

Planning and Operations Committee

August 20, 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=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. Approval of Meeting Minutes (10:35-10:40) The committee will review and consider approving the minutes from the May 2025 meeting of the Planning and Operations Committee.	Jeff Levine, Committee Chair	Action
4. Fleet Replacement / Expansion Plan (10:40-10:55) Staff will present details of the 2025 Metro Bus and Bus Facilities (BBF) grant application, and share information on existing fleet types and projections for the future.	Metro Staff	Information
5. BRT Planning Project Update (10:55-11:10) Staff will share an update on the progress of the BRT Planning project.	Metro Staff	Information

6. Operations Technology Project updates (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
7. Operations Key Performance Indicators (11:20-11:30) Staff will report monthly updates on agency KPIs.	Metro Staff	Information
8. Future Agenda Items (11:30-11:35) Committee members may request future agenda items. <ul style="list-style-type: none"> • Pulse Reopening Considerations • Fare Policy Review • Service Redesign Concepts • Route #1 Atlantic Street Ridership 	Jeff Levine, Committee Chair	Information
9. Upcoming Meetings (11:35-11:40) <ul style="list-style-type: none"> • Advocacy Committee – August 20, 2025 at 4:30 pm • Executive Committee – August 27, 2025 at 3:30 pm • Finance Committee – September 10, 2025 at 4:00 pm • Market/Coms Committee – September 10, 2025 at 3:00 pm • Planning & Operations – September 17, 2025 at 10:30am 	Jeff Levine, Committee Chair	Information
10. Adjournment (11:40)	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 May 21, 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
Glenn Fenton – Executive Director Chad Heid – Chief Transportation Officer Mike Tremblay – Director of Transit Development	Ed Suslovic – Board President

- 1. With a Quorum in place, this meeting was called to Order By: Jeff Levine at 10:37 am**
- 2. Public Forum:**
No members of the public present
- 3. Approval of April Meeting Minutes:**
The draft meeting minutes from the April 2025 committee meetings were provided in the agenda packet. **Gabe Faulkner-Macklin motioned to approve the meeting minutes as written, seconded by Julie . The motion passed unanimously.**
- 4. BREEZ – Bath Iron Works Service:**
This item was addressed out of order, along with the next two agenda items. Staff presented the details of the partnership with Bath Iron Works, as well as the schedule for rollout and trip details. Ed Suslovic mentioned the importance for community outreach and marketing of the new service. The Committee Members had discussion regarding engaging Bath as a municipality. Gabe Faulkner-Macklin suggested it may be interesting to reach out to Concord Coach given the service terminates at the Portland Transportation Center. The committee showed support for the roll out and expressed some excitement for the kick off event.
- 5. Metro Connect Performance Review:**
Staff shared the performance of the microtransit service for the first four months (see attached slides). Chad Heid detailed that wait times are far lower than industry peers. Mike Tremblay

expressed that after working with the software vendor, Spare, the agency is considering expanding the service zone. The committee had discussion on the ability to get demographic details of the riders in an attempt to understand utilization. Staff suggested a survey could be completed in the future. Gabe Faulkner-Macklin asked for staff to provide a comparison between the old #7 service and what is currently available. Ed Suslovic asked for details on the marketing efforts, which were then provided by Mike, including cinema advertisements and engagements at Oceanview.

6. Operations Time & Attendance:

Chad Heid provided the Committee an update on the progress of the new software and process changes for operator payroll. He detailed that staff across multiple departments are engaged and eager to see this deployment be successful. Glenn Fenton shared his appreciation for all the effort on this project. Committee members echoed the same sentiment.

7. Committee Goals

The Committee reviewed the drafted goals as included in the packet and the alignment of these goals with the agency-wide strategic plans. They discussed the merit of each key performance indicator and considered additional elements to advance to the Board. Staff and the Committee weighed the value of maintaining a benchmark to 2019 ridership, reaching a consensus that it should persist moving forward. Ed Suslovic suggested that facility expansion should be a priority, as well as the importance of a specific governmental engagement metric. The committee approved the Committee Goals and KPIs and suggested that the 2016 version of the Major Goals and Objectives document be updated to more broadly capture ongoing efforts related to consolidation/expansion and pass programs. Jeff Levine also noted that if an effort is completed it should be removed.

