



**TRANSIT COMMITTEE**  
**WEDNESDAY, NOVEMBER 18, 2020**  
**9:30 – 11:00 a.m.**  
**VIA ZOOM**

<https://us02web.zoom.us/j/88035205239?pwd=ZmdsM1NkQWZDYlkwGt2QkpVOC9tUT09>

Meeting ID: 880 3520 5239

Passcode: 750345

**AGENDA**

1. Call to Order

2. Public Comment

Members of the public in attendance of today's meeting have an opportunity to provide public comment on today's agenda items.

3. Approval of August 13, 2020 Meeting Minutes (Attachment A)

4. Staff Report (Attachment B)

5. Financial Reports

a. FY20 Year End Financial Report (Attachment C)

FY20 expenses for the year totaled \$107,205 (3.12%) more than budgeted for fixed route operations. The fourth quarter fixed route operations were funded entirely with CARES Act funds. There is no local match requirement for CARES Act funds, therefore the actual local match for the year was \$482,262 (40.55%) less than budgeted.

BBOE actual expenses were \$63,781 (37.83%) less than budgeted due to the early discontinuation of service in March when the University suspended on campus classes.

b. FY21 YTD Financial Report (Attachment D)

The total FY21 fixed route operating budget of \$3,719,392 is \$284,136 (8.27%) higher than the FY20 budget. However, there is a \$160,750 line item for "Local Share Depot" included which is not related to operations. This is really a capital expenditure for the construction of Transit Center in Pickering Square.

The BBOE FY21 operating budget is \$5,304 (3.15%) higher than the FY20 budget.

6. FY20 Ridership Report (Attachment E)

FY20 total system ridership was 686,535. This is a decrease from last fiscal year of 147,419 (19.00%). Fixed route ridership decreased by 136,440 (18.65%), ADA Paratransit ridership increased by 708 (9.88%), and BBOE ridership decreased by 11,417 (30.61%).

Prior to the pandemic hitting, although overall ridership was decreasing it was not as significant. Some routes were experiencing increases in ridership. Between July and February three routes had slightly increasing average monthly ridership (Hampden (1.13%), Brewer South (1.03%), and VOOT 2 (1.51%)), and three routes had a significant average monthly increase in ridership (Brewer North (7.95%), Capehart 3 (14.63%), and Center Street 7.64%).

In the coming year, especially in coordination with the bus stop designation plan, it will be vitally important to review ridership data more timely and frequently to monitor trends. It may be beneficial, if not necessary, to reevaluate route schedules to make adjustments to service span and frequency based on ridership demands.

7. Transit Safety Performance Measures and Targets (Attachment F)

As part of the performance-based planning and programming requirements, recipients of federal highway and transit funds are required to link investment priorities from their Transportation Improvement Program (TIP) to achieve performance targets. The transit safety performance targets (SPTs), as well as other performance targets required to be integrated into the metropolitan planning process, will help MaineDOT and BACTS develop investment priorities for upcoming projects.

Each transit provider is required to review and update its Public Transit Agency Safety Plan (PTASP) annually, including setting transit safety performance targets (SPT), as necessary. However, MPOs are not required to set new transit safety performance targets each year. The MPO can choose to revisit the MPO’s transit safety performance targets based on the schedule for preparation and submission of the system performance report that is required as part of the Metropolitan Transportation Plan (MTP).

The first MTP update or amendment to be approved on or after July 20, 2021, must include the MPO’s transit SPTs for the region. The next MTP update, but not each MTP amendment, must also include an updated system performance report that incorporates transit SPTs. An MPO may choose to update their transit targets more frequently, but the second federally required system performance report must reference the information contained in the first federally required system performance report.

The next update of the BACTS MTP is due to be approved January 2023. Therefore, the initial targets calculated and set now will be the baseline by which the performance report will be reported in the next MTP. The transit safety performance targets will be reviewed and updated with the January 2023 update of the BACTS MTP.

**Proposed Action:** Make recommendation to Policy Committee to set initial Transit Safety Performance Targets benchmarking against peer agencies identified, calculated as an annual average of the five-year average of all peer agencies.

SAFETY PERFORMANCE TARGETS BENCHMARKING							
Mode	Fatalities		Injuries		Safety Events		System Reliability
	Total Number	Rate per 100,000 VRM	Total Number	Rate per 100,000 VRM	Total Number	Rate per 100,000 VRM	VRM/Major Mechanical Failures
MB	0	0.00	2.40	0.37	2.30	0.36	(641,002 / 42.65) 15,029.35
DR	0	0.00	0.20	0.35	0.20	0.35	(57,593 / 2.52) 22,854.50

- 8. Municipal Partner Updates
- 9. MaineDOT Update
- 10. Other Business
- 11. Next Meeting – February 3, 2021
- 12. Adjournment



**MUNICIPAL PARTNERS TRANSIT COMMITTEE**  
**Thursday, August 13, 2020**  
**1:00 p.m. -3:00 p.m.**  
**VIA ZOOM**

**Meeting Minutes**

**Attendees**

**Members**

Karen Fussell, City of Brewer – Committee Chair  
Linda Johns, City of Brewer  
Kyle Drexler, Town of Orono  
Belle Ryder, Town of Orono

**BACTS Staff**

Sara Devlin

**MaineDOT Staff**

Lori Brann  
Mary Ann Hayes

**Community Connector Staff**

Rich Cromwell  
Debbie Laurie  
Laurie Linscott

**Call to Order:** The meeting was called to order at 1:00 p.m. by Committee Chair, Karen Fussell.

**Public Comment:** No public comments were made.

**Approval of May 6, 2020 Meeting Minutes:** Karen Fussell suggested the minutes be approved as presented unless doubted. No comments were made.

**Staff Report:** Sara Devlin noted that ridership reports provided with the staff report showed data available through May. Laurie Linscott reported that ridership since May has been increasing. Total ridership in fiscal year 2019 was 775,954 and total ridership for fiscal year 2020 is 633,946. Current ridership for the beginning of fiscal year 2021 has been climbing daily, although no comparisons have been done to previous year. Laurie will prepare current to previous year comparisons and get that out to the partners.

Rich Cromwell shared that the proposals in response to the RFQ for Architectural Services for the Pickering Square Transit Center are due August 26. There were five or six firms that attended the pre-bid meeting held yesterday (August 12). It is expected that an Architect will be selected in early September, then design work will begin. Construction of the building is anticipated in spring of next year. In preparation of the work, buses will be shifting to pull in closer to parking garage and the bus shelters will be moved closer as well. Fencing will be put up so site work can be done in advance of the spring construction. Laurie Linscott added that there will be public meetings held on the proposed transit center designs and encouraged all the partners to participate in the public meetings. An RFP will be issued for the Construction once the design is finalized.

Discussion ensued regarding the CARES Act funding, the \$900,000 committed for the last quarter of fiscal year 2020, and the approximately \$1.1 million in yet to be committed funds.

**Financial Reports:** Debbie Laurie reported that the final adopted fiscal year 2021 budget was provided as requested and stays in line with what was discussed at the last meeting to flatten partner contributions. Excess partner contributions generated from fiscal year 2020 by using CARES Act money at 100% participation in the last quarter will be carried forward to fiscal year 2021. Fiscal year-end 2020 financial

reports should be finalized in mid-September so the second quarterly billing for fiscal year 2021 will be held until that is finalized in order to apply the credits from fiscal year 2020.

Karen Fussell thanked Bangor for getting the first quarter bills sent out to the municipalities timely and asked when the group could expect to see a financial report showing budget to actual expenses for the current fiscal year.

**2021 Program of Projects:** Laurie Linscott explained that in fiscal year 2021 they are not proposing any §5307 formula funds in the program of project because CARES Act funds will be used instead. \$1,966,940 in CARES Act funds will be used for operating expenses, preventative maintenance expenses, and ADA complementary paratransit expenses which would have been programmed with the annual appropriated §5307 funds. The state and local matches will remain at the same levels as budgeted.

In addition, \$200,000 in CARES Act funds will also be programmed for the purchase of four ADA Paratransit vans at 100% federal participation, no local match required. Another \$98,003 in CARES Act funding at 100% federal participation will be programmed for a project for bus support equipment.

It is estimated that the §5339a formula funding apportionment for fiscal year 2021 will be \$116,820 with a required 20% local match of \$29,205 and there are carryovers from fiscal years 2019 and 2020 of unused §5339a formula funding apportionments totaling \$238,403. There are no specific projects programmed for these funds.

The carryover balance of unprogrammed apportioned §5307 funds as of the end of fiscal year 2020 is \$878,264.

There are two projects programmed with §5339b discretionary bus and bus facilities grant funds. One is to purchase seven new buses and bus technology for \$2,890,000 in federal funds and \$519,000 in Volkswagon Settlement funds which will be used as the local match for first five buses. The second project programmed is for the Transit Center with \$1,286,000 in federal funds and a local match of \$321,500.

Discussion ensued about how carryover funds work.

Because this proposed Program of Projects will be submitted to MaineDOT to be included into their work program, which is the basis for the project listings generated by MaineDOT to be included in the Policy Committee approved Transportation Improvement Program (TIP) and incorporated into the Statewide TIP, it is very important that all funds be programmed to the best guess in the year they will be spent.

Karen Fussell asked for an accounting of the total allotment of the CARES Act funding and what the current actual and planned usage of the funds is by year.

**Transit Coordination Retreat Meeting Report:** Sara Devlin stated that the final report from the transit retreat was included with the meeting agenda packet. The general consensus of attendees was that the retreat went well. It was an opportunity to talk about strengths and areas that we can improve upon. As a result, Sara and Rich have been working together to develop an RFP for a transit agency structural analysis with the help of MaineDOT. MaineDOT has offered to help fund analysis with no additional cost to members. Bangor has agreed to provide the local match. BACTS will manage the study using staff time. The RFP requests an agency peer review and best practices; review and analysis of current governance and administrative structure of Community Connector; and alternative governance and administrative structures and costs associated with implementing other models as well as an implementation plan.

The study is estimated cost around \$25,000 which will be a simplified acquisition where we invite firms from the MaineDOT prequal list to bid on the proposal. We will be assembling a scoring committee consisting of representatives from MaineDOT, Bangor/Community Connector, BACTS, and two members from partnership. Updates on the progress of the study will be provided at these meetings as well as Policy Committee meetings.

**Municipal Partner Updates:** Belle Ryder reported that the Town of Orono has Mill Street blocked off for construction. The bridge is supposed to be open on August 21, but that is not part of Community Connector Route.

University of Maine students are returning to campus staggered over the course of a week starting August 24. Typically, students all arrive within one day. The BBOE is expected to continue running as planned when students return. The University has plans in place for anything they can possibly foresee. Students are leaving campus the Friday before Thanksgiving and will not return to campus until the Tuesday after Martin Luther King day in January. It was shared that only 37% of classes will be in person. We will really need to monitor ridership to see what usage there is and kind of go from there. If UMaine shuts campus down, it is unlikely students living in the big housing complexes will leave the area because they have one-year leases with no out.

Linda Johns reported that work on South Main Street between Abbot and Elm Street in Brewer should be completed late fall.

**MaineDOT Update:** Mary Ann Hayes shared that the NCATT Transit Technology Summit was held last week with all transit agencies statewide. The State is proactively looking at improving coordination for a statewide integrated complete trip platform. Although it relates more to rural than urban systems, it is all about having everything coordinated. One initiative which will be of particular interest is the work that is being done in the PACTS region to have a coordinated electronic fare payment system called DIRIGO Pass. Because the southern Maine systems have routes that are so inter-connected they have made agreements about having common fares and transfers among the system. Each agency will get paid for rides happening on their service but will be seamless to the customer. It has an excellent equity portion called fare capping. Every transit provider in the State is thinking about whether they would like to join into the system, making it a statewide initiative. RLS is currently working on a study for MaineDOT on coordination with DHHS and Public Transit Providers to break down barriers.

Mary Ann reminded the group, while working on the designated bus stop project, to keep in mind pedestrian and transit complete trip planning and transfer point priorities. She also noted that MaineDOT is hiring a consultant to assist with collecting GTSF information to get routes into Google Maps and the GOMaine trip planner and will assist Community Connector in getting their data together.

Lori Brann stated that MaineDOT is happily providing over \$600,000 for projects going on next year for the Community Connector. There is just over \$100,000 in state funding for bus operations and \$519,000 in Volkswagon Settlement matching funds for buses. The VW funds need to go under agreement before you order your buses. The state budget is in a turmoil. If you want to ensure that you are able to get funds, submit invoices as quickly as possible.

**Other Business:** Sara Devlin reported that BACTS staff is working with the City of Bangor on a scope of work for the development of a bus stop policy and designating bus stop projects, the next step will be for technology. Something will be finalized shortly for BACTS to be working on.

**Next Meeting:** The next meeting will be November 4.

The meeting was adjourned at 1:48 p.m.

**FTA Cares Funding  
Proposed Uses**

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Allocation					4,003,122
FY 2021	Operations	CM Proposed		1,761,636	2,241,486
	Capital	CM Proposed		298,006	1,943,480
FY 2020	Operations	4th Qtr	April	330,000	1,613,480
			May	280,000	1,333,480
			June	280,000	1,053,480
FY2021	Revisions	Fare Reduction	33%	200,000	853,480
				3,149,642	
Capital				298,006	
4th Qtr - 2020				890,000	
FY - 2021				1,961,636	
				<u>3,149,642</u>	

## Staff Updates November 10, 2020

- **Bus Route/Schedule Changes** - Effective October 5, the following changes were made to routes/schedules:
  - Capehart route will operate the Saturday service schedule all week through November 30.
  - BBOE route will start at 7:20 a.m. instead of 6:50 a.m.; eliminate the 11:20 a.m. and 2:50 p.m. runs; and the last run of the day will be at 5:20 p.m. through November 25 when fall semester service will end.

Driver shortages continue to be a concern that may affect the ability to operate routes at full schedule.

- **Transit Agency Administrative and Governance Structural Analysis** - The Request for Proposals for the Transit Agency Structural Analysis was sent to five consultants. Two responses were received. The scoring committee met on October 5 and decided it was necessary to interview the two Firms to make a final decision. The interviews took place on October 23. The Consultant selected was RLS & Associates, Inc. Once the contract is finalized with MaineDOT and executed, RLS will begin work and will be reaching out to each of the Municipal Partners.
- **Community Connector Public Transportation Agency Safety Plan (PTASP)** - The City of Bangor Government Operations Committee reviewed the Community Connector PTASP on October 15 and as staff recommended to the Committee, they endorsed the Plan and forwarded it to the City Council with a recommendation to approve the Plan as written. The PTASP and endorsement was presented to the City Council on October 26 for Consent. The City of Bangor Community Connector PTASP is included as **Attachment B-1**.
- **Pickering Square Transit Facility Progress** - The A&E consultant selected to design the transit center building in Pickering Square is Artifex Architects and Engineers. Artifex, with assistance from the Architecture Firm Gensler, presented conceptual design options for the Pickering Square Transit Center building, site, and canopy at a public meeting during the City Council Workshop on November 9 (**Attachment B-2**). They were seeking guidance in order to prepare a preliminary design and present a developed plan next month. The consensus of the Council was in favor of a hybrid of the presented building schemes C and D and site option 3. The Council asked the architects if they could have two more weeks to have further discussions on the preferred type of canopy.

Eastwood Contractors has been selected to do preliminary Excavation and Fencing work in Pickering Square to prepare for the construction. This site work began on October 20 to remove the curbing and island that divides the two lanes close to the Garage, repave and add striping. Once this is complete, the buses will pull in closer to the Garage and work will begin on the Square itself, shelters moved closer to the buses and the fountain will be removed. This area will be fenced off for the duration of the demolition of the Square for public safety. This work will not change traffic patterns or access to the buses and Garage.

- **BACTS By-Laws Amendment** - At the October 20 Policy Committee meeting, the Policy Committee was presented with amendments to the BACTS Bylaws (**Attachment B-3**) as proposed by staff and approved by the Executive Committee. The Policy Committee approved the changes to be forwarded on for legal review. Pending legal review, these changes will be finalized and approved at the November Policy Committee meeting.

Of particular note to the Municipal Partners is the formal creation of the Transit Committee within the BACTS by-laws as a standing committee, rather than an ad hoc committee. Please refer to

Section 8.2.5 *Transit Committee Membership*. While the Transit Committee is recognized as a BACTS standing committee and is a voting committee within itself, the Committee is not given a vote on the Policy Committee. The Committee will vote on agenda items for recommendations to be considered by the BACTS Policy Committee.

- **Purchase of Seven (7) New Buses** - The City of Bangor will be purchasing seven (7) Heavy Duty Gillig transit buses through a “piggyback” contract with Vermont Public Transportation Authority (CPTA). The purchase includes four (4) 35-foot buses and three (3) 29-foot buses. The purchase will be funded with \$2,869,000 in funds awarded through FTA in FY2018 in a Section 5339b grant and \$519,000 in matching funds awarded by MaineDOT through the Maine Volkswagen Environmental Mitigation Settlement Funds. Four (4) 35-foot buses and one (1) 29-foot bus will be delivered in 2021-2022 and the remaining two (2) 29-foot buses will be delivered in 2023-2024.
- **FY20 Section 5339b Grant Award** - On August 11, FTA announced that the City of Bangor was awarded \$396,800 in federal funds to add passenger shelters and bus boarding areas for the Community Connector service. The funds were awarded to fund a project which “will produce a bus stop location plan considering ridership, connectivity, transfer points, accessibility, safety, streetscapes and rider amenities, creating more efficient, better connections to jobs, schools, and community services.”
- **Regional Bus Stop Policy and Designated Bus Stop Project** - The first meeting of the Bus Stop Policy Work Group was held October 7. Based on feedback received from some of the partners and work to date, we have decided to shift our approach and thought processes on the development of the draft policy slightly. This shift in approach will require us to complete much more of our work prior to our next meeting with the Work Group. We will plan to meet again Wednesday, December 2 at 9:30 a.m.

A page on BACTS website has been designated for the project where documents and information will be publicly posted (<https://bactsmo.org/transit/>). Based on the tentative project timeline, the Policy should be completed by March. Once finalized, the Policy will serve as the blueprint for designating bus stops throughout the system. A second work group for the second phase of the project will be formed and work on designating stops for each route will begin immediately following the finalization of the Policy.

BACTS staff received a draft contract for the bus stop designation plan work. Staff reviewed the contract and provided feedback to the City of Bangor on November 3. Staff is awaiting a final contract for execution. A transportation planning intern was interviewed, an offer made, accepted, and is scheduled to start on November 17 in good faith of the contract being executed.

- **FY20 Ridership and Year-End Information** - BACTS staff has been working with the Community Connector staff throughout the month to finalize fiscal year-end 2020 ridership data. Additional FY20 year-end information is still pending. Once all year-end information has been received the FY20 year-end performance report will be developed and provided to the municipal partners.



CITY OF BANGOR

# COMMUNITY CONNECTOR

## **Agency Safety Plan (ASP)**

Public Transportation Agency Safety Plan (PTASP)

Safety Plan for Bus Transit (Section 5307 recipients)

July 20, 2020

This plan was developed by City of Bangor, Community Connector in coordination with the Section 5307 and it is meant to satisfy the requirements of 49 CFR Part 673. Certain requirements in Part 673 do not apply to small public transportation providers. Transit operators that are subject to Part 673 may choose to include additional sections beyond what is required in Part 673.

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### Attachments:

- A. Minutes or letter showing Board approval.
- B. Certificate of compliance with this Safety Plan (annual signed Certifications and Assurances)
- C. Employee Reporting Form
- D. Comprehensive Hazard List with Risk Level and Mitigation activity identified.
- E. Risk Assessment Matrix
- F. Hazard Tracking Log
- G. Org Chart Naming AE and CSO

## Section 1.

Transit Agency Information	
<b>Transit Agency</b>	City of Bangor, Community Connector
<b>Address</b>	475 Maine Ave., Bangor, Maine 04401
<b>Telephone</b>	(207) 992-4670
<b>Website</b>	www.bangormaine.gov/communityconnector
<b>Name and Title of Accountable Executive (AE)</b>	Laurie Linscott, Bus Superintendent
<b>Name and Title of Chief Safety Officer (CSO)</b>	Position is Vacant Laurie Linscott, Bus Superintendent is Acting
<b>Mode(s) of Service covered by this Plan</b>	Fixed Route Bus and ADA Complementary Paratransit Service
<b>Mode(s) of Service Provided by this Agency</b>	Fixed Route Bus and ADA Complementary Paratransit Service
<b>Service Area Description</b>	Urban Service in the Greater Bangor Region. City of Bangor, City of Brewer, City of Old Town, and the Town of Orono, Town of Veazie, and Town of Hampden.
<b>Number of Vehicles in Peak Revenue Service</b>	14
Directly Operated <input checked="" type="checkbox"/> Contracted Service <input type="checkbox"/>	
<b>Name and Address of Transit Agency for Which Service is Provided</b>	City of Bangor, Community Connector 475 Maine Ave Bangor, Maine 04401
<b>Name and Address of Service Contractor</b>	NA
<b>List FTA Funding Types:</b>	5307 and 5339

## Section 2.

Plan Development, Approval, and Updates	
<b>Name of Entity that Drafted this Plan</b>	The City of Bangor, Community Connector developed this ASP to meet all applicable requirements of 49 CFR Part 673.
<b>Signature* of Accountable Executive</b>	
<b>Date of Signature</b>	10/30/2020
<b>Name of Board or other Entity approving this Plan</b>	City of Bangor – City Councilors
<b>Date of Approval</b>	10/26/2020
<b>Approval Documentation</b> (provide description and include as <b>Attachment A</b> )	<i>Council Order showing vote to approve</i>
<b>Name of Entity/Individual Certifying Compliance</b>	<i>Cathy Conlow and Paul Nicklas</i>
<b>Date of Certification</b>	11/06/2020
<b>Certification Documentation</b> (provide description and include as <b>Attachment B</b> )	<i>Signed Annual Certifications and Assurances</i>

*\*Signature is meant to approve and affirm all requirements under this plan. Separate signatures for each section of this plan are not required. The Accountable Executive and Chief Safety Officer meet all requirements as defined by 49 C.F.R. § 673.5.*

## Annual Review and Update Process

This plan will be jointly reviewed and updated by the Bus Superintendent (*Accountable Executive*) and Chief Safety Officer by **JULY 1** annually, or more often if the need arises. A meeting will be scheduled to provide adequate time for all edits and approvals to occur before July 1 of each year. Signed Certifications and Assurances (C&A) will be included as **Attachment B** annually. After approval of annual updates, the revised plan will be shared with MaineDOT and MPO.

Version Number and Updates			
Version Number	Section/ Pages Affected	Reason for Change	Date Issued
1		New Document	7/20/2020
2		Suggestions from FTA, PTASP experts	8/6/2020
3		Final with attachments	10/30/2020

### Section 3.

## Safety Performance Measures and Targets

The **Public Transportation Agency Safety Plan (PTASP)** regulation, at 49 C.F.R. Part 673, requires covered public transportation providers and State Departments of Transportation (DOT) to establish **safety performance targets (SPTs)** to address the **safety performance measures (SPMs)** identified in the **National Public Transportation Safety Plan (NSP)** (49 C.F.R. § 673.11(a)(3)).

As described in the **NSP**, transit providers must establish by mode seven **SPTs** in four categories:

- **Fatalities:** Total number of reportable fatalities reported to NTD and rate per total vehicle revenue miles (VRM) by mode.
- **Injuries:** Total number of reportable injuries reported to NTD and rate per total VRM by mode.
- **Safety Events:** Total number of reportable safety events reported to NTD and rate per total VRM by mode.
- **System Reliability:** Mean distance between major mechanical failures by mode.

The thresholds for “reportable” fatalities, injuries, and events are defined in the NTD Safety and Security Reporting Manual.

A **Safety Performance Measure (SPM)** is a quantifiable indicator of performance or condition that used to establish targets related to safety management activities, and to assess progress toward meeting the established targets.

A **Safety Performance Target (SPT)** is a quantifiable level of performance or condition expressed as a value for the measure related to safety management activities to be achieved within a set time period.

**Data of the initial development of this plan was determine by using the National Transit Database (NTD). The safety performance targets were compiled using the five-year average methodology based on data from 2014-2018 National Transit Database (NTD) reporting years. *The exception to this is data on major mechanical failures, as reduced reporters are not required to submit that information to the NTD.* The Community Connector will provide historical data from their maintenance record. Rates were calculated per 100,000 vehicle revenue miles (VRM). The two modes of transit are defined as Fixed Route (MB) and Non-Fixed Route [Demand Response (DR)]. City of Bangor, Community Connector operates both MB and DR service.**

City of Bangor, Community Connector Safety Performance Targets FY 2021							
Targets below are based on review of the previous five-year average of NTD safety performance data. (2014-2018)							
Mode of Transit Service	Fatalities per NTD Reporting Year (total)	Fatalities (per 100 thousand VRM)	Injuries per NTD Reporting Year (total)	Injuries (per 100 thousand VRM)	Safety Events per NTD Reporting Year (total)	Safety Events (per 100 thousand VRM)	System Reliability (VRM / Failures)
MB	0	0	1.2	.20	1.40	.23	13,336
DR	0	0	0.20	.38	.20	.38	52,080

## Safety Performance Target Coordination

Community Connector's Accountable Executive will transmit our Safety Performance Targets (SPT) by email (which are included in our PTASP), to the State DOT and MPO in our service area each year after it is updated. Community Connector's Accountable Executive will coordinate with the MDOT and MPO to support the selection of State and MPO transit safety performance targets to the maximum extent practicable.

<b>ASP and Targets Transmitted to the State</b>	State of Maine Department of Transportation (MDOT)	<b>Date Targets Transmitted</b> November 2020
<b>ASP and Targets Transmitted to the Metropolitan Planning Organization</b>	Bangor Area Comprehensive Transportation System (BACTS)	<b>Date Targets Transmitted</b> November 2020

## Section 4.

### Safety Management Policy Statement

Safety is a core value at Community Connector, and managing safety is an essential daily function. Community Connector is committed to developing, implementing, maintaining, and constantly improving processes to ensure all transit service delivery activities are supported by an appropriate allocation of resources and aimed at achieving the highest level of transit safety performance and meeting established standards. Community Connector is dedicated the safety of our customers, employees, and the public.

All transit employees in our department are accountable for the delivery of the highest level of safety performance regardless of job title.

As part of our commitment to safety, Community Connector will:

- Communicating the purpose and benefits of the Safety Management System (SMS) to all staff, managers, supervisors, and employees.
- Provide clear definition of the accountabilities and responsibilities for all staff; managers, employees with the delivery performance and the performance of the safety management system (SMS).

- Providing appropriate management involvement and the necessary resources to establish and operate effectively an Employee Safety Reporting Program (ESRP). The ESRP will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team.
- Establish and operate a safety reporting program in support of pre-determined hazards, potential hazards, and use it to evaluate and mitigate risk.
- Ensure that sufficiently skilled and trained staff are available to implement safety management processes.
- Ensure that all staff are provided with adequate and appropriate safety information and training, are competent in safety management activities, and are assigned safety related tasks commensurate with their skills.
- Establishing safety performance targets that are realistic, measurable, and data driven.
- Establish and measure our safety performance against realistic safety performance indicators and safety performance targets.
- Continually improving our safety performance through management processes that ensure appropriate safety management action is taken and is effective.

## Safety Management Policy Communication

The Community Connector's Safety Management Policy Statement will be distributed to all transit employee. Employees will be required to sign that they have received a copy of the policy. The Chief Safety Officer, who leads Community Connector's SMS activities will start in November and December 2020 with the introduction of the SMS principles. Community Connector also will post a copy of the Safety Management Policy Statement on the bulletin board in the driver's room. Community Connector has incorporated the review and distribution of the Safety Management Policy Statement into new hire training and in refresher training.

*Records of distribution will be kept by the Chief Safety Officer and will be made available upon request. When substantive changes are made, all parties will be required to sign that they have received a copy of the updated policy.*

In addition to the distribution of the ASP to all transit employees, there will be periodic staff/safety meetings to discuss on going safety practices and reported events. These staff/safety meetings will serve to keep the importance of safety as a top priority.

## Employee Safety Reporting Program (ESRP)

Community Connector transit staff at all levels are required to practice safety in all aspects of our operation. **All employees are required to report and document accidents and injuries no matter how minor as soon as it is safe to do so.**

**What to Report:** Employees are required to report all safety concerns, events, hazards, and near-misses. Employees may use the Community Connector's Accident or Incident Report Forms, and or the Employee Safety Reporting Form found in **Attachment C** and submit to the Chief Safety Officer (CSO) or any supervisor. The employee may reach out to any supervisor for help in selecting the correct form. If the employee chooses to report the safety event verbally, then the CSO or supervisor will complete the form on behalf of the employee and make proper notes. In all instances, the CSO will receive the final report. Employees should also report to the CSO or supervisor when established policies and procedures are not working as intended so they can be improved.

