Welcome and Introduction

Sue Moreau
Manager, Multimodal Planning & Operations
Outreach Division
Bureau of Planning
MaineDOT
Self Introductions

1. Your name

2. Affiliation

3. Choose one:
   Most recent use of public transit.
   or
   Your favorite color.
   or
   Place you would like to visit.
Scope of Work
Literature Review
Demand Modeling
Inventory of Services
Service Gaps
Socioeconomic Analysis
Transit Service Assessment

Where you want to go

Cost Estimate to Sustain Existing Services
Cost Estimate to Fill Gaps

Sign Off/Monitoring
Performance Measure
Time Frame

Position Responsible
Activity Group
Policy Decision Required
Critical Actions
Desired New Paradigms

Core Beliefs
Service Expectations and Standards
Other State Models
Federal Perspective

Where you are

Conceptual Tasks
MaineDOT Strategic Transit Plan - 2025
Peter Schauer Associates
Overview of Scope of Work, Conceptual Tasks and Summary Deliverables
Why Strategic Plan?

- Management and Stewardship of funds by Legislature and MaineDOT
- Legislative Directive: Customer Performance Measures
- Identify new or different service methodologies or give renewed force for long standing services
Why Strategic Plan is Needed

- Prepare a roadmap with recommendations, strategies and measurable objectives to become better managers of Federal and State funds for improved service to the end user—the customer.
- Mandated Maine Legislative and MAP 21 Performance Measures
- Streamlining of Department procedures to be in compliance with FTA regulations and more systematic oversight of sub grantees to improve performance.
- Comprehensive inventory and evaluation of what has been in existence for over 30 years.
Maine Legislation
PART B
Sec. B-1. 23 MRSA §73, sub-§6, as enacted by PL 2007, c. 470, Pt. B, §1, is repealed.
Sec. B-2. 23 MRSA §73, sub-§7 is enacted to read:
“The department shall also establish customer service levels related to safety, condition and serviceability appropriate to the priority of the highway, resulting in a system that grades each highway as Excellent, Good, Fair, Poor or Unacceptable.” (continued next slide)
“E. By 2015, develop and implement a similar asset priority and customer service level system of measurement for all major freight and passenger transportation assets owned or supported by the department, including capital goals. (continued next slide)
The department shall report to the joint standing committee of the Legislature having jurisdiction over transportation matters by March 1st of each odd-numbered year quantifying progress realized and time that has elapsed since the goals were established. The department shall recommend any remedial actions, including additional funding or revisions to the goals, that the department determines to be necessary or appropriate.”
SCOPE OF WORK From RFP

• 10-year comprehensive plan
• Holistic approach, statewide
• Focus on Maine’s aging population
• In addition, the plan will make recommendations on best practices for transit planning and funding strategies.
Maine, with a median age of 41.2, is the United States’ oldest state. Maine’s median age is almost 5 full years above the United States’ and about 13 years higher than the country’s youngest state, Utah.

- Source: Maine State Planning Office 2007
While the study will be cognizant of the needs of elderly persons...

Bulk of Federal funding is directed to general public so this plan will prepare critical actions for the entire population of Maine including visitors.
The Strategic Plan Model—Three Questions:

1. Where are we?
2. Where do we want to go?
3. How do we get from where we are to where we want to go?
Strategic Approach

Where are you?

Where do you want to go?

“How do you get to where you want to go?”

“T” = Transformation of static data into dynamic action plan

Peter Schauer Associates
peter@peterschauer.com
Where are we?

- What are the Core Beliefs about Transit in Maine?
- What are the existing services in Maine and what are their strengths and weaknesses?
- What is the total environment like for transit in Maine—funding, public support, infrastructure, other?
Key Questions to Answer Related to Core Beliefs

- How much mobility do residents and visitors of Maine need? What is the demand for those services?
- Are the transit efforts of MaineDOT primarily “safety net” mobility or are they an option to the automobile?
- Under what circumstances are the efforts an alternative to the automobile?
- Should public funds be allocated to transit—how much?
- MaineDOT annually receives Federal funds for transit—what is the best way to spend it?
- If there are not enough public resources to meet the mobility needs what is the appropriate role of MaineDOT?
Where do we want to go?

