

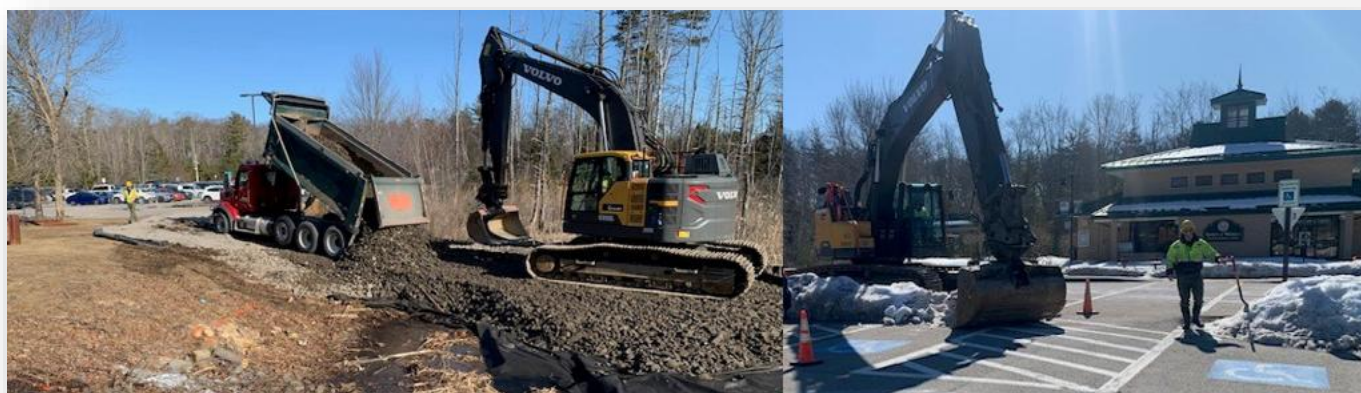
Draft Board Briefing Materials

March 24, 2025

Location:

Virtual, via Zoom

3:00pm Public Session



For More Information

☎ 207-780-1000 x 105

✉ info@nnepra.com



**NORTHERN NEW ENGLAND
PASSENGER RAIL AUTHORITY**

FY2025 NNEPRA Strategic Workplan:

1. Meet and exceed high standards for transportation safety.

- Elevate safety awareness by expanding information, communication and training efforts.
- Increase participation in Operation Lifesaver.
- Optimize safety signage and equipment at stations and facilities as needed

2. Maximize public awareness of the Downeaster service,

- Attract new riders and retain existing riders through multi-faceted marketing program.
- Optimize fare potential while maintaining cost controls and efficiencies.
- Monitor and analyze travel trends to align train schedules with consumer travel patterns.

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.

- Oversee successful transition to Horizon Fleet
- Support Station Ambassador Program & Recruitment efforts
- Assist stations in implementing wayfinding signage at stations
- Implement and expand e-voucher program
- Pursue Maine-made offerings in Café and improve Café CSI
- Collaborate with Amtrak and host railroads to maintain and improve reliability.
- Support efforts to provide and promote last mile connections and transit connectivity.
- Assure NNEPRA owned and Downeaster-related facilities remain in a state of good repair.

4. Support the reduction of vehicle miles travelled and State climate change initiatives by improving service accessibility and quality:

- Complete extension of double track and initiate platform and station project in Wells.
- Design and pursue and secure funding for a mainline Portland Station
- Develop Falmouth station concept into project phase
- Pursue opportunities to initiate passenger rail service on the Rockland Branch
- Update Downeaster Service Development Plan
- Prepare for new Amtrak trainsets

5. Monitor and support programs to sustain passenger rail growth and funding:

6. Pursue state and federal funding opportunities:

- Monitor and pursue grant opportunities
- Ensure NNEPRA is positioned to receive eligible federal funding
- Collaborate with MaineDOT to secure resources needed to leverage federal funding
- 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 24, 2025

Northern New England Passenger Rail Authority

Draft Agenda

3:00pm Public Session

- Welcome and Safety Briefing
- Public Comment
- Approval of Minutes from February 24, 2025 Board Meeting
- Fiscal Year 2025 Downeaster Operations
 - Downeaster Performance FY25 to date
 - FY25 Ridership and Revenue Generating Strategies
- Finance updates
 - Budget Variance Report **January 2025**
- Horizon Transition
- Project Updates
 - Wells Area Improvement Project
 - Tie Replacement Project
 - Capital Maintenance Projects
 - Portland Station Relocation
 - West Falmouth Station
 - Downeaster Service Development Plan
- Other Business & Updates
- Public Comment
- Motion to Enter Executive Session pursuant to 1 MRS § 405(6)(E) for the purpose of discussing the acquisition of real property.

