

FISCAL YEAR 2019

Board of DirectorsBriefing Materials January 28, 2019

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
 Seek ways to improve bicycle access Amtrak network
- Operate 5 daily R/T Brunswick-Boston
- Improve/promote last mile connectivity
- 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

January 28, 2019 NNEPRA Office 75 West Commercial Street, Suite 104 Portland, Maine 04101

12:15pm 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 Concord Coach Lines related to the Portland Transportation Center.
- 3. 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 November 2018 Board Meeting
- Performance Update
- Finance Update
- Project Updates
- Other Business
- Public Comment

Next Meeting: Monday, February 25, 2019 NNEPRA Office, Portland, ME

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

November 26, 2018 NNEPRA, Portland, ME

Directors in attendance:

Mr. John Melrose, Chairman; Mr. Dana Connors, Vice Chairman; Mr. Ron McKinnon, Treasure; Mr. Charles Large; Mr. Brian Hobart; and, Ms. MaryAnn Hayes, MaineDOT Ex-officio.

Staff in attendance:

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

Interested parties:

Mr. Dana Knapp, Concord Coach; Mr. Stephen Corcoran, Amtrak; Mr. Kevin Chittenden, Amtrak; Mr. Wayne Davis, TrainRiders Northeast; Mr. Paul Weiss, Maine Rail Transit Coalition and Maine Sierra Club; Mr. Stanley Koski, Maine Rail Group; and, Mr. Richard Rudolph, Maine Rail Group.

Opening Remarks

Motion to open Public Session at 12:30 pm

Motion: Mr. McKinnon Seconded: Mr. Connors

Accepted: All

Motion to enter Executive Session at 12:31 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. Large

Accepted: All

Motion to reopen Public Session at 12:54 pm

Motion: Mr. Hobart Seconded: Mr. McKinnon

Accepted: All

Vote to accept minutes as presented by the staff

Motion: Mr. Connors Seconded: Mr. Hobart

Accepted: All

DOWNEASTER PERFORMANCE REPORT

Ms. Quinn reviewed the Performance Report highlighting the following:

- Trackwork lasted two weeks longer than initially anticipated, impacting October ridership. Riders were continuously updated on the status.
- During the construction period September 4 October 12, 2018, 15,200 ties were installed, 6 grade crossings were rehabilitated, 80 joints were welded; tons of ballast were undercut at Forest Avenue in Portland; and, 6 to 7 minutes of delay time were eliminated.
- As of November 12th, all five Downeaster round-trips are starting and ending in Brunswick during the week and four on the weekend. At least one rider has been on the 4:30 am train out of Brunswick and on the late-night train back into Brunswick.
- In the past 2 weeks, 364 riders either got on or off the "new" trains in Brunswick and 101 riders in Freeport.
- Ridership is higher than projected and less than the same period last year. A few unexpected incidents impacted ridership in addition to trackwork including a natural gas explosion in Massachusetts and wet leaves on the rail that could have interrupted the electrical connections.
- Thanksgiving weekend was solid. There was record ridership in the day leading up to Thanksgiving Day ridership, however, ridership in the days following Thanksgiving was lower than in past years.
- On-time-performance (OTP) month-to-date is 71.4% and 80% since the trackwork was completed.
- Amtrak has started calculating OTP by the percentage of passengers impacted by delayed trains (customer on-time performance) rather than percentage of train that are delayed.
 - o The new calculation sows OTP at 81% month to date and 69% year to date.
 - o Still analyzing how this new formula impacts the current analysis that NNEPRA has been tracking.

Ms. Quinn applauded Amtrak's assistance, particularly Mr. Corcoran, during the trackwork with advance notices, discount ticketing and on-board assistance.

Mr. Melrose inquired whether there were projects in 2019 that would impact OTP. The Tie Replacement Project is planned for every other year, so the next one would occur in 2020. The Rockingham Siding Rehabilitation Project will begin in the 2019 construction season.

Mr. Beeler updated the current Café statistics.

