
Board Briefing Materials

May 25, 2023

Location:

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

9:00am 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

May 25, 2023

Northern New England Passenger Rail Authority

Draft Agenda

9:00am Public Session

- Welcome and Introductions
- Public Comment
- Approval of Minutes from April 24, 2023 Board Meeting
- Downeaster Performance Update
 - Operating Statistics
 - Marketing Initiatives
- Finance Update
 - Approval of April Variance Report
 - FY23 / FY24 Budget Discussion
- Project Updates
 - Wells Area Improvement Project
 - CSX Capital Maintenance
- Workplan update
- Other Business
 - Legislative Initiatives

Next Meeting: June 29, 2023

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

April 24, 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

NNEPRA Staff in Attendance:

Ms. Patricia Quinn; Mr. James Russell; Mr. William Gayle; Ms. Olivia Richmond; Ms. Natalie Bogart; Ms. Belle Askinasi; Mr. Brian Beeler II

Interested Parties:

Mr. Dana Knapp, Concord Coach Lines; Mr. Bruce Sleeper, Trainriders NE; Mr. Rob Eaton, Amtrak; Ms. Jane Brophy, Amtrak; Mr. Luke Irvine, Amtrak.

OPENING REMARKS

Opened meeting at 1:02pm

PUBLIC COMMENT

Chairman Cohen opened the floor to public comment.

There was no public comment.

APPROVAL OF MINUTES

Motion to approve March 27, 2023 Minutes

Motion: Ms. Carrol Murray

Seconded: Mr. Alan Casavant

Approved: All

OVERVIEW OF DOWNEASTER PERFORMANCE – Patricia Quinn

Patricia Quinn provided an update on Amtrak Downeaster performance in March noting the impact of the outage between Haverhill and Boston as well as the planned future two week outage between Exeter and Boston.

MARKETING UPDATE – Taylor Belanger

Taylor Belanger provided an overview of marketing initiatives in March noting that paid media has been scaled back this spring due to service interruptions and that she had participated in various conferences.

Five agencies responded to NNEPRA's RFP for marketing services. The selection committee, which includes Taylor, Natalie Bogart and Maggie Flemming, are expected to review proposals and make a selection in the coming weeks.

VARIANCE REPORT – Olivia Richmond

Olivia Richmond provided a review of the FY23 Budget Variance Report.

Director Harris asked for clarification on the cost of the kiosks. Patricia explained that the board previously authorized mid-year the funding for the kiosks in excess of what had been approved for Station Expenses in the FY23 budget.

Motion to approve March Variance Report

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

PROJECT UPDATES – James Russell

James Russell provided an update on Wells Area Improvement Project noting that Shaw Brothers completed all earthwork. CSX will begin constructing the new track once the FRA approves the final plans. All rail and turnouts have been delivered. Patricia Quinn provided an overview of the challenges in siting the area of refuge for the new platform, noting that the staff had been working with the Town of Wells and Department of Environmental Protection. Director Murray discussed the advantages of locating of the area of refuge perpendicular to the platform, noting that there are restrictions on that parcel of land.

Patricia Quinn reported that NNEPRA prepared and submitted an application for a Federal State Partnership Grant to the Federal Railroad Administration (FRA) for tie replacement. CSX has agreed to provide the 20 percent cash match if the grant is awarded. Patricia noted that the CSX policy is to invoice projects on a time and materials basis versus the lump sum approach used with Pan Am, and will require much more administration from NNERPA. Director Murray explained that this is a big difference. Chairman Cohen noted the improved On Time Performance and with a hopeful award of the project continued investment along the line will be a benefit for both performance and safety.

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. Patricia provided an update on the station kiosks noting they were on schedule for delivery in May. A discussion was held around draft bullet points on purpose and need statements for the various service improvement initiatives. Director Murray noted she thought they were through and concise.

OTHER BUSINESS – Patricia Quinn

Amtrak government affairs provided a briefing on Amtrak's current and future funding opportunities. Jane Brophy noted Amtrak is here as a resource for states and is available to present to the Board whenever they would like. Rob Eaton noted that the Downeaster is one of the premier corridors in the nation due to the funding NNEPRA/Maine invested in infrastructure and service.

