

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION for the Month of AUGUST 2015

Ridership

| | FFY15 AUG | FFY14 AUG | Δ | FFY15 YTD | FFY14 YTD | Δ |
|-------------------|--|-----------|------|-----------|-----------|------|
| Carolinian | 27,845 | 29,823 | -7% | 277,266 | 280,391 | -1% |
| Piedmont | 12,948 | 14,867 | -13% | 149,190 | 157,167 | -5% |
| Total | 40,793 | 44,690 | -9% | 426,456 | 437,558 | -3% |
| # of Trains | Average number of passengers per train | | | FFY15 AUG | FFY14 AUG | Δ |
| 62 | Carolinian | | | 449 | 481 | -7% |
| 122 | Piedmont | | | 106 | 120 | -11% |

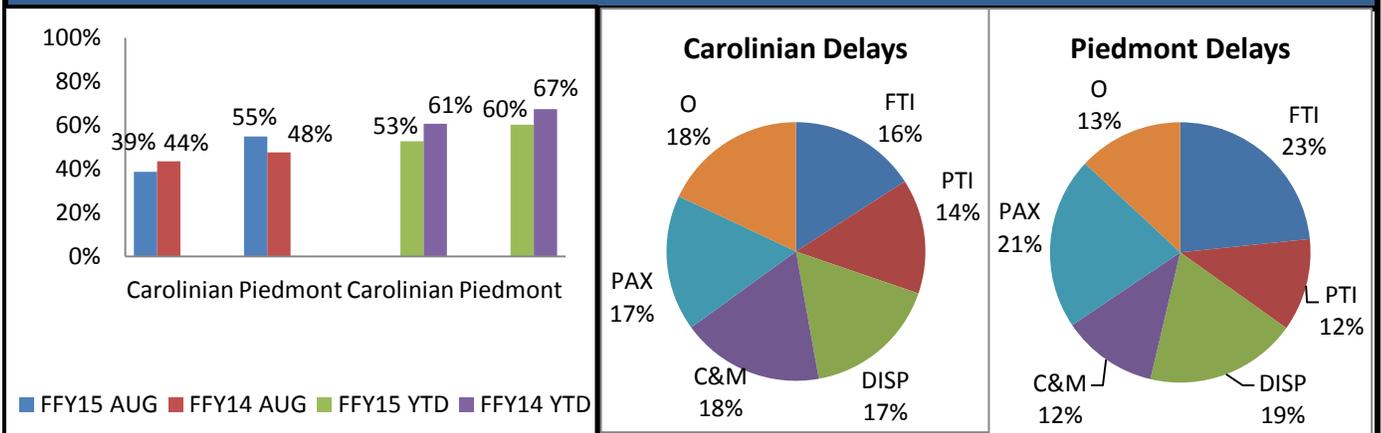
Revenue

| | FFY15 AUG | FFY14 AUG | Δ | FFY15 YTD | FFY14 YTD | Δ |
|-------------------|-------------|-------------|------|--------------|--------------|-----|
| Carolinian | \$1,897,949 | \$2,140,850 | -11% | \$17,896,625 | \$17,806,380 | 1% |
| Piedmont | \$256,499 | \$294,911 | -13% | \$3,045,455 | \$3,130,927 | -3% |
| Total | \$2,154,448 | \$2,435,761 | -12% | \$20,942,080 | \$20,937,307 | 0% |

| | | | | | | |
|------------------|---------------|----------|-------------|---------|-------------|----------|
| Amenities | Mo. Surcharge | \$17,707 | Mo. Expense | \$2,092 | Mo. Surplus | \$15,614 |
|------------------|---------------|----------|-------------|---------|-------------|----------|

***August 2015 service modifications and annulments impacted four Piedmont trains due to PIP construction.** On August 31, two trains, 74 and 75, were annulled. Also on August 31, 73 terminated in Salisbury with connecting bus service to Kannapolis and Charlotte, and 76 originated in Salisbury, with connecting bus service from Charlotte and Kannapolis. In 2014, there were no annulments in August. Looking ahead: Four to five service disruptions impacting midday trains are expected between September and December 2015. Gasoline prices in August, 2015 averaged \$2.53/gallon and \$3.48/gallon in August, 2014 (EIA Weekly Retail Gasoline for Lower Atlantic region).

On-time Performance



*Carolinian and Piedmont delays were 7,827 and 3,198 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

| | FFY15 JULY | FFY14 YEAR-END | Δ |
|-------------------|------------|----------------|-----|
| Carolinian | 66% | 75% | -9% |
| Piedmont | 88% | 88% | 0% |

*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 July eCSI for all Amtrak services was 75%.

North Carolina City Pairs with Largest Ridership

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

*Of the ten city pairs with the highest ridership, from the previous FFY month Greensboro - New York had the largest increase of 18% and Charlotte - Washington the largest decrease of 12% for the Carolinian; Charlotte - High Point had the largest increase of 14% and Charlotte - Raleigh the largest decrease of 18% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

| | FFY15 AUG | FFY14 AUG | Δ |
|-------------------------|-----------|-----------|------|
| Charlotte | 13,482 | 15,269 | -12% |
| Raleigh | 9,958 | 11,018 | -10% |
| Greensboro | 8,600 | 9,647 | -11% |
| Durham | 6,884 | 7,526 | -9% |
| Cary | 5,193 | 5,697 | -9% |
| Wilson | 2,944 | 3,188 | -8% |
| High Point | 2,679 | 2,858 | -6% |
| Burlington | 2,178 | 2,554 | -15% |
| Rocky Mount | 1,838 | 2,136 | -14% |
| Salisbury | 1,811 | 2,127 | -15% |
| Kannapolis | 1,605 | 1,728 | -7% |
| Selma-Smithfield | 739 | 928 | -20% |

*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 AUG | FFY15 YTD |
|-----------------------------------|-----------|-----------|
| Train Host Volunteer Hours | 1,117 | 11,661 |



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