

Northern New England Passenger Rail Authority



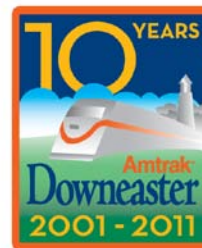
November 2011



Board of Directors Briefing Materials

November 22, 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

November 22, 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, October 24, 2011 Meeting (page 3)
- III. Performance Report (page 7)
- IV. Budget Status & Financial Report (page 8)
- V. Executive Director's Report - PQ
- VI. Upcoming Events
- VII. Project Status
- VIII. Public Comment
- IX. Next Meeting(s):
 - a. December 15, 2011 - 10th Anniversary:
 - b. January 23, 2012 – Regular Board Meeting



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

October 24, 2011
Portland, Maine

Directors in attendance:

Mr. Eisenstein, Mr. Dana Connors (conference call), Mr. John Bubier, Ms. Brenda Garrand, Commissioner David Bernhardt.

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. Paul Eastwood, Amtrak; MDOT; Mr. Wayne Davis, TrainRiders NE; Ms. Sue Moreau, MDot; Mr. Steve Gillingham, Epicurean; Mr. Bill Lord; Ms. Denise Clavette, Town of Brunswick; Ms. Anna Nelson, Brunswick Neighborhood Coalition; Mr. Jeff Reynolds, Brunswick; and Mr. Dana Knapp, Concord Coach; Mr. Ron McKinnon, Maine Department of Economic Development.

Commencement:

The meeting was called to order at 1:25 pm.

Minutes of September 26, 2011 Meeting

The minutes were accepted as presented by the staff

Motion: Ms. Garand

Seconded: Mr. Bubier

Accepted: All

PERFORMANCE REPORT – PATRICIA QUINN

- Ridership for the first quarter of FY2012 was 146,519. This exceeded the goal by 5,900 passengers. Ridership was 7% higher than the same period last year.
- A low on-time performance of 58% is our greatest challenge. 79% of delays were due to infrastructure issues, 22% of delays were due to capacity constraints, and only 2% of the delays were due to mechanical failures.
- Mr. Russell stated slow order repairs have been completed during the past three weeks. MBTA slow orders account for about 6 minutes of delays.
- The Board discussed comments on the Fare Plan posted on the website.

Ms. Garrand mentioned a possible subsidy from New Hampshire stating that if not through fare increases, it would seem reasonable to expect some support from New Hampshire.

Motion to accept the Fare Plan

Motion: Ms. Garand

Seconded: Mr. Bubier

Accepted: All

FINANCE REPORT – MARINA DOUGLASS

Budget Variance Report

- Ms. Douglass reviewed the September 2011 Variance Report.

Motion to accept Variance Report

Motion: Ms. Garrand

Seconded: Mr. Bernhardt

Accepted: All

Other Business

- Ms. Douglass distributed the Fiscal Year 2011 Financial Audit to the Board. A vote to accept the audit report at the November board meeting was requested.

Ms. Quinn mentioned a bill in the House of Representatives to be voted on that would not support Amtrak funding for state supported services.

The federal government is still working on reauthorization of CMAQ and NNEPRA is seeking the Maine delegation's support. These are important topics which NNEPRA and TrainRiders Northeast are monitoring.

MARKETING REPORT – Natalie Allen

Ridership

- The Train to Maine campaign was successful at developing tourism travel and increasing ridership on off peak trains. From July through September ridership increased between 4.2% and 13.2% on trains targeted by the campaign.

Media Plan

- The Downeaster advertising efforts for October/November/December will focus on increasing longer distance trips/fare per passenger, and developing off-peak travel.

NNEPRA continues to develop Tourism Travel.

10th Anniversary Events

- The Amtrak Downeaster will celebrate its 10th Anniversary on Thursday, December 15, 2011. NNEPRA is in the process of planning events and would like to use this milestone as an opportunity to thank crews and volunteers, showcase public benefits, and generate PR to increase ridership.

PASSENGER SERVICE – BRIAN BEELER

- The E-ticketing pilot is progressing very well. Amtrak crews and customers alike have positive feedback for the program. The official launch of print-at-home tickets is November 1.
- Mr. Beeler and Ms. Allen travelled to Amtrak's Philadelphia reservation center to make presentations to customer service representatives.
- Amtrak Wi-Fi will officially launch to the public October 31.
- Mr. Beeler is continuing to pursue PIDS signage at stations.

PROJECTS UPDATE –JAMES RUSSELL

Downeaster Special Projects Update –

- Mr. Russell discussed Brunswick Expansion Project. To date, 21,000 ties have been replaced and this work element will resume in the spring.
- The welders of the CWR will complete about 300 welds.
- Surfacing is continuing.
- Signal work is ongoing and about 70% of the crossings are complete.
- Brunswick platform has had some delays. Precast panels should be delivered and installed around Thanksgiving.
- The Freeport platform is ahead of schedule and should be completed early December.
- Brunswick layover area noise testing has been completed. A meeting of the Brunswick Layover Advisory group will be scheduled soon.
- Next spring the Amtrak Downeaster crews will get qualified for going north to Freeport and Brunswick.

Ms. Quinn discussed the Service Development Plan that is investigating possible alternate locations for the station than at Thompson's Point. Thompson's Point Development Group is planning a multi-million dollar executive-sport park on the undeveloped area of Thompson's Point. In light of the new development, NNEPRA's consultant, Gannett Fleming and Ms. Quinn recommended that the Downeaster Station remain at Thompson's Point. This is endorsed by the City of Portland.

