

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:

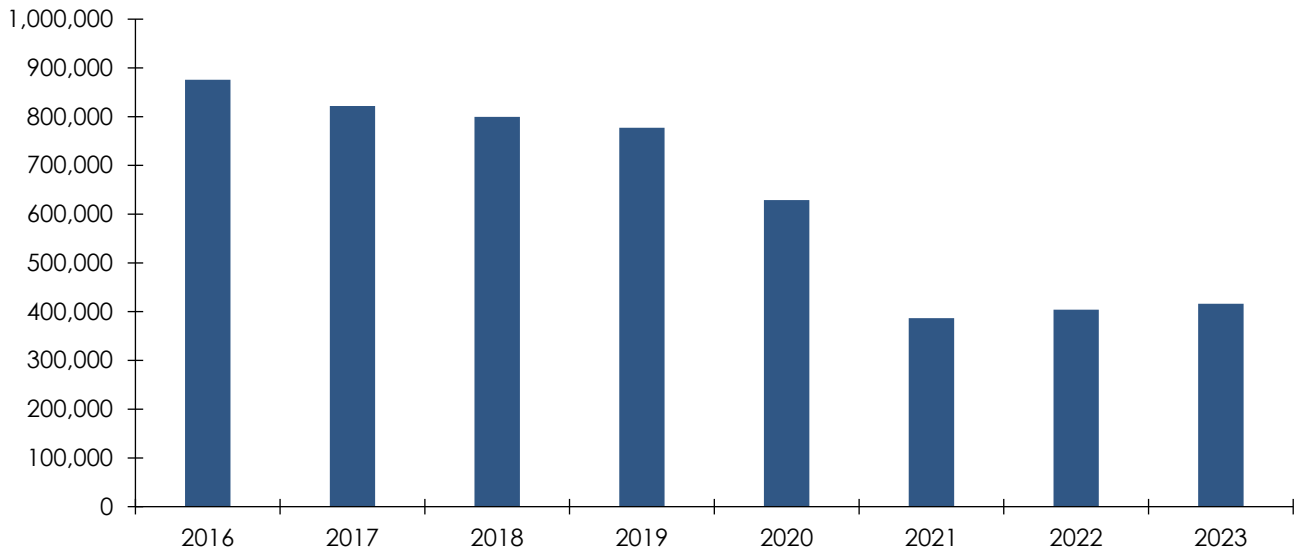
Table 1 **Fare Information**

| 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)

