

Amtrak Washington-Lynchburg/Roanoke (Route 46)

February 2018 Report

Ridership and Ticket Revenue by Month & Class of Service

Amtrak and State Partner Use Only

Total Route

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	16,311	15,895	+2.6	\$1,049,248	\$1,026,733	+2.2
Nov	19,357	16,832	+15.0	\$1,430,854	\$1,214,509	+17.8
Dec	20,620	17,279	+19.3	\$1,592,194	\$1,263,659	+26.0
Jan	15,163	13,958	+8.6	\$1,005,390	\$860,988	+16.8
Feb	12,934	11,701	+10.5	\$776,794	\$685,986	+13.2
Mar		16,176			\$1,066,963	
Apr		17,347			\$1,115,953	
May		16,992			\$1,103,685	
Jun		16,148			\$1,077,417	
Jul		17,331			\$1,164,818	
Aug		16,692			\$1,115,112	
Sep		13,460			\$822,131	
YTD	84,385	75,665	+11.5	\$5,854,479	\$5,051,875	+15.9

Business Class

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	1,651	1,503	+9.8	\$171,180	\$166,681	+2.7
Nov	2,222	1,587	+40.0	\$249,682	\$187,003	+33.5
Dec	2,332	1,699	+37.3	\$276,520	\$204,926	+34.9
Jan	1,670	1,303	+28.2	\$166,982	\$129,058	+29.4
Feb	1,405	1,069	+31.4	\$131,514	\$108,943	+20.7
Mar		1,598			\$167,380	
Apr		1,670			\$176,945	
May		1,757			\$184,897	
Jun		1,673			\$178,540	
Jul		1,494			\$158,519	
Aug		1,602			\$174,396	
Sep		1,347			\$138,325	
YTD	9,280	7,161	+29.6	\$995,878	\$796,612	+25.0

Coach Class

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	14,660	14,392	+1.9	\$878,068	\$860,052	+2.1
Nov	17,135	15,245	+12.4	\$1,181,172	\$1,027,506	+15.0
Dec	18,288	15,580	+17.4	\$1,315,674	\$1,058,733	+24.3
Jan	13,493	12,655	+6.6	\$838,408	\$731,930	+14.5
Feb	11,529	10,632	+8.4	\$645,280	\$577,043	+11.8
Mar		14,578			\$899,583	
Apr		15,677			\$939,008	
May		15,235			\$918,788	
Jun		14,475			\$898,877	
Jul		15,837			\$1,006,299	
Aug		15,090			\$940,716	
Sep		12,113			\$683,806	
YTD	75,105	68,504	+9.6	\$4,858,601	\$4,255,263	+14.2

Amtrak Washington-Lynchburg/Roanoke (Route 46)
February 2018 Report
Ridership and Ticket Revenue by Station Pair (Top 25)
Proprietary and Confidential - Amtrak and State Partner Use Only

February FY18 vs February FY17	Ridership			Ticket Revenue		
	FY18	FY17	% chg.	FY18	FY17	% chg.
1 Charlottesville - New York	1,263	1,450	-12.9	\$130,649	\$146,824	-11.0
2 Charlottesville - Washington	2,096	2,100	-0.2	\$75,138	\$69,321	+8.4
3 Roanoke - Washington	1,140	0	-	\$55,268	\$0	-
4 New York - Roanoke	487	0	-	\$53,050	\$0	-
5 Lynchburg - New York	444	753	-41.0	\$47,809	\$73,466	-34.9
6 Lynchburg - Washington	747	1,096	-31.8	\$34,068	\$47,328	-28.0
7 Charlottesville - Philadelphia	306	315	-2.9	\$26,531	\$25,720	+3.2
8 Alexandria - Charlottesville	548	484	+13.2	\$18,811	\$14,873	+26.5
9 Alexandria - New York	161	187	-13.9	\$15,267	\$18,421	-17.1
10 Alexandria - Roanoke	353	0	-	\$14,169	\$0	-
11 Lynchburg - Philadelphia	148	303	-51.2	\$13,742	\$27,994	-50.9
12 Culpeper - New York	128	156	-17.9	\$12,564	\$15,386	-18.3
13 Alexandria - Lynchburg	302	429	-29.6	\$11,556	\$15,205	-24.0
14 Philadelphia - Roanoke	115	0	-	\$11,111	\$0	-
15 Manassas - New York	106	125	-15.2	\$10,927	\$11,543	-5.3
16 Baltimore - Roanoke	143	0	-	\$9,548	\$0	-
17 Baltimore - Charlottesville	153	178	-14.0	\$9,339	\$9,071	+3.0
18 Alexandria - Philadelphia	95	71	+33.8	\$6,903	\$5,245	+31.6
19 Charlottesville - Newark	61	64	-4.7	\$6,842	\$7,068	-3.2
20 Burke Centre - New York	67	61	+9.8	\$6,683	\$5,237	+27.6
21 Newark - Roanoke	49	0	-	\$6,127	\$0	-
22 Baltimore - Lynchburg	111	124	-10.5	\$6,118	\$7,096	-13.8
23 Charlottesville - Trenton	54	36	+50.0	\$5,379	\$3,438	+56.5
24 Charlottesville - Metropark	53	62	-14.5	\$5,203	\$5,699	-8.7
25 Lynchburg - Wilmington	60	77	-22.1	\$5,151	\$5,723	-10.0
All other markets	3,744	3,630	+3.1	\$178,842	\$171,329	+4.4
Total	12,934	11,701	+10.5	\$776,794	\$685,986	+13.2

YTD FY18 vs YTD FY17	Ridership			Ticket Revenue		
	FY18	FY17	% chg.	FY18	FY17	% chg.
1 Charlottesville - New York	8,574	9,345	-8.3	\$970,870	\$1,027,446	-5.5
2 Charlottesville - Washington	11,929	12,157	-1.9	\$437,223	\$434,275	+0.7
3 Roanoke - Washington	6,714	0	-	\$342,782	\$0	-
4 New York - Roanoke	3,881	0	-	\$452,391	\$0	-
5 Lynchburg - New York	3,888	6,121	-36.5	\$434,038	\$650,306	-33.3
6 Lynchburg - Washington	5,481	7,316	-25.1	\$261,880	\$341,557	-23.3
7 Charlottesville - Philadelphia	2,104	2,243	-6.2	\$196,783	\$204,121	-3.6
8 Alexandria - Charlottesville	3,035	2,820	+7.6	\$107,539	\$94,200	+14.2
9 Alexandria - New York	890	1,070	-16.8	\$93,747	\$111,403	-15.8
10 Alexandria - Roanoke	1,734	0	-	\$76,219	\$0	-
11 Lynchburg - Philadelphia	1,184	1,588	-25.4	\$117,751	\$155,268	-24.2
12 Culpeper - New York	882	895	-1.5	\$101,298	\$95,019	+6.6
13 Alexandria - Lynchburg	2,047	2,951	-30.6	\$81,440	\$113,291	-28.1
14 Philadelphia - Roanoke	813	0	-	\$87,532	\$0	-
15 Manassas - New York	1,100	1,009	+9.0	\$119,032	\$106,734	+11.5
16 Baltimore - Roanoke	621	0	-	\$45,364	\$0	-
17 Baltimore - Charlottesville	855	814	+5.0	\$53,939	\$49,784	+8.3
18 Alexandria - Philadelphia	527	461	+14.3	\$41,408	\$34,489	+20.1
19 Charlottesville - Newark	506	539	-6.1	\$62,797	\$66,449	-5.5
20 Burke Centre - New York	540	542	-0.4	\$60,524	\$56,127	+7.8
21 Newark - Roanoke	376	0	-	\$48,537	\$0	-
22 Baltimore - Lynchburg	724	914	-20.8	\$45,835	\$60,298	-24.0
23 Charlottesville - Trenton	441	403	+9.4	\$48,978	\$44,512	+10.0
24 Charlottesville - Metropark	525	531	-1.1	\$60,843	\$57,048	+6.7
25 Lynchburg - Wilmington	443	505	-12.3	\$42,222	\$45,093	-6.4
All other markets	24,701	23,441	+5.4	\$1,463,509	\$1,304,457	+12.2
Total	84,515	75,665	+11.7	\$5,854,479	\$5,051,875	+15.9

Amtrak Washington-Lynchburg/Roanoke (Route 46)

February 2018 Report

Ridership, Ticket Revenue, and Passenger Miles by Train

Amtrak and State Partner Use Only

February FY18			
Train	Ridership	Ticket Revenue	Passenger Miles
145	1,205	\$75,028	258,731
147	1,031	\$64,092	226,232
156	2,179	\$128,802	452,880
171	4,367	\$248,616	903,782
176	4,152	\$260,255	920,501
1171			
Total	12,934	\$776,794	2,762,126

YTD FY18			
Train	Ridership	Ticket Revenue	Passenger Miles
145	7,304	\$523,450	1,618,025
147	6,092	\$456,998	1,513,318
156	13,388	\$898,015	2,903,458
171	28,618	\$1,904,134	6,393,732
176	28,859	\$2,059,502	6,867,567
1171	124	\$12,379	31,854
Total	84,385	\$5,854,479	19,327,954

Amtrak Washington-Lynchburg/Roanoke (Route 46)

February 2018 Report

Ridership and Ticket Revenue by Train and Date

Amtrak and State Partner Use Only

Date	145		147		156		171		176		Total	
	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven
2/1/18							219	\$11,372	168	\$9,674	387	\$21,046
2/2/18							243	\$11,124	244	\$16,061	487	\$27,185
2/3/18			128	\$7,509	208	\$10,799					336	\$18,308
2/4/18	271	\$15,969			181	\$10,268					452	\$26,237
2/5/18							231	\$14,815	231	\$13,953	462	\$28,767
2/6/18							179	\$9,608	151	\$9,905	330	\$19,513
2/7/18							162	\$8,071	158	\$9,240	320	\$17,311
2/8/18							214	\$13,035	188	\$10,839	402	\$23,874
2/9/18							276	\$17,928	220	\$13,754	496	\$31,683
2/10/18			146	\$8,028	257	\$11,313					403	\$19,341
2/11/18	326	\$19,382			214	\$13,145					540	\$32,527
2/12/18							214	\$13,616	239	\$13,308	453	\$26,924
2/13/18							175	\$9,055	160	\$8,939	335	\$17,993
2/14/18							184	\$10,254	125	\$6,712	309	\$16,966
2/15/18							313	\$17,512	223	\$14,789	536	\$32,302
2/16/18							372	\$21,902	355	\$29,669	727	\$51,571
2/17/18			190	\$12,485	254	\$13,943					444	\$26,428
2/18/18			375	\$24,693	200	\$13,236					575	\$37,929
2/19/18	251	\$16,433			275	\$18,649					526	\$35,082
2/20/18							170	\$10,986	250	\$14,444	420	\$25,429
2/21/18							216	\$12,418	217	\$13,429	433	\$25,847
2/22/18							266	\$15,399	240	\$15,896	506	\$31,295
2/24/18			192	\$11,377	283	\$18,820					475	\$30,198
2/25/18	357	\$23,245			307	\$18,627					664	\$41,873
2/23/18							310	\$17,493	296	\$19,113	606	\$36,606
2/26/18							198	\$11,605	238	\$13,895	436	\$25,500
2/27/18							155	\$8,279	203	\$12,061	358	\$20,341
2/28/18							270	\$14,144	246	\$14,574	516	\$28,718
Total	1,205	\$75,028	1,031	\$64,092	2,179	\$128,802	4,367	\$248,616	4,152	\$260,255	12,934	\$776,794

Note: The following were added to each train as deferred ridership/ticket revenue:

Date	Train	Rider	Reven
2/24/18	147	19	\$1,138
2/25/18	145	22	\$1,347
2/25/18	156	40	\$2,302
2/28/18	171	72	\$4,273
2/28/18	176	72	\$4,515
Total		225	\$13,575

Amtrak Washington-Lynchburg/Roanoke (Route 46)

February 2018 Report

Ridership and Ticket Revenue by Train & Class of Service

Amtrak and State Partner Use Only

Train	Total		Business Class		Coach Class		Baggage		Pets	
	Ridership	Revenue	Ridership	Revenue	Ridership	Revenue	Baggage	Revenue	Pets	Revenue
145	1,205	\$75,028	91	\$9,013	1,114	\$65,991			1	\$25
147	1,031	\$64,092	100	\$9,405	931	\$54,662			1	\$25
156	2,179	\$128,802	182	\$16,680	1,997	\$111,947			7	\$175
171	4,367	\$248,616	503	\$46,801	3,864	\$201,591			9	\$225
176	4,152	\$260,255	529	\$49,616	3,623	\$210,464			7	\$175
Total	12,934	\$776,794	1,405	\$131,514	11,529	\$644,655	0	\$0	25	\$625

Amtrak Washington-Lynchburg/Roanoke (Route 46)
February 2018 Report
Station Boardings and Alightings by Train (unknowns not allocated)
Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
145	ALX	158	24	744	135
145	BAL	54	0	256	0
145	BCV	44	10	230	88
145	BWI	20	0	212	0
145	CLP	6	33	33	175
145	CVS	27	469	142	2,820
145	LYH	3	245	23	1,904
145	MSS	66	37	313	246
145	NCR	11	0	60	0
145	NWK	13	0	144	0
145	NYP	267	0	1,820	0
145	PHL	82	0	474	0
145	RNK	0	365	0	1,803
145	TRE	16	0	107	0
145	UNK	22	22	133	133
145	WAS	405	0	2,485	0
145	WIL	11	0	128	0
147	ALX	86	45	420	174
147	BAL	45	0	183	0
147	BCV	37	13	149	105
147	BER	0	0	1	0
147	BRP	2	0	29	0
147	BWI	26	0	152	0
147	CLP	5	28	26	209
147	CVS	20	430	122	2,158
147	EWR	1	0	21	0
147	HFD	2	0	20	0
147	LYH	4	185	26	1,333
147	MDN	0	0	0	0
147	MET	5	0	114	0
147	MSS	38	34	165	241
147	NCR	8	0	68	0

4b) Train Ons-Offs

Amtrak Washington-Lynchburg/Roanoke (Route 46)
February 2018 Report
Station Boardings and Alightings by Train (unknowns not allocated)
Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
147	NHV	9	0	95	0
147	NRO	1	0	36	0
147	NWK	14	0	124	0
147	NYP	237	0	1,754	0
147	PHL	72	0	404	0
147	RNK	0	277	0	1,753
147	SPG	3	0	14	0
147	STM	9	0	72	0
147	TRE	12	0	80	0
147	UNK	19	19	119	119
147	WAS	360	0	1,782	0
147	WFD	0	0	3	0
147	WIL	16	0	113	0
156	ALX	83	227	433	1,359
156	BAL	0	64	0	437
156	BCV	17	87	152	453
156	BWI	0	56	0	397
156	CLP	69	15	453	74
156	CVS	812	123	5,041	417
156	EWR	0	5	0	65
156	LYH	447	11	3,167	108
156	MET	0	25	0	263
156	MSS	46	82	348	468
156	NCR	0	21	0	143
156	NRK	0	6	0	35
156	NWK	0	25	0	252
156	NYP	0	453	0	2,978
156	PHL	0	115	0	823
156	RNK	664	0	3,547	0
156	TRE	0	22	0	180
156	UNK	41	41	247	247
156	WAS	0	770	0	4,507

4b) Train Ons-Offs

Amtrak Washington-Lynchburg/Roanoke (Route 46)
February 2018 Report
Station Boardings and Alightings by Train (unknowns not allocated)
Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
156	WIL	0	31	0	182
171	ABE	4	0	29	0
171	ALX	443	135	2,417	822
171	BAL	127	0	765	0
171	BBY	19	0	88	0
171	BCV	91	65	600	467
171	BOS	26	0	335	0
171	BRP	20	0	148	0
171	BWI	94	0	582	0
171	CLP	6	207	77	1,259
171	CVS	73	1,671	466	10,916
171	EWR	12	0	89	0
171	KIN	8	0	72	0
171	LYH	14	770	98	5,983
171	MET	61	0	485	0
171	MSS	81	124	672	1,001
171	NCR	45	0	250	0
171	NHV	44	0	365	0
171	NLC	12	0	115	0
171	NWK	80	0	491	0
171	NYP	832	0	6,221	0
171	PHL	244	0	1,784	0
171	PVD	22	0	186	0
171	RNK	0	896	0	5,708
171	RTE	16	0	100	0
171	STM	28	0	334	0
171	TRE	45	0	347	0
171	UNK	72	72	489	489
171	WAS	1,351	0	8,625	0
171	WIL	70	0	415	0
171	ZZZ	427	427	1,973	1,973
176	ALX	134	374	898	2,351

4b) Train Ons-Offs

Amtrak Washington-Lynchburg/Roanoke (Route 46)
February 2018 Report
Station Boardings and Alightings by Train (unknowns not allocated)
Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
176	BAL	0	167	0	814
176	BBY	0	13	0	105
176	BCV	46	74	456	544
176	BOS	0	31	0	325
176	BRP	0	22	0	175
176	BWI	0	99	1	695
176	CLP	162	9	1,080	83
176	CVS	1,726	54	11,249	354
176	KIN	0	1	0	66
176	LYH	807	4	6,611	90
176	MET	0	41	0	455
176	MSS	115	90	1,167	703
176	NCR	0	36	0	218
176	NHV	0	56	0	497
176	NLC	0	12	0	102
176	NRO	0	19	0	138
176	NWK	0	68	0	552
176	NYP	0	867	0	6,942
176	OSB	0	1	0	49
176	PHL	0	260	1	2,003
176	PVD	0	23	0	182
176	RNK	902	0	6,010	0
176	RTE	0	13	0	97
176	STM	0	28	0	337
176	TRE	0	65	0	373
176	UNK	73	73	523	523
176	WAS	0	1,398	0	8,749
176	WIL	0	63	0	459
176	WLY	0	4	0	15
176	ZZZ	187	187	863	863
1171	ALX			3	2
1171	BAL			3	0

4b) Train Ons-Offs

Amtrak Washington-Lynchburg/Roanoke (Route 46)
February 2018 Report
Station Boardings and Alightings by Train (unknowns not allocated)
Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
1171	BBY			0	0
1171	BCV			0	1
1171	BOS			0	0
1171	BRP			0	0
1171	BWI			0	0
1171	CLP			0	6
1171	CVS			1	32
1171	EWR			1	0
1171	KIN			0	0
1171	LYH			0	24
1171	MET			1	0
1171	MSS			1	11
1171	NCR			0	0
1171	NHV			0	0
1171	NLC			4	0
1171	NRO			0	0
1171	NWK			2	0
1171	NYP			29	0
1171	OSB			0	0
1171	PHL			10	0
1171	PVD			0	0
1171	RNK			0	0
1171	RTE			0	0
1171	STM			0	0
1171	TRE			0	0
1171	UNK			48	48
1171	WAS			21	0
1171	WIL			0	0

Amtrak Washington-Lynchburg/Roanoke (Route 46)

February 2018 Report

Fare Plan Codes & Passenger Types

Amtrak and State Partner Use Only

<u>Code</u>	<u>Description</u>	<u>Oct-17</u>		<u>Nov-17</u>		<u>Dec-17</u>		<u>Jan-18</u>		<u>Feb-18</u>		<u>Mar-18</u>		<u>Apr-18</u>		<u>May-18</u>	
		<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
H130	AGR Chase Free Companion Coupon Offer	8	\$384	10	\$613	22	\$1,230	8	\$460	4	\$274						
H132	AGR Select Plus Free Companion eCoupon	8	\$380	3	\$291	8	\$495	6	\$471	4	\$323						
H133	AGR Select Executive Free Companion eCoupon					4	\$380										
H236	AGR Select 10% off eCoupon Offer	2	\$323	1	\$86	2	\$195	1	\$94	1	\$149						
H269	AGR Member Reactivation eCoupon 30%																
V411	Amtrak Campus Visit Program			2	\$150												
V532	Visit Destination DC 30% off Companion																
EO5B	7 Day Advanced Purchase - NER Business Class	65	\$3,726	77	\$4,857	69	\$4,482	126	\$8,909	95	\$7,280						
EO5N	Saver Fare - 14 Day Advanced Purchase	804	\$29,781	739	\$29,018	563	\$21,344	955	\$45,997	1,083	\$49,433						
EO8L	Saver Fare - 14 Day Advanced Purchase	33	\$1,896	4	\$306	32	\$2,155	7	\$483	17	\$1,041						
EO8N	Saver Fare - 14 Day Advanced Purchase	3,598	\$169,889	3,225	\$153,229	3,924	\$192,788	3,180	\$168,384	3,072	\$150,890						
FO5S	Presidents Day Fare Sale																

<u>Passenger Types</u>	<u>Oct-17</u>		<u>Nov-17</u>		<u>Dec-17</u>		<u>Jan-18</u>		<u>Feb-18</u>		<u>Mar-18</u>		<u>Apr-18</u>		<u>May-18</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
AAA	556	\$49,026	943	\$90,975	1,097	\$108,821	546	\$47,581	37,483	\$438						
Children	294	\$9,698	510	\$21,799	746	\$31,337	285	\$11,700	8,048	\$240						
Disabled	192	\$12,408	289	\$22,018	261	\$18,832	188	\$11,458	10,091	\$155						
Military	80	\$5,627	73	\$4,968	148	\$11,647	102	\$6,622	5,540	\$89						
NARP	9	\$583	11	\$543	10	\$836	6	\$581	436	\$7						
Senior	2,338	\$187,077	2,941	\$258,136	3,125	\$289,943	1,499	\$112,929	79,056	\$1,089						
Veterans Advantage	36	\$2,550	21	\$1,452	35	\$3,001	33	\$2,446	2,739	\$35						
Students	813	\$54,173	1,541	\$133,141	1,178	\$107,581	552	\$43,940	365	\$5						

Amtrak Washington-Lynchburg/Roanoke (Rou)
February 2018 Report
Fare Plan Codes & Passenger Types
Amtrak and State Partner Use Only


<u>Code</u> <u>Description</u>	<u>Jun-18</u>		<u>Jul-18</u>		<u>Aug-18</u>		<u>Sep-18</u>		<u>Total</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
H130 AGR Chase Free Companion Coupon Offer									52	\$2,961
H132 AGR Select Plus Free Companion eCoupon									29	\$1,960
H133 AGR Select Executive Free Companion eCoupon									4	\$380
H236 AGR Select 10% off eCoupon Offer									7	\$847
H269 AGR Member Reactivation eCoupon 30%									0	\$0
V411 Amtrak Campus Visit Program									2	\$150
V532 Visit Destination DC 30% off Companion									0	\$0
EO5B 7 Day Advanced Purchase - NER Business Class									432	\$29,253
EO5N Saver Fare - 14 Day Advanced Purchase									4,144	\$175,572
EO8L Saver Fare - 14 Day Advanced Purchase									93	\$5,881
EO8N Saver Fare - 14 Day Advanced Purchase									16,999	\$835,180
FO5S Presidents Day Fare Sale										

<u>Passenger Types</u>	<u>Jun-18</u>		<u>Jul-18</u>		<u>Aug-18</u>		<u>Sep-18</u>		<u>Total</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
AAA									40,625	\$296,841
Children									9,883	\$74,774
Disabled									11,021	\$64,871
Military									5,943	\$28,952
NARP									472	\$2,550
Senior									88,959	\$849,174
Veterans Advantage									2,864	\$9,483
Students									4,449	\$338,840

Amtrak Washington-Lynchburg/Roanoke (Route 46)
February 2018 Report
Customer Satisfaction Scores - Amtrak
Amtrak and State Partner Use Only

Amtrak System-wide
FY18 eCSI Scores (with change vs year ago)

FY18 Goal*: 81.4%
FY17 Year-End Score*: 80.1%

 top three drivers of overall eCSI

	January 2018						Fiscal Year-to-Date					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	77.4%	-4.1	6%	+2	83	-3	78.3%	-3.5	5%	+2	84	-2
Overall experience in coach (long distance)	79%	+4	4%	-1	84	+3	79%	+1	4%	-	84	+1
Overall experience in sleeper (long distance)	71%	-2	5%	-	80	-	71%	-2	5%	-	80	-
Value of Amtrak service received for the price paid for the trip	69%	-4	6%	+2	79	-3	70%	-4	6%	+2	80	-2
Reliability or on-time performance of the train	71%	-7	12%	+5	78	-5	72%	-5	10%	+2	79	-3
Accuracy of trip information prior to boarding the train	82%	-4	6%	+3	86	-3	83%	-3	5%	+2	86	-3
Information given on the train about services/features/safety	69%	-2	6%	+1	79	-1	70%	-1	5%	-	80	-
Information given about problems/delays while on the train	70%	-3	10%	+2	78	-2	71%	-2	9%	+2	78	-2
Clarity of announcements on the train	68%	-3	7%	+1	78	-2	69%	-1	6%	-	79	-1
Friendliness/helpfulness of the train conductors	85%	-2	3%	+1	88	-2	85%	-2	3%	+1	88	-2
Friendliness/helpfulness of the coach attendant (long distance)	77%	-4	6%	-	83	-2	78%	-5	6%	+1	84	-3
Friendliness/helpfulness of the sleeper attendant (long distance)	87%	-	4%	-	90	-	87%	-1	4%	+1	90	-1
Comfort of seat	78%	-4	3%	+1	84	-2	78%	-3	2%	-	84	-2
Smooth and comfortable train ride	81%	-3	3%	+1	85	-2	81%	-3	3%	+1	86	-1
Air temperature on the train	77%	-4	5%	+2	83	-2	80%	-2	3%	-	85	-1
Personal security on the train	85%	-2	3%	+1	88	-1	86%	-2	2%	-	88	-2
Amtrak's ability to get you to your destination safely	91%	-3	2%	+1	92	-2	92%	-2	1%	-	92	-2
Overall cleanliness of the train interior	77%	-3	3%	+1	83	-2	78%	-2	3%	+1	84	-1
Cleanliness of train windows	74%	-3	3%	-	82	-2	75%	-2	3%	-	83	-1
Cleanliness of the restrooms on the train	51%	-3	11%	+2	68	-2	51%	-4	10%	+2	69	-2
Smell of the restrooms on the train, pleasant/free of odor	51%	-3	13%	+2	67	-2	51%	-3	13%	+1	67	-2
Overall experience in the café/lounge car	70%	-1	4%	+1	79	-1	69%	-1	4%	-	79	-1
Availability of food items in the café/lounge car	65%	+1	5%	+1	78	-	65%	-	5%	+1	78	-
Friendliness/helpfulness of café/lounge car personnel	82%	-	3%	-	87	-	82%	-1	3%	-	87	-
Quality/freshness of food in the café/lounge car	66%	-	5%	-	78	-	65%	-1	6%	+1	77	-1
Variety of food items in the café/lounge car	53%	+1	8%	-	71	-	52%	-	8%	-	70	-1
Overall experience in the dining car	74%	-	4%	-	81	-1	76%	+1	3%	-1	83	+1
Friendliness/helpfulness of dining car personnel	79%	-3	4%	+1	85	-2	81%	-1	3%	-	86	-1
Variety of menu choices in the dining car	63%	+3	6%	-	76	+1	65%	+4	5%	-	77	+2
Quality/freshness of food in the dining car	71%	+2	5%	-	80	+1	72%	+2	4%	-1	81	+2
Overall Wi-Fi service	50%	-8	16%	+5	66	-6	48%	-6	17%	+4	64	-5
Ease of accessing Wi-Fi service (sign-on process)	73%	-3	7%	+2	80	-3	72%	-2	7%	+1	79	-2
Ability to perform online activities	51%	-7	18%	+5	65	-6	48%	-6	20%	+4	63	-5
Ability to stay connected to Wi-Fi service	52%	-6	18%	+5	65	-6	49%	-5	19%	+3	64	-4
Time it takes to load/access websites, emails, etc.	45%	-9	21%	+6	61	-7	43%	-6	22%	+4	59	-5
Number of responses in current period	15,898						45,955					
Number of responses year ago	15,357						44,909					


* Overall eCSI score, % very satisfied

** For % Very Dissatisfied, a negative change in the year-over-year score shows an improvement; a positive change shows the score has worsened.

