

PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT

NCDOT RAIL DIVISION for the Month of DECEMBER 2018

Ridership

	FFY19 DEC	FFY18 DEC	Δ	FFY19 YTD	FFY18 YTD	Δ
Carolinian	22,369	24,857	-10%	68,162	72,797	-6%
Piedmont	17,166	15,813	9%	57,145	45,451	26%
Total	39,535	40,670	-3%	125,307	118,248	6%

Number of Trains

Average Number of Passengers per Train

FFY19 DEC	FFY18 DEC	Service	FFY19 DEC	FFY18 DEC	Δ
58	60	Carolinian	386	414	-7%
172	124	Piedmont	100	128	-22%

Revenue

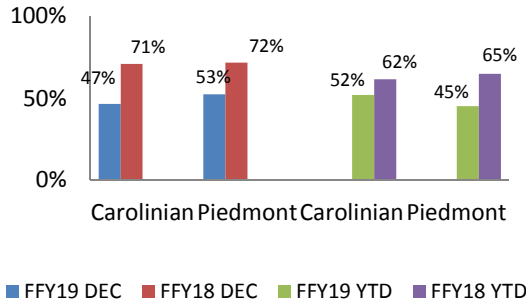
	FFY19 DEC	FFY18 DEC	Δ	FFY19 YTD	FFY18 YTD	Δ
Carolinian	\$1,582,099	\$1,705,018	-7%	\$4,590,717	\$4,673,916	-2%
Piedmont	\$416,025	\$356,698	17%	\$1,401,982	\$1,037,069	35%
Total	\$1,998,124	\$2,061,716	-3%	\$5,992,699	\$5,710,985	5%

Amenities & Vending

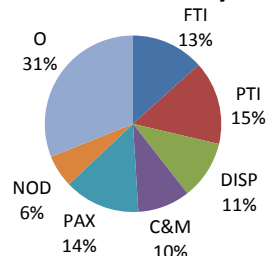
Mo. Surcharge + Vending Income	\$21,221	Mo. Expense	\$4,247	Mo. Surplus	\$16,975
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December 2018 service modifications affected 14 Piedmont trains and 2 Carolinian trains. On December 9 and 10, all Piedmont and Carolinian trains were cancelled due to snow and ice from Winter Storm Diego. On December 13, Trains 77 and 78 were cancelled due to equipment problems following Train 74's earlier vehicle strike. Average gasoline prices remained low in December 2018 and were \$0.23 per gallon lower than in December 2017.

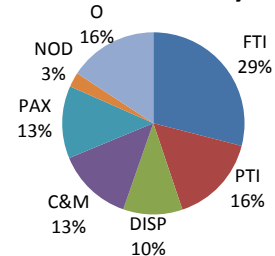
On-time Performance



Carolinian Delays



Piedmont Delays



Delay Minutes Attributable to NOD

	FFY19 DEC	FFY18 DEC	Δ
Carolinian	426	760	-44%
Piedmont	110	514	-79%

*Carolinian and Piedmont delays were 7,169 and 4,237 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; NOD - Train at station awaiting scheduled departure time; 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

	FFY19 DECEMBER	FFY18 YEAR-END	Δ
Carolinian	--	--	--
Piedmont	--	--	--

*** November 2018 eCSI data is not yet available from Amtrak for the Piedmont or Carolinian routes ***

The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Raleigh - Washington	Charlotte - Raleigh
2	Charlotte - Raleigh	Charlotte - Durham
3	Durham - Washington	Charlotte - Cary
4	Greensboro - Washington	Charlotte - Greensboro
5	Charlotte - New York (Penn Station)	Greensboro - Raleigh
6	Cary - Washington	Cary - Greensboro
7	Charlotte - Washington	Durham - Greensboro
8	New York (Penn Station) - Raleigh	Charlotte - High Point
9	New York (Penn Station) - Wilson	Durham - Raleigh
10	Charlotte - Richmond (Staples Mill Rd)	Kannapolis - Raleigh

*Of the ten city pairs with the highest ridership, from the previous FFY month Charlotte - Richmond had the largest increase of 13% and New York - Raleigh the largest decrease of 29% for the Carolinian; Durham - Raleigh had the largest increase of 124% and Charlotte - High Point the largest decrease of 36% for the Piedmont. Highlights indicate increased ridership from December 2017 for the station pairs.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY19 DEC	FFY18 DEC	Δ
Charlotte	14,625	15,157	-4%
Raleigh	10,970	10,870	1%
Greensboro	8,302	8,794	-6%
Durham	6,587	6,787	-3%
Cary	5,557	5,511	1%
Wilson	2,359	2,562	-8%
High Point	2,151	2,734	-21%
Burlington	1,850	1,969	-6%
Kannapolis	1,613	1,679	-4%
Salisbury	1,576	1,722	-8%
Rocky Mount	1,400	1,528	-8%
Selma-Smithfield	835	1,196	-30%
Total	57,825	60,509	-4%

*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.

North Carolina Train Host Association

	FFY19 DEC	FFY19 YTD
Train Host Volunteer Hours	1,112.5	2,793.5

Go. Reconnect.



DECEMBER 2018 SNAPSHOT REPORT NOTES

The following are items of note:

Positive influences:

- Total passenger on-offs increased from December 2017 at the Raleigh and Cary stations
- Piedmont ridership increased 9% from December 2017
- Piedmont revenue increased 17% from December 2017
- Train Host volunteer hours in December 2018 totaled 1,112.5; the total for FFY19 is 2,793.5 hours
- Amenities/vending surplus totaled nearly \$17,000 from revenues of over \$21,000
- There were 242.5 passenger miles per train mile traveled on the Carolinian, a 2% increase from December 2017

Negative influences:

- Annulments, cancellations, and service disruptions occurred as follow:
 - December 9th & 10th – All Piedmont and Carolinian Trains were cancelled due to snow and ice from Winter Storm Diego
 - December 13th – Trains 77 and 78 were cancelled due to equipment problems following Train 74's earlier vehicle strike
- Carolinian ridership decreased 10% from December 2017
- Carolinian revenue increased 7% from December 2017
- About 39% of Piedmont delay was attributable to FTI/dispatching, and 3% was attributable to NOD
- About 24% of Carolinian delay was attributable to FTI/dispatching, and 6% was attributable to NOD
- Piedmont December delay was 4,237 minutes, a 1,550-minute increase from November total delay
- Carolinian December delay was 7,169 minutes, an 860-minute increase from November total delay
- Piedmont overall on-time end point performance was 53%
- Carolinian overall on-time end point performance was 47%
- November 2018 eCSI data is not yet available from Amtrak for the Piedmont or Carolinian routes
- There were 66.3 passenger miles per train mile traveled on the Piedmont, a 21% decrease from December 2017
 - Note that Piedmont Trains 77 and 78 began operation in June 2018, resulting in two additional trains' worth of mileage factoring into the December 2018 passenger miles per train mile ratio compared to December 2017