

Northern New England Passenger Rail Authority



August 2014



Board of Directors Briefing Materials

August 25, 2014

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



FY2014 Action Plan

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

Meet or exceed projected Performance Benchmarks

- Exceed 50% total cost recovery
- Achieve 90% OTP
- Achieve 80% Café Cost Recovery in Café.
- Exceed 90% in all CSI categories

Improve Service Efficiency

- Begin Brunswick Layover Construction to eliminate deadheads, increase revenue service, eliminate idling
- Maximize revenue potential on peak performing trains.
- Improve reliability through tie replacement program.
- Increase performance of off-peak trains through targeted marketing campaigns.

Improve Passenger Services & Communication

- Develop PIDS implementation plan
- Simplify Group Sales process
- Improve station displays
- Explore ways to improve bicycle access.

Complete Service Development Plan

- Review and refine key objectives
- Finalize infrastructure improvement plan

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

August 25, 2014

12:30pm

1. Open Public Session
2. Motion to go into executive session pursuant to 1 MRS Section 405(6)(E) to discuss contract negotiations.

1:00pm

3. Motion to re-open Public Session
4. Approval of Minutes from July 28, 2014 Meeting
5. Downeaster Performance Update
6. Finance Report
7. Status Report: Bicycle Coalition of Maine
8. Projects Update
9. Executive Director Report
10. Public Comment
11. Next Scheduled Meeting: TBD



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

July 28, 2014
Portland, Maine

Directors in attendance:

Mr. Martin Eisenstein, Mr. Dana Connors, Mr. John Bubier, Mr. David Bernhardt, Ms. Carolann Ouellette and Mr. Robert McEvoy

Staff in attendance:

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

Interested parties:

Mr. Nat Rosenblatt, Farrell, Rosenblatt and Russell; Ms. Sue Moreau, MDOT; Mr. B.J. White, Amtrak; Mr. Wayne Davis, TrainRiders NE; Mr. Bill Lord, TrainRiders NE; Mr. Jim Oikle, TrainRiders NE; Ms. Allison Harris, Northwest Brunswick Resident; Emily Boochever, Brunswick Resident; Mr. Peter McGuire, The Forecaster; Mr. Tom Bell, Portland Press Herald; Mr. Bruce Sleeper, TrainRiders NE; Mr. Robert Morrison, Brunswick West Neighborhood Coalition; Ms. Claudia Knox, Brunswick Downtown Association; and, Mr. Ed Knox, Brunswick Resident.

Commencement:

Vote to open Public Session at 12:44 p.m.

Motion: Mr. Bubier
Seconded: Mr. Connors
Accepted: All

Motion to go into executive session

Motion: Mr. Bubier
Seconded: Mr. Connors
Accepted: All

Per 1 MRS Section 405(6) (E)

a. To discuss contract negotiations

Motion to re-open Public Session

Out of Executive Session into Public Session at 1:42 p.m.

Motion: Mr. Bubier
Seconded: Mr. Bernhardt
Accepted: All

Minutes of June 23, 2014 Meeting

Vote to accept minutes as presented by the staff.

Motion: Mr. Bubier
Seconded: Mr. Connors
Accepted: All

Downeaster Performance update

Ms. Quinn reviewed the performance report for June, noting that FY2014 ended with ridership of 536,524 – a 4.6% increase over the previous year.

- Mr. Beeler explained that on time performance was exceptionally low in June and month to date in July due to speed restrictions and the associated track work necessary to make repairs.
- Mr. Morrison mentioned that trains appear to be empty. Ms. Quinn replied that 100 riders per day were estimated to travel to north of Portland on the Downeaster, noting that the average is about 150. Ms. Harris commented that she works at the Brunswick station and reported that trains are not empty. She further remarked that many trains sell out, and that she sometimes has to turn passengers away. Ms. Quinn noted that once more trips are added, there would be more opportunities for increased ridership and that currently Brunswick was the second most popular station for boardings and alightings on trains traveling north of Portland. The Brunswick station is #2 for ons and offs behind Portland. Trains may look empty but seats were taken for boarding down the line.

As a result of track work, Ms. Quinn noted that 43 trains have had to be cancelled month to date in July, impacting ridership and revenue. She expects the track work to be complete by the end of the month. She again expressed appreciation to train crews for their excellent customer service during this challenging time.

Budget Variance Report

- Ms. Douglass reviewed the variance report.
- NNEPRA's financial annual audit is scheduled for the week of September 8th. A report should be available by the end of September with a final report in October.

Vote to accept the Variance Report

Motion: Mr. Bubier
Seconded: Mr. Connors
Accepted: All

Staff Report

- Ms. Bogart noted that advertising has been scaled back due to train delays. Plans are to move ahead on television, online, print and grass root advertising as delays and construction subside.
- Ms. Bogart played the new television spot highlighting taking the Downeaster to Portland.
- Ms. Quinn stated that railroad trespassing is a continual concern noting that there had been more incidents. NNEPRA is working with its ad agency to get local television

stations to air the Public Service Announcement about railroad trespassing which has been produced by Operation Lifesaver.

