

# Northern New England Passenger Rail Authority



## March 2012

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Pan Am crews have started distributing ties for spring installation.

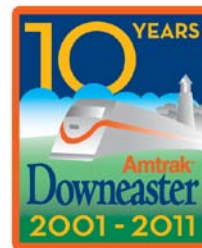
### Board of Directors Briefing Materials

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March 26, 2012  
12:30pm

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



[AmtrakDowneaster.com](http://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 10<sup>th</sup> 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**

March 26, 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, January 23, 2011 Meeting (page 3)
- III. Performance Reports (pages 8-9)
- IV. Budget Status & Financial Report (pages 10-11)
- V. Project Updates
- VI. Staff Updates
- VII. Public Comment
- VIII. Next Meeting Date: April 23, 2012



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

January 23, 2012  
Portland, Maine

**Directors in attendance:**

Mr. Martin Eisenstein, Mr. Dana Connors, Mr. David Bernhardt, 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. Steve Corcoran, Amtrak; Mr. Wayne Davis, TrainRiders NE; Ms. Sue Moreau, MDOT; Mr. Dana Knapp, Concord; Mr. Bill Lord, TrainRiders NE; Mr. Paul Weiss, Maine Rail Transit Coalition; Mr. Ron McKinnon, Maine Department of Economic Development; and Ms. Nicole Vinal, Brunswick

**Commencement:**

The meeting was called to order at 1:30 pm.

**Minutes of November 22, 2011 Meeting**

The minutes were accepted as presented by the staff

Motion: Mr. Jacobson

Seconded: Mr. Connors

Accepted: All

**PERFORMANCE REPORT –**

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- Staff reviewed the Performance Report for the first half of FY 2012 which reflected 268,565 riders with \$3.7 million in revenue and approximately 22 million in passenger miles.
- The positive Amtrak CSI scores are consistent with the feedback received from passenger surveys.
- Ms. Allen stated that marketing strategies for the following quarter would include sports packages and group sales.

**FINANCE REPORT – MARINA DOUGLASS**

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**Budget Variance Report**

- Ms. Douglass reviewed the November and December 2011 Variance Report reporting that operating revenues are even with projections and expenses are nearly \$796,000 less than projected due to decrease in operating fuel and on-time performance payments to Pan Am Railways. As a result, the additional funding required is approximately \$783,000 less than projected.

- NNEPRA and MaineDOT will review the six month budget ending December 31, 2011 when the larger actual invoices are provided to NNEPRA by Amtrak, Pan Am and Concord Coach Lines.

Mr. Weiss asked what the load factor was for the Downeaster. Ms. Quinn stated it varies by train. He also asked if NNEPRA blocks a number of seats for people who have not made a reservation. Ms. Quinn responded that on peak trains there are a number of seats blocked for pass holders.

Ms. Vinal inquired whether NNEPRA had data on the number of Maine residents versus out-of-state travelers who ride the train and was informed that we do have survey data and will provide that information. Ms. Quinn stated she would get back to her.

Vote to accept the variance report

Motion: Mr. Connors

Seconded: Mr. Bernhardt

Accepted : All

The Portland Transportation Center contract agreement with Concord Coach Lines is up for renewal. Several contracts are being negotiated. Two contracts are ready to execute:

- The 2<sup>nd</sup> amendment to the Ground Lease which is for the property under the Portland Station Trainway. The amendment will extend the contract for five years.
- -he License Agreement among Orthopedic Associates, Concord Coach Lines, MaineDOT and NNEPRA for the parking lot lease of spaces to the employees of Orthopedic Associates.

Vote to accept the 2<sup>nd</sup> Amendment to the Ground Lease and the License Agreement for the parking lot.

Motion: Mr. Jacobson

Seconded: Mr. Bernhardt

Accepted: All

## **PROJECT UPDATE – JIM RUSSELL**

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### **Expansion to Brunswick Project, 2011 Recap**

- Mr. Russell reported that construction on the Brunswick project was on winter hiatus.
- Signal crews will continue to work throughout the winter finalizing the wiring of the new equipment.
- Platform construction is scheduled to resume in March 2012.
- The project is on schedule and service is expected to begin late in 2012.

Ms. Quinn estimated a start for service would be announced 60 to 90 days prior to operation of the service.

