

Aroostook Regional Transportation System

Aroostook Regional Transportation System, Inc. (ARTS) is a non-profit Regional Transportation Program providing transit services to Aroostook County in northern Maine.

Service Description and Fares

ARTS transit service consists of multiple flexible demand-response services in and around four different locations in northern Maine:

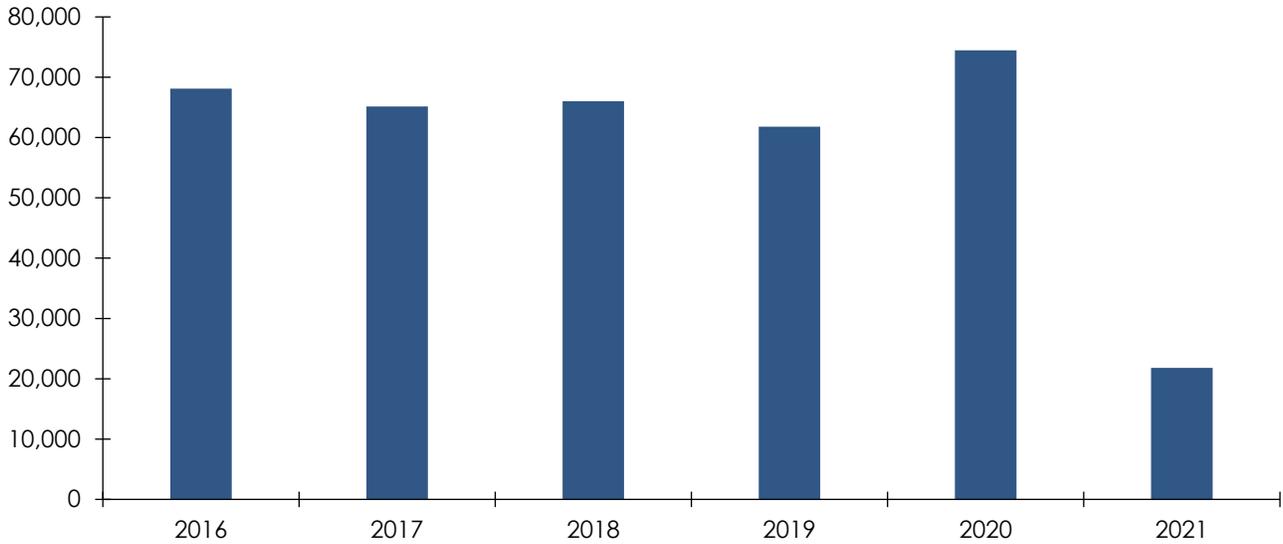
- » **Caribou Service:** Operates between Caribou and Presque Isle.
- » **St. John Valley Service:** Operates between Fort Kent, Caribou, and Presque Isle.
- » **Houlton Service:** Operates between Houlton and Presque Isle.
- » **Presque Isle Service:** Operates in and around Presque Isle.

ARTS also operates the New Freedom Transportation Service, which provides reserved transportation service to low-income households, older adults, and individuals with disabilities in Aroostook County, Patten in Penobscot County, and Danforth in Washington County. Service is operated on weekdays between 8:00 AM and 4:30 PM. Fares for all services vary based on the specific origin and destination.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Despite the effects of the COVID-19 pandemic, ridership rose to nearly 75,000 trips in 2020, from just under 62,000 trips in 2019. In 2021, recorded ridership dropped to just over 20,000 trips.

Figure 1 ARTS Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Revenue miles were approximately 300,000 in 2019 and just under 340,000 in 2018 and 2020. Revenue hours followed a downtrend from approximately 21,000 to around 18,000 in 2019 and 2020. Both metrics dropped in 2021, although by not as much as ridership.

Figure 2 ARTS Vehicle Revenue Miles (2016–2021)

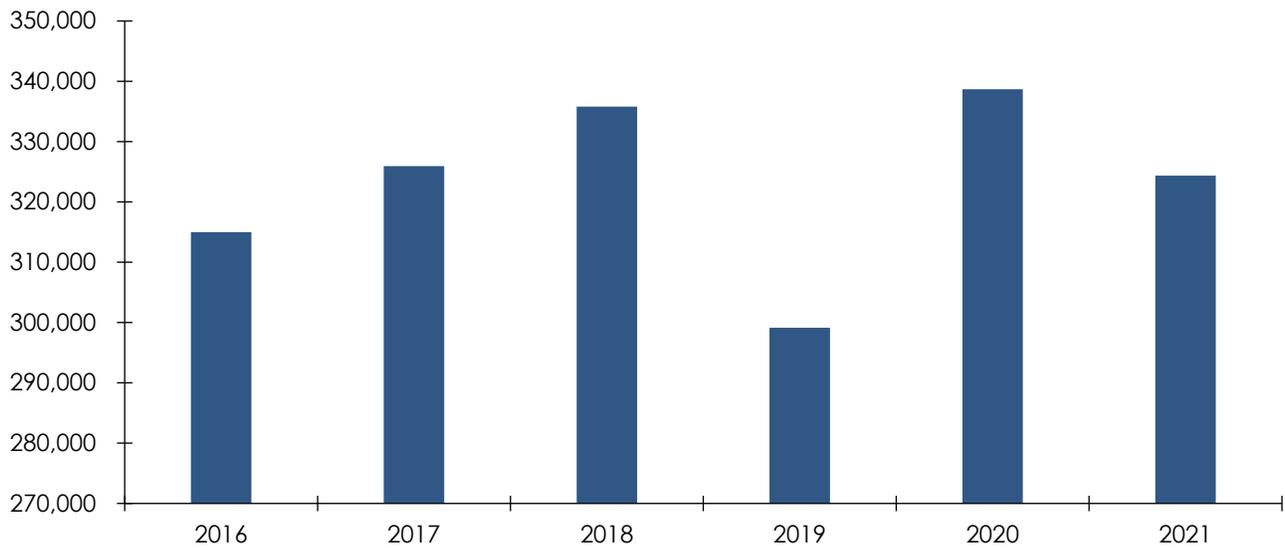
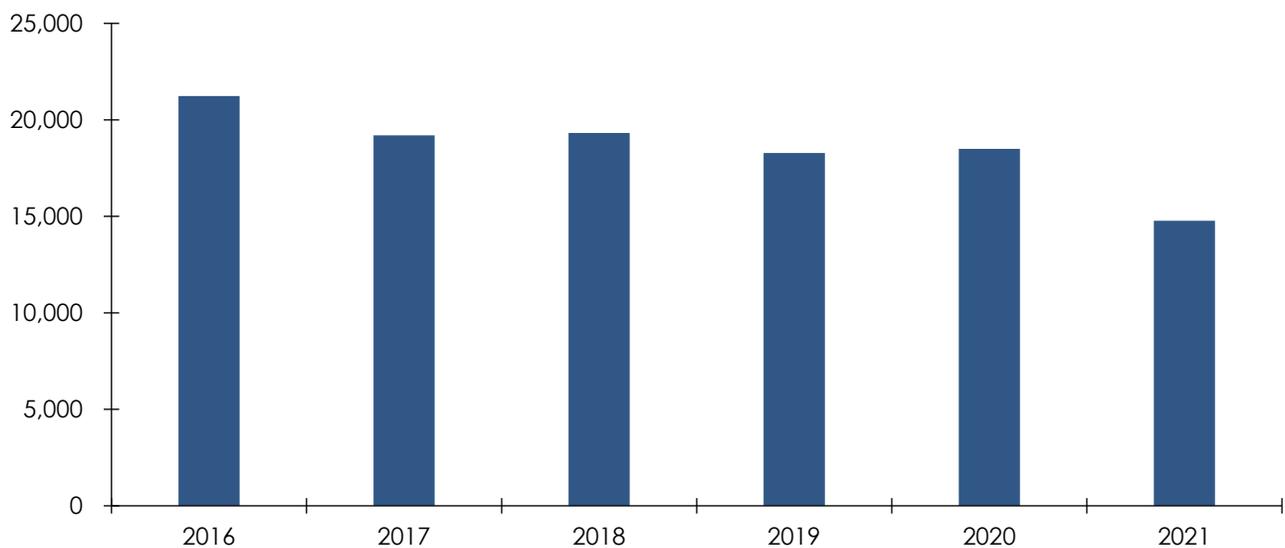


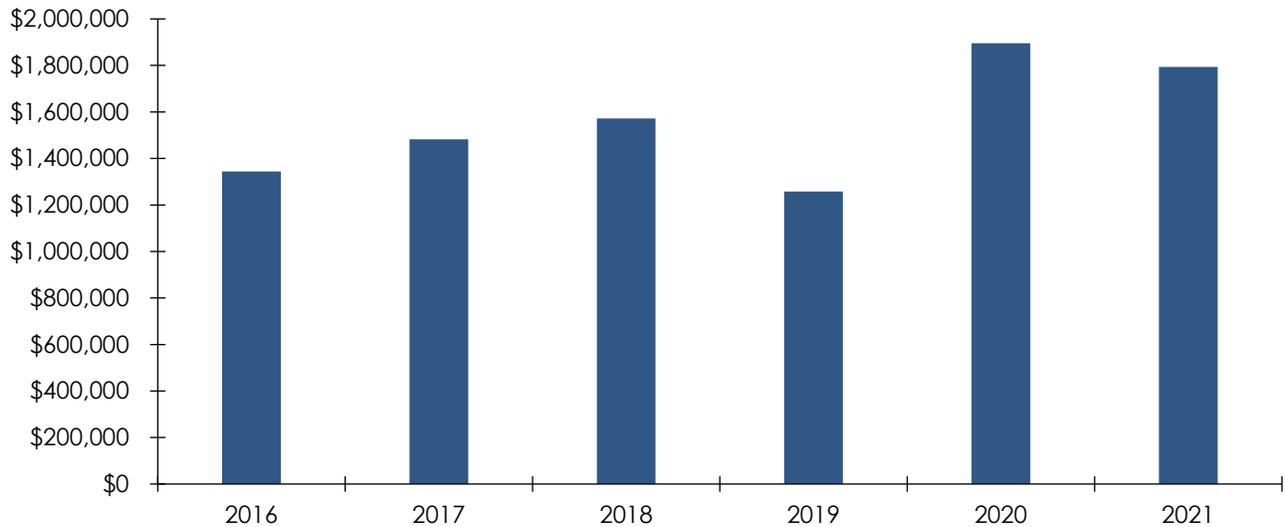
Figure 3 ARTS Vehicle Revenue Hours (2016–2021)



Budget Metrics

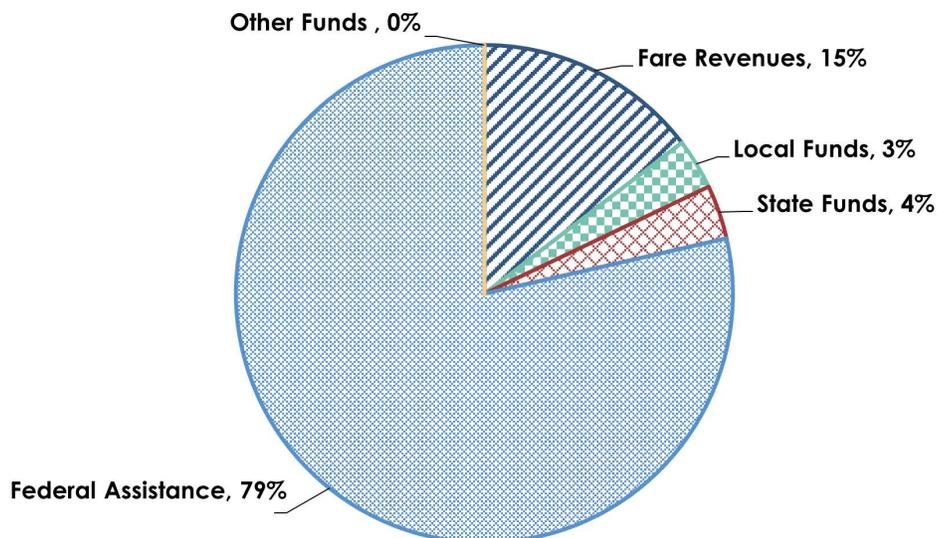
Annual operating expenses for 2016 through 2021 are shown in Figure 4. These figures ranged from a low of just over \$1.2 million to approximately \$1.9 million in 2020, an increase of over 30 percent. Operating expenses for 2021 dropped in 2021 to just under \$1.8 million.

Figure 4 ARTS Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. Federal assistance accounted for 79 percent of operating expense funding, farebox revenue for 15 percent of funding, and the remainder was split between local and state funds.

Figure 5 ARTS Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses ranged from a low of just over \$4.00 in 2019, to just over \$5.50 in 2020, before declining through 2021. Vehicle revenue hour operating expenses ranged from approximately \$63.00 in 2019 to a high of \$121 in 2021.

Figure 6 ARTS Operating Expenses per Vehicle Revenue Mile (2016–2021)

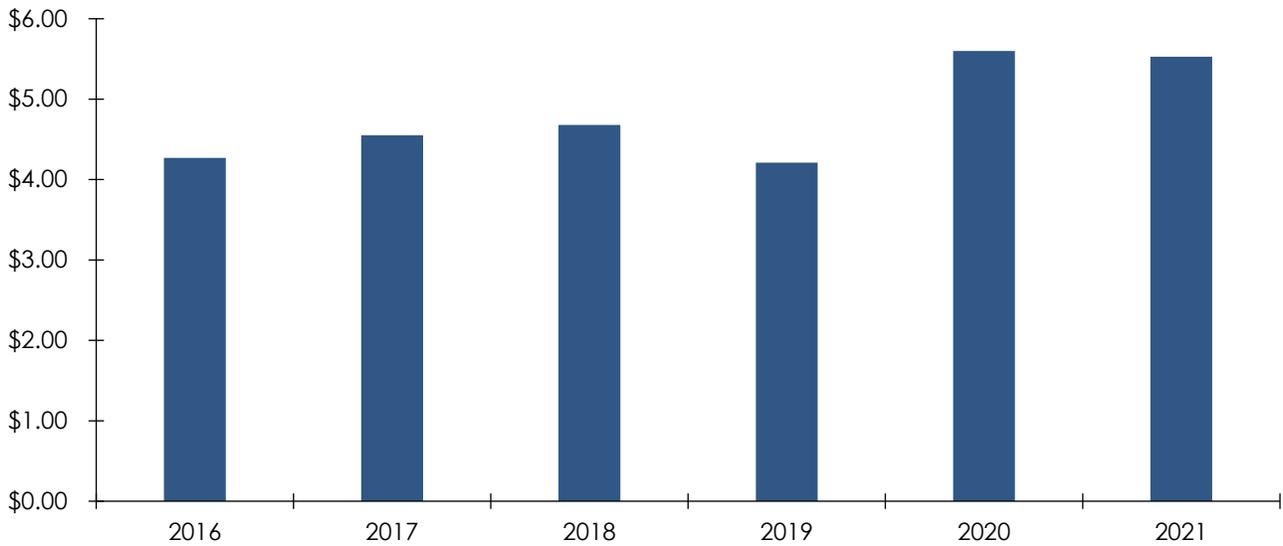
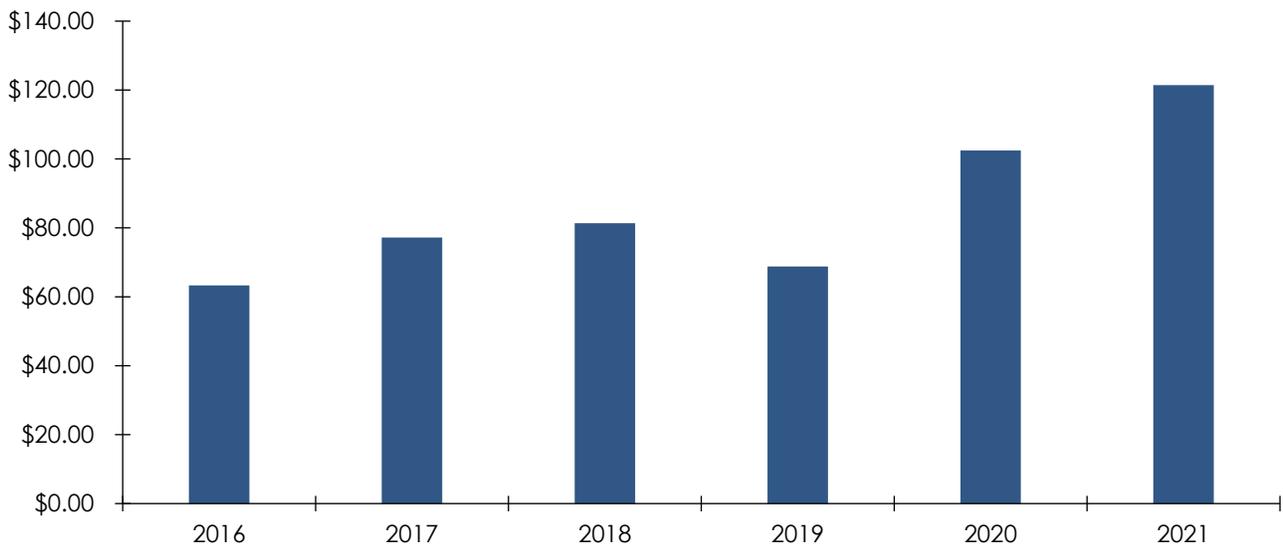
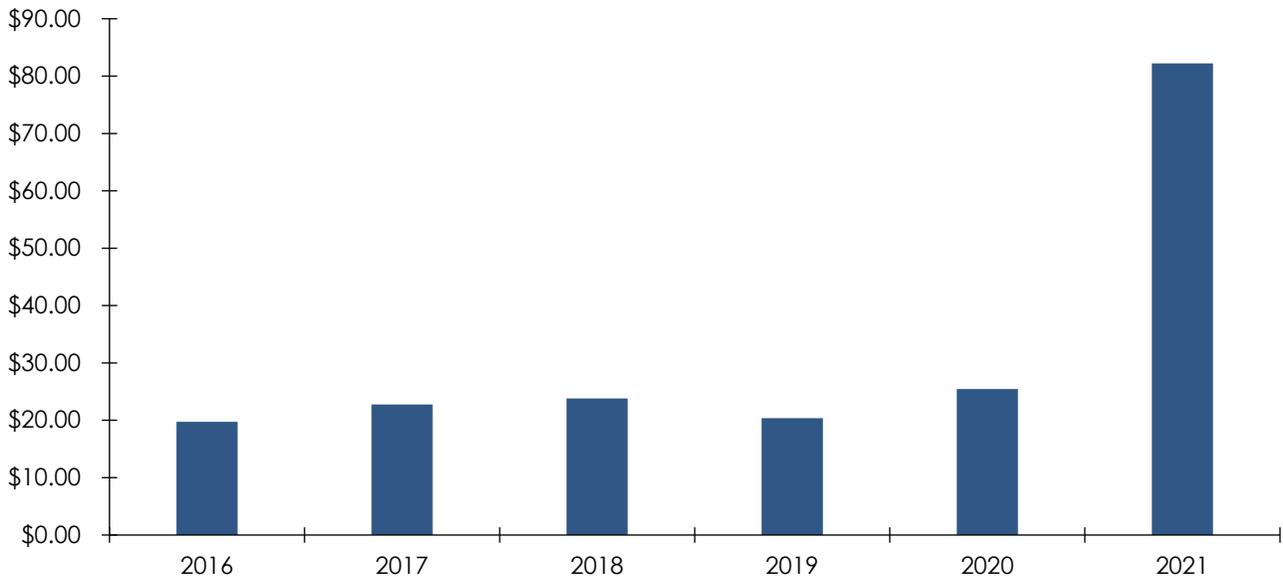


Figure 7 ARTS Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Per passenger operating expenses rose each year, with the exception of 2019. From a low of under \$20.00 in 2016, operating expenses rose to over \$25.00 in 2020. With the drop in ridership through 2021, per passenger operating expenses rose to over \$80.00.

Figure 8 ARTS Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of ARTS is comprised of:

- » Executive Director
- » Operations Manager (Oversight of daily operations, drivers, and customer support)

Asset Management

Transit asset management of ARTS is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2020, the ARTS fleet consisted of:

- » 19 revenue vehicles

The ARTS fleet utilized for maximum service consisted of:

- » 19 demand response vehicles

Technology Capabilities

ARTS utilizes the following software in their operations:

- » **Scheduling Software:** CTS

ARTS has plans for additional technology improvements and enhancements:

- » **Scheduling Software:** ARTS is upgrading to TripMaster, a partner of ModviCare. This upgrade will allow for instant scheduling, vehicle tracking, and invoicing.
- » **Fare Payment System:** ARTS is currently looking at fare payment systems but does not have immediate plans for implementation.
- » **Asset Management Software:** Updated in 2023.
- » **GTFS:** To be implemented in a later year.
- » **Electric Buses:** ARTS is participating in a pilot project to see how electric buses perform in the winter months.

Biddeford | Saco | Old Orchard Beach Transit

Biddeford | Saco | Old Orchard Beach Transit (BSOOB Transit) operates scheduled and deviated fixed route services within and between the cities of Biddeford, Saco, and the town of Old Orchard Beach. BSOOB Transit also provides service connections to the surrounding communities of Scarborough, South Portland, Portland, Kennebunk and Sanford.

Service Description and Fares

BSOOB's transit service consists of eight year-round routes. These routes include five deviated-fixed routes that operate within the municipal boundaries of Biddeford, Saco, and Old Orchard Beach in York County, a commuter-oriented express service between Biddeford, Saco, and Portland, and another commuter route between Biddeford and Sanford, an intercity route that provides service between Saco, and Portland via Old Orchard Beach, Scarborough and the Maine Mall in Portland. BSOOB Transit also provides summer trolley services oriented around the seasonal activities in Old Orchard Beach.

Services operate Mondays through Saturdays between the hours of 5:00 AM and 10:00 PM, and between 5:00 AM and 7:00 PM on Sundays. Regular one-way cash fare is \$2.00. Persons 65 and older, 18 and under, persons with disabilities, and individuals with a Medicare card pay \$1.00. Along with two other regional transit partners, Greater Portland Metro and South Portland Bus Service, BSOOB Transit collects and records fare activity with a contactless, smartcard fare collection system, branded as DiriGO. Cash fares are also accepted.

The Saco Transportation Center is the hub for all BSOOB Transit routes. This hub allows for connections to other transportation options including the Northern New England Passenger Rail Authority (NNEPRA) rail service and the YCCAC Southern Maine Connector. At multiple points in Portland and South Portland, transfers are available to Greater Portland Metro and South Portland Bus Service.

Fare information is shown in Table 1:

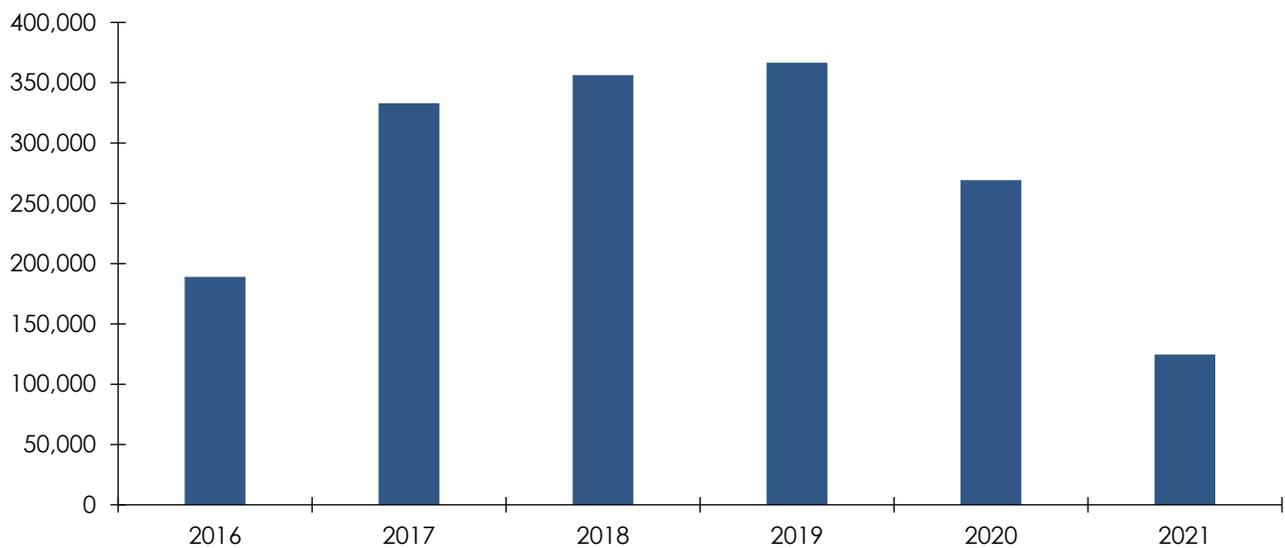
Table 1 Fare Information

General	
General Public	\$2.00–\$5.00
Half Fare	\$1.00–\$2.50
Student (18 and under)	\$1.00–\$2.50
Children (0–5)	Free
Deviated Fixed Route Trips	
One Way	2x General Fare
DiriGo Passes	
90 Minute Unlimited Pass	\$2.00–\$5.00
Daily Fare Capping	\$6.00–\$15.00
Monthly Pass	\$60.00–\$150.00

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Ridership fluctuated across the six-year period. Following 2016, annual ridership was at approximately 350,000. In 2020 and 2021 with the onset of COVID-19, ridership dropped to 270,000 and 125,000.

Figure 1 BSOOB Transit Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Both metrics followed similar patterns of increases from 2016 through 2019, followed by a drop in 2020 and through 2021. In 2019, both metrics peaked at just under 550,000 revenue hours, and 35,000 revenue miles.

Figure 2 BSOOB Transit Vehicle Revenue Miles (2016–2021)

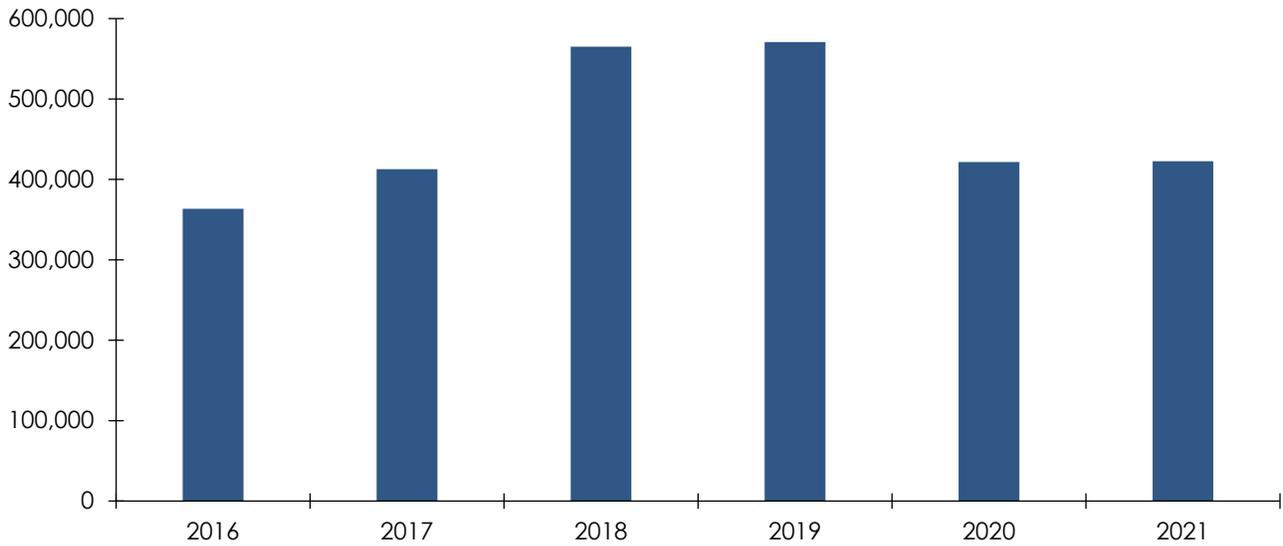
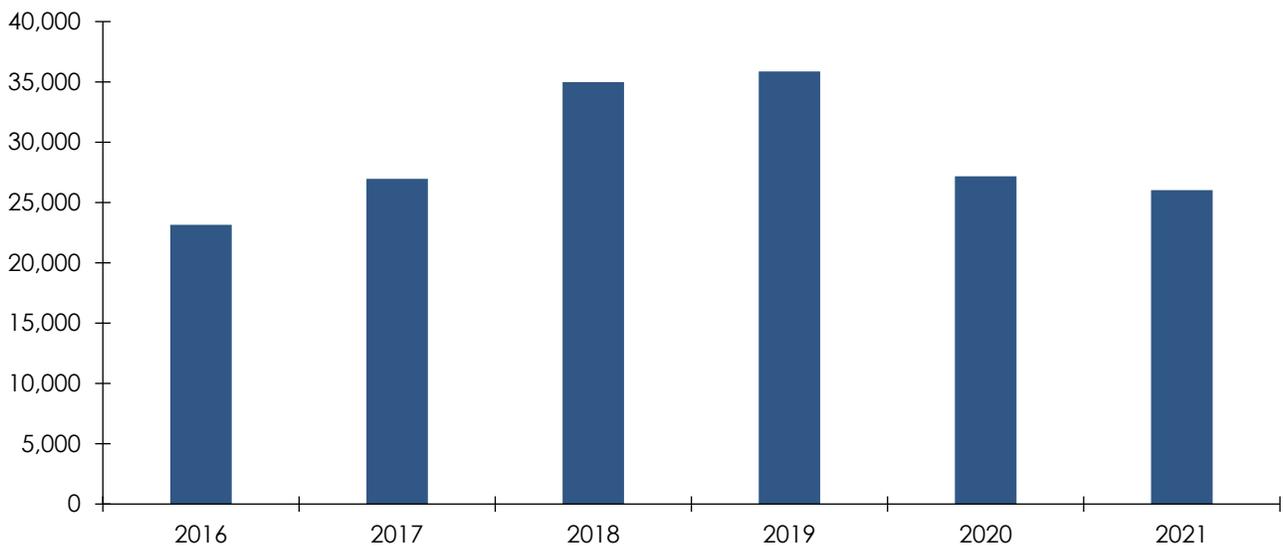


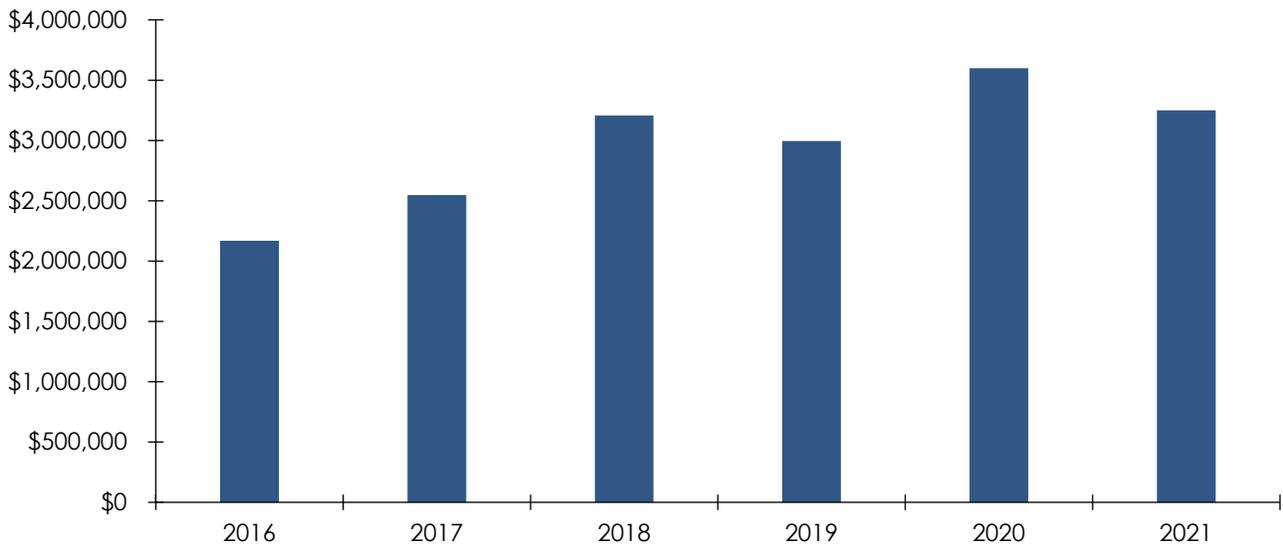
Figure 3 BSOOB Transit Vehicle Revenue Hours (2016–2021)



Budget Metrics

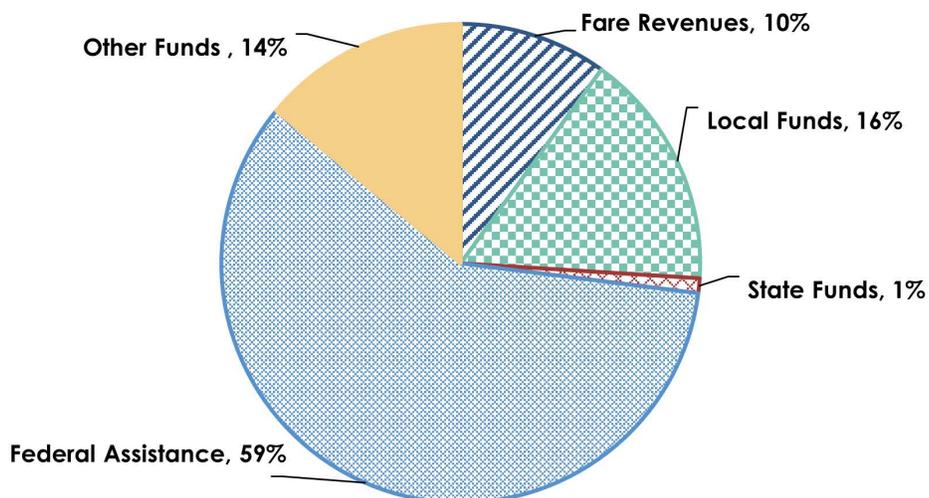
Annual operating expenses for 2016 through 2021 are shown in Figure 4 below. Between 2016 and 2021, operating expenses fluctuated between approximately \$2 million and \$3.6 million.

Figure 4 BSOOB Transit Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 59 percent of operating expense funding. Farebox revenue accounted for 10 percent of funding. Remaining funding was largely comprised of local funds, which accounted for 16 percent of total funding.

Figure 5 BSOOB Transit Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses dropped between 2016 and 2019, before rising to over \$8.50 in 2020 and then dropped again in 2021 to \$7.69. Vehicle revenue hour operating expenses followed a similar pattern with a peak of almost \$135 in 2020.

Figure 6 BSOOB Transit Operating Expenses per Vehicle Revenue Mile (2016–2021)

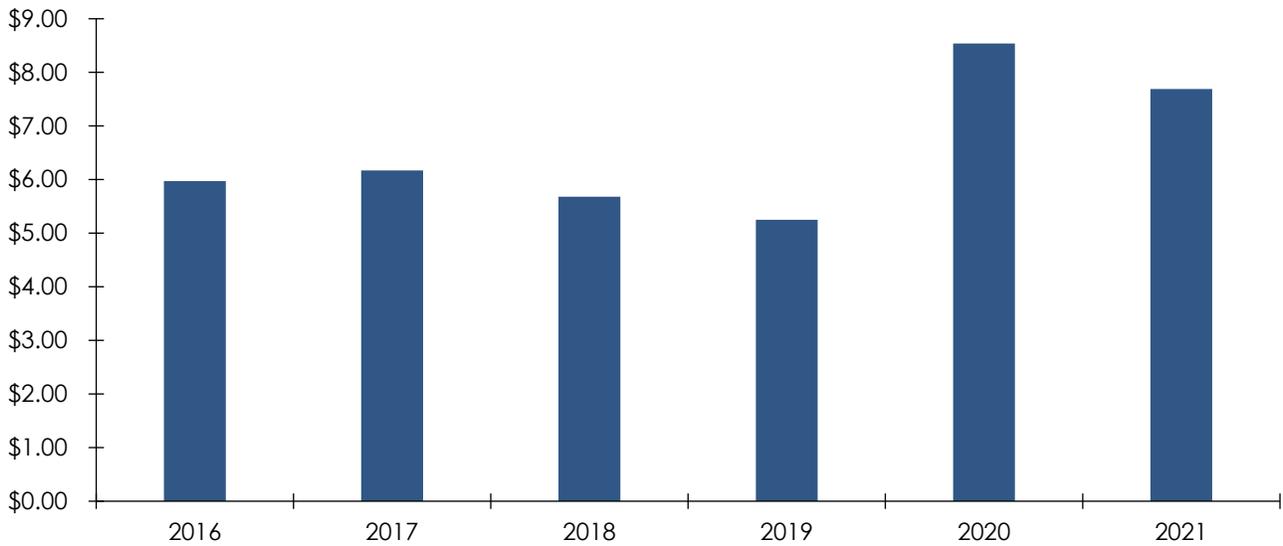
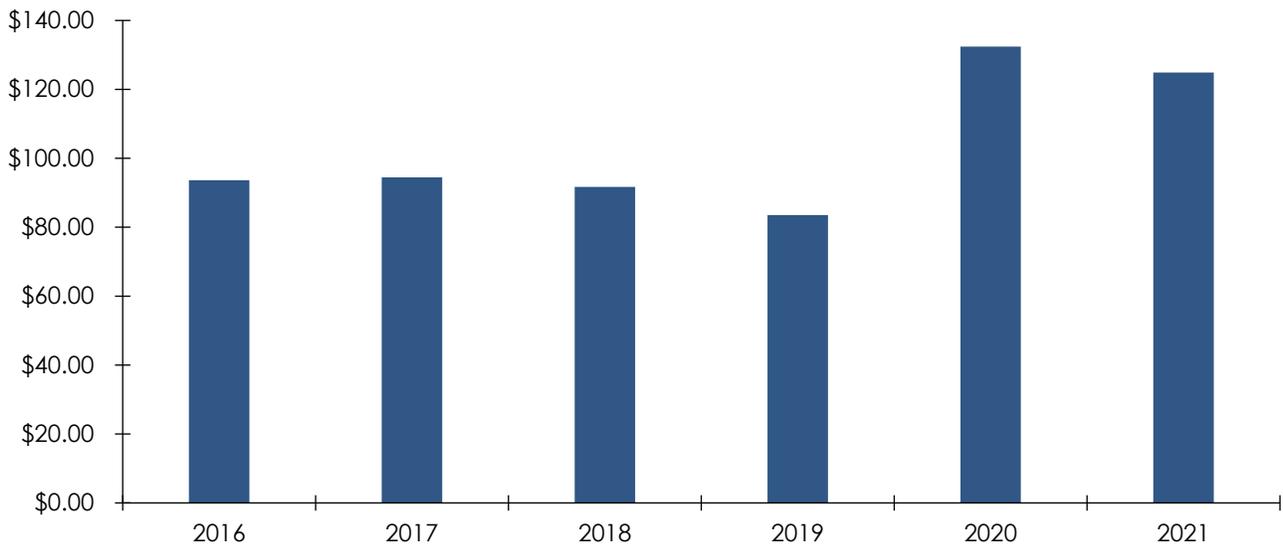


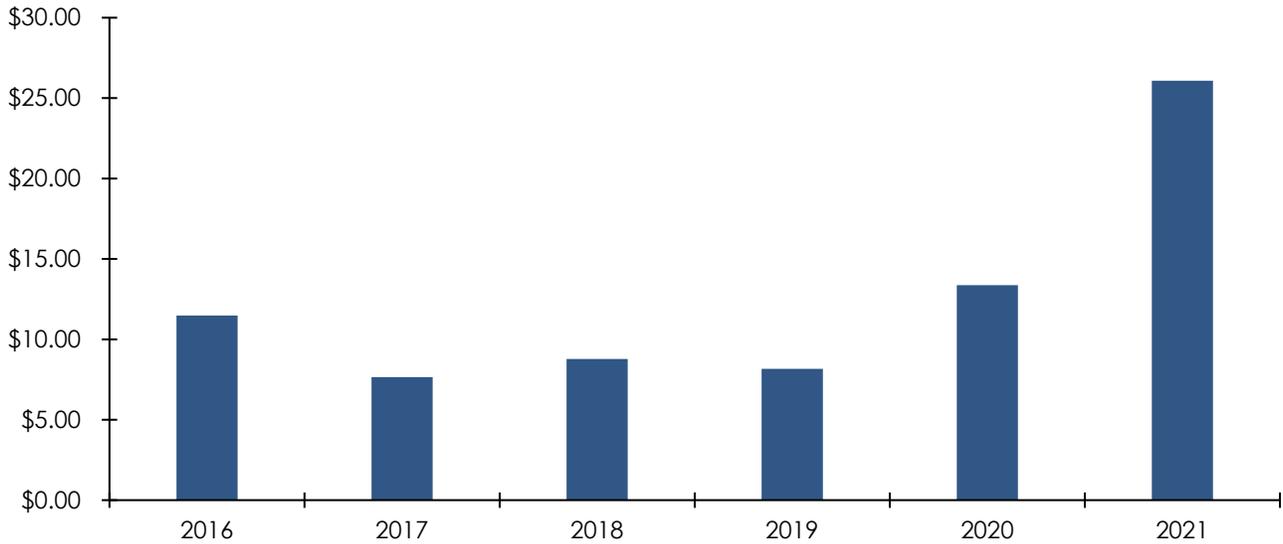
Figure 7 BSOOB Transit Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Following 2016, per passenger operating expenses dropped to approximately \$8.00, from approximately \$11.50. In 2021, per passenger operating expenses increased to over \$26.00. This significant increase

in 2021 was due to the agency retaining operations for the vast majority of its service schedule, yet the per trip ridership numbers plummeted as a byproduct of the COVID-19 epidemic.

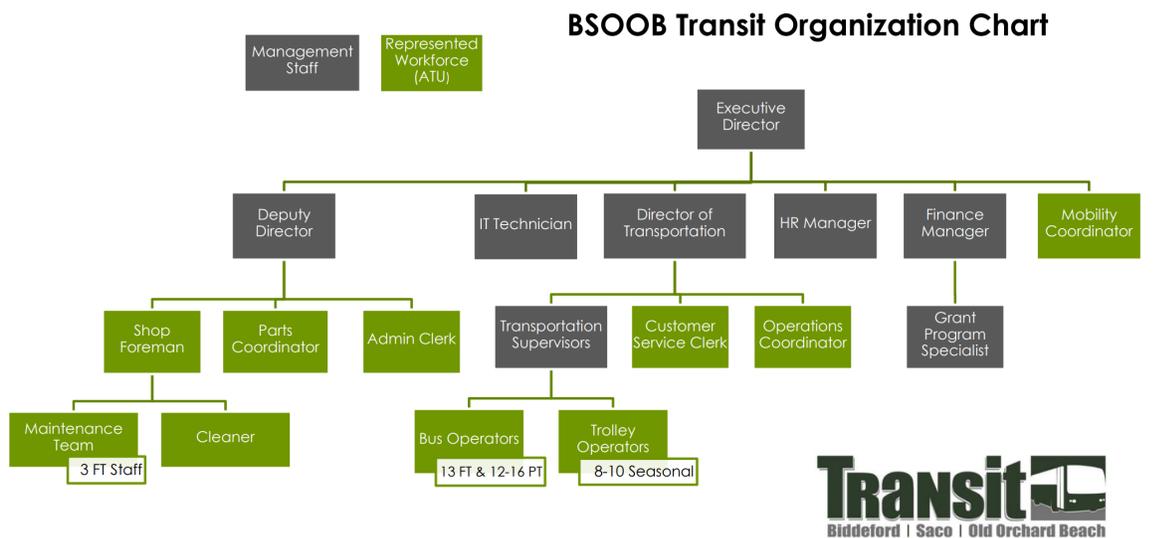
Figure 8 BSOOB Transit Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

The Organizational Chart for BSOOB Transit is shown in Figure 9 below:

Figure 9 BSOOB Org Chart



Asset Management

Transit asset management is conducted through the BSOOB Transit Comprehensive Asset Management Plan. In 2021, the BSOOB Transit fleet consisted of:

- » 21 revenue vehicles—10 fixed route buses, 3 commuter coaches, and 8 seasonal trolleys
- » 5 non-revenue support vehicles

The BSOOB Transit fleet utilized for maximum peak of:

- » 11 buses

Technology Capabilities

As of 2021 BSOOB Transit utilizes the following software in their operations:

- » **Scheduling Software:** Remix by Via
- » **Fare Payment System:** Cubic Umo (DiriGo)
- » **Asset Management Software:** Dossier
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** Unite GPS
- » **GTFIS:** Generated by Remix
- » **Electric Buses:** 2 Proterras were delivered in March 2022 for service beginning in Spring 2022, 2 additional Proterras planned for Spring 2024 delivery, on-route pantographic chargers to be installed at the Saco Transportation Center in 2024
- » **Other Technology:** HVAC UV ionization system for the fixed route fleet, CAD/AVL replacement, Automated Passenger Counters (APCs), Automated onboard stop display and voice announcements

Casco Bay Lines

Casco Bay Lines is a network of ferries providing year-round passenger, freight, postal and vehicle ferry service to the islands of Casco Bay from Portland.

Service Description and Fares

Casco Bay Lines consists of eight ferry routes operating from Portland to multiple inhabited islands in Casco Bay. These unbridged islands depend on ferry service for access to supermarkets, appointments, and other needs. Services are generally operated on approximately two-hour headways and generally between the hours of 5:00 AM and 10:00 PM.¹ Levels of service and schedules differ based on the time of year. Casco Bay Lines additionally operates multiple cruises for tourism purposes. Casco Bay Lines operates out of the Casco Bay Lines Ferry Terminal. This provides a transfer point for Greater Portland Metro bus service and access to additional transit services in Portland.

Select fare information for scheduled peak ferry services is shown in Table 1. Fares vary based on the specific route and time of the year.

Table 1 **Fare Information**

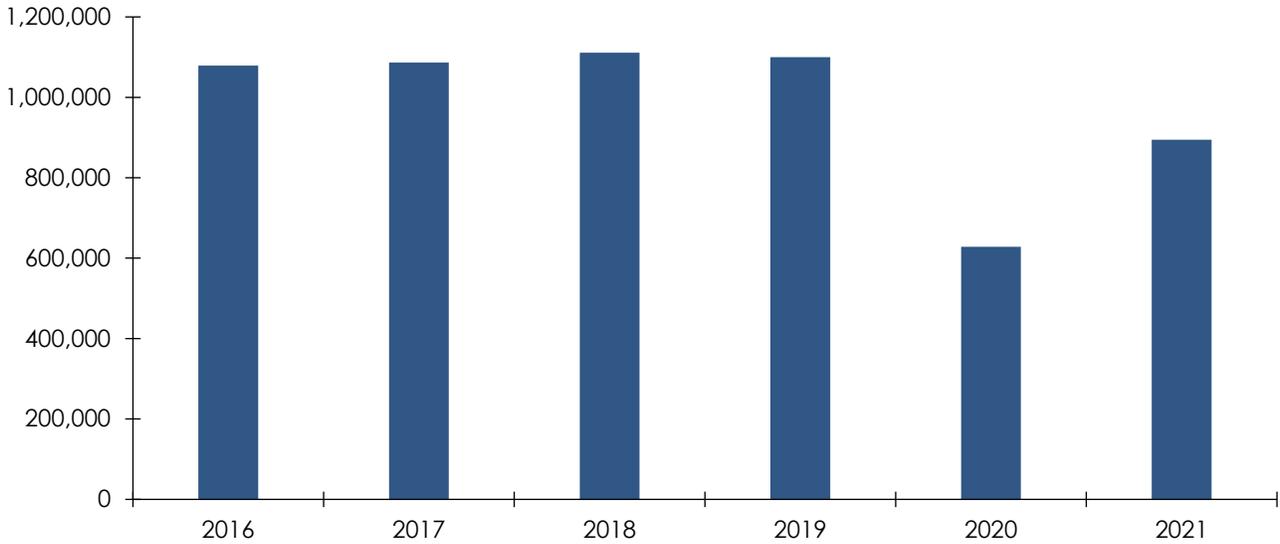
General	
Round Trip General Public	\$7.70–\$11.55
Half Fare	\$3.85–\$5.75
Children (0–5)	Free
Additional Passes/Tickets (Peak Season)	
Commuter Pass (5 Round Trip Tickets)	\$23.95–\$38.20
Bicycle Rates—Adult Round Trip	\$6.50
Animal Rates—Adult Round Trip	\$4.10
Annual Pass	\$906.95–\$1,376.65

¹ Based on the Winter 2021-2022 schedule. Headways may vary during the spring and summer months.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. From 2016 through 2019, ridership was approximately 1.1 million. With the onset of COVID-19 in 2020, ridership dropped by over 40 percent to around 600,000. Ridership rebounded to just under 900,000 in 2021.

Figure 1 Casco Bay Lines Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. From 2016 through 2019, revenue miles were between 80,000 and 85,000, but dropped to just over 70,000 in 2020. Revenue miles rebounded to a high of approximately 90,000 in 2021. Revenue hours dropped from over 16,000 to under 14,000 in 2020, before also rising to a high of approximately 17,000 in 2021.