Marketing Update – Patricia Quinn

- Ms. Quinn discussed the new ad campaign: Transform Your Travel. Roll-out of the new campaign was held off until after the fall construction was complete.
- Current marketing is being promoted on radio, cable tv, Train to Maine large banners in Boston and yellow stickie notes on newspapers.
- Ms. Quinn invited everyone to participate on the Santa Trains December 8th and 9th.

FINANCE REPORT – Marina Douglass

Ms. Quinn reviewed the September and October 2018 preliminary variance report.

Vote to accept preliminary variance Report

Motion: Mr. McKinnon Seconded: Mr. Hobart

Accepted: All

Project Updates – Patricia Quinn

- Ms. Quinn stated that several of the Lewiston/Auburn Study Committee members drove the possible rail
 configuration by starting in Auburn and ending in Portland on the St. Lawrence and Atlantic Rail Line and
 reversing on the Pan Am Rail Line to Auburn.
 - o Ms. Hayes stated that the trip was very informative as to the different possible routes and the challenges of service to Lewiston Auburn.
 - o Ms. Quinn appreciated the committee's time.
 - o The Study contractor, VHB, will be applying costs to the different scenarios. A final report may be ready in March with summary calculations.
- Wells Siding planning continues. A Benefit-Cost Analysis will be the first deliverable.
- Ms. Quinn informed the Board that Amtrak will be completing a safety assessment of the Rockland Branch, Mr. Corcoran from Amtrak has completed much of the background information for the assessment. With a positive assessment limited service to Rockland will start Memorial Day Weekend 2019. Mr. Chittenden stated that there wasn't an update to the status of the assessment.

Public Comment

Mr. Rudolph shared his concern that the construction delays and train annulments every other year will discourage people from riding the train. He inquired whether Pan Am could complete their work overnight. He said that freight still could run during the outages whether at night or during the day.

Ms. Quinn responded that Pan Am and NNEPRA makes a lot of effort to consider the impact to the Downeaster passengers. Pan Am doesn't have overnight equipment and NNEPRA needs to complete projects as Pan Am is able to schedule their labor force.

Options presented to Pan Am to reduce the passenger impact were working Saturdays and/or contracting work out. Pan Am did consider the options and was unable to implement them. Pan Am freight operations were also impacted during this trackwork.

Mr. Weiss stated that the best option is to doubletrack the entire rail line.

Ms. Quinn agreed and replied that the current Rockingham siding project and the potential Wells doubletrack project will add capacity. However, the funding for these projects is limited from both the federal and state level.

Mr. Weiss commented on the recent FRA ruling that allowing lighter weight rail cars.

Ms. Quinn responded that currently Amtrak has a Request for Information (RFI) posted for information on new or better equipment that might be appropriate for the Downeaster service. Mr. Beeler is on the committee that is discussing new equipment.

Mr. Weiss asked if another Request for Proposals (RFP) for the Rockland Branch freight service will be posted. Ms. Quinn stated that she is not sure what the new Maine DOT administration might do in regard to the Rockland Branch.

Mr. Weiss continued to state that the Lewiston-Auburn to Portland rail link is critical for environmental gain and connecting two of the largest Maine economies.

Mr. Rudolph asked if a long-term rail plan is required as there currently isn't one. Elements that he thinks need to be included are climate change, funding, environmental impacts and number of cars that are currently using the roads that could be replaced with a rail shuttle. He also supported the Rockland seasonal service and the Brunswick to Boston five round trips.

Mr. Davis informed the Board of TrainRiders Northeast 30th Annual Meeting and the 17th anniversary of the Downeaster. The meeting and luncheon are scheduled for December 14th at the Holiday Inn by the Bay.

Vote to adjourn at 1:56 pm

Motion: Mr. Connors Seconded: Mr. Hobart

Accepted: All

NEXT MEETING: January 28, 2018, Portland, Maine.

