

Northern New England Passenger Rail Authority



FISCAL YEAR

September 2018

2019



Concert Night at the Garden

Board of Directors Briefing Materials

September 24, 2018

**NNEPRA Office
Wells Town Hall
Sanford Road
Wells, ME
12:30pm**

AmtrakDowneaster.com

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
- Support Kennebunk Station development
- 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

September 24, 2018

Wells Town Hall
208 Sanford Road
Wells, ME

12:00pm Site visit to Wells Station and overview of Wells Siding Project
696 Sanford Road, Wells, ME

Travel to Wells Town Hall

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 July 2018 Board Meeting
- Downeaster Performance Update
- Finance Report
 - Budget Variance Report
- Project Updates
- Other Business
- Public Comment

2:00pm (approximate)

Site visit to site of proposed station/platform in Kennebunk, ME
12 Depot St., Kennebunk

Next Meeting:

Annual Meeting, October 2018
Date & Location TBD

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

**July 30, 2018
NNEPRA
Portland, ME**

Directors in attendance:

Mr. Ron McKinnon, Mr. John Melrose, Mr. Charles Large, Mr. Brian Hobart, and Mr. Herb Thomson;
Maine DOT.

Staff in attendance:

Ms. Patricia Quinn, Mr. Brian Beeler, and Mr. Stephen Houdlette

Interested parties:

Mr. Dana Knapp, Concord Coach; Mr. Bill Lord; TrainRiders Northeast; Mr. Stephen Corcoran, Amtrak;
Mr. Wayne Davis; TrainRiders Northeast; Mr. Richard Rudolph, Rail Users Network; Mr. Stanley C. Koski,
Maine Rail Group; Mr. Tony Donovan; Maine Rail Transit Coalition.

Opening Remarks

Motion to open Public Session at

Motion:

Seconded:

Accepted: All

Motion to enter Executive Session at

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. Large

Accepted: All

Motion to reopen Public Session at 1:18pm

Motion: Mr. Hobart

Seconded: Mr. McKinnon

Accepted: All

Vote to accept minutes as presented by the staff

Motion: Mr. McKinnon

Seconded: Mr. Large

Accepted: All

DOWNEASTER PERFORMANCE REPORT

Ms. Quinn reviewed the Performance Report highlighting the following:

- FY18 preliminary ridership for FY2018 (July 2017 through June 2018) was 551,038, 6.6% above target of 517,000.
- June 2018 preliminary ridership of 48,492, 7.8% above target of 45,000m; highest June on record.
- June 2018 revenue of \$900,154, \$144,778 above target of \$755,376; highest June on record.
- FY18 to date revenue July 2017 through June 2018 of \$10,245,062, 14% above target of \$9,016,988. FY18 to Date Average fare per passenger is \$18.59.
- June 2018 Overall CSI score is 90%. FY18 to date CSI is 90%. Amtrak national is 84%
- July 2018 ridership goal is 1,860 riders per day, and ridership pacing at 1,864 per day. On target to meet projections.
- OTP month-to-date is 43%
 - Mr. Corcoran indicated weather has been a factor- heat restrictions
 - Mr. Large asked if this occurs elsewhere in the country. Mr. Corcoran replied yes and described how rail is installed and determining the base line temperatures for heat restrictions.
 - Capital projects are included in the capital maintenance which should improve OTP.
 - Ms. Quinn indicated Amtrak and NNEPRA monitor the infrastructure closely to identify areas to improve.
 - Mr. Melrose asked Mr. Corcoran to categorize issues that impact OTP and list those that are policy issues the board can focus on.

Marketing Update- Patricia Quinn

- Ms. Quinn discussed the photo shoot that took place to update marketing resources.
- Amtrak's Dome car will arrive August 11.
- Ms. Quinn indicated a new marketing campaign will be rolled out in the fall.

FINANCE REPORT – Patricia Quinn

Ms. Quinn reviewed the June 2018 preliminary variance report.

Vote to accept preliminary variance Report

Motion: Mr. Hobart

Seconded: Mr. McKinnon

Accepted: All

Project Updates – Patricia Quinn

Ms. Quinn provided an update on the following projects:

- Pam Am continues work on the Royal Junction project.
- Fall Tie project is planned to begin September 4th
 - Four Grade crossings are scheduled to be rehabilitated during the Fall Tie Project service outage as well as Forest Ave crossing in Portland which is a MDOT project.

