
**MaineDOT Locally
Coordinated Transit Plan
Region 6**

**South Portland Bus
Service (SPBS)**

FY 2013 - 2017

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SOUTH PORTLAND BUS SERVICE SPBS

Description

Transit Provider

Provider: South Portland Bus Service
Contact Person: Arthur Handman, Transportation Director
Address: 46 O'Neil Street, South Portland, Maine 04106
Telephone: 207-767-5556
Email: ahandman@southportland.org
Website: www.southportland.org

Service

Service area: Cumberland County
Type of service: Fixed route; paratransit provided by RTP

Geographic Area

The South Portland Bus Service (SPBS), which is owned and operated by the City of South Portland, provides fixed route transit service to the City of South Portland and includes stops in downtown Portland and a portion of Scarborough near the Maine Mall in South Portland.

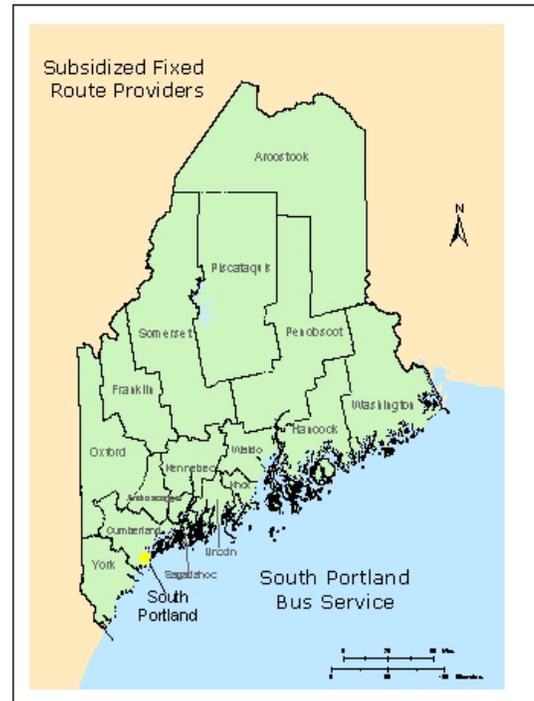
SPBS overview

The South Portland Bus Service operates three routes. Two routes serve major shopping areas and all three loop through residential streets, providing access to commercial areas as well as downtown Portland. A third route provides access to Willard Beach and Southern Maine Community College. It also provides access to downtown Portland.

How tickets and passes are sold and documented

When customers enter the bus, they pay for their rides either with cash or a pass.

- For cash sales, customers place their money into a slot on the farebox and the driver pushes a key on a manual counter depending on the type of fare category that is paid. Then, a separate lever on the farebox is pushed and the money drops into a lower vault. At the end of each one-way trip, the bus driver records information from the



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counter into the Operator's Trip Sheet with a pen. Each day, a designated person uses a separate spreadsheet to consolidate each of the bus drivers' trip sheets to tally ridership information based on the fare categories.

- For passes, customers present either regional monthly bus passes or 10-ride punch tickets to the driver, who then punches out one of the numbers on the pass. Bus drivers do not make change, and no cash is collected for sale of passes on the bus.

Ten-ride tickets and regional monthly bus passes are sold through City Hall and various vendors including Shaw's and Hannaford Supermarkets. A Bus Service employee delivers monthly passes and 10-ride tickets to the vendors who are required to sign a log book when they receive the fare media. Some vendors are billed for the tickets they receive. Some vendors pay for the tickets using money orders when the tickets are delivered.

Transfers to METRO are free of charge at any location and with the Tri-town ShuttleBus at the Maine Mall Transit Center or in downtown Portland on Congress Street. Ten-ride tickets are available for general fares and student fares, with a savings of one ride free per ticket.

The Greater Portland Transit District (METRO) also sells regional monthly bus passes and monthly MaineCare bus passes. Reconciliation of the amount due to either METRO or South Portland Bus Service is performed by the Director of SPBS following an Agreement signed among METRO, the Regional Transportation Program (RTP), and the Bus Service.

The Bus Service and METRO also have an agreement with the Southern Maine Community College that allows SMCC students to get on the bus without paying a fare. Daily ridership is tracked by the bus drivers on the daily trip sheet. SMCC reimburses the Bus Service and METRO for each SMCC student at the student fare rate. The Director of the Bus Service bills SMCC on behalf of both bus services after receiving METRO's SMCC daily ridership totals, and subsequently issues a payment voucher for METRO's share of the total bill.

