

Ridership Committee

June 14, 2023 | 4:00 – 5:30pm



Onsite:

Greater Portland Transit District
114 Valley Street, Conference Room A | Portland, ME 04102

Remote:

Please click the link below to join the webinar:
<https://us02web.zoom.us/j/83891311302?pwd=bUpsRk9JU3A2djVhOGZuMUU5UVROQT09>
Webinar ID: 838 9131 1302 | Passcode 950935 |
Phone: (301) 715-8592 | Telephone participants: *9 to raise hand, *6 to unmute

MEETING AGENDA

| AGENDA ITEM | PRESENTER | ACTION or INFORMATION |
|--|--|-----------------------|
| 1. Call Meeting to Order (4:00) | Hope Cahan, 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) | Hope Cahan, Chair | Information |
| 3. Approval of Meeting Minutes (4:05-4:10) Review and approve the minutes from the February and March 2023 meetings of the Ridership Committee. | Hope Cahan, Chair | ACTION |
| 4. Transit Together and ARPA Implementation Update (4:10-4:30) Staff will provide information on the public outreach and implementation status of the Transit Together project and ARPA-funded service improvements | Mike Tremblay, Transit Dev. Director | ACTION |
| 5. Ridership Update (4:30-4:45) Staff will provide information on ridership and fare revenue trends for calendar year 2022 and January 2023. | Mike Tremblay, Transit Dev. Director | Information |
| 6. Performance Metrics Update (4:45-5:15) Staff will provide an update on key performance metrics, including a first-year update on the performance of Metro's Battery Electric Buses (BEB's). | Mike Tremblay, Transit Dev. Director Glen Fenton, Chief Transp. Officer | Information |

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| 7. Future Agenda Items (5:15-5:20) <ul style="list-style-type: none"> • Rock Row Transit Service Development (2022) • Proposed UNE Medical Center (2022) • Partnering with bicycling entities, including Portland’s proposed bicycle sharing program | Hope Cahan, Chair | Information |
| 8. Upcoming Meetings (5:20-5:25) <ul style="list-style-type: none"> • Board of Directors – June 22, 2023 • Finance Committee – T.B.D. • Executive Committee – T.B.D. • Ridership Committee – August 16, 2023 | Hope Cahan, Chair | Information |
| 9. Adjournment (5:30) | Hope Cahan, Chair | N/A |

As of November 9, 2022 Greater Portland METRO is holding meetings of the Board of Directors (and its committees) in hybrid format, both in person at METRO’s offices and via webinar. The remote portions of all meetings are conducted in accordance with the requirements of [METRO’s Remote Participation Policy](#) (adopted August 25, 2022) as well as LD 1772, PL 2022 Ch. 666, and 1 MRSA Chapter 13, Subchapter 1.

Ridership Committee Meeting – via Zoom
Draft Minutes of the GP Metro Ridership Committee meeting of
Tuesday, February 14 at 4:00 p.m. via Zoom and in person

<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

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| <p>Committee Members Present: Ed Suslovic Bill Rixon Prosper Lohomboli Andrew Zarro</p> <p>Committee Members Not present Pious Ali Merrill Barter Hope Cahan Jeff Levine John Thompson, Jr.</p> <p>Non-Committee Board Members present: NONE</p> | <p>Staff and Others Present: Mike Tremblay, Transit Development Director Glenn Fenton, Chief Transportation Officer Denise Beck, Marketing Manager</p> <p>Public: No members of the public were present.</p> |
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1. With no quorum in place, the meeting started as a Workshop at 4:02 pm.

With the Committee Chair, Hope Cahan, not present and a Vice Chair not elected until later in the meeting, the workshop was called to order by staff, starting with information Agenda Item #5.

Agenda # 5 -- Item Ridership, Fare Revenue, and Service Update

Staff reviewed ridership and fare revenue data through January 2023.

- January ridership looks good, tracking at almost 70% of 2019
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Ed Suslovic asked why Route 5 is doing so well. Staff replied that DHHS ridership is the likely reason, adding that a future route change for Route 1 would add service to DHHS. Ed also asked what METRO needs to change to meet a new dynamic. Staff said a recently conducted passenger survey will include new information. The survey will also be part of the Strategic Plan planning, which is starting soon. Prosper Lohomboli asked about schedule consistency. Staff noted that Route 8 ends early and route end times are not consistent.

1. **Andrew Zarro joined the meeting, via zoom. With a quorum in place, the meeting was called to order at 4:15 PM.**

2. **Public Comment:** No members of the public were present.

3. **Election of Vice-Chair**

Ed S nominated Andrew Zarro as vice chair. Andrew accepted the role. All attendees support the nomination. Andrew decided to assume his duties at a future meeting, allowing staff to continue leading the meeting.

4. **Approval November 2022 Committee Meeting Minutes.**

Motion made to accept the minutes of the November 16, 2022 meeting

Ed moved to accept the minutes; Andrew seconded.

No discussion. Minutes were approved unanimously by all present.

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6. **Transit Together – ARPA update**

Staff presented information on the status of Transit Together, including recommendations from Nelson/Nygaard and next steps:

- Transit Together study approved in 2023
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Staff discussed service plans for the future Roux institute. The campus would have limited parking and their staff has asked METRO for options. Recommendations include either extending the Route 5 or deviating Route 7. Andrew Zarro said this the Roux Institute is in his District, and he's been very involved. He agrees that METRO is a significant partner for the Institute and for the neighbors. Robust transportation is important to them. He asked about overlap with MDOT. Staff said staff has been meeting with MDOT, the Roux Institute, and other stakeholders about the site.

Ed Suslovic said that he hoped that METRO would work with the Roux Institute with a program similar to the Rock Row Partnership and provide passes to not only Roux students and staff; but, include neighborhood access.

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METRO route 8 had switched service to Cushman Street back in the fall because of the Andrew Square project, and residents are strongly opposed to the change. Staff looking at reverting to old route (Pine/Emery) or using Clark/Spring Street. Staff plans to make a decision in March 2023. A public meeting about the service, held in January at Reiche School, was attended by about a dozen residents from Cushman St.

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The goal of the Strategic Plan Process is to plan for the next five years. Staff will be looking at trends in transit, present the passenger survey, and invite stakeholders to the meeting, which is planned for March 23. Ed said he hoped we would spend time on confronting the needs of the new environments.

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- Rock Row Transit Service Development
- Proposed UNE Medical Center
- Partnering with bicycling entities, including Portland's proposed bicycle sharing program
- Report on Electric Bus performance after a year of service (suggested by staff)

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- Board of Directors – Thursday, February 23 at 4pm
- Finance Committee – Might be cancelled?
- Executive Committee -Wednesday, March 8 at 3:30 pm
- Ridership Committee – Meeting TBD
Discussion with Mike, Hope and Andrew for best day/dates going forward for Ridership Committee meeting

13. Adjournment

Meeting adjourned at Feb 14 at 5:21 by universal acclimation.

Ridership Committee

March 30, 2023 | 10:30am-12:00pm



DRAFT

Draft Minutes of the GPMETRO Ridership Committee Meeting of Thursday, March 30 at 10:30 am via Zoom and in person

Onsite:

Greater Portland Transit District, 114 Valley Street, Conference Room A | Portland, ME 04102

Remote: <https://us02web.zoom.us/j/85271681358?pwd=S2lFMm1zeXdDT3pFTVBZaTcyMVVYz09>

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| Committee Members Present: Hope Cahan Ed Suslovic Andrew Zarrow | Non-Committee Board Members present: John Thompson Jeff Levine (10:38am) |
| Committee Members Not present Pious Ali Merrill Barter Prosper Lohomboli Bill Rixon | Staff and Others Present: Greg Jordan, Executive Director Mike Tremblay, Transit Development Director Denise Beck, Marketing Manager |
| | Public: No members of the public were present. |

1 With no quorum, Hope Cahan called the meeting to order as a workshop at 10:34 am.

2. Public Comment – No members of the public were present.

3. Approval of Meeting Minutes No quorum - Minutes from February 2023 could not be approved.

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Mike Tremblay provided information on ridership in 2023 to date, noting that March 2023 is on track to have best month, with ridership of 136,000, since the pandemic.

5. Rider and Nonrider Survey Summary

Mike presented select slides from the [rider survey](#), noting that 97% of riders are satisfied with METRO service, safety and cleanliness rated high. On-time performance, hours of operation, and service coverage area were noted as items to improve.

Hope asked if we know if the population of the non-English speaking populations was on par with the 7.8% (non-English speakers) represented in the survey. Mike said the information is likely available in the Title VI Report and could look into it.

John Thompson said the survey provides fantastic information and asked how we would use this information to communicate these results to the public. Greg said there would be another survey after our fare and service improvements, which along with this information, be helpful for the agency to improve and when requesting additional funding. Greg said the information will be also be helpful in setting priorities and improve our numbers of non-riders, noting that we can use this information to promote ourselves as a badge of honor.

Ed Suslovic asked about on-time performance satisfaction in the survey as compared to actual. Greg said METRO's on-time performance isn't bad; but, it's not outstanding. Especially in the summer with construction, adding that we are working on a concept around more seasonally based scheduling. Mike added that the labor shortage had impacted some service. **Ed** said we need to be careful how we slice/dice the info. For example, satisfaction around fare costs would be different between regular riders and non-riders. Greg said that was Ed right on the cost of fares, adding that we should continue to pursue a low-income pass program and we need to be sophisticated in how we approach the numbers. Mike also noted, regarding fares, that 30-40% of riders have a pass program and don't pay themselves (which would affect their answer around fares).

Andrew Zarrow asked how communities can move the needle on increased frequency. Greg said that talking about these results and improving service will build a foundation to make requests for funding. **Jeff Levine** asked about a breakout of data for occasional riders. **Ed** asked if other agencies have passenger surveys. Hope said more surveys would provide more info to ask the state and municipalities for funding.

Mike presented the non-rider survey, which was mailed and also conducted online -- 97% responses said that METRO service was valuable to the community. Some of the takeaways on why people don't take transit: they prefer to drive, the bus takes too long, and it doesn't go where they want to go. The survey shows that people ride transit if it works better for them. Mike said if we don't see movement on the fare deal, it wouldn't be unexpected because the general feeling is that fare free is great but most would trade for better frequency.

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Mike provided information on the status of the Transit Together project, including the current recommendations from Nelson\Nygaard and next steps, in the context of ARPA funding that was unlocked late in 2022. He said that the goal is to implement these changes, as many as possible, effective August 27, 2023. Staff will present information and gather feedback from the public at the May meetings. Communications about public meetings will be pushed out on buses and through other networks. Hope asked the dates of meetings be sent to Board members. The launch date will also be dependent on operator availability.

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9. Adjournment – Workshop ended at 11:37 am

DATE

June 14, 2023

SUBJECT

Transit Together and ARPA Implementation Plan and Timeline

PURPOSE

To brief the Committee on Metro's plan to implement the changes proposed by the regional Transit Together plan.

BACKGROUND/ANALYSIS

Metro plans to implement some of the recommendations set forth in the regional [Transit Together](#) plan on August 27, 2023. These improvements include two improvements that received American Rescue Plan Act (ARPA) funding to implement: extending the Husky Line to Ocean Gateway, and improving off-peak headways on Route 9 and BREEZ.

In May 2024, Metro plans to implement additional ARPA-funded improvements: extension of Route 7 to the Jetport (formerly planned for Thompson's Point), removal of the Falmouth loop service, and implementation of a microtransit pilot project.

Other items identified in Transit Together, including extensions of Route 2 and Route 4 to Ocean Gateway, and creation of a bi-directional Route 8, will be implemented at a later date, utilizing other funding sources.

In May 2023, Metro held three public meetings, including two in-person and one virtual, in early- to mid-May. Outreach was conducted directly with stakeholders, including the Greater Portland Council of Governments' Community Transportation Leaders, Iris Network residents, and residents of 100 State Street. Summaries of the recommendations, including interactive maps, were published on our website. A summary of the feedback received is included in Attachment A. Two major takeaways from the public process were that removing Route 2 service in Pride's Corner, as well as operating Route 5 on Congress Street rather than Park Avenue, were unpopular. As such, these routes will remain as-is for the foreseeable future.

Metro staff will seek Board approval for this plan, if recommended by this Committee, at our June 22, 2023 Board meeting.

FISCAL IMPACT

None.

RECOMMENDATION

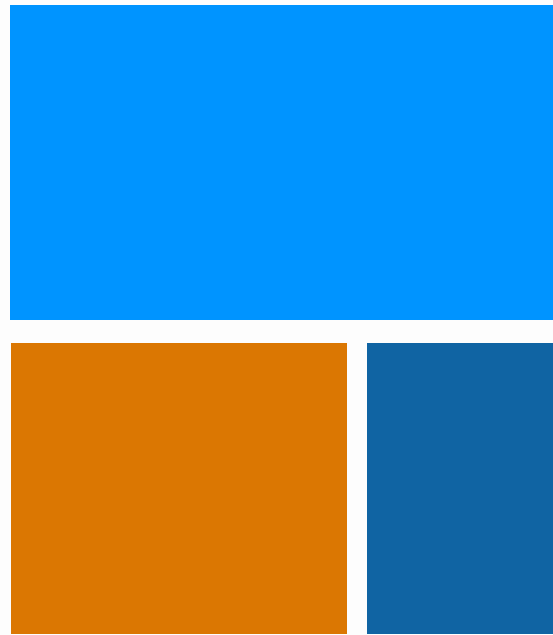
Staff asks Ridership Committee to vote to recommend approval of this plan by the full Board on June 22, 2023.