- Ms. Quinn indicated the funding has been secured for Rockingham, NH Siding, funded in partnership with NHDOT. Anticipate a Spring/Summer project start.
- Wells Siding planning continues.
- Looking to finalize funding for high level overview of a Westbrook to Portland Transportation shuttle.
- LA Study has completed Phase 1. Phase 2 to begin in September.
- A discussion has begun between MDOT on the possibilities of improving the Cedar Street Park n' Ride in Brunswick.
- The installation and configuration of PIDS continues. Wells and Old Orchard Beach are the last two to be completed and are anticipated to be complete by September.

Executive Director Report – Patricia Quinn

Ms. Quinn updated the board on the following:

- Positive Train Control (PTC) is not a requirement for the Downeaster from Brunswick to Stateline of NH/MA. A service interruption is not anticipated for the Downeaster on January 1, 2019.
 - The MBTA route has enough of the installation complete to be granted an extension.
 - Amtrak has identified a safety protocol to address those routes that are not required to have PTC.
- Amtrak Equipment- Amtrak has issued an RFP for new locomotives and an RFI for equipment to replace the Amfleet I equipment.
- The “refresh” of the current Amfleet I equipment used in Downeaster service is almost complete.
- Amtrak is now offering Gift Cards.
- The replacement of Quik Trak ticketing kiosks is now scheduled for 2020.

Vote to approve and award Planning Contract to VHB

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

Public Comment

Mr. Donovan; Sierra Club reviewed and provided a document regarding the Sierra Club’s rail related initiatives.

Mr. Rudolph asked if OTP is reported as minutes per train. Ms. Quinn indicated that it is. Mr. Corcoran added that approximately one-third of trains that are delayed are in the 15-25 minutes late range.

Mr. Davis asked all to recognize July 14th as the 27th anniversary of the Passenger Rail Service Act and June 27, 1995 as the date the bill to create NNEPRA was passed.

Vote to adjourn at 2:25pm

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

NEXT MEETING: September 24th, 2018 in Wells, ME.

FY 2019 Downeaster Performance Report

JULY-AUGUST 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% | 4,675,556 |
| Total | 114,958 | 114,244 | 116,839 | (2,595) | -2% | 9,581,665 |

| 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 |
| Total | \$ 2,095,133 | \$ 2,223,056 | \$ 2,190,731 | \$ 32,324 | 1% | \$ 19.46 |

| Customer Satisfaction | | |
|--|------------|--------|
| July | Downeaster | Amtrak |
| Overall Customer Satisfaction | 89 | 82 |
| Value of Amtrak Service for Price Paid | 88 | 79 |
| Overall Cleanliness of Train | 92 | 84 |
| Clarity of Announcements | 82 | 78 |
| Friendliness/Helpfulness of Train Conductor | 93 | 87 |
| Friendliness/Helpfulness of Café Car Personnel | 96 | 86 |
| Quality/Freshness of Food in Café Car | 82 | 78 |
| Overall Experience in Café Car | 96 | 79 |

| Performance | | | | | | |
|-------------|-------|-------|-----|------|------|--------|
| Calendar | March | April | May | June | July | August |
| 2018 | 78% | 73% | 69% | 64% | 45% | 45% |
| 2017 | 80% | 89% | 76% | 70% | 54% | 72% |

