

Northern New England Passenger Rail Authority



September 2017



Board of Directors Briefing Materials

September 25, 2017

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

AmtrakDowneaster.com



FY2018 Draft Action Plan

Northern New England Passenger Rail Authority 75 W. Commercial Street, Portland, ME 04101 207-780-1000
Draft July 27, 2017

Meet or exceed projected Performance Benchmarks

- Achieve 46% total cost recovery
- Achieve 85% OTP
- Achieve 84% Café Cost Recovery in Café.
- Meet specified CSI goals.

Improve Service Efficiency

- Increase performance of off-peak trains.
- Seek efficiency measures in Cafe
- Increase revenue on peak trains.
- Seek ways to optimize equipment utilization.

Improve Passenger Services & Communication

- Launch new website
- Streamline group sales process
- Implement PIDS
- Enhance customer experience at Stations
- Explore ways to improve bicycle access

Sponsor Capital Projects to improve service quality and efficiency

- Complete MBTA Project
- Finalize 2018 Tie Program
- Support Kennebunk Station development
- Develop Wells Siding/Platform concept into a potential program.
- Initiate Royal Junction Siding Construction
- Participate in Portland Station improvements
- Seek funding for Rockingham Siding

Explore Options for Service Expansions

Continue work on L/A Study * Explore new opportunities as pertinent

Maintain Compliance with all Regulations

- Improve and enhance written Policies & Procedures
- Improve and enhance data collection & reporting
- Improve internal documentation processes.

Identify and Promote Economic and Public Benefits associated with the Downeaster.

Work to secure stable, dedicated and equitable funding mechanisms to sustain Downeaster operations and continued capital investments in the Downeaster Corridor.

BOARD of DIRECTORS MEETING AGENDA

September 25, 2017

12:15pm Vote to open meeting
 Vote to enter Executive Session

Motion to go into executive session pursuant to:

1. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Amtrak regarding the FY2017 and FY2018 agreement.
2. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Concord Coach Lines regarding agreements related to the Portland Transportation Center.
3. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with Pan Am Railways regarding agreements related to rail line improvements.
4. 1 MRS § 405(6)(C) and 23 MRS § 8115-A to discuss negotiations with VHB regarding agreements related to the L/A Service Plan.

1:00pm (time approximate)

- Introductions
- Approval of Minutes from July 31, 2017 Board Meeting
- Performance Update
 - Downeaster performance
- Finance Report
 - July & August 2017 Budget Variance Report
- Project Updates
- Executive Director's Report
- Other Business
- Public Comment

Next Meeting:

Annual Meeting, October 23, 2017

6:00pm in Portland location TBD.



July 31, 2017
Saco, Maine

Directors in attendance:

Mr. Brian Hobart, Mr. Ron McKinnon, Mr. John Melrose, Mr. Charles Large, Mr. George Gervais and Mr. Dana Connors

Staff in attendance:

Ms. Patricia Quinn, Mr. James Russell, Mr. Stephen Houdlette, Ms. Marina Douglass and Ms. Jennifer Crosby

Interested parties:

Mr. Stephen Corcoran, Amtrak; Mr. Wayne Davis, TrainRiders Northeast; Mr. Bill Lord, TrainRiders Northeast; Mr. George O’Keefe, TrainRiders Northeast; Mr. Dana Knapp, Concord Coach; Ms. Emily Roy, City of Saco; Mr. Kevin Sutherland, City of Saco; Ms. Danica Lamontagne, City of Saco

Opening Remarks

Motion to open Public Session

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

Vote to go into Executive Session

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

Motion to reopen Public Session

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

Vote to accept minutes as presented by the staff

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

DOWNEASTER PERFORMANCE REPORT

Ms. Quinn reviewed the Performance Report highlighting the following:

- June 2017 ridership of 45,889 riders was the best June in Downeaster history and exceeded the goal of 43,000.
- FY17 ridership was 511,422, exceeding the target of 470,000 by 9%.
- During FY17, about 470 trains ran limited or interrupted service related to construction projects.
- Performance month to date in July indicates that the July target will also be exceeded.

- June 2017 revenue of \$739,876 exceeded the budget target by \$2,426.
 - Revenue per passenger was less than projected due to an increase in school groups and discounts related to service interruptions.
- FY17 revenue of \$8,620,119,000 represents a 7% increase
- The overall CSI score through May 2017 is 90%
- OTP continues to be a challenge. 5 minutes was added to the schedule of trains originating in Brunswick to accommodate a speed restriction at Forest Avenue and large boarding crowds in Portland.

FINANCE REPORT – Marina Douglass

Ms. Douglass presented a June 2017 preliminary variance report

Vote to accept June 2017 preliminary variance Report

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

Annual Meeting

Mr. Melrose asked whether holding the NNEPRA annual meeting in conjunction with the MaineDOT Annual Transportation Conference in December would be prudent. The Board decided to keep the meeting in October with a specific date TBD.

