



North Carolina Rail Awareness Survey

The North Carolina Department of Transportation (NCDOT) is conducting a survey to gauge public awareness on passenger rail. Amtrak and NCDOT provide daily train services between Charlotte and New York City, called the *Carolinian*; and daily train services to and from Charlotte and Raleigh, and cities in-between, called the *Piedmont*.

For participating in this survey you will be eligible for **four free round-trip train tickets** within North Carolina, onboard the *Carolinian* or *Piedmont*. If you wish to be entered in the drawing please provide your contact information at the end of the survey. NCDOT thanks you for participating in this survey and for providing valuable feedback.

1. What is your zip code?

2. Do you know there is daily train service between Charlotte, Raleigh, Rocky Mount, and New York City?

Yes

No (Please skip to number 6)

3. If yes, have you ridden the train?

Yes, I ride the train regularly. (Skip to number 6)

Yes, I just experienced my first trip and plan to continue riding. (Skip to number 9)

Yes, I have ridden the train but not regularly.

No

5. Do you know that these routes are named the *Piedmont* (Charlotte to Raleigh) and the *Carolinian* (Charlotte to New York City)?

Yes No

6. How often do you travel to areas between Charlotte and Raleigh?

Daily 3-4 times a year

Weekly Less than 2 times a year

Monthly Never

5-10 times a year

4. If you do not ride the train regularly, why not?
(Please select all that apply)

Cost

Connectivity

Schedule and/or frequency

Previous experience

Safety concerns

Travel time too long

Train amenities

Gas prices

Do not like the way the train looks

Do not feel the service is reliable

Would rather drive

Need a car at my destination

Did not know about it

Have not had a need to take it

OTHER _____

7. How often do you travel to areas between North Carolina, Virginia, Washington D.C., New Jersey and New York?

Daily 3-4 times a year

Weekly Less than 2 times a year

Monthly Never

5-10 times a year

8. If you were to ride our train to your destination, please rate the importance of the following factors.	Least Important			Most Important	
	1	2	3	4	5
Access to WIFI	<input type="radio"/>				
On Time Performance	<input type="radio"/>				
Reliable and Frequent Service	<input type="radio"/>				
Business Class/Premium Class Service	<input type="radio"/>				
Seat Comfort and Spacing	<input type="radio"/>				
Checked Baggage	<input type="radio"/>				
Ability to handle bicycles	<input type="radio"/>				
Food Service	<input type="radio"/>				
Snack and Beverage Vending Machines	<input type="radio"/>				
Facility Cleanliness	<input type="radio"/>				
Discounts on Tickets	<input type="radio"/>				
ADA (American with Disabilities Act) Compliant Facilities	<input type="radio"/>				

9. Which best describes your employment status?

Full time Unemployed
 Part time Retired
 Student

10. Are you a Federal or State Government employee?

Yes No

11. What is your highest education level?

No HS Diploma Bachelor's Degree
 HS Diploma or GED Master's Degree
 Some College Post Graduate
 Associate's Degree

12. What is your total household income in the past 12 months?

Under \$25,000 \$50,000 to \$100,000
 \$25,000 to \$49,000 \$100,000 or more

13. What best describes your age group?

19 and under 40 to 44
 20 to 24 45 to 49
 25 to 29 50 to 54
 30 to 34 55 to 59
 35 to 39 60 to 64
 65+

14. What is your gender?

Male Female

15. What is your ethnicity?

American Indian
 Asian/Asian American
 Black/African American
 Hispanic/Latino
 White/Caucasian
 Other

If you wish to be entered in the drawing for **four free roundtrip train tickets**, on either the *Carolinian* (between Charlotte and Rocky Mount) or *Piedmont* (between Charlotte and Raleigh) trains, please provide your name, phone number and/or email address below. NCDOT will not share or sell this information. The drawing will take place after the survey period closes. The winners will be contacted in April 2015. Thank you for participating in our survey. Please "Like" us on Facebook at, www.facebook.com/NCAmtrak for updates and promotions regarding the train!

