
Board Briefing Materials

September 18, 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**

FY2024 NNEPRA Strategic Workplan Summary:

Safety and Health

The safety and health of passengers, crews and employees remains our first priority.

Performance Measures

Meet and exceed Performance Targets identified in the approved FY24 Operating Budget and 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.

FY24 Performance Targets					
Ridership	555,899	Train On Time Performance	85%	Café Cost Recovery	75%
Revenue	\$ 10,840,029	Customer On Time Performance	90%	Café Capture Ratio	19%
Average Fare	\$ 19.50	Overall Customer Satisfaction	90%	Café Check Average	\$8.85
Overall Cost Recovery	50%				

Service Improvement and Planning

Support the reduction of vehicle miles travelled and State climate change initiatives by improving service accessibility and quality and by taking steps necessary to:

- Complete Wells Area Improvement Project
- Relocate Portland Station and build a new station in Falmouth
- Build a new station in Falmouth to improve access to I-95 and communities north of Portland.
- Initiate a *regularly scheduled* passenger rail service *pilot program* on the Rockland Branch
- Update the Downeaster Service Development Plan
- Collaborate with Amtrak and MassDOT to improve connectivity between North Station and NEC
- Collaborate with CSX and Amtrak to seek to reduce overall travel time and maximize utility of positive train control (PTC).
- Prepare for new Amtrak trainsets to replace legacy equipment and significantly reduce air emissions.
- Collaborate with MaineDOT on studies and planning efforts.
- Assure NNEPRA owned and Downeaster-related facilities remain in a state of good repair.

Funding Resources

Pursue state and federal operational and capital funding opportunities to meet operation and project needs.

Information and Education

Support and participate in policy efforts to maintain and secure favorable terms for the continuation and expansion of passenger rail service on the local, state and national level.

- Remain engaged and involved with transportation planning studies, organizations and initiatives in support of transportation access, expansion and connectivity.

NNEPRA BOARD of DIRECTORS

September 18, 2023

Northern New England Passenger Rail Authority

Draft Agenda

1:00pm Public Session

- Welcome and Safety Brief
- Public Comment
- Approval of Minutes from August 14, 2023 Board Meeting
- Downeaster Performance Update
 - Operating Statistics
 - Marketing Initiatives
- Finance Update
 - Approval of July Variance Report
- FY24 Fare Plan Review
- Project Updates
- Other Business

Next Meeting: TBD



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

August 14, 2023

Directors in Attendance:

Chairman Jim Cohen; Ms. Alison Harris; Ms. Maggie Fleming; Mr. Nate Moulton

NNEPRA Staff in Attendance:

Ms. Patricia Quinn; Ms. Natalie Bogart; Mr. James Russell; Ms. Olivia Richmond; Ms. Belle Askinasi; Ms. Catherine Davidson

Interested Parties:

Mr. Bruce Sleeper, Trainriders NE; Mr. Kevin Chittenden, Amtrak; Mr. Irwin Gratz, Maine Public Radio

OPENING REMARKS

Meeting called to order at 1:07pm

PUBLIC COMMENT

Chairman Cohen opened the floor to public comment.

There was no public comment.

Welcome & New Hire Introductions

Patricia Quinn introduced Catherine Davidson, the newest member of the NNEPRA staff. Catherine noted she is the new Grant Program and Compliance Specialist and is excited to be a part of the team.

APPROVAL OF BOARD SECRETARY

Chairman Cohen read the drafted Resolution to appoint Ms. Belle Askinasi as Board Secretary. A spelling error was noted the location read "Portland" rather than "Westbrook". The Board agreed to move forward with approval of the Resolve with corrections made.

Motion to approve appointment of Board Secretary with changes noted

Motion: Ms. Maggie Fleming

Seconded: Ms. Alison Harris

Approved: All

APPROVAL OF MINUTES

Motion to approve June 29th, 2023, Minutes

Motion: Ms. Alison Harris

Seconded: Ms. Maggie Fleming

Approved: All

OVERVIEW OF DOWNEASTER PERFORMANCE – Patricia Quinn

Patricia Quinn began with a review of performance for FY23 noting that, inspite difficult year with service disruptions, revenue was 1 million dollars over budget for the year and customer satisfaction remained high.

