Welcome and Introduction

Susan Moreau
Manager, Multimodal Planning & Operations
Outreach Division
Bureau of Planning
MaineDOT

Peter Schauer Associates
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Self Introductions

1. Your name
2. Affiliation
3. Choose one:
   - Best kept “secret place” to visit in Maine.
   - or
   - Your favorite cartoon character.
   - or
   - Most recent use of public transit.

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• Status of Surveys and Discussion
  • Telephone Surveys
  • Focus Group Procedures
  • Stakeholder Surveys
  • Customer Service Surveys
  • “Mass Distribution” Surveys

• Introduction to Gap Analysis and Inventory

• Alignment of MaineDOT Strategic Transit Plan with MaineDOT Strategic Plan 2012
Surveys for Review

Tom Meyers
Surveys for Review

1. Telephone Survey - “final”
2. Focus Groups at Regional Transit Summits
3. Stakeholder Surveys (two types)
4. Customer Service Survey
5. Intercept Survey
6. “Mass Distribution” Survey
7. Peter’s On-Site Interview
Telephone Survey

- Purpose: Discover need for transit
- Purpose: Discover knowledge and use of transit
- Purpose: Discover attitudes about funding transit

- ACTION NOW -
Walk through “final” final draft.
Telephone Survey
Focus Group Procedures

- Piggyback on Regional Transit Summit meetings which are the foundation for the mandated Locally Coordinated Plan.

Purpose: Open ended questions to help understand attitudes about transit, performance measures and MaineDOT
<table>
<thead>
<tr>
<th>Region</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region 1</td>
<td>Nov. 7</td>
<td>1:00 to 3:30 pm</td>
<td>UMPI, Presque Isle</td>
</tr>
<tr>
<td>Region 2</td>
<td>Dec. 3</td>
<td>1:00 to 3:30 pm</td>
<td>Ellsworth City Hall</td>
</tr>
<tr>
<td>Region 3</td>
<td>Nov. 12</td>
<td>1:00 to 3:30 pm</td>
<td>Bangor Parks &amp; Rec.</td>
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<tr>
<td>Region 4</td>
<td>Oct. 17</td>
<td>9:00 to 11:30 am</td>
<td>Waterville Armory</td>
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<td>Region 5</td>
<td>Oct. 31</td>
<td>1:00 to 3:30 pm</td>
<td>UMaine, Belfast</td>
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<td>Region 6</td>
<td>Nov. 14</td>
<td>1:00 to 3:30 pm</td>
<td>Portland Public Library</td>
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<td>Region 7</td>
<td>Dec. 10</td>
<td>1:00 to 3:30 pm</td>
<td>Auburn Public Library</td>
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<tr>
<td>Region 8</td>
<td>Nov. 13</td>
<td>1:00 to 3:30 pm</td>
<td>Trafton Center, Sanford</td>
</tr>
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</table>
Regional Transit Summit
Typical Agenda

I. Introduction
• Importance of regional transportation system
• Introduction to Locally Coordinated Plan Process
• Federal Requirements

II. Summary of available transit services

III. Rating of Strategies in Locally Coord. Plan
• Review of strategies
• Rating of Strategies

IV. MaineDOT Strategic Transit Plan
**Kennebec and Somerset Counties**

DRAFT – KVCAP Future Priorities, Potential Projects

**Future Priorities**

- Additional bus in Augusta to serve new Maine General Hospital
- Lower Somerset County with connections to Waterville
- Additional bus in Waterville

**Potential Projects and Initiatives – Next 6 yrs.**

- Expand service to seniors…by expanding general transit services
- Explore the options for…monthly Explorer Passes; commuter access to the Cancer Center; additional service to KVCC/Hinckley Campus and Fairfield; commuter service to New Balance and Backyard Farms….etc.