CONTACT

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

ATTACHMENTS

Attachment A: Transit Together Outreach Summary
Ridership Committee Slides



TRANSIT TOGETHER

ARPA Outreach Plan
April - June 2023



transittogether.org

GREATER PORTLAND
metro
TOGETHER WE RIDE
gpmetro.org | 207-774-0351

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06 Communications

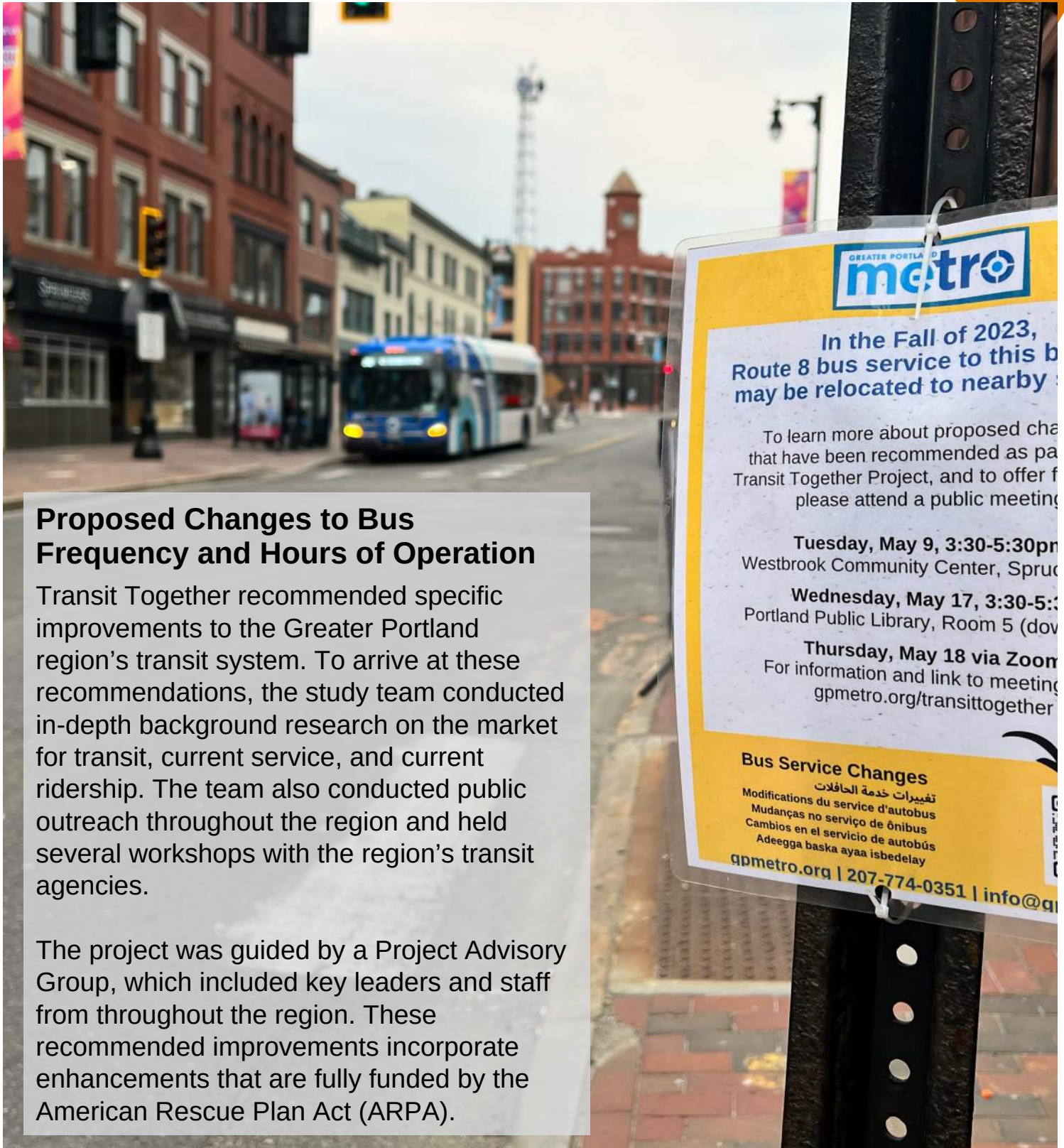
14 Public Meetings/Comments

19 Additional Feedback

24 Consideration of Public Comments



BACKGROUND



Proposed Changes to Bus Frequency and Hours of Operation

Transit Together recommended specific improvements to the Greater Portland region's transit system. To arrive at these recommendations, the study team conducted in-depth background research on the market for transit, current service, and current ridership. The team also conducted public outreach throughout the region and held several workshops with the region's transit agencies.

The project was guided by a Project Advisory Group, which included key leaders and staff from throughout the region. These recommended improvements incorporate enhancements that are fully funded by the American Rescue Plan Act (ARPA).





OUTREACH PLAN

March/April 2023

Planning

Plan public meetings and book dates and times, including at least one meeting in Westbrook, at least one meeting in Portland, and at least one virtual meeting.

May 2023

The "Public Comment Period."

- Provide printed materials for public display.
- Engage with community partners.
- Post notices at bus stops
- Seat drops on affected routes
- Publish proposed route changes and explanations online;
- Advertise and hold public meetings
- Provide opportunities for feedback



June 2023

Summarize public feedback and responses on proposed changes; resolve any significant comments either via justification or changes to the plan. Finalize specific changes to patterns. Draft timetables for review by METRO staff (including drivers and dispatch staff). Submit to Board for approval.

July 2023

Produce public-facing timetables and code changes into schedule software. Distribute new schedules as requested. Mount signs at new stops (covered with a "Coming soon" notice, etc.)

August 2023

- Post notices at affected bus stops where service is being reduced or removed.
- Seat drops on all affected routes (this will be most routes, aside from the 3)
- Overhead notices on all buses.
- Work with community partners to broadcast schedule changes.

Target Date:
August 27, 2023 -- Launch Service Changes





SUMMARY OF PROPOSED CHANGES

METRO's Route 1, 5, & 7 Service

- Serving Jetport with Route 1 instead of Route 5
- Route 5 direct service to the Maine Mall
- Extend Route 7 to Thompson's Point

METRO's Route 2, 4, & Husky Line

- Removal of Route 2 service from Pride's Corner
- Simplify Route 4 schedules
- Extend Routes 2, 4, & Husky Line to Eastern Waterfront

METRO Route 8

- Route 8 would change its route in the Old Port
- Run service along Commercial Street in the Old Port
- Add an opposite bi-directional loop, doubling frequency
- Run service later in the evening
- More efficient service on the West End
- More service to East Bayside
- Swap Route 5 and 8 service on Park Avenue

METRO Route 7

- Extend Route 7 to Thompson's Point via PTC and Fore River Parkway
- Replace Falmouth Loops with on-demand service



COMMUNICATIONS

Greater Portland METRO Website - gpmetro.org



Webslider

DETOUR ALERT

Routes 1, 7, 9B, and BREEZ eastbound detours and stop closures
[Read On...](#)

Transit Together - Proposed route and Schedule Updates
[Read On...](#)

[Create a Website Account](#) - Manage notification subscriptions, save form progress and more.
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CONTACT US

Routes and System Status

| SYSTEMWIDE | Regular Service |
|----------------------|---|
| ROUTES AND SCHEDULES | STATUS -- See Alerts for short-term detours and service interruptions |
| Route 1 | Normal service |
| Route 2 | Normal service |
| Route 3 | Detours and stop closures in Westbrook continue. |
| Route 4 | Detours and stop closures in Westbrook continue. |
| Route 5 | Normal service |
| Route 7 | Normal service |
| Route 8 | Returned to previous route on West Side; bus stops at Pine St./Butler School and West/Carleton Streets. |
| Route 9A/9B | Normal service |
| BREEZ | Normal service |
| Husky Line | New stop at Main St./Libby Ave, increased Sunday Service |

Transit Together Public Meetings

Information, survey, and (Zoom) meeting link at: gpmetro.org/TransitTogether

We want input on proposed route changes.
 Attend a meeting or take our survey.

Join METRO Staff for public meetings in Portland, Westbrook, or virtually, via Zoom, for presentations on proposed bus route and schedule changes that could start this year.

These recommendations are part of the Transit Together Plan, to improve the transit network and make it more seamless across the region.

Meetings to inform and receive comments

Tuesday, May 9 from 3:30 - 5:30 PM

Westbrook Community Center, Room (Spruce Room)

Wednesday, May 17 from 3:30 to 5:30 PM

Portland Public Library, 5 Monument Square, Meeting Room 5 (downstairs)

Thursday, May 18, beginning at 6 PM - Virtual Meeting via Zoom

Web Alerts

Transit Together - Proposed Route and Schedule Updates

Read On...

Home > Alert Center

METRO Service Changes Affecting Multiple Routes

[Back to All Categories](#)

May 8, 2023 11:00 AM

Transit Together - Proposed Route and Schedule Updates

These recommendations are part of the Transit Together Plan to more seamless across the region.

Meeting to inform and receive comments will be held:
 Tuesday, May 9 from 3:30 - 5:30 PM
 Westbrook Community Center, Spruce Room

Wednesday, May 17 from 3:3- 5:30 PM
 Portland Public Library, Room 5 (downstairs)

Thursday, May 18 - via Zoom; meeting begins at 6pm
 Information at link at gpmetro.org/transittogether

<https://gpmetro.org/1644/Transit-Together---Route-and-Schedule-Ch>

◀ May ▶

2023 ▼

| Su | M | Tu | W | Th | F | Sa |
|----|----|----|----|----|----|----|
| 30 | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | 1 | 2 | 3 |

Jump To:

-
◇

Public Meetings

Transit Together Public Meeting - Virtual Zoom meeting

May 18, 2023, 6:00 @ Information will be presented about proposed schedule and route changes that could start later this year. The public is invited to attend and offer input to the recommendations. Please check back for a link to the meeting. More information -- [HERE](#)

[More Details](#)

Calendar



Transit Together Web Page

gpmetro.org/transittogether



[Home](#) › [Inside Metro](#) › [METRO Projects and Initiatives](#) › Transit Together - Route and Schedule Changes

Transit Together – Route and Schedule Changes

In January 2023, the Portland Area Comprehensive Transportation System (PACTS) Policy Board approved the Transit Together Plan, which proposes improvements to the regional transit network to make it more seamless across the region.

METRO staff will be hosting public meetings in Portland and Westbrook and via Zoom to present information and gather input from riders and stakeholders on route and schedule changes that could start later this year.

You may comment directly on the maps linked in the pages below, or by emailing planning@gpmetro.org.

Meetings to learn about the proposals and offer feedback will be held:

In person - Wednesday, May 17 at the Portland Public Library, 5 Monument Square, at 3:30 PM.

Via Zoom - Thursday, May 18 at 6pm - [Link to Meeting-HERE](#)

Proposed Route Changes

Transit Together recommends route changes to most METRO routes. Click the links below to see how service may change in a given area. Some changes affect multiple routes.

[Maine Mall, Portland Jetport, Thompson's Point, and Mercy Hospital](#)

[Route 8](#)

[Portland Peninsula](#)

[Westbrook](#)

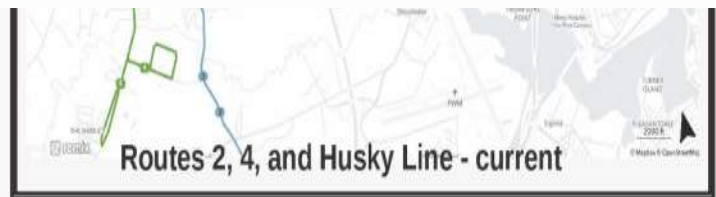
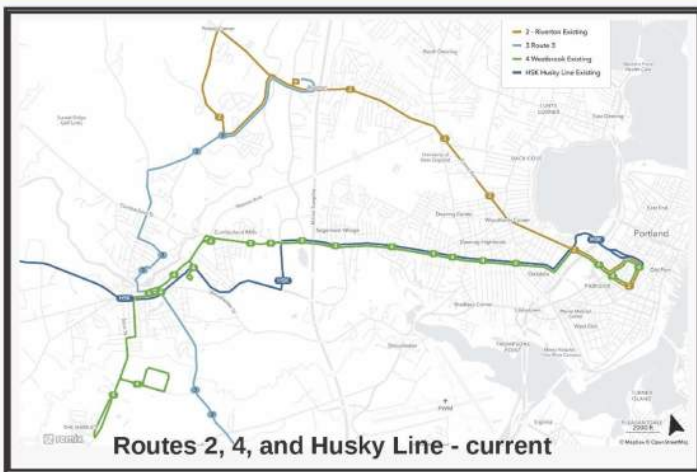
[Falmouth](#)

Proposed Changes to Bus Frequency and Hours of Operation

Transit Together recommends changes to bus frequency and hours of operation on some routes, with the goal of a more uniform service level throughout the system. Bus routes that currently end early in the evening are generally extended later. Some routes, including Route 9 and BREEZ, will have improved headways during the middle of the day on weekdays.

