

Ridership Committee

June 18, 2024 | 3:30 – 5:00pm



Onsite:

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

Remote:

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/87474514366?pwd=RWZTWlBmTEZRVExEaEFUSkdjQTVEZz09>

Webinar ID: 874 7451 4366 | Passcode 880326 |

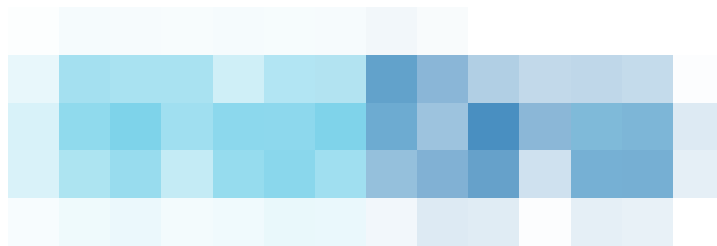
Phone: (301) 715-8592 | Telephone participants: *9 to raise hand, *6 to unmute

MEETING AGENDA

AGENDA ITEM	PRESENTER	ACTION or INFORMATION
1. Call Meeting to Order (3:30)	Hope Cahan, Chair	N/A
2. Public Comment (3:30-3:35) 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 (3:35-3:40) Review and approve the minutes from the April 2024 meeting of the Ridership Committee.	Hope Cahan, Chair	ACTION
4. Ridership and Project Update (3:50-4:10) Staff will provide an update on ridership, projects, and other updates related to service development.	Mike Tremblay, Transit Dev. Director	Information
5. Route 1 service on Munjoy Hill (4:10-4:25) Staff will provide an update on the status of Metro's Route 1 service on Munjoy Hill, which was modified in August 2023.	Mike Tremblay, Transit Dev. Director	Information/ Discussion
6. South Portland Service Overview (4:25 – 4:50) Staff will provide an overview of South Portland Bus Service's bus routes, and provide ideas on how this service may be better integrated with Metro's service in the event that South Portland joins Metro.	Mike Tremblay, Transit Dev. Director	Information/ Discussion

7. Future Agenda Items (4:50-4:55) <ul style="list-style-type: none"> • Partnering with bicycling entities • Bus shelters and bus inventory • Microtransit vendor and marketing strategy 	Hope Cahan, Chair	Information
8. Upcoming Meetings (4:55-5:00) <ul style="list-style-type: none"> • Board of Directors – June 27, 2024 at 4:00 p.m. • Finance Committee – August 7, 2024 at 4:00 p.m. • Executive Committee – T.B.D. • Ridership Committee – August 21, 2024 at 3:30 p.m. 	Hope Cahan, Chair	Information
9. Adjournment (5:00)	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.



Greater Portland Metro Ridership Committee
Wednesday, April 17, 2024:
DRAFT Meeting Minutes:

Member	Municipality	Role:	Status
Hope Cahan	Falmouth	Chair	Present
Julie Dubovsky	Yarmouth	Vice Chair	Present
Prosper Lohomboli	Westbrook	Member	Present
Bill Rixon	Freeport	Member	Present
Roberto Rodriguez	Portland	Member	Present
Pious Ali	Portland	Member	Present

Staff Present	Identified Members of the Public
Mike Tremblay – Director of Transit Development Denise Beck – Marketing Manager Glenn Fenton – Chief Transportation Officer, Acting Executive Director	

- I. With a Quorum in place, this meeting was called to Order By: Hope Cahan at: 3:31 pm**
- II. Public Forum:** No members of the public were present.
- III. Approval of October 2023 Meeting Minutes:**
Bill Rixon made a motion to approve October 18, 2023 meeting minutes, Hope Cahan seconded the motion, after a roll call vote of the members present, the minutes for October 18, 2023 minutes were unanimously passed.
- IV. Selection of Ridership Committee Vice Chair:**
Hope leads the discussion on 4, selection of Ridership Committee Vice Chair. Hope nominated Prosper Lohomboli, and Pious Ali. The Vice Chair reads out the agenda when chair is absent. Julie Dubovsky nominats herself and makes a motion to approve, Hope seconds the motion. After a roll call vote, Julie Dubovsky is elected as vice chair of the Ridership Committee.
- V. Ridership Update:**
Mike leads the discussion on item 5 on the agenda: Ridership Update. Board asks about RTP’s market: Paratransit, special needs, and the lower income population. It also steps out beyond to the Lake’s region.

VI. Route 7 Service Improvements Update:

Mike leads the discussion on Item 6, Route 7 Service Improvements update. The Committee is satisfied by the contingency plan. Hiring is a challenge for bus operators.

VII. Service Improvements Roadmap:

Mike leads the discussion on item 7, service improvements roadmap. Committee starts a discussion that includes late night service options with microtransit. We'll add this as part of the overview for future consideration, this would be in Portland in certain areas at least for now, maybe in the future expanding into Falmouth and Westbrook. Until we expand our facilities, we are limited on how many more buses we can add to our fleet. This is also dictating our own schedule as it is now. Bowdoin is interested in joining the free pass program, something will happen in the near future on that.

VIII. Future Agenda Items:

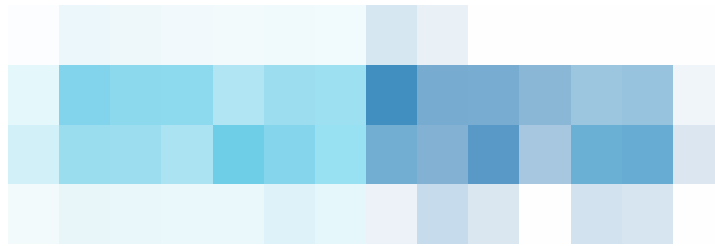
- Partnering with bicycling entities
- Route 1 on Munjoy Hill
- Bus shelters and bus inventory
- Microtransit vendor and marketing strategy
- Pass Program partnership with Bowdoin

IX. Upcoming Meetings:

- Board of Directors – April 25, 2024 at 4:00 pm
- Finance Committee – April 24, 2024 at 4:00 pm
- Executive Committee – April 18, 2024 at 3:30 pm
- Ridership Committee – May 15, 2024 at 3:30 pm

X. Adjournment:

There was a motion to adjourn the meeting by: Hope Cahan at 4:29 pm.



Greater Portland Metro Ridership Committee
Wednesday, April 17, 2024:
DRAFT Meeting Minutes:

Member	Municipality	Role:	Status
Hope Cahan	Falmouth	Chair	Present
Julie Dubovsky	Yarmouth	Vice Chair	Present
Prosper Lohomboli	Westbrook	Member	Present
Bill Rixon	Freeport	Member	Present
Roberto Rodriguez	Portland	Member	Present
Pious Ali	Portland	Member	Present

Staff Present	Identified Members of the Public
Mike Tremblay – Director of Transit Development Denise Beck – Marketing Manager Glenn Fenton – Chief Transportation Officer, Acting Executive Director	

- I. With a Quorum in place, this meeting was called to Order By: Hope Cahan at: 3:31 pm**
- II. Public Forum:** No members of the public were present.
- III. Approval of October 2023 Meeting Minutes:**
Bill Rixon made a motion to approve October 18, 2023 meeting minutes, Hope Cahan seconded the motion, after a roll call vote of the members present, the minutes for October 18, 2023 minutes were unanimously passed.
- IV. Selection of Ridership Committee Vice Chair:**
Hope leads the discussion on 4, selection of Ridership Committee Vice Chair. Hope nominated Prosper Lohomboli, and Pious Ali. The Vice Chair reads out the agenda when chair is absent. Julie Dubovsky nominats herself and makes a motion to approve, Hope seconds the motion. After a roll call vote, Julie Dubovsky is elected as vice chair of the Ridership Committee.
- V. Ridership Update:**
Mike leads the discussion on item 5 on the agenda: Ridership Update. Board asks about RTP’s market: Paratransit, special needs, and the lower income population. It also steps out beyond to the Lake’s region.

VI. Route 7 Service Improvements Update:

Mike leads the discussion on Item 6, Route 7 Service Improvements update. The Committee is satisfied by the contingency plan. Hiring is a challenge for bus operators.

VII. Service Improvements Roadmap:

Mike leads the discussion on item 7, service improvements roadmap. Committee starts a discussion that includes late night service options with microtransit. We'll add this as part of the overview for future consideration, this would be in Portland in certain areas at least for now, maybe in the future expanding into Falmouth and Westbrook. Until we expand our facilities, we are limited on how many more buses we can add to our fleet. This is also dictating our own schedule as it is now. Bowdoin is interested in joining the free pass program, something will happen in the near future on that.

VIII. Future Agenda Items:

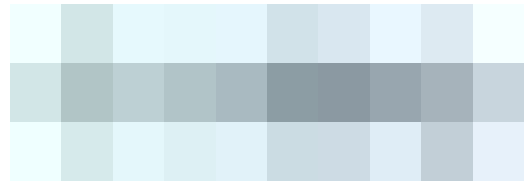
- Partnering with bicycling entities
- Route 1 on Munjoy Hill
- Bus shelters and bus inventory
- Microtransit vendor and marketing strategy
- Pass Program partnership with Bowdoin

IX. Upcoming Meetings:

- Board of Directors – April 25, 2024 at 4:00 pm
- Finance Committee – April 24, 2024 at 4:00 pm
- Executive Committee – April 18, 2024 at 3:30 pm
- Ridership Committee – May 15, 2024 at 3:30 pm

X. Adjournment:

There was a motion to adjourn the meeting by: Hope Cahan at 4:29 pm.



RIDERSHIP COMMITTEE

AGENDA ITEM 4

DATE

June 18, 2024

SUBJECT

Ridership and Project Update

PURPOSE

To update the Committee on ridership trends and other service-related updates

BACKGROUND/ANALYSIS

Metro staff continues to track ridership on a daily and monthly basis. Ridership was 163,633 in May 2024 – the third-best single month of ridership since 2019 and the second-best month in terms of ridership recovery at 91.5%. April 2024 ridership was 155,947, or 85% of 2019 ridership.

The region's riders using the Umo Mobility app had an unexpected disruption due to a software update in May. Users were logged out, and many were not able to log in, and mistakenly created new accounts instead, leading them to believe they had lost all their stored value. Metro is working with customers to access their original accounts and stored value.