The fares are as follows:

- Adult (single fare) \$ 1.50
- Student fare \$ 1.25
- Senior citizen, individuals with disabilities \$ 0.75
- Full fare 10-ride ticket \$13.50
- Student 10-ride ticket \$11.25
- Senior 10-ride ticket \$ 6.75

Financial support

Financial support for the SPBS comes from the City of South Portland, the Federal Transit Administration, the Maine Department of Transportation, advertising, and fares (including cash, 10-ride tickets and passes).

SPBS passengers

Most of the people who ride SPBS are members of the general public. Based on a ridership survey conducted in December, 2011:

- 70% of riders are between the ages of 18 and 45
- 5% of the riders are 65 years old or older
- Approximately 50% of the riders are residents of South Portland, and 50% are residents of Portland
- 81% of the riders have incomes below \$30,000

Service by Route

The importance of transit services cannot be measured simply by the number of trips. Transit dependent individuals (including those with disabilities) require access to basic services in addition to all of the benefits their communities offer.

The South Portland Bus Service operates three urban area routes which are as follows:

Route 21 Willard Square – the route includes Forest Avenue and Congress Street in Portland, the Mill Creek Transit Hub, Ocean and Sawyer Streets, Pillsbury Street, and Cottage Road, Southern Maine Community College, and Ferry Village. Weekdays, buses run from 6:35 a.m. until 11:10 p.m. On Saturdays, buses run from 6:40 a.m. to 6:53 p.m.

Route 24 A Maine Mall Via Main Street – the route includes Forest and Congress Streets, the Mill Creek Transit Hub, Broadway and Evans Street, Main and Westbrook Street, Redbank, the Maine Mall Walmart and Gannett Drive. Weekdays, buses run from 5:30 a.m. to 11:10 p.m., and on Saturdays 7:00 a.m. to 6:30 p.m.

Route 24B Maine Mall Via Community Center – the route includes Forest and Congress Streets, the Mill Creek Transit Hub, Community Center, Cash Corner on Broadway, Redbank, Maine Mall, Walmart, and Gannett Drive. Weekdays, buses run from 6:20 a.m. to 9:45 p.m. There is no Saturday service.

Importance of SPBS to the region and its economy

Public transit does more than ensure transit dependent individuals can move around their communities, and provide a safe alternative to using an automobile. The economy benefits on a variety of levels through residents and people visiting the community: accessing local supermarkets

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The South Portland Bus Service (SPBS) provides fixed route transit service within South Portland, using three major bus routes. Residents in South Portland can travel by SPBS within their own community, and by the use of transfers, can also travel free of charge to Portland and the communities served by METRO (Westbrook, Falmouth) and the Tri-Town ShuttleBus (Saco, Old Orchard Beach, Biddeford and Scarborough). Regional monthly passes can also be used for travel between South Portland and Portland.

SPBS provides opportunities for riders to access medical services, employment, education, shopping, and recreation facilities throughout the Greater Portland/South Portland area including:

- **Medical providers**

- Medical facilities on Western Avenue in South Portland
- Maine Medical Center
- Mercy Hospital
- Mercy at the Fore
- The Bucknam Medical Center
- The VA Clinic
- Numerous medical offices

- **Merchants and other vendors**

- Maine Mall
- Knightville, the city's "downtown"
- Downtown Portland
- The Scarborough mini-mall
- Walmart
- Target
- Marden's
- Numerous other businesses

- **Employment**

- Numerous locations throughout South Portland and some in Portland

- **Education**

- Southern Maine Community College
- University of New England
- University of Southern Maine
- Kaplan University, and facilities of the South Portland school system

- **Recreation**

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- Parks and trails throughout the service area
- Private businesses providing recreational services
- Numerous entertainment venues.

Accomplishments

Operations

- Implemented new schedule and route changes in January of 2011 that simplified the system and extended service to additional parts of the city
- Expanded service into Scarborough and to the Immigration and Naturalization Service and the Cardiology Center

Improved efficiencies

- Instituted the regional monthly pass system
- Acquired new buses
- Implemented the SMCC bus pass system
- Worked with other providers on a joint branding and marketing program
- Continued work with other transit providers and the Greater Portland Council of Governments on cooperative initiatives that would benefit transit agencies such as cooperative purchasing
- Prepared a Bus Service Strategic Vision Statement that was finalized in January, 2011.

Service gaps

- **Geographic coverage.** Gaps include Highland Avenue towards the Wainright recreational complex, Brick Hill, and Courtland Court where there are some low income people.
- **Time of day/weekend.** There is no Sunday service, and Saturday service is limited.
- **Clients.** Workers on late shifts are not well served by transit.
- **Service quality.** The two major issues are frequency of service, and timeliness.