Figure 2 Casco Bay Lines Vehicle Revenue Miles (2016–2021)

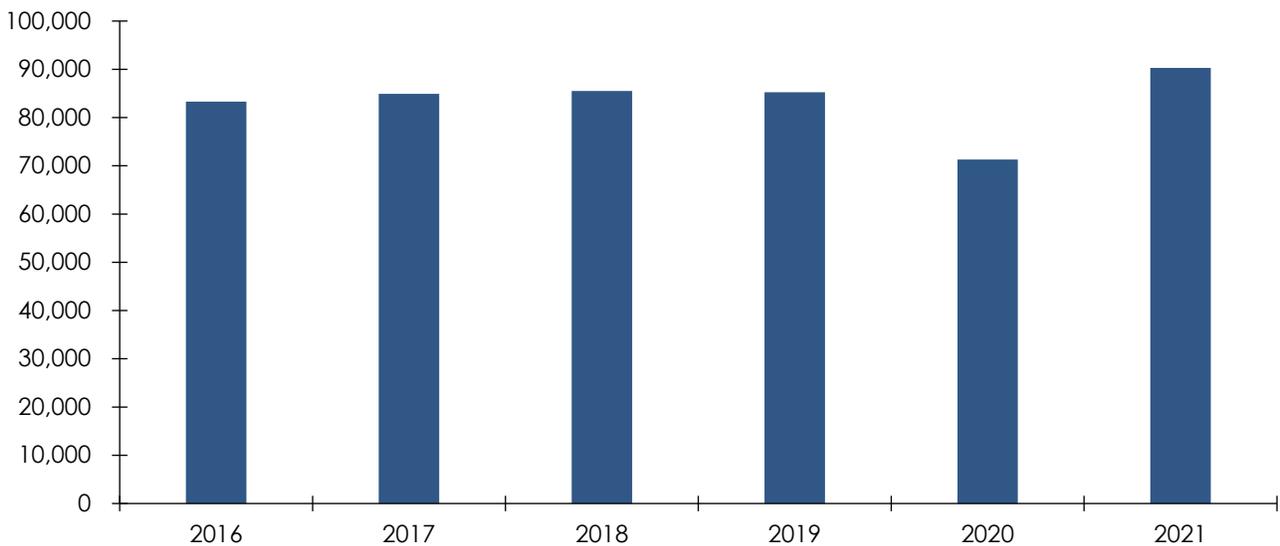
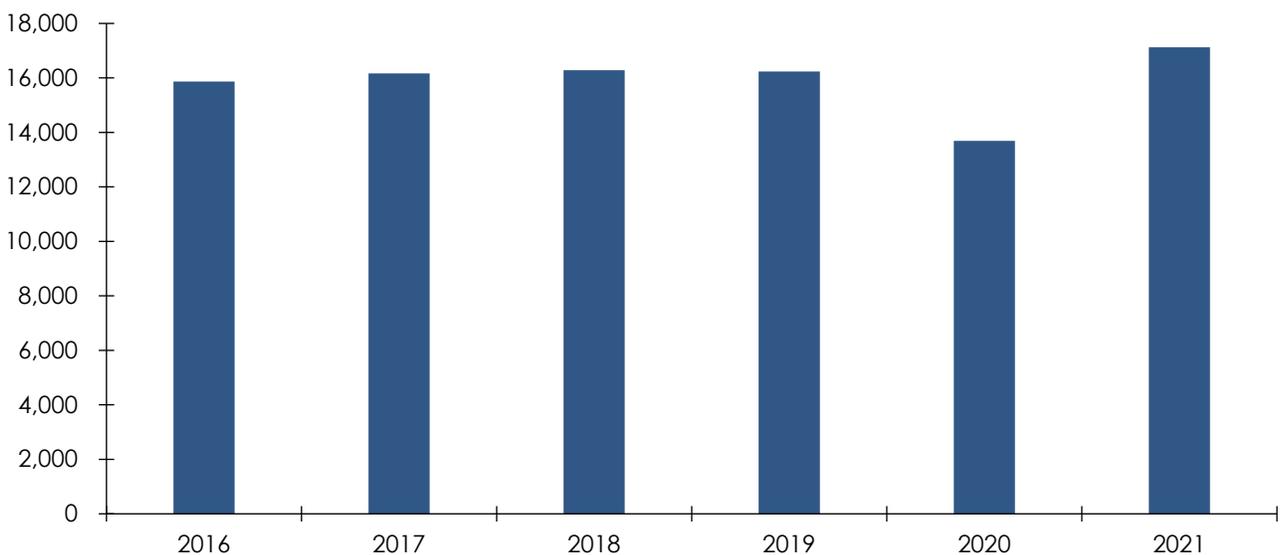


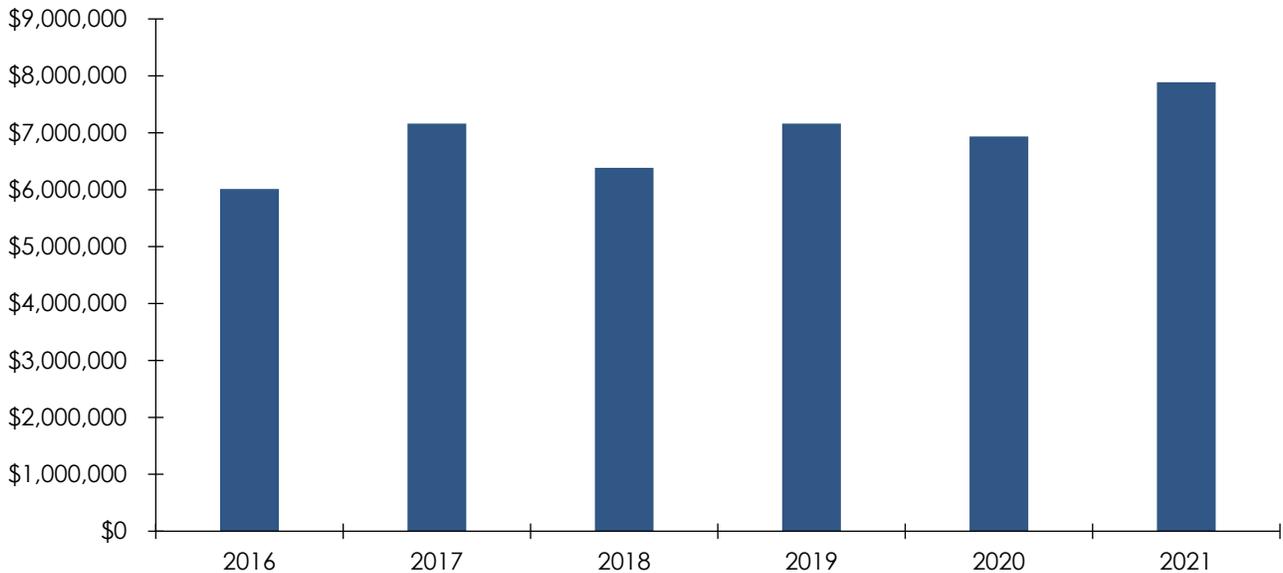
Figure 3 Casco Bay Lines Vehicle Revenue Hours (2016–2021)



Budget Metrics

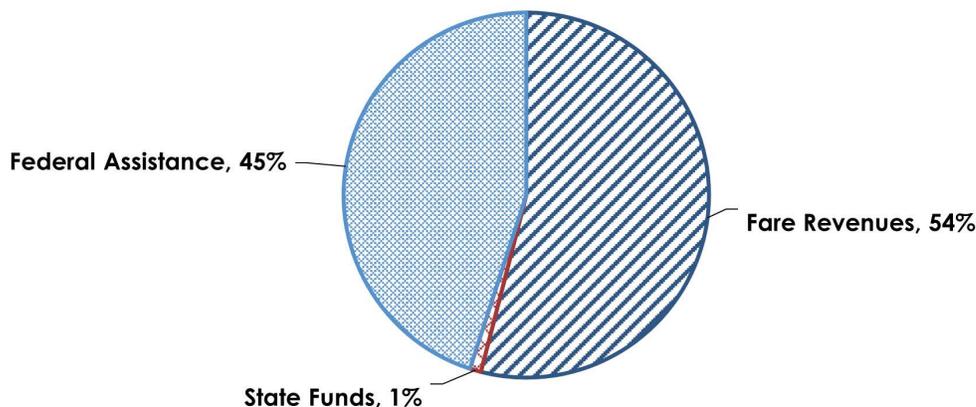
Annual operating expenses for 2016 through 2021 are shown in Figure 4. Between 2016 and 2020, operating expenses fluctuated between around \$6 million and \$7 million. In 2021, operating expenses rose to a high of nearly \$7.9 million.

Figure 4 Casco Bay Lines Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, funding sources were largely split between fare revenues (54 percent) and federal funds (45 percent). Despite the high rate of farebox recovery, the rate of 54 percent represents a drop from 80 percent in 2018. Additionally, 2016 and 2017 also saw the availability of 'Other Funding' which no longer appears to be a source.

Figure 5 Casco Bay Lines Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses were steady from 2016 through 2018, before rising in 2019 and 2020 to a high of nearly \$100. Vehicle revenue hour operating expenses rose in 2019 and 2020 to a high of over \$500. Both metrics dropped in 2021.

Figure 6 Casco Bay Lines Operating Expenses per Vehicle Revenue Mile (2016–2021)

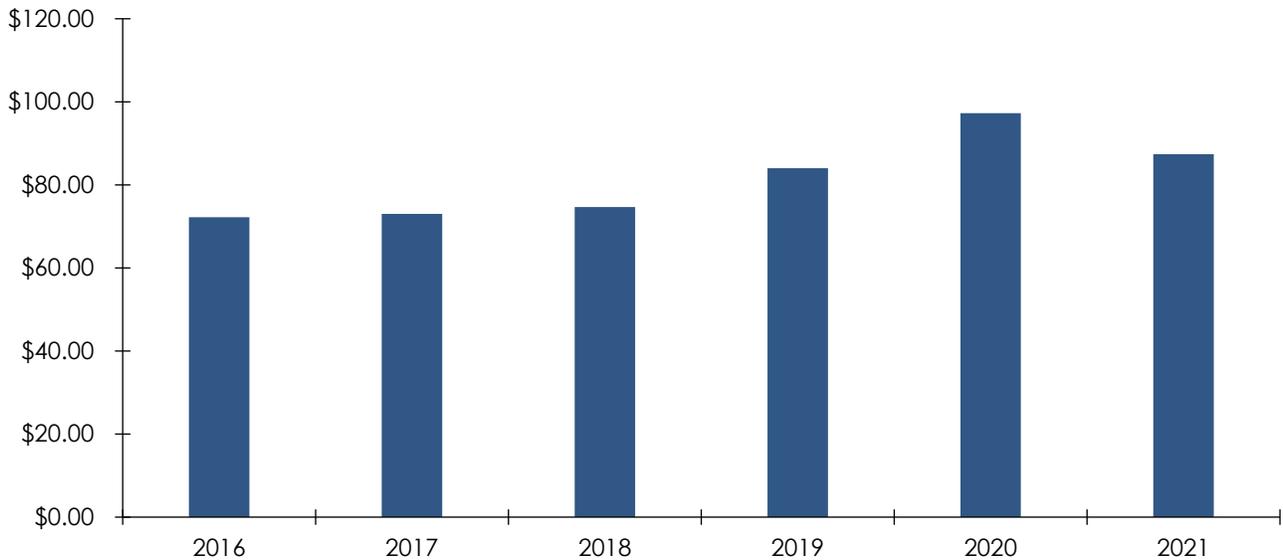
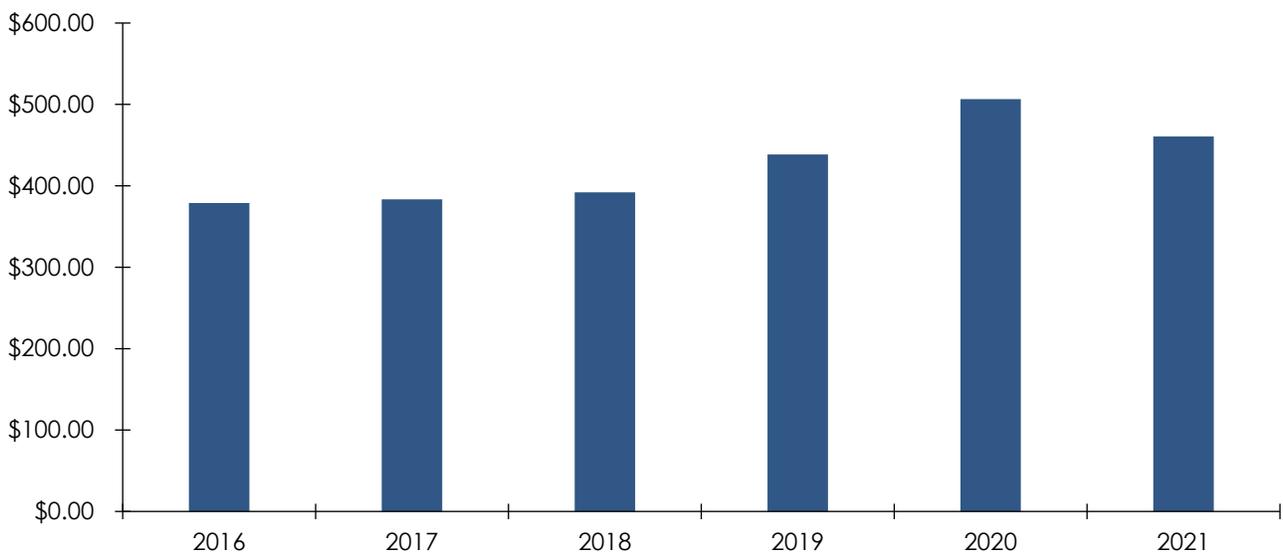
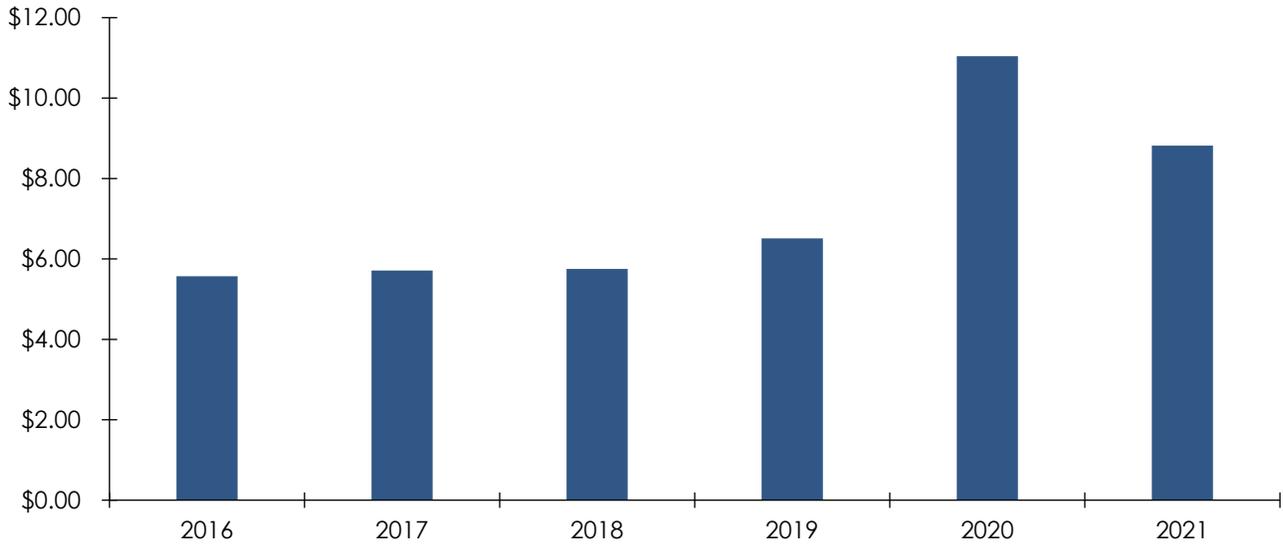


Figure 7 Casco Bay Lines Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. From 2016 to 2019, per passenger operating expenses were at or under \$6.00. In 2020, per passenger operating expenses rose to over \$11.00, before dropping back to under \$9.00 in 2021.

Figure 8 Casco Bay Lines Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

The Casco Bay Island Transit District (CBITD) Board is composed of 12 Directors—10 elected from the islands, one appointed by the City of Portland, and one appointed by the Commissioner of the Maine Department of Transportation.

Asset Management

Asset management is conducted through the CBITD Transit Asset Management Plan. In 2020, the Casco Bay Lines fleet utilized for maximum service consisted of:

- » 5 ferryboats
- » 3 service vehicles

The Casco Bay Lines fleet utilized for maximum service consisted of:

- » 4 ferryboats

City of Bangor, Community Connector

The City of Bangor operates urban fixed-route transit service known as the Community Connector. Figures for 2016 and 2017 do not account for ADA paratransit ridership, as this component of the service was contracted out to a third-party vendor.

Service Description and Fares

The City of Bangor, Community Connector consists of ten fixed routes, and corresponding paratransit service, operating within the Urbanized Bangor area, and originating from the Bangor Area Transit Center. The Transit Center also functions as a transfer point for intercity bus service. Services are generally operated on 60-minute headways between the hours of 6:15 AM and 7:05 PM, depending on the specific route. Most routes operate from Monday through Saturday, while select routes operate from Monday through Friday.

Fare information is shown in Table 1 below:

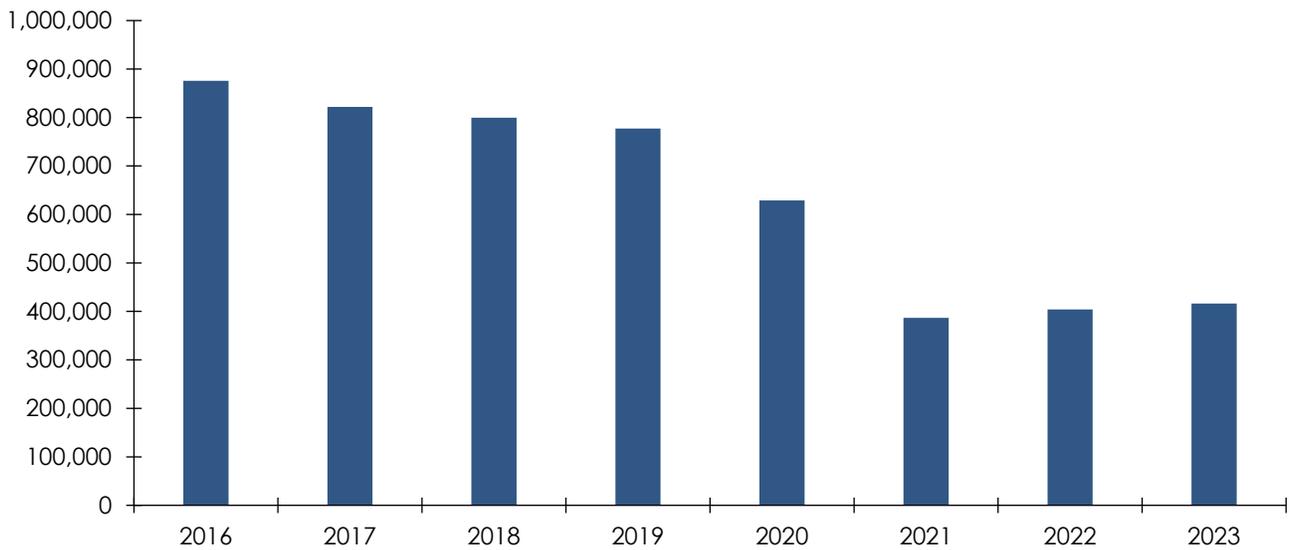
Table 1 Fare Information

General (Peak Season)	
General—Cash Fare	\$1.50
Half Fare—with ID card	\$0.75
Student (High School and Younger)	\$0.75
Children (0—5)	Free
Passes	
Monthly Pass	\$45.00
Monthly Student Pass	\$20.00
5 Ride Ticket	\$6.00
College Pass (University of Maine, Eastern Maine Community College, Beal University, University of Maine at Augusta—Bangor Campus)	Free (With college ID)
Transfers	Free
Paratransit	
One Way	\$3.00

Ridership

Total ridership for 2016 through 2023 is shown in Figure 1. Between 2016 and 2019, ridership steadily decreased from approximately 875,000 trips to approximately 775,000 trips. With the COVID-19 pandemic, ridership dropped to 630,000 trips in 2020, and to under 400,000 in 2021. In 2023 the total ridership rose back up to a little over 416,000.

Figure 1 City of Bangor, Community Connector Annual Unlinked Trips (2016-2022)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Revenue miles increased from around 600,000 in 2016 and 2017, to just under 700,000 in 2022, and vehicle hours increased from around 46,000 in 2016 and 2017 to 50,000 in 2022.

Figure 2 City of Bangor, Community Connector Vehicle Revenue Miles (2016-2022)

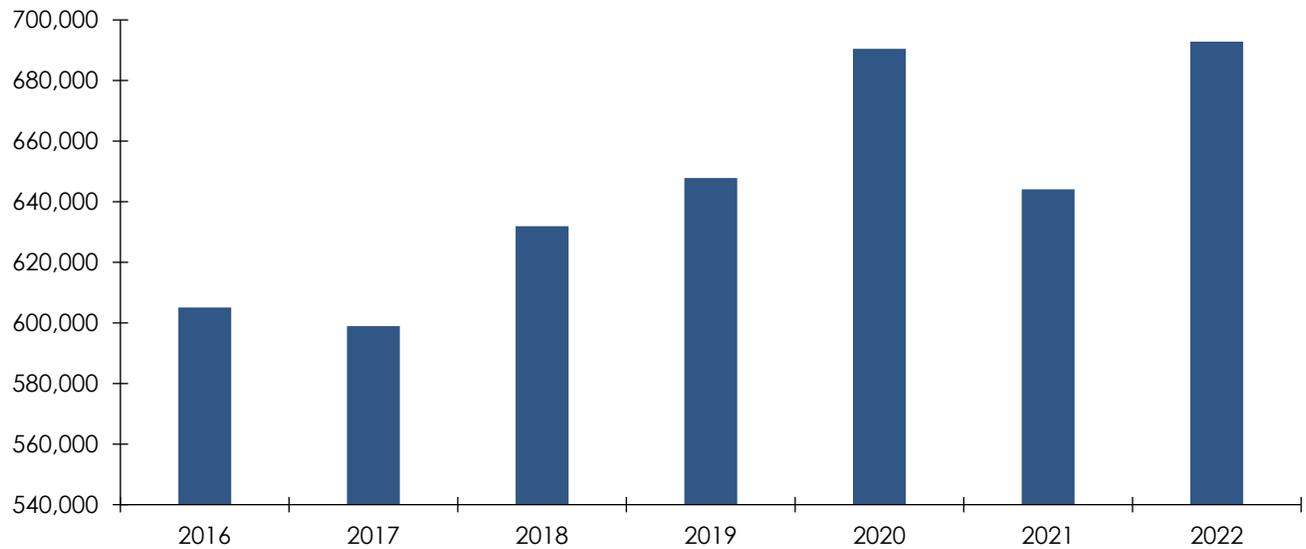
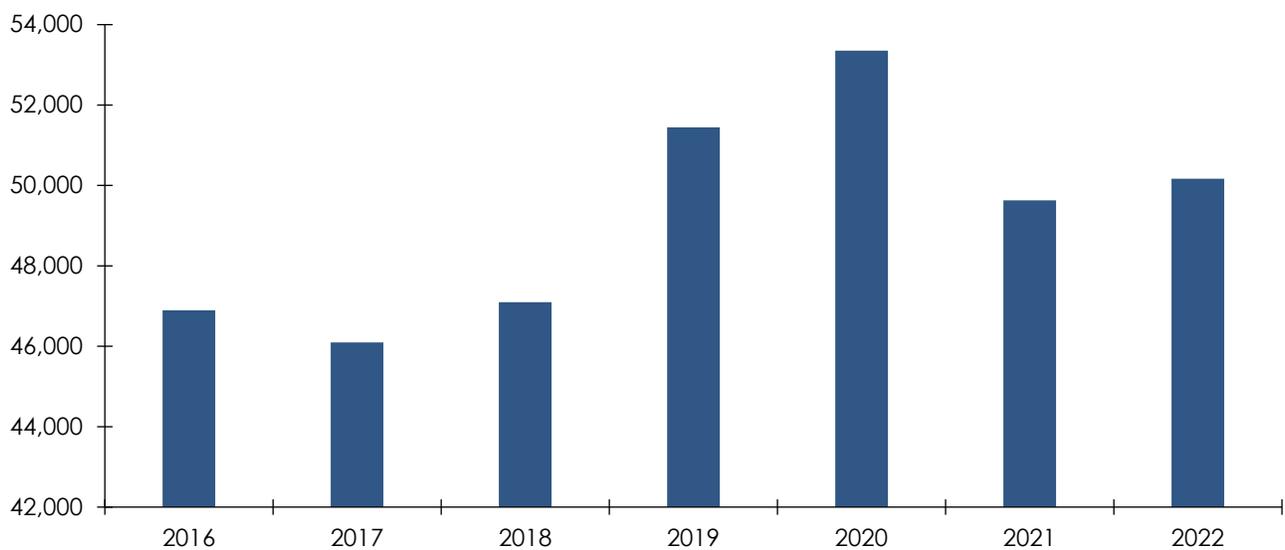


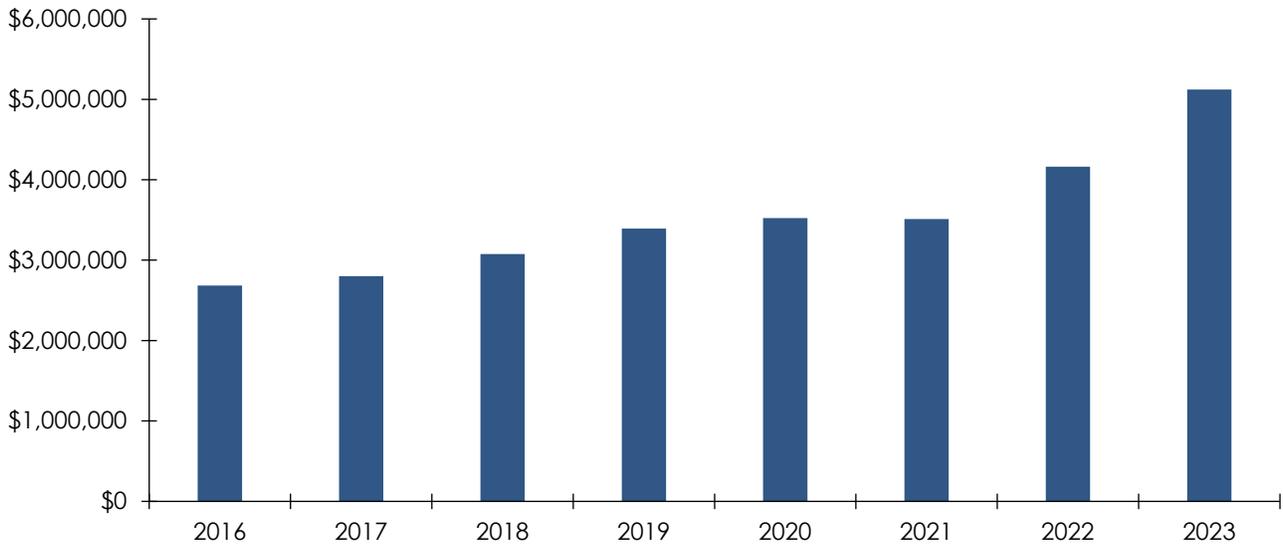
Figure 3 City of Bangor, Community Connector Vehicle Revenue Hours (2016-2022)



Budget Metrics

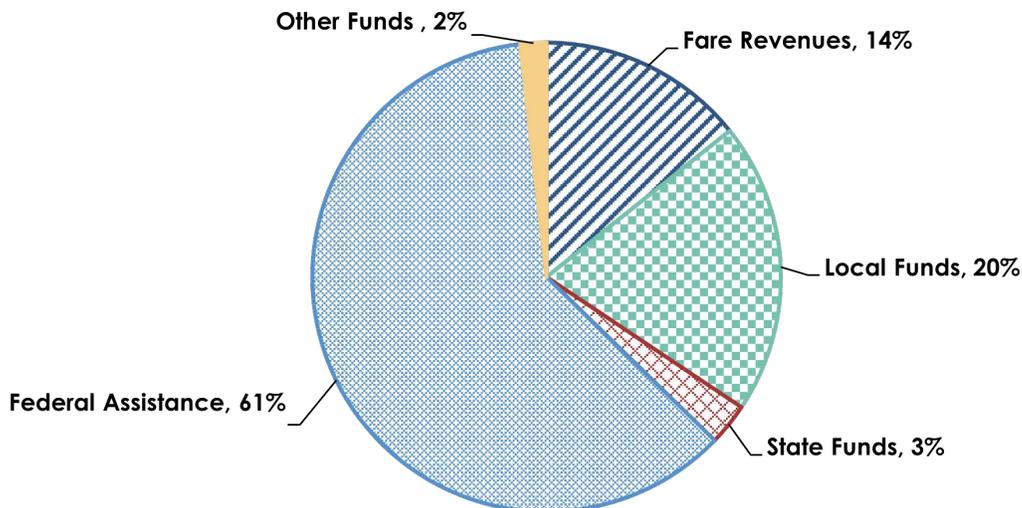
Annual operating expenses for 2016 through 2023 are shown in Figure 4. From a low of just over \$2.5 million in 2016, operating expenses rose to over \$5 million in 2023, with increases each year.

Figure 4 City of Bangor, Community Connector Operating Expenses (2016–2023)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 61 percent of operating expense funding, farebox revenue for 14 percent, and local funds for most of the remainder.

Figure 5 City of Bangor, Community Connector Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses rose between 2016 and 2019 from \$4.40 to just over \$5.20, before dropping in 2020. Vehicle revenue hour operating expenses also rose between 2016 and 2019, while holding steady in 2020 at \$66.00. Both figures reached new highs of just under \$6.00 and \$74.00, respectively, in 2021.

Figure 6 City of Bangor, Community Connector Operating Expenses per Vehicle Revenue Mile (2016–2021)

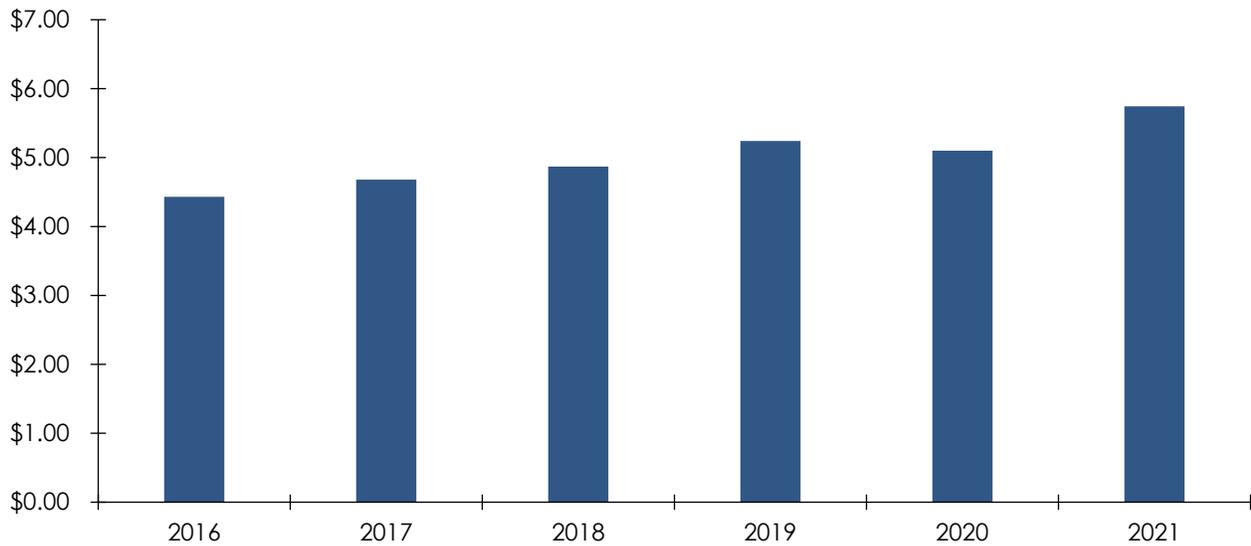
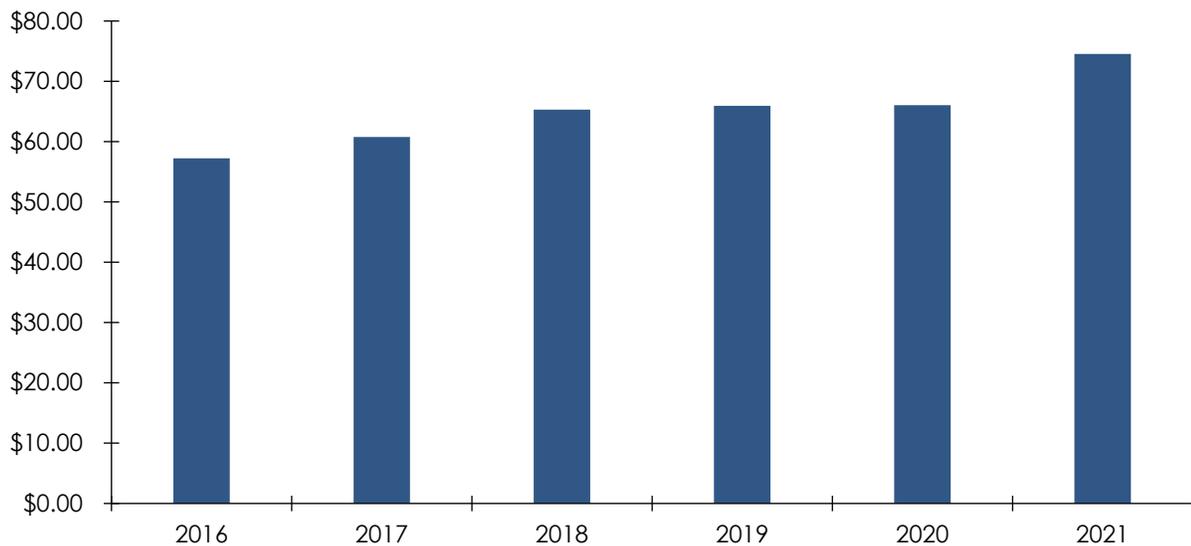
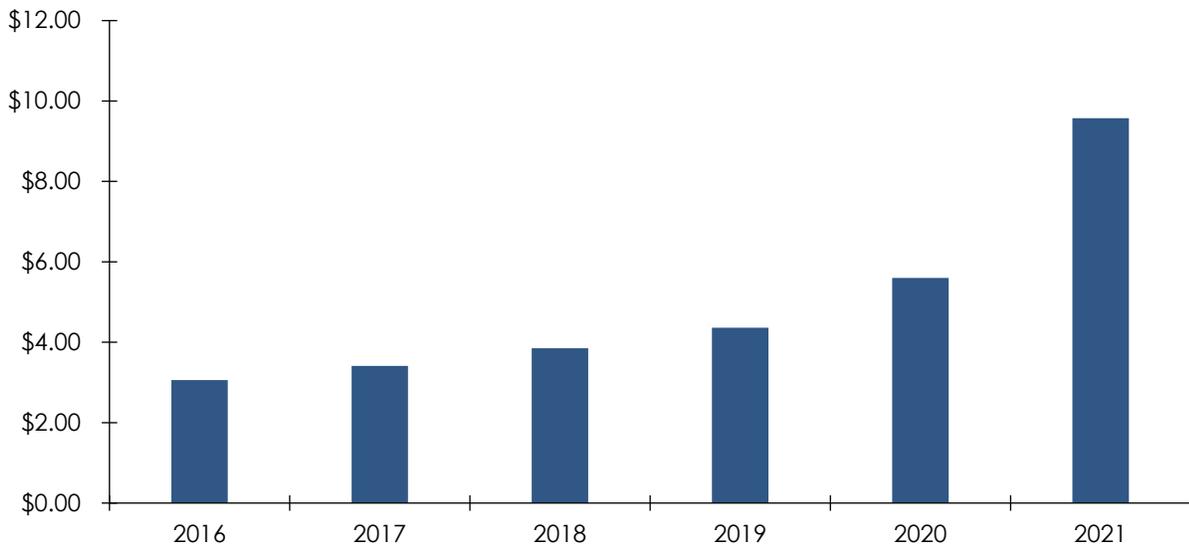


Figure 7 City of Bangor, Community Connector Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Per passenger operating expenses rose each year, from \$3.00 in 2016 to approximately \$5.50 in 2020. Per passenger operating expenses rose to over \$9.00 in 2021.

Figure 8 City of Bangor, Community Connector Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Operations are conducted as a department of the City of Bangor, which is the direct recipient of federal funding.

Asset Management

Transit asset management is conducted through the City of Bangor Community Connector Tier II Transit Asset Management Plan. In 2023, the Community Connector fleet consisted of:

- » 30 revenue vehicles—24 Fixed Route, 6 ADA paratransit and 2 service vehicles (not included in the report)

The City of Bangor, Community Connector fleet utilized for maximum service consisted of:

- » 6 demand response paratransit vehicles
- » 12 scheduled service vehicles

Technology Capabilities

The City of Bangor Community Connector utilizes the following software in their operations:

- » **Scheduling Software:** CTS Tripmaster—ADA paratransit

There are additional plans for implementation of the following components in 2023–2024:

- » Automated Voice Announcements.
- » Automatic Passenger Counting
- » Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL)
- » GTFS
- » Bus Stops
- » Downloadable App

Concord Coach Lines

Concord Coach Lines is a private intercity bus provider of service from Maine and New Hampshire to Boston, and New York City.

Service Description and Fares

Concord Coach Lines consists of five routes, of which three serve Maine. These routes connect the inland regions of southern and Midcoast Maine with Boston, including Logan International Airport. An additional route operates between Portland and New York City. Services are generally operated on greater than 60-minute headways with the exception of service between Portland and New York City, which operates once per day per direction.

Concord Coach serves key cities including Portland, Bangor, Lewiston, and Augusta, as well as intermediate towns north of Portland.

In line with other intercity bus services, fares vary based on specific origins and destinations.

Budget Metrics

In 2022, operating expenses totaled \$645,551. These expenses were fully funded through federal funds.

Technology Capabilities

Concord Coach Lines utilizes the following software in their operations:

- » **Fare Payment System:** Better Rez.
- » **Asset Management Software:** PMxpert.
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** Saucon Technologies for electronic logging (H.O.S.), GPS/speed monitoring. Also, Concord uses Angel Trax for onboard cameras.
- » **GTFIS:** Integrated on Google Transit.

Cyr Bus Lines

Cyr Bus Lines is a private intercity bus provider with service between Bangor and points north along the Interstate 95 corridor.

Service Description and Fares

Cyr Bus Lines operates one daily run in each direction between Bangor and Caribou. Intermediate towns served include Howland, Medway, Houlton, Mars Hill and Presque Isle, with the entire trip taking just under four hours. Transfers are available at Bangor to Concord Coach Lines for points south of Bangor.

Cyr Bus Lines additionally operates school bus and charter bus services.

In line with other intercity bus services, fares vary based on specific origins and destinations. Fares for a one-way ticket between Caribou and Presque Isle are \$3.00. One-way fares between Bangor and Caribou are \$28.50.

Ridership

In 2022, intercity ridership totaled 8,957 passengers. As a private carrier, additional ridership and performance measures are not provided.

Downeast Community Partners

Downeast Community Partners (DCP) is a Regional Transportation Program serving Washington and Hancock Counties. This includes a variety of transportation services.

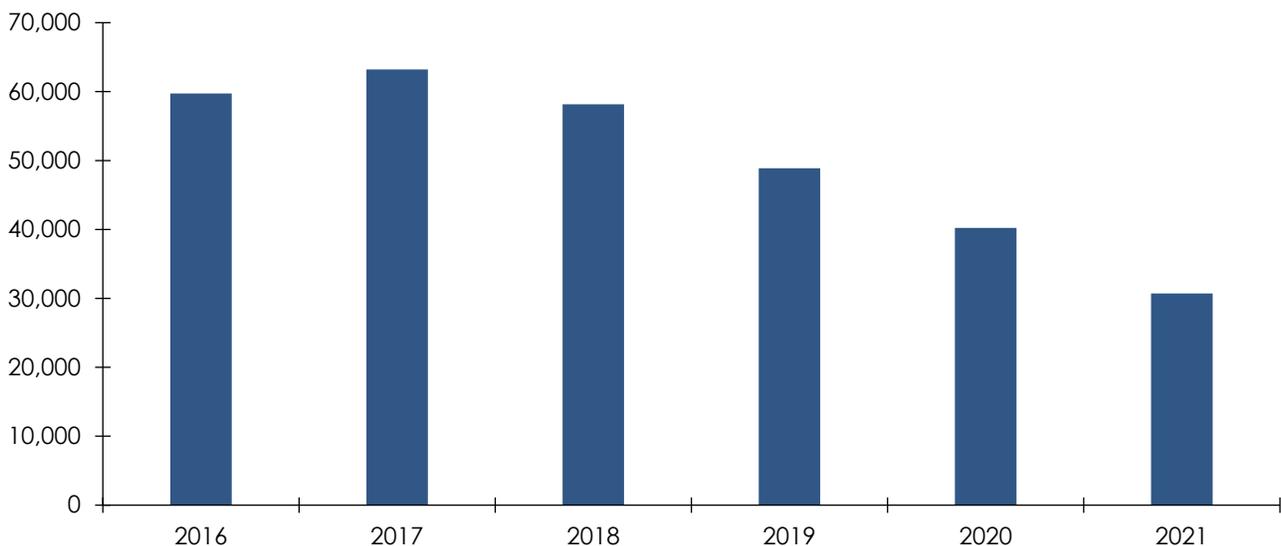
Service Description and Fares

DCP transportation services include flex services in and between Eastport, Calais, Princeton, Baileyville, Lubec, Machias, and Millbridge. Select routes from Bucksport to Ellsworth and Bucksport to Bangor are also operated for older adults at no cost. Eligibility-requirement services include MaineCare-covered rides and transportation for child protective visits. DCP Transportation is open to the general public under the Public Bus Program. Run times, fares, and hours of service vary based on the route and service.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Ridership peaked at just over 60,000 trips in 2018. Following 2018, ridership dropped to a low of approximately 30,000 trips in 2021.

Figure 1 DCP Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Revenue miles peaked at approximately 1.4 million in 2017, while revenue hours peaked at just over 50,000 in 2018. Following these peaks, both figures dropped to approximately 600,000 revenue miles and 27,000 revenue hours in 2021.

Figure 2 DCP Vehicle Revenue Miles (2016–2021)

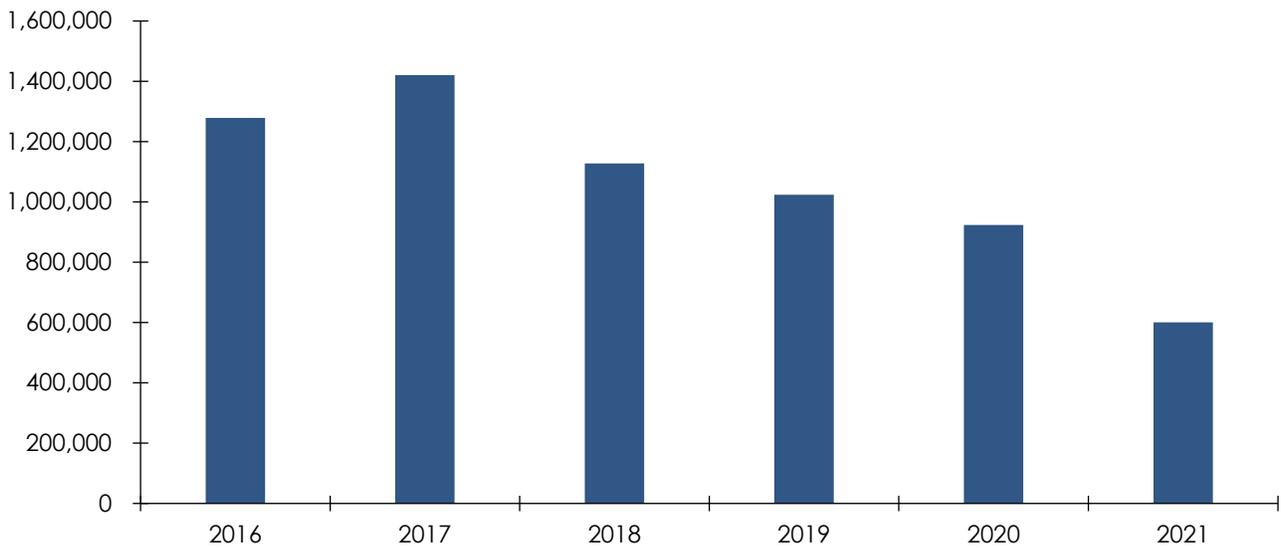
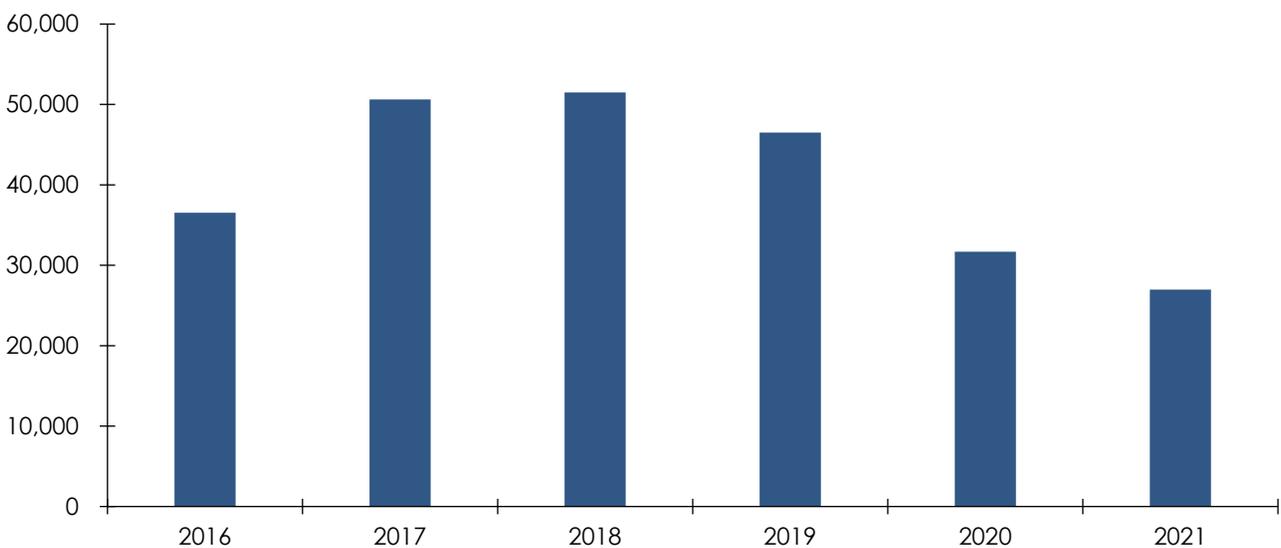


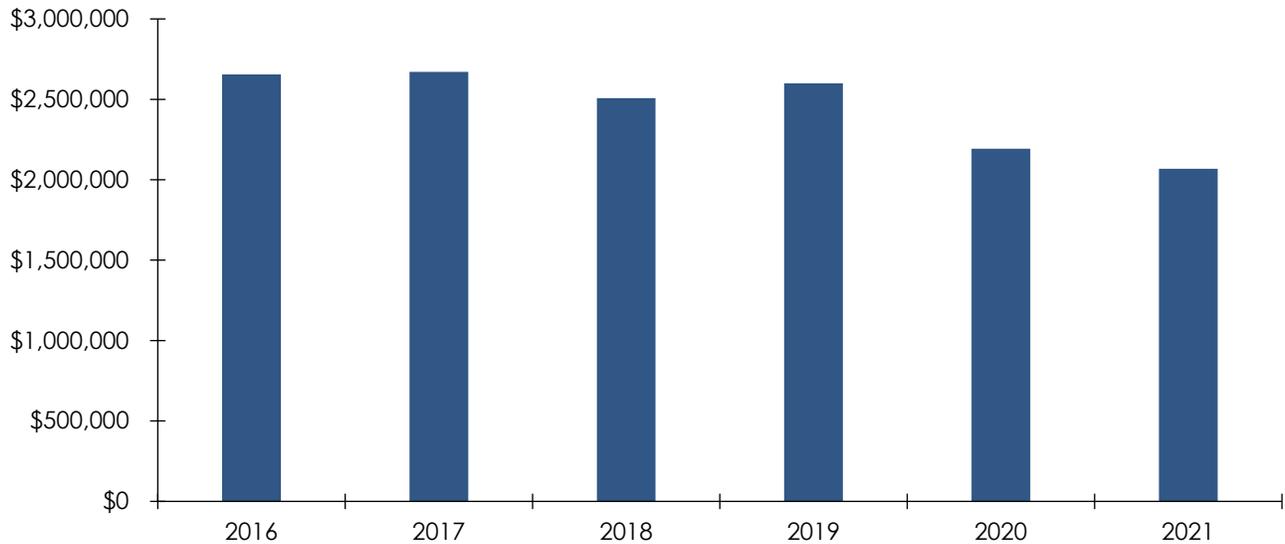
Figure 3 DCP Vehicle Revenue Hours (2016–2021)



Budget Metrics

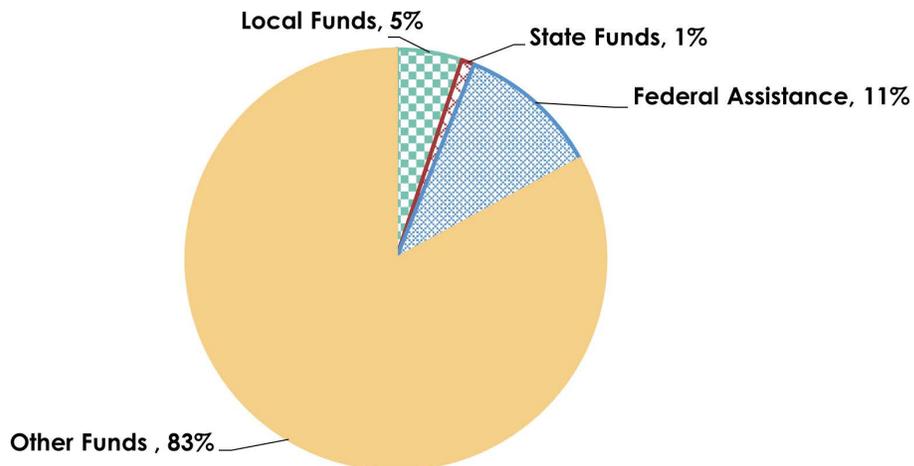
Annual operating expenses for 2016 through 2021 are shown in Figure 4. Between 2016 and 2019, operating expenses held constant at approximately \$2.5 million. In 2020 and 2021, operating expenses dropped to just over \$2 million.

Figure 4 DCP Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, Other Funds accounted for 83 percent of funding. Farebox revenue accounted for less than 1 percent of funding. Remaining funding was largely comprised of federal assistance (11 percent) and local funds (5 percent).

Figure 5 DCP Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Following a drop to under \$2.00 in 2017, vehicle revenue mile operating expenses followed a general uptrend, to a high of just under \$3.50 in 2021. Following 2016, vehicle revenue hour operating expenses dropped from approximately \$70.00 to \$50.00, before rising to a high of over \$76.00 in 2021.