- What is vision for transit in Maine?
- What services should be supported and how with what funding?
- How do we best meet the needs of the elderly and other persons?
How do we get there?

Results and Actions will be designed to fit existing overarching MaineDOT Strategic Plan
Order of Questions

Important?
Where do we want to go?
  Where are we?
How do we get where we want to go?
Literature Review

Demand Modeling

Inventory of Services

Service Gaps

Socioeconomic Analysis

Transit Service Assessment

Cost Estimate to Sustain Existing Services

Cost Estimate to Fill Gaps

Sign Off/Monitoring

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Core Beliefs

Service Expectations and Standards

Other State Models

Federal Perspective

Where you are

Where you want to go

How You Get Where You Want To Go

Conceptual Tasks

MaineDOT Strategic Transit Plan - 2025

Peter Schauer Associates
RFP Summary Deliverables

- Project Administration
- Guidance and Oversight
- Inventory and Existing Conditions
- Alternatives and Best Practices
- Development of Framework for Strategic Plan and Future Management of MaineDOT Transit Programs
Final Plan and Public Hearing

Deliberative Process with three public hearings

Object - allow sufficient time for public participation

January 8, 2015
Public Participation Process
Literature Review

Demand Modeling

Inventory of Services

Service Gaps

Socioeconomic Analysis

Transit Service Assessment

Cost Estimate to Sustain Existing Services

Cost Estimate to Fill Gaps

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Performance Measure

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Desired New Paradigms

Conceptual Tasks

MaineDOT Strategic Transit Plan - 2025

Peter Schauer Associates
Public Participation Process

- Steering Committee
- Public Hearings
- Provider Surveys
- Customer Service Surveys
- Focus Groups
- Statewide Opinion Survey
- Web Site
- Open to Other Ideas and Avenues of Discussion
Maine Transit 101
Maine Transit 101 Overview

Key Points:
- Scale of operations by mode
- Urban systems provide the bulk of trips
- Modest State support for transit
- DHHS provides substantial support for trips for eligible persons
Publicly Supported Transportation

- Fixed Route
- Demand Response – flex route, rural transportation by bus, volunteer, taxi, other
- Ferry
- Rail
- Park and Ride
Private Transportation Providers

- Private bus companies (e.g. Cyr Bus Line, Northeast Charter & Tour, VIP Tour & Charter Bus, Concord Coach Lines, Greyhound Lines)
- Taxis (e.g. Brothers Transportation Service, Winthrop Taxi)
- Ferries (e.g. Chebeauge Transportation Co, Bar Harbor Ferry, Beal & Bunker Ferry, East Coast Ferries, Ltd)

Sources:
http://www.exploremaine.org
http://www.yellowpages.com/augusta-me/taxis
http://www.yellowpages.com/winthrop-me/taxi
<table>
<thead>
<tr>
<th>5303 Planning Program</th>
<th>$374,538</th>
</tr>
</thead>
<tbody>
<tr>
<td>5304 State Planning Program</td>
<td>$98,570</td>
</tr>
<tr>
<td>5307 Urban</td>
<td>$4,162,847</td>
</tr>
<tr>
<td>5310 Elderly, Persons with Disabilities</td>
<td>$741,596</td>
</tr>
<tr>
<td>5311 Rural</td>
<td>$5,434,988</td>
</tr>
<tr>
<td>5311 (b) RTAP</td>
<td>$115,593</td>
</tr>
<tr>
<td>5316 Job Access, Reverse Comm. Rural</td>
<td>$340,467</td>
</tr>
<tr>
<td>5316 Job Access, Reverse Comm. Urban</td>
<td>$311,805</td>
</tr>
</tbody>
</table>

