

Public Transit Advisory Council

May 16, 2017

Welcome!

Agenda

- Sue Moreau, Manager Multimodal Planning
 - Welcome and Introductions
 - Scott Bogren, CTAA Executive Director
 - Status of Urban Public Transit in Maine
 - Questions and Discussion

4:00 PM Adjourn



Scott Bogren, Executive Director

The Community Transportation Association of America (CTAA) and its members believe that mobility is a basic human right.



Largest membership organization advocating for community transportation



285 CTAA and Bus Coalition Members Agree: [Buses are Vital Transportation Infrastructure](#). Penquis, Bangor Maine and KVCAP, Waterville, Maine signed letter.



Scott Bogren

- CTAA Mission, Resources, and Activities
- CTAA Initiatives as they relate to current times.
- Questions and Discussion

Urban Perspective

- To make sure all areas of Maine are addressed today we will hear from Maine's urban systems (direct FTA recipients) on their perspective of public transportation.
- It is often said that rural areas have high need but low demand while most urban areas have high need and high demand.
- Balancing needs and demand is always.....
 - difficult and demanding statewide and in each urban center

Maine Urban Transit Service Status

- South Portland Bus
- Shuttle Bus (Biddeford, Saco, Old Orchard Beach)
- City Link (Lewiston, Auburn)
- Community Connector (Bangor)
- METRO (Portland)



Bus Schedule
Fare Schedules
Greater Portland Metro

City Bus Service

- [Rules of Conduct - Bus Service](#)
- [Disadvantaged Business Enterprise \(DBE\) Program Policy Statement](#)
- [DBE Goal Notice - Revised June 24, 2016](#)
- [Title VI Plan](#)
- [Customer Comment Card](#)

Holiday Season Schedule

[Memorial Day](#)
Monday, May 29th
There will be No Service on this holiday

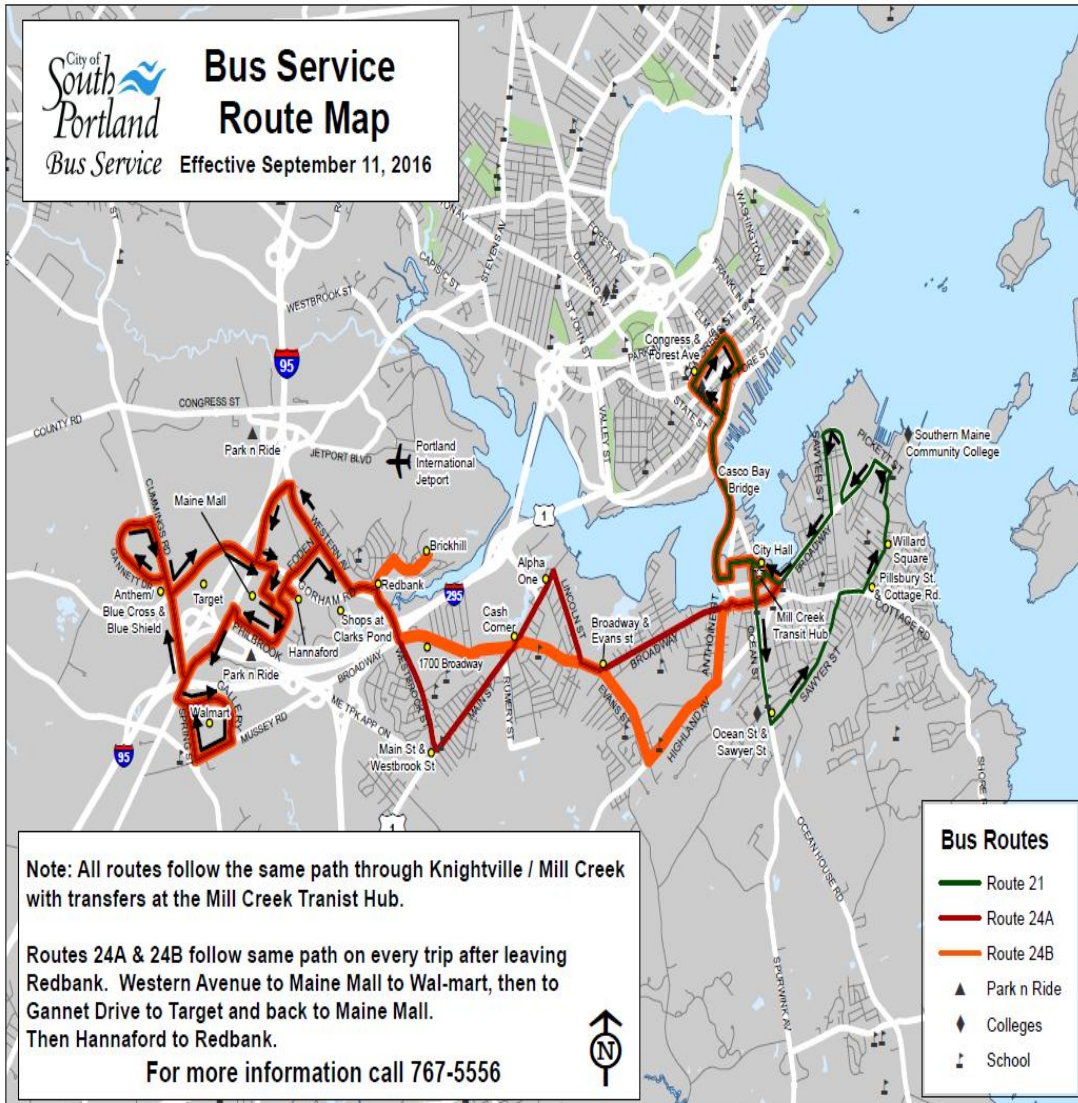
[Independence Day](#)

Welcome to the City Bus Service Home page. Here you can check schedule information, find out what's new and upcoming, send us e-mail, and send comments.

Office Hours are 5:00 AM to 8:00 PM Monday through Friday and 9:30 AM to 2:30 PM on Saturday.

Office Phone (207) 767-5556. The times above do not reflect the time tables of the buses so check the schedule information on the related pages, and if you have any questions please feel free to call, one of our courteous dispatchers would be glad to assist you in any way. Schedules are also available on any of the buses, Hannaford's, Shaw's or City Hall in South Portland.

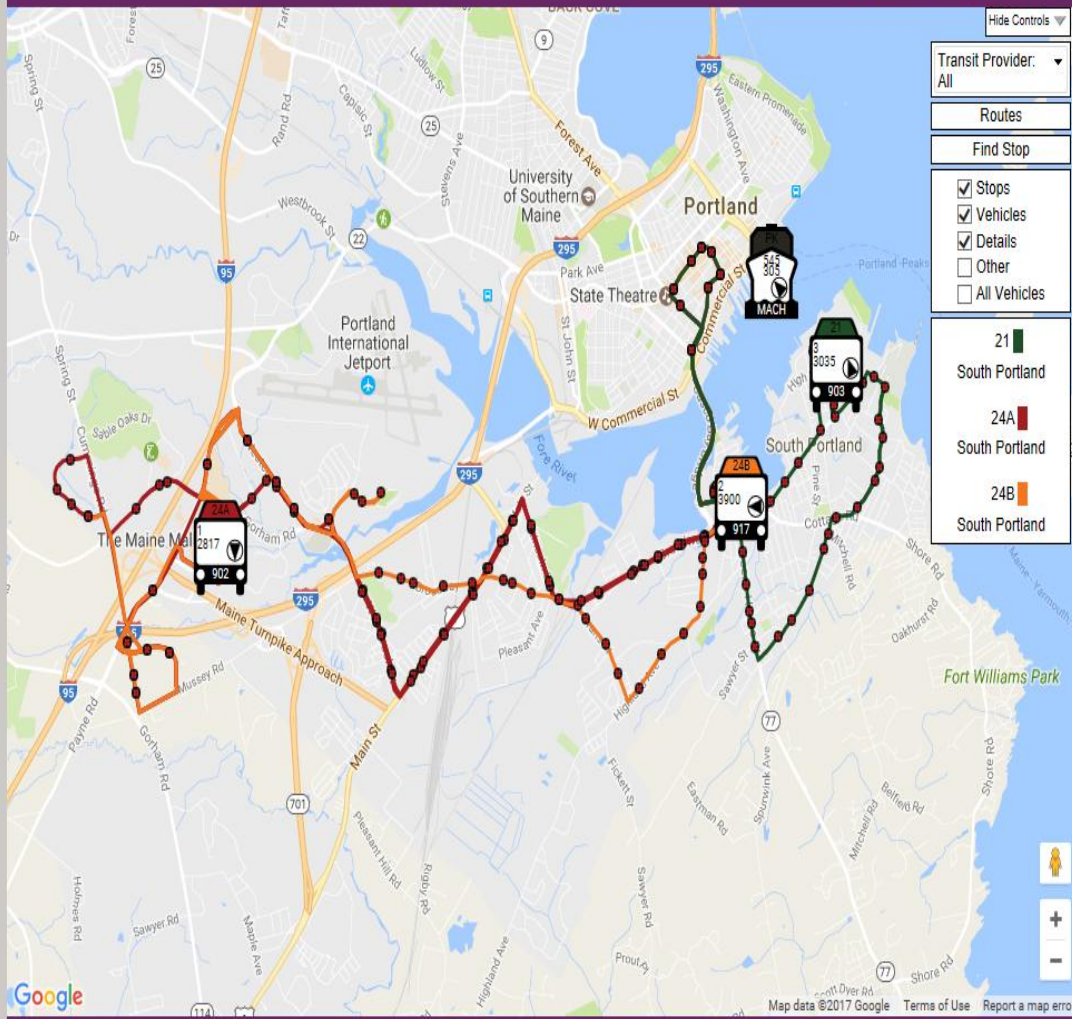
Please contact [Richard Sargent](#) with any questions you have about the City Bus Service.