**CSO Response:** The CSO will review all safety reports. The CSO will assess and track the hazards as outlined in Section 5 of this ASP. Employees will be informed of hazard mitigation strategies and resolution through direct communication with the CSO or immediate supervisor, and through periodic safety training events.

**Documentation of reported safety hazard:** The CSO will maintain a log of all reported safety events, hazards, and near-misses along with the follow-up action as outlined in Section 5 of this ASP.

The CSO will keep employees informed of reported safety hazards through direct communication and trainings. In the event that the hazard is reported anonymously, the CSO will track the hazard and share with employees during training events if deemed significant.

**Employee Protections:** No disciplinary action will be taken against any employee who discloses a safety event unless the event is the result of an illegal act or deliberate and willful disregard of agency safety rules and policies. Employees are not protected in the event that that safety event was reported from another source, internal or external.

## Employees Safety Reporting Program (ESRP)

The CSO encourages all transit employees who identify a safety concerns to report safety conditions to any office staff at any time in good faith without fear of retribution.

### **Employees can report safety conditions in the following ways:**

Report conditions directly to the dispatch, who will forward them to the CSO

Report conditions directly to Operations Officer, who will forward to the CSO

Report conditions directly to CSO or AE (Bus Superintendent)

Report conditions using your name or anonymously by dropping into the mailbox on the administration door at 475 Maine Ave, Bangor, ME 04401 or by using mail to the same address using regular USPS mail.

Report conditions using your name or anonymously by emailing: [bus-safety@bangormaine.gov](mailto:bus-safety@bangormaine.gov)

The CSO will review the employee safety reports, and the dedicated email address, and respond appropriately.

## Authorities, Accountabilities, and Responsibilities

### Staff Safety Roles and Responsibilities

Position Title	Safety Responsibilities
Accountable Executive	<p>The Bus Superintendent of the Community Connector serves as the Accountable Executive with the following authorities, accountabilities, and responsibilities, necessary for the management of safety, as they relate under this plan:</p> <ul style="list-style-type: none"> <li>• Implement each element of the SMS throughout the agency</li> <li>• Address substandard performance in the agency</li> <li>• Ensure that PTASP is distributed to transit employees</li> <li>• Oversee all safety records</li> <li>• Oversee and provide support to the Chief Safety Officer (CSO) when necessary</li> <li>• Review and update PTASP annually or as necessary</li> <li>• Establish and measure safety performance</li> <li>• Ensure the CSO is performing their duties to the highest possible level</li> </ul>
Chief Safety Officer (CSO)	<p>The Chief Safety Officer (CSO) is currently a vacant position. The Bus Superintendent will serve as acting until a CSO is hired. The CSO has the following authorities, accountabilities, and responsibilities necessary for the management of safety, as they relate under this plan:</p> <ul style="list-style-type: none"> <li>• Promote health and safety and be a resource to all transit related employees</li> <li>• Review accidents and conduct investigations when they result in serious injury or property damage</li> <li>• Ensure training programs are developed and implemented for all employees including current and new hires</li> <li>• Establish and operate the employee safety reporting program (ESRP)</li> <li>• Continually look for ways to improve safety for employees and passengers</li> <li>• Reports to the Accountable Executive</li> <li>• Review and update the PTASP annually with AE</li> <li>• Ensure the hazard management practices are followed</li> <li>• Ensure that all employees under their supervision are appropriately trained</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that all employees comply with all safety policies and expectations</li> <li>• Ensure that employees receive refresher training</li> <li>• Resolve safety situations or elevate to AE if necessary</li> <li>• Perform safety oversight activities to ensure staff is following policy</li> <li>• Set a high standard for health and safety and lead by example</li> <li>• Promote a safe and healthy culture throughout the agency</li> <li>• Set a high standard for health and safety and lead by example</li> <li>• Ensure that the safety program is fully implemented and effective</li> <li>• Ensure adequate resources are designed to support the organizational safety culture and procedures from the PTASP</li> <li>• Ensure no retaliatory action is taken against an employee who discloses a safety concern unless established policy is violated</li> </ul>
<p>Operations Officer</p>	<ul style="list-style-type: none"> <li>• Promote health and safety and be a resource to all transit related employees</li> <li>• Continually look for ways to improve safety for employees and passengers</li> <li>• Ensure that all employees under their supervision are appropriately trained</li> <li>• Works closely with the CSO on safety plan</li> <li>• Ensure that all employees comply with all safety policies and expectations</li> <li>• Ensure that employees receive refresher training</li> <li>• Resolve safety situations or elevate to CSO if necessary</li> <li>• Perform safety oversight activities to ensure staff is following policy</li> <li>• Set a high standard for health and safety and lead by example</li> <li>• Promote a safe and healthy culture throughout the agency</li> <li>• Participate as required in the safety program</li> <li>• Communicate with CSO and AE</li> <li>• Assist the CSO and AE with safety program and training</li> </ul>
<p>Dispatchers / Supervisor</p>	<ul style="list-style-type: none"> <li>• Be aware of all safety policies and your role</li> <li>• Be aware of surroundings at all times to mitigate safety risks</li> <li>• Report hazards according to policy</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate as required in the safety program</li> <li>• Set a high standard for health and safety and lead by example</li> <li>• Promote a safe and healthy culture throughout the agency</li> <li>• Resolve safety situations or elevate to CSO if necessary</li> <li>• Communicate with Operations and CSO</li> </ul>
Drivers	<ul style="list-style-type: none"> <li>• Maintain control of the vehicle at all times</li> <li>• Bring safety concerns to the supervisor and or CSO</li> <li>• Report injuries, illnesses, and incidents to the supervisor and or CSO</li> <li>• Report hazards according to policy</li> <li>• Participate as required in the safety program</li> <li>• Report near-misses to supervisors and or CSO as soon as practicable</li> </ul>

**Section 5.**

**Safety Risk Management**

**Safety Risk Management Process**

Our Safety Risk Management (SRM) process will be continuous and on-going to ensure the safety of our operations, passengers, employees, vehicles, and facilities. Community Connector will use a process whereby hazards and their consequences are identified, assessed for potential safety risk, and resolved in a manner acceptable to management.

The Chief Safety Officer (CSO) will lead Community Connector’s Safety Risk Management Process, working with City of Bangor, Risk Manager when necessary, to identify hazards and consequences, assess safety risk of potential consequences, and mitigate safety risk. The CSO will track the hazards with evaluation and mitigation strategies to find trends that will be analyzed to improve safety throughout the agency. The results are documented in our Hazard Tracking Log.

Community Connector SRM process will applies to all elements of our system including our operations, facilities, and vehicles; and personnel recruitment, training, and supervision.

**Safety Hazard Identification**

Identification of hazards may occur through direct observation, claims, customer complaints, accident reports, employee reporting, or any of the sources listed below:

- Periodic staff meetings/trainings that encourage employees to report hazards and near-misses
- Employee Safety Reporting Program/Other Accident or Incident Reports (ESRP)
- Transit Asset Management (TAM) Plan
- Facility inspections
- Pre/post trip vehicle inspections
- Post-accident investigations
- On-board cameras
- Observations from Supervisors
- Routine oversight of daily activities (On Board Evaluations)
- Customer complaints
- Routine monitoring of road conditions (weather/construction)
- Federal Transit Administration (FTA) and other oversight authorities
- Comprehensive Hazard List (**Attachment E**)

When any safety concerns are reported whatever the source, it is reported to the Chief Safety Officer. The CSO also receives the employee reports from the ESRP, customer complaints related to safety, and any other safety related document. The CSO will review these sources for hazards and document them in the Community Connector Hazard Tracking Log.

### Safety Risk Assessment

Once hazards have been identified using any of the above sources, they will be evaluated to determine their potential consequences. Factors to be considered are **existing mitigation factors**, the **likelihood of the occurrence**, the **severity of the consequences for the occurrence**, and the **level of exposure to the hazard**. The CSO will use the Risk Assessment Matrix (RAM) found in **Appendix E** to evaluate, score, and prioritize each hazard. Hazards will be categorized as High, Medium, or Low depending on these definitions:

Risk Index	Criteria by Index
<b>HIGH</b>	Unacceptable – Action Required: Safety Risk must be mitigated or eliminated as soon as practicable.
<b>MEDIUM</b>	Undesirable – Management Decision: Executive management must decide whether to accept the safety risk with monitoring or further action.
<b>LOW</b>	Acceptable with Review: Safety Risk is acceptable pending management review.

## Safety Risk Mitigation

Once hazards are documented using the RAM, the CSO and City of Bangor, Risk Manager ( if needed) will use their extensive experience and the RAM to categorize the severity of the hazards. Hazards will be categorized as catastrophic, critical, marginal, or negligible.

**A-CATASTROPIC:** Death or system loss.

**B-CRITICAL:** Severe injury, severe occupational illness, or major system damage.

**C-MARGINAL:** Minor injury, minor occupational illness, or minor system damage.

**D-NEGLIGIBLE:** Less than minor injury, illness, or system damage.

The CSO will use all available tools from hazard identification and categorization to prioritize the hazards and determine mitigation strategies and resolution. Those strategies may include do nothing, re-training, new training, and/or a change in Community Connector's procedure.

The CSO will document the safety risk management process for each hazard, from identification of source, evaluation, mitigation, resolution, and tracking by maintaining a comprehensive log. The log will be used to identify and prioritize trends to improve safety performance department wide. The log may be used as a training tool. Community Connector will utilize their own log for tracking provided as **Attachment F**.

## Section 6.

### Safety Assurance

#### Safety Performance Monitoring and Measurement:

The Chief Safety Officer (CSO) is responsible for safety assurance at the Community Connector. To do so, the CSO will perform the following actions:

- ✓ Ensure that the safety culture is known and accepted throughout the agency by:
  - ✓ Maximize the use of safety devices.
  - ✓ Maximize the use of warning devices.
  - ✓ Provide safety policies and training to all employees.
  - ✓ Provide opportunity for employee input into the safety process.
- ✓ Ensure that safety performance measures are quantifiable, consistent, and representative of what is being measured.
- ✓ **Monitor compliance with established safety procedures.**
  - ✓ **Identify and track policies, procedures and protocols the agency needs to monitor and measures.**

- ✓ *Monitor operations activities for safety compliance via effective oversight of daily activities.*
- ✓ *Periodically review and analyze current safety policies for sufficiency.*
- ✓ *Collect and share data with staff to keep everyone informed and cognizant of the importance of safety as a business practice.*
- ✓ *Conduct investigations in safety events to included accidents, incidents, and or near misses to identify causal factors including collecting witness feedback.*
- ✓ *Track all safety events in one location including those reported by employees to identify trends and analyze the effectiveness of mitigations.*
- ✓ *Use data collected to monitor and analyze mitigation strategies to determine effectiveness.*

## Section 7.

### Safety Promotion

#### Competencies and Training:

The FTA’s Public Transportation Safety Program includes two separate requirements for training:

FTA’s Public Transportation Safety Certification Training Program regulation, 49 CFR Part 672, specifies “a uniform safety certification training curriculum and requirements to enhance the technical proficiency of **individuals who conduct safety audits and examinations of public transportation systems and those who are directly responsible for safety oversight of public transportation agencies.**” (§672.1(a))

FTA’s Public Transportation Agency Safety Plan (PTASP) regulation, 49 CFR Part 673, **requires each covered public transportation agency** to “establish and implement a comprehensive safety training program for **all agency employees and contractors directly responsible for safety** in the agency's public transportation system.” The training program “must include refresher training, as necessary.” (§673.29(a))

Community Connector transit employees must become familiar with all safety policies and procedures and learn to perform their jobs safely and efficiently. Employees are required to participate in all agency on-the-job, classroom, and specialty training. Community Connector will ensure that training programs include hazard recognition, regulatory compliance, and accident prevention.

Employees directly responsible for safety are: Bus Drivers, Dispatchers, Operations Officer, Chief Safety Officer (CSO), and Bus Superintendent (AE).

Training: The Accountable Executive and Chief Safety Officer must complete the FTA's SMS online training. Also plan to attend the Public Transportation Safety Certification Training Program within three years and subsequently complete refresher training every two years.

***List on-going safety training efforts including refreshers here:***

*Wheelchair Ramp Operation, Securements Training, and Ramp Failure Procedures*

*ADA Sensitivity*

*Customer Service*

*Fire Extinguisher*

*Bus Evaluation*

*Reporting First Report of Injury or illness*

*Blood Pathogens*

*Breakdowns, - Safety Vest, Triangles*

*Drug Free Workplace*

*Random Testing & Drug and Alcohol*

*Post-Accident Testing*

Driving of Commercial Motor Vehicles

Carbon monoxide

Stopped Commercial Motor Vehicles

Fueling Precautions

Prohibited Practices

Limiting the Use of Electronic Devices

Emergency Equipment

Driving of Commercial Motor Vehicles- General

*PTASP*

*Accident and Incident*

Spill prevention

Spill kit deployment

spill reporting

Radio Professionalism (FCC)

Safe Operation of Motor Vehicle

Passenger Removal Policy

Hazard Communication / Global Harmonization

Emergency Action Plan

Emergency Procedures for the Bus

Personal Protective Equipment

Lock out Tagout Awareness

*Universal Waste Training*

*Hazardous Waste Training*

***Other Training List:***

Bus Operator – Gillig

Route Changes

Operational Changes  
ADA Paratransit Service  
EEO  
Title VI  
Fare Policies  
DVIR-Pre-Trip, Post Trip  
Public Participation  
Half Fare Program  
Sexual Harassment  
Stop Announcements  
Human Trafficking  
ADA Fixed Route and Paratransit Service Provisions

### **Safety Communication:**

The Community Connector's Chief Safety Officer will coordinate Community Connector's safety communication activities for the SMS. Community Connector's activities focus on the three categories of communication activity established in 49 CFR Part 673 (Part 673):

- Communicating safety and safety performance information throughout the agency: Community Connector communicates information on safety and safety performance on its safety board and during periodic staff meetings. Community Connector also requests information from drivers during these meetings, and which minutes are taken as record. Finally, Community Connector's CSO posts safety bulletins and flyers on the bulletin boards located in driver's break room, to advertising safety messages and promoting awareness of safety issues.
- Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency: As part of new-hire training, Community Connector distributes safety policies and procedures, included in the Community Connector New Employee Packet, to all new employees. Community Connector provides training on these policies and procedures and discusses them during safety talks between supervisors and bus operators. For newly emerging issues or safety events at the agency, the Chief Safety Officer issues bulletins or messages to employees that are reinforced by supervisors in one-on-one or group discussions with employees.
- Informing employees of safety actions taken in response to reports submitted through the ESRP: Community Connector CSO provides targeted communications to inform employees of safety actions taken in response to reports submitted through the ESRP, including handouts and

flyers, safety talks, updates to bulletin boards, and one-on-one discussions between employees and supervisors.

### **Additional Information:**

Community Connector will maintain documentation related to the implementation of the ASP. This documentation will be retained for three years after creation. They will be available to the FTA or other Federal or oversight entity upon request.

## **Section 8.**

### **Definitions**

**Accident:** An event that involves loss of life, serious injury to a person, collision of public transportation vehicle, and/or evacuation for life safety reasons.

**Accountable Executive (AE):** A single, identifiable person who has the ultimate responsibility for carrying out the PTASP and TAM Plan of the transit agency; and control or direction over the human and capital resources needed to develop and maintain both the PTASP and TAM.

**Chief Safety Officer (CSO):** An adequately trained individual who has responsibility for safety and reports directly to the agency's top executive or board. The Chief Safety Officer may also be the Accountable Executive.

**Consequence:** The result of a hazard.

**Equivalent Authority:** An entity that carries out duties similar to a Board of Directors.

**Safety Event:** An accident, incident, or occurrence.

**Fatality:** A transit-caused death that occurs within 30 days of transit event.

**Hazard:** Any real or potential condition that can cause injury, illness, or death damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

**Incident:** An event that involves a personal injury that is not a serious injury, one or more injuries requiring medical transport, and/or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of the transit agency.

**Injury:** Any physical damage or harm to a person that requires immediate medical attention and hospitalization.

**Major Mechanical Failure:** A failure which prevents a vehicle from completing or starting a scheduled revenue trip because actual movement is limited or because of safety

concerns. Examples of major bus failures include breakdowns of brakes, doors, engine cooling systems, steering, axles, and suspension.

**MPO:** Metropolitan Planning Organizations in Maine. There are four (4) in Maine: KACTS, BACTS, PACTS, ATRC.

**PTASP:** Public Transportation Agency Safety Plan required by 49 CFR Part 673.

**Risk:** The composite of predicted severity and likelihood of the potential effect of a hazard.

**Risk Mitigation:** A method or methods to eliminate or reduce the effects of hazards.

**Safety Assurance:** The processes within a transit agency's SMS that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

**Safety Risk Management:** A process within a transit agency's ASP for identifying hazards and analyzing, assessing, and mitigating safety risk.

**Small Public Transportation Providers:** Transit systems operating fewer than 100 vehicles in peak revenue service.

**Safety Management System (SMS):** A comprehensive collaborative approach to managing safety bringing management and labor together to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more precisely.

**SMS Executive:** The Safety Management System Executive is the Chief Safety Officer or equivalent.

**System Reliability:** Mean distance between major mechanical failures by mode.

**TAM:** Transit Asset Management plan. A business model that prioritizes funding based on the condition of transit assets to achieve and maintain a state of good repair (SGR) for the nation's public transportation assets.

## Section 9.

### Acronyms

ADA: Americans with Disabilities Act

ATRC: Androscoggin Transportation Resource Center

AVCOG: Androscoggin Valley Council of Governments

BACTS: Bangor Area Comprehensive Transportation System

BSOOB: Biddeford-Saco-Old Orchard Beach Transit Committee

CDL: Commercial Driver's License

DOT: United States Department of Transportation

DR: Demand Response

FAST: Fixing America's Surface Transportation Act of 2015

FHWA: Federal Highway Administration

FTA: Federal Transit Administration

GPCOG: Greater Portland Council of Governments

JSA: Job Safety Analysis

KACTS: Kittery Area Comprehensive Transportation System

LATC: Lewiston-Auburn Transit Committee

MaineDOT: Maine Department of Transportation

MPO: Metropolitan Planning Organization

NPTSP: National Public Transportation Safety Plan

NTD: National Transit Database

PACTS: Portland Area Comprehensive Transportation System

PM: Preventive Maintenance

PTASP: Public Transportation Agency Safety Plan required by 49 CFR Part 673

RAM: Risk Assessment Matrix

RTP: Regional Transportation Program

SA: Safety Assurance  
SDS: Safety Data Sheets  
SOP: Standard Operating Procedure  
SPBS: South Portland Bus Service  
SMPDC: Southern Maine Planning & Development Commission  
SMS: Safety Management System  
SPM: Safety Performance Measure  
SPT: Safety Performance Target  
SRM: Safety Risk Management  
TAM: Transit Asset Management  
USDOT: United States Department of Transportation  
VRM: Vehicle Revenue Mile  
WAVE: Wheels to Access Vocation and Education  
WMTS: Western Maine Transportation Services  
YCCAC: York County Community Action Corporation

# ATTACHMENT A: Council Approval



**CITY COUNCIL ACTION**

10/26/2020 20-354

Council Meeting Date: 10/26/2020

Item No: 20-354

Responsible Dept: Community Connector

Requested Action: Order

Map/Lot: N/A

**Title, Order**

Authorizing the Public Transportation Agency Safety Plan for the Community Connector

**Summary**

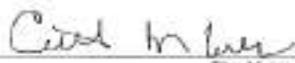
City of Bangor, Community Connector is required by the Federal Transit Administration (FTA) to develop and implement a Public Transportation Agency Safety Plan (PTASP) based on being the recipient of federal funding. The plan outlines in detail how Community Connector will develop and implement a Safety Management System (SMS). This is to include such items as safety performance targets, safety management policy, safety risk management, safety assurance, and safety promotion. The intent of the plan is to improve public transportation safety and provide the Community Connector with a structure for understanding and addressing safety risks through proactive and timely data-driven organizational decision making.

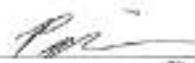
**Committee Action**

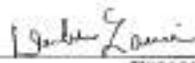
Committee: Government Operations Committee  
Action: Recommend for passage

Meeting Date: 10/16/2020  
For: 4                      Against: 0

**Staff Comments & Approvals**

  
City Manager

  
City Solicitor

  
Finance Director

Introduced for: Consent



**CITY OF BANGOR ORDER**

10/26/2020 20-354

Date: 10/26/2020

Item No: 20-354

Assigned to Councilor: Supica

Authorizing the Public Transportation Agency Safety Plan for the Community Connector

Whereas; City of Bangor, Community Connector is required by the Federal Transit Administration (FTA) to develop and implement a Public Transportation Agency Safety Plan (PTASP) based on being the recipient of federal funding, and

Whereas; City Staff has created a Public Transportation Agency Safety Plan (PTASP) within the requirements set by the Federal Transit Administration (FTA), and

Whereas; the City must approve and enact the Public Transportation Agency Safety Plan (PTASP) by December 31, 2020

Be it Ordered by the City Council of the City of Bangor that, the Public Transportation Agency Safety Plan for the Community Connector is approved.

## **ATTACHMENT B: Annual Signed Certifications and Assurances**

*Not every provision of every certification will apply to every applicant or award. If a provision of a certification does not apply to the applicant or its award, FTA will not enforce that provision. Refer to FTA's accompanying Instructions document for more information.*

*Text in italics is guidance to the public. It does not have the force and effect of law, and is not meant to bind the public in any way. It is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.*

**The C & A's below is a place holder. After the approval a new copy will be attached.**



**ATTACHMENT C: Community Connector**

**EMPLOYEE SAFETY REPORTING FORM**

Please complete form as thoroughly as possible. If preferred, leave employee name field blank to remain anonymous.

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

WEATHER CONDITIONS: \_\_\_\_\_

ROAD CONDITIONS: \_\_\_\_\_

DAY OF WEEK:       MON     TUES     WED     THURS     FRI     SAT

SAFETY EVENT     HAZARD     NEAR MISS     POLICY

DESCRIBE SAFETY CONCERN: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This form completed by: \_\_\_\_\_

Form submitted to: \_\_\_\_\_

Date form submitted: \_\_\_\_\_

Action taken by CSO: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Follow-up action: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Date closed: \_\_\_\_\_

## Attachment D: Comprehensive Hazard List

Hazard	Hazard type Category	Consequence	Risk Mitigation
Blinding Sunlight	Environmental	Crash/injury/vehicle damage	Provide tinted visors/ keep windshield clean
Night Glare	Environmental	Crash/injury/vehicle damage	Keep windshield clean
Snow/Ice build up on windshield	Environmental	Crash/injury/vehicle damage	Remove snow/working defrost/wiper replacement
Slippery Boarding Stairs/Other surfaces	Environmental	Injuries	Keep stairs clean and dry as possible/use salt when icy
Deer / Animal Collisions	Environmental	Crash/vehicle damage/injuries	Install Deer Whistles/Defensive Driving Course
Snow on Vehicle Roof	Environmental	Crash/Fines/vehicle damage	Properly remove all snow before moving vehicle
Uncleared bus stop locations	Environmental	Slip and fall injury	Clear bus stops or stop in alternate locations if safe
Hazardous material spills on bus or in garage	Environmental	Slip & Fall/Contamination to employees and riders	Clean up spills as soon as possible
Poor weather conditions	Environmental	Crash/Slip & Fall/Cancelled service	Cancel or reschedule service if possible
Heavy rains	Environmental	Crash/Slip & Fall	Use caution/reschedule service if possible
Blizzard conditions/snow storms	Environmental	Crash/Slip & Fall/Cancelled service	Cancel service in dangerous conditions
Freezing rain, sleet	Environmental	Crash/Slip & Fall/Cancelled service	Cancel service in dangerous conditions
Fog	Environmental	Crash/Poor on-time performance	Drive more slowly/defensive driving course
High winds	Environmental	Crash/Poor on-time performance	Drive more slowly/defensive driving course
Frost heaves/road damage	Environmental	Passenger injury, vehicle damage	Drive more slowly, try to avoid if possible
Flooding/debris in roadway	Environmental	Detour/service delay	Drive more slowly, try to avoid if possible
Wildlife/animals in roadway	Environmental	Crash/vehicle damage	Drive more slowly, try to avoid if possible
Driving Tired	Organizational	Loss of Life / License / Fines	Drivers should get proper rest before shift
Mobility Device not properly secured	Organizational	Injury to rider/driver/other passengers	Re-train employee
Operating Vehicles Beyond Useful Life	Organizational	High maintenance costs/risk of breakdowns	Replace aging equipment as soon as practicable
Disorderly / Disruptive Passenger	Organizational	Confrontation / Injury	Adequate Training/Disruptive Passenger Policy/Call 911
Disabled Vehicle on Shoulder	Organizational	Potential crash/detour/bus not on schedule	Defensive Driving Techniques / Best Practices
Intruder Situation	Organizational	Confrontation / Injury	Training / Secure Access Points / Panic Button/Call 911
Occupational Exposure / Bloodborne Pathogens	Organizational	Injury to employees/passengers	Training / Policies & Procedures
Passenger not wearing seat belt	Organizational	Potential injury/fines	Training / Policies & Procedures
Child not in safety seat	Organizational	Potential injury/fines	Training / Policies & Procedures
Violation of traffic regulations	Organizational	Potential injury/fines	Training / Policies & Procedures

Driving to Endanger	Organizational	Potential crash/injuries/fines	Defensive Driving Techniques / Policies & Procedures
Observation of passengers in unsafe conditions (abuse, neglect, trafficked)	Organizational	Potential harm/danger to passengers	Training / Policies & Procedures
Tight/hard to meet schedules	Organizational	Crash/Poor on-time performance	Review schedule/train dispatchers to avoid
Passengers needing assistance	Organizational	Potential injury/service delay	Training / Policies & Procedures
Trips/falls during boarding	Organizational	Injury to passengers	Training to assess and assist when necessary
Transporting oxygen tanks/other medical equipment	Organizational	Injuries due to unsecured equipment	Training, ensure equipment is secured
Poor communication between driver/dispatch/passenger	Organizational	Injury/service delay/bad reputation	Training, rider manual, policies & procedures
Passenger with firearm/weapon	Organizational	Injury/danger	Have weapons policy, contact law enforcement if needed
Driver inattention to sleeping/unresponsive passenger	Organizational	Potential injury or wrong stop for rider	Training, driver policies
Safety inspections not done on time	Organizational	Crash/breakdown/fines/non-compliance	Training/supervisory oversight/state sanctions
Driver injuries when assisting passengers	Organizational	Loss of time/need to seek medical attention	Better training on passenger assistance
Inappropriate driver conduct	Organizational	Poor customer service/loss of job/unsafe conditions	Lack of trust, poor service
Employee misconduct - theft	Organizational	Lower agency reputation/replacement cost	Increased supervision/accountability
Computer hacking/cyber attacks	Organizational	Loss of important data/loss of revenue/disrupted service	Increased computer security-upgrades/train employees
Poor records retention practices	Organizational	Loss of important data/potential audit finding	Better training on records retention
Lack of adequate training	Organizational	Lower system-wide performance	Improve training
Non compliance with D&A policies/procedures	Organizational	Potential traffic violations/crash	Increased supervision/awareness of requirements
Use of improper lifting techniques	Organizational	Passenger injury/Employee injury/worker's comp claims	Better training and oversight
Traffic Circle ( others not following Pattern)	Technical	Potential crash or injury/fines	Training / Policies & Procedures
Glass on road from previous accident	Technical	Flat tire	Report to Town Highway Dept.
Inadequate lighting in boarding area	Technical	Slip & Fall/Injuries	Address better lighting
Operating Defective Equipment	Technical	Accident / Loss of Life / Fines / OOS	Training / Preventative Maintenance / Repair
Excessive Exhaust Fumes Idling	Technical	Sickness	Limit Idle Time
Near Misses	Technical	Preventable Accident / Injury	Encourage Reporting / Training, Policies & Procedures
Maneuvering vehicles in difficult locations	Technical	Crash/injury/vehicle damage	Defensive Driving training
Backing up dangers	Technical	Crash/injury/vehicle damage	Defensive Driving training
Traffic Congestion/other adverse road conditions	Technical	Crash/injury/poor on-time performance	Defensive Driving training/Allow time in schedule
Vehicle Accident/Breakdown	Technical	Crash/injury/poor on-time performance	Ensure maintenance and repairs done on-time
Unauthorized personnel in maintenance area	Technical	Injury/lawsuit	Enforce policies and procedures