Patricia provided an update on Amtrak’s request to change the Downeaster coaches from Amfleet to Horizon Fleet coaches. Patricia noted that Amtrak acknowledged receipt of the Board’s letter opposing the equipment change and indicated that a response would be forthcoming.

MARKETING UPDATE – Natalie Bogart

Natalie Bogart provided an update on recent marketing activities, noting that Taylor Belanger was in the field assisting with an Amtrak photoshoot.

Natalie also noted that partnership with Blaze is going well and discussed new tv and radio ads in market.

FINANCE REPORT – Patricia Quinn

Patricia provided an overview of the July variance report. Patricia noted that for FY23 expenses were 1.6 million less than the projected amount and necessary funding was 3.4 million less than the projected amount. Additionally, overall cost recovery was 47% on a projected budget of 38%.

Motion to approve May Variance Report

Motion: Ms. Alison Harris

Seconded: Mr. Nate Moulton

Accepted: All

FARE PLAN – Natalie Bogart

Natalie presented the Board the FY24 Fare Plan and Analysis, explaining that the goal of the plan is to collect max revenue that the market can bear, carry the greatest number of passengers as possible, and provide equitable and socially responsible public transportation. Natalie noted that there had not been a fare increase since 2019 and the proposal by NNEPRA is to increase fares a maximum of \$5.00 on one way fares, managed based on demand. Once approved by the Board, the Fare Plan will be released for public comment.

Chairman Cohen led the Board in a discussion regarding the proposed fare plan. There was an indepth dialog specific to multi-passes as the proposal did not include increasing fares for passes. There was concern among Board members about raising the price of one-way fares and not multi-ride passes and the impact that could have on revenue.

Patricia suggested that NNEPRA staff update the Fare Plan in advance of the September meeting to address Board concerns.

Motion to post pone fare plan discussion until next Board meeting

Motion: Ms. Maggie Fleming

Seconded: Mr. Nate Moulton

Accepted: All

FY 24 WORKPLAN REVIEW – Patricia Quinn

Patricia provided an overview of the FY24 Workplan. Chairman Cohen led the Board in a discussion regarding various aspects of the plan. The Board agreed to move forward with the workplan as presented, however identified areas to amend and add specificity to.

Motion to move a head with FY2024 as Amended

Motion: Ms. Maggie Fleming

Seconded: Ms. Alison Harris

Accepted: All

PROJECT UPDATES – Jim Russell

Jim Russell provided an update regarding the Wells Area Improvement Project noting positive discussions with Amtrak and the FRA regarding accessibility.

Jim also provided an update on the Portland Station Relocation and Falmouth project noting a kick off meeting and potential site visit with project stakeholders was scheduled.

OTHER BUSINESS – Patricia Quinn

Patricia presented the Board with a letter of support for the MBTA regarding the continued work on the bridge to North Station. Patricia explained that in the past NNEPRA had sent letters of support, and this letter would be similar.

Motion to Authorize Letter of Support to MBTA for Bridge to North Station

Motion: Ms. Alison Harris

Seconded: Ms. Maggie Fleming

Accepted: All

PUBLIC COMMENT

Mr. Bruce Sleeper, of Trainriders North East, commented on the statutory standards for fare increases and suggested it be added the executive summary of the Fare Plan.

Meeting Adjourned at 3:21pm.

Downeaster FY2024 Performance Report

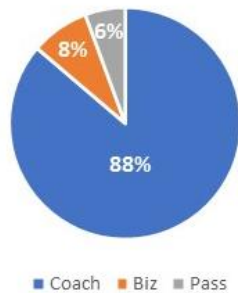
Downeaster Performance Metrics - Last 12 Months									
Period	FY	Ridership				Revenue			
		Actual	Budget	Variance	vs. FY23	Actual	Budget	Variance	\$/Rider
Aug 23	FY24	61,769	54,323	7,446	119%	\$ 1,241,359	\$ 1,059,295	\$ 182,064	\$ 20.10
Jul 23	FY24	57,876	54,659	3,217	111%	\$ 1,171,407	\$ 1,065,847	\$ 105,560	\$ 20.24
FY24 To Date		119,645	108,982	10,663	115%	\$ 2,412,766	\$ 2,125,142	\$ 287,624	\$ 20.17
Jun 23	FY23	45,027	43,411	1,616	93%	\$ 900,524	\$ 835,654	\$ 64,870	\$ 20.00
May 23	FY23	39,276	39,986	-710	88%	\$ 754,624	\$ 769,732	\$ (15,108)	\$ 19.21
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%	\$ 636,652	\$ 623,084	\$ 13,568	\$ 19.06
Jan 23	FY23	35,435	30,370	5,065	93%	\$ 701,691	\$ 584,630	\$ 117,061	\$ 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
FY23 Final		516,723	479,651	37,072	90%	\$ 10,420,681	\$ 9,233,283	\$ 1,137,637	\$ 20.17