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Two “Stakeholder” Surveys

Two types (Repeated twice: FY 13, FY 14)

1. Stakeholders (Providers of service)
   - Purpose: Assess attitudes about transit now and future
   - Purpose: Assess attitudes about coordination
   - Purpose: Assess attitudes about performance measures

2. Stakeholders (Purchase or provide for own clients)
   - Purpose: Assess passenger transit activities
   - Purpose: Collect uniform data on agency consumers of transit
Customer Service Survey

MaineDOT Customer Service Surveys

- **Purpose:** Assess level of contact with MaineDOT
- **Purpose:** Assess attitudes about MaineDOT
Intercept Surveys (Will be re-worked telephone survey)

- Purpose: Discover need for transit
- Purpose: Discover knowledge and use of transit
- Possible Purpose: Discover attitudes about funding transit
Mass Distribution Survey

“Survey Monkey” type distribution and hard copy “Mass Distribution” Survey

• Purpose: Discover need for transit
• Purpose: Discover knowledge and use of transit
• Possible Purpose: Discover attitudes about funding transit

Re-worked telephone survey questions
1. Purpose: Open ended questions to help understand attitudes about transit, performance measures and MaineDOT

2. Purpose: In person exchange of ideas about Strategic Plan

(Plan is to visit every public transit provider.)
Introduction to Gap Analysis and Inventory

Rich Rothe
- Estimating Demand - Overview

Key Points:

- Formulas and approaches vary
- Initial overview by region (8)
- Further refinement by county
- Significant regional differences (FY 2012)
2009 Report by the
Transit Cooperative Research Program
• Persons residing in households with income below poverty level:

• Persons residing in households owning no automobile:

• Derived from Census (American Community Survey five-year estimates, 2007-2011)
Key Question

How much transit service would be needed to fully address the mobility needs of transit dependent persons?
What is the Mobility Gap?

- Number of trips/household/day in a household with one vehicle (5.4) minus number of trips/household/day with no vehicle (3.3) = 2.1
Example: Aroostook County

Number of no-vehicle households: 2,619

Daily mobility need: \((2,619) \times 2.1 = 5,499\) trips

Daily trips provided in FY 2012 by ARTS = 1,070 (19% of need)

Note: Number of trips provided includes total of transit and MaineCare trips.

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How does this compare with other areas?
Caveats

- Trip data includes fixed route, flex route and MaineCare (agency vehicle, volunteers, friend and family)
- Includes only land-based transit (ferry trips not included)
- Seasonal service data not included
- Data rounded off to counties
- Intercity trips included in county of origin
Percentage of FY 2012 Need/Demand Met By Region

Region 1: 19% (Aroostook)
Region 2: 28% (Hancock, Washington)
Region 3: 53% (Penobscot, Piscataquis)
Region 4: 15% (Kennebec, Somerset)
Region 5: 15% (Waldo, Knox, Lincoln, Sagadahoc)
Region 6: 35% (Cumberland)
Region 7: 26% (Androscoggin, Franklin, Oxford)
Region 8: 26% (York)

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Assume that each person in a household with no vehicles would make 12 trips per month to meet basic mobility needs (shopping, medical, personal errands).

Multiply # persons in no-vehicle households by 12, then divide by 31 to get daily need.
# Calculation of persons in household with no vehicle

From Census – no vehicle households:
Example: Aroostook County

<table>
<thead>
<tr>
<th></th>
<th># of households</th>
<th>Multiplier</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>1 person hh</td>
<td>1,933</td>
<td>1</td>
<td>1,933</td>
</tr>
<tr>
<td>2 person hh</td>
<td>429</td>
<td>2</td>
<td>858</td>
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<tr>
<td>3 person hh</td>
<td>97</td>
<td>3</td>
<td>291</td>
</tr>
<tr>
<td>4 or more</td>
<td>160</td>
<td>4</td>
<td>640</td>
</tr>
<tr>
<td>person hh</td>
<td>Total</td>
<td></td>
<td>3,722</td>
</tr>
</tbody>
</table>

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Percentage of Need/Demand Met By Region (rounded off to counties)

