

Northern New England Passenger Rail Authority



May 2013



Board of Directors Briefing Materials

May 29, 2013

**NNEPRA Office
75 West Commercial Street
Suite 104
Portland, Maine 04101**

AmtrakDowneaster.com

NNEPRA FY13 Action Plan

FY2013 Action Plan

Northern New England Passenger Rail Authority 75 W. Commercial Street, Portland, ME 04101 207-780-1000

Meet Performance Goals & Standards

- Ridership
- Revenue
- On Time Performance
- Budget Targets
- Customer Satisfaction

Improve Passenger Services & Communication

- Develop PIDS implementation plan
- Explore bike share program
- Develop Café Branding
- Minimize Shawsheen River Bridge outage impacts
- Update marketing materials
- Simplify Group Sales Process
- Continue Safety Outreach
- Increase Community Involvement

Implement Brunswick Service

- Complete Construction
- Implement Marketing Plan
- Plan and Host Inaugural Celebration
- Initiate Service
- Upgrade Portland Layover
- Pursue Brunswick Layover

Complete Service Development Plan

- Complete Work Elements
- Conduct Public Outreach
- Complete Report

Begin MBTA Infrastructure Improvement Project

- Finalize scope & budget
- Begin Construction

Maintain Compliance with all Regulations

Work to secure a stable and dedicated funding mechanism to sustain Downeaster operations and continued capital investments in the Downeaster Corridor.



BOARD of DIRECTORS MEETING AGENDA

May 29, 2013

12:15pm Meeting Called to Order
Vote to enter Executive Session

1:00pm

- I. Vote to open Public Session
- II. Approval of Minutes, April 22, 2013 Meeting
- III. Staff Updates –
 - a. Downeaster Performance Update
 - b. Budget Status Report
 - c. Special Projects Update

- IV. Other Business

- V. Public Comment



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

April 22, 2013
Portland, Maine

Directors in attendance:

Mr. Martin Eisenstein, Ms. Sue Moreau, Mr. John Bubier and Mr. Matt Jacobson

Staff in attendance:

Ms. Patricia Quinn, Ms. Marina Douglass, Mr. Brian Beeler, Ms. Natalie Allen, Ms. Angela Smith and
Ms. Theresa Diffin

Interested parties:

Mr. Steve Corcoran, Amtrak; Mr. Wayne Davis, TrainRiders NE; Mr. Dana Knapp, Concord Coach; 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 March 25, 2013 Meeting

The minutes were accepted as presented by the staff

Motion: Mr. Bubier

Seconded: Mr. Jacobson

Accepted: All

STAFF UPDATES

Downeaster Performance Update

- March ridership and revenue exceeded targets for the month. Service outages associated with construction on the Shawsheen River Bridge resulted in the cancellation of 20 Downeaster trains, and prohibited 28 more from travelling to or from Boston.
- Ridership during April vacation was impeded by the bombing in Boston. Many riders cancelled due to cancelled games and no trains were permitted in Boston on Friday, April 19.
- There will be two Shawsheen River outage weekends in May which will impact ridership.
- A new Downeaster schedule will go in effect on April 29. Mr. Beeler also announced that the Brunswick/Freeport Shuttle will begin operating on May 4, with one round-trip between Brunswick and Freeport in the afternoon.
- The bike-share program at the Portland station will begin this spring.

Marketing Report – MS. ALLEN

- Ms. Allen announced that a “Train the Train for \$5” campaign will be offered on Shawsheen outage weekends to generate new ridership.

- The Train to Maine signage will be in Boston May 5th through July to encourage ridership to Maine. Posters advertising the campaign along the subway system and on sides of buses will be displayed during a 12 week period.
- Saturday, May 11th is National Train Day and Amtrak selected Brunswick as one of their featured stations. They will provide a children's area and giveaways. NNEPRA is working with station communities and other railroad partners to provide a family festival-type event. The Downeaster train will be open for tours and Café sampling. Pan Am Railways, Operation Lifesaver, TrainRiders Northeast, and representatives from station communities have been invited to participate.
- NNEPRA is introducing Downeaster Packages in partnership with North American Traveler including overnight packages for various station communities.
- Mr. Jacobson suggested advertising in cooperation with the Boston Red Sox.

