

PERFORMANCE REPORT

February 2006

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

AT A GLANCE

February 2006

Ridership: 25,487
Revenue: \$335,160

Fiscal Year to Date

Ridership: 216,622
Revenue: \$2,885,457

Fiscal Year Target

Ridership: 318,846
Revenue: \$4,229,701

On Time Performance:

This Month: 83.90%
FY to Date: 83.30%

Customer Satisfaction:

January 91
3 Month Avg 91

Ridership Analysis

Group Travelers 510
Pass Holders 6,768

Top City Pairs

Portland-Boston 7,813
Durham-Boston 3,739
Exeter-Boston 3,738
Dover-Boston 2,223
Saco-Boston 1,718
Wells-Boston 1,762

Café Car

Sales 27,829
Revenue per Pax \$ 1.09

Travel Trends

Avg Pax per Day 910
Busiest Travel Day Friday

RIDERSHIP & REVENUE

February 2006 was another exceptional month for the Downeaster with a total of 25,487 riders, an increase of 37.2% over February 2005. Revenues were even stronger at \$335,160, a 42.5% increase over the previous year. Fiscal year 2006 to date, ridership has increase 35% over the previous year and revenues have increased by 32%. Both ridership and revenue goals are on track to meet fiscal year budget targets having achieved 68% of projected totals year to date.

PERFORMANCE

While still among the best in the nation, overall On-Time Performance decreased to 83.9% compared to 92% last year. Slight schedule adjustments are planned for April to alleviate some delays. Customer satisfaction continues to be high at 91 out of a possible 100.

TRENDS

Group travel increased nearly 50% from February 2005 with 10 groups representing 510 passenger trips. The number of commuters increased 36% to 6,768 passengers in February 2006. Commuters continue to represent approximately 26.5% of all Downeaster travel for the month.

The average number of passengers per day grew from 664 in February 2005 to 910 in 2006. Friday continues to be the busiest travel day followed by Saturday and Sunday. Weekday ridership grew significantly, with Wednesday travel increasing by nearly 60% over last year.

Train 680 showed the greatest increase in ridership, while train 685 continues to outperform all others. Trains 681 and 686/688 again carried the fewest number of passengers. Limited transportation connections in Maine stations make it challenging to attract northbound travelers, particularly during winter months. Direct mail and e-marketing campaigns are being launched to target this market in early spring.

Approximately one-third of all February passengers traveled between Portland and Boston, an increase of 46% over February 2005. Travel between Durham and Boston more than doubled from last year while ridership between Dover, Saco, Wells and Boston increased more than 20% each. Exeter to Boston ridership showed only a slight increase but is still strong.

Although the average fare per passenger between the top two city-pairs decreased compared to last year, there was an overall increase in the average fare per passenger of \$.50 compared to February 2005. Food sales per passenger remain consistent. A number of promotions are underway to increase café revenues.