

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:

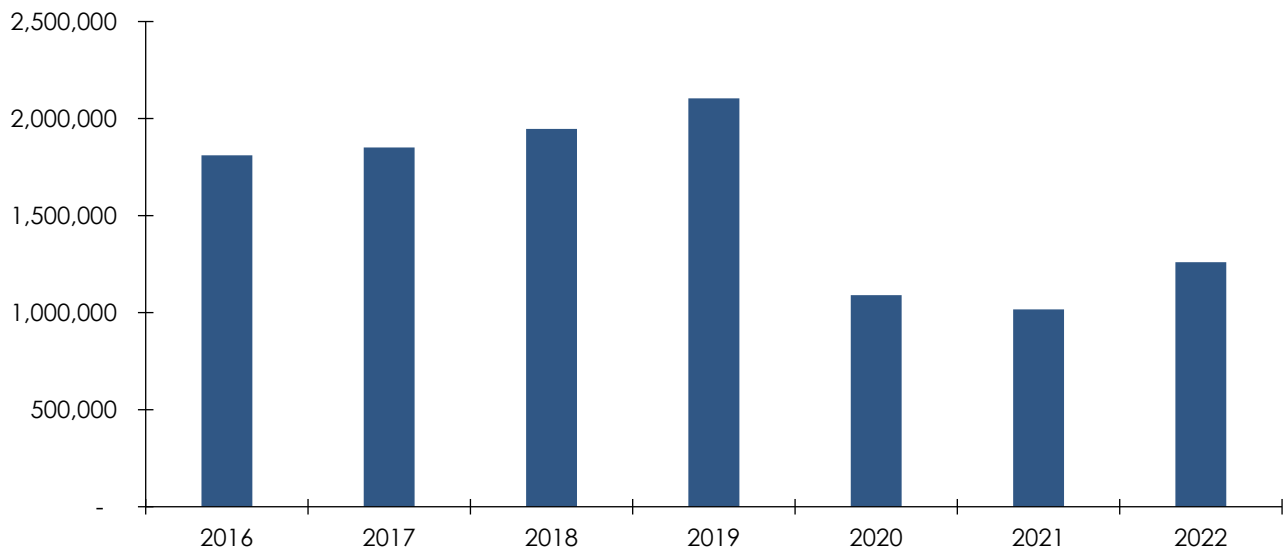
Table 1 Fare Information

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)

