

**MaineDOT Locally Coordinated Transit Plan**

**Region 6**

**Regional Transportation Program (RTP)**

**Greater Portland Transit District (METRO)**

**South Portland Bus Service**

**Casco Bay Island Transit (CBITD)**

**FY 2013 – FY 2017**

**Locally Coordinated Plan Update**

**Updated May, 2017**

**Table of Contents**

Summary of Service Changes since FY 2012 ..... 1

Accomplishments since FY 2012 ..... 3

Report on Projects and Priorities in the FY 2013 – 2017 LCP ..... 6

New Topics of Interest ..... 8

One-way Trips FY 2013 – FY 2017 ..... 16

Public Participation Summary ..... 17

**Region 6  
Cumberland County**

**Summary of Service Changes since FY 2012**

**Regional Transportation Program (RTP)**

- 1. Ridership changes.** RTP continues to offer a large array of transportation service for the elderly, disabled, low-income and general public riders throughout the county. While our total trips and passenger miles have decreased to 119,197 and 1,066,739, respectively, the agency has increased overall ridership notably over the past year. In addition, RTP's ADA ridership has doubled to 11,337 between FY 15-16 and still growing as a result of a new contractual arrangement with the local municipalities.
- 2. Bridgton/Portland Service.** Establishment of a daily (Monday through Saturday) flex route bus service between Bridgton and Portland. Boardings increased by 48% to 8,800 trips over the past year.
- 3. On-Board Tablets.** Acquired new transit software utilizing on-board tablets for all of the agency vehicles and some volunteer drivers, which include AVL and rider/trip information. The tablets have enhanced RTP's ability to provide more timely and efficient service to our riders.

**Greater Portland Transit District (Metro)**

- 1. Bus stop consolidation (September, 2014).** Following an extensive public involvement process, Metro implemented new bus stop placement and spacing standards which consolidated and eliminated bus stops to improve on-time performance and passenger travel times. Out of the 700 bus stops in Metro's system, approximately 185 stops were identified for re-positioning or re-location. In Westbrook, out of an inventory of 96 bus stops, 18 were removed and 10 were re-positioned. In Portland, out of an inventory of 465, 111 were removed and 46 repositioned.
- 2. Route restructuring and frequency improvements (January, 2015).** Metro restructured Route 1 (Congress Street) to directly serve the Portland Transportation Center while also improving evening frequency. In addition, Route 5 (Outer Congress) was removed from the Portland Transportation Center to improve travel times for most passengers riding through to the Portland Jetport and Maine Mall.
- 3. Doubled Sunday service levels (August, 2015).**
- 4. Added holiday service (August, 2015).** Shifted three holidays operating at Saturday service levels to weekday service levels. Introduced full weekday service levels on Veteran's Day which was formally a no-service day.

5. **Route restructuring and frequency improvements (August, 2015).** Converted Route 3 (Stevens) and Route 6 (Washington) into a single interlined loop route (Route 9) that provides bi-directional service along Congress, Washington and Stevens. The purpose of the change was to increase the effective transit frequency on Congress Street, eliminate unnecessary downtown looping, improve efficiency, provide better cross-town service across Portland, and connect all three public high schools on a single route. In the process, frequency was also improved.
6. **Metro BREEZ launched (June 2016).** Metro BREEZ provides express bus service between the communities of Portland, Falmouth, Yarmouth and Freeport.
7. **End of line modifications to Route 9 (Stevens/Washington, January 2017).** This reduced deviations in Falmouth and operations through plazas which are inherently less safe.
8. **Modifications to Route 7 (Falmouth January 2017).** This eliminated an unproductive segment and streamlined operations around Wal-Mart and Shaw's, thus improving route speed and reliability.

### **South Portland Bus Service**

1. **Sunday service.** Sunday service was instituted on September 11, 2016.
2. **Service to Brick Hill.** Service to Brick Hill in the Redbank neighborhood was increased from six to eleven trips per weekday beginning September 11, 2016.