SOUTHERN MAINE TRANSIT TRACKER

6:43 AM 45°F Arrivals



Hide Controls

Transit Provider: All

Routes

Find Stop

- Stops
- Vehicles
- Details
- Other
- All Vehicles

- 21 South Portland
- 24A South Portland
- 24B South Portland



Current Fare Information

FARE INFO: Fare is \$1.50 when you board the bus - drivers do not make change
Senior Citizen, Medicare card holders and the Disabled with I.D. Cards Pay Reduced fare of 75 cents.

Student fare is \$1.25 with proper I.D.

Regional Monthly Bus Pass is \$45.00 –
unlimited number of trips each month on both the South Portland Bus Service and METRO. A convenient and cost effective way to travel. Available for purchase at City Hall, Hannaford at Mill Creek or Hannaford at the Maine Mall, and METRO sales outlets.

Purchase a 10-Ride Ticket and save 10% -
South Portland and Metro now accepting each others Full & Half Fare Tickets. Tickets available at SoPo City Hall, MillCreek Shaws, MillCreek and Maine Mall Hannafords.

Full fare 10-ride ticket is \$13.50

Student fare 10-ride ticket is \$11.25

Senior or persons with disabilities 10-ride ticket is \$6.75.

FREE transfers between South Portland Bus

Some Statistics

- Annual ridership (FY 16): 246,931
- Annual revenue hours (FY 16): 15,964
- Annual revenue miles (FY 16): 215,967
- Annual Budget (FY 17): \$1,400,000

Success/Barriers

- Reinstated Sunday service in September 11, 2016
- Updated fleet – oldest buses six years old
- Increased service to areas of diverse population demographics
- Financial constraints affects service expansion
- Replacement driver pool extremely sparse

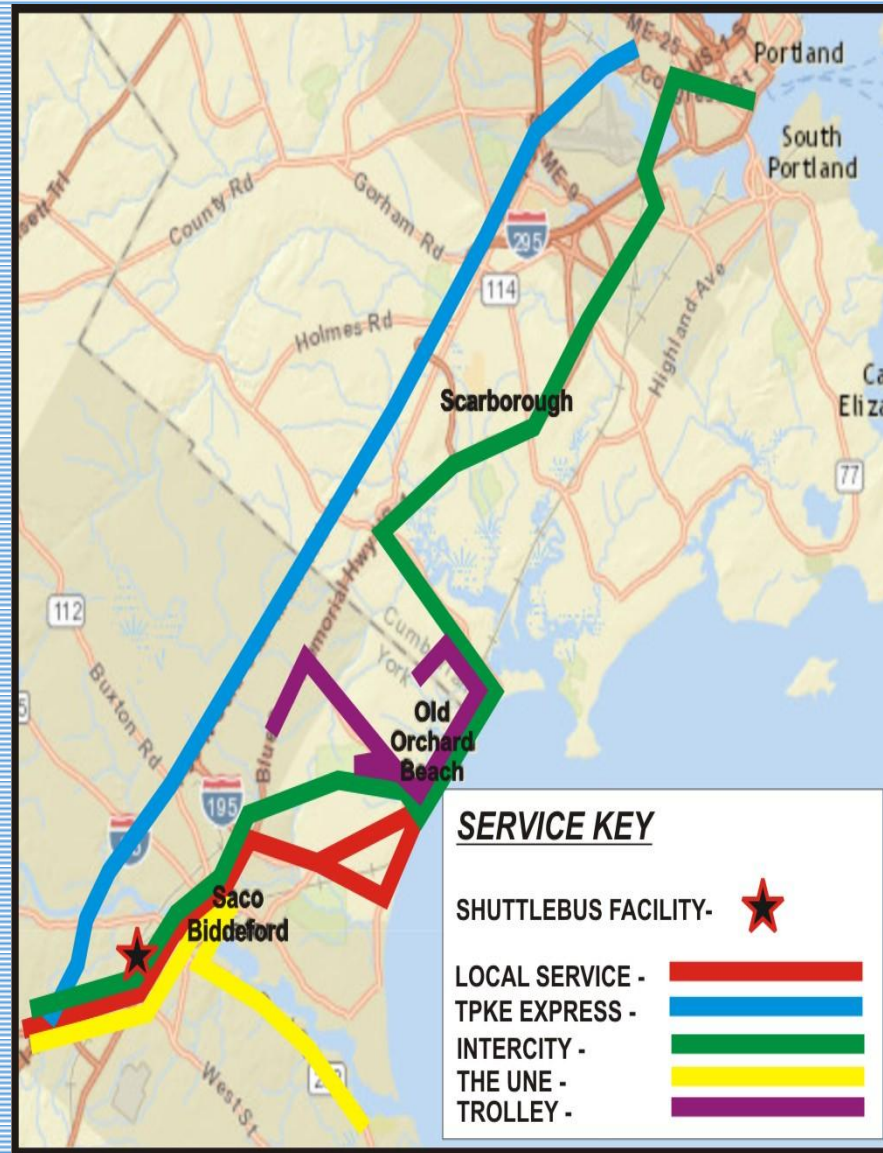
Future Plans

- Reinstigate West End circulator service
- Participate in PACTS Planning Studies Implementation Plans
- Install six new bus shelters
- Move to new facility in November 2017

SHUTTLEBUS- ZOOM

Existing conditions

Shuttlebus Service area map



Financial support

- Shuttlebus has 34 active small business contracts providing financial assistance to the transit services that bring customers to their local and Old Orchard Beach establishments. Approximate financial support is \$120,000;
- Shuttlebus provides needed services to both the University of New England (UNE) and the Maine Turnpike Authority (MTA). In exchange for these services both organizations help subsidize the services they enjoy. Approximate financial support is \$201,000;
- In addition to small business , MTA and UNE contributions, Shuttlebus also enjoys strong municipal support from the Biddeford-Saco-Old Orchard Beach transit committee and the Town of Scarborough. Approximate financial support is \$370,000;
- Shuttlebus has 15 active federal grants of \$3.2 million approximate value providing financial and technical support for their urban and rural services;
- Approximately \$1.5 million remains of the \$3.2 million in active federal grants. The large majority of subsidies drawn upon support operating expenses.

Facility & fleet

Facility composition

- The Shuttlebus facility , built in 1980 has aged beyond its useful life;
- Equipment is aging and a capital replacement program is currently a high priority;
- Good preventative maintenance practices supported by facility and preventative maintenance plans, and a recent facility upgrade, as well as regularly scheduled repairs have kept the facility and equipment in reasonable good condition;
- Potential problem:
 - space constraints as Shuttlebus continues to grow, fleet size and possible staffing needs will ultimately grow, crowding an already congested facility and yard.
- Potential opportunity:
 - Vehicle staging areas and a satellite office may offer economies of scale in administrative, maintenance and vehicle storage needs versus the costs of facility relocation.

Fleet composition

- Shuttlebus has fleet of 25 vehicles consisting of :
 - Eight (8) Trolley's including one (1) 1999, six (6) 2000 and (1) 2004.
 - Four (4) 2002 Orion's
 - Two (2) 2003 Thomas (Pending Disposal)
 - One (1) 2003 MCI
 - One (1) 2004 Ford
 - One (1) 2006 Bluebird
 - One (1) 2008 Orion
 - One (2) 2009 Dodge
 - Four (4) 2010 El Dorado's
 - One (1) 2012 van
- Fleet make-up all over the board, increasing parts storage need and multi-manufacture equipment and maintenance training;
- Shuttlebus fleet is aging and of high mileage;
- Internal maintenance costs on the rise;
- Current capital program consists of rehab versus new acquisitions;
- Needs assessment of capital replacement cycle shows a concerning trend of opting for short term financial gains over a sustainable long term capital plan.

Route analysis

- Shuttlebus runs a five (5) route system consisting of :
 - Shuttlebus Local Service – Service spans from Biddeford to Old Orchard Beach consisting of approximately 15 stops;
 - The ZOOM Turnpike Express - Service spans from Biddeford to Portland consisting of approximately 6 stops;
 - The Portland Intercity Service - Service spans from Biddeford to Portland via Old Orchard Beach consisting of approximately 9 stops;
 - The University of New England (UNE) Nor'Easter - Service spans from Biddeford to UNE consisting of approximately 5 stops;
 - The Old Orchard Beach Trolley - Service circulates around Old Orchard Beach.