Name: _____

Email address: _____ Phone Number: _____

26. What best describes your age group?

- 19 and under
- 20 to 24
- 25 to 29
- 30 to 34
- 35 to 39
- 40 to 44
- 45 to 49
- 50 to 54
- 55 to 59
- 60 to 64
- 65+

29. What is your ethnicity?

- American Indian
- Asian/Asian American
- Black/African American
- Hispanic/Latino
- White/Caucasian
- Other

27. What best describes your employment status?

- Full Time
- Part Time
- Student
- Unemployed
- Retired

28. What is your highest education level?

- No HS Diploma
- HS Diploma or GED
- Some College
- Associate's Degree
- Bachelor's Degree
- Master's Degree
- Post Graduate

30. What is your total household income in the past 12 months?

- Under \$25,000
- \$25,000 to \$49,000
- \$50,000 to \$100,000
- \$100,000 or more

Additional Comments?

Would you like to receive North Carolina's Amtrak information, promotions and deals? Yes _____ No _____
 If yes, please provide your email address. _____



Thank you for completing the survey.

FOR OFFICIAL USE ONLY

TRAIN NO. _____ **DATE** _____ **TIME** _____

November 2014 Carolinian Service Passenger Survey

In an effort to provide the best service possible, we are conducting a survey to solicit your feedback on the *Carolinian* service. A NCDOT representative is available to answer questions and will collect your completed survey before you reach your destination.

1. Where did you get on the train?

- Charlotte
- Kannapolis
- Salisbury
- High Point
- Greensboro
- Burlington
- Durham
- Cary
- Raleigh
- Selma
- Wilson
- Rocky Mount
- Petersburg VA
- Richmond VA
- Fredricksburg VA
- Quantico VA
- Alexandria VA
- Washington DC
- Baltimore MD
- Wilmington DE
- Philadelphia PA
- Trenton NJ
- Newark NJ
- New York NY

3. How did you get to the train station?

- Connecting Train
- Drove
- Dropped Off
- Taxi
- Bus/Transit
- Walk/Bike

5. What best describes the purpose of your trip? (Select one)

- Visit Family/Friends
- Business
- Commute to Work
- Leisure
- School
- Other

2. Where will you get off this train?

- Charlotte
- Kannapolis
- Salisbury
- High Point
- Greensboro
- Burlington
- Durham
- Cary
- Raleigh
- Selma
- Wilson
- Rocky Mount
- Petersburg VA
- Richmond VA
- Fredricksburg VA
- Quantico VA
- Alexandria VA
- Washington DC
- Baltimore MD
- Wilmington DE
- Philadelphia PA
- Trenton NJ
- Newark NJ
- New York NY

4. How will you get to your final destination?

- Connecting Train
- Drive
- Pick Up
- Taxi
- Bus/Transit
- Walk/Bike

6. If train service were not available, how would you make this trip? (Select one)

- Automobile
- Taxi
- Bus
- Airplane
- Would not make the trip

7. How important was each factor in choosing to take the train today?

	Least Important		Most Important		
	1	2	3	4	5
Only transportation available	<input type="radio"/>				
Save time	<input type="radio"/>				
Save money	<input type="radio"/>				
Avoid driving in traffic	<input type="radio"/>				
Ability to work while traveling	<input type="radio"/>				
The experience	<input type="radio"/>				
Relaxation	<input type="radio"/>				
Environmental benefits	<input type="radio"/>				