Metro continues to progress several projects, including:

- Microtransit pilot in Falmouth
 - Procurement of vehicles ongoing
 - Finalizing contract with software vendor
 - Marketing and outreach this summer/fall
 - Route 7 frequency improvements to launch with microtransit
- Gorham-Westbrook-Portland Rapid Transit Project
 - Metro taking ownership of project management
 - Working with MaineDOT on next phase of planning
- CAD/AVL
 - Vendor selected and contract signed
- Transit Signal Priority
 - Equipment nearly fully installed; testing to commence this month

FISCAL IMPACT

None.

RECOMMENDATION

This item is for information and discussion.

CONTACT

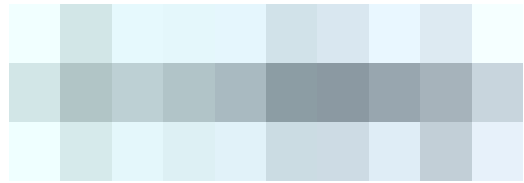
Mike Tremblay, Director of Transit Development

(207) 517-3023

mtremblay@gpmetro.org

ATTACHMENTS

Ridership Committee Slide Deck



RIDERSHIP COMMITTEE

AGENDA ITEM 5

DATE

June 18, 2024

SUBJECT

Route 1 in Munjoy Hill

PURPOSE

To update the Committee on the status of the service change to Route 1 in Munjoy Hill

BACKGROUND/ANALYSIS

In August 2023, Metro made the decision to modify the Route 1 service on Munjoy Hill, removing a segment of the route on Eastern Promenade/Fore Street from Congress Street to Atlantic Street; as well as the segment on Atlantic Street. The route currently turns from Eastern Promenade directly onto Congress Street. The change eliminated three stops and relocated a fourth, to Congress Street/Emerson Street. This change was made for the following reasons:

- Operability – The segment of route along Atlantic Avenue was difficult to navigate safely due to the narrow nature of the street, two-way traffic, and street parking on both sides.
- Route speed – Using Congress Street makes the route faster, improving on-time performance for the one-hour round trip.
- Ridership – Ridership along the discontinued segment was the lowest along the entire Route 1 alignment.
- Access to transit – While discontinuing the Fore Street and Atlantic Street segments of the route increases the distance some people need to walk in order to get to a bus stop – and thus likely reduces ridership among that population – the entirety of Munjoy Hill remains within a ¼ mile walk of a bus stop, which is considered transit-accessible.

Nine full months have passed since the change was made. During this time (September 2023 – May 2024), compared to the same nine months the previous year (September 2022 – May 2023), Metro has noted the following trends:

- Boardings in the affected area have risen by 10%, compared to an 11% increase on the route as a whole
- On-time performance on Route 1 has improved in eight of the nine months

Metro hopes to gather more information to make a more informed determination on service in Munjoy Hill in the coming months, including data for June, July, and August, when activity along Eastern Promenade is higher than the rest of the year, as well as stop-level boarding and alighting

data. Staff intends to keep the Route 1 alignment as-is for the time being, unless/until there is evidence that ridership has suffered as a result of the change.

FISCAL IMPACT

None.

RECOMMENDATION

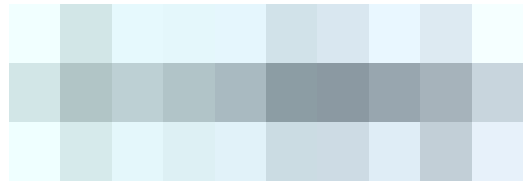
This item is for information and discussion.

CONTACT

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

ATTACHMENTS

Ridership Committee Slide Deck



RIDERSHIP COMMITTEE

AGENDA ITEM 6

DATE

June 18, 2024

SUBJECT

South Portland Service Overview

PURPOSE

To provide background on South Portland Bus Service's routes, and discuss some possible service changes if South Portland joins Metro

BACKGROUND/ANALYSIS

Earlier this spring, South Portland Bus Service (SPBS) unexpectedly had vacancies in both of its primary administrative roles (Director and Operations Manager). In May, Metro entered into a contract with South Portland to temporarily oversee operations at SPBS. On June 25, South Portland City Council will begin to review a proposal by Metro for South Portland to join the Greater Portland Transit District.

South Portland operates three routes: Route 21, which runs between downtown Portland and Southern Maine Community College (SMCC) via Mill Creek Transit Hub; Route 24A, which runs between Maine Mall and downtown Portland via Mill Creek, and Route 24B, which is similar to Route 24A but with somewhat different coverage area. Naturally, their three routes primarily focus on South Portland, but connect with Metro routes at two locations – Maine Mall and downtown Portland.

If South Portland joins Metro, it is likely that South Portland and the Greater Portland region could benefit from some route changes involving South Portland's routes. Some possibilities are outlined in the slide deck (Attachment A), but include a possible interline/combination of Route 21 and Metro's Route 2 or Route 4, all of which generally run in a north-south direction and terminate in downtown Portland. Additionally, the four total routes that serve the Maine Mall area between Metro and SPBS could likely be optimized to run more efficiently, allowing more of South Portland's revenue hours to be focused on running east-west across the city, rather than circulating around the Maine Mall.

These possible service changes would all be subject to a full-scale public involvement campaign to help Metro staff understand the needs of South Portland's riders and non-riders. Metro staff anticipates that no significant route changes would take place for at least a year after South Portland joins Metro, unless there is a groundswell of local support around a particular service change. The suggestions outlined herein do not reflect any public outreach, but are merely illustrations of how their service may be operated more efficiently and frequently.

FISCAL IMPACT

The financial impact of South Portland joining Metro was discussed at Metro's Finance Committee meeting on June 11, 2024. Any fiscal impact of route changes, if any, will be determined at a later date.

RECOMMENDATION

This item is for information and discussion.