Next Meeting: April 28, 2025



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

February 24, 2025

Directors in Attendance:

Chairman Jim Cohen; Vice Chairman Alan Casavant; Ms. Alison Harris; Ms. Maggie Edson; Mr. Nate Howard

NNEPRA Staff in Attendance:

Ms. Patricia Quinn; Mr. Brian Beeler; Ms. Belle Askinasi; Ms. Catherine Kruglak; Ms. Taylor Auclair; Ms. Emily Bedard;
Mr. Jim Russell

Interested Parties:

Mr. Luke Irvine, Amtrak; Mr. Kevin Chittenden, Amtrak; Ms. Patty Barber, Rail Passenger Association; Mr. Peter Cole, Maine Rail Group; Mr. Bruce Sleeper, TrainRiders Northeast; Mr. Dana Knapp, Concord Coach Lines

OPENING REMARKS

The meeting was called to order at 3:00 pm, and a safety briefing was provided.

PUBLIC COMMENT

Chairman Cohen opened the floor to public comment.

Mr. Bruce Sleeper commented that the TrainRiders Northeast annual meeting will be on May 7, 2025 in partnership with the Maine Rail Film Festival.

APPROVAL OF MINUTES

Motion to approve January 24, 2025 Minutes

Motion: Ms. Maggie Edson
Seconded: Ms. Alison Harris
Approved: All

DOWNEASTER PERFORMANCE – Patricia Quinn

Ms. Patricia Quinn provided an update on Downeaster ridership and revenue, with performance data through January 2025 financial data through December 2024.

Patricia also reviewed On-Time Performance (OTP), noting a significant improvement in the Downeaster Customer Satisfaction Index (CSI) scores.

An overview of upcoming service disruptions was provided, including:

- **MBTA North Station Signal Work Impacts**
 - Delays to arriving and departing trains on select weekends in March and April.
 - All trains during this period will depart Boston 15 minutes earlier.
- **CSX/NNEPRA Federal-State Tie Replacement Impacts**

- 124,000 ties will be replaced from the Massachusetts state line to Brunswick, beginning April 1st.
- Work will occur on an 8-day-on, 6-day-off schedule, with 10-hour workdays.
- Various operating plans, including bus bridges, will be implemented.
- **PTC Cutover Impacts**
 - 12-hour mid-week outages per month from April through November.
 - Canceled trains will be replaced by buses.
- **MBTA Culvert Replacement Impacts**
 - No trains operating between Exeter and Boston May 31st to June 1st.
 - A bus bridge will be provided.

Chairman Cohen confirmed that the adjustments made in October for the FY25 Budget account for the upcoming track work and service disruptions. Patricia also noted that adjustments had been made to account for changes in ridership and additional operating costs, such as bus bridge services and crew hours.

MARKETING UPDATE – Taylor Auclair

Ms. Taylor Auclair outlined the marketing plan for upcoming service disruptions, starting on April 1. NNEPRA will provide timely updates on outages or delays, with a service alert bar on the website. Discounted fares and inconvenience vouchers will also be available during this period.

Chairman Cohen asked if the upgrades would result in faster train speeds. Patricia clarified that while the upgrades are expected to improve reliability, they will not reduce travel time.

FINANCE UPDATE – Patricia Quinn

Patricia presented the November and December Variance Report, noting that NNEPRA is approximately \$1 million under budget. Patricia also provided an overview of federal funding, noting that NNEPRA funding has not yet been impacted by changes imposed by the new administration.

Motion to accept December Budget Variance Report

Motion: Ms. Maggie Edson

Second: Ms. Alison Harris

Approved: All

HORIZON UPDATE – Patricia Quinn

Patricia reported that there were no updates on the Horizon transition. Currently, The Downeaster operates with three (3) Amfleet coaches and one (1) Horizon coach.