Figure 6 DCP Operating Expenses per Vehicle Revenue Mile (2016–2021)

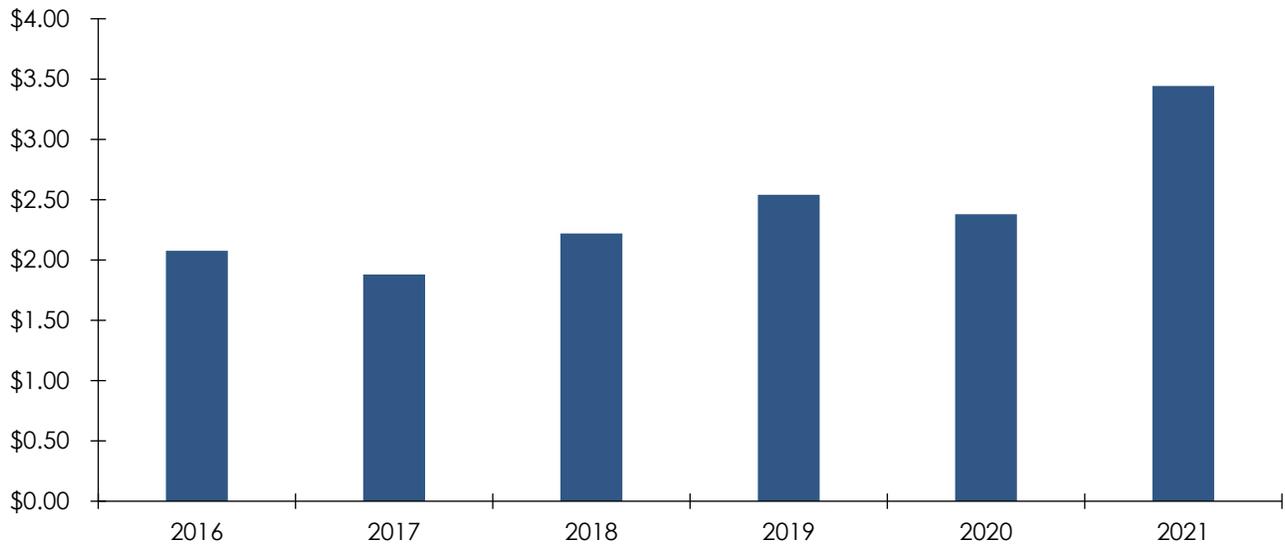
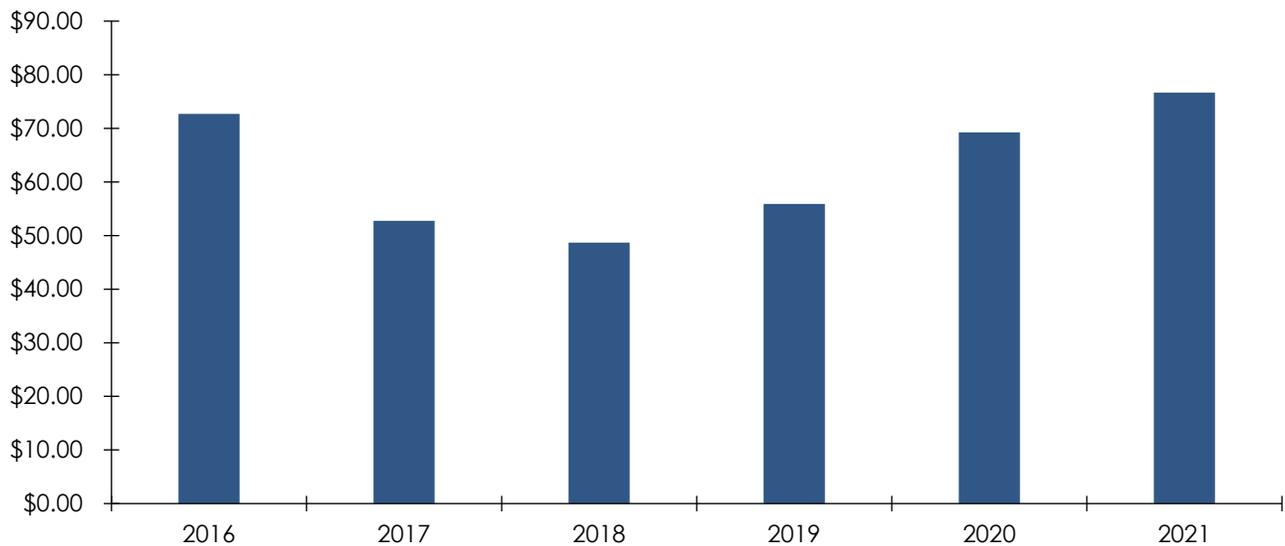
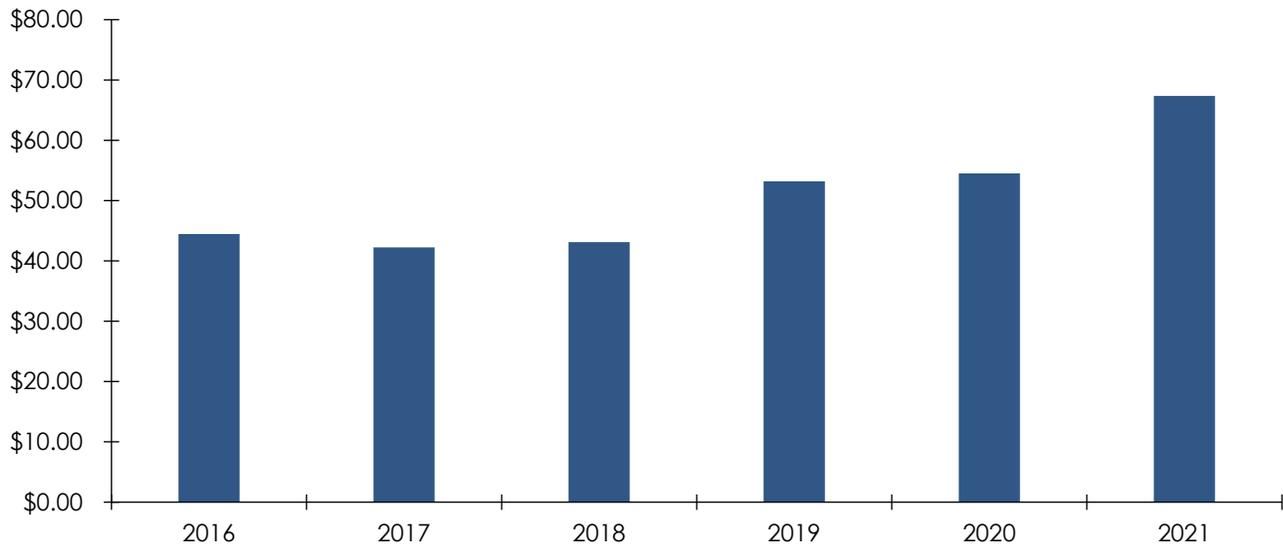


Figure 7 DCP Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. From 2016 through 2018, per passenger operating expenses were just above \$40.00. Between 2019 and 2021, per passenger operating expenses rose from approximately \$53.00 to \$67.00.

Figure 8 DCP Operating Expenses per Unlinked Passenger Trips (2016–2021)



Organizational Management Structure

Management of DCP is comprised of:

- » Board of Directors
- » Executive Director
- » Deputy Director
- » Transportation Services Director
- » Additional non-transportation related managers

Asset Management

Transit asset management of DCP is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2020, the DCP fleet consisted of:

- » 27 demand response vehicles.

The DCP fleet utilized for maximum service consisted of:

- » 26 demand response vehicles.

Technology Capabilities

DCP utilizes the following software in their operations:

- » **Scheduling Software:** CTS TripMaster in conjunction with Parascope
- » **Asset Management Software:** RTA

Downeast Transportation

Downeast Transportation provides scheduled transit services into and out of Bar Harbor.

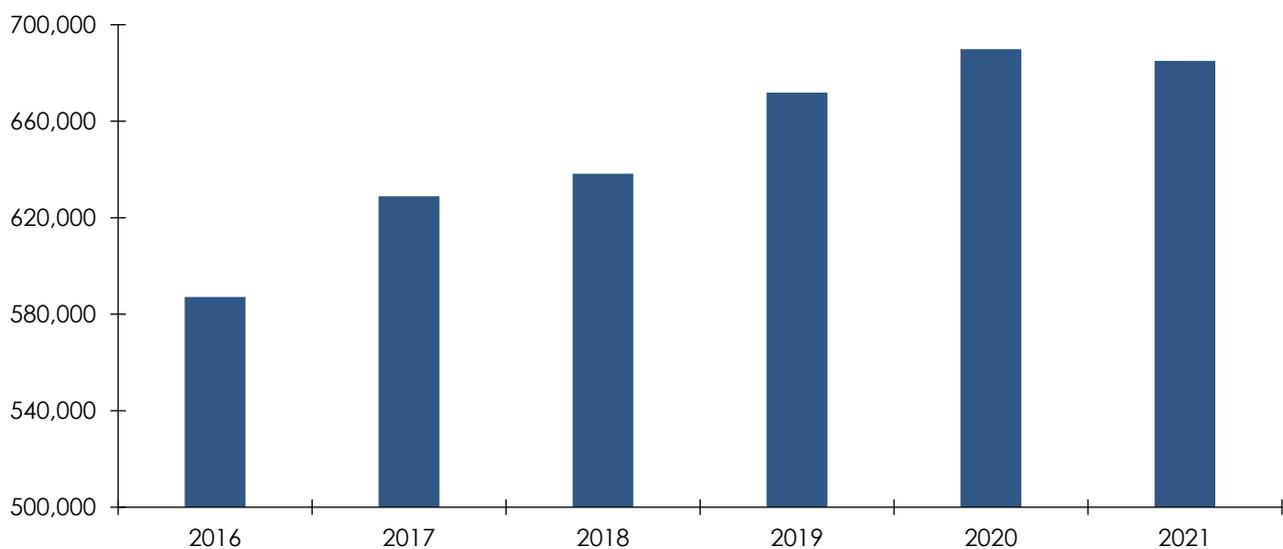
Service Description and Fares

Downeast Transportation service consists of seven routes, into and out of Bar Harbor and neighboring communities, along with Bangor. Downeast Transportation also operates a fare-free seasonal service in and around Acadia National Park consisting of 12 routes. Year-round services are operated on weekdays and consist of anywhere from 1 to 4 daily trips. Fares vary based on the route and distance traveled. The midday fare is \$1.00 per day within one town, \$3 within neighboring towns, and \$6 for longer Hancock County rides. Rides to Bangor cost \$9 from Bar Harbor and Blue Hill, \$8 from Trenton, and \$7 from Ellsworth. The round-trip fare is the same as the one-way fare, provided the roundtrip is completed the same day.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Between 2016 and 2020, ridership increased from under 600,000 trips to approximately 690,000 trips, before declining in 2021.

Figure 1 Downeast Transportation Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Both revenue miles and revenue hours rose between 2016 and 2021. In 2021, both metrics reached highs of approximately 760,000 revenue miles and 48,000 revenue hours.

Figure 2 Downeast Transportation Vehicle Revenue Miles (2016–2021)

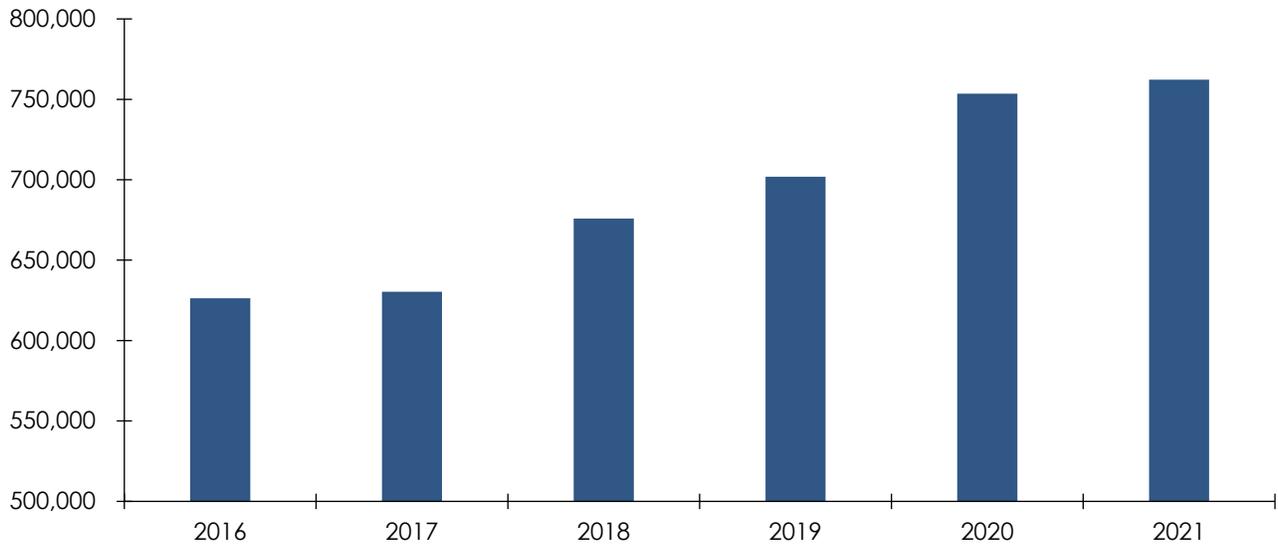
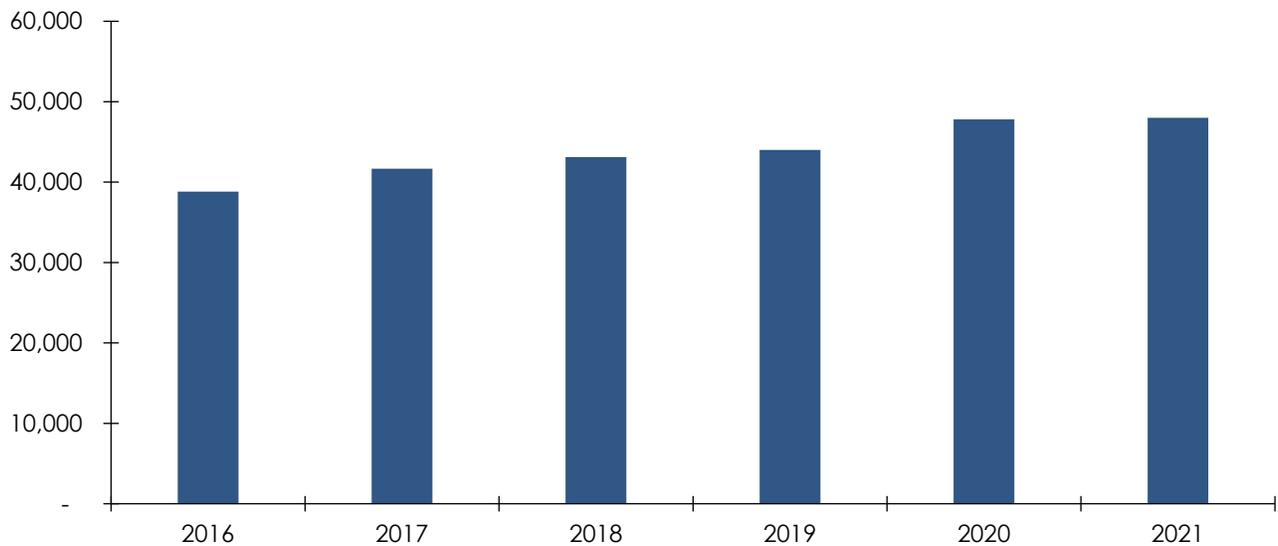


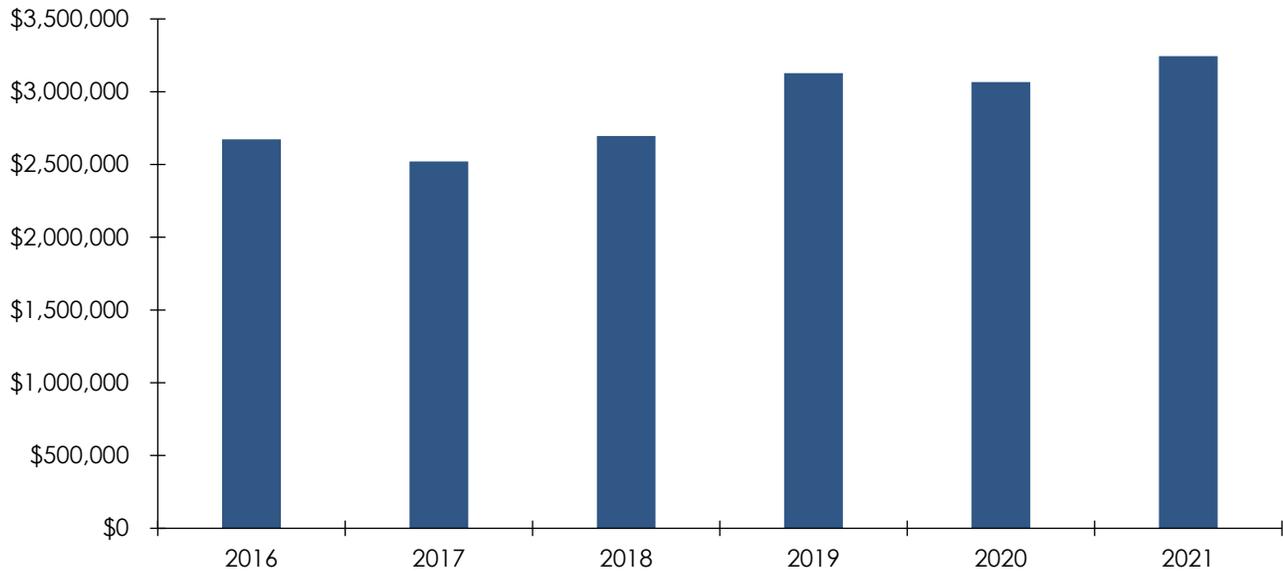
Figure 3 Downeast Transportation Vehicle Revenue Hours (2016–2021)



Budget Metrics

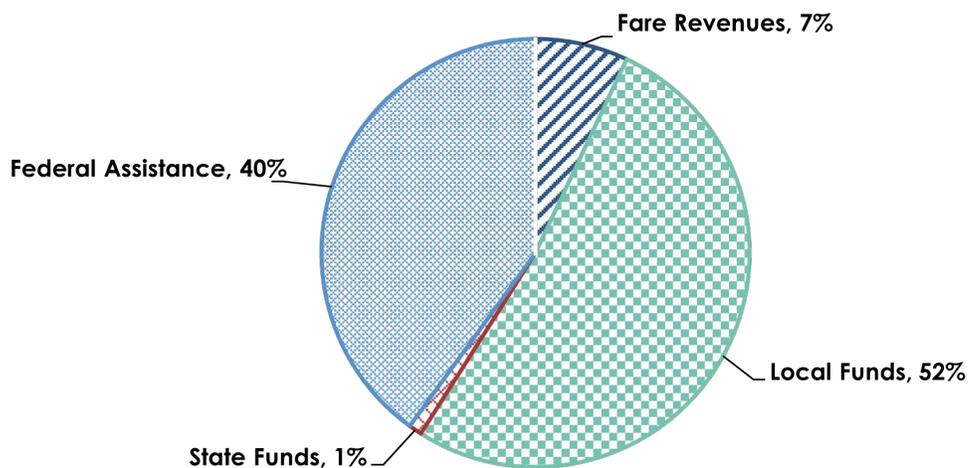
Annual operating expenses for 2016 through 2021 are shown in Figure 4. From 2016 through 2018, annual operating expenses remained at just over \$2.5 million. Beyond 2018 and through 2021, annual operating expenses rose to above \$3 million.

Figure 4 Downeast Transportation Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 52 percent of local funding. Farebox revenue accounted for 7 percent of funding. The majority of funding consisted of federal funds, which accounted for 40 percent of total funding.

Figure 5 Downeast Transportation Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Between 2016 and 2021, vehicle revenue mile operating expenses largely ranged between \$4.00 and \$4.50. Apart from 2019, vehicle revenue hour operating expenses ranged between \$60.00 and \$70.00.

Figure 6 Downeast Transportation Operating Expenses per Vehicle Revenue Mile (2016–2021)

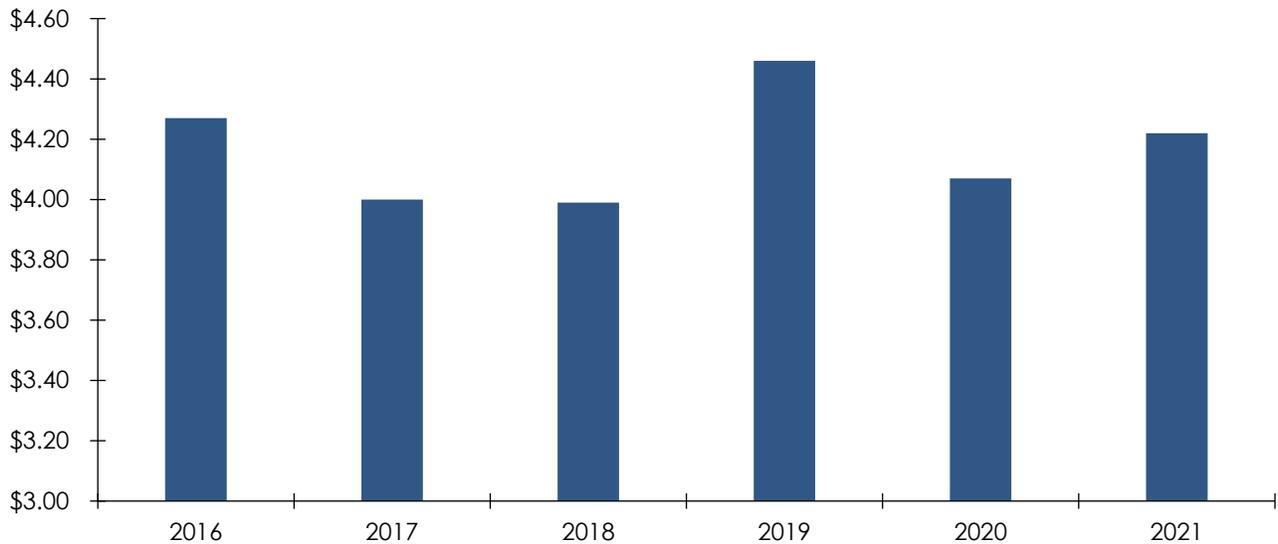
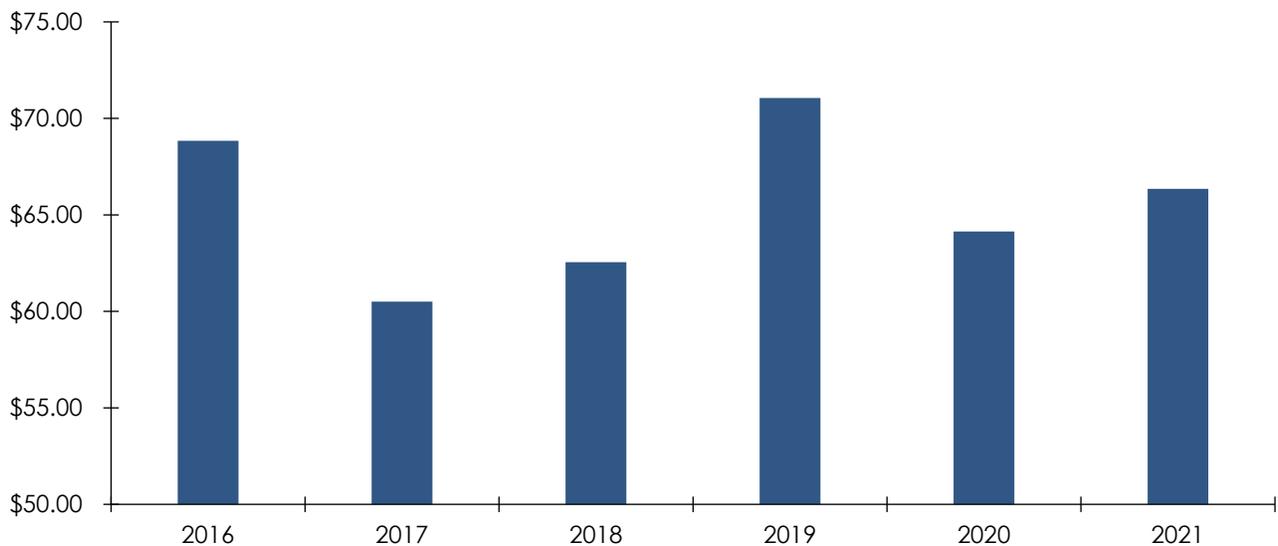
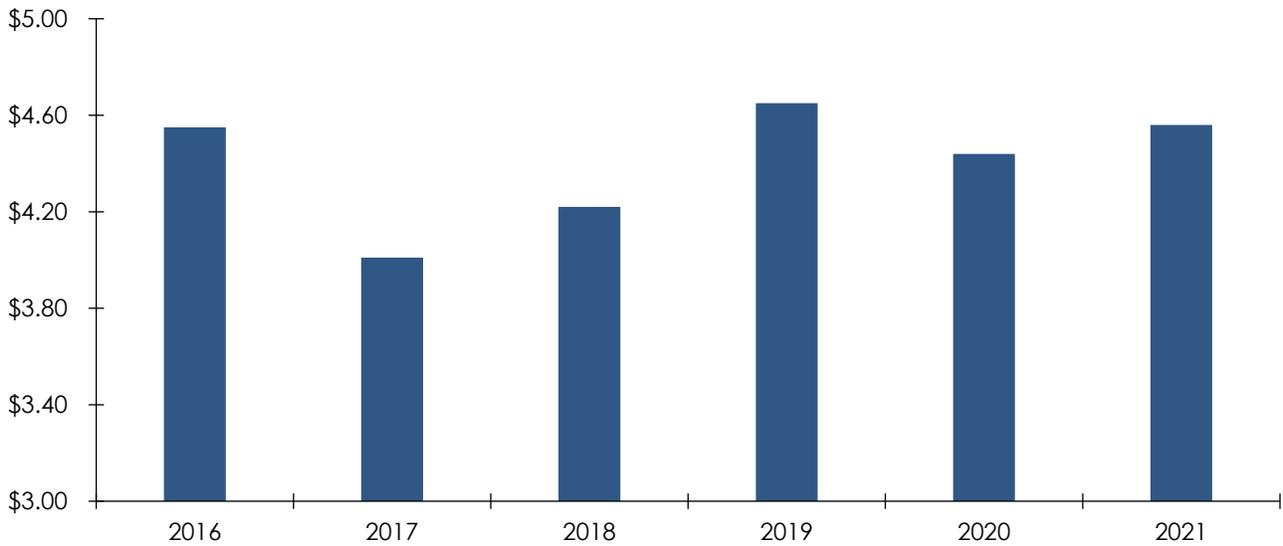


Figure 7 Downeast Transportation Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Between 2016 and 2021, per passenger operating expenses ranged between approximately \$4.00 and \$4.65. Per passenger operating expenses reached the upper end of this range in 2019, before declining in 2020.

Figure 8 **Downeaster Operating Expenses per Unlinked Passenger Trips (2016–2021)**



Organizational Management Structure

Management of Downeast Transportation is comprised of:

- » Board of Directors
- » Executive Director
- » Facility/Grounds Manager
- » Operations Manager
- » Finance Director (outsourced)

Asset Management

Transit asset management is conducted through the Downeast Transportation Comprehensive Asset Management Plan. In 2020, the Downeast Transportation fleet consisted of:

- » 62 revenue vehicles
- » 2 service vehicles

The Downeast Transportation fleet utilized for maximum service consisted of:

- » 6 commuter buses
- » 34 flex route buses

Technology Capabilities

Downeast Transportation utilizes the following software in their operations:

- » **Asset Management Software:** Fleet Maintenance Pro
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** Avail Technologies includes AVL, passenger counters, voice and text stop annunciators, and real time departure signs.

Greater Portland Metro

Greater Portland Metro is the primary transit provider for the Greater Portland area and the largest transit agency in Maine in terms of ridership.

Service Description and Fares

Greater Portland Metro consists of 10 fixed route bus services along with Complementary ADA Paratransit. Metro's service area includes the municipalities of Brunswick, Falmouth, Freeport, Gorham, Portland, South Portland, Westbrook and Yarmouth. Routes are generally operated on 30- to 60-minute headways from 5:00 AM to 11:00 PM on weekdays and 60 to 90 minutes from 7:00 AM to 11:00 PM on Saturdays (8:00 PM on Sundays). ADA complementary paratransit service is operated by RTP.

The majority of Metro's service operates within the city of Portland with multiple routes extending into surrounding communities. Most of Metro's routes converge along Congress Street (on the Portland peninsula) and at a transit center on Elm Street at Congress Street. Along Congress and at the transit center, passengers are able to transfer between Metro's routes and to fixed route bus services provided by the City of South Portland Bus Service and BSOOB Transit.

Metro's Route 1 (Congress), Route 5 (Outer Congress), and the BREEZ (Brunswick via Yarmouth and Freeport) serve the Portland Transportation Center where passengers can connect with Concord Coach Lines and Amtrak. Route 8 (Peninsula Circulator) and Husky Line connect to Casco Bay Lines ferry terminal on Commercial Street in Portland.

Fare information is shown in Table 1:

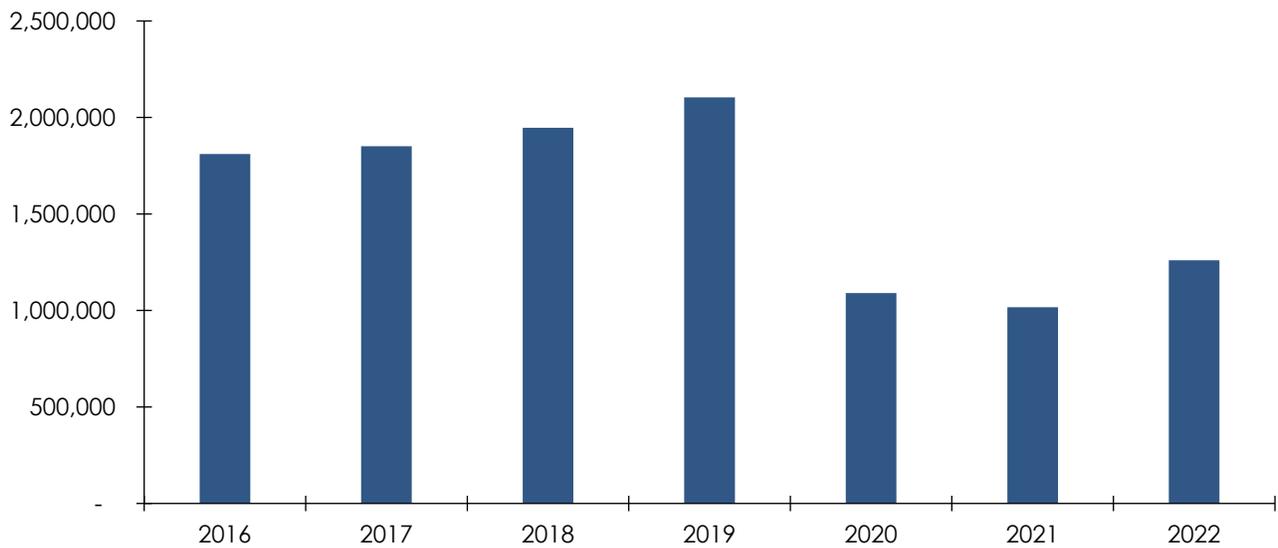
Table 1 Fare Information

General	
General Public	\$2.00
Half Fare	\$1.00
Express Fare	\$4.00
Paratransit	
One Way	\$2.50

Ridership

Total ridership for 2016 through 2022 is shown in Figure 1. Between 2016 and 2019, ridership rose from 1.8 million trips to 2.1 million trips. With the onset of COVID-19, ridership dropped by approximately half through 2020, remaining at just over 1 million trips in 2021. Ridership is on track to return to 2019 levels by the end of 2024.

Figure 1 Greater Portland Metro Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Both revenue miles and hours increased gradually from 2016 through 2019, to highs of approximately 1.5 million and 110,000 respectively. Following a drop in 2020, revenue miles and hours trended upward in 2021 before falling in 2022 as a result of reduced service due to bus operator shortages.

Figure 2 Greater Portland Metro Vehicle Revenue Miles (2016–2022)

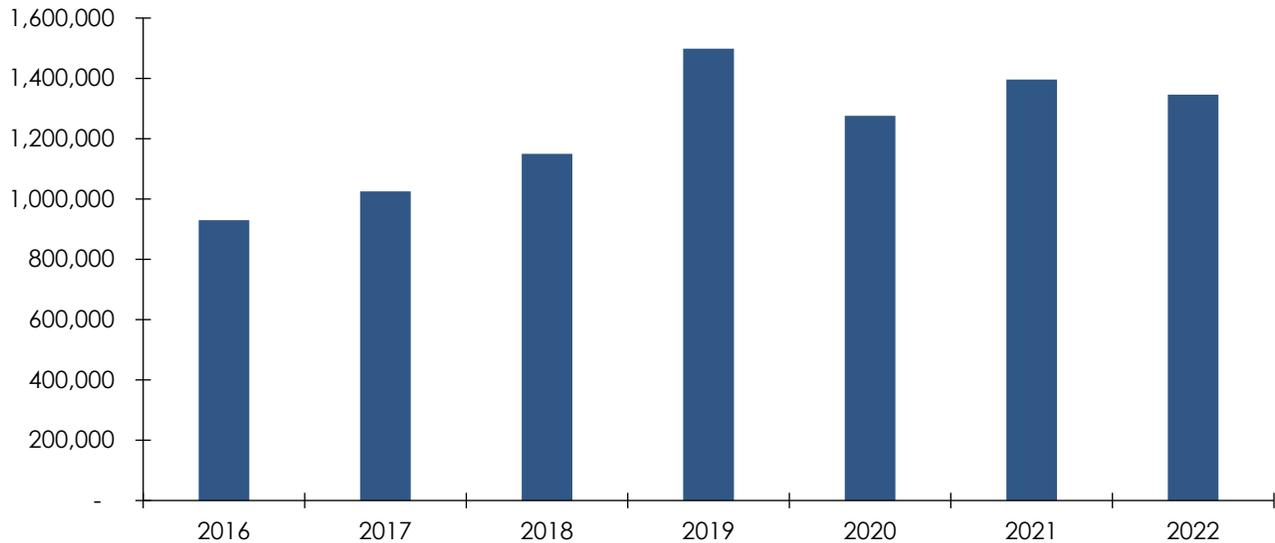
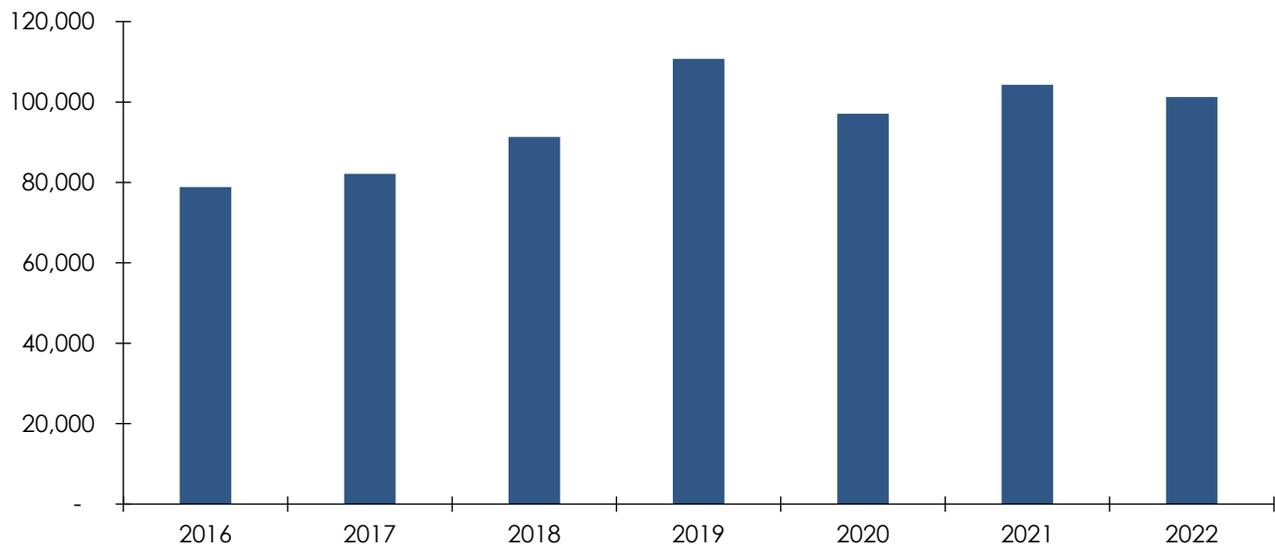


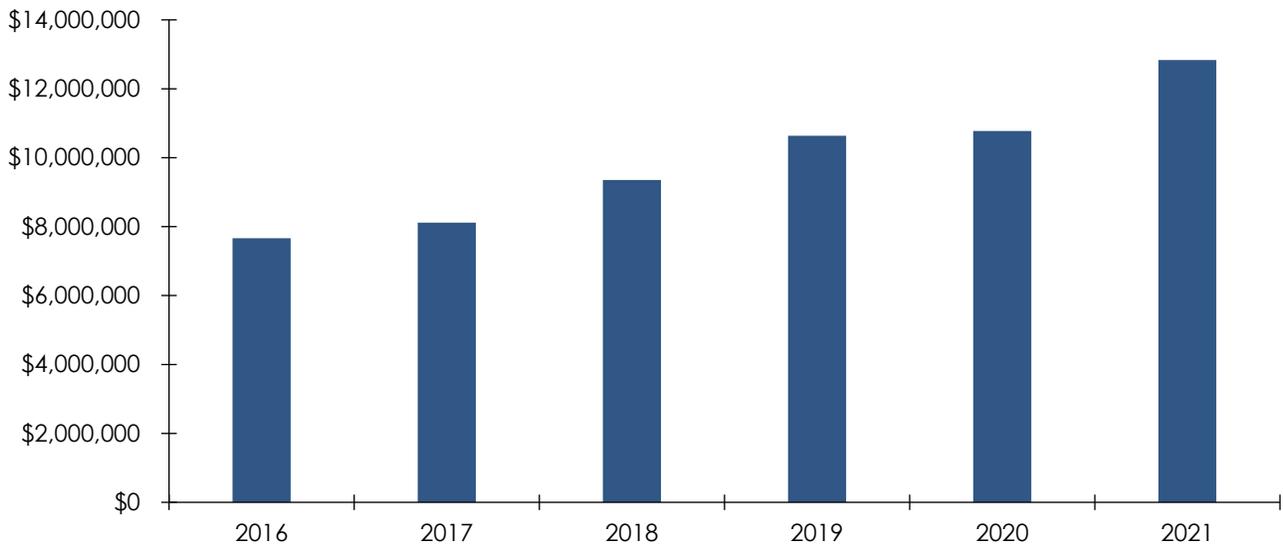
Figure 3 Greater Portland Metro Vehicle Revenue Hours (2016–2022)



Budget Metrics

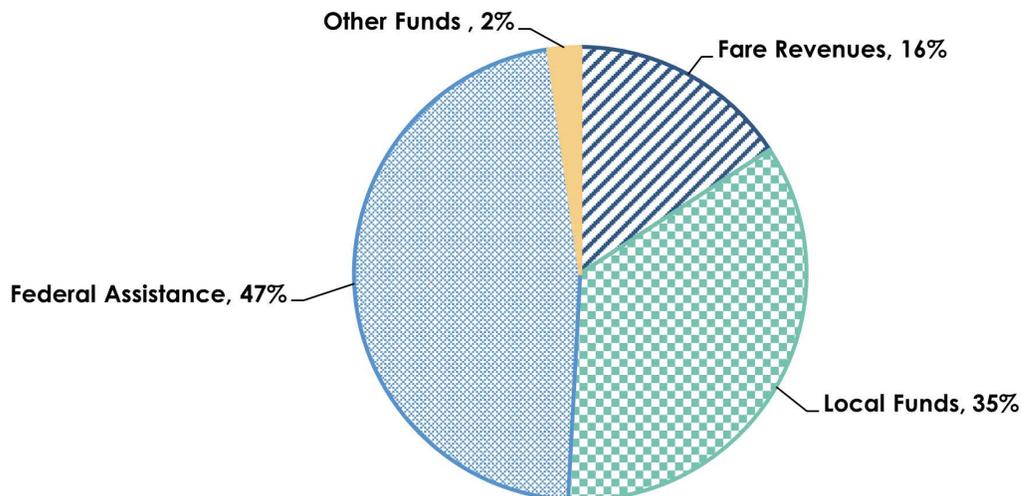
Annual operating expenses for 2016 through 2021 are shown in Figure 4. Operating expenses rose gradually from 2016 through 2021 from \$7.6 million to \$12.8 million.

Figure 4 Greater Portland Metro Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2021 is shown in Figure 5. In 2021, federal assistance accounted for 47 percent of operating expense funding. Farebox revenue accounted for 16 percent of funding. Remaining funding was largely comprised of local funds which accounted for 35 percent of total funding.

Figure 5 Greater Portland Metro Operating Funding Sources (2021)



Service efficiency metrics are shown in Figure 6 and Figure 7. Both metrics fluctuated between 2016 and 2020. Vehicle revenue mile operating expenses dropped from \$8.35 to \$7.10 from 2016 through 2019, before rising to just under \$8.50 in 2020. Vehicle revenue hour operating expenses rose to \$102 in 2018 before dropping in 2019, and subsequently rising to \$111 in 2020 and \$120 in 2021.

Figure 6 Greater Portland Metro Operating Expenses per Vehicle Revenue Mile (2016–2021)

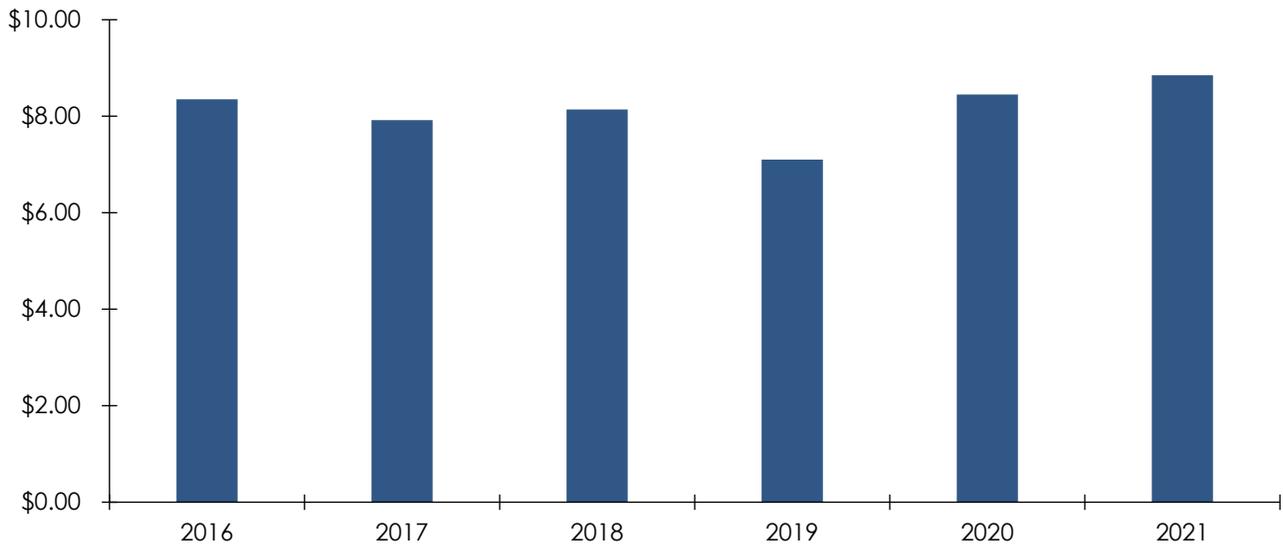
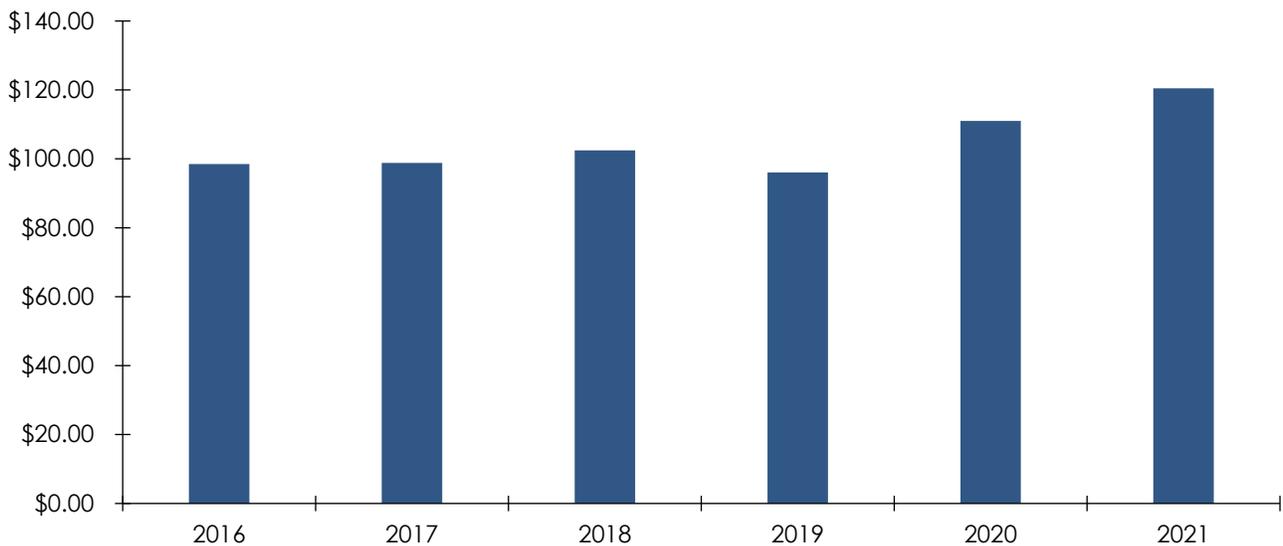
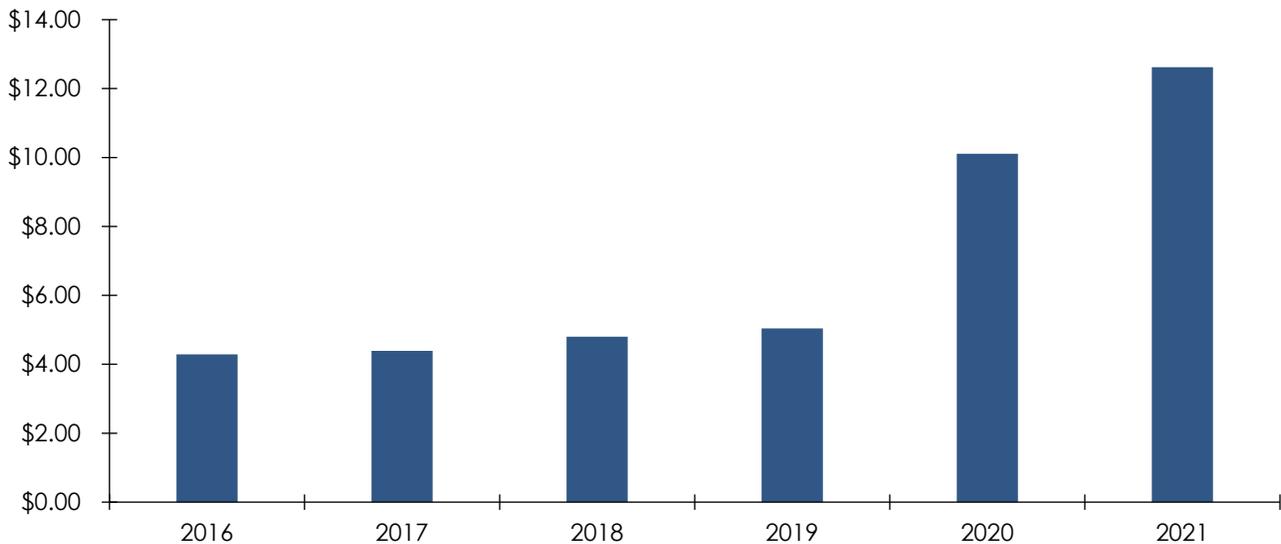


Figure 7 Greater Portland Metro Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Per passenger operating expenses rose between 2016 and 2019 from approximately \$4.30 to \$5.00. In 2020, per passenger operating expenses doubled to just over \$10.00. This increase continued through 2021 to over \$12.00.

Figure 8 Greater Portland Metro Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of Greater Portland Metro is comprised of:

- » Executive Director
- » Chief Financial Officer (Oversees human resources, accounting, and procurement)
- » Chief Transit Officer (Oversees all transit operations, IT, and customer service)
- » Transit Development Director (Oversees marketing)
- » Board of Directors (President, Vice President, Treasurer, Secretary, 9 Board Members)

Asset Management

Transit asset management is conducted through the Greater Portland Metro Tier II Transit Asset Management Plan. In 2022, the Greater Portland Metro fleet consisted of:

- » 44 revenue vehicles

- » 6 service vehicles

The Greater Portland Metro fleet utilized for maximum service consisted of:

- » 34 buses

Technology Capabilities

Greater Portland Metro utilizes the following software in their operations:

- » **Scheduling Software:** Enghouse Software
- » **Fare Payment System:** Cubic Umo
- » **Asset Management Software:** Tyler-MUNIS
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** Clever Devices
- » **GTFS:** Output by Clever Devices CAD/AVL system
- » **Electric Buses:** 2 Proterras were delivered in March 2022 for service beginning in Spring 2022

Greyhound Lines, Inc.

Service Description and Fares

Greyhound runs daily round-trip service from Bangor, ME to Boston, MA with intermediate stops of Waterville, Augusta, Bates College, Lewiston, Portland, Wells, and Portsmouth. Greyhound only requests 5311(f) subsidy for the portion of the route between Bangor and Portland.

The service provides meaningful connections to the intercity bus network in Augusta, Lewiston, Portland, Wells and Boston, where passengers can connect to schedules that travel across the country serving thousands of locations.

Ridership

In 2022, Greyhound served 10,832 passengers on this route, or an average of 30 passengers per day.

Fares

- » Bangor to Portland: approximately \$21–27 depending on factors below.
- » Portland to Bangor: approximately \$21–27 depending on factors below.

The Greyhound fare system, similar to the airlines, is not static; fares change daily based on the day of the week, hour of the day and season of the year passengers plan their travel. Greyhound uses a complex methodology for computing fares that considers a variety of criteria. The process for developing fare tables starts with computing mileage-based fares. Fares may then be dynamically changed based on day of week, time of day, remaining capacity of the bus, travel dates (for example, holiday travel), and/or sales channel. Currently, online customers get a small discount. Additionally, Greyhound offers special fares for advance purchases, senior, military personnel, students, and special promotions. Customers can access these fare offerings 24/7 online, through the Passenger Call Centers, at full-service terminals and (where available) kiosks.

Buses and Facilities

Greyhound currently uses around 217 buses to serve routes in Maine. Greyhound also utilizes buses from its national Greyhound fleet as backups in case there are issues with any of the primary buses. All buses are ADA accessible.

The Greyhound coaches used on the intercity service are maintained at company-managed facilities. The buses for this service are primarily maintained at the Boston garage. Equipment is cycled to maintenance facilities to address preventive maintenance without disruption to normal operations. The company uses emergency towing companies and repair shops to handle minor problems, and maintains driver bases and extra bus storage throughout the nation in order to send a bus and driver for passengers stranded by a breakdown.