Future Priorities and Projects

The future priorities and projects shown below reflect future investments that were first identified by The South Portland Bus Service and subsequently modified and prioritized by the public at a MaineDOT-sponsored Regional Transit Summit that was held at the Portland Public Library in Portland on November 14, 2013. Attendees were provided the opportunity to add a potential project or identify an issue for consideration at any time during the meeting.

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In order to ensure maximum participation, MaineDOT sent an invitational letter, an agenda, and a list of potential priorities and projects to riders, social service agencies, healthcare facilities, chambers of commerce, private businesses, other transit operators in the region, members of the general public who had previously expressed an interest in transportation issues, and area legislators. Invitees unable to attend were afforded the opportunity to e-mail MaineDOT and make comments and recommendations both prior to, and following the meeting—these comments were included when compiling the ratings for each identified project.

A representative of MaineDOT provided an outline of the purpose and need for public input in this planning process to attendees and encouraged their full participation. A representative from each transit agency in attendance provided a brief history of their services and fielded questions from attendees. A facilitator presented the provider-identified future projects to the group and invited discussion which gave them with an opportunity to add to the list of potential projects. Attendees were provided with scoring sheets and rated each project. This process was repeated for each FTA/MaineDOT funded transit agency in the region.

The results of the Regional Transit Summit are reflected in two tables on the following pages. The first table shows the number of people who identified each of the priorities/projects as very important, somewhat important, not important, and no opinion. The second table shows the percentage ranking of the various priorities and projects in priority order.

**NUMERICAL RATING OF PRIORITIES AND PROJECTS
South Portland Bus Service**

Future Priorities and Potential Projects	Very Important	Somewhat Important	Little Importance	No Opinion
A. More frequent service.	1	2	1	0
B. Sunday service.	0	3	1	0
C. Construct a new operations and maintenance facility.	0	2	1	1
D. Work towards meeting the strategic goals and objectives contained in the Bus Service Strategic Vision Statement.	0	2	1	1
E. Establish ferry connection	0	2	1	1

**PERCENTAGE RATING OF PRIORITIES AND PROJECTS
South Portland Bus Service**

Future Priorities and Potential Projects	Very Important to Somewhat Important	Little Importance to No Opinion

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A. More frequent service.	75%	25%
B. Sunday service.	75%	25%
C. Construct a new operations and maintenance facility.	50%	50%
D. Work towards meeting the strategic goals and objectives contained in the Bus Service Strategic Vision Statement.	50%	50%
E. Establish ferry connection	50%	50%

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SOUTH PORTLAND BUS SERVICE		
Annual Report – Past Two Years		
	FY 2011	FY 2012
Volunteer Resources		
Volunteer Drivers	0	0
Vehicles		
Number of Active Vehicles in Fleet	7	7
Number of Inactive Vehicles in Fleet	5	5
Number of Spare Vehicles in Fleet	0	0
Number of Vehicles Disposed	0	0
Number of Vehicles Sold	0	0
Number of ADA Accessible Vehicles	7	7
Annual Operating Expenses		
Annual Transit Operating Expenses	\$1,083,946	\$1,035,629
Annual Social Services Operating Expenses	0	0
Annual Administrative Expenses		
Annual Transit Administrative Expenses	\$164,840	\$157,492
Annual Social Services Administrative Expenses	0	0
Annual Operating Revenues		
Fare Revenues	\$242,765	\$299,479
Advertising	\$7,287	\$10,187
Social Service Contract Revenues	0	0
FTA-Federal Operating Assistance	\$157,233	\$157,584
FTA RTAP	3,200	0
MaineDOT – State Operating Assistance	\$10,114	\$10,002
Local Operating Funds	\$828,187	\$715,869
Total Annual Operating Revenues	\$1,248,786	\$1,193,121
FTA-Sources of Capital Funds		
FTA-Federal Capital Assistance	\$1,040,718	\$128,018
MaineDOT-State Capital Assistance	\$36,359	0
Local Capital Funds	\$37,141	\$32,005
Total Capital Funds	\$1,114,218	\$160,023
Annual Miles		
Annual Transit Miles (vehicle miles)	193,242	196,295
Annual Social Service Miles (passenger miles)	0	0

SOUTH PORTLAND BUS SERVICE Revenues By Passenger Fare Category Past Two Fiscal Years ¹		
Category	FY 2011	FY 2012
Full Fare	\$116,108	\$124,569
Elderly	\$12,820	\$12,484
Disabled	\$726	\$1,030
Student	\$56,771	\$77,741
Monthly Passes	\$56,340	\$83,655
Total	\$242,765	\$299,479

