



Ridership Committee

August 18, 2022

4:00 p.m. – 5:30 p.m.

MEETING AGENDA

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/81257398178?pwd=d0ZUNUNEYzNWSFpuZzNvaW1lOHNsUT09>

Webinar ID: 812 5739 8178 | Passcode 705524 |

Phone: (646) 558-8656 | Telephone participants: *9 to raise hand, *6 to unmute

| AGENDA ITEM | PRESENTER | ACTION or INFORMATION |
|---|--|-----------------------|
| 1. Call Meeting to Order (4:00) | Ed Suslovic, Committee Chair | N/A |
| 2. Public Comment (4:00-4:05) The METRO Board’s Ridership Committee welcomes public comment for items not listed on this agenda at this time. 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 at each point. (Comments will be paraphrased in the meeting minutes) | Ed Suslovic, Committee Chair | Information |
| 3. Approval of Meeting Minutes (4:05-4:10) The minutes from the June 16, 2022 meeting of the Ridership Committee will be included with the September 15, 2022 meeting packet. | Ed Suslovic, Committee Chair | ACTION |
| 4. Ridership, Fare Revenue and Service Update (4:10-4:25) Staff will provide information on ridership and fare revenue trends, for June and July 2022. | Mike Tremblay, Transit Dev. Director | Information |
| 5. On-time Performance Update (4:25-4:40) Staff will provide an update on METRO’s on-time performance. | Mike Tremblay, Transit Dev. Director | Information |
| 6. Transit Together Update (4:40-5:20) Staff will provide an update on GPCOG’s Transit Together study, including possible opportunities for improvement on a route-by-route basis. | Mike Tremblay, Transit Dev. Director | Information |

| | | |
|--|---|--------------------|
| <p>7. Future Agenda Items (5:20-5:25)</p> <ul style="list-style-type: none"> • CTL Presentation Needs/Follow-up (Added 4/21/22) • Update on ARPA Proposals (Added 4/21/22) • PACTS Projects: Transit Tomorrow/Transit Together/Rapid Transit Study (Ongoing) • Performance Metrics/Benchmarks (2022) • Bus Stop Improvement Project (2022) • Metro & Regional Transit Marketing (2022) • Rock Row Transit Service Development (2022) • Metro Strategic Plan (2022) • Proposed UNE Medical Center (2022) • Partnering with bicycling entities, including Portland’s proposed bicycle sharing program | <p>Ed Suslovic, Committee Chair</p> | <p>Information</p> |
| <p>8. Upcoming Meetings (5:25-5:30)</p> <ul style="list-style-type: none"> • Board of Directors – August 25, 2022 • Finance Committee – September 7, 2022 • Executive Committee – September 14, 2022 • Ridership Committee – September 15, 2022 | <p>Ed Suslovic, Committee Chair</p> | <p>Information</p> |
| <p>9. Adjournment (5:30)</p> | <p>Ed Suslovic, Committee Chair</p> | <p>N/A</p> |

RIDERSHIP COMMITTEE

AGENDA ITEM 4

DATE

August 15, 2022

SUBJECT

Ridership and Fare Revenue Update

PURPOSE

Review ridership and revenue trends through July

BACKGROUND/ANALYSIS

Metro continues to track ridership through our Umo system via Cubic. Ridership is available on a route and fare media basis.

Ridership in June and July continued to be in the range of 57-60% of the same months in 2021, with ridership of 98,395 in June and 92,604 in July.

During these months, ridership on specific routes and using specific pass programs were expectedly much lower than their peak, as Portland Public Schools' academic year ended in early June, while USM's academic year ended in early May. As such, ridership on Route 9 and the Husky Line operated at 56% and 23%, respectively, of 12-month highs. At the same time, ridership on five routes (Routes 1, 4, 5, 7, and BREEZ) achieved new post-2020 highs in ridership during June and/or July, signaling that ridership is recovering even if not reflected in overall monthly ridership.

During this period, several service cuts persisted, likely affecting ridership. Metro's regular summer schedule on the Husky Line, which reduces weekday frequency from 30 minutes to 45 minutes and drops two late-night Saturday trips, was implemented in May and continues until late August. Additionally, due to a shortage of bus operators, schedule adjustments on Routes 3 and 5 took effect in May and will continue indefinitely; these adjustments reduce the frequency of the Route 3 from every 30 minutes to every 60 minutes on weekdays.

