



# PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

## NCDOT RAIL DIVISION DECEMBER 2014

### Ridership

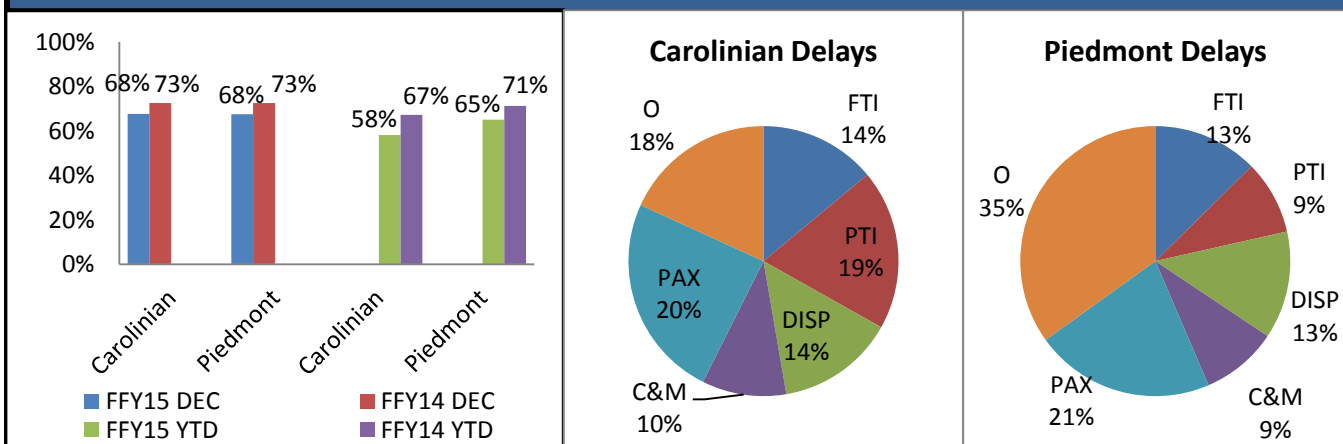
	FFY15 DEC	FFY14 DEC	Δ	FFY15 YTD	FFY14 YTD	Δ
<b>Carolinian</b>	26,978	27,331	-1%	80,138	71,180	13%
<b>Piedmont</b>	14,855	15,677	-5%	47,322	47,803	-1%
<b>Total</b>	<b>41,833</b>	<b>43,008</b>	<b>-3%</b>	<b>127,460</b>	<b>118,983</b>	<b>7%</b>
			# of Trains	FFY15 DEC	FFY14 DEC	Δ
<b>Average number of passengers per train</b>		Carolinian	60	450	456	-1%
		Piedmont	120	124	131	-5%

### Revenue

	FFY15 DEC	FFY14 DEC	Δ	FFY15 YTD	FFY14 YTD	Δ
<b>Carolinian</b>	\$1,903,412	\$1,934,118	-2%	\$5,066,698	\$4,288,292	18%
<b>Piedmont</b>	\$306,414	\$323,636	-5%	\$988,148	\$947,935	4%
<b>Total</b>	<b>\$2,209,826</b>	<b>\$2,257,754</b>	<b>-2%</b>	<b>\$6,054,846</b>	<b>\$5,236,227</b>	<b>16%</b>
<b>Amenities</b>	Mo. Surcharge	\$6,960	Mo. Expense	\$2,042	Mo. Surplus	\$4,918

\*Average revenue per rider was \$70.55 for the Carolinian and \$20.63 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.

### On-time Performance



\*Carolinian and Piedmont delays were 6,016 and 3,116 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

	FFY15 NOV	FFY14 YEAR-END	Δ
<b>Carolinian</b>	75%	75%	0%
<b>Piedmont</b>	94%	88%	6%

\*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line; the eCSI is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2014 were 82% for the Carolinian and 92% for the Piedmont.

## North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
<b>1</b>	Charlotte - New York	Charlotte - Raleigh
<b>2</b>	New York - Raleigh	Charlotte - Cary
<b>3</b>	Raleigh - Washington	Charlotte - Durham
<b>4</b>	Durham - New York	Charlotte - Greensboro
<b>5</b>	New York - Wilson	Greensboro - Raleigh
<b>6</b>	Greensboro - Washington	Charlotte - HighPoint
<b>7</b>	Durham - Washington	Durham - Greensboro
<b>8</b>	New York - Rocky Mount	Cary - Greensboro
<b>9</b>	Greensboro - New York	Burlington - Charlotte
<b>10</b>	Charlotte - Washington	Kannapolis - Raleigh

\*Of the ten city pairs with the highest ridership, from the previous FFY month New York - Rocky Mount had the largest increase of 35% and Charlotte - Washington the largest decrease of 26% for the Carolinian; Greensboro - Raleigh had the largest increase of 28% and Charlotte - Greensboro the largest decrease of 21% for the Piedmont.

## Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY15 DEC	FFY14 DEC	Δ
<b>Charlotte</b>	14,984	16,787	-11%
<b>Raleigh</b>	10,657	9,872	8%
<b>Greensboro</b>	9,177	10,304	-11%
<b>Durham</b>	6,911	7,657	-10%
<b>Cary</b>	5,607	5,714	-2%
<b>Wilson</b>	3,142	2,773	13%
<b>High Point</b>	2,939	2,683	10%
<b>Burlington</b>	1,989	2,120	-6%
<b>Salisbury</b>	1,831	1,881	-3%
<b>Kannapolis</b>	1,755	1,640	7%
<b>Rocky Mount</b>	1,642	1,519	8%
<b>Selma-Smithfield</b>	1,212	859	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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