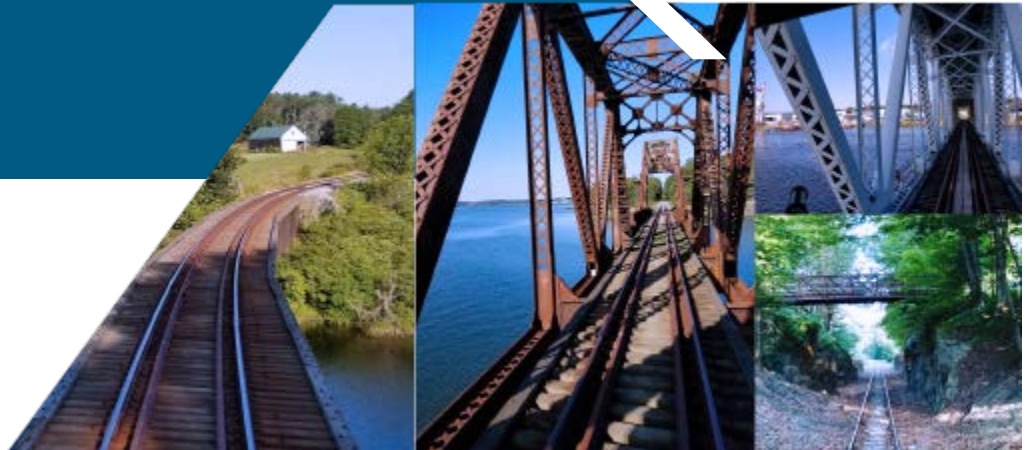

FY20 Board Briefing Materials

August 26, 2019

BRUNSWICK TOWN OFFICE
85 Union Street
Brunswick, ME

3:00pm Executive Session
3:30pm Public Session



For More Information

 207-780-1000 x 105

 info@nnepra.com



**NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY**

NNEPRA FY2020 Action Plan

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

- 50% Total Cost Recovery
- 85% On Time Performance
- 87% Café Cost Recovery in Café
- 93% Overall Customer Satisfaction

Improve Downeaster Service Efficiency

- Increase revenue on peak trains
- Explore new schedule options
- Increase performance on off-peak trains
- Improve cost recovery in Café

Improve Passenger Services & Communication

- Promote and improve connectivity to Amtrak network
- Seek ways to improve bicycle access
- Improve/promote last mile connectivity
- Enhance Station experience for passengers

Sponsor Capital Projects to improve safety, service quality and efficiency

- Royal Siding
- Dover Yard Siding
- Rockingham Siding
- Wells Siding

Explore Options for Service Improvement/Expansions

- Explore Portland Station improvement options and alternatives
- Implement a pilot for seasonal service on the Rockland Branch
- Develop a service plan for WEM-POR inbound commuter trip.
- Explore shuttle service between Westbrook/Rock Row development and Portland
- Explore feasibility of a platform at West Falmouth Crossing
- Support next steps of L/A Service Plan



NNEPRA BOARD of DIRECTORS

August 26, 2019

Brunswick Town Hall

Brunswick, Maine

3:00pm Vote to open meeting and enter Executive Session

1. 1 MRS §§ 405(6)(C) and 405(6)(F) and 23 MRS § 8115-A to discuss negotiations with Concord Coach Lines related to the Portland Transportation Center and to discuss the possible acquisition or use of certain real property.
2. 1 MRS §§ 405(6)(C) and 405(6)(F) and 23 MRS § 8115-A to discuss negotiations with Pan Am regarding agreements for capital projects and to discuss the possible acquisition or use of certain real property.
3. 1 MRS § 405(6)(C) to discuss development strategy.

