MaineDOT Locally Coordinated Transit Plan Region 6

Greater Portland Transit District (METRO)

FY 2013 - 2017

Table of Contents

Description	1
Transit provider	1
Service	
Geographic area	
METRO overview	
How tickets and passes are sold and documented	
Financial support	
METRO passengers	
Service by Route	2
Route 1 Congress Street	2
Route 2 Riverton	3
Route 3 North Deering (Stevens Avenue)	3
Route 4 Westbrook (Exit 8)	3
Route 5 Maine Mall	3
Route 6 North Deering (Washington Avenue)	3
Route 7 Falmouth	3
Route 8 Pine Street	3
Route 8A Deviated Route	3
Importance of METRO to the Region and its Economy	4
Medical providers	4
Merchants and other vendors	4
Education	4
Recreation	4
Employment	4
Other	5
Accomplishments	5
Operations	5
Improved efficiencies	
Service Gaps	5
Geographic coverage	5
Time of day/weekends	
Clients	

Service quality	6
Future Priorities, Potential Projects	6
Numeric Rating of Priorities and Projects	7
Percentage Rating of Priorities and Projects	8
Tables	9
Annual Report – Past Two Years	9
Capital Plan	
Trips, Vehicle Miles, Past Two Fiscal Years	12
Revenues by Passenger Fare Category	12
Revenues and Expenses – Past Two Years	13
Budget for FY 2013, 2014	14
PTMS Vehicle Evaluation Summary Form FY 2013	15
Appendix	21
Veterans transportation	21
Surveys and studies	

GREATER PORTLAND TRANSIT DISTRICT METRO

Description

Transit provider

Provider: Greater Portland Transit District

Contact person: Steve Kirby

Address: 114 Valley Street, Portland, Maine 04102

Telephone: 207-774-0351

Email: skirby@gpmetrobus.com Website: www.gpmetrobus.com

Service

Service area: Cumberland County

Type of service: Fixed route; paratransit provided by RTP

Geographic area

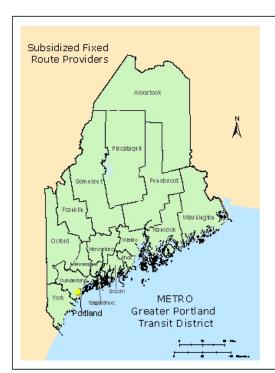
The Greater Portland Transit District (METRO) provides public fixed route transit service within the Greater Portland urbanized area including Portland, Westbrook, Falmouth, and the Maine Mall area of South Portland.

METRO overview

The Greater Portland Transit District is a public bus system that was formed in 1966 following a government buyout of failing bus companies. During the 1970s, the organization became the primary urban mass transportation agency of the City of Portland.

How tickets and passes are sold and documented

People riding METRO pay cash or provide the driver with a ticket or pass. Tickets and passes include single-fare tickets, 10-ride passes, monthly passes and summer youth passes. SMCC and USM purchase passes for their students, and RTP purchases monthly passes for MaineCare riders (about 75% of monthly passes sold have been purchased by Regional Transportation Program for MaineCare riders). Some businesses purchase tickets for their employees including Maine Medical Center, Idexx, and Holiday Inn.



Tickets and passes can be purchased at the downtown transportation center on Elm Street, and at Shaw's, Hannaford, Portland City Hall and Westbrook City Hall. Drivers keep track of money collected, tickets, and passes by entering the information on the farebox as riders enter the bus.

The fares are as follows: \$1.50 general fare; \$1.25 for students age 5 through high school, \$0.75 for persons age 65 and over; college students or staff, or people with disabilities. Children under five can ride free (limit two children per paying adult). METRO also offers an all-day pass for \$5.00, a monthly pass for \$40.00, a 10-ride ticket/full fare for \$13.50, and a 10-ride ticket/half fare for \$6.75. These can be used throughout the entire system.

Riders on either METRO or the South Portland Bus Service can transfer from one system to the other free of charge. Both transit services also have a regional monthly bus pass system that can be used by riders traveling between Portland and South Portland.

Financial support

Financial support for METRO comes from the cities of Portland and Westbrook, the Town of Falmouth, the Federal Transit Administration, MaineDOT, advertising (about \$180,000 annually), and fares.

METRO passengers

Most of the people who ride METRO are members of the general public. Approximately 75% of the people who use a monthly pass are MaineCare riders. In August of 2012, 47,300 riders, or 37%, out of a total of 127,000 riders, used a monthly pass.

Service by Route

The importance of transit services cannot be measured simply by the number of trips.

