



NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY

FISCAL YEAR 2019

Board of Directors Briefing Materials February 25, 2019

NNEPRA OFFICE
75 W. COMMERCIAL ST, STE 104
PORTLAND, ME
12:00 PM



NNEPRA FY2019 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

- 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 MEETING AGENDA

February 25, 2019

NNEPRA Office

75 West Commercial Street, Suite 104

Portland, Maine 04101

12:00pm 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 January 2019 Board Meeting
- Performance Update
- Finance Update
- Project Updates
- Other Business
- Public Comment

Next Meeting:

Monday, March 25, 2019

NNEPRA Office, Portland, ME

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

January 28, 2019
NNEPRA, Portland, ME

Directors in attendance:

Mr. John Melrose, Chairman; Mr. Dana Connors, Vice Chairman; Mr. Ron McKinnon, Treasurer; Mr. Brian Hobart; Ms. MaryAnn Hayes, MaineDOT Ex-officio; and, Mr. Steve Lyons, Maine Office of Tourism Ex-officio

Staff in attendance:

Ms. Patricia Quinn, Mr. Brian Beeler, Ms. Marina Douglass, Mr. Stephen Houdlette, Mr. Jim Russell, Ms. Jennifer Crosby

Interested parties:

Mr. Dana Knapp, Concord Coach; Mr. Kevin Chittenden, Amtrak; Mr. Wayne Davis, TrainRiders Northeast; Stanley Koski, Maine Rail Group; Mr. Richard Rudolph, Maine Rail Group; Mr. Tony Donovan, Sierra Club; Mr. Russ Barber, Maine Rail Group; and, Mr. William Lord, TrainRiders Northeast

Opening Remarks

Motion to open Public Session at 12:21 pm

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

Motion to enter Executive Session at 12:22 pm

4. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Amtrak regarding the operating agreement.
5. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Concord Coach Lines related to the Portland Transportation Center.

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

Motion to reopen Public Session at 1:25 pm

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

Vote to accept minutes as presented by the staff

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

DOWNEASTER PERFORMANCE REPORT

Ms. Quinn reviewed the Performance Report highlighting the following:

- FY19 to date Ridership total of 280,726 is 3,310 less than projected.
- FY19 to date revenue is \$7,702 above projected.
- CSI consistently strong, overall customer satisfaction of 92.
- On Time Performance is improving and was 81% in December 2018. Fall track projects contributed to these improvements.
- To date, January OTP is 85%
- 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.
- Through January 21, 2019 ridership on the “new trains” increased by 2,300 riders over the previous year.

Mr. Melrose inquired whether there is a recovery period after construction projects, which may have resulted in lower ridership in December 2018. Ms. Quinn responded that it is possible, but then many factors contribute to ridership patterns – including weather and events.

Mr. Beeler stated that a new system for reporting has been implemented which will look at café data from a per transaction perspective. December 2018 saw 8,828 transactions represents about 22% of riders.

FINANCE REPORT – Marina Douglass

Ms. Douglass reviewed the November 2018 preliminary variance report.

Vote to accept preliminary variance Report

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

Project Updates – Jim Russell + Patricia Quinn

Current Projects- Jim Russell

- The 2020-2021 Capital Maintenance program is in the planning stages with Pan Am. It is expected to include similar work elements such as grade crossings and other rail replacements.
- The Rockingham Siding Project in New Hampshire is set to begin this summer and be completed by the end of 2019.
- Winter work includes brush cutting which will begin in February.

Planning Projects- Patricia Quinn

- The L/A study is starting to wrap up. The group is currently looking at various alignments and cost estimates. A public meeting is scheduled to be held in March 2019.
- The design work on the Wells Siding project continues.
- VHB is conducting a high-level feasibility study for a rail shuttle between Westbrook and Downtown Portland.
- NNEPRA looking at potential new locations for a Portland station.

