

# Northern New England Passenger Rail Authority



## December 2012

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### Board of Directors Briefing Materials

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January 2, 2013

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

# NNEPRA FY13 Action Plan

## FY2013 Action Plan

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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**

January 2, 2013

**1:00pm** Meeting Called to Order  
Vote to enter Executive Session

**2:00pm**

- I. Vote to open Public Session
  
- II. Approval of Minutes, November 26, 2012 Meeting
  
- III. Staff Updates –
  - a. Downeaster Performance Update
  - b. Budget Status Report
  - c. Special Projects Update
  
- IV. Other Business
  
- V. Public Comment



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

November 26, 2012  
Portland, Maine

### **Directors in attendance:**

Mr. Martin Eisenstein, 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, Mr. Brian Beeler, Mr. James Russell,  
Ms. Angela Smith and Ms. Theresa Diffin

### **Interested parties:**

Mr. Steve Corcoran, Amtrak; Mr. B.J. White, Amtrak; Mr. Dana Knapp, Concord Coach; Mr.  
Wayne Davis, TrainRiders NE; Mr. Barry Tibbetts, Kennebunk; Ms. Caroline Segalla, Kennebunk  
and Mr. Matthew Eddy, Kennebunk

### **Commencement:**

The meeting was called to order at 1:15pm.

### **Minutes of October 22, 2012 Meeting**

The minutes were accepted as presented by the staff

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

Vote to approve Amtrak Cost Contract Amendment 28 for operating service to Brunswick  
through June 2013 subject to chairman's approval and to be ratified at the next board meeting.

Motion: Mr. Connors  
Seconded: Mr. McKinnon  
Accept: All

## **STAFF UPDATES**

### **Downeaster Performance Update**

#### **Ridership & Revenue**

- Amtrak reported ridership for October 2012 was 45,877, an increase of 6.8% over October 2011.  
However, Tropical storm Sandy impacted operations and the Downeaster operated limited service on Monday, October 29, no service on Tuesday, October 30 and limited service on Wednesday, October 31, with some busing. Amtrak did not account for these outages and allocated ridership for pass riders for the entire month, therefore the

numbers are overstated. NNEPRA has requested Amtrak to review this data. . This discrepancy should not impact revenue.

- On-time-performance for October was 78% due to some abnormalities such as the storm and the schedule changes mid month.
- November 1<sup>st</sup> was the Inaugural run to Freeport and Brunswick. November 2<sup>nd</sup> was the first full day of service to Freeport and Brunswick. Train 682 was nearly an hour late on November 2 due to signal problems and a disabled freight train; however the service has been operating well since then. Amtrak crews and management have done a great job with the new operation. Now that the expanded service is in operation, the need for a layover facility in Brunswick is very evident. To date, an average of 190 riders per day are traveling north of Portland. More passengers are travelling from Brunswick than from Freeport. Month to date, November ridership is about 6,800 greater than last year during the same period.

### **Finance Report – MARINA DOUGLASS**

#### **Budget Variance Report**

- Ms. Douglass reviewed the October 2012 Variance Report.  
Vote to accept the variance report  
Motion: Mr. Connors  
Seconded: Mr. Jacobson  
Accepted: All
- Ms. Douglass asked the Board if there were any questions associated with NNEPRA's FY2012 annual audit report completed by MacDonald Page, which had been mailed to all members. There were no findings in the audit. No additional questions were asked.

Vote to accept the 2012 Audit

Motion: Mr. Jacobson

Seconded: Mr. Connors

Accepted: All

### **Special Projects Update – JAMES RUSSELL**

- Expanded service started November 1, 2012. Although main line work is substantially complete, signal and special trackwork will continue into next year. NNEPRA had contracted with Rail Works to complete the siding track between Stanwood Street and Church Road before the end of this year so that Downeaster trains have a place to park and change crews in Brunswick.
- NNEPRA is working with the MaineDOT to complete another phase of preliminary engineering for the Portland Wye Project.
- NNEPRA is working with the City of Portland, MaineDOT and Thompson's Point Development to use EDA Grant funds to extend the culvert adjacent to the yard switch at the Portland Layover.
- The MBTA Project is moving ahead slowly. NNEPRA is moving ahead with plans to lease property on Thompson's Point and will make renovations for facilities Drummac, Epicurean and Amtrak crews.