CONTACT

Mike Tremblay, Director of Transit Development

(207) 517-3023

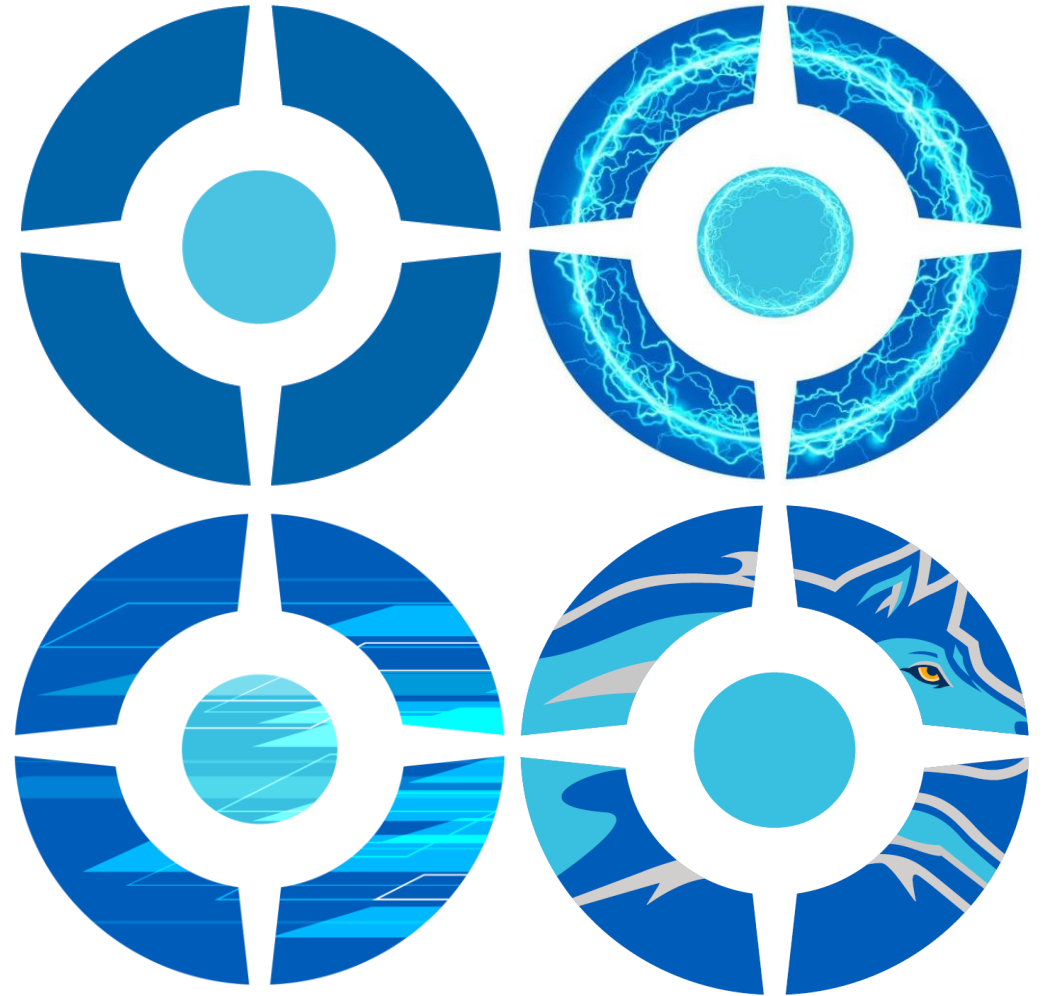
mtremblay@gpmetro.org

ATTACHMENTS

Ridership Committee Slide Deck

GREATER PORTLAND METRO

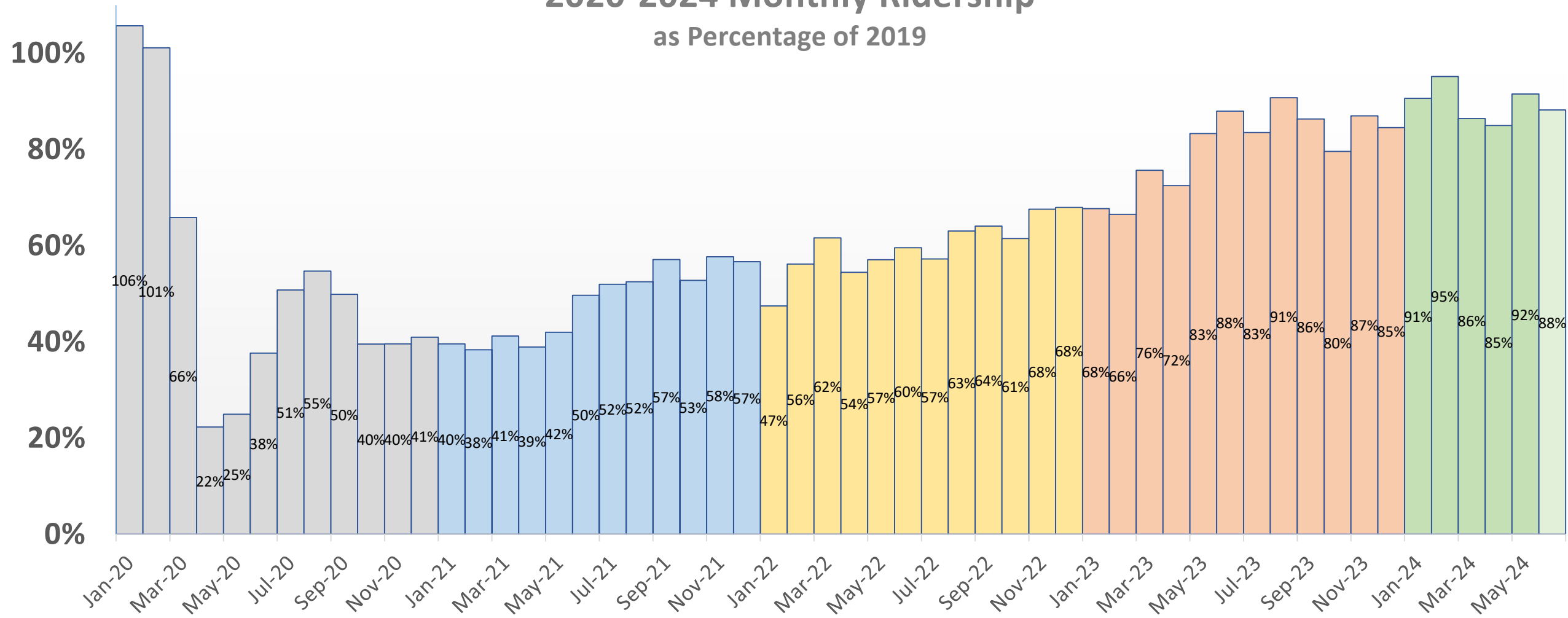
Board of Directors
Ridership Committee
June 18, 2024



Item 4: Ridership and Fare Revenue

Recovery

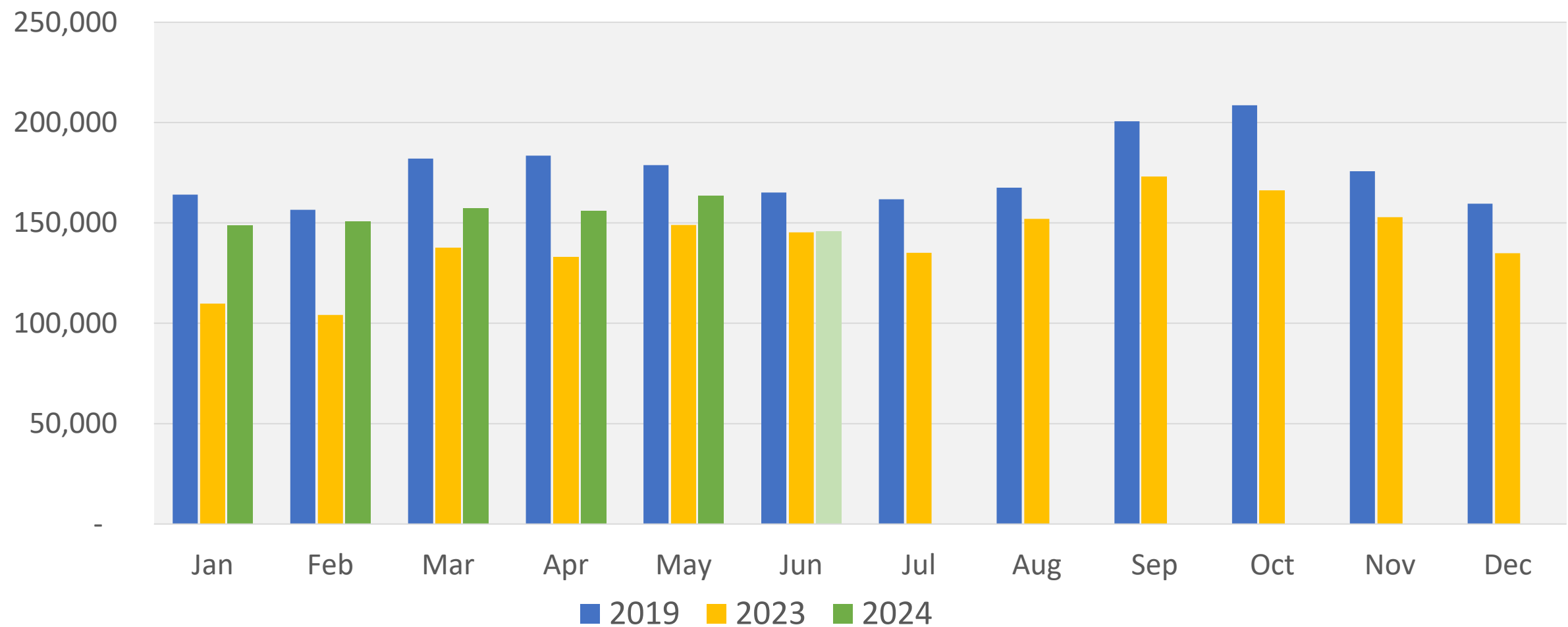
2020-2024 Monthly Ridership
as Percentage of 2019



Item 4: Ridership and Fare Revenue

Ridership, 2021-2023

Metro Monthly Ridership: 2019, 2023, and 2024



Item 4: Ridership and Fare Revenue

June Service Improvements

June Service Improvements

- Launched on June 16
- Route 7 extended to Portland Jetport
- New stop and shelter at MMC
- Adjusted schedules for improved service on Route 2
- Improved late-night transfers from Husky Line (Roux request)

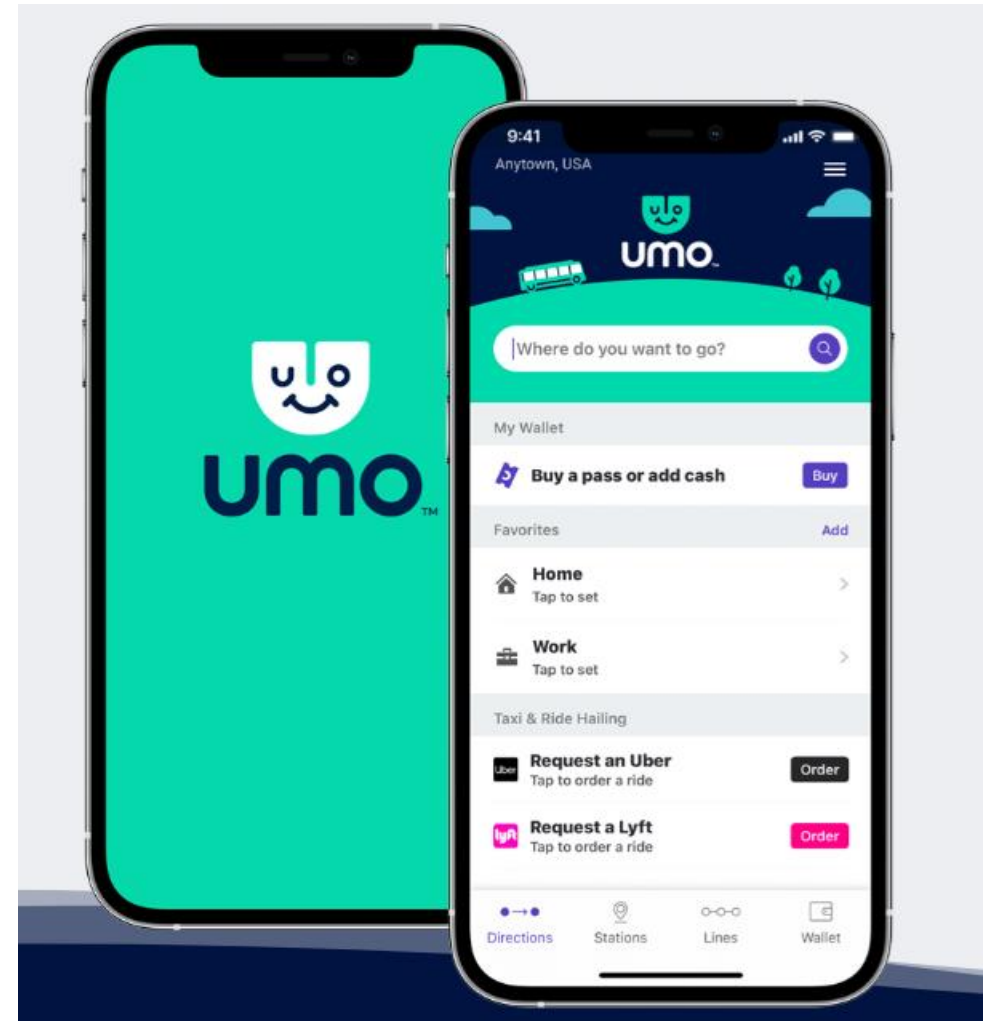


Item 4: Ridership and Fare Revenue

Umo App Update

Umo App Update

- Umo launched an app update in late May
- Users were logged out; some hadn't had to log in in years
- Password reset process not clear
- Users were mistakenly creating new accounts
- Customer Service has been helping customers recover accounts and close redundant accounts

