



## Amtrak Fact Sheet Fiscal Year 2022 State of Tennessee

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### Amtrak Service & Ridership

At the end of FY 2022, Amtrak operated two trains per day in Tennessee, as part of the following routes:

- **Long Distance**  
*City of New Orleans* (daily Chicago-Carbondale-Memphis-New Orleans)

### Stations Served

During FY 2022, Amtrak trains served the following locations in Tennessee.

City (Code)	Ridership
Memphis (MEM)	38,891
Newbern-Dyersburg (NBN)	2,465
<b>Total Tennessee Station Usage:</b>	<b>41,356</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 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 Tennessee with each service’s host railroads and customer on-time performance (OTP) in FY 2022:

Service	Host Railroad (s)	FY22 OTP
<i>City of New Orleans</i>	Canadian National	60%

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 63,939 members listing an address in Tennessee. 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 Tennessee, Amtrak spent \$32,429,541, broken down in the following locations:

City	Amount (\$)
Brentwood	129,000
Chattanooga	114,984
Franklin	612,045
Knoxville	9,394,291
Mascot	1,779,493
Memphis	20,269,198
Murfreesboro	118,939

### Employment & Wages

At the end of FY 2022, Amtrak employed 18,689 people, including eleven Tennessee residents. Total FY 2022 wages were \$1.92 billion, of which Tennessee residents earned \$1,120,109.

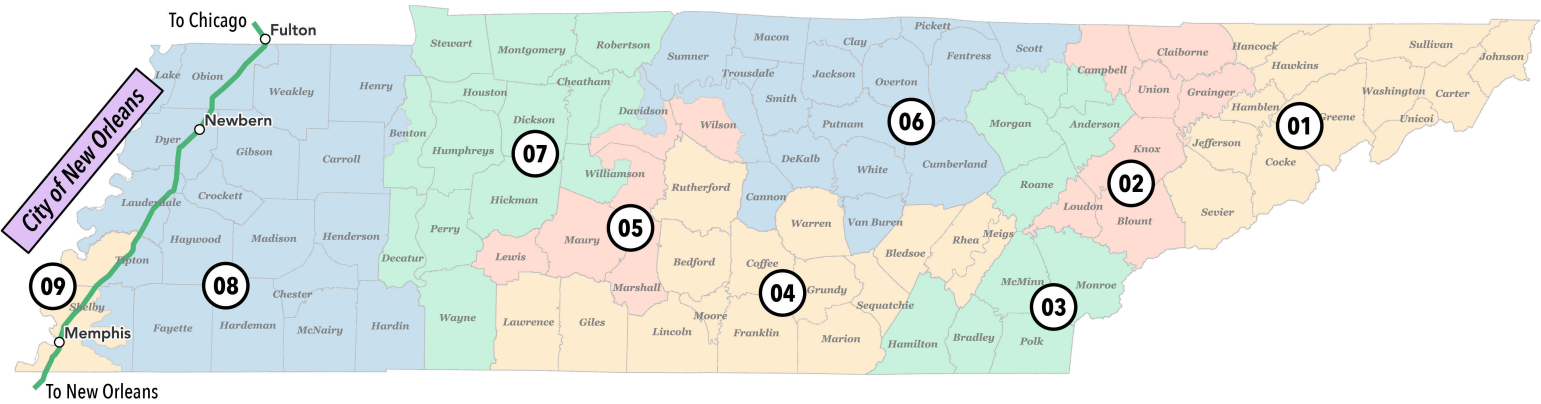
### Additional Information

#### Station Improvements

**Memphis:** Central Station has undergone a major renovation and conversion into a boutique hotel and restaurant. Amtrak still maintains a presence in the station on the South Main Street side of the building at track level with full ticketing, baggage, and waiting room.

**Newbern-Dyersburg:** Amtrak is in procurement to modify the station's platform to ensure ADA compliance. This will include a new platform with associated ramps, stairs, railings, and signage for the station. This project is projected to be completed in FY 2023.

# AMTRAK ROUTES IN TENNESSEE



Track Ownership

Amtrak

BNSF

CN

CPKC

CSX

NS

UP

Other

01 Congressional District

Route Name