
FY19 Board Briefing Materials

March 25, 2019

NNEPRA Office
75 W. Commercial Street, Suite 104
Portland, Maine 04101

1:00pm



For More Information

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**NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY**



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



MEETING AGENDA

NNEPRA BOARD of DIRECTORS

March 25, 2019

NNEPRA Office

75 West Commercial Street, Suite 104

Portland, Maine 04101

12:30pm **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.

1:00pm **Vote to close Executive Session and open Public Session**

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

Next Meeting:

Monday, April 29, 2019

NNEPRA Office, Portland, ME



MEETING MINUTES

Minutes of the Meeting of the Board of Directors

February 25, 2019

NNEPRA, Portland, ME

Directors in attendance:

Mr. John Melrose, Chairman; Mr. Dana Connors, Vice Chairman; Mr. Ron McKinnon, Treasurer; Mr. Brian Hobart; Ex-officio; and, Mr. Steve Lyons, Maine Office of Tourism Ex-officio; Commissioner Van Note

Staff in attendance:

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

Interested parties:

Mr. Wayne Davis, TrainRiders Northeast; Mr. Stanley Koski, Maine Rail Group; Mr. William Lord, TrainRiders Northeast; Ms. MaryAnn Hayes, MaineDOT; Ms. Allison Harris, Brunswick Resident; Mr. Richard Rudolph, Maine Rail Group and Mr. Bruce Sleeper, TrainRiders Northeast.

Opening Remarks

Motion to open Public Session at 12:08pm

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

Motion to enter Executive Session at 12:08pm

- 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Amtrak regarding the operating agreement.
- 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. Lyons
Seconded: Mr. Hobart
Accepted: All

Motion to reopen Public Session at 1:45pm

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

Vote to accept minutes as presented by the staff

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



DOWNEASTER PERFORMANCE REPORT

Ms. Quinn reviewed the Performance Report highlighting the following:

- FY19 to date Ridership total of 318,689 is 2,144 less than projected.
- FY19 to date revenue is \$30,655 more than projected.
- CSI consistently strong, overall customer satisfaction of 92.
- A new metric, Customer OTP, has been introduced by Amtrak and will be reported. While the tradition OTP metric represents the percentage of trains which arrive at the end station within 10 minutes of the scheduled time, customer OTP represents the percentage of passengers who reach their terminating station within 10 minutes of scheduled travel time.
- 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.
- November 12 through mid-February, ridership to Brunswick has increased by more than 30%.

MARKETING UPDATE – Natalie Bogart & Jennifer Crosby

Ms. Bogart stated the following

- The focus on the marketing program through the winter months is to keep brand awareness high and generate ridership through targeted grassroots efforts and a mix of paid advertising including, television, digital, social, and outdoor advertising
- In February, promotions focused on Maine and NH school vacation weeks and actively promoting day trips and family friendly Downeaster Travel Packages.
- Continue to promote sporting events and concerts at TD Garden as well as our College 6Tix pass.
- Currently working to develop tourism Train to Maine Campaign with the goal of generating ridership on off peak trains.

Ms. Crosby stated the following

- Attending the AAA Travel Show the first weekend in March to promote the Downeaster particularly taking the train to Maine. Anticipated attendance over 20,000.
- Group travel in February 2019 is greater than last year. March is looking strong with 19 groups currently booked representing 1500 passengers.

FINANCE REPORT – Marina Douglass

Ms. Douglass reviewed the January 2019 preliminary variance report.

Vote to accept preliminary variance Report

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

Mr. Beeler noted that based on the new metric of transactions in the Café, we can see that approximately 22.4% of passengers visit/purchase from the Downeaster Café.

Project Updates – Jim Russell & Patricia Quinn

Current Projects- Jim Russell

- The 2020-2021 Capital Maintenance program is currently being drafted by Pan Am. It is expected to include work elements such as grade crossing and other rail replacements.
- The Rockingham Siding Project in New Hampshire is set to begin in July 2019 and be completed by the end of 2019.
- Work remaining in the 2018-2019 Capital Maintenance Program includes:
 - Brush cutting which will begin in February.