Links to web pages with details about specific proposed route changes, including list of benefits, potential drawbacks.

Maps of **current** and **proposed** routes.



Social Media

Facebook

◀ METRO (Greater Portland... 9+ 🔍

Posts About Videos More ▾

METRO (Greater Portland Transit District)
Posted by Denise Beck
May 1 · 🌐

METRO staff will be holding public meetings in Portland, Westbrook, and via Zoom to provide information on proposed route changes t... See more



Transit Together Public Meetings

Join METRO Staff for public meetings in Portland, Westbrook, or virtually, via Zoom, for presentations on proposed route and schedule changes that could start this year.

These recommendations are part of the Transit Together Plan, to improve the transit network and make it more seamless across the region.

Meetings to inform and receive comments

Tuesday, May 9 from 3:30 - 5:30 PM
Westbrook Community Center, Room (Spruce Room)
Take METRO Route 3 (Transfer from 4 & H, on Main St.)

Wednesday, May 17 from 3:30 to 5:30 PM
Portland Public Library, 5 Monument Square, Meeting Room 5 (downstairs)
Take METRO Routes, 1, 2, 4, 5, 7, 8, 9, HL, BREEZ

Thursday, May 18, beginning at 6 PM
Virtual Meeting via Zoom

Information, survey, and (Zoom) meeting link at: gpmetro.org/TransitTogether


Bus Service Changes
التغييرات في الخدمة
Modificaciones de servicio
Mudanças no serviço de ônibus
Alogega buska iwasz libary
Transportation services are available at gpmetro.org/TransitTogether

metro
TOGETHER WE RIDE
gpmetro.org | 367-774-8361

Posts About Videos More ▾

METRO (Greater Portland Transit District)
Posted by Constant Contact
4d · 🌐

<https://conta.cc/3HY2ev0>



web-extract.constantcontact.com

Important Reminder from Greater Portland METRO

Twitter

2:57 5G

Greater Portland ME... 693 Tweets

Tweets Replies Media Likes

You Retweeted


Greater Portland METRO @ME... · 5/3/23 · ...
Starting next week, Metro will be holding public meetings to discuss implementation of changes recommended by the Transit Together project. For more information on the changes and meetings, visit gpmetro.org/1644

Greater Portland METRO @ME... · 5/3/23 · ...
Starting next week, Metro will be holding public meetings to discuss implementation of changes recommended by the Transit Together project. For more information on the changes and meetings, visit gpmetro.org/1644

Greater Portland METRO @ME... · 5/3/23 · ...
Temporary Bus Stop (#251) Closure today from 10:30 am - 2:30 pm at Congress/Forest St during construction. Riders using METRO Routes 2, 4, & 5 in downtown Portland should use bus stop at Monument Square.

Instagram

greaterportlandmetro
METRO (Greater Portland Transit District)



View insights **Boost post**

Liked by portlandplanning and 12 others

greaterportlandmetro METRO is proposing several route and schedule changes that could start this fall. Visit gpmetro.org/transittogether for information.



Public Meetings this week

gpmetro.org/transittogether

Your story 1h

portland_phoenix

Want to give feedback on upcoming @greaterportlandmetro route changes?

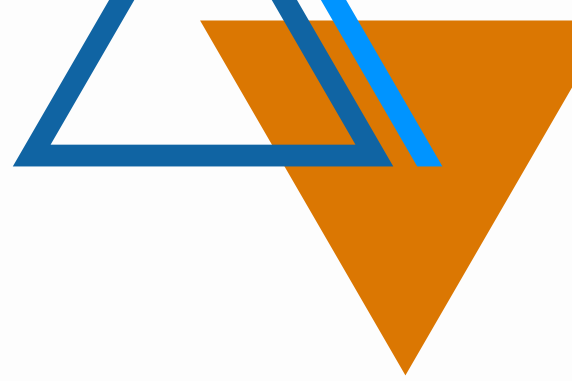


STORY HERE

Check it out for details on route expansion and how to attend the meetings!



Public Notice & Ads



property is located off 279 Post Road and is within the General Business District. The property is identified as Tax Map 108, Lot 33-15.

Public Notice

GREATER PORTLAND metro

Transit Together Public Meetings
METRO staff is holding public meetings in Portland, Westbrook, and virtually, via Zoom, to present information and gather input on route and schedule changes that could start later this year.
Tuesday, May 9, 3:30-5:30p.m., Westbrook Community Center, 426 Bridge St.
Wednesday, May 17, 3:30-5:30p.m., Portland Public Library, Room 5
Thursday, May 18, 6p.m. Virtual Meeting via Zoom, info at gpmetro.org/transittogether

Public Notice

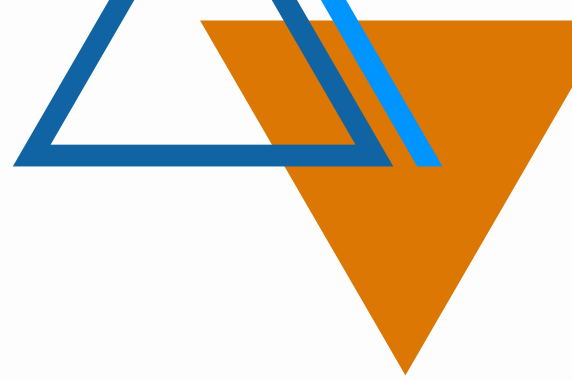
York County Community College is requesting written proposals for a vendor to provide Custodial & Cleaning Services. RFP can be found at www.yccc.edu/rfp. Bids

Portland Press Herald Public Notice April 14, 2023

Amjambo Africa May 2023

the Forecaster Week of May 5, 2023 Four editions





E-Mail Blasts

Meetings to inform and receive comments



Transit Together Public Meetings
Proposed Route and Schedule Changes that could start this Fall



Important Reminder from Greater Portland METRO

Proposed Route and Schedule Changes for METRO bus service that could start this Fall

Join METRO staff for public meetings, in person or virtually via Zoom, for presentations on proposed bus route and schedule changes that could begin later this year. These recommendations are part of the [Transit Together Plan](#), to improve the transit network and make it more seamless across the region.

Staff is presenting information and asking for input from riders and stakeholders throughout May. A decision on these proposals is expected by the end

Two newsletter email blasts were sent to 500+ riders and stakeholders, including immigrant community leaders and reduced fare customers, and provided details about proposed route and schedule changes, information about meetings, and opportunities for feedback.



Press Release

FOR IMMEDIATE RELEASE: May 3, 2023

Contact: Denise Beck, Marketing Manager

dbeck@gpmetro.org | 207-517-3027 | gpmetro.org

Transit Together Public Meetings

Proposed Route and Schedule Changes Could Start this Fall.

(Portland, Maine) – Greater Portland METRO’s staff will be hosting public meetings this month to present information and gather feedback from riders, stakeholders, and the general public on proposed bus route and schedule changes. These recommendations are part of the [Transit Together Plan](#) to improve the transit network and make it more seamless across the region.

The proposals would affect most METRO routes and include the following recommendations:

- Route 1: Service to Jetport; no service on Atlantic Ave or Fore River Pkway.
- Route 2: Eliminate service near Prides Corner; extend to the Portland waterfront
- Route 3: No changes at this time
- Route 4: Simplified schedule, extend to the Portland waterfront
- Route 5: No service on Park Ave.; direct service to Maine Mall
- Route 7: Extend to PTC/Thompsons Point; micro transit ‘on demand’ pilot planned
- Route 8: Add bi-directional service; more service on Commercial St. and Bayside
- Route 9: Additional frequency during weekdays
- Husky Line: Extend service to the waterfront
- BREEZ: No changes at this time

Detailed presentations, with maps, about the proposed route and schedule changes, link to the virtual meetings, and opportunities for feedback at: gpmetro.org/transittogether

PUBLIC MEETINGS:

Tuesday, May 9, 3:30-5:30pm,

Westbrook Community Center, Spruce Room

METRO Route #3 provides direct access to the Community Center

Wednesday, May 17, 3:30-5:30

Portland Public Library, Room 5 (downstairs)

All METRO routes have stops within a block of the Library.

Thursday, May 18 via Zoom

For information and link to meeting, visit gpmetro.org/transittogether

Greater Portland METRO provides bus service between Brunswick, Falmouth, Freeport, Gorham, Portland, South Portland, Westbrook, and Yarmouth with connections to Casco Bay Ferry, Amtrak Downeaster, Portland Jetport, and regional bus services.



Seat Drops

Flyers, with information and route maps (current and proposed), were distributed to passenger on routes impacted by recommended changes.

Proposed Service Changes in Westbrook-- Routes 2, 4 & Husky Line

As part of improvements recommended by the Transit Together project, METRO may implement these changes to bus routes beginning in Fall 2023.

- Removal of Route 2 service from Pride's Corner
- Simplify Route 4 schedules
- Extend Routes 2, 4, and Husky Line to the Eastern Waterfront (Commercial Street)

To learn more & offer input, please attend a public meeting:

Tuesday, May 9, 3:30-5:30pm,
Westbrook Community Center, Spruce Room

Wednesday, May 17, 3:30-5:30
Portland Public Library, Room 5 (downstairs)

Thursday, May 18 via Zoom
For information and link to meeting, visit gpmetro.org/transittogether

Bus Service Changes

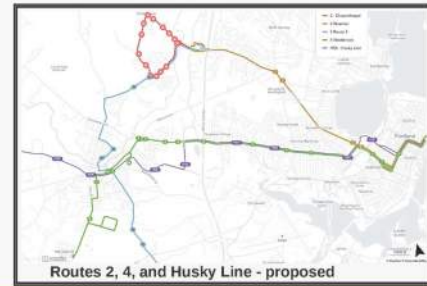
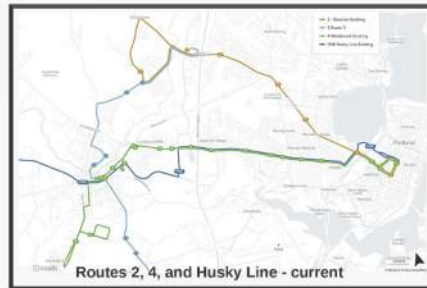
تغييرات خدمة الحافلات
Modifications du service d'autobus
Mudanças no serviço de ônibus
Cambios en el servicio de autobuses
Adeegga baska ayaa isbedelley



gpmetro.org | 207-774-0351 | info@gpmetro.org

Route maps on back

Routes 2, 4, & Husky Line



gpmetro.org | 207-774-0351 | info@gpmetro.org

Route #8

METRO's Route 8 service may be changing in Fall 2023.

As part of improvements recommended by the Transit Together Project, Route 8 may change its route through the Old Port, Bayside, and Parkside neighborhoods.

METRO may also run an opposite-direction version of the Route 8 with the same schedule, effectively doubling Route 8 service.

To learn more & offer input, please attend a public meeting:

Tuesday, May 9, 3:30-5:30pm,
Westbrook Community Center, Spruce Room

Wednesday, May 17, 3:30-5:30
Portland Public Library, Room 5 (downstairs)

Thursday, May 18 via Zoom
For information and link to meeting, visit gpmetro.org/transittogether

Bus Service Changes

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gpmetro.org | 207-774-0351 | info@gpmetro.org

Route maps on back

METRO's Route 1, 5, & 7 service may be changing in Fall 2023.

Improvements recommended by the Transit Together Project, include:

- Serving the Jetport with Route 1 instead of Route 5
- Route 5 direct service to the Maine Mall
- Extend Route 7 to Thompson's Point

To learn more & offer input, please attend a public meeting:

Tuesday, May 9, 3:30-5:30pm,
Westbrook Community Center, Spruce Room

Wednesday, May 17, 3:30-5:30
Portland Public Library, Room 5 (downstairs)

Thursday, May 18 via Zoom
For information and link to meeting, visit gpmetro.org/transittogether

Bus Service Changes

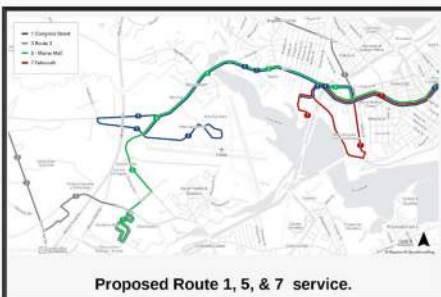
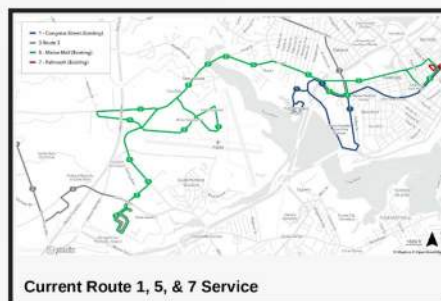
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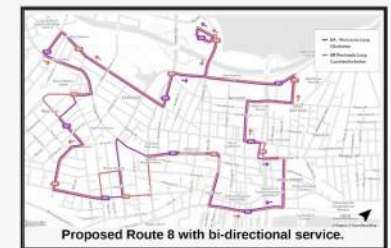
gpmetro.org | 207-774-0351 | info@gpmetro.org

Route maps on back

Routes 1, 5, & 7



gpmetro.org | 207-774-0351 | info@gpmetro.org



gpmetro.org | 207-774-0351 | info@gpmetro.org



Bus Stop Signage

Service to this stop may be reduced or eliminated

Route and schedule changes have been proposed that could impact several stops along METRO bus routes.