Region 1: 74%
Region 2: 106%
Region 3: 201%
Region 4: 53%
Region 5: 57%
Region 6: 130%
Region 7: 98%
Region 8: 104%
# Comparison of Need/Demand Met by TCRP and Reasonable Trip Rate

<table>
<thead>
<tr>
<th>Region</th>
<th>TCRP</th>
<th>Reasonable Trip Rate</th>
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<tr>
<td>Region 1</td>
<td>19%</td>
<td>74%</td>
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<tr>
<td>Region 2</td>
<td>28%</td>
<td>106%</td>
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<tr>
<td>Region 3</td>
<td>53%</td>
<td>201%</td>
</tr>
<tr>
<td>Region 4</td>
<td>15%</td>
<td>53%</td>
</tr>
<tr>
<td>Region 5</td>
<td>15%</td>
<td>57%</td>
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<td>Region 6</td>
<td>35%</td>
<td>130%</td>
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<td>98%</td>
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<tr>
<td>Region 8</td>
<td>26%</td>
<td>104%</td>
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</table>
Examination of similar systems in similar areas, and/or identification of best practices from Maine and/or other states that might better serve a region.

TCRP Quote: The best peer group is your own system.
Examination of extent to which need/demand is met:

- In each county
- In communities with fixed route and flex route service
Alignment of MaineDOT Strategic Transit Plan 2025 with MaineDOT Strategic Plan 2012

Tom Meyers
Steering Committee

Help identify:

- Core Values
- Core Beliefs
- Goals
- Objectives
- Critical Actions
- Priorities
- Performance Measures
MaineDOT Strategic Plan 2012 (SP-12)

- Mission
- Vision
- Core Values (3)

- Goals (3)
  - Objectives (8)
  - Strategies (34)
  - Actions (360)

- Capstone Performance Measures (10)
To responsibly provide our customers the safest and most reliable transportation system possible, given available resources.
SP-12  Three Goals

1. Manage the Existing System
2. Support Economic Opportunity
3. Build Trust
Goal 1: Manage Existing System

- **Manage the system.** That is different than “fix individual assets”.

- Do the best we can **within reliable funding levels**.

- **Highway Corridor Priorities and Customer Service Levels** define how we do this for the highway system.
### Objective 1.3: Optimize operational performance of the system using ongoing customer input

#### Strategy 1.3.A: Maintain acceptable regional mobility

<table>
<thead>
<tr>
<th>ACTION #</th>
<th>ACTION</th>
<th>MainDOT Priority Measure</th>
<th>ALSO APPLIES TO</th>
<th>STRATEGIC OR TACTICAL</th>
<th>POLICY DECISION REQUIRED</th>
<th>ACTIVITY GROUP</th>
<th>POSITION RESPONSIBLE</th>
<th>TIME FRAME START/STOP</th>
<th>PERFORMANCE MEASURE</th>
<th>SIGNOFF</th>
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</thead>
</table>
| 1        | Deliver a snow & ice control program that provides balance between available funding, highway safety, environmental, and/or infrastructure impacts | 1, 2, 5 | 1.2.A, C, D, E 1.3.B | T N | Winter Maintenance | Region Superintendents; Highway Maintenance Engineer | Ongoing | • Average salt usage per storm per season  
• # of events where average user speed drops below 40 or 45 mph on interstate OR number of times advisories are turned on less than 40 or 45 mph on interstate (working on what we can record) | M&O Director; Region Managers |
| 2        | Maintain pavement and shoulder conditions to maximize pavement life, drainage, and safety, consistent with MainDOT LOS policies | 1, 2, 5 | 1.1.A 1.2.A, C, E 1.3.B | T N | Surface and Base Maintenance | Region Superintendent; Region Engineers | Ongoing | • % annual statewide targets and LOS Goals | Highway Maintenance Engineer; Region Manager; Project Development |
| 3        | Operate reliable ferry service | 1, 2 | 1.2.C, D, F 1.3.A 3.2.F | T N | System Operations | Ferry Service Manager | Ongoing | • Trips/scheduled trips * 100  
• Number of unplanned trips annually | Multimodal Manager |
| 4        | Reduce # of scour critical bridges and scour related bridge closures | 2 | 1.2.A, D 1.3.B | T N | Bridge and Structural Maintenance | Region Superintendent | Ongoing | • # of Bridges removed from list | Region Manager |
| 5        | Manage the public investment in highway corridors to ensure that transportation purposes are reasonably sacrificed while reasonably accommodating utilities and other business needs | 5 | 1.1.A 1.2.A, C, D 2.2.C | S Y | Asset Location Management | Region Engineers; Region Traffic Engineers; Region Superintendents | Ongoing | • % on time permits | Region Managers; Highway Maintenance Engineer; Asst Traffic Engineer |
| 6        | Serve as member on North Atlantic Ports Association’s Board of Directors | 1 | 2.2.B | S N | Communication and Outreach | Ports & Marine Program Director | Ongoing | • Communication on port issues | FBSO Director |
| 7        | Design to remove bridge and road postings as funding allows | 2 | T N | Design | Program Directors | Ongoing | • % Customer satisfaction | BPD Director M&O Director |
Goal 1: Manage Existing System

