

Northern New England Passenger Rail Authority



April 2012

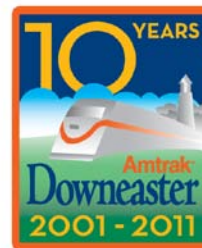


Freeport platform construction is progressing.

Board of Directors Briefing Materials

April 2012

NNEPRA Office
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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.



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

March 26, 2012
Portland, Maine

Directors in attendance:

Mr. Martin Eisenstein, Mr. Dana Connors, Mr. David Bernhardt, Mr. John Bubier, Mr. Ron McKinnon, and Ms. Brenda Garrand.

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. B.J. White, Amtrak; Mr. Wayne Davis, TrainRiders NE; Mr. Dana Knapp, Concord; Mr. Bill Lord, TrainRiders NE; and Mr. Paul Weiss, Maine Rail Transit Coalition.

Commencement:

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

Minutes of January 23, 2012 Meeting

The minutes were accepted as presented by the staff

Motion: Ms. Garrand

Seconded: Mr. McKinnon

Accepted: All

Three votes are required by the board.

NNEPRA advertised a request for qualifications for the Brunswick Layover Facility. Seven firms sent in qualification statements and the evaluation committee rated the firms and the four firms with the highest scores were asked to move to the next phase. The next step, an RFP for the design and scope of the layover structure, will be issued on March 29, 2012. Proposals are due May 4th. The design build firms will submit two sealed packages for the proposal. One for design specifications and the other a sealed price quote. NNEPRA is hopes to present a recommendation to the Board by the May board meeting.

Vote to authorize staff to issue the RFP for the design and scope of the Brunswick layover facility.

Motion: Ms. Garrand

Seconded: Mr. Bubier

Accepted: All

The Portland Transportation Center contract with Concord Coach Lines has been finalized.

Vote to authorize the Executive Director to sign the ground lease and the operating agreement for the Portland Transportation Center.

Motion: Mr. Bubier

Seconded: Ms. Garrand

Accepted: All

The final vote by the board is for NNEPRA's office lease with J.B. Brown.

Vote to renew office space lease with J. B. Brown for five years.

Motion: Mr. Bubier

Seconded: Mr. Bernhardt

Accepted: All

PERFORMANCE REPORT –

- Ms. Quinn stated that the Downeaster had the best January and February ridership in history. January ridership (37,800) was 8.7% greater than in 2011 and revenue (\$518,934) was 8.9% greater than 2011. February ridership was 40,122, 11.7% greater than 2011 and February revenues of \$566,000 were 14.8% greater than last February.
- Fiscal year to date ridership of 346,538 is 4.8% greater than last year and 3.6% greater in revenue.
- Fiscal year to date, the average number of riders per day is 1,426 and the average fare is \$13.90 per passenger.
- Ms. Allen reported that the "Train to Maine" transit advertising campaign will run in Boston for a 12 week period, starting in May. The campaign will include signage at North station in addition to subway and bus advertising. The goal of this campaign is to bring people and tourism spending to our Maine station communities. Based on figures provided by the Maine Office of Tourism, day trip visitors to Maine spend an average \$205 per day.
- Ms. Allen reported that advance bookings for groups in the 4th quarter are strong. A direct sales effort promoting the Downeaster Discovery program is underway.
- Mr. Beeler stated OTP for March to date is 88.88%.
- Mr. Beeler stated CSI (customer service index) scores are strongly ahead of Amtrak National numbers. Café scores were also up significantly. Ms. Quinn mentioned Epicurean receives bonus incentives based on CSI scores.

FINANCE REPORT – MARINA DOUGLAS

Budget Variance Report

- Ms. Douglass reviewed the January and February variance reports.

Vote to accept the variance reports.