### **Casco Bay Island Transit District**

1. **Major changes.** There have been no major service changes since FY2012
2. **Minor changes.** Minor changes include the following:
  - Added 4:15 PM Inner Bay service on Saturday, Sunday and Holidays in winter schedule.
  - Added 12:00 PM Down Bay service.
  - Added 10:30 PM service to Peaks Island on New Years' eve.
  - Added car ferry service to Peaks Island through the 5:35 PM service.
  - Added 8:30 PM Inner Bay service on Sundays for the Fall, Winter and Spring schedules.

## Accomplishments since FY 2012

### Regional Transportation Program (RTP)

1. **Financial stability.** Stabilized agency's finances and staffing after implementation of Mainecare broker. Over the past year, RTP has balanced its budget and added funds to the capital reserve account to meet local capital match requirements.
2. **New vans.** In FY 2016, purchased six paratransit vans to replace older vehicles that were beyond their useful life.
3. **Drivers.** Over the past six months, RTP has been hiring additional agency drivers and recruiting new volunteer drivers.
4. **Bridgton/Portland service and partners.** Completing third year of flex route public transportation between Bridgton and Portland. RTP has been working in conjunction with several agencies, funders, municipalities and individualities to develop and sustain this project. Some of our partners include: MaineDOT, FTA, Greater Portland Council of Governments (GPCOG), Opportunity Alliance, CTAA, the Towns of Bridgton, Naples, Casco, Raymond and Windham, and more.
5. **Saturday service Bridgton/Portland.** RTP will add Saturday service to the existing weekday schedule of 4 round trips daily starting in Bridgton at 6:00 a.m. and ending in Bridgton at 10:15 p.m. Received recognition award for Lakes Region service from GPCOG in June 2016.
6. **Ridership increases.** Increased paratransit and flex route boardings over the past year.

### Greater Portland Transit District (Metro)

1. **Ridership growth.** Ridership has grown by 25% from 1.45 million in 2013 to 1.80 million in 2016.
2. **Bus stop improvement.** As part of PACTS' Regional Sign and Shelter Project, Metro made bus stop improvements and added shelters at nine sites. Up to 30 additional sites will receive shelters in 2017.
3. **Transit Tracker.** As part of a GPCOG-coordinated project, Metro deployed the Southern Maine Transit Tracker (SMTT) in 2016. SMTT provides computer aided dispatch and real-time bus arrival by desktop, text and app.
4. **Student bus pass.** In 2015, Metro launched the Portland High School Student Bus Pass Program which puts an unlimited access transit pass in the hands of every high school student. The program has contributed to ridership growth, allowed the Portland School District to eliminate Yellow School Bus Transportation for all high school students and creates the next generation of transit users.

5. **Transit fares/theater tickets.** In 2014, Metro implemented a preliminary agreement with downtown Portland’s St. Lawrence Theater to incorporate transit fares into theater ticket prices. The program will be launched following the theater’s expansion. The related revenue will help Metro improve evening service on Route 1 (Congress).
6. **Baxter Academy.** In August 2016, Metro executed an agreement with Baxter Academy for an unlimited access transit pass program for students.
7. **ADA paratransit funding.** In 2016, Metro secured federal funding to support 80% of the cost of ADA complimentary paratransit while reducing the local funding required by municipalities. In connection with this initiative, Metro resolved a long-standing Federal Transit Administration concern that Metro, as the region’s transit agency, did not have policy and operational control or oversight over ADA paratransit.
8. **Fleet replacement.** In 2015-16, in partnership with PACTS and regional transportation providers, Metro secured the federal funding necessary to ensure on-time and staggered fleet replacements. Metro now has a contract with New Flier for fleet replacement and expansion between 2018 and 2020.
9. **Service expansion.** In 2016, Metro secured the grant funding and local commitments to implement a major service expansion in 2018. The overall project will 1) establish an unlimited access transit pass program for the approximately 8,000 students enrolled at the University of Southern Maine, 2) expand public transportation to the town of Gorham, 3) connect the communities of Gorham, Westbrook and Portland and the USM campuses with a limited stop, higher speed transit link that will be fully open to the general public, and 4) improve transit frequency and coverage in the communities of Portland, South Portland and Westbrook. These are long-standing goals grounded in Destination 2040, the Gorham East-West Study and local comprehensive plans.
10. **Proposal to consolidate with South Portland Bus Service.** In 2016, at the invitation of South Portland’s City Manager, Metro submitted to South Portland a proposal to consolidate bus services. This proposal and subsequent analyses are the subject of ongoing talks between the two organizations. Consolidating the bus systems will have the following benefits:
  - a. Improve system simplicity and usability for riders.
  - b. Reduce duplication of services and management.
  - c. Reduce overall operating and capital costs which can be re-invested in service.
  - d. Reduce FTA and regulatory burdens.
  - e. Optimize use of transit vehicles and facilities.
  - f. Allow for more integrated transit planning, scheduling, fare policies and management.
  - g. Allow the public a single point of contact for discussing transit planning initiatives and operational concerns.
  - h. Allow for integrated and more strategic transit marketing.
11. **Metro BREEZ to Brunswick.** In 2016-17, Metro sought and secured funding to expand the Metro BREEZ to Brunswick. In March 2017, the Brunswick Town Council (with