To learn more about these possible changes and offer feedback, please attend a public meeting:

Tuesday, May 9, 3:30-5:30pm,
Westbrook Community Center, Spruce Room

Wednesday, May 17, 3:30-5:30
Portland Public Library, Room 5 (downstairs)

Thursday, May 18 via Zoom
For information and link to meeting, visit gpmetro.org/transittogether

Bus Service Changes
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Modifications du service d'autobus
Mudanças no serviço de ônibus
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gpmetro.org | 207-774-0351 | info@gpmetro.org

This Bus Stop may be eliminated

Route and schedule changes have been proposed that could impact several bus stops along METRO routes.

For information on these possible changes, please scan the below QR Code, or visit gpmetro.org/transittogether.

Bus Service Changes
تغييرات خدمة الحافلات
Modifications du service d'autobus
Mudanças no serviço de ônibus
Cambios en el servicio de autobuses
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In the Fall of 2023, Route 8 bus service to this bus stop may be relocated to nearby streets

To learn more about proposed changes, that have been recommended as part of the Transit Together Project, and to offer feedback, please attend a public meeting:

Tuesday, May 9, 3:30-5:30pm,
Westbrook Community Center, Spruce Room

Wednesday, May 17, 3:30-5:30
Portland Public Library, Room 5 (downstairs)

Thursday, May 18 via Zoom
For information and link to meeting, visit gpmetro.org/transittogether

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The bus route serving this bus stop may change in Fall 2023

As part of improvements recommended by the Transit Together project, **Route 5 service** may be moving to Congress Street. This stop would instead be served by **Route 8**, which would run in both directions on Park Avenue. Route 8 serves the Back Cove Hannaford, Old Port, West End, and Bayside neighborhoods as well as downtown Portland

To learn more & offer input, please attend a public meeting:

Tuesday, May 9, 3:30-5:30pm,
Westbrook Community Center, Spruce Room

Wednesday, May 17, 3:30-5:30
Portland Public Library, Room 5 (downstairs)

Thursday, May 18 via Zoom
For information and link to meeting, visit gpmetro.org/transittogether

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gpmetro.org | 207-774-0351 | info@gpmetro.org



Bus stops along routes that have proposed changes with posted with flyers detailing recommended service changes and information about meetings.





PUBLIC MEETINGS & EVENTS

May 9 @ Westbrook Community Center, 3:30pm

Approximately (10) ten individuals attended this meeting.

Summary of Comments*

Attendees voiced **strong support to keep the Route 2 service near Prides Corner**. Riders who spoke included a 75-year old man who depends on the bus to take him to doctor appointments and a woman who lives along the route, doesn't drive, and can't walk the mile it would take to get to the nearest stop if the service was no longer available.



The Route 2 proposal eliminates service to the Prides Corner area and extends service to the waterfront in Portland.

May 10 @ 100 State Street, 1:00pm

More than 40 residents and staff attended this meeting.

Summary of Comments*

Attendees were mostly supportive of Route 8 recommendations, which included new bi-directional service, doubling the frequency, and later service, which could extend to 8pm. Comments/input included:

- Confirmation that service would continue to **Maine Medical Partners along Route 7** in Falmouth, Intermed on Marginal Way, Portland Public Library, Whole Foods, and Trader Joe's would continue.
- Request for more (and cleaner) **benches and shelters** along bus routes; expressed safety concerns, in the winter, about icy sidewalks near bus stops.
- Better service to **medical facility in Scarborough**. (BSOOB Transit services this location; but, staff would follow up with them about request.)
- Request for buses that have more room for grocery carts; parallel seats make it easier. Request for printed schedules on buses.
- Discussion around the main entrance to **MMC**, which will move to Congress St. The other entrance will still need to be accessible and would also be covered
- Concerns, from a case manager, about route changes that could take service off Cumberland Avenue. She said that clients (at 100 State St.) need safe and convenient access to Salvation Army offices and **Maine Behavior Health (on Lancaster Street)**.



METRO's Director of Transit Development Mike Tremblay reviewing proposed route changes, including recommendations for the Route #8, which stops in front of 100 State Street.





PUBLIC MEETINGS & EVENTS



May 17 @ Portland Public Library, 3pm
(Approx.) 40 individuals attended this meeting.

Attendees had a wide range of comments, questions, and suggestions.

Summary of Comments*

- How does micro-transit work for Route 7 (Mike explained process, likely won't begin until 2024.)
- Would Jetport service run more frequently. (Yes, every 45 minutes, but, if implemented, the service would run on Route 1 (instead of Route 5). Better, with more frequent service to the Jetport and DHHS.
- Negative comments around Route 1 service, frequency would go from 45 minutes to 60 minutes. (METRO Staff is working on an exit from the PTC; Route 1 would not go to Thompson's Point
- Concerns about service to Hannaford, Longfellow Square, InterMed. (Route 8 would continue to service Hannaford with double the service and later in the day – Routes 8A/B).
- Rider works at Mercy at 8am and takes the BREEZ then Route 1; Can the BREEZ go directly to Mercy like it did during pandemic? (BREEZ is a limited stop express service; to travel to Mercy the route would need to be changed. Route 7 would service Mercy Hospital (instead of Rote 1) as part of the new proposal.
- **BREEZ:** Two additional BREEZ trips have been proposed; No Sunday service at this time. Why does the BREEZ stop at the Park and Ride/Maine Beer in Freeport? There are no other stops between Yarmouth and Freeport. (Mike explained that adding new stops on that stretch of road can be tricky – pedestrians crossing, speed of vehicles, safety)



*Comments/feedback has been edited for space.



PUBLIC MEETINGS & EVENTS

Summary of Comments (Portland 5.17.23 meeting) Continued.

- **Route 1 service on south side of Munjoy Hill and Atlantic Ave would be eliminated.** Similar to the service during recent construction, Route 1 would turn back on Congress St and stop at Emerson. Several comments from riders about this change. Some positive – really likes the stop at Emerson; some said no south side service would impact current riders, especially elderly riders who use it. Suggestion to travel south on Fore Street instead of returning via Congress St. and turn on India St. (serving 58 Fore Street and other developments that had planned transit access). Request for earlier service on Sundays
- **Route 8** does a lot of heavy lifting around the city. We need bigger buses with room for carts. Half the people on Route 8 have shopping carts. Could buses be retrofitted? Many don't know how to lift up seats for carts. (Mike said METRO staff could work educating riders on how to do this. Glenn said he is working on an order for new 35' buses and will look into options.)
- Riders need access to **Maine Behavior Health services on Lancaster Street. There are no sidewalks.**
- **Route 2** – Pride Street concern: Rider lives on Pride Street and has a visual impairment that limits his driving. The bus very important to him. He realizes that ridership is low and offered a few options – Could Route 3 provide the service to the area? Could Route 2 service just part of the loop it now service (and turn around at the church)? Direct access would be ideal.
- **Riverside Street** - Several comments about access needed for new Homeless Services Shelter on Riverside Street. Could the route travel down Riverside since there are no buses near the shelter? During the summer immigrant children have sports opportunities on Riverside.
- **Casco Bay Lines** service – The bus and ferry schedules are not coordinated. Route 8 use to stop at the terminal where there was an inside waiting area. Now the stop is out in the cold. Are there plans for a shelter? (The proposed stop would be on Commercial St. and there are plans for a shelter; there is work involved to make it accessible).
- **Route 5** – Park Ave. vs. Congress St. is an issue. Uphill terrain is a bigger factor than distance. Route 5 service to Maine Mall; request to bring back service to Mallside Plaza
- **Maine Medical Center** access – New entrance on Congress Street after construction. This may not be the main entrance; but, there would be access to the current entrance and the new one Congress St.
- **Service to Lewiston?** (Greg said this has been discussed with Amtrak and MDOT; USM would be part of the conversation since they have a campus in Lewiston. MDOT is researching bus service.)
- **Ocean Gateway** (cruise ship terminal) – proposals for 2, 4, and Husky Line to stop here for better access to the waterfront.
- **More bus shelters**, requests include include: Harbor Terrace, Casco Bay Lines. (Shelters planned for Riverton Park, Yarmouth (all stops), Casco Bay Lines. Iris Center shelter needs maintaining. The shelter/stop at Walmart if Falmouth is rocky.
- **High Frequency Corridor** -- Changes would include several routes travelling between St. John Street and Franklin St., providing a high frequency corridor of service every ten minutes.





PUBLIC MEETINGS & EVENTS

May 18 @ Transportation and Community Network via Zoom

The network is focused on bringing more voices into transportation planning and improving transit access. (App. 12 individuals attended this meeting.)

Summary of Comments*

- I like what you're doing with Congress Street. I've been involved for probably five years.
- Route 8 will not service the VA Hospital on W Commercial Street; but, we understand there is a need to get there at some point,
- Involvement in the micro transit development? Hope to have transit in Gray.
- How is this information communicated to non-English speakers?
E-mail blasts were sent out to 500+, including over 25 contacts in the immigrant community -- Catholic Charities, City of Portland, ILAP, AmJambo Africa, Portland Schools, ME Dept. of Labor, Maine Community Foundation, FedCap, Goodwill, Maine Immigrant Rights Coalition, etc.

May 18 @ Iris Network, 1:30PM

13 attended this meeting.

Summary of Comments*

- Keep 5 or have Route 5 and 8 service. **Route 5 is a lifeline to Iris Network residents.** Losing the Route 5 would make unsafe bus connections, especially in the winter. We use Route 5 to get to Shaws, CVS, bank, direct to the Maine Mall, etc. The changes would be more than a small inconvenience. Losing the route would be detrimental to everyday life. Hannaford at Forest Ave. is a difficult store to shop in - it's larger and they make changes a lot. We have fought to keep the Route 5 three times since I've been here. Parkside doesn't want these change. They changes are unsafe and not fully accessible. Request for bus route to transit hubs. Request for multi-ride tickets/passes for visitors. Make it easier for reduced fare riders to use the DiriGo Pass.
- Resident works and shops at Hannaford near mall. Proposed changes would make it difficult--need to carry packages, backpack, and use cane.
- Very supportive of Route 7 extension on the peninsula and bi-directional service on 8. The BREEZ has been a godsend, a great addition to the system.
- Bus shelters and stops need to be cleared in the winter. Need to do better.
- More print schedules; make sure AVA announcements start with new changes. The book was great.
- Accessibility issues - some drivers do not pull over to the curb.
- Real time bus trackers are not available for people who are visually impaired.



*Comments/feedback has been edited for space.



PUBLIC MEETINGS & EVENTS



May 18 @ Public Meeting via Zoom at 6pm
(App. 12 individuals attended this remote meeting.)

Summary of Comments*

- Concerns about proposed changes to remove (a portion of) **Route 8** from Congress Street to Park Ave.
- Regular **Route 1** rider, he doesn't see any improvements proposed for Route 1 -- reduced frequency (to 34 minutes) and elimination of service on Atlantic Street. Request for Sunday service on **BREEZ** route.
- One seat ride currently on **Route 7** to Tyler Tech would be eliminated. If micro-transit is introduced to this route, what are the metrics for a successful pilot?
- Removing **Route 2** service to the Prides Corner route would cut off my livelihood. May elderly people live in this area and cannot walk the distance to Hannaford to catch the bus.
- Consider adding Riverside for transit service.
- Make use of Sewall Street.





ADDITIONAL COMMENTS

Via Remix Maps

Summary of Comments*

Route 2:

- There is a new housing development going in here that could impact ridership. And my family depends on this route 2 service. Please do not change it.
- BRIDGTON RD + REED ST -- You all want to extend service, but eliminate a portion used by several regulars without a real clear answer on how to help these residents? Brilliant. How about coming up with an actual plan instead of maybes for these folks? You will make them walk a mile plus to get to the shared stop near Riverton, which is now already overflowing with people. Or maybe add it to Route 3's ; you clearly have people using it, so eliminating it entirely is preposterous.
- You made mention that there are 4 services hours of ridership. That number is **not** 0, meaning there are people who use this line. Public transit is supposed to make transit, for the general public, easier; it is not supposed to make it more difficult.
- Route 302 is dangerous enough as-is - this change encourages further harm to your riders. Doubly so, seeing as there is only one sidewalk leading downhill past the Dunkin Donuts and beyond.
- These proposed changes, therefore, make it less safe overall for 2.6% of your ridership; that number should never exceed zero. So long as you have participants who use s publicly-funded service - and they still do, as you mentioned - you **must** provide at **least** an alternative method of transport the **moment** you eliminate service. Otherwise, you are no longer a public service - you're performing a **diservice.** Elimination of a public good should never be on the table. Adjustments should be to best meet their needs.