Amtrak Washington-Lynchburg/Roanoke (Route 46)
February 2018 Report
Customer Satisfaction Scores - Washington-Lynchburg
Amtrak and State Partner Use Only

Route 46 - Washington-Lynchburg/Roanoke
FY18 eCSI Scores (with change vs year ago)

FY18 Goal*: 86.6%
FY17 Year-End Score*: 85.3%

 top three drivers of overall eCSI

	January 2018						Three Month Average (Oct-Dec)					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	83.1%	-1.4	3%	+1	86	-2	82.9%	-5.2	3%	+1	86	-4
Value of Amtrak service received for the price paid for the trip	78%	-1	3%	-	85	-	78%	-4	3%	+1	84	-3
Reliability or on-time performance of the train	73%	-14	7%	+4	80	-9	72%	-14	9%	+5	79	-9
Accuracy of trip information prior to boarding the train	82%	-9	4%	-	87	-4	83%	-8	4%	+1	87	-5
Information given on the train about services/features/safety	67%	-1	5%	-	79	-	68%	-5	5%	+1	79	-3
Information given about problems/delays while on the train	73%	-2	5%	-2	81	-	68%	-13	9%	+4	78	-7
Clarity of announcements on the train	61%	-6	8%	+1	73	-5	58%	-9	10%	+5	72	-6
Friendliness/helpfulness of the train conductors	84%	-5	3%	-	88	-3	86%	-4	3%	+1	88	-3
Comfort of seat	83%	+3	1%	-1	87	+1	82%	-2	2%	+1	87	-1
Smooth and comfortable train ride	82%	-3	1%	-1	88	-	82%	-5	2%	+1	86	-3
Air temperature on the train	75%	-7	5%	+3	82	-5	78%	-8	3%	+2	84	-4
Personal security on the train	88%	-2	1%	-	89	-2	86%	-5	2%	+1	89	-3
Amtrak's ability to get you to your destination safely	94%	-2	1%	-	94	-1	92%	-5	1%	+1	93	-3
Overall cleanliness of the train interior	76%	-2	3%	-1	83	-	75%	-5	3%	-	83	-2
Cleanliness of train windows	77%	+1	2%	-3	83	-	76%	-1	2%	-1	84	-
Cleanliness of the restrooms on the train	51%	+1	16%	+7	66	-	49%	-4	15%	+4	65	-2
Smell of the restrooms on the train, pleasant/free of odor	50%	+8	16%	+1	65	+3	45%	+2	17%	+1	62	+1
Overall experience in the café car	72%	+6	4%	+2	81	+2	63%	-6	5%	+3	76	-4
Availability of food items in the café car	64%	-3	2%	-2	77	-3	59%	-4	6%	+3	75	-4
Friendliness/helpfulness of café car personnel	83%	+4	4%	-	86	+1	77%	-7	7%	+5	83	-4
Quality/freshness of food in the café car	66%	+1	4%	-1	79	+2	62%	-3	5%	+3	76	-3
Variety of food items in the café car	52%	-2	7%	+1	72	-1	50%	-3	8%	+4	70	-1
Overall Wi-Fi service	43%	-11	20%	+7	60	-9	40%	-14	22%	+9	59	-10
Ease of accessing Wi-Fi service (sign-on process)	72%	-5	5%	+1	80	-5	69%	-6	8%	+3	78	-5
Ability to perform online activities	40%	-12	23%	+6	58	-9	39%	-15	25%	+8	57	-11
Ability to stay connected to Wi-Fi service	42%	-8	24%	+10	58	-7	40%	-9	25%	+10	57	-8
Time it takes to load/access websites, emails, etc.	37%	-15	30%	+11	52	-12	36%	-13	30%	+12	52	-11
Number of responses in current period	320						619					
Number of responses year ago	200						568					

* Overall eCSI score, % very satisfied

** For % Very Dissatisfied, a negative change in the year-over-year score shows an improvement; a positive change shows the score has worsened.

**Amtrak and State Partner Use Only
Route Performance**

Route Performance					
		Feb-2018	Feb-2017	FY 2018	FY 2017
Washington- Lynchburg/Roanoke	All Stations	91.2%	85.2%	83.3%	85.1%
	End Point	94.6%	89.3%	81.8%	86.8%

Station Performance					
Northbound					
Direction	To	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	RNK	100.0%	-	100.0%	-
	CVS	92.9%	92.9%	95.4%	97.4%
	CLP	89.3%	92.9%	92.7%	96.0%
	MSS	85.7%	92.9%	88.7%	91.4%
	BCV	85.7%	92.9%	87.4%	90.7%
	ALX	96.4%	96.4%	94.7%	92.7%
	WAS	89.3%	89.3%	86.1%	84.8%
	All Stations	89.5%	91.1%	88.0%	89.7%
	End Point	92.9%	89.3%	90.1%	90.1%

Southbound					
Direction	To	Feb-2018	Feb-2017	FY 2018	FY 2017
Southbound	WAS	92.9%	85.7%	81.5%	85.4%
	ALX	89.3%	78.6%	76.8%	80.8%
	BCV	89.3%	75.0%	71.5%	76.8%
	MSS	89.3%	75.0%	71.5%	76.8%
	CLP	89.3%	67.9%	67.5%	74.2%
	CVS	89.3%	75.0%	68.2%	76.2%
	RNK	82.1%	-	54.5%	-
	All Stations	92.9%	79.4%	78.6%	80.6%
	End Point	96.4%	89.3%	73.5%	83.4%

**Amtrak and State Partner Use Only
Route Performance**

Route Performance					
		Feb-2018	Feb-2017	FY 2018	FY 2017
Washington- Lynchburg/Roanoke	All Stations	91.2%	85.2%	83.3%	85.1%
	End Point	94.6%	89.3%	81.8%	86.8%
Station Performance					
Northbound					
Train	To	Feb-2018	Feb-2017	FY 2018	FY 2017
156	RNK	100.0%	-	100.0%	-
	CVS	88.9%	100.0%	95.8%	95.9%
	CLP	88.9%	100.0%	93.8%	95.9%
	MSS	88.9%	100.0%	93.8%	87.8%
	BCV	88.9%	100.0%	93.8%	87.8%
	ALX	88.9%	100.0%	95.8%	89.8%
	WAS	88.9%	100.0%	93.8%	81.6%
	All Stations	88.3%	94.4%	92.4%	87.2%
	End Point	88.9%	88.9%	91.7%	83.7%
	176	RNK	100.0%	-	100.0%
CVS		94.7%	89.5%	95.1%	98.0%
CLP		89.5%	89.5%	92.2%	96.1%
MSS		84.2%	89.5%	86.4%	93.1%
BCV		84.2%	89.5%	84.5%	92.2%
ALX		100.0%	94.7%	94.2%	94.1%
WAS		89.5%	84.2%	82.5%	86.3%
All Stations		89.8%	90.0%	86.7%	90.5%
End Point		94.7%	89.5%	89.3%	93.1%
Southbound					
Train	To	Feb-2018	Feb-2017	FY 2018	FY 2017
145	WAS	100.0%	100.0%	95.5%	95.5%
	ALX	100.0%	100.0%	90.9%	90.9%
	BCV	100.0%	75.0%	81.8%	77.3%
	MSS	100.0%	75.0%	81.8%	77.3%
	CLP	100.0%	75.0%	72.7%	77.3%
	CVS	100.0%	100.0%	72.7%	86.4%
	RNK	100.0%	-	70.6%	-
	All Stations	100.0%	95.0%	85.3%	87.3%
	End Point	100.0%	100.0%	77.3%	81.8%
	147	WAS	80.0%	100.0%	76.0%
ALX		60.0%	80.0%	72.0%	76.9%
BCV		60.0%	80.0%	48.0%	73.1%
MSS		60.0%	80.0%	52.0%	76.9%
CLP		60.0%	80.0%	48.0%	76.9%
CVS		80.0%	80.0%	64.0%	73.1%
RNK		80.0%	-	42.9%	-
All Stations		82.2%	87.7%	74.2%	79.7%
End Point		100.0%	100.0%	72.0%	80.8%
171		WAS	94.7%	78.9%	79.6%
	ALX	94.7%	73.7%	74.8%	79.4%
	BCV	94.7%	73.7%	74.8%	77.5%
	MSS	94.7%	73.7%	73.8%	76.5%
	CLP	94.7%	63.2%	70.9%	72.5%
	CVS	89.5%	68.4%	68.0%	74.5%
	RNK	78.9%	-	53.7%	-
	All Stations	94.7%	75.4%	78.6%	79.8%
	End Point	94.7%	84.2%	72.8%	84.3%
	1171	WAS	-	-	100.0%
ALX		-	-	100.0%	100.0%
BCV		-	-	100.0%	100.0%
MSS		-	-	100.0%	100.0%
CLP		-	-	100.0%	100.0%
CVS		-	-	100.0%	100.0%
RNK		-	-	100.0%	-
All Stations		-	-	100.0%	92.9%
End Point	-	-	100.0%	100.0%	

**Amtrak and State Partner Use Only
Route Performance**

Average End Point Minutes Late					
Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	156	14	3	10	12
	176	-3	7	4	4
Southbound	145	3	5	23	8
	147	9	3	18	13
	171	7	12	25	15
	1171	-	-	7	-2

Median End Point Minutes Late					
Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	156	0	0	4	2
	176	-6	-5	-4	-3
Southbound	145	4	6	7	6
	147	9	0	17	5
	171	2	5	13	5
	1171	-	-	7	-2

**Amtrak and State Partner Use Only
Initial Terminal Performance**

Note: Initial Terminal Performance is defined as percentage of trains leaving origin within 3 minutes of schedule

Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	All	100.0%	96.4%	98.7%	98.7%
Southbound	All	100.0%	92.9%	96.7%	97.4%
Washington-Lynchburg/Roanoke		100.0%	94.6%	97.7%	98.0%

**Amtrak and State Partner Use Only
Initial Terminal Performance**

Note: Initial Terminal Performance is defined as percentage of trains leaving origin within 3 minutes of schedule

Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound					
Northbound	156	100.0%	100.0%	97.9%	100.0%
	176	100.0%	94.7%	99.0%	98.0%
Southbound					
Southbound	145	100.0%	100.0%	100.0%	100.0%
	147	100.0%	80.0%	100.0%	92.3%
	171	100.0%	94.7%	95.1%	98.0%
	1171	-	-	100.0%	100.0%
Washington-Lynchburg/Roanoke		100.0%	94.6%	97.7%	98.0%

**Proprietary and Confidential
Amtrak and State Partner Use Only
Minutes of Delay by Responsibility and Category**

Responsibility	Category	Minutes
Host	CTI	122
	CTP	31
	DBB	33
	DCS	63
	DCT	-
	DDA	-
	DET	54
	DMW	79
	DSR	402
	DTR	-
	FTI	272
	PBB	-
	PET	-
	PSC	4
	PSR	6
	PTI	130
	RTE	63
SMW	16	
Host		1275

Amtrak	ADA	128
	CAR	6
	CCR	-
	CON	-
	CTC	9
	ENG	26
	HLD	199
	INJ	-
	ITI	-
	MTI	6
	OTH	308
	SVS	37
	SYS	9
Amtrak		728

Third Party	BSP	-
	DBS	35
	MBO	-
	NOD	566
	POL	10
	TRS	10
	UTL	88
WTR	97	
Third Party		806

-	ITM	-
	ITT	-
		-

Total Delay		2809
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Amtrak and State Partner Use Only Route Detail

X-points are points of measure between stations (interlockings/control points). Some x-points are shared between hosts.

Host Code	Location Code	City	State
AM	WAS	WASHINGTON	DC
AM	XVG	CP VIRGINIA	DC
CS	LEF	L'ENFANT-ZONE 1	DC
CS	XVE	LENFANT	DC
CS	XRX	RO INTERLOCK	VA
CS	CCV	CRYSTL CTY-ZN 2	VA
CS	ALX	ALEXANDRIA	VA
CS	XA1	AF	VA
NS	XE3	EDSALL	VA
NS	BLR	BACKLK RD-ZN 3	VA
NS	RRV	ROLLING RD-ZN 4	VA
NS	X2B	BURKE	VA
NS	BCV	BURKE CTR-ZN 4	VA
NS	XV2	CLIFTON	VA
NS	MPV	MANASSAS PK-ZN6	VA
NS	MSS	MANASSAS	VA
NS	X1P	POWELL	VA
NS	BRU	BROAD RUN-ZONE6	VA
NS	XR1	REMINGTON	VA
NS	CLP	CULPEPER	VA
NS	XOR	ORANGE INT	VA
NS	XV3	GILBERT	VA
NS	CVS	CHARLOTTESVILLE	VA
NS	XTY	TYE RIVER	VA
NS	RNK	ROANOKE	VA

**Amtrak and State Partner Use Only
Delay Code Groupings and Definitions**

Responsibility	Delay Code	Delay Code Description
Host	CTI	Commuter train interference
Host	CTP	Commuter Train Problems (delays directly caused by abnormal occurrences to commuter trains)
Host	DBB	B&B work due to defect
Host	DCS	C&S work due to defect
Host	DCT	Defective Concrete Ties
Host	DDA	Defect Detector Actuation, no cause found
Host	DET	ET work due to defect
Host	DMW	M/W work due to defect
Host	DSR	Speed restriction due to defect, slow orders
Host	DTR	Detour - total delay minutes
Host	FTI	Freight train interference
Host	PBB	Planned B&B work
Host	PET	Planned ET work
Host	PSC	Planned C&S work
Host	PSR	Planned speed restrictions
Host	PTI	Psgr train interference, out of slot, not commuter
Host	RTE	Routing delays, including late bulletins
Host	SMW	Scheduled M/W work
Amtrak	ADA	Disabled Psgrs
Amtrak	CAR	Car failure
Amtrak	CCR	Cab Car failure
Amtrak	CON	Hold for guaranteed connection
Amtrak	CTC	CETC System
Amtrak	ENG	Engine failure
Amtrak	HLD	Psgr Related EXCPT: disabled psgrs
Amtrak	INJ	Injured/Ill Guest/Employee
Amtrak	ITI	Late turn of equip/crew not caused by mech failure
Amtrak	MTI	Disabled train ahead (Mech train interference)
Amtrak	OTH	Miscellaneous delays, loss of time on run
Amtrak	SVS	Servicing, not related to car or eng failure
Amtrak	SYS	All crew related dlys, dly in block
Third Party	BSP	Bridge strike
Third Party	CUI	Customs and Immigration
Third Party	DBS	Debris strike, damage, set outs
Third Party	MBO	Movable bridge opening (no failure involved)
Third Party	NOD	No delay or waiting on time
Third Party	POL	Police related delay
Third Party	TRS	Trespasser incident including grade crossing accident
Third Party	UTL	Utility company failure
Third Party	WTR	Weather

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Ridership and Ticket Revenue by Month & Class of Service

Amtrak and State Partner Use Only

Total Route

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	28,481	27,432	+3.8	\$1,793,491	\$1,741,000	+3.0
Nov	31,124	29,470	+5.6	\$2,259,866	\$2,142,890	+5.5
Dec	31,262	30,468	+2.6	\$2,242,214	\$2,164,422	+3.6
Jan	20,535	22,262	-7.8	\$1,261,206	\$1,370,463	-8.0
Feb	19,049	19,802	-3.8	\$1,132,269	\$1,216,758	-6.9
Mar		26,526			\$1,708,530	
Apr		30,217			\$1,979,983	
May		28,528			\$1,866,600	
Jun		28,355			\$1,887,393	
Jul		31,497			\$2,008,384	
Aug		30,927			\$2,016,169	
Sep		25,824			\$1,588,367	
YTD	130,451	129,434	+0.8	\$8,689,045	\$8,635,533	+0.6

Business Class

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	3,345	3,037	+10.1	\$333,536	\$300,228	+11.1
Nov	3,703	3,307	+12.0	\$394,043	\$356,490	+10.5
Dec	3,603	3,317	+8.6	\$379,305	\$363,609	+4.3
Jan	2,280	2,584	-11.8	\$223,406	\$254,149	-12.1
Feb	2,244	2,411	-6.9	\$206,064	\$229,763	-10.3
Mar		3,091			\$303,228	
Apr		3,481			\$366,842	
May		3,431			\$338,019	
Jun		3,426			\$355,428	
Jul		3,166			\$315,797	
Aug		3,113			\$322,141	
Sep		3,093			\$292,268	
YTD	15,175	14,656	+3.5	\$1,536,353	\$1,504,239	+2.1

Coach Class

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	25,136	24,395	+3.0	\$1,459,954	\$1,440,773	+1.3
Nov	27,421	26,163	+4.8	\$1,865,823	\$1,786,400	+4.4
Dec	27,659	27,151	+1.9	\$1,862,909	\$1,800,813	+3.4
Jan	18,255	19,678	-7.2	\$1,037,800	\$1,116,314	-7.0
Feb	16,805	17,391	-3.4	\$926,205	\$986,995	-6.2
Mar		23,435			\$1,405,302	
Apr		26,736			\$1,613,141	
May		25,097			\$1,528,581	
Jun		24,929			\$1,531,965	
Jul		28,331			\$1,692,587	
Aug		27,814			\$1,694,029	
Sep		22,731			\$1,296,099	
YTD	115,276	114,778	+0.4	\$7,152,692	\$7,131,294	+0.3

Amtrak Washington-Newport News (Route 47)
February 2018 Report
Ridership and Ticket Revenue by Month & Trip Type
Amtrak and State Partner Use Only

Total Route

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	28,481	27,432	+3.8	\$1,793,491	\$1,741,000	+3.0
Nov	31,124	29,470	+5.6	\$2,259,866	\$2,142,890	+5.5
Dec	31,262	30,468	+2.6	\$2,242,214	\$2,164,422	+3.6
Jan	20,535	22,262	-7.8	\$1,261,206	\$1,370,463	-8.0
Feb	19,049	19,802	-3.8	\$1,132,269	\$1,216,758	-6.9
Mar		26,526			\$1,708,530	
Apr		30,217			\$1,979,983	
May		28,528			\$1,866,600	
Jun		28,355			\$1,887,393	
Jul		31,497			\$2,008,384	
Aug		30,927			\$2,016,169	
Sep		25,824			\$1,588,367	
YTD	130,451	129,434	+0.8	\$8,689,045	\$8,635,533	+0.6

Single Trip

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	27,920	26,806	+4.2	\$1,785,706	\$1,732,121	+3.1
Nov	30,678	28,798	+6.5	\$2,253,538	\$2,135,061	+5.5
Dec	30,807	29,891	+3.1	\$2,236,158	\$2,156,931	+3.7
Jan	19,972	21,650	-7.8	\$1,254,011	\$1,362,642	-8.0
Feb	18,476	19,260	-4.1	\$1,124,990	\$1,210,189	-7.0
Mar		25,926			\$1,701,041	
Apr		29,637			\$1,973,663	
May		27,854			\$1,858,389	
Jun		27,831			\$1,880,449	
Jul		30,896			\$2,000,525	
Aug		30,406			\$2,009,766	
Sep		25,291			\$1,581,129	
YTD	127,853	126,405	+1.1	\$8,654,403	\$8,596,943	+0.7

Multi-Ride

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	561	626	-10.4	\$7,785	\$8,879	-12.3
Nov	446	672	-33.6	\$6,328	\$7,829	-19.2
Dec	455	577	-21.1	\$6,056	\$7,492	-19.2
Jan	563	612	-8.0	\$7,195	\$7,821	-8.0
Feb	573	542	+5.7	\$7,279	\$6,568	+10.8
Mar		600			\$7,488	
Apr		580			\$6,319	
May		674			\$8,211	
Jun		524			\$6,944	
Jul		601			\$7,859	
Aug		521			\$6,404	
Sep		533			\$7,238	
YTD	2,598	3,029	-14.2	\$34,642	\$38,589	-10.2

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Ridership and Ticket Revenue by Station Pair (Top 25)

Proprietary and Confidential - Amtrak and State Partner Use Only

February FY18 vs February FY17	Ridership			Ticket Revenue		
	FY18	FY17	% chg.	FY18	FY17	% chg.
1 Newport News - Washington	1,685	1,713	-1.6	\$83,015	\$81,669	+1.6
2 New York - Richmond (Staples Mill)	691	896	-22.9	\$73,821	\$95,911	-23.0
3 Newport News - New York	720	889	-19.0	\$73,522	\$87,403	-15.9
4 Richmond (Staples Mill) - Washington	1,647	1,710	-3.7	\$62,061	\$61,572	+0.8
5 Washington - Williamsburg	976	1,058	-7.8	\$44,785	\$47,174	-5.1
6 Alexandria - Newport News	777	775	+0.3	\$38,704	\$38,047	+1.7
7 New York - Williamsburg	394	498	-20.9	\$38,167	\$51,218	-25.5
8 New York - Richmond (Main St.)	313	340	-7.9	\$35,749	\$38,081	-6.1
9 Newport News - Philadelphia	428	422	+1.4	\$34,061	\$33,685	+1.1
10 Richmond (Main St.) - Washington	927	940	-1.4	\$33,562	\$33,513	+0.1
11 Philadelphia - Richmond (Staples Mill)	401	435	-7.8	\$31,751	\$36,797	-13.7
12 Alexandria - Williamsburg	576	621	-7.2	\$25,680	\$26,845	-4.3
13 Fredericksburg - New York	229	239	-4.2	\$24,222	\$25,634	-5.5
14 Alexandria - New York	203	186	+9.1	\$19,654	\$17,770	+10.6
15 Alexandria - Richmond (Staples Mill)	545	579	-5.9	\$17,925	\$18,563	-3.4
16 Philadelphia - Williamsburg	208	224	-7.1	\$16,707	\$19,306	-13.5
17 Philadelphia - Richmond (Main St.)	201	177	+13.6	\$16,180	\$14,372	+12.6
18 Alexandria - Richmond (Main St.)	481	424	+13.4	\$15,540	\$13,214	+17.6
19 Baltimore - Richmond (Staples Mill)	232	182	+27.5	\$12,597	\$10,207	+23.4
20 Richmond (Staples Mill) - Wilmington	131	134	-2.2	\$12,161	\$12,535	-3.0
21 Newark - Richmond (Staples Mill)	94	98	-4.1	\$11,602	\$10,914	+6.3
22 Baltimore - Newport News	190	164	+15.9	\$11,596	\$10,640	+9.0
23 Newport News - Newark	102	114	-10.5	\$11,294	\$12,900	-12.5
24 Alexandria - Philadelphia	149	106	+40.6	\$10,181	\$7,425	+37.1
25 Newport News - Richmond (Staples Mill)	442	510	-13.3	\$10,042	\$11,177	-10.2
All other markets	6,307	6,368	-1.0	\$367,692	\$400,186	-8.1
Total	19,049	19,802	-3.8	\$1,132,269	\$1,216,758	-6.9

YTD FY18 vs YTD FY17	Ridership			Ticket Revenue		
	FY18	FY17	% chg.	FY18	FY17	% chg.
1 Newport News - Washington	11,178	10,741	+4.1	\$578,663	\$551,090	+5.0
2 New York - Richmond (Staples Mill)	5,682	6,096	-6.8	\$655,538	\$675,591	-3.0
3 Newport News - New York	5,140	5,789	-11.2	\$572,583	\$620,837	-7.8
4 Richmond (Staples Mill) - Washington	10,444	10,686	-2.3	\$413,527	\$412,006	+0.4
5 Washington - Williamsburg	7,134	7,394	-3.5	\$348,419	\$352,385	-1.1
6 Alexandria - Newport News	4,931	5,144	-4.1	\$262,666	\$267,289	-1.7
7 New York - Williamsburg	3,247	3,717	-12.6	\$369,691	\$413,798	-10.7
8 New York - Richmond (Main St.)	2,299	2,237	+2.8	\$279,143	\$263,358	+6.0
9 Newport News - Philadelphia	2,995	2,822	+6.1	\$262,216	\$248,530	+5.5
10 Richmond (Main St.) - Washington	6,136	5,649	+8.6	\$234,918	\$213,706	+9.9
11 Philadelphia - Richmond (Staples Mill)	2,526	2,654	-4.8	\$217,619	\$238,431	-8.7
12 Alexandria - Williamsburg	4,445	4,096	+8.5	\$218,299	\$202,336	+7.9
13 Fredericksburg - New York	1,660	1,522	+9.1	\$190,165	\$177,967	+6.9
14 Alexandria - New York	1,228	1,248	-1.6	\$133,905	\$134,169	-0.2
15 Alexandria - Richmond (Staples Mill)	3,666	3,655	+0.3	\$126,794	\$122,130	+3.8
16 Philadelphia - Williamsburg	1,660	1,728	-3.9	\$148,431	\$153,604	-3.4
17 Philadelphia - Richmond (Main St.)	1,311	1,101	+19.1	\$112,300	\$95,672	+17.4
18 Alexandria - Richmond (Main St.)	3,062	2,791	+9.7	\$104,423	\$94,367	+10.7
19 Baltimore - Richmond (Staples Mill)	1,137	1,067	+6.6	\$67,811	\$65,326	+3.8
20 Richmond (Staples Mill) - Wilmington	742	772	-3.9	\$72,310	\$76,878	-5.9
21 Newark - Richmond (Staples Mill)	600	634	-5.4	\$74,452	\$75,372	-1.2
22 Baltimore - Newport News	1,234	1,074	+14.9	\$86,757	\$75,768	+14.5
23 Newport News - Newark	743	858	-13.4	\$85,621	\$100,079	-14.4
24 Alexandria - Philadelphia	818	745	+9.8	\$65,051	\$58,222	+11.7
25 Newport News - Richmond (Staples Mill)	3,025	3,195	-5.3	\$71,092	\$70,894	+0.3
All other markets	43,408	42,019	+3.3	\$2,936,650	\$2,875,729	+2.1
Total	130,451	129,434	+0.8	\$8,689,045	\$8,635,533	+0.6

Amtrak Washington-Newport News (Route 47)*
February 2018 Report
Ridership, Ticket Revenue, and Passenger Miles by Train
Amtrak and State Partner Use Only

February FY18			
Train	Ridership	Ticket Revenue	Passenger Miles
65	1,262	\$77,443	299,703
66	3,494	\$193,507	706,157
67	2,039	\$121,794	459,178
83	1,031	\$52,714	143,103
94	3,313	\$205,072	671,844
95	3,792	\$228,682	730,455
96	965	\$61,772	181,882
99	2,104	\$131,180	424,396
194	1,049	\$60,107	207,267
3083			
Total	19,049	\$1,132,269	3,823,985

YTD FY18			
Train	Ridership	Ticket Revenue	Passenger Miles
65	8,495	\$568,223	1,986,703
66	23,368	\$1,461,908	4,965,898
67	14,591	\$942,180	3,429,503
83	5,742	\$352,766	883,711
94	24,590	\$1,695,773	5,254,725
95	26,577	\$1,824,238	5,462,203
96	6,018	\$420,374	1,175,705
99	13,323	\$928,738	2,809,658
194	7,705	\$494,065	1,567,060
3083	42	\$779	0
Total	130,451	\$8,689,045	27,535,166

Amtrak Washington-Newport News (Route 47)
February 2018 Report
Ridership and Ticket Revenue by Train and Date
Amtrak and State Partner Use Only

Note: The following were added to each train as deferred ridership/ticket revenue:

Date	65		66		67		83		94		95		96		99		194		Special Buses		Total	
	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven
2/1/18			94	\$5,172	119	\$6,957			142	\$8,662	172	\$10,118									527	\$30,910
2/2/18	102	\$5,655	217	\$12,186			216	\$9,936	200	\$11,673	235	\$13,550									970	\$52,999
2/3/18	99	\$6,155	61	\$3,547																	516	\$28,615
2/4/18			162	\$8,513	127	\$9,118							217	\$14,643	151	\$8,841	205	\$10,073			731	\$45,479
2/5/18			86	\$4,959	74	\$4,748			183	\$11,812	188	\$11,895			225	\$13,205					531	\$33,414
2/6/18			58	\$3,040	68	\$3,776			125	\$8,206	146	\$7,955									397	\$22,977
2/7/18			84	\$5,128	84	\$5,126			140	\$8,446	147	\$9,677									455	\$28,377
2/8/18			115	\$6,134	136	\$7,570			158	\$8,814	193	\$11,087									602	\$33,604
2/9/18	115	\$6,644	148	\$7,379			223	\$11,211	232	\$13,291	228	\$14,045									946	\$52,569
2/10/18	76	\$4,380	55	\$3,126																	458	\$25,552
2/11/18			180	\$9,136	119	\$6,573															789	\$44,796
2/12/18			75	\$4,016	63	\$3,432			144	\$8,631	153	\$9,399									435	\$25,477
2/13/18			55	\$3,026	70	\$3,925			98	\$6,123	141	\$8,155									364	\$21,229
2/14/18			63	\$3,290	96	\$6,203			116	\$7,046	176	\$11,321									451	\$27,859
2/15/18			150	\$7,806	201	\$12,387			174	\$10,794	217	\$12,662									742	\$43,649
2/16/18	247	\$18,670	226	\$13,900			334	\$19,161	282	\$17,002	339	\$22,845									1,428	\$91,578
2/17/18	147	\$8,579	95	\$4,565											191	\$12,551	202	\$10,904			635	\$36,600
2/18/18	180	\$10,857	194	\$9,541											348	\$22,286	209	\$14,191			931	\$56,875
2/19/18			230	\$13,119	93	\$5,844							304	\$20,082	246	\$16,458					873	\$55,503
2/20/18			80	\$4,483	97	\$5,423			178	\$12,163	172	\$11,468									527	\$33,537
2/21/18			91	\$5,556	100	\$6,122			178	\$12,530	168	\$9,685									537	\$33,893
2/22/18			116	\$6,826	151	\$9,193			147	\$9,461	219	\$13,815									633	\$39,296
2/24/18	144	\$7,916	112	\$6,274											179	\$10,444	251	\$15,300			686	\$39,933
2/25/18			227	\$14,134	142	\$7,956							258	\$16,459	315	\$20,488					942	\$59,037
2/23/18	152	\$8,588	196	\$11,259			258	\$12,406	207	\$12,825	322	\$17,861									1,135	\$62,939
2/26/18			84	\$4,242	87	\$4,956			220	\$13,790	189	\$11,466									580	\$34,454
2/27/18			83	\$4,136	67	\$4,211			177	\$11,011	156	\$8,568									483	\$27,927
2/28/18			157	\$9,015	145	\$8,273			212	\$12,792	231	\$13,111									745	\$43,190
Total	1,262	\$77,443	3,494	\$193,507	2,039	\$121,794	1,031	\$52,714	3,313	\$205,072	3,792	\$228,682	965	\$61,772	2,104	\$131,180	1,049	\$60,107			\$19,049.00	\$1,132,269.01

Date	Train	Rider	Reven
2/23/18	83	16	\$901
2/24/18	65	23	\$1,383
2/24/18	194	19	\$1,067
2/25/18	96	18	\$1,085
2/25/18	99	38	\$2,328
2/28/18	66	63	\$3,464
2/28/18	67	37	\$2,131
2/28/18	94	60	\$3,528
2/28/18	95	62	\$3,880
Total		336	\$19,767

Amtrak Washington-Newport News (Route 47)
February 2018 Report
Ridership and Ticket Revenue by Train & Class of Service
Amtrak and State Partner Use Only

Train	Total		Business Class		Coach Class		Baggage		Bicycles		Pets	
	Ridership	Revenue	Ridership	Revenue	Ridership	Revenue	Baggage	Revenue	Bicycles	Revenue	Pets	Revenue
65	1,262	\$77,443	107	\$9,410	1,155	\$67,943			2	\$40	2	\$50
66	3,494	\$193,507	300	\$24,851	3,194	\$168,541			2	\$40	3	\$75
67	2,039	\$121,794	256	\$21,886	1,783	\$99,883					1	\$25
83	1,031	\$52,714	99	\$8,736	932	\$43,952					1	\$25
94	3,313	\$205,072	505	\$47,559	2,808	\$157,338					7	\$175
95	3,792	\$228,682	558	\$52,065	3,234	\$176,492					5	\$125
96	965	\$61,772	120	\$11,584	845	\$50,137					2	\$50
99	2,104	\$131,180	202	\$20,472	1,902	\$110,658					2	\$50
194	1,049	\$60,107	97	\$9,501	952	\$50,606						
Total	19,049	\$1,132,269	2,244	\$206,064	16,805	\$925,550	0	\$0	4	\$80	23	\$575

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
65	ALX	204	22	1,176	164
65	ASD	5	23	327	162
65	BAL	35	0	228	0
65	BBY	7	0	37	0
65	BOS	41	0	251	0
65	BWI	39	0	267	0
65	FBG	17	70	166	402
65	KIN	2	0	20	0
65	MET	8	0	99	0
65	MYS	3	0	7	0
65	NCR	11	0	113	0
65	NHV	32	0	218	0
65	NLC	9	0	85	0
65	NPN	0	494	0	3,139
65	NWK	34	0	145	0
65	NYP	221	0	1,508	0
65	OSB	2	0	22	0
65	PHL	64	0	517	0
65	PVD	26	0	136	0
65	QAN	20	18	126	89
65	RTE	6	0	43	0
65	RVM	34	217	240	1,157
65	RVR	27	210	272	1,440
65	STM	17	0	85	0
65	TRE	8	0	105	0
65	UNK	23	23	157	157
65	WAS	348	0	2,022	0
65	WBG	5	185	17	1,785
65	WIL	14	0	99	0
65	WLY	0	0	7	0
66	ALX	39	710	305	4,410
66	ASD	78	13	498	58

4b) Train Ons-Offs

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
66	BAL	0	136	0	794
66	BBY	0	6	0	80
66	BOS	0	54	0	449
66	BWI	0	82	0	629
66	FBG	150	108	1,021	601
66	KIN	0	14	0	73
66	MET	0	40	0	419
66	MYS	0	2	0	18
66	NCR	0	51	0	273
66	NHV	0	46	0	392
66	NLC	0	23	0	172
66	NPN	1,325	0	8,369	0
66	NWK	0	73	0	379
66	NYP	0	331	0	2,762
66	OSB	0	6	0	46
66	PHL	0	212	0	1,438
66	PVD	0	32	0	256
66	QAN	34	80	231	470
66	RTE	0	4	0	73
66	RVM	558	114	3,635	650
66	RVR	593	106	4,167	816
66	STM	0	17	0	149
66	TRE	0	61	0	312
66	UNK	63	63	427	427
66	WAS	0	1,056	0	6,866
66	WBG	654	4	4,715	40
66	WIL	0	48	0	300
66	WLY	0	2	0	16
67	ALX	272	58	1,978	359
67	ASD	3	38	172	259
67	BAL	71	0	529	0
67	BBY	4	0	62	0

4b) Train Ons-Offs

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
67	BOS	33	0	421	0
67	BWI	74	0	485	0
67	FBG	38	88	246	648
67	KIN	6	0	51	0
67	MET	23	0	202	0
67	MYS	1	0	10	0
67	NCR	24	0	190	0
67	NHV	47	0	393	0
67	NLC	10	0	120	0
67	NPN	0	738	0	5,341
67	NWK	45	0	289	0
67	NYP	329	0	2,402	0
67	OSB	3	0	26	0
67	PHL	196	0	1,212	0
67	PVD	32	0	216	0
67	QAN	21	36	181	255
67	RTE	2	0	49	0
67	RVM	49	303	340	2,010
67	RVR	62	484	473	3,075
67	STM	12	0	109	0
67	TRE	32	0	182	0
67	UNK	38	38	264	264
67	WAS	560	0	3,647	0
67	WBG	0	256	16	2,380
67	WIL	48	0	318	0
67	WLY	4	0	8	0
83	ALX	107	58	688	224
83	ASD	0	45	2	229
83	BAL	37	0	195	0
83	BBY	0	0	11	0
83	BOS	1	0	13	0
83	BRP	4	0	22	0

4b) Train Ons-Offs

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
83	BWI	23	0	133	0
83	FBG	9	48	39	340
83	KIN	0	0	3	0
83	MET	4	0	43	0
83	MYS	0	0	0	0
83	NCR	14	0	47	0
83	NHV	13	0	59	0
83	NLC	0	0	12	0
83	NPN	0	206	0	1,204
83	NRO	9	0	45	0
83	NWK	9	0	49	0
83	NYP	87	0	683	0
83	OSB	0	0	6	0
83	PHL	47	0	326	0
83	PVD	2	0	13	0
83	QAN	8	7	44	88
83	RTE	1	0	6	0
83	RVM	16	111	56	593
83	RVR	19	298	110	1,948
83	STM	3	0	27	0
83	TRE	20	0	54	0
83	UNK	17	17	99	99
83	WAS	427	0	2,519	0
83	WBG	0	108	0	660
83	WIL	19	0	78	0
83	WLY	2	0	3	0
83	ZZZ	133	133	357	357
94	ALX	149	366	887	2,849
94	ASD	84	5	643	59
94	BAL	0	157	0	804
94	BBY	0	1	0	26
94	BOS	0	5	0	83

4b) Train Ons-Offs

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
94	BWI	0	129	0	900
94	EWR	0	18	0	114
94	FBG	179	20	1,341	269
94	KIN	0	4	0	50
94	NCR	0	30	0	245
94	NHV	0	52	0	620
94	NLC	0	3	0	111
94	NPN	990	0	7,478	0
94	NWK	0	68	0	516
94	NYP	0	537	0	4,245
94	OSB	0	9	0	61
94	PHL	0	374	0	2,469
94	PVD	0	9	0	93
94	QAN	33	25	258	201
94	RTE	0	1	0	34
94	RVM	353	76	2,700	450
94	RVR	847	155	5,822	1,065
94	STM	0	24	0	309
94	TRE	0	69	0	436
94	UNK	60	60	448	448
94	WAS	0	989	0	7,364
94	WBG	565	2	4,775	26
94	WIL	0	72	0	505
94	ZZZ	53	53	238	238
95	ALX	379	160	2,838	1,010
95	ASD	6	155	22	1,003
95	BAL	161	0	869	0
95	BBY	1	0	30	0
95	BOS	14	0	159	0
95	BWI	100	0	755	0
95	FBG	35	190	258	1,347
95	KIN	7	0	41	0

4b) Train Ons-Offs

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
95	MET	66	0	587	0
95	NCR	35	0	262	0
95	NHV	92	0	666	0
95	NLC	21	0	167	0
95	NPN	0	774	0	5,823
95	NWK	73	0	609	0
95	NYP	558	0	4,497	0
95	OSB	11	0	107	0
95	PHL	360	0	2,358	0
95	PVD	13	0	95	0
95	QAN	25	62	168	399
95	RTE	7	0	53	0
95	RVM	79	422	570	2,874
95	RVR	76	1,086	555	7,265
95	STM	57	0	397	0
95	TRE	61	0	455	0
95	UNK	62	62	447	447
95	WAS	1,042	0	7,145	0
95	WBG	3	483	27	4,258
95	WDB	20	60	146	377
95	WIL	89	0	506	0
95	WLY	1	0	14	0
95	ZZZ	338	338	1,774	1,774
96	ALX	26	111	218	744
96	ASD	42	3	241	9
96	BAL	0	57	0	234
96	BBY	0	1	0	3
96	BOS	0	2	0	13
96	BWI	0	46	0	248
96	EWR	0	0	0	16
96	FBG	77	9	449	52
96	KIN	0	3	0	14

4b) Train Ons-Offs

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
96	MET	0	9	0	119
96	NCR	0	9	0	59
96	NHV	0	11	0	87
96	NLC	0	0	0	28
96	NPN	225	0	1,452	0
96	NWK	0	21	0	121
96	NYP	0	129	0	828
96	OSB	0	0	0	7
96	PHL	0	72	0	508
96	PVD	0	3	0	20
96	QAN	12	3	79	36
96	RTE	0	0	0	8
96	RVM	149	15	803	118
96	RVR	260	31	1,571	196
96	STM	0	10	0	56
96	TRE	0	11	0	70
96	UNK	18	18	110	110
96	WAS	0	374	0	2,203
96	WBG	156	1	1,095	16
96	WIL	0	16	0	94
96	WLY	0	0	0	1
99	ALX	325	63	1,913	433
99	ASD	3	47	23	321
99	BAL	101	0	459	0
99	BBY	1	0	24	0
99	BOS	10	0	91	0
99	BRP	4	0	49	0
99	BWI	58	0	373	0
99	EWR	11	0	55	0
99	FBG	28	99	160	703
99	KIN	1	0	48	0
99	MET	26	0	184	0

4b) Train Ons-Offs

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
99	MYS	2	0	6	0
99	NCR	18	0	130	0
99	NHV	14	0	181	0
99	NLC	7	0	59	0
99	NPN	0	647	0	3,959
99	NRO	10	0	70	0
99	NWK	28	0	200	0
99	NYP	341	0	2,268	0
99	PHL	135	0	910	0
99	PVD	7	0	66	0
99	QAN	34	38	139	197
99	RTE	1	0	27	0
99	RVM	56	262	291	1,845
99	RVR	59	450	363	2,770
99	STM	21	0	127	0
99	TRE	22	0	170	0
99	UNK	40	40	248	248
99	WAS	712	0	4,464	0
99	WBG	2	458	32	2,847
99	WIL	24	0	185	0
99	WLY	3	0	8	0
194	ALX	37	136	259	991
194	ASD	29	19	194	126
194	BAL	0	44	0	265
194	BBY	0	0	0	6
194	BOS	0	6	0	26
194	BWI	0	27	0	232
194	EWR	0	4	0	23
194	FBG	54	15	427	114
194	KIN	0	1	0	8
194	MET	0	19	0	137
194	NCR	0	8	0	79

4b) Train Ons-Offs

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
194	NHV	0	13	0	111
194	NLC	0	6	0	33
194	NPN	297	0	2,073	0
194	NWK	0	22	0	160
194	NYP	0	148	0	1,212
194	OSB	0	0	0	13
194	PHL	0	100	0	681
194	PVD	0	2	0	24
194	QAN	34	3	133	57
194	RTE	0	1	0	14
194	RVM	162	27	1,101	148
194	RVR	246	33	2,025	198
194	STM	0	10	0	80
194	TRE	0	17	0	135
194	UNK	19	19	144	144
194	WAS	0	356	0	2,570
194	WBG	171	1	1,349	13
194	WIL	0	11	0	103
194	WLY	0	1	0	2
3083	NPN			0	31
3083	RVR			41	0
3083	UNK			1	1
3083	WBG			0	10

**Amtrak Washington-Newport News (Route 47)
February 2018 Report
Fare Plan Codes & Passenger Types
Amtrak and State Partner Use Only**

<u>Code</u>	<u>Description</u>	<u>Oct-17</u>		<u>Nov-17</u>		<u>Dec-17</u>		<u>Jan-18</u>		<u>Feb-18</u>		<u>Mar-18</u>		<u>Apr-18</u>		<u>May-18</u>	
		<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
H130	AGR Chase Free Companion Coupon Offer	12	\$335	10	\$526	18	\$852	4	\$354	6	\$140						
H132	AGR Select Plus Free Companion eCoupon	6	\$453	10	\$545	16	\$1,014	6	\$343	9	\$232						
H133	AGR Select Executive Free Companion eCoupon					4	\$370										
H236	AGR Select 10% off eCoupon Offer	4	\$387	4	\$298	5	\$307	1	\$110	4	\$211						
H269	AGR Member Reactivation eCoupon 30%																
H273	NER 12 Hour Business Class Upgrade																
EO5B	7 Day Advanced Purchase - NER Business Class	173	\$11,237	157	\$9,621	139	\$9,084	146	\$10,622	233	\$15,306						
EO5N	Saver Fare - 14 Day Advanced Purchase	1,407	\$58,648	1,145	\$48,525	1,011	\$42,178	1,460	\$71,354	1,723	\$82,697						
EO8L	Saver Fare - 14 Day Advanced Purchase	17	\$786	10	\$522			11	\$675	7	\$383						
EO8N	Saver Fare - 14 Day Advanced Purchase	4,685	\$218,879	4,127	\$191,681	4,946	\$246,539	2,947	\$147,517	3,260	\$155,078						
FO5S	Presidents Day Fare Sale																

<u>Passenger Types</u>	<u>Oct-17</u>		<u>Nov-17</u>		<u>Dec-17</u>		<u>Jan-18</u>		<u>Feb-18</u>		<u>Mar-18</u>		<u>Apr-18</u>		<u>May-18</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
AAA	846	\$67,828	1,380	\$125,008	1,432	\$130,954	689	\$51,117	49,672	\$631						
Children	420	\$12,962	767	\$32,715	1,059	\$47,648	374	\$13,292	12,083	\$367						
Disabled	551	\$32,996	628	\$46,282	656	\$48,198	394	\$24,973	23,250	\$378						
Military	452	\$28,845	631	\$45,920	772	\$54,517	564	\$36,050	27,488	\$469						
NARP	7	\$650	15	\$1,369	13	\$1,122	7	\$614	307	\$6						
Senior	4,256	\$319,547	4,814	\$397,093	4,630	\$388,476	2,103	\$145,597	119,205	\$1,707						
Veterans Advantage	75	\$4,747	80	\$6,083	114	\$8,132	100	\$5,477	5,096	\$73						
Students	1,385	\$82,771	2,364	\$185,986	1,320	\$101,313	458	\$31,197	1,069	\$15						

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Fare Plan Codes & Passenger Types

Amtrak and State Partner Use Only


<u>Code</u>	<u>Description</u>	<u>Jun-18</u>		<u>Jul-18</u>		<u>Aug-18</u>		<u>Sep-18</u>		<u>Total</u>	
		<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
H130	AGR Chase Free Companion Coupon Offer									50	\$2,206
H132	AGR Select Plus Free Companion eCoupon									47	\$2,586
H133	AGR Select Executive Free Companion eCoupon									4	\$370
H236	AGR Select 10% off eCoupon Offer									18	\$1,312
H269	AGR Member Reactivation eCoupon 30%									0	\$0
H273	NER 12 Hour Business Class Upgrade									0	\$0
EO5B	7 Day Advanced Purchase - NER Business Class									848	\$55,870
EO5N	Saver Fare - 14 Day Advanced Purchase									6,746	\$303,402
EO8L	Saver Fare - 14 Day Advanced Purchase									45	\$2,366
EO8N	Saver Fare - 14 Day Advanced Purchase									19,965	\$959,694
FO5S	Presidents Day Fare Sale										

<u>Passenger Types</u>	<u>Jun-18</u>		<u>Jul-18</u>		<u>Aug-18</u>		<u>Sep-18</u>		<u>Total</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
AAA									54,019	\$375,539
Children									14,703	\$106,983
Disabled									25,479	\$152,826
Military									29,907	\$165,801
NARP									349	\$3,759
Senior									135,008	\$1,252,420
Veterans Advantage									5,465	\$24,512
Students									6,596	\$401,281

Amtrak Washington-Newport News (Route 47)
February 2018 Report
Customer Satisfaction Scores - Amtrak
Amtrak and State Partner Use Only

Amtrak System-wide
FY18 eCSI Scores (with change vs year ago)

FY18 Goal*: 81.4%
FY17 Year-End Score*: 80.1%

 top three drivers of overall eCSI

	January 2018						Fiscal Year-to-Date					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	77.4%	-4.1	6%	+2	83	-3	78.3%	-3.5	5%	+2	84	-2
Overall experience in coach (long distance)	79%	+4	4%	-1	84	+3	79%	+1	4%	-	84	+1
Overall experience in sleeper (long distance)	71%	-2	5%	-	80	-	71%	-2	5%	-	80	-
Value of Amtrak service received for the price paid for the trip	69%	-4	6%	+2	79	-3	70%	-4	6%	+2	80	-2
Reliability or on-time performance of the train	71%	-7	12%	+5	78	-5	72%	-5	10%	+2	79	-3
Accuracy of trip information prior to boarding the train	82%	-4	6%	+3	86	-3	83%	-3	5%	+2	86	-3
Information given on the train about services/features/safety	69%	-2	6%	+1	79	-1	70%	-1	5%	-	80	-
Information given about problems/delays while on the train	70%	-3	10%	+2	78	-2	71%	-2	9%	+2	78	-2
Clarity of announcements on the train	68%	-3	7%	+1	78	-2	69%	-1	6%	-	79	-1
Friendliness/helpfulness of the train conductors	85%	-2	3%	+1	88	-2	85%	-2	3%	+1	88	-2
Friendliness/helpfulness of the coach attendant (long distance)	77%	-4	6%	-	83	-2	78%	-5	6%	+1	84	-3
Friendliness/helpfulness of the sleeper attendant (long distance)	87%	-	4%	-	90	-	87%	-1	4%	+1	90	-1
Comfort of seat	78%	-4	3%	+1	84	-2	78%	-3	2%	-	84	-2
Smooth and comfortable train ride	81%	-3	3%	+1	85	-2	81%	-3	3%	+1	86	-1
Air temperature on the train	77%	-4	5%	+2	83	-2	80%	-2	3%	-	85	-1
Personal security on the train	85%	-2	3%	+1	88	-1	86%	-2	2%	-	88	-2
Amtrak's ability to get you to your destination safely	91%	-3	2%	+1	92	-2	92%	-2	1%	-	92	-2
Overall cleanliness of the train interior	77%	-3	3%	+1	83	-2	78%	-2	3%	+1	84	-1
Cleanliness of train windows	74%	-3	3%	-	82	-2	75%	-2	3%	-	83	-1
Cleanliness of the restrooms on the train	51%	-3	11%	+2	68	-2	51%	-4	10%	+2	69	-2
Smell of the restrooms on the train, pleasant/free of odor	51%	-3	13%	+2	67	-2	51%	-3	13%	+1	67	-2
Overall experience in the café/lounge car	70%	-1	4%	+1	79	-1	69%	-1	4%	-	79	-1
Availability of food items in the café/lounge car	65%	+1	5%	+1	78	-	65%	-	5%	+1	78	-
Friendliness/helpfulness of café/lounge car personnel	82%	-	3%	-	87	-	82%	-1	3%	-	87	-
Quality/freshness of food in the café/lounge car	66%	-	5%	-	78	-	65%	-1	6%	+1	77	-1
Variety of food items in the café/lounge car	53%	+1	8%	-	71	-	52%	-	8%	-	70	-1
Overall experience in the dining car	74%	-	4%	-	81	-1	76%	+1	3%	-1	83	+1
Friendliness/helpfulness of dining car personnel	79%	-3	4%	+1	85	-2	81%	-1	3%	-	86	-1
Variety of menu choices in the dining car	63%	+3	6%	-	76	+1	65%	+4	5%	-	77	+2
Quality/freshness of food in the dining car	71%	+2	5%	-	80	+1	72%	+2	4%	-1	81	+2
Overall Wi-Fi service	50%	-8	16%	+5	66	-6	48%	-6	17%	+4	64	-5
Ease of accessing Wi-Fi service (sign-on process)	73%	-3	7%	+2	80	-3	72%	-2	7%	+1	79	-2
Ability to perform online activities	51%	-7	18%	+5	65	-6	48%	-6	20%	+4	63	-5
Ability to stay connected to Wi-Fi service	52%	-6	18%	+5	65	-6	49%	-5	19%	+3	64	-4
Time it takes to load/access websites, emails, etc.	45%	-9	21%	+6	61	-7	43%	-6	22%	+4	59	-5
Number of responses in current period	15,898						45,955					
Number of responses year ago	15,357						44,909					


* Overall eCSI score, % very satisfied

** For % Very Dissatisfied, a negative change in the year-over-year score shows an improvement; a positive change shows the score has worsened.

Amtrak Washington-Newport News (Route 47)
February 2018 Report
Customer Satisfaction Scores - Washington-Newport News
Amtrak and State Partner Use Only

Route 47 - Washington-Newport News
FY18 eCSI Scores (with change vs year ago)

FY18 Goal*: 81.3%
FY17 Year-End Score*: 80.6%

 top three drivers of overall eCSI

	January 2018					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	73.7%	-9.1	6%	+3	81	-6
Value of Amtrak service received for the price paid for the trip	70%	-5	5%	+2	79	-5
Reliability or on-time performance of the train	63%	-5	16%	+5	72	-4
Accuracy of trip information prior to boarding the train	76%	-11	6%	+3	84	-6
Information given on the train about services/features/safety	67%	-5	5%	+1	77	-4
Information given about problems/delays while on the train	67%	-8	10%	+4	76	-5
Clarity of announcements on the train	61%	-1	8%	+1	75	-1
Friendliness/helpfulness of the train conductors	84%	-1	4%	+1	87	-1
Comfort of seat	83%	-1	1%	+1	86	-1
Smooth and comfortable train ride	80%	-7	2%	+2	85	-4
Air temperature on the train	70%	-11	6%	+6	79	-8
Personal security on the train	82%	-5	2%	+1	86	-3
Amtrak's ability to get you to your destination safely	90%	-2	2%	+2	91	-2
Overall cleanliness of the train interior	75%	-7	5%	+2	81	-4
Cleanliness of train windows	69%	-6	2%	+1	80	-3
Cleanliness of the restrooms on the train	44%	-10	16%	+3	62	-5
Smell of the restrooms on the train, pleasant/free of odor	37%	-8	23%	+6	56	-6
Overall experience in the café car	75%	+6	3%	-2	82	+4
Availability of food items in the café car	72%	+6	2%	-2	80	+2
Friendliness/helpfulness of café car personnel	82%	-1	3%	-	86	-1
Quality/freshness of food in the café car	78%	+8	1%	-4	83	+4
Variety of food items in the café car	59%	-	7%	+1	74	+1
Overall Wi-Fi service	47%	-4	18%	+8	65	-5
Ease of accessing Wi-Fi service (sign-on process)	75%	-6	7%	+4	82	-4
Ability to perform online activities	48%	-8	18%	+3	64	-5
Ability to stay connected to Wi-Fi service	51%	-3	18%	+7	65	-5
Time it takes to load/access websites, emails, etc.	43%	-6	23%	+8	60	-6
Number of responses in current period	219					
Number of responses year ago	221					

	Three Month Average (Oct-Dec)					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	74.5%	-6.3	6%	+3	81	-5
Value of Amtrak service received for the price paid for the trip	71%	-5	5%	+2	80	-4
Reliability or on-time performance of the train	64%	-	17%	+4	72	-2
Accuracy of trip information prior to boarding the train	76%	-8	7%	+2	83	-4
Information given on the train about services/features/safety	68%	-	7%	+1	77	-2
Information given about problems/delays while on the train	68%	-4	12%	+4	76	-3
Clarity of announcements on the train	59%	-2	9%	+1	73	-1
Friendliness/helpfulness of the train conductors	83%	-1	3%	-	87	-1
Comfort of seat	81%	-2	3%	+2	85	-2
Smooth and comfortable train ride	81%	-3	2%	+1	86	-2
Air temperature on the train	77%	-3	4%	+2	83	-3
Personal security on the train	83%	-2	2%	-	87	-1
Amtrak's ability to get you to your destination safely	90%	-2	1%	-	92	-1
Overall cleanliness of the train interior	76%	-	3%	+1	83	-
Cleanliness of train windows	72%	-2	3%	-	82	-
Cleanliness of the restrooms on the train	48%	+4	13%	-2	65	+2
Smell of the restrooms on the train, pleasant/free of odor	42%	+5	19%	-2	60	+3
Overall experience in the café car	72%	+1	2%	-2	81	+2
Availability of food items in the café car	72%	+5	3%	-2	81	+3
Friendliness/helpfulness of café car personnel	83%	+1	3%	+1	87	-
Quality/freshness of food in the café car	73%	+7	3%	-2	81	+3
Variety of food items in the café car	57%	+3	9%	+3	73	+1
Overall Wi-Fi service	45%	-5	20%	+7	63	-4
Ease of accessing Wi-Fi service (sign-on process)	75%	-1	8%	+4	80	-2
Ability to perform online activities	46%	-5	21%	+4	61	-4
Ability to stay connected to Wi-Fi service	47%	-3	21%	+6	61	-4
Time it takes to load/access websites, emails, etc.	39%	-7	25%	+6	57	-5
Number of responses in current period	543					
Number of responses year ago	747					

* Overall eCSI score, % very satisfied

** For % Very Dissatisfied, a negative change in the year-over-year score shows an improvement; a positive change shows the score has worsened.

