



**Board of Directors | Ridership Committee and
Final Public Hearing for Proposed Fare Increases & Automated Fare Payment**

East End School Community Room
195 North St., Portland, ME 04101

Direct access on Route #1 or walk from Washington Ave. on Routes #7 or #9
5:45-7:00 p.m.

MEETING AGENDA

AGENDA ITEM	PRESENTER	ACTION or INFORMATION
1. Call Meeting to Order	Ed Suslovic, Committee Chair	N/A
2. Public Comment The METRO Board’s Ridership Committee welcomes public comment for items not listed on this agenda. There is a <i>three-minute time limit</i> per citizen. For items listed on the agenda, the chair will allow members of the public to comment following staff presentation. There is a <i>three-minute time limit</i> per citizen.	Ed Suslovic, Committee Chair	Information
3. Approval of Meeting Minutes Review and approve the minutes from the March 13, 2019 meeting of the Ridership Committee.	Ed Suslovic, Committee Chair	ACTION
4. Fare Changes/Automated Fare Payment A presentation to the Public will be made on this topic, followed by questions and answers by staff and the committee.	Greg Jordan, Metro General Manager	Information
5. Future Agenda Items	Ed Suslovic, Committee Chair	Information
6. Upcoming Meetings <ul style="list-style-type: none"> • Board of Directors – April 25, 2019 – 4:00 p.m. • Finance Committee – May 1, 2109 at 4:00 p.m. • Executive Committee – May 8, 2019 at 4:30 p.m. • Ridership Committee – May 16, 2019 at 4:00 p.m. 	Ed Suslovic, Committee Chair	Information
7. Adjournment	Ed Suslovic, Committee Chair	N/A

Meeting of the Ridership Committee
DRAFT Meeting Minutes
March 13, 2019

Minutes of the Ridership Committee Meeting of Wednesday, March 13, 2019 held at 4:00 p.m. at 114 Valley St., Portland, ME.

Committee Members Present:	Staff:	Others:
Ed Suslovic, Chair	Greg Jordan	
Hope Cahan	Denise Beck	
Jeff Levine	Glenn Fenton	
	Lauren Shaw	

1. The meeting was called to order at 4:10 p.m. by Ed Suslovic.

2. The meeting was opened to public comment.

No members of the public were present.

3. Approval of Meeting Minutes

Motion made by Jeff Levine, seconded by Hope Cahan, to approve the minutes from the February 14, 2019 Ridership Committee Meeting as written. **Unanimously passed by all present.**

4. Title VI program update

Denise Beck defined Title VI and gave an overview of the 2019 Title VI program update, including the employee survey of languages spoken and encountered on the job. Items left to complete include the complaint log, breakdown of Board/committee members, and open FTA grants and certifications. This item will go to the Board of Directors for final approval on 3/28/19 and be submitted 4/1/19.

Items to be included in the complaint log are still being reviewed. Some complaints received don't allege Title VI, but suggest they could be a Title VI issue. Any reviewed and considered not valid will not be included in the final complaint log; others will be noted as investigated and unfounded or action taken, (i.e., discipline, training, etc.). Ed Suslovic asked that the completed log be shared before the Board meeting.

Title VI includes materials being translated into Somali, Arabic, French, and some Portuguese. Other non-profits will be asked if they encounter languages other than those reported by the school system. Having laminated cards with pictures of landmarks on the buses to help cross a language barrier is being discussed as well as the question, "How can we make this even better on the buses?"

Hope Cahan addressed the concern of the vulnerable population that is labor trafficked in Maine and how we can help if they escape and make it to a bus. Two local organizations address this issue and we may be able to reach out to them for resources. (The next round of full Operator training at which this could be addressed is June-July).

The question of having automated announcements on the new buses is being discussed and maybe the 3-4 top languages can scroll on a screen. There are also available apps that can help with translation.

Buses, other than Husky Line and Breez, are distributed evenly to all areas – part of Title VI.

Motion made by Jeff Levine, seconded by Hope Cahan, to recommend passage of the updated 2019 Title VI Program by the Board of Directors at its March 28, 2019 meeting. **Unanimously passed by all present.**

5. Fare Increase/Automated Fare

Greg Jordan and Denise Beck shared that the first public meeting for the proposed Fare Increase and Automated Fare Payment System was held on March 12 at the Portland Public Library. This and the other seven meetings scheduled for March are an open-house setting rather than a formal presentation. Attendees has informational boards and videos to review and were then able to ask questions. Yesterday's meeting had approximately 35 attendees, as well as Channels 6 and 8. Generally, there was a balanced positive response; not happy with the fare increase, but pleased with other changes.

Portland and Westbrook meetings are the longest, while hearings in the other towns will run approximately two hours. Copies of the information boards and videos are also posted on our web site. The desire is for people to attend the meetings or review all the information on the web site so they are well informed before completing the survey.

The FTA requires a presentation (boards and videos) and a chance for feedback, and at least one evening and one weekend meeting. The Ridership Committee was concerned that the format of the public meetings in March may not meet the requirement of a formal hearing, with a direct presentation, and asked that the April Ridership Committee meeting be a joint "Noticed" public hearing on this topic. It was then determined to hold the Ridership Committee meeting on April 10, 2019 after the Executive Committee meeting, but at an off-site location. This meets the requirements of giving the public at least a 20-day notice of a public hearing as well as at least 14 days before the final vote is held at the Board's April 25, 2019 meeting.

On March 6-8 our consultants were here and the "Concept of Operations," which documents the approach we will be taking, was completed. This drives the requirements of operation and gives more information towards the actual RFP, which is expected to go out to bid (for technology) by the end of the month.

ZOOM Shuttle bus is on board with the program and we are encouraging them to do away with their zone system. RTP's position is unknown. Greg sent a formal, written invitation to South Portland and they are still considering the proposition. It has been suggested to also reach out to the Brunswick Explorer and Downeaster. We have offered to provide assistance, from our grant, to these agencies for 80% of the start-up costs (equipment); they would need to provide the 20% local share.

6. Future Agenda Items

- Review the Capital Plan and money this committee has earmarked for various projects (shelters, benches, lighted stops, etc.) to move them towards execution. This will be added to the April or May agenda.
- Revisit, at the Board meeting in May, what came out of the January retreat and begin to develop a work plan based on that information.

7. Upcoming Meetings

- Finance Committee – April 3, 2019 at 4:00 p.m. – if audit is ready
- Executive Committee – April 10, 2019 at 4:30 p.m. – if needed
- Ridership Committee – April 10, 2019 at 5:45 p.m.
- Board of Directors – March 28, 2019 at 4:00 p.m.

8. Adjournment

Motion to adjourn made by Jeff Levine, seconded by Hope Cahan. **With unanimous approval by all present, the meeting adjourned at 5:00 p.m.**