

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:

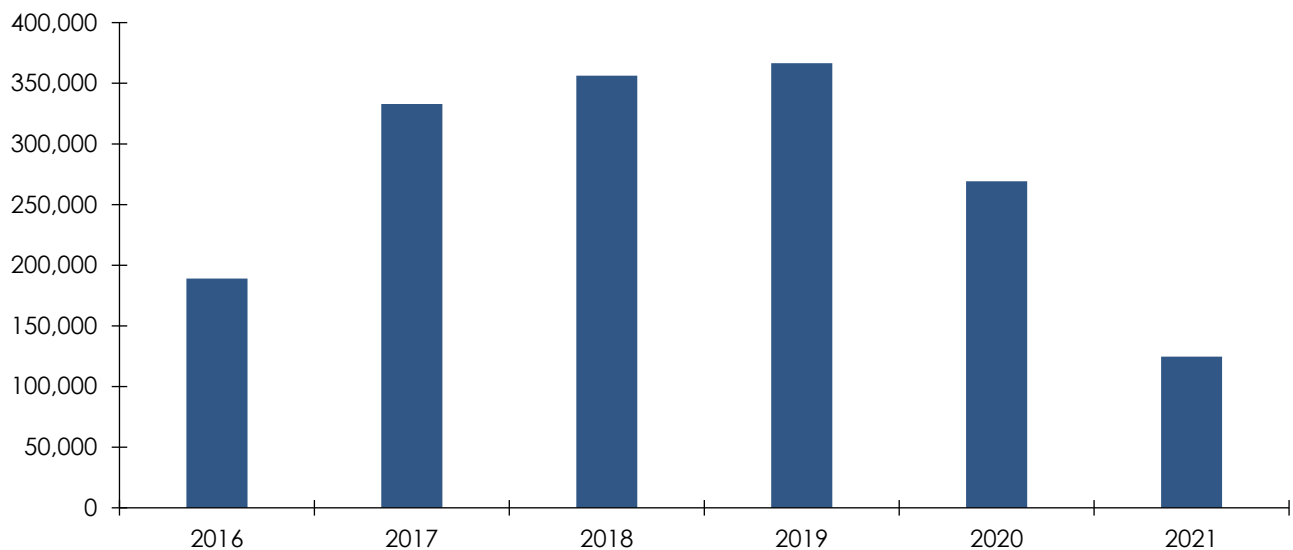
Table 1 Fare Information

| 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)

