



NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY

FISCAL YEAR 2019

Board of Directors Briefing Materials November 26, 2018

NNEPRA OFFICE
75 W. COMMERCIAL ST, STE 104
PORTLAND, ME
12:15PM



NNEPRA FY2019 Action Plan *(draft)*

Core Objectives:

- Support and maintain a culture of safety.
- Maintain Compliance with all Regulations
- Enhance public benefits associated with the Downeaster.
- Work to secure a stable, dedicated and equitable funding mechanisms to sustain Downeaster operations and continued capital investments in the Downeaster Corridor.

Meet or exceed projected Downeaster Performance Benchmarks

- 49% Total Cost Recovery
- 85% On Time Performance
- 86% Café Cost Recovery in Café
- 93% Overall Customer Satisfaction

Improve Downeaster Service Efficiency

- Increase revenue on peak trains
- Maximize equipment utilization
- Increase performance on off-peak trains
- Improve cost recovery in Café

Improve Passenger Services & Communication

- Implement PIDS at all Maine Stations
- Promote and improve connectivity to Amtrak network
- Operate 5 daily R/T Brunswick-Boston
- Improve/promote last mile connectivity
- Seek ways to improve bicycle access
- Enhance Station experience for passengers

Sponsor Capital Projects to improve safety, service quality and efficiency

- Complete 2018 Tie Replacement Program
- Complete Royal Junction Siding Project
- Improve connectivity between Wells Station and Kennebunk/Kennebunkport
- Initiate Rockingham Siding Rehabilitation
- Complete Wells Siding/Platform Project design and engineering and identify construction funding.

Explore Options for Service Improvement/Expansions

- Manage Lewiston/Auburn Service Plan
- Explore seasonal service on Rockland Branch
- Explore potential for WEM-POR inbound commuter trip.
- Explore shuttle service between Westbrook/Rock Row development, PTC and Commercial Street
- Explore Portland Station improvement options and alternatives

BOARD of DIRECTORS MEETING AGENDA

November 26, 2018

NNEPRA Office

75 West Commercial Street, Suite 104

Portland, Maine 04101

12:30pm Vote to open meeting and enter Executive Session

1. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Amtrak regarding the operating agreement.
2. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Pan Am regarding agreements for capital projects.

1:00pm Vote to close Executive Session and open Public Session

- Welcome & Introductions
- Approval of Minutes from October 2018 Board Meeting
- Performance Update
- Finance Update
- Project Update
- Other Business
- Public Comment

Next Meeting:

Monday, January 28, 2019

NNEPRA Office, Portland, ME

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

October 29, 2018
USM Abromson Center
Portland, ME

Directors in attendance:

Mr. Dana Connors, Mr. Ron McKinnon, Mr. John Melrose, Mr. Brian Hobart, Mr. Charles Large and Mr. Steve Lyons, Maine DECD.

Staff in attendance:

Ms. Patricia Quinn, Ms. Marina Douglass, Mr. James Russell, Mr. Brian Beeler, Mr. Stephen Houdlette, Mr. James Russell, Ms. Jennifer Crosby and Ms. Lynn Harrington

Members of the public in attendance:

Mr. Stephen Corcoran, Amtrak; Mr. Wayne Davis, TrainRiders Northeast; Mr. Bill Lord, TrainRiders Northeast; Mr. Dana Knapp, Concord Coach; Ms. Alison Harris, Brunswick Town Council; Ms. Kathleen de Silva, Rinck Advertising; Mr. Peter Rinck, Rinck Advertising; Mr. Paul Weiss, Sierra Club and Maine Rail Transit Coalition; Mr. Bernie Breitbart, Brunswick Visitor Center; Mr. Tim Bryant, VHB; Ms. Cece McEachern, VHB; Mr. Stanley Koski, Maine Rail Group; Mr. Brent Mariner, Wells Transportation Center; Ms. Patsy Bragdon, Wells Transportation Center; Ms. Valarie Lamont, TrainRiders Northeast; Mr. Tony Donovan, Sierra Club; Mr. Steven Grasso, North American Traveler; Mr. John Moody, Nexdine; Mr. Jason Briggs, VIP Bus Company; Mr. Chad Dudley, WIPFLI/MacPage; Ms. Cyndi Scarano, PanAm; Ms. Mary Ann Hayes, Maine DOT; Mr. Ed Suslovic, NEEFC; Mr. Cory King, Southern Midcoast Maine Chamber of Commerce.

Motion to open Public Session at 5:15 pm

Motion: Mr. Connors
Seconded: Mr. Hobart
Accepted: All

Motion to enter Executive Session at 5:20 pm

1. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Amtrak regarding the operating agreement.

Motion: Mr. McKinnon
Seconded: Mr. Hobart
Accepted: All

Motion to reopen Public Session at 6:00 pm

Motion: Mr. Hobart
Seconded: Mr. Connors
Accepted: All

Opening Remarks -

Chairman Melrose welcomed all members of the public. Mr. Melrose asked that the Board of Directors, the staff and other attendees introduce themselves.

