

PACTS

Portland Area Comprehensive Transportation System

**PACTS
Transit Committee
Meeting Notice
Thursday, November 12, 2009, 9:30 a.m.
GPCOG, 68 Marginal Way, Portland**

Agenda

- 1. Call to order**
- 2. Approval of Minutes from the last meeting (attached)**
- 3. Status Reports (attached) – 15 min.**
- 4. Review Timeline/Work Plan (attached) – 5 min.**
- 5. Section 5307 sub-committee update – 10 min.**
- 6. PACTS Transit Study Implementation Status Reports – 45 min.**
 - a. Regional Map and Timetable**
 - b. Regional Route Study**
 - c. Transit Planning in Comprehensive Planning Process**
 - d. Regional Pass System**
 - e. Other – in order of priority**
- 7. Regional AVL Project, Sue Moreau – 30 min.**
- 8. Board Approval for Major Regional Projects –5 min.**
- 9. SEP Transit Set Aside Application – 5 min.**
- 10. Information Sharing/Round Table Discussion/Check-In/What's Up**
- 11. Other Business**
- 12. Next Meeting Date and Agenda (December 10 in Portland following Joint Planning/Transit meeting)**
- 13. Adjourn**

Attachments: October 8 PTC minutes, Status Reports, Timeline/Work Plan, 5307 Sub-Committee meeting notes, Regional Pass meeting notes, AVL Draft Functional Assessment, Transit Committee Roster

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PACTS Transit Committee Minutes
October 8, 2009
9:30 a.m. at Saco City Hall

Members Present: Ed Clifford, ShuttleBus/ZOOM, Chair; Sara Behr, MaineDOT; Connie Garber, YCCAC; Steve Kline, Private Operator; Nick Mavodones, CBITD; Tom Meyers, SPBS; David Redlefsen, METRO; Sara Trafton, RTP

Members Absent: John Bubier, Biddeford; Sara Devlin, MTA; Tom Gorrill, Pol Com. Appt.; Alex Jaegerman, Planning Com. Appt.; Patricia Quinn, NNEPRA

Staff and Guests: Maddy Adams, GPCOG; Carl Eppich, PACTS; Art Handman; Rebecca Lambert, GPCOG; Steve Linnell, GPCOG; Tom Reinauer, SMRPC; Rebecca Schaffner-Tousignant; GPCPG; Donna Tippett, GPCOG; Chris Zeilinger, CTA

1. **Call to order.** Ed Clifford called the meeting to order at 9:35 a.m. Introductions were made.
2. **Approval of Minutes from the September 3rd, 2009 meeting.** On page 2, #5, second paragraph, change sentence about ADAPT applicants to: Sara T. reported that she had to deny eleven ADAPT applicants in a four-week period... On page 4, #8, change TIP to TIF in the last line. In the first paragraph on page 8, remove the end of the first sentence that reads: and that is different from what Sara B. is saying. With those corrections, *Connie Garber moved approval of the September 3rd minutes. Tom Meyers seconded the motion and all were in favor.*

3. **Status Reports.**

Destination Tomorrow Update – The current update will be a minor one and will not replace the current Report; a major update will be done in 2012. This should be an agenda item for the PTC at an upcoming meeting. Regarding PACTS becoming a TMA, an evaluation was done about a year ago and it didn't look like we would reach the number needed to become a TMA.

There is a public meeting on the Gorham east/west corridor tonight; John Duncan and Sara Trafton will be attending.

New Committee Appointments: Elizabeth Trice – Planning Committee; Mark Nahorney and Hillary Frenkel – Transit; and Tom Errico – Technical Committee. Eben Marsh will be the new GPCOG representative to the Technical Committee.

Franklin Arterial Corridor – two projects (\$100,000 and \$400,000) are being combined into one project. A roundabout is one of the possibilities at Marginal and Franklin. Carl elaborated. PACTS would never have enough money to do the project. An economic analysis will be done. Three scenarios have been developed during Phase 1. Phase 2 will get at what type of development would be needed to create the tax revenue.

Regarding TIP proposals, this year it will be a two-step process – a preliminary and final application (Technical proposals, not Transit). This year there will be bonus points for multi-municipal projects and public/private partnerships. The old ranking of 80/20 has been changed to 50/50 (50% ***Destination Tomorrow*** compliance and 50% technical). There are also points for TDM and transit considerations.