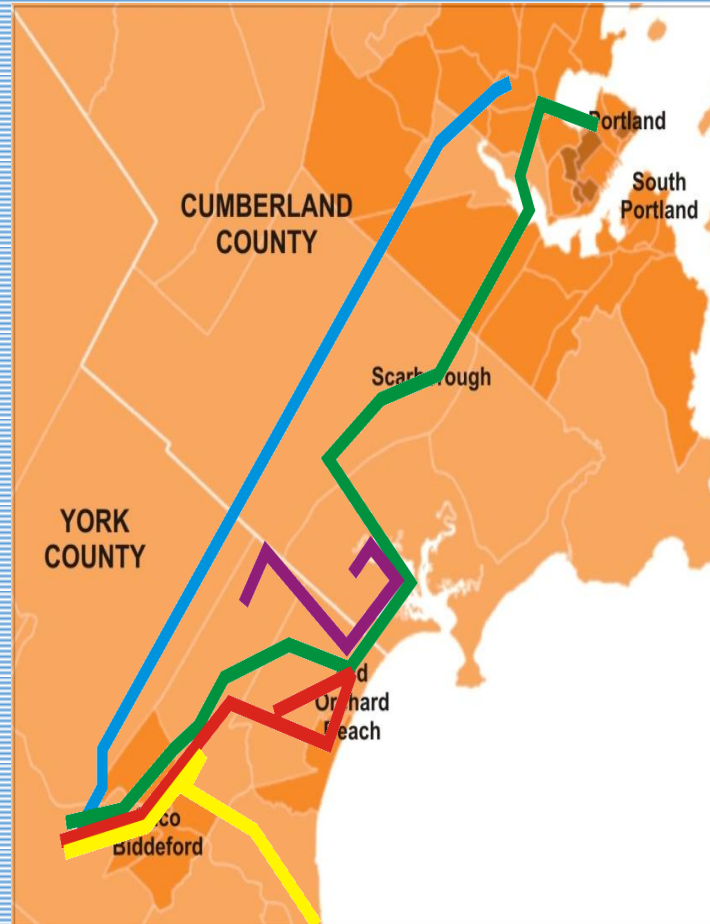
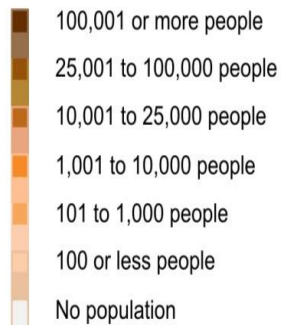
Demographics analysis

POPULATION DENSITY

Legend

Block Groups

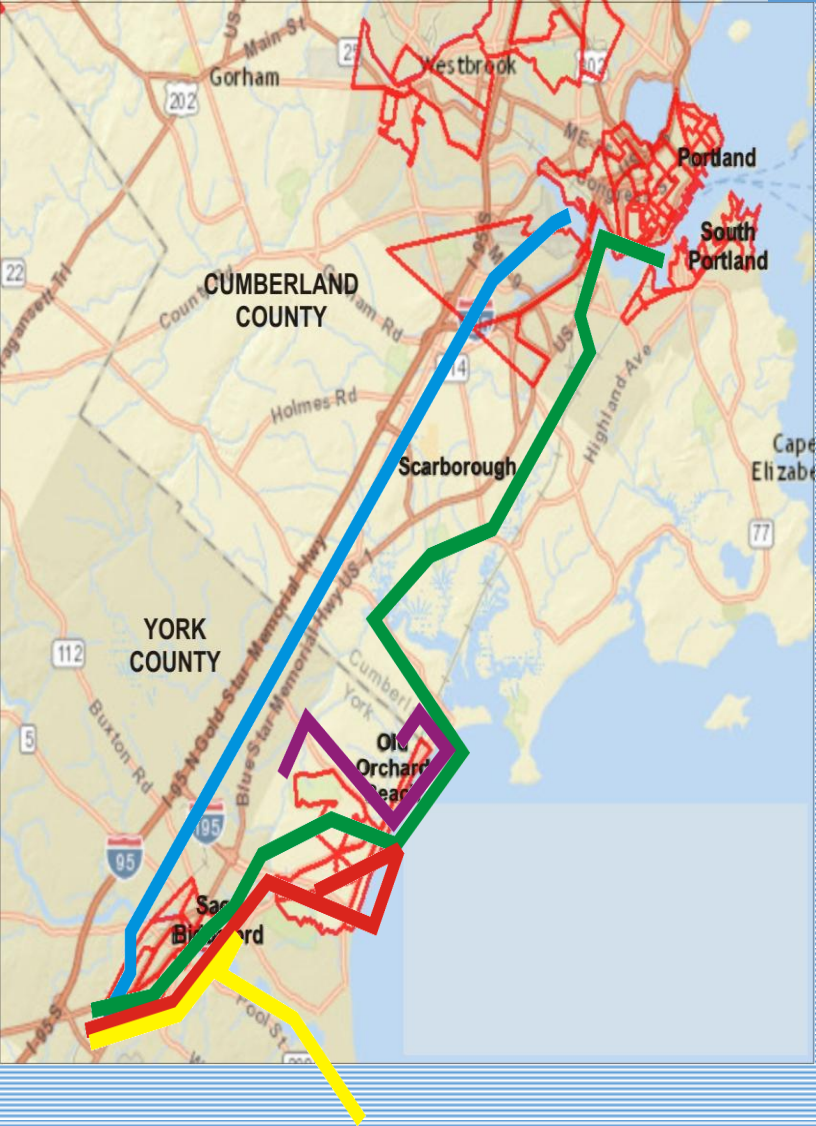
2012 Population Density (Pop per Square Mile) (Esri)



LOW INCOME POPULATION

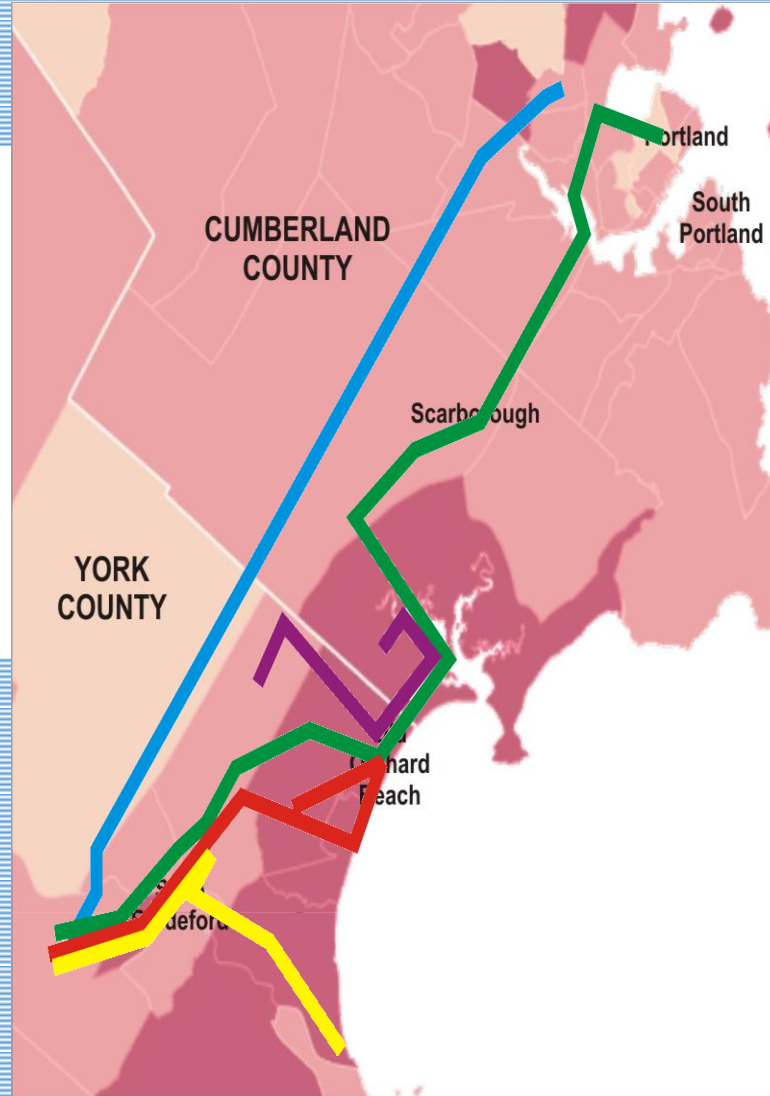
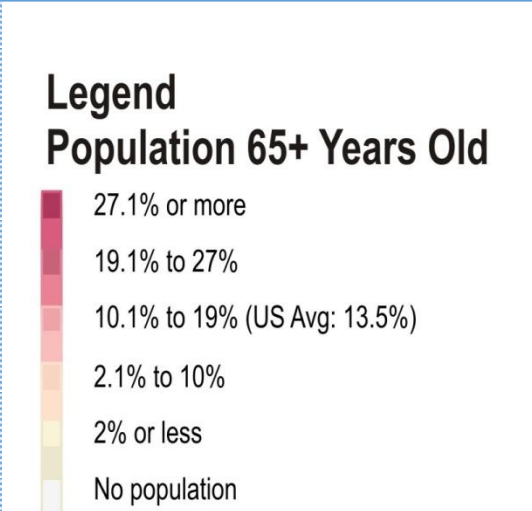
Demographics analysis Cont. Legend

 Low to Moderate Income Areas by 2010 Block Group



SENIOR POPULATION

Demographics analysis Cont.