Patricia provided an overview of legislative hearing on LD 1170, LD 842, LD 880, among other rail related bills.

Chairman Cohen noted with the large number of concept bills, it is a challenge to take positions on without seeing the legislative language. Director Harris noted that it would help the legislature to hear from others regarding how the service compares to others and how the stellar service is a result of considered, incremental growth.

PUBLIC COMMENT

Chairman Cohen opened the floor to public comment.

Bruce Sleeper provided additional context to the bill relating to insurance for passenger operators. Mr. Sleeper asked for a status update on the Portland Station relocation. Patricia Quinn replied that MaineDOT is putting together a group to assist with environmental and planning efforts. Mr. Sleeper asked if NNERPA has an updated economic impact assessment to the towns it provides rail service to. Patricia replied that NNERPA does not have such a document.

Meeting Adjourned at 2:44pm.



Downeaster FY2023 Performance to Date



Downeaster Performance Metrics - Last 12 Months									
Period	FY	Ridership				Revenue			
		Actual	Budget	Variance	vs. 2019	Actual	Budget	Variance	\$/Rider
Apr 23	FY23	44,730	41,390	3,340	92%	\$ 831,278	\$ 796,756	\$ 34,522	\$18.58
Mar 23	FY23	38,277	37,430	847	80%	\$ 778,241	\$ 720,520	\$ 57,721	\$20.33
Feb 23	FY23	33,402	32,368	1,034	83%	\$ 640,465	\$ 623,084	\$ 17,381	\$19.17
Jan 23	FY23	35,435	30,370	5,065	93%	\$ 701,690	\$ 584,630	\$ 117,060	\$19.80
Dec 22	FY23	39,649	37,008	2,641	86%	\$ 830,010	\$ 712,404	\$ 117,606	\$20.93
Nov 22	FY23	43,636	38,058	5,578	92%	\$ 882,688	\$ 732,624	\$ 150,064	\$20.23
Oct 22	FY23	47,822	40,290	7,532	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		432,420	396,254	36,166	90%	\$ 8,769,345	\$ 7,627,897	1,141,449	\$20.28
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
FY22 Final		403,775	323,157	80,618	70%	\$ 8,106,919	\$ 5,932,202	\$ 2,174,717	\$20.08

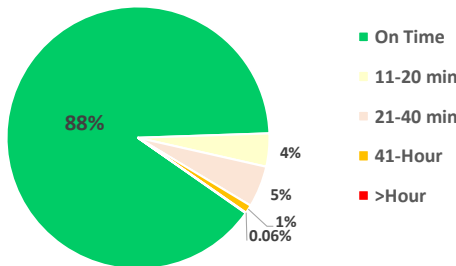
Fiscal Year 2023 To Date			
	3,017		3,592
	758		1,590

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	
Apr 23	FY23	300	3,513,832	85%	88%	18%	\$ 9.46	87
Mar 23	FY23	302	2,985,606	83%	90%	19%	\$ 9.49	88
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		2,983	36,583,370	71%	82%	17%	\$ 9.05	89
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
FY22 Final		3,621	35,080,346	74%	82%	18%	\$ 7.98	90

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
Apr	784	86.7	9.1	9.0	9.2	8.7	8.6	8.0	8.0	9.1	8.7
Mar	315	90.0	9.0	8.9	9.3	8.9	8.7	8.2	8.1	9.2	8.8
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 - April 2023**