Motion: Mr. Bubier

Seconded: Mr. Bernhardt

Accepted: All

PROJECT UPDATE – JAMES RUSSELL

Expansion to Brunswick Project, 2011 Recap

- The general contractor for the MDOT platform project resumed work following the winter suspension. The crews have restarted work on both platforms, and anticipate completion of both in approximately six weeks. The structural steel that will support the roof of the Freeport platform has been completely erected, and structural steel for the Brunswick platform is scheduled to go up next week.
- Pan Am signal crew is continuing on a steady pace of installation of wayside signals and connecting conduit. Signal mast-ladder assemblies as a part of the interlocking at CPL 15 and the holding signals at West Street and Bow Street have been installed, along with connecting wiring conduit installation.
- Pan Am track crew has been running out new ties in anticipation of installation in April. The crew has also been mobilizing turnout materials from Rigby Yard and stockpiling on location for future assembly of new turnout panels for replacements.
- Pan Am believes that service to Brunswick will begin in the fall as scheduled.
- Ms. Douglass reported that the budget for the Brunswick Expansion is on target.
- Ms. Quinn reported that the MBTA Track Improvement Project and the Downeaster Service Development Plan are progressing.

Ms. Quinn mentioned that Mr. Jon Carter, Town Manager of Wells, circulated a letter suggesting a ticket surcharge to have money go back to the communities. The station communities from NH did not appear to be supportive of this concept. Mr. Bubier stated that not all communities are equal and some communities spend more than others, so that would be difficult to gauge. Ms. Quinn added that, ticket prices are market driven and that the agreements are in place with station communities clearly state that the communities are responsible for the maintenance of platforms and station.

STAFF UPDATES

Ms. Quinn noted that Mr. Beeler, Mr. Russell, and herself are qualified as Operations Lifesaver presenters and are participating in public safety outreach to stress the importance of paying attention to crossing warning devices and to warn against trespassing in tracks. Ms. Garrand suggested that community service announcements and bloggers help spread that message. Mr. Beeler mentioned that Train 689 will return to its summer departure time of 11:20pm and service to Old Orchard Beach would resume on April ¹⁶ 2012. Ms. Allen announced the spring Downeaster Travel Guide is at the printer and should be available soon.

PUBLIC COMMENT

Mr. Weiss suggested promoting safety by contacting snowmobile clubs and local hunter groups. He also inquired into what can be done for the Downeaster to allow bikes on at more station stops. He would also like to see a marketing effort to support bikes on the Maine Eastern Railroad in anticipation of service to Brunswick. Ms. Garrand said his suggestions are timely and good points. Ms. Quinn said she will look into whether or not bikes can travel on Maine Eastern trains.

Mr. Davis recently travelled to Washington DC and met with Senator Collins and Senator Snowe as well as delegates from New Hampshire and Massachusetts. TrainRiders Northeast's annual meeting will be in the fall instead of the spring and has asked Senator Snowe to be the speaker.

Mr. Weiss would like to see an opportunity for a public process to provide input for when grants are applied for by NNEPRA. This would allow the public to be able to provide feedback for future grants.

Motion to adjourn: 1:51 pm

Motion: Mr. Connors

Seconded: Mr. Bernhardt

Accepted: All

NEXT MEETING: April 23, 2012

DOWNEASTER PERFORMANCE STATISTICS					
March 2012					
Performance Stats	Ridership	Revenue	Fare/Pax	Passenger Miles	Miles/
Actual March 2012	44,561	\$ 642,322	\$ 14.41	3,608,951	81
Actual March 2011	42,826	\$ 581,869	\$ 13.59	3,461,965	81
FY2012 Year to date	391,099	\$5,457,483	\$ 13.95	31,599,179	81
FY2011 Year to date	373,643	\$5,231,619	\$ 14.00	30,151,746	81
City Pair Ridership March 2012	# Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
Portland -Boston	14,551	\$ 275,103	\$ 18.91	33%	43%
Exeter-Boston	6,923	\$ 65,145	\$ 9.41	16%	10%
Durham-Boston	3,258	\$ 48,294	\$ 14.82	7%	8%
Wells-Boston	3,168	\$ 48,349	\$ 15.26	7%	8%
Saco-Boston	3,837	\$ 59,839	\$ 15.60	9%	9%
Dover-Boston	4,634	\$ 57,658	\$ 12.44	10%	9%
Haverhill-Boston	2,652	\$ 19,991	\$ 7.54	6%	3%
Boston-Old Orchard B	0	0	\$ -	0%	0%
On Time Performance	Average overall OTP for March 2012				
	90.60%				
100%	683,689,690,691,696,699				
90-99%	680,681,682,685,688				
80-89%	684,686,692,694,695,697,698				
Below 80%	687,693				
Customer Satisfaction Score	Downeaster February 2012		Amtrak February 2012		
Overall CSI	95%		85%		
Value for Price Paid	95%		76%		
Overall Cleanliness of Train	85%		75%		
Friend. /Helpful of Conductors	99%		85%		
Friendliness of Café Attendent	84%		80%		
Quality of Café Food	78%		76%		
Overall Café Experience	86%		74%		