Transit dependent individuals (including those with disabilities) require access to basic services in addition to all of the benefits their communities offer.

METRO operates eight major routes and one limited service route during the summer and fall months. All routes are within urbanized areas. Most bus routes converge at the METRO Pulse located at 21 Elm Street (Elm and Congress Street). METRO's nine routes are described below.

Route 1 Congress Street – the route includes St. John Street, Munjoy Hill, Congress Street (downtown), and a stop near the METRO Pulse transfer station. Buses run seven days per week, and on Sunday the route includes the Maine Mall, the Portland Transportation Center, and Westgate. Weekdays, buses run from 5:36 a.m. until 8:35 p.m. On Saturdays, buses run from 6:45 a.m. to 8:35 p.m., and on Sundays from 9:10 a.m.to 7:15 p.m.

- **Route 2 Riverton** the route includes much of Forest Avenue and a connection at the METRO Pulse, six days per week. Weekdays, buses run from 6:20 a.m.to 10:40 p.m., and on Saturdays 8:15 a.m. to 10:40 p.m. The Forest Avenue Smart Travel Program has been used to increase the frequency of service to 20-minute intervals between 6:00 a.m. and 6:20 p.m.
- **Route 3 North Deering (Stevens Avenue)** the route includes Northgate Shopping Center, Allen Avenue, Congress Street, and METRO Pulse, six days per week. Weekdays, buses runs from 5:45 a.m. to 10:40 p.m., and on Saturdays, from 8:15 a.m. to 10:40 p.m.
- **Route 4 Westbrook/Exit 8** the route includes Westbrook, Sappi Paper, Brighton Avenue, Woodfords Street (Saturdays), Forest Avenue, Congress Street, and METRO Pulse, seven days per week. Weekdays, buses run from 5:25 a.m.to 11:50 p.m. Saturdays, buses run from 5:45 a.m. to 11:40 p.m., and on Sundays from 9:40 a.m. to 6:10 p.m.
- **Route 5 Maine Mall** the route includes Stroudwater, Portland International Jetport, Congress Street, Park Avenue, METRO Pulse, and the Portland Transportation Center, six days per week. Weekdays and Saturdays, buses run from 5:55 a.m. to 10:45 p.m.
- **Route 6 North Deering (Washington Avenue)** the route includes Washington Avenue, Northgate Shopping Center, Allen Avenue, Congress Street, and METRO Pulse, six days per week. Weekdays, buses run from 5:45 a.m. to 10:40 p.m., and on Saturdays from 7:15 a.m. to 10:40 p.m.
- **Route 7 Falmouth** the route includes Washington Avenue, METRO Pulse, and in Falmouth Route 1, Wal-Mart, Shaw's, and the Oceanview Senior Complex. Buses run six days per week with hourly service between 6:30 a.m. and 7:25 p.m.
- **Route 8 Pine Street** the route includes Congress Street, Maine Medical Center, Emery Street, Danforth Street, High Street, Casco Bay Ferry Lines, and Franklin Street, six days per week. Weekdays, buses run from 6:42 a.m. to 6:14 p.m., and on Saturdays from 8:00 a.m. to 6:25 p.m.
- **Route 8A** (**Deviated Route**) the route includes Congress Street, Park Street, the International Maine Terminal, Commercial Street, Casco Bay Ferry Terminal, Portland Ocean Terminal, and Pearl Street. Buses run consistent with incoming cruise ships, and operate during the summer and fall.

Importance of METRO to the region and its economy

Public transit does more than ensure transit dependent individuals can move around their communities, and provide a safe alternative to using an automobile. The economy benefits on a variety of levels through residents and people visiting the community accessing local supermarkets, shopping centers, healthcare services and local neighborhood businesses.

Metro provides opportunities for riders to access medical services, employment, education, shopping, and recreation facilities including the following:

• Medical providers

- o Maine Medical Center, Mercy Hospital, Mercy at the Fore, the Bucknam Medical Center, the VA Clinic on Fore Street
- o Physicians
- o Mental health facilities
- o Dental services
 Pharmacies

• Merchants and other vendors

- o Supermarkets
- o Downtown Portland businesses
- o Maine Mall and other business along the routes
- o Neighborhood retail services

• Education

- o Southern Maine Community College
- o University of New England
- o University of Southern Maine
- o Kaplan University
- o Most of the elementary, junior high and high schools within the service area.