PROJECT UPDATES – Jim Russell

Mr. Jim Russell provided updates on the Wells Area Improvement Project:

- Great Falls Construction is scheduled to begin construction of the new platform on March 3rd, pending CSX's Right of Entry permit. Tree cutting will start immediately to comply with DEP regulations. A temporary high-level platform will be constructed between the Wells Station building and the #1 Track for boarding and alighting of passengers during most of the construction period. The existing high-level platform will be

demolished and rebuilt to support the elevator tower and bridge connecting to the new second platform. The construction will take approximately 18 months. Traffic flow adjustments will be needed in the parking and vehicle circulation area to allow for material/equipment laydown, staging areas and track access during construction.

- The procurement process for a Resident Engineer to provide day-to-day oversight and project management is underway and currently in the interview stage. A decision should be made shortly.

Director Harris inquired about the potential for additional Downeaster round trips between Brunswick and Wells upon project completion. Patricia confirmed that the additional round-trip will be possible after both the Wells Project and PTC installation is complete. It is unclear when that will begin.

Patricia also provided an update on the Portland Station Relocation (PSR) Project, noting that stakeholder outreach efforts are ongoing.

There were no updates on the West Falmouth project, though stakeholder coordination remains positive.

Patricia reported that there are no new developments related to passenger service on the Rockland Branch but confirmed that freight service is expected to commence in April 2025.

Patricia stated that the grant for the Downeaster Service Development Plan (SDP) has been obligated, and a kick-off meeting with NNEPRA's consulting firm, DB, is scheduled for later this week.

OTHER BUSINESS – NNEPRA STAFF

NNEPRA Staff Update on Recent Developments:

- **Haverhill Chamber Award**
Mr. Brian Beeler announced that NNEPRA received two awards from the Haverhill, MA Chamber of Commerce: the December Business of the Month and the Regional Impact Award. He emphasized that the award ceremony was well attended and served as an excellent public relations and visibility opportunity for the Downeaster service.
- **Holy Donuts Now Available Onboard the Downeaster Café**
Taylor reported that the Downeaster Café has begun offering Holy Donuts, featuring three flagship flavors, as well as gluten-free options. To promote the new product, a special campaign was launched, and an onboard tasting event received positive feedback from passengers.
- **CPR and AED Recertification**
Patricia shared that NNEPRA staff have recently completed their CPR and AED recertification, which is valid for the next two years.
- **Operation Lifesaver Presentation**
Patricia informed the Board that NNEPRA coordinated an Operation Lifesaver presentation at the Saco Department of Public Works to expand rail safety outreach and awareness to municipalities along the Downeaster Corridor in Maine. Representatives from Freeport, Falmouth and Saco participated. The session, facilitated by Norma Griffiths, was met with thoughtful questions and meaningful discussions. The next presentation is scheduled for March 20th at the University of New Hampshire. Representatives from municipalities along the Downeaster Corridor in NH have been invited.
- **FTA Triennial Review**
Ms. Catherine Kruglak reported that the Federal Transit Administration (FTA) will be conducting a Triennial

Review of NNEPRA this spring. Staff is in the process of completing requests received in the preliminary information packet which due to FTA by the end of this month. Auditors will be on-site from April 15 to 17.

- **Transportation Committee Orientation**

Patricia reported that on February 5th, members of the Joint Standing Committee on Transportation of the State Legislature participated in a Downeaster observation ride from Brunswick to Portland. The objective of this trip was to allow committee members to experience the service firsthand and engage with staff through a Q&A session. Patricia noted that the trip was highly successful, with active participation from the committee members. Representatives from Amtrak and CSX also participated.

- **2025 Legislative Session**

Patricia highlighted that LD487, a resolution directing the Northern New England Passenger Rail Authority (NNEPRA) to apply for federal funding to designate the rail corridor connecting Portland to Orono as an Intercity Passenger Rail Corridor, is scheduled for a hearing in early March. NNEPRA Staff recommends opposing the bill based on findings from a 2023 study of travel propensity between Portland and Bangor conducted by MaineDOT, which concluded that the high costs of maintaining rail infrastructure and low ridership projections did not meet thresholds to support passenger rail on this corridor at this time. The Board discussed the findings from the MaineDOT study as well as criteria for the Corridor ID program and concurred with NNEPRA's recommendation to oppose LD487.

