

Planning and Operations Committee

January 21, 2026 | 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/83330091990?pwd=jXwki1qkc2TUMXZG3juQcPY3n1H94X.1>

Passcode: 744877 | Webinar ID: 833 3009 1990

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 November meeting of the Planning and Operations Committee.	Jeff Levine, Committee Chair	Action
4. Operations Key Performance Indicators (10:40-10:55) Staff will report monthly updates on agency KPIs.	Metro Staff	Information
5. Route #1 Atlantic Street Ridership (10:55-11:10) Staff will detail the ridership activities along the Eastern Promenade>Atlantic St. corridor and make a recommendation to establish benchmarks for future service considerations.	Metro Staff	Information

6. Scarborough Engagement Staff Update (11:10-11:30) Staff will provide updates on the engagement related to the planning and implementation efforts for the newly funded services, planned for a July deployment.	Metro Staff	Information
7. Future Agenda Items (11:30-11:40) Committee members may request future agenda items. <ul style="list-style-type: none"> • 2040 Zero Emission Fleet Transition Plan • Fare Policy Review • Bath Iron Works ridership • Lewiston-Auburn-Portland service options and partnerships • Results of South Portland public outreach 	Jeff Levine, Committee Chair	Information
8. Upcoming Meetings (11:40-11:45) <ul style="list-style-type: none"> • Executive Committee – January 28, 2026, at 3:30 pm • Finance Committee – TBD • Advocacy Committee – February 19, 2026, at 3pm • Executive Committee – February 25, 2026, at 3:30pm • Board of Directors – February 26, 2026, at 4pm • Planning & Operations Committee – March 18, 2026, 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 November 19, 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	Not Present

Staff Present	Identified Members of the Public
Glenn Fenton – Executive Director Chad Heid – Chief Transportation Officer Mike Tremblay – Director of Transit Development Nic Havey Johnson – Customer Service Manager	Ed Suslovic – Board President

- 1. With a Quorum in place, this meeting was called to Order By: Jeff Levine at 10:35 am**
- 2. Public Comment:**
None
- 3. Approval of August Meeting Minutes:**
The draft meeting minutes from the September 2025 committee meetings were provided in the agenda packet. **Julie Dubovsky motioned to approve the meeting minutes as written, seconded by Jeff Levine. The motion passed unanimously.**
- 4. Operations Key Performance Indicators:**
Chad Heid presented monthly ridership, service reliability, accident and customer engagement data. Julie Dubovsky asked staff to elaborate on how reliability is being tracked by time of day, along with segment specific performance. Chad provided details and examples how staff are using the performance data to improve reliability based on those exact dimensions. Committee members also requested that staff begin to publish this information on the Metro website. Chad noted that fleet reliability and maintenance data will be available in future months.
- 5. Gorham-Westbrook-Portland BRT Project Update:**
Mike Tremblay provided an update on the efforts that have occurred to date, including the focus on multiple refinement areas in Gorham, Westbrook, and Portland. Mike also offered the

notion that a field trip to other BRT services may be instructive for Board members and/or key stakeholders. Ed Suslovic suggested the importance of having each of the communities approve of the BRT plans, independent of the collective stakeholder engagement. Staff and Committee members agreed with this consideration.

6. Pulse Facility Improvement Considerations:

Chad Heid provided details on the current state of the Pulse facility, noting the significant funding required to make improvements that would permit the general public into the facility. There was discussion among the committee and staff for what is lost by not having an open facility at this location, what is critical to provide at the terminal, and what the process to identify alternatives could look like. Ed Suslovic shared his appreciation for the presentation and characterized the existing conditions as a potential “money-pit,” and that it may not warrant additional investment. Ed also requested that staff identify outdoor/sidewalk treatments that may benefit the riding public. Jeff Levine requested that staff develop a capital improvement plan that provides better amenities directly on Elm Street. Julie Dubovsky suggested that a community wide “where to get warm map” may also help in the worst of winter conditions.

7. Fare Policy Analysis:

Chad Heid provided the status and timeline for the fare policy analysis procurement and project kickoff.