*continued next slide*
Federal $ Support from FTA FY 2012 (continued)

- New Freedom - Rural $217,097
- New Freedom - Urban $221,882
- Small Transit Intensive Cities $263,030

Total $12,282,413

State, Fed $ Over Time

Note: Increase for FY 2013 is totally related to urban Portland Area Comprehensive Transportation System. Rural monies
Sources:

Maine State $ Support for Public Transit Programs (bus only - not rail or ferry)

- FY 2011: $530,026
- FY 2012: $547,845
- FY 2013: $547,845

Source: MaineDOT.
### State Per Capita Transit $ FY 2011

<table>
<thead>
<tr>
<th>State</th>
<th>Per Capita</th>
</tr>
</thead>
<tbody>
<tr>
<td>Massachusetts</td>
<td>$183.22</td>
</tr>
<tr>
<td>Connecticut</td>
<td>$115.01</td>
</tr>
<tr>
<td><strong>National Avg. (as of 2007)</strong></td>
<td><strong>$45.66</strong></td>
</tr>
<tr>
<td>Oregon</td>
<td>$34.17</td>
</tr>
<tr>
<td>Vermont</td>
<td>$10.92</td>
</tr>
<tr>
<td>Iowa</td>
<td>$4.16</td>
</tr>
<tr>
<td>West Virginia</td>
<td>$1.50</td>
</tr>
<tr>
<td>Mississippi</td>
<td>$0.54</td>
</tr>
<tr>
<td><strong>Maine</strong></td>
<td><strong>$0.40</strong></td>
</tr>
<tr>
<td>New Hampshire</td>
<td>$0.32</td>
</tr>
</tbody>
</table>

Sources:
Publicly Supported Fixed Route (Systems with ADA Paratransit Plus Intercity)

Source: Meyers, Tom. n.d.
<table>
<thead>
<tr>
<th>Route</th>
<th>Buses</th>
<th>Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>METRO (Portland)</td>
<td>27+</td>
<td>1,464,643</td>
</tr>
<tr>
<td>Comm. Connector (Bangor)</td>
<td>15+</td>
<td>1,010,319</td>
</tr>
<tr>
<td>Citylink (Lewiston/Auburn)</td>
<td>7+</td>
<td>350,604</td>
</tr>
<tr>
<td>South Portland</td>
<td>4+</td>
<td>247,370</td>
</tr>
<tr>
<td>Shuttlebus (Biddeford-Portland Intercity)</td>
<td>1+</td>
<td>33,231</td>
</tr>
<tr>
<td>ZOOM (Biddeford – Portland Commuter)</td>
<td>2+</td>
<td>31,488</td>
</tr>
<tr>
<td>Cyr (Bangor-Presque Isle Intercity)</td>
<td>1+</td>
<td>17,034</td>
</tr>
<tr>
<td>West’s (Calais – Bangor Intercity)</td>
<td>2.5</td>
<td>3,461</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>3,158,150</strong></td>
</tr>
</tbody>
</table>

Note: The term bus includes buses and vans; the “+” sign indicates one or more spares
Sources:

3. ---. “Region 7, Lewiston-Auburn Transit Committee (LATC) citylink.” 2013: 12.
5. ---. “Region 8, ShuttleBus.” 2013: 10.
8. ---. “Region 2, West’s Transportation.” 2013: 11.
15. ---. 29 August 2013. Telecommunication.
Where do funds come from?
$11.6M - 4 Largest Systems

Transit Funding

- MaineDOT 2%
- FTA 27%
- Fares 27%
- Local 41%
- Other 3%
Sources:

---. “Region 3, Community Connector.” 2013: 11.
---. “Region 6, South Portland Bus Service.” 2013: 10.
Publicly Supported Demand Response Systems

Source: York County Community Action Corporation. n.d.
For this overview generally the cost and productivity of volunteers and Friends and Family is not included. An assessment of those activities will occur during the inventory and analysis phase of the Strategic Plan.