Project Updates – Jim Russell

- Mr. Russell reported the MBTA project (Haverhill Line Improvements) is still on schedule to be completed by the end of September 2017. Two additional weekend outages are slated for September.
- Royal siding project in development and set to begin installation summer 2018 to be completed by the end of 2018. Earthwork contract has begun and is set to both begin and be completed this fall 2017.
- Fiscal Year 2018 Capital Maintenance program is under development.
- Ms. Quinn added that the MBTA positive train control (PTC) installation will result in service alterations in the summer and fall weekends.

EXECUTIVE DIRECTOR & STAFF REPORT

Ms. Quinn requested permission to sign a letter authorizing distribution of 5337 fixed guideway funds between NNEPRA and Casco Bay Line.

Vote to authorize Patricia Quinn to sign the split letter agreement with Casco Bay Lines.

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

Ms. Quinn reviewed the FY17 Action Plan and provided a draft of the FY18 Action Plan for Board comment.

Other Business

Ms. Quinn also noted the following:

- The new fare plan went into effect on July 25, 2017
- The Amtrak Dome Car will operate on the Downeaster service August 19-September 24, 2017
- Brian Hobart will be the new chair of the Station Committee.

Public Comment:

Vote to adjourn at 2:30 pm

Motion: Mr. Connors

Seconded: Mr. McKinnon

Accepted: All

NEXT MEETING: September 25, 2017

After the meeting concluded, Mr. Kevin Sutherland, Manager of the City of Saco, provided a brief overview of the economic activity in the Saco/Biddeford area and hosted remaining attendees on a walking tour of the vicinity around the train station.

Downeaster Performance Report FY2018 to Date

Ridership						
	FY2017	FY2018	FY2018	Variance	Var	Passenger
	Actual	Actual	Target	to Target	%	Miles
July	51,402	57,652	50,000	7,652	15%	4,865,639
August	53,627	57,306	54,400	2,906	5%	4,767,867
FY to Date	105,029	114,958	104,400	10,558	10%	9,633,506

Revenue						
	FY2017	FY2018	FY2018	Variance	Var	Average
	Actual	Actual	Target	to Target	%	Fare
July	\$ 921,482	\$ 1,042,712	\$ 887,500	\$ 155,212	17%	\$ 18.09
August	\$ 942,790	\$ 1,052,422	\$ 965,600	\$ 86,822	9%	\$ 18.36
FY to Date	\$ 1,864,272	\$ 2,095,133	\$ 1,853,100	\$ 242,033	13%	\$ 18.23

Customer Satisfaction			
Jul-17	Downeaster	Amtrak	FY to Date
Overall Customer Satisfaction	90	83	90
Value of Amtrak Service for Price Paid	88	79	88
Cleanliness of Train Interior	91	83	91
Clarity of Announcements	83	77	83
Friendliness/Helpfulness of Train Conductor	93	88	93
Friendliness/Helpfulness of Café Car Personnel	91	85	91
Quality/Freshness of Food in Café Car	82	78	82
Overall Experience in Café Car	84	77	84

Performance						
Calendar	March	April	May	June	July	August
2017	0%	89%	76%	70%	54%	71%
2016	93%	81%	81%	81%	65%	66%

Cost Recovery		
	FYTD	Goal
Overall Cost Recovery	67%	46%
Café Cost Recovery	98%	84%

