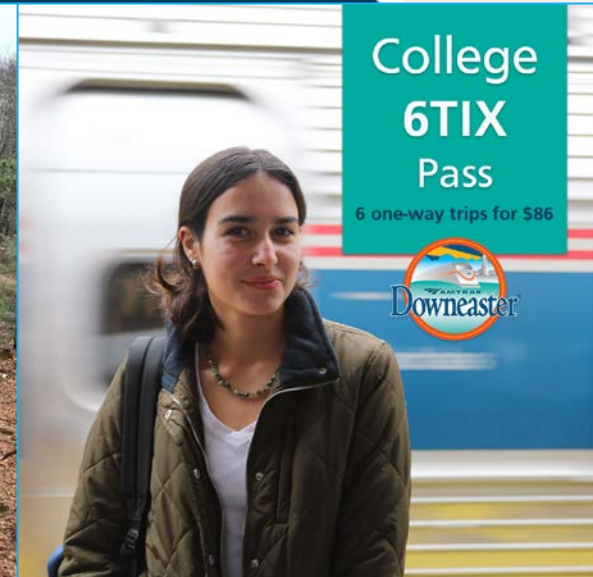




**NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY**



NNEPRA Board Meeting

January 23, 2023

NNEPRA BOARD of DIRECTORS

January 23, 2023

Northern New England Passenger Rail Authority

Draft Agenda

1:00pm Public Session

- Welcome and Introductions
- Public Comment
- Approval of Minutes from November 28, 2022 Board Meeting
- Downeaster Performance
 - Operating Statistics
 - Marketing Initiatives
 - Upcoming Service Disruptions
- Finance and Budget Overview
 - Approval of Budget Variance Report Through November 2022
- Status Report: Wells Area Improvement Project
- Workplan update
 - 1. Safety Initiatives
 - 2. Customer Experience
 - 4. Service Improvement Initiatives
 - 5-7 Planning, Studies & Grant Opportunities
- Other Business
 - Approval of Annual Legislative Council Report
- Motion to go into executive session pursuant to 1 MRS § 405(6)(C) to consider the potential acquisition or use of properties for a station location in Portland.
- Motion to return to public session.
- Meeting Adjourns





Downeaster FY23 Performance

Downeaster Performance Metrics - Last 12 Months									
Period	FY	Ridership				Revenue			
		Actual	Budget	Variance	vs. 2019	Actual	Budget	Variance	\$/Rider
Dec 22	FY23	39,649	37,008	2,641	80%	\$ 1,036,170	\$ 712,404	\$ 323,766	\$26.13
Nov 22	FY23	43,636	38,058	5,578	92%	\$ 982,330	\$ 732,624	\$ 249,706	\$22.51
Oct 22	FY23	47,822	40,290	7,532	95%	\$ 1,264,423	\$ 775,590	\$ 488,833	\$26.44
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%	\$ 1,080,956	\$ 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		280,576	254,696	25,880	91%	\$6,378,245	\$ 4,902,907	1,475,339	\$22.73
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
FY22 Final		403,775	323,157	80,618	70%	\$ 8,106,919	\$ 5,932,202	\$ 2,174,717	\$20.08

