

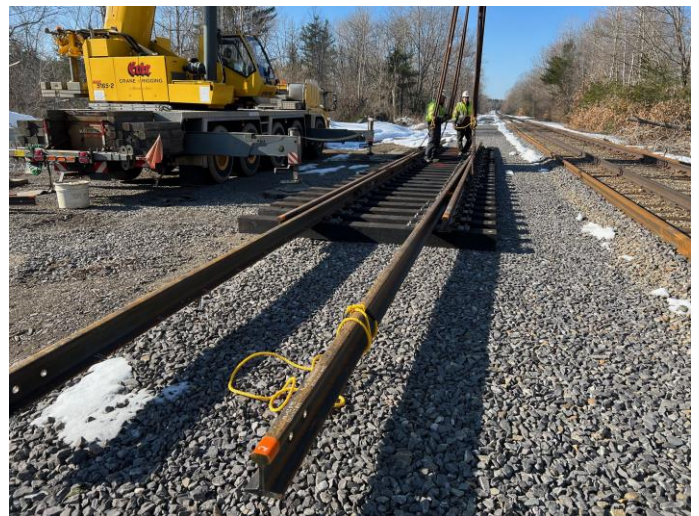
Board Briefing Materials

March 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

March 27, 2023

Northern New England Passenger Rail Authority

Draft Agenda

1:00pm Public Session

- Welcome and Introductions
- Public Comment
- Approval of Minutes from February 27, 2023 Board Meeting
- Downeaster Performance Update
 - Operating Statistics
 - Service Disruptions & Equipment Redeployment
 - Marketing Initiatives
- Finance Update
 - Approval of February 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
- Other Business
 - Administration
 - Legislative Initiatives

Next Meeting: April 24, 2023



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

February 27rd, 2023

Directors in Attendance:

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

NNEPRA Staff in Attendance:

Ms. Patricia Quinn; Mr. James Russell; Mr. William Gayle; Ms. Olivia Richmond

Interested Parties:

Mr. Tony Donovan, Maine Rail Transit Coalition; Mr. Dana Knapp, Concord Coach Lines; Mr. Bruce Sleeper, Trainriders NE; Mr. Wayne Davis, TrainRiders NE; Mr. Steve Corcoran, Amtrak

OPENING REMARKS

Opened meeting at 1:01pm

PUBLIC COMMENT

Chairman Cohen opened the floor to public comment.

Tony Donovan provided a handout and formally requested the Board to support passenger rail service to Bangor and to oppose the removal of state owned rail lines for trails.

Bruce Sleeper provided comments on the Rail Use Advisory Council (RUAC) process and expressed the need to preserve the lower road route to Augusta to allow for an extension of passenger rail service.

APPROVAL OF MINUTES

Motion to approve January 23rd, 2023, Minutes

Motion: Ms. Maggie Fleming

Seconded: Mr. Steve Lyons

Approved: All

OVERVIEW OF DOWNEASTER PERFORMANCE – Patricia Quinn

Patricia Quinn began by explaining that Amtrak over-reported Downeaster ticket revenue for October and November. She reviewed the Performance Report noting that it reflected the corrected revenue figures. Fiscal year to date, ridership is roughly 31,000 over budget and is 81 percent of FY19. Revenue is \$1M over budget year to date with an average ticket price of \$20.63 per rider. Café continues to perform well hitting the 18 percent capture ratio goal so far. On Time Performance continues to see various challenges based on one time events.

Director Harris asked for clarification on the ability to change the travel time on a \$10 promotional fare ticket.

Patricia explained that changes could not be made within a 3-day period.

Patricia reported that Downeaster trainsets would be reduced by one coach car through April 24 due to a shortage in Amtrak coaches nationally as more routes returned to pre-pandemic levels.

VARIANCE REPORT – Olivia Richmond

Olivia Richmond provided a review of FY23 Budget Variance Report.

Motion to approve December Variance Report

Motion: Ms. Carol Murray
Seconded: Mr. Alison Harris
Accepted: All

PROJECT UPDATES – William Gayle

William Gayle provided an update with Wells Area Improvement Project noting that work continues to amend the grant agreement with FRA to add funding to offset unanticipated cost increases as well as to streamline the administration of the grant.

Patricia noted that CSX has asked NNEPRA to submit a Federal-State Partnership Grant for state of good repair work consisting mostly of tie and grade crossing replacements for roughly \$25 million. NNEPRA is exploring feasibility and ability of CSX to provide the matching funds.

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. A discussion was held regarding the FY23 Corridor Identification and Development Program noting that NNEPRA would be submitting an application for the program for the Downeaster Corridor including connecting service to Rockland and streamlined connections to other Amtrak stations in Boston.

OTHER BUSINESS – Patricia Quinn

Patricia noted that a new Office Administrator would begin in March and provided a brief overview of the Legislative Briefing Trip.

