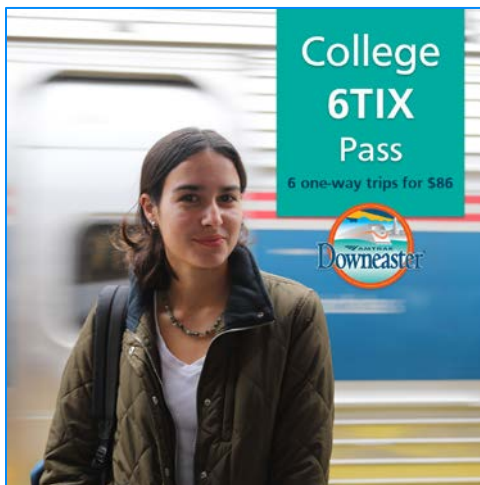

Board Briefing Materials

November 28, 2022

Location:

**Regional Transportation Program (RTP) Conference Room
1 Ledgeview Drive, Westbrook, ME 04092**

1:00pm Public Session



For More Information

 207-780-1000 x 105

 info@nnepra.com



**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

November 28, 2022

Northern New England Passenger Rail Authority

Draft Agenda

1:00pm Public Session

- Welcome and Introductions
- Public Comment
- Approval of Minutes from October 24, 2022 Board Meeting
- Downeaster Performance Update
 - Operating Statistics
 - Service Outages
 - Marketing Initiatives
- Finance Update
 - Approval of October Variance Report
 - FY22 Audit Overview, Christian Smith, WipFli
 - Approval of FY21 Audit
- Project Updates
 - Wells Area Improvement Project
- Other Business
 - Station Experience
 - Signage & Banners
 - Kiosk
 - Ambassador Incentive
 - Grant Opportunities
 - 2023 Fare Plan Status
 - Amtrak Commercial Performance and Strategic Performance Initiatives
 - Endorsement of MBTA Bridge Project
 - Planning Study Updates

Next Meeting: January 23, 2023

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

October 24, 2022

Directors in Attendance:

Mr. Alan Casavant, Vice Chair; Ms. Alison Harris; Ms. Carol Murray; Mr. Nate Moulton; Mr. Steve Lyons

NNEPRA Staff in Attendance:

Ms. Patricia Quinn, Mr. Brian Beeler, Ms. Natalie Bogart, Ms. Taylor Belanger, Mr. William Gayle, Ms. Olivia Richmond

Interested Parties:

Mr. Gene Sougstad, Amtrak; Mr. Wayne Davis, Train Riders Northeast

OPENING REMARKS

Opened meeting at 1:00pm

PUBLIC COMMENT

Vice Chair Casavant opened the floor to public comment. No public comments made.

APPROVAL OF MINUTES

Motion to approve August 22nd, 2022, Minutes

Motion: Ms. Harris

Seconded: Mr. Lyons

Approved: All

OVERVIEW OF DOWNEASTER PERFORMANCE – Patricia Quinn

Patricia Quinn reviewed Downeaster Performance Report for August 2022. Gene Sougstad, Amtrak, noted that the decline in on time performance was related to a number of speed restrictions and signal issues as well as slippery rail conditions due to fallen leaves. CSX is working to address the speed restrictions as they appear to get the track back up to maximum operating speeds. Nate Moulton, MaineDOT, noted that crew shortages are posing challenges to CSX. Brian Beeler II provided an overview of NNEPRA's Inconvenience Voucher program for impacted passengers.

MARKETING UPDATE– Taylor Belanger

Taylor Belanger provided an overview on the marketing and communications strategy heading into the holiday season. The new radio advertisement was previewed.

Patricia Quinn asked Director Lyons what the tourism market was over the summer. Director Lyons noted that it has looked strong however summer figures have yet to be provided and was hopeful that the final numbers would be reported in November.

FINANCE UPDATE– Patricia Quinn

Patricia Quinn provided a review of FY23 Budget Variance Report.

