NORTHERN NEW ENGLAND PASSENGER RAIL AUTHORITY

PERFORMANCE REPORT

May 2006

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

AT A GLANCE

May 2006	This Month	Change from 05
Ridership:	27,183	*22.7%*
Revenue:	$347,917	*26.0%*
Miles:	$2,278,821	

Fiscal Year to Date		
Ridership:	300,697	*32.7%*
Revenue:	$3,968,294	*32.4%*
Fare per Pax	$ 12.80	*$ 0.33*

On Time Performance:
This Month: 58.87%

Customer Satisfaction:

Overall Satisfaction	
Apr-06	90
3 Month Avg	90

Ridership Analysis		% total
Market Breakdown		
Group Travelers	2,794	*10%*
Pass Holder Trips	6,182	*22.7%*

Top City Pairs		% chg
Portland-Boston	10,188	*25.6%*
Exeter-Boston	3,964	*18.9%*
Dover-Boston	2,422	*54.4%*
Durham-Boston	2,168	*47.1%*
Wells-Boston	2,029	*5.6%*
Saco-Boston	1,853	*15.8%*

Downeaster Café

Sales	$	32,117
Revenue per Pax	$	1.18

RIDERSHIP & REVENUE

May 2006 was another strong month for the Downeaster with a record breaking 27,183 riders, an increase of 22.7% over the previous year. On average, the Downeaster transported 877 passengers per day this May compared to 715 per day last May.

Revenues increased by 26% to $347,917, representing an average increase in the average fare of $.33 per passenger compared to last year. It is expected that budget revenue projections for FY06 $4,229,701 will be easily met by the end of the fiscal year in June.

PERFORMANCE

The Downeaster's exceptional On-Time Performance (OTP) record has been significantly compromised as a result of the heavy rains and flooding which occurred during May. OTP for the month was a dismal 58.87% primarily related to a speed restriction imposed over a damaged culvert in Berwick. Railroad maintenance crews have been hampered by continued rain and increased water flows, but it is anticipated that the culvert will be repaired by the end of June improving reliability considerably. Additionally, tunnel work under the tracks in Durham, resulting in a speed restriction, is expected to be completed in mid-July.

Customer satisfaction in April was again outstanding at 90%. The average for state supported and short distance routes is 84%.

TRENDS

- 2,320 more commuter trips were taken on the Downeaster in May 2006 than in the previous year. Pass holders represent 22.7% of all Downeaster riders. .
- Groups represented approximately 10% of all travel in May. There were about 500 more groups travelers in May 2006 than in the previous year, and most were related to the Downeaster Discovery Field Trip program.
- Friday was the busiest travel day averaging more than 1,000 passengers per day. Mondays were the least traveled day averaging 746 passengers.