

# PERFORMANCE REPORT

## June 2006



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

### JUNE 2006 AT A GLANCE

June 2006	This Month	Chg from 05
Ridership:	28,568	19.2%
Revenue:	\$385,487	27.4%

Fiscal Year Total vs. 05		Chg from 05
Ridership:	329,265	31%
Revenue:	\$4,353,781	32%

Fiscal Year Budget Target		Act vs. Budget
Ridership:	318,846	10,419
Revenue:	\$4,229,701	\$124,080

On Time Performance		Chg from 05
This Month:	55.8%	-13%
FY to Date:	78.5%	-11.6%

Customer Satisfaction Index	
March	90
FY To Date Avg	91

Ridership Analysis		Chg from 05
Group Travelers	2,494	
June Passes	5,984	33.90%
% total riders	20.9%	2.00%

Top City Pairs		Chg from 05
Portland-Boston	9,728	14.7%
Wells-Boston	2,755	25.1%
Dover-Boston	2,679	50.9%
Saco-Boston	1,793	-7.5%
Exeter-Boston	3,709	10.5%
Durham-Boston	1,731	47.3%
OOB-Boston	826	50.2%

Café Car		Chg from May
Sales	\$ 47,345	\$ 15,228
Revenue per Pax	\$1.66	\$ 0.48

### RIDERSHIP & REVENUE

Strong performance in June completed a record setting Fiscal Year 2006. Ridership for June was 28,568, 19.2% greater than the previous year. In terms of riders per day, the average for June 2006 was 952 compared to 799 just one year ago. Total ridership for FY06 was 329,265, an increase of 31% over FY05 and 25% greater than the previous high of 262,691 passengers in 2002.

Revenues for June were \$385,487, representing a 27.4% increase over June 2005 and contributing to a fiscal year revenue total of \$4,353,781, an increase of 32% over FY05. The average fare per passenger in June was \$13.49, an increase of \$.86 per passenger more than last year.

### PERFORMANCE

The Downeaster's exceptional On-Time Performance (OTP) record continued to be significantly compromised in June with an average OTP of 55.8%. Track repairs have been made, and ongoing infrastructure investments are anticipated to restore OTP in the coming weeks.

Customer satisfaction in May was again outstanding at 90%. While on-time performance scores declined by 2 points, customers gave the Downeaster and its crews higher scores in categories associated with information about delays, cleanliness and quality, freshness & variety of food.

### RIDERSHIP PROFILE

Thirty-seven groups of school children traveled on the Downeaster during June 2006 representing 2,494 riders. This is a slight decline from June 2005.

Commuters represented 20.9% of total ridership in June 2005, a 33.9% increase over June 2005. More than 77,200 commuters traveled on the Downeaster in FY06 representing 23.4% of total ridership and an increase of 18.9% over the previous year.

In addition to increases in commuters, ridership on mid-day trains have shown consistent growth over the past several months. Despite the significant increase in numbers, ridership distribution among trains has remained consistent with last year.