

Northern New England Passenger Rail Authority



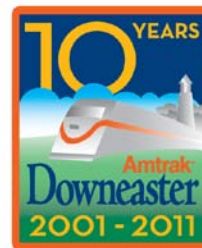
October 2011



Board of Directors Briefing Materials

October 24, 2011
12:30pm

NNEPRA Office
75 W Commercial Street, Suite 104
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.



BOARD MEETING AGENDA

October 24, 2011
NNEPRA Office
75 W Commercial St. Suite 104
Portland, Maine

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

1:00pm

- I. Vote to open Public Session
- II. Approval of Minutes, September 26, 2011 Meeting (page 3)
- III. Performance Report (page 8)
- IV. Budget Status & Financial Report
- V. Marketing & Communications
- VI. Passenger Services
- VII. Brunswick Expansion Project
- VIII. Service Development Plan
- IX. Other Business
- X. Public Comment
- XI. Next Meeting: November , 2011



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

September 26, 2011
Portland, Maine

Directors in attendance:

Mr. Eisenstein, Mr. Dana Connors, Mr. John Bubier, Ms. Sue Moreau, and Mr. Ron McKennon

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. Paul Eastwood, Amtrak; Ms. Toni Kemmerle, MDOT; Mr. Wayne Davis, TrainRiders NE; Ms. Judy Harris, City of Portland; and Nicole Vinal, Brunswick.

Commencement:

The meeting was called to order at 1:05pm.

Minutes of August 22, 2011 Meeting

The minutes were accepted as presented by the staff

Motion: Ms. Sue Moreau

Seconded: Mr. John Bubier

Accepted: All

PERFORMANCE REPORT – PATRICIA QUINN

- August ridership was 50,825 with an average fare of \$14.08 per passenger. Service was cancelled completely on August 28 and only afternoon/evening trains operated on August 29 due to a storm resulting in a loss of approximately \$37,000 in revenue.
- Fiscal year to date ridership and revenue is ahead of last year this time.
- On-Time-Performance was poor for August due to slow orders .
- Month to date OTP for September 80.83%.

Mr. Eisenstein wants to discuss On Time Performance next month.

PROJECTS UPDATE –JAMES RUSSELL

Downeaster Special Projects Update – Power point presentation

- Mr. Russell gave a presentation to the Board regarding the status of the Downeaster Expansion Project.
- RAIL REPLACEMENT - nearly all cwr installed. Welding is underway and 128 tested and 198 completed to date.
- TIE REPLACEMENT - approximately 31,300 ties will be replaced. Replacement began Sept 20 and will be completed in 2011.

- Grade CROSSING REHAB – the project includes rehab of 36 Grade Crossings. 23 now complete and 35 expected to be complete by the end of the 2011 season.
- CULVERTS - the project includes upgrades to 19 culverts. Nine have been completed. Upgrades to 2 of the 3 stone arches in the project are also underway.
- FREEPORT PLATFORM - Piles driven for raised section of platform.
- BRUNSWICK PLATFORM - Construction of Brunswick Platform is underway.
- OTHER PROJECTS - Berwick tie replacement and Berwick grade crossing.
- There is still plenty to do next summer. Signal work will be worked on right to the end. The Portland North Expansion should be complete November 2012. Signal work is ongoing.

PASSENGER SERVICE – BRIAN BEELER

- Mr. Beeler reiterated comments about On Time Performance stating that speed restrictions have decreased delays and were decreasing in duration. Everyone is working together on solutions.
- The E-ticketing pilot is progressing very well. Amtrak crews and customers alike have positive feedback for the program.
- CSI scores for the Café have shown steady improvement for the past three months. Appreciation was expressed to Steve Gillingham and the Epicurean Staff for their efforts. New menu items have been tested by both Mr. Beeler and Mr. Gillingham. The new items will be on board the trains as early as September 30th.
- The Cart service pilot program has been tested six times so far allowing for Epicurean to modify approach and product offerings to suit customer comments. The trial will continue for the month of October. Initial reaction is positive specifically in generating awareness of the Café in general.
- Amtrak Wi-Fi is still expected to be introduced in October providing a much more robust solution for riders.
- The next Station Operation Committee meeting will be held in Freeport on September 29th.
- Mr. Beeler has begun the coordination of Platform Snow Removal Safety meetings with Pan Am and the station communities. The first meetings will take place at the Exeter Department of Public works and in Durham at UNH. Dover will also attend the Durham meeting.