- Ms. Quinn explained that the stormwater permit issued for the Brunswick layover project had been retracted due to a notification issue not because of the merit of the stormwater plan. The permit was filed and, per MaineDEP regulations, abutters were sent certified letters and a notice was printed in the newspaper by NNEPRA's contractor. Additionally, the stormwater plan and application was discussed at a meeting of the Brunswick Layover Advisory Group. The neighbors who abut the MaineDOT property on the other side of the tracks felt they should have been sent certified letters as well. A judge ruled in their favor. NNEPRA will re-file the storm water permit very soon. There won't be a construction schedule until the permit is approved.
- NNEPRA solicited input from the neighboring residents regarding the color of the layover building. As a result of their input, the building will be beige and green.

Layover Advisory Committee

- Mr. McEvoy became a member of the NNEPRA Board and resigned from the Advisory Committee. Chairman Eisenstein asked Robert Morrison to join the group, and an invitation was extended to the new chair of the Brunswick Town Council, Benet Pols. Both have accepted.
- Ms. Quinn met with the Advisory Group on July 24, to provide an overview of the status of the project, to reiterate the project commitments as specified by the Federal Railroad Administration, and to have Consigli explain the outdoor lighting plan for the facility. Ms. Quinn also made a presentation at the meeting to explain how the facility would enable more Downeaster service to Freeport and Brunswick, noting that that had been an issue many town residents were unclear about. Ms. Quinn continued by explaining that the neighborhood members present did not want to participate in any discussion about the facility, but rather continued to challenge the location of the facility. They did not even turn their chairs around to view the presentation made about the outdoor lighting plan, and Mr. Sullivan accused Ms. Quinn of purposely omitting them from notification about the stormwater permit in 2013.
- Mr. Morrison said they were frustrated and felt their concerns were not heard. Ms. Quinn stated that the concerns have been heard and that in fact the building and facility had been designed to specifically address their concerns.
- Mr. Eisenstein and other members of the Board said they watched the video of the meeting. Mr. Bubier said he believes public process is important, but felt that the conduct at the meeting was not appropriate. Mr. Eisenstein also stated that he did not feel the meeting was productive, explaining that is important for both sides to give and take, and not to personalize issues. Mr. Connors also noted that it is important to continue to get input about the facility, noting that the location has been established.
- Mr. Eisenstein proposed renaming the Layover Facility Advisory Group (instead of the Layover Building Advisory Group) and modifying the objective of the group to meet with NNEPRA regarding the construction phase of the project. He stressed that the purpose of the group is not to question the site; but to provide an opportunity for input and to make sure the facts about the facility are clear. Mr. Eisenstein extended an invitation for members of the BWNC to participate, but said he would seek participation from other residents as well. Mr. Morrison said the BWNC would discuss whether or not they wanted to participate.

Train Idling committee update

- Mr. Eldridge came to the last board meeting to discuss the idling trains. A committee was formed and has met twice trying to work on this issue. The group included Mr. Russell and Ms. Quinn, representing NNEPRA, Mr. McEvoy representing the NNEPRA Board, Steve Corcoran and Chris Purcell representing Amtrak, and John Eldridge representing the Town of Brunswick.
- Mr. Russell provided a matrix showing a summary of the strategies proposed and discussed, noting that all options presented were considered. The matrix considered what power was needed for electricity to service the train, heating and cooling, and the locomotive needs for other reasons. He stressed that plugging the locomotive into a head end power supply would not eliminate the idling, but would reduce it and also enable the train to run at a lower horsepower.
- There were several suggested mitigation strategies considered. The focus was on Consideration #4 to build an outside support station, complete with 3 Phase 400 amp Electrical Services, 480 Volt Stand-by Power plug-in station and compressed air hook-up at the Brunswick Wye at Cedar Street. It would provide head-end power to coaches & to the café car for all servicing activities, interior lighting, heating and cooling and permits the engine to idle at a lower RPM. It may allow the engine to shut down more often in warmer weather. It does not completely eliminate idling because the engine still needs to run periodically in warmer weather, and needs to run continually in cooler weather. The air compression system may add additional noise. The cost would be approximately \$65,000 to construct a power station at Cedar Street, noting that the locomotive would then be located at Cedar Street every day. Mr. McEvoy reiterated that a 480 generator with air pressure would minimize noise and emissions. He also suggested that some components could be used in the layover facility when it is constructed. It was determined that Mr. Russell would further investigate the installation of an air compressor, noting that more input was needed from the Town of Brunswick as well.

Vote to move ahead and get more information on the comparative strategies.