Isle au Haut Boat Services

Isle au Haut Boat Services operates scheduled ferry service to Isle au Haut from Stonington.

Service Description and Fares

Ferry service between Stonington and the unbridged community of Isle au Haut is operated six days per week during the fall, winter and spring seasons and seven days per week during the peak summer season. During the peak season there are four daily runs Monday through Saturday and two on Sundays. During the off-peak months there are three daily runs Monday-Wednesday-Friday and two daily runs Tuesday-Thursday-Saturday.

Select fare information is shown in Table 1 below.

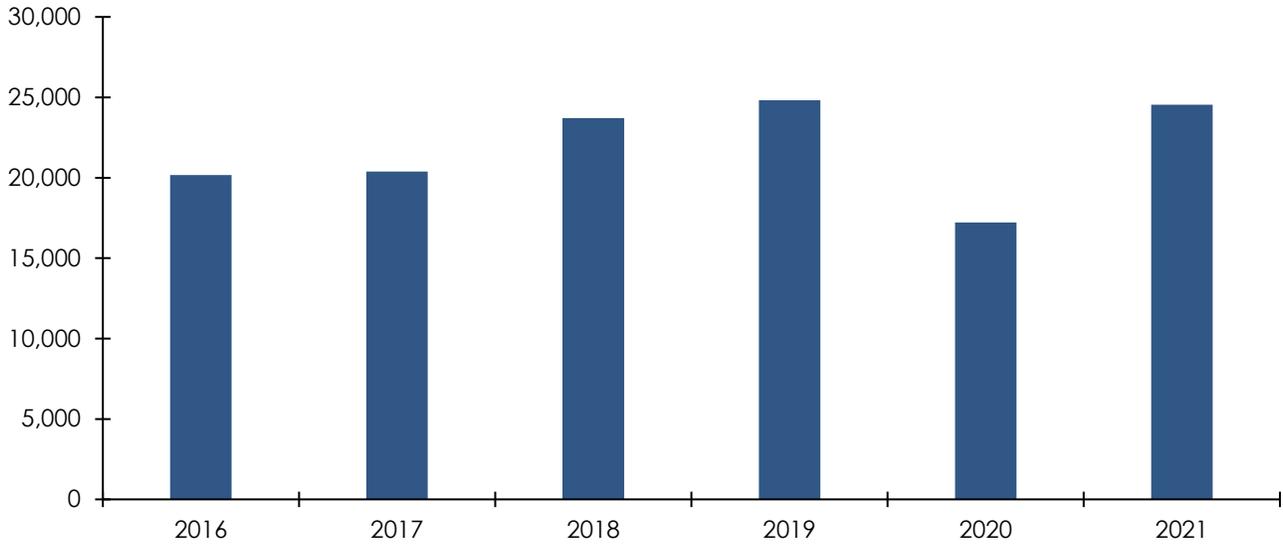
Table 1 **Fare Information**

General	
One Way Adult	\$22.00
One Way Under 12	\$11.00
Passenger Bicycle—One Way	\$15.00

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. From 2016 through 2019, ridership rose from approximately 20,000 to 25,000. Ridership declined in 2020 to just over 17,000, before increasing again to the pre-COVID peak of nearly 25,000 in 2021 and 2022.

Figure 1 Isle au Haut Boat Services Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. From 2016 through 2020, revenue miles and revenue hours held steady at approximately 13,000 and 1,600 respectively. In 2021, revenue miles dropped to just over 10,000, while revenue hours dropped to approximately 1,100. In 2022 revenue miles and revenue hours returned to pre-COVID levels.

Figure 2 Isle au Haut Boat Services Vehicle Revenue Miles (2016–2021)

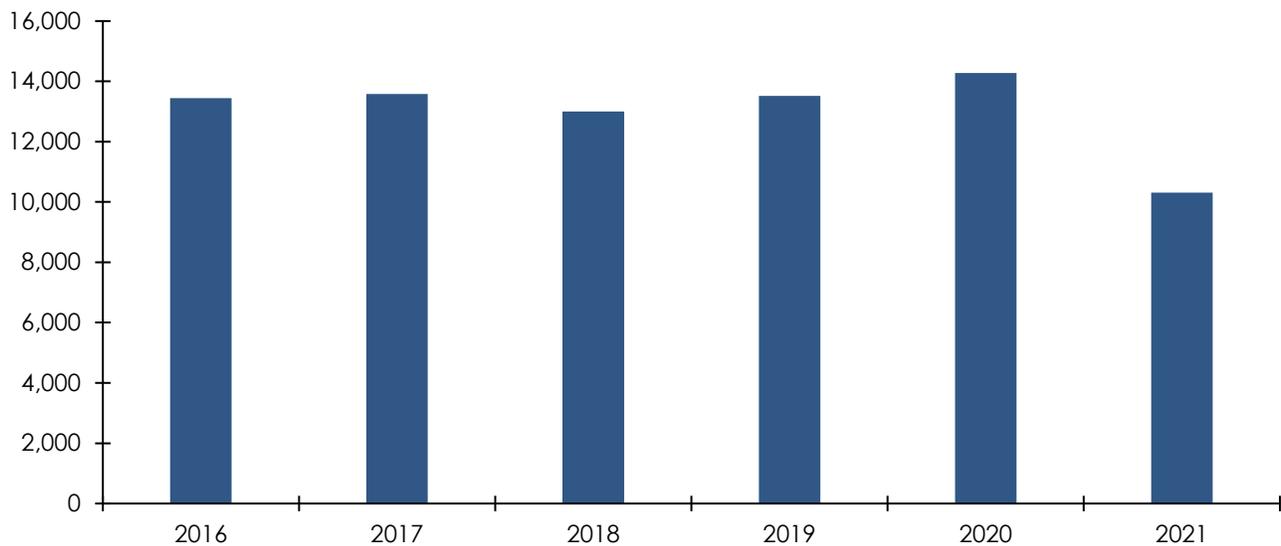
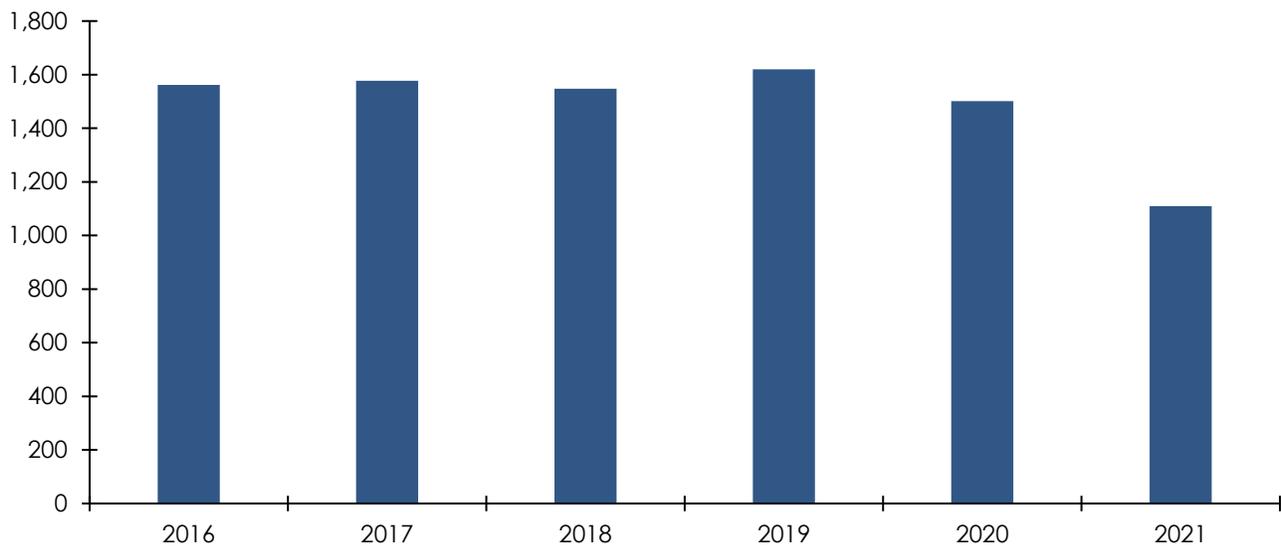


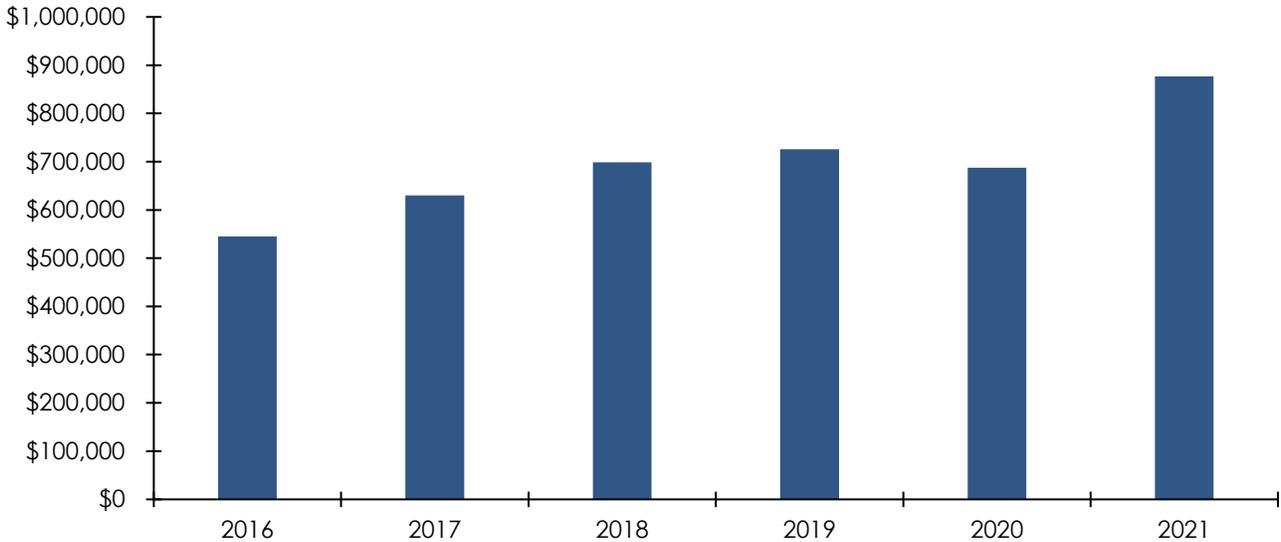
Figure 3 Isle au Haut Boat Services Revenue Hours (2016–2021)



Budget Metrics

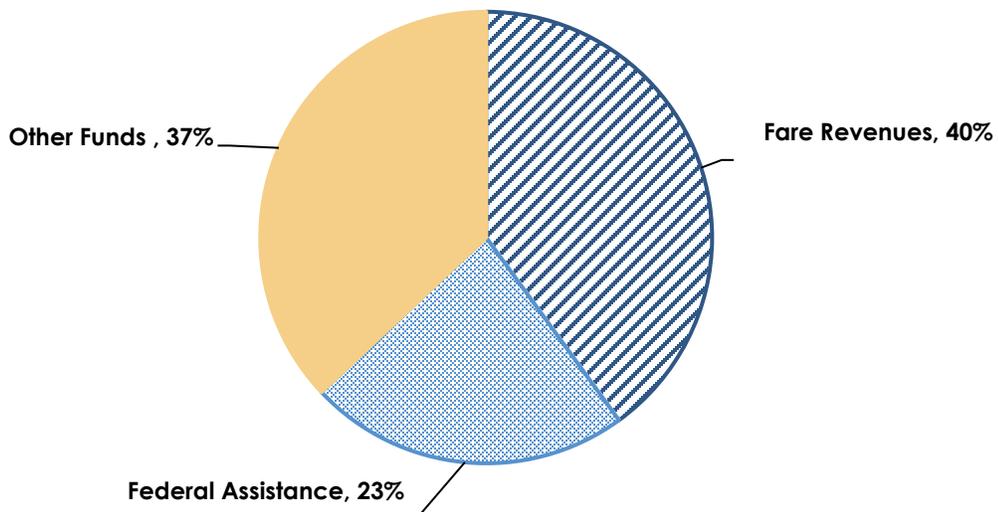
Annual operating expenses for 2016 through 2021 are shown in Figure 4. From 2016 through 2019, operating expenses rose from approximately \$545,000 to \$725,000. Following a decline in 2020, operating expenses rose to a high of nearly \$900,000 in 2021 and 2022.

Figure 4 Isle au Haut Boat Services Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, funding sources were largely split between fare revenues (40 percent) and Other Funds (37 percent). Remaining funding was comprised of federal assistance (23 percent).

Figure 5 Isle au Haut Boat Services Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses rose from \$40.00 to over \$50.00 in 2018 and 2019. Following a drop in 2020, these figures rose to a high of \$85.00 in 2021. Vehicle revenue hour operating expenses increased between 2016 and 2021 to a high of nearly \$800.

Figure 5 Isle au Haut Boat Services Operating Expenses per Vehicle Revenue Mile (2016–2021)

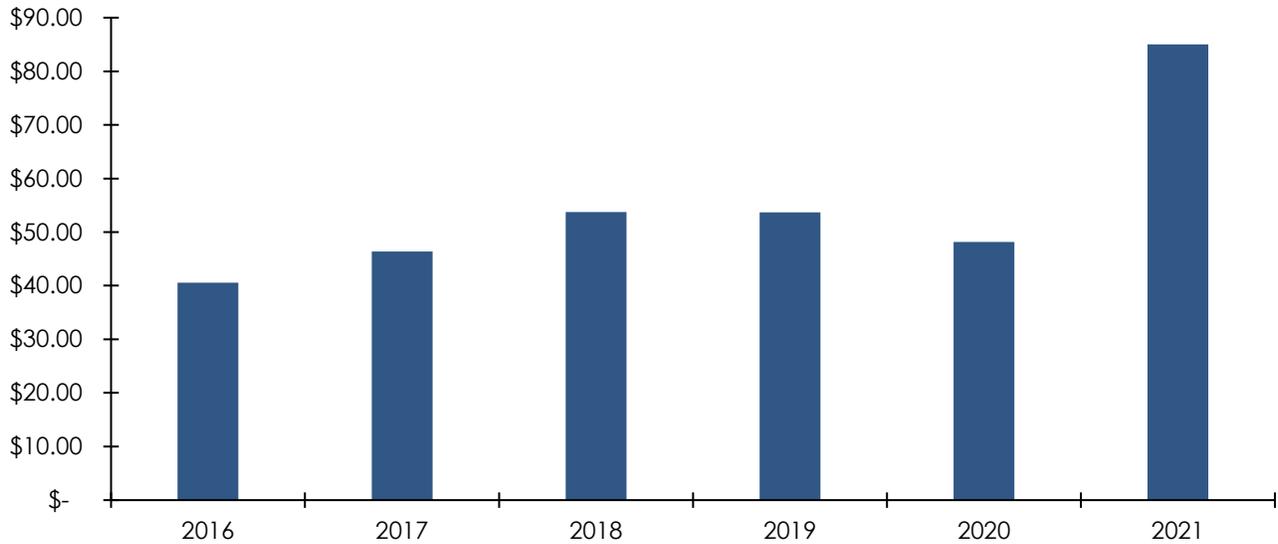
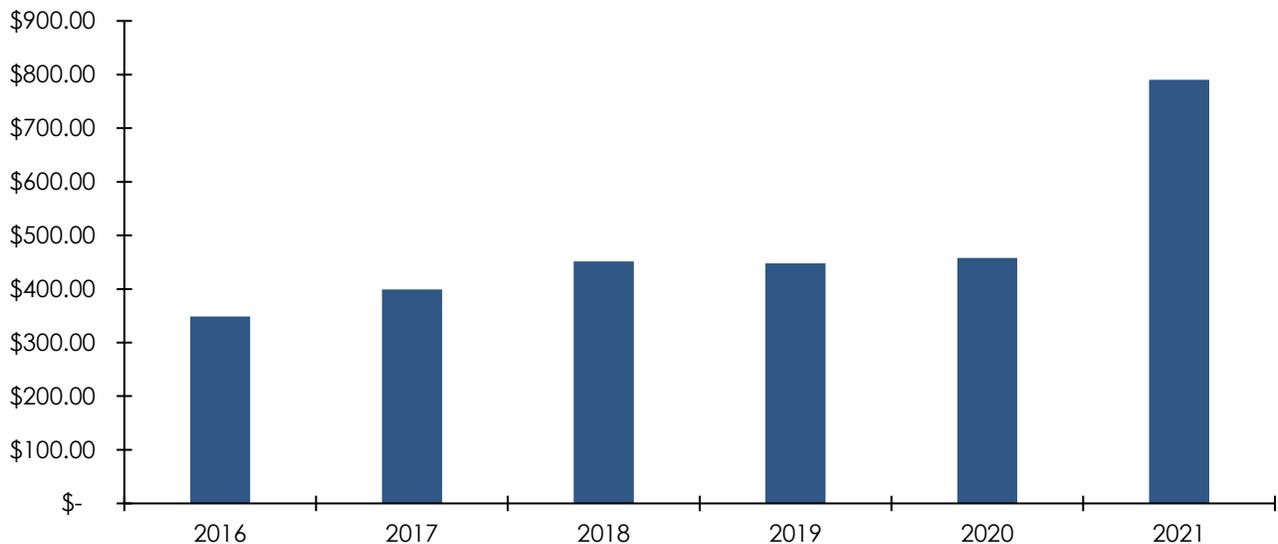
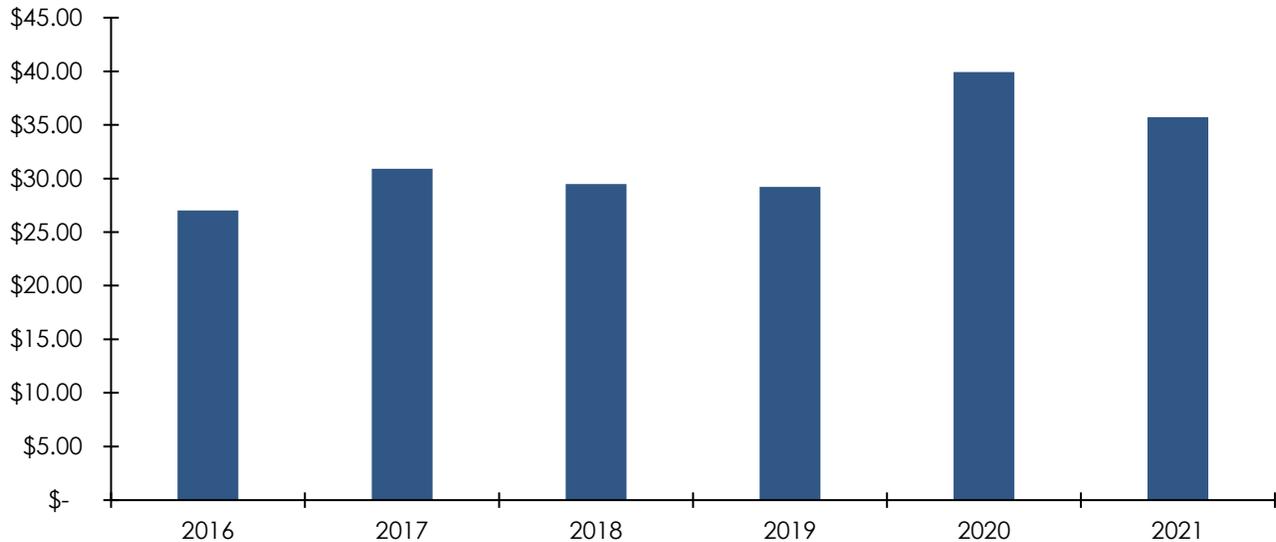


Figure 6 Isle au Haut Boat Services Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. From 2016 to 2019, per passenger operating expenses remained around approximately \$30.00. In 2020, per passenger operating expenses increased to nearly \$40.00 before dropping back to just over \$35.00 in 2021.

Figure 7 Isle au Haut Boat Services Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of Isle au Haut Boat Services is comprised of:

- » Board President (General Manager)
- » Senior Captain (Operations Manager)

Asset Management

Transit asset management of Isle au Haut Boat Services is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2020, the Isle au Haut Boat Services fleet utilized for maximum service consisted of:

- » 2 ferryboats

Kennebec Valley Community Action Program

Kennebec Valley Community Action Program (KVCAP) is a Regional Transportation Program providing transit services in central Maine.

Service Description and Fares

KV Van is a demand-response, door-to-door, accessible transportation service available to residents of Kennebec and Somerset Counties. KV Van is available by appointment for MaineCare members and others seeking transportation to medical and social services, such as dialysis, adult day programs, and cancer treatment, among others.

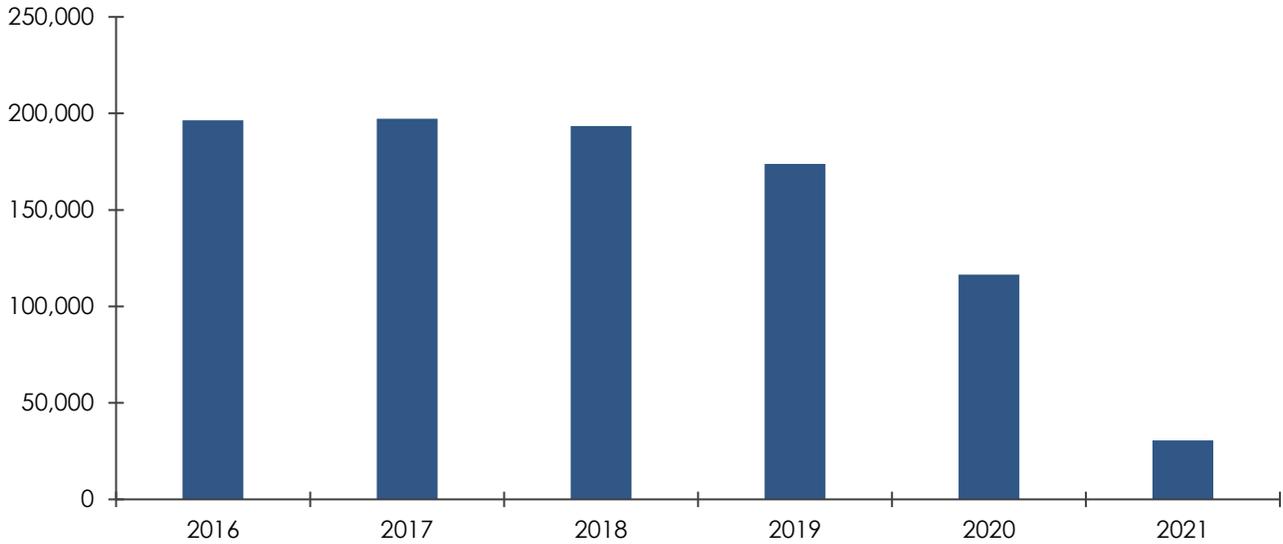
In Augusta, Waterville, and Skowhegan, KV Van is available to the general public by appointment, Monday-Friday, 8:30 AM–4:00 PM. Individuals may request trips to and from any location within each service zone, including for shopping, employment, and recreational activities, among others.

KV Van also operates an intercity run between Waterville and Augusta weekdays.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. From 2016 through 2018, ridership remained just under 200,000. From 2019 onwards, ridership dropped to approximately 116,000 in 2020 and approximately 30,000 in 2021.

Figure 1 KVCAP Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. From 2016 through 2018, revenue miles increased from 1 million to just under 1.3 million. Following 2018, revenue miles declined, falling to just over 200,000 revenue miles in 2021. Revenue hours followed a similar pattern, peaking at roughly 75,000 in 2018 and falling to approximately 17,000 in 2021.

Figure 2 KVCAP Vehicle Revenue Miles (2016–2021)

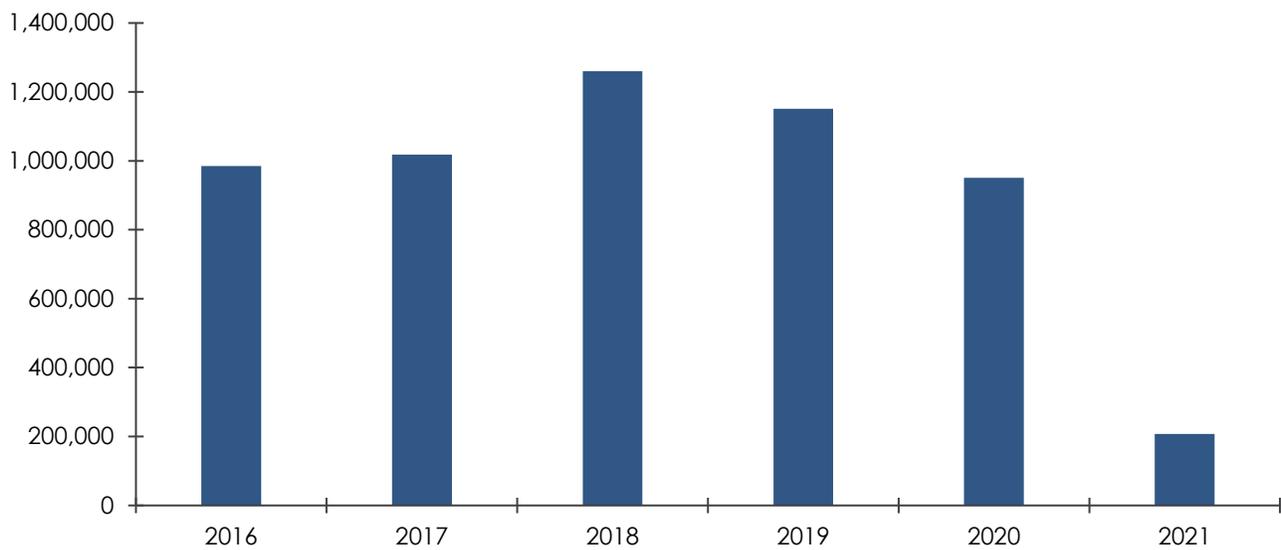
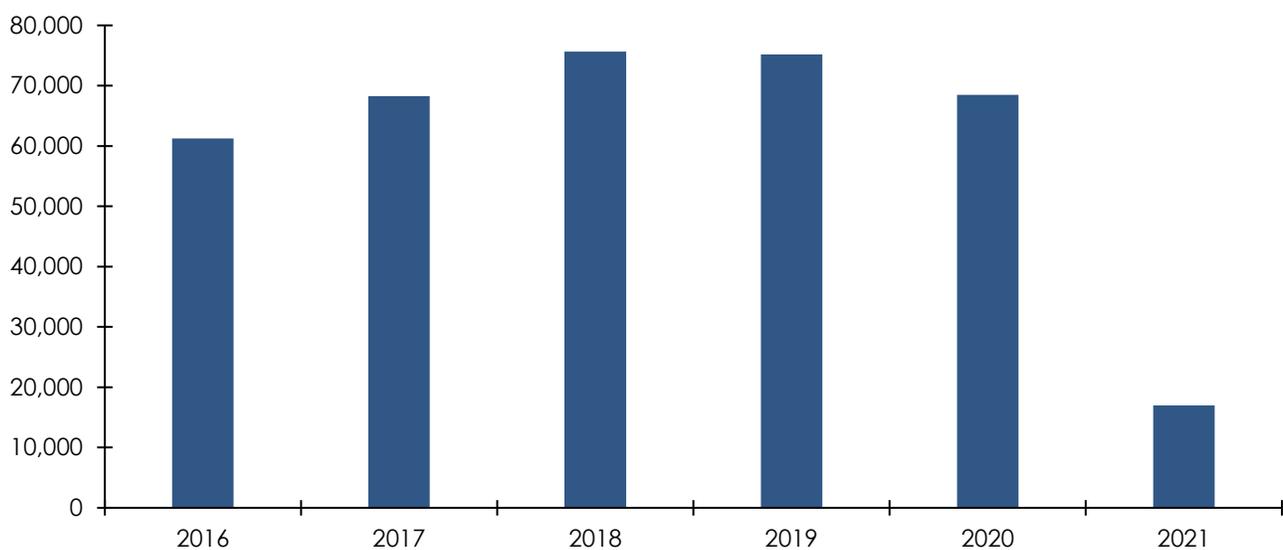


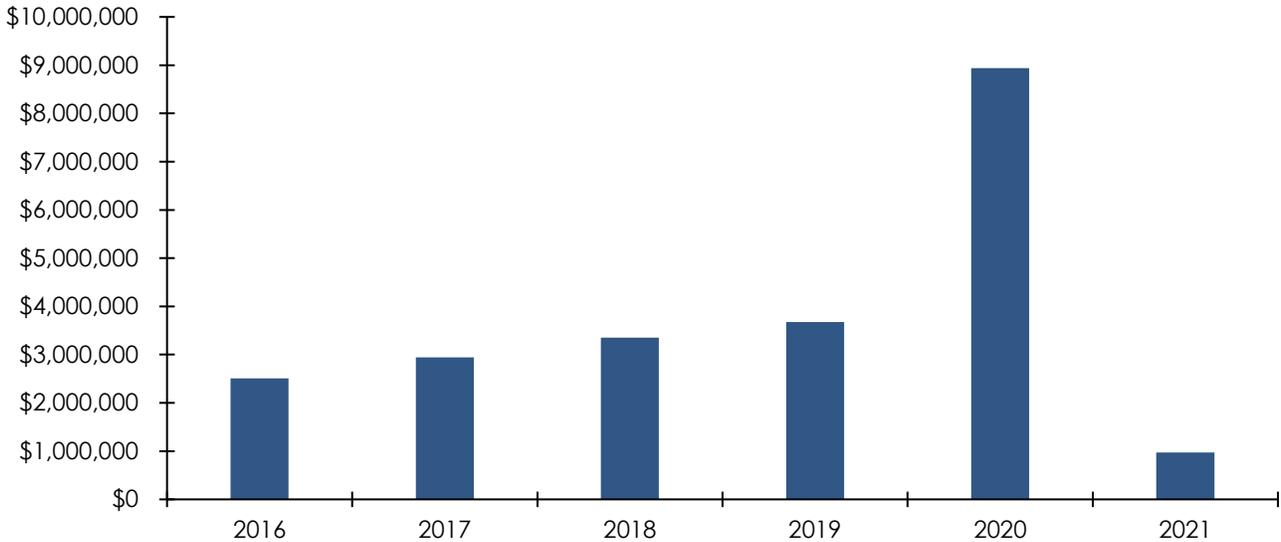
Figure 3 KVCAP Vehicle Revenue Hours (2016–2021)



Budget Metrics

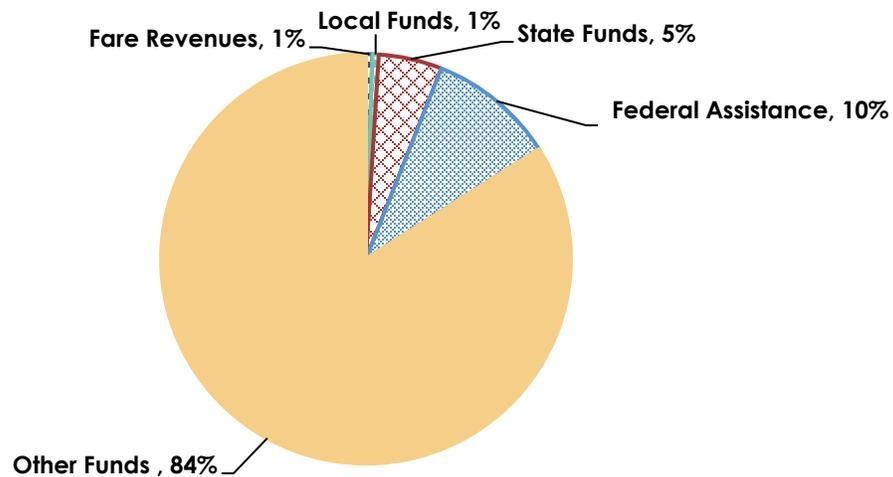
Annual operating expenses for 2016 through 2021 are shown in Figure 4. Operating expenses varied across the entire period. Following a gradual increase in previous years, operating expenses rose to nearly \$9 million in 2020 before dropping to under \$1 million in 2021.

Figure 4 KVCAP Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, Other Funds accounted for 84 percent of operating expense funding. Remaining funding was primarily split between federal assistance and state funds.

Figure 5 KVCAP Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Both vehicle revenue mile and vehicle revenue hour operating expenses followed similar patterns to overall operating expenses. This included increases to over \$9.00 and \$130 respectively in 2020. Following these increases, vehicle revenue mile and vehicle revenue hour operating expenses dropped to under \$5.00 and \$60.00 respectively.

Figure 6 KVCAP Operating Expenses per Vehicle Revenue Mile (2016–2021)

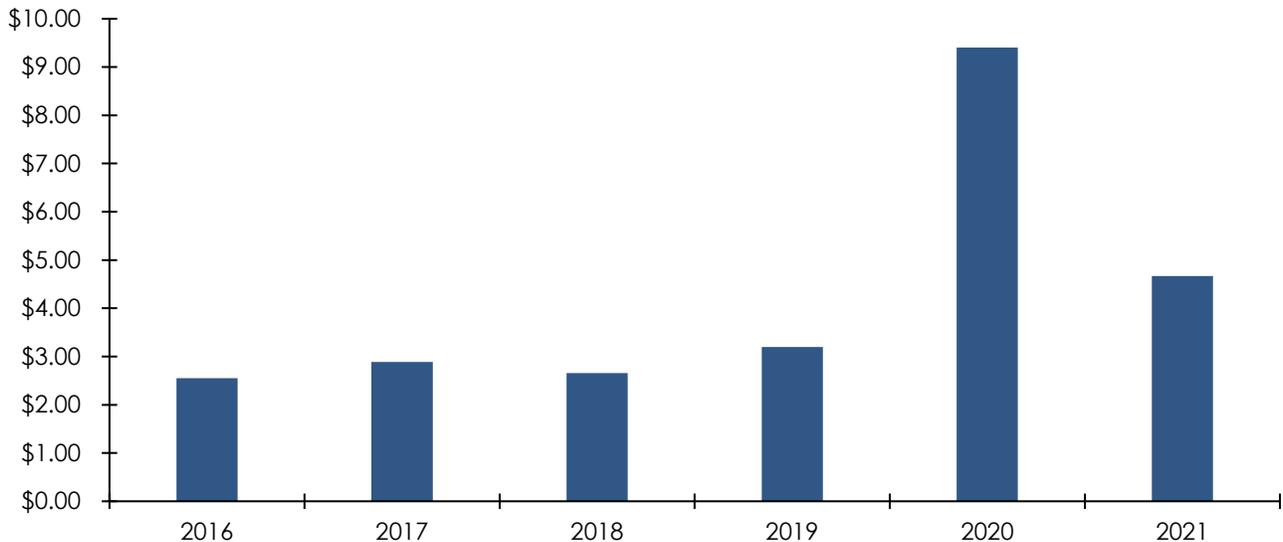
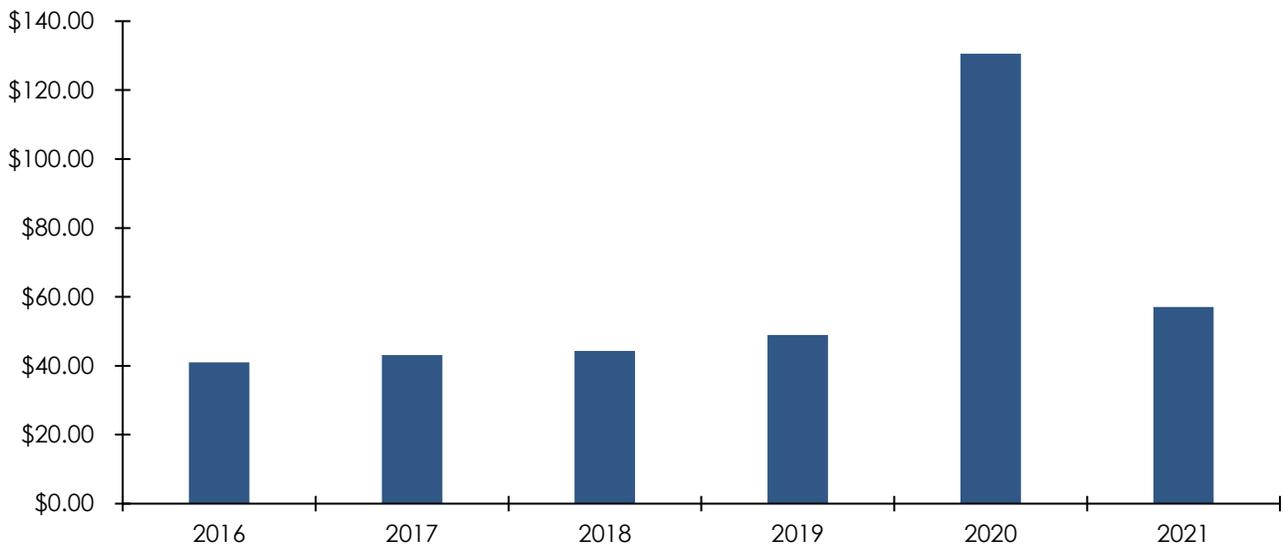
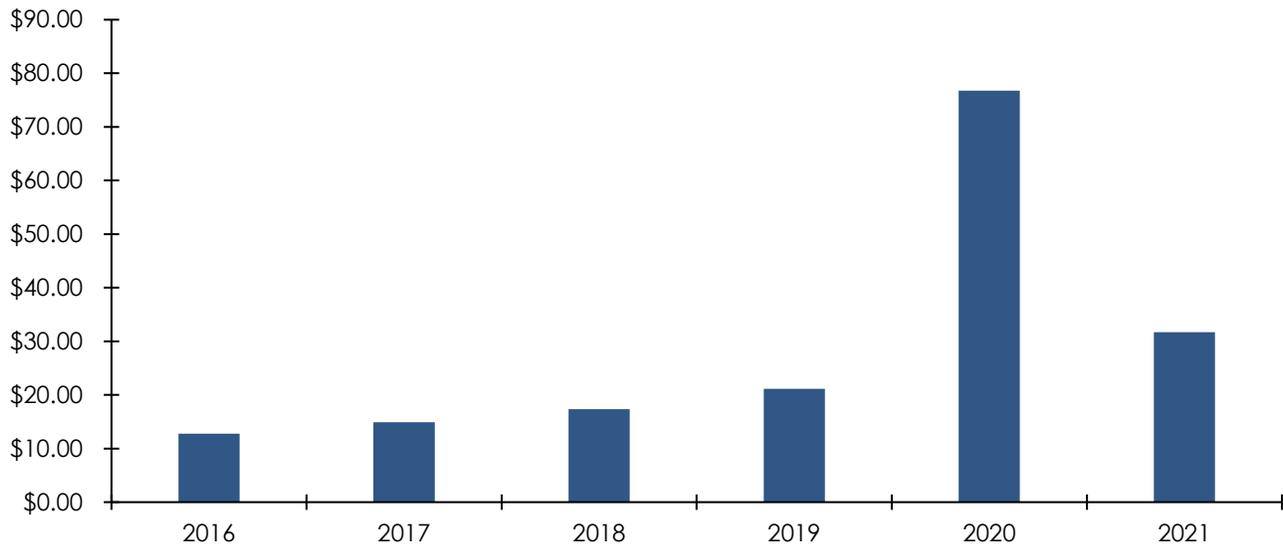


Figure 7 KVCAP Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Per passenger operating expenses also varied, including an increase to \$70.00 in 2020. In 2021, per passenger operating expenses dropped to approximately \$30.00.

Figure 8 KVCAP Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of KVCAP is comprised of:

- » Senior Transportation Director
- » Transportation Operations and Business Director
- » Director of Fleet Operations

Asset Management

Transit asset management of KVCAP is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2022, the KVCAP fleet consisted of:

- » 57 revenue vehicles

The KVCAP fleet utilized for maximum service consisted of:

- » 45 demand response vehicles
- » 12 buses

Technology Capabilities

- » **Asset Management Software:** Fleetio

Lewiston–Auburn citylink

The Lewiston–Auburn citylink (LATC) consists of fixed routes and complementary ADA paratransit services in and around Lewiston and Auburn.

Service Description and Fares

Citylink consists of 10 fixed routes with corresponding paratransit service, operating in and around the urbanized areas of Lewiston and Auburn. Services operate on varying headways of between 30 and 120 minutes, depending on the specific route and time of day. Most routes operate Monday through Saturday, while select routes operate from Monday through Friday. Concord Coach Lines services Auburn, while Greyhound Lines services Lewiston.

Fare information is shown in Table 1:

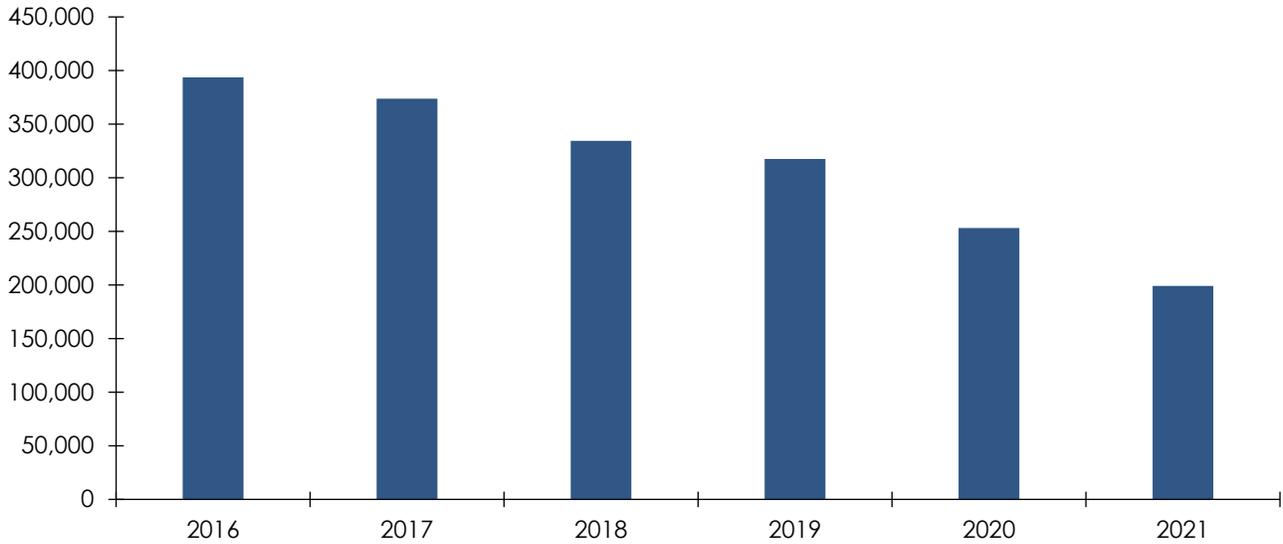
Table 1 Fare Information

General	
General Public	\$1.50
Half Fare	\$0.75
Student (High School and Younger)	\$1.25
Children (0—5)	Free
Paratransit	
One Way	\$3.00
Passes	
Monthly Pass	\$36.00
Monthly Student Pass	\$18.00

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Between 2016 and 2021, ridership declined from a high of approximately 393,000 in 2016. With the onset of COVID-19 in 2020, ridership dropped to a low of approximately 200,000.

Figure 1 LATC Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Both metrics followed similar patterns of fluctuations through 2021. Both metrics peaked in 2016, with approximately 263,000 revenue hours and 22,000 revenue miles.

Figure 2 LATC Vehicle Revenue Miles (2016–2021)

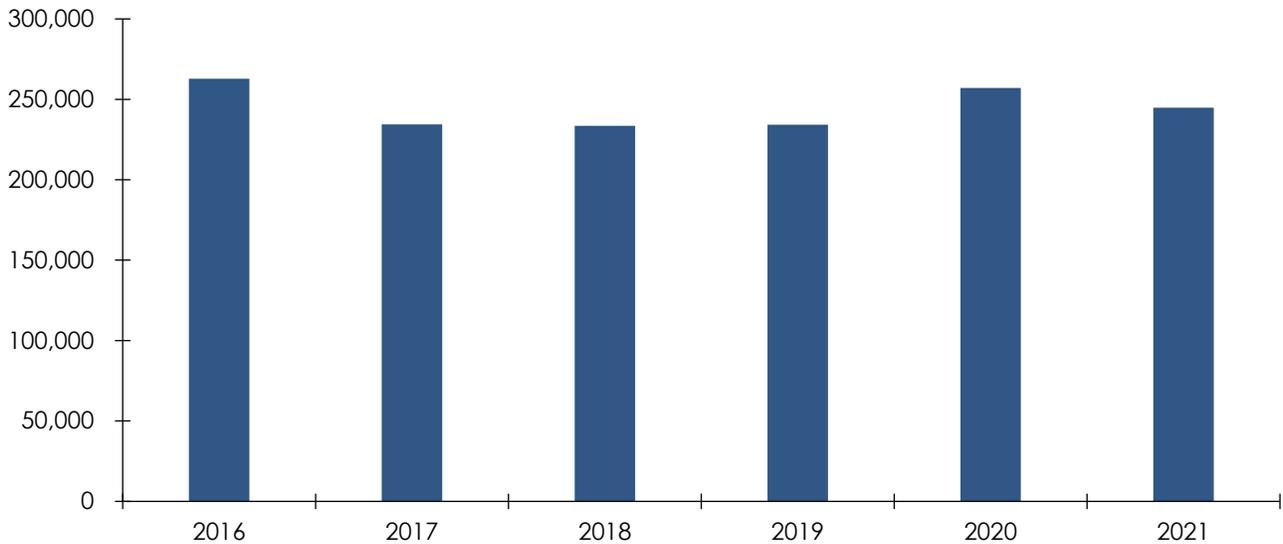
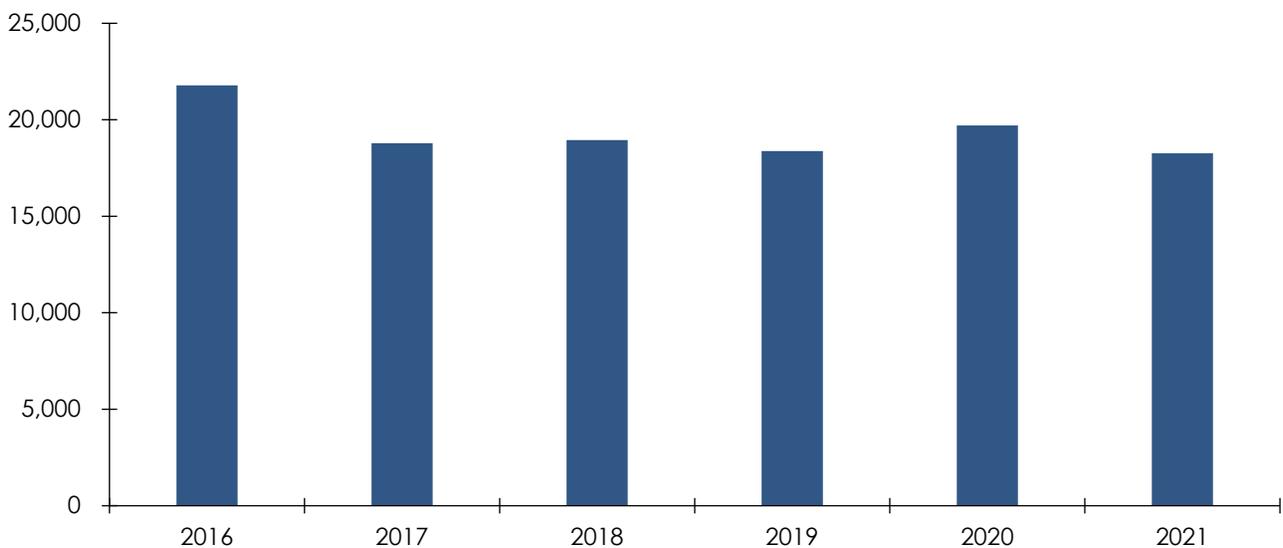


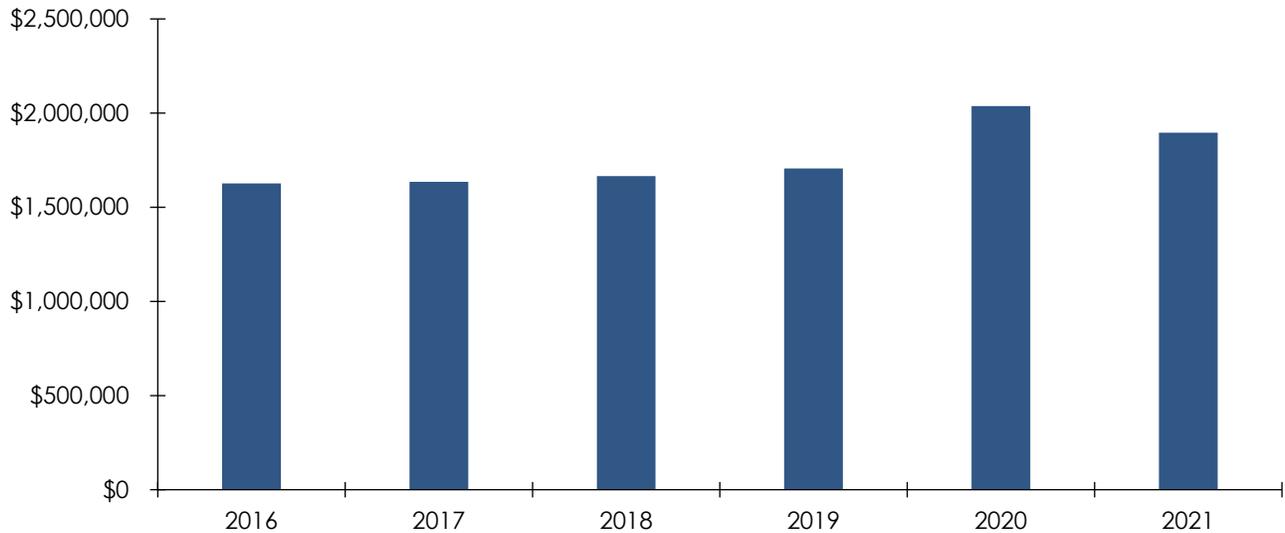
Figure 3 LATC Vehicle Revenue Hours (2016–2021)



Budget Metrics

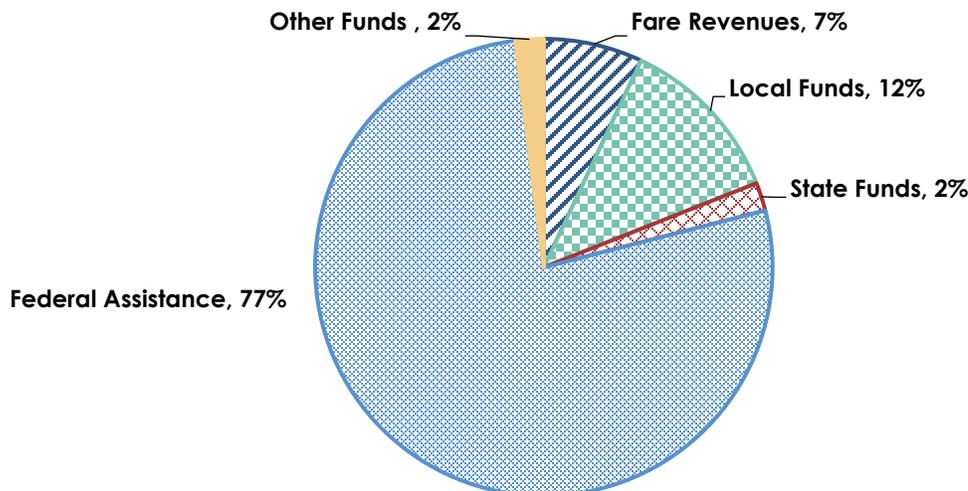
Annual operating expenses for 2016 through 2021 are shown in Figure 4. From 2016 through 2019, operating expenses remained steady, before rising to over \$2 million in 2020. In 2021, operating expenses dropped to approximately \$1.9 million.