System in Transition: Brokered system implemented August 1, 2013. All MaineCare NEMT (non-emergency medical Transportation) - 3 brokers
<table>
<thead>
<tr>
<th>Service</th>
<th>Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>ShuttleBus &amp; UNE (3+ buses)</td>
<td>112,432</td>
</tr>
<tr>
<td>Kennebec Explorer (7 buses)</td>
<td>64,329</td>
</tr>
<tr>
<td>Downeast Transportation (8 buses+)</td>
<td>61,301</td>
</tr>
<tr>
<td>WAVE - York County (14+ buses)</td>
<td>52,097</td>
</tr>
<tr>
<td>Brunswick Explorer (2+ buses)</td>
<td>26,722</td>
</tr>
<tr>
<td>Sanford Transit (1 bus)</td>
<td>16,802</td>
</tr>
<tr>
<td>Bath (2+ buses)</td>
<td>13,661</td>
</tr>
<tr>
<td>Sanford Ocean Shuttle (1 bus)</td>
<td>12,475</td>
</tr>
<tr>
<td>West’s Washington Co. (2.5 buses)</td>
<td>4,496</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>312,218</td>
</tr>
</tbody>
</table>
Sources:

2. ---. “Region 4, Kennebec Valley Community Action Program (KVCAP).” 2013: 11.
4. ---. “Region 8, York County Community Action Corporation YCCAC.” 2013: 11.
5. ---. “Region 5, Coastal Trans, Inc. (CTI).” 2013: 12.
6. ---. “Region 8, York County Community Action Corporation YCCAC.” 2013: 11.
Publicly Supported Flex Route Seasonal Trips FY 2012

- Island Explorer 439,053
  (28+ buses) 4
- Mountain, Sugarloaf Explorer 161,619
  (12+ buses) 5
- Shoreline Explorer – York Co. 69,188
  (6 trolleys+, 2 buses+) 6

- Total 669,860
Sources:

2. ---. “Region 7, Western Maine Transportation Services WMTS.” 2013: 12.
1. Aroostook
2. Hancock/Washington
3. Penobscot/Piscataquis
4. Kennebec/Somerset
5. Knox/Lincoln/Waldo/Sagadahoc
6. Cumberland
7. Androscoggin/Franklin/Oxford
8. York

Source: MaineDOT.
Rural Transportation Providers by Region

1. ARTS (Aroostook Regional Transportation System – Aroostook County)

2. WHCA (Washington Hancock Community Agency – Hancock and Washington Counties)

3. Penquis Transportation Program (Penobscot and Piscataquis Counties)

4. KVCAP (Kennebec Valley Community Action Program – Kennebec and Somerset Counties)

5. Coastal Trans, Inc. (Knox, Lincoln, Sagadahoc Counties, and Brunswick & Harpswell in Cumberland County)
• 5. **WCAP** (Waldo Community Action Partners – Waldo County)

• 6. **RTP** (Regional Transportation Program - Cumberland County)

• 7. **WMTS** (Western Maine Transportation Program (Androscoggin, Franklin and Oxford Counties)

• 7. **Community Concepts** (Androscoggin, Franklin and Oxford Counties)

• 8. **YCCAC** (York County Community Action Corporation – York County)
Publicly Supported Rural Transportation

- 8 Transportation regions
- 9 Designated Regional Providers
- 1 Additional Regional Provider (Waldo Community Action Partners in Region 5)
- 1 additional service provider (Community Concepts in Region 7)

Source: MaineDOT.
Rural Trips FY 2012
2.7 million

Trips
- Gen. Public 5%
- MaineCare 86%
- DHHS Other 4%
- Other 4%
Sources:

2. ---. “Region 2, Washington Hancock Community Agency (WHCA).” 2013: 11.
3. ---. “Region 3, Penquis Transportation Program The LYNX.” 2013: 11.
4. ---. “Region 4, Kennebec Valley Community Action Program (KVCAP).” 2013: 12.
5. ---. “Region 5, Coastal Trans, Inc. (CTI).” 2013: 11.
7. ---. “Region 6, Regional Transportation Program (RTP).” 2013: 11.
8. ---. “Region 7, Western Maine Transportation Services WMTS.” 2013:n.p.
10. ---. “Region 8, York County Community Action Corporation YCCAC.” 2013: 12.
Rural Trips by Mode FY 2012
2.7 Million Trips

- Agency Operated Vehicles: 26%
- Volunteers: 30%
- Friends and Family: 31%
- Other (taxis, other provider, etc.): 13%
Sources

2. ---. “Region 2, Washington Hancock Community Agency (WHCA).” 2013: 11.
3. ---. Region 3, “Penquis Transportation Program The LYNX.” 2013: 11.
5. ---. “Region 5, Coastal Trans, Inc. (CTI),” 2013: 10.
7. ---. “Region 6, Regional Transportation Program (RTP).” 2013: 11.
8. ---. “Region 7, Western Maine Transportation Services WMTS.” 2013: 11.
10. ---. “Region 8, York County Community Action Corporation YCCAC.” 2013: 12.
Where do funds come from?

10 Service Providers: $43.4 million

- DOT (0.22m: 0.5%)
- Fares (0.26 m: 0.6%)
- Other (2.3m: 5.4%)
- DHHS (2.5m: 5.8%)
- FTA (3.2m: 7.3%)
- MC (34.9m: 80.4%)
Sources

2. ---. “Region 2, Washington Hancock Community Agency (WHCA).” 2013: 12.
3. ---. “Region 3, Penquis Transportation Program The LYNX.” 2013: 12.
7. ---. “Region 6, Regional Transportation Program (RTP).” 2013: 12.
8. ---. “Region 7, Western Maine Transportation Services WMTS.” 2013: 14.
10. ---. “Region 8, York County Community Action Corporation YCCAC.” 2013: 15.
Where do funds come from?
$11.6M - 4 Largest Systems

Transit Funding

- MaineDOT 2%
- FTA 27%
- Fares 27%
- Local 41%
- Other 3%
Publicly Supported Ferry Systems

Source: Higham, Kristen. Casco Bay Island Transit District. n.d.
Publicly Supported Ferry Systems (# of ferries) & FY 2012 Trips

- Casco Bay Island Transit District (5)
  932,162 plus 28,383 vehicles
- Maine State Ferry Service (7)
  481,953 plus 177,572 vehicles
- Isle au Haut Boat Services (2)
  17,174
- Cranberry Isles Commuter Ferry (1)
  1,112
Sources

### FY 2012 Public (federal and state) Support for Ferries

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casco Bay Island Transit District</td>
<td>$714,696</td>
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<tr>
<td>(approx. budget $5,500,000)</td>
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<tr>
<td>Maine State Ferry Service</td>
<td>$3,949,428</td>
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<tr>
<td>(approx. budget $8,000,000)</td>
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<tr>
<td>Isle au Haut Boat Services</td>
<td>$58,000</td>
</tr>
<tr>
<td>(approx. budget $516,450)</td>
<td></td>
</tr>
<tr>
<td>Cranberry Isles Commuter Ferry</td>
<td>$17,349</td>
</tr>
<tr>
<td>(approx. budget $49,181)</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$4,739,473</strong></td>
</tr>
</tbody>
</table>


Sources

Amtrak Downeaster
Ridership and Public Support

• FY 2012 Ridership
  528,292

• MaineDOT Operating Funds
  $7,142,505 (Federal CMAQ and State $)

• Total Operating Budget
  Approx. $14,300,000

Source: MaineDOT.
Park & Ride Lot Program

Source: Vaillancourt, Penny. n.d.
55 Lots (42 MaineDOT; 13 Maine Turnpike Authority)

2400+ spaces

272,000 annual vehicle usage

$21,000 approximate MaineDOT annual cost (winter contracts/Insurance policy)

• Scale of operations by mode
• Urban systems provide the bulk of trips
• Modest State support for transit
• DHHS provides substantial support for trips for eligible persons
Maine Statewide Strategic Transit Plan 2025

Let’s get started!
Core Values • Core beliefs

- Core values: Traits or attributes we deem important. Values stem from beliefs.