8. How many people (including yourself) are traveling in your party?

1 2 3 4 5+

10. How many nights will you stay away from home on this trip?

0 1 2 3 4 5+

12. Do you use the internet to make purchases?

Yes No

14. For this trip, how did you purchase your ticket?

www.Amtrak.com or www.NCByTrain.org

Amtrak Mobile App

Telephone – 1-800-USA-RAIL or 1-800 BY-TRAIN

Amtrak Ticket Window

Quik-Trak Ticketing Kiosk

On-board the train

Travel Agent

16. Which type of ticket did you purchase?

One-Way Multi-Ride

Round Trip Group

17. What is your zip code?

18. How did you learn about the *Piedmont* or *Carolinian* services? (Select all that apply)

Have taken it before Radio, Print Advertisement

Friend/Relative/Word of Mouth Travel Agent

Highway Sign Events and Festivals

Internet NCByTrain.org or Amtrak.com

9. Are you traveling with children under 13 years old?

Yes No If yes, how many? _____

11. Including this trip, how many train trips have you made in the past 30 days? (Count a round trip as 2 trips)

1 2 3 4 5+

13. Which media source do you use regularly? (Select all that apply)

Radio Magazines

Television Internet

Newspaper Social Media

15. If the method used to purchase ticket for this trip were not available, how would you purchase your ticket?

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Quik-Trak Ticketing Kiosk

On-board the train

Travel Agent

19. For this trip, please rate the importance of the following.

	Least Important		Most Important		
	1	2	3	4	5
Station Staffing	<input type="radio"/>				
Station Signage and Boarding Directions	<input type="radio"/>				
Availability of Parking	<input type="radio"/>				
Connecting Bus Service	<input type="radio"/>				
Checked Baggage	<input type="radio"/>				
Station Security and Safety	<input type="radio"/>				

20. When traveling by train, please rate the importance of the following.

	Least Important		Most Important		
	1	2	3	4	5
On Time Performance	<input type="radio"/>				
Availability of Business Class/Premium Class Service	<input type="radio"/>				
Trip Information/Alerts/Status	<input type="radio"/>				
Seat Spacing	<input type="radio"/>				
Seat Comfort	<input type="radio"/>				
Visibility (Size and clarity of windows, scenery)	<input type="radio"/>				
Checked Baggage	<input type="radio"/>				
Ability to handle Bicycles	<input type="radio"/>				
NCDOT Volunteer Train Hosts	<input type="radio"/>				
Wi-Fi	<input type="radio"/>				
Food Service	<input type="radio"/>				

21. If you were able to bundle services with your train fare, which services would you be interested in purchasing? (Select all that apply)

Connecting Transportation Dining Options at Destination

Rental Car Sporting Event Tickets

Lodging None

Tour Packages

24. Do you live in North Carolina?

Yes No

22. Would you be interested in a bicycle share program at the stations? (A bicycle share program is designed for short point-to-point journeys and provides bicycle rental to the public at automated sites that are open 24 hours a day, seven days a week.)

Yes No

23. Overall how would you rate your trip experience today on the *Carolinian*? (1= least satisfied and 5=most satisfied)

1 2 3 4 5

25. What is your gender?

Male Female

8. How many people (including yourself) are traveling in your party?

1 2 3 4 5+

10. How many nights will you stay away from home on this trip?

0 1 2 3 4 5+

12. Do you use the internet to make purchases?

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Station Signage and Boarding Directions	<input type="radio"/>				
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Connecting Bus Service	<input type="radio"/>				
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Station Security and Safety	<input type="radio"/>				

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Trip Information/Alerts/Status	<input type="radio"/>				
Seat Spacing	<input type="radio"/>				
Seat Comfort	<input type="radio"/>				
Visibility (Size and clarity of windows, scenery)	<input type="radio"/>				
Checked Baggage	<input type="radio"/>				
Ability to handle Bicycles	<input type="radio"/>				
NCDOT Volunteer Train Hosts	<input type="radio"/>				
Snack & Beverage Service	<input type="radio"/>				

21. Do you live in North Carolina?

Yes No

22. What is your gender?

Male Female

23. If you were able to bundle services with your train fare, which services would you be interested in purchasing? (Select all that apply)

Connecting Transportation Dining Options at Destination

Rental Car Sporting Event Tickets

Lodging None

Tour Packages

24. Would you be interested in a bicycle share program at the stations? (A bicycle share program is designed for short point-to-point journeys and provides bicycle rental to the public at automated sites that are open 24 hours a day, seven days a week.)

Yes No

25. Overall how would you rate your trip experience today on the *Piedmont*? (1= least satisfied and 5=most satisfied)

1 2 3 4 5