FINANCE REPORT – MARINA DOUGLASS

Budget Variance Report

- Ms. Douglass reviewed the March 2013 Variance Report

Vote to accept the variance report

Motion: Mr. Bubier

Seconded: Mr. Jacobson

Accepted: All

Special Projects Update – PATRICIA QUINN

- The Brunswick Expansion Project is nearly complete and work is on budget.
- Amtrak, Epicurean Feast and Drummac have now moved into Building 5 at Thompson's Point.
- NNEPRA and PB engineers have been meeting with Consigli to value engineer the Layover project. Once the final concepts have been identified, NNEPRA will convene the Advisory Group for comment.
- The Environmental Assessment is expected to be published in mid-summer. There will be ample time for public comment, including a public hearing in Brunswick.
- NNEPRA is still pursuing options to install head-end power at the rail yard so trains can power down.
- NNEPRA staff met with the new MBTA Director to discuss the Haverhill Line Project.
- NNEPRA has with CNT to update the economic impact study completed in 2008. It is expected to be completed in the fall.

NNEPRA hosted Volunteer Appreciation Day on Friday, April 19 to thank train hosts and station hosts for their dedication and contributions to the Downeaster service. Sixty volunteers attended the luncheon and each person was presented with two round-trip tickets on the Downeaster and a special souvenir glass.

The May meeting date will be changed due to Memorial Day and will be followed by a Strategic Planning Session with the directors.

Public Comment

- Mr. Weiss expressed concern about limited sidewalk access to the Portland transportation center from Congress Street.
- He suggested that fuel use per passenger per train and the CO2 per passenger per train be reported on a monthly or quarterly basis.
- Mr. Weiss also inquired about the Downeaster Service Development Plan, and specifically the status of service to Lewiston-Auburn. Ms. Quinn reported that the Plan was still under development and that no final decisions had been made.
- Mr. Weiss requested the NNEPRA Board support LD999 to support the study of service and upgrade of the tracks from Portland to Auburn. Mr. Jacobson stated that the Board is generally supportive of expanding service to Lewiston/Auburn but that it is necessary to do it responsibly. Mr. Eisenstein said he did not think the board would take an official position on the legislation at this time.
- Mr. Corcoran mentioned they Amtrak has set up a single source recycling dumpster for Downeaster trash.

Motion to adjourn: 2:02 pm

Motion: Mr. Jacobson

Seconded: Mr. Bubier

Accepted: All

NEXT MEETING: May 29, 2013

DOWNEASTER PERFORMANCE STATISTICS					
April 2013					
Performance Stats	Ridership	Revenue	Fare/Pax	Pass Mi	Mi/Pax
Actual April 2013	45,583	\$ 637,799	\$ 13.99	3,700,138	81
Actual April 2012	47,024	\$ 668,334	\$ 14.21	3,829,573	81
FY2013 Year to date	461,977	\$6,761,464	\$ 14.64	37,487,757	81
FY2012 Year to date	438,123	\$6,125,817	\$ 13.98	35,428,752	81
City Pair Ridership	# Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
April 2013					
Boston - Portland	12,337	\$222,628	\$ 18.05	27%	35%
Boston- Exeter	7,753	\$71,196	\$ 9.18	17%	11%
Boston- - Saco	3,185	\$52,248	\$ 16.40	7%	8%
Boston - Dover	4,524	\$54,754	\$ 12.10	10%	9%
Boston-Wells	2,771	\$39,946	\$ 14.42	6%	6%
Boston-Brunswick	1,745	\$37,564	\$ 21.53	4%	6%
Boston-Durham	3,168	\$46,788	\$ 14.77	7%	7%
Boston-Haverhill	2,216	\$17,500	\$ 7.90	5%	3%
Boston-Freeport	561	\$11,257	\$ 20.07	1%	2%
Total	38,260	553,881	\$ 14.48	84%	87%
On Time Performance	Average overall OTP for April 2013				
	84.90%				
100%	690,691,692,693,697,698,699				
90-99%	679,682,683,689				
80-89%	678,681,684,688,695,696				
Below 80%	676,680,685,686,687,694				
Customer Satisfaction Score	Downeaster March 2013		Amtrak March 2013		
Overall CSI	92%		87%		
Overall Cleanliness of Train	89%		83%		
Friend. /Helpful of Conductors	91%		88%		
Friendliness of Café Attendent	92%		87%		
Quality of Café Food	84%		80%		
Overall Café Experience	84%		81%		

