



Amtrak Fact Sheet Fiscal Year 2023 State of Tennessee

Amtrak Service & Ridership

At the end of FY 2023, Amtrak operated two trains per day in Tennessee, as part of the following route:

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

Stations Served

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

City (Code)	Ridership
Memphis (MEM)	65,689
Newbern-Dyersburg (NBN)	3,689
Total Tennessee Station Usage:	69,378

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

Service	Host Railroad (s)	FY23 OTP
<i>City of New Orleans</i>	Canadian National	75%

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 73,120 members listing an address in Tennessee. 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 Tennessee, Amtrak spent \$25,031,428 broken down in the following locations:

City	Amount (\$)
Chattanooga	336,723
Franklin	481,535
Mascot	2,233,047
Memphis	20,695,744
Murfreesboro	1,196,887

Employment & Wages

At the end of FY 2023, Amtrak employed 22,642 people, including 21 Tennessee residents. Total FY 2023 wages were \$2.21 billion, of which Tennessee residents earned \$2,026,160.

Additional Information

Service Expansion and Improvements

The City of Chattanooga has received a federal Corridor Identification and Development Program grant for the creation of an Atlanta-Chattanooga-Nashville-Memphis route.

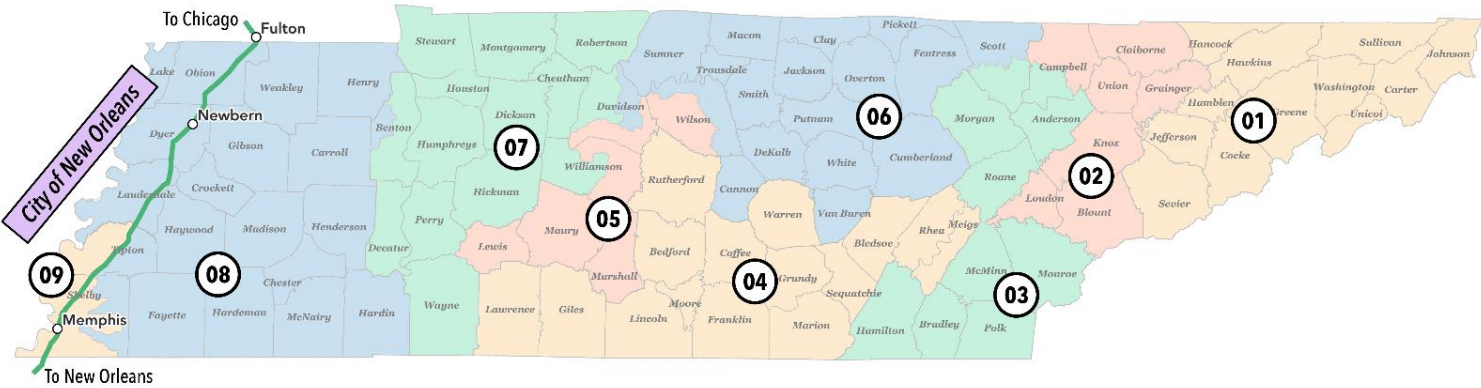
Station Improvements

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.

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 a waiting room.

Newbern-Dyersburg: Amtrak is in the construction phase of modifying 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 2024.

AMTRAK ROUTES IN TENNESSEE



Track Ownership	
■ Amtrak	■ CSX
■ BNSF	■ NS
■ CN	■ UP
■ CPKC	■ Other

- 01 Congressional District
- Route Name