

Welcome and Introduction

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Self Introductions

1. Your name

2. Affiliation

3. Choose one:

Best kept “secret place” to
visit in Maine.

or

Your favorite cartoon character.

or

Most recent use of public transit.



Agenda

- Status of Surveys and Discussion
 - Telephone Surveys
 - Focus Group Procedures
 - Stakeholder Surveys
 - Customer Service Surveys
 - “Mass Distribution” Surveys
- Introduction to Gap Analysis and Inventory
- Alignment of MaineDOT Strategic Transit Plan with MaineDOT Strategic Plan 2012

Surveys for Review

Tom Meyers

Surveys for Review

1. Telephone Survey - “final”
2. Focus Groups at Regional Transit Summits
3. Stakeholder Surveys (two types)
4. Customer Service Survey
5. Intercept Survey
6. “Mass Distribution” Survey
7. Peter’s On-Site Interview

Telephone Survey

- Purpose: Discover need for transit
- Purpose: Discover knowledge and use of transit
- Purpose: Discover attitudes about funding transit

- ACTION NOW -

Walk through “final” final draft.



Telephone Survey



Peter Schauer Associates
peter@peterschauer.com

Focus Group Procedures

- Piggyback on Regional Transit Summit meetings which are the foundation for the mandated Locally Coordinated Plan.

Purpose: Open ended questions to help understand attitudes about transit, performance measures and MaineDOT

Regional Summit Schedule

Region 1	Nov. 7	1:00 to 3:30 pm	UMPI, Presque Isle
Region 2	Dec. 3	1:00 to 3:30 pm	Ellsworth City Hall
Region 3	Nov. 12	1:00 to 3:30 pm	Bangor Parks & Rec.
Region 4	Oct. 17	9:00 to 11:30 am	Waterville Armory
Region 5	Oct. 31	1:00 to 3:30 pm	UMaine, Belfast
Region 6	Nov. 14	1:00 to 3:30 pm	Portland Public Library
Region 7	Dec. 10	1:00 to 3:30 pm	Auburn Public Library
Region 8	Nov. 13	1:00 to 3:30 pm	Trafton Center, Sanford

Regional Transit Summit

Typical Agenda

I. Introduction

- Importance of regional transportation system
- Introduction to Locally Coordinated Plan Process
- Federal Requirements

II. Summary of available transit services

III. Rating of Strategies in Locally Coord. Plan

- Review of strategies
- Rating of Strategies

IV. MaineDOT Strategic Transit Plan

- Example -

Kennebec and Somerset Counties

DRAFT – KVCAP Future Priorities, Potential Projects

Future Priorities

- Additional bus in Augusta to serve new Maine General Hospital
- Lower Somerset County with connections to Waterville
- Additional bus in Waterville

Potential Projects and Initiatives – Next 6 yrs.

- Expand service to seniors...by expanding general transit services
- Explore the options for...monthly Explorer Passes; commuter access to the Cancer Center; additional service to KVCC/Hinckley Campus and Fairfield; commuter service to New Balance and Backyard Farms....etc.

Two “Stakeholder” Surveys

Two types (Repeated twice: FY 13, FY 14)

1. Stakeholders (Providers of service)

- Purpose: Assess attitudes about transit now and future
- Purpose: Assess attitudes about coordination
- Purpose: Assess attitudes about performance measures

2. Stakeholders (Purchase or provide for own clients)

- Purpose: Assess passenger transit activities
- Purpose: Collect uniform data on agency consumers of transit

Customer Service Survey

MaineDOT Customer Service Surveys

- Purpose: Assess level of contact with MaineDOT
- Purpose: Assess attitudes about MaineDOT

Intercept Survey

Intercept Surveys (Will be re-worked telephone survey)

- Purpose: Discover need for transit
- Purpose: Discover knowledge and use of transit
- Possible Purpose: Discover attitudes about funding transit

Mass Distribution Survey

“Survey Monkey” type distribution and hard copy “Mass Distribution” Survey

- Purpose: Discover need for transit
- Purpose: Discover knowledge and use of transit
- Possible Purpose: Discover attitudes about funding transit

Re-worked telephone survey questions

Peter's On Site Interview

1. Purpose: Open ended questions to help understand attitudes about transit, performance measures and MaineDOT
2. Purpose: In person exchange of ideas about Strategic Plan

(Plan is to visit every public transit provider.)

