
Board Briefing Materials

February 27, 2023

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

February 27, 2023

Northern New England Passenger Rail Authority

Agenda

1:00pm

Public Session

- Welcome and Introductions
- Public Comment
- Approval of Minutes from January 23, 2023 Board Meeting
- Downeaster Performance Update
 - Operating Statistics
 - Amtrak Revenue reporting
 - Service Disruptions & Equipment Redeployment
 - Marketing Initiatives
- Finance Update
 - Approval of December Variance Report
- Project Updates
 - Wells Area Improvement Project
 - CSX Capital Maintenance
- Workplan update
 1. Safety
 2. Customer Experience Project
 4. Service Improvement Initiatives
 - 5-7. Planning, Studies & Grant Opportunities
 - Corridor ID Program Overview and Approach
- Other Business
 - NNEPRA Staffing
 - Legislative Initiatives

Next Meeting: March 27, 2023



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

January 23rd, 2023

Directors in Attendance:

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

NNEPRA Staff in Attendance:

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

Interested Parties:

Ms. Patricia Barber; Mr. Stanley Koski; Mr. Dana Knapp; Mr. Bob Johnston; Mr. Luke Irvine, Amtrak; Mr. Steve Corcoran, Amtrak; Mr. Irwin Gratz

OPENING REMARKS

Opened meeting at 1:05pm

PUBLIC COMMENT

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

APPROVAL OF MINUTES

Motion to approve November 28th, 2022, Minutes with Correction to Attendance to include Christian Smith, Wipfli

Motion: Ms. Alison Harris

Seconded: Mr. Nate Moulton

Approved: All

OVERVIEW OF DOWNEASTER PERFORMANCE – Patricia Quinn

Patricia Quinn provided an overview of performance in December noting that ridership for the month was 80 percent of 2019 ridership. She noted that ticket revenue reported by Amtrak has been higher than anticipated the past 3 months and that she has asked Amtrak to review and verify. Director Moulton agreed noting the particularly high revenue per rider. Patricia explained that Amtrak had implemented new revenue accounting systems and cautioned that an adjustment may be needed in subsequent months.

Director Fleming noted that November ridership was less robust. Patricia noted it was a holiday month and there were a several service disruptions related to track work.

MARKETING UPDATE – Taylor Belanger

Taylor Belanger provided an overview of the various marketing initiatives for December noting that the January fare sale was well received. The second phase of the station experience project (custom-built kiosks) is out for bid with responses due in February.

UPCOMING SERVICE DISRUPTIONS – Patricia Quinn

Patricia Quinn provided an overview of the three pending service disruptions related to MBTA signal work and subsequent bus bridges required. The Board discussed the Service Recovery Policy and whether voucher and/or discounts should be extended to passengers during the upcoming disruptions. Chairman Cohen asked how many vouchers are typically given out. Patricia answered that roughly 38,000 vouchers had been provided last year with roughly 10,000 redeemed. Director Moulton noted he would support a reduced fare promotion during the bussing during the outages. Director Fleming noted she would also be in favor of a fare promotion but not both a voucher and fare promotion. Director Harris noted she would be in favor either but leaned voucher. Chairman Cohen closed the discussion by noting to staff to use their best judgement to maintain ridership and revenue.

VARIANCE REPORT – Olivia Richmond

Olivia Richmond provided a review of FY23 Budget Variance Report noting the Amtrak ARPA relief credit was depleted in November.

Motion to approve November variance report

Motion: Ms. Maggie Fleming
Seconded: Mr. Steve Lyons
Accepted: All

PROJECT UPDATES – James Russell

James Russell provided an update with Wells Area Improvement Project noting that the roadbed preparations are mostly complete. The six track-miles of rail for the new siding was delivered placed along the rail bed in early January. The platform and overhead bridge design is 50 percent complete with significant stakeholder input and consultation. William Gayle provided an update on the administration of the grant, noting that NNEPRA is working on an amendment to simplify grant administration and provided an update on funding.

WORK PLAN UPDATE – Patricia Quinn

Patricia Quinn provided an update on the FY23 Work Plan highlighting the various initiatives accomplished by NNEPRA for Safety, Customer Experience, Service Enhancements, and Grants and Planning.

OTHER BUSINESS – William Gayle

William Gayle provided an overview of the FY22 Legislative Council Report.