Break-ins/vandalism damage to facilities/vehicles	Technical	Loss of service/reputation	Improve security, add cameras/fencing if funding allows
Other motorists	Technical	Injury/crashes	Defensive Driving
Bicyclists	Technical	Injury/crashes/lawsuits	Defensive Driving
Pedestrians	Technical	Injury/crashes/lawsuits	Defensive Driving
Outdated software/hardware	Technical	Potential for cyber attack/loss of data	Update computer hardware/software/security
Loss or lack of resources	Technical	Outdated fleet/equipment/loss of service	Apply for available funding/seek increase of local match

# ATTACHMENTS



CITY OF  
BANGOR

## Attachment E: Risk Assessment Matrix (RAM)

Reported or Identified Hazard: \_\_\_\_\_

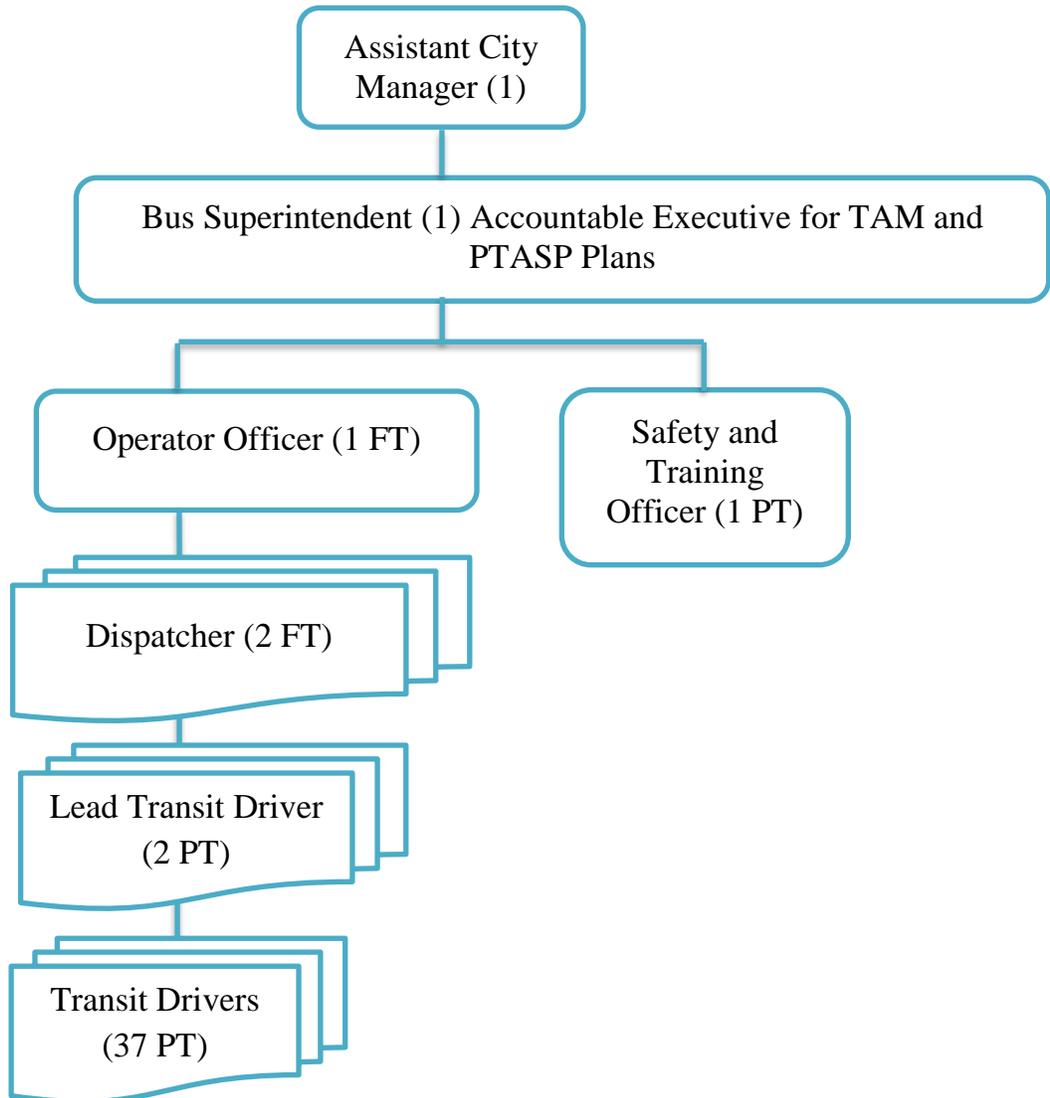
Consequences					Likelihood				
Severity	People	Assets	Environment	Reputation	1	2	3	4	5
					Practically impossible (never heard of in the industry)	Remote, not likely to occur	Could occur, or heard of it happening	Likely, known to occur or has happened before	Common, or occurs frequently
1	First aid or no injury	No/Slight damage	No/Slight effect	No/Slight impact	Low	Low	Low	Low	Low
2	Slight injury, medical treatment	Minor damage	Minor effect	Limited impact	Low	Low	Low	Medium	Medium
3	Serious injury, hospitalization more than 7 days	Moderate damage	Moderate effect	Local area impact	Low	Medium	Medium	High	High
4	Permanent total disability, or one fatality	Major damage, unit level	Major effect	Major statewide impact	Medium	Medium	High	High	High
5	Multiple fatalities	Major damage, multiple units	Massive effect	Major national impact	High	High	High	High	High
Risk Value:									

Total Risk Level (sum of all risk values):	0
Total Risk Value (total risk level x likelihood):	



**ATTACHMENT G:**

**City of Bangor  
Community Connector**





# Bangor Transportation Center



# Scope of Work

## Transit Center

- 1,000-2,000 sf building
- Heat and air conditioning
- Enclosed waiting area
- Public restrooms
- Bus operators' break room and private restroom
- Ticketing window and customer service desk
- Child changing stations
- Automatic voice annunciation system

## General

- ADA requirements and enhancements to mobility + accessibility within the service area
- Public WIFI

## Bus Platform

- Platform to accommodate 5-7 buses
- Roof and wind protection
- 45-foot bus bay
- Outside shelters
- Interactive schedule information kiosks
- Bus lines/destinations broadcast announcement
- Two taxi stands
- Bike racks and bike storage

# Program Area Requirements

FUNCTION	QTY	UNIT NET SF	TOTAL NET SF	TOTAL GROSS SF
<b>A ADMINISTRATION</b>				
1 ADMIN DESK	1		165.6	207
WORK STATION		48		
MONITORING AREA		90		
FURNITURE CIRCULATION GROSS UP FACTOR		27.6		
2 BUS DRIVER	1		168	210
LUNCH AREA/ TABLE 4CHAIRS		120		
WORK STATION		48		
3 ADMIN TOILET	1		64	80
4 COPY & SUPPLIES	1		36	45
5 MECHANICAL	1		64	64
6 SECURITY OFFICE	1		80	100
<b>SUBTOTALS</b>	<b>6</b>		<b>497.6</b>	<b>606</b>
<b>B PUBLIC</b>				
1 WAITING AREA	50		600	810
2 UNISEX TOILET	2		128	160
3 "MOTHERS" ROOM	1		80	100
4 TICKETING AREA	1		64	86.4
<b>SUBTOTALS</b>	<b>54</b>		<b>872</b>	<b>1156.4</b>
<b>TOTAL INTERIOR</b>			<b>1369.6</b>	<b>1762.4</b>
<b>C EXTERIOR</b>				
1 WAITING AREA	50		600	720
<b>SUBTOTALS</b>	<b>50</b>		<b>600</b>	<b>720</b>

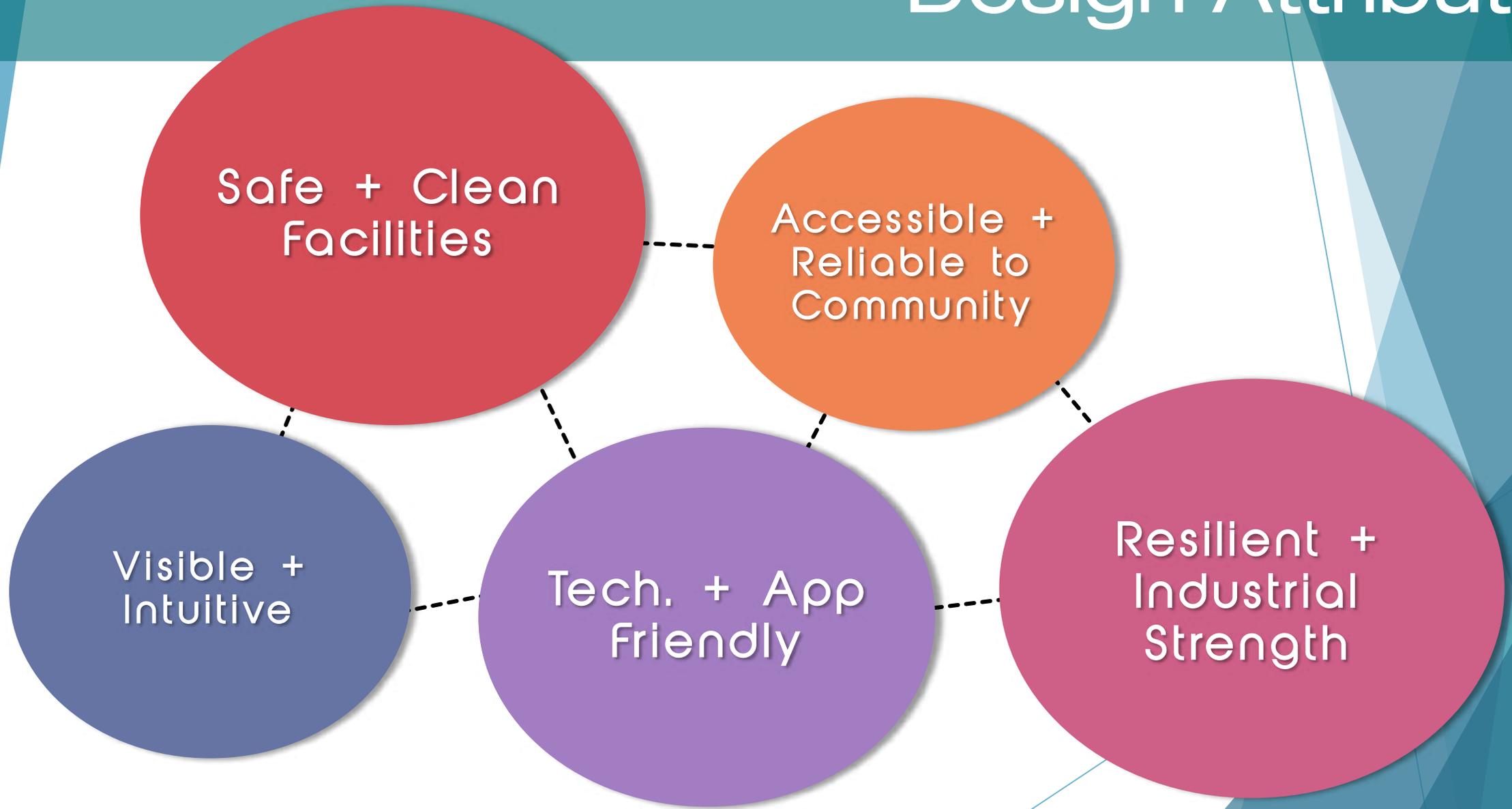
Admin  
606 sf

Public  
1,156 sf

Total Interior  
1,762 sf

Exterior  
720 sf

# Design Attributes



# Design Objectives

Clear integration of technology

Lumber, brick, + stone integral to design

Rethink the design of municipal transit

“Traditional” Look

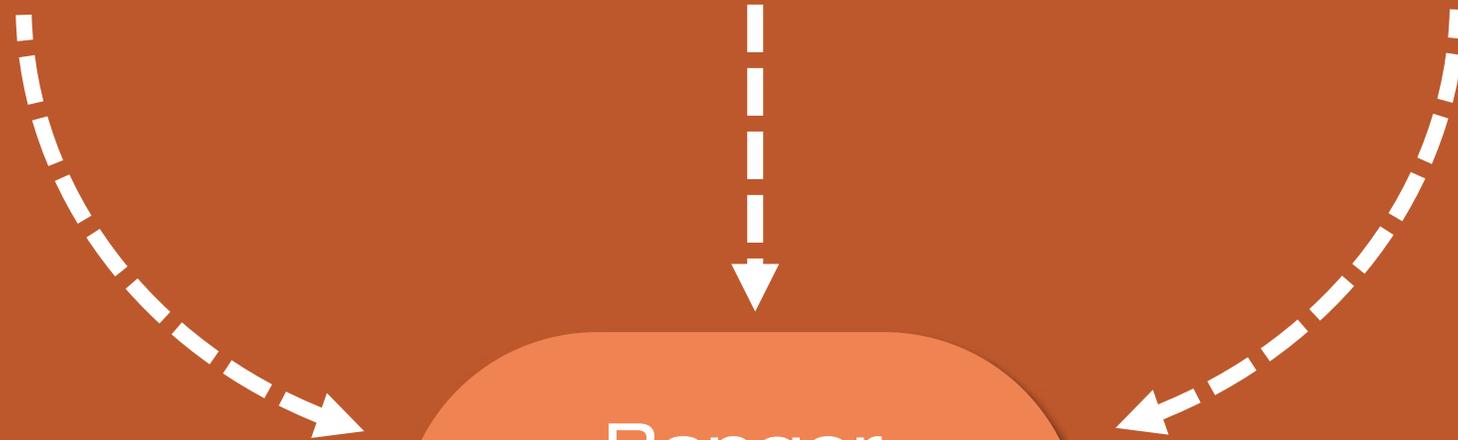
Clear that users are in Bangor, Maine

Scalable design. Prototype for Connector network

Forward-looking design

# Design Options + Opportunities

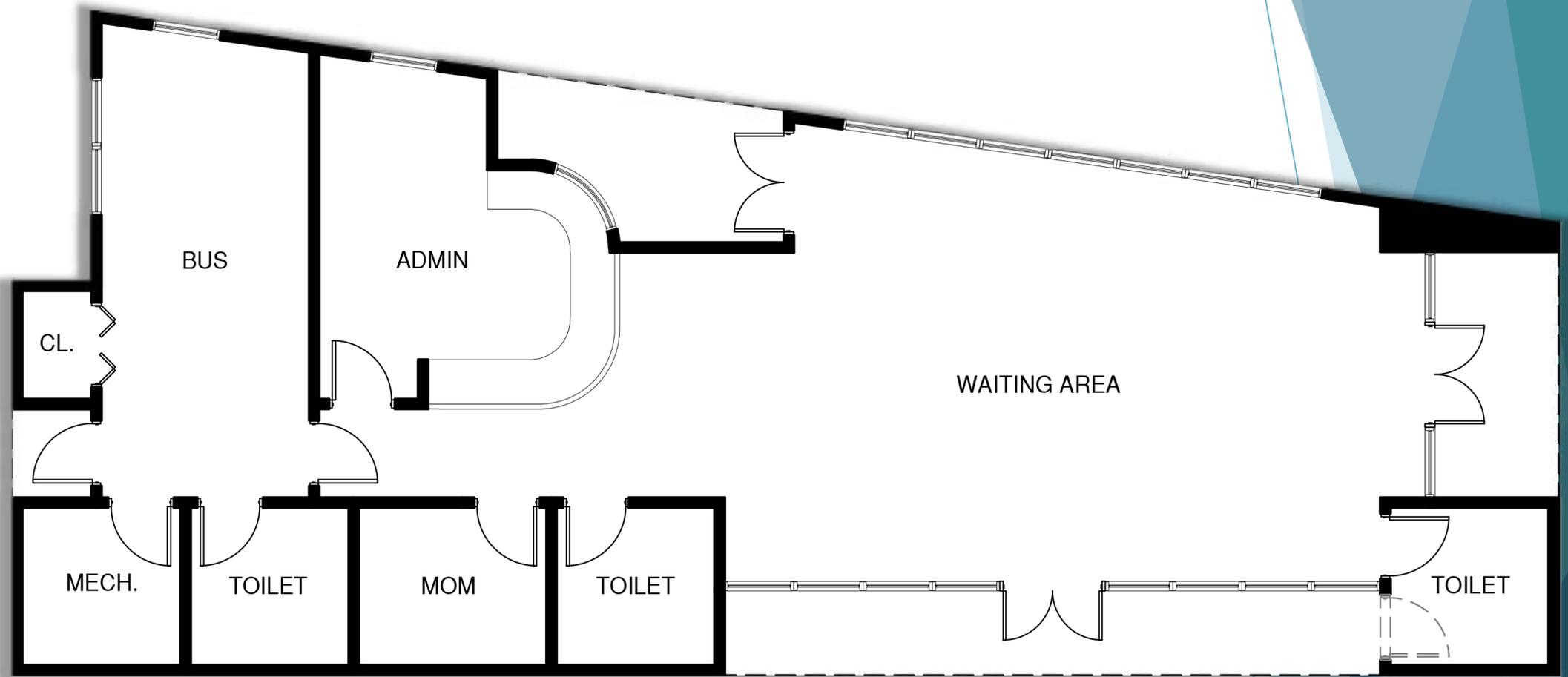
Building Scheme + Site Option + Canopy Family  
A, B, C, D                      1, 2, 3                      I, II, III



Bangor  
Transportation  
Center

# Building Scheme A

Merchant Plaza



Water Street

1,690 sf

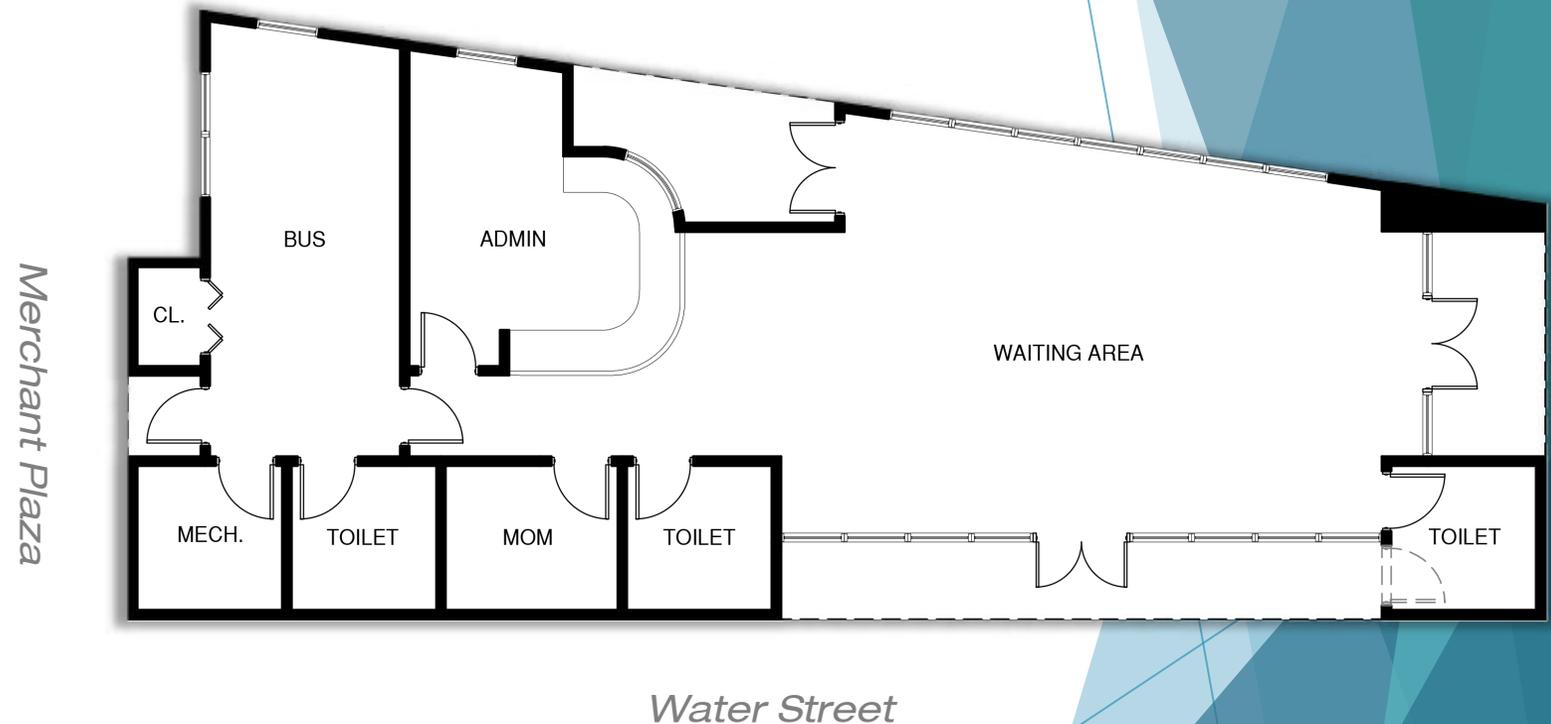
# Building Scheme A

## PROS

- Works with all site options
- Possible public toilet with outside access
- Multiple covered entrances
- Admin entrance on separate facade

## CONS

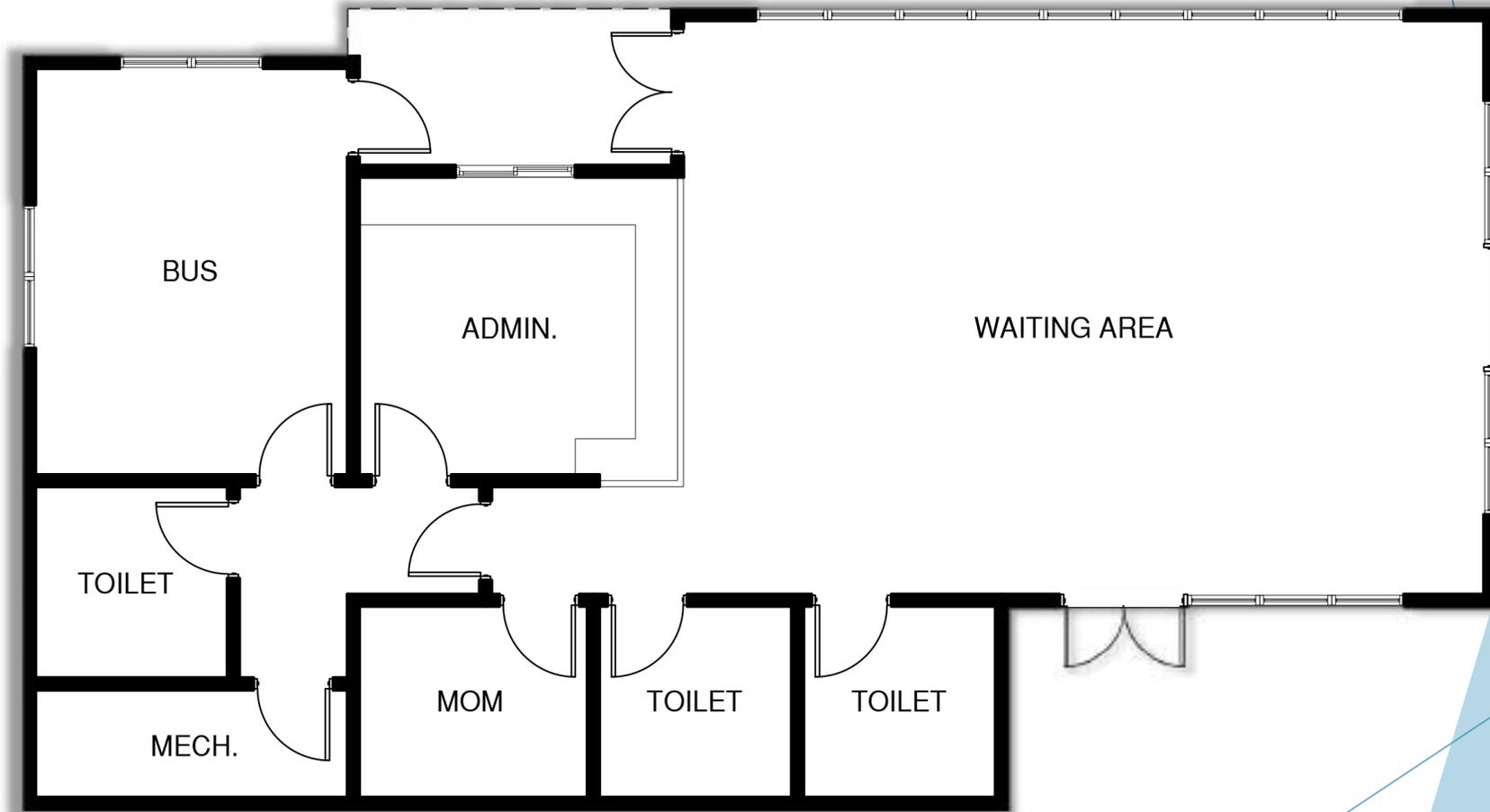
- Admin. / Bus blindspots
- No Security Officer
- No admin. corridor