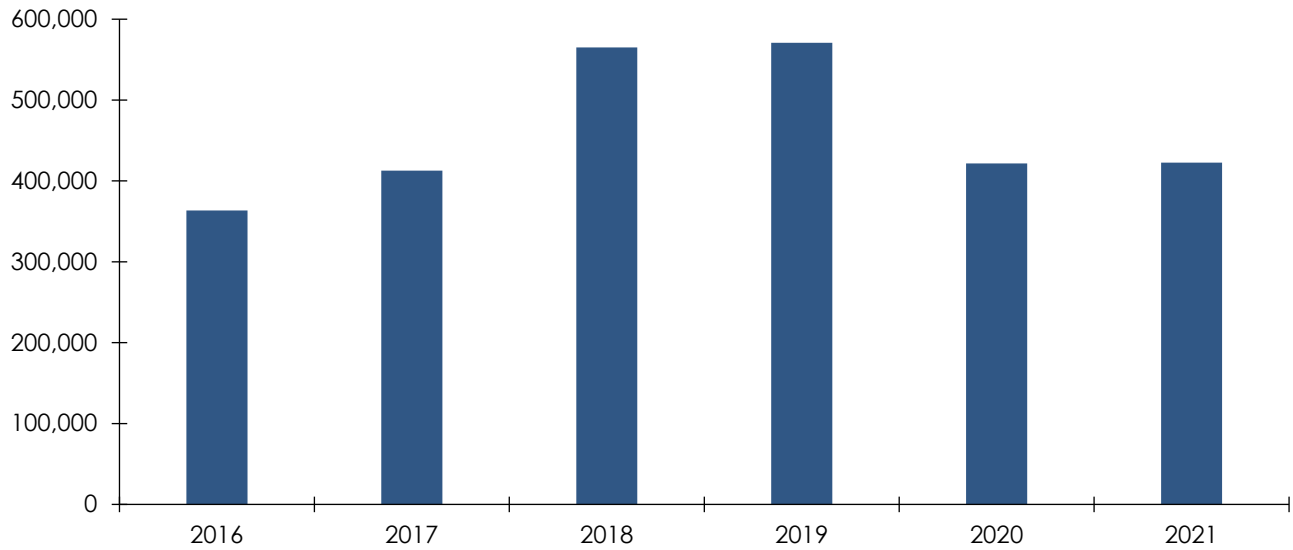
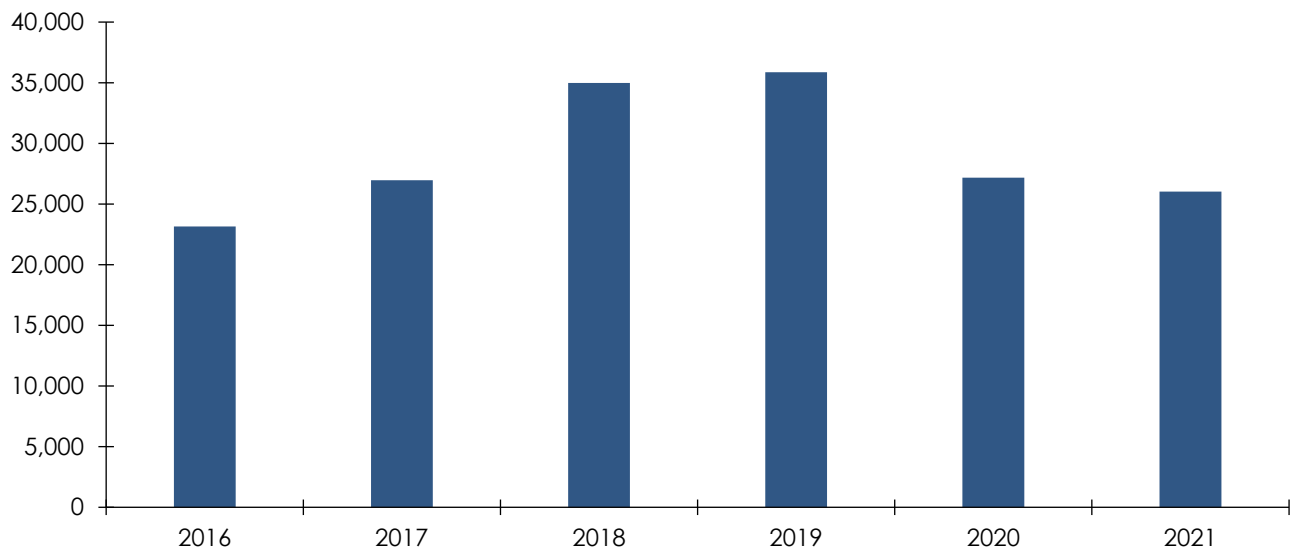