Motion to accept recommendations of Station Location Evaluation Report.

Motion: Ms. Garrand

Seconded: Mr. Bernardt

Accepted: All but Mr. Bubier

Other Business

Mr. Jeff Reynolds spoke saying the sooner the layover is up and running in the area the better it will be.

Mr. Lord inquired whether there is a date for ground breaking for the layover in Brunswick and Ms. Quinn stated not at this time.

Public Comment

Motion to adjourn 2:30 pm

Motion: Ms. Garrand

Seconded: Mr. Bubier

Accepted: All

NEXT MEETING: November 28, 2011

DOWNEASTER PERFORMANCE STATISTICS					
October 2011					
Performance Stats	Ridership	Revenue	Fare/Pax	Passenger Miles	Miles/ Passenger
Actual October 2011	42,970	\$ 565,821	\$ 13.17	3,363,971	78
Actual October 2010	41,891	\$ 582,094	\$ 13.90	3,324,148	79
FY2012 Year to date	189,489	\$ 2,626,272	\$ 13.86	15,515,559	82
FY2011 Year to date	178,728	\$ 2,591,250	\$ 14.50	14,540,512	81
City Pair Ridership	# Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
October 2011					
Portland -Boston	12,170	\$ 205,703	\$ 16.90	28%	36%
Exeter-Boston	6,891	\$ 63,157	\$ 9.17	16%	11%
Durham-Boston	4,218	\$ 57,737	\$ 13.69	10%	10%
Wells-Boston	3,795	\$ 53,231	\$ 14.03	9%	9%
Saco-Boston	3,080	\$ 47,812	\$ 15.52	7%	8%
Dover-Boston	4,166	\$ 49,217	\$ 11.81	10%	9%
Haverhill-Boston	2,131	\$ 15,247	\$ 7.15	5%	3%
Boston-Old Orchard B	254	\$ 4,455	\$ 17.54	1%	1%
On Time Performance	Average overall OTP for October 2011				
	70.60%				
100%	681				
90-99%	682,683,689,690				
80-89%	680,686,691,692,				
Below 80%	684,685,687,688,693,694,695,696,697,698,699				
Customer Satisfaction Score	Downeaster September 2011		Amtrak September 2011		
Overall CSI	92%		79%		
Value for Price Paid	91%		75%		
Overall Cleanliness of Train	91%		76%		
Friend. /Helpful of Conductors	95%		82%		
Friendliness of Café Attendent	87%		75%		
Quality of Café Food	73%		65%		
Overall Café Experience	73%		66%		

VARIANCE REPORT - October 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	565,821	593,931	(28,110)	2,626,272	2,665,244	(38,972)	-1%
Food Service Revenue	38,069	47,429	(9,360)	206,728	203,421	3,307	2%
Advertising Revenue	0	0	0	8,190	8,000	190	2%
Parking Lot Revenue	25,000	23,784	1,216	123,720	102,010	21,710	21%
Interest on Accounts	302	250	52	1,060	1,000	60	6%
Other Revenue	4,436	4,436	0	17,745	17,745	0	0%
Total Operating Revenues	633,628	669,830	(36,202)	2,983,715	2,997,420	(13,705)	0%
Expenses							
Wages and Benefits							
Permanent Full-Time	26,861	26,861	(0)	105,539	105,540	(0)	(0)
Benefits	10,559	10,559	(0)	42,178	42,178	(1)	(0)
Total Wages and Benefits	37,419	37,420	(1)	147,717	147,718	(1)	0%
Administration							
Office Expenses	10,647	10,906	(259)	42,498	43,624	(1,126)	-3%
Professional Services	15,001	18,050	(3,049)	20,770	21,200	(430)	-2%
Insurance	2,375	2,370	5	9,501	9,480	22	0%
Board Operations	1,120	912	208	5,392	3,646	1,745	48%
Total Administration Expense	29,143	32,237	(3,095)	78,161	77,950	211	0%
Train Operations							
Amtrak Operations	720,597	720,597	0	2,882,505	2,882,387	118	0%
Train Fuel Cost	220,000	318,750	(98,750)	834,252	1,275,000	(440,748)	-35%
PanAm	98,770	98,778	(8)	320,659	395,114	(74,454)	-19%
MBTA	20,384	20,384	(0)	81,536	81,536	(0)	0%
Other Train Operations	775	556	219	4,901	2,225	2,675	120%
Insurance	1,250	1,338	(88)	5,000	5,175	(175)	-3%
Layover Facility	9,285	7,643	1,642	30,937	30,573	365	1%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,071,061	1,168,046	(96,985)	4,159,790	4,672,010	(512,220)	-11%
Station Operations							
Portland Station	26,723	26,385	338	107,591	105,542	2,050	2%
Platform Ins	10,462	10,462	0	41,848	41,848	0	0%
Station Platform Leases	0	0	0	30,279	12,497	17,782	142%
Other Station Improvements	0	0	0	0	0	0	#DIV/0!
Total Station Operations	37,185	36,847	338	179,718	159,886	19,832	12%
Food Service							
Regular	59,109	64,297	(5,188)	257,466	276,025	(18,559)	-7%
Total Food Service	59,109	64,297	(5,188)	257,466	276,025	(18,559)	-7%
Marketing	54,387	54,258	129	116,218	116,087	131	0%
Total Marketing	54,387	54,258	129	116,218	116,087	131	0%
Total Expenses	1,288,304	1,393,106	(104,801)	4,939,069	5,449,676	(510,607)	-9%
Additional Funding Required	654,676	723,275	(68,599)	1,955,354	2,452,256	(496,902)	-20%