1,690 sf

# Building Scheme B

Merchant Plaza



Water Street

1,630 sf

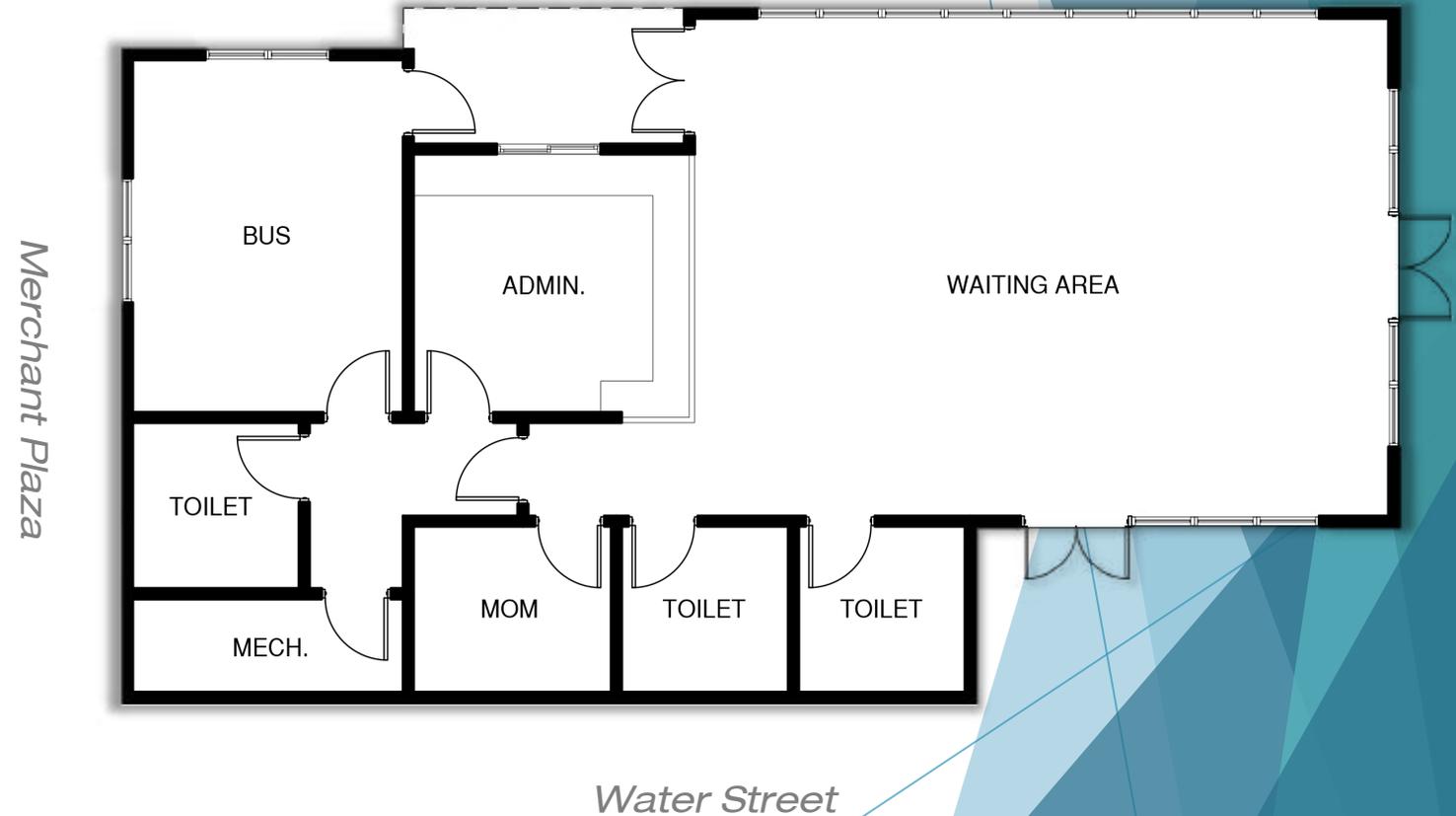
# Building Scheme B

## PROS

- Smallest square footage
- Admin. corridor

## CONS

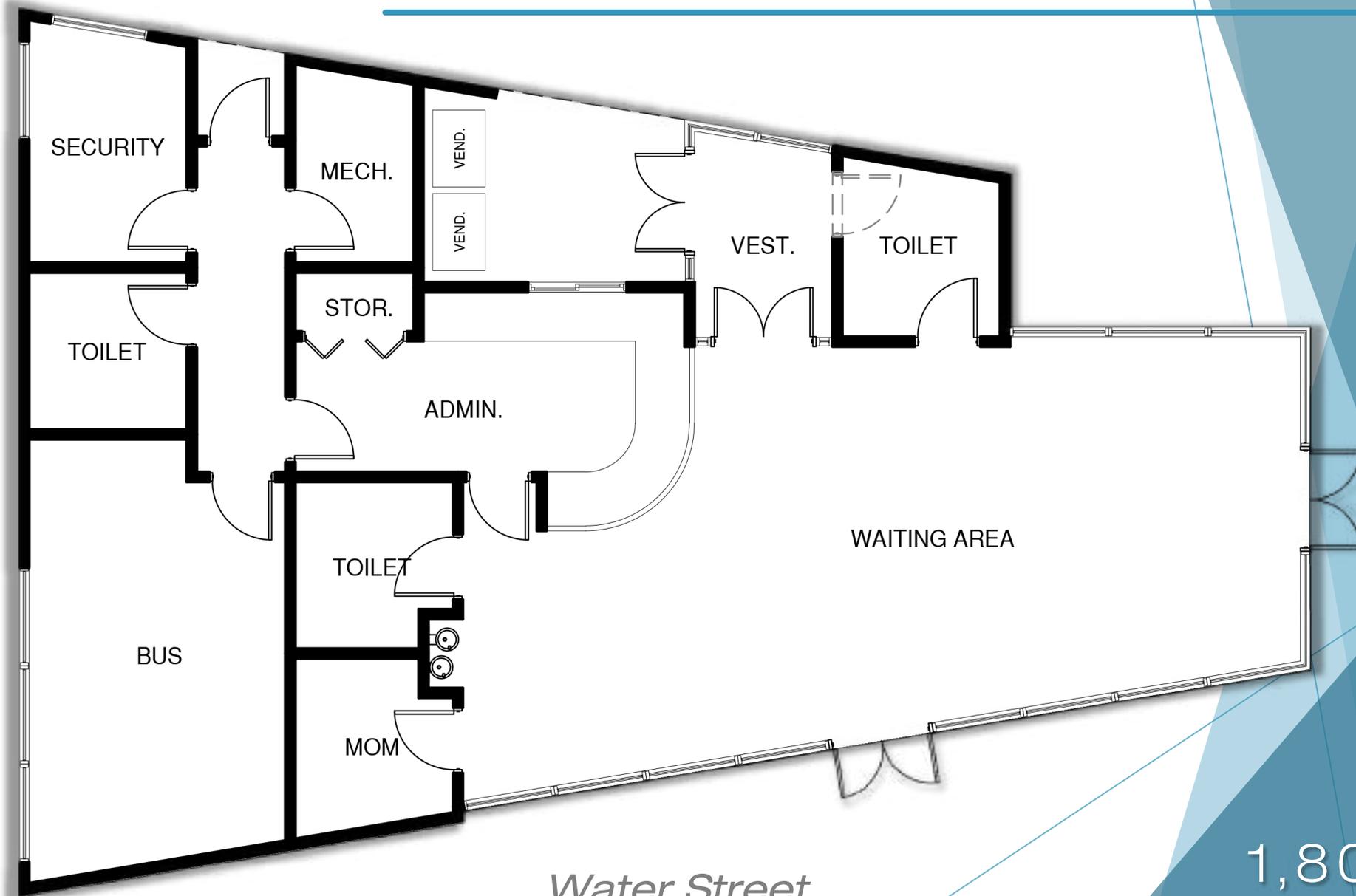
- Doesn't work with Site Option 1
- No security officer
- Admin entrance through Bus driver break room



1,630 sf

# Building Scheme C

Merchant Plaza



Water Street

1,802 sf

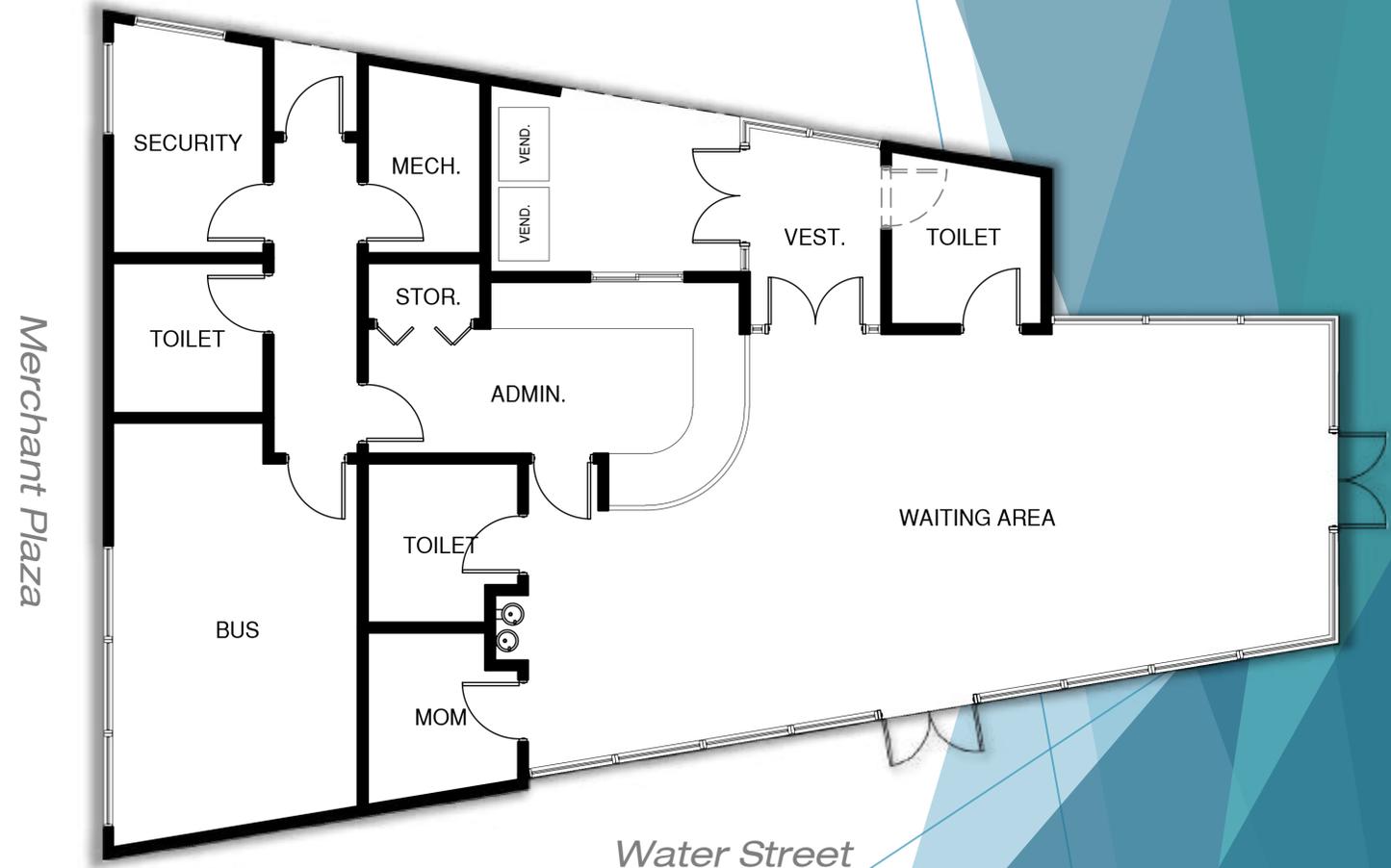
# Building Scheme C

## PROS

- Separated Admin. entrance with secure corridor
- Vending
- Water bottle filler
- Possible public toilet with outside access
- High visibility of buses from inside
- Admin storage

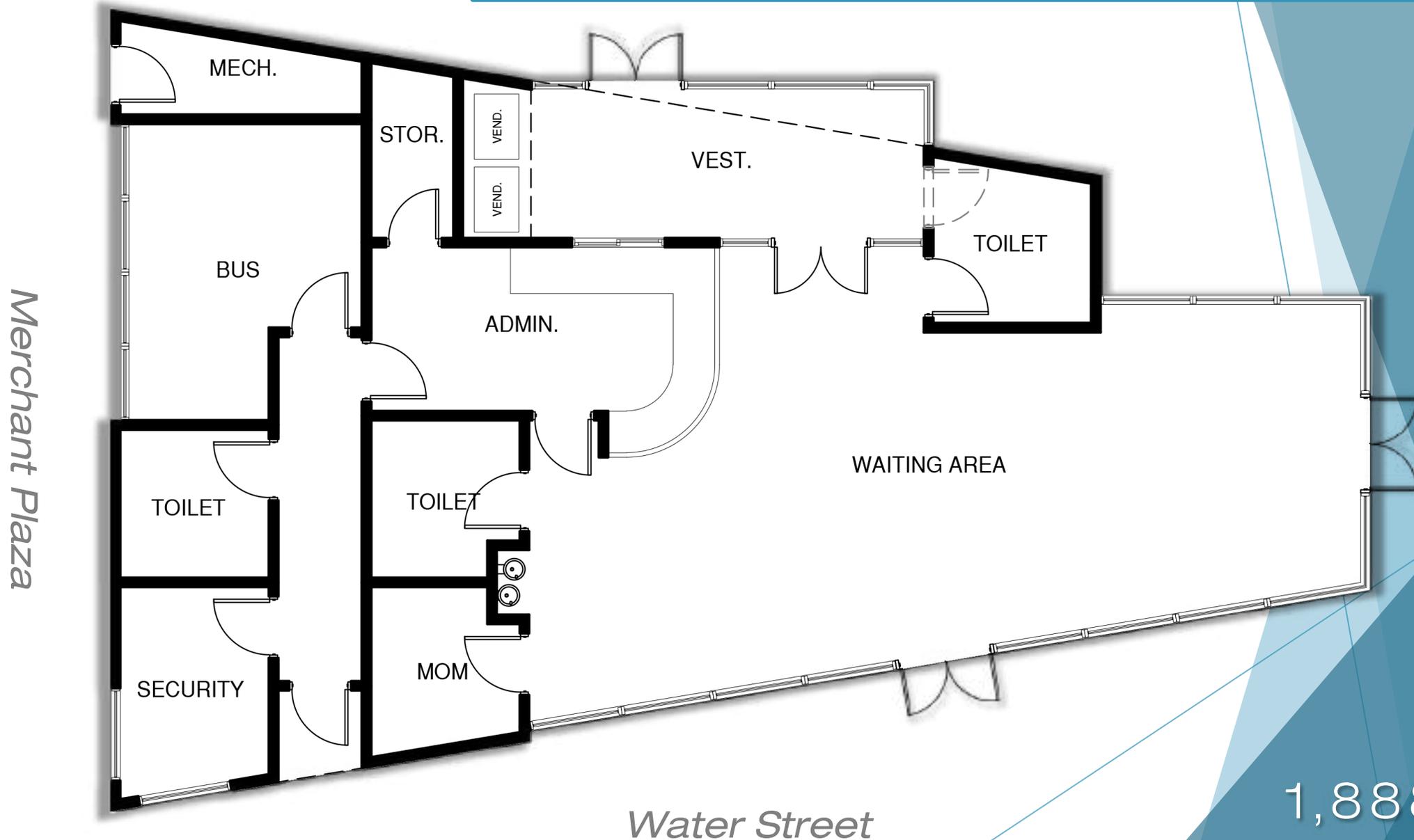
## CONS

- Doesn't work with Site Option 1



1,802 sf

# Building Scheme D



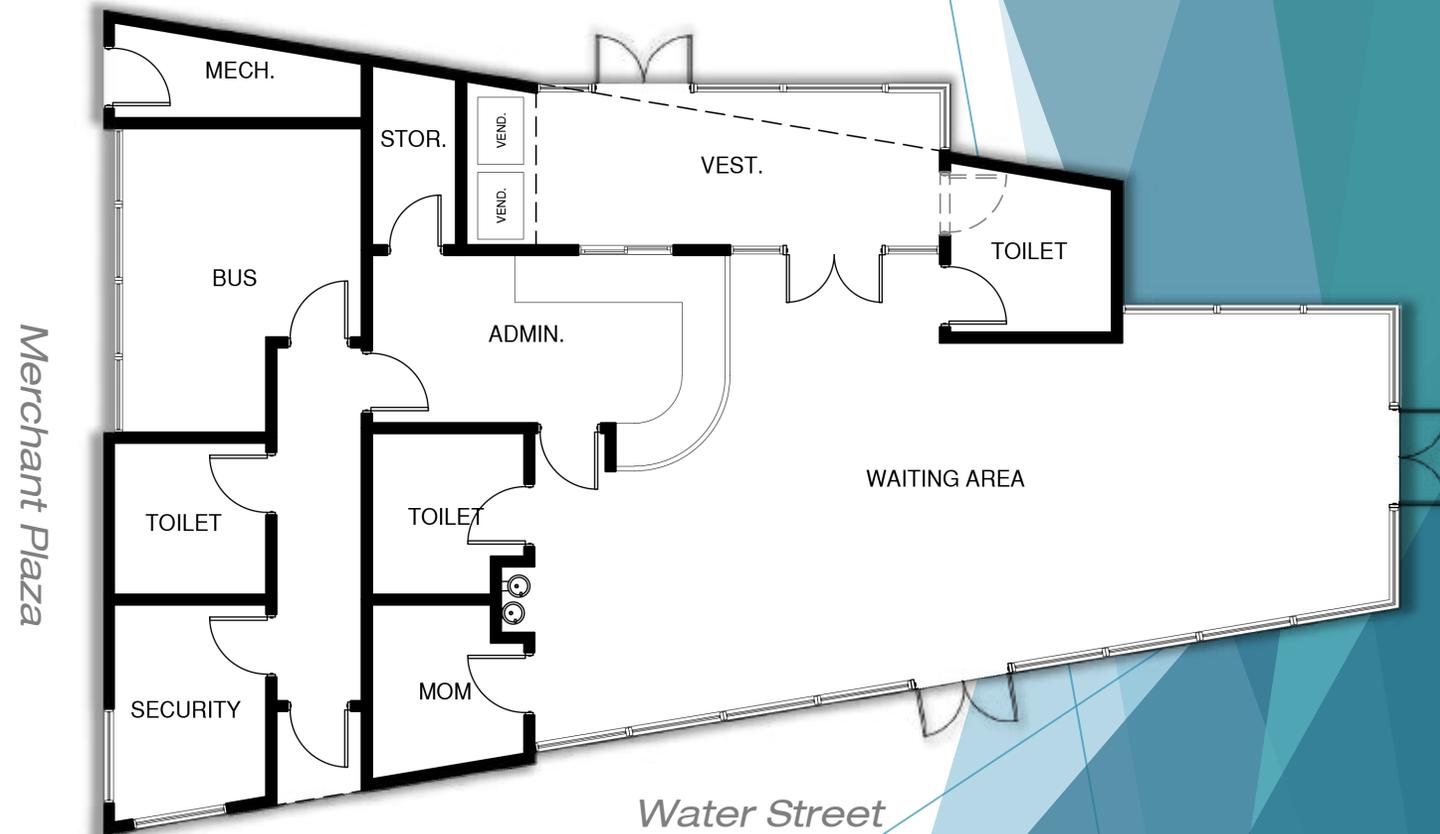
# Building Scheme D

## PROS

- Admin. entrance on separate façade with secure corridor
- Vending
- Water bottle filler
- Possible public toilet with outside access
- High visibility of buses from inside
- Admin storage
- Mech. access outside

## CONS

- Doesn't work with Site Option 1
- Highest square footage



1,888 sf



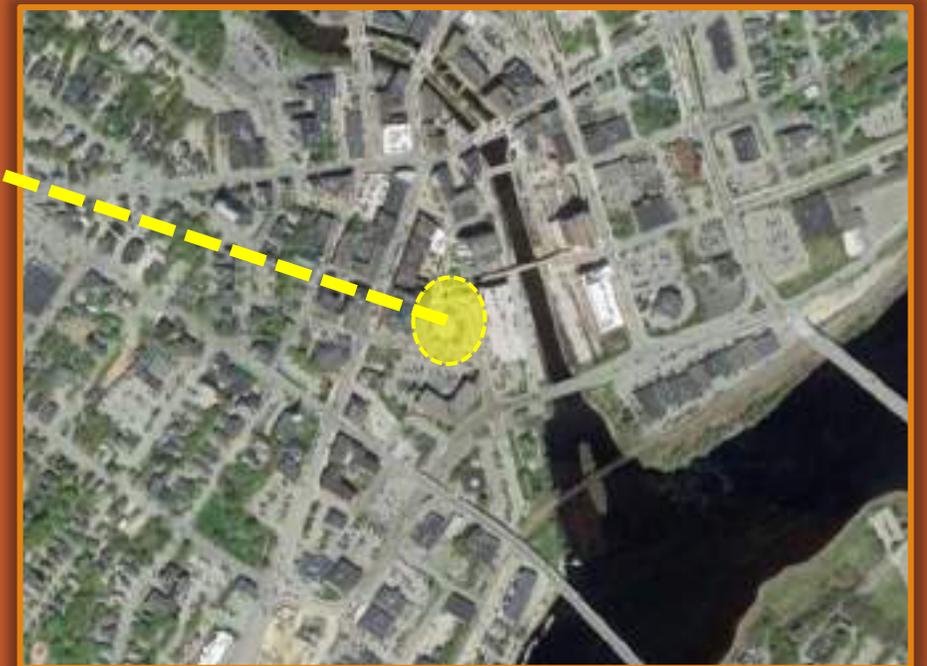
# Existing Conditions



# Proposed Site

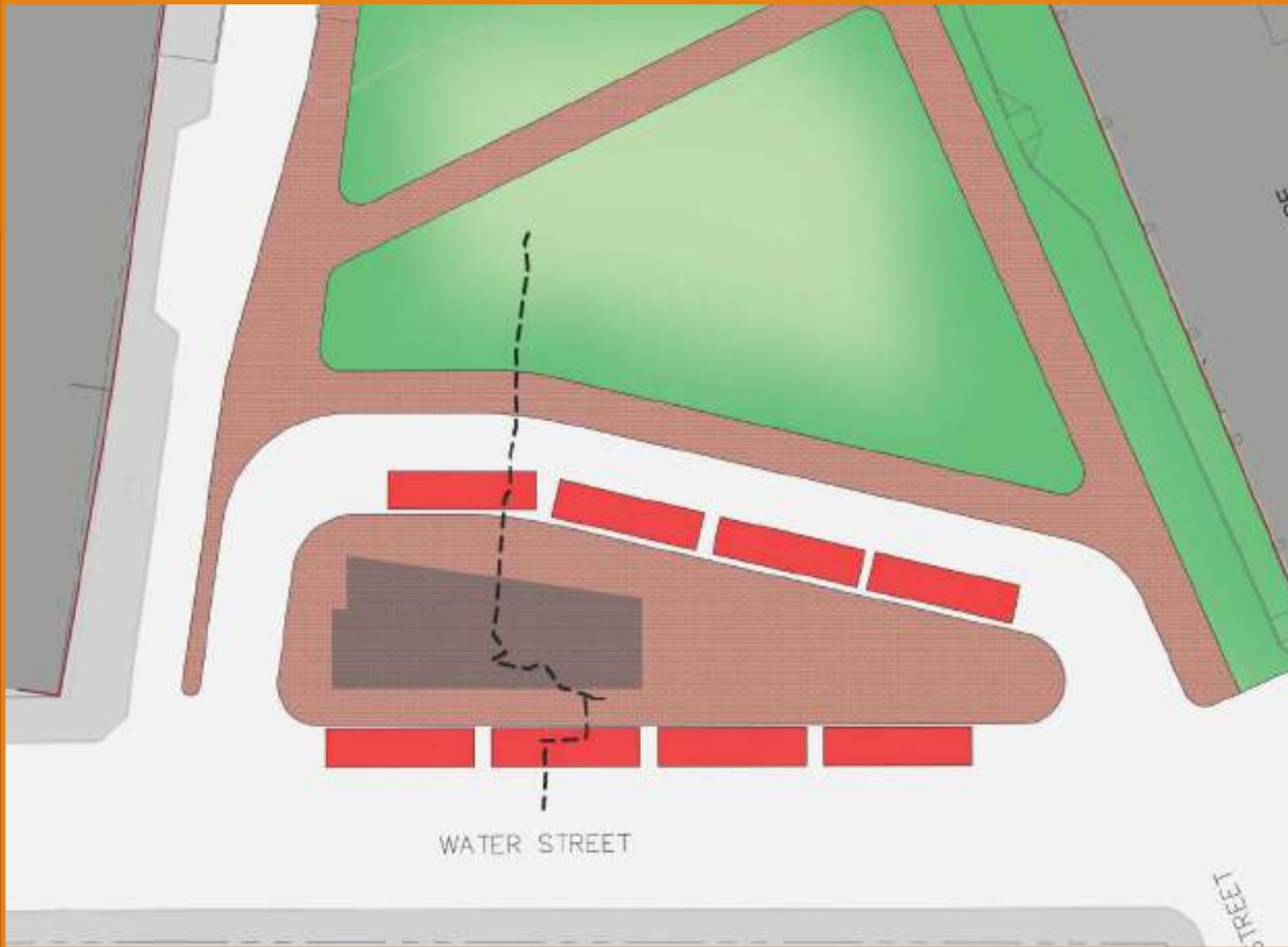


CITY OF  
BANGOR



# Site Option 1

 ARTIFEX  
architects & engineers



Scheme A



Scheme B



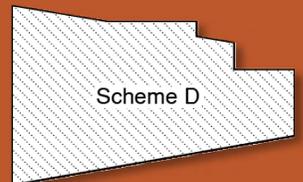
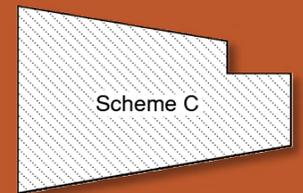
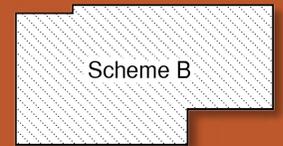
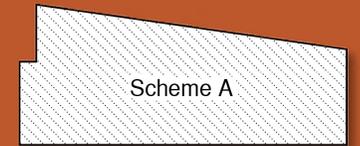
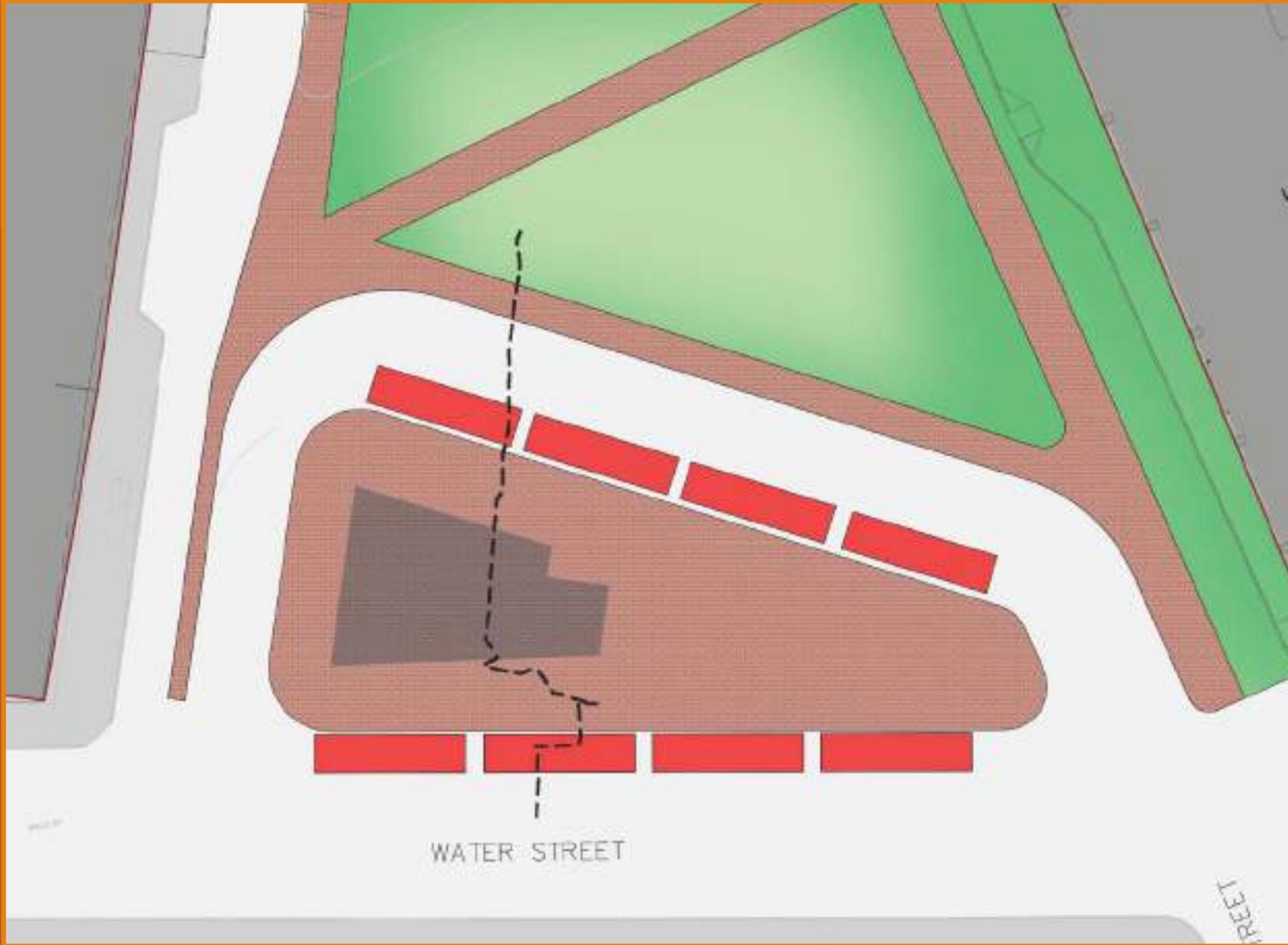
Scheme C



Scheme D

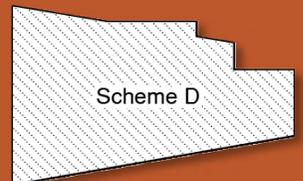
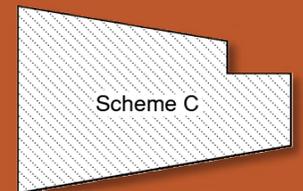
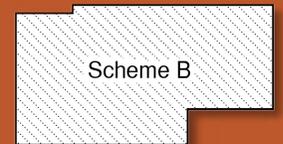
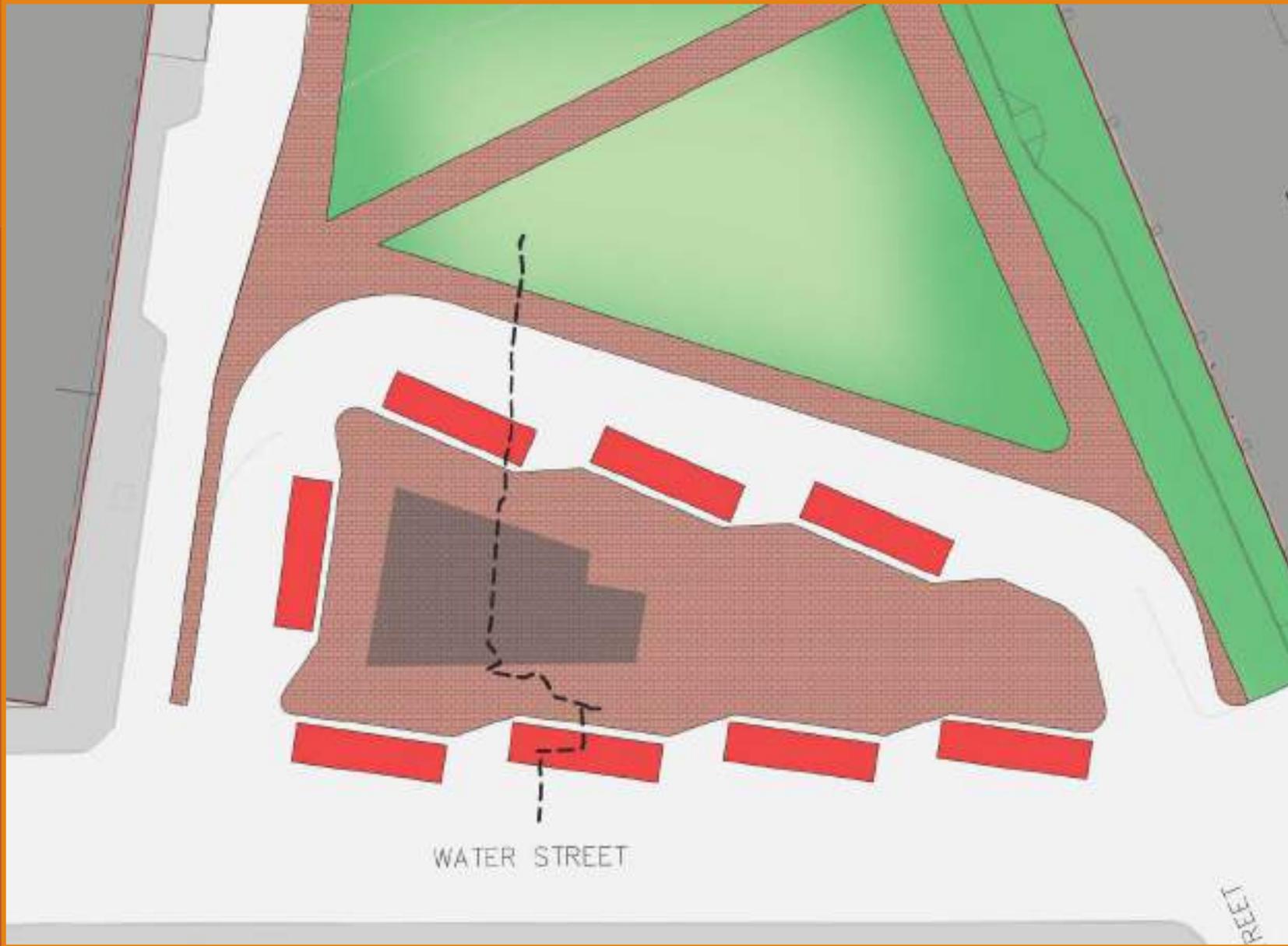
# Site Option 2

