

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION

for the Month of May 2016

Ridership

	FFY16 MAY	FFY15 MAY	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	25,278	24,196	4%	184,143	196,289	-6%
Piedmont	11,979	12,282	-2%	104,549	110,939	-6%
Total	37,257	36,478	2%	288,692	307,228	-6%

Number of Trains

Average Number of Passengers per Train

FFY16 MAY	FFY15 MAY	Service	FFY16 MAY	FFY15 MAY	Δ
62	62	Carolinian	408	390	4%
120	124	Piedmont	100	99	1%

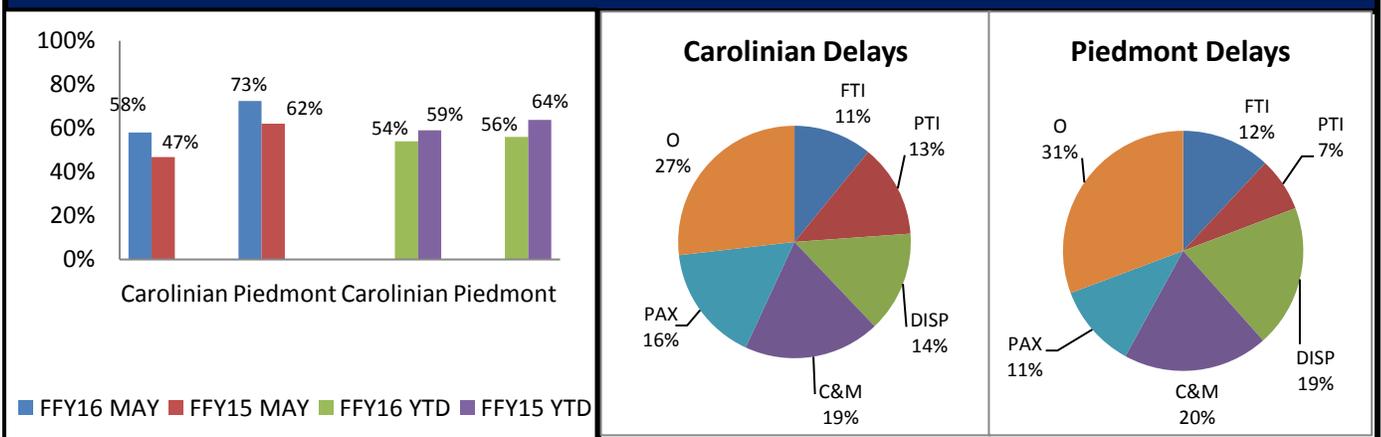
Revenue

	FFY16 MAY	FFY15 MAY	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	\$1,574,435	\$1,500,889	5%	\$11,344,060	\$12,337,012	-8%
Piedmont	\$252,368	\$246,124	3%	\$2,224,233	\$2,287,306	-3%
Total	\$1,826,803	\$1,747,013	5%	\$13,568,293	\$14,624,319	-7%

Amenities & Vending	Mo. Surcharge + Vending Income	\$19,024	Mo. Expense	\$3,630	Mo. Surplus	\$15,394
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May 2016 service modifications and annulments impacted four Piedmont trains and two Carolinian trains. On May 2, all Piedmont trains were annulled and Carolinian trains operated only between Raleigh and New York to accommodate PIP project structure and track work at Morrisville Parkway. Additional disruptions for PIP project work will continue to occur as necessary through completion of the project. Average gasoline prices were \$0.34/gallon lower in May 2016 than in May 2015 (EIA Weekly Retail Gasoline for Lower Atlantic region).

On-time Performance



*Carolinian and Piedmont delays were 6,380 and 3,210 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 APR	FFY15 YEAR-END	Δ
Carolinian	80%	75%	5%
Piedmont	90%	90%	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 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 April eCSI for all Amtrak services was 82%.

North Carolina City Pairs with Largest Ridership

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

*Of the ten city pairs with the highest ridership, from the previous FFY month Charlotte - New York had the largest increase of 22% and New York - Raleigh the largest decrease of 15% for the Carolinian; Burlington - Charlotte had the largest increase of 21% and Cary - Durham the largest decrease of 16% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY16 MAY	FFY15 MAY	Δ
Charlotte	12,387	12,188	2%
Raleigh	9,684	9,203	5%
Greensboro	7,614	7,845	-3%
Durham	6,059	6,581	-8%
Cary	4,468	4,583	-3%
High Point	2,582	2,756	-6%
Wilson	2,567	2,709	-5%
Burlington	2,452	2,296	7%
Rocky Mount	1,681	1,597	5%
Kannapolis	1,664	1,381	20%
Salisbury	1,496	1,574	-5%
Selma-Smithfield	709	636	11%

*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

	FFY16 MAY	FFY16 YTD
Train Host Volunteer Hours	1,046	8,409

Go. Reconnect.

