



# PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

## NCDOT RAIL DIVISION APRIL 2015

### Ridership

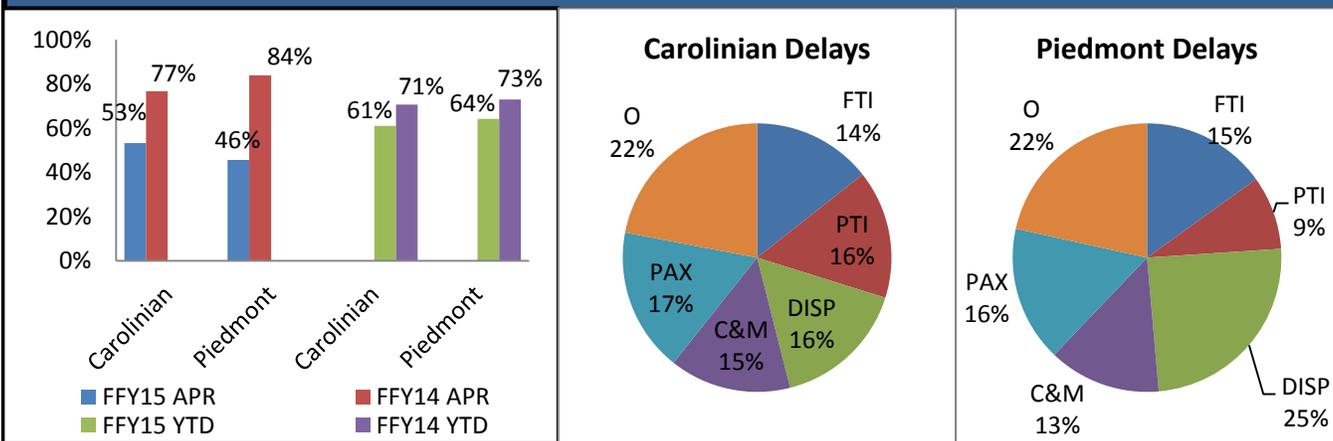
	FFY15 APR	FFY14 APR	Δ	FFY15 YTD	FFY14 YTD	Δ
<b>Carolinian</b>	26,666	27,774	-4%	172,093	165,255	4%
<b>Piedmont</b>	13,534	14,353	-6%	98,657	100,625	-2%
<b>Total</b>	40,200	42,127	-5%	270,750	265,880	2%
			# of Trains	FFY15 APR	FFY14 APR	Δ
<b>Average number of passengers per train</b>		Carolinian	60	444	463	-4%
		Piedmont	116	117	120	-2%

### Revenue

	FFY15 APR	FFY14 APR	Δ	FFY15 YTD	FFY14 YTD	Δ
<b>Carolinian</b>	\$1,690,622	\$1,690,553	0%	\$10,836,123	\$9,903,210	9%
<b>Piedmont</b>	\$268,304	\$291,984	-8%	\$2,041,182	\$2,013,760	1%
<b>Total</b>	\$1,958,926	\$1,982,537	-1%	\$12,877,305	\$11,916,970	8%
<b>Amenities</b>	Mo. Surcharge	\$9,942	Mo. Expense	\$2,270	Mo. Surplus	\$7,672

\*Average revenue per rider was \$63.40 for the Carolinian and \$19.82 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 April 13 for PIP track work.

### On-time Performance



\*Carolinian and Piedmont delays were 7,063 and 3,691 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 MAR	FFY14 YEAR-END	Δ
<b>Carolinian</b>	79%	75%	4%
<b>Piedmont</b>	91%	88%	3%

\*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
<b>1</b>	Charlotte - Raleigh	Charlotte - Raleigh
<b>2</b>	Raleigh - Washington	Charlotte - Greensboro
<b>3</b>	Charlotte - Durham	Charlotte - Durham
<b>4</b>	New York - Raleigh	Durham - Greensboro
<b>5</b>	Durham - Washington	Charlotte - Cary
<b>6</b>	Charlotte - New York	Greensboro - Raleigh
<b>7</b>	Charlotte - Washington	Cary - Greensboro
<b>8</b>	Greensboro - Washington	Charlotte - HighPoint
<b>9</b>	Cary - Washington	Burlington - Charlotte
<b>10</b>	Washington - Wilson	HighPoint - Raleigh

\*Of the ten city pairs with the highest ridership, from the previous FFY month New York - Raleigh had the largest increase of 12% and Charlotte - Washington the largest decrease of 24% for the Carolinian; Durham - Greensboro had the largest increase of 29% and Charlotte - Durham the largest decrease of 16% for the Piedmont.

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

	FFY15 APR	FFY14 APR	Δ
<b>Charlotte</b>	13,322	14,675	-9%
<b>Raleigh</b>	10,828	11,154	-3%
<b>Greensboro</b>	9,482	9,554	-1%
<b>Durham</b>	6,980	7,308	-4%
<b>Cary</b>	4,485	4,740	-5%
<b>High Point</b>	2,922	3,259	-10%
<b>Wilson</b>	2,694	2,707	0%
<b>Burlington</b>	2,464	2,486	-1%
<b>Salisbury</b>	2,110	2,301	-8%
<b>Rocky Mount</b>	1,789	1,745	3%
<b>Kannapolis</b>	1,705	1,483	15%
<b>Selma-Smithfield</b>	726	836	-13%

\*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 APR	FFY15 YTD
<b>Train Host Volunteer Hours</b>	930	7190



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