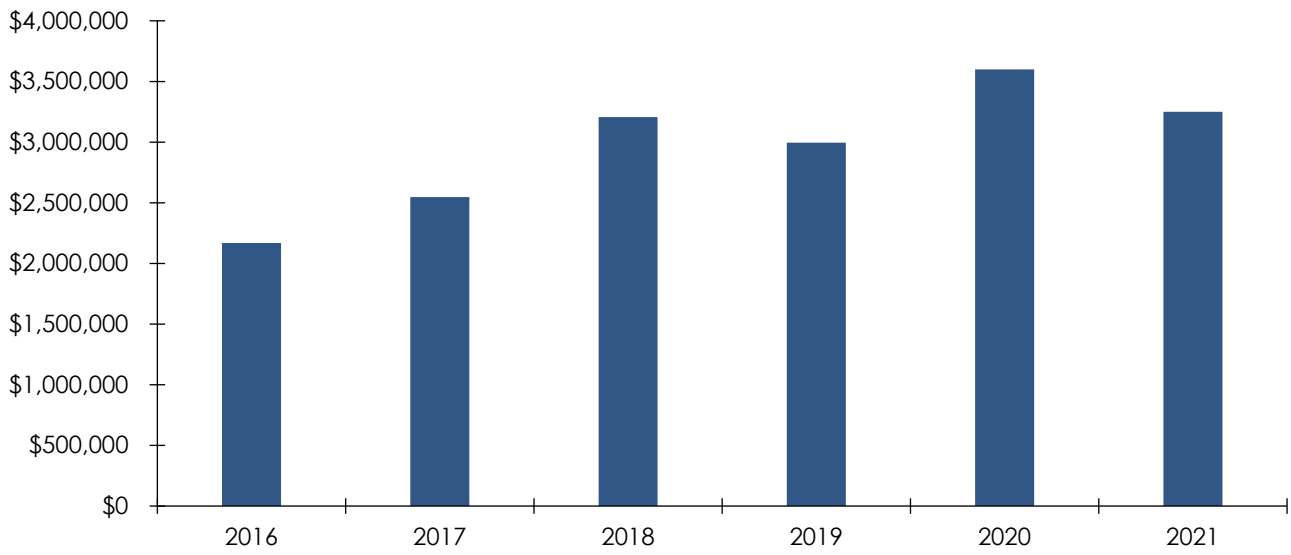
Figure 3 BSOOB Transit Vehicle Revenue Hours (2016–2021)



Budget Metrics

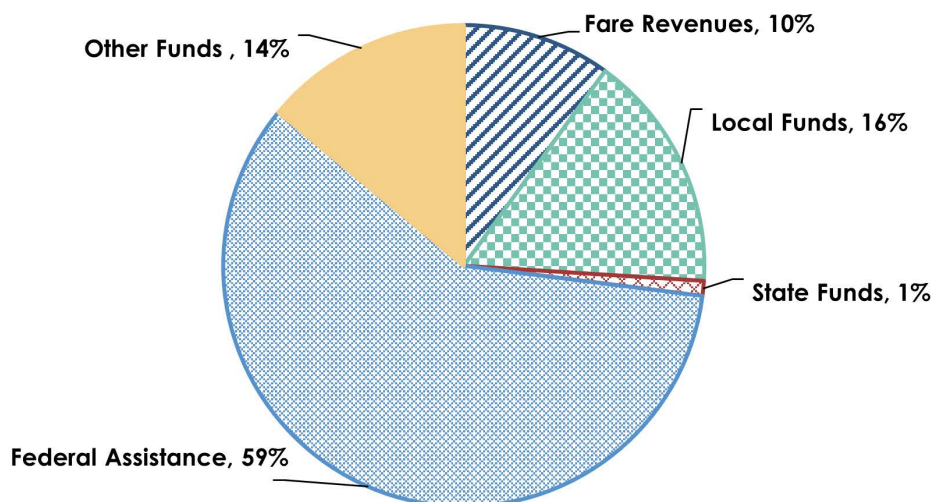
Annual operating expenses for 2016 through 2021 are shown in Figure 4 below. Between 2016 and 2021, operating expenses fluctuated between approximately \$2 million and \$3.6 million.

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)

