

**NNEPRA** facilitates the coordination between many operating partners to deliver a quality and seamless passenger rail service that meets the needs of the traveling public.



PHOTO: CURT TREADWELL

## TRAIN OPERATIONS

Under contract to **NNEPRA**, **Amtrak** provides equipment and crews to operate the Downeaster rail service. NNEPRA staff works closely with Amtrak to develop revenue-management strategies, schedules, capital projects, and service improvement programs. We also maintain a strong working relationship with host railroads **Pan Am Railways** and the **Massachusetts Bay Transportation Authority** (MBTA) to ensure that freight, commuter, and Downeaster trains operate efficiently and that the corridor remains in good repair. NNEPRA works closely with **Operation Lifesaver** on rail safety education. Three members of the NNEPRA team are certified trained presenters.



## ON BOARD SERVICES

NNEPRA contracts with **Epicurean Feast** to operate the **Downeaster Café**. Together, we develop menus, pricing, and service elements that enhance the quality of service while showcasing and promoting **Maine products** and businesses.



## STATION COORDINATION

NNEPRA collaborates regularly with **community leaders** and **volunteers** to provide resources related to safety training, passenger information, signage, and management of ticketing machines. NNEPRA also provides **station communities** with information, coordination, and investment to support and enhance private development, job creation and quality of life.



**COLLECTIVELY, THIS TEAM HAS MADE THE DOWNEASTER ONE OF THE BEST PERFORMING PASSENGER RAIL SERVICES IN THE COUNTRY.**