- Core beliefs: things we hold true, often without proof or evidence.
Core beliefs

- Core beliefs: things we hold true, often without proof or evidence.
- Assumptions we hold true at the time.
- Can be correct – or incorrect – based on the evidence.
- May change – or remain the same – based on new evidence.
Hypothetical Core Beliefs about Transit in Maine.

• The way MaineDOT has allocated funds for 30 years is the best way to allocate the funds.
• Lack of transportation is a barrier to employment for all and a barrier to health care for elderly persons.
• Every individual should have access to transportation to go where they need and want to go.
More hypothetical Core Beliefs about Transit in Maine.

I believe…

“Buses are for poor people without cars.”

“People who ride buses are concerned about the environment.”

“People who ride buses are …”

The bus fares should pay for the cost of running the bus—just like roads and the tax on gasoline.”

“Transit is a waste of tax payer’s money.”
Core Values • Core beliefs
Core Values

- Foundation that forms our attitudes that guides our actions and behavior.

- Core values: values stem from beliefs. Traits or attributes we deem important.
Core Values

Scout Law

A Scout is trustworthy, loyal, helpful, friendly, courteous, kind, obedient, cheerful, thrifty, brave, clean, and reverent.
Core Values and more

I will do my best to be honest and fair, friendly and helpful, considerate and caring, courageous and strong, and responsible for what I say and do, and to respect myself and others, respect authority, use resources wisely, make the world a better place, and be a sister to every Girl Scout.
Core Values in action.

Abstractions or Actionable Concept?

For Example: We value competence.

Action: We provide training.

Belief: Our training is thorough.
Group Exercise in pairs.
Core Values of Public Transit

Ambition
Responsibility
Individuality
Equality
Accuracy
Respect
Dedication
Commitment
Improvement

Change
Fun
Trusting
Loyalty
Credibility
Fairness
Flexibility
Honesty
Innovation

Teamwork
Excellence
Confidentiality
Efficiency
Dignity
Empathy
Independence
Security
Compassion

Add your own
Team Values

Fair play
Teamwork
Forthright
Open
Non-judgmental
Egalitarian
Data Driven Decisions and Guidance

Peter Schauer Associates
peter@peterschauer.com
We are required to prepare a technical memorandum on perceived values and beliefs for passenger transit in Maine.

As we begin to reach out to other stakeholders and prepare the user survey and the statewide opinion survey, we need your thoughts on values and beliefs.

Work for Steering Committee between meetings will be minimal, but at times will be critical to the process and outcomes.
How much mobility do residents and visitors of Maine need? What is the demand for those services?

Are the transit efforts of MaineDOT primarily “safety net” mobility or are they an option to the automobile?

Under what circumstances are the efforts an alternative to the automobile?

Should public funds be allocated to transit—how much?

MaineDOT annually receives Federal funds for transit – what is the best way to spend it?

If there are not enough public resources to meet the mobility needs what is the appropriate role of MaineDOT?
Help identify:

- Core Values
- Core Beliefs
- Goals
- Objectives
- Critical Actions
- Priorities
- Performance Measures
Four Levels of Possible Outcomes

• Current service levels
• Ideal with no fiscal constraints
• Ideal based on best Maine practices
• Ideal based on best industry practices

What you get for each level of service and what it will cost.
Next steps.

- Next Meeting September 24, 2013
  - Steering Committee survey results
  - And other draft deliverables
  - Draft surveys for review

- Interim Priority Tasks
  - None anticipated this time period

- Interim Optional Tasks
  - Draft survey review
  - Scope of work review
You can make a world of difference!

Until Next Time…
Thank you!