Route 8:

- This particular routing through Bayside doesn't make much sense to me – why detour along Marginal Way and Forest Ave, which have low-density land uses (and where Route 2 already runs), when so much growth is happening along Preble and Elm, where the current 8 runs?
- Running 8A down Elm and 8B up Preble would also enable transfers to Monument Square with a short walk. Preble St. Extension is also due for a road diet in a City of Portland project which would create space for a transit queue-jump lane in both directions.
- Changes at this intersection mean the bus can no longer make this right turn and has to go down Cushman St. instead. Why not just continue down Vaughn instead of turning on West St. at all and turn onto Danforth there? The residential area around Emery St. seems unlikely to generate much ridership because the circuitous route of this bus makes it quicker to either walk, or catch a Congress St. bus for most folks in this area.





ADDITIONAL COMMENTS

Via phone calls

Summary of Comments*

Pride Street business owner has two employees who rely on the bus route and are distressed about the possibility of removal.

Customer Service (METRO Pulse) received (at least) four phone calls about concerns around the proposed elimination of **Pride Street service**.

Phone Call from Iris Network resident. He likes Jetport and PTC connection and Route 7 change; but, has concerns about Routes 5 and 8 changes; specifically, Route 5 no longer serving Park Ave.

Via E-mail

Summary of Comments*

- I really like most all of the proposed changes but would like to put in a plug for expanded SPAN OF SERVICE for routes such as the 1, 9A, 5 and/or 4 to at least 12:30AM last run from City Hall/The Pulse possibly in addition to other frequency changes (or if need be, in lieu of some of them)..... I know the increased frequency on the 9A/9B would enhance mid-day service but would like to advocate for the later service too (or in lieu of).
- I just read the news release that indicates that you want to completely remove the bus run through the Pride's Corner area! There ARE people out here that use your service to get back & forth to work!
- Please save stop # 738 (Route 2)

Social Media

FaceBook -- Messenger

Hi are they planning to take Bridgton road in Westbrook off of bus 2 ? My husband uses to get to work. Is the Dunkin Donut stop going to be available? We have no car and would have to move

Instagram

Please do not stop running the number 5 on Park Avenue. That will completely screw up my schedule.



ADDITIONAL COMMENTS

Letter of support from Portland Bicycle and Advisory Committee



May 17th, 2023

Dear Greater Portland METRO staff, Board Members, Portland City Council:

The Portland Bicycle and Pedestrian Advisory Committee (PBPAAC) would like to provide the following comments to METRO and Portland city officials regarding the proposed route and schedule updates:

Improved transit service is a crucial component of a city designed around getting around by walking, bicycling and wheelchair. PBPAAC has adopted "Expand transit frequency & time of service" as a priority in 2023. We believe the proposed changes are a great step towards this goal. Creating high-frequency corridors and reducing low-ridership deviations will help create a more reliable and usable system, encouraging higher ridership.

While the committee is supportive of the decisions, we wish to highlight the following concerns:

- Reduced frequency in Route 1: in addition to removing the Atlantic Street portion of the route, the change creates a disparity in Munjoy Hill service when compared to the rest of the peninsula. Munjoy Hill has significant topographical features that make it challenging to navigate for those with mobility issues. Suggesting riders travel to and from Washington Ave or Ocean Gateway where many routes will now end will not work for some riders who rely on the bus and we fear reduced frequency may negate some of the benefits of the improved connection to the airport and curtail the use of Route 1 as a serious commuting option. The committee understands METRO hopes to return to half hour headways in the future. We encourage METRO to bring back the current standard of service for this section of Route 1 as soon as possible.
- Some bus stops towards the periphery of the city, such as some on the [Route 5](#) and [Route 9A/9B](#), are placed in areas with no pedestrian infrastructure and in some cases, are simply unsafe to traverse on foot. These stops create a challenge for those traveling to and from as well as waiting for the bus, discouraging riders from using the bus. One of our committee priorities is to expand the sidewalk network to serve all METRO routes. With increased frequency to poor-quality stops, we believe the City of Portland needs to prioritize this ASAP. This is the responsibility of the city which could be funded through various federal & state grants.

Thank you for your efforts to create a more efficient and effective transit network in the Greater Portland area. We hope METRO and the City of Portland consider improving Portland's network of sidewalks & high quality bus stops necessary to support the safe and dignified use of our transit network.

Sincerely,

The Portland Bicycle & Pedestrian Advisory Committee

<https://www.portlandbikeped.org/>

Winston Lumpkins IV, Chair

winston.lumpkins@gmail.com

John Clark, Past Chair

jmclark995@gmail.com

The Portland Bicycle and Pedestrian Advisory Committee is an ad hoc group of Portland-area residents working to make the city and region a better place to walk, bicycle and wheelchair. We advocate and educate on bicycle, transit and pedestrian issues, including handicap accessibility. We work in collaboration with other organizations including the Bicycle Coalition of Maine, Portland Trail PACTS, the Portland Department of Public Works and the Portland Planning Department.



MEDIA



May 17, 2023

4 MAY 17, 2023

PORTLAND PHOENIX

Big METRO changes to roll through Greater Portland

By Evan Edmonds

If you're hoping to catch a ride on the bus to your appointment at Maine Medical Center, you may want to plan ahead.

That trip on METRO's Route 8 bus runs counterclockwise around the entire peninsula, so instead of a 10 or 15 minute ride down the road, you might have to circle Portland to get there, arriving maybe 45 minutes later or more.

James Simpson, a Portland resident, takes METRO rather frequently. He's gotten pretty good at estimating when certain routes will arrive. Last Friday afternoon, there was a slight delay due to some road work on Forest Avenue, but Simpson wasn't too bothered about it. It has to be tough sometimes on the bus drivers, he opined.

"Everyone's got a place to be," Simpson said. "Drivers have a schedule to keep, passengers have their own schedules."

For Simpson and other riders, the limitations of certain bus routes can be a hassle — like on METRO's Route 8, for example, which only operates in one direction. But that could change as soon as this fall, when local transit officials hope to roll out their efforts to improve bus travel in Portlanders and beyond.

Transit companies nationwide are still struggling to fully recover from the challenges posed by the pandemic. But even still, Greater Portland METRO and the Greater Portland Council of



A METRO bus in Portland in early May 2023. (Portland Phoenix/Evan Edmonds)

Governments (GPCOG) have begun moving forward with an ambitious plan to streamline transit in the region and increase ridership.

The changes to make bus travel more seamless, including route and schedule changes, could be implemented as soon as this fall. The plan, called "Transit

Together," proposes adjustments to frequently traveled destinations like the Maine Mall, Portland Jetport, the town of Falmouth and throughout the peninsula.

May includes the public outreach and feedback portion of the "Transit Together" timeline with a public meeting set for Wednesday, May 17 at 3:30 at the Portland Public Library. A virtual meeting is also scheduled for May 18 at 6 pm.

While the proposed changes — new routes and tweaks to existing ones — are still just "recommendations" at this point, METRO's Director of Transit Development Mike Tremblay said the expectation is for the vast majority of the changes to happen.

While METRO still needs to conduct planning and preparation, "this is a great time to receive that feedback," Tremblay said, adding that it could lead

to adaptations if there are objections from the community.

Optimizing transit in Greater Portland would be a big improvement for transportation access in the region and also a necessary move to increase ridership while transit services continue to struggle nationwide. Ridership declined through the pandemic, and the resurgence has been slow, leaving transit companies still hovering around 70 percent of total numbers from 2019.

30-year ridership trend data from Greater Portland METRO shows that ridership was climbing each year between 2014 and 2019, starting with an estimated annual

figure of 1.5 million riders and nearing 2.2 million by the end of 2019, a period during which METRO made a

METRO, Page 5

“ Providing that option to jump on the bus versus paying \$25 to \$30 to park in a parking lot hopefully encourages people to take the bus. ”

Mike Tremblay, Director, METRO Transit Development

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MEDIA



May 17, 2023

East End

North St

Lombard St

15th St

750 ft

Narrow Gauge Railroad Museum

Portland BUSINESS

MAY 17, 2023

66

The reality is for this economic future that Portland is laying out, transit is an absolutely critical part of that future.

Journalist, transportation systems engineer, Department of Public Works

...and a reduced fare provision, as well as a pilot "Microtransit" program. Robles also wants the fare pilot program to be able to use an app or call to METRO to request a ride or stop when within a given area — at the same time, the Portland general and Portland. If successful, it could be the

...work as an alternative to standard transit. Robles would be able to use an app or call to METRO to request a ride or stop when within a given area — at the same time, the Portland general and Portland. If successful, it could be the

...groundwork for longer-term transit or transit options that could be made available to people who are unable to work in the Old Port or other areas up Portland's downtown corridor.

years singing the blue
ckland Harbor





CONSIDERATION OF PUBLIC COMMENTS

Analyzing survey results and conducting 'content analysis' to extract key concerns or opinions expressed by participants.

Key Takeaways - Specific Routes

Route 1

- Concerns about reduced frequency and elimination of service to Munjoy Hill South Side.

Route 2

- **Several** requests to keep service to Pride's Corner; some feedback to add service to Riverside for homeless services and activity centers.

Route 5

- Iris Center residents, and others, concerned about Route 5 changes.

Route 8

- Mostly positive feedback; especially around more frequency and span of service. Some concerns around route changes off Congress Street.

RESULTS AND RECOMMENDATIONS

METRO staff has considered all public and stakeholder input on the Transit Together Plan and have made changes to the plan and timeline accordingly. The final plan and timeline will be discussed at the June 14, 2023 METRO Ridership Committee meeting and brought to the full METRO Board for approval on June 22, 2023.

June 14, 2023 - METRO Ridership Committee vote

June 22, 2023 - METRO Board of Directors Vote



RIDERSHIP COMMITTEE

AGENDA ITEM 5

DATE

June 14, 2023

SUBJECT

Ridership Update

PURPOSE

Staff updating the committee on ridership trends, including data on the ongoing Fare Deal promotion

BACKGROUND/ANALYSIS

METRO continues to track ridership and fare revenue on a monthly basis. Ridership and fare revenue are collected from numerous fare programs and media types, and are collected distinctly for each route in METRO's system.

METRO ridership was 148,957 in May 2023, up 46% compared to 2022 and 83% of 2019 ridership. In March and April, ridership was about 137,700 and 133,000, respectively, each significant increases in ridership compared to the same months in 2022. Ridership recovery is sharply improving, at least in part due to the Fare Deal promotion, which offers half-priced rides from March 1, 2023 through September 30, 2023.

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

Ridership Committee Slides



RIDERSHIP COMMITTEE

AGENDA ITEM 6

DATE

June 14, 2023

SUBJECT

Update on Metro Service Performance Indicators

PURPOSE

To update the Committee on Metro's key performance indicators relating to transit service.

BACKGROUND/ANALYSIS

Metro tracks numerous key performance indicators (KPI's) relating to our service delivery, including ridership, ridership per hour and per mile, fuel efficiency, on-time performance, road calls, and preventable accidents.

Metro is monitoring how construction is impacting our on-time performance (OTP). In May, OTP for several routes was significantly impacted by construction on Forest Avenue in Portland, which is used by Routes 2, 4, and 5.

FISCAL IMPACT

None.

RECOMMENDATION

This item is for information only.