financial support from Bowdoin College) voted to join the Metro BREEZ project. The expansion is planned for August 2017.

- 12. Branding and marketing.** In 2016, Metro invested in creative branding and marketing approaches to raise awareness and excitement around expansion service, real-time bus arrival technology deployment and transit service generally.
  - a. Working with a consultant firm, Metro developed and designed the Metro Breez logo, vehicle paint scheme and marketing campaigns.
  - b. A survey of Metro BREEZ riders/non-riders indicated that 46% of respondents encountered Metro Breez advertising and out of that number 75% stated that it left a positive impression on them. Further, of those who indicated that they saw Metro Breez advertising, 41% indicated that the advertising prompted them to try the service.
  - c. Also with consultant assistance, Metro staff directed the design of the marketing campaign for the Southern Maine Transit Tracker.
  
- 13. Community outreach.** Other initiatives designed to improve awareness of the value of public transit and develop a positive image include the agency's many community outreach events, the partnership with Creative Portland to offer free rides on First Friday Art Walk nights, and free bus service on election day.

## **South Portland Bus Service**

- 1. Ridership.** Ridership has vacillated as shown in the table on page 17.
- 2. Bus shelters.** New bus shelters have been installed on Brick Hill Avenue and at SMCC.
- 3. Transit Hub.** A new 1600 square feet Transit Hub was constructed at the Mill Creek center of the City providing seating and protection from the weather for over 200 passengers a day.

## **Casco Bay Island Transit District**

- 1. New passenger vessel.** Took ownership of the newly constructed Passenger vessel Wabanaki and put her in service in 2013.
- 2. Phase 1 terminal renovation.** Completed the CBITD terminal renovation phase 1 project which relocated and doubled the passenger waiting area, replaced worn exterior marine infrastructure and minor site improvements.
- 3. Forklifts.** Replaced two forklifts that were beyond end of life.
- 4. Phase 2 terminal renovation.** Started phase 2 of the terminal renovation releasing an RFP for the architectural and engineering functions.
- 5. Terminal IT Infrastructure.** Started the replacement of the terminal IT infrastructure which was beyond end of life.

- 6. Accounting system.** Started the replacement of the accounting system which was beyond end of life.