 **ARTIFEX**  
architects & engineers



# Site Option 3

 ARTIFEX  
architects & engineers





Canopy Family I  
Monolithic



Canopy Family II  
Courtyard



Canopy Family III  
Grove

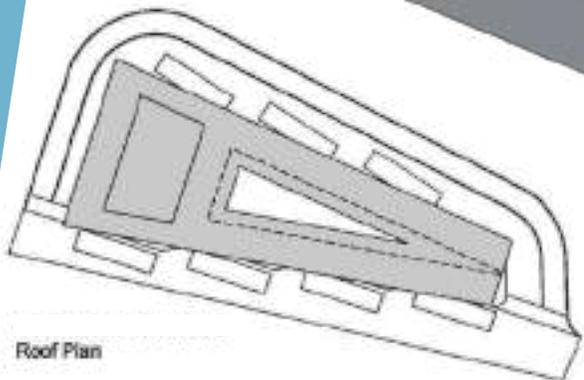
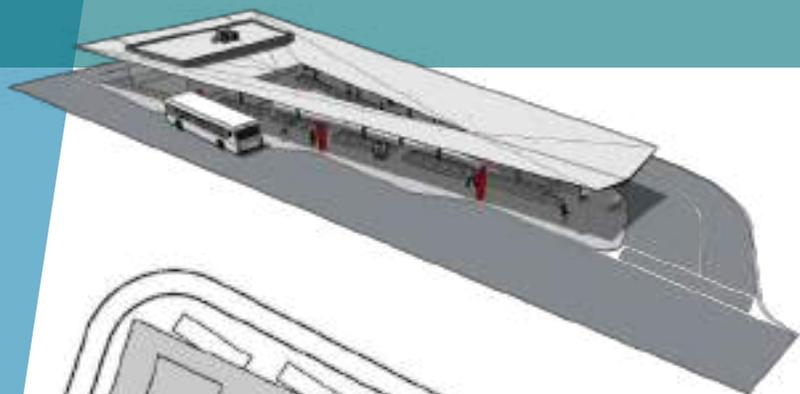


## Canopy Option I - "Monolithic" Roof

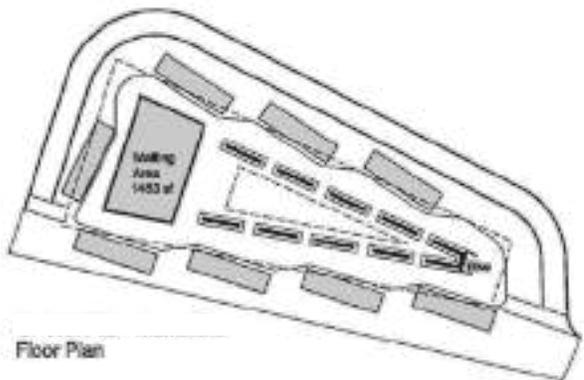


Gensler

# Canopy Family I



Roof Plan



Floor Plan





## Canopy Family II - "Courtyards"



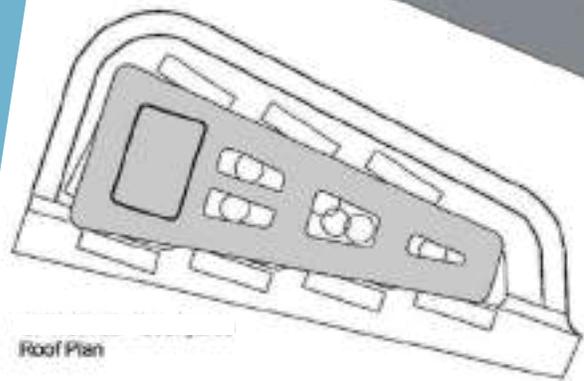
PFORZHEIM BUS STATION | Germany

Community Connector Transit Building Visiting | City of Bangor

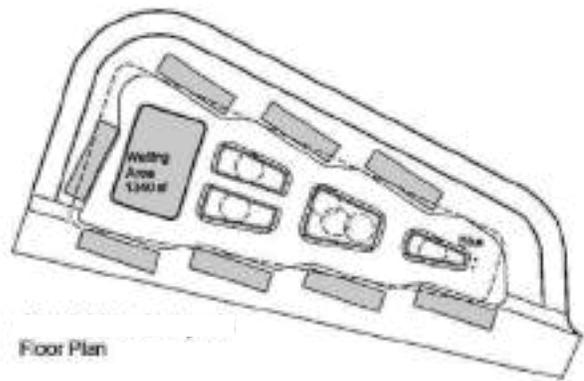


Gensler

# Canopy Family II



Roof Plan



Floor Plan





## Canopy Family III - "Groves"



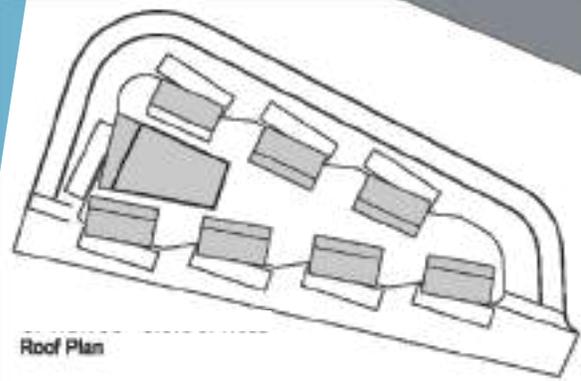
Community Connector Transit Building Vicoring | City of Bangor



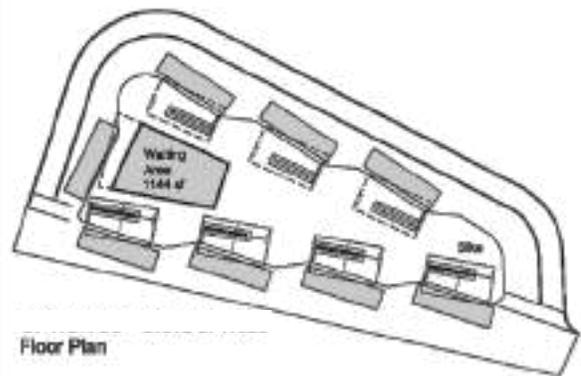
CAESAR CHAVEZ TRANSIT PLAZA | Los Angeles

Gensler

# Canopy Family III



Roof Plan

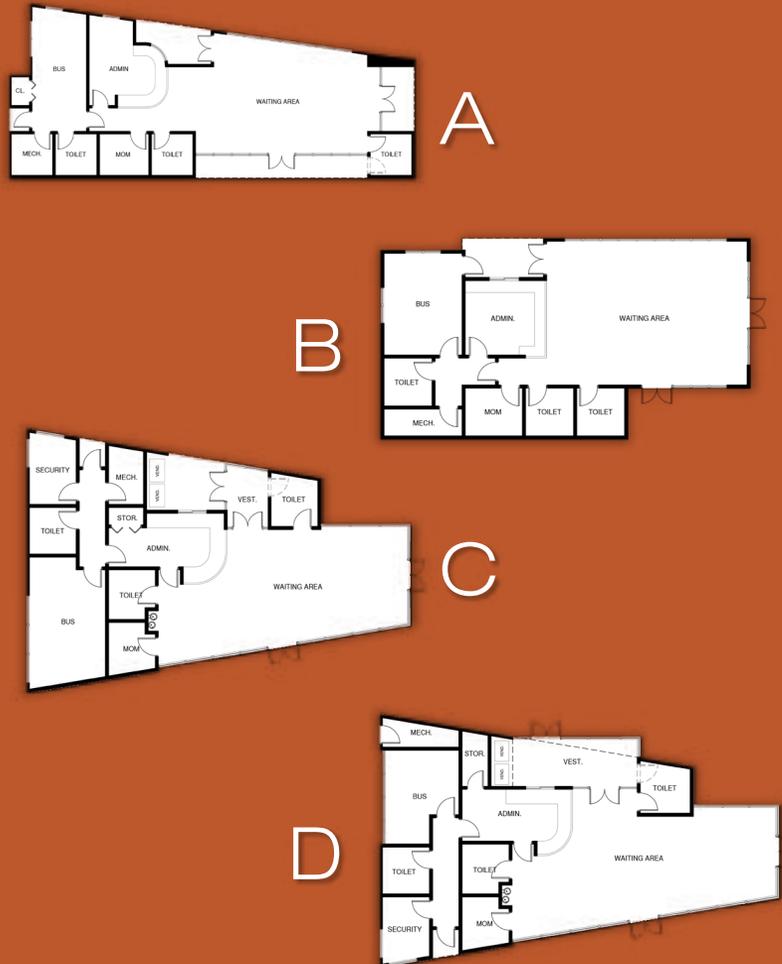


Floor Plan



# Design Options + Opportunities

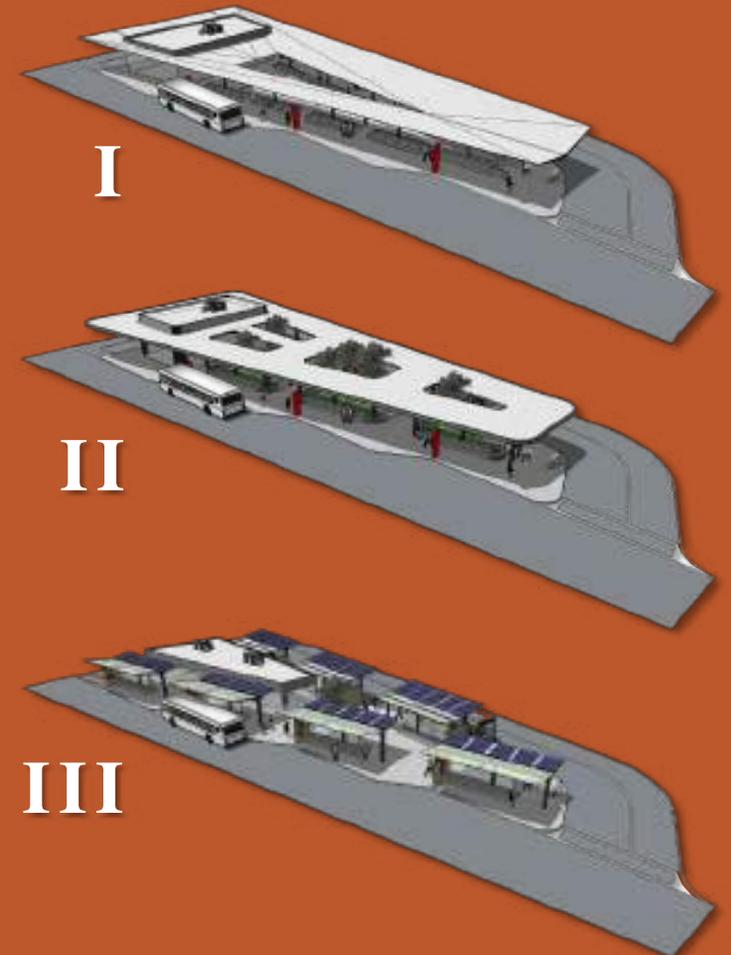
## Building Schemes



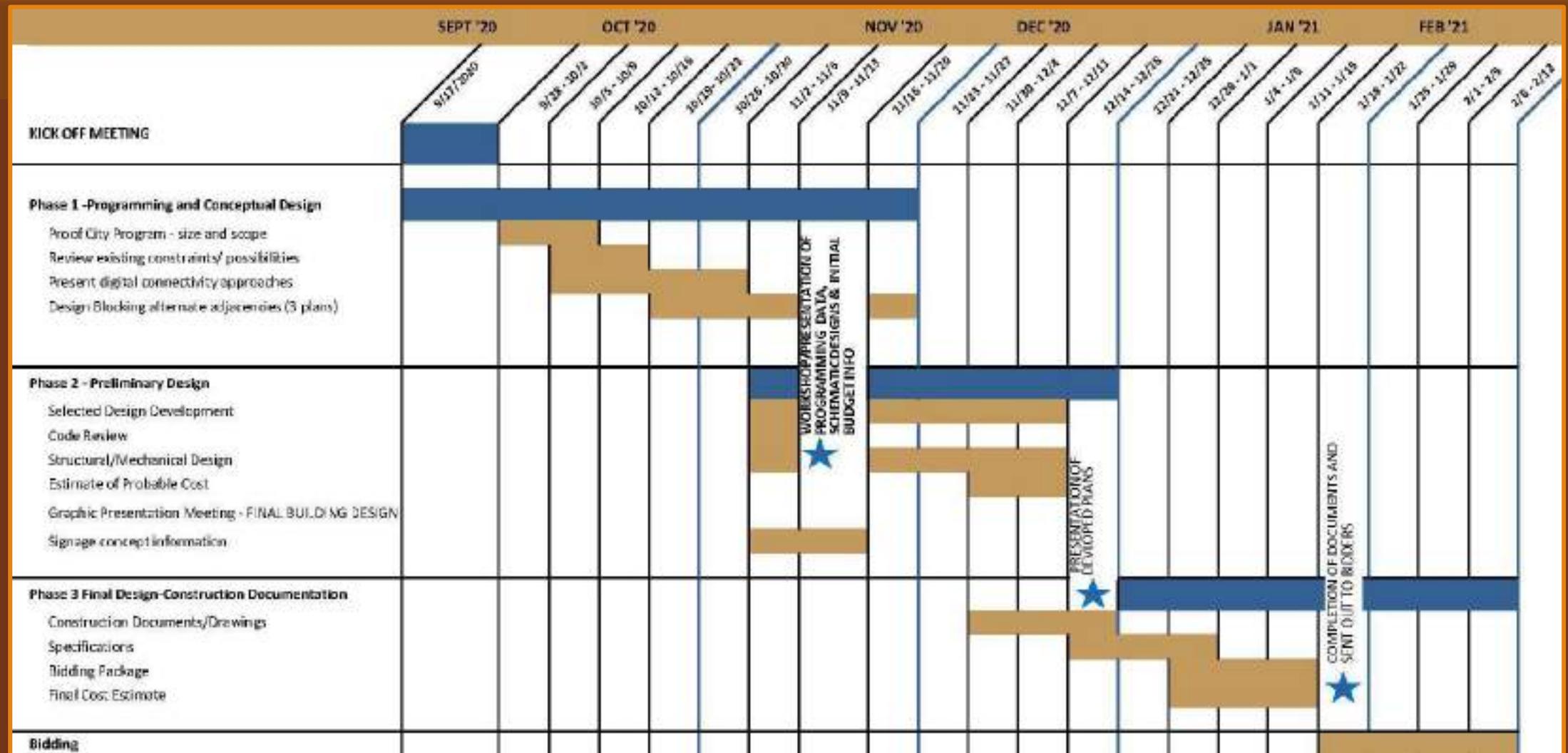
## Site Options



## Canopy Families



# Schedule



# Technology Benchmarking



Digital Totem: Link NYC

High-Definition  
LCD screen (55")

\$\$\$\$



Digital Paper Display: Soofa MIT

E-Ink digital paper  
display (42")

\$\$\$



Digital sign: NYC / MBTA

LED display/Solar  
E-Ink Signs

\$\$

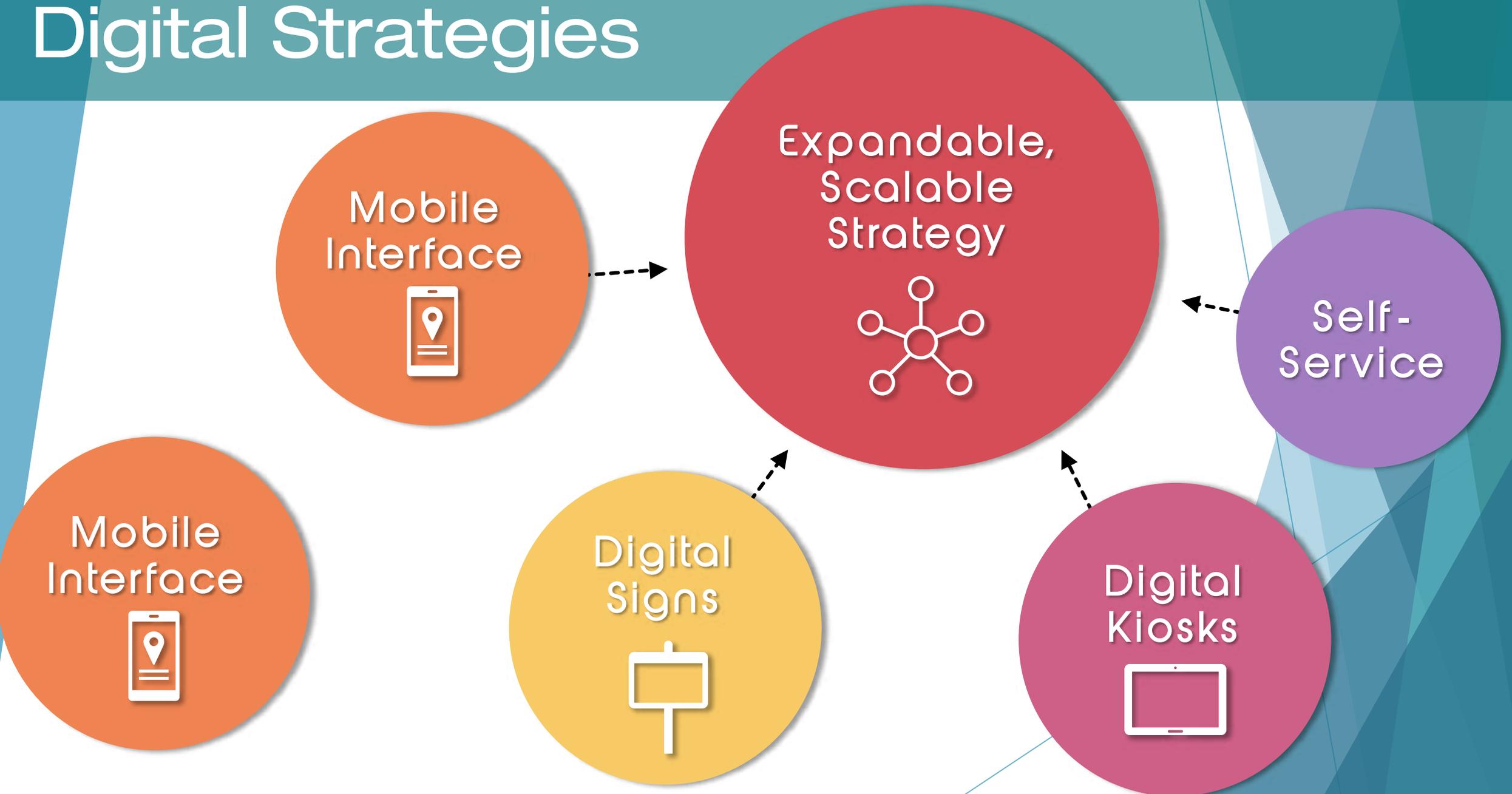


QR to Customer Mobile Device

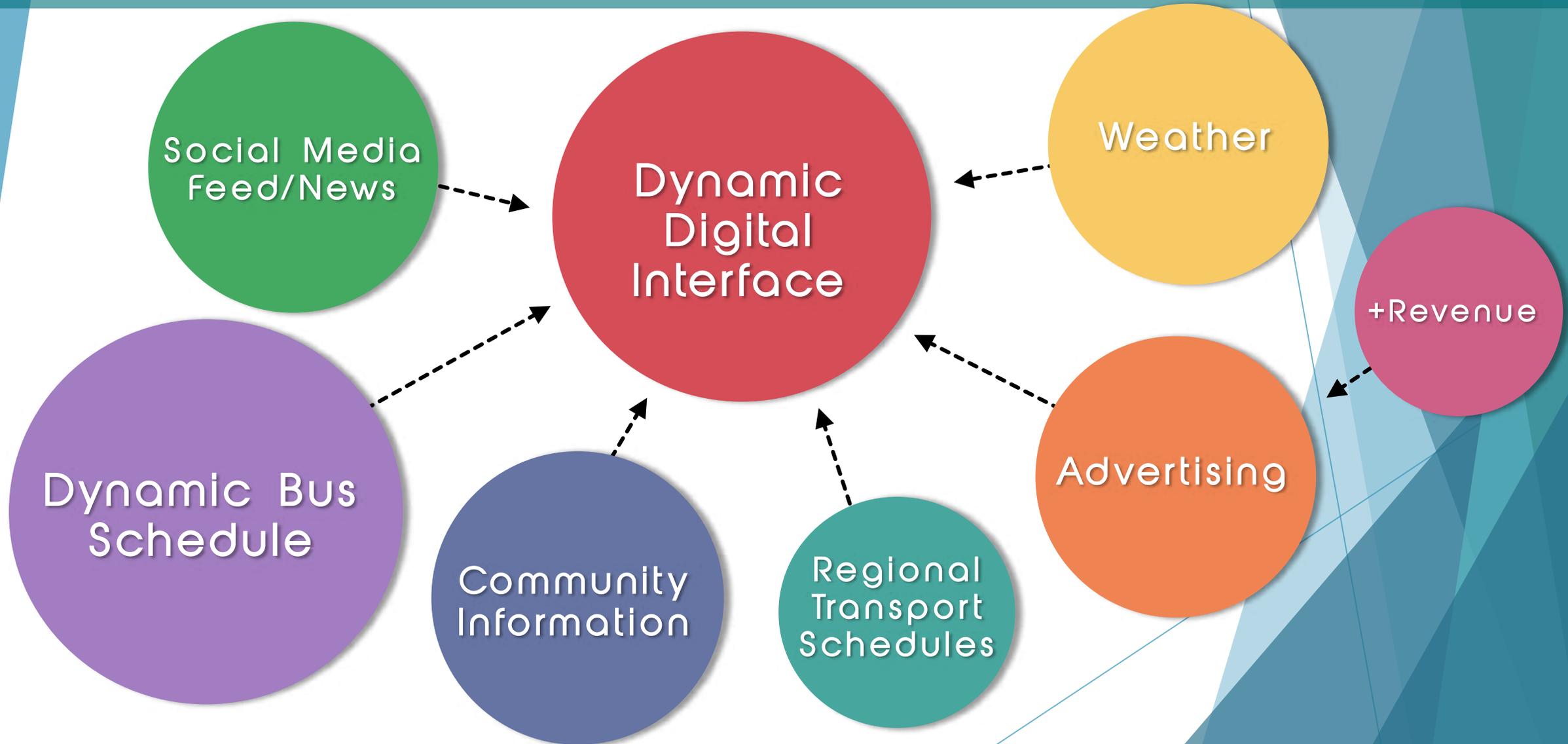
Customer's  
mobile device

\$

# Digital Strategies



# Digital Media Elements



# DRAFT – IN LEGAL REVIEW

## Bangor Area Comprehensive Transportation System, Inc. By-Laws

Adopted February 21, 2012  
Amended April 2015  
Amended October 2020

### **ARTICLE I – NAME, ORGANIZATION & POWERS**

Section 1.1 Name. The name of the organization shall be the Bangor Area Comprehensive Transportation System, hereinafter referred to as "BACTS".

Section 1.2 Organization. BACTS is organized under the Maine Nonprofit Corporation Act (Title 13-B of the Maine Revised Statutes) in furtherance of the Executive Order signed by Governor Joseph Brennan on December 15, 1982.

Section 1.3 Annual Meeting. BACTS shall meet at least annually in July at a time and a place determined by the BACTS Board Chairperson.

Section 1.4 Powers. BACTS may engage in regional transportation planning and programming and any charitable, educational, literacy, and/or scientific activity within the meaning of section 501(c)(3) of the Internal Revenue Code of 1986, as amended (the "Code") including, for such purposes, the making of distributions to organizations that qualify as exempt organizations under section 501(c)(3) of the Code. BACTS shall not have the power to carry on any activity not permitted to be carried on by a corporation exempt from Federal income taxation under section 501(c)(3) of the Code by a corporation, contributions to which are deductible under section 170(c)(2) of the Code.

### **ARTICLE II- MEMBERSHIP**

Section 2.1 Membership. Membership shall be limited to those municipalities and tribes, wholly or partially within the greater Bangor Federal Urbanized Area as defined by the most recent United States Decennial Census and the Maine Department of Transportation.

Section 2.2 Appointments. Participation by an individual as a representative of a municipality, tribe, and Maine Department of Transportation shall be established by correspondence to the Executive Director of BACTS from the chief elected or administrative officer of that organization, except in cases for which no such officer exists. Participation by that individual shall continue until the Executive Director of BACTS is advised in writing of a new individual representative.

Section 2.3 Standing Proxy. A Board Member attending a board meeting shall have the proxy of any absent Board Member appointed by the same Member. If multiple Board Members appointed by a Member are present, the proxy vote(s) shall be split between the appointed Board Members present.

### **ARTICLE III- BOARD**

Section 3.1 General Powers. The activities of BACTS shall be managed and controlled by a Board, which consists of the membership as defined in section 2.1. All the corporate powers, except such as are otherwise provided for in these Bylaws and in the laws of the State of Maine, shall be and are hereby vested in and shall be exercised by the BACTS Board.

Section 3.2 Appointment of Voting Members. Each municipality and tribe will have the right to appoint one voting representative for every three thousand (3,000) people in their urbanized area with a minimum of one member per municipality or tribe and a maximum of 4 members per municipality or tribe (See Appendix A).

Section 3.3 No Compensation. Members shall receive no compensation, salary, or other remuneration or stipend for their services.

Section 3.4 General Standards for Members. A member shall discharge the member's duties in good faith, with the care an ordinarily prudent person in a like position would exercise under similar circumstances, and in a manner the member reasonably believes to be in the best interests of BACTS. In discharging the member's duties, a member is entitled to rely on information, opinions, reports or statements, including financial statements and other financial data, if prepared or presented by:

- (a) One or more officers or employees of BACTS whom the member reasonably believes to be reliable and competent in the matters presented;
- (b) Legal counsel or a public accountant or other person as to matters the member reasonably believes are within the person's professional or expert competence.

A member is not acting in good faith if the member relies on information, opinions, reports or statements that the member knows or has reason to believe are unwarranted. A member is not liable for the performance of the duties of the members office if the member acted in compliance with this section and, if a conflict-of-interest transaction is involved (as defined below); the transaction was fair to BACTS or was approved as set forth below. A member is not considered a trustee with respect to BACTS or with respect to any property held or administered by BACTS, including, without limitation, property that may be subject to restrictions imposed by the donor or transferor of the property.

Section 3.5 Specific Responsibilities of Members. Unless otherwise prohibited by the Articles of Incorporation, these Bylaws, or applicable law, any such requirements, activities, and objectives of the Board may be accomplished, carried on, and/or satisfied through committees duly constituted by the Board and accountable to it. In addition, thereto and in compliance with 13-B M.R.S.A. § 701, the Board shall ensure that no employee of BACTS is terminated for contacting a member or members. The Board may not preclude contact between employees of BACTS and members of the BACTS Board.