Introduction to Gap Analysis and Inventory

Rich Rothe

- Estimating Demand - Overview

•Key Points :

- Formulas and approaches vary
- Initial overview by region (8)
- Further refinement by county
- Significant regional differences (FY 2012)

TCRP Web-only Report 49

2009 Report by the
Transit Cooperative Research Program

TCRP Worksheet for Documenting Need/Demand

- Persons residing in households with income below poverty level:
- Persons residing in households owning no automobile:
- Derived from Census (American Community Survey five-year estimates, 2007-2011)

Key Question

How much transit service would be needed to fully address the mobility needs of transit dependent persons?

TCRP Formula

- Number of Households having no vehicle X Mobility Gap.

What is the Mobility Gap?

- Number of trips/household/day in a household with one vehicle (5.4) minus number of trips/household/day with no vehicle (3.3) = 2.1

Example: Aroostook County

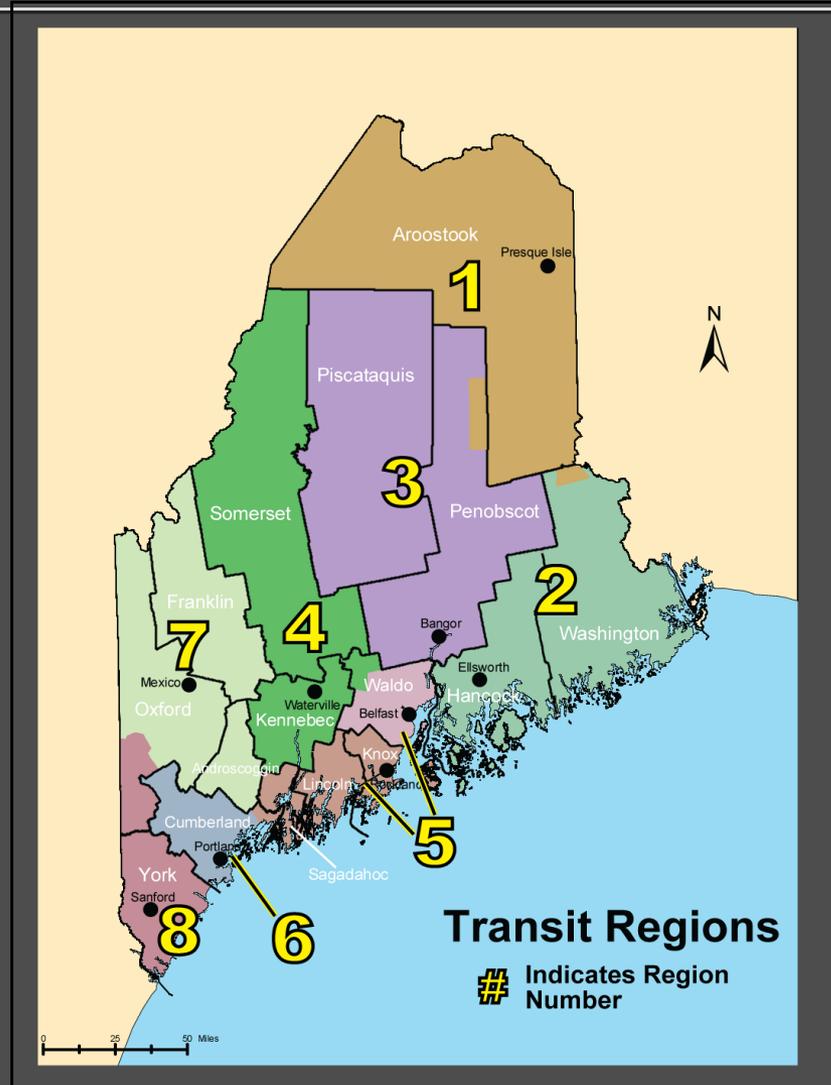
Number of no-vehicle households: 2,619

Daily mobility need: $(2,619) \times 2.1 = 5,499$ trips

Daily trips provided in FY 2012 by ARTS =
1,070 (19% of need)

Note: Number of trips provided includes total of transit and MaineCare trips.

How does this compare with other areas?



