



Amtrak Fact Sheet Fiscal Year 2021 State of Vermont

Amtrak Service & Ridership

At the end of FY 2021, Amtrak operated four trains per day in Vermont, as part of the following routes:

- **State Supported**
 - Ethan Allen Express* (three daily round trips New York-Albany-Rutland)
 - Vermont* (daily Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)

Stations Served

During FY 2021, Amtrak served the following locations in Vermont.

City (Code)	Ridership
Bellows Falls (BLF)	895
Brattleboro (BRA)	3,341
Castleton (CNV)	708
Essex Junction (ESX)	4,091
Montpelier-Berlin (MPR)	1,609
Randolph (RPH)	463
Rutland (RUD)	2,415
St. Albans (SAB)	1,081
Waterbury (WAB)	1,005
White River Junction (WRJ)	3,132
Windsor (WNM)	358
Total Vermont Station Usage:	19,098

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 Vermont with each service’s host railroads and customer on-time performance (OTP) in FY 2021:

Service	Host Railroad (s)	FY21 OTP
<i>Ethan Allen Express</i>	Canadian Pacific, Metro-North, Vermont Rail System	89.5%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	86.7%

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 24,992 members listing an address in Vermont. This is a 6.6% 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 Vermont, Amtrak spent \$1,261,729, broken down in the following locations:

City	Amount (\$)
Burlington	684,002
Manchester Center	157,337

Employment & Wages

At the end of FY 2021, Amtrak employed 17,055 people, including two Vermont residents. Total FY 2021 wages were \$1.54 billion, of which Vermont residents earned \$160,680.

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

Bellows Falls: Amtrak has FY 2024 plans to modify the station to achieve ADA compliance. This will include ensuring that the station waiting room, ticket counter, and restrooms all meet ADA requirements.

Brattleboro: Work progresses to construct a new fully accessible station, incorporating the state’s first high-level platform. Amtrak, in partnership with host railroad NECR (GWRR), is sponsoring reconstruction of the West River Siding to accommodate the new platform and station stop, across the track from the current station.

Castleton: Construction was completed in 2019 including a new platform, accessible parking, and sidewalk. ADA improvements were also made to the waiting room and bathroom in the station.

Essex Junction: ADA improvements in 2022 included accessible pathways to the platform, parking area, and the station. Additional work included modifying the parking area to provide accessible parking stalls, constructing new platforms with associated ramps, stairs, railings, and signage, modifying station entrances, restrooms, and the ticket counter to meet ADA requirements, and providing platform city identifier signs.

Montpelier: Amtrak plans to modify the station in accordance with ADA compliance. This will include providing accessible pathways to the platform, constructing a new platform with associated ramps, stairs, railings, and signage, and providing platform city identifier signs.

Windsor: ADA improvements completed in FY 2021 included a compliant platform, parking, and accessible pathways. The town is also installing a new shelter to complement the ADA improvements.

***Vermont*er Improvements**

The state of Vermont has invested over \$70 million in track rehabilitation projects to increase speeds along a 190-mile section of track from St. Albans to Vernon (just north of the Massachusetts border).

After the 2014 completion of Massachusetts “Knowledge Corridor”, Amtrak’s *Vermont*er service was re-routed onto this shorter and faster line.

Bicycles: In May 2016, Amtrak and the State of Vermont began a pilot program for carry-on bicycles along the entire length of the route from Washington. Luggage racks within the coaches were removed and

replaced with newly retrofitted racks that fold down to convert to bicycle racks. The carry-on bicycle program on the *Vermont* has proved to be very popular.

Western Corridor improvements

The state of Vermont has committed more than \$115 million in state and federal resources to rehabilitate the Western Corridor between Rutland and Burlington in preparation for the extension of Amtrak's *Ethan Allen Express* service. This 15-year project included 67 miles of track improvements, 26 crossing projects, and nine bridge projects. The project also included: renovations of the historic 1916 Burlington station, track layout and platform; restoration and relocation of the 1840 Ferrisburgh-Vergennes station; and a new rail tunnel and platform in Middlebury.

Vermont Shires Connector Bus Service

In September 2017, the Vermont Agency of Transportation, in partnership with Amtrak launched the Vermont Shires Connector bus service to/from Manchester and Bennington. This became part of the Amtrak Thruway Connection system offering connecting busses and through-ticketing to Amtrak trains at Albany-Rensselaer to and from New York Penn Station. The service operates twice daily in both directions. The Vermont Shires Connector bus service also includes stops at the Albany Greyhound Terminal and the Albany International Airport.

AMTRAK ROUTES IN VERMONT