Ridership by Passenger Type

November - December 2022



715



795



7,157



102



265



1,406



NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY



Downeaster FY23 Performance

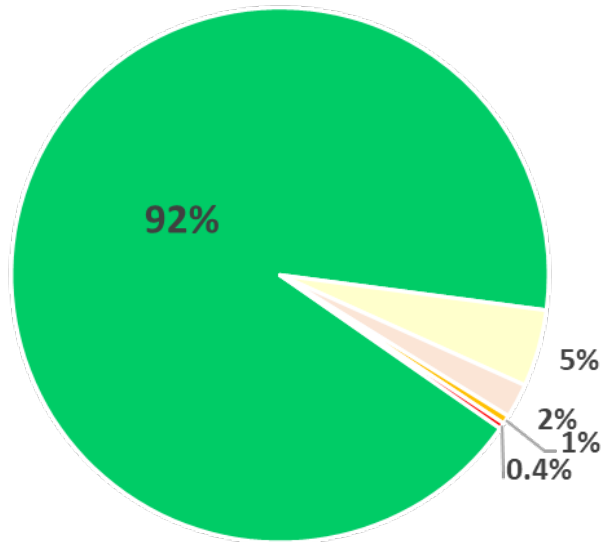
Downeaster Performance Metrics - Last 12 Months								
Period	FY	Trains	Passenger	On Time Performance		Downeaster Café		CSI
		Operated	Miles	End Point	Customer	Capture Ratio	Check AVG	
Dec 22	FY23	308	3,449,463	72%	80%	19%	\$ 9.26	89
Nov 22	FY23	296	3,744,739	82%	92%	16%	\$ 8.76	88
Oct 22	FY23	310	4,094,733	60%	75%	16%	\$ 8.46	89
Sep 22	FY23	300	3,894,054	73%	85%	16%	\$ 8.88	91
Aug 22	FY23	310	4,551,810	57%	70%	18%	\$ 9.03	90
Jul 22	FY23	310	4,500,638	65%	83%	17%	\$ 8.64	91
FY23 To Date		1,834	24,235,437	68%	81%	17%	\$ 8.84	90
			FY23 Goals	🔴 85%	🔴 90%	🔴 18%	🟢 \$7.95	🟢 90%
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



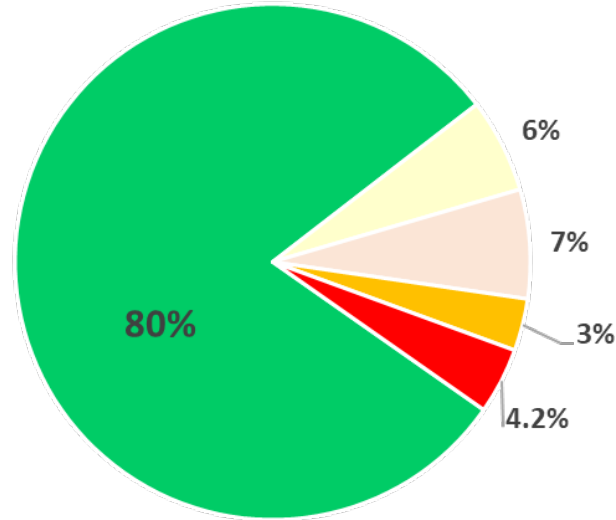


Delay Intensity by Rider

November 2022



December 2022



- On Time
- 11-20 min
- 21-40 min
- 41-Hour
- >Hour



\$20 Round- Trip Fares

3,943 Jan 1st – 18th

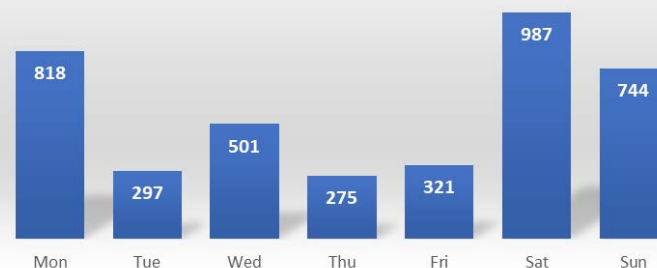
Compared to **2,845** riders in 2022



IT'S OUR **BEST SALE** OF THE YEAR!



Passenger using V520 by Day of Week
through 1/18/23



Being promoted through owned channels such as social media, website, email marketing and paid social.