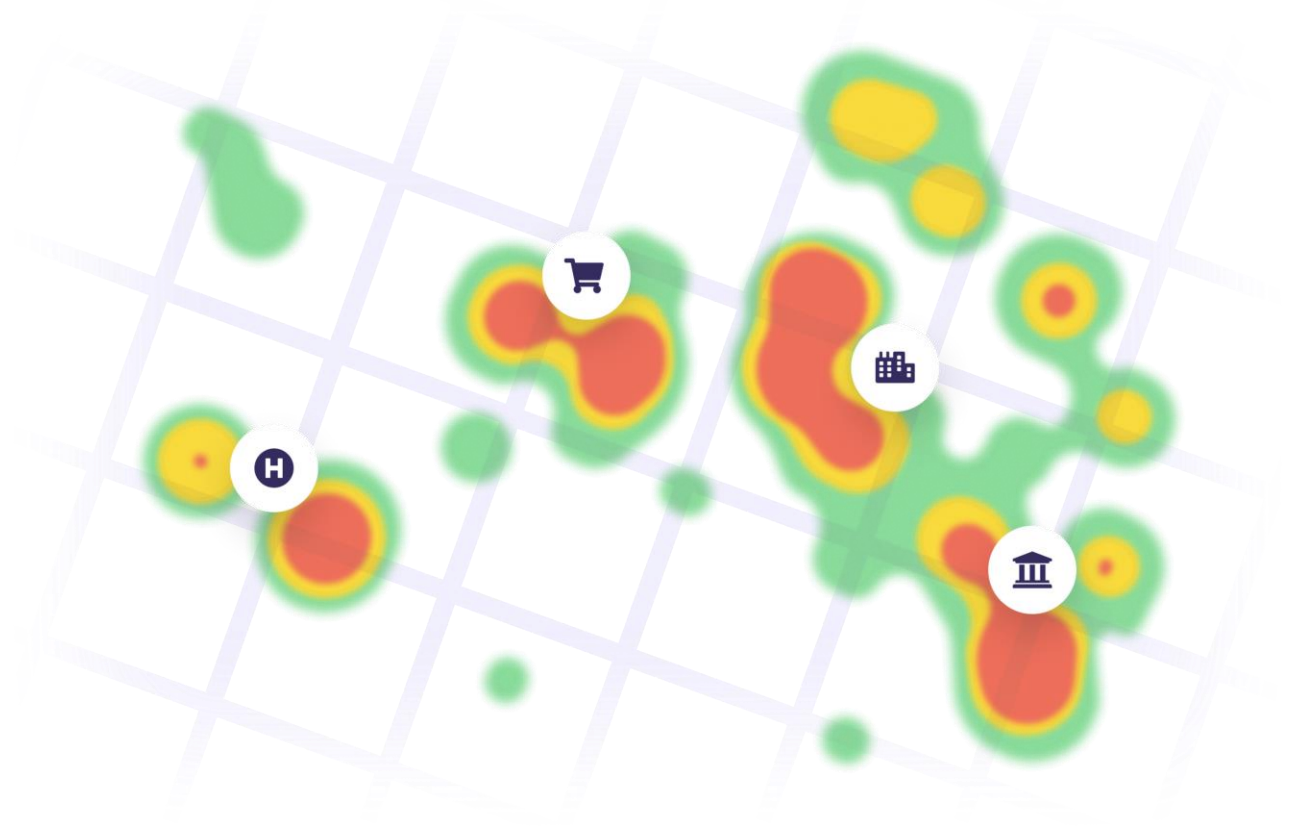


Item 4: Ridership and Fare Revenue

Project Update: Microtransit

Microtransit Update

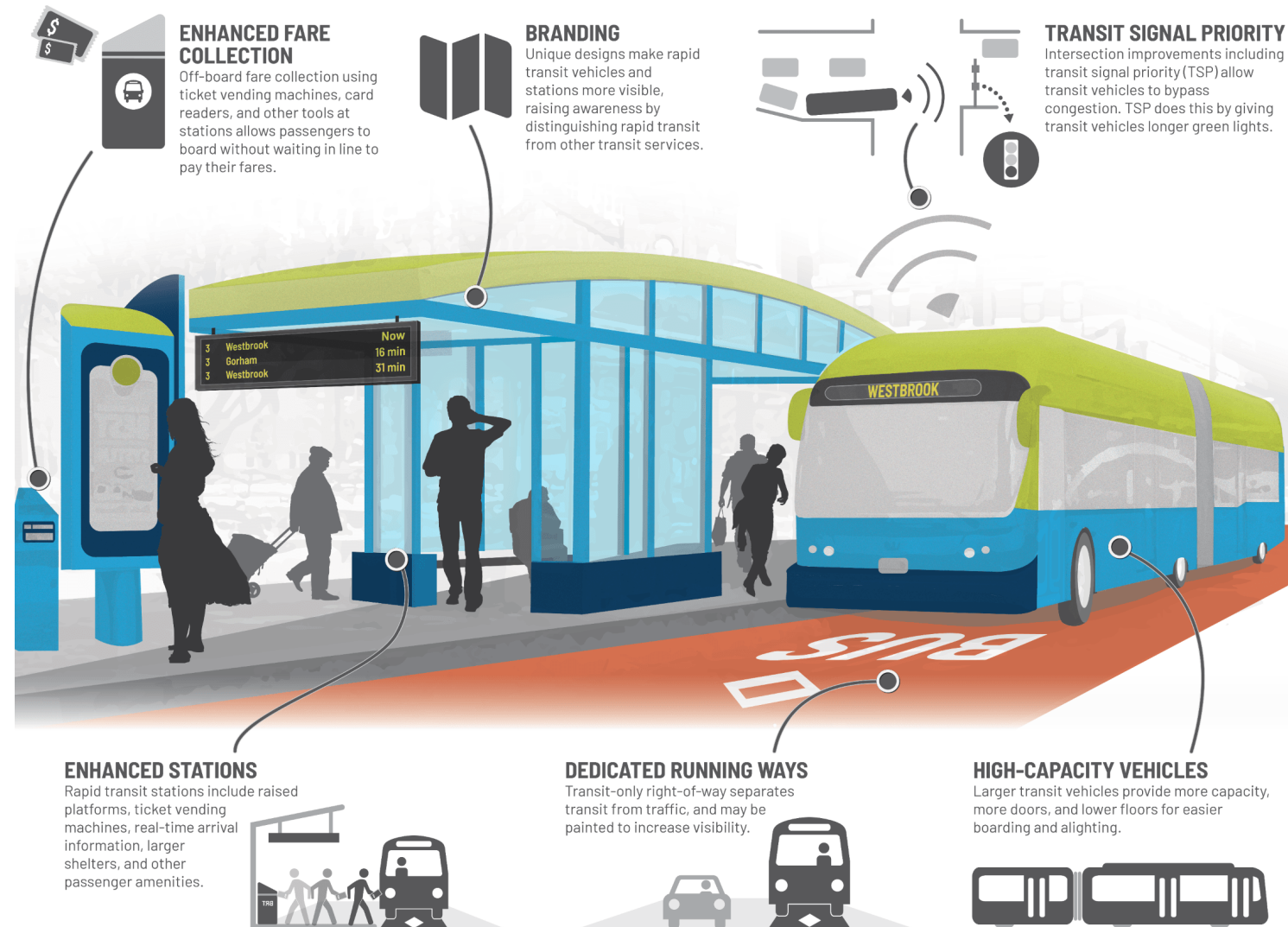
- Metro finalizing contract with Spare Labs; kickoff meeting late June
- Work on procuring vehicles ongoing
- Planned launch in September is questionable
 - Wait on Route 7 service improvements to coincide with microtransit launch



Item 4: Ridership and Fare Revenue

Project Update: Gorham-Westbrook-Portland Rapid Transit

- Metro has taken ownership of project management from GPCOG
 - MOU with MaineDOT
 - Consultant selection
 - Project steering committee, possible advisory committee
- Westbrook CC endorsed LPA; Gorham next
- Scope of work for next phase of study being finalized
 - Final alignment
 - Stop/station locations
 - Preliminary ROW impacts
 - Preliminary NEPA assessment
 - Environmental impact
 - Historical properties
 - Endangered species



Item 4: Ridership and Fare Revenue

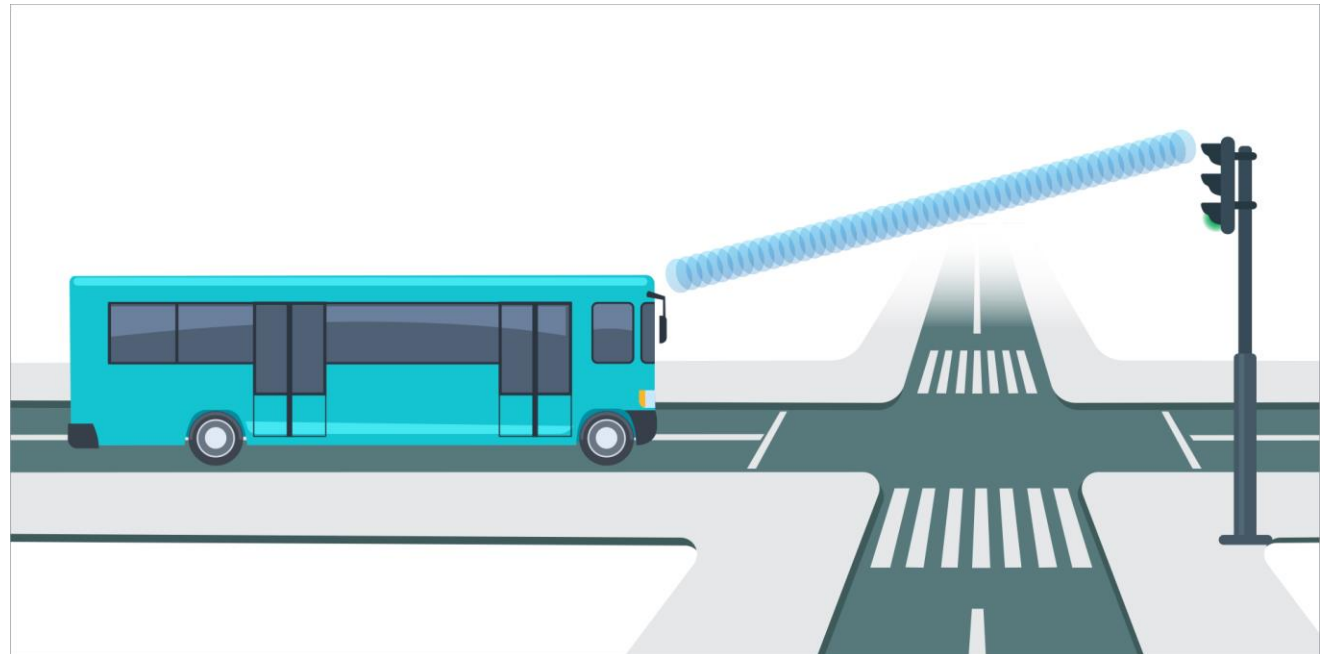
Project Update: CAD/AVL and Transit Signal Priority

CAD/AVL

- Metro selected Equans as our vendor; contract signed
 - Staff visited sites that used software of the two finalists in Lowell, MA and Monroe, MI
- Equans showed the ability to meet nearly all of Metro's needs and wants, including:
 - Improved automatic passenger counting (APC) hardware
 - Ability to update GTFS data quickly in the event of a detour or service change
 - Improved communication between Dispatch and operators
 - Improved customer communication
 - Ability to upload new voice messages to buses quickly

Transit Signal Priority

- Equipment installed at all intersections and nearly all buses
- Testing to begin once all buses are equipped
- Once equipment is tested and live, Metro will have access to performance metrics