Vote to accept the September 2018 meeting minutes as presented by the staff

Motion: Mr. Hobart
 Seconded: Mr. McKinnon
 Accepted: All

DOWNEASTER PERFORMANCE REPORT

NNEPRA Staff narrated a presentation highlighting FY2018 goals and accomplishments and the next steps for service improvements.

Mr. Chad Dudley from MacPage/Wipfli provided an overview of NNEPRA's FY2018 financial audit, noting that it was "clean audit" with no findings. The Board will review the audit report and vote to accept it at a subsequent Board meeting.

Ms. Quinn stated that the preliminary Variance Report for September 2018 will be reviewed at the next board meeting.

AWARD PRESENTATION

The George J. Mitchell Award

Each year, NNEPRA presents The George J. Mitchell Award to an individual who demonstrates excellence and stewardship for passenger rail service in Northern New England. This award recognizes the vision, commitment and leadership of Senator George J. Mitchell, a founding force for the restoration of passenger rail service to the people and communities of Maine. This annual presentation is made by the Board based on staff nominations.

The 2018 George J. Mitchell award was presented to Mr. Dana Connors, Vice Chairman of the NNEPRA Board of Directors, for his dedication and service to the success of the Amtrak Downeaster during his 16-year tenure on the Board.

Public Comment

There were no public comments.

Vote to adjourn 6:52 pm

Motion: Mr. Hobart
 Seconded: Mr. Connors
 Accepted: All

NEXT MEETING: November 26, 2018

Ridership						
	FY2018	FY2019	FY2019	Variance	Var	Passenger
	Actual	Actual	Target	to Target	%	Miles
July	57,652	57,912	58,590	(678)	-1%	4,906,109
August	57,306	56,332	58,249	(1,917)	-3%	4,763,477
September	50,016	39,730	30,000	9,730	32%	2,852,161
October	47,174	43,784	48,112	(4,328)	-9%	
Total	212,148	197,758	194,951	2,807	1%	

Ticket Revenue						
	FY2018	FY2019	FY2019	Variance	Var	Average
	Actual	Actual	Target	to Target	%	Fare
July	\$ 1,042,712	\$ 1,134,781	\$ 1,098,563	\$ 36,218	3%	\$ 19.59
August	\$ 1,052,422	\$ 1,088,275	\$ 1,092,169	\$ (3,894)	0%	\$ 19.32
September	\$ 933,017	\$ 647,318	\$ 480,000	\$ 167,318	35%	\$ 16.29
October	\$ 875,607	\$ 779,541	\$ 902,100	\$ (122,559)	-14%	\$ 17.80
Total	\$ 3,903,757	\$ 3,649,915	\$ 3,572,831	\$ 77,083	2%	\$ 18.64

Customer Satisfaction			
SEPTEMBER	Downeaster	Amtrak	FY to Date
Overall Customer Satisfaction	85	84	89
Value of Amtrak Service for Price Paid	87	81	88
Reliability or On Time Performance of the Train	70	80	83
Information About Problems Delays While on the Train	76	79	83
Clarity of Announcements	77	79	82
Friendliness/Helpfulness of Train Conductor	90	89	93
Overall Cleanliness of Train Interior	92	86	91
Cleanliness of Train Windows	87	84	88
Cleanliness of the Restrooms on the Train	76	72	80
Overall Experience in Café Car	84	79	86
Friendliness/Helpfulness of Café Car Personnel	91	86	92
Quality/Freshness of Food in Café Car	77	78	84
Overall WiFi Service	74	66	72

On Time Performance						
Calendar	May	June	July	August	September	October
2018	69%	64%	45%	45%	41%	42%
2017	76%	70%	54%	72%	65%	58%

