
FY20 Board Briefing Materials

October 28, 2019

BRUNSWICK TOWN HALL
85 Union Street
Brunswick, ME

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



For More Information

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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

October 28, 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 September 2019 Board Meeting**
- **September Performance Update**
- **Finance Update**
- **Project Updates**
- **Other Business**
- **Public Comment**

Next Meeting:

November 19, 2019



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

September 23, 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. Bruce Van Note.

Staff in attendance:

Ms. Patricia Quinn, Mr. Brian Beeler, Ms. Natalie Bogart. Ms. Jennifer Crosby, Mr. William Gayle, Mr. Stephen Houdlette, Mr. Jim Russell.

Interested parties:

Mr. Stanley Koski, Maine Rail Group; Mr. Pem Schaeffer, Brunswick Citizen; Ms. Alison Harris, Brunswick Citizen; Mr. Kevin Chittenden, Amtrak; Mr. Dana Knapp, Concord Coach Lines; Ms. MaryAnn Hayes, MaineDOT; and Mr. Nate Moulton, MaineDOT

Opening Remarks

Motion to open Public Session at 3:06pm

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

Motion to enter Executive Session at 3:07pm

1. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Concord Coach Lines related to the Portland Transportation Center.
2. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss potential operations for Rockland Branch service.
3. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss development strategy.

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

Motion to reopen Public Session at 3:30pm

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

Vote to accept minutes as presented by the staff

Motion: Mr. Hobart
Seconded: Mr. Van Note
Accepted: All

AUGUST PERFORMANCE UPDATE

Ms. Quinn provided performance update for August FY20 highlighting the following:

- Best performing month for Downeaster since inception:
- **Ridership was strong all along the corridor with ridership at 60,944, an all-time high.**
 - Saco, Old Orchard Beach, and Brunswick stations experienced double-digit growth compared to August of 2018.
- **Monthly ticket revenue was the highest ever at \$1,160,971, exceeding the target by seven percent.**
- Despite track work, On-Time Performance (OTP) improved with End Point OTP up 10 percent compared to 2018.
 - **This performance was accomplished in the face of significant operational hurdles and delays due to highway railroad-grade crossing work.**
- Compared to 2018, minutes of passenger delay was reduced by nearly 30 percent.

MARKETING UPDATE – Natalie Bogart

- Ms. Bogart provided an overview of current marketing initiatives including the development of fall travel itineraries, Discovery Field Trip outreach, College 6Tix promotions and events, and upcoming Amtrak flash sales.
- Ms. Bogart distributed collaterals and briefed the Board of Directors on a new 30% medical travel discount.
- Ms. Bogart noted that seasonal service to Old Orchard Beach will end on Sunday, September 29th and that the fall/winter schedule will go into effect on Monday, October 21.

PROJECT UPDATES – Patricia Quinn & Jim Russell

Current Projects- Patricia Quinn & Jim Russell

- Provided an update on Rockingham Siding Project.
 - Manufacturing of the last remaining switches are anticipated to be cast in January 2020 with installation in the Spring 2020.
- Provided an update on the Royal Siding Project.
 - Track is nearly complete while surfacing continues, five public grade crossings finalized last Thursday.
 - The target for the operational start is set for November, 2019.

Discussion on the impact of capital projects interrupting service occurred focused Pan Am Railway and Maine Department of Transportation's Saco Main Street Bridge Replacement Project. NNEPRA has issued notifications and will provide for bus transportation to mitigate travel disruption. Mr. Russell provided an update that the two-grade crossing track panel replacements in Exeter NH (Main St & Front St) occurring in late August that required service interruptions were completed since the August BOD meeting.

A question was raised regarding the status of Amtrak's analysis for extension into Rockland. Ms. Quinn noted Amtrak is still in the process of finalizing the report.

Other Business

- Mr. Gayle provided an overview of the Resolution to Authorize NNEPRA to submit a Consolidated Rail Infrastructure and Safety (CRISI) grant. 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 Authorize NNEPRA to submit 2019 CRISI Grant**

Motion: Mr. Connors

Seconded: Mr. Melrose

Accepted: All

- Ms. Quinn provided an overview of the Meriden Station in Connecticut as example of “up and over” station design.
- Ms. Quinn updated the Board on the submission of grant to New Hampshire for CMAQ funding.
- Ms. Quinn provided NNEPRA is looking at making minor schedule adjustments to add capacity using existing equipment.
- Board of Directors reviewed NNEPRA’s Strategic Goals and Priorities.
- Ms. Quinn noted that NNEPRA is examining the impact of a schedule modification for Train 682 to see if an earlier departure time would attract additional riders.
- Ms. Quinn updated the Board on the upcoming Open House NNEPRA is jointly conducting with GPCOG on October 22 at Merrill Rehearsal Hall.
- Ms. Quinn noted that NNEPRA continues to monitor Amtrak’s equipment purchase process with bids likely in November.
- Board agreed to push the Annual Meeting from October to November, date and location is to be determined.

