
Board Briefing Materials

September 26, 2022

Location:

*Casco Bay Lines Terminal Conference Room
56 Commercial Street, Portland, Maine 04101*

1:00pm Public Session



For More Information

 207-780-1000 x 105

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**NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY**

FY2023 NNEPRA Strategic Workplan:

As approved by 7/25/22

- 1. The safety of passengers, crews and employees remains our first priority. Meet and exceed high standards for transportation safety including the provision of robust public health safeguards.**
 - Elevate safety awareness by expanding information, communication and training efforts.
 - Remain at the forefront of emerging opportunities.
- 2. Maximize public awareness of the Downeaster service, attract new riders and retain existing riders through advertising, promotions, digital, traditional and earned media.**
 - **Meet and exceed ridership goals and strive for 50% cost recovery.**
 - Optimize fare potential while maintaining cost controls and efficiencies.
 - Monitor and analyze travel trends to aligned train schedules with consumer travel patterns.
 - Participate in activities to assure that Downeaster service remains accessible to all.
 - Support efforts to provide and promote last mile connections and transit connectivity.
- 3. Support efforts to provide customers with a travel experience that consistently exceeds their expectations, delivers value and benefit, and contributes to a modern, integrated public transportation system.**
 - **Maintain 90%+ Customer Satisfaction**
 - Implement programs and initiatives to improve station experience including wayfinding and customer service
 - Improve website utility and information access
 - Collaborate with Amtrak enhance technology associated with reservations and customer information.
 - **Target OTP of 85% and COTP of 90%+**
 - Continue collaboration with Amtrak and host railroads to support investments and activities to maintain reliability.
 - **Assure NNEPRA owned and Downeaster-related facilities remain in a state of good repair.**
 - Develop programs and procedures to assure efficient and effective operation.
- 4. Support the reduction of vehicle miles travelled and State climate change initiatives by improving service accessibility and quality by taking steps necessary to accomplish the following:**
 - Complete extension of double track and construct station improvements in Wells to improve service reliability, increase frequency and enhance efficiency.
 - Relocate the station in Portland to the railroad mainline to reduce travel times, improve access and operating efficiency.
 - Build a new station in Falmouth to improve access to I-95 and communities north of Portland.
 - Initiate passenger rail service on the Rockland Branch to expand access and provide traffic relief alternatives to coastal Route
 - Prepare for new trainsets purchased by Amtrak which will replace legacy equipment and significantly reduce air emissions.
 - Collaborate with MaineDOT on studies and planning efforts associated with rail improvements and service expansions.
 - Participate as appropriate in national and regional planning initiatives to enhance access and connectivity.
- 5. Secure favorable terms for the continuation and expansion of passenger rail service to include the following:**
 - Finalize Durham Municipal Station agreement
 - Review and updated contracts as needed
 - Monitor pending legislation and initiatives related to passenger transportation including those that put restrictions on state sponsors of rail activity.
- 6. Increase state and federal operational and capital funding opportunities:**
 - Maximize the benefit of COVID-related assistance
 - Monitor federal discretionary grant opportunities including CRISI, RAISE, and State of Good Repair to supplement needs for applicable projects
 - Ensure NNEPRA is positioned to receive eligible federal funding made available through surface transportation reauthorization or supplemental infrastructure bills
 - Collaborate with MaineDOT to secure resources needed to leverage federal funding opportunities
 - Assure project funding is sufficient to meet project needs.
 - Streamline internal accounting, procurement, project delivery and reporting protocols to maximize efficiency, accuracy and transparency.
- 7. Remain engaged and involved with transportation planning studies, organizations and initiatives in support of transportation access, expansion and connectivity on the local, state and national level.**



NNEPRA BOARD of DIRECTORS

September 26, 2022

Northern New England Passenger Rail Authority

Draft Agenda

1:00pm Public Session

- Welcome and Introductions
- Public Comment
- Approval of Minutes from July 25, 2022 Board Meeting
- Performance Update
- Finance Update
 - Approval of July Variance Report
- Project Updates
- Other Business
 - Approval of Title VI Plan

Next Meeting: October 24, 2022



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

July 25, 2022

Directors in Attendance:

Chairman Jim Cohen, Chair; Mr. Alan Casavant; Ms. Alison Harris; Mr. Nate Moulton; Ms. Maggie Fleming.

