

Northern New England Passenger Rail Authority



November 2017



Board of Directors Briefing Materials

November 27, 2017

NNEPRA Office
75 W. Commercial Street, Suite 104
Portland, Maine 04101
1:00pm

AmtrakDowneaster.com



NNEPRA FY2018 Action Plan

Northern New England Passenger Rail Authority 75 W. Commercial Street, Portland, ME 04101 207-780-1000
Draft 9/30/2017

Meet or exceed projected Performance Benchmarks

- 46% Total Cost Recovery
- 85% On Time Performance
- 84% Café Cost Recovery in Café
- 95% Overall Customer Satisfaction

Improve Service Efficiency

- Increase revenue on peak trains
- Maximize equipment utilization
- Increase performance on off-peak trains
- Improve cost recovery in Café

Improve Passenger Services & Communication

- Implement PIDS at Maine Stations
- Promote and improve connectivity to Amtrak network
- Formalize Station Ambassador Program
- Improve/promote last mile connectivity
- Improve customer interface on AmtrakDowneaster.com
- Seek ways to improve bicycle access

Sponsor Capital Projects to improve service quality and efficiency

- Complete MBTA Haverhill Line Project
- Support Kennebunk Station development
- Secure Funding for and complete Rockingham Siding Rehabilitation
- Initiate Royal Junction Siding Construction
- Participate in Portland Station improvements
- Develop Wells Siding/Platform concept into a potential program.
- Plan FY19 tie replacement program

Explore Options for Service Improvement/Expansions

- Manage Lewiston/Auburn Service Planning study
- Identify opportunities for additional service growth
- Explore implementation of seasonal service on Rockland Branch

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



BOARD of DIRECTORS MEETING AGENDA

November 27, 2017

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

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.

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

- Welcome & Introductions
- Approval of Minutes from October 23, 2017 Annual Board Meeting
- Performance Update
 - October/November Performance to Date
 - December/January outlook
- Finance Report
 - Variance Report
 - Vote approve Audit
- Staff Reports
 - Project Update
 - Rockland Pilot Update
- Other Business
- Public Comment

Next Meeting:
January 29, 2018



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

October 23, 2017

GPCOG Office

Portland, ME

Directors in attendance:

Mr. Dana Connors, Mr. Ron McKinnon, Mr. John Melrose, Commissioner David Bernhardt and Mr. Brian Hobart

Staff in attendance:

Ms. Marina Douglass, Ms. Natalie Bogart, Mr. James Russell, Mr. Brian Beeler, Mr. Stephen Houdlette, Mr. James Russell, Ms. Jennifer Crosby and Ms. Lynn Harrington

Members of the public in attendance:

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. Alison Harris, Brunswick Town Council; Ms. Kathleen de Silva, Rinck Advertising; Mr. Brock Naylor, Rinck Advertising; Mr. Peter Rinck, Rinck Advertising; Mr. Stephen Piper, TrainRiders Northeast; Mr. William White, Amtrak; Mr. Bruce Sleeper, TrainRiders Northeast; Mr. Paul Weiss, Sierra Club and Maine Rail Transit Coalition; Mr. John Duncan, PACTS; Mr. Bernie Breitbart, Brunswick Visitor Center; Mr. Tim Bryant, VHB; Mr. Stanley Koski, Maine Rail Group; Mr. Brent Mariner, Wells Transportation Center; Ms. Patsy Bragdon, Wells Transportation Center; Ms. Ellen Fogg, TrainRiders Northeast; Mr. Richard Rudolph, Maine Rail Group; Ms. Norma Jean Griffiths, USDOT-FRA; Mr. Peter Mills, Maine Turnpike Authority; Mr. Tony Donovan, Sierra Club; Mr. Steven Grasso, North American Travel; and, Mr. Bill Marshall, Our Tickets and Tours.

Opening Remarks -

Motion to open Public Session 6:00 pm

Motion: Mr. McKinnon

Seconded: Mr. Hobart

Accepted: All

Chairman Melrose welcomed all members of the public. He acknowledged and thanked the dedication of the Staff.

DOWNEASTER PERFORMANCE REPORT

NNEPRA Staff narrated a presentation highlighting FY2017 goals and accomplishments and the next steps for service improvements and enhancements.

Mr. Christian Smith from MacPage provided an overview of NNEPRA’s FY2017 financial audit, noting that it was “clean audit” with no findings. The Board will review the audit report and vote to accept it at a subsequent Board meeting.

Vote to accept the September 2017 meeting minutes as presented by the staff

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

Ms. Douglass reviewed the preliminary Variance Report for September 2017

Vote to accept the September 2017 Preliminary Variance Report

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

Public Comment

- Ms. Harris, from the Town of Brunswick, applauded the exploration of an extension to Rockland and welcomed the return of expanded service.
- Mr. Melrose recognized Mr. Peter Mills, Director of the Maine Turnpike Authority.
- Mr. Donovan congratulated the Downeaster and NNEPRA staff on a successful year. He also inquired if the potential Rockland service would delay any service to Lewiston Auburn. Mr. Melrose responded that there is no connection. The Rockland service would be seasonal, and use equipment that is already used in Downeaster service and that no significant infrastructure investment would be required.
- Mr. Donovan requested that NNEPRA not support the conversion of the Saint Lawrence and Atlantic rail corridor from Portland to Cumberland to a recreation trail. The Board did not respond to Mr. Donovan's request.
- Mr. Weiss asked about the status of the station in Kennebunk. Mr. Russell responded that MaineDOT was working with Kennebunk on the project.
- Mr. Rudolph stated that NNEPRA should consider the "last mile" transportation connections in their exploration of service on the Rockland Branch.
- Ms. Bogart introduced Mr. Bill Marshall, owner of Our Tickets and Tours, as an important partner to NNEPRA. Ms. Bogart also introduced another important partner, Mr. Steve Grasso, from Downeaster Travel Packages. Mr. Grasso suggested that NNEPRA consider mid-week service to Rockland when the hotels weren't as full.
- Mr. Connors commended the NNEPRA staff for a successful year.
- Mr. O'Keefe, from TrainRiders Northeast, thanked the Downeaster hosts and the NNEPRA staff stating that he was very proud of their work.
- Mr. Davis, from TrainRiders Northeast, also commented on the success of the Downeaster.