VARIANCE REPORT - March 2012							
	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	642,322	594,746	47,576	5,457,827	5,329,665	128,162	2%
Food Service Revenue	57,641	48,012	9,629	421,051	419,639	1,412	0%
Advertising Revenue	683	0	683	13,300	8,000	5,300	66%
Parking Lot Revenue	25,000	23,896	1,104	281,934	210,256	71,678	34%
Interest on Accounts	272	250	22	2,367	2,250	117	5%
Other Revenue	4,131	4,565	(434)	38,703	40,440	(1,737)	-4%
Total Operating Revenues	730,048	671,469	58,579	6,215,182	6,010,250	204,932	3%
Expenses							
Wages and Benefits							
Permanent Full-Time	26,770	26,770	0	240,769	240,769	(0)	(0)
Benefits	10,906	10,906	0	97,033	97,034	(1)	(0)
Total Wages and Benefits	37,676	37,676	0	337,802	337,803	(1)	0%
Administration							
Office Expenses	7,721	11,338	(3,617)	91,997	99,647	(7,650)	-8%
Professional Services	0	1,050	(1,050)	25,191	26,450	(1,259)	-5%
Insurance	2,301	2,517	(215)	21,375	21,916	(541)	-2%
Board Operations	1,245	958	287	10,459	8,389	2,069	25%
Total Administration Expenses	11,267	15,862	(4,595)	149,022	156,402	(7,380)	-5%
Train Operations							
Amtrak Operations	737,626	756,627	(19,000)	6,536,577	6,593,460	(56,884)	-1%
Train Fuel Cost	235,000	318,750	(83,750)	1,935,356	2,868,750	(933,394)	-33%
PanAm	99,116	98,778	337	737,673	889,005	(151,332)	-17%
MBTA	21,113	20,384	729	188,911	183,457	5,455	3%
Other Train Operations	0	556	(556)	6,452	5,007	1,445	29%
Insurance	1,100	1,338	(238)	10,200	11,863	(1,663)	-14%
Layover Facility	8,265	9,232	(967)	81,790	74,751	7,038	9%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,102,221	1,205,665	(103,445)	9,496,958	10,626,293	(1,129,335)	-11%
Station Operations							
Portland Station	28,100	26,385	1,715	248,658	247,261	1,397	1%
Platform Ins	10,646	11,194	(548)	94,895	97,086	(2,191)	-2%
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	38,746	37,579	1,167	373,832	356,844	16,988	5%
Food Service							
Regular	80,834	65,771	15,063	588,261	571,222	17,039	3%
Total Food Service	80,834	65,771	15,063	588,261	571,222	17,039	3%
Marketing							
Marketing	19,127	19,127	(0)	282,257	279,347	2,910	1%
Total Marketing	19,127	19,127	(0)	282,257	279,347	2,910	1%
Total Expenses	1,289,870	1,381,680	(91,810)	11,228,133	12,327,911	(1,099,778)	-9%
Additional Funding Required	559,822	710,212	(150,389)	5,012,951	6,317,661	(1,304,710)	-21%