CONTACT

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

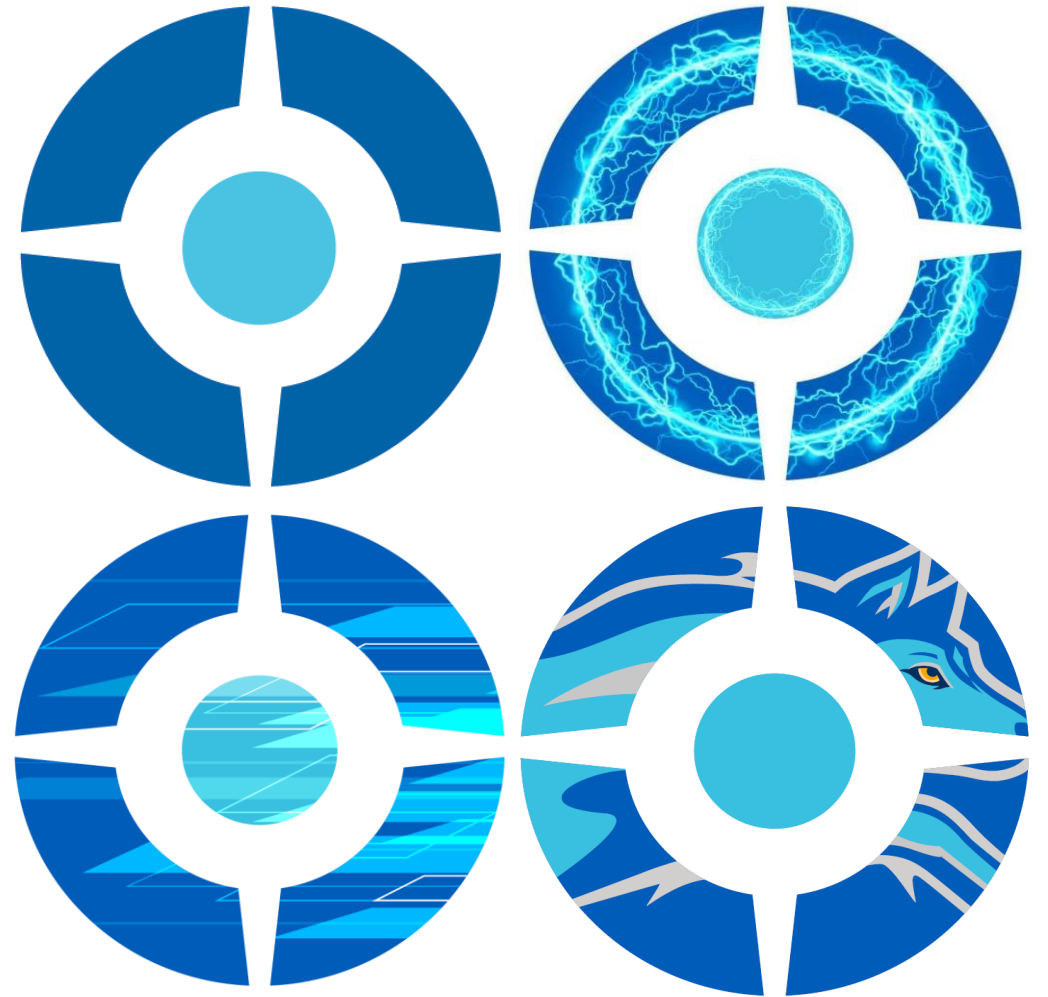
ATTACHMENTS

Ridership Committee Slides

GREATER PORTLAND METRO BOARD OF DIRECTORS

Ridership Committee

June 14, 2023



Item 4 – Transit Together and ARPA Update

Outreach Results

- Metro staff conducted public meetings and individual outreach on the following changes:
 - Route 1 to Jetport
 - Route 5 running along Congress Street
 - Route 7 to PTC via Fore River Parkway, with microtransit pilot in Falmouth
 - Route 8 changes, with bidirectionality
 - Improved off-peak frequency on Route 9
 - Extensions of routes 2, 4, and/or Husky Line to Ocean Gateway
 - Improved span of service
 - Proposed changes to service in Westbrook
 - Discontinue Route 2 service to Pride's Corner
 - Simplify patterns on Route 4



Item 4 – Transit Together and ARPA Update

Outreach Results

Summary of Feedback

- Removal of service to Pride's Corner without replacement was unpopular
- Moving Route 5 from Park Avenue was unpopular (Iris Network)
- Enthusiasm for Route 8 bidirectionality (some comments on routing)
- Some concern for removal of Atlantic Avenue from Route 1



Item 4 – Transit Together and ARPA Update

Implementation Plan

Revised Plan for ARPA and Transit Together Implementation

- Retain service to Pride's Corner
- Retain Route 5 service on Park Avenue
- No changes to Route 1 (except removal from Atlantic Avenue)
- Extend Husky Line to Ocean Gateway
- Improve off-peak headways on Route 9 and BREEZ
- Extend Route 7 to Jetport (not Thompson's Point) via Congress Street
- Improve Route 7 headways to 30 minutes
- Implement microtransit in Falmouth
- Extend Route 2 and Route 4 service to Ocean Gateway
- Implement Route 8 changes with bidirectionality and improved service span



Item 4 – Transit Together and ARPA Update

Implementation Plan

| MONDAY THROUGH FRIDAY | | | | | | | |
|----------------------------------|----------|-----------------------|-------------------|--------------|----------------|--------------------|-----------|
| NORTH DEERING VIA STEVENS AVENUE | | | | | | | |
| City Hall | Westgate | Morrill's Corner | Washington Auburn | Summit Allen | Allen's Corner | Washington Veranda | City Hall |
| A | B | C | D | S | E | F | A |
| 5:35 | 5:44 | 5:54 | 6:10 | X | 6:14 | 6:22 | 6:30 |
| 6:05 | 6:15 | 6:25 | 6:40 | X | 6:44 | 6:52 | 7:00 |
| 6:30 | 6:42 | 6:52 | 7:08 | X | 7:13 | 7:21 | 7:30 |
| X | X | X | X | X | X | 7:30* | 7:40* |
| X | 7:03* | 7:13* | 7:25* | X | 7:30* | 7:40* | 7:50* |
| 7:00 | 7:13 | 7:23 | 7:35 | X | 7:40 | 7:50 | 8:00 |
| X | 7:18* | 7:29* | 7:40* | 7:46* | X | 7:56* | 8:08* |
| 7:30 | 7:43 | 7:53 | 8:08 | X | 8:13 | 8:21 | 8:30 |
| 7:40* | 7:53* | 8:03* | 8:18* | X | 8:23* | 8:31* | 8:40* |
| 7:50* | 8:03* | Trip ends at DHS 8:10 | | X | X | X | X |
| 8:00 | 8:14 | 8:24 | 8:38 | X | 8:43 | 8:51 | 9:00 |
| 8:08* | 8:22* | Trip ends at DHS 8:29 | | X | X | X | X |
| 8:30 | 8:44 | 8:54 | 9:08 | X | 9:13 | 9:21 | 9:30 |
| 9:30 | 9:42 | 9:52 | 10:08 | X | 10:13 | 10:21 | 10:30 |
| 10:30 | 10:42 | 10:52 | 11:08 | X | 11:13 | 11:21 | 11:28 |
| 11:30 | 11:43 | 11:53 | 12:12 | X | 12:17 | 12:25 | 12:35 |
| 12:35 | 12:48 | 12:58 | 1:15 | X | 1:20 | 1:28 | 1:35 |
| 1:35 | 1:47 | 1:57 | 2:17 | X | 2:22 | 2:30 | 2:40 |
| 2:05 | 2:17 | 2:27 | 2:47 | X | 2:52 | 3:00 | 3:10 |
| 2:40 | 2:52 | 3:02 | 3:21 | X | 3:26 | 3:35 | 3:45 |
| X | 2:57* | 3:07* | 3:26* | 3:31* | X | 3:40* | 3:50* |
| 3:10 | 3:22 | 3:32 | 3:51 | X | 3:56 | 4:05 | 4:15 |
| 3:45 | 3:58 | 4:08 | 4:26 | X | 4:31 | 4:40 | 4:50 |
| 4:15 | 4:29 | 4:39 | 4:57 | X | 5:02 | 5:12 | 5:25 |
| 4:50 | 5:04 | 5:14 | 5:31 | X | 5:36 | 5:45 | 5:55 |
| 5:25 | 5:39 | 5:49 | 6:06 | X | 6:11 | 6:20 | 6:30 |
| 5:55 | 6:10 | 6:20 | 6:35 | X | 6:40 | 6:48 | 6:55 |
| 6:30 | 6:43 | 6:53 | 7:10 | X | 7:14 | 7:22 | 7:30 |
| 7:30 | 7:42 | 7:52 | 8:08 | X | 8:12 | 8:20 | 8:30 |
| 8:30 | 8:42 | 8:52 | 9:08 | X | 9:12 | 9:20 | 9:30 |
| 9:30 | 9:40 | 9:50 | 10:08 | X | 10:12 | 10:20 | 10:25 |

Add frequency

| MONDAY THROUGH FRIDAY | | | | | | | |
|-------------------------------------|--------------------|----------------|------------------------------|-----------------------------|------------------|----------|-----------------|
| NORTH DEERING VIA WASHINGTON AVENUE | | | | | | | |
| Monument Square | Washington Veranda | Allen's Corner | Summit Allen | W. Falmouth Hannaford | Morrill's Corner | Westgate | Monument Square |
| A | F | E | S | G | C | B | A |
| 5:40 | 5:48 | 5:56 | X | X | 6:17 | 6:27 | 6:40 |
| 6:05 | 6:13 | 6:20 | X | 6:28 | 6:42 | 6:52 | 7:05 |
| 6:40 | 6:48 | 6:56 | X | X | 7:16 | 7:26 | 7:40 |
| 7:05 | 7:13 | 7:21 | X | 7:29 | 7:44 | 7:55 | 8:10 |
| 7:12* | 7:20* | X | 7:31* | X | 7:50* | 8:00* | 8:12* |
| 7:40 | 7:48 | 7:56 | X | X | 8:16 | 8:26 | 8:40 |
| 8:10 | 8:20 | 8:27 | X | 8:34TD | 8:50 | 9:00 | 9:15 |
| 9:15 | 9:25 | 9:32 | X | 9:39 | 9:54 | 10:05 | 10:20 |
| 10:20 | 10:30 | 10:40 | X | X | 10:55 | 11:06 | 11:20 |
| 11:20 | 11:30 | 11:37 | X | 11:44TD | 12:00 | 12:11 | 12:25 |
| 12:25 | 12:35 | 12:45 | X | X | 1:03 | 1:14 | 1:30 |
| 12:55 | 1:05 | 1:12 | X | 1:19 | 1:35 | 1:46 | 2:00 |
| 1:30 | 1:40 | 1:47 | X | 1:54 | 2:09 | 2:20 | 2:35 |
| 2:00 | 2:10 | 2:17 | X | 2:25 | 2:40 | 2:55 | 3:10 |
| X | X | X | X | Trip starts at DHS at 2:55* | | 3:00* | 3:15* |
| X | X | X | Trip starts at CBHS at 2:55* | | 3:00* | 3:10* | 3:25* |
| 2:35 | 2:45 | 2:55 | X | X | 3:14 | 3:25 | 3:40 |
| 2:55* | 3:05* | X | 3:16* | X | 3:35* | 3:45* | 3:57* |
| 3:10 | 3:20 | 3:30 | X | X | 3:49 | 4:00 | 4:15 |
| 3:15* | 3:23* | 3:30* | X | X | X | X | X |
| 3:25* | 3:35* | X | 3:46* | X | 4:05* | 4:15* | 4:27* |
| 3:40 | 3:50 | 4:00 | X | 4:08 TD | 4:24 | 4:35 | 4:50 |
| 4:15 | 4:25 | 4:35 | X | X | 4:54 | 5:05 | 5:20 |
| 4:50 | 5:02 | 5:12 | X | 5:20 TD | 5:35 | 5:45 | 6:00 |
| 5:20 | 5:32 | 5:42 | X | X | 6:00 | 6:10 | 6:25 |
| 6:00 | 6:10 | 6:20 | X | 6:28 | 6:42 | 6:51 | 7:00 |
| 6:25 | 6:34 | 6:41 | X | X | 6:58 | 7:08 | 7:20 |
| 7:20 | 7:29 | 7:36 | X | 7:44 | 7:56 | 8:03 | 8:15 |
| 8:15 | 8:24 | 8:30 | X | X | 8:48 | 8:53 | 9:05 |

Add frequency

Add span

Item 4 – Transit Together and ARPA Update

Implementation Plan

Current BREEZ Schedule

| Monday through Friday Northbound to Brunswick | | | | | |
|--|-------|-----------------|--------------------|-----------------------------|-------------------------|
| Thompson's Point | PTC | Monument Square | Yarmouth Town Hall | Downtown Freeport L.L. Bean | Brunswick Train Station |
| T | A | B | C | D | E |
| X | X | X | X | X | X |
| X | X | X | X | X | X |
| 6:10 | 6:12 | 6:22 | 6:42 | 6:55 | 7:15 |
| 6:48 | 6:50 | 7:00 | 7:20 | 7:34 | 7:54 |
| 7:58 | 8:00 | 8:12 | 8:33 | 8:46 | 9:06 |
| 8:58 | 9:00 | 9:12 | 9:32 | 9:45 | 10:05 |
| 11:28 | 11:30 | 11:42 | 12:04 | 12:17 | 12:37 |
| 1:28 | 1:30 | 1:40 | 2:02 | 2:15 | 2:35 |
| 2:33 | 2:35 | 2:47 | 3:10 | 3:23 | 3:43 |
| 3:13 | 3:15 | 3:27 | 3:50 | 4:03 | 4:23 |
| 4:13 | 4:15 | 4:27 | 4:52 | 5:05 | 5:25 |
| 5:08 | 5:10 | 5:22 | 5:48 | 6:02 | 6:22 |
| 5:43 | 5:45 | 5:55 | 6:15 | 6:28 | 6:48 |
| 6:58 | 7:00 | 7:10 | 7:30 | 7:43 | 8:03 |
| 9:18 | 9:20 | 9:30 | 9:48 | 10:03 | 10:23 |