Amtrak Washington-Newport News (Route 47)

February 2018 Report

Multi-Ride Pass Sales by Month of Travel*

Amtrak and State Partner Use Only

February 2018 Sales

Station Pair	Monthly Passes		10-Trip Passes		Total Passes	
	Passes Sold	Revenue	Passes Sold	Revenue	Passes Sold	Revenue
ALX-ASD	1	\$801	0	\$0	1	\$801
ALX-NPN	0	\$0	1	\$608	1	\$608
ALX-RVR	3	\$2,403	10	\$3,600	13	\$6,003
ASD-QAN	0	\$0	1	\$360	1	\$360
ASD-WAS	11	\$9,988	2	\$816	13	\$10,804
FBG-WAS	0	\$0	2	\$624	2	\$624
RVM-WAS	0	\$0	1	\$424		
RVR-WAS	4	\$3,772	1	\$424	5	\$4,196
Total	19	\$16,964	18	\$6,856	36	\$23,396
Sales February-17	17	\$14,562	14	\$4,968	31	\$19,530
% Change	11.8%	16.5%	28.6%	38.0%	16.1%	19.8%

* 10-Trip passes are good for travel for 45 days. The data in this report assigns the month of travel for the entire pass to the month in which the pass was sold. Data is for all Virginia services.

**Amtrak and State Partner Use Only
Route Performance**

Route Performance					
		Feb-2018	Feb-2017	FY 2018	FY 2017
Washington- Newport News	All Stations	78.9%	80.0%	75.5%	76.8%
	End Point	78.4%	80.2%	79.4%	77.2%

Station Performance					
Northbound					
Direction	To	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	NPN	92.9%	100.0%	94.7%	98.0%
	WBG	87.5%	100.0%	92.0%	96.0%
	RVM	48.2%	76.4%	59.7%	69.1%
	RVR	50.0%	73.2%	61.6%	65.6%
	ASD	46.4%	67.9%	58.9%	55.3%
	FBG	35.7%	64.3%	50.3%	48.7%
	QAN	37.5%	62.5%	51.3%	48.7%
	ALX	53.6%	69.6%	62.9%	59.6%
	WAS	67.9%	69.6%	79.1%	68.2%
	All Stations	72.6%	83.8%	74.1%	74.7%
	End Point	92.9%	85.7%	87.1%	84.8%

Southbound					
Direction	To	Feb-2018	Feb-2017	FY 2018	FY 2017
Southbound	WAS	86.7%	81.7%	76.5%	78.3%
	WDB	84.2%	78.9%	71.8%	79.4%
	ALX	86.7%	85.0%	72.4%	78.3%
	QAN	81.7%	66.7%	61.0%	63.4%
	FBG	76.7%	56.7%	58.5%	60.6%
	ASD	60.0%	41.7%	49.2%	45.0%
	RVR	65.0%	50.0%	56.0%	46.6%
	RVM	47.5%	33.9%	43.3%	33.8%
	WBG	49.2%	39.0%	50.2%	40.9%
	NPN	54.2%	54.2%	55.3%	46.9%
	All Stations	84.6%	76.7%	76.9%	78.7%
	End Point	65.0%	75.0%	72.1%	70.2%

**Amtrak and State Partner Use Only
Route Performance**

Route Performance					
		Feb-2018	Feb-2017	FY 2018	FY 2017
Washington- Newport News	All Stations	78.9%	80.0%	75.5%	76.8%
	End Point	78.4%	80.2%	79.4%	77.2%
Station Performance					
Northbound					
Train	To	Feb-2018	Feb-2017	FY 2018	FY 2017
66	NPN	89.3%	100.0%	94.6%	99.3%
	WBG	78.6%	100.0%	91.9%	96.0%
	RVM	42.9%	81.5%	61.7%	73.3%
	RVR	39.3%	71.4%	51.0%	62.3%
	ASD	39.3%	67.9%	51.0%	52.3%
	FBG	35.7%	60.7%	47.7%	43.7%
	QAN	46.4%	60.7%	57.0%	52.3%
	ALX	57.1%	64.3%	67.5%	62.9%
	WAS	60.7%	67.9%	78.1%	70.2%
	All Stations	71.1%	83.5%	76.2%	80.0%
	End Point	96.4%	89.3%	94.7%	95.4%
94	NPN	100.0%	100.0%	95.1%	98.0%
	WBG	100.0%	100.0%	92.2%	98.0%
	RVM	57.9%	68.4%	53.4%	63.7%
	RVR	78.9%	73.7%	78.6%	66.7%
	ASD	73.7%	63.2%	71.8%	56.9%
	FBG	47.4%	68.4%	55.3%	52.9%
	QAN	36.8%	63.2%	46.6%	45.1%
	ALX	57.9%	73.7%	56.3%	54.9%
	WAS	89.5%	78.9%	87.4%	71.6%
	All Stations	81.5%	83.2%	70.5%	67.7%
	End Point	89.5%	78.9%	75.7%	68.6%
96	NPN	100.0%	100.0%	95.5%	96.4%
	WBG	100.0%	100.0%	90.9%	96.4%
	RVM	75.0%	60.0%	77.3%	64.3%
	RVR	25.0%	60.0%	68.2%	71.4%
	ASD	25.0%	60.0%	72.7%	57.1%
	FBG	25.0%	60.0%	63.6%	53.6%
	QAN	25.0%	60.0%	59.1%	42.9%
	ALX	50.0%	60.0%	72.7%	57.1%
	WAS	50.0%	40.0%	72.7%	57.1%
	All Stations	68.1%	89.7%	77.3%	76.4%
	End Point	75.0%	100.0%	81.8%	89.3%
194	NPN	80.0%	100.0%	92.3%	90.5%
	WBG	80.0%	100.0%	92.3%	85.7%
	RVM	20.0%	100.0%	57.7%	71.4%
	RVR	20.0%	100.0%	50.0%	76.2%
	ASD	0.0%	100.0%	42.3%	66.7%
	FBG	0.0%	75.0%	34.6%	57.1%
	QAN	0.0%	75.0%	30.8%	47.6%
	ALX	20.0%	100.0%	53.8%	61.9%
	WAS	40.0%	75.0%	57.7%	52.4%
	All Stations	53.8%	81.0%	72.0%	65.5%
	End Point	100.0%	75.0%	92.3%	81.0%

Southbound					
Train	To	Feb-2018	Feb-2017	FY 2018	FY 2017
65	WAS	77.8%	88.9%	80.9%	79.2%
	ALX	100.0%	88.9%	83.0%	81.3%
	QAN	77.8%	77.8%	70.2%	68.8%
	FBG	77.8%	77.8%	70.2%	66.7%
	ASD	55.6%	66.7%	51.1%	60.4%
	RVR	66.7%	66.7%	53.2%	56.3%
	RVM	37.5%	44.4%	39.1%	39.6%
	WBG	37.5%	55.6%	39.1%	50.0%
	NPN	62.5%	66.7%	46.7%	58.3%
	All Stations	81.4%	77.8%	74.2%	77.1%
	End Point	66.7%	100.0%	68.1%	87.5%
67	WAS	89.5%	89.5%	84.6%	83.5%
	ALX	89.5%	94.7%	74.0%	83.5%
	QAN	84.2%	68.4%	63.5%	60.2%
	FBG	68.4%	52.6%	50.0%	55.3%
	ASD	52.6%	31.6%	44.2%	33.0%
	RVR	57.9%	42.1%	55.8%	38.8%
	RVM	42.1%	10.5%	41.7%	14.6%
	WBG	47.4%	10.5%	52.4%	23.3%
	NPN	47.4%	47.4%	57.3%	30.1%
	All Stations	85.3%	81.5%	80.8%	79.7%
	End Point	63.2%	68.4%	72.1%	58.3%
83	WAS	100.0%	25.0%	57.1%	40.0%
	ALX	100.0%	25.0%	47.6%	35.0%
	QAN	100.0%	25.0%	42.9%	35.0%
	FBG	100.0%	25.0%	47.6%	35.0%
	ASD	100.0%	25.0%	52.4%	35.0%
	RVR	100.0%	25.0%	57.1%	35.0%
	RVM	75.0%	25.0%	42.9%	30.0%
	WBG	50.0%	25.0%	38.1%	35.0%
	NPN	50.0%	25.0%	42.9%	50.0%
	All Stations	93.5%	46.0%	68.7%	64.5%
	End Point	50.0%	50.0%	66.7%	80.0%
95	WAS	89.5%	78.9%	76.7%	84.3%
	ALX	84.2%	84.2%	77.7%	85.3%
	WDB	84.2%	78.9%	71.8%	79.4%
	QAN	84.2%	63.2%	68.0%	70.6%
	FBG	78.9%	52.6%	68.0%	67.6%
	ASD	73.7%	36.8%	59.2%	47.1%
	RVR	78.9%	47.4%	65.0%	52.0%
	RVM	57.9%	38.9%	51.5%	45.5%
	WBG	68.4%	50.0%	62.1%	56.4%
	NPN	68.4%	55.6%	62.1%	57.4%
	All Stations	85.7%	74.8%	77.5%	81.8%
End Point	68.4%	68.4%	74.8%	69.6%	
99	WAS	77.8%	88.9%	62.5%	69.4%
	ALX	66.7%	88.9%	58.3%	67.3%
	QAN	66.7%	77.8%	39.6%	61.2%
	FBG	77.8%	66.7%	50.0%	61.2%
	ASD	33.3%	55.6%	35.4%	55.1%
	RVR	33.3%	66.7%	39.6%	46.9%
	RVM	33.3%	66.7%	33.3%	45.8%
	WBG	22.2%	66.7%	35.4%	39.6%
	NPN	33.3%	66.7%	50.0%	47.9%
	All Stations	79.9%	83.9%	73.5%	78.0%
	End Point	66.7%	88.9%	72.9%	75.5%

**Amtrak and State Partner Use Only
Route Performance**

Average End Point Minutes Late					
Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	66	-11	2	-9	-10
	94	-5	9	11	14
	96	38	3	16	9
	194	-1	3	0	9
Southbound	65	15	-1	30	12
	67	33	28	18	29
	83	25	29	26	17
	95	18	16	17	23
	99	21	17	21	21

Median End Point Minutes Late					
Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	66	-19	-18	-18	-18
	94	-12	0	-3	4
	96	4	5	6	5
	194	-5	-6	-8	-5
Southbound	65	4	-6	19	5
	67	16	17	5	24
	83	10	35	17	17
	95	5	10	7	10
	99	23	3	17	16

**Amtrak and State Partner Use Only
Initial Terminal Performance**

Note: Initial Terminal Performance is defined as percentage of trains leaving origin within 3 minutes of schedule

Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	All	91.1%	98.2%	90.4%	97.0%
Southbound	All	100.0%	96.7%	96.6%	96.6%
Washington-Newport News		95.7%	97.4%	93.6%	96.8%

**Amtrak and State Partner Use Only
Initial Terminal Performance**

Note: Initial Terminal Performance is defined as percentage of trains leaving origin within 3 minutes of schedule

Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound					
Northbound	66	85.7%	96.4%	89.4%	95.4%
	94	100.0%	100.0%	90.3%	100.0%
	96	100.0%	100.0%	95.5%	100.0%
	194	80.0%	100.0%	92.3%	90.5%
Southbound					
Southbound	65	100.0%	88.9%	93.6%	95.8%
	67	100.0%	100.0%	96.2%	93.2%
	83	100.0%	100.0%	95.2%	100.0%
	95	100.0%	94.7%	98.1%	98.0%
	99	100.0%	100.0%	97.9%	100.0%
Washington-Newport News		95.7%	97.4%	93.6%	96.8%

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Minutes of Delay by Responsibility and Category**

Responsibility	Category	Minutes
Host	CTI	414
	CTP	32
	DBB	-
	DCS	964
	DCT	-
	DDA	-
	DET	198
	DMW	786
	DSR	921
	DTR	-
	FTI	1763
	PBB	-
	PET	36
	PSC	7
	PSR	26
	PTI	1073
	RTE	888
SMW	106	
Host		7214
Amtrak	ADA	159
	CAR	38
	CCR	27
	CON	46
	CTC	-
	ENG	388
	HLD	278
	INJ	27
	ITI	155
	MTI	22
	OTH	400
	SVS	63
	SYS	110
Amtrak		1713
Third Party	BSP	7
	DBS	19
	MBO	11
	NOD	461
	POL	64
	TRS	250
	UTL	-
	WTR	81
Third Party		893
-	ITM	-
	ITT	-
		-
Total Delay		9820

Amtrak and State Partner Use Only Route Detail

X-points are points of measure between stations (interlockings/control points). Some x-points are shared between hosts.

Host Code	Location Code	City	State
AM	WAS	WASHINGTON	DC
AM	XVG	CP VIRGINIA	DC
CS	LEF	L'ENFANT-ZONE 1	DC
CS	XRX	RO INTERLOCK	VA
CS	CCV	CRYSTL CTY-ZN 2	VA
CS	ALX	ALEXANDRIA	VA
CS	XA1	AF	VA
CS	FRS	FRANCONIA-SPRGF	VA
CS	LRV	LORTON-ZONE 4	VA
CS	LOR	LORTON	VA
CS	XLO	LORTON SWITCH	VA
CS	WDB	WOODBIDGE	VA
CS	XFV	FEATHERSTONE	VA
CS	RIP	RIPPON - ZONE 5	VA
CS	QAN	QUANTICO	VA
CS	BKV	BROOKE - ZONE 8	VA
CS	LLR	LEELAND RD-ZN 8	VA
CS	XDJ	DAHLGREN	VA
CS	FBG	FREDERICKSBURG	VA
CS	XVC	CROSSROADS-XR	VA
CS	XM7	MILFORD	VA
CS	XDW	DOSWELL	VA
CS	ASD	ASHLAND	VA
CS	XE1	ELMONT	VA
CS	XRV	RICHMOND-GREENDALE	VA
CS	RVR	RICHMOND	VA
CS	XA7	AMTRAK JCT	VA
CS	RVM	RICHMOND-MAIN ST	VA
CS	XRA	RIVANNA JCT.	VA
CS	XF1	FT. LEE	VA
CS	XP4	PROVIDENCE FORGE	VA
CS	XN0	NORGE	VA
CS	WBG	WILLIAMSBURG	VA
CS	XOV	ORIANA	VA
CS	NPN	NEWPORT NEWS	VA

**Amtrak and State Partner Use Only
Delay Code Groupings and Definitions**

Responsibility	Delay Code	Delay Code Description
Host	CTI	Commuter train interference
Host	CTP	Commuter Train Problems (delays directly caused by abnormal occurrences to commuter trains)
Host	DBB	B&B work due to defect
Host	DCS	C&S work due to defect
Host	DCT	Defective Concrete Ties
Host	DDA	Defect Detector Actuation, no cause found
Host	DET	ET work due to defect
Host	DMW	M/W work due to defect
Host	DSR	Speed restriction due to defect, slow orders
Host	DTR	Detour - total delay minutes
Host	FTI	Freight train interference
Host	PBB	Planned B&B work
Host	PET	Planned ET work
Host	PSC	Planned C&S work
Host	PSR	Planned speed restrictions
Host	PTI	Psgr train interference, out of slot, not commuter
Host	RTE	Routing delays, including late bulletins
Host	SMW	Scheduled M/W work
Amtrak	ADA	Disabled Psgrs
Amtrak	CAR	Car failure
Amtrak	CCR	Cab Car failure
Amtrak	CON	Hold for guaranteed connection
Amtrak	CTC	CETC System
Amtrak	ENG	Engine failure
Amtrak	HLD	Psgr Related EXCPT: disabled psgrs
Amtrak	INJ	Injured/Ill Guest/Employee
Amtrak	ITI	Late turn of equip/crew not caused by mech failure
Amtrak	MTI	Disabled train ahead (Mech train interference)
Amtrak	OTH	Miscellaneous delays, loss of time on run
Amtrak	SVS	Servicing, not related to car or eng failure
Amtrak	SYS	All crew related dlys, dly in block
Third Party	BSP	Bridge strike
Third Party	CUI	Customs and Immigration
Third Party	DBS	Debris strike, damage, set outs
Third Party	MBO	Movable bridge opening (no failure involved)
Third Party	NOD	No delay or waiting on time
Third Party	POL	Police related delay
Third Party	TRS	Trespasser incident including grade crossing accident
Third Party	UTL	Utility company failure
Third Party	WTR	Weather

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Ridership and Ticket Revenue by Month & Trip Type

Amtrak and State Partner Use Only

Total Route

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	12,267	11,602	+5.7	\$712,093	\$673,876	+5.7
Nov	13,806	13,178	+4.8	\$887,196	\$835,121	+6.2
Dec	14,473	13,687	+5.7	\$994,411	\$905,779	+9.8
Jan	10,067	10,982	-8.3	\$561,442	\$608,911	-7.8
Feb	9,748	9,862	-1.2	\$518,243	\$513,960	+0.8
Mar		12,782			\$727,291	
Apr		14,295			\$833,449	
May		13,857			\$762,954	
Jun		14,561			\$867,730	
Jul		14,298			\$874,596	
Aug		14,729			\$831,565	
Sep		11,556			\$643,805	
YTD	60,361	59,311	+1.8	\$3,673,384	\$3,537,647	+3.8

Business Class

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	1,404	1,419	-1.1	\$140,351	\$152,691	-8.1
Nov	1,642	1,589	+3.3	\$182,047	\$174,594	+4.3
Dec	1,698	1,659	+2.4	\$196,076	\$189,350	+3.6
Jan	1,062	1,301	-18.4	\$104,747	\$129,483	-19.1
Feb	1,109	1,158	-4.2	\$102,548	\$110,472	-7.2
Mar		1,435			\$150,256	
Apr		1,470			\$151,285	
May		1,550			\$155,479	
Jun		1,677			\$173,163	
Jul		1,312			\$140,666	
Aug		1,443			\$140,978	
Sep		1,309			\$126,822	
YTD	6,915	7,126	-3.0	\$725,769	\$756,590	-4.1

Coach Class

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	10,863	10,183	+6.7	\$571,742	\$521,185	+9.7
Nov	12,164	11,589	+5.0	\$705,149	\$660,527	+6.8
Dec	12,775	12,028	+6.2	\$798,335	\$716,429	+11.4
Jan	9,005	9,681	-7.0	\$456,695	\$479,428	-4.7
Feb	8,639	8,704	-0.7	\$415,695	\$403,488	+3.0
Mar		11,347			\$577,035	
Apr		12,825			\$682,164	
May		12,307			\$607,475	
Jun		12,884			\$694,567	
Jul		12,986			\$733,930	
Aug		13,286			\$690,586	
Sep		10,247			\$516,983	
YTD	53,446	52,185	+2.4	\$2,947,615	\$2,781,057	+6.0

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Ridership and Ticket Revenue by Month & Trip Type

Amtrak and State Partner Use Only

Total Route

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	12,267	11,602	+5.7	\$712,093	\$673,876	+5.7
Nov	13,806	13,178	+4.8	\$887,196	\$835,121	+6.2
Dec	14,473	13,687	+5.7	\$994,411	\$905,779	+9.8
Jan	10,067	10,982	-8.3	\$561,442	\$608,911	-7.8
Feb	9,748	9,862	-1.2	\$518,243	\$513,960	+0.8
Mar		12,782			\$727,291	
Apr		14,295			\$833,449	
May		13,857			\$762,954	
Jun		14,561			\$867,730	
Jul		14,298			\$874,596	
Aug		14,729			\$831,565	
Sep		11,556			\$643,805	
YTD	60,361	59,311	+1.8	\$3,673,384	\$3,537,647	+3.8

Single Trip

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	10,476	9,594	+9.2	\$691,319	\$651,144	+6.2
Nov	12,082	11,293	+7.0	\$865,621	\$813,384	+6.4
Dec	12,740	11,676	+9.1	\$974,274	\$883,056	+10.3
Jan	8,220	9,046	-9.1	\$539,792	\$586,696	-8.0
Feb	7,907	7,767	+1.8	\$496,334	\$490,333	+1.2
Mar		10,330			\$699,831	
Apr		12,296			\$810,751	
May		11,046			\$732,381	
Jun		12,379			\$842,596	
Jul		12,495			\$853,388	
Aug		12,228			\$802,783	
Sep		9,627			\$621,773	
YTD	51,425	49,376	+4.1	\$3,567,339	\$3,424,612	+4.2

Multi-Ride

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	1,791	2,008	-10.8	\$20,774	\$22,732	-8.6
Nov	1,724	1,885	-8.5	\$21,575	\$21,738	-0.7
Dec	1,733	2,011	-13.8	\$20,136	\$22,724	-11.4
Jan	1,847	1,936	-4.6	\$21,650	\$22,215	-2.5
Feb	1,841	2,095	-12.1	\$21,910	\$23,627	-7.3
Mar		2,452			\$27,460	
Apr		1,999			\$22,698	
May		2,811			\$30,573	
Jun		2,182			\$25,134	
Jul		1,802			\$21,207	
Aug		2,501			\$28,781	
Sep		1,929			\$22,033	
YTD	8,936	9,935	-10.1	\$106,045	\$113,035	-6.2

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Ridership and Ticket Revenue by Station Pair (Top 25)

Proprietary and Confidential - Amtrak and State Partner Use Only

February FY18 vs February FY17	Ridership			Ticket Revenue		
	FY18	FY17	% chg.	FY18	FY17	% chg.
1 New York - Richmond (Staples Mill)	732	779	-6.0	\$71,061	\$81,038	-12.3
2 Norfolk - Washington	875	893	-2.0	\$50,995	\$49,805	+2.4
3 Richmond (Staples Mill) - Washington	1,273	1,348	-5.6	\$47,463	\$48,409	-2.0
4 Norfolk - New York	354	432	-18.1	\$37,638	\$49,407	-23.8
5 Alexandria - Norfolk	398	355	+12.1	\$21,811	\$19,190	+13.7
6 Fredericksburg - New York	228	152	+50.0	\$21,094	\$15,532	+35.8
7 Alexandria - New York	210	183	+14.8	\$20,332	\$17,916	+13.5
8 Norfolk - Philadelphia	192	134	+43.3	\$18,730	\$12,016	+55.9
9 Commuter	1,708	1,975	-13.5	\$17,080	\$19,750	-13.5
10 Philadelphia - Richmond (Staples Mill)	212	214	-0.9	\$16,283	\$18,365	-11.3
11 Alexandria - Richmond (Staples Mill)	371	370	+0.3	\$11,986	\$12,056	-0.6
12 Ashland - Washington	245	234	+4.7	\$8,859	\$7,795	+13.6
13 Newark - Richmond (Staples Mill)	65	51	+27.5	\$7,104	\$5,625	+26.3
14 Baltimore - Richmond (Staples Mill)	113	130	-13.1	\$6,642	\$6,986	-4.9
15 New York - Quantico	58	39	+48.7	\$6,467	\$4,415	+46.5
16 New York - Petersburg	64	32	+100.0	\$6,389	\$3,167	+101.7
17 Richmond (Staples Mill) - Wilmington	68	76	-10.5	\$6,297	\$7,819	-19.5
18 Alexandria - Philadelphia	89	69	+29.0	\$6,266	\$4,719	+32.8
19 Baltimore - Norfolk	81	89	-9.0	\$6,180	\$6,417	-3.7
20 Metropark - Richmond (Staples Mill)	59	58	+1.7	\$6,174	\$6,031	+2.4
21 Norfolk - Richmond (Staples Mill)	187	155	+20.6	\$5,988	\$4,140	+44.6
22 Petersburg - Washington	161	152	+5.9	\$5,821	\$4,973	+17.1
23 Ashland - New York	53	77	-31.2	\$5,607	\$8,152	-31.2
24 New York - Woodbridge	49	56	-12.5	\$4,759	\$5,488	-13.3
25 Norfolk - Petersburg	171	124	+37.9	\$3,862	\$2,925	+32.0
All other markets	1,732	1,685	+2.8	\$97,355	\$91,824	+6.0
Total	9,748	9,862	-1.2	\$518,243	\$513,960	+0.8

YTD FY18 vs YTD FY17	Ridership			Ticket Revenue		
	FY18	FY17	% chg.	FY18	FY17	% chg.
1 New York - Richmond (Staples Mill)	5,041	4,881	+3.3	\$542,219	\$541,735	+0.1
2 Norfolk - Washington	6,442	6,336	+1.7	\$382,606	\$378,606	+1.1
3 Richmond (Staples Mill) - Washington	7,533	8,091	-6.9	\$286,286	\$305,732	-6.4
4 Norfolk - New York	2,856	3,053	-6.5	\$335,654	\$350,776	-4.3
5 Alexandria - Norfolk	2,865	2,481	+15.5	\$169,085	\$143,373	+17.9
6 Fredericksburg - New York	1,414	1,245	+13.6	\$151,777	\$136,639	+11.1
7 Alexandria - New York	1,300	1,175	+10.6	\$136,640	\$123,765	+10.4
8 Norfolk - Philadelphia	1,157	902	+28.3	\$116,138	\$92,732	+25.2
9 Commuter	8,309	9,385	-11.5	\$83,090	\$93,850	-11.5
10 Philadelphia - Richmond (Staples Mill)	1,327	1,295	+2.5	\$117,076	\$116,499	+0.5
11 Alexandria - Richmond (Staples Mill)	2,263	2,199	+2.9	\$74,951	\$70,721	+6.0
12 Ashland - Washington	1,358	1,230	+10.4	\$48,620	\$44,290	+9.8
13 Newark - Richmond (Staples Mill)	336	334	+0.6	\$38,971	\$42,051	-7.3
14 Baltimore - Richmond (Staples Mill)	648	581	+11.5	\$38,672	\$33,880	+14.1
15 New York - Quantico	345	263	+31.2	\$39,929	\$32,252	+23.8
16 New York - Petersburg	389	352	+10.5	\$42,321	\$39,963	+5.9
17 Richmond (Staples Mill) - Wilmington	365	388	-5.9	\$37,546	\$40,893	-8.2
18 Alexandria - Philadelphia	466	398	+17.1	\$36,317	\$30,270	+20.0
19 Baltimore - Norfolk	444	436	+1.8	\$34,340	\$34,767	-1.2
20 Metropark - Richmond (Staples Mill)	433	411	+5.4	\$51,013	\$49,598	+2.9
21 Norfolk - Richmond (Staples Mill)	1,144	932	+22.7	\$36,961	\$27,313	+35.3
22 Petersburg - Washington	1,053	1,064	-1.0	\$39,675	\$39,133	+1.4
23 Ashland - New York	538	539	-0.2	\$58,878	\$61,857	-4.8
24 New York - Woodbridge	331	262	+26.3	\$36,520	\$28,043	+30.2
25 Norfolk - Petersburg	675	498	+35.5	\$15,238	\$11,664	+30.6
All other markets	11,329	10,580	+7.1	\$722,862	\$667,244	+8.3
Total	60,361	59,311	+1.8	\$3,673,384	\$3,537,647	+3.8

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Ridership, Ticket Revenue, and Passenger Miles by Train

Amtrak and State Partner Use Only

February FY18			
Train	Ridership	Ticket Revenue	Passenger Miles
71	548	\$32,566	105,202
84	2,902	\$181,277	607,990
88	1,305	\$87,462	279,546
125	4,250	\$167,633	550,696
157	743	\$49,305	163,640
Total	9,748	\$518,243	1,707,074

YTD FY18			
Train	Ridership	Ticket Revenue	Passenger Miles
71	3,370	\$237,926	757,084
84	19,363	\$1,343,920	4,156,524
88	9,093	\$652,859	2,011,032
125	23,677	\$1,101,120	3,412,631
157	4,858	\$337,559	1,045,158
Total	60,361	\$3,673,384	11,382,429

Amtrak Washington-Norfolk (Route 50)
February 2018 Report
Ridership and Ticket Revenue by Train and Date
Amtrak and State Partner Use Only