## **ARTICLE IV – OFFICERS**

Section 4.1 Enumeration. The officers of BACTS shall be the BACTS Board Chairperson, BACTS Board Vice Chairperson, BACTS Board Treasurer, and the BACTS Board Secretary or Clerk, together with such other officers with such powers and duties not inconsistent with these bylaws, as may be appointed and determined by the BACTS Board. Any two offices may be held by the same person, other than the offices of Chair and Vice-Chair. The duties of the officers of BACTS wherein they are not specifically enumerated in these bylaws shall be the duties specified by law as the usual duties of similar officers in similar nonprofit corporations.

Section 4.2 Election, Term of Office and Qualifications. All officers shall be elected biannually by the BACTS Board at the July Annual Meeting. Terms of officers will be two years. Officers must be a member of the BACTS Board.

Section 4.3 Chair. The Chair shall preside over all BACTS Board meetings. The BACTS Board Chair will also serve as the BACTS MPO Chair for the BACTS MPO Executive and BACTS MPO Policy

Committee meetings. The Chair of BACTS has signatory rights for all BACTS accounts, contracts, and invoices.

Section 4.4 Vice Chair. Any vice-chair(s) shall perform such duties and have such powers as the Chair may from time to time prescribe. In the absence of the Chair, or in the event of their inability or refusal to act, the vice-chair shall perform the duties of Chair, and when so acting, shall have all the powers of and be subject to all the restrictions upon the Chair.

Section 4.5 Treasurer. The Treasurer shall, subject to the direction of the BACTS Board, have general charge of the financial affairs of BACTS and shall cause to be kept accurate books of account. The Treasurer shall have custody of all funds, securities, and valuable documents of BACTS, except as the BACTS Board may otherwise provide. The Treasurer shall, subject to the control of the BACTS Board, have responsibility for overseeing the maintenance and safekeeping of all books of accounts and financial records of BACTS.

Section 4.6 Secretary or Clerk. The Secretary or Clerk shall have charge of such books, documents, and papers as the BACTS Board may determine and shall have the custody of the corporate seal, if any. The Secretary or Clerk shall assist in the supervision of elections; shall assist with issuing formal notification of such election or appointment to office or committee.

Section 4.7 Removal. Any officer may be removed from office with or without cause by the affirmative vote of a majority of all the members of BACTS Board then in office.

Section 4.8 General Standards of Officers. An Officer of BACTS shall discharge that Officer's duties in good faith, with the care an ordinarily prudent person in a like position would exercise under similar circumstances, and in a manner the Officer reasonably believes to be in the best interests of BACTS. In discharging the Officer's duties, an Officer is entitled to rely on information, opinions, reports or statements, including financial statements and other financial data, if prepared or presented by:

- (a) One or more officers or employees of BACTS whom the Officer reasonably believes to be reliable and competent in the matters presented; or
- (b) Legal counsel or a public accountant or other person as to matters the Officer reasonably believes are within the person's professional or expert competence.

An Officer is not acting in good faith if the Officer relies on information, opinions, reports or statements that the Officer knows or has reason to believe are unwarranted. An Officer is not liable to BACTS or other person for any action taken or not taken if the Officer acted in compliance with this section.

## **ARTICLE V – BACTS BOARD MEETINGS**

Section 5.1 Notice of Meetings. Notice of all BACTS Board meetings shall be given at least seven (7) calendar days before the meeting via email to each member. Notice will also be provided to the general public via the BACTS website.

Section 5.2 Meeting Procedures. The Parliamentary authority shall be the current edition of Roberts Rules of Order Newly Revised for all matters not covered in the bylaws. The BACTS Board does reserve the right to host meetings virtually on a platform which allows participation by the general public.

Section 5.3 Quorum. At all meetings of the BACTS Board meetings at least 40% of the member municipality or agency shall be necessary and sufficient to constitute a quorum for the transaction of business and the act of a majority of the members present at any meeting at which there is a quorum shall be the act of the BACTS Board, except as may be otherwise specifically provided by statute or by these Bylaws.

Section 5.4 Meetings Open to the Public. Meetings shall be open to the public in accordance with applicable law; provided however, that the Board shall have the power to go into executive session and exclude the public when authorized under applicable law.

## **ARTICLE VI – METROPOLITAN PLANNING ORGANIZATION (MPO)**

Section 6.1 Purpose. BACTS acts as the Metropolitan Planning Organization (hereinafter referred to as MPO) pursuant to Federal statute and rules. BACTS is a collaborative organization focused on advancing the transportation interest of the greater Bangor Urbanized Area (See map Appendix B). BACTS is responsible for carrying out the federal and state mandated urbanized transportation planning responsibilities, programing Federal Highway Administration, and Federal Transit Administration funds in the greater Bangor Urbanized Area.

Section 6.2 Area Served. The BACTS area includes all of Bangor, Brewer, Penobscot Indian Island, Veazie; and portions of Bradley, Hampden, Hermon, Milford, Old Town, Orono, and Orrington. There is one fixed route transit operator in the greater Bangor Urbanized Area, the Community Connector. The Community Connector serves the municipalities of Bangor, Brewer, Hampden, Veazie, Orono, Old Town, and the University of Maine. The BACTS area shall be updated as deemed necessary with each urbanized area designation of the US Decennial Census.

## **ARTICLE VII- MPO MEMBERSHIP**

Section 7.1 MPO Membership. Membership shall be limited to those municipalities, tribes, and the Maine Department of Transportation (MaineDOT), wholly or partially within the greater Bangor Federal Urbanized Area as defined by the most recent United States Decennial Census and the Maine Department of Transportation. In addition to voting members, there shall be two non-voting members, one from each of the following agencies: Federal Highway Administration (FHWA) and Federal Transit Administration (FTA).

Section 7.2 MPO Appointments. Participation by an individual as a representative of a municipality, tribe, and Maine Department of Transportation shall be established by correspondence to the Executive Director of BACTS from the chief elected or administrative officer of that organization, except in cases for which no such officer exists. Participation by that individual shall continue until the Executive Director of BACTS is advised in writing of a new individual representative.

Section 7.3 Standing Proxy. A Board Member attending a board meeting shall have the proxy of any absent Board Member appointed by the same Member. If multiple Board Members appointed by a Member are present, the proxy vote(s) shall be split between the appointed Board Members present.

## **ARTICLE VIII- MPO COMMITTEES**

Section 8.1 BACTS MPO Committees BACTS committees will perform all duties and functions as requires by federal law as the regions MPO.

Section 8.2.1 Executive Committee Membership. The Executive Committee membership shall consist of the most recent past Chairperson, current Chairperson, Vice Chairperson, as well as the Treasurer and Secretary for the BACTS Board; and will be staffed by the Executive Director.

Section 8.2.2 Duties and Functions.

- a. Set overall strategic direction for BACTS.
- b. Propose amendments to the BACTS Bylaws.
- c. Approve BACTS Policies and Procedures.
- d. Perform the annual evaluation of Executive Director
- e. Review and renew the Executive Directors contract.

Section 8.2.3 Policy Committee Membership. Each municipality and tribe will have the right to appoint one voting representative for every three thousand (3,000) people in their urbanized area with a minimum of one member per municipality or tribe and a maximum of 4 members per municipality or tribe (See Appendix A). The Maine Department of Transportation shall have the right to appoint one voting representative to the Policy Committee.

Section 8.2.4 Duties and Functions.

- a. The Policy Committee will perform all duties and functions required by federal law as the region's MPO.
- b. The Policy Committee has full authority to establish sub committees and working groups.
- c. The Policy Committee will be responsible for hiring and the termination of the Executive Director.
- d. In addition the Policy Committee will:
  - i. Set the strategic direction for, and update BACTS' regional long-range plan.
  - ii. Set strategic direction for the biennial Unified Planning Work Program (UPWP).
  - iii. Endorse the programming of BACTS' annual federal allocation, including FHWA and FTA.
  - iv. Adopt the annual BACTS Transportation Improvement Program (TIP)- as federally required.
- e. Establish and amend the BACTS Bylaws. (See the Executive Committee)
- f. Approve and direct the BACTS Executive Director to sign and enter into contracts on behalf of BACTS.

Section 8.2.5 Transit Committee Membership. The BACTS Transit Committee shall consist of one representative from the urban transit provider, two representatives from each of the municipalities served by the fixed route transit provider, one representative from MaineDOT, and one representative from the University of Maine. The BACTS Transit Committee is a voting committee, which will vote on agenda items for recommendations to be considered by the BACTS Policy Committee. Members present constitutes a quorum for the BACTS Transit Committee.

Section 8.2.6 Duties and Functions.

- a. Provide input on overall strategic direction for the fixed route transit services in the greater Bangor region Urbanized area.
- b. Provide input on the Community Connector capital plan and assist with annual budget development.
- c. Provide input on all transit planning efforts and studies.

Section 8.3 Notice of Meetings. Notice of all BACTS meetings shall be given at least seven (7) calendar days before the meeting via email to each member. Notice will also be provided to the general public via the BACTS website.

Section 8.4 Meeting Procedures. The Parliamentary authority shall be the current edition of Roberts Rules of Order Newly Revised for all matters not covered in the bylaws. BACTS does reserve the right to host meetings virtually on a platform which allows participation by the general public.

Section 8.5 Quorum. At all meetings of the BACTS MPO Policy Committee at least 40% of the member municipality or agency shall be necessary and sufficient to constitute a quorum for the transaction of business and the act of a majority of the members present at any meeting at which there is a quorum shall be the act of the BACTS MPO Policy Committee, except as may be otherwise specifically provided by statute or by these Bylaws.

Section 8.6 Meetings Open to the Public. Meetings shall be open to the public in accordance with applicable law; provided however, that the Committee shall have the power to go into executive session and exclude the public when authorized under applicable law.

#### **ARTICLE IX- EXECUTIVE DIRECTOR**

Section 9.1 Executive Director. The Executive Director, if any, shall be the highest-ranking employee of BACTS and, upon any vacancy in the office, shall be appointed by the BACTS Board by a two-thirds vote of the members then in office. The Executive Director shall report directly to the BACTS Board and to the BACTS Policy Committee and shall be responsible for the general day-to-day activities of BACTS. The Executive Director, subject to the approval of the BACTS Board or the BACTS Policy Committee, shall have authority to sign for BACTS all deeds, leases, mortgages, contracts, or other documents or instruments of BACTS. The Executive Director shall also perform all other duties incident to this office prescribed by law or by special vote of the BACTS Board or BACT Policy Committee. The Executive Director shall serve at the pleasure of the Board and may be removed by a two-thirds vote of the BACTS Board or the BACTS Policy Committee then in office at a meeting duly called.

#### **ARTICLE X: INDEMNIFICATION; INSURANCE**

Section 10.1 Required Indemnification. BACTS shall in all cases indemnify any person who was or is a party or is threatened to be made a party to any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative or investigative, by reason of the fact that such person is or was a director, officer, or committee member of BACTS, or is or was serving at the request of BACTS as a member officer, employee or agent of another corporation, partnership, joint venture, trust or other enterprise, against expenses, including attorneys' fees, judgments, fines and amounts paid in settlement actually and reasonably incurred by them in connection with such action, suit or proceeding; provided that no indemnification shall be provided for any person with respect to any matter as to which they shall have been finally adjudicated in any action, suit or proceeding not to have acted in good faith in the reasonable belief that his or her action was in the best interests of BACTS or, with respect to any criminal action or proceeding, had reasonable cause to believe that their conduct was unlawful. The termination of any action, suit or proceeding by judgment, order or conviction adverse to such person, or by settlement or plea of nolo contendere or its equivalent, shall not of itself create a presumption that such person did not act in good faith in the reasonable belief that his or her action was in the best interests of BACTS, and, with respect to any criminal action or proceeding, had reasonable cause to believe that his conduct was unlawful. The right to indemnification granted by this section may be enforced by a separate action against BACTS, if an order for indemnification is not entered by a court in the action, suit or proceeding wherein such person was successful on the merits or otherwise.

Section 10.2 Determination by Board. Any indemnification under Section 10.1, unless ordered by a court, shall be made by BACTS upon a determination that indemnification of the member, officer, or

committee member is proper in the circumstances because they have met the applicable standard of conduct set forth above. Such determination shall be made by the BACTS Policy Committee by a majority vote of a quorum consisting of members who were not parties to such action, suit or proceeding, or if such a quorum is not obtainable, or even if obtainable, if a quorum of disinterested members so directs, by independent legal counsel in a written opinion. Such a determination, once made by the BACTS Policy Committee may not be revoked by the BACTS Policy Committee, and upon the making of such determination by the BACTS Policy Committee, the director, officer, or committee member may enforce the indemnification against BACTS by a separate action notwithstanding any attempted or actual subsequent action by the BACTS Policy Committee.

Section 10.3 Advance Payments. Expenses incurred in defending a civil or criminal action, suit or proceeding may be paid by BACTS in advance of the final disposition of such action, suit or proceeding as authorized by the BACTS Policy Committee in the manner provided in Section 10.2 upon receipt of an undertaking by or on behalf of the member, officer, or committee member to repay such amount, unless it shall ultimately be determined that they are entitled to be indemnified by BACTS.

Section 10.4 Indemnification Not Exclusive. The indemnification provided by Section 10.1 shall not be deemed exclusive of any other rights to which those indemnified may be entitled under any bylaw, agreement, vote of disinterested directors or otherwise, both as to action in their official capacity and as to action in another capacity while holding such office, and shall continue as to a person who has ceased to be a member, officer, or committee member and shall inure to the benefit of the heirs, executors and administrators of such a person.

Section 10.5 Power to Purchase Insurance. BACTS has the power to purchase and maintain insurance on behalf of any person who is or was a director, officer, employee or agent of BACTS, or is or was serving at the request of BACTS as a member, officer, employee or agent of another corporation, partnership, joint venture, trust or other enterprise against any liability asserted against them and incurred by them in any such capacity, or arising out of their status as such, whether or not BACTS would have the power to indemnify them against such liability under Section 10.1.

## **ARTICLE XI – CONTRACTS; CHECKS; DEPOSITS**

Section 11.1 Contracts. The BACTS Board or the BACTS Policy Committee may authorize the Executive Director to enter into any contract or execute and deliver any instrument in the name of and on behalf of BACTS, and such authority may be general or confined to a specific instance.

Section 11.2 Checks. All checks, drafts, or orders for the payment of money, notes, or other evidences of indebtedness shall be issued in the name of BACTS and in such manner as shall from time to time be determined by the BACTS Board or the BACTS Policy Committee.

Section 11.3 Deposits. All funds of BACTS shall be deposited from time to time to the credit of BACTS in such banks, trust companies or other depositories as the BACTS Board or the BACTS Policy Committee may select or approve.

## **ARTICLE XII - BOOKS AND RECORDS**

Section 12.1 Books and Records. BACTS shall keep correct and complete books and records of accounts and shall keep minutes of the proceedings of the BACTS Board or the BACTS Policy Committee. All books and records of BACTS may be inspected by any officer or member of BACTS, or the officer's or members agent or attorney, for any proper purpose at any reasonable time, as long as the officer or member, or the officer's or members agent or attorney, gives BACTS written notice at least 5 business days

before the date on which the officer or member, or the officer's or members agent or attorney, wishes to inspect and copy any books or records. BACTS may in its discretion require the officer or member, or the officer's or members agent or attorney, to pay the reasonable cost of the copies made and may impose reasonable restrictions on the use or distribution of the records by such a person. Provided, however, that nothing in this Article 7 shall prevent or be construed as preventing BACTS, in its discretion, from permitting inspection and copying of its books and records on such lesser notice, or by other persons, as the BACTS Board or the BACTS Policy Committee may deem appropriate at any time.

### **ARTICLE XIII – CONFLICTS-OF-INTEREST**

Section 13.1 Definition of Conflict-of-Interest Transaction. For purposes of this Article 8, a conflict-of-interest transaction is a transaction in which a Member, Officer, or Committee Member of BACTS has a direct or indirect financial interest. For purposes of this Article 13, a Member, Officer, or Committee Member has an indirect financial interest in a transaction if:

- (a) Another entity in which the Member, Officer, or Committee Member has a material interest or in which the Member, Officer, or Committee Member is a general partner is a party to the transaction; or
- (b) Another entity of which the Member, Officer, or Committee Member is a director, officer, or trustee is a party to the transaction.

Section 13.2 Approval of Conflict of Interest Transactions. A conflict-of-interest transaction may be approved before or after consummation of the transaction as follows: The BACTS Board or BACTS Policy Committee may authorize, approve or ratify the transaction if the material facts of the transaction and the member's or officer's interest are disclosed or known to the BACTS Board or BACTS Policy Committee or the authorized committee of the BACTS Policy Committee. The transaction may be approved only if it is fair and equitable to BACTS as of the date the transaction is authorized, approved, or ratified. The party asserting fairness of any such transaction has the burden of establishing fairness. For purposes of this section, a conflict-of-interest transaction is approved if it receives the affirmative vote of a majority of the Members on the BACTS Board or BACTS Policy Committee or on an authorized committee of the Board who have no direct or indirect interest in the transaction, but a transaction may not be approved by a single member. If a majority of the Members on the BACTS Board or BACTS Policy Committee who have no direct or indirect interest in the transaction vote to approve the transaction, a quorum is present for the purpose of taking action under this section.

### **ARTICLE XIV - NONPROFIT STATUS**

Section 14.1 Prohibition Against Sharing in Corporate Earnings. No part of the net earnings of BACTS shall inure to the benefit of or be distributable to its members, officers, or other private persons, except that BACTS is authorized and empowered to pay reasonable compensation for services rendered and to make payments and distributions in furtherance of its exempt purposes.

Section 14.2 Maine Law Requirements. The funds or assets of BACTS may not be transferred or applied and a Members, Officer, or Committee Member of BACTS may not authorize the transfer or application of funds or assets of BACTS if:

- (a) The transfer constitutes a conflict-of-interest transaction within the meaning of Article 8 that is neither fair nor properly approved as set forth in Article 13;
- (b) The transfer misapplies the funds or assets in violation of a statute, including conversion transactions in violation of Title 5, sections 194-C to 194-H, as amended, of Maine Revised Statutes Annotated;
- (c) The transfer is to a Member or Officer of BACTS or to another person in a position to exercise substantial influence over the affairs of BACTS and

constitutes private inurement or excess benefits that exceed the fair market value of the property or services received in return; or

(d) The transfer of funds or assets is to a controlled entity or joint venture organized as a for-profit entity, unless the Board determines under the facts and circumstances at the time of transfer or commitment to transfer that:

- (1) the organization and operations of the for-profit entity will serve, further, or support a charitable purpose of BACTS;
- (2) the transfer or the commitment to transfer is fair to BACTS;
- (3) Distributions of net income by the for-profit entity to owners and investors will be proportionate to their investment interests; and
- (4) The articles of incorporation, bylaws, or similar organizational documents require that compensation transactions between the for-profit entity and investors in the entity or directors or officers of the entity or others in a position to exercise substantial influence over the affairs of the entity be established in amounts that do not exceed the fair market value of services or property to be provided to the entity.

Provided, however, if a transfer constitutes a conversion transaction as defined in Title 5, section 194-B, subsection 2, as amended, of Maine Revised Statutes Annotated, then the provisions of Title 5, sections 194-B to 194-K may apply and nothing in this section shall be deemed inconsistent with those provisions applicable to such transactions.

Section 14.3 Loans Prohibited. No loans shall be made by BACTS to any Member, Officer, or Committee Member of BACTS. Any Director, Officer, or Committee Member who assents to or participates in the making of any such loan shall be liable to BACTS for the amount of such loan until the repayment thereof.

#### **ARTICLE XV – AMENDMENTS OF ARTICLES AND BYLAWS**

Section 15.1 Amendments of Articles and Bylaws. The BACTS Policy Committee shall have power to amend the Articles of Incorporation of BACTS, and to make, amend, and repeal the Bylaws of BACTS, by affirmative vote of not less than two-thirds of the members of the BACTS Policy Committee then in office.

#### **ARTICLE XVI– DISSOLUTION**

Section 16.1 Dissolution. The dissolution of BACTS may be authorized at a meeting of the BACTS Board upon the adoption of a resolution to dissolve by the vote of not less than two-thirds of the members then in office. Upon the dissolution of BACTS for any reason, the BACTS Board shall pay or make provisions for the payment of all debts and liabilities of BACTS. All remaining assets shall be distributed for one or more exempt purposes within the meaning of § 501(c)(3) of the Internal Revenue Code, or the corresponding section of any future federal tax code. Assets will be distributed to the Federal Department of Transportation, Federal Highway Administration, and/or Federal Transit Administration, as appropriate. Any assets not distributed to one of the foregoing federal agencies shall be made to organizations serving similar charitable purposes as BACTS.

**Community Connector  
Income Statement  
6/30/2020**

	Fixed Route/ADA Operations				Black Bear Orono Express		
	Budget	Actual	Actual as % of Budget		Budget	Actual	Actual as % of Budget
<b>Expenditures:</b>							
Wages	1,393,589	1,536,647	110.27%	<i>a</i>	54,272	28,998	53.43%
Fringes (all Other)	298,039	319,785	107.30%	<i>a</i>	11,550	7,486	64.81%
Health	382,929	332,194	86.75%	<i>b</i>	6,370	1,715	26.92%
Supplies	23,000	58,429	254.04%	<i>c</i>	-	-	
Contractual Services	174,800	187,559	107.30%	<i>d</i>	4,100	4,121	100.51%
ADA	200,000	63,750	31.88%	<i>a</i>	-	-	
Utilities	9,500	9,099	95.78%		-	-	
Interfund (all Other)	13,750	18,092	131.58%	<i>e</i>	500	-	0.00%
Maintenance	573,462	678,928	118.39%	<i>f</i>	55,000	30,647	55.72%
Fuel	309,100	299,411	96.87%		15,000	9,793	65.29%
Printing	18,500	19,381	104.76%	<i>g</i>	-	-	
Other	200	-	0.00%		-	-	
Office & Bus Equipment	60,193	41,243	68.52%	<i>h</i>	-	-	
BBOE Admin	(21,806)	(22,057)	101.15%		21,806	22,057	101.15%
Total	3,435,256	3,542,461			168,598	104,817	
<b>Revenues:</b>							
Operating							
Fares	670,000	503,251	75.11%	<i>i</i>	-	-	
Advertising	60,000	55,957	93.26%	<i>j</i>	-	-	
Other	-	7,415	N/A		-	-	
Local	1,189,147	706,885	59.44%	<i>a</i>	168,598	104,817	62.17%
Subtotal	1,919,147	1,273,508			168,598	104,817	
Grants							
CARES Act	-	959,953	N/A		-	-	
Federal Operating	1,375,000	1,192,940	86.76%		-	-	
Federal Capital	40,000	14,951	37.38%		-	-	
State Grants	101,109	101,109	100.00%		-	-	
Subtotal	1,516,109	2,268,953		<i>a</i>	-	-	-
Total	3,435,256	3,542,461			168,598	104,817	

**Community Connector  
Income Statement  
6/30/2020**

**Commentary Fixed Route:**

- a* As there was limited actual data related to personnel and vehicle costs related to ADA paratransit being performed in house, the bulk of the costs are included in the ADA budget line, this will create slight variances especially in the area of wages and fringe. Additional costs in wages and fringe was related to temporary hazard pay in the midst of the pandemic as transportation workers were designated as essential workers.

The City utilized annual 5307 grant funding for the first three quarters of operation. The 4th quarter operations were funded with CARES Act grant funds, which did not require a local share.

**Variance Report - Fixed Route**      Items that are +/- 5% of YTD %

- b* The budget for health insurance assumes a 10% increase effective January 1st, actual coverage choices and costs were lower than projected.
- c* Increased supply costs were directly related to the pandemic, masking, distancing and cleaning products.
- d* Pandemic required additional personnel hours for cleaning services.
- e* The majority of the interfund (all other) budget is to pay for services from public works. These services including building and electrical repairs and maintenance. Actual repairs and maintenance costs associated with Pickering Square were more than anticipated.
- f* Had to replace one engine, this bus will become a spare once the next order of busses arrives. Therefore costs are higher than anticipated.
- g* Printing costs were higher due to the printing of rider guides which occurred during the summer as well as educational and instructional signage related to the pandemic.
- h* As the system was awarded additional technology grant funds, no additional funds were necessary from the operating budget.
- i* Reflects the impact of the pandemic on ridership as well as the "honor system" implemented through June for fares.
- j* Advertising revenues picked up in the final quarter due to a large buy, but continue to lag in performance. This is an area that will require continued monitoring.

**Commentary - BBOE:**

Operations typically run September - May. Due to the pandemic, the season was shortened by three months or 33%, therefore total operating costs of 62.17% are in line with the shortened operating season.

**Community Connector  
Income Statement  
9/30/2020**

	<b>Fixed Route/ADA Operations</b>			<b>Black Bear Orono Express</b>		
	<b>Budget</b>	<b>Actual</b>	<b>Actual as % of Budget</b>	<b>Budget</b>	<b>Actual</b>	<b>Actual as % of Budget</b>
<b>Expenditures:</b>						
Wages	1,556,746	396,006	25.44%	56,938	2,551	4.48%
Fringes (all Other)	319,754	66,587	20.82%	12,806	969	7.57%
Health	402,972	86,697	21.51%	11,942	-	0.00%
Supplies	27,500	5,749	20.91%	-	-	
Contractual Services	184,075	24,177	13.13%	4,387	370	8.43%
ADA	40,000	17,855	44.64%	-	-	
Utilities	9,750	846	8.68%	-	-	
Interfund (all Other)	10,000	860	8.60%	-	-	
Maintenance	663,486	121,068	18.25%	55,000	12,786	23.25%
Fuel	276,000	64,392	23.33%	10,000	-	0.00%
Printing	18,500	2,282	12.34%	-	-	
Other	200	-	0.00%	-	-	
Office & Bus Equipment	72,500	449	0.62%	-	-	
Local Share Depot	160,750	160,750	100.00%	-	-	
BBOE Admin	(22,841)	-	0.00%	22,829	-	0.00%
Total	<u>3,719,392</u>	<u>947,718</u>	<u>25.48%</u>	<u>173,902</u>	<u>16,676</u>	<u>9.59%</u>
<b>Revenues:</b>						
Operating						
Fares	427,500	180,283	42.17%	-	-	
Advertising	40,000	11,377	28.44%	-	-	
Subtotal	<u>467,500</u>	<u>191,660</u>		<u>-</u>	<u>-</u>	
Grants						
Federal Operating	1,961,636	-	0.00%	-	-	
State Grants	101,109	-	0.00%	-	-	
Subtotal	<u>2,062,745</u>	<u>-</u>		<u>-</u>	<u>-</u>	
<b>Budgeted Local Share</b>	<u><u>1,189,147</u></u>			<u><u>173,902</u></u>		

**Community Connector  
Income Statement  
9/30/2020**

**Commentary Fixed Route:**

- a** Drawing down of grant fund typically occurs during the third quarter of operations.

**Variance Report - Fixed Route**

Items that are +/- 5% of YTD %

25.00%

- b** Includes a number of accounts that are not incurred on a pro-rata basis (i.e. vehicle insurance, travel for new buses).
- c** The budget anticipated the purchase of ADA vehicles and to move away from rentals. Therefore the variance appears high as the budget does not anticipate a full year of rentals.
- d** Heating costs represent 31% of the total utility budget. To date, no heating costs have been incurred.
- e** Interfund (all other) budget is to pay for services from public works. These services include building and electrical repairs and maintenance. Actual repairs and maintenance to date are lower than 25%.
- f** Year to date, there have been no significant repairs required. Also a number of the busses are still covered by warranty which is also contributing to year to date lower costs to the system.
- g** Printing costs are billed bi-monthly, so the costs represent 17% of the annual budget. Therefore, variance does require additional clarification.
- h** Capital costs have not yet been incurred. However, the required local share of the federal transit center grant has been transferred to the capital project for this purpose.
- i** Actual ridership and pass purchase was higher in the first quarter than anticipated.

**Commentary - BBOE:**

Due to the seasonality of the service - start date of late August, using a 25% benchmark for the first quarter operations can not be utilized. Variances will be made beginning with the end of the second quarter.

