



Amtrak in New Hampshire

Fiscal Year 2024



Amtrak is America's Railroad,[®] created by Congress to "provide efficient and effective intercity passenger rail mobility consisting of high quality service that is trip-time competitive with other intercity travel options." In FY 2024, the company's 22,000+ employees operated an average of almost 300 intercity trains per day along 47 permanent routes, serving a record 32.8 million passengers. Amtrak's network includes 524 regularly-scheduled stops across 46 states, 3 Canadian provinces, and Washington, DC. Partner-operated Thruway routes offer connecting service to additional communities, typically via bus.

Service & Ridership

In FY 2024, Amtrak operated an average of **12 intercity trains per day** on 2 permanent routes serving New Hampshire, with **197,162 total passengers** boarding or alighting in the state.¹ Service was provided via the following routes:²

▪ State-Supported Trains

- **Downeaster** — Boston (*North Station*) - Exeter - Durham - Dover - Portland - Brunswick (*5 round trips daily*)
- **Vermont** — St. Albans - Essex Junction (*Burlington*) - White River Junction - Claremont - Brattleboro - Springfield - New Haven - New York - Philadelphia - Baltimore - Washington, DC (*1 round trip daily*)

As **State-Supported routes**, the *Downeaster* and *Vermont* are operated in partnership with, respectively, the Northern New England Passenger Rail Authority (NNEPRA, created by the state of Maine; *Downeaster*), the Vermont Agency of Transportation (VTrans; *Vermont*), the Massachusetts Department of Transportation (MassDOT; *Vermont*), and the Connecticut Department of Transportation (CTDOT; *Vermont*). Outside the Boston-to-Washington Northeast Corridor (NEC), Section 209 of the Passenger Rail Investment and Improvement Act (PRIIA) requires that short- and middle-distance Amtrak routes (i.e., those less than 750 miles in length) be State-Supported; in other words, sponsoring partners fund the majority of those routes' costs and make decisions about schedule, frequency, and other aspects of service. In FY 2024, the sponsoring partners listed above funded a total of \$10.1 million in operating payments for State-Supported routes serving New Hampshire, helping support a combined total ridership on those routes³ of 701,084.

Stations

During FY 2024, Amtrak intercity trains made scheduled stops at 4 locations in New Hampshire:

¹ Total equals sum of all boardings and alightings at in-state stations.

² Not all stops shown. Note that certain frequencies may not serve every station listed.

³ Unlike state- / station-specific ridership, total *route* ridership equals sum of all boardings and alightings divided by two.



Station (Code)	Ridership (Ons + Offs)	Amtrak ADA Responsibility	Amtrak ADA Compliance	Amtrak ADA Investment ⁴
Claremont (CLA)	3,122	Partial	Complete	\$1,845,674
Dover (DOV)	63,050	Partial	Complete*	—
Durham (DHM)	56,061	None	N/A	—
Exeter (EXR)	74,929	None	N/A	—
Total:	197,162	2/4	Complete	\$1,845,674

* Status reflects third-party investments in Amtrak-responsible station components.

Importantly, Amtrak is working to ensure that its stations are fully accessible to individuals with disabilities. Most Amtrak-served stations are decades old; many were served by other railroads before the company ever existed. The Americans with Disabilities Act (ADA), enacted in 1990, requires that U.S. stations be made accessible; in response, Amtrak developed an ADA Stations Program (ADASP) to bring station components for which the company is responsible into full ADA compliance. ADASP aims to ensure Amtrak provides the best possible service in the shortest possible timeframe; the program will ultimately invest a total of \$1.8 billion in 385 communities nationwide, including a **\$1.8 million investment in New Hampshire**. All Amtrak-responsible work is targeted for completion by the end of FY 2029.

Detailed profiles of every permanent Amtrak station stop, including current information on accessibility, can be found on the Great American Stations website: <https://www.greatamericanstations.com>.

Host Railroads & On Time Performance

Outside the NEC, most Amtrak trains must travel over other “host” railroads’ tracks—and hosts generally control dispatching decisions on the tracks that they own. By law, Amtrak trains are supposed to receive preference over freight trains (i.e., priority in dispatching), but many host-dispatched trains arrive late at their destinations, and many routes do not meet on-time performance (OTP) standards established by the Federal Railroad Administration (FRA)—affecting millions of passengers per year.

Listed below are the Amtrak routes that operate in New Hampshire, along with each route’s major in-state host railroad(s) and full-route customer on-time performance (C-OTP)⁵ in FY 2024:

Route	In-State Host(s)	C-OTP
<i>Downeaster</i>	CSX	81.7%
<i>Vermont</i>	New England Central Railroad	68.2%

⁴ “Amtrak ADA Investment” describes Amtrak’s projected total investment in compliance work over the lifetime of ADASP.

⁵ C-OTP measures the proportion of customers traveling on a given route who arrive at their destinations on time. Suppose that passengers board a train scheduled to make two stops, and suppose that train is on time at the first stop, but arrives late at the second. If all passengers alight at the first stop, C-OTP for that train is 100%; if all passengers alight at the second stop, C-OTP is 0%.

Procurement

Amtrak's procurements are subject to "Buy America"-style domestic preference requirements, which the company is proud to meet or exceed. Nationally, Amtrak paid nearly \$4.5 billion for goods and services in FY 2024; 99% of that amount was spent domestically, and **\$19.4 million** went to vendors in New Hampshire:

Community	Amount
Portsmouth	\$18,650,412
Concord	\$413,034
Claremont	\$162,702
Salem	\$69,869
Pelham	\$25,608
Dover	\$15,941
Rumney	\$9,471
Amherst	\$4,335
Londonderry	\$2,840
Charleston	\$2,200
All Others < \$1k	\$1,310
Total NH Payments:	\$19,357,723

The single largest in-state payment category was **fuels and fuel additives**.

Current Amtrak Routes in New Hampshire

01 Congressional District

Route Name

Track Ownership

Amtrak	CSX
BNSF	NS
CN	UP
CPKC	Other

