

Amtrak Hoosier State (Route 54)
February 2014 Report
Ridership and Ticket Revenue by Month
Amtrak and State Partner Use Only

Total Route

Month	Ridership			Ticket Revenue		
	FY14	FY13	% Chg.	FY14	FY13	% Chg.
Oct	2,845	3,018	-5.7	\$64,735	\$71,312	-9.2
Nov	2,571	3,512	-26.8	\$65,667	\$87,846	-25.2
Dec	3,259	3,604	-9.6	\$83,878	\$99,298	-15.5
Jan	2,449	2,384	+2.7	\$58,928	\$58,379	+0.9
Feb	1,942	2,071	-6.2	\$44,441	\$47,101	-5.6
Mar		3,690			\$91,019	
Apr		2,508			\$56,692	
May		3,147			\$78,659	
Jun		3,060			\$70,558	
Jul		4,135			\$101,025	
Aug		3,150			\$74,931	
Sep		2,489			\$55,733	
YTD	13,066	14,589	-10.4	\$317,649	\$363,935	-12.7

Amtrak Hoosier State (Route 54)
February 2014 Report
Ridership and Ticket Revenue by Station Pair (Top 10)
Amtrak and State Partner Use Only

February FY14 vs February FY13	Ridership			Ticket Revenue		
	FY14	FY13	% chg.	FY14	FY13	% chg.
1 Chicago - Indianapolis	847	899	-5.8	\$19,629	\$19,995	-1.8
2 Chicago - Lafayette	696	745	-6.6	\$16,300	\$18,343	-11.1
3 Chicago - Crawfordsville	134	179	-25.1	\$3,274	\$3,830	-14.5
4 Chicago - Rensselaer	56	57	-1.8	\$1,040	\$979	+6.2
5 Dyer - Indianapolis	33	32	+3.1	\$896	\$762	+17.5
6 Dyer - Lafayette	45	33	+36.4	\$873	\$739	+18.1
7 Indianapolis - Lafayette	25	19	+31.6	\$377	\$291	+29.5
8 Chicago - Dyer	24	19	+26.3	\$319	\$227	+40.5
9 Crawfordsville - Dyer	9	7	+28.6	\$186	\$141	+32.2
10 Indianapolis - Rensselaer	7	10	-30.0	\$168	\$209	-19.5
All other markets	66	71	-7.0	\$1,380	\$1,585	-12.9
Total	1,942	2,071	-6.2	\$44,441	\$47,101	-5.6

Oct-Feb FY14 vs Oct-Feb FY13	Ridership			Ticket Revenue		
	FY14	FY13	% chg.	FY14	FY13	% chg.
1 Chicago - Indianapolis	5,689	5,981	-4.9	\$136,274	\$140,571	-3.1
2 Chicago - Lafayette	4,674	5,724	-18.3	\$122,002	\$158,282	-22.9
3 Chicago - Crawfordsville	1,152	1,263	-8.8	\$27,107	\$30,059	-9.8
4 Dyer - Indianapolis	277	224	+23.7	\$7,244	\$5,789	+25.1
5 Chicago - Rensselaer	365	428	-14.7	\$6,824	\$8,492	-19.6
6 Dyer - Lafayette	197	172	+14.5	\$4,376	\$4,233	+3.4
7 Chicago - Dyer	169	140	+20.7	\$2,362	\$1,961	+20.4
8 Indianapolis - Lafayette	145	129	+12.4	\$2,350	\$2,036	+15.4
9 Crawfordsville - Dyer	36	33	+9.1	\$859	\$809	+6.2
10 Indianapolis - Rensselaer	33	40	-17.5	\$799	\$864	-7.5
All other markets	329	455	-27.7	\$7,454	\$10,839	-31.2
Total	13,066	14,589	-10.4	\$317,649	\$363,935	-12.7

Amtrak Hoosier State (Route 54)

February 2014 Report

Ridership, Ticket Revenue, and Passenger Miles by Train

Amtrak and State Partner Use Only

February FY14			
Train	Ridership	Ticket Revenue	Passenger Miles
850	1,040	\$24,062	160,670
851	902	\$20,379	137,278
TOTAL	1,942	\$44,441	297,948

October-February FY14			
Train	Ridership	Ticket Revenue	Passenger Miles
850	6,810	\$165,415	1,040,538
851	6,256	\$152,234	977,627
TOTAL	13,066	\$317,649	2,018,165

Amtrak Hoosier State (Route 54)