FINANCE REPORT – MARINA DOUGLASS

Budget Variance Report

- Ms. Douglass reviewed the August 2011 Variance Report.

Other Business

- Ms. Douglass stated that the SAFETEA-LU legislation that provides operating funds to NNEPRA has been extended from September 30, 2011 until March 31, 2012.
- Ms. Douglass stated that the recent Fiscal Year 2011 audit has been completed and more information will be available at the October 2011 board meeting.

Motion to accept the August 2011 Variance Report

Motion: Mr. Connors

Seconded: Mr. Bubier

Accepted: All

EXECUTIVE DIRECTOR'S REPORT – Patricia Quinn

- Fare Increase: A proposal to increase Downeaster fares was presented to the Board. The proposed plan will increase one way fares between most city pairs by \$1 and increase some pass fares by approximately 5%. A proposal on the fares increase will be advertised and published on the website. Markets, trains and promotions have been examined and costs per mile evaluated.

Vote to authorize staff to advertise Fare proposal and seek public comment:

- Motion: Mr. Bubier
 - Seconded: Mr. Connors
 - Accepted: All
-
- A number of pending agreements were settled in the previous month including:
 - The lease agreement with Pan Am Railways for the Freeport platform
 - Agreement with Doug Timm for a temporary construction easement during the construction of the Freeport Platform.
 - Closing on Brunswick West Property
 - The \$20.8M HSIPR Grant for improvements on the MBTA line was obligated.
 - Ms. Quinn met with three members of the Brunswick neighborhood group in early September. PB is moving ahead with the evaluation of the property and set up noise monitors throughout the area. They are also working on a preliminary sketch of the facility and track configurations. A letter was sent to the Town requesting that the Town Planner, Anna Breinich, and Council Chair (Joanne King) participate in the Advisory Group. Anna Nelson will be the representative from Bouchard Drive. Chairman Eisenstein would like a resident from the north side of the facility to fill the last seat. Ms. Quinn will reach out to the community to try and find a volunteer.
 - The Portland Station Stakeholder Committee, a subgroup of the Service Development Plan, is finalizing its siting evaluation and will be making a recommendation that the Downeaster station remain on Thompson's Point.
 - Mr. Paul Eastwood, Amtrak Assistant Superintendent for the Downeaster, has returned from medical leave.
 - Mr. Mike Cirucci, an Amtrak ticket agent in Portland has retired. Mr. Cirucci has been with the Downeaster since it began operating, first as a clerk, then as an agent. He has been replaced by Rosolino Porcu.
 - Mr. Clifford's term on the board has expired. Governor LePage has appointed Mr. Matt Jacobson. We wish to thank Mr. Jack Clifford for his work as a NNEPRA board member.

MARKETING REPORT – Natalie Allen

Schedule Change

- The Amtrak Downeaster fall/winter schedule will go into effect on Monday, October 17. Seasonal service to Old Orchard Beach will end. The Downeaster Travel Guide is under development.

Train to Maine Campaign

- The "Train to Maine" tourism campaign will conclude in Boston at the end of September. It's estimated that the campaign generated over 4 million impressions in

total. The campaign seems to have had a positive impact on ridership in August. Ridership on targeted trains (681, 683 and 688) was up between 7% and 12%.

Shopping Made Simple

- NNEPRA will continue to focus on developing tourism travel to Maine throughout the fall and winter months. In partnership with the Portland Downtown District, bus service will be provided from the Downeaster station direct to downtown Portland for only \$1 as part of a Shopping Made Simple promotion. Bus service is available Saturdays and Sundays from October 1-December 18, 2011.

Packaging

- NNEPRA will be partnering with Amtrak Vacations to promote Boston theatre packages for Peter Pan, Radio City Christmas Spectacular, and the ADDAMS Family. Additional, Sports packages are being developed for the Bruins and Celtics.