Recommendations and Next steps

- Continue to explore other service efficiencies;
- Mobility Management;
- Data and content management ;
- Streamline and coordinate job functions;
- Establish a capital replacement program;
- Secure unleveraged funding sources and investigate TIF & Impact fees;
- Alternative route analysis (pulse, expansion).
 - West Street area (Biddeford UNE Expansion)
 - Upper main Street (Biddeford)
 - Route 1/Industrial Park Road (Saco)
 - Kennebunk/Wells

The logo for CityLink is displayed within a rectangular frame. The frame has a purple border with orange dashed lines. The word "city" is in a bold, lowercase, purple sans-serif font, and "link" is in a bold, lowercase, orange sans-serif font.

citylink

Lewiston-Auburn Transit Committee

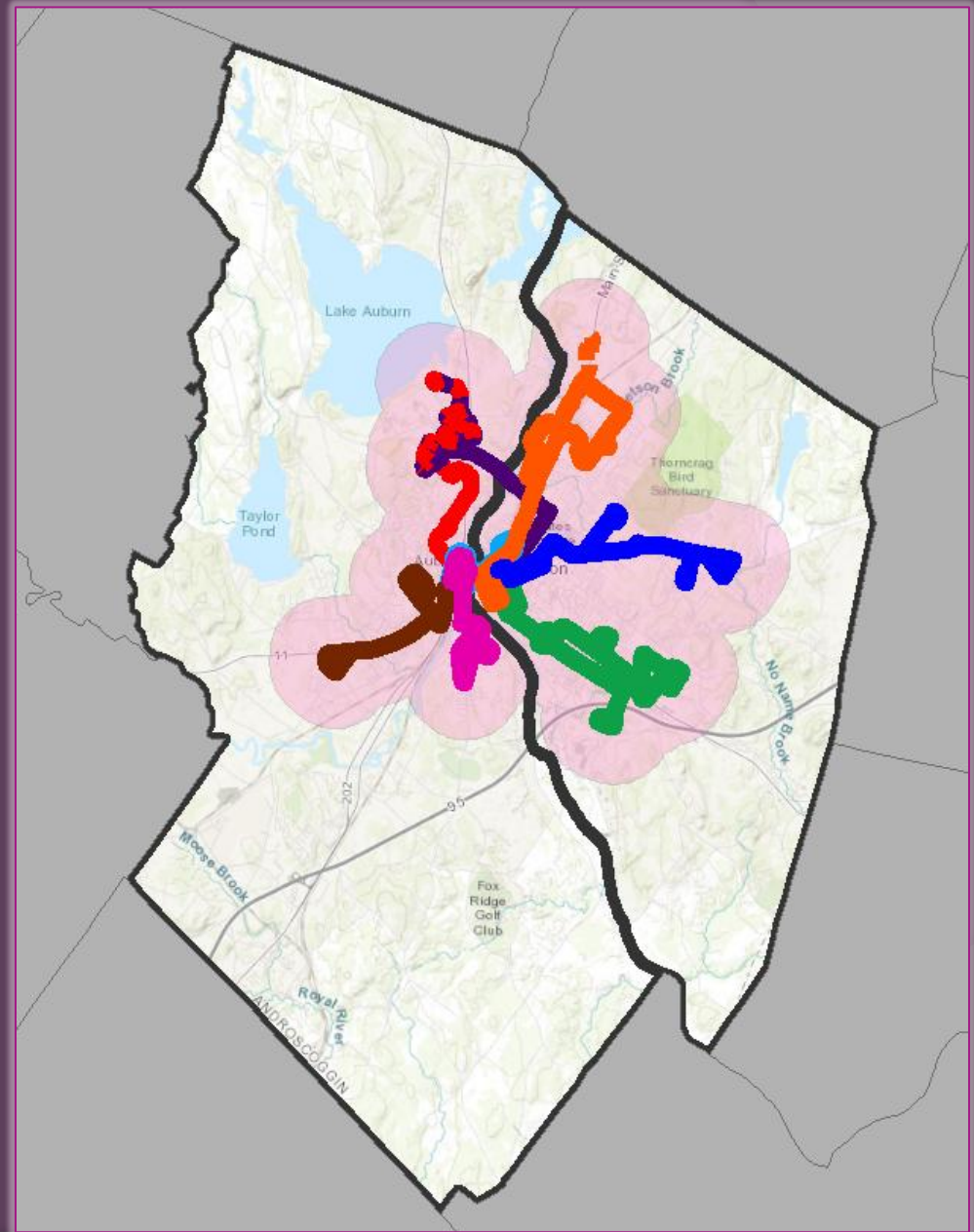
May 2017

Demographics of L-A

- Population – 59,424
- Service Area – 13 mi²

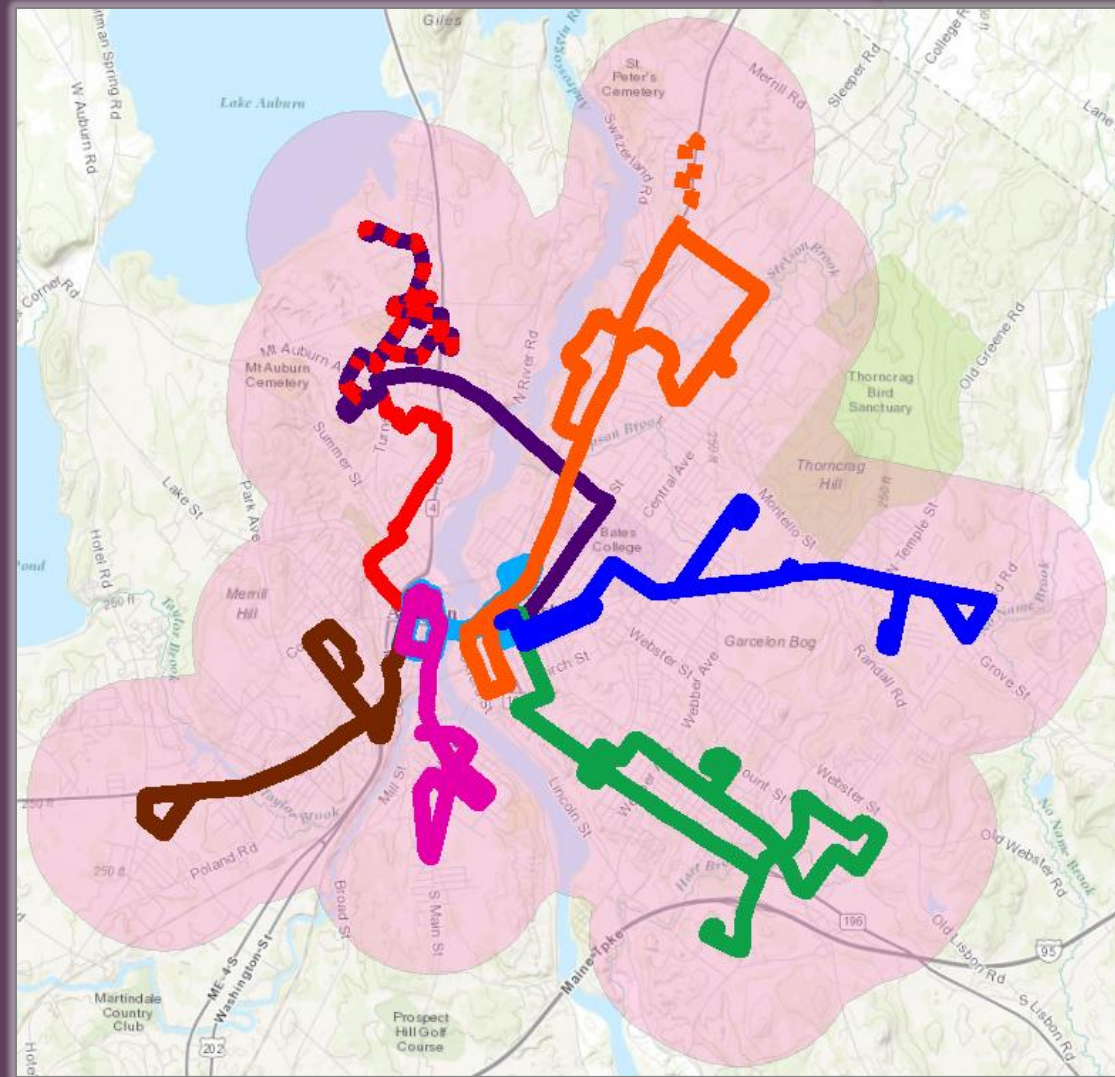


Lewiston- Auburn Area



Routes

- ◎ 9 Routes
- ◎ 30 & 60 minute headways
- ◎ Mon – Fri
 - 6 am to 6 pm
- ◎ Saturday
 - 9 am to 5 pm



