

Planning and Operations Committee

May 21, 2025 | 10:30 am – 11:45 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=EFTNunaLOgNGmsG7hQA4y8Swxr2PyM.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. Approval of Meeting Minutes (10:35-10:40) The committee will review and consider approving the minutes from the April meeting of the Planning and Operations Committee.	Jeff Levine, Committee Chair	Action
4. Committee Goals (10:40-10:50) The committee will discuss, and take action to finalize the committee's goals for inclusion in Metro's Strategic Plan.	Jeff Levine, Committee Chair	Action
5. BREEZ – Bath Iron Works Service (10:50-11:00) Staff will present the details of new service on the BREEZ between Brunswick and Bath oriented around the Bath Iron Works shift times.	Metro Staff	Information
6. Metro Connect Performance Review (11:00-11:10) Staff will present details of the microtransit service in Falmouth.	Metro Staff	Information

7. Operations Time & Attendance – Optibus (11:10-11:20) Staff will share information regarding the project to implement technology for the time and attendance activities for the Operations department.	Metro Staff	Information
5. Operations Key Performance Indicators (11:20-11:30) Staff will present the status of the KPIs recommended for advancement during the April Planning and Operations Committee Meeting.	Metro Staff	Information
6. Other Business (11:30-11:35)	Jeff Levine, Committee Chair	Information
7. Future Agenda Items (11:35-11:40) Committee members may request future agenda items. <ul style="list-style-type: none"> • Pulse Reopening Considerations • Fleet Replacement/Expansion Plan • Fare Policy Review • BRT Planning Project • Service Redesign and Expansion • Route #1 Atlantic Street Ridership 	Jeff Levine, Committee Chair	Information
8. Upcoming Meetings (11:40-11:45) <ul style="list-style-type: none"> • Advocacy Committee – May 21, 2025 at 4:30 pm • Executive Committee – May 28, 2025 at 3:30 pm • Finance Committee – June 4, 2025 at 4:00 pm • Board of Directors Meeting – June 26, 2025 at 4:00 pm • Planning & Operations – August 20, 2025 at 10:30am 	Jeff Levine, Committee Chair	Information
9. Adjournment (11:45)	Jeff Levine, Committee Chair	ACTION

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

Wednesday April 16, 2025:

DRAFT Meeting Minutes:

Member	Municipality	Role	Status
Jeff Levine	Portland	Chair	Present
Julie Dubovsky	Yarmouth	Vice Chair	Present
April Fournier	Portland	Member	Not Present
Gabe Faulkner-Macklin	South Portland	Member	Present

Staff Present	Identified Members of the Public
Chad Heid – Chief Transportation Officer	Ed Suslovic – Board President

1. With a Quorum in place, this meeting was called to Order By: Jeff Levine at 10:32 am

2. Public Forum:
No members of the public present

3. Approval of February and March Meeting Minutes:
The draft meeting minutes from the February and March 2025 committee meetings were provided in the agenda packet. **Julie Dubovsky motioned to approve the meeting minutes as written, seconded by Gab Faulkner-Macklin. The motion passed unanimously.**

4. Route #21 Timetable Adjustments:
Chad Heid presented the proposed adjustments to the #21 as detailed in the meeting packet. Committee members had discussion on the impacts of trip planning along portions of the routing path based on how the data is configured in the scheduling system. Chad mentioned that he anticipates the specific examples brought up by Gabe Faulkner-Macklin should have improvements as part of this adjustment.

Regarding the outreach strategy for stakeholders, Ed Suslovic requested that staff send the details to the City Manager of South Portland, along with City Councilors, so they are directly informed of the changes in advance of the public outreach. Chad assured the Committee that those actions would be addressed immediately.

5. Operations Key Performance Indicators:

Chad Heid provided background on the KPI discussions that have occurred thus far in committee. The advancement of a staff recommendation, which highlighted 8 KPIs for continued evaluation and potential implementation was reviewed by the Committee Members. Ed Suslovic asked that Chad explain the rationale for not continuing to report ridership recovery as compared to 2019. Chad suggested that 2019 to 2025 is no longer an “apples to apples” comparison, noting differences in development and commuter patterns.

There was good discussion among the Committee regarding all the KPIs and alternatives, and the recommendations of staff, plus the inclusion of the ridership comparison to 2019, was given an approval to proceed from the Committee.

6. Other Business:

Jeff Levine requested that staff review the Board of Directors Committee pages on the Metro webpage to confirm that agendas, dates, and weblinks are easily discoverable and referenced. Chad expressed he would relay to the Marketing and Communications team.

Ed Suslovic suggested that all Board Committees spend some time focusing on how ridership can be increased and how Board Members can do to enhance finance stability.

Julie Dubovsky recommended that bus cleanliness become an area of focus for public messaging, noting there may be an opportunity for a multi-committee approach with Marketing and Communications on the effort.

7. Future Agenda Items:

June Service Changes
Philbrook Ave Stop Location
Pulse Reopening Considerations
Navineo / Optibus Operations Project Update
Fleet Replacement/Expansion Plan
Performance Reporting
Fare Policy Review
BRT Planning

8. Upcoming Meetings:

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

9. Adjournment:

Motion to Adjourn by Gabe Faulkner-Macklin, Seconded by Julie Dubovsky. Adjourned at 11:28am.

PLANNING & OPERATIONS COMMITTEE

AGENDA ITEM 5

DATE

May 21, 2025

SUBJECT

Committee Goals

PURPOSE

Finalize the committee's goals for inclusion in Metro's Strategic Plan

BACKGROUND/ANALYSIS

Metro's vision, mission, and core value statements were approved in 2023. The next step in updating Metro's Strategic Plan is to add goals that support the Plan. Each of Metro's committees has been tasked with identifying key goals related to the committee's charge to be incorporated into the strategic plan.

In February, the Planning and Operations Committee reviewed the Strategic Plan. Committee Members concluded that the 2023 perspectives were still relevant and applicable. Additionally, Committee Members reviewed each of the 2016 strategic priorities, goals and objectives, acknowledging that remain on-going. During the March and April Committee meetings, staff presented key themes for oversight by the Committee and Key Performance Indicators (KPIs) relating to Metro's performance of these thematic focus areas. Below are the major themes that Committee Members have requested staff advance beginning in May. Given there is still work to assess the data collection and reporting systems to regularly report on these KPIs, there has not yet been an opportunity to report on past performance or benchmark specific targets for each KPI.

- Ridership and Service Utilization
 - Total Ridership
 - Ridership per Revenue Hour (by route)
 - Ridership Recovery Rate (compared to 2019)
- Service Reliability
 - On-Time Performance
 - Missed Trips
 - Mean Distance Between Failure (or) Interruption
 - Preventative Maintenance On-Time
- Safety
 - Non-Preventable and Preventable Accidents
- Customer Satisfaction & Accessibility
 - Customer Complaints Addressed

FISCAL IMPACT

None.

RECOMMENDATION

Committee consider a motion to recommend that the goals of improving ridership, service utilization, service reliability, safety and customer service and accessibility be adopted by the Board for inclusion on the Strategic Plan and the KPIs listed be included as regular reporting metrics.

CONTACT

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ATTACHMENTS

None.