
FY19 Board Briefing Materials

April 29, 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

April 29, 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, May 20, 2019

Clarion Hotel, Portland, ME

MEETING MINUTES

March 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 Mary Ann Hayes, MaineDOT; Mr. Charles Large

Staff in attendance:

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

Interested parties:

Mr. Stanley Koski, Maine Rail Group; Mr. Richard Rudolph, Maine Rail Group and Mr. Bruce Sleeper, TrainRiders Northeast; Mr. Steve Corcoran, Amtrak; Mr. Kevin Chittenden, Amtrak, and Mr. Dana Knapp, Concord Coach Lines

Opening Remarks

Motion to open Public Session at 12:30

- Motion: Mr. Hobart
- Seconded: Mr. Connors
- Accepted: All

Motion to enter Executive Session at 12:31

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. Hobart
- Accepted: All

Motion to reopen Public Session at 1:14pm

- Motion: Mr. McKinnon
- Seconded: Mr. Connors
- 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:

- February 2019 total ridership of 40,260 represents a 5% increase over 2018. It was the best February ridership in Downeaster history.
- FY19 to date ridership total of 359,149 is 128 riders less than projected.
- FY19 to date revenue is \$84,294 more than projected.
- Preliminary results indicate that March ridership will meet the target of 43,989.
- CSI consistently strong, overall customer satisfaction of 92.
- February Customer OTP of 85% and Train OTP of 77%.

FINANCE REPORT – Marina Douglass

Ms. Douglass reviewed the February 2019 preliminary variance report.

Vote to accept preliminary variance Report

Motion: Mr. Hobart

Seconded: Mr. MacKinnon

Accepted: All

Project Updates – Jim Russell & Patricia QuinnCurrent Projects- Jim Russell

- The 2020-2021 Capital Maintenance program is being drafted by Pan Am. It is expected to include work elements such as grade crossings and other rail replacements.
- The Rockingham Siding Project in New Hampshire is set to begin July 1st and be completed by the end of 2019.
- 2018-2019 Capital Maintenance Program work elements remaining include
 - Brush cutting which will begin in February.
 - Crossing replacement in Dover
 - Saco Main Street Bridge

Planning Projects- Patricia Quinn

- The L/A study a public meeting is scheduled to be held in March 27, 2019 in Lewiston
- The Wells Siding project is in final design phase.
- 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.

These projects are all ongoing, with nothing final to report at this time.

Other Business

- NNEPRA is working with MaineDOT, CMQ and Amtrak to complete required safety evaluation of the line.
- The Old Orchard Beach Chamber of Commerce has suggested that the Quik-Trak machine be re-installed in OOB. Mr. Beeler is working with Amtrak on that request.
- Amtrak is moving forward with the procurement of new equipment and has recently extended the schedule by approximately 2 months.

- NNEPRA will present a preliminary budget at the April meeting.
- The Downeaster Ambassador Appreciation Luncheon will be held on Monday, May 20, 2019.

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Public Comment

Richard Rudolph commented that there should be a 5-10 year planning horizon for projects. Ms. Quinn distributed a handout highlighting pending projects.

Vote to adjourn at 2:14pm

Motion: Mr. McKinnon

Seconded: Mr. Hobart

Accepted: All

NEXT MEETING: April 29, 2019 - Portland, Maine.

DOWNEASTER PERFORMANCE REPORT

FY2019 To Date

July 2018-March 2019



Both ridership and revenue broke March records in 2019 exceeding the previous February ridership record of 44,715 achieved in 2014 and the previous revenue record of \$798,783 achieved in 2018.

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
Total	411,276	405,936	403,266	2,670	4%	32,653,514

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
Total	\$ 7,647,845	\$ 7,637,814	\$ 7,502,807	\$ 135,007	2%	\$ 18.82

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-March 2019



Customer Satisfaction Index (CSI)			
	Downeaster		Amtrak
	19-Mar	FY to Date	19-Mar
Overall Customer Satisfaction	92	89	86
Value of Amtrak Service for Price Paid	90	88	81
Reliability or On Time Performance of the Train	89	82	85
Information Given About Problems Delays While on the Train	87	82	82
Clarity of Announcements	85	82	81
Friendliness/Helpfulness of Train Conductor	92	93	89
Overall Cleanliness of Train	92	91	86
Cleanliness of Train Windows	90	89	84
Cleanliness of the Restrooms on the Train	88	82	74
Overall Experience in Café Car	84	87	84
Friendliness/Helpfulness of Café Car Personnel	93	93	87
Quality/Freshness of Food in Café Car	85	84	79
Overall WiFi Service	70	75	66

On-Time Performance (OTP)						
	October	November	December	January	February	March
Train OTP 2019	45%	72%	81%	84%	78%	78%
Passenger OTP 2019			87%	88%	85%	84%
Train OTP 2018	58%	67%	67%	66%	76%	78%
<i># of Trains Scheduled</i>	310	300	310	310	280	310
<i># of Trains Operated</i>	292	292	310	310	280	307
<i># of Trains Delayed</i>	161	83	59	50	64	65
Primary Causes of Delay:						
Commuter Train (CTI)	14	6	0	2	6	3
Engine Failure (ENG)	1	1	1	0	4	4
Freight Train (FTI)	12	10	11	12	18	15
MoW Work (DMW)	12	1	3	7	4	4
Police (POL)	0	0	1	0	0	0
Signals (DCS)	17	17	8	11	8	7
Speed Restriction (DSR)	30	5	1	3	6	3
Weather (WTR)	2	5	0	0	0	0
Late Turn of Equipment (ITI)	10	0	0	6	1	2
Passenger Train (PTI)	32	20	8	6	17	16
Other	31	18	26	3	0	11