February 2014 Report

Ridership and Ticket Revenue by Train and Date

Amtrak and State Partner Use Only

Date	850		851		Total	
	Rider	Reven	Rider	Reven	Rider	Reven
2/1/14					0	\$0
2/2/14	115	\$2,915	56	\$1,176	171	\$4,091
2/3/14	57	\$1,228			57	\$1,228
2/4/14			40	\$855	40	\$855
2/5/14	38	\$945	36	\$824	74	\$1,769
2/6/14					0	\$0
2/7/14	50	\$1,174	61	\$1,494	111	\$2,667
2/8/14					0	\$0
2/9/14	71	\$1,548	43	\$930	114	\$2,477
2/10/14	50	\$991			50	\$991
2/11/14			40	\$810	40	\$810
2/12/14	48	\$974	38	\$774	86	\$1,748
2/13/14					0	\$0
2/14/14	75	\$1,679	105	\$2,782	180	\$4,461
2/15/14					0	\$0
2/16/14	124	\$3,610	50	\$1,041	174	\$4,651
2/17/14	48	\$1,072			48	\$1,072
2/18/14			35	\$727	35	\$727
2/19/14	20	\$412	41	\$847	61	\$1,259
2/20/14					0	\$0
2/21/14	75	\$1,638	94	\$2,395	169	\$4,034
2/22/14					0	\$0
2/23/14	87	\$1,855	55	\$1,182	142	\$3,037
2/24/14	50	\$1,098			50	\$1,098
2/25/14			54	\$1,081	54	\$1,081
2/26/14	36	\$752	45	\$916	81	\$1,668
2/27/14					0	\$0
2/28/14	96	\$2,171	109	\$2,545	205	\$4,716
Total	1,040	\$24,062	902	\$20,379	1,942	\$44,441

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

Date	Train	Rider	Reven
2/28/14	850	29	\$678
2/28/14	851	25	\$563
Total		54	\$1,241

Amtrak Hoosier State (Route 54)

February 2014 Report

Ridership by Station*

Amtrak and State Partner Use Only

		February FY14		
Code	Station Name	Ons	Offs	Total
CHI	Chicago, IL	963	848	1,811
CRF	Crawfordsville, IN	63	87	150
DYE	Dyer, IN	65	51	116
IND	Indianapolis, IN	436	533	969
LAF	Lafayette, IN	377	393	770
REN	Rensselaer, IN	38	30	68
TOTAL		1,942	1,942	

February FY13		
Ons	Offs	Total
1,062	904	1,966
96	93	189
42	50	92
493	500	993
346	488	834
32	36	68
2,071	2,071	

% Change
Total
-7.9
-20.6
+26.1
-2.4
-7.7
0.0
-6.2

		October-February FY14		
Code	Station Name	Ons	Offs	Total
CHI	Chicago, IL	6,416	5,912	12,328
CRF	Crawfordsville, IN	504	710	1,214
DYE	Dyer, IN	342	353	695
IND	Indianapolis, IN	3,180	3,141	6,321
LAF	Lafayette, IN	2,410	2,742	5,152
REN	Rensselaer, IN	214	208	422
TOTAL		13,066	13,066	

October-February FY13		
Ons	Offs	Total
7,334	6,611	13,945
621	713	1,334
313	258	571
3,231	3,351	6,582
2,870	3,400	6,270
220	256	476
14,589	14,589	

% Change
Total
-11.6
-9.0
+21.7
-4.0
-17.8
-11.3
-10.4

* Unknown, invalid, and deferred ridership are allocated to actual stations.

Amtrak Hoosier State (Route 54)

February 2014 Report

Station Boardings and Alightings by Train (unknowns not allocated)

Amtrak and State Partner Use Only

Train	Station	Feb FY14		FY14 YTD	
		Ons	Offs	Ons	Offs
850	CHI	934	0	6,269	0
850	CRF	2	86	12	701
850	DYE	55	14	273	100
850	IND	0	504	0	3,062
850	LAF	15	379	83	2,607
850	REN	5	28	27	194
850	UNK	29	29	146	146
851	CHI	0	823	0	5,780
851	CRF	61	1	492	9
851	DYE	10	37	69	253
851	IND	411	0	3,103	0
851	LAF	362	14	2,272	67
851	REN	33	2	187	14
851	UNK	25	25	133	133

Amtrak Hoosier State (Route 54)
February 2014 Report
Fare Plan Codes & Passenger Types
Amtrak and State Partner Use Only

