

Northern New England Passenger Rail Authority



September 2012



Board of Directors Briefing Materials

September 24, 2012

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



AmtrakDowneaster.com

NNEPRA FY12 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 options

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

September 24, 2012

12:30pm Meeting Called to Order
Vote to enter Executive Session

1:00pm

- I. Vote to open Public Session
- II. Approval of Minutes, August 16, 2012 Meeting (pg. 4)
- III. Staff Updates
 - a. Downeaster Performance Update
 - b. Budget Status
 - c. Special Projects Update
- IV. Expansion of service to Freeport and Brunswick
- V. Staff Presentation: Freeport/Brunswick Marketing Campaign
- VI. Public Comment
- VII. Next Meeting Date: October 22, 2012



**Minutes of the Annual Meeting of the Board of Directors – Portland City Hall, Portland, ME
Northern New England Passenger Rail Authority**

August 16, 2012

Portland, Maine

Directors in attendance:

Mr. Martin Eisenstein, Mr. Dana Connors, Mr. John Bubier, Mr. Matt Jacobson, Ms. Brenda Garrand, and Mr. Ron McKinnon.

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. B.J. White, Amtrak; Mr. Wayne Davis, TrainRiders NE; Mr. Bill Lord; Mr. Dana Knapp, Concord; Mr. Tony Donovan, Maine Rail Transit Coalition; Mr. Paul Weiss, Sierra Club; Mr. Steve Piper, TrainRiders NE; Mr. Steve Pesci, UNH; Mr. Eric Labelle, Portland and Ms. Judith Harris, City of Portland.

Commencement:

The meeting was called to order at 6:45 pm.

Minutes of June 25, 2012 Meeting

The minutes were accepted as presented by the staff

Motion: Mr. Bubier

Seconded: Mr. Connors

Accepted: All

FISCAL YEAR 2012 YEAR IN REVIEW

NNEPRA staff presented an overview of fiscal year 2012 which included a summary of operating performance, ridership profile, Downeaster Café performance, capital projects and events held throughout the year.

Ms. Douglas presented the FY2013 operating budget, which had been approved by MaineDOT Commissioner David Bernhardt.

Vote to accept the Northern New England Passenger Rail Authority Operating Budget for FY 2013

Motion: Mr. Bubier

Seconded: Mr. Jacobson

Accepted: All

Ms. Quinn presented FY2013 Staff Action Plan for Board approval.

Vote to accept the 2013 Action Plan

Motion: Mr. McKinnon

Seconded: Mr. Jacobson

Accepted: All

Ms. Quinn announced that Downeaster Train 680 was involved in an accident in West Medford, Massachusetts that morning. A driver ran through the crossing gate protection. The driver of the vehicle was not seriously hurt and minimal damage was done to the train. Train delays were incurred throughout the day.

Ms. Garrand suggested that public service announcements about grade crossing safety be aired following such incidents.

Ms. Quinn stated Brunswick is progressing as expected. Hopefully NNEPRA will be able to announce a confirmed start date and schedule the service early in September.

Ms. Quinn informed the board that she recently testified on Amtrak Food Service in Washington DC before the Transportation Sub Committee.

PUBLIC COMMENT

Mr. Weiss inquired into electrifying the Downeaster service. He also expressed the idea for NNEPRA to press for Bike Service and green alternatives even beyond Boston. Ms Quinn stated the electrification of rail is not being pursued at this time. Regarding bike service, Ms. Quinn stated that new equipment would be required before more bicycles could be accommodated on Downeaster trains.

Mr. Bubier mentioned that at the last Operation Meeting, Mr. Timothy Ericson from Hubway spoke about their bike share program at North Station. Staff is pursuing this option in Portland for implementation in Spring 2013.

Mr. Eric Labelle inquired about safety programs. Ms. Quinn spoke about Operation Lifesaver and providing outreach safety information. She mentioned NNEPRA had 1800 public service announcements done regarding train safety.

Mr. Donovan said the Downeaster is a great model and very successful. He expressed interest in the Service Development Plan and inquired about opportunities for the public to participate. Ms. Quinn stated there is no written document at this time and that staff is working with consultants and the railroad at this time. The public will have the opportunity to provide input.

Mr. Steve Pesci, member of New Hampshire Rail Transit Authority and UNH Staff thanked the NNEPRA staff, Board and the State of Maine for the Downeaster.