Caveats

- Trip data includes fixed route, flex route and MaineCare (agency vehicle, volunteers, friend and family)
- Includes only land-based transit (ferry trips not included)
- Seasonal service data not included
- Data rounded off to counties
- Intercity trips included in county of origin

Percentage of FY 2012 Need/Demand Met By Region

Region 1: 19% (Aroostook)

Region 2: 28% (Hancock, Washington)

Region 3: 53% (Penobscot, Piscataquis)

Region 4: 15% (Kennebec, Somerset)

Region 5: 15% (Waldo, Knox, Lincoln, Sagadahoc)

Region 6: 35% (Cumberland)

Region 7: 26% (Androscoggin, Franklin, Oxford)

Region 8: 26% (York)

- Another Method -

Use Reasonable Trip Rate (Vermont plan)

Assume that each person in a household with no vehicles would make 12 trips per month to meet basic mobility needs (shopping, medical, personal errands).

Multiply # persons in no-vehicle households by 12, then divide by 31 to get daily need.

Calculation of persons in household with no vehicle

From Census – no vehicle households:
Example: Aroostook County

	# of households	Multiplier	Total
1 person hh	1,933	1	1,933
2 person hh	429	2	858
3 person hh	97	3	291
4 or more person hh	160	4	640
Total	2,619		3,722

Percentage of Need/Demand Met By Region (rounded off to counties)

Region 1: 74%

Region 2: 106%

Region 3: 201%

Region 4: 53%

Region 5: 57%

Region 6: 130%

Region 7: 98%

Region 8: 104%

Comparison of Need/Demand Met byTCRP and Reasonable Trip Rate

Region	TCRP	Reasonable Trip Rate
Region 1	19%	74%
Region 2	28%	106%
Region 3	53%	201%
Region 4	15%	53%
Region 5	15%	57%
Region 6	35%	130%
Region 7	26%	98%
Region 8	26%	104%

Peer Group Review - Another Method –

Examination of similar systems in similar areas, and/or identification of best practices from Maine and/or other states that might better serve a region.

TCRP Quote: The best peer group is your own system.

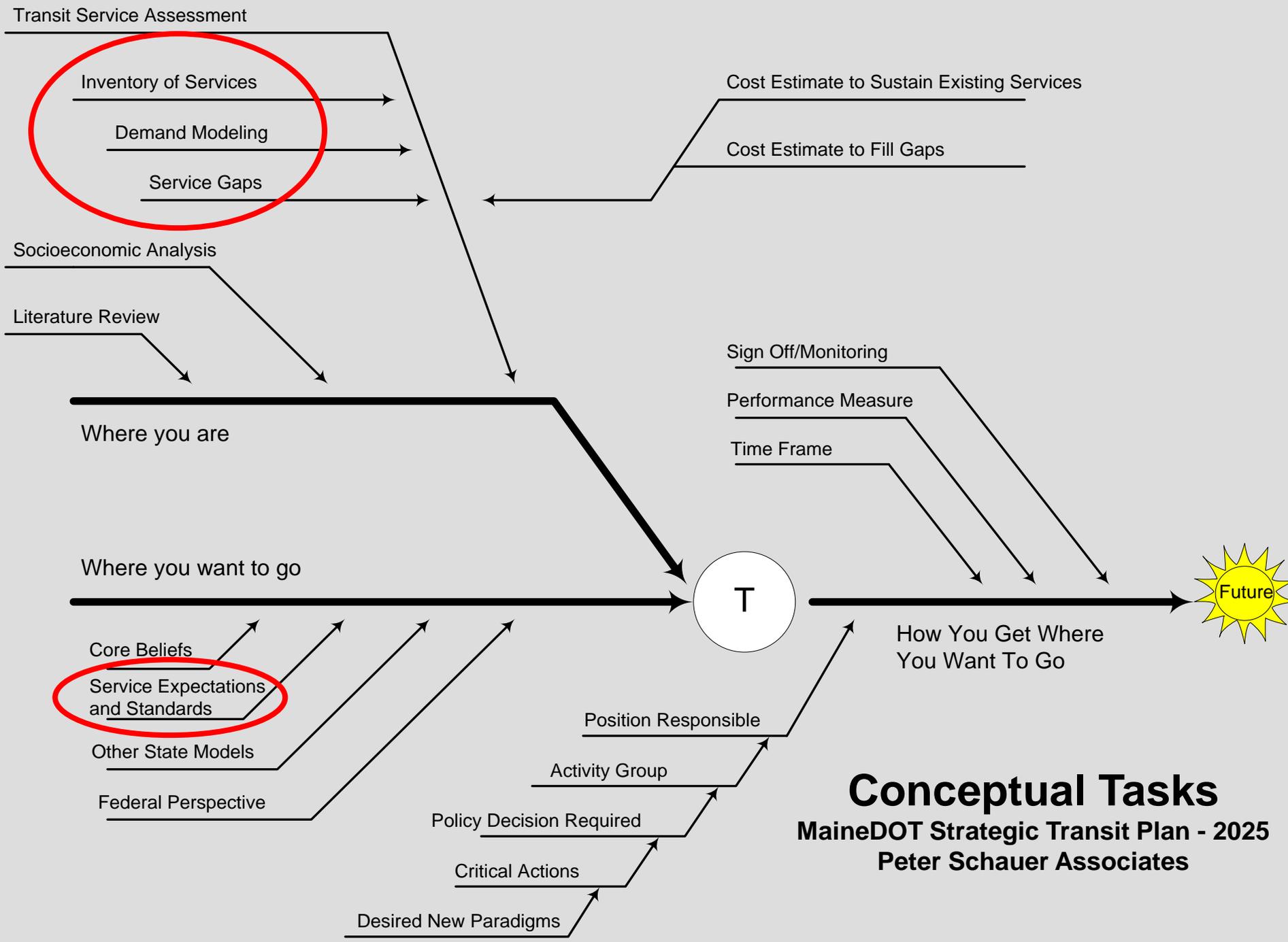
What's Next?