3:30pm Vote to close Executive Session and open Public Session

- **Welcome & Introductions**
- **Approval of Minutes from June 2019 Board Meeting**
- **Performance Update**
- **Finance Update**
- **Project Updates**
- **FY2020 Initiatives**
- **Other Business**
- **Public Comment**

Next Meeting:

September 23, 2019, Brunswick Town Hall

3:00pm

MEETING MINUTES

June 24, 2019

NNEPRA, Portland, ME

Directors in attendance:

Mr. John Melrose, Chairman; Mr. Brian Hobart; Mr. Charles Large; Ms. MaryAnn Hayes; Mr. Steve Lyons, Mr. Ron McKinnon

Staff in attendance:

Ms. Patricia Quinn, Ms. Natalie Bogart, Mr. Brian Beeler, Mr. Jim Russell, Ms. Jennifer Crosby, Ms. Ellie Webber

Interested parties:

Mr. Wayne Davis, TrainRiders Northeast; Mr. Stanley Koski, Maine Rail Group; Mr. Dean Rybolt, Amtrak; Mr. Dana Knapp, Concord Coach Lines

Motion to open Public Session at 12:27pm

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

Motion to enter Executive Session at 12:30pm

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

Motion to close Executive Session and reopen Public Session at 1:04pm

Motion: Ms. Hayes
Seconded: Mr. Large
Accepted: All

Mr. Melrose noted an error in reporting on the top of Page 4 (the third bullet point at the top) and requested it be removed and updated.

Vote to accept minutes as presented by the staff

Motion: Mr. Hobart
Seconded: Ms. Hayes
Accepted: All

DOWNEASTER PERFORMANCE REPORT

Ms. Quinn reviewed the Performance Report highlighting the following:

- May 2019 total ridership of 44,429 was the highest on record, but 56 fewer riders than projected.
- May 2019 ticket revenue was \$811,714 the highest on record, but \$11,259 less than projected.
- Train on Time Performance for May 2019 was 80%; Customer on Time Performance was 90%.
- FY to date ridership through May 2019 of 499,059 is 998 above target.
- FY to date revenue through May 2019 revenue of \$9,367,254 is \$98,162 above target.
- Average fare per passenger through May 2019 is \$18.77

MARKETING UPDATE – Natalie Bogart & Jennifer Crosby

Ms. Bogart provided an update on the following marketing initiatives:

- NNEPRA is promoting leisure travel to Maine to the Greater Boston Area market. The campaign includes digital, television, and large format advertising in Boston’s North station.
- NNEPRA is promoting the Discover Maine rail pass, valid for 10 one-way trips between any Maine stations within a 7-day period for just \$19 per person. This pass was designed to fill capacity and increase ridership between Maine stations.
- NNEPRA is collecting responses to a business travel survey through June.
- Planning is underway for FY2020.

Ms. Crosby provided the following group travel update:

- More than 4,500 group passengers rode the train in May and June, primarily Maine middle and high school students.
- NNEPRA hosted a series of familiarization trips for group leaders to experience Downeaster service firsthand.

FINANCE REPORT – Patricia Quinn

Ms. Quinn noted that both the April and May Variance reports were included in this month’s Board materials. Ms. Quinn reviewed the May 2019 preliminary finance report.

Mr. Melrose noted that a modification is needed to the year to date variance/other revenue section in the Preliminary Variance Report May 2019

Vote to accept May 2019 preliminary variance report

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

Ms. Quinn reported that Maine DOT Commissioner Van Note Vote had reviewed and approved the FY20 Draft Operating Budget.

Vote to accept FY20 Operating Budget as approved by Maine DOT Commissioner

Motion: Mr. Hobart
Seconded: Ms. Hayes
Accepted: All

PROJECT UPDATES – Jim Russell

- Royal Siding work has resumed and Pan Am is preparing cross over panels and equilateral panels for install in June. Up to three multi-day outages are expected when the second track is tied into the mainline track, but those outages will impact riders between Portland and Brunswick only. Alternate bus transportation will be provided. No schedule has been set.
- The panel replacement at 3rd and Chestnut Streets in Dover is set for June 25, 2019. It will require a full 24-hour outage and arrangements are being made to provide alternate bus transportation for passengers.
- The 2020-2021 Capital Maintenance program will include the replacement of 5 grade crossings and timber replacement on the Fore River Bridge.

