



PERFORMANCE REPORT

September 2007

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

AT A GLANCE

September 2007
Ridership:

36,471

*24% increase from September 2006
Fiscal year to date total: 110,552
17% increase from last year.*

September 2007
Ticket Revenue:

\$505,844

*24.7% increase from September 2006
Fiscal year to date: \$ 1,603,223
16% increase from last year*

September 2007
Passenger Miles:

2,880,358

Customer Satisfaction Index

84%

3 month avg; -6% from last year

On Time Performance

August: 49.3%

FY to date: 78%

Since December 15, 2001

1,723,714 riders

\$24,027,709 revenue

145,149,273 passenger miles

Performance Highlights

The value of the Downeaster's new frequency proved extremely positive in the month of September 2007! The first full month of 10-trains daily resulted in nearly 7,000 more riders than last year!

Portland to Boston travelers in September increased nearly 20% compared to last year, and represent nearly a third of all riders. The number of pass holders jumped to a record 12,064, representing 27% of total ridership. This was most evident in Exeter, where ridership grew 55% compared to last year.

First quarter FY08 results are extremely positive with a 17% increase in ridership and a 16% increase in revenue compared to Q1 FY07. The changes made to schedule and frequency over the past year have contributed greatly to the effectiveness of the Downeaster. Weekday ridership on the morning arrival to Boston (Train 680) has increased by an average of 70 passengers per day, while peak hour departures have increased an average of 140 passengers per weekday, compared to September 2006.

The new 8:10pm departure from Boston averaged 67 passengers per weekend day, and 22 passengers per weekday. Those trends, combined with an increase in Maine-bound weekend ridership, indicate growth in the tourism market within the very first month of the new schedule.

On Time Performance (OTP) and Customer Service Index (CSI) continued to be impacted by construction related delays and service interruptions. This includes delays experienced as a result of work being conducted on the Merrimack River Bridge in Haverhill. While the Downeaster is still maintaining excellent performance standards nationally, it is expected that scores will improve further once construction has been completed.