- Crossing replacement in Dover
- Saco Main Street Bridge

Planning Projects- Patricia Quinn

- L/A Service Plan: a public meeting is scheduled to be held in March 27, 2019 in L/A
- 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

- Mr. Beeler noted that Amtrak has sent an RFP to replace Amfleet equipment. Amtrak is looking at a variety of options for equipment. The initial RFP is due by the end of March with final due June 15th.
- 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 Rockland service. Commissioner Van Note replied that he has approved NNEPRA's request to move forward with the exploration of a seasonal pilot program. Given that there are several bridges on the Rockland Branch which will require costly repairs within the next several years and the low prospect of freight usage help justify investment, the Commissioner made it clear that the MaineDOT could not commit to a long term agreement, stressing that annual approval would be required to continue to pilot, and that MaineDOT reserved the right to cancel the seasonal service at any time. Concerned that the public might be disappointed if the service were to be cancelled in the future, MaineDOT will want to be involved with NNEPRA in crafting public messaging about the condition of the line. Despite his concern about building unrealistic expectations, he noted that he felt it was appropriate to utilize this public asset until such time a decision is made whether or not to further invest in the line. A MOU will be drafted to clarify conditions of use.

Richard Rudolph asked how parking revenue from the Portland Transportation Center is distributed between NNEPRA and Concord Coach. Ms. Quinn replied that parking revenue from Lot B, across the street from the PTC, was credited to NNEPRA, while revenue from Lot A and other alternate lots was credited to Concord.

Stanley Koski ask if there is a revised projected completion date for Royal Siding. Mr. Russell replied that it is expected to be complete in the summer of 2019.

Allison Harris asked about the Cedar Street Parking Lot in Brunswick. Jim Russell replied that the parking lot project is pending and expected to be developed in two phases, one to pave the lot and the second to construction a pedestrian path.

Vote to adjourn at 2:36 pm

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

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

DOWNEASTER PERFORMANCE REPORT

FY2019 To Date

July 2018-February 2019



Both ridership and revenue broke February records in 2019 exceeding the previous February ridership record of 37,498 and the previous revenue record of \$698,382, both achieved in 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%	4,763,477
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%	3,317,720
Total	369,771	359,149	359,277	(128)	0%	28,906,846

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
February	\$ 698,382	\$ 774,464	\$ 720,825	\$ 53,639	7%	\$ 19.14
Total	\$6,849,062	\$6,751,310	\$6,667,016	\$ 84,294	1%	\$ 18.80

Note that track work in September and October resulted in significant service interruptions and multiple train cancellations.



DOWNEASTER PERFORMANCE REPORT

FY2019 To Date

July 2018-February 2019



Customer Satisfaction			
February	Downeaster	Amtrak	FY to Date
Overall Customer Satisfaction	92	86	89
Value of Amtrak Service for Price Paid	90	80	88
Reliability or On Time Performance of the Train	87	84	81
Information Given About Problems Delays While on the Train	87	82	82
Clarity of Announcements	85	80	82
Friendliness/Helpfulness of Train Conductor	96	89	93
Overall Cleanliness of Train	92	86	91
Cleanliness of Train Windows	90	83	89
Cleanliness of the Restrooms on the Train	87	73	81
Overall Experience in Café Car	89	84	88
Friendliness/Helpfulness of Café Car Personnel	93	86	93
Quality/Freshness of Food in Café Car	88	82	84
Overall WiFi Service	76	65	75

On Time Performance						
Calendar	September	October	November	December	January	February
2019	50%	45%	72%	81%	84%	77%
			<i>Customer OTP</i>	87%	87%	85%
2018	65%	58%	67%	67%	66%	76%

PRIMARY CAUSES of DELAYS

Freight Train Interference	21%
Passenger Train Interference	19%
Signals	12%
Temporary Speed Restrictions	12%
Engine Failure	11%
Commuter Train Interference	11%

OTP was greatly improved for the first 3 weeks of the month. Cold temperatures and freezing rain at the end of the month created a number of infrastructure and operational challenges.