	April-23			Fiscal Year to Date Jul 22-Apr 23			
	Actual	Budget	Variance	Actual	Budget	Variance	%
Operating Revenue							
Amtrak Ticket Revenue	\$ 831,278	\$ 796,756	\$ 34,522	\$ 8,769,345	\$ 7,627,896	\$ 1,141,449	15%
Food Service Revenue	\$ 67,639	\$ 60,174	\$ 7,465	\$ 674,028	\$ 568,732	\$ 105,297	19%
Parking Lot Revenue	\$ 50,091	\$ 43,500	\$ 6,591	\$ 458,216	\$ 317,250	\$ 140,966	44%
Interest & Other Revenue	\$ 127,094	\$ 28,400	\$ 98,694	\$ 521,364	\$ 349,850	\$ 171,514	49%
Total Operating Revenue	\$ 1,076,102	\$ 928,830	\$ 147,272	\$ 10,422,953	\$ 8,863,728	\$ 1,559,225	18%
Expenses							
Administration							
Salaries and Benefits	\$ 64,344	\$ 79,000	\$ (14,656)	\$ 733,561	\$ 790,000	\$ (56,439)	-7%
Office Expenses	\$ 7,466	\$ 10,751	\$ (3,285)	\$ 95,799	\$ 112,905	\$ (17,106)	-15%
Professional Services	\$ 7,493	\$ 7,280	\$ 213	\$ 127,052	\$ 128,240	\$ (1,188)	-1%
Insurance	\$ -	\$ -	\$ -	\$ 54,049	\$ 53,868	\$ 181	0%
Board Operations	\$ 869	\$ 1,250	\$ (381)	\$ 10,745	\$ 19,124	\$ (8,379)	-44%
Total Admin Expenses	\$ 80,173	\$ 98,281	\$ (18,108)	\$ 1,021,206	\$ 1,104,137	\$ (82,931)	-8%
Train Operations							
Amtrak Train Operations	\$ 588,340	\$ 610,300	\$ (21,960)	\$ 5,980,843	\$ 5,999,950	\$ (19,107)	0%
Amtrak Equipment Maintenance	\$ 657,574	\$ 780,850	\$ (123,276)	\$ 7,037,408	\$ 7,351,192	\$ (313,784)	-4%
Amtrak Support Services	\$ 167,297	\$ 171,309	\$ (4,012)	\$ 1,557,337	\$ 1,652,204	\$ (94,868)	-6%
Train Fuel Cost	\$ 170,526	\$ 270,270	\$ (99,744)	\$ 2,483,420	\$ 2,885,583	\$ (402,163)	-14%
Other Train Operations	\$ 162,579	\$ 182,592	\$ (20,013)	\$ 1,417,135	\$ 1,639,738	\$ (222,603)	-14%
ARPA Relief Credit	\$ -	\$ -	\$ -	\$ (1,016,034)	\$ (1,016,034)	\$ 0	0%
Facilities	\$ 32,294	\$ 47,035	\$ (14,741)	\$ 541,768	\$ 542,610	\$ (842)	0%
FY23 Capital Maintenance	\$ 1,152	\$ -	\$ 1,152	\$ 128,715	\$ 128,715	\$ -	0%
Total Train Operations	\$ 1,779,762	\$ 2,062,356	\$ (282,594)	\$ 18,130,591	\$ 19,183,958	\$ (1,053,367)	-5%
Station Operations							
Portland Station	\$ 48,216	\$ 46,157	\$ 2,059	\$ 399,179	\$ 385,442	\$ 13,737	4%
Platform Insurance	\$ -	\$ -	\$ -	\$ 175,703	\$ 168,750	\$ 6,953	4%
Station Platform Leases	\$ -	\$ -	\$ -	\$ 38,880	\$ 37,749	\$ 1,131	3%
Station Improvements	\$ -	\$ 250	\$ (250)	\$ 26,444	\$ 49,500	\$ (23,056)	-47%
Total Station Operations	\$ 48,216	\$ 46,407	\$ 1,809	\$ 640,207	\$ 641,441	\$ (1,234)	0%
Total Food Service	\$ 90,616	\$ 84,682	\$ 5,935	\$ 935,047	\$ 845,596	\$ 89,451	11%
Total Marketing	\$ 44,415	\$ 40,000	\$ 4,415	\$ 317,290	\$ 440,000	\$ (122,710)	-28%
Total Expenses	\$ 2,043,181	\$ 2,331,725	\$ (288,544)	\$ 21,044,341	\$ 22,215,132	\$ (1,170,791)	-5%
Add'l Funding Required	\$ 967,079	\$ 1,402,895	\$ (435,816)	\$ 10,621,388	\$ 13,351,404	\$ (2,730,016)	-20%
Downeaster Ridership	44,730	41,390	3,340				
Overall cost recovery	53%	40%		50%	40%		
Café Recovery	75%	71%		72%	67%		