Digital Marketing Campaign:

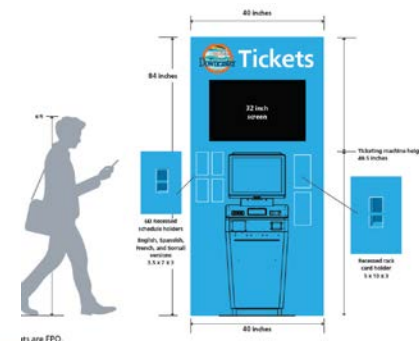
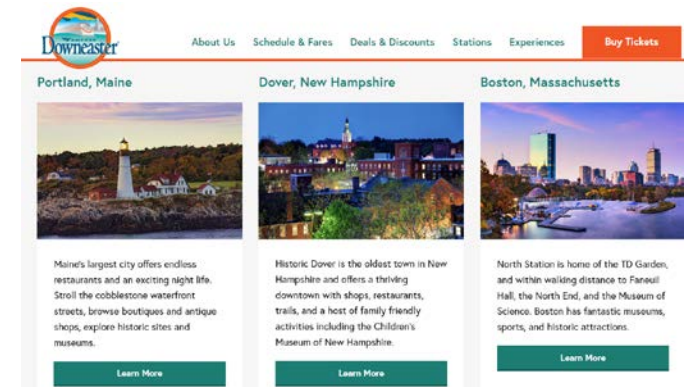
In market for just over 30 days, generating just over **3 million impressions**. Shows strong engagement in Southbound market. As campaign continues to optimize audience behaviors will be learned and will allow ads to better target potential customers. Campaign has generated **2,297** new email subscribers to date.

Website Enhancement:

Development of new 'Experiences' Page is underway. This section of website will be redesigned to allow NNEPRA to post relevant content on travel tips and itineraries that will give users a more in depth look at ways the Downeaster can provide transportation to their destinations of choice.

Station Experience Project:

Downeaster Custom Built Digital Kiosk Bids due on **February 3, 2023**.





Service Disruptions

Date	Sponsor	Reason	Trains Modified	Train Cancelled
5-6 Nov	MBTA	Bridge work	All trains Bus HHL-BON	
16-Nov	CSX	Field Road Xing	Bus Mid-day BRK-POR	
20-Nov	CSX	Allen Ave Xing	Bus Mid-day BRK-POR	
26-27 Nov	CSX	Presumpscot Br	Bus Mid-day BRK-POR	
28-Nov	CSX	River Road Xing	Bus Mid-day BRK-WEM	
30-Nov	CSX	Burnt Mill Road	CXL 684/685	CXL 684/685
Dec 3-4	MBTA	Bridge work	Bus HHL-BON	
23-Dec	Amtrak	Storm	CXL 688/689	CXL 688/689
31-Dec	Amtrak	Crew	CXL 698/699	CXL 698/699
1-Jan	Amtrak	Crew	CXL 698/699	CXL 698/699
Jan 5-6	NNEPRA	Rail Train	Bus Mid-day WEM-BON	CXL 681/686
4-12 Feb	MBTA	Signal Upgrades	All trains Bus HHL-BON	
4-12 Mar	MBTA	Signal Upgrades	All trains Bus HHL-BON	
22 Apr-07 May	MBTA	Signal Upgrades	All trains Bus HHL-EXR	

38,000 Riders Potentially Impacted
assuming 90% 2019 ridership





Service Recovery Policy

Objective:

To encourage passengers to travel on the Downeaster at a future date with a more positive experience consistent with our brand promise.

Standard Policy for scheduled and unscheduled disruptions:

Inconvenience vouchers for free one-way trip are distributed to impacted passengers:

- Trains delayed > 1 Hour
- Required Change to/Travel on Different Mode
- Valid for 60 days

Standard Policy for scheduled and unscheduled disruptions:

Approximately 25% redeem the voucher





Fare Promotions

Objective:

To encourage travel on the Downeaster during low demand periods and incentivize first time riders.

Proposed Promotion for upcoming disruptions:

\$10 one-way Downeaster fares

- 3-Day advance booking required
- Benefits travelers with longest trips

Pre-Programmed Fare Promotions have been used in the past during extended service disruptions in combination with inconvenience vouchers.



