

PERFORMANCE REPORT

July 2009

Northern New England Passenger Rail Authority 75 W. Commercial Street, Portland, ME 04101 207-780-1000

AT A GLANCE

July 2009
Ridership:

47,441

*2% Less than July 2008
FY10 total: 47,441*

July 2009
Ticket Revenue:

\$715,317

*1% Less than July 2008
FY10 total: \$715,317*

Passenger Miles:
July 2009

3,963,138

Fiscal Year 2009

3,963,138

Customer Satisfaction Index

92%

3 month average

On Time Performance

86%

Since December 15, 2001:

2,526,250 riders

\$35,091,050 revenue

207,965,282 passenger miles

Performance Highlights

THIS MONTH

July 2009 is the first month of fiscal year 2010, and doing very well after the record breaking month last July 2008. Ridership of 47,441, or 1,530 riders per day, was just 2% less than the previous year. Accordingly, revenues were slightly less compared to last July but with an average fare of \$15.08 reflecting a \$.16 more per passenger than July 08.

FISCAL YEAR 2009 IN REVIEW:

Fiscal year 2009 total ridership was 471,291. Total revenues were \$6,625,441.

July 2009 ridership was 8.8% greater than projected, with revenue 9% greater than projected. Fiscal year 2009, revenue of \$6,625,441 was 8% greater than FY08, and about 6% (\$364,060) greater than the projected revenue goal. The average fare per passenger of \$14.92 was slightly higher than that in FY08.

Approximately 32% of all passengers traveled between Portland and Boston representing about 43% of total revenue with an average fare of \$20.04.

Pass holders represented about 27% of all riders and 9.5% of all revenue with an average fare of \$5.28 for the month of July 09 a decrease over July 08.

A total of 169 groups representing 12,384 riders traveled on the Downeaster in FY2009.