



Performance Report

Fiscal Year 2014: July 2013-June 2014

Northern New England Passenger Rail Authority

75 W Commercial Street, Suite 104, Portland, Maine 04101 207-780-1000

PERFORMANCE HIGHLIGHTS

Fiscal 2014 Year to Date: July 2013-June 2014

FY2014	RIDERS	REVENUE	PASS. MILES	OTP
July	55,085	\$ 851,450	4,642,062	58%
August	60,044	\$ 929,299	5,068,553	62%
September	48,485	\$ 699,492	3,834,463	62%
October	45,681	\$ 683,820	3,676,047	74%
November	44,730	\$ 748,037	3,652,980	78%
December	41,044	\$ 719,739	3,483,039	74%
January	36,100	\$ 588,596	2,983,790	70%
February	36,114	\$ 602,942	2,905,462	75%
March	44,215	\$ 735,305	3,678,378	81%
April	44,550	\$ 721,735	3,663,082	36%
May	38,720	\$ 633,517	3,254,505	8%
June	41,756	\$ 709,751	3,560,799	19%
FY14 To date	536,524	8,623,682	44,403,160	58%
FY13 To Date	512,775	8,117,252	45,307,427	82%
FY14 vs FY13	4.6%	6.2%	-2.0%	

Downeaster Ridership exceeds 5 Million Passengers in FY14

Fiscal year 2014 marked a milestone for the Downeaster, as the 5 million passenger mark was met and exceeded. The year itself was successful as well with record-breaking ridership exceeding 536,000, which is a 4.6% increase over the previous fiscal year. Increases in ticket revenue were even more significant, exceeding \$8.6 million, and surpassing the previous year by 6.2%.

FY2014 Fiscal Year Statistics (July 2013 – June 2014)

Average Daily Ridership: 1,481

- Average Weekday Ridership: 1,507
- Average Weekend Ridership: 1,411

Average Passenger Fare: \$16.03

- Average Fare on Weekdays: \$15.28
- Average Fare on Weekends: \$17.82

Average Miles per Passenger: 81

- Average Weekday Miles/Passenger: 80
- Average Weekend Miles/Passenger: 83

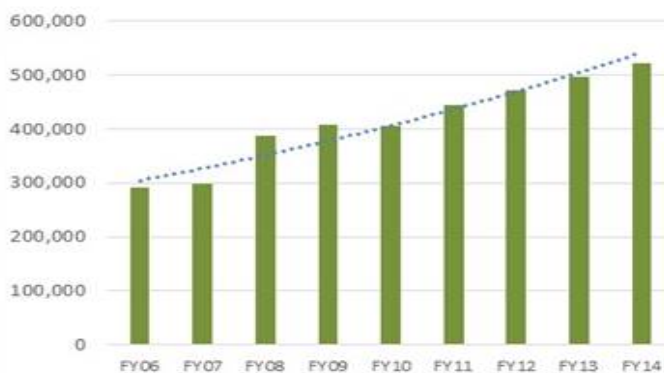
Rider Profile

- 57% of riders travelled to or from a Maine station generating 66% of ticket revenue.
- 30% of riders travelled between NH stations and Boston generating 25% of revenue.
- 25% of total riders travelled using multi-ride passes, including College 6-TIX, generating 16% of total revenue.

The *Downeaster Café* averaged a recovery rate of 84% in fiscal year 2014 with an average cost per passenger of 25 cents, fiscal year to date.

Since December 2001, the Downeaster has transported more than 5 million people the equivalent of 412 million passenger miles and has generated more than \$72 million in ticket revenue.

Fiscal Year Ridership History



CUSTOMER SATISFACTION	Fiscal Year Average	
	Downeaster	Amtrak
Overall Customer Satisfaction	93	86
Value for Price Paid	91	86
Overall Cleanliness of Train	90	84
Clarity of Announcements	85	78
Conductor Helpfulness / Friendliness	93	89
Food Service Personnel Friendliness	91	87
Quality of Food	85	79
Overall Café Experience	87	81