



NORTHERN NEW ENGLAND  
PASSENGER RAIL AUTHORITY

## FISCAL YEAR 2019

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**Board of Directors**  
Briefing Materials  
October 29, 2018

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UNIVERSITY OF SOUTHERN MAINE  
PORTLAND, ME  
6:00PM



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

### Improve Downeaster Service Efficiency

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

### Improve Passenger Services & Communication

- Implement PIDS at all Maine Stations
- Improve/promote last mile connectivity
- Promote and improve connectivity to Amtrak network
- Seek ways to improve bicycle access
- Operate 5 daily R/T Brunswick-Boston
- 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 ANNUAL MEETING AGENDA**

October 29, 2018

University of Southern Maine

Abromson Center

5:15pm          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.

6:00pm          Vote to close Executive Session and open Public Session

- Welcome & Introductions
- Approval of Minutes from September 2018 Board Meeting
- FY2018 Annual Report Review and FY2019 Initiatives
  - Staff Presentation including overview of annual audit
- 2018 Mitchell Award Presentation

New Business

Public Comment

Next Meeting:

Monday, November 26, 2018

NNEPRA Office, Portland, ME

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

September 24, 2018  
Wells Town Hall  
Wells, ME

*Special Note: Prior to the regular meeting at Wells Town Hall, Board members gathered at Wells Station to see the station and also hear an overview of the Wells Siding Project, provided by Jim Russell. This portion of the meeting was advertised, and was attended by the Board members and interested parties listed below.*

**Directors in attendance:**

Mr. Ron McKinnon, Mr. John Melrose, Mr. Brian Hobart, Mr. Steve Lyons and Mr. Herb Thomson, MaineDOT

**Staff in attendance:**

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

**Interested parties:**

Mr. Dana Knapp, Concord Coach; Mr. Bill Lord; TrainRiders Northeast; Mr. Wayne Davis: TrainRiders Northeast; Mr. Stanley C. Koski, Maine Rail Group; Mr. Jonathan Carter, Town of Wells

**Opening Remarks**

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**Motion to open Public Session at 12:38pm**

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

**Motion to enter Executive Session at 12:38pm**

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

Motion: Mr. Lyons  
Seconded: Mr. Thomson  
Accepted: All

**Motion to reopen Public Session at 1:07pm**

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

**Vote to accept minutes as presented by the staff**

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

## **DOWNEASTER PERFORMANCE REPORT**

Ms. Quinn reviewed the Performance Report highlighting the following:

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- FY18 preliminary ridership for FY2018 (July 2017 through June 2018) was 551,038, 6.6% above target of 517,000.
- July 2018 preliminary results:
  - Ridership: 57,912, -1% below target of 58,590; highest ridership month on record.
  - Revenue: \$1,134,781, \$36,218 above target.
  - Average fare per passenger: \$19.59.
  - Overall CSI: 89%, Amtrak national is 82%.
- August 2018 Preliminary results:
  - Ridership: 56,332, -3% below target of 58,249.
  - Revenue: \$1,088,275, about \$3,000 less than target.
  - Average fare per passenger: \$19.32.
- FY19 to date (July 2018 - August 2018)
  - Ridership: 114,244, -2% below target of 116,839.
  - Revenue: \$2,223,056, 1% above target of \$2,190,731.
  - Average fare per passenger: \$19.46.
- September 2018 ridership goal is 1,000 riders per day, currently pacing on target to meet projections. A major tie replacement project is causing the interruption and/or cancellation of many trains.
- OTP month-to-date is 45% - mostly construction-related.

### **Marketing Update- Patricia Quinn + Jennifer Crosby**

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- Ms. Crosby indicated a new marketing campaign will be rolled out in the fall.

### **FINANCE REPORT – Patricia Quinn**

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Ms. Quinn reviewed the June 2018 preliminary variance report noting that the annual audit would be available in October.

#### **Vote to accept preliminary variance Report**

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

### **Project Updates – Patricia Quinn**

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Ms. Quinn provided a project update on the Fall Tie project, which is underway and expected to be complete October 12, 2018, noting that Pan Am had completed additional work during the outage, including the replacement of panels at Forest Avenue in Portland, Main St. in Biddeford and Temple Avenue in Old Orchard Beach, welding at various joint locations, and ballast undercutting in Portland.

Three additional crossings in NH are scheduled for this season in addition to a major crossing replacement at Main Street in Saco which is scheduled for October 13 and 14.

### **Executive Director Report – Patricia Quinn**

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The fall schedule will go into effect on October 15, 2018. The only changes are that train 690 departs Portland later and train 691 departs Boston later, and seasonal service to Old Orchard Beach is suspended for the year.

The NNEPRA annual meeting will take place in Portland on the evening of October 29, 2018.