Metro is making planned and temporary service changes effective August 28. These changes include regularly scheduled fall schedules for the Route 9 and Husky Line. Due to a continued shortage of bus operators, weekend service reductions were made on Routes 1, 4, 5, and Husky Line, as well as weekday adjustments on Routes 3 and 5. Metro hopes to restore reduced service by January 2023.

In June and July, revenue was about \$140,000 and \$132,600, respectively, ebbing in concert with ridership for these months. In June, the average cash fare was \$2.07, suggesting that the recent ridership highs on the BREEZ may have been driven by cash fares. Average fares in June and July

were higher than normal, at about \$1.43; this is typical given the lower number of lower-fare student rides during the summer.

FISCAL IMPACT

None.

RECOMMENDATION

This item is for information and discussion.

CONTACT

Mike Tremblay
Director of Transit Development
(207) 517-3023
mtremblay@gpmetro.org

ATTACHMENTS

Attachment A – Metro Ridership Slide Deck

DATE

August 15, 2022

SUBJECT

On-time Performance Update

PURPOSE

Review the on-time performance KPI for 2022

BACKGROUND/ANALYSIS

Metro tracks system on-time performance (OTP) by time of day and by route. As a matter of practice, overall system OTP should be 90% or better. Ideally, this OTP would not vary greatly by route or time of day.

As a reminder, a bus is considered on time if it departs a timepoint (one of the times on a printed schedule) between 0 and 5 minutes from its scheduled time. No bus should leave a timepoint early. Buses may depart late for a variety of reasons, but typically buses are late because a schedule does not reflect the real-world travel time of a bus on a given route at a given time of day. Long boarding times, traffic, construction, etc. can all contribute to buses leaving a timepoint late. To improve on-time performance, transit systems can improve travel speed, improve boarding speeds, and adjust schedules. Travel speed can be improved by providing dedicated bus lanes and queue jumps, or by providing transit vehicles with priority at signals (TSP).

Metro OTP has been less than optimal during the spring and summer of 2022. On-time performance on the Route 3 and Route 5 can be attributed in part due to the service reductions implemented in May. However, it is likely that the reduced OTP for many routes can be attributed to construction-related travel time delays. Major construction projects on Portland's peninsula affect nearly every route either directly or indirectly. Construction in downtown Westbrook has affected Route 3, 4, and Husky Line OTP since June. The table below shows OTP for Metro routes from July 2022 compared to January.

| | Jan-22 | | | | Jul-22 | | | |
|----------------|---------|---------|--------------|--------------|---------|---------|--------------|--------------|
| | AM Peak | PM Peak | Overall | Not late | AM Peak | PM Peak | Overall | Not late |
| Route 1 | 94.76 | 90.48 | 91.32 | 94.96 | 88.36 | 76.94 | 82.20 | 86.03 |
| Route 2 | 85.02 | 75.52 | 82.78 | 89.62 | 85.61 | 78.42 | 81.71 | 87.71 |
| Route 3 | 78.72 | 74.62 | 78.84 | 86.52 | 80.64 | 54.68 | 68.88 | 71.82 |
| Route 4 | 87.09 | 87.67 | 88.37 | 93.40 | 78.98 | 72.25 | 72.45 | 79.36 |
| Route 5 | 84.82 | 79.12 | 83.86 | 93.37 | 89.28 | 67.83 | 75.26 | 78.65 |
| Route 7 | 88.43 | 88.01 | 88.39 | 94.38 | 90.57 | 79.64 | 81.22 | 86.35 |
| Route 8 | 92.12 | 91.09 | 90.24 | 96.39 | 80.76 | 75.41 | 75.40 | 80.49 |
| Route 9A | 89.10 | 82.19 | 84.27 | 94.41 | 89.04 | 78.22 | 83.70 | 90.80 |
| Route 9B | 85.69 | 75.47 | 78.36 | 88.55 | 85.12 | 84.37 | 83.14 | 88.56 |
| BREEZ | 85.73 | 82.59 | 82.46 | 90.96 | 75.00 | 66.95 | 72.01 | 78.71 |
| Husky | 83.71 | 90.01 | 86.86 | 94.76 | 85.39 | 71.25 | 79.11 | 83.26 |
| Overall | | | 85.07 | 92.48 | | | 77.73 | 82.89 |