PUBLIC COMMENT

Chairman Cohen opened the floor to public comment.

Mr. Bruce Sleeper commented that an error had been identified in the January 9 meeting minutes regarding the purchase of Dragon Cement on the Rockland branch. Patricia commented that it would be corrected. Bruce informed the Board that TrainRiders would be opposing the Rails to Trails bills currently up for review in the Maine Legislature. Bruce urged NNEPRA to also oppose the bills.

End public comment.

Motion to Enter Executive Session pursuant to 1 MRS § 405(6)(E) for the purpose of discussing the acquisition of real property.

Motion: Mr. Alan Casavant
Second: Ms. Maggie Edson
Approved: All

Executive Session began at 4:11 pm

Motion to End Executive Session

Motion: Mr. Alan Casavant
Second: Ms. Alison Harris
Approved: All

Executive Session ended at 4:28 pm

Motion to adjourn

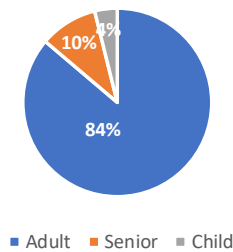
Motion: Mr. Nate Howard
Second: Ms. Alison Harris
Approved: All

Meeting Adjourned at 4:28 pm.

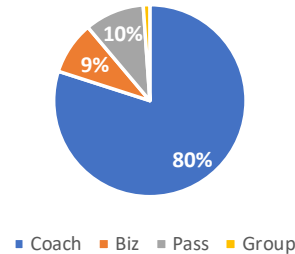


Downeaster Performance Metrics - Last 12 Months									
Period	FY	Ridership				Revenue			
		Actual	Budget	Variance	vs. FY24	Actual	Budget	Variance	\$/Rider
Feb 25	FY25	38,894	40,784	-1,890	93%	924,774	\$ 954,337	\$ (29,563)	\$ 23.78
Jan 25	FY25	39,431	41,238	-1,807	96%	\$ 908,997	\$ 950,536	\$ (41,539)	\$ 23.05
Dec 24	FY25	47,027	46,905	122	100%	1,159,068	\$ 1,099,922	\$ 59,146	\$ 24.65
Nov 24	FY25	46,828	48,005	-1,177	98%	\$ 1,154,368	\$ 1,125,717	\$ 28,651	\$ 24.65
Oct 24	FY25	52,059	52,075	-16	95%	\$ 1,234,285	\$ 1,218,560	\$ 15,725	\$ 23.71
Sep 24	FY25	51,640	45,045	6,595	97%	\$ 1,216,884	\$ 1,045,246	\$ 171,638	\$ 23.56
Aug 24	FY25	56,667	62,856	-6,189	92%	\$ 1,372,957	\$ 1,458,268	\$ (85,311)	\$ 24.23
Jul 24	FY25	57,854	59,034	-1,180	100%	\$ 1,368,838	\$ 1,369,578	\$ (740)	\$ 23.66
FY25 To Date		390,400	395,942	-5,542	96%	\$ 9,340,171	\$ 9,222,164	\$ 118,007	\$ 23.92
Jun 24	FY24	50,853	48,530	2,323	113%	\$ 1,191,491	\$ 965,829	\$ 225,662	\$ 23.43
May 24	FY24	46,412	45,167	1,245	118%	\$ 1,074,148	\$ 880,764	\$ 193,384	\$ 23.14
Apr 24	FY24	48,976	51,405	-2,429	109%	\$ 1,156,686	\$ 989,546	\$ 167,140	\$ 23.62
Mar 24	FY24	46,537	40,191	6,346	122%	\$ 1,105,299	\$ 783,722	\$ 321,577	\$ 23.75
Feb 24	FY24	42,045	36,742	5,303	126%	\$ 1,009,621	\$ 707,287	\$ 302,334	\$ 24.01
FY24 Total		598,428	556,618	41,810	127%	13,051,548	10,882,278	2,169,270	\$ 21.81