August 2023 BREEZ Schedule (Draft)

| Monday through Friday Northbound to Brunswick | | | | | |
|--|-------|-----------------|--------------------|-----------------------------|-------------------------|
| Thompson's Point | PTC | Monument Square | Yarmouth Town Hall | Downtown Freeport L.L. Bean | Brunswick Train Station |
| T | A | B | C | D | E |
| X | X | X | X | X | X |
| X | X | X | X | X | X |
| 6:10 | 6:12 | 6:22 | 6:42 | 6:55 | 7:15 |
| 6:48 | 6:50 | 7:00 | 7:20 | 7:34 | 7:54 |
| 8:03 | 8:05 | 8:15 | 8:35 | 8:48 | 9:08 |
| 9:15 | 9:17 | 9:27 | 9:47 | 10:00 | 10:20 |
| 10:30 | 10:32 | 10:42 | 11:02 | 11:15 | 11:35 |
| 11:45 | 11:47 | 11:57 | 12:17 | 12:30 | 12:50 |
| 1:00 | 1:02 | 1:12 | 1:32 | 1:45 | 2:05 |
| 2:15 | 2:17 | 2:27 | 2:47 | 3:00 | 3:20 |
| 3:30 | 3:32 | 3:42 | 4:02 | 4:15 | 4:35 |
| 4:08 | 4:10 | 4:20 | 4:40 | 4:53 | 5:13 |
| 4:45 | 4:47 | 4:57 | 5:17 | 5:30 | 5:50 |
| 5:20 | 5:22 | 5:32 | 5:52 | 6:05 | 6:25 |
| 6:35 | 6:37 | 6:47 | 7:07 | 7:20 | 7:40 |
| 7:50 | 7:52 | 8:02 | 8:22 | 8:35 | 8:55 |
| 9:05 | 9:07 | 9:17 | 9:37 | 9:50 | 10:10 |

Item 4 – Transit Together and ARPA Update

Implementation Timeline

Revised Plan for ARPA and Transit Together Implementation

- Extend Husky Line to Ocean Gateway
- Improve off-peak headways on Route 9 and BREEZ
- Route 1 – Use Congress Street instead of Atlantic Avenue

Implementation Timeline

August 27, 2023

- Extend Route 7 to Jetport (not Thompson's Point) via Congress Street
- Improve Route 7 headways to 30 minutes
- Implement microtransit in Falmouth

May 2024

- Extend Route 2 and Route 4 service to Ocean Gateway
- Implement Route 8 changes with bidirectionality and improved service span

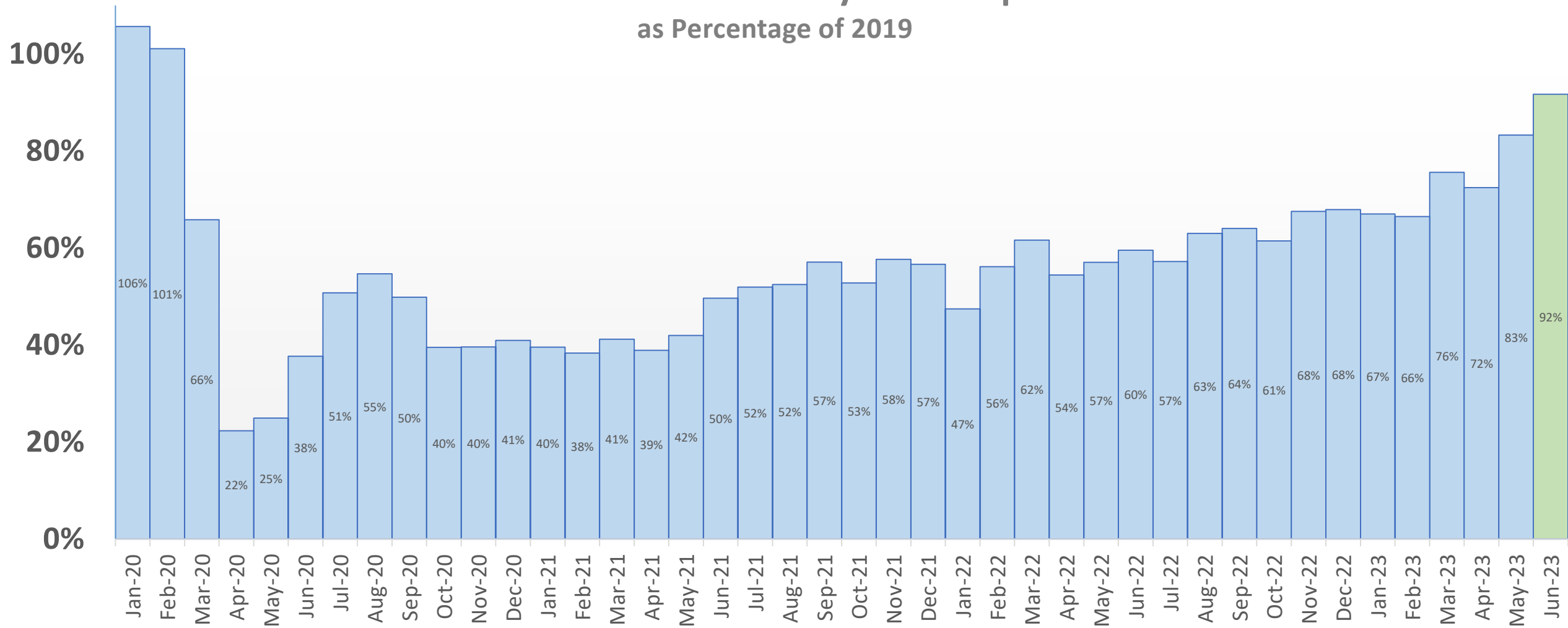
Future implementation with alternative funding



Item 5 – Ridership Report

Thru June 11, 2023*

2020-2023 Monthly Ridership as Percentage of 2019



Item 5 – Ridership Report

Fare Deal Performance Indicators

- “Fare Deal” introduced 50% off fares beginning March 1 thru September 30
- 32% increase in ridership from February 2023 to March 2023
 - Typically, ridership improves by 10-25% from February to March
 - 2023 had highest February to March ridership spike in at least 33 years
- YOY Ridership increasing substantially
 - 23% in March, 33% in April, 46% in May, 54% (projected) in June



Item 5 – Ridership Report

Fare Deal Performance Indicators

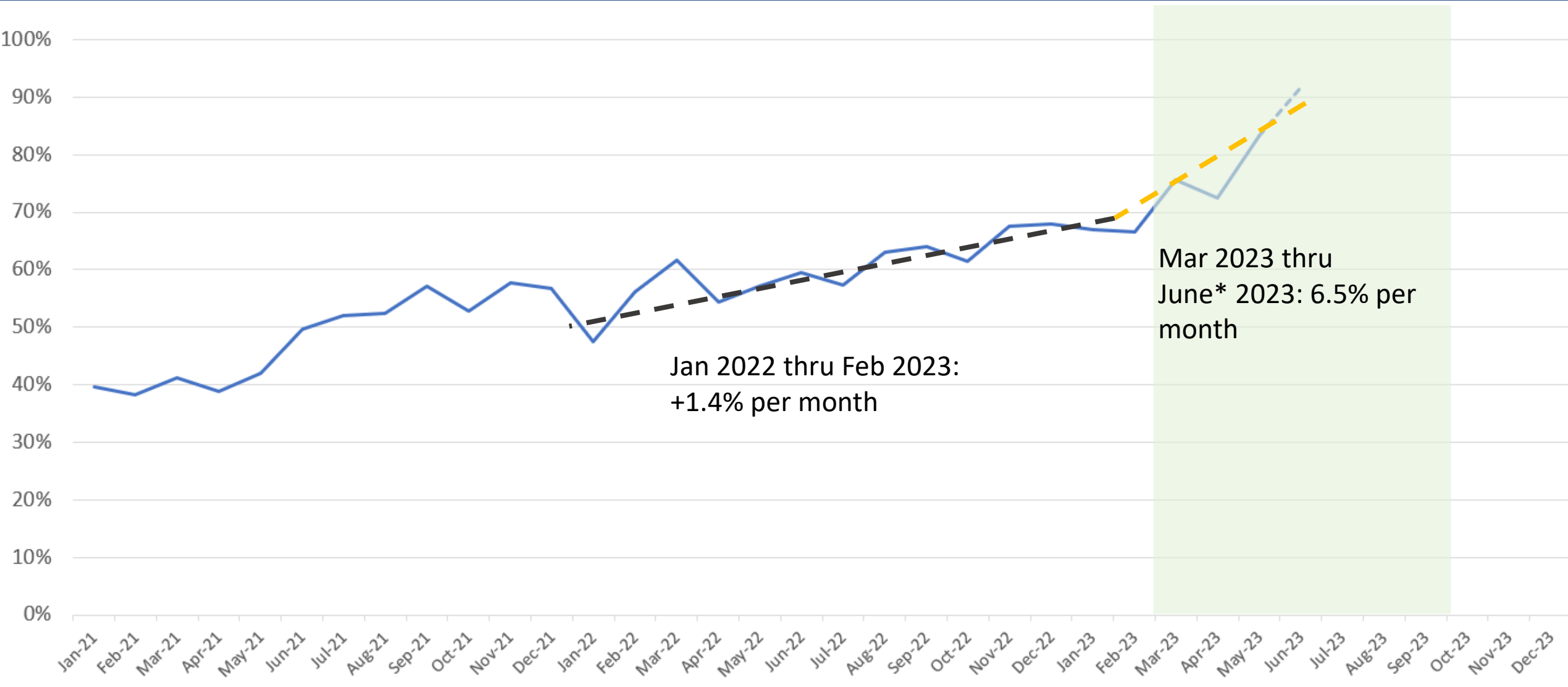
“Noise” factors

- Metro (as well as SPBS and BSOOB) are also recovering from a 33% fare increase in 2020
 - “Fare Deal” temporarily inverts this increase
- Fuel prices spiked in early 2022 and have only somewhat receded
 - May be a long-term travel pattern factor independent of fare pricing
- Travel behavior still normalizing post-pandemic
 - Pandemic was still causing significant closures in early January 2022
 - Land use shifts will take years to normalize
 - Office spaces being converted to residential uses in downtown Portland



Item 5 – Ridership Report

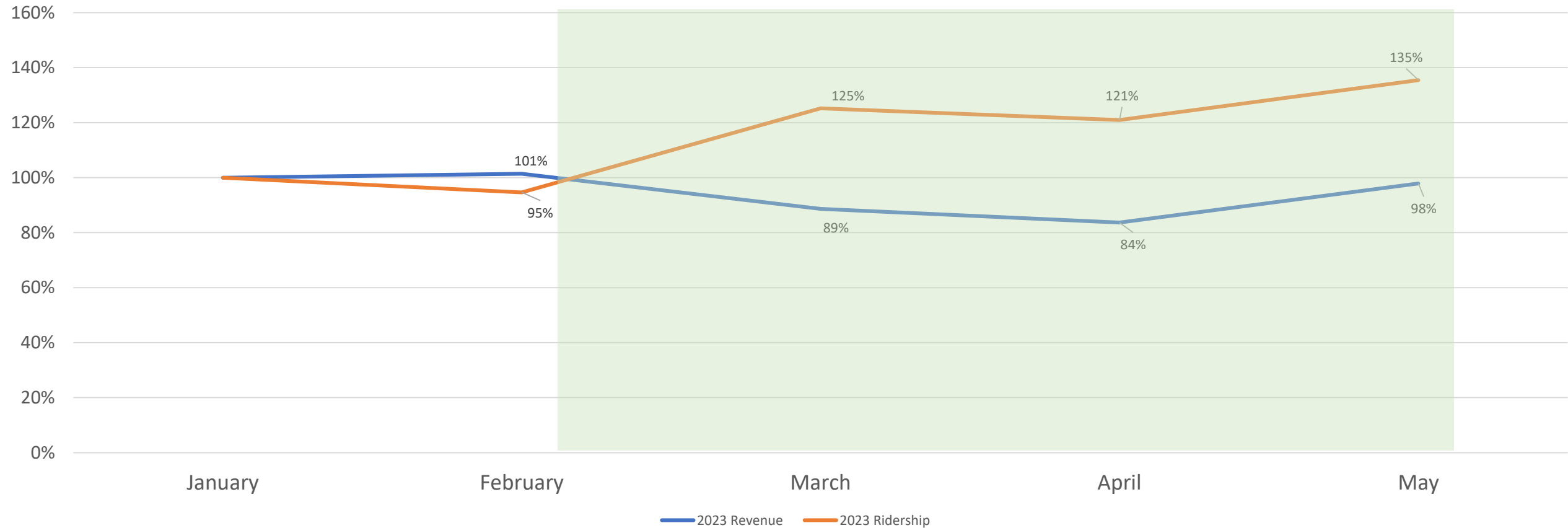
Changes in Ridership Recovery thru June 12, 2023*