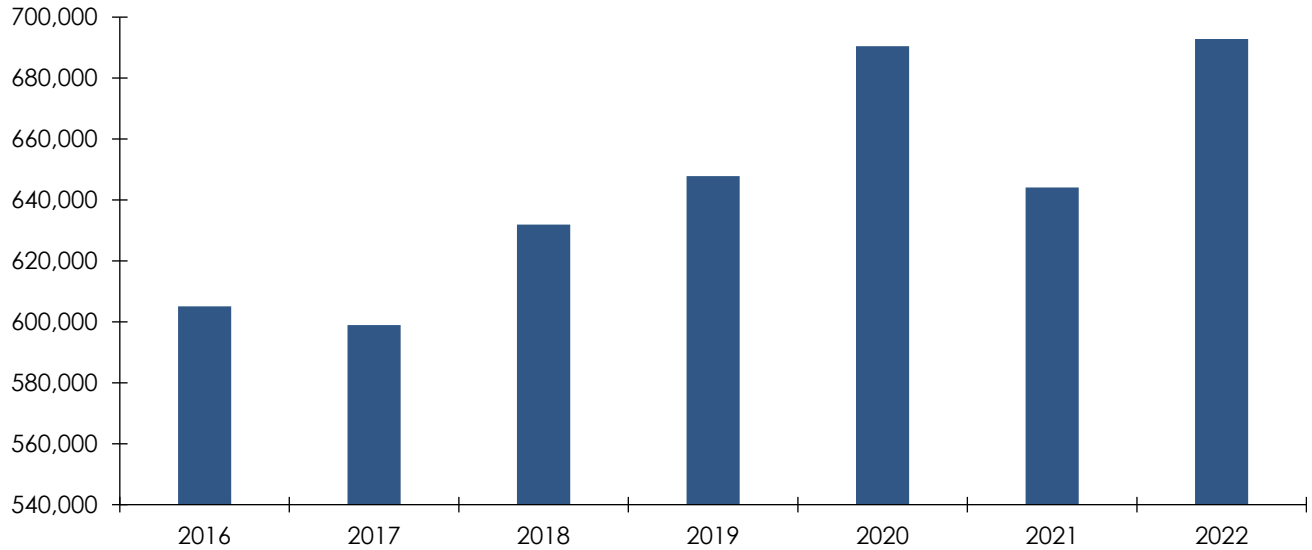
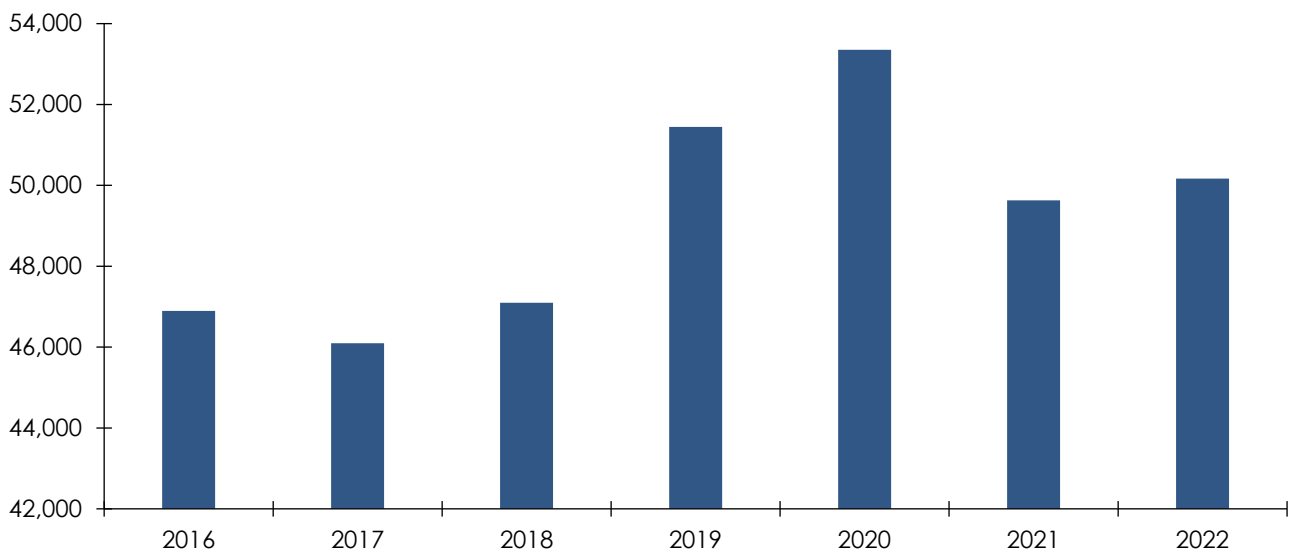


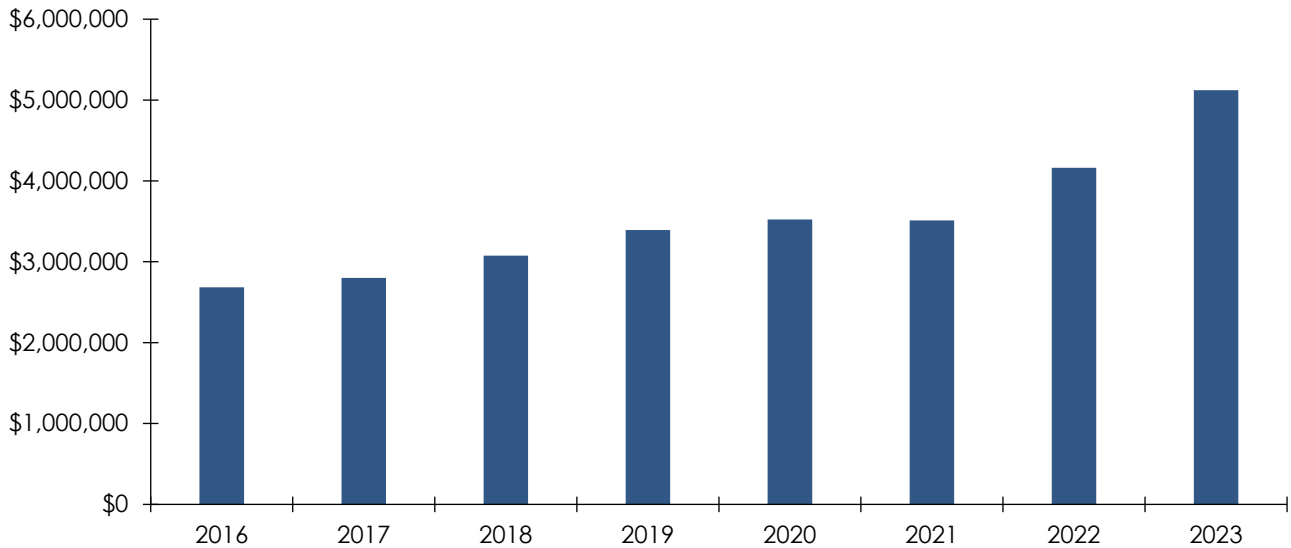
Figure 3 City of Bangor, Community Connector Vehicle Revenue Hours (2016-2022)



