



# PERFORMANCE REPORT

May 2009

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

## AT A GLANCE

May 2009  
Ridership:  
**35,445**

*9.4% Less than May 2008*  
*FY09 total: 397,919*  
*8% increase over FY08 to date*

May 2009  
Ticket Revenue:  
**\$512,929**

*4.1% Less than May 2008*  
*FY09 total: 6,094,031*  
*11% increase over FY08 to date*

May 2009  
Passenger Miles:  
**2,840,068**

Customer Satisfaction Index  
**93%**

*3 month average*

On Time Performance  
**79%**

Since December 15, 2001:

**2,488,323** riders  
**\$34,559,640** revenue  
**204,858,599** passenger miles

## Performance Highlights

### THIS MONTH

Ridership in May 2009 was lower than April 2008 but still robust, averaging 1,143 passenger per day, a 24% increase over 2007. Total revenues for the month decreased 4.1% compared to last May, but the average fare per passenger increased approximately \$.40 per passenger to \$14.47.

### FISCAL YEAR 2009 TO DATE:

Fiscal year to date ridership is approximately 8% greater than last year and 3% more than projected with an average of 1,294 passengers per day. Fiscal year revenue is also about 11% greater than last year and also about 6% more than budgeted. The average fare per passenger is approximately \$14.06 per person.

### MAY HIGHLIGHTS and TRENDS

Ridership decreases were spread fairly evenly among all trains, and the percentage of ridership between stations stayed fairly consistent compared to last year with the exception of Saco which showed an increase of 4.9%. School group travel decreased 34% over 2009. Ridership between Portland and Boston continues to represent approximately 30% of all riders, and 40% of all revenues. Passholders represented approximately 31% of all riders and 15% of all revenue.