

Northern New England Passenger Rail Authority



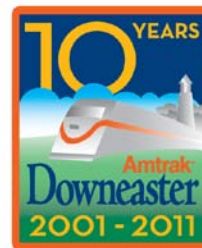
January 2012



Board of Directors Briefing Materials

January 23, 2012
12:30pm

NNEPRA Office
75 W Commercial Street, Suite 104
Portland, Maine



AmtrakDowneaster.com

NNEPRA FY12 Action Plan

Meet Performance Goals & Standards

- Ridership
- Revenue
- On Time Performance
- Budget Targets
- Customer Satisfaction Index
- Maintain Regulatory Compliance

Improve Passenger Services & Communication

- Implement E-Ticketing (Amtrak)
- Implement WiFi (Amtrak)
- Facilitate improved access to stations
- Develop PIDS implementation plan

Prepare to Implement Brunswick Service

- Complete Track Construction
- Determine Operating plan
- Construct Brunswick Layover
- Develop Marketing Plan
- Participate in Community Safety Awareness & Training

Complete Service Development Plan

- Infrastructure Assessment
- Develop service improvement recommendations & plan
- Evaluate Portland Station improvements
- Explore expansion options

Begin MBTA Infrastructure Improvement Project

- Double Track
- Replace rail
- Upgrade Wildcat Grade Crossings & Signals

Increase public outreach including awareness of economic and community benefits associated with Downeaster service.

- Coordinate 10th Anniversary Celebration
- Launch NNEPRA website

Work to secure stable funding mechanism(s) to sustain Downeaster operations and continued capital investments in the Downeaster Corridor.



BOARD MEETING AGENDA

January 23, 2012
NNEPRA Office
75 W Commercial St. Suite 104
Portland, Maine

12:30pm Meeting Called to Order
Vote to enter Executive Session

1:00pm

- I. Vote to open Public Session
- II. Approval of Minutes, November 22, 2011 Meeting (page 3)
- III. Performance Reports (pages 8-10))
- IV. Budget Status & Financial Report (pages 11-12)
- V. Project Updates
- VI. Staff Updates
- VII. Public Comment
- VIII. Next Meeting Date: February 27, 2012



**Minutes of the Meeting of the Board of Directors
Northern New England Passenger Rail Authority**

November 22, 2011
Portland, Maine

Directors in attendance:

Mr. Dana Connors, Mr. John Bubier, Ms. Brenda Garrand, Ms. Sue Moreau, and Mr. Matt Jacobson

Staff in attendance:

Ms. Patricia Quinn, Ms. Marina Douglass, Ms. Natalie Allen, Mr. Brian Beeler, Mr. James Russell, and Ms. Theresa Diffin

Interested parties:

Mr. Paul Eastwood, Amtrak; Mr. Steve Corcoran, Amtrak; Mr. Wayne Davis, TrainRiders Northeast; Mr. Jeff Reynolds, Brunswick; and Ms. Nicole Vinal, Brunswick

Commencement:

The meeting was called to order at 1:03 pm.

Mr. Connors opened the meeting by welcoming Mr. Matt Jacobson to the board to the NNEPRA Board of Directors.

Minutes of October 24, 2011 Meeting

The minutes were accepted as presented by the staff

Motion: Mr. Bubier

Seconded: Ms. Garrand

Accepted: All

PERFORMANCE REPORT –

- Staff reviewed highlights of the Performance Report noting that ridership in October was 42,970, a 2.5% increase over October 2010. Revenue was \$565,821, 2.8% less than October 2010.
- Train cancellations associated with a snow storm, track work and safety improvements, negatively impacted ridership and revenue growth in October. In total, five trains were annulled and 15 trains were operated by bus.
- The new fare plan was implemented on November 15th, 2011. One-way fares increased by \$1. Multi-ride fares increased between 0 and 7% based on the city pairs.
- To date, ridership in November is 456 more than last year.
- The Celtics lockout is likely to negatively impact ridership.
- Radio City Christmas Spectacular Packages are being offered in December.
- On-time performance in October was 87.4% and overall customer service score was 92%. Mr. Beeler explained how OTP is calculated. Mr. Jacobson asked for the cause of delays

- Staff resonded that majority of delays are caused by infrastructure issues that result in slow orders, followed by capacity constraints. Only 2% of delays were due to mechanical failures.
- Mr. Beeler mentioned Café menu is continually being modified.