Figure 4 LATC Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 77 percent of operating expense funding. Farebox revenue accounted for 7 percent of funding. Remaining funding was largely comprised of local funds, which accounted for 12 percent of total funding.

Figure 5 LATC Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses increased between 2016 and 2020 to nearly \$8.00, before dropping in 2021. Vehicle revenue hour operating expenses followed a similar pattern, also increasing in 2021.

Figure 6 LATC Operating Expenses per Vehicle Revenue Mile (2016–2021)

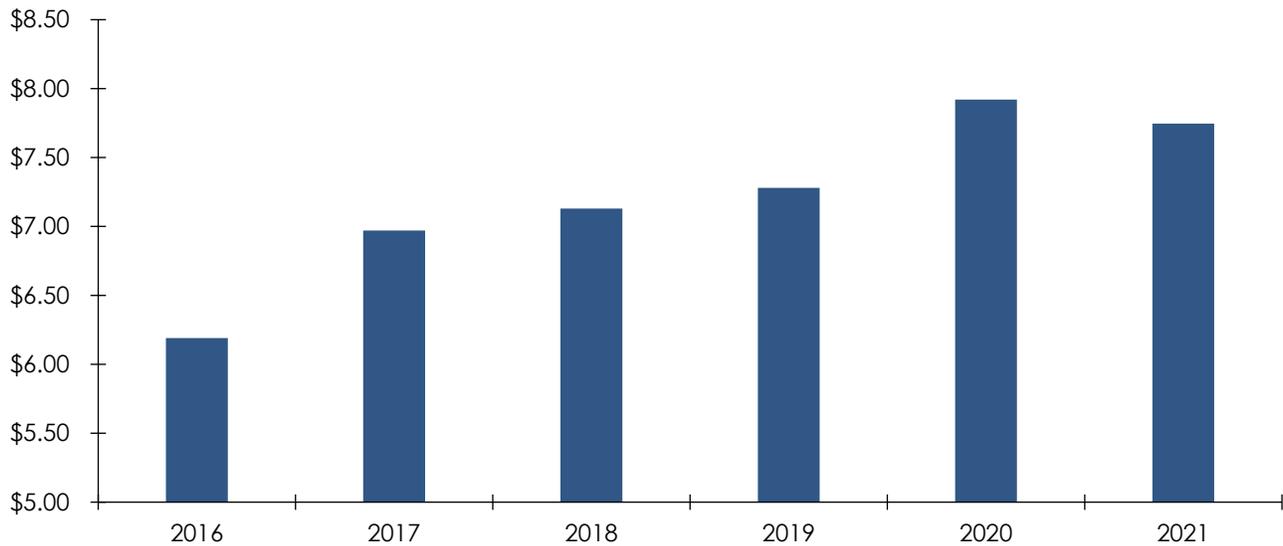
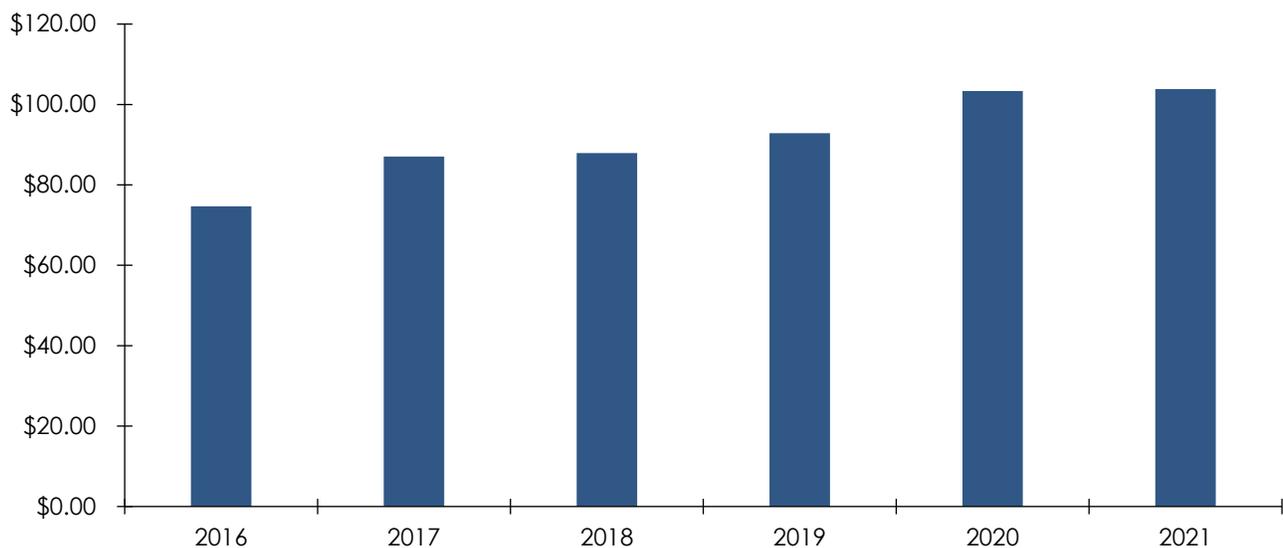
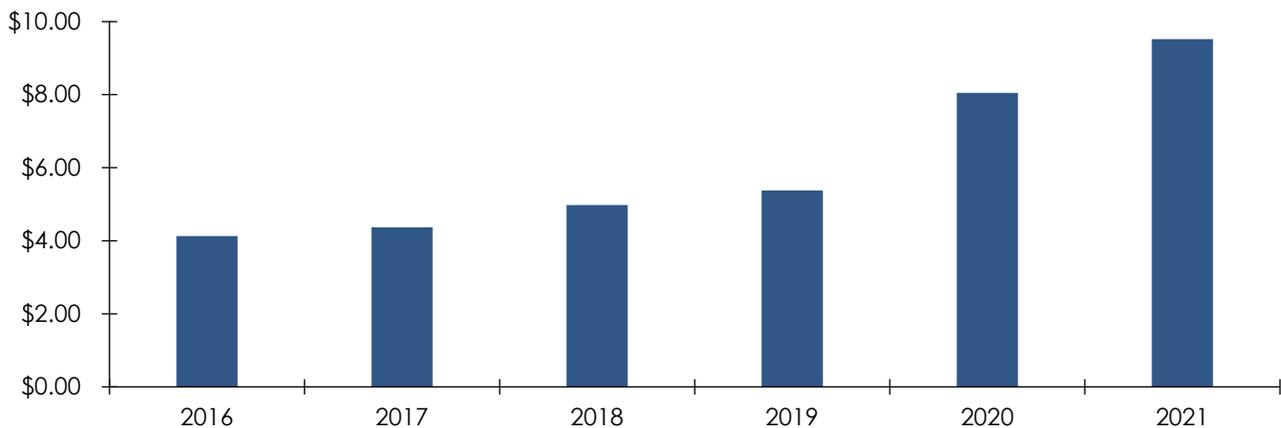


Figure 7 LATC Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Between 2016 and 2021, per passenger operating expenses increased to nearly \$10.00 from \$4.00.

Figure 8 LATC Operating Expenses per Unlinked Passenger Trips (2016–2021)



Organizational Management Structure

Management of citylink is conducted by the Lewiston-Auburn Transit Committee, which was formed by an interlocal agreement between the cities of Lewiston and Auburn. Members are appointed by each municipal council.

Asset Management

Transit asset management of citylink is conducted through the LATC Tier II Transit Asset Management Plan. In 2020, the citylink transit fleet consisted of:

- » 13 revenue vehicles

The citylink transit fleet utilized for maximum service consisted of:

- » 7 buses
- » 2 demand response vehicles

Technology Capabilities

Citylink utilizes the following software in their operations:

- » **GTFS:** Utilized in operations
- » **Token Transit:** Electronic Passenger Route Planning and Fare Collection

Maine State Ferry Service

Maine State Ferry Service consists of ferry services operating to and from multiple inhabited islands off the coast of Maine.

Service Description and Fares

Maine State Ferry Service consists of state-sponsored ferry services operating to and from multiple inhabited and unbridged islands located off of Maine's Mid Coast. This includes:

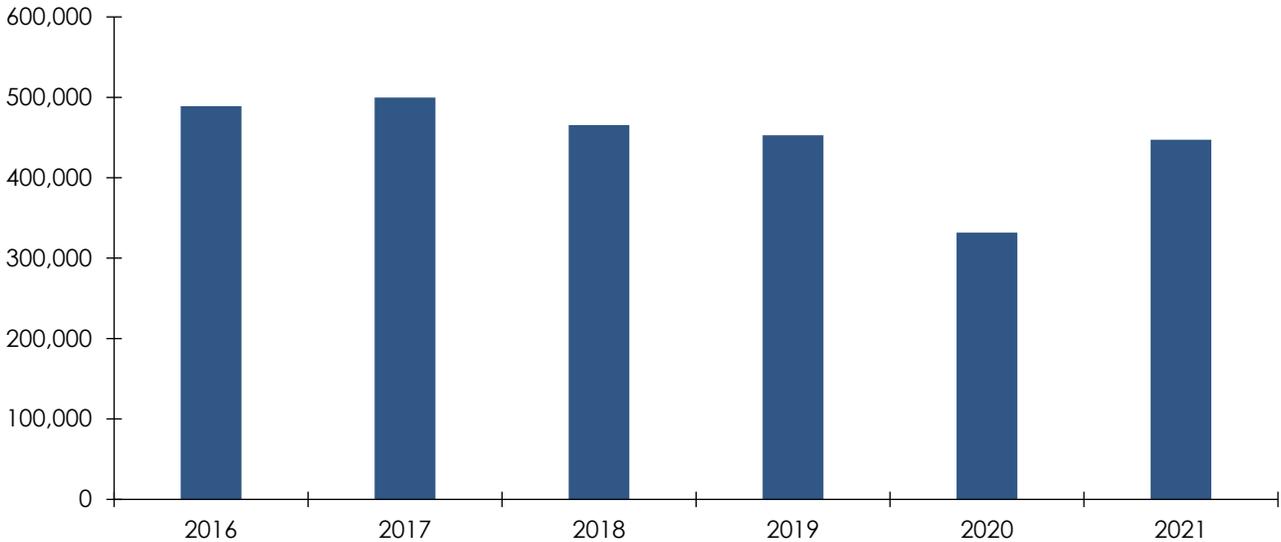
- » **Bass Harbor—Frenchboro:** Year-round service to Frenchboro from Bass Harbor.
- » **Bass Harbor—Swan's Island:** Year-round service to Swan's Island from Bass Harbor.
- » **Lincolnville—Islesboro:** Year-round service to Islesboro from Lincolnville.
- » **Rockland—Matinicus:** Year-round service to Matinicus from Rockland.
- » **Rockland—North Haven:** Year-round service to North Haven from Rockland.
- » **Rockland—Vinalhaven:** Year-round service to Vinalhaven from Rockland.

Fares vary based on the particular service and time of the year (peak summer, or off-peak).

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. From 2016 through 2019, ridership ranged from 450,000 to 500,000. Following a drop in 2020, ridership rebounded in 2021 to just under 450,000.

Figure 1 Maine State Ferry Service Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. From 2016 through 2019, revenue miles and revenue hours held at approximately 140,000 and just under 14,000 respectively. Following a drop in 2020, both metrics rose to approximately 131,000 and 13,000 respectively.

Figure 2 Maine State Ferry Service Revenue Miles (2016–2021)

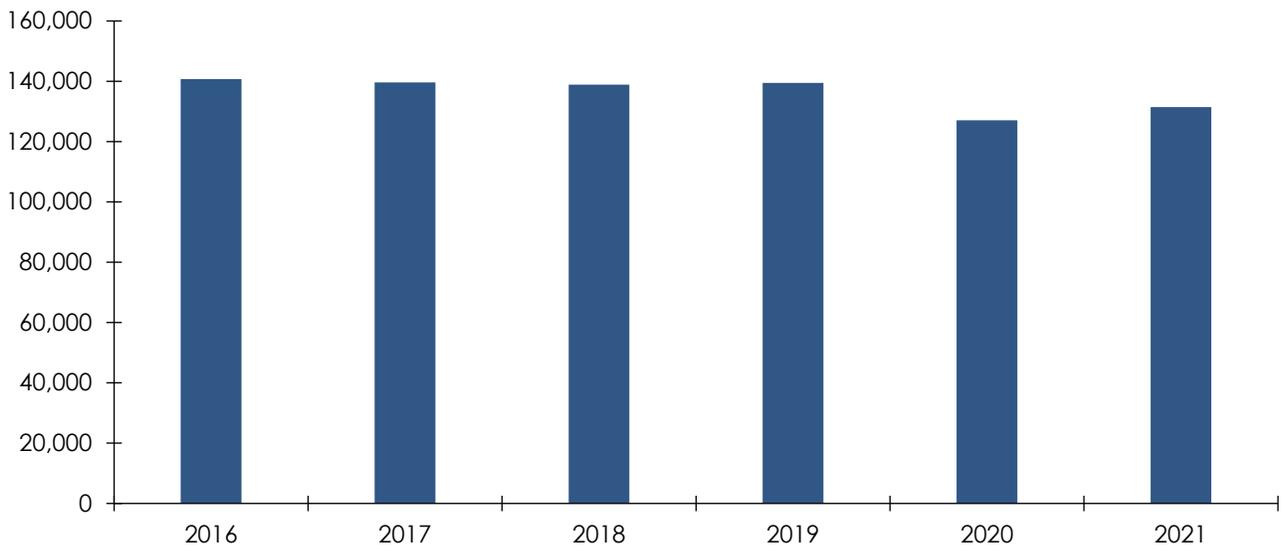
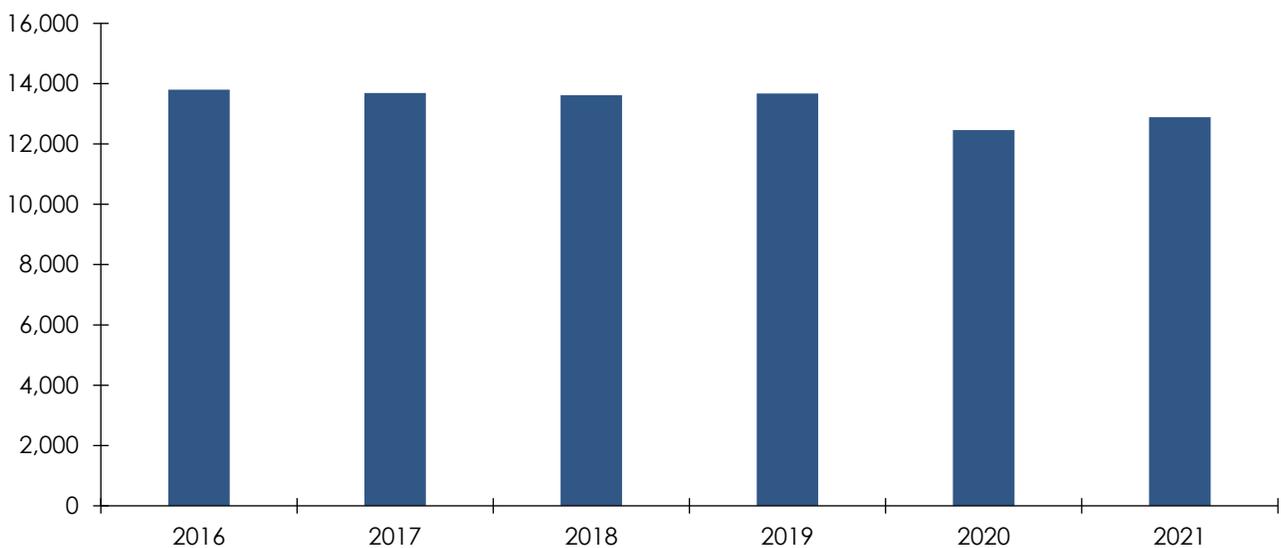


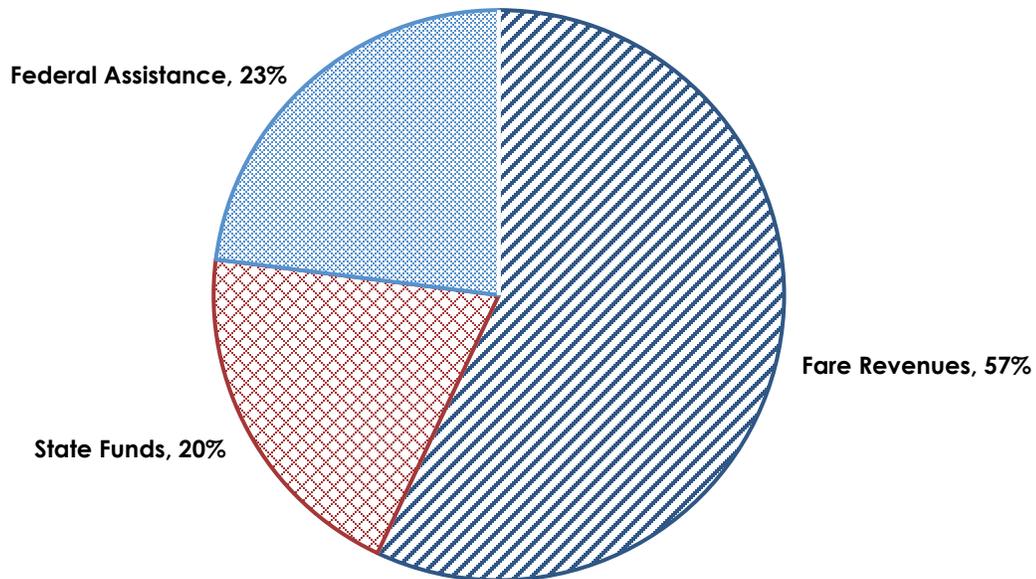
Figure 3 Maine State Ferry Service Revenue Hours (2016–2021)



Budget Metrics

The breakdown of operating expense funding sources for 2020 is shown in Figure 4. In 2020, fare revenues accounted for 57 percent of operating expense funding. Remaining funding was comprised of local funds (23 percent) and state funds (20 percent).

Figure 4 Maine State Ferry Service Operating Funding Sources (2020)



Asset Management

Transit asset management of Maine State Ferry Service is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2022, the Maine State Ferry Service fleet consisted of:

- » 7 ferryboats

Northern New England Passenger Rail Authority

The Northern New England Passenger Rail Authority (NNEPRA) is the business manager for Amtrak Downeaster rail service.

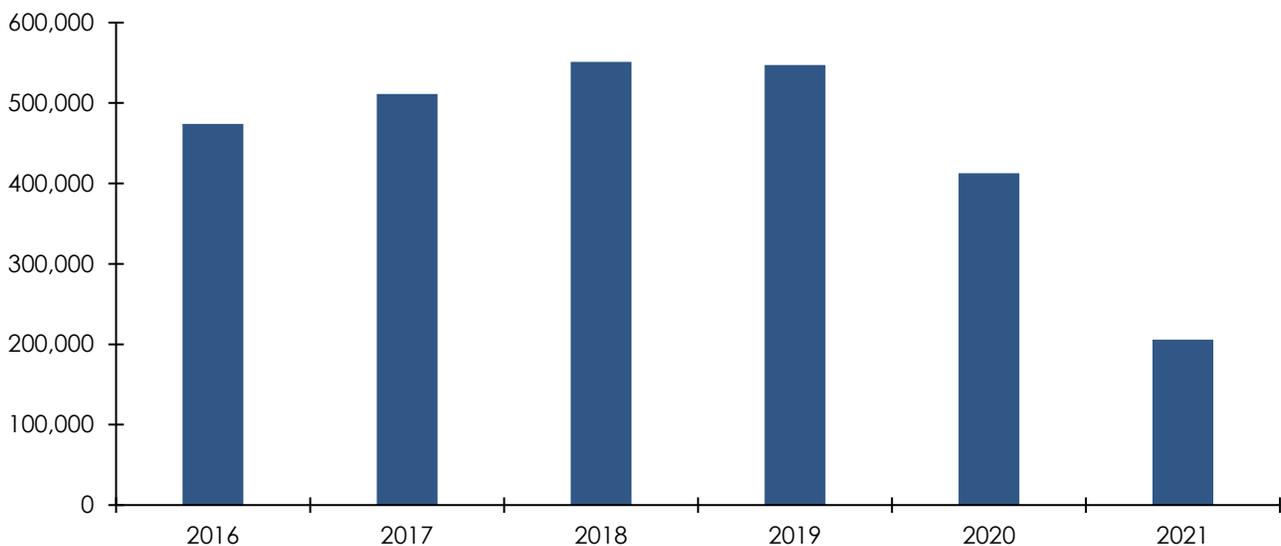
Service Description & Fares

Amtrak Downeaster service consists of five daily runs between Brunswick, ME and Boston, MA. Stops in Maine include Wells, Saco, Portland, Freeport, and Brunswick. Fares vary between \$3.00 and \$36.00 depending on the specific origin and destination for general adult fares.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1 below. Between 2016 and 2018, ridership rose to a high of just over 550,000 trips. Following a slight drop in 2019, ridership dropped to approximately 412,000 in 2020 with the onset of the Covid-19 pandemic. In 2021, ridership dropped to just over 200,000.

Figure 1 NNEPRA Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Annual vehicle revenue miles and revenue hours are shown in Figure 2 and Figure 3. With the exception of 2020, vehicle revenue miles remained relatively steady at above 2 million. Vehicle revenue hours reached a high of approximately 82,000 in 2019, before dropping to under 70,000 through 2021.

Figure 2 NNEPRA Vehicle Revenue Miles (2016–2021)

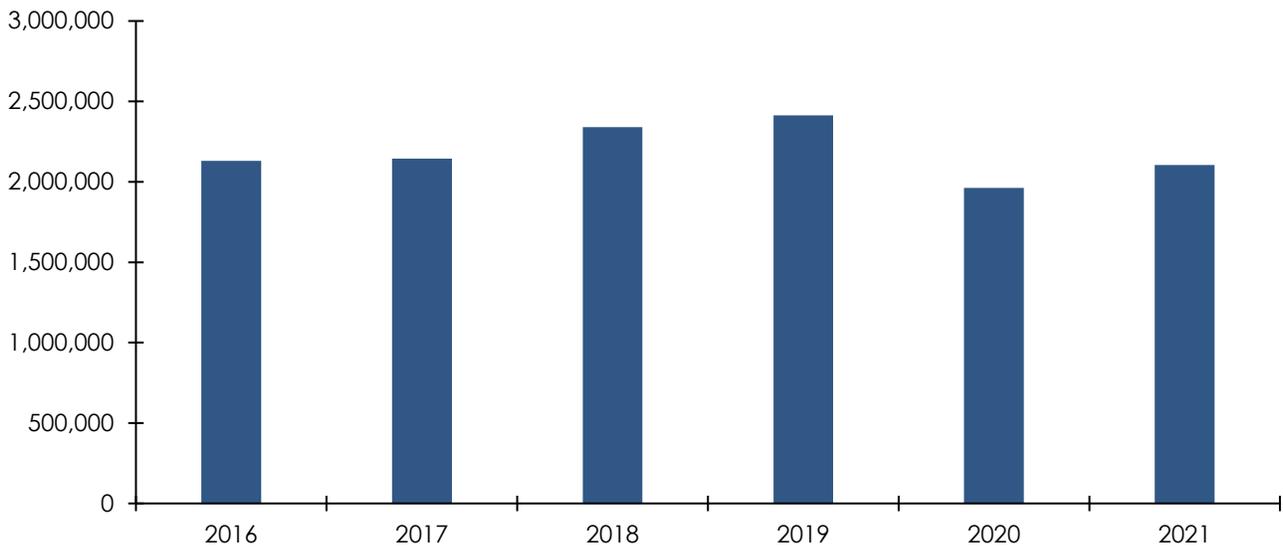
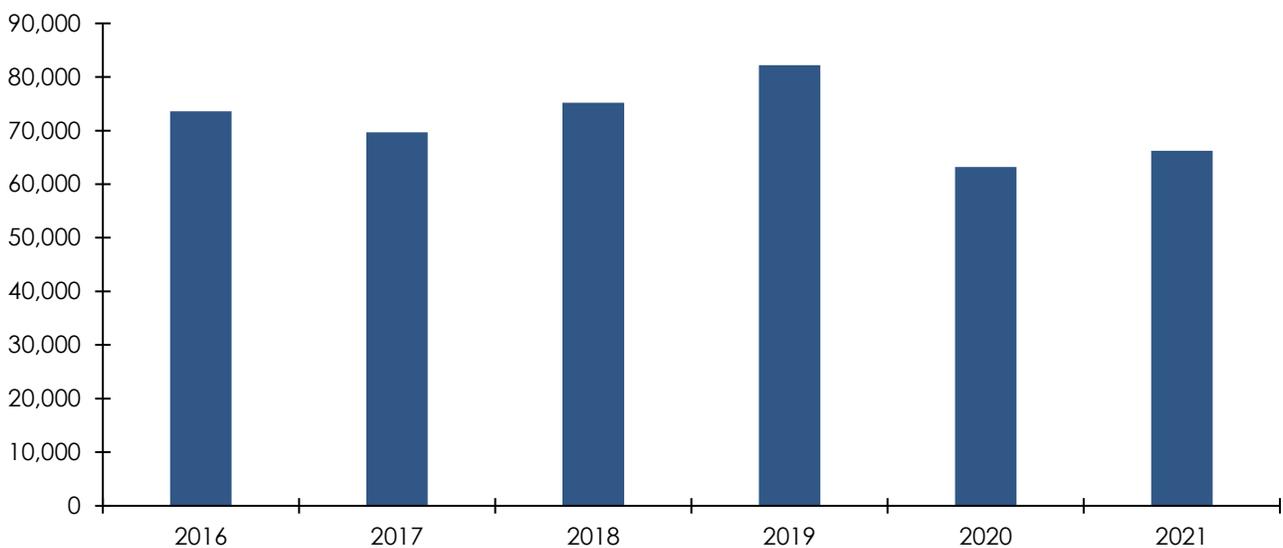


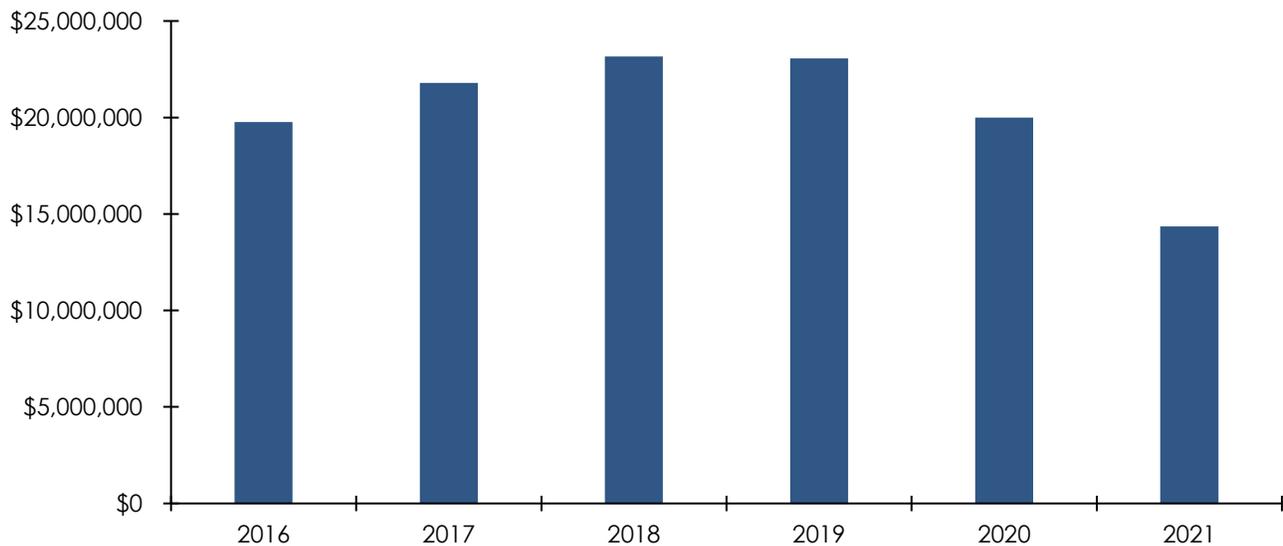
Figure 3 NNEPRA Vehicle Revenue Hours (2016–2021)



Budget Metrics

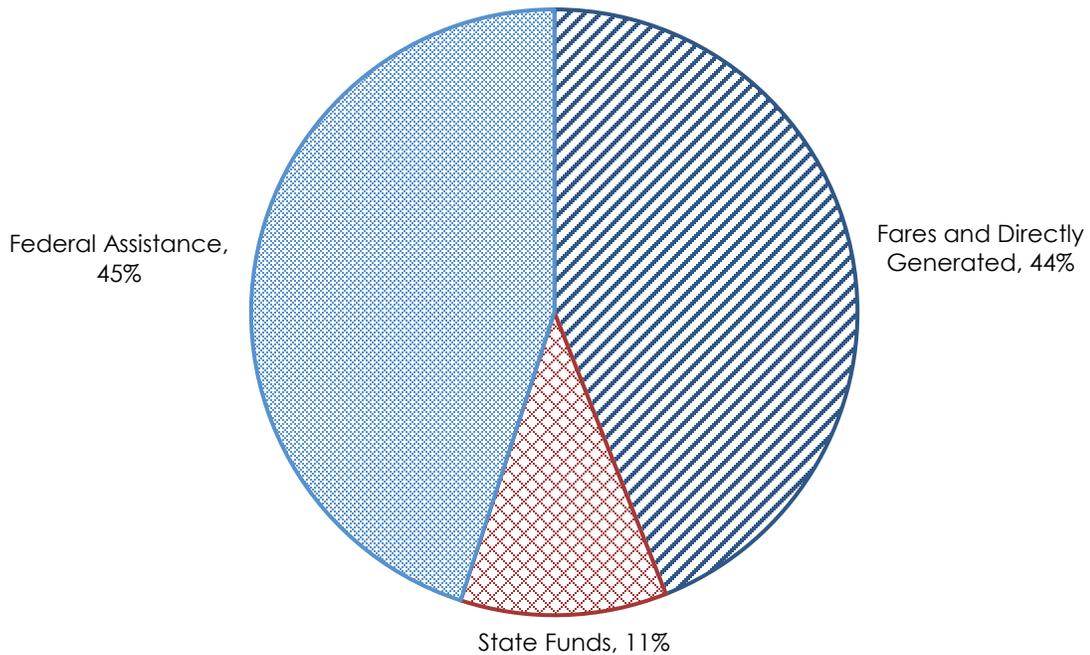
Annual operating expenses for 2016 through 2021 are shown in Figure 4 below. Between 2016 and 2020, operating expenses ranged between just under \$20 million and approximately \$23 million, while hitting a peak in 2018. In 2021, operating expenses dropped to under \$15 million.

Figure 4 NNEPRA Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, farebox revenue and Federal assistance accounted for 44 percent and 45 percent respectively of operating expense funding. The remaining 11 percent of funding was comprised of state funds.

Figure 5 NNEPRA Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Between 2016 and 2020, vehicle revenue mile operating expenses ranged between approximately \$9.20 and \$10.20, with peaks in 2017 and 2020. Vehicle revenue hour operating expenses also fluctuated between approximately \$260 and \$320, with peaks in 2017 and 2020. In 2021, both metrics dropped to under \$7.00 and \$220 respectively.

Figure 6 NNEPRA Operating Expenses per Vehicle Revenue Mile (2016–2021)

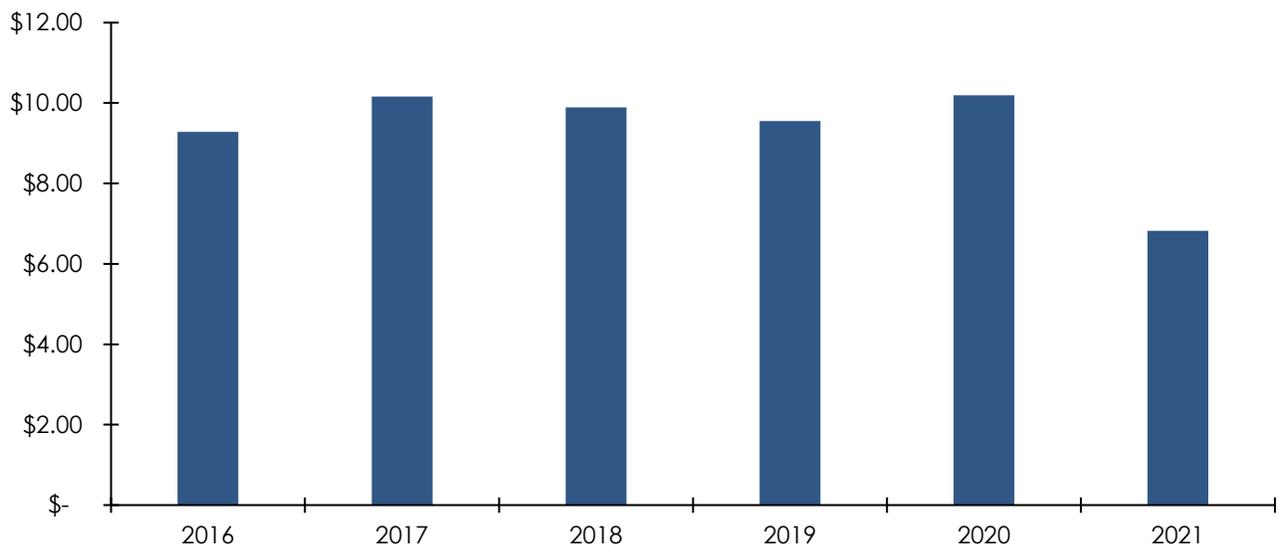
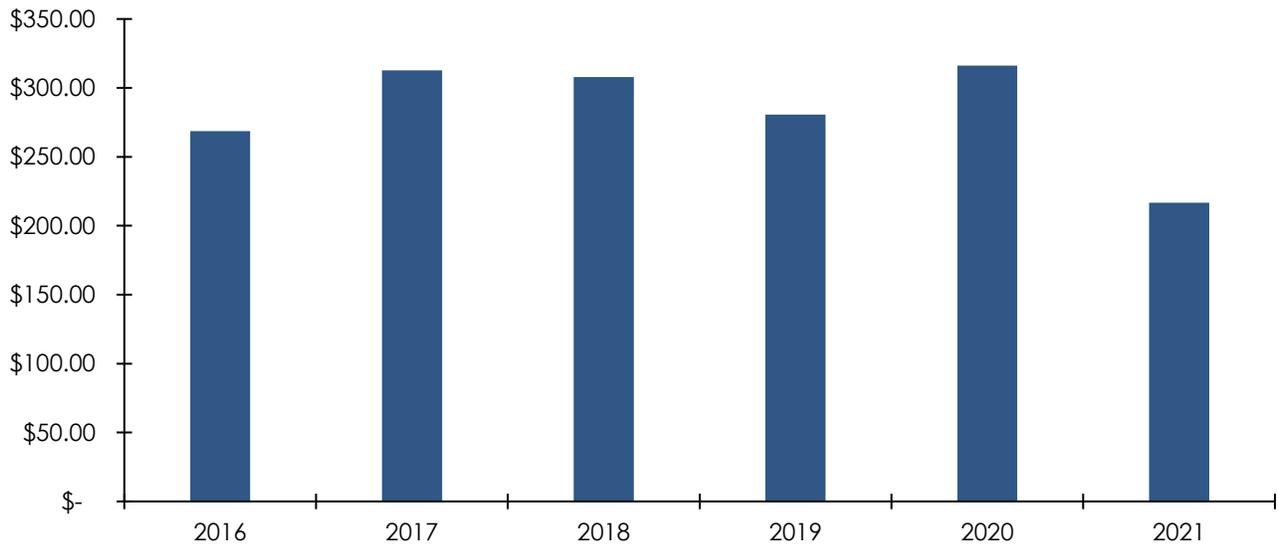
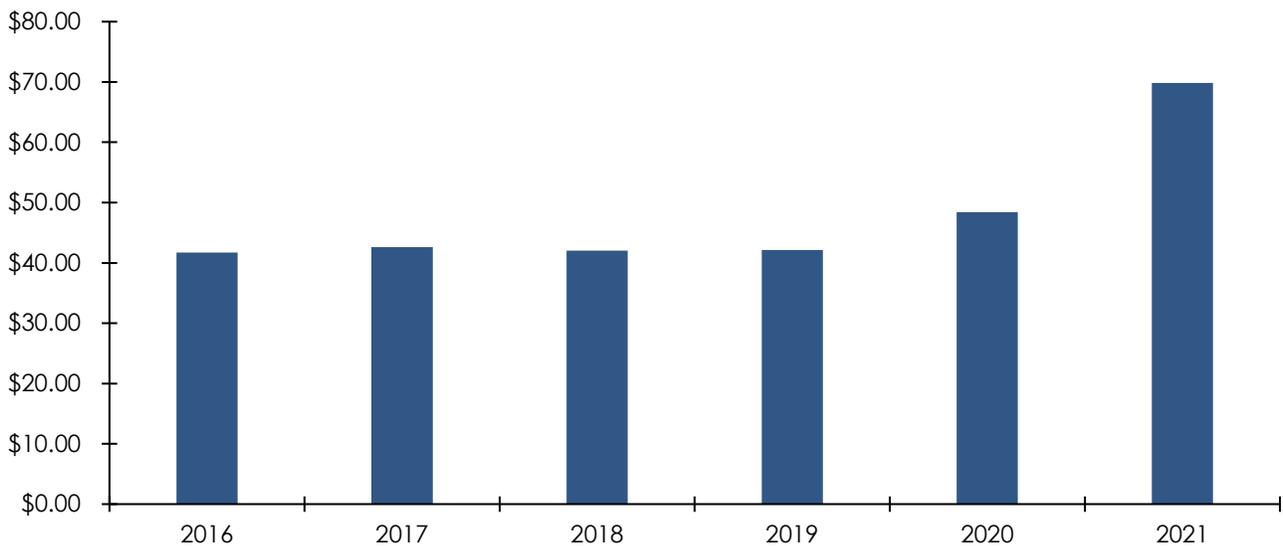


Figure 7 NNEPRA Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Between 2016 and 2019, per passenger operating expenses held at approximately \$42.00. In 2020 and 2021, per passenger operating expenses rose to approximately \$48.00 and \$70.00 respectively.

Figure 8 NNEPRA Operating Expenses per Unlinked Passenger Trips (2016–2021)



Organizational Management Structure

NNEPRA is a State of Maine public transportation authority created to develop and provide passenger rail service between Maine and Boston. The NNEPRA Board of Directors, appointed by the Governor of Maine, is supported by the collective efforts of the staff to develop operating strategies, marketing programs, community relations, food service, and service planning activities for the Amtrak Downeaster.

Management of NNEPRA is comprised of:

- » Executive Director
- » Deputy Director
- » Grant Program and Compliance Specialist
- » Finance Manager
- » Marketing Director
- » Manager of Passenger Services
- » Manager of Special Projects
- » Office Administrator

Asset Management

Transit asset management of NNEPRA is conducted through the NNEPRA Transit Asset Management Plan. In 2023, the Amtrak Downeaster fleet consisted of:

- » 21 railcars owned and maintained by Amtrak.

The Amtrak Downeaster fleet utilized for maximum service consisted of:

- » 21 railcars owned and maintained by Amtrak.

Penquis Community Action Program

Penquis Community Action Program (Penquis CAP) is a Regional Transportation Program serving Penobscot, Piscataquis, Kennebec, and Somerset counties.

Service Description and Fares

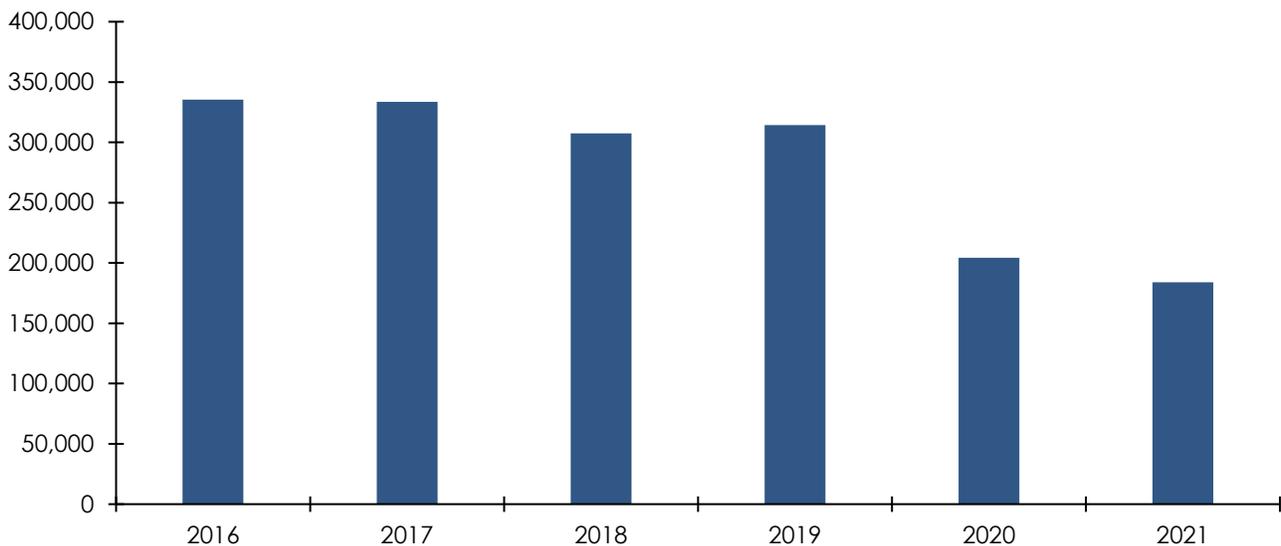
Penquis CAP coordinates multiple transportation services and programs for its service areas, including:

- » **MaineCare Covered Transportation:** Coordination of MaineCare rides for Penobscot, Piscataquis, Kennebec, and Somerset counties, including through volunteer drivers, taxi services, and the Bangor Community Connector.
- » **Demand-Response Service:** Available to every town in Penobscot and Piscataquis Counties at least one day per week, with two-day advance notice required. Fares vary based on specific origins and destinations and range from \$0.50 to \$7.00 per trip.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. From 2016 through 2019, ridership remained above 300,000. With the onset of COVID-19 in 2020, ridership dropped to just over 200,000 and to just over 180,000 in 2021.

Figure 1 Penquis CAP Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Between 2016 and 2019, revenue miles ranged between 5.8 million and 7 million, before dropping to under 3.5 million in 2020 and 2021. Revenue hours peaked at 266,000 in 2018 before dropping to just over 70,000 in 2021.

Figure 2 Penquis CAP Vehicle Revenue Miles (2016–2021)

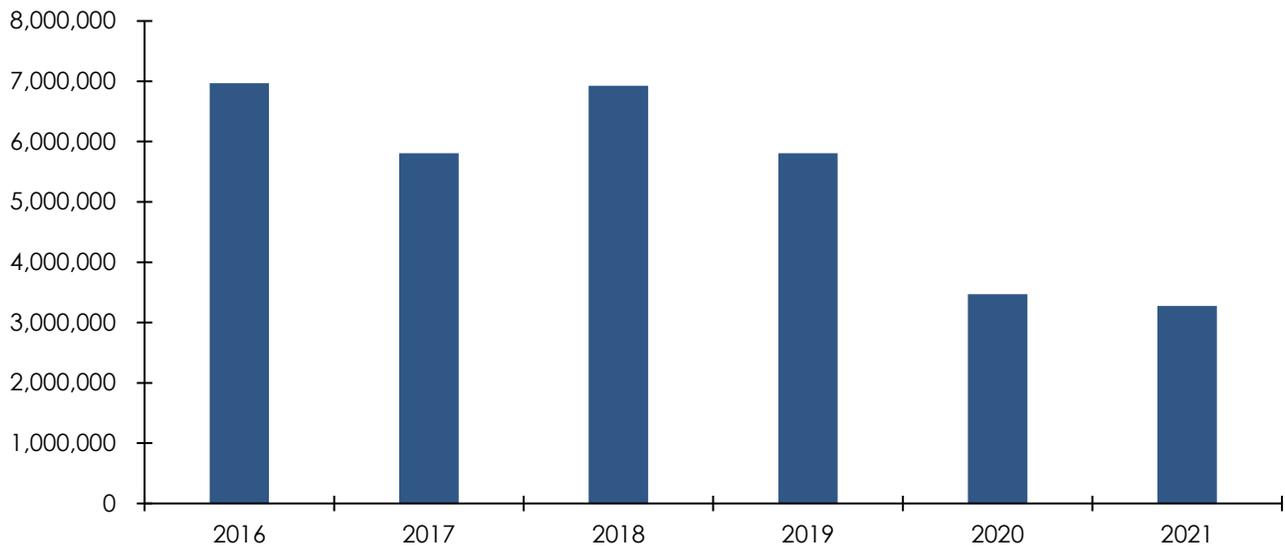
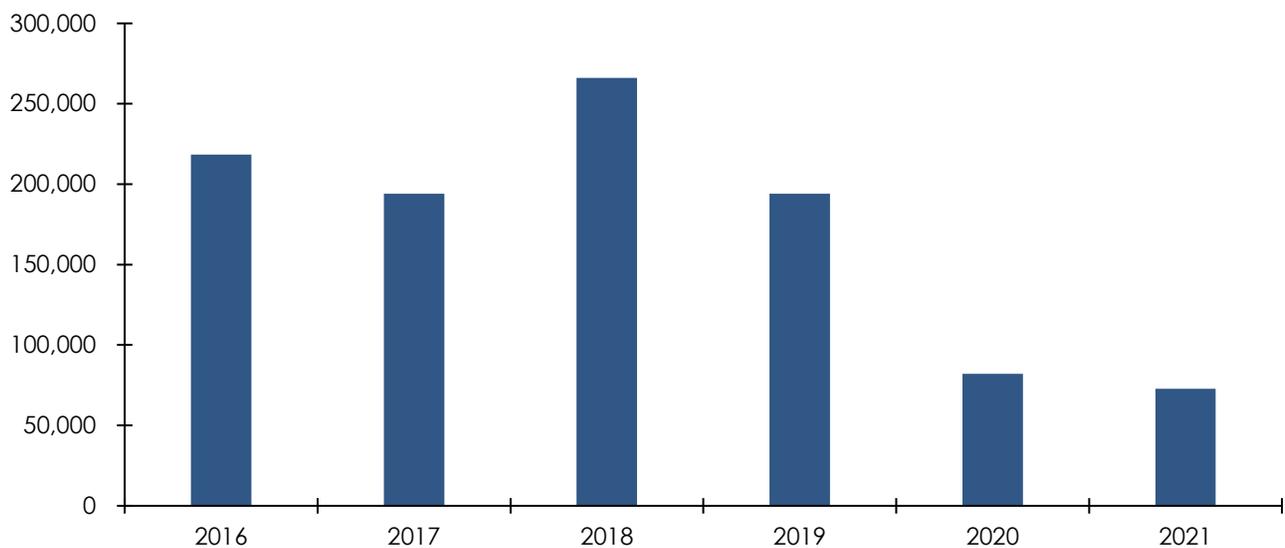


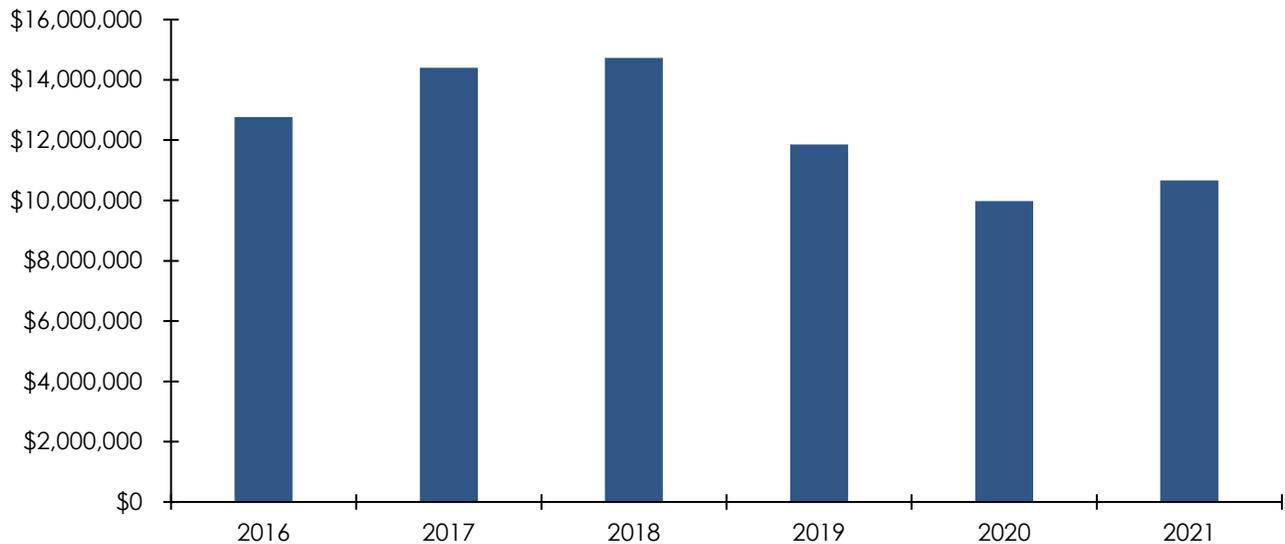
Figure 3 Penquis CAP Vehicle Revenue Hours (2016–2021)



Budget Metrics

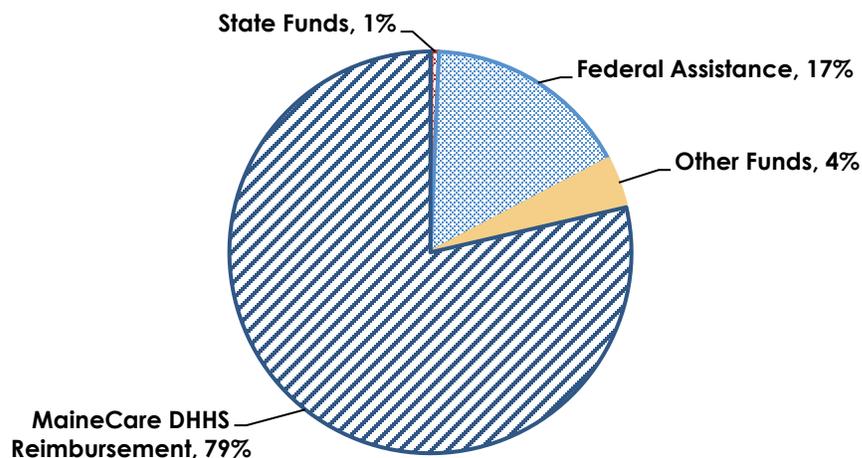
Annual operating expenses for 2016 through 2021 are shown in Figure 4 below. From 2016 through 2018, operating expenses rose from \$12.8 million to \$14.7 million. These figures dropped to a low of approximately \$10 million in 2020 before increasing in 2021.