Motion to Approve the FY22 Legislative Council Report

Motion: Mr. Steve Lyons
Seconded: Mr. Alan Casavant
Accepted: All

PUBLIC COMMENT

Chair Cohen opened floor for public comment. No public comments made.

EXECUTIVE SESSION – Chairman Cohen

Motion to enter Executive Session pursuant to 1MRS 405(6)(C) was made at 2:09pm.

Motion to Enter into Executive Session pursuant to 1 MRS 405(6)(C)

Motion: Mr. Alan Casavant

Seconded: Mr. Steve Lyons

Accepted: All

Motion to Exit Executive Session

Motion: Mr. Steve Lyons

Seconded: Mr. Alan Casavant

Accepted: All

Meeting adjourned at 3:01 pm.



Downeaster FY2023 Performance to Date

Downeaster Performance Metrics - Last 12 Months									
Period	FY	Ridership				Revenue			
		Actual	Budget	Variance	vs. 2019	Actual	Budget	Variance	\$/Rider
Jan 23	FY23	35,435	30,370	5,065	80%	\$ 701,690	\$ 584,630	\$ 117,060	\$ 19.80
Dec 22	FY23	39,649	37,008	2,641	80%	\$ 830,010	\$ 712,404	\$ 117,606	\$ 20.93
Nov 22	FY23	43,632	38,058	5,574	92%	\$ 882,688	\$ 732,624	\$ 150,064	\$ 20.23
Oct 22	FY23	47,821	40,290	7,531	95%	\$ 1,009,651	\$ 775,590	\$ 234,061	\$ 21.11
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		316,006	285,066	30,940	81%	\$ 6,519,361	\$ 5,487,537	1,031,825	\$ 20.63
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

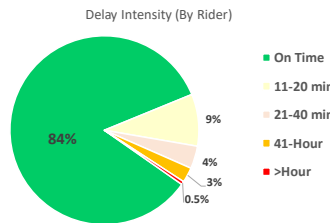
 1,956	 2,595	 651	 1,406
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FY23 Performance Goals:

Avg Fare	\$19.25	OTP:	85%
Ridership vs 2019:	85%	COTP:	18%
Café Check Avg:	\$7.95	Customer Satisfaction:	90%
Café Capture Ratio:	18%		

Downeaster Performance Metrics - Last 12 Months								
Period	FY	Trains Operated	Passenger Miles	On Time Performance		Downeaster Café		CSI
				End Point	Customer	Capture Ratio	Check AVG	
Jan 23	FY23	307	3,047,410	70%	84%	18%	\$ 9.11	90
Dec 22	FY23	308	3,548,669	69%	80%	19%	\$ 9.26	90
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		2,141	27,382,053	68%	81%	17%	\$ 8.88	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
FY23 To Date		1,834	20,785,975	68%	81%	17%	\$ 8.84	60

FY 2023 Downeaster Customer Satisfaction											
	Sample Size	Overall Score	Train Comfort	Train Cleanliness	Train Crew	OTP	Train Status Info	Café	WiFi	Station Staff	Station Overall
Jan	422	90.1	9.1	9.1	9.2	8.6	8.5	8.2	8.0	9.2	8.8
Dec	513	90.4	8.9	9.0	9.2	8.1	8.0	8.0	7.4	9.0	8.7
Nov	447	87.8	9.0	9.0	9.1	8.8	8.5	8.2	7.4	9.1	8.8
Oct	538	88.8	7.8	9.1	9.1	8.2	9.0	7.4	9.1	9.1	8.2
Sep	230	90.2	9.1	9.1	9.2	8.9	8.9	8.1	8	9.2	8.8
Aug	1281	89.6	9.1	9.0	9.3	8.2	8.4	8.2	7.5	9.2	8.7
Jul	1346	91.1	9.1	9.2	9.4	8.9	8.7	8.2	7.4	9.3	8.8