In response to below-optimal OTP over this prolonged period, Metro staff has discussed the possibility of implementing summer schedules on more routes in 2023 and beyond. Summer schedules may require additional operators and buses in order to provide the baseline service (typically every 30 minutes on most routes during the week); or, Metro could simply adjust headways in order to provide passengers with a more realistic schedule using the same number of bus operators.

FISCAL IMPACT

None.

RECOMMENDATION

This item is for information and discussion.

CONTACT

Mike Tremblay
 Director of Transit Development
 (207) 517-3023
mtremblay@gpmetro.org

ATTACHMENTS

Attachment A – Metro Ridership Slide Deck

DATE

August 15, 2022

SUBJECT

Transit Together Update

PURPOSE

Provide an update on the Transit Together planning process

BACKGROUND/ANALYSIS

As previously presented at the June Ridership Committee meeting and previous updates, the Transit Together planning project is progressing, with public engagement planned to begin in mid-late August. At this time, proposed service optimization alternatives will be presented to the public for feedback.

Metro staff has been working with GPCOG and their consultant, Nelson\Nygaard, on identifying cost-neutral optimizations to our services. At Nelson\Nygaard's direction, the service optimizations included "small steps", or minor improvements and tweak to existing routes, and "big moves", a more comprehensive shuffling of routes in order to achieve more significant service goals. In brainstorming these alternatives, Metro and Nelson\Nygaard identified the following key goals:

- Continue to provide service coverage to all major destinations currently served by Metro
- Provide frequent and clear east-west and north-south service to and within the Portland peninsula, utilizing multiple routes to deliver high-frequency service along the Congress Street corridor and to Portland's waterfront
- Make service more regular and predictable by removing most mid-route deviations and alternate patterns
- Optimize the Route 8 to reduce runtimes while continuing to serve all major destinations. Consider the possibility of making the route bidirectional to reduce passengers' round-trip travel times and adding additional versatility to the system
- Improve service to the Portland Jetport, providing more consistent service to the Jetport and to the Department of Health and Human Services with a terminus stop at the Jetport.
- Provide more direct access between regional transportation hubs (Jetport, Portland Transportation Center, Casco Bay Lines)

These goals may not all be possible to achieve within the study's cost-neutral criteria. Metro will consider all public and stakeholder feedback, and if certain goals are not achievable within Metro's operating budget, we will strive to achieve them as future funding opportunities arise.

The Transit Together study is scheduled to conclude with recommendations in early Fall. Implementation of recommendations will likely be phased. As some improvements assume ARPA funding is in place, implementation will need to be phased. More details about phasing sequence and implementation schedule will become clearer once the Transit Together plan is finalized.

FISCAL IMPACT

None.

RECOMMENDATION

This item is for information and discussion.

CONTACT

Mike Tremblay
Director of Transit Development
(207) 517-3023
mtremblay@gpmetro.org