4. **Timeline.** Regarding the PACTS TIP Policies and Procedures, they are in final draft form and will be e-mailed to the committee. The transit set-aside went up from 7% to 9% and bike/ped went from 3% to 4%. Sara B. recommended moving the Public Comment period for Section 5303 and 5307 funds and release of Federal Register notice from November to March. The public comment period for STP proposals for 2012/2013 and Update TIP should also be moved to March. Add the years 2012-2013 to the Submit STP proposals in February. ***Destination Tomorrow*** update can be added to May.

The JARC process will be more competitive. If you have questions about JARC, please send them to Sara B. To learn more about JARC, Sara recommended looking at the FTA guidelines. The review process for JARC applications should be an item on an upcoming agenda.

5. **Section 5307 subcommittee.** Rebecca L. did a very thorough analysis for the sub-committee; a handout was provided. The subcommittee will be meeting again. The next step is developing a formula. Sara T. added that it was a great meeting and she appreciated the work that Rebecca did to pull this information together. Dave R. agreed that the first meeting was very informative. He will be bringing his recommendation back to the subcommittee. Every transit provider needs to have an ADA plan. Sara B. said she would like to have copies of all the ADA plans. NNEPRA is eligible for 5307 funds. The subcommittee will meet again in October.

There was further discussion about ADA and 5307 funding. Tom R. noted that TDM vanpool and passenger miles for Go Maine can increase STIC funding. We should have Carey do some reporting.

6. **PACTS Transit Study Implementation Status Reports.**

6a. Regional Map and Timetable. We will need to hire a designer to bring it into Adobe Illustrator. The information for the update will be needed by November 13th. Whoever is requesting the changes will have to pay for the necessary changes. Tom M. said he might know someone who could help with the Adobe Illustrator. Donna reported that Google Transit has not yet said that they will accept us as a client. Next Insight will feed the information to Google once we get accepted, and then we will need to review the test planner. It will be a two-week minimum to take it out of preview mode to live mode.

6b. Regional Route Study. The scope was approved at the last meeting.

6c. Transit Planning in Comprehensive Planning Process. The next joint meeting of the Planning and Transit Committees is scheduled for December 10th at 9:30 at GPCOG. The Transit Committee meeting will follow that meeting at 10:30. Sue Moreau will be providing an update on Portland North.

6d. Regional Pass System. Working on scheduling a meeting with the boards of METRO and SPBS; it will probably be in mid-November. We want them to come to agreement on what to do.

7. **Regional AVL Project.** An action plan was distributed. We need to re-establish a commitment among providers to move forward with this project. Connie asked what is being referred to as transit -- does it include CBITD, NNEPRA? It would include CBITD; NNEPRA has their own AVL in place. Connie noted that YCCAC has had an AVL system in place for two years now using CometTracker, for internal use only. Steve explained that we need to agree on the intended function early on before assessing functional requirements. There is a potential to have an integrated service center with easy access to information. Nick noted that CBITD has GPS on their boats but they do want to participate in this project. *Sara T. made a motion that the Transit Committee reestablish their regional commitment to moving forward with the joint AVL/ITS project. Dave R. seconded the motion and all were in favor.*

8. **Board Approval for Major Regional Projects.** Ed thought that this should be left up to each individual provider. Tom M. explained that this is his issue. Sometimes we get to a point and then have to step back because we don't have board approval. STP projects need to be approved by our boards or councils. In January we will need to have a blessing from our boards to commit to the AVL project. It was suggested that there be checkpoints during the schedule to check in with our boards to make sure that they still want to go forward. Dave R. noted that boards change after decisions have already been made. New members have asked for associated costs, quantitative and qualitative analyses, even though this has already been done. Tom R. thought that this should probably be done on a case-by-case basis as each Board/Council is a little different. Connie suggested that when a significant policy or financial decision needs to be made, that is when it should go to the Boards/Council. Tom M. asked if this would give the boards the right of refusal to

regional projects. He was concerned that we could get really far into this and then be shot down by a particular board. Connie noted that if a project takes too long to get done then we face board changes, financial changes, etc. She added that Maine Care changes will seriously affect RTP and YCCAC. Our promise should be that we are a duly established committee of the PACTS MPO and we each know our board's requirements. It might be helpful to have a sheet explaining how the decisions were made that could be presented to the boards. When you go to your board, have solid information especially if money is concerned.

