

Planning and Operations Committee

September 16, 2026 | 10:30 am – 12:00 pm



Onsite:

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

Remote:

Please click the link below to join the webinar:
Google Meet joining info
Video call link: <https://meet.google.com/mhy-hqxq-zkk>
Or dial: (US) +1 402-882-6093 PIN: 218 574 770#

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 March meeting of the Planning and Operations Committee.	Jeff Levine, Committee Chair	Action
4. Operations Key Performance Indicators and Staff Update (10:40-10:55) Staff will report monthly updates on agency KPIs and service updates.	Metro Staff	Information
5. South Portland Service Improvements (10:55-11:10) Staff will provide an update on the timeline and extents of planned changes to former South Portland Bus Service routes (Routes 21, 24A, and 24B).	Metro Staff	Information

6. Route 25 and Scarborough Microtransit Service & Schedule (11:10-11:20) Staff will review the planned schedule for Route 25 service between Scarborough and Portland, as well as the hours of operation for microtransit in Scarborough.	Metro Staff	Information
7. Service to Portland Homeless Services Center (11:20-11:35) Staff will discuss challenges and limitations to possible service to Portland Homeless Services Center at 654 Riverside Street.	Metro Staff	Information
9. Future Agenda Items (11:35-11:40) Committee members may request future agenda items. • Lewiston-Auburn-Portland service options and partnerships • Updates to the Metro Projects website • Shelter and stop standards • Jewel Box Shelter • Pulse Reopening • #1 Atlantic St. Determination	Jeff Levine, Committee Chair	Information
10. Upcoming Meetings (11:40-11:45) • Plan/Ops Committee – November 18, 2026 at 10:30am • Advocacy Committee – Next meeting TBD • Executive Committee – September 23, 2026 at 3:30pm • Finance Committee – October 7, 2026 at 3:00pm • Facilities Committee – Next meeting TBD • Market/Coms Committee – Nov. 4, 2026 at 3:30pm* (proposed reschedule from Nov. 11 holiday) • Board of Directors – October 29, 2026, at 4:00pm	Jeff Levine, Committee Chair	Information
11. 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 Planning and Operations Committee
Wednesday August 19, 2026
DRAFT Meeting Minutes:

Committee Member	Municipality	Role	Status
Jeff Levine	Portland	Chair	Present
Julie Dubovsky	Yarmouth	Vice Chair	Present
Wes Pelletier	Portland	Member	Absent
Gabe Faulkner-Macklin	South Portland	Member	Present
Board Member	Municipality	Role	Status
Ed Suslovic	Portland	Board President	Present

Staff Present	Identified Members of the Public
Chad Heid, Chief Transportation Officer Mike Tremblay, Director of Transit Development Megan Hannan, Director of Government Affairs, Denise Beck, Marketing Manager	No members of the public were present

- 1. With a Quorum in place, this meeting was called to Order By: Jeff Levine at 10:34 am**
- 2. Public Comment:**
No members of the public were present.
- 3. Approval of May Meeting Minutes:**
The draft meeting minutes from the May 26 committee meeting were provided in the agenda packet. Julie Dubovsky motioned to approve the minutes as written, seconded by Gabe Faulkner-Macklin.
- 4. Operations Key Performance Indicators:**
Chad Heid presented details for each KPI, noting a general upward trend for ridership and system reliability. On-time performance is trending near 80% for most routes; Route 21 in South Portland has the lowest on-time performance metric at 65.8%. He added that after a long stretch of staffing shortages, Metro's Maintenance Department is finally fully staffed with 95% of PMs completed on time.

Mike Tremblay included an update on service changes; specifically, noting Route 3 schedule changes and an additional bus stop near Westbrook High School to provide service at morning and afternoon bell times. A new partnership with WHS provides Dirigo Pass smartcards for all high school students.

He also added that the pilot for expanded service to Bath as part of a partnership with BIW ends soon and staff will reach out to BIW for a decision on whether the service will continue. Ed Suslovic said he doesn't like to see service pulling back and hopes that BIW and Bath can work together to provide better bus service in the future.

5. Bus Rapid Transit Project Update

Mike Tremblay and Chad Heid updated the Committee on the status of the Gorham Westbrook Portland Bus Rapid Transit project, both noting the project is at a crossroads and in need of more regional buy in and support from the communities along the proposed route.

6. Microtransit Update:

Mike updated the Committee about a new vendor, Via, now under contract for microtransit. Staff rebid for a new contract with a larger scope now with two communities operating microtransit, Falmouth and Scarborough, and additional vehicles. Falmouth users will need to download the new app, available the week of August 24. Metro Connect will rollout in Scarborough with the new app already available. Chad Heid noted there is a cost savings with the new vendor.