Item 5: Route 1 in Munjoy Hill

Ridership Comparison, 2022-2024 (September-May)



Route 1 Ridership Zones

Zone 1 (Thompson's Point, PTC, Mercy, St. John's)

Zone 2 (Congress Street)

Zone 3 (North Street)

Zone 4* (Munjoy Hill/Eastern Prom)

*Ridership changes associated with removal of Atlantic Avenue are expected to be felt mostly within Zone 4

Item 5: Route 1 in Munjoy Hill

Ridership Comparison, 2022-2024 (September-May)

Zone	Boardings (Sept 2022 – May 2023)	Boardings (Sept 2023 – May 2024)	% change
Zone 1 (Umo)	8,826	7,375 (-1,451)	-17%
Zone 2 (Umo)	46,473	63,987 (+17,514)	+37%
Zone 3 (Umo)	1,942	2,610 (+668)	+26%
Zone 4* (Umo)	3,838	4,159 (+321)	+10%
<i>Route 1 total</i>	<i>111,298</i>	<i>123,922 (+12,624)</i>	<i>+11%</i>
<i>Metro Systemwide</i>	<i>1,118,671</i>	<i>1,403,198 (+284,527)</i>	<i>+25%</i>

Route 1 Ridership Zones

Zone 1 (Thompson's Point, PTC, Mercy, St. John's)

Zone 2 (Congress Street)

Zone 3 (North Street)

Zone 4* (Munjoy Hill/Eastern Prom)

**Ridership changes associated with removal of Atlantic Avenue are expected to be felt mostly within Zone 4*

Note: Half-price fares were in effect from March – September 2023

Item 5: Route 1 in Munjoy Hill

On-Time Performance Evaluation

Percent of buses departing timepoints on time*

Month	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.
Before Atlantic St. removal	80.6	90.2	88.4	90.6	92.6	91.6	89.6	88.7	88.8	77.9	79.9	77.2
After Atlantic St. removal	85.7	86.7	91.9	94.2	96.1	94.0	93.8	94.9	89.3	N/A	N/A	N/A

**A bus is considered on time if it departs a timepoint between 0 and 359 seconds (5m 59 sec) after scheduled departure*

- In 8 of the 9 full months since the service change, on-time performance has improved
 - No other service changes have occurred during this time

Item 6: South Portland Bus Service

Conceptual Merger Proposal

Possible Merger Highlights

- Metro operating South Portland Bus Service (SPBS) on a temporary basis
- Metro staff preparing a proposal for possible approval by South Portland City Council and Metro Board
- Benefits to regional transit connectivity and access
- More details discussed in June meetings of Finance and Executive committees

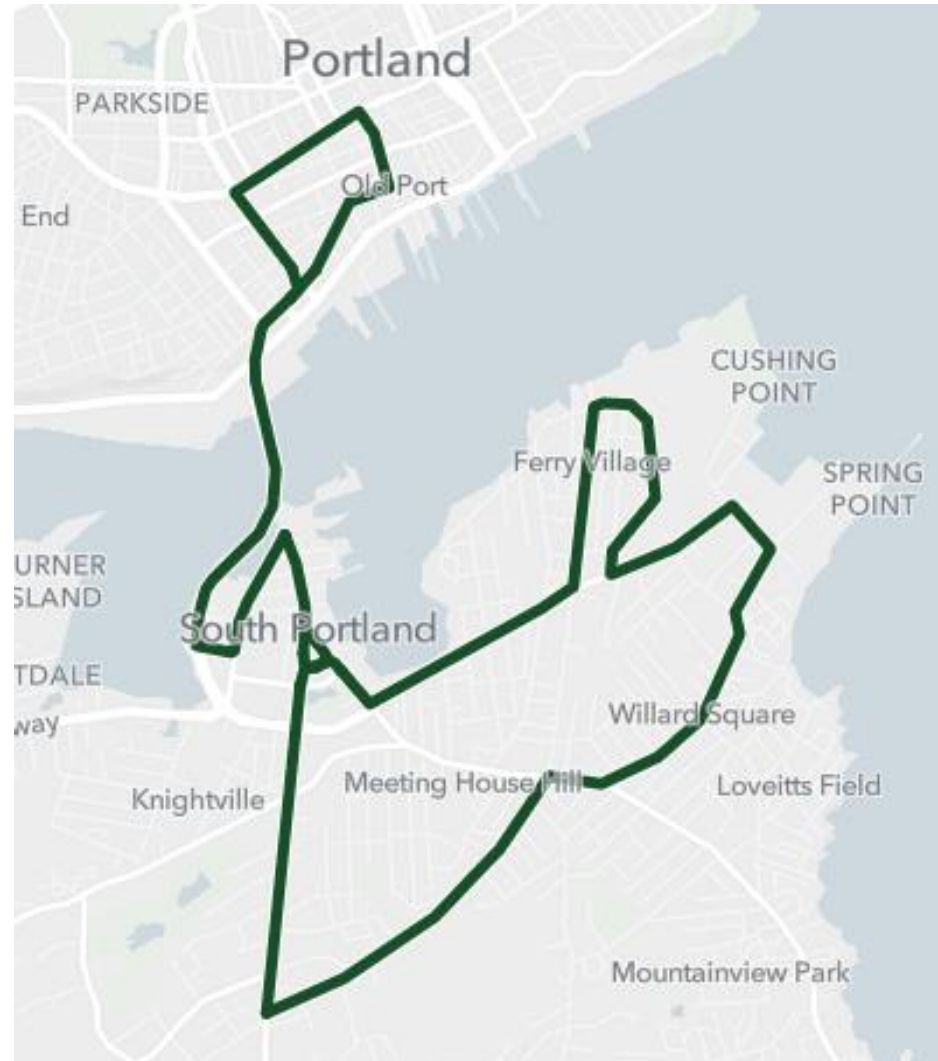


Item 6: South Portland Bus Service

Service Profile

Route 21

- SMCC to downtown Portland via Mill Creek
- 45 to 60 minute headways, M-Sa
 - Less frequent Sunday
- ~70,000 annual rides
 - Compare to Metro Route 3 (76,000 rides)

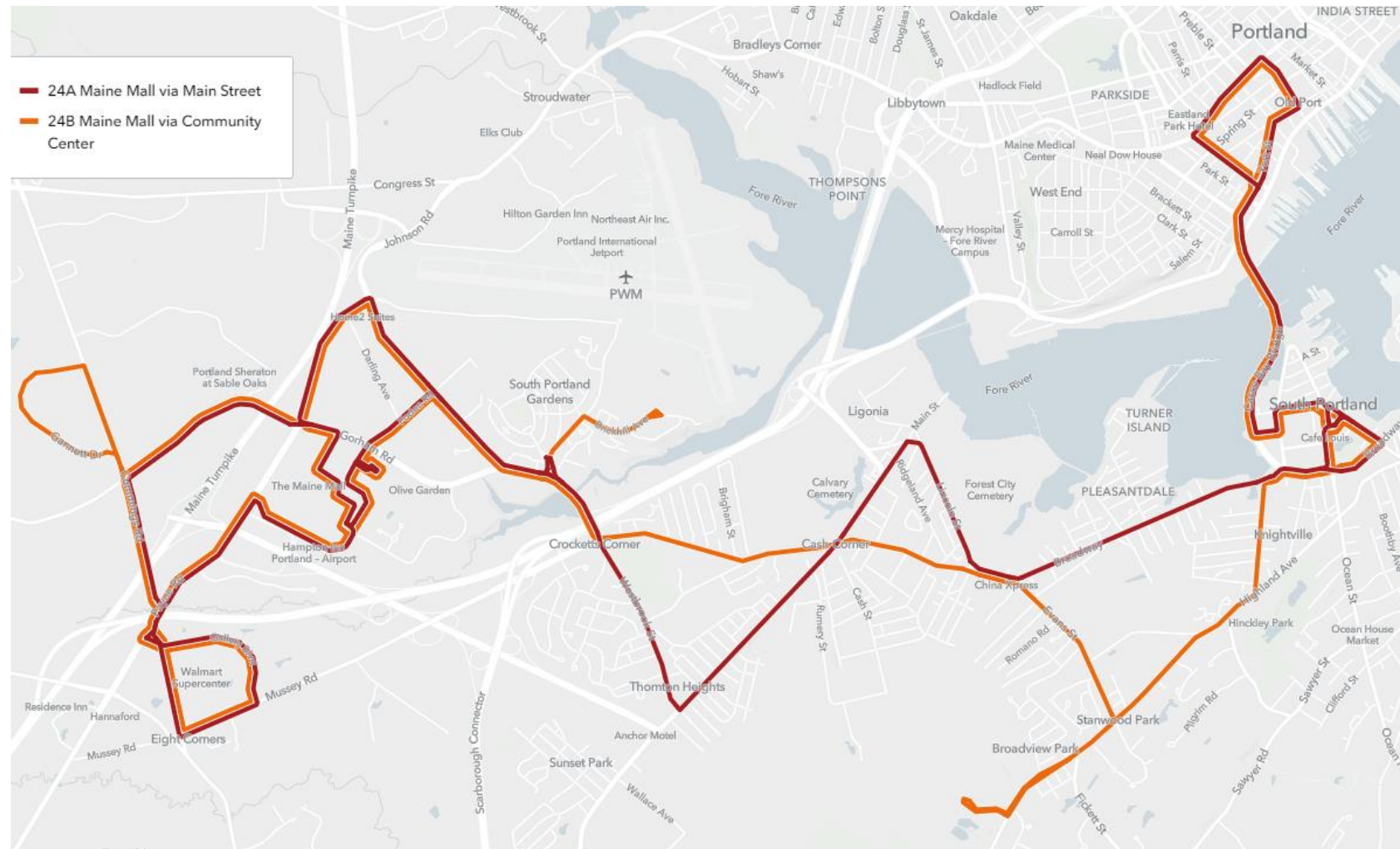


Item 6: South Portland Bus Service

Service Profile

Route 24A/24B

- Maine Mall to downtown Portland via Mill Creek
- 2-hour frequency
 - Combines for 1-hour frequency weekdays
 - No 24B service on weekends
 - 24A somewhat more frequent on Sundays
- 24A: ~89,000 annual rides
- 24B: ~56,000 annual rides
 - Weekdays only
- Nearly half of runtime spent in Maine Mall area

