
FY20 Board Briefing Materials

September 23, 2019

BRUNSWICK TOWN HALL
85 Union Street
Brunswick, ME

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



For More Information

 207-780-1000 x 105

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**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

September 23, 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 August 2019 Board Meeting**
- **August Performance Update**
- **Finance Update**
- **Project Updates**
- **Other Business**
- **Public Comment**

Next Meeting:

Tentative - October 28, 2019, Brunswick Town Hall

3:00pm



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

August 26, 2019
Brunswick Town Office
85 Union St. Brunswick, ME 04011

Directors in attendance:

Mr. John Melrose, Chairman; Mr. Dana Connors, Vice Chairman; Mr. Ron McKinnon, Treasurer; Mr. Brian Hobart; Mr. Charles Large; 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. Jennifer Crosby, Mr. William Gayle, Mr. Stephen Houdlette, Mr. Jim Russell.

Interested parties:

Mr. Wayne Davis, TrainRiders Northeast; Mr. Stanley Koski, Maine Rail Group; Mr. Richard Rudolph, Maine Rail Group; Mr. Dean Rybolt, Amtrak; Mr. Kevin Chittenden, Amtrak; Mr. Dana Knapp, Concord Coach Lines; Mr. Pem Schaeffer, Private Citizen; Mr. Mark Bickford, Private Citizen

Opening Remarks

Motion to open Public Session at 3:05pm

Motion:
Seconded:
Accepted: All

Motion to enter Executive Session at 3:07pm

4. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Concord Coach Lines related to the Portland Transportation Center.
5. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss potential operations for Rockland Branch service.
6. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss development strategy.

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

Motion to reopen Public Session at 3:30pm

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

Vote to accept minutes as presented by the staff

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

DOWNEASTER PERFORMANCE AND FINANCE UPDATE

Ms. Quinn provided performance update for FY20 and a recap of FY19 highlighting the following:

- Recap of FY19 ridership and revenue performance:
 - Total ridership exceeded target by 1,032 riders for the year (86% increase over 2006 ridership)
 - Total revenue exceeded target by two percent for the year breaking records in nine out of 12 months (136% increase over 2006 revenue). Ticket revenue for FY19 was the highest ever in Downeaster history.
 - CSI consistently strong, overall customer satisfaction of 90 (Amtrak nationally is at 84).
 - OTP for June was 72%, largely affected by on-going construction and heat restrictions. OTP for 2018 was 64%.
- Recap of FY20 included:
 - July ridership slightly under target however still third highest July on record. Significant delays occurred due to heat, pedestrian strike, and construction. Additionally, there were fewer demand factors in Boston.
 - August ridership is averaging over 2,000 riders a day and is set to meet target despite limited service due to construction activities.
- Mr. Beeler noted that approximately 21% of passengers visit/purchase from the Downeaster Café. Café sales are at 87% cost recovery.

MARKETING UPDATE –Jennifer Crosby

Ms. Crosby stated the following:

- NNEPRA is offering a variety of flash sales to build ridership during typically low ridership periods. The first flash sale was well received, and there will likely be more in the fall.
- In response to the success of our Cancer Care Fare and interest from passengers traveling for other medical reasons NNEPRA is developing a new 30% Medical Care Fare.
- NNEPRA is procuring services for a re-design of the www.nnepra.com website. Goal is to have a site that is more user friendly for providing information to public.
- NNEPRA is participating in a variety of trade shows, college resource fairs, and community events this fall to increase brand awareness and generate leads.

PROJECT UPDATES – Patricia Quinn & Jim Russell

Current Projects- Patricia Quinn & Jim Russell

- 2018-2019 Capital Maintenance Program:
 - A grade crossing in Dover, NH was replaced in June.
 - Four additional grade crossing upgrades are scheduled for August and September 2019. There will be service interruptions as a result.
- Royal Siding project:
 - Work is progressing and grade crossing paving is anticipated in the coming month.
- Rockingham Siding Project:
 - 2,500 ties have been installed.
 - Anticipated work to be completed in 2019.

Planning Projects- Patricia Quinn

- Wells Siding:
 - Design work for second platform and ADA accessibility underway
 - NNEPRA will submit an application to the 2019 Consolidated Rail Infrastructure and Safety Improvements (CRISI) grant for construction funding.
- Portland Station:
 - NNEPRA looking at potential new locations for a Portland station,
 - Study underway by MaineDOT examining alternatives.
- Exit 53 Station:

- Working in conjunction with the City of Falmouth and MTA, NNEPRA is examining possibility of a station at West Falmouth Crossing at Exit 53.
- Station location would allow access for travelers on I-95.
- Rockland service pilot program:
 - Amtrak has completed its geometry car inspection and next steps will be determined when those results have been analyzed.

