

Downeaster Performance Report
FY2019 To date (July 2018-October 2018)

Ridership						
	FY2018	FY2019	FY2019	Variance	Var	Passenger
	Actual	Actual	Target	to Target	%	Miles
July	57,652	57,912	58,590	(678)	-1%	4,906,109
August	57,306	56,332	58,249	(1,917)	-3%	4,763,477
September	50,016	39,730	30,000	9,730	32%	2,852,161
October	47,174	43,784	48,112	(4,328)	-9%	
Total	212,148	197,758	194,951	2,807	1%	

Ticket Revenue						
	FY2018	FY2019	FY2019	Variance	Var	Average
	Actual	Actual	Target	to Target	%	Fare
July	\$ 1,042,712	\$ 1,134,781	\$ 1,098,563	\$ 36,218	3%	\$ 19.59
August	\$ 1,052,422	\$ 1,088,275	\$ 1,092,169	\$ (3,894)	0%	\$ 19.32
September	\$ 933,017	\$ 647,318	\$ 480,000	\$ 167,318	35%	\$ 16.29
October	\$ 875,607	\$ 779,541	\$ 902,100	\$ (122,559)	-14%	\$ 17.80
Total	\$ 3,903,757	\$ 3,649,915	\$ 3,572,831	\$ 77,083	2%	\$ 18.64

Customer Satisfaction			
SEPTEMBER	Downeaster	Amtrak	FY to Date
Overall Customer Satisfaction	85	84	89
Value of Amtrak Service for Price Paid	87	81	88
Reliability or On Time Performance of the Train	70	80	83
Information About Problems Delays While on the Train	76	79	83
Clarity of Announcements	77	79	82
Friendliness/Helpfulness of Train Conductor	90	89	93
Overall Cleanliness of Train Interior	92	86	91
Cleanliness of Train Windows	87	84	88
Cleanliness of the Restrooms on the Train	76	72	80
Overall Experience in Café Car	84	79	86
Friendliness/Helpfulness of Café Car Personnel	91	86	92
Quality/Freshness of Food in Café Car	77	78	84
Overall WiFi Service	74	66	72

On Time Performance						
Calendar	May	June	July	August	September	October
2018	69%	64%	45%	45%	41%	42%
2017	76%	70%	54%	72%	65%	58%