

Northern New England Passenger Rail Authority



November 2012



Board of Directors Briefing Materials

November 26, 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

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

November 26, 2012

12:15pm Meeting Called to Order
Vote to enter Executive Session

1:00pm

- I. Vote to open Public Session

- II. Approval of Minutes, October 22, 2012 Meeting

- III. Staff Updates –
 - a. Downeaster Performance Update
 - b. Budget Status Report
 - c. Special Projects Update

- IV. Other Business
 - a. Town of Kennebunk

- V. Public Comment

Next Meeting Date: January 28, 2013



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

October 22, 2012
Portland, Maine

Directors in attendance:

Mr. Dana Connors, Mr. John Bubier, Ms. Sue Moreau, Mr. Matt Jacobson and
Mr. Ron McKinnon

Staff in attendance:

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

Interested parties:

Mr. Steve Corcoran, Amtrak; Mr. Wayne Davis, TrainRiders NE; Mr. Bill Lord; Mr. Jeffery
Reynolds and Ms. Sue Ellen Bordwell.

Commencement:

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

Minutes of September 24, 2012 Meeting

The minutes were accepted as presented by the staff

Motion: Mr. Jacobson

Seconded: Mr. McKinnon

Accepted: All

STAFF UPDATES

Downeaster Performance Update

- Ms. Quinn reviewed the performance report for the first quarter of FY13 noting that ridership of 159,984 was 9% greater than the first quarter of FY12 and that revenue of \$2,385,769 was 15% greater than FY12.

Finance Report

- Ms. Douglass reviewed the Fiscal Year End 2012 Variance Report. She distributed the Macdonald Page Financial Audit to the board members and requested a vote at the next Board meeting.
- Ms. Quinn noted that the cost recover for the first quarter was 72%.

Special Projects Update

- Downeaster Expansion Project:
 - Mr. Russell reported that all work on the main line is complete. The Amtrak geometry car operated on the Portland to Brunswick line. Pan Am will continue surfacing and signal work and service to Freeport and Brunswick will begin as scheduled on November 1, 2012.

- NNEPRA is still trying to determine whether or not new holding tracks can be built in Brunswick this construction season
 - The remaining siding work will be completed next spring.
- MBTA Project – Wilmington Junction
 - Mr. Russell reported that the design and construction development is underway by the consultants.
- Service Development Plan
 - Ms. Quinn reported that work on the Plan will resume following the start of Brunswick service.

Expansion of Service to Freeport and Brunswick

- Ms. Quinn reported that some minor improvements have been made to the layover facility in Portland to accommodate the third train set and noted appreciation to Amtrak and Drummac crews for their patience and support getting it worked out.
- Mr. Beeler reported that Quik Trak machines are working in both Brunswick and Freeport, renovations to the Freeport Visitor’s Center to create a train passenger waiting area are complete, and that the Brunswick Visitor’s Center is staffed and trained on Quik Trak.
- Ms. Allen reported that the Experience More Maine Campaign began on October 1st. It includes advertising in North Station, at commuter rail locations, Boston.com billboards and radio advertising. The campaign is expected to generate 37 million impressions. New television spots are being developed at this time.
- Ms. Quinn said the inaugural kick off will be November 1st. It will be a ceremonial day and by invitation only. It will start at North Station and have mini events at stations along the way. All three states will be participating in the events. Friday, November 2nd will be the first full day of service.

Marketing

- Ms. Allen that NNEPRA and Epicurean Feast will share a table at the Harvest on the Harbor event next weekend. This will be an opportunity to promote the Downeaster Café and many Maine companies whose food is served in the Café. She also mentioned that theatre packages for Boston shows are being promoted and that there will be a special train to Freeport during Sparkle Weekend.

Other Business

- Ms. Quinn noted that the Amendment 27 to the Amtrak Operating Agreement was finalized.
Vote for Ms. Quinn to sign the agreement with Amtrak with the Chairman’s concurrence.
Motion: Mr. Bubier
Seconded: Mr. Jacobson
Accepted: All
- Ms. Quinn noted that many groups and DOT’s are writing letters to the USDOT to request that CMAQ flexibility be extended to all states.
- Mr. Corcoran announced that BJ White was to be awarded a Presidential Safety Award. Mr. White had an incident a few years ago with part of his thumb cut on the engine

door. He developed a safety device to be used company-wide to prevent such an occurrence in the future.

Public Comment

Mr. Reynolds, a member of a bicycle group would like to promote the Downeaster and cycling. He was informed bikes will be allowed to be boarded at Brunswick, Portland and Boston stations.

Ms. Bodwell, also a member of the Bicycle Coalition of Maine, expressed disappointment about getting bikes on the Downeaster. She was told about the safety issues, what the limitations were and would like to know how to resolve these issues. Ms. Quinn responded that Mr. Beeler is working to develop a bike share program that NNEPRA will continue to pursue options to improve bike accessibility on the Downeaster.

Mr. Davis said all has been said and that not many people get to see dreams realized in such a grand way. It took everyone to accomplish it.