<u>Code</u> <u>Description</u>	<u>Oct-13</u>		<u>Nov-13</u>		<u>Dec-13</u>		<u>Jan-14</u>		<u>Feb-14</u>		<u>Mar-14</u>	
	<u>Ridership</u>	<u>Revenue</u>										
<u>Passenger Types</u>												
AAA	97	\$1,853	104	\$2,320	175	\$3,970	63	\$1,316	71	\$1,430		
Children	253	\$3,318	142	\$1,910	255	\$3,489	177	\$2,316	105	\$1,292		
Disabled	70	\$1,307	56	\$1,247	80	\$1,656	54	\$1,199	36	\$718		
Military	30	\$614	13	\$327	29	\$759	33	\$730	4	\$85		
NARP			1	\$22	1	\$22	6	\$130	3	\$63		
Senior	331	\$6,479	278	\$6,062	310	\$7,021	166	\$3,371	162	\$3,256		
Student - International Student Identity Card	1	\$24	6	\$151	1	\$20	1	\$24	3	\$58		
Student - Student Advantage	17	\$359	34	\$870	41	\$955	28	\$537	25	\$507		
Veterans Advantage	1	\$20	1	\$20	2	\$41	1	\$20				

Amtrak Hoosier State (Route 54)
February 2014 Report
Fare Plan Codes & Passenger Types
Amtrak and State Partner Use Only

<u>Code</u> <u>Description</u>	<u>Apr-14</u>		<u>May-14</u>		<u>Jun-14</u>		<u>Jul-14</u>		<u>Aug-14</u>		<u>Sep-14</u>		<u>Year-to-Date</u>	
	<u>Ridership</u>	<u>Revenue</u>	<u>Ridership</u>	<u>Revenue</u>										
<u>Passenger Types</u>													0	\$0
AAA													510	\$10,888
Children													932	\$12,325
Disabled													296	\$6,126
Military													109	\$2,514
NARP													11	\$236
Senior													1,247	\$26,189
Student - International Student Identity Card													12	\$277
Student - Student Advantage													145	\$3,228
Veterans Advantage													5	\$102

Amtrak Hoosier State (Route 54)
February 2014 Report
Customer Satisfaction Scores - Amtrak
Amtrak and State Partner Use Only

Amtrak
FY14 Customer Satisfaction Scores (with change vs year ago)

FY14 Goal*: 84%
FY13 Year-End Score*: 83%

	January 2014						3 Month Average						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		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.
Overall CSI	81%	0	3%	0	85	-1	83%	0	2%	0	87	0	83%	0	3%	+1	87	0
Overall experience in coach car (long distance only)	75%	-2	4%	+1	81	-1	76%	-2	4%	+2	82	-1	76%	-1	4%	+2	82	-1
Overall experience in sleeper car (long distance only)	81%	-1	3%	+1	85	0	82%	-1	2%	0	86	0	82%	-1	2%	-1	86	+1
Value of Amtrak service for price paid	74%	+2	4%	+1	82	+1	75%	0	3%	+1	83	0	74%	-1	3%	+1	83	0
Trip information prior to boarding train	89%	+2	3%	0	90	0	90%	0	3%	+1	91	0	90%	0	3%	+1	91	0
Comfort of seat	81%	+3	1%	-1	85	+1	82%	+3	1%	0	86	+1	82%	+3	1%	0	86	+1
Smooth/comfortable ride	83%	+2	2%	0	86	0	84%	+2	1%	0	87	0	84%	+1	1%	0	87	+1
Air temperature	80%	+3	2%	-1	85	+2	82%	+3	2%	0	85	+1	81%	+2	2%	0	85	0
Overall cleanliness of train	77%	+2	2%	0	84	+1	79%	+2	1%	-1	85	+1	79%	+2	1%	-1	85	+1
Cleanliness of train windows	69%	0	3%	0	80	0	71%	+1	3%	0	80	0	71%	+1	3%	0	81	+1
Restroom cleanliness	51%	0	9%	0	69	0	52%	-2	9%	+2	70	-1	52%	-1	8%	+1	70	-1
Restroom odor	49%	0	10%	0	68	0	52%	-1	10%	0	69	0	51%	-1	11%	+1	68	-1
Information given on services/safety	72%	+3	2%	-1	81	+1	71%	+1	3%	0	81	0	71%	+1	3%	0	81	0
Information given on problems/delays	73%	-2	5%	0	81	-2	74%	-3	5%	+1	82	-2	75%	-1	5%	+1	82	-1
Clarity of announcements	66%	+1	6%	+1	77	0	67%	0	5%	0	78	0	67%	0	5%	0	78	0
On-time performance	77%	-2	7%	+2	82	-2	77%	-4	6%	+1	82	-3	77%	-3	6%	+1	82	-2
Personal security on the train	87%	0	1%	0	89	0	88%	0	1%	0	90	0	88%	0	1%	0	90	0
Friendliness/helpfulness of train conductors	85%	0	1%	-1	88	0	86%	0	1%	-1	89	0	86%	+1	1%	-1	89	+1
Availability of food in café/lounge car	68%	0	4%	0	79	0	67%	+1	4%	0	79	0	66%	0	4%	0	78	-1
Friendliness/helpfulness of café/lounge car personnel	83%	-1	1%	-1	88	+1	84%	+2	2%	0	87	0	83%	+1	2%	0	87	0
Quality/freshness of food in café/lounge car	71%	+3	5%	+2	80	0	67%	-1	4%	0	79	0	67%	-1	4%	0	79	0
Variety of food items in café/lounge car	54%	0	7%	+1	72	0	53%	0	7%	0	71	0	53%	0	7%	0	71	0
Overall experience in café/lounge car	71%	-2	3%	0	81	0	72%	0	3%	0	81	+1	71%	-1	3%	0	80	0
Friendliness/helpfulness of dining car personnel	85%	+1	2%	0	88	0	85%	+1	2%	-1	88	+1	85%	+2	3%	0	88	+1
Variety of menu choices in dining car	70%	-1	4%	+1	80	-1	70%	0	4%	0	80	0	70%	0	4%	0	80	0
Quality/freshness of food in dining car	76%	0	4%	0	83	0	77%	+1	4%	0	83	0	77%	+1	4%	0	83	0
Overall experience in dining car	82%	+3	3%	0	85	0	81%	+1	3%	-1	85	+1	80%	+1	3%	0	85	0
Overall Wi-Fi service	Due to the lower response rates for the Wi-Fi questions, scores for these attributes are not reported at the monthly level.						54%	+7	11%	-8	70	+7	55%	+8	11%	-8	70	+7
Ease of accessing Wi-Fi service (sign-on process)							68%	+4	7%	-1	77	+2	69%	+4	7%	-2	78	+3
Ability to perform online activities							53%	+4	13%	-8	69	+6	55%	+6	13%	-8	70	+7
Ability to stay connected to Wi-Fi service							50%	+7	17%	-6	66	+7	52%	+9	16%	-8	67	+8
Time it takes to load/access websites, emails, etc.							48%	+5	16%	-8	65	+7	50%	+7	16%	-8	65	+6
Number of responses in current period							12,346						18,386					
Number of responses year ago							15,099						20,794					