PRELIMINARY VARIANCE REPORT - OCTOBER 2018							
	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	779,541	902,100	(122,559)	3,649,915	3,572,832	77,083	2%
Food Service Revenue	64,380	74,574	(10,194)	329,248	302,174	27,074	9%
Advertising Revenue	0	0	0	1,050	900	150	17%
Parking Lot Revenue	62,580	56,500	6,080	203,331	195,250	8,081	4%
Interest on Accounts	696	250	446	4,835	1,000	3,835	384%
Other Revenue	18,847	21,114	(2,267)	115,816	84,456	31,360	37%
Total Operating Revenues	926,044	1,054,538	(128,493)	4,304,195	4,156,612	147,583	4%
Expenses							
Wages and Benefits							
Permanent Full-Time	32,827	32,827	0	136,467	136,759	(292)	0%
Benefits	23,024	23,026	(1)	87,178	87,377	(199)	0%
Total Wages and Benefits	55,852	55,853	(1)	223,645	224,136	(491)	0%
Administration							
Office Expenses	7,733	8,880	(1,147)	34,211	35,023	(811)	-2%
Professional Services	17,666	20,667	(3,001)	24,381	29,900	(5,519)	-18%
Insurance	2,439	2,446	(7)	9,755	9,783	(28)	0%
Board Operations	1,685	1,453	232	6,388	5,813	575	10%
Total Administration Expenses	29,523	33,446	(3,923)	74,735	80,518	(5,784)	-7%
Train Operations							
Amtrak Operations	1,405,931	1,405,928	3	5,511,482	5,623,711	(112,228)	-2%
Train Fuel Cost	156,000	178,859	(22,859)	593,778	715,436	(121,658)	-17%
PanAm	109,583	109,583	(0)	413,161	438,333	(25,173)	-6%
Other Train Operations	3,445	4,467	(1,022)	17,756	17,867	(110)	-1%
Facilities	15,368	32,751	(17,383)	81,679	95,930	(14,252)	-15%
Capital Maintenance	84,101	85,000	(899)	202,362	201,962	400	0%
Total Train Operations	1,774,428	1,816,588	(42,160)	6,820,218	7,093,239	(273,021)	-4%
Station Operations							
Portland Station	30,900	31,000	(100)	123,600	124,000	(400)	0%
Platform Ins	10,904	10,904	(0)	43,615	43,616	(1)	0%
Station Platform Leases	0	0	0	33,761	37,119	(3,358)	-9%
Other Station Improvements	0	0	0	702	1,000	(298)	(0)
Total Station Operations	41,804	41,904	(100)	201,678	205,735	(4,057)	-2%
Food Service							
Regular	99,213	86,602	12,612	378,840	352,602	26,238	7%
Total Food Service	99,213	86,602	12,612	378,840	352,602	26,238	7%
Marketing	21,427	58,153	(36,726)	125,130	162,500	(37,370)	-23%
Total Marketing	21,427	58,153	(36,726)	125,130	162,500	(37,370)	-23%
Total Expenses	2,022,247	2,092,545	(70,299)	7,824,246	8,118,731	(294,485)	-4%
Additional Funding Required	1,096,203	1,038,008	58,195	3,520,051	3,962,119	(442,068)	-11%
Cost Recovery	46%	50%		55%	51%		
Café Cost Recovery	65%	86%		87%	86%		



NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY

PROJECT STATUS SUMMARY

UPDATED

11/21/2018

NNEPRA Capital Project Summary

Status	Project Name	Budget	Expended To Date	Percent Complete	Funding Balance	Commitments/Obligations	Forecast Changes	Forecast Balance	Anticipated Project Schedule to Closeout			
									Sept-Dec	Jan - Mar	Apr - Aug	Sept-Dec
	Pan Am Deferred Change from last month	\$ 6,223,246	\$ 5,436,270	87%	\$ 786,976	\$ 786,977	\$ -	\$ (1)	92%	98%	100%	100%
	Pan Am CIP 2018-2019 Change from last month	\$ 1,523,702	\$ 558,565	37%	\$ 965,137	\$ 965,137	\$ -	\$ -	85%	85%	100%	100%
	Royal Siding Project Change from last month	\$ 9,370,084	\$ 5,827,759	62%	\$ 3,542,325	\$ 3,246,246	\$ 200,000	\$ 96,079	80%	85%	100%	100%
	Pan Am Tie Project 2018 Change from last month	\$ 1,490,860	\$ 1,066,740	72%	\$ 424,120	\$ 418,845	\$ -	\$ 5,275	100%	100%	100%	100%
	Capital Project Total Change from last month	\$ 18,607,892	\$ 12,889,334	69%	\$ 5,718,558	\$ 4,820,131	\$ 196,000	\$ 101,353				
			\$ 1,268,943	5%	\$ (862,834)	\$ (862,237)	\$ (4,000)	\$ 3,402				

NNEPRA Planning & Project Development Summary

Status	Project Name	Budget	Expended To Date	Percent Complete	Funding Balance	Commitments	Forecast Changes	Forecast Balance	Anticipated Project Schedule to Closeout			
									Sept-Dec	Jan - Mar	Apr - Aug	Sept-Dec
	L/A Service Plan Change from last month	\$ 500,000	\$ 247,000	49%	\$ 253,000	\$ 253,000	\$ -	\$ -	75%	95%	100%	100%
	Wells Siding D & E, Part I Change from last month	\$ 459,764	\$ -	0%	\$ 459,764	\$ 459,764	\$ -	\$ -	30%	70%	100%	100%
	Westbrook/Portland Connector Change from last month	\$ 49,655	\$ -	0%	\$ 49,655	\$ 49,655	\$ -	\$ -	95%	100%	100%	100%
	Planning Project Total	\$ 1,009,419	\$ 247,000	65%	\$ 762,419	\$ 762,419	\$ -	\$ -				

On schedule/minimal risk
 Some delay/minimal risk
 Major delay/high risk
 Initial complete date