NNEPRA Website

- A complementary website to the Amtrak Downeaster site is under development to showcase NNEPRA's projects, community involvement, partnerships, donations, etc.

Next month Ms. Allen and Mr. Beeler will go to the Amtrak Philadelphia Reservation Center and provide a presentation. Mr. Eisenstein mentioned we should have Press on the presentations NNEPRA staff gives.

Ms. Allen mentioned Ms. Quinn was named as one of the Women to Watch 2011.

Other Business

No other business at this time.

Public Comment

Ms. Harris, City of Portland, has been tracking transportation. Jetport travel is up but parking revenues are down. Tourist season was not as bad as anticipated. The new airport terminal is open. They want to work together on partnerships for trains and flights. More passengers are being dropped off at the terminal. People are parking at the Portland Transportation Center because it is cheaper and then go to the jetport.

Ms. Vinal of Brunswick inquired as to whether the sale of land for the Brunswick Layover Facility was completed and was told it was.

Mr. Davis stated the House Appropriation Committee wants to eliminate state supported Amtrak Service. TrainRiders NE have sent out flyers stating their opposition to this issue.

Motion to adjourn 2:29 pm

NEXT MEETING: October 26, 2011

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



Performance Report

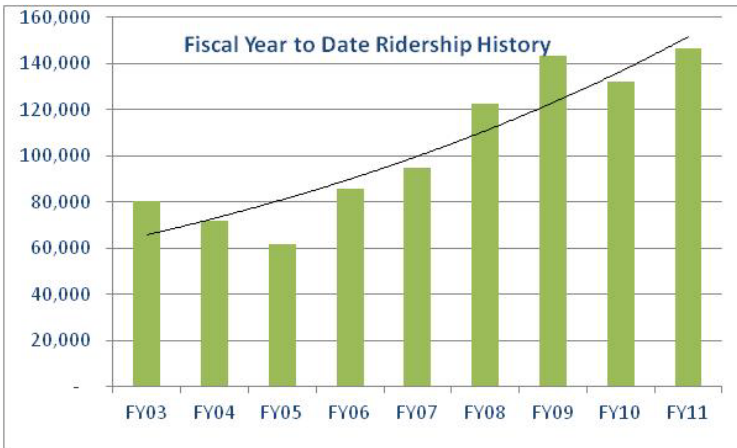
Fiscal Year 2012 To Date: Q1 - July 2011-September 2011

Northern New England Passenger Rail Authority

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

Q1 Fiscal Year 2012: July 2011 - September 2011

FY 12-Q1	RIDERS	REVENUE	PASS. MILES	OTP
July	51,079	\$ 745,100	4,334,725	53%
August	50,825	\$ 715,595	4,272,071	43%
September	44,615	\$ 599,756	3,544,792	79%
Q1 FY12	146,519	\$2,060,452	12,151,588	58%
Q1 Goal	140,534	\$ 2,071,313	11,523,788	85%
Actual v Goal	5,985	\$ (10,861)	627,800	
Q1 FY11	136,837	\$ 2,008,857	11,216,364	67%
FY12vs FY11	9,682	\$ 51,595	935,224	



CUSTOMER SATISFACTION	3 Month Average		
	Downeaster	Goal	Amtrak
Overall Satisfaction	90	93	84
Value for Price Paid	89	91	82
Overall Cleanliness of Train	86	90	82
Conductor Helpful / Friendly	92	93	86
Café Pers. Helpful/Friendly	88	90	85
Quality of Food	85	84	78
Overall Café Experience	84	86	78

PERFORMANCE HIGHLIGHTS

The first quarter of Fiscal Year 2012 continued to demonstrate growth for the Downeaster. Between July and September 2011, the Downeaster transported a total of 146,519 passengers the equivalent of 12 million miles and generated over \$2m in ticket revenue. Overall ridership was 7% greater than the same period last year.

