



TrainRider

The Newsletter of TrainRiders Northeast **CHANGING THE WAY THE NORTHEAST TRAVELS**

**Host Program
seeks new
volunteer hosts.**
www.trainridersne.org

The Downeaster Breaks Records—Again

At the September board meeting of the Northern New England Passenger Rail Authority (NNEPRA), Executive Director Patricia Quinn reported results for July and August:

In July and August of 2017 the Downeaster had its two highest months of ridership in its 15-year history.



Ridership in July of 57,652 was 12% above July 2016 (51,402) and 15% above NNEPRA's budget target.

Ridership in August of 57,306 was 7% above August 2016 (53,627) and 5% above NNEPRA's budget target.

NNEPRA had their first ever "million dollar month"(s) for revenue in both July (\$1,042,712) and August (\$1,052,422).

Customer satisfaction remained very high at 90% with the Downeaster conductors scoring five points on average (93%) ahead of their fellow Amtrak peers (88%) for friendliness and helpfulness.

Even more impressive, likely the result of a schedule change allowing for improved fan ridership to the Red Sox on late game nights, the Downeaster cafe car recovered 97%+ of its costs. A phenomenal double-digit improvement over previous performance which had averaged about 80% for many years prior.

The outstanding performance for the first two months of the fiscal year means that the overall cost recovery for the entire Downeaster service year to date is 67%.

The Board was so pleased with the results it is looking forward to the report for September. At the time of the meeting, September was looking "very strong". ■

Executive Director's Report

Hello! My ten months as Executive Director for TrainRiders Northeast seem to have flown by. I hope that you are enjoying reading all of the exciting information and news provided in this newsletter to you. Working alongside and with Wayne I have spent the first ten months getting to know TrainRiders Northeast better and learning more about all of the programs that we run in support of the Downeaster and better passenger rail in general. We have a lot going on behind the scenes as we continue to seek to expand, improve and otherwise support "modern and efficient" passenger rail service throughout the Northeast.

As a member or supporter of TrainRiders Northeast I want you to know that we are very active in the pursuit of our goals. I have also been working with Wayne to continue to strengthen our foundations which include our basic operations as a non-profit. We continue to work on improving our office space and we are excited about our shared vision for our future.

If you have been a loyal member for many years please allow me to say, "Thank You" in advance for your continued support of our organization. Please make sure

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Chairman's Report

These are exciting times—I believe that statement was one of my first in 1989 at the founding of TrainRiders Northeast and here I am 29 years later repeating myself because these past 10 months have been indeed exciting times and from where I sit, the immediate future appears to be even more exciting. Of course, I'm referring to the energy, enthusiasm, and professionalism that our new Executive Director, George O'Keefe, has displayed as we have traveled about Augusta, Bangor, Lewiston and each of our ten stops on our Downeaster route. We've also visited officials in Boston, Worcester, Springfield, Providence, New Haven and, of course, Washington with visits to congressional delegation members in New Hampshire, Maine, and Massachusetts. Along the way we've called on Amtrak leaders, various business interests and rail companies as we seek to continue to complete our goals and objectives first set out in 1989.

One of the greatest compliments ever paid to us was by a widow who said she'd been following TNE's ac-



TrainRiders' Executive Director George O'Keefe and Chairman Wayne Davis after a meeting at the Brunswick train station.

complishments for nearly 20 years as a dues-paying member, and while many organizations "talk" about trains, TNE's ac-

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AMTRAK HAS A NEW CEO

On July 12, 2017, Amtrak announced that Richard Anderson will become its new president and Chief Executive Officer. During a transition period, Anderson will be co-CEO with Wick Moorman until December 31, 2017. Anderson is a former CEO of Delta Airlines and Northwest Airlines. He graduated from the University of Houston with a B.A. degree and a J.D. from South Texas College of Law.



VERMONT TO MONTREAL?

On July 18, 2017, an Amtrak inspection train made the journey between St. Albans, Vermont, and Montreal, Quebec, as one step in the plans to potentially extend Vermonter services to Montreal in the next few years. The project would include a new joint customs and immigration station to facilitate preclearance on both sides of the border. Enabling legislation and operating agreements must still be established.



BOARD ON WHEELS



During the summer months the TrainRiders board of directors holds its monthly meetings at one of the out-of-state train stops. This not only gives the board an opportunity to see the stations and to meet with station hosts but also to recognize the very good work our New Hampshire and Massachusetts board members do not only in their communities but also statewide in support of passenger rail. Our last trip took us to Durham, New Hampshire and included a tour of a newly renovated building, Hamilton Smith Hall, on the University of New Hampshire campus. We were joined by Mary Ellen Humphrey, Durham's Economic Development director. The Durham, NH, station is one of our busiest!