Mr. Weiss inquired as to whether NNEPRA was negotiating with the Maine Eastern Railroad to provide transportation to Augusta. Ms. Quinn said that NNEPRA would coordinate with the Maine Eastern Railroad regarding service to Rockland next spring. At this time, the Maine Eastern operates seasonally. There are currently no plans to extend service to Augusta. Mr. Weiss stated NNEPRA should be proactive in relationships and should move forward now even

beforehand to improve their service as well. Ms. Quinn felt it would be best to wait until the spring.

Mr. Davis spoke on behalf of TrainRiders Northeast stating that the Downeaster has exceeded expectations.

He also mentioned their Annual Meeting will be held September 13th.

Motion to adjourn: 7:32 pm

Motion: Mr. Connors

Seconded: Mr. Jacobson

Accepted: All

NEXT MEETING: September 24, 2012

DOWNEASTER PERFORMANCE STATISTICS					
August 2012					
Performance Stats	Ridership	Revenue	Fare/Pax	Pass Mi	Mi/Pax
Actual August 2012	57,853	\$ 864,896	\$ 14.95	4,938,869	85
Actual August 2011	50,825	\$ 715,595	\$ 14.08	4,272,071	84
Note: No service operated Sunday, Aug 28; limited service Monday, Aug 29 due to Tropical Storm. 2011					
FY2013 Year to date	111,593	\$ 1,685,078	\$ 15.10	9,465,017	85
FY2012 Year to date	101,904	\$ 1,460,695	\$ 14.33	8,606,796	84
City Pair Ridership	# Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
August 2012					
Portland -Boston	19,971	\$ 364,856	\$ 18.27	35%	42%
Exeter-Boston	7,287	\$ 67,567	\$ 9.27	13%	8%
Durham-Boston	2,502	\$ 35,381	\$ 14.14	4%	4%
Wells-Boston	6,218	\$ 97,318	\$ 15.65	11%	11%
Saco-Boston	3,619	\$ 61,897	\$ 17.10	6%	7%
Dover-Boston	3,972	\$ 50,216	\$ 12.64	7%	6%
Haverhill-Boston	2,620	\$ 18,952	\$ 7.23	5%	2%
Boston-Old Orchard B	3,527	\$ 65,479	\$ 18.57	6%	8%
On Time Performance	Average overall OTP for August 2012				
	80.30%				
100%	699				
90-99%	680,681,682,689,				
80-89%	685,686,688,690,695,697,698				
Below 80%	683,684,687,691,692,693,694,696				
Customer Satisfaction Score	Downeaster July 2012		Amtrak July 2012		
Overall CSI	93%		85%		
Value for Price Paid	92%		82%		
Overall Cleanliness of Train	89%		84%		
Friend. /Helpful of Conductors	94%		87%		
Friendliness of Café Attendant	88%		85%		
Quality of Café Food	86%		78%		
Overall Café Experience	88%		79%		

VARIANCE REPORT - July 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	820,182	781,509	38,673	820,182	781,509	38,673	5%
Food Service Revenue	58,504	58,353	151	58,504	58,353	151	0%
Advertising Revenue	0	0	0	0	0	0	0%
Parking Lot Revenue	40,255	40,711	(456)	40,255	40,711	(456)	-1%
Interest on Accounts	207	250	(43)	207	250	(43)	-17%
Other Revenue	4,131	4,131	0	4,131	4,131	0	0%
Total Operating Revenues	923,279	884,954	38,325	923,279	884,954	38,325	4%
Expenses							
Wages and Benefits							
Permanent Full-Time	26,919	26,919	0	26,919	26,919	0	0
Benefits	10,673	10,673	0	10,673	10,673	0	0
Total Wages and Benefits	37,592	37,592	0	37,592	37,592	0	0%
Administration							
Office Expenses	8,016	10,922	(2,906)	8,016	10,922	(2,906)	-27%
Professional Services	223	854	(631)	223	854	(631)	-74%
Insurance	2,301	2,395	(94)	2,301	2,395	(94)	-4%
Board Operations	623	1,070	(447)	623	1,070	(447)	-42%
Total Administration Expenses	11,163	15,241	(4,078)	11,163	15,241	(4,078)	-27%
Train Operations							
Amtrak Operations	707,168	707,168	0	707,168	707,168	0	0%
Train Fuel Cost	240,000	266,667	(26,667)	240,000	266,667	(26,667)	-10%
PanAm	93,783	95,507	(1,724)	93,783	95,507	(1,724)	-2%
MBTA	16,667	16,667	0	16,667	16,667	0	0%
Other Train Operations	1,807	1,993	(186)	1,807	1,993	(186)	-9%
Insurance	1,100	1,100	0	1,100	1,100	0	0%
Layover Facility	7,948	10,668	(2,720)	7,948	10,668	(2,720)	-25%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,068,474	1,099,769	(31,295)	1,068,474	1,099,769	(31,295)	-3%
Station Operations							
Portland Station	28,100	28,100	0	28,100	28,100	0	0%
Platform Ins	10,646	10,646	0	10,646	10,646	0	0%
Station Platform Leases	0	0	0	0	0	0	#DIV/0!
Other Station Improvements	0	0	0	0	0	0	#DIV/0!
Total Station Operations	38,746	38,746	0	38,746	38,746	0	0%
Food Service							
Regular	60,531	76,159	(15,627)	60,531	76,159	(15,627)	-21%
Total Food Service	60,531	76,159	(15,627)	60,531	76,159	(15,627)	-21%
Marketing	7,007	6,985	22	7,007	6,985	22	0%
Total Marketing	7,007	6,985	22	7,007	6,985	22	0%
Total Expenses	1,223,514	1,274,493	(50,979)	1,223,514	1,274,493	(50,979)	-4%
Additional Funding Required	300,235	389,539	(89,304)	300,235	389,539	(89,304)	-23%