Month	FIXED ROUTES														ADA	Black Bear	TOTAL FY20
	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Express Bus	Total	Paratransit	Orono Express	SYSTEM RIDERSHIP
Jul	16,506	155	13,433	5,936	8,100	8,520	153	1,572	975	610	2,917	0		58,877	697		59,574
Aug	17,421	210	13,387	6,184	8,515	8,521	175	1,937	921	584	2,973	0		60,828	712		61,540
Sep	15,466	288	11,657	5,262	7,453	7,655	321	2,789	1,532	739	4,769	0		57,931	737	3,926	62,594
Oct	17,908	383	12,639	5,926	8,777	9,165	389	2,538	1,626	750	4,984	0		65,085	823	4,397	70,305
Nov	20,002	325	10,534	4,921	7,497	7,604	291	2,003	1,132	553	4,084	0		58,946	655	4,075	63,676
Dec	15,155	287	10,963	5,330	8,077	8,035	263	1,697	1,002	487	3,701	0		54,997	701	3,411	59,109
Jan	15,823	280	11,931	5,255	7,995	8,335	196	2,109	945	474	4,215	0		57,558	798	2,337	60,693
Feb	14,410	197	11,919	5,053	7,553	8,047	107	1,836	1,001	594	4,597	0		55,314	768	5,121	61,203
Mar	9,215	127	7,239	3,052	4,696	4,705	56	1,199	597	420	2,224	11,806		45,336	597	2,609	48,542
Apr	0	0	0	0	0	0	0	0	0	0	0	23,502	137	23,639	322		23,961
May	0	0	0	0	0	0	0	0	0	0	0	25,281	133	25,414	484		25,898
Jun	0	0	0	0	0	0	0	0	0	0	0	31,129		31,129	581		31,710
<b>Grand Total</b>	<b>141,906</b>	<b>2,252</b>	<b>103,702</b>	<b>46,919</b>	<b>68,663</b>	<b>70,587</b>	<b>1,951</b>	<b>17,680</b>	<b>9,731</b>	<b>5,211</b>	<b>34,464</b>	<b>91,718</b>	<b>270</b>	<b>595,054</b>	<b>7,875</b>	<b>25,876</b>	<b>628,805</b>

Month	Hampden	Brewer North	Brewer South	VOOT 1	VOOT 2	Capehart 1	Capehart 2	Capehart 3	Hammond Street	Center Street	Center/Hammond	Mall Hopper	Stillwater Ave	Mount Hope	Total
July	3,066	4,468	3,805	4,113	4,770	4,642	4,573	2,771	6,945	4,825	792	2,784	6,137	5,186	58,877
Aug	3,049	4,675	4,010	4,142	4,864	4,698	4,573	2,564	6,933	4,974	1,068	3,052	6,915	5,311	60,828
Sep	2,939	4,259	3,656	4,475	5,386	4,185	4,117	2,359	6,169	5,057	833	3,406	6,063	5,027	57,931
Oct	3,255	4,915	4,264	5,149	5,692	4,769	4,628	3,077	7,110	5,245	763	3,540	7,028	5,650	65,085
Nov	2,898	4,574	4,005	4,225	5,064	4,085	4,064	2,607	6,401	4,728	858	3,270	6,610	5,557	58,946
Dec	2,981	4,531	3,975	3,935	4,372	3,848	3,674	2,401	5,969	4,456	722	2,901	6,474	4,758	54,997
Jan	3,016	4,731	3,899	4,149	4,901	4,196	3,882	2,569	6,247	5,087	773	2,771	6,256	5,081	57,558
Feb	2,653	4,518	3,800	4,077	4,838	3,693	3,819	2,421	5,965	4,554	1,011	3,003	6,126	4,836	55,314
Mar	2,179	4,011	3,049	3,146	3,473	3,169	3,128	2,061	5,314	3,666	603	2,330	5,131	4,076	45,336
Apr	1,084	2,387	1,833	1,221	1,373	1,692	1,810	1,101	3,056	1,668	405	1,184	2,734	1,954	23,502
May	1,182	2,574	2,121	1,387	1,567	1,855	2,074	1,167	2,711	1,866	433	1,410	2,752	2,182	25,281
Jun	1,462	3,009	2,405	1,755	2,049	2,446	2,290	1,508	3,316	2,578	466	1,990	3,305	2,550	31,129
<b>Total</b>	<b>29,764</b>	<b>48,652</b>	<b>40,822</b>	<b>41,774</b>	<b>48,349</b>	<b>43,278</b>	<b>42,632</b>	<b>26,606</b>	<b>66,136</b>	<b>48,704</b>	<b>8,727</b>	<b>31,641</b>	<b>65,531</b>	<b>52,168</b>	<b>594,784</b>

## HAMPDEN

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	1,083	0	539	305	376	517	35	45	14	23	129	0	3,066
Aug	1,137	2	485	316	305	589	16	54	8	39	98	0	3,049
Sep	1,006	50	443	279	330	463	90	80	21	62	115	0	2,939
Oct	1,233	40	398	325	392	538	87	71	11	53	107	0	3,255
Nov	1,209	36	319	222	340	487	62	79	8	31	105	0	2,898
Dec	999	28	423	317	388	569	51	62	3	43	98	0	2,981
Jan	1,053	27	464	261	352	625	30	69	7	43	85	0	3,016
Feb	912	14	506	212	276	526	8	82	18	29	70	0	2,653
Mar	542	12	305	149	181	351	8	35	3	14	45	534	2,179
Apr		0	0	0	0	0	0	0	0	0	0	1,084	1,084
May		0	0	0	0	0	0	0	0	0	0	1,182	1,182
Jun		0	0	0	0	0	0	0	0	0	0	1,462	1,462
<b>Grand Total</b>	<b>9,174</b>	<b>209</b>	<b>3,882</b>	<b>2,386</b>	<b>2,940</b>	<b>4,665</b>	<b>387</b>	<b>577</b>	<b>93</b>	<b>337</b>	<b>852</b>	<b>4,262</b>	<b>29,764</b>

Route (Multiple Items)

**BREWER**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	2,461	22	1,990	978	1,182	1,209	11	172	45	36	167	0	8,273
Aug	2,732	59	1,993	997	1,289	1,191	8	156	45	52	163	0	8,685
Sep	2,367	58	1,815	794	1,243	1,117	17	147	75	45	237	0	7,915
Oct	3,037	79	2,034	845	1,359	1,293	20	145	91	35	241	0	9,179
Nov	3,160	66	1,819	748	1,238	1,135	23	135	65	26	164	0	8,579
Dec	2,398	71	1,937	865	1,451	1,328	17	158	68	26	187	0	8,506
Jan	2,617	71	1,973	806	1,422	1,244	24	159	72	46	196	0	8,630
Feb	2,331	33	1,970	783	1,480	1,210	5	193	103	29	181	0	8,318
Mar	1,420	13	1,244	460	804	660	4	120	54	21	85	2,175	7,060
Apr		0	0	0	0	0	0	0	0	0	0	4,220	4,220
May		0	0	0	0	0	0	0	0	0	0	4,695	4,695
Jun		0	0	0	0	0	0	0	0	0	0	5,414	5,414
<b>Grand Total</b>	<b>22,523</b>	<b>472</b>	<b>16,775</b>	<b>7,276</b>	<b>11,468</b>	<b>10,387</b>	<b>129</b>	<b>1,385</b>	<b>618</b>	<b>316</b>	<b>1,621</b>	<b>16,504</b>	<b>89,474</b>

Route BRN

**BREWER NORTH**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	1,236	3	1,063	586	615	681	11	110	27	16	120	0	4,468
Aug	1,319	22	1,079	586	654	739	8	105	25	25	113	0	4,675
Sep	1,210	23	950	478	612	663	11	85	28	20	179	0	4,259
Oct	1,546	23	1,122	486	675	750	18	74	33	10	178	0	4,915
Nov	1,547	30	995	404	650	693	14	80	23	14	124	0	4,574
Dec	1,243	41	1,001	466	701	772	15	109	30	13	140	0	4,531
Jan	1,352	36	1,069	488	694	744	16	114	31	34	153	0	4,731
Feb	1,268	10	997	461	705	756	5	130	25	15	146	0	4,518
Mar	812	4	667	264	391	450	4	88	24	12	73	1,222	4,011
Apr		0	0	0	0	0	0	0	0	0	0	2,387	2,387
May		0	0	0	0	0	0	0	0	0	0	2,574	2,574
Jun		0	0	0	0	0	0	0	0	0	0	3,009	3,009
<b>Grand Total</b>	<b>11,533</b>	<b>192</b>	<b>8,943</b>	<b>4,219</b>	<b>5,697</b>	<b>6,248</b>	<b>102</b>	<b>895</b>	<b>246</b>	<b>159</b>	<b>1,226</b>	<b>9,192</b>	<b>48,652</b>

Route BRS

**BREWER SOUTH**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	1,225	19	927	392	567	528	0	62	18	20	47	0	3,805
Aug	1,413	37	914	411	635	452	0	51	20	27	50	0	4,010
Sep	1,157	35	865	316	631	454	6	62	47	25	58	0	3,656
Oct	1,491	56	912	359	684	543	2	71	58	25	63	0	4,264
Nov	1,613	36	824	344	588	442	9	55	42	12	40	0	4,005
Dec	1,155	30	936	399	750	556	2	49	38	13	47	0	3,975
Jan	1,265	35	904	318	728	500	8	45	41	12	43	0	3,899
Feb	1,063	23	973	322	775	454	0	63	78	14	35	0	3,800
Mar	608	9	577	196	413	210	0	32	30	9	12	953	3,049
Apr		0	0	0	0	0	0	0	0	0	0	1,833	1,833
May		0	0	0	0	0	0	0	0	0	0	2,121	2,121
Jun		0	0	0	0	0	0	0	0	0	0	2,405	2,405
<b>Grand Total</b>	<b>10,990</b>	<b>280</b>	<b>7,832</b>	<b>3,057</b>	<b>5,771</b>	<b>4,139</b>	<b>27</b>	<b>490</b>	<b>372</b>	<b>157</b>	<b>395</b>	<b>7,312</b>	<b>40,822</b>

Route (Multiple Items)

## VOOT

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	1,670	4	1,553	863	1,420	859	10	339	196	56	1,913	0	8,883
Aug	1,710	30	1,672	823	1,506	875	17	343	141	39	1,850	0	9,006
Sep	1,482	3	1,472	725	1,338	767	23	384	139	35	3,493	0	9,861
Oct	1,570	1	1,636	806	1,506	1,003	30	296	159	18	3,816	0	10,841
Nov	2,042	6	1,203	616	1,228	743	13	215	97	19	3,107	0	9,289
Dec	1,325	10	1,171	661	1,238	792	12	223	53	17	2,805	0	8,307
Jan	1,568	6	1,245	747	1,228	793	4	261	71	14	3,113	0	9,050
Feb	1,099	2	1,345	669	1,015	814	16	201	81	7	3,666	0	8,915
Mar	788	1	781	418	667	529	7	106	135	25	1,777	1,385	6,619
Apr		0	0	0	0	0	0	0	0	0	0	2,594	2,594
May		0	0	0	0	0	0	0	0	0	0	2,954	2,954
Jun		0	0	0	0	0	0	0	0	0	0	3,804	3,804
<b>Grand Total</b>	<b>13,254</b>	<b>63</b>	<b>12,078</b>	<b>6,328</b>	<b>11,146</b>	<b>7,175</b>	<b>132</b>	<b>2,368</b>	<b>1,072</b>	<b>230</b>	<b>25,540</b>	<b>10,737</b>	<b>90,123</b>

Route OT1

## VOOT 1

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	830	2	712	387	647	395	4	180	112	20	824	0	4,113
Aug	765	2	826	354	673	411	13	180	76	12	830	0	4,142
Sep	698	2	706	312	635	381	11	254	69	19	1,388	0	4,475
Oct	697	1	790	408	722	478	20	155	74	13	1,791	0	5,149
Nov	886	4	571	283	549	373	8	110	44	12	1,385	0	4,225
Dec	558	5	570	293	607	382	4	126	23	5	1,362	0	3,935
Jan	724	3	551	302	586	367	4	111	23	6	1,472	0	4,149
Feb	505	1	618	268	467	393	12	92	25	6	1,690	0	4,077
Mar	409	1	372	205	315	280	7	62	26	10	880	579	3,146
Apr		0	0	0	0	0	0	0	0	0	0	1,221	1,221
May		0	0	0	0	0	0	0	0	0	0	1,387	1,387
Jun		0	0	0	0	0	0	0	0	0	0	1,755	1,755
<b>Grand Total</b>	<b>6,072</b>	<b>21</b>	<b>5,716</b>	<b>2,812</b>	<b>5,201</b>	<b>3,460</b>	<b>83</b>	<b>1,270</b>	<b>472</b>	<b>103</b>	<b>11,622</b>	<b>4,942</b>	<b>41,774</b>

Route OT2

## VOOT 2

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	840	2	841	476	773	464	6	159	84	36	1,089	0	4,770
Aug	945	28	846	469	833	464	4	163	65	27	1,020	0	4,864
Sep	784	1	766	413	703	386	12	130	70	16	2,105	0	5,386
Oct	873	0	846	398	784	525	10	141	85	5	2,025	0	5,692
Nov	1,156	2	632	333	679	370	5	105	53	7	1,722	0	5,064
Dec	767	5	601	368	631	410	8	97	30	12	1,443	0	4,372
Jan	844	3	694	445	642	426	0	150	48	8	1,641	0	4,901
Feb	594	1	727	401	548	421	4	109	56	1	1,976	0	4,838
Mar	379	0	409	213	352	249	0	44	109	15	897	806	3,473
Apr		0	0	0	0	0	0	0	0	0	0	1,373	1,373
May		0	0	0	0	0	0	0	0	0	0	1,567	1,567
Jun		0	0	0	0	0	0	0	0	0	0	2,049	2,049
<b>Grand Total</b>	<b>7,182</b>	<b>42</b>	<b>6,362</b>	<b>3,516</b>	<b>5,945</b>	<b>3,715</b>	<b>49</b>	<b>1,098</b>	<b>600</b>	<b>127</b>	<b>13,918</b>	<b>5,795</b>	<b>48,349</b>

Route (Multiple Items)

**BANGOR**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	11,292	129	9,351	3,790	5,122	5,935	97	1,016	720	495	708	0	38,655
Aug	11,842	119	9,237	4,048	5,415	5,866	134	1,384	727	454	862	0	40,088
Sep	10,611	177	7,927	3,464	4,542	5,308	191	2,178	1,297	597	924	0	37,216
Oct	12,068	263	8,571	3,950	5,520	6,331	252	2,026	1,365	644	820	0	41,810
Nov	13,591	217	7,193	3,335	4,691	5,239	193	1,574	962	477	708	0	38,180
Dec	10,433	178	7,432	3,487	5,000	5,346	183	1,254	878	401	611	0	35,203
Jan	10,585	176	8,249	3,441	4,993	5,673	138	1,620	795	371	821	0	36,862
Feb	10,068	148	8,098	3,389	4,782	5,497	78	1,360	799	529	680	0	35,428
Mar	6,465	101	4,909	2,025	3,044	3,165	37	938	405	360	317	7,712	29,478
Apr		0	0	0	0	0	0	0	0	0	0	15,604	15,604
May		0	0	0	0	0	0	0	0	0	0	16,450	16,450
Jun		0	0	0	0	0	0	0	0	0	0	20,449	20,449
<b>Grand Total</b>	<b>96,955</b>	<b>1,508</b>	<b>70,967</b>	<b>30,929</b>	<b>43,109</b>	<b>48,360</b>	<b>1,303</b>	<b>13,350</b>	<b>7,948</b>	<b>4,328</b>	<b>6,451</b>	<b>60,215</b>	<b>385,423</b>

Route CH1

**CAPEHART 1**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	1,227	42	1,154	530	668	724	5	99	52	31	110	0	4,642
Aug	1,311	31	1,081	506	671	749	3	135	59	42	110	0	4,698
Sep	1,234	51	917	421	578	589	5	145	90	30	125	0	4,185
Oct	1,245	98	1,100	504	756	641	16	174	82	34	119	0	4,769
Nov	1,323	82	802	392	597	517	28	136	76	41	91	0	4,085
Dec	1,045	65	737	425	650	580	30	131	72	17	96	0	3,848
Jan	1,158	67	932	430	628	569	40	170	80	28	94	0	4,196
Feb	973	52	867	412	573	510	21	100	60	42	83	0	3,693
Mar	624	28	544	263	374	347	6	71	39	18	41	814	3,169
Apr		0	0	0	0	0	0	0	0	0	0	1,692	1,692
May		0	0	0	0	0	0	0	0	0	0	1,855	1,855
Jun		0	0	0	0	0	0	0	0	0	0	2,446	2,446
<b>Grand Total</b>	<b>10,140</b>	<b>516</b>	<b>8,134</b>	<b>3,883</b>	<b>5,495</b>	<b>5,226</b>	<b>154</b>	<b>1,161</b>	<b>610</b>	<b>283</b>	<b>869</b>	<b>6,807</b>	<b>43,278</b>

Route CH2

**CAPEHART 2**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	1,241	12	1,174	476	748	666	7	104	48	23	74	0	4,573
Aug	1,265	16	1,111	497	753	644	5	138	39	34	71	0	4,573
Sep	1,121	48	918	483	622	590	20	160	32	48	75	0	4,117
Oct	1,281	81	1,095	515	743	582	31	152	40	37	71	0	4,628
Nov	1,378	47	825	416	615	527	22	117	24	30	63	0	4,064
Dec	951	31	842	443	669	515	24	93	23	20	63	0	3,674
Jan	1,037	44	873	453	658	562	25	106	22	21	81	0	3,882
Feb	967	33	914	459	673	524	12	101	16	41	79	0	3,819
Mar	586	24	616	265	398	296	6	59	10	15	36	817	3,128
Apr		0	0	0	0	0	0	0	0	0	0	1,810	1,810
May		0	0	0	0	0	0	0	0	0	0	2,074	2,074
Jun		0	0	0	0	0	0	0	0	0	0	2,290	2,290
<b>Grand Total</b>	<b>9,827</b>	<b>336</b>	<b>8,368</b>	<b>4,007</b>	<b>5,879</b>	<b>4,906</b>	<b>152</b>	<b>1,030</b>	<b>254</b>	<b>269</b>	<b>613</b>	<b>6,991</b>	<b>42,632</b>

Route CH3

**CAPEHART 3**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	709	13	729	264	422	438	5	72	36	18	65	0	2,771
Aug	717	0	597	283	337	443	13	53	24	19	78	0	2,564
Sep	583	6	572	252	358	415	3	105	6	24	35	0	2,359
Oct	816	17	652	292	472	562	20	100	48	21	77	0	3,077
Nov	801	9	522	250	416	389	10	107	27	22	54	0	2,607
Dec	666	6	559	283	367	381	8	68	10	14	39	0	2,401
Jan	674	6	619	264	423	416	9	80	11	16	51	0	2,569
Feb	596	11	598	244	410	425	0	79	7	26	25	0	2,421
Mar	425	5	385	154	288	233	0	46	8	17	20	480	2,061
Apr		0	0	0	0	0	0	0	0	0	0	1,101	1,101
May		0	0	0	0	0	0	0	0	0	0	1,167	1,167
Jun		0	0	0	0	0	0	0	0	0	0	1,508	1,508
<b>Grand Total</b>	<b>5,987</b>	<b>73</b>	<b>5,233</b>	<b>2,286</b>	<b>3,493</b>	<b>3,702</b>	<b>68</b>	<b>710</b>	<b>177</b>	<b>177</b>	<b>444</b>	<b>4,256</b>	<b>26,606</b>

Route HST

**HAMMOND ST**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	2,325	54	1,957	446	616	1,119	56	92	17	176	87	0	6,945
Aug	2,293	64	1,954	429	686	1,119	65	119	6	143	55	0	6,933
Sep	1,992	66	1,591	356	584	1,000	94	150	3	239	94	0	6,169
Oct	2,322	65	1,795	448	667	1,286	90	130	4	226	77	0	7,110
Nov	2,413	53	1,520	443	660	987	55	93	11	122	44	0	6,401
Dec	1,873	39	1,617	422	650	1,038	47	83	13	140	47	0	5,969
Jan	1,913	20	1,747	449	690	1,083	9	120	2	140	74	0	6,247
Feb	1,876	12	1,694	397	595	1,047	6	117	8	145	68	0	5,965
Mar	1,211	28	961	249	440	714	0	90	4	108	31	1,478	5,314
Apr		0	0	0	0	0	0	0	0	0	0	3,056	3,056
May		0	0	0	0	0	0	0	0	0	0	2,711	2,711
Jun		0	0	0	0	0	0	0	0	0	0	3,316	3,316
<b>Grand Total</b>	<b>18,218</b>	<b>401</b>	<b>14,836</b>	<b>3,639</b>	<b>5,588</b>	<b>9,393</b>	<b>422</b>	<b>994</b>	<b>68</b>	<b>1,439</b>	<b>577</b>	<b>10,561</b>	<b>66,136</b>

Route CST

**CENTER ST**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	1,348	0	1,200	569	581	793	1	109	82	48	94	0	4,825
Aug	1,446	0	1,213	654	561	764	1	116	66	35	118	0	4,974
Sep	1,482	4	1,005	652	520	769	13	201	186	82	143	0	5,057
Oct	1,637	0	1,068	644	509	820	30	154	182	76	125	0	5,245
Nov	1,774	4	810	559	429	741	8	110	107	72	114	0	4,728
Dec	1,319	5	902	545	540	793	10	93	90	66	93	0	4,456
Jan	1,503	0	1,192	548	502	921	9	138	90	55	129	0	5,087
Feb	1,347	15	980	532	448	785	13	120	93	80	141	0	4,554
Mar	890	0	663	348	322	437	1	74	64	66	55	746	3,666
Apr		0	0	0	0	0	0	0	0	0	0	1,668	1,668
May		0	0	0	0	0	0	0	0	0	0	1,866	1,866
Jun		0	0	0	0	0	0	0	0	0	0	2,578	2,578
<b>Grand Total</b>	<b>12,746</b>	<b>28</b>	<b>9,033</b>	<b>5,051</b>	<b>4,412</b>	<b>6,823</b>	<b>86</b>	<b>1,115</b>	<b>960</b>	<b>580</b>	<b>1,012</b>	<b>6,858</b>	<b>48,704</b>

Route HSC

**HAMMOND/CENTER ST**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	251	0	185	82	102	125	0	23	5	9	10	0	792
Aug	341	0	305	139	108	133	2	23	2	8	7	0	1,068
Sep	237	0	258	75	80	136	4	18	5	13	7	0	833
Oct	244	0	193	90	81	120	1	8	7	7	12	0	763
Nov	327	2	184	86	87	146	6	9	1	6	4	0	858
Dec	194	1	194	102	92	100	3	12	3	8	13	0	722
Jan	224	0	219	93	90	107	0	19	2	7	12	0	773
Feb	230	0	368	103	116	148	6	18	1	6	15	0	1,011
Mar	99	0	86	36	38	46	0	1	2	4	7	284	603
Apr		0	0	0	0	0	0	0	0	0	0	405	405
May		0	0	0	0	0	0	0	0	0	0	433	433
Jun		0	0	0	0	0	0	0	0	0	0	466	466
<b>Grand Total</b>	<b>2,147</b>	<b>3</b>	<b>1,992</b>	<b>806</b>	<b>794</b>	<b>1,061</b>	<b>22</b>	<b>131</b>	<b>28</b>	<b>68</b>	<b>87</b>	<b>1,588</b>	<b>8,727</b>

Route MAL

**MALL HOPPER**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	524	0	575	551	408	373	2	42	237	48	24	0	2,784
Aug	708	4	434	609	413	402	4	50	313	48	67	0	3,052
Sep	686	0	527	492	357	391	9	110	709	61	64	0	3,406
Oct	838	0	480	546	362	417	3	92	683	78	41	0	3,540
Nov	990	16	546	429	253	349	5	91	494	65	32	0	3,270
Dec	764	14	523	415	259	354	7	73	442	31	19	0	2,901
Jan	668	24	573	395	278	361	3	58	364	25	22	0	2,771
Feb	771	14	596	445	277	355	4	48	431	39	23	0	3,003
Mar	495	5	331	235	223	192	2	45	181	37	21	563	2,330
Apr		0	0	0	0	0	0	0	0	0	0	1,184	1,184
May		0	0	0	0	0	0	0	0	0	0	1,410	1,410
Jun		0	0	0	0	0	0	0	0	0	0	1,990	1,990
<b>Grand Total</b>	<b>6,444</b>	<b>77</b>	<b>4,585</b>	<b>4,117</b>	<b>2,830</b>	<b>3,194</b>	<b>39</b>	<b>609</b>	<b>3,854</b>	<b>432</b>	<b>313</b>	<b>5,147</b>	<b>31,641</b>

Route SAV

**STILLWATER AVE**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	2,137	2	1,225	530	952	935	13	95	70	74	104	0	6,137
Aug	2,200	3	1,429	626	1,204	970	36	134	84	57	172	0	6,915
Sep	1,984	0	1,296	492	894	816	31	110	185	40	215	0	6,063
Oct	2,324	0	1,371	590	1,151	1,011	39	111	196	60	175	0	7,028
Nov	2,673	0	1,133	479	1,003	869	24	127	124	48	130	0	6,610
Dec	2,254	9	1,186	536	1,107	877	38	155	147	30	135	0	6,474
Jan	2,022	4	1,235	539	1,038	938	27	127	160	19	147	0	6,256
Feb	1,959	4	1,146	514	1,014	1,023	9	141	113	61	142	0	6,126
Mar	1,198	3	699	323	593	526	3	82	59	30	56	1,559	5,131
Apr		0	0	0	0	0	0	0	0	0	0	2,734	2,734
May		0	0	0	0	0	0	0	0	0	0	2,752	2,752
Jun		0	0	0	0	0	0	0	0	0	0	3,305	3,305
<b>Grand Total</b>	<b>18,751</b>	<b>25</b>	<b>10,720</b>	<b>4,629</b>	<b>8,956</b>	<b>7,965</b>	<b>220</b>	<b>1,082</b>	<b>1,138</b>	<b>419</b>	<b>1,276</b>	<b>10,350</b>	<b>65,531</b>

Route MTH

**MOUNT HOPE**

Month	Monthly Pass	Student Pass	Ticket	Half Fare	Cash Fare	Transfer	Beal	EMCC	Husson	UMA	UMaine	Free Fare	Total
Jul	1,530	6	1,152	342	625	762	8	380	173	68	140	0	5,186
Aug	1,561	1	1,113	305	682	642	5	616	134	68	184	0	5,311
Sep	1,292	2	843	241	549	602	12	1,179	81	60	166	0	5,027
Oct	1,361	2	817	321	779	892	22	1,105	123	105	123	0	5,650
Nov	1,912	4	851	281	631	714	35	784	98	71	176	0	5,557
Dec	1,367	8	872	316	666	708	16	546	78	75	106	0	4,758
Jan	1,386	11	859	270	686	716	16	802	64	60	211	0	5,081
Feb	1,349	7	935	283	676	680	7	636	70	89	104	0	4,836
Mar	937	8	624	152	368	374	19	470	38	65	50	971	4,076
Apr		0	0	0	0	0	0	0	0	0	0	1,954	1,954
May		0	0	0	0	0	0	0	0	0	0	2,182	2,182
Jun		0	0	0	0	0	0	0	0	0	0	2,550	2,550
<b>Grand Total</b>	<b>12,695</b>	<b>49</b>	<b>8,066</b>	<b>2,511</b>	<b>5,662</b>	<b>6,090</b>	<b>140</b>	<b>6,518</b>	<b>859</b>	<b>661</b>	<b>1,260</b>	<b>7,657</b>	<b>52,168</b>

FY 2020 MONTHLY RIDERSHIP BY FIXED ROUTE															ADA	Black Bear	TOTAL FY20	
Month	Hampden	Brewer North	Brewer South	VOOT 1	VOOT 2	Capehart 1	Capehart 2	Capehart 3	Hammond Street	Center Street	Center/Hammond	Mall Hopper	Stillwater Ave	Mount Hope	Total	Paratransit	Orono Express	SYSTEM RIDERSHIP
July	3,066	4,468	3,805	4,113	4,770	4,642	4,573	2,771	6,945	4,825	792	2,784	6,137	5,186	58,877	697		59,574
Aug	3,049	4,675	4,010	4,142	4,864	4,698	4,573	2,564	6,933	4,974	1,068	3,052	6,915	5,311	60,828	712		61,540
Sep	2,939	4,259	3,656	4,475	5,386	4,185	4,117	2,359	6,169	5,057	833	3,406	6,063	5,027	57,931	737	3,926	62,594
Oct	3,255	4,915	4,264	5,149	5,692	4,769	4,628	3,077	7,110	5,245	763	3,540	7,028	5,650	65,085	823	4,397	70,305
Nov	2,898	4,574	4,005	4,225	5,064	4,085	4,064	2,607	6,401	4,728	858	3,270	6,610	5,557	58,946	655	4,075	63,676
Dec	2,981	4,531	3,975	3,935	4,372	3,848	3,674	2,401	5,969	4,456	722	2,901	6,474	4,758	54,997	701	3,411	59,109
Jan	3,016	4,731	3,899	4,149	4,901	4,196	3,882	2,569	6,247	5,087	773	2,771	6,256	5,081	57,558	798	2,337	60,693
Feb	2,653	4,518	3,800	4,077	4,838	3,693	3,819	2,421	5,965	4,554	1,011	3,003	6,126	4,836	55,314	768	5,121	61,203
Mar	2,179	4,011	3,049	3,146	3,473	3,169	3,128	2,061	5,314	3,666	603	2,330	5,131	4,076	45,336	597	2,609	48,542
Apr	1,084	2,387	1,833	1,221	1,373	1,692	1,810	1,101	3,056	1,668	405	1,184	2,734	1,954	23,502	322		23,824
May	1,182	2,574	2,121	1,387	1,567	1,855	2,074	1,167	2,711	1,866	433	1,410	2,752	2,182	25,281	484		25,765
Jun	1,462	3,009	2,405	1,755	2,049	2,446	2,290	1,508	3,316	2,578	466	1,990	3,305	2,550	31,129	581		31,710
<b>Total</b>	<b>29,764</b>	<b>48,652</b>	<b>40,822</b>	<b>41,774</b>	<b>48,349</b>	<b>43,278</b>	<b>42,632</b>	<b>26,606</b>	<b>66,136</b>	<b>48,704</b>	<b>8,727</b>	<b>31,641</b>	<b>65,531</b>	<b>52,168</b>	<b>594,784</b>	<b>7,875</b>	<b>25,876</b>	<b>628,535</b>

