

# DOWNEASTER PERFORMANCE REPORT

FY2019 To Date

July 2018-April 2019



Both ridership and revenue **broke April records** in 2019 exceeding the previous April ridership record of 48,515 achieved in 2018 and the previous revenue record of \$910,032 achieved in 2018.

Ridership						
	FY2018 Actual	FY2019 Actual	FY2019 Target	Variance to Target	Var %	Passenger Miles
July	57,652	<b>57,912</b>	58,590	(678)	-1%	4,906,109
August	57,306	<b>56,332</b>	58,249	(1,917)	-3%	4,763,477
September	50,016	<b>39,730</b>	30,000	9,730	32%	2,852,161
October	47,174	<b>43,784</b>	48,112	(4,328)	-9%	3,191,011
November	42,110	<b>42,753</b>	43,050	(297)	-1%	3,446,794
December	43,557	<b>40,215</b>	46,035	(5,820)	-13%	3,351,363
January	34,458	<b>37,963</b>	36,797	1,166	3%	3,078,211
February	37,498	<b>40,460</b>	38,444	2,016	5%	3,251,302
March	41,505	<b>46,787</b>	43,989	2,798	6%	3,813,086
April	48,515	<b>48,694</b>	50,310	(1,616)	-3%	3,992,908
<b>Total</b>	<b>459,791</b>	<b>454,630</b>	<b>453,576</b>	<b>1,054</b>	<b>0%</b>	<b>36,646,422</b>

Ticket Revenue						
	FY2018 Actual	FY2019 Actual	FY2019 Target	Variance to Target	Var %	Average Fare
July	\$ 1,042,712	<b>\$ 1,134,781</b>	\$ 1,098,563	\$ 36,218	3%	<b>\$ 19.59</b>
August	\$ 1,052,422	<b>\$ 1,088,275</b>	\$ 1,092,169	\$ (3,894)	0%	<b>\$ 19.32</b>
September	\$ 933,017	<b>\$ 647,318</b>	\$ 480,000	\$ 167,318	35%	<b>\$ 16.29</b>
October	\$ 875,607	<b>\$ 779,541</b>	\$ 902,100	\$ (122,559)	-14%	<b>\$ 17.80</b>
November	\$ 791,778	<b>\$ 826,526</b>	\$ 817,950	\$ 8,576	1%	<b>\$ 19.33</b>
December	\$ 831,519	<b>\$ 796,707</b>	\$ 874,665	\$ (77,958)	-9%	<b>\$ 19.81</b>
January	\$ 623,626	<b>\$ 703,697</b>	\$ 680,745	\$ 22,953	3%	<b>\$ 18.54</b>
February	\$ 698,382	<b>\$ 774,464</b>	\$ 720,825	\$ 53,639	7%	<b>\$ 19.14</b>
March	\$ 798,783	<b>\$ 886,504</b>	\$ 835,791	\$ 50,713	6%	<b>\$ 18.95</b>
April	910,032	<b>917,726</b>	943,313	\$ (25,587)	-3%	<b>\$ 18.85</b>
<b>Total</b>	<b>\$ 8,557,877</b>	<b>\$ 8,555,540</b>	<b>\$ 8,446,120</b>	<b>\$ 109,420</b>	<b>1%</b>	<b>\$ 18.82</b>

<b>On Time Performance (OTP)</b>						
	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>
Train OTP 2019	72%	81%	84%	78%	78%	86%
Train OTP 2018	67%	67%	66%	76%	78%	73%
Passenger OTP 2019		87%	88%	85%	84%	90%
<i># of Trains Scheduled</i>	300	310	310	280	310	300
<i># of Trains Operated</i>	292	310	310	280	307	300
<i># of Trains Delayed</i>	83	59	50	64	65	43
<b>Primary Cause of Delay:</b>						
Commuter Train (CTI)	6	0	2	6	3	1
Engine Failure (ENG)	1	1	0	4	4	0
Freight Train (FTI)	10	11	12	18	15	12
MoW Work (DMW)	1	3	7	4	4	1
Police (POL)	0	1	0	0	0	0
Signals (DCS)	17	8	11	8	7	6
Speed Restriction (DSR)	5	1	3	6	3	2
Weather (WTR)	5	0	0	0	0	0
Late Turn of Equipment (ITI)	0	0	6	1	2	6
Passenger Train (PTI)	20	8	6	17	16	4
Other	18	26	3	0	11	11

Customer satisfaction scores for the current month are not yet available.