Annual Meeting *Reminder*

→ 12/15/17 ←

12 Noon — 3:30 PM

Holiday Inn By The Bay

Watch for details in your mail

DESTINATION ROCKLAND

NNEPRA has announced that next summer Downeaster service will be extended to Rockland, Maine, on **summer weekends**. Passengers will be able to buy tickets to Bath, Wiscasset, or Rockland.



WE'RE MAKING PROGRESS.

Executive Director George O'Keefe (left) and Chairman Wayne Davis (right) update the TrainRiders board during its August meeting in Durham, NH. Board member Steve Piper (middle) seems pleased with the update.

MOYNIHAN TRAIN HALL

Work has begun on the \$1.6 billion Moynihan Train Hall in New York City. The train station will include concourses over the train tracks as shown in this rendering. Completion date is expected in 2020.

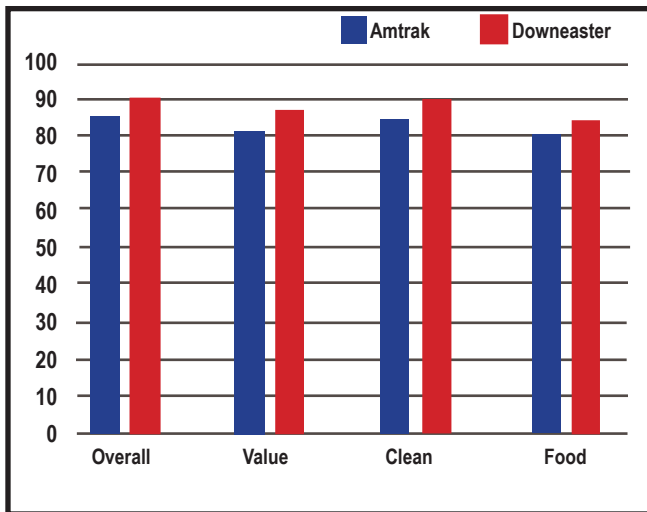


FY17 DOWNEASTER PERFORMANCE

The Downeaster service finished fiscal 2017 just as it started with record monthly ridership: April and June were both all-time highs. The quarter ridership coming in over 130,000 brings an outstanding year to a close and has the Downeaster cracking the half million rider for the first time since FY2014.

The investments in service experience (improved track, new layover facility, new food vendor) have paid dividends with the Downeaster finishing the year with a 90% customer satisfaction score. This makes it the fourth year running that the Downeaster has outscored the rest of the Amtrak system.

FY17 CUSTOMER SATISFACTION



Since 2001, the Downeaster has transported 6.5 million riders over a half billion passenger miles and has generated \$97 million in revenue.

DOWNEASTER FY17 TO DATE

Average Daily Ridership	1,405
Average Weekday Ridership	1,345
Average Weekend Ridership	1,559
Average Passenger Fare	\$16.86
Average Weekday Fare	\$16.54
Average Weekend Fare	\$17.54
Average Miles Per Passenger	80
Average Weekday Miles/Passenger	77
Average Weekend Miles/Passenger	86

Executive Director's Report

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to renew your membership when you get your annual letter (I just got mine) and please give as generously as you are able to when you select your membership level. Membership dues primarily support our basic continued existence and give us the breathing room we need to do the "big things" like pursuing more and improved passenger rail service between Maine, New Hampshire and other points in the Northeast.

You may notice a "Remember Us" reminder in the newsletter about "planned giving" or bequests as part of an estate. Over the years our organization has survived through some lean times because of the kindness and generosity of members who left us gifts in their wills. We are deeply honored to continue to support their legacy and hope that you will consider us as well. We can accept gifts of bonds (all types), stock, cash, property and/or other residuals of an estate that can be sold. If you have any questions give us a call or drop us a note in mail or just send an email. Our contact information is listed on Page 1 of the Newsletter.

If you can attend our Annual Meeting in Portland on December 15th please do so. This is an important time for us where we continue to show to the rest of the world and our key partners the strength of our organization. The lunch and fellowship are great too (!) but having a full room is the best statement we can make each year to those who we work with on improving passenger rail service. If you haven't attended an Annual Meeting in a few years but are capable of doing so please consider this a personal request from myself and Wayne to you to please attend. Your presence matters.

I look forward to writing again soon in the next newsletter or hopefully in an email message with "Big News". We are doing everything we possibly can to make a difference and in large part I think we are succeeding, all of it thanks to you.