FY25
Riders by Passenger Type



FY25
Riders by Ticket Type



Fiscal Year 2025 To Date



3,740



4,762



660



1,429

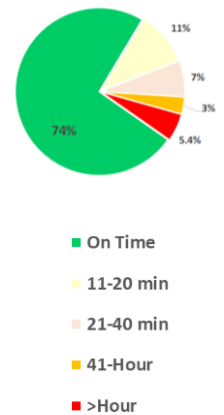
FY25 Performance Targets

Ridership	542,462	Train On Time Performance	75%	Café Cost Recovery	78%
Revenue	\$ 12,639,493	Customer On Time Performance	85%	Café Capture Ratio	17%
Average Fare	\$ 23.30	Overall Customer Satisfaction	90%	Café Check Average	\$10.95
Overall Cost Recovery	47%				

Modified 10/28/24



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 25	FY25	274	3,392,887	59%	74%	18%	\$ 11.02	86
Jan 25	FY25	308	3,532,050	77%	86%	17%	\$ 10.72	90
Dec 24	FY25	308	4,233,423	72%	84%	17%	\$ 11.27	90
Nov 24	FY25	296	4,047,137	63%	78%	16%	\$ 10.76	87
Oct 24	FY25	303	4,454,370	43%	58%	16%	\$ 9.84	83
Sep 24	FY25	295	4,384,718	70%	82%	17%	\$ 10.28	93
Aug 24	FY25	293	5,010,367	64%	75%	18%	\$ 10.47	90
Jul 24	FY25	308	5,444,093	65%	78%	18%	\$ 10.47	90
FY25 To Date		2,111	31,106,158	65%	77%	17%	\$ 10.54	89

February 2025
Delay Intensity by Rider

Jun 24	FY24	298	4,529,993	55%	70%	19%	\$ 10.28	88
May 24	FY24	310	4,037,621	73%	86%	17%	\$ 9.92	90
Apr 24	FY24	294	4,307,349	74%	84%	18%	\$ 10.61	90
Mar 24	FY24	306	4,058,625	82%	86%	19%	\$ 10.88	88
Feb 24	FY24	290	3,655,150	83%	89%	18%	\$ 10.79	90
FY24 Total		3,622	52,332,352	71%	81%	18%	\$ 10.43	90

FY 2025 Downeaster Customer Satisfaction											
	Sample Size	Overall Score	Train Comfort	Train Cleanliness	Train Crew	OTP	Train Status Info	Café	WiFi	Station Staff	Station Overall
Feb	891	86.1	81	80	92	73	76	76	73	90	77
Jan	1,056	90.1	89	86	93	87	84	76	79	92	83
Dec	1,139	89.5	89	87	96	85	84	76	76	92	84
Nov	654	87.5	87	87	92	75	82	77	77	91	81
Oct	1,186	83.2	81	76	88	57	71	66	66	87	85
Sep	1,126	92.8	87	89	93	87	88	77	72	94	83
Aug	786	89.7	86	86	91	75	79	80	81	87	86
Jul	1,335	92.2	91	90	94	81	85	79	81	92	86
FY25 to Date	8,173	88.9	86	85	92	78	81	76	76	91	83
Jun	746	89.8	86	82	90	70	75	73	68	90	83
May	604	92.2	89	88	96	88	85	76	76	91	84
Apr	546	90.3	88	85	95	86	82	78	77	95	83
Mar	529	88.2	86	85	94	83	79	76	70	91	88
Feb	528	90.3	86	84	93	86	84	75	72	91	88
FY24 Year End	11,292	90.4	88	86	93	83	82	77	74	91	85



NNEPRA Fiscal Year 2025
Operating Budget Variance Report
 July 2024 - January 2025