8. Operations Key Performance Indicators

Chad Heid provided an update for the Committee on the status of deploying systems to report KPIs, as well as the specifics on monthly ridership and on-time performance (see attached slides).

9. Other Business:

None

10. Future Agenda Items:

Pulse Reopening Considerations
Fleet Replacement/Expansion Plan
Fare Policy Review
BRT Planning Project
Service Redesign and Expansion
Route #1 Atlantic Street Ridership

11. Upcoming Meetings:

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

12. Adjournment:

Motion to Adjourn by Gabe Faulkner-Macklin, Seconded by Julie Dubovsky. Adjourned at 11:48am.

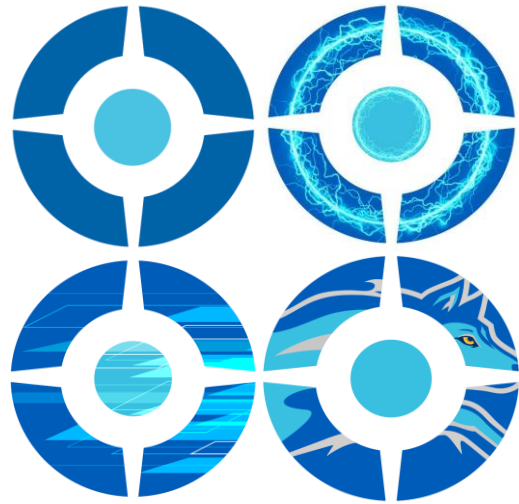
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Agenda Item #5 – BREEZ to Bath Iron Works



New Service – Bath Iron Works

- Service Partnership with Bath Iron Works (BIW)
 - Cost of service offset by BIW contributions, paid quarterly
 - Pilot running 6/23/25 – 9/30/26
- Beginning Monday, 6/23
 - Will operate weekdays except for no service holidays and President's Day
- Coordinated to match 7a-3:30p weekday shift
- NB Trips serving BIW will not directly serve Brunswick Train Station
 - NB connection to station will be available from Maine St & Everett St stop
 - SB connection will remain as is

