



PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION MARCH 2015

Ridership

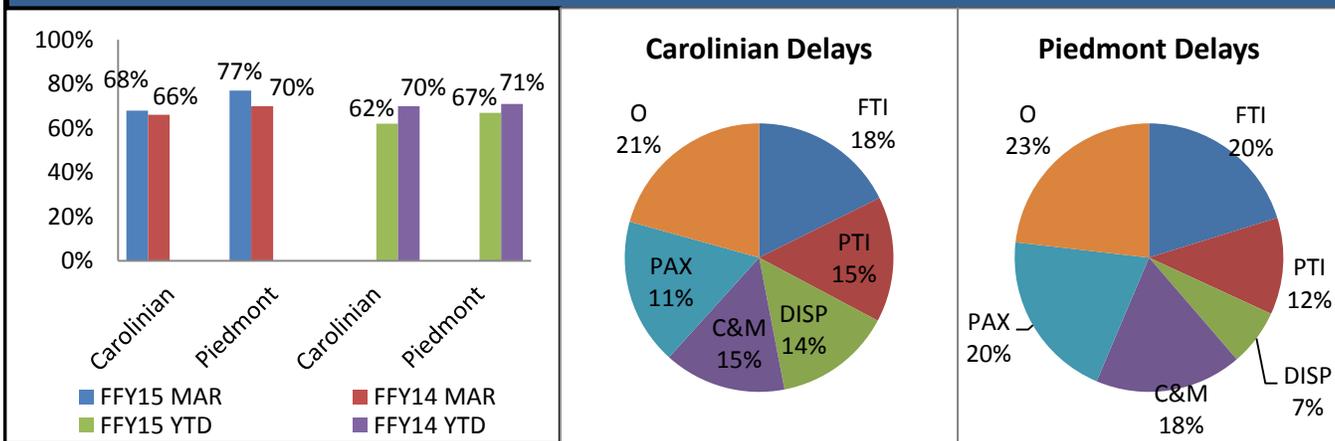
	FFY15 MAR	FFY14 MAR	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	25,859	26,492	-2%	145,427	137,481	6%
Piedmont	14,624	13,842	6%	85,123	86,272	-1%
Total	40,483	40,334	0%	230,550	223,753	3%
			# of Trains	FFY15 MAR	FFY14 MAR	Δ
Average number of passengers per train		Carolinian	60	431	473	-9%
		Piedmont	116	126	126	0%

Revenue

	FFY15 MAR	FFY14 MAR	Δ	FFY15 YTD	FFY14 YTD	Δ
Carolinian	\$1,641,019	\$1,564,974	5%	\$9,145,501	\$8,212,658	11%
Piedmont	\$304,716	\$277,093	10%	\$1,772,878	\$1,721,776	3%
Total	\$1,945,735	\$1,842,067	6%	\$10,918,379	\$9,934,434	10%
Amenities	Mo. Surcharge	\$10,228	Mo. Expense	\$2,427	Mo. Surplus	\$7,801

*Average revenue per rider was \$63.46 for the Carolinian and \$20.84 for the Piedmont. Average number of passengers per train is monthly ridership divided by number of operating trains. Amenities surcharge is now for Piedmont service and for Carolinian service between Charlotte and Raleigh; Carolinian amenities revenue does not reflect reduced surcharges for discounted fares as is available for Piedmont service. Trains 73,74, 75, and 76 were cancelled on March 13 for PIP track work.

On-time Performance



*Carolinian and Piedmont delays were 5,793 and 2,322 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 FEB	FFY14 YEAR-END	Δ
Carolinian	77%	75%	2%
Piedmont	87%	88%	-1%

*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; and for FFY 2015 are 79% for the Carolinian and 90% for the Piedmont.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Charlotte - Raleigh	Charlotte - Raleigh
2	Raleigh - Washington	Charlotte - Durham
3	Durham - Washington	Charlotte - Greensboro
4	Charlotte - Durham	Charlotte - Cary
5	New York - Raleigh	Greensboro - Raleigh
6	Charlotte - Washington	Durham - Greensboro
7	Greensboro - Washington	Cary - Greensboro
8	Philadelphia - Raleigh	Charlotte - HighPoint
9	Cary - Washington	Cary - Durham
10	Durham - New York	HighPoint - Raleigh

*Of the ten city pairs with the highest ridership, from the previous FFY month New York - Raleigh and Philadelphia - Raleigh both had the largest increase of 39% and Greensboro - Washington the largest decrease of 16% for the Carolinian; Charlotte - Salisbury had the largest increase of 7% and Cary - Greensboro the largest decrease of 22% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY15 MAR	FFY14 MAR	Δ
Charlotte	14,473	14,237	2%
Raleigh	11,045	10,635	4%
Greensboro	9,367	9,146	2%
Durham	7,516	6,925	9%
Cary	5,123	4,361	17%
High Point	2,616	2,777	-6%
Burlington	2,353	2,402	-2%
Wilson	2,304	2,421	-5%
Salisbury	1,953	1,859	5%
Kannapolis	1,480	1,539	-4%
Rocky Mount	1,352	1,573	-14%
Selma-Smithfield	712	638	12%

*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.

	FFY15 MAR	FFY15 YTD
Train Host Volunteer Hours	1506	6260



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