9. **Update on Transportation Information Display System.** It hasn't been easy to get out of this project. VIP bought a lot of equipment and they currently have real time busses on their screen. We are looking to move this project from our plate onto someone else's. The Jetport was reluctant to see it go; it was a platform for FIDS at the airport. Portland was interested in keeping something going because they are in the process of doing transportation demand management. We are looking for another vendor. Whenever the system went down, COG was called to take care of the problem. We no longer have a contract with Intersystems. Most of the screens are over three years old and have met their useful life. Tom M. noted that we need to learn from this and build in follow-up costs for our AVL/ITS project needs.

10. **Information Sharing.**

- Connie mentioned the meeting that she attended last week in Auburn. John Melrose was there and spoke about funding mechanisms. She suggested that we ask for some follow-up about this. The idea of establishing a regional transportation authority also came up at that meeting.
- Carl reported that we are looking at signal pre-emption for the Brighton Avenue Corridor; it is signal specific. Carl will be going to Railvolution in Boston on October 30th.
- Sara B. reported that contracts are being reviewed for 5307 funds, and then they will be sent out for signatures.
- Tom M. mentioned that his ridership has dropped compared to last year. Dave R. explained that it is because of the fuel crises in 2008. METRO compares their numbers with 2007.
- South Portland is moving ahead with their transit TIF. Tom M. explained how the TIF would be used. They have formed a subcommittee and are making progress.
- Dave R. will be going to New York to take a look at their products regarding a pandemic plan. They are picking up more used equipment.
- Steve Kline suggested that we start thinking about what we should do if the swine flu really spreads.
- Steve L. mentioned the Ribbon Cutting ceremony to inaugurate the opening of Maine Bio-fuel on October 29th at 51 Ingersoll Drive.

11. **Other Business.** None.

12. **Next Meeting date and Agenda.** November 12 in Portland.

13. **Adjourn.** The meeting adjourned at 12:20 p.m..

Agenda Item #3

Status Reports

- Policy Committee
 1. Endorsed TIP Policy and Procedures recommendations.
 2. Asked MaineDOT senior management to discuss Three Party Agreement on November 19th.

3. Asked staff to continue work on proposed Credit Program with several Policy Committee members and the Executive Committee.
 4. Endorsed limited role in PACTS support for Referendum Question 6 (state transportation bond). *We subsequently declined an invitation to participate in a press conference on this. (John Duncan's recently printed letter to the editor on this subject was sent in before the Policy Committee vote.)*
 5. Endorsed staff proposal to participate in organizing for a state bond for collector roads.
 6. Asked staff to work with Executive Committee on a PACTS media strategy.
 7. Endorsed John Duncan's bid to serve on the Policy Working Group of the MaineDOT's Highway Simplification Study.
- Technical Committee
 1. MaineDOT's Jeff Tweedie reviewed the new utility accommodation policy which now includes a requirement to obtain additional right-of-way in certain instances.
 2. Brad Foley, Duane Brunelle and Jeff McEwen (FHWA) discussed design guidelines and the design exception process.
 3. 2012-2013 TIP application process
 4. *Planning and Technical Committees will meet jointly in November*
The **MaineDOT and the Turnpike Authority will report** on the many projects that are being scheduled for I-295, I-95, and other locations in the Greater Portland area next year. The objective is to maintain an awareness of what is planned for upcoming construction seasons and to coordinate projects so that schedule conflicts and public inconvenience are minimized. We appreciate the info!
 - Planning Committee
 1. The *Destination Tomorrow* Update Subcommittee has met four times, and has decided to keep the effort to a "minor update" – and do a major update in 2014. Great participation by several Policy Committee members. Currently identifying the major recommendations for this update, and updating the existing plan's 90 strategies (and eliminating many).
 2. *Planning and Transit Committees will meet jointly in December*
 - Executive Committee draft agenda for December 1st
 1. Report on proposal to change the scope of the recently approved Portland-South-Portland fixed guideway study to a broader *regional transit oriented strategic initiative*
 2. Next steps on getting into freight planning
 3. Review staff proposal to expand the responsibilities of the Exec Committee?
 - Staff Updates
 1. Congressional FY 2011 **annual appropriations earmark proposals** are due in February.
 2. The **Gorham East-West Corridor Study** leaders led a regional alternative land use scenario workshop held last week. The Maine Turnpike Authority Board will hold its November meeting in Gorham and hear a presentation on the study.