Ms. Douglass provided an update on the expansion project budget. The grant award is \$38 million and \$34 million has been obligated with contracts and purchase orders. The balance of

approximately \$4 million is for signal communication materials, Walnut Siding and Brunswick Holding Tracks. The budget is on target.

An Invitation to Bid for switch machines was issued and bids are due February 3<sup>rd</sup>. Three requests for quotes for the 2012 season have been issued for flagging, paving and variable message rental signs. Those quotes are due February 6<sup>th</sup>.

## **STAFF UPDATES**

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Ms. Quinn has been working with Mr. Corcoran on the Portland to Brunswick and Freeport schedule scenarios.

Ms. Quinn updated the Board on the development of the layover facility. NNEPRA is working with PB (Parsons Brinkerhoff) to develop comprehensive design specifications for the facility. NNEPRA has had two meetings with the Brunswick Layover Advisory Group. The Group has been provided with specification information and has had an opportunity for comment. The only change requested was that NNEPRA request a building sound wall STC rating of 50. PB concluded that 44 STC was adequate, but both ratings will be including in the final specification.

Vote to proceed with the Request for Qualifications (RFQ) Process for the Brunswick Layover Design-Build Project.

Motion: Mr. Connors

Seconded: Mr. Jacobson

Accepted: All

Ms. Douglass reviewed the selection process. Design-Builders' Statements of Qualifications will be reviewed and a short list will be developed. The short-listed Design-Builders will receive the official Request for Proposals (RFP). The Proposals submitted from the Design-Builders' and their sealed price quotes will be reviewed based on the quality of the proposal and price. These reviews will be presented to the NNEPRA Board of Director, who will determine the next steps.

NNEPRA is working on a Service Development Plan with Gannett Fleming (track infrastructure, expansion, and Portland Transportation Center).

NNEPRA met with the Massachusetts Bay Transit Authority (MBTA) in December to discuss the MBTA Infrastructure Improvement Project. The MBTA needs to provide NNEPRA with updated signal plans, schedule and budget before starting the project.

The TIGER Grant application NNEPRA submitted in October was not selected for funding. Only \$527 million in grants were available and \$14 billion in applications were received. NNEPRA will resubmit the grant application when additional grant opportunities become available. The TIGER Grant application for the Merrimack River Bridge was awarded \$10 million. Massachusetts will contribute the balance of funding to complete the project.

Mr. Paul Eastwood, Amtrak Assistant Superintendent, retired on December 16, 2011. Mr. Corcoran is the Acting Assistant Superintendent. BJ White is acting Road Foreman.

Operation Life Saver Outreach facilitator's training will be taken by Ms. Quinn, Ms. Allen and Mr. Russell. This will enable additional staff to provide outreach on rail safety to more communities.

Mr. Beeler discussed the station committee meeting in January. Portland hosted the meeting and was well attended. He also mentioned the PACTS (Portland Area Comprehensive Transportation Services) committee is working on a branding initiative to develop a regional brand that would be developed encompassing buses, ferries and trains.

Ms. Allen will attend the Governor's Conference on Tourism, the Boston Globe Travel Show.

**Public Comment**

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Mr. Weiss asked what the \$25 million Tiger Grant application was for. He was informed the grant applied for funding for the Portland Wye, a railroad siding at Royal Junction and the proposed Brunswick Layover Facility.

Ms. Vinal inquired where the funding for the Brunswick Layover Facility will come from since NNEPRA's application wasn't chosen. Ms. Quinn stated NNEPRA would continue to seek funding opportunities.