8. Future Agenda Items:

In addition to the items suggested in the Agenda, Committee members requested future agenda items include:

- TSAP project updates
- Updates to the Metro Projects website
- Shelter and stop standards

9. Upcoming Meetings:

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

10. Adjournment:

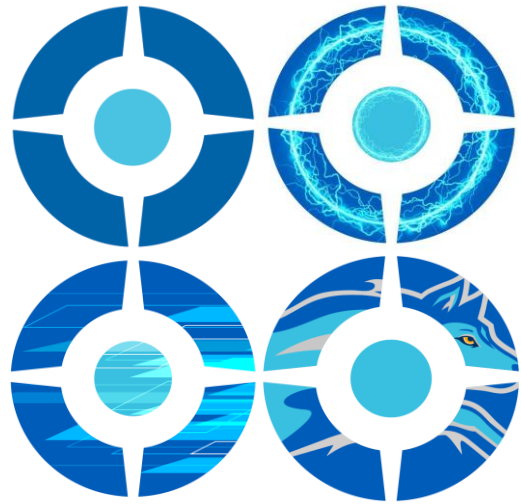
Motion to Adjourn by Jeff Levine. Adjourned at 11:40am.

GREATER PORTLAND METRO

Planning & Operations Committee

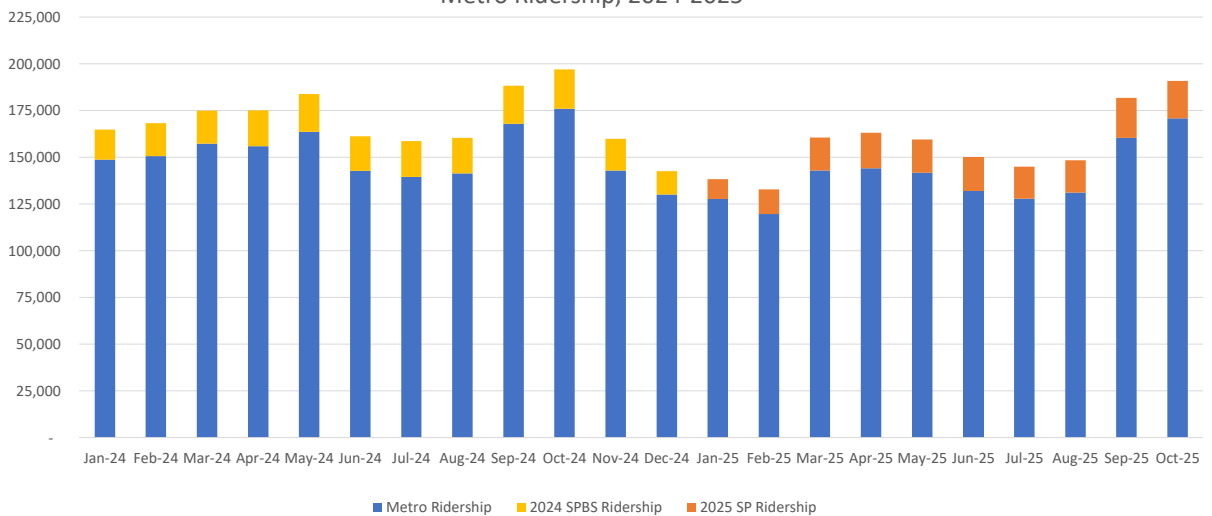
November 19, 2025

Agenda Item #4 – Operations KPIs



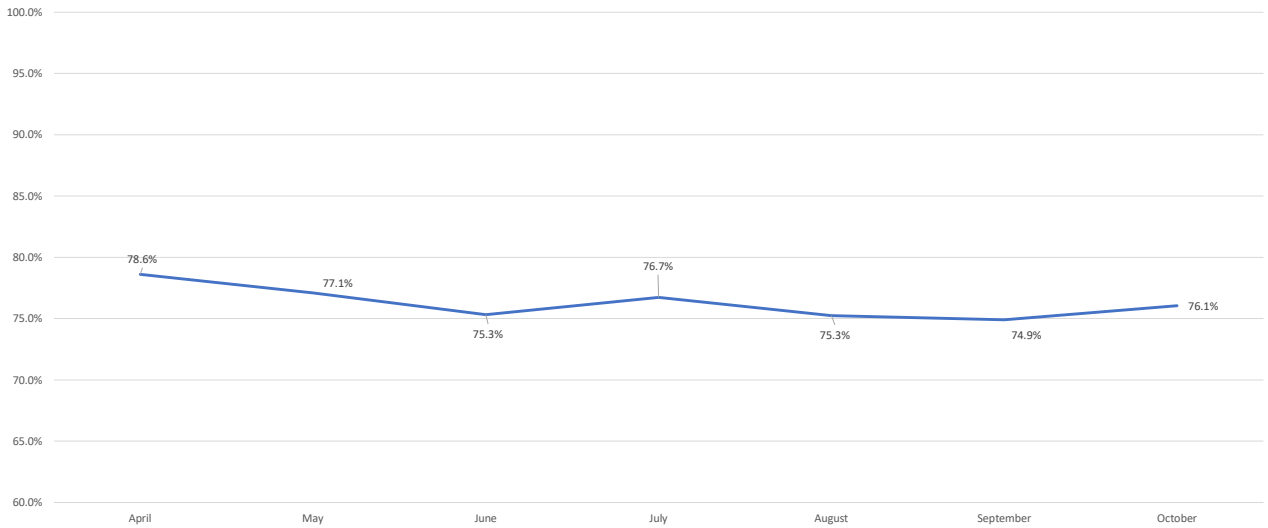
Month over Month Ridership

Metro Ridership, 2024-2025



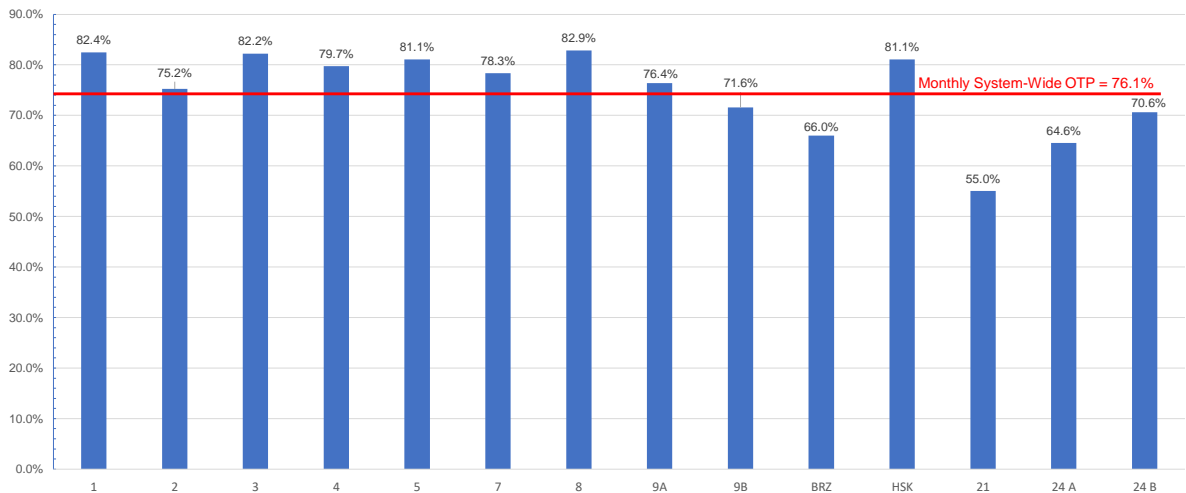