PRELIMINARY VARIANCE REPORT - JULY 2017							
	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	1,042,712	887,500	155,212	1,042,712	887,500	155,212	17%
Food Service Revenue	81,196	77,500	3,696	81,196	77,500	3,696	5%
Advertising Revenue	333	500	(168)	333	500	(168)	-34%
Parking Lot Revenue	63,452	59,500	3,952	63,452	59,500	3,952	7%
Interest on Accounts	993	141	852	993	141	852	604%
Other Revenue	27,445	26,560	885	27,445	26,560	885	3%
Total Operating Revenues	1,216,130	1,051,701	164,429	1,216,130	1,051,701	164,429	16%
Expenses							
Wages and Benefits							
Permanent Full-Time	33,298	33,300	(2)	33,298	33,300	(2)	(0)
Benefits	21,075	21,068	7	21,075	21,068	7	0
Total Wages and Benefits	54,373	54,368	5	54,373	54,368	5	0%
Administration							
Office Expenses	7,570	9,381	(1,811)	7,570	9,381	(1,811)	(0)
Professional Services	3,848	7,917	(4,069)	3,848	7,917	(4,069)	(1)
Insurance	2,478	2,478	(0)	2,478	2,478	(0)	(0)
Board Operations	1,671	1,628	43	1,671	1,628	43	0
Total Administration Expenses	15,567	21,404	(5,837)	15,567	21,404	(5,837)	-27%
Train Operations							
Amtrak Operations	1,376,186	1,376,186	(0)	1,376,186	1,376,186	(0)	0%
Train Fuel Cost	149,708	160,000	(10,292)	149,708	160,000	(10,292)	-6%
PanAm	106,664	106,664	0	106,664	106,664	0	0%
Other Train Operations	3,347	2,802	545	3,347	2,802	545	0
Facilities	18,763	20,492	(1,729)	18,763	20,492	(1,729)	-8%
Capital Maintenance	9,572	9,000	572	9,572	9,000	572	6%
Total Train Operations	1,664,240	1,675,144	(10,904)	1,664,240	1,675,144	(10,904)	-1%
Station Operations							
Portland Station	29,900	29,900	0	29,900	29,900	0	0%
Platform Ins	10,972	10,972	(0)	10,972	10,972	(0)	0%
Station Platform Leases	0	0	0	0	0	0	#DIV/0!
Other Station Improvements	0	0	0	0	0	0	0
Total Station Operations	40,872	40,872	(0)	40,872	40,872	(0)	0%
Food Service							
Regular	80,851	92,500	(11,649)	80,851	92,500	(11,649)	-13%
Total Food Service	80,851	92,500	(11,649)	80,851	92,500	(11,649)	-13%
Marketing	16,131	16,200	(69)	16,131	16,200	(69)	0%
Total Marketing	16,131	16,200	(69)	16,131	16,200	(69)	0%
Total Expenses	1,872,034	1,900,488	(28,454)	1,872,034	1,900,488	(28,454)	-1%
Additional Funding Required	655,904	848,787	(192,883)	655,904	848,787	(192,883)	-23%

PRELIMINARY VARIANCE REPORT - AUGUST 2017							
	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	1,052,422	965,600	86,822	2,095,134	1,853,100	242,034	13%
Food Service Revenue	81,180	84,320	(3,140)	162,376	161,820	556	0%
Advertising Revenue	2,345	0	2,345	2,678	500	2,178	436%
Parking Lot Revenue	43,128	37,000	6,128	106,580	96,500	10,080	10%
Interest on Accounts	564	141	423	1,556	282	1,274	452%
Other Revenue	26,671	28,965	(2,294)	54,116	55,525	(1,409)	-3%
Total Operating Revenues	1,206,310	1,116,026	90,284	2,422,440	2,167,727	254,713	12%
Expenses							
Wages and Benefits							
Permanent Full-Time	30,769	30,782	(13)	64,066	64,082	(16)	(0)
Benefits	20,381	20,392	(11)	41,456	41,460	(4)	(0)
Total Wages and Benefits	51,150	51,174	(24)	105,522	105,542	(20)	0%
Administration							
Office Expenses	7,135	9,381	(2,246)	14,706	18,762	(4,056)	(0)
Professional Services	4,644	7,917	(3,274)	8,492	15,834	(7,343)	(0)
Insurance	2,478	2,478	(0)	4,955	4,956	(1)	(0)
Board Operations	1,076	1,628	(552)	2,747	3,256	(509)	(0)
Total Administration Expenses	15,333	21,404	(6,071)	30,900	42,808	(11,908)	-28%
Train Operations							
Amtrak Operations	1,238,726	1,238,726	0	2,614,912	2,614,912	0	0%
Train Fuel Cost	157,046	160,000	(2,954)	306,754	320,000	(13,246)	-4%
PanAm	106,664	106,664	0	213,328	213,328	0	0%
Other Train Operations	3,228	2,802	426	6,574	5,604	970	(1)
Facilities	20,344	20,492	(148)	39,108	40,984	(1,876)	-5%
Capital Maintenance	6,461	6,600	(139)	16,033	15,600	433	3%
Total Train Operations	1,532,470	1,535,284	(2,814)	3,196,710	3,210,428	(13,718)	0%
Station Operations							
Portland Station	29,900	29,900	0	59,800	59,800	0	0%
Platform Ins	10,972	10,972	(0)	21,944	21,944	(0)	0%
Station Platform Leases	19,510	19,682	(172)	19,510	19,682	(172)	-1%
Other Station Improvements	0	0	0	0	0	0	0
Total Station Operations	60,382	60,554	(172)	101,254	101,426	(172)	0%
Food Service							
Regular	84,100	100,640	(16,540)	164,951	193,140	(28,189)	-15%
Total Food Service	84,100	100,640	(16,540)	164,951	193,140	(28,189)	-15%
Marketing							
Marketing	15,532	15,600	(68)	31,663	31,800	(137)	0%
Total Marketing	15,532	15,600	(68)	31,663	31,800	(137)	0%
Total Expenses	1,758,967	1,784,656	(25,690)	3,631,001	3,685,144	(54,144)	-1%
Additional Funding Required	552,657	668,630	(115,974)	1,208,560	1,517,417	(308,857)	-20%