* Overall CSI 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 Hoosier State (Route 54)
February 2014 Report
Customer Satisfaction Scores - Hoosier State
Amtrak and State Partner Use Only

Hoosier State
FY14 Customer Satisfaction Scores (with change vs year ago)

FY14 Goal*: 83%
FY13 Year-End Score*: 82%

	January 2014						3 Month Average						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		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.
Overall CSI	73%	-8	9%	+4	79	-7	86%	-3	5%	+1	88	-2	87%	-1	4%	0	89	0
Value of Amtrak service for price paid	69%	-21	8%	+3	79	-7	82%	-10	5%	+1	86	-3	81%	-8	3%	0	88	-1
Trip information prior to boarding train	83%	-3	3%	-2	89	-2	91%	-1	3%	+2	92	-1	91%	-3	3%	+2	91	-3
Comfort of seat	79%	+3	0%	-5	86	+6	89%	+11	0%	-6	90	+7	88%	+10	0%	-5	90	+6
Smooth/comfortable ride	72%	+1	3%	-7	84	+6	83%	+7	2%	0	88	+6	86%	+8	2%	0	89	+5
Air temperature	82%	+6	0%	-5	86	+3	78%	-1	4%	+1	85	0	83%	+3	3%	0	87	+2
Overall cleanliness of train	79%	+4	0%	-10	86	+7	91%	+14	0%	-4	91	+7	91%	+14	0%	-4	91	+8
Cleanliness of train windows	80%	+6	0%	-16	88	+13	85%	+15	1%	-3	88	+7	87%	+17	1%	-3	89	+8
Restroom cleanliness	71%	+12	8%	-10	75	+7	82%	+22	6%	-3	82	+9	79%	+17	4%	-5	82	+8
Restroom odor	67%	-4	4%	-14	78	+8	75%	+12	6%	-2	81	+7	74%	+10	6%	-2	80	+6
Information given on services/safety	68%	+3	3%	-12	81	+11	78%	+2	2%	-3	83	+1	79%	+4	2%	-2	84	+1
Information given on problems/delays	79%	-1	5%	0	84	+1	82%	-1	5%	+2	86	-1	84%	+3	4%	+1	87	+2
Clarity of announcements	73%	+16	3%	-11	82	+8	75%	+6	7%	0	83	+3	77%	+6	5%	0	85	+4
On-time performance	66%	-15	8%	+3	77	-7	73%	-12	11%	+5	78	-7	78%	-3	8%	+3	82	-3
Personal security on the train	81%	-9	0%	0	88	-3	87%	-5	1%	+1	91	-1	89%	-2	1%	+1	92	+1
Friendliness/helpfulness of train conductors	87%	+1	0%	-10	89	+4	95%	+5	0%	-2	95	+4	96%	+8	0%	-2	95	+4
Number of responses in current period	39						99						121					
Number of responses year ago	21						65						88					