



Amtrak Fact Sheet Fiscal Year 2023 State of New Hampshire

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated 13 trains per day in New Hampshire, as part of the following routes:

- **State Supported**
 - Amtrak Downeaster** (daily Boston-Portland-Brunswick)
 - Vermont** (daily Washington-Philadelphia-New York-New Haven-Springfield-Clairemont-Essex Junction-St. Albans)

Stations Served

During FY 2023, Amtrak trains served the following locations in New Hampshire.

City (Code)	Ridership
Claremont (CLA)	3,085
Dover (DOV)	50,144
Durham (DHM)	50,485
Exeter (EXR)	65,782
Total New Hampshire Station Usage:	169,496

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 (OTP) 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 OTP in FY 2023:

Service	Host Railroad (s)	FY23 OTP
<i>Downeaster</i>	Massachusetts Bay Transportation Authority, CSX (formerly Pan Am Railways, merger completed 6/1/22)	81%

Customer OTP measures what proportion of customers arrive at their destination on time. For *Acela* trains, the margin is within 10 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 2023, there were approximately 16.7 million members of *Amtrak Guest Rewards* (AGR), with 67,519 listing an address in New Hampshire. For more information about AGR, please see: <https://www.amtrak.com/guestrewards/home>.

Procurement

In FY 2023, Amtrak procured goods and services worth \$3.71 billion, and 99.0% of that figure was sourced from firms headquartered domestically. In New Hampshire, Amtrak spent \$21,941,500 broken down in the following locations:

City	Amount (\$)
Claremont	162,206
Concord	365,015
Portsmouth	21,176,819
Salem	118,019

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 43 New Hampshire residents. Total FY 2023 wages were \$2.21 billion, of which New Hampshire residents earned \$4,891,314.

Additional Information

About the *Amtrak Downeaster*

After over 35 years without passenger train service, the *Amtrak Downeaster* restored daily service between Boston and Portland, ME, in 2001. The *Amtrak Downeaster* service includes intermediate stops in New Hampshire at stations in Exeter, Durham-UNH, and Dover. The Northern New England Passenger Rail Authority (NNEPRA) holds a multi-year agreement with Amtrak to operate the *Amtrak Downeaster* passenger rail service, one of 28 state-supported Amtrak routes in the country. NNEPRA staff works with Amtrak to develop revenue management strategies, schedules, capital projects and service improvement programs. NNEPRA holds liability and insurance policies associated with the operation of the *Amtrak Downeaster* and reimburses Amtrak to provide the equipment, train crews, Portland ticket agents and reservations services associated with the *Amtrak Downeaster*.

About the *Vermont*

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

Service Expansion and Improvements

Amtrak Downeaster: Amtrak and CSX have agreed to install I-ETMS Positive Train Control (PTC) between Haverhill, MA, and Brunswick, ME, on over 100 miles of track formerly owned by Pan Am, including territory in New Hampshire. The project will ‘close the gap’ on host rail lines that had received a PTC exemption by adding signals, wayside units, and other safety enhancements which will be tied into CSX’s existing back-office PTC control center. Amtrak is fully funding the project with an estimated \$51 million budget.

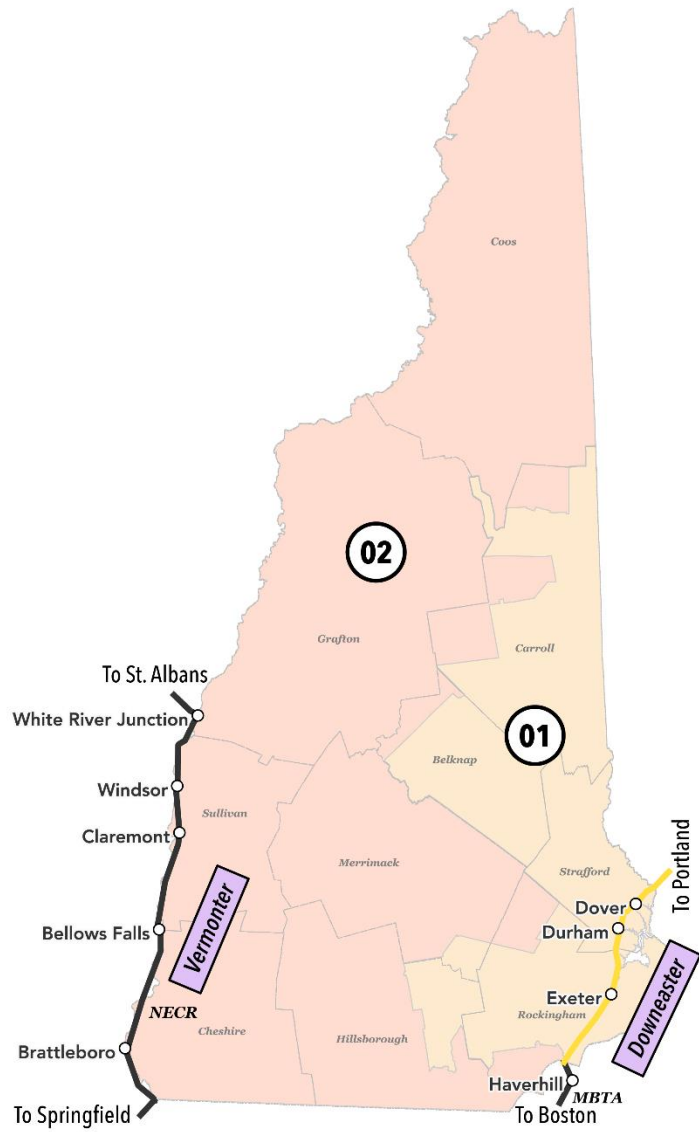
Station Improvements

The Americans with Disabilities Act of 1990 (ADA) requires that stations in the intercity rail transportation system be made readily accessible to and usable by individuals with disabilities. In response, Amtrak developed an ADA Stations Program to bring the stations it serves (and for which it has ADA responsibility) into compliance with ADA requirements and to provide the best possible service to passengers with disabilities in the shortest timeframe and most integrated and efficient way possible.

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 has been active since 2018. It is the first such program to be implemented along the *Vermont* line. It was implemented by the City of Claremont with Amtrak providing training to station host volunteers.

AMTRAK ROUTES IN NEW HAMPSHIRE



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

① Congressional District

▭ Route Name