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

	December-22			Fiscal Year to Date Jul 22-Dec 22			
	Actual	Budget	Variance	Actual	Budget	Variance	%
Operating Revenue							
Amtrak Ticket Revenue	\$ 830,010	\$ 712,404	\$ 117,606	5,817,671	\$ 4,902,907	\$ 914,765	19%
Food Service Revenue	\$ 78,424	\$ 55,900	\$ 22,524	437,011	\$ 370,288	\$ 66,723	18%
Parking Lot Revenue	\$ 34,572	\$ 30,438	\$ 4,134	275,145	\$ 182,700	\$ 92,445	51%
Interest & Other Revenue	\$ 44,030	\$ 33,887	\$ 10,143	300,940	\$ 168,750	\$ 132,190	78%
Total Operating Revenue	\$ 987,036	\$ 832,629	\$ 154,407	\$ 6,830,768	\$ 5,624,644	\$ 1,206,123	21%
Expenses							
Administration							
Salaries and Benefits	115,146	\$ 79,000	\$ 36,146	447,658	\$ 474,000	\$ (26,342)	-6%
Office Expenses	10,416	\$ 11,137	\$ (721)	54,581	\$ 65,653	\$ (11,072)	-17%
Professional Services	5,868	\$ 5,280	\$ 588	93,758	\$ 99,420	\$ (5,662)	-6%
Insurance	9,472	\$ 6,489	\$ 2,983	36,600	\$ 53,868	\$ (17,268)	-32%
Board Operations	630	\$ 1,802	\$ (1,172)	5,989	\$ 14,124	\$ (8,135)	-58%
Total Admin Expenses	\$ 141,532	\$ 103,708	\$ 37,824	\$ 638,586	\$ 707,065	\$ (68,479)	-10%
Train Operations							
Amtrak Train Operations	\$ 606,716	\$ 610,300	\$ (3,584)	\$ 3,618,625	\$ 3,558,750	\$ 59,875	2%
Amtrak Equipment Mainten	\$ 641,684	\$ 780,850	\$ (139,166)	\$ 3,874,940	\$ 4,227,792	\$ (352,852)	-8%
Amtrak Support Services	\$ 171,241	\$ 162,553	\$ 8,688	\$ 953,424	\$ 1,008,836	\$ (55,413)	-5%
Train Fuel Cost	\$ 258,689	\$ 299,228	\$ (40,539)	\$ 1,692,599	\$ 1,811,582	\$ (118,982)	-7%
Other Train Operations	\$ 142,010	\$ 184,791	\$ (42,781)	\$ 817,401	\$ 1,102,913	\$ (285,512)	-26%
ARPA Relief Credit	\$ -	\$ -	\$ -	\$ (1,016,034)	\$ (1,016,034)	\$ -	0%
Facilities	\$ 75,395	\$ 46,312	\$ 29,083	\$ 329,945	\$ 371,470	\$ (41,525)	-11%
FY23 Capital Maintenance	\$ 39,294	\$ 39,294	\$ -	\$ 126,160	\$ 126,160	\$ -	0%
Total Train Operations	\$ 1,935,030	\$ 2,123,328	\$ (188,298)	\$ 10,397,061	\$ 11,191,469	\$ (794,408)	-7%
Station Operations							
Portland Station	\$ 38,935	\$ 37,465	\$ 1,470	234,447.30	225,390.00	\$ 10,587	5%
Platform Insurance	\$ 12,566	\$ 18,750	\$ (6,184)	\$ 104,000	\$ 112,500	\$ (8,500)	-8%
Station Platform Leases	\$ 3,918	\$ 3,835	\$ 83	\$ 23,207	\$ 37,749	\$ (14,542)	-39%
Station Improvements	\$ 9	\$ 250	\$ (241)	\$ 26,419	\$ 48,500	\$ (22,081)	-46%
Total Station Operations	\$ 55,429	\$ 60,300	\$ (4,871)	\$ 388,073	\$ 424,139	\$ (36,066)	-9%
Total Food Service	\$ 114,296	\$ 90,536	\$ 23,759	\$ 561,135	\$ 533,815	\$ 27,320	5%
Total Marketing	\$ 47,292	\$ 43,330	\$ 3,962	\$ 140,723	\$ 150,000	\$ (9,277)	-6%
Total Expenses	\$ 2,293,578	\$ 2,421,202	\$ (127,624)	\$ 12,125,579	\$ 13,006,487	\$ (880,909)	-7%
Add'l Funding Required	\$ 1,306,543	\$ 1,588,573	\$ (282,031)	\$ 5,294,811	\$ 7,381,843	\$ (2,087,032)	-28%
Downeaster Ridership	39,649	30,370	9,279	280,571	254,690	25,881	
Overall cost recovery	43%	34%		56%	43%		
Café Recovery	69%	62%		78%	69%		