Examination of extent to which need/demand is met:

- In each county
- In communities with fixed route and flex route service

Alignment of MaineDOT Strategic Transit Plan 2025 with MaineDOT Strategic Plan 2012

Tom Meyers

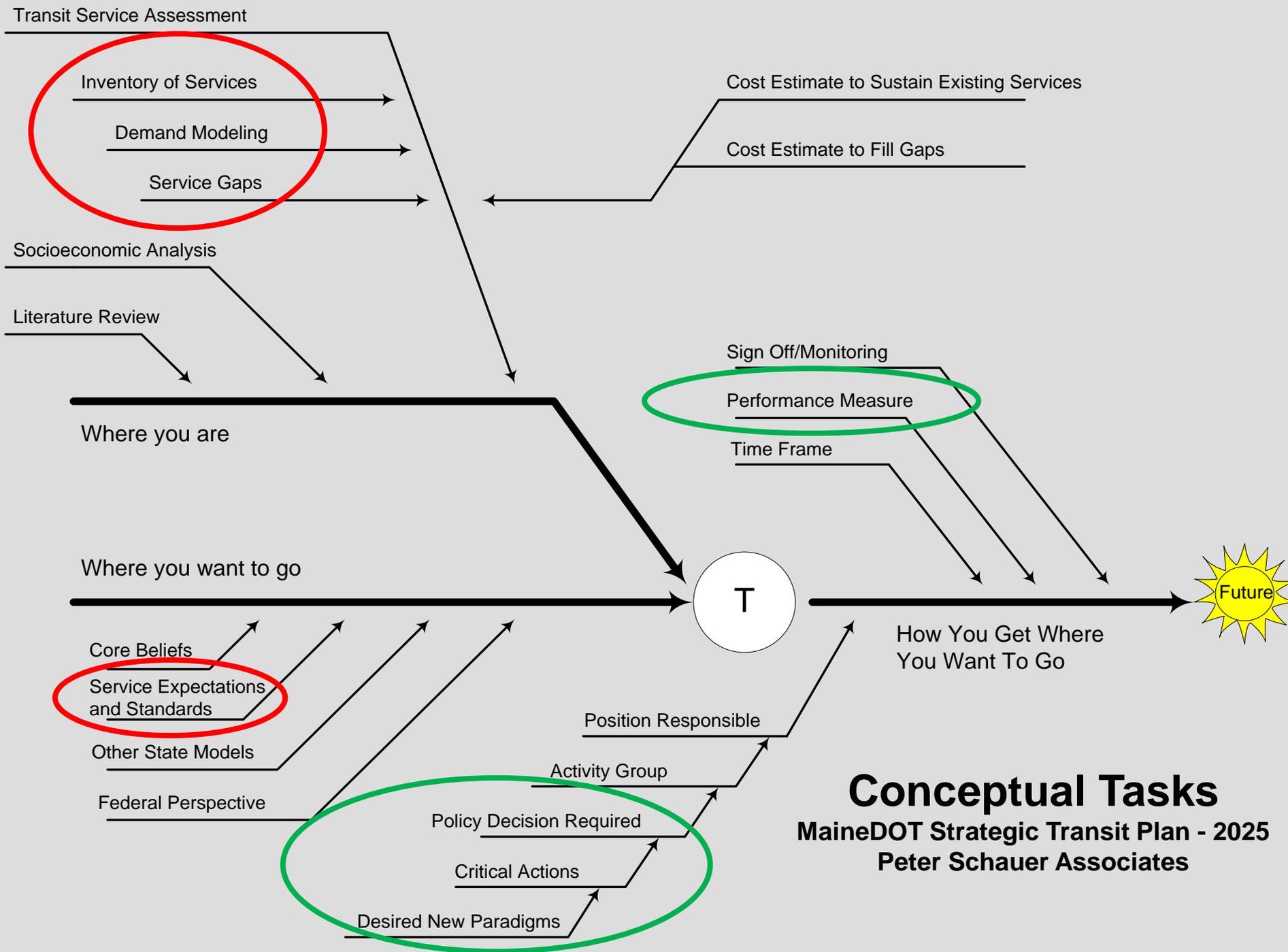


Conceptual Tasks
MaineDOT Strategic Transit Plan - 2025
Peter Schauer Associates

Steering Committee

Help identify:

- Core Values
 - Core Beliefs
 - Goals
 - Objectives
-
- Critical Actions
 - Priorities
 - Performance Measures



MaineDOT Strategic Plan 2012 (SP-12)

- Mission
- Vision
- Core Values (3)

- Goals (3)
 - Objectives (8)
 - Strategies (34)
 - Actions (360)

- Capstone Performance Measures (10)





MaineDOT's Mission

To responsibly provide our customers
the safest and most reliable
transportation system possible,
given available resources.

SP-12 Three Goals



- 1. Manage the Existing System**
- 2. Support Economic Opportunity**
- 3. Build Trust**

Goal 1: Manage Existing System



- Manage the system. That is different than “fix individual assets”.
- Do the best we can **within reliable funding levels**.
- Highway Corridor Priorities and Customer Service Levels define how we do this for the highway system.

Objective 1.3: Optimize operational performance of the system using ongoing customer input

Strategy 1.3.A: Maintain acceptable regional mobility

ACTION #	ACTION	MaineDOT Performance Measure	ALSO APPLIES TO:	STRATEGIC Or TACTICAL	POLICY DECISION REQUIRED	ACTIVITY GROUP	POSITION RESPONSIBLE	TIME FRAME START/STOP	PERFORMANCE MEASURE	SIGNOFF
1	Deliver a snow & ice control program that provides balance between available funding, highway safety, environmental, and/or infrastructure impacts.	1, 2, 5	1.2.A, C, D, E 1.3.B	T	N	Winter Maintenance	Region Superintendents ; Highway Maintenance Engineer	Ongoing	<ul style="list-style-type: none"> Average salt usage per storm per season # of events where average user speed drops below 40 or 45 mph on interstate OR number of times advisories are turned on less than 40 or 45 mph on interstate (working on what we can record) 	M&O Director; Region Managers