Recreation

- o Parks and trails throughout the service area
- o Private businesses providing recreational services
- o Numerous entertainment venues.
- **Employment.** Businesses and offices along routes, especially major businesses such as Unum, Nichols, and Idexx. (A recent JARC (Job Access Reverse Commute) study of the service to

Falmouth found that employees at 19 different businesses used METRO at least once per week (these included Walmart, Shaw's, the Bucknam Medical center, Martin's Point, Wendy's, Hannaford, and TD Bank).

• Other. METRO's seasonal service (Route 8A) serves the cruise ship industry by offering one day passes to major area attractions. In 2011, METRO sold 14,000 passes to cruise ship passengers who then have the opportunity to patronize businesses throughout the urbanized area.

Accomplishments

Operations

- Installed cameras on all the buses
- Refurbished and put into service 1996-97, used buses from Delaware
- Purchased new Gillig buses
- Developed and partially implemented a bus sign and shelter program at 15 locations with QR codes identified another 8–10 shelter locations
- Worked with other providers on a joint branding and marketing program
- Continued work with other transit providers and the Greater Portland Council of Governments on cooperative initiatives that would benefit transit agencies such as cooperative purchasing
- Expanded service
 - o Idexx in Westbrook
 - o Additional locations in Falmouth
 - o Extra summer trips to Munjoy Hill
 - o Service to Mercy at the Fore medical facility

Improved efficiencies

- Reduced overall route mileage without affecting ridership
- Began work on developing an AVL system to track METRO buses
- Plans have been developed to upgrade Metro's facilities
- New lifts will be installed at maintenance garage

Service gaps

- **Geographic coverage.** There are no known gaps in geographical coverage.
- **Time of day/weekends.** There are very few gaps. Service is offered on weekdays between the hours of 5:15 a.m. and midnight, and on Saturdays from 6:00 a.m. until midnight. A more limited service is offered on Sundays except on routes 2, 3, 7, and 8, which have no Sunday service.

- Clients. There are no known gaps. All of the buses have bike racks and are low floor/ramp buses for wheelchair access or for those who have difficulty climbing steps.
- Service quality. While timeliness is sometimes an issue, there are no other known service quality gaps. The buses are in very good shape and are kept clean, and there are no problems in terms of safety and ride comfort. Roughly 90% of the riders going to methadone treatment use Route 5 which has had more behavioral problems than other routes. Four cameras were recently installed on each bus. This has resulted in a marked improvement in rider behavior.

Future Priorities and Projects

The future priorities and projects shown below reflect future investments that were first identified by METRO and subsequently modified and prioritized by the public at a MaineDOT-sponsored Regional Transit Summit that was held at the Portland Public Library on November 14, 2013. Attendees were provided the opportunity to add a potential project or identify an issue for consideration at any time during the meeting.

In order to ensure maximum participation, MaineDOT sent an invitational letter, an agenda, and a list of potential priorities and projects to riders, social service agencies, healthcare facilities, chambers of commerce, private businesses, other transit operators in the region, members of the general public who had previously expressed an interest in transportation issues, and area legislators. Invitees unable to attend were afforded the opportunity to e-mail MaineDOT and make comments and recommendations both prior to, and following the meeting—these comments were included when compiling the ratings for each identified project.

A representative of MaineDOT provided an outline of the purpose and need for public input in this planning process to attendees and encouraged their full participation. A representative from each transit agency in attendance provided a brief history of their services and fielded questions from attendees. A facilitator presented the provider-identified future projects to the group and invited discussion which gave them with an opportunity to add to the list of potential projects. Attendees were provided with scoring sheets and rated each project. This process was repeated for each FTA/MaineDOT funded transit agency in the region.

The results of the Regional Transit Summit are reflected in two tables on the following pages. The first table shows the number of people who identified each of the priorities/projects as very important, somewhat important, not important, and no opinion. The second table shows the percentage ranking of the various priorities and projects in priority order.

NUMERICAL RATING OF PRIORITIES AND PROJECTS Greater Portland Transit District (METRO)

Future Priorities and Potential Projects	Very Important	Somewhat Important	Little Importance	No Opinion
A. Resources to maintain buildings and buses. Replace capital on a staggered basis so that costs can be spread out over time.	4	2	1	1
B. Training. Provide on-going, costeffective driver training.	5	1	0	0
C. Buildings. Upgrade buildings (office, garage)	0	5	0	1
D. Fleet. Upgrade fleet.	4	2	0	0
E. Training. Improve training.	4	1	0	1
F. AVL. Implement AVL system.	3	2	0	1
G. Bus shelters. Establish another 8-10 bus shelters.	4	2	0	0
H. Corridor study. Work with Portland to implement bus priority corridor study.	4	2	0	0
I. Cooperation. Continue to work with other transit providers on cooperative initiatives.	5	1	0	0
J. Offer group rates	1	1	2	2
K. Coordinate schedules. Time with other modes such as air/rail/ferry	1	2	1	2
L. Multi-modal coordination. Example: Pedestrian crosswalks need paint and other maintenance	2	0	1	3
M. Fully accessible. Example: automate accessibility features (audio/visual)	3	0	1	2