Chairman Melrose noted that he had asked NNEPRA staff to investigate passenger miles average by train so NNEPRA could understand better passenger miles per gallon and its competitive position on fuel economy relative to other modes. The national average per-passenger fuel economy by mode puts intercity rail at slightly above 55 passenger mile/gallon. The fuel economy for the Downeaster is about average when compared nationally with high variation depending on the month and train.

Public Comment

There were no comments from the public.

Vote to adjourn at 4:43pm

Motion: Mr. Hobart

Seconded: Mr. Lyons

Accepted: All

NEXT MEETING: October 28, 2019 - Brunswick, Maine.

FY2020 Downeaster September Performance Update



September 2019 was the second best September on record for ridership and revenue, however aggressive performance targets were not met.

Ridership						
	FY2019 Actual	FY2020 Actual	FY2020 Target	Variance to Target	Var %	Passenger Miles
July	57,912	55,168	57,552	(2,384)	-4%	4,515,558
August	56,332	60,944	56,332	4,612	8%	5,055,002
September	39,730	47,817	50,926	(3,109)	-6%	3,257,860
Total	153,974	163,929	164,811	(882)	-1%	9,570,560

Revenue						
	FY2019 Actual	FY2020 Actual	FY2020 Target	Variance to Target	Var %	Average 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
September	\$ 647,318	\$ 902,068	\$ 998,156	\$ (96,088)	-10%	\$ 18.87
Total	\$ 2,870,374	\$ 3,104,409	\$ 3,216,204	\$ (111,795)	-3%	\$ 18.94

Customer Satisfaction			
Aug-19	Downeaster	Amtrak	FY to Date
Overall Customer Satisfaction	91	85	92
Value of Amtrak Service for Price Paid	89	81	90
Reliability or On Time Performance of the Train	85	81	86
Information Given About Problems Delays While on the Train	87	80	88
Clarity of Announcements	88	79	87
Friendliness/Helpfulness of Train Conductor	93	89	93
Overall Cleanliness of Train	92	85	92
Cleanliness of Train Windows	88	83	88
Cleanliness of the Restrooms on the Train	78	70	79
Overall Experience in Café Car	88	80	87
Friendliness/Helpfulness of Café Car Personnel	89	88	91
Quality/Freshness of Food in Café Car	91	85	92
Overall WiFi Service	71	62	71



FY2020 Downeaster September Performance Update



Trackwork associated with the Royal Siding project caused numerous delays throughout the system in September.

	Performance					
	April	May	June	July	August	September
On Time Performance						
Train OTP 2019	85%	80%	72%	55%	58%	52%
Train OTP 2018	73%	69%	64%	45%	45%	50%
Passenger OTP 2019						
Delay Causes						
# of Trains Scheduled	300	310	300	310	310	300
# of Trains Operated	300	310	300	310	310	300
# of Trains Delayed	43	61	83	141	130	144
# Trains Limited Service	2	0	7	63	10	6
# Train Interrupted	1	0	0	1	6	0
# Trains Annulled/No Service	0	0	3	0	6	7
Primary Cause of Delay:						
Commuter Train (CTI)	1	2	5	13	12	12
Engine Failure (ENG)	0	1	1	0	1	3
Freight Train (FTI)	12	8	2	3	11	6
MoW Work (DMW)	1	1	6	3	2	1
Police (POL)	0	4	0	1	0	4
Signals (DCS)	6	18	12	11	13	19
Speed Restriction (DSR)	2	1	12	33	35	50
Weather (WTR)	0	1	0	16	2	0
Late Turn of Equipment (ITI)	6	1	5	7	2	5
Passenger Train (PTI)	4	14	24	36	27	41
Other	11	10	16	18	25	3