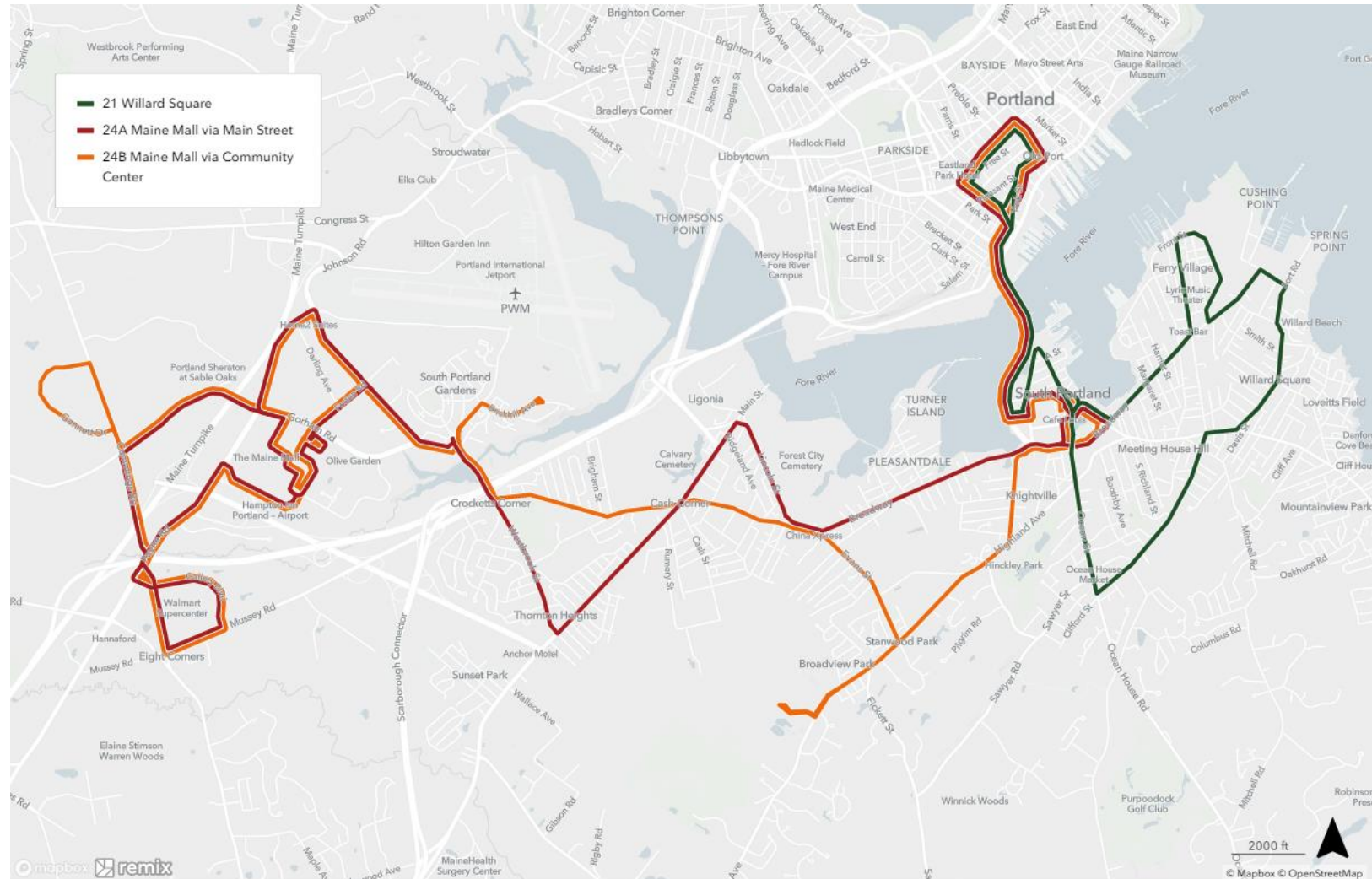


Item 6: South Portland Bus Service

Service Profile

South Portland Bus Service overview

- Primarily a coverage-based model
- One-seat rides to downtown Portland on any route
- Transfers between SPBS routes are uncommon (2-3% of trips vs 5-6% for Metro)
- About 10% of SPBS trips involve a transfer to Metro
- Service between Mill Creek and downtown Portland takes ~20 minutes
 - Some trips to Portland are bunched



Metro and South Portland

SPBS Service to downtown Portland

21 Willard Square

Willard Sq. and SMCC / Downtown Portland

De

Outbound to Willard Square & SMCC			
Forest & Congress	Mill Creek Transit Hub	Ocean St. & Sawyer St.	Pillsbury St. & Cottage Rd
			6:35
7:00	7:10	7:15	7:20
7:45	7:55	8:00	8:05
8:30	8:45	8:50	8:55
9:30	9:45	9:50	9:55
10:30	10:45	10:50	10:55
11:30	11:45	11:50	11:55
12:30	12:45	12:50	12:55
1:30	1:45	1:50	1:55
2:30	2:45	2:50	2:55
3:30	3:45	3:50	3:55
4:30	4:45	4:50	4:55
5:30	5:45	5:50	5:55
6:15	6:25	6:30	6:35
7:00	7:15	7:20	7:22
7:40	7:50	7:55	7:57
8:15	8:25	8:28	8:30
8:50	9:00	9:03	9:05
9:25	9:35	9:38	9:40
10:00	10:10	10:13	10:15
10:35	10:40	10:43	10:45
11:05	11:15	Drop off Willard Square	

Monday through Friday

24A Maine Mall

EFFECTIVE: D

Outbound to Maine Mall via Main Street							
Forest & Congress	Mill Creek Transit Hub	On Broadway at Evans St.	Cash Corner on Main St.	Main St. & Westbrook St.	Redbank	Maine Mall JC Penney	Wal-mart
5:45	5:55	6:00	6:05	6:08	6:13	6:20	6:30
7:30	7:45	7:50	7:55	7:58	8:03	8:15	8:23
9:30	9:45	9:50	9:53	9:55	10:00	10:10	10:17
11:30	11:45	11:50	11:55	11:58	12:05	12:15	12:25
1:40	1:55	2:05	2:10	2:13	2:20	2:30	2:35
3:45	4:00	4:08	4:10	4:13	4:20	4:30	4:40
5:50	6:05	6:10	6:15	6:18	6:25	6:35	6:45
7:45	7:55	8:00	8:05	8:08	8:10	8:20	8:30
9:10	9:20 H						
9:50	9:58	10:02	10:05	10:08	10:13	10:25	X
11:05	11:15	Drop off only Willard Square Route 21 and outer Highland Ave.					

Monday through Friday

24B Maine Mall

Outbound to Maine Mall via Community Center						
Forest & Congress	Mill Creek Transit Hub	Highland Comm. Center	Cash Corner on Broadway	Redbank	Maine Mall JC Penney	Wal-mart
B 6:30	6:40	6:50	6:55	B 7:05	7:15	7:23
B 8:30	8:45	H 8:55	9:00	B 9:13	9:25	9:35
B 10:30	10:45	10:55	11:00	B 11:13	11:25	11:35
B 12:30	12:45	12:55	1:00	B 1:10	1:25	1:35
B 2:45	3:00	3:10	3:15	B 3:25	3:35	3:45
B 4:45	5:00	H 5:10	5:15	B 5:30	5:40	5:50
7:00	7:10	7:15	7:20	7:25	7:35	7:40
8:25	8:35	8:40	8:45	8:50	8:55	9:00

Monday through Friday

Round trip from Mill Creek to downtown Portland and back: about 25 minutes (sometimes scheduled for as much as 35 minutes)

Metro and South Portland

SPBS Service to downtown Portland

21 Willard Square

Willard Sq. and SMCC / Downtown Portland

Outbound to Willard Square & SMCC			
Forest & Congress	Mill Creek Transit Hub	Ocean St. & Sawyer St.	Pillsbury St. & Cottage Rd
			6:35
7:00	7:10	7:15	7:20
7:45	7:55	8:00	8:05
8:30	8:45	8:50	8:55
9:30	9:45	9:50	9:55
10:30	10:45	10:50	10:55
11:30	11:45	11:50	11:55
12:30	12:45	12:50	12:55
1:30	1:45	1:50	1:55
2:30	2:45	2:50	2:55
3:30	3:45	3:50	3:55
4:30	4:45	4:50	4:55
5:30	5:45	5:50	5:55
6:15	6:25	6:30	6:35
7:00	7:15	7:20	7:22
7:40	7:50	7:55	7:57
8:15	8:25	8:28	8:30
8:50	9:00	9:03	9:05
9:25	9:35	9:38	9:40
10:00	10:10	10:13	10:15
10:35	10:40	10:43	10:45
11:05	11:15	Drop off Willard Square	

Monday through Friday

24A Maine Mall

EFFECTIVE: D

Outbound to Maine Mall via Main Street							
Forest & Congress	Mill Creek Transit Hub	On Broadway at Evans St.	Cash Corner on Main St.	Main St. & Westbrook St.	Redbank	Maine Mall JC Penney	Wal-mart
5:45	5:55	6:00	6:05	6:08	6:13	6:20	6:30
7:30	7:45	7:50	7:55	7:58	8:03	8:15	8:23
9:30	9:45	9:50	9:53	9:55	10:00	10:10	10:17
11:30	11:45	11:50	11:55	11:58	12:05	12:15	12:25
1:40	1:55	2:05	2:10	2:13	2:20	2:30	2:35
3:45	4:00	4:08	4:10	4:13	4:20	4:30	4:40
5:50	6:05	6:10	6:15	6:18	6:25	6:35	6:45
7:45	7:55	8:00	8:05	8:08	8:10	8:20	8:30
9:10	9:20 H						
9:50	9:58	10:02	10:05	10:08	10:13	10:25	X
11:05	11:15	Drop off only Willard Square Route 21 and outer Highland Ave.					