### **Service Development Plan**

- No progress has been made on the SDP during the past few months due to other projects, but staff expects to make it a priority early in 2013.

Ms. Quinn stated Pan Am did a great job on the main line construction work and meeting time line for Brunswick/Freeport Expansion Inaugural. Mr. Eisenstein suggested the board send a letter or resolution stating appreciation for the work they did.

Ms. Quinn also mentioned the Charles River Bridge on the Grand Trunk line between North Station and North Hampden Yard has been condemned. MBTA is working to get it repaired, but it could impact equipment swaps for Downeaster service. The MBTA and Amtrak are working together to make sure it does not impact Downeaster service.

#### **Other Business**

Mr. Barry Tibbetts, Kennebunk Town Manager made a presentation to the Board requesting that Kennebunk be considered for a seasonal stop on the Downeaster route. Highlighted factors which might make Kennebunk well suited included recent economic development, the availability of a historic train depot and an alternative potential station site, a pedestrian-friendly historic main street, bicycle accessibility, shuttle bus service, taxi availability, a Boston commuter and visitor base, and many special events. He also stated that a Downeaster station has the support of local officials, the economic development committee, the chamber of commerce and the residents.

Mr. Bubier asked what platform updates or construction would be required.

Ms. Quinn suggested that a market analysis of the feasibility of riders from Kennebunk and a review of infrastructure needs be included in the scope of the Downeaster's Service Development Plan. The Board concurred.

#### **Public Comment**

Mr. Davis mentioned Mr. Oikle is volunteering to open the Brunswick train station at 6:30 every morning. He also said that TrainRiders Northeast was looking for more evening volunteers, and that 12 people responded to their initial request

Motion to adjourn 2:12pm

| <b>DOWNEASTER PERFORMANCE STATISTICS</b>     |                                              |                |                            |                       |                        |
|----------------------------------------------|----------------------------------------------|----------------|----------------------------|-----------------------|------------------------|
| <b>November 2012</b>                         |                                              |                |                            |                       |                        |
| <b>Performance Stats</b>                     | Ridership                                    | Revenue        | Fare/Pax                   | Pass Mi               | Mi/Pax                 |
| Actual November 2012                         | 46,808                                       | \$ 695,661     | \$ 14.86                   | 3,730,862             | 80                     |
| Actual November 2011                         | 40,267                                       | \$ 556,451     | \$ 13.82                   | 3,148,815             | 78                     |
| FY2013 Year to date                          | 252,669                                      | \$3,692,735    | \$ 14.61                   | 20,543,571            | 81                     |
| FY2012 Year to date                          | 229,756                                      | \$3,182,723    | \$ 13.85                   | 18,664,374            | 81                     |
| <b>City Pair Ridership<br/>November 2012</b> | <b># Riders</b>                              | <b>Revenue</b> | <b>Avg Fare</b>            | <b>% Total Riders</b> | <b>% Total Revenue</b> |
| Portland - Boston                            | 11,641                                       | \$215,148      | \$ 18.48                   | 25%                   | 31%                    |
| Wells-Boston                                 | 3,298                                        | \$49,685       | \$ 15.07                   | 7%                    | 7%                     |
| Exeter - Boston                              | 7,154                                        | \$72,199       | \$ 10.09                   | 15%                   | 10%                    |
| Old Orchard - Boston                         | 0                                            | \$0            | \$ -                       | 0%                    | 0%                     |
| Saco - Boston                                | 3,029                                        | \$52,175       | \$ 17.23                   | 6%                    | 8%                     |
| Dover - Boston                               | 3,682                                        | \$45,969       | \$ 12.48                   | 8%                    | 7%                     |
| Durham - Boston                              | 4,452                                        | \$68,615       | \$ 15.41                   | 10%                   | 10%                    |
| Haverhill -Boston                            | 2,353                                        | \$19,731       | \$ 8.39                    | 5%                    | 3%                     |
| <b>On Time<br/>Performance</b>               | <b>Average overall OTP for November 2012</b> |                |                            |                       |                        |
|                                              | <b>79.40%</b>                                |                |                            |                       |                        |
| 100%                                         | 689,690,695,697,699                          |                |                            |                       |                        |
| 90-99%                                       |                                              |                |                            |                       |                        |
| 80-89%                                       | 682,683,684,691,692,693,694,696,698          |                |                            |                       |                        |
| Below 80%                                    | 676,678,679,680,681,685,686,,687,688         |                |                            |                       |                        |
| <b>Customer Satisfaction Score</b>           | <b>Downeaster October 2012</b>               |                | <b>Amtrak October 2012</b> |                       |                        |
| Overall CSI                                  | 93%                                          |                | 86%                        |                       |                        |
| Overall Cleanliness of Train                 | 91%                                          |                | 84%                        |                       |                        |
| Friend. /Helpful of Conductors               | 94%                                          |                | 88%                        |                       |                        |
| Friendliness of Café Attendent               | 85%                                          |                | 86%                        |                       |                        |
| Quality of Café Food                         | 78%                                          |                | 78%                        |                       |                        |
| Overall Café Experience                      | 81%                                          |                | 79%                        |                       |                        |