NNEPRA Draft FY2020 Board Variance Report

July - August 2019

Revenues	Current Month				Fiscal Year to Date			
	August Actual	August Budget	Variance	Percent	Actual	Budget	Variance	%
Operating Revenue								
Amtrak Ticket Revenue	\$ 1,160,971	\$ 1,090,024	\$ 70,947	6%	\$ 2,202,340	\$ 2,218,048	\$ (15,708)	-0.7%
Food Service Revenue	\$ 94,053	\$ 92,083	\$ 1,970	2%	\$ 170,466	\$ 184,166	\$ (13,701)	-8.0%
Advertising Revenue	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	
Parking Lot Revenue	\$ 33,258	\$ 40,833	\$ (7,575)	-23%	\$ 68,018	\$ 81,667	\$ (13,649)	-20.1%
Interest and Other Revenue	\$ 54,961	\$ 26,418	\$ 28,542	52%	\$ 85,015	\$ 52,837	\$ 32,178	37.8%
Total Operating Revenues	\$ 1,343,242	\$ 1,249,359	\$ 93,883	7%	\$ 2,525,839	\$ 2,536,718	\$ (10,879)	-0.4%
Expenses								
Administration								
Salaries & Benefits	\$ 54,149	\$ 59,649	\$ (5,500)	-10%	\$ 100,920	\$ 119,298	\$ (18,378)	-18.2%
Office Expenses	\$ 10,365	\$ 9,956	\$ 409	4%	\$ 18,865	\$ 19,911	\$ (1,046)	-5.5%
Professional Services	\$ 11,208	\$ 5,333	\$ 5,875	52%	\$ 15,505	\$ 10,667	\$ 4,838	31.2%
Insurance	\$ 2,180	\$ 2,180	\$ (0)	0%	\$ 4,327	\$ 4,361	\$ (34)	-0.8%
Board Operations	\$ 525	\$ 1,705	\$ (1,180)	-225%	\$ 635	\$ 3,410	\$ (2,775)	-437.0%
Total Administration Expenses	\$ 24,278	\$ 19,174	\$ 5,104	21%	\$ 140,252	\$ 157,647	\$ (17,395)	-12.4%
Train Operations								
Amtrak Operations	\$ 1,419,083	\$ 1,452,648	\$ (33,565)	-2%	\$ 2,747,606	\$ 2,905,295	\$ (157,689)	-5.7%
Train Fuel Cost	\$ 142,101	\$ 176,158	\$ (34,057)	-24%	\$ 288,045	\$ 352,316	\$ (64,271)	-22.3%
PanAm	\$ 146,035	\$ 114,618	\$ 31,417	22%	\$ 283,185	\$ 229,236	\$ 53,949	19.1%
Other Train Operations	\$ 2,998	\$ 5,661	\$ (2,663)	-89%	\$ 4,406	\$ 11,323	\$ (6,917)	-157.0%
Facilities	\$ 24,657	\$ 24,658	\$ (1)	0%	\$ 46,812	\$ 49,315	\$ (2,503)	-5.3%
Capital Maintenance	\$ 53,705	\$ 53,705	\$ -	0%	\$ 67,469	\$ 67,469	\$ -	0.0%
Total Train Operations	\$ 1,788,579	\$ 1,827,448	\$ (38,869)	-2%	\$ 3,437,522	\$ 3,614,954	\$ (177,432)	-5.2%
Station Operations								
Portland Station	\$ 30,900	\$ 30,900	\$ -	0%	\$ 61,800	\$ 61,800	\$ -	0.0%
Platform Ins	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	#DIV/0!
Station Platform Leases	\$ -	\$ -	\$ -		\$ -	\$ -	\$ -	#DIV/0!
Other Station Improvements	\$ -	\$ 833	\$ (833)		\$ 833	\$ 1,667	\$ (833)	-100.0%
Total Station Operations	\$ 30,900	\$ 31,733	\$ (833)	-3%	\$ 62,633	\$ 63,467	\$ (833)	-1.3%
Food Service	\$ 92,832	\$ 101,961	\$ (9,129)	-10%	\$ 180,323	\$ 215,971	\$ (35,648)	-19.8%
Marketing	\$ 29,552	\$ 32,000	\$ (2,448)	-8%	\$ 61,552	\$ 64,000	\$ (2,448)	-4.0%
Total Operating Expenses	\$ 1,966,142	\$ 2,012,316	\$ (46,175)	-2%	\$ 3,882,282	\$ 4,116,039	\$ (233,757)	-6.0%
Additional Funding Required	\$ 622,900	\$ 762,958	\$ (140,058)	-22%	\$ 1,356,445	\$ 1,579,322	\$ (222,876)	-16.4%
Overall Cost Recovery	68%	62%	6%		65%	62%	3%	

UPDATED

10/15/2019

PROJECT STATUS SUMMARY

October 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%	97%
	Royal Sliding Project Change from last report	\$ 9,370,084	\$ 6,469,253	69%	\$ 2,900,831	\$ 2,900,831	\$ -	\$ -	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 Sliding Project Change from last report	\$ 1,600,000	\$ 1,067,255	67%	\$ 532,745	\$ 532,745	\$ -	\$ -	10%	20%	40%	97%
	Pan Am CIP2020 Change from last report	\$ 833,888	\$ 67,469	8%	\$ 766,419	\$ 766,419	\$ -	\$ -	90%	93%	97%	100%
	Capital Project Total Change from last report	\$ 21,041,780	\$ 15,459,988	73%	\$ 5,581,791	\$ 5,581,791	\$ -	\$ -				

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%	100%
	Wells Sliding 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%	100%
	Planning Project Total	\$ 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