



TRANSIT COMMITTEE
WEDNESDAY, FEBRUARY 3, 2021
9:30 – 11:00 a.m.
VIA ZOOM

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 November 18, 2020 Meeting Minutes (Attachment A)

4. Staff Report (Attachment B)

5. Presentation - Transit Agency Structural Analysis Study

Laura Brown from RLS will make a brief presentation introducing the Transit Agency Structural Analysis Study and provide the group with a status report.

Ms. Brown is the lead RLS Senior Associate for Planning and plays leading roles in a wide range of transit and coordinated transportation planning and assessment efforts across the country. She has successfully assisted dozens of communities with transit governance, funding, and administrative structures, fare analyses, and regional coordination.

6. Ridership Report (Attachment C)

The ridership report shows data from July 1, 2020 through December 12, 2020. Fiscal year 2020 data is provided for comparison purposes.

Proposed Action: For Discussion Only

7. FY21 YTD Financial Report through December 31, 2020 (Attachment D)

The financial report includes an income statement showing budget to actual operating expenses, a report showing local contributions carried forward from FY2020 to FY2021, capital reserve balances, CARES Act funding estimated expenditures, and capital project expenditures as of December 31, 2020.

Proposed Action: For Discussion Only

8. 2015-2019 Transit Performance Metrics (Attachment E)

MaineDOT has tasked MPOs with coordinating the collection of the most recent five years of data reported to the NTD for urban transit agencies in the MPA and examine and consider the performance measures as part of future programming. This information will be forwarded to MaineDOT. MaineDOT will review and share the measures with the Public Transit Advisory Council.

Proposed Action: For Discussion Only

9. Community Connector Title VI LEP Survey (Attachment F)

The Community Connector Title VI Plan update is due in May.

Proposed Action: For Discussion Only

10. Municipal Partner Updates

11. MainedOT Update

12. BACTS Update

13. Other Business

14. Next Meeting – May 5, 2021

15. Adjournment



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

Meeting Minutes

Attendees

Members	Community Connector Staff	MaineDOT Staff
Karen Fussell, Chair - Brewer	Laurie Linscott	Lori Brann
Linda Johns - Brewer		
John Theriault - Bangor		
Belle Ryder - Orono	Guests	BACTS Staff
EJ Roach - Old Town	Darcy Cooke	Sara Devlin
Tom Spitz - UMaine	Marcia Larkin - Penquis	Connie Reed

Call to Order

The meeting was called to order at 9:30 a.m. by Committee Chair, Karen Fussell.

Public Comment

No public comments were made.

Approval of August 13, 2020 Meeting Minutes

Karen Fussell suggested that the minutes be approved as presented. Linda Johns motioned to approve, Belle Ryder seconded. Approved without any changes.

Staff Report

Connie Reed updated the committee that the BACTS Bylaws were approved by the Policy Committee. There were a few minor edits made from copy previously shared with the committee. The Transit Committee is going to be a standing committee, not an ad hoc committee for the MPO. Sara Devlin further added that the change to a standing committee from an ad hoc will allow any votes or recommendations to go to the Policy Committee for final approval. BACTS' hope is that the Chairman of the Transit Committee will eventually have a vote as a member on the Policy Committee down the road.

Connie Reed also opened the floor to John Theriault and Laurie Linscott regarding the conceptual design public meeting that was held for Pickering Square. John Theriault discussed Artifax, the architect responsible for designing the Transit building for the Community Connector. John discussed various aspects of the design including the scale of the building on the site, roof coverage options, and bus

movement. Council chose the larger building option and a site plan with a designated location for each bus. John feels they are on schedule so far. Laurie Linscott agreed they are on schedule and enjoys working with the architect. Karen Fussell asked regarding the timeline to finalize the design. John responded they are looking to put this project out to bid for Spring to start construction with ideally finishing construction in the Fall or following Spring. Karen Fussell asked where the funds are coming from for this project. Laurie Linscott responded they received a grant for 80% and are receiving the remaining 20% over two fiscal years for the local portion.

Darcy Cooke inquired regarding the driver shortage. Laurie Linscott said there are a few applicants and they have conducted a number of interviews, those individuals did not have the proper license class so it would still be 8-12 weeks out. Four drivers are on medical leave and a few others have left recently. They have 25 drivers and should have 37. A new public notice will be released to the public from the Community Connector regarding the driver shortage and continuation of reduced service level. Services that were reduced in October through the end of November will now go through the end of December. Community Connector does not foresee reopening the third Capehart route for the next few months.

