



PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION OCTOBER 2014

Ridership

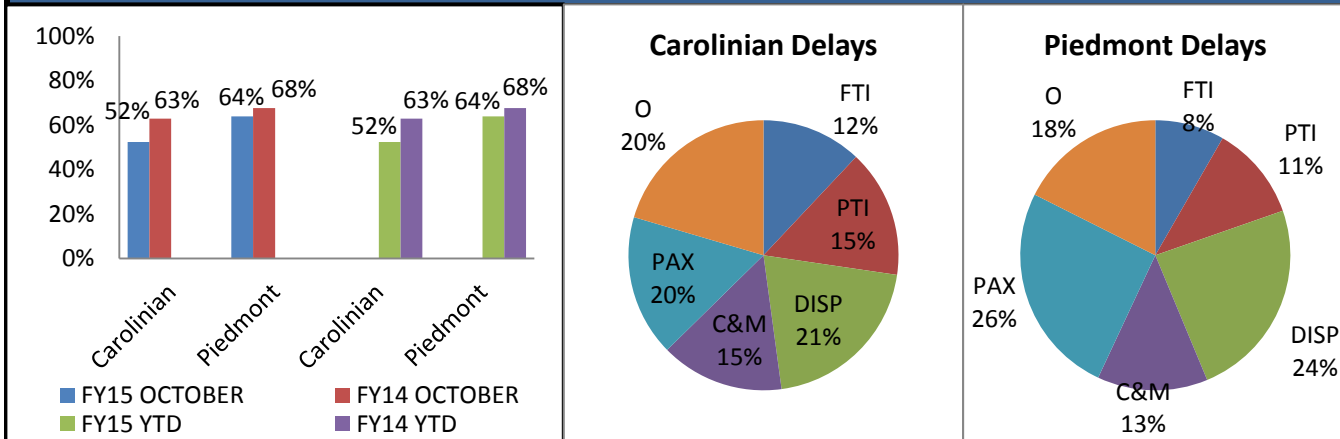
	FY15 OCTOBER	FY14 OCTOBER	Δ	FY15 YTD	FY14 YTD	Δ
Carolinian	28,240	23,017	23%	28,240	23,017	23%
Piedmont	17,083	16,473	4%	17,083	16,473	4%
Total	45,323	39,490	15%	45,323	39,490	15%
			# of Trains	FY15 OCTOBER	FY14 OCTOBER	Δ
Average number of passengers per train		Carolinian	62	455	371	23%
		Piedmont	122	140	133	5%

Revenue

	FY15 OCTOBER	FY14 OCTOBER	Δ	FY15 YTD	FY14 YTD	Δ
Carolinian	\$1,548,987	\$1,088,141	42%	\$1,548,987	\$1,088,141	42%
Piedmont	\$356,403	\$312,570	14%	\$356,403	\$312,570	14%
Total	\$1,905,390	\$1,400,711	36%	\$1,905,390	\$1,400,711	36%
Amenities	Mo. Surcharge	\$8,182	Mo. Expense	\$2,085	Mo. Surplus	\$6,097

*Average revenue per rider was \$54.85 for the Carolinian and \$20.86 for the Piedmont. Average number of passengers per train is monthly ridership divided by number of operating trains, assuming regular operations for FY14. Amenities surcharge is only for Piedmont service. Piedmont Trains 74 and 75 were annulled on October 10 for track construction.

On-time Performance



*Carolinian and Piedmont delays were 7,123 and 2,804 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Satisfaction

	FY14 SEPTEMBER	FY13 YEAR-END	Δ
Carolinian	82%	81%	1%
Piedmont	90%	92%	-2%

*The customer satisfaction index is calculated from rider survey data taken in the previous month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2014 were 82% for the Carolinian and 92% for the Piedmont. Customer satisfaction surveys are now conducted on-line.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Greensboro - North Carolina State Fair	Charlotte - Raleigh
2	Raleigh - Washington	Charlotte - Cary
3	Charlotte - Raleigh	Charlotte - Greensboro
4	Charlotte - Greensboro	Charlotte - Durham
5	Charlotte - Durham	Greensboro - Raleigh
6	Greensboro - Washington	Durham - Greensboro
7	Durham - Washington	Cary - Greensboro
8	New York - Raleigh	Charlotte - HighPoint
9	Charlotte - New York	HighPoint - Raleigh
10	Charlotte - Washington	Charlotte - Salisbury

*From the previous month, New York - Raleigh had the largest increase of 96% and Charlotte - Raleigh the largest decrease of 4% for the Carolinian; Burlington - Cary had the largest increase of 72% and Durham - Greensboro the largest decrease of 12% for the Piedmont. Values do not include State Fair and Lexington BBQ Festival stops.

Carolinian and Piedmont Total Ons-Offs at North Carolina's Stations

	FY15 OCTOBER	FY14 OCTOBER	Δ
Charlotte	15,784	14,726	7%
Greensboro	11,340	11,166	2%
Raleigh	11,199	10,413	8%
Durham	7,641	6,901	11%
Cary	5,603	4,744	18%
High Point	3,594	3,275	10%
Burlington	2,700	1,702	59%
Salisbury	2,632	2,648	-1%
Wilson	2,427	2,267	7%
Kannapolis	2,032	1,828	11%
Rocky Mount	1,418	1,080	31%
Selma-Smithfield	639	453	41%

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



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