— George O.

AMTRAK INVESTS IN ITS TRAIN INTERIORS



Amtrak coach cars will begin to undergo a series of major improvements including: ■ Brand-new seat cushions ■ New carpeting ■ New LED reading lights ■ New bathroom flooring ■ Upgraded wainscoting and bulkhead ■ New curtains in Business Class cars ■ Redesigned galleys in the café cars

The total investment is valued at more than \$16 million. The Downeaster equipment is included in this project.



In Saco, this is one of many Chinburg projects that are also located at Downeaster stops in Exeter, Durham, Dover, and Haverhill.

Chinburg Properties was founded in 1987, originally as a builder and developer of quality single family homes. In 1996 the company acquired its first former mill building, in Portsmouth, NH, and completed a historic renovation to transform this abandoned property into 65 modern live and work spaces. The team fell in love with the challenge and the satisfaction of taking decrepit and crumbling structures and transforming the landscape for the better. They haven't looked back. In the past 20 years the company has successfully completed the rehabilitation of over 16 mill properties. The Chinburg team has acquired a unique expertise in the complex development, building and the management of these enormous historically significant buildings. They create attractive spaces that preserve the architectural details with oversized windows and exposed timbers, and with amenities of club rooms, bike rooms, fitness areas, secure access. Many of the communities are dog friendly as well.

Some adjectives that describe the company are: passionate, innovative, community focused and collaborative. According to Jen Chinburg, "We love what we do and we work with trusted employees, partners and subcontractors who also take great pride in how the mixed use mill developments impact people, neighborhoods and communities."

The proximity to the Downeaster is a huge benefit and incentive for the residents and tenants of the Chinburg Mill communities. In Saco, we are literally connected to the transportation center by a parking lot, and the residents could quite easily commute to Portland, Dover and Exeter, as simply as they could walk to a parked car. A day trip to Boston is easily planned and managed. The mill properties in Exeter and Dover also have close proximity to the rail stations. Chinburg noted, "When putting ourselves in future residents or

Chinburg Properties and the Downeaster Benefit Each Other

by Jennifer Chinburg

"We will continue to look for opportunities to build near railroad stations."

commercial tenants' shoes, and choosing the amenities that we offer, we like to think about how someone could spend a perfect day (and meet their needs for food and entertainment) without needing to drive." That accessibility to rail contributes significantly to quality of life and to reducing reliance on cars and the fuel consumption and environmental impact that go along with that dependence. "We will continue to look for opportunities to build near rail stations." One of the current projects underway is "The Ellis Factory", which will

transform an abandoned property near the rail station in downtown Haverhill, MA.

Chinburg Properties has been building to Energy Star standards since 2002 and has been awarded the Energy Star Partner of the Year awards in both 2016 and 2017. This award is very competitive and is only awarded to 5 builders nationwide. The mill renovations are, at their essence, huge scale recycling projects. The company preserves as much as it possibly can, sometimes cleaning brick by brick, and reducing the amount of waste from each project. The company employs the latest innovative building systems and technologies. The buildings are designed to encourage residents and tenants to make good environmental choices by providing easy recycling, bike rooms, radiant heat, and amenities like fitness rooms. In mixed use properties Chinburg likes to attract restaurants and other businesses like massage, chiropractic, yoga, to reduce the need for the use of cars.

Chinburg is excited to partner with Tim Harrington on the next mixed-use project near the Saco Downeaster station, at the Lincoln Mill in Biddeford. Chinburg Properties will continue to stay on the cutting edge of creating modern spaces in which people can work, live and thrive in strong communities and responsible environmental footprints.

For more information, please visit: www.chinburg.com. ■

THINGS ARE HEATING UP AT BRIGHTLINE

West Palm Beach, FL—Oct. 5, 2017

Traveling to a Miami Heat game from Broward and Palm Beach Counties will be a slam dunk when Brightline launches service later this year. Today Brightline, the new and only privately funded express intercity passenger rail service in the United States, welcomed its fifth trainset, BrightRed, from Siemens USA in Sacramento, CA. Brightline was named the official Train Service of the Miami HEAT and AmericanAirlines Arena. Through an innovative partnership, Marketing and Sales teams from Brightline and HEAT are collaborating to create promotions and packages maximizing the in person NBA

Dave Howard.

HEAT fans from the tri-county area will be able to use the new Brightline train service boarding at the downtown West Palm Beach or Fort Lauderdale stations and disembarking at MiamiCentral, a short stroll to the arena.

Fifth Trainset Delivered as Brightline Named Official Train Service of Miami HEAT.