ATTACHMENTS

Attachment A – Metro Ridership Slide Deck



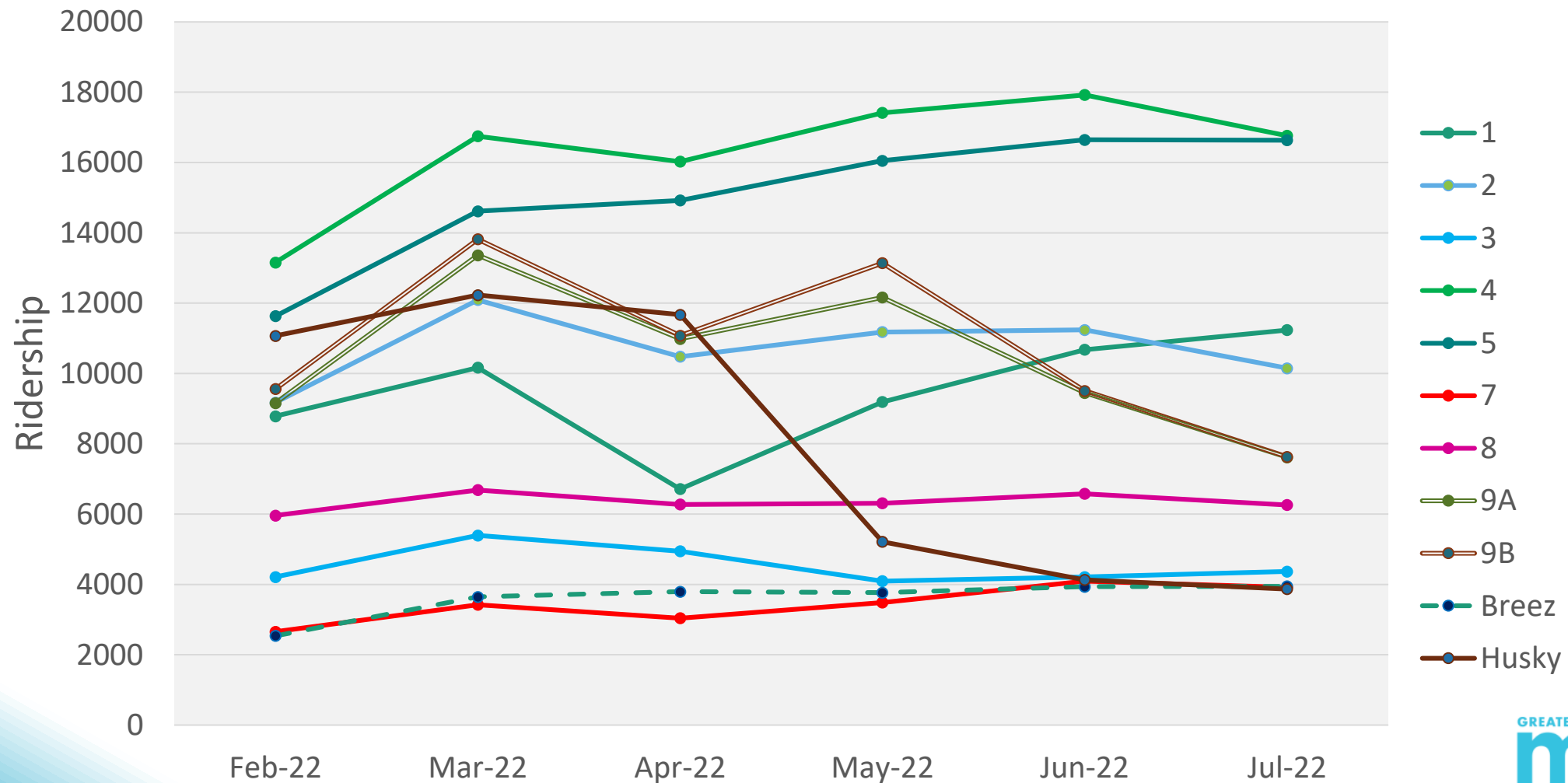
Ridership Committee

Item 4: Ridership Update

August 18, 2022

Ridership Update

February-July 2022 Monthly Metro Ridership by Route



Ridership Recovery

| Route | Feb-22 | Mar-22 | Apr-22 | May-22 | Jun-22 | Jul-22 |
|--------|--------|--------|--------|--------|--------|--------|
| 1 | 53% | 56% | 38% | 48% | 60% | 62% |
| 2 | 45% | 52% | 45% | 44% | 51% | 46% |
| 3 | 52% | 69% | 63% | 47% | 47% | 48% |
| 4 | 58% | 60% | 56% | 60% | 66% | 61% |
| 5 | 65% | 61% | 63% | 66% | 72% | 73% |
| 7 | 54% | 60% | 52% | 52% | 60% | 53% |
| 8 | 56% | 53% | 53% | 52% | 61% | 54% |
| 9 | 59% | 67% | 59% | 60% | 56% | 53% |
| Breez | 54% | 70% | 72% | 59% | 67% | 60% |
| Husky | 59% | 72% | 54% | 42% | 48% | 51% |
| System | 56% | 62% | 54% | 57% | 60% | 57% |