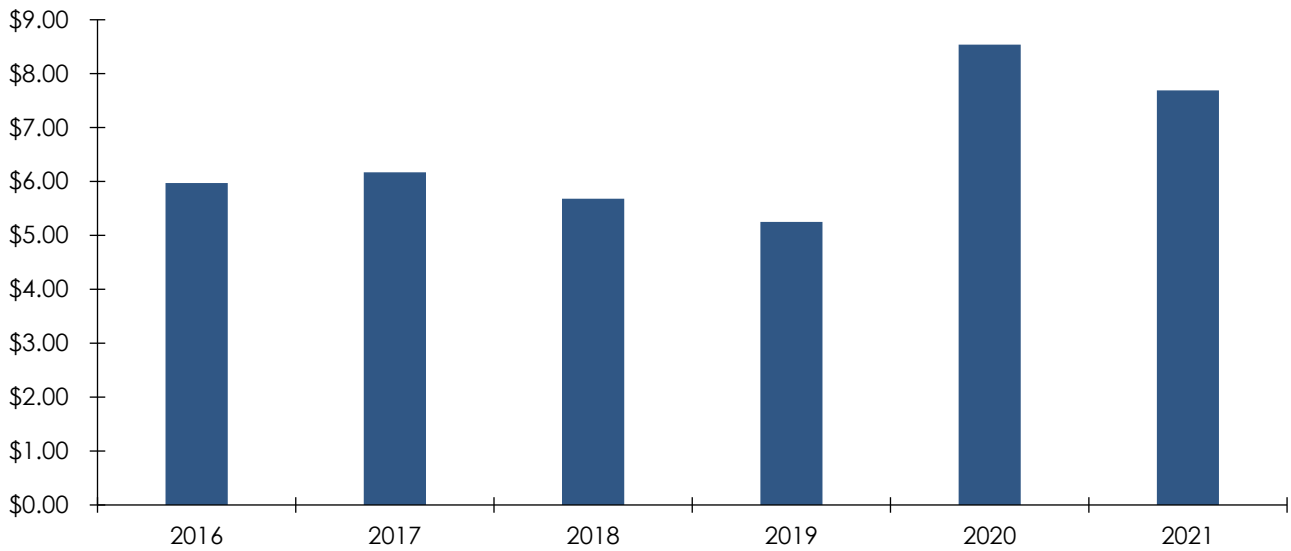
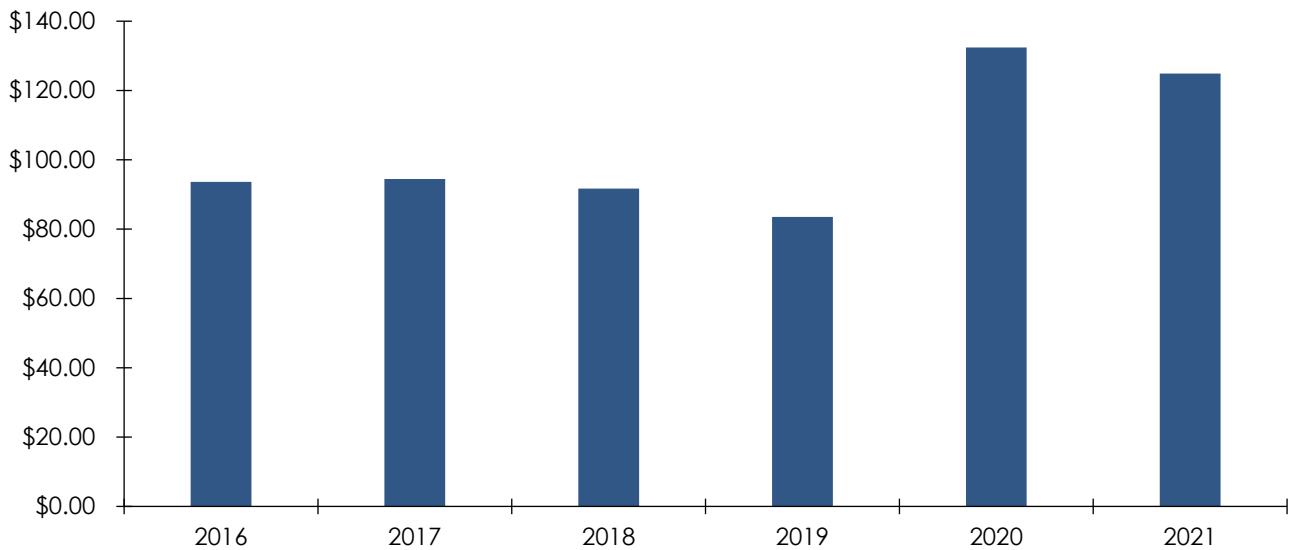