## **Report on Projects and Priorities in the FY 2013-2017 Locally Coordinated Plan**

### **Regional Transportation Program (RTP)**

- 1. Hiring a coordinator.** Position was filled for two years but was not continued after the financial impact of the MaineCare brokerage system.
- 2. Lakes Region initiative.** Service successfully ongoing with increased ridership and funding from FTA and the five towns served. RTP will add Saturday service to the weekday schedule effective 7/1/2017.
- 3. New software.** RTP purchased new transit software with on-board tablet technology.
- 4. Roof and lift.** Project complete. A new vehicle lift was installed with FTA funds and a local match from RTP.
- 5. Capital Reserve.** RTP has been successful in increasing the balance in the Capital Reserve to \$221,253 as of 1/31/2017. This reserve balance will be sufficient to acquire the next two vehicle acquisitions over the following two years. RTP will continue to add to the reserve when these funds are applied.
- 6. Service diversification.** Aside from the Lakes Region shuttle, RTP provides service to a highly diverse and dependent population of riders and continues to search for new categories of ridership.
- 7. Grant initiatives.** Since FY 2012, RTP has applied for, and received, funding from the John T. Gorman Foundation and the Sam L. Cohen Foundation, each in the amount of \$15,000.
- 8. Software.** RTP has made some upgrades to our transit software for administrative reporting purposes. However, management has decided not to pursue an application to connect to our phone system. This decision was made due to two factors: too many client numbers change without notice and the broker maintains direct phone contact with the Mainecare rider to schedule rides, etc.
- 9. Voucher system.** RTP is working with Windham and other Lakes Region towns to provide low-income vouchers through a CDBG grant. RTP will discount our 10-ride ticket by 50% and the grant will reimburse RTP 50% of the ticket cost.
- 10. Training for Volunteer drivers.** RTP has completed a hiring and training schedule for volunteer drivers. The hiring process includes an application, interview, DMV check, a national and state criminal & sex offender registry check and a DHHS background check.

- a. Before going on the road the volunteer driver/applicant must complete the following trainings: Defensive Driving and First Aid/CPR through the National Safety Council; Hands on CPR (Heart Saver Course); Passenger Service & Safety (PASS) training through CTAA; Child seat securement training; and disability sensitivity and awareness training. The applicant driver also receives orientation with our Operations Associate. This includes issuance and review of our volunteer handbook with policies and procedures including RTP’s mission & vision statements, Conflict of Interest, Quality Service, Statement of Ethical Standards and Standards of Excellence for Team Members; HIPAA; Volunteer Driver Duties & Responsibilities; Volunteer Driver Code of Conduct; RTP’s sexual and other harassment policy, confidentiality policy and RTP’s drug free workplace policy.

### **Greater Portland Transit District (Metro)**

1. **Training.** Metro is providing ongoing, cost effective driver training.
2. **Fleet.** Fleet replacement strategy is in progress to ensure average age does not exceed 7 years, buses are replaced between 12-14 years and replacements are staggered to spread-out capital cost and maintain even operating costs.
3. **Bus shelters.** Established another 8-10 bus shelters.
4. **Corridor study implementation.** Most elements of the Congress Street Bus Priority Corridor Plan have been implemented. Remaining elements include curb extensions and associated bus shelters which the city is reconsidering due to traffic impacts.
5. **Cooperation with other transit providers.** In progress on Regional Sign and Shelter Project, AVL System, Transit Stop Access Project, Regional Transit Development Plan and Metro consolidation of bus service with South Portland.
6. **Buildings.** Metro just completed a major facility renovations project and is now moving to replace all maintenance facility overhead doors.
7. **Capital replacement on a staggered basis.** Resources and funding secured, fleet replacement-expansions contracts in place. Metro is beginning to evaluate its long-term facility needs which means conducting a feasibility study for life extension and expansion of the current facility or identifying a site and funding for a new facility.
8. **AVL implementation.** Complete.
9. **Coordinate schedules with other modes such as air, rail, ferry.** Requires greater frequency and span of service.
10. **Automate accessibility features (audio/visual).** Metro’s fleet is 100% accessible. Metro is researching and plans to pursue funding for automated on-board stop announcements.

- 11. Group rates.** Metro has implemented unlimited access transit pass programs with the Portland School District and Baxter Academy. An agreement with USM and the Waldorf School are pending. Discussions are commencing with Maine Medical Center.
- 12. Multi-modal coordination.** Pedestrian crosswalks need paint and other maintenance. Metro is a partner in the regional Transit Stop Access project which will use \$2.3 million in federal funding to improve ADA and pedestrian accessibility at bus stops.

### **South Portland Bus Service**

- 1. Service growth.** Service to SMCC has doubled, and service to other areas has increased.
- 2. Sunday service.** Sunday service has been started on two routes.