Downeaster Performance Report

2019 Fiscal Year To Date

July 2018 – December 2018

		Ride	ership			
	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%	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%	-
Total	297,815	280,726	284,036	(3,310)	-1%	##########

		Re	venue				
	FY2018	FY2019	FY2019	Variance	Var	A	verage
	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
November	\$ 791,778	\$ 826,526	\$ 817,950	\$ 8,576	1%	\$	19.33
December	\$ 831,519	\$ 796,707	\$ 874,665	\$ (77,958)	-9%	\$	19.81
Total	5,527,054	5,273,148	5,265,446	7,702	0%	\$	18.78

	Customer Satisfaction			
December		Downeaster	Amtrak	FY to Date
Overall Custom	er Satisfaction	92	91	89
Value of Amtra	k Service for Price Paid	90	88	88
Reliability or O	n Time Performance of the Train	85	86	79
Information Gi	ven About Problems Delays While on the Tra	88	87	81
Clarity of Anno	uncements	85	83	82
Friendliness/He	elpfulness of Train Conductor	93	93	93
Overall Cleanlin	ness of Train	92	91	92
Cleanliness of 1	Frain Windows	88	88	89
Cleanliness of t	he Restrooms on the Train	80	79	80
Overall Experie	nce in Café Car	87	86	89
Friendliness/He	elpfulness of Café Car Personnel	94	92	93
Quality/Freshn	ess of Food in Café Car	87	81	83
Overall WiFi Se	rvice	76	77	73

		On Tim	e Performance			
Calendar	July	August	September	October	November	December
2018	45%	45%	50%	45%	72%	81%
2017	54%	72%	65%	58%	67%	67%

	Current NAc 41-	Current Mac-th	Current Marit	Voorte Dat-	Vaart- D-:	Voorte Det-	Voorte D-t
	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
evenues							
Operating Revenue							
Amtrak Ticket Revenue	826,526	817,950	8,576	4,476,351	4,390,782	85,569	2%
Food Service Revenue	57,016	66,728	(9,711)	385,434	368,902	16,532	4%
Advertising Revenue	0	00,728	0	1,050	900	150	17%
Parking Lot Revenue	42,645	40,000	2,645	245,976	235,250	10,726	5%
Interest on Accounts	1,391	250	1,141	6,226	1,250	4,976	398%
Other Revenue	(171)	21,114	(21,285)	132,483	105,570	26,913	25%
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Total Operating Revenues	927,407	946,042	(18,634)	5,247,520	5,102,654	144,866	3%
penses							
Wages and Benefits							
Permanent Full-Time	32,716	32,987	(271)	169,183	169,746	(563)	0%
Benefits	21,365	21,475	(111)	108,542	108,852	(310)	0%
Total Wages and Benefits	54,081	54,462	(381)	277,726	278,598	(873)	0%
Administration			(2.1.1)			/	
Office Expenses	8,202	8,445	(244)	42,413	43,468	(1,055)	-29
Professional Services	3,963	4,167	(204)	28,344	34,067	(5,723)	-17%
Insurance	2,439	2,446	(7)	12,193	12,228	(35)	0%
Board Operations	1,788	1,453	334	8,252	7,266	986	14%
Total Administration Expenses	16,391	16,511	(120)	91,202	97,029	(5,827)	-6%
Train Operations							
Amtrak Operations	1,370,695	1,405,928	(35,233)	6,807,624	7,029,638	(222,015)	-3%
Train Fuel Cost	149,465	178,859	(29,394)	736,011	894,295	(158,284)	-18%
PanAm	109,583	109,583	(0)	502,332	547,917	(45,585)	-8%
Other Train Operations	6,035	4,417	1,618	25,123	22,283	2,839	13%
Facilities	24,506	29,496	(4,989)	106,185	125,426	(19,241)	-15%
Capital Maintenance	92,377	92,377	0	299,422	299,422	0	0%
Total Train Operations	1,752,661	1,820,659	(67,998)	8,476,696	8,918,981	(442,285)	-5%
Station Operations	20.000	24.000	(4.00)	454500	455.000	(500)	
Portland Station	30,900	31,000	(100)	154,500	155,000	(500)	0%
Platform Ins	10,904	10,904	(0)	54,519	54,520	(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)	243,482	247,639	(4,158)	-2%
Food Service							
Regular	69,823	77,490	(7,667)	424,101	430,092	(5,991)	-1%
Total Food Service	69,823	77,490	(7,667)	424,101	430,092	(5,991)	-1%
Marketing	35,168	35,000	168	160,298	197,500	(37,202)	-19%
Total Marketing	35,168	35,000	168	160,298	197,500	(37,202)	-19%
Total Expenses	1,969,928	2,046,027	(76,099)	9,673,505	10,169,840	(496,336)	-5%
Additional Funding Required	1,042,520	1,099,985	(57,465)	4,425,985	5,067,187	(641,202)	-13%
Revenue Per Passenger	21.69	21.98		21.82	21.44		
Cost Recovery	47%	46%		54%	50%		
Café Cost Recovery	82%	86%		91%	86%		