NNEPRA Staff in Attendance:

Ms. Patricia Quinn; Mr. Brian Beeler; Ms. Natalie Bogart; Mr. William Gayle; Mr. James Russell.

Interested Parties:

Mr. Steve Corcoran, Amtrak; Mr. Irwin Gratz, Maine Public Radio.

OPENING REMARKS

Opened meeting at 1:00pm

PUBLIC COMMENT

Chairman Cohen opened the floor to public comment. No public comments made.

APPROVAL OF MINUTES

Motion to Approve the June 27, 2022 Minutes.

Motion: Ms. Harris
Seconded: Ms. Fleming
Accepted: All

OVERVIEW OF DOWNEASTER PERFORMANCE – Patricia Quinn

Patricia Quinn provided an overview of Downeaster Performance for June and summarized the fiscal year, noting that while ridership has recovered, the passenger mix and ridership trends have changed.

Steve Corcoran, Amtrak, noted that CSX is engaged and working to keep on-time performance as high as possible. Patricia provided the comments from a Downeaster rider who had left their backpack on the train and thanked Amtrak crew for their support in quickly returning the backpack that had needed travel documents.

Natalie Bogart provided an overview of the service impacts associated with track work which had taken place in Boston by the MBTA. Steve Corcoran and Patricia noted that staff went above and beyond in customer service to ensure passengers issues were addressed.

Director Harris asked how Amtrak communicates service interruptions with ticketed passengers? Steve replied that contact information provided to Amtrak enable them to reach out passengers during disruptions.

VARIANCE REPORT– Patricia Quinn

Patricia Quinn reviewed the June 2022 budget variance report.

Chair Cohen asked for clarification on federal/state split. Patricia replied that eligible costs are split 80/20 percent federal/state funds.



Motion to Approve the June Variance Report

Motion: Mr. Casavant

Seconded: Mr. Lyons

Accepted: All

PROJECT UPDATE – James Russell

James Russell provided an update of the Wells Area Improvement Project noting that utility relocation continues along the right of way with an anticipated completion in September and that culvert replacement is underway. The capital maintenance program is still under development for FY23.

OTHER BUSINESS – Patricia Quinn

Patricia provided additional details on the FY23 Strategic Work Plan focused on building ridership and maintaining an excellent service.

Chair Cohen asked whether on-time performance was seasonal. Patricia note that OTP challenges were primarily related to limited Pan Am resources and that CSX has pledged to address on-time performance issues moving forward. Nate Moulton suggested that it will take time for CSX to fully evaluate the corridor and implement improvement plans.

Director Lyons asked whether the new station planned for Portland was going to be a NNEPRA project or a City project. Patricia replied that NNEPRA would be the project sponsor but intends to work in close collaboration with MaineDOT, City of Portland, and other stakeholders.

Director Harris asked if service to Westbrook is still under consideration? Patricia responded that the study was completed a couple of years ago and that it continues to be a consideration for the future.

Director Harris commented that Amtrak should not solely rely on technological solutions for issues as there are some populations that do not use it to the same degree. Patricia agreed noting that we continue to focus on the equity and ease of ticketing and payment.

Motion to Approve the FY23 Strategic Work Plan

Motion: Ms. Harris

Seconded: Mr. Lyons

Accepted: All

Director Moulton noted that once additional data on the evolving characteristics of ridership is collected, the Board may want to revisit and adjust some of the goals in the work plan.

Natalie Bogart provided an update on the Station Experience project noting that Phase 1 will be completed this summer and that an RFP is being developed for Phase II.