FY23 Financial Performance

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

	November-22			Fiscal Year to Date Jul 22-Nov 22			
	Actual	Budget	Variance	Actual	Budget	Variance	%
Operating Revenue							
Amtrak Ticket Revenue	\$ 982,330	\$ 732,624	\$ 249,706	\$ 5,351,124	\$ 4,190,503	\$ 1,160,622	28%
Food Service Revenue	\$ 52,773	\$ 55,331	\$ (2,558)	\$ 331,802	\$ 316,484	\$ 15,318	5%
Parking Lot Revenue	\$ 38,702	\$ 24,000	\$ 14,702	\$ 279,275	\$ 158,700	\$ 120,575	76%
Interest & Other Revenue	\$ 42,971	\$ 28,400	\$ 14,571	\$ 216,994	\$ 140,350	\$ 76,644	55%
Total Operating Revenue	\$ 1,116,777	\$ 840,355	\$ 276,422	\$ 6,179,196	\$ 4,806,037	\$ 1,373,159	29%
Expenses							
Administration							
Salaries and Benefits	\$ 76,895	\$ 79,000	\$ (2,105)	\$ 357,428	\$ 395,000	\$ (37,572)	-10%
Office Expenses	\$ 8,779	\$ 11,135	\$ (2,356)	\$ 45,119	\$ 55,685	\$ (10,566)	-19%
Professional Services	\$ 5,422	\$ 6,980	\$ (1,558)	\$ 87,890	\$ 92,140	\$ (4,250)	-5%
Insurance	\$ 5,645	\$ 4,489	\$ 1,156	\$ 27,129	\$ 22,445	\$ 4,684	21%
Board Operations	\$ 1,285	\$ 1,802	\$ (517)	\$ 5,180	\$ 9,010	\$ (3,830)	-43%
Total Admin Expenses	\$ 98,026	\$ 103,406	\$ (5,380)	\$ 522,745	\$ 574,280	\$ (51,535)	-9%



FY23 Financial Performance

Through November 2022

Train Operations

Amtrak Train Operations	\$ 602,615	\$ 610,300	\$ (7,685)	\$ 3,011,909	\$ 2,948,450	\$ 63,459	2%
Amtrak Equipment Mainten.	\$ 713,940	\$ 780,850	\$ (66,910)	\$ 3,233,256	\$ 3,446,942	\$ (213,686)	-6%
Amtrak Support Services	\$ 164,769	\$ 163,302	\$ 1,467	\$ 782,183	\$ 846,284	\$ (64,101)	-8%
Train Fuel Cost	\$ 268,356	\$ 289,575	\$ (21,219)	\$ 1,433,910	\$ 1,512,354	\$ (78,444)	-5%
Other Train Operations	\$ 132,582	\$ 181,874	\$ (49,292)	\$ 669,993	\$ 918,122	\$ (248,129)	-27%
ARPA Relief Credit	\$ (56,905)	\$ (56,905)	\$ -	\$ (1,016,034)	\$ (1,016,034)	\$ -	0%
Facilities	\$ 43,089	\$ 48,562	\$ (5,473)	\$ 256,887	\$ 278,412	\$ (21,525)	-8%
FY22 Capital Maintenance	\$ 295	\$ 295	\$ 0	\$ 86,866	\$ 86,866	\$ (0)	0%
Total Train Operations	\$ 1,868,741	\$ 2,017,853	\$ (149,111)	\$ 8,458,970	\$ 9,021,395	\$ (562,426)	-6%