- The Rockingham Siding Project in New Hampshire is still anticipated to be completed in 2019, but a schedule has not been received from Pan Am.
- A date has not yet been set for the replacement of the Saco Main Street Bridge.

OTHER BUSINESS

- Ms. Quinn reviewed the Project Status Summary and noted a change in format from FY to calendar year as requested by Maine DOT Commissioner Van Note to better align with the departments planning efforts.
- NNEPRA plans to apply for a CRISI grant when they become available to fund the Wells Siding Project. Ms. Hayes said that the Maine DOT can't make a definite commit at this time but hopes to provide the project matching funds.
- NNEPRA submitted a CMAQ Grant Application to NHDOT for a rehabilitation of Dover Siding.
- Ms. Quinn briefed the Board on capacity issues from Haverhill, MA to Boston, MA on Train 680.
 - On July 1, 2019 the MBTA will increase their monthly commuter pass fare to \$360.00 which has the potential to further constrain Downeaster Train 680.
 - In response, NNEPRA has advertised a fare plan which would increase monthly commuter passes from Brunswick to Boston and points in between to \$339.00.
 - Mr. Hobart inquired about adding an additional coach but it was explained that additional coaches are not available at this time.
 - The Board agreed that there should be a minimum threshold of at least 20 seats to be reserved for one-way ticket purchases on trains requiring seat blocks.
 - Mr. McKinnon stated that the price increase was fair and practical.
 - Ms. Hayes inquired about the possibility of offering a tax credit to Maine residents. That is currently not possible through the Amtrak reservation system.

Vote to accept the Fare Plan as presented

Motion: Mr. Hobart

Seconded: Mr. Large

Accepted: All

- The MaineDOT has hired HNTB to evaluate the options for the Portland Transportation Center, and whether investments should be made in the existing center, or if it should be relocated based on the greatest benefits to the traveling public. The results are anticipated by Labor Day.
- Ms. Hayes noted that Commissioner VanNote would like to participate in Board meetings and asked if Board meeting location and times could be changed. The Board agreed to continue to hold meetings (typically) on the 4th Monday of the month at 3pm and to look for a meeting location in Brunswick.

PUBLIC COMMENT

Mr. Koski inquired into the status of service to Rockland

- Ms. Quinn replied that there will be no service this summer and that NNEPRA is working with the host railroad, MaineDOT and Amtrak so that the pilot program could begin in 2020.

Vote to adjourn at 2:39pm

Motion: Mr. McKinnon

Seconded: Mr. Hobart

Accepted: All

NEXT MEETING: August 26, 2019 in BRUNSWICK. Location TBD

DOWNEASTER 2019 PERFORMANCE REPORT

July 2018-June 2019



Fiscal Year 2019 Ridership						
	FY2018 Actual	FY2019 Actual	FY2019 Target	Variance to Target	Var %	Passenger 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%	3,191,011
November	42,110	42,753	43,050	(297)	-1%	3,446,794
December	43,557	40,215	46,035	(5,820)	-13%	3,351,363
January	34,458	37,963	36,797	1,166	3%	3,078,211
February	37,498	40,460	38,444	2,016	5%	3,251,302
March	41,505	46,787	43,989	2,798	6%	3,813,086
April	48,515	48,694	50,310	(1,616)	-3%	4,009,483
May	42,755	44,429	44,485	(56)	0%	3,687,607
June	48,492	48,234	48,000	234	0%	4,022,649
Total	551,038	547,293	546,061	1,232	0%	44,373,253

Ridership records were broken in 7 of 12 months, and revenue records were broken in 9 of 12 months.

FY19 Ticket revenue is the highest ever in Downeaster history.

