

# PERFORMANCE REPORT

October 2008

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

## AT A GLANCE

October 2008  
Ridership:

**44,429**

*22.9 % increase over Oct 07*

*FY09 total: 187,676*

*30% increase over FY08 to date*

October 2008  
Ticket Revenue:

**\$562,227**

*19.4% increase over Oct 2007*

*FY09 total: \$2,649,702*

*28% increase over FY08 to date*

October 2008  
Passenger Miles:

**3,281,789**

Customer Satisfaction Index

**90%**

*3 month average*

On Time Performance

**58%**

Since December 15, 2001:

**2,287,064** riders

**\$31,677,538** revenue

**189,055,786** passenger miles

## Performance Highlights

### THIS MONTH

October 2008 was the busiest October in Downeaster history with 44,429 riders and ticket revenue of \$562,227. Ridership compared to last year increased in all primary markets, but the average fare per passenger fell \$.37 from last year to \$12.65.

### FISCAL YEAR 2009 TO DATE:

Fiscal year to date ridership is approximately 28% greater than last year and 11% (40k riders) more than projected. Fiscal year revenue is also 28% (\$253k) greater than last year and about 11% more than budgeted although the average fare per passenger is about \$.50 less than projected.

### OCTOBER HIGHLIGHTS and TRENDS

The average ridership on weekdays was 1,512 passengers with an average fare of \$11.24. Train 685 continues to be the busiest weekday train averaging 311 passengers per day in October at an average fare of \$10.33. Train 680 averaged 310 passengers per day at an average fare of \$8.06. Weekend ridership averaged approximately 1,207 passengers per day at an average fare of \$17.72. Train 692 was the busiest weekend train carrying an average of 200 passengers per day at an average fare of \$17.25. Approximately 23% of all riders travel between Portland and Boston, representing 35% of total revenue.

The American Public Transportation Association (APTA) awarded NNEPRA four first place and two grand prize Ad Wheels awards for excellence in marketing and advertising. More than 700 entries were submitted to the national competition.

On time performance continues to suffer, primarily as a result of work being done on the Merrimack River Bridge in Haverhill, MA.