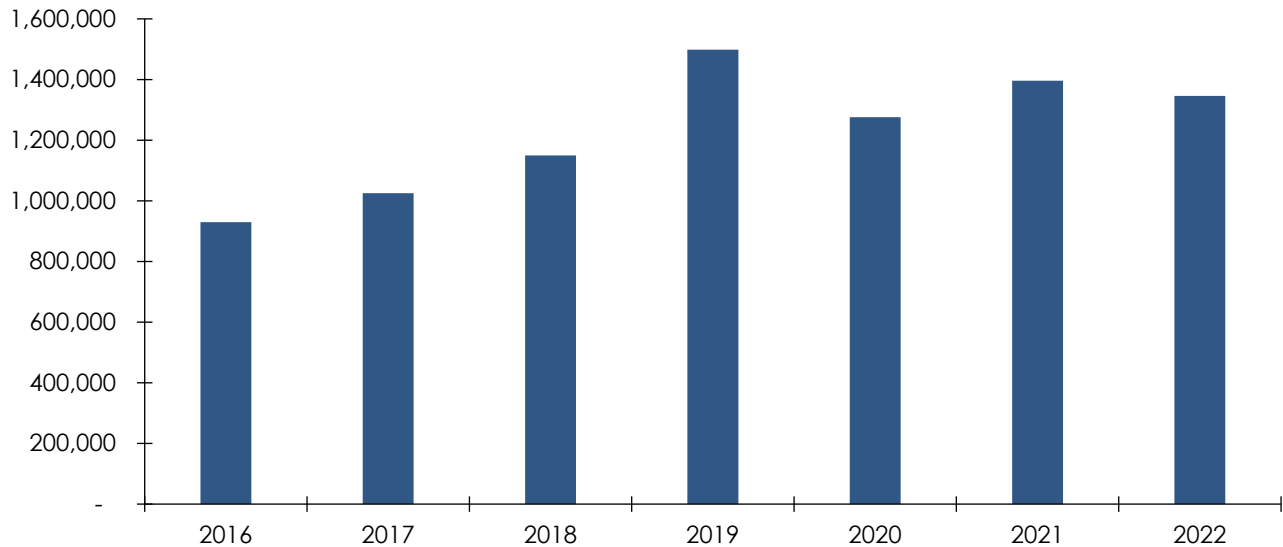
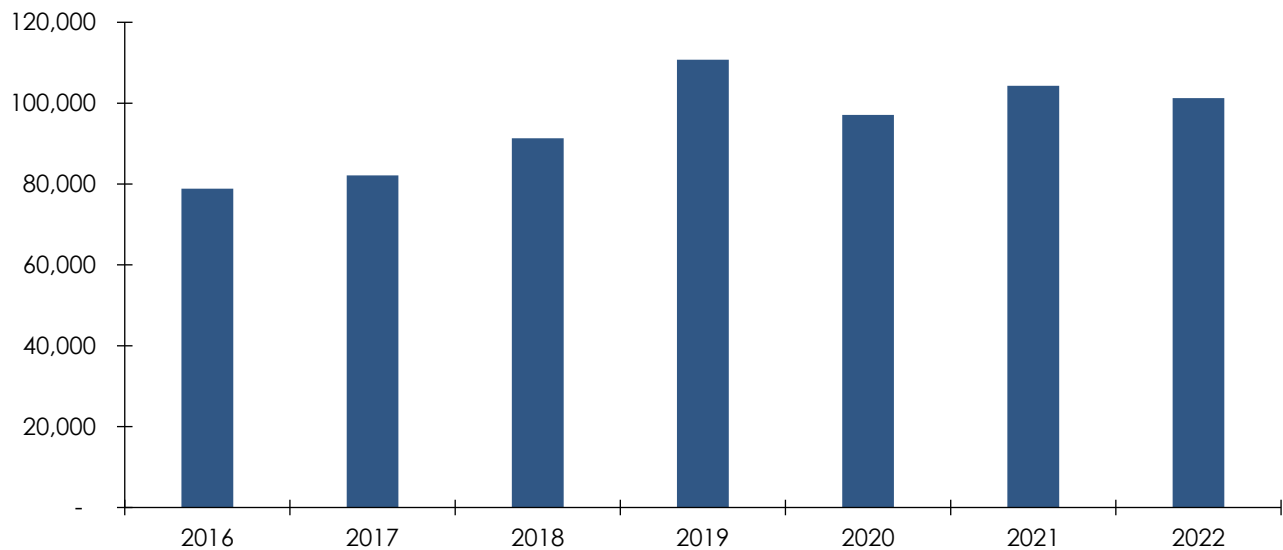


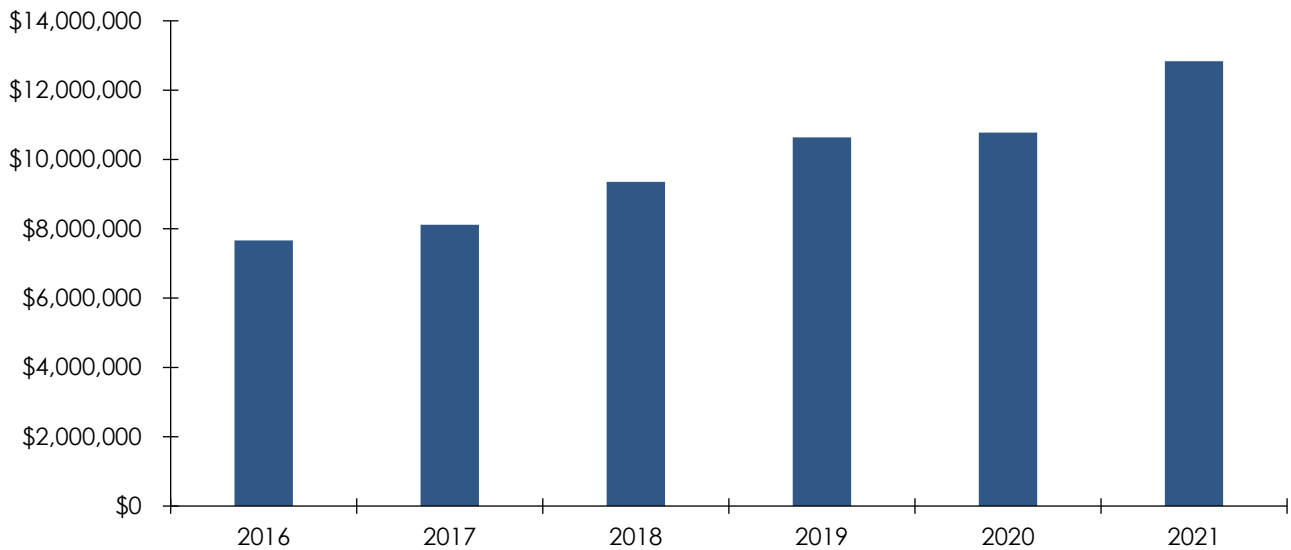
Figure 3 Greater Portland Metro Vehicle Revenue Hours (2016–2022)