FY 2019 MONTHLY RIDERSHIP BY FIXED ROUTE															ADA	Black Bear	TOTAL FY19	
Month	Hampden	Brewer North	Brewer South	VOOT 1	VOOT 2	Capehart 1	Capehart 2	Capehart 3	Hammond Street	Center Street	Center/Hammond	Mall Hopper	Stillwater Ave	Mount Hope	Total	Paratransit	Orono Express	SYSTEM RIDERSHIP
Jul	2,421	3,869	3,686	3,513	4,070	4,290	4,233	2,040	7,358	4,047	965	2,820	6,739	5,406	55,457	451		55,908
Aug	2,928	4,121	4,376	4,332	4,588	4,950	4,621	2,631	7,582	4,640	884	3,332	7,373	6,273	62,631	421		63,052
Sep	2,809	3,684	3,772	4,616	5,325	4,498	4,364	2,115	6,753	4,159	1,148	3,476	6,714	5,759	59,192	580	4,104	63,876
Oct	3,478	4,679	4,259	5,428	5,557	5,035	4,646	2,433	8,135	5,201	918	3,820	7,454	6,575	67,618	611	5,328	73,557
Nov	3,101	4,611	3,778	4,843	5,139	4,413	4,479	2,312	7,269	4,738	892	3,276	7,067	6,220	62,138	594	4,736	67,468
Dec	2,926	4,620	4,077	4,078	4,948	4,642	4,395	2,091	6,192	4,271	1,217	3,272	6,861	5,837	59,427	561	3,904	63,892
Jan	3,226	4,409	3,628	4,495	4,801	4,410	4,315	2,275	7,243	4,739	853	2,998	6,413	5,637	59,442	639	2,307	62,388
Feb	2,907	4,129	3,606	4,762	5,023	4,495	4,416	2,301	6,124	4,582	896	2,990	5,841	5,469	57,541	574	5,424	63,539
Mar	3,232	4,995	4,137	4,826	5,559	4,838	4,625	2,606	6,545	4,936	1,210	3,299	6,346	6,077	63,231	679	4,481	68,391
Apr	3,095	4,954	3,947	5,047	5,901	5,101	4,796	2,296	6,847	4,469	1,901	3,182	6,362	6,336	64,234	710	5,394	70,338
May	3,550	4,973	4,228	4,955	5,437	4,840	4,471	2,655	7,306	5,120	1,001	3,034	6,555	5,983	64,108	685	1,615	66,408
Jun	3,098	4,228	3,503	3,967	4,753	4,588	4,268	2,367	6,449	4,262	1,089	2,596	6,129	5,178	56,475	662		57,137
<b>Total</b>	<b>36,771</b>	<b>53,272</b>	<b>46,997</b>	<b>54,862</b>	<b>61,101</b>	<b>56,100</b>	<b>53,629</b>	<b>28,122</b>	<b>83,803</b>	<b>55,164</b>	<b>12,974</b>	<b>38,095</b>	<b>79,854</b>	<b>70,750</b>	<b>731,494</b>	<b>7,167</b>	<b>37,293</b>	<b>775,954</b>

CHANGE IN RIDERSHIP FROM FY 2019 to 2020															ADA	Black Bear	TOTAL	
Month	Hampden	Brewer North	Brewer South	VOOT 1	VOOT 2	Capehart 1	Capehart 2	Capehart 3	Hammond Street	Center Street	Center/Hammond	Mall Hopper	Stillwater Ave	Mount Hope	Total	Paratransit	Orono Express	SYSTEM RIDERSHIP
Jul	26.64%	15.48%	3.23%	17.08%	17.20%	8.21%	8.03%	35.83%	-5.61%	19.22%	-17.93%	-1.28%	-8.93%	-4.07%	6.17%	54.55%		6.56%
Aug	4.13%	13.44%	-8.36%	-4.39%	6.02%	-5.09%	-1.04%	-2.55%	-8.56%	7.20%	20.81%	-8.40%	-6.21%	-15.34%	-2.88%	69.12%		-2.40%
Sep	4.63%	15.61%	-3.08%	-3.05%	1.15%	-6.96%	-5.66%	11.54%	-8.65%	21.59%	-27.44%	-2.01%	-9.70%	-12.71%	-2.13%	27.07%	-4.34%	-2.01%
Oct	-6.41%	5.04%	0.12%	-5.14%	2.43%	-5.28%	-0.39%	26.47%	-12.60%	0.85%	-16.88%	-7.33%	-5.72%	-14.07%	-3.75%	34.70%	-17.47%	-4.42%
Nov	-6.55%	-0.80%	6.01%	-12.76%	-1.46%	-7.43%	-9.27%	12.76%	-11.94%	-0.21%	-3.81%	-0.18%	-6.47%	-10.66%	-5.14%	10.27%	-13.96%	-5.62%
Dec	1.88%	-1.93%	-2.50%	-3.51%	-11.64%	-17.10%	-16.41%	14.83%	-3.60%	4.33%	-40.67%	-11.34%	-5.64%	-18.49%	-7.45%	24.96%	-12.63%	-7.49%
Jan	-6.51%	7.30%	7.47%	-7.70%	2.08%	-4.85%	-10.03%	12.92%	-13.75%	7.34%	-9.38%	-7.57%	-2.45%	-9.86%	-3.17%	24.88%	1.30%	-2.72%
Feb	-8.74%	9.42%	5.38%	-14.38%	-3.68%	-17.84%	-13.52%	5.22%	-2.60%	-0.61%	12.83%	0.43%	4.88%	-11.57%	-3.87%	33.80%	-5.59%	-3.68%
Mar	-32.58%	-19.70%	-26.30%	-34.81%	-37.52%	-34.50%	-32.37%	-20.91%	-18.81%	-25.73%	-50.17%	-29.37%	-19.15%	-32.93%	-28.30%	-12.08%	-41.78%	-29.02%
Apr	-64.98%	-51.82%	-53.56%	-75.81%	-76.73%	-66.83%	-62.26%	-52.05%	-55.37%	-62.68%	-78.70%	-62.79%	-57.03%	-69.16%	-63.41%	-54.65%	-100.00%	-66.13%
May	-66.70%	-48.24%	-49.83%	-72.01%	-71.18%	-61.67%	-53.61%	-56.05%	-62.89%	-63.55%	-56.74%	-53.53%	-58.02%	-63.53%	-60.56%	-29.34%	-100.00%	-61.20%
Jun	-52.81%	-28.83%	-31.34%	-55.76%	-56.89%	-46.69%	-46.34%	-36.29%	-48.58%	-39.51%	-57.21%	-23.34%	-46.08%	-50.75%	-44.88%	-12.24%		-44.50%
<b>Total</b>	<b>-19.06%</b>	<b>-8.67%</b>	<b>-13.14%</b>	<b>-23.86%</b>	<b>-20.87%</b>	<b>-22.86%</b>	<b>-20.51%</b>	<b>-5.39%</b>	<b>-21.08%</b>	<b>-11.71%</b>	<b>-32.73%</b>	<b>-16.94%</b>	<b>-17.94%</b>	<b>-26.26%</b>	<b>-18.69%</b>	<b>9.88%</b>	<b>-30.61%</b>	<b>-19.00%</b>



## **TRANSIT SAFETY PERFORMANCE MEASURES AND TARGETS**

## INTRODUCTION

On July 19<sup>th</sup>, 2018, the Federal Transit Administration (FTA) published the Public Transportation Safety Plan final rule (49 CFR Part 673), which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula program to develop safety plans that include processes and procedures to implement safety management systems (SMS). Transit providers must also include safety performance targets (SPT) which address the safety performance measures (SPM) described in the National Public Transportation Safety Plan (NSP).

The regulation requires the State or transit agency that drafted the Public Transportation Agency Safety Plan (PTASP) to make its SPTs available to States and MPOs to aid in the planning process and to coordinate with States and Municipal Planning Organizations (MPO) in the selection of State and MPO SPTs. BACTS is responsible for developing regional transit SPTs and integrating performance measures from the PTASP into their planning processes.

The FTA and the Federal Highway Administration (FHWA) have established requirements for MPOs and State Departments of Transportation (DOTs) to coordinate with transit providers, set performance targets, and integrate those performance targets and performance plans into their planning documents by certain dates. As part of this performance-based approach, recipients of federal highway and transit funds are required to link investment priorities from their Statewide Transportation Improvement Program (STIP) and Transportation Improvement Program (TIP) to achieve performance targets.

BACTS will integrate the City of Bangor Community Connector's transit agency performance targets and performance plans into planning documents, including the TIP. The Maine DOT will incorporate transit agency SPTs into their STIP. The SPTs as well as other performance targets required to be integrated into the metropolitan planning process, will help MaineDOT and BACTS develop investment priorities for upcoming projects.

## PERFORMANCE MEASURES

A safety performance measure is a quantifiable indicator of performance or condition that is used to establish targets related to safety management activities, and to assess progress toward meeting the established targets. The NSP outlines four categories of safety performance measures as follows:

### 1. **FATALITIES** (total number of reportable fatalities and rate per total vehicle revenue miles by mode)

Reducing the number of fatalities is a top priority for the entire DOT. As an industry, we must try to understand the factors involved in each fatality in order to prevent further occurrences. Measuring the number of fatalities over vehicle revenue miles, by mode, provides a fatality rate from which to assess future performance.

For the fatality safety performance measure, FTA uses the National Transit Database (NTD) definition of fatality (death confirmed within 30 days) and excludes trespassing and suicide-related fatalities.

**2. INJURIES** (total number of reportable injuries and rate per total vehicle revenue miles by mode)

Many transit agencies have never had a fatality, and continued safe operation is exactly what is desired. However, injuries occur much more frequently, and are due to a wide variety of circumstances. Analyzing the factors that relate to injuries is a significant step in developing actions to prevent them. Again, measuring the number of injuries by mode, over vehicle revenue miles provides an injury rate from which to assess future performance.

For the injury safety performance measure, FTA uses the NTD definition of injury (harm to a person requiring immediate medical attention away from the scene). FTA excludes injuries resulting from assaults and other crimes (security events).

**3. SAFETY EVENTS** (total number of reportable events and rate per total vehicle revenue miles by mode)

The safety events measure captures all reported safety events that occur during transit operations and the performance of regular supervisory or maintenance activities. A reduction in safety events will support efforts to reduce fatalities and injuries, as well as damages to transit assets. Measuring the number of safety events by mode over vehicle revenue miles provides a safety event rate from which future performance can be compared.

For the safety event performance measure, FTA uses all *safety* events meeting an NTD major event threshold. For this measure, FTA includes only major *safety* events and excludes major *security* events (both of which are reported to the NTD).

**4. SYSTEM RELIABILITY** (mean distance between major mechanical failures by mode)

The system reliability measure expresses the relationship between safety and asset condition. The rate of vehicle failures in service, defined as mean distance between major mechanical failures, is measured as revenue miles operated divided by the number of major mechanical failures. This is a measure of how well a fleet of transit vehicles is maintained and operated.

The system reliability target is expressed in miles and is the mean (average) distance between major mechanical failures. The NTD defines a major mechanical system failure as “a failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.”

## SETTING TARGETS

An SPT is a quantifiable level of performance or condition expressed as a value for the measure related to safety management activities to be achieved within a set time period. Generally, an agency sets SPTs for each mode that represent its goals for the upcoming year reported to the NTD. These goals could maintain current safety performance levels or aim to improve upon current safety performance. The FTA has not specified how transit providers must set their targets nor established a required methodology.

As described in the FTA's National Public Transportation Safety Plan, transit providers must establish, by mode, seven SPTs in four categories:

- Fatalities: **Total number** of fatalities reported to NTD and **rate per total vehicle revenue miles (VRM)** by mode.
- Injuries: **Total number** of injuries reported to NTD and **rate per total VRM** by mode.
- Safety Events: **Total number** of safety events reported to NTD and **rate per total VRM by mode**.
- System Reliability: **Mean distance** between major mechanical failures by mode.

### Strategies for Establishing SPTs

When establishing SPTs, transit providers may choose to set aspirational targets (i.e., zero fatalities or injuries) or targets that represent improvement over current safety performance levels. To the extent possible, FTA recommends that transit providers set realistic SPTs that consider relevant safety goals and objectives. While transit providers may select SPTs that reflect an improvement in safety performance, they do not necessarily have to do so and could focus on maintaining current safety performance.

Three sample strategies for establishing initial SPTs include:

1. **Setting SPTs based on five-year trends:** A transit provider could review its fatality, injury, safety event, major mechanical failures, and vehicle revenue mile data over the previous five years by mode.

Once this five-year picture has been established, by mode, the public transportation provider may choose to adopt the 5-year average total numbers and rates, by mode, as its performance targets, reflecting a goal to maintain the current level of safety performance while addressing new Public Transportation Safety Plan requirements. Alternatively, an agency may choose to select as SPTs the highest or lowest numbers and rates documented in its tables for the 5-year period or average the highest and lowest numbers and rates to develop SPTs that reflect their operating characteristics.

The most recently available published NTD data is for reporting year 2018. This data reflects the City of Bangor Community Connector's fiscal year 2018 information (July 1<sup>st</sup>, 2017 – June 30<sup>th</sup>, 2018). Community Connector is what is referred to as a "Reduced Reporter." Reduced Reporters are not required to report major mechanical failures to the NTD, so this information is not available on the public reports. In order to obtain data required to set the system reliability performance target, vehicle maintenance records need to be reviewed to determine the number of major mechanical failures experienced in prior years. The City of Bangor Community Connector began directly operating demand response services for ADA complementary paratransit service in October 2018. Therefore, the data for the directly operated demand response service is only reported to the NTD beginning with the 2019 report year, which has not yet been published.

City of Bangor Community Connector Fixed Route (MB)					
	Fatalities	Injuries	Incidents	VRM	Major Mechanical Failures
2014	0	0	0	612,481	34
2015	0	0	0	602,553	38
2016	0	0	0	605,083	53
2017	0	0	0	598,955	61
2018	0	0	0	594,879	40
5-Year Ave	0	0	0	602,790	45.2

City of Bangor Community Connector Demand Response (DR)					
	Fatalities	Injuries	Incidents	VRM	Major Mechanical Failures
2018	0	0	0	37,021	0
2019*	0	0	0	67,138	0
2-Year Ave	0	0	0	52,080	0

\*Not published through NTD

Performance targets presented in the “Safety Performance Targets 5-Year Trend” table are calculated based on an annual average of five-year historical data reported to the NTD for fatalities, injuries, incidents and vehicle revenue miles for fixed the route (MB) mode of service and annual average of two-years of data for ADA complementary paratransit demand response (DR) mode of service.

SAFETY PERFORMANCE TARGETS 5-YEAR TREND							
Mode	Fatalities		Injuries		Safety Events		System Reliability
	Total Number	Rate per 100,000 VRM	Total Number	Rate per 100,000 VRM	Total Number	Rate per 100,000 VRM	VRM/Major Mechanical Failures
MB	0	0.00	0	0.00	0	0.00	602,790 / 45.2 13,336
DR	0	0.00	0	0.00	0	0.00	52,080 / 0 0

2. **Number and rate reduction:** A transit provider also could set their SPTs in terms of a rate reduction. For example, an agency could decide to reduce the number of total injuries by two-percent per year, then determine the number and rate of injuries that reduction would present for a particular year’s SPTs.

Just as the trending method noted above, the rate reduction method, relies on historical data to determine baseline metrics to determine the number and rate for annual targets.

3. **Benchmarking peers:** Some transit providers may not have sufficient data to set SPTs for each of the safety performance measures. This could be because the transit agency does not experience fatalities, injuries, safety events, or major mechanical failures often enough to develop meaningful data trends or because the transit agency does not have historical data. Also, some agencies are not required to report data on mechanical failures to the NTD based on the size or type of their operations, so they may not have a historical record of this information. For these agencies, benchmarking against peer transit agencies can help provide baseline data to inform their SPTs

The Community Connector 2018 NTD report and unpublished 2019 data shows the following statistics:

2018	Total	MB	DR - PT	DT - PT	
UPT	799,726	791,981	3,989	3,756	
VRM	631,900	594,879	13,600	23,421	
VRH	47,096	45,794	530	772	
VOMS	28	14	8	6	
2019	Total	MB	DR - DO	DR - PT	DT - PT
UPT	777,235	768,787	6,996	621	831
VRM	647,800	580,662	58,346	2,439	6,353
VRH	51,446	45,860	4,320	541	725
VOMS	33	14	5	8	6

UPT – Unlinked Passenger Trips      VRM – Vehicle Revenue Miles      VRH – Vehicle Revenue Hours      VOMS- Vehicles Operated in Maximum Service  
 MB – Motor Bus (Fixed Route)      DO – Directly Operated      PT- Purchased Transportation      DR – Demand Response (Paratransit)  
 DT – Demand Response Taxi

“Full reporter” transit agencies report safety and security data to the NTD on a monthly basis, and mechanical failures on an annual basis. In order to select agencies which would be appropriate benchmarking peers, 2018 and 2019 Community Connector data was reviewed (as shown above) and the following criteria were applied to filter results in the 2019 NTD Safety and Security Time Series Data.

Mode	MB	DR
UPT	418,744 – 906,130	7,482 – 9,761
VRM	583,656 – 693,353	41,323 – 98,526
VRH	43,747 – 49,564	4,260 – 6,643
VOMS	14 - 20	3 - 4

Using these criteria, the four agencies used to benchmark the fixed-route (MB) mode of service were: Montachusett Regional Transit Authority, City of Eau Claire, City of Sioux City, and Yuba-Sutter Transit Authority. The results produced the following:

FIXED ROUTE (MB)										
Year	NTD ID	Agency	UPT	VRM	VRH	VOMS	Events	Fatalities	Injuries	Major Failures
5-Year Ave	10061	Montachusett Regional Transit Authority	652,953	670,982	43,682	19	4.60	0.00	4.60	30.80
5-Year Ave	50099	City of Eau Claire	896,981	702,784	47,823	16	0.60	0.00	0.60	38.80
5-Year Ave	70012	City of Sioux City	996,661	613,145	44,507	21	3.00	0.00	3.40	66.80
5-Year Ave	90061	Yuba-Sutter Transit Authority	952,003	577,096	49,212	14	1.00	0.00	1.00	34.20
<b>ANNUAL AVERAGE</b>			874,650	641,002	46,306		2.30	0.00	2.40	42.65
<b>Calculated Rate</b>				15,029.35			0.36	0.00	0.37	

The five agencies used to benchmark the demand response (DR) mode of service were: Williamsburg Area Transit Authority, Athens-Clarke County Unified Government, Ames Transit Agency, City of Commerce, and Yuma County Intergovernmental Public Transit Authority. The results produced the following:

DEMAND RESPONSE (DR)										
Year	NTD ID	Agency	UPT	VRM	VRH	VOMS	Events	Fatalities	Injuries	Major Failures
5-Yr Ave	30076	Williamsburg Area Transit Authority	7,862	63,369	3,732	4	0.00	0.00	0.00	5.80
5-Yr Ave	70041	Ames Transit Agency	10,417	38,999	3,901	3	0.20	0.00	0.20	2.60
5-Yr Ave	40047	Athens-Clarke County Unified Government	7,037	57,783	5,539	3	0.00	0.00	0.00	0.20
5-Yr Ave	90043	City of Commerce	7,962	65,398	5,006	4	0.00	0.00	0.00	0.00
5-Yr Ave	90233	Yuma County Intergovernmental Public Transportation Authority	7,539	62,419	3,916	3	0.80	0.00	0.80	4.00
<b>ANNUAL AVERAGE</b>			8,163	57,593	4,419		0.20	0.00	0.20	2.52
<b>Calculated Rate</b>				22,854.50			0.35	0.00	0.35	

The SPTs shown in the “Safety Performance Targets Benchmarking” table are calculated as an annual average of the five-year average of all peer agencies.

SAFETY PERFORMANCE TARGETS BENCHMARKING							
Mode	Fatalities		Injuries		Safety Events		System Reliability
	Total Number	Rate per 100,000 VRM	Total Number	Rate per 100,000 VRM	Total Number	Rate per 100,000 VRM	VRM/Major Mechanical Failures
MB	0	0.00	2.40	0.37	2.30	0.36	(641,002 / 42.65) 15,029.35
DR	0	0.00	0.20	0.35	0.20	0.35	(57,593 / 2.52) 22,854.50

The City of Bangor Community Connector is not required to report data on mechanical failures to the NTD, so there is not a historical record of this information readily available. In addition, Community Connector began directly operating demand response mode of service for ADA Complementary Paratransit service in October 2018; therefore, there is no historical data prior to that to draw from for this mode of service.

Because the available data is limited, benchmarking against peer agencies to set baseline data for setting initial transit SPTs is the recommended strategy. Staff recommends adopting the performance targets as calculated above benchmarking against peers.

## City of Bangor Community Connector FY 21 Transit Safety Performance Targets

The City of Bangor Community Connector submitted their Safety Performance Targets to BACTS on November 3, 2020. Their targets were established using a hybrid of strategies. Performance targets established for the Fatalities, Injuries, and Safety categories are benchmarked using the performance targets established in the MaineDOT prepared Public Transportation Agency Safety Plan for both fixed route and demand response modes. These targets were developed compiling 2014 – 2018 NTD data from the four transit agencies participating in the MaineDOT prepared Plan using the five-year average methodology.

2014 - 2018 Five - Year Average Maine Transit Agencies Participating in MaineDOT Prepared Public Transit Agency Safety Plan						
NTD ID	Agency	Events	Fatalities	Injuries	VRM	
<b>Fixed Route (MB)</b>						
10015	Lewiston-Auburn Transit Committee	0.2	0	0.2	220,472	
10114	Biddeford-Saco-Old Orchard Beach Transit Committee Shuttle Bus	1.2	0	1.0	406,759	
<b>Demand Response (DR)</b>						
10015	Lewiston-Auburn Transit Committee				30,902	
10069	Regional Transportation Program, Inc.	0	0	0	556,257	
10099	York County Community Action Corporation	0.2	0	0.2	477,536	

The System Reliability performance target for fixed route (MB) service was established using the average number of major mechanical failures from Community Connector vehicle maintenance records during the five-year period between 2014 – 2018 and the average Vehicle Revenue Miles reported to the NTD during that same time period. The System Reliability performance target for demand response (DR) service was established using the average number of vehicle revenues miles for demand response service for the two years of 2018 and 2019 because there were no major mechanical failures recorded during those years for demand response vehicles. The vehicles used to provide this service were leased during this time frame. In fiscal year 2021, the Community Connector will be purchasing four ADA paratransit vehicles and will no longer be leasing these vehicles.

City of Bangor, Community Connector SAFETY PERFORMANCE TARGETS							
Targets below are based on review of the previous five-year average of NTD safety performance data. (2014-2018)							
Mode of Transit Service	Fatalities per NTD Reporting Year (total)	Fatalities (per 100 thousand VRM)	Injuries per NTD Reporting Year (total)	Injuries (per 100 thousand VRM)	Safety Events per NTD Reporting Year (total)	Safety Events (per 100 thousand VRM)	System Reliability (VRM / failures)
MB	0.00	0.00	1.2	0.20	1.40	0.23	13,336
DR	0.00	0.00	0.20	0.38	0.20	0.38	52,080

## MPO PLANNING AND PROGRAMMING REQUIREMENTS

The final rule required transit providers to have their PTASPs in place, which includes the first set of required SPTs and share these targets with their MPO on or before July 20<sup>th</sup>, 2020. MPOs then have 180 days from receipt of transit agency SPTs (or by January 20<sup>th</sup>, 2021) to prepare their initial public transportation SPTs. However, in light of the extraordinary challenges presented by COVID-19, on April 22<sup>nd</sup>, 2020, FTA extended the transit provider PTASP compliance deadline from July 20<sup>th</sup>, 2020 to December 31<sup>st</sup>, 2020. FTA has explicitly stated that this extension **does not** defer the requirements for MPOs and State DOTs.

MPOs are required to reference the SPTs and PTASP in their TIP and Metropolitan Transportation Plan (MTP) updated or amended after July 20<sup>th</sup>, 2021. The planning products must include a description of the performance measures and performance targets used in assessing the performance of the transportation system, for transit asset management, safety, and the FHWA performance measures. This should also include, to the maximum extent practicable, a description of the anticipated effect of the TIP toward achieving the performance targets identified in the MTP, linking investment priorities to those performance targets.

## REPORTING REQUIREMENTS

Each transit provider is required to review and update its PTASP annually, including the SPTs, as necessary. However, the MPO is not required to set new TSP targets each year. The MPO can choose to revisit the MPO's SPTs based on the schedule for preparation and submission of the system performance report that is required as part of the MTP.

The first MTP update or amendment to be approved on or after July 20<sup>th</sup>, 2021, must include the MPO's transit SPTs for the region. The next MTP update, but not each MTP amendment, must also include an updated system performance report that incorporates transit SPTs. An MPO may choose to update their transit targets more frequently, but the second federally required system performance report must reference the information contained in the first federally required system performance report.

## IMPLEMENTATION SCHEDULE

<b>July 20<sup>th</sup>, 2020</b>	Transit providers subject to the PTASP final rule are required to have their certified Agency Safety Plans in place, which includes SPTs, and share the targets with their MPO and State.
<b>December 31<sup>st</sup>, 2020</b>	On April 22 <sup>nd</sup> , 2020 FTA published a Notice of Enforcement Discretion extending the PTASP compliance deadline from July 20 <sup>th</sup> , 2020 to December 31 <sup>st</sup> , 2020.
<b>January 20<sup>th</sup>, 2021</b> (or no more than 180 days after receipt PTASP)	MPOs are required to set their initial transit safety targets.
<b>July 20<sup>th</sup>, 2021</b>	The MPO reflects the transit safety measures and targets in all MTPs and TIPs updated or amended after this date.  Specific written provisions for the transit safety measure are jointly agreed upon and adopted by the MPO, State, and providers of public transportation.

## REFERENCES

CFR 23 §450.306(d) *Metropolitan Transportation Planning Process Performance-Based Approach*

[https://ecfr.federalregister.gov/current/title-23/chapter-I/subchapter-E/part-450/subpart-C/section-450.306#p-450.306\(d\)](https://ecfr.federalregister.gov/current/title-23/chapter-I/subchapter-E/part-450/subpart-C/section-450.306#p-450.306(d))

CFR 49 §673 *Public Transportation Agency Safety Plans*

<https://ecfr.federalregister.gov/current/title-49/subtitle-B/chapter-VI/part-673>

FTA PTASP Technical Assistance Center *MPO Frequently Asked Questions*

<https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/regulations-and-programs/safety/public-transportation-agency-safety-program/134696/mpo-f-qs-20200211.pdf>

FTA PTASP Technical Assistance Center *Safety Performance Targets Guide*

<https://www.transit.dot.gov/sites/fta.dot.gov/files/2020-04/SPTs-Guide-20200413-v1-1.pdf>

FTA PTASP Technical Assistance Center *Safety Performance Targets Fact Sheet*

[https://www.transit.dot.gov/sites/fta.dot.gov/files/2020-08/SafetyPerformanceTargetFactSheet\\_20200814.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/2020-08/SafetyPerformanceTargetFactSheet_20200814.pdf)

National Public Transportation Safety Plan

[https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/National%20Public%20Transportation%20Safety%20Plan\\_1.pdf](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/National%20Public%20Transportation%20Safety%20Plan_1.pdf)

National Transit Database

<https://www.transit.dot.gov/ntd/ntd-data>