

**Meeting of the Ridership Committee – via Zoom
DRAFT Minutes of the GP Metro Ridership Committee meeting of
Thursday, February 17, 2022 at 4:00 p.m. via Zoom**

<https://us02web.zoom.us/j/83957849696?pwd=QnBKcmRZQTM4Q205dCswcmE5cEo0Zz09>

Passcode: 460291 | Webinar ID: 839 5784 9696

Phone: (312) 626-6799 | Telephone participants: *9 to raise hand, *6 to unmute

<p>Committee Members Present: Ed Suslovic, Chair John Thompson Jeff Levine Merrill Barter Hope Cahan Bill Rixon Pious Ali (4:10)</p> <p>Committee Members Absent: Bill Rixon</p>	<p>Staff and Others Present: Greg Jordan, Executive Director Glenn Fenton, Chief Transportation Officer Mike Tremblay, Transit Development Director Denise Beck, Marketing Manager</p> <p>Non-Committee Board Members present: None</p> <p>Public: None</p>
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1. With a quorum in place, the meeting was called to order at 4:03 p.m. by Ed Suslovic, Chairman.

2. Public Comment:

No members of the public were present at this time.

3. Approval of January 20, 2022 Ridership Committee Meeting Minutes.

Motion made by John Thompson, seconded by Hope Cahan, to approve the minutes from the January 20, 2022 Ridership Committee meeting as written. A roll call vote was taken by Lauren Shaw, Executive Assistant. With approval by Hope Cahan, John Thompson, Andrew Zarro, Merrill Barter, Pious Ali, and Ed Suslovic, **the motion passed unanimously by all those present.**

4. Ridership, Fare Revenue, and Service Update

Mike Tremblay reviewed the Ridership figures, which dropped slightly in January, a typically slow month, below 50% of 2019. Much of the hit was on the school routes (9A/9B and Husky).

The TouchPass App will no longer work after March 31, 2022, so riders must be reminded to change to the UMO App. Smartcards will not be affected. Cubit will be messaging those using TouchPass as much as possible with this information. If using the same account information, all data should transition smoothly. Contact Leon Parsons at Metro with any issues or questions. Currently, 4,224 people are using the UMO app. Pass program users do not need to take any action.

January has not yet been closed, so the fare revenue update will be presented next month. Still in holding pattern regarding request for service improvement funding from PACTS.

5. Agency Performance Metrics

- **Customer Service:** Slides presented are for the full year of 2021. Plan to do monthly updates in 2022. Complaints are broken into three categories: General, ADA, Title VI. The latter two categories are automatically elevated to the Executive Director and Human Resources. No ADA or Title VI complaints in 2021. Going forward, we will keep track of which complaints are valid or invalid.
- **On-time Performance:** A bus is considered on time if it leaves within 0-5 minutes of its scheduled departure time. Our goal is 90%. On-time performance heavily affected by construction and congestion.
- **Safety:** Includes Preventable Accidents per month, and Preventable Accidents per 100,000 vehicle miles. The benchmark is still being assessed.
- Maintenance, Road Calls (benchmark is 22,000 miles between calls), Electricity, Bus Operator Availability, and Ridership Metrics are being worked on. All will be posted to the website dashboard when ready.

The Committee would like regular “snapshots” of customer satisfaction going forward.

6. Title VI Program

Every three years the FTA requires an updated Title VI program be submitted. Attachment A is the first draft of Metro’s 2022 updated Title VI program, which is in progress (items highlighted in YELLOW – will be updated; Items in RED – have been updated, but not finalized; Items in BLACK – no change, but subject to change). For larger scale public meetings, Hope asked if a transcript of the meeting could be generated. Denise Beck and Mike Tremblay will explore how this can be done. Portland is doing this, so Denise will reach out to Jessica for guidance.

Pious – currently in southern Maine, the largest language groups are English, Spanish, Portuguese, French, Somali, and Arabic. Denise Beck asked what language is closest to those who speak Lingala. Pious - most of those from Southern Sudan can read Arabic.

7. Collaboration with Pedestrian and Bicycle Groups

There has been a higher than usual rate of crashes with the vulnerable population of pedestrians and cyclists. Portland is studying making streets safer for this group. Looking for suggestions of which pedestrian and bicyclist groups to reach out to and topics of discussion to help with this effort. Portland Trails and Maine Bicycle Coalition were suggested.

8. Future Agenda Items

- PACTS Projects: Transit Tomorrow/Transit Together/Rapid Transit Study (Ongoing)
- Performance Metrics/Benchmarks (Feb, 2022)
- Bus Stop Improvement Project (Feb, 2022)
- Metro & Regional Transit Marketing (Feb, 2022)
- Rock Row Transit Service Development (Feb, 2022)
- Metro Strategic Plan (Feb, 2022)
- Proposed UNE Medical Center (Mar, 2022)
- Transit Ridership & Traffic Data (Mar, 2022)
- Partnering with bicycling entities, including Portland’s proposed bicycle sharing program – **Added**

9. Upcoming Meetings

- Board of Directors – February 24 at 4:00 p.m.
- Finance Committee – March 2 at 4:00 p.m.
- Executive Committee – March 9 at 3:30 p.m.
- Ridership Committee – March 17 at 4:00 p.m.

Ed Suslovic, Chairman, will be on an extended travel holiday for several months and asked other Committee members to chair in his absence.

10. Adjournment

John Thompson moved, seconded by Hope Cahan. A roll call vote was taken by Lauren Shaw, Executive Assistant. With approval by Hope Cahan, Jeff Levine, Andrew Zarro, John Thompson, Pious Ali, Merrill Barter, and Ed Suslovic, **motion passed unanimously by all those present and the meeting adjourned at 5:20 p.m.**