	January-25			Fiscal Year to Date January 25			
	Actual	Budget	Variance	Actual	Budget	Variance	%
Operating Revenue							
Amtrak Ticket Revenue	\$ 908,997	\$ 950,536	\$ (41,539)	\$ 8,415,397	\$ 8,267,826	\$ 147,571	2%
Food Service Revenue	\$ 89,090	\$ 73,585	\$ 15,505	\$ 619,287	\$ 651,262	\$ (31,975)	-5%
Parking Lot Revenue	\$ 50,857	\$ 58,086	\$ (7,230)	\$ 335,285	\$ 358,303	\$ (23,018)	-6%
Interest & Other Revenue	\$ 42,624	\$ 47,035	\$ (4,411)	\$ 317,430	\$ 341,823	\$ (24,393)	-7%
Total Operating Revenue	\$ 1,091,567	\$ 1,129,242	\$ (37,675)	\$ 9,687,399	\$ 9,619,214	\$ 68,185	1%
Expenses							
Administration							
Salaries and Benefits	\$ 88,437	\$ 96,750	\$ (8,313)	\$ 637,848	\$ 688,720	\$ (50,872)	-7%
Office Expenses	\$ 9,701	\$ 20,802	\$ (11,101)	\$ 86,986	\$ 115,614	\$ (28,628)	-25%
Professional Services	\$ 3,282	\$ 22,000	\$ (18,718)	\$ 87,283	\$ 139,715	\$ (52,432)	-38%
Insurance	\$ -	\$ -	\$ -	\$ 74,507	\$ 60,605	\$ 13,902	23%
Board Operations	\$ 1,722	\$ 1,041	\$ 681	\$ 13,199	\$ 16,611	\$ (3,412)	-21%
Total Admin Expenses	\$ 103,142	\$ 140,593	\$ (37,451)	\$ 899,823	\$ 1,021,265	\$ (121,442)	-12%
Train Operations							
Amtrak Train Operations	\$ 596,539	\$ 624,833	\$ (28,294)	\$ 4,088,068	\$ 4,441,974	\$ (353,906)	-8%
Amtrak Equipment Maintenance	\$ 740,469	\$ 803,730	\$ (63,261)	\$ 4,986,303	\$ 5,421,372	\$ (435,069)	-8%
Amtrak Support Services	\$ 163,072	\$ 178,985	\$ (15,913)	\$ 1,302,330	\$ 1,317,727	\$ (15,397)	-1%
Train Fuel Cost	\$ 206,544	\$ 207,243	\$ (699)	\$ 1,288,554	\$ 1,484,854	\$ (196,300)	-13%
Other Train Operations	\$ 184,317	\$ 178,271	\$ 6,046	\$ 1,123,864	\$ 1,192,471	\$ (68,607)	-6%
Facilities	\$ 112,835	\$ 92,760	\$ 20,075	\$ 412,055	\$ 478,195	\$ (66,140)	-14%
FY24 Capital Maintenance	\$ 379,400	\$ 379,400	\$ -	\$ 379,400	\$ 379,400	\$ -	0%
FY25 Capital Maintenance	\$ -	\$ -	\$ -	\$ 3,144	\$ 3,144	\$ -	0%
Total Train Operations	\$ 2,383,176	\$ 2,465,222	\$ (82,046)	\$ 13,583,718	\$ 14,719,137	\$ (1,135,419)	-8%
Station Operations							
Portland Station	\$ 43,097	\$ 42,012	\$ 1,085	\$ 306,555	\$ 300,486	\$ 6,069	2%
Platform Insurance	\$ -	\$ -	\$ -	\$ 316,372	\$ 215,157	\$ 101,215	47%
Station Platform Leases	\$ -	\$ -	\$ -	\$ 38,063	\$ 42,314	\$ (4,251)	-10%
Station Improvements	\$ -	\$ 500	\$ (500)	\$ 95,766	\$ 102,500	\$ (6,734)	-7%
Total Station Operations	\$ 43,097	\$ 42,512	\$ 585	\$ 756,756	\$ 660,457	\$ 96,299	15%
Total Food Service	\$ 136,659	\$ 100,459	\$ 36,200	\$ 803,413	\$ 808,299	\$ (4,886)	-1%
Total Marketing	\$ 33,615	\$ 35,796	\$ (2,181)	\$ 250,603	\$ 304,256	\$ (53,653)	-18%
Total Expenses	\$ 2,699,689	\$ 2,784,582	\$ (84,893)	\$ 16,294,313	\$ 17,513,414	\$ (1,219,101)	-7%
Add'l Funding Required	\$ 1,608,122	\$ 1,655,340	\$ (47,218)	\$ 6,606,915	\$ 7,894,200	\$ (1,287,286)	-16%
Downeaster Ridership	39,431	41,238	(1,807)	351,506	355,158	(3,652)	
Overall cost recovery	40%	41%		59%	55%		
Café Recovery	65%	73%		77%	81%		