Monday through Friday

24B Maine Mall

Outbound to Maine Mall via Community Center						
Forest & Congress	Mill Creek Transit Hub	Highland Comm. Center	Cash Corner on Broadway	Redbank	Maine Mall JC Penney	Wal-mart
B 6:30	6:40	6:50	6:55	B 7:05	7:15	7:23
B 8:30	8:45	H 8:55	9:00	B 9:13	9:25	9:35
B 10:30	10:45	10:55	11:00	B 11:13	11:25	11:35
B 12:30	12:45	12:55	1:00	B 1:10	1:25	1:35
B 2:45	3:00	3:10	3:15	B 3:25	3:35	3:45
B 4:45	5:00	H 5:10	5:15	B 5:30	5:40	5:50
7:00	7:10	7:15	7:20	7:25	7:35	7:40
8:25	8:35	8:40	8:45	8:50	8:55	9:00

Monday through Friday

Route 21 trip overlaps with Route 24A (within 10 minutes)

Metro and South Portland

SPBS Service to downtown Portland

21 Willard Square

Willard Sq. and SMCC / Downtown Portland

De

Outbound to Willard Square & SMCC			
Forest & Congress	Mill Creek Transit Hub	Ocean St. & Sawyer St.	Pillsbury St. & Cottage Rd
			6:35
7:00	7:10	7:15	7:20
7:45	7:55	8:00	8:05
8:30	8:45	8:50	8:55
9:30	9:45	9:50	9:55
10:30	10:45	10:50	10:55
11:30	11:45	11:50	11:55
12:30	12:45	12:50	12:55
1:30	1:45	1:50	1:55
2:30	2:45	2:50	2:55
3:30	3:45	3:50	3:55
4:30	4:45	4:50	4:55
5:30	5:45	5:50	5:55
6:15	6:25	6:30	6:35
7:00	7:15	7:20	7:22
7:40	7:50	7:55	7:57
8:15	8:25	8:28	8:30
8:50	9:00	9:03	9:05
9:25	9:35	9:38	9:40
10:00	10:10	10:13	10:15
10:35	10:40	10:43	10:45
11:05	11:15	Drop off Willard Squar	

Monday through Friday

24A Maine Mall

EFFECTIVE: D

Outbound to Maine Mall via Main Street							
Forest & Congress	Mill Creek Transit Hub	On Broadway at Evans St.	Cash Corner on Main St.	Main St. & Westbrook St.	Redbank	Maine Mall JC Penney	Wal-mart
5:45	5:55	6:00	6:05	6:08	6:13	6:20	6:30
7:30	7:45	7:50	7:55	7:58	8:03	8:15	8:23
9:30	9:45	9:50	9:53	9:55	10:00	10:10	10:17
11:30	11:45	11:50	11:55	11:58	12:05	12:15	12:25
1:40	1:55	2:05	2:10	2:13	2:20	2:30	2:35
3:45	4:00	4:08	4:10	4:13	4:20	4:30	4:40
5:50	6:05	6:10	6:15	6:18	6:25	6:35	6:45
7:45	7:55	8:00	8:05	8:08	8:10	8:20	8:30
9:10	9:20 H						
9:50	9:58	10:02	10:05	10:08	10:13	10:25	X
11:05	11:15	Drop off only Willard Square Route 21 and outer Highland Ave.					

Monday through Friday

24B Maine Mall

Outbound to Maine Mall via Community Center						
Forest & Congress	Mill Creek Transit Hub	Highland Comm. Center	Cash Corner on Broadway	Redbank	Maine Mall JC Penney	Wal-mart
B 6:30	6:40	6:50	6:55	B 7:05	7:15	7:23
B 8:30	8:45	H 8:55	9:00	B 9:13	9:25	9:35
B 10:30	10:45	10:55	11:00	B 11:13	11:25	11:35
B 12:30	12:45	12:55	1:00	B 1:10	1:25	1:35
B 2:45	3:00	3:10	3:15	B 3:25	3:35	3:45
B 4:45	5:00	H 5:10	5:15	B 5:30	5:40	5:50
7:00	7:10	7:15	7:20	7:25	7:35	7:40
8:25	8:35	8:40	8:45	8:50	8:55	9:00

Monday through Friday

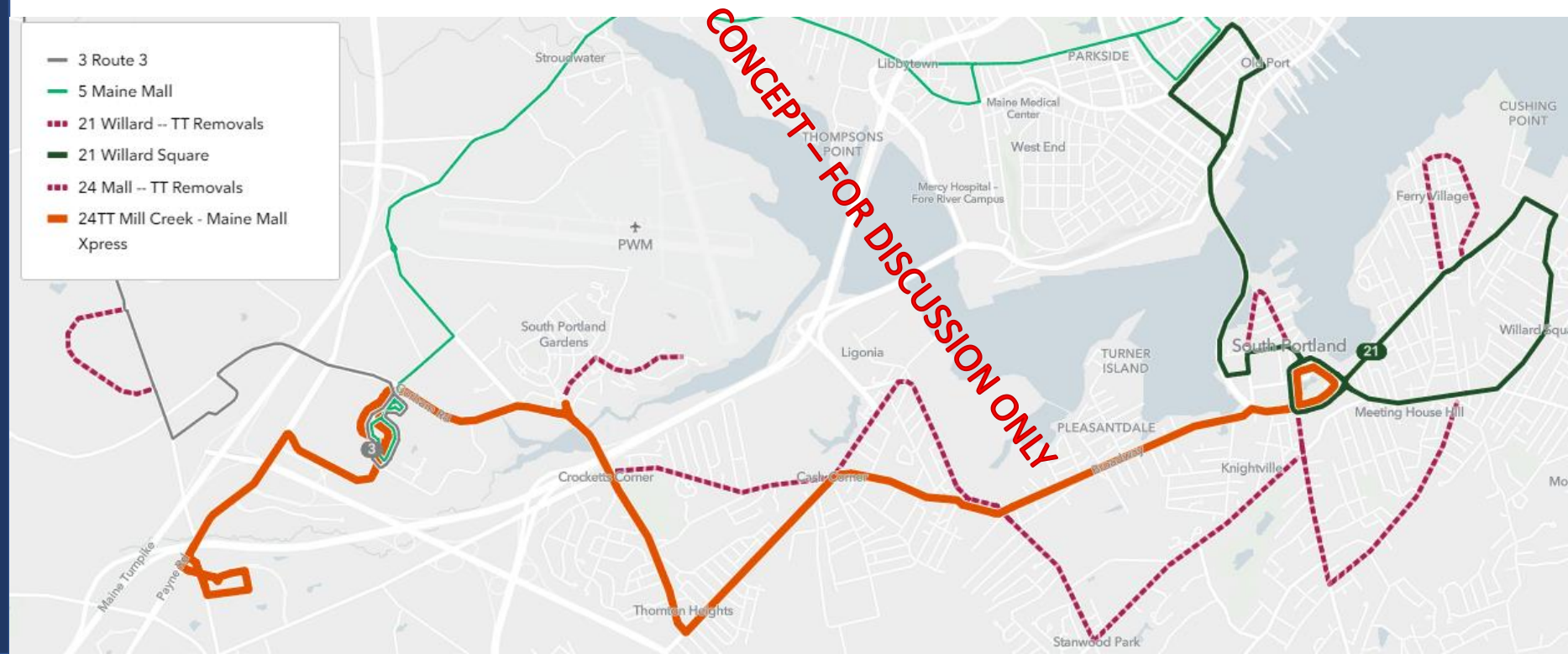
Route 21 trip overlaps with Route 24B (within 10 minutes)

Metro and South Portland Transit Together Recommendations

Transit Together (2023) recommended changes in South Portland

- Improved (20 minute) Route 21 frequency with more direct route
 - Service removed from Ocean St., Sawyer St., and Knightville
- Improved (45 minute) Route 24 frequency with more direct route
 - Service removed from Highland Ave, Evans St., Lincoln St., Brickhill, Gannett Dr., segment of Broadway
 - Route 3 exclusively serves Target

Significant improvements to service frequency, but loss in coverage is significant



Route 2 and 21 Alignment

- Creates primary north-south route via Downtown Portland
- Incorporates Portland's Forest Ave with Knightville, Willard Square, and SMCC
- Increases Route 21 one-seat reach by approximately:
 - 16,000 population
 - 13,800 jobs
 - Woodford and Morrill's Corner neighborhoods
 - Riverton Hannaford
- 45-60 minute weekend service

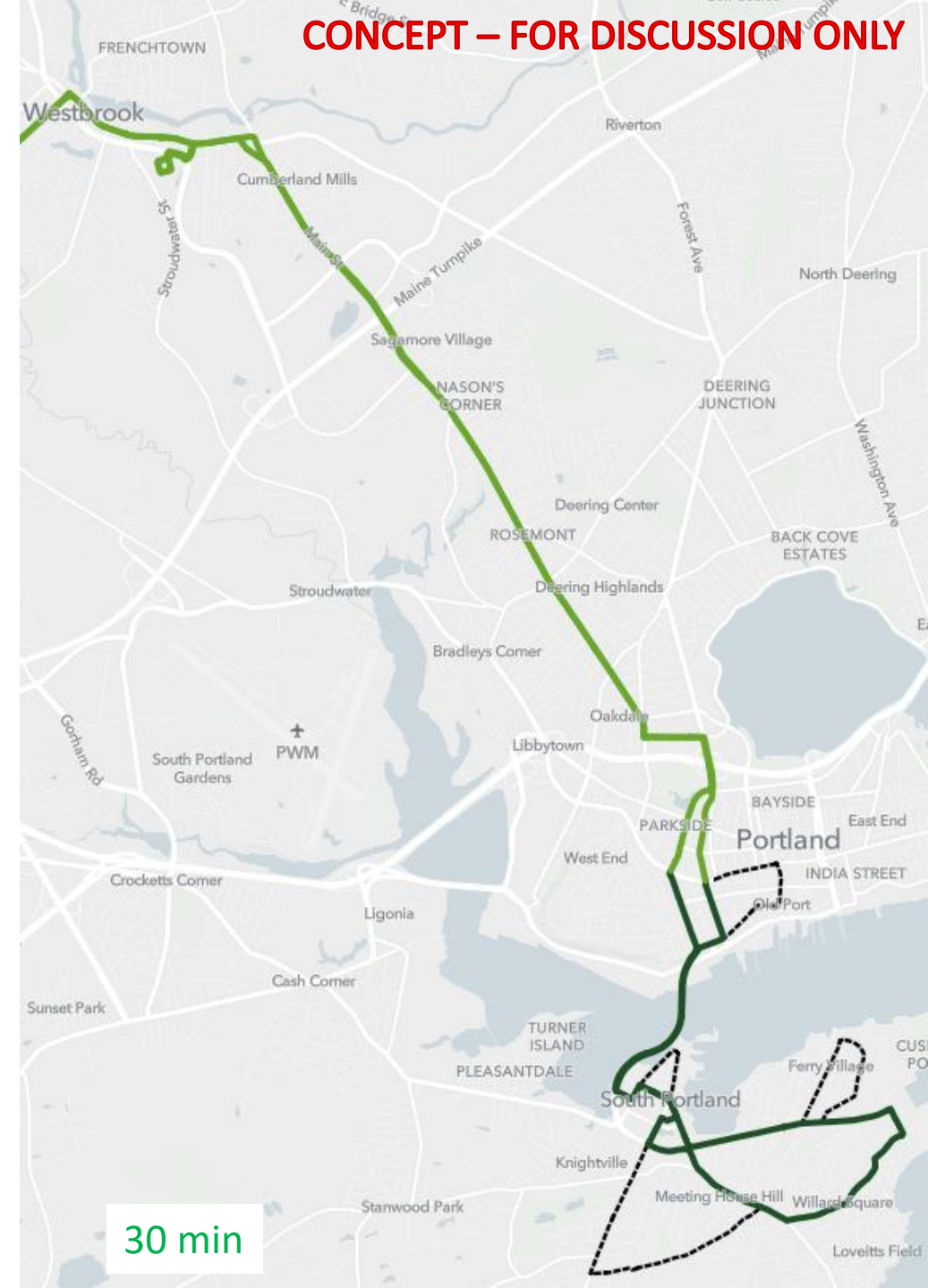
Route 2/21
Possible Interline



Route 4/21 Possible Interline

Route 4 and 21 Alignment

- Creates primary north-south route through Downtown Portland
- Incorporates Portland's Brighton Ave and downtown Westbrook with Knightville, Willard Square, and SMCC
- Increases Route 21 one-seat reach by approximately:
 - 18,000 population
 - 10,200 jobs
 - 80 public housing buildings
 - USM Portland campus
 - MaineHealth Brighton Medical Ctr.
- 45-60 minute weekend service

