

# Performance Report

Fiscal Year 2013: July 2012-June 2013

Northern New England Passenger Rail Authority

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## Fiscal Year 2013: July 2012 - June 2013

FY2013	RIDERS	REVENUE	PASS. MILES	OTP
July	53,740	\$ 820,182	4,526,148	81%
August	57,853	\$ 864,896	4,938,869	80%
September	48,391	\$ 700,691	3,837,621	90%
October	45,877	\$ 611,305	3,510,071	78%
November	46,808	\$ 695,661	3,730,862	79%
December	42,800	\$ 655,555	3,545,856	86%
January	38,946	\$ 557,145	3,094,667	86%
February	36,137	\$ 525,199	2,884,647	84%
March	45,842	\$ 693,031	3,718,878	89%
April	45,583	\$ 637,799	3,700,138	85%
May	46,804	\$ 641,567	3,823,781	81%
June	47,566	\$ 714,222	3,995,889	72%
<b>FY2013</b>	<b>556,347</b>	<b>\$ 8,117,252</b>	<b>45,307,427</b>	<b>83%</b>
FY2012	528,292	7,416,527	42,794,417	82%
FY13 vs FY12	5%	9%	15%	

## PERFORMANCE HIGHLIGHTS

Fiscal year 2013 was significant for the Downeaster. Ridership again broke records, exceeded 556,000 riders, which is a 5% increase over last year's record of 528,000. Increases in ticket revenue were even more significant, exceeding \$8.1 million, and surpassing the FY12 record of \$7.4 million by 9%.

The year was filled with challenges such as a hurricane in October, a blizzard in February, a heat wave in May and bridge outages throughout the spring. Most significantly, however, the Downeaster expanded service to Freeport and Brunswick in November 2012. Ridership north of Portland continues to exceed expectations by almost 50%.

### FY2013 Fiscal Year Statistics (July 2012 – June 2013)

#### Average Daily Ridership: 1,524

- Average Weekday Ridership: 1,633
- Average Weekend Ridership: 1,295

#### Average Passenger Fare: \$14.57

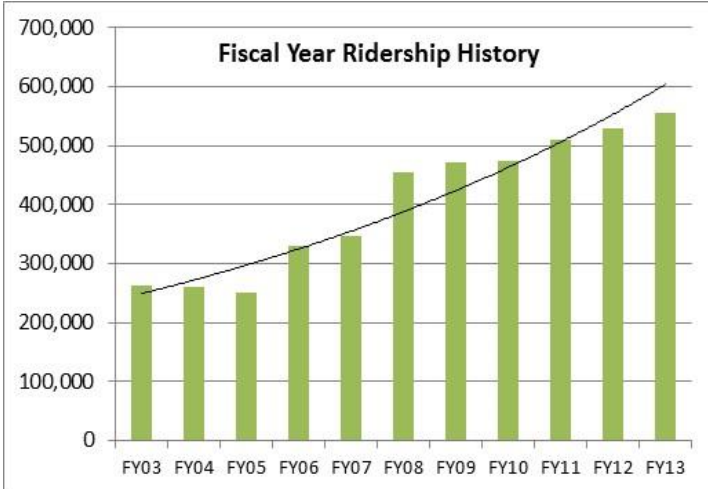
- Average Fare on Weekdays: \$13.41
- Average Fare on Weekends: \$17.75

#### Average Miles per Passenger: 81

- Average Weekday Miles/Passenger: 78
- Average Weekend Miles/Passenger: 90

#### Rider Profile

- 55% of riders travelled to or from a Maine station generating 66% of ticket revenue.
- 31% of riders travelled between NH stations and Boston generating 25% of revenue.
- 31% of total riders travelled using multi-ride passes, including College 6-TIX, generating 16% of total revenue.



CUSTOMER SATISFACTION - Fiscal Year Average		
	Downeaster	Amtrak
Overall Customer Satisfaction	93	86
Value for Price Paid	91	83
Overall Cleanliness of Train	90	84
Conductor Helpfulness / Friendliness	94	88
Overall Café Experience	91	86
Food Service Personnel Friendliness	84	79
Quality of Food	85	80

The *Downeaster Café* is averaged a recovery rate of 79% in fiscal year 2013 with an average cost per passenger of 29 cents, fiscal year to date.

**Since December 2001, the Downeaster has transported more than 4.5 million people the equivalent of 367 million passenger miles and has generated nearly \$64 million in ticket revenues.**