**Public Comment:**

None

**Vote to adjourn at 1:54pm**

Motion: Mr. Hobart

Seconded: Mr. McKinnon

Accepted: All

**NEXT MEETING: NNEPRA Annual Meeting Monday, October 29, 2018 at USM**

*Note: Following the regular meeting, Board members convened at Depot Road in Kennebunk, the site of the proposed new platform, and were provided an overview by a representative of the Town. This activity was also advertised and most attendees joined as well.*

## Downeaster Performance Report

### FY2019 To date (July 2018-September 2018)

Ridership						
	FY2018 Actual	FY2019 Actual	FY2019 Target	Variance to Target	Var %	Passenger Miles
July	57,652	<b>57,912</b>	58,590	(678)	-1%	4,906,109
August	57,306	<b>56,332</b>	58,249	(1,917)	-3%	4,763,477
September	50,016	<b>39,730</b>	30,000	9,730	32%	
<b>Total</b>	<b>164,974</b>	<b>153,974</b>	<b>146,839</b>	<b>7,135</b>	<b>5%</b>	

Revenue							
	FY2018 Actual	FY2019 Actual	FY2019 Target	Variance to Target	Var %	Average Fare	
July	\$ 1,042,712	<b>\$ 1,134,781</b>	\$ 1,098,563	\$ 36,218	3%	\$ 19.59	
August	\$ 1,052,422	<b>\$ 1,088,275</b>	\$ 1,092,169	\$ (3,894)	0%	\$ 19.32	
September	\$ 933,017	<b>\$ 647,318</b>	\$ 480,000	\$ 167,318	35%		
<b>Total</b>	<b>\$ 3,028,150</b>	<b>\$ 2,870,374</b>	<b>\$ 2,670,731</b>	<b>\$ 199,642</b>	<b>7%</b>	<b>\$ 18.64</b>	

Customer Satisfaction			
August	Downeaster	Amtrak	FY to Date
Overall Customer Satisfaction	88	83	89
Value of Amtrak Service for Price Paid	88	80	88
Reliability or On Time Performance of the Train	77	76	80
Information About Problems Delays While on the Train	79	78	80
Clarity of Announcements	82	78	82
Friendliness/Helpfulness of Train Conductor	94	88	94
Overall Cleanliness of Train	92	85	92
Cleanliness of Train Windows	91	84	90
Cleanliness of the Restrooms on the Train	84	72	82
Overall Experience in Café Car	87	80	92
Friendliness/Helpfulness of Café Car Personnel	92	87	94
Quality/Freshness of Food in Café Car	87	79	85
Overall WiFi Service	71	66	71

On Time Performance						
Calendar	April	May	June	July	August	September
<b>2018</b>	73%	69%	64%	45%	45%	41%
<b>2017</b>	89%	76%	70%	54%	72%	65%