Budget Metrics

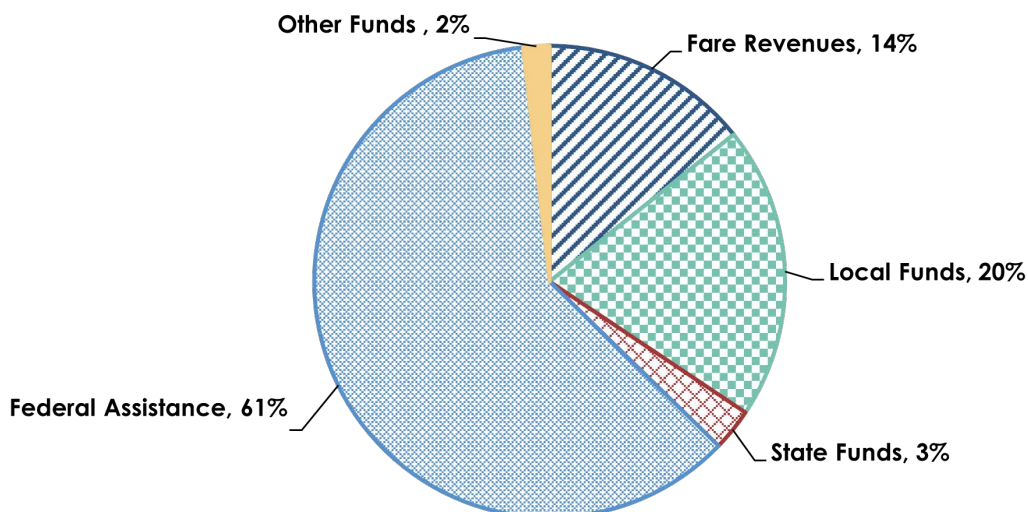
Annual operating expenses for 2016 through 2023 are shown in Figure 4. From a low of just over \$2.5 million in 2016, operating expenses rose to over \$5 million in 2023, with increases each year.

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)

