

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION for the Month of JULY 2015

Ridership

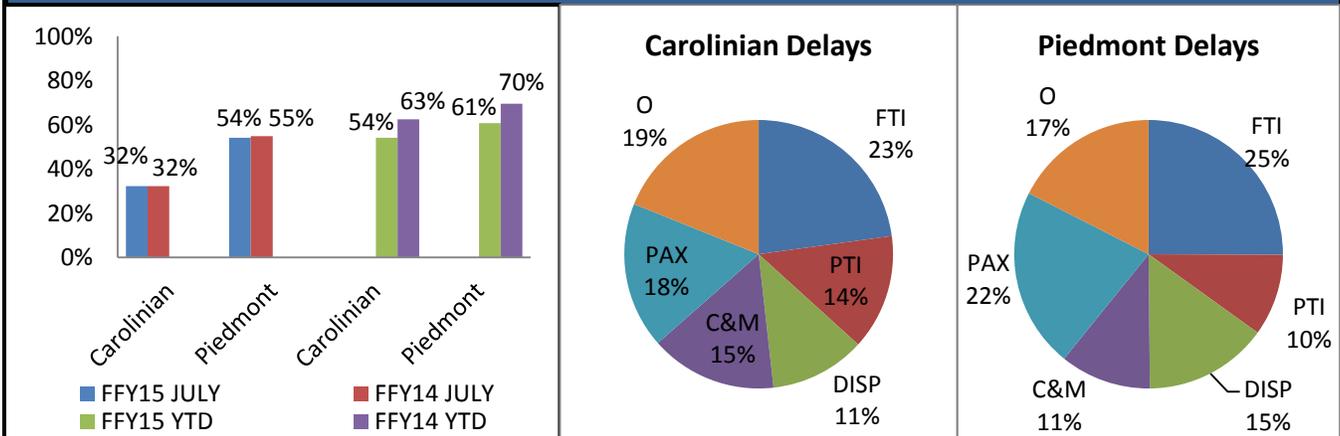
	FFY15 JULY	FFY14 JULY	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	29,357	29,583	-1%	249,421	250,568	0%
Piedmont	14,270	13,977	2%	136,242	142,300	-4%
Total	43,627	43,560	0%	385,663	392,868	-2%
			# of Trains	FFY15 JULY	FFY14 JULY	Δ
Average number of passengers per train		Carolinian	62	474	477	-1%
		Piedmont	122	117	115	2%

Revenue

	FFY15 JULY	FFY14 JULY	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	\$2,072,062	\$2,134,922	-3%	\$15,998,676	\$15,665,530	2%
Piedmont	\$278,597	\$276,516	1%	\$2,788,956	\$2,836,017	-2%
Total	\$2,350,659	\$2,411,438	-3%	\$18,787,632	\$18,501,547	2%
Amenities	Mo. Surcharge	\$18,920	Mo. Expense	\$1,979	Mo. Surplus	\$16,940

***July 2015 service modifications and annulments impacted two trains due to PIP construction.** Two Piedmont trains, 74 and 75, were annulled on July 20. In 2014, Trains 74 and 75 were annulled on July 24, and Trains 79 and 80 did not operate between Charlotte and Raleigh. Looking ahead: Four to five service disruptions impacting midday trains are expected between September and December 2015. Additional analysis finds high correlation between lower retail gas prices and drops in Piedmont ridership.

On-time Performance



*Carolinian and Piedmont delays were 8,919 and 3,144 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Satisfaction - June 2015

	FFY15 JUNE	FFY14 YEAR-END	Δ
Carolinian	67%	75%	-8%
Piedmont	87%	88%	-1%

*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2014 were 82% for the Carolinian and 92% for the Piedmont; and for FFY 2015 are 79% for the Carolinian and 90% for the Piedmont. Overall June eCSI for all Amtrak services was 76%.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Raleigh - Washington	Charlotte - Raleigh
2	Charlotte - Raleigh	Charlotte - Cary
3	Charlotte - New York	Charlotte - Durham
4	New York - Raleigh	Charlotte - Greensboro
5	Charlotte - Washington	Greensboro - Raleigh
6	Greensboro - Washington	Cary - Greensboro
7	New York - Wilson	Durham - Greensboro
8	Charlotte - Durham	Charlotte - HighPoint
9	Durham - Washington	Cary - Durham
10	Greensboro - New York	Burlington - Cary

*Of the ten city pairs with the highest ridership, from the previous FFY month Greensboro - New York had the largest increase of 37% and Charlotte - Washington the largest decrease of 7% for the Carolinian; Cary - Durham had the largest increase of 73% and Charlotte - Cary the largest decrease of 8% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY15 JULY	FFY14 JULY	Δ
Charlotte	15,104	15,526	-3%
Raleigh	11,191	10,528	6%
Greensboro	8,957	9,275	-3%
Durham	7,006	6,953	1%
Cary	5,727	5,361	7%
Wilson	3,209	3,553	-10%
High Point	2,684	2,818	-5%
Burlington	2,255	2,144	5%
Rocky Mount	1,952	2,005	-3%
Salisbury	1,929	2,115	-9%
Kannapolis	1,609	1,628	-1%
Selma-Smithfield	792	1,075	-26%

*The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

North Carolina Train Host Association

	FFY15 JULY	FFY15 YTD
Train Host Volunteer Hours	1,118	10,544



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