

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION for the Month of JUNE 2016

Ridership

	FFY16 JUNE	FFY15 JUNE	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	25,933	23,775	9%	210,076	220,064	-5%
Piedmont	10,458	11,033	-5%	115,007	121,972	-6%
Total	36,391	34,808	5%	325,083	342,036	-5%

Number of Trains

Average Number of Passengers per Train

FFY16 JUNE	FFY15 JUNE	Service	FFY16 JUNE	FFY15 JUNE	Δ
60	60	Carolinian	432	396	9%
108	116	Piedmont	97	95	2%

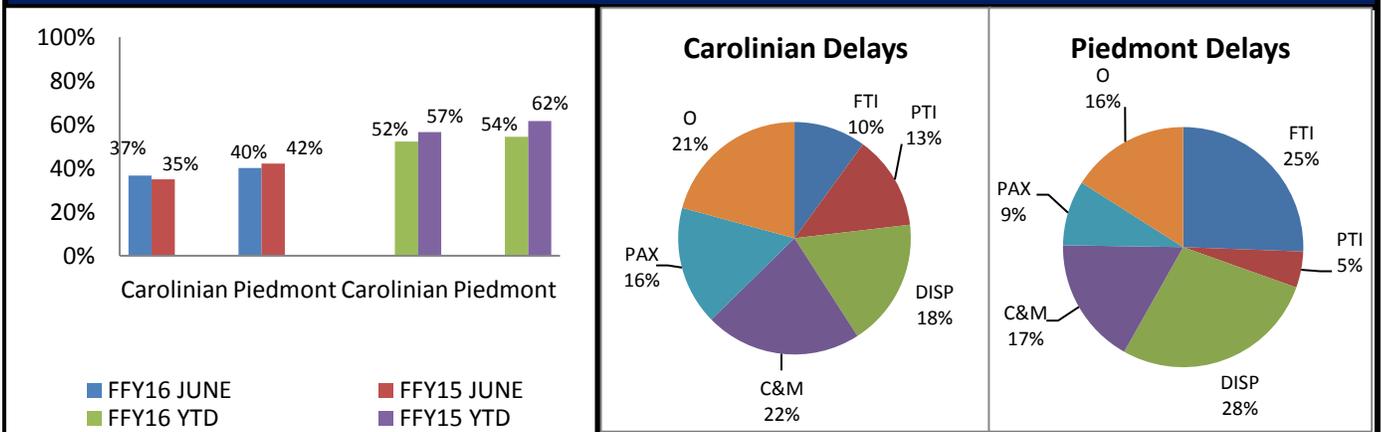
Revenue

	FFY16 JUNE	FFY15 JUNE	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	\$1,684,878	\$1,589,602	6%	\$13,028,938	\$13,926,614	-6%
Piedmont	\$215,521	\$223,053	-3%	\$2,439,754	\$2,510,359	-3%
Total	\$1,900,399	\$1,812,655	5%	\$15,468,692	\$16,436,973	-6%

Amenities & Vending	Mo. Surcharge + Vending Income	\$18,192	Mo. Expense	\$4,084	Mo. Surplus	\$14,108
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June 2016 service modifications and annulments impacted twelve Piedmont trains and four Carolinian trains. On June 6, June 20, and June 27, all Piedmont trains were annulled; on June 20, Carolinian trains operated only between Raleigh and New York; and on June 27, Carolinian Train 80 operated between Raleigh and New York and Train 79 between New York and Greensboro. Annulments accommodated PIP project structure and track work. 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 June 2016 than in June 2015 (EIA Weekly Retail Gasoline for Lower Atlantic region).

On-time Performance



*Carolinian and Piedmont delays were 7,619 and 4,702 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 MAY	FFY15 YEAR-END	Δ
Carolinian	79%	75%	4%
Piedmont	89%	90%	-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 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 June 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	New York - Raleigh	Charlotte - Cary
4	Charlotte - Washington	Charlotte - Greensboro
5	Charlotte - Durham	Cary - Greensboro
6	Greensboro - Washington	Greensboro - Raleigh
7	Charlotte - New York	Durham - Greensboro
8	Durham - Washington	Charlotte - HighPoint
9	Cary - Washington	Burlington - Charlotte
10	New York - Wilson	Durham - Raleigh

*Of the ten city pairs with the highest ridership, from the previous FFY month Charlotte - Washington had the largest increase of 22% and Cary - Washington the largest decrease of 27% for the Carolinian; Durham - Raleigh had the largest increase of 29% and Greensboro - Raleigh the largest decrease of 21% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY16 JUNE	FFY15 JUNE	Δ
Charlotte	11,801	11,519	2%
Raleigh	9,207	8,877	4%
Greensboro	6,975	6,660	5%
Durham	5,833	5,461	7%
Cary	4,480	4,648	-4%
Wilson	2,818	2,446	15%
High Point	2,091	2,407	-13%
Rocky Mount	1,766	1,462	21%
Burlington	1,722	1,700	1%
Salisbury	1,481	1,765	-16%
Kannapolis	1,366	1,759	-22%
Selma-Smithfield	776	673	15%

*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 JUNE	FFY16 YTD
Train Host Volunteer Hours	1,130	9,539

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