VARIANCE REPORT - April 2013							
	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	637,799	716,910	(79,111)	6,761,464	6,437,962	323,502	5%
Food Service Revenue	54,093	55,510	(1,417)	500,865	499,129	1,736	0%
Advertising Revenue	0	417	(417)	840	4,167	(3,327)	-80%
Parking Lot Revenue	53,552	28,951	24,601	342,404	323,033	19,371	6%
Interest on Accounts	197	250	(53)	2,302	2,500	(198)	-8%
Other Revenue	4,162	4,186	(24)	41,462	41,582	(121)	0%
Total Operating Revenues	749,803	806,224	(56,421)	7,649,336	7,308,373	340,963	5%
Expenses							
Wages and Benefits							
Permanent Full-Time	27,211	27,211	0	275,160	275,160	0	0
Benefits	11,993	11,993	0	115,875	115,875	0	0
Total Wages and Benefits	39,204	39,204	0	391,035	391,035	0	0%
Administration							
Office Expenses	8,754	10,869	(2,115)	90,600	111,970	(21,370)	-19%
Professional Services	0	854	(854)	16,096	23,042	(6,946)	-30%
Insurance	2,397	2,515	(118)	23,762	24,550	(788)	-3%
Board Operations	967	1,101	(134)	9,602	10,856	(1,253)	-12%
Total Administration Expense	12,118	15,340	(3,221)	140,060	170,417	(30,357)	-18%
Train Operations							
Amtrak Operations	828,371	845,530	(17,159)	7,808,486	8,102,219	(293,733)	-4%
Train Fuel Cost	270,000	321,117	(51,117)	2,439,454	2,993,367	(553,913)	-19%
PanAm	113,233	113,233	0	985,698	1,061,429	(75,731)	-7%
MBTA	0	16,667	(16,667)	0	166,667	(166,667)	-100%
Other Train Operations	3,026	2,556	470	32,733	22,756	9,977	44%
Insurance	1,160	1,155	5	11,180	11,440	(260)	-2%
Layover Facility	9,083	17,005	(7,922)	106,453	114,375	(7,922)	-7%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,224,872	1,317,262	(92,389)	11,384,004	12,472,252	(1,088,248)	-9%
Station Operations							
Portland Station	38,745	33,385	5,360	313,489	306,425	7,064	2%
Platform Ins	10,685	11,179	(494)	106,655	109,124	(2,469)	-2%
Station Platform Leases	0	0	0	30,521	31,760	(1,239)	-4%
Other Station Improvements	298	0	298	9,335	0	9,335	100%
Total Station Operations	49,728	44,564	5,164	460,000	447,309	12,691	3%
Food Service							
Regular	68,605	74,974	(6,368)	634,985	668,397	(33,412)	-5%
Total Food Service	68,605	74,974	(6,368)	634,985	668,397	(33,412)	-5%
Marketing	57,776	57,715	61	452,055	451,931	124	0%
Total Marketing	57,776	57,715	61	452,055	451,931	124	0%
Total Expenses	1,452,303	1,549,057	(96,754)	13,462,140	14,601,341	(1,139,201)	-8%
Additional Funding Required	702,500	742,833	(40,333)	5,812,804	7,292,968	(1,480,164)	-20%