On Time Performance – System Wide

System Wide OTP – 2025 by Month



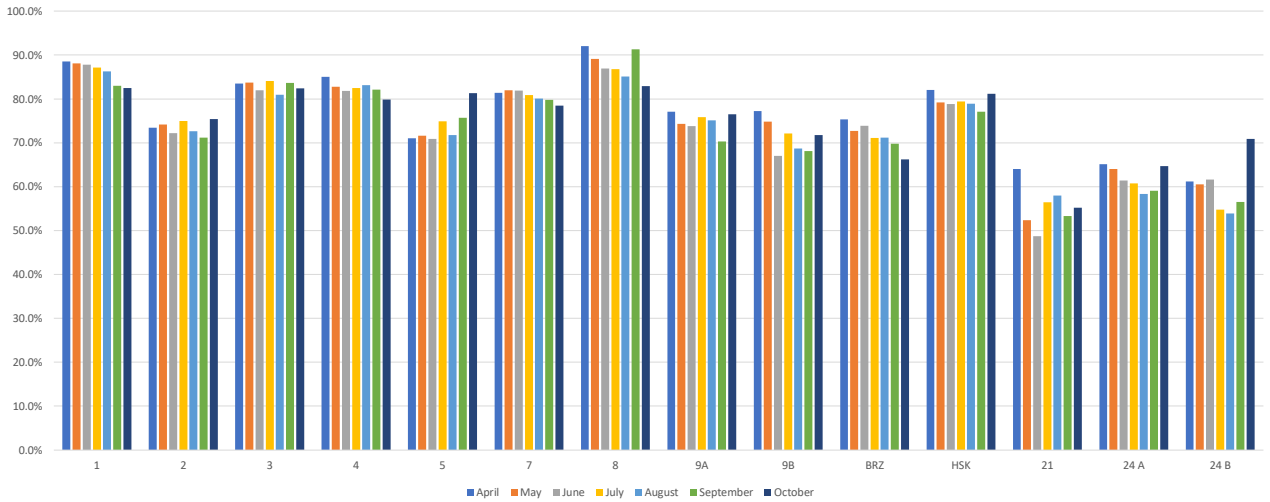
On Time Performance – Route Specific

On Time Performance by Route - October 2025



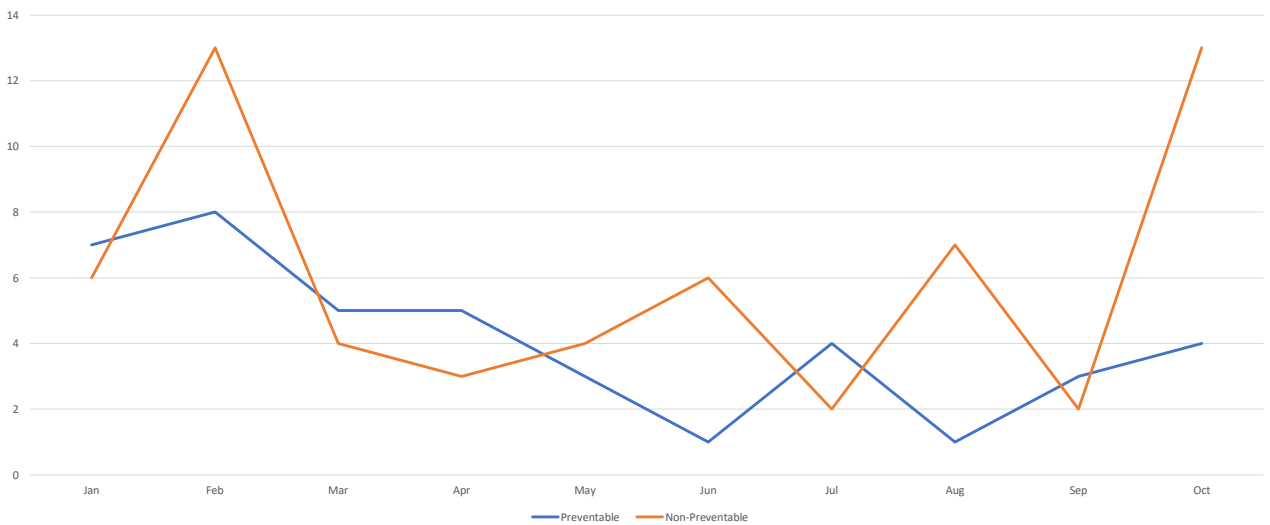
On Time Performance

On Time Performance by Route
April-October 2025



Accident Tracking

Accident Report Log - 2025