Based on preliminary reports provided by Amtrak

| PRELIMINARY VARIANCE REPORT - JULY 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 | 1,134,781 | 1,098,563 | 36,218 | 1,134,781 | 1,098,563 | 36,218 | 3% |
| Food Service Revenue | 89,637 | 90,815 | (1,177) | 89,637 | 90,815 | (1,177) | -1% |
| Advertising Revenue | 1,050 | 900 | 150 | 1,050 | 900 | 150 | 17% |
| Parking Lot Revenue | 60,475 | 58,750 | 1,725 | 60,475 | 58,750 | 1,725 | 3% |
| Interest on Accounts | 1,307 | 250 | 1,057 | 1,307 | 250 | 1,057 | 423% |
| Other Revenue | 18,308 | 21,114 | (2,806) | 18,308 | 21,114 | (2,806) | -13% |
| Total Operating Revenues | 1,305,557 | 1,270,392 | 35,166 | 1,305,557 | 1,270,392 | 35,166 | 3% |
| Expenses | | | | | | | |
| Wages and Benefits | | | | | | | |
| Permanent Full-Time | 32,735 | 32,750 | (15) | 32,735 | 32,750 | (15) | 0% |
| Benefits | 20,727 | 20,749 | (22) | 20,727 | 20,749 | (22) | 0% |
| Total Wages and Benefits | 53,462 | 53,499 | (38) | 53,462 | 53,499 | (38) | 0% |
| Administration | | | | | | | |
| Office Expenses | 8,814 | 8,347 | 467 | 8,814 | 8,347 | 467 | 6% |
| Professional Services | 1,739 | 4,167 | (2,428) | 1,739 | 4,167 | (2,428) | -58% |
| Insurance | 2,439 | 2,446 | (7) | 2,439 | 2,446 | (7) | 0% |
| Board Operations | 1,767 | 1,453 | 314 | 1,767 | 1,453 | 314 | 22% |
| Total Administration Expenses | 14,759 | 16,413 | (1,654) | 14,759 | 16,413 | (1,654) | -10% |
| Train Operations | | | | | | | |
| Amtrak Operations | 1,405,931 | 1,405,928 | 3 | 1,405,931 | 1,405,928 | 3 | 0% |
| Train Fuel Cost | 156,000 | 178,859 | (22,859) | 156,000 | 178,859 | (22,859) | -13% |
| PanAm | 109,085 | 109,583 | (498) | 109,085 | 109,583 | (498) | 0% |
| Other Train Operations | 4,836 | 4,467 | 369 | 4,836 | 4,467 | 369 | 8% |
| Facilities | 17,009 | 17,560 | (551) | 17,009 | 17,560 | (551) | -3% |
| Capital Maintenance | 0 | 0 | 0 | 0 | 0 | 0 | #DIV/0! |
| Total Train Operations | 1,692,861 | 1,716,396 | (23,535) | 1,692,861 | 1,716,396 | (23,535) | -1% |
| Station Operations | | | | | | | |
| Portland Station | 30,900 | 31,000 | (100) | 30,900 | 31,000 | (100) | 0% |
| Platform Ins | 10,904 | 10,904 | (0) | 10,904 | 10,904 | (0) | 0% |
| Station Platform Leases | 0 | 0 | 0 | 0 | 0 | 0 | #DIV/0! |
| Other Station Improvements | 509 | 510 | (1) | 509 | 510 | (1) | (0) |
| Total Station Operations | 42,313 | 42,414 | (101) | 42,313 | 42,414 | (101) | 0% |
| Food Service | | | | | | | |
| Regular | 90,669 | 105,462 | (14,793) | 90,669 | 105,462 | (14,793) | -14% |
| Total Food Service | 90,669 | 105,462 | (14,793) | 90,669 | 105,462 | (14,793) | -14% |
| Marketing | 37,950 | 38,000 | (50) | 37,950 | 38,000 | (50) | 0% |
| Total Marketing | 37,950 | 38,000 | (50) | 37,950 | 38,000 | (50) | 0% |
| Total Expenses | 1,932,013 | 1,972,185 | (40,172) | 1,932,013 | 1,972,185 | (40,172) | -2% |
| Additional Funding Required | 626,456 | 701,793 | (75,338) | 626,456 | 701,793 | (75,338) | -11% |
| Ridership | 57,912 | 58,590 | | 57,912 | 58,590 | | |
| Revenue Per Passenger | 22.54 | 21.68 | | 22.54 | 21.68 | | |
| Overall Cost Recovery | 68% | 64% | | 68% | 64% | | |
| Café Recovery | 99% | 86% | | 99% | 86% | | |

Amtrak, Fuel, Host Railroad and Café expenses are estimated.

