

Northern New England Passenger Rail Authority



June 2013



Board of Directors Briefing Materials

July 1, 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

July 1, 2013

12:00pm Meeting Called to Order
Vote to enter Executive Session

1:15pm

- I. Vote to open Public Session
- II. Approval of Minutes, May 29, 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
May 29, 2013
Portland, Maine

Directors in attendance:

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

Staff in attendance:

Ms. Patricia Quinn, Mr. Brian Beeler, Ms. Natalie Allen, Mr. James Russell, Ms. Angela Smith and Ms. Theresa Diffin.

Interested parties:

Mr. B.J White, Amtrak; Mr. Wayne Davis, TrainRiders NE; Mr. Dana Knapp, Concord Coach; and Mr. Bill Lord, TrainRiders NE

Commencement:

The meeting was called to order at 1:50 pm.

Minutes of April 22, 2013 Meeting

The minutes were accepted as presented by the staff

Motion: Mr. McKinnon

Seconded: Ms. Garrand

Accepted: All

FINANCE REPORT – PATRICIA QUINN

Budget Variance Report

- Ms. Quinn reviewed the April 2013 Variance Report
- Both ridership and revenue and were down in the month of April due to two Shawsheen River bridge outages and the bombing in Boston.

Vote to accept the variance report

Motion: Ms. Garrand

Seconded: Mr. Connors

Accepted: All

STAFF UPDATES

Downeaster Performance Update

- Ms. Quinn reviewed the Performance Report.
- The Freeport/Brunswick Shuttle started operating in May.

- May is doing well and are ahead 2,400 riders at this point over last year this time.

Marketing Report – Ms. ALLEN

- Ms. Allen reported that the “Take the Train for \$5” promotion generated new riders during the Shawsheen River Bridge outage periods.
- The Train to Maine promotion has begun in Boston. Approximately 120 “Experience More Maine” posters will be displayed in Boston subway stations. On June 13 NNEPRA and regional tourism partners will host a car-free travel to Maine event at North Station. There will be giveaways, discount coupons, and raffles for tickets at this event.
- Group travel has been very good and while June group numbers are smaller the groups are larger. They are composed of mostly school groups.
- A marketing plan is being developed for the next fiscal year.

Special Projects Update – Jim Russell

- The expansion project is ongoing. Ties are being picked up by Pan Am. Signal work is being done and track crews are due back the second week in June.
- The MBTA project is progressing. There was a meeting last week and all operators made slight modifications on the scope of the project. A redesign modification was made that increases capacity in the area. They are moving forward and work is underway with MBCR. The majority of the work will be done next year.
- Thompson’s Point Project is moving ahead with Chris Thompson and MDOT involving an EA grant that will provide improvements in the area. The Sewall Street crossing will be widened to three lanes. NNEPRA will also be involved with the culvert extension improvement through MDOT. Breaking ground may be around the end of June for the Thompson’s Point Project.

Other Staff Updates

- Mr. Beeler stated the bike share program at the PTC will begin June 1. The bikes and racks are here. There are ten bikes available and the rental is done online or by telephone. The cost is a \$20 rental fee for rental of a bike for 24 hours.
- The economic impact study is moving ahead with the Center for Technology. Their analyst visited all Downeaster station communities in May.
- A meeting of the Brunswick Layover Advisory group will be scheduled in July to discuss the status of the facility. Final costs and plans are being examined and should be completed in July. Construction should begin by the end of the year. Mr. Eisenstein would like to see a draft timeline on the website on the Layover Facility. Ms. Quinn stated that a timeline will be published once the Environmental Assessment (EA) is submitted to the FRA and a more definitive timeline is available.
- Ms. Quinn mentioned that PACTS has been reviewing the consolidation of the area’s transit systems including buses, ferry and the Downeaster. At this time, South Portland Bus, Shuttle Bus Zoom and Metro will be studied further for consolidation. Mr. Eisenstein and Mr. Connors both stated that they do not feel it is appropriate for the Downeaster to be included in a consolidation plan. PACTS will be publishing a Request for Proposals (RFP) to acquire a consultant to further study the consolidation of the three transit providers only.

- Ms. Allen showed some of the entries in the Reel Video Experience contest. Twelve of the entries are posted on website for people to vote on the ones they like best.
- National Train Day was held in Brunswick in May. Approximately 1,000 people attended the event in Brunswick. There were giveaways, tours, and food samples. Other participants included Operations Life Saver, Pan Am Railways, TrainRiders NE, Model Train exhibits, and station communities attended. It was a great day.