Date	71		84		88		125		157		Total	
	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven
2/1/18			96	\$6,321			219	\$7,524			315	\$13,845
2/2/18			195	\$12,581			235	\$11,308			430	\$23,889
2/3/18	88	\$5,065			129	\$8,181					217	\$13,246
2/4/18					96	\$6,802			132	\$8,130	228	\$14,932
2/5/18			164	\$9,465			185	\$7,718			349	\$17,183
2/6/18			124	\$7,075			208	\$5,741			332	\$12,816
2/7/18			138	\$8,386			163	\$6,947			301	\$15,333
2/8/18			138	\$9,502			218	\$8,732			356	\$18,234
2/9/18			207	\$13,109			214	\$11,204			421	\$24,312
2/10/18	71	\$4,303			115	\$7,131					186	\$11,434
2/11/18					124	\$9,438			199	\$14,274	323	\$23,713
2/12/18			133	\$8,070			176	\$7,000			309	\$15,070
2/13/18			104	\$5,270			223	\$7,098			327	\$12,368
2/14/18			99	\$6,148			233	\$7,592			332	\$13,740
2/15/18			143	\$9,098			269	\$11,708			412	\$20,806
2/16/18			224	\$16,980			277	\$15,915			501	\$32,895
2/17/18	120	\$7,405			186	\$10,140					306	\$17,545
2/18/18	175	\$10,691			132	\$9,163					307	\$19,854
2/19/18					182	\$14,126			179	\$14,288	361	\$28,414
2/20/18			177	\$9,990			228	\$7,355			405	\$17,345
2/21/18			165	\$10,885			234	\$7,998			399	\$18,883
2/22/18			136	\$7,728			251	\$8,180			387	\$15,908
2/24/18	94	\$5,102			153	\$8,528					247	\$13,630
2/25/18					188	\$13,954			233	\$12,613	421	\$26,566
2/23/18			206	\$13,636			246	\$11,498			452	\$25,134
2/26/18			148	\$9,544			210	\$7,366			358	\$16,910
2/27/18			123	\$7,017			177	\$5,510			300	\$12,527
2/28/18			182	\$10,470			284	\$11,240			466	\$21,710
Total	548	\$32,566	2,902	\$181,277	1,305	\$87,462	4,250	\$167,633	743	\$49,305	9,748	\$518,243

Note: The following were added to each train as deferred ridership/ticket revenue:

Date	Train	Rider	Reven
2/24/18	71	10	\$575
2/25/18	88	23	\$1,550
2/25/18	157	13	\$872
2/28/18	84	49	\$3,065
2/28/18	125	47	\$2,601
Total		142	\$8,663

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Ridership and Ticket Revenue by Train & Class of Service

Amtrak and State Partner Use Only

Train	Total		Business Class		Coach Class		Baggage		Pets	
	Ridership	Revenue	Ridership	Revenue	Ridership	Revenue	Baggage	Revenue	Pets	Revenue
71	548	\$32,566	53	\$5,364	495	\$27,202				
84	2,902	\$181,277	470	\$44,514	2,432	\$136,713			2	\$50
88	1,305	\$87,462	138	\$14,285	1,167	\$73,077			4	\$100
125	4,250	\$167,633	368	\$30,189	3,882	\$137,323	2	\$20	4	\$100
157	743	\$49,305	80	\$8,196	663	\$41,035			3	\$75
Total	9,748	\$518,243	1,109	\$102,548	8,639	\$415,350	2	\$20	13	\$325

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		YTD FY18	
		Ons	Offs	Ons	Offs
71	ABE	1	0	20	0
71	ALX	46	33	290	182
71	ASD	1	21	4	146
71	BAL	13	0	92	0
71	BWI	22	0	87	0
71	EWR	0	0	26	0
71	FBG	5	67	16	384
71	MET	9	0	47	0
71	NCR	5	0	32	0
71	NFK	0	126	0	971
71	NRK	4	0	12	0
71	NWK	9	0	50	0
71	NYP	130	0	1,109	0
71	PHL	41	0	282	0
71	PTB	6	35	20	160
71	QAN	1	22	10	97
71	RVR	5	225	26	1,267
71	TRE	3	0	49	0
71	UNK	10	10	65	65
71	WAS	225	0	1,076	0
71	WDB	8	9	36	98
71	WIL	4	0	21	0
84	ALX	139	265	898	1,975
84	ASD	142	5	933	26
84	BAL	0	94	0	521
84	BWI	0	60	0	473
84	FBG	196	24	1,474	179
84	MET	0	59	0	425
84	NCR	0	17	0	132
84	NFK	832	0	5,999	0
84	NWK	0	73	0	403
84	NYP	0	755	0	5,314

4b) Train Ons-Offs

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		YTD FY18	
		Ons	Offs	Ons	Offs
84	PHL	0	244	0	1,501
84	PTB	183	41	979	200
84	QAN	40	18	310	108
84	RVR	1,167	89	7,542	398
84	TRE	0	31	0	199
84	UNK	49	49	337	337
84	WAS	0	870	0	5,986
84	WIL	0	54	0	295
84	ZZZ	154	154	891	891
88	ALX	108	151	699	968
88	ASD	56	3	354	24
88	BAL	0	50	0	326
88	BBY	0	0	0	15
88	BOS	0	6	0	39
88	BRP	0	7	0	45
88	BWI	0	54	0	348
88	EWR	0	1	0	24
88	FBG	111	12	728	88
88	KIN	0	1	0	11
88	MET	0	26	0	163
88	NCR	0	18	0	90
88	NFK	457	0	2,977	0
88	NHV	0	16	0	153
88	NLC	0	3	0	26
88	NRO	0	11	0	74
88	NWK	0	16	0	190
88	NYP	0	242	0	1,990
88	OSB	0	3	0	18
88	PHL	0	119	0	781
88	PTB	84	27	582	99
88	PVD	0	13	0	29
88	QAN	36	9	162	67

4b) Train Ons-Offs

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		YTD FY18	
		Ons	Offs	Ons	Offs
88	RTE	0	6	0	20
88	RVR	398	31	3,178	206
88	STM	0	7	0	64
88	TRE	0	18	0	111
88	UNK	23	23	167	167
88	WAS	0	377	0	2,636
88	WDB	32	33	246	203
88	WIL	0	22	0	118
125	ALX	415	100	2,415	534
125	ASD	7	206	39	1,228
125	BAL	74	0	418	0
125	BWI	48	0	376	0
125	FBG	32	185	174	1,074
125	MET	21	0	217	0
125	NCR	19	0	166	0
125	NFK	0	867	0	5,908
125	NWK	38	0	248	0
125	NYP	460	0	2,881	0
125	PHL	163	0	960	0
125	PTB	88	92	301	687
125	QAN	12	48	66	226
125	RVR	66	1,089	410	5,995
125	TRE	44	0	171	0
125	UNK	47	47	287	287
125	WAS	1,103	0	6,731	0
125	WDB	23	62	181	320
125	WIL	36	0	218	0
125	ZZZ	1,554	1,554	7,418	7,418
157	ALX	88	43	729	214
157	ASD	4	29	18	178
157	BAL	35	0	153	0
157	BER	0	0	0	0

4b) Train Ons-Offs

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		YTD FY18	
		Ons	Offs	Ons	Offs
157	BRP	3	0	16	0
157	BWI	17	0	139	0
157	EWR	4	0	20	0
157	FBG	10	46	94	317
157	HFD	1	0	6	0
157	MDN	0	0	2	0
157	MET	5	0	59	0
157	NCR	8	0	62	0
157	NFK	0	342	0	2,352
157	NHV	4	0	38	0
157	NRO	0	0	8	0
157	NWK	10	0	71	0
157	NYP	161	0	920	0
157	PHL	60	0	306	0
157	PTB	9	56	55	384
157	QAN	5	9	58	69
157	RVR	35	197	214	1,190
157	SPG	0	0	4	0
157	STM	4	0	28	0
157	TRE	9	0	23	0
157	UNK	13	13	86	86
157	WAS	227	0	1,567	0
157	WDB	17	8	119	68
157	WFD	0	0	2	0
157	WIL	14	0	61	0

4b) Train Ons-Offs

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Fare Plan Codes & Passenger Types

Amtrak and State Partner Use Only

<u>Code</u>	<u>Description</u>	<u>Oct-17</u>		<u>Nov-17</u>		<u>Dec-17</u>		<u>Jan-18</u>		<u>Feb-18</u>		<u>Mar-18</u>		<u>Apr-18</u>		<u>May-18</u>	
		<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
H130	AGR Chase Free Companion Coupon Offer	6	\$331	7	\$293			5	\$158	2	\$51						
H132	AGR Select Plus Free Companion eCoupon	2	\$93	6	\$697												
H133	AGR Select Executive Free Companion eCoupon																
H236	AGR Select 10% off eCoupon Offer	2	\$188	1	\$183			2	\$86	2	\$117						
H268	AGR Member Reactivation eCoupon 25%																
H269	AGR Member Reactivation eCoupon 30%																
V682	Visit Philadelphia/GPTMC CVB 30% Companion																
EO5B	7 Day Advanced Purchase - NER Business Class	69	\$4,279	81	\$4,730	52	\$3,039	75	\$5,446	91	\$7,256						
EO5N	Saver Fare - 14 Day Advanced Purchase	587	\$24,695	453	\$18,691	388	\$16,520	532	\$27,663	679	\$35,099						
EO8L	Saver Fare - 14 Day Advanced Purchase	2	\$156	1	\$78	1	\$57	3	\$140								
EO8N	Saver Fare - 14 Day Advanced Purchase	1,910	\$90,259	1,675	\$80,922	2,446	\$130,561	1,451	\$75,514	1,593	\$83,159						
FO5S	Presidents Day Fare Sale																

<u>Passenger Types</u>	<u>Oct-17</u>		<u>Nov-17</u>		<u>Dec-17</u>		<u>Jan-18</u>		<u>Feb-18</u>		<u>Mar-18</u>		<u>Apr-18</u>		<u>May-18</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
AAA	414	\$34,557	597	\$51,637	732	\$71,542	345	\$28,497	27,225	\$306						
Children	216	\$8,125	316	\$13,773	530	\$24,084	183	\$7,373	5,868	\$165						
Disabled	186	\$11,303	234	\$16,588	247	\$17,904	136	\$8,514	8,587	\$143						
Military	168	\$11,264	267	\$19,146	340	\$28,238	244	\$17,180	12,249	\$195						
NARP	2	\$215	6	\$316	3	\$185	3	\$82	122	\$3						
Senior	1,780	\$140,138	2,012	\$170,541	2,169	\$195,758	986	\$74,692	63,495	\$854						
Veterans Advantage	52	\$3,039	43	\$2,812	39	\$2,852	30	\$1,597	2,849	\$41						
Students	275	\$15,067	649	\$46,351	423	\$37,624	150	\$11,828	169	\$2						

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Fare Plan Codes & Passenger Types

Amtrak and State Partner Use Only

<u>Code</u>	<u>Description</u>	<u>Jun-18</u>		<u>Jul-18</u>		<u>Aug-18</u>		<u>Sep-18</u>		<u>Total</u>	
		<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
H130	AGR Chase Free Companion Coupon Offer									20	\$832
H132	AGR Select Plus Free Companion eCoupon									8	\$790
H133	AGR Select Executive Free Companion eCoupon									0	\$0
H236	AGR Select 10% off eCoupon Offer									7	\$573
H268	AGR Member Reactivation eCoupon 25%									0	\$0
H269	AGR Member Reactivation eCoupon 30%									0	\$0
V682	Visit Philadelphia/GPTMC CVB 30% Companion									0	\$0
EO5B	7 Day Advanced Purchase - NER Business Class									368	\$24,750
EO5N	Saver Fare - 14 Day Advanced Purchase									2,639	\$122,667
EO8L	Saver Fare - 14 Day Advanced Purchase									7	\$431
EO8N	Saver Fare - 14 Day Advanced Purchase									9,075	\$460,416
FO5S	Presidents Day Fare Sale										

<u>Passenger Types</u>	<u>Jun-18</u>		<u>Jul-18</u>		<u>Aug-18</u>		<u>Sep-18</u>		<u>Total</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
AAA									29,313	\$186,540
Children									7,113	\$53,521
Disabled									9,390	\$54,452
Military									13,268	\$76,023
NARP									136	\$801
Senior									70,442	\$581,983
Veterans Advantage									3,013	\$10,340
Students									1,666	\$110,872

Amtrak Washington-Norfolk (Route 50)
February 2018 Report
Customer Satisfaction Scores - Amtrak
Amtrak and State Partner Use Only

Amtrak System-wide
FY18 eCSI Scores (with change vs year ago)

FY18 Goal*: 81.4%
FY17 Year-End Score*: 80.1%

 top three drivers of overall eCSI

	January 2018						Fiscal Year-to-Date					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	77.4%	-4.1	6%	+2	83	-3	78.3%	-3.5	5%	+2	84	-2
Overall experience in coach (long distance)	79%	+4	4%	-1	84	+3	79%	+1	4%	-	84	+1
Overall experience in sleeper (long distance)	71%	-2	5%	-	80	-	71%	-2	5%	-	80	-
Value of Amtrak service received for the price paid for the trip	69%	-4	6%	+2	79	-3	70%	-4	6%	+2	80	-2
Reliability or on-time performance of the train	71%	-7	12%	+5	78	-5	72%	-5	10%	+2	79	-3
Accuracy of trip information prior to boarding the train	82%	-4	6%	+3	86	-3	83%	-3	5%	+2	86	-3
Information given on the train about services/features/safety	69%	-2	6%	+1	79	-1	70%	-1	5%	-	80	-
Information given about problems/delays while on the train	70%	-3	10%	+2	78	-2	71%	-2	9%	+2	78	-2
Clarity of announcements on the train	68%	-3	7%	+1	78	-2	69%	-1	6%	-	79	-1
Friendliness/helpfulness of the train conductors	85%	-2	3%	+1	88	-2	85%	-2	3%	+1	88	-2
Friendliness/helpfulness of the coach attendant (long distance)	77%	-4	6%	-	83	-2	78%	-5	6%	+1	84	-3
Friendliness/helpfulness of the sleeper attendant (long distance)	87%	-	4%	-	90	-	87%	-1	4%	+1	90	-1
Comfort of seat	78%	-4	3%	+1	84	-2	78%	-3	2%	-	84	-2
Smooth and comfortable train ride	81%	-3	3%	+1	85	-2	81%	-3	3%	+1	86	-1
Air temperature on the train	77%	-4	5%	+2	83	-2	80%	-2	3%	-	85	-1
Personal security on the train	85%	-2	3%	+1	88	-1	86%	-2	2%	-	88	-2
Amtrak's ability to get you to your destination safely	91%	-3	2%	+1	92	-2	92%	-2	1%	-	92	-2
Overall cleanliness of the train interior	77%	-3	3%	+1	83	-2	78%	-2	3%	+1	84	-1
Cleanliness of train windows	74%	-3	3%	-	82	-2	75%	-2	3%	-	83	-1
Cleanliness of the restrooms on the train	51%	-3	11%	+2	68	-2	51%	-4	10%	+2	69	-2
Smell of the restrooms on the train, pleasant/free of odor	51%	-3	13%	+2	67	-2	51%	-3	13%	+1	67	-2
Overall experience in the café/lounge car	70%	-1	4%	+1	79	-1	69%	-1	4%	-	79	-1
Availability of food items in the café/lounge car	65%	+1	5%	+1	78	-	65%	-	5%	+1	78	-
Friendliness/helpfulness of café/lounge car personnel	82%	-	3%	-	87	-	82%	-1	3%	-	87	-
Quality/freshness of food in the café/lounge car	66%	-	5%	-	78	-	65%	-1	6%	+1	77	-1
Variety of food items in the café/lounge car	53%	+1	8%	-	71	-	52%	-	8%	-	70	-1
Overall experience in the dining car	74%	-	4%	-	81	-1	76%	+1	3%	-1	83	+1
Friendliness/helpfulness of dining car personnel	79%	-3	4%	+1	85	-2	81%	-1	3%	-	86	-1
Variety of menu choices in the dining car	63%	+3	6%	-	76	+1	65%	+4	5%	-	77	+2
Quality/freshness of food in the dining car	71%	+2	5%	-	80	+1	72%	+2	4%	-1	81	+2
Overall Wi-Fi service	50%	-8	16%	+5	66	-6	48%	-6	17%	+4	64	-5
Ease of accessing Wi-Fi service (sign-on process)	73%	-3	7%	+2	80	-3	72%	-2	7%	+1	79	-2
Ability to perform online activities	51%	-7	18%	+5	65	-6	48%	-6	20%	+4	63	-5
Ability to stay connected to Wi-Fi service	52%	-6	18%	+5	65	-6	49%	-5	19%	+3	64	-4
Time it takes to load/access websites, emails, etc.	45%	-9	21%	+6	61	-7	43%	-6	22%	+4	59	-5
Number of responses in current period	15,898						45,955					
Number of responses year ago	15,357						44,909					

* Overall eCSI score, % very satisfied

** For % Very Dissatisfied, a negative change in the year-over-year score shows an improvement; a positive change shows the score has worsened.

Amtrak Washington-Norfolk (Route 50)
February 2018 Report
Customer Satisfaction Scores - Washington-Norfolk
Amtrak and State Partner Use Only

Route 50 - Washington-Norfolk
FY18 eCSI Scores (with change vs year ago)

FY18 Goal*: 86.5%
FY17 Year-End Score*: 85.5%

 top three drivers of overall eCSI

	January 2018					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	87.0%	+0.2	4%	+3	88	-1
Value of Amtrak service received for the price paid for the trip	80%	-	5%	+3	85	-
Reliability or on-time performance of the train	85%	-	4%	-1	89	+2
Accuracy of trip information prior to boarding the train	90%	-	3%	+1	90	-3
Information given on the train about services/features/safety	70%	-2	7%	+3	78	-3
Information given about problems/delays while on the train	76%	-5	5%	+2	83	-1
Clarity of announcements on the train	68%	+1	6%	+2	78	-1
Friendliness/helpfulness of the train conductors	85%	-2	3%	+1	88	-1
Comfort of seat	87%	+1	1%	-	89	+1
Smooth and comfortable train ride	89%	-3	2%	+1	89	-1
Air temperature on the train	81%	-	1%	-4	86	+2
Personal security on the train	88%	-2	2%	+1	89	-3
Amtrak's ability to get you to your destination safely	97%	+2	0%	-2	95	+1
Overall cleanliness of the train interior	84%	+3	4%	+3	86	-
Cleanliness of train windows	78%	-4	4%	+2	84	-3
Cleanliness of the restrooms on the train	52%	-3	13%	+6	69	-2
Smell of the restrooms on the train, pleasant/free of odor	53%	+7	19%	+5	65	+2
Overall experience in the café car	74%	+6	2%	+1	82	+3
Availability of food items in the café car	75%	+8	3%	+1	81	+3
Friendliness/helpfulness of café car personnel	86%	+8	3%	+1	88	+3
Quality/freshness of food in the café car	75%	+3	2%	+1	82	+2
Variety of food items in the café car	56%	+2	3%	-7	74	+4
Overall Wi-Fi service	58%	+3	17%	+9	70	-1
Ease of accessing Wi-Fi service (sign-on process)	74%	-6	8%	+6	82	-2
Ability to perform online activities	55%	-3	17%	+5	69	-1
Ability to stay connected to Wi-Fi service	58%	-2	19%	+10	68	-3
Time it takes to load/access websites, emails, etc.	49%	-2	21%	+7	64	-1
Number of responses in current period	213					
Number of responses year ago	171					

	Three Month Average (Oct-Dec)					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	87.1%	+0.3	3%	+1	89	-
Value of Amtrak service received for the price paid for the trip	82%	-	4%	+2	86	-
Reliability or on-time performance of the train	83%	+2	4%	-1	87	+1
Accuracy of trip information prior to boarding the train	88%	-3	3%	+1	90	-2
Information given on the train about services/features/safety	73%	-	6%	+2	80	-2
Information given about problems/delays while on the train	77%	-5	5%	-	83	-2
Clarity of announcements on the train	66%	+1	7%	+1	77	-
Friendliness/helpfulness of the train conductors	87%	-2	3%	+1	89	-2
Comfort of seat	86%	-	2%	+1	88	-
Smooth and comfortable train ride	88%	-1	1%	+1	90	-
Air temperature on the train	83%	-4	2%	-	87	-1
Personal security on the train	86%	-5	2%	+1	90	-1
Amtrak's ability to get you to your destination safely	95%	-1	1%	-	94	-1
Overall cleanliness of the train interior	81%	-	4%	+2	85	-1
Cleanliness of train windows	78%	-1	3%	+1	84	-2
Cleanliness of the restrooms on the train	53%	+3	12%	+1	69	+2
Smell of the restrooms on the train, pleasant/free of odor	51%	+10	17%	-1	64	+4
Overall experience in the café car	73%	+3	2%	-	82	+3
Availability of food items in the café car	73%	+6	4%	+1	81	+2
Friendliness/helpfulness of café car personnel	82%	+5	4%	+1	87	+2
Quality/freshness of food in the café car	74%	+3	2%	-1	82	+3
Variety of food items in the café car	56%	+1	6%	-2	74	+2
Overall Wi-Fi service	56%	-3	14%	+5	70	-3
Ease of accessing Wi-Fi service (sign-on process)	80%	-2	6%	+4	85	-1
Ability to perform online activities	56%	-2	15%	+4	69	-3
Ability to stay connected to Wi-Fi service	56%	-4	14%	+4	69	-3
Time it takes to load/access websites, emails, etc.	48%	-5	20%	+7	63	-5
Number of responses in current period	455					
Number of responses year ago	397					

* Overall eCSI score, % very satisfied

** For % Very Dissatisfied, a negative change in the year-over-year score shows an improvement; a positive change shows the score has worsened.

Amtrak Washington-Norfolk (Route 50)

February 2018 Report

Multi-Ride Pass Sales by Month of Travel*

Amtrak and State Partner Use Only

February 2018 Sales

Station Pair	Monthly Passes		10-Trip Passes		Total Passes	
	Passes Sold	Revenue	Passes Sold	Revenue	Passes Sold	Revenue
ALX-ASD	1	\$801	0	\$0	1	\$801
ALX-NPN	0	\$0	1	\$608	1	\$608
ALX-RVR	3	\$2,403	10	\$3,600	13	\$6,003
ASD-QAN	0	\$0	1	\$360	1	\$360
ASD-WAS	11	\$9,988	2	\$816	13	\$10,804
FBG-WAS	0	\$0	2	\$624	2	\$624
RVM-WAS	0	\$0	1	\$424		
RVR-WAS	4	\$3,772	1	\$424	5	\$4,196
Total	19	\$16,964	18	\$6,856	36	\$23,396

Sales February-17	17	\$14,562	14	\$4,968	31	\$19,530
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% Change	11.8%	16.5%	28.6%	38.0%	16.1%	19.8%
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* 10-Trip passes are good for travel for 45 days. The data in this report assigns the month of travel for the entire pass to the month in which the pass was sold.
Data is for all Virginia services.

**Amtrak and State Partner Use Only
Route Performance**

Route Performance					
		Feb-2018	Feb-2017	FY 2018	FY 2017
Washington-Norfolk	All Stations	89.0%	79.3%	79.8%	80.7%
	End Point	89.3%	83.9%	83.1%	85.1%

Station Performance					
Northbound					
Direction	To	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	NFK	100.0%	92.9%	96.7%	95.4%
	PTB	100.0%	92.9%	96.7%	93.4%
	RVR	89.3%	82.1%	90.1%	85.4%
	ASD	89.3%	82.1%	88.1%	82.1%
	FBG	85.7%	78.6%	85.4%	76.8%
	QAN	82.1%	78.6%	83.4%	73.5%
	WDB	88.9%	77.8%	83.3%	69.4%
	ALX	89.3%	75.0%	85.4%	74.8%
	WAS	85.7%	75.0%	85.4%	75.5%
	All Stations	87.0%	77.6%	76.9%	75.8%
	End Point	92.9%	82.1%	80.0%	84.1%

Southbound					
Direction	To	Feb-2018	Feb-2017	FY 2018	FY 2017
Southbound	WAS	96.4%	89.3%	85.4%	92.1%
	ALX	96.4%	82.1%	82.8%	89.4%
	WDB	96.4%	75.0%	79.5%	84.8%
	QAN	85.7%	67.9%	74.8%	80.1%
	FBG	85.7%	71.4%	76.8%	82.8%
	ASD	78.6%	53.6%	72.2%	64.2%
	RVR	82.1%	71.4%	74.8%	73.5%
	PTB	71.4%	57.1%	72.8%	64.9%
	NFK	75.0%	71.4%	80.8%	80.1%
	All Stations	91.1%	81.0%	82.8%	85.8%
	End Point	85.7%	85.7%	86.1%	86.1%

**Amtrak and State Partner Use Only
Route Performance**

Route Performance					
		Feb-2018	Feb-2017	FY 2018	FY 2017
Washington-Norfolk	All Stations	89.0%	79.3%	79.8%	80.7%
	End Point	89.3%	83.9%	83.1%	85.1%
Station Performance					
Northbound					
Train	To	Feb-2018	Feb-2017	FY 2018	FY 2017
84	NFK	100.0%	94.7%	96.1%	98.0%
	PTB	100.0%	94.7%	96.1%	95.1%
	RVR	84.2%	78.9%	88.3%	86.3%
	ASD	84.2%	78.9%	87.4%	82.4%
	FBG	78.9%	78.9%	84.5%	78.4%
	QAN	78.9%	78.9%	83.5%	74.5%
	ALX	84.2%	73.7%	85.4%	73.5%
	WAS	78.9%	73.7%	83.5%	72.5%
	All Stations	82.7%	81.4%	84.5%	79.1%
	End Point	89.5%	78.9%	84.3%	83.3%
88	NFK	100.0%	88.9%	97.9%	89.8%
	PTB	100.0%	88.9%	97.9%	89.8%
	RVR	100.0%	88.9%	93.8%	83.7%
	ASD	100.0%	88.9%	89.6%	81.6%
	FBG	100.0%	77.8%	87.5%	73.5%
	QAN	88.9%	77.8%	83.3%	71.4%
	WDB	88.9%	77.8%	83.3%	69.4%
	ALX	100.0%	77.8%	85.4%	77.6%
	WAS	100.0%	77.8%	89.6%	81.6%
	All Stations	92.2%	73.0%	67.6%	72.0%
End Point	100.0%	88.9%	70.8%	85.7%	
Southbound					
Train	To	Feb-2018	Feb-2017	FY 2018	FY 2017
71	WAS	100.0%	60.0%	69.2%	70.4%
	ALX	100.0%	60.0%	61.5%	70.4%
	WDB	100.0%	40.0%	61.5%	59.3%
	QAN	100.0%	40.0%	61.5%	59.3%
	FBG	100.0%	40.0%	65.4%	59.3%
	ASD	80.0%	40.0%	61.5%	48.1%
	RVR	80.0%	60.0%	57.7%	59.3%
	PTB	40.0%	60.0%	53.8%	51.9%
	NFK	60.0%	60.0%	73.1%	66.7%
	All Stations	88.6%	66.7%	74.0%	73.7%
End Point	60.0%	80.0%	80.8%	74.1%	
125	WAS	94.7%	94.7%	90.3%	97.1%
	ALX	94.7%	89.5%	88.3%	97.1%
	WDB	94.7%	84.2%	84.5%	93.1%
	QAN	84.2%	73.7%	78.6%	86.3%
	FBG	84.2%	78.9%	81.6%	90.2%
	ASD	78.9%	52.6%	75.7%	68.6%
	RVR	84.2%	73.7%	80.6%	80.4%
	PTB	78.9%	57.9%	79.6%	71.6%
	NFK	78.9%	73.7%	84.5%	86.3%
	All Stations	90.6%	84.8%	85.7%	91.0%
End Point	89.5%	84.2%	87.4%	89.2%	
157	WAS	100.0%	100.0%	81.8%	95.5%
	ALX	100.0%	75.0%	81.8%	77.3%
	WDB	100.0%	75.0%	77.3%	77.3%
	QAN	75.0%	75.0%	72.7%	77.3%
	FBG	75.0%	75.0%	68.2%	77.3%
	ASD	75.0%	75.0%	68.2%	63.6%
	RVR	75.0%	75.0%	68.2%	59.1%
	PTB	75.0%	50.0%	63.6%	50.0%
	NFK	75.0%	75.0%	72.7%	68.2%
	All Stations	94.6%	83.0%	82.0%	81.3%
End Point	100.0%	100.0%	86.4%	86.4%	

Amtrak and State Partner Use Only

Route Performance

Average End Point Minutes Late					
Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	84	5	19	12	12
	88	-4	0	20	12
Southbound	71	10	0	2	9
	125	-2	8	-4	-2
	157	4	-9	5	1

Median End Point Minutes Late					
Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	84	0	-2	3	1
	88	-4	-2	6	3
Southbound	71	3	-9	-4	-9
	125	-9	2	-14	-12
	157	-1	-13	-7	-8

**Amtrak and State Partner Use Only
Initial Terminal Performance**

Note: Initial Terminal Performance is defined as percentage of trains leaving origin within 3 minutes of schedule

Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	All	100.0%	100.0%	97.3%	96.7%
Southbound	All	100.0%	96.4%	91.4%	95.4%
Washington-Norfolk		100.0%	98.2%	94.4%	96.0%

**Amtrak and State Partner Use Only
Initial Terminal Performance**

Note: Initial Terminal Performance is defined as percentage of trains leaving origin within 3 minutes of schedule

Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound					
Northbound	84	100.0%	100.0%	97.1%	98.0%
	88	100.0%	100.0%	97.9%	93.9%
Southbound					
Southbound	71	100.0%	100.0%	92.3%	96.3%
	125	100.0%	94.7%	89.3%	95.1%
	157	100.0%	100.0%	100.0%	95.5%
Washington-Norfolk		100.0%	98.2%	94.4%	96.0%

Amtrak and State Partner Use Only
Minutes of Delay by Responsibility and Category

Responsibility	Category	Minutes
Host	CTI	86
	CTP	5
	DBB	-
	DCS	232
	DCT	-
	DDA	-
	DET	-
	DMW	113
	DSR	177
	DTR	-
	FTI	467
	PBB	-
	PET	-
	PSC	19
	PSR	-
	PTI	179
	RTE	279
SMW	43	
Host		1600
Amtrak	ADA	46
	CAR	24
	CON	3
	CTC	15
	ENG	32
	HLD	118
	INJ	-
	ITI	-
	MTI	-
	OTH	186
	SVS	17
	SYS	16
	Amtrak	
Third Party	BSP	-
	CUI	-
	DBS	-
	MBO	5
	NOD	529
	POL	41
	TRS	-
	UTL	41
WTR	-	
Third Party		616
-	ITM	-
	ITT	-
		-
Total Delay		2673

Amtrak and State Partner Use Only

Route Detail

X-points are points of measure between stations (interlockings/control points). Some x-points are shared between hosts.