FINANCE REPORT – MARINA DOUGLASS

Budget Variance Report

- Ms. Douglass reviewed the October 2011 Variance Report stating that operating revenues are about \$13,000 greater than budget projections and expenses are nearly \$500,000 less than projected due to a decrease in fuel costs. As a result, the state funding required is approximately \$500,000 less than was projected.
- Ms. Douglass asked if any Board members had comments regarding NNEPRA’s annual financial audit report which had been provided to at the previous meeting. There were no comments.

Other Business

- A vote to accept the annual financial audit report was requested.

Motion to accept the Audit Report

Motion: Mr. Connors

Seconded: Ms. Garrand

Accepted: All

EXECUTIVE DIRECTOR’S REPORT – PATRICIA QUINN

- On October 31, 2011 NNEPRA submitted a TIGER Grant application for \$20 million to fund improvements to the Downeaster Expansion Project including the Portland Wye, a passing siding at Royal Junction and the layover facility. A total of \$527 million in TIGER funding is available, and 828 applications were submitted by states requesting more than \$14 billion in funding. The benefits of this project would be a reduction in travel time of 10 minutes, the elimination of a back up move, and the ability to operate all five daily roundtrips to Brunswick.
- Ms Quinn provided an update on Reauthorization noting that Maine’s Congressional Delegation was remaining engaged and supportive.
- Ms. Quinn commended the NNEPRA staff for their excellent work stating that the FRA conducted a monitoring visit to NNEPRA to review the Expansion Project status and grant management practices. Their preliminary report indicates no significant findings. Ms. Quinn was asked to make a presentation to the Durham Town Council in November regarding the status of the Downeaster service. At that meeting, the Council passed a resolution to support the Downeaster.
- During the month of November an on-board passenger survey was concluded. NNEPRA plans to conduct surveys twice a year.
- John Ongaro of the Michigan Northern Lights Express Project spent a day riding the Downeaster and learning more about the service. He may bring a delegation back in the spring to learn more from us.

PASSENGER SERVICES – BRIAN BEELER

- The next Station Committee Meeting will be held at the North Dam Mill in Biddeford on November 29, 2011..
- Mr. Beeler has been certified as an Operation Lifesaver presenter and will be available to assist with public outreach in our new station communities. Operation Lifesaver has started contacting all of the schools near the railroad tracks from Portland to Brunswick.

MARKETING REPORT – Natalie Allen

- Toys for Tots events will be taking place at the Portland Transportation Center from Monday, December 12 to Thursday, December 15. Over 500 second grade students from Maine will receive a free ride on the Downeaster in exchange for the donation of a new gift to the Toys for Tots program.
- The Amtrak Downeaster will celebrate its 10th Anniversary on Thursday, December 15, 2011 with a press event at the Portland Transportation Center. NNEPRA will be recognizing crews, volunteers, and the regular riders throughout the week leading up to the event.

PROJECTS UPDATE –JAMES RUSSELL

Brunswick Expansion Project

- Church Road in Brunswick was reconstructed and is now double tracked. This is the 30th crossing completed, with six more scheduled to be completed next season.
- Signal upgrades are ongoing, with good progress being made. Ground work will continue until the ground freezes, and above ground work wiring in the bungalows will continue through the winter.
- Concrete placements for the Freeport Platform are nearly complete and should be finished by the beginning of next week. The earth work is essentially complete. All drainage work is complete, and curbing has been installed along the parking lot with loam and seeding being completed.
- Precast platform segments for the Brunswick Platform are being completed off site and will be shipped to Maine next week, in anticipation of setting them in place the week of December 5th.
- Both platforms will require completing the Finishes in the spring.