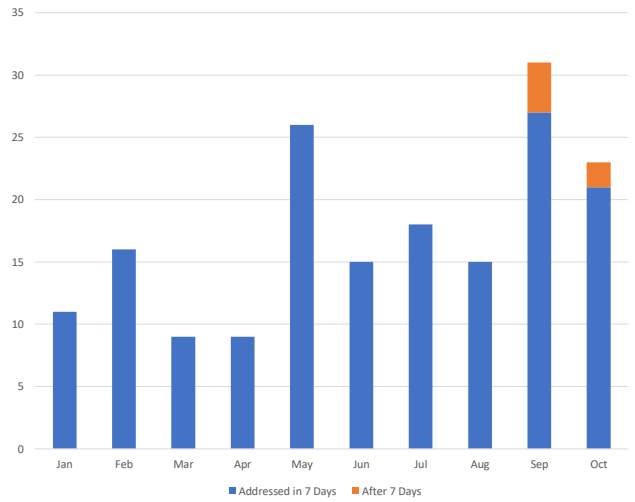


Key Performance Indicators

Missed Trips

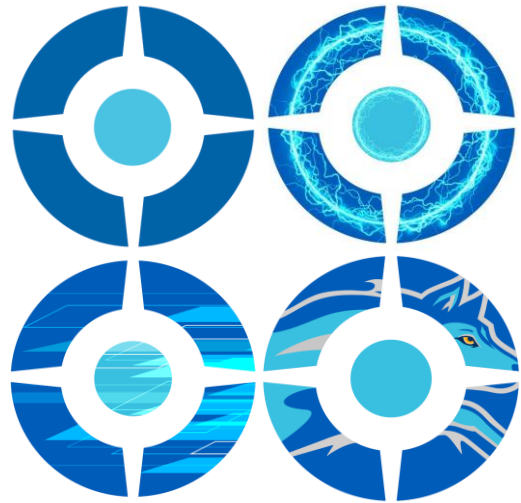


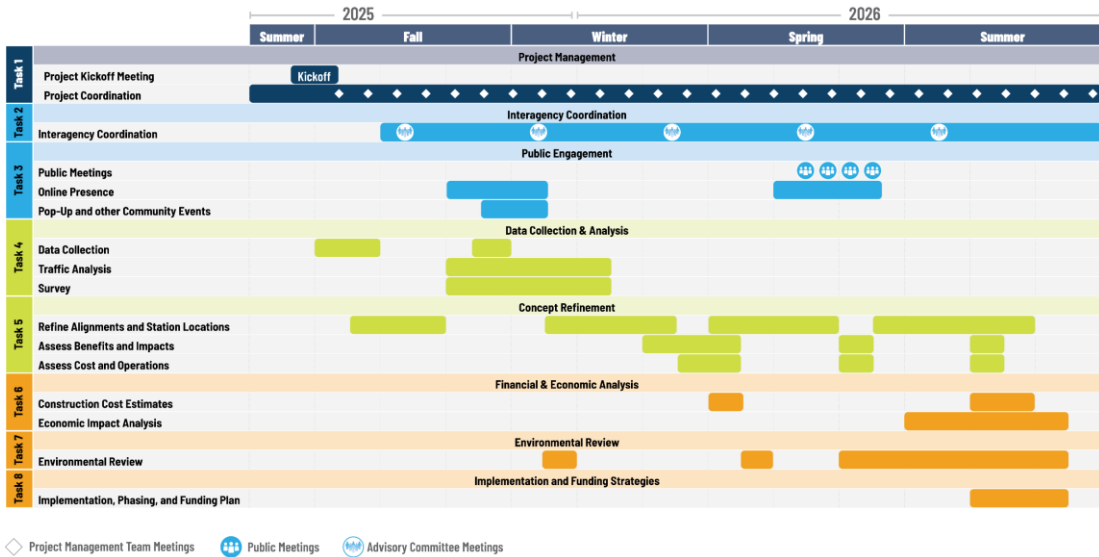
2025
Customer Complaints - Response Time



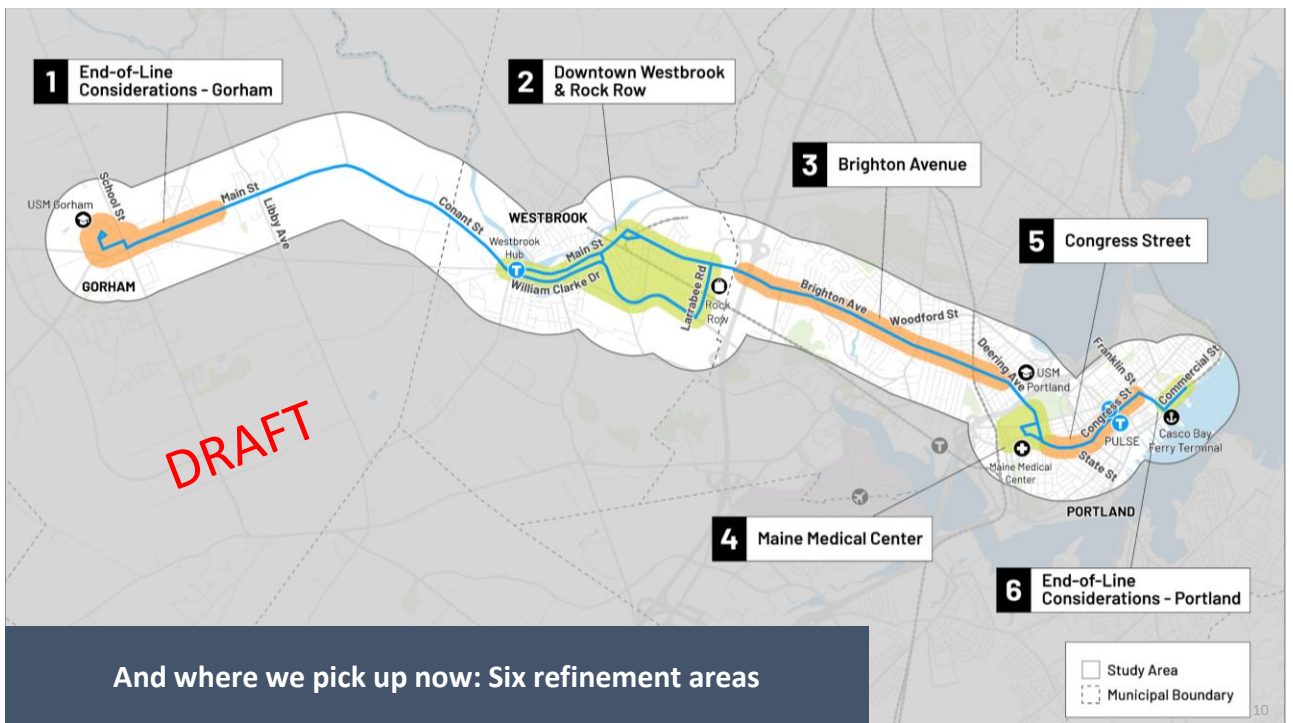
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Agenda Item #5 – BRT Project Update