Motion to adjourn: 2:11 pm

Motion: Mr. Connors

Seconded: Mr. Jacobson

Accepted: All

**NEXT MEETING: March 26, 2012. No February meeting.**

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<b>DOWNEASTER PERFORMANCE STATISTICS</b>					
<b>January 2012</b>					
<b>Performance Stats</b>	Ridership	Revenue	Fare/Pax	Passenger Miles	Miles/
Actual January 2012	37,851	\$ 518,934	\$ 13.71	3,045,865	80
Actual January 2011	34,822	\$ 476,480	\$ 13.68	2,790,897	80
FY2012 Year to date	306,416	\$4,248,543	\$ 13.87	24,804,472	81
FY2011 Year to date	294,890	\$4,156,076	\$ 14.09	23,827,413	81
<b>City Pair Ridership January 2012</b>	# Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
Portland -Boston	11,999	\$ 209,351	\$ 17.45	32%	40%
Exeter-Boston	6,699	\$ 68,703	\$ 10.26	18%	13%
Durham-Boston	2,321	\$ 30,063	\$ 12.95	6%	6%
Wells-Boston	2,991	\$ 43,432	\$ 14.52	8%	8%
Saco-Boston	2,890	\$ 44,978	\$ 15.56	8%	9%
Dover-Boston	4,491	\$ 52,888	\$ 11.78	12%	10%
Haverhill-Boston	2,180	\$ 16,877	\$ 7.74	6%	3%
Boston-Old Orchard B	0	0	\$ -	0%	0%
<b>On Time Performance</b>	<b>Average overall OTP for January 2012</b>				
	<b>90.30%</b>				
100%	680,690,691,695,697,698,699				
90-99%	681,682,683,684,685,688,689,693,696				
80-89%	686,692				
Below 80%	687,694				
<b>Customer Satisfaction Score</b>	Downeaster December 2011		Amtrak December 2011		
Overall CSI	92%		82%		
Value for Price Paid	89%		74%		
Overall Cleanliness of Train	86%		77%		
Friend. /Helpful of Conductors	96%		82%		
Friendliness of Café Attendent	85%		79%		
Quality of Café Food	72%		66%		
Overall Café Experience	75%		68%		



<b>DOWNEASTER PERFORMANCE STATISTICS</b>					
<b>February 2012</b>					
<b>Performance Stats</b>	Ridership	Revenue	Fare/Pax	Passenger Miles	Miles/
Actual February 2012	40,122	\$ 566,618	\$ 14.12	3,185,756	79
Actual February 2011	35,927	\$ 493,674	\$ 13.74	2,862,368	80
FY2012 Year to date	346,538	\$4,815,161	\$ 13.90	27,990,228	81
FY2011 Year to date	330,817	\$4,649,750	\$ 14.06	26,689,781	81
<b>City Pair Ridership February 2012</b>	<b># Riders</b>	<b>Revenue</b>	<b>Avg Fare</b>	<b>% Total Riders</b>	<b>% Total Revenue</b>
Portland -Boston	12,084	\$ 219,375	\$ 18.15	30%	39%
Exeter-Boston	6,290	\$ 62,204	\$ 9.89	16%	11%
Durham-Boston	3,182	\$ 45,220	\$ 14.21	8%	8%
Wells-Boston	3,056	\$ 44,221	\$ 14.47	8%	8%
Saco-Boston	3,232	\$ 53,349	\$ 16.51	8%	9%
Dover-Boston	4,180	\$ 53,764	\$ 12.86	10%	9%
Haverhill-Boston	2,164	\$ 16,862	\$ 7.79	5%	3%
Boston-Old Orchard B	0	0	\$ -	0%	0%
<b>On Time Performance</b>	<b>Average overall OTP for February 2012</b>				
	<b>92.10%</b>				
100%	680,681,682,685,688,689,690,692,697,699				
90-99%	683,684,686				
80-89%	691,695,696,698				
Below 80%	687,693,694				
<b>Customer Satisfaction Score</b>	<b>Downeaster January 2012</b>		<b>Amtrak January 2012</b>		
Overall CSI	96%		85%		
Value for Price Paid	95%		77%		
Overall Cleanliness of Train	94%		78%		
Friend. /Helpful of Conductors	95%		85%		
Friendliness of Café Attendant	89%		83%		
Quality of Café Food	84%		68%		
Overall Café Experience	86%		71%		