Laurie Linscott mentioned various recruiting techniques they are looking into to try to attract more applicants. Laurie Linscott also mentioned various scheduling changes they have made to try to accommodate and keep as many routes open as possible. Darcy Cooke asked if there is any way this committee could help with recruitment or offer any additional support, Laurie Linscott responded just to let people know. Linda Johns asked for Laurie to forward the public notice to the committee members so they can post it as well. Belle Ryder suggested that Laurie reach out to Julie at The Avenue because she may have some drivers looking for temporary work. Laurie Linscott briefly reviewed the process for individuals to receive their class B license and how this also creates a barrier for new employees due to the time the process takes. Community Connector will work with individuals who have their permit to help them to get their license, but this has additional costs as well associated with it.

Financial Reports

FY20 Year End Financial Report

Karen Fussell had a question about the local share for revenues was 60% of estimated figure for FY20. Karen expected this figure to be 75%, the remaining 25% was covered through CARES funding. Laurie Linscott explained that the budgeted figure was higher than actual. Belle Ryder asked if this figure was based off of what was invoiced or what was collected. Laurie Linscott clarified that the actual figures were based on invoiced figures. Belle Ryder asked for those municipalities who paid all four quarters instead of three of the four, to see where this is reflected in FY21 financials. Laurie Linscott responded she would need to check with their financial director and would send out clarification at a later date.

FY21 YTD Financial Report

Belle Ryder had a question regarding the maintenance expense. Laurie Linscott said bus 455 needed the wheelchair lift repaired, plexiglass installed around the driver, and a new driver seat.

Karen Fussell noted that fares seem to be above budget. Laurie Linscott noted that they are doing better than they had hoped but are still below 'typical' revenue figures.

FY20 Ridership Report

Connie Reed said current year figures are not yet available, but looking at prior year (pre pandemic), figures look overall on average. After the pandemic started, an overall decrease of 19% in ridership was noted. Laurie Linscott agreed that overall (pre pandemic) figures were looking good. Some routes were even seeing a small increase in ridership (Brewer North, Capehart 3, and Center Street). Karen Fussell asked how the 19% decrease compares to the State and Nationally. Lori Brann noted that on average figures are down as much as 90% in other parts of the State, 75% on average across the State, so the Community Connector is doing quite well. NTD data will be released tomorrow. Connie Reed noted that it will be important during the bus stop policy project to analyze routes and possibly make adjustments to ensure that they can capture ridership as much as possible.

Transit Safety Performance Measures and Targets

Connie Reed started the discussion. 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 in 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

There are seven different targets that need to be addressed for each mode (fixed route and ADA Paratransit service (demand response); number and rate of fatalities, number and rate of injuries, number and rate of safety events, and system reliability (see chart above). Connie Reed recommends for BACTS to use the benchmarking against peers strategy because there is not a lot of available data that can be used to determine targets. Community Connector is a reduced reporter so they have different reporting requirements, as such a benchmarking against peers strategy will provide more accurate benchmarks. There are no ramifications for not meeting targets. Lori Brann noted that there are no ramifications for not meeting targets but the only requirement is to set them, this process will be reviewed in 2021 by the State.

Discussion ensued regarding the methodology for how the figures in the table above were created. Connie Reed went into detail about pulling data from similar sized organizations from federal resources. Karen Fussell asked how Community Connector compares to the benchmarks, Connie Reed responded that all of this data is not yet available because Community Connector does not have to report that data because they are reduced reporters. Community Connector has had 0 fatalities and 0 injuries reported within the past five year average for Fixed Route as well as for the past two years of available data for Demand Response.

Karen Fussell motioned to recommend the targets and benchmarking above as written. Belle Ryder made the motion to recommend for adoption. Linda Johns seconded the motion. None opposed.

Municipal Partner Updates

Belle Ryder - Orono - Wanted to acknowledge Laurie Linscott for being so accommodating with the Black Bear Express and being able to consolidate services. Connie Reed asked if they had to add any stops to this route. Belle Ryder clarified that the stop is pretty much on route so minimal difference in route. Laurie Linscott said they made a trial run and it seems to work, during the down time when school is out of session they will make adjustments accordingly. Connie Reed asked Laurie if she's planning on keeping the schedule reduced. Laurie Linscott will evaluate closer to reopening school. Belle Ryder noted they will look at ridership when making those decisions.