FY24 Performance Targets

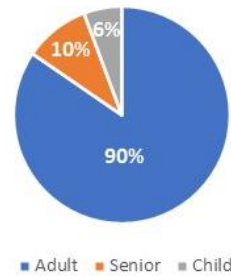


Ridership	555,899	Train On Time Performance	85%	Café Cost Recovery	75%
Revenue	\$ 10,840,029	Customer On Time Performance	90%	Café Capture Ratio	19%
Average Fare	\$ 19.50	Overall Customer Satisfaction	90%	Café Check Average	\$8.85
Overall Cost Recovery	50%				

FY24 Riders by Ticket Type



FY24 Riders by Passenger Type



Fiscal Year 2024 To Date



1,357



1,373



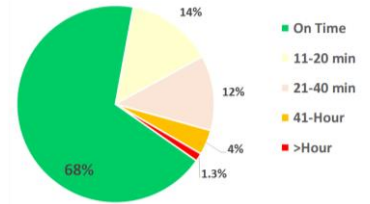
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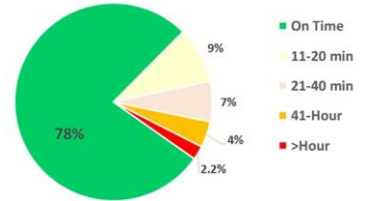
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Downeaster Performance Metrics - Last 12 Months								
Period	FY	Trains	Passenger	On Time Performance		Downeaster Café		CSI
		Operated	Miles	End Point	Customer	Capture Ratio	Check AVG	
Aug 23	FY24	300	5,126,827	65%	78%	18%	\$ 10.47	90
Jul 23	FY24	310	4,500,638	55%	68%	19%	\$ 10.10	91
FY24 To Date		610	9,627,465	60%	73%	19%	\$ 10.29	90%
Jun 23	FY23	300	3,737,241	80%	83%	18%	\$ 9.97	90
May 23	FY23	310	2,827,872	76%	87%	17%	\$ 9.46	88
Apr 23	FY23	300	3,513,832	85%	88%	18%	\$ 9.60	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
FY23 Final		3,593	43,148,483	73%	83%	17%	\$ 9.17	89%

July Passenger Delay Intensity



August Passenger Delay Intensity



FY 2024 Downeaster Customer Satisfaction											
	Sample Size	Overall Score	Train Comfort	Train Cleanliness	Train Crew	OTP	Train Status Info	Café	WiFi	Station Staff	Station Overall
Jul	1,335	92.2	9.1	9.0	9.4	8.1	8.5	7.9	8.1	9.2	8.6
FY24	1,335	92.2	9.1	9.0	9.4	8.1	8.5	7.9	8.1	9.2	8.6
Jun	1,175	89.7	9.0	9.0	9.3	8.7	8.7	8.3	7.9	9.2	8.7
May	853	87.7	9.0	9.0	9.3	8.7	8.4	7.9	8.0	9.1	8.6
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	1,281	89.6	9.1	9.0	9.3	8.2	8.4	8.2	7.5	9.2	8.7
FY23 Year End	8,610	89.3	8.9	9.0	9.2	8.6	8.6	8.2	8.0	9.2	8.7

