



PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION NOVEMBER 2014

Ridership

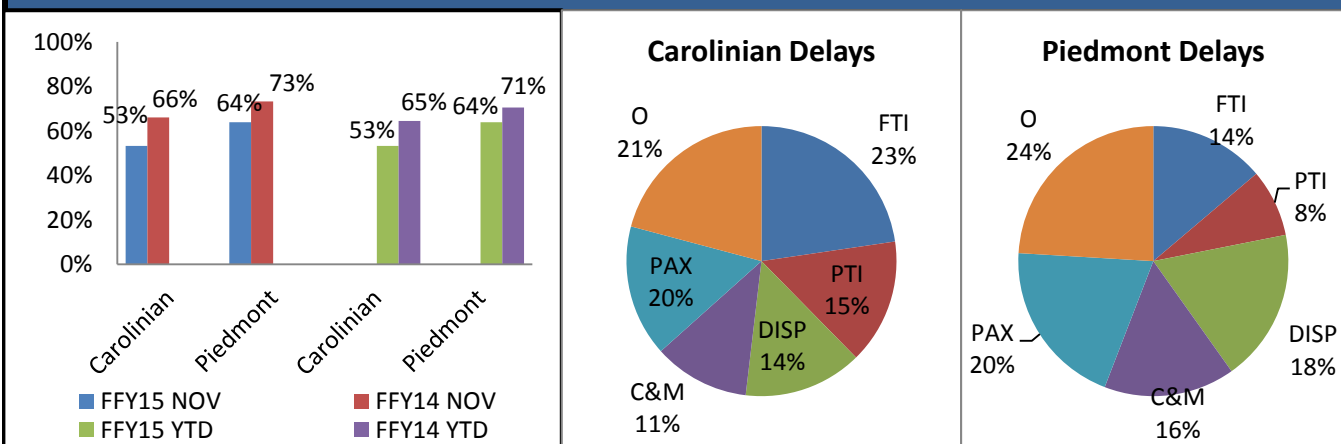
	FFY15 NOV	FFY14 NOV	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	24,920	20,832	20%	53,160	43,849	21%
Piedmont	15,384	15,653	-2%	32,467	32,126	1%
Total	40,304	36,485	10%	85,627	75,975	13%
			# of Trains	FFY15 NOV	FFY14 NOV	Δ
Average number of passengers per train		Carolinian	60	415	347	20%
		Piedmont	120	128	130	-2%

Revenue

	FFY15 NOV	FFY14 NOV	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	\$1,614,300	\$1,266,033	28%	\$3,163,286	\$2,354,174	34%
Piedmont	\$325,330	\$311,728	4%	\$681,734	\$624,299	9%
Total	\$1,939,630	\$1,577,761	23%	\$3,845,020	\$2,978,473	29%
Amenities	Mo. Surcharge	\$7,326	Mo. Expense	\$2,152	Mo. Surplus	\$5,174

*Average revenue per rider was \$64.78 for the Carolinian and \$21.15 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. North of Raleigh, the Carolinian was subject to a service outage for track work in 2013 (1st quarter FFY14) and did not operate north of Raleigh 8 days in November 2013; instead, operations were only between Charlotte and Raleigh on those days.

On-time Performance



*Carolinian and Piedmont delays were 6,994 and 3,172 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

	FY15 OCT	FY14 YEAR-END	Δ
Carolinian	75%	75%	0%
Piedmont	92%	88%	4%

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

*Of the ten stations with the highest ridership, from the previous FFY month Durham-Washington had the largest increase of 57% and Charlotte - Raleigh the largest decrease of 7% for the Carolinian; Charlotte - Cary had the largest increase of 10% and Durham - Greensboro the largest decrease of 27% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY15 NOV	FFY14 NOV	Δ
Charlotte	15,144	14,310	6%
Raleigh	11,121	11,151	0%
Greensboro	10,652	10,276	4%
Durham	7,282	6,636	10%
Cary	5,014	4,426	13%
High Point	3,434	3,268	5%
Burlington	2,688	1,702	58%
Wilson	2,427	2,636	-8%
Salisbury	2,347	2,148	9%
Kannapolis	1,994	1,876	6%
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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