Ms. Douglass noted that \$33 million of the \$38.3 million Grant has been obligated and the Project appears to be on budget at this time. The Project has created approximately 200 jobs.

Ms. Quinn mentioned the Brunswick Layover project was moving ahead with the development of building site specifications. An Advisory Group meeting will be held December 2nd at the NNEPRA office.

Public Comment

Ms. Vinal inquired into the Operation Lifesaver program and suggested that NNEPRA reach out to the Brunswick neighborhood to make a presentation to educate the area. Mr. Beeler stated Operation Lifesaver stated that presentations will begin in 2012.

Mr. Davis noted that TNE has encouraged many communities to pass resolutions in support of the Downeaster and state supported services. He also mentioned TrainRiders NE will have a display for the 10th Anniversary celebration. Holiday hosts will provide coverage for Thanksgiving and Christmas. Mr. Davis will attend a Train Station conference in Burlington, VT.

Motion to adjourn 1:56pm

Motion: Mr. Jacobsen

Seconded: Ms. Garrard

Accepted: All

NEXT MEETING: January 23, 2012

DOWNEASTER PERFORMANCE STATISTICS					
November 2011					
Performance Stats	Ridership	Revenue	Fare/Pax	Passenger Miles	Miles/
Actual November 2011	40,267	\$ 556,451	\$ 13.82	3,148,815	78
Actual November 2010	40,434	\$ 535,868	\$ 13.25	3,192,462	79
FY2012 Year to date	229,756	\$3,182,723	\$ 13.85	18,664,374	81
FY2011 Year to date	219,162	\$3,127,118	\$ 14.27	17,732,974	81
City Pair Ridership November 2011	#Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
Portland -Boston	11,449	\$ 203,955	\$ 17.81	28%	37%
Exeter-Boston	6,500	\$ 61,864	\$ 9.52	16%	11%
Durham-Boston	4,024	\$ 58,183	\$ 14.46	10%	10%
Wells-Boston	3,064	\$ 45,461	\$ 14.84	8%	8%
Saco-Boston	2,900	\$ 47,713	\$ 16.45	7%	9%
Dover-Boston	4,147	\$ 49,451	\$ 11.92	10%	9%
Haverhill-Boston	2,109	\$ 16,241	\$ 7.70	5%	3%
Boston-Old Orchard B	0	0	#DIV/0!	0%	0%
On Time Performance	Average overall OTP for November 2011				
	89.50%				
100%	685,688,691,695,697,698				
90-99%	680,683,687				
80-89%	681,682,684,686,689,690,692,693,699				
Below 80%	694,696				
Customer Satisfaction Score	Downeaster October 2011		Amtrak October 2011		
Overall CSI	84%		81%		
Value for Price Paid	89%		76%		
Overall Cleanliness of Train	85%		76%		
Friend. /Helpful of Conductors	94%		84%		
Friendliness of Café Attendent	78%		83%		
Quality of Café Food	75%		69%		
Overall Café Experience	75%		72%		

