



PERFORMANCE REPORT

August 2007

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

AT A GLANCE

August 2007
Ridership:
37,857

*All time high since service began.
13.3% increase from August 2006
Fiscal year to date: 74,105*

August 2007
Ticket Revenue:
\$558,602

*All time high since service began.
12.4% increase from August 2006
Fiscal year to date: \$4,574,677*

August 2007
Passenger Miles:
3,164,025

3 month average
Customer Satisfaction Index
85%

-7% from 2006

On Time Performance
August: 66.5%

FY to date: 81.3%

Since December 15, 2001
1,687,297 riders
\$23,521,865 revenue
142,268,915 passenger miles

Performance Highlights

August 2007 was a historic month for the Downeaster with the launch of the new 5-round trip, 2-hour 25-minute schedule. Governor John Baldacci joined NNEPRA Chairman, Martin Eisenstein in hosting a celebration and press conference which included representatives from MaineDOT, the Federal Transit Administration, Amtrak, Pan Am Railways, TrainRiders Northeast, Maine Office of Tourism, Concord Trailways, station communities, riders and others.

History was also made in August 2007 when the all time monthly ridership and revenue records, set in July 2007, were broken.

Year to date, ridership is 13.7% higher than last year, and slightly ahead of fiscal year projections. There has been growth in all markets, most significantly commuters. Pass holders now represent 25% of all riders, a 7% increase from a year ago, and 10% of all revenue.

In August, 33% of all passengers traveled between Portland and Boston, while 16% traveled between Exeter and Boston.

Overall, train 685, the 5pm departure from Boston, remains the most popular weekday train, carrying 22% of all passengers Monday-Friday. Train 680, which leaves Portland weekdays at 5:55am, is the second most popular with 16% of riders. On weekends, train 692, which departs Portland at 8:15am tops the list with 18% of riders, followed by 695, the 5pm departure from Boston.

On Time Performance (OTP) and Customer Service Index (CSI) continued to be impacted by construction. While still ranked #3 in the nation for customer satisfaction, the CSI score dropped 4 points to 87% and OTP was only 66.5%. Construction is expected to be completed by October 2007.