Director Harris noted the MaineDOT commuter lot on Cedar Street in Brunswick has been greatly appreciated by passengers.

PUBLIC COMMENT

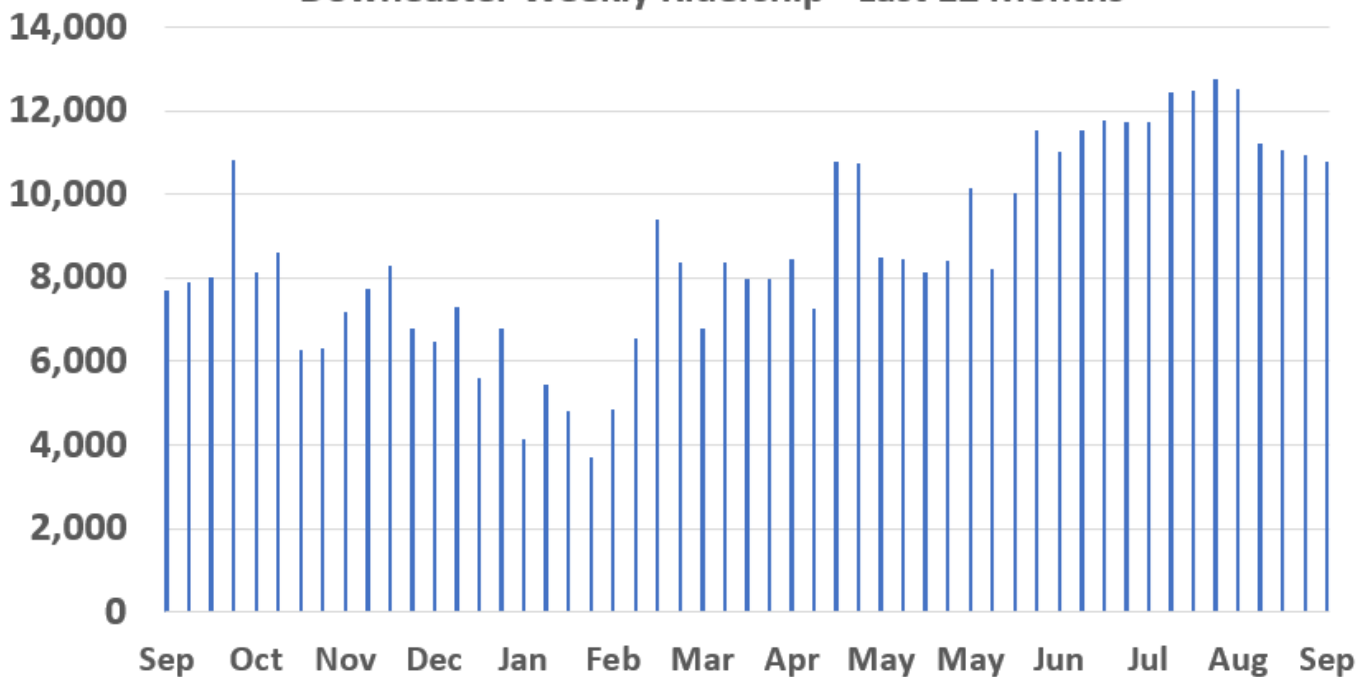
Chairman Cohen opened the floor to public comment. There were no public comments.
Meeting adjourned at 2:17pm.



