



FY2011 End of Year Performance Report

July 2010 – June 2011

Northern New England Passenger Rail Authority

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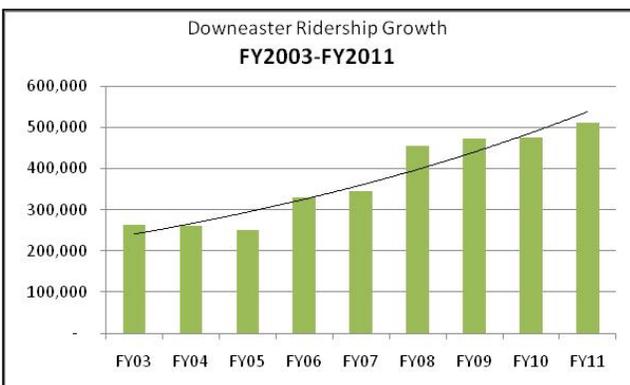
PERFORMANCE HIGHLIGHTS

Fiscal Year 2011 was another record-setting year for the Downeaster with ridership exceeding more than a half million passengers, 8% more than the previous year, and 104% more than FY2005! During FY2011, Downeaster passengers generated a record-setting \$7,097,662 in revenue and travelled the equivalent of 41,417,536 passenger miles.

The Downeaster struggled to provide reliable service during the year, however. On Time Performance (OTP) for the fiscal year was only 79%. Approximately 56% of the delay time was related to infrastructure issues and speed restrictions, primarily on the MBTA portion of the line. Capacity constraints and the associated interference with other trains caused 31% of delays while weather caused 5% of delays. Only 2% of delays were associated with equipment failures.



The Downeaster experienced its best ridership year ever in 2011 and transported more than a half a million riders!



The Downeaster performed well from a budget perspective as well. Farebox revenues of nearly \$7.1m exceeded projections by 3%. Total revenues, including Café sales and parking revenues were approximately \$8.1m, 5% greater than budgeted. Despite the mid-year spike in the price of fuel, total expenses were about \$847k less than projected for the year. As a result, the total net state funding to the Downeaster was \$1.2m less (15%) than projected.

Despite the marginal OTP, Customer Satisfaction Index remained very high throughout the year. 93% of Downeaster passengers were very satisfied with their overall experience on the train.

CUSTOMER SATISFACTION <i>12 Month Average</i>		
	Downeaster	Amtrak
Overall Customer Satisfaction	93	85
Value for Price Paid	91	82
Overall Cleanliness of Train	90	82
Conductor Helpfulness / Friendliness	93	86
Food Service Personnel	90	85
Quality of Food	84	78
Overall Café Experience	86	79



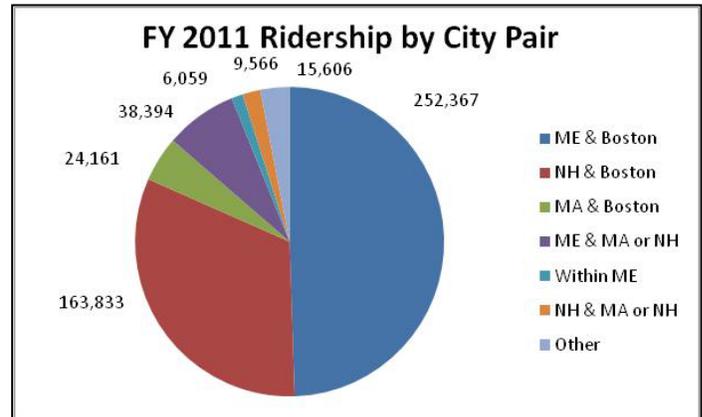
Sales in the Downeaster Café also exceeded expectations in FY2011, which experienced its most cost effective year to date. The Café features Maine products such as Amato's sandwiches, Captain Eli's Blueberry Soda and Wicked Whoopies.

RIDERSHIP TRENDS and PATTERNS

Increases in Downeaster ridership were noticed in all markets, and on nearly all trains. Special promotions and pricing strategies were introduced throughout the year resulting in ridership increases on off-peak trains including Trains 687, 698 and 690.

Train 685, (5:00pm from Boston) was the Downeaster’s most popular train averaging 278 passengers per day followed by Train 680, (5:45am from Portland) which averaged 252 passengers and Train 682 (8:00am from Portland) which averaged 217 passengers.

Train 692 (8:05am from Portland) was the most popular on weekends averaging 202 passengers, followed by Train 695 (5:00pm from Boston) with an average of 171 passengers.



The Downeaster has a number of frequent riders. Multi-ride pass holders represented about 29% of the Downeaster’s ridership and 15% of total revenue. The number of group travelers in FY11 (12,637) increased 16% over the previous year. School and youth groups represent the majority of the Downeaster’s group travelers.

According to Amtrak city pair data, during FY2011, 60% of all Downeaster passengers (296,820) travelled to or from the State of Maine. 85% of those passengers travelled between Maine and Boston, 7% travelled between Maine and New Hampshire, and 6% travelled between Maine and other stations in Massachusetts. Only 2% travelled within the State of Maine.

Of the remaining 40% of passengers (213,166), 77% travelled between New Hampshire and Boston, 11% travelled within New Hampshire, 3% travelled between New Hampshire and other stations in Massachusetts, 1% travelled within NH. City pair data for the remaining 7% is undetermined.