DOWNEASTER PERFORMANCE STATISTICS					
December 2011					
Performance Stats	Ridership	Revenue	Fare/Pax	Passenger Miles	Miles/
Actual December 2011	38,809	\$ 546,886	\$ 14.09	3,094,233	80
Actual December 2010	40,906	\$ 552,478	\$ 13.51	3,303,542	81
FY2012 Year to date	268,565	\$3,729,609	\$ 13.89	21,758,607	81
FY2011 Year to date	260,068	\$3,679,596	\$ 14.15	21,036,516	81
City Pair Ridership December 2011	#Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
Portland -Boston	12,522	\$ 228,931	\$ 18.28	32%	42%
Exeter-Boston	6,214	\$ 60,564	\$ 9.75	16%	11%
Durham-Boston	2,436	\$ 34,895	\$ 14.32	6%	6%
Wells-Boston	3,321	\$ 50,467	\$ 15.20	9%	9%
Saco-Boston	2,881	\$ 48,167	\$ 16.72	7%	9%
Dover-Boston	4,178	\$ 51,508	\$ 12.33	11%	9%
Haverhill-Boston	2,091	\$ 16,319	\$ 7.80	5%	3%
Boston-Old Orchard B	0	0	\$ -	0%	0%
On Time Performance	Average overall OTP for December 2011				
	82.60%				
100%	699				
90-99%	681,682,683,685,688				
80-89%	689,690,691,692,693,697,698				
Below 80%	680,684,686,687,694,695,696				
Customer Satisfaction Score	Downeaster November 2011		Amtrak November 2011		
Overall CSI	91%		82%		
Value for Price Paid	88%		77%		
Overall Cleanliness of Train	85%		74%		
Friend. /Helpful of Conductors	95%		83%		
Friendliness of Café Attendent	83%		77%		
Quality of Café Food	83%		63%		
Overall Café Experience	78%		66%		



Performance Report

Fiscal Year 2012 To Date: Second Quarter, July 2011-December 2011

Northern New England Passenger Rail Authority

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

Fiscal Year 2012 to Date: July 2011 - December 2011

FY2012	RIDERS	REVENUE	PASS. MILES	OTP
July	51,079	\$ 745,100	4,334,725	62%
August	50,825	\$ 715,595	4,272,071	64%
September	44,615	\$ 599,756	3,544,792	76%
October	42,970	\$ 565,821	3,363,971	71%
November	40,267	\$ 556,451	3,148,815	90%
December	38,809	\$ 546,886	3,094,233	83%
FY12 To Date	268,565	\$3,729,609	21,758,607	74%
FY11 To Date	260,068	3,679,297	21,036,516	76%
FY12vs FY11	3%	1%	3%	

PERFORMANCE HIGHLIGHTS

The first two quarters of Fiscal Year 2012 were solid for the Downeaster. Between July and December 2011, the Downeaster transported a total of 267,565 passengers the equivalent of 21.7 million miles and generated over \$3.7million in ticket revenue. Overall ridership was 3% greater than the same period last year and greater than the full 12 month ridership achieved during each of the first full fiscal years of Downeaster operation.

FY2012 6-Month Fiscal Year to Date Statistics (Jul 11-Dec 11)

Average Daily Ridership: 1,460

- Average Weekday Ridership: 1,565
- Average Weekend Ridership: 1,248

Average Passenger Fare: \$13.89

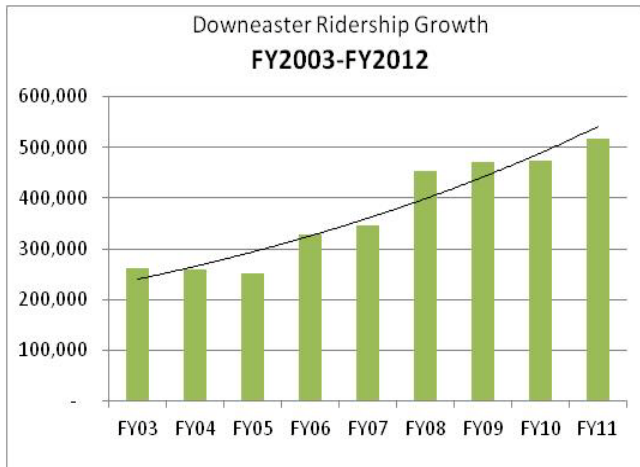
- Average Fare on Weekdays: \$12.75
- Average Fare on Weekends: \$17.11

Average Miles per Passenger: 81

- Avg. Weekday Miles/Passenger: 78
- Avg. Weekend Miles/Passenger: 90

Rider Profile

- 58% of riders travelled to or from a Maine station generating 70% of ticket revenue.
- 31% of riders travelled between NH stations and Boston generating 25% of revenue.
- 32% of total riders travelled using multi-ride passes, generating 16% of total revenue.



