

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION for the Month of MARCH 2016

Ridership

	FFY16 MAR	FFY15 MAR	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	25,467	25,859	-2%	136,007	145,427	-6%
Piedmont	14,267	14,624	-2%	80,518	85,123	-5%
Total	39,734	40,483	-2%	216,525	230,550	-6%

Number of Trains

Average Number of Passengers per Train

FFY16 MAR	FFY15 MAR	Service	FFY16 MAR	FFY15 MAR	Δ
62	60	Carolinian	411	431	-5%
122	116	Piedmont	117	126	-7%

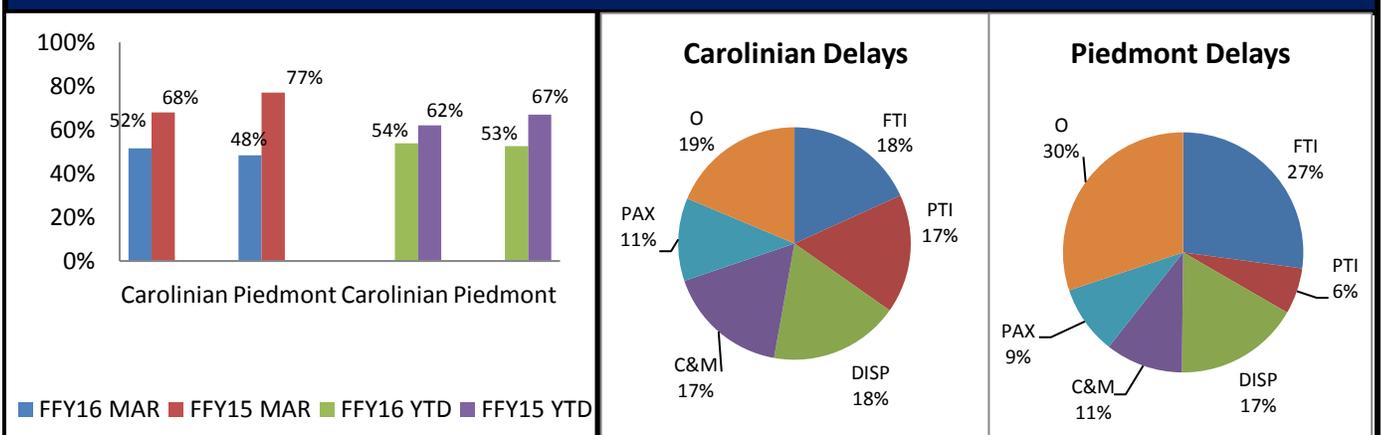
Revenue

	FFY16 MAR	FFY15 MAR	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	\$1,549,135	\$1,641,019	-6%	\$8,390,109	\$9,145,501	-8%
Piedmont	\$296,926	\$304,716	-3%	\$1,726,467	\$1,772,878	-3%
Total	\$1,846,061	\$1,945,735	-5%	\$10,116,576	\$10,918,379	-7%

Amenities & Vending	Mo. Surcharge + Vending Income	\$22,093	Mo. Expense	\$3,889	Mo. Surplus	\$18,204
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March 2016 service modifications and annulments impacted four Piedmont trains. On Mar. 14, Trains 74 and 75 were annulled, Train 73 terminated at Kannapolis, and Train 76 originated at Kannapolis to accommodate CATS project work. Additional disruptions for PIP project work will continue to occur as necessary through completion of the project. Average gasoline prices were \$0.42/gallon lower in Mar. 2016 than in Mar. 2015 (EIA Weekly Retail Gasoline for Lower Atlantic region).

On-time Performance



*Carolinian and Piedmont delays were 6,836 and 4,684 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

	FFY16 FEB	FFY15 YEAR-END	Δ
Carolinian	77%	75%	2%
Piedmont	95%	90%	5%

*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 2015 were 79% for the Carolinian and 90% for the Piedmont; and for FFY 2016 are 77% for the Carolinian and 91% for the Piedmont. Overall February eCSI for all Amtrak services was ??%.

North Carolina City Pairs with Largest Ridership

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

*Of the ten city pairs with the highest ridership, from the previous FFY month Cary - Washington had the largest increase of 18% and New York - Raleigh the largest decrease of 49% for the Carolinian; Burlington - Charlotte had the largest increase of 64% and Charlotte - Greensboro the largest decrease of 14% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY16 MAR	FFY15 MAR	Δ
Charlotte	13,964	14,473	-4%
Raleigh	10,301	11,045	-7%
Greensboro	9,366	9,367	0%
Durham	7,261	7,516	-3%
Cary	5,176	5,123	1%
Wilson	2,720	2,304	18%
High Point	2,641	2,616	1%
Burlington	1,948	2,353	-17%
Kannapolis	1,875	1,480	27%
Salisbury	1,607	1,953	-18%
Rocky Mount	1,580	1,352	17%
Selma-Smithfield	704	712	-1%

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

North Carolina Train Host Association

	FFY16 MAR	FFY16 YTD
Train Host Volunteer Hours	1,417	6,580

Go. Reconnect.