NNEPRA FY2024 Preliminary Draft Operating Budget Forecast

July 1, 2023 - June 30, 2024

v2 0524

	Revenues	FY24 Budget	FY23 Estimated Year End Actuals	FY23 Budget	FY23 Projected Variance to Budget
	Operating Revenue				
1	Amtrak Ticket Revenue	\$ 10,840,029	\$ 10,453,165	\$ 9,233,283	\$ 1,219,882
2	Food Service Revenue	\$ 948,078	\$ 797,678	\$ 697,336	\$ 100,342
3	Parking	\$ 559,500	\$ 558,216	\$ 365,250	\$ 192,966
4	Interest and Other Revenue	\$ 444,000	\$ 591,364	\$ 406,650	\$ 184,714
	Total Operating Revenues	\$ 12,791,607	\$ 12,400,423	\$ 10,702,518	\$ 1,697,905
	Expenses				
	Administration				
5	Salaries & Benefits	\$ 1,050,000	\$ 878,561	\$ 948,000	\$ (69,439)
6	Office Expenses	\$ 161,480	\$ 112,299	\$ 134,406	\$ (22,107)
7	Professional Services	\$ 165,340	\$ 147,052	\$ 142,200	\$ 4,852
8	Insurance	\$ 53,632	\$ 54,049	\$ 53,868	\$ 181
9	Board Operations	\$ 21,624	\$ 12,545	\$ 21,624	\$ (9,079)
	Total Administration Expenses	\$ 1,452,076	\$ 1,204,506	\$ 1,300,098	\$ (95,592)
	Train Operations				
10	Amtrak Train Operations	\$ 7,727,856	\$ 7,207,388	\$ 7,220,550	\$ (13,162)
11	Amtrak Equipment Maintenance	\$ 9,681,508	\$ 8,400,582	\$ 8,912,892	\$ (512,310)
12	Amtrak Support Services	\$ 2,053,062	\$ 1,901,969	\$ 2,000,636	\$ (98,667)
13	Train Fuel Cost	\$ 2,708,363	\$ 2,980,103	\$ 3,462,159	\$ (482,055)
14	Other Train Operations	\$ 2,146,755	\$ 1,752,048	\$ 2,201,381	\$ (449,333)
15	ARPA Relief Credit		\$ (1,016,034)	\$ (1,016,034)	\$ -
16	Layover Facilities	\$ 704,520	\$ 664,000	\$ 630,180	\$ 33,820
17	Capital Maintenance	\$ 1,200,000	\$ 883,553	\$ 883,553	\$ -
	Total Train Operations	\$ 26,222,064	\$ 22,773,609	\$ 24,295,317	\$ (1,521,708)
	Station Operations				
18	Portland Station	\$ 492,246	\$ 490,000	\$ 463,256	\$ 26,744
19	Platform Insurance	\$ 204,911	\$ 200,479	\$ 225,000	\$ (24,521)
20	Station Platform Leases	\$ 48,245	\$ 46,839	\$ 46,010	\$ 829
21	Station Repair & Improvements	\$ 431,000	\$ 105,444	\$ 50,000	\$ 55,444
	Total Station Operations	\$ 1,176,402	\$ 842,762	\$ 784,266	\$ 58,496
22	Food Service	\$ 1,271,627	\$ 1,115,000	1,040,060	\$ 74,940
23	Marketing	\$ 520,000	\$ 495,000	520,000	\$ (25,000)
	Total Operating Expenses	\$ 30,642,170	\$ 26,430,877	\$ 27,939,741	\$ (1,508,864)
24	Additional Funding Required	\$ 17,850,563	\$ 14,030,455	\$ 17,237,224	\$ (3,206,768)
	Ridership	557,529	517,624	479,651	37,973
	Overall Cost Recovery	42%	47%	38%	
	Food Service Cost Recovery	75%	72%	67%	