Onboard a Brightline train, fans can enjoy complimentary WI-Fi, a refreshing drink, and arrive in plenty of time for tip-off. After the game, fans return to downtown Fort Lauderdale in 30 minutes or West Palm Beach in an hour.

BrightRed was built by employees at Siemen's 1,000-person, 60-acre hub and is 100% Buy American compliant. Train components were manufactured by 40 different U.S. suppliers in

more than 20 states. Each Brightline train is built as an integrated trainset, comprised of two diesel-electric locomotives that meet the highest emission standards set by the federal government and four stainless-steel coaches. Each train offers automatic level

boarding, wide aisles exceeding ADA compliance, multiple power outlets, and free Wi-Fi powered by multiple antennas in each car.

Brightline provides express intercity passenger rail service connecting Miami, Fort Lauderdale, and West Palm Beach.

Future service to Orlando is planned. ■



The Burnie Dancers alongside BrightRed passenger car.

experience for South Florida fans.

"Traveling to and from HEAT games and events at the AmericanAirlines Arena will be easier and more convenient for our guests than sitting in traffic trying to get to the game on time," said Brightline CEO

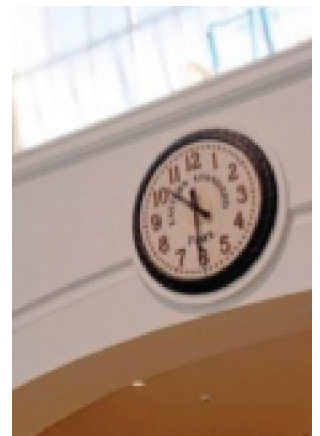


SPRINGFIELD'S HISTORIC STATION RESTORED

In a time of major urban renewal in the city of Springfield, Massachusetts, the rehabilitation of Springfield Union Station reminds its residents that with hard work, dedication, and resiliency, anything is possible, even the completion of a project that began decades ago.

The rehabilitation paid close attention to historical touches. The original terrazzo floors were preserved; and the original 54-inch marble-faced clock with a bronze dial and bezel was rehung in its original spot. Eight murals depicting the history of the station and the city are on display throughout the concourse and tunnel.

The station was completed on December 31, 2016, almost 90 years of its original opening.



KENNEBUNK'S HISTORIC STATION

At press time, Kennebunk is scheduled to start seasonal service in 2019. The station will be the only historic station coming on line in Maine. Construction starts in 2018.

THE TRAINRIDER

Box 4869, Downtown Station
Portland, Maine 04112

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Return Service
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Membership, Donations, Bequests

Join TrainRiders/Northeast or renew a membership by filling out this form and mailing it to TrainRiders/Northeast, Box 4869, Portland, ME 04112-4869, or use our website at www.trainridersne.org

- Renew a membership
- I'd like to become a new member

Please check a membership category:

- \$15.00 Student Member (with proof)
- \$45.00 Individual Member
- \$65.00 Family Member
- \$110.00 Sponsoring Member
- \$250.00 Supporting Member
- \$500.00 Endorsing Member
- \$1000.00 Sustaining Member
- Other \$ _____

Enclosed is \$ _____ for _____ membership(s)

Name _____

Address _____

City/State/Zip _____

Tel. () _____

email _____

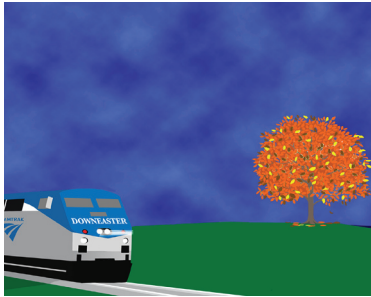
Chairman's Report *(continued from p. 1)*

tions actually created the Downeaster. Therefore, she is going to split the money she'd received from the sale of her home between TNE and her favorite charity as she prepared to move to a senior retirement development. Her generosity added to the bequest of another TNE member made it possible for us to beat back the folks who tried to prevent construction of the train layover facility in Brunswick. Our participation in the legal proceedings to support the efforts of the Northern New England Passenger Rail Authority (NNEPRA) to fight the lawsuit would not have been possible without their generosity and without the facility, there would only be two trains per day operating between Brunswick, Portland and Boston instead of the current three and soon to be five.

George and I look forward to seeing everyone at the Annual Meeting. And who knows what exciting news we'll have about our Downeaster and other rail service.

—WD

Remember Us
Leave your family
a better choice for
transportation in the
future. A wonderful way
to "Change the Way
the Northeast Travels"
is to leave a gift to
TrainRiders Northeast.



TrainRiders Northeast Board of Directors

- | | | |
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