



## Amtrak Fact Sheet Fiscal Year 2023 State of Vermont

### Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated four trains per day in Vermont, as part of the following routes:

- **State Supported**

- Ethan Allen Express* (daily, New York-Albany-Burlington)

- Vermont* (daily, Washington-Philadelphia-New York-New Haven-Berlin-Springfield-Essex Junction-St. Albans)

### Stations Served

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

City (Code)	Ridership
Bellows Falls (BLF)	4,562
Brattleboro (BRA)	15,180
Burlington (BTN)	21,150
Castleton (CNV)	2,907
Essex Junction (ESX)	16,001
Ferrisburgh-Vergennes (VRN)	3,341
Middlebury (MBY)	9,022
Montpelier-Berlin (MPR)	6,882
Randolph (RPH)	2,231
Rutland (RUD)	10,634
St. Albans (SAB)	3,962
Waterbury (WAB)	5,271
White River Junction (WRJ)	14,572
Windsor (WNM)	1,374
<b>Total Vermont Station Usage:</b>	<b>117,089</b>

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 Vermont with each service’s host railroads and customer OTP in FY 2023:

<b>Service</b>	<b>Host Railroad (s)</b>	<b>FY23 OTP</b>
<i>Ethan Allen Express</i>	Canadian Pacific Kansas City, Metro-North, Vermont Rail System	74%
<i>Vermontier</i>	Massachusetts DOT, Metro-North, New England Central	70%

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 37,959 members listing an address in Vermont. 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 Vermont, Amtrak spent \$19,253,661 broken down in the following locations:

<b>City</b>	<b>Amount (\$)</b>
Burlington	18,209,319
Manchester Center	197,972
Milton	469,556
Rutland	107,243

### **Employment & Wages**

At the end of FY 2023, Amtrak employed 22,642 people, including two Vermont residents. Total FY 2023 wages were \$2.21 billion, of which Vermont residents earned \$161,640.

### **Additional Information**

#### **Service Expansion and Improvements**

The Vermont Department of Transportation submitted two applications to the Federal Railroad Administration’s (FRA) Corridor Identification and Development Program. It is a comprehensive intercity passenger rail planning and development program that will help guide intercity passenger rail development throughout the country and create a pipeline of intercity passenger rail projects ready for implementation. On December 8, 2023, the FRA announced the approval of the applications:

**The Green Mountain Corridor** would connect New York City and Burlington, VT, via Albany, NY, and Rutland, VT, dovetailing with the *Ethan Allen Express* by providing new service to communities including Bennington and Manchester, VT, and Mechanicville, NY.

**The *Vermont* Corridor** would extend service north to Montreal, Quebec, Canada, with creation of a customs preclearance facility at Montreal Central Station, add frequencies, and reduce travel time.

***Vermont* 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* service was rerouted onto this shorter and faster line. Since then, Amtrak, in connection with our host railroad partners, has completed 29 of 52 identified projects, representing an investment of approximately \$41 million into passenger rail infrastructure safety improvements on both state-supported services. Work continues on the remaining 23 identified projects.

**Western Corridor Improvements:** In 2022, the *Ethan Allen Express* was extended from Rutland to Burlington following almost two decades of investments and improvements made possible by the State of Vermont. The 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 depot; 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 buses 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 Albany International Airport.

### **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. In FY 2023, Amtrak's ADA Stations Program spend in Vermont was over \$4.4 million.

**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 New England Central Railroad (Genesee &

Wyoming Railroad), is sponsoring reconstruction of the West River Siding to accommodate the new platform and station stop, across the track from the current station. Construction will commence in FY 2024 and be completed in FY 2025.

**Essex Junction:** ADA improvements in 2022 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 ticket counter to meet ADA requirements, and providing platform city identifier signs. Phase 2 will commence construction in FY 2024 and will include a new platform and associated signage, lighting, and access. Construction will be completed in FY 2025.

**Montpelier/Berlin:** 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 roadway and platform/station signage.

**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.

# AMTRAK ROUTES IN VERMONT