Figure 4 Penquis CAP Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, the majority of funding (78 percent) stemmed from the reimbursement of MaineCare trips. Remaining funding was mostly comprised of federal assistance, which accounted for 17 percent of total funding.

Figure 5 Penquis CAP Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses held at approximately \$2.00 between 2016 and 2019, before increasing to \$3.25 through 2021. Vehicle revenue hour operating expenses remained at \$55.00 between 2016 and 2018, before rising to approximately \$61.00 in 2019. Through 2021, vehicle revenue hour operating expenses rose to nearly \$150.

Figure 6 Penquis CAP Operating Expenses per Vehicle Revenue Mile (2016–2021)

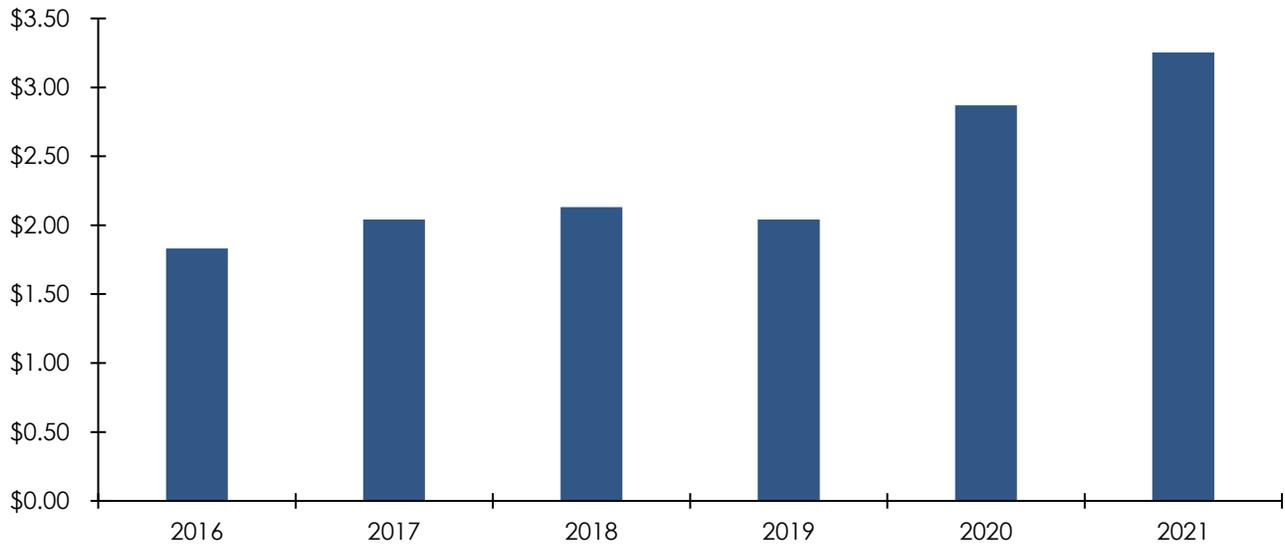
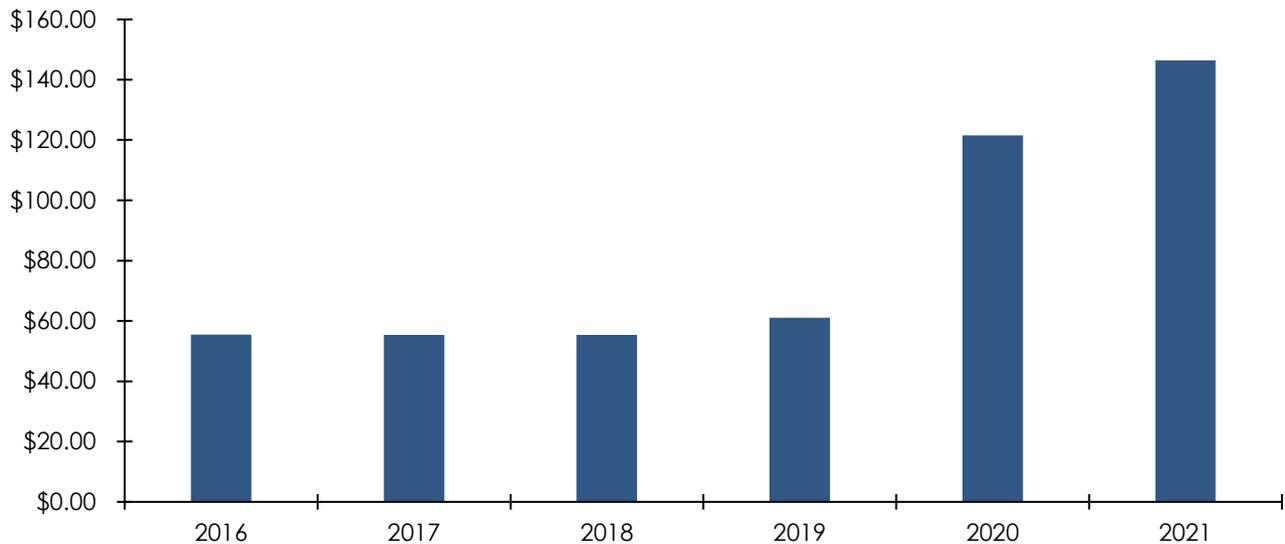
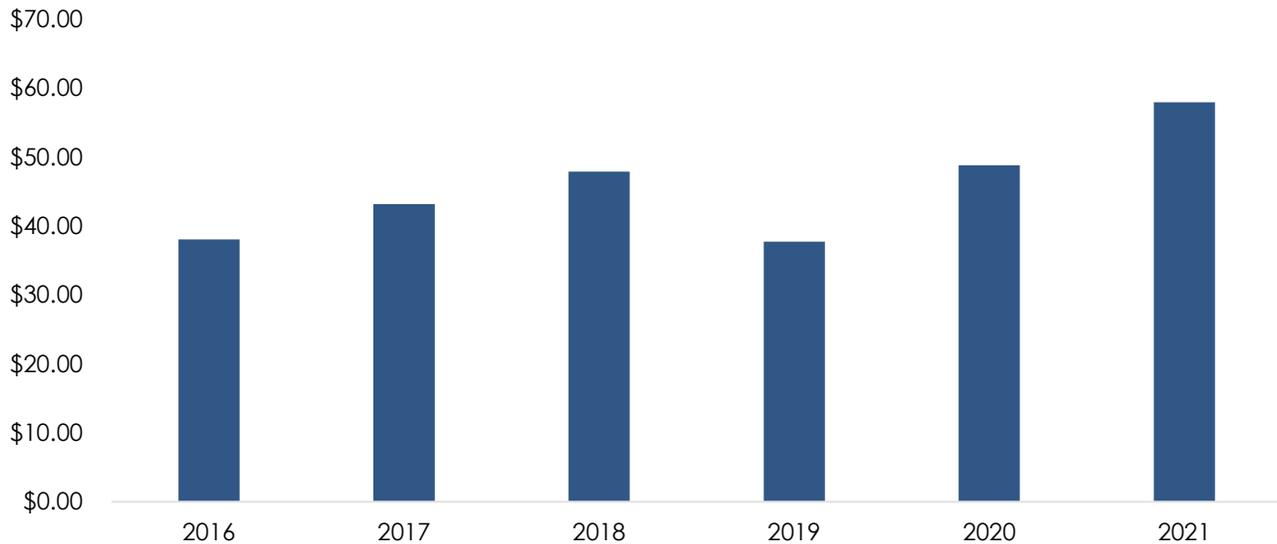


Figure 7 Penquis CAP Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Between 2016 and 2020, per passenger operating expenses fluctuated between approximately \$38.00 and \$48.00. In 2021, per passenger operating expenses rose to nearly \$58.00.

Figure 8 Penquis CAP Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of Penquis CAP is comprised of:

- » Director
- » Deputy Director
- » Operations Manager
- » Division Manager
- » Dispatch Team
- » Hybrid Local and Remote Call Center
- » Reimbursement Specialists

Asset Management

Transit asset management of Penquis CAP is conducted through the Penquis CAP Lynx Mobility Services Comprehensive Asset Management Plan. In 2020, the Penquis CAP fleet consisted of:

- » 23 revenue vehicles

Technology Capabilities

Penquis CAP utilizes the following software in their operations:

- » **Scheduling Software:** HBSS QRyde
- » **Asset Management Software:** Abila MIP—central accounting, HBSS—dispatch and management, Azuga—GPS monitoring
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** HBSS QRyde

Penquis CAP noted the use of Microsoft Teams across all staff. Additionally, drivers have 'push to talk' phones and tablets for communication with dispatch.

Regional Transportation Program

The Regional Transportation Program (RTP) is one of eight Regional Transportation Programs providing transportation services in Maine. RTP serves Portland and Cumberland County.

Service Description and Fares

RTP consists of the following transportation services:

- » **Lakes Region Explorer:** Weekday and Saturday scheduled services along Route 302 into and out of Portland. In Downtown Portland, Congress Street is a major transfer point, providing connections to Greater Portland Metro routes, South Portland City Bus Service, and BSOOB Transit. In September 2023 RTP also started providing feeder service from Saint Joseph's college to the Windham Mall area to connect with the Lakes Region Explorer service.
- » **General Demand-Response Services:** Operated throughout Cumberland County.

In addition to these services, RTP operates the complementary paratransit program of Greater Portland Metro bus service and South Portland Bus Service.

Select fare information is shown in Table 1 below.

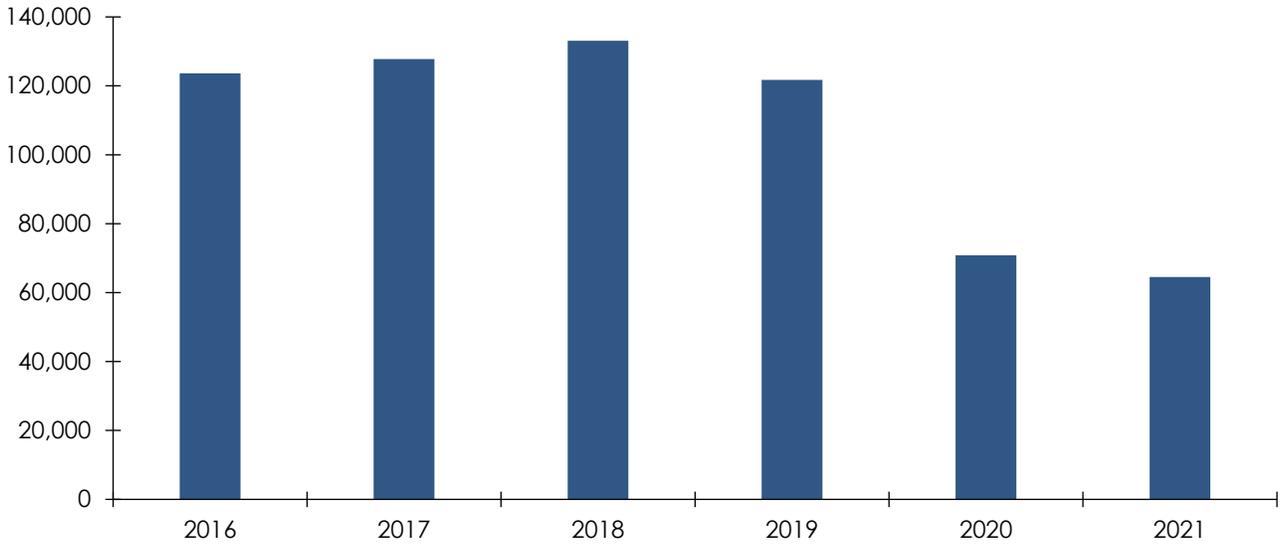
Table 1 **Fare Information**

Lakes Region Explorer	
General Public	\$3.00
Student	\$2.00
Senior Citizens	\$2.00
People w/ Disabilities	\$2.00
10-Ride Pass	\$25.00
Monthly Pass	\$50.00
Demand-Response Service	
One-Way Within Town/to Neighboring Town	\$2.50
One-Way to Non-Neighboring Town	\$5.00

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Through 2018, ridership rose to a high of approximately 133,000, before dropping in 2019. With the onset of COVID-19 in 2020, ridership dropped through 2021 to approximately 65,000.

Figure 1 RTP Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Both metrics followed similar patterns of increases from 2016 through 2018, followed by a drop through 2020, and a subsequent rebound in 2021. Both metrics peaked in 2021, at approximately 613,000 revenue hours, and 44,000 revenue miles.

Figure 2 RTP Vehicle Revenue Miles (2016–2021)

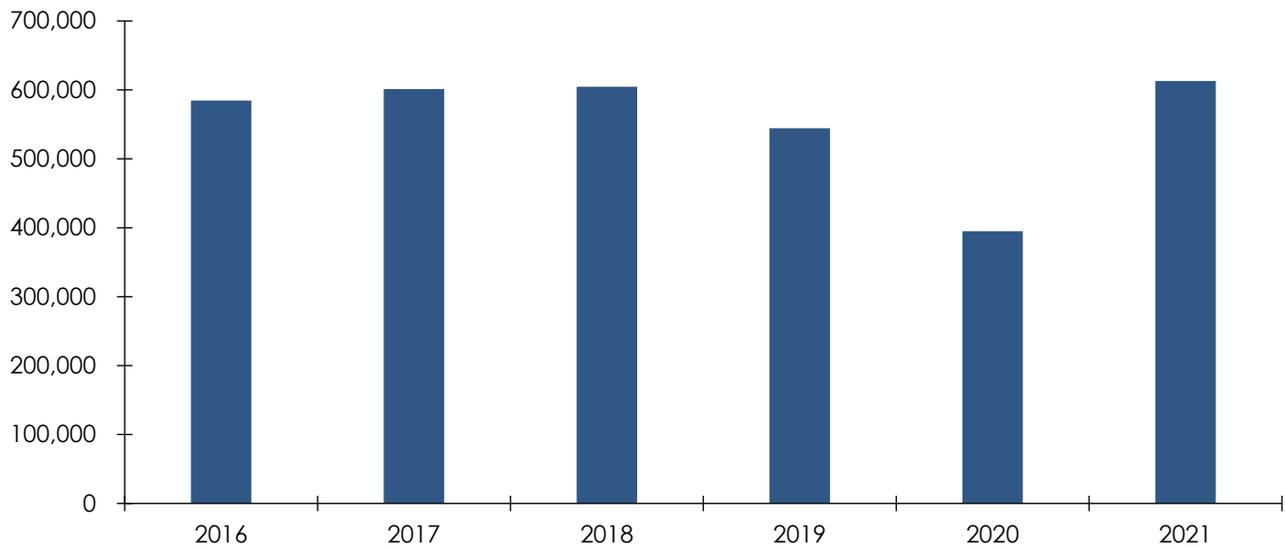
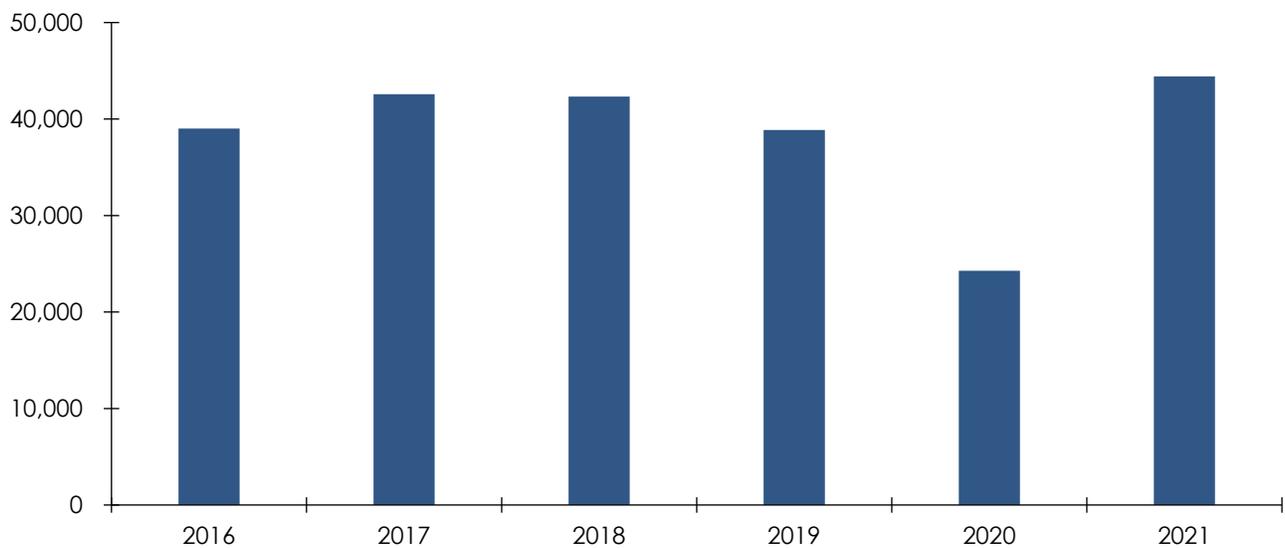


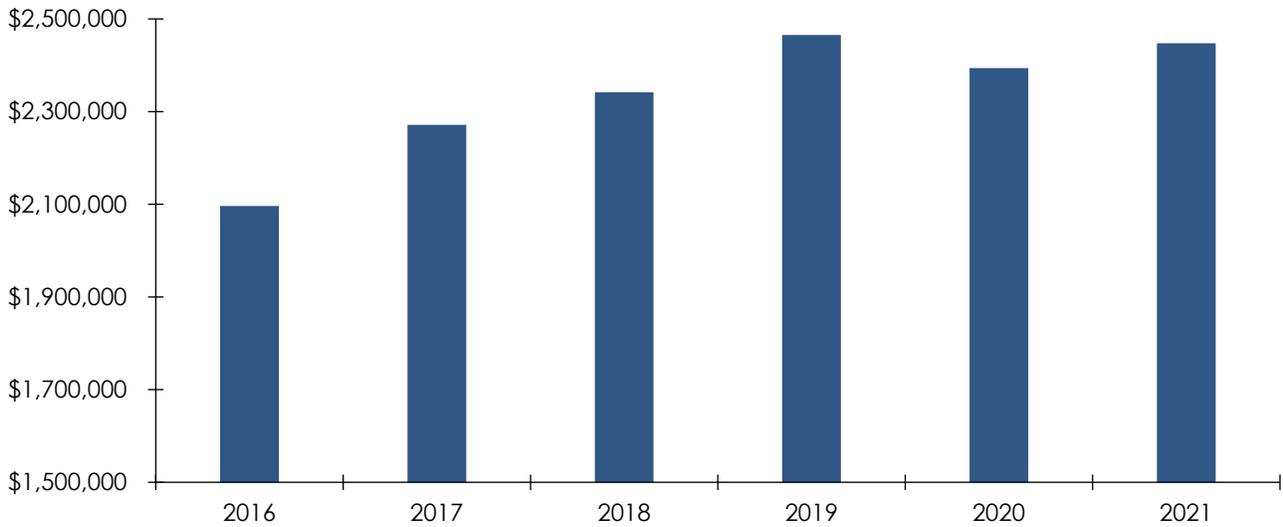
Figure 3 RTP Vehicle Revenue Hours (2016–2021)



Budget Metrics

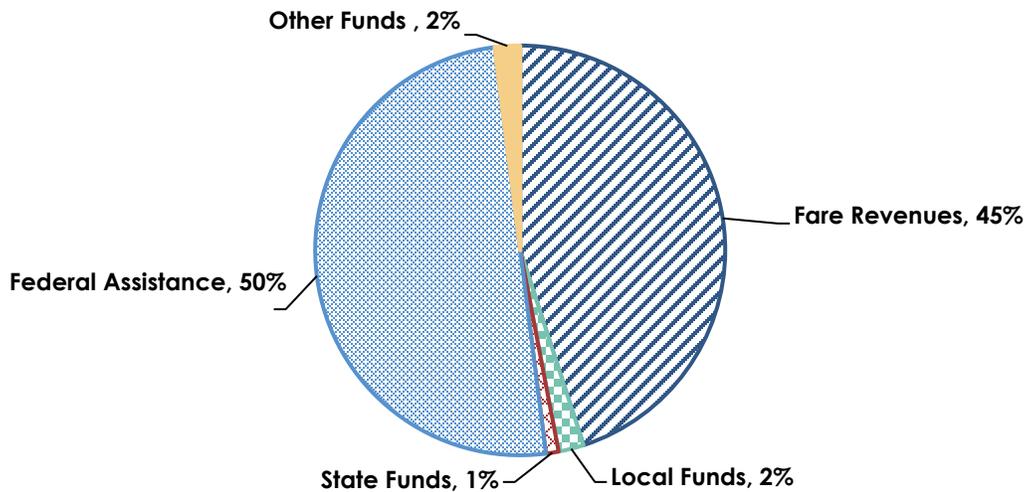
Annual operating expenses for 2016 through 2021 are shown in Figure 4. From 2016 through 2019, operating expenses rose. Following a drop in 2020, operating expenses rose to nearly \$2.5 million in 2021.

Figure 4 RTP Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 50 percent of operating expense funding. Remaining funding was largely comprised of farebox revenue, which accounted for 45 percent of total funding.

Figure 5 RTP Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses increased between 2016 and 2020 to nearly \$6.00, before dropping to \$4.00 in 2021. Vehicle revenue hour operating expenses increased in 2020, before dropping to approximately \$55.00 in 2021.

Figure 6 RTP Operating Expenses per Vehicle Revenue Mile (2016–2021)

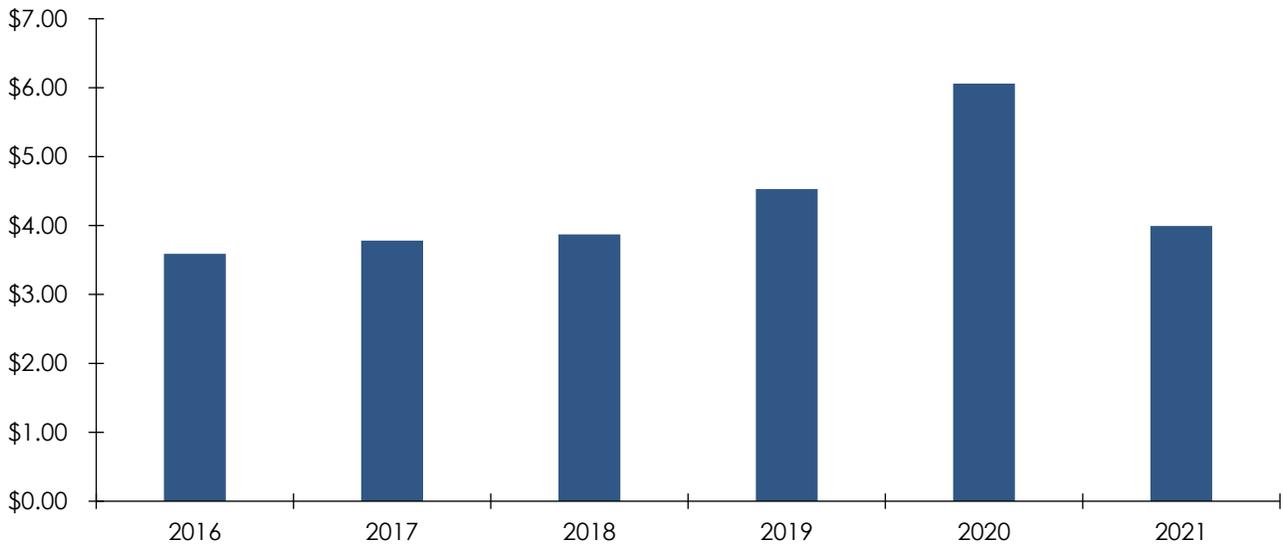
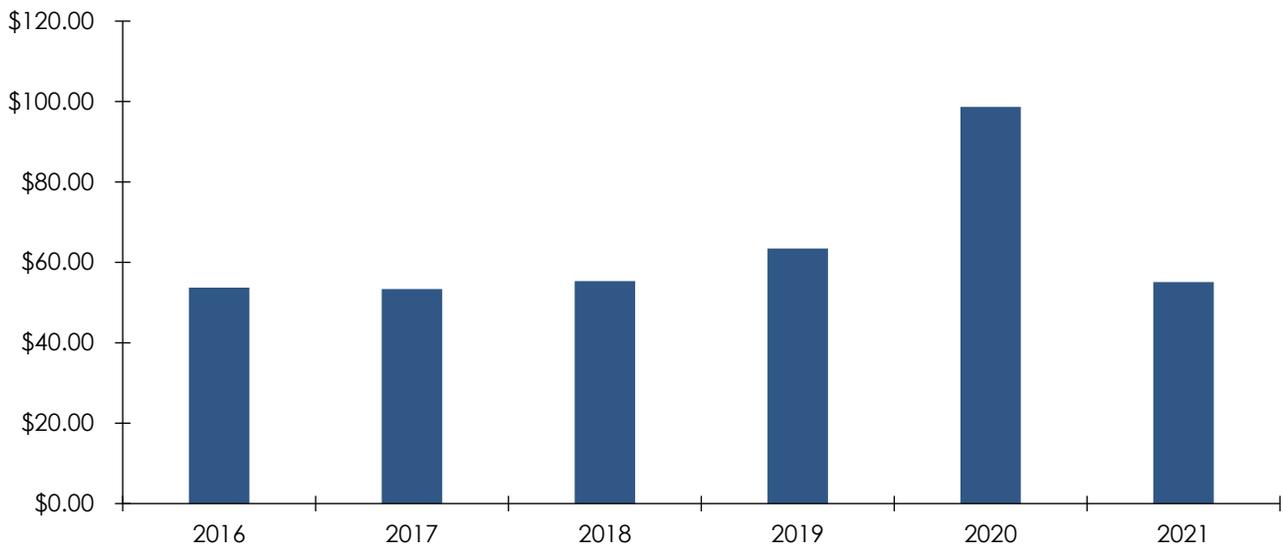
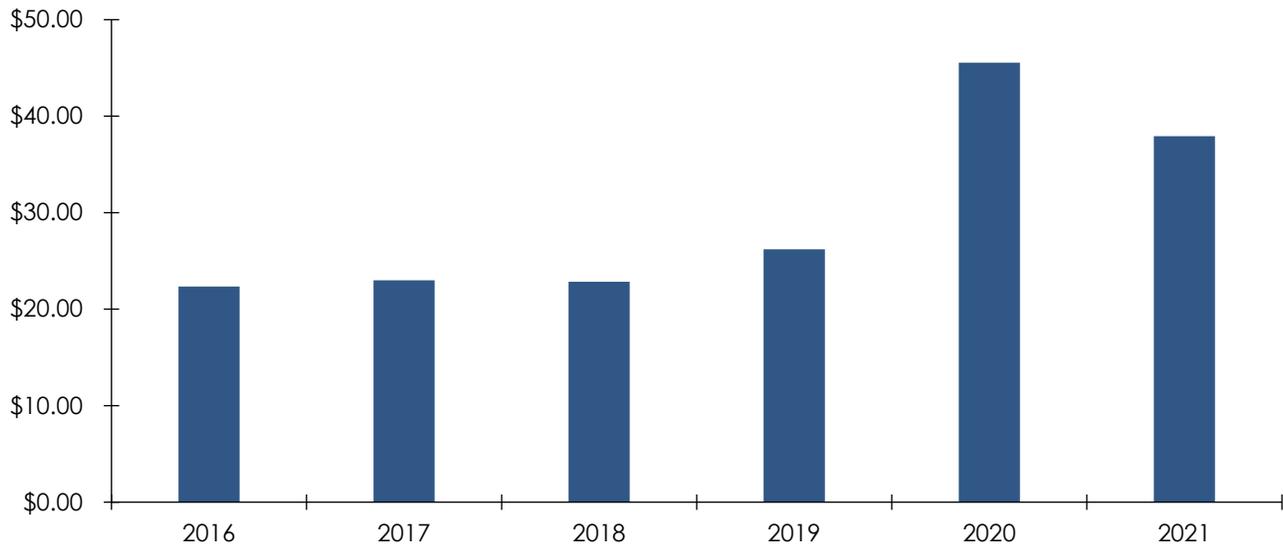


Figure 7 RTP Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Between 2016 and 2019, per passenger operating expenses increased, before rising to over \$45.00 in 2020. In 2021, per passenger operating expenses dropped to approximately \$38.00.

Figure 8 RTP Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of RTP is comprised of:

- » Board of Directors
- » Executive Director
- » Manager of Finance and Administration
- » Manager of Transit Operations
- » Human Resource Manager

Asset Management

Transit asset management of RTP is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2022, the RTP Transit fleet consisted of:

- » 24 revenue vehicles

The RTP fleet utilized for maximum service consisted of:

- » 22 demand response vehicles and 2 Lakes Region vehicles

Technology Capabilities

RTP utilizes the following software in their operations:

- » **Scheduling Software:** Tripmaster
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** Tripmaster
- » **Other Technology:** PTT radios in the vehicles from Firstnet

South Portland City Bus Service

South Portland City Bus Service (SPBS) provides fixed route services in South Portland, with connections to Portland.

Service Description and Fares

SPBS consists of three fixed routes, and corresponding paratransit service, operating between South Portland and Portland. Services are operated on varying headways of between 45 and 120 minutes. Service is operated from Monday through Sunday, between 6:30 AM and 11:00 PM, with reduced hours of service on Sundays, depending on the specific route.

With all three routes operating into Downtown Portland, Congress Street in Portland is a major transfer point, providing connections to Greater Portland Metro, BSOOB Transit, and RTP routes. Portland additionally provides access to intercity bus and rail transit services.

Fare information is shown in Table 1 below:

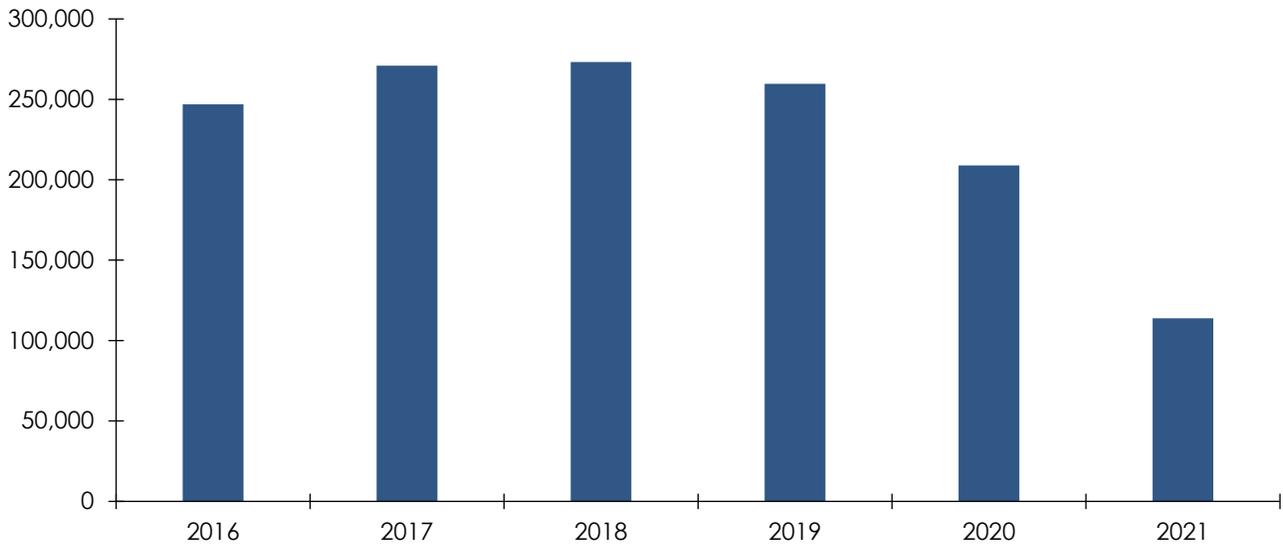
Table 1 **Fare Information**

General	
General Public	\$2.00
Half Fare	\$1.00
Youth Fare	\$1.00

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Through 2018, ridership rose to a high of approximately 273,000, before dropping in 2019. With the onset of COVID-19 in 2020, ridership dropped through 2021 to approximately 113,000.

Figure 1 SPBS Transit Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Both metrics followed similar patterns of increases from 2016 through 2019, followed by a drop in 2020, and a subsequent rebound in 2021. In 2019, both metrics peaked, at approximately 226,000 revenue hours and 16,000 revenue miles.

Figure 2 SPBS Transit Vehicle Revenue Miles (2016–2021)

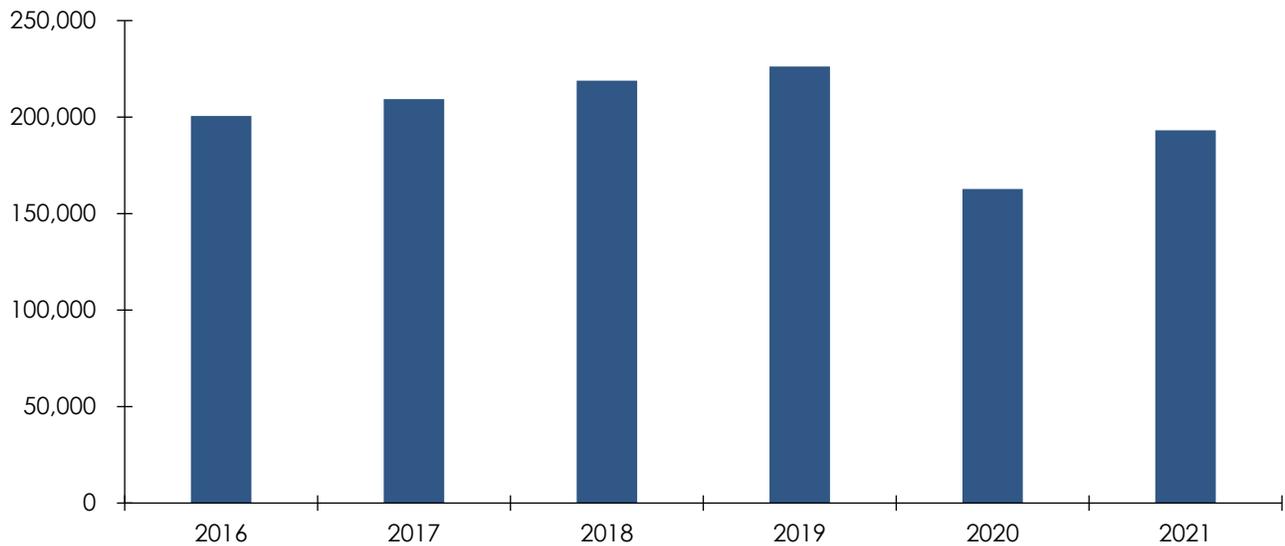
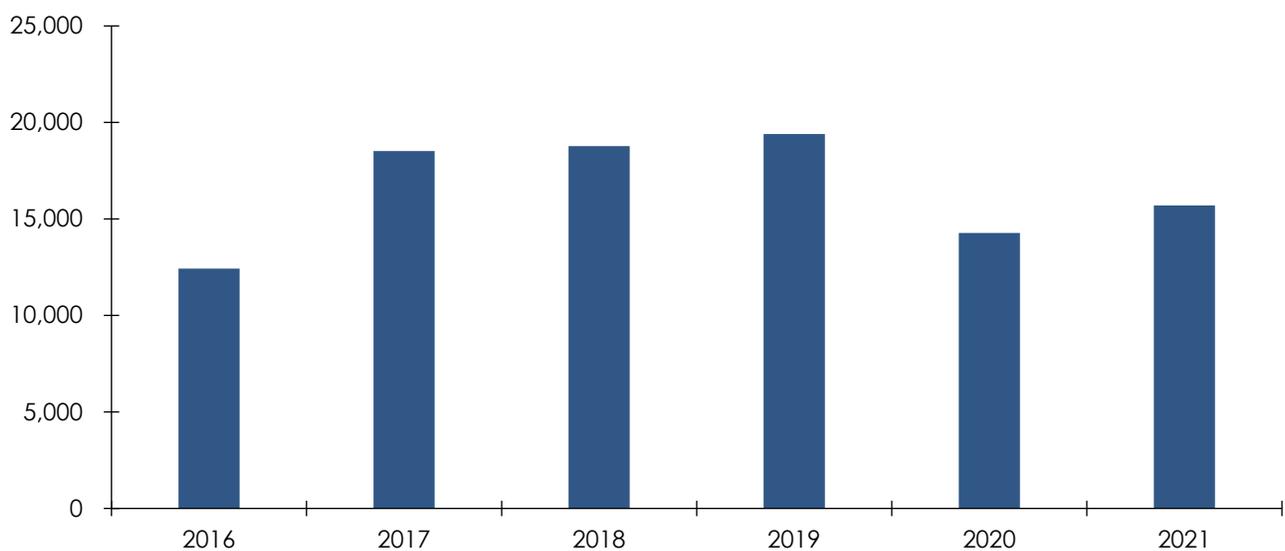


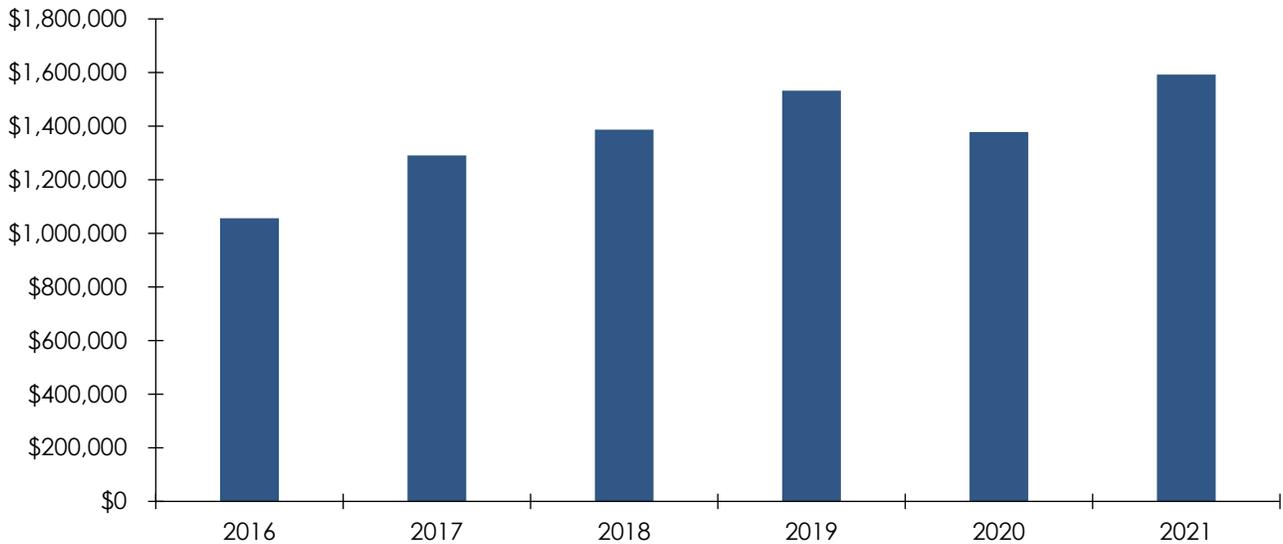
Figure 3 SPBS Transit Vehicle Revenue Hours (2016–2021)



Budget Metrics

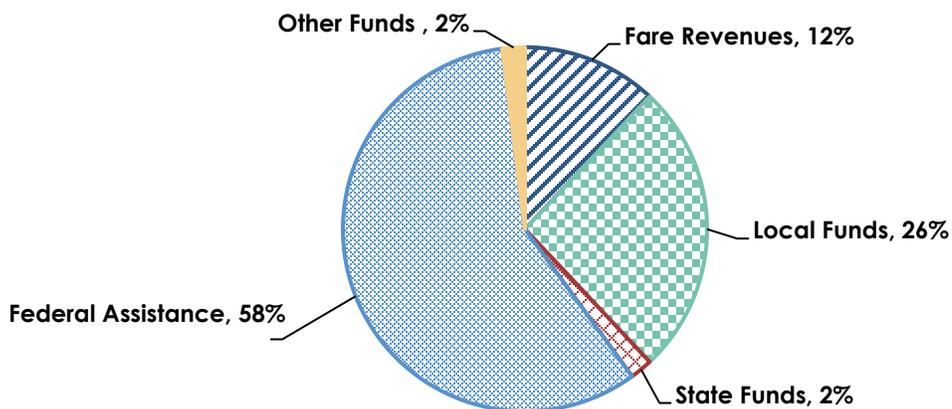
Annual operating expenses for 2016 through 2021 are shown in Figure 4 below. From 2016 through 2019, operating expenses increased. Despite a drop in 2020, operating expenses reached a high of approximately \$1.6 million in 2021.

Figure 4 SPBS Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 58 percent of operating expense funding. Farebox revenue accounted for 12 percent of funding. Remaining funding was largely comprised of local funds, which accounted for 26 percent of total funding.

Figure 5 SPBS Transit Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses increased between 2016 and 2020 to nearly \$8.50, before dropping in 2021. Vehicle revenue hour operating expenses dropped in 2017, before rising to a high of over \$100 in 2021.

Figure 6 SPBS Operating Expenses per Vehicle Revenue Mile (2016–2021)

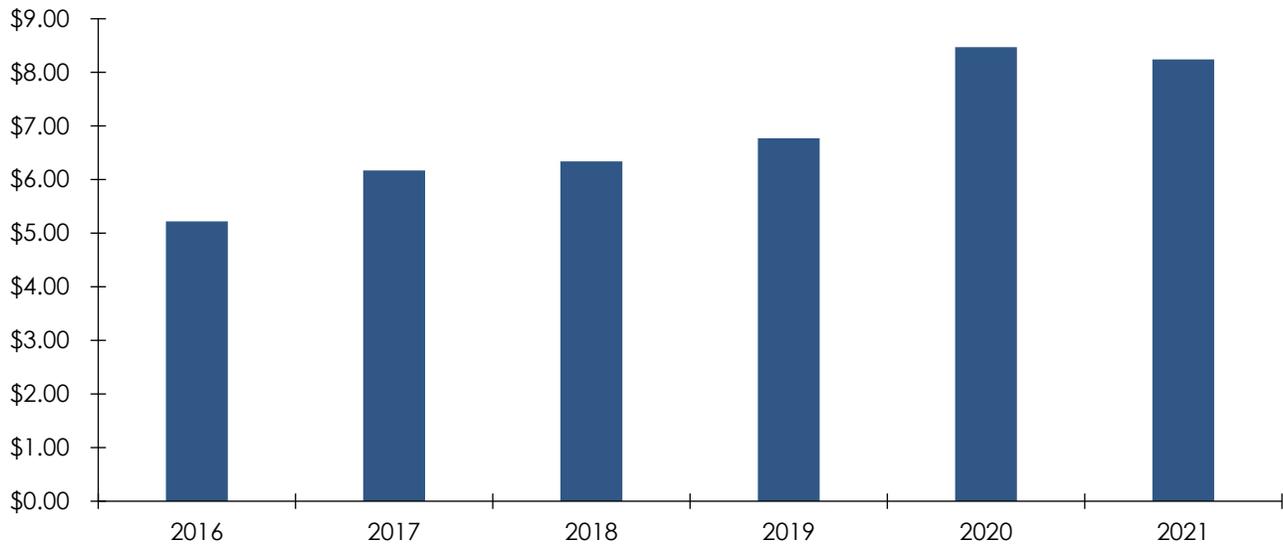
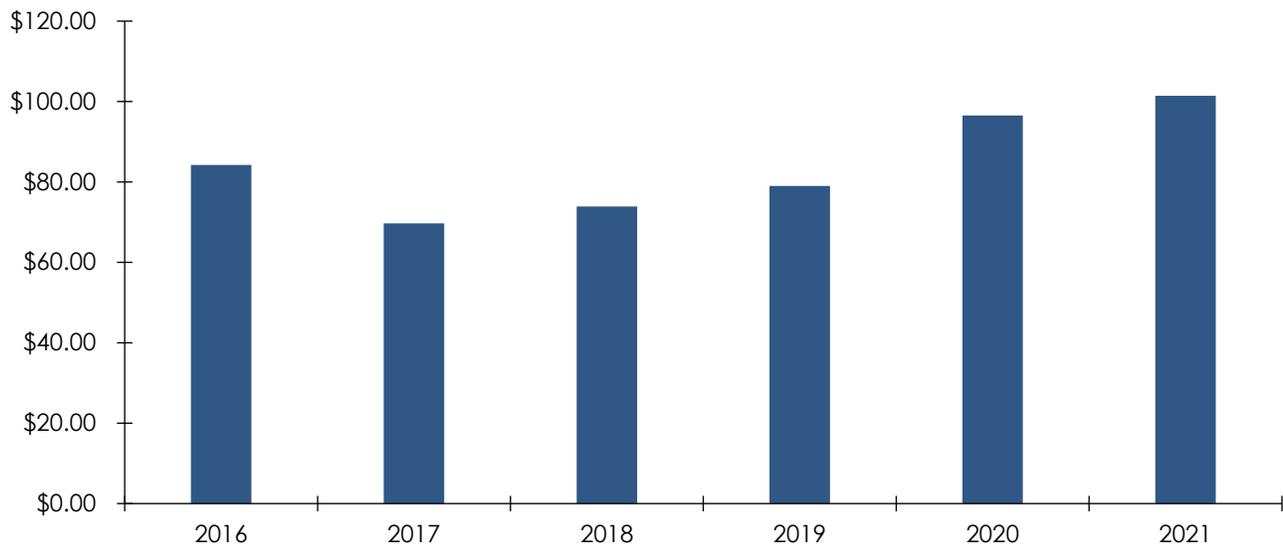
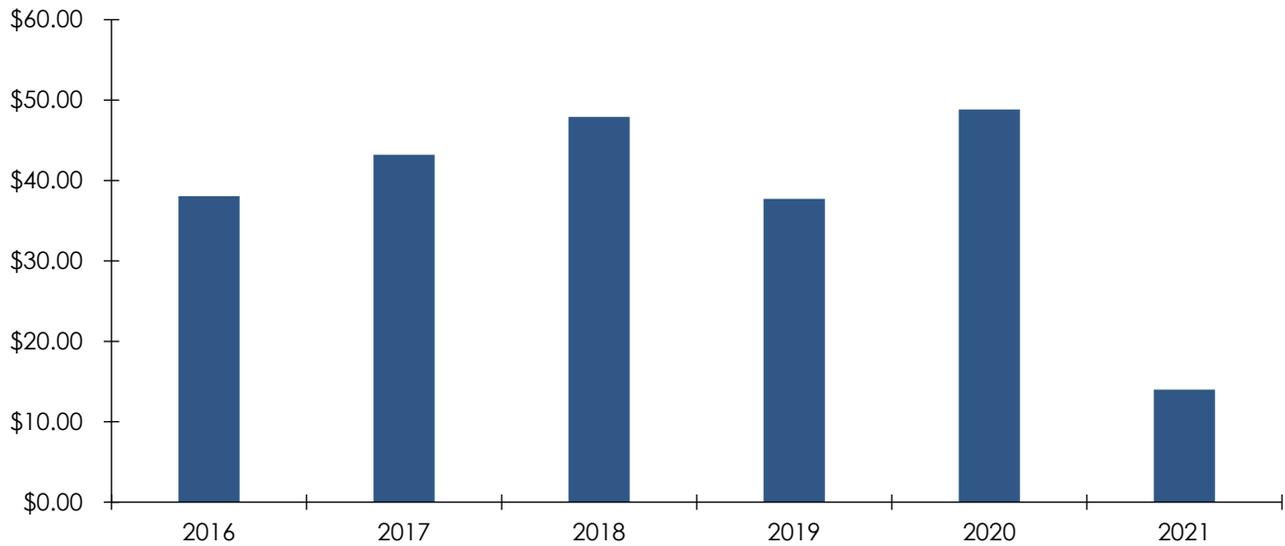


Figure 7 SPBS Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Between 2016 and 2020, per passenger operating expenses fluctuated between \$35.00 and \$50.00. In 2021, per passenger operating expenses dropped to approximately \$14.00.

Figure 8 SPBS Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of SPBS is comprised of:

- » Director
- » Operations Supervisor
- » Planning and Technical Specialist
- » City Council (oversight/funding)

Asset Management

Transit asset management is managed through the SPBS Transit Asset Management Plan. In 2020, the SPBS transit fleet consisted of:

- » 7 revenue vehicles
- » 2 service vehicles

The SPBS transit fleet utilized for maximum service consisted of:

- » 7 buses

Technology Capabilities

SPBS utilizes the following software in their operations:

- » **Scheduling Software:** Sched21
- » **Fare Payment System:** Cubic Umo
- » **Asset Management Software:** RTA
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** Clever Devices
- » **GTFS:** Output by Clever Devices CAD/AVL system
- » **Electric Buses:** Planned for 2025
- » **Other Technology:** Transit signal priority, digital display at Mill Creek Hub, onboard cellular modems

Town of Cranberry Isles Commuter Ferry

The Town of Cranberry Isles Commuter Ferry provides ferry service between Great Cranberry Isles, Little Cranberry Island, and Northeast Harbor.