### **Casco Bay Island Transit District**

- 1. Ferry terminal expansion, reconfiguration.** CBITD has completed Phase 1 of the terminal renovation.
- 2. Replacement boat.** CBITD deployed a new 399-passenger vessel in 2013.
- 3. Planning for next boat replacement.** Board of Directors set guidelines and funding has been approved.
- 4. Phase II of terminal expansion and reconfiguration.** Funding has been approved and an RFP for the architectural and engineering functions has been advertised
- 5. Regional AVLs for all boats.** AVL system has been deployed and is being tested.
- 6. Regional branding and marketing project.** This regional project was put on hold.
- 7. “No idling” signs.** No signs have been posted yet.
- 8. Fully accessible service.** Service continues to be fully accessible and translator app has been added to the CBITD website

### **New Topics of Interest**

The following ideas were identified and prioritized at a public transit workshop held at the Portland Public Library on October 27, 2016. An anonymous polling system was used to determine instant digital ratings. There were 16 Active Participants and a total of 28 questions. The polling results obtained at the workshop are summarized for each question.

It was explained to those in attendance that support for a topic of interest does not guarantee its implementation. Transit providers’ face many challenges, not least of which are budget considerations, as well as opportunities that may not be foreseen at this time.

MaineDOT Locally Coordinated Transit Plan – Region 6

In addition, MaineDOT reserves the right to address service gaps by redirecting funds to other groups and organizations, even though such actions could negatively impact one or more of the identified areas of interest summarized and rated below.

1. How important is public transportation to you?

	Responses	
	Percent	Count
Very Important	60.00%	9
Somewhat Important	20.00%	3
Little Importance	13.33%	2
No opinion	6.67%	1
<b>Totals</b>	<b>100%</b>	<b>15</b>

2. Have you or a member of your family used public transit?

	Responses	
	Percent	Count
Yes	40.00%	6
No	60.00%	9
<b>Totals</b>	<b>100%</b>	<b>15</b>

3. Increase access for language barriers

	Responses	
	Percent	Count
Very Important	26.67%	4
Somewhat Important	33.33%	5
Little Importance	40.00%	6
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>15</b>

4. Purchase of services program/system

	Responses	
	Percent	Count
Very Important	16.67%	2
Somewhat Important	50.00%	6
Little Importance	33.33%	4
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>12</b>

5. Transit support to affordable housing

	Responses	
	Percent	Count
Very Important	40.00%	6
Somewhat Important	46.67%	7
Little Importance	13.33%	2
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>15</b>

6. Transit for students/education

	Responses	
	Percent	Count
Very Important	43.75%	7
Somewhat Important	25.00%	4
Little Importance	31.25%	5
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>16</b>

7. Safe bus stops at high speed road stop locations

	Responses	
	Percent	Count
Very Important	46.67%	7
Somewhat Important	26.67%	4
Little Importance	26.67%	4
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>15</b>

8. Safer pedestrian crosswalks/infrastructure

	Responses	
	Percent	Count
Very Important	56.25%	9
Somewhat Important	37.50%	6
Little Importance	0.00%	0
No opinion	6.25%	1
<b>Totals</b>	<b>100%</b>	<b>16</b>

9. Maintain bus stop – i.e. snow removal

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	46.67%	7
Somewhat Important	46.67%	7
Little Importance	6.67%	1
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>15</b>

10. Commuter rail; urban to urban service

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	6.25%	1
Somewhat Important	12.50%	2
Little Importance	68.75%	11
No opinion	12.50%	2
<b>Totals</b>	<b>100%</b>	<b>16</b>

11. Better connectivity – crossing regional boundaries

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	43.75%	7
Somewhat Important	31.25%	5
Little Importance	25.00%	4
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>16</b>

12. Shelters at connecting sites/points

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	37.50%	6
Somewhat Important	56.25%	9
Little Importance	0.00%	0
No opinion	6.25%	1
<b>Totals</b>	<b>100%</b>	<b>16</b>