Note: ¹Revenues by fare category include all passengers who “paid” when they got on the bus. Excludes passengers who boarded using a transfer or were free (such as children 5 and younger). It includes those who paid cash upon boarding, or used a pre-purchased 10-ride punch ticket. “Monthly passes” include both those who used a monthly MaineCare Bus Pass or a monthly Regional Monthly Bus Pass. The “disabled” category only includes those passengers who used a wheelchair ramp or lift; this fare category may be undercounted. Similarly, some of the “disabled” fare category may be using a monthly MaineCare Bus Pass. Taken together, this suggests that this table may not accurately capture the revenue generated from the passengers in these fare categories.

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SOUTH PORTLAND BUS SERVICE		
Revenues And Expenses – Past Two Years		
	FY 2011	FY 2012
REVENUES		
State (non-capital, administered by MaineDOT)	\$10,114	\$10,002
Other State (e.g. Maine Department of Labor)	0	
FTA:		
5307 (small urban area systems)	\$157,233	\$157,584
5309 (capital assistance)	0	0
5310 (elderly, disabled)	0	0
5311 (RTAP)	\$3,200	0
5316 (job access, reverse commute)	0	0
5317 (new freedom)	0	0
Passes	0	0
Fares	\$242,765	\$299,479
Advertising	\$7,287	\$10,186
Contract Revenue	0	0
Community Support – municipal property tax	\$828,187	\$715,870
Other		
MaineCare	0	0
TOTAL	\$1,248,786	\$1,193,121
EXPENSES		
Hourly wages	\$481,765	\$498,158
Salary	\$71,877	\$72,699
Overtime	\$61,945	\$61,841
Other fees	\$5,428	\$4,130
Employee benefits	\$230,690	\$235,223
Printing and binding	\$12,848	\$7,289
Advertising	\$5,781	\$3,535
Telephone	\$5,273	\$5,847
Utilities	\$6,150	\$6,425
Travel	\$1,465	\$1,905
Medical Services (physicals)	\$290	\$260
Vehicle Maintenance	\$25,490	\$11,563
Radio Maintenance	\$725	0
Building Maintenance	\$2,182	\$5,135
Hazardous Waste Disposal	\$2,225	\$1,203
ADA Complementary paratransit	\$68,669	\$66,831
RTAP Training	\$3,200	0
Office supplies	\$1,536	\$2,631

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	FY 2011	FY 2012
Heating fuel	\$7,857	\$7,002
Diesel fuel, gasoline and oil	\$111,780	\$135,295
Tires and Tubes	\$20,064	\$19,996
Clothing	\$4,018	\$4,067
Small Tools	\$1,272	\$546
Cleaning supplies	\$1,450	\$1,933
Vehicle supplies	\$95,700	\$34,936
Building cleaning supplies	\$1,335	\$1,697
Dues and memberships	\$1,135	\$1,355
Misc. adjustments	\$15,636	\$1,619
TOTAL	\$1,248,786	\$1,193,121

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SOUTH PORTLAND BUS SERVICE		
Budget for FY 2013 and FY 2014		
Itemized operating expense	FY 2013	FY 2014
Hourly wages	\$491,409	\$504,710
Salary	\$73,510	\$74,067
Overtime	\$64,346	\$64,687
Other fees	\$3,800	\$2,184
Benefits (Medicare, health, retire, etc.)	\$262,931	\$265,000
Printing and binding	\$11,220	\$12,690
Advertising	\$3,500	\$3,500
Telephone	\$6,732	\$9,204
Utilities (water, sewer, electrical)	\$6,624	\$6,732
Travel	\$1,000	\$1,000
Medical Services (physicals)	\$520	\$520
Vehicle Maint.	\$9,000	\$9,000
Equipment Maintenance	\$600	\$600
Radio Maintenance	\$780	\$0
Building Maintenance	\$2,800	\$2,800
Hazardous Waste Disposal	\$2,400	\$2,400
Para-transit Services	\$63,430	\$55,784
Project services	\$10,000	\$9,000
Office Supplies	\$1,650	\$2,590
Heating Fuel	\$9,065	\$9,230
Gas and Oil	\$160,136	\$160,765
Tires and Tubes	\$11,206	\$10,250
Clothing	\$3,886	\$4,008
Small tools	\$1,000	\$1,000
Cleaning Supplies	\$1,200	\$1,200
Vehicle Supplies	\$30,000	\$30,000
Building Cleaning Supplies	\$1,000	\$1,000
Dues and Memberships	\$2,200	\$2,200
Reserve acct and misc. adjustments	\$2,330	
Total expenditures	\$1,238,275	\$1,246,121
Itemized operating revenue		
Farebox revenue	\$260,000	\$280,040
Advertising	\$8,880	\$12,000
State Funds	\$10,002	\$10,002
FTA Section 5307	\$159,000	\$159,000
Local operating funds	\$800,393	\$785,079
Total operating revenue	\$1,238,275	\$1,246,121