2	Maintain pavement and shoulder conditions to maximize pavement life, drainage, and safety, consistent with MaineDOT LOS policies.	1, 2, 5	1.1.A 1.2.A, C, E 1.3.B	T	N	Surface and Base Maintenance	Region Superintendent; Region Engineers	Ongoing	<ul style="list-style-type: none"> % annual statewide targets and LOS Goals 	Highway Maintenance Engineer; Region Manager; Project Development
3	Operate reliable ferry service	1, 2	1.2.C, D, F 1.3.A 3.2.F	T	N	System Operations	Ferry Service Manager	Ongoing	<ul style="list-style-type: none"> Trips/scheduled trips * 100 Number of unplanned trips annually 	Multimodal Manager
4	Reduce # of Scour Critical bridges and scour related bridge closures	2	1.2.A, D 1.3.B	T	N	Bridge and Structural Maintenance	Region Superintendent	Ongoing	<ul style="list-style-type: none"> # of Bridges removed from list 	Region Manager
5	Manage the public investment in highway corridors to ensure that transportation purposes are unreasonably sacrificed while reasonably accommodating utilities and other business needs	5	1.1.A 1.2.A, C, D 2.2.C	S	Y	Asset Location Management	Region Engineers; Region Traffic Engineers; Region Superintendents	Ongoing	<ul style="list-style-type: none"> % on time permits 	Region Managers; Highway Maintenance Engineer; Asst Traffic Engineer
6	Serve as member on North Atlantic Ports Association's Board of Directors	1	2.2.B	S	N	Communication and Outreach	Ports & Marine Program Director	Ongoing	<ul style="list-style-type: none"> Communication on port issues 	FBSO Director
7	Design to remove bridge and road postings as funding allows	2		T	N	Design	Program Directors	Ongoing	<ul style="list-style-type: none"> % Customer satisfaction 	BPD Director M&O Director