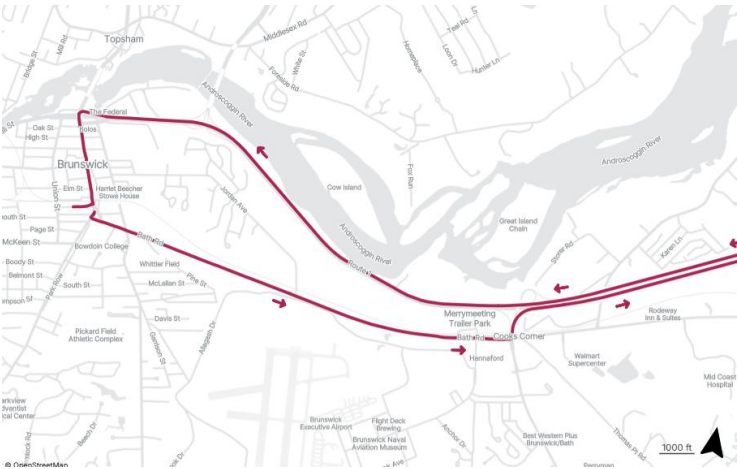
BREEZ Timetable - Weekdays

Monday through Friday Northbound to Brunswick								Monday through Friday Southbound to Portland						
Thompson's Point	PTC	Monument Square	Yarmouth Town Hall	Downtown Freeport L.L. Bean	Bowdoin	Brunswick Train Station*	Bath Iron Works Bath Information Center	Bath Iron Works Bath Information Center	Brunswick Train Station Park & Ride†	Downtown Freeport L.L. Bean	Yarmouth Town Hall	Library	PTC Thompson's Point	
T	A	B	C	D	E	F	G	G	F	D	C	B	A	
...	X	5:45	6:00	6:14	6:34	6:46	
5:10	5:12	5:21	5:39	5:51	6:06	...	6:20	6:20	6:45	7:05	7:19	7:39	7:52	
6:10	6:12	6:22	6:40	6:53	7:08	7:13	7:20	7:40	7:54	8:16	8:29	
6:48	6:50	7:00	7:18	7:32	7:47	7:52	8:00	8:18	8:32	8:54	9:07	
8:03	8:05	8:17	8:35	8:48	9:03	9:08	9:15	9:35	9:49	10:09	10:21	
9:15	9:17	9:29	9:47	10:00	10:15	10:20	10:28	10:48	11:02	11:22	11:34	
10:30	10:32	10:44	11:02	11:15	11:30	11:35	11:43	12:03	12:17	12:37	12:49	
12:00	12:02	12:14	12:34	12:47	1:02	1:07	1:13	1:33	1:47	2:07	2:19	
1:15	1:17	1:29	1:49	2:02	2:17	2:22	2:28	2:48	3:02	3:22	3:34	
2:30	2:32	2:44	3:04	3:17	3:32	3:37	3:43	4:03	4:17	4:37	4:49	
2:05	2:07	2:19	2:39	2:52	3:07	...	3:27	3:40	4:00	4:20	4:34	4:54	5:06	
3:45	3:47	3:59	4:20	4:33	4:48	4:53	5:00	5:20	5:34	5:54	6:06	
4:23	4:25	4:37	5:00	5:13	5:28	5:33	5:40	6:00	6:14	6:34	6:46	
5:00	5:02	5:14	5:37	5:51	6:06	6:11	6:20	6:40	6:54	7:14	7:24	
5:35	5:37	5:49	6:08	6:21	6:36	6:41	6:50	7:10	7:24	7:44	7:54	
6:50	6:52	7:02	7:21	7:34	7:49	7:54	8:00	8:20	8:34	8:54	9:04	
8:05	8:07	8:17	8:35	8:48	9:03	9:08	9:15	9:35	9:49	10:09	10:19	
9:20	9:22	9:32	9:50	10:03	10:18	10:23	

Trips in yellow are new revenue service trips. Bowdoin served on the NB trips between Freeport and Brunswick Train Station.

BREEZ to Bath Iron Works - Routing

Brunswick



Bath

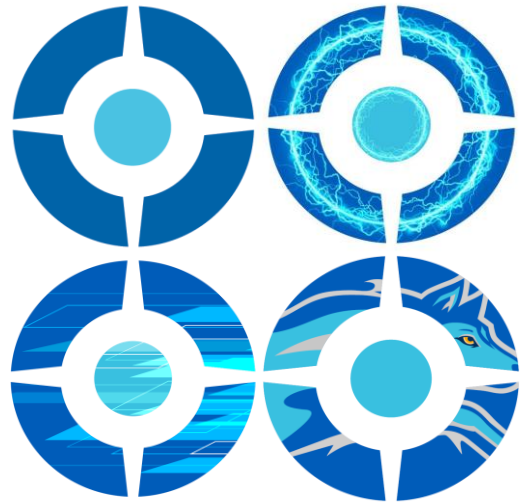


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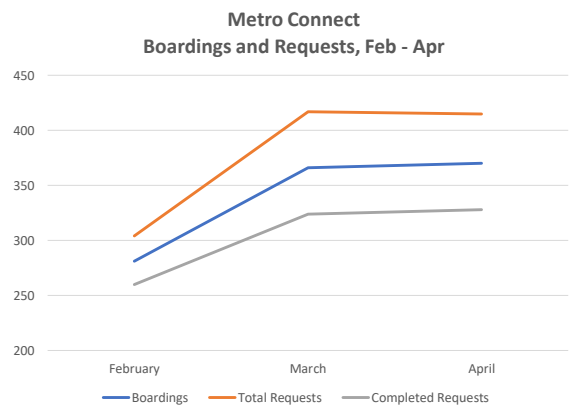
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Agenda Item #6 – Metro Connect
Performance



Metro Connect Service Performance

Category	January	February	March	April
Boardings	389	281	366	370
Total Requests	341	304	417	415
Completed Requests	283	260	324	328
Boardings per Request	1.37	1.08	1.13	1.13
No Shows	18	9	9	20
Call-in Request percentage	4.88%	6.76%	6.83%	6.76%
Average Travel Duration (min)	7.93	6.37	6.33	6.42
Average Travel Distance (mi)	2.41	1.93	1.96	2.02
Mean Wait Time (min)	5.13	5.32	4.73	5.9
Active Riders this month	43	26	39	42
Unique Riders (all time)	62	66	79	96
On-time Performance	99.65%	99.62%	99.69%	99.39%

