



Amtrak Fact Sheet Fiscal Year 2018 *State of Tennessee*

Amtrak Service & Ridership

Amtrak operates one National Network train through Tennessee:

- The **City of New Orleans** (daily Chicago-Champaign/Urbana-Carbondale-Memphis-Jackson-New Orleans).

During FY18 Amtrak served the following Tennessee locations:

City	Boardings & Alightings
Memphis	71,311
Newbern-Dyersberg	3,557
Total Tennessee Station Usage:	74,868

Host Railroads & On Time Performance

Amtrak relies heavily on the cooperation of other railroads in order to operate routes using tracks that are not owned or controlled by Amtrak. 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 on-time performance (OTP) in FY18:

Service	Host Railroads	FY18 OTP
City of New Orleans	Canadian National	45.8%

“On-time performance” represents the percentage of stations at which the train arrives within 15 minutes of the scheduled arrival time.

Amtrak Guest Rewards

At the end of FY18, there were **37,230** members of the Amtrak Guest Rewards program in Tennessee. This is a 16% increase from FY17.

Station Improvements

Memphis: Central Station is currently undergoing a major renovation and conversion into a boutique hotel and restaurant. Amtrak will still maintain a presence in the station on the South Main St. side of the building at track level with full ticketing, baggage and waiting room.