3. John Duncan recently received an email suggestion from Tony Donovan to have PACTS encourage MaineDOT to recommend investments in commuter rail service in the MaineDOT Rail Plan. John responded to Tony and others that he felt that Maine and Greater Portland **cannot afford bus service and commuter rail.**
4. Neal Allen and John recently agreed to organize a **December legislative forum on transportation.** Our 2006 and 2008 forums were very well attended.
5. John recently sent out invitations to the **November 10th forum** on MPO transportation finance and operations in Auburn. John Bubier will facilitate this priority setting session.
6. John Duncan attended last week the annual meeting of the national **Association of MPO's** in Savannah, Georgia. Tom Reinauer and Julia Dawson were also in Savannah for a Rural Transportation Peer Learning Conference of the National Association of Development Organizations. Carl attended the **Railvolution** annual conference in Boston last week.
7. We received a draft final report for the **PACTS Regional Bike/Ped Plan** last week.
8. Carl can give an update on our **regional traffic signal coordination** study, and efforts underway to implement it.
9. MaineDOT, Carl Eppich and area staff are ranking the proposals for the design-build of a replacement for the **Veterans Bridge.**

Agenda Item #4

Draft Timeline/Work Plan for the PACTS Transit Committee

DRAFT 1/8/2010

Fiscal Year 2010:

<i>July 2009</i>	Sub-Committee on 5307 Formula funding allocation
<i>August</i>	Provide input to PACTS Process Review
<i>September</i>	Participate in PACTS TIP Process Review, including JARC
<i>October</i>	Approve Allocation Formula for 5307 and STIC
<i>November</i>	Develop Study Proposals for 5303 and 5307 Planning funds and UPWP Provider information (ridership, miles, etc.) due
<i>December</i>	
<i>January 2010</i>	Submit recommendation to Policy Committee for FTA Section 5307 funds
<i>February</i>	Submit 2012/2013STP proposals to staff for ratings
<i>March</i>	Public comment period for Section 5303 and 5307 funds, '10/'11 (pending release of Federal Register notice) Public Comment Period for STP proposals for 2012/2013 Update TIP FTA Budget announced

April Appoint Nominating Committee for new Officers
 Adopt STP proposals for submission to Policy Committee
May *Destination Tomorrow update*
 June 2010 Annual evaluation of Committee (year 6)
 Elect New Committee Officers

Fiscal Year 2011:

July 2010
 August
 September Participate in PACTS TIP Process Review, including JARC

October Review and Approve Allocation Formula for 5307 and STIC
 November [Regional Transit Study: Annual Report](#)
 Develop Study Proposals for 5303 and 5307 Planning funds and UPWP
 Provider information (ridership, miles, etc.) due

December
 January 2010 Submit recommendation to Policy Committee for FTA Section 5307 funds
 February Submit 2012/2013 STP proposals to staff for ratings
 March [Public comment period for Section 5303 and 5307 funds, '12/'13 \(pending release of Federal Register notice\)](#)
 Public Comment Period for STP proposals for 2012/2013
 Update TIP
 FTA Budget announced

April Appoint Nominating Committee for new Officers
 Adopt STP proposals for submission to Policy Committee
May *Destination Tomorrow update*
 June 2010 Annual evaluation of Committee (year 6)
 Elect New Committee Officers
 Provider information (ridership, miles, etc.) due

December
 January 2011 FTA Budget announced (tentative)
 Public Comment/TIP Amendment
 Operators submit requests for planning functions and funding for UPWP
 February Draft Unified Planning Work Program (UPWP) submitted and first review
 March Review UPWP
 April Complete recommendations to Policy Committee re: UPWP
 May
 June 2011 Annual evaluation of Committee (year 7)

Other tasks:

- Execute the Implementation Schedule for the *Regional Transit Coordination Study*.
- Provide assistance and coordination for implementing *Destination Tomorrow* and associated studies and plans
- Determine level of involvement of the Committee wishes to have in ongoing studies such as:
 - Congress St. Bus Priority Study
 - Passenger Rail to Brunswick

- Portland North, Small Starts Study
- Transit Oriented Zoning
- Maine Narrow Gauge RR Extension Study
- Gorham East/West Corridor Study
- Other future studies
- Monitor likelihood that PACTS will become a Transportation Management Area
- Respond to Policy Committee requests for action, information or recommendations as needed

Glossary of Terms

ARRA	American Recovery and Reinvestment Act
AVL	Automatic Vehicle Location
BOP	Biennial Operations Plan (MDOT)
BTIP	Biennial Transportation Improvement Program (MDOT)
CMAQ	Congestion Mitigation Air Quality Program (Federal Funds)
EMDC	Eastern Maine Development Corporation
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
ISTEA	Intermodal Surface Transportation Efficiency Act
ITS	Intelligent Transportation Systems
JARC	Job Access & Reverse Commute
MDOT	Maine Department of Transportation
MPO	Metropolitan Planning Organization (PACTS, KACTS, ATRC, BACTS)
NNEPRA	Northern New England Passenger Rail Authority (Downeaster, contracts with Amtrak)
OPT	Office of Passenger Transportation (MDOT)
PACTS	Portland Area Comprehensive Transportation System (Portland Area MPO)
SAFETEA-LU	Safe, Affordable, Flexible, Efficient, Transportation Act–Legacy for Users
STIC	Small Transit Intensive Cities
STIP	Statewide Transportation Improvement Program
STPA	Sensible Transportation Policy Act
STP	Surface Transportation Program (Federal Funds)
TE	Transportation Enhancement Program (Federal Funds)
TEA-21	Transportation Equity Act for the 21 st Century
TIP	Transportation Improvement Program (PACTS)
UPWP	Unified Planning Work Program
URIP	Urban-Rural Initiative Program
5303	FTA Planning Program
5307	FTA Urbanized Assistance

Agenda Item # 5

Section 5307 sub-committee

The Subcommittee met Thursday, October 29.

Present: Ed Clifford, Chair, ShuttleBus/ZOOM; Jack DeBeradinis, Director of Finance and Administration, RTP; Judy Harris, City of Portland; Steve Kirby, Senior Director Finance, METRO; Rebecca Lambert, Planner, GPCOG; Steve Linnell, Senior Transportation Planner, GPCOG; David Redlefsen, General Manager, METRO; Sara Trafton, Executive Director, RTP

The meeting began at 10:10 am.

The subcommittee agreed on the importance of separating the STIC allocation from the allocation of 5307 funds, so that providers do not come to depend on STIC funding, which can fluctuate widely.

The subcommittee also discussed the importance of including GOMaine trips in order to increase the STIC allocation. The main problem with this is determining which of the GOMaine trips are within the PACTS urban area. Options include counting trips that originate in the area, or counting trips with either end in the urbanized area. It was determined that the group would seek guidance on this from DOT.

The group discussed dividing 5307 funds as follows:

- Divide the base portion of 5307 funds (funds up to 2007 amounts, or \$1.95 mm) based on the traditional formula (BSOOB: 6.66%; CBITD: 17.34%; METRO: 58.61%; RTP: 7.35%; SPBS: 7.00%; YCCAC: 3.04%)
- Divide any additional 5307 funds based on performance, allocating 70% based on increased riders and 30% based on increased miles using the composite of the two.

The group discussed allocating STIC as follows:

- Use 10% of the allocation (up to \$50,000) for regional projects, such as the regional map
- Divide the remaining funds based on performance as follows:
 - 80% based on increased ridership
 - 20% based on increased miles

The 80/20 split is an attempt to mitigate the “efficiency penalty” that may be affecting the outcome for York County and RTP.

GPCOG staff will provide the subcommittee with examples of what the 2009 allocation would look like based on these formulas. Even though 2008 was an “anomaly year”, GPCOG will use 2007-2008 changes for illustration purposes. *(Judy Harris left the meeting at this time).*

After the discussion of STIC and 5307 allocations, Dave Redlefsen brought up his dissatisfaction with the 5307 base formula including demand response services like RTP, stating that his board has taken issue with the fact that towns like Yarmouth do not have to pay a match for 5307 funds, while the towns in which METRO operates do. He mentioned that some of his board members are on the PACTS policy committee, which makes the ultimate decision on 5307 funding allocation. He also asked for a full disclosure of accounting from RTP.