## PRELIMINARY FY19 BUDGET VARIANCE REPORT - SEPTEMBER 2018

	Current Month			Fiscal Year to Date			
	Actual	Budget	Variance	Actual	Budget	Variance \$	Var %
<b>REVENUE</b>							
<b>Operating Revenue</b>							
Amtrak Ticket Revenue	647,318	480,000	167,318	2,870,374	2,670,732	199,642	7%
Food Service Revenue	65,302	46,500	18,802	258,401	227,600	30,801	14%
Advertising Revenue	0	0	0	1,050	900	150	17%
Parking Lot Revenue	41,024	40,000	1,024	140,751	138,750	2,001	1%
Interest on Accounts	1,182	250	932	4,139	750	3,389	452%
Other Revenue	18,595	21,114	(2,519)	94,405	63,342	31,063	49%
<b>Total Operating Revenues</b>	<b>773,421</b>	<b>587,864</b>	<b>185,557</b>	<b>3,369,120</b>	<b>3,102,074</b>	<b>267,046</b>	<b>9%</b>
<b>EXPENSES</b>							
<b>Wages and Benefits</b>							
Permanent Full-Time	37,880	38,138	(258)	103,640	103,932	(292)	0%
Benefits	22,446	22,626	(180)	64,153	64,351	(198)	0%
<b>Total Wages and Benefits</b>	<b>60,327</b>	<b>60,764</b>	<b>(437)</b>	<b>167,793</b>	<b>168,283</b>	<b>(490)</b>	<b>0%</b>
<b>Administration</b>							
Office Expenses	7,973	8,347	(375)	26,438	26,142	296	1%
Professional Services	4,255	4,167	88	6,716	9,233	(2,518)	-27%
Insurance	2,439	2,446	(7)	7,316	7,337	(21)	0%
Board Operations	2,074	1,453	621	4,703	4,360	343	8%
<b>Total Administration Expenses</b>	<b>16,740</b>	<b>16,413</b>	<b>327</b>	<b>45,172</b>	<b>47,072</b>	<b>(1,900)</b>	<b>-4%</b>
<b>Train Operations</b>							
Amtrak Operations	1,405,931	1,405,928	3	4,217,793	4,217,783	10	0%
Train Fuel Cost	156,000	178,859	(22,859)	468,000	536,577	(68,577)	-13%
PanAm	109,583	109,583	(0)	303,577	328,750	(25,173)	-8%
Other Train Operations	4,592	4,467	125	14,633	13,400	1,233	9%
Facilities	21,568	19,733	1,835	66,310	63,179	3,131	5%
Capital Maintenance	0	0	0	60,531	60,600	(69)	0%
<b>Total Train Operations</b>	<b>1,697,674</b>	<b>1,718,570</b>	<b>(20,896)</b>	<b>5,130,844</b>	<b>5,220,289</b>	<b>(89,445)</b>	<b>-2%</b>
<b>Station Operations</b>							
Portland Station	30,900	31,000	(100)	92,700	93,000	(300)	0%
Platform Ins	10,904	10,904	(0)	32,711	32,712	(1)	0%
Station Platform Leases	13,626	18,119	(4,493)	33,761	37,119	(3,358)	-9%
Other Station Improvements	0	0	0	702	1,000	(298)	(0)
<b>Total Station Operations</b>	<b>55,430</b>	<b>60,023</b>	<b>(4,593)</b>	<b>159,874</b>	<b>163,831</b>	<b>(3,957)</b>	<b>-2%</b>
<b>Total Food Service</b>	<b>88,897</b>	<b>55,690</b>	<b>33,207</b>	<b>278,667</b>	<b>266,000</b>	<b>12,666</b>	<b>5%</b>
<b>Total Marketing</b>	<b>18,847</b>	<b>18,847</b>	<b>0</b>	<b>103,703</b>	<b>104,347</b>	<b>(644)</b>	<b>-1%</b>
<b>Total Expenses</b>	<b>1,937,916</b>	<b>1,930,307</b>	<b>7,608</b>	<b>5,886,053</b>	<b>5,969,823</b>	<b>(83,770)</b>	<b>(0)</b>
<b>ADDITIONAL FUNDING REQUIRED</b>	<b>1,164,494</b>	<b>1,342,443</b>	<b>(177,949)</b>	<b>2,516,933</b>	<b>2,867,749</b>	<b>(350,816)</b>	<b>-12%</b>
<b>Ridership</b>	<b>39,730</b>	<b>30,000</b>		<b>153,974</b>	<b>146,839</b>		
<b>Overall Cost Recovery</b>	<b>40%</b>	<b>30%</b>		<b>57%</b>	<b>52%</b>		
<b>Café Cost Recovery</b>	<b>73%</b>	<b>83%</b>		<b>93%</b>	<b>86%</b>		
<b>Revenue Per Passenger</b>	<b>\$ 19.47</b>	<b>\$ 19.60</b>		<b>\$ 21.88</b>	<b>\$ 21.13</b>		





NORTHERN NEW ENGLAND  
PASSENGER RAIL AUTHORITY

# PROJECT STATUS SUMMARY

UPDATED

10/23/2018

## 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	\$ 6,223,247	\$ 5,436,270	87%	\$ 786,977	\$ 786,977	\$ -	\$ -	92%	98%	100%	100%	
	Pan Am CIP 2018-2019 Change from last month	\$ 1,523,702	\$ 419,090	28%	\$ 1,104,612	\$ 1,104,612	\$ -	\$ -	85%	85%	100%	100%	
	Royal Siding Project Change from last month	\$ 9,370,084	\$ 5,551,443	59%	\$ 3,818,641	\$ 3,522,562	\$ 200,000	\$ 96,079	80%	85%	100%	100%	
	Pan Am Tie Project 2018 Change from last month	\$ 1,490,860	\$ 1,014,568	68%	\$ 476,292	\$ 470,420	\$ 1,414	\$ 4,458	100%	100%	100%	100%	
	<b>Capital Project Total</b>	<b>\$ 18,607,893</b>	<b>\$ 12,602,654</b>	<b>68%</b>	<b>\$ 6,186,522</b>	<b>\$ 5,703,288</b>	<b>\$ 198,828</b>	<b>\$ 100,537</b>					
			<b>\$ 576,154</b>	<b>3%</b>	<b>\$ (394,871)</b>	<b>\$ (576,153)</b>	<b>\$ (5,172)</b>	<b>\$ 2,585</b>					

## 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%	
	<b>Planning Project Total</b>	<b>\$ 1,009,419</b>	<b>\$ 247,000</b>	<b>65%</b>	<b>\$ 762,419</b>	<b>\$ 762,419</b>	<b>\$ -</b>	<b>\$ -</b>					

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

## September – October Track Work