Vote to adjourn 6:52 pm

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

NEXT MEETING: November 27, 2017

Downeaster Performance Update

Fiscal Year FY18 to Date

July 2017-October 2017

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
September	45,315	50,016	46,000	4,016	9%	4,034,228
October	38,979	47,174	40,000	7,174	18%	3,868,268
Total	189,323	212,148	190,400	21,748	11%	17,536,002

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
September	\$ 752,830	\$ 933,017	\$ 772,800	\$ 160,217	21%	\$ 18.65
October	\$ 550,988	\$ 875,607	\$ 685,403	\$ 190,204	28%	\$ 18.56
Total	\$ 3,168,090	\$ 3,903,757	\$ 3,311,303	\$ 592,454	18%	\$ 18.40

Customer Satisfaction			
September	Downeaster	Amtrak	FY to Date
Overall Customer Satisfaction	91	84	91
Value of Amtrak Service for Price Paid	90	81	89
Overall Cleanliness of Train	91	85	91
Clarity of Announcements	87	79	84
Friendliness/Helpfulness of Train Conductor	94	89	93
Friendliness/Helpfulness of Café Car Personnel	96	87	94
Quality/Freshness of Food in Café Car	88	78	86
Overall Experience in Café Car	91	79	88

Performance						
Calendar	May	June	July	August	September	October
2017	76%	70%	54%	72%	65%	56%
2016	81%	81%	65%	66%	51%	75%

PRELIMINARY VARIANCE REPORT - OCTOBER 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	875,607	685,403	190,204	3,903,758	3,311,303	592,455	18%
Food Service Revenue	63,733	62,000	1,733	316,258	295,120	21,138	7%
Advertising Revenue	0	0	0	2,678	500	2,178	436%
Parking Lot Revenue	67,261	49,000	18,261	219,187	182,500	36,687	20%
Interest on Accounts	675	141	534	2,709	564	2,145	380%
Other Revenue	20,620	30,335	(9,715)	92,934	104,985	(12,051)	-11%
Total Operating Revenues	1,027,895	826,879	201,016	4,537,524	3,894,972	642,552	16%
Expenses							
Wages and Benefits							
Permanent Full-Time	29,736	29,860	(124)	124,488	124,628	(140)	(0)
Benefits	21,523	21,392	131	82,330	82,244	86	0
Total Wages and Benefits	51,259	51,252	7	206,818	206,872	(54)	0%
Administration							
Office Expenses	8,119	9,390	(1,271)	32,602	37,533	(4,931)	(0)
Professional Services	23,940	23,334	606	35,022	48,336	(13,314)	(0)
Insurance	2,478	2,478	(0)	9,911	9,912	(1)	(0)
Board Operations	1,775	1,628	147	5,741	6,512	(771)	(0)
Total Administration Expenses	36,312	36,830	(518)	83,275	102,293	(19,018)	-19%
Train Operations							
Amtrak Operations	1,300,784	1,301,942	(1,158)	5,229,824	5,230,982	(1,158)	0%
Train Fuel Cost	160,000	160,000	0	619,400	640,000	(20,600)	-3%
PanAm	106,664	106,664	0	438,934	426,656	12,278	3%
Other Train Operations	3,142	2,802	340	13,520	11,208	2,312	(0)
Facilities	27,830	28,252	(422)	89,373	89,728	(355)	0%
Capital Maintenance	6,999	7,000	(1)	25,961	25,600	361	1%
Total Train Operations	1,605,419	1,606,660	(1,241)	6,417,012	6,424,174	(7,162)	0%
Station Operations							
Portland Station	30,900	29,900	1,000	123,600	119,600	4,000	3%
Platform Ins	10,972	10,972	(0)	43,888	43,888	(0)	0%
Station Platform Leases	0	0	0	32,689	32,964	(275)	-1%
Other Station Improvements	0	0	0	0	0	0	0
Total Station Operations	41,872	40,872	1,000	200,177	196,452	3,724	2%
Food Service							
Regular	75,158	74,000	1,158	334,284	352,240	(17,956)	-5%
Total Food Service	75,158	74,000	1,158	334,284	352,240	(17,956)	-5%
Marketing	22,863	22,900	(37)	104,150	104,300	(150)	0%
Total Marketing	22,863	22,900	(37)	104,150	104,300	(150)	0%
Total Expenses	1,832,882	1,832,514	369	7,345,717	7,386,331	(40,614)	-1%
Additional Funding Required	804,987	1,005,635	(200,648)	2,808,192	3,491,359	(683,167)	-20%
Revenue Per Passenger	21.79	20.67		21.39	20.46		
Cost Per Passenger	38.85	45.81		34.63	38.79		
Subsidy Per Passenger	17.06	25.14		13.24	18.34		
Cost Recovery	56%	45%		62%	53%		
Café Cost Recovery	85%	84%		95%	84%		