



## Amtrak Fact Sheet Fiscal Year 2021 State of Tennessee

### Amtrak Service & Ridership

At the end of FY 2021, 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 2021, Amtrak served the following locations in Tennessee.

City (Code)	Ridership
Memphis (MEM)	25,332
Newbern-Dyersburg (NBN)	1,792
<b>Total Tennessee Station Usage:</b>	<b>27,124</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 2021:

Service	Host Railroad (s)	FY21 OTP
<i>City of New Orleans</i>	Canadian National	85.0%

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 50,366 members listing an address in Tennessee. This is a 6.4% 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 Tennessee, Amtrak spent \$18,775,485, broken down in the following locations:

City	Amount (\$)
Franklin	808,812
Knoxville	4,242,342
Mascot	879,873
Memphis	12,776,627

**Employment & Wages**

At the end of FY 2021, Amtrak employed 17,055 people, including ten Tennessee residents. Total FY 2021 wages were \$1.54 billion, of which Tennessee residents earned \$1,431,118.

**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.

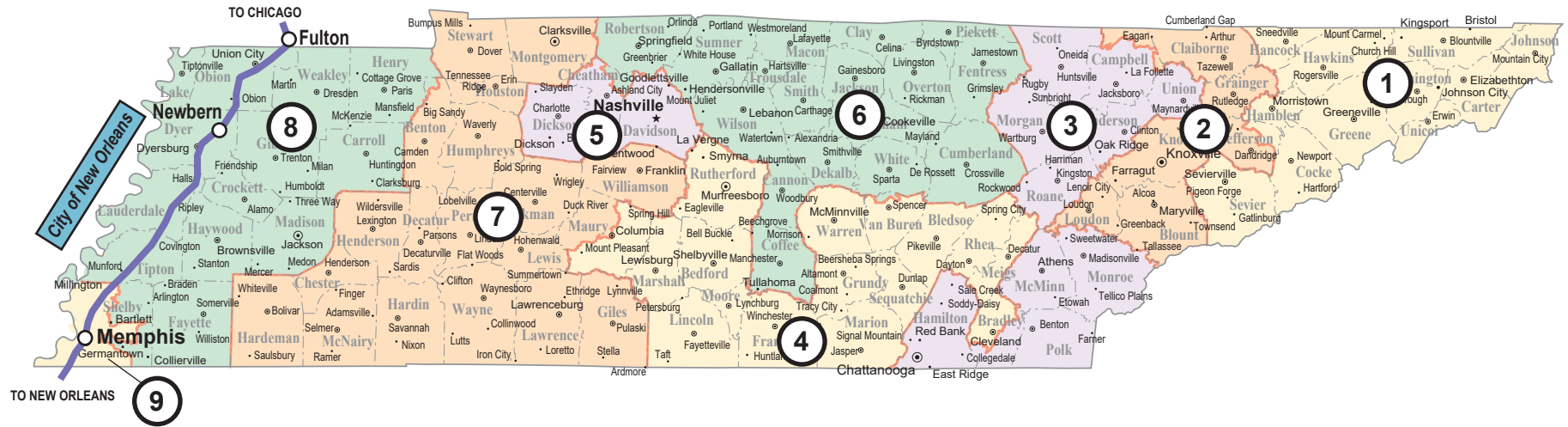
Importantly, the Amtrak Connects US vision was only a starting point. Amtrak is ready to work with States and other eligible entities to begin or expand service anywhere – regardless of whether the route was included in the vision.

### **Station Improvements**

**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	
<span style="color: purple;">█</span> Amtrak	<span style="color: green;">█</span> NS
<span style="color: orange;">█</span> UP	<span style="color: lightgreen;">█</span> CP
<span style="color: blue;">█</span> BNSF	<span style="color: purple;">█</span> CN/IC
<span style="color: red;">█</span> CSX	<span style="color: black;">█</span> Other

① Congressional District