EJ Roach - Old Town - Introduced himself, he will be taking over for John Rouleau for the bus stop project and involved more in the future with this committee.

Linda Johns - Brewer - No big projects or changes.

MaineDOT Update

Lori Brann - MaineDOT has provided the City of Bangor funding to pay for the majority (a little more than 80%) for the structural analysis. MaineDOT state management review process is ongoing (was postponed due to COVID). This process will be different than prior years because it will be virtual.

A couple of bus systems in Maine have had bus system employees test positive, first call should be to the CDC but also please send Lori Brann an email because they are also tracking this at the State level.

Other Business

None noted

Next Meeting

The next meeting will be on February 3rd, 2021.

Adjournment

The meeting was adjourned at 10:30 a.m.

**Staff Updates
February 3, 2021**

- **ADA Van Procurement Status**

January 25, 2021

This Order would authorize the purchase of three ADA paratransit minivans from Advance Modifications in the amount of \$147,637. As a fixed route public transportation provider, the Community Connector is required to provide ADA Paratransit services, to qualifying individuals who are unable or have limited ability to use the fixed route operation. Since providing this service in-house, the City has been renting vehicles to provide this service as we had to determine the level of ridership and the number and types of vehicles that were needed.

Four quotes were received from four vendors; Creative Bus Sales, Advance Modifications, Advanced Wheels, and Autotronics. Prices for the accessible minivans ranged from \$134,062 (Advance Modifications) to \$164,915 (Advance Wheels), the response from Autotronics do not meet specifications as the vehicles were used. None of the quotes included the required camera system or any potential cost for extended warranty which will be pursued with the selected vendor. The cost for the extended warranty as well as the camera system is \$13,575.

Based on our current ridership, the recommendation is to purchase two side-entry Dodge Grand Caravans and one rear entry Chrysler Pacifica Touring, which is a hybrid, from Advance Modifications.

Be it Ordered by the City Council of the City of Bangor that, the City is hereby authorized to purchase three ADA paratransit minivans from Advance Modifications in the amount of \$147,637.

- **Bus Barn Heater** - (December 3, 2020) Included within the FY 2021 budget was funding to increase the amount of heat in bus barn. Currently the only heat in this area from floor heat which was installed in 2004. The current floor heat is not enough during the cold winters month and there is no heat recovery after all the overhead doors are opened. Most bus cleaning is done at night after all the buses return for the day. Bus cleaning is impossible with little to no heat. The new heaters will provide additional heat and a faster heat recovery. The new heaters will be hanging natural gas heaters. Staff contacted seven vendors to obtain quotes, only two responded with actual quotes (most are too busy to fit this in). The quotes received were from Penobscot Temperature Control in the amount of \$17,185 and Levant Oil Co in the amount of \$14,000, both had similar completion dates of January 30, 2021. The proposal from Levant Oil Co provides for a 10 year warranty on the heater and 5 years for parts. Staff will be contacting references but is recommending that the City contract with Levant Oil Co for this work.
- **Regional Bus Stop Policy and Designated Bus Stop Project Update** - Presentations to Municipal Councils mid-January through early February about project and tentative timeline. The workgroup will be meeting more frequently to finish up work on the document. The public comment process is tentatively set to begin mid-March. The contract for the designated stop project was executed at the end of December and Katie (intern) has begun working on desktop data collection. Once the Bus Stop Policy and Design Guidelines are finalized, more detail and site specific work can begin. A new Advisory Committee will be formed for this project. This committee will probably be organized in late spring/early summer. This project will have a large public outreach and involvement component.