August 28, 2022 Schedule Changes

Effective August 28, Metro will be adjusting schedules, including:

- Restored weekday Husky Line frequency
- Restored school day additional Route 9 trips
- Reduced Saturday Route 4 and Route 5 frequency (30 mins -> 45 mins)
- Reduced Saturday Route 1 frequency (30 mins -> 60 mins)
- Reduced Sunday Husky Line frequency (45 mins -> 90 mins)
- Adjusted weekday Route 3 and Route 5 schedules

Metro hopes to restore reduced service by January 2023

2022 Route Efficiency

Number of riders per revenue hour by route

| | Route 1 | Route 2 | Route 3 | Route 4 | Route 5 | Route 7 | Route 8 | Route 9A | Route 9B | BREEZ | Husky Line | System |
|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|-------|------------|--------|
| January | 10.4 | 13.3 | 4.4 | 11.8 | 13.4 | 7.4 | 10.9 | 15.1 | 16.5 | 2.6 | 2.2 | 9.6 |
| February | 11.0 | 14.5 | 4.9 | 12.3 | 12.6 | 7.9 | 11.2 | 15.1 | 15.8 | 3.4 | 12.0 | 11.0 |
| March | 12.4 | 17.0 | 5.8 | 14.2 | 14.5 | 9.5 | 11.5 | 19.0 | 19.7 | 4.7 | 11.4 | 12.7 |
| April | 14.4 | 15.7 | 5.6 | 14.2 | 15.7 | 8.7 | 11.4 | 17.3 | 17.7 | 6.6 | 11.5 | 12.8 |
| May | 12.2 | 16.6 | 5.0 | 15.6 | 18.3 | 9.7 | 11.4 | 18.4 | 20.5 | 5.3 | 6.6 | 12.9 |
| June | 12.6 | 16.0 | 5.5 | 15.3 | 18.9 | 11.7 | 11.3 | 15.1 | 13.9 | 5.1 | 5.1 | 12.0 |
| July | 12.9 | 15.7 | 5.6 | 15.6 | 19.7 | 11.2 | 11.0 | 13.6 | 12.5 | 5.1 | 5.1 | 11.9 |

Target for local routes: 20-25 riders per hour



Ridership Committee

Item 5: On-Time Performance Update

On-time Performance Overview

- Metro tracks on-time performance (OTP) my month, by route, and by time of day
- OTP is affected by various internal and external factors

Internal factors

- Scheduling
- Dispatch
- Bus stop dwell times

External factors

- Congestion
- Construction/detours
- Lack of bus priority lanes/signals

On-time Performance, June/July vs. January

| Route | January 2022 | | | | June 2022 | | | | July 2022 | | | |
|----------|--------------|---------|---------|----------|-----------|---------|---------|----------|-----------|---------|---------|----------|
| | AM Peak | PM Peak | Overall | Not late | AM Peak | PM Peak | Overall | Not late | AM Peak | PM Peak | Overall | Not late |
| Route 1 | 94.76 | 90.48 | 91.32 | 94.96 | 89.80 | 80.81 | 84.10 | 87.25 | 88.36 | 76.94 | 82.20 | 86.03 |
| Route 2 | 85.02 | 75.52 | 82.78 | 89.62 | 85.99 | 72.14 | 79.96 | 85.68 | 85.61 | 78.42 | 81.71 | 87.71 |
| Route 3 | 78.72 | 74.62 | 78.84 | 86.52 | 73.77 | 67.04 | 71.55 | 75.21 | 80.64 | 54.68 | 68.88 | 71.82 |
| Route 4 | 87.09 | 87.67 | 88.37 | 93.40 | 84.12 | 75.46 | 77.55 | 84.40 | 78.98 | 72.25 | 72.45 | 79.36 |
| Route 5 | 84.82 | 79.12 | 83.86 | 93.37 | 71.46 | 56.24 | 64.39 | 67.03 | 89.28 | 67.83 | 75.26 | 78.65 |
| Route 7 | 88.43 | 88.01 | 88.39 | 94.38 | 85.03 | 78.96 | 77.39 | 80.44 | 90.57 | 79.64 | 81.22 | 86.35 |
| Route 8 | 92.12 | 91.09 | 90.24 | 96.39 | 75.54 | 75.00 | 71.94 | 75.83 | 80.76 | 75.41 | 75.40 | 80.49 |
| Route 9A | 89.10 | 82.19 | 84.27 | 94.41 | 86.25 | 67.92 | 78.57 | 89.25 | 89.04 | 78.22 | 83.70 | 90.80 |
| Route 9B | 85.69 | 75.47 | 78.36 | 88.55 | 83.47 | 74.43 | 78.36 | 83.96 | 85.12 | 84.37 | 83.14 | 88.56 |
| BREEZ | 85.73 | 82.59 | 82.46 | 90.96 | 82.63 | 73.19 | 77.73 | 83.15 | 75.00 | 66.95 | 72.01 | 78.71 |
| Husky | 83.71 | 90.01 | 86.86 | 94.76 | 89.65 | 73.19 | 82.00 | 87.06 | 85.39 | 71.25 | 79.11 | 83.26 |
| Overall | | | 85.07 | 92.48 | | | 76.69 | 81.75 | | | 77.73 | 82.89 |