VARIANCE REPORT - August 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	864,896	777,623	87,273	1,685,078	1,559,132	125,946	8%
Food Service Revenue	60,228	59,618	610	118,646	117,971	675	1%
Advertising Revenue	840	833	7	840	833	7	1%
Parking Lot Revenue	27,667	28,951	(1,284)	67,922	69,663	(1,741)	-2%
Interest on Accounts	179	250	(71)	386	500	(114)	-23%
Other Revenue	4,131	4,131	0	8,261	8,261	0	0%
Total Operating Revenues	957,940	871,406	86,534	1,881,134	1,756,360	124,773	7%
Expenses							
Wages and Benefits							
Permanent Full-Time	27,251	27,251	0	54,170	54,170	0	0
Benefits	10,677	10,677	0	21,350	21,350	0	0
Total Wages and Benefits	37,928	37,928	0	75,520	75,520	0	0%
Administration							
Office Expenses	8,620	10,647	(2,027)	16,636	21,569	(4,933)	-23%
Professional Services	700	854	(154)	923	1,708	(785)	-46%
Insurance	2,330	2,395	(65)	4,632	4,790	(158)	-3%
Board Operations	954	1,070	(116)	1,577	2,140	(563)	-26%
Total Administration Expenses	12,604	14,966	(2,362)	23,768	30,208	(6,440)	-21%
Train Operations							
Amtrak Operations	707,168	707,168	0	1,414,336	1,414,336	0	0%
Train Fuel Cost	200,000	266,667	(66,667)	440,000	533,333	(93,333)	-18%
PanAm	95,507	95,507	(0)	189,291	191,015	(1,724)	-1%
MBTA	16,667	16,667	0	33,334	33,333	1	0%
Other Train Operations	2,740	1,983	757	5,094	3,976	1,118	28%
Insurance	1,100	1,100	0	2,200	2,200	0	0%
Layover Facility	10,385	10,668	(282)	18,333	21,335	(3,002)	-14%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,033,567	1,099,759	(66,192)	2,102,588	2,199,528	(96,941)	-4%
Station Operations							
Portland Station	28,100	28,100	0	56,200	56,200	0	0%
Platform Ins	10,646	10,646	0	21,292	21,292	0	0%
Station Platform Leases	18,348	18,348	0	18,348	18,348	0	0%
Other Station Improvements	4,060	0	4,060	4,060	0	4,060	100%
Total Station Operations	61,154	57,094	4,060	99,900	95,840	4,060	4%
Food Service							
Regular	64,791	75,780	(10,989)	124,810	151,939	(27,129)	-18%
Total Food Service	64,791	75,780	(10,989)	124,810	151,939	(27,129)	-18%
Marketing	20,693	20,694	(1)	27,716	27,717	(1)	0%
Total Marketing	20,693	20,694	(1)	27,716	27,717	(1)	0%
Total Expenses	1,230,737	1,306,221	(75,484)	2,454,301	2,580,752	(126,450)	-5%
Additional Funding Required	272,797	434,815	(162,018)	573,168	824,392	(251,224)	-30%