PRELIMINARY BUDGET VARIANCE REPORT- MARCH 2019

	March 2019			Fiscal Year 2019 to Date			
	Actual	Budget	Variance	Actual	Budget	Variance	Percent Var
Revenues							
Operating Revenue							
Amtrak Ticket Revenue	886,504	835,791	50,713	7,637,813	7,502,808	135,005	2%
Food Service Revenue	79,029	77,981	1,049	655,298	634,860	20,438	3%
Advertising Revenue	0	0	0	1,050	900	150	17%
Parking Lot Revenue	43,046	40,000	3,046	411,625	414,000	(2,375)	-1%
Interest on Accounts	1,233	250	983	9,395	2,250	7,145	318%
Other Revenue	27,584	21,091	6,493	251,965	189,932	62,033	33%
Total Operating Revenues	1,037,396	975,112	62,284	8,967,145	8,744,750	222,395	3%
Expenses							
Wages and Benefits							
Permanent Full-Time	32,408	32,444	(36)	302,851	303,734	(883)	0%
Benefits	20,519	20,630	(111)	192,586	192,997	(411)	0%
Total Wages and Benefits	52,927	53,074	(147)	495,437	496,731	(1,294)	0%
Administration							
Office Expenses	7,011	8,430	(1,419)	79,278	80,940	(1,662)	-2%
Professional Services	2,868	9,667	(6,799)	39,965	56,333	(16,368)	-29%
Insurance	2,147	2,544	(397)	20,824	22,403	(1,579)	-7%
Board Operations	1,994	1,505	489	15,013	13,285	1,728	13%
Total Administration Expenses	14,019	22,145	(8,126)	155,080	172,961	(17,881)	-10%
Train Operations							
Amtrak Operations	1,304,978	1,405,928	(100,950)	12,254,717	12,653,349	(398,632)	-3%
Train Fuel Cost	150,086	178,859	(28,773)	1,314,161	1,609,731	(295,570)	-18%
PanAm	109,583	109,583	(0)	845,360	986,250	(140,890)	-14%
Other Train Operations	3,564	4,467	(902)	40,101	40,200	(99)	0%
Facilities	37,790	21,505	16,285	267,254	270,321	(3,067)	-1%
Capital Maintenance	12,787	12,800	(13)	375,000	375,022	(22)	0%
Total Train Operations	1,618,788	1,733,142	(114,354)	15,096,593	15,934,873	(838,280)	-5%
Station Operations							
Portland Station	37,467	37,500	(34)	289,632	290,614	(982)	0%
Platform Ins	10,954	11,515	(561)	98,334	100,578	(2,244)	-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	48,420	49,015	(594)	422,428	429,312	(6,883)	-2%
Food Service	95,072	90,558	4,514	746,227	738,947	7,281	1%
Marketing	35,362	35,400	(38)	350,191	350,233	(43)	0%
Total Expenses	1,864,589	1,983,334	(118,745)	17,265,957	18,123,057	(857,100)	-5%
Additional Funding Required	827,193	1,008,222	(181,029)	8,298,811	9,378,307	(1,079,496)	-12%
Overall Cost Recovery	56%	49%		52%	48%		
Café Cost Recovery	83%	86%		88%	86%		

PROJECT STATUS REPORT- MARCH 2019

UPDATED

4/24/2019

PROJECT STATUS SUMMARY

April 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 2018	Jan-Mar 2019	Apr-Aug 2019	Sept-Dec 2019
	Pan Am Deferred Change from last report	\$ 6,223,246	\$ 5,612,351 6,643	90%	\$ 610,895 (6,643)	\$ 610,895 (6,643)	\$ -	\$ -	92%	98%	100%	100%
	Pan Am CIP 2018-2019 Change from last report	\$ 1,523,702	\$ 825,774 115,307	54%	\$ 697,928 (115,307)	\$ 697,928 (115,307)	\$ -	\$ -	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	\$ -	\$ -	90%	100%	100%	100%
	Rockingham Siding Project Change from last report	\$ 1,600,000	\$ 649 649	0%	\$ 1,599,351 (649)	\$ 1,599,351 (649)	\$ -	\$ -	80%	85%	100%	100%
	Capital Project Total Change from last report	\$ 20,207,892	\$ 13,503,044 122,599	67%	\$ 6,704,848	\$ 6,704,848 (122,599)	\$ -	\$ -				

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 2018	Jan-Mar 2019	Apr-Aug 2019	Sept-Dec 2019
	L/A Service Plan Change from last report	\$ 500,000	\$ 429,261 25,259	86%	\$ 70,739 (25,259)	\$ 70,739 (25,259)	\$ -	\$ -	75%	95%	100%	100%
	Wells Siding D & E, Part I Change from last report	\$ 531,520	\$ 181,202 31,481	34%	\$ 350,317 (31,481)	\$ 350,317 (31,481)	\$ -	\$ -	30%	70%	100%	100%
	Westbrook/Portland Connector Change from last report	\$ 50,000	\$ 48,595 711	97%	\$ 1,405 (711)	\$ 1,405 (711)	\$ -	\$ -	30%	60%	100%	100%
	Planning Project Total Change from last report	\$ 1,081,520	\$ 659,059 711	61%	\$ 422,461	\$ 422,461 (711)	\$ -	\$ -				

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