Motion to adjourn 1:46pm

Motion: Mr. Bubier

Seconded: Mr. McKinnon

Accepted: All

NEXT MEETING: November 26, 2012

DOWNEASTER PERFORMANCE STATISTICS					
October 2012					
Performance Stats	Ridership	Revenue	Fare/Pax	Pass Mi	Mi/Pax
Actual October 2012	45,877	\$ 611,305	\$ 13.32	3,510,071	77
Actual October 2011	42,970	\$ 565,821	\$ 13.17	3,363,971	78
FY2013 Year to date	205,861	\$ 2,997,074	\$ 14.56	16,812,709	82
FY2012 Year to date	189,489	\$ 2,626,272	\$ 13.86	15,515,559	82
City Pair Ridership	# Riders	Revenue	Avg Fare	% Total Riders	% Total Revenue
October 2012					
Portland - Boston	12,008	\$213,198	\$ 17.75	26%	35%
Wells-Boston	3,612	\$49,381	\$ 13.67	8%	8%
Exeter - Boston	7,865	\$69,500	\$ 8.84	17%	11%
Old Orchard - Boston	295	\$5,979	\$ 20.27	1%	1%
Saco - Boston	3,255	\$49,104	\$ 15.09	7%	8%
Dover - Boston	3,919	\$45,275	\$ 11.55	9%	7%
Durham - Boston	5,056	\$73,863	\$ 14.61	11%	12%
Haverhill -Boston	2,866	\$20,857	\$ 7.28	6%	3%
On Time Performance	Average overall OTP for October 2012				
	78.10%				
100%	693				
90-99%	681,682,683,689,				
80-89%	680,686,690,692,695,698				
Below 80%	684,685,687,688,691,694,696,697,699				
Customer Satisfaction Score	Downeaster September 2012		Amtrak September 2012		
Overall CSI	94%		86%		
Overall Cleanliness of Train	89%		83%		
Friend. /Helpful of Conductors	94%		88%		
Friendliness of Café Attendent	89%		86%		
Quality of Café Food	82%		78%		
Overall Café Experience	83%		79%		

VARIANCE REPORT - October 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	611,305	615,201	(3,896)	2,997,074	2,811,435	185,639	7%
Food Service Revenue	35,479	48,685	(13,206)	213,926	213,080	846	0%
Advertising Revenue	0	417	(417)	840	1,667	(827)	-50%
Parking Lot Revenue	41,032	40,711	321	136,270	139,325	(3,055)	-2%
Interest on Accounts	307	250	57	858	1,000	(142)	-14%
Other Revenue	4,131	4,131	0	16,522	16,522	0	0%
Total Operating Revenues	692,254	709,394	(17,141)	3,365,490	3,183,029	182,461	6%
Expenses							
Wages and Benefits							
Permanent Full-Time	26,661	26,661	0	108,126	108,126	0	0
Benefits	11,494	11,494	0	44,176	44,176	0	0
Total Wages and Benefits	38,154	38,154	0	152,303	152,303	0	0%
Administration							
Office Expenses	8,970	13,647	(4,677)	37,095	45,938	(8,844)	-19%
Professional Services	14,500	15,354	(854)	15,423	17,917	(2,494)	-14%
Insurance	2,301	2,395	(94)	9,276	9,580	(304)	-3%
Board Operations	857	1,070	(213)	3,676	4,280	(605)	-14%
Total Administration Expense	26,629	32,466	(5,838)	65,469	77,715	(12,246)	-16%
Train Operations							
Amtrak Operations	702,464	707,168	(4,704)	2,809,856	2,828,672	(18,816)	-1%
Train Fuel Cost	200,000	266,667	(66,667)	827,477	1,066,667	(239,189)	-22%
PanAm	95,507	95,507	(0)	369,793	382,030	(12,236)	-3%
MBTA	16,667	16,667	0	66,667	66,667	1	0%
Other Train Operations	3,359	2,367	992	11,640	9,633	2,007	21%
Insurance	1,100	1,155	(55)	4,400	4,510	(110)	-2%
Layover Facility	6,837	6,802	35	31,322	31,322	0	0%
Capital Maintenance	0	0	0	0	0	0	0%
Total Train Operations	1,025,934	1,096,333	(70,399)	4,121,156	4,389,500	(268,344)	-6%
Station Operations							
Portland Station	28,100	28,100	0	112,400	112,400	0	0%
Platform Ins	10,646	10,646	0	42,585	42,585	0	0%
Station Platform Leases	0	0	0	30,521	31,760	(1,239)	-4%
Other Station Improvements	4,507	0	4,507	8,642	0	8,642	100%
Total Station Operations	43,253	38,746	4,507	194,148	186,745	7,403	4%
Food Service							
Regular	56,826	64,105	(7,278)	252,581	281,263	(28,682)	-10%
Total Food Service	56,826	64,105	(7,278)	252,581	281,263	(28,682)	-10%
Marketing	114,472	114,473	(0)	174,155	174,128	27	0%
Total Marketing	114,472	114,473	(0)	174,155	174,128	27	0%
Total Expenses	1,305,269	1,384,277	(79,008)	4,959,813	5,261,654	(301,841)	-6%
Additional Funding Required	613,015	674,883	(61,868)	1,594,323	2,078,625	(484,302)	-23%