Other Business

- Ms. Quinn commented on the 30-day Government shutdown noting that there may have been an impact on NNEPRA had the shutdown continued.
- Mr. Beeler noted that Amtrak has sent an RFP to replace Amfleet equipment. Amtrak is looking at a variety of options for equipment.
- Mr. Beeler noted that PIDS are 100% complete and installed in all Maine stations.
- Ms. Quinn presented requested OPEGA reports to the board for approval. OPEGA requested a list of procurements and contributions from NNEPRA.
- Ms. Quinn stated NNEPRA is still committed to seasonal service to Rockland and hopeful that Amtrak will move forward with the risk assessment.
- Mr. Russell noted that the status of the Brunswick Parking lot is pending.
- The North Station underground walkway is now complete, meaning that passengers can travel by train from Brunswick, ME to Washington D.C. without going outside.

Public Comment

Richard Rudolph inquired about the delay in determining if there will be Rockland service. Mr. Melrose replied that Maine's government is currently in transition. Ms. Hayes added that the new Commissioner of Transportation, Bruce Van Note, does not want to make any decisions until he is confirmed and that the new Governor is prioritizing projects. Ms. Hayes expects to have additional information for February meeting. Mr. McKinnon added that the Board remains interested in this project. Mr. Connors added that the Board has no intention to delay a decision further than necessary.

Tony Donovan stated that there are four new pieces of legislation related to rail.

Vote to adjourn at 2:20 pm

Motion: Mr. McKinnon

Seconded: Mr. Hobart

Accepted: All

NEXT MEETING: February 25, 2019 - Portland, Maine.



Downeaster Performance Report

Fiscal Year 2019 to Date: July 2018 – January 2019

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%	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%	3,112,966
Total	332,273	318,689	320,833	(2,144)	3%	25,623,881

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
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
Total	6,150,680	5,976,845	5,946,191	30,655	1%	18.75

Customer Satisfaction			
December	Downeaster	Amtrak	FY to Date
Overall Customer Satisfaction	92	91	89
Value of Amtrak Service for Price Paid	90	88	88
Reliability or On Time Performance of the Train	85	86	79
Information Given About Problems Delays While on the Train	88	87	81
Clarity of Announcements	85	83	82
Friendliness/Helpfulness of Train Conductor	93	93	93
Overall Cleanliness of Train	92	91	92
Cleanliness of Train Windows	88	88	89
Cleanliness of the Restrooms on the Train	80	79	80
Overall Experience in Café Car	87	80	88
Friendliness/Helpfulness of Café Car Personnel	94	0	93
Quality/Freshness of Food in Café Car	87	81	83
Overall WiFi Service	76	77	73

Performance						
Calendar	August	September	October	November	December	January
2019	45%	50%	45%	72%	81%	84%
				Customer OTP	87%	87%
2018	72%	65%	58%	67%	67%	66%