PERCENTAGE RATING OF PRIORITIES AND PROJECTS Greater Portland Transit District (METRO)

Future Priorities and Potential Projects	Very Important to Somewhat Important	Little Importance to No Opinion
B. Training. Provide on-going, cost-effective driver training.	100%	
D. Fleet. Upgrade fleet.	100%	
G. Bus shelters. Establish another 8-10 bus shelters.	100%	
H. Corridor study. Work with Portland to implement bus priority corridor study.	100%	
I. Cooperation. Continue to work with other transit providers on cooperative initiatives.	100%	
C. Buildings. Upgrade buildings (office, garage)	83%	17%
A. Resources to maintain buildings and buses. Replace capital on a staggered basis so that costs can be spread out over time.	83%	17%
E. Training. Improve training.	83%	17%
F. AVL. Implement AVL system.	83%	17%
K. Coordinate schedules. Time with other modes such as air/rail/ferry	50%	50%
M. Fully accessible. Example: automate accessibility features (audio/visual)	50%	50%
J. Offer group rates	33%	67%
L. Multi-modal coordination. Example: Pedestrian crosswalks need paint and other maintenance	33%	67%

GREATER PORTLAND TRANSIT DISTRICT Annual Report – Past Two Years

	FY 2011	FY 2012
Volunteer Resources		
Volunteer Drivers	0	0
Vehicles		
Number of Active Vehicles in Fleet	34	32
Number of Inactive Vehicles in Fleet	3	0
Number of Spare Vehicles in Fleet	0	0
Number of Vehicles Disposed	2	0
Number of Vehicles Sold	0	3
Number of ADA Accessible Vehicles	35	32
Annual Operating Expenses		
Annual Transit Operating Expenses	\$6,253,659	\$5,468,493
Annual Social Services Operating Expenses	0	0
Annual Administrative Expenses		
Annual Transit Administrative Expenses	\$854,910	\$876,240
Annual Social Services Administrative Expenses	0	0
Annual Operating Revenues		
Fare Revenues	\$1,744,711	\$1,779,927
Transit Contract Revenues	\$327,018	\$328,050
Social Service Contract Revenues	0	0
FTA-Federal Operating Assistance	\$1,316,486	\$1,316,486
MaineDOT – State Operating Assistance	\$84,679	\$83,746
Local Operating Funds	\$2,861,605	\$2,909,260
Total Annual Operating Revenues	\$6,334,499	\$6,417,469
FTA-Sources of Capital Funds		
FTA-Federal Capital Assistance	\$100,692	\$427,556
MaineDOT-State Capital Assistance	\$63,906	\$34,883
Local Capital Funds	\$44,966	\$127,687
Total Capital Funds	\$209,564	\$590,156
Annual Miles		
Annual Transit Miles (vehicle miles)	837,178	829,847
Annual Social Service Miles (passenger miles)	0	0

	FY 2011	FY 2012
Annual Vehicle Hours	68,483	68,824
Annual Passenger Trips		
Annual Transit Passenger Trips	1,433,664	1,464,643
Annual Social Services Passenger Trips	0	0
Safety		
Fatalities	0	0
Major Incidents	0	0
Major Injuries	0	0

Capital Plan State of Good Repair Projects 2012/13				
Project Amount Project Amount				
2013 Sierra 350	\$43,129*	Interior floor drains	\$20,000	
Chevrolet Yukon \$34,243* Recondition locker rooms/showers \$6		\$60,000		
Vehicle lift \$723,657 Ceiling tile/lighting replacement \$0		\$60,000		
Re-roofing	\$291,190*	Tile floor/partitions 21 Elm	\$30,000	
Sander	\$5,000*	Masonry and re-pointing	\$30,000	
Exterior lighting	\$40,000	CNG upgrades (remaining funds)	\$97,781	