Service Description and Fares

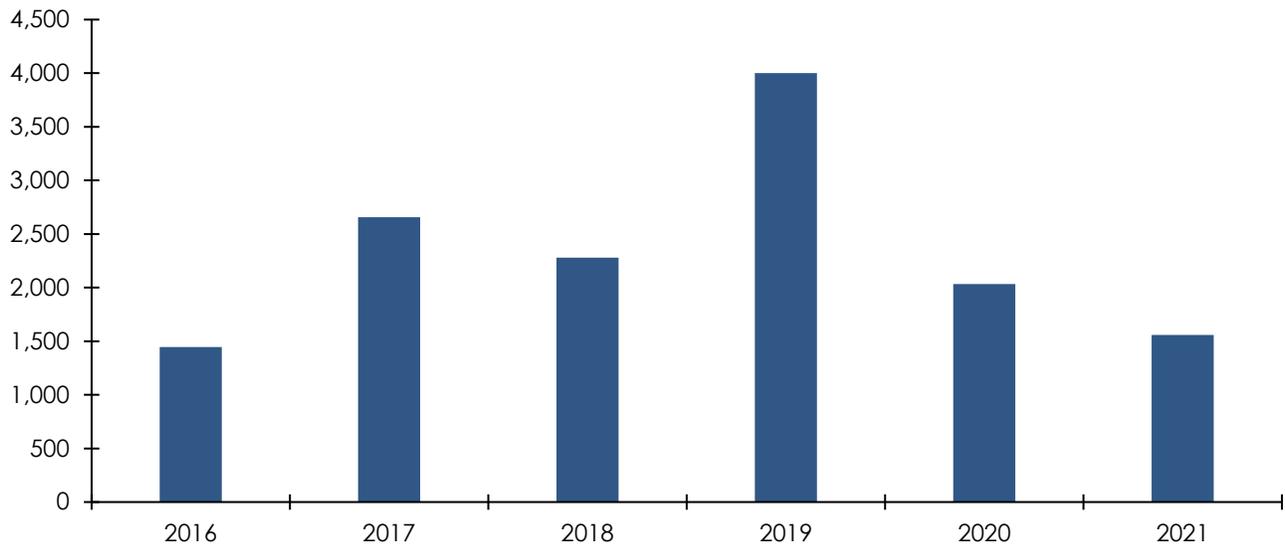
The Town of Cranberry Isles Commuter Ferry is one of three ferry services providing transportation from the unbridged locations of Great Cranberry Island and Islesford (Little Cranberry Island) to Mt. Desert Island, which is connected by bridge to the mainland. Supplementing the Beal & Bunker Mailboat and Cranberry Cove Ferry services, the Town of Cranberry Isles Commuter Ferry operates on weekdays and consists of one directional run during the summer months, and two directional runs during the off-season. One-way fares are \$13.00 per person.

Beal & Bunker is also the current contracted boat service for the summer commuter ferry. This includes subsidized early morning commuter trips that fall outside the regular ferry service. The Beal & Bunker contract is for 3 years, starting in May 2023 and running through September 2025. Downeast Windjammers operates the winter commuter ferry service; the 3-year contract runs through the 2025/2026 season.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Ridership varied within a range of just under 1,500 in 2016 to a high of 4,000 in 2019. Through 2021, annual ridership decreased back to approximately 1,500.

Figure 1 Town of Cranberry Isles Commuter Ferry Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. From 2016 through 2019, revenue miles rose from approximately 1,700 to 3,500, before dropping to approximately 2,200 through 2021. Revenue hours peaked at just under 500 in 2019, before declining to 369 through 2021.

Figure 2 Town of Cranberry Isles Commuter Ferry Revenue Miles (2016–2021)

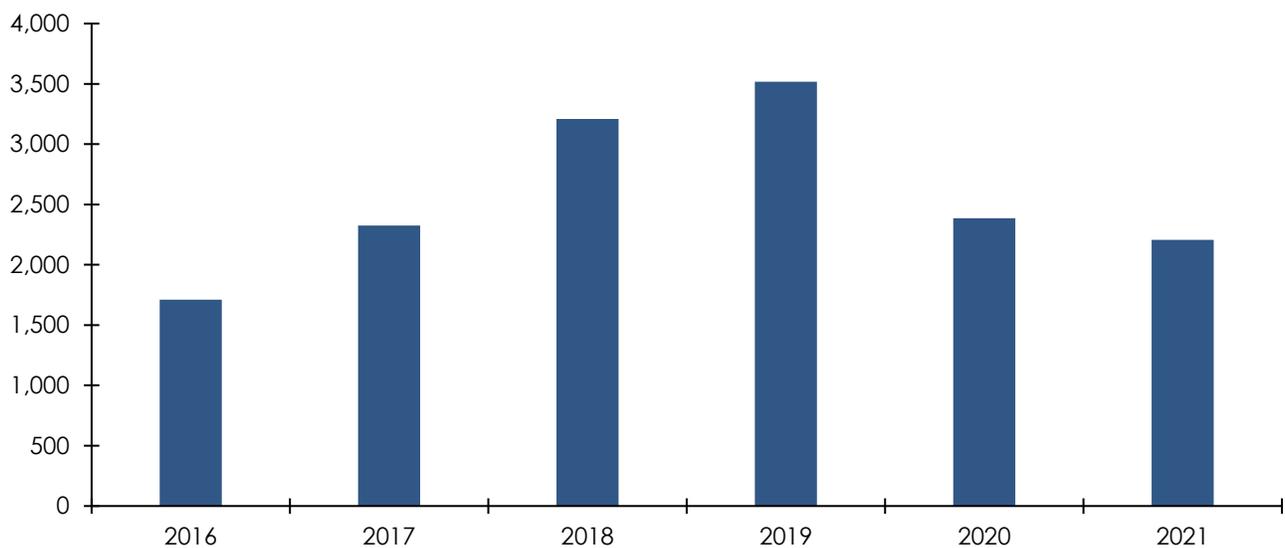
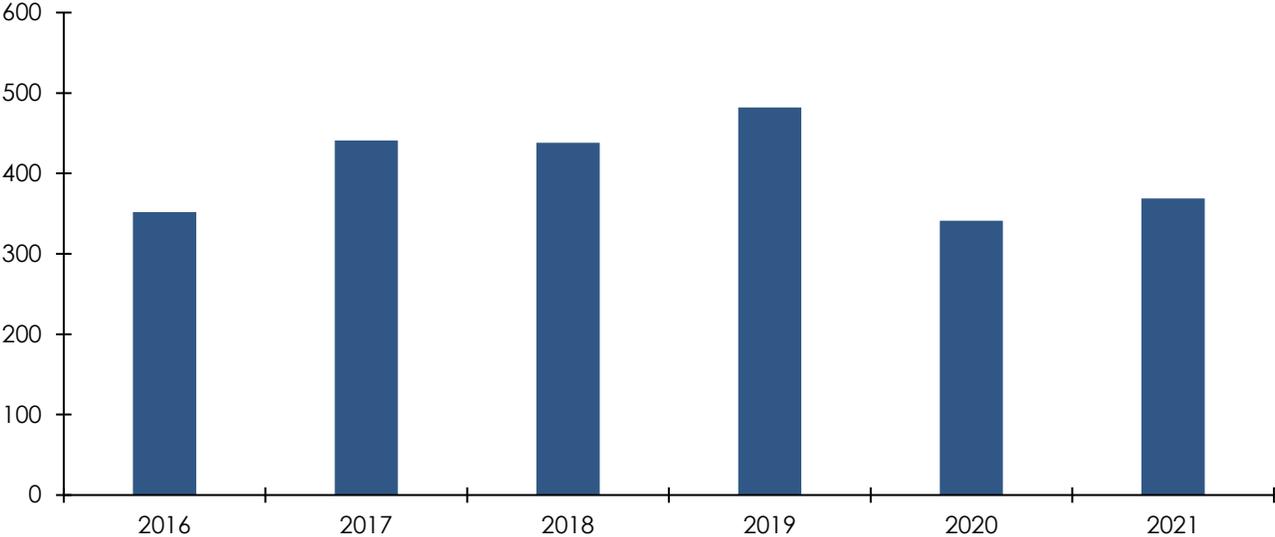


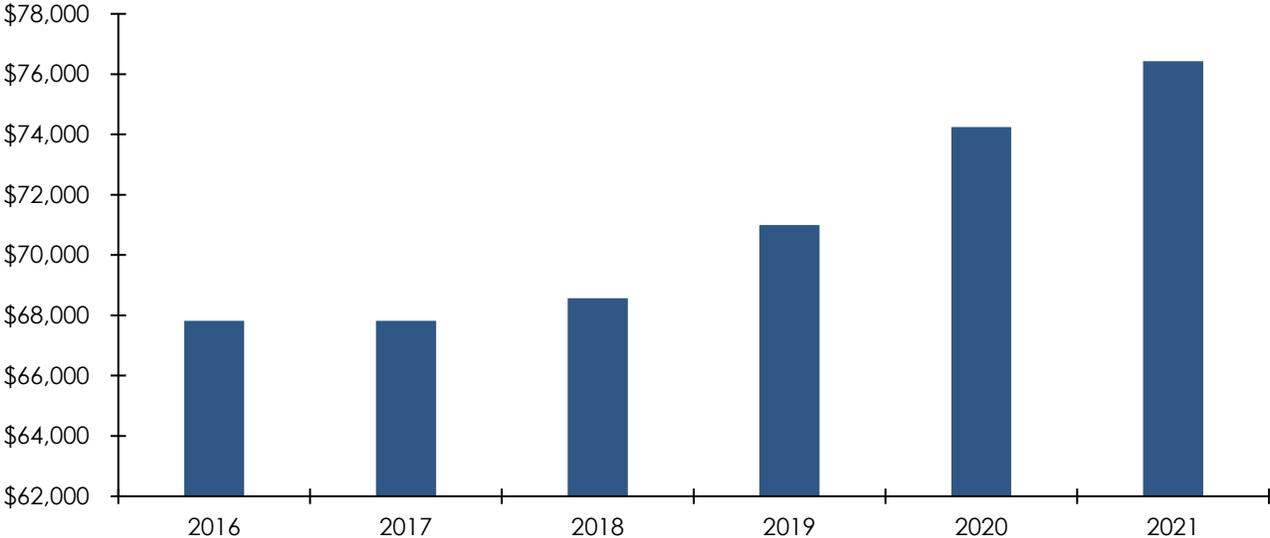
Figure 3 Town of Cranberry Isles Commuter Ferry Revenue Hours (2016–2021)



Budget Metrics

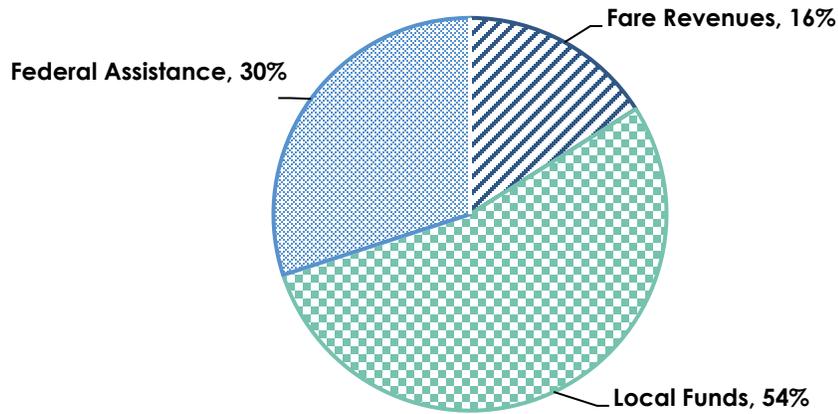
Annual operating expenses for 2016 through 2021 are shown in Figure 4 below. From 2016 through 2021, operating expenses rose from approximately \$68,000 to \$76,000.

Figure 4 Town of Cranberry Isles Commuter Ferry Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, local funds accounted for 54 percent of operating expense funding. Remaining funding was comprised of federal assistance (30 percent) and fare revenues (16 percent).

Figure 5 Town of Cranberry Isles Commuter Ferry Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. From 2016 through 2019, vehicle revenue mile operating expenses dropped from approximately \$40.00 to \$20.00, before increasing to \$35.00 through 2021. Following a low of just under \$150 in 2019, vehicle revenue hour operating expenses increased to over \$200 in 2020 and 2021.

Figure 6 Town of Cranberry Isles Commuter Ferry Operating Expenses per Vehicle Revenue Mile (2016–2021)

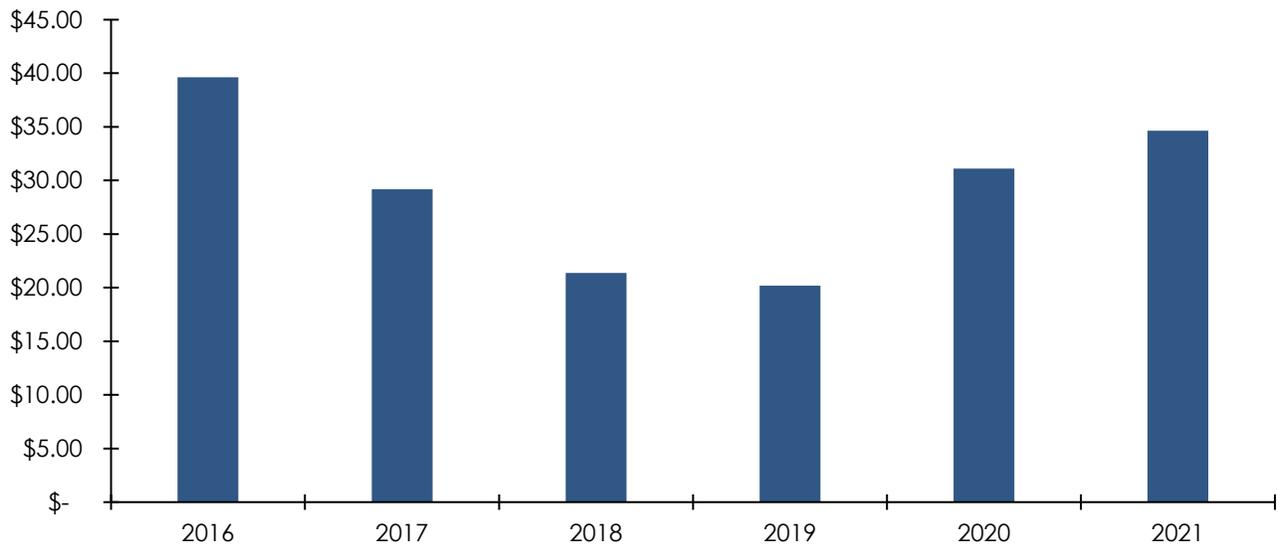
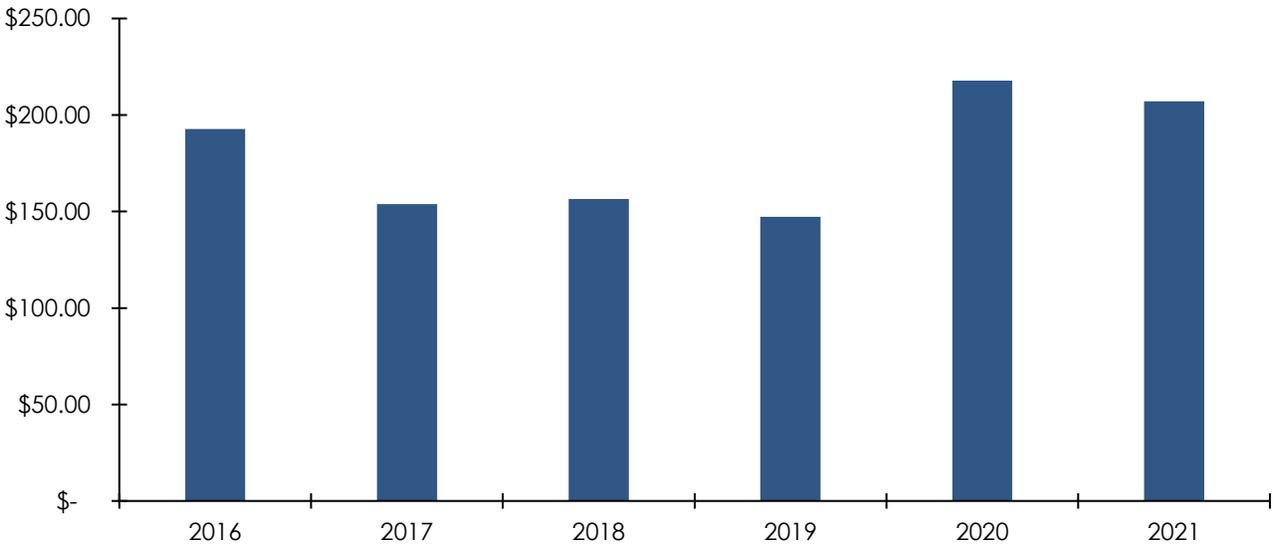
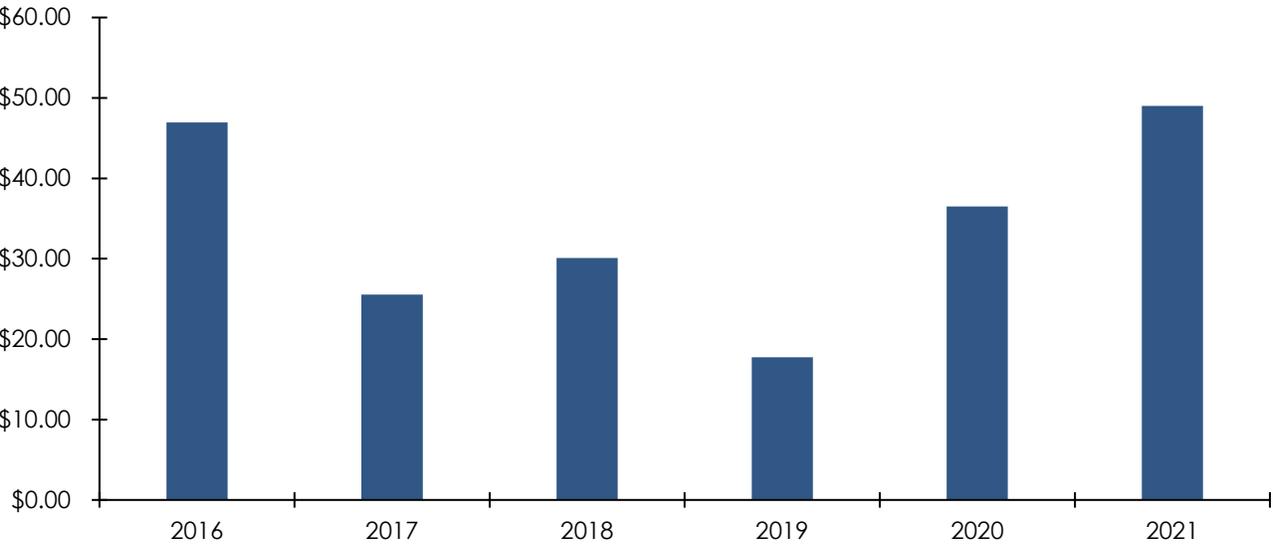


Figure 7 Town of Cranberry Isles Commuter Ferry Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Per passenger operating expenses fluctuated between 2016 and 2021. From a low of under \$18.00 in 2019, per passenger operating expenses rose to approximately \$49.00 through 2021.

Figure 8 Town of Cranberry Isles Commuter Ferry Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

The Town of Cranberry Isles contracts the commuter ferry service that is operated by private independent boat operators. These contracts are awarded for a length of three years. The commuter service contract is overseen and managed by the Cranberry Isles Selectboard and delegated to the Town's Administrative Assistant and Town Clerk. Responsibility for the day-to-day operation is conducted by the contractor/owner of the boats. Town staff manage the administrative aspects between the Maine Department of Transportation and the Town of Cranberry Isles.

Asset Management

The Town of Cranberry Isles does not have a specific formal asset management plan related to the commuter ferry itself. The contractor for the service is responsible for the maintenance and operation of the boat according to contractual obligations set by the Town and Maine Department of Transportation.

The Town of Cranberry Isles owns and maintains the municipal docks, piers, floats, and gangways located within the Town of Cranberry Isles from which the ferry operates as part of the Town's overall infrastructure. Maintenance is done annually and as needed to maintain this infrastructure. The maintenance and management of the water access infrastructure owned by the Town is conducted through the Town's annual budgeting process and fees charged to users of such public facilities located within and owned by the municipality. The mainland dock facility is located within and owned by another municipality. The Town of Cranberry Isles does not manage or maintain that facility.

Waldo Community Action Partners: Mid-Coast Public Transportation

Waldo Community Action Partners (Waldo CAP) is a Regional Transportation Program providing transit services in the Mid-Coast Region of Maine.

Service Description and Fares

Waldo CAP operates the Mid Coast Public Transportation service. This consists of:

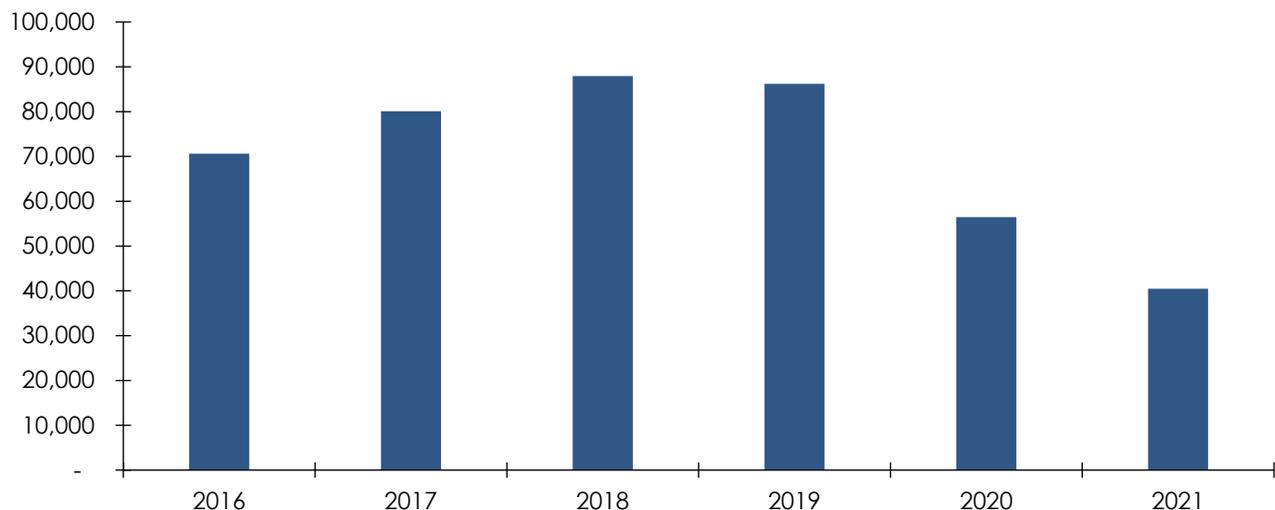
- » **Rockland DASH:** Flex route service in and around Rockland.
- » **Belfast DASH:** Flex route service in and around Belfast.

Services are operated on select weekdays from 8:00 AM to 4:00 PM. Waldo CAP also operates general demand-response transportation services in Waldo County. Following the onset of the COVID-19 pandemic, previously operated services to Bangor, Augusta, and Waterville are not in operation. Fares are \$2.00 per boarding and \$1.00 for seniors.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Ridership rose from 70,000 in 2016 to just under 90,000 in 2018 before declining with the onset of COVID-19, totaling approximately 40,000 in 2021.

Figure 1 Waldo CAP Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. From 2016 through 2018, revenue miles increased from 1.2 million to just under 1.4 million. Following 2018, revenue miles dropped, rebounding in 2021 to just over 1 million. Revenue hours also dropped following 2018, to a low of approximately 35,000 in 2021.

Figure 2 Waldo CAP Vehicle Revenue Miles (2016–2021)

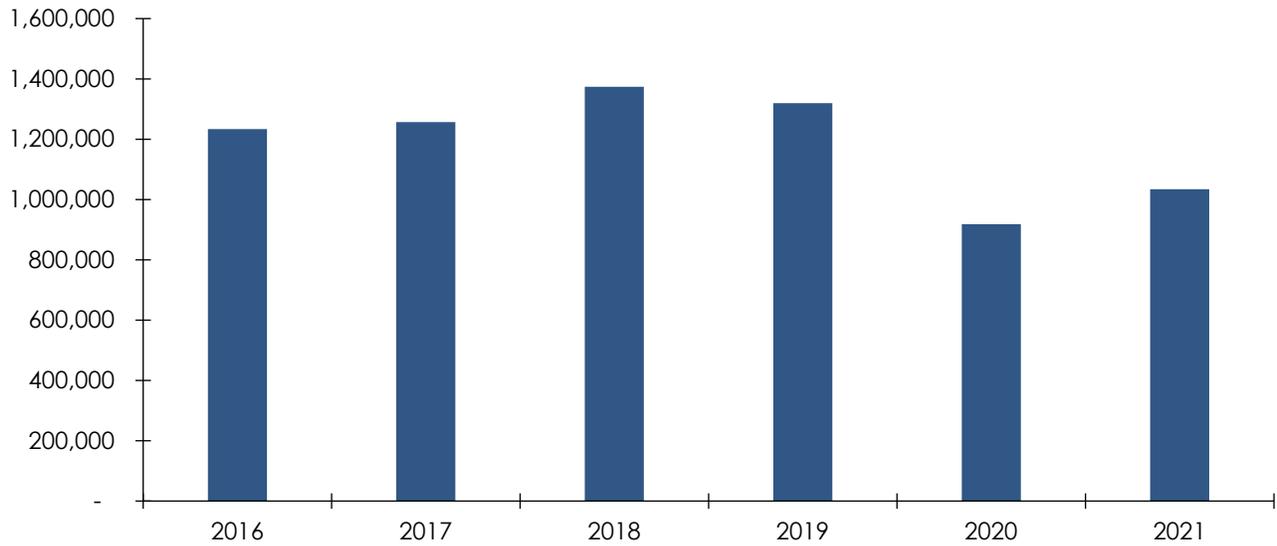
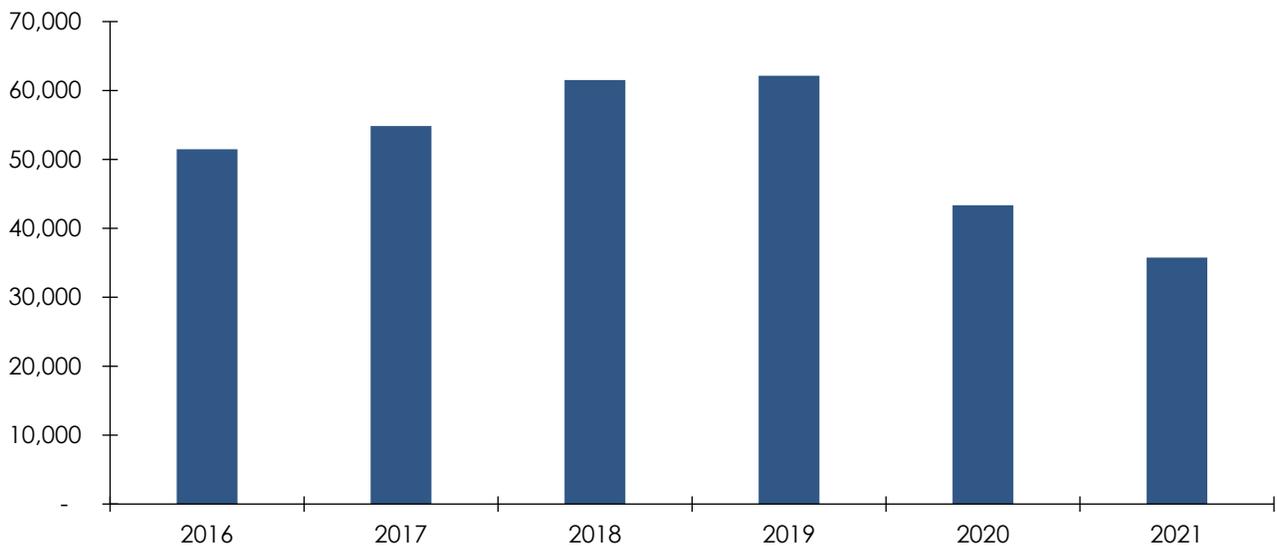


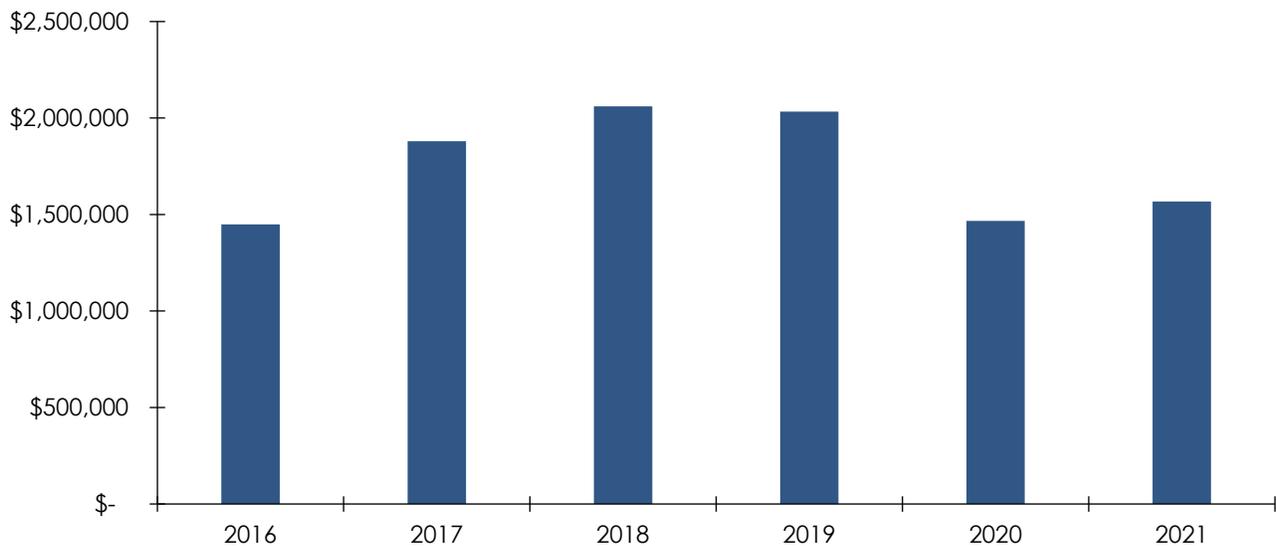
Figure 3 Waldo CAP Vehicle Revenue Hours (2016–2021)



Budget Metrics

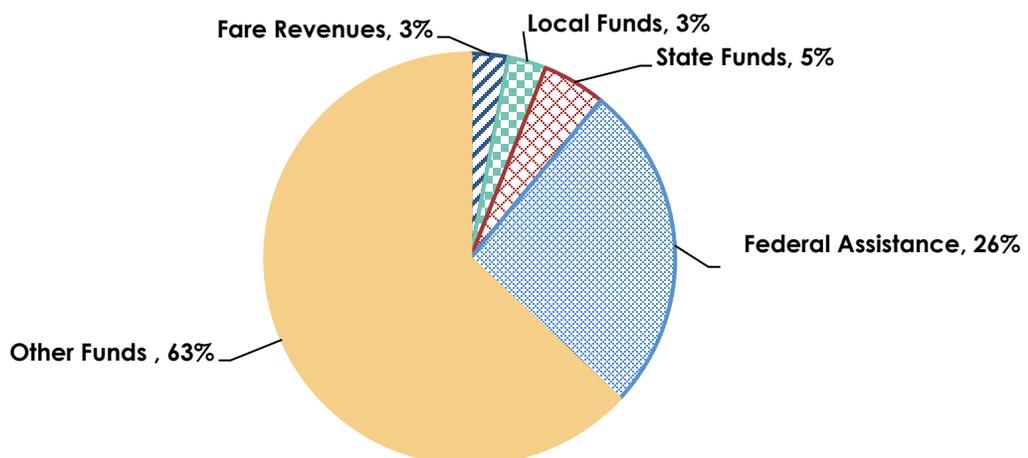
Annual operating expenses for 2016 through 2021 are shown in Figure 4. Operating expenses increased to just over \$2 million through 2019, before dropping to under \$1.5 million in 2020. Operating expenses increased again in 2021.

Figure 4 Waldo CAP Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, Other Funds accounted for 63 percent of operating expense funding. Remaining funding primarily consisted of federal assistance which accounted for 26 percent of operating expense funding.

Figure 5 Waldo CAP Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. From 2016 through 2020, vehicle revenue mile operating expenses increased from just under \$1.20 to \$1.60. These figures dropped in 2021. Vehicle revenue hour operating expenses decreased from 2017 through 2019, before increasing again in 2020 and 2021, to a high of just under \$44.00.

Figure 6 Waldo CAP Operating Expenses per Vehicle Revenue Mile (2016–2021)

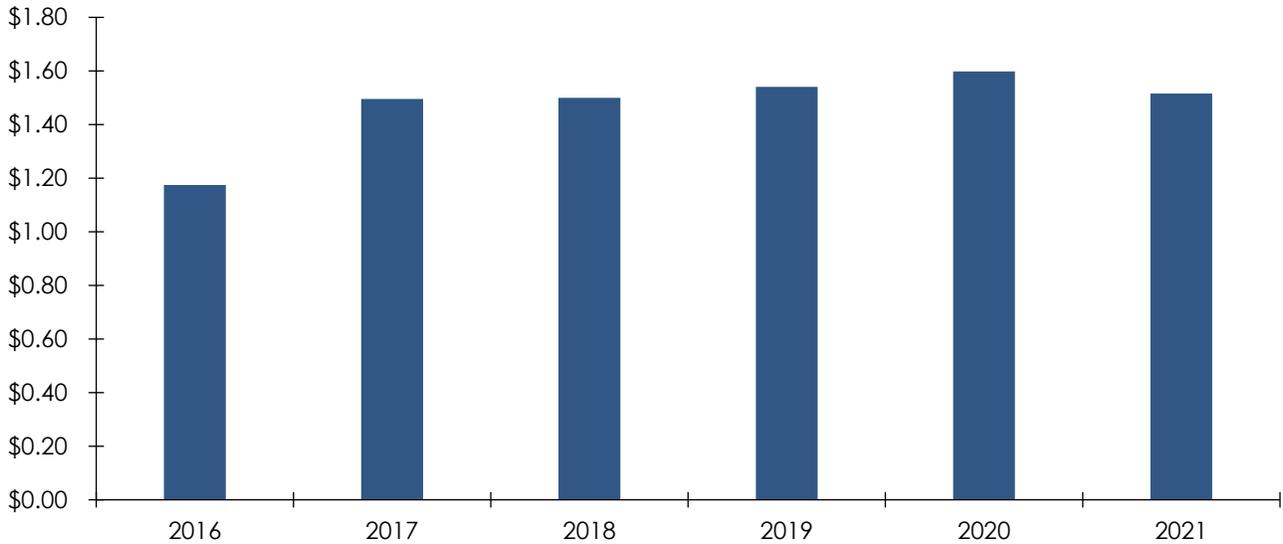
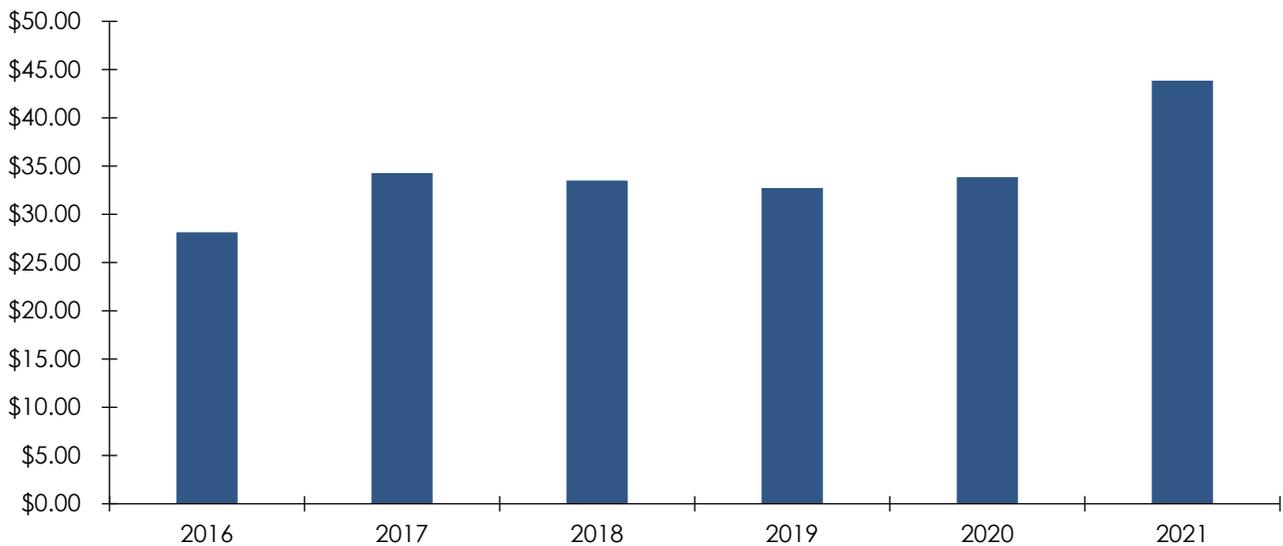
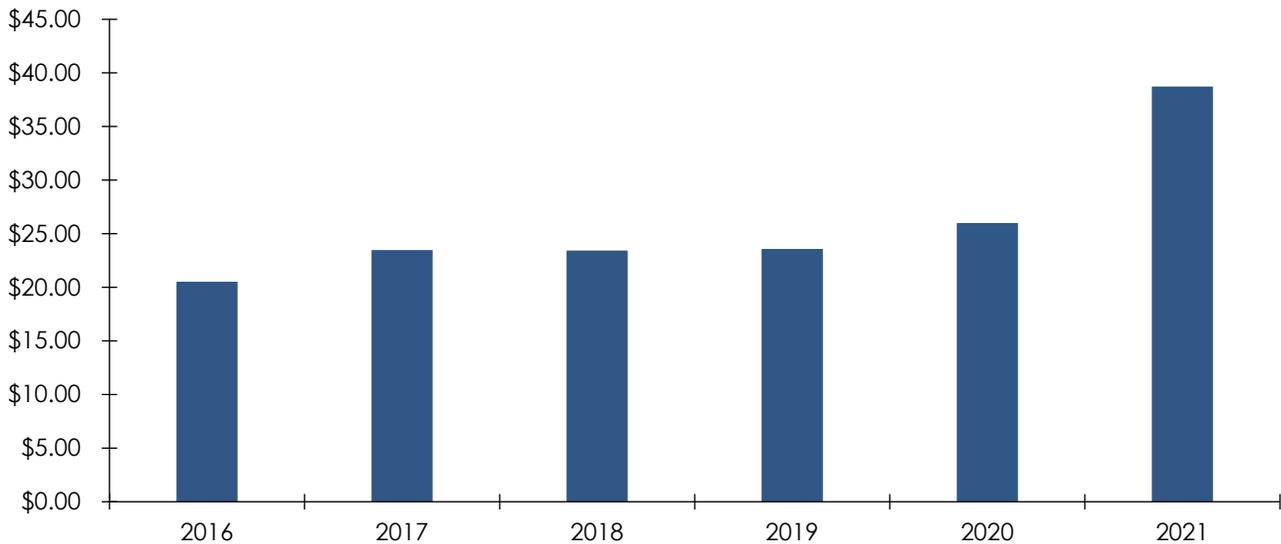


Figure 7 Waldo CAP Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Per passenger operating expenses remained under \$25.00 through 2019. In 2020 and 2021, per passenger operating expenses rose, reaching a high of just under \$39.00 in 2021.

Figure 8 Waldo CAP Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of Waldo CAP is comprised of:

- » Transit Systems Director
- » Finance Manager
- » Transportation Manager
- » Customer Service Manager
- » Compliance Coordinator

Asset Management

Transit asset management of Waldo CAP is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2020, the Waldo CAP fleet consisted of:

- » 35 revenue vehicles

The Waldo CAP fleet utilized for maximum service consisted of:

- » 29 demand response vehicles

Technology Capabilities

Waldo CAP utilizes the following software in their operations:

- » **Scheduling Software:** GMV Syncromatics
- » **Asset Management Software:** Abila MIP Fund Accounting suite
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** Azuga

Western Maine Transportation Services

Western Maine Transportation Services (WMTS) is a Regional Transportation Corporation providing multiple transit operations serving communities throughout and between Androscoggin, Oxford, and Franklin Counties, the City of Bath, and the Town of Brunswick.

Service Description and Fares

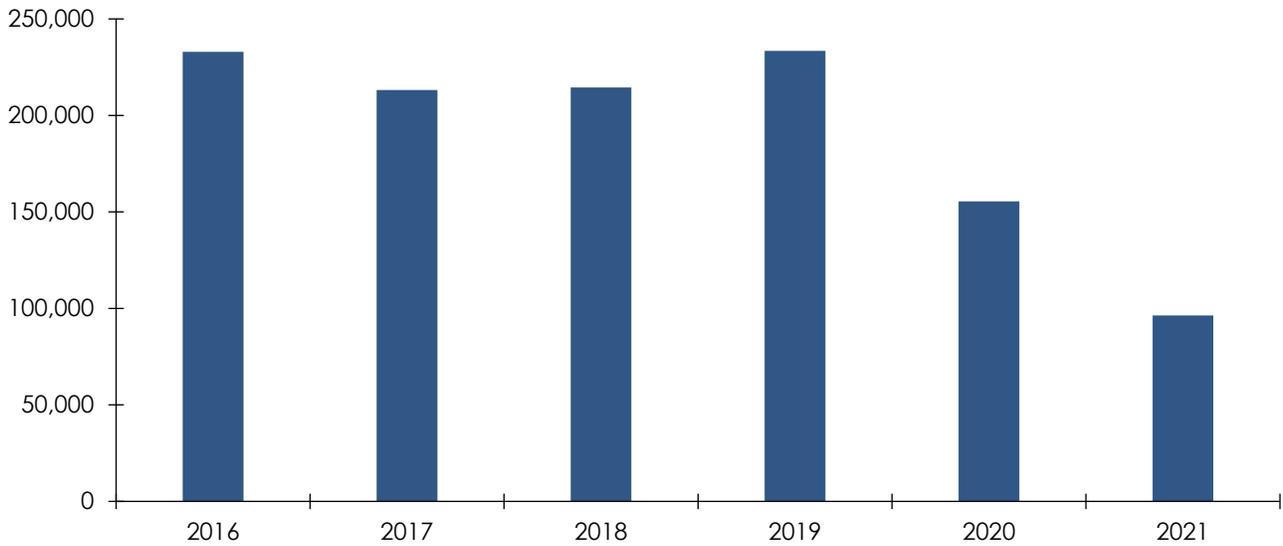
WMTS provides demand-response services in Franklin, Oxford, and Androscoggin Counties. Fixed route services include a bi-directional route service in Brunswick. Additional services include commuter routes into Lewiston from Farmington, Rumford-Mexico, Bath, Brunswick and Lisbon, and shuttles between Farmington and Rangeley and within the Rumford area. WMTS also provides a seasonal commuter service between Farmington and Carrabassett Valley and a shuttle service serving Kingfield, Carrabassett Valley, and the Sugarloaf Resort area in addition to a limited seasonal shuttle serving Bethel, Newry, and the Sunday River resort area. Most service is generally limited to operating on weekdays, with reduced frequencies for certain services. As of 2023, WMTS is also operating the Bath City Bus System. WMTS also provides early morning and late evening transit services for persons living in Lewiston/Auburn who are working in Lewiston or Auburn as a pilot project.

WMTS includes multiple transfer locations north of Lewiston between each of the smaller transit systems. In Brunswick, transfers are available to Greater Portland Metro bus service, Concord Coach Lines, and Downeaster rail service. Greyhound bus service is accessible in Lewiston. Fares vary based on specific routes and services.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1. Between 2016 and 2019, ridership fluctuated between approximately 213,000 and 233,000. With the onset of the COVID-19 pandemic, ridership dropped to approximately 155,000 in 2020, and to under 100,000 in 2021.

Figure 1 WMTS Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Revenue miles remained above 400,000 throughout the 2016-2021 period. Revenue hours dropped across the 2016-2021 period from approximately 45,000 to 32,000.

Figure 2 WMTS Vehicle Revenue Miles (2016–2021)

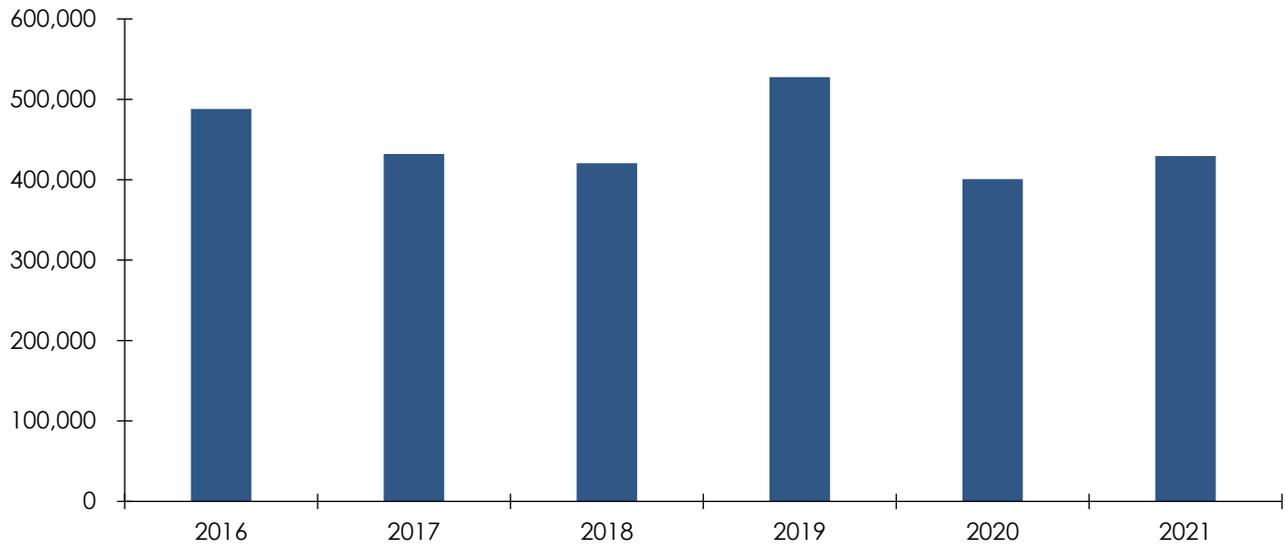
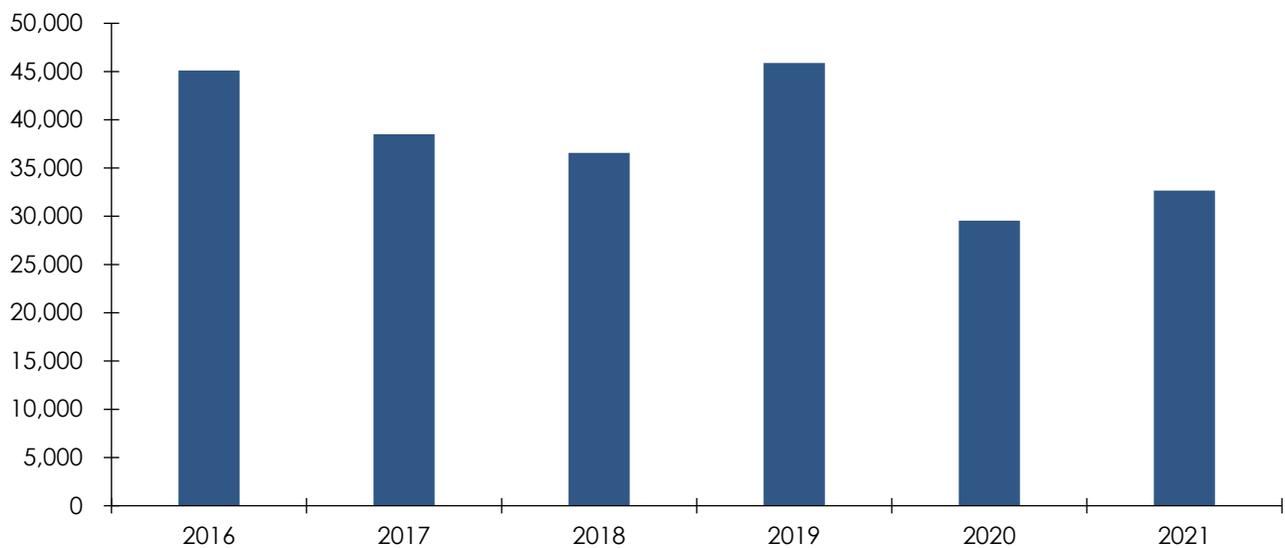


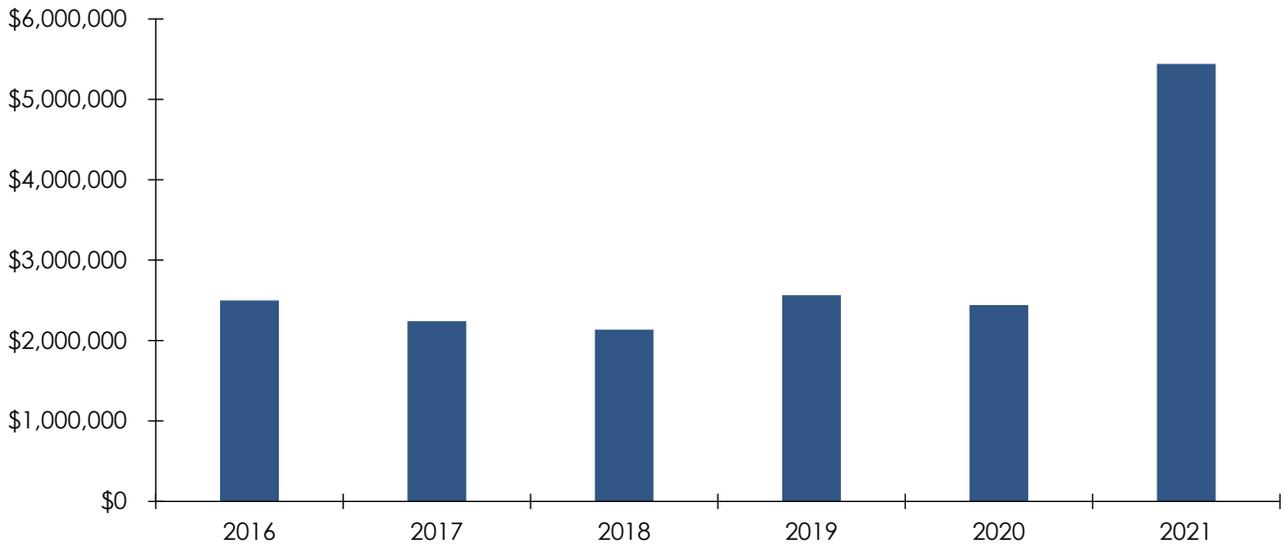
Figure 3 WMTS Vehicle Revenue Hours (2016–2021)



Budget Metrics

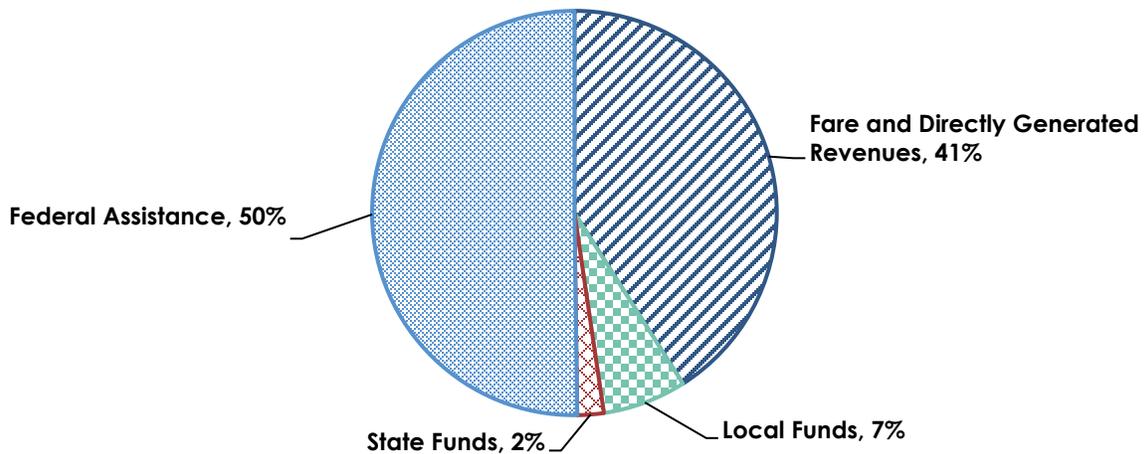
Annual operating expenses for 2016 through 2021 are shown in Figure 4. From 2016 through 2020, operating expenses were below \$2.5 million. In 2021, operating expenses rose to \$5.6 million.