NNEPRA Preliminary Budget Variance Report

January 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	703,697	680,745	22,952	5,976,755	5,946,192	30,563	1%
Food Service Revenue	57,016	57,035	(19)	516,898	497,291	19,607	4%
Advertising Revenue	0	0	0	1,050	900	150	17%
Parking Lot Revenue	51,178	58,750	(7,572)	332,080	334,000	(1,920)	-1%
Interest on Accounts	626	250	376	7,785	1,750	6,035	345%
Other Revenue	18,501	21,091	(2,590)	182,360	147,751	34,609	23%
Total Operating Revenues	831,018	817,871	13,147	7,016,928	6,927,884	89,044	1%
Expenses							
Wages and Benefits							
Permanent Full-Time	33,381	33,400	(19)	238,390	239,090	(700)	0%
Benefits	21,614	21,613	1	151,339	151,691	(351)	0%
Total Wages and Benefits	54,995	55,013	(18)	389,729	390,781	(1,052)	0%
Administration							
Office Expenses	15,008	10,380	4,627	64,949	64,029	920	1%
Professional Services	3,981	4,167	(186)	35,470	42,500	(7,030)	-17%
Insurance	2,147	2,544	(397)	16,530	17,316	(786)	-5%
Board Operations	1,726	1,505	221	10,902	10,276	626	6%
Total Administration Expenses	22,861	18,595	4,266	127,850	134,120	(6,270)	-5%
Train Operations							
Amtrak Operations	1,405,922	1,405,928	(6)	9,502,159	9,841,494	(339,335)	-3%
Train Fuel Cost	149,465	178,859	(29,394)	751,590	1,252,013	(500,423)	-40%
PanAm	109,583	109,583	(0)	721,498	767,083	(45,585)	-6%
Other Train Operations	4,700	4,467	233	33,969	31,267	2,702	9%
Facilities	45,502	52,130	(6,628)	188,045	222,261	(34,216)	-15%
Capital Maintenance	34,608	34,700	(92)	337,845	338,022	(177)	0%
Total Train Operations	1,749,778	1,785,667	(35,888)	11,535,105	12,452,140	(917,035)	-7%
Station Operations							
Portland Station	35,865	36,114	(249)	221,265	222,114	(849)	0%
Platform Ins	10,954	11,515	(561)	76,426	77,549	(1,123)	-1%
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	46,819	47,629	(810)	332,154	337,782	(5,628)	-2%
Food Service							
Regular	69,823	66,235	3,589	578,942	579,190	(248)	0%
Total Food Service	69,823	66,235	3,589	578,942	579,190	(248)	0%
Marketing							
Total Marketing	41,824	41,850	(26)	261,390	260,583	807	0%
Total Expenses	1,986,100	2,014,988	(28,888)	13,225,170	14,154,596	(929,426)	-7%
Additional Funding Required	1,155,082	1,197,117	(42,035)	6,208,242	7,226,712	(1,018,470)	-14%
Cost Recovery	42%	41%		53%	49%		
Revenue Per Passenger	21.89	22.23		22.02	21.59		
Café Cost Recovery	82%	86%		89%	86%		
Ridership	37,963	36,797		318,689	320,833		



PROJECT STATUS SUMMARY

UPDATED

2/21/2019

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 report	\$ 6,223,246	\$ 5,439,080 2,811 0%	87%	\$ 784,166	\$ 784,166 (2,812)	\$ -	\$ -	92%	98%	100%	100%
	Pan Am CIP 2018-2019 Change from last report	\$ 1,523,702	\$ 681,847 123,282 8%	45%	\$ 841,855	\$ 841,856 (123,281)	\$ -	\$ (1)	85%	85%	100%	100%
	Royal Siding Project Change from last report	\$ 9,370,084	\$ 5,852,575 24,816 0%	62%	\$ 3,517,509	\$ 3,517,510 (271,264)	\$ -	\$ (1)	80%	85%	100%	100%
	Pan Am Tie Project 2018 Change from last report	\$ 1,490,860	\$ 1,209,854 356,701 10%	81%	\$ 281,006	\$ 281,006 546,168	\$ -	\$ -	100%	100%	100%	100%
	Capital Project Total Change from last report	\$ 18,607,892	\$ 13,183,355 6%	71%	\$ 5,424,537	\$ 5,424,538 (1,873)	\$ -	\$ -	75%	70%	70%	70%

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	\$ 323,893	65%	\$ 176,107	\$ 253,000	\$ -	\$ (76,893)	75%	95%	100%	100%
	Wells Siding D & E, Part I Change from last month	\$ 459,764	\$ 43,433	9%	\$ 416,331	\$ 459,764	\$ -	\$ (43,433)	30%	60%	100%	100%
	Westbrook/Portland Connector Change from last month	\$ 49,655	\$ 24,407	49%	\$ 25,248	\$ 49,655	\$ -	\$ (24,407)	20%	70%	100%	100%