	Current Month	Current Month	Current Month	Year to Date	Year to Date	Year to Date	Year to Date
	Actual	Budget	Variance	Actual	Budget	Variance	Percent
evenues							
Operating Revenue							
Amtrak Ticket Revenue	796,707	874,665	(77,958)	5,273,058	5,265,447	7,611	09
Food Service Revenue	74,448	71,354	3,094	459,882	440,256	19,626	49
Advertising Revenue	0	0	0	1,050	900	150	179
Parking Lot Revenue	34,926	40,000	(5,074)	280,902	275,250	5,652	29
Interest on Accounts	934	250	684	7,160	1,500	5,660	377%
Other Revenue	20,813	21,091	(278)	153,296	126,661	26,636	21%
Total Operating Revenues	927,828	1,007,360	(79,532)	6,175,348	6,110,013	65,334	19
penses							
Wages and Benefits							
Permanent Full-Time	35,825	35,944	(119)	205,009	205,690	(681)	0%
Benefits	21,183	21,226	(42)	129,725	130,078	(353)	0%
Total Wages and Benefits	57,009	57,170	(161)	334,734	335,768	(1,034)	0%
Total Wages and Deficites	37,003	37,170	(101)	334,734	333,708	(1,034)	<u> </u>
Administration							
Office Expenses	7,528	10,180	(2,652)	49,941	53,648	(3,708)	-79
Professional Services	3,145	4,267	(1,122)	31,489	38,333	(6,845)	-18%
Insurance	2,439	2,544	(105)	14,632	14,772	(140)	-19
Board Operations	862	1,505	(643)	9,114	8,771	343	49
Total Administration Expenses	13,973	18,495	(4,522)	105,175	115,525	(10,350)	-9%
Train Operations							
Amtrak Operations	1,405,928	1,405,928	0	8,213,551	8,435,566	(222,015)	-3%
Train Fuel Cost	149,465	178,859	(29,394)	885,476	1,073,154	(187,678)	-179
PanAm	109,583	109,583	(0)	611,915	657,500	(45,585)	-7%
Other Train Operations	4,146	4,517	(371)	29,269	26,800	2,469	9%
Facilities	35,875	44,705	(8,830)	142,060	170,131	(28,071)	-16%
Capital Maintenance	3,815	3,900	(85)	303,237	303,322	(85)	0%
Total Train Operations	1,708,812	1,747,492	(38,680)	10,185,508	10,666,473	(480,965)	-5%
Station Operations							
Portland Station	30,900	31,000	(100)	185,400	186,000	(600)	09
Platform Ins	10,904	11,515	(611)	65,423	66,035	(612)	-19
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	42,515	(711)	285,286	290,154	(4,868)	-2%
Food Service							
Regular	85,017	82,863	2,154	509,118	512,955	(3,837)	-19
Total Food Service	85,017	82,863	2,154	509,118	512,955	(3,837)	-1%
Marketing	59,168	59,233	(65)	219,467	256,733	(37,267)	-15%
Total Marketing	59,168	59,233	(65)	219,467	256,733	(37,267)	-15%
Total Expenses	1,965,783	2,007,768	(41,985)	11,639,288	12,177,608	(538,320)	-4%
Additional Funding Required	1,037,955	1,000,408	37,547	5,463,940	6,067,595	(603,655)	-10%
Revenue Per Passenger	23.07	21.88		22.00	21.51		
Cost Recovery	47%	50%		53%	50%		
Café Cost Recovery	88%	86%		90%	86%		