Figure 4 WMTS Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 50 percent of operating expense funding. Farebox and directly generated revenue accounted for 41 percent of funding. Remaining funding was mostly comprised of local funds, which accounted for 7 percent of total funding.

Figure 5 WMTS Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses remained at around \$5.00 through 2019, before increasing to over \$6.00 in 2020. Vehicle revenue hour operating expenses ranged from \$55.00 to \$58.00 through 2019, before rising to over \$82.00 in 2020. In 2021, corresponding with increases in operating expenses, both vehicle mile and vehicle hour operating expenses increased from 2020.

Figure 6 WMTS Operating Expenses per Vehicle Revenue Mile (2016–2021)

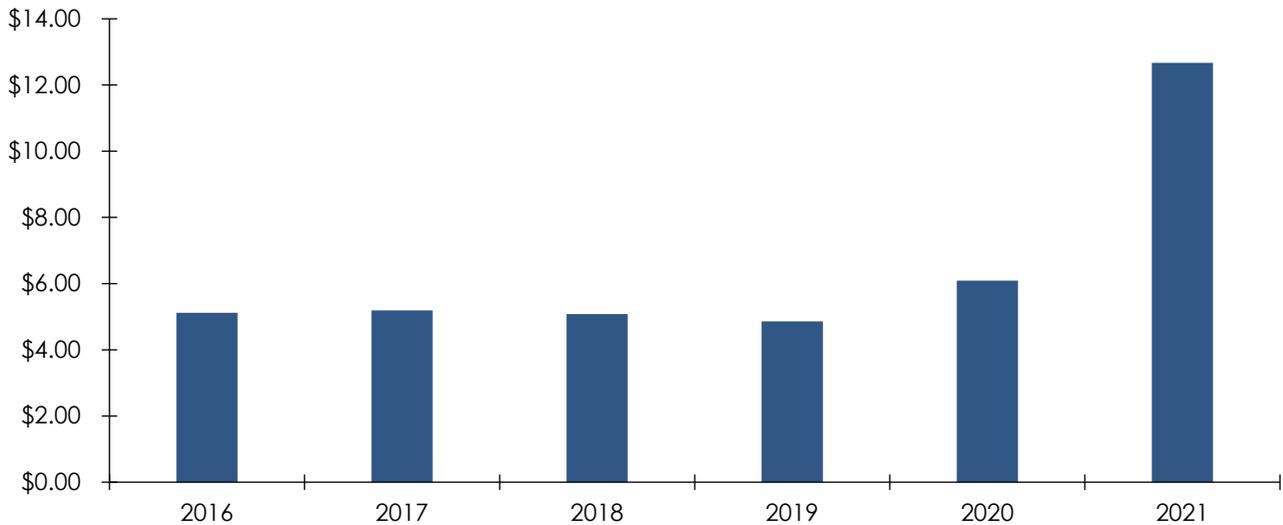
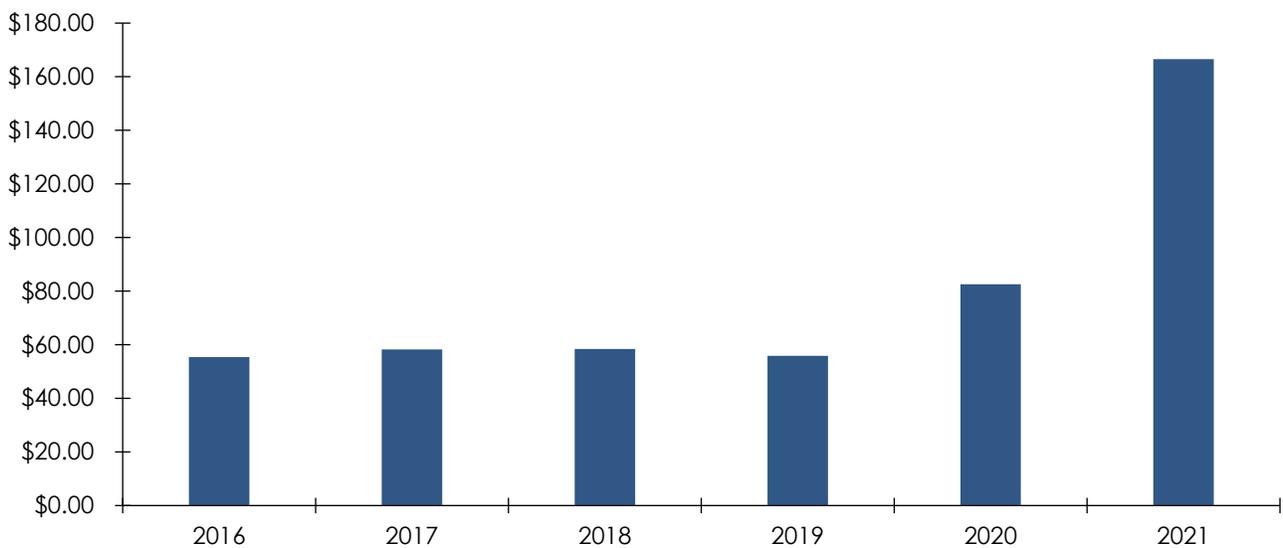
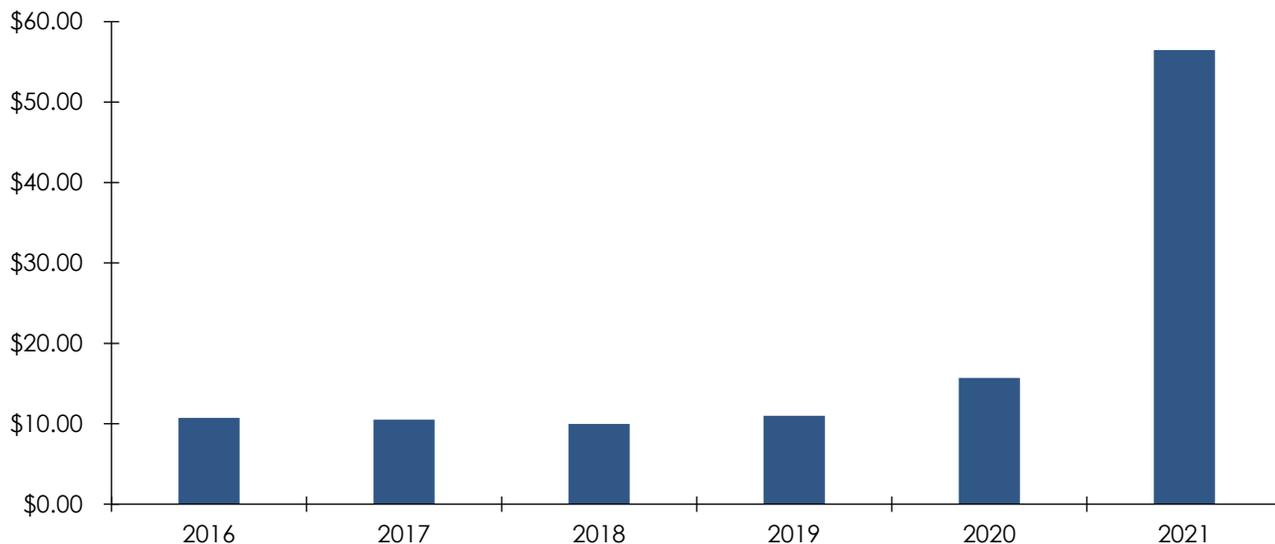


Figure 7 WMTS Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. From 2016 through 2019, per passenger operating expenses ranged between \$10.50 and \$11.00. Per passenger operating expenses rose to \$15.70 in 2020 and to approximately \$56.00 in 2021.

Figure 8 WMTS Operating Expenses per Unlinked Passenger Trip (2016–2021)



Organizational Management Structure

Management of WMTS is comprised of:

- » Board of Directors
- » Executive Director
- » Community Relations Manager
- » Operations Director
- » Mobility Management Manager
- » Human Resources Manager
- » Finance Director

Asset Management

Transit asset management of WMTS is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2020, the WMTS fleet consisted of:

- » 47 revenue vehicles
- » 5 service vehicles

The WMTS fleet utilized for maximum service consisted of:

- » 5 commuter buses
- » 13 demand response vehicles
- » 23 regular buses

Technology Capabilities

WMTS utilizes the following software in their operations:

- » **Scheduling Software:** Mobilitat/Easy Rides
- » **Fare Payment System:** Card reader similar to what is used by retail operations, which allows passengers to use debit and credit cards, stored value cards and smart pay options.
- » **Asset Management Software:** RTA
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** AVL integration through Easy Rides
- » **GTFS:** Integrated on Google Transit

West's Transportation, Inc.

West's Transportation, Inc. provides scheduled transit service between Bangor and points east to Calais.

Service Description and Fares

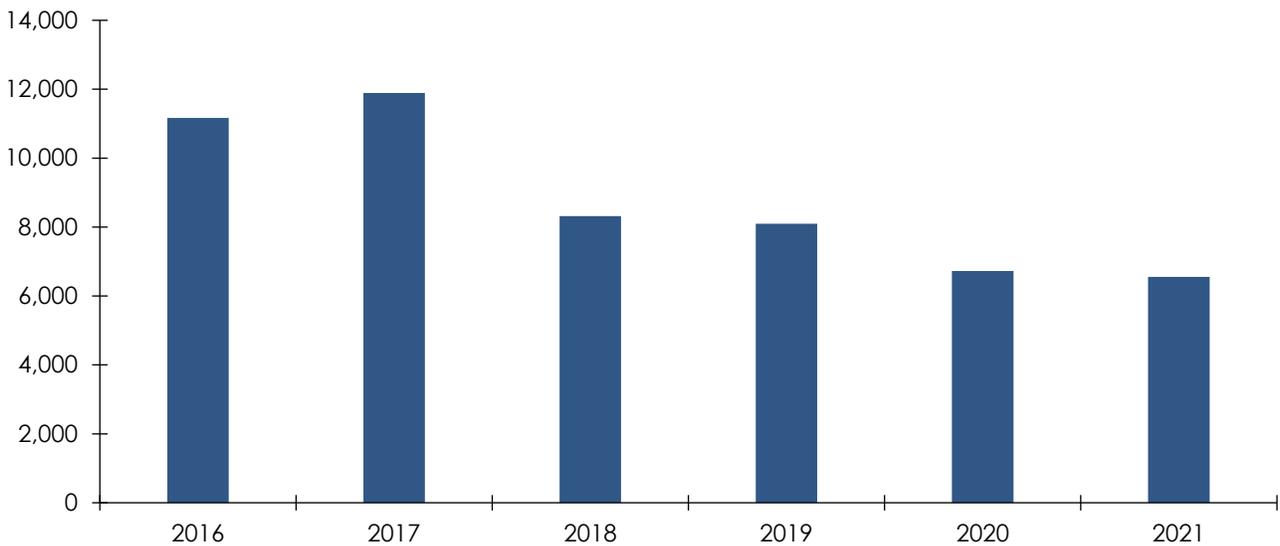
West's Transportation provides scheduled daily service between Bangor and Calais and intermediate towns. Weekday scheduled service is also provided between Steuben and Jonesport, Beals Island and Ellsworth, and between Steuben and Machias. Monthly service (on the first Wednesday of each month) is provided between Lubec and Machias. Services are operated with one daily run per direction. In addition to scheduled service, West's Transportation provides reserved Medicaid, school, and employee shuttle services, which may be open to the public depending on availability.

West's Transportation provides transfer points in Bangor to the Bangor Community Connector. Intercity services operating out of Bangor include Concord Coach Lines and Cyr Bus Lines. Fares vary based on the specific route and origin/destination. A round trip ticket between Calais and Bangor costs \$42.00.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1 below. Ridership rose to a peak of approximately 12,000 trips in 2017, before dropping to approximately 8,000 trips through 2019. With the onset of COVID-19, ridership dropped to just over 6,600 passengers through 2021. Ridership continues to increase post-pandemic.

Figure 1 West's Transportation Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Both revenue miles and revenue hours peaked in 2017, at approximately 221,000 and 6,900, respectively. Revenue miles dropped from 2018 through 2021 to approximately 68,000. Revenue hours remained steady in 2018 but dropped from 2019 through 2021 to just under 3,300.

Figure 2 West's Transportation Vehicle Revenue Miles (2016–2021)

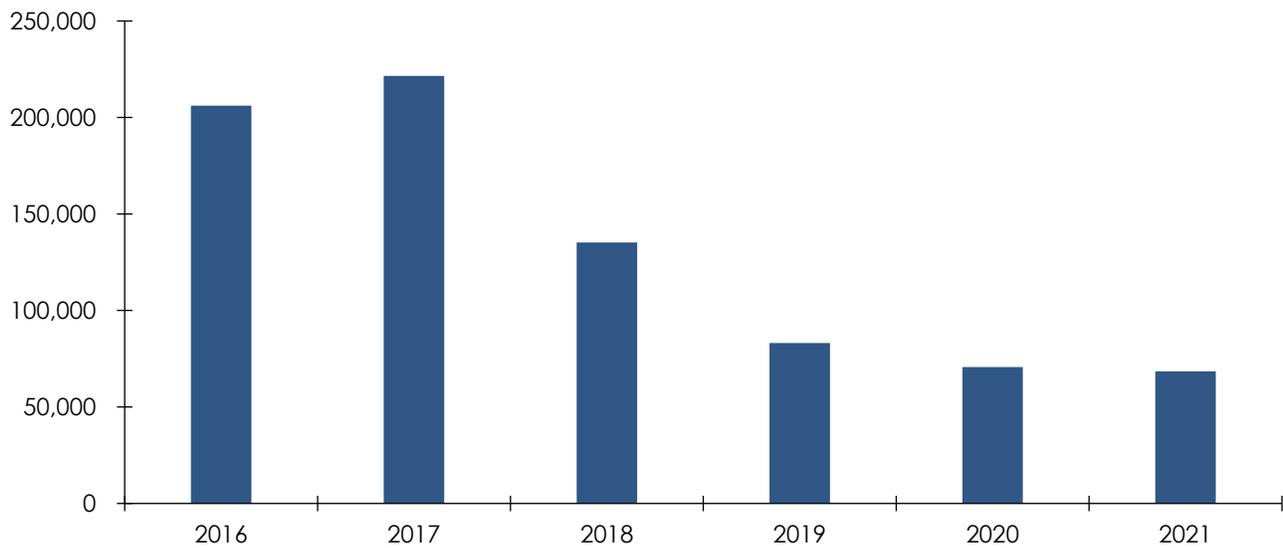
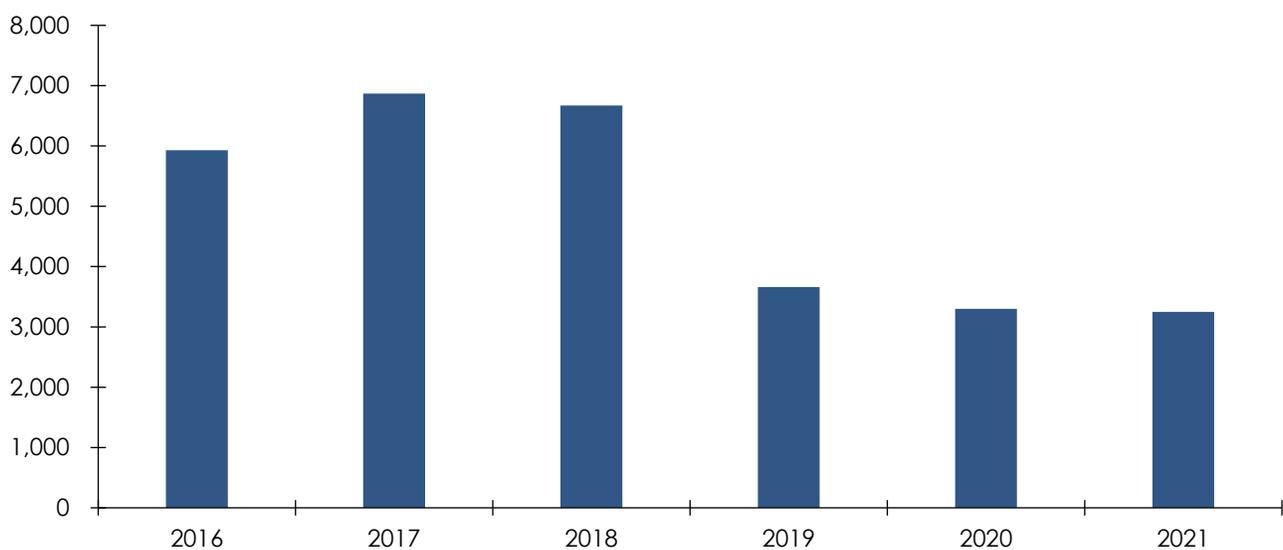


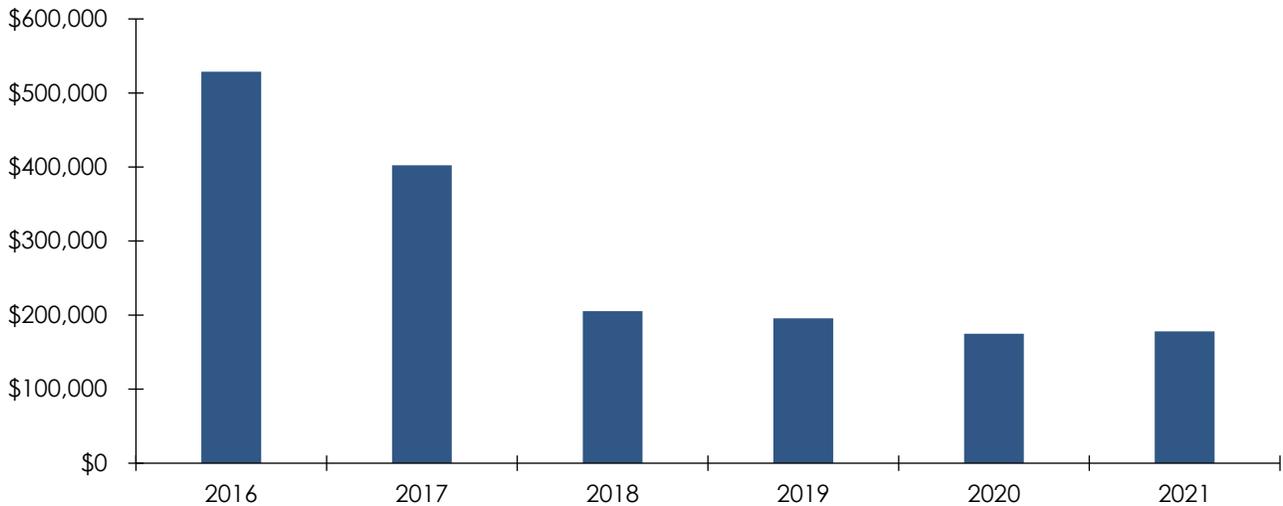
Figure 3 West's Transportation Vehicle Revenue Hours (2016–2021)



Budget Metrics

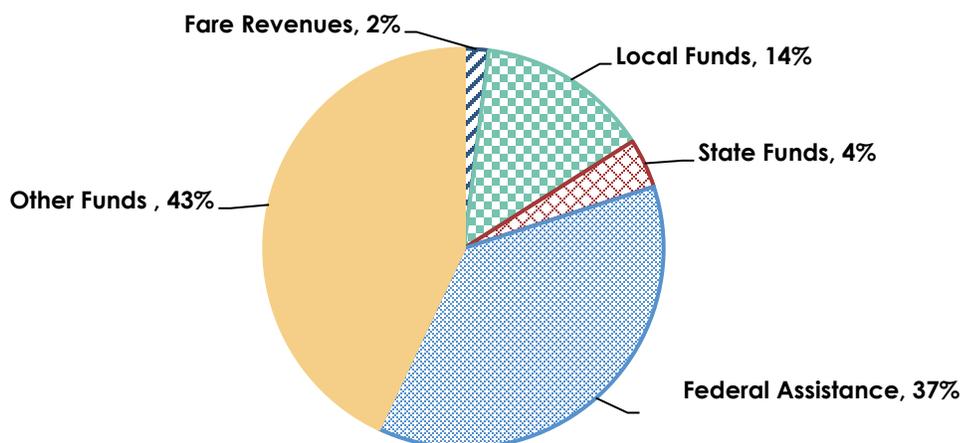
Annual operating expenses for 2016 through 2021 are shown in Figure 4. Operating expenses dropped from 2016 through 2018, from a high of over \$500,000 to approximately \$200,000. Operating expenses for 2021 were just under \$180,000.

Figure 4 West's Transportation Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 37 percent of operating expense funding. Farebox revenue accounted for 2 percent of funding. Remaining funding was mostly comprised of other funds (43 percent) and local funds (14 percent), while state funds accounted for the remaining 4 percent of funding.

Figure 5 West's Transportation Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses fluctuated from 2016 to 2021 between approximately \$1.50 and \$2.50. Vehicle revenue hour operating expenses peaked at just under \$90.00 in 2016 before dropping to just over \$30.00 in 2018. This was followed by an increase to over \$50.00 from 2019 through 2021.

Figure 6 West's Transportation Operating Expenses per Vehicle Revenue Mile (2016–2021)

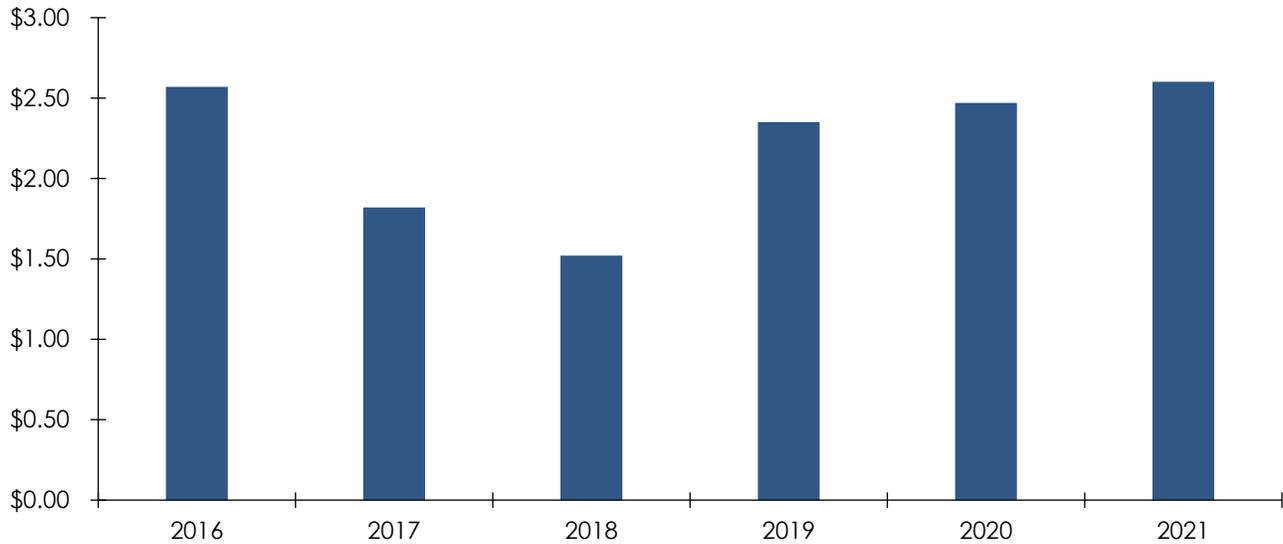
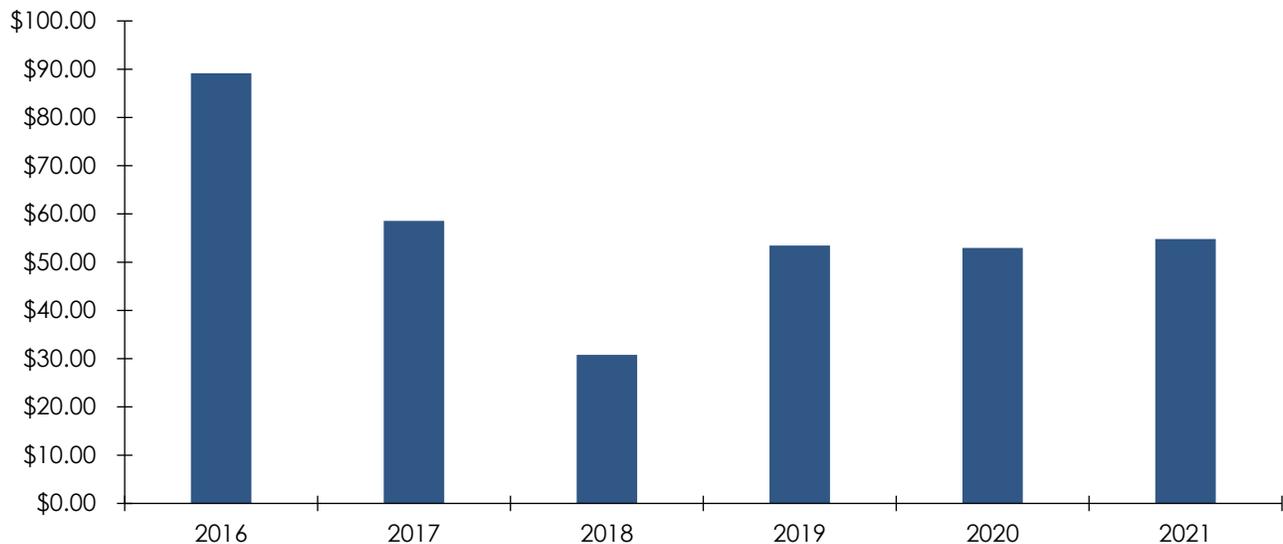
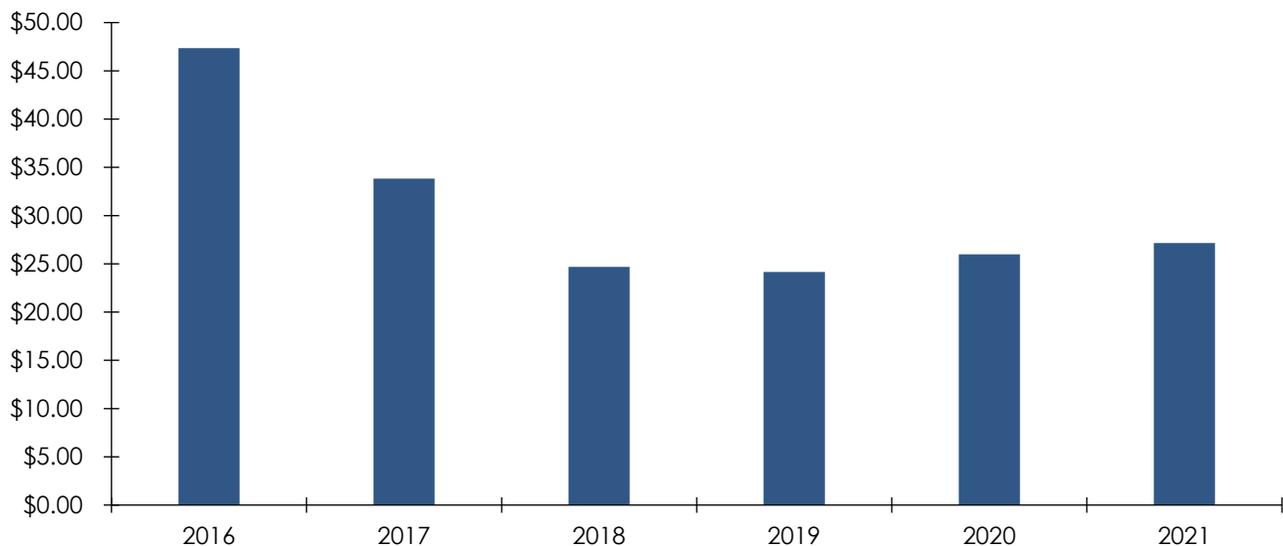


Figure 7 West's Transportation Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. Between 2016 and 2018, per passenger operating expenses dropped from approximately \$48.00 to just under \$25.00. Through 2021, per passenger operating expenses rose to just over \$27.00.

Figure 8 West's Transportation Operating Expenses per Unlinked Passenger Trip (2016–2021)



Asset Management

Transit asset management of West's Transportation is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2020, the West's Transportation fleet consisted of:

- » 6 demand response vehicles
- » 2 scheduled service buses

The West's Transportation fleet utilized for maximum service consisted of:

- » 6 demand response vehicles
- » 2 scheduled service buses

York County Community Action Corporation

York County Community Action Corporation (YCCAC) is a Regional Transportation Program serving York County.

Service Description and Fares

YCCAC provides multiple transportation services, including:

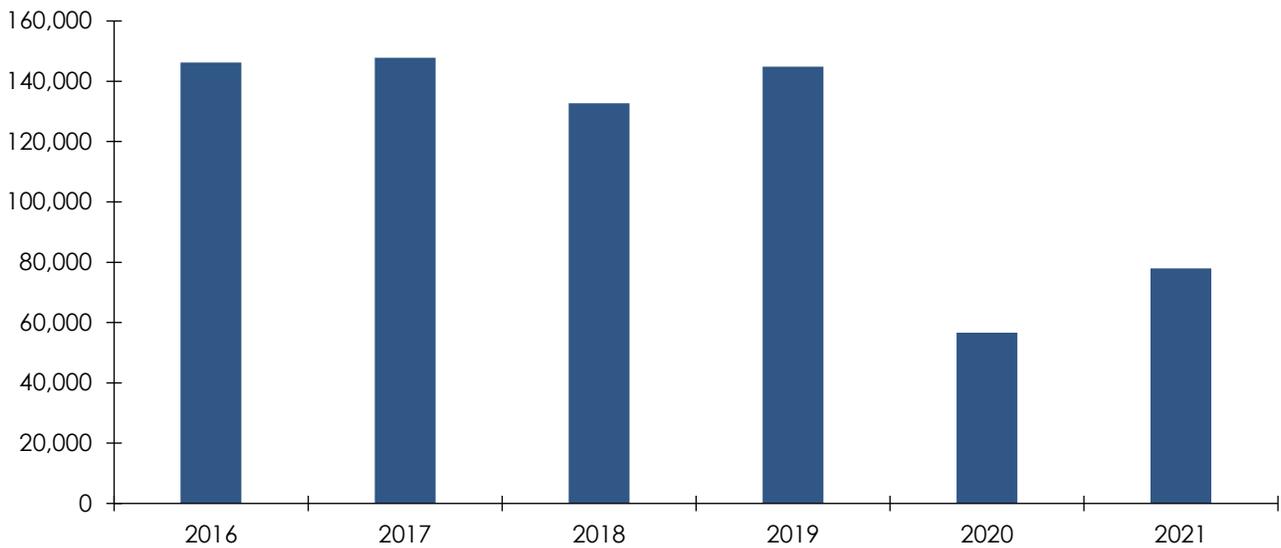
- » **Sanford Transit:** Flexible scheduled weekday service within the City of Sanford.
- » **WAVE:** Demand-response daily services from within Sanford, between Sanford and Biddeford, and between Sanford and Wells.
- » **Shoreline Explorer:** Seasonal trolley service within York, Ogunquit, Wells, and Kennebunkport.
- » **Local Rides:** Demand-response weekday service connecting York County municipalities with the closest regional shopping center and/or medical destinations. Different clusters of York County municipalities are assigned to one day of the week for service.
- » **Connecting to Cancer Care:** Provides transportation services to York County residents needing assistance to get to cancer care at area facilities with advance reservations.
- » **KITT—Kennebunkport in Town Transportation:** Flexible scheduled Tuesday service in Kennebunkport.
- » **Southern Maine Connector:** Flexible scheduled weekday service between Springvale/Sanford and Biddeford/Saco.
- » **Orange 5:** Scheduled daily service between Sanford and Wells with a focus on key shopping centers.

YCCAC includes multiple transfer locations, including Sanford and Wells. Fares vary based on the specific service.

Ridership

Total ridership for 2016 through 2021 is shown in Figure 1 below. Between 2016 and 2019, ridership was approximately 140,000. With the onset of the COVID-19 pandemic in 2020, ridership dropped to under 60,000. Although ridership rebounded to approximately 78,000, this remains below pre-COVID-19 levels.

Figure 1 YCCAC Annual Unlinked Trips (2016–2021)



Modal Operating Characteristics

Revenue miles and revenue hours are shown in Figure 2 and Figure 3. Revenue miles rose through 2018 to a high of just under 490,000 followed by a drop through 2021. Revenue hours declined through 2018, increased in 2019 to approximately 34,000, and dropped to under 20,000 in 2020 and 2021.

Figure 2 YCCAC Vehicle Revenue Miles (2016–2021)

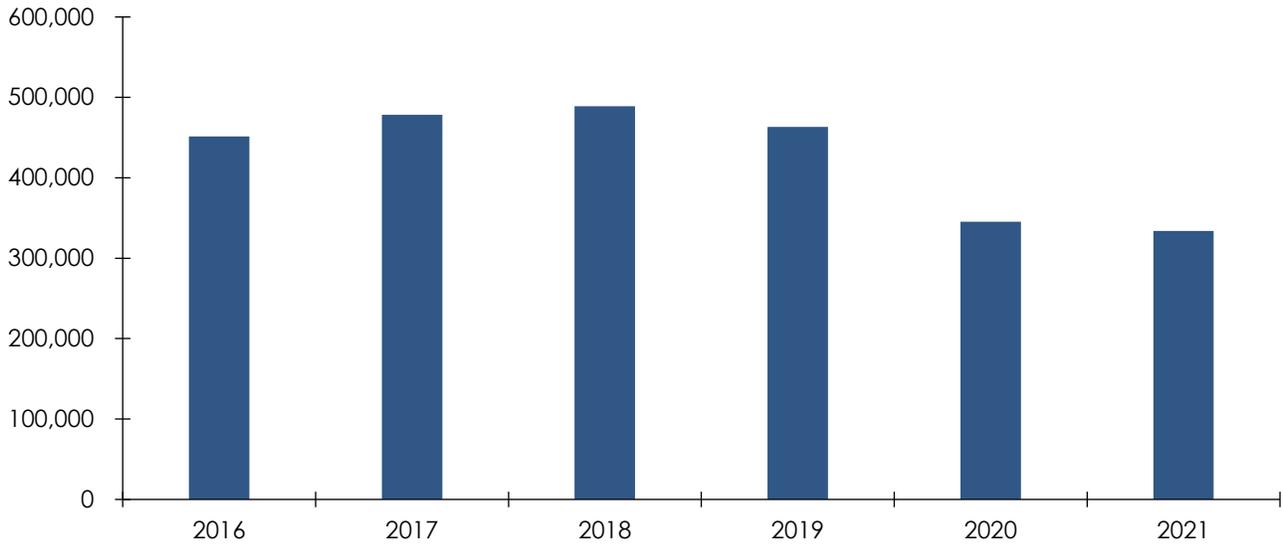
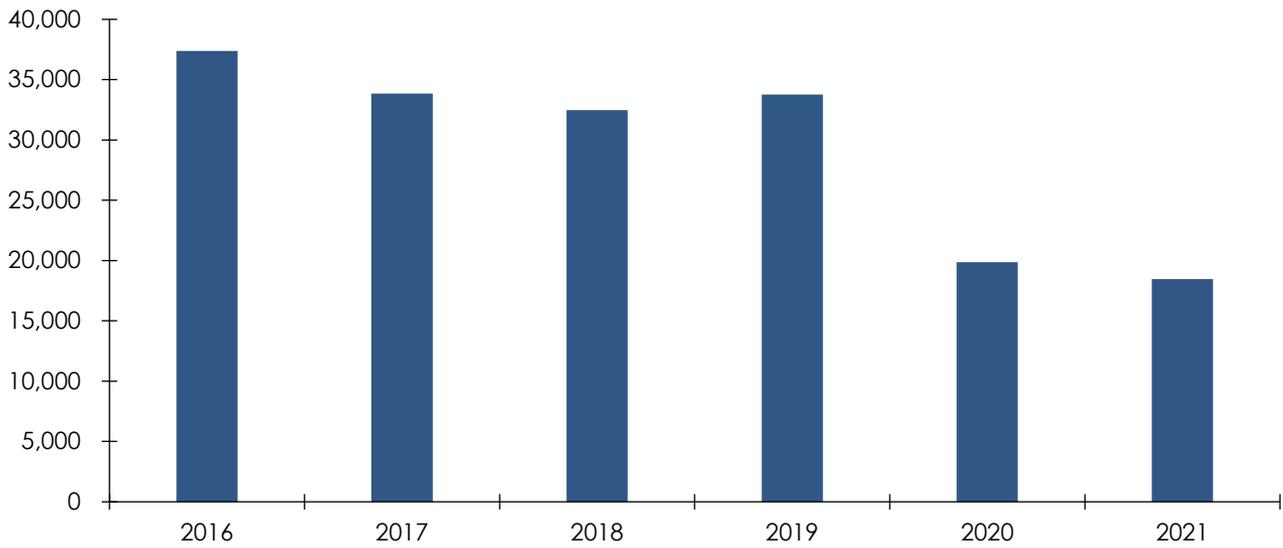


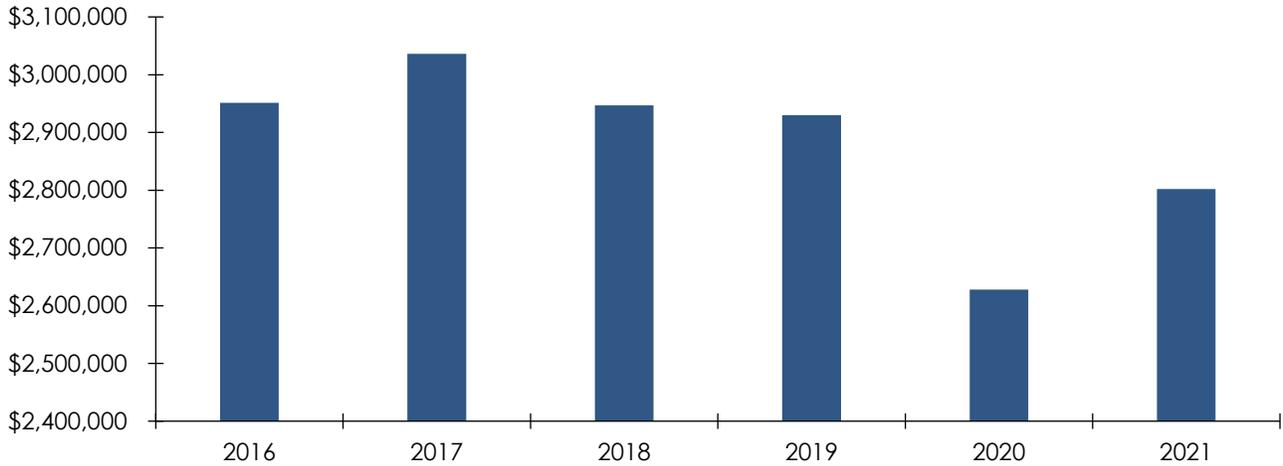
Figure 3 YCCAC Vehicle Revenue Hours (2016–2021)



Budget Metrics

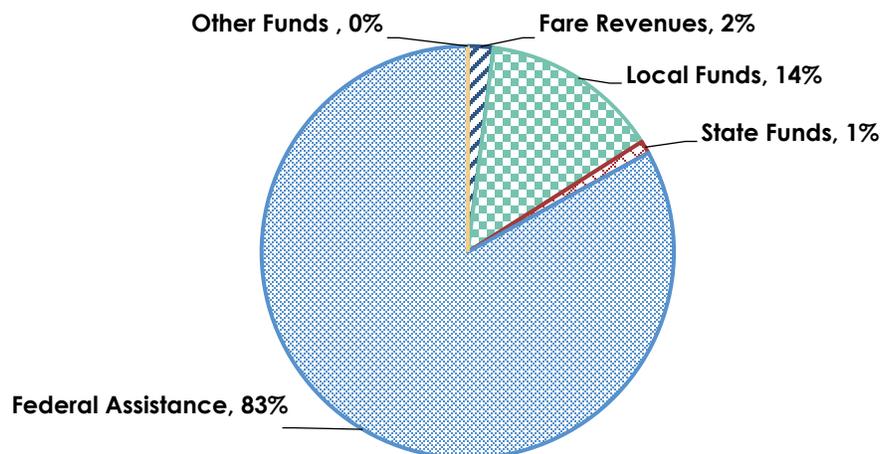
Annual operating expenses for 2016 through 2021 are shown in Figure 4. Operating expenses peaked in 2017 at just over \$3 million, fell to \$2.6 million in 2020, and rose again to \$2.8 million in 2021.

Figure 4 YCCAC Operating Expenses (2016–2021)



The breakdown of operating expense funding sources for 2020 is shown in Figure 5. In 2020, federal assistance accounted for 83 percent of operating expense funding. Farebox revenue accounted for 2 percent of funding. Remaining funding was largely comprised of local funds, which accounted for 14 percent of total funding. The share of federal assistance was particularly high in 2020 due to the availability of COVID-19 relief funding.

Figure 5 YCCAC Operating Funding Sources (2020)



Service efficiency metrics are shown in Figure 6 and Figure 7. Vehicle revenue mile operating expenses rose through 2018 to a high of \$4.00. Following a drop in 2019, this figure rose to over \$7.00 in 2021. Vehicle revenue hour operating expenses followed a similar pattern with a peak of approximately \$50.00 in 2018, a drop in 2019, and a rise to over \$120.00 in 2021.

Figure 6 YCCAC Operating Expenses per Vehicle Revenue Mile (2016–2021)

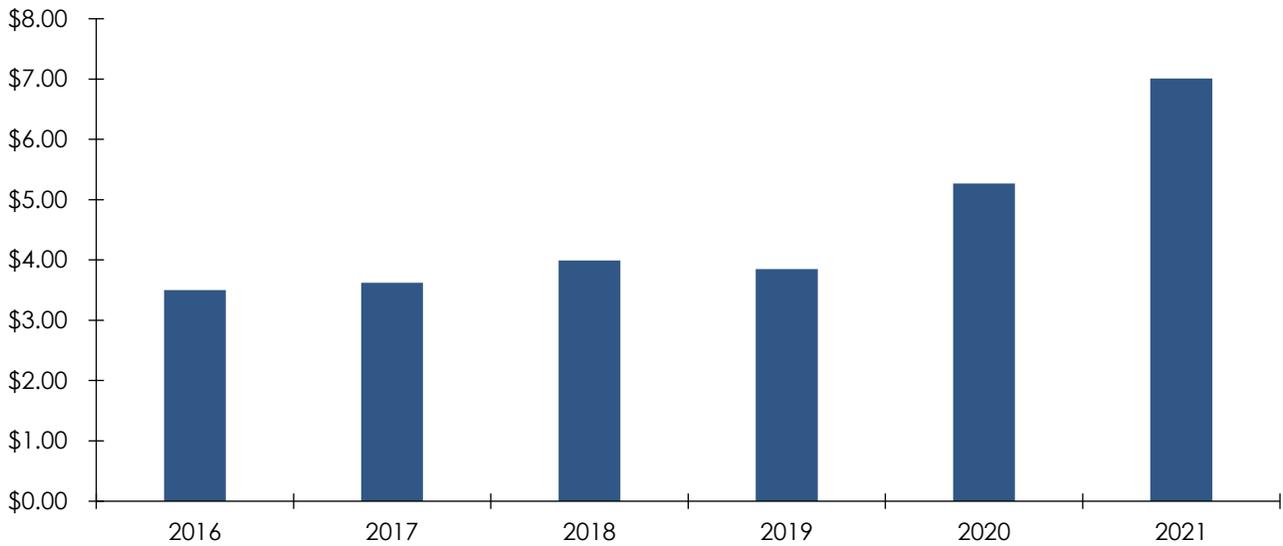
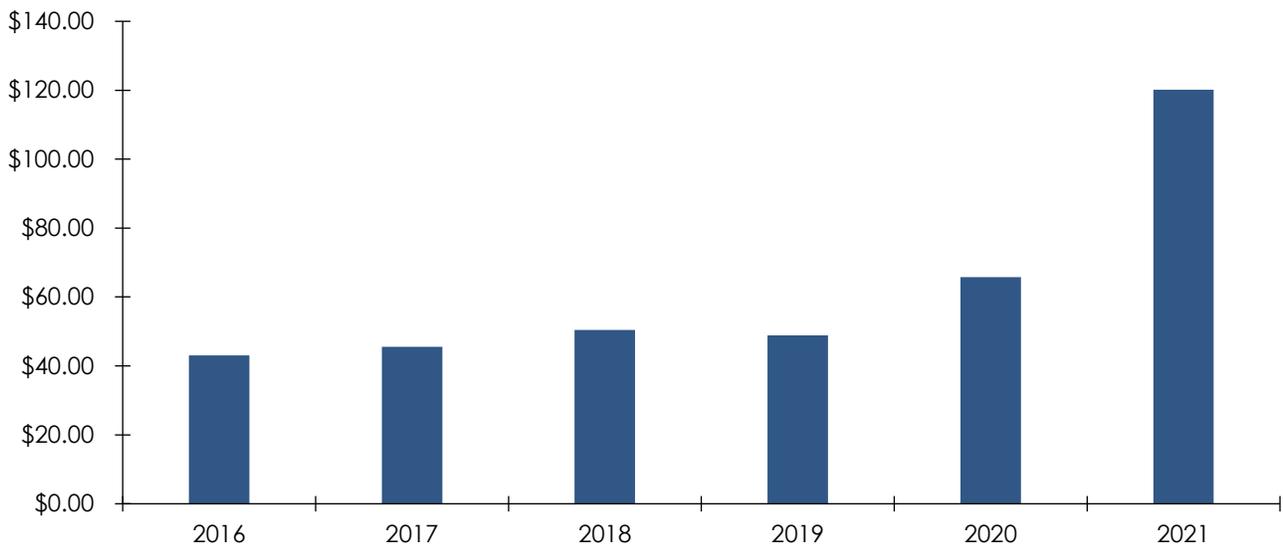
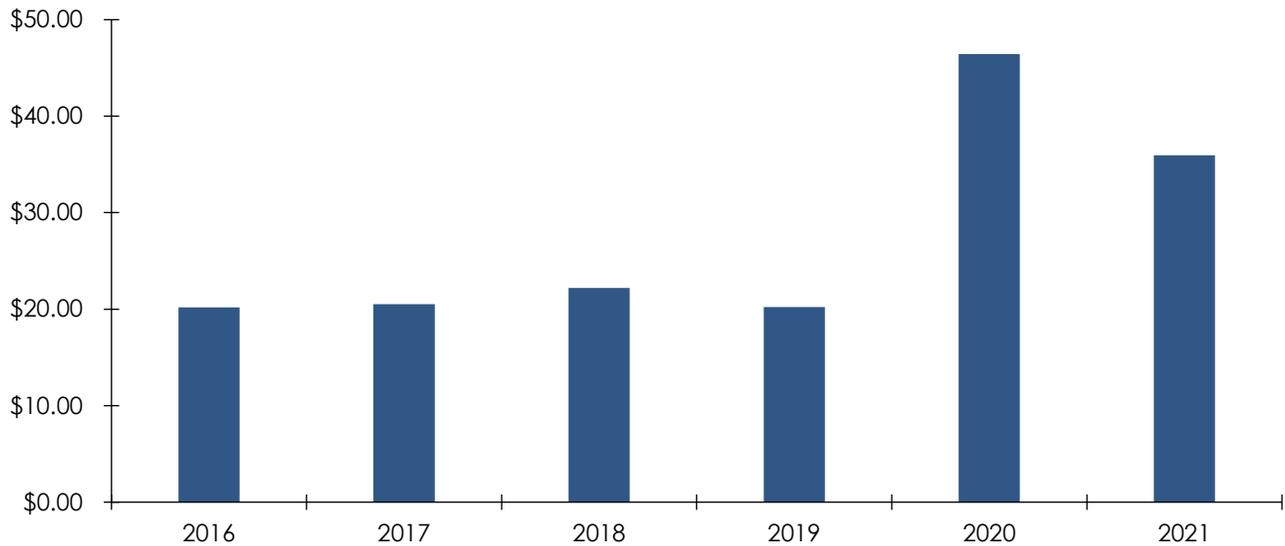


Figure 7 YCCAC Operating Expenses per Vehicle Revenue Hour (2016–2021)



Operating expenses per unlinked passenger trip are shown in Figure 8. From 2016 through 2019, per passenger operating expenses ranged between \$20.00 and approximately \$22.00 before increasing to over \$46.00 in 2020.

Figure 8 YCCAC Operating Expenses per Unlinked Passenger Trips (2016–2021)



Organizational Management Structure

Management of YCCAC is comprised of:

- » Executive Director
- » Chief Program Officer
- » Director of Transportation
- » Assistant Transportation Director of Operations
- » Assistant Transportation Director—Administration
- » Additional non-transportation related managers

Asset Management

Transit asset management of YCCAC is conducted through the Maine Tier II Transit Asset Management Plan for rural transit agencies. In 2023, the YCCAC fleet consisted of:

- » 30 revenue vehicles

The YCCAC fleet utilized for maximum service consisted of:

- » 24 demand response vehicles

Technology Capabilities

YCCAC utilizes the following software in their operations:

- » **Scheduling Software:** Easy Rides/Syncromatic
- » **Asset Management Software:** Integrated with BSOOB transportation maintenance program (Dossier)
- » **Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL):** AVL integration through Easy Rides