Budget Metrics

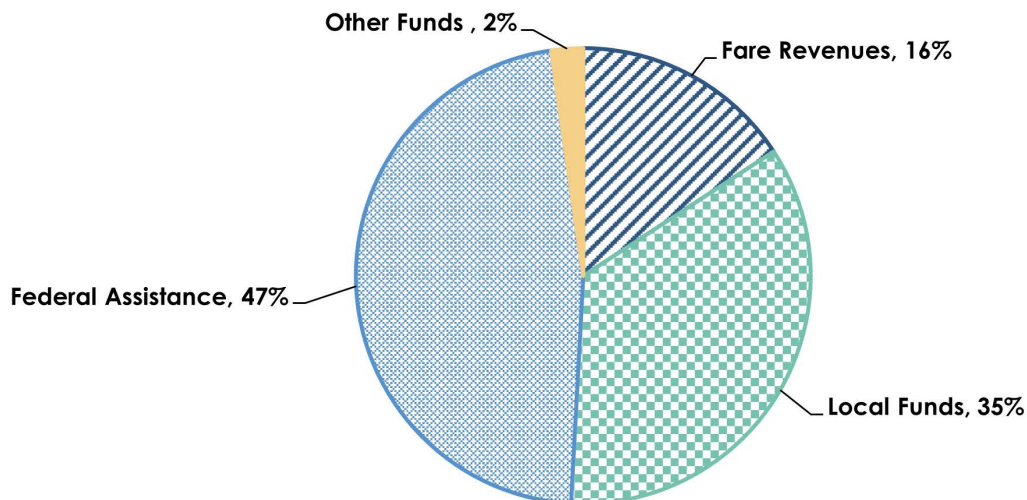
Annual operating expenses for 2016 through 2021 are shown in Figure 4. Operating expenses rose gradually from 2016 through 2021 from \$7.6 million to \$12.8 million.

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)

