

Planning and Operations Committee



Match 19, 2025 | 10:30 am – 11:30 am

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/86940082456?pwd=EFTNunaL0gNGmsG7hQA4y8Swxr2PyM.1>

Passcode: 343549 | Webinar ID: 869 4008 2456

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

MEETING AGENDA

AGENDA ITEM	PRESENTER	ACTION or INFORMATION
1. Call Meeting to Order (10:30)	Jeff Levine, Committee Chair	N/A
2. Public Comment (10:30-10:35) The Planning & Operations Committee welcomes public comment. For items NOT listed on this agenda, the chair will recognize speakers at this point on the agenda. For items on the agenda, the chair will recognize public comment following the staff presentation. There is a 3-minute time limit per speaker.	Jeff Levine, Committee Chair	Information
3. Routes #21 Timetable Adjustments (10:35-10:45) Staff will present adjustments to route schedules that will improve service reliability and reduce missed trips.	Metro Staff	Information
4. 2025 Service Planning Actions Items (10:45-11:05) Staff will present the priority service changes that are being considered for implementation in 2025.	Metro Staff	Information
5. Operations Key Performance Indicators (11:05-11:20) Staff will present a range of KPIs that the Committee will consider for adoption on a public facing performance dashboard.	Metro Staff	Information
6. Other Business (11:20-11:25)	Jeff Levine, Committee Chair	Information

<p>5. Future Agenda Items (11:25-11:28)</p> <p>Committee members may request future agenda items.</p> <ul style="list-style-type: none"> • June Service Plan • Performance Reporting • Fare Policy Review • BRT Planning 	<p>Jeff Levine, Committee Chair</p>	<p>Information</p>
<p>6. Upcoming Meetings (11:28-11:30)</p> <ul style="list-style-type: none"> • Advocacy Committee – March 19, 2025 at 4:30 pm • Executive Committee – March 26, 2025 at 3:30 pm • Finance Committee – April 2, 2025 at 4:00pm • Marketing & Communications – April 9, 2025 at 3:00pm • Planning & Operations – April 16, 2025 at 10:30am 	<p>Jeff Levine, Committee Chair</p>	<p>Information</p>
<p>7. Adjournment (11:30)</p>	<p>Jeff Levine, Committee Chair</p>	<p>ACTION</p>

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.



**Greater Portland Metro Executive Committee
Thursday, February 27, 2025:
DRAFT Meeting Minutes:**

Member	Municipality	Role	Status
Jeff Levine	Portland	Chair	Present
Julie Dubovsky	Yarmouth	Vice Chair	Present
April Fournier	Portland	Member	Present
Gabe Faulkner-Macklin	South Portland	Member	Present

Staff Present	Identified Members of the Public
Chad Heid – Chief Transportation Officer Mike Tremblay – Director of Transit Development	

I. With a Quorum in place, this meeting was called to Order By: Jeff Levine at 5:05 pm

II. Public Forum:
No members of the public present

III. Committee Goal Setting:
Jeff Levine guided Committee Members to review the GPMetro Strategic Plan summary document that was provided in the meeting packet. He acknowledged that some of this work was developed in 2016, and there may not be relevance. The Committee discussed the strategic priorities, along with major goals and objectives. There was a consensus among the committee that the plan was still well aligned with regional and agency objectives. With items listed as “complete” in the packet, Jeff acknowledged that some work is never truly done, while others, such as the agency consolidation with the City of South Portland could be struck from future version.

There was discussion on the topic of ridership, specifically ways in which the agency may be able to increase ridership. Gabe Faulkner-Macklin mentioned that he believes there are opportunities for Metro to engage the restaurant – service sector in our community to develop transit pass programs. Chad Heid requested that if a Committee Member has any suggestions on business engagement, they should share contact info.

IV. Suggested Committee Items:

Chad Heid presented the Metro Committee Structure and Responsibilities document that was adopted by the Board in January. Discussion among the Committee Members focused on the development of key performance indicators (KPIs) and planning efforts of the agency. Chad suggested that staff develop a presentation for a future meeting that provides the Committee options of performance metrics that can be included in a performance dashboard. The Committee agreed with the suggestion.

V. Future Agenda Items:

- South Portland Service Review
- BRT Planning
- Microtransit Pilot Review
- Fare Policy Review

VI. Upcoming Meetings:

Jeff Levine reviewed the details of future Committee and Board meetings as presented in the meeting packet.

VII. Adjournment:

Jeff Levine adjourned the meeting at 5:40pm

PLANNING & OPERATIONS COMMITTEE

AGENDA ITEM 3

DATE

March 19, 2025

SUBJECT

Routes #21 Timetable Adjustments

PURPOSE

Staff will present adjustments to route schedules that will improve service reliability and reduce missed trips.

BACKGROUND/ANALYSIS

Based on the observations and oversight of the route, it is recommended that the #21 timetable be adjusted to provide accurate segment and trip times. The current schedules do not provide enough time for the scheduled trips to be performed, leading to daily occurrences of missed trips and poor service reliability. Reviewing the last 6 months of data, September 2024 – February 2025, the #21 has an on-time performance of only 57.3%. The adjustments will provide a more accurate representation of what is occurring in service, and will have the stated intent of improving the rider experience.