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	Refine Alignments	First Draft	Second Draft	Final Draft
Concept Type	Refine alignments Use chartering meeting and ad hoc stakeholder meetings, along with supporting analysis, to determine refinements	Line- and pointwork over map	Plan-view street layout Cross sections	Plan-view street layout Cross sections
Operational Assessment		Station, turnaround and layover locations Placement of dedicated lanes (side-running vs. center-running) Signal system upgrades	Station, turnaround, and layover locations Placement of dedicated lanes (side-running vs. center-running) Signal system upgrades	Station, turnaround, and layover locations Placement of dedicated lanes (side-running vs. center-running) Signal system upgrades Service schedule and run time Fleet and facility requirements
Impacts & Benefits		High-level	More detailed	More detailed
Financial & Economic Analysis				Construction cost estimates updated Economic impact analysis

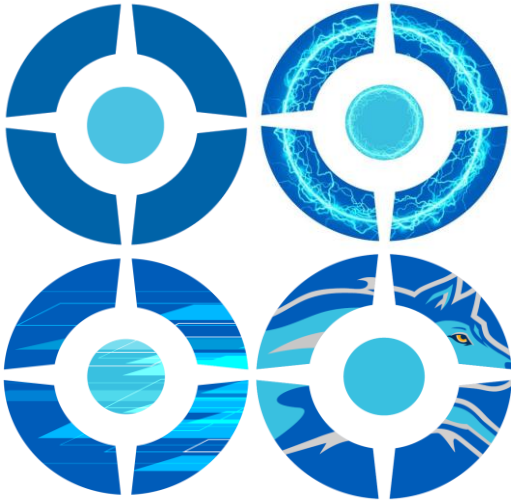
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GREATER PORTLAND METRO

Planning & Operations Committee

November 19, 2025

Agenda Item #7 – Fare Policy Analysis



Fare Policy Analysis

- Scope of work will include:
 - Peer review – regional and national
 - Microtransit fares
 - Scenario development
 - Changes in fare, reduced fare, eligibility, transfers, fare capping
 - Ridership and fare revenue impacts
 - Equity analysis
 - Open fare payment options
 - Assessment of low income fare type
 - Recommendation for fare review cadence
 - Technical support

Fare Policy Analysis

RFP - Timeline for evaluation

- Post RFP for consultant assistance (Nov 2025)
- Award contract for services (Dec 2025)
- Initial consult/data collection (Jan-Feb 2026)
- Draft recommendations (Mar-Apr 2026)
- Final recommendation (May 2026)
- Implement approved changes (Jun-Jul 2026)



PLANNING & OPERATIONS COMMITTEE

AGENDA ITEM 5

DATE

January 21, 2026

SUBJECT

Route #1 Realignment: Atlantic Street Feasibility

PURPOSE

Staff will detail the ridership activities along the Eastern Promenade>Atlantic St. corridor and make a recommendation to establish benchmarks for future service considerations.

