



Amtrak Fact Sheet Fiscal Year 2022 State of Vermont

Amtrak Service & Ridership

At the end of FY 2022, 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 2022, Amtrak trains served the following locations in Vermont.

City (Code)	Ridership
Bellows Falls (BLF)	3,840
Brattleboro (BRA)	13,850
Burlington (BTN)	3,737
Castleton (CNV)	3,585
Essex Junction (ESX)	17,412
Ferrisburgh-Vergennes (VRN)	633
Middlebury (MBY)	1,656
Montpelier-Berlin (MPR)	6,292
Randolph (RPH)	2,014
Rutland (RUD)	10,990
St. Albans (SAB)	3,621
Waterbury (WAB)	4,423
White River Junction (WRJ)	12,310
Windsor (WNM)	1,195
Total Vermont Station Usage:	85,558

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 2022:

Service	Host Railroad (s)	FY22 OTP
<i>Ethan Allen Express</i>	Canadian Pacific, Metro-North, Vermont Rail System	83%
<i>Vermont</i>	Massachusetts DOT, Metro-North, New England Central	81%

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 32,142 members listing an address in Vermont. 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 Vermont, Amtrak spent \$xxxxxxx, broken down in the following locations:

City	Amount (\$)
Burlington	7,408,729
Manchester Center	188,824
Milton	701,812

Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including two Vermont residents. Total FY 2022 wages were \$1.92 billion, of which Vermont residents earned \$112,138.

Additional Information

Station Improvements

In FY 2022, 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 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 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.

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.

***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 rerouted onto this shorter and faster line.

Western Corridor Improvements

In 2022, the *Ethan Allen* 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 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