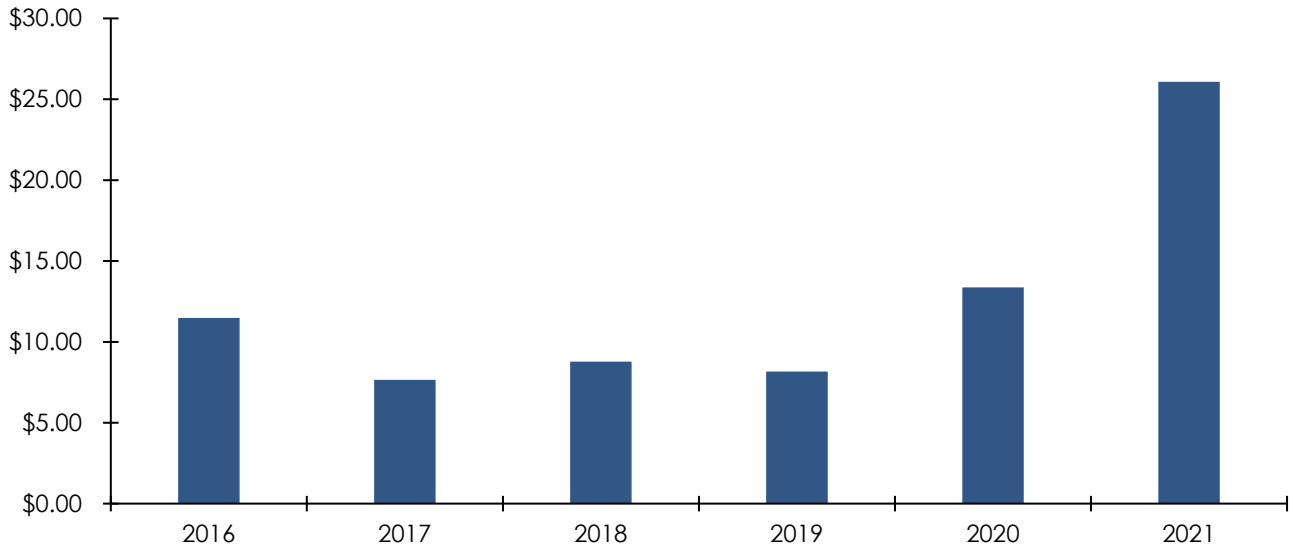
Figure 7 BSOOB Transit Expenses per Vehicle Revenue Hour (2016–2021)



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.

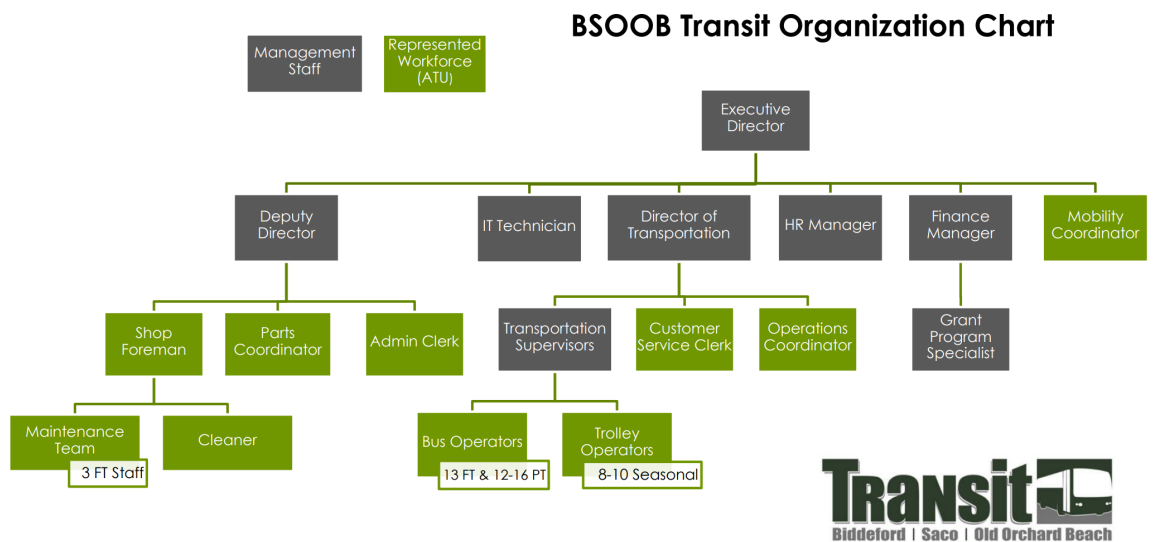
Figure 8 BSOOB Transit Operating Expenses per Unlinked Passenger Trip (2016–2021)



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