^{*}completed

Capital Plan 2013-2017				
2013 Capital Plan				
Project	Estimated Cost	Local Share	Federal Share	
Rehab doors	\$33,500	\$6,700	\$26,800	
Engine/trans/misc.	\$77,000	\$15,400	\$61,600	
AVL Message board	\$17,000	\$17,000		
Bus shelter signs	\$30,000	\$30,000		
Bonds	\$39,288	\$39,288		
	\$196,788	\$108,388	\$88,400	
2014 Capital Plan				
Engine/trans/misc.	\$90,000	\$18,000	\$72,000	
Rehab doors	\$36,500	\$7,300	\$29,200	
Security cameras	\$30,000	\$6,000	\$24,000	
Phone system	\$20,000	\$4,000	\$16,000	
Office furniture	\$25,000	\$5,000	\$20,000	
O/S overhangs	\$10,000	\$2,000	\$8,000	
Bonds	\$41,286	\$41,286		
Bus bond (2014)	\$50,000	\$50,000		

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Project	Estimated Cost	Local Share	Federal Share
404 F.G. 14 1 F.			
2015 Capital Plan	***	*10.000	4=- 000
Engine/trans/misc.	\$90,000	\$18,000	\$72,000
Retile floors	\$30,000	\$6,000	\$24,000
AVL dynamic	\$40,000	\$40,000	
messaging			
Shelters phase 2	\$40,000	\$40,000	
Bonds	\$43,009	\$43,009	
Bus bond (2014)	\$50,000	\$50,000	
	\$293,009	\$197,009	\$96,000
2016 Capital Plan			
Engine/trans/misc.	\$90,000	\$18,000	\$72,000
Driver lounge	\$25,000	\$5,000	\$20,000
Courtyard/curb work	\$35,000	\$7,000	\$28,000
Bonds	\$44,434	\$44,434	
Bus bond (2014)	\$50,000	\$50,000	
	\$244,434	\$124,434	\$120,000
2017 Capital Plan			
Engine/trans/misc.	\$90,000	\$18,000	\$72,000
Resurface paved areas	\$40,000	\$8,000	\$32,000
Paint inside bus/storage	\$35,000	\$7,000	\$28,000
Reseal storage floors	\$50,000	\$10,000	\$40,000
Bond	\$45,827	\$45,827	,
Bus bond (2014)	\$50,000	\$50,000	
Bus bond (2017)	\$50,000	\$50,000	
, ,	\$360,827	\$188,827	\$172,000

GREATER PORTLAND TRANSIT DISTRICT Trips, Vehicle Miles Past Two Fiscal Years

DOVER	One-Way Trips		Vehicle Miles	
ROUTE	FY 2011	FY 2012	FY 2011	FY 2012
1. Congress Street	187,016	186,313	85,822	84,946
2. Riverton	214,513	217,841	142,549	141,558
3. North Deering (Stevens Avenue)	101,642	102,364	81,248	80,585
4. Westbrook/Exit 8	285,727	305,210	185,257	183,623
5. Maine Mall	278,989	281,206	146,367	144,887
6. North Deering (Washington Avenue)	94,871	99,393	87,511	86,784
7. Falmouth	78,974	76,230	60,131	59,535
8. Pine Street	126,077	140,803	48,293	47,929
Other	10,081	6,286		
Unclassified	55,774	48,997		
Total	1,433,664	1,464,643	837,178	829,847

GREATER PORTLAND TRANSIT DISTRICT Revenues By Passenger Fare Category Past Two Fiscal Years

Category	FY 2011	FY 2012
Full Fare	\$889,354	\$880,878
Student	\$35,841	\$2,099
Passes – Mainecare	\$418,600	\$450,960
Monthly Pass	\$210,548	\$230,571
Scrip	\$24,343	\$25,151
10 Ride	\$154,073	\$178,502
Bus & Buy	\$11,953	\$11,768
Total	\$1,744,712	\$1,779,929