LATC

- Established in 1976
- Committee Structure
- Contracts out for Service
- Funding FY16
 - Federal 51%
 - State 6%
 - Local 27%
 - Farebox 16%

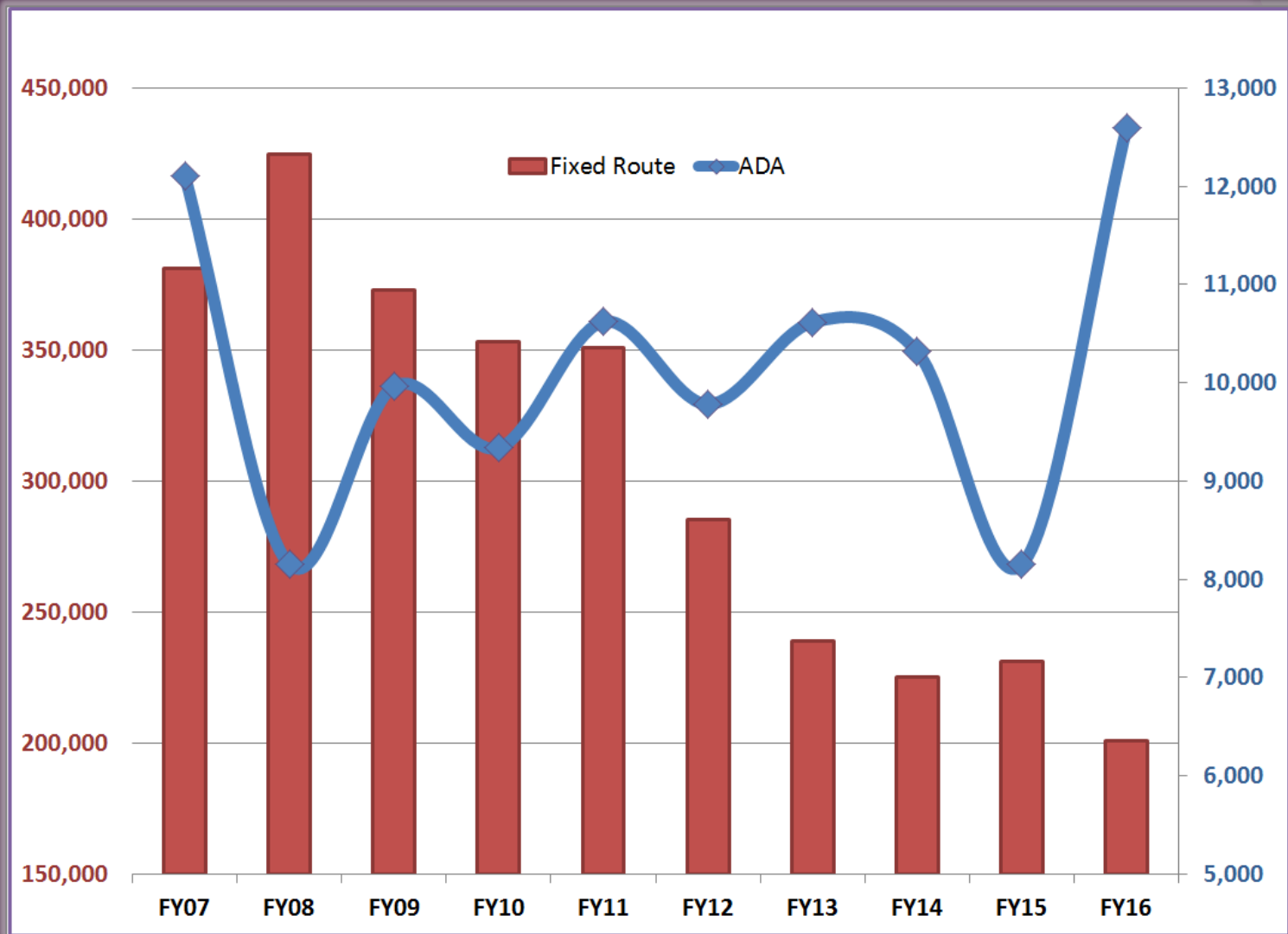


Fleet Information

- ◎ 2 - 1997 Gilligs
- ◎ 3 - 2011 Gilligs
- ◎ 2 - 2006 Blue Birds
- ◎ 2 - 2005 Chev. EIDorados
- ◎ 2 - 2008 Chev. EIDorados
- ◎ 1 - 2009 Chev. EIDorado
- ◎ 1 - 2014 Chev./International
- ◎ 1 - 2006 Ford Champion Challenger



Ridership



Bus Station – Auburn 2016



Bus Station – Lewiston 2003



Future Opportunities

- Expand Service Area
- Intercity Connections
- Expand Hours
- Real Time Bus Info



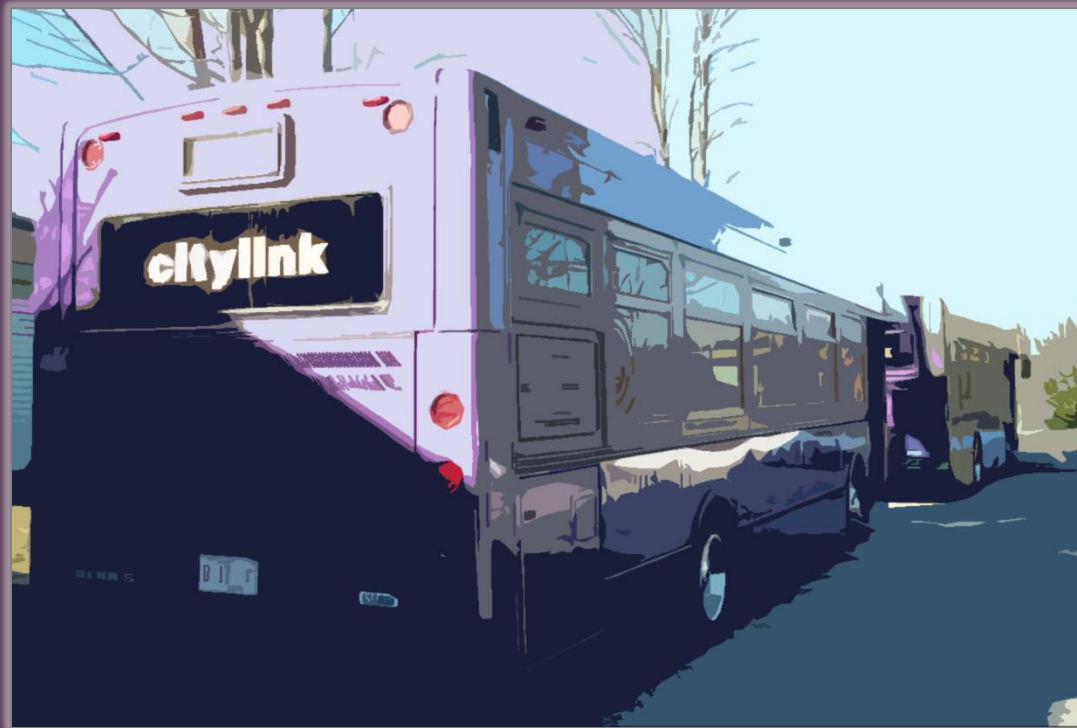
Issues

- Funding – Operating & Capital
- Bureaucratic Compliance
- Mixed Bus Fleet



Questions?

- www.purplebus.org
- [@purplebusla](https://twitter.com/purplebusla)





City of Bangor

COMMUNITY CONNECTOR

EST. 1972

Mission Statement:

- ◎ **The mission of Community Connector is to meet the transportation needs of the residents of Bangor, Brewer, Hamden, Veazie, Orono, Old Town and the University of Maine. The service will provide reasonable schedules in a safe and reliable manner to the extent permitted by financial and geographical considerations.**

OVERVIEW

1972-2017



Overview

- © 1972 it started with 6 buses and 4 routes, as “Citibus” and the hub was on Central Street
- © 1980’s the name changed to “The Bus” the fleet increased to 10 and 3 more routes were added
- © Also in the 1980’s the hub moved to State Street and in the mid 90’s the hub moved to Pickering Square where it still is today
- © 1990’s more routes and fleet were added

- © 2002 The Bus changed its name, image and overall look. The Bus became BAT Community Connector..the fare structure changed from zone fares to system wide fares



- ◎ University of Maine, Husson University and EMCC were added to the fare structure to ride with ID
- ◎ 2009 Black Bear Orono Express Shuttle joined Community Connector family
- ◎ 2011 the BAT was dropped from the Community Connector name





- © 2013 the long time Bus Superintendent Retired, Bangor transit drivers voted to join Metro's labor union Local #714 and

- © 2013 Governor LePage designated the City of Bangor, Community Connector as grant recipients of Federal Transit Administrative (FTA) funds under section 5307 & 5309





- © 2015 an aggressive campaign to update and replace our aging fleet, 2 buses had midlife overhaul, 4 buses had end of life overhauls, and 2 new buses ordered
- © 2016 Community Connector completed our first ever “Triennial Review”
- © 2016 Community Connector were awarded their first ever discretionary grant “FAST ACT GRANT” to purchase 5 new buses
- © 2017 Community Connector currently runs a fleet of 22 vehicles on 10 unique, 14 total routes