Motion: Mr. Bubier
Seconded: Mr. Connors
Accepted: All

Public Comment

Mr. Morrison distributed a written request for information documenting that Amtrak requires a layover and that the FRA requires a layover as noted in the PowerPoint presented at the Advisory Group Meeting. Ms. Quinn noted that she was not aware of any such requirement from the FRA and that her presentation simply reiterated the FRA's affirmation in the FONSI that NNEPRA did need to provide a facility to maintain Amtrak train. Ms. Quinn would have the Amtrak information forwarded to Mr. Morrison.

Vote to adjourn: 3:30 p.m.

Motion: Mr. Bubier
Seconded: Mr. Connors
Accepted: All



Performance Report

Fiscal Year 2014: July 2013-June 2014

Northern New England Passenger Rail Authority

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

PERFORMANCE HIGHLIGHTS

Fiscal 2014 Year to Date: July 2013-June 2014

FY2014	RIDERS	REVENUE	PASS. MILES	OTP
July	55,085	\$ 851,450	4,642,062	58%
August	60,044	\$ 929,299	5,068,553	62%
September	48,485	\$ 699,492	3,834,463	62%
October	45,681	\$ 683,820	3,676,047	74%
November	44,730	\$ 748,037	3,652,980	78%
December	41,044	\$ 719,739	3,483,039	74%
January	36,100	\$ 588,596	2,983,790	70%
February	36,114	\$ 602,942	2,905,462	75%
March	44,215	\$ 735,305	3,678,378	81%
April	44,550	\$ 721,735	3,663,082	36%
May	38,720	\$ 633,517	3,254,505	8%
June	41,756	\$ 709,751	3,560,799	19%
FY14 To date	536,524	8,623,682	44,403,160	58%
FY13 To Date	512,775	8,117,252	45,307,427	82%
<i>FY14 vs FY13</i>	4.6%	6.2%	-2.0%	

Downeaster Ridership exceeds 5 Million Passengers in FY14

Fiscal year 2014 marked a milestone for the Downeaster, as the 5 million passenger mark was met and exceeded. The year itself was successful as well with record-breaking ridership exceeding 536,000, which is a 4.6% increase over the previous fiscal year. Increases in ticket revenue were even more significant, exceeding \$8.6 million, and surpassing the previous year by 6.2%.

FY2014 Fiscal Year Statistics (July 2013 – June 2014)

Average Daily Ridership: 1,481

- Average Weekday Ridership: 1,507
- Average Weekend Ridership: 1,411

Average Passenger Fare: \$16.03

- Average Fare on Weekdays: \$15.28
- Average Fare on Weekends: \$17.82

Average Miles per Passenger: 81

- Average Weekday Miles/Passenger: 80
- Average Weekend Miles/Passenger: 83

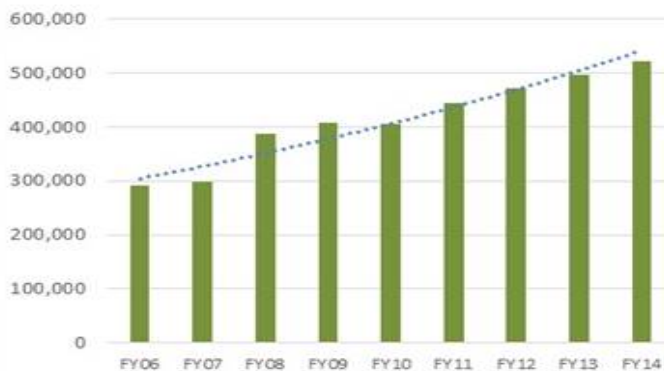
Rider Profile

- 57% of riders travelled to or from a Maine station generating 66% of ticket revenue.
- 30% of riders travelled between NH stations and Boston generating 25% of revenue.
- 25% of total riders travelled using multi-ride passes, including College 6-TIX, generating 16% of total revenue.

The *Downeaster Café* averaged a recovery rate of 84% in fiscal year 2014 with an average cost per passenger of 25 cents, fiscal year to date.

Since December 2001, the Downeaster has transported more than 5 million people the equivalent of 412 million passenger miles and has generated more than \$72 million in ticket revenue.