<b>VARIANCE REPORT - January 2012</b>							
	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
<b>Revenues</b>							
<b>Operating Revenue</b>							
Amtrak Ticket Revenue	518,934	458,580	60,354	4,248,887	4,235,983	12,904	0%
Food Service Revenue	35,936	36,588	(652)	321,620	331,349	(9,729)	-3%
Advertising Revenue	0	0	0	8,190	8,000	190	2%
Parking Lot Revenue	25,000	18,348	6,652	216,936	166,162	50,774	31%
Interest on Accounts	248	250	(2)	1,874	1,750	124	7%
Other Revenue	4,131	4,565	(434)	30,442	31,311	(869)	-3%
<b>Total Operating Revenues</b>	<b>584,248</b>	<b>518,331</b>	<b>65,918</b>	<b>4,827,950</b>	<b>4,774,555</b>	<b>53,395</b>	<b>1%</b>
<b>Expenses</b>							
<b>Wages and Benefits</b>							
Permanent Full-Time	26,423	26,423	0	187,833	187,833	(0)	(0)
Benefits	11,620	11,620	0	75,007	75,007	(1)	(0)
<b>Total Wages and Benefits</b>	<b>38,042</b>	<b>38,042</b>	<b>0</b>	<b>262,839</b>	<b>262,840</b>	<b>(1)</b>	<b>0%</b>
<b>Administration</b>							
Office Expenses	9,286	11,301	(2,015)	72,841	76,880	(4,038)	-5%
Professional Services	1,729	1,050	679	25,191	24,350	841	3%
Insurance	2,534	2,517	17	16,803	16,883	(80)	0%
Board Operations	864	958	(94)	8,491	6,474	2,017	31%
<b>Total Administration Expense</b>	<b>14,413</b>	<b>15,825</b>	<b>(1,412)</b>	<b>123,326</b>	<b>124,586</b>	<b>(1,260)</b>	<b>-1%</b>
<b>Train Operations</b>							
Amtrak Operations	737,626	756,627	(19,000)	5,061,324	5,080,207	(18,883)	0%
Train Fuel Cost	220,000	318,750	(98,750)	1,447,632	2,231,250	(783,618)	-35%
PanAm	98,695	98,778	(83)	552,308	691,448	(139,141)	-20%
MBTA	20,384	20,384	(0)	142,688	142,689	(1)	0%
Other Train Operations	79	556	(477)	6,531	3,894	2,636	68%
Insurance	1,100	1,338	(238)	8,000	9,188	(1,188)	-13%
Layover Facility	9,788	9,075	713	62,852	55,893	6,960	12%
Capital Maintenance	0	0	0	0	0	0	0%
<b>Total Train Operations</b>	<b>1,087,672</b>	<b>1,205,508</b>	<b>(117,836)</b>	<b>7,281,336</b>	<b>8,214,568</b>	<b>(933,233)</b>	<b>-11%</b>
<b>Station Operations</b>							
Portland Station	24,273	29,415	(5,142)	188,732	191,461	(2,729)	-1%
Platform Ins	10,646	11,194	(548)	73,602	74,698	(1,096)	-1%
Station Platform Leases	0	0	0	30,279	12,497	17,782	142%
Other Station Improvements	0	0	0	0	0	0	
<b>Total Station Operations</b>	<b>34,919</b>	<b>40,609</b>	<b>(5,690)</b>	<b>292,613</b>	<b>278,655</b>	<b>13,958</b>	<b>5%</b>
<b>Food Service</b>							
Regular	48,077	49,951	(1,875)	433,707	450,618	(16,912)	-4%
<b>Total Food Service</b>	<b>48,077</b>	<b>49,951</b>	<b>(1,875)</b>	<b>433,707</b>	<b>450,618</b>	<b>(16,912)</b>	<b>-4%</b>
Marketing	23,947	23,946	1	230,194	227,282	2,911	1%
<b>Total Marketing</b>	<b>23,947</b>	<b>23,946</b>	<b>1</b>	<b>230,194</b>	<b>227,282</b>	<b>2,911</b>	<b>1%</b>
<b>Total Expenses</b>	<b>1,247,070</b>	<b>1,373,882</b>	<b>(126,812)</b>	<b>8,624,014</b>	<b>9,558,550</b>	<b>(934,537)</b>	<b>-10%</b>
<b>Additional Funding Required</b>	<b>662,821</b>	<b>855,551</b>	<b>(192,730)</b>	<b>3,796,064</b>	<b>4,783,995</b>	<b>(987,931)</b>	<b>-21%</b>