Item 5 – Ridership Report

Fare Deal Performance Indicators

Metro Ridership and Revenue, 2023
As Percentage of January 2023

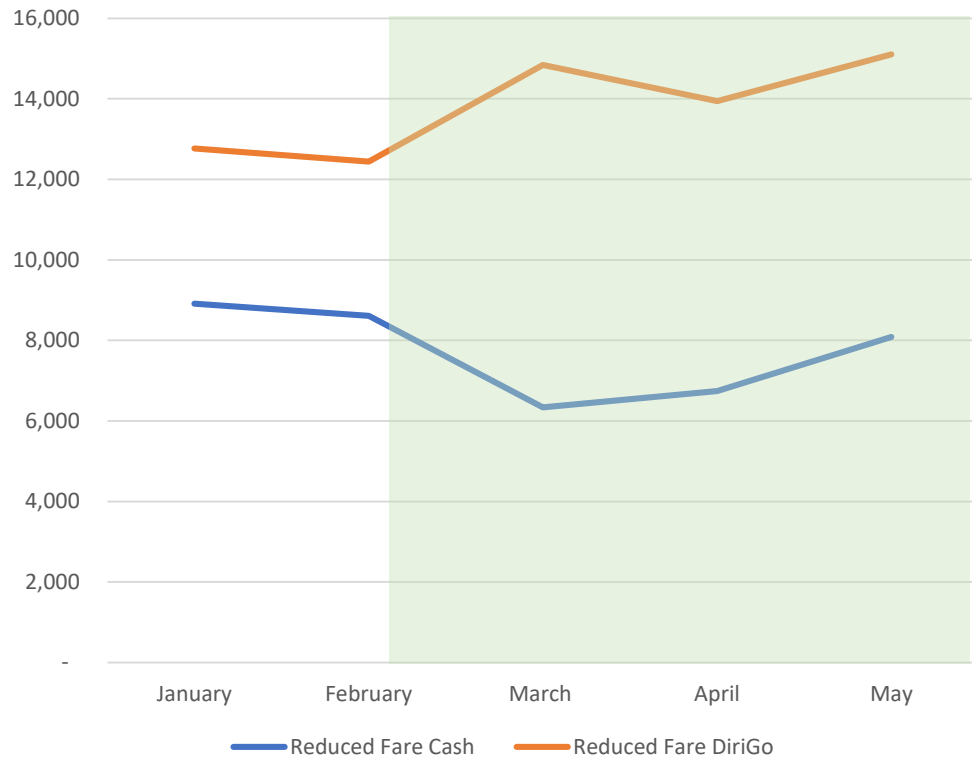


Item 5 – Ridership Report

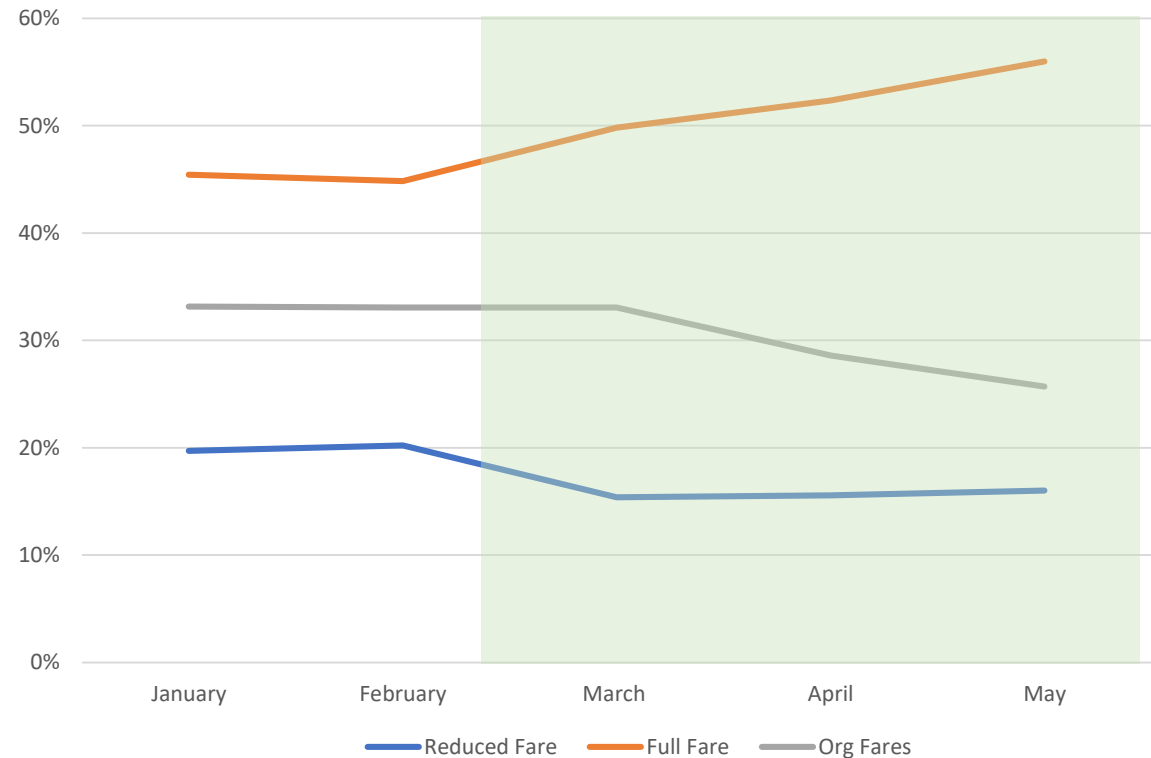
Fare Deal Performance Indicators

“Fare Deal” having trouble reaching reduced-fare cash riders

Reduced Fare Trips, 2023



Fare payment share by fare type, 2023



Item 6 – Performance Indicators

Ridership per Revenue Hour, 2023

| | | Route 1 | Route 2 | Route 3 | Route 4 | Route 5 | Route 7 | Route 8 | Route 9A | Route 9B | BREEZ | Husky Line | System |
|----------|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|-------|------------|--------|
| Weekdays | January | 13.0 | 16.4 | 5.8 | 15.8 | 18.0 | 10.6 | 12.9 | 19.5 | 18.7 | 4.5 | 10.6 | 13.4 |
| | February | 12.9 | 14.4 | 5.7 | 14.7 | 17.1 | 10.0 | 12.3 | 21.7 | 18.0 | 5.5 | 15.9 | 13.1 |
| | March | 16.9 | 20.6 | 6.7 | 18.9 | 20.7 | 12.4 | 13.9 | 21.1 | 21.9 | 5.7 | 12.6 | 15.8 |
| | April | 18.4 | 24.2 | 9.2 | 21.1 | 22.1 | 13.2 | 13.5 | 19.6 | 21.4 | 5.8 | 13.5 | 16.9 |
| | May | 19.2 | 25.9 | 8.5 | 21.7 | 24.7 | 13.6 | 13.8 | 24.2 | 26.6 | 6.9 | 7.8 | 17.7 |

| | | Route 1 | Route 2 | Route 3 | Route 4 | Route 5 | Route 7 | Route 8 | Route 9A | Route 9B | BREEZ | Husky Line | System |
|-----------|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|-------|------------|--------|
| Saturdays | January | 14.0 | 14.3 | 5.8 | 15.1 | 19.1 | 9.7 | 14.2 | 11.3 | 12.7 | 5.7 | 5.5 | 11.7 |
| | February | 11.5 | 9.7 | 4.1 | 9.9 | 14.0 | 8.7 | 11.6 | 14.4 | 10.4 | 6.5 | 8.2 | 9.9 |
| | March | 17.0 | 16.1 | 6.5 | 17.6 | 21.9 | 10.5 | 14.1 | 13.0 | 13.0 | 7.9 | 6.2 | 13.3 |
| | April | 19.2 | 21.8 | 10.1 | 20.8 | 23.9 | 11.4 | 14.6 | 13.4 | 11.1 | 5.1 | 7.2 | 14.9 |
| | May | 15.0 | 20.6 | 8.7 | 21.9 | 25.8 | 12.7 | 12.5 | 14.3 | 17.0 | 7.7 | 6.6 | 15.2 |

Item 6 – Performance Indicators

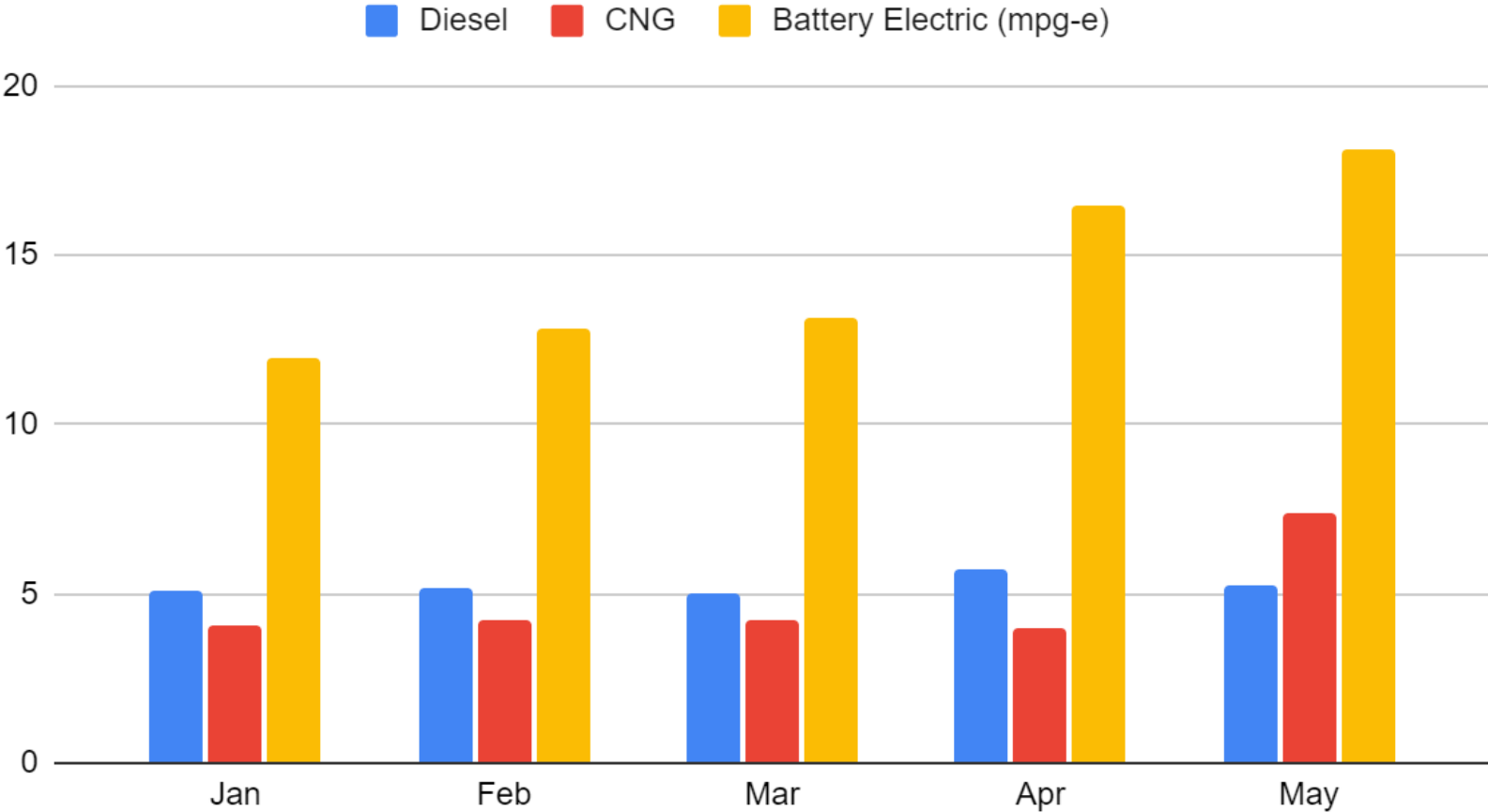
On-Time Performance, Weekdays 2023

| Route | Route 1 | Route 2 | Route 3 | Route 4 | Route 5 | Route 7 | Route 8 | Route 9A | Route 9B | BREEZ | Husky | Overall |
|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|-------|-------|---------|
| January | 92.6 | 87.0 | 86.0 | 82.1 | 85.8 | 89.2 | 91.6 | 84.6 | 88.2 | 77.0 | 87.3 | 86.5 |
| February | 91.6 | 83.9 | 85.6 | 83.3 | 87.3 | 92.0 | 93.0 | 86.3 | 88.0 | 78.7 | 90.7 | 87.3 |
| March | 89.6 | 76.8 | 82.9 | 80.2 | 84.8 | 88.4 | 93.2 | 82.3 | 85.4 | 85.7 | 88.1 | 85.2 |
| April | 88.7 | 75.5 | 80.3 | 81.0 | 84.1 | 88.9 | 93.4 | 85.0 | 88.1 | 84.4 | 89.9 | 85.4 |
| May | 88.8 | 68.2 | 74.7 | 75.9 | 76.0 | 75.2 | 92.0 | 84.5 | 79.6 | 82.4 | 86.8 | 80.4 |

Item 6 – Performance Indicators

Fuel Efficiency

Fuel Efficiency, 2023



Item 6 – Performance Indicators

Battery Electric Bus – Fuel Efficiency and Miles