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PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013 AGENCY: South Portland Bus Service						
1	VIN	2B151979T6032446	5DF232DA12JA30352	15GGB27116B1178617	15GGB2718B1178618	15GGB271XB1178619
2	Fleet # and Status*	909	914	917	918	919
3	Vehicle Type **	SHDB	SHDB	SHDB	SHDB	SHDB
4	Make, Model	ORION / V	THMS/DENN	GILLIG/ Low Floor	GILLIG / Low Floor	GILLIG / Low Floor
5	Year	1996	2003	2011	2011	2011
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use – 12 months	152	1,669.1	10,139.8	10,506.1	9,650.3
8	Mileage	485,764	234,754	56,441	58,233	55,657
9	12-month Mileage	632	10,114	49,378	50,600	47,850
10	Repair Cost - 12 months	\$137.00	\$1,639.13	\$1,467.51	\$2,328.52	\$1,625.16
11	Repair frequency - 12 months***	A1-0, A2-0, B-3, C-0	A1-1, A2-1, B-5, C-0	A1-7, A2-26, B-10, C-1	A1-6, A2- 24 , B-7, C-2	A1-8, A2-28 , B-14, C-3
12	Vehicle appearance - interior	GOOD	GOOD	GOOD	GOOD	GOOD
	Vehicle appearance - exterior	FAIR	GOOD	GOOD	GOOD	GOOD
13	ADA Accessibility:	YES	YES	YES	YES	YES
	Equipped/Working	YES/NO	MANUAL	YES	YES	YES
	Tie Down	YES	YES	YES	YES	YES
	Announcement System	YES	YES	YES	YES	YES
	Signage and Stops	YES	YES	YES	YES	YES
14	Passenger Amenities					
	Air Conditioning	NO	YES	YES	YES	YES
	Working Heater	YES	YES	YES	YES	YES
	Tinted Windows	YES	YES	YES	YES	YES
	Padded Seats	YES	YES	YES	YES	YES
15	Type of fare collection system	MECHANICAL	MECHANICAL	MECHANICAL	MECHANICAL	MECHANICAL
16	Date of Inspection	4/12/12	6/12/12	4/26/12	4/27/12	4/30/12
17	Inspector's Name:	RICHARD LANOIX	RICHARD LANOIX	RICHARD LANOIX	RICHARD LANOIX	RICHARD LANOIX

* A (Active); I (Inactive); SP (\$pare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

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PTMS VEHICLE EVALUATION SUMMARY FORM FY 2013 AGENCY: South Portland Bus Service						
1	VIN	NHAG3M2126501914	1VHAC3M2726501920			
2	Fleet # and Status*	920	921			
3	Vehicle Type **	SHDB	SHDB			
4	Make, Model	ORION / V	ORION/ V			
5	Year	2002	2002			
6	Fuel Type	Diesel	Diesel			
7	Fuel Use – 12 months	2,113	2,228.7			
8	Mileage	274,413	195,756			
9	12-month Mileage	10,783	9,556			
10	Repair Cost - 12 months	\$350.34	\$318.65			
11	Repair frequency - 12 months***	A1-4, A2-4, B-5, C-1	A1-3, A2-3 , B-7, C-0			
12	Vehicle appearance - interior	GOOD	GOOD			
	Vehicle appearance - exterior	GOOD	GOOD			
13	ADA Accessibility:	YES	YES			
	Equipped/Working	YES	YES			
	Tie Down	YES	YES			
	Announcement System	YES	YES			
	Signage and Stops	YES	YES			
14	Passenger Amenities					
	Air Conditioning	YES	YES			
	Working Heater	YES	YES			
	Tinted Windows	YES	YES			
	Padded Seats	YES	YES			
15	Type of fare collection system	MECHANICAL	MECHANICAL			
16	Date of Inspection	2/23/12	2/24/12			
17	Inspector's Name:	RICHARD LANOIX	RICHARD LANOIX			

* A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

Appendix

Surveys and studies

- A comprehensive ridership survey was completed in December, 2011
- An on-off study is completed every other year