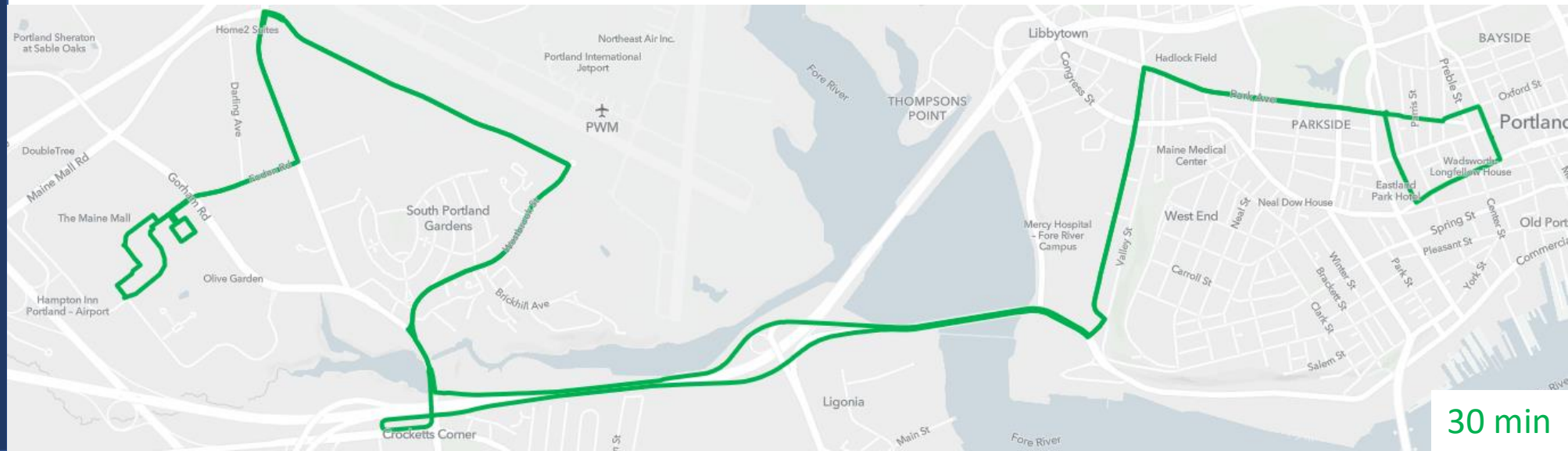


Route 5

Possible Route Change

Route 5 Alignment

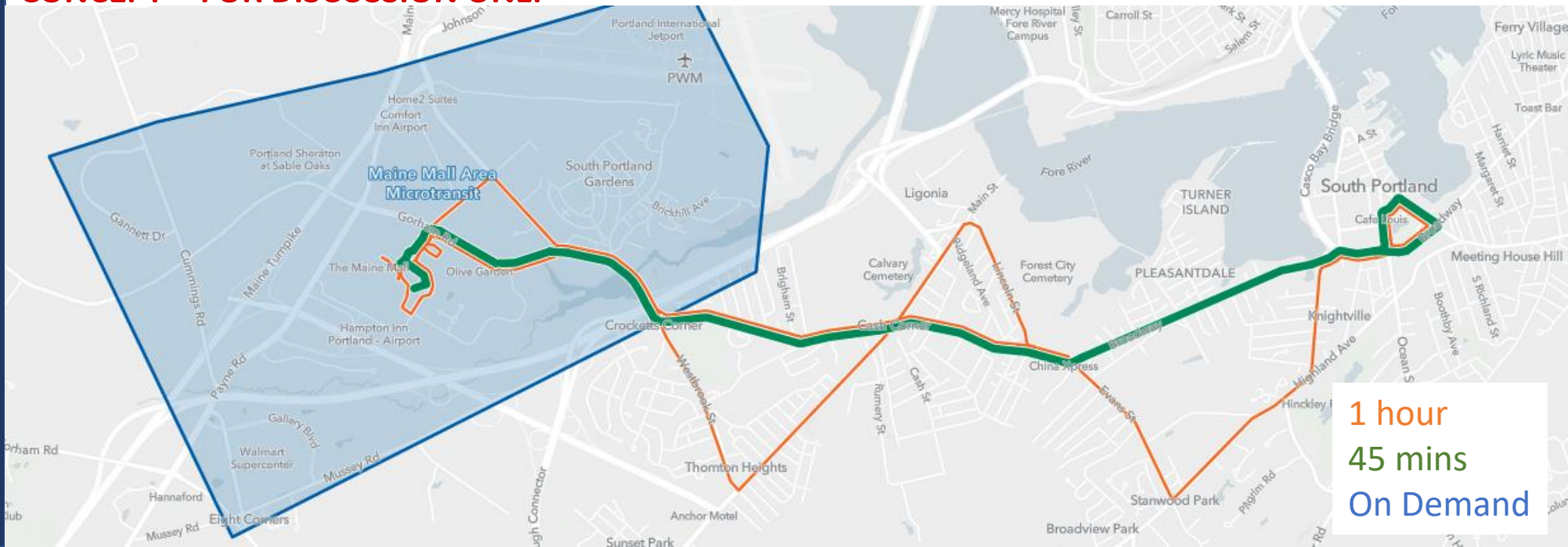
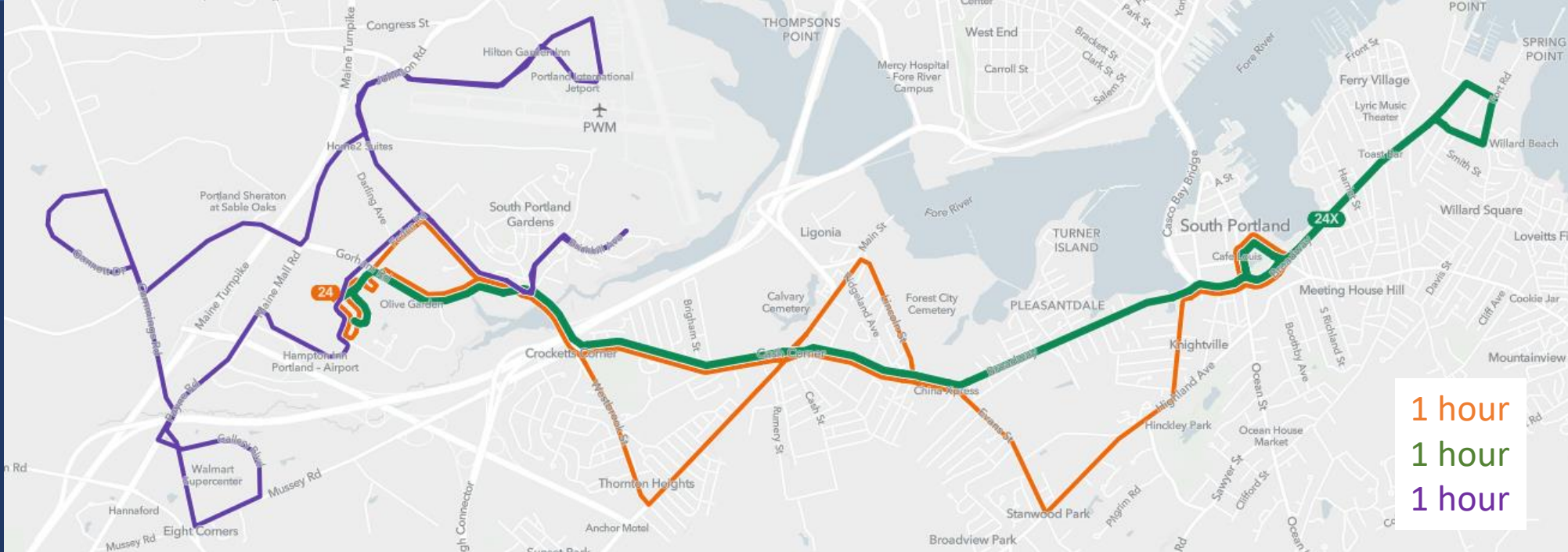
- Currently serves outer Congress Street, which is being made redundant by Route 7
- Could be realigned to run faster, with additional service to:
 - Mercy Hospital
 - Redbank
 - SPCTC
 - Brickhill area
- Eliminates some transfer need between Route 24 and Route 5
 - 2,268 Umo transfers in 2023 – highest among SPBS-Metro route pairs
 - Unknown number of cash transfers
- Service every 30 minutes on weekdays



Route 24

Expansion Options Maine Mall Coverage

CONCEPT – FOR DISCUSSION ONLY



Metro and South Portland Short-term Evaluation

If South Portland joins Metro...

- Metro would operate routes as-is for an appropriate evaluation period
 - Minor changes possible as operations migrate to Metro
 - Collect on-off data, meet with stakeholders, conduct surveys
- Route changes would be made in collaboration with South Portland staff and public input
 - Changes typically vetted by Board, stakeholders, and public
 - Changes are often changed (& sometimes scrapped) as a result of feedback
 - *Metro does not “force” changes to service if not supported*