7. Scarborough Service Launch

Mike Tremblay provided details about the new service launch in Scarborough. Metro Connect on-demand service is currently scheduled to begin the week of September 14, 2026 and Route #25 service is scheduled to launch on October 4, 2026. Mike reviewed the zone included for Metro Connect on demand service and outlined the schedule, span of service, and frequency (45 minutes) for the new Route #25.

8. 2027 Service Enhancement Options

Mike Tremblay provided a list of service improvements under consideration for Metro's 2027 operating budget. He included cost neutral options, along with other recommendations that would require additional funding. The list of options is included in the meeting packet.

9. Future Agenda Items:

Items suggested in the Agenda:

- Results of South Portland City Council process
- Lewiston-Auburn-Portland service options and partnerships
- Updates to the Metro Projects website
- Shelter and stop standards
- Jewel Box Shelter
- Pulse Reopening
- #1 Atlantic St. Determination

Committee members also requested to add these future agenda items:

- Roux Institute-data analysis (Ed Suslovic)
- Gorham Transportation Study (Jeff Levine)
- Train station update (Jeff Levine)
- Soccer Stadium – impact on service (Jeff Levine)

10. Upcoming Meetings:

- Advocacy Committee – Next meeting TBD
- Executive Committee – August 26, 2026, at 3:30pm
- Facilities Committee – September 1, 2026 at 4:00pm
- Finance Committee – September 9, 2026, at 1:00pm
- Market/Coms Committee – September 9, 2026 at 3:30pm
- Planning & Ops Committee - September 16, 2026 at 10:30am
- Board of Directors – October 22, 2026, at 4:00pm

11. Adjournment:

Motion to Adjourn by Gabe Faulkner Macklin, seconded by Julie Dubovsky.

Meeting adjourned at 11:59 am



PLANNING AND OPERATIONS COMMITTEE

AGENDA ITEM 5

DATE

September 11, 2026

SUBJECT

Scarborough Service Launch Update

PURPOSE

To provide the Committee updated information on Metro's launch of Scarborough fixed route bus service and micro transit service.

BACKGROUND/ANALYSIS

Metro is planning to launch fixed route bus service – Route #25 –and on-demand microtransit in Scarborough this fall.

Anticipated Launch Date: October 4, 2026

Route #25 will travel from Downtown Portland to Scarborough, via Commercial Street and Route 1, with stops served along the route every (app 45 minutes). Locations along the route include: VA Clinic, Portland; Cash Corner, South Portland; MaineHealth Scarborough (100 Campus Drive); Oak Hill; The Downs; and Exit 42 Park and Ride/Cabela's.

Metro Connect On-Demand service:

Anticipated Soft Launch: September 20, 2026

Metro Connect will provide on-demand service in areas up to two miles from the fixed route service corridor. The initial zone covers the area east of the Maine Turnpike between the Scarborough-South Portland line and Dunstan Crossing, including parts of Pine Point Road and Black Point Road. Riders can book a pickup through Metro's app, website, or by phone.

On Tuesday, July 28 staff held a public meeting in Scarborough to provide a status of the project, gather feedback, and answer questions.

On Friday, August 21, Metro attended the Scarborough Summerfest to market the new service.

FISCAL IMPACT

Scarborough service for 2026 will be funded by MaineDOT, Maine Turnpike, federal grant funding, and the Town of Scarborough; no impact on the 2026 operating budget is anticipated.

RECOMMENDATION

This item is for information and discussion only.

CONTACT

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

Addendum A. Route 25 schedule brochure

SUNDAY SOUTHBOUND TO SCARBOROUGH

Metro Pulse Elm Street A	VA Outpatient Clinic B	Cash Corner C	MaineHealth Campus Drive D	Oak Hill E	The Downs F	Exit 42 Park+Ride G
8:15	8:23	8:30	...	8:40	8:47	8:53
9:00	9:08	9:15	...	9:25	9:32	9:38
9:45	9:53	10:00	...	10:10	10:17	10:23
10:30	10:38	10:45	...	10:55	11:02	11:08
11:15	11:23	11:30	...	11:40	11:47	11:53
12:00	12:08	12:15	...	12:25	12:32	12:38
12:45	12:53	1:00	...	1:10	1:17	1:23
1:30	1:38	1:45	...	1:55	2:02	2:08
2:15	2:23	2:30	...	2:40	2:47	2:53
3:00	3:08	3:15	...	3:25	3:32	3:38
3:45	3:53	4:00	...	4:10	4:17	4:23
4:30	4:38	4:45	...	4:55	5:02	5:08
5:15	5:23	5:30	...	5:40	5:47	5:53