Mr. Large noted a number of projects are being completed this year 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.

Other Business

- Mr. Gayle provided a summary of Title VI requirements and noted NNEPRA's plan must be approved by the Board for Federal Transit Administration compliance. Moving forward updates to the plan will be made as additional demographic data becomes available.
 - Vote to accept Title VI Plan
Motion: Mr. Hobart
Seconded: Mr. Lyons
Accepted: All
- Ms. Quinn provided an update regarding Amtrak's notification that U.S. Customs and Border Patrol will be conducting routine checks at Downeaster stations in Maine.
- NNEPRA is looking at making minor schedule adjustments.
- Ms. Quinn provided an update regarding the Haverhill fare increase. There was no decrease in ridership.
- Ms. Quinn noted the Saco Station will have a new tenant; Shuttlebus Zoom will be located at the station beginning in September. The goal is to create a transit hub at the Station with local transit schedule aligning with Downeaster schedule.
- NNEPRA continues to monitor and participate in the Amtrak fleet procurement.

Ms. Hayes noted that the Governor is interested in mitigating climate change through transportation. The ability to Amtrak to procure "greener" equipment could help in future funding decisions.

Public Comment

Mr. Davis noted the importance of the Portland Station Relocation to growing the Downeaster service. Mr. Davis also expressed support for the pilot program to Rockland.

Mr. Rudolph asked about the state of the State Rail Plan and who is leading that effort. Ms. Hayes noted it was a State plan and would be looking into status and beginning the update.

Mr. Bickford asked if the northbound Wye is off the table in Portland? Mr. Melrose noted that it is being re-examined.

Vote to adjourn at 4:43pm

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

NEXT MEETING: September 23, 2019 - Brunswick, Maine.

Downeaster FY2020 Performance Update - August 2019

August 2019 was the best performing month in Downeaster history!



2020 Fiscal Year

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%	4,515,558
August	56,332	60,944	56,332	4,612	8%	4,675,556
Total	114,244	116,112	113,884	4,612	4%	4,515,558

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
August	\$ 1,088,275	\$ 1,160,971	\$ 1,090,024	\$ 70,947	7%	\$ 19.05
Total	\$ 2,223,056	\$ 2,202,340	\$2,218,048	(15,708)	-1%	18.97

Ridership was strong all along the line but travel to Maine stations led the way with Brunswick, Freeport, Old Orchard and Saco all seeing double-digit growth compared to 2018.

Customer Satisfaction				
July	Downeaster	Amtrak	FY to Date	
Overall Customer Satisfaction	93	83	93	
Value of Amtrak Service for Price Paid	91	79	91	
Reliability or On Time Performance of the Train	86	78	86	
Information Given About Problems Delays While on the Train	89	79	89	
Clarity of Announcements	85	79	85	
Friendliness/Helpfulness of Train Conductor	93	88	93	
Overall Cleanliness of Train	92	84	92	
Cleanliness of Train Windows	87	83	87	
Cleanliness of the Restrooms on the Train	79	71	79	
Overall Experience in Café Car	86	80	86	
Friendliness/Helpfulness of Café Car Personnel	93	0	93	
Quality/Freshness of Food in Café Car	93	83	93	
Overall WiFi Service	70	61	70	



Performance						
On Time Performance	March	April	May	June	July	August
Train OTP 2019	78%	85%	80%	72%	55%	58%
Train OTP 2018	78%	73%	69%	64%	45%	45%
Passenger OTP 2019						
Delay Causes						
# of Trains Scheduled	310	300	310	300	310	310
# of Trains Operated	307	300	310	300	310	310
# of Trains Lost	68	43	61	83	141	130
Primary Cause of Delay:						
Commuter Train (CTI)	3	1	2	5	13	12
Engine Failure (ENG)	4	0	1	1	0	1
Freight Train (FTI)	15	12	8	2	3	11
MoW Work (DMW)	4	1	1	6	3	2
Police (POL)	0	0	4	0	1	0
Signals (DCS)	7	6	18	12	11	13
Speed Restriction (DSR)	3	2	1	12	33	35
Weather (WTR)	0	0	1	0	16	2
Late Turn of Equipment (ITI)	2	6	1	5	7	2
Passenger Train (PTI)	16	4	14	24	36	27
Other	14	11	10	16	18	25

OTP also improved, despite track work. End Point OTP was up 10% compared to 2018 and minutes of passenger delay was reduced by nearly 30%.