Objective 1.3: Optimize operational performance of the system using ongoing customer input.

Strategy 1.3.A Maintain acceptable regional mobility.

<table>
<thead>
<tr>
<th>ACTION #</th>
<th>ACTION</th>
<th>MaineDOT Performance Measure</th>
<th>ALSO APPLIES TO:</th>
<th>STRATEGIC or TACTICAL</th>
<th>POLICY DECISION REQUIRED</th>
<th>ACTIVITY GROUP</th>
<th>POSITION RESPONSIBLE</th>
<th>TIME FRAME (tasks only)</th>
<th>PERFORMANCE MEASURE</th>
<th>SIGNOFF</th>
</tr>
</thead>
</table>
| 8        | Streamline and conclude major transportation studies and develop financial plans to implement study recommendations. | 1.1.A 2.1.C | T | N | Complex Transportation Planning Projects | BTSP Division Directors | Timely FONSI/ROD | • % of studies delivered on time  
• % of studies delivered on budget | BTSP Director |
| 9        | Repeal transit bonus and replace with a funding formula based on ridership | 2 | S | Y | Policy Development & Amendment | SWMP Director | 1 year | • New funding formula in place | BTSP Director |
Goal 2: Support Economic Opportunity

- Create a long-range, multimodal plan.
- Seek other available resources.
- Maximize state and regional economic benefit.
- Partner with municipalities, businesses to leverage greater benefits.

(It’s about the money - See 2.1.C in particular for public transit!)
To responsibly provide our customers the safest and most reliable transportation system possible, given available resources.
MaineDOT Transit Unit Mission*

To responsibly provide our customers the safest and most reliable public transit transportation system possible, given available resources.

*easy way to do it, but...
Alignment of MaineDOT Strategic Transit Plan 2025 with MaineDOT Strategic Plan 2012 (SP-12)

Preliminary assessment:

a. It is too early in the process to know if (or how) the Mission and Vision, or the Core Values, will be supplemented with any “transit unique” attributes.

b. The Study Team will be able to identify Strategies, Actions, and Performance Measures that are “tailored to transit ” to include in SP-12.
Time to introduce the Two “Stakeholder” Surveys

1. Stakeholders (Providers of service)
   - Purpose: Assess attitudes about transit now and future
   - Purpose: Assess attitudes about coordination
   - Purpose: Assess attitudes about performance measures

2. Stakeholders (Purchase or provide for own clients)
   - Purpose: Assess passenger transit activities
   - Purpose: Collect uniform data on agency consumers of transit
Next steps

• Next Meeting December 12th
  • Review many deliverables from work plan
  • Survey results for review
• Interim Priority Tasks
  • Review and comment on drafts of other surveys
  • Bibliography – Open for your suggestions
• Interim Optional Tasks
  • Review and comment on Preliminary Objectives, Strategies, and Actions
  • Next Steering Committee Survey

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Until Next Time

Thank you!