FY 2022, Amtrak trains served the following locations in New Hampshire.

| City (Code) | Ridership |
|---|----------------|
| Claremont (CLA) | 2,394 |
| Dover (DOV) | 43,622 |
| Durham (DHM) | 43,299 |
| Exeter (EXR) | 45,733 |
| Total New Hampshire Station Usage: | 135,048 |

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 2022:

| Service | Host Railroad (s) | FY22 OTP |
|-------------------|--|----------|
| <i>Downeaster</i> | Massachusetts Bay Transportation Authority, CSX (formerly Pan Am Railways, merger completed 6/1/22) | 82% |

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 2022, there were approximately 14.4 million members of Amtrak Guest Rewards (AGR), with 58,515 listing an address in New Hampshire. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>

Procurement

In FY 2022, Amtrak procured goods and services worth \$2.85 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In New Hampshire, Amtrak spent \$19,891,824, broken down in the following locations:

| City | Amount (\$) |
|------------|-------------|
| Claremont | 161,715 |
| Concord | 362,990 |
| Portsmouth | 19,260,689 |

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including 39 New Hampshire residents. Total FY 2022 wages were \$1.92 billion, of which New Hampshire residents earned \$4,573,475.

Additional Information

Station Improvements

In FY 2022, Amtrak's ADA Stations Program spend for New Hampshire topped \$237,000.

Claremont: 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 with Amtrak providing training to Station Host volunteers.

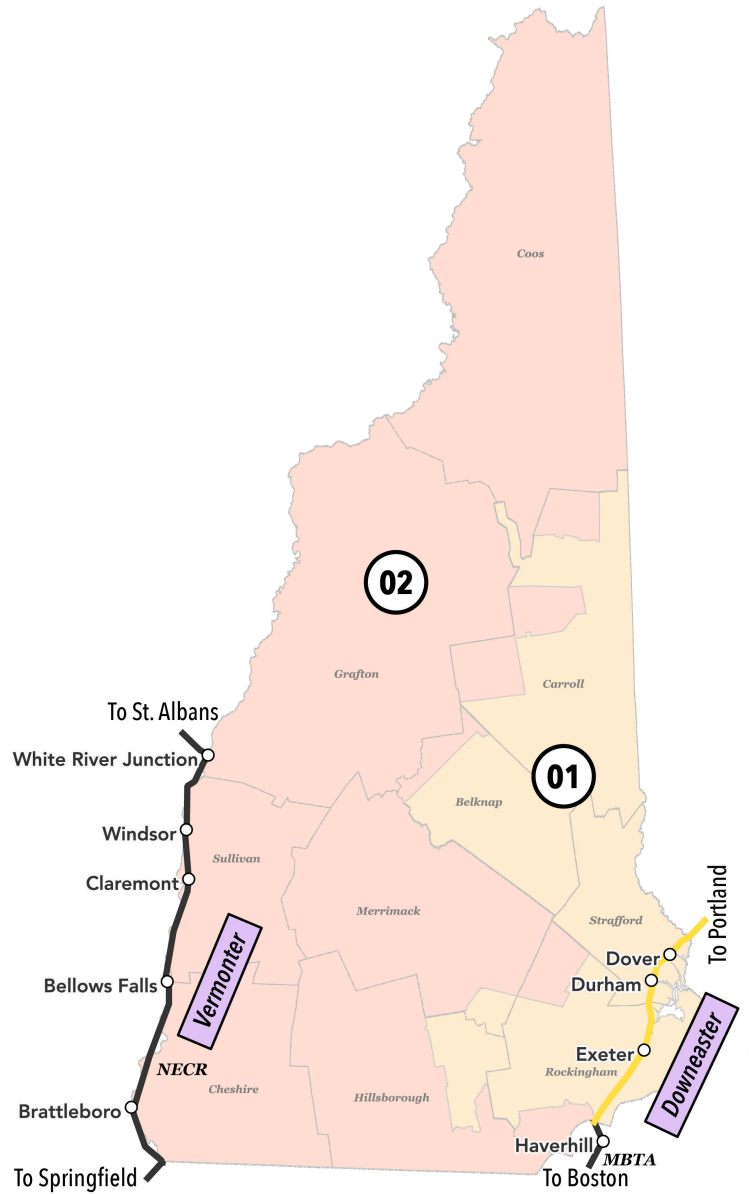
About the *Downeaster*

Passenger train service between Boston and Portland was restored in 2001 after an absence of more than 35 years. The *Downeaster* service features daily service 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



| Track Ownership | |
|--|--|
| █ Amtrak | █ CSX |
| █ BNSF | █ NS |
| █ CN | █ UP |
| █ CPKC | █ Other |

01 Congressional District

Route Name