FY 2021 MONTHLY RIDERSHIP BY FIXED ROUTE															ADA	Black Bear	TOTAL FY21	
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	1,678	2,720	2,413	2,168	2,141	2,413	1,608	1,438	3,059	2,740	271	1,923	3,558	26,452	54,582			54,582
Aug	1,600	2,774	2,378	2,133	2,483	2,187	1,677	1,382	3,027	2,436	469	1,920	3,473	26,339	54,278		32	54,310
Sep	1,480	2,598	2,473	2,578	2,729	2,131	1,792	1,378	3,043	2,777	378	2,132	3,578	27,587	56,654		965	57,619
Oct	1,587	2,846	2,680	2,569	3,086	3,111	2,345	138	3,277	3,004	503	2,229	4,194	29,982	61,551		914	62,465
Nov	1,146	2,474	2,364	1,973	2,621	2,746	2,034		2,778	2,668	392	1,756	3,674	25,480	52,106		720	52,826
Dec*	468	1,232	1,184	790	957	1,215	932		1,361	1,222	173	817	1,673	11,556	23,580			23,580
Total YTD	7,959	14,644	13,492	12,211	14,017	13,803	10,388	4,336	16,545	14,847	2,186	10,777	20,150	147,396	302,751		2,631	305,382

*Through December 12

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
Total	29,764	48,652	40,822	41,774	48,349	43,278	42,632	26,606	66,136	48,704	8,727	31,641	65,531	52,168	594,784	7,875	25,876	628,535

Community Connector Income Statement 12/31/2020
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	Fixed Route/ADA Operations			Black Bear Orono Express		
	Budget	Actual	Actual as % of Budget	Budget	Actual	Actual as % of Budget
Expenditures:						
Wages	1,556,746	824,917	52.99%	56,938	16,130	28.33%
Fringes (all Other)	319,754	147,674	46.18%	12,806	3,244	25.33%
Health	402,972	174,492	43.30%	11,942	4,213	35.28%
Supplies	27,500	24,044	87.43%	-	-	
Contractual Services	184,075	48,557	26.38%	4,387	370	8.43%
ADA	40,000	36,218	90.55%	-	-	
Utilities	9,750	3,594	36.86%	-	-	
Interfund (all Other)	10,000	1,335	13.35%	-	-	
Maintenance	663,486	265,052	39.95%	55,000	21,731	39.51%
Fuel	276,000	124,288	45.03%	10,000	2,142	21.42%
Printing	18,500	4,630	25.03%	-	-	
Other	200	-	0.00%	-	-	
Office & Bus Equipment	72,500	8,366	11.54%	-	-	
Local Share Depot	160,750	160,750	100.00%	-	-	
BBOE Admin	(22,841)	(10,127)	44.34%	22,829	10,127	44.36%
Total	3,719,392	1,813,790	48.77%	173,902	57,957	33.33%
Revenues:						
Operating						
Fares	427,500	209,512	49.01%	-	-	
Advertising/Other	40,000	63,498	158.75%	-	-	
Subtotal	467,500	273,010		-	-	
Grants						
Federal Operating	1,961,636	-	0.00%	-	-	
State Grants	101,109	-	0.00%	-	-	
Subtotal	2,062,745	-		-	-	
Budgeted Local Share	1,189,147			173,902		

Community Connector Income Statement 12/31/2020
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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 % 50.00%

- 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. Delivery expected in February of vans.
- d** Heating costs represent 31% of the total utility budget. To date, limited 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 anticipated.
- 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** To date not significant printing costs i.e. tickets, schedules, maps etc. This work is performed as needed.
- 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** Significant one-time unexpected ad campaign was purchased, therefore revenues exceed estimates.

Commentary - BBOE:

The budget was based on a "typical" operating year, which would equate to December operations being 44.44% of the total, which it is for overhead. The number of actual weeks in operation through December represent 33.33% of the total. One less shuttle in operations, due to driver shortage, results in fuel savings.

**Community Connector
Additional Information
12/31/2020**

Local Share Amounts Carried Forward from FY 2020

Fixed Route	6/30/2020	Applied to		Balance	BBOE	6/30/2020	Applied to		Balance
		2nd Qtr FY 2021	3rd Qtr FY 2021				2nd Qtr FY 2021	3rd Qtr FY 2021	
Hampden	33,407	23,702		9,705					
Brewer	76,555	53,987		22,568					
Veazie	6,367	4,493		1,874					
Orono	25,808	18,225		7,583		31,891	23,575		8,316
Old Town	26,193	18,481		7,712					
UMaine	18,909	13,333		5,576		31,891	23,575		8,316
	187,239	132,221	-	55,018		63,782	47,150	-	16,632