GREATER PORTLAND TRANSIT DISTRICT Revenues And Expenses – Past Two Years

	FY 2011	FY 2012
REVENUES		
State (non-capital, administered by MaineDOT)	\$84,679	\$83,746
Other State MDOT Bond for Used Bus Purchase	\$63,906	\$34,883
FTA:		,
5307 (small urban area systems)	\$1,417,178	\$1,384,652
5309 (capital assistance) State of Good Repair	N/A	\$356,865
5310 (elderly, disabled)	N/A	N/A
5311 (rural area systems)	N/A	N/A
5316 (job access, reverse commute)	\$69,251	\$68,166
5317 (new freedom)	N/A	N/A
Passes – Monthly Pass	\$210,548	\$230,571
Fares	\$889,354	\$880,878
Advertising	\$217,222	\$184,620
Contract Revenue	\$2,750	\$2,750
Community Support	\$2,858,424	\$3,036,947
Other		
Scrip Tickets & Other	\$24,343	\$25,151
10 Ride	\$154,073	\$178,502
Bus & Buy & Other	\$14,230	\$11,766
Student Fare	\$35,841	\$2,099
CNG Usage Credit	\$57,214	\$75,069
MaineCare – Monthly Pass	\$418,600	\$450,960
TOTAL	\$6,517,613	\$7,007,625
EXPENSES		
Administration – Wages	\$346,960	\$358,497
Administration – Fringe	\$171,870	\$167,831
Administration – Services	\$140,160	\$135,144
Administration – Commodities	\$73,125	\$79,819
Administration – Insurance	\$122,795	\$134,949
Transportation - Wages	\$2,197,305	\$2,245,345
Transportation - Fringe	\$1,278,716	\$1,249,009
Transportation - Commodities	\$597,253	\$549,319
Transportation - Miscellaneous	\$12,888	\$13,241
Maintenance - Wages	\$473,283	\$505,618
Maintenance - Fringe	\$311,191	\$305,501
Maintenance - Commodities	\$528,113	\$600,460
TOTAL	\$6,253,659	\$6,344,733

GREATER PORTLAND TRANSIT DISTRICT Budget for FY 2013 and 2014

	FY 2013	FY 2014	
REVENUES			
State (non-capital, administered by MaineDOT)	86,391	87,700	
Other State MDOT Bond for Used Bus Purchase	0	0	
FTA:			
5307 (small urban area systems)	1,316,486	1,336,300	
5309 (capital assistance) State of Good Repair	600,000	200,000	
5310 (elderly, disabled)	N/A	N/A	
5311 (rural area systems)	N/A	N/A	
5316 (job access, reverse commute)	70,000	71,000	
5317 (new freedom)	N/A	N/A	
Passes – Monthly Pass	260,536	264,400	
Fares	906,466	920,100	
Advertising	212,000	215,000	
Contract Revenue	2,750	2,750	
Community Support	3,064,909	3,164,900	
Other			
Scrip Tickets & Other	42,356	43,000	
10 Ride	181,180	183,900	
Bus & Buy & Other	11,944	12,200	
Student Fare	4,000	4,100	
CNG Usage Credit	67,700	70,000	
MaineCare – Monthly Pass	400,000	406,000	
TOTAL	7,226,718	6,981,350	
EXPENSES			
Administration – Wages	340,596	348,100	
Administration – Fringe	183,311	187,300	
Administration – Services	166,856	170,500	
Administration – Commodities	77,694	79,400	
Administration – Insurance	114,316	116,800	
Transportation - Wages	2,286,084	2,336,400	
Transportation - Fringe	1,380,003	1,407,600	
Transportation - Commodities	560,259	571,500	
Transportation - Miscellaneous	10,529	10,700	
Maintenance - Wages	535,556	546,300	
Maintenance - Fringe	321,992	328,400	
Maintenance - Commodities	649,522	662,500	
TOTAL	6,626,718	6,765,500	

1	VIN	15GGB2719B1178613	15GGB2717B1178612	15GGB2715B1178611	15GGB2713B1178610	15GGB2717B1178609	15GGB2715B1178608
2	Fleet # and Status*	423-305 A 1107	423-304 A 1106	423-303 A 1105	423-302 A 1104	423-301 A 1103	421-850 A 1102
3	Vehicle Type **	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB
4	Make, Model	GILLIG 35' LF					
5	Year	2011	2011	2011	2011	2011	2011
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use – 12 months	9,667	10,010	9,931	10,112	10,221	9,798
8	Mileage	76,921	71,999	70,449	72,295	70,771	70,619
9	12-month Mileage	46,567	43,128	42,509	42,875	43,537	42,797
10	Repair Cost - 12 months	857.32	964.49	1,406.58	1,544.59	938.16	1,722.20
11	Repair frequency - 12 months***	1-16; 2-0; 3-33	1-18; 2-0; 3-42	1-15; 2-2; 3-44	1-17; 2-1; 3-46	1-15; 2-3; 3-24	1-18; 2-2; 3-31
12	Vehicle appearance - interior	Good	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	GFI Fare Box					
16	Date of Inspection	Jan 2013					
17	Inspector's Name:	J. Jacques					