Goal 1: Manage Existing System



Objective 1.3: Optimize operational performance of the system using ongoing customer input.

Strategy 1.3.A Maintain acceptable regional mobility.

ACTION #	ACTION	MaineDOT Performance Measure	ALSO APPLIES TO:	STRATEGIC or TACTICAL	POLICY DECISION REQUIRED	ACTIVITY GROUP	POSITION RESPONSIBLE	TIME FRAME (tactics only)	PERFORMANCE MEASURE	SIGNOFF
8	Streamline and conclude major transportation studies and develop financial plans to implement study recommendations.	6	1.1.A 2.1.C	T	N	Complex Transportation Planning Projects	BTSP Division Directors	Timely FONSI/ROD	<ul style="list-style-type: none"> • % of studies delivered on time • % of studies delivered on budget 	BTSP Director
9	Repeal transit bonus and replace with a funding formula based on ridership.	2		S	Y	Policy Development & Amendment	SWMP Director	1 year	<ul style="list-style-type: none"> • New funding formula in place 	BTSP Director

Goal 2:

Support Economic Opportunity



- Create a long-range, multimodal plan.
- Seek other available resources.
- Maximize state and regional economic benefit.
- Partner with municipalities, businesses to leverage greater benefits.

(It's about the money - See 2.1.C in particular for public transit!)

MaineDOT Strategic Plan 2012 (SP-12) & MaineDOT Strategic Transit Plan 2025

SP-12

Mission

Vision

Core Values (3)

Goals (3)

Objectives (8)

Strategies (34)

Actions (360)

Capstone Perf. Measures (10)

Transit Plan

Mission

Vision

Core Values

Core Beliefs

Goals - Objectives

Critical Actions

Priorities

Perf. Measures



MaineDOT's Mission

To responsibly provide our customers
the safest and most reliable
transportation system possible,
given available resources.

MaineDOT Transit Unit Mission*

To responsibly provide our customers
the safest and most reliable
public transit ~~transportation~~ system possible,
given available resources.

*easy way to do it, but...

Alignment of MaineDOT Strategic Transit Plan 2025 with MaineDOT Strategic Plan 2012 (SP-12)

Preliminary assessment:

a. It is too early in the process to know if (or how) the Mission and Vision, or the Core Values, will be supplemented with any “transit unique” attributes.

b. The Study Team will be able to identify Strategies, Actions, and Performance Measures that are “tailored to transit ” to include in SP-12.

Time to introduce the Two “Stakeholder” Surveys

1. Stakeholders (Providers of service)

- Purpose: Assess attitudes about transit now and future
- Purpose: Assess attitudes about coordination
- Purpose: Assess attitudes about performance measures

2. Stakeholders (Purchase or provide for own clients)

- Purpose: Assess passenger transit activities
- Purpose: Collect uniform data on agency consumers of transit

Next steps

- Next Meeting December 12th
 - Review many deliverables from work plan
 - Survey results for review
- Interim Priority Tasks
 - Review and comment on drafts of other surveys
 - Bibliography – Open for your suggestions
- Interim Optional Tasks
 - Review and comment on Preliminary Objectives, Strategies, and Actions
 - Next Steering Committee Survey

Until Next Time

Thank you!