| <b>VARIANCE REPORT - November 2012</b> |                      |                      |                        |                     |                     |                       |                      |
|----------------------------------------|----------------------|----------------------|------------------------|---------------------|---------------------|-----------------------|----------------------|
|                                        | 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 |
| <b>Revenues</b>                        |                      |                      |                        |                     |                     |                       |                      |
| <b>Operating Revenue</b>               |                      |                      |                        |                     |                     |                       |                      |
| Amtrak Ticket Revenue                  | 695,661              | 619,100              | 76,561                 | 3,692,735           | 3,430,535           | 262,200               | 8%                   |
| Food Service Revenue                   | 38,877               | 49,321               | (10,444)               | 253,129             | 262,401             | (9,273)               | -4%                  |
| Advertising Revenue                    | 0                    | 417                  | (417)                  | 840                 | 2,083               | (1,243)               | -60%                 |
| Parking Lot Revenue                    | 30,360               | 28,951               | 1,409                  | 166,630             | 168,277             | (1,647)               | -1%                  |
| Interest on Accounts                   | 319                  | 250                  | 69                     | 1,177               | 1,250               | (73)                  | -6%                  |
| Other Revenue                          | 4,131                | 4,131                | 0                      | 20,653              | 20,653              | 0                     | 0%                   |
| <b>Total Operating Revenues</b>        | <b>769,348</b>       | <b>702,170</b>       | <b>67,178</b>          | <b>4,135,164</b>    | <b>3,885,200</b>    | <b>249,964</b>        | <b>6%</b>            |
| <b>Expenses</b>                        |                      |                      |                        |                     |                     |                       |                      |
| <b>Wages and Benefits</b>              |                      |                      |                        |                     |                     |                       |                      |
| Permanent Full-Time                    | 27,847               | 27,847               | 0                      | 135,973             | 135,973             | 0                     | 0                    |
| Benefits                               | 11,538               | 11,538               | 0                      | 55,714              | 55,714              | 0                     | 0                    |
| <b>Total Wages and Benefits</b>        | <b>39,384</b>        | <b>39,384</b>        | <b>0</b>               | <b>191,687</b>      | <b>191,687</b>      | <b>0</b>              | <b>0%</b>            |
| <b>Administration</b>                  |                      |                      |                        |                     |                     |                       |                      |
| Office Expenses                        | 7,560                | 10,647               | (3,087)                | 44,654              | 56,585              | (11,931)              | -21%                 |
| Professional Services                  | 0                    | 854                  | (854)                  | 15,423              | 18,771              | (3,348)               | -18%                 |
| Insurance                              | 2,301                | 2,395                | (94)                   | 11,578              | 11,975              | (398)                 | -3%                  |
| Board Operations                       | 971                  | 1,070                | (99)                   | 4,647               | 5,350               | (704)                 | -13%                 |
| <b>Total Administration Expense</b>    | <b>10,832</b>        | <b>14,966</b>        | <b>(4,134)</b>         | <b>76,302</b>       | <b>92,681</b>       | <b>(16,380)</b>       | <b>-18%</b>          |