CUSTOMER SATISFACTION	3 Month Average	
	Downeaster	Amtrak
Overall Customer Satisfaction	92	85
Value for Price Paid	92	85
Overall Cleanliness of Train	89	83
Conductor Helpfulness / Friendliness	94	87
Food Service Personnel	89	84
Quality of Food	84	78
Overall Café Experience	85	78

Downeaster Expansion Project

Construction on the Downeaster Expansion Project continues. During the 2011 construction season, 30 grade crossings were rehabilitated, more than 12,000 ties were replaced, 9 culverts were rebuilt and 297 track



segments were welded. Drainage and double track work at Brunswick station is complete, and passenger platforms in Brunswick and Freeport are 80% complete. Winter work will continue on signal systems and on the construction of a freight siding in Brunswick. Service to Freeport and Brunswick is currently on target to begin in the fall of 2012.

To Date the Downeaster has transported more than 3.7 million people the equivalent of 305 million passenger miles and has generated more than \$52.5m in ticket revenues.

www.AmtrakDowneaster.com

1-800-USA-RAIL

VARIANCE REPORT - November 2011							
	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance	Year to Date Percent
Revenues							
Operating Revenue							
Amtrak Ticket Revenue	556,451	551,100	5,351	3,182,723	3,216,344	(33,621)	-1%
Food Service Revenue	34,397	45,481	(11,084)	240,842	248,902	(8,060)	-3%
Advertising Revenue	0	0	0	8,190	8,000	190	2%
Parking Lot Revenue	28,544	22,807	5,737	169,348	124,817	44,531	36%
Interest on Accounts	287	250	37	1,347	1,250	97	8%
Other Revenue	4,436	4,436	0	22,181	22,181	0	0%
Total Operating Revenues	624,116	624,074	42	3,624,632	3,621,494	3,138	0%
Expenses							
Wages and Benefits							
Permanent Full-Time	26,187	26,187	0	131,726	131,726	(0)	(0)
Benefits	10,653	10,653	0	52,831	52,832	(1)	(0)
Total Wages and Benefits	36,840	36,840	0	184,557	184,558	(1)	0%
Administration							
Office Expenses	9,922	10,913	(992)	52,419	54,537	(2,118)	-4%
Professional Services	2,062	1,050	1,012	22,832	22,250	582	3%
Insurance	2,375	2,370	5	11,877	11,849	27	0%
Board Operations	1,182	912	271	6,574	4,558	2,016	44%
Total Administration Expense	15,541	15,245	296	93,702	93,194	507	1%
Train Operations							
Amtrak Operations	720,597	720,597	0	3,603,102	3,602,984	118	0%
Train Fuel Cost	220,000	318,750	(98,750)	1,007,712	1,593,750	(586,038)	-37%
PanAm	98,695	98,778	(83)	382,143	493,892	(111,749)	-23%
MBTA	20,384	20,384	(0)	101,920	101,920	(0)	0%
Other Train Operations	775	556	219	5,676	2,782	2,895	104%
Insurance	1,100	1,338	(238)	5,800	6,513	(713)	-11%
Layover Facility	7,562	7,958	(396)	38,500	38,531	(32)	0%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,069,113	1,168,361	(99,248)	5,144,852	5,840,371	(695,519)	-12%
Station Operations							
Portland Station	28,042	26,415	1,627	136,161	131,957	4,204	3%
Platform Ins	10,462	10,462	0	52,310	52,310	0	0%
Station Platform Leases	0	0	0	30,279	12,497	17,782	142%
Other Station Improvements	0	0	0	0	0	0	#DIV/0!
Total Station Operations	38,504	36,877	1,627	218,750	196,763	21,987	11%
Food Service							
Regular	47,411	61,719	(14,308)	309,591	337,744	(28,153)	-8%
Total Food Service	47,411	61,719	(14,308)	309,591	337,744	(28,153)	-8%
Marketing							
Marketing	40,336	40,337	(1)	156,554	153,474	3,080	2%
Total Marketing	40,336	40,337	(1)	156,554	153,474	3,080	2%
Total Expenses	1,247,746	1,359,379	(111,633)	6,108,007	6,806,105	(698,099)	-10%
Additional Funding Required	623,630	735,305	(111,675)	2,483,375	3,184,611	(701,236)	-22%