Station Operations

Portland Station	\$ 41,103	\$ 37,465	\$ 3,638	\$ 195,512	\$ 184,925	\$ 10,587	6%
Platform Insurance	\$ 21,586	\$ 18,750	\$ 2,836	\$ 91,434	\$ 93,750	\$ (2,316)	-2%
Station Platform Leases	\$ 3,918	\$ 3,835	\$ 83	\$ 19,288	\$ 19,175	\$ 113	1%
Station Improvements	\$ -	\$ -	\$ -	\$ 26,411	\$ 28,000	\$ (1,589)	-6%
Total Station Operations	\$ 25,505	\$ 22,585	\$ 2,920	\$ 137,133	\$ 140,925	\$ (3,792)	-3%

Total Food Service	\$ 76,179	\$ 81,592	\$ (5,413)	\$ 451,713	\$ 443,281	\$ 8,432	2%
Total Marketing	\$ 58,973	\$ 43,330	\$ 15,643	\$ 140,723	\$ 150,000	\$ (9,277)	-6%

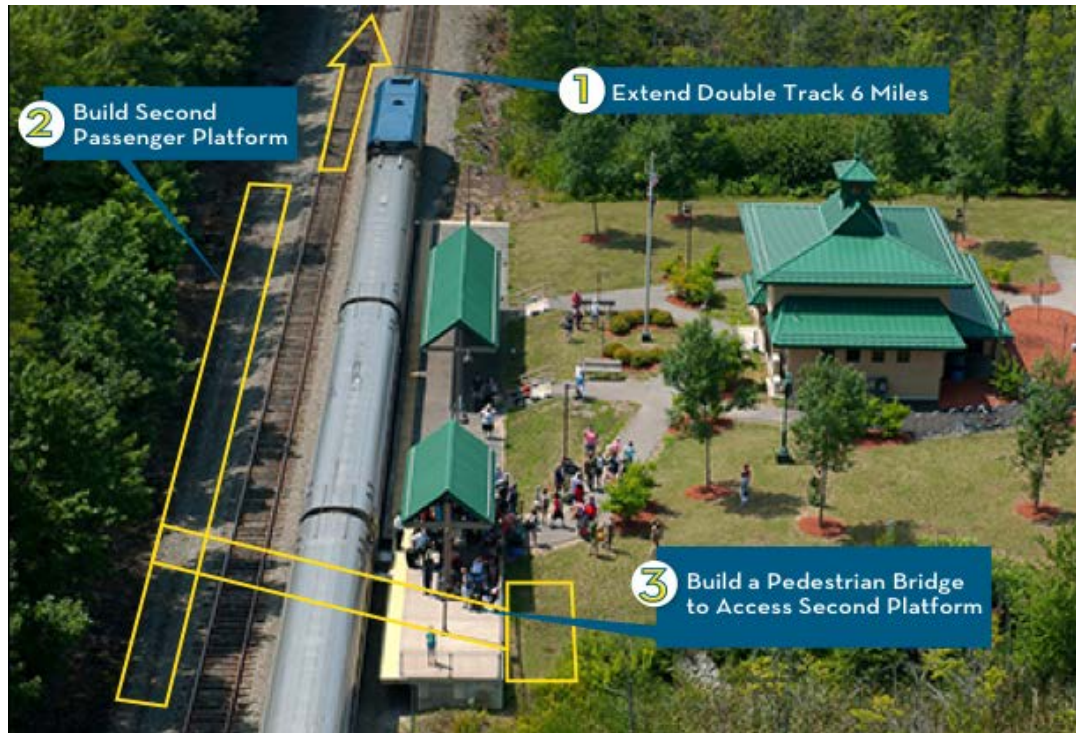
Total Expenses	\$ 2,127,425	\$ 2,268,766	\$ (141,341)	\$ 9,711,284	\$ 10,329,881	\$ (618,597)	-6%
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Add'l Funding Required	\$ 1,010,649	\$ 1,428,411	\$ (417,762)	\$ 3,532,088	\$ 5,523,845	\$ (1,991,757)	-36%
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Downeaster Ridership	43,636	38,058	5,578				
Overall cost recovery	52%	37%		64%	47%		
Café Recovery	69%	68%		73%	71%		