The primary focus of the adjustments will include modifications to the weeknight-Saturday frequency (highlighted trips below). The current schedule has hourly service operating between 8:30a-5:30p. From 5:30p to 7:00p the trips are scheduled every 45 minutes, and a 35 minute frequency through the end of the night. As it takes more than 35 minutes of running time to complete a round trip, not accounting for ridership activity or layover, the regularly occurring outcome is that all night trips run with significant delay, or are not operated at all. Operators have experienced this for a long period of time, and always work to assure the full span of service is operated.

MONDAY THROUGH FRIDAY OUTBOUND TO WILLARD SQUARE & SMCC				MONDAY THROUGH FRIDAY INBOUND TO PORTLAND			
Congress St & Forest Ave A	Mill Creek Transit Hub B	Ocean & Sawyer St C	Pillsbury & Cottage Rd D	SMCC E	Ferry Village & High St F	Mill Creek Transit Hub B	Pillsbury & Cottage Rd D
4:30	4:45	4:50	4:55	4:58	5:00	5:10	5:30
5:30	5:45	5:50	5:55	5:58	6:00	6:10	6:15
6:15	6:25	6:30	6:35	6:38	6:40	6:50	7:00
7:00	7:15	7:20	7:22	7:25	7:27	7:30	7:40
7:40	7:50	7:55	7:57	8:00	8:02	8:05	8:15
8:15	8:25	8:28	8:30	8:33	8:35	8:40	8:50
8:50	9:00	9:03	9:05	9:08	9:10	9:15	9:25
9:25	9:35	9:38	9:40	9:43	9:45	9:50	10:00
10:00	10:10	10:13	10:15	10:18	10:20	10:25	10:35
10:35	10:40	10:43	10:45	10:47	10:50	10:55	11:05
11:05	11:15	DROP OFF Willard Square					

Beyond the adjustments to the weeknight-Saturday trip times, there will be adjustments to the segment times between the Mill Creek Transit Hub and Forest and Congress. None of these changes will lead to reduced revenue service hours. The complete details of the planned adjustments will be available in early April and will be shared with Operations staff, South Portland staff and the public. The changes will be part of the upcoming June service iteration / work bid.

FISCAL IMPACT

None.

RECOMMENDATION

Review suggested topics and provide input.

CONTACT

Chad Heid
Chief Transportation Officer
207-517-3029
cheid@gpmetro.org

ATTACHMENTS

None

PLANNING & OPERATIONS COMMITTEE

AGENDA ITEM 4

DATE

March 19, 2025

SUBJECT

2025 Service Planning Priorities

PURPOSE

Staff will present the priority service changes that are being considered for implementation in 2025.

BACKGROUND/ANALYSIS

Husky Timetable Adjustments

- Effective March 3, 2025, Metro adjusted one trip to better align with the employee schedule at the Gorham Hannaford. The adjusted schedule allows Hannaford employees to board the last inbound Husky Line bus to Portland on weekdays. Outside of this adjustment, there are periods of the day where service reliability is a concern. Any proposed changes will consider seasonality on the route, both in terms of travel time and boarding activity.

#7 Frequency

- Route 7 frequency was improved from 60 minutes to 40 minutes on weekdays on March 3, 2025. Metro is considering whether to pursue an additional improvement to 30 minute headways, which will be determined based on ridership trends, the ARPA funding utilization rate, and discussions with the Town of Falmouth. Changes could be implemented as soon as mid-June.

#1 Atlantic Street circulation

- In August 2023, Metro discontinued a low-ridership and operationally difficult segment of our #1, which ran from Eastern Promenade at Congress Street to Atlantic Street, known as the Atlantic Street loop. Currently, buses turn directly from Eastern Promenade to Congress Street. Neighborhood residents have petitioned for restored service on the Atlantic Street loop. Metro staff is considering how service may be restored here on a trial basis. The Committee will review any changes to the operational environment that would need to occur, such as changes to parking regulations on Atlantic Street, and the impacts to making this adjustment.

Philbrook + Hannaford Stop Considerations

- The property manager of the plaza on Philbrook Avenue in South Portland that includes a Hannaford store is requesting that stop location alternatives be considered and advanced. They have outlined a proposal to place the stop on Philbrook Avenue, along with a landing area and shelter, and a designated path for pedestrians to walk through the shelter.

General OTP improvements

- Metro staff will review and recommend possible changes to runtimes to account for travel time differences throughout a typical day.

Bi-directional #8

- Metro staff will reexamine the proposed bidirectional Route 8, which would add a complementary loop to the current counterclockwise Route 8, and make route modifications to expand the reach of the service and remove redundancies.

FISCAL IMPACT

None at this time. Any service adjustment to be implemented will include itemized impacts.

RECOMMENDATION

Review suggested topics and provide input.

CONTACT

Chad Heid
Chief Transportation Officer
207-517-3029
cheid@gpmetro.org

ATTACHMENTS

None