Motion to Approve September Variance Report

Motion: Ms. Murray

Seconded: Mr. Lyons

Accepted: All

Patricia Quinn noted that NNEPRA's FY22 Annual Audit was complete, noting that there were no findings. She circulated copies of the audit for all members, noting that there was a required change regarding the reporting of leases, and that Christian Smith from Wipfli would attend the November meeting to provide an overview of the audit and to answer questions.

PROJECT UPDATES – Patricia Quinn

Patricia Quinn noted that culvert work on the Wells CRISI Project was complete and that the work on the track bed is still scheduled for completion this construction season. Rail and turnouts for the new track are scheduled to be delivered in December or early 2023. NNEPRA continues to address cost over runs for the project by looking at work elements that can be combined with other projects. The FY22 CIP program continues with welding.

Patricia noted that the first phase of the Station Experience Project had been completed and now the second phase will get underway. This will include kiosks at each station to make ticket purchasing and information more readily available to customers. Patricia asked for approval to proceed with this second phase which would increase the Station Operations section of NNEPRA's FY2023 operating budget by \$75,000. Given the current positive budget status, total funding beyond what has been budgeted will likely not be necessary.

Motion to Proceed with Phase 2 of Station Experience Project

Motion: Ms. Harris

Second: Ms. Murray

Accepted: All

OTHER BUSINESS – Patricia Quinn

Brian Beeler II provided an overview of the new Downeaster Incentive Program for station ambassadors which will provide free, transferable, Downeaster tickets to volunteers and paid station staff in order to incentivize participation for the benefit of our passengers. NNEPRA is working with the Federal Railroad Administration (FRA) to promote funding opportunities station communities can access to address needs related to safety, security and repairs at stations. Patricia Quinn noted that the fare plan update has been put on hold while Amtrak finalizes its changes to their fare policies and structures.

PUBLIC COMMENT

Vice Chairman Casavant opened the floor to public comment. Natalie Bogart, NNEPRA, noted that Patricia Quinn will be presented with the Vin Terrell Lifetime Achievement Award, awarded to her in 2021 by New England Railroad Club, at their Executive Night Dinner meeting in November. Wayne Davis congratulated Patricia on her decades of leadership.

Meeting adjourned at 2:14pm.

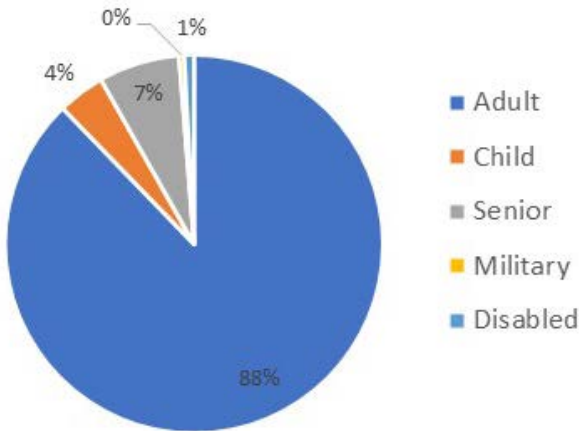
Downeaster FY2023 Performance to Date

Downeaster Performance Metrics - Last 12 Months									
Period	FY	Ridership				Revenue			
		Actual	Budget	Variance	vs. 2019	Actual	Budget	Variance	\$/Rider
👍 Sep 22	FY23	45,677	40,644	5,033	96%	\$ 941,548	\$ 782,406	\$ 159,142	\$20.61
Aug 22	FY23	51,736	51,802	-66	85%	\$ 1,072,818	\$ 997,196	\$ 75,622	\$20.74
Jul 22	FY23	52,056	46,893	5,163	94%	\$ 1,080,956	\$ 902,686	\$ 178,270	\$20.77
👍 FY23 To Date		149,469	139,339	10,130	93%	\$ 3,095,322	\$ 2,682,288	\$ 413,034	\$20.71
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

FY23 Goals:

- 👍 Avg Fare \$19.25
- 👍 Recovery vs 2019: 85%

Ridership by Passenger Type
past 12 months








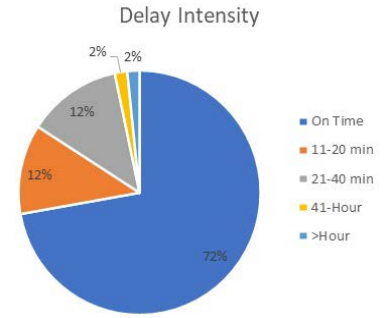
🚲 949

🐾 299

Downeaster Performance Metrics - Last 12 Months								
Period	FY	Trains Operated	Passenger Miles	On Time Performance		Downeaster Café		
				End Point	Customer	Capture Ratio	Check AVG	
Sep 22	FY23	300	3,895,054	73%	85%	16%	\$ 8.88	91
Aug 22	FY23	306	4,551,810	59%	70%	19%	\$ 8.57	90
Jul 22	FY23	303	4,558,976	66%	83%	16%	\$ 7.87	91
FY23 To Date		909	13,005,840	66%	79%	17%	\$ 8.44	91
Jun 22	FY22	300	3,696,487	72%	83%	17%	\$ 8.04	91
May 22	FY22	310	3,205,050	74%	81%	18%	\$ 8.20	92
Apr 22	FY22	300	3,376,072	83%	90%	16%	\$ 8.54	91
Mar 22	FY22	310	2,804,050	77%	82%	18%	\$ 8.22	90
Feb 22	FY22	280	2,521,546	75%	81%	16%	\$ 8.66	91
Jan 22	FY22	310	1,858,131	79%	88%	19%	\$ 8.78	88
Dec 21	FY22	308	2,568,592	87%	91%	18%	\$ 8.60	94
Nov 21	FY22	297	2,566,478	66%	76%	16%	\$ 7.85	85
Oct 21	FY22	306	3,257,121	71%	79%	17%	\$ 8.03	88

FY23 Goals:

-  **OTP:** 85%
-  **COTP:** 90%
-  **Café Capture:** 18%
-  **Café Check Avg:** \$7.95
-  **CSI** 90%



Downeaster Customer Survey Metrics - Last 12 Months									
Period	FY	Responses	Overall Score	Score by category					
				Reliable	Crew	Station	Clean	Café	Wifi
Sep 22	FY23	608	91	89	92	92	91	80	79
Aug 22	FY23	1,281	90	82	93	92	90	82	75
Jul 22	FY23	1,304	91	89	94	93	92	82	74
Jun 22	FY22	995	91	87	94	94	92	85	77
May 22	FY22	670	92	88	94	93	91	84	83
Apr 22	FY22	952	91	90	94	93	91	82	82
Mar 22	FY22	691	90	87	91	92	91	84	81
Feb 22	FY22	835	91	87	93	92	91	82	82
Jan 22	FY22	503	88	86	92	92	91	82	80
Dec 21	FY22	547	94	92	93	94	92	85	80
Nov 21	FY22	626	85	80	91	90	90	81	76
Oct 21	FY22	923	88	84	91	90	90	81	78

NNEPRA Fiscal Year 2023
Operating Budget Variance Report
July 2022-September 2022

