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Media Advisory



NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY



For Immediate Release

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Amtrak Downeaster Achieves Record Ridership in 2019

PORTLAND, MAINE – The Northern New England Passenger Rail Authority (NNEPRA) announced today that the Amtrak Downeaster achieved record breaking ridership of 574,404 passengers in calendar year 2019, a 7.8% increase from 2018. The previous ridership record of 546,056 passengers was set in 2017.

The Amtrak Downeaster experienced record ridership growth in 9 out of 12 months, according to NNEPRA Marketing Director, Natalie Bogart, who reported that August 2019 was the highest ridership month in Downeaster history. “August ridership of 60,944 was an all-time record and the first time that Downeaster ridership surpassed 60,000 passengers in a month”.

NNEPRA attributes the ridership surge to increased frequency to Freeport and Brunswick, improved reliability, as well as repeat riders. Amtrak Customer Satisfaction score of 91% suggests that people are not only riding the Downeaster, but are finding it to be enjoyable as well. When compared to Amtrak services throughout the country, passengers rank the Downeaster among the top services for friendliness, overall satisfaction, and quality of on-board food service.

“These results are particularly impressive.” stated NNEPRA Chairman, John Melrose. “We are committed to the continued growth of the Downeaster service and are working hard in 2020 to improve/ expand transportation alternatives to further enhance mobility to our citizens and support economic growth for Maine Businesses.”

For additional Amtrak Downeaster information or to purchase tickets visit: AmtrakDowneaster.com

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