Ed Clifford pointed out that the subcommittee has established that RTP is eligible for 5307 funds. He also stated that it is not the job of the 5307 subcommittee or the transit committee to resolve funding disputes between towns and a transit provider. If a city has an issue it should bring it up to the agency (RTP) directly.

Steve Linnell pointed out that there is variability between what each of the towns in the PACTS region receive – Portland gets more PACTS money for road-improvement, for example, than some of the other, outlying towns. Steve noted that bringing up differences in what each town receives in PACTS funding was unlikely to be a productive discussion.

Sara Trafton advised that RTP receives United Way and other funds to cover 5307 Local Match requirements. She stated that RTP’s accounting is transparent and fully described in the Biennial

Operating Plan, for instance. Jack DeBeradinis noted that MaineDOT scrutinizes their monthly billing requests for 5307 funding.

Ed Clifford worried that additional disclosure of accounting would mean more work for everyone, as it could not be applied to just one provider. He stated that ShuttleBus has limited staff for that.

The subcommittee spent the remainder of the meeting discussing these concerns but had to adjourn due to other commitments. The meeting ended at 12:20 pm.

Agenda Item #6 a Regional Map and Timetable

All updates to the map and timetable are due by or before Friday, November 13, 2009. Penmor, the printer we are working with has the capability to make the Adobe artwork changes once they have been completed in Arc GIS and Excel.

There is no update on Google Transit at this time.

Agenda Item #6 b Regional Route Study

No update.

Agenda Item #6 c Transit Planning in Comprehensive Planning Process

Planning and Transit Committees continue to meet.

Current schedule is to meet:

- On December 10th at 9:30 prior to the Transit meeting. Sue Moreau and consultants will present an update on the Portland North Study

Agenda Item #6 d Regional Pass System

A group of board members from METRO and South Portland Bus Service met with COG staff to review the concept on Wednesday, November 4th.

In attendance: Neal Allen, GPCOG, Linda Boudreau, SPBS Board, Tom Meyers, SPBS Manager, Rebeccah Schaffner-Tousignant, GPCOG, Nathan Poore, METRO Board - Falmouth, Dave Redlfesen, METRO General Manager, and Jim Violette, METRO Board – Westbrook.

Schaffner-Tousignant gave a brief presentation. She reviewed the need for a regional fare card, the Regional Transit Coordination Study, the joint resolution regarding the study signed by all the providers, recent accomplishments of the Transit Committee, work to date on the regional fare card initiative, statistics on both the METRO and South Portland Bus Services (SPBS), projected SPBS regional pass sales, projected fiscal impacts of the regional pass, and lessons from other providers who have adopted a regional pass. The group discussed the range of projected SPBS regional pass sales, what factors impact the sales, and what seems most realistic. The group also discussed potential fare pricing and the projected fiscal impacts of the fare card and ways in which to mitigate potential losses. The board

members present agreed to bring a recommendation to move forward with the regional fare card to their respective boards. The group is aiming to finalize agreements regarding the card by spring.

Agenda Item #7

Regional AVL Project

Preliminary Functional Assessment *Draft, January 8, 2010*

METRO

Overarching goals/issues to be addressed: unknown

Specific functional requests (in no particular order):

- Call center
- Automated annunciation
- Mobile data terminals – interested in automatic passenger counting and smart-card farebox
- Web-based AVL – METRO would be interested in having AVL information available on the internet, as long as they could turn it off in case of a national threat or emergency. There would also have to be a way to convey when a bus AVL system is not working.
- Real-time bus arrival information – this is of interest as long as it is automated and based on AVL (not like TIDs)

Satisfaction with current system

- METRO is happy with their cell-based AVL system

RTP

Overarching goals/issues to be addressed:

- To help people get on mass transit,
- Building capacity by utilizing resources we already have
- Information access
- Independence for people without vehicles
- More collaboration within regional providers
- Get as many people where they need to go as safely and efficiently as possible – fill empty seats.