SUNDAY NORTHBOUND TO PORTLAND

Exit 42 Park+Ride G	The Downs F	Oak Hill E	MaineHealth Campus Drive D	Cash Corner C	VA Outpatient Clinic B	Metro Pulse Elm Street A
8:30	8:36	8:42	...	8:52	8:58	9:09
9:00	9:06	9:12	...	9:22	9:28	9:39
9:45	9:51	9:57	...	10:07	10:13	10:24
10:30	10:36	10:42	...	10:52	10:58	11:09
11:15	11:21	11:27	...	11:37	11:43	11:54
12:00	12:06	12:12	...	12:22	12:28	12:39
12:45	12:51	12:57	...	1:07	1:13	1:24
1:30	1:36	1:42	...	1:52	1:58	2:09
2:15	2:21	2:27	...	2:37	2:43	2:54
3:00	3:06	3:12	...	3:22	3:28	3:39
3:45	3:51	3:57	...	4:07	4:13	4:24
4:30	4:36	4:42	...	4:52	4:58	5:09
5:15	5:21	5:27	...	5:37	5:43	5:54
6:00	6:06	6:12	...	6:22	6:28	6:39

PORTLAND - SOUTH PORTLAND - SCARBOROUGH

MAJOR STOPS

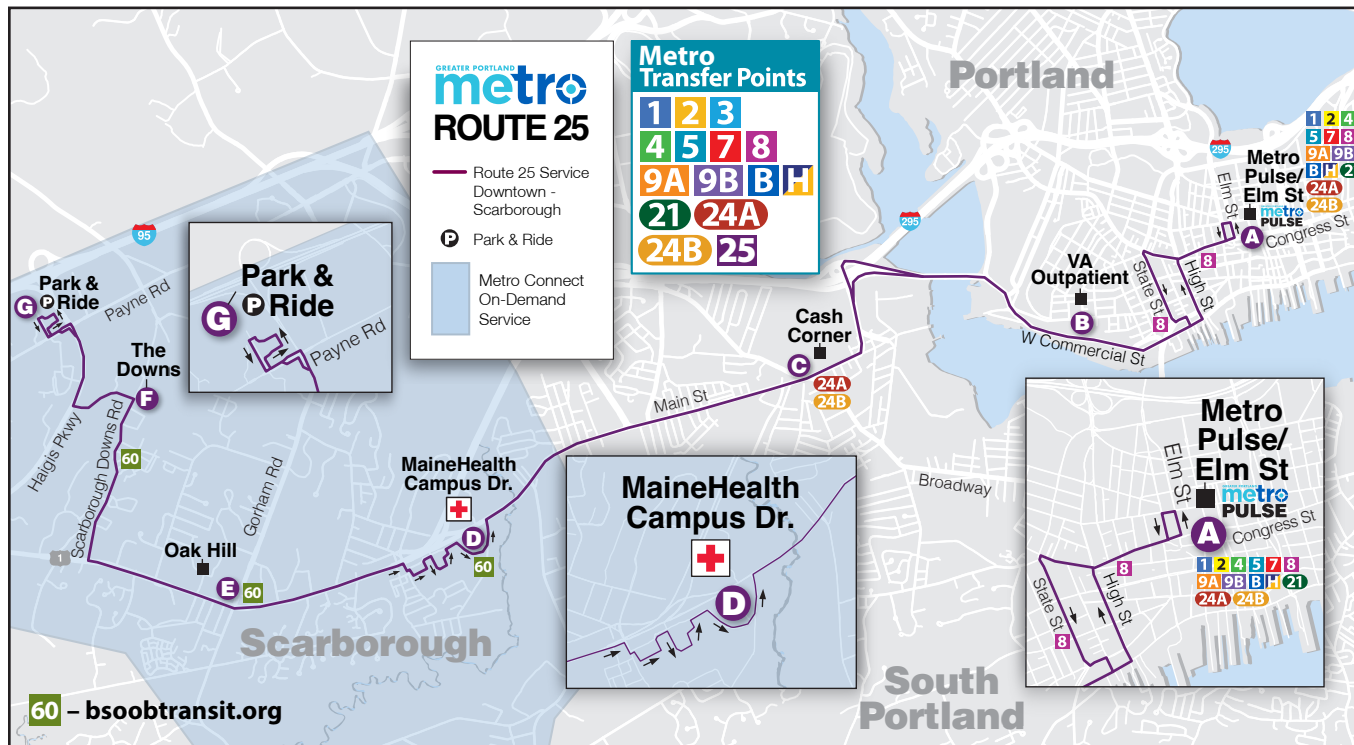
- A** METRO PULSE / ELM STREET
(Downtown Portland)
- B** VA Outpatient Clinic
- C** CASH CORNER
(Transfer to Rtes 24A and 24B)
- D** MaineHealth / Campus Drive
(Transfer to Rte 60)
- E** Oak Hill (Transfer to Rte 60)
- F** The Downs
- G** Exit 42 Park & Ride