BACKGROUND/ANALYSIS

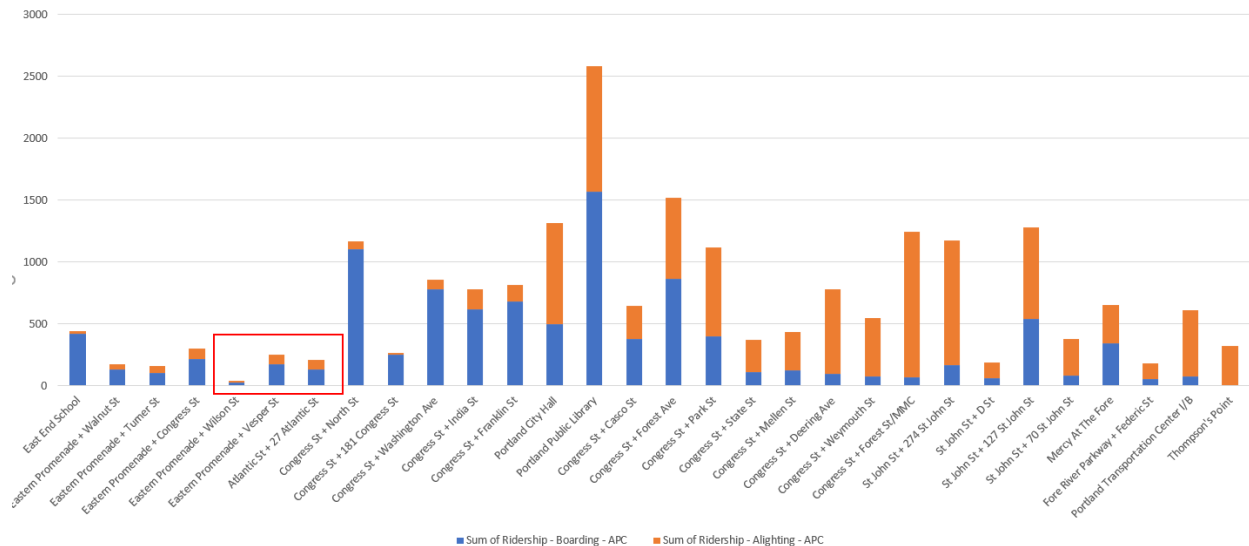
Transit industry research consistently demonstrates that "route circuitry"—deviations from a direct path to increase coverage—often results in a net loss of ridership. Research from the Transit Cooperative Research Program (TCRP) indicates that for every 1% increase in travel time, ridership typically decreases by 0.3% to 0.5%. Passengers prioritize travel time and directness; when routes are perceived as slow or winding, transit becomes less competitive with private vehicles.

Furthermore, excessive travel time directly undermines service reliability. Longer routes are more susceptible to traffic variability, making schedule adherence difficult to maintain. Should a new routing path generate more direct ridership, than it should be implemented permanently. That said, if a circuitous routing adds time and not a corresponding level of ridership, then the route deviation should be eliminated.

Current Ridership Performance

An analysis of stop servicing data from November 16, 2025, to January 17, 2026, reveals that the segment proposed for removal (Eastern Promenade to Atlantic Street) serves significantly fewer passengers than the core Congress Street corridor.

While stops like Congress St + North St see high boarding activity the stops specifically within the Eastern Prom to Atlantic deviation—such as Eastern Promenade + Turner St and Atlantic St + 27 Atlantic St show considerably lower engagement over the two-month period.



Planning Principles: Stop Spacing and Walkability

Leading transit agencies recommend stop spacing of approximately 1,000 to 1,500 feet (roughly 1/4 mile) in dense urban areas. This distance balances the need for access with the need for speed. Most of the residents currently served by the Atlantic Street segment are within 1/4 to 1/2 mile walk of high-frequency stops on Congress Street. By consolidating service onto the higher-density Congress Street corridor, Metro can maximize access to density while providing a faster, more reliable trip for the majority of Route #1 passengers.

FISCAL IMPACT

Reducing the route's circuitry will decrease the total distance traveled per trip. Based on current operating costs, reducing cycle time can lead to substantial long-term savings in fuel and vehicle maintenance.

RECOMMENDATION

If the stops on the route segment for Eastern Promenade and Atlantic do not generate top 20% ridership for the #1, it is recommended by staff that the #1 turn from Eastern Promenade directly onto Congress Street, which will reduce total trip duration, thereby increasing frequency and/or improving on-time performance with existing resources.

CONTACT

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

ATTACHMENTS

None.