Fiscal Year Ridership History



CUSTOMER SATISFACTION	Fiscal Year Average	
	Downeaster	Amtrak
Overall Customer Satisfaction	93	86
Value for Price Paid	91	86
Overall Cleanliness of Train	90	84
Clarity of Announcements	85	78
Conductor Helpfulness / Friendliness	93	89
Food Service Personnel Friendliness	91	87
Quality of Food	85	79
Overall Café Experience	87	81

NEXT MEETING: August 25, 2014

DOWNEASTER PERFORMANCE STATISTICS					
July 2014					
Performance Stats	Ridership	Revenue	Fare/Pax	Pass Mi	Mi/Pax
Actual July 2014	45,313	\$ 802,685	\$ 17.71	3,915,779	86
Actual July 2013*	50,271	\$ 820,182	\$ 16.32	4,644,487	92
FY2014 Year to date	45,313	\$ 802,685	\$ 17.71	3,915,779	86
FY2013 Year to date*	50,271	\$ 820,182	\$ 16.32	4,644,487	92
*FY13 Ridership adjusted to reflect ticket lifts, not allocated passengers reported by Amtrak.					
City Pair Ridership	#Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
July 2014					
Boston-North - Portland	11,891	\$259,884	\$ 21.86	26%	32%
Boston-North - Exeter	5,653	\$70,130	\$ 12.41	12%	9%
Boston-North - Durham	1,858	\$30,533	\$ 16.43	4%	4%
Boston-North - Dover	3,133	\$49,330	\$ 15.75	7%	6%
Boston-North - Saco	2,934	\$58,710	\$ 20.01	6%	7%
Boston-North - Wells	5,046	\$88,762	\$ 17.59	11%	11%
Boston-North - Brunswick	2,520	\$59,256	\$ 23.51	6%	7%
Boston-North - Haverhill	1,715	\$18,221	\$ 10.62	4%	2%
Boston-North - Freeport	690	\$15,871	\$ 23.00	2%	2%
Total	35,440	\$650,697	\$ 18.36	78%	81%
On Time Performance	Average overall OTP for July 2014				
	20.10%				
100%	None				
90-99%	None				
80-89%	None				
Below 80%	All Trains				
Customer Satisfaction Score	Downeaster June 2014		Amtrak June 2014		
Overall CSI	88%		86%		
Overall Cleanliness of Train	89%		85%		
Friend. /Helpful of Conductors	93%		89%		
Friendliness of Café Attendant	89%		87%		
Quality of Café Food	82%		79%		
Overall Café Experience	82%		80%		

PRELIMINARY VARIANCE REPORT - July 2014							
	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	802,685	851,450	(48,765)	802,685	851,450	(48,765)	-6%
Food Service Revenue	69,575	62,839	6,736	69,575	62,839	6,736	11%
Advertising Revenue	840	0	840	840	0	840	0%
Parking Lot Revenue	41,712	41,360	352	41,712	41,360	352	1%
Interest on Accounts	348	206	142	348	206	142	69%
Other Revenue	(4,650)	13,077	(17,727)	(4,650)	13,077	(17,727)	-136%
Total Operating Revenues	910,510	968,932	(58,422)	910,510	968,932	(58,422)	-6%
Expenses							
Wages and Benefits							
Permanent Full-Time	30,152	30,152	(0)	30,152	30,152	(0)	(0)
Benefits	14,179	14,184	(4)	14,179	14,184	(4)	(0)
Total Wages and Benefits	44,331	44,336	(5)	44,331	44,336	(5)	0%
Administration							
Office Expenses	11,696	9,216	2,480	11,696	9,216	2,480	27%
Professional Services	537	208	329	537	208	329	158%
Insurance	2,422	2,485	(64)	2,422	2,485	(64)	-3%
Board Operations	1,250	1,145	105	1,250	1,145	105	9%
Total Administration Expense	15,904	13,054	2,850	15,904	13,054	2,850	22%
Train Operations							
Amtrak Operations	887,036	887,036	(0)	887,036	887,036	(0)	0%
Train Fuel Cost	298,550	324,900	(26,350)	298,550	324,900	(26,350)	-8%
PanAm	106,747	106,747	0	106,747	106,747	0	0%
Other Train Operations	1,672	3,749	(2,077)	1,672	3,749	(2,077)	-55%
Insurance	1,208	1,208	0	1,208	1,208	0	0%
Layover Facility	7,816	8,716	(900)	7,816	8,716	(900)	-10%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,303,029	1,332,356	(29,327)	1,303,029	1,332,356	(29,327)	-2%
Station Operations							
Portland Station	28,100	28,100	0	28,100	28,100	0	0%
Platform Ins	10,748	10,748	0	10,748	10,748	0	0%
Station Platform Leases	0	0	0	0	0	0	0%
Other Station Improvements	0	0	0	0	0	0	0%
Total Station Operations	38,848	38,848	0	38,848	38,848	0	0%
Food Service							
Regular	76,159	75,406	753	76,159	75,406	753	1%
Total Food Service	76,159	75,406	753	76,159	75,406	753	1%
Marketing	3,573	3,573	0	3,573	3,573	0	0%
Total Marketing	3,573	3,573	0	3,573	3,573	0	0%
Total Expenses	1,481,845	1,507,574	(25,729)	1,481,845	1,507,574	(25,729)	-2%
Additional Funding Required	571,335	538,642	32,693	571,335	538,642	32,693	6%