Wells CRISI Grant





Wells Area Improvement Project

CWR for double track extension delivered
January 5-6, 2023



NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY



Wells Area Improvement Project



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Wells Area Improvement Project



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Wells Area Improvement Project



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Wells Area Improvement Project

Station Design 50% Complete



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Grant & Administration Update:

Original Project Budget: \$22.9M

Budget with Inflation: \$28.9M

Adjusted Budget: \$25.9M

Projected Shortfall: \$3M

- FRA process to access shortfall funding underway
- CRISI Grant Amendment to consolidate tasks and reallocate funding to streamline administration of the grant and reduce cost overruns is under development
- PAR/CSX Agreement to assign remaining materials and contracted services under development.





SAFETY <ul style="list-style-type: none">• Training• Grant Opportunities	CUSTOMER EXPERIENCE <ul style="list-style-type: none">• Station Staffing<ul style="list-style-type: none">• Ambassador Incentive• Station Improvements
SERVICE ENHANCEMENTS <ul style="list-style-type: none">• Portland Station Relocation• W. Falmouth Station• Rockland Pilot	GRANTS & PLANNING <ul style="list-style-type: none">• State Rail Plan• Downeaster Service Development Plan• Grant Funding• L/A Economic Development• Bangor Travel Propensity





SERVICE ENHANCEMENTS

Portland Station Relocation

- Reduce Travel Time
- Improve regional connectivity
- Efficiently access Portland Layover
- Support passenger rail expansions

W. Falmouth Station

- Improve access to western/northern ME and I-95 Corridor
- Reduce VMT's and parking needs in Portland
- Improve regional connectivity
- Rockland Pilot





ROCKLAND PASSENGER RAIL PILOT PROGRAM

- Support long term goals & objectives
- Limited public transportation and connectivity to major transportation corridors
- Route 1 Congestion
- Access to BIW
- Significant tourism demand
- Maine-owned railroad infrastructure
- Supportive freight partner
- Availability of low capacity rolling stock





A Report to the Maine State Legislature

regarding

Northern New England Passenger Rail Authority

pursuant to 5 M.R.S.A. Section 12023





Subsection 2 (A): Procurements Exceeding \$10,000 – Competitive Procurement Waived

The table below provides a list of all procurements exceeding \$10,000 for which the competitive process was waived during the preceding fiscal year, July 1, 2021 – June 30, 2022.

§ 12023 Reports to the Legislature Subsection 2(A) Procurements Exceeding \$10,000 - Competitive Procurement Waived July 1, 2021 to June 30, 2022

Date	Vendor Name	Amount	Procurement Method (Justification is on file at NNEPRA's Office)	Funding Source
7/1/2021	Farrell, Rosenblatt, Russell	\$64,676.00	Legal Services - Available only from one source	5307 Formula Grant





Subsection 2 (B): Contributions Exceeding \$1,000

The table below provides a list of all contributions exceeding \$1,000 during the preceding fiscal year, July 1, 2021 – June 30, 2022.

Northern New England Passenger Rail Authority § 12023 Reports to the Legislature Subsection 2B Contributions Exceeding \$1,000 July 1, 2021 to June 30, 2022

Date	Description	Over \$1,000 - Sponsorship	Over \$1,000 - Membership Dues
1/18/22	States for Passenger Rail Coalition - 2022 Dues	\$0.00	\$7,000.00





Subsection 2 (C): Changes to Written Policies and Procedures

There was an update to the Procurement and Contract Administration Policy and Procedures as well as the adoption of the Remote participation Policy in the preceding fiscal year July 1, 2021 to June 30, 2022. The Procurement Policy was updated to reflect administrative roles, current regulatory requirements, and clarified practices related to electronic bidding to accommodate remote working. There were no changes to the procedures used by the governing body for compliance with those policies and procedures.





Staff Updates



NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY



Questions?



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