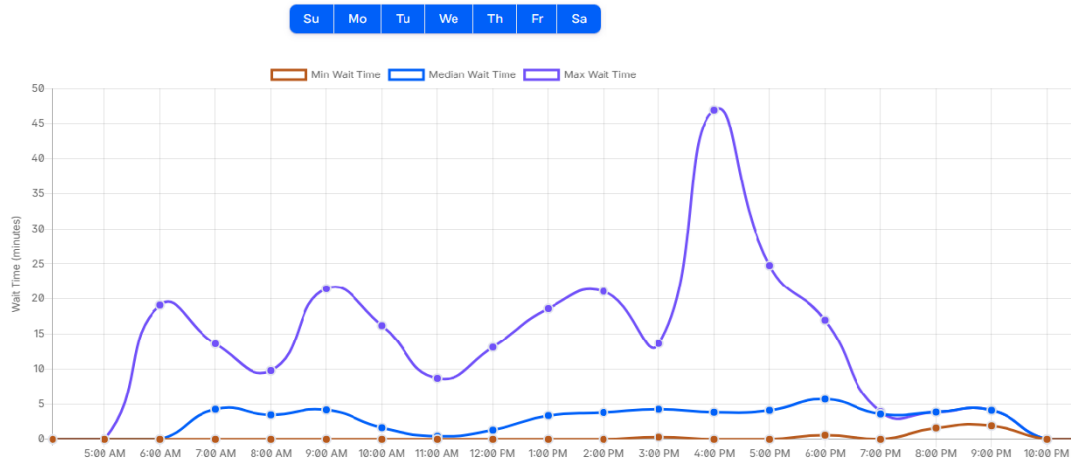


Fare service began in February.

May MTD: 272 Requests, 246 Completed, 259 Boardings

Metro Connect Service Performance

Customer Wait Time – April 2025

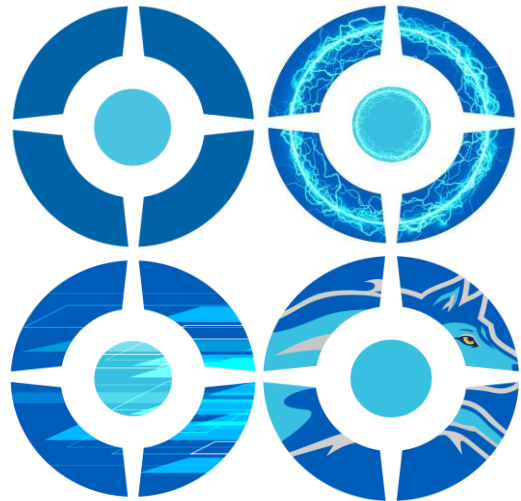


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Agenda Item #7 – Operations Time &
Attendance - Optibus



Time & Attendance – Optibus Operations

- Technology and process improvement project intending to reduce post processing time for payroll and improve data reliability and transparency
- Part of the larger CAD/AVL – Navineo deployment
- Began parallel system processing week of 5/11
 - Staff feedback has been positive thus far
- Data validation will commence 5/22
- Goal is to transition / “Go Live” by the end of summer
 - Customization and backend programming dependent
 - Other Operational processes will also be reviewed / modified as needed

Time & Attendance – Optibus Operations

- Dispatcher tasks transitioned from Excel and paper based process to web based portal
- Real time capture of log-on/off and exceptions from scheduled work
- Operators will access system via depot kiosks and/or driver app
- Future advantages are planned in addition to Time and Attendance functions including:
 - Job swaps
 - PTO requests
 - Work bids
 - Dispatch – Operator messaging

The screenshot displays the Optibus Time & Attendance web portal. The interface is organized into a sidebar on the left and a main grid on the right. The sidebar lists drivers and their assigned vehicles, including:

- McKenney, Harry (assigned to duty on 28 Apr, which conflicts with their absence (absence code V1) during the timeframe from 09:00 to 06:15)
- Ward James has 5 hours 9 minutes of Early Sign-On Deviation on 23 Apr
- Ward James has 3 hours 28 minutes of Late Sign-On Deviation on 23 Apr
- Ward James has 8 hours 51 minutes of Late Sign-On Deviation on 23 Apr
- Conseman Tracy has 4 hours 10 minutes of Late Sign-On Deviation on 23 Apr