MaineDOT Locally Coordinated Transit Plan – Region 6

13. Better information at transit stops

	Responses	
	Percent	Count
Very Important	40.00%	6
Somewhat Important	40.00%	6
Little Importance	6.67%	1
No opinion	13.33%	2
<b>Totals</b>	<b>100%</b>	<b>15</b>

14. Bus schedules at bus stops

	Responses	
	Percent	Count
Very Important	43.75%	7
Somewhat Important	12.50%	2
Little Importance	31.25%	5
No opinion	12.50%	2
<b>Totals</b>	<b>100%</b>	<b>16</b>

15. Better outreach/training on how to use transit

	Responses	
	Percent	Count
Very Important	18.75%	3
Somewhat Important	56.25%	9
Little Importance	25.00%	4
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>16</b>

16. Study impact of rideshare services, such as Uber

	Responses	
	Percent	Count
Very Important	0.00%	0
Somewhat Important	33.33%	5
Little Importance	60.00%	9
No opinion	6.67%	1
<b>Totals</b>	<b>100%</b>	<b>15</b>

17. Bus service to all park-and-ride lots

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	26.67%	4
Somewhat Important	46.67%	7
Little Importance	26.67%	4
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>15</b>

18. Innovative ways to raise local match

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	50.00%	8
Somewhat Important	37.50%	6
Little Importance	12.50%	2
No opinion	0.00%	0
<b>Totals</b>	<b>100%</b>	<b>16</b>

19. Work towards seamless fare system

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	37.50%	6
Somewhat Important	25.00%	4
Little Importance	31.25%	5
No opinion	6.25%	1
<b>Totals</b>	<b>100%</b>	<b>16</b>

20. RTP – Service diversification

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	13.33%	2
Somewhat Important	46.67%	7
Little Importance	26.67%	4
No opinion	13.33%	2
<b>Totals</b>	<b>100%</b>	<b>15</b>

MaineDOT Locally Coordinated Transit Plan – Region 6

21. RTP – Capital reserve

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	20.00%	3
Somewhat Important	46.67%	7
Little Importance	13.33%	2
No opinion	20.00%	3
<b>Totals</b>	<b>100%</b>	<b>15</b>

22. RTP – Grant initiatives

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	20.00%	3
Somewhat Important	46.67%	7
Little Importance	20.00%	3
No opinion	13.33%	2
<b>Totals</b>	<b>100%</b>	<b>15</b>

23. RTP – Resources to maintain facilities

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	43.75%	7
Somewhat Important	31.25%	5
Little Importance	6.25%	1
No opinion	18.75%	3
<b>Totals</b>	<b>100%</b>	<b>16</b>

24. SPB – More frequent service

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	40.00%	6
Somewhat Important	33.33%	5
Little Importance	13.33%	2
No opinion	13.33%	2
<b>Totals</b>	<b>100%</b>	<b>15</b>

MaineDOT Locally Coordinated Transit Plan – Region 6

25. SPB – Meet goals of the bus service vision statement

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	7.14%	1
Somewhat Important	14.29%	2
Little Importance	50.00%	7
No opinion	28.57%	4
<b>Totals</b>	<b>100%</b>	<b>14</b>

26. CBL – Phase II expansion

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	33.33%	5
Somewhat Important	26.67%	4
Little Importance	26.67%	4
No opinion	13.33%	2
<b>Totals</b>	<b>100%</b>	<b>15</b>

27. CBL – Implement AVL

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	43.75%	7
Somewhat Important	18.75%	3
Little Importance	25.00%	4
No opinion	12.50%	2
<b>Totals</b>	<b>100%</b>	<b>16</b>

28. CBL – Plan for next boat replacement

<b>Responses</b>		
	<b>Percent</b>	<b>Count</b>
Very Important	31.25%	5
Somewhat Important	37.50%	6
Little Importance	18.75%	3
No opinion	12.50%	2
<b>Totals</b>	<b>100%</b>	<b>16</b>