Host Code	Location Code	City	State
AM	WAS	WASHINGTON	DC
AM	XVG	CP VIRGINIA	DC
CS	LEF	L'ENFANT-ZONE 1	DC
CS	XVE	LENFANT	DC
CS	XRX	RO INTERLOCK	VA
CS	CCV	CRYSTL CTY-ZN 2	VA
CS	ALX	ALEXANDRIA	VA
CS	XA1	AF	VA
CS	FRS	FRANCONIA-SPRGF	VA
CS	LRV	LORTON-ZONE 4	VA
CS	LOR	LORTON	VA
CS	XLO	LORTON SWITCH	VA
CS	WDB	WOODBIDGE	VA
CS	XFV	FEATHERSTONE	VA
CS	RIP	RIPPON - ZONE 5	VA
CS	QAN	QUANTICO	VA
CS	BKV	BROOKE - ZONE 8	VA
CS	LLR	LEELAND RD-ZN 8	VA
CS	XDJ	DAHLGREN	VA
CS	FBG	FREDERICKSBURG	VA
CS	XVC	CROSSROADS-XR	VA
CS	XM7	MILFORD	VA
CS	XDW	DOSWELL	VA
CS	ASD	ASHLAND	VA
CS	XE1	ELMONT	VA
CS	XRV	RICHMOND-GREENDALE	VA
CS	RVR	RICHMOND	VA
CS	X1V	MEADOW	VA
CS	XV1	CENTRALIA	VA
CS	PTB	PETERSBURG	VA
NS	XV7	CP BX	VA
NS	X3V	CP-CRATER	VA
NS	X7D	DISPUTANTA	VA
NS	X3S	SUFFOLK	VA
NS	NFK	NORFOLK	VA

Amtrak and State Partner Use Only
Delay Code Groupings and Definitions

Responsibility	Delay Code	Delay Code Description
Host	CTI	Commuter train interference
Host	CTP	Commuter Train Problems (delays directly caused by abnormal occurrences to commuter trains)
Host	DBB	B&B work due to defect
Host	DCS	C&S work due to defect
Host	DCT	Defective Concrete Ties
Host	DDA	Defect Detector Actuation, no cause found
Host	DET	ET work due to defect
Host	DMW	M/W work due to defect
Host	DSR	Speed restriction due to defect, slow orders
Host	DTR	Detour - total delay minutes
Host	FTI	Freight train interference
Host	PBB	Planned B&B work
Host	PET	Planned ET work
Host	PSC	Planned C&S work
Host	PSR	Planned speed restrictions
Host	PTI	Psgr train interference, out of slot, not commuter
Host	RTE	Routing delays, including late bulletins
Host	SMW	Scheduled M/W work
Amtrak	ADA	Disabled Psgrs
Amtrak	CAR	Car failure
Amtrak	CCR	Cab Car failure
Amtrak	CON	Hold for guaranteed connection
Amtrak	CTC	CETC System
Amtrak	ENG	Engine failure
Amtrak	HLD	Psgr Related EXCPT: disabled psgrs
Amtrak	INJ	Injured/III Guest/Employee
Amtrak	ITI	Late turn of equip/crew not caused by mech failure
Amtrak	MTI	Disabled train ahead (Mech train interference)
Amtrak	OTH	Miscellaneous delays, loss of time on run
Amtrak	SVS	Servicing, not related to car or eng failure
Amtrak	SYS	All crew related dlys, dly in block
Third Party	BSP	Bridge strike
Third Party	CUI	Customs and Immigration
Third Party	DBS	Debris strike, damage, set outs
Third Party	MBO	Movable bridge opening (no failure involved)
Third Party	NOD	No delay or waiting on time
Third Party	POL	Police related delay
Third Party	TRS	Trespasser incident including grade crossing accident
Third Party	UTL	Utility company failure
Third Party	WTR	Weather

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Ridership and Ticket Revenue by Month & Class of Service

Amtrak and State Partner Use Only

Total Route

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	13,892	13,836	+0.4	\$750,994	\$719,517	+4.4
Nov	15,098	14,888	+1.4	\$893,908	\$841,772	+6.2
Dec	15,379	15,694	-2.0	\$1,002,629	\$970,201	+3.3
Jan	12,405	14,669	-15.4	\$611,682	\$706,069	-13.4
Feb	11,132	11,647	-4.4	\$533,499	\$564,941	-5.6
Mar		15,101			\$756,712	
Apr		16,608			\$875,824	
May		15,549			\$781,218	
Jun		14,497			\$794,431	
Jul		15,185			\$861,069	
Aug		15,126			\$852,750	
Sep		12,135			\$636,912	
YTD	67,906	70,734	-4.0	\$3,792,712	\$3,802,500	-0.3

Business Class

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	1,460	1,291	+13.1	\$165,779	\$146,333	+13.3
Nov	1,530	1,328	+15.2	\$179,581	\$156,870	+14.5
Dec	1,529	1,430	+6.9	\$188,002	\$186,865	+0.6
Jan	1,112	1,261	-11.8	\$118,050	\$128,616	-8.2
Feb	1,093	1,135	-3.7	\$111,264	\$124,220	-10.4
Mar		1,434			\$161,282	
Apr		1,441			\$158,855	
May		1,420			\$157,690	
Jun		1,398			\$156,167	
Jul		1,262			\$145,332	
Aug		1,433			\$156,709	
Sep		1,284			\$135,014	
YTD	6,724	6,445	+4.3	\$762,676	\$742,904	+2.7

Coach Class

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	12,432	12,545	-0.9	\$585,215	\$573,183	+2.1
Nov	13,568	13,560	+0.1	\$714,327	\$684,902	+4.3
Dec	13,850	14,264	-2.9	\$814,627	\$783,336	+4.0
Jan	11,293	13,408	-15.8	\$493,632	\$577,454	-14.5
Feb	10,039	10,512	-4.5	\$422,235	\$440,720	-4.2
Mar		13,667			\$595,430	
Apr		15,167			\$716,969	
May		14,129			\$623,528	
Jun		13,099			\$638,264	
Jul		13,923			\$715,737	
Aug		13,693			\$696,041	
Sep		10,851			\$501,897	
YTD	61,182	64,289	-4.8	\$3,030,036	\$3,059,596	-1.0

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Ridership and Ticket Revenue by Month & Trip Type

Amtrak and State Partner Use Only

Total Route

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	13,892	13,836	+0.4	\$750,994	\$719,517	+4.4
Nov	15,098	14,888	+1.4	\$893,908	\$841,772	+6.2
Dec	15,379	15,694	-2.0	\$1,002,629	\$970,201	+3.3
Jan	12,405	14,669	-15.4	\$611,682	\$706,069	-13.4
Feb	11,132	11,647	-4.4	\$533,499	\$564,941	-5.6
Mar		15,101			\$756,712	
Apr		16,608			\$875,824	
May		15,549			\$781,218	
Jun		14,497			\$794,431	
Jul		15,185			\$861,069	
Aug		15,126			\$852,750	
Sep		12,135			\$636,912	
YTD	67,906	70,734	-4.0	\$3,792,712	\$3,802,500	-0.3

Single Trip

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	10,440	10,075	+3.6	\$706,756	\$672,679	+5.1
Nov	11,754	11,289	+4.1	\$850,328	\$796,860	+6.7
Dec	12,725	12,453	+2.2	\$966,918	\$929,803	+4.0
Jan	8,571	10,712	-20.0	\$563,741	\$656,343	-14.1
Feb	7,567	8,008	-5.5	\$484,967	\$518,832	-6.5
Mar		10,729			\$702,392	
Apr		12,857			\$828,898	
May		10,925			\$725,561	
Jun		11,117			\$751,124	
Jul		12,284			\$822,183	
Aug		12,166			\$813,480	
Sep		9,289			\$598,571	
YTD	51,057	52,537	-2.8	\$3,572,708	\$3,574,517	-0.1

Multi-Ride

Month	Ridership			Ticket Revenue		
	FY18	FY17	% Chg.	FY18	FY17	% Chg.
Oct	3,452	3,761	-8.2	\$44,238	\$46,838	-5.6
Nov	3,344	3,599	-7.1	\$43,580	\$44,912	-3.0
Dec	2,654	3,241	-18.1	\$35,712	\$40,398	-11.6
Jan	3,834	3,957	-3.1	\$47,942	\$49,726	-3.6
Feb	3,565	3,639	-2.0	\$48,533	\$46,108	+5.3
Mar		4,372			\$54,320	
Apr		3,751			\$46,926	
May		4,624			\$55,657	
Jun		3,380			\$43,307	
Jul		2,901			\$38,886	
Aug		2,960			\$39,270	
Sep		2,846			\$38,341	
YTD	16,849	18,197	-7.4	\$220,004	\$227,982	-3.5

Amtrak Washington-Richmond (Route 51)*
February 2018 Report
Ridership and Ticket Revenue by Station Pair (Top 25)
Proprietary and Confidential - Amtrak and State Partner Use Only

February FY18 vs February FY17		Ridership			Ticket Revenue		
		FY18	FY17	% chg.	FY18	FY17	% chg.
1	Richmond (Staples Mill) - Washington	2,249	2,434	-7.6	\$84,415	\$87,702	-3.7
2	New York - Richmond (Staples Mill)	758	970	-21.9	\$80,955	\$102,382	-20.9
3	Alexandria - New York	336	298	+12.8	\$33,338	\$30,637	+8.8
4	Fredericksburg - New York	304	240	+26.7	\$30,843	\$24,909	+23.8
5	Philadelphia - Richmond (Staples Mill)	315	367	-14.2	\$27,489	\$30,935	-11.1
6	Alexandria - Richmond (Staples Mill)	652	593	+9.9	\$21,738	\$18,378	+18.3
7	Ashland - Washington	490	514	-4.7	\$18,182	\$17,790	+2.2
8	New York - Woodbridge	146	127	+15.0	\$14,044	\$12,763	+10.0
9	Baltimore - Richmond (Staples Mill)	244	209	+16.7	\$13,799	\$12,288	+12.3
10	Alexandria - Philadelphia	156	150	+4.0	\$11,159	\$10,323	+8.1
11	Richmond (Staples Mill) - Wilmington	107	116	-7.8	\$10,607	\$11,214	-5.4
12	New York - Quantico	87	67	+29.9	\$9,414	\$6,448	+46.0
13	Fredericksburg - Philadelphia	83	99	-16.2	\$7,512	\$7,244	+3.7
14	Newark - Richmond (Staples Mill)	59	58	+1.7	\$7,126	\$6,425	+10.9
15	BWI Airport - Richmond (Staples Mill)	120	122	-1.6	\$6,568	\$6,428	+2.2
16	Metropark - Richmond (Staples Mill)	53	65	-18.5	\$6,151	\$8,364	-26.5
17	Richmond (Staples Mill) - Trenton	44	38	+15.8	\$5,065	\$4,475	+13.2
18	Philadelphia - Woodbridge	72	66	+9.1	\$5,033	\$5,805	-13.3
19	Fredericksburg - Washington	205	192	+6.8	\$4,861	\$4,798	+1.3
20	Ashland - New York	60	96	-37.5	\$4,773	\$9,966	-52.1
21	New Haven - Richmond (Staples Mill)	35	46	-23.9	\$3,959	\$5,270	-24.9
22	Alexandria - Ashland	132	160	-17.5	\$3,782	\$4,611	-18.0
23	Alexandria - Newark	28	31	-9.7	\$3,524	\$3,611	-2.4
24	Philadelphia - Quantico	43	23	+87.0	\$3,204	\$1,410	+127.2
25	Ashland - Philadelphia	43	70	-38.6	\$3,157	\$5,741	-45.0
	All other markets	4,311	4,496	-4.1	\$112,801	\$125,024	-9.8
	Total	11,132	11,647	-4.4	\$533,499	\$564,941	-5.6

YTD FY18 vs YTD FY17		Ridership			Ticket Revenue		
		FY18	FY17	% chg.	FY18	FY17	% chg.
1	Richmond (Staples Mill) - Washington	13,547	14,887	-9.0	\$495,044	\$536,361	-7.7
2	New York - Richmond (Staples Mill)	6,639	7,034	-5.6	\$732,238	\$755,290	-3.1
3	Alexandria - New York	2,282	2,268	+0.6	\$239,728	\$236,371	+1.4
4	Fredericksburg - New York	1,935	1,961	-1.3	\$213,743	\$211,389	+1.1
5	Philadelphia - Richmond (Staples Mill)	2,277	1,941	+17.3	\$205,618	\$174,860	+17.6
6	Alexandria - Richmond (Staples Mill)	4,032	3,762	+7.2	\$127,768	\$112,347	+13.7
7	Ashland - Washington	2,587	2,814	-8.1	\$91,833	\$100,098	-8.3
8	New York - Woodbridge	797	818	-2.6	\$87,556	\$88,551	-1.1
9	Baltimore - Richmond (Staples Mill)	1,285	1,273	+0.9	\$72,211	\$75,634	-4.5
10	Alexandria - Philadelphia	1,099	896	+22.7	\$84,047	\$68,096	+23.4
11	Richmond (Staples Mill) - Wilmington	669	697	-4.0	\$66,577	\$68,929	-3.4
12	New York - Quantico	664	579	+14.7	\$73,631	\$65,068	+13.2
13	Fredericksburg - Philadelphia	556	485	+14.6	\$48,136	\$38,321	+25.6
14	Newark - Richmond (Staples Mill)	431	409	+5.4	\$54,751	\$50,507	+8.4
15	BWI Airport - Richmond (Staples Mill)	735	712	+3.2	\$37,250	\$36,129	+3.1
16	Metropark - Richmond (Staples Mill)	383	450	-14.9	\$47,420	\$55,066	-13.9
17	Richmond (Staples Mill) - Trenton	303	271	+11.8	\$35,081	\$30,528	+14.9
18	Philadelphia - Woodbridge	399	330	+20.9	\$31,589	\$28,112	+12.4
19	Fredericksburg - Washington	1,469	1,913	-23.2	\$35,344	\$52,857	-33.1
20	Ashland - New York	664	684	-2.9	\$73,449	\$75,386	-2.6
21	New Haven - Richmond (Staples Mill)	378	326	+16.0	\$45,192	\$37,387	+20.9
22	Alexandria - Ashland	656	750	-12.5	\$19,347	\$21,361	-9.4
23	Alexandria - Newark	169	174	-2.9	\$21,273	\$21,150	+0.6
24	Philadelphia - Quantico	262	176	+48.9	\$20,407	\$13,981	+46.0
25	Ashland - Philadelphia	247	211	+17.1	\$21,052	\$17,267	+21.9
	All other markets	23,441	24,913	-5.9	\$812,427	\$831,452	-2.3
	Total	67,906	70,734	-4.0	\$3,792,712	\$3,802,500	-0.3

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Ridership, Ticket Revenue, and Passenger Miles by Train

Amtrak and State Partner Use Only

February FY18			
Train	Ridership	Ticket Revenue	Passenger Miles
82	238	\$15,840	48,407
85	1,227	\$83,900	218,870
86	3,378	\$129,590	391,020
87	296	\$19,325	51,642
93	2,222	\$87,951	223,928
164	470	\$34,951	92,786
174	2,290	\$96,718	289,956
195	1,011	\$65,223	176,373
1182			
Total	11,132	\$533,499	1,492,982

YTD FY18			
Train	Ridership	Ticket Revenue	Passenger Miles
82	1,496	\$95,170	286,716
85	8,187	\$577,339	1,507,757
86	20,562	\$917,488	2,687,842
87	2,354	\$175,063	417,674
93	12,300	\$592,035	1,533,139
164	2,975	\$250,748	624,022
174	12,988	\$692,310	1,975,012
195	6,940	\$484,666	1,243,616
1182	104	\$7,894	20,302
Total	67,906	\$3,792,712	10,296,080

Amtrak Washington-Richmond (Route 51)
February 2018 Report
Ridership and Ticket Revenue by Train and Date
Amtrak and State Partner Use Only

Date	82		85		86		87		93		164		174		195		1182		Total	
	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven	Rider	Reven
1/1/18							101	\$7,132			50	\$4,378			142	\$9,135			293	\$20,645
1/2/18			90	\$7,369	202	\$8,781			149	\$7,146			121	\$8,503					562	\$31,799
1/3/18			59	\$4,084	154	\$7,409			134	\$7,064			125	\$6,192					472	\$24,748
1/4/18			109	\$7,860	103	\$4,555			89	\$6,760			83	\$4,310					384	\$23,485
1/5/18			75	\$4,950	106	\$8,222							110	\$8,882					291	\$22,054
1/6/18	30	\$2,229									27	\$2,326			93	\$8,381			150	\$12,935
1/7/18							81	\$6,625			38	\$3,195			92	\$8,429			211	\$18,250
1/8/18			29	\$1,898	201	\$7,156			63	\$4,180			122	\$5,702					415	\$18,936
1/9/18			39	\$2,905	234	\$8,101			139	\$4,723			107	\$4,342					519	\$20,071
1/10/18			57	\$3,370	230	\$6,422			161	\$5,100			117	\$4,446					565	\$19,338
1/11/18			46	\$3,179	212	\$8,762			137	\$6,843			108	\$4,253					503	\$23,036
1/12/18			103	\$7,356	192	\$12,627							132	\$7,573					427	\$27,555
1/13/18	53	\$3,979									37	\$2,739			90	\$6,451			180	\$13,169
1/14/18											41	\$2,802			212	\$13,519			253	\$16,321
1/15/18							85	\$6,747			83	\$5,919			164	\$12,426			332	\$25,092
1/16/18			59	\$4,423	227	\$8,305			135	\$4,859			132	\$4,844					553	\$22,430
1/17/18			38	\$3,141	136	\$3,875			135	\$5,077			79	\$2,712					388	\$14,806
1/18/18			118	\$6,806	176	\$5,224			50	\$3,372			115	\$6,488					459	\$21,890
1/19/18			73	\$4,135	151	\$6,415							105	\$6,622					329	\$17,172
1/20/18	75	\$2,887									72	\$3,934			67	\$3,080			214	\$9,902
1/21/18							63	\$4,568			56	\$3,853			90	\$6,622			209	\$15,043
1/22/18			41	\$2,515	158	\$5,744			112	\$4,439			131	\$4,456					442	\$17,154
1/23/18			38	\$2,529	137	\$5,677			139	\$5,546			70	\$3,836					384	\$17,588
1/24/18			62	\$4,349	238	\$6,895			163	\$5,669			103	\$3,730					566	\$20,643
1/25/18			70	\$4,981	217	\$7,024			168	\$6,256			81	\$4,669					536	\$22,930
1/26/18			72	\$4,065	165	\$7,118							87	\$6,176					324	\$17,359
1/27/18	66	\$4,207									33	\$3,429			65	\$4,168			164	\$11,805
1/28/18							100	\$6,892			44	\$4,044			160	\$9,325			304	\$20,261
1/29/18			37	\$2,723	396	\$8,445			134	\$5,180			136	\$4,298					703	\$20,645
1/30/18			42	\$2,404	197	\$6,212			105	\$4,112			74	\$3,365					418	\$16,094
1/31/18			82	\$4,974	451	\$11,458			189	\$6,658			133	\$5,437					855	\$28,527
Total	238	\$15,840	1,227	\$83,900	3,378	\$129,590	296	\$19,325	2,222	\$87,951	470	\$34,951	2,290	\$96,718	1,011	\$65,223			11132	\$533,499.23

Note: The following were added to each train as deferred ridership/ticket revenue:

Date	Train	Rider	Reven
12/25/17	87	11	\$1,009
12/28/17	93	42	\$2,984
12/29/17	85	50	\$3,581
12/29/17	86	60	\$4,480
12/29/17	174	53	\$3,970
12/30/17	82	11	\$724
12/31/17	164	18	\$1,645
12/31/17	195	45	\$3,053
		290	\$21,446

Amtrak Washington-Richmond (Route 51)
February 2018 Report
Ridership and Ticket Revenue by Train & Class of Service
Amtrak and State Partner Use Only

Train	Total		Business Class		Coach Class		Baggage		Pets	
	Ridership	Revenue	Ridership	Revenue	Ridership	Revenue	Baggage	Revenue	Pets	Revenue
82	238	\$15,840	18	\$1,981	220	\$13,859		\$0		
85	1,227	\$83,900	181	\$21,700	1,046	\$62,125		\$0	3	\$75
86	3,378	\$129,590	279	\$26,547	3,099	\$102,943		\$0	4	\$100
87	296	\$19,325	15	\$1,953	281	\$17,322		\$0	2	\$50
93	2,222	\$87,951	247	\$22,042	1,975	\$65,859		\$0	2	\$50
164	470	\$34,951	46	\$4,995	424	\$29,931		\$0	1	\$25
174	2,290	\$96,718	203	\$20,098	2,087	\$76,571		\$0	2	\$50
195	1,011	\$65,223	104	\$11,948	907	\$53,275		\$0	0	\$0
Total	11,132	\$533,499	1,093	\$111,264	10,039	\$421,885	0	\$0	14	\$350

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
82	ABE	0	4	0	20
82	ALX	21	23	144	116
82	ASD	18	0	101	0
82	BAL	0	8	0	40
82	BBY	0	0	0	2
82	BOS	0	4	0	19
82	BRP	0	2	0	5
82	BWI	0	5	0	40
82	EWR	0	1	0	2
82	FBG	37	0	249	2
82	KIN	0	0	0	1
82	MET	0	5	0	20
82	NCR	0	0	0	8
82	NHV	0	2	0	16
82	NLC	0	3	0	7
82	NRO	0	2	0	4
82	NWK	0	1	0	17
82	NYP	0	66	0	415
82	OSB	0	0	0	2
82	PHL	0	15	0	101
82	PVD	0	1	0	6
82	QAN	9	1	61	1
82	RTE	0	1	0	2
82	RVR	149	0	912	0
82	STM	0	6	0	19
82	TRE	0	3	0	19
82	UNK	4	4	29	29
82	WAS	0	80	0	568
82	WIL	0	1	0	15
85	ABE	7	0	38	0
85	ALX	81	111	596	720
85	ASD	0	74	0	551

4b) Train Ons-Offs

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
85	BAL	77	0	391	0
85	BWI	24	0	212	0
85	FBG	1	113	8	781
85	MET	28	0	170	0
85	NCR	17	0	106	0
85	NWK	27	0	187	0
85	NYP	315	0	2,374	0
85	PHL	147	0	785	0
85	QAN	1	54	8	262
85	RVR	0	761	0	5,284
85	TRE	16	0	143	0
85	UNK	23	23	154	154
85	WAS	412	0	2,747	0
85	WDB	3	91	29	435
85	WIL	48	0	239	0
86	ALX	194	240	1,464	1,334
86	ASD	276	0	1,576	0
86	BAL	0	88	0	479
86	BBY	0	4	0	37
86	BOS	0	21	0	138
86	BWI	0	37	0	261
86	FBG	170	3	1,079	63
86	KIN	0	2	0	29
86	MET	0	13	0	159
86	NCR	0	16	0	101
86	NHV	0	24	0	128
86	NLC	0	6	0	42
86	NWK	0	36	0	219
86	NYP	0	414	0	3,257
86	PHL	0	161	0	1,228
86	PVD	0	4	0	79
86	QAN	37	8	342	47

4b) Train Ons-Offs

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
86	RTE	0	2	0	37
86	RVR	1,190	0	7,722	0
86	STM	0	6	0	86
86	TRE	0	17	0	122
86	UNK	32	32	214	214
86	WAS	0	804	0	4,565
86	WDB	75	2	455	21
86	WIL	0	34	0	206
86	ZZZ	1,404	1,404	7,710	7,710
87	ABE	3	0	10	0
87	ALX	34	36	310	185
87	ASD	0	18	0	163
87	BAL	11	0	107	0
87	BWI	10	0	86	0
87	EWR	2	0	16	0
87	FBG	2	37	7	305
87	MET	8	0	61	0
87	NCR	6	0	21	0
87	NRK	2	0	4	0
87	NWK	6	0	43	0
87	NYP	72	0	639	0
87	PHL	38	0	210	0
87	QAN	1	17	5	125
87	RVR	0	171	0	1,447
87	TRE	7	0	33	0
87	UNK	5	5	44	44
87	WAS	83	0	697	0
87	WDB	2	12	30	85
87	WIL	4	0	31	0
93	ALX	167	86	966	675
93	ASD	0	185	0	967
93	BAL	45	0	309	0

4b) Train Ons-Offs

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
93	BBY	1	0	17	0
93	BOS	7	0	88	0
93	BRP	12	0	112	0
93	BWI	53	0	223	0
93	FBG	3	96	15	773
93	KIN	1	0	28	0
93	MET	11	0	93	0
93	MYS	0	0	5	0
93	NCR	6	0	62	0
93	NHV	17	0	173	0
93	NLC	3	0	22	0
93	NRO	21	0	119	0
93	NWK	17	0	108	0
93	NYP	154	0	1,385	0
93	OSB	5	0	23	0
93	PHL	89	0	671	0
93	PVD	5	0	50	0
93	QAN	1	23	6	243
93	RTE	0	0	23	0
93	RVR	0	948	0	5,867
93	STM	6	0	88	0
93	TRE	13	0	69	0
93	UNK	22	22	145	145
93	WAS	665	0	3,639	0
93	WIL	34	0	222	0
93	WLY	2	0	9	0
93	ZZZ	862	862	3,630	3,630
164	ALX	90	36	562	169
164	ASD	28	0	186	0
164	BAL	0	16	0	122
164	BBY	0	0	0	2
164	BOS	0	4	0	26