**NNEPRA Fiscal Year 2024
Operating Budget Variance Report
Jul-23**

	July-23			Fiscal Year to Date Jul 23				
	Actual	Budget	Variance	Actual	Budget	Variance	%	
Operating Revenue								
Amtrak Ticket Revenue	\$ 1,171,407	\$ 1,065,847	\$ 105,560	\$ 1,171,407	\$ 1,065,847	\$ 105,560	10%	
Food Service Revenue	\$ 96,802	\$ 92,947	\$ 3,854	\$ 96,802	\$ 92,947	\$ 3,854	4%	
Parking Lot Revenue	\$ 38,266	\$ 58,500	\$ (20,234)	\$ 38,266	\$ 58,500	\$ (20,234)	-35%	
Interest & Other Revenue	\$ 92,309	\$ 37,000	\$ 55,309	\$ 93,909	\$ 37,000	\$ 56,909	154%	
Total Operating Revenue	\$ 1,398,784	\$ 1,254,294	\$ 144,490	\$ 1,400,384	\$ 1,254,294	\$ 146,090	12%	
Expenses								
Administration								
Salaries and Benefits	\$ 86,891	\$ 95,833	\$ (8,942)	\$ 88,905	\$ 95,833	\$ (6,928)	-7%	
Office Expenses	\$ 24,450	\$ 21,565	\$ 2,885	\$ 24,450	\$ 21,565	\$ 2,885	13%	
Professional Services	\$ 8,954	\$ 10,760	\$ (1,806)	\$ 8,954	\$ 10,760	\$ (1,806)	-17%	
Insurance	\$ 5,384	\$ -	\$ 5,384	\$ 5,384	\$ -	\$ 5,384	N/A	
Board Operations	\$ 519	\$ 1,250	\$ (731)	\$ 519	\$ 1,250	\$ (731)	-58%	
Total Admin Expenses	\$ 126,198	\$ 129,408	\$ (3,210)	\$ 128,212	\$ 129,408	\$ (1,196)	-1%	
Train Operations								
Amtrak Train Operations	\$ 636,885	\$ 605,300	\$ 31,585	\$ 636,885	\$ 605,300	\$ 31,585	5%	
Amtrak Equipment Maintenance	\$ 738,406	\$ 687,616	\$ 50,790	\$ 738,406	\$ 687,616	\$ 50,790	7%	
Amtrak Support Services	\$ 173,770	\$ 184,598	\$ (10,828)	\$ 173,770	\$ 184,598	\$ (10,828)	-6%	
Train Fuel Cost	\$ 214,213	\$ 223,423	\$ (9,210)	\$ 214,213	\$ 223,423	\$ (9,210)	-4%	
Other Train Operations	\$ 122,691	\$ 178,896	\$ (56,205)	\$ 122,691	\$ 178,896	\$ (56,205)	-31%	
Facilities	\$ 30,959	\$ 48,291	\$ (17,332)	\$ 30,959	\$ 48,291	\$ (17,332)	-36%	
FY24 Capital Maintenance	\$ 194	\$ -	\$ 194	\$ 194	\$ -	\$ 194	N/A	
Total Train Operations	\$ 1,917,118	\$ 1,928,124	\$ (11,006)	\$ 1,917,118	\$ 1,928,124	\$ (11,006)	-1%	
Station Operations								
Portland Station	\$ 44,706	\$ 40,757	\$ 3,949	\$ 44,706	\$ 40,757	\$ 3,949	10%	
Platform Insurance	\$ 16,854	\$ 17,076	\$ (222)	\$ 16,854	\$ 17,076	\$ (222)	-1%	
Station Platform Leases	\$ 3,942	\$ 4,020	\$ (78)	\$ 3,942	\$ 4,020	\$ (78)	-2%	
Station Improvements	\$ 25	\$ -	\$ 25	\$ 25	\$ -	\$ 25	N/A	
Total Station Operations	\$ 65,526	\$ 61,853	\$ 3,673	\$ 65,526	\$ 61,853	\$ 3,673	6%	
Total Food Service	\$ 104,593	\$ 110,936	\$ (6,343)	\$ 104,593	\$ 110,936	\$ (6,343)	-6%	
Total Marketing	\$ 21,400	\$ 29,679	\$ (8,279)	\$ 21,400	\$ 29,679	\$ (8,279)	-28%	
Total Expenses	\$ 2,234,835	\$ 2,260,000	\$ (25,165)	\$ 2,236,849	\$ 2,260,000	\$ (23,151)	-1%	
Add'l Funding Required	\$ 836,051	\$ 1,005,706	\$ (169,655)	\$ 836,466	\$ 1,005,706	\$ (169,240)	-17%	
Downeaster Ridership	57,876	54,659	3,217					
Overall cost recovery	63%	55%		63%	55%			
Café Recovery	93%	84%		93%	84%			