**One-Way Trips FY 2013 – 2016**

**Regional Transportation Program (RTP)**

<b>RTP Flex Route and Demand Response Trips</b>				
	<b>FY2013</b>	<b>FY2014</b>	<b>FY2015</b>	<b>FY2016</b>
General Public	8,261	3,481	3,852	3,316
Broker (MaineCare)	257,787	103,471	73,259	66,248
DHHS Child Welfare	4,873	3,250	3,607	3,966
DHHS Low Income	16,671	13,693	16,689	23,826
ADA	12,062	7,425	5,673	11,337
Child Development	3,132	4,688	3,835	1,807
Lakes Region Explorer	0	4,238	5,966	8,693
Other	38	93	42	4
<b>Total</b>	<b>302,824</b>	<b>140,339</b>	<b>112,923</b>	<b>119,197</b>

**Greater Portland Transit District (METRO)**

<b>METRO Fixed Route Trips</b>				
	<b>FY2013</b>	<b>FY2014</b>	<b>FY2015</b>	<b>FY2016</b>
General Public	1,452,363	1,489,116	1,568,136	1,810,825

**South Portland Bus Service**

<b>South Portland Bus Service Fixed Route Trips</b>				
	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY 2016</b>
General Public	263,457	276,087	288,088	270,426

**Casco Bay Island Transit District**

<b>CBITD Fixed Route Trips</b>				
	<b>FY2013</b>	<b>FY2014</b>	<b>FY2015</b>	<b>FY2016</b>
General Public	899,284	916,597	950,106	1,017,956
Tours	46,900	48,330	49,437	58,516
<b>Total</b>	<b>946,184</b>	<b>964,927</b>	<b>999,543</b>	<b>1,076,472</b>

**Public Participation Summary**

Public participation continues to be a vital component for planning and providing general public transit services in Cumberland County. All of the providers recognize the important role that the public plays in ensuring that general public transit services continue to support the economic and social fabric of the communities that they serve. The following is a summary of continuing public outreach efforts undertaken by the four providers. These outreach efforts are aimed at helping municipalities and organizations understand transit services and in many cases providing an opportunity for improving transit services.

**Regional Transportation Program (RTP)**

1. **General public outreach.** Since FY 2012, RTP has endeavored to keep the general public aware of its services through our website, Facebook, printed schedules and informational pieces. We have participated in MaineDOT sponsored public forums for Cumberland County to provide a first-hand presentation of our para transit and public transit services.
2. **Lakes Region service outreach.** Since 2013, RTP has been operating a flex-route public service between Bridgton and Portland. Throughout this period, RTP staff, consultants and volunteers with Opportunity Alliance, MaineDOT, GPCOG, Bridgton Transit Association, Community Transportation Association of America and other entities and individuals have made public presentations to several town councils and public meetings to inform the public about the Explorer and to gain helpful feedback. The Explorer has appeared in numerous local newspaper articles and ads since its inception. RTP has further increased public awareness to the rural communities of the region by providing free transportation for the annual Blues Festival in Naples and appearing in holiday parades with the Explorer.
3. **Surveys.** At least once per year, consultants with GPCOG send out a detailed survey to obtain feedback from the riders regarding the quality of our service, current and future schedules and other issues of concern.

4. **Transit workshop.** RTP attended and participated in the Region 6 Transit Workshop on October 27, 2016, at the City of Portland Library.

### **Greater Portland Transit District (Metro)**

Metro managed public involvement processes for the following issues in 2016:

1. Metro attended and participated in the Region 6 Transit Workshop on October 27, 2016, at the City of Portland Library.
2. Title VI Program Update – February and March 2016.
3. Metro Overview and Budget Report to Westbrook City Council – April 2016.
4. Annual (“Listening Tour”) Public Meetings in Falmouth, Freeport, Portland, Westbrook and Yarmouth – May 2016.
5. Three presentations to Gorham Town Council on Transit West Improvements – July and October 2016.
6. Progress Report Presented to Portland Public Schools on Portland High School Student Pass Program – September 2016.
7. Presentation to Westbrook City Council on Transit West Improvements – October 2016.
8. Presentation to Brunswick Town Council on joining Metro BREEZ project – December 2016.
9. Routine meetings with Portland Disability Advisory Committee.
10. Routine meetings with Portland’s Bike-Pedestrian Ad Hoc Committee.
11. Routine meetings and presentations to Catholic Charities and other groups requesting travel training.
12. Presentation to Portland Trails 15x15 Annual Meeting.
13. Regular meetings of the Metro BREEZ Task Force which comprises municipal staff, elected officials and citizens.
14. Regular meetings of the Advisory Task Force for the Portland High School Student Pass Program which comprises Metro staff, PPS staff, students and parents.