4b) Train Ons-Offs

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
164	BRP	0	0	0	12
164	BWI	0	11	0	92
164	EWR	0	8	0	16
164	FBG	110	0	551	3
164	KIN	0	0	0	1
164	MET	0	9	0	55
164	MYS	0	0	0	5
164	NCR	0	3	0	18
164	NHV	0	18	0	89
164	NLC	0	1	0	14
164	NRO	0	2	0	23
164	NWK	0	12	0	64
164	NYP	0	143	0	974
164	OSB	0	0	0	5
164	PHL	0	60	0	411
164	PVD	0	6	0	22
164	QAN	27	1	144	8
164	RTE	0	0	0	7
164	RVR	175	0	1,310	0
164	STM	0	3	0	38
164	TRE	0	8	0	52
164	UNK	8	8	56	56
164	WAS	0	111	0	592
164	WDB	32	2	166	27
164	WIL	0	8	0	67
164	WLY	0	0	0	5
174	ALX	133	153	997	930
174	ASD	149	1	877	4
174	BAL	0	60	0	244
174	BBY	0	1	0	15
174	BOS	0	3	0	64
174	BRP	0	18	0	120

4b) Train Ons-Offs

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
174	BWI	0	29	0	198
174	EWR	0	13	0	80
174	FBG	122	4	1,009	20
174	KIN	0	1	0	20
174	MET	0	14	0	105
174	NCR	0	1	0	22
174	NHV	0	20	0	186
174	NLC	0	9	0	74
174	NRO	0	17	0	121
174	NWK	0	20	0	133
174	NYP	0	300	0	2,469
174	OSB	0	8	0	54
174	PHL	0	99	0	678
174	PVD	0	7	0	40
174	QAN	31	6	243	33
174	RTE	0	2	0	19
174	RVR	879	0	5,636	0
174	STM	0	18	0	123
174	TRE	0	14	0	90
174	UNK	26	26	171	171
174	WAS	0	529	0	3,090
174	WDB	80	9	456	89
174	WIL	0	33	0	174
174	WLY	0	5	0	23
174	ZZZ	870	870	3,599	3,599
195	ALX	123	87	886	572
195	ASD	0	85	2	487
195	BAL	49	0	232	0
195	BBY	0	0	8	0
195	BOS	1	0	11	0
195	BRP	1	0	24	0
195	BWI	34	0	195	0

4b) Train Ons-Offs

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
195	FBG	5	154	24	1,008
195	KIN	1	0	14	0
195	MET	19	0	148	0
195	NCR	12	0	48	0
195	NHV	3	0	102	0
195	NLC	4	0	32	0
195	NRO	5	0	36	0
195	NWK	18	0	119	0
195	NYP	227	0	1,446	0
195	OSB	6	0	30	0
195	PHL	103	0	745	0
195	PVD	4	0	24	0
195	QAN	1	39	21	282
195	RTE	1	0	6	0
195	RVR	0	592	0	4,230
195	STM	5	0	90	0
195	TRE	16	0	103	0
195	UNK	19	19	132	132
195	WAS	330	0	2,261	0
195	WDB	9	35	77	229
195	WIL	15	0	121	0
195	WLY	0	0	3	0
1182	ABE			0	5
1182	ALX			7	4
1182	ASD			7	0
1182	BAL			0	6
1182	BBY			0	0
1182	BOS			0	1
1182	BRP			0	0
1182	BWI			0	5
1182	EWR			0	0
1182	FBG			28	0

4b) Train Ons-Offs

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	February FY18		FY18 YTD	
		Ons	Offs	Ons	Offs
1182	KIN			0	0
1182	MET			0	0
1182	NCR			0	0
1182	NHV			0	4
1182	NLC			0	0
1182	NRO			0	0
1182	NWK			0	2
1182	NYP			0	22
1182	OSB			0	3
1182	PHL			0	11
1182	PVD			0	1
1182	QAN			3	0
1182	RTE			0	0
1182	RVR			57	0
1182	STM			0	1
1182	TRE			0	1
1182	UNK			2	2
1182	WAS			0	35
1182	WIL			0	1

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Fare Plan Codes & Passenger Types

Amtrak and State Partner Use Only

<u>Code</u>	<u>Description</u>	<u>Oct-17</u>		<u>Nov-17</u>		<u>Dec-17</u>		<u>Jan-18</u>		<u>Feb-18</u>		<u>Mar-18</u>		<u>Apr-18</u>		<u>May-18</u>	
		<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
H130	AGR Chase Free Companion Coupon Offer	10	\$520	2	\$198					2	\$32						
H132	AGR Select Plus Free Companion eCoupon	8	\$272	6	\$363			6	\$399								
H133	AGR Select Executive Free Companion eCoupon	2	\$96														
H236	AGR Select 10% off eCoupon Offer	6	\$311	1	\$178			1	\$32	3	\$198						
H268	AGR Member Reactivation eCoupon 25%																
H269	AGR Member Reactivation eCoupon 30%																
H272	AAA Fall Additional 10% Disc																
V464	Norwegian Cruise Lines Amtrak Discount 2018																
EO5B	7 Day Advanced Purchase - NER Business Class	53	\$3,116	69	\$3,832	52	\$2,775	67	\$4,595	75	\$5,106						
EO5N	Saver Fare - 14 Day Advanced Purchase	477	\$15,966	447	\$15,206	415	\$13,401	469	\$21,384	514	\$22,346						
EO8L	Saver Fare - 14 Day Advanced Purchase	10	\$686	4	\$253	3	\$191	20	\$1,416	2	\$137						
EO8N	Saver Fare - 14 Day Advanced Purchase	1,886	\$90,993	1,765	\$87,029	2,400	\$128,474	1,401	\$71,220	1,386	\$68,790						
FO5S	Presidents Day Fare Sale																

<u>Passenger Types</u>	<u>Oct-17</u>		<u>Nov-17</u>		<u>Dec-17</u>		<u>Jan-18</u>		<u>Feb-18</u>		<u>Mar-18</u>		<u>Apr-18</u>		<u>May-18</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
AAA	433	\$35,440	589	\$52,397	728	\$70,707	365	\$29,055	21,177	\$270						
Children	183	\$7,415	276	\$11,917	536	\$23,695	131	\$5,486	4,812	\$122						
Disabled	120	\$7,448	172	\$13,038	150	\$11,717	100	\$6,214	6,410	\$85						
Military	122	\$8,381	176	\$13,439	230	\$20,113	165	\$11,692	9,842	\$135						
NARP	4	\$383	5	\$319	2	\$146	4	\$159	221	\$6						
Senior	1,435	\$115,438	1,638	\$147,831	1,649	\$157,348	837	\$62,508	52,259	\$709						
Veterans Advantage	59	\$2,631	47	\$2,789	51	\$3,062	65	\$3,708	3,487	\$50						
Students	210	\$15,472	563	\$44,548	375	\$36,768	130	\$10,464	562	\$7						

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Fare Plan Codes & Passenger Types

Amtrak and State Partner Use Only


<u>Code</u>	<u>Description</u>	<u>Jun-18</u>		<u>Jul-18</u>		<u>Aug-18</u>		<u>Sep-18</u>		<u>Total</u>	
		<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
H130	AGR Chase Free Companion Coupon Offer									14	\$750
H132	AGR Select Plus Free Companion eCoupon									20	\$1,034
H133	AGR Select Executive Free Companion eCoupon									2	\$96
H236	AGR Select 10% off eCoupon Offer									11	\$719
H268	AGR Member Reactivation eCoupon 25%									0	\$0
H269	AGR Member Reactivation eCoupon 30%									0	\$0
H272	AAA Fall Additional 10% Disc									0	\$0
V464	Norwegian Cruise Lines Amtrak Discount 2018									0	\$0
EO5B	7 Day Advanced Purchase - NER Business Class									316	\$19,424
EO5N	Saver Fare - 14 Day Advanced Purchase									2,322	\$88,302
EO8L	Saver Fare - 14 Day Advanced Purchase									39	\$2,683
EO8N	Saver Fare - 14 Day Advanced Purchase									8,838	\$446,506
FO5S	Presidents Day Fare Sale										

<u>Passenger Types</u>	<u>Jun-18</u>		<u>Jul-18</u>		<u>Aug-18</u>		<u>Sep-18</u>		<u>Total</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>
AAA									23,292	\$187,869
Children									5,938	\$48,635
Disabled									6,952	\$38,501
Military									10,535	\$53,760
NARP									236	\$1,013
Senior									57,818	\$483,834
Veterans Advantage									3,709	\$12,239
Students									1,840	\$107,260

Amtrak Washington-Richmond (Route 51)
February 2018 Report
Customer Satisfaction Scores - Amtrak
Amtrak and State Partner Use Only

Amtrak System-wide
FY18 eCSI Scores (with change vs year ago)

FY18 Goal*: 81.4%
FY17 Year-End Score*: 80.1%

 top three drivers of overall eCSI

	January 2018						Fiscal Year-to-Date					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	77.4%	-4.1	6%	+2	83	-3	78.3%	-3.5	5%	+2	84	-2
Overall experience in coach (long distance)	79%	+4	4%	-1	84	+3	79%	+1	4%	-	84	+1
Overall experience in sleeper (long distance)	71%	-2	5%	-	80	-	71%	-2	5%	-	80	-
Value of Amtrak service received for the price paid for the train	69%	-4	6%	+2	79	-3	70%	-4	6%	+2	80	-2
Reliability or on-time performance of the train	71%	-7	12%	+5	78	-5	72%	-5	10%	+2	79	-3
Accuracy of trip information prior to boarding the train	82%	-4	6%	+3	86	-3	83%	-3	5%	+2	86	-3
Information given on the train about services/features/safety	69%	-2	6%	+1	79	-1	70%	-1	5%	-	80	-
Information given about problems/delays while on the train	70%	-3	10%	+2	78	-2	71%	-2	9%	+2	78	-2
Clarity of announcements on the train	68%	-3	7%	+1	78	-2	69%	-1	6%	-	79	-1
Friendliness/helpfulness of the train conductors	85%	-2	3%	+1	88	-2	85%	-2	3%	+1	88	-2
Friendliness/helpfulness of the coach attendant (long distance)	77%	-4	6%	-	83	-2	78%	-5	6%	+1	84	-3
Friendliness/helpfulness of the sleeper attendant (long distance)	87%	-	4%	-	90	-	87%	-1	4%	+1	90	-1
Comfort of seat	78%	-4	3%	+1	84	-2	78%	-3	2%	-	84	-2
Smooth and comfortable train ride	81%	-3	3%	+1	85	-2	81%	-3	3%	+1	86	-1
Air temperature on the train	77%	-4	5%	+2	83	-2	80%	-2	3%	-	85	-1
Personal security on the train	85%	-2	3%	+1	88	-1	86%	-2	2%	-	88	-2
Amtrak's ability to get you to your destination safely	91%	-3	2%	+1	92	-2	92%	-2	1%	-	92	-2
Overall cleanliness of the train interior	77%	-3	3%	+1	83	-2	78%	-2	3%	+1	84	-1
Cleanliness of train windows	74%	-3	3%	-	82	-2	75%	-2	3%	-	83	-1
Cleanliness of the restrooms on the train	51%	-3	11%	+2	68	-2	51%	-4	10%	+2	69	-2
Smell of the restrooms on the train, pleasant/free of odor	51%	-3	13%	+2	67	-2	51%	-3	13%	+1	67	-2
Overall experience in the café/lounge car	70%	-1	4%	+1	79	-1	69%	-1	4%	-	79	-1
Availability of food items in the café/lounge car	65%	+1	5%	+1	78	-	65%	-	5%	+1	78	-
Friendliness/helpfulness of café/lounge car personnel	82%	-	3%	-	87	-	82%	-1	3%	-	87	-
Quality/freshness of food in the café/lounge car	66%	-	5%	-	78	-	65%	-1	6%	+1	77	-1
Variety of food items in the café/lounge car	53%	+1	8%	-	71	-	52%	-	8%	-	70	-1
Overall experience in the dining car	74%	-	4%	-	81	-1	76%	+1	3%	-1	83	+1
Friendliness/helpfulness of dining car personnel	79%	-3	4%	+1	85	-2	81%	-1	3%	-	86	-1
Variety of menu choices in the dining car	63%	+3	6%	-	76	+1	65%	+4	5%	-	77	+2
Quality/freshness of food in the dining car	71%	+2	5%	-	80	+1	72%	+2	4%	-1	81	+2
Overall Wi-Fi service	50%	-8	16%	+5	66	-6	48%	-6	17%	+4	64	-5
Ease of accessing Wi-Fi service (sign-on process)	73%	-3	7%	+2	80	-3	72%	-2	7%	+1	79	-2
Ability to perform online activities	51%	-7	18%	+5	65	-6	48%	-6	20%	+4	63	-5
Ability to stay connected to Wi-Fi service	52%	-6	18%	+5	65	-6	49%	-5	19%	+3	64	-4
Time it takes to load/access websites, emails, etc.	45%	-9	21%	+6	61	-7	43%	-6	22%	+4	59	-5
Number of responses in current period	15,898						45,955					
Number of responses year ago	15,357						44,909					


* Overall eCSI score, % very satisfied

** For % Very Dissatisfied, a negative change in the year-over-year score shows an improvement; a positive change shows the score has worsened.

Amtrak Washington-Richmond (Route 51)
February 2018 Report
Customer Satisfaction Scores - Washington-Richmond
Amtrak and State Partner Use Only

Route 51 - Washington-Richmond
FY18 eCSI Scores (with change vs year ago)

FY18 Goal*: 84.2%
FY17 Year-End Score*: 82.6%

 top three drivers of overall eCSI

	January 2018						Three Month Average (Oct-Dec)					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.	eCSI	Chg.
Overall eCSI	81.6%	-0.6	3%	+1	87	-1	79.2%	-1.0	3%	-	85	-1
Value of Amtrak service received for the price paid for the trip	75%	-2	3%	+2	83	-1	72%	-5	4%	+2	81	-3
Reliability or on-time performance of the train	79%	-5	6%	+3	85	-1	71%	-4	10%	+2	79	-1
Accuracy of trip information prior to boarding the train	86%	-2	6%	+3	88	-2	81%	-3	7%	+2	85	-2
Information given on the train about services/features/safety	73%	-2	4%	-1	80	-2	70%	-2	5%	-	79	-2
Information given about problems/delays while on the train	76%	-5	7%	+3	82	-3	71%	-4	7%	+1	80	-1
Clarity of announcements on the train	65%	-2	4%	-	76	-1	60%	-3	7%	-1	75	-
Friendliness/helpfulness of the train conductors	90%	+2	2%	-1	91	+1	87%	-	2%	-	90	-
Comfort of seat	80%	-7	1%	-	88	-1	81%	-3	1%	-	87	-
Smooth and comfortable train ride	86%	-5	0%	-1	89	-1	85%	-	1%	-	88	-
Air temperature on the train	75%	-7	4%	+1	83	-4	78%	-5	3%	+1	84	-3
Personal security on the train	90%	+1	2%	+1	91	-	89%	+1	1%	-	90	-
Amtrak's ability to get you to your destination safely	95%	-	1%	-	94	-	94%	+1	1%	-	93	-
Overall cleanliness of the train interior	80%	-	2%	-1	84	-1	77%	-1	3%	-	83	-1
Cleanliness of train windows	79%	+1	2%	+1	85	-	75%	-1	4%	+2	82	-1
Cleanliness of the restrooms on the train	50%	-3	14%	+4	66	-3	48%	-1	15%	+3	65	-2
Smell of the restrooms on the train, pleasant/free of odor	47%	+4	16%	-4	64	+4	42%	+3	22%	+1	58	-1
Overall experience in the café car	79%	-2	3%	-1	83	-	76%	-1	3%	-	82	-
Availability of food items in the café car	73%	-3	4%	+1	82	-	70%	-2	4%	+2	81	-
Friendliness/helpfulness of café car personnel	79%	-5	4%	+1	86	-1	80%	-4	4%	-	86	-1
Quality/freshness of food in the café car	75%	-3	2%	-3	84	+2	74%	-	2%	-3	82	+1
Variety of food items in the café car	61%	-6	4%	-1	77	+1	60%	-	5%	-1	75	-
Overall Wi-Fi service	47%	-15	13%	+5	67	-8	45%	-8	17%	+3	63	-6
Ease of accessing Wi-Fi service (sign-on process)	77%	-4	7%	+3	82	-3	73%	-3	7%	-	80	-2
Ability to perform online activities	48%	-16	14%	+1	65	-7	44%	-11	20%	+3	61	-7
Ability to stay connected to Wi-Fi service	46%	-12	15%	+2	64	-9	44%	-5	22%	+4	60	-5
Time it takes to load/access websites, emails, etc.	45%	-9	17%	+2	62	-5	39%	-8	22%	+2	57	-5
Number of responses in current period	226						566					
Number of responses year ago	220						530					

* Overall eCSI score, % very satisfied

** For % Very Dissatisfied, a negative change in the year-over-year score shows an improvement; a positive change shows the score has worsened.

Amtrak Washington-Richmond (Route 51)

February 2018 Report

Multi-Ride Pass Sales by Month of Travel*

Amtrak and State Partner Use Only

February 2018 Sales

Station Pair	Monthly Passes		10-Trip Passes		Total Passes	
	Passes Sold	Revenue	Passes Sold	Revenue	Passes Sold	Revenue
ALX-ASD	1	\$801	0	\$0	1	\$801
ALX-NPN	0	\$0	1	\$608	1	\$608
ALX-RVR	3	\$2,403	10	\$3,600	13	\$6,003
ASD-QAN	0	\$0	1	\$360	1	\$360
ASD-WAS	11	\$9,988	2	\$816	13	\$10,804
FBG-WAS	0	\$0	2	\$624	2	\$624
RVM-WAS	0	\$0	1	\$424		
RVR-WAS	4	\$3,772	1	\$424	5	\$4,196
Total	19	\$16,964	18	\$6,856	36	\$23,396
Sales February-17	17	\$14,562	14	\$4,968	31	\$19,530
% Change	11.8%	16.5%	28.6%	38.0%	16.1%	19.8%

* 10-Trip passes are good for travel for 45 days. The data in this report assigns the month of travel for the entire pass to the month in which the pass was sold.
Data is for all Virginia services.

**Amtrak and State Partner Use Only
Route Performance**

Route Performance					
		Feb-2018	Feb-2017	FY 2018	FY 2017
Washington- Richmond	All Stations	90.0%	87.3%	80.8%	81.5%
	End Point	91.9%	78.8%	78.7%	75.7%

Station Performance					
Northbound					
Direction	To	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	RVR	98.1%	98.0%	97.8%	97.1%
	ASD	98.1%	98.0%	96.8%	93.8%
	FBG	92.3%	98.0%	93.2%	91.6%
	QAN	90.4%	98.0%	91.0%	87.6%
	WDB	89.4%	97.9%	90.9%	88.4%
	ALX	94.2%	98.0%	93.2%	88.3%
	WAS	94.2%	96.2%	93.2%	86.8%
	All Stations	90.8%	94.5%	83.2%	83.8%
	End Point	92.3%	90.4%	83.2%	86.4%
Southbound					
Direction	To	Feb-2018	Feb-2017	FY 2018	FY 2017
Southbound	WAS	83.0%	57.4%	69.4%	67.1%
	ALX	85.1%	72.3%	70.2%	69.8%
	WDB	90.6%	71.9%	69.9%	75.7%
	QAN	83.0%	61.7%	64.3%	63.1%
	FBG	80.9%	61.7%	65.1%	64.3%
	ASD	80.9%	59.6%	62.4%	58.8%
	RVR	80.9%	61.7%	64.7%	58.0%
	All Stations	89.1%	77.9%	77.6%	78.5%
	End Point	91.5%	66.0%	73.7%	63.9%

**Amtrak and State Partner Use Only
Route Performance**

Route Performance					
Washington-Richmond	All Stations End Point	Feb-2018	Feb-2017	FY 2018	FY 2017
		90.0%	91.9%	87.3%	78.8%
Station Performance					
Northbound					
Train	To	Feb-2018	Feb-2017	FY 2018	FY 2017
82	RVR	80.0%	100.0%	80.0%	90.9%
	ASD	80.0%	100.0%	80.0%	90.9%
	FBG	80.0%	100.0%	80.0%	77.3%
	QAN	80.0%	100.0%	80.0%	77.3%
	ALX	80.0%	100.0%	76.0%	66.2%
	WAS	60.0%	80.0%	72.0%	65.4%
	All Stations	93.6%	99.3%	79.9%	76.4%
End Point	100.0%	100.0%	92.0%	84.6%	
86	RVR	100.0%	100.0%	100.0%	97.1%
	ASD	100.0%	100.0%	100.0%	94.1%
	FBG	89.5%	100.0%	96.1%	93.1%
	QAN	84.2%	100.0%	94.2%	89.2%
	WDB	78.9%	100.0%	90.3%	89.2%
	ALX	94.7%	100.0%	92.2%	86.3%
	WAS	94.7%	100.0%	93.2%	83.3%
All Stations	83.1%	92.8%	77.8%	79.5%	
End Point	78.9%	84.2%	69.9%	82.4%	
164	RVR	100.0%	100.0%	100.0%	100.0%
	ASD	100.0%	100.0%	97.9%	98.0%
	FBG	100.0%	100.0%	93.8%	91.8%
	QAN	100.0%	100.0%	93.8%	83.7%
	WDB	100.0%	100.0%	93.8%	83.7%
	ALX	100.0%	100.0%	97.9%	93.9%
	WAS	100.0%	100.0%	97.9%	93.9%
All Stations	92.6%	95.6%	79.9%	77.6%	
End Point	100.0%	100.0%	83.3%	81.6%	
174	RVR	100.0%	94.7%	99.0%	98.0%
	ASD	100.0%	94.7%	97.1%	93.0%
	FBG	94.7%	94.7%	93.1%	94.0%
	QAN	94.7%	94.7%	89.2%	91.0%
	WDB	94.7%	94.7%	90.2%	90.0%
	ALX	100.0%	94.7%	96.1%	94.0%
	WAS	100.0%	94.7%	96.1%	93.1%
All Stations	95.5%	94.2%	90.6%	92.9%	
End Point	100.0%	89.5%	94.2%	94.1%	
1182	RVR	-	-	100.0%	0.0%
	ASD	-	-	100.0%	0.0%
	FBG	-	-	100.0%	0.0%
	QAN	-	-	100.0%	0.0%
	ALX	-	-	100.0%	0.0%
	WAS	-	-	100.0%	0.0%
	All Stations	-	-	46.4%	0.0%
End Point	-	-	100.0%	0.0%	
Southbound					
Train	To	Feb-2018	Feb-2017	FY 2018	FY 2017
85	WAS	89.5%	57.9%	83.5%	81.4%
	ALX	100.0%	89.5%	87.4%	87.3%
	WDB	100.0%	78.9%	82.5%	82.4%
	QAN	100.0%	78.9%	79.6%	80.4%
	FBG	100.0%	73.7%	80.6%	79.4%
	ASD	100.0%	68.4%	77.7%	73.5%
	RVR	100.0%	68.4%	79.6%	67.6%
All Stations	95.7%	80.5%	87.7%	86.6%	
End Point	100.0%	68.4%	79.6%	68.6%	
87	WAS	100.0%	75.0%	72.7%	81.8%
	ALX	75.0%	75.0%	59.1%	81.8%
	WDB	75.0%	75.0%	59.1%	77.3%
	QAN	75.0%	75.0%	59.1%	77.3%
	FBG	75.0%	75.0%	59.1%	77.3%
	ASD	75.0%	75.0%	59.1%	72.7%
	RVR	75.0%	100.0%	68.2%	81.8%
All Stations	92.1%	82.9%	73.9%	79.2%	
End Point	75.0%	100.0%	68.2%	81.8%	
93	WAS	80.0%	53.3%	63.4%	45.1%
	ALX	73.3%	53.3%	62.2%	45.1%
	QAN	66.7%	46.7%	57.3%	43.9%
	FBG	66.7%	46.7%	59.8%	43.9%
	ASD	66.7%	46.7%	57.3%	37.6%
	RVR	73.3%	46.7%	59.8%	41.5%
	All Stations	87.6%	76.4%	77.4%	73.0%
End Point	86.7%	60.0%	69.5%	50.0%	
195	WAS	66.7%	55.6%	47.9%	67.3%
	ALX	77.8%	66.7%	52.1%	69.4%
	WDB	77.8%	55.6%	47.9%	61.2%
	QAN	77.8%	44.4%	45.8%	53.1%
	FBG	66.7%	55.6%	43.8%	61.2%
	ASD	66.7%	55.6%	39.6%	57.1%
	RVR	55.6%	55.6%	39.6%	55.1%
All Stations	82.1%	75.4%	65.9%	77.3%	
End Point	88.9%	55.6%	70.8%	69.4%	

**Amtrak and State Partner Use Only
Route Performance**

Average End Point Minutes Late					
Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	82	-1	-3	15	16
	86	14	8	23	13
	164	0	3	13	16
	174	-7	-6	-1	-4
	1182	-	-	27	52
Southbound	85	1	15	10	17
	87	2	6	12	12
	93	8	22	19	29
	195	8	20	21	20

Median End Point Minutes Late					
Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	82	-3	-4	-1	2
	86	4	0	12	3
	164	-5	2	8	4
	174	-12	-13	-6	-9
	1182	-	-	27	52
Southbound	85	0	8	3	6
	87	-3	9	8	6
	93	5	25	7	30
	195	2	10	22	10

**Amtrak and State Partner Use Only
Initial Terminal Performance**

Note: Initial Terminal Performance is defined as percentage of trains leaving origin within 3 minutes of schedule

Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound	All	96.2%	96.2%	97.1%	92.9%
Southbound	All	97.9%	93.6%	95.7%	94.1%
Washington-Richmond		97.0%	94.9%	96.4%	93.5%

**Amtrak and State Partner Use Only
Initial Terminal Performance**

Note: Initial Terminal Performance is defined as percentage of trains leaving origin within 3 minutes of schedule

Direction	Train	Feb-2018	Feb-2017	FY 2018	FY 2017
Northbound					
Northbound	82	80.0%	100.0%	84.0%	88.5%
	86	94.7%	100.0%	99.0%	93.1%
	164	100.0%	88.9%	97.9%	91.8%
	174	100.0%	94.7%	98.1%	95.1%
	1182	-	-	100.0%	0.0%
Southbound					
Southbound	85	94.7%	89.5%	94.2%	95.1%
	87	100.0%	100.0%	95.5%	86.4%
	93	100.0%	93.3%	96.3%	92.7%
	195	100.0%	100.0%	97.9%	98.0%
Washington-Richmond		97.0%	94.9%	96.4%	93.5%

**Proprietary and Confidential
Amtrak and State Partner Use Only
Minutes of Delay by Responsibility and Category**

Responsibility	Category	Minutes
Host	CTI	525
	CTP	16
	DBB	4
	DCS	424
	DCT	-
	DDA	-
	DET	22
	DMW	109
	DSR	545
	DTR	-
	FTI	214
	PBB	-
	PET	-
	PSC	8
	PSR	9
	PTI	202
	RTE	185
SMW	3	
Host		2266
Amtrak	ADA	73
	CAR	72
	CCR	-
	CON	71
	CTC	23
	ENG	36
	HLD	184
	INJ	19
	ITI	-
	MTI	30
	OTH	224
	SVS	64
	SYS	74
Amtrak		870
Third Party	BSP	-
	DBS	-
	MBO	17
	NOD	278
	POL	56
	TRS	-
	UTL	-
WTR	56	
Third Party		407
-	ITM	-
	ITT	-
		-
Total Delay		3543

Amtrak and State Partner Use Only Route Detail

X-points are points of measure between stations (interlockings/control points). Some x-points are shared between hosts.