Downeaster FY2023 Performance to Date

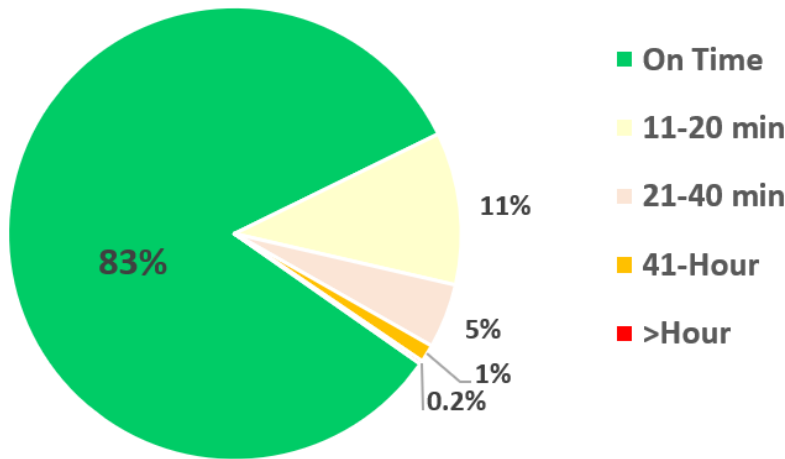
Downeaster Performance Metrics - Last 12 Months									
Period	FY	Ridership				Revenue			
		Actual	Budget	Variance	vs. 2019	Actual	Budget	Variance	\$/Rider
Aug 22	FY23	51,736	51,802	-66	85%	\$ 1,080,956	\$ 997,196	\$ 83,760	\$ 20.89
Jul 22	FY23	52,056	46,893	5,163	94%	\$ 1,072,818	\$ 902,686	\$ 170,132	\$ 20.61
FY23 To Date		103,792	98,695	5,097	89%	\$ 2,153,774	\$ 1,899,882	\$ 170,132	\$ 20.75
Jun 22	FY22	42,580	31,534	11,046	88%	\$ 876,874	\$ 583,387	\$ 293,487	\$ 20.59
May 22	FY22	36,388	27,798	8,590	82%	\$ 789,302	\$ 514,255	\$ 275,047	\$ 21.69
Apr 22	FY22	37,745	29,867	7,878	78%	\$ 768,036	\$ 552,538	\$ 215,499	\$ 20.35
Mar 22	FY22	31,519	28,188	3,331	67%	\$ 657,202	\$ 521,470	\$ 135,732	\$ 20.85
Feb 22	FY22	27,600	24,653	2,947	68%	\$ 527,474	\$ 456,072	\$ 71,402	\$ 19.11
Jan 22	FY22	20,396	22,594	-2,198	54%	\$ 407,690	\$ 417,993	\$ (10,303)	\$ 19.99
Dec 21	FY22	28,966	23,481	5,485	63%	\$ 604,116	\$ 434,406	\$ 169,710	\$ 20.86
Nov 21	FY22	32,722	25,562	7,160	69%	\$ 617,699	\$ 472,905	\$ 144,794	\$ 18.88
Oct 21	FY22	37,383	25,308	12,075	74%	\$ 748,767	\$ 474,517	\$ 274,250	\$ 20.03
Sep 21	FY22	32,682	23,648	9,034	68%	\$ 632,226	\$ 443,404	\$ 188,822	\$ 19.34

Downeaster Weekly Ridership - Last 12 Months



Downeaster Performance Metrics - Last 12 Months									
Period	FY	Trains Operated	Passenger Miles	On Time Performance		Downeaster Café			CSI
				End Point	Customer	Sales	Capture Ratio	Check AVG	
Jul-22	FY23	310	4,500,638	65%	83%	\$ 76,799	17%	\$ 8.64	91
FY23 To Date		310	4,500,638	65%	83%	\$ 76,799	17%	\$ 8.64	91
Jun 22	FY22	300	3,696,487	72%	83%	\$ 58,858	17%	\$ 8.04	91
May-22	FY22	310	3,205,050	74%	81%	\$ 57,029	18%	\$ 8.20	92
Apr 22	FY22	300	3,376,072	83%	90%	\$ 55,685	16%	\$ 8.54	91
Mar-22	FY22	310	2,804,050	77%	82%	\$ 49,368	18%	\$ 8.22	90
Feb 22	FY22	280	2,521,546	75%	81%	\$ 40,225	16%	\$ 8.66	91
Jan-22	FY22	310	1,858,131	79%	88%	\$ 34,126	19%	\$ 8.78	88
Dec 21	FY22	308	2,568,592	87%	91%	\$ 44,947	18%	\$ 8.60	94
Nov-21	FY22	297	2,566,478	66%	76%	\$ 39,665	16%	\$ 7.85	85
Oct 21	FY22	306	3,257,121	71%	79%	\$ 52,600	17%	\$ 8.03	88
Sep-21	FY22	296	2,730,658	70%	81%	\$ 46,983	17%	\$ 8.43	88
Aug 21	FY22	306	3,287,802	66%	77%	\$ 63,917	20%	\$ 8.27	89