OTHER BUSINESS

- None

Public Comment

Motion to adjourn: 2:30 pm

NEXT MEETING: June 24, 2013

DOWNEASTER PERFORMANCE STATISTICS					
May 2013					
Performance Stats	Ridership	Revenue	Fare/Pax	Pass Mi	Mi/Pax
Actual May 2013	46,804	\$ 641,567	\$ 13.71	3,823,781	82
Actual May 2012	43,564	\$ 614,243	\$ 14.10	3,573,446	82
FY2013 Year to date	508,781	\$7,403,031	\$ 14.55	41,311,538	81
FY2012 Year to date	481,687	\$6,740,060	\$ 13.99	39,002,198	81
City Pair Ridership May 2013	# Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
Boston - Portland	11,401	\$203,062	\$ 17.81	24%	32%
Boston- Exeter	7,356	\$67,523	\$ 9.18	16%	11%
Boston- - Saco	2,885	\$50,113	\$ 17.37	6%	8%
Boston - Dover	3,989	\$47,458	\$ 11.90	9%	7%
Boston-Wells	3,604	\$52,044	\$ 14.44	8%	8%
Boston-Brunswick	1,909	\$43,335	\$ 22.70	4%	7%
Boston-Durham	2,582	\$39,512	\$ 15.30	6%	6%
Boston-Haverhill	2,564	\$20,639	\$ 8.05	5%	3%
Boston-Freeport	838	\$14,218	\$ 16.97	2%	2%
Total	37,128	537,904	\$ 14.49	79%	84%
On Time Performance	Average overall OTP for May 2013				
	80.50%				
100%	690,693,694				
90-99%	679,683				
80-89%	678,682,685,689,691,692,696,697,699				
Below 80%	676,680,681,684,686,687,688,695,698				
Customer Satisfaction Score	Downeaster April 2013		Amtrak April 2013		
Overall CSI	94%		87%		
Overall Cleanliness of Train	89%		83%		
Friend. /Helpful of Conductors	95%		88%		
Friendliness of Café Attendent	90%		86%		
Quality of Café Food	82%		78%		
Overall Café Experience	80%		80%		

VARIANCE REPORT - May 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	641,567	599,210	42,357	7,403,031	7,037,172	365,859	5%
Food Service Revenue	40,231	45,982	(5,751)	541,096	545,111	(4,015)	-1%
Advertising Revenue	0	417	(417)	840	4,583	(3,743)	-82%
Parking Lot Revenue	28,209	28,951	(742)	370,613	351,985	18,628	5%
Interest on Accounts	275	250	25	2,576	2,750	(174)	-6%
Other Revenue	4,162	4,186	(24)	45,623	45,768	(145)	0%
Total Operating Revenues	714,443	678,996	35,447	8,363,780	7,987,369	376,410	5%
Expenses							
Wages and Benefits							
Permanent Full-Time	27,239	27,239	0	302,398	302,398	0	0
Benefits	12,059	12,059	0	127,934	127,934	0	0
Total Wages and Benefits	39,297	39,297	0	430,333	430,333	0	0%
Administration							
Office Expenses	9,542	10,969	(1,426)	100,142	122,938	(22,796)	-19%
Professional Services	0	854	(854)	16,096	23,896	(7,800)	-33%
Insurance	2,447	2,515	(68)	26,209	27,065	(856)	-3%
Board Operations	950	1,101	(151)	10,552	11,957	(1,405)	-12%
Total Administration Expense	12,939	15,439	(2,500)	153,000	185,856	(32,856)	-18%
Train Operations							
Amtrak Operations	828,371	845,530	(17,159)	8,636,856	8,947,749	(310,893)	-3%
Train Fuel Cost	280,000	321,117	(41,117)	2,674,054	3,314,483	(640,430)	-19%
PanAm	113,233	113,233	0	1,098,681	1,174,662	(75,981)	-6%
MBTA	0	16,667	(16,667)	0	183,333	(183,333)	-100%
Other Train Operations	2,475	2,108	366	35,208	24,864	10,343	42%
Insurance	1,160	1,155	5	12,340	12,595	(255)	-2%
Layover Facility	9,966	10,948	(982)	115,663	125,323	(9,660)	-8%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,235,204	1,310,757	(75,553)	12,572,801	13,783,010	(1,210,208)	-9%
Station Operations							
Portland Station	32,385	33,385	(1,000)	345,874	339,810	6,064	2%
Platform Ins	10,685	11,179	(494)	117,340	120,302	(2,962)	-2%
Station Platform Leases	0	0	0	30,521	31,760	(1,239)	-4%
Other Station Improvements	0	0	0	9,335	0	9,335	100%
Total Station Operations	43,070	44,564	(1,494)	503,070	491,872	11,197	2%
Food Service							
Regular	56,916	62,380	(5,464)	691,919	730,776	(38,857)	-5%
Total Food Service	56,916	62,380	(5,464)	691,919	730,776	(38,857)	-5%
Marketing	37,127	37,128	(1)	489,183	489,059	124	0%
Total Marketing	37,127	37,128	(1)	489,183	489,059	124	0%
Total Expenses	1,424,553	1,509,565	(85,011)	14,840,305	16,110,906	(1,270,601)	-8%
Additional Funding Required	710,110	830,569	(120,458)	6,476,525	8,123,536	(1,647,011)	-20%