SUCSESSES

- ◎ Ticket and pass sales were moved from the Buses and Transit Operators to local Vendors, including all area Hannaford stores
- ◎ Renovation of an addition to the bus storage facility was completed, allowing all buses to parked inside overnight





2014

- Office staff was reorganized with the promotions of the Superintendent, Operations Officer, and Compliance Officer (new full time position), and the addition of a full-time Dispatcher

- 2016 University of Maine Augusta, Bangor Campus, added free fare service through a contract and Beals College in the contract stage 2017



- 2016 Two mid-life overhauls were completed on the 2011 Gillig buses



BARRIERS

- ◎ Increase maintenance cost of an older fleet
- ◎ Challenges with increased administrative duties from the direct recipient status; lack of management staff positions
- ◎ Antiquated funding models for the communities involved in the system for operations and capital

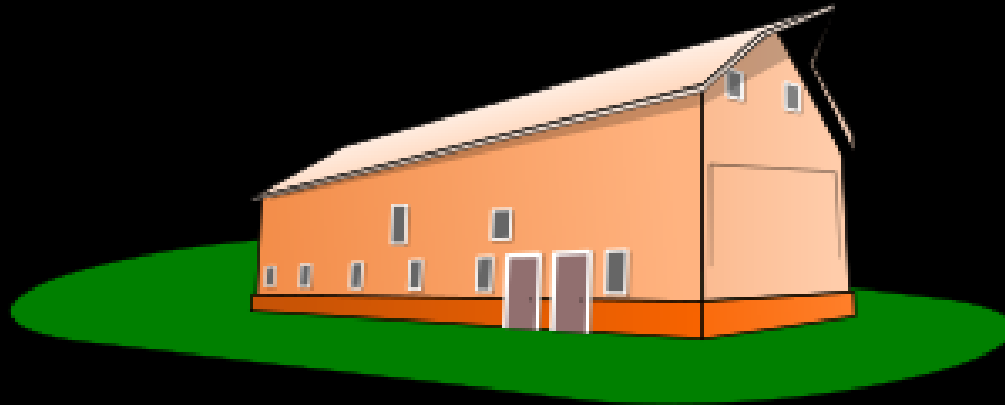
More Barriers

- ◎ Some growing pains with a new Union involving seniority and scheduling; a new contract will be negotiated this year
- ◎ Retirement of a long time Transit Planner and changes in support from the MPO
- ◎ Getting TRANSIT into the Communities Economic Development Committees in the whole region
- ◎ Changing CULTURE of the region putting TRANSIT is Planning

FUTURE PLANS

CAPITAL & OPERATIONS

- ◎ The contract has been awarded for a new administrative and operations office facility to be completed in September of 2017



4 - “End of life”
rehabilitated New Flyer
buses will be added to
the fleet Spring of 2017





- ◎ 2 new Gillig buses will arrive in August 2017 and 5 more by 2020
- ◎ The discussion to expand service will continue with the newly formed Public Advisory Committee
- ◎ System will move to Designated Bus Stops in Spring of 2018

Future Plans – Capital and Operations

- ◎ RFP for ADA Paratransit transportation provider FY17
- ◎ RFP for Technology Software FY17
- ◎ RFP for Bus Cleaning Service FY18
- ◎ New system wide operation and capital structure in FY 19

Ridership – One-Way Trips

Chart Title



FACTS

- ◎ Annual Revenue Miles 605,083
- ◎ Annual Revenue Hours 46,893
- ◎ FY 18 Budget \$ 3.2 million
- ◎ FY 17 Budget \$3.1 million
- ◎ FY 16 Budget \$2.8 million
- ◎ FY15 Budget \$2.8 million

STAFF

- ◎ 35-37 Transit Drivers
- ◎ Lead Transit Driver
- ◎ Dispatcher
- ◎ Compliance Officer
- ◎ Operators Officer
- ◎ Bus Superintendent

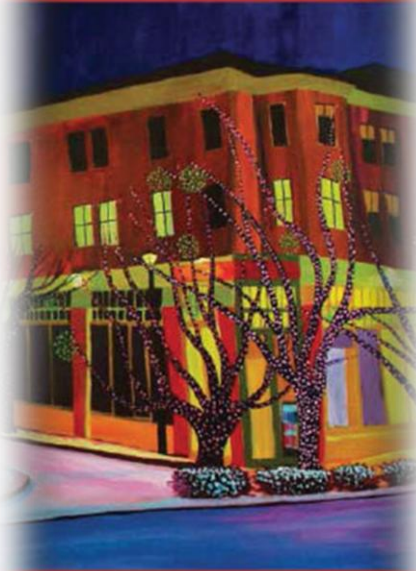
Thank you for your time



Community Connector

Bangor, Maine

Greater Portland Transit Guide



Route Maps • Schedules • Information



Greater Portland Transit District
gpmetrobus.com | 207-774-0351



Effective August 29, 2017

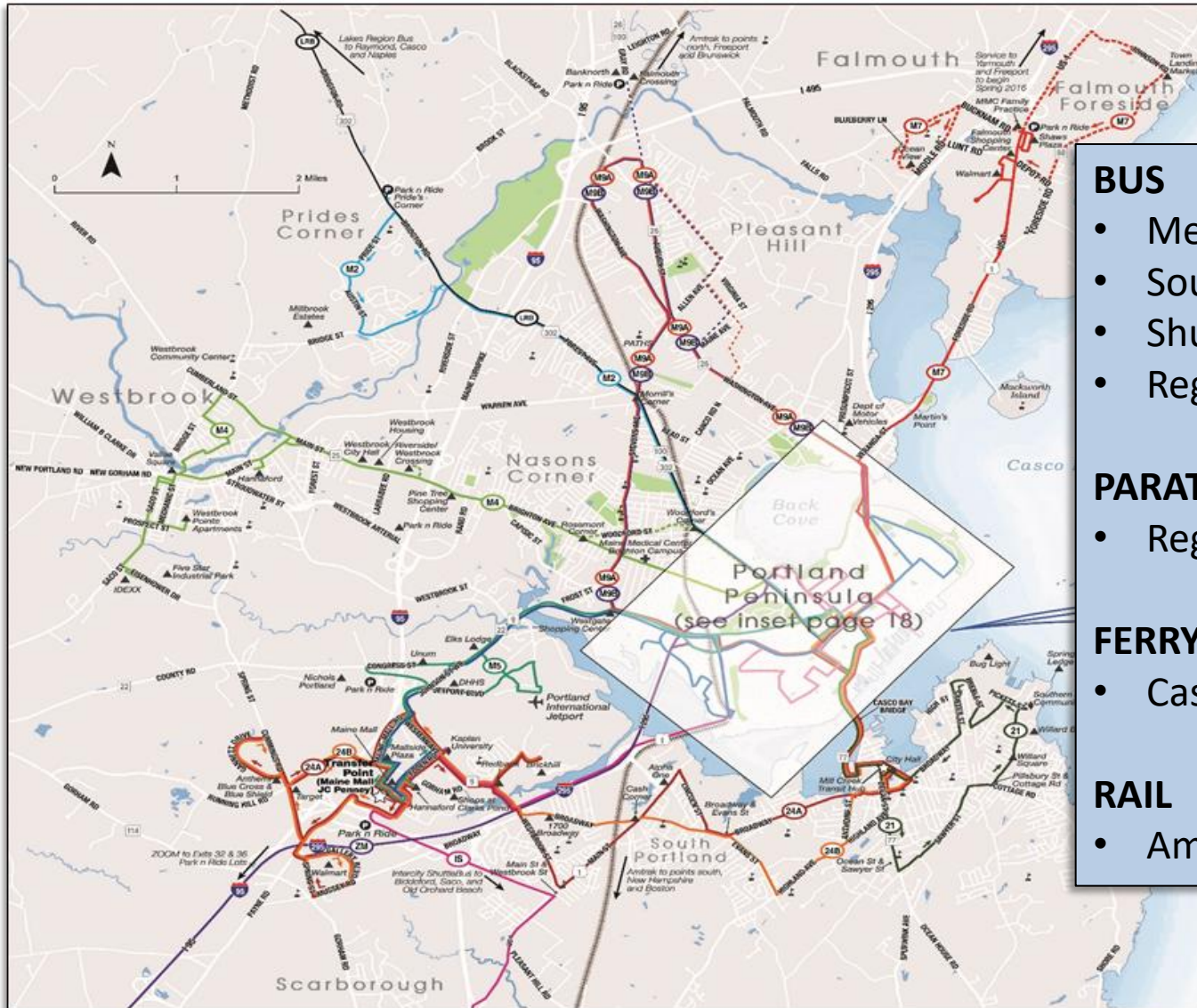


Greater Portland Transit District | METRO

Presentation to Maine Public Transit Advisory Council

May 16, 2017

GREATER PORTLAND TRANSIT MAP



BUS

- Metro
- South Portland Bus Service
- Shuttle Bus Zoom
- Regional Trans. Program

PARATRANSIT:

- Regional Trans. Program

FERRY

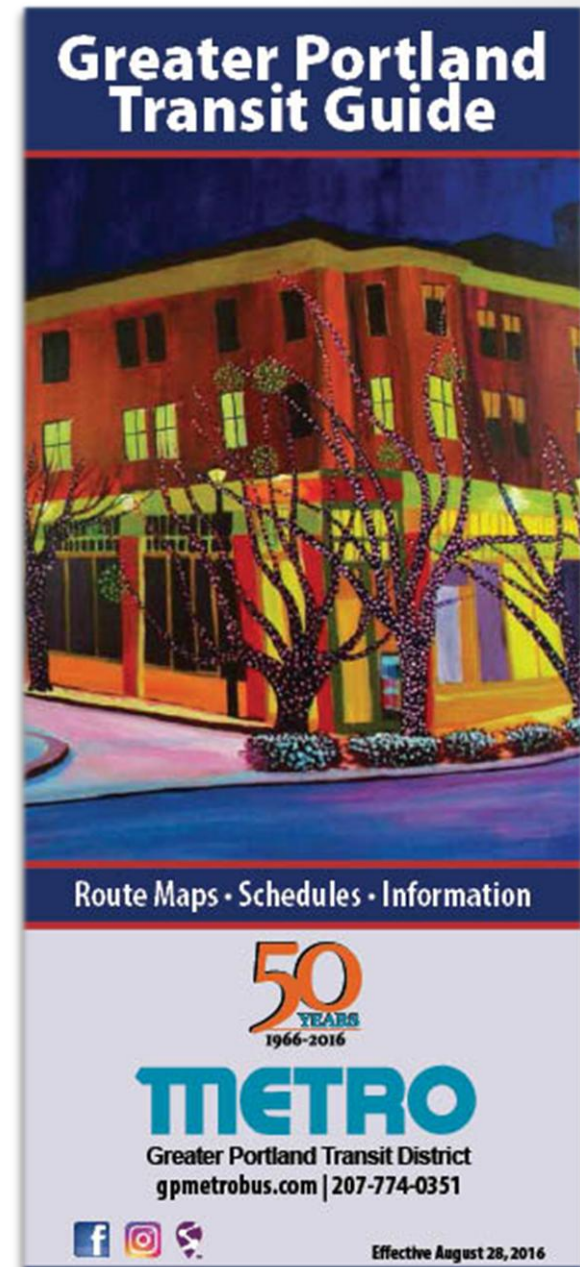
- Casco Bay Lines

RAIL

- Amtrak Downeaster

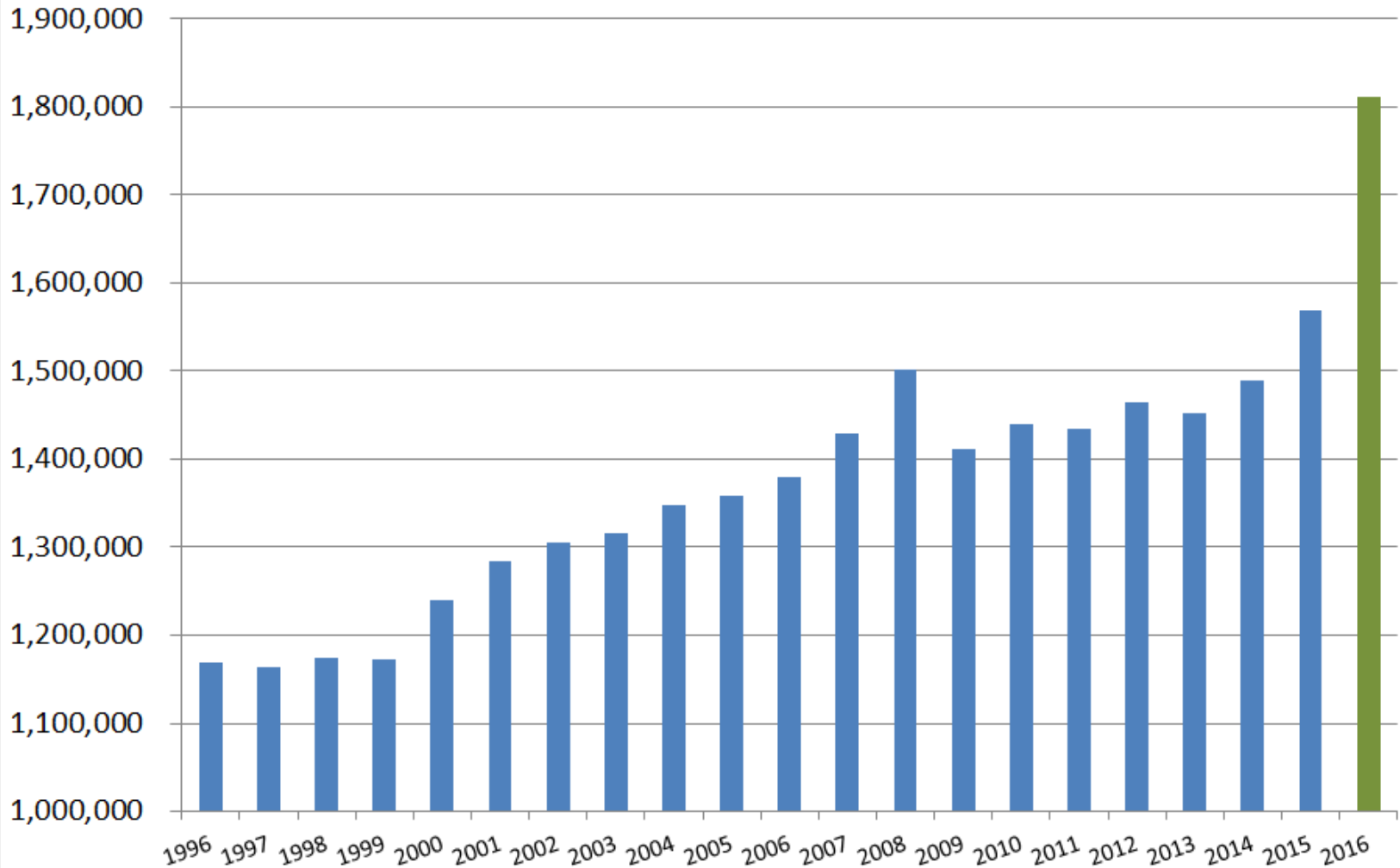
ABOUT METRO

- Founded 1966.
- Maine's Largest Public Transit Agency.
- 8 LOCAL bus routes serving Portland, Westbrook, Falmouth, South Portland.
- BREEZ EXPRESS Service launched in 2016.
- 37 Buses (CNG/diesel).
- 80 Employees.
- \$8.7 million annual operating budget.
- \$15 million 2017-2021 capital improvement budget.
- Funding from federal, state, local, fares, special programs, advertising.



METRO PERFORMANCE

Greater Portland Transit District
Ridership: 1996-2016



Current and Upcoming Projects

Past Service Changes and Improvements

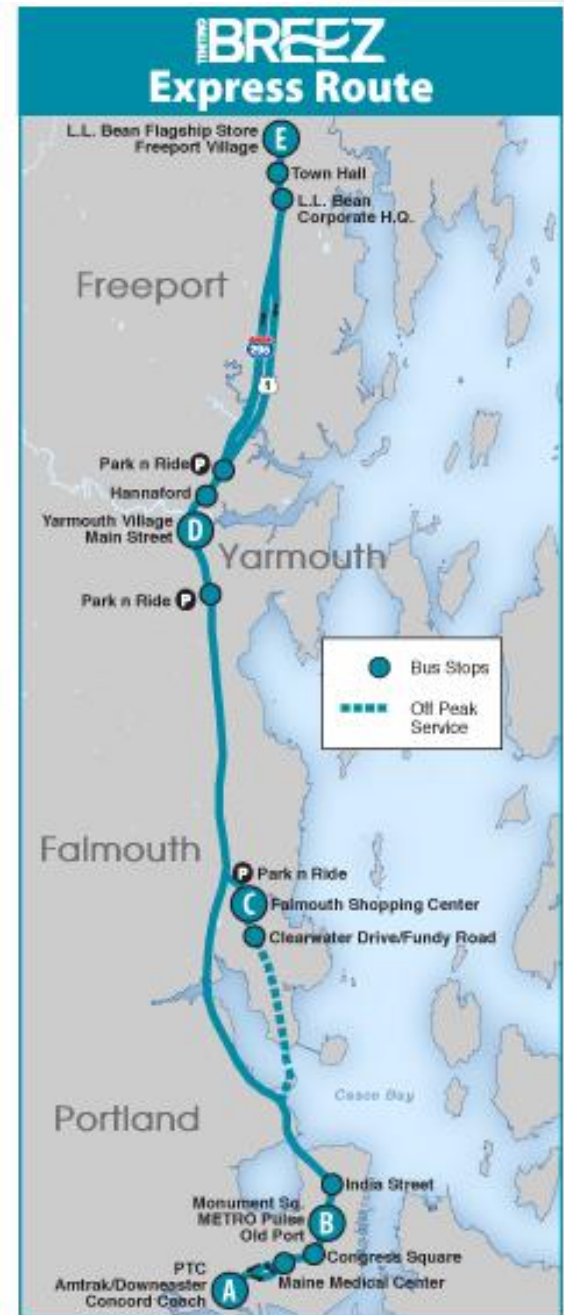
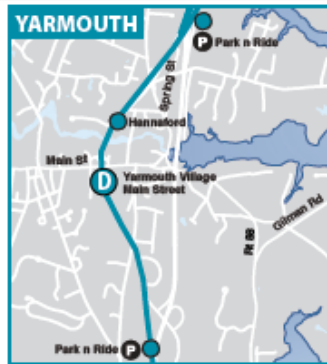
Past Metro Improvements:

- Route restructuring and interlining (ongoing).
- Bus stop placement standards and streamlining (2014).
- Modest improvements in evening service (2014).
- Targeted frequency improvements (2015).
- Sunday service doubled (2015).
- Metro Breez Express Bus Service to Yarmouth-Freeport launched (2016).