<b>VARIANCE REPORT - February 2012</b>							
	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
<b>Revenues</b>							
<b>Operating Revenue</b>							
Amtrak Ticket Revenue	566,618	498,936	67,682	4,815,505	4,734,919	80,586	2%
Food Service Revenue	41,775	40,277	1,497	363,031	371,627	(8,596)	-2%
Advertising Revenue	4,428	0	4,428	12,618	8,000	4,618	58%
Parking Lot Revenue	39,996	20,198	19,798	256,934	186,360	70,574	38%
Interest on Accounts	221	250	(29)	2,095	2,000	95	5%
Other Revenue	4,131	4,565	(434)	34,573	35,876	(1,303)	-4%
<b>Total Operating Revenues</b>	<b>657,168</b>	<b>564,226</b>	<b>92,941</b>	<b>5,484,755</b>	<b>5,338,781</b>	<b>145,974</b>	<b>3%</b>
<b>Expenses</b>							
<b>Wages and Benefits</b>							
Permanent Full-Time	26,166	26,166	0	213,998	213,999	(0)	(0)
Benefits	11,121	11,121	0	86,128	86,128	(1)	(0)
<b>Total Wages and Benefits</b>	<b>37,287</b>	<b>37,287</b>	<b>0</b>	<b>300,126</b>	<b>300,127</b>	<b>(1)</b>	<b>0%</b>
<b>Administration</b>							
Office Expenses	11,435	11,429	6	84,276	88,309	(4,033)	-5%
Professional Services	0	1,050	(1,050)	25,191	25,400	(209)	-1%
Insurance	2,363	2,517	(154)	19,165	19,399	(234)	-1%
Board Operations	668	958	(290)	9,214	7,431	1,782	24%
<b>Total Administration Expense</b>	<b>14,466</b>	<b>15,954</b>	<b>(1,488)</b>	<b>137,846</b>	<b>140,540</b>	<b>(2,694)</b>	<b>-2%</b>
<b>Train Operations</b>							
Amtrak Operations	737,626	756,627	(19,000)	5,798,951	5,836,834	(37,883)	-1%
Train Fuel Cost	220,000	318,750	(98,750)	1,667,632	2,550,000	(882,368)	-35%
PanAm	99,362	98,778	583	651,669	790,226	(138,557)	-18%
MBTA	20,384	20,384	(0)	163,072	163,073	(1)	0%
Other Train Operations	0	556	(556)	6,452	4,451	2,001	45%
Insurance	1,100	1,338	(238)	9,100	10,525	(1,425)	-14%
Layover Facility	10,593	9,626	966	73,524	65,519	8,005	12%
Capital Maintenance	0	0	0	0	0	0	0%
<b>Total Train Operations</b>	<b>1,089,064</b>	<b>1,206,059</b>	<b>(116,995)</b>	<b>8,370,400</b>	<b>9,420,627</b>	<b>(1,050,228)</b>	<b>-11%</b>
<b>Station Operations</b>							
Portland Station	28,100	29,415	(1,315)	220,558	220,876	(318)	0%
Platform Ins	10,646	11,194	(548)	84,249	85,892	(1,643)	-2%
Station Platform Leases	0	0	0	30,279	12,497	17,782	142%
Other Station Improvements	0	0	0	0	0	0	
<b>Total Station Operations</b>	<b>38,746</b>	<b>40,609</b>	<b>(1,863)</b>	<b>335,086</b>	<b>319,265</b>	<b>15,821</b>	<b>5%</b>
<b>Food Service</b>							
Regular	62,000	54,833	7,167	506,384	505,452	932	0%
<b>Total Food Service</b>	<b>62,000</b>	<b>54,833</b>	<b>7,167</b>	<b>506,384</b>	<b>505,452</b>	<b>932</b>	<b>0%</b>
Marketing	32,937	32,938	(1)	263,130	260,220	2,910	1%
<b>Total Marketing</b>	<b>32,937</b>	<b>32,938</b>	<b>(1)</b>	<b>263,130</b>	<b>260,220</b>	<b>2,910</b>	<b>1%</b>
<b>Total Expenses</b>	<b>1,274,500</b>	<b>1,387,680</b>	<b>(113,181)</b>	<b>9,912,972</b>	<b>10,946,230</b>	<b>(1,033,258)</b>	<b>-9%</b>
<b>Additional Funding Required</b>	<b>617,332</b>	<b>823,454</b>	<b>(206,122)</b>	<b>4,428,217</b>	<b>5,607,449</b>	<b>(1,179,232)</b>	<b>-21%</b>