	Current Month - September 2022			Fiscal Year to Date July 2022-September 2022			
	Actual	Budget	Variance	Actual	Budget	Variance	% Var
Revenues							
Operating Revenue							
Amtrak Ticket Revenue	\$ 941,548	\$ 782,406	\$ 159,142	\$ 3,095,322	\$ 2,682,289	\$ 413,033	15%
Food Service Revenue	\$ 80,523	\$ 61,394	\$ 19,129	\$ 232,355	\$ 210,482	\$ 21,873	10%
Advertising Revenue	\$ -	\$ -	\$ -	\$ 560	\$ -	\$ 560	0%
Parking Lot Revenue	\$ 62,523	\$ 30,438	\$ 32,085	\$ 141,490	\$ 91,314	\$ 50,176	55%
Interest and Other Revenue	\$ 60,160	\$ 33,887	\$ 26,273	\$ 153,913	\$ 101,661	\$ 52,252	51%
Total Operating Revenues	\$ 1,144,754	\$ 908,125	\$ 236,629	\$ 3,623,640	\$ 3,085,746	\$ 537,894	17%
Expenses							
Administration							
Salaries and Benefits	\$ 67,768	\$ 79,000	\$ (11,232)	\$ 201,975	\$ 237,000	\$ (35,025)	-15%
Office Expenses	\$ 9,555	\$ 11,135	\$ (1,580)	\$ 27,923	\$ 33,415	\$ (5,492)	-16%
Professional Services	\$ 41,182	\$ 52,100	\$ (10,918)	\$ 63,855	\$ 76,600	\$ (12,746)	-17%
Insurance	\$ 4,110	\$ 4,489	\$ (379)	\$ 9,106	\$ 13,467	\$ (4,361)	-32%
Board Operations	\$ 1,772	\$ 1,802	\$ (30)	\$ 4,319	\$ 5,406	\$ (1,087)	-20%
Total Administration Expense	\$ 124,387	\$ 148,526	\$ (24,139)	\$ 307,178	\$ 365,888	\$ (58,710)	(0.13)
Train Operations							
Amtrak Train Operations	\$ 572,356	\$ 574,950	\$ (2,594)	\$ 1,782,521	\$ 1,727,850	\$ 54,671	3%
Amtrak Equipment Maintenanar	\$ 751,930	\$ 628,414	\$ 123,516	\$ 1,958,455	\$ 1,885,242	\$ 73,213	4%
Amtrak Support Services	\$ 93,591	\$ 163,942	\$ (70,351)	\$ 418,877	\$ 514,598	\$ (95,721)	-19%
Train Fuel Cost	\$ 294,149	\$ 301,158	\$ (7,009)	\$ 877,267	\$ 923,552	\$ (46,285)	-5%
Other Train Operations	\$ 181,356	\$ 181,874	\$ (518)	\$ 522,576	\$ 551,456	\$ (28,880)	-5%
ARPA Relief Credit	\$ (300,000)	\$ (300,000)	\$ -	\$ (900,000)	\$ (900,000)	\$ -	0%
Facilities	\$ 31,989	\$ 35,411	\$ (3,422)	\$ 143,964	\$ 94,625	\$ 49,339	52%
FY23 Capital Maintenance	\$ -	\$ 176,711	\$ (176,711)	\$ 32,982	\$ 353,420	\$ (320,438)	-91%
Total Train Operations	\$ 1,625,371	\$ 1,762,460	\$ (137,089)	\$ 4,836,641	\$ 5,150,743	\$ (314,102)	-6%
Station Operations							
Portland Station	\$ 38,039	\$ 37,965	\$ 74	\$ 116,065	\$ 111,495	\$ 4,570	4%
Platform Insurance	\$ 26,604	\$ 18,750	\$ 7,854	\$ 59,259	\$ 56,250	\$ 3,009	5%
Station Platform Leases	\$ 3,918	\$ 3,835	\$ 83	\$ 11,451	\$ 11,505	\$ (54)	0%
Station Improvements	\$ 25,228	\$ 10,000	\$ 15,228	\$ 25,270	\$ 45,000	\$ (19,730)	-44%
Total Station Expenses	\$ 93,790	\$ 70,550	\$ 23,240	\$ 212,046	\$ 224,250	\$ (12,204)	-5%
Food Service	\$ 108,044	\$ 96,211	\$ 11,833	\$ 302,285	\$ 285,921	\$ 16,364	6%
Marketing	\$ 18,872	\$ 43,330	\$ (24,458)	\$ 39,563	\$ 129,991	\$ (90,427)	-70%
Total Expenses	\$ 1,970,463	\$ 2,121,077	\$ (150,614)	\$ 5,697,713	\$ 6,156,793	\$ (459,079)	-7%
Additional Funding Required	\$ 825,710	\$ 1,212,952	\$ (387,243)	\$ 2,074,073	\$ 3,071,047	\$ (996,974)	32%
Ridership	45,677	40,644	5,033	149,339	139,339	10,000	7%
Cost Recovery	58%	43%		64%	50%		
Café Cost Recovery	75%	64%		77%	74%		