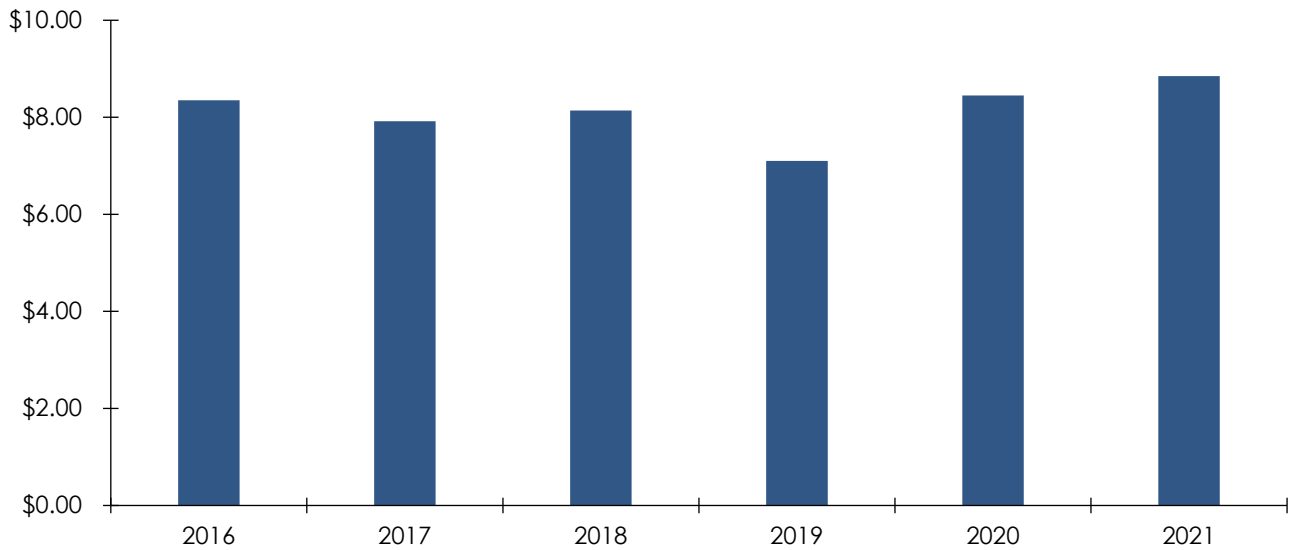
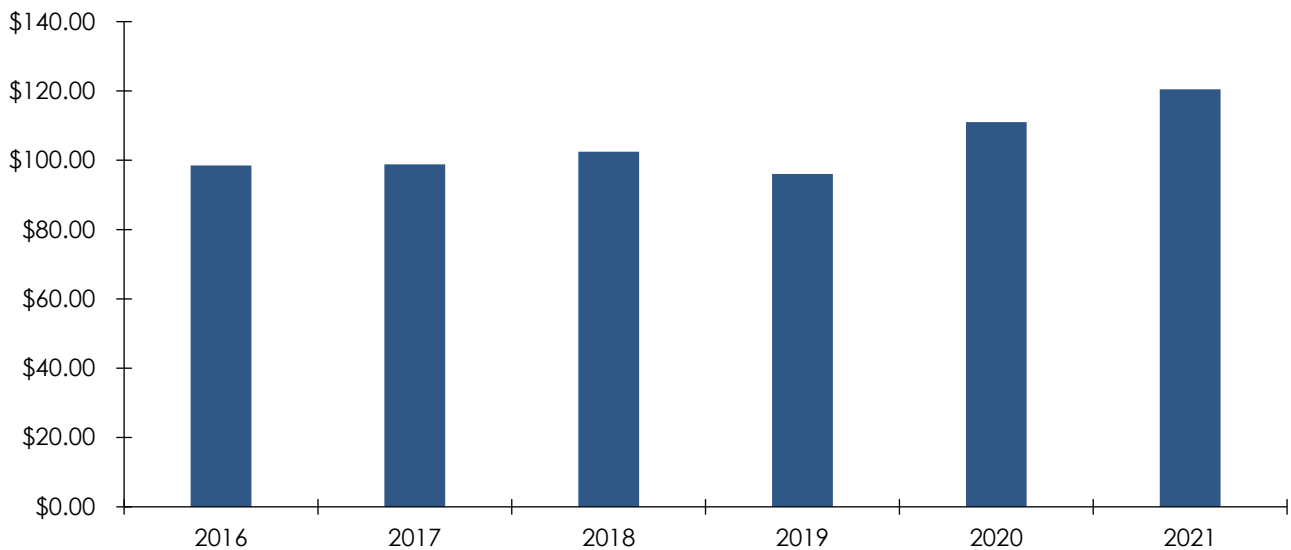
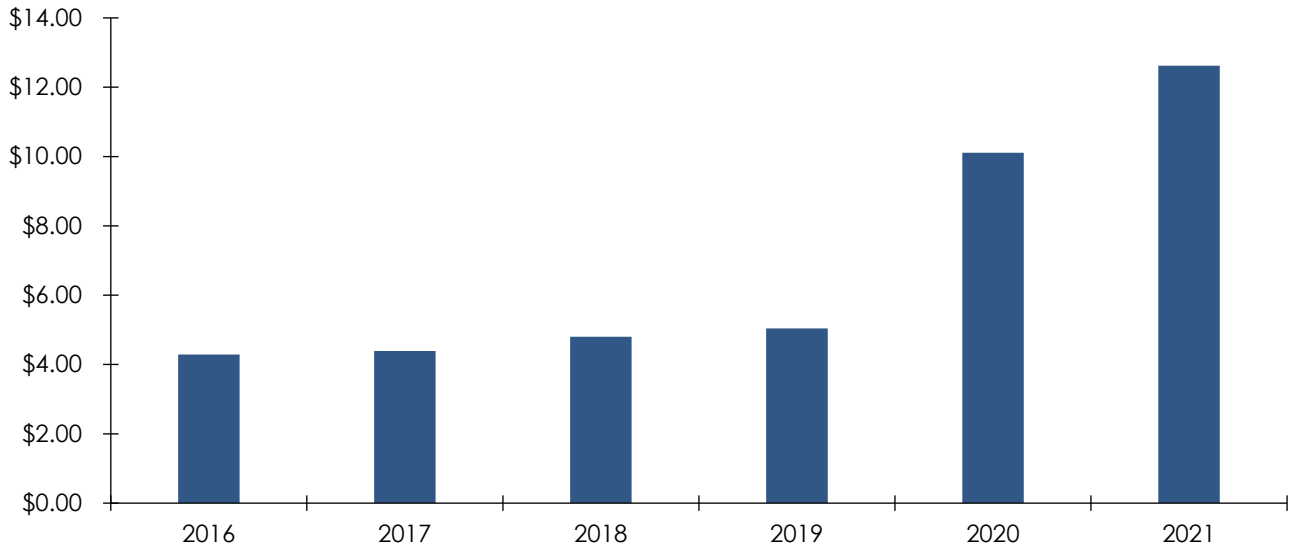


Figure 7 Greater Portland Metro Operating Expenses per Vehicle Revenue Hour (2016–2021)



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