Chairman Cohen led a discussion on a list of bills introduced to date in the Legislature in order to provide high level guidance to staff regarding what position NNEPRA should take . Chairman Cohen opened the discussion to public comment.

Tony Donovan provided input on several bills requesting support for LD754 and suggested a corridor to Bangor.

Bruce Sleeper provided input on several bills requesting NNEPRA take a position on LD209 and LD404 regarding rail-trails noting that TrainRiders Northeast did not agree with the RUAC decision.

Director Moulton noted the RUAC was established by the legislature and MaineDOT followed the process as outlined. Directors Harris commented that it would be hard to take a position on the numerous trail use bills without a map showing the potential impacts. Director Murray noted that the Commissioner is making

transportation decisions for the entire system, not just rail or trail advocates while acknowledging that rail line conversion were challenging to reverse.

Chairman Cohen led a discussion on LD842. The Board discussed the provisions outlined in the bill from legal, financial and operational perspectives and agreed that it could negatively impact passenger rail service in Maine.

Motion to oppose LD 842 given the legal, financial, and operational implications

Motion: Mr. Nate Moulton
Seconded: Ms. Carol Murray
Accepted: All

Patricia concluded the discussion by noting NNEPRA will continue to monitor the bills and provide staff recommendations to the Board if needed.

Meeting Adjourned at 2:34pm.



Downeaster FY2023 Performance to Date

Downeaster Performance Metrics - Last 12 Months



| Period | FY | Ridership | | | | Revenue | | | |
|---------------------|------|----------------|----------------|---------------|------------|---------------------|---------------------|---------------------|----------------|
| | | Actual | Budget | Variance | vs. 2019 | Actual | Budget | Variance | \$/Rider |
| Feb 23 | FY23 | 33,383 | 32,368 | 1,015 | 80% | \$ 640,465 | \$ 623,084 | \$ 17,381 | \$19.19 |
| 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 | | 349,389 | 317,434 | 31,955 | 90% | \$ 7,159,826 | \$ 6,110,621 | 1,049,206 | \$20.49 |
| 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 |
| FY22 Final | | 403,775 | 323,157 | 80,618 | 70% | \$ 8,106,919 | \$ 5,932,202 | \$ 2,174,717 | \$20.08 |

Fiscal Year 2023 To Date



2,318



2,907



690



1,442

FY23 Performance Goals:

Avg Fare \$19.25

OTP: 85%

Ridership vs 2019: 85%

COTP: 18%

Café Check Avg: \$7.95

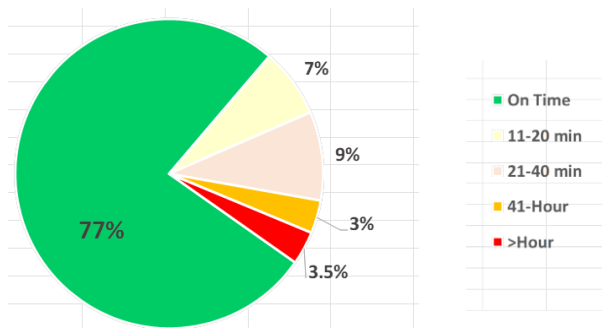
Customer Satisfaction: 90%

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 | |
| Feb 23 | FY23 | 240 | 2,701,879 | 70% | 77% | 17% | \$ 9.38 | 89 |
| 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 |
| FY23 To Date | | 1,834 | 20,785,975 | 68% | 81% | 17% | \$ 8.84 | 60 |

Delay Intensity by Rider



| 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 |
| Feb | 706 | 88.9 | 9.1 | 9.0 | 9.3 | 8.4 | 8.3 | 9.4 | 9.0 | 9.5 | 8.5 |
| 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 - February 2023**