| <b>Train Operations</b>                |                      |                      |                        |                     |                     |                       |                      |
| Amtrak Operations                      | 1,028,371            | 1,045,898            | (17,527)               | 3,838,226           | 3,874,570           | (36,344)              | -1%                  |
| Train Fuel Cost                        | 270,000              | 321,117              | (51,117)               | 1,140,951           | 1,387,783           | (246,832)             | -18%                 |
| PanAm                                  | 113,233              | 113,233              | 0                      | 467,116             | 495,263             | (28,146)              | -6%                  |
| MBTA                                   | 16,667               | 16,667               | 0                      | 83,334              | 83,333              | 1                     | 0%                   |
| Other Train Operations                 | 7,453                | 2,272                | 5,181                  | 19,094              | 11,906              | 7,188                 | 60%                  |
| Insurance                              | 1,100                | 1,155                | (55)                   | 5,500               | 5,665               | (165)                 | -3%                  |
| Layover Facility                       | 11,419               | 11,419               | (0)                    | 42,741              | 42,741              | (0)                   | 0%                   |
| Capital Maintenance                    | 0                    | 0                    | 0                      | 0                   | 0                   | 0                     | 0%                   |
| <b>Total Train Operations</b>          | <b>1,448,243</b>     | <b>1,511,761</b>     | <b>(63,518)</b>        | <b>5,596,962</b>    | <b>5,901,261</b>    | <b>(304,298)</b>      | <b>-5%</b>           |
| <b>Station Operations</b>              |                      |                      |                        |                     |                     |                       |                      |
| Portland Station                       | 28,100               | 28,100               | 0                      | 140,500             | 140,500             | 0                     | 0%                   |
| Platform Ins                           | 10,646               | 10,646               | 0                      | 53,231              | 53,231              | 0                     | 0%                   |
| Station Platform Leases                | 0                    | 0                    | 0                      | 30,521              | 31,760              | (1,239)               | -4%                  |
| Other Station Improvements             | 395                  | 0                    | 395                    | 9,037               | 0                   | 9,037                 | 100%                 |
| <b>Total Station Operations</b>        | <b>39,141</b>        | <b>38,746</b>        | <b>395</b>             | <b>233,289</b>      | <b>225,491</b>      | <b>7,798</b>          | <b>3%</b>            |
| <b>Food Service</b>                    |                      |                      |                        |                     |                     |                       |                      |
| Regular                                | 46,277               | 67,772               | (21,495)               | 298,897             | 349,035             | (50,138)              | -14%                 |
| <b>Total Food Service</b>              | <b>46,277</b>        | <b>67,772</b>        | <b>(21,495)</b>        | <b>298,897</b>      | <b>349,035</b>      | <b>(50,138)</b>       | <b>-14%</b>          |
| Marketing                              | 24,328               | 24,329               | (1)                    | 198,484             | 198,457             | 27                    | 0%                   |
| <b>Total Marketing</b>                 | <b>24,328</b>        | <b>24,329</b>        | <b>(1)</b>             | <b>198,484</b>      | <b>198,457</b>      | <b>27</b>             | <b>0%</b>            |
| <b>Total Expenses</b>                  | <b>1,608,206</b>     | <b>1,696,958</b>     | <b>(88,753)</b>        | <b>6,595,621</b>    | <b>6,958,612</b>    | <b>(362,991)</b>      | <b>-5%</b>           |
| <b>Additional Funding Required</b>     | <b>838,858</b>       | <b>994,788</b>       | <b>(155,930)</b>       | <b>2,460,457</b>    | <b>3,073,413</b>    | <b>(612,956)</b>      | <b>-20%</b>          |