^{*} A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

1	VIN	15GGB2713B1178607	1VHGF3L2X56702038	1VHGF3L2856702037	1VHGF3L2656702036	1VHGF3L2456702035	1VHGF3L2256702034
2	Fleet # and Status*	421-849 A 1101	419-743 A 0542	419-740 A 0541	419-742 A 0540	419-741 A 0539	419-744 A 0538
3	Vehicle Type **	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB
4	Make, Model	GILLIG 35' LF	ORION VII				
5	Year	2011	2005	2005	2005	2005	2005
6	Fuel Type	Diesel	CNG	CNG	CNG	CNG	CNG
7	Fuel Use – 12 months	10,096	10,365	10,336	8,509	9,065	8,735
8	Mileage	68,596	223,785	244,242	238,145	233,092	231,791
9	12-month Mileage	43,935	31,462	33,376	29,295	27,595	28,480
10	Repair Cost - 12 months	2,256.59	6,814.03	4,883.71	13,772.62	3,398.25	4,285.71
11	Repair frequency - 12 months***	1-15; 2-0; 3-58	1-12; 2-3; 3-57	1-14; 2-1; 3-80	1-13; 2-3; 3-73	1-11; 2-0; 3-51	1-14; 2-2; 3-72
12	Vehicle appearance - interior	Good	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	GFI Fare Box					
16	Date of Inspection	Jan 2013					
17	Inspector's Name:	J. Jacques					

^{*} A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

1	VIN	1VHGF3L2056702033	1VHGF3L2956702032	1VHGF3L2756702031	1VHGF3L2956702029	1VHGF3L2756702028	1VHGF3L2556702027
2	Fleet # and Status*	419-747 A 0537	419-746 A 0536	419-745 A 0535	419-738 A 0534	419-739 A 0533	419-737 A 0532
3	Vehicle Type **	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB
4	Make, Model	ORION VII					
5	Year	2005	2005	2005	2005	2005	2005
6	Fuel Type	CNG	CNG	CNG	CNG	CNG	CNG
7	Fuel Use – 12 months	8,141	8,442	6,234	9,644	11,668	9,310
8	Mileage	228,586	245,256	227,768	243,471	271,059	231761
9	12-month Mileage	25,910	29,348	21,312	32,982	38,203	36,837
10	Repair Cost - 12 months	6,430.32	5,311.02	4,004.54	7,346.67	6,391.97	3,401.81
11	Repair frequency - 12 months***	1-13; 2-1; 3-78	1-12; 2-2; 3-67	1-8; 2-3; 3-44	1-15; 2-3; 3-66	1-14; 2-2; 3-82	1-15; 2-0; 3-55
12	Vehicle appearance - interior	Good	Good	Good	Good	Good	Good
	Vehicle appearance - exterior	Good	Good	Good	Good	Good	Good
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	GFI Fare Box					
16	Date of Inspection	Jan 2013					
17	Inspector's Name:	J. Jacques					

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*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

1	VIN	1VHGF3L2356702026	1VHGF3L2256701952	15GCA2014V1087491	15GCA2012V1087490	15GCA2016V1087489	15GCD2013T1086188
2	Fleet # and Status*	419-736 A 0531	419-735 A 0530	421-762 A 9768	421-445 A 9767	421-465 A 9766	421-443 A 9665
3	Vehicle Type **	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB
4	Make, Model	ORION VII	ORION VII	GILLIG PHANTOM	GILLIG PHANTOM	GILLIG PHANTOM	GILLIG PHANTOM
5	Year	2005	2005	1997	1997	1997	1996
6	Fuel Type	CNG	CNG	Diesel	Diesel	Diesel	Diesel
7	Fuel Use – 12 months	8,466	8,862	2,623	705	4,762	5,350
8	Mileage	241,528	217,875	250,836	278,777	269,771	307,813
9	12-month Mileage	29,441	30,405	11,994	3,139	12,400	20,219
10	Repair Cost - 12 months	6,605.02	6,829.95	2,032.91	5,022.76	2,703.14	1,749.44
11	Repair frequency - 12 months***	1-14; 2-2; 3-72	1-13; 2-2; 3-65	1-4; 2-0; 3-16	1-2; 2-0; 3-12	1-6; 2-1; 3-42	1-9; 2-0; 3-44
12	Vehicle appearance - interior	Good	Good	Fair	Fair	Fair	Fair
	Vehicle appearance - exterior	Good	Good	Fair	Fair	Fair	Fair
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	GFI Fare Box					
16	Date of Inspection	Jan 2013					
17	Inspector's Name:	J. Jacques					