| | February-23 | | | Fiscal Year to Date Jul 22-Feb 23 | | | |
|---------------------------------|---------------------|---------------------|---------------------|-----------------------------------|----------------------|-----------------------|-------------|
| | Actual | Budget | Variance | Actual | Budget | Variance | % |
| Operating Revenue | | | | | | | |
| Amtrak Ticket Revenue | \$ 640,465 | \$ 623,084 | \$ 17,381 | \$ 7,159,826 | \$ 6,110,621 | \$ 1,049,205 | 17% |
| Food Service Revenue | \$ 55,228 | \$ 48,892 | \$ 6,336 | \$ 517,691 | \$ 461,499 | \$ 56,192 | 12% |
| Parking Lot Revenue | \$ 37,533 | \$ 30,438 | \$ 7,095 | \$ 350,211 | \$ 249,750 | \$ 100,461 | 40% |
| Interest & Other Revenue | \$ 50,585 | \$ 33,887 | \$ 16,698 | \$ 319,072 | \$ 293,050 | \$ 26,022 | 9% |
| Total Operating Revenue | \$ 783,811 | \$ 736,301 | \$ 47,510 | \$ 8,346,800 | \$ 7,114,920 | \$ 1,231,880 | 17% |
| Expenses | | | | | | | |
| Administration | | | | | | | |
| Salaries and Benefits | \$ 72,940 | \$ 79,000 | \$ (6,060) | \$ 593,429 | \$ 632,000 | \$ (38,571) | -6% |
| Office Expenses | \$ 9,134 | \$ 11,135 | \$ (2,001) | \$ 81,056 | \$ 89,654 | \$ (8,598) | -10% |
| Professional Services | \$ 8,070 | \$ 7,280 | \$ 790 | \$ 109,767 | \$ 113,680 | \$ (3,913) | -3% |
| Insurance | \$ 9,471 | \$ 4,489 | \$ 4,982 | \$ 55,543 | \$ 53,868 | \$ 1,675 | 3% |
| Board Operations | \$ 1,172 | \$ 1,802 | \$ (630) | \$ 8,206 | \$ 16,624 | \$ (8,418) | -51% |
| Total Admin Expenses | \$ 100,787 | \$ 103,706 | \$ (2,919) | \$ 848,001 | \$ 905,826 | \$ (57,825) | -6% |
| Train Operations | | | | | | | |
| Amtrak Train Operations | \$ 554,449 | \$ 610,300 | \$ (55,851) | \$ 4,812,580 | \$ 4,779,350 | \$ 33,230 | 1% |
| Amtrak Equipment Maintenance | \$ 644,272 | \$ 780,850 | \$ (136,578) | \$ 5,227,262 | \$ 5,789,492 | \$ (562,230) | -10% |
| Amtrak Support Services | \$ 153,877 | \$ 158,943 | \$ (5,066) | \$ 1,278,340 | \$ 1,321,951 | \$ (43,611) | -3% |
| Train Fuel Cost | \$ 219,365 | \$ 252,252 | \$ (32,887) | \$ 2,154,702 | \$ 2,363,061 | \$ (208,359) | -9% |
| Other Train Operations | \$ 136,522 | \$ 176,758 | \$ (40,236) | \$ 1,050,572 | \$ 1,280,388 | \$ (229,816) | -18% |
| ARPA Relief Credit | \$ - | \$ - | \$ - | \$ (1,016,034) | \$ (1,016,034) | \$ - | 0% |
| Facilities | \$ 73,961 | \$ 42,912 | \$ 31,049 | \$ 466,116 | \$ 455,040 | \$ 11,076 | 2% |
| FY23 Capital Maintenance | \$ 194 | \$ - | \$ 194 | \$ 127,967 | \$ 127,967 | \$ - | 0% |
| Total Train Operations | \$ 1,782,640 | \$ 2,022,015 | \$ (239,375) | \$ 14,101,506 | \$ 15,101,216 | \$ (999,710) | -7% |
| Station Operations | | | | | | | |
| Portland Station | \$ 38,818 | \$ 37,965 | \$ 853 | \$ 311,788 | \$ 301,320 | \$ 10,468 | 3% |
| Platform Insurance | \$ 12,566 | \$ 18,750 | \$ (6,184) | \$ 129,133 | \$ 150,000 | \$ (20,867) | -14% |
| Station Platform Leases | \$ 3,918 | \$ 3,835 | \$ 83 | \$ 31,043 | \$ 37,749 | \$ (6,706) | -18% |
| Station Improvements | \$ - | \$ 250 | \$ (250) | \$ 26,444 | \$ 49,000 | \$ (22,556) | -46% |
| Total Station Operations | \$ 55,303 | \$ 60,800 | \$ (5,497) | \$ 498,408 | \$ 538,069 | \$ (39,661) | -7% |
| Total Food Service | \$ 87,586 | \$ 78,150 | \$ 9,436 | \$ 727,658 | \$ 684,595 | \$ 43,063 | 6% |
| Total Marketing | \$ 27,605 | \$ 43,330 | \$ (15,725) | \$ 273,922 | \$ 360,000 | \$ (86,078) | -24% |
| Total Expenses | \$ 2,053,921 | \$ 2,308,001 | \$ (254,080) | \$ 16,449,496 | \$ 17,589,706 | \$ (1,140,211) | -6% |
| Add'l Funding Required | \$ 1,270,110 | \$ 1,571,700 | \$ (301,590) | \$ 8,102,695 | \$ 10,474,786 | \$ (2,372,091) | -23% |
| Downeaster Ridership | 33,383 | 32,368 | 1,015 | | | | |
| Overall cost recovery | 38% | 32% | | 51% | 40% | | |
| Café Recovery | 63% | 63% | | 71% | 67% | | |