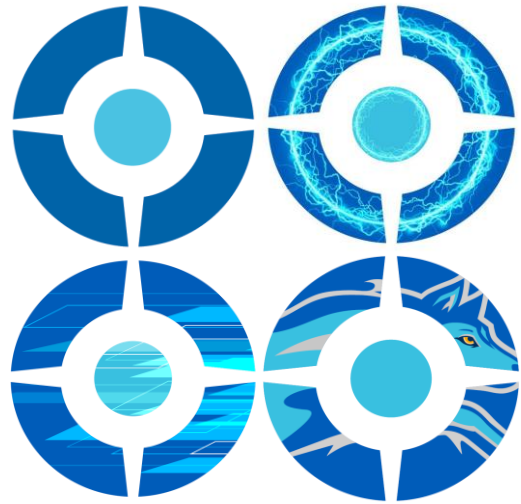
 The main grid shows a weekly schedule for drivers from April 13 to May 2. The grid is organized by driver (rows) and shift times (columns). Shifts are color-coded and labeled with vehicle IDs (e.g., SP11, SP12, SP13). A search bar and filter options are visible at the top.

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Agenda Item #8 – Operations KPIs



Implementation Process

Phase 1: Planning

- Step 1 – Stakeholder Engagement & Goal Setting
- Step 2 – KPI Selection & Definition
- Step 3 – Data Assessment & System Requirements

Phase 2: Implementation

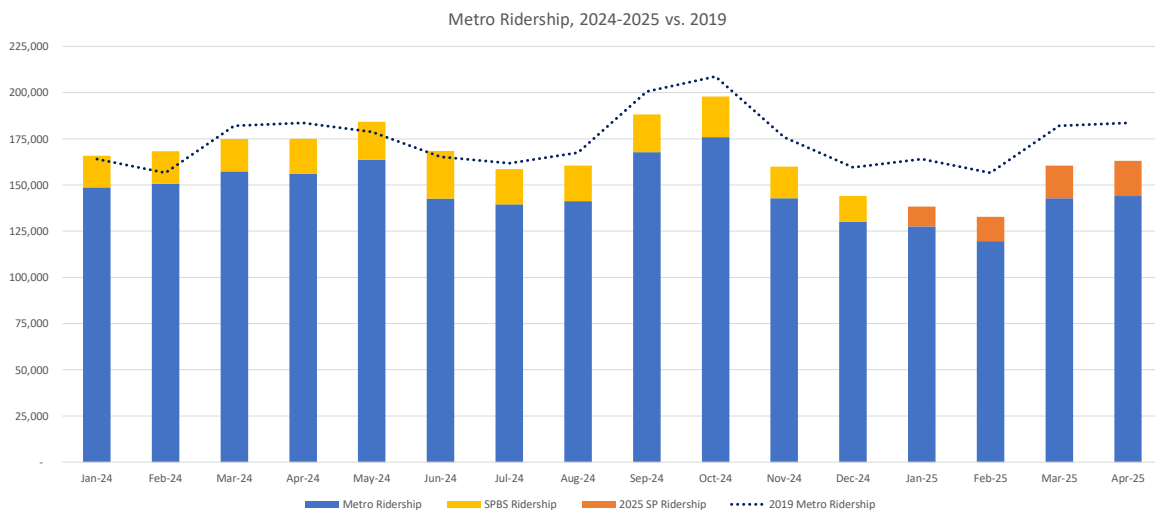
- Step 4 – System Setup & Data Integration
- Step 5 – Pilot Testing & Validation
- Step 6 – Training & Communication

Phase 3: Monitoring and Review

Operations KPIs

	Key Performance Indicator	Currently Recorded	System of Record	Timeline for Deployment
Ridership & Service Utilization	Total Ridership	Yes	Umo & Navineo	Now
	Ridership per Revenue Hour (By Route)	No	Umo & Navineo	August
	Ridership Recovery Rates (Compared to 2019)	Yes	Umo & Navineo	Now
Service Reliability	On-Time Performance	Yes	Navineo	Now
	Missed Trips	Work in progress	Excel	August
	Mean Distance Between Failure (or) Interruptions	No	Not Currently Available	August
	Preventative Maintenance On-Time	No	RTA - Legacy	August
Safety	Non-Preventable and Preventable Accidents	Yes	Excel	August
Customer Satisfaction & Accessibility	Customer Complaint Addressed	No	Excel	August

Total Ridership & Comparison to 2019



On Time Performance

- System Wide OTP for April 2025 – 79% On Time

On Time Performance by Route - April 2025