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NNEPRA Board Variance Report

Fiscal Year 2020 - July 2019

Revenues	July Actual	July Budget	Variance	Percent
Operating Revenue				
Amtrak Ticket Revenue	\$ 1,041,369	\$ 1,128,024	\$ (86,655)	-8%
Food Service Revenue	\$ 76,413	\$ 92,083	\$ (15,670)	-21%
Advertising Revenue	\$ -	\$ -	\$ -	-
Parking Lot Revenue	\$ 34,760	\$ 40,833	\$ (6,073)	-17%
Interest and Other Revenue	\$ 30,054	\$ 26,418	\$ 3,636	12%
Total Operating Revenues	\$ 1,182,596	\$ 1,287,359	\$ (104,763)	-9%
Expenses				
Administration				
Salaries & Benefits	\$ 46,771	\$ 49,649	\$ (2,878)	-6%
Office Expenses	\$ 8,500	\$ 9,956	\$ (1,456)	-17%
Professional Services	\$ 4,297	\$ 5,333	\$ (1,036)	-24%
Insurance	\$ 2,147	\$ 2,180	\$ (33)	-2%
Board Operations	\$ 110	\$ 1,705	\$ (1,595)	-1450%
Total Administration Expenses	\$ 15,054	\$ 19,174	\$ (4,120)	-27%
Train Operations				
Amtrak Operations	\$ 1,328,523	\$ 1,452,648	\$ (124,125)	-9%
Train Fuel Cost	\$ 145,944	\$ 176,158	\$ (30,214)	-21%
PanAm	\$ 137,150	\$ 114,618	\$ 22,532	16%
Other Train Operations	\$ 1,408	\$ 5,661	\$ (4,253)	-302%
Facilities	\$ 22,155	\$ 24,658	\$ (2,503)	-11%
Capital Maintenance	\$ 13,764	\$ 13,764	\$ -	0%
Total Train Operations	\$ 1,648,943	\$ 1,787,506	\$ (138,564)	-8%
Station Operations				
Portland Station	\$ 30,900	\$ 30,900	\$ -	0%
Platform Ins	\$ -	\$ -	\$ -	-
Station Platform Leases	\$ -	\$ -	\$ -	-
Other Station Improvements	\$ 833	\$ 833	\$ -	-
Total Station Operations	\$ 31,733	\$ 31,733	\$ -	0%
Food Service	\$ 87,491	\$ 114,011	\$ (26,520)	-30%
Marketing	\$ 32,000	\$ 32,000	\$ -	0%
Total Operating Expenses	\$ 1,815,221	\$ 1,984,425	\$ (169,204)	-9%
Additional Funding Required	\$ 632,626	\$ 697,067	\$ (64,441)	-10%
Cost Recovery	65%	65%	0%	0%

UPDATED

9/20/2019

PROJECT STATUS SUMMARY
September 15, 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	\$ 5,690,672	91%	\$ 532,574	\$ 532,574	\$ -	\$ -	92%	98%	98%	98%
	Pan Am CIP 2018-2019 Change from last report	\$ 1,523,702	\$ 940,095	62%	\$ 583,607	\$ 583,607	\$ -	\$ -	85%	85%	90%	100%
	Royal Siding Project Change from last report	\$ 9,370,084	\$ 6,436,712	69%	\$ 2,933,372	\$ 2,933,372	\$ -	\$ -	80%	85%	85%	100%
	Pan Am Tie Project 2018 Change from last report	\$ 1,490,860	\$ 1,225,245	82%	\$ 265,615	\$ 265,615	\$ -	\$ -	90%	93%	97%	100%
	Rockingham Siding Project Change from last report	\$ 1,600,000	\$ 825,959	52%	\$ 774,042	\$ 774,042	\$ -	\$ -	10%	20%	40%	100%
	Pan Am CIP 2020 Change from last report	\$ 833,888	\$ 13,764	2%	\$ 820,124	\$ 820,124	\$ -	\$ -	90%	93%	97%	100%
	Capital Project Total Change from last report	\$ 21,041,780	\$ 15,132,445	72%	\$ 5,909,334	\$ 5,909,334	\$ -	\$ -				

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	\$ 484,075	97%	\$ 15,925	\$ 2,922	\$ -	\$ 13,003	75%	95%	100%	
	Wells Siding D & E, Part I Change from last report	\$ 531,520	\$ 286,301	54%	\$ 245,219	\$ 245,219	\$ -	\$ -	30%	30%	50%	100%
	Westbrook/Portland Connector Change from last report	\$ 50,000	\$ 49,137	98%	\$ 863	\$ 863	\$ -	\$ -	30%	60%	100%	
	Planning Project Total Change from last report	\$ 1,081,520	\$ 819,513	76%	\$ 262,007	\$ 249,004	\$ -	\$ 13,003				

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