Host Code	Location Code	City	State
AM	WAS	WASHINGTON	DC
AM	XVG	CP VIRGINIA	DC
CS	LEF	L'ENFANT-ZONE 1	DC
CS	XRX	RO INTERLOCK	VA
CS	CCV	CRYSTL CTY-ZN 2	VA
CS	ALX	ALEXANDRIA	VA
CS	XA1	AF	VA
CS	FRS	FRANCONIA-SPRGF	VA
CS	LRV	LORTON-ZONE 4	VA
CS	LOR	LORTON	VA
CS	XLO	LORTON SWITCH	VA
CS	WDB	WOODBIDGE	VA
CS	XFV	FEATHERSTONE	VA
CS	RIP	RIPPON - ZONE 5	VA
CS	QAN	QUANTICO	VA
CS	BKV	BROOKE - ZONE 8	VA
CS	LLR	LEELAND RD-ZN 8	VA
CS	XDJ	DAHLGREN	VA
CS	FBG	FREDERICKSBURG	VA
CS	XVC	CROSSROADS-XR	VA
CS	XM7	MILFORD	VA
CS	XDW	DOSWELL	VA
CS	ASD	ASHLAND	VA
CS	XE1	ELMONT	VA
CS	XRV	RICHMOND-GREENDALE	VA
CS	RVR	RICHMOND	VA

**Amtrak and State Partner Use Only
Delay Code Groupings and Definitions**

Responsibility	Delay Code	Delay Code Description
Host	CTI	Commuter train interference
Host	CTP	Commuter Train Problems (delays directly caused by abnormal occurrences to commuter trains)
Host	DBB	B&B work due to defect
Host	DCS	C&S work due to defect
Host	DCT	Defective Concrete Ties
Host	DDA	Defect Detector Actuation, no cause found
Host	DET	ET work due to defect
Host	DMW	M/W work due to defect
Host	DSR	Speed restriction due to defect, slow orders
Host	DTR	Detour - total delay minutes
Host	FTI	Freight train interference
Host	PBB	Planned B&B work
Host	PET	Planned ET work
Host	PSC	Planned C&S work
Host	PSR	Planned speed restrictions
Host	PTI	Psgr train interference, out of slot, not commuter
Host	RTE	Routing delays, including late bulletins
Host	SMW	Scheduled M/W work
Amtrak	ADA	Disabled Psgrs
Amtrak	CAR	Car failure
Amtrak	CCR	Cab Car failure
Amtrak	CON	Hold for guaranteed connection
Amtrak	CTC	CETC System
Amtrak	ENG	Engine failure
Amtrak	HLD	Psgr Related EXCPT: disabled psgrs
Amtrak	INJ	Injured/Ill Guest/Employee
Amtrak	ITI	Late turn of equip/crew not caused by mech failure
Amtrak	MTI	Disabled train ahead (Mech train interference)
Amtrak	OTH	Miscellaneous delays, loss of time on run
Amtrak	SVS	Servicing, not related to car or eng failure
Amtrak	SYS	All crew related dlys, dly in block
Third Party	BSP	Bridge strike
Third Party	CUI	Customs and Immigration
Third Party	DBS	Debris strike, damage, set outs
Third Party	MBO	Movable bridge opening (no failure involved)
Third Party	NOD	No delay or waiting on time
Third Party	POL	Police related delay
Third Party	TRS	Trespasser incident including grade crossing accident
Third Party	UTL	Utility company failure
Third Party	WTR	Weather

Amtrak Route Ridership and Gross Ticket Revenue February FY18 vs February FY17

	Ridership						Gross Ticket Revenue					Ticket Revenue Per Rider				
	FY18	FY17	Plan	% change vs.		FY18	FY17	Plan	% change vs.		FY18	FY17	Plan	% change vs.		
				FY17	Plan				FY17	Plan				FY17	Plan	
NEC Spine																
01 - Acela	240,192	252,343	248,400	-4.8	-3.3	\$42,580,381	\$42,533,024	\$42,612,000	+0.1	-0.1	\$177.28	\$168.55	\$171.55	+5.2	+3.3	
05 - Northeast Regional	605,345	588,296	591,100	+2.9	+2.4	\$43,747,309	\$42,053,164	\$42,961,000	+4.0	+1.8	\$72.27	\$71.48	\$72.68	+1.1	-0.6	
99 - NEC Special Trains	0	1,840	1,800	-100.0	-100.0	\$0	\$143,889	\$144,000	-100.0	-100.0						
Subtotal	845,537	842,479	841,300	+0.4	+0.5	\$86,327,690	\$84,730,078	\$85,717,000	+1.9	+0.7	\$102.10	\$100.62	\$101.93	+1.5	+0.2	
State Supported by state(s)																
Northeast Routes																
09 - Downeaster ME	37,498	37,275	37,400	+0.6	+0.3	\$698,382	\$675,094	\$682,000	+3.4	+2.4	\$18.62	\$18.11	\$18.24	+2.8	+2.1	
15 - Empire South NY	83,899	85,657	85,500	-2.1	-1.9	\$3,733,011	\$3,698,295	\$3,803,000	+0.9	-1.8	\$44.49	\$43.18	\$44.48	+3.1	+0.0	
07 - Empire West/Maple Leaf NY	21,476	23,438	23,300	-8.4	-7.8	\$1,256,282	\$1,365,824	\$1,404,000	-8.0	-10.5	\$58.50	\$58.27	\$60.26	+0.4	-2.9	
40 - Adirondack NY	5,254	6,157	6,100	-14.7	-13.9	\$301,069	\$338,073	\$338,000	-10.4	-10.9	\$57.30	\$54.58	\$55.41	+5.0	+3.4	
03 - Ethan Allen NY/VT	3,174	3,268	3,300	-2.9	-3.8	\$191,676	\$188,463	\$189,000	+1.7	+1.4	\$60.39	\$57.67	\$57.27	+4.7	+5.4	
04 - Vermonter VT/MA/CT	6,114	6,765	6,700	-9.6	-8.7	\$386,048	\$412,677	\$421,000	-6.5	-8.3	\$63.14	\$61.00	\$62.84	+3.5	+0.5	
12 - New Haven-Springfield MA/CT	19,168	18,409	19,200	+4.1	-0.2	\$668,903	\$673,193	\$745,000	-0.6	-10.2	\$34.90	\$36.57	\$38.80	-4.6	-10.1	
14 - Keystone PA	115,238	111,219	106,900	+3.6	+7.8	\$3,187,561	\$3,022,000	\$3,046,000	+5.5	+4.6	\$27.66	\$27.17	\$28.49	+1.8	-2.9	
57 - Pennsylvanian PA	13,106	14,014	13,900	-6.5	-5.7	\$666,048	\$680,676	\$685,000	-2.1	-2.8	\$50.82	\$48.57	\$49.28	+4.6	+3.1	
Southern Routes																
46 - Washington-Lynchburg/Roanoke VA	12,934	11,701	14,200	+10.5	-8.9	\$776,794	\$685,986	\$939,000	+13.2	-17.3	\$60.06	\$58.63	\$66.13	+2.4	-9.2	
47 - Washington-Newport News VA	19,049	19,802	19,900	-3.8	-4.3	\$1,132,269	\$1,216,758	\$1,252,000	-6.9	-9.6	\$59.44	\$61.45	\$62.91	-3.3	-5.5	
50 - Washington-Norfolk VA	9,748	9,862	9,900	-1.2	-1.5	\$518,243	\$513,960	\$529,000	+0.8	-2.0	\$53.16	\$52.12	\$53.43	+2.0	-0.5	
51 - Washington-Richmond VA	11,132	11,647	11,800	-4.4	-5.7	\$533,499	\$564,941	\$583,000	-5.6	-8.5	\$47.92	\$48.51	\$49.41	-1.2	-3.0	
66 - Carolinian NC	15,972	17,402	18,200	-8.2	-12.2	\$953,785	\$1,017,214	\$1,087,000	-6.2	-12.3	\$59.72	\$58.45	\$59.73	+2.2	-0.0	
67 - Piedmont NC	10,701	10,847	11,900	-1.3	-10.1	\$248,272	\$233,240	\$262,000	+6.4	-5.2	\$23.20	\$21.50	\$22.02	+7.9	+5.4	
29 - Heartland Flyer OK/TX	3,641	4,016	4,000	-9.3	-9.0	\$96,933	\$99,042	\$99,000	-2.1	-2.1	\$26.62	\$24.66	\$24.75	+8.0	+7.6	
Midwest Routes																
54 - Hoosier State IN	1,625	2,036	1,700	-20.2	-4.4	\$54,515	\$73,731	\$49,000	-26.1	+11.3	\$33.55	\$36.21	\$28.82	-7.4	+16.4	
22 - Wolverine MI	34,574	31,785	31,400	+8.8	+10.1	\$1,514,037	\$1,329,663	\$1,328,000	+13.9	+14.0	\$43.79	\$41.83	\$42.29	+4.7	+3.5	
41 - Blue Water MI	12,364	11,762	11,600	+5.1	+6.6	\$392,106	\$376,581	\$377,000	+4.1	+4.0	\$31.71	\$32.02	\$32.50	-0.9	-2.4	
65 - Pere Marquette MI	6,263	5,590	5,500	+12.0	+13.9	\$201,221	\$184,668	\$185,000	+9.0	+8.8	\$32.13	\$33.04	\$33.64	-2.7	-4.5	
21 - Hiawatha WI/IL	56,036	56,359	56,200	-0.6	-0.3	\$1,276,607	\$1,253,079	\$1,255,000	+1.9	+1.7	\$22.78	\$22.23	\$22.33	+2.5	+2.0	
20 - Lincoln Service IL	40,062	39,573	39,300	+1.2	+1.9	\$1,020,618	\$969,376	\$970,000	+5.3	+5.2	\$25.48	\$24.50	\$24.68	+4.0	+3.2	
23 - Illini/Saluki IL	18,085	17,805	17,600	+1.6	+2.8	\$446,271	\$453,433	\$453,000	-1.6	-1.5	\$24.68	\$25.47	\$25.74	-3.1	-4.1	
24 - Illinois Zephyr/Carl Sandburg IL	12,553	13,961	13,800	-10.1	-9.0	\$336,453	\$345,691	\$344,000	-2.7	-2.2	\$26.80	\$24.76	\$24.93	+8.2	+7.5	
56 - Missouri River Runner MO	9,612	10,471	10,500	-8.2	-8.5	\$306,039	\$307,062	\$310,000	-0.3	-1.3	\$31.84	\$29.33	\$29.52	+8.6	+7.8	
Western Routes																
35 - Pacific Surfliner CA	205,191	202,236	200,300	+1.5	+2.4	\$5,371,553	\$4,868,060	\$4,861,000	+10.3	+10.5	\$26.18	\$24.07	\$24.27	+8.8	+7.9	
37 - Capitol Corridor CA	129,738	120,962	122,800	+7.3	+5.6	\$2,512,799	\$2,327,186	\$2,369,000	+8.0	+6.1	\$19.37	\$19.24	\$19.29	+0.7	+0.4	
39 - San Joaquins CA	74,579	76,288	76,100	-2.2	-2.0	\$2,168,482	\$2,253,335	\$2,286,000	-3.8	-5.1	\$29.08	\$29.54	\$30.04	-1.6	-3.2	
36 - Cascades WA/OR	44,931	47,676	59,400	-5.8	-24.4	\$1,536,739	\$1,608,105	\$2,025,000	-4.4	-24.1	\$34.20	\$33.73	\$34.09	+1.4	+0.3	
Buses & Special Trains																
74-85 - Unallocated Buses*	-	-	-	-	-	\$589,863	\$562,259	\$568,000	+4.9	+3.8						
96 - Non-NEC Special Trains	22	6,659	6,700	-99.7	-99.7	\$21,388	\$299,196	\$299,000	-92.9	-92.8						
Subtotal	1,033,739	1,034,642	1,045,100	-0.1	-1.1	\$33,097,465	\$32,594,861	\$33,743,000	+1.5	-1.9	\$31.43	\$30.87	\$31.66	+1.8	-0.7	
Long Distance																
Southeast Routes																
16 - Silver Star	20,969	24,374	23,800	-14.0	-11.9	\$1,723,144	\$1,971,128	\$1,999,000	-12.6	-13.8	\$82.18	\$80.87	\$83.99	+1.6	-2.2	
19 - Silver Meteor	22,489	21,275	20,800	+5.7	+8.1	\$2,369,946	\$2,414,506	\$2,455,000	-1.8	-3.5	\$105.38	\$113.49	\$118.03	-7.1	-10.7	
48 - Palmetto	24,719	26,886	26,700	-8.1	-7.4	\$1,740,366	\$1,842,398	\$1,878,000	-5.5	-7.3	\$70.41	\$68.53	\$70.34	+2.7	+0.1	
63 - Auto Train	16,287	16,211	16,100	+0.5	+1.2	\$5,049,686	\$5,102,514	\$5,179,000	-1.0	-2.5	\$310.04	\$314.76	\$321.68	-1.5	-3.6	
30 - City of New Orleans	15,552	16,406	16,100	-5.2	-3.4	\$1,167,080	\$1,154,673	\$1,172,000	+1.1	-0.4	\$75.04	\$70.38	\$72.80	+6.6	+3.1	
52 - Crescent	14,116	13,046	14,400	+8.2	-2.0	\$1,541,207	\$1,377,666	\$1,555,000	+11.9	-0.9	\$109.18	\$105.60	\$107.99	+3.4	+1.1	
Central Routes																
18 - Cardinal	5,660	5,465	5,400	+3.6	+4.8	\$393,840	\$378,668	\$384,000	+4.0	+2.6	\$69.58	\$69.29	\$71.11	+0.4	-2.1	
26 - Capitol Limited	11,443	11,905	11,600	-3.9	-1.4	\$851,599	\$852,470	\$867,000	-0.1	-1.8	\$74.42	\$71.61	\$74.74	+3.9	-0.4	
45 - Lake Shore Limited	19,794	21,255	20,800	-6.9	-4.8	\$1,408,047	\$1,514,472	\$1,535,000	-7.0	-8.3	\$71.14	\$71.25	\$73.80	-0.2	-3.6	
25 - Empire Builder	26,238	24,682	26,600	+6.3	-1.4	\$2,474,549	\$2,205,966	\$2,465,000	+12.2	+0.4	\$94.31	\$89.38	\$92.67	+5.5	+1.8	
27 - California Zephyr	31,446	21,474	27,800	+46.4	+13.1	\$2,808,503	\$2,238,366	\$2,934,000	+25.5	-4.3	\$89.31	\$104.24	\$105.54	-14.3	-15.4	
Southwest Routes																
28 - Southwest Chief	17,793	19,317	18,900	-7.9	-5.9	\$2,016,666	\$2,133,584	\$2,170,000	-5.5	-7.1	\$113.34	\$110.45	\$114.81	+2.6	-1.3	
34 - Coast Starlight	25,320	23,817	24,100	+6.3	+5.1	\$2,179,542	\$1,976,175	\$2,113,000	+10.3	+3.1	\$86.08	\$82.97	\$87.68	+3.7	-1.8	
32 - Texas Eagle	20,680	22,042	21,600	-6.2	-4.3	\$1,176,651	\$1,379,981	\$1,400,000	-14.7	-16.0	\$56.90	\$62.61	\$64.81	-9.1	-12.2	
33 - Sunset Limited	6,133	6,181	6,000	-0.8	+2.2	\$625,661	\$612,676	\$623,000	+2.1	+0.4	\$102.02	\$99.12	\$103.83	+2.9	-1.8	
Subtotal	278,639	274,336	280,700	+1.6	-0.7	\$27,526,486	\$27,155,243	\$28,729,000	+1.4	-4.2	\$98.79	\$98.99	\$102.35	-0.2	-3.5	
Amtrak Total	2,157,915	2,151,457	2,167,100	+0.3	-0.4	\$146,951,640	\$144,480,182	\$148,189,000	+1.7	-0.8	\$68.10	\$67.15	\$68.38	+1.4	-0.4	

* Ticket revenues on bus routes 70, 71, 72 and 73 are allocated to train routes 05, 39, 35, and 37 respectively. Ticket revenues on all other bus routes (74 to 85) are combined. Bus ridership is not shown in this report.

Amtrak Route Ridership and Gross Ticket Revenue

Oct-Feb FY18 vs Oct-Feb FY17

	Ridership					Gross Ticket Revenue					Ticket Revenue Per Rider					
	FY18	FY17	Plan	% change vs.		FY18	FY17	Plan	% change vs.		FY18	FY17	Plan	% change vs.		
				FY17	Plan				FY17	Plan				FY17	Plan	
NEC Spine																
01 - Acela	1,389,695	1,363,804	1,389,031	+1.9	+0.0	\$249,532,439	\$239,816,414	\$250,364,869	+4.1	-0.3	\$179.56	\$175.84	\$180.24	+2.1	-0.4	
05 - Northeast Regional	3,546,483	3,429,491	3,478,251	+3.4	+2.0	\$269,708,410	\$258,463,647	\$267,048,961	+4.4	+1.0	\$76.05	\$75.37	\$76.78	+0.9	-0.9	
99 - NEC Special Trains	4,782	10,520	7,684	-54.5	-37.8	\$663,611	\$1,322,181	\$895,838	-49.8	-25.9						
Subtotal	4,940,960	4,803,815	4,874,966	+2.9	+1.4	\$519,904,459	\$499,602,242	\$518,309,668	+4.1	+0.3	\$105.19	\$103.95	\$106.30	+1.2	-1.0	

State Supported by state(s)																
Northeast Routes																
09 - Downeaster	ME	204,797	188,027	203,174	+8.9	+0.8	\$3,820,912	\$3,077,780	\$3,543,607	+24.1	+7.8	\$18.66	\$16.37	\$17.44	+14.0	+7.0
15 - Empire South	NY	479,239	481,474	485,666	-0.5	-1.3	\$21,883,161	\$20,559,962	\$21,683,922	+6.4	+0.9	\$46.66	\$42.70	\$44.65	+6.9	+2.3
07 - Empire West/Maple Leaf	NY	143,989	143,462	144,587	+0.4	-0.4	\$9,176,870	\$8,840,008	\$9,223,266	+3.8	-0.5	\$63.73	\$61.62	\$63.79	+3.4	-0.1
40 - Adirondack	NY	42,155	43,452	44,420	-3.0	-5.1	\$2,517,452	\$2,441,900	\$2,542,577	+3.1	-1.0	\$59.72	\$56.20	\$57.24	+6.3	+4.3
03 - Ethan Allen	NY/VT	20,620	20,154	20,485	+2.3	+0.7	\$1,246,274	\$1,156,764	\$1,199,724	+7.7	+3.9	\$60.44	\$57.40	\$58.57	+5.3	+3.2
04 - Vermonter	VT/MA/CT	40,875	38,749	39,178	+5.5	+4.3	\$2,755,419	\$2,621,944	\$2,704,105	+5.1	+1.9	\$67.41	\$67.66	\$69.02	-0.4	-2.3
12 - New Haven-Springfield	MA/CT	105,066	107,301	107,505	-2.1	-2.3	\$3,971,967	\$4,161,665	\$4,232,478	-4.6	-6.2	\$37.80	\$38.78	\$39.37	-2.5	-4.0
14 - Keystone	PA	630,275	625,347	609,448	+0.8	+3.4	\$19,314,567	\$18,460,327	\$18,886,746	+4.6	+2.3	\$30.64	\$29.52	\$30.99	+3.8	-1.1
57 - Pennsylvanian	PA	86,008	87,582	87,733	-1.8	-2.0	\$4,879,364	\$4,911,183	\$4,961,612	-0.6	-1.7	\$56.73	\$56.08	\$56.55	+1.2	+0.3
Southern Routes																
46 - Washington-Lynchburg/Roanoke	VA	84,385	75,665	88,511	+11.5	-4.7	\$5,854,479	\$5,051,875	\$6,544,248	+15.9	-10.5	\$69.38	\$66.77	\$73.94	+3.9	-6.2
47 - Washington-Newport News	VA	130,451	129,434	131,681	+0.8	-0.9	\$8,689,045	\$8,635,533	\$8,954,491	+0.6	-3.0	\$66.61	\$66.72	\$68.00	-0.2	-2.0
50 - Washington-Norfolk	VA	60,361	59,311	60,267	+1.8	+0.2	\$3,673,384	\$3,537,647	\$3,666,093	+3.8	+0.2	\$60.86	\$59.65	\$60.83	+2.0	+0.0
51 - Washington-Richmond	VA	67,906	70,734	70,792	-4.0	-4.1	\$3,792,712	\$3,802,500	\$3,877,994	-0.3	-2.2	\$55.85	\$53.76	\$54.78	+3.9	+2.0
66 - Carolinian	NC	106,775	107,871	112,983	-1.0	-5.5	\$6,812,580	\$6,656,914	\$7,188,906	+2.3	-5.2	\$63.80	\$61.71	\$63.63	+3.4	+0.3
67 - Piedmont	NC	66,605	63,223	69,703	+5.3	-4.4	\$1,526,562	\$1,358,794	\$1,554,991	+12.3	-1.8	\$22.92	\$21.49	\$22.31	+6.6	+2.7
29 - Heartland Flyer	OK/TX	25,997	25,845	26,647	+0.6	-2.4	\$668,092	\$673,900	\$697,258	-0.9	-4.2	\$25.70	\$26.07	\$26.17	-1.4	-1.8
Midwest Routes																
54 - Hoosier State	IN	11,085	12,367	11,246	-10.4	-1.4	\$370,472	\$431,238	\$344,408	-14.1	+7.6	\$33.42	\$34.87	\$30.62	-4.2	+9.1
22 - Wolverine	MI	194,368	173,711	185,407	+11.9	+4.8	\$8,863,940	\$7,794,088	\$8,402,294	+13.7	+5.5	\$45.60	\$44.87	\$45.32	+1.6	+0.6
41 - Blue Water	MI	72,970	71,984	71,688	+1.4	+1.8	\$2,580,611	\$2,558,565	\$2,558,668	+2.1	+0.9	\$35.37	\$35.10	\$35.69	+0.8	-0.9
65 - Pere Marquette	MI	37,395	35,155	35,617	+6.4	+5.0	\$1,272,414	\$1,188,425	\$1,230,269	+7.1	+3.4	\$34.03	\$33.81	\$34.54	+0.7	-1.5
21 - Hiawatha	WI/IL	324,419	326,465	328,024	-0.6	-1.1	\$7,377,480	\$7,349,046	\$7,441,987	+0.4	-0.9	\$22.74	\$22.51	\$22.69	+1.0	+0.2
20 - Lincoln Service	IL	224,073	233,163	232,776	-3.9	-3.7	\$6,443,954	\$6,048,810	\$6,322,582	+6.5	+1.9	\$28.76	\$25.94	\$27.16	+10.9	+5.9
23 - Illini/Saluki	IL	101,600	106,768	105,034	-4.8	-3.3	\$2,846,141	\$3,049,656	\$3,043,544	-7.9	-6.5	\$28.01	\$28.95	\$28.98	-3.2	-3.3
24 - Illinois Zephyr/Carl Sandburg	IL	75,572	82,695	80,561	-8.6	-6.2	\$2,161,809	\$2,200,817	\$2,210,037	-1.8	-2.2	\$28.61	\$26.61	\$27.43	+7.5	+4.3
56 - Missouri River Runner	MO	64,740	66,873	66,314	-3.2	-2.4	\$2,106,924	\$2,063,175	\$2,101,580	+2.1	+0.3	\$32.54	\$30.85	\$31.69	+5.5	+2.7
Western Routes																
35 - Pacific Surfliner	CA	1,177,240	1,110,954	1,161,717	+6.0	+1.3	\$31,204,765	\$28,683,210	\$30,368,472	+8.8	+2.8	\$26.51	\$25.82	\$26.14	+2.7	+1.4
37 - Capitol Corridor	CA	684,814	639,781	659,797	+7.0	+3.8	\$13,593,303	\$12,661,753	\$13,104,350	+7.4	+3.7	\$19.85	\$19.79	\$19.86	+0.3	-0.1
39 - San Joaquins	CA	438,833	446,174	448,634	-1.6	-2.2	\$14,181,327	\$14,442,356	\$14,718,733	-1.8	-3.7	\$32.32	\$32.37	\$32.81	-0.2	-1.5
36 - Cascades	WA/OR	293,045	305,622	345,013	-4.1	-15.1	\$10,426,143	\$10,833,386	\$12,366,906	-3.8	-15.7	\$35.58	\$35.45	\$35.84	+0.4	-0.7
Buses & Special Trains																
74-85 - Unallocated Buses*		-	-	-	-	-	\$3,773,737	\$3,591,536	\$3,770,421	+5.1	+0.1					
96 - Non-NEC Special Trains		23,027	26,078	27,584	-11.7	-16.5	\$1,638,640	\$1,899,376	\$1,787,650	-13.7	-8.3					
Subtotal		6,018,685	5,905,421	6,062,192	+1.9	-0.7	\$209,424,512	\$200,753,132	\$211,233,915	+4.3	-0.9	\$34.03	\$33.21	\$34.08	+2.5	-0.2

Long Distance																
Southeast Routes																
16 - Silver Star		145,671	144,571	151,410	+0.8	-3.8	\$12,043,316	\$11,448,892	\$12,428,507	+5.2	-3.1	\$82.67	\$79.19	\$82.09	+4.4	+0.7
19 - Silver Meteor		133,200	128,964	135,256	+3.3	-1.5	\$14,955,679	\$14,181,611	\$15,288,305	+5.5	-2.2	\$112.28	\$109.97	\$113.03	+2.1	-0.7
48 - Palmetto		151,811	151,035	158,070	+0.5	-4.0	\$11,249,676	\$10,922,287	\$11,806,127	+3.0	-4.7	\$74.10	\$72.32	\$74.69	+2.5	-0.8
63 - Auto Train		90,856	84,379	89,899	+7.7	+1.1	\$29,680,254	\$28,590,388	\$30,746,691	+3.8	-3.5	\$326.67	\$338.83	\$342.01	-3.6	-4.5
30 - City of New Orleans		94,086	97,010	95,429	-3.0	-1.4	\$7,020,022	\$7,075,490	\$7,141,483	-0.8	-1.7	\$74.61	\$72.94	\$74.84	+2.3	-0.3
52 - Crescent		107,649	101,729	102,486	+5.8	+5.0	\$12,072,769	\$11,238,963	\$11,450,158	+7.4	+5.4	\$112.15	\$110.48	\$111.72	+1.5	+0.4
Central Routes																
18 - Cardinal		43,579	42,194	42,216	+3.3	+3.2	\$3,225,725	\$3,000,076	\$3,071,035	+7.5	+5.0	\$74.02	\$71.10	\$72.75	+4.1	+1.8
26 - Capitol Limited		81,503	84,339	83,369	-3.4	-2.2	\$6,704,318	\$6,783,303	\$6,950,357	-1.2	-3.5	\$82.26	\$80.43	\$83.37	+2.3	-1.3
45 - Lake Shore Limited		141,286	143,072	141,605	-1.2	-0.2	\$11,017,773	\$10,946,615	\$11,265,178	+0.7	-2.2	\$77.98	\$76.51	\$79.55	+1.9	-2.0
25 - Empire Builder		166,874	166,860	169,355	+0.0	-1.5	\$17,632,652	\$16,891,506	\$17,887,244	+4.4	-1.4	\$105.66	\$101.23	\$105.62	+4.4	+0.0
27 - California Zephyr		162,943	154,170	159,206	+5.7	+2.3	\$18,422,332	\$17,841,662	\$19,034,331	+3.3	-3.2	\$113.06	\$115.73	\$119.56	-2.3	-5.4
Southwest Routes																
28 - Southwest Chief		124,132	133,429	129,858	-7.0	-4.4	\$14,986,807	\$15,185,542	\$15,632,751	-1.3	-4.1	\$120.73	\$113.81	\$120.38	+6.1	+0.3
34 - Coast Starlight		163,667	170,613	168,689	-4.1	-3.0	\$15,456,390	\$14,976,088	\$15,712,301	+3.2	-1.6	\$94.44	\$87.78	\$93.14	+7.6	+1.4
32 - Texas Eagle		132,654	133,012	135,449	-0.3	-2.1	\$8,823,056	\$9,112,976	\$9,411,395	-3.2	-6.3	\$66.51	\$68.51	\$69.48	-2.9	-4.3
33 - Sunset Limited		36,223	38,573	37,994	-6.1	-4.7	\$4,007,566	\$4,143,514	\$4,196,843	-3.3	-4.5	\$110.64	\$107.42	\$110.46	+3.0	+0.2
Subtotal		1,776,134	1,773,950	1,800,291	+0.1	-1.3	\$187,298,335	\$182,338,911	\$192,022,706	+2.7	-2.5	\$105.45	\$102.79	\$106.66	+2.6	-1.1

Amtrak Total	12,735,779	12,483,186	12,737,449	+2.0	-0.0	\$916,627,306	\$882,694,285	\$921,566,289	+3.8	-0.5	\$71.97	\$70.71	\$72.35	+1.8	-0.5
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* Ticket revenues on bus routes 70, 71, 72 and 73 are allocated to train routes 05, 39, 35, and 37 respectively. Ticket revenues on all other bus routes (74 to 85) are combined. Bus ridership is not shown in this report.