Specific functional requests (in rough order of priority):

- Integrated mobility management center – single point of entry
- Mobil Data Terminals
- Routematch software to help drivers plan their routes

- Potentially interested in web-based AVL, but would have to be assured that it would be useful to customers

Satisfaction with current system

- RTP seems satisfied with current AVL system

Shuttle Bus/ZOOM

Overarching goals/issues to be addressed:

- There is no way for customers to get information on bus location after-hours.
- Getting information to customers on real-time location

Specific Functional Requests (in rough order of priority):

- Web-based mapping of AVL
- Real-time bus arrival information (similar to TID screens)
- Call center, especially if it extends the hours that information is available.
- Passenger counting

Satisfaction with current system

- Shuttle Bus/ZOOM is frustrated with its current AVL system – it has been unreliable and there have been billing issues (which have since been resolved).

SPBS

Overarching goals/issues to be addressed:

- Improved customer service
 - “I want our customers to have access to bus schedules, routes, and locations in REAL TIME such that they do not have to have someone answer the phone and tell them. (Recognizing that many of our customers are not totally web connected and may only have phone calling features on their mobile device).
 - “After-the-fact data analysis for on-time tracking, investigations, routes covered, etc. A "management" feature to improve customer service.”
 - “Bus location "AVL" technology for hearing impaired / visually impaired. teh solution will be different. FYI there are systems out there for the visually impaired that can provide know positions in text, which are then transmitted verbally.”

Specific functional requests: TBD based on goals above

Satisfaction with current system:

- Tom is frustrated with his current AVL system, which is challenging from a day-to-day operating perspective.

CBITD

Nick Mavadones could not be reached

NNEPRA

Patricia Quinn did not respond to the email survey

YCCAC

Connie Garber declined to participate

In sum, the contacted providers generally agreed that customer information should be a major goal of this project. There is shared interest in a call center/integrated mobility management center as well as web-based AVL.

**Agenda Item #8
Board Approval for Major Regional Projects**

Briefly revisit the discussion from the last meeting to establish any actions or outcomes the Committee wants to see.

**Agenda Item #9
SEP Transit Set Aside Application**

Staff will provide a revised draft of the application guidance and scoring with changes that comply with the new TIP Process document at an upcoming meeting. The Transit Committee needs to make recommendations to the Policy Committee in April at the earliest.

FACTS Transit Committee Roster

Updated on 11/6/09

Members	Affiliation	Phone	Email
Sara Behr	MaineDOT	624-3255	sara.behr@maine.gov
Ed Clifford - Chair	ShuttleBus/ZOOM	282-5408	director@shuttlebus-zoom.com
Hilary Frenkel	The League of Young Voters	772-3207 (o)	hilary@theleague.com
Connie Garber	YCCAC	324-5762 x 2930	cgarber@yccac.org
Sara Devlin	MTA	871-7771 x111	sdevlin@maineturnpike.com
Alex Jaegerman	City of Portland/Planning Rep.	874-8724	AQJ@portlandmaine.gov
Nick Mavadones	CBITD	774-7871	nickm@cascobaylines.com
Tom Meyers	SPBS	767-5556	tmeyers@southportland.org
Mark Nahorney	UNE Assistant Dean	602-2595	mnaohorney@une.edu
Patricia Quinn	NNEPRA	780-1000 x105	patricia@nnepra.com
David Redlfesen	METRO	774-0351 x17	dredlef@gpmetrobus.com
Sara Trafton	RTP/Maine Transit Assoc.	774-2666 ext.112	trafton@rtprides.org
Private Optr Seat	See below		
 <u>Staff</u>			
Maddy Adams	GPCOG	774-9891	madams@gpcog.org
Steven Linnell	GPCOG	774-9891	slinnell@gpcog.org
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 <u>Others and Alternates</u>			
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Barbara Donovan	MaineDOT	624-3245	barbara.donovan@maine.gov
Marina Douglas	NNEPRA	780-1000 x 107	Marina@nnepra.com
John Duncan	FACTS	774-9891	jduncan@gpcog.org
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Judy Harris	City of Portland	874-8608	jh@portlandmaine.gov
Judi Molloy	FTA	(617) 494-3488	judi.molloy@fta.dot.gov
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