New
Metro
Route
#25

In addition to taking Metro Route #25 to/from Scarborough, you can also use Metro Connect on-demand service to travel throughout most of Scarborough. It's easy to use and costs the same as a trip on any of Metro's local routes.

metro CONNECT
GREATER PORTLAND ON-DEMAND TRANSIT

To get started, download the Metro Connect Greater Portland mobile app and plan your trip. No smartphone? No problem. Call 207-774-0351 or visit gpmetro.org/connect to schedule your ride. More info at gpmetro.org/connect



Fare Information (effective August 1, 2026)
\$2.25 fare / \$1.10 reduced fare for eligible passengers.

3 WAYS TO PAY

Dirigo
umo

TAP & RIDE

Cash

Find more info at gpmetro.org/fares

GREATER PORTLAND
metro
207.774.0351 gpmetro.org

MONDAY THROUGH FRIDAY SOUTHBOUND TO SCARBOROUGH

Metro Pulse Elm Street A	VA Outpatient Clinic B	Cash Corner C	MaineHealth Campus Drive D	Oak Hill E	The Downs F	Exit 42 Park+Ride G
6:00	6:08	6:15	6:23	6:28	6:35	6:39
6:45	6:53	7:00	7:08	7:13	7:20	7:24
7:30	7:38	7:45	...	7:57	8:04	8:08
8:15	8:23	8:30	8:38	8:43	8:50	8:54
9:00	9:08	9:15	9:23	9:28	9:35	9:39
9:45	9:53	10:00	10:08	10:13	10:20	10:24
10:30	10:38	10:45	10:53	10:58	11:05	11:09
11:15	11:23	11:30	11:38	11:43	11:50	11:54
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3:45	3:53	4:00	4:08	4:13	4:20	4:24
4:30	4:38	4:45	...	4:55	5:02	5:06
5:15	5:23	5:30	5:38	5:43	5:50	5:54
5:55	6:03	6:10	...	6:20	6:27	6:31
6:40	6:48	6:55	...	7:05	7:12	7:16
7:25	7:33	7:40	...	7:49	7:56	8:00
8:40	8:45	8:51	...	9:00	9:07	...
9:40	9:45	9:51	...	10:00	10:07	10:11
10:40	10:48	10:55	...	11:09	11:16	11:20

MONDAY THROUGH FRIDAY NORTHBOUND TO PORTLAND

Exit 42 Park+Ride G	The Downs F	Oak Hill E	MaineHealth Campus Drive D	Cash Corner C	VA Outpatient Clinic B	Metro Pulse Elm Street A
6:00	6:04	6:09	6:15	6:24	6:29	6:32
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7:30	7:34	7:39	...	7:51	7:56	8:04
8:14	8:18	8:23	8:29	8:38	8:43	8:51
9:00	9:04	9:09	9:15	9:24	9:29	9:37
9:45	9:49	9:54	10:00	10:09	10:14	10:22
10:30	10:34	10:39	10:45	10:54	10:59	11:07
11:15	11:19	11:24	11:30	11:39	11:44	11:52
12:00	12:04	12:09	12:15	12:24	12:29	12:37
12:45	12:49	12:54	1:00	1:09	1:14	1:22
1:30	1:34	1:39	1:45	1:53	1:58	2:06
2:15	2:19	2:24	...	2:38	2:43	2:51
3:00	3:04	3:09	3:15	3:24	3:29	3:37
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6:00	6:04	6:09	...	6:23	6:28	6:36
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Metro Route 25 provides daily roundtrip bus service between Downtown Portland, South Portland, and Scarborough, with bus stops located throughout the route, approximately every quarter mile.

Transfer to other Metro routes to travel throughout the Greater Portland Region. Connect to the Portland Jetport, Amtrak Downeaster, Concord Coach, Casco Bay Ferry, or other regional bus services.

Plan your trip, find a bus stop, board the bus, pay your fare, and enjoy the ride. It's that easy.