NORTHERN NEW ENGLAND PASSENGER PAIL AUTHORITY

PROJECT STATUS SUMMARY

UPDATED 1/23/2019

NNEPRA Capital Project Summary

						-					Ā	iticipated Project S	Anticipated Project Schedule to Closeout	
Status	Project Name	Budget	Expended To Date	Percent Complete	Funding Balance	ing oce	Commitments/ Obligations	Forecast Changes	Fo	Forecast Balance	Sept-Dec	Jan - Mar	Sept-Dec Jan - Mar Apr - Aug	Sept-Dec
	Pan Am Deferred	\$ 6,223,246 \$ 5,439,080 87%	5,439,080	87%	\$ 784,166 \$	4,166	\$ 784,166 \$	\$	\$		%26		%86	100%
	Change from last report	\$	2,811	%0	Ş	,	(2,812)	- \$	Ş				ļ	
	Pan Am CIP 2018-2019	\$ 1,523,702 \$	681,847	45%	\$ 84	\$ 841,855 \$	\$ 841,856 \$	· \$	\$	(1)	%58	85%	100%	
	Change from last report	\$	123,282	%8	;) \$	(123,282) \$	3 (123,281) \$	- \$	\$	(1)				
	Royal Siding Project	\$ 9,370,084 \$ 5,852,575	5,852,575	%29	\$ 3,51	2,509	\$ 3,517,509 \$ 3,517,510 \$	· •	⋄	(1)	%08	*85 %	100%	
)	Change from last report	\$	24,816	%0	, \$	(442,338) \$	3 271,264		Ş	(96,079)				
	Pan Am Tie Project 2018	\$ 1,490,860 \$ 1,209,854	1,209,854	81%	\$ 28	\$ 281,006 \$	\$ 281,006 \$	· \$	s		*100%			
	Change from last report	\$	356,701	10%	2)	(408,873)	546,168			(1,873)				
	Capital Project Total	\$ 18,607,892 \$ 13,183,355	13,183,355	71%	\$ 5,42	4,537	\$ 5,424,537 \$ 5,424,538 \$	ا د	₩.	П				
	Change from last report		507,609	%9	6) \$	(974,493) \$	\$ 691,340			(97,952)				

NNEPRA Planning & Project Development Summary

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				-		_					Anticipate	d Project Sch	Anticipated Project Schedule to Closeout	
Status	Project Name	B udget	Expended To Date	Percent Complete	Funding Balance	Commitments		Forecast Changes	Forecast Balance	Sept-D	ec Jan	- Mar	Sept-Dec Jan - Mar Apr - Aug	Sept-Dec
	L/A Service Plan Change from last month	\$ 000'005	00,000 \$ 323,893 65% \$ 176,107 \$ 253,000 \$ - \$ (76,893)	%59	\$ 176,107	\$ 253	\$ 000';		(76,89	3) 75%	%S6 *		100%	
	Wells Siding D & E, Part I \$	459,764 \$	43,433 9%		\$ 416,331 \$	1 \$ 456	459,764 \$		- \$ (43,433)	3) 30%		%02	100%	
	Westbrook/Portland Connector \$ Change from last month	49,655 \$		49%	24,407 49% \$ 25,248 \$		49,655 \$ - \$ (24,407)		\$ (24,40	%26 (2	×	100%		
	Planning Project Total \$	\$ 1,009,419 \$	09,419 \$ 391,732 65%	%59	\$ 617,68	\$ 617,687 \$ 762,419 \$ - \$ (144,732)	,419 \$		\$ (144,73	2)				

Initial complete date

Major delay/high risk

O Some delay/minimal risk

On schedule/minimal risk

Northern New England Passenger Rail Authority Board of Directors Meeting January 28, 2019