FY24 Funding Sources	SOGR	Operations	Total
Expenses eligible for Federal Funds	\$ 12,699,783	\$ 5,150,780	\$ 17,850,563
80% Federal Share	\$ 10,159,827	\$ 4,120,624	\$ 14,280,451
20% Match	\$ 2,539,957	\$ 1,030,156	\$ 3,570,113

NNEPRA FY2024 Budget Assumptions

Fiscal Year 2024

July 1, 2023 - June 30, 2024

Revenues

Description/Assumptions

Operating Revenue

- | | | |
|---|----------------------------|---|
| 1 | Amtrak Ticket Revenue | <i>Average of 108% FY23 ridership; Average fare per passenger \$19.50</i> |
| 2 | Food Service Revenue | <i>19% Capture Ratio; \$8.95 check avg</i> |
| 3 | Parking | <i>Average 7,600 cars per month @ \$5.50 per day</i> |
| 4 | Interest and Other Revenue | <i>Amtrak Other Revenue, Bank interest, NH platform insurance reimbursement, SAIPRC fee, interest</i> |

Expenses

Administration

- | | | |
|---|-----------------------|--|
| 5 | Salaries & Benefits | <i>8 Full Time salaried employees; 5% COLA</i> |
| 6 | Office Expenses | <i>Portland and Brunswick Rent, utilities, supplies, travel, equipment. Includes new copy machine and office painting.</i> |
| 7 | Professional Services | <i>Legal, Accounting, Audit, Technology support. Anticipates onboarding new legal counsel.</i> |
| 8 | Insurance | <i>Liability, portion of Public Official, Cyber, Crime</i> |
| 9 | Board Operations | <i>Meeting expenses & portion of Public Official Insurance</i> |

Train Operations

- | | | |
|----|-------------------------|--|
| 10 | Train Operations | <i>Amtrak Train/Station Crews and management support</i> |
| 11 | Equipment Maintenance | <i>Turnaround servicing, running maintenance & capital maintenance of Amtrak rolling stock</i> |
| 12 | Amtrak Support Services | <i>Amtrak Reservations, Onboard WiFi, Marketing, Police, Insurance, G&A</i> |
| 13 | Train Fuel Cost | <i>Estimated \$2.80-\$3.00 per gallon</i> |
| 14 | Other Operations | <i>Track Maintenance, Inspection and Performance Payment; costs associated with service interruptions</i> |
| 15 | ARPA Relief Credit | <i>Pandemic Relief funding applied to Amtrak Expenses</i> |
| 16 | Layover Facilities | <i>Brunswick and Portland layover facility operating and maintenance costs; Includes \$99,800k in capital projects</i> |
| 17 | Capital Maintenance | <i>Annual track maintenance work program developed with CSX per agreement</i> |

Station Operations

- | | | |
|----|-------------------------|---|
| 18 | Portland Station | <i>Per Maine DOT agreement with Concord Coach Lines</i> |
| 19 | Platform Insurance | <i>Includes projected market increases</i> |
| 20 | Station Platform Leases | <i>Per agreement for platforms in Freeport, Portland, Old Orchard Beach, Saco and Wells</i> |
| 21 | Station Improvements | <i>Repairs to Portland platform and removal of canopy. Repair and replace tactile strip at Brunswick and Freeport platforms. Paint Brunswick platform. Misc. station repairs with local match provided by municipalities.</i> |

- | | | |
|----|------------------------------------|--|
| 22 | Food Service Expenses | <i>Labor, food & beverage purchases, administration and management</i> |
| 23 | Marketing | <i>Marketing and advertising efforts for Amtrak Downeaster</i> |
| 24 | Additional Funding Required | <i>Combination of State and Federal funding needed to meet operating expense</i> |