Capital Reserves

Community Connector - Fixed Route				BBOE				
Balance	6/30/2020		177,352		Balance	6/30/2020		19,545
FY 21 Partner Funding					FY 21 Community Funding			
		2 Qtrs - from Partners	33,924				2 Qtrs	10,000
		FY 21 - Bangor	107,030					
					Sale Proceeds			2,300
Balance	12/31/2020		318,306		Balance	12/31/2020		31,845
Individual Partner Funds								
		Fixed Rte	Hampden		75,216		Old Town	7,631
			Veazie		1,855		UMaine	5,509
			Orono		7,519			
		BBOE	Orono		23,852			

Cares Act Funding Status

Award Amount	4,003,122
FY 20 Actual Operations	959,953
FY 21 Budgeted Operations	1,966,940
FY 21 Capital - ADA Vans	200,000
FY 21 Capital - Bus Support Equip	98,006 (Bus Stop/Shelters, Tech)
Balance to be Obligated	<u>778,223</u>

**Community Connector
Additional Information
12/31/2020**

Status of Approved Capital Projects

Project	ADA Vans	7 Buses	Transit	Stop Proj	Gov Stdy
Budget	200,000	3,542,853	1,607,500	43,713	27,976
Expenditures - 12/31/2020	-	-	43,569	-	-
Fund Sources:					
Federal	CARES Act			43,713	
	5339 D	2,890,000	1,286,000		
	5339 Allocation				
State					25,000
Other	VW Settlement	519,000			
Local	Operating - FY 21		160,750		2,976
	Additional - FY 22		160,750		
	Additional - FY 24				
Capital Reserve	FY 2024	133,853			
Total Funding	200,000	3,542,853	1,607,500	43,713	27,976
Timeline	3 - Feb 21	5 - 2021			
		2 - 2023			

2015-2019 Transit Performance Metrics

Per agreement with MaineDOT, MPOs have been tasked with coordinating centralized collection of the most recent five years of data reported to the National Transit Database (NTD) for urban transit agencies in our metropolitan planning area and examine and consider the performance measures as part of guiding future programming for the following:

Asset Management -	Percent of fleet exceeding useful life
System Efficiency -	Operating Expenses per vehicle revenue hour
	Operating expenses per unlinked passenger trip
	Unlinked trips per vehicle revenue hour
	Fare recovery ratio (fare revenue divided by total operating expenses)
Safety-	Total Incidents
	Fatalities
	Serious Injuries

This information will be forwarded to MaineDOT. MaineDOT will review and share the measures with the Public Transit Advisory Council.

According to the 2019 National Transit Database (NTD) National Transit Summaries & Trends, City and County organizations make up 53 percent of urban transit providers and Transit Authorities make up 29 percent of urban transit providers. The remaining 18 percent include, but are not limited to State operators, private operators, non-profit organizations, and Tribes. The Community Connector is operated by the City of Bangor.

The table below provides a snapshot of the Community Connector NTD reported metrics for the five reporting years from 2015-2019. Reporting of the asset management performance metric of percent of vehicles exceeding the useful life benchmark (ULB) began with report year 2018. In calendar year 2018, Community Connector began operating a second mode of service (demand response) to self-provide ADA Paratransit service to passengers. This information is included in report year 2019 as these operations began in fiscal year 2019.

2019 National Average - (2019 National Transit Database National Transit Summaries & Trends)

Asset Management -	Percent of fleet exceeding useful life	20.0%
System Efficiency -	Operating Expenses per vehicle revenue hour-	\$142.42
	Operating expenses per unlinked passenger trip -	\$5.24
	Unlinked trips per vehicle revenue hour	
	Fare recovery ratio	20.90%
Safety-	Total Incidents	
	Fatalities	
	Serious Injuries	

Note: Reduced Reporters (small transit systems) only report the total number of events which meet a major event threshold and fatalities and injuries resulting from such events for the entire Fiscal Year of that agency, rather than submitting a separate report for each event. Most Urban Reduced and Rural Reporters (80.9 percent) reported zero major safety and security events in 2019. Of the agencies that did report events, 3.1 percent experienced fatalities.