^{*} A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

1	VIN	15GCD2010T1086181	15GCD201XT1087936	15GCD2016T1087934	15GCD2011T1086173	15GCD201XT1086169	15GCD2017T1086209
2	Fleet # and Status*	421-430 A 9659	421-432 A 9645	421-426 A 9624	421-444 A 9617	420-920 A 9616	420-921 A 9609
3	Vehicle Type **	SHDB	SHDB	SHDB	SHDB	SHDB	SHDB
4	Make, Model	GILLIG PHANTOM					
5	Year	1996	1996	1996	1996	1996	1996
6	Fuel Type	Diesel	Diesel	Diesel	Diesel	Diesel	Diesel
7	Fuel Use – 12 months	3,308	2,797	3,708	5,220	3,597	2,705
8	Mileage	188,405	425,052	91,385	282,908	120,243	448,927
9	12-month Mileage	11,720	11,353	14,095	21,419	14,191	10,555
10	Repair Cost - 12 months	2,291.07	3,302.47	2,670.63	1,873.00	1,969.62	1,395.81
11	Repair frequency - 12 months***	1-5; 2-4; 3-41	1-4; 2-2; 3-32	1-5; 2-5; 3-46	1-8; 2-3; 3-43	1-7; 2-2; 3-29	1-5; 2-5; 3-36
12	Vehicle appearance - interior	Fair	Fair	Fair	Fair	Fair	Fair
	Vehicle appearance - exterior	Fair	Fair	Fair	Fair	Fair	Fair
13	ADA Accessibility:						
	Equipped/Working	Yes	Yes	Yes	Yes	Yes	Yes
	Tie Down	Yes	Yes	Yes	Yes	Yes	Yes
	Announcement System	Yes	Yes	Yes	Yes	Yes	Yes
	Signage and Stops	Yes	Yes	Yes	Yes	Yes	Yes
14	Passenger Amenities						
	Air Conditioning	Yes	Yes	Yes	Yes	Yes	Yes
	Working Heater	Yes	Yes	Yes	Yes	Yes	Yes
	Tinted Windows	Yes	Yes	Yes	Yes	Yes	Yes
	Padded Seats	Yes	Yes	Yes	Yes	Yes	Yes
15	Type of fare collection system	GFI Fare Box					
16	Date of Inspection	Jan 2013					
17	Inspector's Name:	J. Jacques					

^{*} A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

1					
1	VIN	15GCD2018T1086168	15GCD2019T1086180		
2	Fleet # and Status*	421-431 A 9605	421-442 A 9604		
3	Vehicle Type **	SHDB	SHDB		
4	Make, Model	GILLIG PHANTOM	GILLIG PHANTOM		
5	Year	1996	1996		
6	Fuel Type	Diesel	Diesel		
7	Fuel Use – 12 months	2,651	2,914		
8	Mileage	162,834	136,424		
9	12-month Mileage	10,011	11,692		
10	Repair Cost - 12 months	1,841.02	1,574.00		
11	Repair frequency - 12 months***	1-4; 2-5; 3-33	1-6; 2-1; 3-28		
12	Vehicle appearance - interior	Fair	Fair		
	Vehicle appearance - exterior	Fair	Fair		
13	ADA Accessibility:				
	Equipped/Working	Yes	Yes		
	Tie Down	Yes	Yes		
	Announcement System	Yes	Yes		
	Signage and Stops	Yes	Yes		
14	Passenger Amenities				
	Air Conditioning	Yes	Yes		
	Working Heater	Yes	Yes		
	Tinted Windows	Yes	Yes		
	Padded Seats	Yes	Yes		
15	Type of fare collection system	GFI Fare Box	GFI Fare Box		
16	Date of Inspection	Jan 2013	Jan 2013		
17	Inspector's Name:	J. Jacques	J. Jacques		

^{*} A (Active); I (Inactive); SP (Spare); D (Disposed); Sold (Sold)

** SHDB (Standard Heavy Duty Bus); MHDB (Medium Heavy Duty Bus); SMDB (Small Medium Duty Bus); LDB (Light Duty Bus); V (Van).

*** Repair Frequency: (1) – Routine Preventive Maintenance; (2) Minor Repairs (vehicle not taken out of service); (3) Major Repairs

Appendix

Veterans transportation

Several of METRO's routes serve the Veteran's Administration clinic on Fore Street.

Surveys and studies

- An origin and destination study was completed in 2010
- A one-week commuter study of Route 7 (to Falmouth) was completed in June, 2012
- A Congress Street bus priority corridor study is planned the focus will be on how to move buses more efficiently on Congress Street