



Year End Performance Report

Fiscal Year 2010: July 2009 – June 2010

Northern New England Passenger Rail Authority

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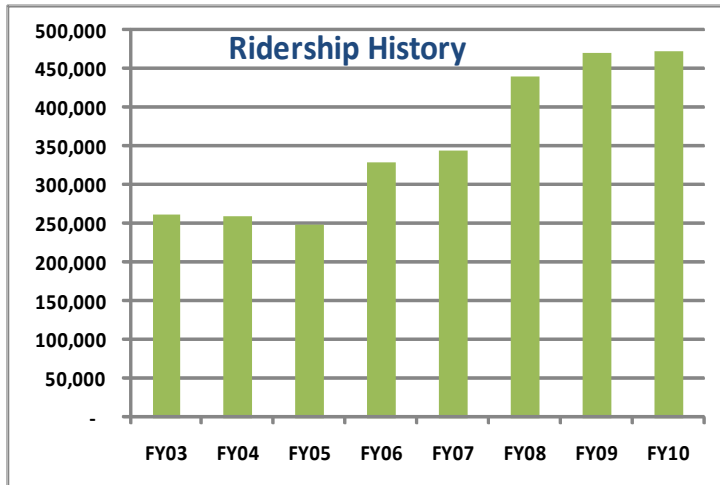
FY2010	RIDERS	REVENUE	PASS. MILES	OTP
June	43,365	\$ 590,477	3,538,832	44%
May	38,879	\$ 552,507	3,131,488	61%
April	42,786	\$ 589,124	3,426,448	57%
March	37,358	\$ 501,679	2,921,816	71%
February	33,958	\$ 473,351	2,674,577	81%
January	31,630	\$ 442,153	2,491,136	78%
December	35,201	\$ 482,332	2,289,409	79%
November	37,379	\$ 511,823	3,024,590	88%
October	41,072	\$ 559,295	3,281,789	95%
September	38,086	\$ 527,269	2,973,307	88%
August	46,903	\$ 715,487	3,937,778	74%
July	47,441	\$ 715,317	3,963,138	86%
FY10 to Date	474,058	6,660,813	37,654,308	75%
FY09 July-Mar	471,291	\$6,625,441	36,967,569	85%
FY10 vs FY09	1%	1%	1.9%	

PERFORMANCE HIGHLIGHTS

Fiscal year 2010 was another record breaking year for the Downeaster by transporting 474,058 passengers a total of 37.6m passenger miles and generating \$6.66m in ticket revenue.

FY2010 Operating Statistics

- **Average Daily Ridership: 1,299**
 - Average # Riders on Weekdays: 1,058
 - Average # Riders on Weekends: 1,060
- **Average Passenger Fare: \$14.05**
 - Average Fare on Weekdays: \$12.77
 - Average Fare on Weekends: \$17.84
- **Average Miles per Passenger: 80**
 - Average PM on Weekdays: 77
 - Average PM on Weekends: 89
- **Total Cost Recovery: 52%**
- **Rider Profile**
 - 45% of riders travelled between Maine stations and Boston generating 58% of total revenue.
 - 36% of riders travelled between NH stations and Boston generating 28% of total revenue.
 - 34% total riders travelled using multi-ride passes, generating 17% of total revenue.



Other FY2010 Highlights

- The APTA awarded 3 first place awards to NNEPRA for excellence in Marketing.
- The FRA announced that NNEPRA was the recipient of a \$35m grant from the HSIPR Competitive Grant program for the expansion of service to Brunswick. Materials have been ordered and work is expected to begin in August 2010.
- The Portland Wye project began in Spring 2010 and is 80% complete.
- In May 2010, NNEPRA submitted a planning grant application to the FRA to complete the Downeaster's Service Development Plan which will provide the framework to make additional investments and improvements in the Downeaster corridor.

CUSTOMER SATISFACTION	FYTD	
	Downeaster	Amtrak
Overall Satisfaction	93	83
Value for Price Paid	90	78
Conductor Friendliness	94	82
Overall Cleanliness	87	74
Overall Café Experience	84	81
Food Service Friendliness	90	83
Quality of Food	78	78

To date, the Downeaster has operated more than 27,260 trains carrying 3,000,308 passengers more than 245,819,913 passenger miles, generating \$41,751,864 in farebox revenues.