Fiscal Year 2019 Ticket Revenue						
	FY2018 Actual	FY2019 Actual	FY2019 Target	Variance to Target	Var %	Average 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
November	\$ 791,778	\$ 826,526	\$ 817,950	\$ 8,576	1%	\$ 19.33
December	\$ 831,519	\$ 796,707	\$ 874,665	\$ (77,958)	-9%	\$ 19.81
January	\$ 623,626	\$ 703,697	\$ 680,745	\$ 22,953	3%	\$ 18.54
February	\$ 698,382	\$ 774,464	\$ 720,825	\$ 53,639	7%	\$ 19.14
March	\$ 798,783	\$ 886,504	\$ 835,791	\$ 50,713	6%	\$ 18.95
April	\$ 910,032	\$ 917,726	\$ 943,313	\$ (25,587)	-3%	\$ 18.85
May	\$ 787,031	\$ 811,714	\$ 822,973	\$ (11,259)	-1%	\$ 18.27
June	\$ 900,154	\$ 908,948	\$ 840,000	\$ 68,948	8%	\$ 18.84
Total	\$10,245,062	\$10,276,202	\$10,109,092	\$ 167,110	2%	\$ 18.78

Note that track work in September and October significantly impacted performance.

Customer Satisfaction				
June	Downeaster	Amtrak	FY to Date	
Overall Customer Satisfaction	91	84	90	
Value of Amtrak Service for Price Paid	87	80	88	
Reliability or On Time Performance of the Train	87	81	84	
Information Given About Problems Delays While on the Train	86	80	85	
Clarity of Announcements	86	79	83	
Friendliness/Helpfulness of Train Conductor	94	88	93	
Overall Cleanliness of Train	91	85	91	
Cleanliness of Train Windows	89	84	89	
Cleanliness of the Restrooms on the Train	81	70	82	
Overall Experience in Café Car	88	79	86	
Friendliness/Helpfulness of Café Car Personnel	92	84	93	
Quality/Freshness of Food in Café Car	91	84	90	
Overall WiFi Service	72	63	74	

Performance						
On Time Performance	January	February	March	April	May	June
Train OTP 2019	84%	78%	78%	85%	80%	72%
Train OTP 2018	66%	76%	78%	73%	69%	64%
Passenger OTP 2019						
Delay Causes						
<i># of Trains Scheduled</i>	310	280	310	300	310	300
<i># of Trains Operated</i>	310	280	307	300	310	300
<i># of Trains Lost</i>	50	64	65	43	61	83
Primary Cause of Delay:						
Commuter Train (CTI)	2	6	3	1	2	5
Engine Failure (ENG)	0	4	4	0	1	1
Freight Train (FTI)	12	18	15	12	8	2
MoW Work (DMW)	7	4	4	1	1	6
Police (POL)	0	0	0	0	4	0
Signals (DCS)	11	8	7	6	18	12
Speed Restriction (DSR)	3	6	3	2	1	12
Weather (WTR)	0	0	0	0	1	0
Late Turn of Equipment (ITI)	6	1	2	6	1	5
Passenger Train (PTI)	6	17	16	4	14	24
Other	3	0	11	11	10	16