**City of Bangor Community Connector
System Wide**

Measure	2019	2018	2017	2016	2015	5-Year Performance Analysis
Operating Expenses	\$ 3,392,279	\$ 3,075,571	\$ 2,801,649	\$ 2,683,535	\$ 2,433,121	39.42%
Fare Revenues	\$ 676,167	\$ 691,127	\$ 671,167	\$ 721,971	\$ 724,960	-6.73%
Annual Unlinked Trips	777,235	799,726	821,827	875,807	888,223	-12.50%
Annual Vehicle Revenue Miles (VRM)	647,800	631,900	598,955	605,083	602,553	7.51%
Annual Vehicle Revenue Hours (VRH)	51,446	47,096	46,095	46,893	47,210	8.97%
Operating Expenses p VRM	\$ 5.24	\$ 4.87	\$ 4.68	\$ 4.43	\$ 4.04	29.68%
Operating Expenses p VRH	\$ 65.94	\$ 65.30	\$ 60.78	\$ 57.23	\$ 51.54	27.94%
Operating Expenses p Unlinked Trip	\$ 4.36	\$ 3.85	\$ 3.41	\$ 3.06	\$ 2.74	59.33%
Unlinked Trip p/VRM	1.2	1.3	1.4	1.4	1.5	-18.61%
Unlinked Trip p/VRH	15.1	17.0	17.8	18.7	18.8	-19.70%
Fare Recovery*	19.93%	22.47%	23.96%	26.90%	29.80%	-33.10%
<i>*(Fare Revenue divided by Operating Expenses)</i>						
Reportable Incidents	0	0	0	0	0	
Injuries	0	0	0	0	0	
Fatalities	0	0	0	0	0	
Vehicles Operating in Maximum Service (VOMS)	19	14	14	14	14	35.71%
Average Fleet Age	10.10	11.60	12.70	11.60	10.60	-4.72%
% Fixed Route Bus Fleet Exceeding ULB	44.44%	50.00%				-11.12%
% Demand Response Fleet Exceeding ULB	100.00%					
Total Operating Funds Expended	\$ 3,410,655	\$ 3,155,560	\$ 2,953,627	\$ 3,011,675	\$ 2,466,979	38.25%
Fare Revenues	\$ 676,167	\$ 691,127	\$ 671,167	\$ 721,971	\$ 742,960	-8.99%
Local Funds	\$ 1,255,573	\$ 1,087,946	\$ 1,050,585	\$ 1,061,279	\$ 812,800	54.48%
State Funds	\$ 101,109	\$ 101,109	\$ 101,109	\$ 101,108	\$ 101,110	0.00%
Federal Funds	\$ 1,295,920	\$ 1,182,499	\$ 1,055,038	\$ 1,033,501	\$ 707,748	83.10%
Other Funds	\$ 81,886	\$ 92,879	\$ 75,728	\$ 93,816	\$ 102,361	-20.00%
Total Capital Funds Expended	\$ 1,334,954	\$ 1,391,318	\$ 359,335	\$ 111,032	\$ -	
Local Funds	\$ 277,242	\$ 543,508	\$ 142,751			
State Funds		\$ 194,611	\$ 23,002	\$ 99,998		
Federal Funds	\$ 1,057,712	\$ 653,199	\$ 193,582	\$ 11,034		
Other Funds						

Source: National Transit Database (NTD)



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BUS SUPERINTENDENT

OUTSIDE ORGANIZATION LEP SURVEY

Conduct a survey of organizations, such as municipalities, tribes, police departments, school systems, major employers, human service agencies, and churches, to find out if they encounter people with language assistance needs, what languages these people speak, and what language assistance efforts they are undertaking.

Organization: _____

1. What outside organizations did you survey?
2. Do any of these organizations encounter people with language assistance needs? If yes, what languages do these people speak?
3. Provide a description of your service (type, days and hours) and list the major activity centers served (communities, employers, Rail Runner stations, park and ride lots, government and human service agencies, medical facilities, shopping centers, and recreational facilities).
4. Discuss trip purpose from passenger surveys or transportation development plans, if conducted.
5. 19. Does staff speak foreign languages? If so, what languages? Do you use staff to translate?
6. 20. Have you translated documents into Spanish or another language? If yes, please list the documents
7. And the languages they are translated into.
8. 21. Do you use Google Translate for your web site? If yes, what languages?
9. 22. What other language assistance efforts are you undertaking?
10. 23. Have you made arrangements with other organizations to provide language assistance efforts? If yes, what organizations and what services?
11. 24. How are LEP persons notified of language assistance services?
12. Discuss outreach programs, such as travel training, school presentations, and community presentations and if these efforts potentially reach LEP persons.



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13. Describe how language assistance efforts are monitored, evaluated, and updated.

14. Describe how employees are trained in language assistance efforts.