FY2011 9-Month Fiscal Year to Date Statistics (Jul11-Sep11)

Average Daily Ridership: 1,593

- Average Weekday Ridership: 1,707
- Average Weekend Ridership: 1,393

Average Passenger Fare: \$14.06

- Average Fare on Weekdays: \$13.92
- Average Fare on Weekends: \$16.92

Average Miles per Passenger: 83

- Avg. Weekday Miles/Passenger: 80
- Avg. Weekend Miles/Passenger: 91

Rider Profile

- 54% of riders travelled to or from a Maine station generating 65% of ticket revenue.
- 28% of riders travelled between NH stations and Boston generating 21% of revenue.
- 32% of total riders travelled using multi-ride passes, generating 16% of total revenue.

To Date the Downeaster has transported more than 3.6 million people the equivalent of 296 million passenger miles and has generated more than \$50m in ticket revenues.

Downeaster Expansion Project

Construction on the Downeaster Expansion Project continues. In addition to rail installation, crossing rehabilitations, culvert and signal work, construction on the Freeport platform began in September and is expected to be completed late in 2011. Service to Freeport and Brunswick is currently on target to begin in the fall of 2012.



VARIANCE REPORT - September 2011							
	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	599,756	582,952	16,804	2,060,451	2,071,313	(10,862)	-1%
Food Service Revenue	51,910	46,219	5,691	168,659	155,992	12,668	8%
Advertising Revenue	683	493	190	8,190	8,000	190	2%
Parking Lot Revenue	25,000	23,178	1,822	99,241	78,226	21,015	27%
Interest on Accounts	308	250	58	758	750	8	1%
Other Revenue	4,436	4,436	0	13,309	13,309	0	0%
Total Operating Revenues	682,093	657,528	24,565	2,350,608	2,327,589	23,018	1%
Expenses							
Wages and Benefits							
Permanent Full-Time	26,328	26,328	0	78,679	78,679	0	0
Benefits	10,428	10,428	0	31,619	31,619	0	0
Total Wages and Benefits	36,756	36,756	0	110,298	110,298	0	0%
Administration							
Office Expenses	9,432	10,906	(1,474)	31,406	32,718	(1,312)	-4%
Professional Services	2,635	1,050	1,585	5,769	3,150	2,619	83%
Insurance	2,375	2,370	5	7,126	7,110	16	0%
Board Operations	958	912	46	4,272	2,735	1,537	56%
Total Administration Expense	15,400	15,237	162	48,573	45,712	2,860	6%
Train Operations							
Amtrak Operations	720,597	720,597	0	2,161,908	2,161,790	118	0%
Train Fuel Cost	220,000	318,750	(98,750)	611,693	956,250	(344,557)	-36%
PanAm	98,695	98,779	(84)	259,495	296,335	(36,841)	-12%
MBTA	20,384	20,384	(0)	61,152	61,152	(0)	0%
Other Train Operations	1,525	556	969	4,125	1,669	2,456	147%
Insurance	1,250	1,338	(88)	3,750	3,838	(88)	-2%
Layover Facility	8,598	7,643	955	21,652	22,930	(1,277)	-6%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,071,049	1,168,047	(96,997)	3,123,775	3,503,964	(380,189)	-11%
Station Operations							
Portland Station	28,566	26,415	2,151	82,501	79,156	3,345	4%
Platform Ins	10,462	10,462	0	31,386	31,386	0	0%
Station Platform Leases	30,279	12,497	17,782	30,279	12,497	17,782	142%
Other Station Improvements	0	0	0	0	0	0	#DIV/0!
Total Station Operations	69,307	49,374	19,933	144,166	123,039	21,127	17%
Food Service							
Regular	63,400	63,401	(0)	198,422	211,728	(13,306)	-6%
Total Food Service	63,400	63,401	(0)	198,422	211,728	(13,306)	-6%
Marketing	15,769	15,769	0	61,831	61,829	2	0%
Total Marketing	15,769	15,769	0	61,831	61,829	2	0%
Total Expenses	1,271,682	1,348,584	(76,901)	3,687,065	4,056,570	(369,506)	-9%
Additional Funding Required	589,589	691,056	(101,466)	1,336,457	1,728,981	(392,524)	-23%