More information:

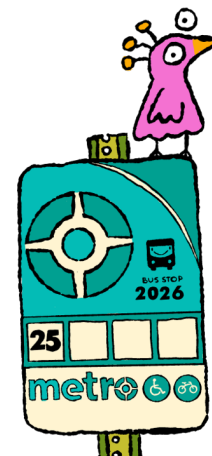
How to ride: gpmetro.org/how-to-ride

Find bus stops, track your bus:
gpmetro.org/live

Plan your trip: google.com/maps 

Three ways to pay your bus fare -
gpmetro.org/fares

See you at the bus stop.



SATURDAY SOUTHBOUND TO SCARBOROUGH

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9:45	9:53	10:00	...	10:10	10:17	10:23

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PLANNING AND OPERATIONS COMMITTEE

AGENDA ITEM 7

DATE

September 11, 2026

SUBJECT

Service to Portland Homeless Services Center

PURPOSE

Staff will provide a preliminary discussion on a board member request to consider direct service to Portland's Homeless Services Center, located at 654 Riverside Street.

BACKGROUND

In August 2021, Metro staff attended planning meetings ahead of the Planning Board approval of the then-proposed Homeless Services Center (HSC) located at 654 Riverside Street. At these meetings, Metro staff indicated clearly that extending Route 2 bus service to the HSC would not be possible without additional resources and accommodations for bus traffic. It was also discussed that the closest bus stop would be located at Forest Avenue/Riverton Drive, approximately 0.5 miles from the HSC; a bus stop closer to the intersection of Forest Avenue/Riverside Street was discussed as a possibility, but was never advanced during the review period. The project was approved and the facility opened in April 2023.

Since the facility has opened, ridership at the Riverton Park stop has grown substantially, from less than 100 for June to October 2022, to over 3,700 for the same period in 2025. In addition to Route 2 service, the City of Portland also provides transportation between the HSC and downtown Portland for specific trips.

Since the HSC opened, at least two fatal pedestrian crashes have occurred between the HSC and the I-95 overpass across Forest Avenue.

ANALYSIS

Since the initial planning approval, Metro has not substantially reviewed the possibility of extending Route 2 service to the HSC. The existing service, the funding environment, and operational difficulties have not substantially changed since 2022. These specific challenges include:

- **Limited funding for additional Route 2 service.** Extending Route 2 service would necessarily result in deterioration of service frequencies without additional investment. Currently Route 2 operates every 30 minutes on weekdays and every 60 minutes on weekends, with service splitting between Riverton Hannaford and Pride's Corner in

Westbrook. Adding the HSC as a destination, either as a third pattern, or as an extension of one of the existing patterns, would result in longer overall trip lengths and reduced route headway. Route 2 is considered a priority for improved headways, especially on weekends; adding additional distance to this route without additional funding would have the opposite effect.

- **Route complexity.** Even with additional resources to improve headways, with service extending to the HSC on at least some trips, service north of Riverton Drive may be split into three separate patterns. While trips can be targeted to specific locations based on demand, this added complexity is likely to lead to passenger confusion and, to some extent, require the same passenger behavior as we are currently seeing today, at least some of the time. Reducing the complexity and service variety of any modified service would need to be prioritized, and would likely result in longer trip lengths (e.g. the need to serve Hannaford both before, and after, serving the HSC in order to keep journey time short) and reduced headway.
- **Operational challenges.** Serving the HSC directly as a terminus stop requires a turnaround on the HSC site, and a safe way to make a left turn back onto Riverside Street. A direct left turn from the HSC to Riverside Street is not practicable without a traffic signal due to the speed and volume of traffic on Riverside Street as well as possible sight distance issues. As such, an additional maneuver may be required, such as using Waldron Way to turn around; in this case, serving the HSC would add an additional 10-15 minutes of travel time compared to direct service to Riverton.

Serving the HSC must address the above factors in order to be viable service. In any case, unless service levels to Pride's Corner, to Riverton Hannaford, and along Forest Avenue are maintained or improved as part of any service expansion, serving the HSC directly is likely to have impacts to existing Route 2 ridership. Other considerations, such as servicing the HSC and surrounding areas with microtransit, or providing fixed-route transit service along Riverside Street in the future, could be considered in the future with proper planning and funding.

FISCAL IMPACT

None at this time; however, expanding Route 2 service would likely have a fiscal impact in order to maintain existing headways on Route 2 service; otherwise, it is likely that ridership would decline due to reduced headways along Forest Avenue, resulting in reduced fare revenue.

RECOMMENDATION

This item is for information and discussion.

CONTACT

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