VARIANCE REPORT - December 2011							
	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance	Year to Date Percent
Revenues							
Operating Revenue							
Amtrak Ticket Revenue	546,886	561,059	(14,173)	3,729,609	3,777,403	(47,794)	-1%
Food Service Revenue	42,517	45,860	(3,343)	283,359	294,762	(11,403)	-4%
Advertising Revenue	0	0	0	8,190	8,000	190	2%
Parking Lot Revenue	25,000	22,997	2,003	194,348	147,814	46,534	31%
Interest on Accounts	279	250	29	1,627	1,500	127	8%
Other Revenue	4,131	4,565	(434)	26,312	26,746	(434)	-2%
Total Operating Revenues	618,812	634,731	(15,918)	4,243,444	4,256,225	(12,781)	0%
Expenses							
Wages and Benefits							
Permanent Full-Time	29,684	29,684	0	161,410	161,410	(0)	(0)
Benefits	10,556	10,556	0	63,387	63,387	(1)	(0)
Total Wages and Benefits	40,240	40,240	0	224,797	224,798	(1)	0%
Administration							
Office Expenses	11,136	11,042	94	63,555	65,579	(2,024)	-3%
Professional Services	630	1,050	(420)	23,462	23,300	162	1%
Insurance	2,393	2,517	(124)	14,269	14,366	(97)	-1%
Board Operations	1,053	958	95	7,626	5,516	2,111	38%
Total Administration Expense	15,211	15,566	(355)	108,913	108,761	152	0%
Train Operations							
Amtrak Operations	720,597	720,597	0	4,323,698	4,323,581	118	0%
Train Fuel Cost	220,000	318,750	(98,750)	1,227,712	1,912,500	(684,788)	-36%
PanAm	98,695	98,778	(83)	480,837	592,670	(111,833)	-19%
MBTA	20,384	20,384	(0)	122,304	122,304	(0)	0%
Other Train Operations	775	556	219	6,452	3,338	3,114	93%
Insurance	1,100	1,338	(238)	6,900	7,850	(950)	-12%
Layover Facility	14,565	8,287	6,279	53,065	46,818	6,247	13%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,076,117	1,168,690	(92,573)	6,220,969	7,009,061	(788,092)	-11%
Station Operations							
Portland Station	28,223	30,088	(1,865)	164,384	162,045	2,339	1%
Platform Ins	10,646	11,194	(548)	62,956	63,504	(548)	-1%
Station Platform Leases	0	0	0	30,279	12,497	17,782	142%
Other Station Improvements	0	0	0	0	0	0	
Total Station Operations	38,869	41,282	(2,413)	257,619	238,046	19,574	8%
Food Service							
Regular	60,516	62,923	(2,407)	370,108	400,667	(30,559)	-8%
Total Food Service	60,516	62,923	(2,407)	370,108	400,667	(30,559)	-8%
Marketing							
Marketing	49,862	49,862	0	206,417	203,336	3,080	2%
Total Marketing	49,862	49,862	0	206,417	203,336	3,080	2%
Total Expenses	1,280,815	1,378,563	(97,748)	7,388,822	8,184,668	(795,846)	-10%
Additional Funding Required	662,003	743,833	(81,830)	3,145,378	3,928,444	(783,066)	-20%