

NNEPRA sets the standard for excellence in customer service, innovation, and performance. We have achieved national recognition for customer satisfaction, sustained growth, and financial performance.



CUSTOMER SERVICE

The NNEPRA team is constantly seeking new and innovative ways to **increase revenue** and **improve customer service**.

We introduced wireless internet to Downeaster passengers two years before it was available on other Amtrak trains. The Downeaster was the first Amtrak service in the nation to introduce **e-Ticketing**.



THE DOWNEASTER IS CONSISTENTLY RANKED AMONG THE BEST AMTRAK SERVICES FOR CUSTOMER SATISFACTION.



FISCAL EFFICIENCY AND ACCOUNTABILITY

NNEPRA carefully monitors every financial aspect of the operation, continually seeking ways to **balance growth with efficiency and cost control**, stay within our budget constraints, and minimize public funding.



CAPITAL INVESTMENT AND PROJECT MANAGEMENT

NNEPRA has provided direct management and oversight of more than **\$100 million in capital projects** to restore, improve and expand passenger rail service to and within Maine and is respected throughout the industry for our leadership, efficiency and results-oriented approach. Our expert team works collaboratively with railroad partners and transportation professionals on the local, state and federal level to develop, design, finance and successfully complete projects.

The Downeaster Expansion Project, which resulted in daily service to Freeport and Brunswick, was delivered on time and on budget in November 2012 and has been showcased by the **US Department of Transportation as a model of national success**.

More than \$35 million in additional projects are currently underway and a comprehensive Service Development Plan will be finalized in 2013.