Improving on-time performance

Metro's OTP can be improved by one or more of the following steps:

- Seasonality (end of construction/tourism season)
- Staffing availability to run routes as planned
- Additional buses to maintain desired frequency
 - Metro considering summer schedules for 2023
- Transit priority
 - Signal priority (project pending funding)
 - Priority lanes, queue jumps
- Improved bus stops
 - TSAP begins construction in 2023
- Faster boarding
 - Encourage use of Dirigo passes



Ridership Committee

Item 6: Transit Together Update

Transit Together: Next Steps

- Agencies participated in 2 half-day workshops and numerous meetings with Nelson\Nygaard
 - Route changes
 - Interagency connectivity
 - Goals for improvements to other service elements
- Public outreach being scheduled for late August/September
- Draft recommendations expected Fall 2022

Proposed route optimization preview

- Route changes intended to be revenue-hour neutral, relatively agency agnostic
- Plan to show public two alternatives, ask what they like/dislike about each
 - “Small steps” and “Big moves”
- Maps will be shared with Board when ready

SERVICE STANDARDS

GOAL:
Enhance interagency connections to make regional travel more seamless.

POTENTIAL REGIONAL GUIDANCE: (POLICIES OR STANDARDS)

Examples:

- Setup regular service review meetings with fixed route providers; add other providers seasonally
- Develop regional service standards for frequency and span based on ridership and other factors

POSSIBLE IMPLEMENTATION STEPS:

Examples:

- Classify all routes and services in the region under a 'family of service' model
- Coordinate and implement service changes at Maine Mall
- Reinitiate Peninsula planning to pursue and implement service changes on the Peninsula
- Identify other key connection points in the regional network and work to coordinate transfers

ITEMS TO BE EXPLORED? CONCERNS?

Handwritten notes on the poster include:

- “(candidate) 300M 300M 300M 300M 300M”
- “Priorities - Routes”
- “Set up regular meetings”
- “AVL to make connections”
- “How to balance local needs w/ standard”
- “Focus on local part to regional”
- “Priority issues: CPL schedule, new lines/standards”
- “Not applicable to CPL”
- “Service standards: Access, Buses, High level, High level, CPL (not limited)”
- “Are standards based on current needs or requirements - also (not)”

The diagram at the bottom right shows a gear-like structure with labels: Regional Coordination, Regional Partnerships, Regional Delivery, and Regional Communication.

Metro goals

- Continue to provide service coverage to all major destinations currently served by Metro
- Provide high-frequency Congress Street corridor and connectivity to Portland waterfront on all north-south routes
- Optimize Route 8 runtimes while continuing to serve all major destinations, incorporating feedback received during peninsula reboot process
 - Consider bidirectionality

Metro goals (continued)

- Streamline service by eliminating deviations and alternate service patterns
- Improve service to the Portland International Jetport
- Improve access between regional transportation hubs
 - Jetport
 - Casco Bay Lines
 - Amtrak/Concord Coach at PTC