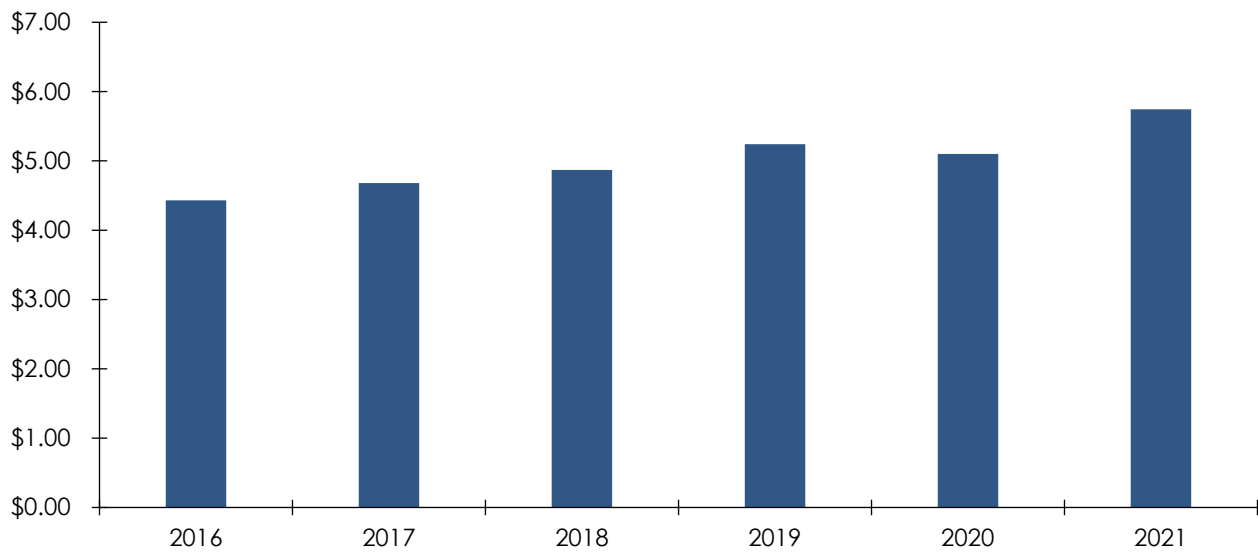
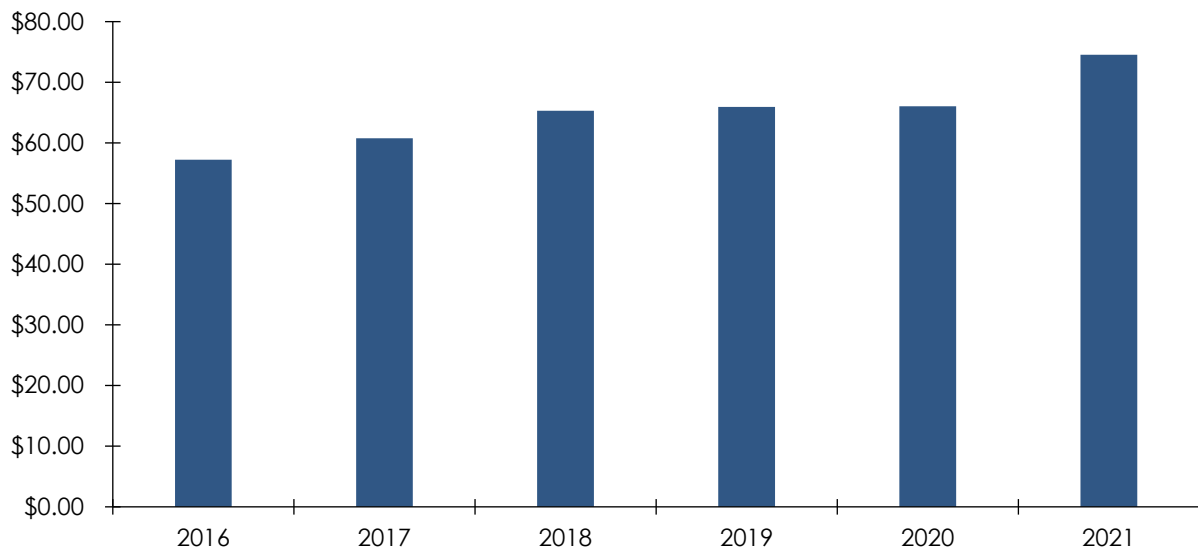
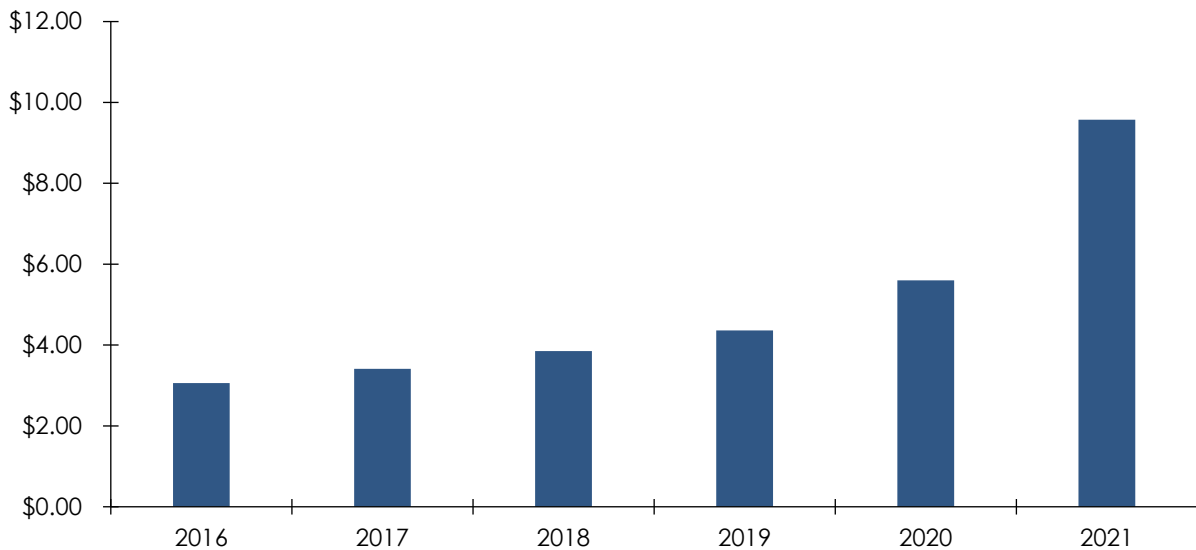


Figure 7 City of Bangor, Community Connector Operating Expenses per Vehicle Revenue Hour (2016–2021)



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