| PRELIMINARY VARIANCE REPORT - AUGUST 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 | 1,088,275 | 1,092,169 | (3,894) | 2,223,056 | 2,190,732 | 32,324 | 1% |
| Food Service Revenue | 94,982 | 90,286 | 4,696 | 184,619 | 181,100 | 3,519 | 2% |
| Advertising Revenue | 0 | 0 | 0 | 1,050 | 900 | 150 | 17% |
| Parking Lot Revenue | 39,252 | 40,000 | (748) | 99,727 | 98,750 | 977 | 1% |
| Interest on Accounts | 1,650 | 250 | 1,400 | 2,957 | 500 | 2,457 | 491% |
| Other Revenue | 18,608 | 21,114 | (2,506) | 36,915 | 42,228 | (5,313) | -13% |
| Total Operating Revenues | 1,242,767 | 1,243,819 | (1,052) | 2,548,324 | 2,514,210 | 34,114 | 1% |
| Expenses | | | | | | | |
| Wages and Benefits | | | | | | | |
| Permanent Full-Time | 33,025 | 33,044 | (19) | 65,760 | 65,794 | (34) | 0% |
| Benefits | 20,980 | 20,976 | 4 | 41,707 | 41,725 | (18) | 0% |
| Total Wages and Benefits | 54,005 | 54,020 | (15) | 107,466 | 107,519 | (53) | 0% |
| Administration | | | | | | | |
| Office Expenses | 9,661 | 9,447 | 214 | 18,475 | 17,795 | 680 | 4% |
| Professional Services | 722 | 900 | (179) | 2,461 | 5,067 | (2,606) | -51% |
| Insurance | 2,439 | 2,446 | (7) | 4,877 | 4,891 | (14) | 0% |
| Board Operations | 862 | 1,453 | (592) | 2,629 | 2,907 | (278) | -10% |
| Total Administration Expenses | 13,683 | 14,246 | (564) | 28,442 | 30,659 | (2,218) | -7% |
| Train Operations | | | | | | | |
| Amtrak Operations | 1,405,931 | 1,405,928 | 3 | 2,811,862 | 2,811,855 | 7 | 0% |
| Train Fuel Cost | 156,000 | 178,859 | (22,859) | 312,000 | 357,718 | (45,718) | -13% |
| PanAm | 109,385 | 109,583 | (198) | 218,471 | 219,167 | (696) | 0% |
| Other Train Operations | 4,995 | 4,467 | 528 | 9,830 | 8,933 | 897 | 10% |
| Facilities | 26,665 | 25,886 | 779 | 43,674 | 43,446 | 228 | 1% |
| Capital Maintenance | 33,088 | 33,100 | (12) | 33,088 | 33,100 | (12) | 0% |
| Total Train Operations | 1,736,064 | 1,757,823 | (21,759) | 3,428,925 | 3,474,219 | (45,295) | -1% |
| Station Operations | | | | | | | |
| Portland Station | 30,900 | 31,000 | (100) | 61,800 | 62,000 | (200) | 0% |
| Platform Ins | 10,904 | 10,904 | (0) | 21,808 | 21,808 | (0) | 0% |
| Station Platform Leases | 20,135 | 23,000 | (2,865) | 20,135 | 23,000 | (2,865) | -12% |
| Other Station Improvements | 193 | 490 | (297) | 702 | 1,000 | (298) | (0) |
| Total Station Operations | 62,131 | 65,394 | (3,263) | 104,444 | 107,808 | (3,364) | -3% |
| Food Service | | | | | | | |
| Regular | 99,213 | 104,848 | (5,635) | 189,882 | 210,310 | (20,428) | -10% |
| Total Food Service | 99,213 | 104,848 | (5,635) | 189,882 | 210,310 | (20,428) | -10% |
| Marketing | | | | | | | |
| Marketing | 31,565 | 32,500 | (935) | 69,515 | 70,500 | (985) | -1% |
| Total Marketing | 31,565 | 32,500 | (935) | 69,515 | 70,500 | (985) | -1% |
| Total Expenses | 1,996,661 | 2,028,831 | (32,171) | 3,928,674 | 4,001,016 | (72,342) | -2% |
| Additional Funding Required | 753,894 | 785,012 | (31,119) | 1,380,350 | 1,486,806 | (106,456) | -7% |
| Ridership | 56,332 | 58,590 | | 114,244 | 116,839 | | |
| Revenue Per Passenger | 22.06 | 21.23 | | 22.31 | 21.52 | | |
| Overall Cost Recovery | 62% | 61% | | 65% | 63% | | |
| Café Cost Recovery | 96% | 86% | | 97% | 86% | | |

Amtrak, Fuel, Host Railroad and Café expenses are estimated.