Delay Intensity (By Rider)



NNEPRA Draft FY23 Budget Variance Report

		Jul-22				Fiscal Year to Date			
Revenues		July Actuals	July budget	Variance	%	Actual	Budget	Variance	%
Operating Revenue									
1	Amtrak Ticket Revenue	\$ 1,072,818	\$ 902,686	\$ 170,132	19%				
2	Food Service Revenue	\$ 65,926	\$ 68,175	\$ (2,249)	-3%				
3	Parking	\$ 28,301	\$ 24,000	\$ 4,301	18%				
4	Interest and Other Revenue	\$ 44,321	\$ 26,750	\$ 17,571	66%				
Total Operating Revenues		\$ 1,211,365	\$ 1,021,611	\$ 189,754	19%	\$ -	\$ -	0	
Expenses									
Administration									
5	Salaries & Benefits	\$ 69,300	\$ 79,000	\$ (9,700)	-12%				
6	Office Expenses	\$ 9,850	\$ 10,751	\$ (901)	-8%				
7	Professional Services	\$ 7,300	\$ 12,100	\$ (4,800)	-40%				
8	Insurance	\$ -	\$ -	\$ -	0%				
9	Board Operations	\$ 850	\$ 1,250	\$ (400)	-32%				
Total Administration Expenses		\$ 87,300	\$ 103,101	\$ (15,801)	-15%	\$ -	\$ -	0	\$-
Train Operations									
10	Amtrak Train Operations	\$ 603,183	\$ 577,950	\$ 25,233	4%				
11	Amtrak Equipment Maintenance	\$ 566,979	\$ 628,414	\$ (61,435)	-10%				
12	Amtrak Support Services	\$ 163,165	\$ 175,807	\$ (12,641)	-7%				
13	Train Fuel Cost	\$ 313,150	\$ 311,197	\$ 1,953	1%				
14	Other Train Operations	\$ 121,929	\$ 184,791	\$ (62,862)	-34%				
15	ARPA Relief Credit (Amtrak)	\$ (300,000)	\$ (300,000)	\$ -	0%				
16	Layover Facilities	\$ 42,398	\$ 51,807	\$ (9,409)	-18%				
17	Capital Maintenance	\$ -	\$ -	\$ -	0%				
Total Train Operations		\$ 1,510,804	\$ 1,629,965	\$ (119,161)	-7%	\$ -	\$ -	0	\$-
Station Operations									
18	Portland Station	\$ 40,132	\$ 35,565	\$ 4,567					
19	Platform Insurance	\$ 18,750	\$ 18,750	\$ -					
20	Station Platform Leases	\$ -	\$ -	\$ -					
21	Station Improvements	\$ -	\$ -	\$ -					
Total Station Operations		\$ 58,882	\$ 54,315	\$ 4,567	8%			0	\$-
22	Food Service	\$ 89,065	\$ 89,784	\$ (719)	-1%				
23	Marketing	\$ 12,000	\$ 25,000	\$ (13,000)	-52%				
Total Operating Expenses		\$ 1,758,051	\$ 1,902,164	\$ (144,113)	-8%				
24	Additional Funding Required	\$ 546,686	\$ 880,553	\$ (333,867)	-38%				
	Ridership	52,056	46,893						
	Overall Cost Recovery	69%	54%						
	Food Service Cost Recovery	74%	76%						