Federal Railroad Administrator, Joseph Szabo, addressed a crowd of more than 200 on August 2, 2010 to celebrate the beginning of the Downeaster Expansion Project, saying that it was the first HSIPR in the nation to “get in the ground”.

beginning of the \$35m Downeaster Expansion Project. Significant progress was made over the next 11 months including the installation of 27 track miles of CWR, completion of the Deep Cut drainage project, the Brunswick Station drainage project and installation of double track at Brunswick Station. Work progressed even during the winter as crews

OTHER HIGHLIGHTS FROM FY2011

Downeaster Expansion Project Leads the Nation

FY2011 was also an important year for the future of Downeaster service. A “rail dropping ceremony” was held in Brunswick on August 2, 2010 to celebrate the

Fiscal Year 2011: July 2010 - June 2011				
FY2011	RIDERS	REVENUE	PASS. MILES	OTP
July	47,173	\$ 713,854	3,904,329	62%
August	48,841	\$ 727,625	4,097,196	64%
September	40,823	\$ 567,378	3,214,839	76%
October	41,891	\$ 582,094	3,324,148	84%
November	40,434	\$ 535,868	3,192,462	85%
December	40,906	\$ 552,478	3,303,542	85%
January	34,822	\$ 476,480	2,790,897	72%
February	35,927	\$ 493,674	2,862,368	73%
March	42,826	\$ 581,869	3,461,965	85%
April	48,101	\$ 667,336	4,014,419	81%
May	42,543	\$ 575,853	3,459,152	91%
June	45,699	\$ 623,153	3,792,219	73%
FY11 Total	509,986	\$7,097,662	41,417,536	78%
FY10 Total	474,058	\$ 6,660,814	37,854,621	75%
FY11vs FY10	8%	7%	9%	3%

constructed crossing panels to be installed in the summer months. The Project, funded by the Recovery Act (ARRA) created or retained more than one hundred jobs and contributed \$17.8m to the economy in FY2011. An additional \$14.5m in contracts/orders were issued to vendors.

In December, it was announced that NNEPRA would receive an additional \$3.3m in HSIPR Grant funds redistributed by Ohio and Wisconsin. These additional funding made it possible to make capacity and track improvements to support increased frequency and reliability of Brunswick-Boston service. To support that enhanced service, NNEPRA hired Parsons Brinkerhoff to select a site and develop a design for a Downeaster layover facility in Brunswick.



Rail crews worked through the winter months building track panels to be installed at grade crossings later in the year.



The new 52-room Inn at Maine Street Station opened on June 27, 2011. The Inn features a tavern/restaurant and can accommodate meetings or conferences for up to 150 people. Phase 1 of the Maine Street Station complex is complete and all retail commercial spaces are rented. Platform construction in Brunswick is expected to be completed in early October 2011, with the Freeport Platform expected to be complete by December.

NNEPRA Awarded \$600k Grant for Service Development Plan

NNEPRA also received a \$600k grant from the FRA in FY2011 to complete the Downeaster's Service Development Plan (SDP) and contracted with Gannett Flemming (GF) of Harrisburg, PA to complete the study. The SDP has three components:

- Identify the capital improvements required to meet the NNEPRA goals of increasing frequency and reducing travel time, and the associated impacts those improvements will have on Downeaster service, and on other current and planned passenger and freight operations. NNEPRA hopes this Plan will be developed collaboratively and serve as the foundation of a regional plan to improve rail transportation in Maine, New Hampshire and Massachusetts.
- Evaluate the challenges and opportunities associated with the current Portland Transportation Center (PTC) and make recommendations for improvements. The industrial nature of Thompson's Point and the lack of an easterly connection from the station to Brunswick constrain growth opportunities for the PTC. In February 2011, plans for the Forefront at Thompson's Point were unveiled, creating a new vision



Improvements to the Portland Transportation Center will be explored as part of the Downeaster Service Development Plan.

for the station area. NNEPRA and GF are working with officials from MaineDOT, the City of Portland, Concord Coach, Thompson's Point Development, and TrainRiders Northeast to create a new vision for the PTC which will improve Downeaster service and enhance transportation and development in the Portland region.

- Further explore expansion of Downeaster service to the Lewiston/Auburn area. In FY2011, NNEPRA and MaineDOT completed a high level study to determine the ridership potential, operating costs and capital investment required to support service to Auburn, Bethel and Montreal. The SDP will revisit that analysis and evaluate it in relationship to other planned Downeaster improvements. The Service Development Plan will be completed in June 2012.

NNEPRA Awarded \$20.8m HSIPR Grant for Improvements to MBTA Line

In April 2011, NNEPRA submitted two applications for HSIPR Grant funding to improve Downeaster service by increasing capacity and improving track infrastructure on both the Pan Am and MBTA portions of the Downeaster corridor. In May, NNEPRA was awarded \$20.8m to add double track, improve grade crossings and replace rail on the MBTA line. Ten Downeaster trains share the MBTA line with 26 MBTA commuter trains and several Pan Am freight trains daily. Work on that project is expected to begin in 2012 resulting in improved reliability of Downeaster service and the potential to increase frequency from 5 to 6 daily round trips in the future.



Exeter Plans Station Improvements

The town of Exeter, NH has been actively involved in making plans to improve their train station facilities. In addition to purchasing the former "luggage building" to house a Quik Trak machine, the Town is engaged in planning to provide enhanced connectivity to their station.