What's Next?

- Greater Portland Council of Governments coordinating Regional Transit Development Plan with regional transit agencies.
- Phase 1 is a short-range look at what we can do better now.
- Phase 2 will be a long-range vision.
- Metro holding back on most new improvements until RTDP is complete and new funding identified.

METRO BREEZ ROUTE



Current and Upcoming Projects

Unlimited Access Transit Pass Programs

Portland High School Pass Program

Launched September 2015



Photo Attribution: Portland Press Herald, 09/09/2015

USM Pass Program

Scheduled for September 2018

**SOUTHERN MAINE
HUSKIES**



Current and Upcoming Projects

Computer Aided Dispatch-Real-time Bus Arrival (Launched 2016)

Get on **TRACK with your itinerary.**
With the **SOUTHERN MAINE TRANSIT TRACKER**

SOUTHERN MAINE TRANSIT TRACKER
APP IT. PLAN IT. TRACK IT.
www.SMTTracker.com

Provided by Metro, South Portland Bus Service and Casco Bay Lines with project management provided by GPCOG.

Current and Upcoming Projects

Electronic Fare Collection (2018-19)



Current Non-electronic

- Exact Change Only
- Paper Tickets and Passes
- Confusing policies
- Current system is 20+ years old



Electronic

- Electronic Passes
- Smart Cards
- Mobile Devices
- Must be expandable

Current and Upcoming Projects

Bus Shelters and Bus Stops

Bus Shelters

- Phase 1 – 9 of 15 shelters installed.
- Phase 2 – Additional 14-24 to be installed by fall 2017.
- *Multi-agency project serving numerous communities.*

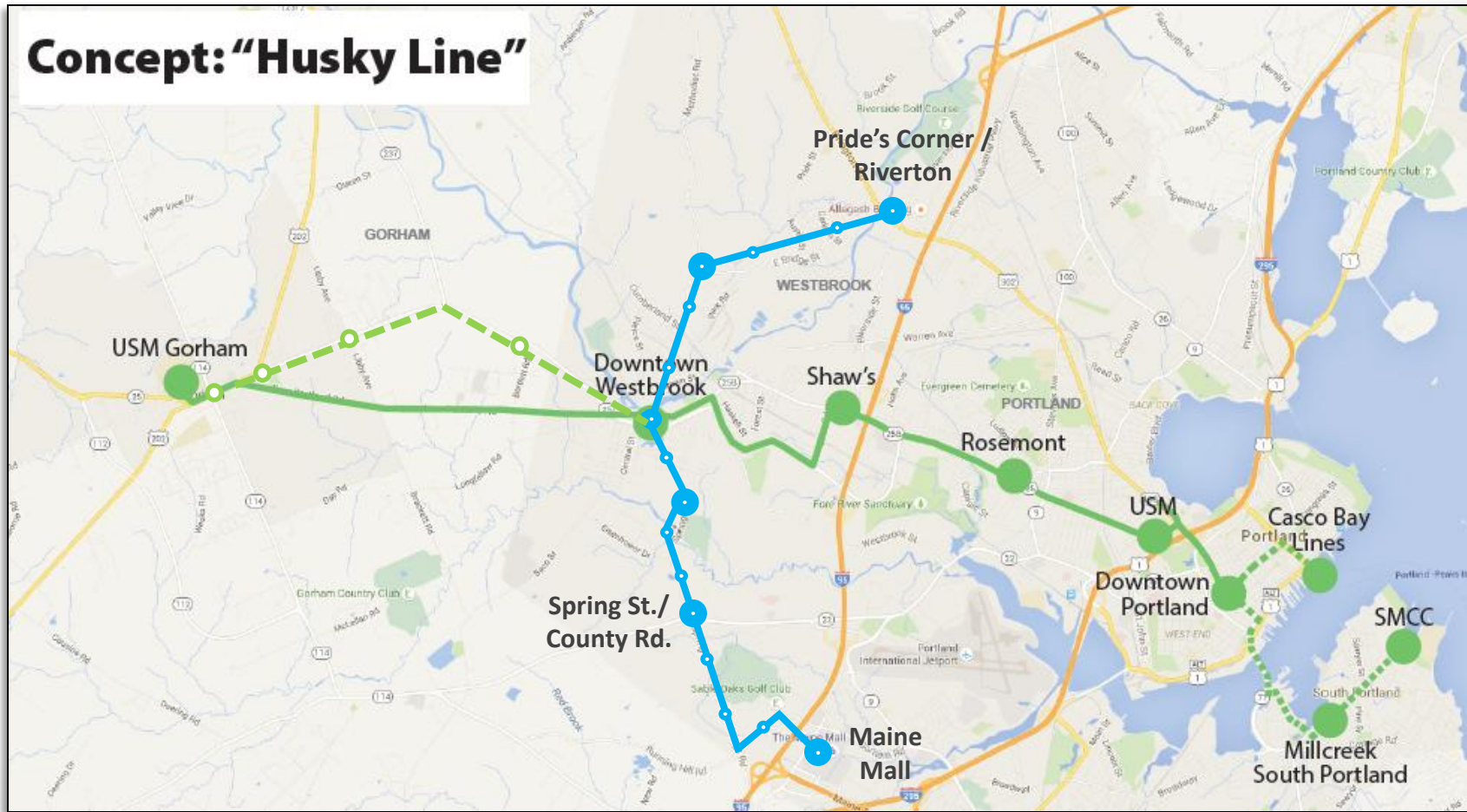
Bus Stop Access Project

- \$2.3 million in funding.
- ADA/Pedestrian Accessibility and Mini-hubs.
- Scope and engineering 2017-2018
- Construction in 2019.
- *Multi-agency project serving numerous communities.*



Current and Upcoming Projects

Transit West Expansion - Two New Bus Routes in 2018



Husky Line (Gorham, Westbrook, Portland): 

Blue Line: (Portland, Westbrook, South Portland): 

Current and Upcoming Projects

Replacement/Expansion Buses (2018-2020)

- Contract award to New Flier in December 2016.
- 40 foot Buses.
- 11 Buses in 2018; 4 in 2019; 4 and 2020 plus 8 option buses.
- Replaces 20 year old vehicles and supports Transit West Expansion.
- Modern amenities.



Barriers and Challenges

- Multiple overlapping transit agencies that duplicate services, confuse the public, cost more to operate and inhibit coherent system expansion.
- Absence of a long-range achievable regional transit vision/plan with broad-based community support.
 - **Now in progress.**
- Absence of dedicated local and/or state transit funding.
- ADA paratransit costs and unsustainable ridership growth.

Questions

Discussion

“Getting the Word Out”

- Technical assistance will be provided to implement three critical activities based on findings and recommendations of the Maine Strategic Transit Plan 2025 (MSTP) by Peter Schauer.
- Project begins June 1, 2017
- Project ends December 31, 2017

“Getting the word out”

Three Major Goals from
Maine Strategic Transit Plan

1. MSTP (page 114) Recommendation 1-B: Elevate and Clarify the Message that MaineDOT's Focus is on General Public Transportation . MSTP (page 118) Recommendation 2-A: Support General Public Transportation Systems

Sub Grantees have tended to focus service on sponsored (agency and program related persons) service instead of broadly available general public services. Customer services, sub grantee corporate identities, and approach to services need to be revised to focus on general public ridership.

2. MSTP (page 118) Recommendation 2-B: Support a Mix of Transit Services

Identify customer service levels and performance measures and assist underperforming systems in their efforts to: Better market their services, expand hours of operation and frequency of service, Improve connections to other modes, and innovate to improve services, including the use of techniques that have proven successful in other systems. (Product Development)

3. MSTP (page 120) Recommendation 3-B: Expand Education, Outreach, and Marketing

Many people in Maine are simply not aware of public transportation options that are already available to them. Data from the state-wide telephone survey, for example, showed that 2/3 of Mainers did not know or could not name their local bus service.

Possible Activities

- Technical Review and Assistance to transit systems requesting assistance
- RTAP will be through an application as a result of the review and technical assistance
- RTAP Fund use- variety of activities
 - Redesign Websites
 - Graphics and Corporate Image/Branding
 - Training/Customer Services
 - User Aides (Signage, Brochures, Maps)

Next Meeting of PTAC

October 18, 2017

“Getting the word out about public transit in Maine.”

Adjourn

Thank you for your participation!