

# PERFORMANCE REPORT

June 2009

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

## AT A GLANCE

June 2009  
Ridership:  
**37,927**

9% Less than June 2008  
FY09 total: 471,291  
7% increase over FY08

June 2009  
Ticket Revenue:  
**\$531,410**

10% Less than June 2008  
FY09 total: 6,625,441  
8% increase over FY08 to date

Passenger Miles:  
June 2009  
**3,106,683**  
Fiscal Year 2009  
**36,967,569**

Customer Satisfaction Index  
**92%**  
3 month average

On Time Performance  
**79%**

Since December 15, 2001:  
2,526,250 riders  
\$35,091,050 revenue  
207,965,282 passenger miles

## Performance Highlights

### THIS MONTH

Ridership in June 2009 was 9% lower than June 2008 but still robust, averaging 1,359 passengers per day. Total revenues for the month decreased 10% compared to last June with an average fare of \$14.01 - \$.16 less per passenger than June 08.

### FISCAL YEAR 2009 IN REVIEW:

Despite falling gas prices and the poor economy, fiscal year 2009 was again strong for the Downeaster. FY09 ridership of 471,291 was 7% greater than FY08, averaging 1,291 riders per day and exceeded the projected ridership of 454,943 by 3.59%.

Fiscal year revenue of \$6,625,441 was 8% greater than FY08, and about 6% (\$364,060) greater than expected. The average fare per passenger of \$14.06 was about \$.30 per passenger higher than FY08.

Approximately 28% of all passengers traveled between Portland and Boston representing about 39% of total revenue with an average fare of \$19.33.

Pass holders represented about 34% of all riders and 17% of all revenue with an average fare of \$6.78, an increase of \$.52 over the previous year.

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

Other fiscal year highlights include the opening of the Saco Train Station, and the award of a \$500k grant from the FRA to make infrastructure improvements to track in Portland.