PRELIMINARY BUDGET VARIANCE REPORT - FEBRUARY 2019

	Current Month			Year to Date			
	Actual	Budget	Variance	Actual	Budget	Variance	Percent
Revenues							
Operating Revenue							
Amtrak Ticket Revenue	774,464	720,825	53,639	6,751,219	6,667,017	84,202	1%
Food Service Revenue	62,786	59,588	3,198	576,269	556,879	19,389	3%
Advertising Revenue	0	0	0	1,050	900	150	17%
Parking Lot Revenue	36,499	40,000	(3,501)	368,579	374,000	(5,421)	-1%
Interest on Accounts	376	250	126	8,161	2,000	6,161	308%
Other Revenue	21,516	21,091	425	204,070	168,842	35,228	21%
Total Operating Revenues	895,641	841,754	53,887	7,909,348	7,769,638	139,710	2%
Expenses							
Wages and Benefits							
Permanent Full-Time	32,054	32,200	(146)	270,443	271,290	(847)	0%
Benefits	20,727	20,676	51	172,067	172,367	(300)	0%
Total Wages and Benefits	52,781	52,876	(95)	442,510	443,657	(1,147)	0%
Administration							
Office Expenses	6,143	8,480	(2,337)	71,167	72,509	(1,342)	-2%
Professional Services	3,500	4,167	(667)	38,970	46,667	(7,697)	-16%
Insurance	2,147	2,544	(397)	18,677	19,859	(1,183)	-6%
Board Operations	2,117	1,505	612	13,019	11,780	1,239	11%
Total Administration Expenses	13,907	16,695	(2,788)	141,833	150,816	(8,983)	-6%
Train Operations							
Amtrak Operations	1,405,272	1,405,928	(656)	10,954,256	11,247,421	(293,165)	-3%
Train Fuel Cost	149,465	178,859	(29,394)	1,168,826	1,430,872	(262,046)	-18%
PanAm	109,583	109,583	(0)	745,334	876,667	(131,332)	-15%
Other Train Operations	2,674	4,467	(1,793)	36,537	35,733	803	2%
Facilities	41,419	26,555	14,864	229,464	248,816	(19,352)	-8%
Capital Maintenance	10,903	11,000	(97)	348,748	349,022	(274)	0%
Total Train Operations	1,719,316	1,736,392	(17,076)	13,483,166	14,188,532	(705,366)	-5%
Station Operations							
Portland Station	30,900	31,000	(100)	252,165	253,114	(949)	0%
Platform Ins	10,954	11,515	(561)	87,380	89,064	(1,683)	-2%
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	41,854	42,515	(661)	374,008	380,297	(6,289)	-2%
Food Service							
	69,823	69,199	624	651,155	648,389	2,766	0%
Total Food Service	69,823	69,199	624	651,155	648,389	2,766	0%
Marketing							
	41,817	43,333	(1,516)	311,828	303,917	7,911	3%
Total Marketing	41,817	43,333	(1,516)	311,828	303,917	7,911	3%
Total Expenses	1,939,498	1,961,010	(21,512)	15,404,500	16,115,606	(711,106)	-4%
Additional Funding Required	1,043,857	1,119,256	(75,399)	7,495,152	8,345,968	(850,816)	-10%
Ridership	40,460	38,444	2,016	359,149	359,277	-128	
Total Revenue Per Passenger	\$ 22.14	\$ 21.90	\$ 0.24	\$ 22.02	\$ 21.63	\$ 0.40	
Overall Cost Recovery	46%	43%	3%	51%	48%	3%	
Café Cost Recovery	90%	86%	4%	88%	86%	3%	



PROJECT STATUS REPORT- FEBRUARY 2019

UPDATED
3/20/2019

PROJECT STATUS SUMMARY



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	\$ 5,605,709	90%	\$ 617,537	\$ 617,537	\$ -	\$ -	92%	98%	100%	100%
	Pan Am CIP 2018-2019 Change from last report	\$ 1,523,702	\$ 710,467	47%	\$ 813,235	\$ 813,235	\$ -	\$ -	85%	85%	100%	100%
	Royal Siding Project Change from last report	\$ 9,370,084	\$ 5,854,416	62%	\$ 3,515,668	\$ 3,515,668	\$ -	\$ -	80%	85%	100%	100%
	Pan Am Tie Project 2018 Change from last report	\$ 1,490,860	\$ 1,209,854	81%	\$ 281,006	\$ 281,006	\$ -	\$ -	100%	100%	100%	100%
	Rockingham Siding Project Change from last report	\$ 1,600,000	\$ -	0%	\$ 1,600,000	\$ 1,600,000	\$ -	\$ -	80%	85%	100%	100%
	Capital Project Total Change from last report	\$ 18,607,892	\$ 13,380,445	72%	\$ 5,227,447	\$ 5,227,447	\$ -	\$ -	80%	85%	100%	100%

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	\$ 404,002	81%	\$ 95,998	\$ 95,998	\$ -	\$ -	75%	95%	100%	100%
	Wells Siding D & E, Part I Change from last month	\$ 459,764	\$ 149,722	33%	\$ 310,042	\$ 310,042	\$ -	\$ -	30%	70%	100%	100%
	Westbrook/Portland Connector Change from last month	\$ 50,000	\$ 47,884	96%	\$ 2,116	\$ 2,116	\$ -	\$ -	30%	60%	100%	100%
	Planning Project Total	\$ 1,009,764	\$ 601,608	60%	\$ 408,156	\$ 408,156	\$ -	\$ -	30%	60%	100%	100%

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