DRAFT FY2019 BUDGET VARIANCE REPORT - June 2019

	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	908,498	840,000	68,498	10,276,202	10,109,092	167,110	2%
Food Service Revenue	86,237	74,763	11,474	876,463	824,986	51,477	6%
Advertising Revenue	0	1,100	(1,100)	1,050	4,000	(2,950)	-74%
Parking Lot Revenue	39,301	40,000	(699)	553,599	550,500	3,099	1%
Interest on Accounts	1,327	250	1,077	12,860	3,000	9,860	329%
Other Revenue	28,571	21,091	7,480	280,536	253,200	27,336	11%
Total Operating Revenues	1,063,934	977,203	86,730	12,000,710	11,744,778	255,932	2%
Expenses							
Wages and Benefits							
Permanent Full-Time	39,000	37,972	1,028	407,665	431,328	(23,663)	0%
Benefits	27,000	25,901	1,099	262,096	271,424	(9,328)	0%
Total Wages and Benefits	66,000	63,873	2,127	669,761	702,752	(32,991)	-5%
Administration							
Office Expenses	8,500	8,847	(347)	105,939	106,665	(726)	-1%
Professional Services	4,000	4,167	(167)	47,030	77,500	(30,470)	-39%
Insurance	2,147	2,544	(397)	27,264	30,178	(2,914)	-9%
Board Operations	1,715	1,505	210	20,321	17,800	2,521	14%
Total Administration Expenses	16,361	17,062	(701)	200,555	232,143	(31,588)	-14%
Train Operations							
Amtrak Operations	1,206,438	1,405,928	(199,490)	16,426,187	16,391,147	35,040	-2%
Train Fuel Cost	136,603	178,859	(42,256)	1,751,204	2,348,775	(597,571)	-18%
PanAm	130,000	109,583	20,417	1,219,869	1,315,000	(95,131)	-10%
Other Train Operations	3,720	4,467	(747)	53,997	33,585	20,412	2%
Facilities	20,497	14,705	5,792	330,171	328,585	1,586	-2%
Capital Maintenance	176,911	176,911	0	769,788	769,788	0	0%
Total Train Operations	1,674,169	1,890,453	(216,284)	20,551,216	21,186,880	(635,664)	-3%
Station Operations							
Portland Station	30,900	31,000	(100)	382,332	407,514	(25,182)	0%
Platform Ins	10,954	11,515	(561)	131,195	135,122	(3,927)	-3%
Station Platform Leases	18,000	18,000	0	51,761	49,119	2,642	-9%
Other Station Improvements	1,800	833	967	3,078	10,000	(6,922)	(1)
Total Station Operations	61,654	61,348	306	568,366	601,755	(33,389)	-6%
Food Service							
Total Food Service	91,392	86,400	4,992	1,010,837	955,893	54,944	1%
Marketing							
Total Marketing	67,373	15,674	51,699	468,417	500,000	(31,583)	0%
Total Expenses	1,976,949	2,134,810	(157,861)	23,469,151	24,179,423	(710,272)	-3%
Additional Funding Required	913,015	1,157,607	(244,592)	11,468,441	12,434,645	(966,204)	-8%
Overall Cost Recovery	54%	46%		51%	49%		
Café Cost Recovery	94%	87%		87%	86%		

Downeaster FY2020 Performance Report

July 2019



Fiscal Year 2020 Ridership						
	FY2019	FY2020	FY2020	Variance	Var	Passenger
	Actual	Actual	Target	to Target	%	Miles
July	57,912	55,168	57,552	(2,384)	-4%	4,468,608

Fiscal Year 2020 Ticket Revenue						
	FY2019	FY2020	FY2020	Variance	Var	Average
	Actual	Actual	Target	to Target	%	Fare
July	\$1,134,781	\$1,041,369	\$1,128,024	\$ (86,655)	-8%	\$ 18.88

Performance						
On Time Performance	February	March	April	May	June	July
Train OTP 2019	78%	78%	85%	80%	72%	58%
Train OTP 2018	76%	78%	73%	69%	64%	45%
Passenger OTP 2019						
Delay Causes						
# of Trains Scheduled	280	310	300	310	300	310
# of Trains Operated	280	307	300	310	300	310
# of Trains Lost	64	68	43	61	83	129
Primary Cause of Delay:						
Commuter Train (CTI)	6	3	1	2	5	13
Engine Failure (ENG)	4	4	0	1	1	0
Freight Train (FTI)	18	15	12	8	2	3
MoW Work (DMW)	4	4	1	1	6	3
Police (POL)	0	0	0	4	0	1
Signals (DCS)	8	7	6	18	12	11
Speed Restriction (DSR)	6	3	2	1	12	33
Weather (WTR)	0	0	0	1	0	16
Late Turn of Equipment (ITI)	1	2	6	1	5	7
Passenger Train (PTI)	17	16	4	14	24	36
Other	0	14	11	10	16	6