### **South Portland Bus Service**

## MaineDOT Locally Coordinated Transit Plan – Region 6

1. The South Portland Bus Service attended and participated in the Region 6 Transit Workshop on October 27, 2016, at the City of Portland Library.
2. Mobility Advisory Committee concerning complementary paratransit services hosted by Regional Transportation Program (RTP).
3. Monthly meetings and annual public forum of the PACTS Planning Committee to evaluate current transit services and mobility management for low-income, elderly, and disabled individuals and the general public. Regional Route Study Public Meeting to collect information on proposed recommendations to improve bus service in the greater Portland region.
4. Knightville / Mill Creek Public Informational Meetings concerning impact of parking and transit service on neighborhood residents and businesses.
5. Land use and Planning workshops during review of the City's stakeholder participation in GPCOG's Sustainability Program, specifically to describe and encourage principles of transit oriented development.
6. Southern Maine Community College and University of Southern Maine open house.
7. Presentations to staff and residents of "E Street house" in Knightville, specialized housing for adult children with developmental disabilities, giving them transit options and an opportunity to secure a safe, supported and active community life. (Ongoing)
8. Kaler Elementary School classroom presentations and hands-on experience riding the bus.
9. Day One Substance Abuse and Mental Health Services, a teen counseling center dealing with teen drug and alcohol abuse. (Ongoing – whenever bus schedule changes or they request info).
10. Red Bank Village Community Center "Take Back the Night" to discuss bus schedules and transportation options. This neighborhood is in a Community Development Block Grant eligible census tract.
11. One-on-one specialized training and material for disabled or visually impaired customers, as well as service animal training. Ongoing upon request.
12. Community Survey e-mailed to households within South Portland concerning South Portland Bus Service schedule and route changes.
13. City Council Workshops and Meetings concerning approvals of existing and proposed route changes, approval of capital items acquisition, and Operating Budgets and resulting service levels.
14. Annual August meeting with South Portland School Dept. Child Services Coordinator to discuss the upcoming school year low income family access to Bus tickets for school transportation.

## MaineDOT Locally Coordinated Transit Plan – Region 6

15. Monthly meetings with City of South Portland General Assistance Director to discuss client need for Bus Tickets for the following month.
16. Monthly meetings at Redbank Community Center Hub with Families Coordinator to discuss low income residents in need of assistance for bus tickets.
17. Monthly or Bi-monthly meetings with City of Portland Dept. of Human Services housing coordinator to discuss clients need for Bus Tickets who will be temporarily housed in South Portland.
18. 20 E St. - Home ownership project for individuals with developmental disabilities. Meet with House Coordinator and new residents on how to use the bus system while living in South Portland.

SPBS also makes available one-on-one training to help passengers with special needs to learn how to navigate the transit system.

### **Casco Bay Island Transit District**

1. CBITD attended and participated in the Region 6 Transit Workshop on October 27, 2016, at the City of Portland Library.
2. Monthly CBITD Board meetings.
3. Monthly CBITD Board Finance Committee meetings.
4. Monthly CBITD Board Operations Committee meetings.
5. CBITD Board Strategic meeting in January 2016 regarding bylaws, Board rules and service schedule.
6. CBITD Board Strategic meeting in March 2016 regarding new vessel selection process.
7. Public notice of rate change – May 2016.
8. Peaks Island public meeting in October 2016.
9. PACTS public participation activity for Program of Projects (TIP and amendments and UPWP and amendments).